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Netcorp EWD Record Keeper Guide

Last updated: 22 May 2025

Initial Guidelines

If you're a transport operator managing multiple drivers' Fatigue Records, you will need to assign a "Record Keeper" in your Operator Account. Only an Operator Account can create a Record Keeper account in the Netcorp EWD system.

A Record Keeper is responsible for:

Inviting drivers to enable record visibility in the system

Managing drivers' EWD records with the platform

Managing driver's submitted EWD records

Alerts and reports related to the driver's EWD performance such as breaches and EWD record submissions

Ensuring that drivers are using devices approved for the Netcorp EWD platform.

Currently Approved Devices

ANDROID

Samsung Galaxy Active Tab 2
Samsung Galaxy Active Tab 3
Samsung Galaxy Active Tab 5
Google Pixel 5
Netcorp – Topicon – MDT865 8”
Netcorp – Topicon – MDT1065 10”
Samsung Galaxy S24
Samsung Galaxy S25

APPLE

iPad (10th generation)
iPad Pro 13inch (M4)
iPhone 16 Pro / Max
iPhone SE (3rd generation)

Netcorp is currently awaiting device-agnostic approval so you will be able to use our **Netcorp EWD** app on **any compatible device** that meets the minimum requirements.

Registration / Login

An operator will need to login with their credentials in the Netcorp EWD platform and create a "Record Keeper" account. If you have not already created an "Operator" account, you will need to do this first and follow the instructions here.

Click Here for the Netcorp EWD Platform: <https://ewd.netcorp.com.au/>

Once you have created a Record Keeper's account you can login using the Record Keeper's credentials and create, invite and manage drivers within your transport operations.

LOGIN

netcorp.ewd

Email

Password

[Forgot Password?](#)

LOGIN

[REGISTER](#)

[Privacy Policy](#)

LOGIN



Email

Password

[Forgot Password?](#)

LOGIN

REGISTER

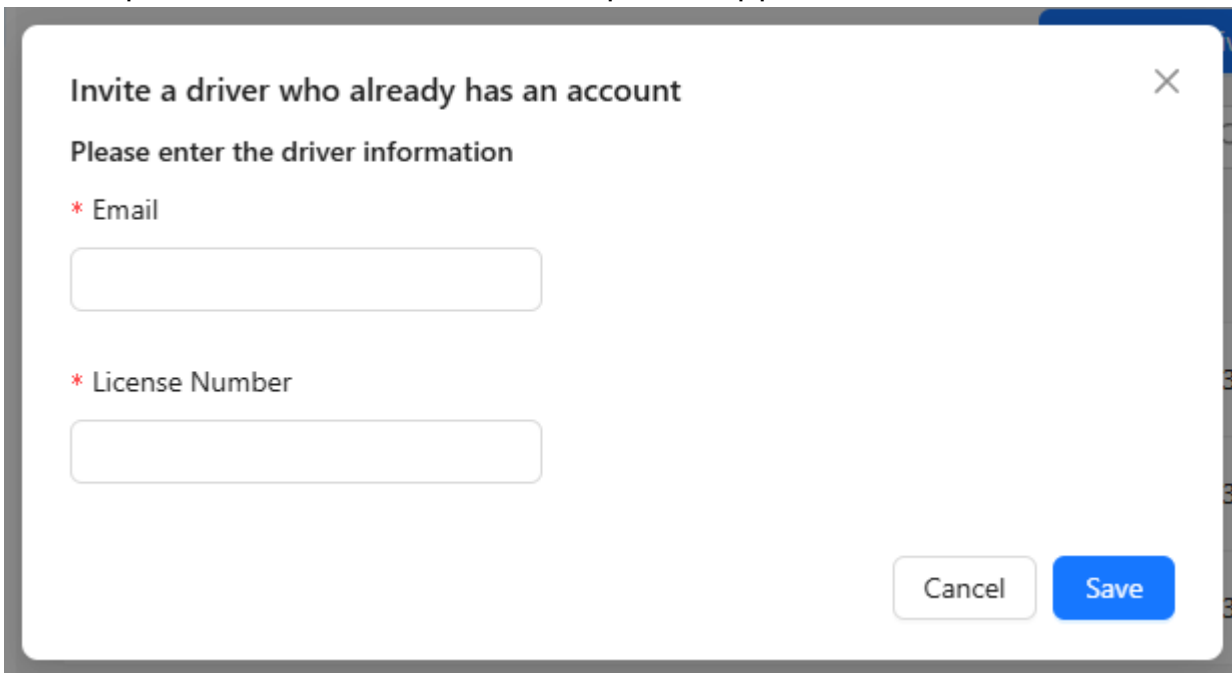
[Privacy Policy](#)

