PROTRACK

FAQ GUIDE

Everything you need to know



Contents

Pg 3 ..... Logging In

Pg 4 ..... The Map Screen

Pg 5 ..... Live Tracking / Trip History

Pg 6 ..... Alerts / Account Settings

Pg 7 ..... Quick Reference

Pg 8 ..... Additional Information



Logging In

How do I log in on my computer?

Go to **login.protrack.au** in any web browser. Enter the username and password provided when your tracker was installed, then click **Login**.

TIP Tick 'Remember the password' so the site saves your details for next time.

What login methods are supported?

You can log in using:
- Your username and password (most common)
- Use your full device IMEI number as your username and 123456 as your default password.

I've forgotten my password – what do I do?

Contact ProTrack AU for assistance resetting your password:
- Phone: 1800 733 809
- Email: support@protrack.au

Can I use ProTrack on my computer and phone at the same time?

Yes. Your account works across all your devices simultaneously.

Security Tip

Username: Full device IMEI number
Password: 123456

For security reasons, you are required to create a new password when you first log in to the ProTrack website or mobile app.

Go to My → General → Change Password in the app.

The Map Screen

What do the vehicle icon colours mean?

🟢	**Online / Moving**	Moving
🔵	**Stopped**	Stationary / parked
⚫	**Offline**	Offline - No signal
🟡	**Fast**	Fast - Moving at elevated speed
🔴	**Overspeed**	Overspeed - Exceeded the alert threshold
🟣	**Expired**	Subscription expired

My vehicle shows as Offline - Is something wrong?

Not necessarily. Offline usually means the tracker has temporarily lost mobile coverage or entered a power-saving sleep mode. Common in underground car parks, remote areas, or locations with poor signal.

Good To Know

The tracker will normally reconnect when mobile coverage is restored or the device wakes from power-saving mode, provided it has power.
If it stays Offline for an extended period, contact us on 1800 733 809.

I can't see my vehicle on the map

1. Press F5 (Computer) or pull down to refresh (App)
2. Log out and log back in
3. Check the List Tab for your vehicle's status.
4. Still missing? Contact us to troubleshoot.

What does 'ACC: Off' mean in the vehicle popup?

ACC: Off means the tracker is detecting the vehicle's ignition/accessory input as off. You can still see the vehicle's last reported location on the map.

Live Tracking

How do I follow my vehicle in real time?

On the Website	On the App
Click your vehicle icon on the map	Tap your vehicle on the map
In the pop up, click Track	Tap the Track / Positioning button
Map centres and follows the vehicle	Map zooms in and follows the vehicle
Click elsewhere on the map to stop	Tap Back or X to stop

NOTE: The Positioning view on the app refreshes every 10 seconds. Updates may be a few seconds behind in areas with poor mobile coverage.

How often does the map update?

The monitoring screen refreshes automatically. Update frequency depends on the device's reporting interval settings, GPS availability, and mobile network conditions. In areas with good signal and standard settings, updates typically appear within seconds.

Trip History

How far back can I view trip history?

Trip history is retained for up to 3 months. Data older than 3 months cannot be viewed.

I can't find a trip in History

- History only covers the past 3 months.
- Double-check your date, time range, and AM/PM setting.
- Make sure you've selected the correct vehicle.
- Try selecting GPS as the positioning type when searching.

Can I see mileage statistics?

Yes. From the Vehicle List, tap your vehicle then tap Mileage statistics to view distance travelled and estimated fuel consumption over a selected period.

Mobile App

Does the App work on both Android and iPhone?

Yes. The ProTrack AU app works on Android (version 9.0 or later) and iPhone, and uses the same login as the website.

The App isn't working on my phone

1. Check for updates in the App Store or Google Play.
2. Make sure your phone has internet access (mobile data or Wi-Fi).
3. Close the app completely and reopen it.
4. Try uninstalling and reinstalling the app.
5. Still not working? Call 1800 733 809 or email support@protrack.au.

Account Settings

How do I update my profile details?

Tap **My** → tap your personal information bar at the top. You can edit your username, nickname, contact details, phone number, and address.

How do I change my password?

Tap **My** → **General** → **Change Password**.
Enter your old password, your new password twice, then tap **Submit**.

Forgotten your password? Contact **support@protrack.au** or call **1800 733 809**.

How do I add or update my vehicle's number plate?

Tap **My** → tap your vehicle → **Details**. Edit the plate number and save.

How do I log out?

Tap the **My** tab, then tap **Exit**. This logs you out and returns you to the login screen.

Quick Reference

I WANT TO	HOW TO DO IT
Log in	login.protrack.au → username + password → Login
See where my vehicle is now	Log in → map screen → vehicle icon
Find a specific vehicle	Search bar at the top of the screen / app
Follow a vehicle live	Tap/click vehicle → Track (or Positioning on app)
See where the vehicle has been	History track tab (website) | clock icon (app)
Watch a trip replay	History track → pick date + time → Play
Check if the vehicle is online	Left panel or List tab – Online / Offline / Stopped
See speed and ignition status	Tap/click the vehicle icon on the map
View my alerts	Alarm details tab (website) | Alarms tab (app)
Turn notifications on / off	My → Alarm push (app)
Set up a Geofence	My → Fence → Add (app)
Change my password	My → General → Change Password (app)
Log out	My → Exit (app) | Exit link top-right (website)
Download the app	Scan QR code on login.protrack.au - Android & iPhone

Additional Information

What happens if the vehicle battery is disconnected?

If the tracker loses external power:

- A power interruption notification may be generated if this alert is supported and enabled.
- If equipped with a backup battery, the tracker may continue operating for a limited time.
- The last reported location remains visible in the platform.

If the tracker subsequently shows Offline, check the vehicle's battery and wiring, or contact your dealer.

Subscription Expiry

The ProTrack AU service requires an active subscription. When a subscription expires:

- The device status changes to Expired (shown as purple on the map).
- Live tracking, alerts, and history playback are suspended until renewed.
- Trip history is retained for up to 3 months.

Contact **ProTrack AU** on **1800 733 809** or **support@protrack.au** to renew before your subscription lapses to avoid service interruption.

Privacy & location data

ProTrack AU collects and stores vehicle location data to provide the tracking service. Vehicle location data is accessible to authorised users and service providers as required to operate and support the ProTrack service. ProTrack AU handles personal information in accordance with the Australian Privacy Act 1988 and the Australian Privacy Principles. For the full Privacy Policy, visit www.protrack.au or contact **support@protrack.au.**

PROTRACK

Your ProTrack AU GPS tracker is covered by the manufacturer's warranty.
For warranty claims, technical support, or device replacement, contact ProTrack AU with your device IMEI number ready.

The IMEI is printed on the tracker device and visible in the app under Device Details.

Need help? We're here for you.
1800 733 809
support@protrack.au | www.protrack.au