Customer Software User Manual

FOR ALL YOUR TRACKING AND REPORTING NEEDS

Please take the time to review the user manual prior to operating the system. QUIKTRAK aim to provide an efficient and easy to operate web tracking interface. This user manual contains information you will need to operate the system efficiently and utilise its features.

Please stay tuned as we continually provide updates and added features. If you have a suggestion do not hesitate to email support@quiktrak.com.au.

From the management and staff of QUIKTRAK, we wish you happy tracking!

Should your tracking window not open, please ensure that the pop-up blocker function is disabled for this website.

ACCESSING THE ONLINE PORTAL

Please follow the below steps to access the online portal.

1. Open a new web browser. It is recommended to use Google Chrome.

2. Enter http://quiktrak.co/ into the URL / Address bar.

3. Enter your **LOGIN/USER NAME** and **PASSWORD** into the designated boxes. If English is not your preferred language modify the **LANGUAGE FIELD** to browse our language options.

4. Once the correct LOGIN/ USERNAME and PASSWORD are entered click the **LOGIN** button.

Once you have logged into the online portal the home screen with automatically display with the live tracking information for your asset/s.

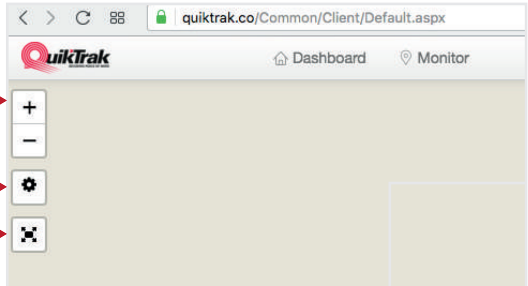
Asset Page

From this screen you can perform the below functions

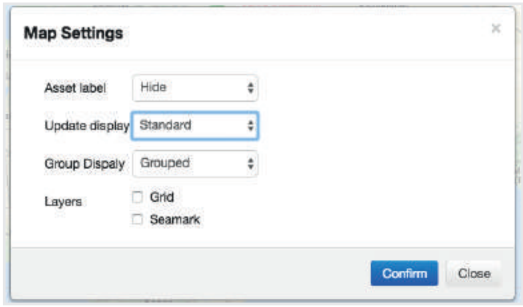
- View live tracking updates and status information
- Edit an assets information
- Open an individual tracking window
- Create a playback
- Use Street View
- Quick links for reports

HELPFUL HINTS:

- To zoom in on an asset use the **ZOOM** function, this is on the left hand side of the map.
- To view the asset names click the **LABEL** function or to expand the map to the whole screen click the **EXPAND** function.



- The labels allows you to determine how the page is viewed.



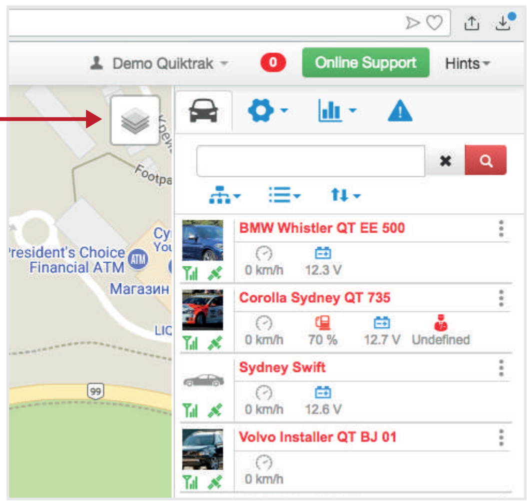
ASSET LABEL - This allows for the asset names to be displayed or not.

UPDATE DISPLAY - ANIMATION will show the unit continually moving across the screen, STANDARD will show the location per update.

GROUP DISPLAY - GROUPED allows you to see a total number of assets on one location, INDIVIDUAL allows for all assets to be seen on the one location

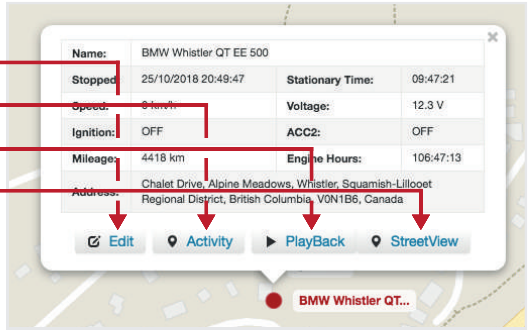
LAYERS - GRID will provide the longitude and latitude on the map, SEAMARK is for

- To change between **MAPPING OPTIONS** select the map function.



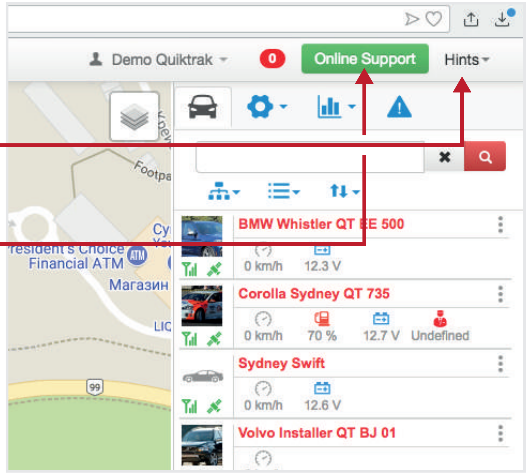
• The information bubble includes shortcuts to:

- **EDIT** the asset details
- Create an **ACTIVITY REPORT**
- Create a **PLAYBACK**
- Open **STREET VIEW** for the assets current location



• View our **HINTS** section on the main page once you have logged in for a quick and easy to follow tutorial on how to run reports, create geofences and more.

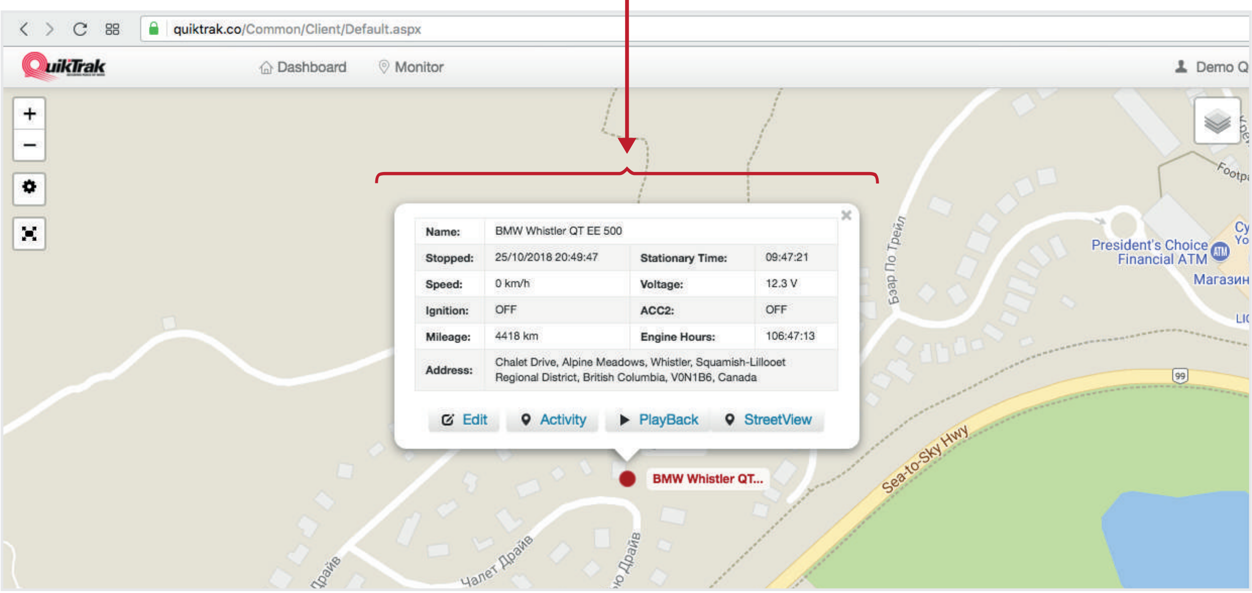
• Have an issue? Lodge an online ticket via the **ONLINE SUPPORT** option within your home page.



The **INFORMATION** bubble provides:

- Asset name,
- Stopped time
- Stationary time
- Current sped
- Current voltage (if compatible hardware is fitted)
- Ignition state
- Mileage
- Engine hours
- Address

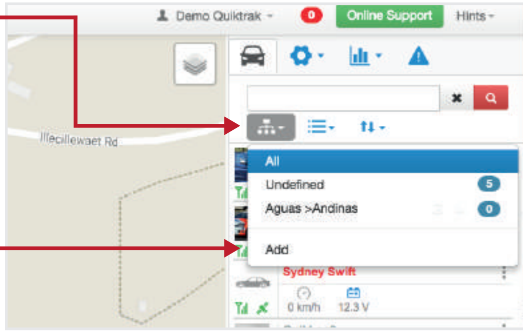
• Quick links to other functions
- Edit the asset details
- Create an activity report
- Create a playback
- Use street view

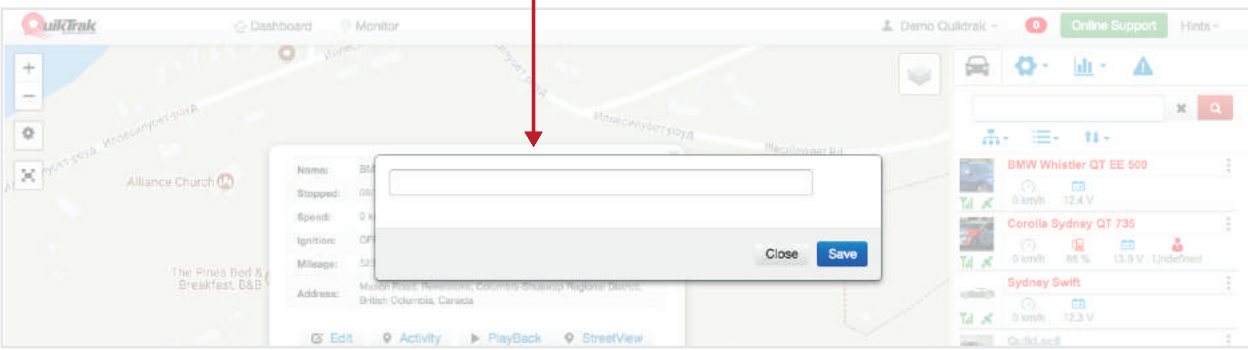


GROUPINGS AND DISPLAY

Creating groups allows for an easy way in which to view a particular part of your fleet, for example heavy vehicles and light vehicles.

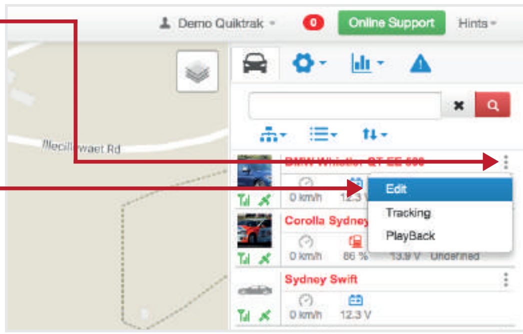
1. Click on the **GROUP** icon.
2. Click **ADD**, this will open a new.
3. **ENTER** the group name.
4. Click **SAVE**.

