




# Driver Management

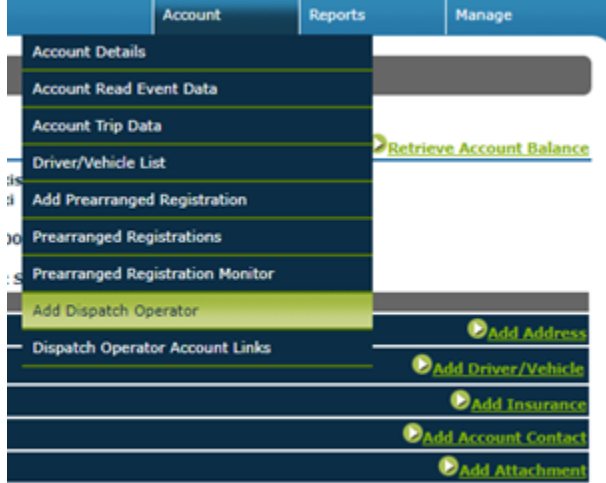
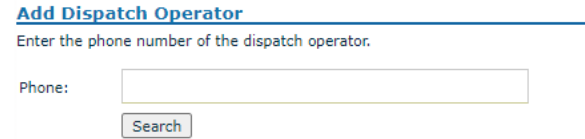
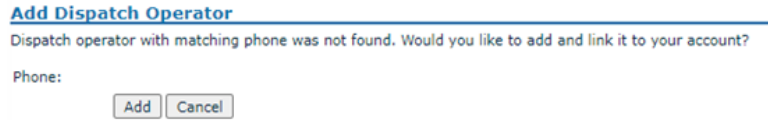
Drivers will be required to login to the eDispatch Portal to add themselves to the Virtual Holding Queue. This functionality is used with the Prearranged Trip process to ensure that Commercial Vehicles are matched with their Prearranged Trip and to assign them access to a Bus Bay Zone at the curb.

For more information about the eDispatch Portal refer to <https://www.yvr.ca/en/business/work-with-yvr/driver-operators/commercial-vehicle-operators/quick-reference-guides>.

## Add a Driver

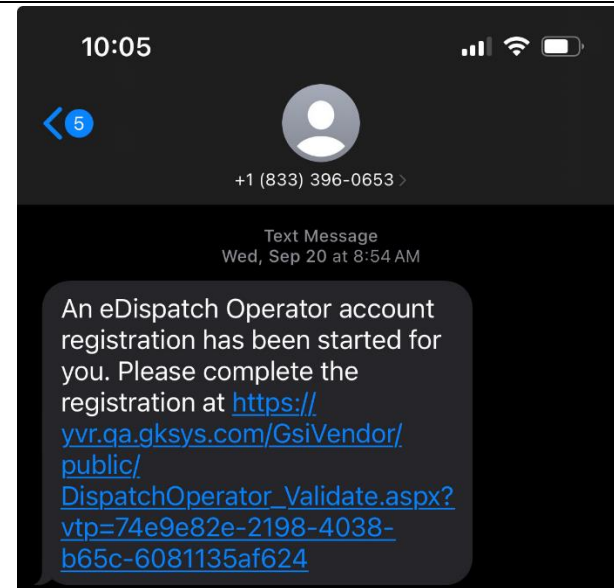
| Steps   | Examples   |
|---|--|
| Log into GateKeeper Vendor<br><a href="https://yvr.gtcvms.com/GSIVendor">https://yvr.gtcvms.com/GSIVendor</a> |  A screenshot of the GateKeeper Vendor login interface. The page features the 'GateKeeper Vendor' logo at the top. Below the logo, there are two input fields: 'User Name:' and 'Password:'. To the right of each field is a red asterisk. Below the password field is a 'Login' button and a link for 'Forgot Password?'. The background of the screenshot shows a yellow taxi cab in a city street at night. |



|  |   |
|--|---|
| <p>Under "Account" select <i>Add Dispatch Operator</i></p>   |    |
| <p>Type in cellular phone number of Driver and select <i>Search</i></p>  |    |
| <p>If cellular phone number is correct, select <i>Add</i>.</p> <p>Note: If the Driver has previously registered for an account, their name should appear as well on this screen.</p> |  |


