

## MagTrack+ on MyGeotab FAQ

### How do I log into my account?

To log into your account, please go to <https://my.Geotab.com/>. This will take you to the homepage where you can enter your email address and password to access your account.

### How do I create a new user?

To create a new user please go to the 'Systems' page under the Administration tab on the left-hand side. Then click on the 'Add' button along the top which will lead you to a new box to enter the user's information. Please add the required details and save the new user. They will then receive their log in credentials to their email.

### How do I add a new device?

To register your device to your account, or to add a new one please go to the 'Assets' tab along the left-hand side of the portal. From here, click on the 'Add New Asset' button in the top right which will bring you to a new page. Here please enter the required details, including the Geotab ID number that is associated to the unit.

### I have set up my new device, but why can't I see it on my account yet?

Once the device has been set up, it will not show on your account until the unit next reports in and this will be dependent on what mode your device is in. If the device is in Standby or Transport mode, it could take up to 24 hours.

### What are the different modes on the MagTrack+?

There are four modes which the unit can be placed into. Each allows the unit to report in at different frequencies whilst moving and static, and each has a different level of impact on the battery drain.

The four modes are Standby, Transport, Monitoring and Theft. The mode determines how often the unit reports into the system. The mode has two types of reporting, Static and Movement. The static mode is consistent reporting based on a time interval and movement is a dynamic reporting based upon both GPS sensed movement and a time interval.

- Standby mode, the unit will report in once a day and not update during movement.
- Transport mode, the unit will report in hourly during movement and once a day when stationary.

- Monitoring mode, the unit will report in every 10 minutes during movement, and every four hours when stationary.
- And in Theft mode, the unit will report in every minute when moving and every 15 minutes when stationary.

### **How long will the battery last?**

Battery drain depends on the selected mode. Monitoring mode has a medium battery drain and Theft mode has a high battery drain. Standby and Transport both have a low battery drain on the unit.

### **My unit is showing a low battery, what do I need to do now?**

You will need to place the unit on charge for a few hours. A charging lead will have been supplied when your first received the unit.

### **How do I change the mode on my MagTrack+ unit?**

Select the vehicle you wish to change the mode on from the drop-down list on the right-hand side of the screen. Then click on the mode you would like to change it to. This will then show as 'pending.' Once the unit next reports in, it will update to the new selected mode.

### **How do I set up an alert for my MagTrack+ unit?**

Select the vehicle from the drop down on the right-hand side of the screen. There are two alerts you can set up for the unit: Movement Alert and Power Loss Alert. Flick the toggle on the alert(s) you would like to receive and then enter the required email address to receive the alerts. Remember to click the '+' sign once you have entered your email address to add the user and then update to save. You can set up the alerts to multiple recipients.

The Power Loss alerts generate when the unit notices a drop in voltage and the unit losing its power. This is likely to be due to the battery being low on the unit or the unit failing.

### **How do I edit the vehicle/asset details of my device?**

Select the vehicle from the list on the left-hand side and then click on the pencil image above the list to edit the details. Here you can update details such as name, asset type and mileage. Once completed click save in the top left to keep the added details.



## **How can I see the vehicle/asset on the map?**

There is a section on the left-hand side named 'Map.' If you go here your vehicles will show on the map. To highlight one specific unit, select the name from the drop-down list to focus in on that one vehicle.

## **Is there an app version of the portal?**

You can download the app from the app store at

[https://apps.apple.com/us/app/myGeotab-fleet-management/id1188496424.](https://apps.apple.com/us/app/myGeotab-fleet-management/id1188496424)