



USER MANUAL · Updated 17 October 2026

Portal and extension user manual

Set up your company, manage staff and drivers, review documents and organise approved files.

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.

Contents

1. [Get started as a company](#)
2. [Use the company portal](#)
3. [Signup pages for multiple iCabbi sites](#)
4. [Add staff and choose access](#)
5. [Install and sign in](#)
6. [Review documents](#)
7. [Insurance and permission letters](#)
8. [Badges, sound and notifications](#)
9. [Driver self-service portal](#)
10. [Approved files and Google Drive](#)
11. [Publish company news](#)
12. [Troubleshooting and support](#)

Get started as a company

1. Open the [Pulse Drivers signup page](#). Select your channel partner and monthly document plan.
2. Existing Pulse customers: tick the existing-customer box, enter your COID and find your company. Confirm using your Pulse login and any required authenticator code. Check the company details filled into section 02.
3. If your company cannot be found, the existing-customer box is cleared. Complete the company details and contact support to arrange company onboarding if needed.
4. Request a separate **Pulse Driver API key and secret from iCabbi Support**, even if you already use Pulse. Enter these in section 03. Do not substitute an API connection for a different Pulse service.
5. Optionally upload your company logo in Company details. Leave it blank to use the Pulse Drivers logo. Check the setup fee, subscription and discounts before continuing to Stripe. Wait for payment confirmation and account activation.

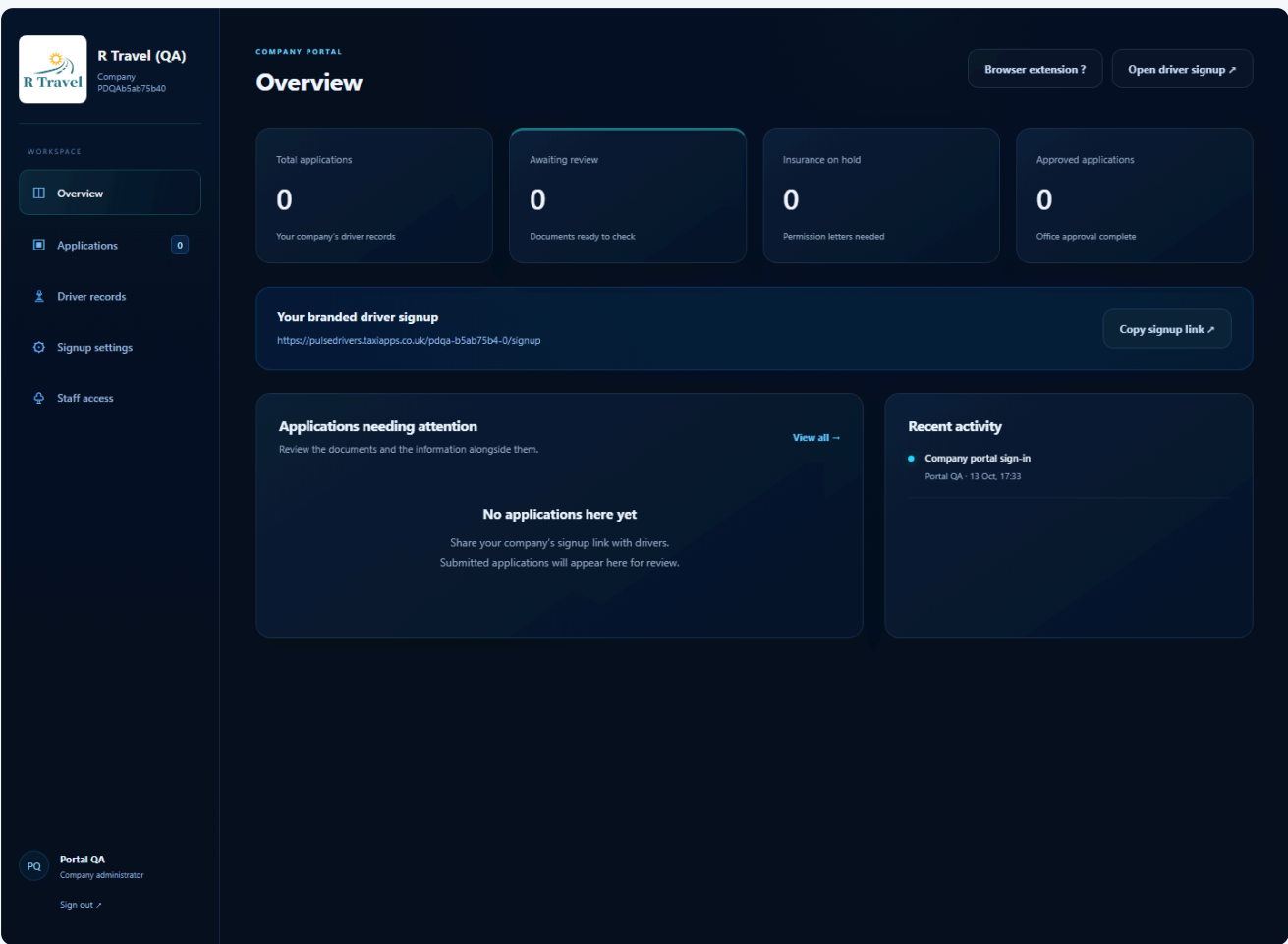
Once activated, open the [company portal](#) with your authorised company login. Review company mappings, storage and staff access before inviting drivers.

