

SynX

Fleet Managers App

User Manual



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Preface

Welcome to the SynX Fleet Manager App User Guide.

This user guide is available in print format and can be [viewed and downloaded](#) from the website.

Actions in the guide are denoted by the coloured arrows . Separate steps to perform an action follow a colour pattern: **green** – **orange** – **light blue** – **dark blue**. These repeat where necessary.

Please note the following:

As SynX is completely customisable to your exact needs, in addition to the standard tracking, some of the functionality covered in this user guide is optional.

Users are set up with different permissions on SynX, so some features will not be available to you, for example some settings are only available to users with Administrator privileges.

Overview

The SynX Fleet Manager app includes some of the features of the main system – real-time position of fleet on map, daily Summary Report and Journeys Report.

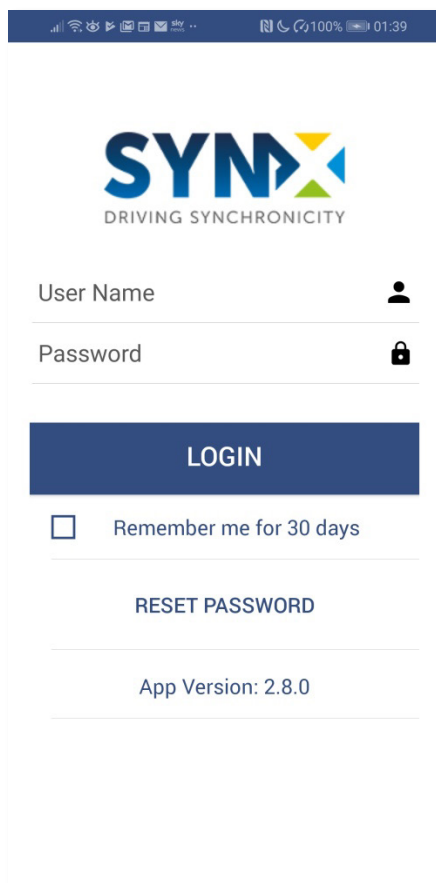
Accessing the app

- ▶ Download and install the SynX Fleet Manager app from Google Play or the App Store.



For this user guide, the Android version has used.

- ▶ Open the app to the login page.
- ▶ Enter assigned username and password, which are the same as those assigned for the main SynX system, and tap on **LOGIN**. (**Note:** To reset your password, see Section 10.8.)

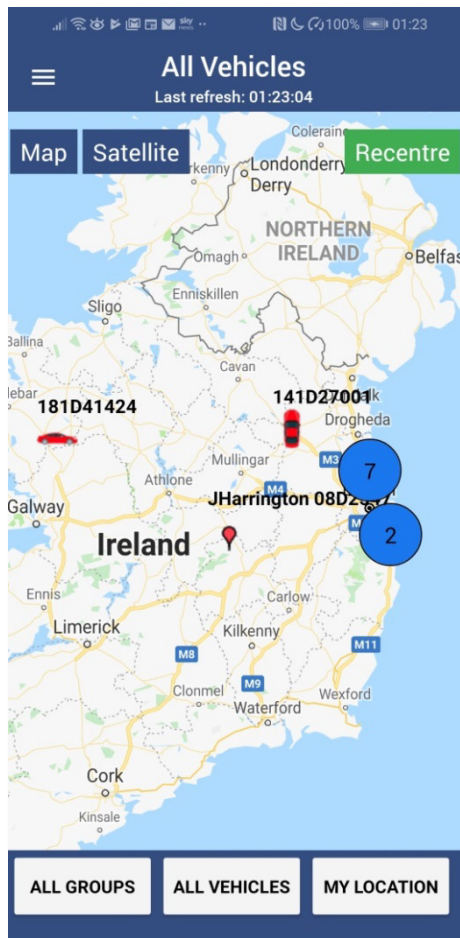


- ▶ You can check **Remember me for 30 days** so you do not need to login again for 30 days.

Note: For security reasons, your phone should be protected with password/pin/biometric security if you choose this option.

1 Home page / live map

The app opens to the home page which shows the map and fleet in real time (default is all vehicles).



Numbers in circles denote the number of vehicles in that area; they are grouped on the map when too close together.

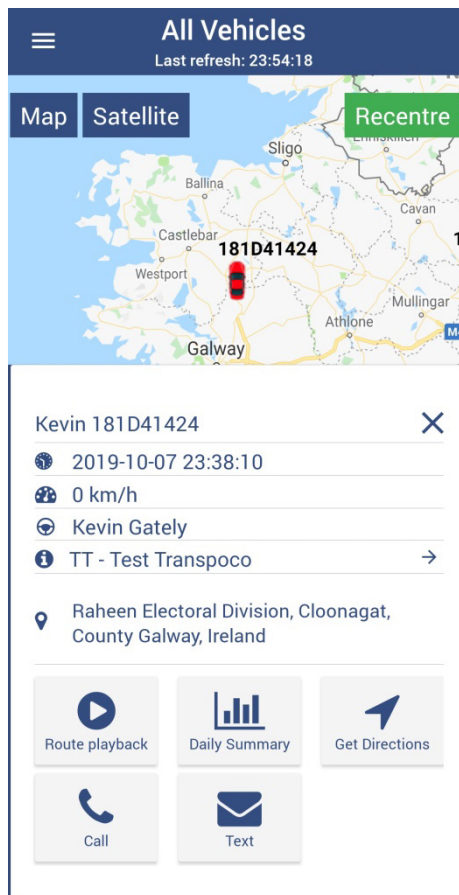
- Use spread/pinch on the screen to zoom in and out of the map.

1.1 View vehicle details

- Touch the vehicle on the map and the following vehicle's details are shown at the bottom of the screen.
 - Vehicle registration number
 - Date and time of last update
 - Vehicle speed
 - Driver's name
 - [Vehicle status](#) (this may need to be added – see section 10.2.3 below)
 - Location of vehicle

In addition, the following functionality is available on the screen:

- [Route playback](#) (link to [Journey Report](#) of vehicle's journeys that day or selected period)
- Link to [Daily Summary Report](#)
- [Get Directions](#) (from selected location to the vehicle's location in Google Maps)
- [Call](#) (driver)
- [Text](#) (driver)