Inviting a Driver

For drivers to use the EWD app they must have an account. This can be created either by the Driver via the EWD app or by the Record Keeper from the Drivers page on the Netcorp EWD website.

Click "**Create Driver**" to create a driver's account, you will need to enter the driver's personal information when creating their account.

If the Driver has already created their account via the app, you can **invite** them to the EWD Platform. This will create an association between the Driver and the Operator under which the Record Keeper account was created. Drivers will be able to accept the invitation via the Netcorp EWD app.



The screenshot shows a modal window with the following content:

- Title: Invite a driver who already has an account (with a close button 'X' in the top right corner)
- Instruction: Please enter the driver information
- Field 1: * Email (with an empty text input box below it)
- Field 2: * License Number (with an empty text input box below it)
- Buttons: Cancel (white button) and Save (blue button) at the bottom right.

Invite a driver who already has an account ✕

Please enter the driver information

* Email

* License Number

Cancel Save

Managing Drivers

Managing Drivers

Driver accounts can be edited by clicking the pen icon, viewed by clicking the eye icon, or have their Compliance report exported by clicking on the mail icon.

Note: Deleting a driver account will only break the association between the driver and the Record Keeper (including the operator). The driver will still be able to login and use the EWD but the Record Keeper will no longer be able to view the driver's shift data.

Drivers

👤 Invite Driver
➕ Create Driver

Name	Email	Mobile	Created at	Actions
Mark T			17/04/2025 03:53	✎ 👁 ✉
Peter W			17/04/2025 03:52	✎ 👁 ✉
Mason A			17/04/2025 03:50	✎ 👁 ✉

< 1 >

Important Note: If any of these details have changed in the past 28 days you must fill out the Previous UDI field under the driver's licence Information.

UDI Format:


SOI-XXXXX-YYYYMMDD


SOI is the driver's licence state or territory of issue and may be ACT, NSW, NT, QLD, SA, TAS, VIC, WA or OTH

XXXXX is the last 5 characters in the driver's licence number excluding spaces and special characters.

YYYYMMDD is the driver's date of birth in year/month/day format.










Drivers

 Invite Driver

 Create Driver

Search by name, email, mobile, note, license number, udi



Name	Email	Mobile	Created at	Actions
Mark T			17/04/2025 03:53	  
Peter W			17/04/2025 03:52	  
Mason A			17/04/2025 03:50	  



1



Understanding UDI's

UDI (Unique Driver Identification) is used across all NHVR approved EWD Providers. It is used to ensure drivers who might work for different transport operators using various EWD systems can communicate the driver's work history across their platforms. When a driver logs into the Netcorp EWD, a request is made to other approved EWD provider's systems to retrieve all work & rest entries for the past 28 days.

This is to ensure that the Netcorp EWD is able to inform the driver of any work or rest due to maintain a compliant electronic work diary. The information used to check for this information includes their Licence state of issue, Licence Number and Date of Birth.