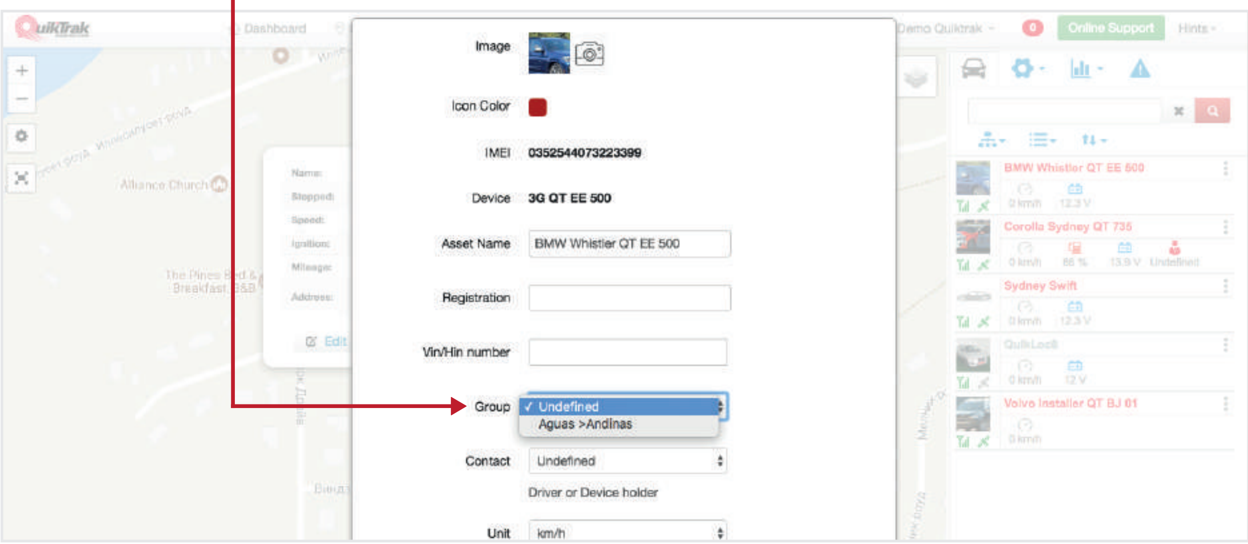




To assign an asset:

1. Select the **OPTIONS** icon.
2. Select the **EDIT** option.
3. Change the **GROUP** field to the desired group name.

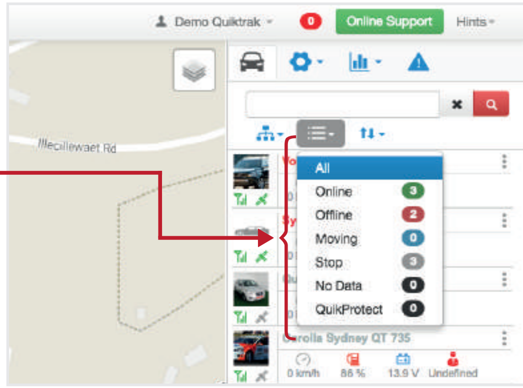




ASSET STATUS GROUPINGS AND LIST MANAGEMENT

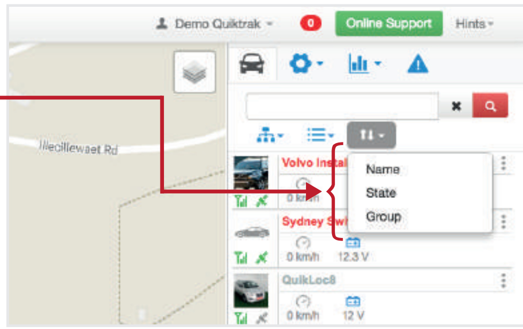
The portal will already allow for groupings and list preferences based on the asset state or details. The **STATE** option will allow you to see assets base on:

- **ONLINE** - Updating information currently.
- **OFFLINE** - not updating information currently.
- **MOVING** - Updating and in motion.
- **STOP** - Asset that are online and stationary.
- **NO DATA** - Assets that have not transmitted any data.
- **QUIKPROTECT** - A solution type.



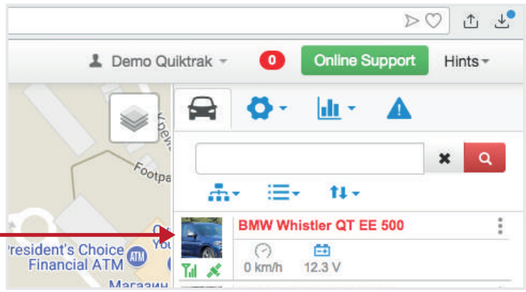
The list function will allow the asset list to generate based on:

- Asset **NAME** - This is alphabetical.
- Asset **STATE** - This is based on the above mentioned states.
- Asset **GROUP** - This is based on groupings in an alphabetical order.

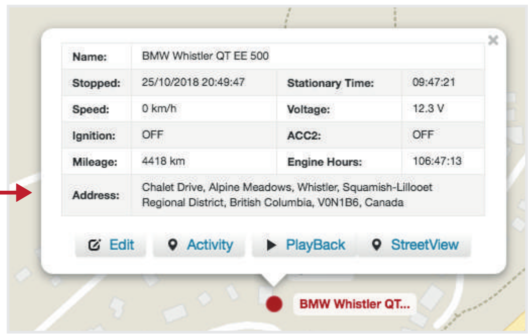


VIEW ASSET LIVE TRACKING

1. Click on the **ASSET NAME**, this is on the right hand side of the screen. This will zoom in on the asset.



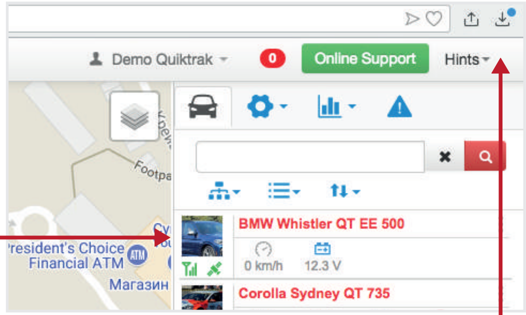
2. The asset will move along the screen as it updates. Update intervals are determined by the vehicles movement. The **INFORMATION** bubbles will provide the asset status and movement details.



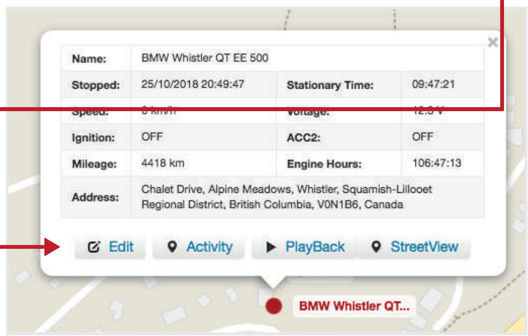
Should you wish to swap between multiple assets simple click on the asset name as outlined in step 1.

HOW TO EDIT THE ASSET DETAILS

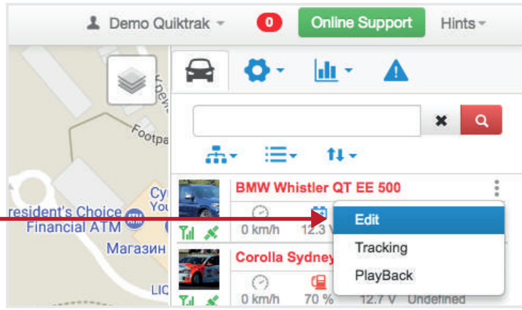
1. Click on the **ASSET NAME**, this is on the right hand side of the screen.



2. Select the **EDIT** option on the information bubble OR the options hyperlink. The **OPTIONS** hyperlink is 3 vertical dots.

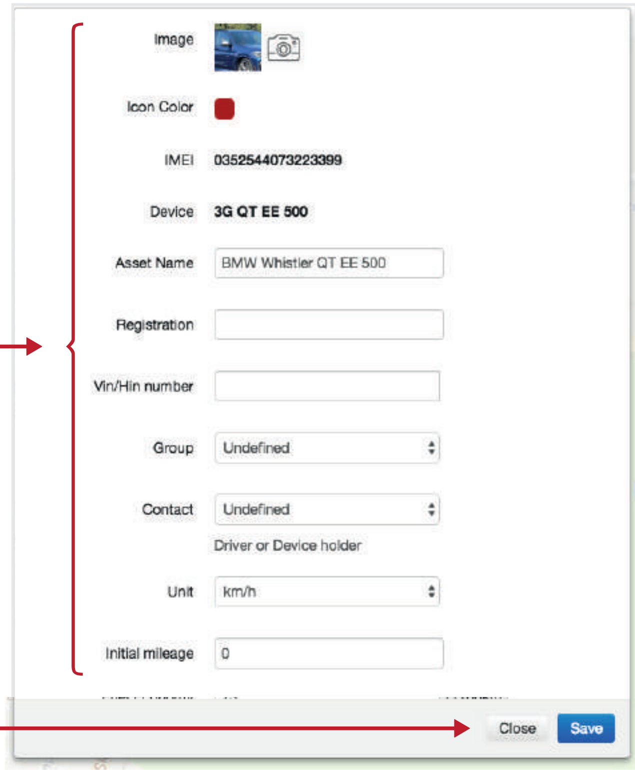


3. Select the **EDIT** option. This will open up a new window.



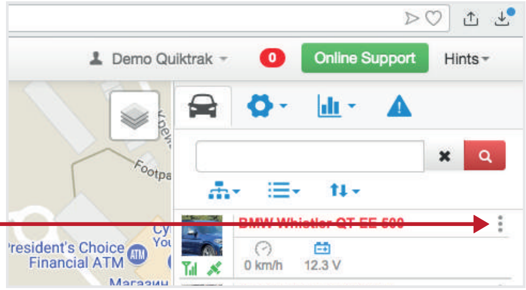
4. **MODIFY** the information as required.

5. Once the information has been updated click **SAVE**. If you do not want to save the changes click **CLOSE**.

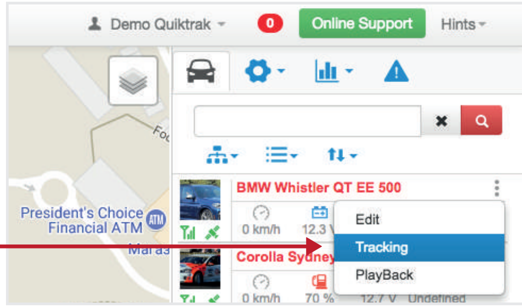


OPENING AN INDIVIDUAL TRACKING WINDOW

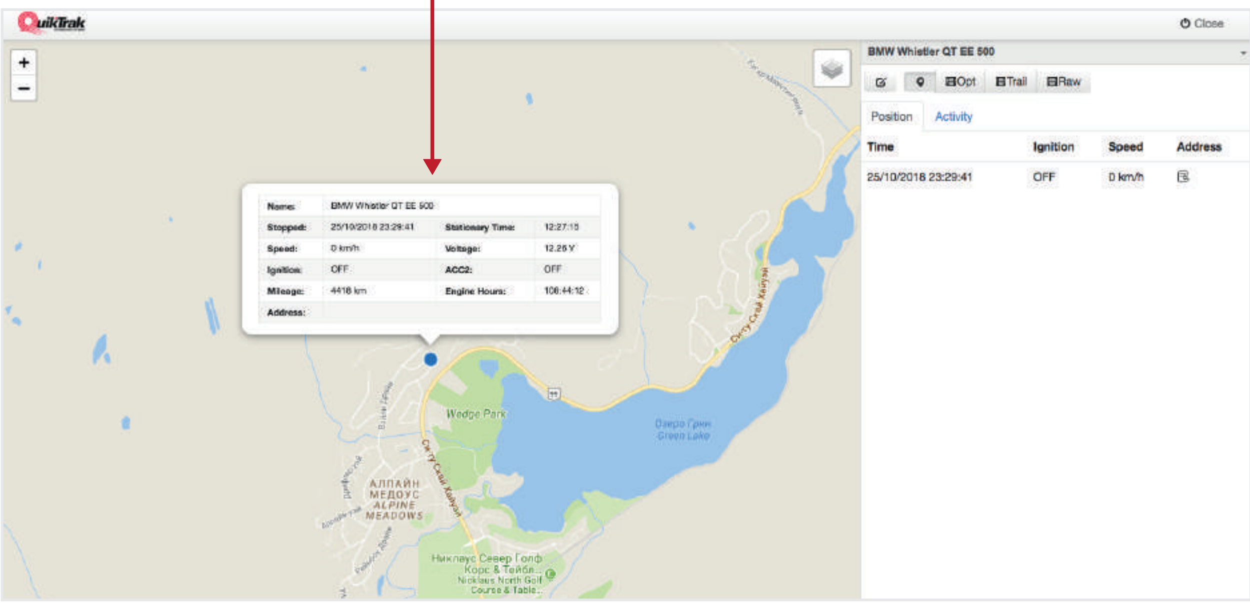
1. Click on the **ASSET NAME**, this is on the right hand side of the screen.
2. Select the **OPTIONS** hyperlink.



