

Wilson Tracking Guide



This guide is a quick start guide to the use and operation of our tracking platform. This guide is meant to get you up and running to optimize the performance of your tracking ability, use of equipment, and basic knowledge of GPS tracking. Please refer to this guide before calling for support as most questions can be answered herein. Wilson Tracking provides 24/7 live support to our customers. We started our business in 2010 to serve licensed Private Investigators and exclusive to Private Investigators only! Since the creation of Wilson Tracking all costs have remained the same with no increase to our customers. Our tracking platform is structured for Investigators and not the public. We offer a service that no other GPS company provides and at a fraction of the cost. When you need help with a specific topic please allow us time to work with you from our office to your PC so you can work along with us to learn the process of GPS Tracking!

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Access Web Site

To access our web portal for GPS tracking you will use the sign on information sent to you when you signed up for our service. You should have been sent the following: User name and Password (default is admin)

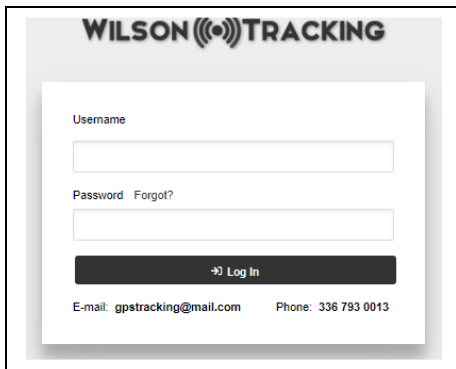
To access our web site and portal from a computer use the following address:

<https://www.wilsontracking.info>

To access our web site and portal from a cellular device use the following address:

<https://www.wilsontracking.info/m>

You have now accessed our web portal that will allow you to use the credentials that you were sent to perform GPS tracking. All characters are lower case letters and no spaces. We urge you to change your password once you sign in for the first time. How to change your password is contained in another section of this guide. You will see one of these login screens (computer & Cellular)



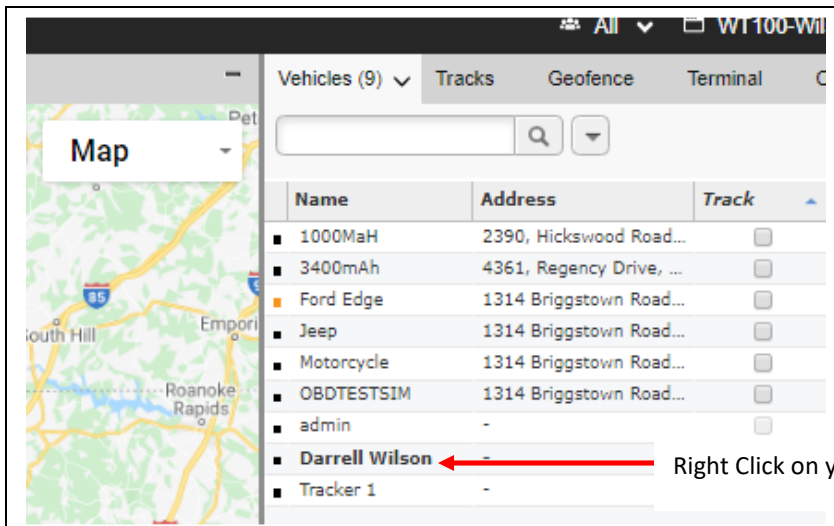
The image shows a login screen for Wilson Tracking. At the top, it says "WILSON TRACKING" with a logo. Below that, there are two input fields: "Username" and "Password". To the right of the "Password" field is a link that says "Forgot?". Below the input fields is a black button with white text that says "Log In". At the bottom, there is contact information: "E-mail: gpstracking@mail.com" and "Phone: 336 793 0013".



The image shows a login screen for Wilson Tracking, likely for a mobile device. It has a simple layout with the text "Log In" at the top. Below that are two input fields: "Username" and "Password". At the bottom, there is a blue button with white text that says "LOG IN".

