Quick Reference - At a Glance

Log in	Go to login.protrack.au → enter username + password → Login
See where my vehicle is	Login → map screen → look for the car icon
Find a specific vehicle	Use the Search bar at the top of the screen
Follow a vehicle live	Click/tap the vehicle → Track
See where the vehicle has been	History track tab (website) | clock icon (app)
Watch a trip replay	History track → pick date + time → Play
See if the vehicle is online	Check the left panel - Online, Offline or Stopped
See vehicle details (speed, ignition)	Click/tap the vehicle icon on the map
View my alerts	Alarm details tab (website) Alarms tab (app)
Download the app	Scan QR code on **login.protrack.au** Android & iPhone

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

PROTRACK



USER GUIDE

Desktop & Mobile GPS Tracking

Welcome

Your vehicle already has a ProTrack GPS tracker fitted. This guide shows you how to check where it is, where it's been, and how to get the most out of the system – on your computer or phone.

No technical knowledge needed. If you can use Google Maps, you can use ProTrack.

IMPORTANT

Vehicle location accuracy depends on GPS reception and mobile network coverage. Some features may vary depending on tracker model, firmware version, and account permissions.

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Legend

These terms appear throughout the app and this guide.

Understanding the difference between Stopped and Offline prevents a lot of confusion.

Online / Moving	The tracker is communicating with the platform and the vehicle is moving.
Stopped	The vehicle is stationary but the tracker is still online and communicating.
Offline	The tracker is not currently communicating with the platform. This may be due to poor mobile coverage, loss of power or power-saving sleep mode. The last reported location remains visible.
Fast	Vehicle is moving at an elevated speed (under the overspeed threshold).
Overspeed	Vehicle has exceeded the configured speed alert threshold.
Expired	Device subscription has lapsed. Contact ProTrack AU to renew.

Stopped means the vehicle is parked but the tracker is working normally. **Offline** means the tracker cannot communicate right now – the vehicle may be moving or parked, but no data is being received.

If your vehicle has been stolen

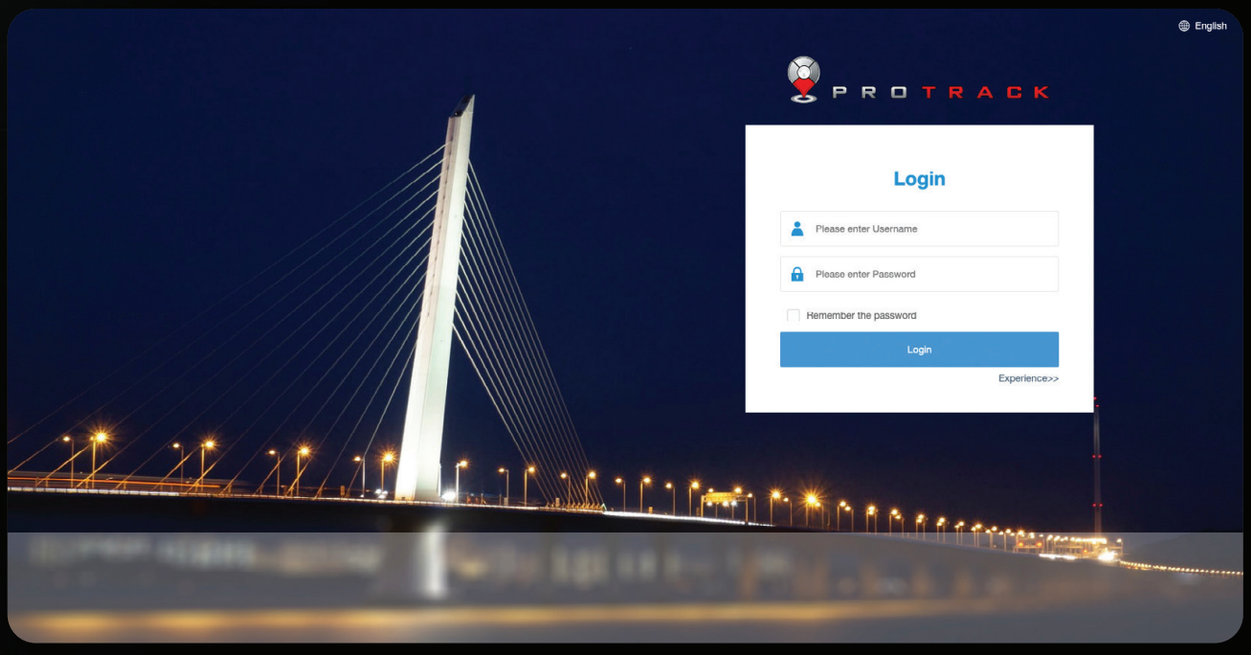
Stay calm and follow these steps:

1. Do not confront the thief. Your safety comes first.
2. Open ProTrack AU and confirm the vehicle's latest location.
3. Note the address, coordinates, speed, and direction of travel.
4. Contact Police immediately – provide the live location details.
5. Contact ProTrack AU Support if further assistance is required.

Logging In

ON DESKTOP

1. Open any web browser and go to: **login.protrack.au**
2. Type in the username and password that were given to you.
3. Tick '**Remember the password**' to save your login details for future visits.
4. Click the blue Login button – the map will open and you'll see your vehicle.



TIP Bookmark login.protrack.au so you can find it quickly next time. Ticking 'Remember the password' means you only need to log in once.

IMPORTANT - PASSWORD SECURITY

Your password was set to a default when your account was created.

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 - Keep your new password secure and do not share it with anyone.

Logging In

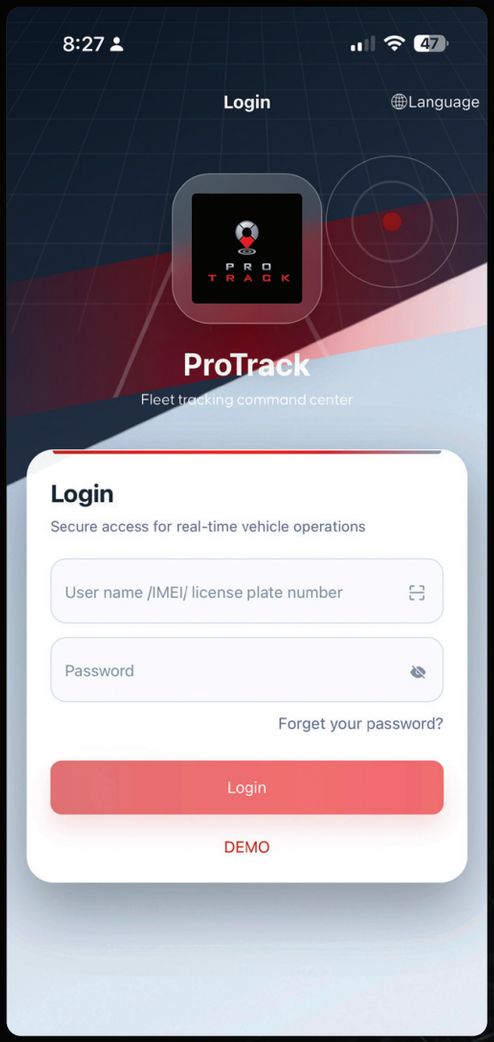
ON THE APP

The app login works exactly the same way. Use the same username and password as the website.

1. Open the ProTrack AU app on your phone.
2. Enter your username and password.
3. Tap Login - your vehicle will appear on the map.

TIP

Use your full device IMEI number as your username and 123456 as your initial password. Your login details are the same for the website and mobile app.



The Map Screen

ON DESKTOP

After logging in, you'll see the Monitoring screen – a live map with your vehicle shown as a car icon. This is your main screen.

🚀 **Car icon on the map**	Your vehicle's latest reported location. **Green** = moving, **blue** = stationary, **grey** = offline
📋 **Left panel**	Lists your vehicle with its status – Online, Offline, or Stopped.
🖱️ **Click/tap the icon**	A popup appears with speed, ignition status, and last update time.
🔍 **Search bar at top**	Type to find your vehicle by name if you have more than one.
📡 **Top menu tabs**	Access History track, Alarm details, Fence, and more.