3. Select the **TRACKING** option.



4. This will display the asset in its own **WINDOW** and log the route taken as below



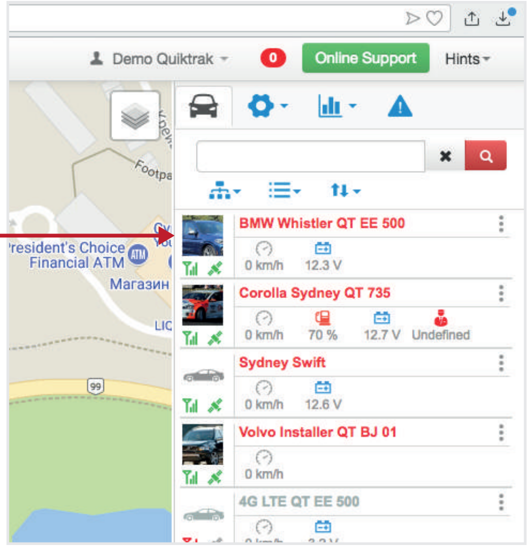
HISTORICAL PLAYBACK (BREAD CRUMB TRAIL)

A **HISTORICAL PLAYBACK** will provide all the updates an asset has provided during the period requested. Please note that due to the amount of data that is required it is limited to a 14 day timeframe. The **PLAYBACK** will provide

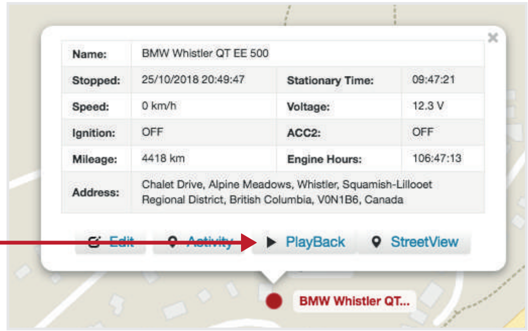
- Update location,
- Ignition state,
- Speed,
- Address and
- The information bubble – Voltage, Mileage and Engine hours

OPTION ONE

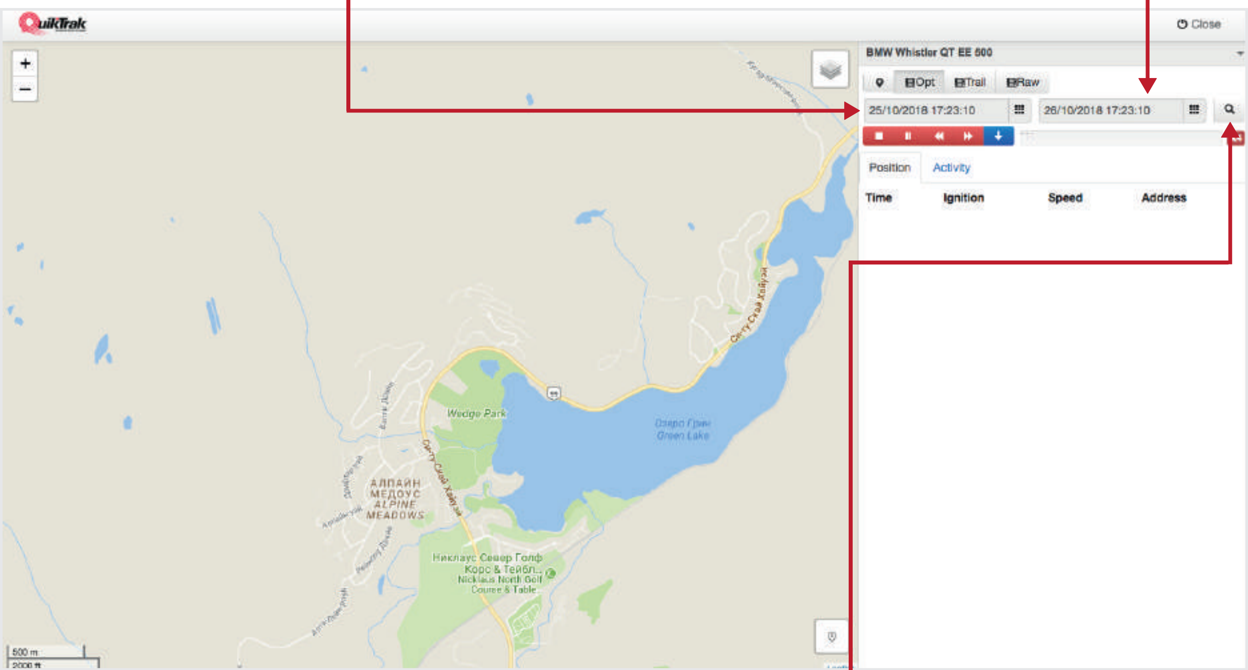
1. Click on the **ASSETS NAME**, this will then display the information bubble on the map.



2. Click the **PLAYBACK** option on the information bubble. This will load the playback screen.

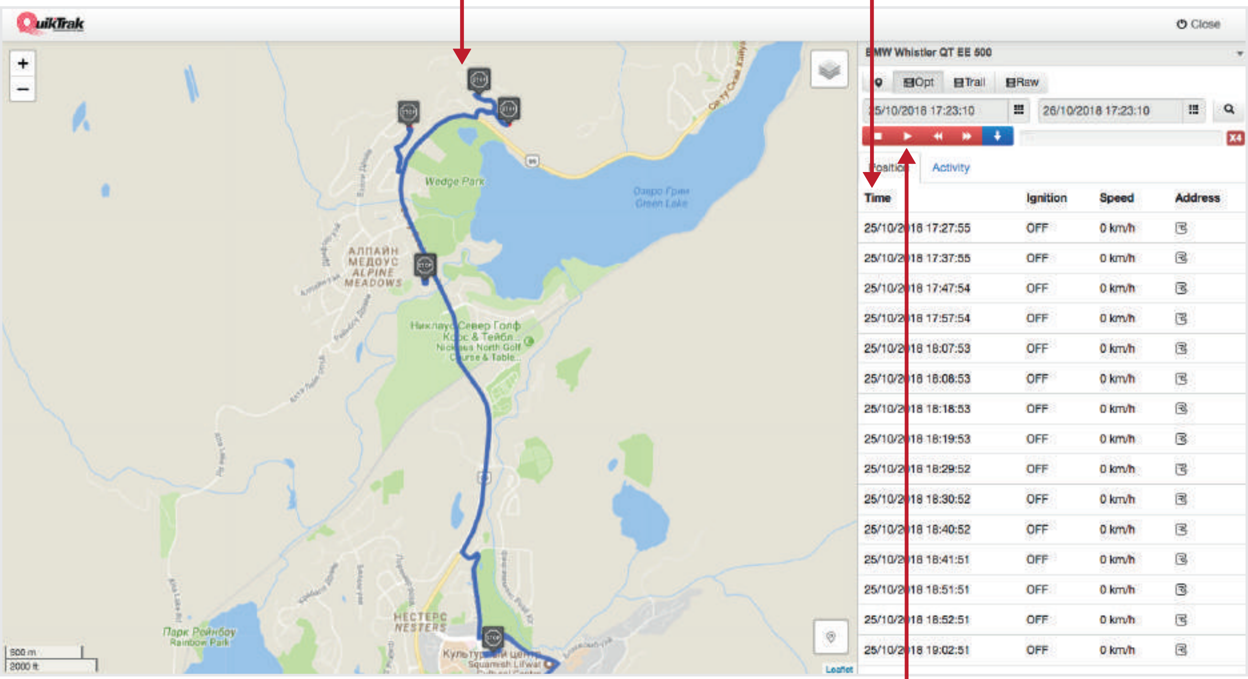


3. Set the Date and Time intervals required on the boxes. The right is the **END** time and the left is the **START** time. You Must click on a date, then hours then minutes to set the time date range.



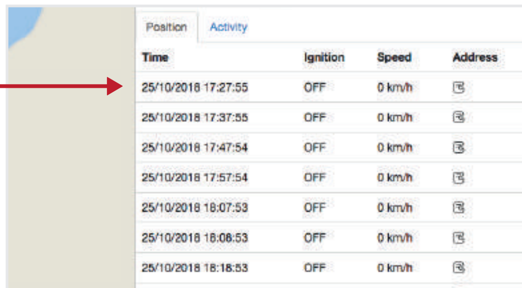
4. Once the appropriate dates have been set click the **MAGNIFYING GLASS** to request the playback.

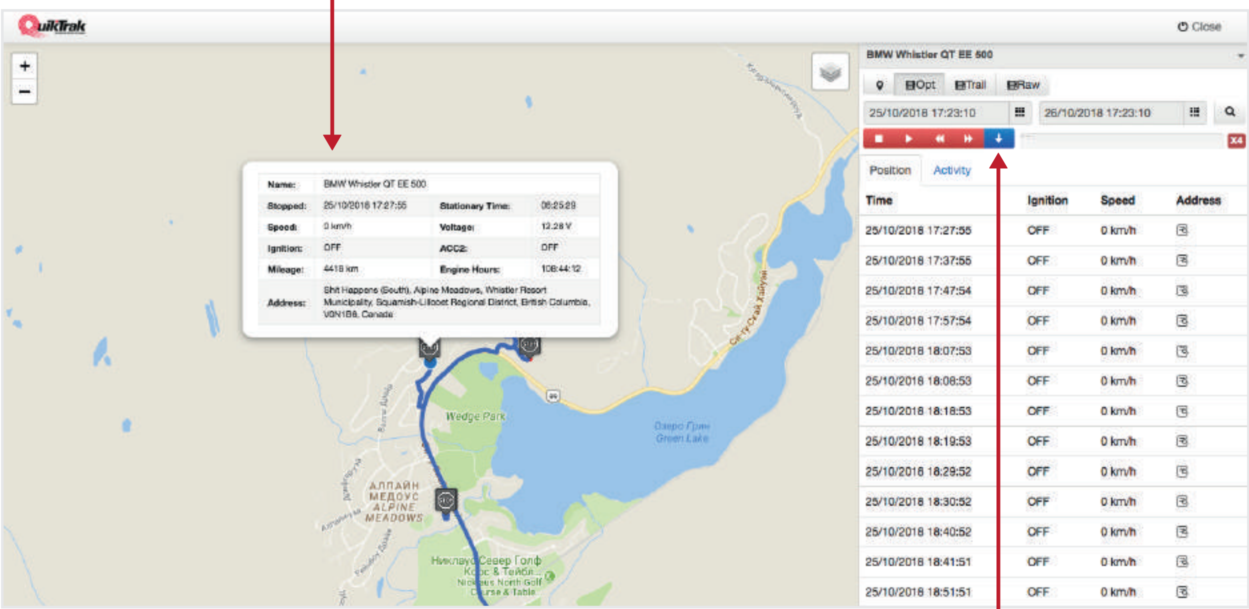
5. Upon completion of downloading the report, **EACH UPDATE** will be shown in the right hand panel and **THE ROUTE WILL BE DISPLAYED ON THE MAP**.



6. To view the movements of the asset click the **PLAY** button. This will then start the playback from the first update.

7. To view a specific update simply click on the **UPDATE** time, this will display the location on the map with an **INFORMATION** bubble. This will provide you a snapshot in time of the asset's activity.



