# Welcome to the Tracker family.

# Peace of mind in your pocket.

Whether it's up the road or across the country, your Tracker Connect app allows you to get out more.

Rest assured knowing that wherever you end up, we'll make sure it's a smooth journey.

**Click through our convenient interactive How To Guide below and see how simple it is to use the features of your Tracker app.**

| | | |
|---|---|---|
| Basics | Location Based Tracking | In App Car Guard |
| Share My Journey | Theft Retrieval | Assistance |

Theft Retrieval

# Peace of mind in your pocket.

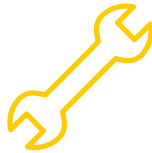Whether it's up the road or across the country, your Tracker Connect app allows you to get out more.

Rest assured knowing that wherever you end up, we'll make sure it's a smooth journey.

**Click through our convenient interactive How To Guide below and see how simple it is to use the features of your Tracker app.**

**Notifications**

**Reminders**
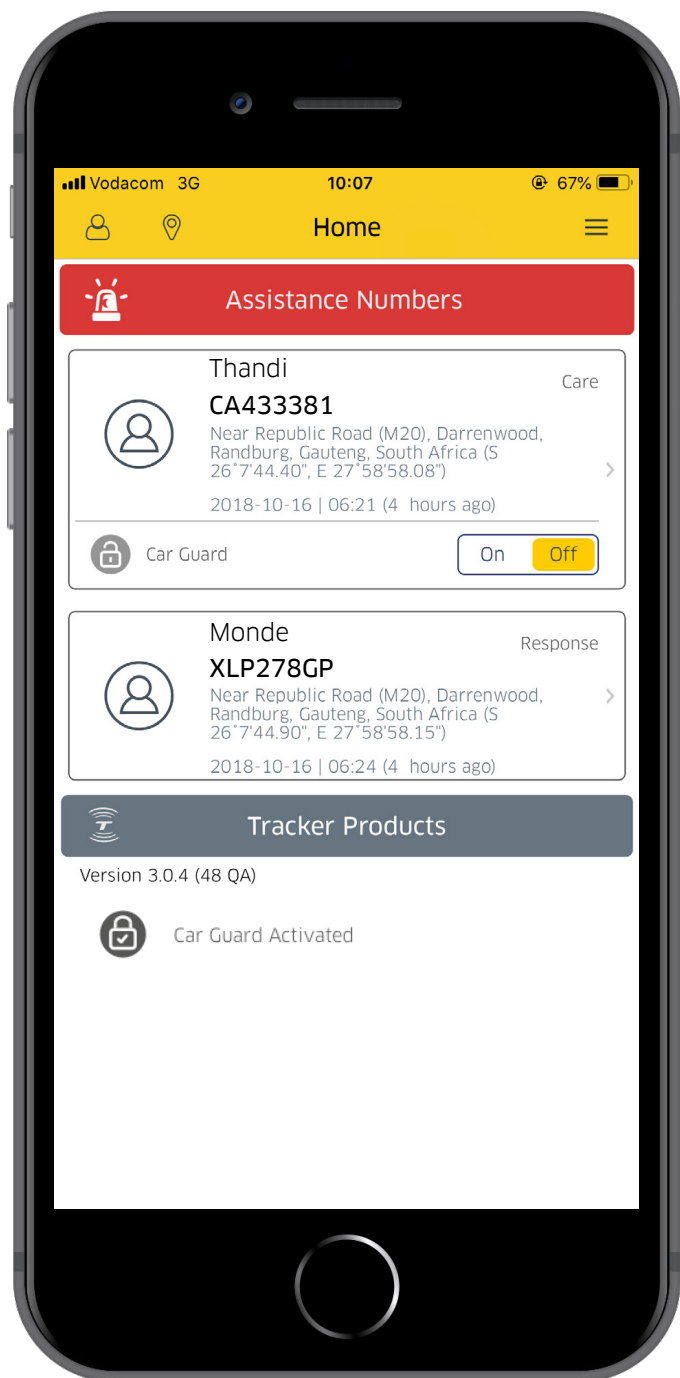
**Zone Managemnet**

**Trip Logbook**

**Log Vehicle Expenses**

**Reports**

# Basics

To register, you will need to use the login details that were sent to you. Once you've logged in, your app will open up on your home page. Here you can immediately access any **assistance numbers**, view all of the **members** registered to your account, and view all available **Tracker products.**

**Settings**: View and edit your personal details and set up preference features.

**Location**: View your current location as well as the location of all your vehicles.

**Menu**: A drop down menu.

**Individual Profiles**: Profiles of every person and vehicle registered to your account.

**In App Car Guard**: Each individual profile allows you to toggle In App Car Guard on and off for that specific vehicle.*

*Available on Tracker Care and Tracker Protect only

## more basics

This feature is available on:

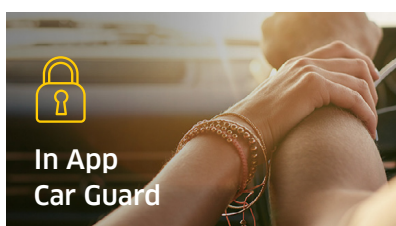Tracker Care                    Tracker Recover

Tracker Protect                 Tracker Response

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**Phone screen content:**

Vodacom 3G    10:07    67%

Home

**Assistance Numbers**

Thandi                                    Care
CA433381
Near Republic Road (M20), Darrenwood, Randburg, Gauteng, South Africa (S 26˚7'44.40", E 27˚58'58.08")
2018-10-16 | 06:21 (4 hours ago)
Car Guard              On      Off

Monde                                Response
XLP278GP
Near Republic Road (M20), Darrenwood, Randburg, Gauteng, South Africa (S 26˚7'44.90", E 27˚58'58.15")
2018-10-16 | 06:24 (4 hours ago)

**Tracker Products**

Version 3.0.4 (48 QA)

Car Guard Activated

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# You may also be interested in:

**Location Based Tracking**

**In App Car Guard**

**Share My Journey**

For further assistance please don't hesitate to contact us on **0860 60 50 40.**
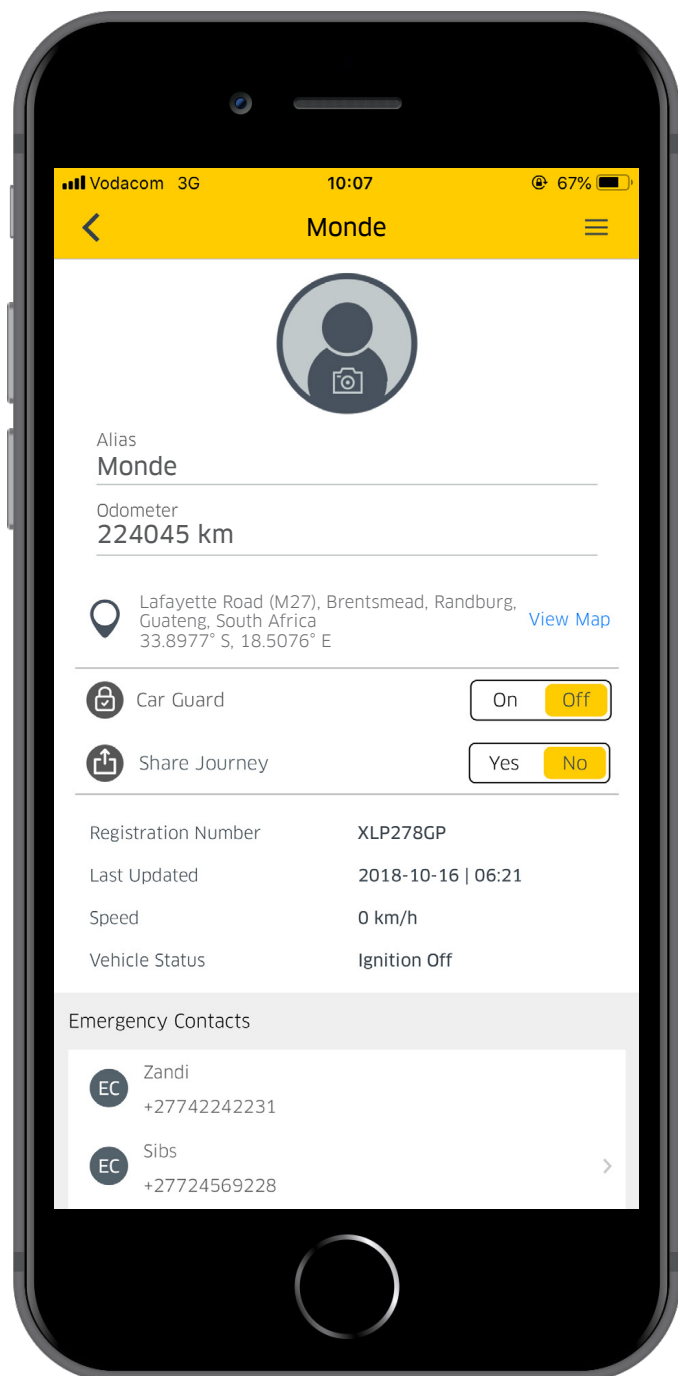
## Individual Profile

On your home page you can view all of the members registered to your account. If you click on one of them you will access their Individual Profile. This shows you a number of details about them.

Name of the member

Their vehicles current odometer meter.

This shows their vehicles current position. Clicking on it takes you to a live map of their location.