Change Password

You can change your password by right clicking on your name in the information section as shown below. You can also change your email and telephone number. REMEMBER that all alerts go to and are sent from the e-mail address ONLY! Refer to the section on **Alerts** to see how to send as a text SMS message from your email.



The image is a screenshot of the Wilson Tracking web portal. On the left, there is a map showing a location in Virginia, with labels for "South Hill", "Empori", "Roanoke Rapids", and "Pet". On the right, there is a table with the following columns: "Name", "Address", and "Track". The table lists several vehicles, including "1000MaH", "3400mAh", "Ford Edge", "Jeep", "Motorcycle", "OBDTESTSIM", "admin", "Darrell Wilson", and "Tracker 1". A red arrow points to the name "Darrell Wilson" in the table, with the text "Right Click on your name to change" next to it. Above the table, there are tabs for "Vehicles (9)", "Tracks", "Geofence", and "Terminal".

Name	Address	Track
1000MaH	2390, Hickswood Road...	
3400mAh	4361, Regency Drive, ...	
Ford Edge	1314 Briggstown Road...	
Jeep	1314 Briggstown Road...	
Motorcycle	1314 Briggstown Road...	
OBDTESTSIM	1314 Briggstown Road...	
admin	-	
Darrell Wilson	-	
Tracker 1	-	

User

User Type (Operator)

Details (Darrell Wilson, dwilson)

Username*

dwilson

Password

Leave empty to keep old password.

Retype password

Name*

Darrell Wilson

Surname

Email

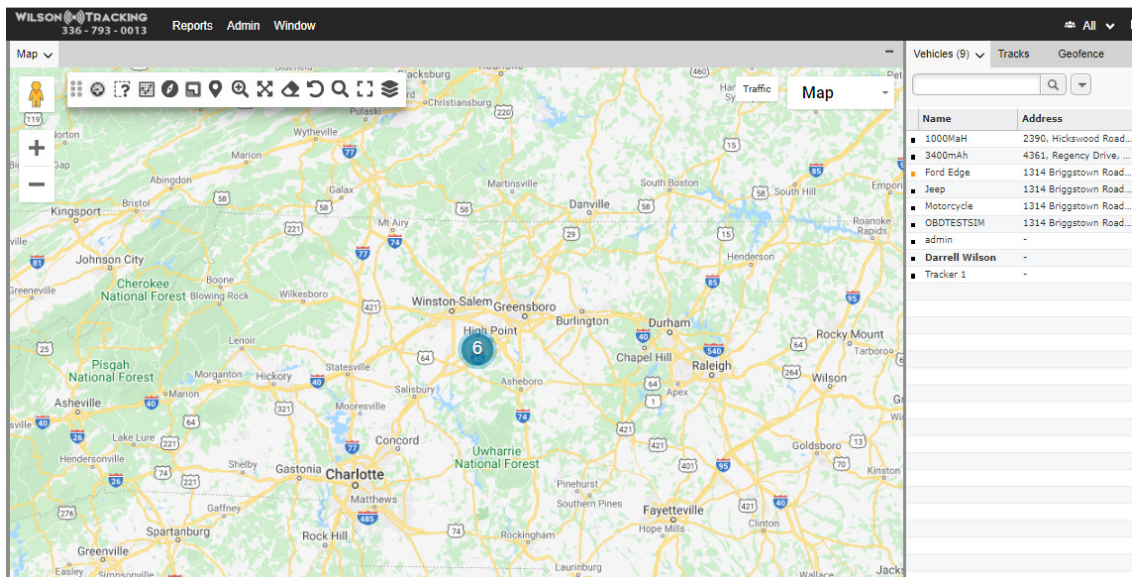
Phone number

Example: +1234567890

When you right click on your name you can then "EDIT" your information (Left). If you change a user name the information in the server data base changes and all of the old information is deleted! BE CAREFUL

