

FNOL Platform User Guide

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Platform overview

The platform captures, processes and stores high-definition video footage enhanced with telematics data. It is completely hardware agnostic and is compatible with any device capable of transmitting data – whether existing telematics systems or in-vehicle cameras. The data received is analysed using complex algorithms to present meaningful management information which is displayed in a series of user-friendly dashboards, alerts and reports. Audible alerts can be sent to the devices notifying drivers that their actions are being recorded, which has a positive effect on their behaviour on the road.

For the best experience we recommend using Google Chrome.

Login Page

Please note that you will need to contact your technical support if you do not have login details.

Email

Password

[Recover Account](#) [Contact Us](#)



The “Recover Account” link allows you to reset your password without administrator assistance; the platform will prompt you to input your registered email address.

If you’ve never logged in from your current IP address before you may be asked to provide confirmation by email, but these details will be saved so you only have to do this once.

Once logged in you can select where to go from the menu panel on the top right.



Events View (FNOL)

The FNOL Events tab allows users to monitor and check all events generated by a customer. It's also used to categorise events, status updates and footage requests. To access the FNOL Events tab simply click on the FNOL icon shown in the toolbar, a default filtered view of events for the period selected will show in the pane to the left of the map titled "FNOL Events" as shown below.

The screenshot displays the FNOL Events interface. On the left, a filter panel titled "FNOL Events" allows users to search by VRN or Device ID and select a date range (05/09/2021 - 07/09/2021). Filter buttons include Brake, Accelerate, Shock, Turn, Panic, Red, Not Processed, and Reset Filters. A list of events is shown, with the selected event being a "Panic" event on 06 September 2021 at 15:57:52, involving vehicle AA00 TST from A's Test Fleet. The main area features a video player showing a red car in a residential street, with a "Panic" overlay and a "Forward" button. To the right, a map shows the location at 5 Queens Crescent, Burgess Hill, RH15 9, United Kingdom. Below the map, event details are provided: Start Location, End Location, Date (Mon 6 Sep 2021), Device ID (00360023e2), Driver Name (Charlie Watts), Speed (0 mph), and Time (15:57:52). An "Event Note" section is also present with a "Save Event Note" button. At the bottom right, there are buttons for "Dismounted" and "Print".

This screenshot shows the filter panel for FNOL Events. It includes a search field for "VRN or Device Id" and a date range selector set to "01/12/2020 - 31/12/2020". Filter buttons for Brake, Accelerate, Shock, Turn, Panic, Red, Not Processed, and Reset Filters are visible. A list of events is displayed, with three "Shock" events highlighted. The first event is on Thursday, 24 December 2020 at 11:46, involving vehicle AA15 TST from Bob Marley's Demo Fleet. The second event is on Wednesday, 23 December 2020 at 13:45, also involving AA15 TST from Bob Marley's Demo Fleet. The third event is on Tuesday, 22 December 2020 at 10:32, involving vehicle AA14 TST from William Shakesp... Demo Fleet.

The default view shows Red Harsh Driving Events that have not been processed by an FNOL handler. You can clear these filters to see more events. Reset will return you to the default view.

The quick search allows you to change the date range or select a specific vehicle. You can search by VRN or device ID.

This close-up shows the "VRN or Device Id" search field. The dropdown menu is open, displaying the selected text "AA12 TST - v2max1800503".

The filter panel has been made collapsible to allow you to have more screen space for the events if necessary

This screenshot shows the bottom of the FNOL Events interface. It features a dark blue button with a white "CSV" icon for downloading the event list, and a grey circular refresh button with a circular arrow icon.

There is also a CSV download of the events that meet your current filters and an update button that will refresh the event list if there are new events to view. Some customers have more events than we can return in a single file – if this happens to you then please add additional filters to request your download.

Please note that the platform's standard default settings will not automatically request video for red accelerate or turn events. You will need to request manually if necessary.



For a more advanced search you can use the filter button located top right of the panel. Once the filter button has been pressed, this sidebar will appear

Once filters have been confirmed, press 'Apply Filters' to save changes.

To reset to unprocessed red events in the last two days, press 'Reset'.

The 'Filter Events' sidebar contains the following controls:

- Sort by date received**: Toggle switch (off)
- Sort By Ascending**: Toggle switch (off)
- Fleets**: Dropdown menu with 'Choose option...' and a downward arrow.
- Driver Name**: Dropdown menu with 'Select...' and a downward arrow.
- Event Type Category**: Dropdown menu with 'Select...' and a downward arrow.
- Event Types**: A row of buttons: Brake (with X), Accelerate (with X), Shock (with X), Turn (with X), and Panic (with X). A close button (X) and a dropdown arrow are on the right.
- Event Classification**: Dropdown menu with 'Red' (with X) and a close button (X) on the right.
- Event Status**: Dropdown menu with 'Not Processed' (with X) and a close button (X) on the right.
- Issue Category**: Dropdown menu with 'Select...' and a downward arrow.
- Claim Number**: Text input field.
- Buttons**: A yellow 'Reset' button and a green 'Apply Filters' button.

Lock Event Access



Lock Event Access can be used to prevent non-Admin users from viewing or requesting of sensitive incidents.

Share this event allows you to share a clickable link to the Event. You can share with another user in your organisation or someone who does not have an Autonomise account. For now, you cannot share with someone who has an Autonomise account in another organisation.

Share this event

Sharing options

With someone else X ▼

Email

Enter Email Address

▲ This event will be shared for 60 days

You can select a user from the drop-down list or enter the email address of a non-user. Non-users will be given access for 60 days.

The following details are provided when selecting the event:

- Video (If footage was requested or triggered in download)
- Snapshots
- Location
- G-Sensor
- Speed

Speed BJ19EXN VT3000 - Caroline Flack
24/12/2020 12:16:04

Event Details

Start Location: Malling Road, Maidstone, ME18 5, United Kingdom	End Location: Malling Road, West Malling, ME19 4, United Kingdom
Date: Thu 24 Dec 2020	Time: 12:16:04 - 12:17:14
Duration: a minute	Device ID: 003b00232f
VRN: BJ19EXN VT3000	Fleet: MDVR Snapped
Speed: 48 mph	Speed Limit: 40 mph

Event Note

Status: Choose option...

Issue Category: Choose option...

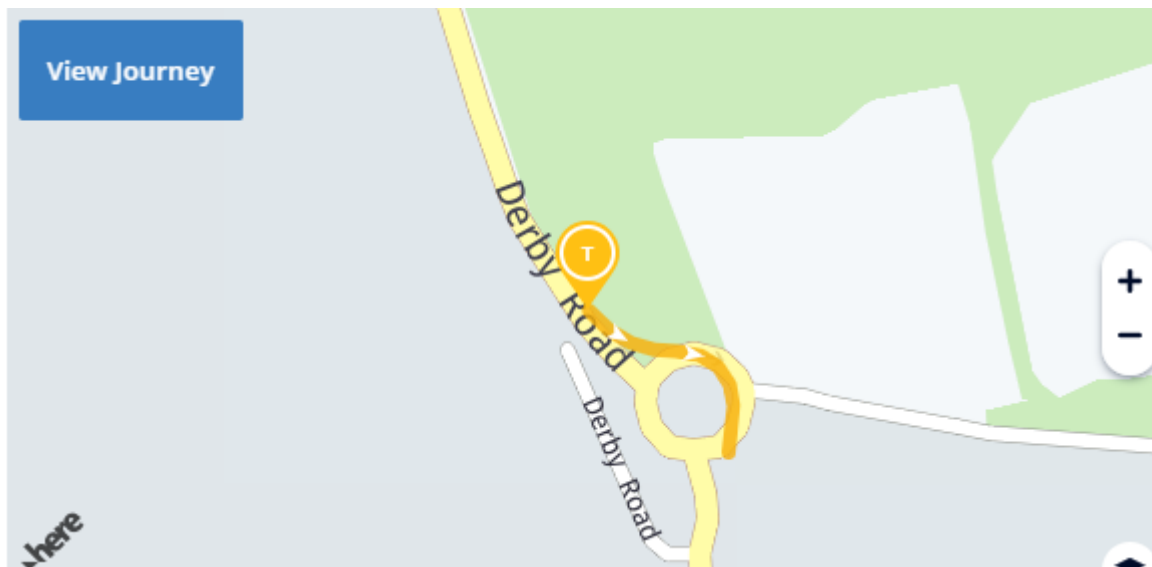
Save Event Note

Speed

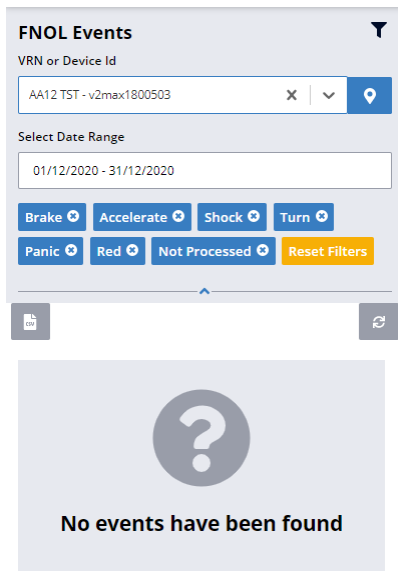
Request Video

Request Video Date and Time	Video Length
-----------------------------	--------------

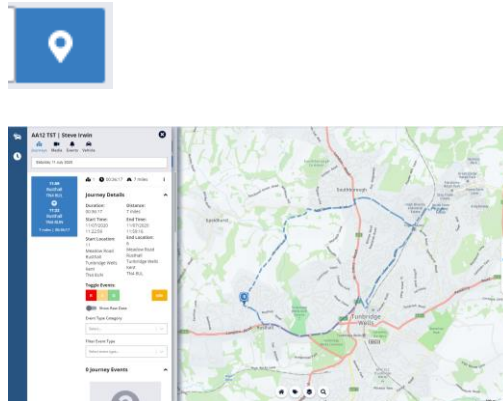
For events that occur over a period, such as the speeding event above, the track for the event is also shown. The icon is location when the maximum speed was reached (or first reached) or at the point the event was triggered. Some devices will show a track for accelerate, brake and turn events.



View Journey - This will show the current journey. You will also be able to select and view other journeys made by this vehicle.



You can also view journeys for vehicles that have no events. If you select the vehicle, then click on the location pin, this will show any journeys made by the vehicle, even if there have been no events.



You can request video from the event if the event did not trigger a video download. You can also edit the time to select video for any time on the day of the event.

Note: Depending on the storage capacity of the device and the amount of driving done, the request may need to be made within 3 days of the event to avoid the risk of data being overwritten.

Finally, and most importantly, you can add notes and classification to the event. This can be done to raise attention to certain events and provides more detail when running event reports.