Here you can toggle your Car Guard on and off.*

Here you can toggle your Share My Journey on and off. **

**Registration Number:** This shows the members registration number.

**Last Updated:** This shows the last time the information was updated.

**Emergency Contacts:** Here you can store up to 3 personal emergency contact numbers.
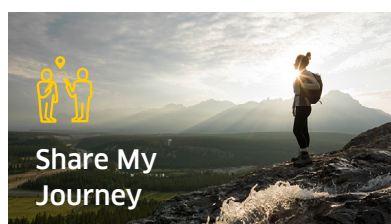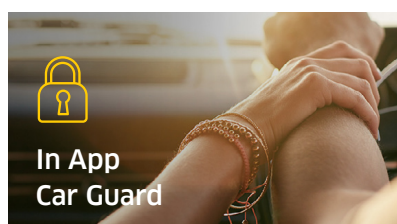
*Available on Tracker Care and Tracker Protect only
**Available on Tracker Care only
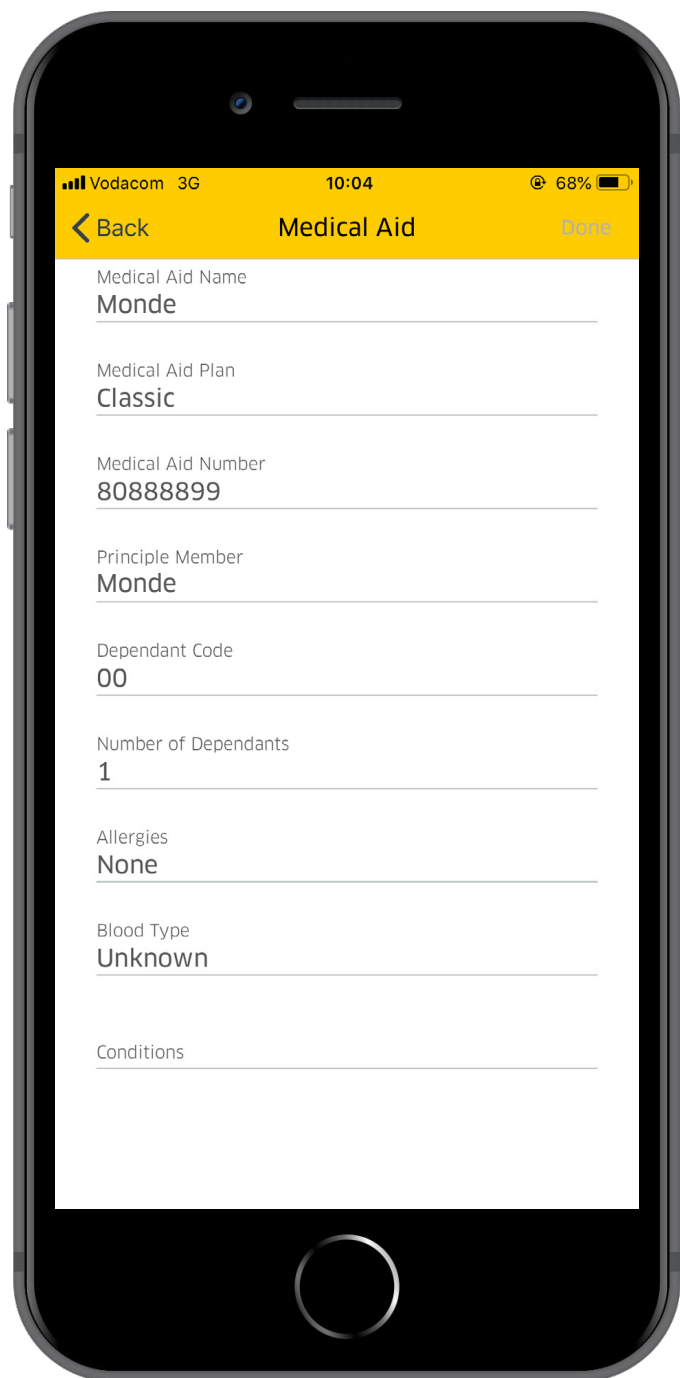
### This feature is available on:

Tracker Care

Tracker Recover

Tracker Protect

Tracker Response

---

## You may also be interested in:

**Location Based Tracking**

**In App Car Guard**

**Share My Journey**

For further assistance please don't hesitate to contact us on **0860 60 50 40.**

### Phone screen content:

Monde

Alias
Monde

Odometer
224045 km

Lafayette Road (M27), Brentsmead, Randburg, Guateng, South Africa
33.8977° S, 18.5076° E    View Map

Car Guard    On  Off

Share Journey    Yes  No

Registration Number    XLP278GP
Last Updated    2018-10-16 | 06:21
Speed    0 km/h
Vehicle Status    Ignition Off

Emergency Contacts

EC  Zandi
+27742242231

EC  Sibs
+27724569228

**Vodacom 3G** 10:04 68%

Back **Medical Aid** Done

Medical Aid Name
Monde

Medical Aid Plan
Classic

Medical Aid Number
80888899

Principle Member
Monde

Dependant Code
00

Number of Dependants
1

Allergies
None

Blood Type
Unknown

Conditions

# Medical Aid: All products

Should your journey hit a bump, filling out your medical aid details means that Tracker can supply them on your behalf, making the process of facilitating medical assistance as seamless as possible, should you require it with your Care or Response product.

To access this, click on the **menu icon** and select **medical aid** from the list. Here you can add or update any of your medical aid details as you see fit.

Once complete, click on **Done** in the top right corner and the app will save your changes.

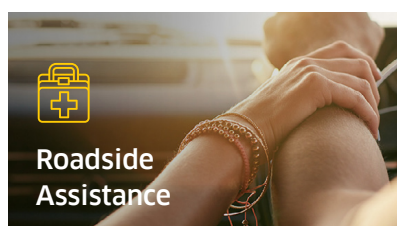**This feature is available on:**

Tracker Care
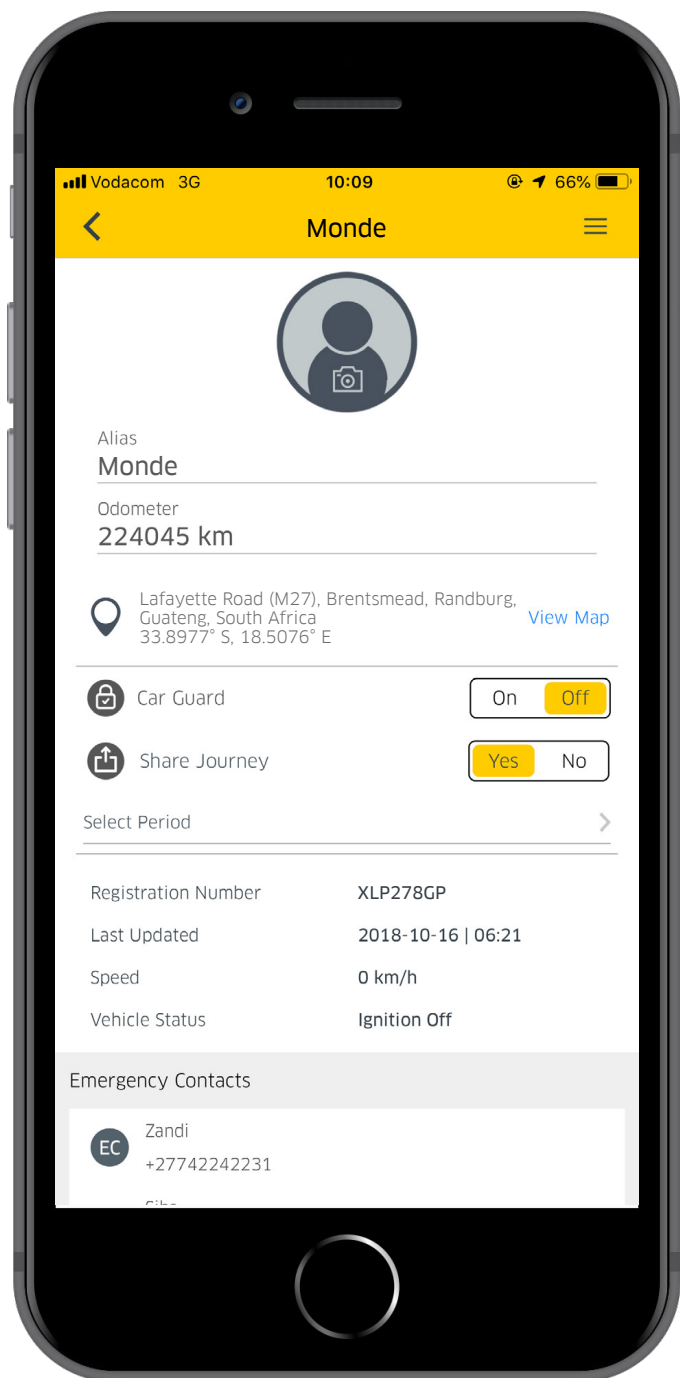
Tracker Recover

Tracker Protect

Tracker Response

# You may also be interested in:

Reports

Roadside Assistance

Share My Journey

For further assistance please don't hesitate to contact us on **0860 60 50 40.**

## In App Car Guard

In the **individual profile**, you can toggle your car guard on or off. This can also be accessed via your **home page**. By turning the car guard on, only once your ignition is off, you are digitally 'locking' the position of your vehicle via the app. If your vehicles ignition is turned on before its position is 'unlocked', you will receive a notification via your selected preferences: In-App, E-mail or SMS.

