Waypoint user guide: Solo

Miles made simple · Verified against Waypoint Solo 2.5.60 (screens: 2.5.60 @95c840e); live 2.5.61 reviewed · DRAFT for review · October 2026

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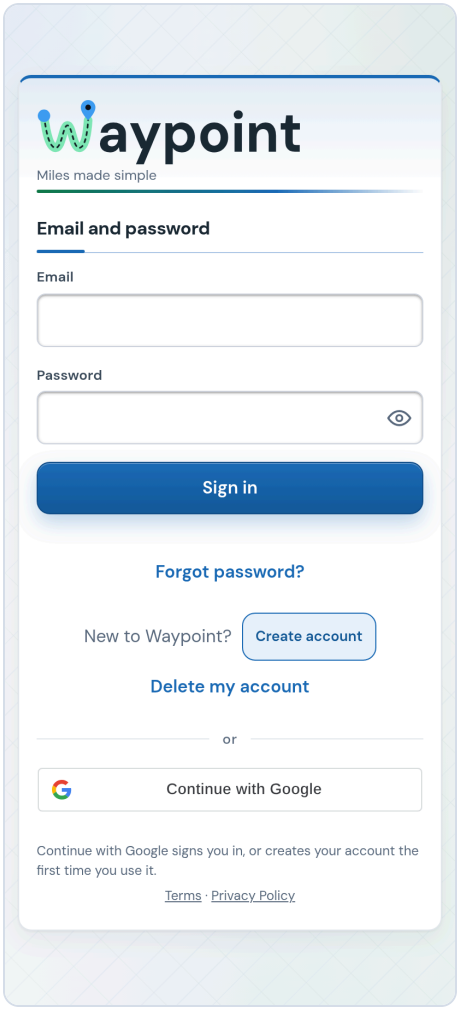
1. Get started: create your Waypoint account

Create an account, confirm your email, and finish the short setup.

Create your account

1. Open Waypoint in your browser or the Waypoint app and choose **Create account** on the sign-in screen.
2. Enter your email and a password (at least 8 characters, no space at the start or end), then type the password again.
3. Check the box to agree to the Terms and Privacy Policy, and create the account.

You can also choose **Continue with Google**. The first time, it creates your account and asks you to agree to the Terms and Privacy Policy.



Confirm your email

Waypoint emails you a link after sign-up. Open it to confirm your email. You need a confirmed email before you can add trips or use support.

Finish the short setup

When you first sign in, Waypoint may walk you through a short setup (about a minute): 1. **Company form:** do you have your employer's reimbursement form? If yes, upload it and show Waypoint where things go. If no, Waypoint uses its own reimbursement form. 2. **Odometer:** choose **No, just miles** or **Yes, track odometer**. 3. **Log sheet:** pick how your trip list prints (see *Standard mileage log and templates*).

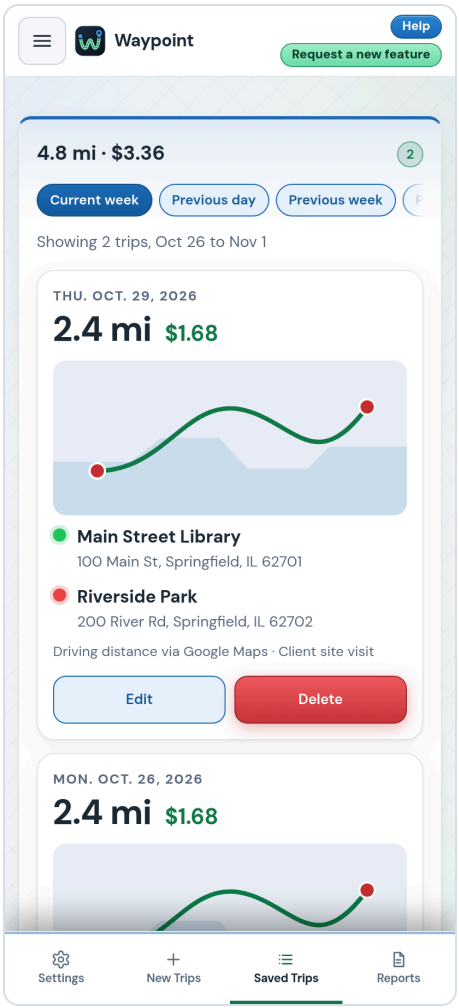
Choose **Do this later** or **Maybe later** to skip. Until setup is done, reports use the Waypoint form and the Simple log. You can change any choice later in **Settings**, under **Reimbursement form** and **Trip log and odometer**, or choose **Run setup again**.

Sign-up error messages

Message	What to do
There's already an account with that email	Go back and sign in, or use Forgot password.
Use a permanent email address	Temporary inboxes can't sign up. Use your regular email.
That password has shown up in a data breach	Pick a different password.
Too many sign-ups from this network	Wait and try again later.
New accounts can't be created right now	Try again later.

Find your way around

The tabs are **New Trips**, **Saved Trips**, **Reports** and **Settings**. **Help** sits at the top of the app.



2. Sign in and manage your password

Password rules, resetting a forgotten password, and sign-in lockouts.

