

Category: General

Module 2: Adding New Users

Who should read this guide?

Tracertrak account administrators using Tracertrak for the first time should read this guide to learn how to add new users to their Tracertrak account and understand the impact User Roles may have on how the users you add can interact with Tracertrak.

This guide covers:

- Configuring User Roles for system access.
- Creating new Users.

Note: *It is recommended that administrative editing of users and/or role properties is performed during periods of no user activity. If any effected user is logged in to Tracertrak at the time of editing, the user(s) should log out and back in to ensure that all changes are correctly adopted by the user(s).*

Configuring User Roles for System Access

The first step before adding new users is to configure your User Roles. User roles determine what a user is permitted to see and do in the Tracertrak account. When adding a new user, they will be assigned one of these roles.

To create or edit user roles select Administer > User Logins.


By default, there are 5 roles: Power User, Restricted User, Standard User, Super User and Unallocated. The permissions associated with these roles can be edited and you may allocate your own roles by clicking the “create new role” button at the foot of the page.


Access Privilege	Enabled Console Features	Power	Restricted	Standard	Super	Unallocated
Alarms	User may access the alarms page to view alarms.	✓	✓	✓	✓	✓
Map Devices	User may access the map page to search and view results on a map.	✓	✓	✓	✓	✗
Messages	User may access the Messages tab to view and send messages to and from devices in the field.	✓	✗	✓	✓	✗
Search History	User may access the History tab.	✓	✗	✓	✓	✗
Locations	User may search history of locations.	✓	✗	✓	✓	✗
Broadcasts	User may search history of broadcast information.	✓	✗	✓	✓	✗
Alarms	User may search history of alarms.	✓	✗	✓	✓	✗
Alerts	User may search history of alerts.	✓	✗	✓	✓	✗
2-way SMS	User may search history of 2-way SMS queries.	✓	✗	✓	✓	✗
Messages	User may search history of messages.	✓	✗	✓	✓	✗
Configure		✓	✗	✗	✓	✗
Devices	User may access the Configure Devices tab.	✓	✗	✗	✓	✗
Edit Devices	User may configure the settings for an device.	✓	✗	✗	✓	✗
Assign Profile	User may allocate devices to a worker and a profile.	✓	✗	✗	✓	✗
Create/Edit Device Groups	User may create, edit and delete device groups.	✓	✗	✗	✓	✗
Acknowledge/End Alarms	User may acknowledge and end alarms.	✓	✗	✓	✓	✗
Geofences	User may access the Geofence tab and view Geofence information.	✓	✗	✗	✓	✗
Create/Edit Geofences	User may create, edit and delete Geofences.	✓	✗	✗	✓	✗

Access Privilege	Enabled Console Features	Power	Restricted	Standard	Super	Unallocated
Reports	User may access the Reports tab in Configure	✓	✗	✗	✓	✗
Create/Edit Reports	User may access the Reports tab	✓	✗	✗	✓	✗
Custom GIS	User may access the Custom GIS tab. User may create, edit and delete company locations, routes and journeys.	✓	✗	✗	✓	✗
Profiles	User may access the Profiles tab.	✓	✗	✗	✓	✗
Create/Edit Profiles	User may create, edit or delete profiles.	✓	✗	✗	✓	✗
Workers	User may access the Configure Worker tab.	✓	✗	✗	✓	✗
Administer	User may access the Administer tab.	✗	✗	✗	✓	✗
Users	User may access Users sub tab.	✗	✗	✗	✓	✗
Create/Edit Users	User may create, edit and delete users.	✗	✗	✗	✓	✗
Create/Edit User Roles	User may create, edit and delete new user roles.	✗	✗	✗	✓	✗
Preferences	User may access the Preferences tab to set account preference settings	✓	✓	✓	✓	✓
2-way SMS interface	User may make account queries by SMS.	✓	✗	✓	✓	✗

Creating New Users

Once you have customised your User Roles, you can begin adding new users in your organisation who will use the Tracertrak system.

To add a new user, select the  button at the bottom of the page which will bring up the Create New User pop-up. You are required to enter a First Name, Surname, Mobile Number (used for alerts) and a valid email address that is unique within the account (used for user alerts and login). Then you select the Role which determines the level of access that user will have. Finally, you can select which device groups the user should have access to. All the groups you have configured on your account will be presented here and you simply tick the checkbox to grant the user access. A user will not be able to see or interact with a device they do not have permission to access.

Once you have finished configuring the user, click the  button and the new user will be created in the Tracertrak account and sent a welcome email with instructions on how to login to Tracertrak.

Note: Granting permission to (not grouped) determines whether or not the user can access devices that have not been assigned to any specific group.