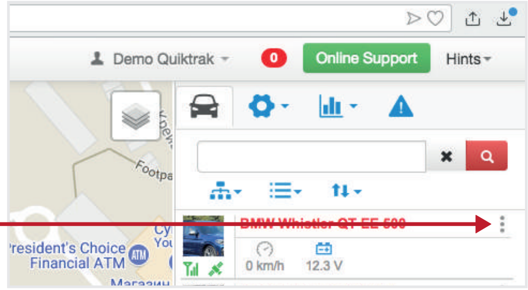


8. To download the excel format of the **PLAYBACK** click the **BLUE DOWNLOAD BUTTON**.

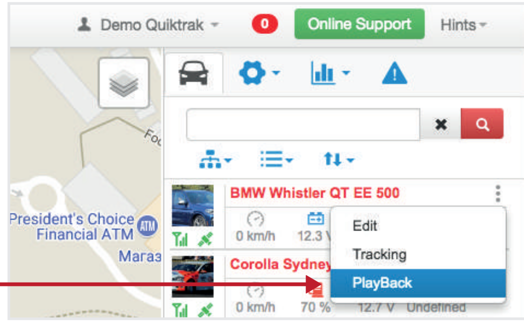
OPTION TWO

1. Click on the **ASSET NAME**, this is on the right hand side of the screen.

2. Select the **OPTIONS** icon.



3. Select the **PLAYBACK** option.



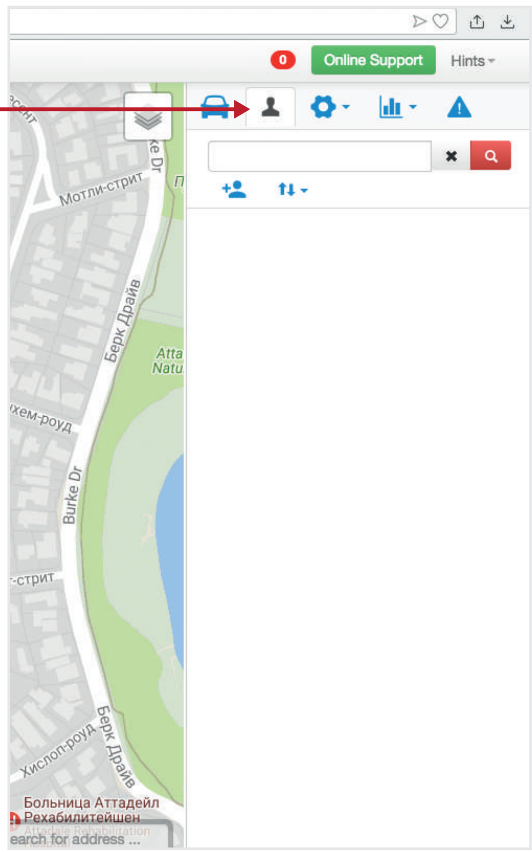
STEPS 4-8 CORRESPOND TO STEPS 3-7 OF THE FIRST OPTION.

Contact Page

To access this page follow the below steps:

1. Log into your account,

2. Click the **CONTACT TAB**.

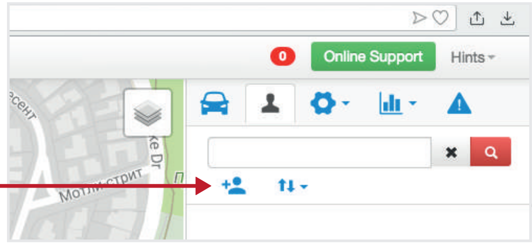


From this page you can perform the following tasks:

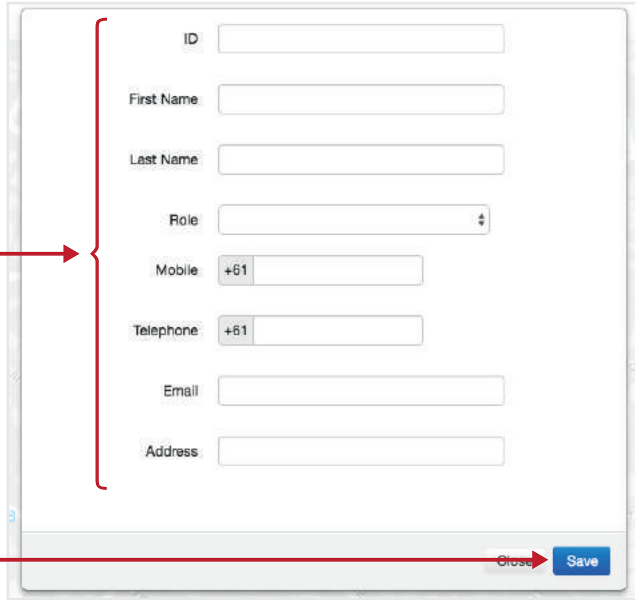
- **ADD** a new contact,
- **REMOVE** a contact,
- **EDIT** contact details,
- **VIEW** all contacts,
- **DRIVER** - This is a tag and does not allow any functions.

ADDING A NEW CONTACT

1. Click **ADD**. This will open up a new window.



2. **ENTER** the required details.
3. Once the correct detail shave been added click **SAVE**



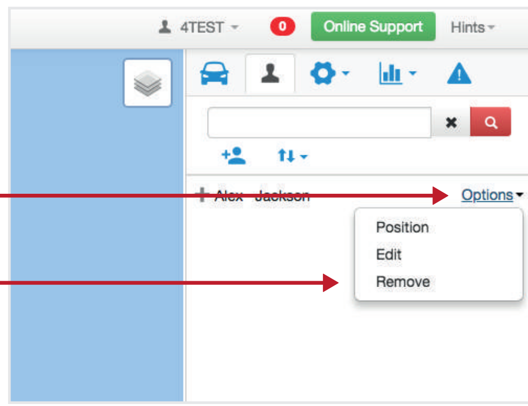
*NOTE: Once you choose the **ROLE** you will be able to set the username and password for the user. The role determines what features are accessible by the user when they login. Below is an explanation of the roles.*

- ***DRIVER*** *- This is for a label and will not allow for the user to login or access the portal.*
- ***VIEW*** *– This allows the user to view real-time tracking only.*
- ***STANDARD*** *– This allows the user to view real-time tracking and create reports.*
- ***CONTROLLER*** *– This allows real-time tracking, report generation and editing/creation of alarms and geofences.*

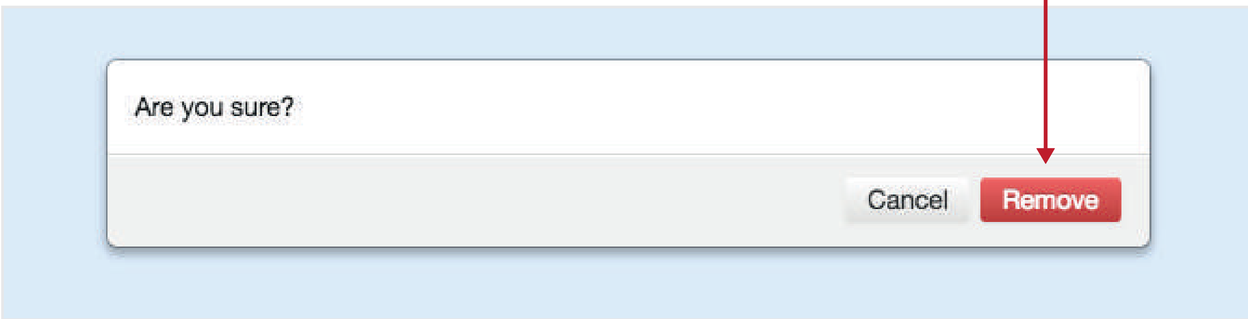
REMOVING A CONTACT

1. Click on the **OPTIONS** hyperlink next to the contacts name you wish to remove.

2. Click **REMOVE**.

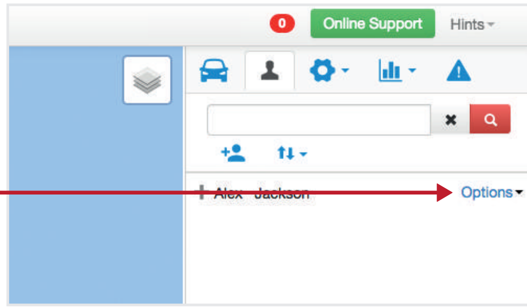


3. Confirm you wish to remove the contact by clicking the **REMOVE** button.

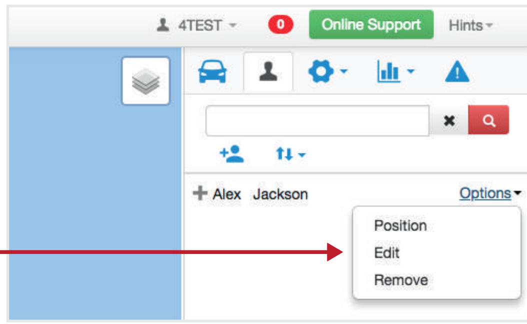


EDIT CONTACT DETAILS

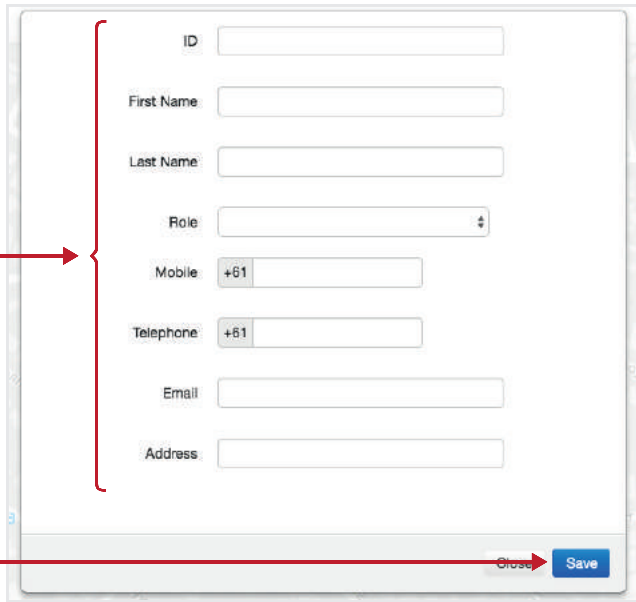
1. Click on the **OPTIONS** hyperlink next to the contacts name.



2. Click **EDIT**.

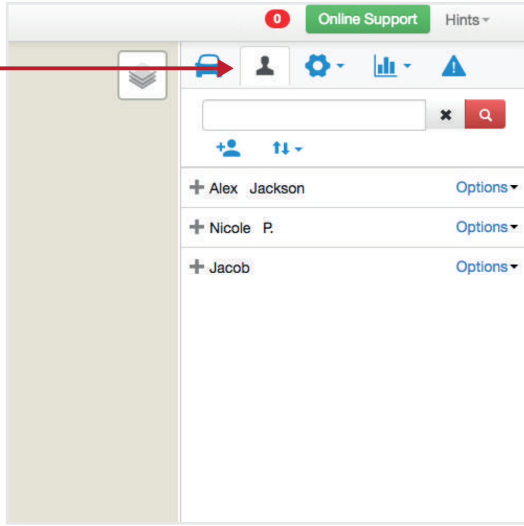


3. **MODIFY** the details as required.
4. Click **SAVE** to save changes.



VIEW ALL CONTACTS

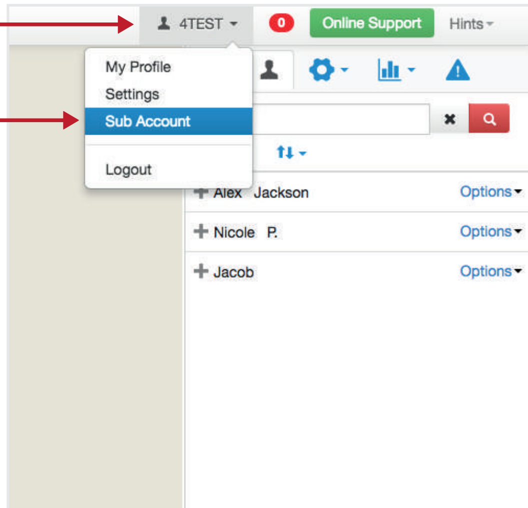
To view all contacts click the **CONTACT** tab they will automatically display.