The Event can be given the following status values: Incident, Dismissed, Footage Requested, Requires Intervention and Not Processed.

It can also be given the following Issues Categories: Device Issue, Driver Issue, False Positive, Other. Additional information can be added for Incidents and Requires Intervention.

A note needs to be added for the event to be removed from the Needs Review count on the dashboard.

Event Note

Status

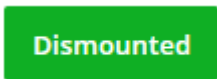
Issue Category

Alert Reason

Claim Number

Fleet Manager Note

Driver Note



The Dismissed button is a shortcut to create an Event Note that Dismisses the Event and saves the Event Note. You can also set all future device events for this device to dismissed – this will also stop video being requested for this device. You will need to manually restore the device once it has been correctly re-installed.

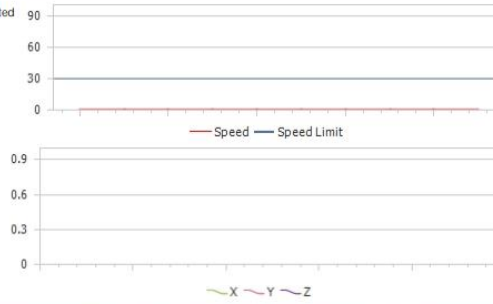


The Print Intervention Form button will create a PDF document of the basic details of the event. This includes the details entered above so that the driver and fleet manager can sign and date and keep a paper copy if required.

Vehicle: **AJ04 ZRX**
 Event: **Button**

Intervention Report

- Start Location:** 5 Queens Crescent, Burgess Hill, RH15 9, United Kingdom
- Date:** 06/09/2021
- Time:** 15:57
- VRN:** [Icons]
- Driver Name:** [Icons]
- Device ID:** 003b0023e2
- Fleet:** A's Test Fleet
- Speed:** 0
- Speed Limit:** 30
- Status:** Dismissed
- Issue Category:** Other



Fleet Manager Note: _____ Driver Note: _____

Signed Driver _____ Signed Fleet Manager _____ Date _____

Organisation alerts

Admin users can set up email alerting when certain types of notes are added. Select User -> Organisation and click on the Email page.

The recipient email address can be entered as free text, but the recipient will need to have a user account on the platform as they will be sent a link to the event.

Incident Emails are sent when an event is given the status "Incident".

Panic Button Alert emails are sent when a note is added to a panic button event.

Driver Related Emails are sent when an event is given the Issue Category of Driver Issue.

Organisation Emails

Recipient

Add To Group

Incident Emails

No Emails

Panic Button Alert Emails

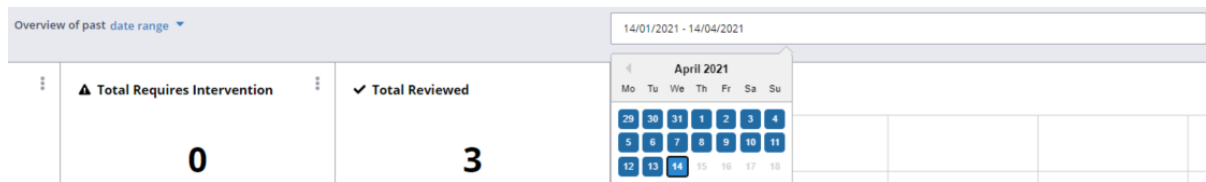
No Emails

Driver Related Emails

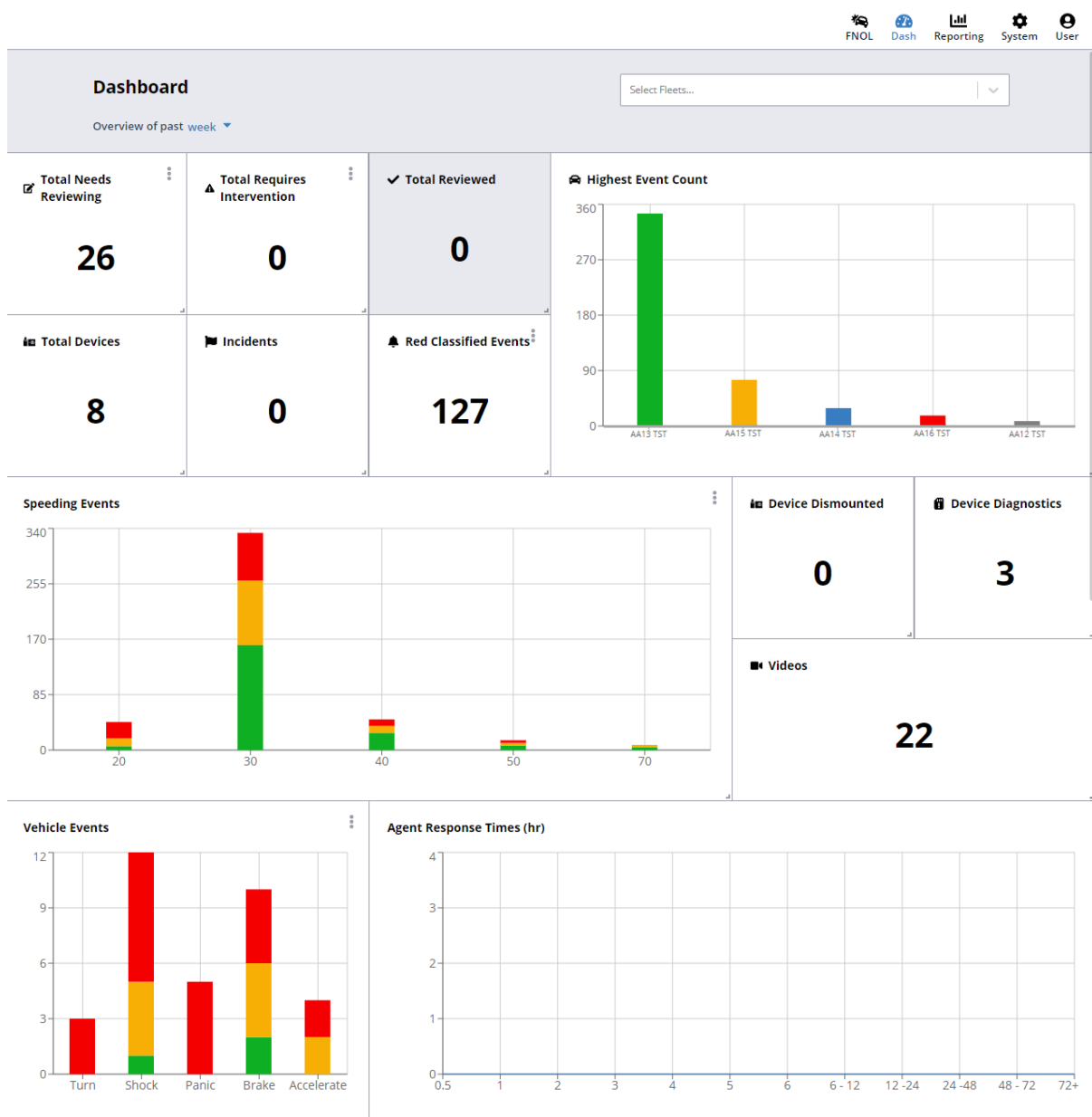
No Emails

Dashboard

The dashboard gives an instant view of the current status of your fleets, showing journey and event data from the last 6, 12, 24, 48 hours. You can also select to see data over the past week or for any given date range in the last 12 months.



All the tiles are movable and re-sizeable by simply dragging them around. To see the data from a single fleet, select the fleet in the dropdown menu at the top right of the welcome banner.

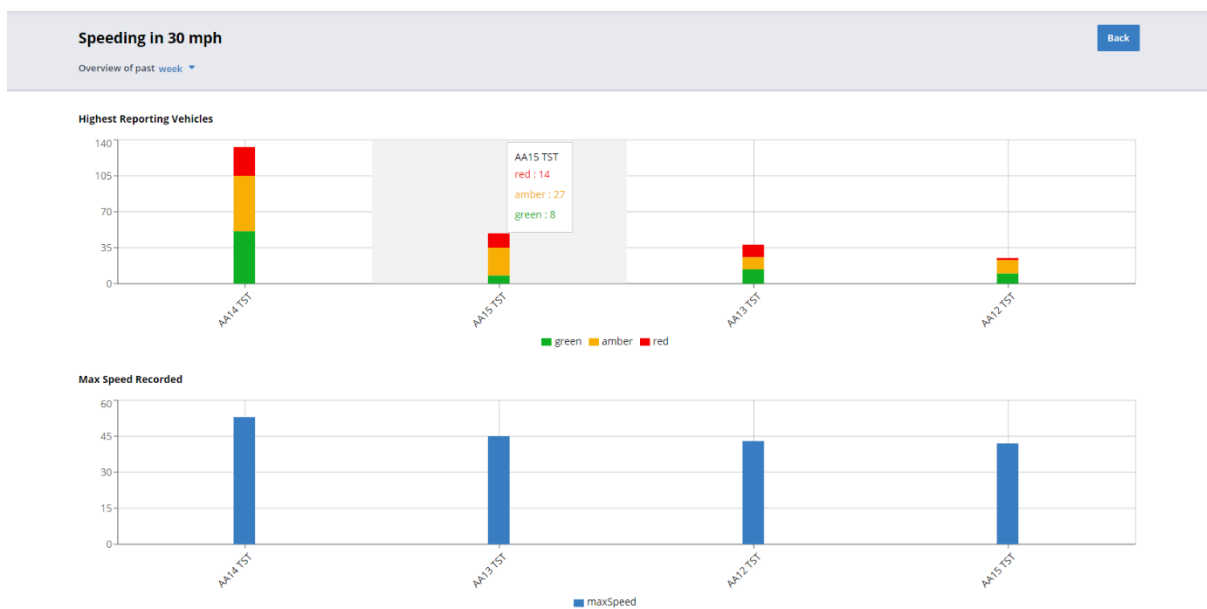


Some tiles give the option to view in more detail, click on those that are available to see more detail.

<input checked="" type="checkbox"/> Total Needs Reviewing <p style="text-align: center; font-size: 24pt;">12</p>	<input checked="" type="checkbox"/> Total Requires Intervention <p style="text-align: center; font-size: 24pt;">0</p>	<input checked="" type="checkbox"/> Total Reviewed <p style="text-align: center; font-size: 24pt;">1</p>
<input checked="" type="checkbox"/> Total Devices <p style="text-align: center; font-size: 24pt;">5</p>	<input checked="" type="checkbox"/> Incidents <p style="text-align: center; font-size: 24pt;">0</p>	<input checked="" type="checkbox"/> Red Classified Events <p style="text-align: center; font-size: 24pt;">1166</p>

Event tiles click through to the FNOL page for the date range selected.

Clicking on a column in one of the Events graphs (speeding events or vehicle events) will take you to a breakdown for that column by vehicle. For speeding it shows the vehicles ranked by both number of events and maximum speed.



Clicking on a vehicle will take you to the vehicle events page filtered for that vehicle and that event type.

Vehicle Events

Filters
Export

VRN	Event Type	Classification	Speed	Speed Limit	Event Date	Address
AA13 TST	Shock	Red	0 mph	Unknown	02/11/2019 10:46:41	UNKNOWN

Previous
Next

You can export the data on this page to a CSV file.

■ Device Dismounted 1	■ Device Diagnostics 43
	■ Videos 249

Device Dismounted tells you how many events have been marked as from dismantled devices. These devices will likely not be functioning correctly, so should be reinstalled as soon as possible.

Device diagnostics clicks through to the Health Check Page. This can also be accessed from the System menu.

Videos clicks through to the Media Page. This can also be accessed from the Media menu.

Media page

Media

The Media page shows thumbnail images of the clip(s) attached to the request plus information about and a link through to the associated event if there is one. You can still access the tabular view if preferred.

The system will automatically request video for panic button events and red shock and brake events. For other events, the media will need to be requested manually. This will need to be done before the device overwrites the data, which can be within a few days.

To find out how long your device can record for, please refer to [support.visiontrack.com for documentation](https://support.visiontrack.com/documentation)

The Media page is a place to find all videos that have been requested on the platform. You will be able to see requests for all the vehicles you have access to, even if you didn't make the request.



The screenshot shows the 'Media View' interface for AUTONOMISE.AI. It features a top navigation bar with icons for F10/L, Dash, Media, Reporting, System, and User. A left sidebar contains icons for Home, Filters, and Playback. The main area displays a grid of five video thumbnails, each with a 'NOT PROCESSED' status and 'VIEW VIDEO' and 'DOWNLOAD VIDEO' buttons. Below each thumbnail is a detailed event card with the following information:

Event Type	Category
Turn	Driver Behaviour
Wed 20 Oct 2021	05:56:36
Engineers VT3000	39 Mph
Done	Requested By System
Raith Interchange, Glasgow, ML1 3, United Kingdom	

Event Type	Category
Turn	Driver Behaviour
Tue 19 Oct 2021	14:17:32
Engineers VT3000	40 Mph
Done	Requested By System
ML1 4, Scotland, United Kingdom	

Event Type	Category
Turn	Driver Behaviour
Tue 19 Oct 2021	07:57:59
Engineers VT3000	33 Mph
Done	Requested By System
A8, Airdrie, ML1 4, United Kingdom	

Event Type	Category
Panic	Safety And Security
Mon 18 Oct 2021	17:42:51
Engineers	67 Mph
Done	Requested By System
M40, Leamington Spa, CV47 2, United Kingdom	

Event Type	Category
Panic	Safety And Security
Mon 18 Oct 2021	13:20:41
MSG Automotive Solutions Limited	0 Mph
Done	Requested By System
Halesowen, England, United Kingdom	N/A

Video data and tracking information will be available for one year. Only video for events flagged as incidents will be available after the retention period has expired.

By default we will only show requests that are Done – you will now have to select other statuses in the filter if you want to see them. Queued means the request is waiting to be sent to the device, most likely this is because the device is offline. Sent and Received are requests that are being processed, so should be ready soon.

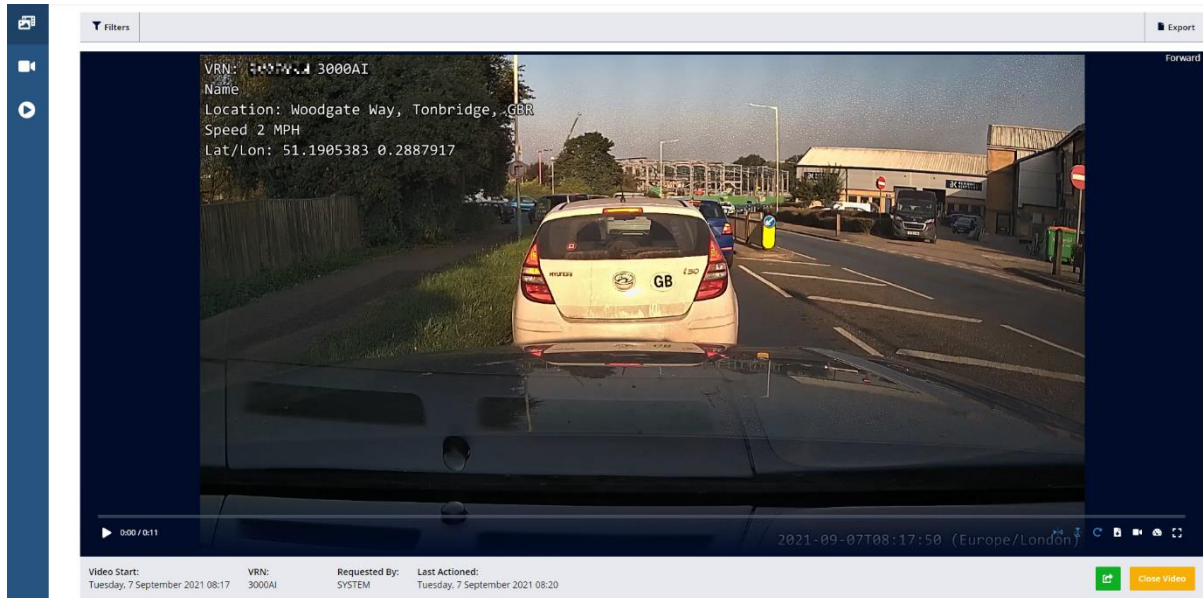
Unavailable means the device has no video for that time, either because it was offline or the media has since been over-written. A video can Fail for various reasons, most commonly if the retry count has been exceeded.

Event data is also now available on this page – but you can only filter by Event data OR Media data, not by both. Once one set of filters is selected the other will be greyed out.

You can still access to the tabular version of the Media Request page if you prefer. Here you can also export the search results to a CSV file.

VRN	Video Start	Last Actioned	Requested By	Org Name	Fleet Name	Driver Name	State	Viewed
3000AI	20/10/2021 05:56:36	20/10/2021 06:00:12	SYSTEM	MSG Automotive Solutions Limited	Engineers VT3000		Done	✓
3000AI	19/10/2021 14:17:32	19/10/2021 14:20:47	SYSTEM	MSG Automotive Solutions Limited	Engineers VT3000		Done	✓

On both pages you can view the media.



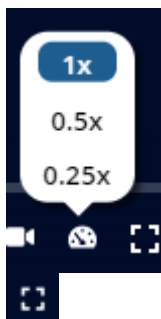
The following video controls are available:



Click the down arrow to download the video as an MP4.



If you're watching a longer standard resolution video and want to request a high-resolution clip from the current frame then click on the camera. To slow down the play speed, click on the speedometer and select the speed required.



Click the square to view the video full screen (ESC to close).

You can drag the cursor along the timeline of the video to quickly scan through the video to the bit you are interested in.



If you have a single channel selected, you will also see options to flip horizontal, flip vertical and rotate the image. If you do this, the setting will be remembered for this channel on this device for future viewing, including for other users.



These settings only apply to viewing in the platform, so if you download the footage it will play in the original format.

Live Stream

An organisation with the appropriate license can livestream and playback the video directly from devices that have this capability.



Select the livestream icon and streaming devices that are currently online will be available to view. You can filter the list by VRN or driver name.

Select the device you want to livestream. If you do not select any channels, all channels will be returned by default. You can update your selection by clicking the Stream Video button.

Provided the device remains online, the livestream will play for two minutes. The map will show the current location of the vehicle.

Play Back



Select the playback icon and streaming devices that are currently online will be available to view.

The screenshot shows the 'Live Vehicles' panel on the left with a 'Test Fleet' containing three vehicles: SB VT3000 (Carlos Sainz), SB VT30... (Lando Norris), and SB VT62 (Valtteri Bottas). The 'Video Playback' panel on the right shows a date selector for 'Wednesday 23 September 2020', filter options for category and type, and a 'Select Channels (4 Max)' dropdown. A timeline from 00:00 to 00:00 is visible. A central message reads: 'Select Vehicle To Playback Available Video. To playback video make a selection from the list of online vehicles.'

Select a device and a timeline will be displayed. This includes events – you can filter to find a particular event if needed. Select the channels (up to four) and time you want – the map will then show the location of the vehicle at that time. If you want to pick a different location on the journey you can – this will update the time accordingly. When you are ready click Stream Video.

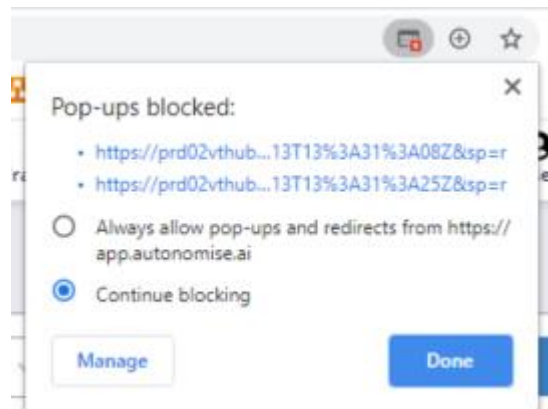
The screenshot shows the 'Live Vehicles' panel with 'Engineers' selected. The 'Video Playback' panel shows a date selector for 'Thursday 24 June 2021', filter options, and a 'Forward' button. A timeline from 07:56 to 15:07 is visible. A live video stream of a road is shown on the left, and a map of Dublin is shown on the right. A red 'Stop Stream' button is visible in the top right of the playback area.

Provided the device remains online, the stream will play for ten minutes, but you can stop the stream at any time by clicking the red button.

From the Playback screen, there are two ways you can also download video footage. To quickly and immediately download all the footage since you started the playback stream, click on the download button (circled).









If you have multiple cameras selected, but only one video downloads, check if you have pop-ups blocked – this is shown in the top right of the address bar. Select to allow pop-ups and redirects, then retry the download.



To request footage for another time, select the vehicle then click Request Video. Specify the start time and duration of the video you want to download – you can request up to two minutes in High Resolution and up to thirty (30) minutes at Standard Resolution. Unfortunately, some devices don't support standard resolution videos.