License Info


* License Number


* State/Territory of issue

* License Expiry

* Date of birth


Previous UDI 

License Info

* License Number


* State/Territory of issue

* License Expiry

* Date of birth

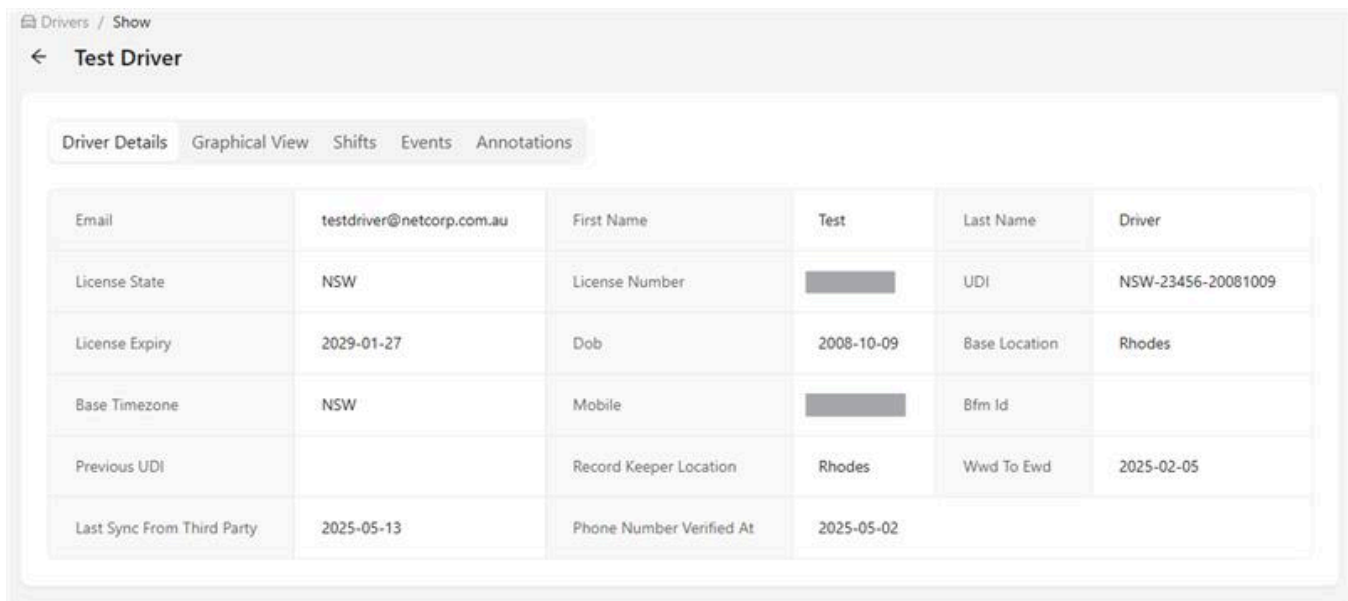
Previous UDI 

Driver Dashboard

When viewing a driver's account, the Record Keeper can access the driver's dashboard. This dashboard provides a view of the driver's details and shift history. It also includes a graphical representation of their shift, Work / Rest events of each shift & annotations made by an officer.

By clicking on the "Graphical View" tab on the Dashboard, it will display the driver's shift summary in a graphical view as it would appear in the EWD app. As long as the data exists, you can click on the buttons **Previous Day** and **Next Day** to display shift data from other dates.

Below the graph will be Two-up driver details if applicable, Work and Rest changes in tabular view and Officer Annotations.

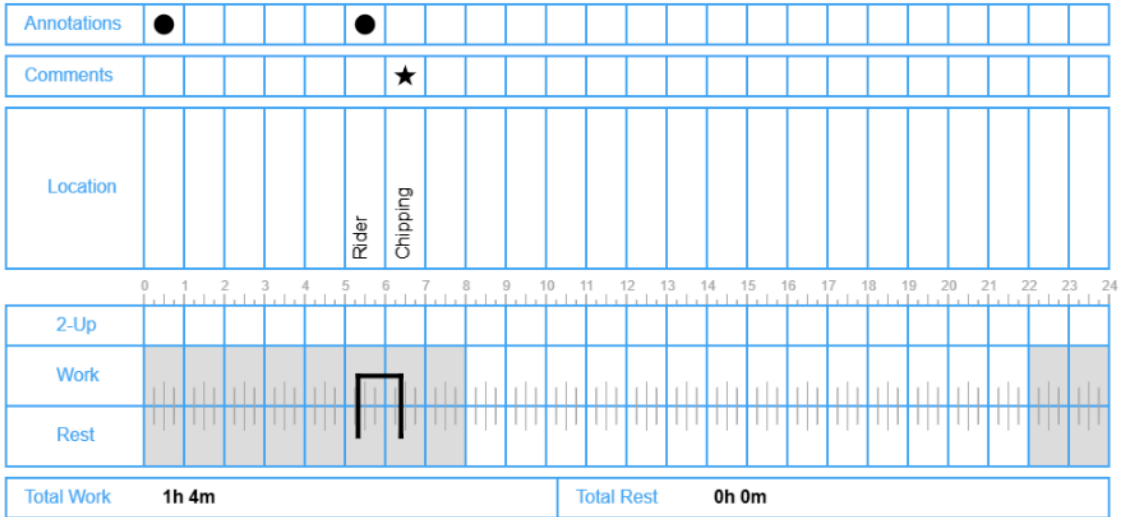


The screenshot shows the 'Driver Dashboard' for a driver named 'Test Driver'. The dashboard has a breadcrumb 'Drivers / Show' and a back arrow. Below the driver name, there are tabs for 'Driver Details', 'Graphical View', 'Shifts', 'Events', and 'Annotations'. The 'Driver Details' tab is active, displaying a table of driver information.

Email	testdriver@netcorp.com.au	First Name	Test	Last Name	Driver
License State	NSW	License Number	[REDACTED]	UDI	NSW-23456-20081009
License Expiry	2029-01-27	Dob	2008-10-09	Base Location	Rhodes
Base Timezone	NSW	Mobile	[REDACTED]	Bfm Id	
Previous UDI		Record Keeper Location	Rhodes	Wwd To Ewd	2025-02-05
Last Sync From Third Party	2025-05-13	Phone Number Verified At	2025-05-02		

Driver Details Graphical View Shifts Events Annotations Logs

Driver Name **Test Driver** Licence **21567321** Registration **ABC123** Work Option **Standard Solo** Date of Sheet **24/04/2025** Time Zone **NSW**



Previous Day Next Day

Two-Up Driver

Driver Name	Licence Number	State/Territory of Issued Licence	Work and Rest Option

Work and Rest Changes

Activity	Time of Activity	Location	Odometer	Registration	Work and Rest Option	Comments	Origin	Entry Timestamp
Rest	2025-04-24T06:23:39+10:00	Chipping Norton	100070	ABC123	Standard Solo	Rest Break	EWD	2025-04-24T06:23:40+10:00
Work	2025-04-24T05:19:36+10:00	Rider Boulevard Rhodes 2138	100058	ABC123	Standard Solo		EWD	2025-04-24T05:19:37+10:00

Authorized Officer Annotations

Flag	Time of Intercept	Location	Annotation	Entry Timestamp
2025-04-24T05:30:00+10:00	2025-04-24T05:30:58+10:00	Chipping Norton	No violations found.	2025-04-24T05:33:49+10:00
2025-04-24T05:20:00+10:00	2025-04-24T05:33:58+10:00		Inspection	2025-04-24T05:35:53+10:00

