

Working with Resource Tracker

ABOUT RESOURCE TRACKER

Resource Tracker is a mobile workforce tracking and task assigning solution. Using the Fleet Complete cloud-based application, dispatchers can send activities to mobile workers, based on geographical position and workload. With the Resource Tracker app, the mobile worker can in turn accept activities and update the dispatcher on the status of their activities in real-time.

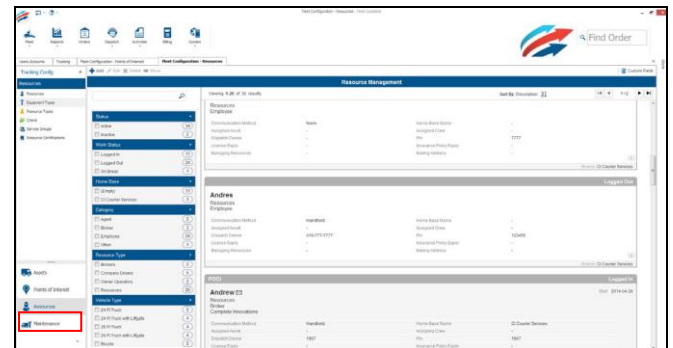
SUPPORTED DEVICES

The Resource Tracker app can be downloaded from the iTunes or GooglePlay stores and installed on the device(s). Resource Tracker runs on both Android and Apple smartphones and tablets. Please note, Resource Tracker is a subscription-based service, you will need to contact your service provider to activate the feature on your account. For more information regarding set-up on your devices, please refer to these [ANDROID](#) and [IOS](#) manuals.

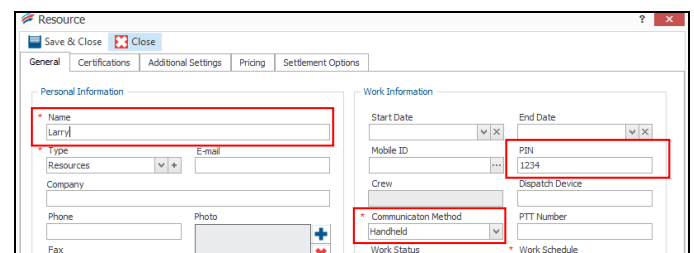
SETTING UP RESOURCES

A Resource is an individual (not necessarily a Fleet Complete user), who works for your organization and operates an Asset. Your Resources will need to be set up in Fleet Complete prior to being able to track them.

1. From the main toolbar, select **System / Configuration / Fleet Configuration**.
2. From the left panel under the *Resources* section, select the **Resources** link.

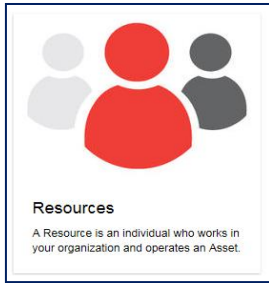


3. Click the **Add** button.
 4. On the General tab in the *Resource* field, type the Resource's name
 5. Select a **Resource Type**.
 6. Optionally, specify the contact, license, insurance, demographic information, and any custom fields.
 7. Type the Resource's unique Personal Identification Number (PIN).
- Note:** Resources use this PIN when logging into the Resource Tracker Application. The PIN is not auto-generated and must be created. The PINs can be only 4 digits and/or characters.
8. From the *Communication Method* dropdown list, select **Handheld**.



9. Click **Save & Close**.

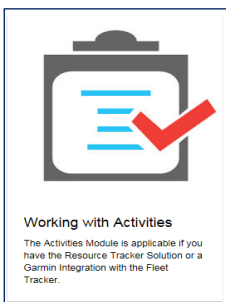
✓ Tip - To edit a Resource, double-click an existing entry, or select a Resource from the list, and click the **Edit** button.



□ For more information about Resources, please refer to the "Resources" Quick Reference Card [HERE](#).

WORKING WITH ACTIVITIES

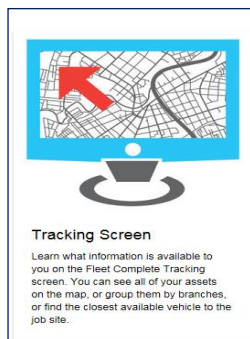
Activities are tasks, like a service call, that need to be performed at a specific location, assigned to a Resource, and then monitored in terms of their progress.



□ For more information about Activities and how to dispatch tasks, please refer to the "Working with Activities" Quick Reference Card [HERE](#).

TRACKING YOUR RESOURCES

The Tracking screen allows you to track and manage your Assets and Resources in real time.



□ For more information about the Tracking screen and how to monitor your Resources, please refer to the "Tracking Screen" Quick Reference Card [HERE](#).

WORKING WITH RESOURCE TRACKER RELATED REPORTS

Time Card Report – Displays work, break, and login/logout times for Resources.

Position – Displays every snapshot taken for Assets/Resources during a specified times.

Breadcrumb Trail – Similar to the Position Report; however, it is accessed directly from the Tracking screen using the Resource right click menu.

POI (Point of Interest) – Displays interactions that Assets/Resources have had with POIs that are set up in the system.

□ For more information about Reports, please refer to the "Working with Reports" Quick Reference Card [HERE](#).

TIPS

- ✓ Tip - The Resource Tracker application runs in the background while Resources perform activities on their devices for example, making phone calls, receiving emails, and sending texts.
- ✓ Tip - When logged in to the application, the device uses GPS location services to send the device location to the Fleet Complete application at the time intervals that are specified in the *Data Device Settings* field in the Asset's corresponding screen.
- ✓ Tip - All updates made on the device are reflected on the desktop application according to the refresh time.
- ✓ Tip - All updates made on the device are reflected on the device immediately.
- ✓ Tip - If the PIN is changed in Fleet Complete, the link between Fleet Complete and the device will be disconnected. Ensure the PIN is updated on the device as well to minimize downtime.