Request Playback Video

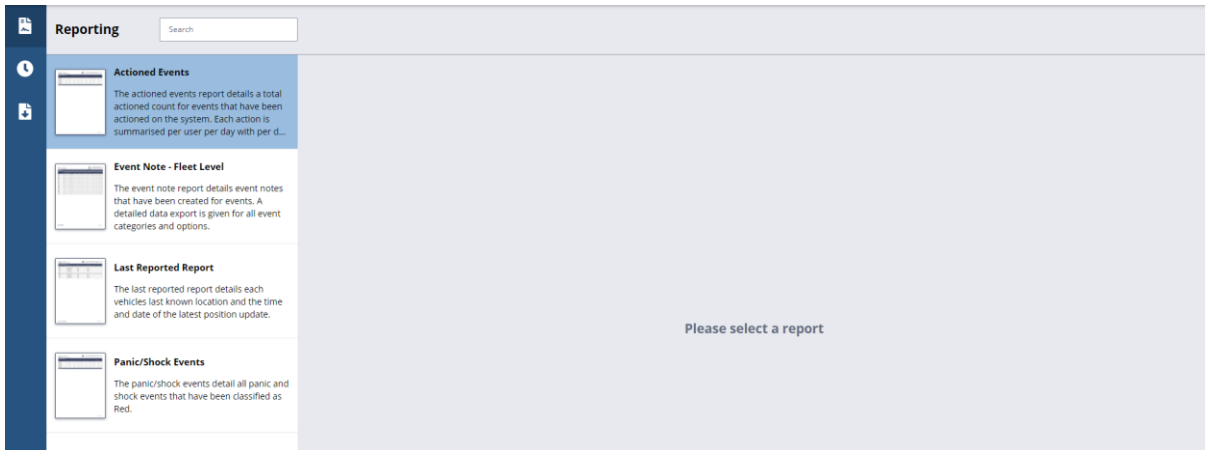
Date	Time (HH:MM:SS)
Wednesday 23 September 2020	08 : 35 : 00 
Video Length (MM:SS)	Video Resolution
02:00	Standard Resolution 
Device Channels	High Resolution
Forward  Right  Rear 	Standard Resolution
	Cancel 

This request will be sent to the device. When it's been processed you can find it on the media page.

Reporting

There are some basic reports available with the FNOL license:

- Actioned Events
- Event Note – Fleet Level
- Last Reported Report
- Panic/Shock Events



First, select the report you want.

Actioned Events

The actioned events report details a total actioned count (i.e. events that have had an event note saved against them) for events on the system. Each action is summarised per user per day with per day totals also given on the CSV export. This is so you can track user workloads. This report runs across your entire organisation and is available as PDF or CSV download.

Actioned Events

The actioned events report details a total actioned count for events that have been actioned on the system. Each action is summarised per user per day with per day totals also given on the CSV export.

Period
03/09/2021 - 10/09/2021

Time zone
Europe/London

Filters

Organisation Name Action

ALFNOL

[Previous](#) [Next](#)

[Preview PDF](#) [Download PDF](#) [Download CSV](#)

Report Time 22/03/2021 - 29/03/2021

AUTONOMISE.AI

Actioned Event Report				
Email	Date	First name	Last name	Count
ASmith@visiontrack.com				
ASmith@visiontrack.com	25/03/2021	Adam	Smith	4
ASmith@visiontrack.com	26/03/2021	Adam	Smith	6
JDoer@visiontrack.com				
JDoer@visiontrack.com	25/03/2021	Joe	Doer	3
JDoer@visiontrack.com	26/03/2021	Joe	Doer	2

Total: 15

Event Note - Fleet Level

The event note report details event notes that have been created for events. A detailed data export is given for all event categories and options. This is so that you can see a summary of the event statuses and categories/reasons being assigned. This report runs across your entire organisation, broken down by fleet, and is available as PDF or CSV download.

Event Note - Fleet Level

The event note report details event notes that have been created for events. A detailed data export is given for all event categories and options.

Period
03/09/2021 - 10/09/2021

Report Filter
Choose Report Filter...

Time zone
Europe/London

Filters

Organisation Name Action

ALFNOL

[Previous](#) [Next](#)

[Preview PDF](#) [Download PDF](#) [Download CSV](#)

Data Range: 03/09/2021 - 10/09/2021

AUTONOMISE.AI

Event	Category	Status	Event Type	Event Date	Event Time	Event Location	Event Duration	Event Status	Event Reason	Event Category	Event Sub-Category	Event Type	Event Status	Event Reason	Event Category	Event Sub-Category	Event Type	Event Status	Event Reason	Event Category	Event Sub-Category	
Event 1																						
Event 2																						
Event 3																						
Event 4																						
Event 5																						
Event 6																						
Event 7																						
Event 8																						
Event 9																						
Event 10																						
Event 11																						
Event 12																						
Event 13																						
Event 14																						
Event 15																						
Event 16																						
Event 17																						
Event 18																						
Event 19																						
Event 20																						
Event 21																						

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Last Reported Report

The last reported report details each vehicle's last known location and the time and date of the latest position update sorted by date. Devices that are assigned to a vehicle but that have never reported to the platform are included; however, devices that are not assigned to a vehicle and/or vehicles that do not have a device assigned are not included. You must complete the commissioning process for these to be included.

This report can be run by vehicle or by fleet and you can select some, or all, of the vehicles or fleets as necessary. It is available as PDF or CSV download.

Last Reported Report

The last reported report details each vehicles last known location and the time and date of the latest position update.

Period
03/09/2021 - 10/09/2021

Time zone
Europe/London

Filters

Fleet Name

Continental Wholesale Fuels

Logistics

Engineers MT5000

M&A Automotive Solutions Limited

Operations

Sales Team

Warehouse

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[Preview PDF](#) [Download PDF](#) [Download CSV](#)

Report Time 25/02/2021 - 03/03/2021

AUTONOMISE.AI

Device ID	Last Updated	VIN	Driver name
Fleet 1			
DVR1	03/03/2021 22:17	Van 1	Driver 1
DVR4	04/03/2021 00:30	Van 4	Driver 4
DVR2	04/03/2021 11:09	Van 2	Driver 2
DVR5	04/03/2021 13:55	Van 5	Driver 5
DVR3	04/03/2021 15:00	Van 3	Driver 3
Fleet 2			
DVR7	11/02/2021 12:00	Van 7	Driver 7
DVR6	04/03/2021 13:46	Van 6	Driver 6
DVR9	04/03/2021 14:38	Van 9	Driver 9
DVR8	04/03/2021 15:28	Van 8	Driver 8

Panic/Shock Events

The panic/shock events detail all panic and shock events that have been classified as Red. This report runs across selected fleets, broken down by day and tells you how many events of each type there were and how many have been actioned. It is available as PDF or CSV download.

Panic/Shock Events

The panic/shock events detail all panic and shock events that have been classified as Red.

Period
03/09/2021 - 10/09/2021

Time zone
Europe/London

Filters Vehicles Fleets

Fleet Name

Test Fleet

Previous Next

Preview PDF Download PDF Download CSV

Report Time 01/03/2021 - 07/03/2021

AUTONOMISE.AI

Detailed Event Report

Date	Shock		Panic		Combined	
	Total	Death With	Total	Death With	Total	Death With
01/03/2021	23	0	0	0	23	0
02/03/2021	21	0	0	0	21	0
03/03/2021	18	0	0	0	18	0
04/03/2021	30	0	2	0	32	0
05/03/2021	27	0	3	0	30	0
06/03/2021	5	0	1	0	6	0
07/03/2021	8	0	0	0	8	0
Grand Total	132	0	6	0	138	0

Scheduled Reports

To set up a regular report, select Scheduled Reports.

Scheduled Reporting

Add Report

Report Name	Recipients	Period	Last Actioned	Actions
Test One	test@visiontrack.com	Monthly	-	

Previous Next

When you add a new report schedule, you need to give the schedule a name, then select the recipients and report type. You can select users from the organisation or enter new addresses.

Add Scheduled Report Back

Report

Schedule Name
Schedule Name...

Recipients
Type to add recipients...

Report Type
Choose option...

Schedule

Change Time Zone
Europe/London

Select File Type:
PDF




















Report Period
Choose option...

Add Report

You can change the timezone if required and select the file type (PDF or CSV). The report period can be daily, weekly or monthly. You can select the days of the week or date of the month for the report.

Reporting History

Here you can retrieve all the live and scheduled reports that you have generated in the last three months.

Report	Organisation	Date From	Date To	Format	Date Requested	Status	
Detailed Journey - 		23/09/2021	01/10/2021	PDF	30/09/2021 14:49:59	Completed	
Journey Summary		22/09/2021	30/09/2021	PDF	29/09/2021 09:51:28	Completed	
Fleet Journey Summary - Multiple Fleets		22/09/2021	30/09/2021	PDF	29/09/2021 09:50:16	Completed	
Fleet Idle Summary - Multiple Fleets		22/09/2021	30/09/2021	PDF	29/09/2021 09:46:49	Completed	
Unknown		31/12/0000	15/09/2021	CSV	15/09/2021 14:40:24	Completed	
Panic and Shock Events		01/08/2021	11/09/2021	CSV	10/09/2021 09:04:23	Completed	
Last Reported		03/09/2021	11/09/2021	CSV	10/09/2021 08:56:51	Completed	
Event Note		03/09/2021	11/09/2021	CSV	10/09/2021 08:47:29	Completed	
Actioned Events		03/09/2021	11/09/2021	CSV	10/09/2021 08:45:48	Completed	

[Previous](#) [Next](#)

System

This section has been broken down into the following parts:

- Audit History
- Health Check
- Platform Management
- Fleet Management
- User Management

Audit History

To access, go to 'System' and select 'Audit History'.

The platform holds a full audit history of changes including:

- Addresses
- Drivers
- Event Notes
- Fleets
- Map Settings
- Organisation Tags
- Organisations
- Scheduled Reports
- Users
- Vehicle
- Vehicle Tags

In this section you can access a high level view of the data available, which you can filter by date and by user if you have a rough idea what you're looking for. If you have a more specific query about any of this data please contact VisionTrack Technical Support.