Drivers / Show

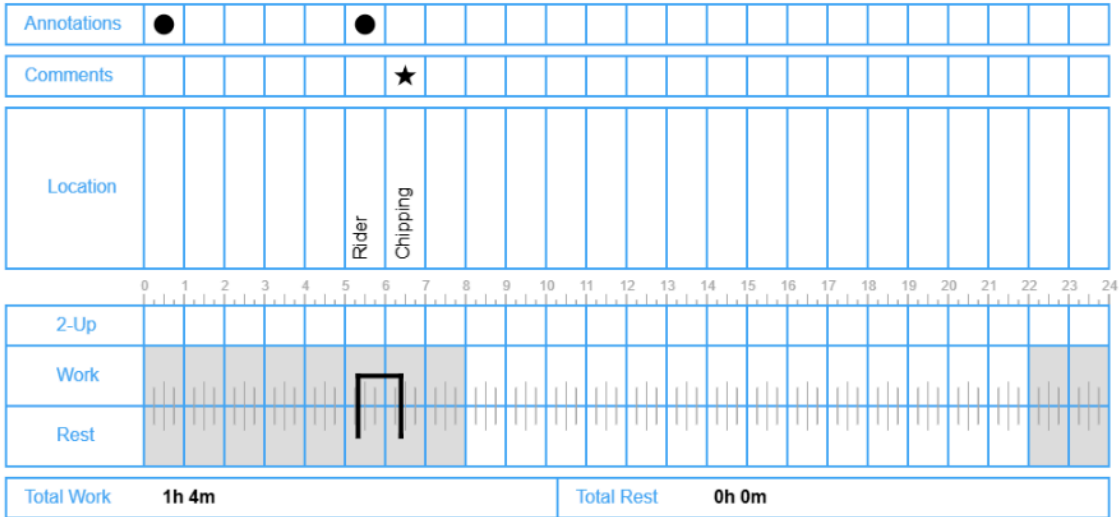
Test Driver

Driver Details Graphical View Shifts Events Annotations

Email	testdriver@netcorp.com.au	First Name	Test	Last Name	Driver
License State	NSW	License Number		UDI	NSW-23456-20081009
License Expiry	2029-01-27	Dob	2008-10-09	Base Location	Rhodes
Base Timezone	NSW	Mobile		Bfm Id	
Previous UDI		Record Keeper Location	Rhodes	Wwd To Ewd	2025-02-05
Last Sync From Third Party	2025-05-13	Phone Number Verified At	2025-05-02		

Driver Details Graphical View Shifts Events Annotations Logs

Driver Name: **Test Driver** Licence: **21567321** Registration: **ABC123** Work Option: **Standard Solo** Date of Sheet: **24/04/2025** Time Zone: **NSW**



Previous Day Next Day

Two-Up Driver

Driver Name	Licence Number	State/Territory of Issued Licence	Work and Rest Option

Work and Rest Changes

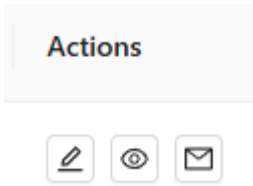
Activity	Time of Activity	Location	Odometer	Registration	Work and Rest Option	Comments	Origin	Entry Timestamp
Rest	2025-04-24T06:23:39+10:00	Chipping Norton	100070	ABC123	Standard Solo	Rest Break	EWD	2025-04-24T06:23:40+10:00
Work	2025-04-24T05:19:36+10:00	Rider Boulevard Rhodes 2138	100058	ABC123	Standard Solo		EWD	2025-04-24T05:19:37+10:00

Authorized Officer Annotations

Flag	Time of Intercept	Location	Annotation	Entry Timestamp
	2025-04-24T05:30:00+10:00	Chipping Norton	No violations found.	2025-04-24T05:33:49+10:00
	2025-04-24T05:20:00+10:00		Inspection	2025-04-24T05:35:53+10:00

Generating a Compliance Report

Record Keepers can email a PDF compliance report for a driver by clicking the mail icon in the “Drivers” list view.



In the Report Transfer window that appears, enter the **Start Time**. This is the Date at which the report will start as the report is displayed in reverse chronological order. **Period** is the number of days that the report covers inclusive of the start date. The Record Keeper can also specify the email address that the report is sent to & adjust the email’s body.

Report Transfer ✕

*** Start Time** *** Period**

Select date 📅 ▼

*** Email**

*** Email Subject**

*** Email Body**

Hi,

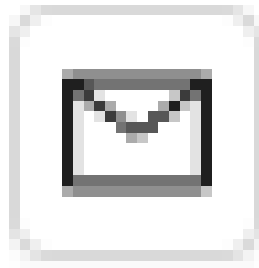
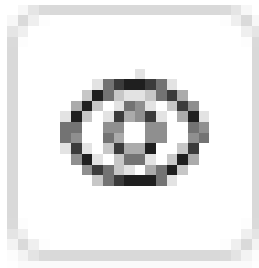
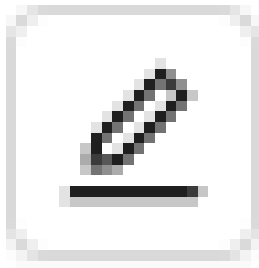
Please see attached compliance report.

Thanks,

Driver Name: Alex W
License No: 21567321
UDI: NSW-67321-19980421

Cancel Send

Actions



Report Transfer ✕

* Start Time * Period

Select date 📅 ▼

* Email

* Email Subject

* Email Body

Hi,

Please see attached compliance report.

