

# **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.

**Turn BJ19EXN VT5500G - Sean Connery**  
06/04/2021 14:13:06

**Event Details**

- Start Location: Chatham, ME5 9, United Kingdom
- End Location: ME5 9, England, United Kingdom
- Date: Tue 6 Apr 2021
- Time: 14:13:06
- Device ID: 0099004803
- VRN: BJ19EXN VT5500G
- Driver Name: Sean Connery
- Fleet: MDVR Snapped
- Speed: 71 mph
- Speed Limit: 40 mph

**Event Note**

Status: Choose option...

Issue Category: Choose option...

Save Event Note

G-Sensor

**FNOL Events**

VRN or Device Id

Select...

Select Date Range

01/12/2020 - 31/12/2020

Brake Accelerate Shock Turn

Panic Red Not Processed Reset Filters

**Shock**

Thursday, 24 December 2020 11:46 17 | 30 mph

AA15 TST Bob Marley Demo Fleet

**Shock**

Wednesday, 23 December 2020 13:45 17 | 30 mph

AA15 TST Bob Marley Demo Fleet

**Shock**

Tuesday, 22 December 2020 10:32 37 | 60 mph

AA14 TST 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.

VRN or Device Id

Select...

AA12 TST - v2max1800503

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


CSV Refresh

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.

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

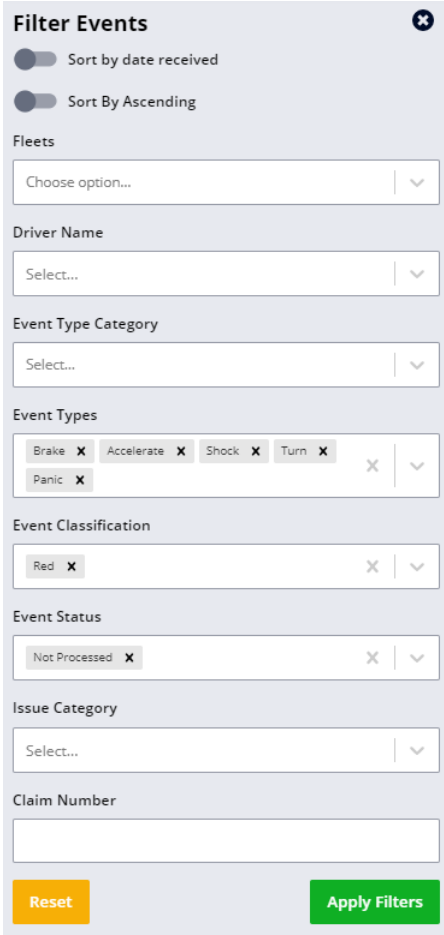
## Lock Event Access

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

 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'.



**Filter Events** ✖

Sort by date received

Sort By Ascending

**Fleets**

Choose option... ▾

**Driver Name**

Select... ▾

**Event Type Category**

Select... ▾

**Event Types**

Brake  Accelerate  Shock  Turn  ✕ ▾

Panic  ✕ ▾

**Event Classification**

Red  ✕ ▾

**Event Status**

Not Processed  ✕ ▾

**Issue Category**

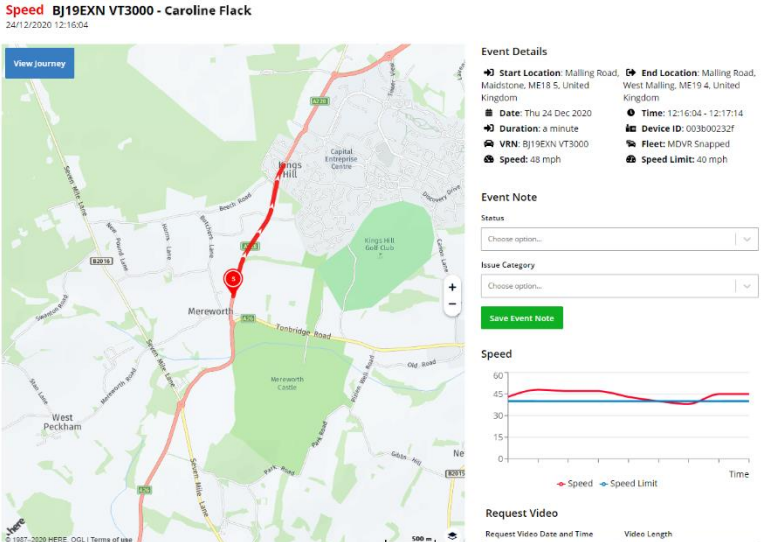
Select... ▾

**Claim Number**

**Reset** **Apply Filters**

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

[View Journey](#)

**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**

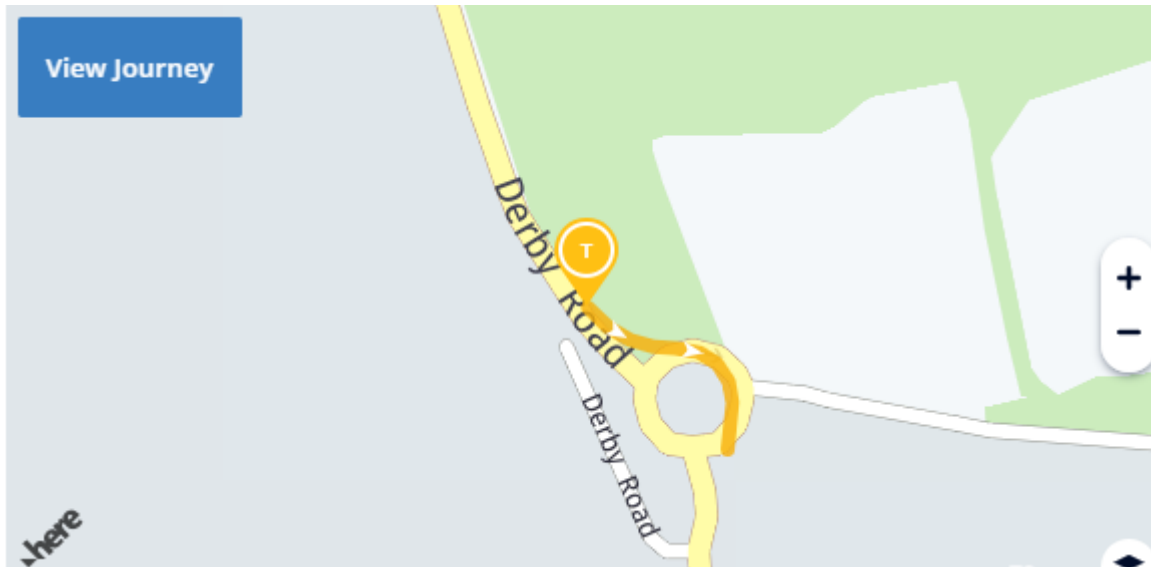
**Speed**

Speed graph showing Speed (red line) and Speed Limit (blue line) over Time.

