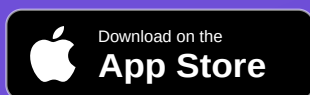




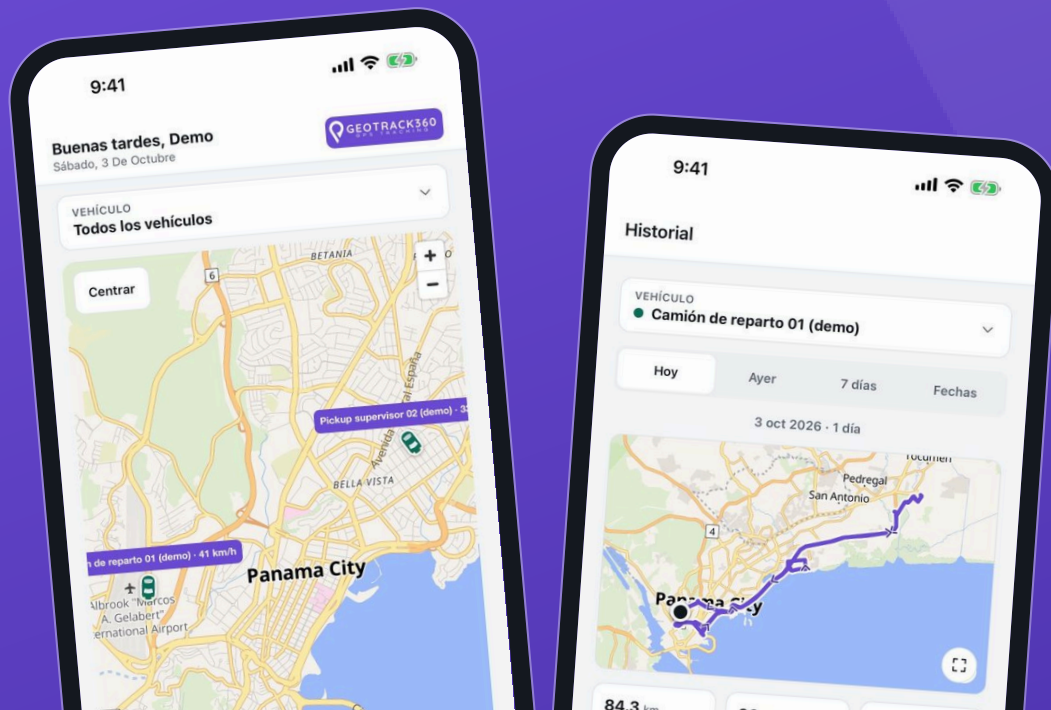
CUSTOMER GUIDE

# User guide

See your vehicles in real time, review their trips, get alerts and protect your fleet from your phone.



Available for iPhone and Android



# 1

START HERE

## Getting started

GeoTrack360 works on iPhone and Android. Your company gets its access details from the GeoTrack360 team.

### Download the app



### Sign in

- 1 Open the app and enter your **Email** and **Password** . Turn on **Remember my email** if you don't want to type it every time.
- 2 Tap **Sign in** . Your session stays open and closes by itself if your access stops being valid.
- 3 If you forgot your password, tap **Forgot your password?** , enter your email and you will get a 6-digit code valid for 15 minutes. Check your spam folder too.

