What is OnCommand Connection?

OnCommand Connection, often referred to as "OCC" is a platform that collects vehicle health data through factory or aftermarket telematics devices. This data is reported to the dashboard via a cellular signal to provide you with up-to-date vehicle health information and reporting. Its features allow you to monitor your fleet health, speed data, location history, and more.

Who can use OnCommand Connection?

Mechanics, Supervisors, Dispatchers, and other transportation staff may be granted access to OnCommand Connection. Administrators can assign as many users as they need to.

What is the cost to access the dashboard?
The dashboard itself is free to access. Each new bus since February 2023 is equipped with standard telematics devices that operate for 5 years at no cost to you. At year 6, there is an option to renew and continue service.

How do I gain access to the dashboard and learn about its features?
See the Table of Contents below.

Table of Contents

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For more information, contact your Leonard Bus Sales Transportation Advisor.

Visit www.leonardbus.com for training resources, service support, and parts information.

Passwords and Account Security

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Once created, Leonard Bus Sales cannot reset your OnCommand account or password for you. This is handled by International and is treated much the same as your personal email address and password would be, meaning we are unable to make requests on your behalf. Keep your login credentials somewhere safe.

You will be required to change your password periodically, typically every 90 days. A prompt will appear when a password reset is required.

Do NOT share a login with others for any reason. Each user must keep their own account.

To request an account and/or access to OnCommand Connection for each individual user, please refer to page 4 of this document. There is no limit to the number of users that can access the account.

Once created, your account ID will always start with the letters "CYY" and end with @navistar.com, much like an email address. This will often be referred to as a CYY number. An example would be *cyylb25@navistar.com*.

Always remember to remove individuals that are no longer employed in your operation.

For assistance with your account password, call 888-661-6272 or email oncommandconnection@navistar.com. Be prepared by having your CYY number handy.

	User ID / CYY Number	Password	Admin Rights
Record Keeping – Please store this somewhere safe.			☐
			☐
			☐
			☐
			☐
			☐
			☐
			☐
			☐
			☐
			☐
			☐
			☐

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Subscription Information

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Standard 5-Year Subscription Includes:

Benefit:	OCC Advanced Remote Diagnostics	Over-the-Air Updates	GPS Tracking
Feature:	☉ Instantly see the reason for a check engine light regardless of where the bus is. ☉ View the severity of the fault to determine if a replacement bus needs to be dispatched.	(Cummins Engine Only) ☉ Remote updates of engine calibrations and customizable parameters via OCC Portal. ☉ Keeps the bus up-to-date and programmed to your preference.	☉ See the travel history of the bus on any given day with timestamps. ☉ Periodic updates as the key is on will show you the most recent location of the bus at the time of the data pull.
How:	☉ Using the OCC Dashboard or mobile app, you can view the most recent vehicle health scan.	☉ When an update is available, the driver or designee will accept the prompt on the instrument cluster to install the update.	☉ Using the OCC Dashboard, view the mapping page for vehicle travel history and/or current location.

Questions & Answers:

What happens if my area has poor cellular connectivity?	Data will be collected and sent through when cell coverage is resumed.
What network does the device use?	Primarily AT&T.
Can this replace my GeoTab device?	In most cases, yes. Tyler would use the IC Bus telematics device in place of the GeoTab unit. Some exceptions apply.
Can we use both devices?	Yes, you may continue to use existing devices.
Can we omit this device from an order?	No, the device will be standard on every build and active regardless of dashboard usage.
Will this only work on IC Buses?	No, all makes and models may be added to the OnCommand Dashboard. *OTA Programming may not work on all vehicle types.

Reporting Capabilities:

☉ Easily customize reports in the dashboard to run at an interval that makes sense for your operation.

☉ Run event-based reports or pull them at a specific time, every day.

☉ Change reporting at any time using the OCC Dashboard.

☉ Upgrade to premium reporting to see Advanced Preventative Maintenance, Fleet Health Monitoring, Fuel Analytics, Tire Pressure Monitoring, and Electric Vehicle Status and Charging.