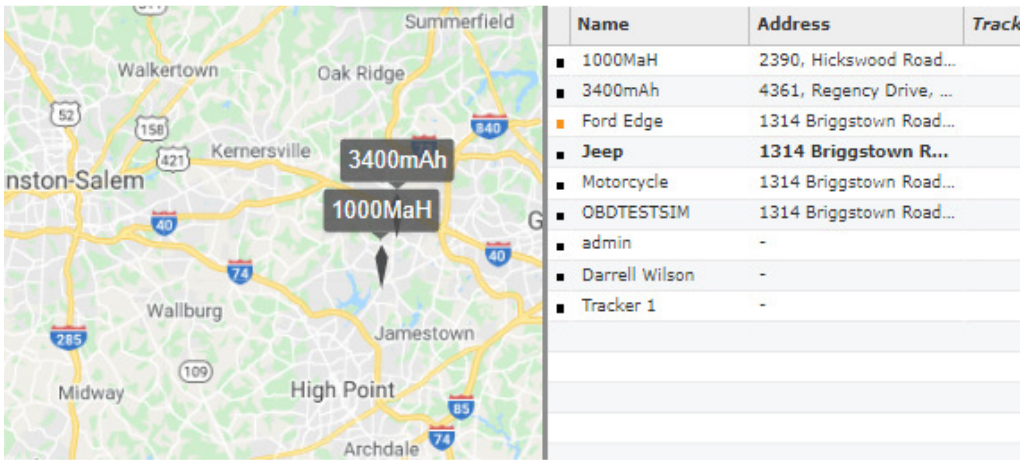
To change your Name, Email, or phone number just enter the information and SAVE! Remember your password as we do not store or have access to it. If you cannot remember your password the system will allow you to reset the password if your have a correct email in the system. If all else fails call support and we will reset the password for you.

Mapping Page



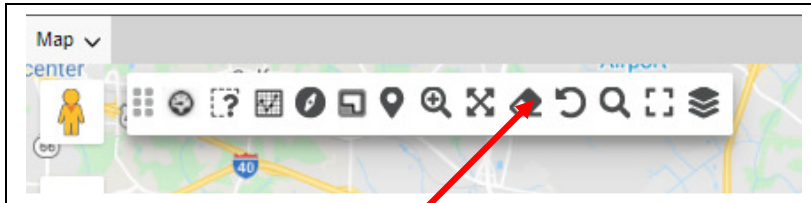
This is our main mapping page where you can perform any task on one screen. Features vary depending on what service you may have but the basic operations include the following: Map selection, search addresses, set alerts (Geofence), change view of each vehicle, select gauge for battery and speed, draw today's tracks for each vehicle, send commands to any vehicle, run reports, and see street view. All of these selections will be explained in this guide to assist you in the ease of operation. Feel free to contact support when you have a few minutes and in front of your computer to have a guided tour of the operation.

