

# PROACTIVE GPS

## GPS Tracking Platform User Guide

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For additional assistance and tech support you can create a ticket in the portal.

You can also reach SpyCentre Security at 1-800-292-7748 Monday through Friday from 9 am to 5 pm CST to assist you with creating a ticket for tech support.

## Accessing GPS Platform Mobile App

Download **3DTracking Tracking Services**



Your username will be your email address.

Your default password is **Pro@ctive2024**

**Important:** Change the default password by clicking on “Forgot Password.” An email will be sent so that you can change your password to a unique one

The 3D Tracking Mobile Application provides fast, simplified information such as live data and historical playback. For more information, such as reports and alerts, use the website [proactivegps.com](http://proactivegps.com).

## Home Page Guide Mobile App:

1. **Vehicle Information:**
  - a. Live information and historical playback.
2. **Map Current Information:**
  - a. Current location, street view.
3. **Layer Switch:**
  - a. Change map type.
4. **Top Menu:**
  - a. Messages, alerts, admin preferences, log out.



## 1: Vehicle Information Guide:

The vehicle filter allows you to access information about the current location as well as the history of the vehicle.

### Today Playback:

- Located on the vehicle information tab is a stop button
- Tap the stop button to pull up trip information.
- Tap the green information button.
- Once filtered, you can tap the vehicle information button to expand and minimize the map.

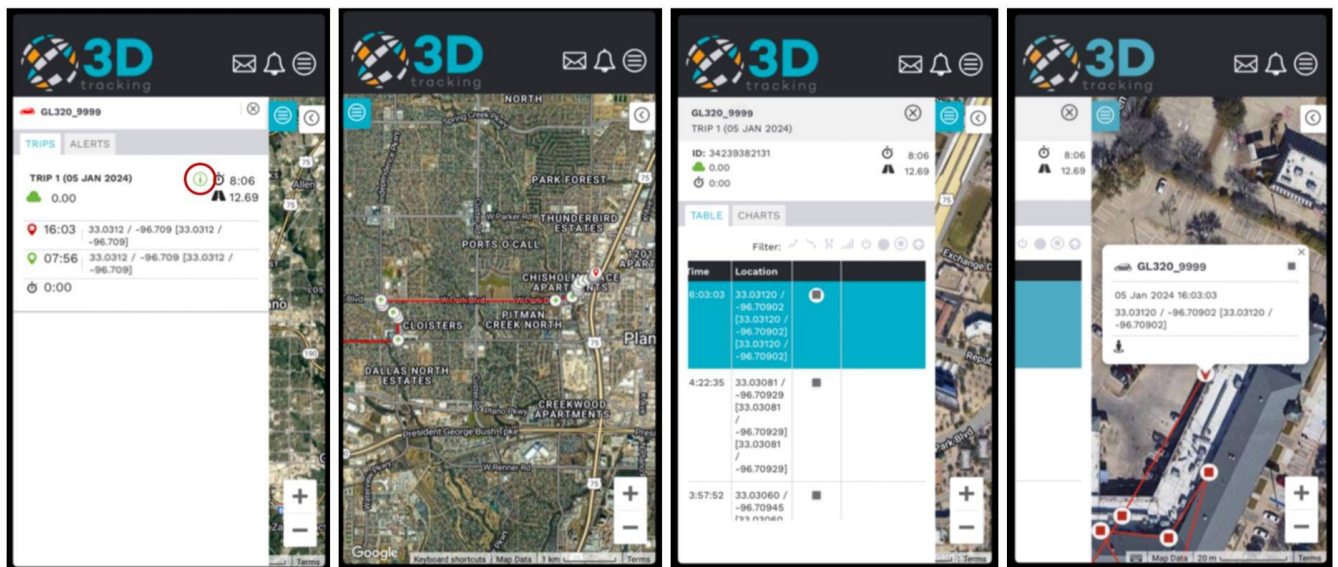
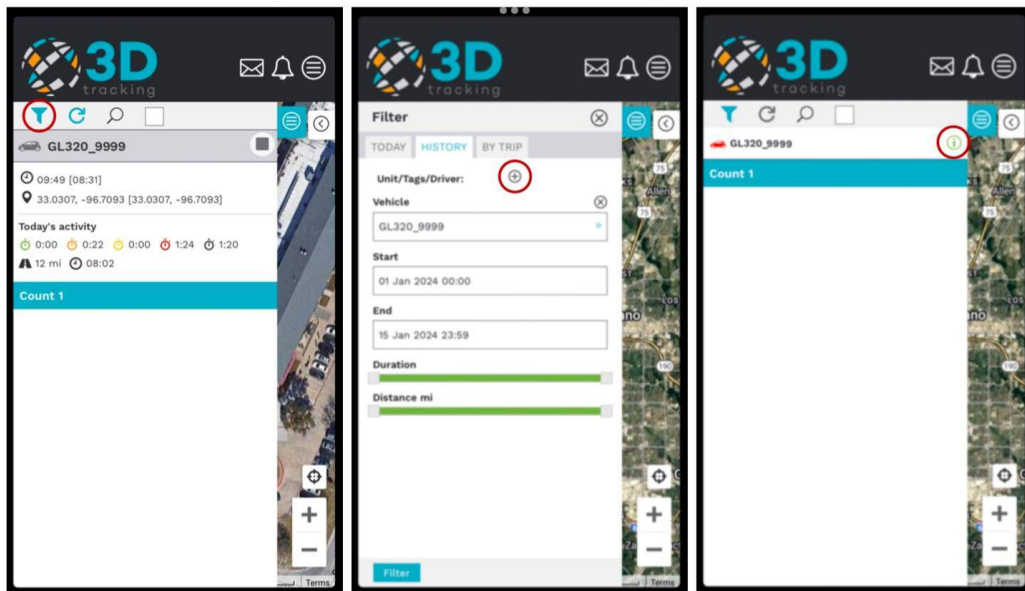


## History Playback:

After opening the vehicle information tab, click on the filter icon.

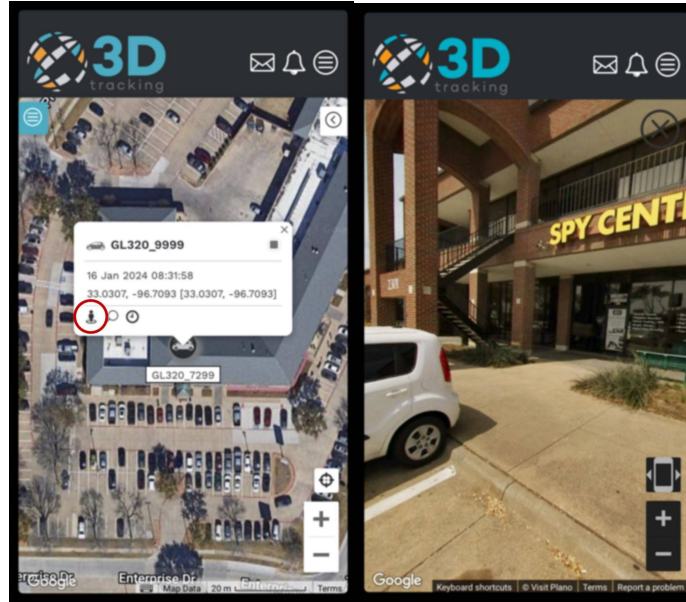
## Information Can be Displayed by Today or History:

- Select the vehicle and press the filter button.
- Choose the vehicle and the date range for the information and press the filter button.
- Once filtered, you can tap the vehicle Information button to expand and minimize the map.
- This will display the entire trip; if an extensive date range was selected in history, then all trips will be displayed.
- Click the green information icon for more isolated information, then tap the summary.
- Tap on the individual trips to show them on the map.



## 2: Map-Current Information:

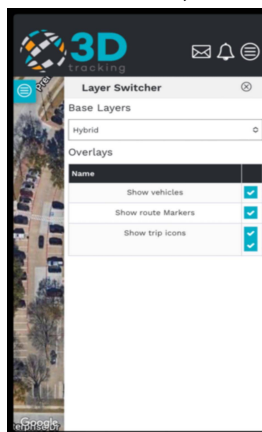
- Information regarding the current and last known location will be displayed. If the vehicle is in motion, the map will consistently update with the new information. Google Street View will be displayed if you tap the person icon on the map.



## 4: Layer Switch:

When the tab is open, you can select between a few display options. All information is provided through Google Earth. To exit this menu, tap on the map.

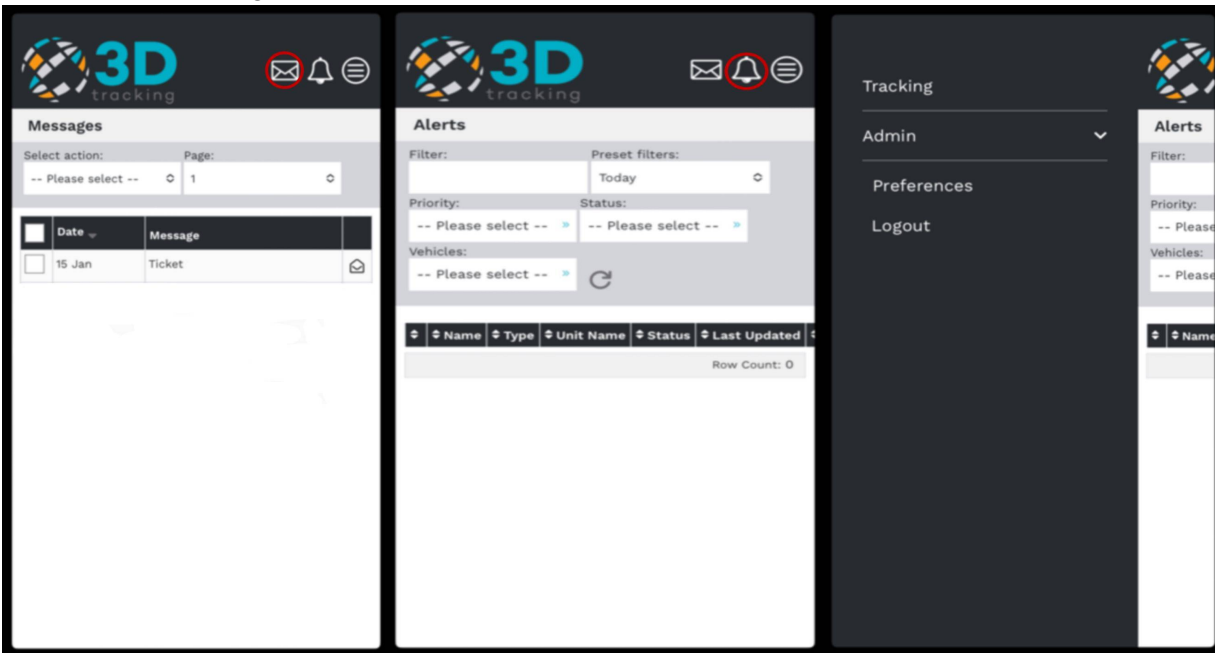
- Base Layers:**
    - Road: General road information
    - Satellite: Google Maps without information
    - Hybrid: Road information with Google Maps
  - Overlays:**
    - Show Vehicle: Current vehicle location
- Show trip icons will display extra information, such as vehicle routes.






#### 4: Top Menu:

The top menu will display any messages, alert notifications, and all for preference changes.

- **Messages:**
  - Messages will be displayed here for tech support.
- **Alert Notifications:**
  - The alerts for geo-fence, no-go areas, and low battery will be stored here.
- **Preferences:**
  - Custom map and tracking preferences can be adjusted here. If information is changed from the following setting and needs to be defaulted, follow the following settings.



