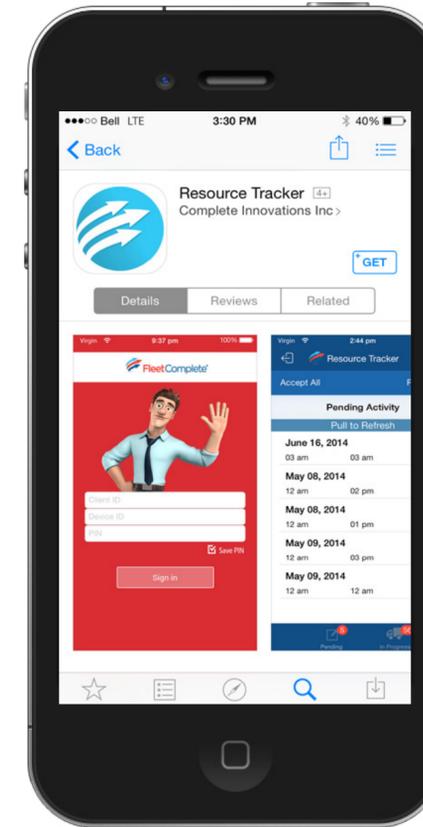# Fleet Complete®

RESOURCE TRACKER

Installation manual
## IOS

DOWNLOADING APPLICATION

1. Make sure to have an iTunes Account.

2. Go into App Store.

3. Once in App Store, search for Resource Tracker. Once found, it should look like Diagram A.

4. Click Get/Install button and it will prompt you to log into App Store. Once downloaded, it will appear on your devices screen.

A

<< BACK   NEXT "SETTING UP RESOURCES" >>

SETTING UP RESOURCES

1. From the Fleet Configuration screen, select the Resources group, then click Resources. You will see a list of existing resources and their summary information. (See Diagram B)

2. To add a new resource, click ADD. The Resource dialogue box opens. (See Diagram C)

3. On the General tab, enter the resource's name.

4. Choose a Resource Type or leave it set as the Default "Resources".

    a. Required fields are marked with a red asterisk *. All other fields are optional.

5. Enter the resource's PIN. Resources will use this PIN when logging in to Resource Tracker

    a. The PIN is not auto-assigned by Fleet Complete. It must be created by a user for the resource. The PIN can only be 4 digits or 4 characters long or a combination of the two. (ex. Use the last four digits of the Mobile #/ID)

6. Choose "Handheld" from the Communication Method list. The method chosen determines the destination for information related to activities for the resource.

