Department of
Transport

Learn&Log App
User Guide

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APP USER GUIDE

The Learn&Log App makes it faster and easier to record your trips, capture the signature of your supervising driver, and submit supervised driving hours directly to the WA Department of Transport (DoT).

1. Logging in

→ To log in to the App, you must hold a DoTDirect account.

→ Log in using your DoTDirect username and password.

→ If you do not hold a DoTDirect account you can register online https://www.transport.wa.gov.au/dotdirect/online-account.asp

> Note: The App will not accept a temporary DoTDirect password. You will need to create a new password in DoTDirect and log in using the new password.

2. Terms and conditions

→ Once you enter your DoTDirect details and select the login button, the Terms and Conditions (T&Cs) will display.

→ You need to read all the T&Cs and select the 'I Agree' button to continue using the App. If you do not agree to the T&Cs, you will be returned to the Login screen.
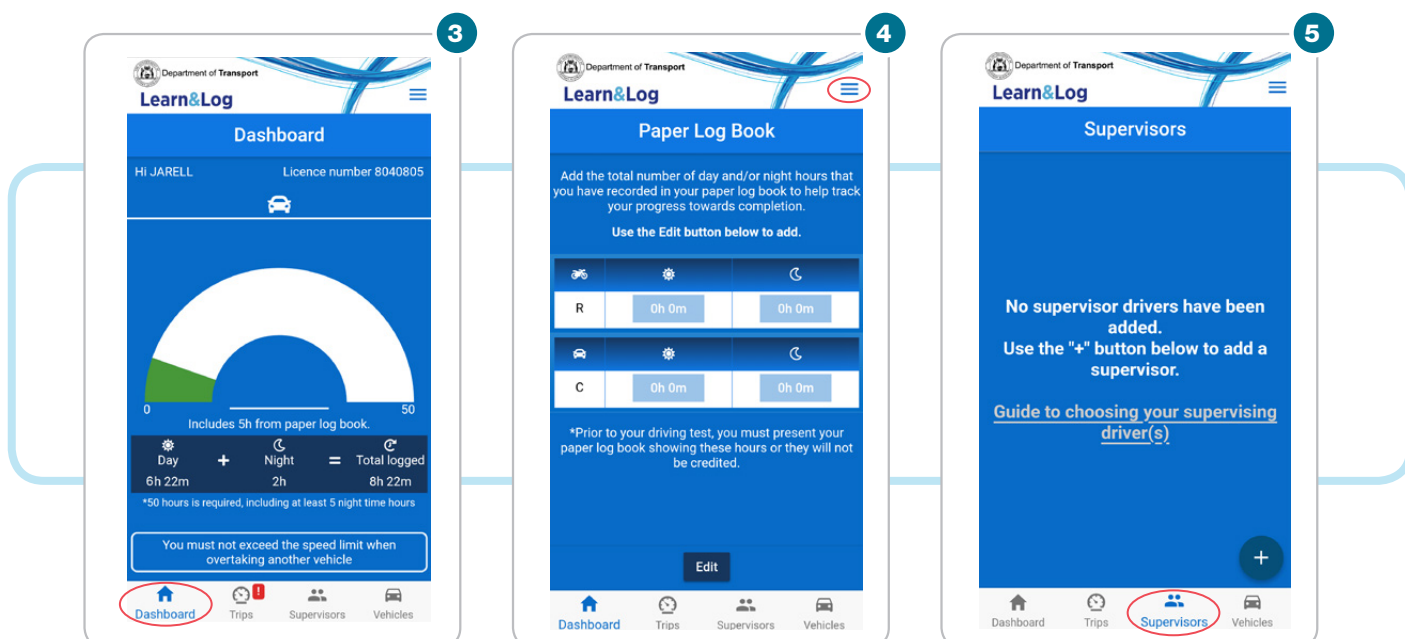
3. Dashboard

→ Once you have logged into the App, you will land on the 'Dashboard'.

→ The Dashboard enables you to track your progress towards log book completion for each licence class held.

→ The day, night and total log book hours is displayed in the dark blue table, and the green shading in the diagram shows progress towards 50 hours.

→ If you have applied for the recognition of interstate log book hours at the time of initial application for a WA driver's licence, these hours will display.

→ Any paper log book hours recorded in the App will also display.

4. Paper Log Book hours

→ To add paper log book hours in the App, go to the main menu in the top right-hand corner of the screen and select 'Paper Book'.

→ On the 'Paper Log Book' screen, you can enter the total number of day and night hours recorded in your paper log book (for each licence class held) to help track your progress.

→ Use the 'edit' button to input your hours.

Note: If you use the 'Paper Book' feature, you will still need to present your paper Learner Log Book to DoT at the time of your practical driving assessment.

5. Supervisors

→ To record trips in the App, you must have a supervising driver.

→ Go to the 'Supervisors' tab to view a list of your supervising drivers.

→ To add a new supervisor, select the '+' button from the bottom right hand corner of the screen.
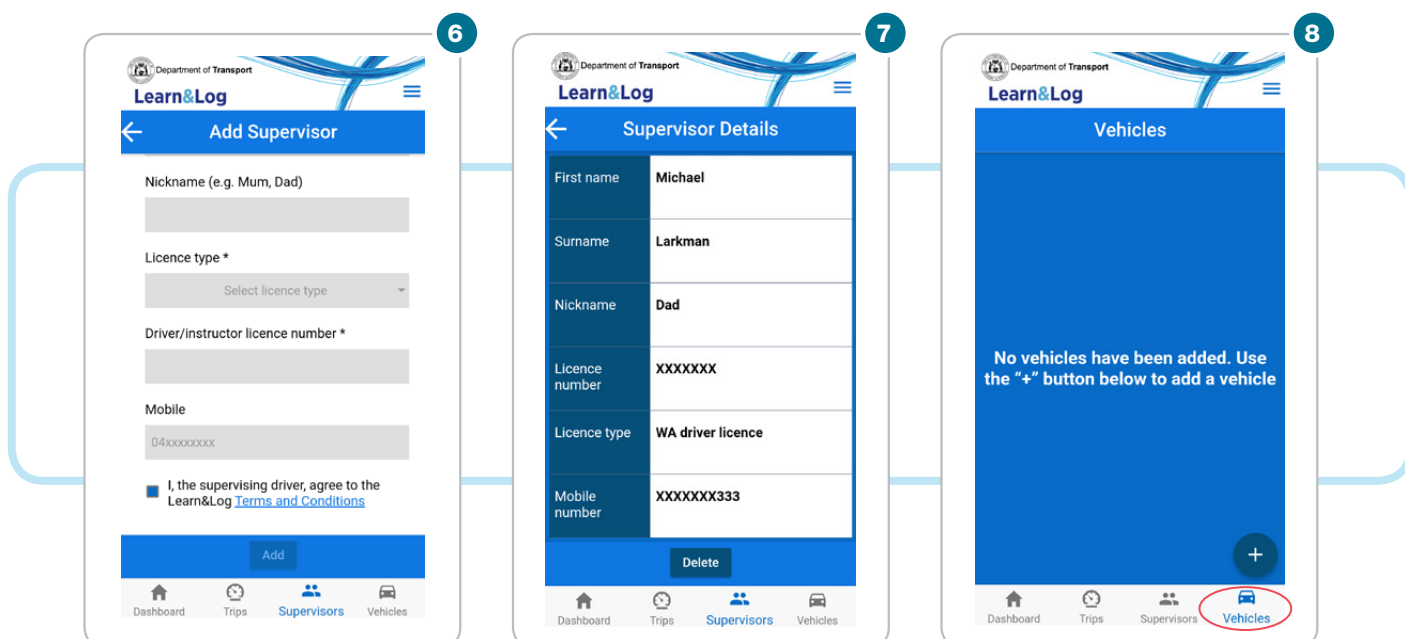
6. Add supervisor

→ If you select the '+' button, the 'Add Supervisor' screen will display prompting you to enter information about your supervising driver.

→ You can choose to give your supervisor a nickname in the App, such as Mum or Dad.

→ Take care to enter your supervisor's name and licence number correctly. If the details are incorrect we won't accept your trip.

→ It is recommended that you ask to see your supervisor's driver's licence card to double check their details, and add them to the App when you have internet connectivity.

→ If your supervisor does not hold an instructor licence, make sure they have held a valid driver's licence for a minimum of four years in the class of vehicle the instruction is to be given. If your supervisor is not eligible to provide instruction we won't accept your trip.