**3D tracking**   

### Preferences

**Timezone**

**Language**

**Distance Measurement**

**Litres or Gallons**




**Date format**

**Celsius or Fahrenheit**

**Messages per page**

**Delete Messages Older Than**

[Save](#)

**3D tracking**   

### Preferences

SYSTEM **MAP PREFERENCES** TRACKING

**Map type**

**Base Layer**

**Show Google POI Points**

**Show vehicles**




**Show vehicle icon**

**Show vehicle label**

**Dynamic label size when zooming**

**Show labels in unit status colour**

[Save](#)

**3D tracking**   

### Preferences

**Move active inputs**  ⓘ

**Reset zoom on auto update**  ⓘ

**Show last known driver**  ⓘ

**Hide Additional Diagnostic Info**  ⓘ

**Show inactive inputs**  ⓘ

**Show unit as arrow**  ⓘ

**Show vehicle description**  ⓘ

**Show diagnostic data**  ⓘ

**Show input/output status**  ⓘ

**Show driver name**  ⓘ

**Show last data**  ⓘ

**Show Last GPS Time**  ⓘ

**Show vehicle location**  ⓘ

**Show odometer/engine hours**  ⓘ

**Show todays activity**  ⓘ

[Save](#)

# Accessing The GPS Platform Website

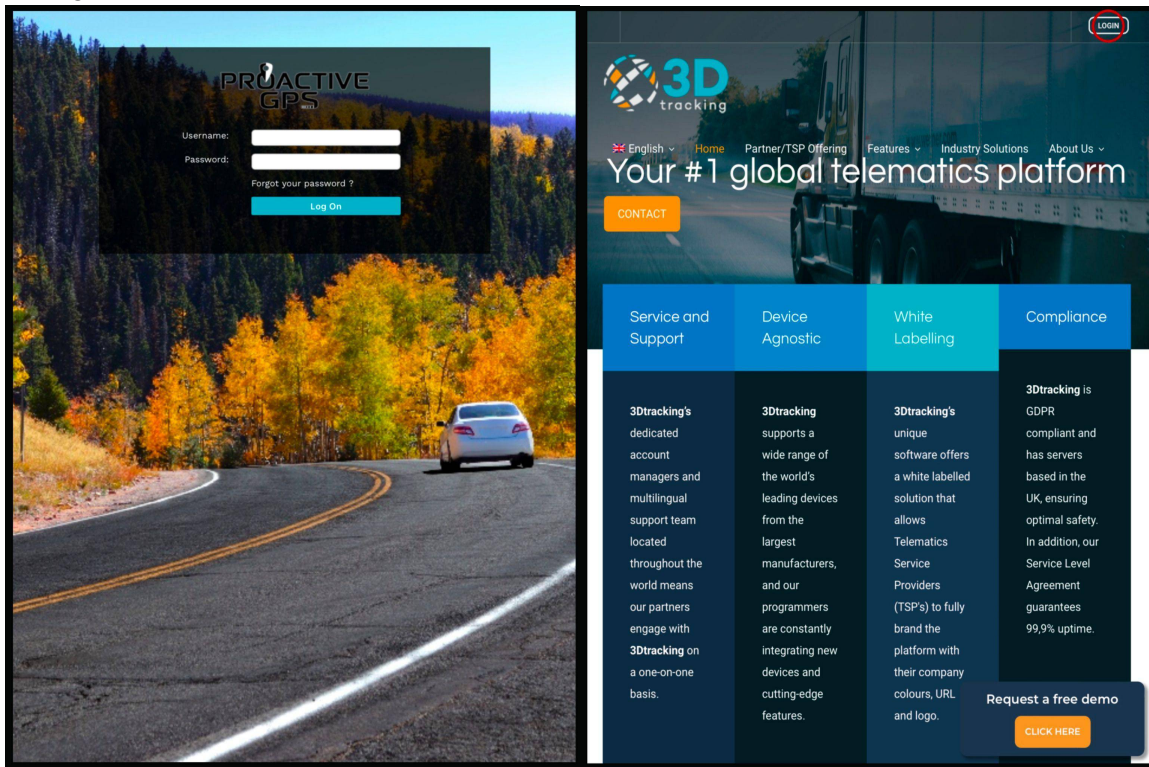
Website: <https://proactivegps.com/>

Your username will be your email address.

Your default password is **Pro@ctive2024**

**Important:** Change the default password by clicking on “Forgot Password.” An email will be sent so that you can change your password to a unique one

When you log in to the website for the first time, if you receive the 3D Tracking page, log in at the top right of the screen.

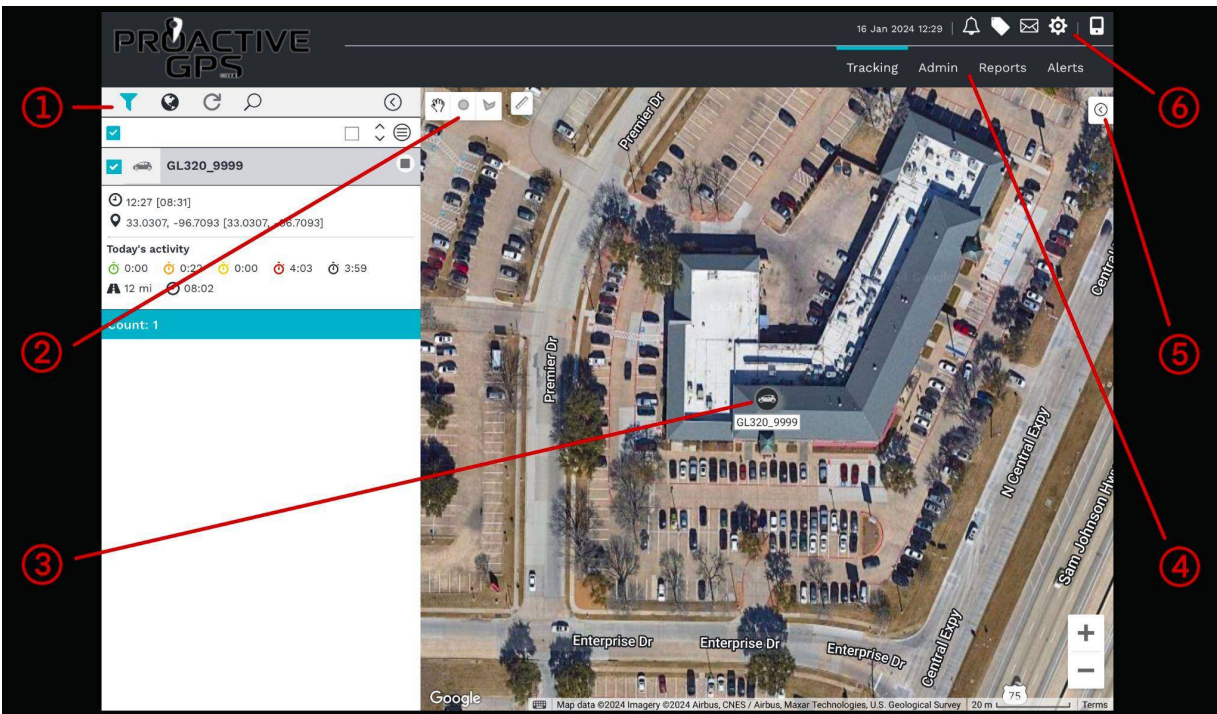


**Note:** There are two different layouts for the website. Full Website and mobile website, both layouts will be covered in this guide



## Home Page Guide Full Website:

- 1. Vehicle Information:**
  - Live information, historical playback
- 2. Draw tool:** Hand tool, geo-fence, no-go area
  - Setting up an area alert
- 3. Map, Current Information:**
  - Current location, street view
- 4. Report Tab:** Location management, report center, alert manager
  - Manage location information, review and download reports and alerts
- 5. Layer Switch:**
  - Change map type
- 6. Top Menu:**
  - Messages, tickets, alerts, admin preferences, log out, changing full to mobile view



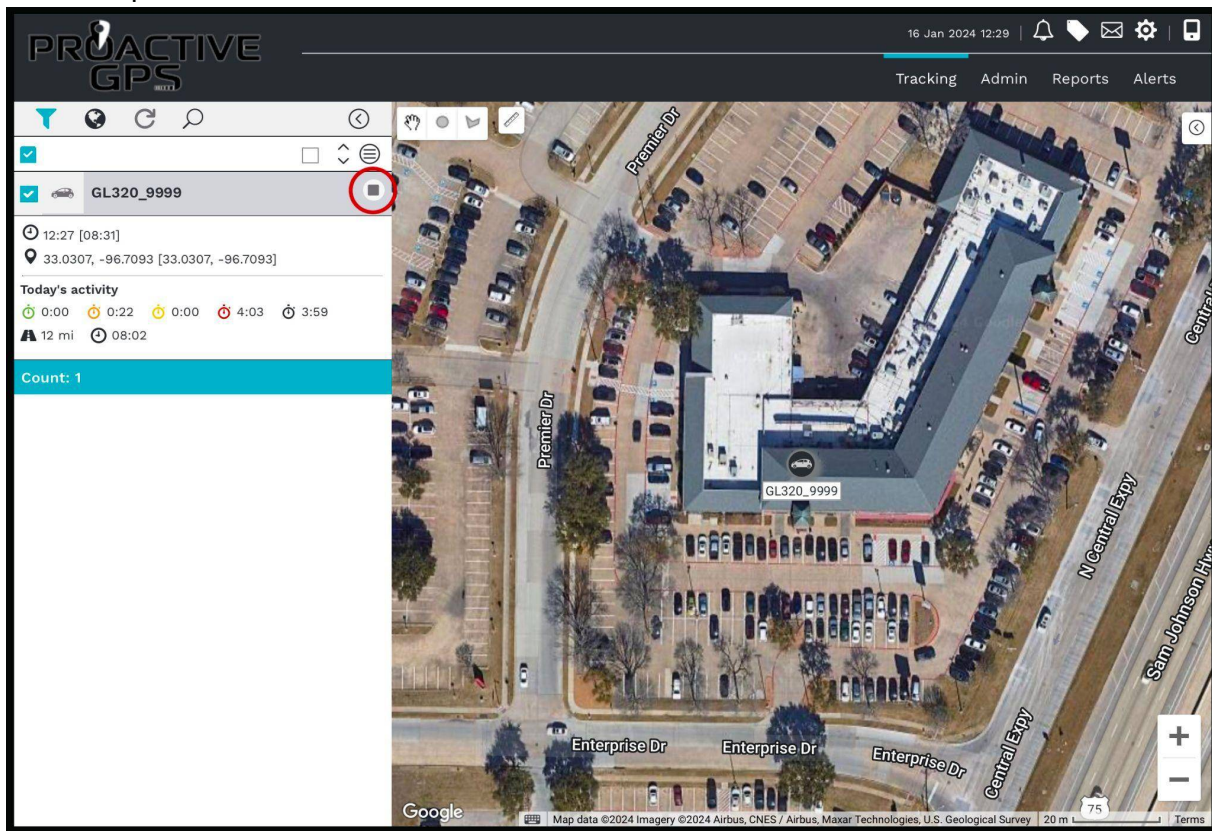
## 1: Vehicle Information Guide:

The vehicle filter allows you to access information about the current location as well as the history of the vehicle.

Information can be displayed by today or history.

### Today Playback:

- A stop button is located on the vehicle information tab.
- Tap the stop button to pull up trip information.
- Once filtered, you can tap the vehicle information button to expand and minimize the map.



