

Company Support

- We provide support & troubleshooting for the MagTrack+ device and the add-in within the MyGeotab platform.
- This includes modes, alerts and information related to the position of the asset.

Support Contacts

- Email: saasoperations@matrixiq.com
- Phone: 1-860-288-4672
- Support Hours: M-F 08:00am – 05:00pm BST

Service Levels

- Critical: when the Telematics Data Service experiences a system failure or significant risk of data loss, disruption to business operations, or compromise of system and data integrity. In such cases, there is no immediate workaround available for the identified problems.
- Major: a high-impact business condition possibly endangering the operation of the Telematics Data Services. The Services may operate but are severely restricted.
- Minor: a low-impact business condition with many of the functions of the Telematics Data Service still usable; however, some circumvention may be required to allow the Service to operate.
- Trivial: a minor problem or cosmetic flaw or question that does not affect the function of the Telematics Data Services.

Priority Level	Response Time	Provision of Repair
Critical	120 minutes	24 hours
Major	6 hours	48 hours
Minor	24 hours (within working week)	7 working days
Trivial	2 weeks	30 working days

Support Quick Links

- [Adding Users to MyGeotab](#)
- [Adding a New Asset](#)
- [Viewing Vehicles on a Map](#)
- [Editing Vehicle Details](#)
- [Changing MagTrack Modes](#)
- [Adding an Alert](#)