QUICK STATUS LEGEND

ONLINE = communicating

OFFLINE = no current communication

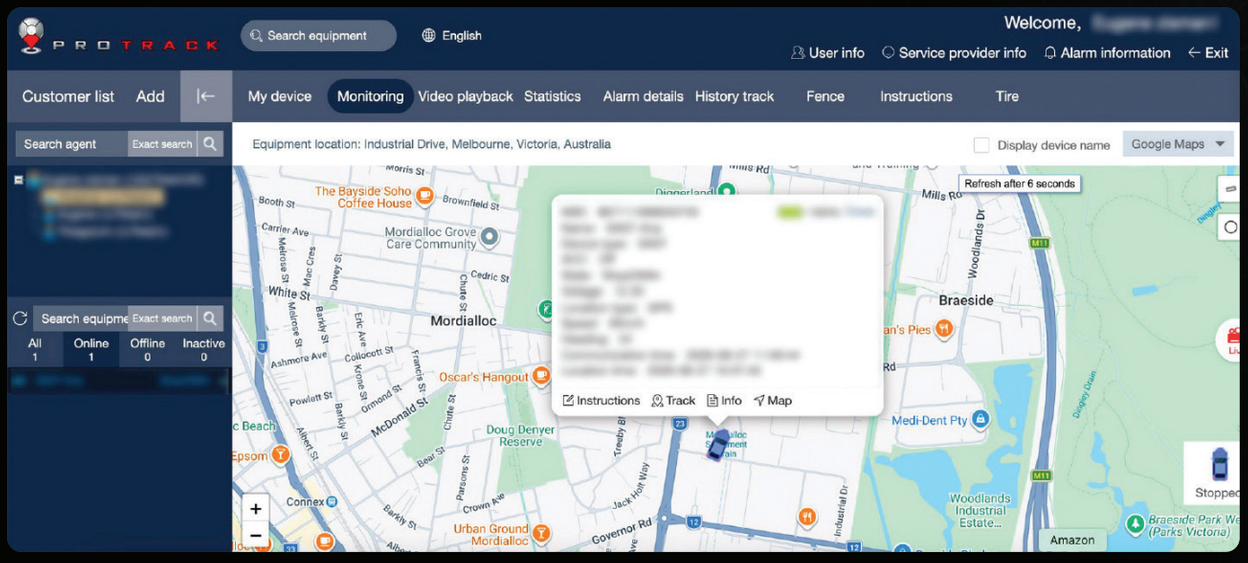
STOPPED = parked, tracker online

MOVING = travelling

If your vehicle shows as Offline, it usually means the tracker has temporarily lost mobile network coverage or entered a power-saving sleep mode while parked. This can occur in underground car parks, remote areas, or locations with poor signal coverage.

The tracker will normally reconnect when mobile coverage is restored or the device wakes from power-saving mode, provided it has power.

If your vehicle remains Offline for an extended period, please contact **ProTrack Support on 1800 733 809.**



The monitoring screen - Your vehicle on the map, with a status panel on the left.