→ When you've entered your supervisor's details, have them read and agree to the App Terms and Conditions by ticking the checkbox.

7. View supervisor details

→ To view supervisor details, go to the 'Supervisors' tab and select the relevant supervisor from the list.

→ The 'Supervisor Details' screen gives you the option to delete the supervisor (for example, if you make a mistake entering their details).

→ You can add a new entry for your supervisor in the future if you need to.

Note: You cannot delete a supervisor if they have an outstanding trip to sign off. You will need to have your supervisor sign for the trip, or you can choose to delete the trip instead.

8. Vehicles

→ To record trips in the App, you must create a vehicle.

→ Go to the 'Vehicles' tab to view a list of your vehicles.

→ To add a new vehicle, select the '+' button from the bottom right hand corner of the screen.
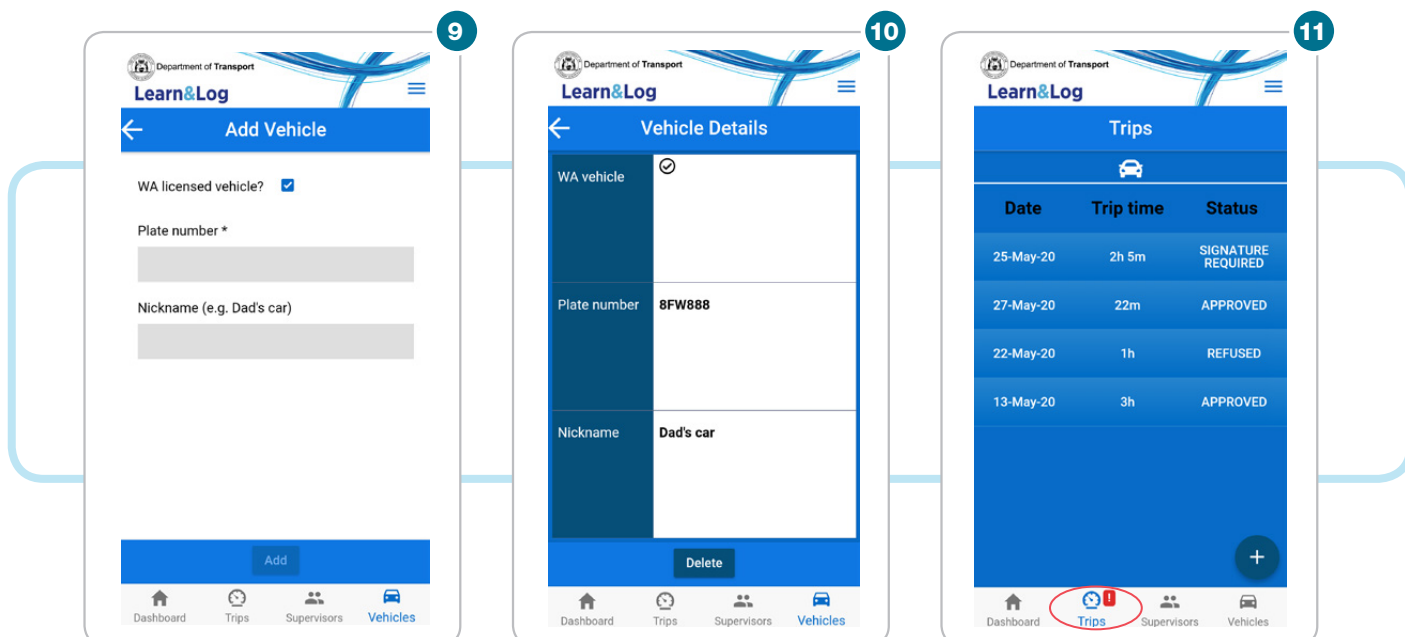
9. Add vehicle

→ If you select the '+' button, the 'Add Vehicle' screen will display prompting you to enter information about the vehicle.

→ You can choose to give your vehicle a nickname in the App, such as Mum's car.

→ Take care to enter the vehicle plate number correctly. If the details are incorrect we won't accept your trip.

→ It is recommended that you add a vehicle to the App when you have internet connectivity.

10. View vehicle details

→ To view vehicle details, go to the 'Vehicles' tab and select the relevant vehicle from the list.

→ The 'Vehicle Details' screen gives you the option to delete the vehicle (for example, if you make a mistake entering the details).

→ You can add a new entry for the vehicle in the future if you need to.

11. Trips

→ Go to the 'Trips' tab to view a list of your trips.

→ You can filter trips by class by selecting the car or motorcycle icon (multiple class holders only).

→ Each trip will display a status:

- In Progress: trip is currently in progress

- Approved: trip has been approved by DoT

- Refused: trip has been refused by DoT

- Sending: trip is waiting review by DoT or not submitted to us for verification due to no internet connectivity

- Signature Required: trip requires the signature of the supervising driver. A red 'badge' will also display on the Trips tab to indicate that action is required.

→ To record a trip, select the '+' button from the right hand corner of the screen.
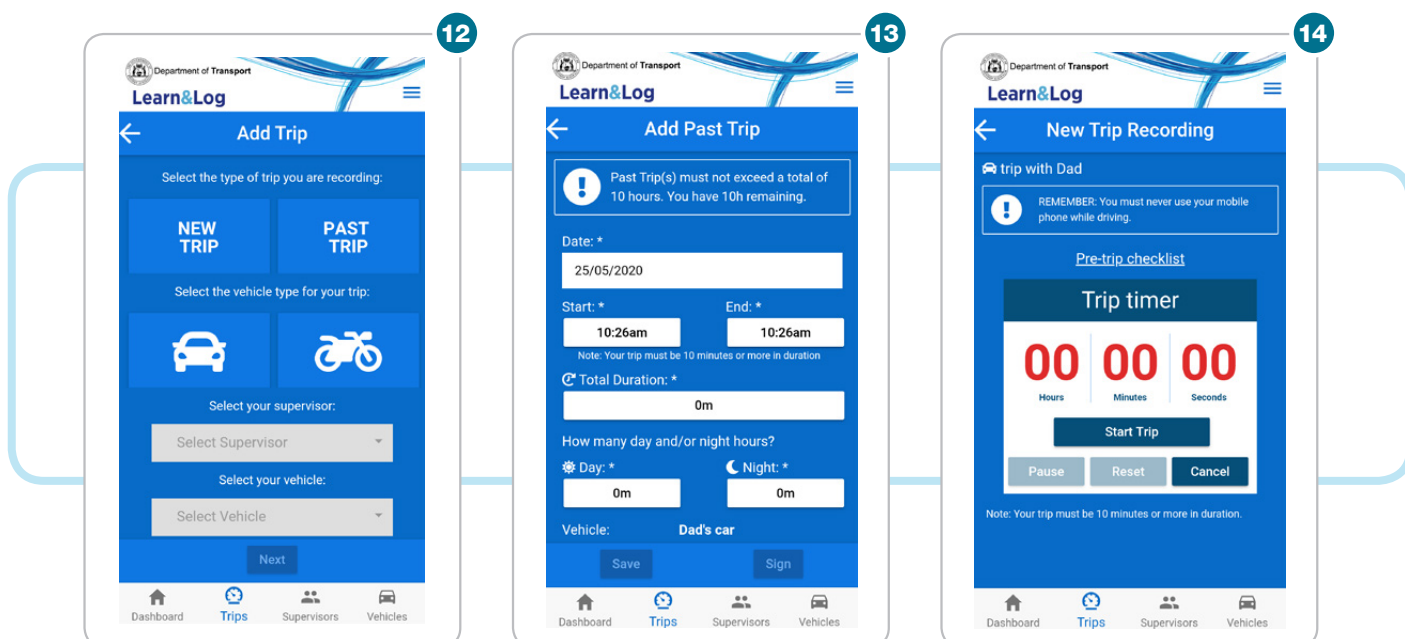
12. Add trips

→ If you select the '+' button, the 'Add Trip' screen will display prompting you to make a few choices.

→ There is a choice to add a New Trip or Past Trip.

→ If you hold multiple classes you will need to select the vehicle for your trip (car or motorcycle), otherwise this option will not display.

→ Select your supervising driver from the dropdown list. If you have not previously created your supervisor in the App, you have the option to create one here.

→ Select the vehicle from the dropdown list. If you have not previously created the vehicle in the App, you have the option to create one here.

→ Once a selection has been made for each item you will be able to select 'Next'.

13. Add a past trip

→ If you choose to add a past trip, the 'Add Past Trip' screen will display.

→ You can add a total of 10 hours of past trips in the App. The past trip option is a backup in case you forget to record a new, real time trip.

→ You will need to manually enter information about the trip, including the date, start and end time, and day and night hours. It is optional to record driving conditions for past trips.

→ If you enter a value in the day field, the night field will automatically populate (and vice versa).

→ Once all required information has been entered, you can have your supervisor sign off the trip by selecting the 'Sign' button.

→ By selecting the 'Save' button the trip can be retrieved at a later time through the 'Trips' tab.

14. Add a new trip

→ If you choose to record a new trip, the 'New Trip Recording' screen will display.

→ Most of your trips should be recorded as a new trip, so make sure your supervisor remembers to start the timer before you commence the lesson, and ends the timer when you've finished the lesson.

→ You should always be safety parked when your supervisor starts and ends the trip timer.

→ As per the paper log book, a trip must be 10 minutes or more in duration.

→ There is also the option to pause, resume, reset or cancel a trip by selecting the relevant button.
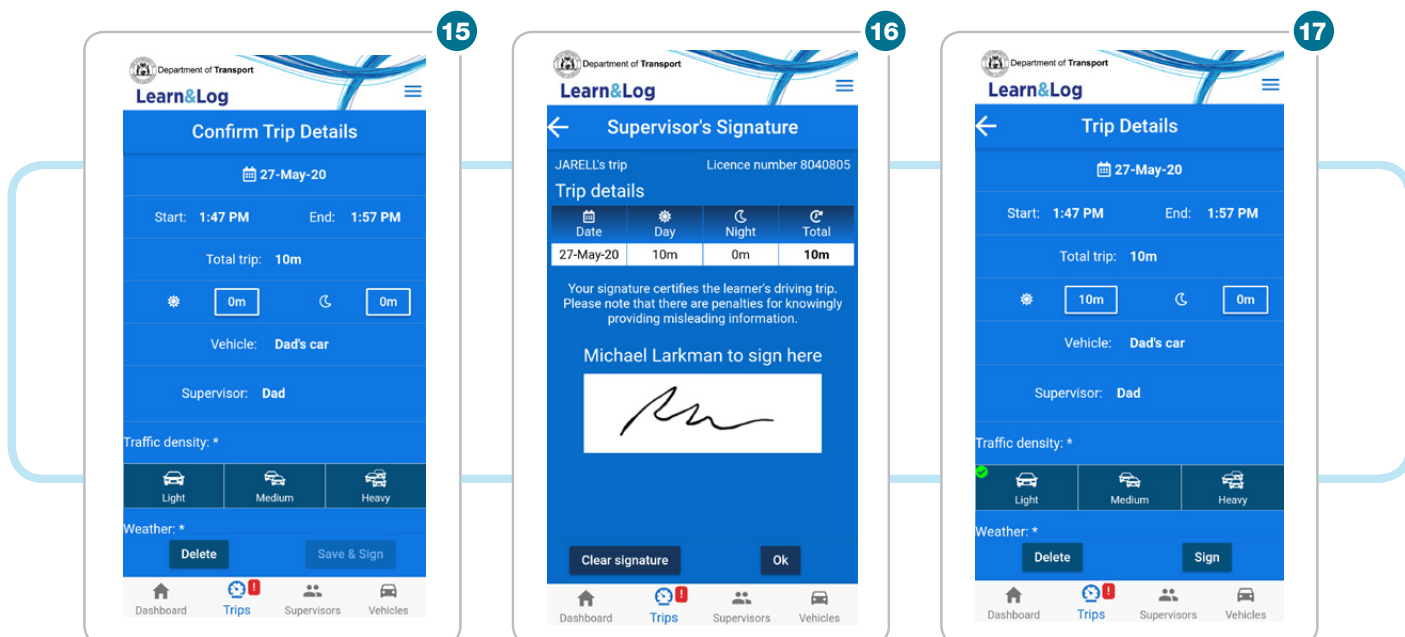
15. Confirm trip details

→ When you end a new trip, you will need to confirm the trip details by entering the breakdown of day and night minutes/hours and selecting the driving conditions for the trip.

→ The trip can then be saved and signed off by the supervising driver.

16. Supervisor's signature

→ If you select the 'Save & Sign' button, the 'Supervisor's Signature' screen will display.

→ Your supervisor needs to verify the trip by signing on screen using a smart pen or their finger.

→ A signature is required for each trip, and your supervisor should sign off the trip as soon as it's completed.

→ Make sure your supervisor signs in the centre of the box.

→ If there is connectivity and all the requirements for logging a trip have been met, the trip will be approved by DoT.

→ When you return to the 'Dashboard' screen you will see an increase in the number of hours completed.

17. Trip details

→ If your supervisor does not immediately sign for the trip, you can retrieve your trip at a later time.

→ Go to the 'Trips' tab and select the relevant trip from the list. All trips with the status 'Signature Required' will display towards the top of the list.
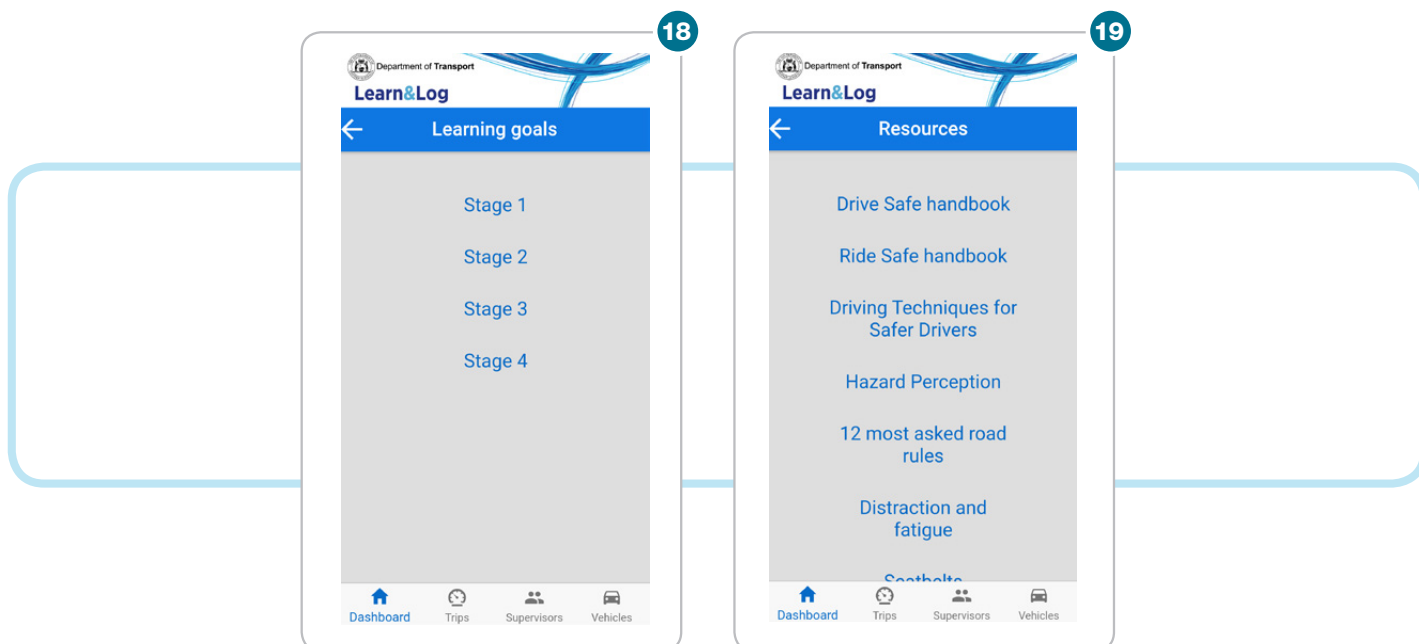
18. Learning goals

→ For help with planning your driving lessons, go to the main menu in the top right-hand corner of the screen and select 'Learning goals'.

→ There is a checklist for each of the four stages of learning to drive. Start with stage one and work your way to stage four, ticking off each skill that has been practised.

→ When you have completed each skill, and can confidently do the practice exercises for the practical driving assessment (PDA), you will be ready to sit the driving test.

19. Resources

→ To find more learning to drive resources that will help you become a safe and confident driver and pass the PDA, go to the main menu in the top right-hand corner of the screen and select 'Resources'.