7. Click Save & Close.
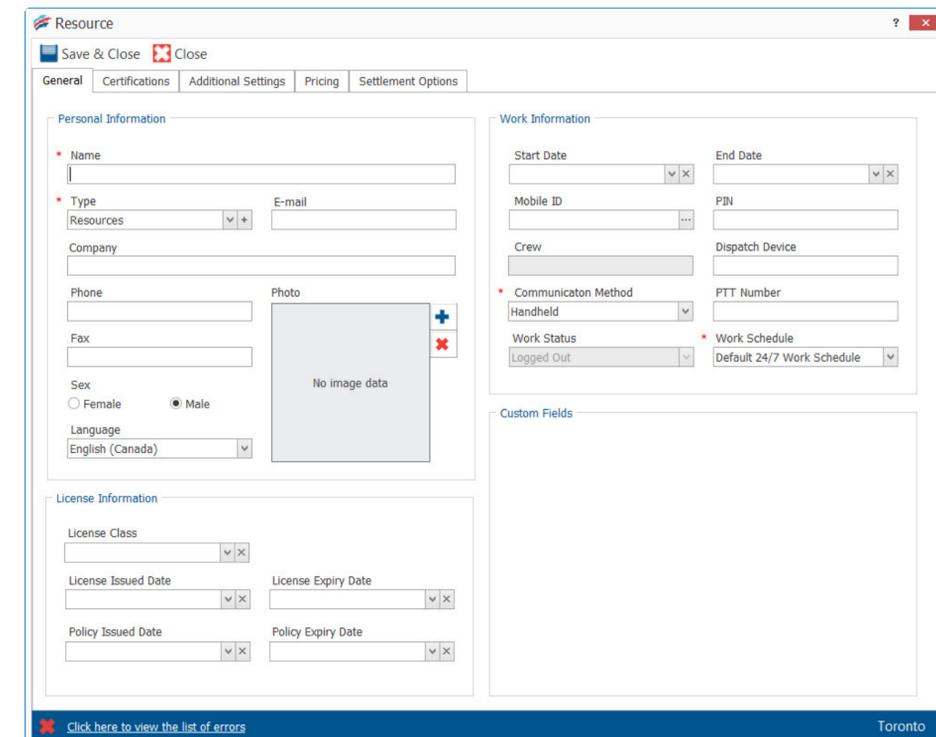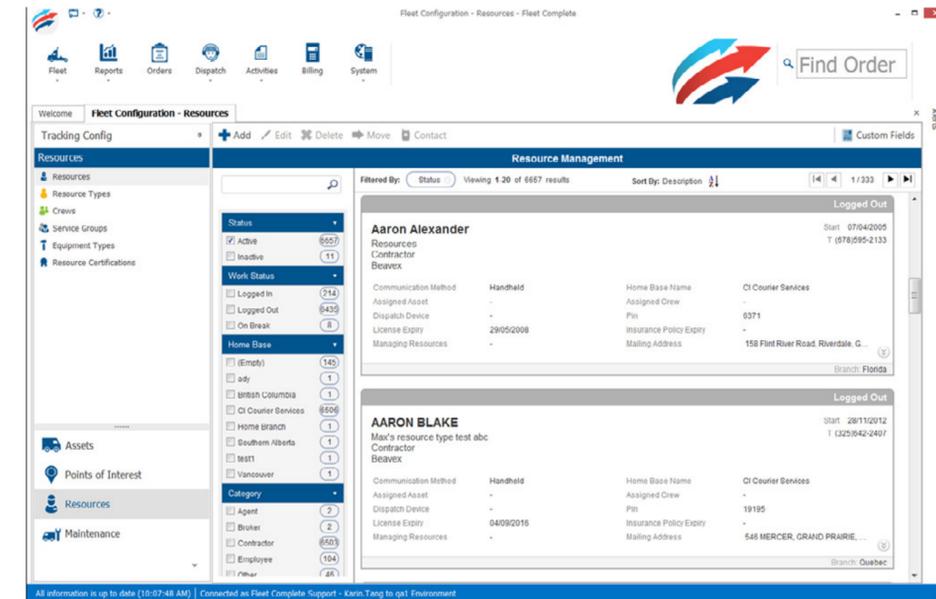
<< BACK   NEXT "LOGGING INTO RESOURCE TRACKER" >>

LOGGING INTO RESOURCE TRACKER

1. Login Screen:

   a. Client ID: The resource will only need to enter this the first time they log in. It will otherwise not be visible if re-logging in with a saved PIN.

   b. Device ID: The resource will only need to enter this the first time they log in.

   c. Enter the PIN.

   d. Save the PIN.

2. Follow Format in Diagram D. Click Sign In button.

   a. If the information entered in Steps 1b/c/d are incorrect, an error message is issued and the resource must fix the error (Return to Step 1).