What makes a good password?

Use at least 8 characters. If a password has shown up in a known data breach, Waypoint asks you to choose another. A passphrase of several unrelated words works well.

Change your password

Open **Settings > Password and sign-in**.

Reset a forgotten password

On the sign-in screen choose **Forgot password**. Waypoint emails you a reset link.

Why do I have to wait before signing in?

Too many failed sign-ins in a short time make you wait a few minutes before trying again.

Will Waypoint ever ask for my password?

No. Waypoint staff will never ask for your password. Don't share it in an email or chat.

3. Turn on two-step sign-in

Add a 6-digit code after your password, from an authenticator app or email.

Turn on two-step sign-in

1. Go to **Settings > Password and sign-in**, then **Two-step sign-in**, and choose **Turn on**.
2. Scan the QR code with an authenticator app, or type the code shown.
3. Enter the 6-digit code to confirm.

You can also get codes by email.

What are recovery codes?

You see 10 recovery codes once. Save them somewhere safe. Each one works a single time if you lose your phone.

Turn it off

Go to **Settings > Password and sign-in** and turn it off. You need your password and a 6-digit code or a recovery code.

Codes and limits

Sign-in codes are 6 digits. Email codes last 10 minutes. After several wrong codes, wait about 15 minutes before trying again.

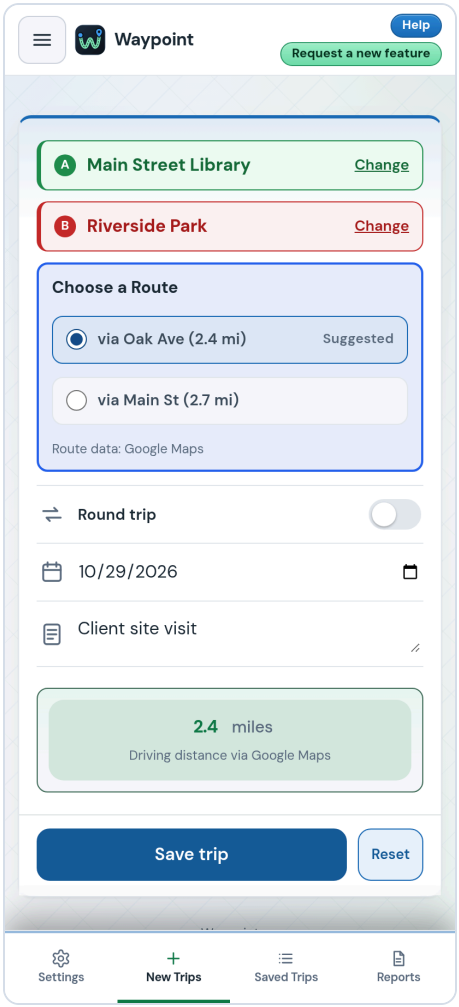
4. Log a trip

Add a trip on New Trips with start and end places, miles and purpose.

Log a trip

1. Open **New Trips**.
2. Pick the date.
3. Choose a start and an end. Pick a saved place or choose **Other** and type an address; Waypoint suggests addresses as you type.
4. Check the miles. Waypoint measures the driving distance between your stops, or you can type the miles yourself.
5. Add the purpose and save.

After you save, a **Trip saved** pop-up appears.



Trip options

In **Settings > Trip options** you can turn on **Show Time on New Trip** (optional start and end times) and **Vehicles** (pick which vehicle you used). Both are off at first. **Round trip** on New Trips counts the drive both ways.

Odometer readings

If you turn on odometer tracking (in setup or **Settings > Trip log and odometer**), New Trips asks for start and end readings and works out the miles. Readings can be whole or tenth miles, like 45210 or 45210.5. The end reading must be the same as or more than the start. You can add a vehicle that prints on the Odometer log.

Set your mileage rate

In **Settings > Mileage rate** choose **IRS rate** or **Use my own rate**, then **Save rate**. The rate is used for mileage totals and the PDF.

See your trips

Open **Saved Trips**. Use the date filter to find trips from a given month.

5. Use saved places

Reuse places you visit often, star your favorites, and rename or delete them.

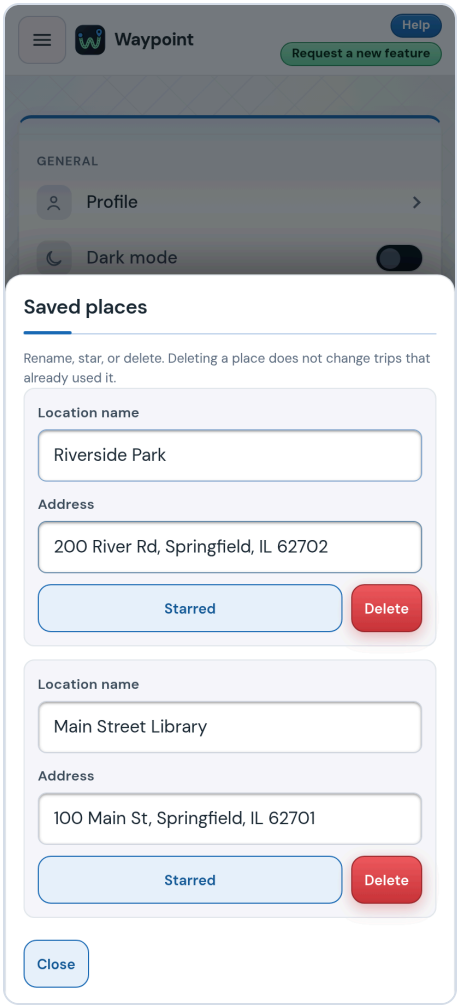
Save a place

When you type a new address on New Trips, Waypoint may ask **Add to Favorite Places?** and then **Name your Favorite Place**. Name it and it is ready for next time.