Health Check

This allows you to see the health of the VisionTrack devices. You can select a date range of up to a month for any time period:

The first tab shows the standard errors. You are also able to filter by error type, currently these include:

- Invalid GPS No GPS position received for more than a few minutes
- Media No response from the device after ten attempts
- SD Card Device unable to write to the SD card
- Storage Device unable to write to the storage disk
- Recording Device unable to record video
- Firmware Device has a firmware version that has been blacklisted
- Config Device has a configuration setting that has been blacklisted

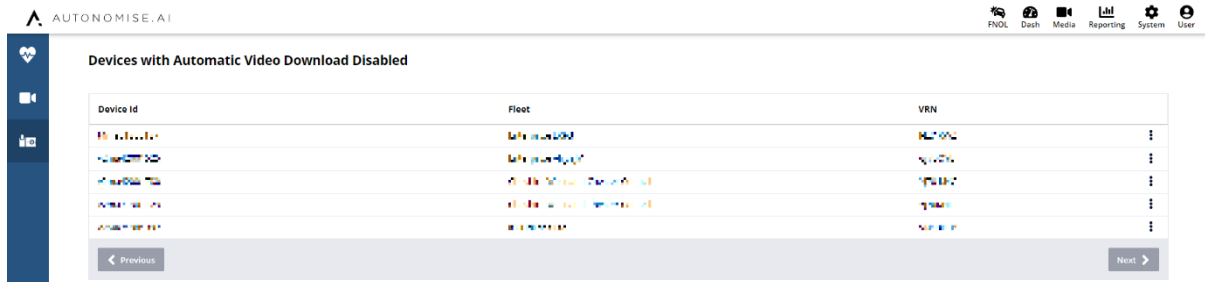
An occasional error is usually nothing to be concerned about, but repeated errors over a prolonged period do indicate a faulty device. If you have a query about any of this data please contact VisionTrack Technical Support.

Error Recorded	Date Reported	VRN	Device Id	Organisation Name	Fleet	Driver Name
SD card error	22/10/2021 12:36:25					
SD card error	22/10/2021 12:29:31					
Configuration error	22/10/2021 12:11:01					
Media error	22/10/2021 12:06:28					
SD card error	22/10/2021 12:02:18					

The second tab shows the media errors (channel loss). This will tell you devices for which a channel which has been set up on the platform is no longer sending video. Live errors are those which are ongoing now, if the channel is recovered or restored then the error will move to history.

Error Type	Date Reported	VRN	Channel	Device Id	Organisation Name	Fleet	Driver
Video loss	21/10/2021 22:36:26		1				
Video loss	21/10/2021 18:46:01		1				
Video loss	21/10/2021 18:31:41		2				
Video loss	21/10/2021 16:44:17		2				

The third tab shows the devices that have automatic video requests disabled. This may have been done if a device was marked as Dismounted or may have been done for a device that was badly calibrated. If the problem has been fixed, you can re-enable the device by clicking on the three dots at the right of the screen.

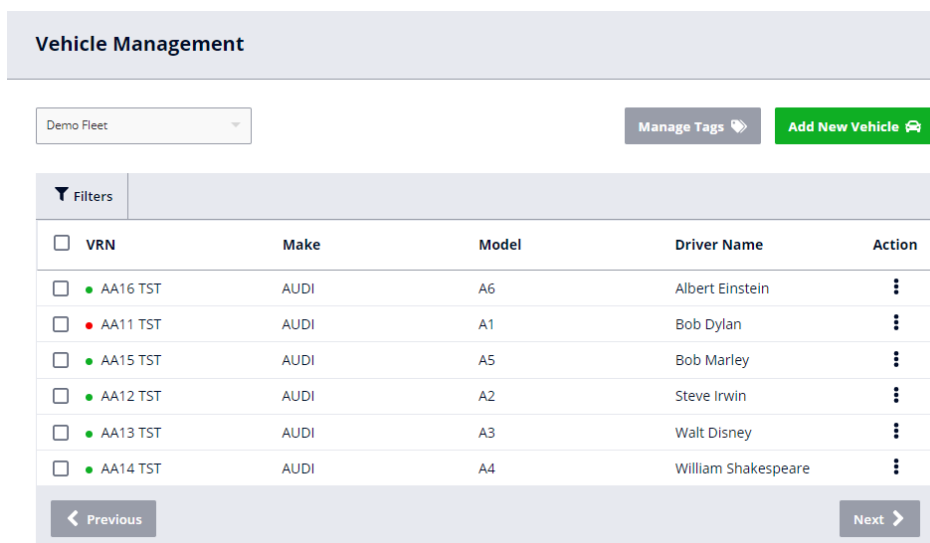


Vehicle management

Before you can edit this section, you will need to create at least one fleet (See Fleet Management section). If you have multiple fleets, select the one you need from the drop-down list at the top of the screen.

You can see all created vehicles and drivers; you can filter if you have a very large fleet. This section allows you to:

- Create vehicles
- Assign devices to vehicles
- Create Drivers
- Assign drivers to vehicles
- Unassign Device from vehicle
- Unassign Driver from vehicle



The three dots in the action column allow you to change vehicle details:

Name	Action
Edit Vehicle	⋮
Add/Edit Tags	⋮
Unassign Device	⋮
Unassign Driver	⋮
Move Fleet	⋮

Edit Vehicle: Allows users to edit vehicle details including make, model, colour and more.

Add/Edit Tags: Allows users to add or edit tags that are assigned to the vehicle.

Unassign Device: Removes the device from the vehicle.

Unassign Driver: Removes the driver from the vehicle.

Move Fleet: Allows users to move a vehicle, plus any assigned device or driver, to different fleet.

Add Vehicle

Add Vehicle
➔

VRN

 Find Vehicle

Chassis Number

 Find Vehicle

Vehicle Type

Vehicle Icon Colour

Engine Size

Fuel Type

Make

Model

Vehicle Colour

Emissions

Add New Vehicle

You can use the VRN search which will query the DVLA database (UK only) to populate the fields required to add a vehicle.

You will still need to manually select the vehicle type from a selection of:

- Car
- Van
- Tractor and Trailer
- Small Rigid Truck

Do not use Unknown for active vehicles. Events for this vehicle type will not be classified).

Devices

Once you have created a Vehicle you can drag and drop any unassigned devices in the fleet (from the left section) into the vehicle. This will be done automatically for devices installed using the Engineering App.

Devices and Drivers

Devices Drivers

Filter Results

VT2000	v2may1800228 V2MAY1800228	▼
VT2000	v2max1800741 v2msx1800726	▼
VT2000	v2ma51900200 v2ms51900423	▼
VT2000	v2max1800503 v2msx1800739	▼
VT2000	v2may1800412 V2MAY1800412	▼

Vehicle Management

Demo Fleet

Filters

<input type="checkbox"/> VRN	Make	Model
<input checked="" type="checkbox"/> AA16 TST	AUDI	A6

Chassis Number: ZFA1690000602773
 Engine Size: 01242
 Vehicle Colour: GREY
 Last Reported: Never
 Tracking Device: -

Refresh

Drivers

Here you can create drivers, once created you can drag and drop onto the vehicle to assign the driver in the same way as devices.

Devices and Drivers

Devices Drivers

Filter Results

Add Driver

Add Driver ➔

First Name

Last Name

Phone Number

Assign User

Add Driver

You can assign a user to the driver. Although a number of users will be available, this is most useful for users with the Driver role who will only have access to data for the vehicle their driver is assigned to.

If a user is not available it is because they are already assigned to another driver.

Assign User

Test Driver - Driver10@visiontrack.com

Test Driver - Driver10@visiontrack.com

Test Manager - Manager10@visiontrack.com

Tags

Tags have been designed for filtering and reporting. They are set up at organisation level and can support or enhance the fleet structure. Each tag group can have multiple tags and a vehicle can be assigned one or more tags in each tag group.

Tags can be assigned to an individual vehicle by clicking on the three dots in the Action column, or to multiple vehicles by ticking the checkboxes then clicking on "Manage Tags". Note that this will overwrite any existing tags for the vehicles selected.

Demo Fleet ▾

Manage Tags

Add New Vehicle

Filters

<input checked="" type="checkbox"/>	VRN	Make	Model	Driver Name	Action
<input checked="" type="checkbox"/>	● AA16 TST	AUDI	A6	Albert Einstein	⋮
<input checked="" type="checkbox"/>	● AA11 TST	AUDI	A1	Bob Dylan	⋮

Vehicle Tags

➔

Search Tags

Starts with...

Area

Area ▲

North

South

Clear Tags

Apply Tags

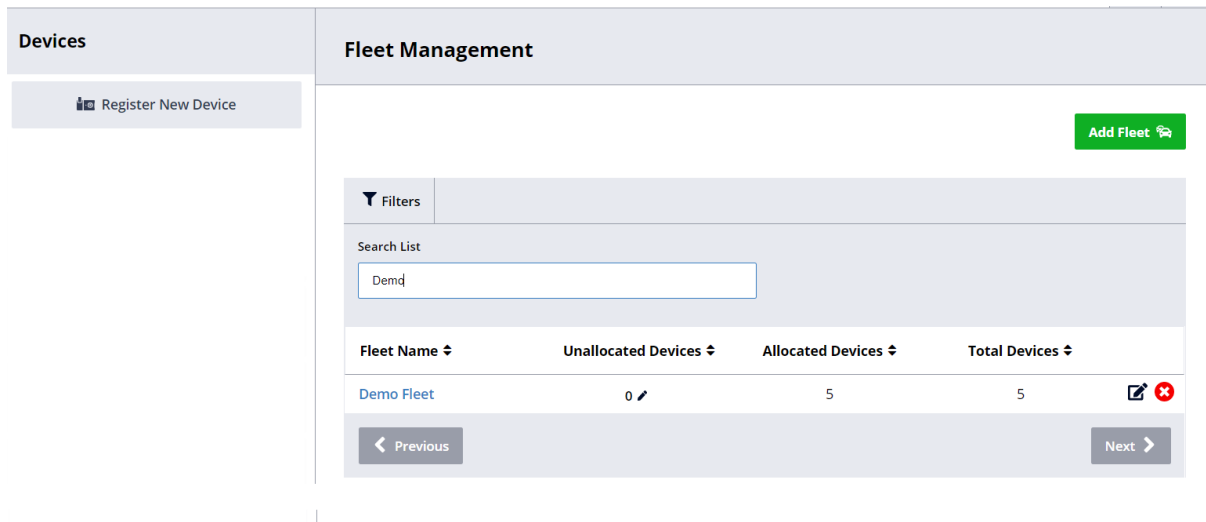
If you have a lot of tag groups, you can filter the list using "search tags".

Once you've found the tag group you're looking for select all items that apply, then click "Apply Tags".



Fleet Management

Here you can add fleets; the address and map details are copied from the Organisation you created.

Here you can also register new devices and drag and drop them into your fleet(s).




The screenshot shows the 'Fleet Management' interface. On the left, there is a 'Devices' sidebar with a 'Register New Device' button. The main area is titled 'Fleet Management' and features an 'Add Fleet' button in the top right. Below this is a 'Filters' section and a 'Search List' input field containing 'Demd'. A table displays fleet information:

Fleet Name	Unallocated Devices	Allocated Devices	Total Devices	
Demo Fleet	0	5	5	 

At the bottom of the table, there are 'Previous' and 'Next' navigation buttons.