3. Once logged in, time slots for Pending activities (dispatched to the crew) will be displayed. (See Diagram E)

D

E
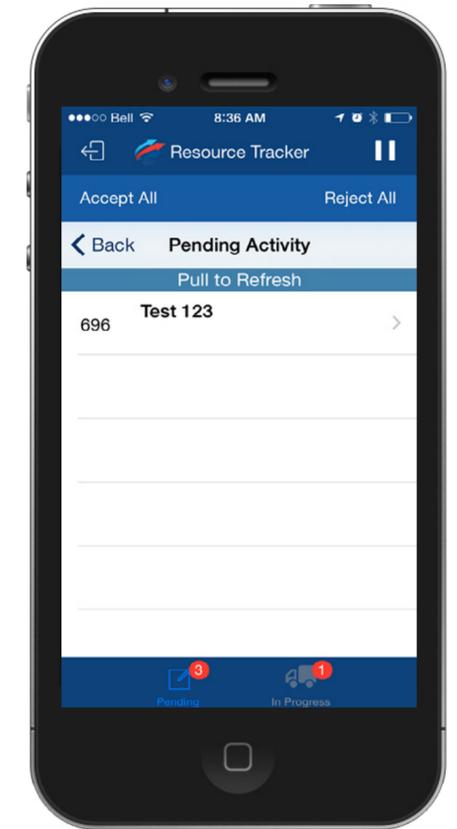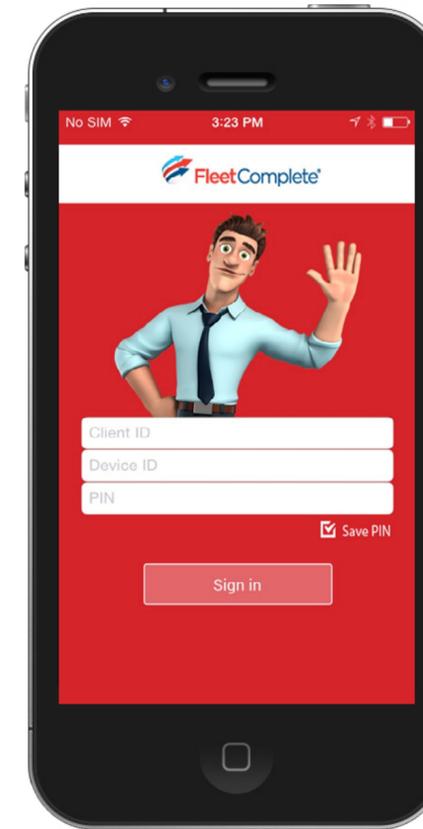
<< BACK   MORE >>

4.   In order to display the time slots for activities In Progress, click "In Progress". (See Diagram F)

   a. To switch back to Pending activities, click "Pending"

5.   To browse an activity (Pending or In-Progress), click on a time slot and then select the activity.

6. Once inside an activity:

   a. The details of the activity are displayed (See Diagram G).

   b. The status can be changed (all changes will take effect after pressing Save).

   c. If the activity is in Dispatched status – the resource can choose to ACCEPT or REJECT it.

   d. If ACCEPTED, the activity will be moved to the IN PROGRESS list.

   e. If REJECTED, the activity will be removed from the PENDING list.

F

G
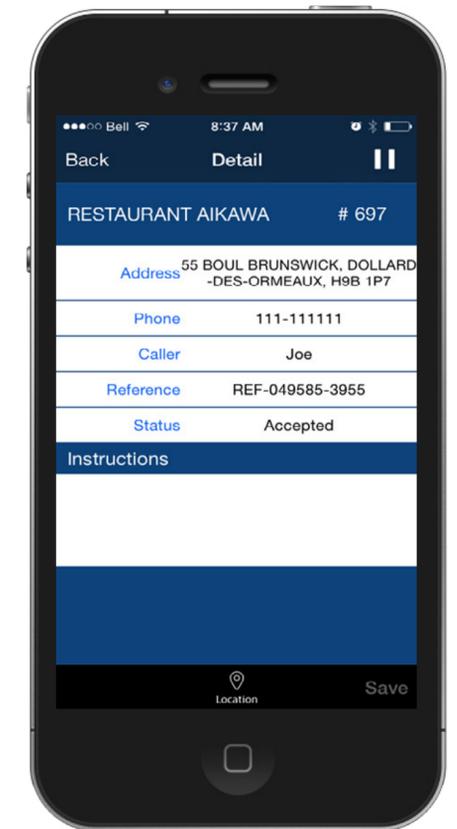
<< BACK   MORE >>

f. If the activity is ACCEPTED – the resource can then choose to COMPLETE it (See Diagram H).

g. If COMPLETED, the activity will be removed from the IN PROGRESS list.

7. To show the activity location on the map, click LOCATION.

a. To view the route from the current location to the activity location, select the compass icon, ▨ at the bottom of your screen.

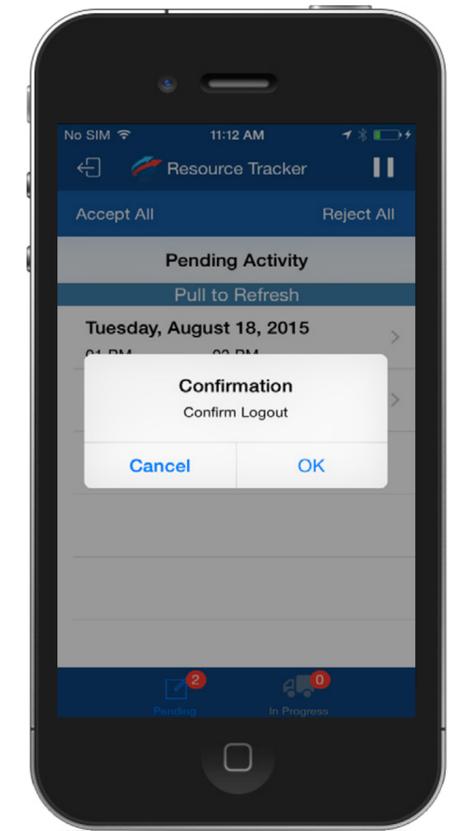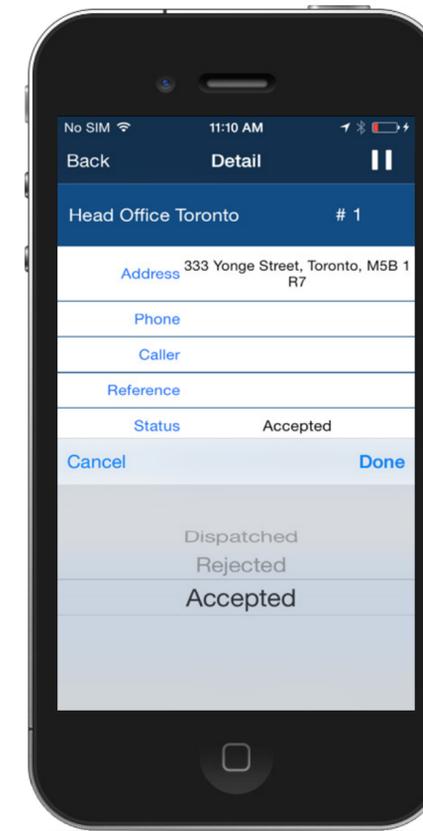8. Once logged in, from any screen, a user can click the upper right pause/play icon to go ON BREAK/WORK status.

a. While ON BREAK, from any screen, user can resume to WORK by clicking the upper right pause icon.

9. When LOGGED IN, the resource can click the FC logo to LOGOUT of the application.

10. The "Back" button will return you to the previous screen. From the Activities time-slots list, the "Back" button will prompt the resource for confirmation to LOGOUT. If confirmed, the resource will be logged out (See Diagram I).

<< BACK   NEXT "MAP ROUTING" >>

H

I

MAP ROUTING

1. To show the activity location on map, press Location button (See Diagram J).

2. On the Map view, select the Compass button to get the driving direction from the current location to destination for the selected activity. (See Diagram K).

3. Once logged in, from any screen, user can click the upper right pause/play icon to go ON BREAK/WORK status.

   a. While ON BREAK, from any screen, user can resume to WORK by clicking the upper right pause icon.

