How to send a trip to the driver?

You can give a driver access to a trip in two ways:

Method	How it works
Share a trip link	Open the driver's web application for the selected trip and send its link to the driver via WhatsApp.
Make the trip visible in Cloudex Drive	Enable the trip's visibility so the driver can access it in the Cloudex Drive mobile app.

This allows the driver to view trip information and enter the required information without you having to copy the trip details into messages.

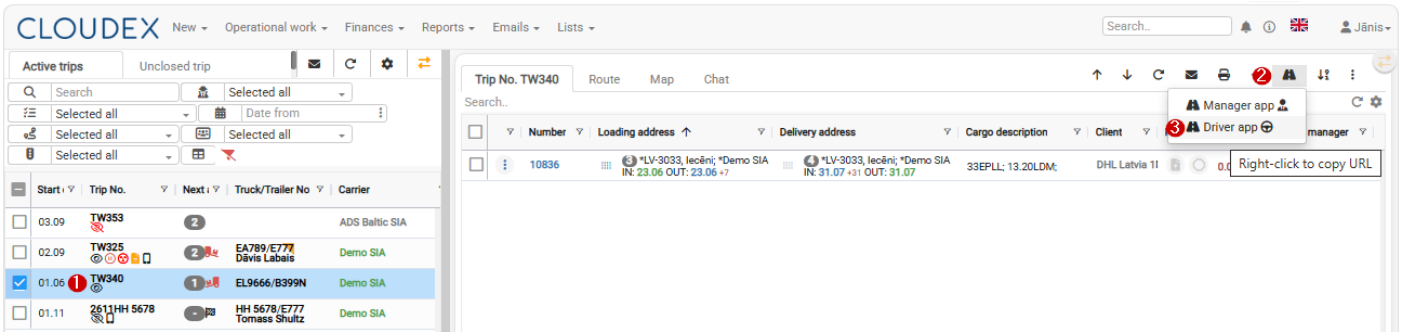
Before you start

- Make sure the trip has been created and its details are ready to share.
- For Cloudex Drive, check that the correct driver and vehicle are assigned to the trip.
- If the driver is using Cloudex Drive for the first time, configure the password as described below.

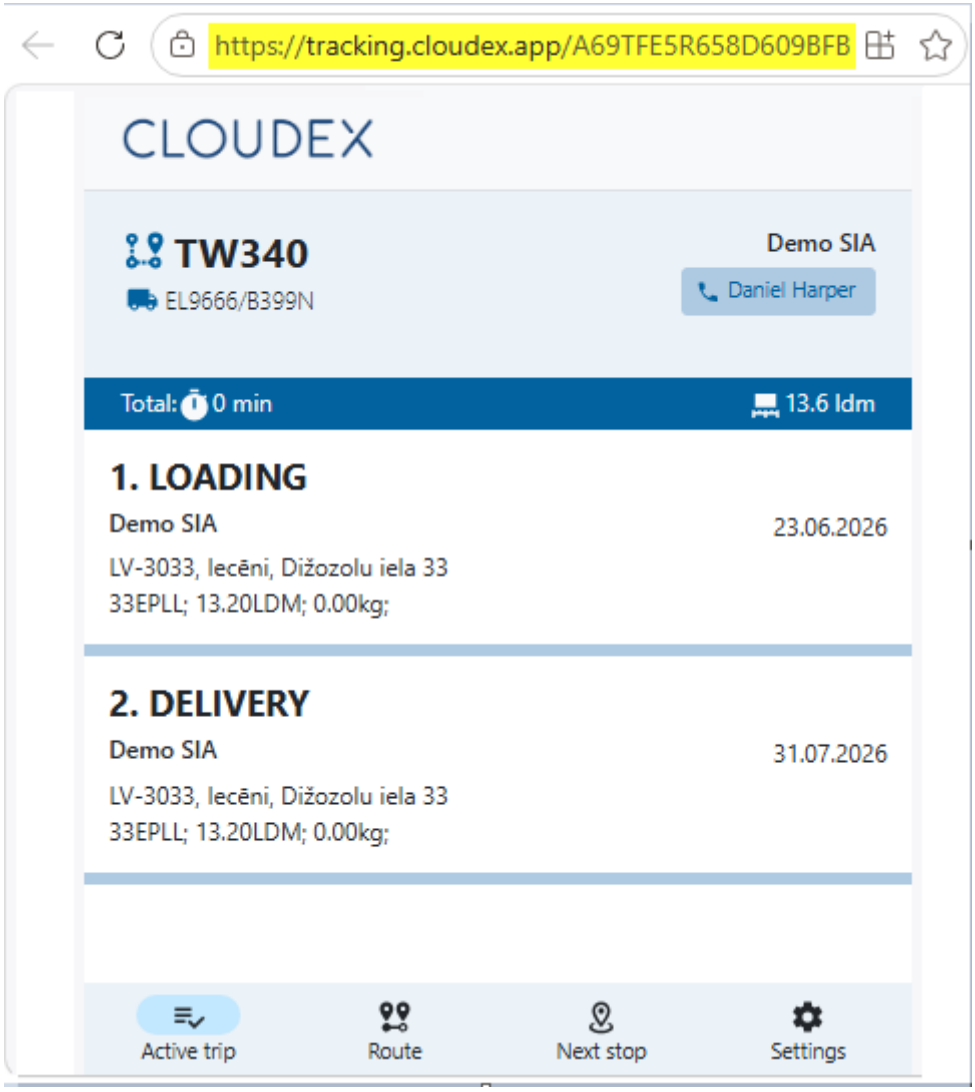
How to share a trip link with the driver

