



## TrackMe Pro Message Portal

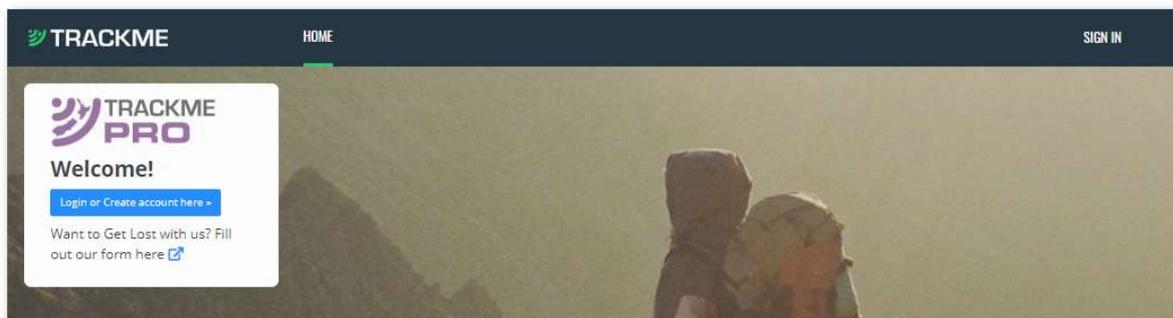
### Quick Start User Guide



### Section 1 – Log in to your account

To use and manage the messages from your satellite device, please login to our message portal at [www.trackmepro.com](http://www.trackmepro.com) -

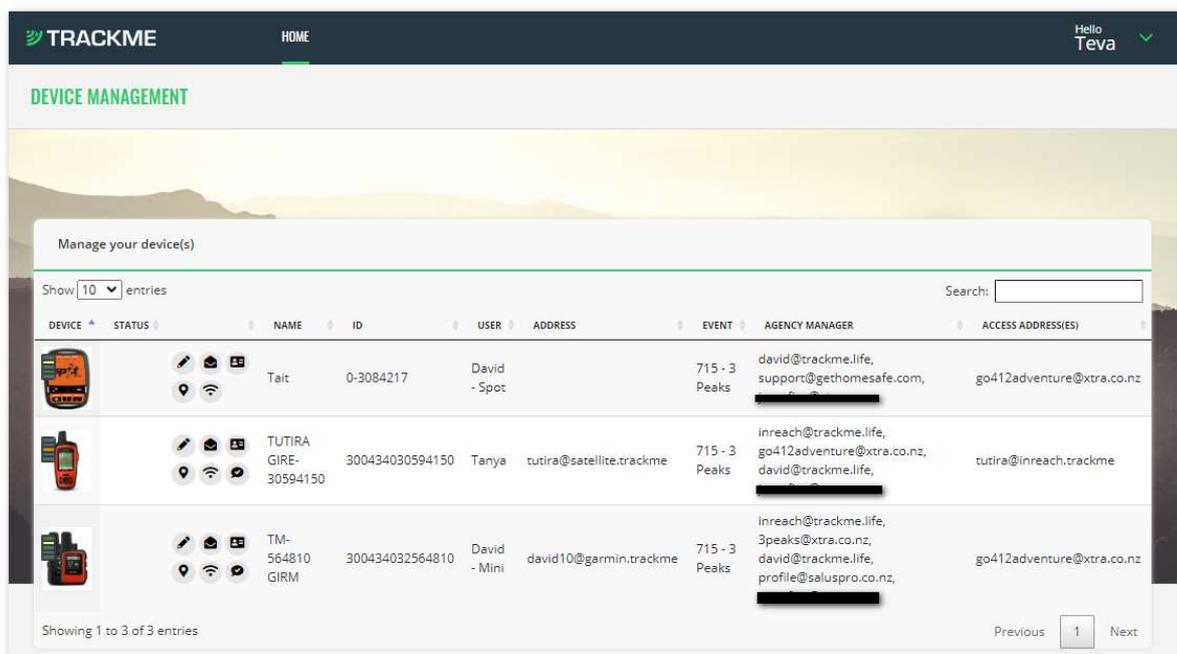
Click on this link in the Home page, or use the sign-in at the top right of the page



# Section 2 – Managing your Devices

Once logged in as an Agency Manager (Company Admin) or Access Address(es) (Team Leader or User) you will be in the main management window and you can use your navigation keys to switch in and out of each device.

*Tip – use the CTRL key when clicking on a link and you will keep your selection in the main window.*



*Refresh this page when you have made changes to devices to reflect the values.*

The following icons are displayed beside each device.



- Notifications – (Pencil icon) emergency contacts.
- Messages – (Envelope icon) here you can review the messages processed over a customised period, last 24 hours done by default
- Setup – (Contact Card Icon) to review access, rename device, set tracking page, time zone and allow others to access your device (Agency Manager only).
- Latest – (Position Pin) This is the best place to see the latest locations for your device on a Satellite Map.
- Tracking – (wifi icon) Takes you to your tracking page
- Send – (Speech Bubble with tick) Only available for inReach devices.



# Section 3- Messaging Setup

Click the image of the device or Contact Card Icon (setup) of the device you want to check the message setup for,

Here is the setup for an inReach Explorer

**TUTIRA GIRE-30594150**

TYPE OF DEVICE: inReach  
MODEL: GARMIN Explorer Plus  
AGENCY MANAGER: inreach@trackme.life, go412adventure@xtra.co.nz, david@trackme.life  
DEVICE REGISTERED TO: info@trackme.life  
DEVICE OWNED BY: TrackMe NZL  
EVENT NAME: 715 - 3 Peaks  
DEVICE NAME: TUTIRA GIRE-30594150  
DEVICE ADDRESS: tutira@satellite.trackme  
BROADCAST GROUP:  
USER NAME: Tanya  
PHONE NUMBER: +6427 [REDACTED]  
ACCESS ADDRESS(S): tutira@inreach.trackme

STATUS KEY  
ACTIVE TODAY  
ACTIVE IN THE LAST 24 HOURS  
ACTIVE IN LAST 7 DAYS  
DATA MORE THAN 7 DAYS OLD  
DEVICE HAS NOT BEEN ACTIVE

NOTES  
inReach used by Tanya Tait - TrackMe NZ Admin

Update Device

SETUP  
FORWARDING  
MESSAGES  
EDIT PRESETS  
TRACK  
SEND

If you are an Agency Manager you can change the details in the unshaded areas, add in other email addresses for access and put any notes in the notes section

On the right hand side are links to other options for Forwarding, Messages, Edit Presets (OK, CUSTOM & HELP), Track and Send (Send is for inReach devices only)



# Section 3a- Editing Single messages

The ability to edit single messages online is limited to OK, CUSTOM, HELP and SOS messages (*the ability to turn off Emergency Agency delivery can only be handled by a TrackMe Administrator*).

To edit an OK, CUSTOM or HELP message and recipients.

Select the message to edit make your changes then click on the green 'Update Messages' button at the bottom of the screen (not shown on this picture).

The screenshot displays the TrackMe web interface for editing messages. At the top, there is a header with 'SELECT DEVICE FROM LIST', a device ID '300434030594150 (TUTIRA GIRE-305f)', and navigation buttons 'VIEW PREVIOUS DEVICE' and 'VIEW NEXT DEVICE'. The main content area is divided into sections for different message types: OK, CUSTOM, HELP, SOS, and BATTERY. Each section has a 'MESSAGE' field and a 'CONTACT(S)' field. The OK section shows a message 'Checking in all OK. TrackMe GPS Safety' and recipients 'server@saluspro.co.nz, go412adventure@xtra.co.nz'. The CUSTOM section shows a message 'I am checking out for the day, all OK. TrackMe GPS Safety' and recipients 'server@saluspro.co.nz, 3peaks@xtra.co.nz, +6427 [redacted]'. The HELP section shows a message 'I need HELP at this location, unable to continue please arrange trar' and recipients 'callcentre@saluspro.co.nz, go412adventure@xtra.co.nz, 3peaks@xtra.co.nz, +64272510928, +6427 [redacted]'. The SOS section shows a message 'I require immediate Medical support at this location.' and recipients 'found@trackme.kiwi, go412adventure@xtra.co.nz, 3peaks@xtra.co.nz, +6427 [redacted]'. On the right side, there is a sidebar with buttons: SETUP, FORWARDING, MESSAGES, EDIT PRESETS (highlighted with a green checkmark), TRACK, and SEND.

## IMPORTANT:

If adding an email, ensure they are separated by a comma and a space.

To add a cell number for text message delivery also ensure you add in the correct format with a comma separation and +642XXXXXXX for NZ numbers or +614XXXXXXX for Australian numbers.



# Section 4 – Message History

Select the Envelope icon or MESSAGES on the right hand side in the Setup page

This will take you to the Message retrieval page

Select the time period you want to see messages for the device.

Note: for performance the messages are cached for 5 minutes and if you want to select a different device within this time you need to logout first (*the default Retrieve Message setting is the last 24 hours*).

The screenshot displays the 'Message History' interface. At the top, there's a 'BETWEEN WHICH DATES' section with 'FROM DATE' set to 29/08/2020 and 'TO DATE' set to 30/08/2020. A 'Refresh' button is located below the date filters. Below this, it says 'Show 20 entries' and has a search box. The main content is a table with the following data:

MESSAGE ID	SENT BY DEVICE AT	DESCRIPTION
1598751000	30/08/2020 13:30:00	TRACKING message from Lat -39.62769627571106 Lon 176.831796169281 delivered at 30/08/2020 01:30:47 PM +12:00 by the gateway. Battery state is Good. Sent from Altitude 12.4895306, Direction 0, and Speed of 0.
1598750400	30/08/2020 13:20:00	TRACKING message from Lat -39.62769627571106 Lon 176.83183908462524 delivered at 30/08/2020 01:30:48 PM +12:00 by the gateway. Battery state is Good. Sent from Altitude 2.35, Direction 45, and Speed of 0.
1598749785	30/08/2020 13:09:45	TRACKING message from Lat -39.677649736404419 Lon 176.78782939910889 delivered at 30/08/2020 01:10:44 PM +12:00 by the gateway. Battery state is Good. Sent from Altitude 22.64, Direction 0, and Speed of 13.7.
1598749185	30/08/2020 12:59:45	TRACKING message from Lat -39.775174856185913 Lon 176.68760061264038 delivered at 30/08/2020 01:03:21 PM +12:00 by the gateway. Battery state is Good. Sent from Altitude 26.7, Direction 45, and Speed of 28.
1598748585	30/08/2020 12:49:45	TRACKING message from Lat -39.899736642837524 Lon 176.61380767822266 delivered at 30/08/2020 12:50:52 PM +12:00 by the gateway. Battery state is Good. Sent from Altitude 110.18, Direction 45, and Speed of 28.
1598747985	30/08/2020 12:39:45	TRACKING message from Lat -39.99555877685547 Lon 176.56003475189209 delivered at 30/08/2020 12:40:16 PM +12:00 by the gateway. Battery state is Good. Sent from Altitude 108.1354, Direction 22, and Speed of 12.8.

The right sidebar contains navigation options: SETUP, FORWARDING, MESSAGES (highlighted), EDIT PRESETS, TRACK, and SEND.



# Section 5 – Edit Device Details

Access the Details page with the Contact Card icon SETUP

Device Setup explained –

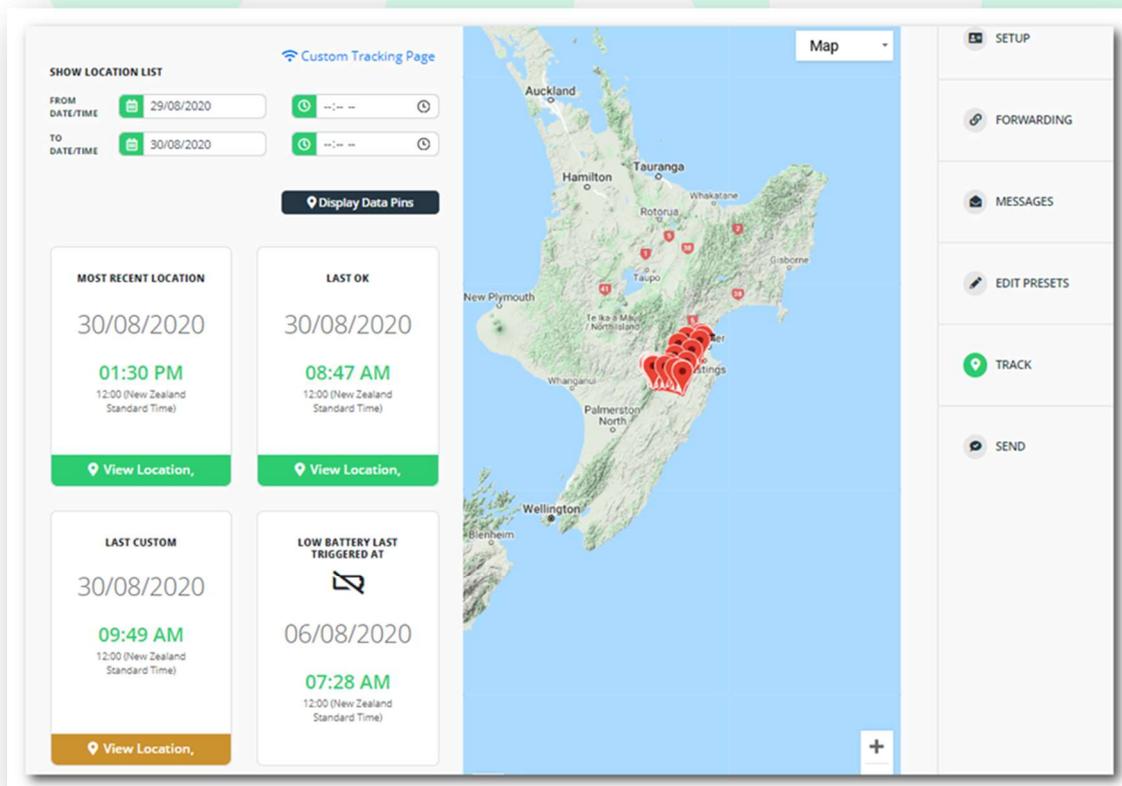
- Device ID – ESN or IMEI number is loaded when TrackMe registers the device.
- Type of Device – Currently devices are
  - SPOT (Gen 2, 3, Trace or SMART 1C)
  - inReach (GARMIN SE, Explorer, Mini, 66i, 86i,200i, DELORME SE or Explorer)
  - Iridium (SBD Iridium Modems on raw data plans)
- Agency Manager – can edit details and add extra access for Access Addresses(es)
- Device Registered To – Main contact person
- Device Owned By – Owner of the device
- Event Name - . Set when uploading devices, non-editable from this form. Can be changed by contacting [info@trackme.life](mailto:info@trackme.life)
- Device Name – Unique identifiable name for organisation in sorting devices.
- Device Address – Satellite address
- Broadcast Group - TBA
- Tracking Page link – uses to deliver to messages and Emergency services for current locations.
- User Name – User of device, loaded initially from registration sheet.
- Phone Number – User phone number, used by profiles to warn of missed check in and Response centre in checking after HELP and SOS messages. (by default is loaded as event contact number)
- Access Addresses(es) – assigned logins for access to devices. Can only edit Access Addresses(es) and notes. Can edit individual messages and recipients.
- Notes – Used to warn of medical conditions for first responders and Emergency services, can also be helpful for HELP message, AA Membership, International Insurance details for rescue etc. Can be also used for intention notes when accessing back country walks.
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# Section 6 – Mapping Latest Locations

Access mapping with the Pin Locator icon or TRACK on the right hand side in the Setup page

On this page you can access Mapping for specific message delivery or all tracking in a set time period.



You can also go to your Custom Tracking page from here (top of the scree)