Manage your places

1. Open **Settings > Saved places** and choose **Manage saved places**.
2. Tap the **star** next to a place to star or unstar it. Starred places are easy to find.
3. Rename or delete a place from the same list.

Deleting a place does not change trips that already used it.



Put a new name on past trips

When you name a favorite place, Waypoint can also put that name on your past trips at the same address. Months you already reported stay as they are.

6. Edit or delete a saved trip

Change or remove a trip from Saved Trips.

How do I edit a saved trip?

Open **Saved Trips**, find the trip (the date filter helps) and edit it. Waypoint asks for a short reason. Your reports show a note that the trip was edited, with the date and the reason.

Can I delete trips?

Yes. Deleting trips is permanent and can't be undone. If you delete a whole month, every trip in that month is removed, even ones outside the date range you are viewing.

Can I edit trips when my account is read-only?

No. A read-only account can still view and export trips, but can't add or change them. See *Your plan*.

7. How trip miles are worked out

Where the driving distance comes from, and how to type miles yourself.

How does Waypoint get the miles?

When you choose a start and end, Waypoint looks up the driving distance between them and shows how it was measured.

What if the map can't measure the drive?

If the map service is unavailable or busy, you can still save the trip by typing the miles yourself. Miles must be a number.

Can I change the miles Waypoint suggests?

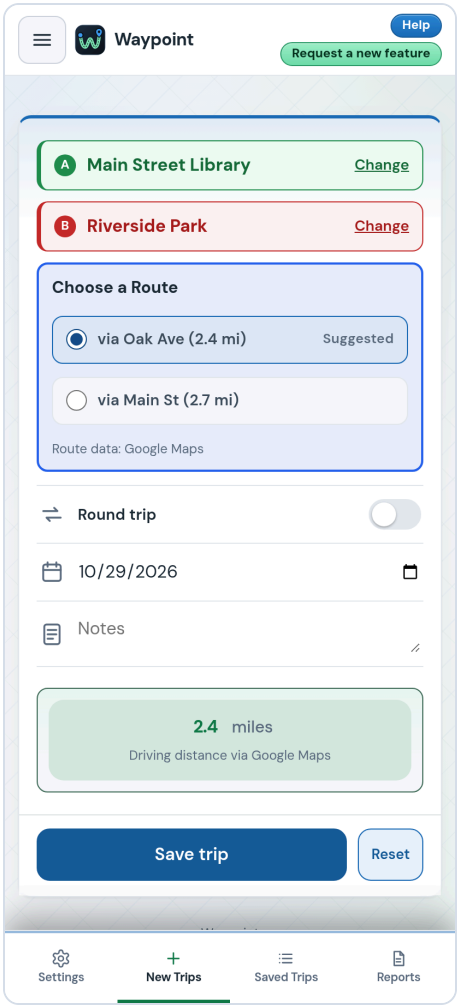
Yes. The miles you enter are the total used in your report. If you picked a route and your miles don't match it, Waypoint tells you and offers to use the route's miles.

8. Pick your route and open it in Maps

Choose the route you drove, and open a saved trip in Google Maps.

Pick the route you drove

On **New Trips**, Waypoint can offer alternate driving routes between your start and end. Choose **Choose route** to see them, and pick one in the **Choose a Route** panel. The trip uses that route's miles. Choose **Hide routes** to close the list.



Messages you may see

Message	What it means
These miles don't match the route you picked	Use the route's miles, or change the miles yourself.
You've looked up a lot of routes	Wait the time shown. You can still save with the miles shown.
We couldn't find routes for these places	Check the start and end.
The route list was out of date	Waypoint reloaded it. Check your route and save.
We couldn't load routes	Check your connection. You can still save with the miles shown.

Open a trip in Maps

A saved trip has an **Open in Maps** link that opens the trip in Google Maps in a new tab. Open in Maps sends the trip's addresses to Google. It appears only on trips that are saved.

9. Standard mileage log and templates

Pick one of the five prebuilt log sheets: Simple log, Odometer log, With addresses, Compact, or Price per line.

Waypoint's standard mileage log prints your trips on a clean sheet. Pick one of five prebuilt templates. The screen shows four log sheets and a **Track odometer** switch; the fifth, **Odometer log**, appears only when that switch is on.

Which log sheets can I choose?

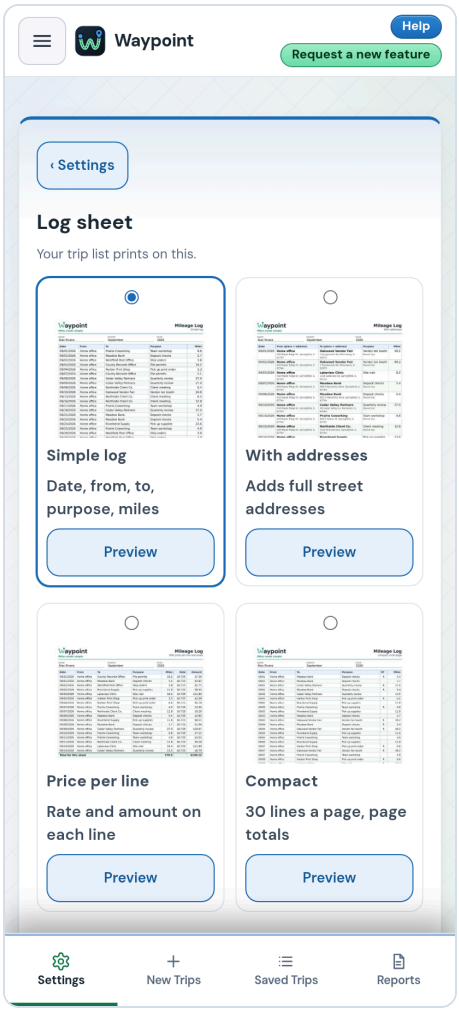
Log sheet	What it shows
Simple log	Date, from, to, purpose, miles
Odometer log	Adds odometer start and end (only when odometer tracking is on)
With addresses	Adds full street addresses
Price per line	Rate and amount on each line
Compact	30 lines a page, page totals

How do I change my log sheet?

Go to **Settings > Trip log and odometer**, tap **Preview** to see one full size, and pick one. Your exports use the log sheet you choose.

Why don't I see the Odometer log?

Turn on the **Track odometer** switch in **Settings > Trip log and odometer**. The Odometer log then appears as a fifth choice.



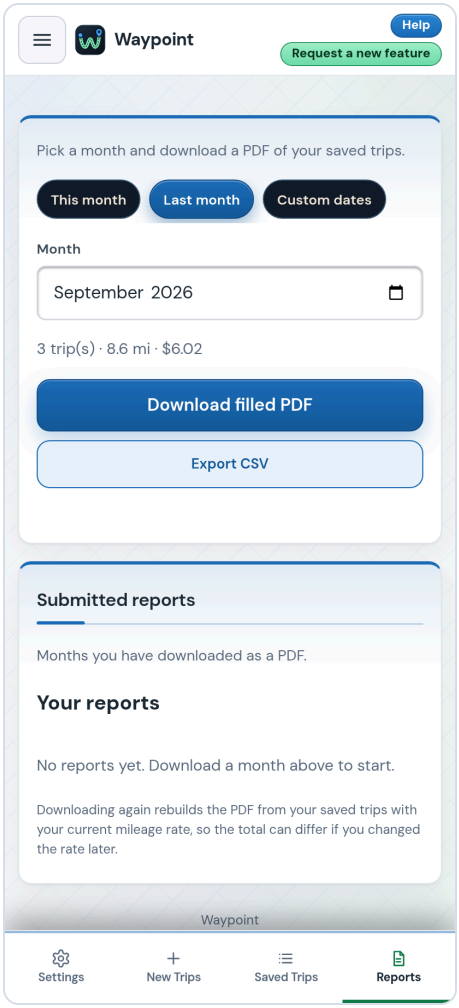
10. Reimbursement forms, reports and exports

Make a filled PDF for a month, download old reports again, and export trips to CSV.

Make your monthly reimbursement form

1. Open **Reports**.
2. Choose **This month**, **Last month** or **Custom dates**.
3. Choose **Download filled PDF**.

The PDF uses your default form (your employer's form or the Waypoint reimbursement form) and your log sheet. The Waypoint form fills in your name, address, trips, totals and a signature line.



Export your trips (CSV)

Choose **Export CSV** on Reports, or **Settings > Export trips (CSV)**. The CSV includes each trip's start and end places.

Download an old report again

Yes. **Your reports** lists the months you downloaded as a PDF. Downloading again rebuilds the PDF from your saved trips with your current mileage rate, so the total can differ if you changed the rate later.

Are my PDFs stored?

No. PDFs are not stored on Waypoint's servers. Waypoint rebuilds them from your saved trips when you download.

11. Add your own PDF form

Upload your PDF, answer 'Does this PDF have a cover page?', then place each item with dots.

Before you start

- You need the PDF form your employer gives you for mileage. A fillable PDF works best, but a scanned or flat PDF works too: you tap where each item goes.
- Password-protected PDFs and Adobe XFA (LiveCycle) forms can't be uploaded. Save an unlocked, standard copy first.
- Waypoint never fills in signature fields. You sign them yourself.

