# Logistics Mobile App

## Quick Reference Guide

For Android Users

COGNOSOS | 1100 Spring Street NW, Suite 300A, Atlanta, Georgia 30309

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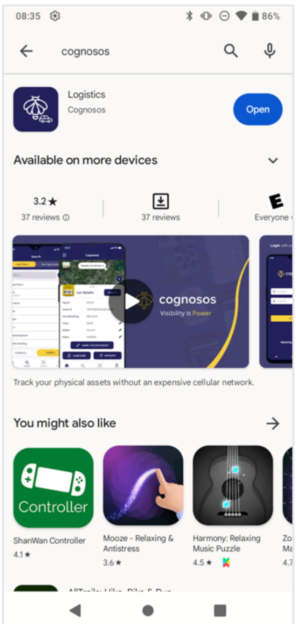
The Cognosos logistics tracking system provides a state-of-the-art end to end solution to give instant visibility to automobiles across your lot/yard. With no limit to the lot size or number of yards, instantly locate any vehicle by user defined attributes (e.g., make, model, year, or color), automatically generate inventory reports, and monitor entry/exit gates for theft prevention.

Use the Logistics Mobile App to:

- Locate any vehicle, including driving and walking directions to vehicle
- Sort vehicles by user defined attributes including make, model, year
- Subscribe to zones, vehicles to receive instant notifications
- Alert key staff when vehicles are in exit zones
- Manage vehicle tasks and move through task lifecycle
- Ensure proper and timely logistics workflow with On-Spot reporting
- View zonal capacity and current inventory
- Track vehicle movements and zone transitions
- Monitor tag status (battery health, temperature)
- Signal tags to flash to easily spot vehicles on the lot/in the facility

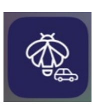
## How to Access Cognosos Mobile App

The mobile app is available on iOS and Android. Download the Cognosos Logistics app from the Google Play Store for Android devices.




Ensure your mobile device is set to allow location services.

After downloading the mobile app, add the icon to your home screen for easy access.

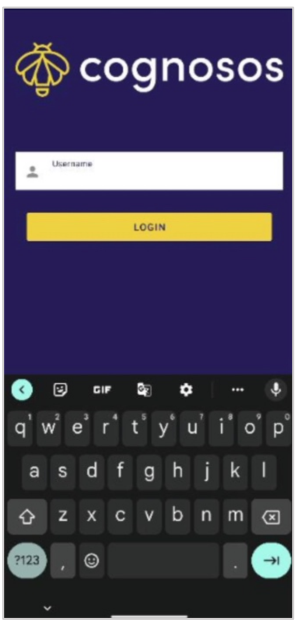


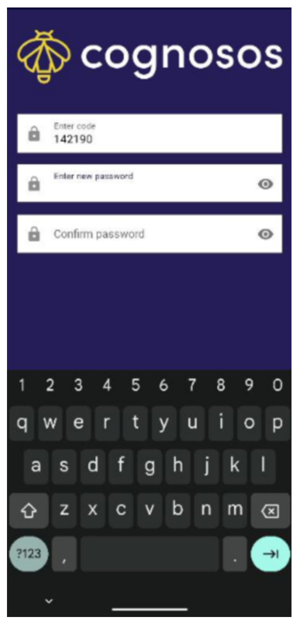
## Logging In

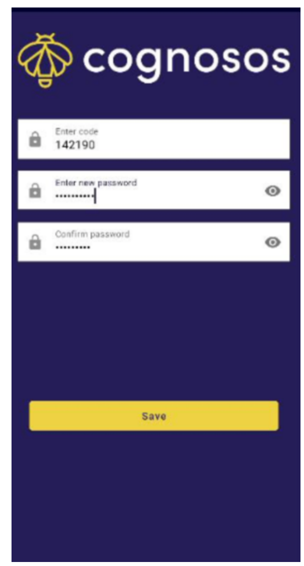
For current, active RTLS portal users, log into the mobile app with the same credentials you use on the Cognosos portal.

If you are new to the Cognosos system, a login ID and temporary password will be created for you. Look in your email for that information (subject line reads "Your Cognosos userid verification code").

Open the Cognosos mobile app on your device. Enter the username (email address). Select Login. Enter the temporary code from the email.




Input and confirm new password when prompted. Password must contain minimally 8 characters including one lowercase, one uppercase, one number, and one special character. Select Save. This is your new password moving forward.

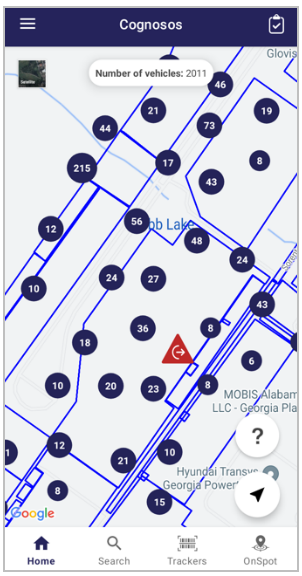
The app returns to the login screen; input the ID and password. If you are using a private or non-shared device, you may save the password.

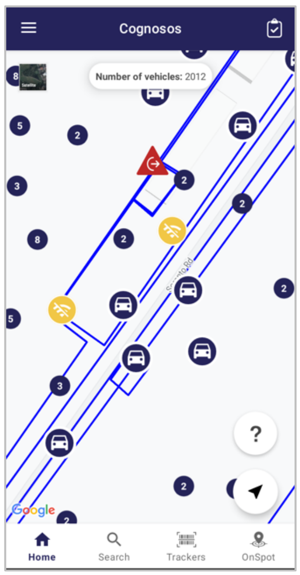
Upon login, the app defaults to the map, which is the Home screen. If you are a guest user, access to vehicle inventory is based on the filters set up when your login credentials were created.

## Locating Vehicles

The mobile app provides several means for locating vehicles across the facility and/or lot. You search for vehicles using:

- Pre-defined filters (user defined, zone, status)
- Custom attributes to create new filters (single or multiple vehicles; zones)
- Search by vehicle attribute and copy-paste (multiple vehicles)

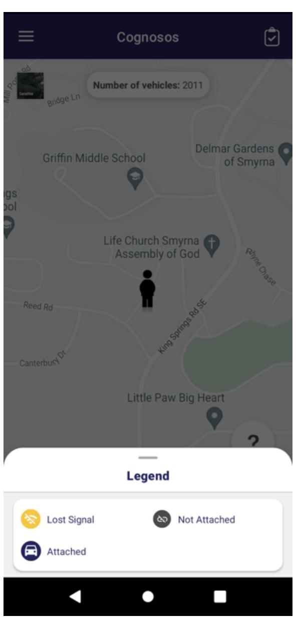



All search results are shown on the map. A cluster of vehicles shows in a circle with a number (# of vehicles in that cluster). A single vehicle is denoted as an icon:

Blue = attached + active
Yellow = lost signal
Gray = not attached
Red = exit

Zoom in on clusters using standard mobile device functions.




Choose the question mark icon on the bottom right of the map to show the vehicle icons legend.

Click the compass arrow to display a person icon at your current location. This is helpful for navigational purposes.

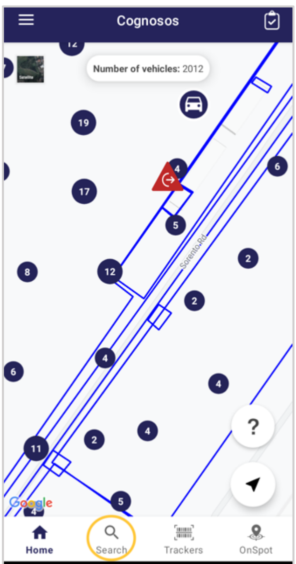
Each of the search functions is described in the sections to follow. Once a vehicle is located, various steps may be taken. Go to the View & Edit Vehicles section for details on managing vehicles once located.

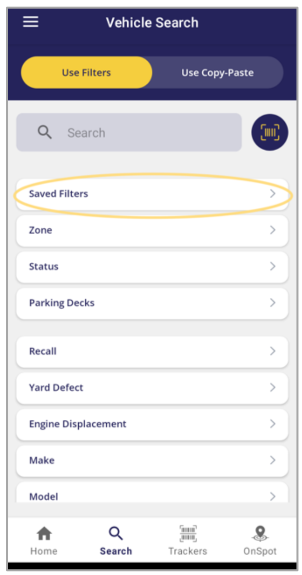
## Locate via Filters

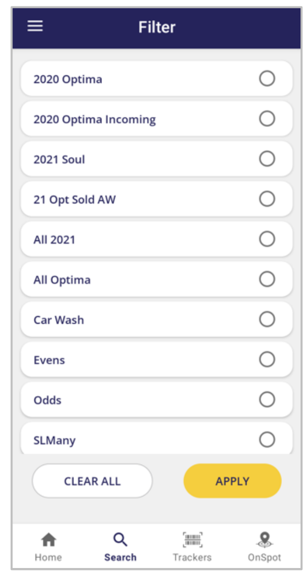
From any screen, select Search from the bottom. The main Search screen includes options for saved filters (user-based and system-wide), filter by zone, status, or parking deck (if applicable), as well as free search, and copy-paste. Use either pre-defined filters or create a new filter to run the search.

*Saved Filters*

Saved filters are predefined searches that were created and saved on the Cognosos portal either by the logged in user or an Administrator as an application-wide (all users) filter. Select the Search icon. Click Saved Filters option to open the list.



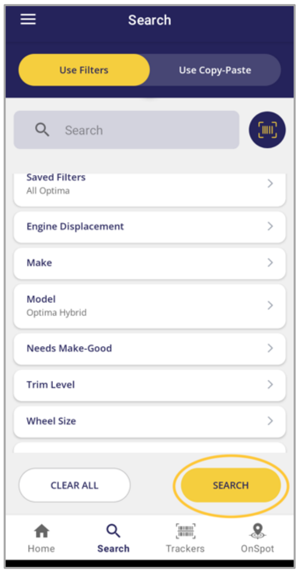



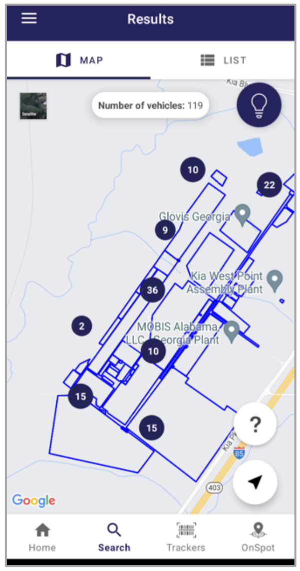




Locate the desired filter from the saved list and select the radio dial. To remove the selection, click a different saved filter or select Clear All. You may choose only one Saved Filter. Click Apply to return to the main Filters screen. You can run the saved filter by selecting Search upon return to the Filters screen.

If you want to add more filters, locate the filter value (e.g., Make) on the Filters screen and mark appropriate selection. Click Apply on that screen to return to main Filters screen. Continue this process until you are ready to run the search.

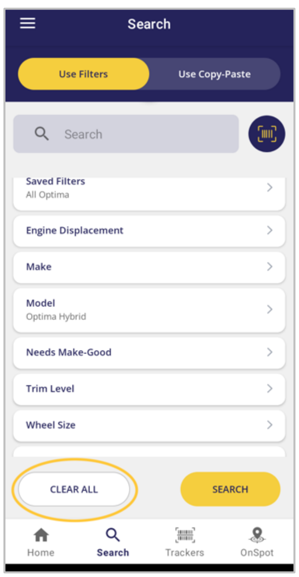
When all filters are chosen, select Search to run the query.




When the filter is run, the map opens with the vehicles meeting the filter criteria. You can alternatively view the results as a list by selecting List at the top of the map.

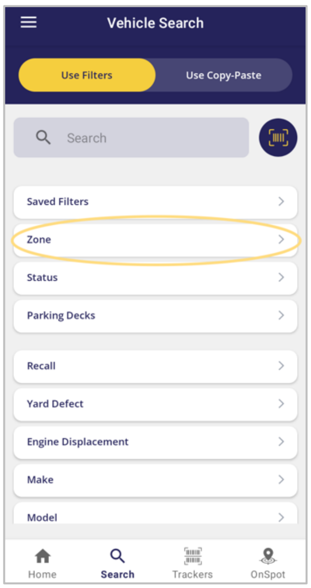
To remove filters, return to the Search Results screen and select Clear All.

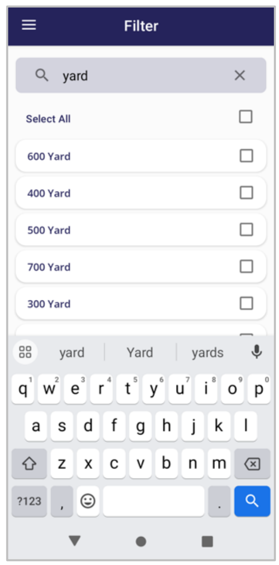


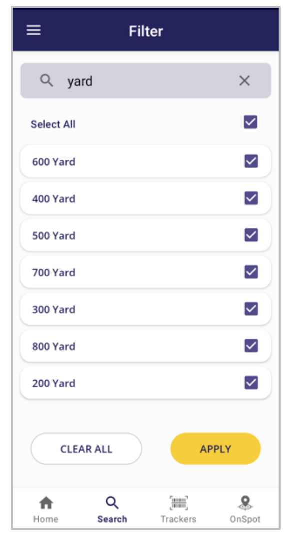

Depending on the status of the vehicle(s), various steps can be taken. See the View & Edit Vehicles section for details on managing vehicles once located.

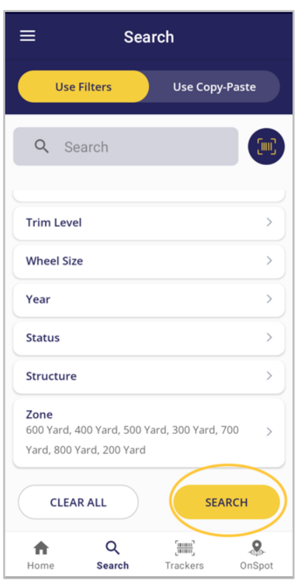
*Zone Filters*

The Zone filter option provides a fast way to review zone inventory. Open the Search screen and select Zone on the Use Filters tab. Choose the appropriate zone(s) from the list; use the zone search option to quickly locate specific zone (as shown). Following selections click Apply on the Zones page.



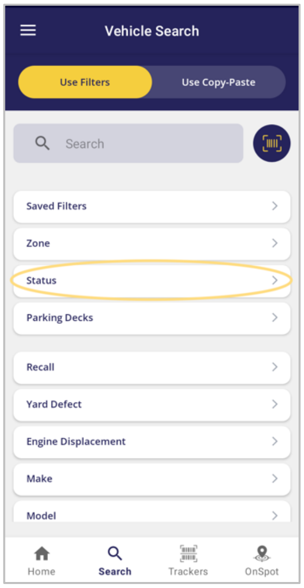

The Vehicle Search displays the selected zones in the Zones tab. Apply Search to display the vehicles in the filtered zones on the map. Alternately, view as a list from the map page, as with pre-defined filters.

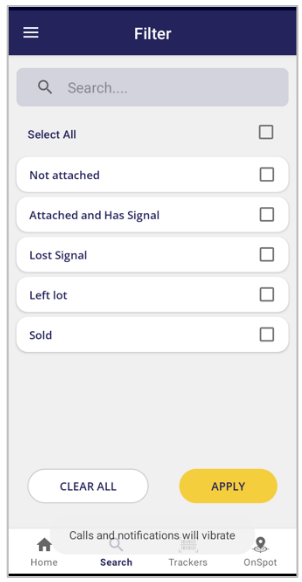
Return to the Vehicle Search and choose Clear All to refresh the view to all vehicles.

For more information on zone use and management, refer to later sections in this guide. For details on managing vehicles, go to the View & Edit Vehicles section.

*Status Filters*

Use the Status option under Vehicle Search to view vehicles with a specific status (e.g., lost signal). Choose the desired vehicle/tag status (you may choose more than one) and click Apply to return to the Search screen. Click Search to run the status filter.



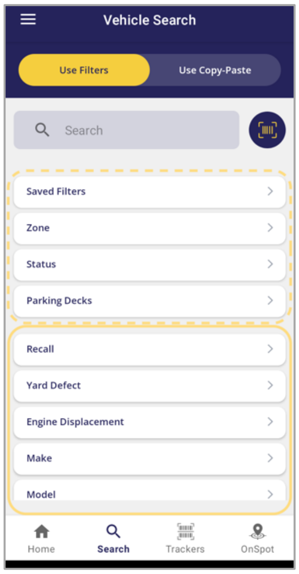




This filter option works the same as Saved Filters and Zone filters described previously. Depending on the status of the vehicle, various steps can be taken. See the View & Edit Vehicles section for details on managing vehicles once located.

Any vehicle with a status of Lost Signal will display "Not located" for the Zone/Building under Vehicle Details with number of days since check-in.

### *New Filters*

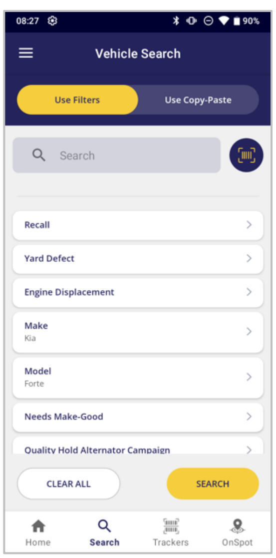
A new filter can be thought of as a filter that is not previously defined and saved as outlined above. To run a new filter query, open the Search screen. You may customize the new filter using any combination of pre-defined filters and/or new vehicle attributes.




*Saved and pre-defined filters are listed on top.*

*Custom filter options are listed on the bottom.*

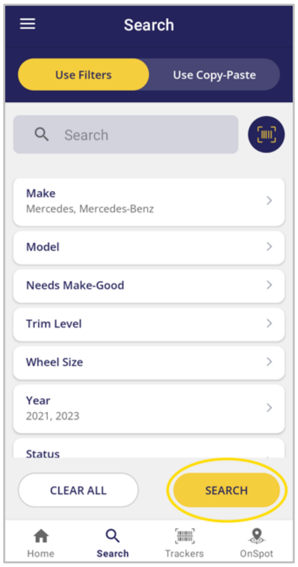
*Scroll the screen to see the entire list if needed.*




Make your specific selection(s) from the lists of custom attributes (e.g., color, make, model, year, etc.). For each of the attributes, select one or more items and then select Apply to return to the main Filters screen.

Repeat this step for another or multiple categories. You may have multiple selections across and within attribute categories. You may also use the pre-defined filters in combination with the attributes.

When all filter criteria have been applied, select Search from Search window. The filter query displays on the map.




Depending on the status of the vehicle, various steps can be taken. See the View & Edit Vehicles section for details on managing vehicles once located.

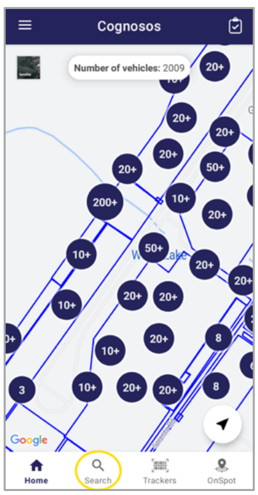
Use Clear All to remove all filter selections. If you are on the map or another part of the app, return to Search and then clear all.

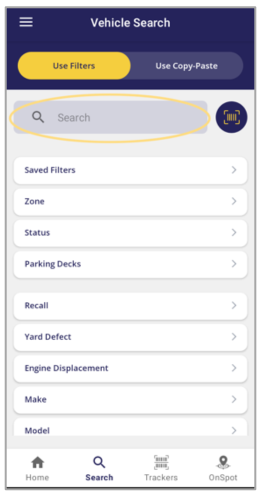
Although this runs a new filter query search, you must use the Cognosos portal to save the filter for future use. Refer to the Logistics User Guide for your industry or the Cognosos Knowledge Base.

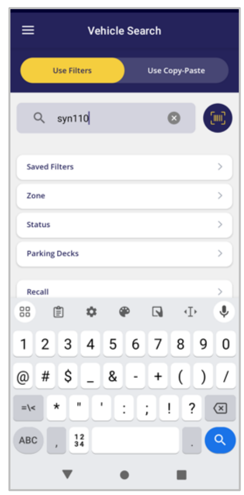
## Locate via Search

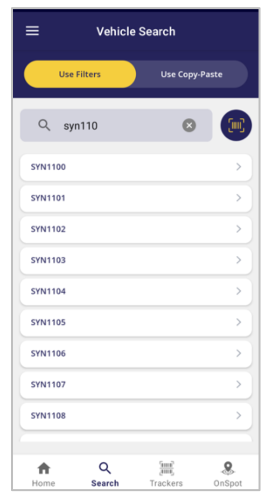
The Search field provides a free search that returns a single or list of vehicles matching the search criteria. Use this option if you want to locate a specific vehicle using a unique identifier (e.g., VIN or tag number).

Select the Search icon on the bottom. Use the search bar and search using alphanumeric characters. You can search more generally for a list of vehicles (e.g., make/model) or enter a unique identifier to return a single vehicle (e.g., VIN, tag ID, asset ID). At any point during input, tap magnifying glass to query and display results.



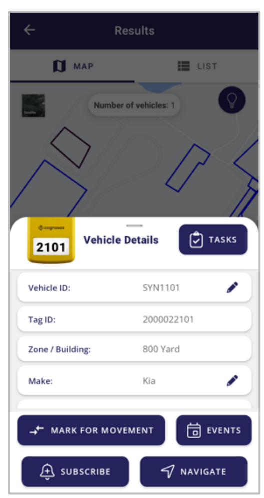



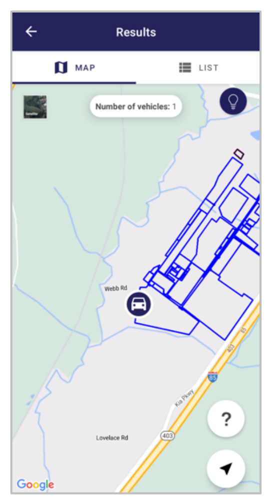




From the list, choose a vehicle. The map opens Vehicle Details. Swipe down to close the tab and reveal map with vehicle icon.

Choose the back arrow at the top of the screen to return to Vehicle Search.

Go to the View & Edit Vehicles section for more information on managing vehicle attributes.

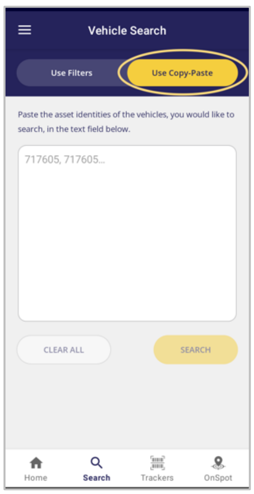


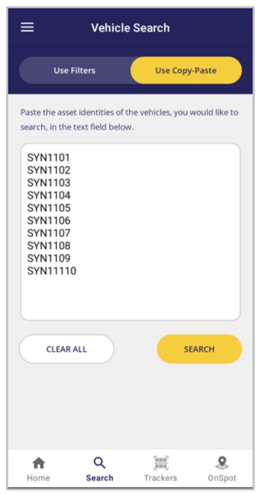



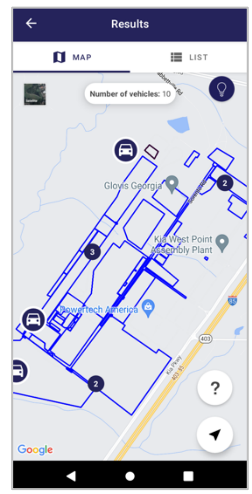
## Search via Copy-Paste

The copy-paste option provides a way to search by a group of specific vehicles. Use this option if you want to locate multiple vehicles using the vehicle ID numbers.

In the Search screen select Use Copy-Paste. Type or paste the vehicle ID numbers in the box. You can copy + paste from any external app or system that is accessible from your mobile device. Note that any values outside of the vehicle ID will return an error upon search. Click Search.




The map shows the vehicles as icons and/or clusters; choose List if you'd prefer to display the results in a list format.

Vehicle status will determine the steps that can be taken from here. Refer to the View & Edit Vehicles section for more information.

To clear the search and refresh the map, return to the Vehicle Search screen and select Clear All.

## Using Spotlight

Spotlight provides a visual method for field team members to quickly locate vehicles across the facility/lot by initiating a spotlight search using the Cognosos Mobile App. When the search locates vehicle(s) that matches the Spotlight criteria, the tag (inside the vehicle) flashes, and the mobile app displays an animated lightbulb icon matching the flash pattern of the tag.

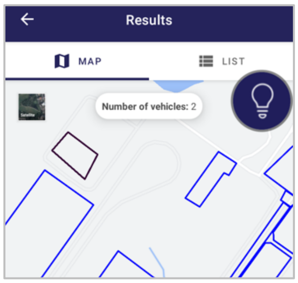
The functionality utilizes BLE to connect to the Cognosos Gen4 vehicle tags and enacts tag flashing based on search criteria and outcomes.

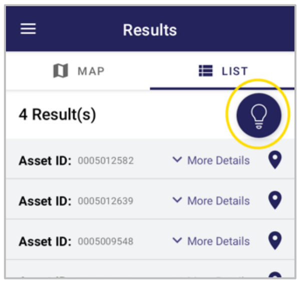
If the Spotlight feature is deactivated or moves out of range of the tag, the tag will continue to flash for the pre-configured time period.

Your mobile device must have bluetooth set to on to communicate with the tags and run Spotlight mode. This feature works with specific Gen4 tags.


Team members should be in the general viewing range of the hangtags in the vehicles. The LED flash is visible at minimally 50’ during daylight; 100’ otherwise.

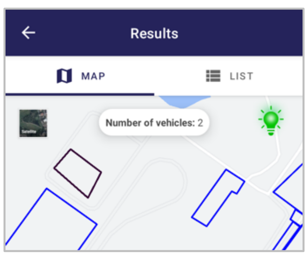
To activate spotlight on the vehicle tags, begin with any of the search options: Saved Filters (searches previously saved on the Cognosos portal) or ad-hoc search (begin a new filter query from scratch). The search will return a single or list of vehicles matching the specific criteria. From either the map or the list search, click the lightbulb icon.

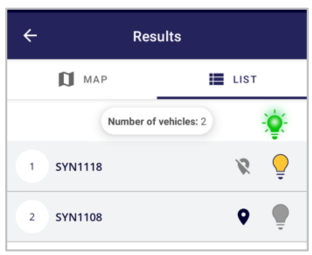



If no lightbulb icon appears on the list or map, it means that a search has not yet been performed. <u>You must take that step first.</u>

The icon will begin to flash with the pattern that matches the filter and the physical tags to indicate that the spotlight flash has been engaged.





The mobile app and tag LED flash the pattern (red or green; long or short; in various combinations) determined by your organization and set in the filter. If there are multiple vehicles in the search results, only the vehicles with the proper Gen4 tags will display a yellow lightbulb in the list; others will be gray.

Tags will flash until they reach the configured timeout or until the user deactivates Spotlight by tapping the flashing lightbulb icon in the mobile app (returns to white).

For details on saving filters and setting up filters with Spotlight flash patterns via the Cognosos portal, refer to the Logistics User Guide for your industry or click on the Cognosos Knowledge Base option from the portal or the Cognosos website.

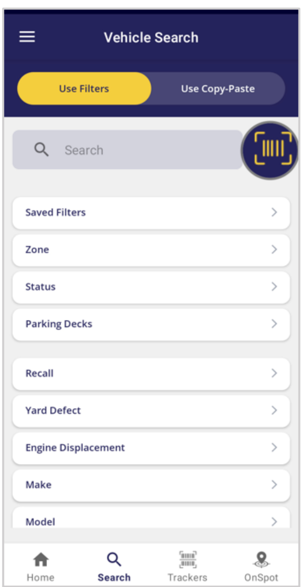
## Viewing + Editing Vehicle Details

Use any of the filter or search options to locate a specific vehicle within the app. Search and filter queries generally default to the map display. When possible, use the barcode scanner option to streamline locating the vehicle within the app.

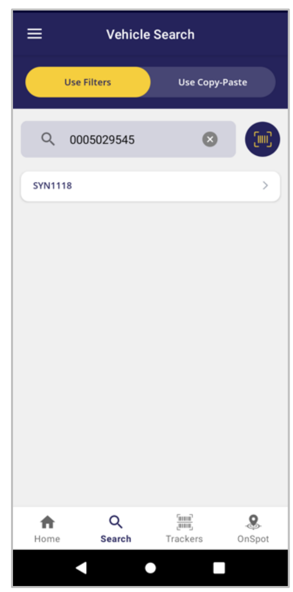
If a query returns many vehicles in the results, go to the List option next to Map.

Search via Barcode Scanner

The barcode scanner provides the fastest method to look up vehicle details and setting up vehicle alerts when you are physically with the automobile. Select the Search icon on the bottom. Click the barcode scanner icon located next to the Search bar. Point your device's camera to the scan tag located in or on the vehicle.



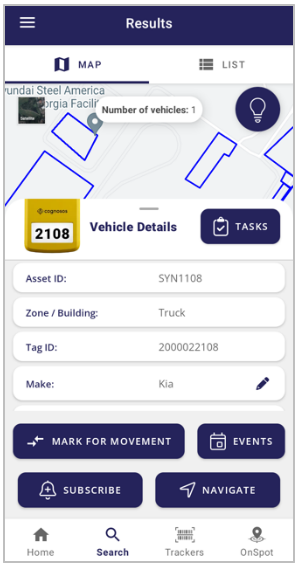





The app displays the vehicle ID. Select the vehicle ID to display the vehicle icon on the map with the Vehicle Details tab and take necessary steps from there.

## View Vehicle Details

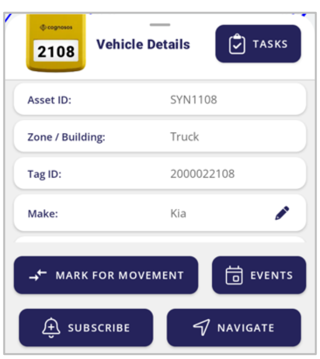
If a search or filter query was used to locate the vehicle, tap the car icon on the map to display Vehicle Details. When the barcode scanner is used, select the vehicle from the Vehicle Search list.




Swipe up to display more of the Vehicle Details tab.

Swipe down to close the details tab.

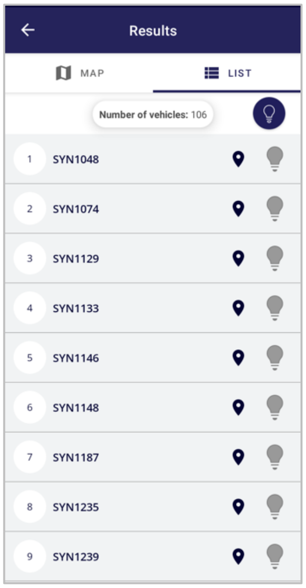
The Vehicle Details tab contains information about the vehicle including make, model, VIN, color, asset ID and any other custom fields that have been set up in your system. Scroll the window to see additional car details fields.

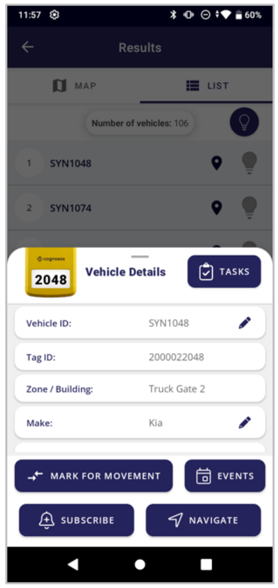



The yellow tag icon displays the last four (4) digits of the vehicle’s tag number; refer to the Tag ID in the window below for the full number. The tag ID may not be changed except through detaching and attaching a new tracker.

When a vehicle has a status of Lost Signal, the Zone/Building will display “Not located; last check-in xxx days ago.” If the vehicle is not attached to a tag, this field will state, “Asset is not currently in a zone” and the Tag ID will be 0 (zero).

Rather than using the map, select List at the top to display the vehicles. From the results list, select a vehicle to show the Vehicle Details tab.



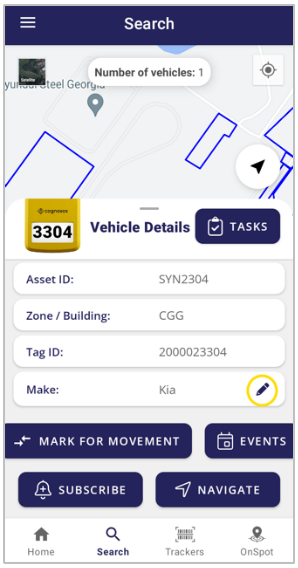

Continue to the next section for details on editing a vehicle's attributes.

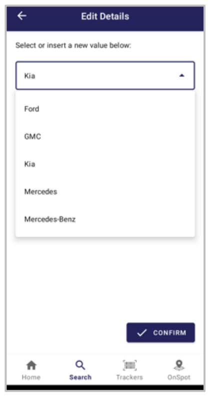
Go to Viewing Events to get historical information (this button does not display if there are no events to report for the vehicle); Subscribe to Vehicle section to learn about setting up a vehicle subscription.

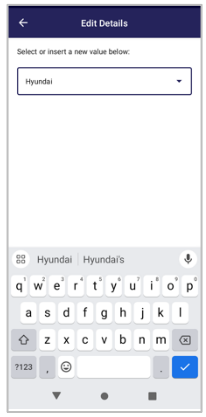
For information on task management for the vehicle, skip to the Managing Tasks section of this document.

## Edit Vehicle Details

Custom fields may be edited and are indicated by the pencil icon. Select the icon for the field you need to edit. Fields without the icon are regulated through tag information and movement.




Either select from a list of previously entered attributes for that category or enter a new value.

After selection from drop-down list, choose Confirm.

When inputting a new value, select the checkmark on the keyboard to return.

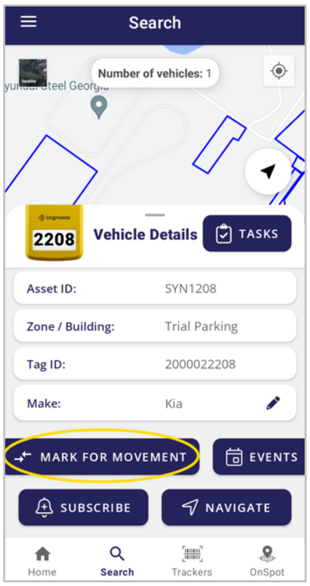
In both cases, the attribute is changed for the vehicle and added to the drop-down list for future use.

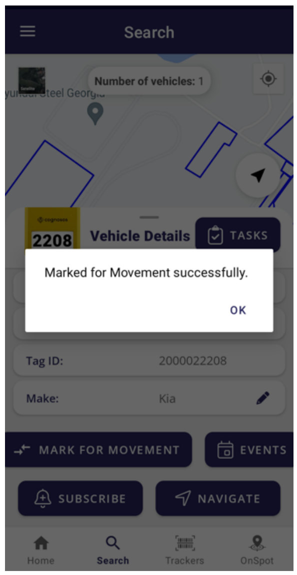
Use the back arrow at the top of the Edit Details screen to return to vehicle details without making changes. Upon return to Search results, you can subscribe or navigate to the vehicle; or use the back arrow to return to the Vehicle Search screen and proceed from there.

### Mark for Movement

Some verticals within the logistics industry use the Mark for Movement option to indicate when a vehicle or trailer needs to be moved. If this flag is not set to 'on' in your logistics app, you will not see this button under Vehicle Details.

Use the scanner to open the Vehicle Details tab for the vehicle/trailer that needs to be flagged. Select Mark for Movement.

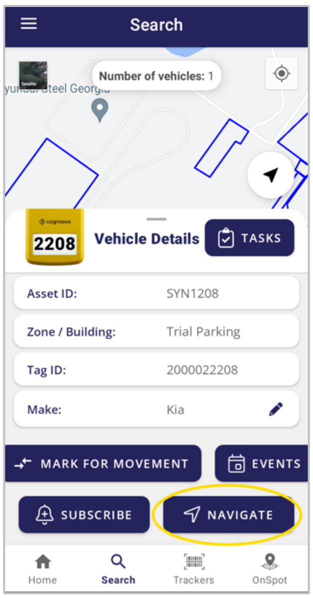


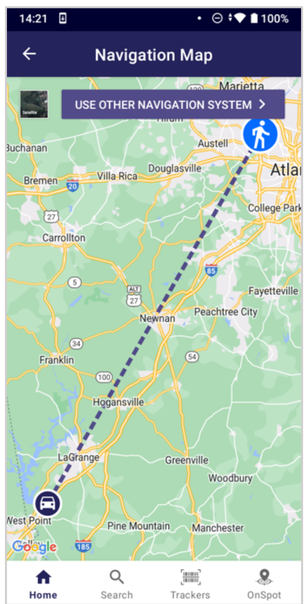




The app returns a confirmation message.

## Navigate to Vehicle

The navigate to vehicle feature displays a vehicle's location and directions (from your location) through a navigational map with using a choice of navigational systems. Use any of the search or filter options described to locate a specific vehicle within the mobile app. When the appropriate vehicle is in view (either on the map or list), open Vehicle Details. Select Navigate.




The mobile app launches Google Maps in a new tab. Follow Google functions to view and get directions to the vehicle.

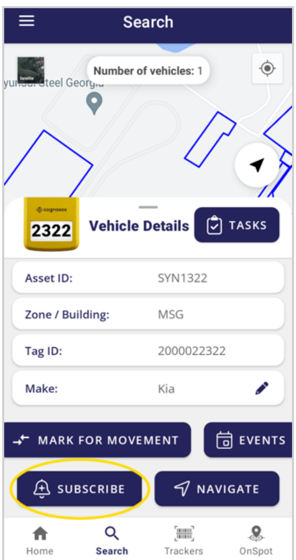
Click Use Other Navigation App to select a different map system (e.g., Google Maps, Waze, etc.). A new window opens.

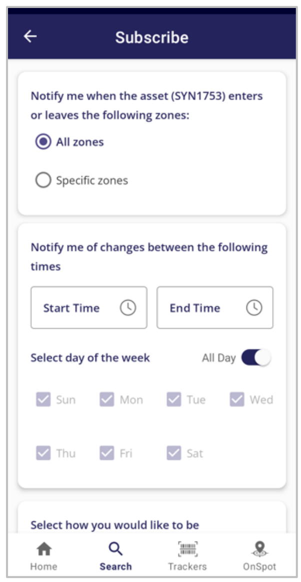
To return to the Vehicle Details, use the back arrow at the top of Navigation Map or use select an icon from the bottom to go to another area of the mobile app.

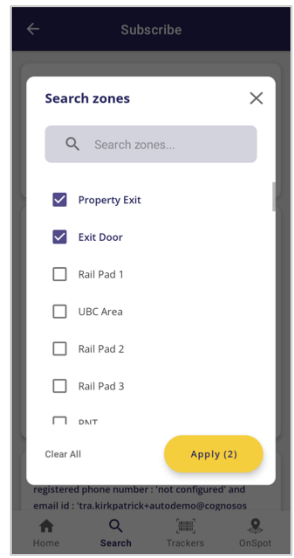
Continue workflow through the mobile app as needed.

### Subscribe to Vehicle

Subscribing to a vehicle sets up an alert to notify you when that particular automobile passes into any one zone or all zones. Use any of the search or filter options described to locate a specific vehicle within the mobile app; or use the barcode scanner if you are with the vehicle. When the appropriate vehicle is in view, open Vehicle Details. Select Subscribe to set up the vehicle alert.

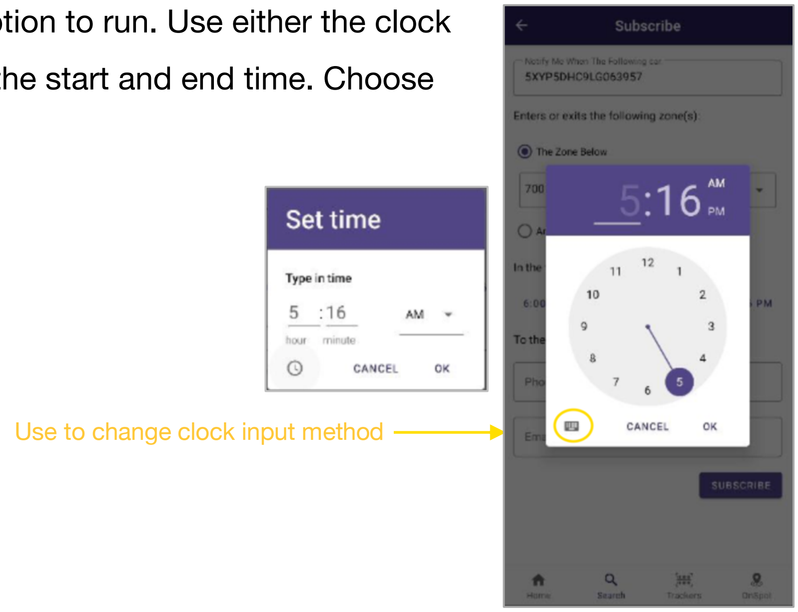


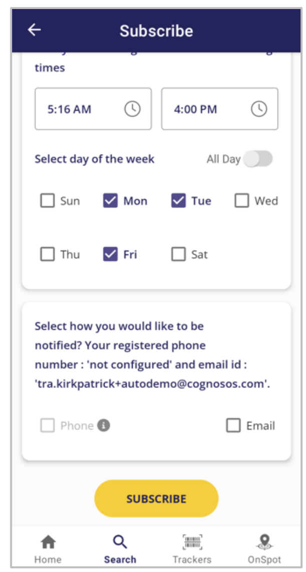




In the Subscribe window, use the radio dial to select either All zones (you'll get alerted when the vehicle passes into any zone) or Specific zones to open the drop-down list and select specific zone(s). After making zone selection(s), choose Apply. The Apply button displays the number of selections. To disregard zone selection, choose Clear All.

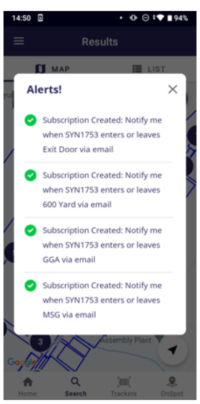
Enter the time for the subscription to run. Use either the clock face or manual input to enter the start and end time. Choose OK to set the time input.




Select the delivery method. The email address defaults to that of the logged in user. If there is no registered phone number, that option will be grayed out. Update the user profile.




Select Subscribe to add the new subscription. A confirmation message is shown for the new alert(s) (each zone and each delivery method you chose creates a single alert).




You will begin receiving alerts for that vehicle per the notification criteria (zone and method). If email is one of the delivery methods selected, you will also receive an alert confirmation email.

At any point before subscribing use the back arrow to return to the previous screen.

Following all input click **Subscribe.** View all your vehicle and zone subscriptions under the My Subscriptions option on the hamburger menu.

Refer to the Managing Subscriptions section for more information.

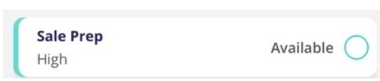
## Managing Tasks

For any logistics operation to run smoothly and for vehicles to be in the right place at the right time, it is imperative to incorporate a task management system that provides a method for assigning a task to a user, such as relocating a vehicle. To this end, the Cognosos Outdoor RTLS solution includes a Task Management feature flag that logistics organizations can request to enhance their team workflow and efficiency.

Task management allows Administrator users to set up tasks and assign to users across the facility. Using the Logistics Mobile App, users then manage tasks assigned to them. This document covers the end user workflow and use of the Logistics Mobile App; limited features are available for Administrators while full Administrator functionality is available in the Cognosos portal.

The status options for a task include the following, and each status is indicated with its own color and icon:

Available

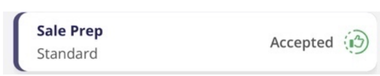



Task has been created, but not yet assigned to any user

Assigned


Task assigned to user; will display on user's Task list on portal and mobile app

Accepted

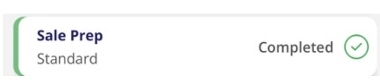



Assigned user has seen task and accepted the task; user should next 'Start' task

In Progress


After user starts task, status changes to In progress; user must complete or fail[1] task

Completed




When task is done, user marks Complete to change to this status

[1] *When a task is failed, it returns to a status of Available.*

## Task Lifecycle

Tasks have a general lifecycle that is largely managed by the user to whom the task was assigned. In some cases, the Administrator will intervene in the lifecycle process by using the Edit function via the Cognosos portal. Broadly speaking, the task lifecycle is:

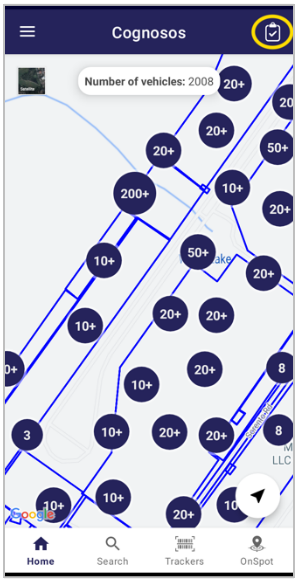

At various points throughout the lifecycle, a task can be unassigned or abandoned by both the Administrator and assigned user; once a task is marked as completed, it can be changed to uncompleted.