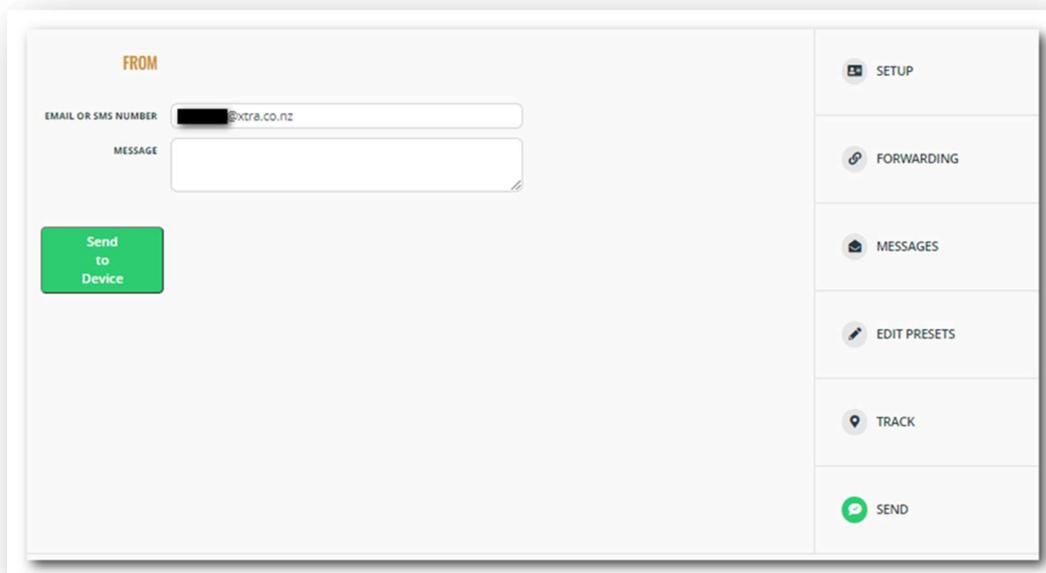
# Section 7 – Send to a Satellite Device

This is currently only available for inReach devices.

Select Speech Bubble with a tick icon from the menu or SEND on the right hand side in the Setup page

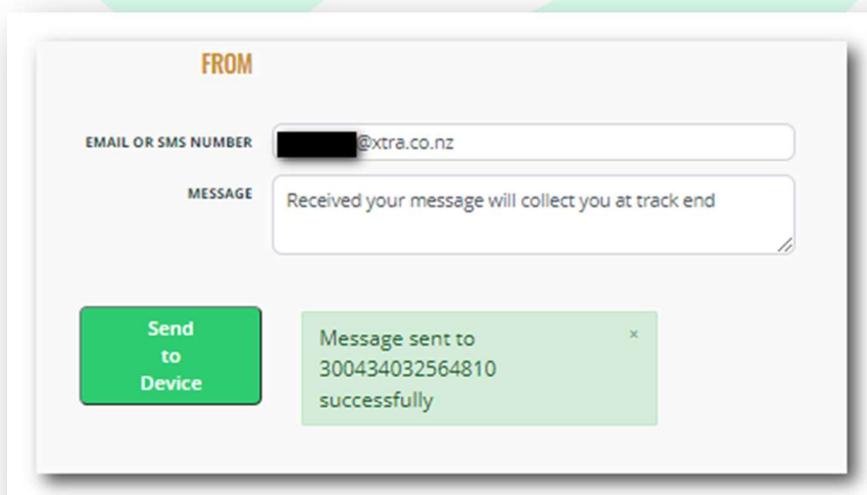


You can only send messages to a device you have access to, if you are replying to a message via the permanent link to a device the device id will be filled in and you will need to add your email address or ISD cell number



The screenshot shows a web interface for sending messages. On the left, under the heading 'FROM', there is a form with two input fields: 'EMAIL OR SMS NUMBER' (containing a redacted number followed by '@xtra.co.nz') and 'MESSAGE' (empty). Below these fields is a green button labeled 'Send to Device'. On the right, there is a vertical sidebar menu with several options: 'SETUP', 'FORWARDING', 'MESSAGES', 'EDIT PRESETS', 'TRACK', and 'SEND' (highlighted with a green circle).

Email addresses or cellular numbers can be inserted into the top row, cell numbers must conform to the ISD format +642XXXXXXXXX. A maximum of 140 Characters including the from address can be delivered. Delivery to Multiple devices can be entered with comma separation.



This screenshot shows the same 'FROM' section as the previous one, but with the 'MESSAGE' field filled with the text 'Received your message will collect you at track end'. The 'Send to Device' button is still present. A green notification box has appeared, displaying the text 'Message sent to 300434032564810 successfully'.

Select Send and a confirmation message will show up, if you select Send again then another message will be sent. Every message is using 3 blocks of data from the data plan for this device.



Current Version – 200902 Update 1

For any edits to this instruction PDF please send to [info@trackme.life](mailto:info@trackme.life)

The following appendix pages contain flow charts which may help you in navigating the portal and configuring devices.



# SOS Alert Procedure – All Users