Use the company portal

Sign in at pulsedriver.taxiapps.co.uk/adminportal. Available screens depend on your role and access rights.

- **Overview:** check the current workload and activity.
- **Applications:** inspect new applications and review their supporting documents before final approval. Check any iCabbi creation or permission status shown; final application approval should not be taken as proof that a new iCabbi driver file has been created.
- **Driver records:** find existing drivers, check their current details and invite eligible drivers to self-service.
- **Settings:** check company mappings and configure document storage.
- **Staff access:** manage authorised staff accounts.
- **News:** prepare and publish company updates for drivers, subject to your role.

Check and save suggested mappings against your own iCabbi setup before using them. When editing a driver or vehicle, confirm the correct record and check the saved result.



The screenshot displays the 'Overview' page of the 'R Travel (QA)' company portal. The interface is dark-themed with a sidebar on the left and a main content area on the right. The sidebar, titled 'WORKSPACE', contains links for 'Overview', 'Applications' (with a count of 0), 'Driver records', 'Signup settings', and 'Staff access'. The main content area features a 'COMPANY PORTAL Overview' header with two buttons: 'Browser extension ?' and 'Open driver signup ↗'. Below the header are four summary cards: 'Total applications' (0), 'Awaiting review' (0), 'Insurance on hold' (0), and 'Approved applications' (0). A section for 'Your branded driver signup' provides a URL and a 'Copy signup link ↗' button. The 'Applications needing attention' section shows 'No applications here yet' and a 'View all →' link. The 'Recent activity' section lists a 'Company portal sign-in' event. The bottom left of the sidebar shows the user 'Portal QA' as a 'Company administrator' with a 'Sign out ↗' link.

Company overview: use the left navigation to open applications, driver records, settings and staff access. Select the image to enlarge.

Signup pages for multiple iCabbi sites

One company COID can contain several iCabbi sites. Open **Settings** in the company portal to see all sites returned by your company's iCabbi connection.

1. Tick **Use iCabbi sites** under Driver signup and select **Save signup settings**. The top area expands into the site list. Find the site under **Signup pages by iCabbi site**.
2. Tick **Enable this site's signup page**.
3. Optionally choose a PNG, JPG or WebP logo up to 2 MB for this site. Without a site logo, the page uses your company logo, or the Pulse Drivers logo if no company logo is available. Signup pages and portals automatically use colours from the saved logo; this applies to existing logos as well as new uploads. The company portal follows the company logo. A driver portal follows the recorded signup site or known driver site when sites are in use, otherwise the company logo. Very light colours are darkened for readable buttons and text.
4. Select **Save site page**, then share that site's signup link.
5. Each site page uses that site name as its company name. Signup links contain a random numeric code and no company or site name. Repeat for each site you recruit for. Use **Refresh iCabbi options** if the site list needs updating.

Leave **Use iCabbi sites** off to use one company signup page and company logo. Switching modes preserves saved site logos and links. Existing applicants retain access to their private status pages.

Driver signup
Use one company signup page, or separate pages for your iCabbi sites.

☒ **Use iCabbi sites**
Turn this on to give each site its own name, logo and signup link.

Save signup settings

The company chooses whether to use separate iCabbi site pages.