GL320\_9999

TRIPS ACTIVITY ALERTS

Show all trips Today

TRIP 1 (16 JAN 2024)

0.00

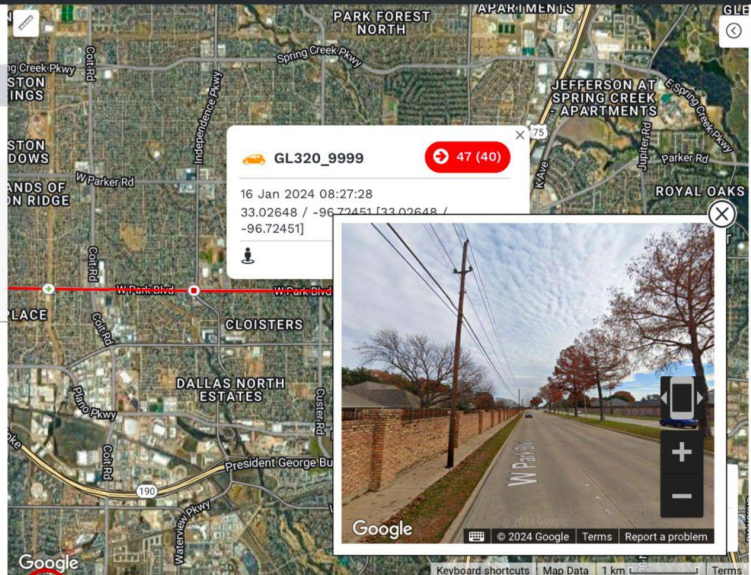
0:29

12.26

08:31 33.0307 / -96.7093 [33.0307 / -96.7093]

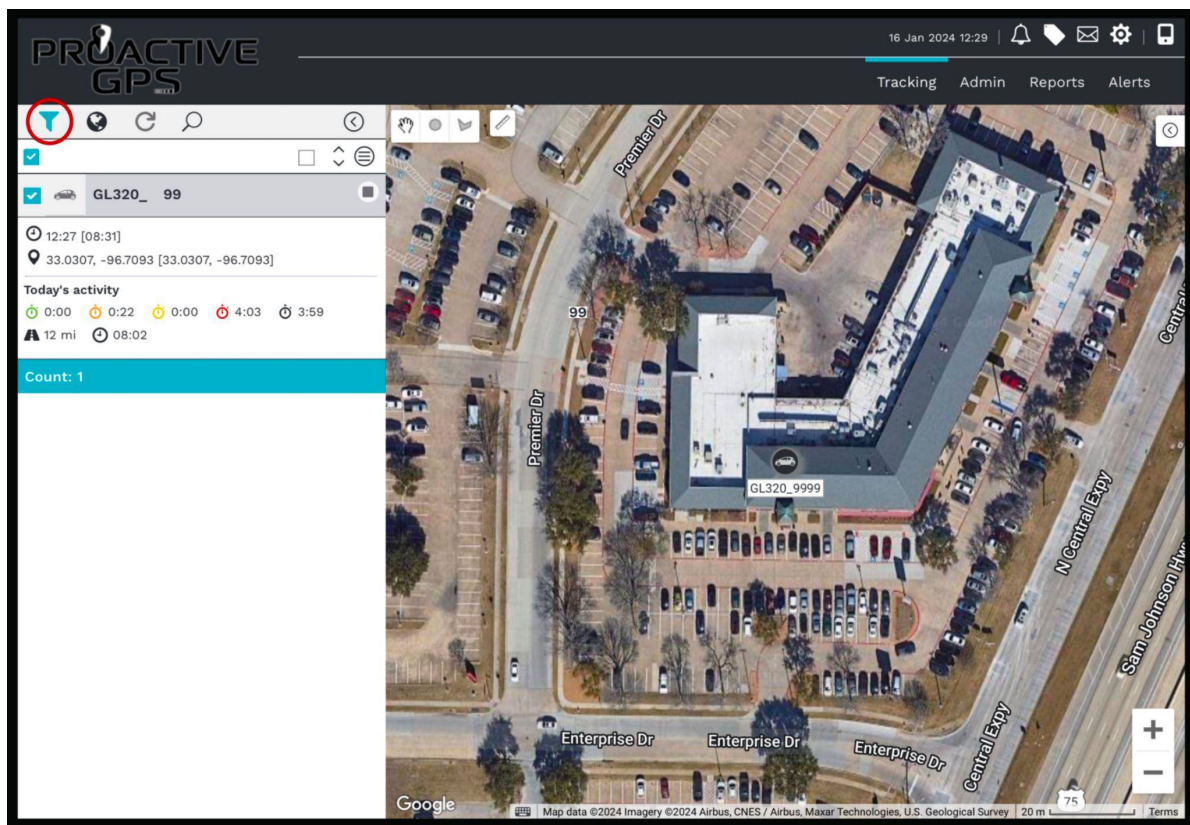
08:02 32.9695 / -96.7093 [32.9695 / -96.7093]

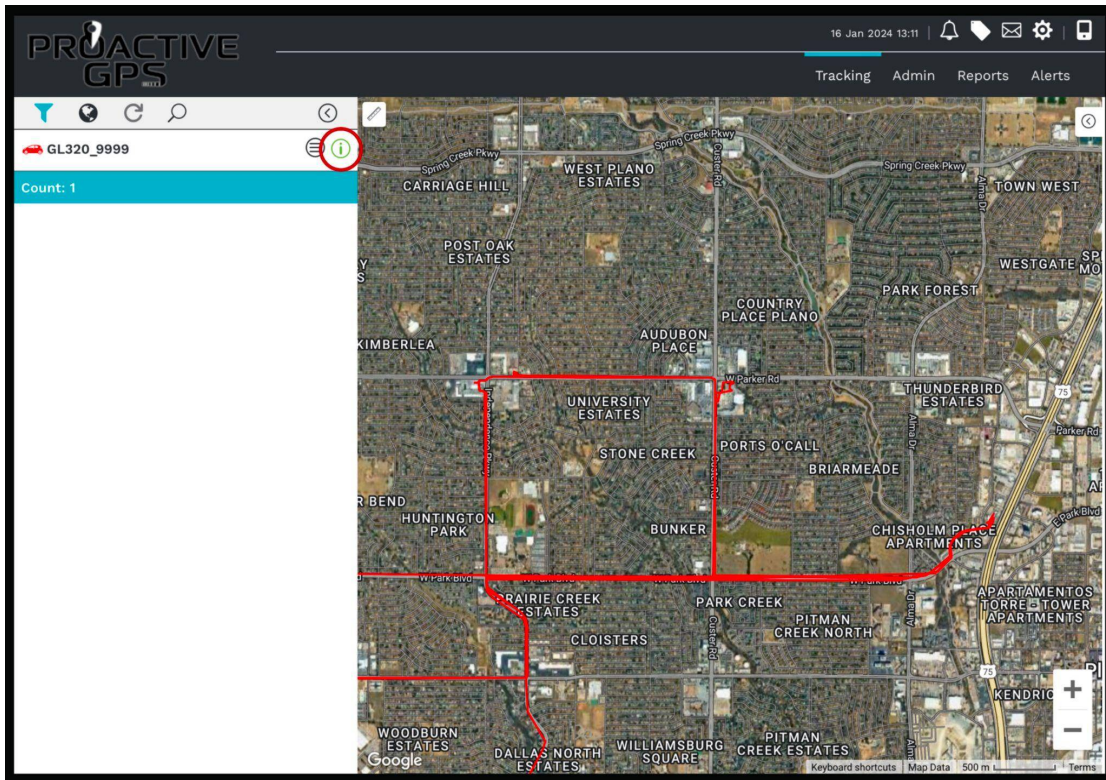
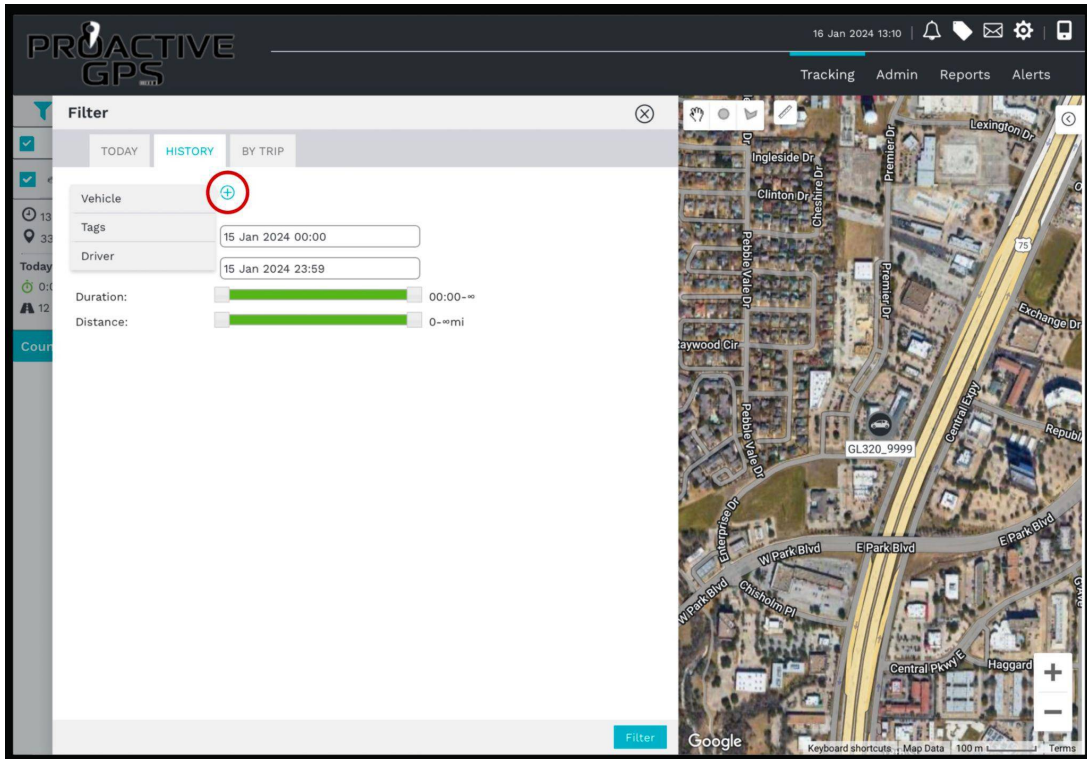
0:00



## History Playback:

- To enter the history playback, tap the blue filter icon on the top left.
- Select the history tab.
- Select the vehicle and press the filter button.
- Once filtered, you can tap the green vehicle information button.
- This will display each trip; if an extensive date range was selected in history, then all trips will be displayed.
- Tap on the individual trips to show them on the map.
- Press the play button to replay the trip.
- For more isolated information, such as stops, click the green information icon, then tap the summary.

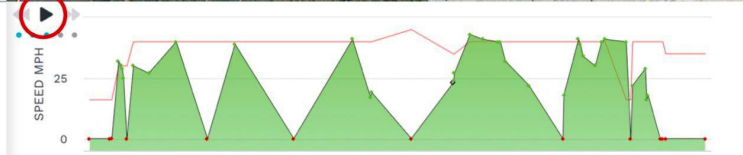
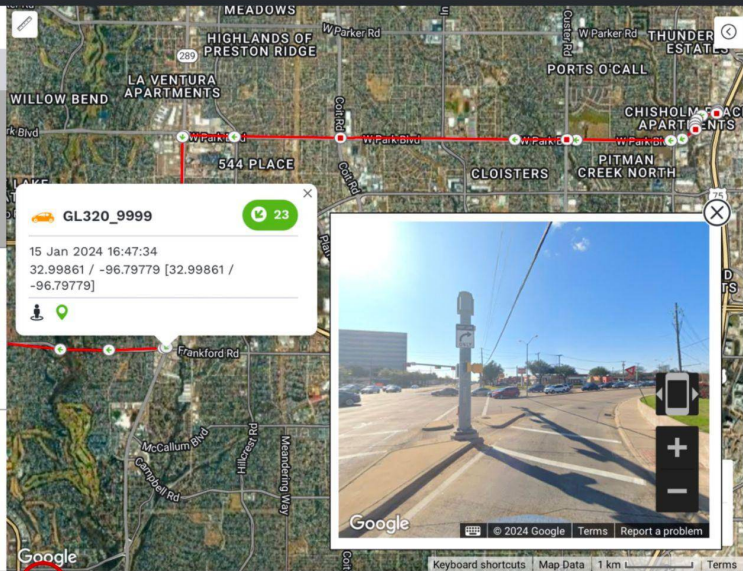




GL320\_9999

TRIPS ALERTS

<b>TRIP 4 (15 JAN 2024)</b>	0.00	0:31	12.55
17:00	33.0306 / -96.7094 [33.0306 / -96.7094]		
16:29	33.0306 / -96.7094 [33.0306 / -96.7094]		
103:11			
<b>TRIP 3 (11 JAN 2024)</b>	0.00	1:17	12.40
09:17	33.0309 / -96.7093 [33.0309 / -96.7093]		
07:59	33.0309 / -96.7093 [33.0309 / -96.7093]		
13:57			
<b>TRIP 2 (10 JAN 2024)</b>	0.00	1:35	19.96
18:02	33.0305 / -96.7092 [33.0305 / -96.7092]		
16:26	33.0305 / -96.7092 [33.0305 / -96.7092]		
120:23			
<b>TRIP 1 (05 JAN 2024)</b>	0.00	8:06	12.69
16:03	33.0312 / -96.709 [33.0312 / -96.709]		
07:56	33.0312 / -96.709 [33.0312 / -96.709]		
0:00			

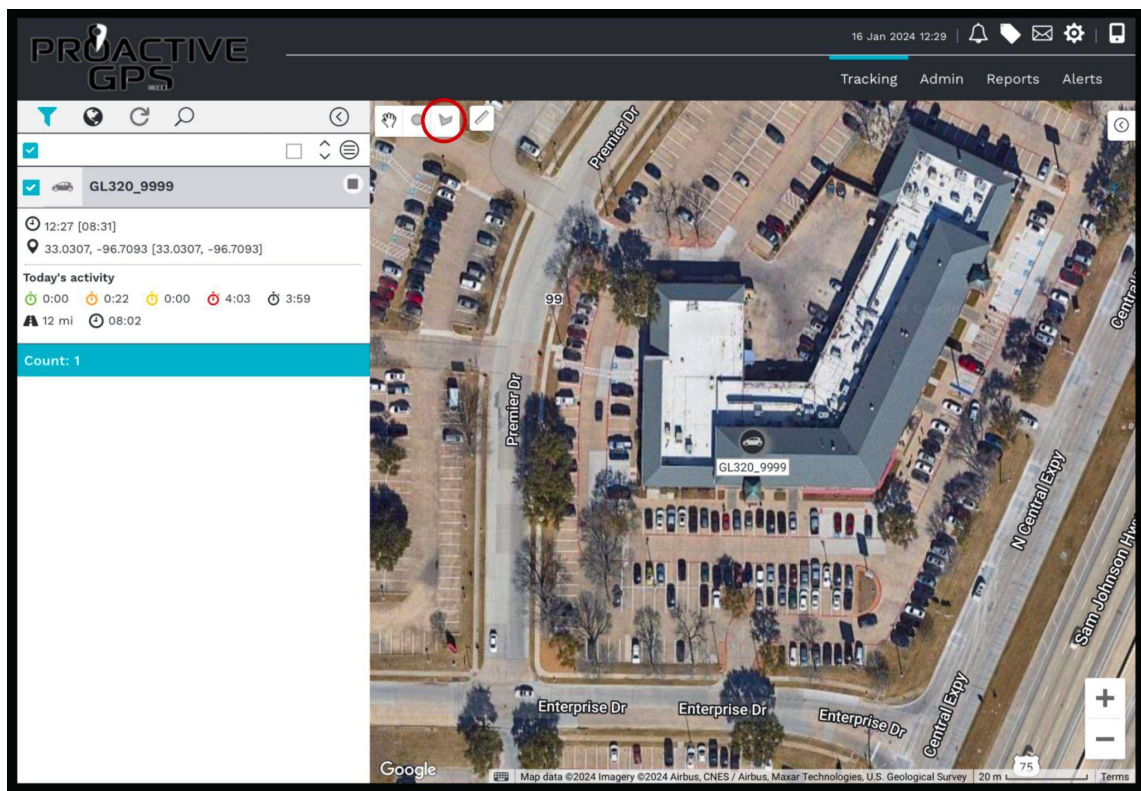


## 2: How to set up a Geo-Fence: Alerts Upon Exit of Zone

- Select the draw tool next to the hand icon near the vehicle information tab.
- Draw the area you want to isolate.

**Note: If a draw tool is absent, zoom in closer to the map.**

- Once the area is fenced off, you can name and customize the location.
- Choose geo-fence and save.
- Now that the area is marked on the map, an alert can be assigned.
- Select the alert tab on the top right of the screen.
- Select geo-fence and press the plus button.
- Now, you can create the specific alert and assign the geo-fence created and what happens when the alert is triggered.



**PROACTIVE GPS** 16 Jan 2024 16:08 | Tracking Admin Reports Alerts

**LOCATION SETTINGS** Location Management

**Edit Location -**

Name: SpyCentre  
 Description: (255)  
 Group: Unassigned  
 Address 1:  
 Address 2:  
 Address 3:  
 Address 4:  
 ZIP/Postcode:  
 Country:  
 Line Colour: ■  
 Intensity: 40%  
 Longitude/Latitude: -96.7094 / 33.0307

Save Delete

**PROACTIVE GPS** 16 Jan 2024 12:29 | Tracking Admin Reports Alerts

GL320\_9999

12:27 [08:31]  
 33.0307, -96.7093 [33.0307, -96.7093]

**Today's activity**

0:00 0:22 0:00 4:03 3:59  
 12 mi 08:02

Count: 1



**PROACTIVE GPS** 16 Jan 2024 16:08 |

Tracking Admin Reports Alerts

**ALL ALERTS**

- All Alerts

**ACTIVITY ALERTS**

- Battery Level

**SECURITY ALERTS**

- Geo-Fence**
- No-Go Zone

**Geofence Alert**

Filter:

Name	Alert type	Owner	Start	End	Enabled	Status
Row Count: 0						

**PROACTIVE GPS** 16 Jan 2024 16:09 |

Tracking Admin Reports Alerts

**ALL ALERTS**

- All Alerts

**ACTIVITY ALERTS**

- Battery Level

**SECURITY ALERTS**

- Geo-Fence**
- No-Go Zone

**Geofence Alert** ✕

Filter:

**SETTINGS** | SCHEDULE

Name:

Unit/Tag:

Geo-fence:

Block editing:

Enabled:

Priority:

**Send To:**

Users:

Alerts Inbox:

SMS:

Warn Driver:

Email:

iOS / Android:

**Editable By:**

Users:

**Alert Actions:**

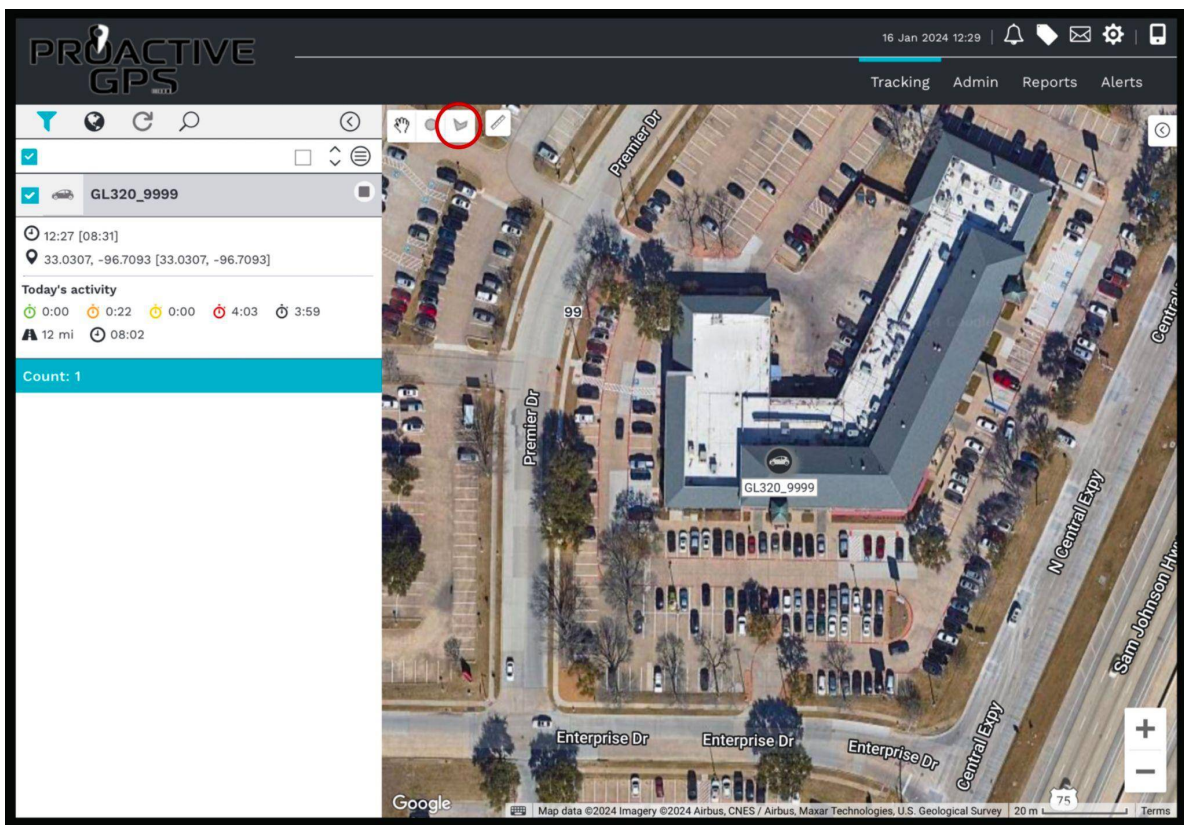
Alert Action Template:

## How to set up a No-Go Zone: Alert Upon Entry of Zone

- Select the draw tool next to the hand icon near the vehicle information tab.
- Draw the area you want to isolate.

**Note: If a draw tool is absent, zoom in closer to the map.**

- Once the area is fenced off, you will be able to name and customize the location
- Choose the no-go zone and save.
- Now that the area is marked on the map, an alert can be assigned.
- Select the alert tab on the top right of the screen.
- Select the no-go zone and press the plus button.
- Now, you can create the specific alert and assign the no-go zone created and what happens when the alert is triggered.



**PROACTIVE GPS** 16 Jan 2024 16:12 | Tracking Admin Reports Alerts

**Options**

**Create Location**

Location Type: No-Go Zone

Name: Ft worth park

Group: Unassigned

Line Colour: ■

Intensity: 40%

Latitude: 32.74760  
Longitude: -97.32667

Save

**PROACTIVE GPS** 16 Jan 2024 12:29 | Tracking Admin Reports Alerts

GL320\_9999

12:27 [08:31]

33.0307, -96.7093 [33.0307, -96.7093]

**Today's activity**

0:00 0:22 0:00 4:03 3:59

12 mi 08:02

Count: 1

**PROACTIVE GPS** 16 Jan 2024 16:13 |

Tracking Admin Reports Alerts

**ALL ALERTS**

All Alerts

**ACTIVITY ALERTS**

Battery Level

**SECURITY ALERTS**

Geo-Fence

No-Go Zone

### No-Go Zone Alert

Filter:

Name	Alert type	Owner	Start	End	Enabled	Status
Row Count: 0						

**PROACTIVE GPS** 16 Jan 2024 16:14 |

Tracking Admin Reports Alerts

**ALL ALERTS**

All Alerts

**ACTIVITY ALERTS**

Battery Level

**SECURITY ALERTS**

Geo-Fence

No-Go Zone

No-Go

No-Go Zone Alert

✕

Filter:

SETTINGS
SCHEDULE

Name:

Unit/Tag:

Vehicle =  ⊗

No-go zone:

Block editing:

Enabled:

Priority:

**Send To:**

Users:

Alerts Inbox:

SMS:

Warn Driver:

Email:

iOS / Android:

**Editable By:**

Users:

**Alert Actions:**

Alert Action Template:

Save

### 3: Map, Current Information:

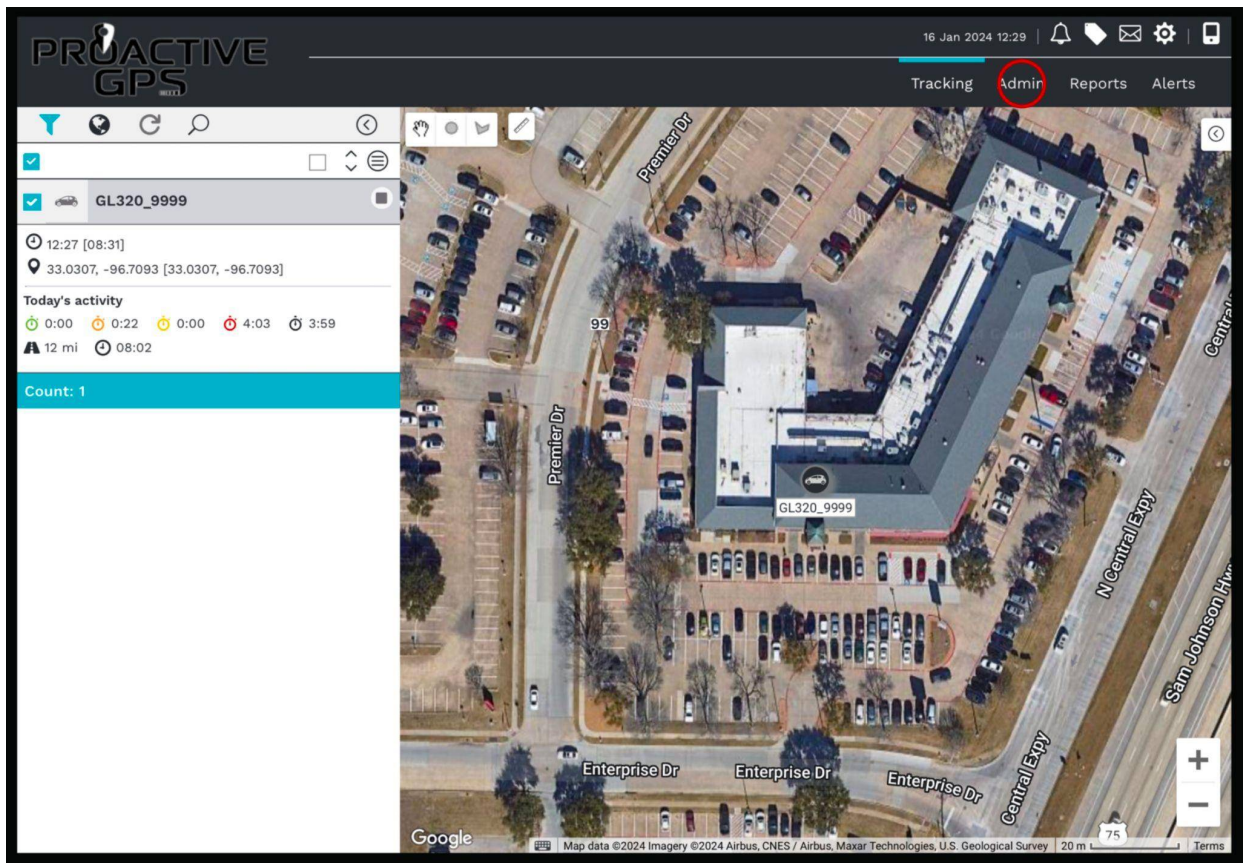
Information regarding the current and last known location will be displayed. If the vehicle is in motion, the map will consistently update with the new information. Google Street View will be displayed if you tap the person icon on the map.

### 4: Report Tab:

The report tab provides the ability to review the information and set up specific alerts.

### Admin:

- The admin tab will give access to the locations marked with either a geo-fence or a no-go zone and provide the ability to edit information.



**PROACTIVE GPS** 16 Jan 2024 12:29 | Tracking Admin Reports Alerts

**LOCATION SETTINGS**  
Location Management

**Location Management**

LOCATIONS GROUPS

Filter: Location Type: -- Please select --

<input type="checkbox"/>	Name	Type	Group	Address	Type	Location Diameter (Feet)	Created Date	
<input type="checkbox"/>	Ft worth park	No-Go Zone	Unassigned	32.747520 / -97.326650	Polygon	N/A	16 Jan 2024	
<input type="checkbox"/>	SpyCentre	Geo-Fence	Unassigned	33.030660 / -96.709360	Polygon	N/A	16 Jan 2024	

Row Count: 2

**PROACTIVE GPS** 16 Jan 2024 12:29 | Tracking Admin Reports Alerts

**LOCATION SETTINGS**  
Location Management

**Edit Location -**

Name: SpyCentre

Description: (255)

Group: Unassigned

Address 1:

Address 2:

Address 3:

Address 4:

ZIP/Postcode:

Country:

Line Colour: ■

Intensity: 40%

Longitude/Latitude: -96.7094 / 33.0307

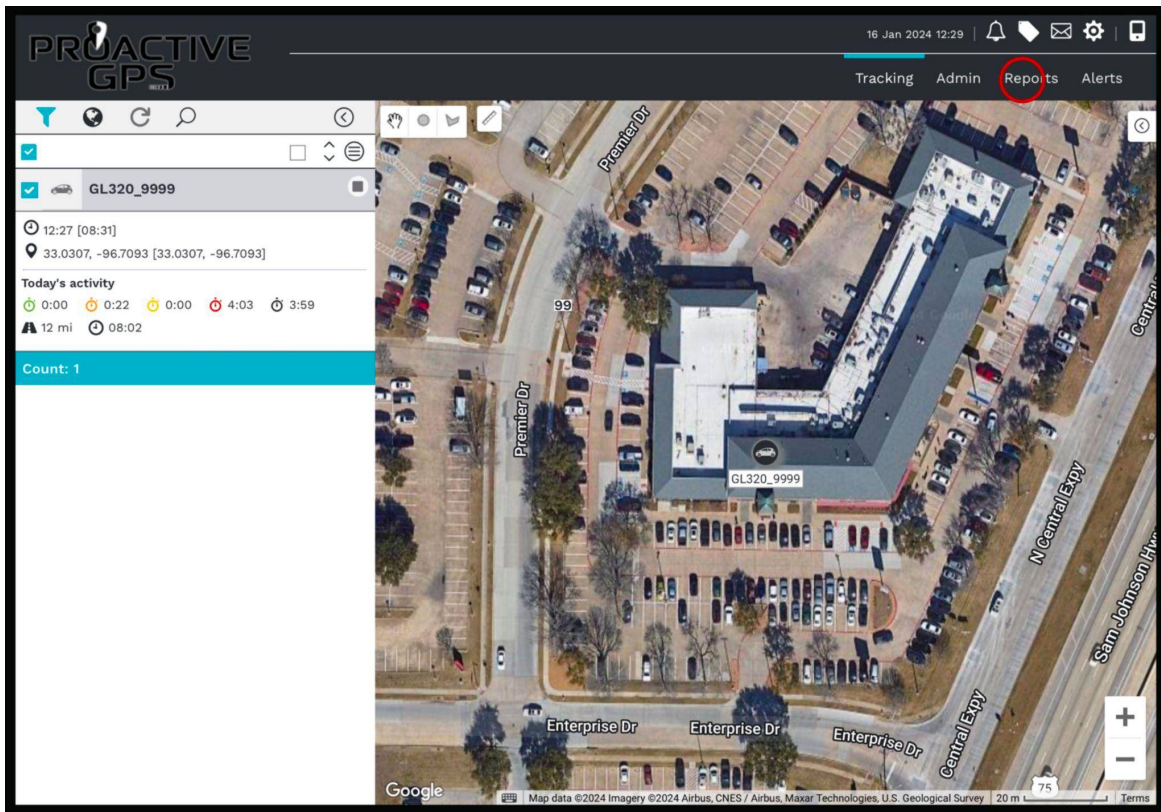
Save Delete

## Reports:

This is where detailed information can be viewed, stored, or saved. The activity report will display stopped information, and the detailed report will provide all movement data. The security report is where the geo-fence activity and no-go-zone activity can be reviewed as a report. Reports can also be specifically scheduled to occur and stored.

## Reports How To:

- When clicking on reports, several options are available.
- For a stop report, highlight the stop under the activity reports.
- The most important thing is to add a vehicle, and when deciding on a stop time, a duration of 5 minutes provides the most accurate data.
- Press ok.
- Once the status is completed, you can view the information through the site (HTML) or choose one of the download file options.
- From here, there is a world icon on the right side of each event, and when clicked on, it will show the location on a map.



PROACTIVE GPS 16 Jan 2024 12:29 Tracking Admin Reports Alerts

**REPORT SCHEDULES**  
Schedules

**ACTIVITY REPORTS**  
Stop  
Detailed Data

**SECURITY REPORTS**  
Geo-Fence  
No-Go Zone

**Stop**

INSTANT REPORT PREVIOUS REPORTS SCHEDULED REPORTS

**Criteria:**

Name:

Unit/Driver:

Vehicle = All vehicles

Start: 11 Jan 2024 00:00

End: 12 Jan 2024 23:59

Stop duration: 5 Minutes

Summarize:

Report format: WEB

**Columns:**

Field	Aggregate	Available Fields
Vehicle	<input checked="" type="checkbox"/>	Google Map Link
Driver	<input type="checkbox"/> none	
Location	<input type="checkbox"/> count	
Start	<input type="checkbox"/> min	
End	<input type="checkbox"/> max	
Duration	<input type="checkbox"/> sum	

PROACTIVE GPS 16 Jan 2024 12:29 Tracking Admin Reports Alerts

**REPORT SCHEDULES**  
Schedules

**ACTIVITY REPORTS**  
Stop  
Detailed Data

**SECURITY REPORTS**  
Geo-Fence  
No-Go Zone

**Stop**

INSTANT REPORT PREVIOUS REPORTS SCHEDULED REPORTS

Filter:

Name	Status	Run date	Downloads
Stop	Completed	19 Jan 2024 09:40:30	<input type="button" value="HTML"/> <input type="button" value="XLS"/> <input type="button" value="PDF"/> <input type="button" value="CSV"/> <input type="button" value="X"/>