Step 1: Upload the PDF

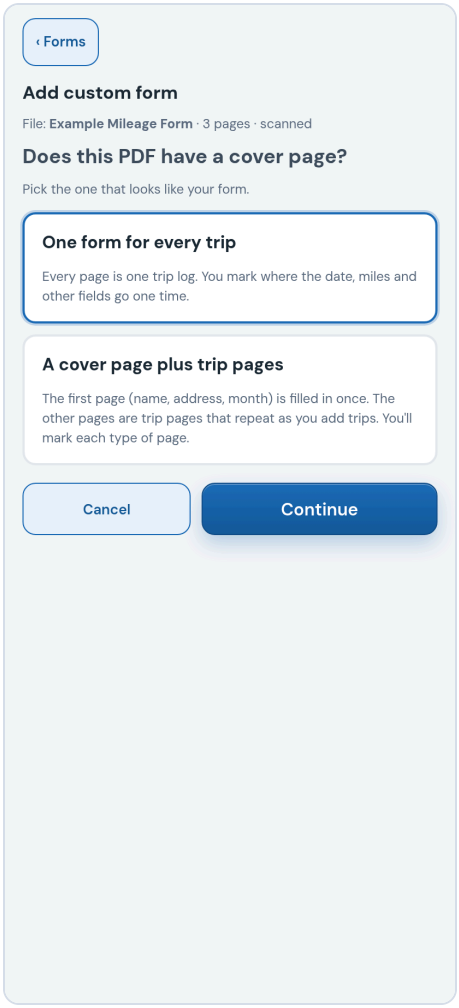
1. Go to **Settings > Reimbursement form** and choose **Add custom form…**.
2. Choose your PDF and confirm you have the right to use it.

If the PDF has only one page, you go straight to placing items (Step 3).

Step 2: Does this PDF have a cover page?

If your PDF has more than one page, Waypoint asks how the pages work. Pick one and choose **Continue**.

Choice	Pick it when	What happens
One form for every trip	Every page is a trip log, laid out the same way.	You mark where the date, miles and other items go once. Waypoint uses that layout for every page.
A cover page plus trip pages	The first page has your name, address and totals, and the other pages are rows of trips.	The cover page is filled in once. The trip pages repeat for as many trips as you have. You mark each page type.

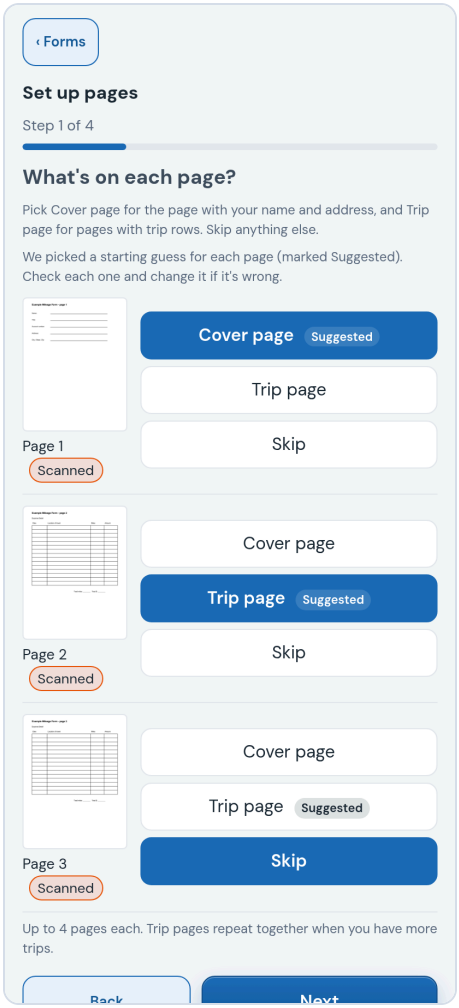


> Not sure? Pick **One form for every trip**. You can delete the form and set it up again at any time.

Marking each page type (cover page plus trip pages)

For each page, choose what it is: - **Cover page**: the page with your name, address and totals. It fills once, even if you have lots of trips. - **Trip page**: a page with rows for trips. - **Skip**: a page Waypoint should leave alone (for example an instructions page).

Waypoint suggests a choice for each page. Check them and continue. You need at least one **Trip page**. If you have more trips than rows, Waypoint adds another copy of the trip page automatically. Your cover page only prints once.



Step 3: Place each item with dots

Each item you place shows as a dot on the page with a small label. Waypoint prints that item right at the dot.

1. Tap an item in the list (for example **Name**).
2. Tap where it goes on the page. Place the dot on the line where the text should start.
3. Repeat for each item you need.

To move a dot: drag the active (selected) dot to the right spot. You can also use the arrow buttons to nudge it, or choose **Move** next to it in the list. Zoom in for small boxes.

To put the same item in a second place (for example your name at the top of every page): select the item in the list again, or choose **+ Place again**, and tap the form where the second copy goes. The list shows how many times each item is placed (for example **Name · Placed 2 times**). Choose **Remove** next to a copy to delete it.