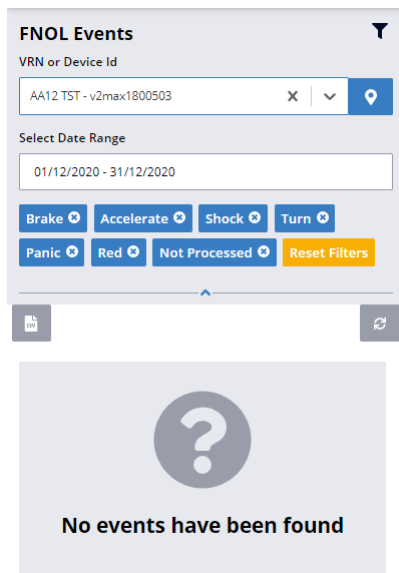
**Request Video**

Request Video Date and Time | Video Length

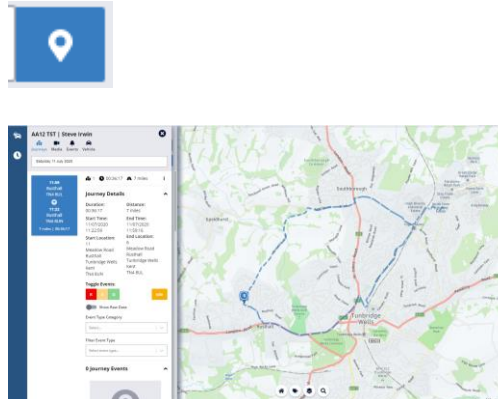
For events that occur over a period, such as the speeding event above, the track for the event is also shown. The icon is location when the maximum speed was reached (or first reached) or at the point the event was triggered. Some devices will show a track for accelerate, brake and turn events.



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

Save Event Note

Print Intervention Form

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.

### 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:

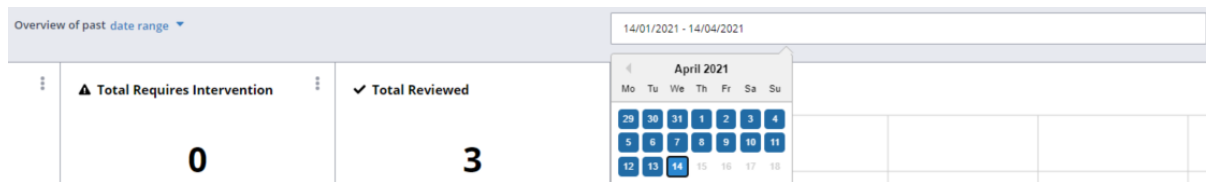
**Incident Emails**  
No Emails

**Panic Button Alert Emails**  
No Emails

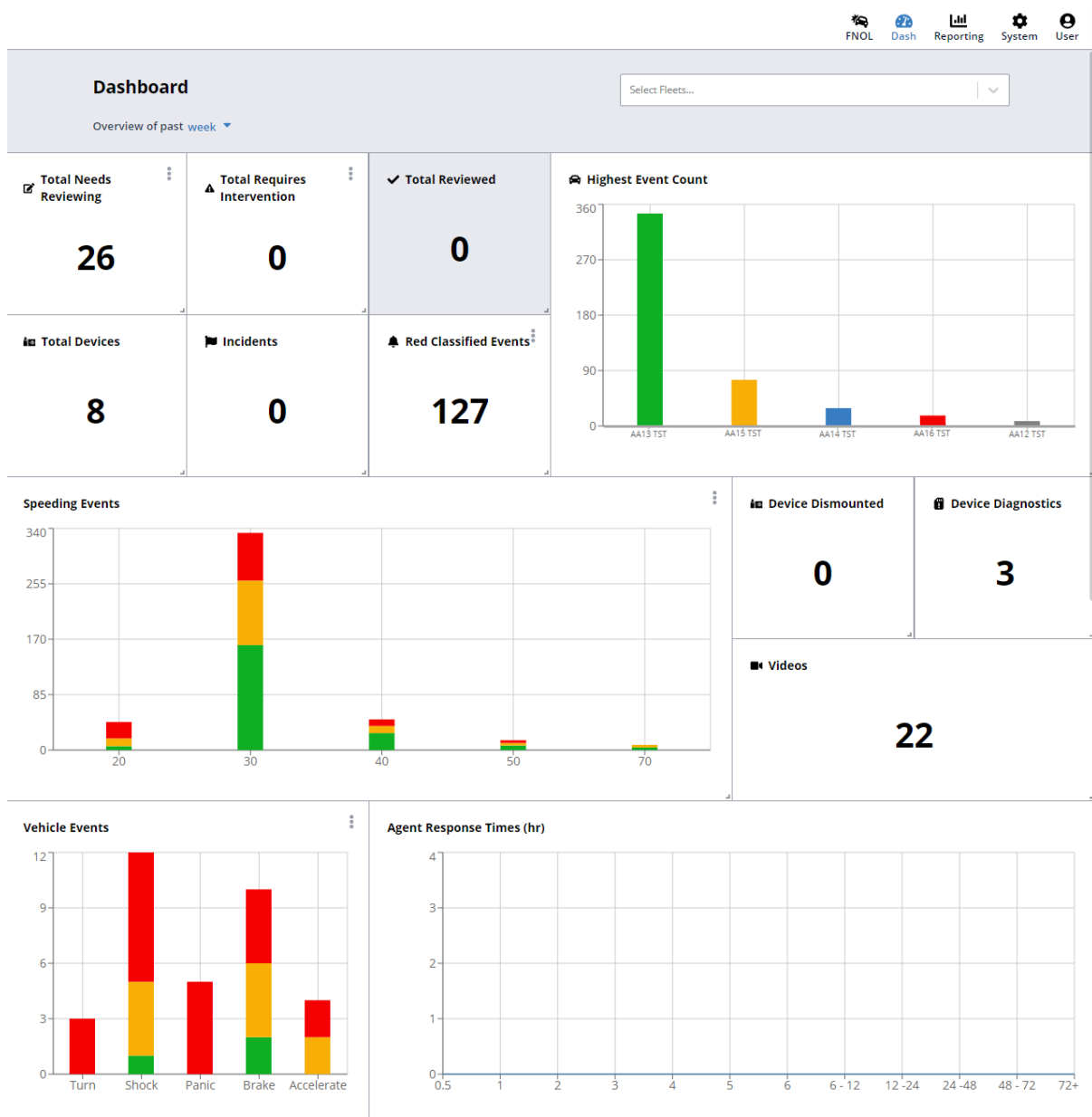
**Driver Related Emails**  
No Emails

## 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 three 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.

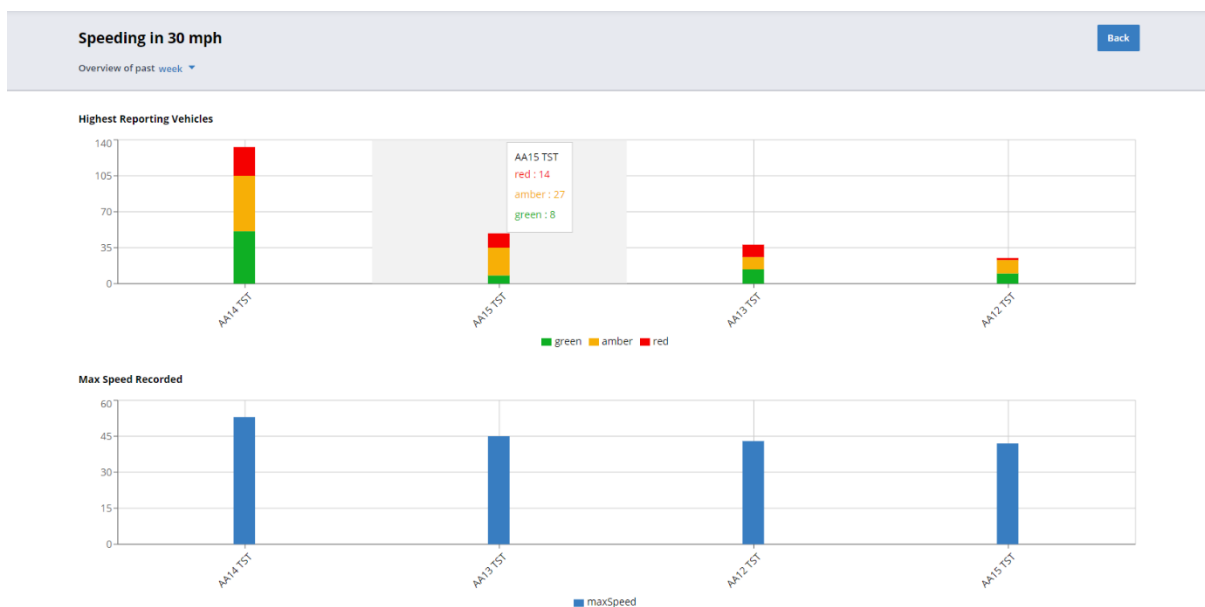


Some tiles give the option to view in more detail, click on those that are available to see more detail.

<input checked="" type="checkbox"/> Total Needs Reviewing <p style="font-size: 24pt; text-align: center;">12</p>	<input type="checkbox"/> Total Requires Intervention <p style="font-size: 24pt; text-align: center;">0</p>	<input checked="" type="checkbox"/> Total Reviewed <p style="font-size: 24pt; text-align: center;">1</p>
<input type="checkbox"/> Total Devices <p style="font-size: 24pt; text-align: center;">5</p>	<input type="checkbox"/> Incidents <p style="font-size: 24pt; text-align: center;">0</p>	<input type="checkbox"/> Red Classified Events <p style="font-size: 24pt; text-align: center;">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  <b>1</b>	■ Device Diagnostics  <b>43</b>
	■ Videos  <b>249</b>

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 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 within a few days, before the device overwrites the data.

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 page interface. At the top right, there are navigation icons for FNOL, Dash, Media, System, and User. The page title is 'Media'. Below the title, there is a table with columns: VRN, Video Start, Last Actioned, Org Name, Fleet Name, Driver Name, State, and Viewed. The table contains 10 rows of data. At the bottom of the table, there is a pagination bar with 'Prev', 'Page: 1 of 5 (101 Total Rows)', and 'Next' buttons.

VRN	Video Start	Last Actioned	Org Name	Fleet Name	Driver Name	State	Viewed
AA12 TST	13/07/2020 19:29:51	16/07/2020 14:17:39	MSG Automotive Solutions Limited	Demo Fleet	Steve Irwin	Done	✓
AA13 TST	04/07/2020 23:20:23	04/07/2020 23:24:30	MSG Automotive Solutions Limited	Demo Fleet	Walt Disney	Received	✓
AA13 TST	23/06/2020 11:31:29	23/06/2020 11:35:40	MSG Automotive Solutions Limited	Demo Fleet	Walt Disney	Done	✓
AA13 TST	23/06/2020 10:58:19	23/06/2020 11:02:00	MSG Automotive Solutions Limited	Demo Fleet	Walt Disney	Done	✓
AA13 TST	13/06/2020 17:20:22	13/06/2020 17:23:53	MSG Automotive Solutions Limited	Demo Fleet	Walt Disney	Done	✓
AA13 TST	13/06/2020 11:35:55	13/06/2020 11:39:42	MSG Automotive Solutions Limited	Demo Fleet	Walt Disney	Done	✓
AA14 TST	19/05/2020 19:57:41	20/05/2020 18:00:13	MSG Automotive Solutions Limited	Demo Fleet	William Shakespeare	Done	✓
AA14 TST	19/05/2020 17:33:25	19/05/2020 17:36:37	MSG Automotive Solutions Limited	Demo Fleet	William Shakespeare	Done	✓
AA13 TST	14/05/2020 21:11:56	14/05/2020 21:16:37	MSG Automotive Solutions Limited	Demo Fleet	Walt Disney	Done	✓

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.

The status of the request is shown. All requests that have the status Done can be viewed. 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.

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



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.

The screenshot shows the 'Live Stream' interface. On the left, under 'Live Vehicles', there is a search bar with 'VT' and a 'Clear Filters' button. Below it, a 'Test Fleet' section lists four vehicles: VT3000, VT5500G, VT62, and VT8000, each with a 'Test Driver' label and a checkbox. The main 'Live Stream' area has a 'Select Channels' dropdown menu and a 'Stream Video' button. The central content area is empty, displaying the text: 'Select Vehicle To Live Stream' and 'To live stream video make a selection from the list of online devices.'

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.

The screenshot shows the 'Live Stream' interface with a live video feed and a map. The left sidebar shows 'Live Vehicles' with a search bar for 'VRN or Driver Name...' and a 'Clear Filters' button. Below it, an 'Engineers' section is visible. The main 'Live Stream' area features a 'Forward' dropdown menu, a 'Stream Video' button, and a 'Stop Stream' button. The video feed shows a road scene with cars and a motorcycle. The map on the right shows the current location of the vehicle on a road network, with labels for 'Carrigroh Road', 'Ballycoolin Road', and 'Heathfield'. A scale bar indicates 200 meters.

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 filter 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.

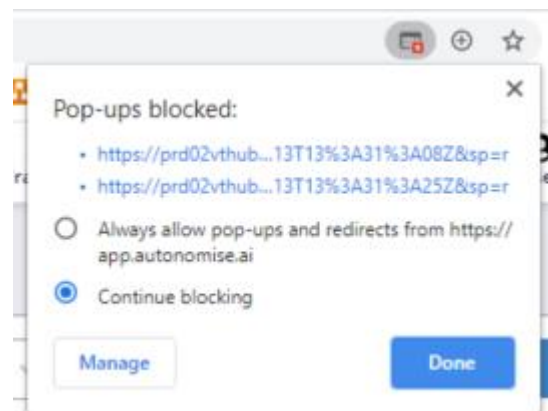
The screenshot shows the 'Live Vehicles' panel with 'Engineers' listed. The 'Video Playback' panel shows a date filter for 'Thursday 24 June 2021', filter options, and a 'Reverse' button. A timeline from 07:56 to 15:07 is displayed with a green bar indicating a stream. A video player shows a first-person view of a car on a road, and a map on the right shows the location near Dublin, Ireland. A red 'Stop Stream' button is visible.

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 x Right x Rear x	Standard Resolution
	Cancel Request Video

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

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

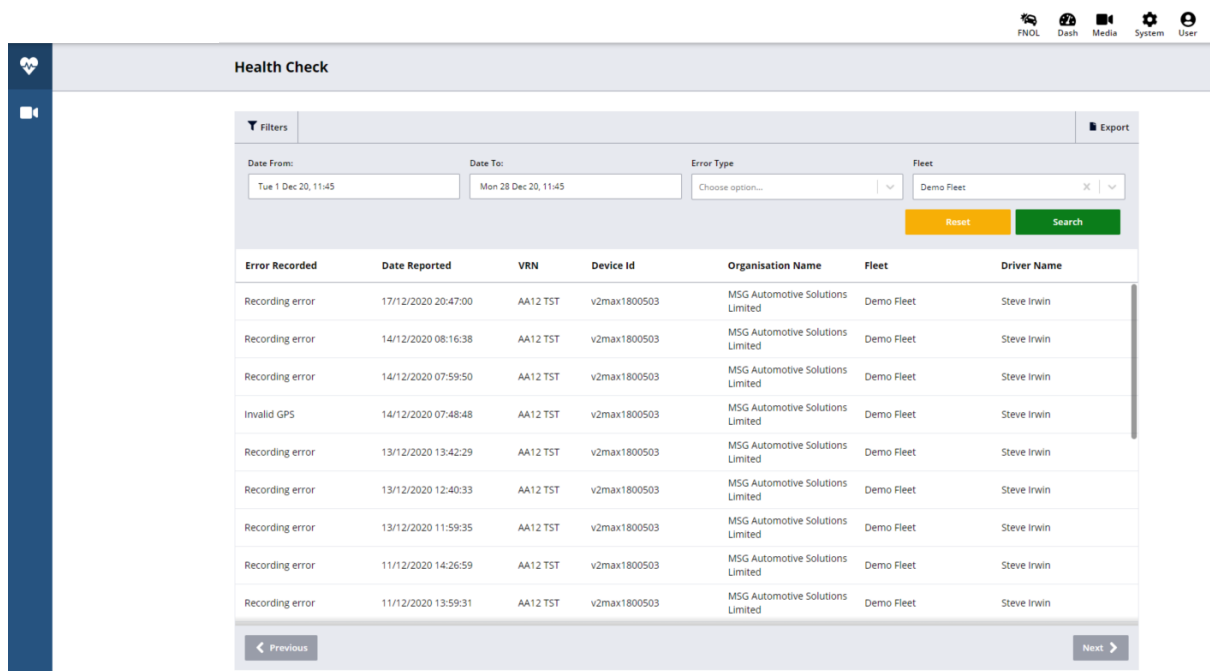
## Health Check

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 including:

- 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
- 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
- Missing telemetry Journey has telemetry gaps of more than a few minutes

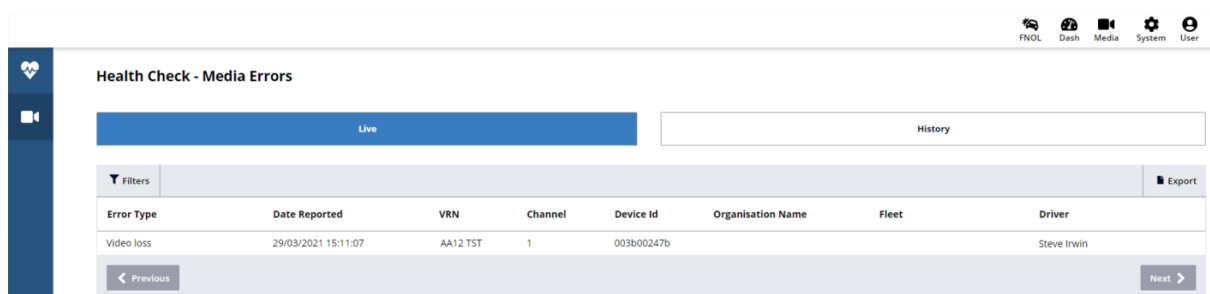
Generally, an occasional error is nothing to be concerned about, but repeated errors over a prolonged period will indicate a faulty device. If you have a query about any of this data please contact VisionTrack Technical Support.



The screenshot shows the 'Health Check' interface. At the top right, there are navigation icons for FNOL, Dash, Media, System, and User. The main header is 'Health Check'. Below it, there is a 'Filters' section with 'Date From' (Tue 1 Dec 20, 11:45), 'Date To' (Mon 28 Dec 20, 11:45), 'Error Type' (Choose option...), and 'Fleet' (Demo Fleet). There are 'Reset' and 'Search' buttons. Below the filters is a table with the following columns: Error Recorded, Date Reported, VRN, Device Id, Organisation Name, Fleet, and Driver Name. The table contains 10 rows of error records, all from 'MSG Automotive Solutions Limited' in the 'Demo Fleet'.

Error Recorded	Date Reported	VRN	Device Id	Organisation Name	Fleet	Driver Name
Recording error	17/12/2020 20:47:00	AA12 TST	v2max1800503	MSG Automotive Solutions Limited	Demo Fleet	Steve Irwin
Recording error	14/12/2020 08:16:38	AA12 TST	v2max1800503	MSG Automotive Solutions Limited	Demo Fleet	Steve Irwin
Recording error	14/12/2020 07:59:50	AA12 TST	v2max1800503	MSG Automotive Solutions Limited	Demo Fleet	Steve Irwin
Invalid GPS	14/12/2020 07:48:48	AA12 TST	v2max1800503	MSG Automotive Solutions Limited	Demo Fleet	Steve Irwin
Recording error	13/12/2020 13:42:29	AA12 TST	v2max1800503	MSG Automotive Solutions Limited	Demo Fleet	Steve Irwin
Recording error	13/12/2020 12:40:33	AA12 TST	v2max1800503	MSG Automotive Solutions Limited	Demo Fleet	Steve Irwin
Recording error	13/12/2020 11:59:35	AA12 TST	v2max1800503	MSG Automotive Solutions Limited	Demo Fleet	Steve Irwin
Recording error	11/12/2020 14:26:59	AA12 TST	v2max1800503	MSG Automotive Solutions Limited	Demo Fleet	Steve Irwin
Recording error	11/12/2020 13:59:31	AA12 TST	v2max1800503	MSG Automotive Solutions Limited	Demo Fleet	Steve Irwin

The second tab shows the video (channel) loss errors. 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.



The screenshot shows the 'Health Check - Media Errors' interface. At the top right, there are navigation icons for FNOL, Dash, Media, System, and User. The main header is 'Health Check - Media Errors'. Below it, there are two tabs: 'Live' (selected) and 'History'. There is a 'Filters' section and an 'Export' button. Below the filters is a table with the following columns: Error Type, Date Reported, VRN, Channel, Device Id, Organisation Name, Fleet, and Driver. The table contains 1 row of error records.

Error Type	Date Reported	VRN	Channel	Device Id	Organisation Name	Fleet	Driver
Video loss	29/03/2021 15:11:07	AA12 TST	1	003b00247b			Steve Irwin

## 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

VRN	Make	Model	Driver Name	Action
<input type="checkbox"/> AA16 TST	AUDI	A6	Albert Einstein	⋮
<input type="checkbox"/> AA11 TST	AUDI	A1	Bob Dylan	⋮
<input type="checkbox"/> AA15 TST	AUDI	A5	Bob Marley	⋮
<input type="checkbox"/> AA12 TST	AUDI	A2	Steve Irwin	⋮
<input type="checkbox"/> AA13 TST	AUDI	A3	Walt Disney	⋮
<input type="checkbox"/> AA14 TST	AUDI	A4	William Shakespeare	⋮

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  
VRN...

Chassis Number  
Chassis Number...

Vehicle Type  
Choose option...

Vehicle Icon Colour

Engine Size  
Engine Size...

Fuel Type  
Fuel Type...

Make  
Make...

Model  
Model...

Vehicle Colour  
Vehicle colour...

Emissions  
CO2 Emissions...

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

### Vehicle Management

Demo Fleet

Filters

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

Chassis Number: ZFA16900000602773  
Engine Size: 01242  
Vehicle Colour: GREY  
Last Reported: Never  
Tracking Device: -

## 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 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	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

Area

Area

North

South

Clear Tags

Apply Tags

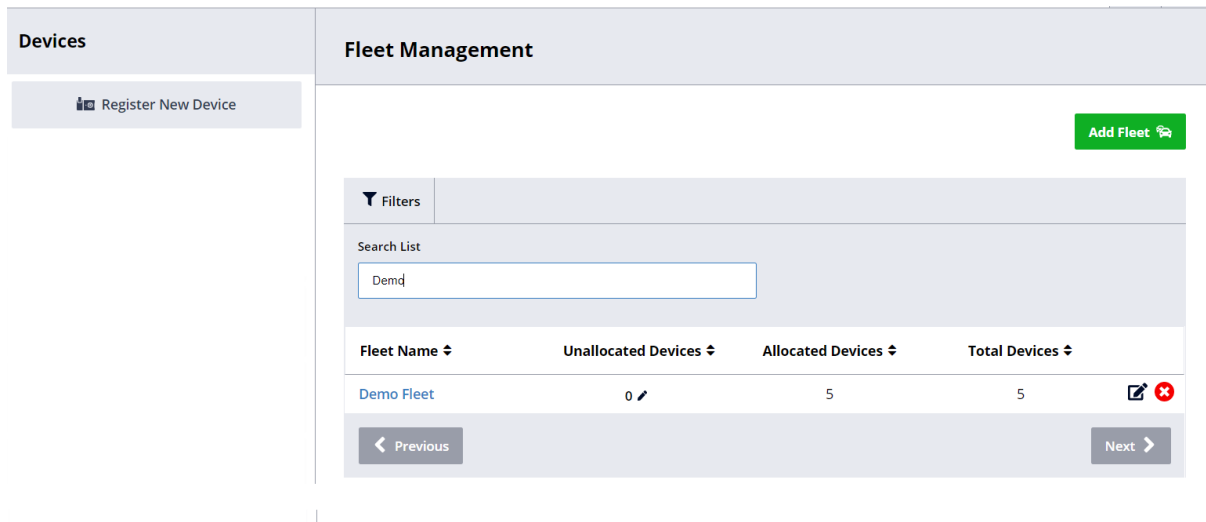
If you have a lot of tag groups, you can filter the list using “search tags”.

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	 

Navigation buttons for 'Previous' and 'Next' are located at the bottom of the table.