Draw Today's Tracks



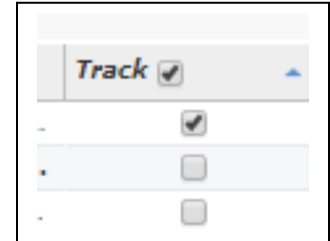
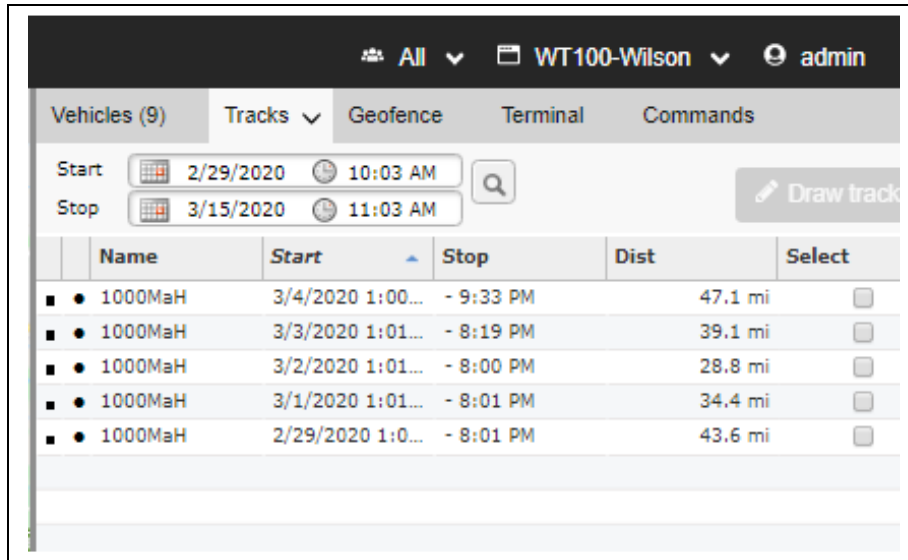
Name	Address	Track
1000MaH	2390, Hickswood Road...	
3400MaH	4361, Regency Drive, ...	
Ford Edge	1314 Briggstown Road...	
Jeep	1314 Briggstown R...	
Motorcycle	1314 Briggstown Road...	
OBDTESTSIM	1314 Briggstown Road...	
admin	-	
Darrell Wilson	-	
Tracker 1	-	

Drawing tracks for the current day is simple, right click on either the vehicle location on the map or the right side information page and select draw today's tracks. The tracks will be displayed on the map with points that indicate the location and minutes apart.



To clear tracks use the "eraser" button

Draw Tracks

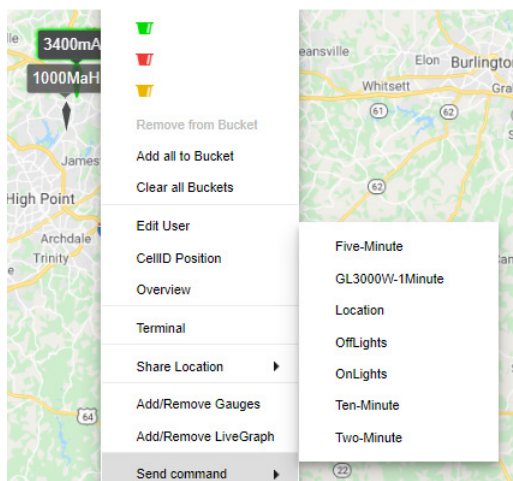


Select Vehicle

To draw tracks for days, weeks, or months you can use the "Tracks" tab on the right side of your mapping page. You can then select days, times and other data to see many days tracks on the mapping page. Remember to select the vehicle first from the mapping page. When done, erase tracks with the eraser.

Commands

Using commands varies from account to trackers depending on which unit you may have purchased. Commands are selected by right clicking on the vehicle and selecting the correct command. It is recommended to use commands while the vehicle is "green" or in motion so the command is sent immediately. It is also **suggested** that track reporting is either 1 or 2 minutes when local. Selecting longer reporting times is used only for long distance movement and outside cities.



Right click on vehicle either on mapping page or side page

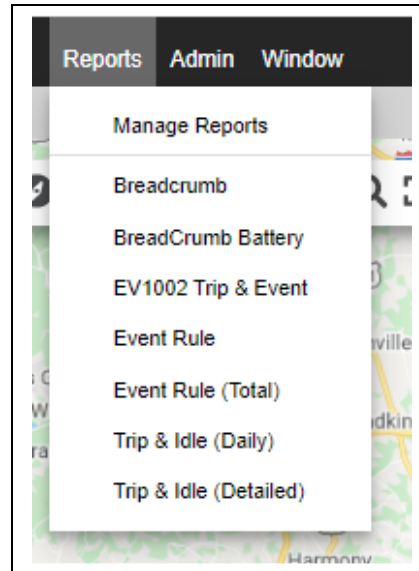
Select "Send Command"

You will then see the command sent

Your are able to send many commands to assist you in the tracking of a vehicle and use of the Tracker

Reports

Our platform allows you to run many different reports for your tracking needs. To start the report process simply click on reports from the top left menu tab. A(as seen to the left here) The common reports are BC1000 Breadcrumb and breadcrumb battery report. Both reports show the address, travel, speed, and tracking times of your GPS unit. We always recommend actually visiting the site in question for accurate location as we depend on the mapping data from other sources.