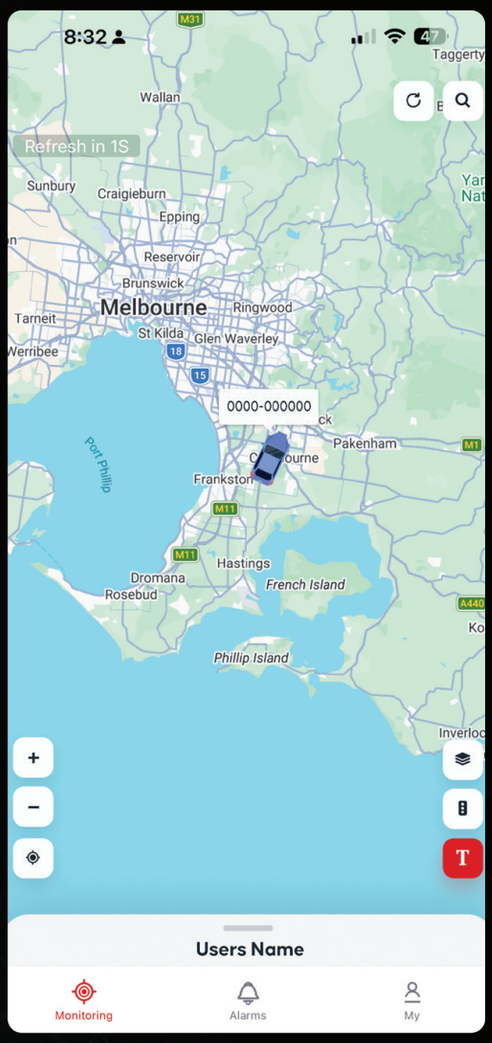
ON THE WEBSITE	ON THE APP
Click the vehicle icon to see its details	Tap the vehicle icon to see its details
Scroll your mouse wheel to zoom in and out	Pinch to zoom - Just like Google Maps
Drag the map to move around	Drag to move the map
Use the search bar at the top to find a vehicle	Use the search icon at the top to find a vehicle.
Tick 'Display device name' (top right) to show labels on the map.	Rotate your phone sideways for a wider view.

The Map Screen

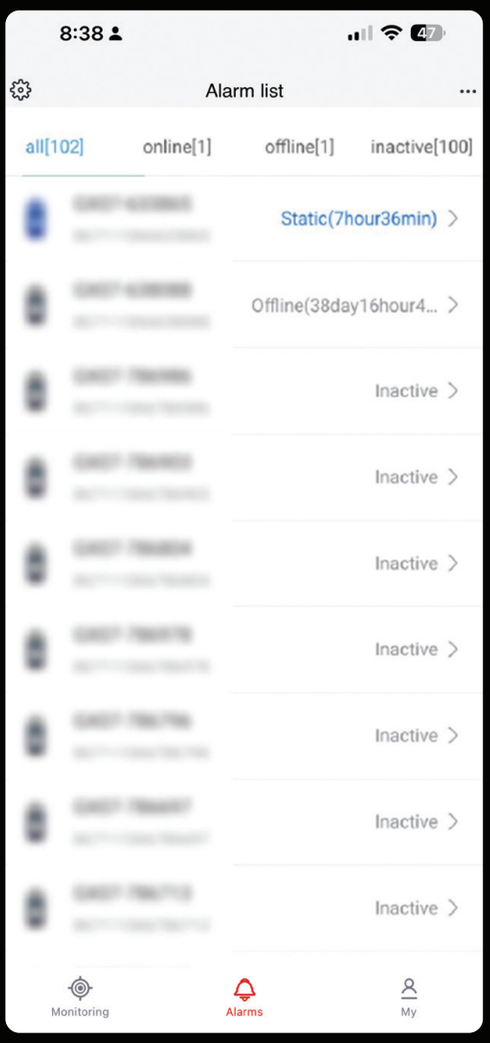
ON THE APP

The app has four tabs at the bottom of the screen. Monitoring shows the live map. List shows all your vehicles with their status.

The List tab shows counts at the top: all, online, offline, inactive. Tap any vehicle to open it directly.



Monitoring tab - Live map



List Tab - Vehicle status

Following A Vehicle Live

Want to watch where your vehicle is going right now? Use the Track button to follow it on the map in real time – the map will keep up as it moves.

ON THE WEBSITE	ON THE APP
Click the vehicle icon on the map, then click Track in the popup that appears.	Tap your vehicle on the map
	Tap the Track button on the info card
The map centres on your vehicle and follows it	The map zooms in and follows your vehicle
Click info to see full details (Speed, ignition, battery). Click anywhere else on the map to stop following.	Tap Back or X to stop following

Updates may be a few seconds behind in areas with poor mobile coverage. Update frequency also depends on the device's reporting interval and network conditions.