**This feature is available on:**

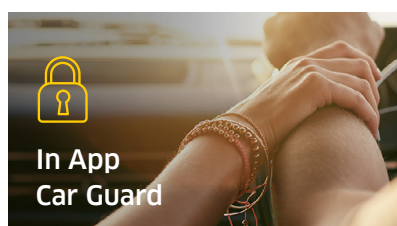Tracker Care        Tracker Recover
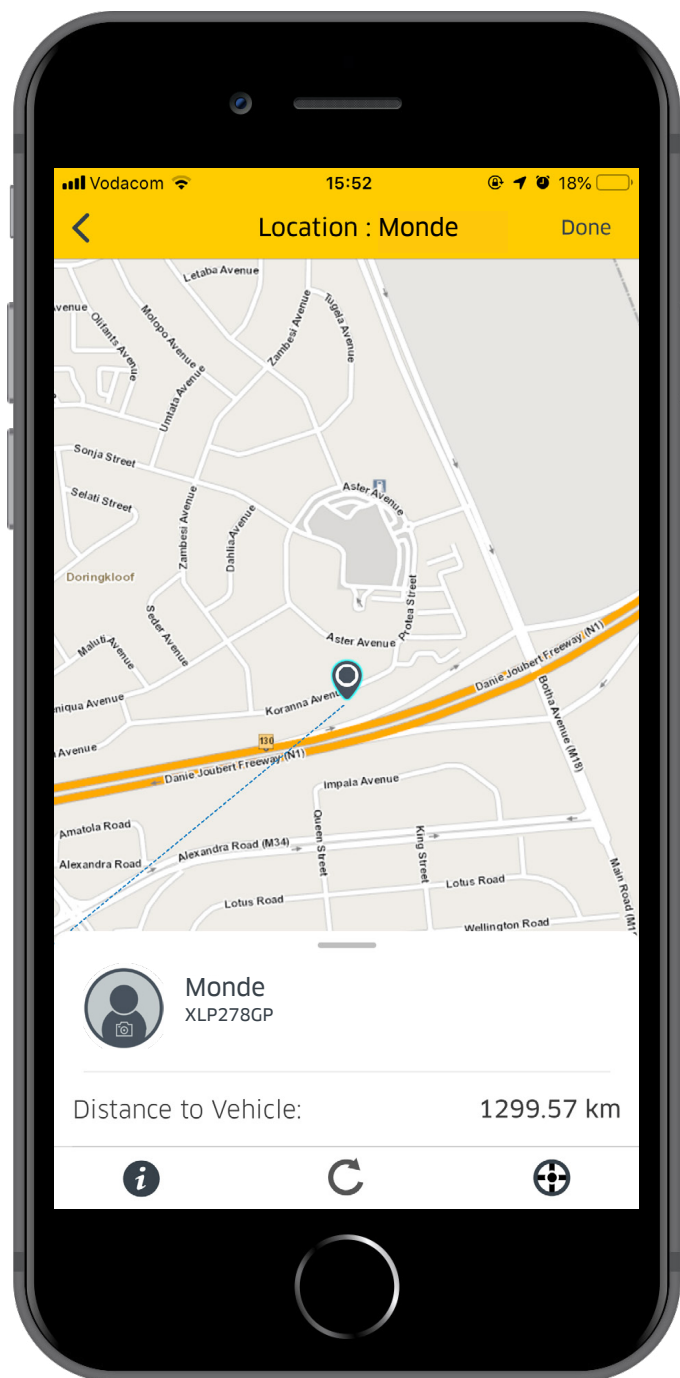
Tracker Protect        Tracker Response

# You may also be interested in:

**Location Based Tracking**

**In App Car Guard**

**Share My Journey**

For further assistance please don't hesitate to contact us on **0860 60 50 40.**

# Location Based Tracking

On the homepage you can view all the members registered to your account and their respective Tracker products. By clicking on a member, you can see their **individual profile** and **current location**. When clicking on their current location, you will be taken to a map which shows you their near real-time location. If you click on the vehicle's **location** icon, you will be provided with the vehicle's **distance** from your current location.

**Clicking on** ⓘ **opens additional options:**

**Standard map**
The original view of the map

**Hybrid map**
A satellite view of the map

**Hide/Show traffic**
View or hide live traffic on the map

**Playback vehicle journey***
Select a time and date period to view the route history on the selected vehicle.

**Follow vehicle**
View and follow the live location of the vehicle. This works well when the vehicle is moving.

*Available on Tracker Care and and Tracker Protect only

**This feature is available on:**

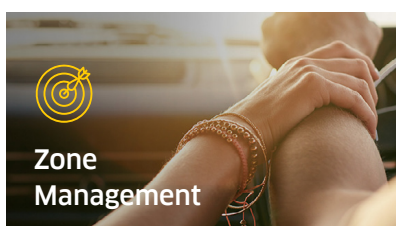Tracker Care          Tracker Recover
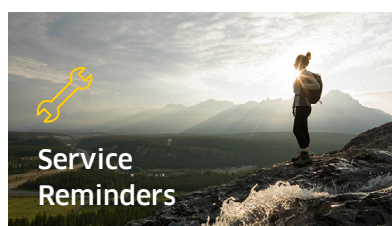
Tracker Protect       Tracker Response
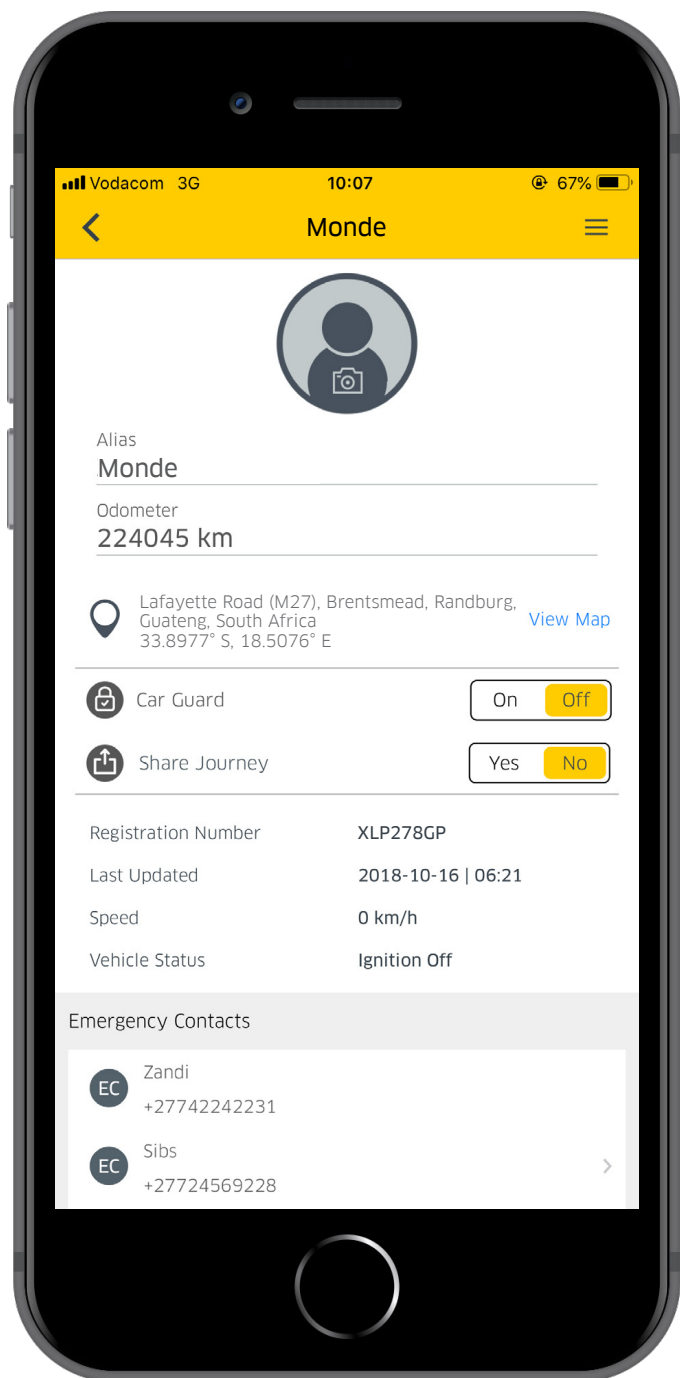
## You may also be interested in:

**Reports**

**Zone Management**

**Service Reminders**

For further assistance please don't hesitate to contact us on **0860 60 50 40.**

| | | |
|---|---|---|
| **III** Vodacom 3G | 10:07 | 67% |

< Monde ≡

Alias
Monde

Odometer
224045 km

Lafayette Road (M27), Brentsmead, Randburg, Guateng, South Africa
33.8977° S, 18.5076° E          View Map

🔒 Car Guard          On  **Off**

⬆ Share Journey          Yes  **No**

Registration Number          XLP278GP
Last Updated          2018-10-16 | 06:21
Speed          0 km/h
Vehicle Status          Ignition Off

Emergency Contacts

EC  Zandi
     +27742242231

EC  Sibs
     +27724569228          >

# Share my Journey

In the individual profile, you can choose to share your journey with loved ones and colleagues. Once you have toggled the button to '**yes**', select the **length of time** you would like to share it for. You will then be prompted to **share your location**. By doing this, our app creates a 'share journey URL'. Select how you would like to share it and to which individual. Tracker will send them a URL for them to follow. All they have to do to view their journey is register or use their personal Tracker login if they are a Tracker customer.

## This feature is available on:
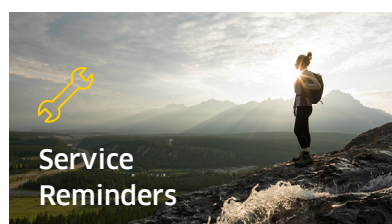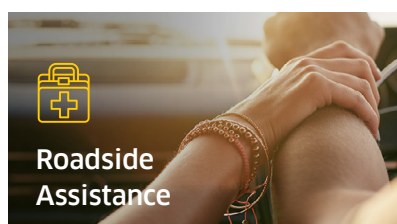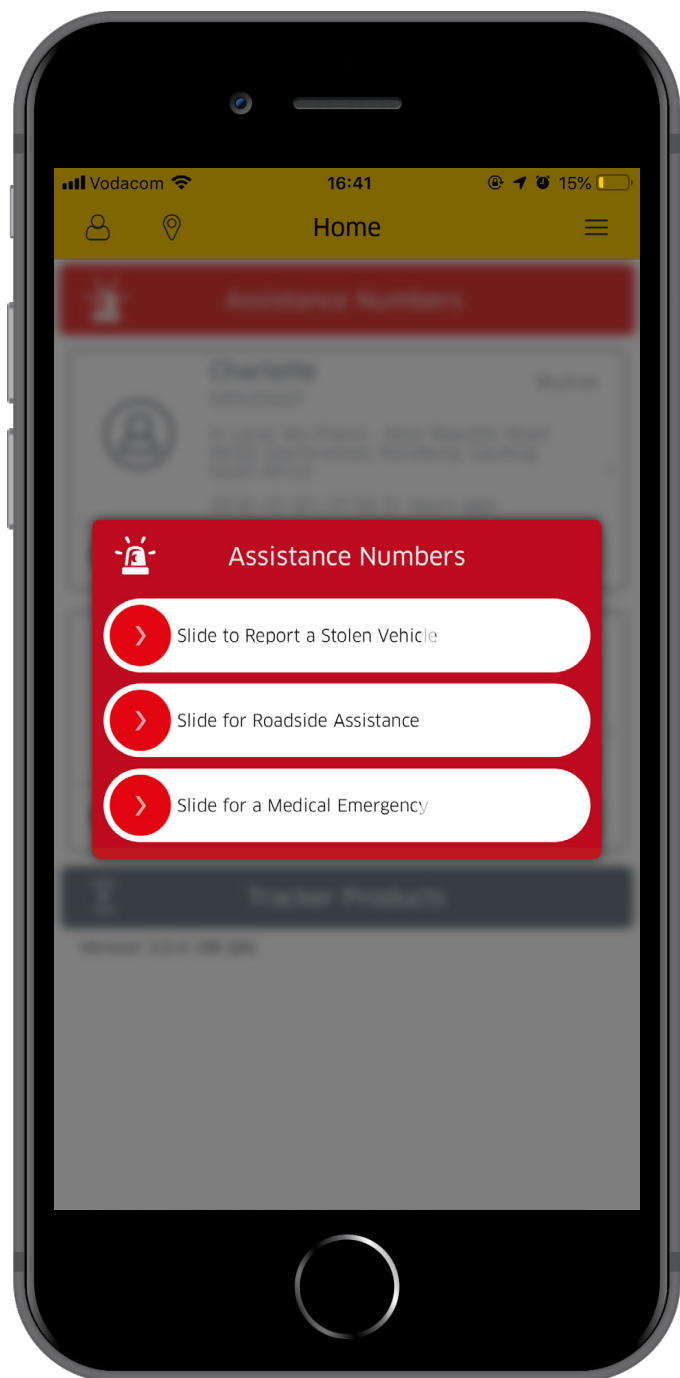
♡ **Tracker Care**          🔍 Tracker Recover