‹ Forms

Set up pages

File: **Example Mileage Form** · Info page 1

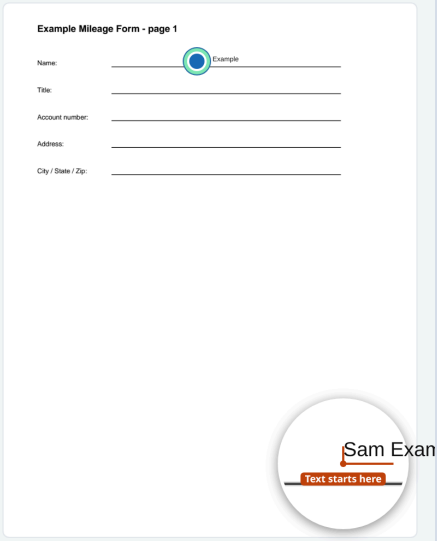
Step 2 of 4

Tap where your info goes

Tap an item, then tap the blank line on the page where it goes.

Your text — Place the dot on the line.

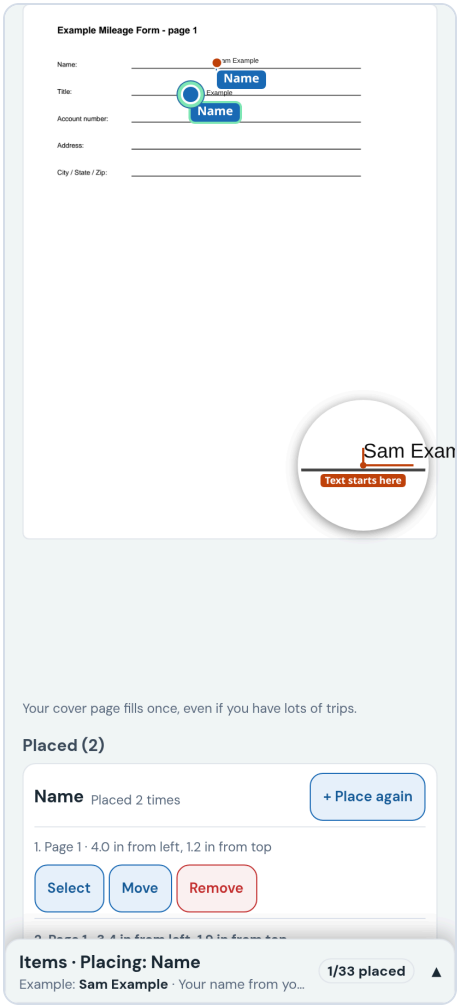
- | 100% | + | Fit page | Labels: shown



Items · Placing: Name

Example: **Sam Example** · Your name from yo…

1/33 placed ▲



If Waypoint found boxes in your PDF, they are already on the page. Drag one to move it, or change what goes in it.

The trips table

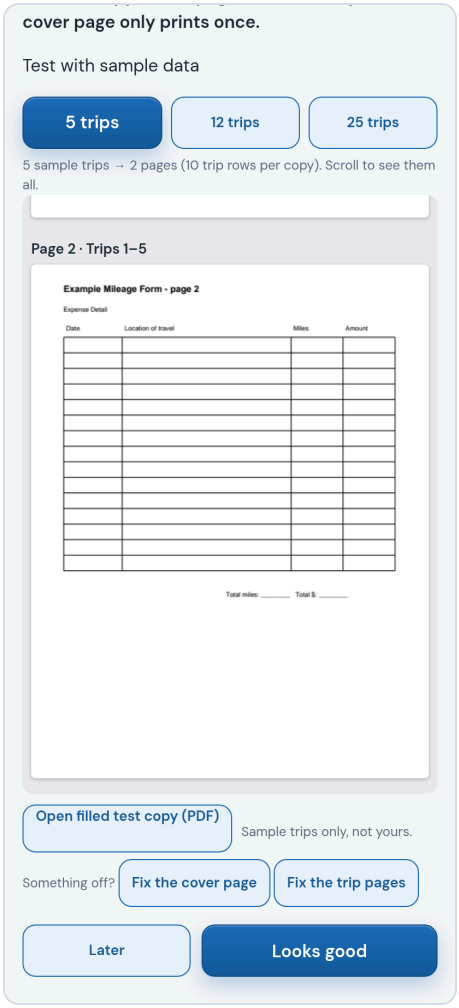
On a trip page: 1. Drag the corner dots so the box covers the empty trip rows. 2. Set how many rows the page has. 3. Tap a column name, then tap the left edge of that column inside the box. Each trip column is used once.

Turn on **Price per line** only if your form has an amount on each line.

Items you can place

On the cover page or anywhere	In the trips table	Per trip page
Name, Address, City, State, ZIP, City, state, ZIP (one line), Account number, Title, Employee ID, Email, Month, Month start, Month end, Today's date, Rate per mile (per mile), Total miles (mi), Total reimbursement, Number of trips	Date, From, Location / destination, From – To, Miles (mi), Purpose, Round trip, Notes, Price per line	Total miles for this sheet (mi), Total dollars for this sheet, Page number, Number of pages

Some items appear under **More items**. The items offered can depend on your form.



Step 4: Test and save

1. Under **Test with sample data**, pick a number of trips (5, 12 or 25). The **Does this look right?** step previews the page layout only, so the pages look blank there.
2. To see the form filled in, choose **Open filled test copy (PDF)**. It opens as a PDF with sample trips, not yours. Check that everything lines up. If something is off, choose **Fix the cover page** or **Fix the trip pages** and drag the dot.
3. Name the form, choose **Make this my default form** if you want it, and **Save**.

After that, **Download PDF** on Reports fills your form.

Common messages

Message	What to do
Pick Trip page for at least one page with trip rows.	Mark at least one page as **Trip page**.
A page can be a cover page or a trip page, not both.	Change one of them.
These fields belong on the trip pages, not the cover page	Remove trip items from the cover page.
Place at least one item on your cover page, like your name.	Place an item on the cover page.
Your trips page needs at least one trip column	Add Date, From, To or Miles to the trips table.
... is used twice. Remove one.	Each trip column can be used only once.

Message	What to do
Check where you placed ...: it needs to sit on the page.	Drag that dot back onto the page.

12. Custom reimbursement forms: what works

Which PDFs work, signatures, privacy, and common form messages.

How do I add my employer's form?

Go to **Settings > Reimbursement form** and choose **Add custom form…**. For step-by-step help, including cover pages and placing dots, see the *Add your own PDF form* guide.

What kinds of PDFs work?

- Fillable PDFs work best. Scanned or flat PDFs work too: you tap where each item goes.
- Password-protected PDFs and Adobe XFA (LiveCycle) forms can't be uploaded.

Does Waypoint fill in signatures?

No. Signature fields are never filled in. You sign them yourself.

Is my form private?

Your form stays private to you. It is stored encrypted, used only to fill your reports, and deleted when you delete the form or your account.

Common form messages

Message	What to do
This PDF is password-protected	Upload a copy without a password.
This PDF uses an Adobe XFA (LiveCycle) form	Ask for a standard fillable PDF.
We couldn't read this PDF	Save it again from your PDF app and upload the new copy.
Finish mapping this form's fields first	Finish placing items before making it your default.
We can't open this stored form anymore	Delete it and upload it again.
We couldn't fill this form	Check where items are placed and try again.

13. When a PDF or export fails

What to do when a download doesn't work.

My PDF didn't download. What do I do?

Try again. If your custom form couldn't be filled, check its field mapping in **Settings > Reimbursement form**, or switch back to the built-in Waypoint form.

Why is the download button not working?

Pick a month or a from and to date that has trips. Waypoint shows a short reason when there are no trips in that period.

What does "Something went wrong" mean?

Wait a moment and try again. If it keeps happening, use **Help > Email support**.

14. Your plan

Where to see your plan and get help with it.

See your plan

Open **Settings > Plan** to see your plan and account status.

Questions about your plan

Use **Help > Email support** and pick a topic (see *Contact support*).

15. Privacy and your data

What Waypoint keeps, what goes to map services, and how to get a copy of your trips.

What Waypoint keeps

Your account, trips, saved places, settings and any forms you upload. Your trips stay private to your account. Uploaded forms are stored encrypted and used only to fill your reports. Filled PDFs are rebuilt when you download them and aren't stored on Waypoint's servers.

What goes to map services

Address suggestions and driving distances use a map service. **Open in Maps** sends the trip's addresses to Google. If you sign in with Google, Google confirms who you are.

Get a copy of your trips

Choose **Export CSV** on Reports, or **Settings > Export trips (CSV)**.

Delete your account

See the *Delete your account* guide.

Terms and Privacy Policy

Use the **Terms** and **Privacy Policy** links at the bottom of the sign-in screen. They also appear next to the agree box when you create an account.

16. Delete your account

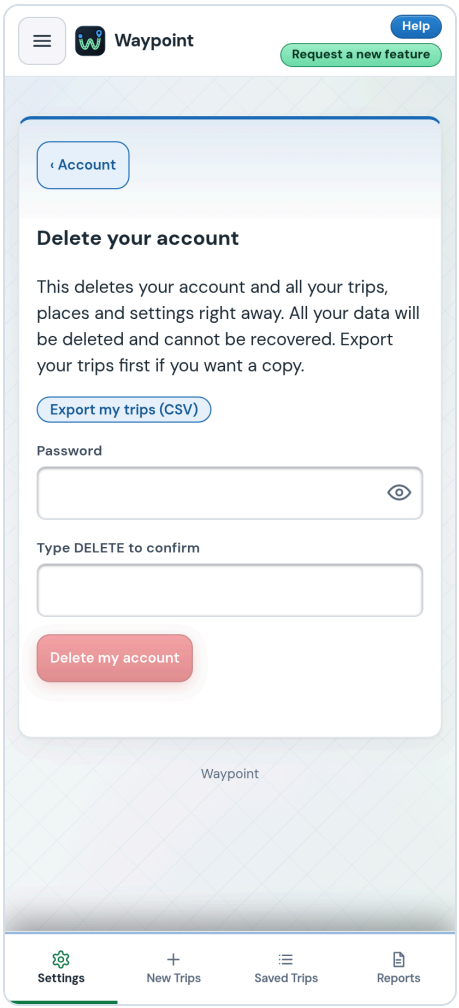
Delete your Waypoint account and all your data, from the app or from the sign-in screen.

> Deleting your account can't be undone. Export your trips first if you want a copy.

Delete from the app

1. Open **Settings > More > Delete account**. (The screen is also labeled **Profile > Account > Delete account**.)
2. Choose **Export my trips (CSV)** if you want a copy first.
3. Enter your password, or choose **Confirm with Google** if you sign in with Google.
4. Type **DELETE** to confirm.
5. Choose **Delete my account**.

If you have a paid plan, contact support before deleting (see *Contact support*).



Delete when you can't sign in

1. On the sign-in screen choose **Delete my account**.
2. Enter the email on your account and choose **Send confirmation link**.
3. Open the link in the email and follow the steps: type **DELETE** and choose **Delete my account**.

What gets deleted

Right away: your account and sign-in, your trips, saved places, settings and vehicles, your uploaded forms, your reports list, your support messages and feature requests.

Waypoint keeps a record that you agreed to the Terms, with your account link, network address and device details removed.

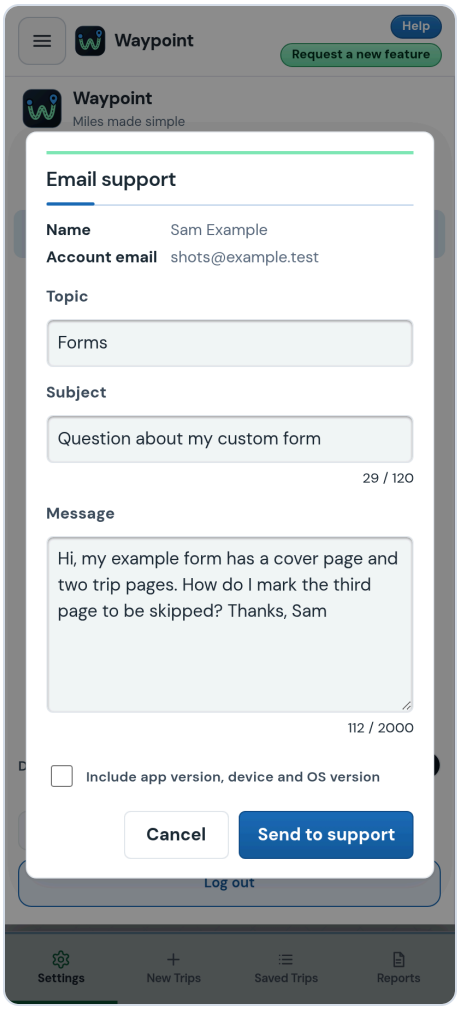
17. Contact support

Send the support team a message from inside the app with Email support.

Send a message with Email support

1. Choose **Help** at the top of the app, then **Email support**.
2. Choose a topic, then add a subject and your message.
3. Optional: tick **Include app version, device and OS version**. It helps the team find the problem faster.
4. Choose **Send to support**, check the summary, and choose **Send**.

You'll see **Sent to support** when it has gone. The team replies to your account email.



Before you write

- You need a confirmed email to contact support.
- The in-app help chat can answer common questions. If it can't, it points you to **Email support**.

What to include

- What you were trying to do and what happened instead.
- The exact message you saw, if any.
- The screen you were on (for example New Trips, Reports or Settings > Plan).

What to leave out

Never send your password, recovery codes or card number. Waypoint staff will never ask for them.

Messages you may see

Message	What to do
Verify your email to contact support.	Open the confirmation link Waypoint emailed you.
You've sent several messages. Please try again later.	Wait, then send again.
We couldn't send your message. Check your connection and try again.	Check your connection.
Email support isn't available right now. Please try again later.	Try again later.

18. Troubleshooting

Fixes for sign-in, trips, miles, forms and loading problems.

I can't add trips

- Confirm your email from the link Waypoint sent you.
- If your account is read-only, check **Settings > Plan**.

I can't sign in

- Use **Forgot password** to reset it.
- After too many tries, wait a few minutes.
- If two-step sign-in is on and you lost your phone, use a recovery code.
- "Can't reach the sign-in service": reload the page.

The miles look wrong

Check the start and end, pick the route you drove, or type the miles yourself. See *How trip miles are worked out*.

A place shows as unknown

Pick a saved place or choose **Other** and type the address.

My form won't upload or fill

See *Custom reimbursement forms: what works*. Most problems are password-protected, XFA or unmapped forms.

"Could not load locations" or a page doesn't load

Reload the page and check your connection.

"Your session ended"

Sign in again.

Still stuck?

Use **Help > Email support** (see *Contact support*).

19. Suggest a feature

Send the Waypoint team an idea.

How do I suggest a feature?

Choose **Request a new feature** next to **Help**. A short form opens inside Waypoint, on the web and in the Android app.

What can I send?

1. Under **Your idea**, write at least 10 characters (up to 4000).
2. Optional: add an **Email for a reply**. It's only used to reply about this request.
3. Choose **Send request**. You'll see **Thanks! Your request was sent.** Choose **Back to Waypoint** to return.