Customizable Reports

◈ Driving: Harsh braking and acceleration events of vehicles at a location for a selected period.

◈ Mileage: Total miles driven by a bus for a selected date range.

◈ Idling: Idling information for each vehicle at a location.

◈ Speeding Profile: See the speed of a bus throughout a selected day.

Please note: Leonard Bus Sales does not actively monitor health reports. Please follow your normal procedures for contacting our service department in the event of an engine light or other fault code.

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Enrolling in OnCommand for the First Time

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To make this process easy, a fleet account has already been created for you. In order to access the account, you will need to contact Leonard Bus Sales. Follow the steps outlined below to gain access to the fleet account.

Before You Enroll in OnCommand Connection:

Be sure to add no-reply@oncommandconnection.com to your safe senders list. Firewalls may block this address and cause difficulties with enrollment. If you are unsure how to do this, contact your IT department. You will also find a link on the webpage with instructions on adding addresses to a safe senders list in the OnCommand Connection section.

After you have added OnCommand Connection to your safe senders list:

1. Visit www.leonardbus.com/services/

2. Locate the OnCommand Connection section on the right side of the service webpage.

3. Click Register for OnCommand Connection.

4. Add the required information.
   - Full Name
   - Title/Position
   - Name of District/Company
   - Transportation Center Zip Code
   - Email Address *(Must be a district or company email. No personal addresses will be accepted.)*
   - Phone Number
   - CYY Number *(If you have one already – not required.)*

5. After registering, an auto-generated email will arrive to your inbox within a few moments indicating we have received your submission. Please do not reply to this email.

6. You will receive a response from us within 24-48 hours that your account has been created.

7. Following the email confirmation from Leonard Bus Sales, you will receive an automated email from no-reply@oncommandconnection.com with login instructions.

8. If you do not receive the no-reply email, you may need to check your junk/spam folder. Leonard Bus Sales does not have the ability to recover or resend that email for you.

9. Note that when creating your password for the first time, you must carefully adhere to the password strength requirements listed or you will be unable to activate your account.

For more information, contact your Leonard Bus Sales Transportation Advisor.

Visit www.leonardbus.com for training resources, service support, and parts information.

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Dashboard Basics – Logging In and Viewing the Dash

1. Visit www.oncommandconnection.com
2. Click Log In to OCC Dashboard on the webpage.
3. Click Log In on the right side of the page.
4. Once you are on the landing page, you will see a display indicating overall fleet health.

Landing Page Basics – Note that only buses with an active telematics subscription will be displayed here.

- Click directly on the words in the boxes such as "Service Soon" to highlight only those buses on the map and in the list.

- Click on the icon/number inside the map to see the location of the scanned buses.

- Search by bus or VIN number in the left most box labeled Unit/Chassis.

- Click on the bus number in the left side menu to pull up information relating to that specific bus.

- Click the Road icon to change to a satellite image view, labeled Aerial.

- Use the + and – icons to zoom in or out on the map.

- Selecting the bullseye icon allows the webpage to know your current location and show you a more accurate view.