🛡 Tracker Protect          🚗 Tracker Response

# You may also be interested in:


**Theft Retrieval**


**Roadside Assistance**


**Service Reminders**

For further assistance please don't hesitate to contact us on **0860 60 50 40.**

# Theft Retrieval

On your home page, click on **'Assistance Numbers'**. This opens a pop-up of your emergency assistance numbers which you can **swipe to dial** should you need it.

Report a stolen vehicle:

This slider will automatically dial our National Emergency Call Centre that will set in motion a chain of events to recover your stolen or hi-jacked vehicle.

**This feature is available on:**

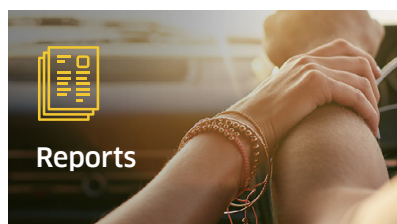Tracker Care          Tracker Recover

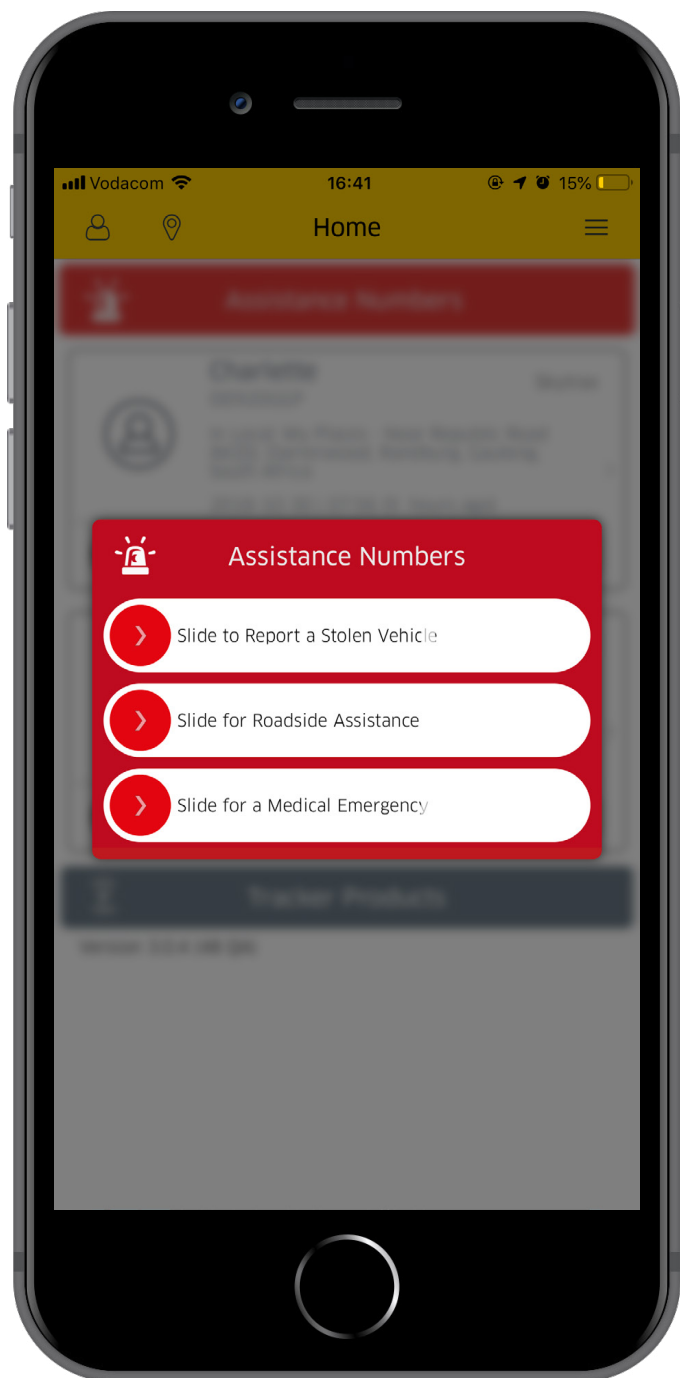Tracker Protect          Tracker Response

# You may also be interested in:

**Accident Assistance**

**Reports**

**Share My Journey**

For further assistance please don't hesitate to contact us on **0860 60 50 40.**

## Roadside Assistance

If your journey takes an unexpected turn, Roadside Assistance is there to help. You can access this via your home page by clicking on **'Assistance Numbers'**. This opens a pop-up of various emergency assistance numbers. You can **swipe to dial** the **Roadside Assistance number** should you need it.

For further assistance please don't hesitate to contact us on 0860 60 50 40.

**This feature is available on:**

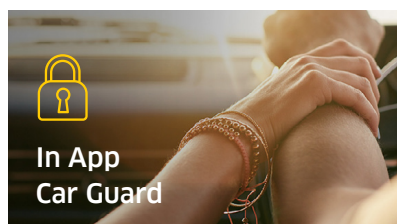Tracker Care          Tracker Recover

Tracker Protect          Tracker Response

**Assistance Numbers**

> Slide to Report a Stolen Vehicle

> Slide for Roadside Assistance

> Slide for a Medical Emergency

## You may also be interested in:

**Location Based Tracking**

**In App Car Guard**

**Zone Management**

For further assistance please don't hesitate to contact us on **0860 60 50 40.**
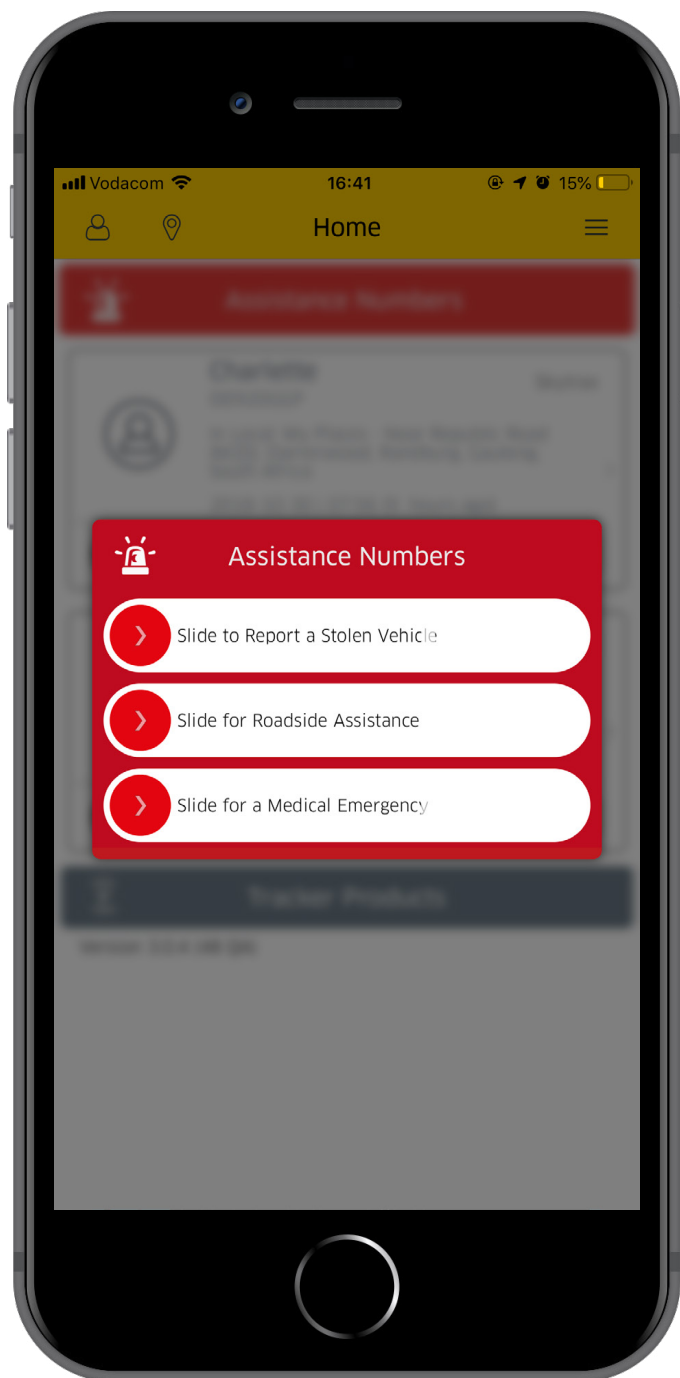
# Medical Assistance

Should something happen along your journey where you require medical attention, you can access the Medical Assistance number. You can access this via your home page by clicking on **'Assistance Numbers'**. This opens a pop-up of various emergency assistance numbers. You can **swipe to dial** the **Medical Assistance number** should you need it.

