

Setting Up Your RoadSmart Dispatch Account

It's easy to get started with RoadSmart Dispatch. Just follow the steps below:

1. Go to the Provider Portal at **roadsmart.allstate.com**.
2. After logging into the Provider Portal, select the RoadSmart Dispatch icon.
3. Before you are able to begin accepting dispatches, you must add at least one driver.

Select the "Drivers" button at the top of the dispatch screen.

- a. Fill in all of the fields and select the "Add" button. **Note: The username and password you create will be used by your drivers to log in to the RoadSmart Mobile application.**
 - b. The username must be unique across all of RoadSmart. This is how your driver is connected to you as a provider.
 - c. If you receive an error message that says "Driver Already Exists," consider adding numbers to the end of the username (e.g., Joe123 vs. Joe). Once you have completed setting up all of your drivers, select "On/Off Duty" from the top of the dispatch page.
4. Click the "On Duty" checkbox for the drivers that are on duty. This will populate a list to assign jobs to drivers. **You must have at least one driver set up and listed as "On Duty" before you can start accepting jobs.**
 5. Mobile users should search for RoadSmart and download the app to a compatible Android or iPhone.
 - a. Log in using the username and password created in step 2 above.
 - b. Drivers will now receive dispatches automatically on their RoadSmart mobile application when they are assigned in the RoadSmart Dispatch web application.
 6. Click on the Dispatch icon to return to the main page. Just above your "Job Queue," locate the red status bar and click on "Change." Then change your status from "Not Accepting Jobs" to "Accepting Jobs." Once you have done this the status bar will change to green. At this time, you will begin receiving jobs through RoadSmart instead of phone.

roadsmart.allstate.com

Start Your Digital Journey Here



RoadSmart Dispatch

Your FREE Digital Dispatch System

RoadSmart Dispatch is the online dispatch portal for receiving, accepting, assigning, adding and tracking jobs in progress. Faster than phone or fax, it enables dispatchers to efficiently handle incoming jobs and effectively manage drivers to help reduce trip time and improve customer satisfaction.

- Dispatchers receive notification of incoming jobs and can see job details at the click of a mouse
- Accept dispatches and receive PO # confirmations in seconds
- Keep track of jobs and drivers on the RoadSmart Map
- Manage all your dispatches in one place, including VAIL and cash calls
- Setup is easy! Simply follow the instructions on the back of this sheet



RoadSmart Mobile

Turn your driver's smartphone into a fleet management solution.

RoadSmart Mobile is the mobile companion to RoadSmart Dispatch. It puts the power of mobile dispatching and GPS in the driver's hand. The app enables drivers to view and update jobs in progress via their smartphone. Use of the mobile app is optional, but it can replace the need to install expensive GPS systems.

- Download the FREE mobile app on your iPhone or Android device
- The system will notify the driver of incoming jobs and provide all of the job details
- Use your phone's built-in navigation system to reach your customers even faster
- Report job status updates to dispatchers and customers, as well as record actual arrival time



RoadSmart Mobile Direct

Don't have an overnight dispatcher?

Owners of smaller operations or managers of overnight shifts may not have a dispatcher in front of a computer at all times. RoadSmart Mobile Direct solves that problem by automatically forwarding dispatch requests to one or more mobile users, who can then either accept or decline the job.