For more information, contact your Leonard Bus Sales Transportation Advisor.
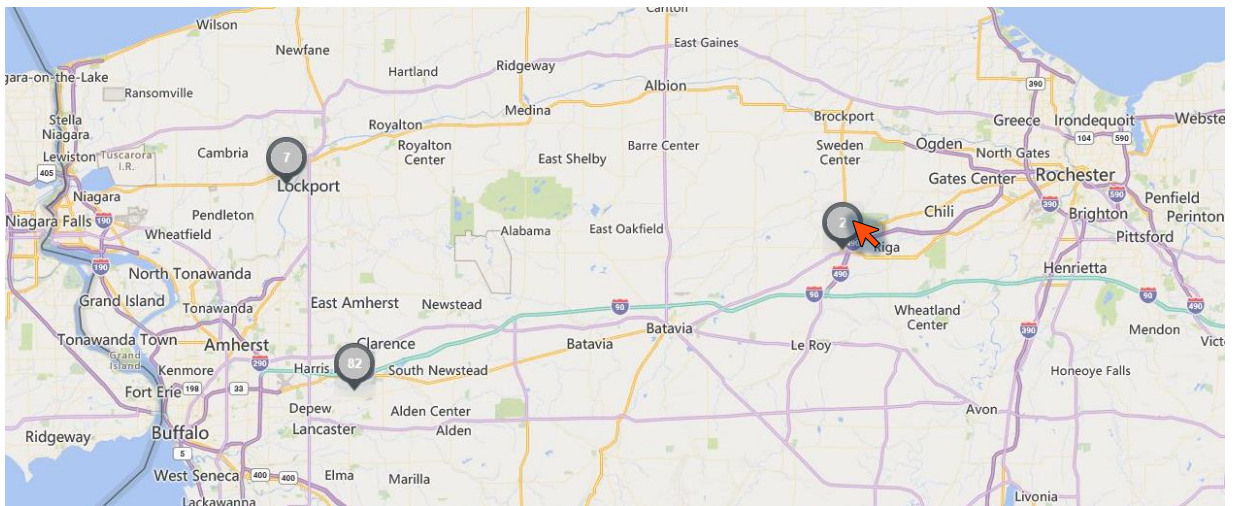
Visit www.leonardbus.com for training resources, service support, and parts information.

How to View a Health Report in the OCC Dash

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1. Visit www.oncommandconnection.com

2. Click Log In to OCC Dashboard on the webpage.

3. Click Log In on the right side of the page.

4. Once you are on the landing page, you will see a display indicating overall fleet health.

5. Click on the icon/number inside the map to see the location of the scanned buses.

6. Click on the bus icon to view basic vehicle information.

7. Click on the Unit # to view detailed vehicle information.

8. Click on the Gear Wrench icon to pull the most recent health report scan.

For more information, contact your Leonard Bus Sales Transportation Advisor.

Visit www.leonardbus.com for training resources, service support, and parts information.

How to View Basic Vehicle Information in the Dash
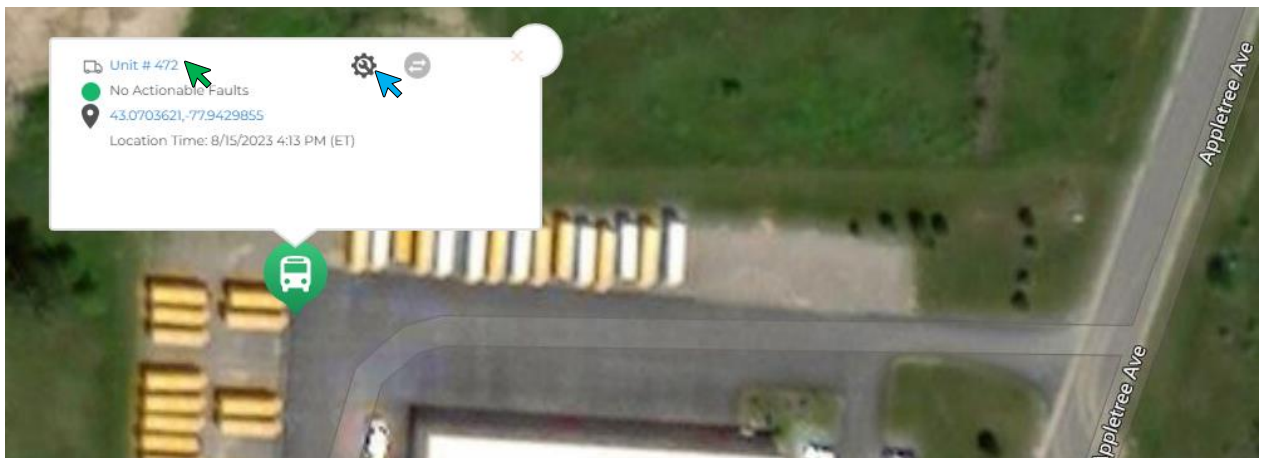
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1. Visit www.oncommandconnection.com

2. Click Log In to OCC Dashboard on the webpage.

3. Click Log In on the right side of the page.

4. Following steps 1 through 7 on the previous page, you will be brought to a vehicle landing page with a large map and general vehicle information.

5. Click on the Health tab to see more detailed information. Vehicles with OCC Telematics V2 listed under the devices section will provide more detailed information than those running third party telematics, such as Geotab.

OCC Telematics Health Information Example:

Geotab Health Information Example:

For more information, contact your Leonard Bus Sales Transportation Advisor.
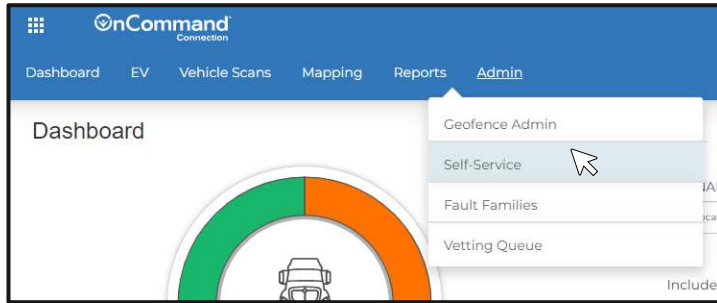
Visit www.leonardbus.com for training resources, service support, and parts information.

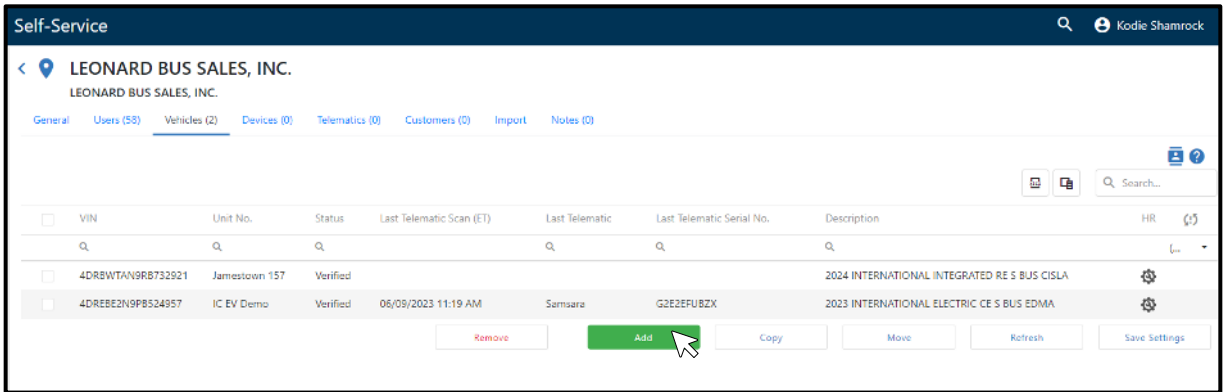**Adding Buses to the OnCommand Dashboard**

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Note that buses due for delivery have already been added to the dashboard for you. If you want to add existing fleet vehicles, follow the steps below:

1. Visit www.oncommandconnection.com

2. Click Log In to OCC Dashboard on the webpage.

3. On the landing page, hover over Admin and select Self-Service.

4. Click the green Add button.

5. Enter the VIN number and bus number.

6. Click the green Save button

For more information, contact your Leonard Bus Sales Transportation Advisor.

Visit www.leonardbus.com for training resources, service support, and parts information.