Thanks,





Driver Name: Alex W
License No: 21567321
UDI: NSW-67321-19980421

Cancel Send

Working with Shifts

Only an assigned “Record Keeper” can perform operations related to a driver’s shift. This is to ensure that EWD records are maintained in accordance with regulatory requirements and in cases where a driver may have made an error in their submission, or has been unable to update their work diary record, they can engage their assigned Record Keeper to make any appropriate adjustments on their behalf. This can be done by using the “Edit” Icon

NOTE: Any records that are changed on behalf of a driver are timestamped and recorded in accordance with NHVR EWD requirement. They also can be retrieved for auditing purposes by a compliance officer when required. Any falsification or manipulation of driver records is easily traceable via electronic methods.

Work/Rest					
Activity	Time of Activity	Odometer	Location	Comment	Edit
REST	23/04 06:51 AM	100090	Child's Road Chipping Norton 2170	End of Shift	
WORK	23/04 06:17 AM	100085	Rider Boulevard Rhodes 2138	Rainy Weather	
REST	23/04 06:06 AM	100085	Rider Boulevard Rhodes 2138	Rest Break	
WORK	23/04 06:00 AM	100058	Rider Boulevard Rhodes 2138	Morning Work	

SUBMIT SHIFT

←+

Work/Rest

Activity	Time of Activity	Odometer	Location	Comment	Edit
REST	23/04 06:51 AM	100090	Child's Road Chipping Norton 2170	End of Shift	✎
WORK	23/04 06:17 AM	100085	Rider Boulevard Rhodes 2138	Rainy Weather	✎
REST	23/04 06:06 AM	100085	Rider Boulevard Rhodes 2138	Rest Break	✎
WORK	23/04 06:00 AM	100058	Rider Boulevard Rhodes 2138	Morning Work	✎

SUBMIT SHIFT

Editing Shifts & Records

The Shifts page displays all driver shifts active and inactive. An active shift refers to a driver currently logged into the EWD app. Inactive shifts are ones already submitted / completed by the driver.

A Record Keeper can edit a shift by clicking on the pen icon, view the shift in more detail by clicking the eye icon or delete by clicking on the rubbish bin icon.

Shifts

Import
Create

Rego	StartTime	Driver	Ruleset	Event Count	Status	Created at	Actions
123ABC	2025-04-17T04:44:19+10:00	Test Driver	Standard Solo	1	Active	17/04/2025	✎ 👁 🗑
XYZ146	2025-02-19T16:21:13+11:00	Test Driver	Standard Solo	2	Inactive	19/02/2025	✎ 👁 🗑

Create/Edit Historical Data

From the Shifts screen, click 'Create' to add a record of past work/rest entries. This feature is to allow the inclusion of any work/rest that has occurred in the past 28 days but does not exist on any EWD such as previous shifts from a written work diary.

The addition of historical data should be entered before the driver logs in to the EWD app. As their shifts will be taken into consideration when calculating potential non compliance instances. Work and Rest entries created by a Record Keeper cannot be edited once created.

Create Shift ✕

* Driver

* Work/Rest Option

* Rego * Odometer

* Start Time

* Location

* Start In

Work Rest

Cancel Save

Once the shift has been created click the pen icon to move the shift to Inactive status. Click the eye icon to view the shift. From there, you can add additional work and rest events for the shift.

Create Event ✕

*** Odometer**

*** Start time (Based on driver's timezone: NSW time)**

2025-04-24 06:10:31
📅

*** Event Type**

Work

Rest

*** Location**

*** Comment**

Please Note: Once created - historical events can not be amended.

Cancel

Save

Work & Rest entries created by a Record Keeper will be labelled with the Origin as "Historic". Entries created by a driver from the Netcorp EWD will be labelled as "EWD" and entries with the origin "External" were obtained from another EWD provider system. External work & rest entries cannot be edited and are read only.

NOTE: Record Keeper may edit "EWD" entries only once and when they have been edited, their origin will be updated to historical. Along with an updated entry timestamp to indicate the time and date of the last change.