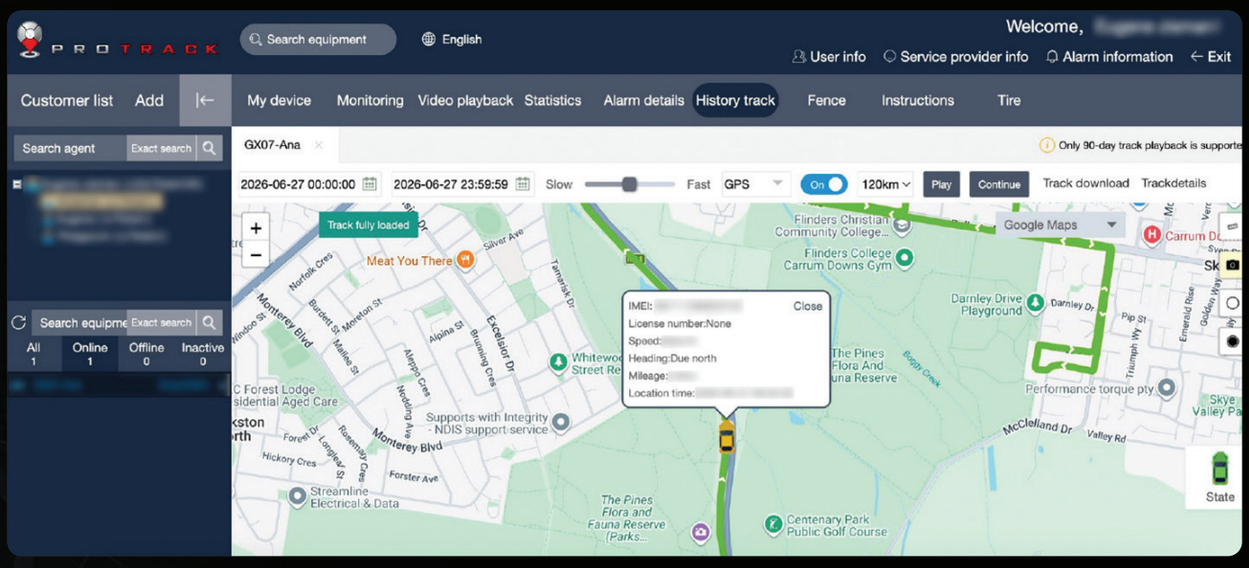
This is normal – New location updates should resume once mobile coverage is restored.

Trip History

ON DESKTOP

Want to see where your vehicle has been? Trip history lets you replay any journey. Pick a date and time, and watch the route appear on the map.

1. Click History track in the top menu.
2. Select your vehicle from the list on the left.
3. Choose a start time and end time – for example, today from 8:00am to 5:00pm.
4. Click Search. The route appears as a coloured line on the map.
5. Press Play to watch the journey replay from start to finish.
6. Drag the slider to jump to any point in the trip.
7. Any stops along the way are marked – click one to see how long the vehicle was parked there.



History track - The route appears as a coloured line. Use Play to replay the journey.