For further assistance please don't hesitate to contact us on 0860 60 50 40.

### This feature is available on:

Tracker Care

Tracker Recover

Tracker Protect

Tracker Response

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# You may also be interested in:

**Location Based Tracking**

**In App Car Guard**

**Zone Management**

For further assistance please don't hesitate to contact us on **0860 60 50 40.**

## Accident Assistance

Should your journey hit a sudden bump, Accident Assistance is there to help. You can access this via your home page by clicking on **'Assistance Numbers'**. This opens a pop-up of various emergency assistance numbers. You can **swipe to dial** the **Accident Assistance number** should you need it.

For further assistance please don't hesitate to contact us on 0860 60 50 40.

**This feature is available on:**

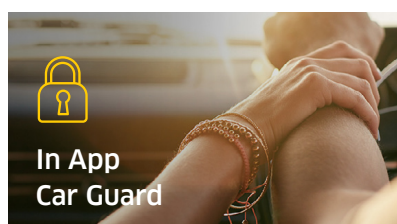Tracker Care                    Tracker Recover
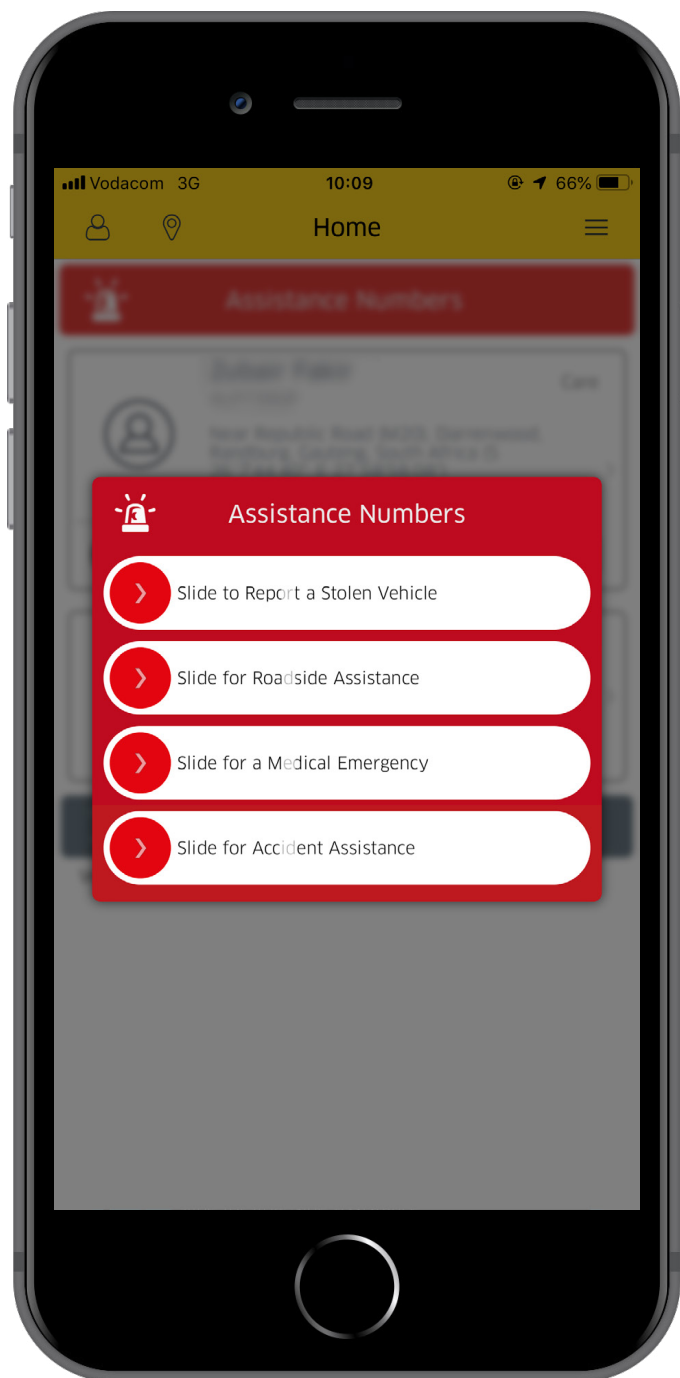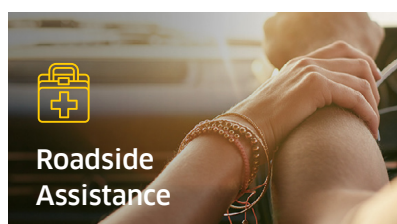
Tracker Protect                  **Tracker Response**

Accident Assistance

## You may also be interested in:
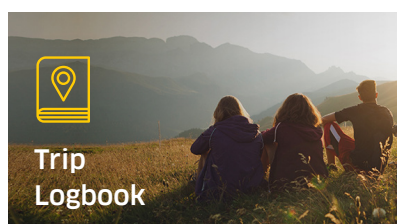
**Trip Logbook**

**Roadside Assistance**

**Share My Journey**

For further assistance please don't hesitate to contact us on **0860 60 50 40.**

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*Phone screen content:*

Vodacom 3G    10:09    66%

Home

Assistance Numbers

### Assistance Numbers

› Slide to Report a Stolen Vehicle

› Slide for Roadside Assistance

› Slide for a Medical Emergency

› Slide for Accident Assistance

## Your Responder

Should your trip take an unexpected turn and you activate your Accident Assist, you can view the details of your responder in the app.

Once you have requested ambulance or tow assistance, you can click on the **individual profile** of the member who requested the assistance, and you'll see a vehicle icon which shows 'Accident Assistance Activated'. Click on '**View Map'** next to this and you'll be taken to a map where you can see your responder and the distance they are from your current location.

This feature is available on:

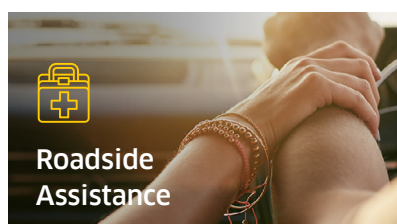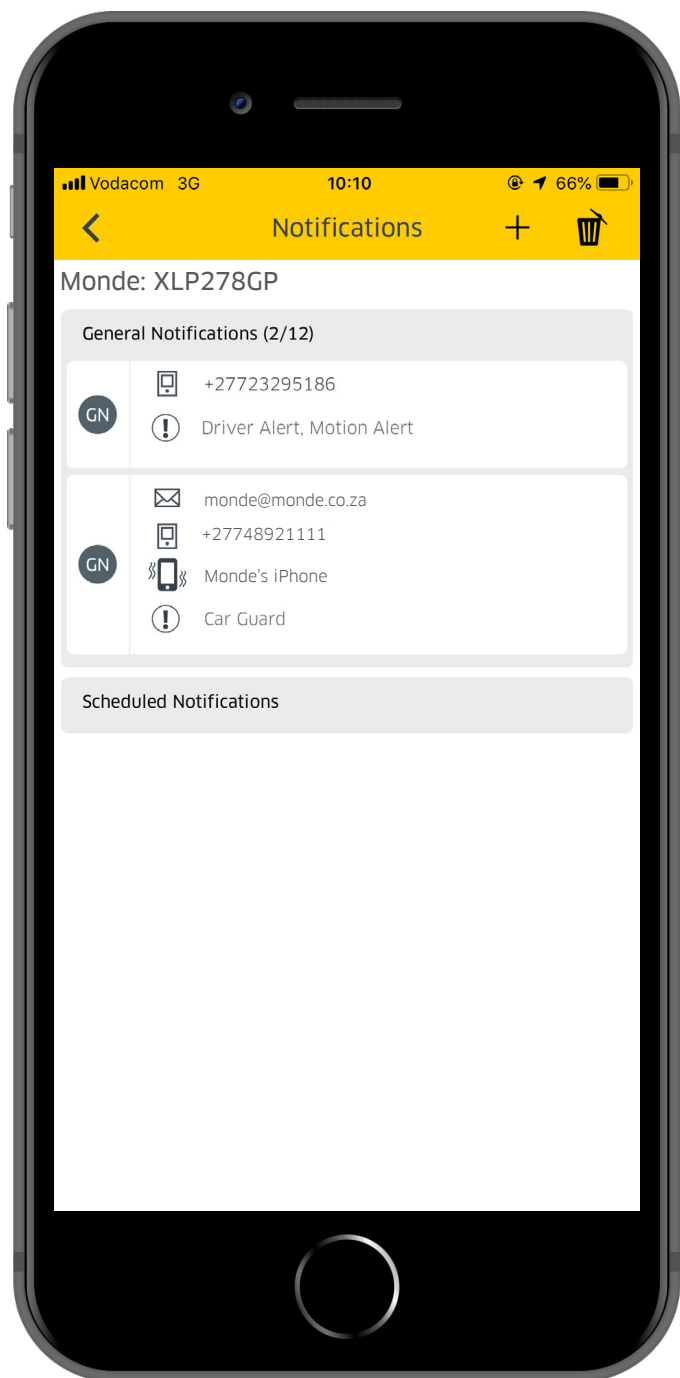Tracker Care

Tracker Recover

Tracker Protect

Tracker Response

**Response**

Alias
Monde

Odometer
224045 km

In Tracker Pretoria Branch: Site - Koranna Avenue, Doringkloof, Centurion, Gauteng, South Africa (S 25˚51'34.13", E 28˚12'58.76")    View Map

Accident Assistance Activated    View Map

Registration Number    XLP278GP
Last Updated    2018-10-24 | 06:20
Speed    0 km/h
Vehicle Status    Ignition Off

Emergency Contacts

EC    Zandi
+27742242231

EC    Sibs
+27724569228

## You may also be interested in:

**Trip Logbook**

**Roadside Assistance**

**Share My Journey**

For further assistance please don't hesitate to contact us on **0860 60 50 40.**

Monde: XLP278GP

**General Notifications (2/12)**

GN | +27723295186
Driver Alert, Motion Alert

GN | monde@monde.co.za
+27748921111
Monde's iPhone
Car Guard

**Scheduled Notifications**

# Notifications

There are various events that you can choose to be notified on. To access your notifications, select one of the **individual profiles**, click on the **menu icon** in the top right corner, and click on **'notifications'**. This shows you all your general notifications and scheduled reminders for this specific profile. To select which events you would like to be notified on, click on + sign in the top right corner and select the **type of notification**. Scroll through the list and **tick** any of the events, fill in the **receivers details** for your preferred notification channel, and finally select **'done'**.