CREATING A SUB ACCOUNT

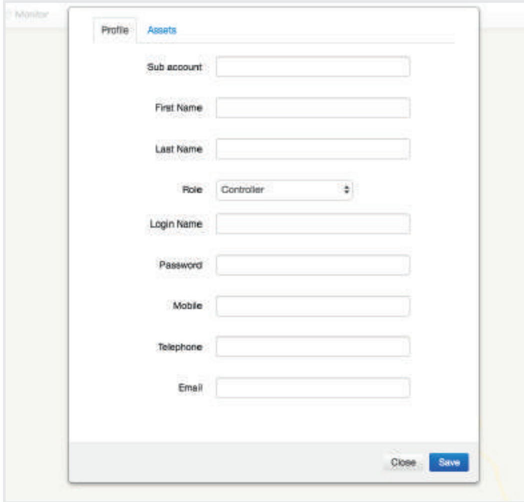
A sub account can be created to allow different logins to see different assets, the main account will still have the full function to create, edit and remove these accounts and view all data from the assets on their own and any sub account.

1. Click on the **ACCOUNT NAME**.
2. Click on **SUB ACCOUNT**.



3. Enter the required details
   - Sub account – This is the name for the sub account
   - First name – T his is the main contacts first name
   - Last name – This is the main contacts last name
   - Role – This is the user level
     - **VIEW ONLY** – This only allows real-time tracking
     - **STANDARD** – This allows real-time tracking and report generations
     - **CONTROLLER** – This allows real-time tracking, report generation and editing/creation of alarms and geofences.

- Login name – This is where you set the login name
- Password – This is where you set the password
- Mobile – This is the mobile number for the main contact
- Telephone – This is the land line number for the main contact
- Email – This is the email address for the main contact

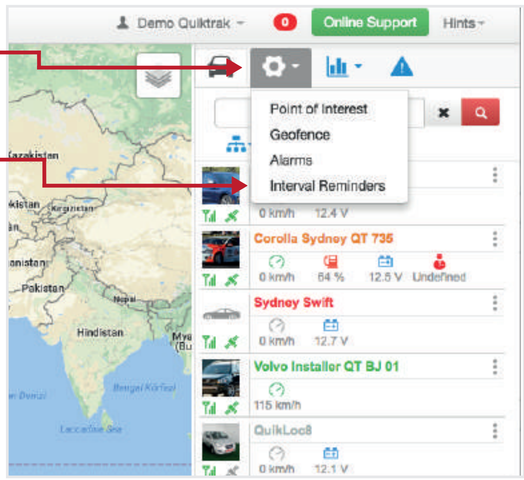


Setting Interval Reminders, Points of Interest, Geofences and Alarms

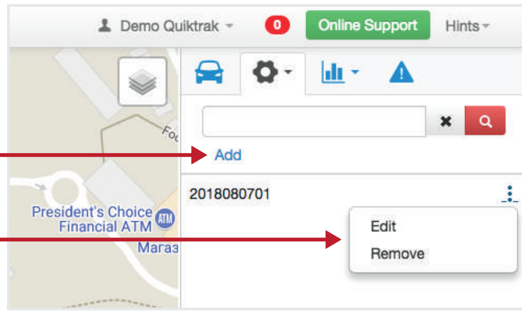
SETTING INTERVAL REMINDERS – ENGINE, TYRE, REGISTRATION RENEWAL, INSURANCE RENEWAL AND CUSTOM

Interval reminders – These are reminders that can be set to notify when engine, tyre services, registration and insurance reminders and custom notification can be created.

1. Click on the **CONFIG** tab, this is an image of a cog.
2. Click on the **INTERVAL REMINDERS** option.



3. Click on the **ADD** options, or click the options hyperlink to **EDIT** or **REMOVE** an interval.



4. Complete the following information:

• Assign a name – **NAME** field.

• Assign it to the required assets – **ASSETS** field.

• Select the service type – **SERVICE TYPE** field:
  - Engine Service – General mechanical service,
  - Tyre Service – Tyre checks, rotations or replacements,
  - Registration Renewal – Reminder and due date,
  - Insurance Renewal– Reminder and due date,
  - Custom – General interval or reminder.

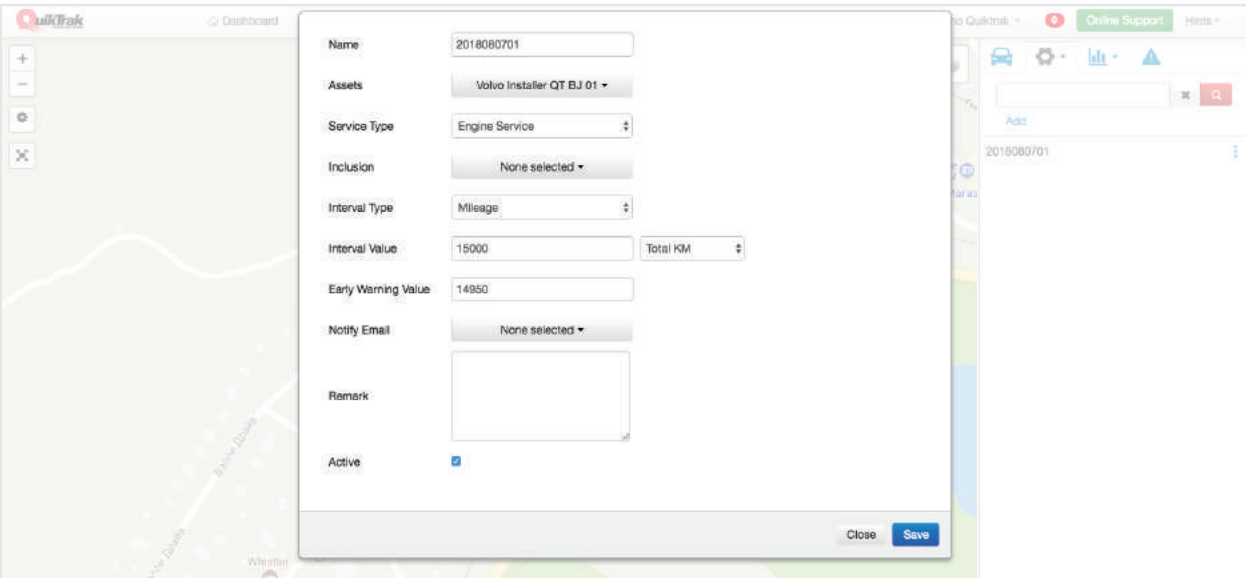
• Assign any service inclusions – **ENGINE SERVICE ONLY.**

• Assign the interval type – **INTERVAL TYPE FIELD:**
  - Mileage – distance travelled,
  - Engine hours – hours of use, based on IGNITION hours,
  - Date – date month and year,
  - Time period – set interval, for example every 7 days.

• Input the **INTERVAL VALUE:**
  - Mileage – total distance OR incremental distance travelled,
  - Engine hours – total engine hours OR incremental engine hours,
  - Date – Day, month and year,
  - Time period – Day, week, month.

• Input the early **WARNING VALUE:**
  - Mileage – total distance or incremental distance to raise an early warning notification,
  - Engine hours – total engine hours or incremental engine hours to raise an early warning notification,
  - Date – date month and year to raise a notification,
  - Time period – days, week or month to raise an early warning notification.

• Select the email addresses to receive the notifications in - **NOTIFY EMAIL** field.

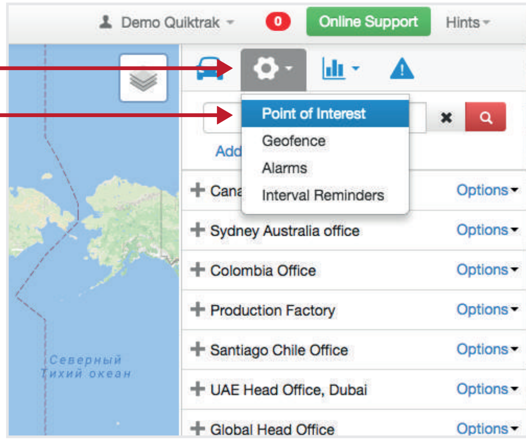


5. Click **SAVE**.

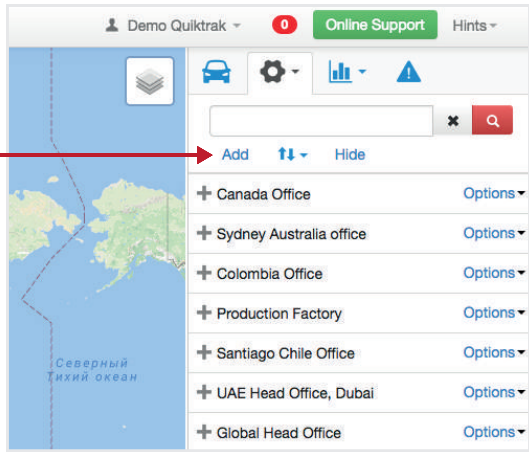
SETTING POINT OF INTEREST

Point of Interest – This is a location that is marked to provide a reference point that is displayed on the map. This is helpful to individuals and businesses to mark out offices, work sites, clients or simply your home.

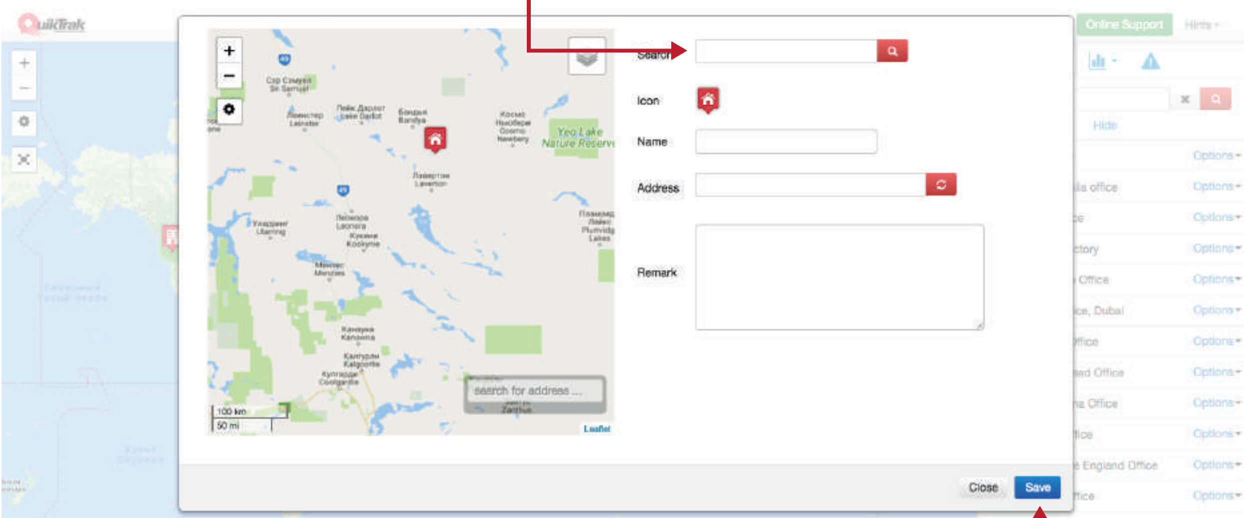
1. Click on the **CONFIG** tab, this is on the top right hand side.
2. Click the **POI** tab. This is the first option.



3. Click on the **ADD** button. This will open up a new window.



4. Enter the desired address into the **SEARCH** field, add any remarks and other details that are required.



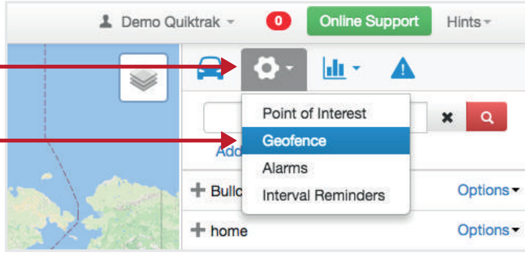
5. Once the address is correct and showing on the correct location, then click **SAVE**.

SETTING OF GEOFENCE/S

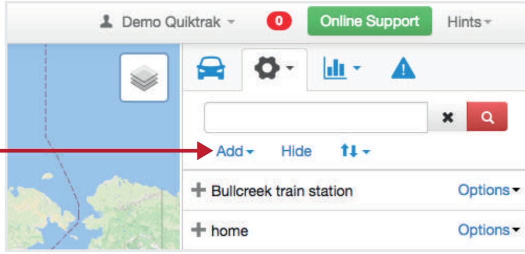
Geofence – This is an area that is set to provide a log or email notification in the event an asset enters or leaves the location.

