



FUEL**CLOUD**



User Guide

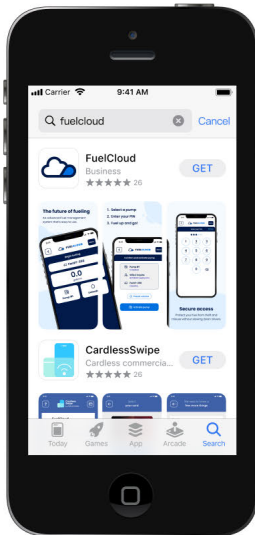
Driver App

Version: 2.0 | Revised: 09/21/23

Welcome to the future of fueling!

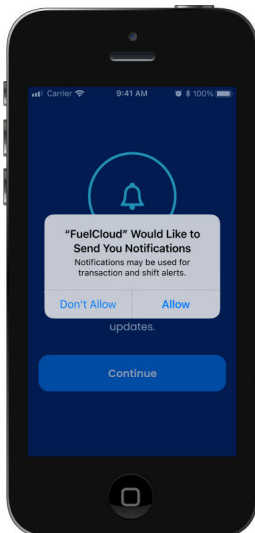
This guide will show you how to use the FuelCloud app to access fuel tanks and fuel your vehicle. This guide also includes basic troubleshooting you can do in the field to solve problems, as well as instructions for reporting on site conditions or getting help if something goes wrong.

App Instructions



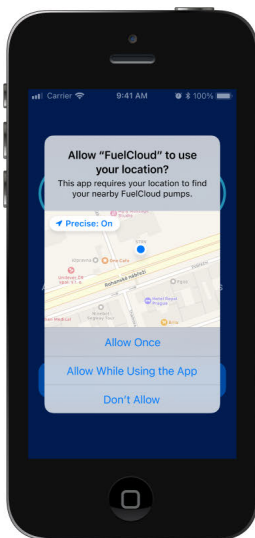
Step 1:

Go to the App Store or Google Play Store, search for "FuelCloud" and download the app.



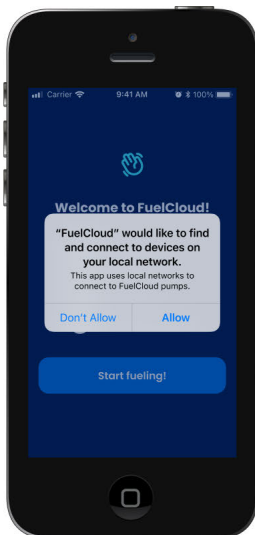
Step 2:

Open the app, tap 'Continue', and then tap 'Allow' to get notifications about fueling status, shifts, and updates.



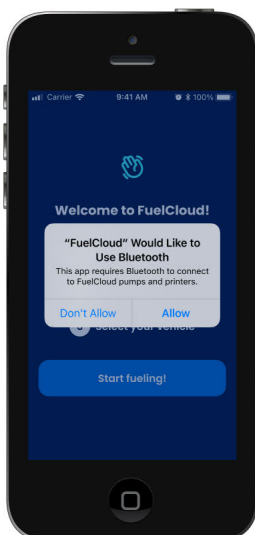
Step 3:

Tap 'Continue', then tap 'Allow While Using the App' to confirm location access.



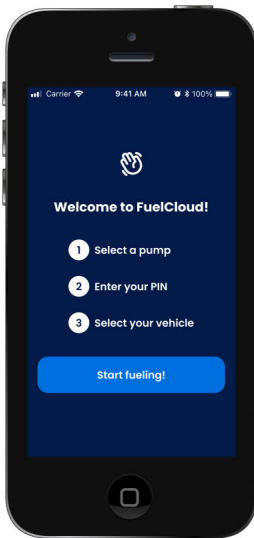
Step 4:

Tap 'Allow' to confirm local network access.



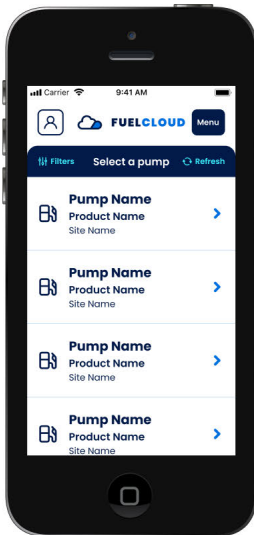
Step 5:

Tap 'Allow' to confirm bluetooth access.



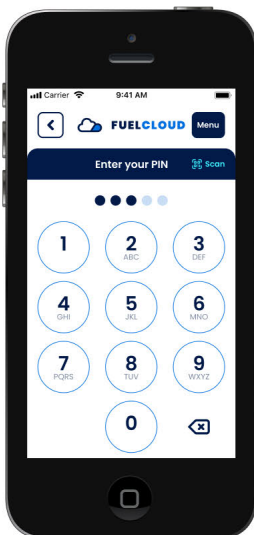
Step 6:

Tap 'Start fueling!' to continue.



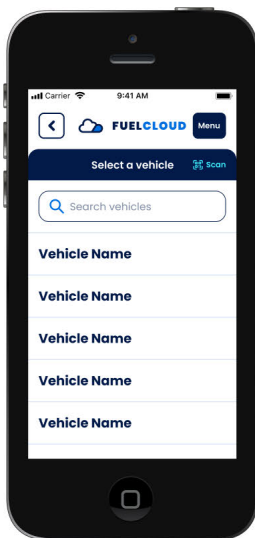
Step 7:

Select the pump you're going to use.



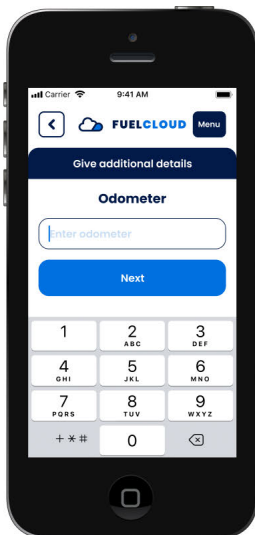
Step 8:

Authorize by entering your driver-specific PIN or scanning your QR Code.



Step 9:

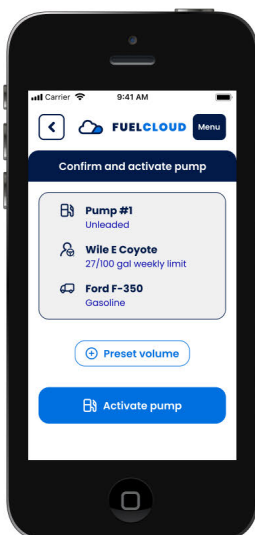
Select the vehicle you will be filling.



Step 10:

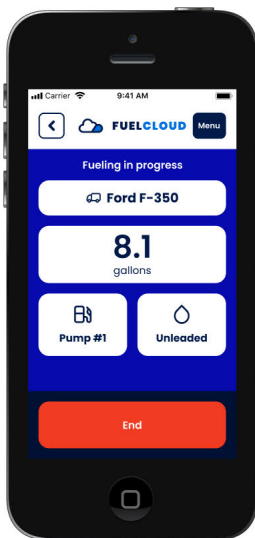
Fill out the relevant questions and submit.

This step is skipped if your Admin has not added questions.



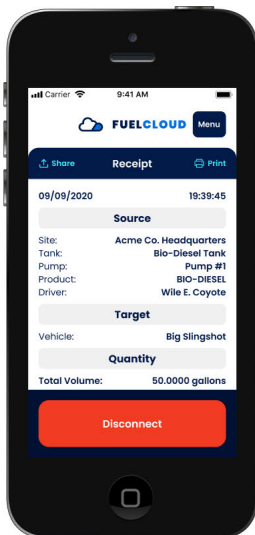
Step 11:

Confirm information is correct, and activate the pump.



Step 12:

You're fueling! Tap 'End' when you are finished.



Success!

You may share or print the receipt, then tap 'Disconnect' to return to the pump list.

Basic Troubleshooting

These simple actions may correct any problems you're having with connecting to tanks in the field.

Can't connect to CloudBox or pump doesn't appear

1 Move closer to the CloudBox

CloudBoxes have a range of 150 feet, and may not be located directly next to or near a pump. Move closer to the CloudBox and try to search for nearby pumps again.

2 Remove obstructions between you and the CloudBox

Obstructions, such as walls, can interfere with your device's connection. Move to a location where you have direct line-of-sight to the CloudBox. If you are attempting to access a pump from inside your vehicle, get out of your vehicle – the metal sides of your vehicle are a significant impediment to FuelCloud's Wi-Fi signal.

3 Verify that you are allowed to use the pump

If you get a pop-up notifying you that you do not have access to a pump, you may have hit one of several limits an Admin has imposed on your fuel use. Contact your Admin for more information.

Vehicle does not appear on available vehicle lists

1 Make sure you're using the right pump

Vehicles can be restricted from accessing certain pumps by Admins – most frequently, this is done to prevent cross-fueling. Make sure that you have unlocked the right pump/product for the vehicle you are filling.

2 Verify vehicle has been correctly added to FuelCloud

If you are trying to fill a new vehicle or piece of equipment, the vehicle or equipment may not have been added to your organization's FuelCloud account. Contact your Admin to verify that the vehicle has been added and that the limits on that vehicle are correct.

Reporting Bugs and Getting Help

FuelCloud's support team is standing by to help you if you're unable to solve problems on site and you can't get fuel. To contact the support team for help or to report a bug, tap the 'Menu' button in the top right corner of the FuelCloud app.



Report a bug:

Creates an email for you to describe the bug you are experiencing. Bug reports are sent directly to FuelCloud.

Call us:

Connect to FuelCloud Support by phone.

More support:

Connects you to the online, searchable FuelCloud knowledge base or send an email to your Admin.



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