**This feature is available on:**

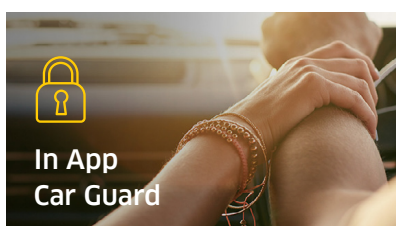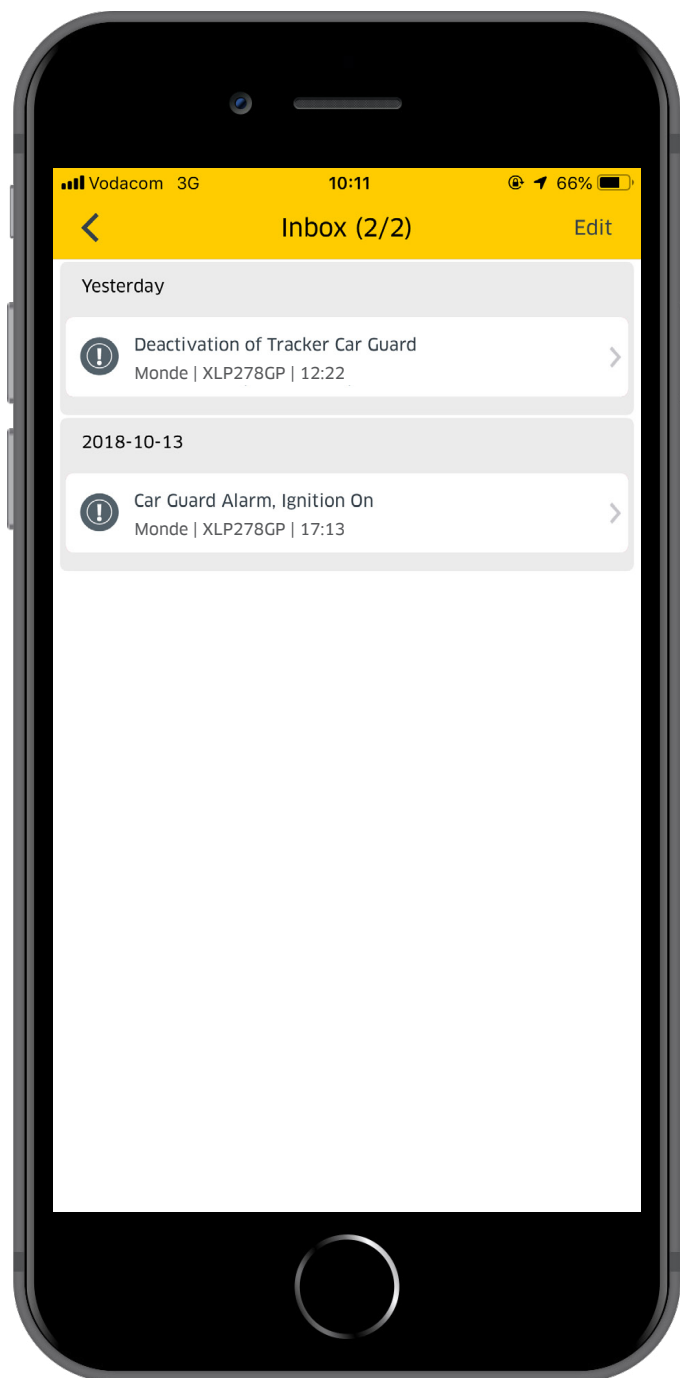Tracker Care          Tracker Recover

Tracker Protect          Tracker Response

# You may also be interested in:

Licence
Reminders

In App
Car Guard

Reports

For further assistance please don't hesitate to contact us on **0860 60 50 40.**

## In-App Notifications

Once you have setup In-App Notifications, Tracker will be able to send you alerts directly via the app. These notifications pop up on the top of your screen just as your other cellphone notifications would.To view them, you can either click on the notifications as it pos up or find it in your app's inbox. To access the inbox, click on the icon in the top right corener and select "Inbox".

For further assistance please don't hesitate to contact us on 0860 60 50 40.

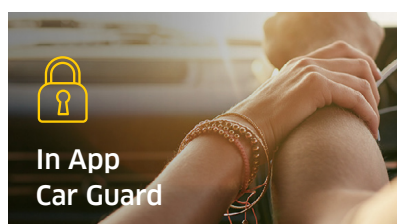**This feature is available on:**

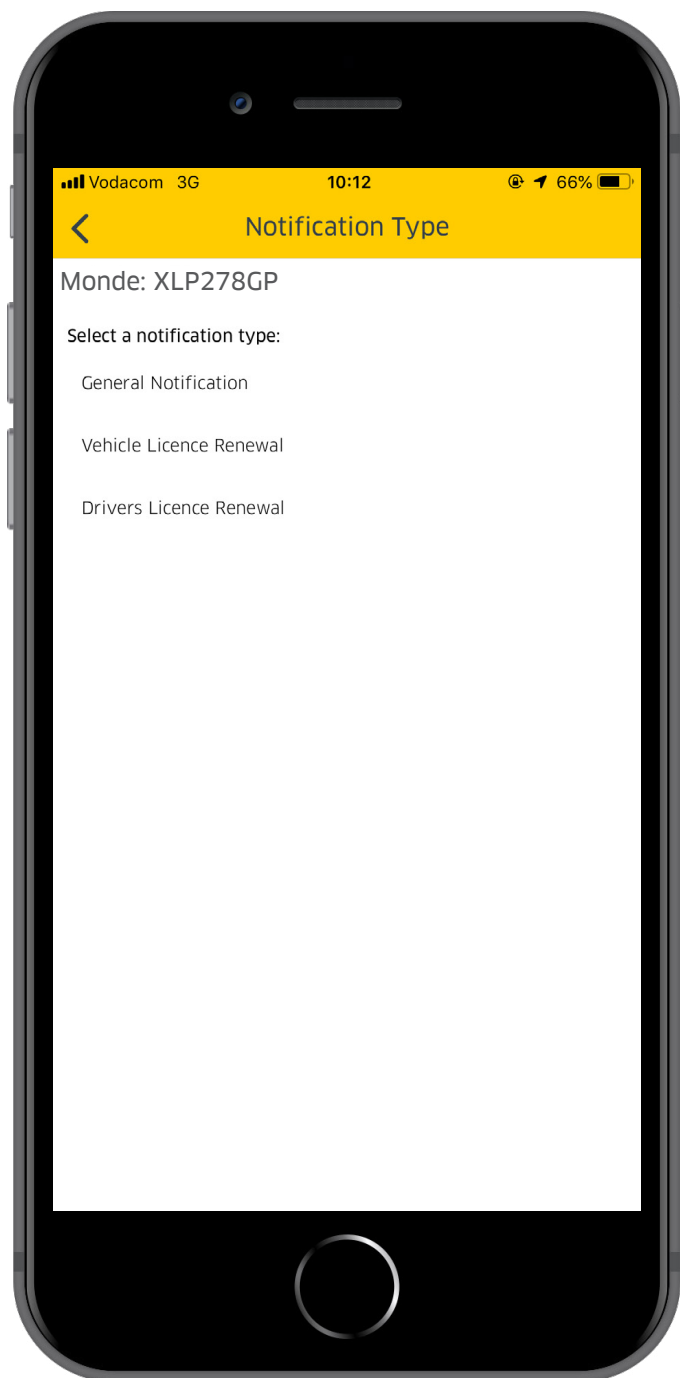Tracker Care

Tracker Recover

Tracker Protect

Tracker Response

**You may also be interested in:**

Location Based Tracking

In App Car Guard

Share My Journey

For further assistance please don't hesitate to contact us on **0860 60 50 40.**

## Notification Type

Monde: XLP278GP

Select a notification type:

General Notification

Vehicle Licence Renewal

Drivers Licence Renewal

# Licence Reminders

These handy reminders let you know when you are due for a licence renewal. This needs to be set up in your **notifications**.

To access your notifications, select one of the **individual profiles**, click on the **menu icon** in the top right corner, and click on '**notifications**'. This shows you all your general notifications and scheduled reminders that you have already setup for this specific profile.

To add a new reminder in your app, **click on the + sign** in the top right corner. In notification setup type, select either **Vehicle Licence Renewal or Drivers Licence Renewal**. Once selected, select how you would like to receive this notification and when you would like to receive it.

