TrackIt Site Settings

These options allow you to perform basic configurations associated with setting up your company, such as setting a time zone, specifying timeout thresholds, and enabling TrackIt Talk integration via Zello.

Company Name	Sets the company name to display at the top of each web page below the TrackIt logo.
CAI Customer Acct #:	This value is provided by Command Alkon Inc. and should not be altered.
Company Code	Sets the code users must enter to log in on both the TrackIt Android app and employee web portal.
Time Zone	Determines the time zone to use with timestamps and other components of TrackIt, from reporting to payroll. ⚠️ Once a time zone is selected, we recommend that you **do not** change this at a later time. This will create conflicts with previously-reported timestamps .
Map Refresh	Sets how often the **Equipment Map** requests updates from the TrackIt server to conserve bandwidth loads for a company's network. Based on the interval set here, updates to the ma reflect new vehicle locations and any other alerts or vehicle data tracked.
Map API	Specifies the map service API to use for both the **Equipment Map** screen and MapIt. ⓘ We recommend using the same map service across all integrated products. Data such as vehicle coordinates are sent to integrated services through MapIt, and such information may not accurately translate between Google and Bing.
Webpage Timeout	Forces the browser to automatically log out a user when they're away from their computer and exceed this threshold time without clicks or keystrokes on the browser.

Always Associate Geofence	Allows you to monitor correlations of vehicles entering and exiting hotspot locations. Based on your ticket integration site settings, hotspots are typically only associated with equipment assigned an active ticket. This setting offers further reporting possibilities.

	True	Even if an **Enter Status** isn't triggered with a hotspot, TrackIt automatically associates that geofence with the intersecting vehicle.
	False	When a status change occurs for equipment, TrackIt associates the vehicle with any hotspot it currently intersects. No association is made between entities if a status change isn't made.

Geofence Status Create Use Exit Delay (default true)	Controls the creation of status hotspots based on status changes for a job and active hotspo exit delays in effect on a vehicle. Based upon the time restrictions associated with hotspot types, drivers may not be able to create a hotspot location for other drivers to follow for large jobs.

| | True | Exit delay time requirements are preserved before a new hotspot may be created. Once the time has elapsed, then a status change will cause the hotspot to appear. Changing statuses prior to this elapse wil not create a hotspot.

ⓘ If you regularly encounter delay time requirements, consider setting a lower value for the hotspot type, or set this to **False**. |
| --- | --- | --- |
| | False | Even if the previous hotspot exit delay time requirements have not elapsed, a new hotspot is created. |

💡 A vehicle leaves the plant hotspot for a job. The plant has a 15-minute Exit Delay, but the driver arrives at the job within 10 minutes.

▸ If **True**, the job's hotspot won't be created in TrackIt because of the remaining five-minute delay.

▸ If **False**, the status' hotspot is immediately created when the driver exits the plant hotspot.

Driver Page Login Allowable IPs (* is all. Separate IPs by "," can have * in IPs)	Restricts access to the employee web portal based on device IP addresses. The values specified here establish a preventative measure against unauthorized devices attempting to access data logs.		
	$*$	**Wildcard (all)**	Any device IP address is allowed access to the page. This is the default value used in the TrackIt Web Console.
	192.168.1.11	**Specific**	Only devices with static IPs matching those entered here may regularly access the driver page. When providing multiple IPs separate each address with a comma (no spaces).
			192.168.1.11,192.168.1.93,192.168.1.133
	192.168.1.*	**Wildcard (narrow)**	All devices with the matching portion 192.168.1. of the IP address may connect to your system.

MapIt - Update Address in Interface Default	Pushes address changes on the TrackIt Web Console to all other integrated applications. This is useful when fixing an incorrectly-entered address for a regular client.		
	True ▼	**True**	Address changes in the TrackIt Web Console will update the associated values in any integrated systems, such as COMMANDseries.
	False ▼	**False**	Changes made to an address in the TrackIt Web Console will only exis here and on theTrackIt Android app.

DOT/DVIR Organization ID	Specifies the ID needed for integration with ISE to enable DOT/DVIR reporting.
ISE Ignition: GPS Speed Threshold (mph)	Sets the required minimum threshold speed for TrackIt to consider a vehicle to be moving, as reported from the ISE ignition. The numeric value provided is read as miles/kilometers per hour (MPH/KPH). Until a vehicle surpasses this speed, the vehicle will not register as activel moving. Specify a value of -1 to disable this setting.
ISE Ignition: GPS Speed On Delay (seconds)	Sets the required minimum threshold time for TrackIt to consider a vehicle to be moving, as reported from the ISE ignition. The numeric value provided is read as seconds. Until a vehicl surpasses this duration, the vehicle will not register as actively moving. Specify a value of -1 to disable this setting.
ISE Ignition: GPS Speed Off Delay (seconds)	Sets the required amount of time a vehicle must remain stationary for TrackIt to consider a vehicle to be parked, as reported from the ISE ignition. The numeric value provided is read as seconds. Until a vehicle is stationary for longer than this set value, the vehicle will still registe as actively moving. Specify a value of -1 to disable this setting.

Zello API Key	Specifies the Zello key needed to enable TrackIt Talk. This key may be obtained from your account on the Zello website.
VoIP Domain	Specifies the TrackIt Talk context or database domain for using VoIP functionality .
Company ID	This field is automatically set with your company ID for TrackIt.
Device Authorization Password	Defines the required password for **Auto Add Device** feature users to enter from their device to access your TrackIt company site.
Show ED Event Status Change	Forces a vehicle status change when specific engine diagnostic events trigger for equipment. This is often used to prompt the driver into performing a specific action, such as fueling their vehicle or returning to maintenance when the vehicle needs immediate repairs.

`True ▾`	**True**	Diagnostic events will trigger status changes. When this is set to **True**, the Status Changes tab appears on events and you may specify new status behaviors as needed.
`False ▾`	**False**	Status changes may not be triggered by diagnostic events. The Status Changes tab will not display when editing an event.

> 💡 A driver's vehicle reaches a critical oil level of 5%. A diagnostic event is set up to trigger multiple behaviors when this data is reported. Additionally, a status change is specified for that vehicle type to force a *Return to shop* status.
>
> ▶ If **True**, the driver's status changes to *Report to shop*.
> ▶ If **False**, no status change occurs for the driver.

Display popup on Dispatch Map when driver message is received	Alerts dispatchers about driver messages received while on the **Equipment Map** screen. This assists in ensuring that driver messages are not easily ignored or overlooked and thus more likely to receive a prompt response when needed.

`True ▾`	**True**	When receiving a message from a driver, a pop-up alert appears over the Equipment Map.
`False ▾`	**False**	Messages received from drivers will not create any pop-up alerts on the Equipment Map.

Remind time interval for message popup on Dispatch Map	Displays reminder alerts for any received messages that are still unread. If the **Display popup on Dispatch Map when driver message is received option** is set to **True** `True ▾`, then dispatchers receive a reminder alert at this interval until a message is flagged as read.