1. Click on the **CONFIG** tab, this is on the top right hand side.

2. Click the **GEOFENCE** tab. This is the second option.



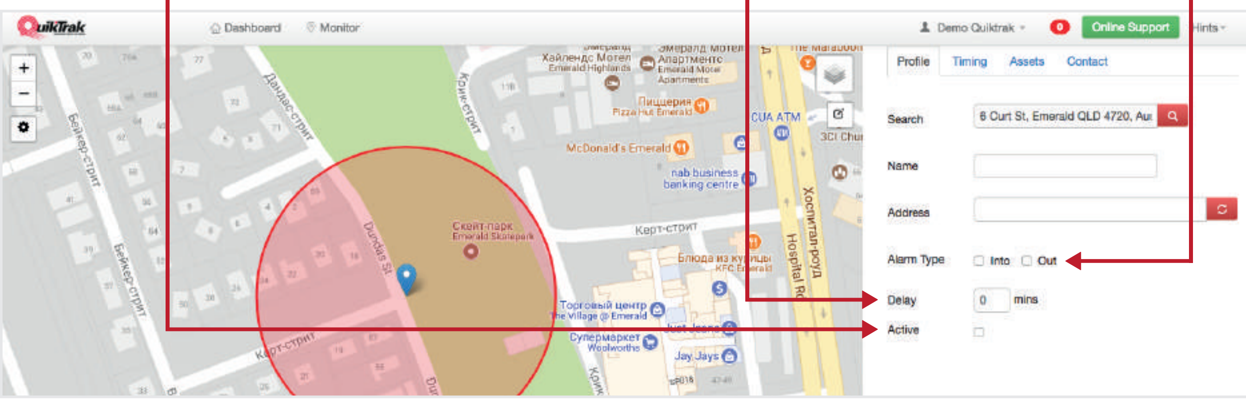
3. Click on the **ADD** button. This will open up a new window.



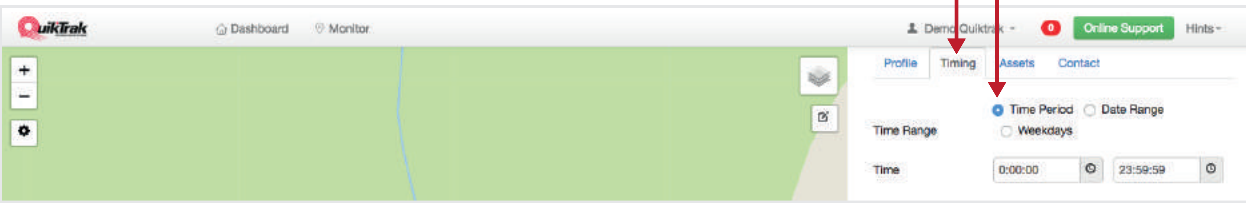
4. Enter the address into the **SEARCH** field. Click the **MAGNIFYING GLASS** to search the address.

5. Set whether the geofence is to log when an asset enters **INTO** or **OUT** of the designated area. A **DELAY** can be set to allow time to re-enter or leave an area. This is in minutes.

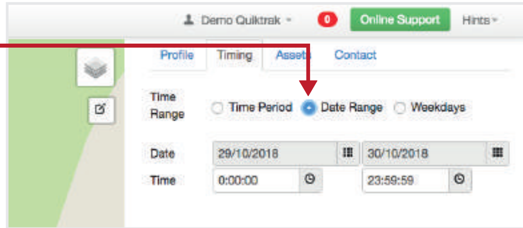
6. Select **ACTIVE** to make the area active.



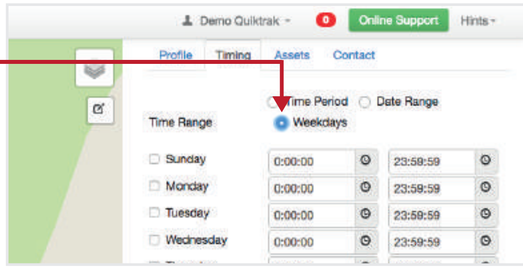
7. Geofences can be set to operate for **specific times, date ranges** or **time and day range**. Edit the active time by clicking **TIMING**. See images below.



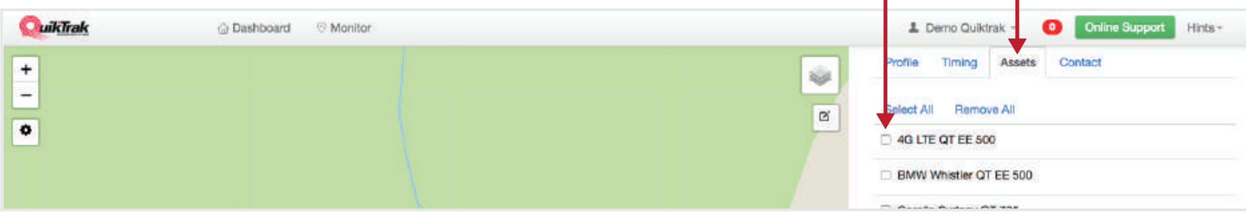
DATE RANGE - From and to date period



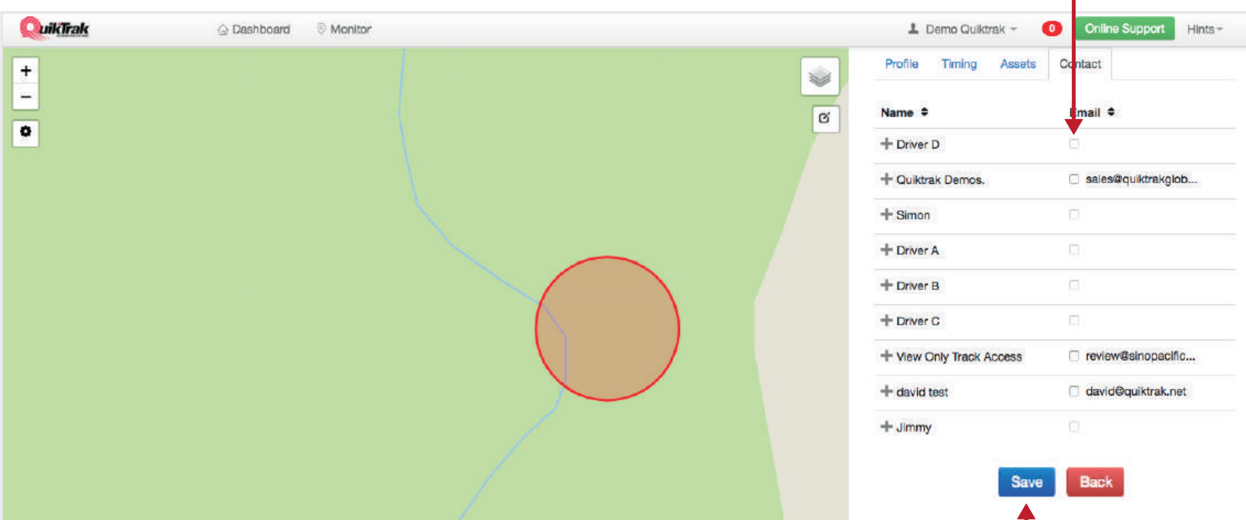
DAY AND TIME RANGE - Different times for different days



8. Select the desired **ASSETS** for the Geofence to apply to by clicking the **ASSETS** tab.



9. To add contact/s to the alarm select the corresponding **CHECK BOX**.



10. Click **SAVE**.

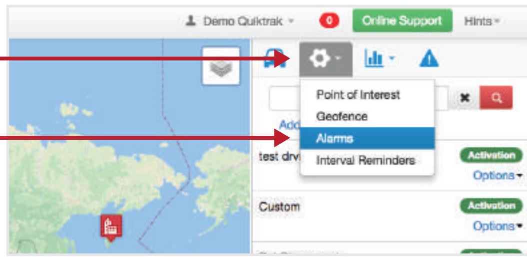
SETTING ALARMS

Alarms – These can be configured to provide instant notifications of an event or be used to log events for later review. Please note not all alarms are compatible with all systems.

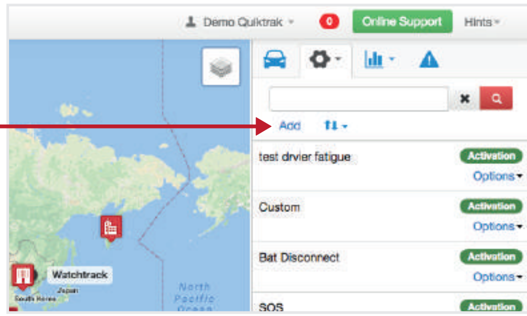
- **AUX INPUT 1 OFF WARNING** – This is the removal of a positive trigger on a Quiktrak solution
- **AUX INPUT 1 ON WARNING** – This is the addition of a positive trigger on a Quiktrak solution
- **FATIGUE WARNING** – This is used to manage the period of time an asset is used for
- **GENERAL ALARM 1 ON WARNING** – This is used for an alarm input on the Quiktrak solutions
- **GEOLOCK WARNING** – This is a warning of movement of an asset from a specific location
- **HIGH SPEED WARNING** – This is a notification should an asset exceed a pre-set speed. See the section called HOW TO SET MAX SPEED.
- **IGNITION OFF WARNING** – This is when an asset has the ignition turned off
- **IGNITION ON WARNING** – This is when the asset has the ignition turned on
- **LOW BATTERY WARNING** – This is when the battery within the Quiktrak OR the asset is low
- **POWER DISCONNECTION WARNING** – This is when main power to Quiktrak solution is removed
- **TAMPER WARNING** – This is when a unit is altered from its original installed location, this is only compatible with a small number of units.

NOTE – All alarms are set in the same format, only step 4 differs.

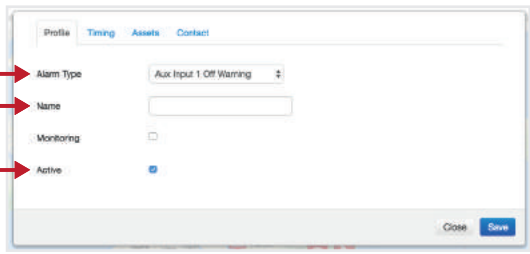
1. Click on the **CONFIG** tab, this is on the top right hand side.
2. Click the **ALARM** tab. This is the third option.



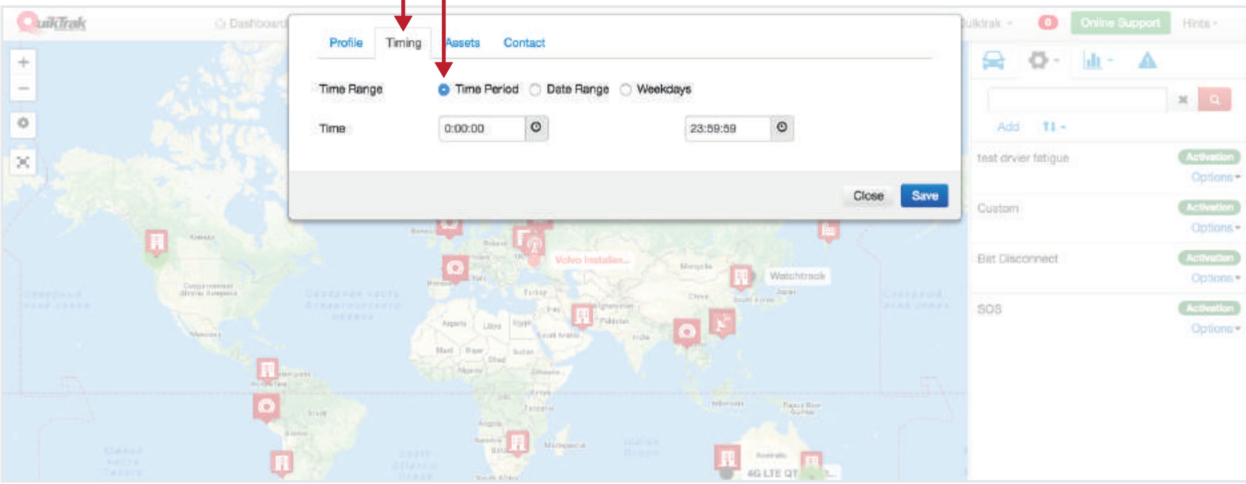
3. Click on the **ADD** button. This will open up a new window.