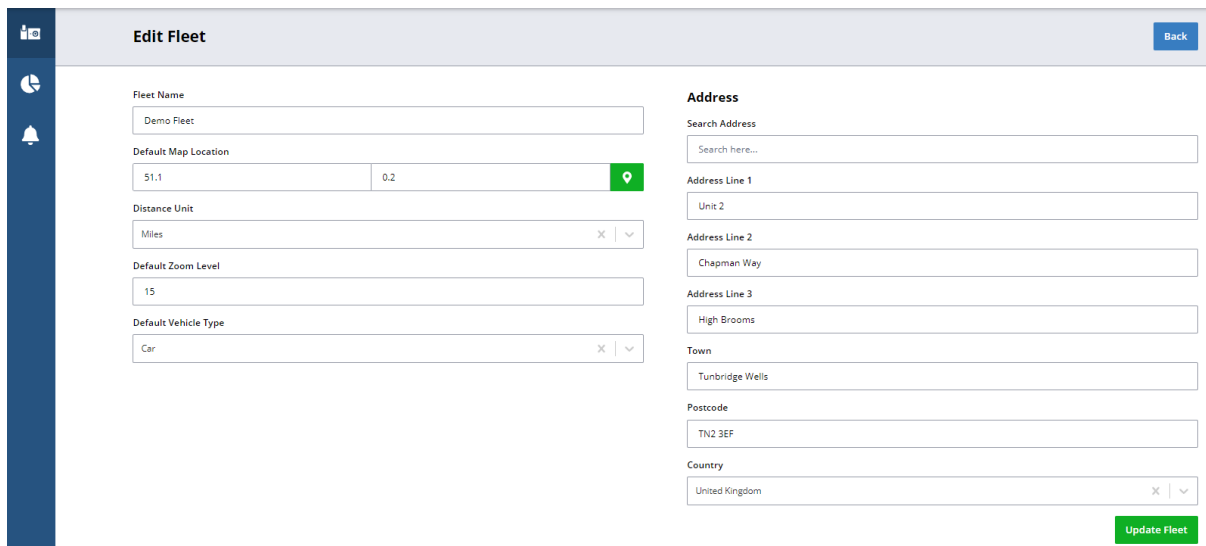
## Edit Fleet

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 includes a 'Back' button in the top right. The form is divided into two main sections: 'Fleet Name' and 'Address'.

**Fleet Name Section:**

- Fleet Name: Demo Fleet
- Default Map Location: 51.1, 0.2 (with a location pin icon)
- Distance Unit: Miles (with a dropdown menu)
- Default Zoom Level: 15
- Default Vehicle Type: Car (with a dropdown menu)

**Address Section:**

- Search Address: Search here...
- Address Line 1: Unit 2
- Address Line 2: Chapman Way
- Address Line 3: High Brooms
- Town: Tunbridge Wells
- Postcode: TN2 3EF
- Country: United Kingdom (with a dropdown menu)

An 'Update Fleet' button is located at the bottom right of the form.

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

Brake  Accelerate  Shock  Turn

Recipient  
Email... + Add

Manager10@visiontrack.com

Driver State Monitoring

Fatigue  Smoking  Distraction  No Driver  Mobile Phone Warning

Recipient  
Email... + Add

Health Check Notification Emails

Video Channel Loss Alerts

Recipient  
Email... + Add

**Safety and Security**

Panic

Advanced Driver Assistance Systems

Lane Departure  Forward Collision Warning

Recipient  
Email... + 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, a table lists existing users with columns for First Name, Last Name, Email, Roles, and Fleets. A 'Filters' button is visible above the table. On the right, the 'New User' form is shown, featuring input fields for Email, First Name, Last Name, and Phone Number. Below these fields is a dropdown menu for 'Base Fleets and Roles On'. Underneath, there are sections for 'Roles' (listing FNOL and Driver) and 'Fleets' (listing Demo Fleet). A green 'Add New User' button is located at the bottom right of the form.

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

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

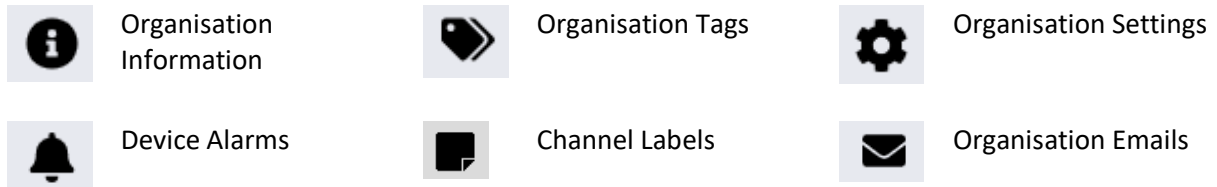
Here you have access to the user guide (this document) which opens in a new tab. You can also see:

- 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

<b>Name</b> VisionTrack	<b>Organisation Address</b> Search Address Search here...
<b>Support email</b> mail@visiontrack.com	<b>Address Line 1</b> Unit 2
<b>Support phone</b> 0127356754677	<b>Address Line 2</b> Chapman Way
<b>Default Map Zoom</b> 15	<b>Address Line 3</b> High Brooms
<b>Default Map Location</b> 51.1546173 0.2784116	<b>Town</b> Tunbridge Wells
<b>Distance Unit</b> Miles	<b>Postcode</b> TN2 3EF
<b>Vehicle Type</b> Car	<b>Country</b> United Kingdom
<b>Time Zone</b> (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	<span>✕</span>
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.

<b>Tag Group</b>
Area <span>✕</span>
London

**Delete Tag Group**  
Are you sure you want to delete this group and all associated tags?

Cancel Delete Tag Group

### Organisation Settings

Here is where you can adjust settings for the Organisation:

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

### Idle Settings

Duration (mins)

Speed (kph)

Distance (meters)

### Video

Default Video Length (seconds)

Maximum Video Length (seconds)

Overlay Speed Unit

### Others

Journey Interval

[Update Settings](#)

**Idle Settings** – this defines when the vehicle will enter idle mode. These are not user editable and are shown for information purposes only.

**Duration** - The amount of time the vehicle needs to stay at the below settings for until it enters Idle mode.

**Speed (kph)** - The speed the vehicle has to be at to enter idle mode.

**Distance (meters)** - If the vehicle matches the settings and travels less than this distance it will enter 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.

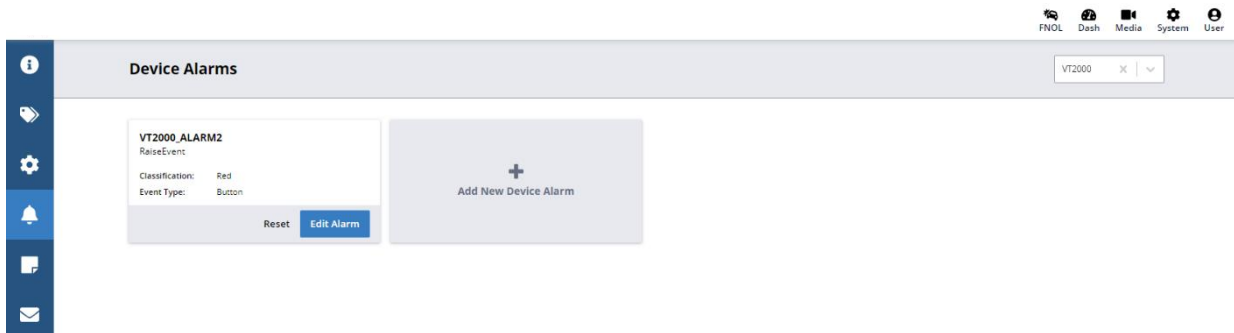
**Maximum Video Length (seconds)** – If you have the option for editable video lengths, this is the maximum you can set.

**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.

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.