HTML  
XLS  
PDF  
CSV





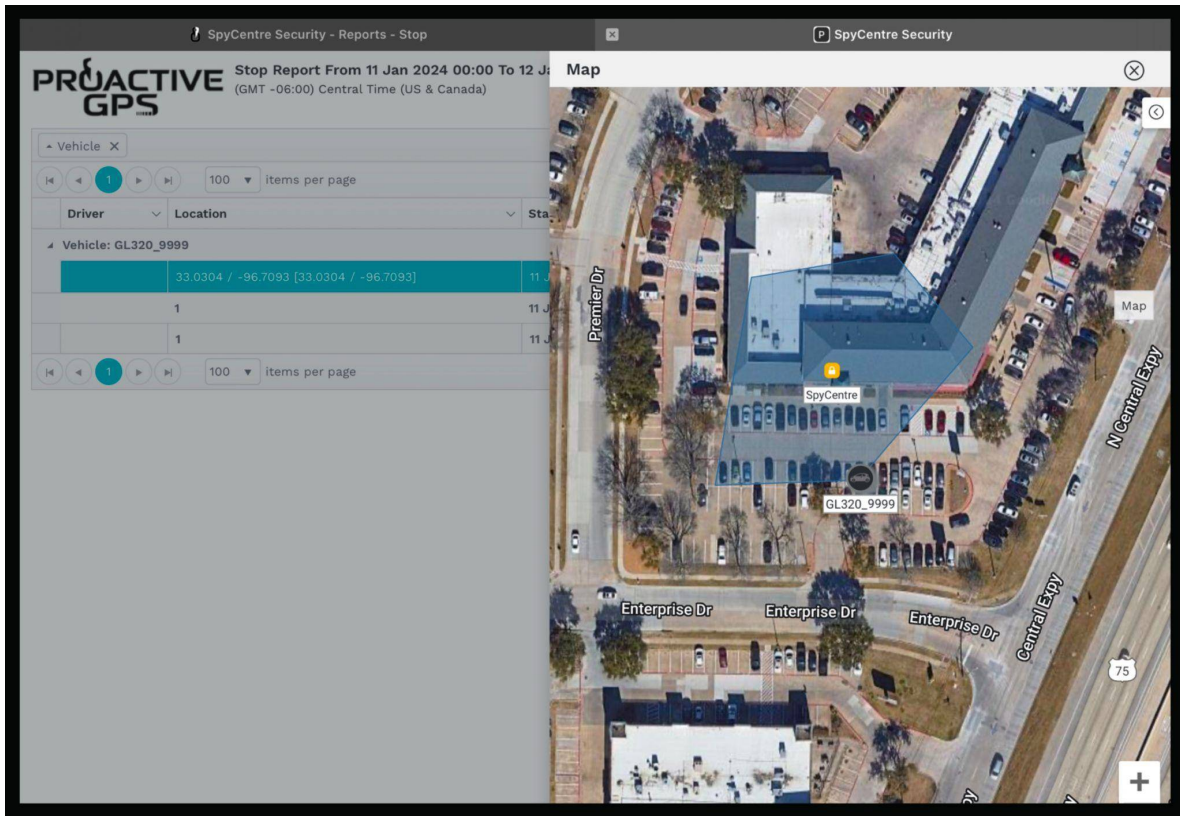
Stop Report From 11 Jan 2024 00:00 To 12 Jan 2024 23:59 When Stopped For More Than 5  
(GMT -06:00) Central Time (US & Canada)

Vehicle X

100 items per page 1 - 1 of 1 items

Driver	Location	Start	End	Duration (hh:mm)
Vehicle: GL320_9999				
	33.0304 / -96.7093 [33.0304 / -96.7093]	11 Jan 2024 08:31:39	12 Jan 2024 23:59:59	39:28
1		11 Jan 2024 08:31:39	12 Jan 2024 23:59:59	39:28
1		11 Jan 2024 08:31:39	12 Jan 2024 23:59:59	39:28

100 items per page 1 - 1 of 1 items



### Detailed Data Reports:

The difference with the detailed report is that it will display all information regarding the trip. These data reports can only be a week at a time but are excellent for scheduling.

- Like the stop report, select the device and the time frame to run.
- Once the status is completed, you can view the information through the site (HTML) or choose one of the download file options.
- At the bottom of the report is a movement started and ended section where the entire trip can be displayed on a map. This trip information can also be accessed from the downloaded report.
- Detailed data reports can display one week's worth of data.

**REPORT SCHEDULES**

Schedules

**ACTIVITY REPORTS**

Stop

Detailed Data

**SECURITY REPORTS**

Geo-Fence

No-Go Zone

**Detailed Data**

INSTANT REPORT PREVIOUS REPORTS SCHEDULED REPORTS

Filter:

Name	Status	Run date	Downloads
Detailed Data	Completed	19 Jan 2024 09:43:41	

HTML

XLS

PDF

CSV

**Detailed Data report from 08 Jan 2024 00:00 to 14 Jan 2024 23:59**

(GMT -06:00) Central Time (US & Canada)

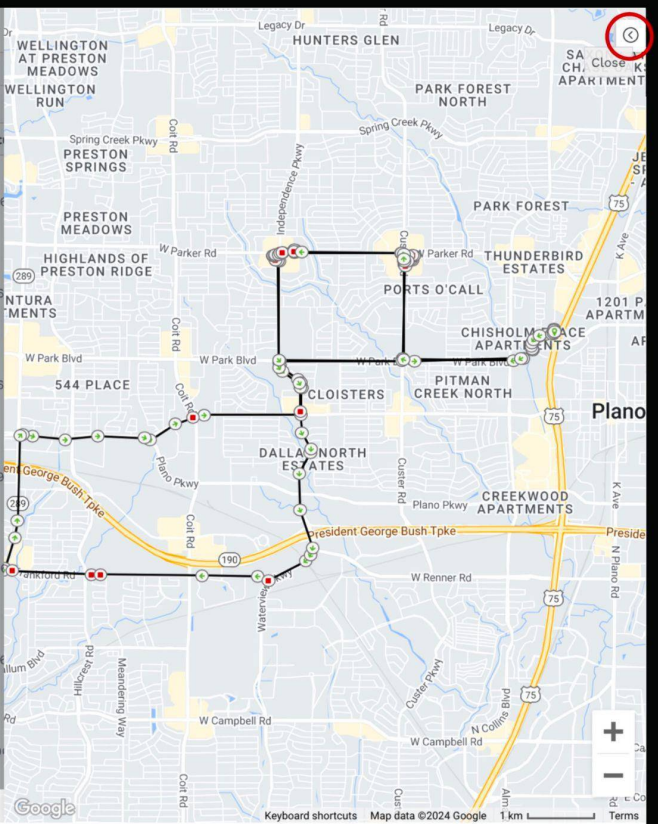
Trip	Vehicle	Date/Time	Address	Latitude	Longitude	Heading	Speed (mph)	Ignition	Inputs/Outputs	Variable Inputs	Google Map Link
34326529327	GL320_9999	11 Jan 2024 08:31:33	33.0302 / -96.7094 (33.0302 / -96.7094)	33.030198	-96.709403	46	13	No			<a href="#">map</a> <a href="#">Google Map Link</a>
34326529327	GL320_9999	11 Jan 2024 08:31:39	33.0304 / -96.7093 (33.0304 / -96.7093)	33.030420	-96.709288	1	0	No			<a href="#">map</a> <a href="#">Google Map Link</a>
34326529327	GL320_9999	11 Jan 2024 08:33:16	33.0307 / -96.7093 (33.0307 / -96.7093)	33.030679	-96.709337	300	0	No			<a href="#">map</a> <a href="#">Google Map Link</a>
34326529327	GL320_9999	11 Jan 2024 09:17:29	33.0309 / -96.7093 (33.0309 / -96.7093)	33.030862	-96.709285	287	0	No			<a href="#">map</a> <a href="#">Google Map Link</a>

Movement Started	Movement Ended	Opening Odometer (mi)	Closing Odometer (mi)	Distance Covered (mi)	Idle Time (h:mm)	Stop Time (h:mm)	Driving Time (h:mm)	
10 Jan 2024 16:26:39	11 Jan 2024 09:17:29	27.99	60.30	32.31	00:00	15:43	00:00	<a href="#">map</a>

Drag a column header and drop it here to group by that column

1 2 100 items per page

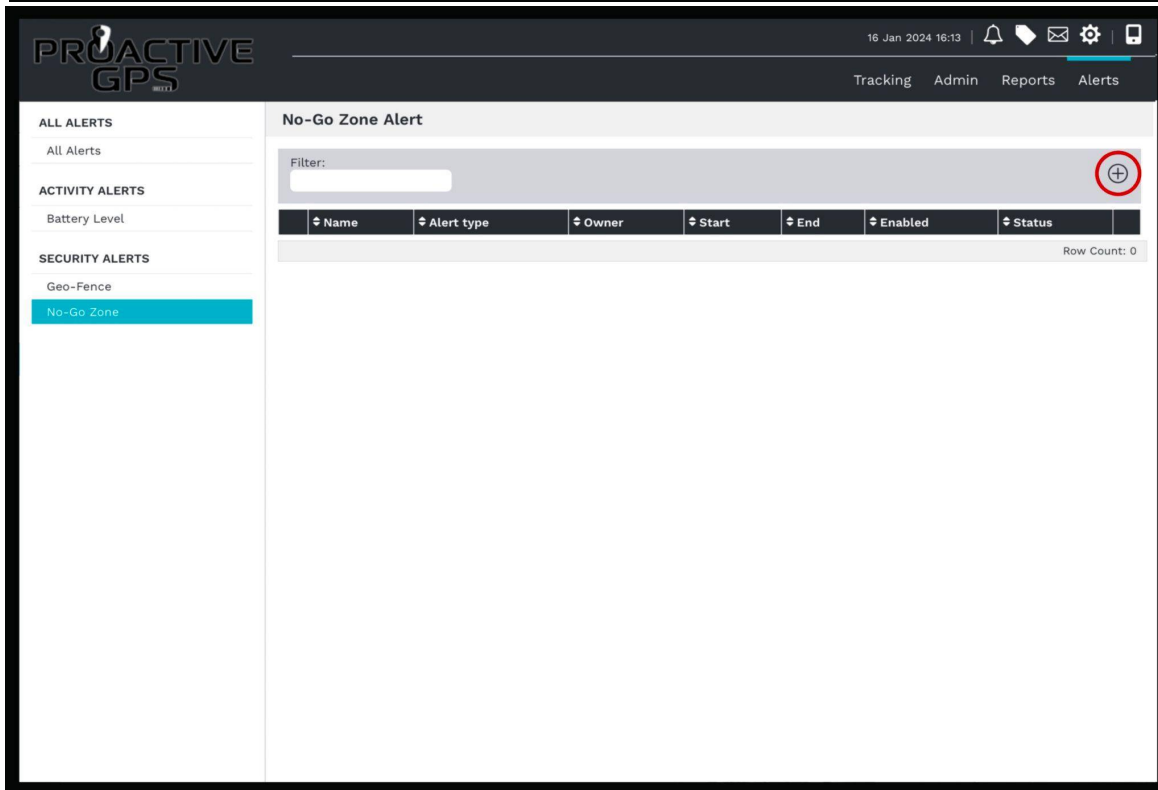
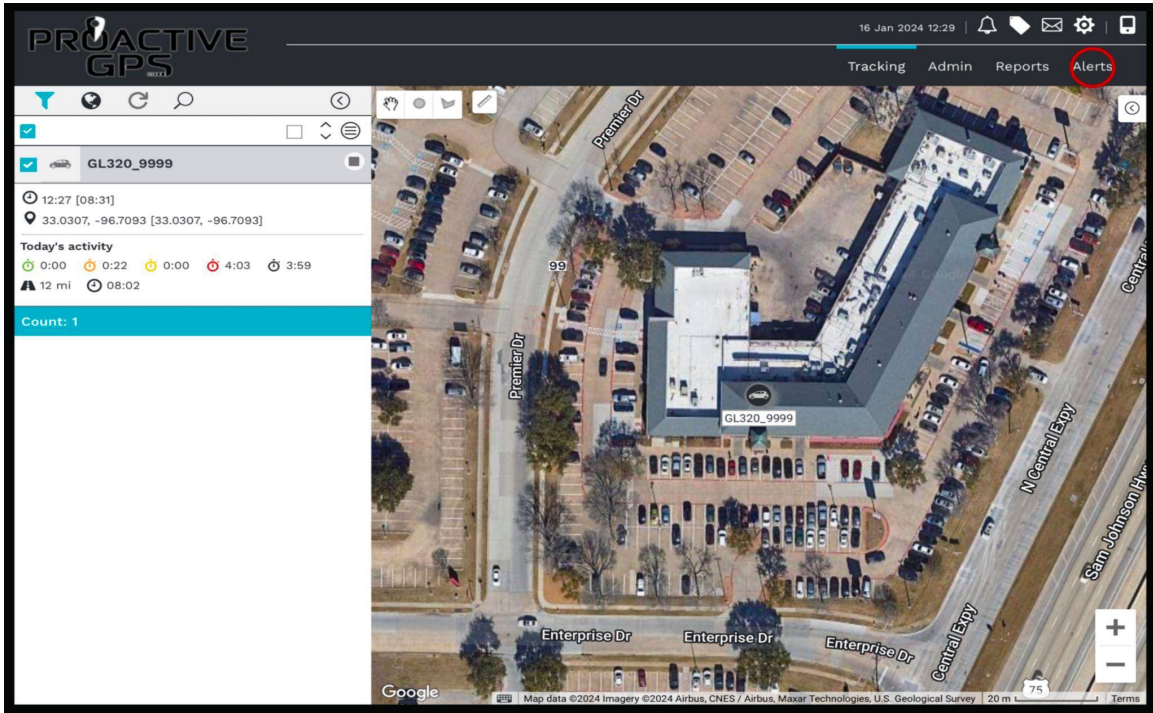
Trip	Vehicle	Date/Time	Address	Latitude	Longitude
34318687664	GL320_9999	10 Jan 2024 16:26:39	33.0305 / -96.7092 [33.0305 / -96.7092]	33.030447	-96.7092
34318687664	GL320_9999	10 Jan 2024 16:26:55	33.0303 / -96.7094 [33.0303 / -96.7094]	33.030304	-96.7094
34318687664	GL320_9999	10 Jan 2024 16:27:01	33.0302 / -96.7096 [33.0302 / -96.7096]	33.030207	-96.7096
34318687664	GL320_9999	10 Jan 2024 16:27:16	33.03 / -96.7116 [33.03 / -96.7116]	33.029978	-96.7116
34318687664	GL320_9999	10 Jan 2024 16:27:24	33.0294 / -96.7126 [33.0294 / -96.7126]	33.029386	-96.7126
34318687664	GL320_9999	10 Jan 2024 16:27:28	33.029 / -96.7129 [33.029 / -96.7129]	33.028961	-96.7129
34318687664	GL320_9999	10 Jan 2024 16:27:32	33.0285 / -96.7129 [33.0285 / -96.7129]	33.028536	-96.7129
			33.0281 /		