Trip History

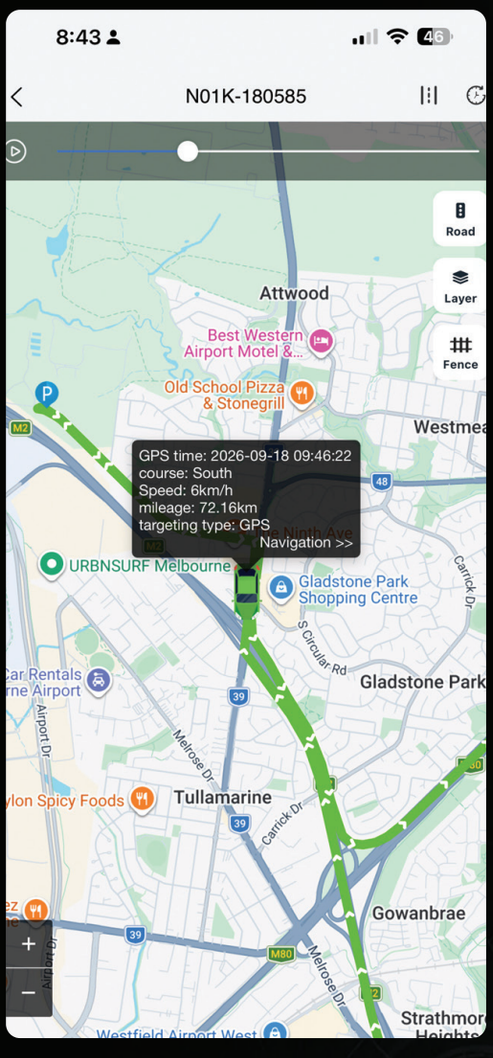
ON THE APP

The app login works exactly the same way. Use the same username and password as the website.

1. Open the ProTrack AU app on your phone.
2. Enter your username and password.
3. Tap Login - your vehicle will appear on the map.

TIP

Trip history is available for up to 3 months. Records older than this period are no longer available.

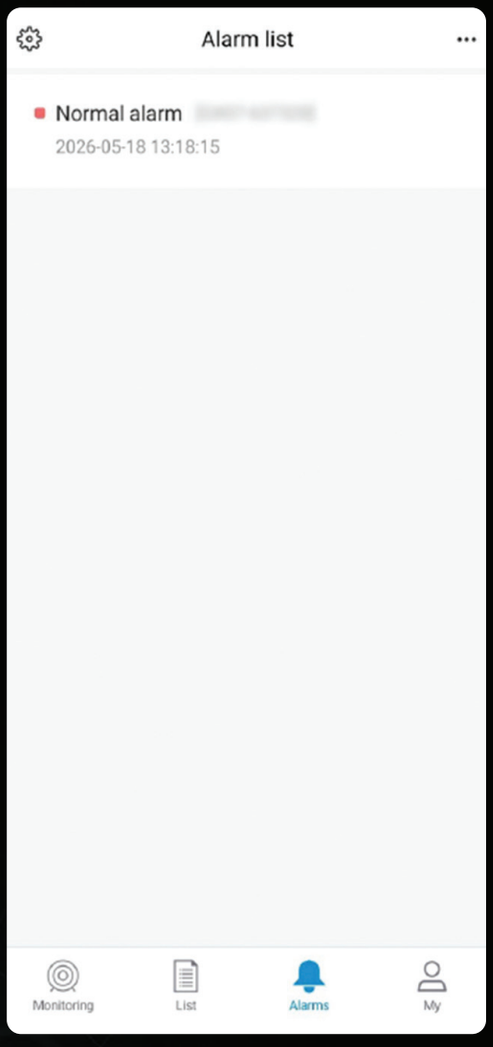


History Track - mobile view

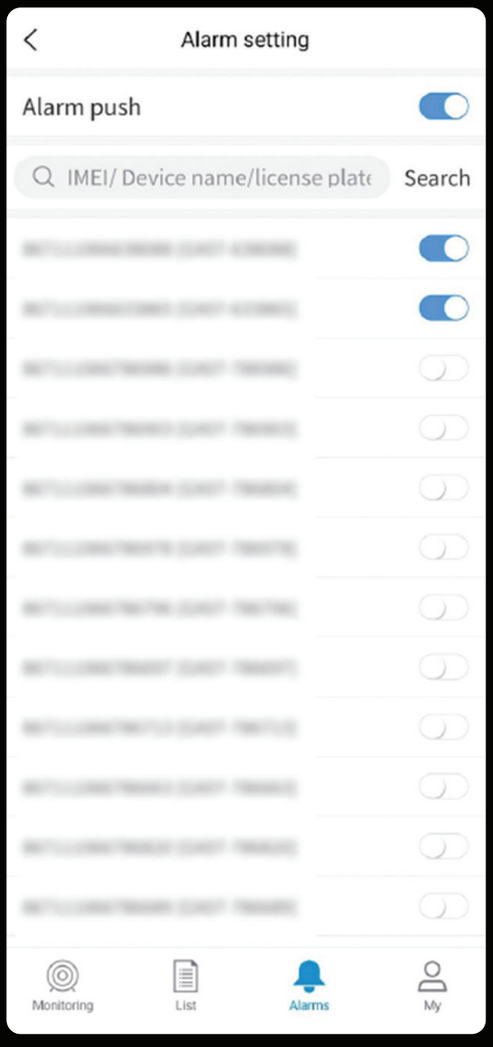
Alerts

ProTrack can notify you when certain vehicle events occur. Available alerts depend on your tracker model, device settings and account configuration.