Accessing Standard Reports and Creating Reports

Your district account has already been created for you. To access your account, you will need to contact Leonard Bus Sales:

1. Click the Reports tab on the top left of your screen.
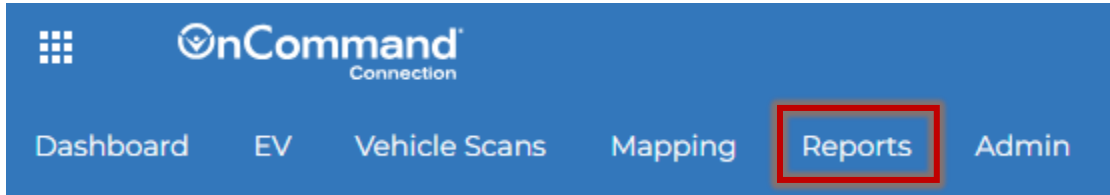
2. A new tab will open in your browser. Click the Custom reports icon.
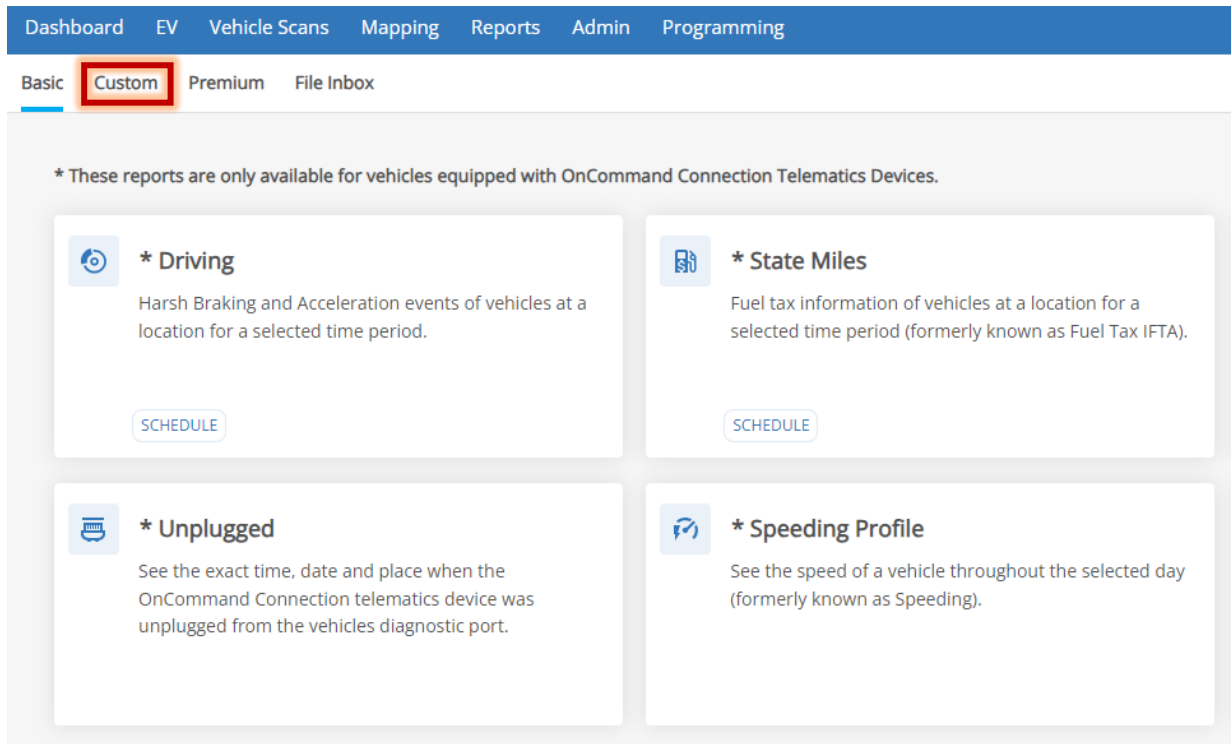
3. The screen will show the option of Historical or Event Driven reports.

For more information, contact your Leonard Bus Sales Transportation Advisor.

Visit www.leonardbus.com for training resources, service support, and parts information.