1. Open the **trip list**.
2. Select the trip you want to share.
3. Click the **road icon** in the toolbar. The driver's web application for that trip opens on a new browser page.
4. Copy the URL from the browser's address bar.
5. Send the link to the driver via **WhatsApp**.

Result: The driver can open the link to access the selected trip and enter the required information.



- **Important:** Copy the URL from the driver's web application that opens after clicking the road icon.



How to make a trip visible in Cloudex Drive

1. Click the **trip number** to open the trip.
2. Check that the correct driver and vehicle are assigned.

3. Activate the **eye icon** next to the driver’s name.

Result: The trip becomes available in the **Cloudex Drive** mobile app.

The trip remains in the list of active trips until its status changes to **Delivered**.

image-1781785748585.png

Important:

For the driver to be able to see the trip information:

1. Activate the **eye icon** located next to the driver's name and surname.
   - Once activated, the trip information will be sent to and become available in the **Cloudex Drive** mobile application.

image-1781786034097.png

The trip will remain visible in the list of active trips until its status is changed to **Delivered**.

How to set up a Cloudex Drive password

The Cloudex Drive password is configured in the **Vehicle** window.

1. Open the trip.
2. Click the **vehicle registration number** to open the Vehicle window.

   image-1781786149969.png

3. Enter a password in the Cloudex Drive password field.
4. Save your changes.
5. Provide the password to the driver for signing in to Cloudex Drive.

image-1781787131276.png

Troubleshooting

The driver cannot see the trip in Cloudex Drive

Check that:

- The correct driver and vehicle are assigned to the trip.
- The **eye icon** next to the driver's name is activated.
- The trip's status has not already been changed to **Delivered**.

The driver cannot sign in to Cloudex Drive

Open the relevant **Vehicle** window and check that a Cloudex Drive password has been configured. Make sure the driver is using the correct login details.

Which link should I send to the driver?

Select the trip in the trip list and click the **road icon**. Copy the URL from the driver's web application that opens.

Why has the trip disappeared from the active trip list?

Check the trip's status. A trip remains in the active trip list until its status changes to **Delivered**.

Related articles

- How to change the trip loading and delivery sequence
- How to send an order to a carrier
- How to use Driver application

Revision #18
Created 2026-07-01 08:27:07 UTC by Admin
Updated 2026-10-30 12:09:38 UTC by Admin