4. From any screen, user can exit the application by selecting the FC Logo. The system will prompt the user for confirmation before proceeding to logging them out.
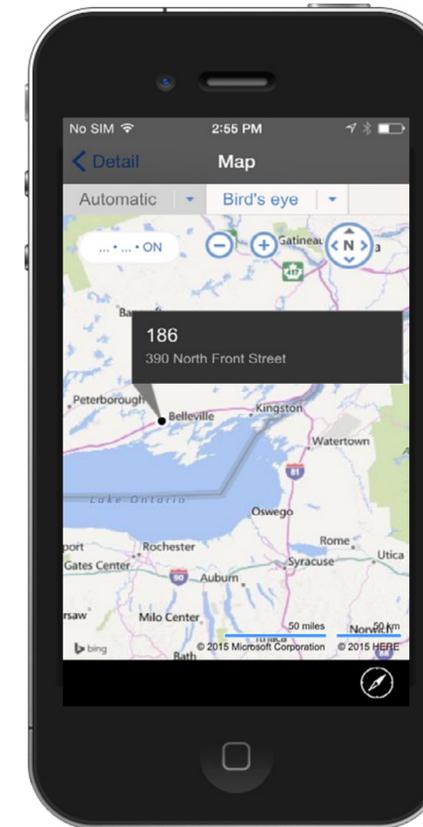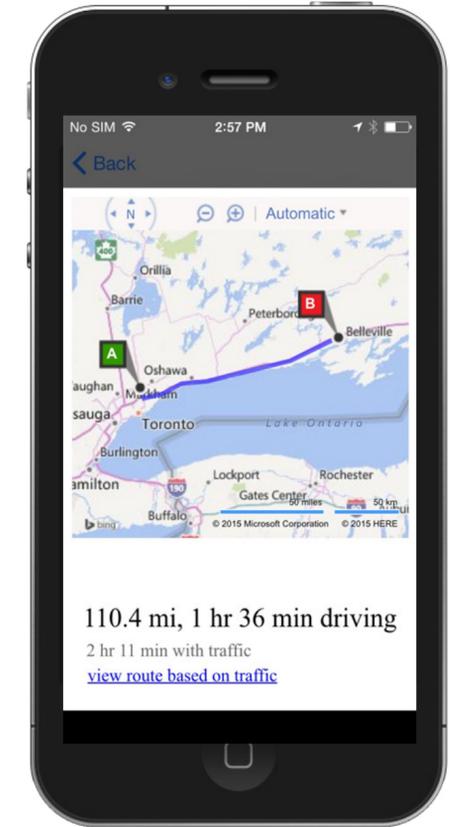
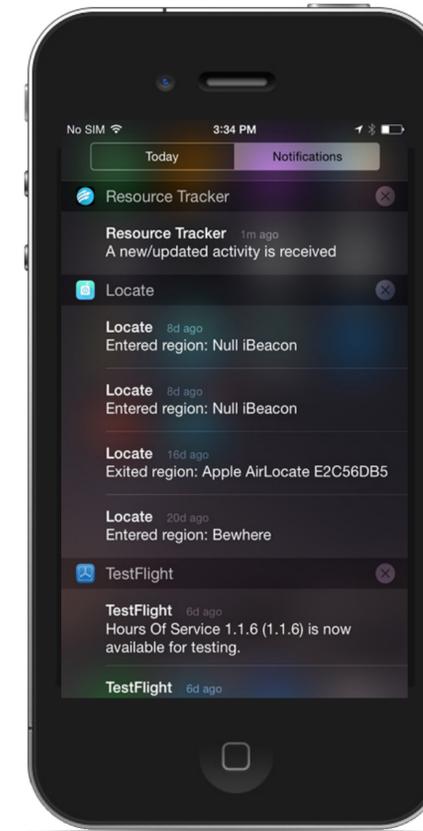<< BACK   NEXT "NOTIFICATION SERVICES" >>

NOTIFICATION SERVICES

Resource Tracker can run in the background while using the device for making a phone call, receiving email, playing games, texting, checking news etc.

When app is running in the background, any new/updated activity is notified via the notification center of the device (see Diagram L).

<< BACK   NEXT "REPORTS" >>

FLEET COMPLETE REPORTS UTILIZED WITH RESOURCE TRACKER

Time Card Report - Work, break, and login/logout times for resources.

Position Report - Every snapshot taken for assets during specified times.

Breadcrumb Trail (on the Tracking screen using the Right Click Menu) - Similar to Position report.

Event Report - When an event is triggered (POI Arrival).

Distance Report - The distance an asset travels within a province/state on a particular day, including distance driven on private roads.

POI Report – When an asset has arrived at a recorded POI, and when they departed.

ADDITIONAL TIPS FOR RESOURCE TRACKER

1. Resource Tracker can run in the background while using the device for other activities: making a phone call, receiving email, playing games, texting, checking the news, etc.

2. Resource Tracker will send GPS snapshots according to the DDS settings of the FC asset. (If the resource is logged in as a Dispatch Device, no snapshots will be sent)

3. All updates made on the Handheld (adding/removing members to/from crew, activity status change, adding comments to activities) will update on the desktop application according to the DDS settings for the FC asset.

4. All updates made on the Handheld (adding an activity, changing a status, etc.) will be reflected on the Handheld immediately; if the application is running in the background, a notification of the update will appear and clicking on it will bring Resource Tracker to the foreground.

5. If the PIN is changed in FC, the link between FC and the Handheld will be disconnected. To minimize downtime, the resource will need to update the PIN on the device app as well.

6. Resource Tracker starts automatically when the phone is turned ON/Restarted.

<< BACK   NEXT "CONTACT US" >>

CONTACTS

Support:

support@fleetcomplete.com

(905)-944-0863 x 2 x 2

1-800-220-0779 x 2 x 2

Training:

training@fleetcomplete.com

(905)-944-0863

1-800-220-0779

<< BACK