**This feature is available on:**
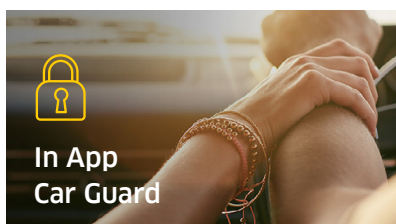
Tracker Care

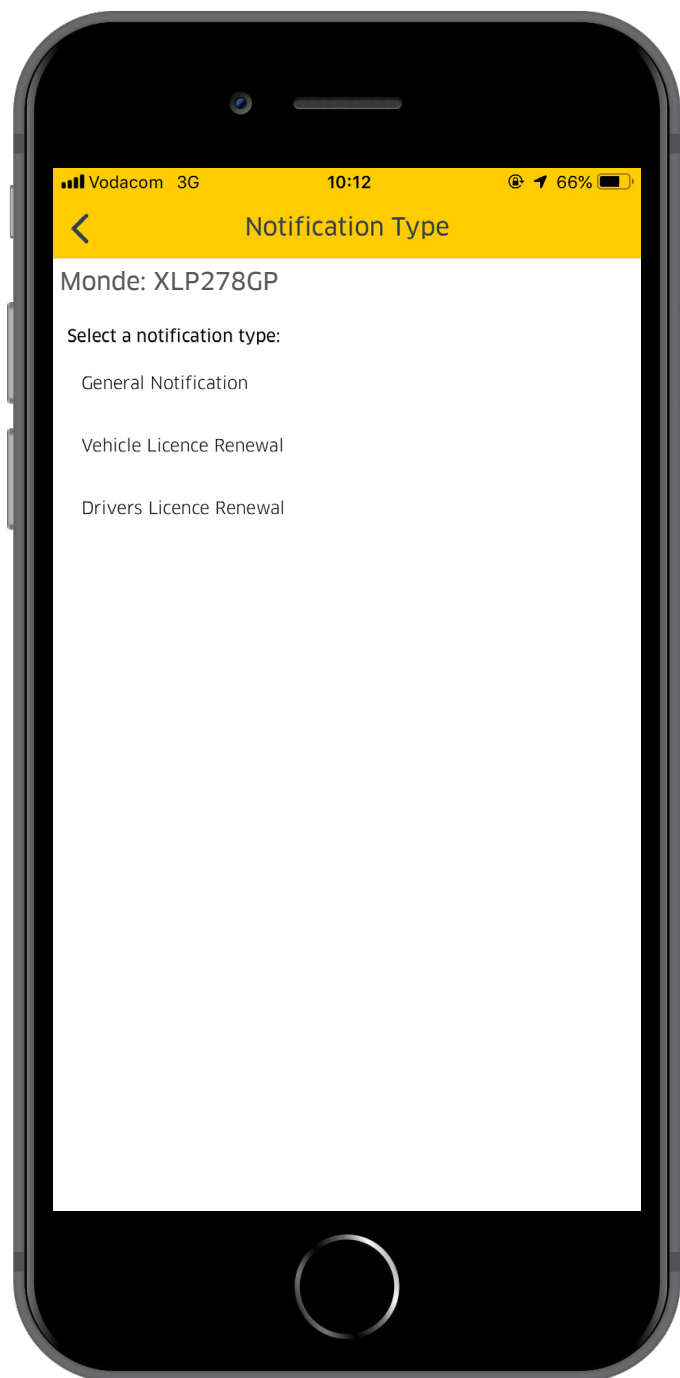Tracker Recover

Tracker Protect

Tracker Response

Licence Reminders

# You may also be interested in:

**Location Based Tracking**

**In App Car Guard**

**Share My Journey**

For further assistance please don't hesitate to contact us on **0860 60 50 40.**

**Vodacom** 3G 10:12 66%

< Notification Type

Monde: XLP278GP

Select a notification type:

General Notification

Vehicle Licence Renewal

Drivers Licence Renewal

## Service Reminders

These handy reminders let you know when you are due for a service. This needs to be set up in your notifications. To access your notifications, select one of the **individual profiles**, click on the **menu icon** in the top right corner, and click on '**notifications**'. This shows you all your general notifications and scheduled reminders for this specific profile.

To add a new reminder in your app, **click on the + sign** in the top right corner. In notification setup, select **Vehicle Service**. Once selected, select how you would like to receive this notification, when you would like to receive it, and how often you would like to receive it.

**This feature is available on:**

Tracker Care
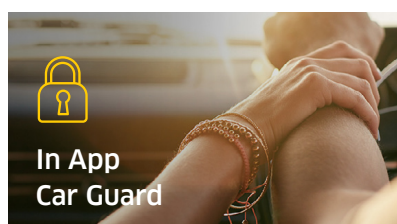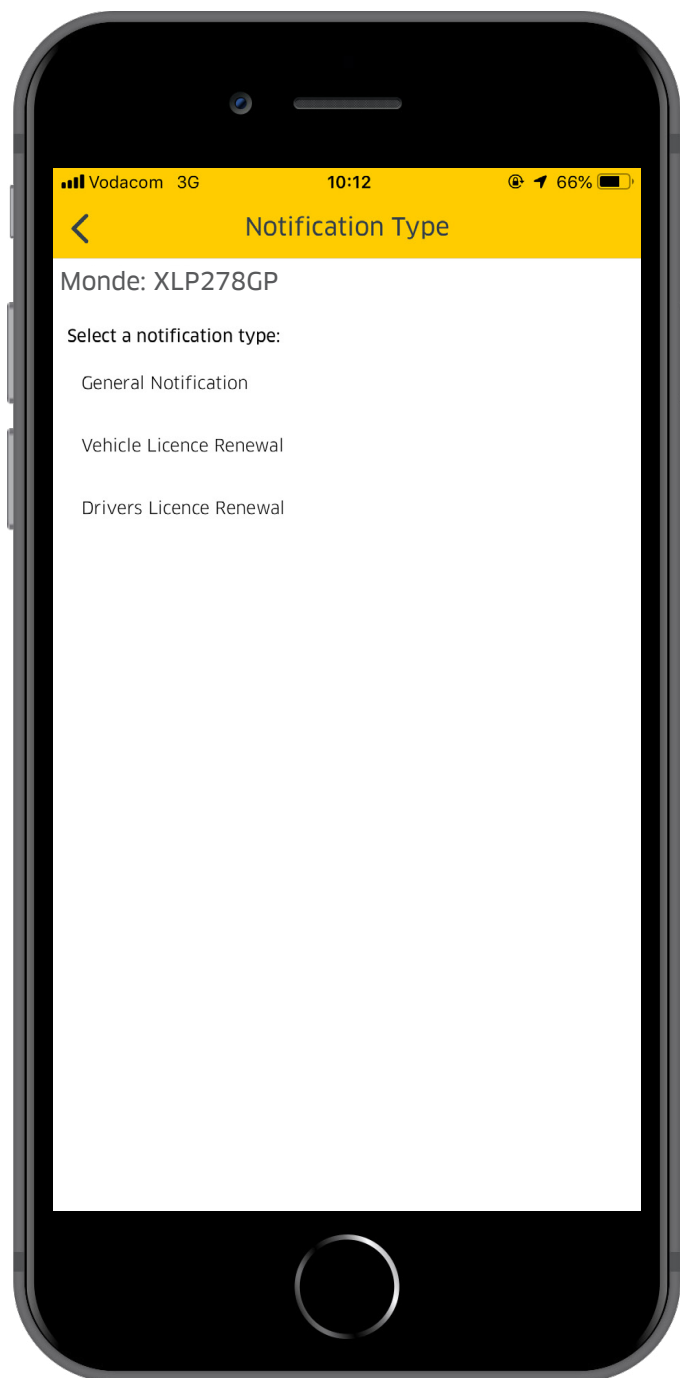
Tracker Recover

Tracker Protect

Tracker Response

## You may also be interested in:

Location
Based Tracking

In App
Car Guard

Share My
Journey

For further assistance please don't hesitate to contact us on **0860 60 50 40.**

**Notification Type**

Monde: XLP278GP

Select a notification type:

General Notification

Vehicle Licence Renewal

Drivers Licence Renewal

# Zones Management

Manage the safety of your loved ones by assigning safe zones and no go zones via an interactive map on **https://my.tracker.co.za/**

To make sure you get notifications in the app, select one of the **individual profiles**, click on the **menu icon** in the top right corner, and click on '**notifications**'. Once in Notifications, click on the **+ sign** in the top right corner.

In notification type setup, select 'General Notifications' and tick either 'Go places', 'My Places' or 'No Go Places' depending on your requirements.

This feature is available on:

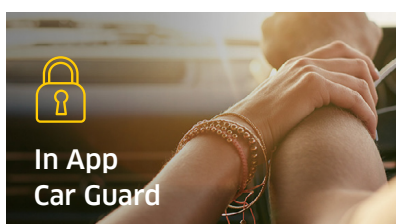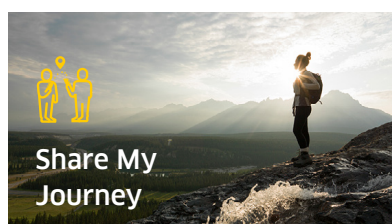Tracker Care    Tracker Recover

Tracker Protect    Tracker Response

# You may also be interested in:
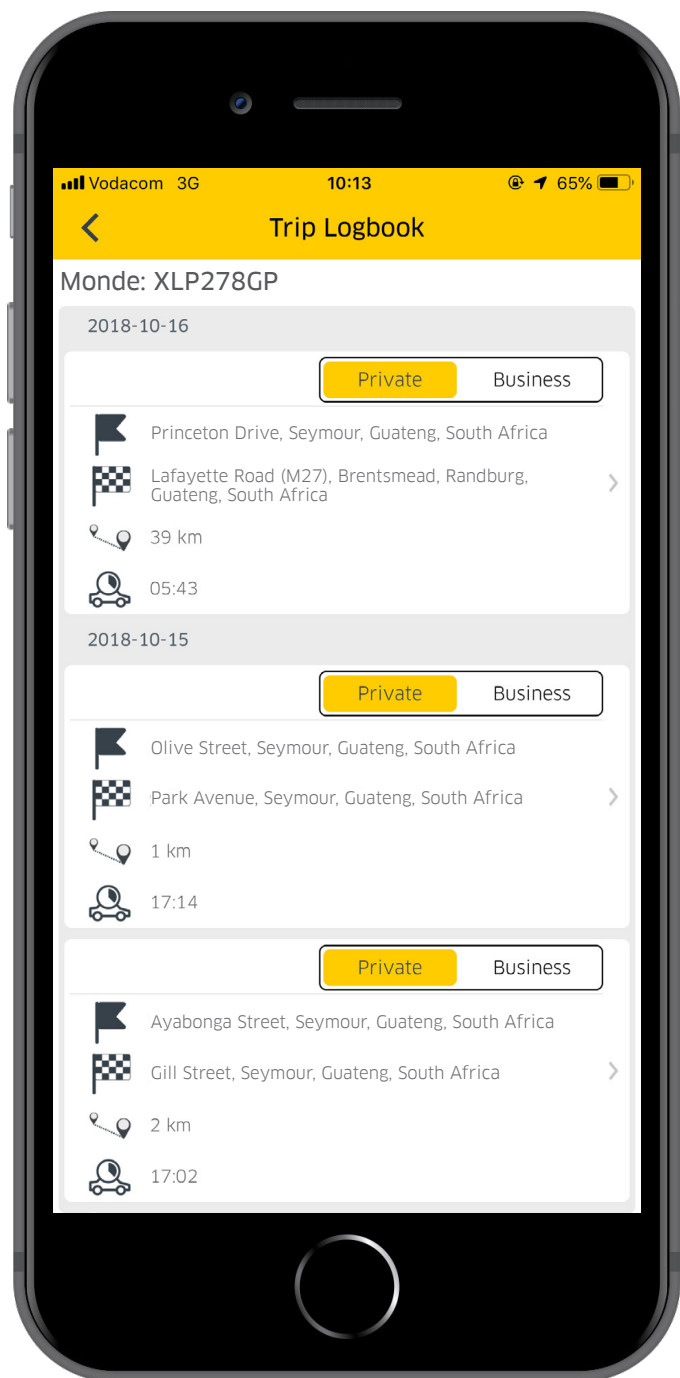
**Location Based Tracking**

**In App Car Guard**

**Share My Journey**

For further assistance please don't hesitate to contact us on **0860 60 50 40.**

# Trip Logbook

To make your life a little easier, you have access to a Trip Logbook. This will help you with tax returns or mileage claims. To access this function, go to your **individual profile**, open the **menu** bar in the top right corner, and select '**Trip Logbook**'. Here you can toggle between '**Private**' and '**Business**' and add any necessary details to each trip that is logged in your app.