OnCommand Connection for IC Bus

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Accessing Standard Reports and Creating Reports

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4. In this document, we'll create an Event Driven report. This is the report type our service facilities use to detect a Stop Now engine warning light. Click Event Driven.
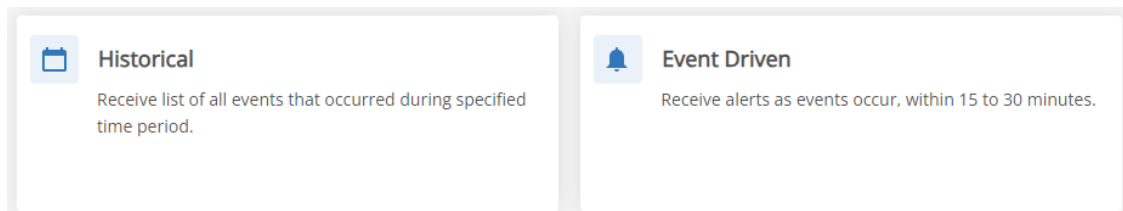
5. Enter the required report information. Name this report something that describes its purpose.

> **1. Report Information**
>
> Report Name *
>
> [Stop Now Report for All Buses   ✕]
>
> Report Description
>
> [This report generates automatically if any bus with
> OnCommand Telematics generates a Stop Now engine
> warning light.   ]
>
> Report Category *
>
> [Vehicle Faults   ▾]
>
> **Note :** Report category cannot be changed or modified once created.
>
> [CANCEL]   [**NEXT**]

6. Click **Next** to select Filter Parameters. You can choose to report several different ways.
   - All vehicles (Any bus with telematics)
   - A specific bus by unit or chassis number
   - A specific engine model
   - By make only

> **2. Filter Parameters**
>
> Location or Watch List *
>
> [1 location selected   ▾]
>
> ○ All Vehicles
> ◉ Selected Vehicle only
>
> Unit/Chassis
>
> [   ]
>
> Engine
>
> [1 engine selected   ▾]
>
> Make
>
> [▾]
>
> Scan Source *
>
> ☐ Dealer
> ☑ Telematics
>
> [CANCEL]   [**NEXT**]

OnCommand Connection for IC Bus

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Accessing Standard Reports and Creating Reports

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7. Select the data points you want to see. Be aware, selecting the Service Soon option may generate a large number of unwanted emails, especially if the service monitor is turned on in each of your buses. You may choose to monitor for specific fault codes by checking boxes in the Source Address drop down menu.

3. Select Data Points

Fault Severities and Indicators
- ● Stop Now
- ○ Service Immediately
- ○ Service Soon

- ○ Derate Condition

Fault Family

| Include ▼ | ▼ |

Source Address

| ▼ |

CANCEL   NEXT

8. Click Next to Add Report Recipients. Any email address you add here will receive the generated report. You can add addresses by clicking the ⊕ icon or delete addresses at any time by click the ⊖ icon. Specify how long you wish for the report to run using the Run Until drop down.

    ▪ There is currently no option for indefinite reporting. To avoid losing reports, create a calendar entry as a reminder to reset the date when expiration is nearing.

4. Add Report Recipients

Search recipients by email id and select to add them below. Or click '+' to add new.

| | ⊕ |

| 1 Report Recipients | |
| kshamrock@leonardbus.com | ⊖ |

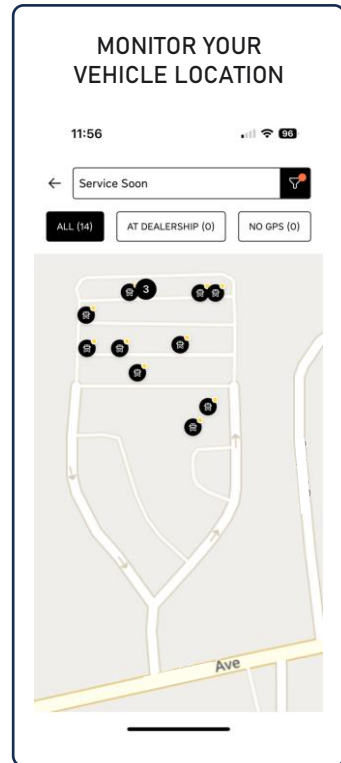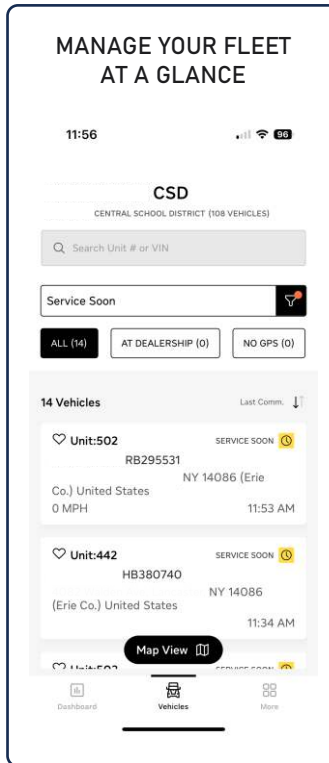Note : Above users will be notified via email whenever an Event occurs for selected filters.
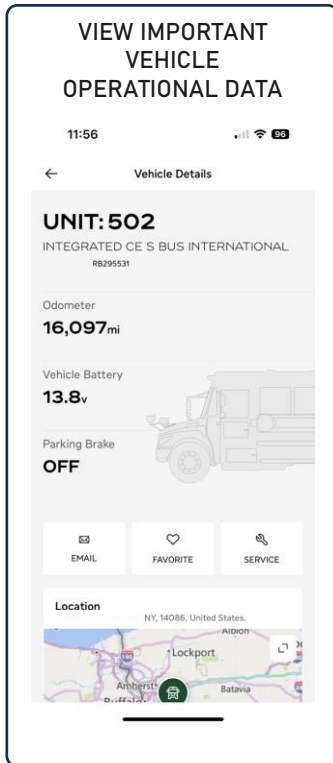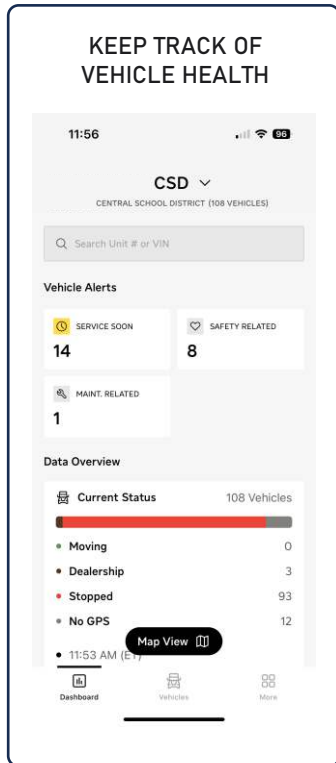
Run Until *

| 12/24/2023 | 🗓 |

CANCEL   SAVE

9. Click Save

OnCommand Connection Mobile Application

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Download the free My International app

- Easily monitor vehicle alerts and statuses at a glance from anywhere.

    - See the state of a check engine light while the bus is out of town.

- Get a summary of fault alerts across multiple vehicles, complete with severity levels.

    - Assess the overall fleet health before morning routes.

- Enjoy a streamlined vehicle health report with key diagnostics all on one screen.

- Use GPS mapping to locate your bus.

KEEP TRACK OF VEHICLE HEALTH	VIEW IMPORTANT VEHICLE OPERATIONAL DATA	MANAGE YOUR FLEET AT A GLANCE	MONITOR YOUR VEHICLE LOCATION

Some information in these screenshots is hidden. Actual application use will show district name, full VIN numbers, and location by address.

Scan here to open the
App Store for iPhone

To Download:

1. Open the camera app on your cell phone.

2. Aim the phone camera at the appropriate QR code to the left or right.

3. Click the icon that appears.

Scan here to open the
Google Play Store