### Five tabs, everything at hand

Map

Vehicles

History

Geofences

Account

#### Administrator

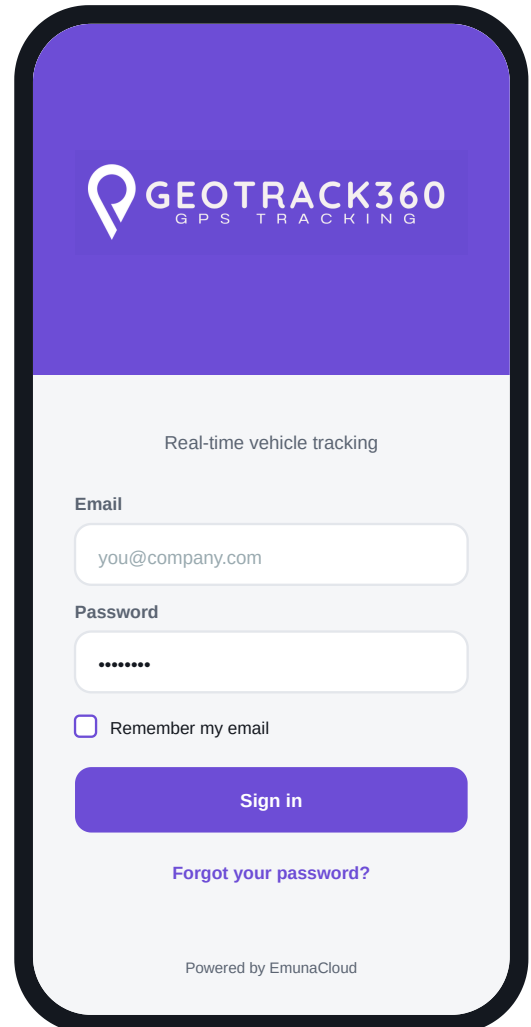
Sends commands, creates geofences, changes the speed limit and manages maintenance.

#### Viewer

View only. If you don't see a button from this guide, ask your administrator.

#### Language

Some screenshots show the app in Spanish. In **Account** → **Settings** you can switch to English and the screens use the labels shown in this guide.



Sign in

## 2

YOUR FLEET, RIGHT NOW

# Live map

This is the main screen. It shows all your vehicles and refreshes by itself every few seconds while the app is open.

**Moving**

Shows its speed

**Stopped**

Parked, with signal

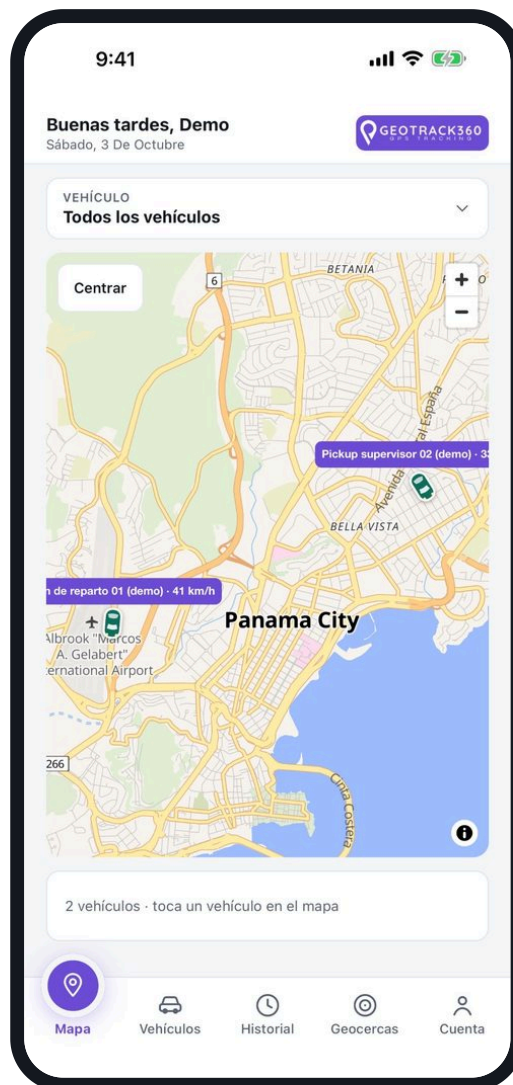
**No signal**

No recent data

- Each vehicle shows its name and speed, for example **Delivery truck 01 · 41 km/h**.
- The **Vehicle** selector lets you see **All vehicles** or pick just one.
- **Center** frames the map on your fleet, and the + and – buttons zoom in and out.
- Tap a vehicle to see its card. **Details** opens its full page.