**This feature is available on:**
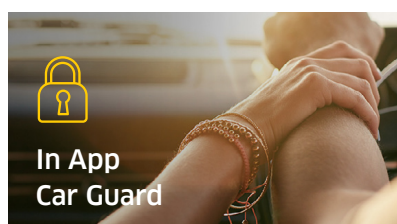
Tracker Care
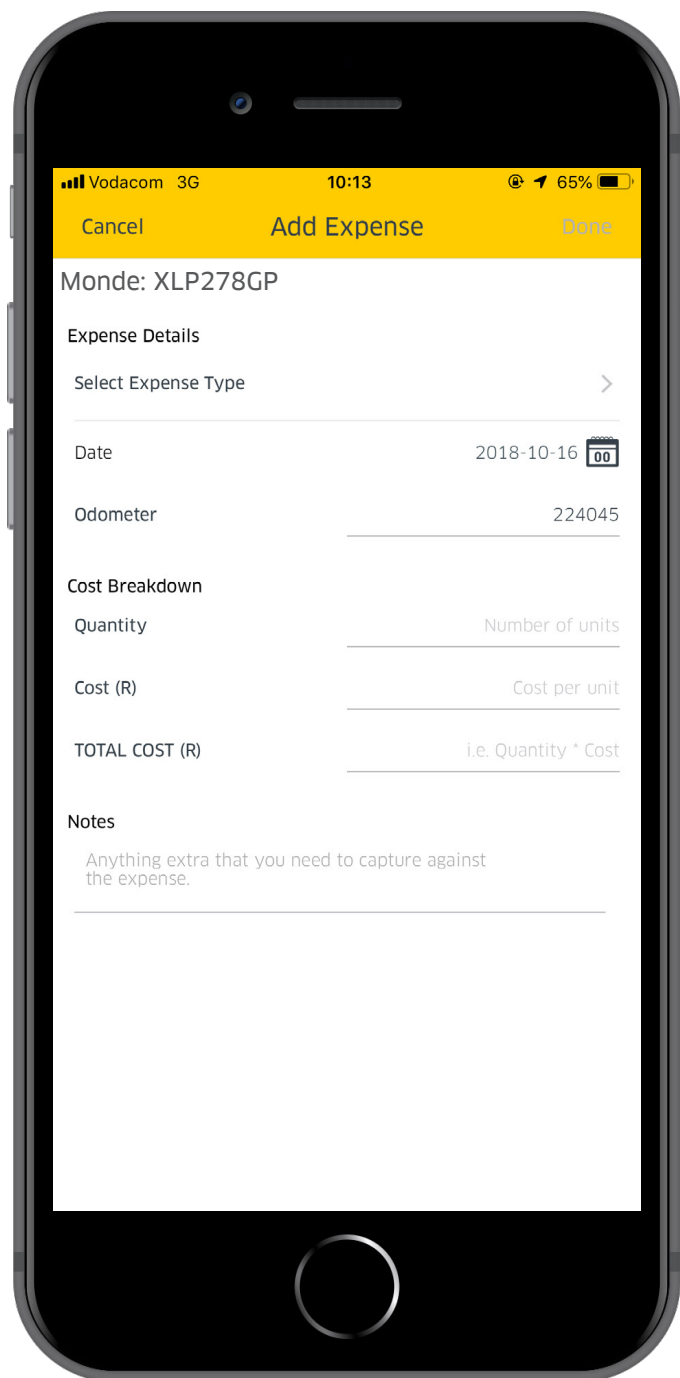
Tracker Recover

Tracker Protect

Tracker Response

Trip Logbook

## You may also be interested in:

Location Based Tracking

In App Car Guard

Share My Journey

For further assistance please don't hesitate to contact us on **0860 60 50 40.**

Vodacom 3G    **10:13**    65%

Cancel    Add Expense    Done

Monde: XLP278GP

Expense Details

Select Expense Type    >

Date    2018-10-16

Odometer    224045

Cost Breakdown

Quantity    Number of units

Cost (R)    Cost per unit

TOTAL COST (R)    i.e. Quantity * Cost

Notes

Anything extra that you need to capture against the expense.

# Vehicle Expenses

To log all your expenses, go to your **individual profile**, open the **menu** bar in the top right corner, and select '**Expenses**'. Here you can view all your vehicle related expenses, or add new ones by clicking on the **+ sign** in the top right corner. Once you click on the +, **add the details** of your expense (i.e. maintenance, fuel, tyres, toll fees) and click '**Done**' to add the expense to your app.

This feature is available on:
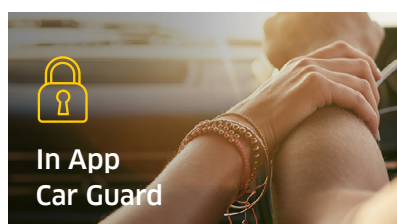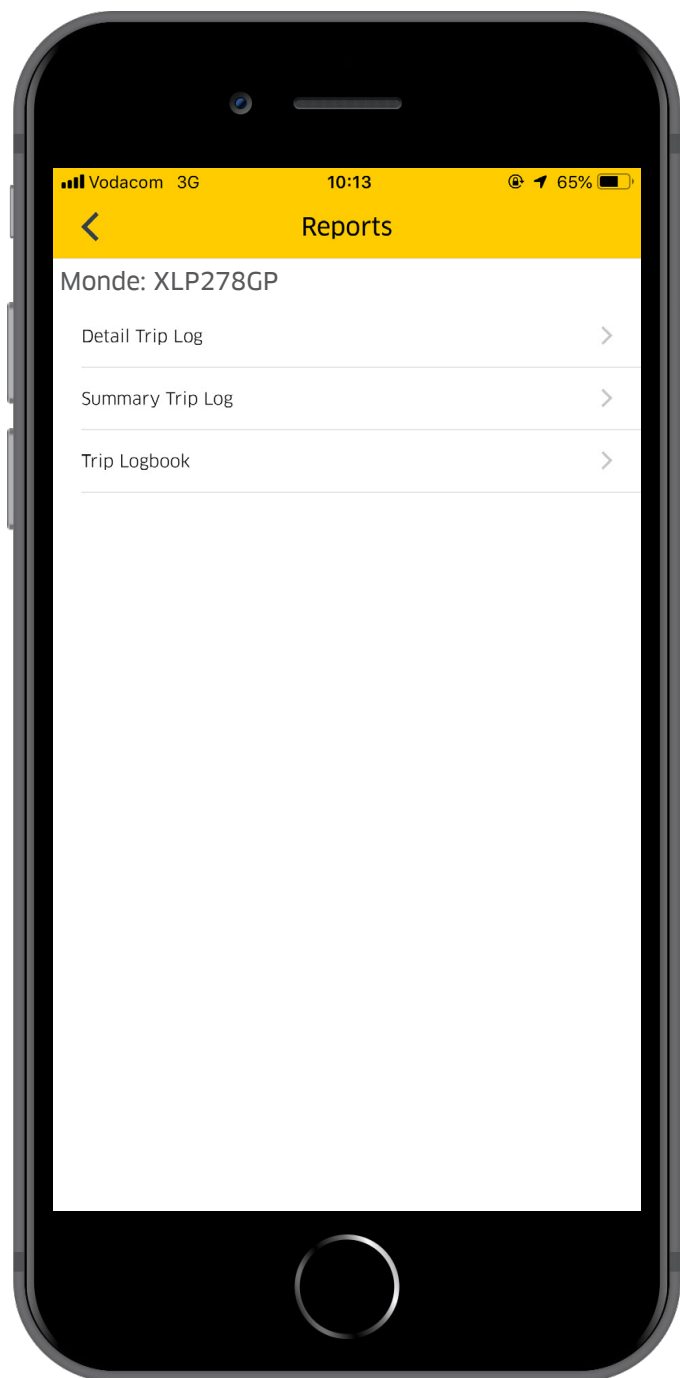
Tracker Care    Tracker Recover

Tracker Protect    Tracker Response

# You may also be interested in:

**Location Based Tracking**

**In App Car Guard**

**Share My Journey**

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**< Reports**

Monde: XLP278GP

| Detail Trip Log | > |
| Summary Trip Log | > |
| Trip Logbook | > |

# Reports

To view, go to your **individual profile,** open the **menu** bar in the top right corner, and select **'Reports'**. Here you can choose reports that apply to your specific Tracker product. Once you have selected, you enter the e-mail address that you wish to receive it on. The reports will then be mailed to this e-mail address.

**This feature is available on:**
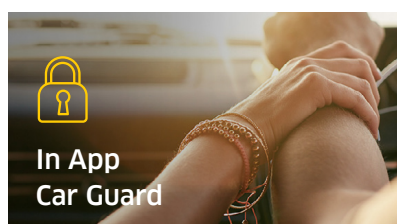
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The end.