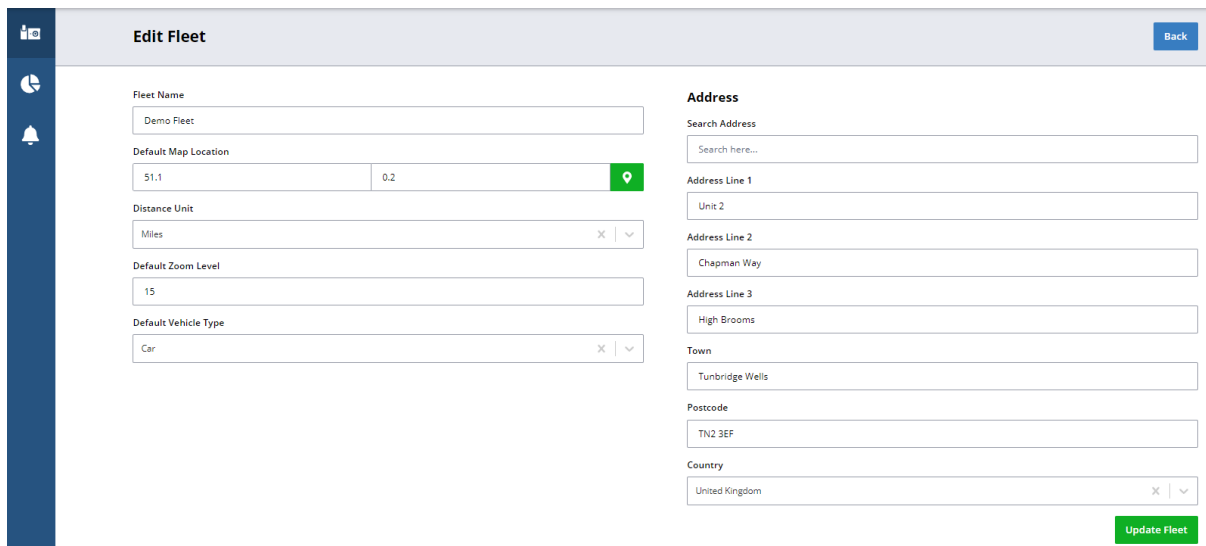
Edit Fleet

From the Edit Fleet button, you can edit the following: 

- Fleet details
- Thresholds
- Notifications

Fleet Details

This allows you to edit the populated details you entered when you created the fleet.



The screenshot shows the 'Edit Fleet' form. It is divided into two main sections: 'Fleet Name' and 'Address'. The 'Fleet Name' section includes fields for 'Fleet Name' (Demo Fleet), 'Default Map Location' (51.1, 0.2), 'Distance Unit' (Miles), 'Default Zoom Level' (15), and 'Default Vehicle Type' (Car). The 'Address' section includes fields for 'Search Address', 'Address Line 1' (Unit 2), 'Address Line 2' (Chapman Way), 'Address Line 3' (High Brooms), 'Town' (Tunbridge Wells), 'Postcode' (TN2 3EF), and 'Country' (United Kingdom). An 'Update Fleet' button is located at the bottom right.

Name, Address, Default Map Location, Distance Unit, Default Zoom Level and Default Vehicle Type

Confirm changes by clicking 'Update Fleet'.

Thresholds

Here you can adjust the thresholds for the alerts based off Green, Amber and Red events. Thresholds are highly configurable and can be set differently for different vehicle types.

Edit Thresholds Back

Speeding Thresholds %

Car Speeding Thresholds
0 11 25

Small Rigid Truck Speeding Thresholds
0 11 25

Tractor Trailer Speeding Thresholds
0 11 25

Van Speeding Thresholds
0 11 25

Harsh Driving Thresholds

Car Harsh Driving Thresholds
Low Medium High

Small Rigid Truck Harsh Driving Thresholds
Low Medium High

Tractor Trailer Harsh Driving Thresholds
Low Medium High

Van Harsh Driving Thresholds
Low Medium High

Update Thresholds

Speeding Thresholds are set at a percentage above the road speed limit. The amber threshold can start between 1 and 24 % over the speed limit and the red threshold can start anywhere between 25 and 75 % over depending on when you want to trigger red alert notifications.

Harsh Driving Thresholds are selected from a pre-defined set of values. A High threshold will generate the fewest events; to see more events generated you should set the threshold to Medium or even Low.

This screen is also where the fleet can be set up for partner integrations.

Click 'Update Thresholds' to confirm changes.

Notifications

This section allows you to assign a user to receive alerts via email. This functionality is designed for fleet managers, but other users from the organisation can also be added.

Edit Notifications Back

Alert Notification Emails

Driver behaviour Safety and Security

Brake Accelerate Shock Turn Panic

Recipient: + Add

Manager10@visiontrack.com ✕

Driver State Monitoring Advanced Driver Assistance Systems

Fatigue Smoking Distraction No Driver Mobile Phone Warning Lane Departure Forward Collision Warning

Recipient: + Add

Recipient: + Add

Health Check Notification Emails

Video Channel Loss Alerts

Recipient: + Add

Update Notifications

The recipient does not need to have a user account, but the notification will only send them a link to the event in the platform, so it will be meaningless if they can't log in.

An alert will be sent for any red event generated in the fleet of the event type(s) selected. This has been designed to be highly configurable so that you can send alerts in different categories to different people if required.

You can also send notifications for video channel loss alerts.

Click 'Update Notifications' to confirm changes.

User Management

This is where you can create users and assign them to fleets with a role title.

Depending on your user role, the available roles may include Administrator, Manager, Engineer and FNOL.

The screenshot displays the 'User Management' interface. On the left, there is a table with columns for First Name, Last Name, Email, Roles, and Fleets. The table contains three rows of user data. On the right, there is a 'New User' form with fields for Email, First Name, Last Name, and Phone Number. Below these fields is a dropdown menu for 'Base Fleets and Roles On' and a list of roles (FNOL, Driver) and fleets (Demo Fleet). A green 'Add New User' button is at the bottom right.

Filters	First Name	Last Name	Email	Roles	Fleets
	Test	Driver	Driver10@visiontrac...	driver	Demo Fleet
	Test	Manager	Manager10@visiontrac...	manager	Demo Fleet
	TestTwo	Manager	Driver20@visiontrac...	driver	Demo Fleet

New User

Email
Email

First Name
First Name

Last Name
Last Name

Phone Number
Phone Number

Base Fleets and Roles On
Choose option...

Roles
FNOL
Driver

Fleets
Demo Fleet

Add New User

The FNOL role is designed for users who are monitoring incoming events. The FNOL Events page is designed around their needs to see all information about an event in one place.

The engineer role is for someone who is using the engineering app to fit and calibrate devices in vehicles for your organisation.

The fleet manager role is designed for someone who needs to see journeys and events for all the vehicles in their fleet or fleets. They can see the dashboard for a summary what's happening in their fleet as well as each vehicles journeys and events. They can see the health check page, add, edit and delete vehicles in their fleet(s), edit details of their fleet including thresholds and add, edit and delete driver and FNOL users.

Administrator is at organisation level. This user role can update the organisation details, add, edit and delete users of all user types, create fleets and see the audit history as well as do everything a fleet manager can do. You do not need both roles.

User Menu

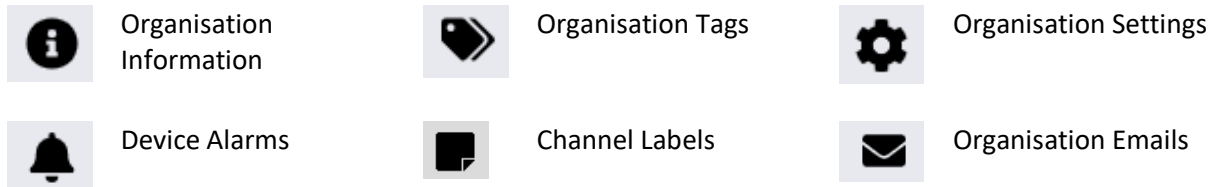
Here you have access to the user guide (this document) which opens in a new tab. You can also see:

- Organisation
- Profile

Finally, you can logout.

Organisation

Only Administrator users can access this menu. The section is split into five sections:



Organisation Information

Here you can update the Organisation information. Click 'Update Organisation Details' to confirm changes.

Organisation Information

Name VisionTrack	Organisation Address Search Address Search here...
Support email mail@visiontrack.com	Address Line 1 Unit 2
Support phone 0127356754677	Address Line 2 Chapman Way
Default Map Zoom 15	Address Line 3 High Brooms
Default Map Location 51.1546173 0.2784116	Town Tunbridge Wells
Distance Unit Miles	Postcode TN2 3EF
Vehicle Type Car	Country United Kingdom
Time Zone (UTC+00:00) Dublin, Edinburgh, Lisbon, London	

[Update Organisation Details](#)

Organisation Tags

Here is where you add and edit Tags. Enter a new Tag Group name and Click Add.

Organisation Tags

Search Tag Name...

Add Tag Group
Test [Add](#)

Tag Group

Area [+](#)

Business Area [+](#)

Expand a Tag Group to add or delete items.

Area	✕
North	Delete Tag
South	Delete Tag
Test	Add

To delete a tag group, simply click the ✕ and confirm you want to delete the tag group.

Tag Group	
Area	✕
London	<p>Delete Tag Group Are you sure you want to delete this group and all associated tags?</p> <p>Cancel Delete Tag Group</p>

Organisation Settings

Here is where you can adjust settings for the Organisation:

- Idle (Administration)
- Duration
- Speed
- Distance
- Video length
- Default video length
- Others
- Journey Interval (Administration)

If event locking is enabled, here is where you can adjust the time before and after a locked event for which video is blocked for non-administrator users.

Admin Lock Pre-Event Video Block (seconds)

Admin Lock Post-Event Video Block (seconds)

This is also where you set the credentials for partner integrations.

Organisation Settings

Journey

Journey Interval (mins)

5

Idle

Duration (mins)

6

Speed (kph)

2

Distance (meters)

50

Video

Overlay Speed Unit

MPH

Default Video Length

10s

Maximum Video Length SD

5m

Maximum Video Length HD

5m

Event Counts

Set the thresholds you want to include in the event count shown in the navigation bar.

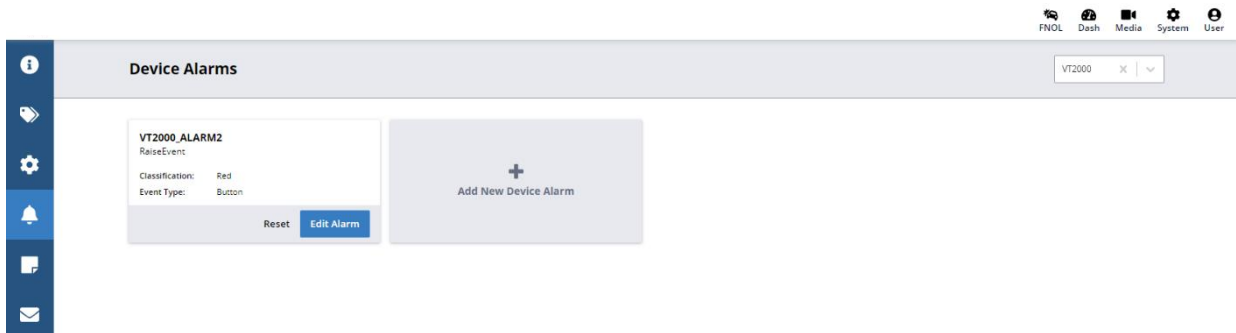
Green Amber Red

- **Journey Interval** : This is the time the ignition has to be off to trigger a new journey. Again, this is not user editable and shown for information only.
- **Idle Settings** : this defines when the vehicle will enter idle mode. This are not user editable and are shown for information purposes only.
- **Duration** : The amount of time the vehicle has to remain inside the idle values to enter Idle mode.
- **Speed (kph)** : The speed the vehicle must remain below to stay in idle mode.
- **Distance (meters)** : The radius of circle the vehicle must remain within to stay in idle mode.
- **Default Video Length (seconds)** : If you have the option for editable video lengths, this allows you to select the standard video clip length.
- **Maximum Video Length (seconds)** : If you have the option for editable video lengths, this is the maximum you can set. There are separate values for high definition (HD) and standard definition (SD).
- **Event Counts** : The classifications that are included in the counter for events. You can now restrict the count to any combination of Red, Amber or Green.

If you have a specific query about any of this data please contact VisionTrack Technical Support.

Device Alarms

This is a visual representation of the device alarm section. Some alarms are enabled by default, but additional alarms can be enabled if you have specific requirements.



Edit Alarm: VT2000_ALARM1 ▾

At the moment the only available options are to discard the alarm or raise an event.

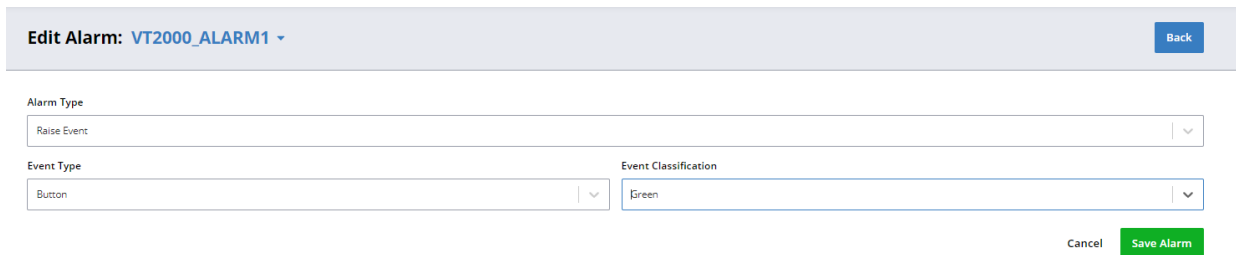
Alarm Type

Discard

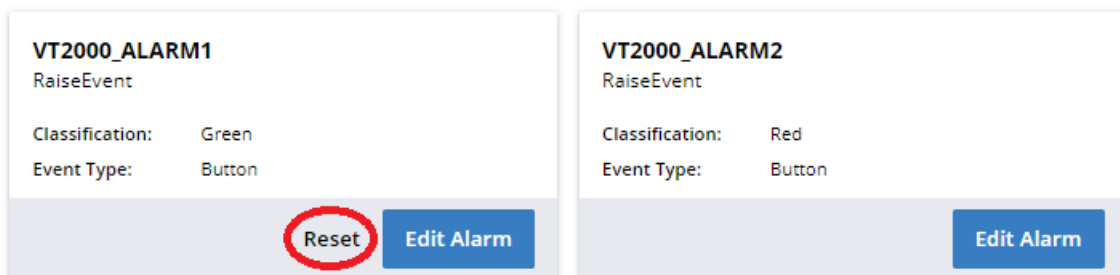
Discard

Raise Event

If you select Raise Event, you can then select the Event Type and the Classification of the event that will be generated by input from that alarm.

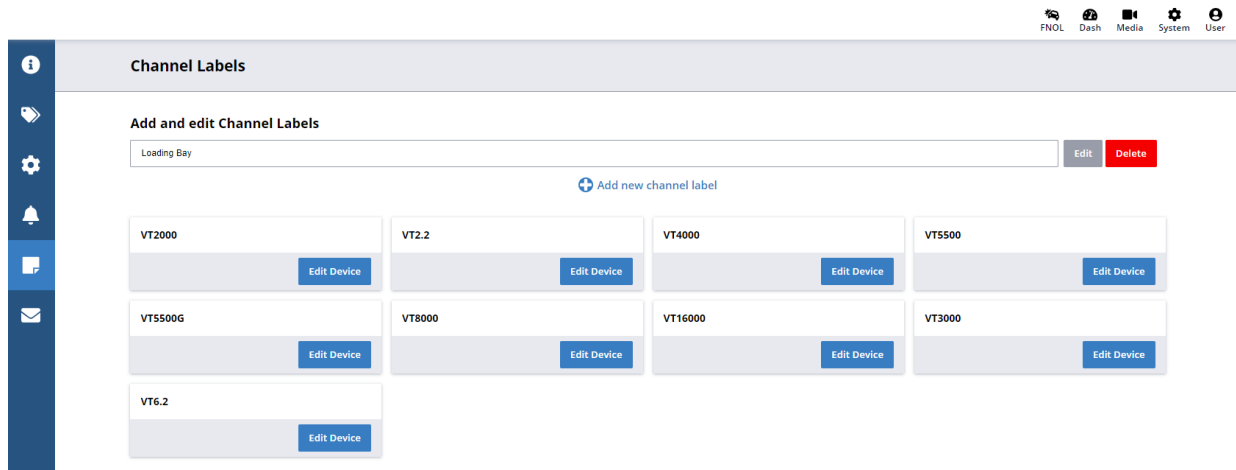


Alarms that you have customised can be restored to the default behaviour using the Reset option circled below.



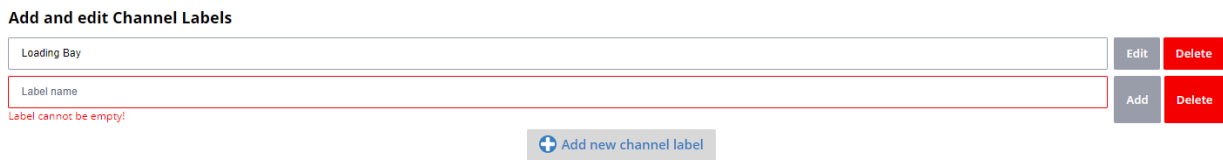
Channel Labels

Here you can define labels for the cameras attached to each device. There are default names, but you can also add your own and swap them if necessary. The default channels are: Forward, Left, Right, Rear, Driver.



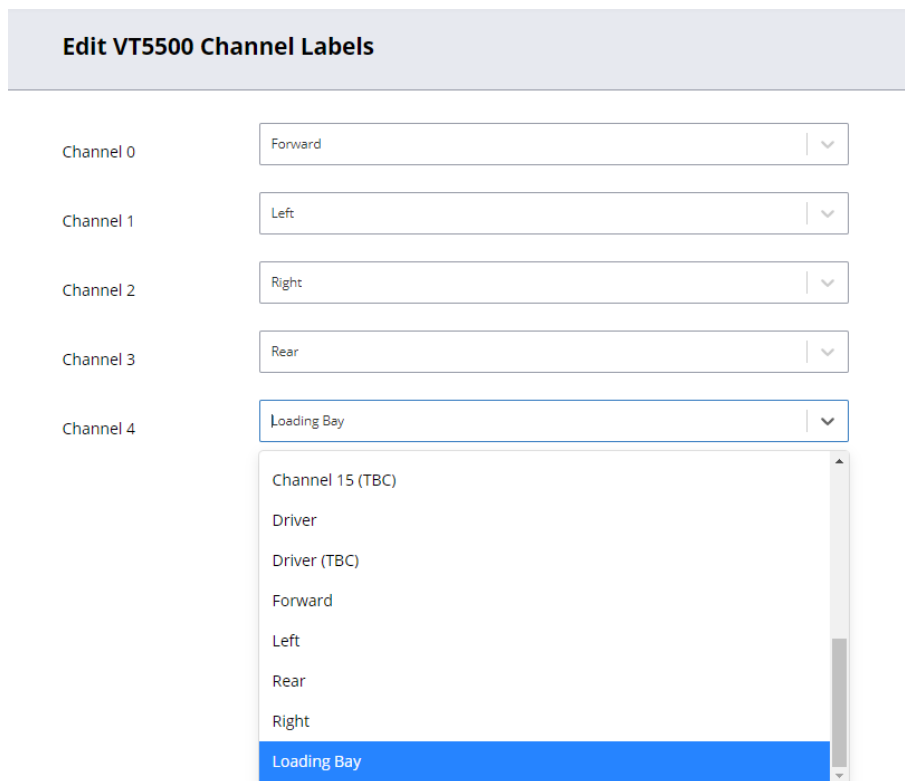
The screenshot shows the 'Channel Labels' management page. At the top right, there are navigation icons for FNOL, Dash, Media, System, and User. The main header is 'Channel Labels'. Below it, there's a section 'Add and edit Channel Labels' with a text input field containing 'Loading Bay' and buttons for 'Edit' and 'Delete'. A '+ Add new channel label' button is centered below. The main area displays a grid of device cards for models VT2000, VT2.2, VT4000, VT5500, VT5500G, VT8000, VT16000, VT3000, and VT6.2. Each card has an 'Edit Device' button at the bottom.

Custom channel labels are shown at the top; click on Add new channel label to add another.



This close-up shows the 'Add and edit Channel Labels' form. It features two text input fields. The first is labeled 'Loading Bay' and has 'Edit' and 'Delete' buttons to its right. The second is labeled 'Label name' and has 'Add' and 'Delete' buttons to its right. A red border highlights the 'Label name' field, with a red error message below it: 'Label cannot be empty!'. A '+ Add new channel label' button is centered below the form.

Click Edit Device to change the names for a specific model. The custom channel labels will be at the bottom of the list. Click Save to keep your changes or Back to cancel.



The screenshot shows the 'Edit VT5500 Channel Labels' interface. It features a list of five channels, each with a dropdown menu. Channel 0 is set to 'Forward', Channel 1 to 'Left', Channel 2 to 'Right', Channel 3 to 'Rear', and Channel 4 to 'Loading Bay'. A dropdown menu is open for Channel 4, showing a list of options: Channel 15 (TBC), Driver, Driver (TBC), Forward, Left, Rear, Right, and Loading Bay. The 'Loading Bay' option is highlighted in blue.

Organisational Emails

These emails are FNOL alert emails and are described in the FNOL section.

Incident Emails are sent when an event is given the status “Incident”.

Panic Button Alert emails are sent when a note is added to a panic button event.

Driver Related Emails are sent when an event is given the Issue Category of Driver Issue.

Organisation Emails

Recipient: Add To Group:

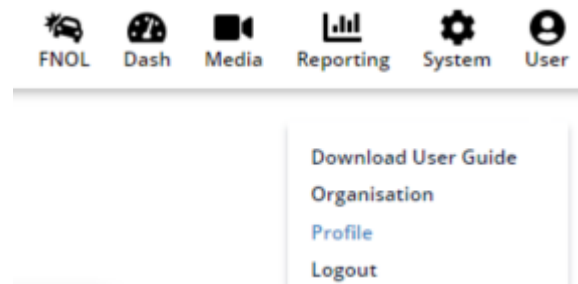
Incident Emails
No Emails

Panic Button Alert Emails
No Emails

Driver Related Emails
No Emails

Profile

Here you can adjust user settings:



Details

User Profile

Settings

Speed unit display: Kilometers Miles

Language:

Details

Email:

First Name:

Last Name:

Phone Number:

Ways to get in touch:
For commissions and support: 01246225745
For more urgent requests: TTSsupport@VisionTrack.com
Application Version: 2021.0906.05

Manage Account:
[Change Password](#)

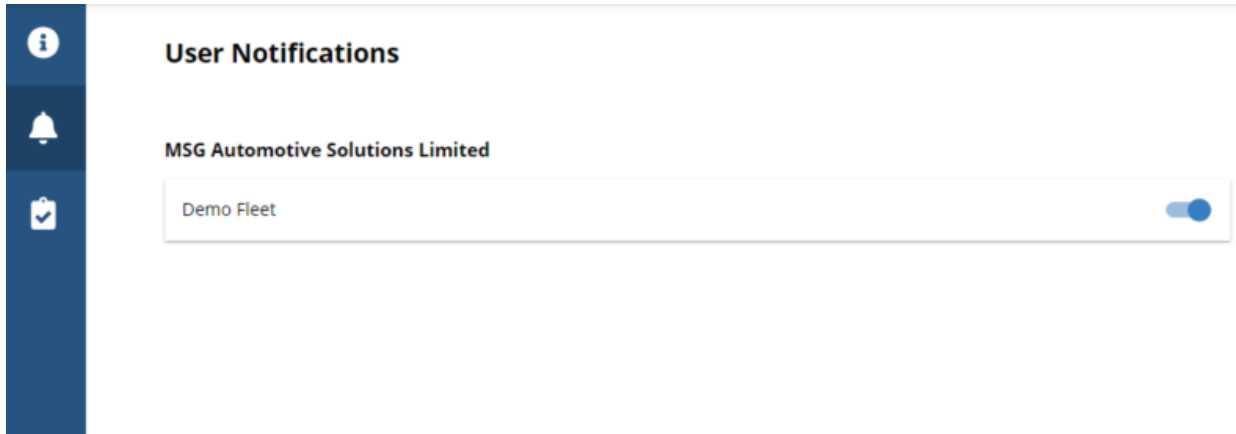
On the Details tab you can choose your display units – this will be used on all maps throughout the platform: tracking, events, FNOL and the dashboard.

You can also select your language settings – most of the site is still in English only, but some pages have translation options for some languages. Where a language translation is incomplete, English will still be shown.

It is also possible to update your name and telephone number and change your password.

Your organisation’s support contact details are displayed.

Notifications

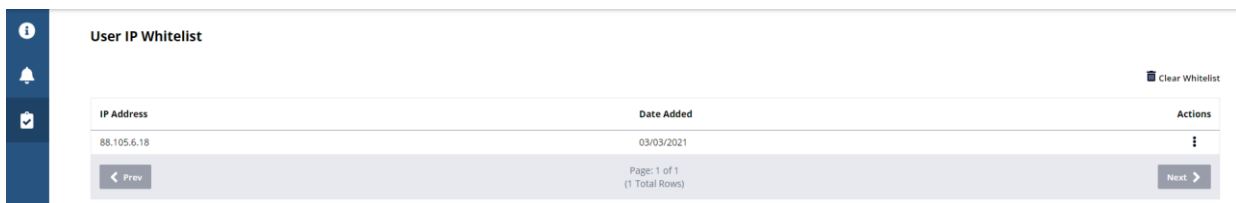


The User Notifications page enables speeding alerts for your organisation. If you leave it turned on (the tab is blue) then you will be emailed when a vehicle exceeds the red threshold for speeding in that fleet. If you turn it off again (the tab is grey) then you won’t get the emails, but speeding alerts will remain active in this organisation.

Since the emails are sent immediately the vehicle starts speeding, it is sent before the speeding event is generated. Therefore, the link in the email takes you to the vehicle page in Autonomise.

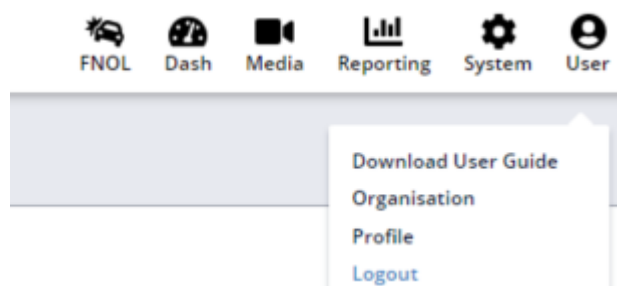
IP Whitelist

This page shows you the IP addresses you have authorised for the platform. If you log in from a new IP address, you will have to authenticate it before you can access the system. On this page you can delete and IP addresses you want to prevent access from or clear the whitelist completely. You will then need to authenticate an IP address the next time you log in.



Logout

This will log you out of your current session.



FAQs

How do I request a video?

You can do this in four places.

On the FNOL page, scroll to the bottom of the event. For these requests you can select the time, the channels (all channels will be requested if none are selected), whether you want overlay and – if permitted – the video length. A red channel indicates one that may have channel loss.

Request Video

Request Video Date and Time	Video Length
25/10/2021 09:28:15	20s (09:28:05 - 09:28:25) v

Channels

Forward x Rear x | x | v

With Overlay

Notifications

Notify me via Email when this request is completed

Send Request

The second place is from the vehicle panel when viewing a journey. Here you also have the option to select HD or SD and for a notification when the request is complete (ready to view).

Request Video

HD SD

Request Video Date and Time	Video Length
07/09/2021 14:33:29	10s (14:33:24 - 14:33:34) v

Channels

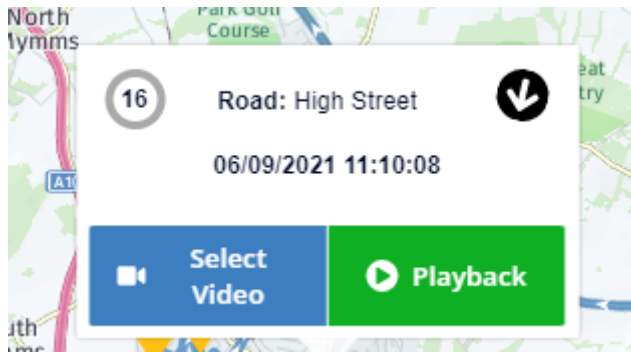
Left x Right x Rear x Forward x Driver (TBC) x | x | v

With Overlay

Notifications

Notify me via Email when this request is completed


Send Request




The third way is from the journey; hover over the part of the journey you are interested and click on select video. This will take you to the request video option shown above, but with the visual selection option that highlights the part of the journey for the time selected.

Request Video

HD SD
 Date & Time Visual Selection

Request Video Date and Time: 06/09/2021, 10:59:13 
Video Length: 15m (10:50:03 - 11:05:03)

Location: Great North Road, Potters Bar

10:44:13  11:14:13

Channels

Left Right Rear Forward Driver (TBC) X | v

With Overlay

Notifications

Notify me via Email when this request is completed

[Send Request](#)

For devices that are online and support streaming, the fourth way is from the Playback screen.

How do I remove an unallocated device from a fleet?

System > Fleet Management

Click on the edit symbol in the unallocated device column, select the device(s) and click Un-assign. The removed devices will appear in the list on the left. This only moves the device (not the vehicle) and should only be used for a device that is being moved from a vehicle in one fleet to a vehicle in another.

How do I set notification emails?

System > Fleet Management

Select the fleet and click the edit icon. Click the notification tab, select the user and click “Update Notifications”. This will send notification emails for red panic and shock alerts.

How do I assign tags to vehicles?

System > Vehicle Management > 3 dots

Select the vehicle or vehicles to assign tags to then click on “Manage Tags” which open the vehicle tags panel on the right side. Select the tags and click “Apply Tags”. Note that this will over-write any existing tags assigned.

How do I create a new user?

System > User Management

Select "Add user". Enter their email address, first name, last name and phone number. Either choose another user to base their roles on or select their role (Administrator, Manager, Driver or FNOL) and the fleet or fleets they may access. Remember that an Administrator can access all fleets and that a Driver needs access to the fleet in which their vehicle/driver is in. Click "Save New User". For a driver user you will then need to associate the user with the driver in the vehicle management screen.

An email will be sent to the user to ask them to complete the registration process.

How do I assign a user with the driver role to a driver?

System > Vehicle Management

Select the drivers tab and click the edit icon for the driver you need. Select the user in the “Assign user” drop down menu and click “Save Changes”. The user will then see the vehicle currently assigned to that driver and the journeys that driver has made in that vehicle.

How do I change my current Password?

System > Profile

Change your current password using text boxes on the right and click “Change Password”.

How do I change speed units MPH/KPH?

System > Profile

Can I change the greyed out boxes in my organisation settings?

Grey boxes are shown for information only; you should contact VisionTrack Technical Support.

What happens when I remove filters from the FNOL list?

The FNOL list shows the current filters you have on your event list. These can be multiple filters on a single field (e.g. multiple event types) or filters across multiple fields (e.g. classification = red and status = not processed). When you remove multiple filters you will narrow the search criteria, so you will see fewer events. However, when you remove the final filter for a field this removes any filter from the field, so you will see more again.

To see more clearly the filters you have applied, open the filter panel by clicking here:

