



Custom Telematics Devices and MyGeotab

Reseller and Partner Guide

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Table of contents

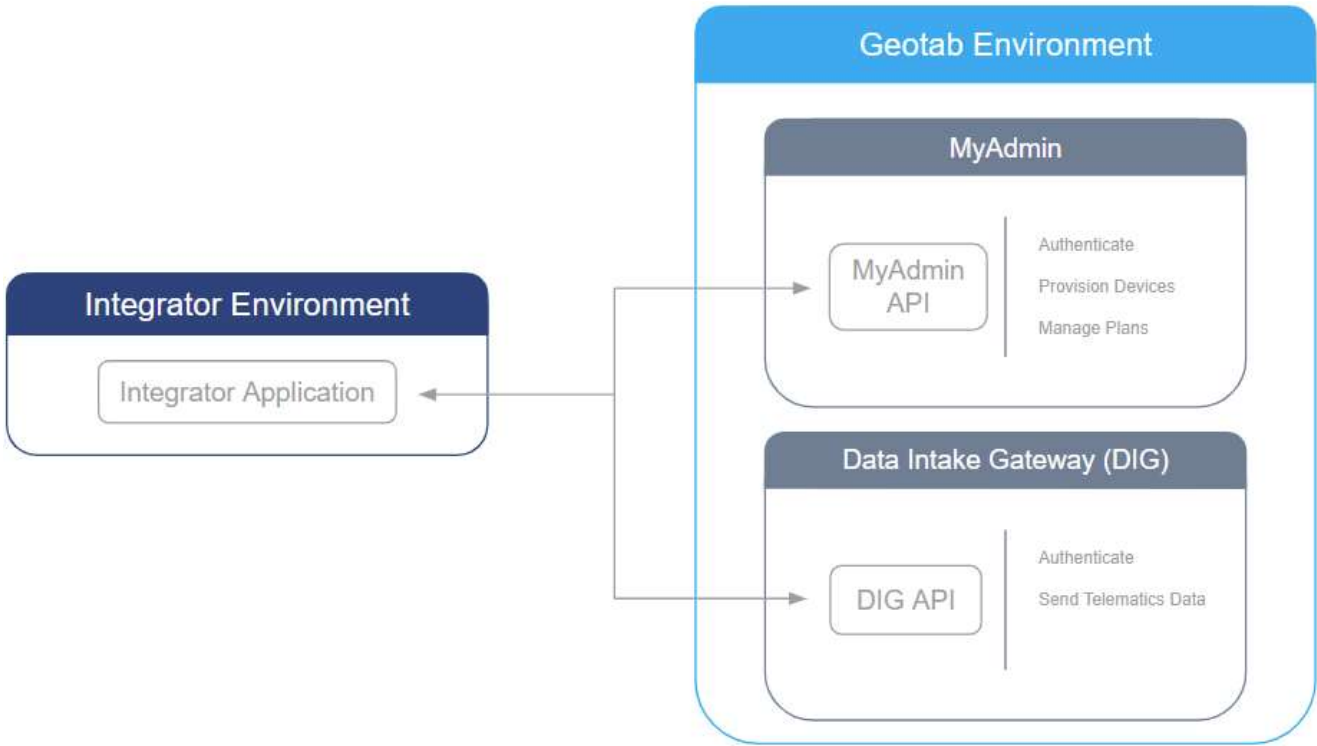
Introduction	3
Integrator Resources	4
Integration Process	4
Resellers and/or Partners	4
Solutions Team	5
Service Account Best Practice	5
Termination Process	5
FAQ	6
How can I register a new MyAdmin account?	6
What account type should I make my new MyAdmin account?	6
How do I add roles to my MyAdmin account?	6
What are these MyAdmin roles needed for?	6
What is a Product ID?	6
Why do I need a Product ID?	6
Can I use one Product ID for multiple devices and integrations?	6
Does it cost money to build a Custom Telematics Device integration?	6
Where do I get help with building my integration?	7
What is a CustomDevice and a CustomVehicleDevice?	7
Where can I learn more about the different Geotab record types??	7

Introduction

This document provides a high level overview of the process Resellers and Partners need to follow to integrate Custom Telematics Device data onto the MyGeotab platform.

MyGeotab accepts data logging from both Geotab GO devices and telematics devices not manufactured by Geotab (Custom Telematics Devices), at the same time. MyGeotab provides a unified interface, allowing fleets to manage vehicles and other operations, regardless of the telematics hardware that is installed.

Custom Telematics Device integrations are made possible by sending device data to Geotab's [Data Intake Gateway APIs](#). Custom Telematics Devices are managed using the [MyAdmin APIs](#). This is illustrated in the following application integration workflow:



Integrator Resources

When building the integration, we recommend that you review the following resources:

- [Data Intake Gateway](#)
 - [DIG API Authentication Workflow](#)
 - [DIG API Endpoint Workflow](#)
- [Using Custom Telematics Devices with MyGeotab](#)
 - [Device identification](#)
 - [Device allocation](#)
 - [API: ProvisionDevice](#)
 - [API: ThirdPartyDiagnosticCodes](#)
 - [Integration Verification](#)
- [MyGeotab SDK](#)
 - [Unit of Measure](#)
 - [Working with Dates](#)

Integration Process

Integrating Custom Telematics Devices with MyGeotab requires the use of Geotab APIs and collaboration between Resellers and/or Partners and the Geotab Solutions Team.

Resellers and/or Partners

- 1 Fill out the [Custom Telematics Device Information Request Form](#), providing as much detail on the integration you wish to build as possible. Once you submit this form, a member of Geotab's Solutions team will contact you and take you through a vetting/onboarding process. Once this is complete, you will be provided with a Product ID to use to create serial numbers to allow your Custom Telematics Device to exist in the MyGeotab environment.
- 2a **If you are a Reseller and you have Custom Telematics Devices to integrate into a customer's database:**
 1. [Register a new Reseller account in MyAdmin](#) if you do not have a MyAdmin account set up specifically for pushing Custom Telematics Device data.
 2. Create a second account for Custom Telematics Device management that is separate from the account pushing the data. This step is optional but recommended. Refer to [Service Account Best Practices](#) for more information.

Please refer to the [Integrator as Reseller Process Flow](#) for more information on integration workflow as a Reseller.
- 2b **If you are a Partner beginning the implementation process for a Custom Telematics Device integration:**

[Register a new Partner account in MyAdmin](#). Notify the solutions engineer fielding your request from the Product ID form of the account you created, and they will work with you to ensure proper MyAdmin access. Please refer to the [Partner to Reseller Process Flow](#) for more information on integration workflow as a Partner.
- 3 Contact your account Administrator to add the necessary MyAdmin API roles (Device_Admin, Dig-Access, MyAdminApiUser and Third-Party-Integrator) to their MyAdmin account, or email

myadminuserhelp@geotab.com to request the MyAdmin roles for the MyAdmin account(s) that will be managing the Custom Telematics Devices. The email should include the username (email address) of the MyAdmin account needing the roles.

- 4 Develop software that provisions third-party devices and sends their data points to MyGeotab. Note that device administration, specifically the software to provision devices mentioned above, is completed via the MyAdmin API. Additionally, device data must be sent via the Data Intake Gateway. For more information, please refer to the [Data Intake Gateway Guide](#).

Solutions Team

Geotab's Solutions team will:

- Respond to the request submitted to the Custom Telematics Device Information Request Form and work to provide necessary information and onboard the solution.
- Grant MyAdmin and Data Intake Gateway (DIG) API privileges to the account(s) used for managing Custom Telematics Devices.
- Provide a Product ID once onboarding is complete, which is to be used to provision your device using the ProvisionDevice MyAdmin API method.

Service Account Best Practice

As best practice, Integrators should set up two service accounts:

- One account for device management (provisioning, managing plans, terminating devices, etc.) with the MyAdminApiUser, Device_Admin, and Third-Party-Integrator roles.
- A second account for sending custom telematics data with the DIG-Access role.

This ensures that the account that sends data to DIG is isolated from other service accounts that would interact with the MyAdmin API. In situations where Resellers are working with Integrators and/or Partners, this best practice can be used to allow Resellers to control device management, while allowing Integrators and/or Partners to handle sending custom telematics data.

*** NOTE:** The required device management roles are still required for a reseller's account when provisioning devices through MyAdmin

Termination Process

A Custom Telematics Device is terminated using the TerminateDeviceBilling MyAdmin API method. See the [MyAdmin API reference](#) for more information regarding this method.

*** NOTE:** Terminating a custom telematics device using the API only stops billing. You must also stop sending telematics data to complete termination. Billing will be restarted automatically if you continue to send data after terminating billing.

FAQ

How can I register a new MyAdmin account?

Navigate to <https://myadmin.geotab.com/login/register> to create an account. Refer to the [MyAdmin User, Policy and Procedures Guide \[PUBLIC\]](#) for more information.

What account type should I make my new MyAdmin account?

Use Reseller or Partner account types for Custom Telematics Device integrations. Please choose what is applicable based on your professional relationship with Geotab.

How do I add roles to my MyAdmin account?

Contact your account Administrator to add the MyAdmin API roles (DIG-Access, MyAdminApiUser, Device_Admin, and Third-Party-Integrator) to your MyAdmin account, or email myadminuserhelp@geotab.com to request roles to be added to the MyAdmin account that will be managing the custom telematics devices. The email should include the username (email address) of the MyAdmin account.

What are these MyAdmin roles needed for?

These MyAdmin roles are needed for the following purposes:

- **DIG-Access** – Push data through the Data Intake Gateway
- **MyAdminApiUser** – Perform MyAdmin actions (provision device, terminate device) via API
- **Device_Admin** – Terminate third party devices
- **Third-Party-Integrator** – Provision third party devices

What is a Product ID?

A Product ID is a unique identifier provided by Geotab to the Integrator which enables the Integrator to send data to the MyGeotab platform. This also allows Geotab to identify the Integrator of each Custom Telematics Device.

Why do I need a Product ID?

A Product ID is needed to provision serial numbers. Once these serial numbers are made, they can be added to a MyGeotab database and data can be sent to be associated with that serial number in MyGeotab.

Can I use one Product ID for multiple devices and integrations?

A new Product ID is required whenever a new integration is built or when a new device is integrated. This allows Geotab to better track and understand various custom telematics integrations.

Does it cost money to build a Custom Telematics Device integration?

There is a monthly fee associated with each active Custom Telematics Device. For more information on pricing please contact your Partner Account Manager or Business Development Manager.

Where do I get help with building my integration?

It is recommended that Integrators read the documents listed under [Integrator Resources](#). After the Custom Telematics Device Information Request Form is submitted, a member of Geotab's Solution engineering team is assigned to answer questions and provide resources as needed. Additionally, you can reach out to integrations@geotab.com for technical assistance.

What is a CustomDevice and a CustomVehicleDevice?

These two terms refer to how the telematics device will be presented on MyGeotab's vehicle page. A CustomVehicleDevice allows for more fields to be associated with the device. The properties associated with these options are available on the [MyGeotab SDK site](#), as well as additional information about [Geotab's device options](#).

Where can I learn more about the different Geotab record types??

Please see the [DIG API Reference section of the Data Intake Gateway Guide](#), which includes a link to the OpenYAML specification for all the supported record type models, and the appendix of [DIG API Endpoint Workflow Guide](#), which provides additional context and content documentation for some record types.