Shifts 📄 Import ➕ Create

Search by driver's name, email, rego 🔍

Rego	StartTime	Driver	Ruleset	Event Count	Status	Created at	Actions
123ABC	2025-04-17T04:44:19+10:00	Test Driver	Standard Solo	1	Active	17/04/2025	✎ 👁 🗑
XYZ146	2025-02-19T16:21:13+11:00	Test Driver	Standard Solo	2	Inactive	19/02/2025	✎ 👁 🗑

Create Event ✕

* Odometer

* Start time (Based on driver's timezone: NSW time)

* Event Type

* Location

* Comment

Please Note: Once created - historical events can not be amended.

Annotations

The Annotations page displays all annotations made by an officer. The data is read-only and Annotations are created via EWD application.

Annotations

Search by annotation, location, driver name or mobile or license number

Driver	Annotation Flag	Time of Intercept	Location	Annotation	Created at
Test Driver	2025-04-24T05:30:00+10:00	2025-04-24T05:30:58+10:00	Chipping Norton	No violations found.	2025-04-24T05:33:49+10:00
Test Driver	2025-04-24T05:30:00+10:00	2025-04-24T05:30:58+10:00		Inspection	2025-04-24T05:33:49+10:00

Annotations

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Test Driver	2025-04-24T05:30:00+10:00	2025-04-24T05:30:58+10:00		Inspection	2025-04-24T05:33:49+10:00

Report Transfer

The Report Transfer page displays all report transfers created from the Netcorp EWD app or website for all driver accounts associated with the Operators account. Clicking on the '+' icon will display the subject and body of the email. The Transaction ID is the MD5 checksum for the zip file the report is sent in.

Report Transfer

Driver	To Email	Start Time	Period	Status	Transaction ID	Created at	Device Info
Test Driver	nick@netcorp.com.au	2025-04-24T00:00:00+10:00	7 Days	Sent	d8710958392155c10f8e47d1a5ffd14e	2025-04-24T06:18:27+10:00	Make: Web System Model: Browser System: EWD

Subject:
Compliance Report - Test Driver - 17/04/2025 to 24/04/2025

Body:
Hi,

Please see attached compliance report.

Thanks,

Driver Name: Test Driver
License No: 21567321
UDI: NSW-67321-19970305

Report Transfer

Driver	To Email	Start Time	Period	Status	Transaction ID	Created at	Device Info
Test Driver	nick@netcorp.com.au	2025-04-24T00:00:00+10:00	7 Days	Sent	d8710958392155c10f8e47d1a5ffd14e	2025-04-24T06:18:27+10:00	Make: Web System Model: Browser System: EWD

Subject:
Compliance Report - Test Driver - 17/04/2025 to 24/04/2025

Body:
Hi,

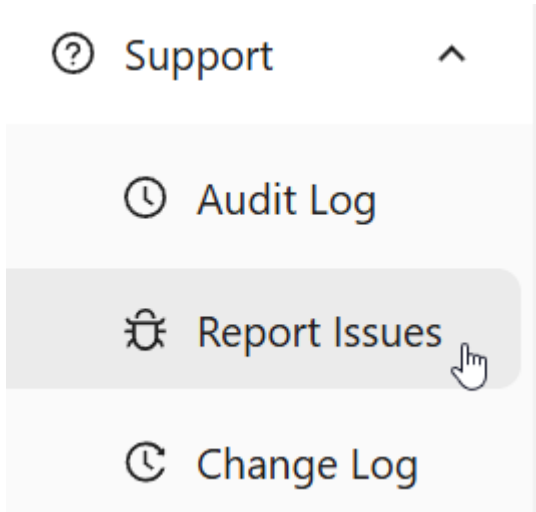
Please see attached compliance report.

Thanks,

Driver Name: Test Driver
License No: 21567321
UDI: NSW-67321-19970305

Faults or Malfunctions

To report faults or malfunctions, please use the Netcorp portal. Click on “Report Issues” on the left side navigation bar and enter all of the details of the issue you have experienced. One of our support staff will be in touch with you. Alternatively you can email ewdfaults@netcorp.com.au



Note: This form is only for reporting bugs or system issues—it is not intended for general help desk support. For any help desk support requirements, please email ewd@netcorp.com.au