Driveri Portal Not Showing Alerts



Link: https://help.wextelematics.com/troubleshooting/driveri-portal-not-showing-alerts/ Last Updated: September 19th, 2023

If you are unable to view camera event alerts from the Driveri Portal, the following troubleshooting steps walks you through checking Driveri Portal Configurations.

Checking Driveri Portal Configurations

1. Navigate to the Driveri Portal and click Alerts from the left-hand menu.



2. From the Alerts Filter Panel (right-hand side of screen), ensure the Base Alerts tab is selected.

Q Today 24 Ang 2023	·
OriverStars	0
Base Alerts Comp	oound Alerts
All Base Alerts	
Advisory (5)	
🐇 High G	3
E Low Impact	0
Driver Initiated	2
Potential Collision	0
Sign/Signal Violations	(0)
Sign Violations	0
8 Traffic Light Viola	0
U Turn	0

3. Make sure the checkbox next to all alert categories (e.g., Advisory, Sign/Signal Violations, etc.,) are checked.

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4. If any boxes are not checked, please click the checkbox next to the applicable category to check the box.

Checking the box next to all categories will automatically update the Alerts page and display any applicable event alerts. If you are still experiencing an issue seeing alerts, please contact Support.