Driver Z Support Guide

Overview

Below are some common issues/questions Driver Z **students** may encounter.

Issue	Solution
Driver Z email – I can't find the required emails.	Click **Can't access your account?** on the log-on page and enter the email address you provided MPI to receive an email with further instructions.
Postal Code – The system rejected the postal code I entered.	Your postal codes must match exactly what's on file with MPI.

Password – The password I chose does not work.	Driver Z program passwords must:
	
	• Not be the same as their user ID
	• Be between 12 and 20 characters long
	• Start with a letter (upper or lowercase)
	• Contain at least three unique characters
	• Contain at least four letters, and
	• Include three out of four of the following options:
	  o Uppercase letters (A-Z)
	  o Lowercase letters (a-z)
	  o At least one number (0-9)
	  o At least one on-alphanumeric character (!, @, #, $, etc.)

Incomplete or Multiple Registration Attempts – I tried several different ways to complete the process but am unsuccessful.	Reboot and try to register again, or use a different device. Driver Z is optimized for desktop computers.
User ID/Password – I forgot my Password and/or user ID.	Click **Can't access your account?** on the log-on page and enter your email address or user id to receive an email with further instructions. If you need to recover both your user id and password, recover your id first, and then reset your password.
Where is my course information (course number and instructor name) located?	Navigate to the **Profile & Settings** page for course information by selecting **Profile** from the drop-down menu.
What happens if I change courses but have started my pre-requisite learning activities?	When you change courses all pre-requisite learning work must be completed again.
When must my pre-requisite learning activities be completed?	Before Kick-off.

How do I invite a co-pilot?	On the home page click **Practice** in the top menu bar. In the **Co-Pilots** section click **Manage**. On the **Profile & Settings** page scroll to **Manage Co-Pilots**. In the **Invite Co-Pilots** section enter the first and last name of the person you want to invite. Click **Create Invite**. In the **Share Link** box, click **Send Email** and enter the co-pilot's preferred email address.
How do I enter my home-based practice?	On the home page click **Practice,** then select **Plan It** in the **Create a Practice Session** section. Select the applicable **Skills,** any **Adverse Conditions** and enter a **Start Time** and **Duration**. If the session is completed, select the session from the list, then select **Edit** to make any required changes, and change the **Status** from **Pending** to **Complete**, then click **Save.** **Note:** Your co-pilot will receive an email informing them a completed session is ready to be reviewed and verified.
When do my activities have to be completed?	You must complete all activities on the map or activities list between two classes before the start of the next class.
What happens if I miss an in-class lesson?	You will be provided with a make-up assignment. You must provide your instructor with 24 hours' notice. If you miss more than one class, you will be withdrawn.
What happens if I miss an in-car lesson?	If you are unable to attend an in-car lesson 24-hours' notice must be provided to the in-car instructor. If you don't provide notice a no-show fee will be charged.
How do I pay a no-show fee?	Attend a broker to pay the fee. The receipt must be shown to the instructor to receive your readiness assessment.

Below are some common questions Driver Z **co-pilots** may have.

Co-Pilot Questions	Answers
What happens if I lose my email invite?	Ask your student to re-invite you as a co-pilot. Another email will be sent to you with a link to register for access to the Driver Z app.
Where do I find the mandatory learning activities?	Select **Activities** at the top of the progress page or **View Map** in the middle of the page. The first six activities in Zone 1 are mandatory.
How long will I remain certified as a Driver Z co-pilot?	After completing your mandatory learning activities, you will remain certified for three years.

What happens if I don't complete the mandatory learning activities?	You will not be able to verify home-based practice hours or in-car lessons.
How do I create and verify practice sessions?	On the home page select the student and click **Practice,** then scroll to the practice log section of the Student's details view. Select **Plan It** in the **Create a Practice Session** section. Select the applicable **Skills,** any **Adverse Conditions** and enter a **Start Time** and **Duration**. When the session is completed, select **Edit** to make any required changes, and change the **Status** from **Pending** to **Complete**, then click **Save.** You will be returned to the **Practice Summary** page, where you click **Verify,** **Note:** Although students can mark practice hours as **Complete**, only co-pilots can verify them. You must verify the practice hours for each session. You will receive an email when your student marks a session as complete.
What does the **Invert** button on the **Practice** page do?	It changes the order of your practice sessions by date.
How do I review all practice sessions?	Click **Schedule** and select **Show All** in the drop-down box.
Why would I want to emulate a student?	When you click **Emulate This Student** you will see their individual stats in Driver Z including stars, points and status. You can also review their activities including **Review and Comment**, **Reflection Questions** and **Quizzes** by clicking on **View Player Submission**. To exit an activity, click on the red **x** in the top right hand corner, then select the **Exit Emulation** button.
How do I view in-car instructor assessments?	Emulate your student, then click **Activities** at the top of the page and select **Driving Assessment** in the **Activity** drop-down menu. Select a Driving Assessment activity to review the **In-Car Instructor's Comments** section of the Driving Assessment for additional guidance on areas that may require more practice. Click the **I Have Read This Assessment** checkbox when finished.
How can I remove a student?	Click **Remove This Student**, then select **Yes** or **No**. The student will be automatically removed from your list. They will remain in the student's list with a status of **Removed**. **Note:** This action cannot be undone. The student will need to send a new invitation to have you re-added as a co-pilot.