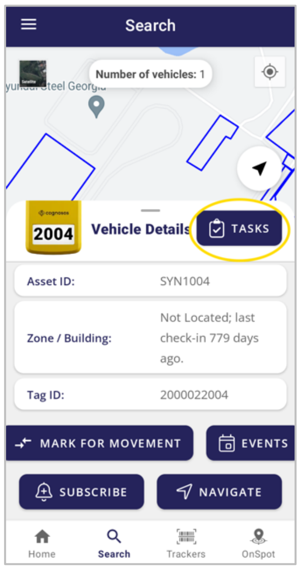
When a task is assigned to a user, it will appear on the user's Tasks list when they are logged into the portal or mobile app. Only Administrators can see all tasks; other users will see only tasks assigned to them.

Refer to the Logistics User Guide (FVL or YMS) or Cognosos Knowledge Base for using the Task Manager on the Cognosos portal to credit, edit, and otherwise manage tasks.

## View Assigned Tasks

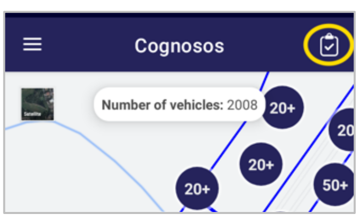
Users can access their assigned tasks through two inroads: Task icon on the top of the Home screen (map) and the Task button on Vehicle Details.

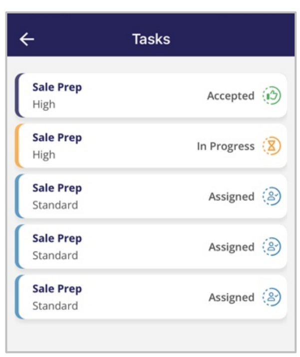



### Task Icon on Map

Selecting the icon from the map displays a list of ALL tasks assigned to the logged in user. If the logged in user in has no assigned task(s), the map Task icon will not appear. If the logged in user is Administrator level, all tasks for all users will show.

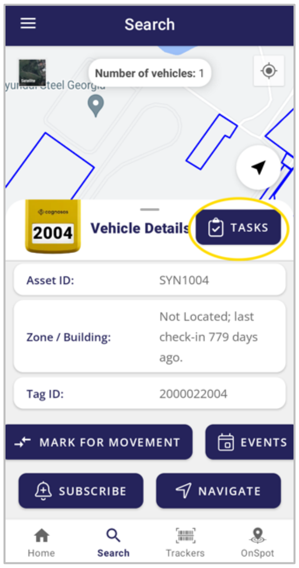


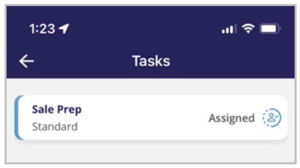




Users with an Administrator user level will see all tasks for all users as well as unassigned tasks.

<u>Tasks Button on Vehicle Details</u>

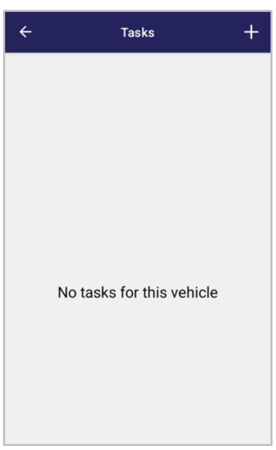
The Tasks button always displays on Vehicle Details. When selecting, this option displays tasks assigned ONLY to that vehicle AND assigned to the logged in user.




The Tasks option on Vehicle Details will always show just one single task since a vehicle can only have one task status at any given time.

For standard user roles, if either the vehicle or/and the logged in user have no task(s) assigned, a "no tasks for this vehicle" message is returned. This message is shown only when the vehicle has no tasks when the logged in user is an Administrator user level.



### Assign Task Status

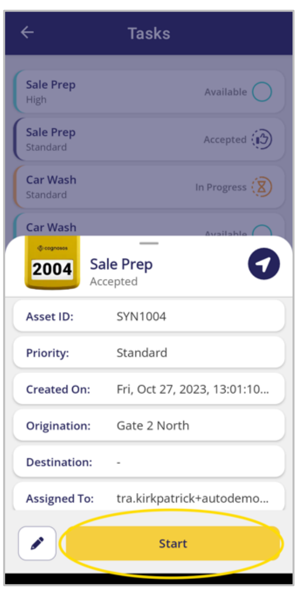
Open the Task list from the map for the quickest route to access a task. Otherwise, search and locate the vehicle for the task and select Tasks from Vehicle Details (to use this option you must pull up the vehicle that has your task assigned).

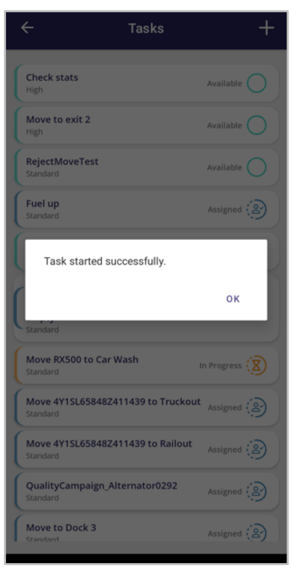
When the task is first created by the Administrator and assigned, the status will show as Assigned on the mobile app. Generally speaking, the status of a task goes from:

Available -> Assigned -> Accepted -> In progress -> Completed

There are instances when a vehicle may need to take a step backward or outside the current process, in which case the team member may need to fail the task. There may be other reasons a vehicle needs to move back into the cycle once it's been marked complete.  Those unusual cases are discussed below.

Open the task you need to change (from the Task list or Vehicle Details). The tab automatically displays the next step in the task lifecycle (e.g., Start). Select the task status (action) button to change to the next step in the lifecycle.




Look for the confirmation message that the status successfully changed.

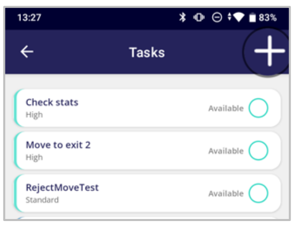
The status will change on the status list.

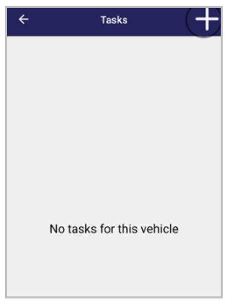
Continue to work on the actual task and update task status throughout until the task is complete.

Although Administrator users can see all tasks, they may only change status of tasks assigned to them. The Admin may edit any task; see Edit Task section.

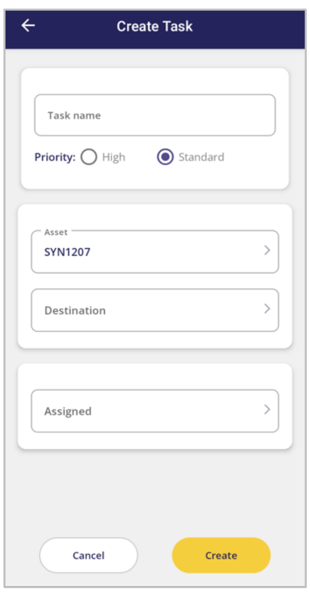
## Create a New Task

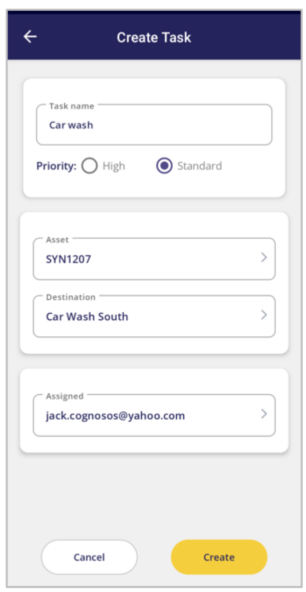
Users with an Administrator user role may add tasks from the mobile app. Open the Task list from the map. Click the add icon signified by the **+** on the top right. Alternatively, select the vehicle from the map, click Tasks on the Vehicle Details tab, and then select the **+** icon.




*This icon does not display for those without an Administrator user role.*




Input task name. Set status priority to high or standard. Use the lists to select the asset to which to assign the task and the vehicle destination. If the create task function was initiated from Vehicle Details, the Asset field will auto-populate with the asset ID. These fields are required to create the task.

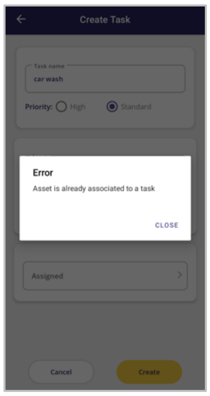
You may opt to assign the task or leave that field blank.

Following each selection, click Apply to save the response and move to the next field.

Choose Create Task; otherwise Cancel to abort the process.

Once saved, the new task is added to the task list. If no user was assigned, the task status is Available; if assigned, the status is Assigned and added to the user's task list.

A vehicle may have only one task assigned to it. If an attempt is made to create a task for a vehicle that already has a task in progress, the app will return an error.



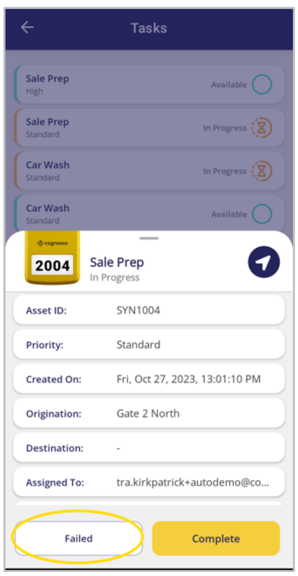

Click Close to return to the Create Task screen. Select a different vehicle to proceed or Cancel.

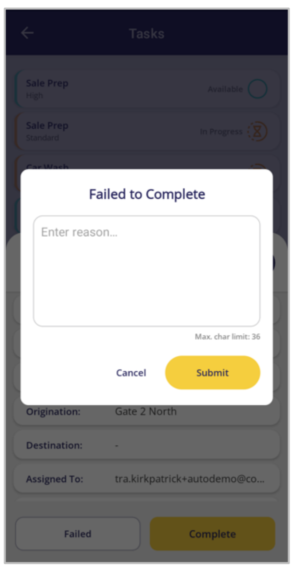
## Return a Task

In rare cases, a task may need to be given an assignment of Failed or Uncomplete. These are not a status per se, but rather an action that is taken with the task that assigns it back to a different status in the lifecycle.

Failed Task

A failed task is one that could not be completed by the assigned user for some reason (e.g., the assigned destination was full). When the assigned team member begins the task, it is changed to In Progress. Once the task is complete the users will have the option to change the status to Complete or Failed. Most cases the task will successfully complete.



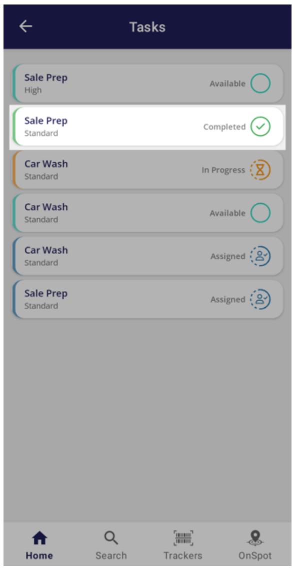

If the user needs to go back to the task for any reason, alert another team member about a concern or issue, or the vehicle needs to return to another point in its process, the Failed status should be used.

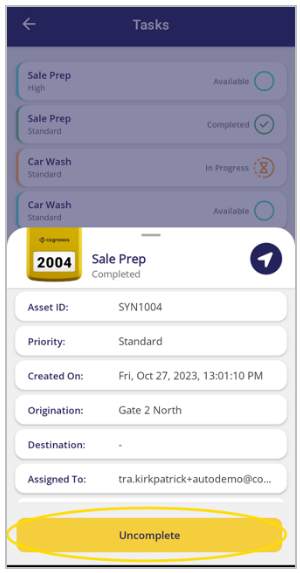
Input information regarding the failed completion and click Submit.

The task status will change to Available. An Administrator user should edit the task as needed, including assigning a user (same or new user). The task will return to the cycle until completed or removed.

Uncomplete Task

In the event a previously completed task needs to return to the cycle (e.g., forgot to shine the wheels at the car wash), locate and open the completed task and select Uncomplete.



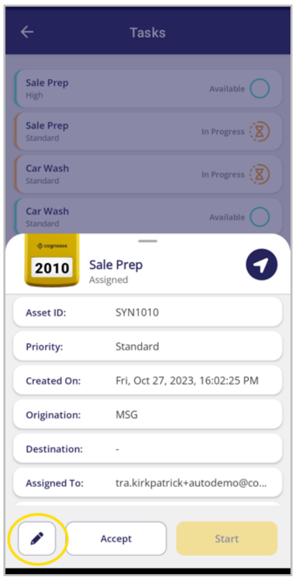




The status of the task returns to In Progress and remains assigned to the user.

The assigned user should take necessary steps to move the task successfully back through the cycle to completion.

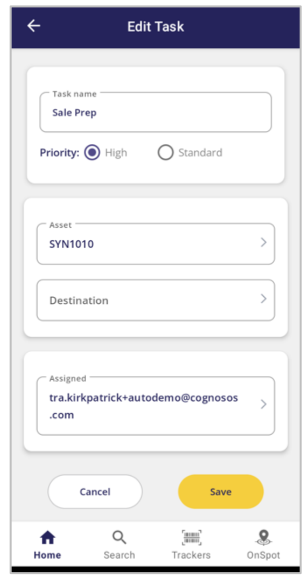
## Edit Task

In addition to changing task status, users may edit their tasks so long as the task has a status of Assigned or Accepted (all other statuses may not be edited). Administrator users may edit any task. Locate and open the task you need to change (from the map's Task list or Vehicle Details). Click the pencil icon. Make changes as necessary.




*User edit own task*


*Admin edit another user's task*



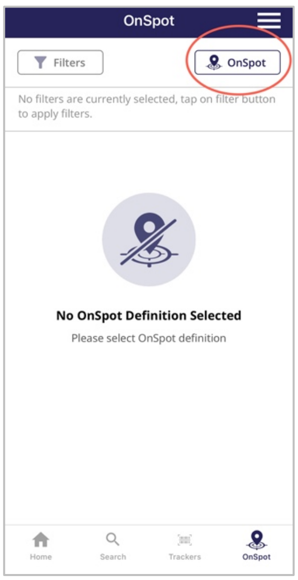

Those with the Administrator user level may edit any task with a status of Available or Assigned, regardless of user assignment. Once a task is in progress (Start status initiated), edits are prohibited unless the task is marked with a Failed status.

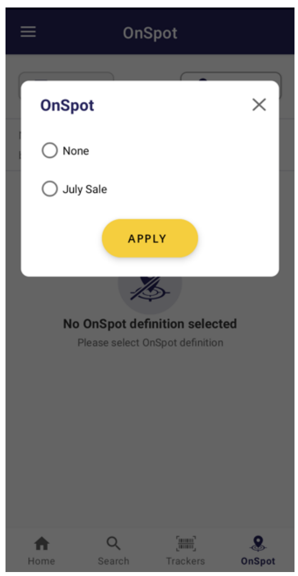
Save changes when complete or click Cancel to disregard input.

## Using OnSpot

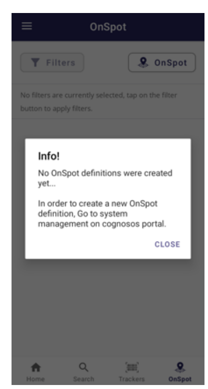
OnSpot is a method to determine if a vehicle is ready for the next step in your organization's workflow process. The OnSpot definitions (reports) and mappings are defined on the Cognosos RTLS portal. Refer to the Outdoor RTLS User Guide for information on setting up OnSpot reports.

Select the OnSpot menu option from the bottom of the screen. To run OnSpot, select the OnSpot option at the top right. The list of defined OnSpot mappings displays. Choose one and then Apply.

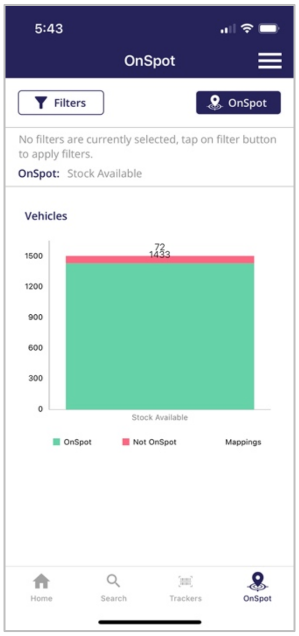



If no OnSpot definitions have been set up in the portal, a message will display stating such. You must first set up the OnSpot mappings through the Cognosos RTLS portal.

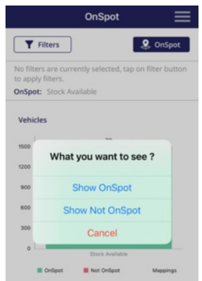


The resulting graph displays OnSpot (green; vehicles that meet the OnSpot conditions) and not OnSpot (red; vehicles that should, but do not meet the OnSpot conditions) vehicles for the selected report.

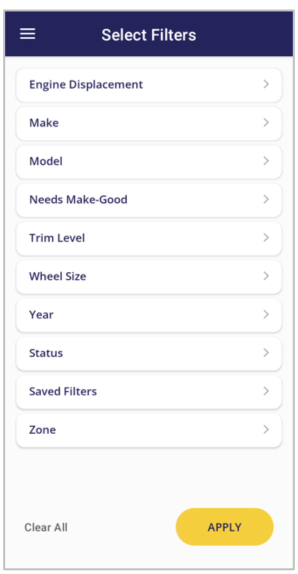



The selected OnSpot report name displays above the graph.

The graph defaults to vehicles that are both OnSpot and not; however, not all outcomes will include both.




To view one or the other, tap the graph. Choose the desired option. Cancel to return to the graph.



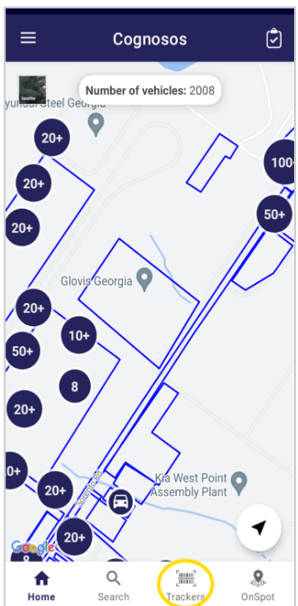

OnSpot reports may return hundreds or thousands of vehicles. Narrow results with filters. Choose Filters on the OnSpot screen and select any combination of saved, pre-defined, or other attributes. (Refer to the Searching by Filters section for detailed information on using filters.)

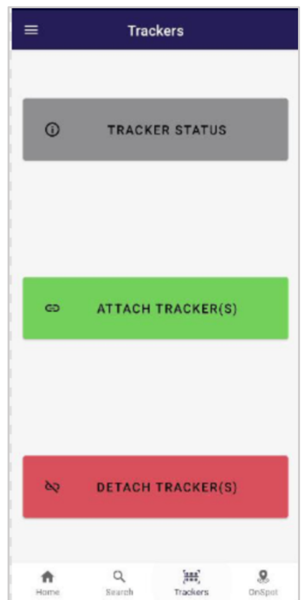
When all filter selection is complete choose Apply on Select Filters screen. The graph refreshes with vehicles matching the filter.

To view a different OnSpot report or null out the OnSpot report, choose OnSpot at the top of the graph and either select and apply a different report or select None.

## Managing Tracker Tags

Users with a Standard or Administrator user role can manage asset tags (trackers) right from the mobile app. Open the mobile app and select the Trackers icon on the bottom. You will have the options to check tracker status, attach and detach trackers.



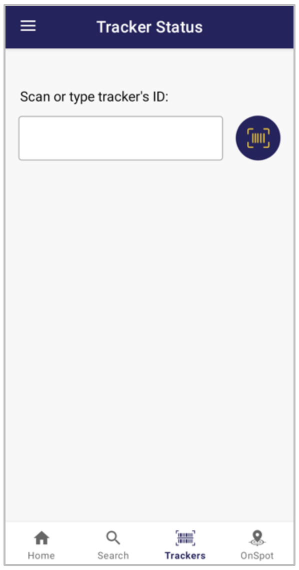



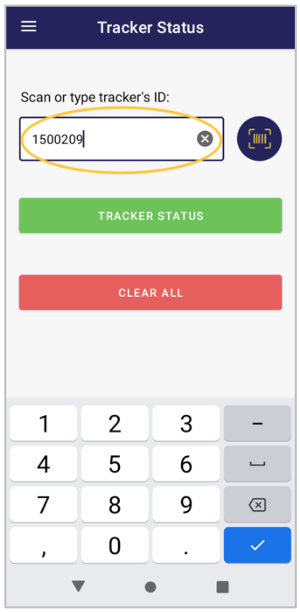

If you'd like information about asset tag health (battery level, temperature), use the Tracker Status option. To attach or detach a tracker, use the appropriate option.

To manage asset tag data (e.g., ID number, tracker status, etc.) use the Cognosos portal from your computer desktop. Refer to the full Outdoor RTLS User Guide for details on managing asset tags (trackers).

## Tracker Status

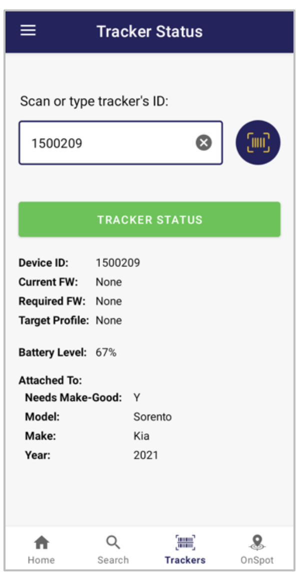
Use the Tracker Status option to quickly view tag and vehicle status and information. Select the Tracker Status option from the Trackers screen. Tap the input field to manually enter the unique tag identifier or scan the tag if you are with the vehicle.




Choose Tracker Status to view the information.

Choose Clear All to clear the field; or use the x in the input field.



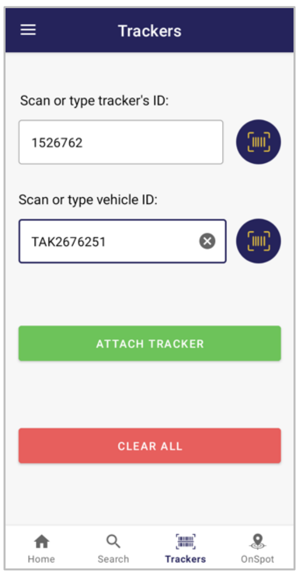

To check another status, clear the field with x, input a new tracker ID, and select Tracker Status.

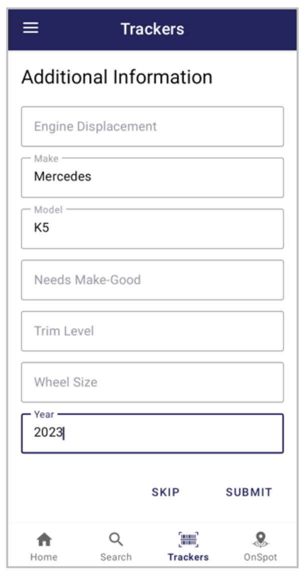
Return to the main trackers screen using the Trackers icon. Otherwise, choose another function from the bottom icons or hamburger menu.

## Attach Tracker

The tracker (asset tag) and vehicle relationship must be defined in the system for the vehicle to get tracked (location, movement, etc.). Adhering the physical tag to the automobile is just one step. You must also create the relationship in the RTLS.

Select Attach Tracker(s) in the Trackers screen. In the Trackers screen scan or manually input the tracker and unique asset (vehicle) identifier number. Both must be input. Select Attach Tracker. *Make sure that the tag (tracker) has at least 50% battery capacity.*




Input necessary information for the RTLS to properly report data on the vehicle. Choose Submit when complete. Look for attachment successful message towards bottom of screen or correct any errors.

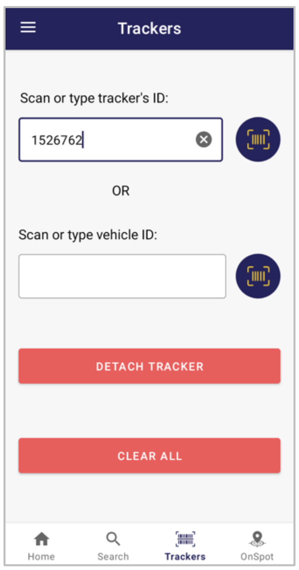
When back at the main Trackers screen select Clear All to clear the fields and attach additional trackers or use the icons to move to another screen.

To edit or add vehicle details after attaching a new asset, use the Cognosos portal from your desktop or laptop. Refer to the full RTLS User Guide for instructions on managing trackers.

## Detach Tracker

Select Detach Tracker(s). Before performing this function, ensure it is that action you want to take. Removing the association between the vehicle and tracker will prohibit proper tracking and data gathering.

Scan or manually input the tracker *or* vehicle ID. Only one is necessary when detaching. Select Detach Tracker.




A small message appears on the bottom showing that detachment was successful.

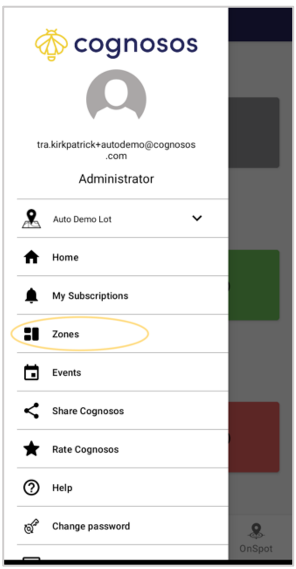
Select Clear All to clear the field(s).

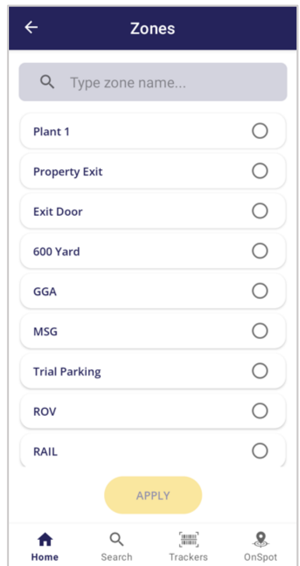
Following detach, the screen clears and you can continue to detach additional trackers or use the icons to move to another screen.

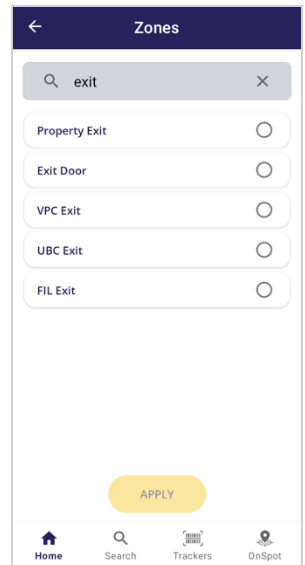
Reminder: The vehicle from which the tracker was detached is no longer able to communicate with the Cognosos system. If the vehicle is still in service, make sure to attach a new (active) tracker.

# Viewing Zone Information

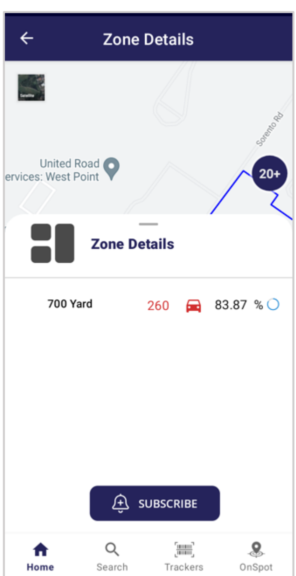
Use the Zones option on the hamburger menu to quickly locate zones across your facility and view zone counts and capacity. The app displays a list of zones. Use the Search field to view a specific group of zones or to decrease the size of the list.

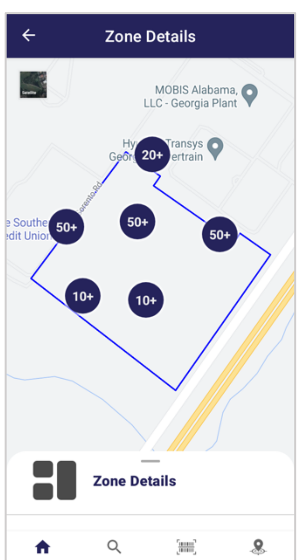



Search or scroll the list and make a single selection. Select Apply to display the zone details and location on the map.



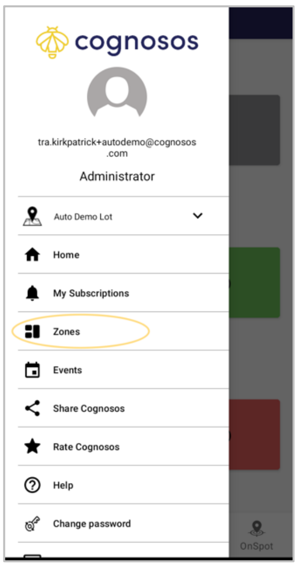

By default, the Zone Details tab opens displaying zone information. Swipe down to view the zone on the map.

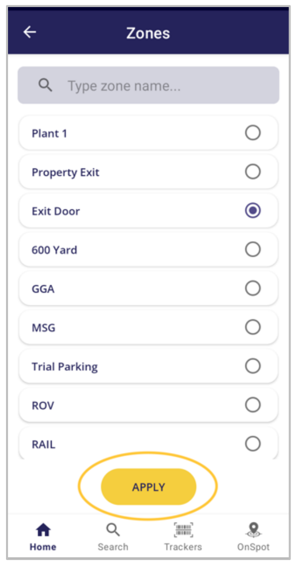
Use the arrow on the top left to return to the zone selection screen. Otherwise, go to a different screen using the icon navigation or hamburger menu.

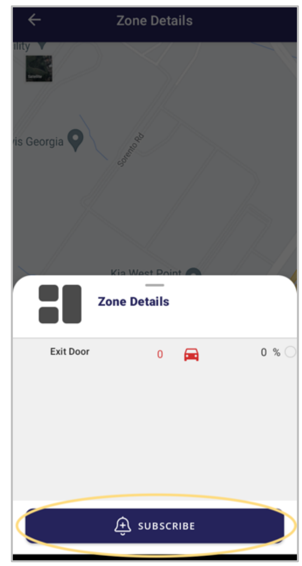
Go to the next section for information zone subscriptions.

## Subscribing to Zones

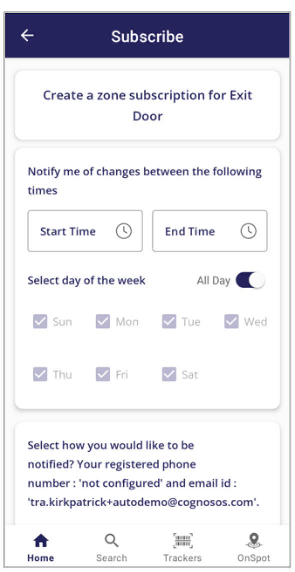
Zone subscriptions provide a method for monitoring zone activity. This can be useful for people who oversee assigned zones or for monitoring key areas across your lot(s). Click Zones from the hamburger menu. Locate the zone to which you want to subscribe and choose Apply. Zone Details will display; choose the Subscribe option.

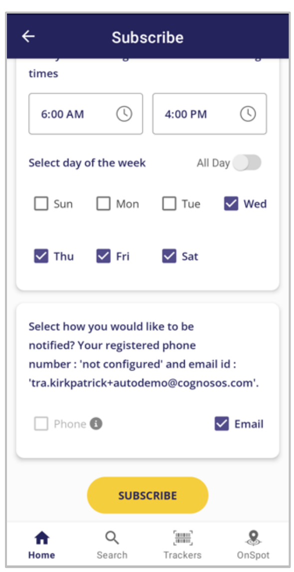



Input time range and select days of week. The email address defaults to the logged in user. To receive text message alerts, select phone (must be defined in user profile). Select Subscribe.



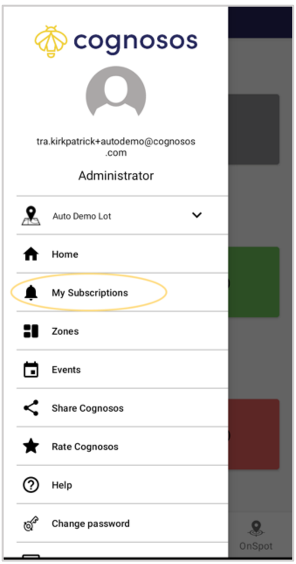



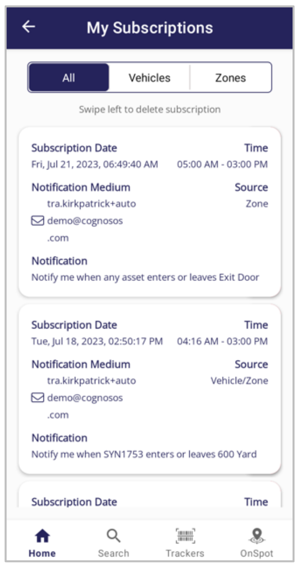

A message appears at the bottom of the screen stating subscription was created. To disregard creating the subscription, select the back arrow at the top of the screen to return to Zone Details.