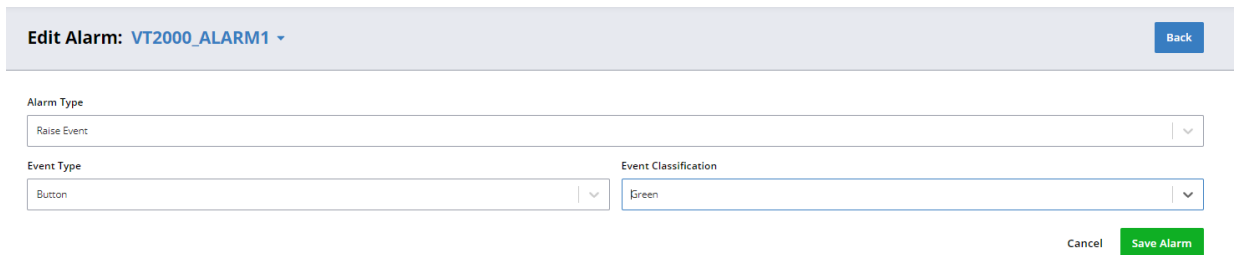
#### Alarm Type

Discard

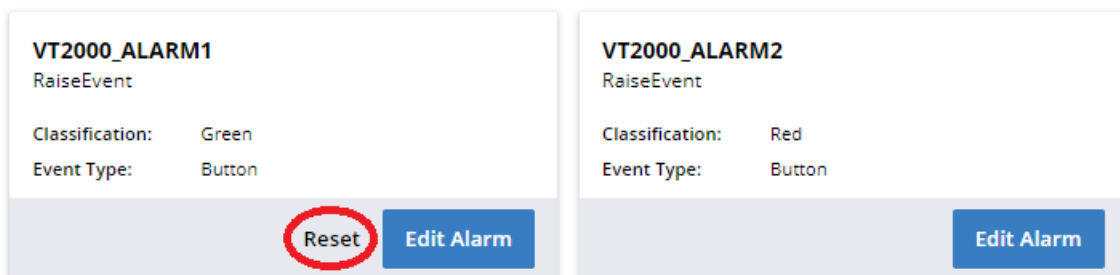
Discard

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.

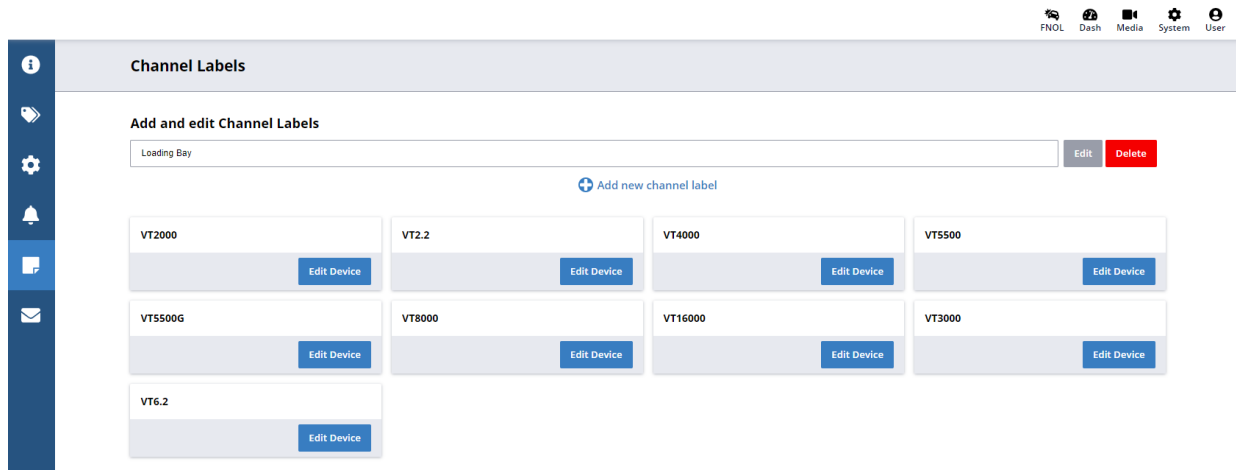


Alarms that you have customised can be restored to the default behaviour using the Reset option circled below.

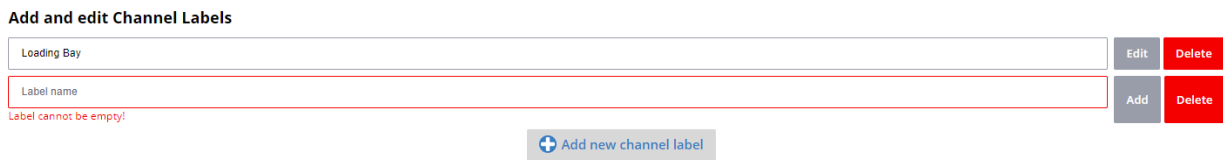


## Channel Labels

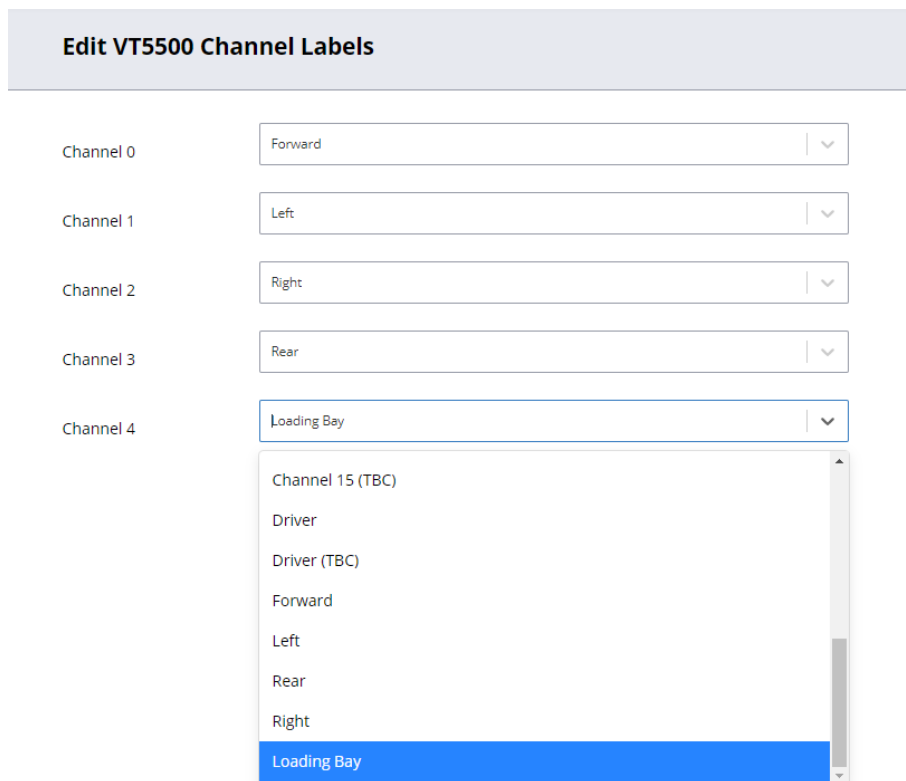
Here you can define labels for the cameras attached to each device. There are default names, but you can also add your own and swap them if necessary. The default channels are: Forward, Left, Right, Rear, Driver.



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



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.



## 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

[Save](#)

## Profile

Here you can adjust user settings:

**FNOL** **Dash** **Media** **System** **User**

- Download User Guide
- Organisation
- Profile
- Logout

## Details

**User Profile**

**Settings**

Speed unit display:  Kilometers  Miles

Language:

**Details**

Email:

First Name:

Last Name:

Telephone Number:

[Update Profile](#)

**Ways to get in touch:**  
For commissions and support: 01246225745  
For non urgent requests: [Facebook](#) [Twitter](#) [LinkedIn](#) [YouTube](#) [Instagram](#)  
Application Version: 20210413.13

**Manage Account:**  
[Change Password](#)

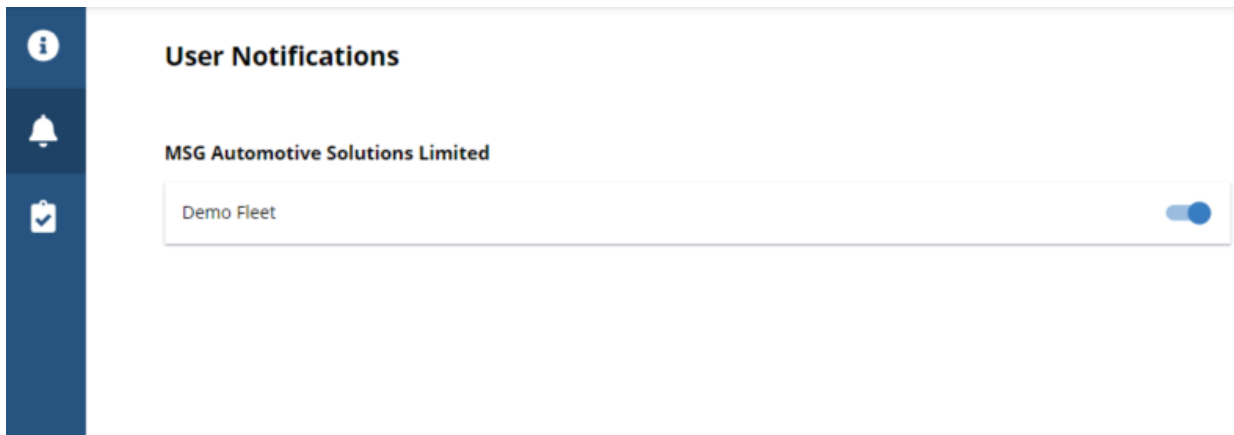
On the Details tab you can choose your display units – this will be used on all maps throughout the platform: tracking, events, FNOL and the dashboard.

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

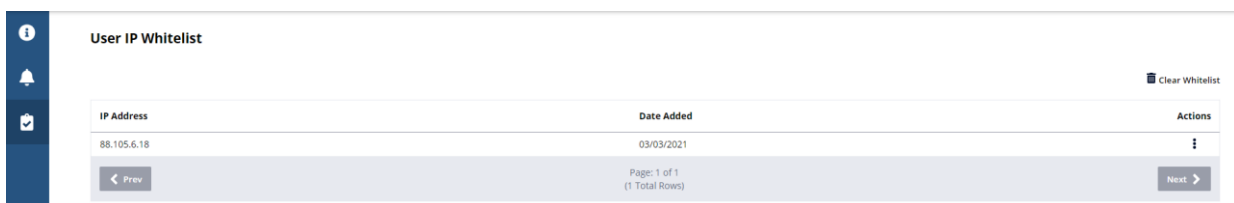


The User Notifications page enables speeding alerts for your organisation. If you leave it turned on (the tab is blue) then you will be emailed when a vehicle exceeds the red threshold for speeding in that fleet. If you turn it off again (the tab is grey) then you won’t get the emails, but speeding alerts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

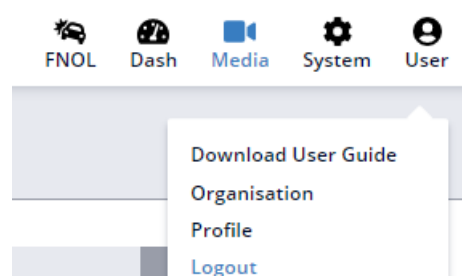
### IP Whitelist

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 three 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.

#### Request Video ^

##### Video Length

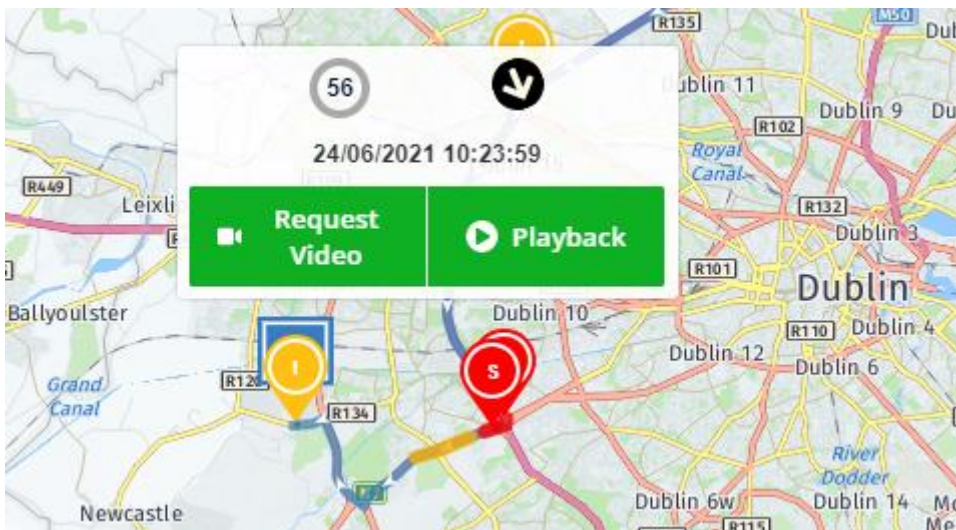
##### Request Video Date and Time:

##### Channels

With Overlay

**Send Request**

The second way is from the journey; hover over the part of the journey you are interested and click on request video.



For devices that are online and support streaming, the third 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:

