



USER MANUAL · Updated 17 October 2026

Extension user manual

Install Pulse Drivers, review documents and manage alerts in Chrome or Microsoft Edge.

For company staff. The combined guide also includes driver self-service instructions. Screens and controls depend on your account permissions and installed extension version.

Download the illustrated PDF above for offline use, or print this guide from your browser. Screenshots show demonstration accounts; your company branding and available controls may differ.

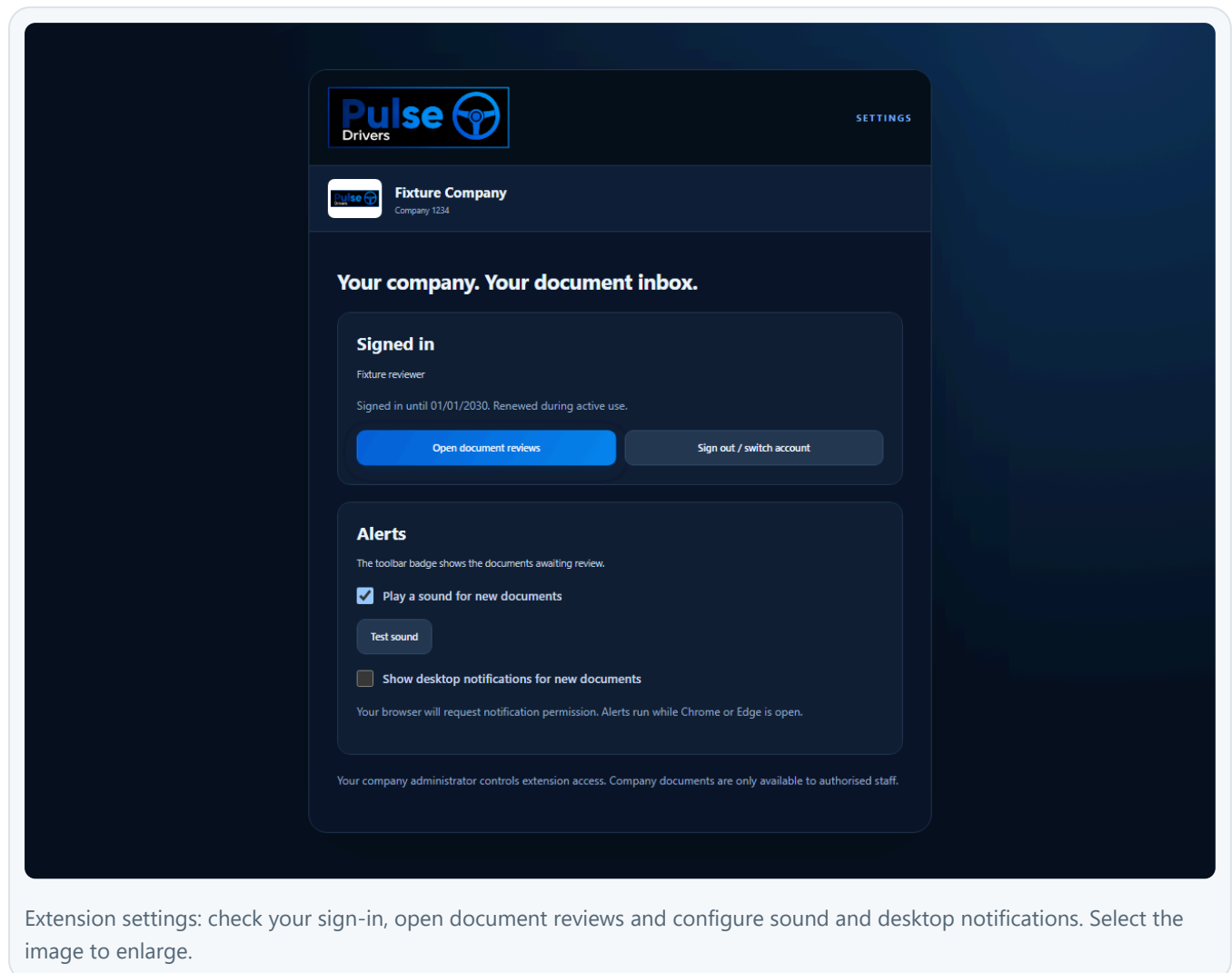
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Install and sign in

1. Install Pulse Drivers from the [Chrome Web Store](#) or [Microsoft Edge Add-ons](#).
2. Open your browser's Extensions menu (the puzzle-piece icon). Pin Pulse Drivers to keep its steering-wheel icon visible on the toolbar. In Edge, use Show in toolbar if that is the option displayed.
3. Open Pulse Drivers, choose Settings and enter your company code, staff email address and password from your welcome email. Enter an authenticator code if requested.
4. Keep your password private. Use the password setup link in your welcome email to choose your own password; that link expires after 24 hours.

Staff accounts and driver accounts have different purposes. Use your staff invitation for the extension. A driver's document portal login does not grant review access.



Extension settings: check your sign-in, open document reviews and configure sound and desktop notifications. Select the image to enlarge.

Review documents

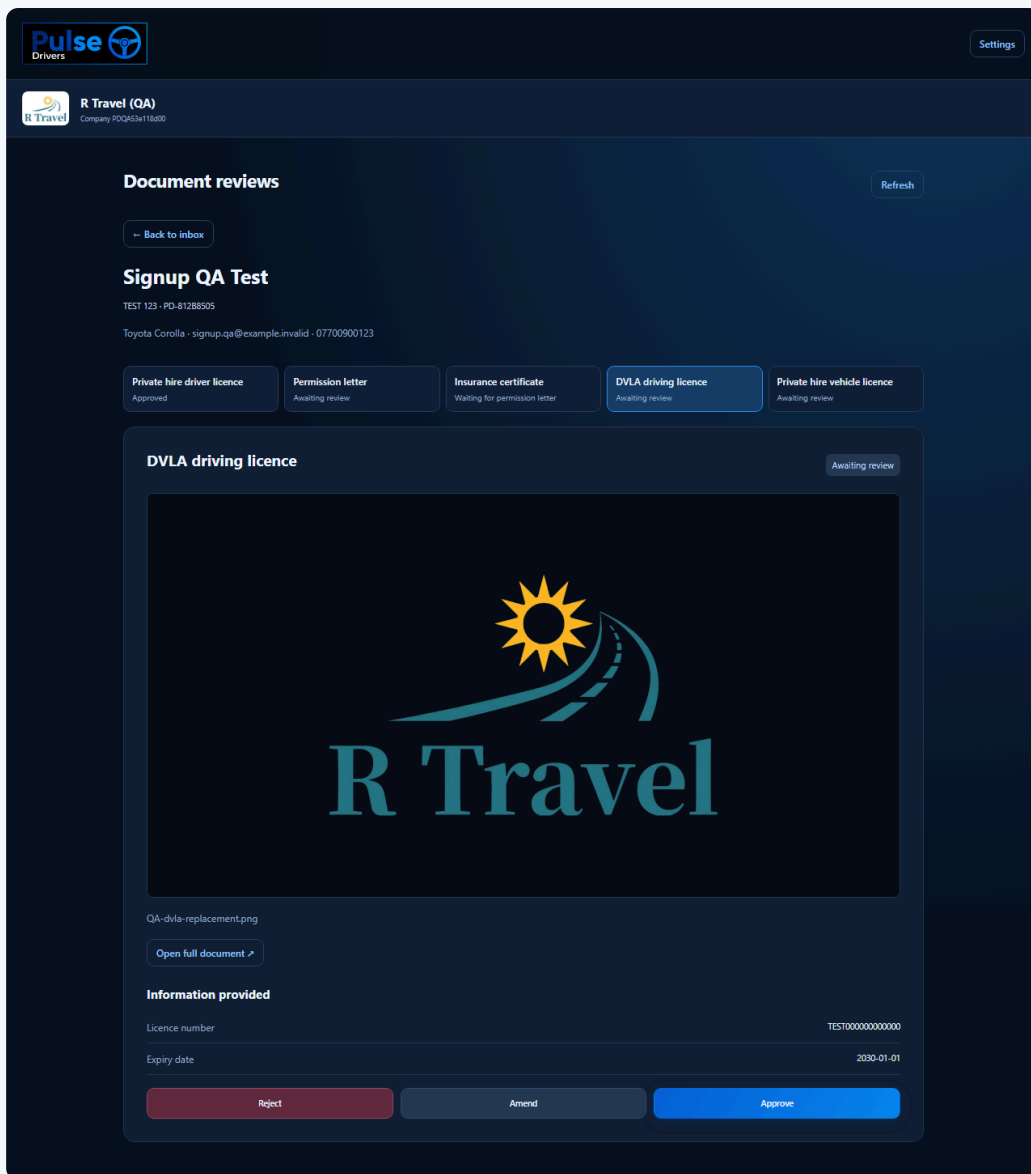
1. Click the toolbar icon to see documents awaiting review. Choose a document to open the review side panel. You can also open Document Reviews from Settings.
2. Check the driver reference, document type, image or PDF, document number, expiry date and vehicle registration where applicable. Use the preview controls to inspect the file.
3. Choose the appropriate action below. Wait for the result before moving to the next document.