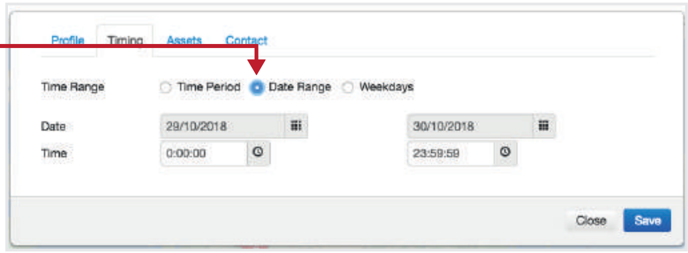
4. Select the type of alarm you wish to set from the **ALARM TYPE** drop down menu.
5. Rename the alarm if you would like to rename it. This can be completed in the **NAME** field.
6. Select **ACTIVE** to make the area active.



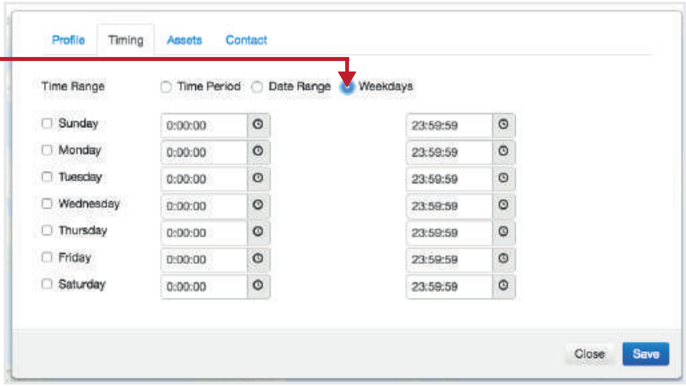
7. Alarms can be set to operate for **specific times, date ranges** or **time and day range**. Edit the active time by clicking **TIMING**.



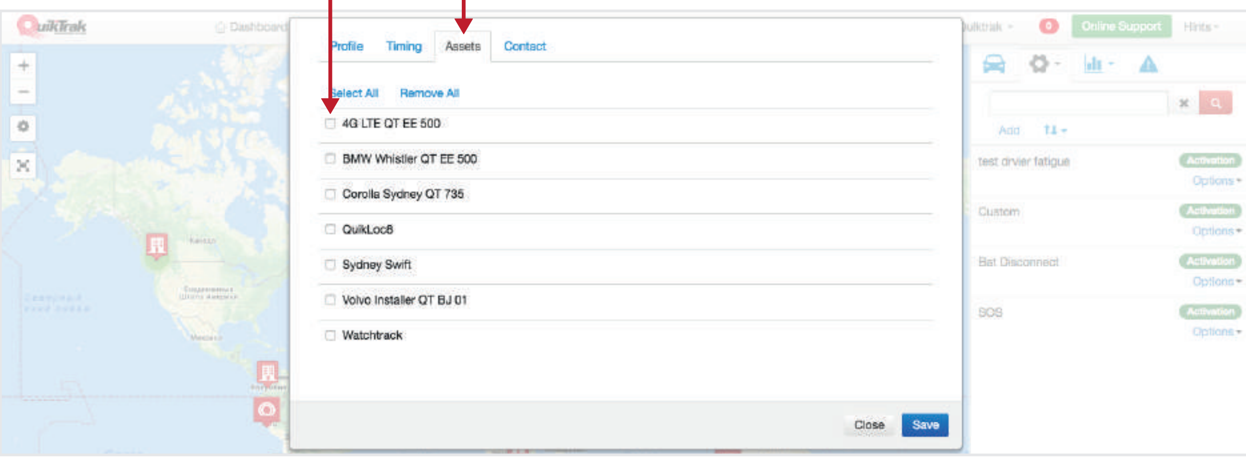
DATE RANGE - From and to date period



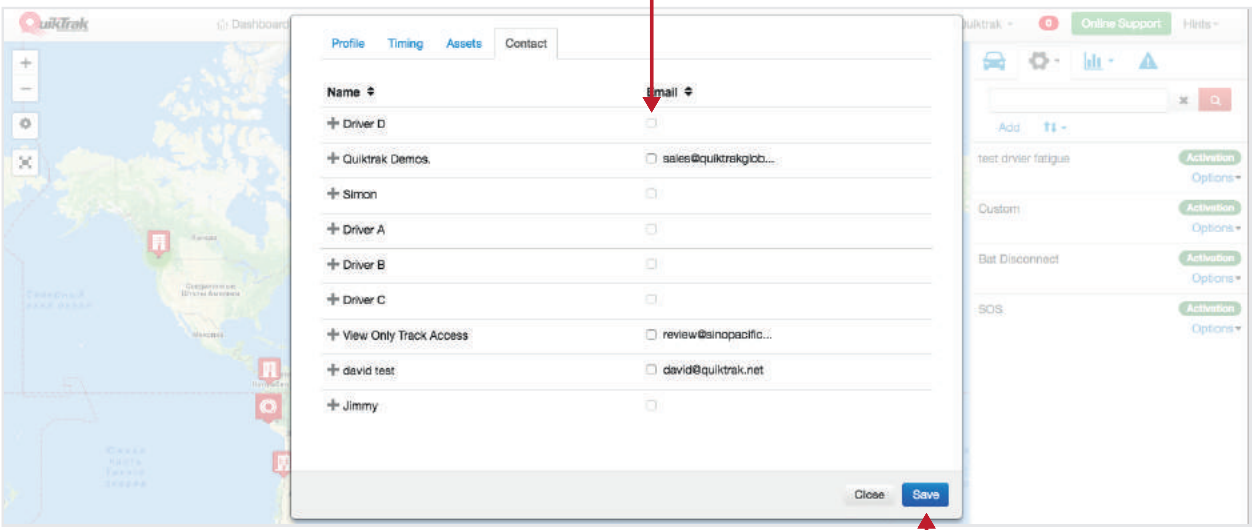
DAY AND TIME RANGE - Different times for different days



8. Select the desired assets for the alarms to apply to by clicking the **ASSETS** tab. To select an asset click **THE CORRESPONDING BOX**.



9. To add contact/s to the alarm select the corresponding **CHECK BOX**.



10. Click **SAVE**.

Generating Reports

REPORT TYPES:

- ACTIVITY AND USAGE – Stop and movement times, duration and location
- ALARM – Alarms recorded, the alarms must be set up prior to logging on this report.
- AUXILARY INPUT – Date, time, location and duration of auxiliary input usage.
- DRIVER FATIGUE – providing the date, time location and ignition time on. Based on preset time period
- DRIVER RECORD – Driver identification compatible systems only
- FUEL LOG – Fuel log compatible systems only
- GEOFENCE – Geofence name, date, time and location breach reports
- IDLE LOG – Date, time location and duration of engine idling
- OBD USAGE – OBD solution compatible only
- OVERVIEW – Combination of reports on an easy to view report.
- RUNTIME/IGNITION – Date, time, duration and location of the assets ignition turned on and off
- SERVICING LOG – Services due of assets
- TRIP REPORT – Provides a log book style report.
- AUTOMATED REPORTS – These are reports that will generate on a set basis, an increasing

number of reports will be available in addition to the below once they are automated

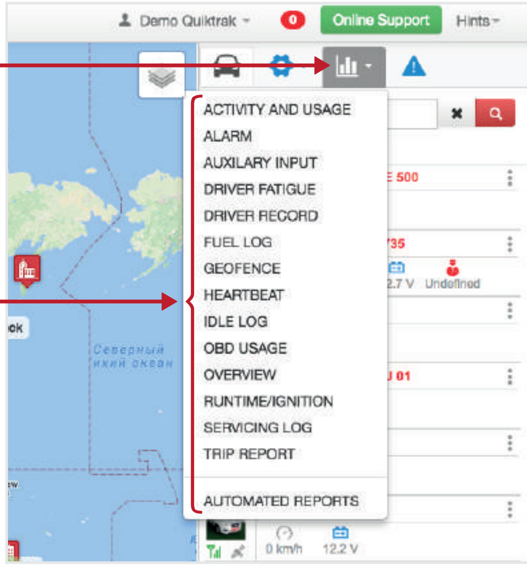
- Overview – As above
- QTM report – This includes the following:
  - Number of stops
  - Stationary time
  - Move hours
  - Number of engine starts
  - Engine hours
  - Mileage
  - Fuel consumed – average based on input average on EDIT asset page
  - Auxiliary/acc2 input
  - Total mileage
  - Geofences
- Log book – This includes:
  - Date
  - Asset name
  - Start address
  - Start time
  - End address
  - End time
  - Total distance
  - Total time

  Total fuel – average based on input average on EDIT asset page
  - Asset name
  - Start address
  - Start time
  - End address
  - End time
  - Total distance
  - Total time

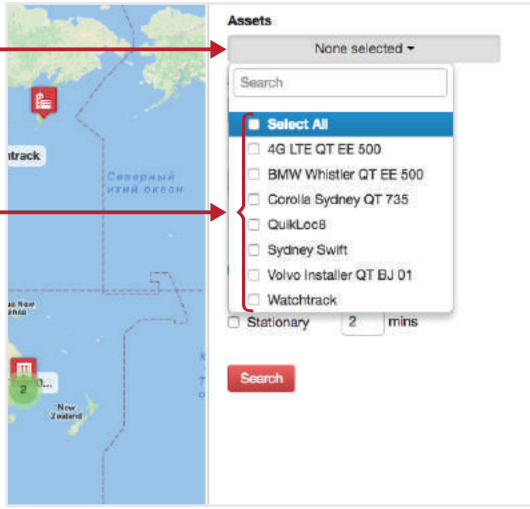
• Total fuel – average based on input average on EDIT asset page

NOTE – All reports are set in the same format, only step 2 differs.

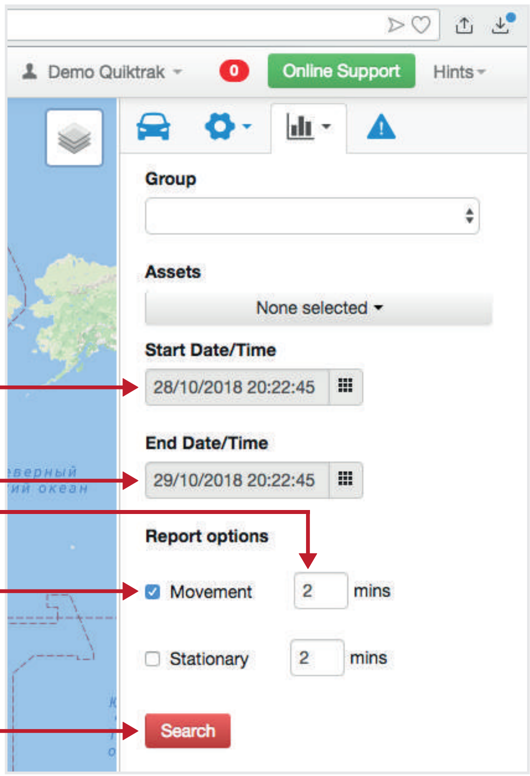
1. Click the **REPORTS**.
2. Select the **APPROPRIATE REPORT**.



