

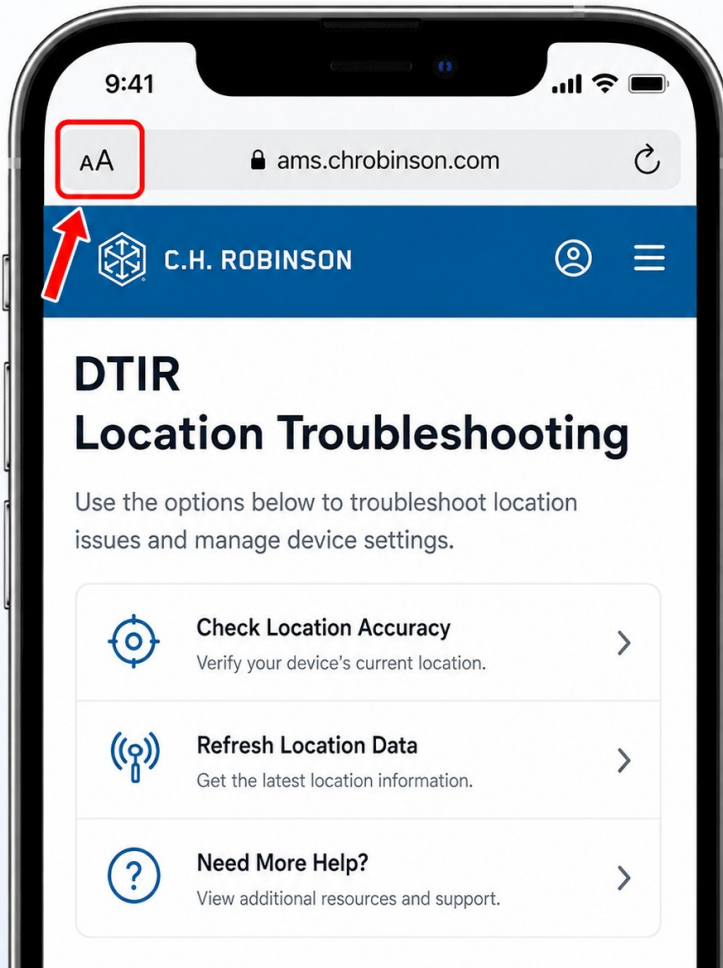
DTIR Location Troubleshooting SOP

Screen-by-screen guide for drivers. Follow Steps 1–3 first. Use Step 4 only if location still does not work.

Step 1

Tap the aA menu

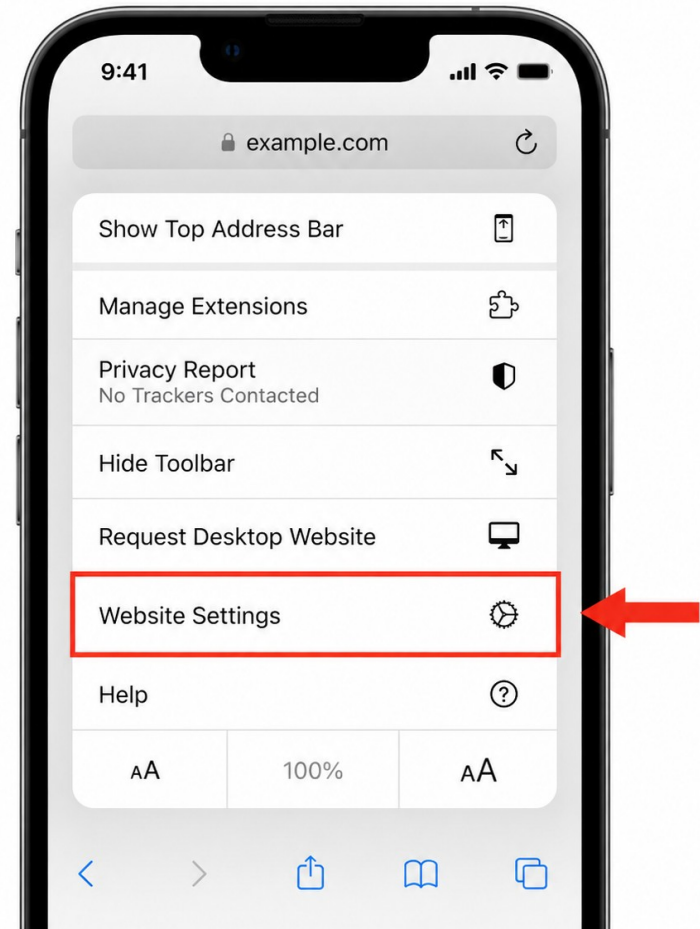
Open Website Settings from Safari.



Step 2

Tap Website Settings

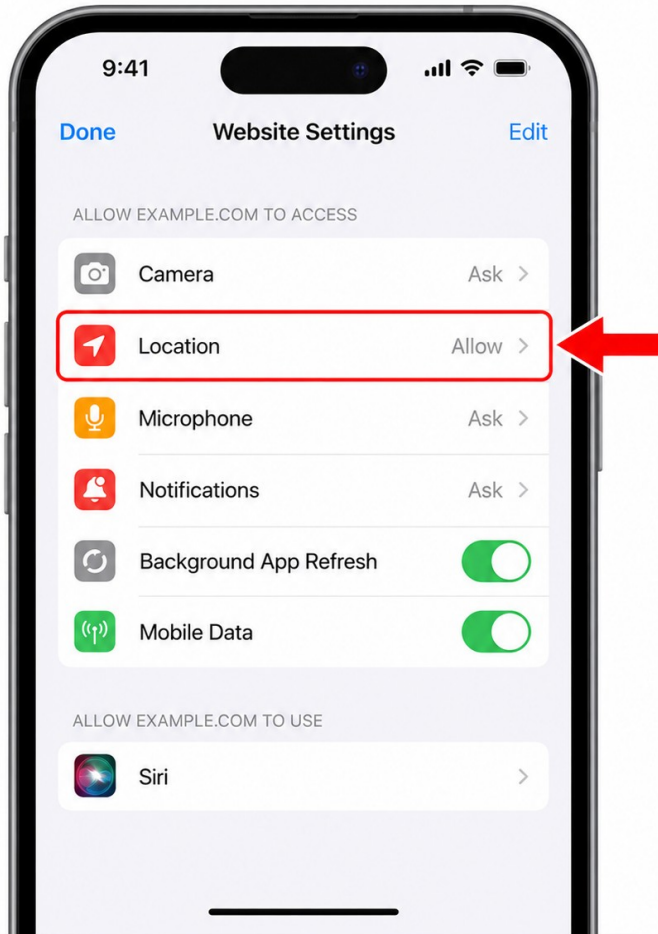
Choose Website Settings from the Safari menu.



Step 3

Set Location to Allow

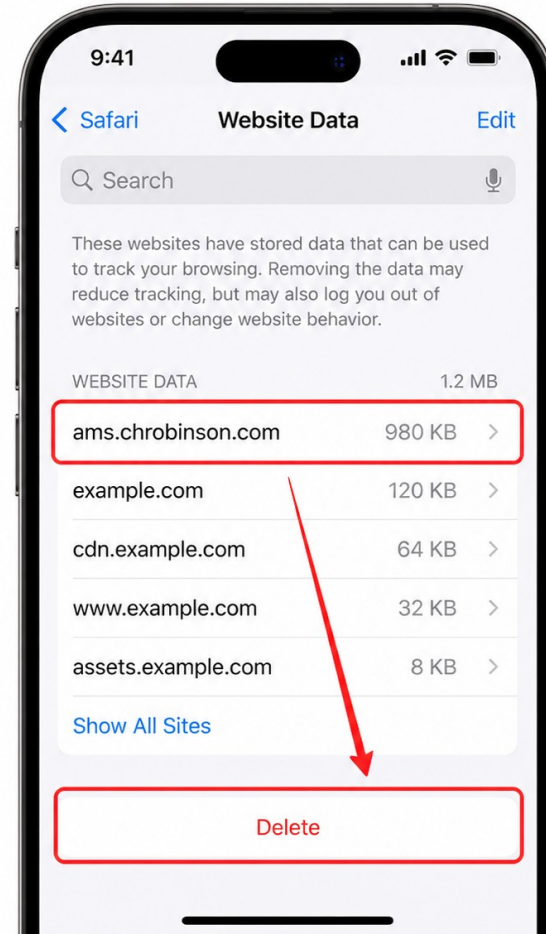
Return to DTIR and refresh the page.



Step 4

Clear site data if needed

Use this only if location still does not work.



iPhone / iPad — Safari

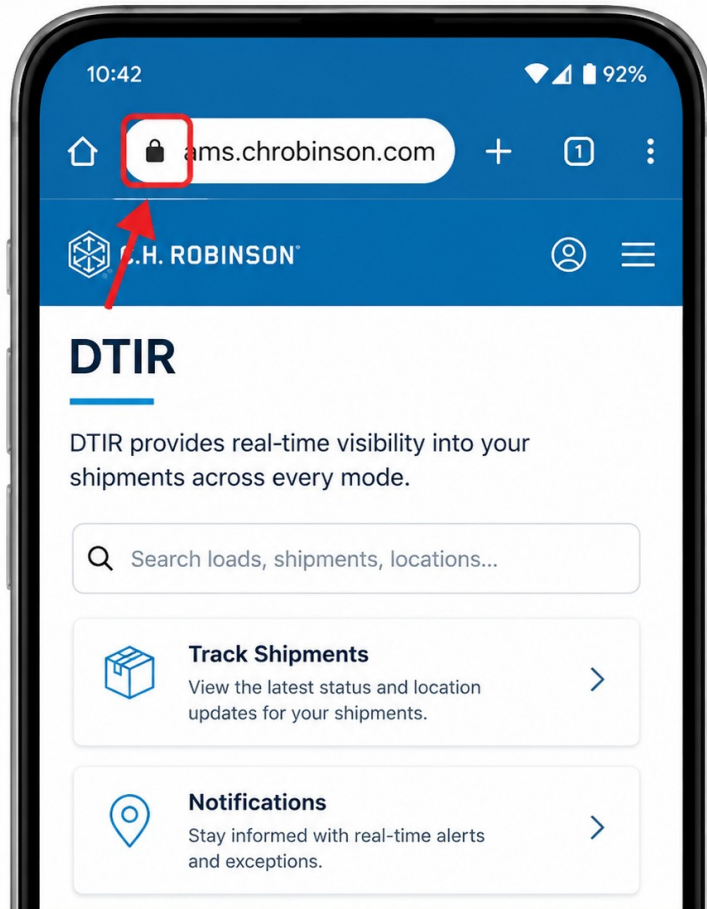
DTIR Location Troubleshooting SOP

Android / Chrome walkthrough. Follow Steps 1–3 first. Use Step 4 only if location still does not work.

Step 1

Open Site Settings

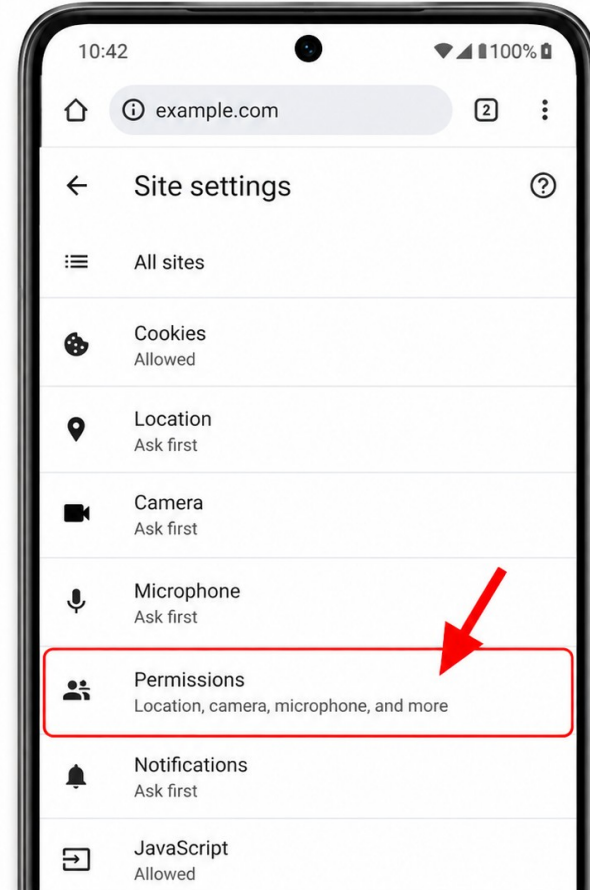
Tap the site controls next to the address bar.



Step 2

Tap Permissions

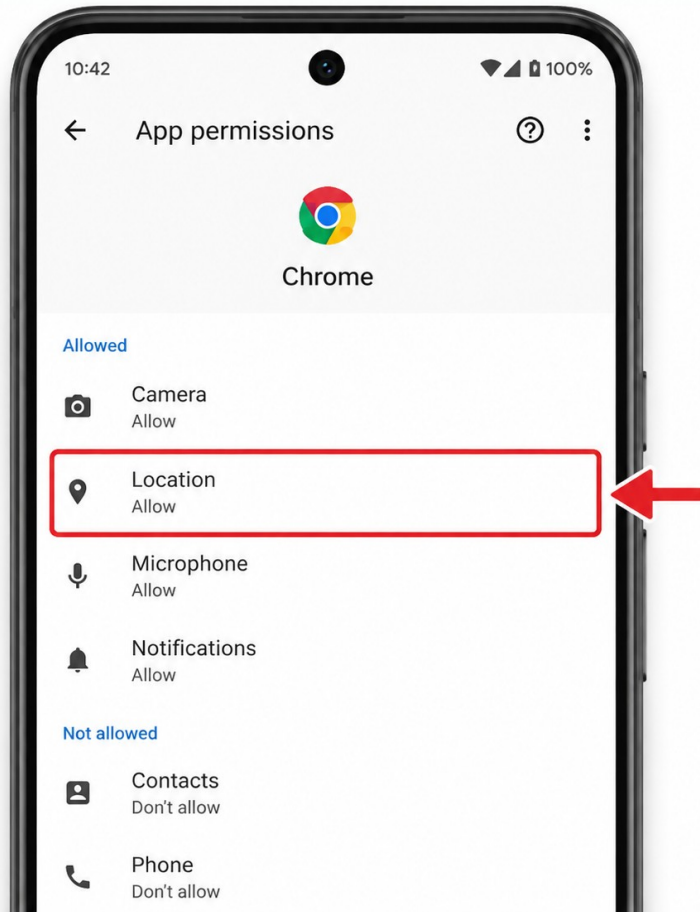
Open Permissions from Site settings.



Step 3

Allow Location

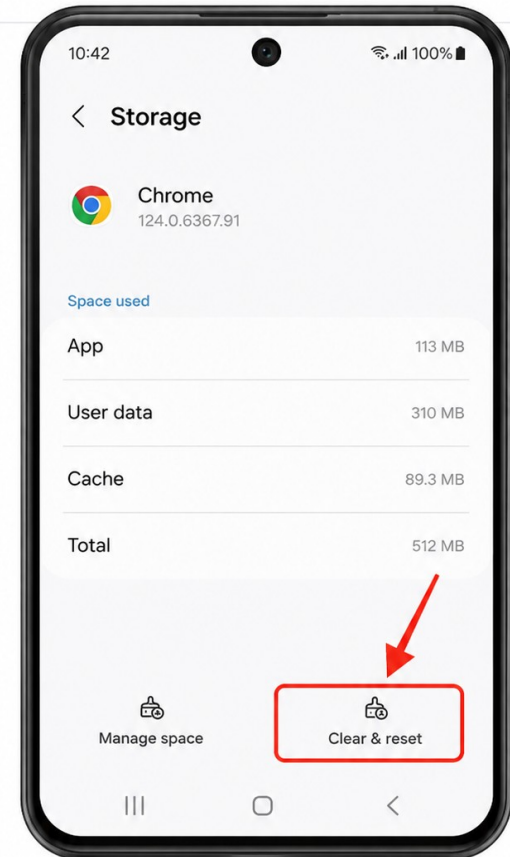
Return to DTIR and refresh the page.



Step 4

Clear data if needed

Use this only if location still does not work.



i Clearing cache or data may sign you out of websites. Your bookmarks and saved passwords are not affected.

Android — Google Chrome

If none of these steps fix it, send CHR the trailer number, load number, phone type, browser, and a screenshot.