**What does “data from 20 min ago” mean?**

The device has not sent a new position, perhaps because it is in a garage or out of coverage. You see the last one received.



Live map

# Vehicles and their page

The **Vehicles** tab lists your fleet with the status of each one. Tap one to open it on the map and go to its **Details**.

## What the vehicle page shows

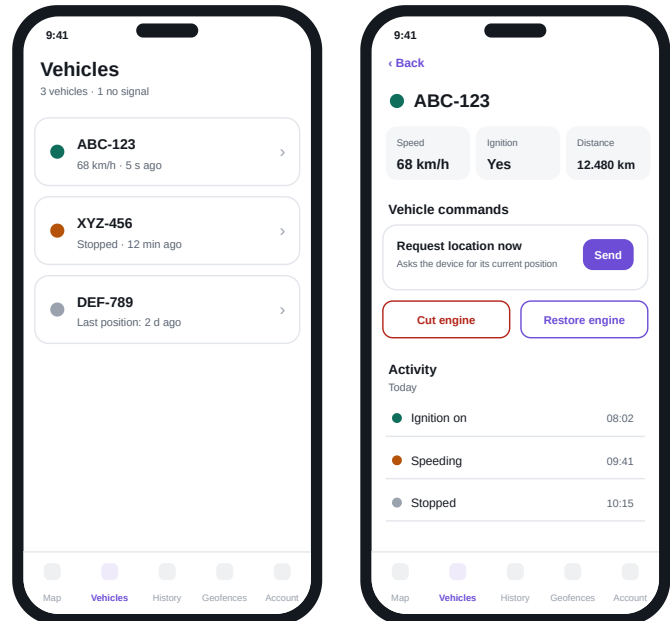
- Current **Speed** and **Ignition** (On / Off).
- Total **Distance traveled** by the device.
- **Activity** for today or the last 7 days. Alerts appear first and routine activity stays collapsed.
- **Command history**: who sent each command, when, and with what result.

## Events you will see in Activity

Ignition on   Ignition off   Started moving  
Stopped   Speeding   Entered a geofence  
Left a geofence   Alarm   Device offline

### Tip

If a vehicle shows “No signal” for a long time, check that it has power and contact support.



Vehicle list

Vehicle page and commands

From the vehicle page you can send two commands. Only administrators use them, and they require an active subscription.

## Request location now

Tap **Send** and wait for confirmation: you will see “Position updated”. If 60 seconds pass with no answer, use **Check again**.

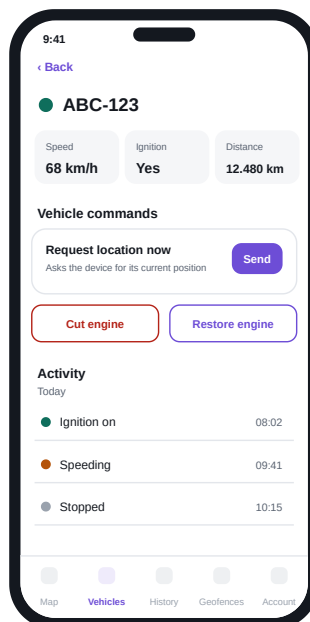
## Cut and restore the engine

- 1 Open the vehicle page and tap **Cut engine**.
- 2 With the vehicle stopped, press and hold **Hold to cut the engine**. It is recorded under your name.
- 3 To let it start again, tap **Restore engine** and confirm.

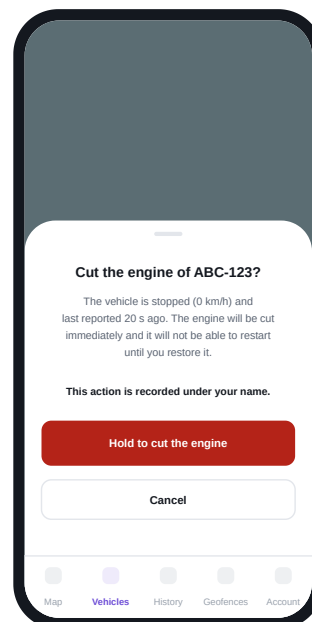
If it is moving or has no signal, choose **Cut when it stops**: the cut is scheduled and applied automatically once it stops, expires after 12 hours and you can cancel it. If the device is offline, the command is queued until it reconnects.