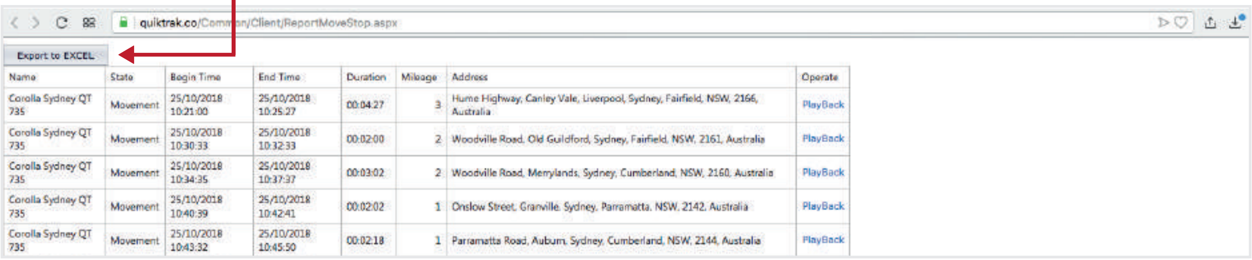
3. Select the appropriate **ASSET** name from the **DROP DOWN MENU**.



4. Select the **FROM** and **END TIME** for the date and time range.
5. Select the desired report **REQUIREMENTS** and set any **DELAYS**.
6. Select **SEARCH** to generate the report.



7. The report will generate on a **WEB VERSION**; an Excel version can also be downloaded by clicking **EXPORT TO EXCEL**.



quiktrak.co/Common/Client/ReportMoveStop.aspx

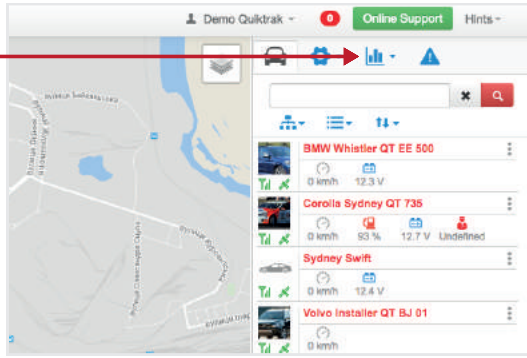
Export to EXCEL

Name	State	Begin Time	End Time	Duration	Mileage	Address	Operate
Corolla Sydney QT 735	Movement	25/10/2018 10:21:00	25/10/2018 10:25:27	00:04:27	3	Hume Highway, Canley Vale, Liverpool, Sydney, Fairfield, NSW, 2166, Australia	PlayBack
Corolla Sydney QT 735	Movement	25/10/2018 10:30:33	25/10/2018 10:32:33	00:02:00	2	Woodville Road, Old Guildford, Sydney, Fairfield, NSW, 2161, Australia	PlayBack
Corolla Sydney QT 735	Movement	25/10/2018 10:34:35	25/10/2018 10:37:37	00:03:02	2	Woodville Road, Merrylands, Sydney, Cumberland, NSW, 2160, Australia	PlayBack
Corolla Sydney QT 735	Movement	25/10/2018 10:40:39	25/10/2018 10:42:41	00:02:02	1	Onslow Street, Granville, Sydney, Parramatta, NSW, 2142, Australia	PlayBack
Corolla Sydney QT 735	Movement	25/10/2018 10:43:32	25/10/2018 10:45:50	00:02:18	1	Parramatta Road, Auburn, Sydney, Cumberland, NSW, 2144, Australia	PlayBack

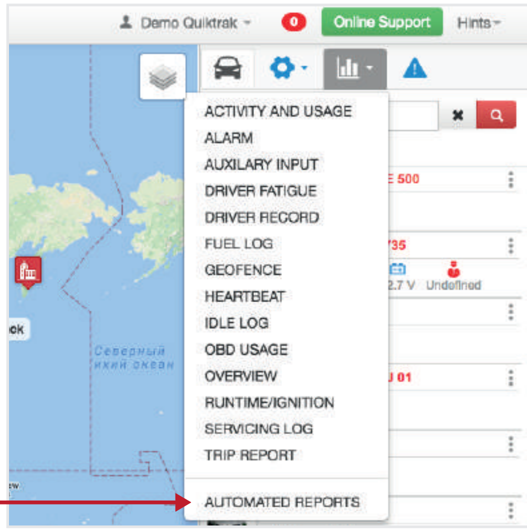
HOW TO CREATE AN AUTOMATED REPORT

An automated report will provide you with the created report on a regular and pre-set basis. These will ensure your time is optimised and the repot is run and emailed with a convenient link to view as you require.

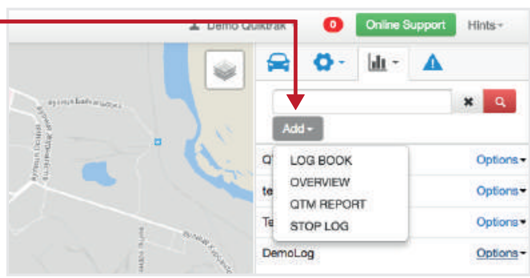
1. Click on the **REPORT** option, as you would with creating any manual report.



2. Click on the **AUTOMATED REPORTS** option, this will display a new screen.

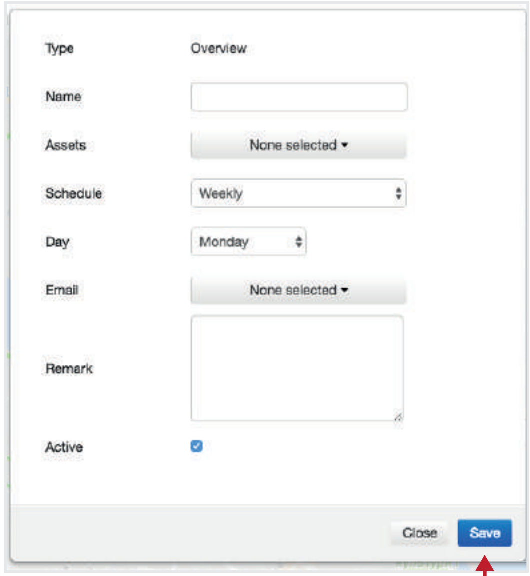


3. Click the **ADD** function, then select the report type. Please refer above to see the report types.



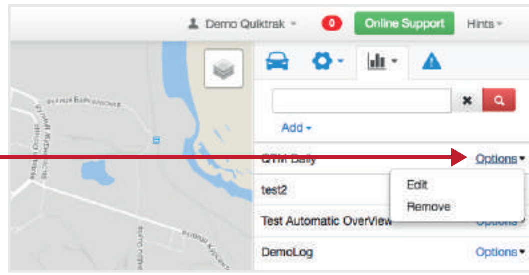
4. Once you have selected the report type you will have a new window pop up, complete the details as required.

- **NAME** – Provide a name to allow for an easy reference
- **ASSETS** – Assign it to the assets you wish to have the report run for.
- **NOTFY** – This allows you to set how often you wish for the report to be completed.
- **DAYS** – This allows you to set the day of the week you wish for the report to run OR the date in the month you wish for the report to run.
- **SENT TO** – This allows for the report to be allocated to send to specific email addresses as required.
- **REMARK** – This is a custom field.
- **ACTIVE** – This MUST be ticked to allow the report to operate, if you wish to turn the report off for a period of time simply uncheck this box.



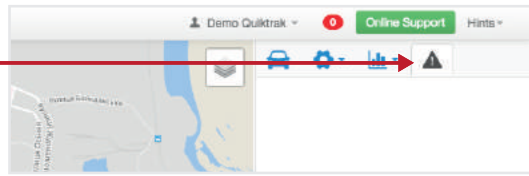
5. Once the fields are completed click the **SAVE** option.

*NOTE – To edit or remove the automated report complete 1 -2. Once you see the reports listed click the **OPTIONS** hyperlink to **EDIT** or **REMOVE** the report.*



VIEW SERVICE INTERVAL REMINDERS

Service interval reminders and alarms will display under the **CAUTION** icon.



This is an easy way to see the reminders that have fallen due.

Service reminders will also display on the asset tracking page next to the asset name. The coloured icons mean:

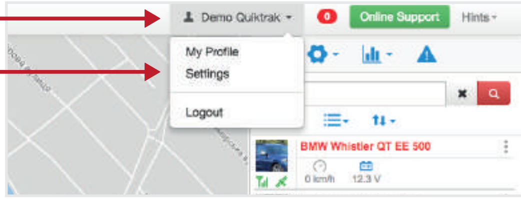
- **GREEN** – Interval is set and active
- **YELLOW** – Interval has reached its early warning limit
- **RED** – Service is due

Changing Profile Settings and Password

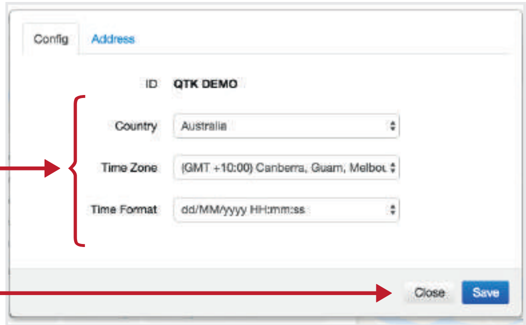
PROFILE SETTINGS

To update your time zone setting, calendar format and address complete the below steps.

1. Click on the **ACCOUNT NAME**.
2. Click on **SETTINGS** option this will open a new window.

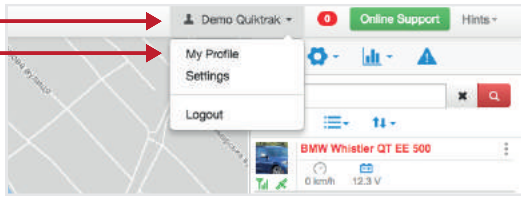


3. **UPDATE** the details as required.
4. Click **SAVE** or **CLOSE** to cancel any changes.

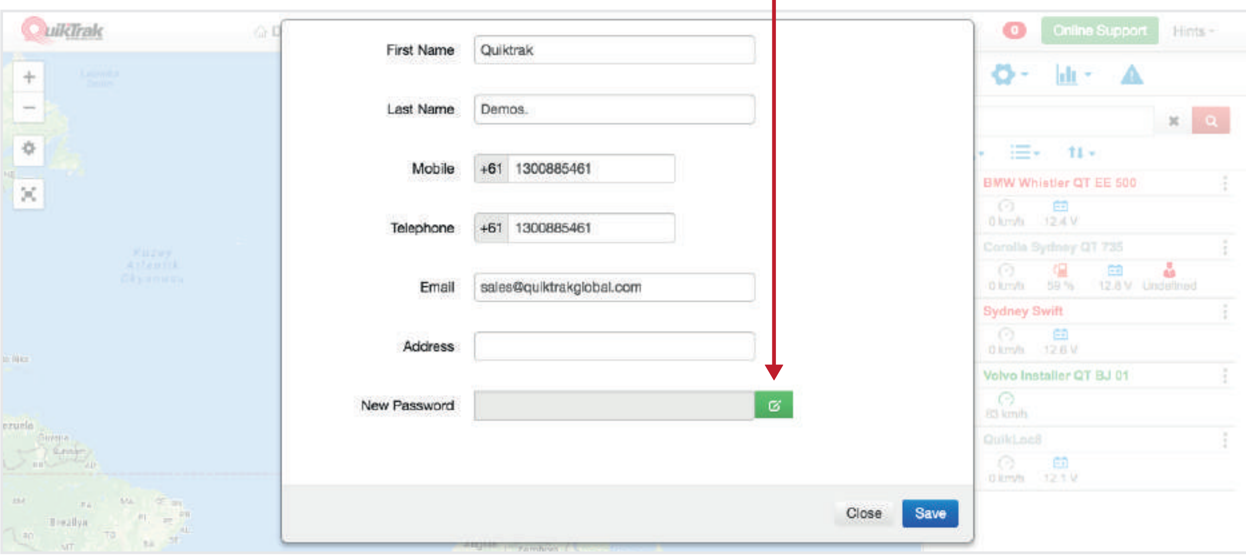


CHANGING PASSWORD

1. Click on the **ACCOUNT NAME**.
2. Click on **MY PROFILE**.



3. Click on the **GREEN** edit option.



4. Enter the **NEW PASSWORD, CONFIRM THE NEW PASSWORD** and enter the **CURRENT PASSWORD**.

5. Click **SAVE**.