Google

## Alerts:

This is where alerts such as geo-fence, no-go zones, and even battery levels can be created. Refer to the how to create a geo-fence or no-go alert section to create an alert.



ALL ALERTS

All Alerts

ACTIVITY ALERTS

Battery Level

SECURITY ALERTS

Geo-Fence

No-Go Zone

No-Go

No-Go Zone Alert



Filter:

SETTINGS

SCHEDULE

Name:

Water park

Unit/Tag:



Vehicle =

GL320\_7299



No-go zone:

Ft worth park

Block editing:

Enabled:

Priority:

Send To:

Users:

All users

Alerts Inbox:

SMS:

Warn Driver:

Email:

IOS / Android:

Editable By:

Users:

All users

Alert Actions:

Alert Action Template:

-- Please select --

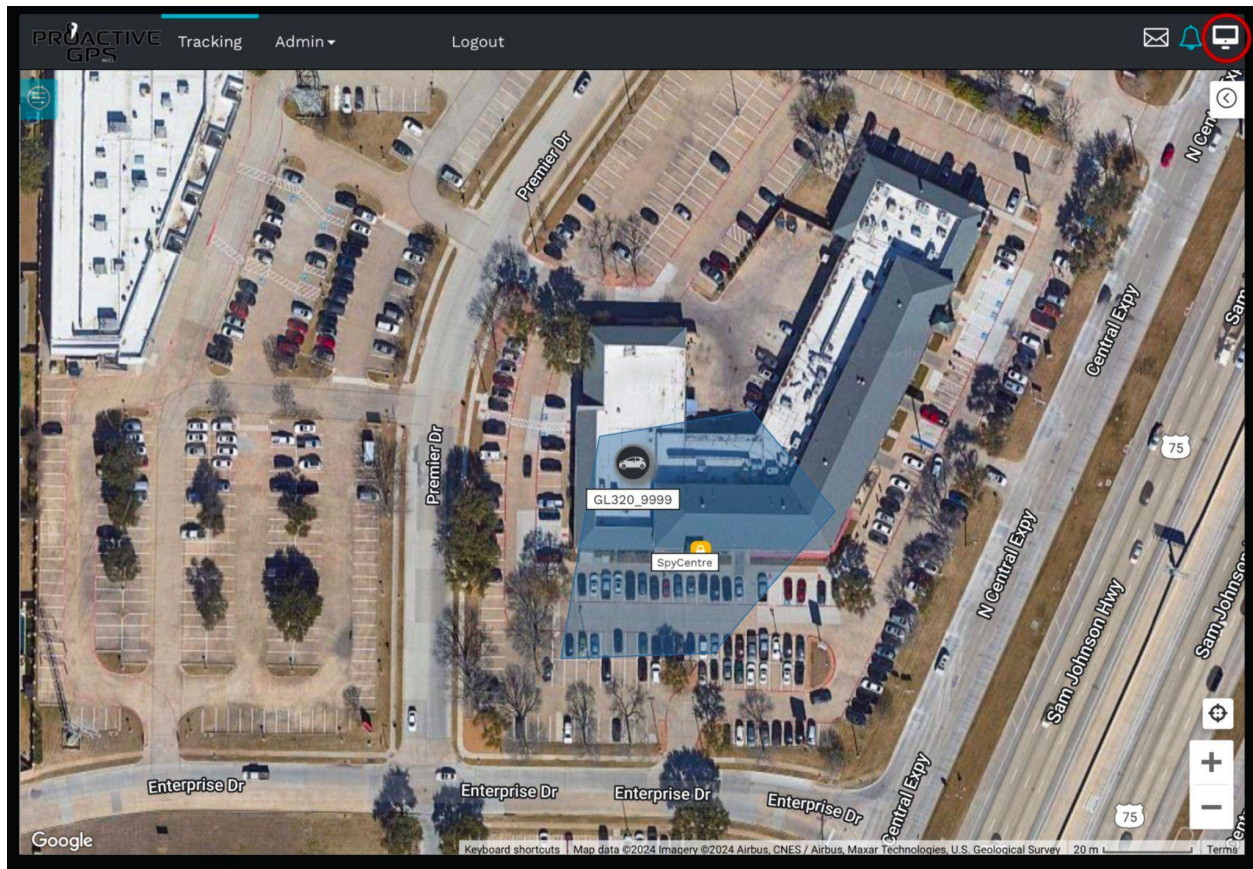
Save

## 6: Top Menu:

The top menu can access alerts, tickets, messages, and user settings. This is also where the full site can be switched between full and mobile view.

**Switch Full to Mobile View:** Tap the Icon in the top right corner to switch between the view models.

**Note:** Under mobile view, some full site options are limited.



## Alerts Icon:

When an alert is set up, the individual times the alert is triggered will be archived here for quick access.

The screenshot shows the PROACTIVE GPS interface. At the top right, the date and time are 16 Jan 2024 12:29. A notification bell icon is circled in red. Below the header are tabs for Tracking, Admin, Reports, and Alerts. The main area is a satellite map showing a building complex with a vehicle icon labeled 'GL320\_9999'. The sidebar on the left displays the vehicle ID 'GL320\_9999', a timestamp '12:27 [08:31]', coordinates '33.0307, -96.7093 [33.0307, -96.7093]', and 'Today's activity' with various status icons and times. A 'Count: 1' bar is visible at the bottom of the sidebar.

The screenshot shows the PROACTIVE GPS Alerts management interface. At the top right, the date and time are 16 Jan 2024 12:29. A notification bell icon is circled in red. Below the header are tabs for Tracking, Admin, Reports, and Alerts. The main area is a table titled 'Alerts' with the following data:

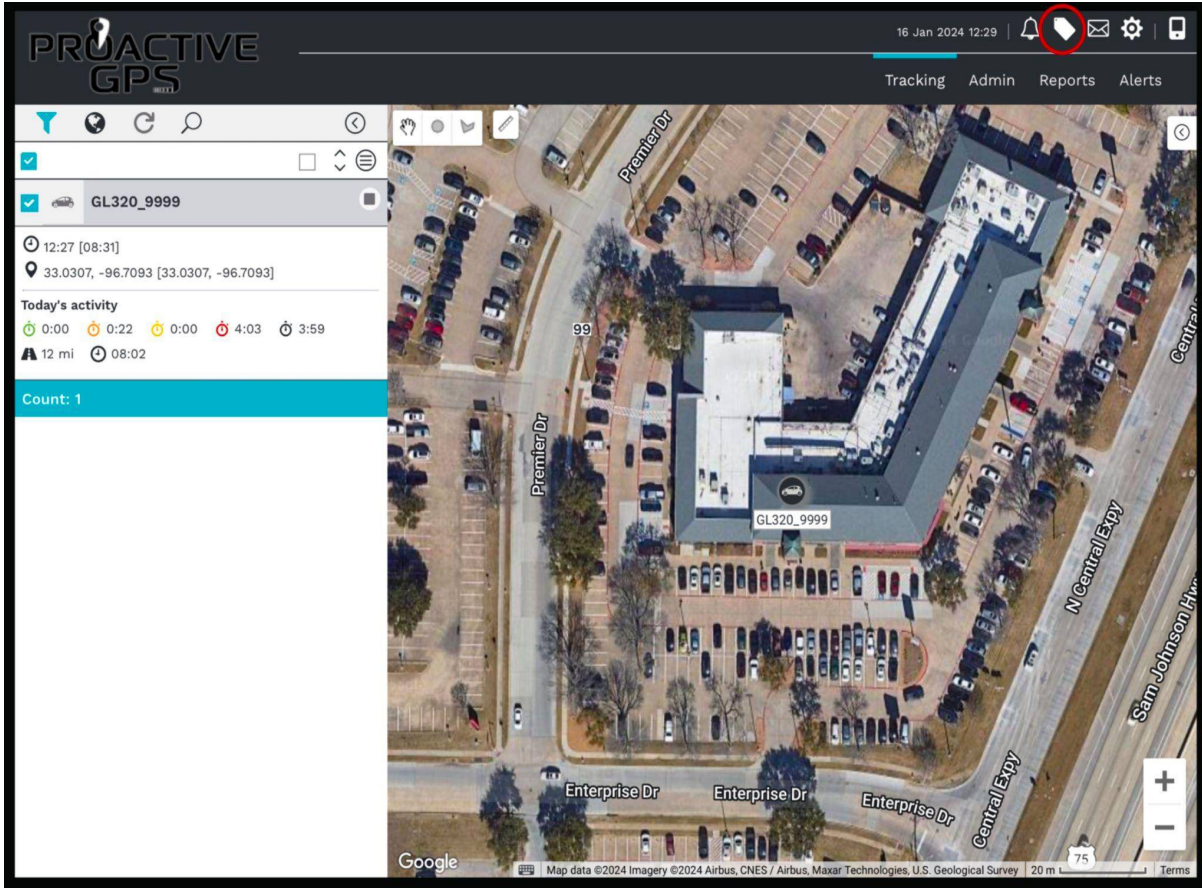
Name	Type	Unit Name	Status	Last Updated	Date Created
Office	Geofence Alert	GL320_9999			16 Jan 2024 12:07:10
Office	Geofence Alert	GL320_9999			16 Jan 2024 12:00:00

At the bottom right of the table, it says 'Row Count: 2'. The sidebar on the left displays the vehicle ID 'GL320\_9999', a timestamp '13:02 [12:59]', coordinates '33.0308, -96.7095 [33.0308, -96.7095]', and 'Today's activity' with various status icons and times. A 'Count: 1' bar is visible at the bottom of the sidebar.