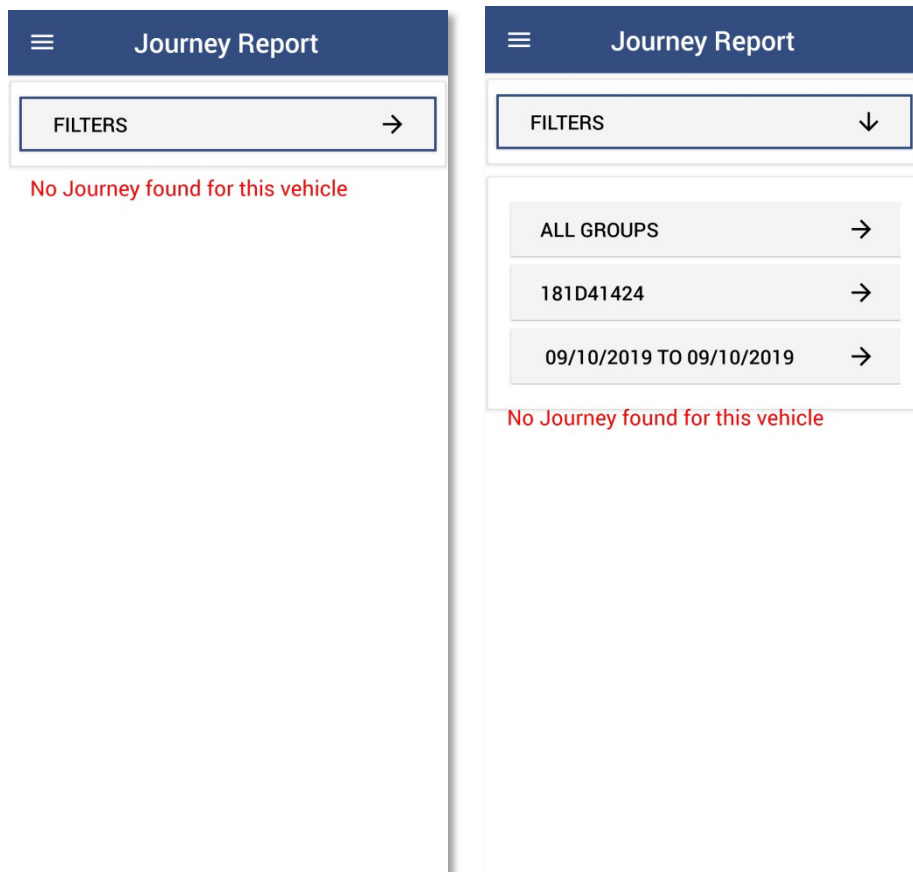


1.2 Accessing vehicle journeys and route replays from live map

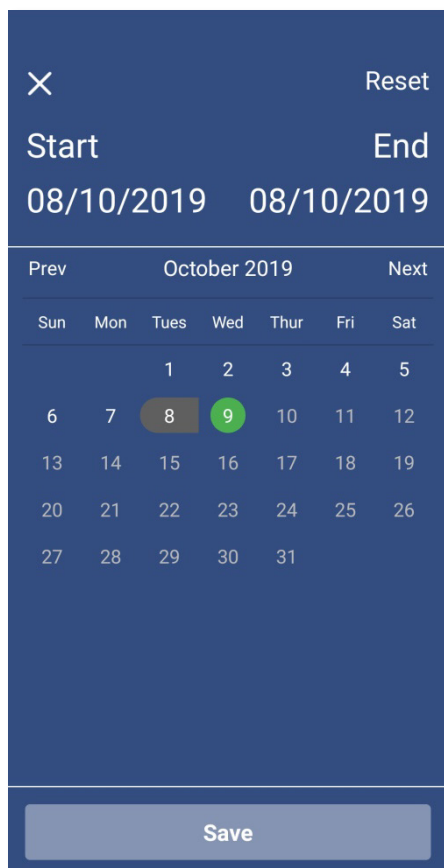
- ▶ To view the vehicle's journey(s), tap on the **Route playback** icon.

The default is to show the current day's journey(s). If the vehicle has not been used on the current day, the date can be changed.

- ▶ Tap on **Filters**.
- ▶ Tap on the **date range**.



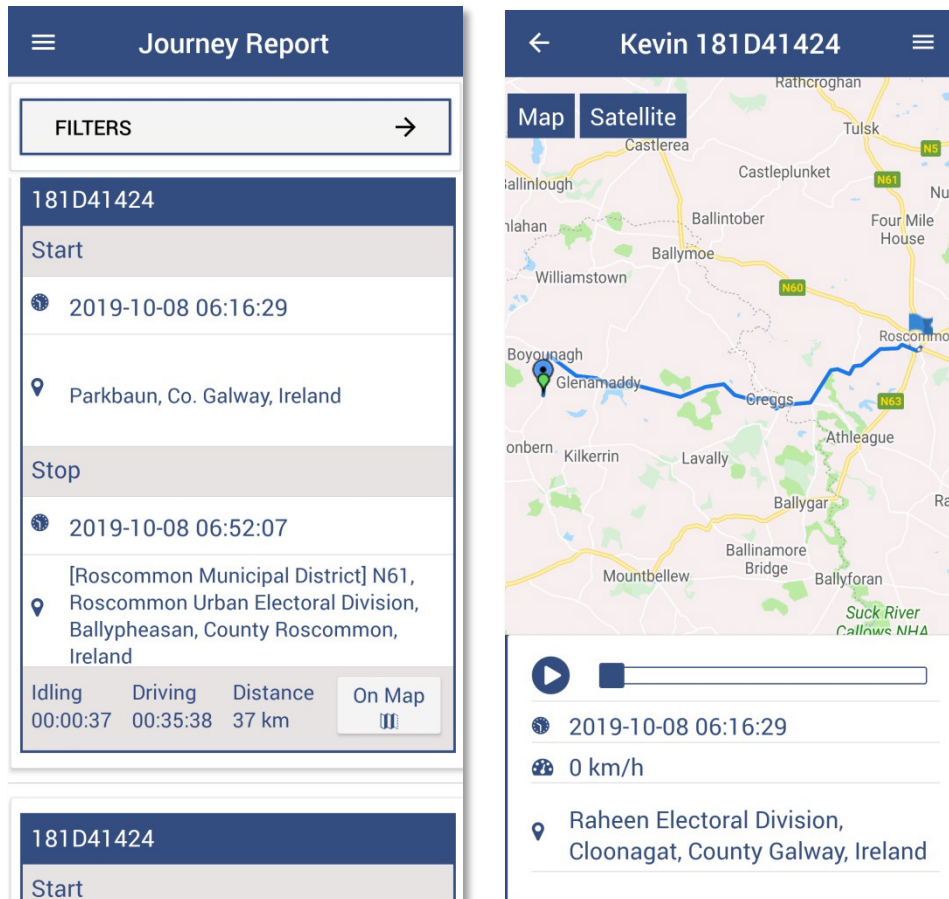
- ▶ Tap on the required date in the calendar.



- ▶ Tap on **Save**.

Details of all the journeys made by that vehicle on that day are shown in time order. Each listing shows the start and stop times and locations.

- ▶ To view the journey as a route playback, tap on the **On Map** button. The blue pin denotes the start of the journey, and the blue flag denotes the end.

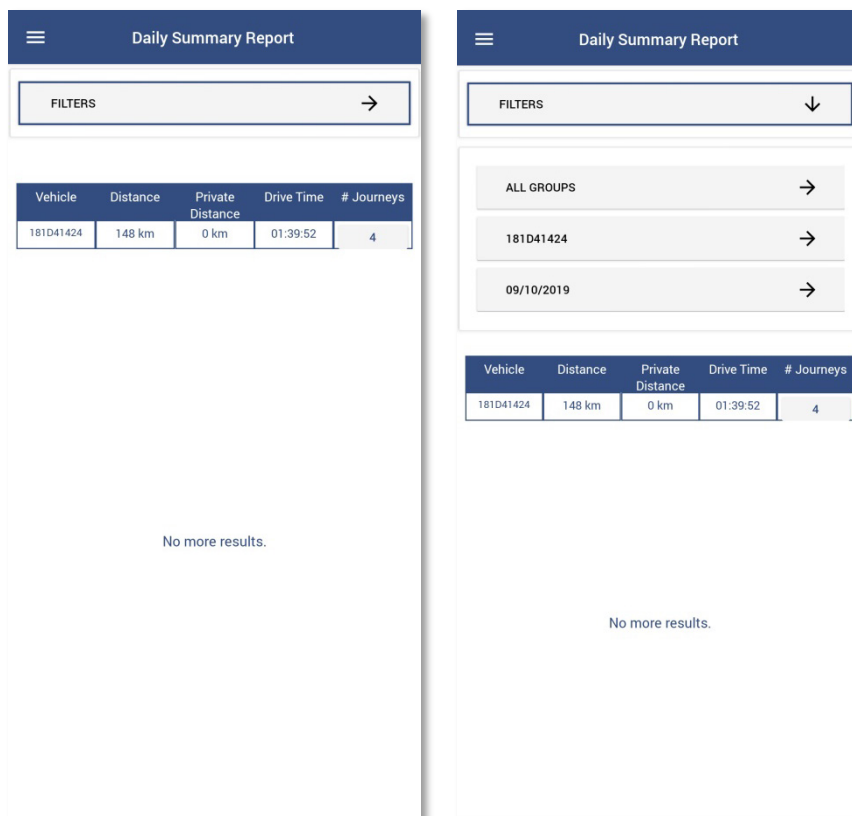


To replay the journey, tap the **arrow** under the map. The green pin will follow the route simultaneously with the timeline bar under the map and the time, speed and location changing to reflect the location on the route.

- ▶ To return to the table view, tap the **back arrow** in the top left of the screen.

1.3 Accessing the Daily Summary Report for the vehicle from the live map

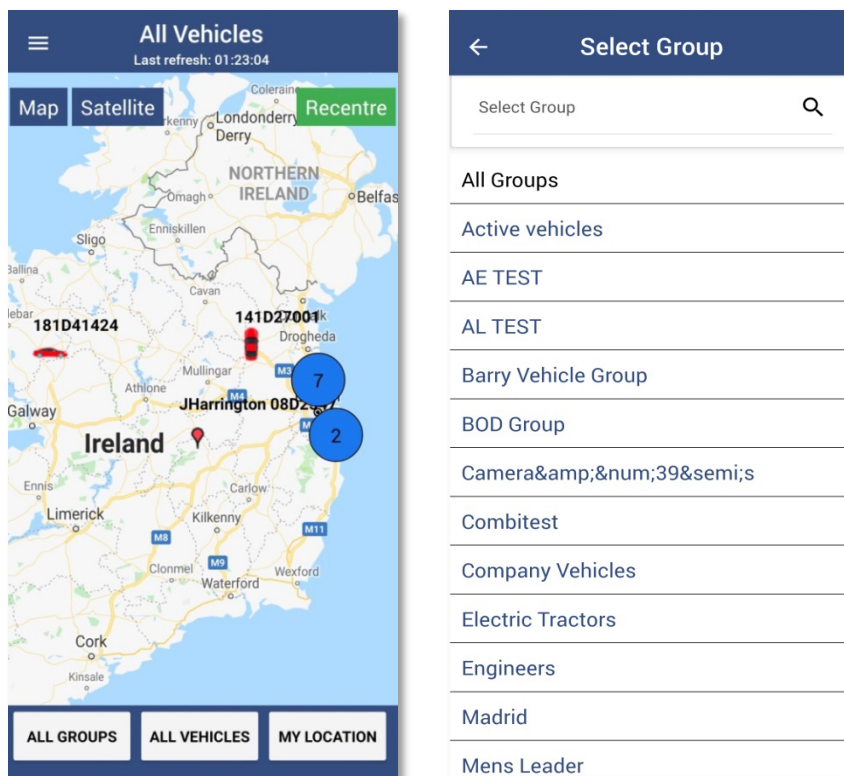
- ▶ To view the vehicle's Daily Summary, tap on the **Daily Summary** icon.
- ▶ To change the date (or vehicle), click on **Filters**.



- ▶ Click on the number in the **#Journeys** column to see the journeys in the [Journey Report](#).

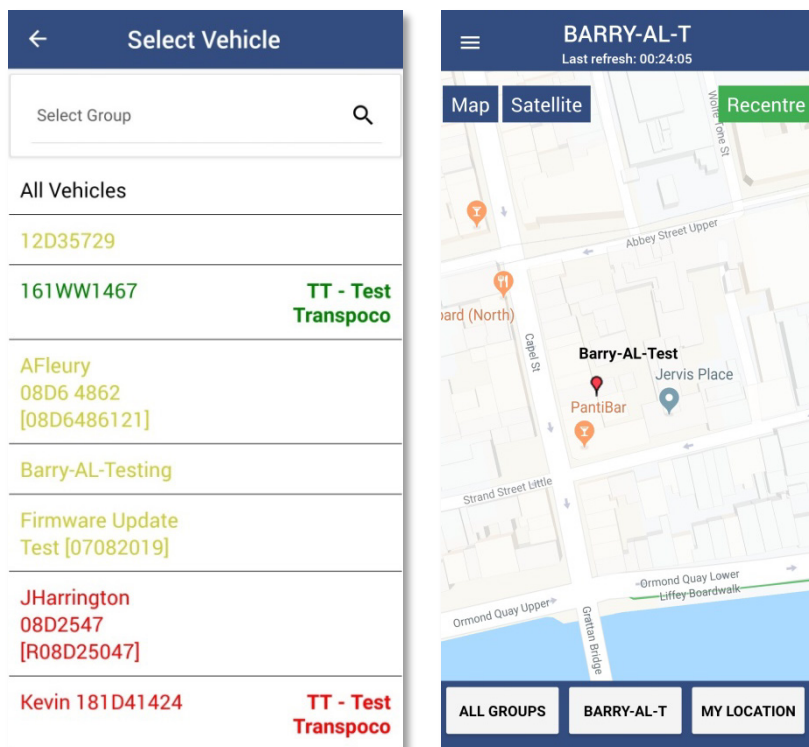
1.4 Selecting vehicles from the live map

- ▶ From the home page, tap on **All Groups** to select a vehicle group from the list.



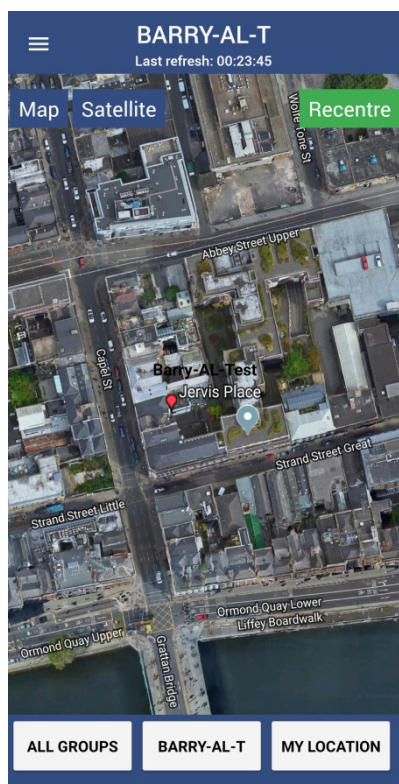
To return to the main screen without making a selection, tap the **arrow** at the top of the screen.

- ▶ From the home page, tap on **All Vehicles** to select one vehicle from the list.



To return to the main screen without making a selection, tap the **arrow** at the top of the screen.

If required, tap on **Satellite** to change the map view.

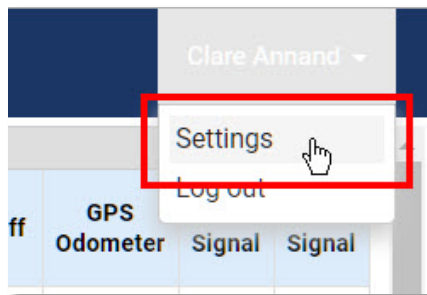


1.5 View/change vehicle custom status

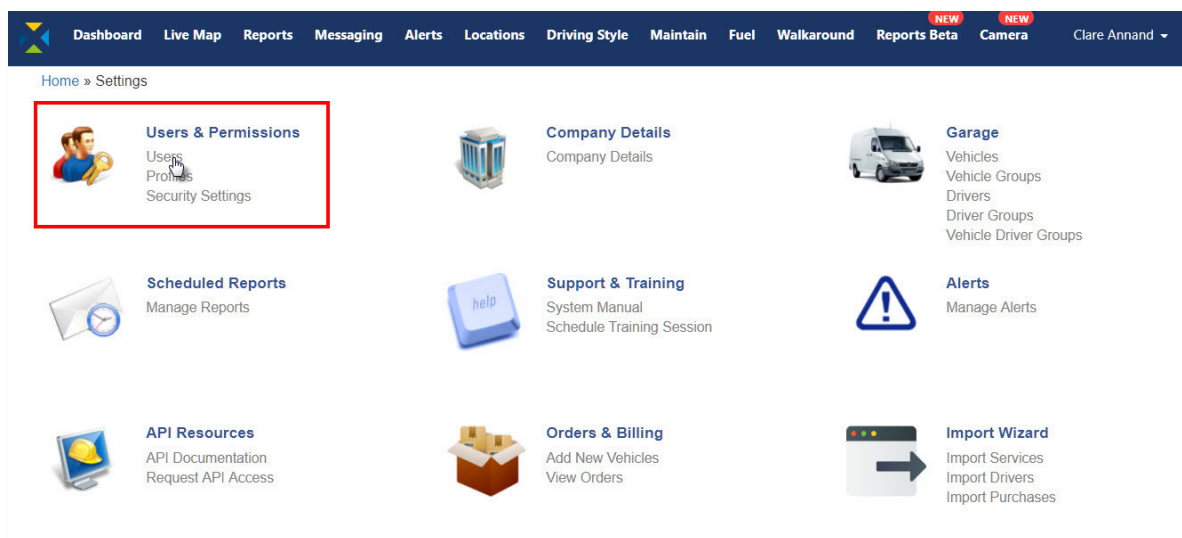
NOTE: In order to be able to view and change a vehicle's status, the option to do this must first have been enabled in your user profile.

NOTE: Only users with sufficient permissions can edit user profiles.

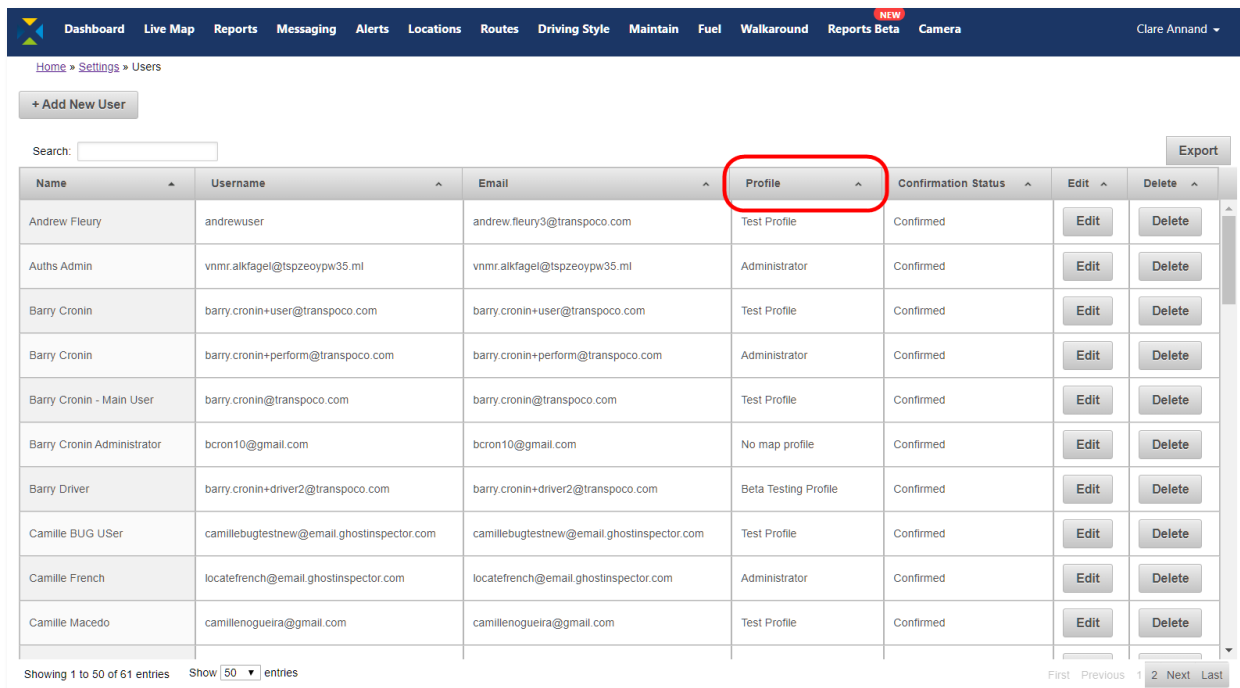
- ▶ Click on your user account name on the far right of the tabbed menu bar.
- ▶ Click on **Settings**.



- ▶ To check which profile has been assigned to you / the user, click on 'Users' under **Users & Permissions** in the Settings menu.



- ▶ Scroll down the list of users to find the assigned profile.



Home » Settings » Users

+ Add New User

Search:

Export

Name	Username	Email	Profile	Confirmation Status	Edit	Delete
Andrew Fleury	andrewuser	andrew.fleury3@transpoco.com	Test Profile	Confirmed	Edit	Delete
Auths Admin	vnmr.alktagel@tspzeoypw35.ml	vnmr.alktagel@tspzeoypw35.ml	Administrator	Confirmed	Edit	Delete
Barry Cronin	barry.cronin+user@transpoco.com	barry.cronin+user@transpoco.com	Test Profile	Confirmed	Edit	Delete
Barry Cronin	barry.cronin+perform@transpoco.com	barry.cronin+perform@transpoco.com	Administrator	Confirmed	Edit	Delete
Barry Cronin - Main User	barry.cronin@transpoco.com	barry.cronin@transpoco.com	Test Profile	Confirmed	Edit	Delete
Barry Cronin Administrator	bcron10@gmail.com	bcron10@gmail.com	No map profile	Confirmed	Edit	Delete
Barry Driver	barry.cronin+driver2@transpoco.com	barry.cronin+driver2@transpoco.com	Beta Testing Profile	Confirmed	Edit	Delete
Camille BUG User	camillebugtestnew@email.ghostinspector.com	camillebugtestnew@email.ghostinspector.com	Test Profile	Confirmed	Edit	Delete
Camille French	locatefrench@email.ghostinspector.com	locatefrench@email.ghostinspector.com	Administrator	Confirmed	Edit	Delete
Camille Macedo	camillenogueira@gmail.com	camillenogueira@gmail.com	Test Profile	Confirmed	Edit	Delete

Showing 1 to 50 of 61 entries Show 50 entries First Previous 1 2 Next Last

- ▶ Click on **Settings** in the navigation breadcrumbs, or click on your browser's back button.
- ▶ Click on 'Profiles' under **Users & Permissions** in the Settings menu.

Home » Settings » User Profiles

+ Add New Profile

	Profile Name	Profile Description	
Edit	Manager		
Edit	UK Local Fleet Operative	This profile for UK local fleet operatives will have access, for their vehicles, to reporting, alerts, locations, driver ID and driving style. Will not have access to administrator, profiles, messaging, servicing, driver ID, routing, fuel cards, romaquip, API (UK Units)	Delete
Edit	Ervia Profile	Setup of Profiles for Ervia	
Edit	Candidate		
Edit	Account Exec Profile		
Edit	Area Manager		
Edit	Phonewatch Ops		
Edit	Phonewatch Admin		
Edit	DAN RYAN CUSTOMER		
Edit	Demo	Demo account	
Edit	Electric Tug		Delete

- ▶ Find the required profile in the list and click on the **Edit** button.

Home » Settings » User Profiles » Update User Profile

Profile Update:

Profile Name
Account Exec Profile

Profile Description

Modules Map Customisation Report Customisation Layout Customisation Garage Customisation Drivers Customisation Profile Access

<input checked="" type="checkbox"/> Administrator	<input checked="" type="checkbox"/> Profiles	<input checked="" type="checkbox"/> Drivers and driver groups (view/edit)
<input checked="" type="checkbox"/> Live Map	<input checked="" type="checkbox"/> Alerts	<input checked="" type="checkbox"/> Reports
<input checked="" type="checkbox"/> Locations	<input checked="" type="checkbox"/> Driving Style	<input checked="" type="checkbox"/> Dashboards
<input checked="" type="checkbox"/> Messaging	<input checked="" type="checkbox"/> Driver ID	<input checked="" type="checkbox"/> PTO
<input checked="" type="checkbox"/> Routing	<input checked="" type="checkbox"/> Perform Access	<input checked="" type="checkbox"/> Maintain
<input checked="" type="checkbox"/> Walkaround	<input checked="" type="checkbox"/> Fuel Cards	<input type="checkbox"/> Winter Maintenance Reports
<input checked="" type="checkbox"/> API	<input type="checkbox"/> FleetManager App	<input checked="" type="checkbox"/> User Management
<input checked="" type="checkbox"/> Vehicle Access Control	<input checked="" type="checkbox"/> Map Features	<input checked="" type="checkbox"/> Security Settings Management

Update Profile or Cancel

- In the **Modules** tab, check the 'FleetManager App' box if not already checked.

This screenshot shows a close-up of the 'Modules' section. The 'FleetManager App' checkbox is highlighted with a red circle, and a mouse cursor is pointing at it. Other visible checkboxes include 'Perform Access', 'Fuel Cards', 'Map Features', 'Maintain', 'Winter Main', 'User Manag', and 'Security Set'.

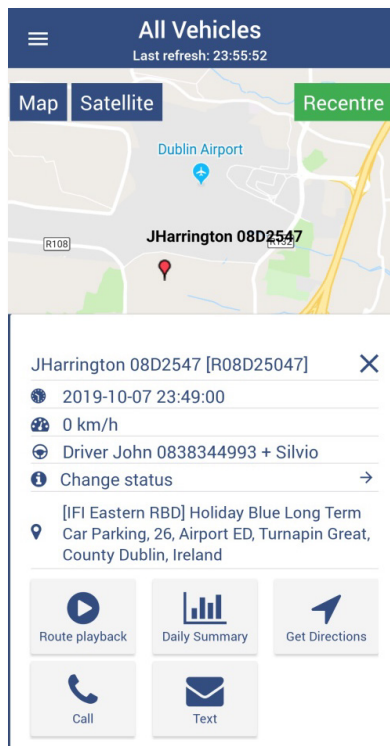
- Click on the **down arrow** for 'Live Map'.
- Check both boxes for 'Access to view/edit vehicles custom status' if not already checked.

This screenshot shows the 'Live Map' dropdown menu expanded. The 'Live Map' header is highlighted with a red box. Below it, three options are listed: 'Access to view vehicles custom status' (checked), 'Access to edit vehicles custom status' (checked), and 'Access to live map' (checked). A mouse cursor is pointing at the 'Access to edit vehicles custom status' option. Other visible modules include 'Administrator', 'Profiles', 'Alerts', 'Locations', 'Driving Style', 'Messaging', and 'Driver ID'.

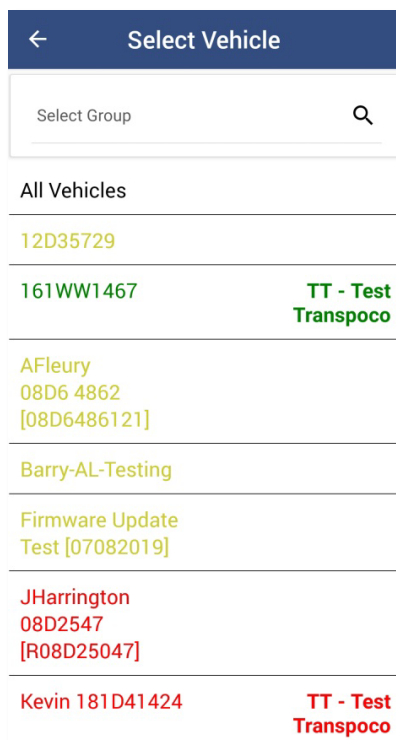
- Click the **up arrow** to close the box.

The vehicle status will now be available in the Fleet Managers App – for individual vehicles on the [live map](#) and in the list of vehicles.

- To view the status of a vehicle on the live map, touch the vehicle on the map.



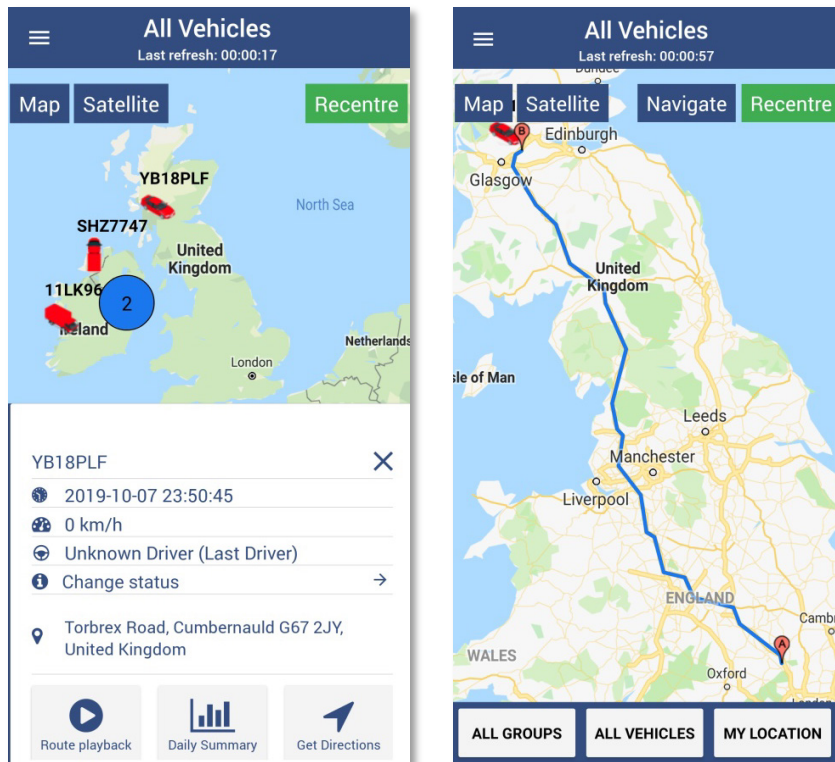
- ▶ Tap on **Change status** and select a status from the list.
- ▶ To see the status of all vehicles which have a status assigned, tap on **Select Vehicles** from the live map. **NOTE:** The colour of the vehicle name denotes its current engine status: Green – vehicle engine on; Red – vehicle engine off; and Yellow – vehicle not sending data updates.



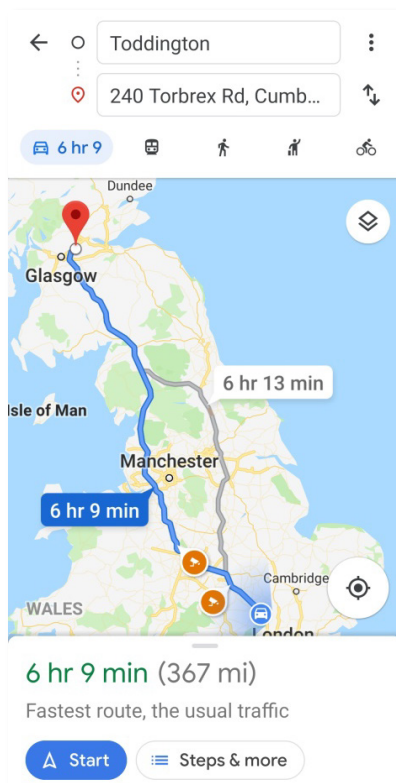
1.6 Get directions to the vehicles

- ▶ Tap on the required vehicle on the live map.

- Tap on **Get Directions** to see the fastest route from the user's location to the vehicle.

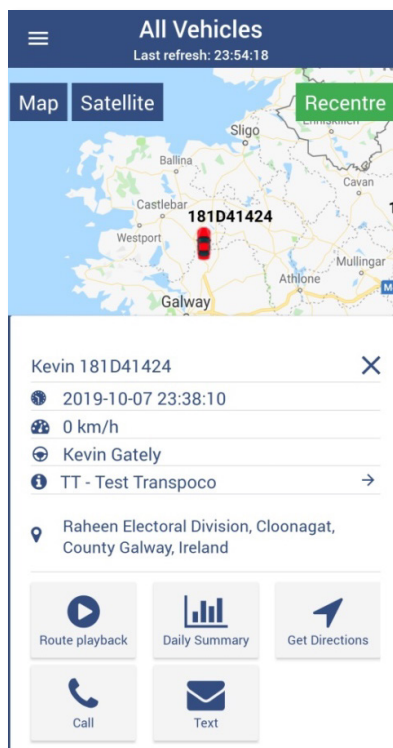


- To get directions to the vehicle in Google Maps, tap on the **Navigate** button.



1.7 Contact driver from the live map

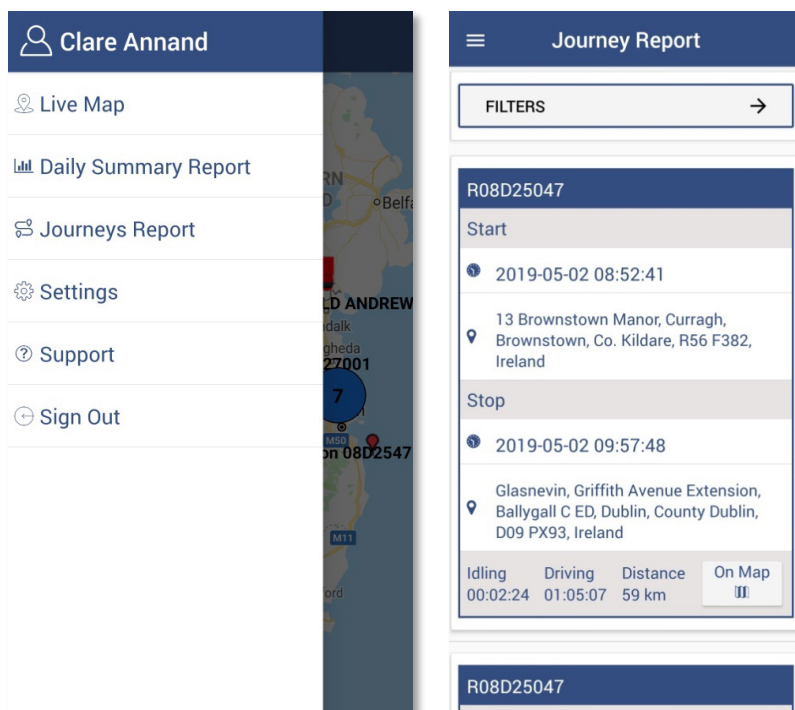
- Tap on the required vehicle on the live map.



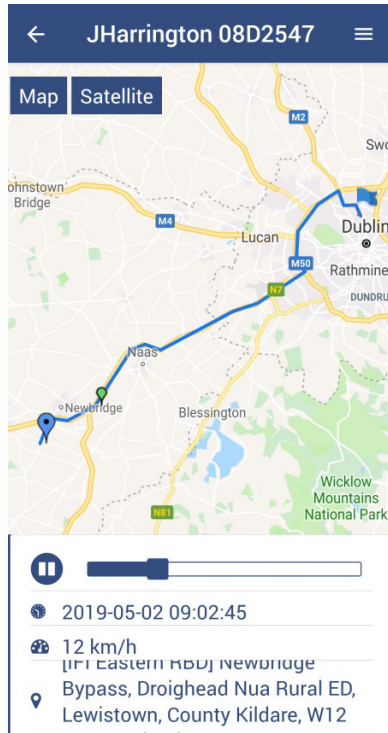
- ▶ Tap on either the **Call** button or the **Text** button to contact the driver.

2 Journey Report

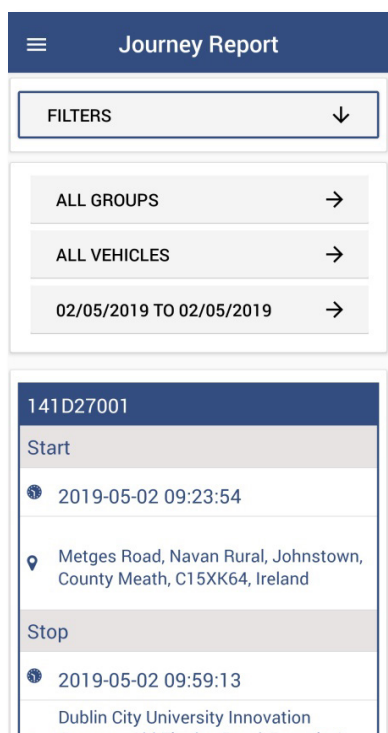
- ▶ Tap on the three horizontal lines at the top left of the screen to access the drop-down menu.
- ▶ Select **Journeys Report** to view the report. The default is for the current date and all vehicles (scroll down to view all the entries).



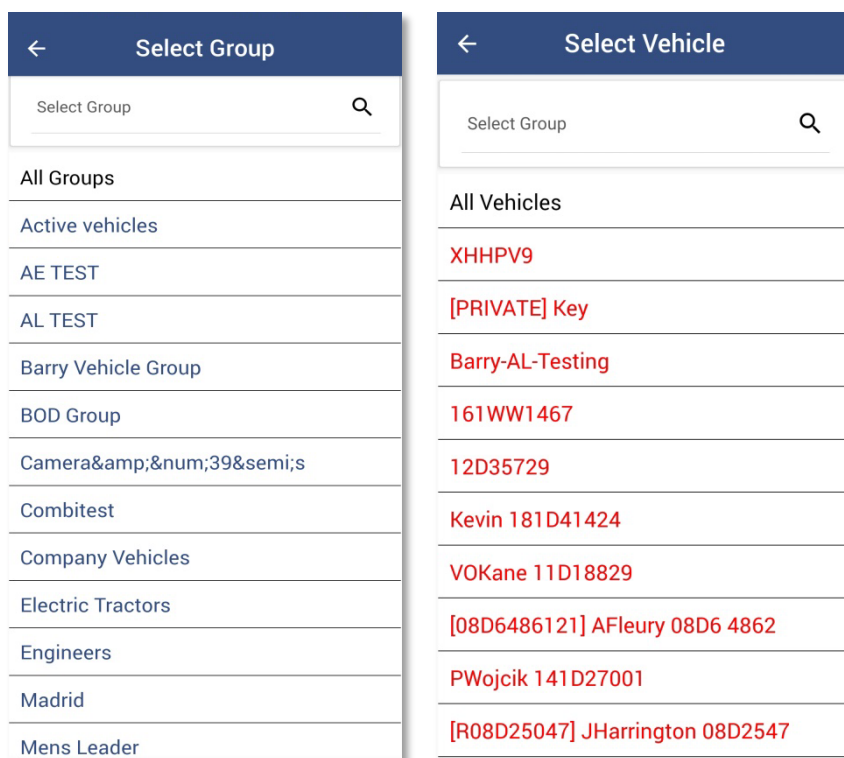
- ▶ To view an individual journey on the map, tap on **On Map**. The blue pin denotes the start of the journey, and the blue flag denotes the end.
- ▶ To replay the journey, tap the **arrow** under the map. The green pin will follow the route simultaneously with the timeline bar under the map and the time, speed and location changing to reflect the location on the route.



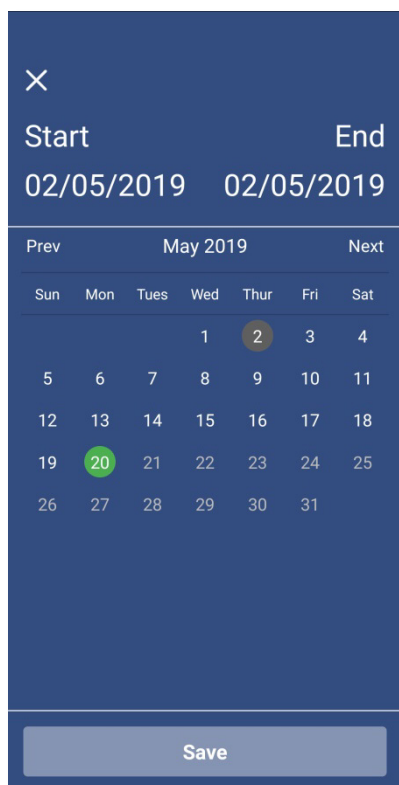
- ▶ To return to the table view, tap the **back arrow** in the top left of the screen.
- ▶ From the table view, tap on **Filters** to select a vehicle group and/or vehicle, or change the date.



- ▶ If required, tap on **All Groups** and select a vehicle group from the list, and/or tap on **All Vehicles** and select just one vehicle from the list.



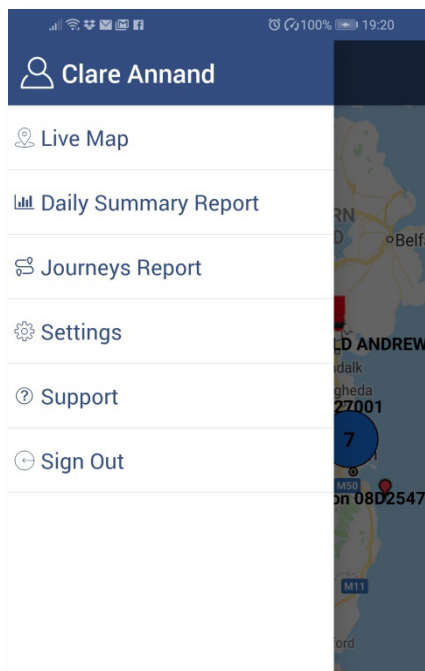
- ▶ If required, change the current date to a previous date by tapping on **Date** and selecting the required date from the calendar. **Note:** the current date is green; the selected date is grey.



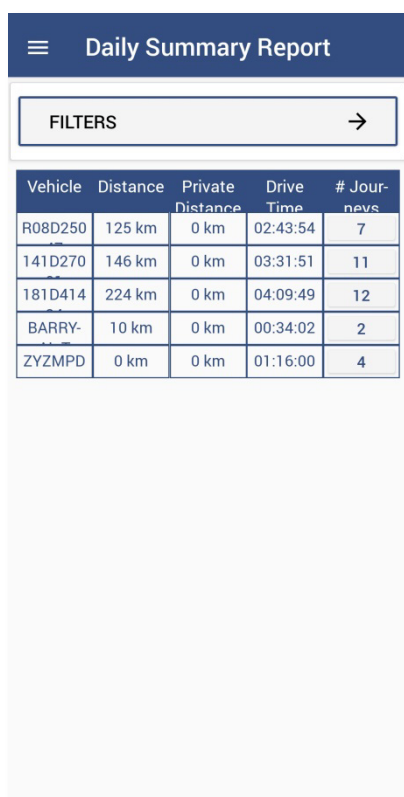
- ▶ Tap on **Save**.

3 Daily Summary Report

- ▶ Tap on the three horizontal lines at the top left of the screen to access the drop-down menu.



- ▶ Select **Daily Summary Report** to view the report.

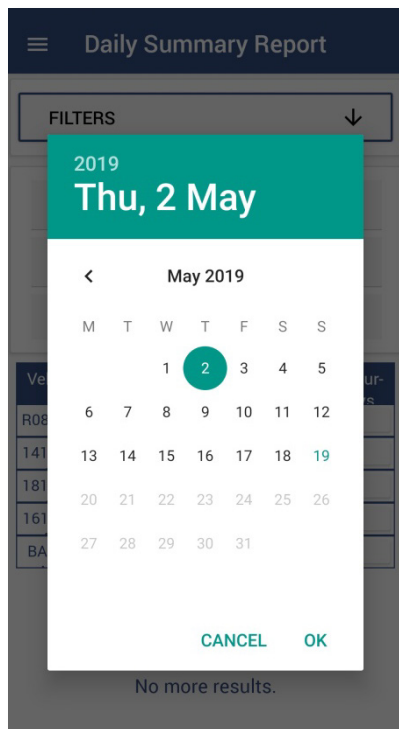


Vehicle	Distance	Private Distance	Drive Time	# Journeys
R08D250	125 km	0 km	02:43:54	7
141D270	146 km	0 km	03:31:51	11
181D414	224 km	0 km	04:09:49	12
BARRY-	10 km	0 km	00:34:02	2
ZYZMPD	0 km	0 km	01:16:00	4

- ▶ To view all the journeys for a vehicle, tap the row and the Journey Report will open.
- ▶ To select a vehicle group and/or vehicle or to change the date, tap on **Filters**.

- ▶ If required, tap on **All Groups** and select a vehicle group from the list, and/or tap on **All Vehicles** and select just one vehicle.

- ▶ If required, change from the current date to a previous date by tapping on **Date** and selecting the required date from the calendar. **Note:** the current date is green and the selected date is in a green circle.

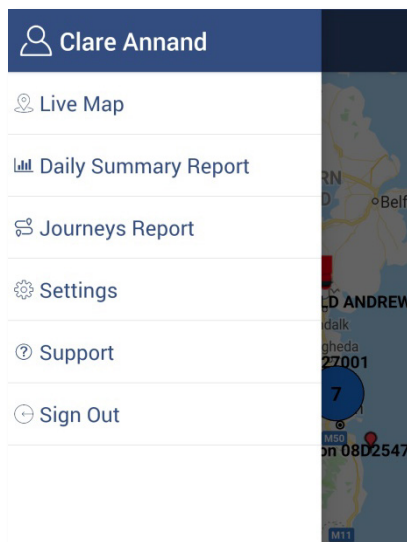


- ▶ Tap on **OK**.

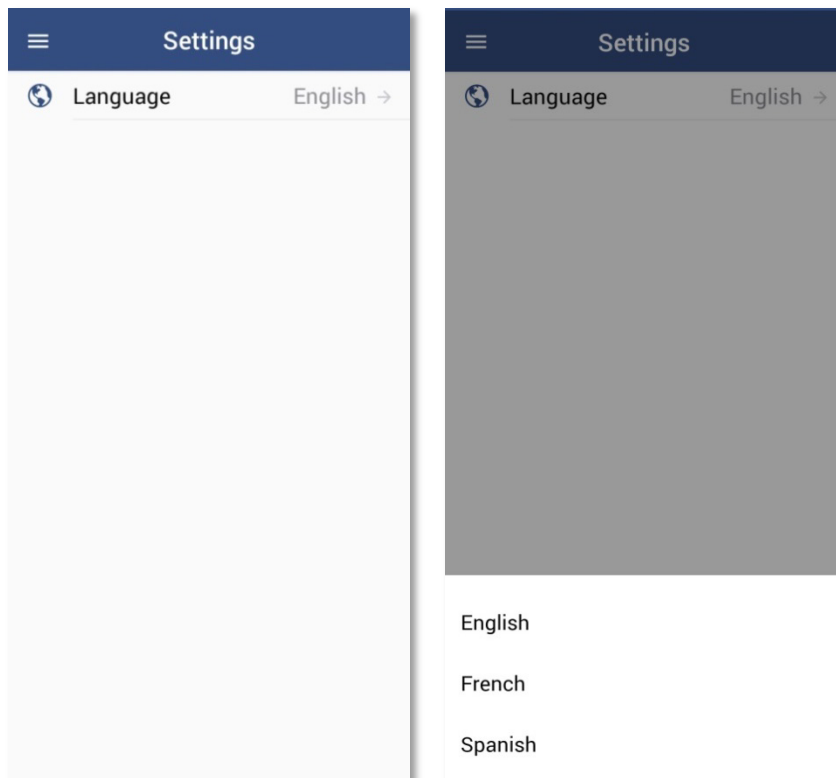
4 Settings

The settings allow you to change the language of the app.

- ▶ Tap on the three horizontal lines at the top left of the screen to access the drop-down menu.



- ▶ Select **Settings**.
- ▶ Tap on **Language**.

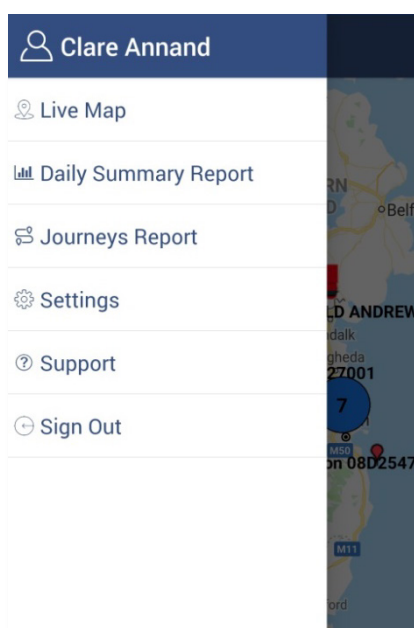


- ▶ Select the required language from the pop-up languages list.
- ▶ Tap on the three horizontal lines at the top left of the screen to return to the menu.

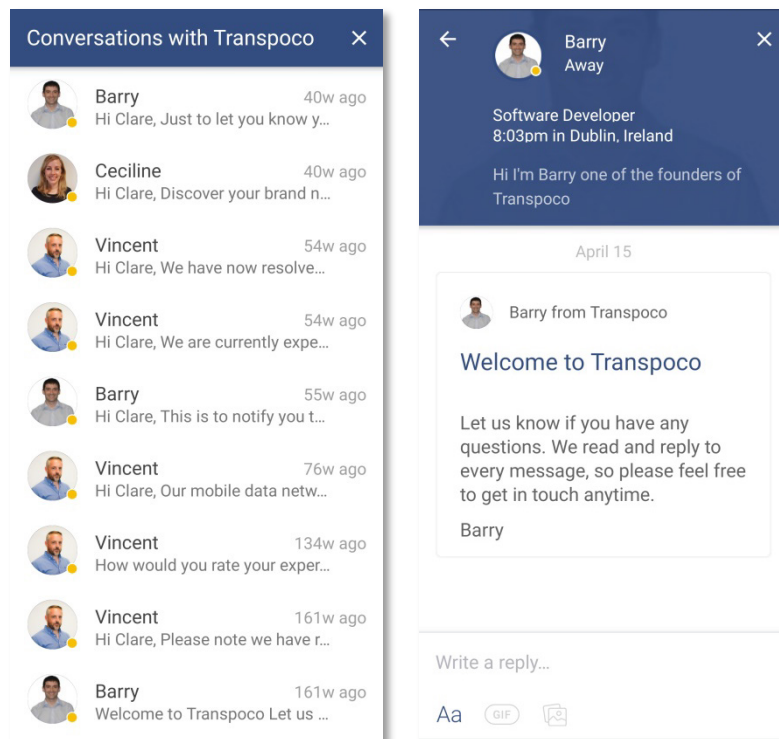
5 App support

The app allows you to send a message to our technical support team, and for system messages to be sent to you.

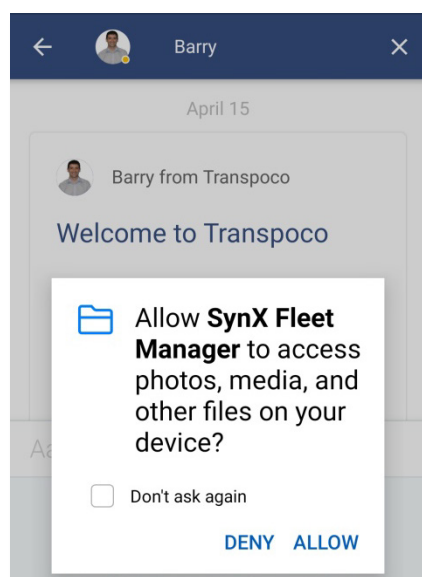
- ▶ Tap on the three horizontal lines at the top left of the screen to access the drop-down menu.



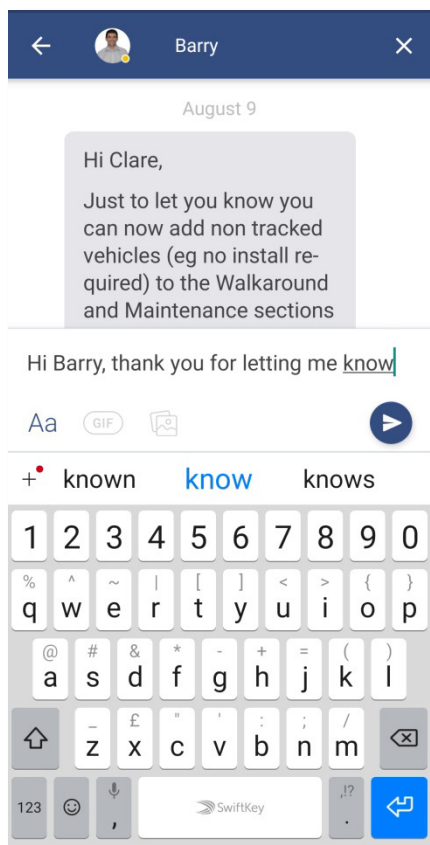
► Select **Support**.



- Select a message thread to reply to and type your message. You can add a gif and a photo from your smartphone if required.
- To add a photo for the first time, tap on **Allow** when the app asks for permission to access.



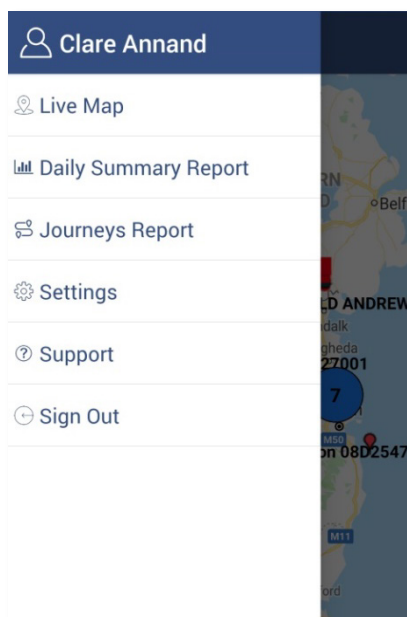
- Tap the blue arrow to send the message.



- ▶ Tap the arrow at the top left of the screen to exit the message.
- ▶ Tap the **X** at the top right of the screen to exit the support feature.

6 Logging out the app

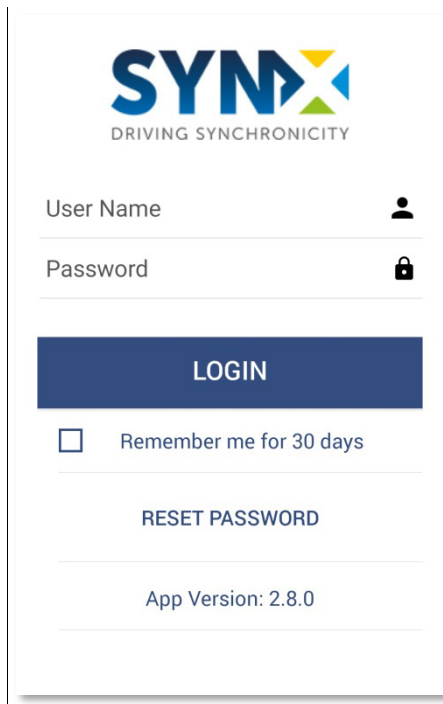
- ▶ Tap on the three horizontal lines at the top left of the screen to access the drop-down menu.



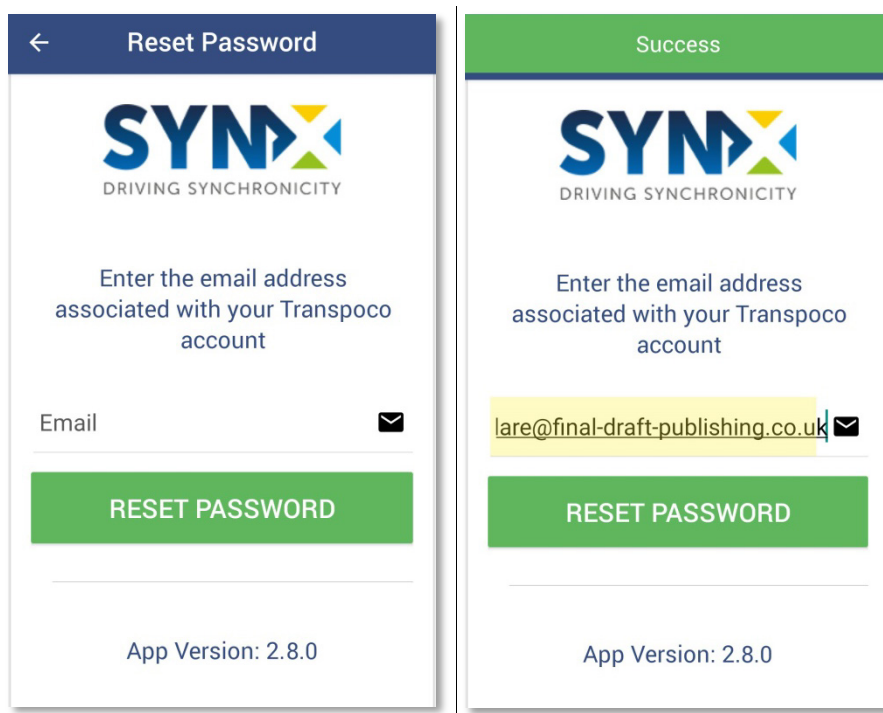
- ▶ Tap on **Sign Out** and the app returns to the login screen.

7 Reset password

- ▶ From the login screen, tap on **RESET PASSWORD**.

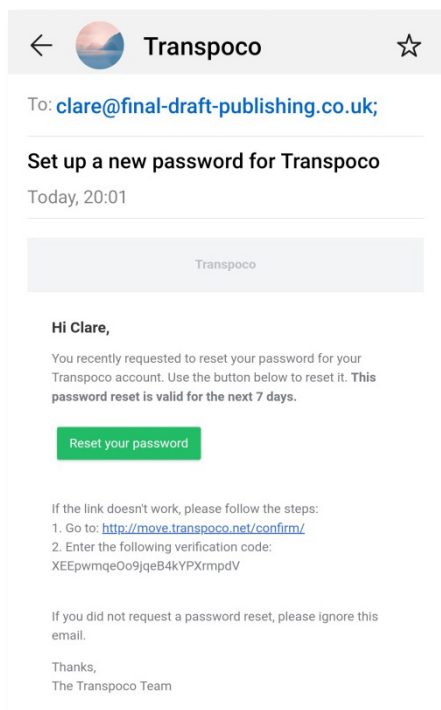


- ▶ Type in your email address and password used for accessing SynX.
- ▶ Tap on **RESET PASSWORD**.



SynX will now send an email to that address with a link to set a new password.

- ▶ Open the email and click on the green **Reset your password** button.



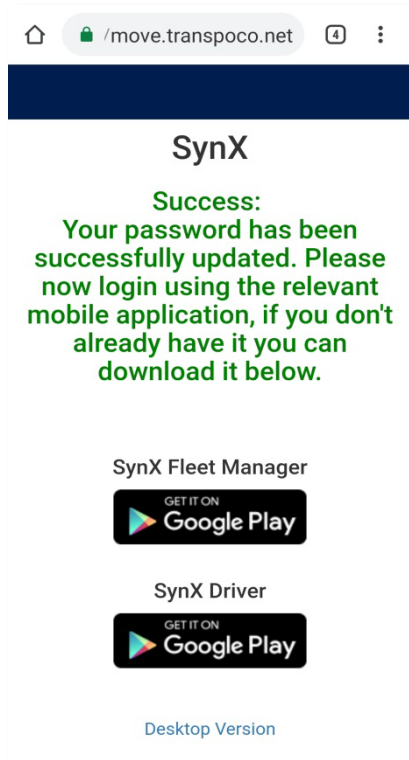
You will be taken to the reset password page on the website version of SynX.

- Based on the password requirements, enter your new password twice. If you want to view the characters, tap on the eye icon.

NOTE: All four requirements must be met for the new password to be accepted and the **Set Password** button to be activated.

A screenshot of the "Set Password" page on a mobile browser. The URL is /move.transpoco.net. The page has a progress bar with two steps: "1 Your code" and "2 Set password". The "2 Set password" step is active. Below the progress bar, the "Password Requirements:" are listed in red text: "- Password must contain at least 8 characters", "- Password must contain at least 1 number", "- Password must not contain your username", and "- Password and Confirm Password must match". There are two input fields: "New Password:" and "Confirm Password:". Both fields have an eye icon to the right. At the bottom, there is a green button labeled "Set Password".A screenshot of the "Set Password" page on a mobile browser. The URL is /move.transpoco.net. The page has a progress bar with two steps: "1 Your code" and "2 Set password". The "2 Set password" step is active. Below the progress bar, the "Password Requirements:" are listed in green text: "✓ Password must contain at least 8 characters", "✓ Password must contain at least 1 number", "✓ Password must not contain your username", and "✓ Password and Confirm Password must match". There are two input fields: "New Password:" and "Confirm Password:". Both fields have an eye icon to the right. At the bottom, there is a green button labeled "Set Password".

- ▶ When valid matching passwords have been entered, tap on **Set Password**.



Note: The password will have now been reset for both the Fleet Manager app and the main SynX system.

- ▶ To return to the app, relaunch it and enter your email address and new password.