### Emergency cut (optional)

Lets you cut a moving vehicle and is disabled by default. It can disable power steering and brake assistance and cause an accident. An administrator must enable it by accepting a legal notice, and every use is recorded and notified. Use it only in real emergencies; it may not work at high speeds.



Vehicle page and commands



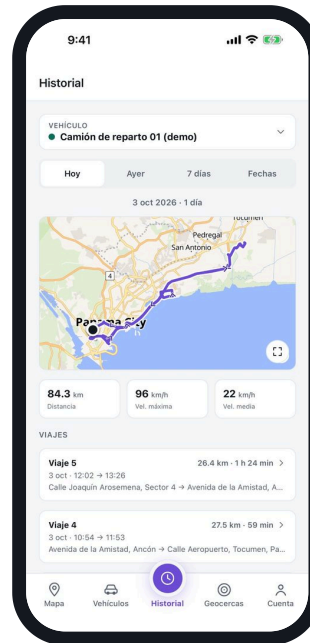
Confirm the engine cut

Review where each vehicle went, how far it traveled and how fast.

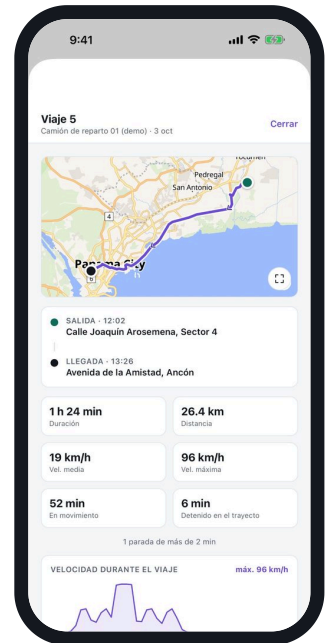
- 1 Open **History** and choose the vehicle in the selector.
- 2 Pick the period: **Today** , **Yesterday** , **7 days** or **Custom** (up to 31 days).
- 3 You will see the route on the map and a summary with **Distance**, **Max speed**, **Avg speed** and the list of **Trips**.
- 4 Tap a trip to see departure and arrival, duration, stops of more than 2 minutes, a speed chart and events.

#### Export your reports

With **Export CSV** or **Export PDF** you download the trip report for the period, for your records or to send to someone else.



Trip history



Trip details

A geofence is a zone on the map, such as your workshop, a customer or a city. When a vehicle enters or leaves it you get an alert.

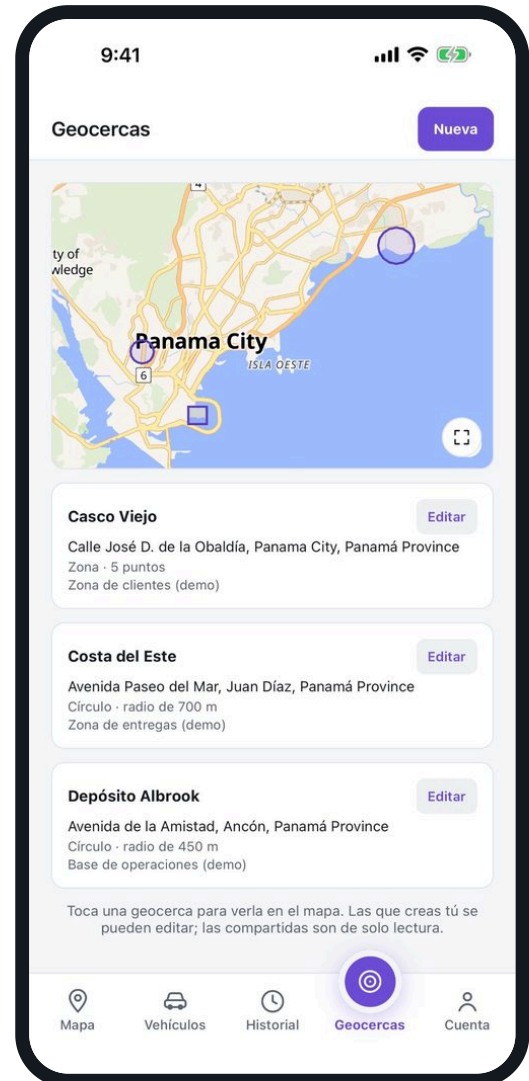
- The **Geofences** tab shows a map of all your zones on top and the list below, with address, type and description for each.
- The ones your company creates can be edited. Those shared by GeoTrack360 are read-only.