Once you select the report you want you will then need to complete the report criteria that you would like to run.

Period

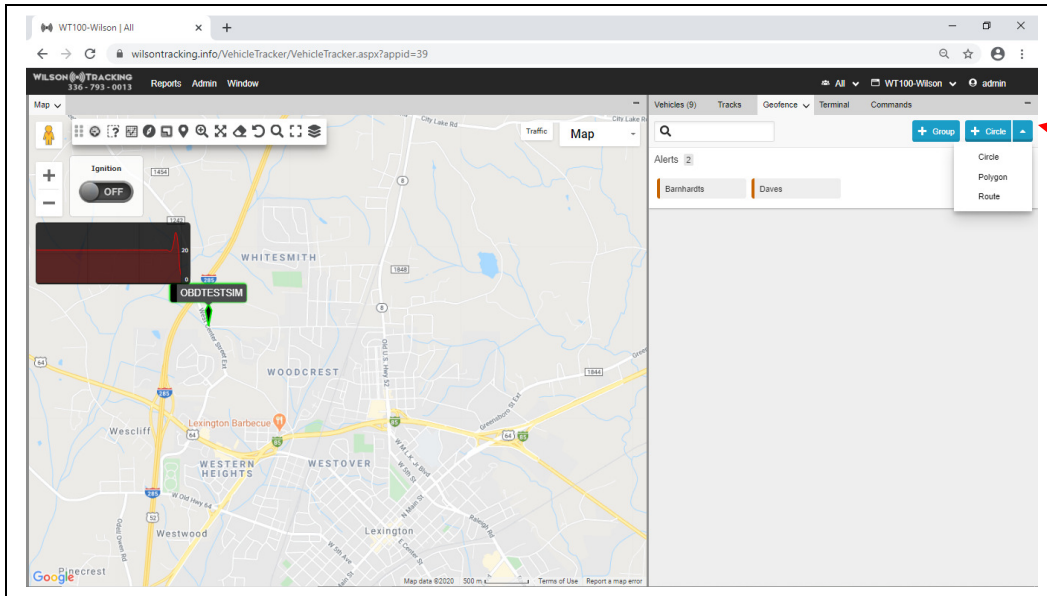
UserID is the vehicle

HTML,CSV,PDF,CSV ZIP

Keep in mind that you can email any of these reports once you select the report. If you do not select email then your report will be delivered to your computer. The HTML report is delivered immediately to your mapping page for you to view. Our reporting feature allows you to make many changes and views of your reports. Please contact support if you have any questions.