Applications remember the site they were started through. Approval uses that site when preparing the iCabbi creation plan, even if the company's default site changes. For site-specific signups, office approval also queues the iCabbi site assignment. The system checks the approved driver reference and email, adds the recorded site without replacing existing sites or the primary site, and verifies the result. If the driver record does not exist yet, the application shows Waiting for driver and retries. Check the iCabbi site assignment panel for status and retry controls. Creating the driver and vehicle records is still a separate pending integration step. Changing a site logo does not change the logos of other sites.

To remove a custom site logo, tick **Remove site logo and use company logo** and save. To stop new applications through a site page, clear its enable box and save. Existing applicants can still use their private status page.

Signup pages by iCabbi site

These sites belong to your company's COID. Enable a separate driver signup page for each site you recruit for.

Each page keeps applicants assigned to its iCabbi site. Upload a site logo, or use your company logo. Pulse Drivers is used when no company logo is available.

Town centre

iCabbi site 10

☒ Enable this site's signup page



Site company logo (optional)

No file chosen

PNG, JPG or WebP, up to 2 MB.

Share this signup page

<https://pulsedrivers.taxiapps.co.uk/12345678901234567890/signup>

Save site page

Airport

iCabbi site 20

☒ Enable this site's signup page



Site company logo (optional)

No file chosen

PNG, JPG or WebP, up to 2 MB.

☐ Remove site logo and use company logo

Share this signup page

<https://pulsedrivers.taxiapps.co.uk/22345678901234567890/signup>

Save site page

Station

iCabbi site 30

☐ Enable this site's signup page



Site company logo (optional)

No file chosen

PNG, JPG or WebP, up to 2 MB.

Signup link: enable and save before sharing

<https://pulsedrivers.taxiapps.co.uk/32345678901234567890/signup>

Save site page

Each iCabbi site within one COID has its own page controls. Demonstration sites are shown.

Add staff and choose access

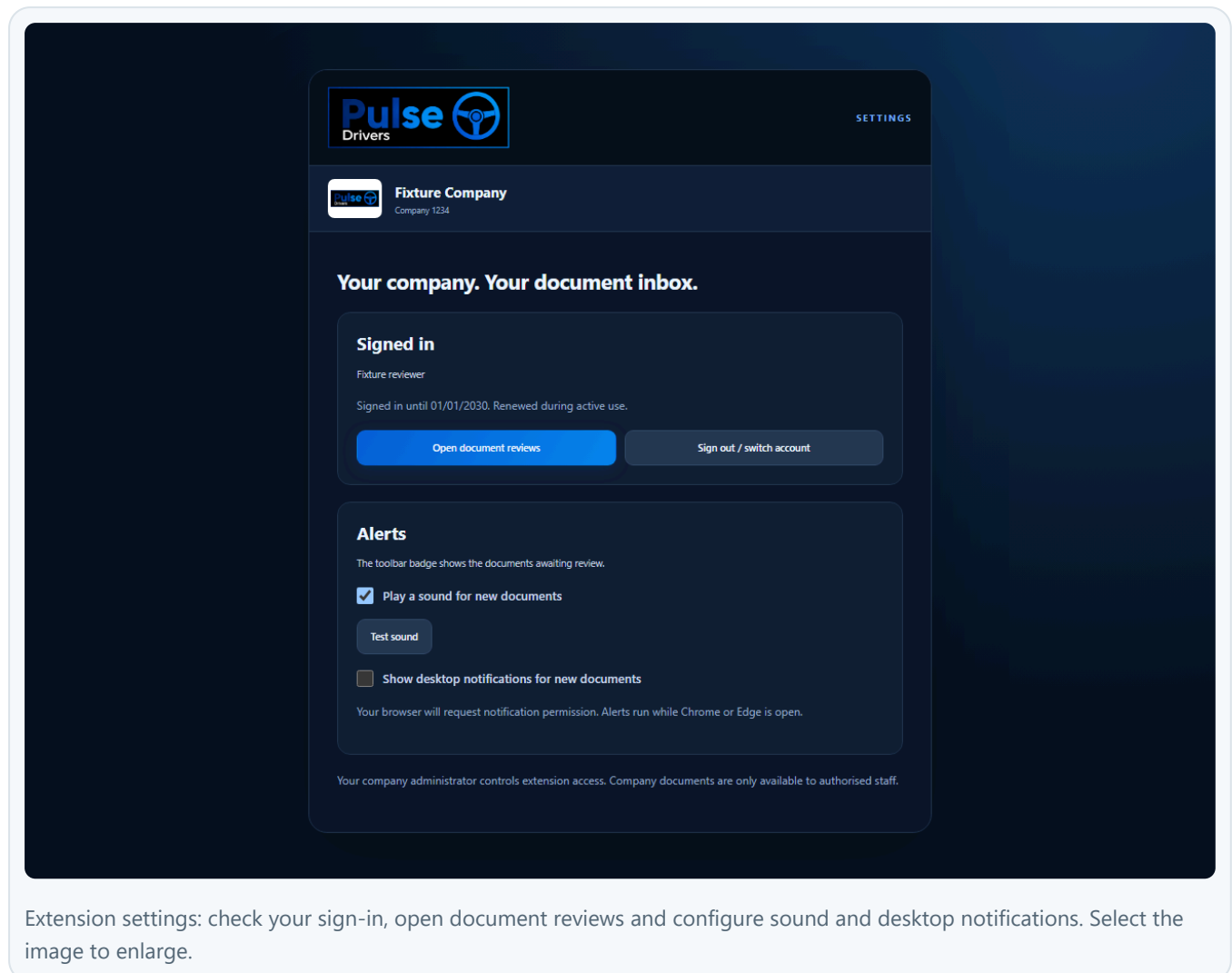
1. As a company administrator, open Staff access and add the person's name and email.
2. Choose the role and access required. A reviewer handles document reviews; an editor handles news; an administrator manages company settings and staff.
3. New staff default to extension-only review access. Choose combined portal and extension access when they need both. Portal access must be granted by an administrator.
4. Send the welcome email. It includes login details, browser store links, pinning instructions and the relevant user manual.

Keep access current when staff responsibilities change or someone leaves. Do not share accounts. Pulse-linked owner accounts are managed through Pulse, and the last active administrator cannot be removed.

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

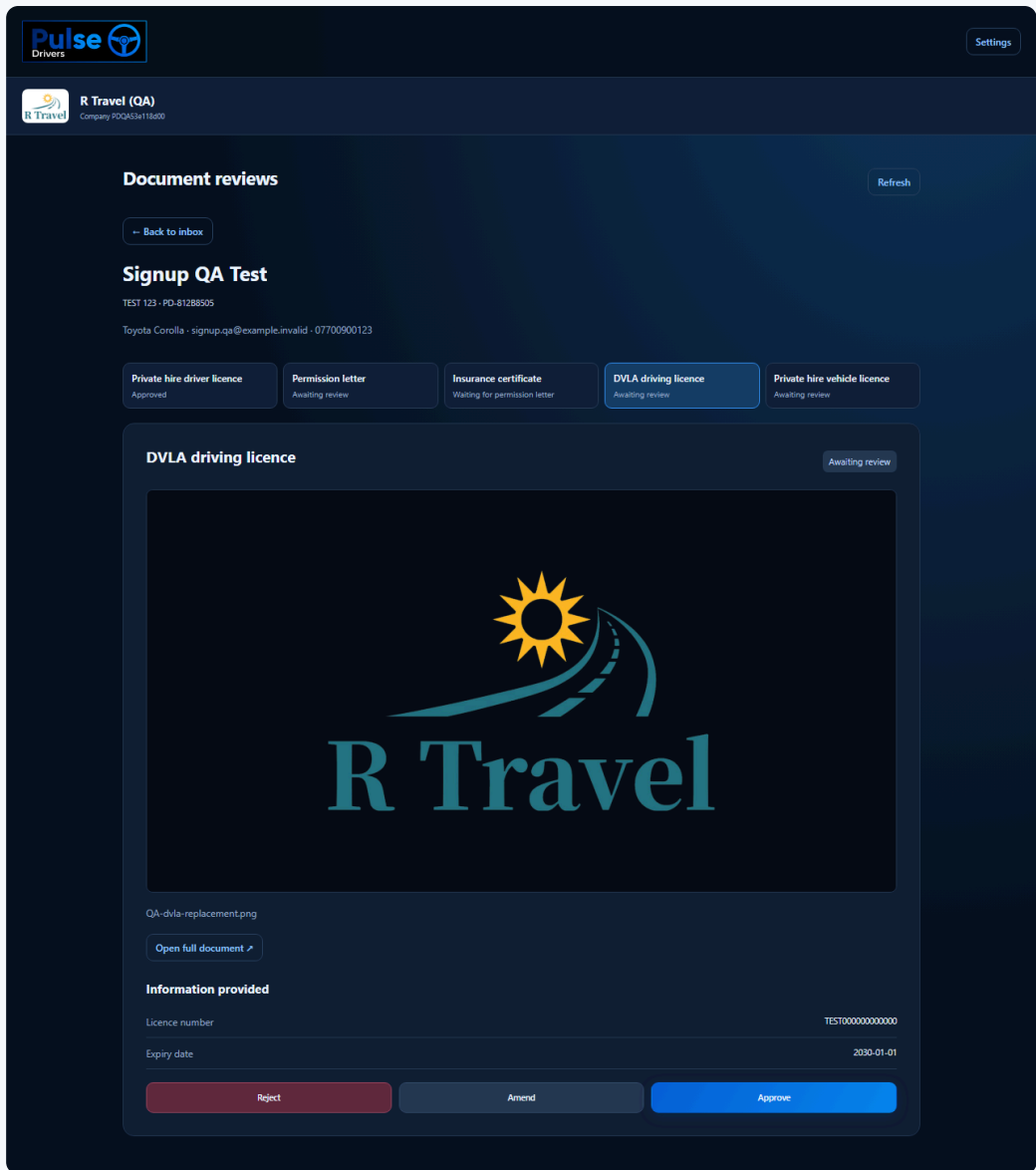
1. Click the toolbar icon to see documents awaiting review. Choose a document to open the review side panel. You can also open Document Reviews from Settings.
2. Check the driver reference, document type, image or PDF, document number, expiry date and vehicle registration where applicable. Use the preview 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.

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.

Driver self-service portal

Invite a driver from Driver records after checking their email address. The invitation contains the driver portal address, company code and temporary password. The temporary password expires in 24 hours and must be changed at first sign-in.

The driver portal shows company news. Where more than one news item is available, use the arrows to move between items. Its tabs open overlays:

- **Driver documents:** view current details and upload replacements.
- **My details:** check the personal and vehicle information available from iCabbi. Ask the office to correct information that cannot be edited here.
- **Account:** change the password. Sign in again after changing it.

Upload a document

The document list contains Driving Licence, Private Hire Licence, Private Hire Vehicle Licence and Insurance Certificate. Permission Letter appears when required. Existing document details can be shown even when no historical file is available.

1. Open Driver documents and find the relevant document.
2. Choose its individual Update document button when available. Approved documents with complete details do not need replacement until the renewal window opens, 30 days before expiry. Missing or expired information also enables updating.
3. Check the prefilled information, enter any missing details and select a clear PDF, JPG, PNG or WebP file, up to 10 MB.
4. Submit and wait for the company's review. Check the displayed status and any reason or request for further information.

Pending means the upload awaits review. Approved means the file has been accepted; an insurance permission-letter message can still indicate that the iCabbi update is waiting. If rejected, follow the reviewer's reason and upload the corrected document when available.

Upload checklist: choose the correct document type, include all edges, make sure the text is readable, and check the number, expiry and registration before submitting.

Approved files and Google Drive

Company administrators can connect Google Drive in Settings. Choose the storage connection option, sign in to the intended Google account and allow the requested file access. Confirm that the portal reports a connected account.

Approved files are saved under **My Drive / Driver Docs / Company CODE / Driver REF** in the connected Google account. Driver folders are created as files are saved.

Company setup	After approval
Google Drive connected	The system uploads and verifies the document, then deletes its temporary local copy.
No storage connected	The system emails the document as an attachment to the company's setup contact email, then deletes its temporary local copy after the mail server accepts delivery.
Storage or email delivery fails	The file is retained for retry. Check the delivery status and error; resolve the connection or email problem and use Retry delivery where available.

A failing Google Drive connection does not automatically switch delivery to email. Keep the setup contact email correct and check its mailbox and spam filtering. Mail-server acceptance does not guarantee that a recipient has read or retained the attachment.

Changing the connected Google account does not move files from the old account. Keep access to the original account and arrange any required transfer before disconnecting it. Your company is responsible for its external storage access, retention and backups; TaxiApps does not control Google's service availability or account permissions.

Publish company news

Use the news tools available to your role to prepare a draft, add the available text and images, and publish it when ready. Check the driver-facing result. Archive outdated items so drivers see current information. Drivers can move between published news items using the carousel arrows.

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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