## Create a geofence (administrators)

- 1 Tap **New**.
- 2 Tap the map to set the center, or use **My location**.
- 3 Enter a **Name** (up to 60 characters) and adjust the **Radius**.
- 4 Tap **Save geofence**. To remove one, open it and use **Delete geofence**.

### Limit

Each company has a maximum number of geofences. If you reach it, delete one to create another.



Geofences

# 7

ALERTS YOUR WAY

## Notifications

Get alerts on your phone when something important happens, without watching the map.

### Turn them on

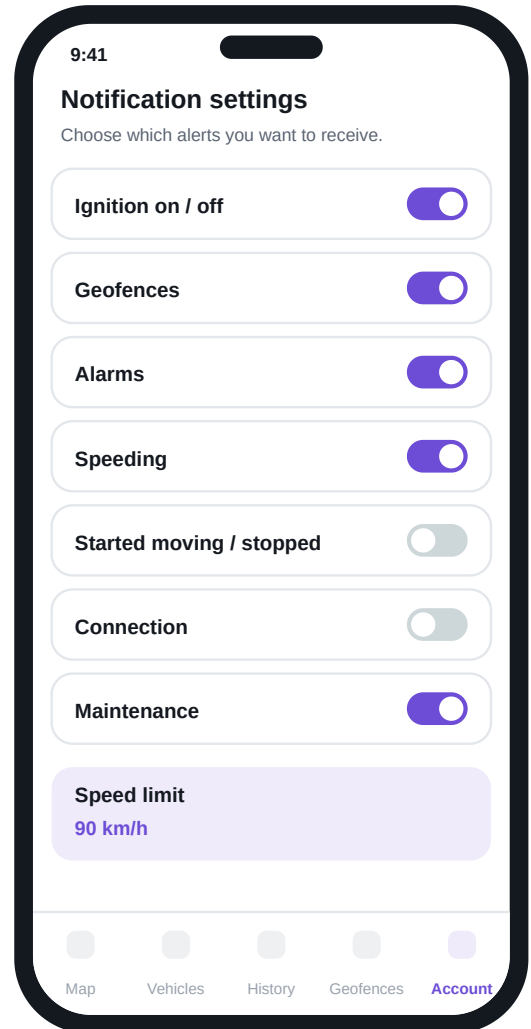
Go to **Account** → **Notifications** and tap **Turn on notifications**. If the system blocks them, use **Open settings** and allow them.

### Choose which alerts you get

|                                 |                                                                     |
|---------------------------------|---------------------------------------------------------------------|
| <b>Ignition on / off</b>        | a vehicle is switched on or off                                     |
| <b>Geofences</b>                | a vehicle enters or leaves a zone                                   |
| <b>Alarms</b>                   | the battery is disconnected, low battery, possible accident or fall |
| <b>Speeding</b>                 | a vehicle goes over your limit                                      |
| <b>Started moving / stopped</b> | it starts or stops (can be many alerts)                             |
| <b>Connection</b>               | a tracker goes offline or reconnects (can be many)                  |
| <b>Maintenance</b>              | a vehicle reaches the mileage of a task                             |

### Speed limit and weekly summary

The administrator sets one limit for the whole fleet and taps **Save speed limit**. With **Weekly fleet summary**, every Monday you get an email with last week's kilometers, speeding events, zone exits and alarms.