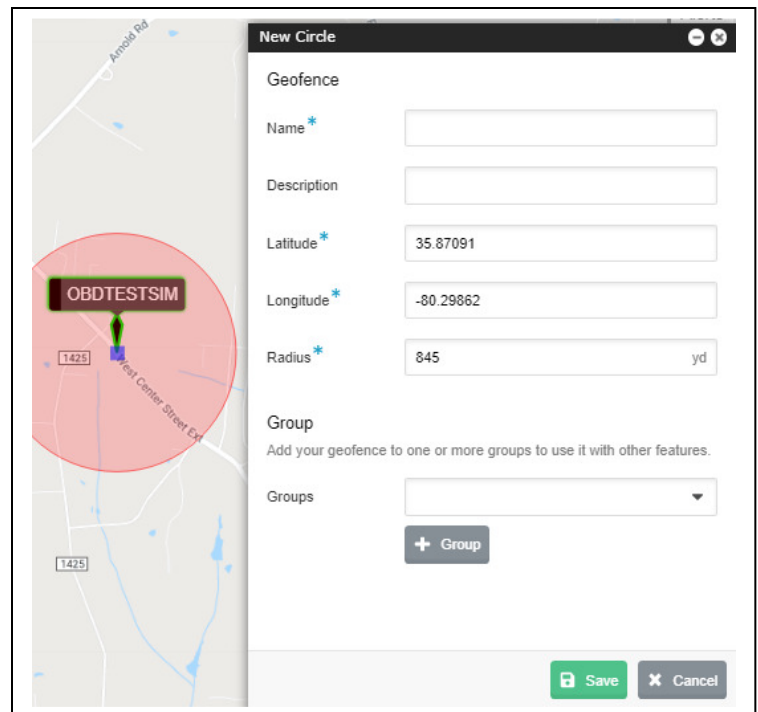
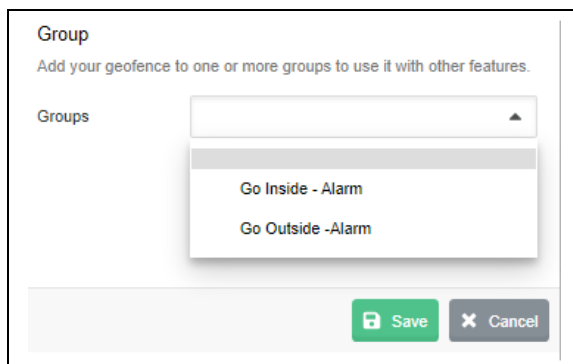
Geofence Settings

Setting a geofence with our system only allows you to set Enter or Exit for a vehicle. Any vehicle that enters or exits the set area will send you an alert advising you it has either entered or exited depending on how you have the geofence set. **YOU CANNOT** create another group!



Steps to create a Geofence

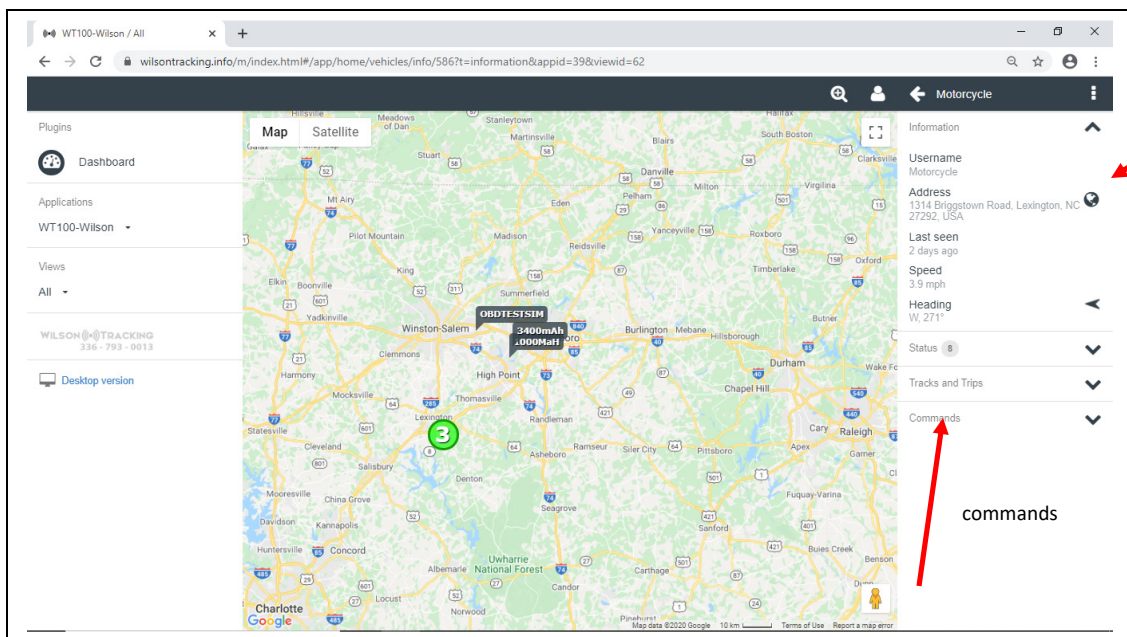
1. Select the right side tab "GEOFENCE"
2. Select the blue arrow box next to "Circle"
you will then see the drop down box
3. Select Circle (you can select either of the choices)
4. You will then see the box to set up your area
5. Give your geofence a name
6. Radius should be 100 to 500 yards to work fine
7. In the group box you can just type I or O to get the inside or outside selection or mouse over!
8. Select which you want and then save, you can do Inside or both, then SAVE. You will get alerts when your vehicle enters or exits this area. When done just delete the Geofence from the Geofence Tab.



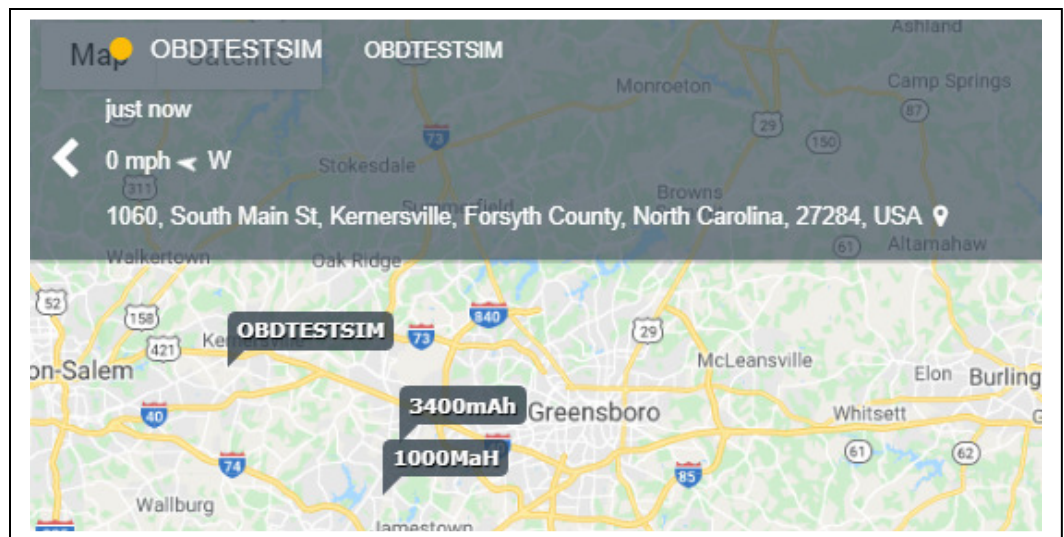
Mobile Application

We have designed our mobile application to be simple, robust, and easy to determine vehicle position with many selections you will enjoy.

Once you sign onto the mobile app you will see your vehicles and a map. If you click on the vehicle you will see all of the vehicle information. If you click on the world icon shown below you will be taken to the main mapping page with the tracking in real time. You can run tracks for the days date and send commands to the vehicle. To send commands simply select the command button and it will show closed, tap on closed and then send the command you like. You **will not be able** to set a geofence or run reports from the mobile application.



By clicking (touching) the vehicle you will get the info on the vehicle. By clicking the world icon you will get just the mapping.



Errors and Help

Even though we maintain our system and support 24/7 we are still at the mercy of Google mapping, cellular network problems, cell phone and computer operation failure and many other problems related to GPS tracking. We have found that about 90% of our support calls are related to poor understanding of the device used, computer or cell phone used and the misuse or misplacement of a GPS tracker. To help you better to understand how this system works and how your other devices work we have attempted to list several mistakes that customers have called about requesting support.

1. Mapping and sign on to our tracking systems fail

- a. non compatible browser you are using (related to your device)
switch browser, clear cookies, clear history
- b. wrong pass word or wrong https:www. url information typed in

2. GPS connects and shows live on system but wrong address for long periods

- a. placement of GPS unit on vehicle
- b. parked inside a garage or parking deck
- c. Not in a cellular area
move gps unit to rear or front on frame facing down and within 12 inches of the outer area of the vehicle. NEVER under a door, NEVER inside the car, NEVER facing up unless you are shooting thru glass or plastic.

3. Unit shows an address but is parked at another

- a. Check the mapping as Google and others may show multiple names for streets
such as showing Raleigh Road when it is parked on Old US 64 (both are the same)

4. Missing times of stops or when vehicle starts with missing addresses

- a. You have tracking times set for more than 1 or 2 minutes
Your unit reports on the time that you have set, if you set for 5 min reporting then the unit will report every 5 min and you may miss either a stop or start with an address. Use 1-2 minute reporting when using in cities

Your GPS unit is a cellular phone and a gps receiver! There are two pieces of the device that work to provide you with trusted tracking. We suggest to verify all addresses with physical observation when parked on streets, in neighborhoods, or where addresses can vary as close together.

Your GPS may be getting a cellular signal but not a GPS signal. This is caused due to either location or bad placement on a vehicle. Your unit may be getting a GPS signal but not a cellular signal. This is caused by location and cell tower locations. 2G is almost gone and 3G is headed out! It is simple to diagnose either of these problems. If your unit does not show a connection every 4 hours on the system (mapping page) then the unit is not working properly. If your unit shows a cellular connection but not tracking then the GPS signal is being blocked either by location or wrong placement.

BUFFER

we set all units to maximum buffer reception. Which means if your unit is in an area that cellular is blocked or does not work, the buffer receives all the data and will update to the server when the unit comes back into a cell area. No data is lost from the GPS tracking.

Reports from this menu and Windows to view

Run Tracks and Geofence from this menu

Mapping Page Layout

The screenshot displays the Wilson Security Tracking interface. At the top, a navigation bar includes the logo, phone number (336-793-0013), and tabs for Reports, Admin, and Window. A secondary bar on the right shows user information (All, WT107-Fhlers, admin) and a + User button. The main area is divided into two sections. The left section, labeled 'Map Selection', contains a map of a residential area with various points of interest like 'Wake Forest Baptist Medical' and 'Sheetz #594'. A 'Menu Bar' is located above the map. The right section, labeled 'Vehicles Appear here', features a table with columns for Name, Address, Track, Sta..., and Last connection. Below the table is a 'Support' form with fields for Message, Sender (pre-filled with wilsonsecurityagency@gmail.com), and Priority (Low, Medium, High, Critical), along with a Submit request button. Red arrows point from the text labels to their respective elements: 'Reports from this menu and Windows to view' points to the Reports and Window tabs; 'Run Tracks and Geofence from this menu' points to the Tracks and Geofence tabs; 'Map Selection' points to the map area; 'Menu Bar' points to the top navigation bar; 'View Selection' points to the 'Map' button; 'Vehicles Appear here' points to the vehicle table; and 'Support Request' points to the support form.

The above mapping view is our normal window pane that you will see when signing into your platform from a computer. You can see that there are several menus that perform many functions. We call the left side of the mapping page the "mapping section" and the right side the "information section". By right clicking on your vehicles you can change the icon, name, and color of the vehicle. You can also select large or small icons. You can select many different maps from Google to Open Street and different views. Remember to save your page if you make changes and want to keep the view that you create. You save your work by clicking on the window tab and select "save" using the same map name that you see which is normally shown as your last name. Each time you sign in then you will see the view that you have created the last time you were on the site. The "Menu Bar" top left has many functions from a search to clearing the tracks viewed. To send in a support request in real time just fill in the form and select "submit request". Be sure to add your name in the request as we will only get either your email or cell number and the reply may take longer to locate the owner of the account. Your email is auto filled in the form so there is no need to change this.