→ You will find the practice exercises for the PDA in the Driving Techniques for Safer Drivers guide.
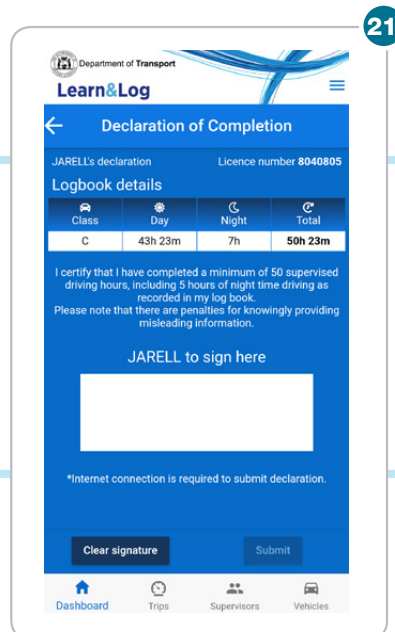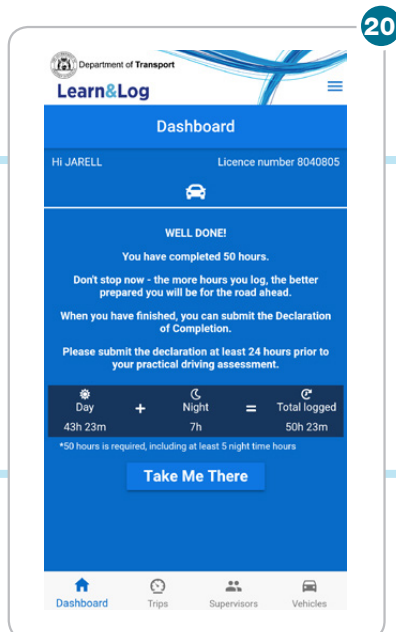
20. Log book completion

→ When you have completed 50 hours of supervised driving (including at least five night time hours) a message will display on the 'Dashboard'.

→ If the minimum number of supervised driving hours have been recorded as new trips or a combination of new trips and past trips, an electronic Declaration of Completion can be submitted to DoT.

→ Use the 'Take Me There' button to navigate to the declaration.

Note: If you have paper log book hours that contribute to the required 50 hours of supervised driving (including five hours of night time driving), you won't be able to submit the declaration in the App. You will need to present your Learner Log Book to DoT at the time of your PDA, including the paper Declaration Completion signed by you and a supervising driver.

21. Declaration of completion

→ If you select the 'Take Me There' button, the 'Declaration of Completion' screen will display.

→ You will need to certify that you have completed a minimum of 50 hours of supervised driving (including five hours of night time driving) by signing on screen.

→ Your supervisor does not need to sign the declaration.

→ It is recommended that you sign the declaration at least 24 hours prior to your PDA.

Note: You can continue logging hours in the App until you submit the declaration. It is recommended that you record more than 50 hours of supervised driving.

22. Troubleshooting

Which devices and operating system versions are compatible with the App?

The App can be used on any mobile phone using iOS (13 or above) or Android (8 or above).

I have a DoTDirect account, why can't I log in to the App?

To be eligible to use the App you must be a learner driver who:

• holds an active WA learner's permit;

• is subject to the Graduated Driver Training and Licensing (GDT&L) system; and

• has elected to use the electronic log book or been issued with a printed Learner Log Book.

Why is the App showing incorrect username or password?

Most likely because invalid details have been entered. Make sure you have not used a full stop or any spaces before or after your username or password.

Can I login to the App using a temporary DoTDirect password?

No, you need to create a new password in DoTDirect and log in using the new password.

I have forgotten my DoTDirect password, what do I do?

You can reset your password on the DoTDirect website www.transport.wa.gov.au/dotdirect/dotdirect.asp

Does my supervising driver need to log in to the App to sign off trips?

No, supervising drivers sign off trips through the learner's App account.

Will I be forced to re-login to the App after a certain period of time?

Yes, the App will automatically log you out after 90 days from your last login. You need to login again to continue using the app.

Are previous versions of the App supported?

No, you must update to the latest version to continue using the App.

I hold both a car and motorcycle learner's permit. Why is only one licence class showing in the App?

The App uses the licence class data from when you first log in. If you subsequently obtain an additional class you need to attend a Driver and Vehicle Services Centre, regional Department of Transport (DoT) office or agent to be issued a Learner Guide – Supervised driving record for secondary learner's permit class held booklet.

Can more than one person log in to the App on a device?

One App user per device is recommended, as any data held locally may be lost if another person logs in to the same device. If there is more than one App user per device, ensure that internet connectivity is first restored and all unsubmitted trips saved and submitted before logging off.

What will happen if I lose/change my phone?

All saved data held by DoT will be restored when you download the App and log in using your DoTDirect credentials.

Can I use the App if I've already recorded hours in my paper log book?

Yes. There is an option to add paper log book hours to the App to help track your progress towards completion.

Can I record more than 50 hours of supervised driving in the App?

Yes, you can record as many hours as you want until you submit the Declaration of Completion. You will not be able to record supervised driving hours after the Declaration of Completion is submitted.

Do I need to be online to record trips?

It's recommended that you are online when recording new and past trips to reduce the risk of data being lost.

I have forgotten to stop the timer at the end of my trip, what do I do?

Delete the trip and enter the correct details as a Past Trip. Note that Past Trips recorded in the App must not exceed a total of 10 hours. The available time remaining displays on the 'Add Past Trip' screen.

Why is the App preventing me from recording a Past Trip even though I have not reached 10 hours?

When you have recorded more than 9 hours and 50 minutes of Past Trips but less than 10 hours you won't be able to add any more Past Trips, as the minimum trip duration is 10 minutes.

Why is the App preventing me from recording a New Trip?

The App performs a range of checks and will not allow a New Trip to commence if requirements under road laws are not met. The App provides an appropriate reason for why you cannot record a trip.

Why did the App refuse a trip instead of preventing the trip from being recorded?

New Trips recorded offline are sent to DoT for verification when connectivity is restored. Past Trips (recorded online or offline) will be refused upon submission to DoT.

Do trips expire after a certain period of time?

No, but the date of any Past Trips must be within the three-year period of your current learner's permit to be accepted by the App. You will need to record any earlier trips in your paper Log Book.

Why is my supervisor having difficulty signing off a trip?

Make sure your supervisor signs in the centre of the signature box with a smart pen or their finger.

What does the red (!) badge on the 'Trips' tab mean?

This means you have one or more trips that require the signature of the supervising driver. It is recommended that your supervisor signs off the trip as soon as it's completed.

I have completed a trip and my supervisor has signed it off. Why isn't it showing on the Dashboard?

The trip hasn't been verified by the Department of Transport (DoT). If you go to the Trips screen you will see the trip status is 'Sending'. Once a trip is approved it will show on the Dashboard.

When I create a supervisor, how can I be sure their details are correct?

Use your supervisor's driver's licence card to confirm their details.

Why does the App not accept an apostrophe in my supervisor's name?

An apostrophe will not work if Smart Punctuations are enabled on your iOS device (personal setting). To turn Smart Punctuations off, from the Home screen go to Settings > General > Keyboard, and then turn off the Smart Punctuations toggle.

Why won't the App let me delete a supervisor?

You cannot delete a supervisor if they have an outstanding trip to sign off.

Why do I get an error message 'The vehicle details entered do not match our records'?

When you create a vehicle offline and the plate number is entered incorrectly, or the plate number is not unique, DoT is unable to validate the plate details. It is recommended that you create a vehicle when there is internet connectivity.

How do I submit my log book if I have recorded all my trips in the App?

You can sign the Declaration of Completion in the App. It is recommended that you submit the declaration at least 24 hours prior to your PDA.

I have recorded paper log book hours in the App using the 'Paper Book' feature. Can I submit the Declaration of Completion in the App?

No. Adding paper log book hours to the App helps you track your progress towards completion. You need to present your printed Log Book to DoT at the time of your PDA, which includes a Declaration of Completion to be signed by you and a supervising driver.

How do I submit my log book if I have recorded trips in both the printed Log Book and the App?

You will need to present your printed Log Book to DoT at the time of your PDA, including the signed Declaration of Completion

If I fail my PDA, can I record more trips in the App?

You can no longer record a trip for the licence class that has been declared as complete.