

User Guide

Enterprise GPS Vehicle Tracking Platform

Mobile application guide - August 2026



TRACKIA
— TECH —

TRACK • MONITOR • OPTIMIZE



Who this guide is for

Administrators, and vehicle users. What you can see and do depends on your role, global permissions, device assignment, and device-level permissions.

1. Getting Started

- Open Trackia on your Android device and sign in with the credentials provided by your administrator.
- Allow notification permission when prompted if you want vehicle alerts on the phone.
- After sign-in, Trackia loads the devices and screens available to your account.

2. Roles and Access

- Platform Owner: full platform access, including administrators, users, devices, renewals, tracker models and permissions.
- Admin: manages the admin/company fleet, users, assigned devices, ownership, access, geofences and permitted operations.
- User: works with assigned vehicles and only the features granted through global and device-level permissions.

3. Dashboard

- Use Dashboard for fleet summary information and authorized quick actions.
- Dashboard visibility is permission-controlled for admins and users.

4. Live Map

- Swipe the vehicle carousel and tap a vehicle card to select it.
- The map focuses on the selected vehicle and follows fresh live positions.
- Vehicle states include Moving, Idle, Parked/Stopped, and Offline.
- Offline means the latest position is stale. Trackia shows the last update time and '-- km/h' rather than presenting an old speed as current.
- Use the refresh/refocus control to return the camera to the selected vehicle.

5. Navigate to a Vehicle

- No navigation arrow is shown until a vehicle is selected.
- After selecting a vehicle, tap the angled navigation arrow on the map.
- Google Maps opens with the selected vehicle's latest available coordinates as the destination.
- For an offline vehicle, navigation is to the last known location and that location may be stale.
- If the vehicle has no valid coordinates, Trackia reports that the location is unavailable.

6. History and Playback

- Open History and choose the vehicle.
- Select Today or another date and load the route/trip.
- Start playback to move the historical marker along recorded positions.

- History playback is independent of the live map.

7. Devices and Vehicle Settings

- Devices can include registration number, tracker identity/model, expiry, speed limit, fuel efficiency, oil-change settings, SIM/call information, owner and assigned users.
- Admins manage permitted fields. Users can edit only the vehicle settings allowed by their device-level permissions.

8. Device Access and Ownership

- A device can be assigned to multiple users and can have one Owner User.
- The Owner User must also be assigned to the device.
- Authorized managers can grant per-device permissions such as Engine Control, editing vehicle settings, call number access and Send Commands.

9. Geofences

- Select a vehicle and tap + Geo to create a geofence.
- Circle: choose a center and radius, name it, then save.
- Polygon: tap multiple map points to form the boundary, name it, then save.
- Use View Geo to review the selected vehicle's geofences.
- Geofence creation and call-geofence control are permission-based.

10. Alerts and Notifications

- Supported alerts include Engine On/Off, Battery Disconnected, Geofence Enter/Exit, Overspeed, Device Expiry and Oil Change Required.
- Open Alerts to review events, filter them, and use permitted read/delete actions.
- Use Settings > Alert Preferences to enable or disable notification categories for your account.
- Battery-disconnection incidents use transition/state handling to avoid treating one continuing disconnection as repeated new incidents.

11. Engine Control

- Engine stop/resume is available only for supported devices and authorized users.
- Read the confirmation carefully before issuing a command.
- If an admin or platform owner stops an engine, lower-authority users cannot override the authority lock.
- Never use engine stop where it could create a safety risk.

12. Call Service

- Eligible devices can have call service enabled with a receiver number and call geofence.
- The finalized workflow uses the Owner User as the call user.
- Critical call-triggering events are processed through the configured call system/gateway.

13. Users and Permissions

- Authorized managers can create users and grant only the permissions needed for their work.
- Global permissions include Manage Users, Manage Devices, Manage Geofences, Manage Alerts, View Dashboard, Send Commands, Renew Devices and Manage Tracker Models.
- Device-level permissions include Engine Control and selected vehicle-setting/command permissions.

14. Tracker Models

- Authorized users can maintain tracker definitions including brand/model, protocol and supported capabilities.
- Select the correct tracker model when onboarding a device.

15. Settings

- Review account information, manage alert preferences, and use Logout to end the current session.
- If notifications were denied, enable them from Android app settings.

16. Device Expiry and Maintenance

- Trackia monitors device expiry and oil-change thresholds and can generate alerts.
- Authorized personnel should act on expiry and maintenance alerts according to company procedures.

17. Troubleshooting

Issue	Check
Vehicle Offline	Check Last Update. The map point is the last known position until fresh GPS data arrives.
No speed while Offline	Expected behavior: '-- km/h' prevents stale speed from appearing current.
No marker	Confirm the vehicle has a valid GPS position and is assigned to your account; refocus/refresh.
Navigation arrow missing	Select a vehicle first.
No push notifications	Check Android notification permission and Trackia Alert Preferences.
Cannot create geofence	Check vehicle selection, Manage Geofences permission and configured limits.
Cannot control engine	Check device support, Engine Control permission and authority lock.
No History route	Check the vehicle/date and whether GPS positions

	exist for that period.
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18. Safe and Secure Use

- Keep account credentials private.
- Grant the least access required.
- Treat offline positions as last known locations.
- Use engine-control features only when authorized and safe.
- Keep Trackia updated through the approved distribution channel.

19. Support

Channel	Details
Email	trackiatech@gmail.com
Phone	+92 343 7558889
Website	https://trackiatech.com
Address	Satellite Town (S/Town), Jhang, Punjab, Pakistan

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