1. Tap the My tab (bottom right).
2. Tap Alarm push.
3. Make sure the main Alarm push toggle at the top is ON.
4. Toggle individual vehicles on or off as needed.



Alarms Tab - Alert history



Alarm push settings

Types of Alerts

ALERT	WHAT IT MEANS
🚀 **Speeding**	Your vehicle has gone over a speed limit you've set.
📍 **Left / Entered an area**	Your vehicle has crossed a boundary you've defined on the map.
🔌 **Engine on / off**	The tracker detected a change in the vehicle's ignition/ACC status.
⚡ **Power interrupted**	The tracker lost power - could indicate a fault or tampering.
🔴 **Vehicle went offline**	The tracker stopped sending updates.
🔋 **Low battery**	The tracker's internal battery is running low.
🆘 **SOS**	The SOS button on the device was activated.
📳 **Vibration alarm**	The device detected unexpected movement.

Available notifications depend on device capabilities and account settings.

Contact **support@protrack.au** if you need assistance configuring alerts



The Mobile App

The ProTrack AU app lets you access your key tracking features from your phone. It works on both Android and iPhone, and uses the same login.

How to download





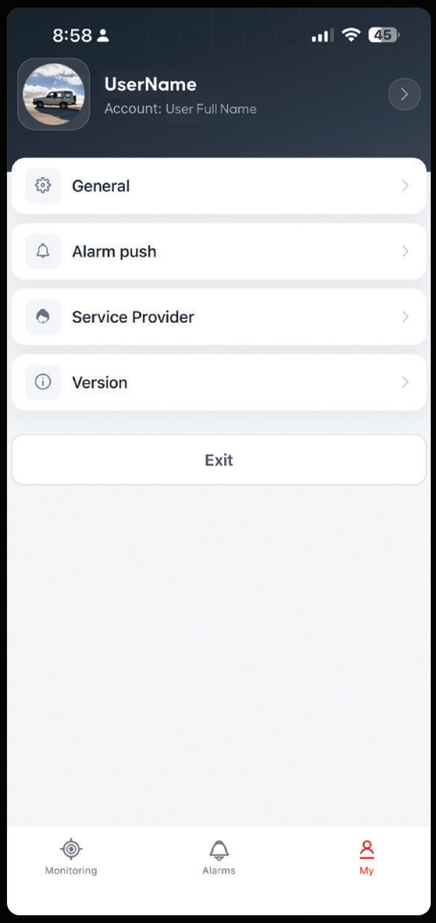
Open the App Store	Open Google Play Store
Search for ProTrack AU mobile app, or scan the QR code on the login page	Search for ProTrack AU mobile app, or scan the QR code on the login page
Tap Get	Tap Install
Or scan the QR code on login.protrack.au (Bottom left)	Or scan the QR code on login.protrack.au (Bottom left)

QUICKEST METHOD

Open login.protrack.au on your phone's browser – there are QR codes for both Android and iPhone right on the login screen.

Getting Around The App

ITEM		WHAT IT MEANS
🗺️	**MAP**	Live map showing your vehicle. Tap the icon to see details.
📋	**DEVICE LIST**	Your vehicle list with current status – Online, Offline, or Stopped.
🕐	**HISTORY**	Tap your vehicle, then the clock icon, to view trip history.
🔔	**ALARMS**	Recent alerts for your vehicle.
👤	**MY / ACCOUNT**	Access your account settings, notification preferences and other available options.



The My Tab - Account settings, geofences, notifications and logout.