Action	When to use it
Reject	The document is unsuitable, incorrect or unreadable. Enter a clear reason so the driver knows what to fix.
Amend	Correct the available document details before approval. Saving amendments leaves the document pending; review and approve it separately.
Approve	The file and details are correct. For existing-driver updates, the system must confirm the relevant iCabbi changes before completing normal approval.
Approve and request permission letter	Insurance only. Approve the insurance file and ask the driver for the required permission letter. iCabbi waits for that letter to be approved.

Successful approval removes the document from the pending queue. If another reviewer has already changed it, refresh and check its current status before acting again.



Document inbox: select an item awaiting review. Select the image to enlarge.



Document review: inspect the preview and the supplied details before choosing an action. Select the image to enlarge.

Insurance and permission letters

Use **Approve and request permission letter** when the insurance is acceptable but a permission letter is required.

1. The insurance shows Approved, with a message explaining that a permission letter is still needed. The driver is asked to upload it.
2. Review the uploaded Permission Letter and approve it only when it covers the correct driver and vehicle.
3. The system checks that the approved letter matches the driver and registration and was approved after the insurance request. It then applies and verifies the deferred insurance update in iCabbi.

A pending or rejected letter does not release the iCabbi update. Expired insurance, a changed vehicle or a failed iCabbi check can also prevent completion. Investigate the message shown and contact your administrator if the update remains outstanding.

Approved insurance awaiting a permission letter is an intentional waiting state. Approval of the insurance file alone does not mean iCabbi has been updated.

Pulse Drivers

Settings

Fixture Company

Company 1234

Document reviews

Refresh

Back to inbox

Fixture Driver

TEST777 - Driver 777

..

Insurance certificate

Awaiting review

Insurance certificate

Awaiting review

fixture.pdf

Open full document ↗

Information provided

Insurance company

Fixture insurer

Policy number

OLD

Expiry date

2030-12-31

Approve when the certificate covers this vehicle. If a permission letter is needed, choose Approve and request permission letter. Insurance will show approved; iCabbi waits for the approved letter.

Reject

Amend

Approve

Approve and request permission letter

Insurance review: use Approve and request permission letter when the insurance is acceptable but supporting permission is needed. Select the image to enlarge.

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Badges, sound and notifications

The toolbar badge shows the pending document count. While your browser is open, the extension checks periodically, normally about once a minute.

- **Sound:** enable or disable it in Settings and use Test sound to check your browser and device volume. Sound plays for newly arriving documents; an unchanged queue does not keep sounding. The initial queue at sign-in is treated as a starting point.
- **Desktop notifications:** these are optional and require browser permission. They are separate from sound.
- **Visibility:** pin the icon and keep the browser running to receive checks and alerts. Alerts may be affected by device sleep or browser restrictions.

Troubleshooting and support

Problem	What to do
Company code, email or password incorrect	Check the company code and the staff email in your invitation. Retype the password without surrounding spaces. Ask your administrator to check that the account is active and has extension access.
Cannot open the company portal	An extension-only account needs a company administrator to grant portal access.
Approval remains pending	Read the error. If iCabbi has not confirmed the new details, check the document fields, driver and linked vehicle. Retry after resolving the issue; contact your administrator if it persists.
No sound or notifications	Use Test sound, check the sound switch and device volume, and allow optional browser notifications. An unchanged queue does not trigger another sound.
Missing review buttons or different behaviour	Check for an extension update through your browser's extension management page. Store updates must be available before the browser can install them.
Session expired or access denied	Sign in again. If access is still denied, ask your administrator to check your account and company access.

When reporting a problem, provide the company code, driver reference, document type, approximate time and exact error message. Never send passwords or API secrets. Share document images only through your company's approved secure support process.

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