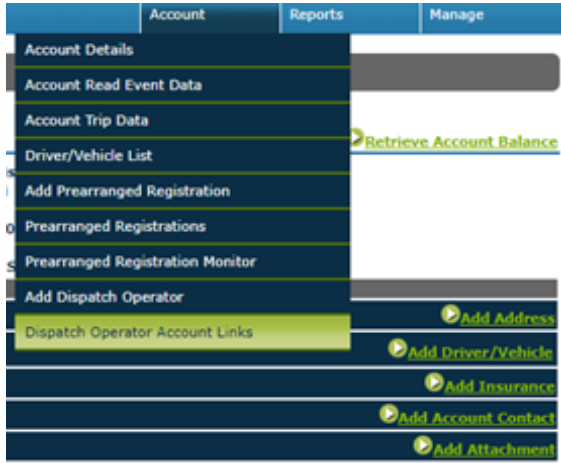
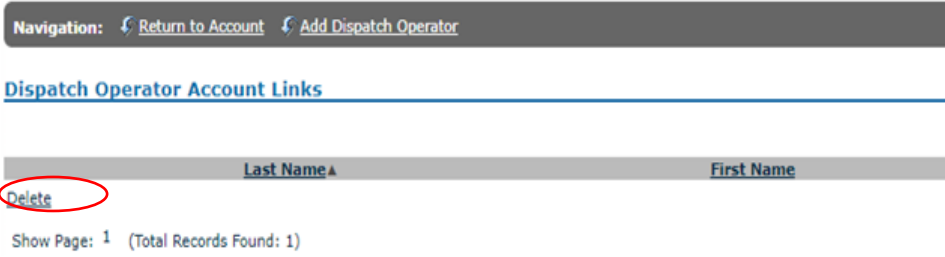


The Driver should receive a text message with a link to set up an account.





## Remove a Driver

| Steps   | Examples   |
|---|--|
| <p>Log into GateKeeper Vendor<br/><a href="https://yvr.gtcvms.com/GSIVendor">https://yvr.gtcvms.com/GSIVendor</a></p> |  <p>The screenshot shows the GateKeeper Vendor login interface. It features the logo at the top, followed by input fields for 'User Name' and 'Password'. Below these fields are 'Login' and 'Forgot Password?' buttons. The background image shows a yellow taxi.</p>  |
| <p>Under Account select <i>Dispatch Operator Account Links</i></p>  |  <p>The screenshot displays a navigation menu with tabs for 'Account', 'Reports', and 'Manage'. The 'Account' tab is active, showing a list of options: Account Details, Account Read Event Data, Account Trip Data, Driver/Vehicle List, Add Prearranged Registration, Prearranged Registrations, Prearranged Registration Monitor, Add Dispatch Operator, and Dispatch Operator Account Links. The 'Dispatch Operator Account Links' option is highlighted in green. To the right of this menu, several action buttons are visible: Retrieve Account Balance, Add Address, Add Driver/Vehicle, Add Insurance, Add Account Contact, and Add Attachment.</p> |
| <p>Select <i>Delete</i> from the Driver to be removed.</p>  |  <p>The screenshot shows the 'Dispatch Operator Account Links' page. At the top, there is a navigation bar with links for 'Return to Account' and 'Add Dispatch Operator'. Below this is the title 'Dispatch Operator Account Links'. A table header is visible with columns for 'Last Name' and 'First Name'. A 'Delete' button is circled in red. At the bottom, it indicates 'Show Page: 1 (Total Records Found: 1)'.</p>  |