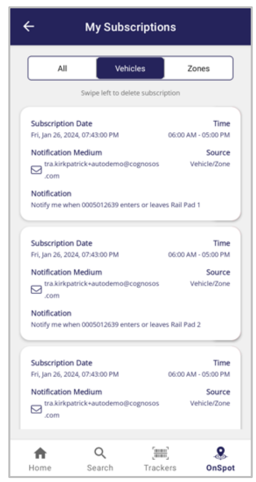
You will begin receiving alerts for that zone. If email is one of the delivery methods selected, you will receive a confirmation email.

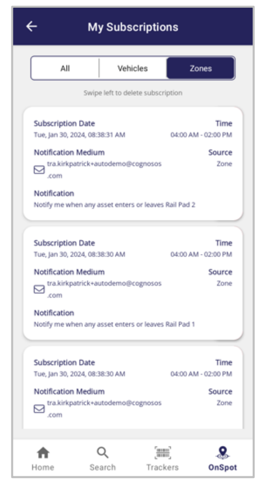
## Viewing + Deleting Subscriptions

Subscriptions for vehicles and zones appear under My Subscriptions from the hamburger menu. Go here to view and delete subscriptions. By default, the app opens the All tab. To view only vehicle subscriptions, click Vehicles. To view only zone subscriptions, click Zones. All features work the same whether a car or zone subscription.

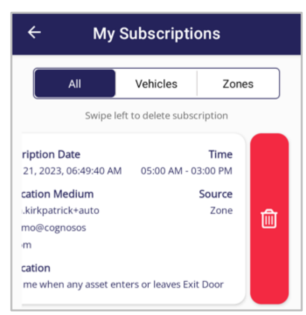









Subscriptions are listed for each source (vehicle/zone or zone) and delivery method so some subscriptions will have multiple entries.




To remove a subscription, locate the entry and swipe left to display the trashcan icon. Select trashcan and confirm with Delete.

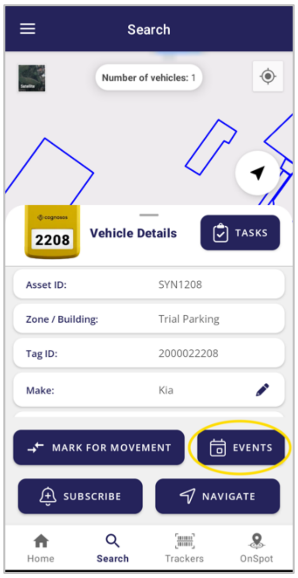
Once deleted, the car or zone notification will cease (or the removed delivery method will come to an end).

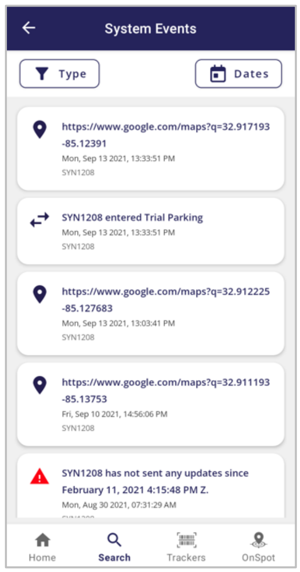
If a car or zone subscription has more than one delivery method you need to delete both to delete the entire subscription.

To pause or resume a subscription, use the Cognosos RTLS portal.

## Viewing Events

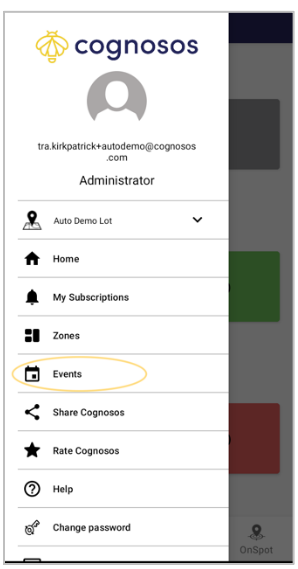
The portal tracks important system events such as tracker (vehicle tag) battery level and temperature, tracker changes, vehicle movements, and zone transitions. Review a vehicle's historical events by using the Events button on the Vehicle Details screen.

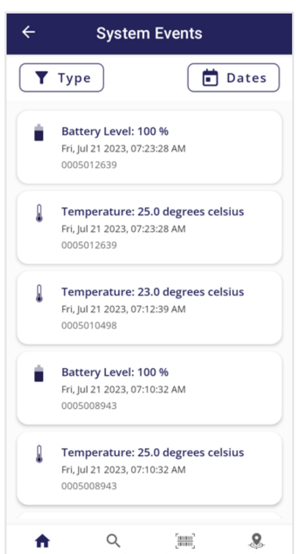



From Vehicle Details, choose Events. The event listing for the vehicle displays.

To view <u>all</u> system events, go to Events from the hamburger menu.

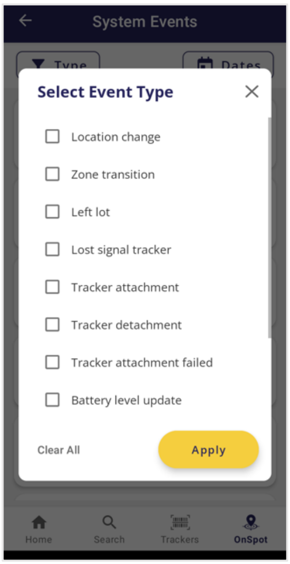


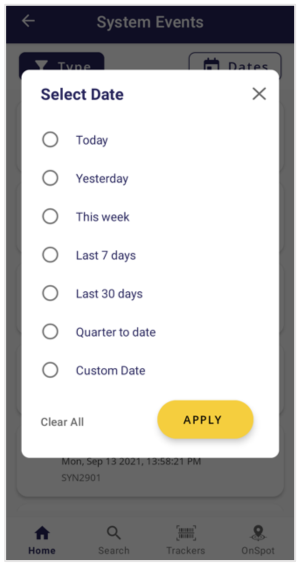




In both Vehicle and System Events, the screen defaults to all events. Use the filter options (Type + Date) to narrow down the list.

You may filter by one or multiple event types, a specific event within a certain date range, all events within a certain date range.

Choose Type to make one or more event selection(s) from the list. Click Apply. You may alternatively or in addition use Date to select a predefined date range or use Custom Date to set a range. After date range is set, click Apply. The app returns to the list with only events meeting the filter criteria (type and/or date range).



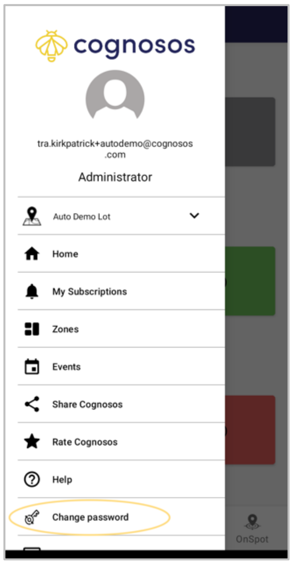

You may use one or both filtering options.

To refresh the list to all events, return to the selection screen(s), select Clear All then Apply.

Events are informational only; no actions can be taken.

## Changing Password

Users can change their own password from inside the mobile app. Choose Change Password from the hamburger menu. User must know their current password; otherwise go to instructions below.



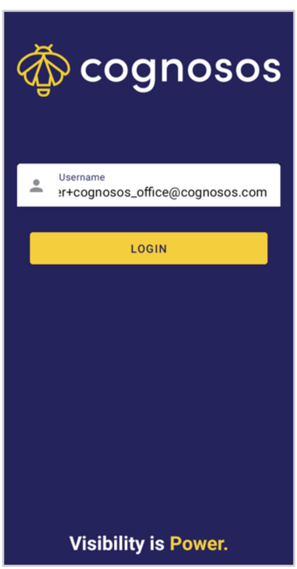


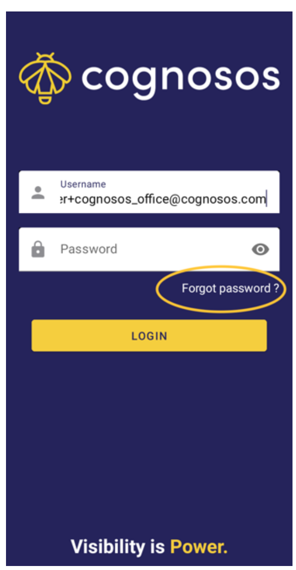
Input current (old) and new password meeting the requirements; confirm new password. Choose Save.

User will utilize the new password on the mobile app and RTLS desktop portal.

When a user has forgotten their password, follow the steps below.

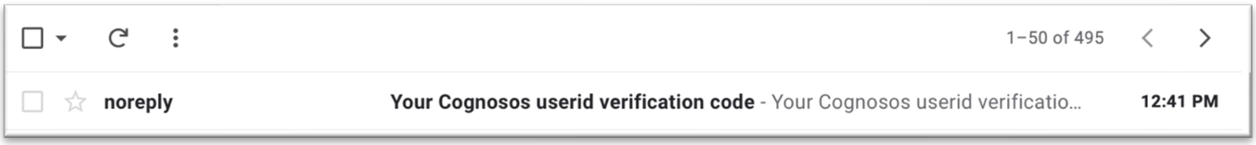
If the user is logged into the mobile app, begin by logging out. On the main login screen input username, select Login. Choose Forgot password.

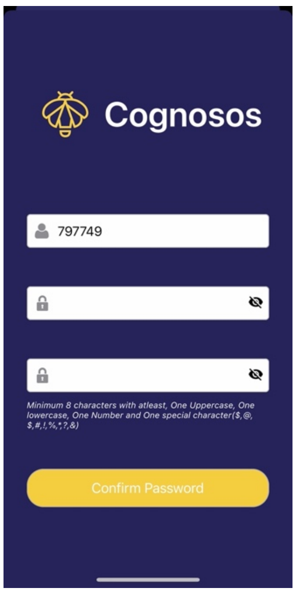


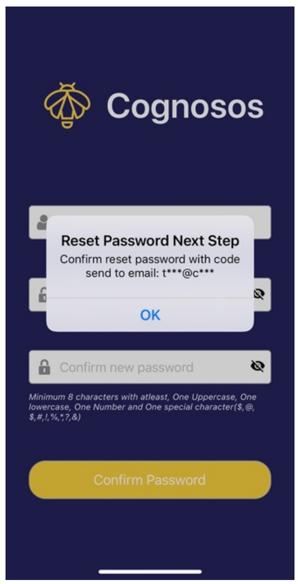




A verification email is sent to the email address in the user profile.

Retrieve the email and enter the confirmation code on the app. Input and confirm a new password. The password must contain minimally 8 characters including one lowercase, one uppercase, one number, and one special character. Select Confirm Password.




The app returns to the login screen. Use the new password moving forward on the mobile app and RTLS desktop portal.

If you are experiencing difficulties logging in, please refer to our Cognosos Knowledge Base (User Management topic; Fixing Login Issues article).