Notification settings

## Maintenance by kilometers

On the vehicle page, the **Maintenance** card reminds you of tasks such as oil changes.

- 1 Tap **Add**, enter the task and every how many km it repeats.
- 2 The card shows how many km are left or by how many it is overdue.
- 3 When you do it, tap **Mark as done** and the count starts over.

## Fuel estimate

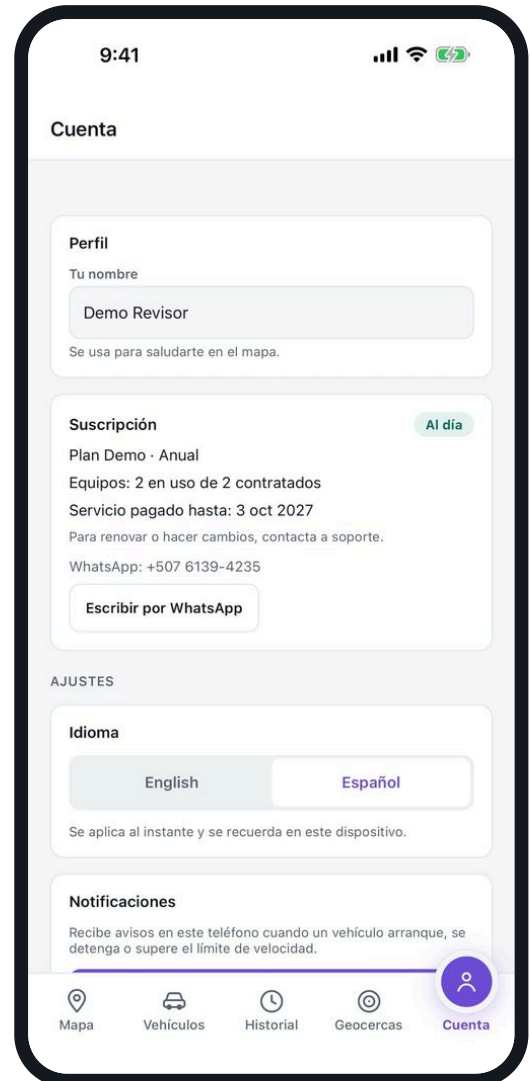
In **Fuel** you enter the price per gallon and each vehicle's km per gallon. The weekly summary estimates consumption and cost. It is an estimate: it does not measure actual consumption or detect fuel theft.

## Your account

- **Profile:** your name for the greeting on the map.
- **Language:** English or Español, applied immediately.
- **Password:** at least 12 characters.
- **Subscription:** plan, devices in use versus contracted, and the date the service is paid through.

### Subscription notices

A banner warns you when it is about to expire. After the grace period the service is limited: you can still see the map but commands are turned off. To renew, use **Message on WhatsApp** on the Subscription card.



Account and subscription



GOT QUESTIONS?

# Frequently asked questions

## **My vehicle shows “No signal”.**

The device has not sent data recently. It usually happens in garages, tunnels or areas without coverage and fixes itself when signal returns.

## **I am not getting notifications.**

Check in Account → Notifications that they are on, that the system allows them and that the category is enabled. Speeding alerts also need a saved limit.

## **“Cut engine” is disabled.**

It happens if the vehicle is moving or has no signal, if your user is a viewer or if the service is limited. You can schedule the cut for when it stops.

## **The command shows “Queued”.**

The device was offline. It will run when it reconnects; check the vehicle’s command history.

## **My company is not set up or is suspended.**

Contact GeoTrack360: your vehicles need to be linked or the subscription regularized.

## **I need another user or to add a vehicle.**

Ask GeoTrack360 support. These changes are not made from the app.



## **Need help?**

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EMAIL **ventas@geotrack360.com**

WEBSITE **www.geotrack360.com**