## Tickets Icon:

Tickets are for any tech support question or if an issue arises. This will allow a tech support team member to review the problem and message back. Similar to the messages, conversations can be accessed under the ticket list.



PROACTIVE GPS

16 Jan 2024 12:29

Tickets

Filter By: all Search: Find by ID: Filter Go

ID	Subject	Ticket Type	Created By	Assigned to	Status	Date created	Last updated
778	test 2	Unknown			New	7 Jan 2024 09:43	7 Jan 2024 09:44
776	test	Unknown			Closed	5 Jan 2024 12:34	5 Jan 2024 12:42

Row Count: 2

13:05 [12:59]  
33.0308, -96.7095 [33.0308, -96.7095]

Today's activity  
0:00 0:00 43:21 43:21  
0 mi 11:59

Count: 1

PROACTIVE GPS

16 Jan 2024 12:29

Tickets

Filter By: all Search: Find by ID: Filter Go

ID	Subject	Ticket Type	Created By	Assigned to	Status	Date created	Last updated
78	test 2	Unknown					
76	test	Unknown					

CLIENT TICKET

Subject:

Ticket Type:

Assign To:

Recipient:

Status:

Message:

Attachment:  Max file size 10 MB

Clipboard Image:

Save

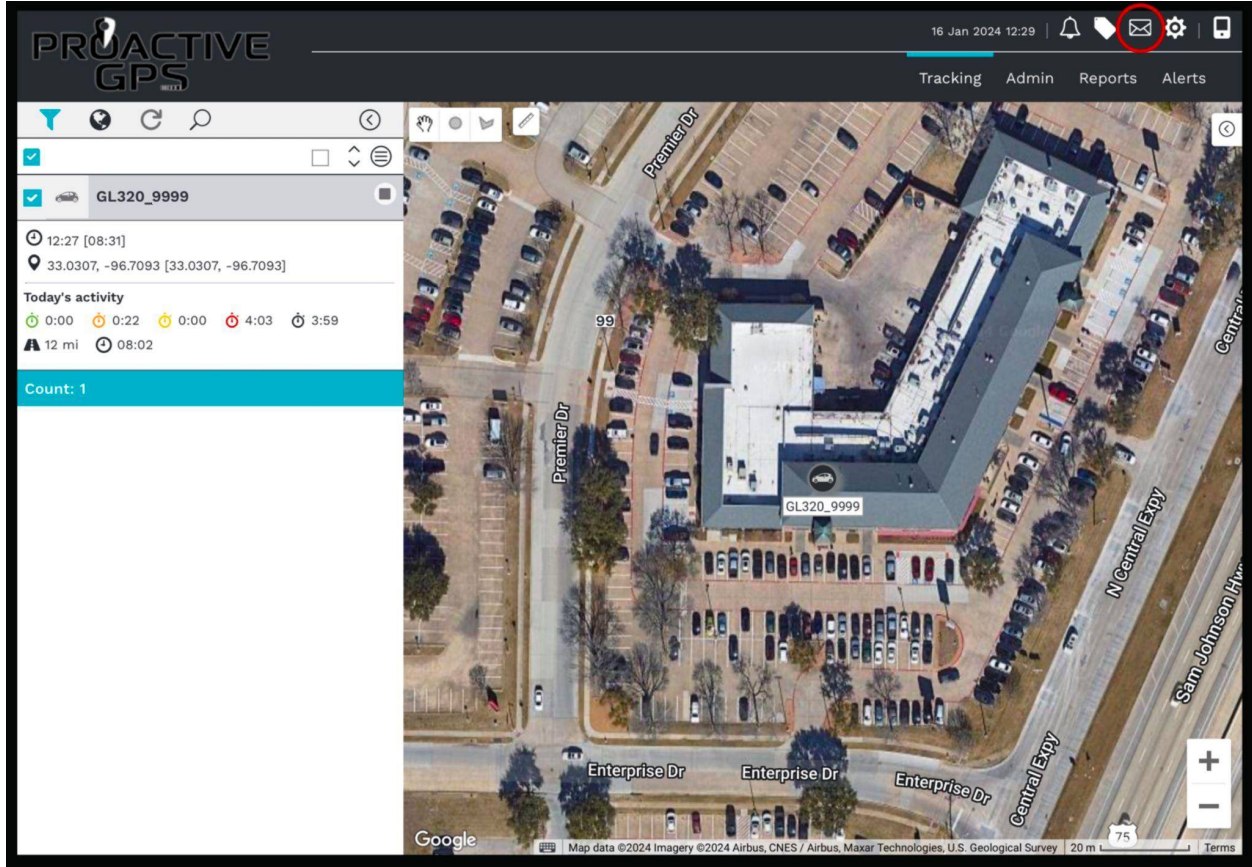
13:05 [12:59]  
33.0308, -96.7095 [33.0308, -96.7095]

Today's activity  
0:00 0:00 43:21 43:21  
0 mi 11:59

Count: 1

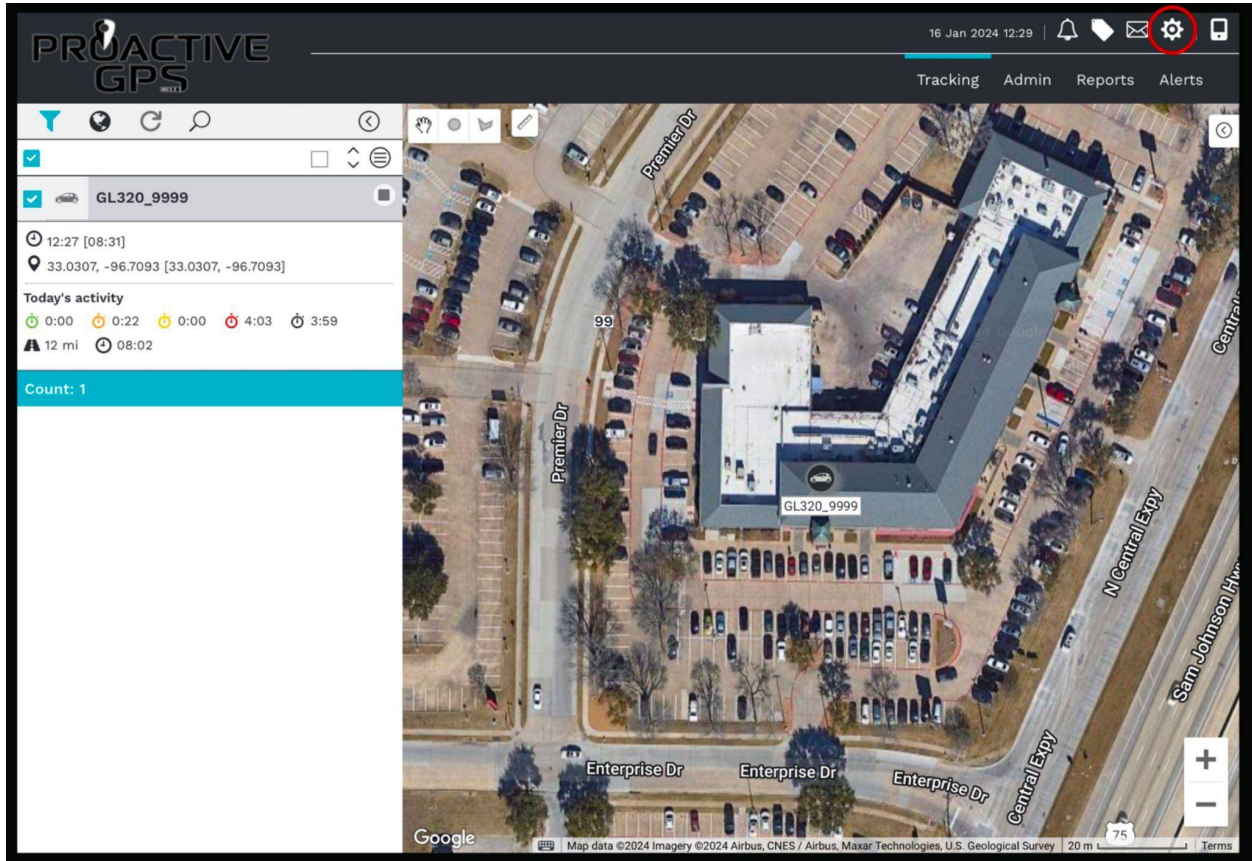
## Messages Icon:

Once a ticket has been submitted, the response will return as a message. Any further communication can be shared here.



## User Settings Icon:

Things such as display settings, map preferences, tracking view preferences, and password updating can be adjusted. The default display settings are set for optimization and are recommended for the best results. Refer to the following images if you need to default the setting.



## Settings



SYSTEM

MAP PREFERENCES

TRACKING

PASSWORD UPDATE

Display name:	<input type="text"/>
Timezone:	(GMT -06:00) Central Time (US) ⌵
Language:	English ⌵
Distance Measurement:	Miles ⌵
Litres or Gallons:	Gallons (US) ⌵
Speed:	Miles/h ⌵
Fuel Economy:	Miles/Gallon (US) (mpg) ⌵
Date format:	dd MMM yyyy e.g. 21 Jun 2009 ⌵
Celsius or Fahrenheit:	°F ⌵
Messages per page:	10 ⌵
Delete Messages Older Than:	365 Days ⌵
Start Screen:	Tracking ⌵
Play Audible Alert:	Off ⌵
Message Notification:	No ⌵

Save

# Settings



SYSTEM

MAP PREFERENCES

TRACKING

PASSWORD UPDATE

- Map type:
- Base Layer:
- Show Google POI Points:  ?
- Dynamic label size when zooming:  ?
- Show Driver Name As Unit Label:  ?
- Cluster Vehicles:  ?

	Show	Groups	Icon	Label	Areas	Zoom	Colour Code Label
Vehicle	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
Show traffic	<input type="checkbox"/>					16 <input type="text"/>	
Interactive Trip Graph	<input checked="" type="checkbox"/>						

Save

## Settings



SYSTEM

MAP PREFERENCES

TRACKING

PASSWORD UPDATE

- Move active inputs:  ?
- Reset zoom on auto update:  ?
- Show last known driver:  ?
- Hide Additional Diagnostic Info:  ?
- Show inactive inputs:  ?
- Show unit as arrow:  ?
- Show vehicle description:  ?
- Show diagnostic data:  ?
- Show input/output status:  ?
- Show driver name:  ?
- Show last data:  ?
- Show Last GPS Time:  ?
- Show vehicle location:  ?
- Show odometer/engine hours:  ?
- Show todays activity:  ?
- Highlight latest trip:  ?
- Address format:

	Address Element
<input checked="" type="checkbox"/>	Street Address
<input checked="" type="checkbox"/>	Location
<input type="checkbox"/>	Latitude/Longitude
<input checked="" type="checkbox"/>	[Latitude/Longitude]

Save

## **FAQ:**

### **Q: I need help with my device. What do I do?**

A: Open a Support Ticket located on the Top Menu, and a Tech Support Assistant will be with you shortly. Our support hours are Monday through Friday from 9 am to 5 pm CST.

### **Q: Why isn't my device showing up on the map?**

A: The device is either not on, has no power, or is in a position where it can not communicate data. Turn the device on, take it outside, and go for a short walk.

### **Q: How can I find an exact address for where the device currently is?**

A: The location of the device is given in longitude and latitude. You can highlight this on the website or through the app, open a map app, or Google Maps and paste.

### **Q: Where is the battery percentage?**

A: The battery percentage will be located above the tracker ID in the Vehicle Information Tab

### **Q: I'm having issues logging in. Is there something I'm doing wrong?**

A: The username and password are cap-sensitive, so ensure the information is correct. You can always use the forgot password to create a new password.