Track On

Track On: Admin Web Application User Manual

Copyright

Disclaimer

The accuracy of this guide has been checked and evaluated. Its instructions and descriptions are correct for the Track On application. However, future versions and instructions may change without notice. Green Lantern IT Solutions Pvt. Ltd. accepts no obligation for direct or indirect losses resulting from errors, omissions, or discrepancies between the software and the guide.

Revision History

Revision No	Updated By	Updated On	Comments
4.1.0	Rayudu	28/04/2023	Initial Release
4.1.1	Rayudu	06/05/2023	Updated based on Checklist

Table of Contents

About this Guide

This guide will teach you how to use every feature of the Track on online application and will walk you through each step. The Green lantern It Solutions Track On solution is available as a web and mobile application.

Purpose of this Guide

This paper defines the Track On product's functional and system-level features. The document contains an overview of the product and is used by the internal team to define Track On detailed specifications and by the external team to gain an understanding of the product.

- Super Admin, Operation Admin, and FCD- Dispatcher will use Track On Web application to monitor on-field team members in Track on.

- The Track On Mobile application is for on-field team members who will notice the programmed running in the background that will be used for location sync and getting directions from present position to Task location.

How this Guide is Organized

This manual is divided into the following chapters:

- Chapter 1 - "About this Guide" explains the Track On Web product.
- Chapter 2 - "Introduction" contains in-depth information about the Track On Web Product.

`

Contact Information

Green Lantern IT Solutions Pvt. Ltd. welcomes your feedback and recommendations on the document's quality and usefulness. You can contact us at the following address if you have any questions, comments, or recommendations for the documentation:

TABLE 2: CONTACT INFORMATION

For General Inquiries	For Sales Inquiries	For Technical Inquiries/Support
Email:	Email:	Email:

Track On Web Application

The **Track On System** assists organizations in managing their on-field teams. Super admin works hard to improve the process of prioritizing and finishing field activities on time, reaching out to more clients per day on the field, and attaining the shortest turnaround time. The **Track On Solution** provides businesses with a solution that aids in better team management and service operations.

The **Track On** application is divided into two parts: web and mobile. The **Track On Web Application** is intended for Super Admin, Operations Admin, and FCD-Dispatcher who will be monitoring Team Members in Track On. The **Track On Mobile Application** is for on-field Team Members to get directions from their current location to the client address, and the FCD-Dispatcher can receive location updates at predetermined intervals and observe the On-field Team Member's location on a map via the Web interface.

Track On provides the following capabilities to businesses.

1. Management of team members by manual addition or bulk import.
2. Team member attendance and leave management.
3. Web viewers can see the real-time location of Team Members on the pitch.
4. Web users can see and interact with all Team Members present in the program.
5. On the pitch, Team Members can view optimized task directions from their current location.
6. Comprehensive operational reports and analytics.

Super Admin's Task

1. The primary responsibility of the super admin user is to supervise all administration- related operations.
2. Establishing organizational structure and global organizational level.
3. Field team and manager management.

Logging in to Track On

This section explains how to log in to the Track On application.

To log in to Track On

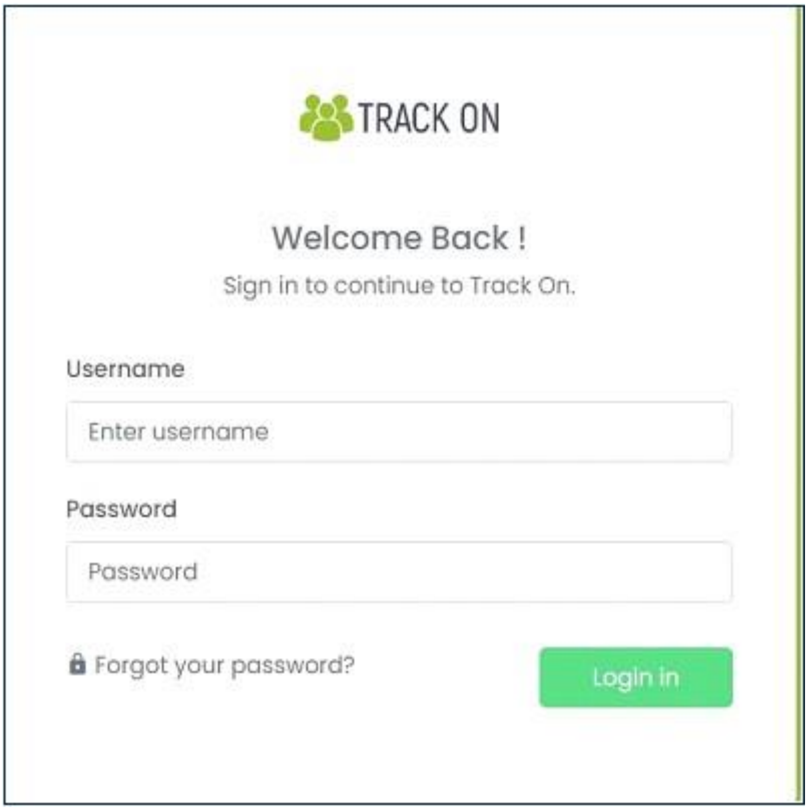
1. In the web browser, enter the URL for the Track On application and hit ENTER.

2. The Track On login screen appears, as illustrated in the figure below.

Figure 1 – Login Screen

TABLE 3: LOGIN SCREEN

Field Name	Description
Username	In the **Username** area, enter the User identification.
Password	In the **Password** field, type the password.



3. To access the application, click the Login option.
4. After logging in, Super admin is taken to the Dashboard tab, as illustrated in the figure below

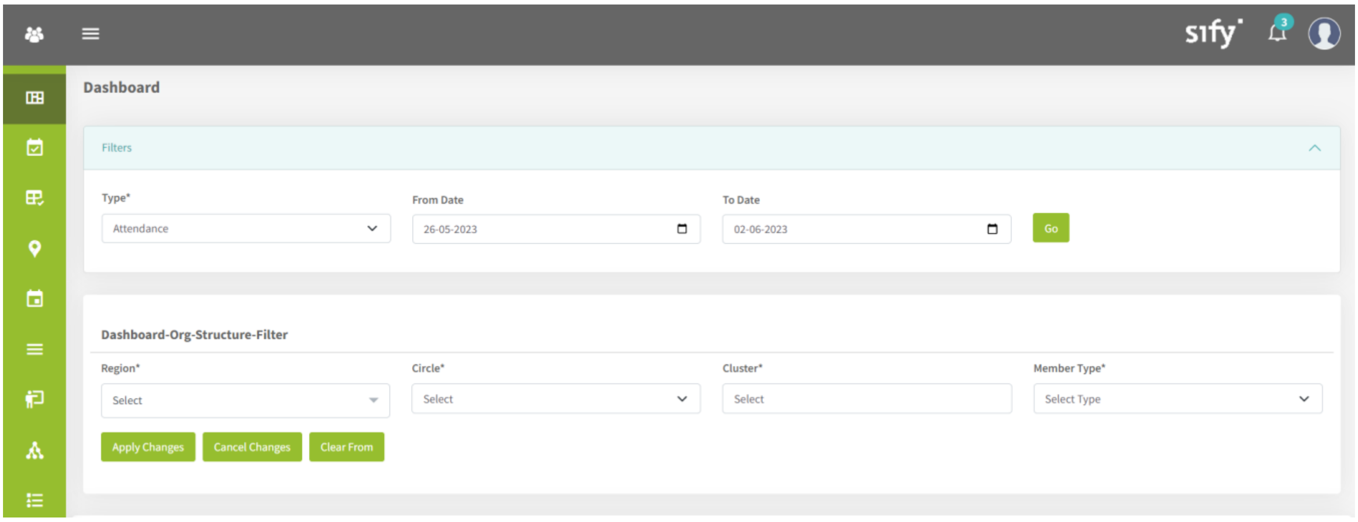


Figure 2: Dashboard Screen

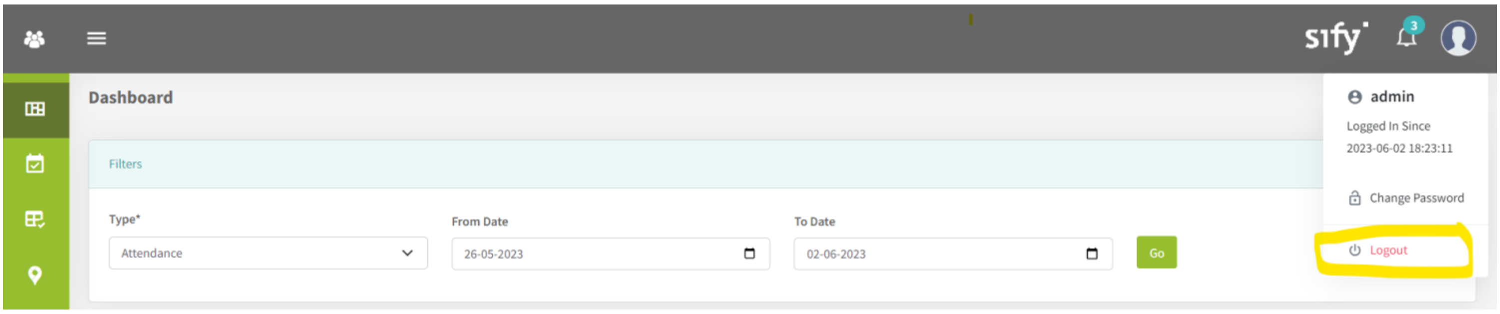
Logging out of Track On

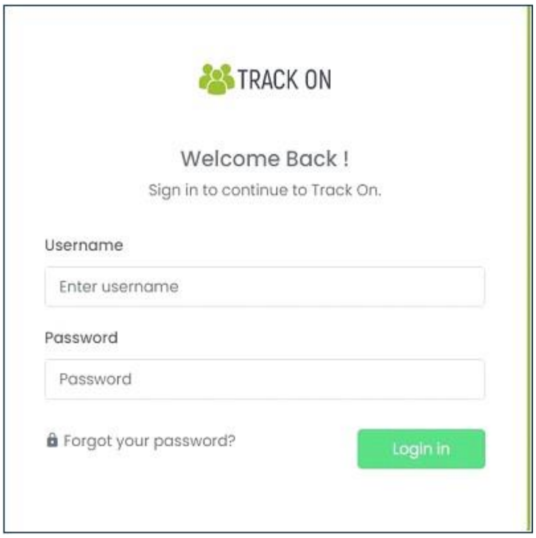
This section describes how to close the **Track On** application.

To log out from Track On

1. Click the Profile symbol link in the Track On Header.
2. Select the LOGOUT button, as indicated in the figure below.

Figure 3 – Logout Screen





3. Super Admin successfully logs out of the Track On application and lands on the login screen, as seen in the figure below.

Figure 4 – Login Screen

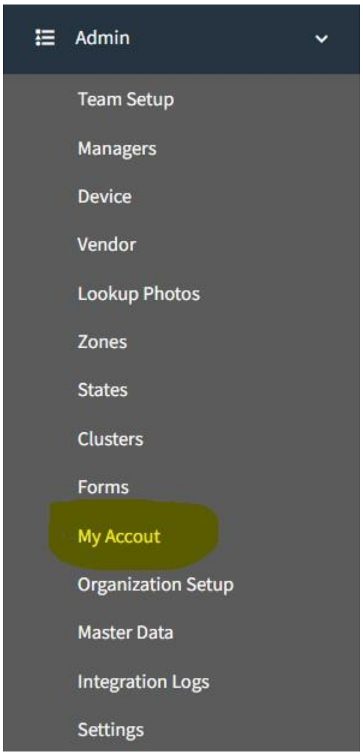
Admin-> My Account

This part will display all of the company's and owner's information. It will display the selected bundle as well as its validity.

To Manage Account

1. Select the Admin tab.
2. Navigate to the My Account subtab.

Figure 5 – My AccountSub-tab



Admin-> Settings

Super admin users can manage Organization level settings in this section.

Super admin users can additionally handle Organization Unit level settings as well as personal FCD-Dispatcher settings such as Task Alerts via SMS and Email.

Admin-> Settings-> Organization

This area allows the Super Admin user to configure his Organization levels, which will be applied to the entire program. The Customize Hierarchy Name, Device Approval Setting, and Public Holidays are all defined by the Organization setting.

Hierarchy

This section allows the user to configure the Organization's Customized Hierarchy.

1. Select the Admin tab.
2. Select the Settings sub-tab.
3. Type in the necessary terminology as Region/ Circle/ Cluster

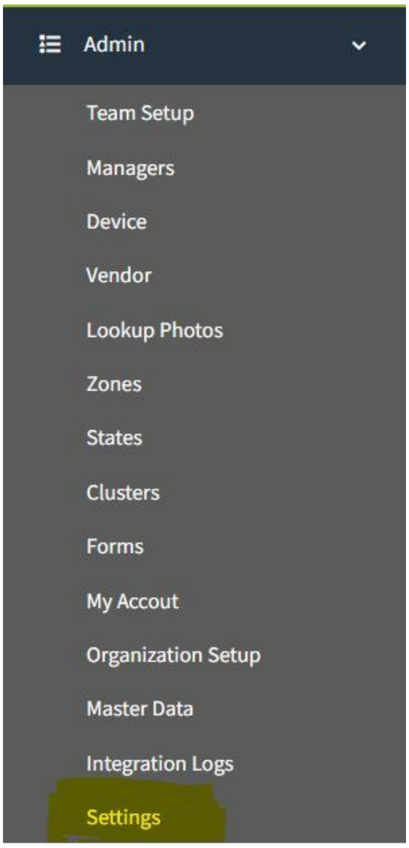


Figure 6 – Settings Screen

Figure 7 – Hierarchy Screen

4. Press the SAVE button.

Device

This part enables the user to configure security so that a newly registered handset can use the Track On application. When the **toggle switch** is turned **off**, all devices are automatically accepted following device registration; when it is turned **on,** the Super admin/FCD Dispatcher must approve registered devices from the **Admin > Devices Tab.**

Figure 8 – Device Approval Setting

Admin-> Settings-> Organization Unit

The Organisation Unit level setting is defined in this section. In this section, super admins can configure their region, circle, and cluster settings. The FCD-Dispatcher user can also configure the organisation unit level settings by selecting his or her organization unit from the drop-down menu. Work time setting, leave setting, location setting, attendance setting, KPI setting, weekly off for employees, and task setting are all examples of organizational unit level settings.

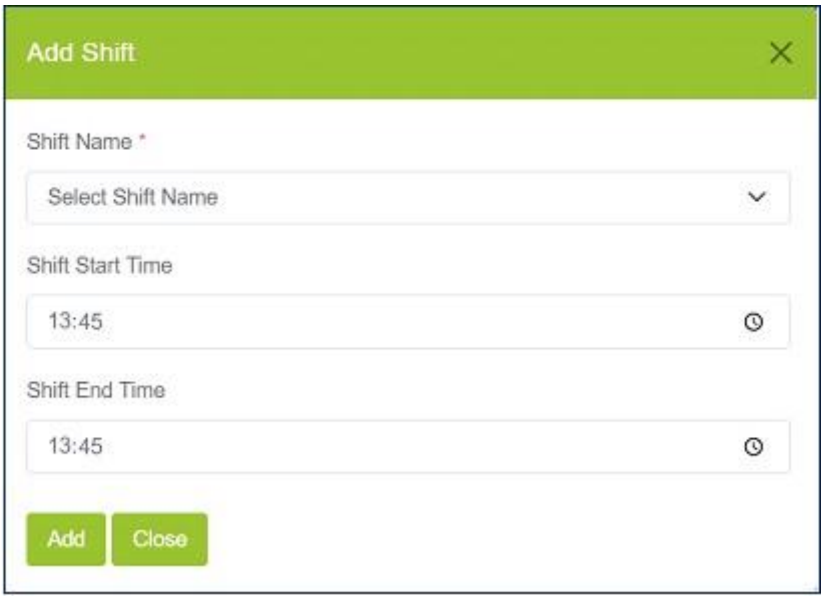
Workdays an Timings

This area allows the user to configure Organization Unit Shifts, including the start and end time of the shift as well as the Shift Name. Employees might work various shifts in each Organization Unit.

To Add Shifts

1. Select the ADD button.
2. The system will display the following screen.

Figure9 – Add Shift Screen



3. Enter the **Shift Name**, as well as the **Start** and **End** Times of the Shift.

4. Press the ADD button.
5. The system will display Shift added as indicated below.

Figure 10 – Shift Setting

Leaves

This area allows the user to set the leaves of his organization's Team Members. It also has the ability to use backdated leaves. If the Super Admin allows Team Members to apply back dated leaves by leaving the toggle button turned on, he must specify the number of days for which the back dated leave will be applied.

Figure 11-Leaves setting

TABLE 4 LEAVES

Field Name	Description
Allow to apply back dated leave	It enables the user to apply past dates leaves after they have been taken.
Allow back dated leaves till	It indicates the number of days till back date leave can be used.

Locations

This area allows the user to select time intervals for managing field team member Location monitoring.

To Set Location Interval

1. As indicated below, the system will display the location interval drop-down.

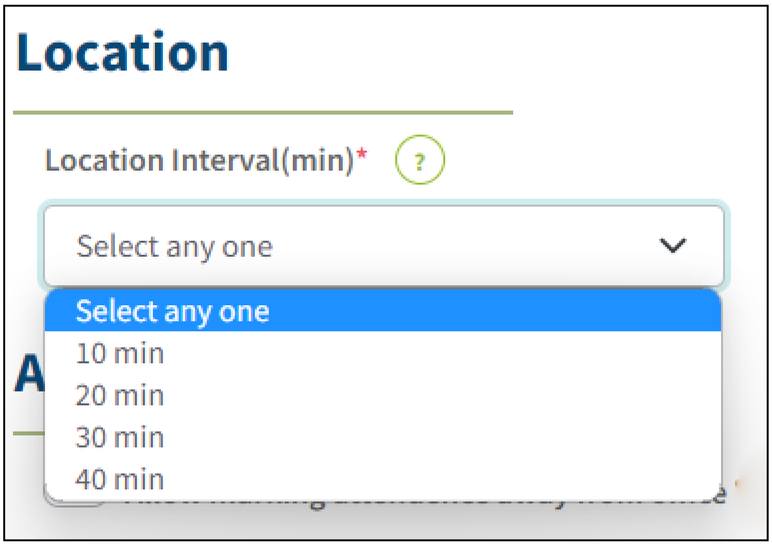


Figure 12 – Location Interval Setting

2. Select Location from the drop-down menu.
3. Choose Location Interval.

Attendance

This area assists users in managing Team Member attendance and identifying Team Member tardiness.

TABLE 5 ATTENDANCE

Field Name	Description
Allow for attendance tracking away from the office (in km).	It allows you to mark whether or not attendance for a specific kilometer away from the office location (base location) is required.
After (min), mark late attendance.	It allows you to record on-time attendance up to a specified point in time.
For late attendance, send an SMS notice to the Super Admin.	When an employee marks late attendance, an alert is sent to FCD Dispatcher.

KPI Settings

This section contains two features:

1. Pause KPI time calculation for selected task statuses - The user can specify which task statuses should have KPI time calculation paused.

Figure 13 – KPI Pause Setting

2. KPI refresh in certain time period - The user can specify the time at which the KPI should be refreshed.

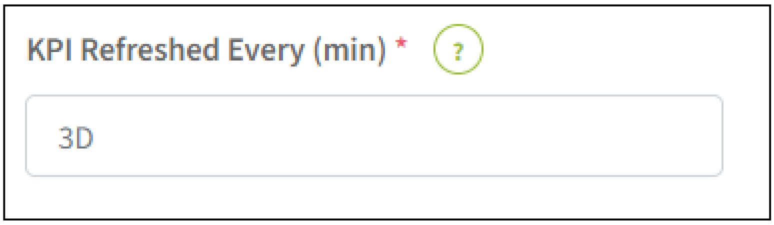


Figure 14 – KPI Refresh Setting

Tasks

This section applies to mobile users and includes the visibility of tasks on mobile devices until a time limit is imposed. It also specifies the 'Maximum Attachment Size' in KB for documents uploaded via online or mobile application to tasks.

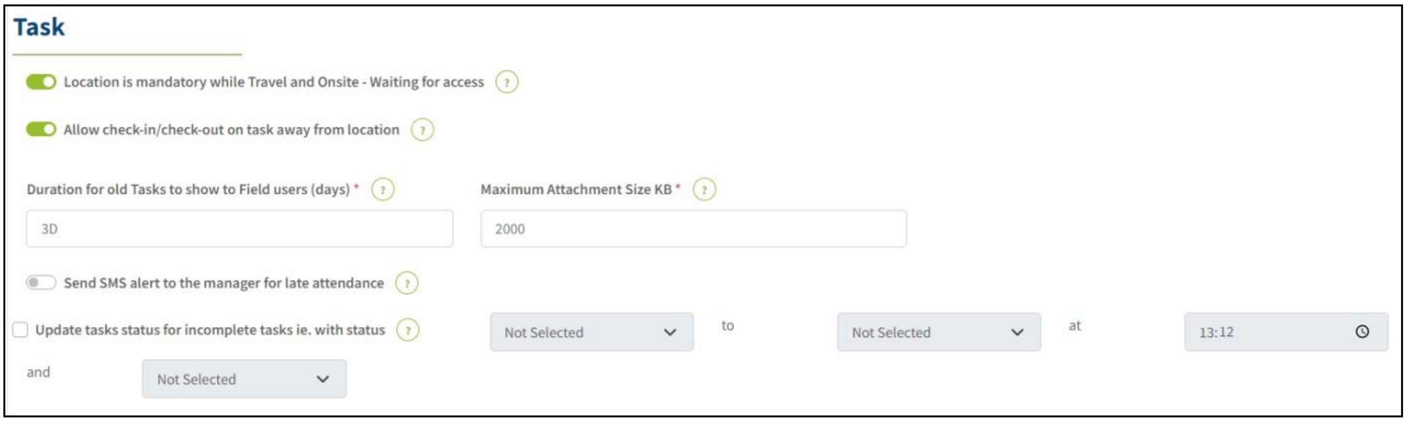


Figure 15 – Task Setting

Weekly Off for Employee

This area provides the opportunity to grant weekly off for specific Team Members. To add the weekly off for a specific team member, the user toggles the day button on/off. Admin can use the search area to find the team member name for whom he wants to add/update the weekly off.

Figure 16 – Weekly Off Setting

Task

This area enables users to complete check-in and check-out procedures distant from the customer's location. Toggle the allow check-in/check-out on task away from location (m) button.

Figure 17 – Weekly Off Setting

TABLE 6 TASK

Field Name	Description
Allow task check-in/check-out distant from location(m).	It enables On Site/Complete even if a team member is more than a metre (m) away from the task site.

Other

This part provides the user with the ability to call the FCD Dispatcher on the device. On the mobile app toggle button, select the Call manager option.

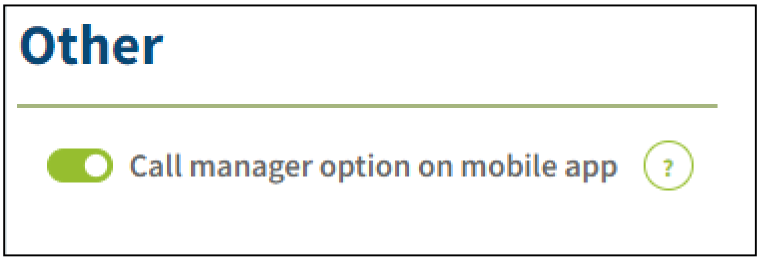


Figure 18 – Other Setting

TABLE 7 OTHER

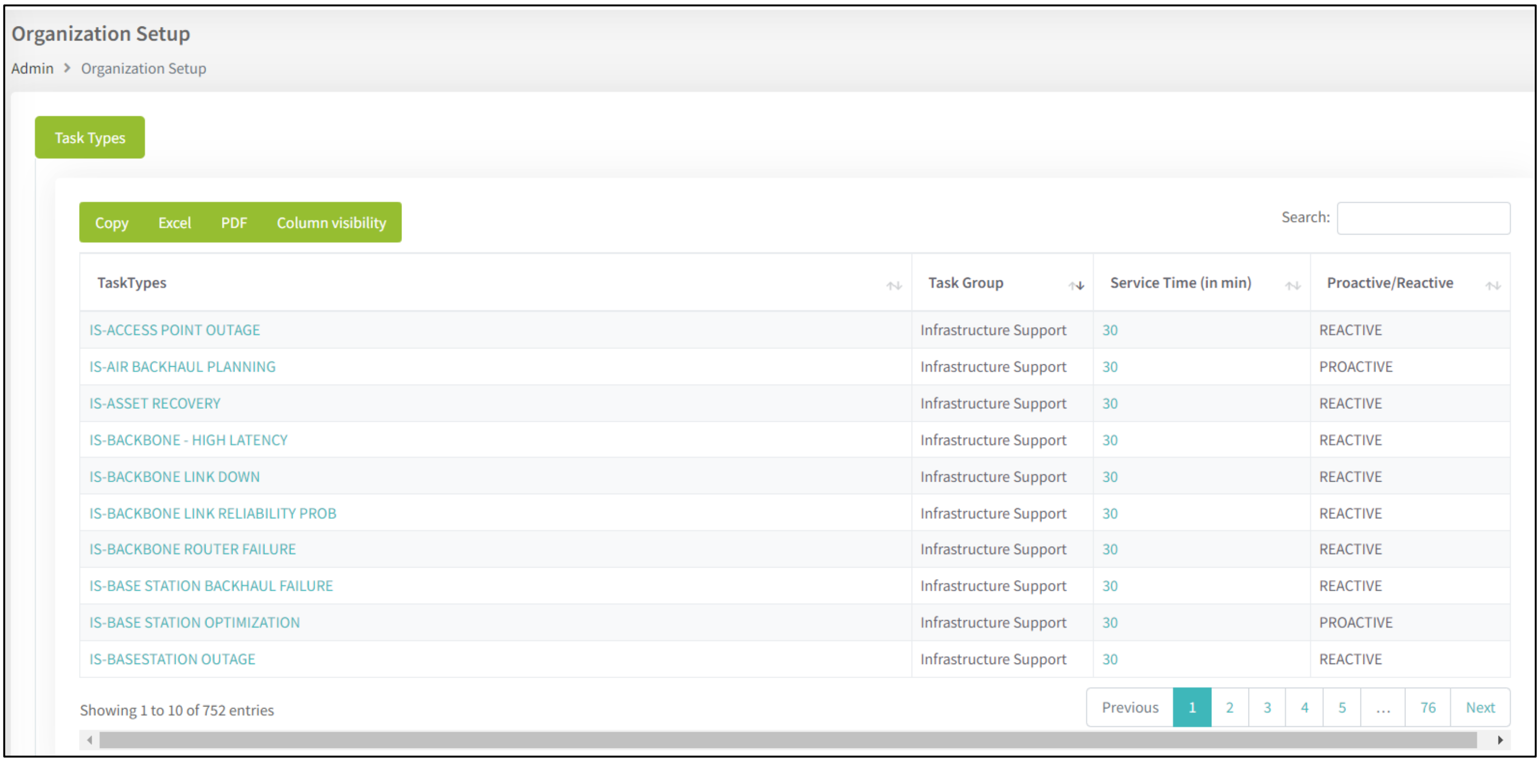
Field Name	Description

On the mobile app, there is a call management option.	It enables the mobile application to display the call to FCD Dispatcher option.

Admin-> Settings-> Personal Settings – NA for Super Admin

Admin-> Organization Setup

In this part, the administrator can configure the organization structure and task type.



Organization Setup

Admin > Organization Setup

Task Types

Copy Excel PDF Column visibility

Search:

TaskTypes	Task Group	Service Time (in min)	Proactive/Reactive
IS-ACCESS POINT OUTAGE	Infrastructure Support	30	REACTIVE
IS-AIR BACKHAUL PLANNING	Infrastructure Support	30	PROACTIVE
IS-ASSET RECOVERY	Infrastructure Support	30	REACTIVE
IS-BACKBONE - HIGH LATENCY	Infrastructure Support	30	REACTIVE
IS-BACKBONE LINK DOWN	Infrastructure Support	30	REACTIVE
IS-BACKBONE LINK RELIABILITY PROB	Infrastructure Support	30	REACTIVE
IS-BACKBONE ROUTER FAILURE	Infrastructure Support	30	REACTIVE
IS-BASE STATION BACKHAUL FAILURE	Infrastructure Support	30	REACTIVE
IS-BASE STATION OPTIMIZATION	Infrastructure Support	30	PROACTIVE
IS-BASESTATION OUTAGE	Infrastructure Support	30	REACTIVE

Showing 1 to 10 of 752 entries

Previous 1 2 3 4 5 … 76 Next

Figure 19 – Other Setting

Admin-> Forms: NA

Admin-> Manager

The admin user can utilize this area to Add Manager (FCD-Dispatcher). A Manager can be assigned to several Organisation Units.

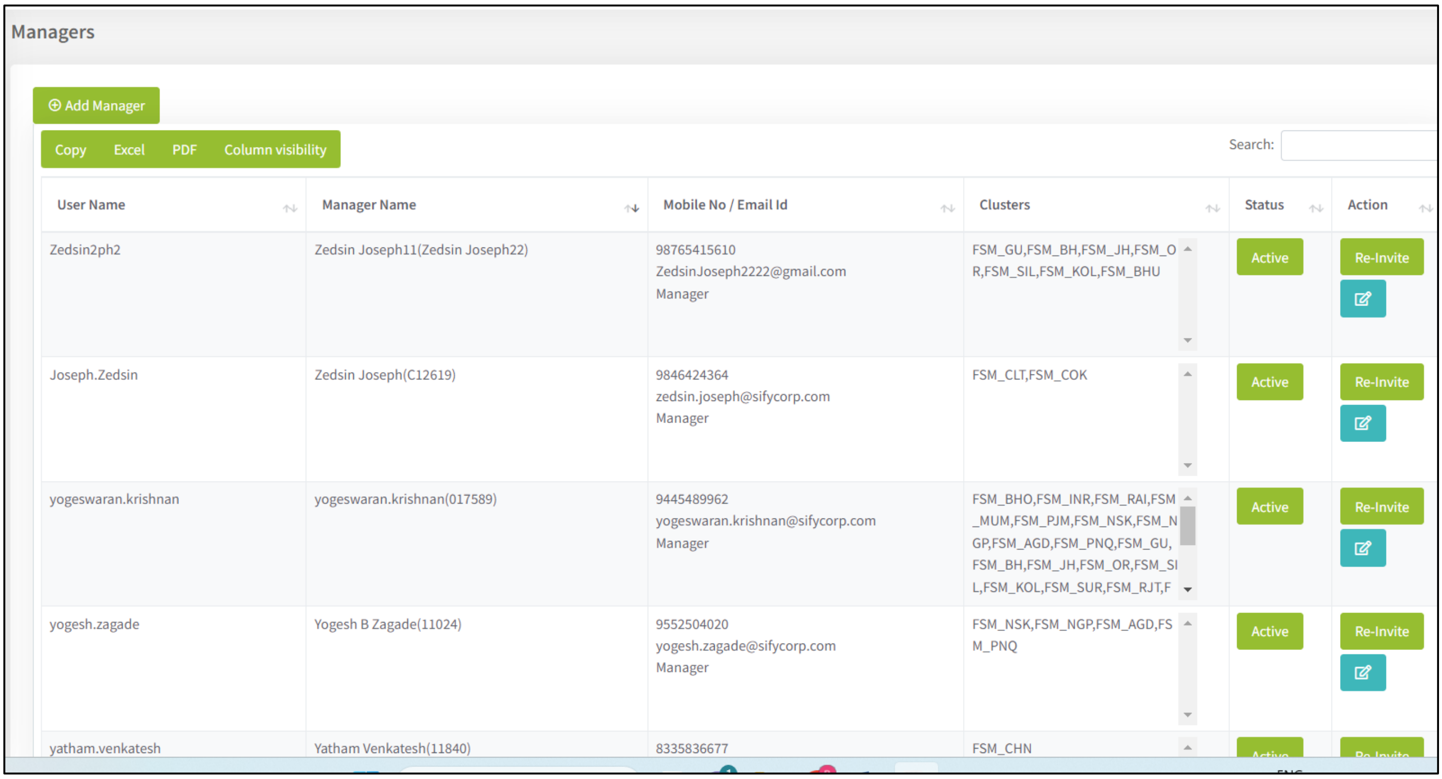


Figure 20 – Manager List View

Add Manager

To Add Manager

1. Press the Add button.
2. The machine displays the screen shown below.
3. Fill out all required fields
4. Press the Save button

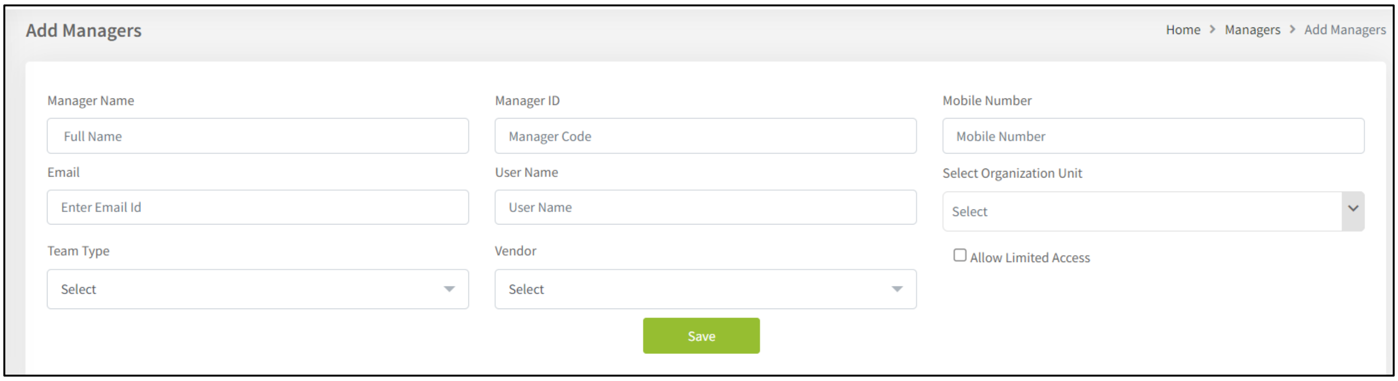


Figure 21 – Add Manager Screen

TABLE 8 – MANAGER

Field Name	Description
Name	Displays the Manager's name.
Mobile Number	Displays the mobile phone number of a specific Manager.
Email	Displays the Manager's email address.

Employee ID	Displays the manager's unique id.

Admin-> Team Setup

Super Admin can add users (Engineers/Riggers) details, generate OTP for Field users, and import/export the list of Field users in this part. A Field user can be added by Super Admin in multiple Organization units.

Team List View

The Super Admin can view the Team Members in list view in this section.

To View Team Member

1. Select the Team Setup tab, as indicated in the figure below.

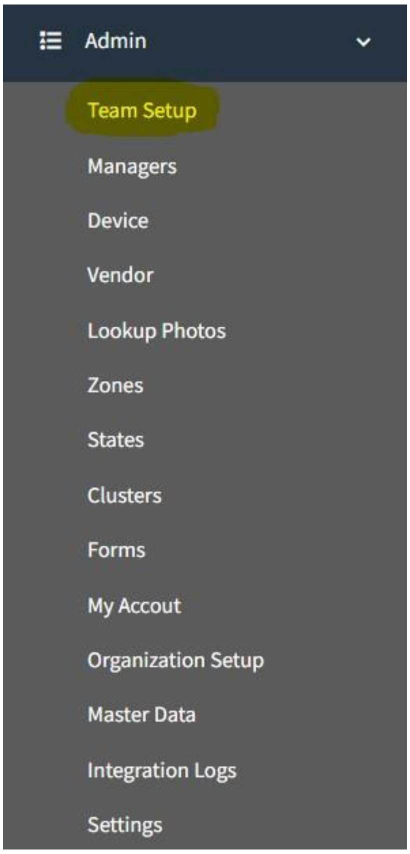


Figure 22 – Team Setup sub-tab

2. The machine displays the screen shown below.

Figure 23 – Team Setup sub-tab

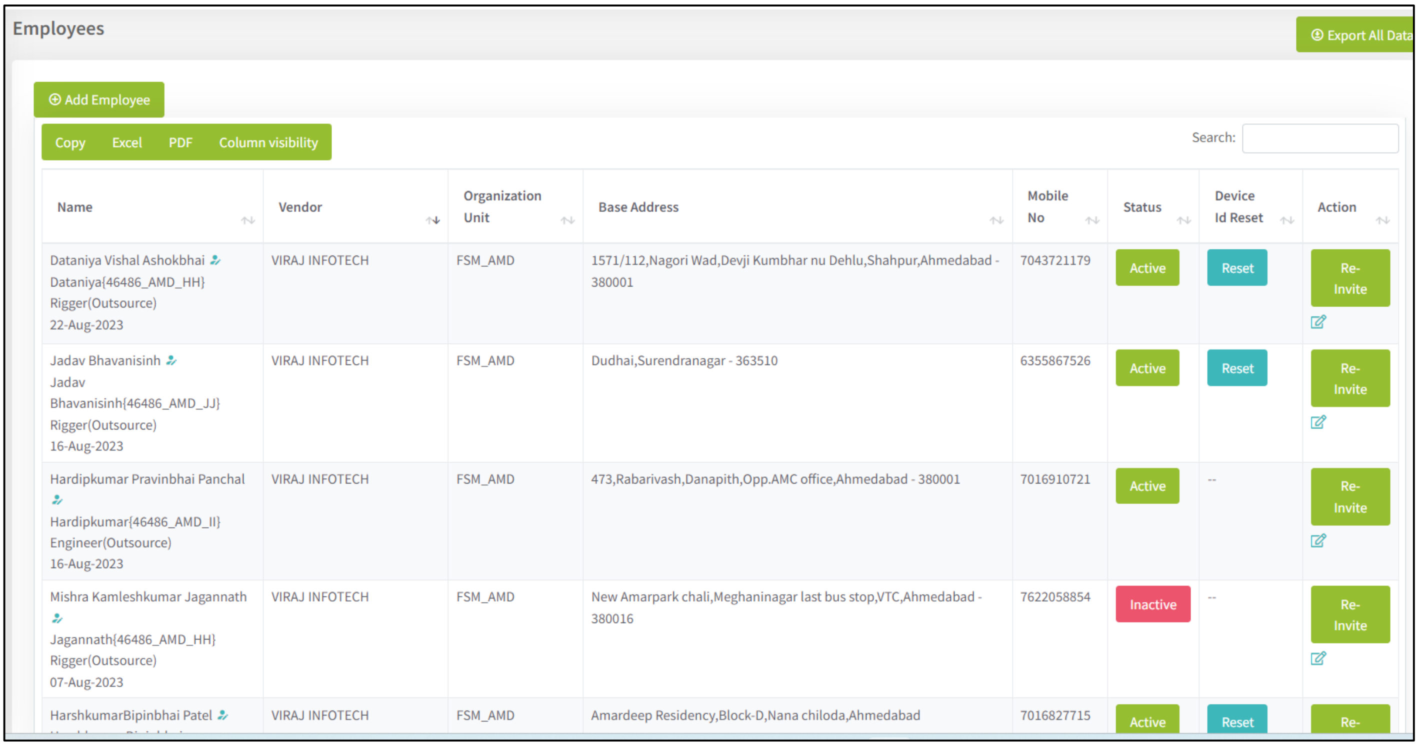


TABLE 9: TEAM SETUP

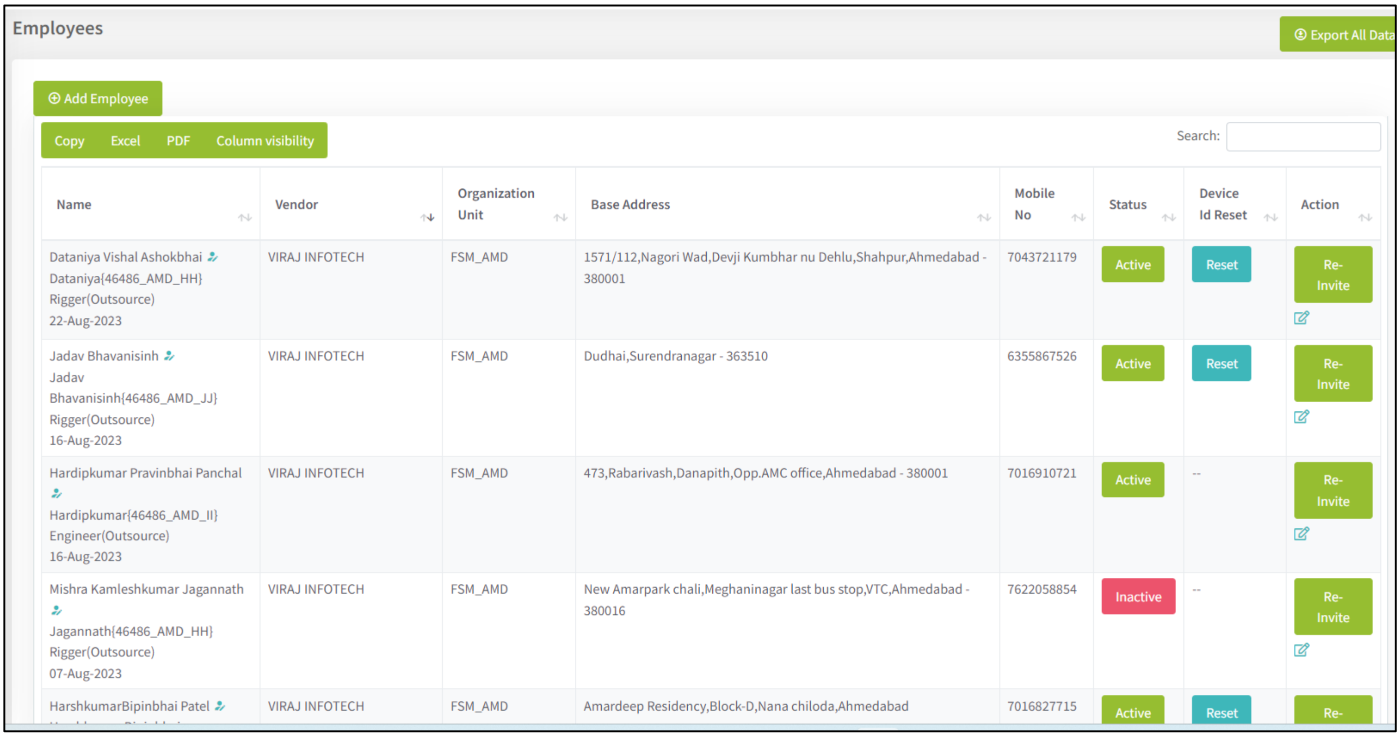
Field Name	Description
User Name	Display the User Name
Employee name	Displays the Team Member's name and unique ID.
Mobile Number	Displays the field user's mobile phone number.
Role	Display Role of the Team Member
Actions	Displays the button to re-invite member
Status	Display Status of the Team Member

Search Team Member

This feature allows the Super Admin to look up Team Member information.

To search Team Member

Enter the relevant search word in the text box to filter the results in the table.



Employees

Export All Data

Add Employee

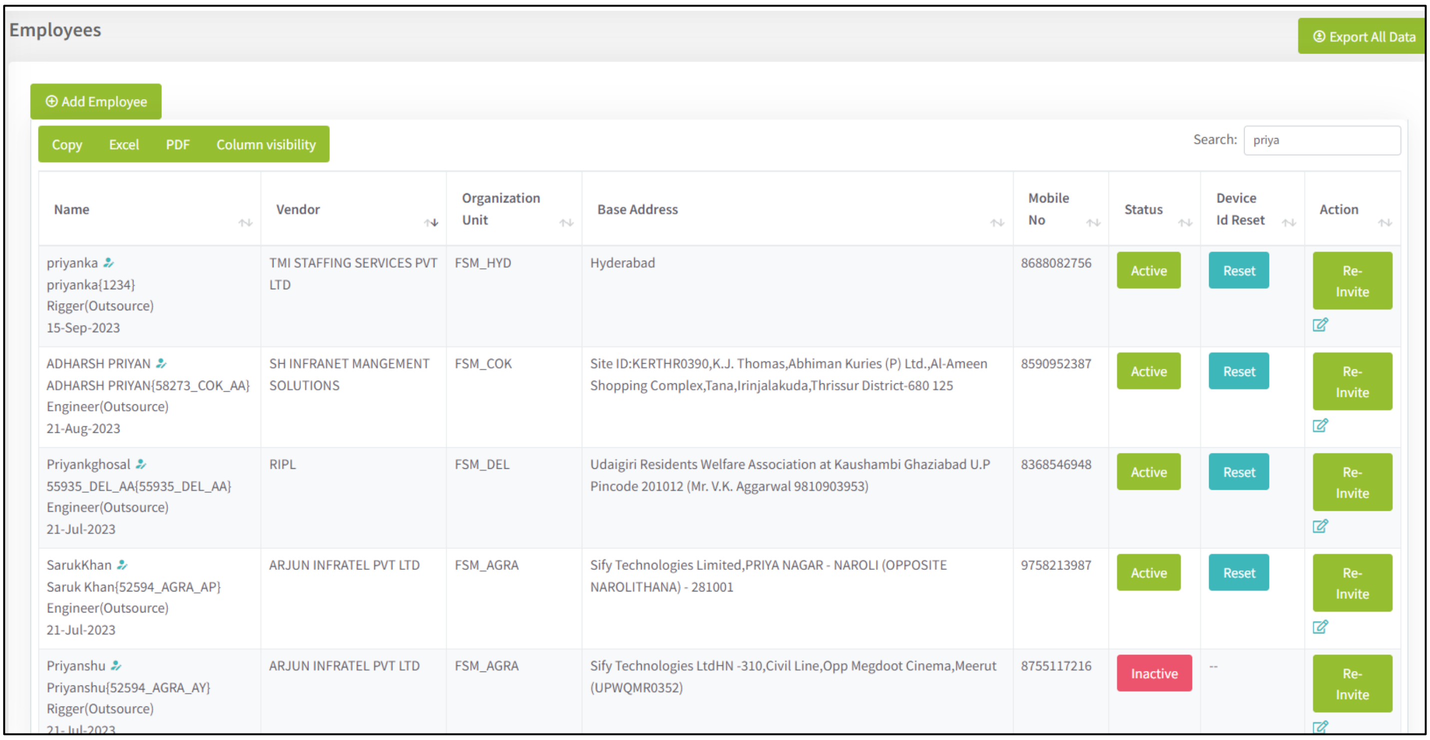
Copy Excel PDF Column visibility

Search:

Name	Vendor	Organization Unit	Base Address	Mobile No	Status	Device Id Reset	Action
Dataniya Vishal Ashokbhai Dataniya{46486_AMD_HH} Rigger(Outsource) 22-Aug-2023	VIRAJ INFOTECH	FSM_AMD	1571/112,Nagori Wad,Devji Kumbhar nu Dehlu,Shahpur,Ahmedabad - 380001	7043721179	Active	Reset	Re-Invite
Jadav Bhavanisinh Jadav Bhavanisinh{46486_AMD_JJ} Rigger(Outsource) 16-Aug-2023	VIRAJ INFOTECH	FSM_AMD	Dudhai,Surendranagar - 363510	6355867526	Active	Reset	Re-Invite
Hardipkumar Pravinbhai Panchal Hardipkumar{46486_AMD_II} Engineer(Outsource) 16-Aug-2023	VIRAJ INFOTECH	FSM_AMD	473,Rabarivash,Danapith,Opp.AMC office,Ahmedabad - 380001	7016910721	Active	--	Re-Invite
Mishra Kamleshkumar Jagannath Jagannath{46486_AMD_HH} Rigger(Outsource) 07-Aug-2023	VIRAJ INFOTECH	FSM_AMD	New Amarpark chali,Meghaninagar last bus stop,VTC,Ahmedabad - 380016	7622058854	Inactive	--	Re-Invite
HarshkumarBipinbhai Patel	VIRAJ INFOTECH	FSM_AMD	Amardeep Residency,Block-D,Nana chiloda,Ahmedabad	7016827715	Active	Reset	Re-

Figure 24 – Team Setup – Search field

1. Select the Search field.
2. To search for a specific Field user, enter Team Member details such as field user Name, Organization Unit, and Mobile Number.
3. As illustrated in the figure below, the super admin can browse Team Members based on search criteria.



Employees

Export All Data

Add Employee

Copy Excel PDF Column visibility

Search: priya

Name	Vendor	Organization Unit	Base Address	Mobile No	Status	Device Id Reset	Action
priyanka priyanka{1234} Rigger(Outsource) 15-Sep-2023	TMI STAFFING SERVICES PVT LTD	FSM_HYD	Hyderabad	8688082756	Active	Reset	Re-Invite
ADHARSH PRIYAN ADHARSH PRIYAN{58273_COK_AA} Engineer(Outsource) 21-Aug-2023	SH INFRANET MANGEMENT SOLUTIONS	FSM_COK	Site ID:KERTHR0390,K.J. Thomas,Abhiman Kuries (P) Ltd.,Al-Ameen Shopping Complex,Tana,Irinjalakuda,Thrissur District-680 125	8590952387	Active	Reset	Re-Invite
Priyankghosal 55935_DEL_AA{55935_DEL_AA} Engineer(Outsource) 21-Jul-2023	RIPL	FSM_DEL	Udaigiri Residents Welfare Association at Kaushambi Ghaziabad U.P Pincode 201012 (Mr. V.K. Aggarwal 9810903953)	8368546948	Active	Reset	Re-Invite
SarukKhan Saruk Khan{52594_AGRA_AP} Engineer(Outsource) 21-Jul-2023	ARJUN INFRATEL PVT LTD	FSM_AGRA	Sify Technologies Limited,PRIYA NAGAR - NAROLI (OPPOSITE NAROLITHANA) - 281001	9758213987	Active	Reset	Re-Invite
Priyanshu Priyanshu{52594_AGRA_AY} Rigger(Outsource) 21-Jul-2023	ARJUN INFRATEL PVT LTD	FSM_AGRA	Sify Technologies LtdHN -310,Civil Line,Opp Megdoot Cinema,Meerut (UPWQMR0352)	8755117216	Inactive	--	Re-Invite

Figure 25 – Team Setup – Search Text

Add Employee

The Super admin can add the field user details in this part.

1. When you click the Add button, the system shows the Add form screen shown below

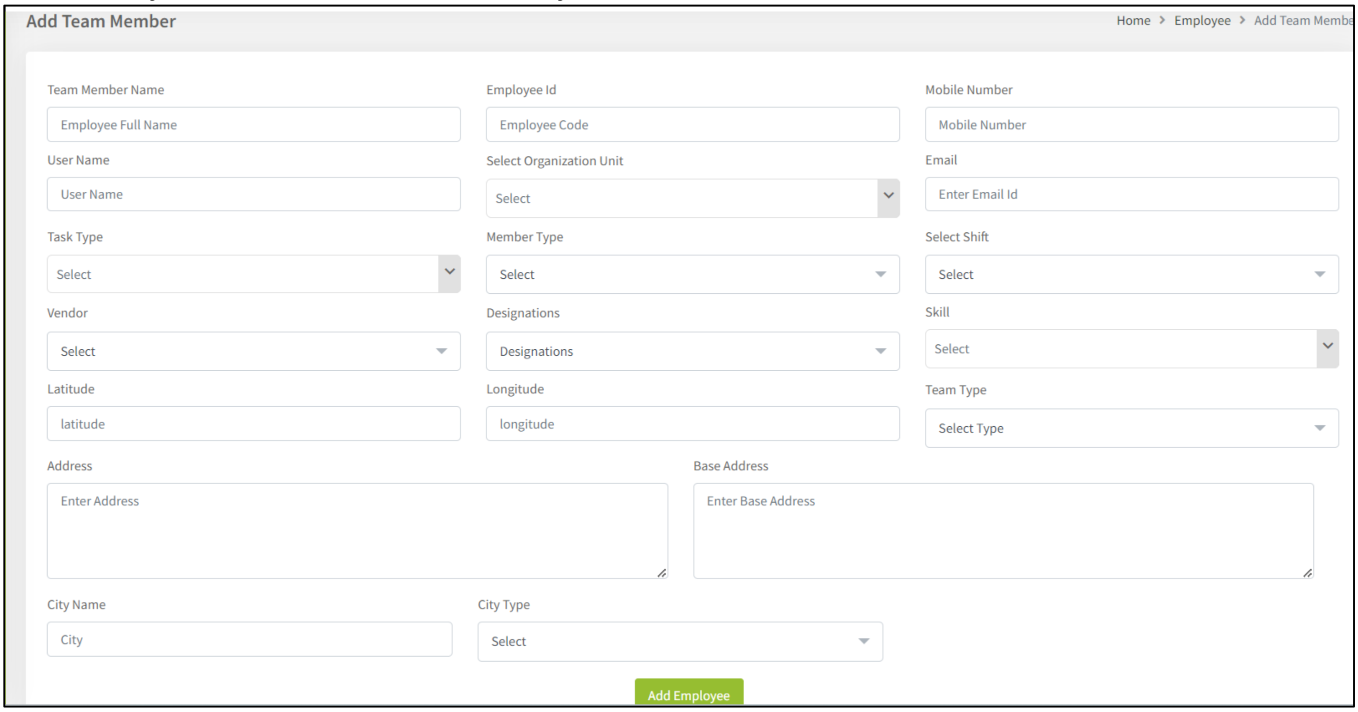
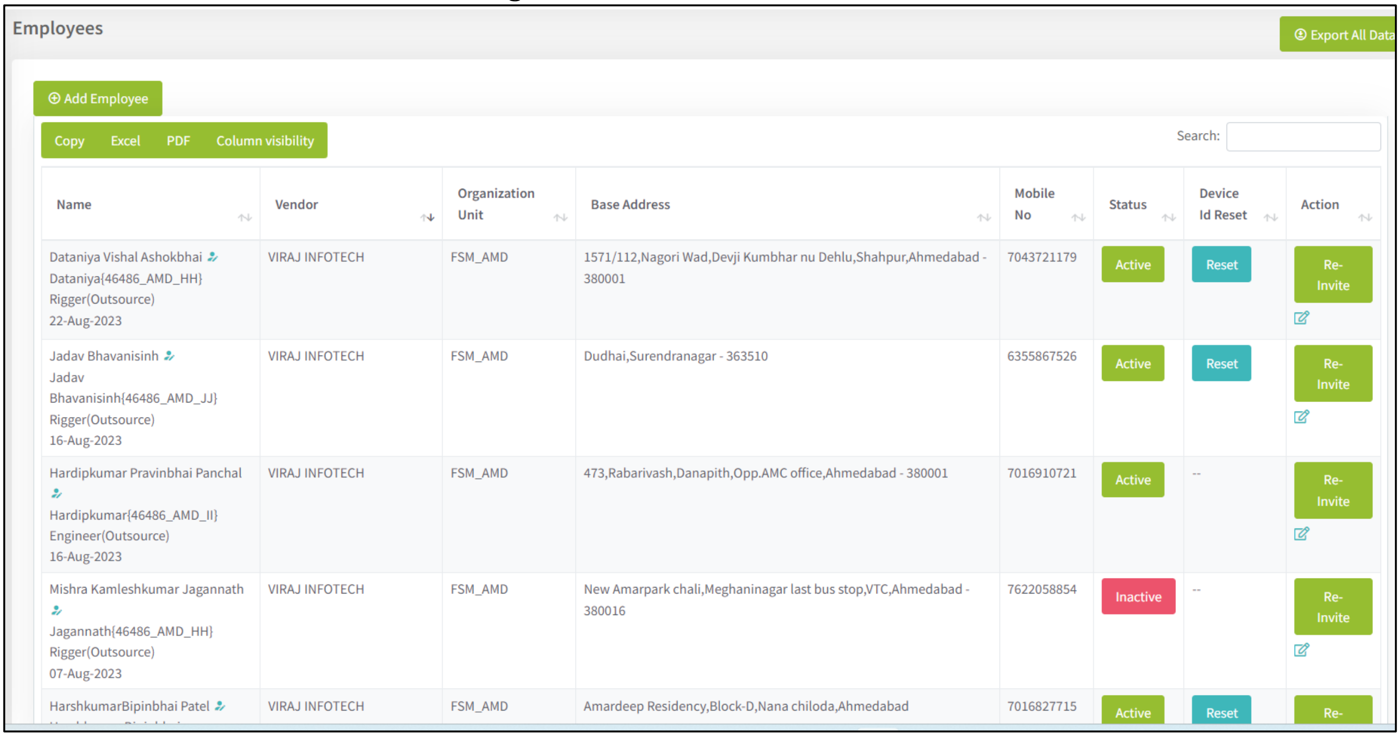


Figure 26 – Add Team Member Form

2. Enter all required information.
3. Press the Add employee button.
4. The Super Admin enters the Team Setup list view after successfully adding the New Team Member, as illustrated in the figure below.



Name	Vendor	Organization Unit	Base Address	Mobile No	Status	Device Id Reset	Action
Dataniya Vishal Ashokbhai Dataniya{46486_AMD_HH} Rigger(Outsource) 22-Aug-2023	VIRAJ INFOTECH	FSM_AMD	1571/112,Nagori Wad,Devji Kumbhar nu Dehlu,Shahpur,Ahmedabad - 380001	7043721179	Active	Reset	Re-Invite
Jadav Bhavanisinh Jadav Bhavanisinh{46486_AMD_JJ} Rigger(Outsource) 16-Aug-2023	VIRAJ INFOTECH	FSM_AMD	Dudhai,Surendranagar - 363510	6355867526	Active	Reset	Re-Invite
Hardipkumar Pravinbhai Panchal Hardipkumar{46486_AMD_II} Engineer(Outsource) 16-Aug-2023	VIRAJ INFOTECH	FSM_AMD	473,Rabarivash,Danapith,Opp.AMC office,Ahmedabad - 380001	7016910721	Active	--	Re-Invite
Mishra Kamleshkumar Jagannath Jagannath{46486_AMD_HH} Rigger(Outsource) 07-Aug-2023	VIRAJ INFOTECH	FSM_AMD	New Amarpark chali,Meghaninagar last bus stop,VTC,Ahmedabad - 380016	7622058854	Inactive	--	Re-Invite
HarshkumarBipinbhai Patel	VIRAJ INFOTECH	FSM_AMD	Amardeep Residency,Block-D,Nana chiloda,Ahmedabad	7016827715	Active	Reset	Re-

Figure 27 – Team Setup Screen

TABLE 10: ADD TEAM FORM FIELDS

Field Name	Description
Member Name	In the Team Member area, type the area User's name.
Employee ID	Enter the Field User's unique id.
Mobile Number	In the Mobile Number field, enter the phone number.
Email	In the Email area, enter the email ID.
Organization Unit	Choose a certain organization (Cluster) from the drop-down menu.
Address	In the Address field, provide the Team Member's address.
Based Address	Enter the field user's-based address (location).
Select Shift	Choose the shift for which the Field User will be working.
Designation	Displays the field user's designation as Engineer/Rigger.
Member Type	Choose the type of member (On Roll/Contract/Outsourced).
Vendor	Select the vendor's name for the field user type (outsource/contract).
Task type	Select the type of tasks for the Field
Latitude	Enter the latitude of address
Longitude	Enter the longitude of address
Skill	Select the type of Skill for the field
City	Enter the City for the field
City Type	Select the type of City for the field

Admin-> Device: NA

Admin->Vendor

The admin user can add suppliers in this section. Vendor can be assigned to several Organisation Units.

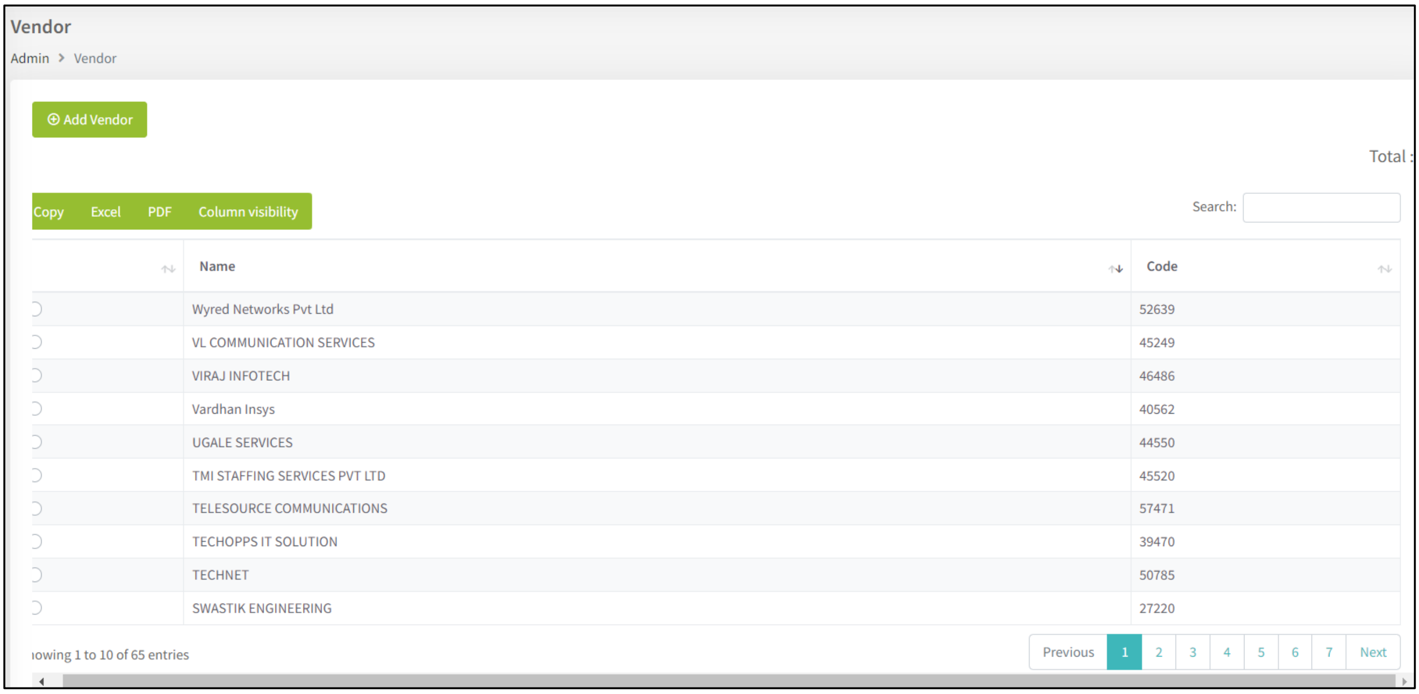


Figure 28 – Vendor List View

ADD VENDOR

To Add vendor

1. Press the Add button.
2. The machine displays the screen shown below.

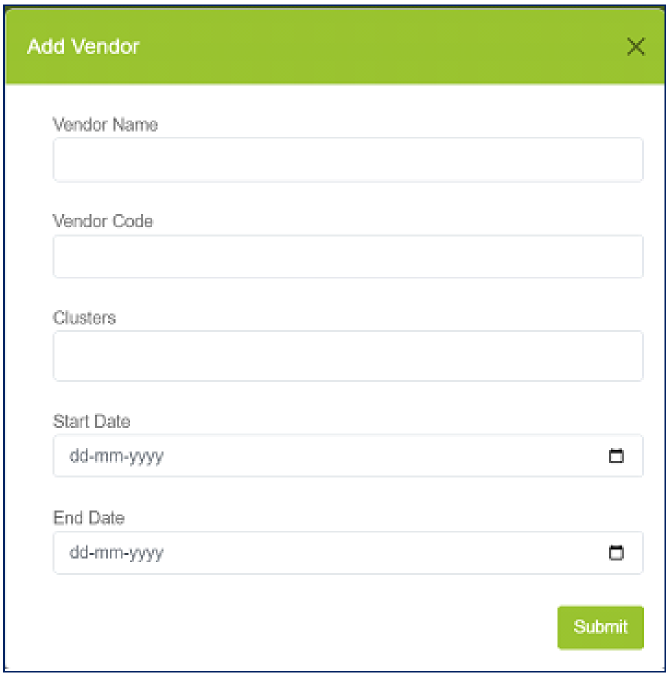


Figure 29 – Vendor List View

3. Fill out all required fields
4. Press the Submit button.

TABLE 11 – VENDOR

Field Name	Description
Name	The vendor's name is displayed.
From Date	The vendor onboarding date is displayed.
To Date	Displays the vendor's expiration date. Once set, this merchant will no longer be visible anywhere.
Clusters	Displays the vendor's cluster membership.
Code	The vendor's unique identifier

ADMIN->Zones

The admin user can add Zones in this section. Zones can be assigned to several directions

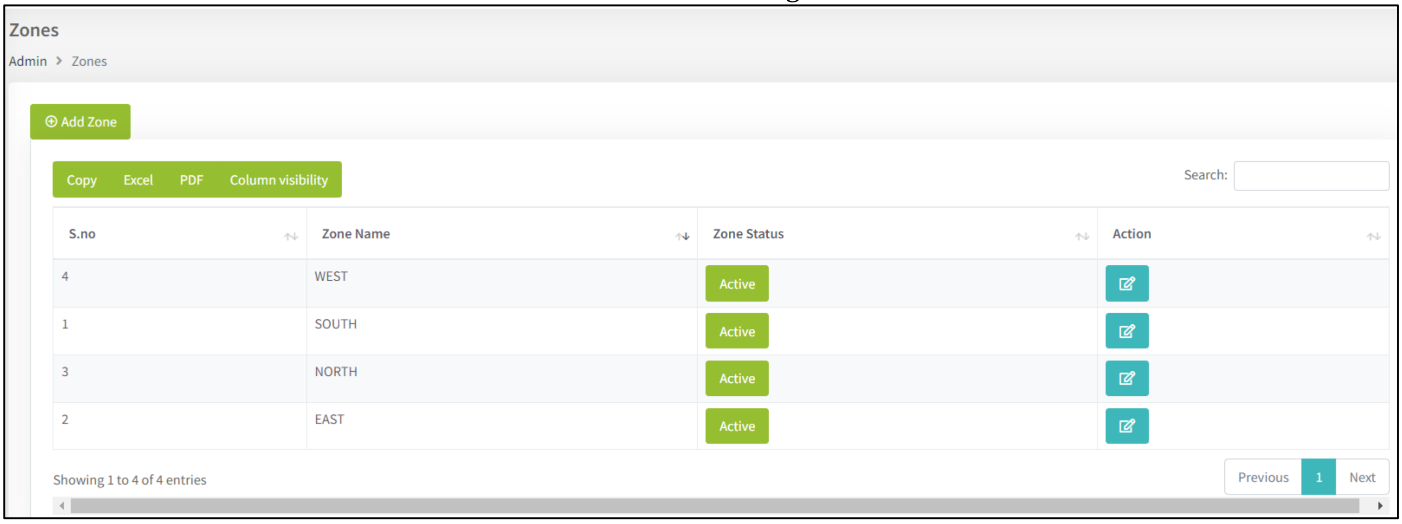


Figure 30 – Zones List View

ADD ZONES

To Add Zones

1. Click the Add button.
2. The gadget displays the following screen.
3. Fill out all required fields
4. Press the Save button.

Figure 31 – Add Zone Screen

TABLE 12 – Zones

Field Name	Description
Name	The Zone name is displayed.

ADMIN->States

The admin user can add States in this section. States can be assigned to several States.

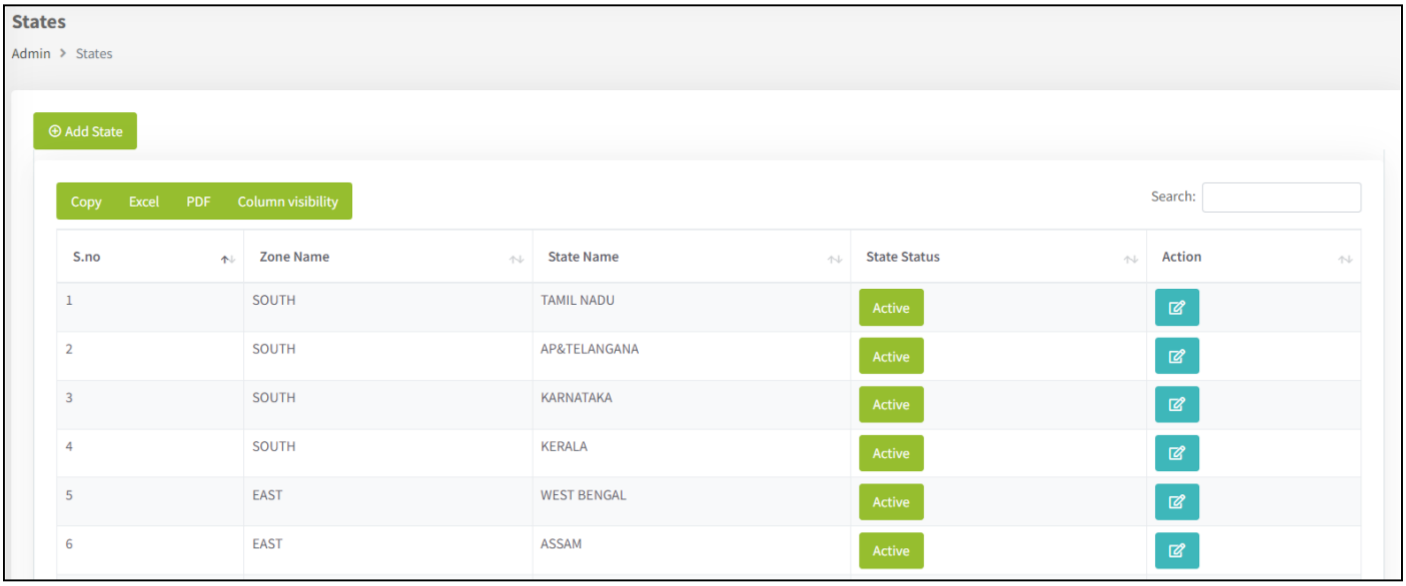


Figure 32– States List View

Add States

To Add States

1. Click on Add button and the system displays the below screen of Add form.

2. Fill out all required fields.
3. Press the Save button

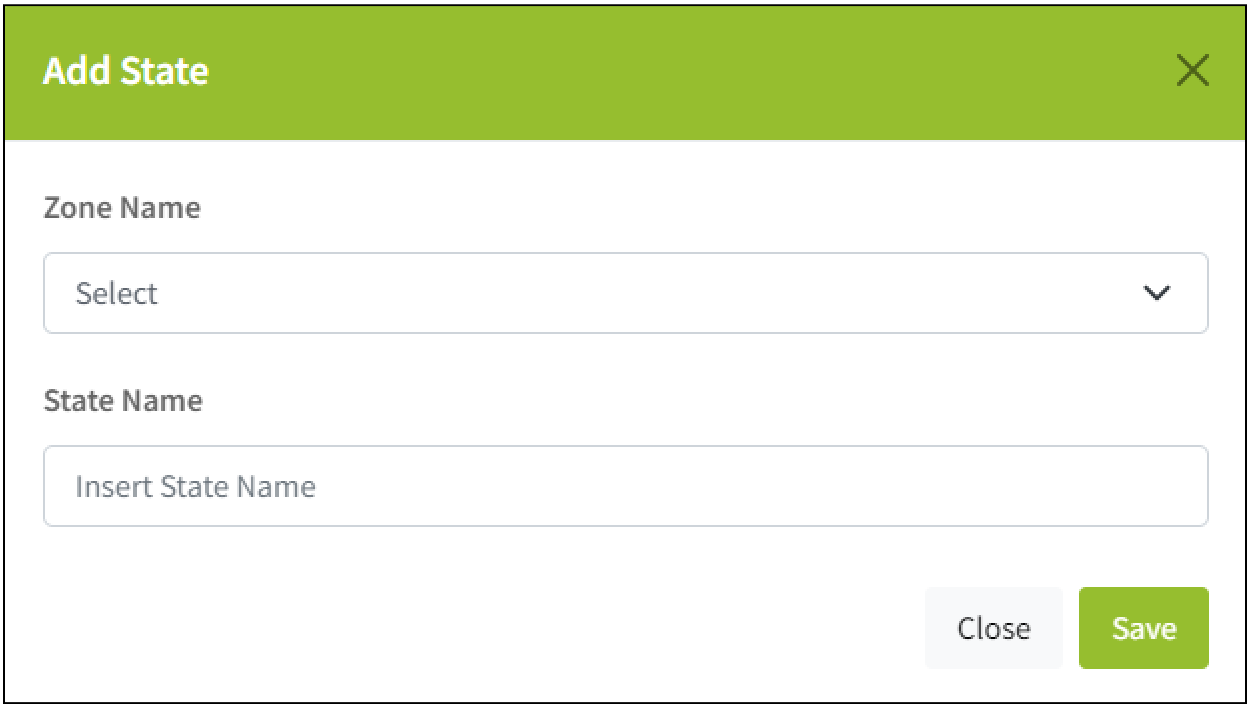


Figure 33 – Add State Screen

ADMIN->Clusters

The admin user can add Zones/State/Clusters in this section. Clusters can be assigned to several directions.

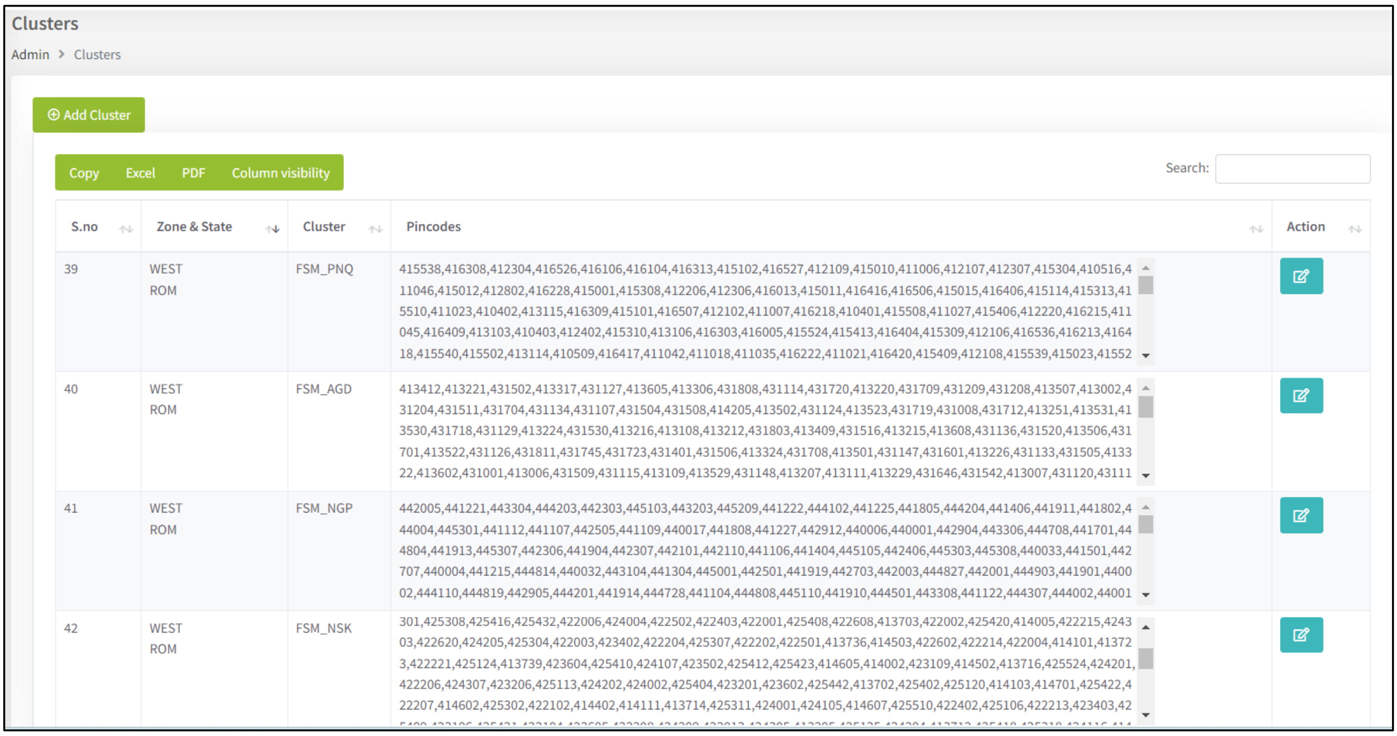


Figure 34 – Cluster list view

ADD Clusters

To Add Clusters

1. Click on Add button and the system displays the below screen of Addform.
2. Fill out all required fields.
3. Press the Save button

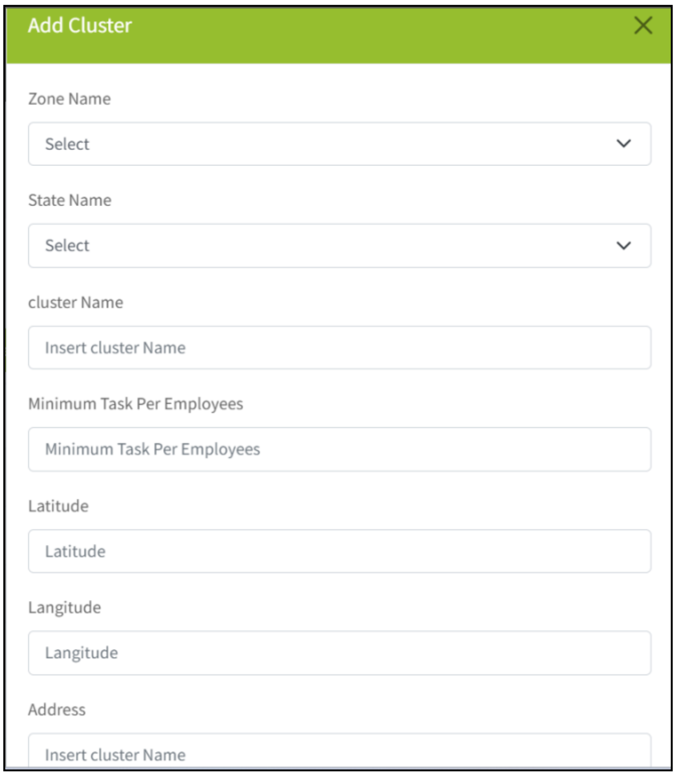


Figure 35 –Add Clusters Screen

Admin-> Tasks

The admin user Tasks in this section. Tasks list can be shown in the given below scree

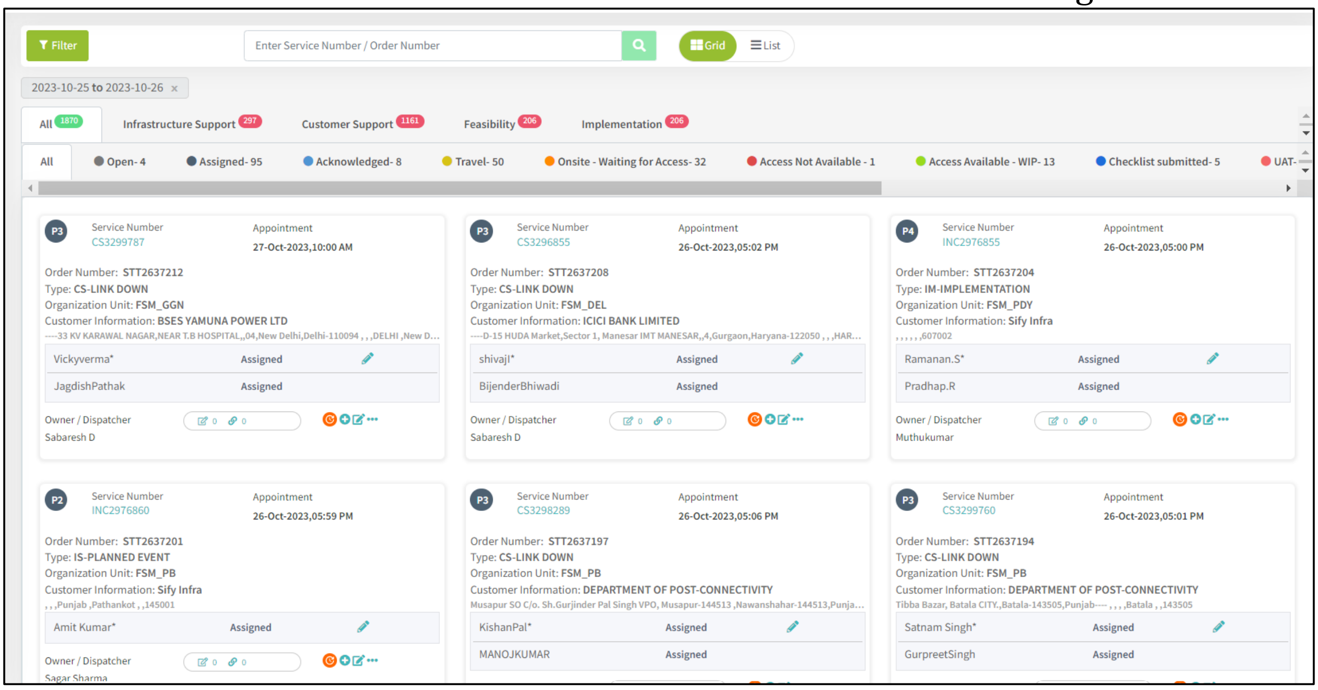


Figure 36 –Tasks List screen

1. Click on the owner icon button shown as above Screen.
2. Open the Updated Tasks details shown as given below Screen.

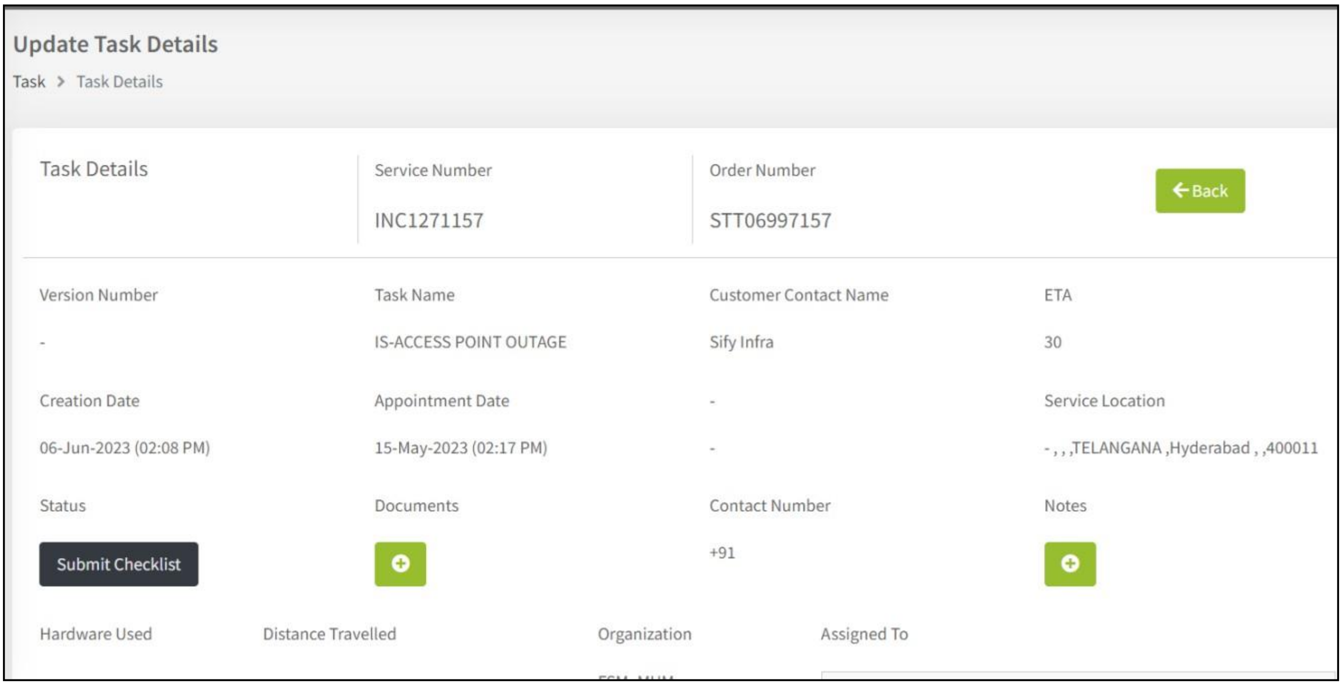


Figure 37 – Task Details screen

Admin-> Monitor

The admin user can Monitor in this section. Location history can be shown in the given below screen.

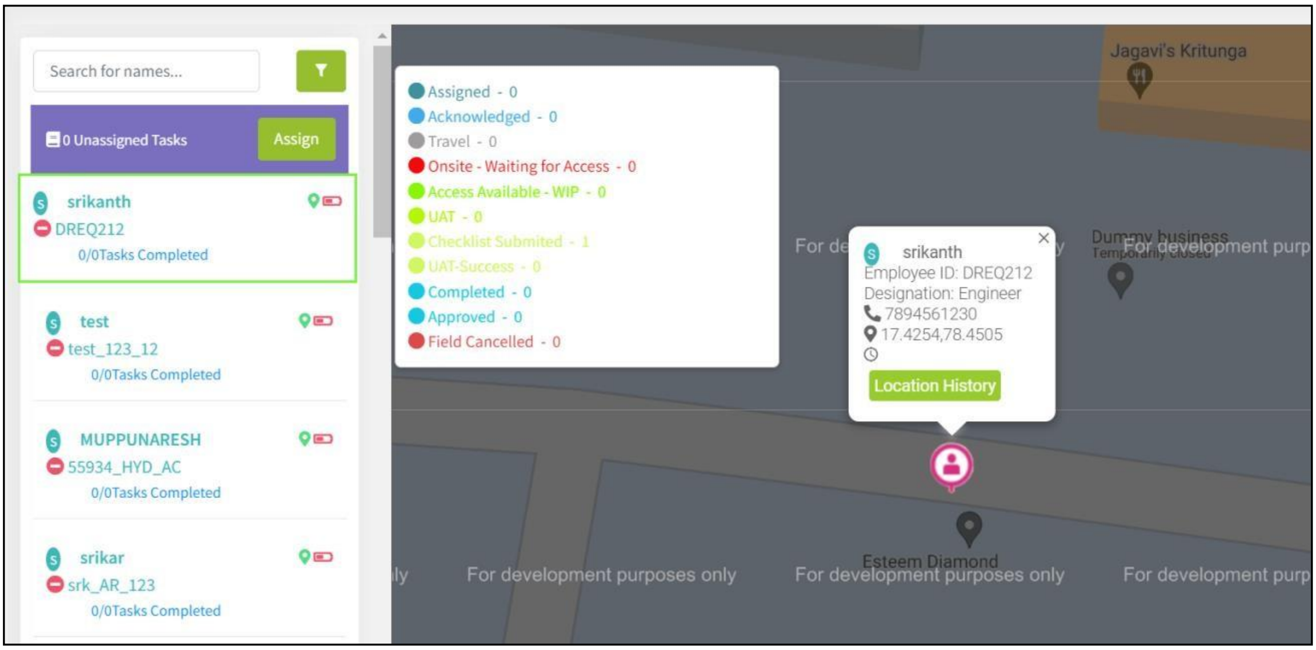


Figure 38 – Location history Screen

Admin-> Team

The admin user Team in this section. Attendance details can be shown in the given below screen.

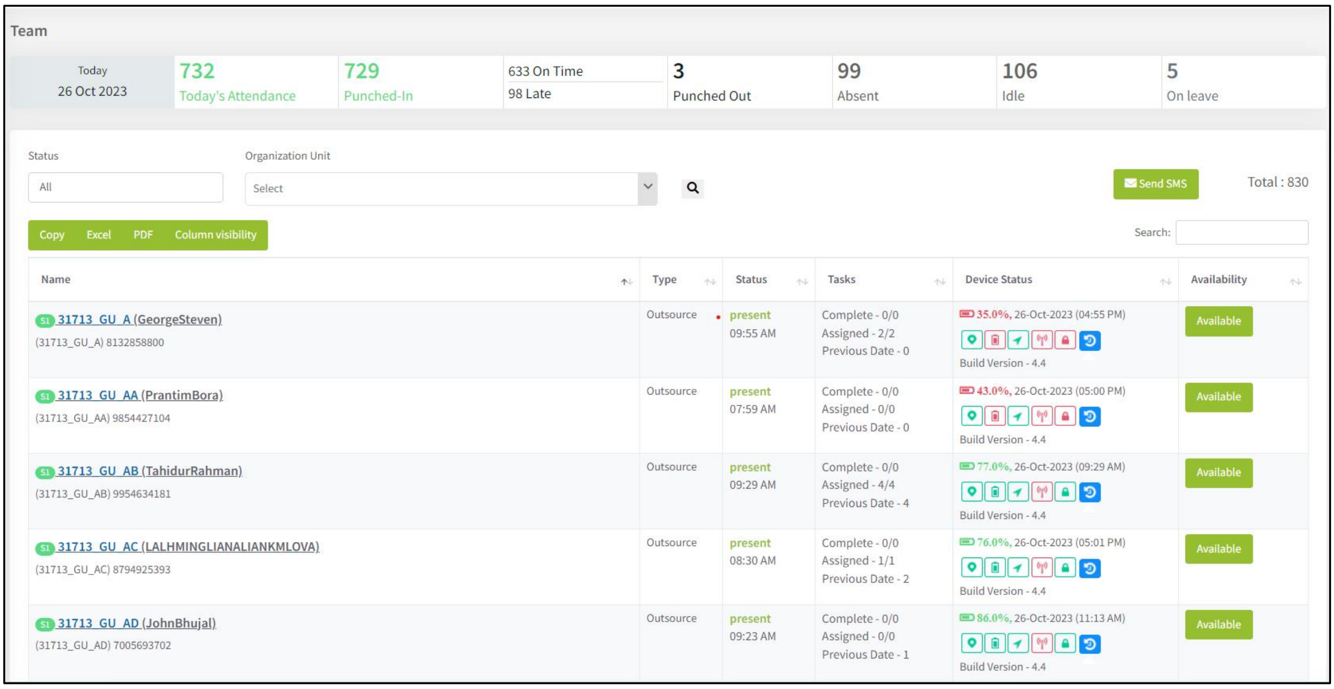


Figure 39 –Attendance details screen

Admin-> Calendar

Access is similar to FCD Dispatcher; however, you can access the overall Pan India level.

Admin-> Reports

Access is similar to FCD Dispatcher, however you can access the overall Pan India level

Admin-> Dashboard

Access is similar to FCD Dispatcher, however you can access the overall Pan India level

Admin-> Lookup Photos

Access is similar to FCD Dispatcher, however you can access the overall Pan India level

Admin-> Geofence

Access is similar to FCD Dispatcher, however you can access the overall Pan India level

E N D O F D O C U M E N T