RoadScout's Mobile Tracker Quick-Start Guide

About Mobile Tracker

RoadScout's Mobile Tracker application is a service that allows business owners, supervisors, and dispatchers to see the location of an employee's mobile phone on an interactive web-based map.

Registering for Service

Getting started is easy. You can actually be online and tracking your mobile workforce within minutes. To get started, simply register at: www.roadscout.com

Getting Started

After registering, you will receive an email, verifying your registration information.

To start:
1. Go to www.roadscout.com
2. Click **Log in** at the top and sign in with your username and password.

3. The first time you log in, you will see a Privacy Consent page. After reading the terms, select the checkbox and click **I agree** to indicate privacy consent for all devices on your account.

Note: It's important to inform your employees that their devices can be located with this service. We encourage you to educate them on the rich features of the service and how they and the company will benefit.

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4. The default screen when you log in is the Dashboard management console. From here, you can manage your mobile workforce with the following features: Locate, track, message, breadcrumb, and much more.

Tip: Don't forget to bookmark your Dashboard web page for easy access.

Creating Groups

Organize your employees by job, location, or specialty, with our Grouping feature.

1) Click on **Dashboard**.
2) Click on **Groups**.
3) Then click on the **Create Group** link.
4) Name the Group, then click **Create**.

Adding Users

1) Click on **Dashboard**.
2) Click on **Users**.
3) Then click on the **Add User** link.
4) Fill in the user's information in the pop-up window.

To add an Employee to a Group:
5) Checkmark the appropriate Group(s) that apply to that employee, then click **Add**.

Locating Employees

Locate employees individually or by group.

To located an individual employee:
1) Click on the **Dashboard** tab.
2) Select the **Users** tab.
3) Checkmark the employee(s) you'd like to locate and they will appear on the map to the right.

Tip: You can also choose to view only Active or Inactive users by clicking on the filter; or search for an employee by typing a name in the Search box at the top.

To locate a group of employees:
1) Click on the **Dashboard** tab.
2) Select the **Groups** tab.
3) Checkmark each Group you'd like to locate.

Troubleshooting Tip: You may not be able to locate an employee when their mobile phone is:
• Out of the coverage area
• Not powered on
• In use for a voice call or a data session

Hot-Tracking Devices

This feature allows you to "follow" an employee.

To Hot-Track an employee:
1) Click on the **Dashboard** tab.
2) Select the **Users** tab.
3) From the list, click on the employee's name. A drop-down list will appear. Click on **Hot Track** and the map will zoom in and track that employee until you cancel.

Troubleshooting Tip: Hot-tracking function can only be enabled when user is "Active" (logged-in to the system).

Breadcrumbing Users

This feature allows you to view a time-stamped historic trail for an employee.

To Breadcrumb an employee:
1) Click on the **Dashboard** tab.
2) Select the **Users** tab.
3) From the list, click on the employee's name and a drop-down list will appear. Click on **Breadcrumb**.
4) Select the time-frame you would like to view, then click **OK**. A breadcrumb trail will appear on the map. You can click each point to see the location, speed, and time stamp.

Using Messaging

To read messages:
1) Click on the **Messages** tab.
2) Select the **Inbox** tab.
3) In the left pane, you can filter and search your messages or all messages in the system. The right window displays all messages.

To reply to a message:
1) Within the **Inbox**, select the message you'd like to reply to and click on the **Actions** drop-down button.
2) Select **Reply** or **Reply All**.
3) Type your response in the body and click **Send**.

To compose a message:
1) Click on the **Messages** tab.
2) Select the **Compose** tab.
3) Type in the name of the employee(s) you wish to send the message to **OR** click on the **To** button and select names from the list.
4) Type your message and then click **Send**.

To view a list of sent messages:
1) Click on the **Messages** tab.
2) Select the **Sent** tab.

Setting Alerts

Speeding, geofencing, idle, low-battery and more.

To view or edit alerts:
1) Click on the **Settings** tab.
2) Select the **Alerts** tab.
3) This screen displays all the **Alerts** you have created. Click on the **Actions** drop-down button to View details, **Edit**, or **Delete** it.

To create an alert:
1) Click on the **Settings** tab.
2) Select the **Alerts** tab.
3) Click on **Create Alert** link. This screen allows you to set Speed, Idle, Geofence, Low-battery, and

Low Signal Alerts.
4) Select the **Alerts**, then how you would prefer to be notified (ie: via the Messaging system, or by email, or both.)
5) Finally, choose what User(s) or Group(s) these alerts apply to and click **OK** to save.

Notifications

Alert notifications are handled within our **Messaging** system. Alerts are displayed as a red badge icon (❺) on the Messaging tab.

To view alerts:
1) Click on the **Messaging** tab.
2) Select the **Alerts** tab.
3) You can view and delete Alerts from here.

Reports

Select from pre-set Reports or filter your own.

1) Click on the **Reports** tab.
2) Select an Employee or Group from the drop-down menu.
3) Select which report you would like to view.

Tip: Data is maintained for three months. You can export reports and data in either CVS or PDF format at any time.

Setting Permissions

Role-based access controls are an integral part of the RoadScout Mobile Tracker system.

To set permissions and access:
1) Click on the **Settings** tab.
2) Select the **System** tab.
3) Choose which employees or groups have access to the system and/or features.

Tip: The default permission for access to the Dashboard management console is provided to your company's Administrator only -- this is typically the individual who registered for RoadScout Mobile Tracker service.

Feedback

We appreciate all feedback -- good or bad. That's why we've conveniently located Feedback buttons in both the web Dashboard and in our mobile application. This way you and your employees can help us continually improve our service.

Have an idea for a new feature? We'd love to hear from you. Send us an email or call us toll-free at **855-877-1800**.

If you love what we do, please tell others.

We're social too. Become a fan at: