Basic User Guide

ST24/7Spot™

Cloud-Based Tracking Platform

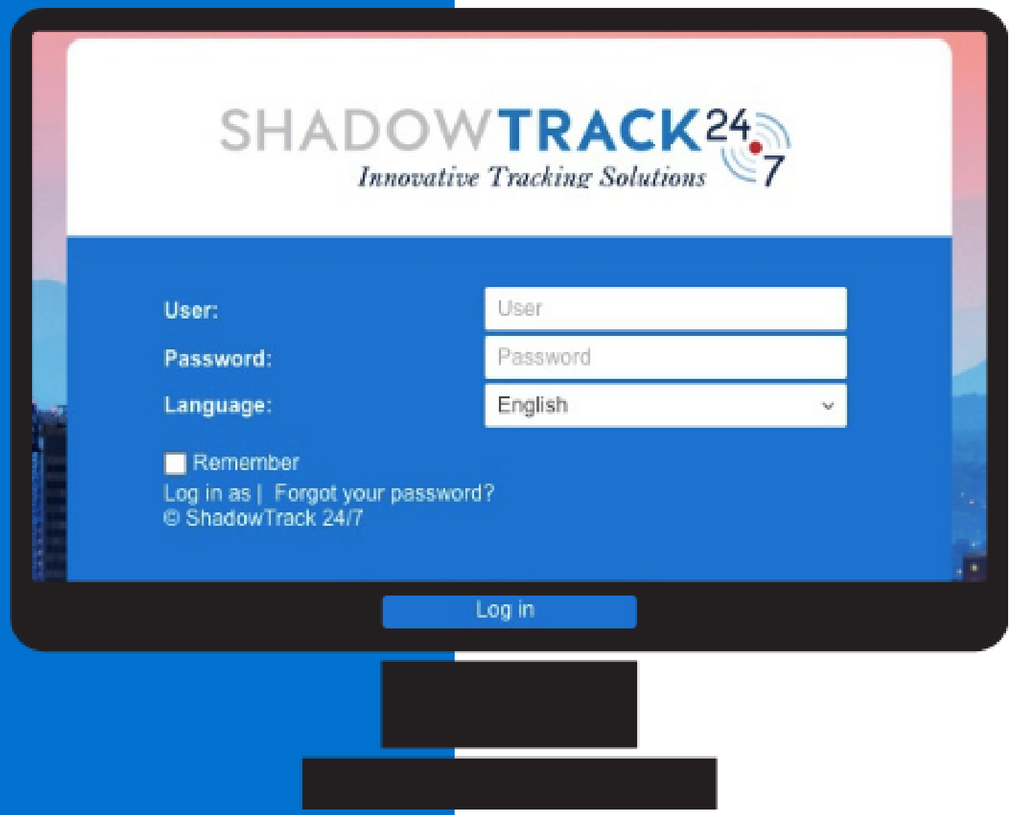
Basic User Guide

ST24/7Spot™

1. Log In
2. Overview
3. Customize Monitoring View
4. Understanding the Location Data
5. Entering Shipment Information
6. Geofences
7. Notifications & Reports
8. Frequently Asked Questions

Basic User Guide

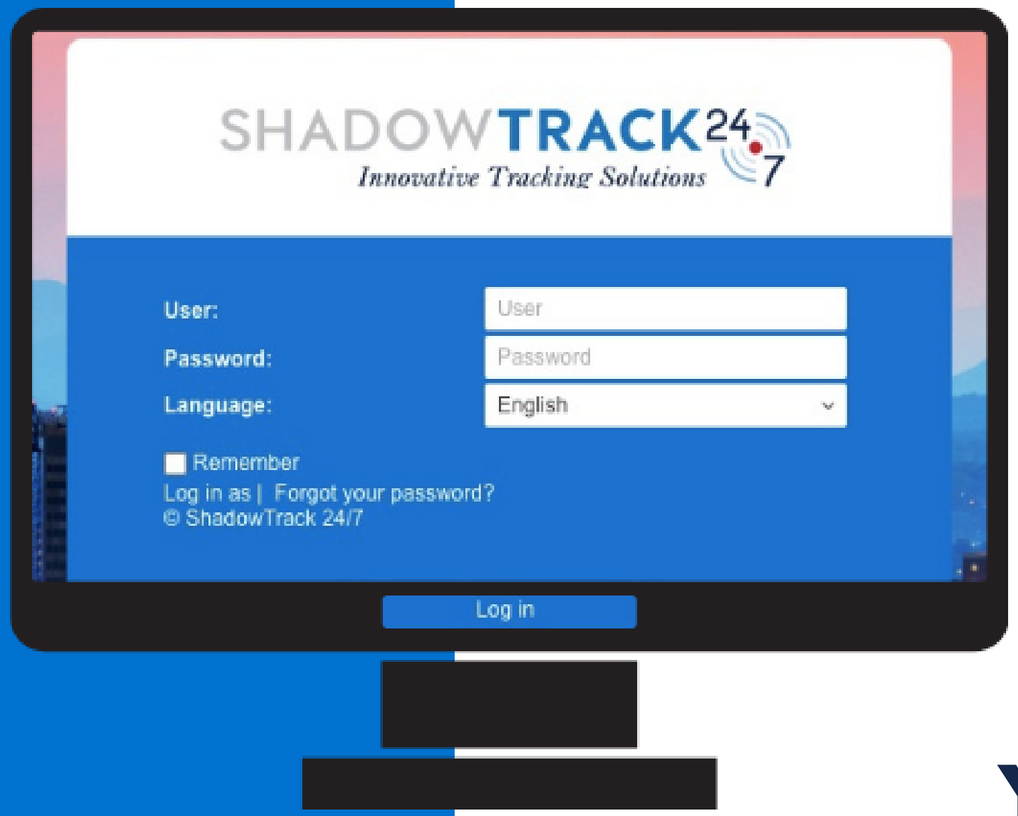
Section 1:
Log In



ST24/7Spot™

URL

https://spot.shadowtrack247.com

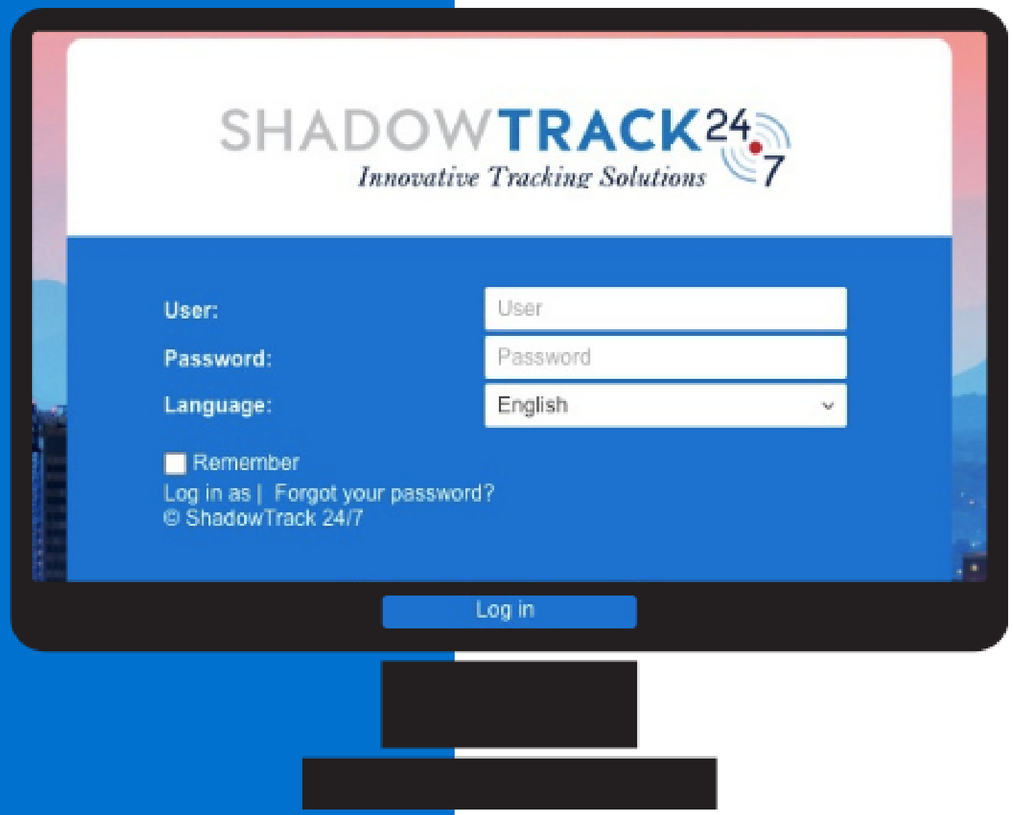


ST24/7Spot™

USER NAME & PASSWORD

Your Username is typically your email address.

Your original password is provided by your ST247 account manager or your designated company administrator.



ST24/7Spot™

FORGOT YOUR PASSWORD

Click on the “Forgot Your Password?” link to reset your password.

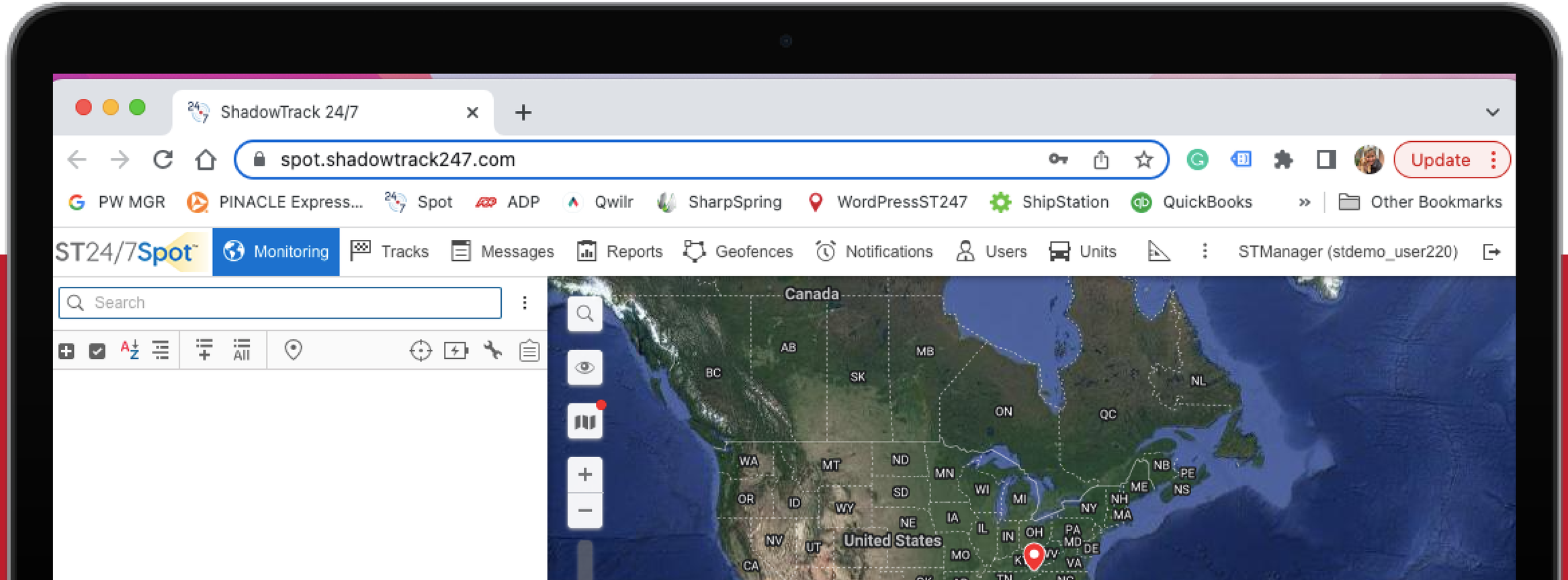
Basic User Guide

Section 2: Overview

TABS

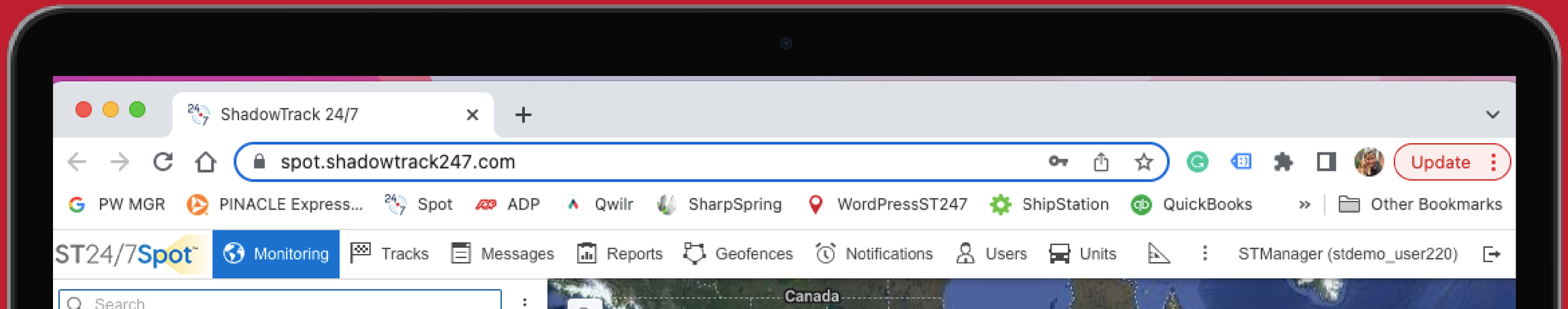
ST24/7Spot™

The TABS across the top help you navigate the tracking platform.



TABS

- Monitoring
  - Provides an overview of tracking data.
- Tracks & Messages
  - Run the track for a specific device
- Reports
  - Create & Run Reports
- Geofences
  - Create & View Geofences
- Notifications
  - Create & View Notifications
- Users
  - List of Company Users
- Units
  - View list of Device IDs assigned to you

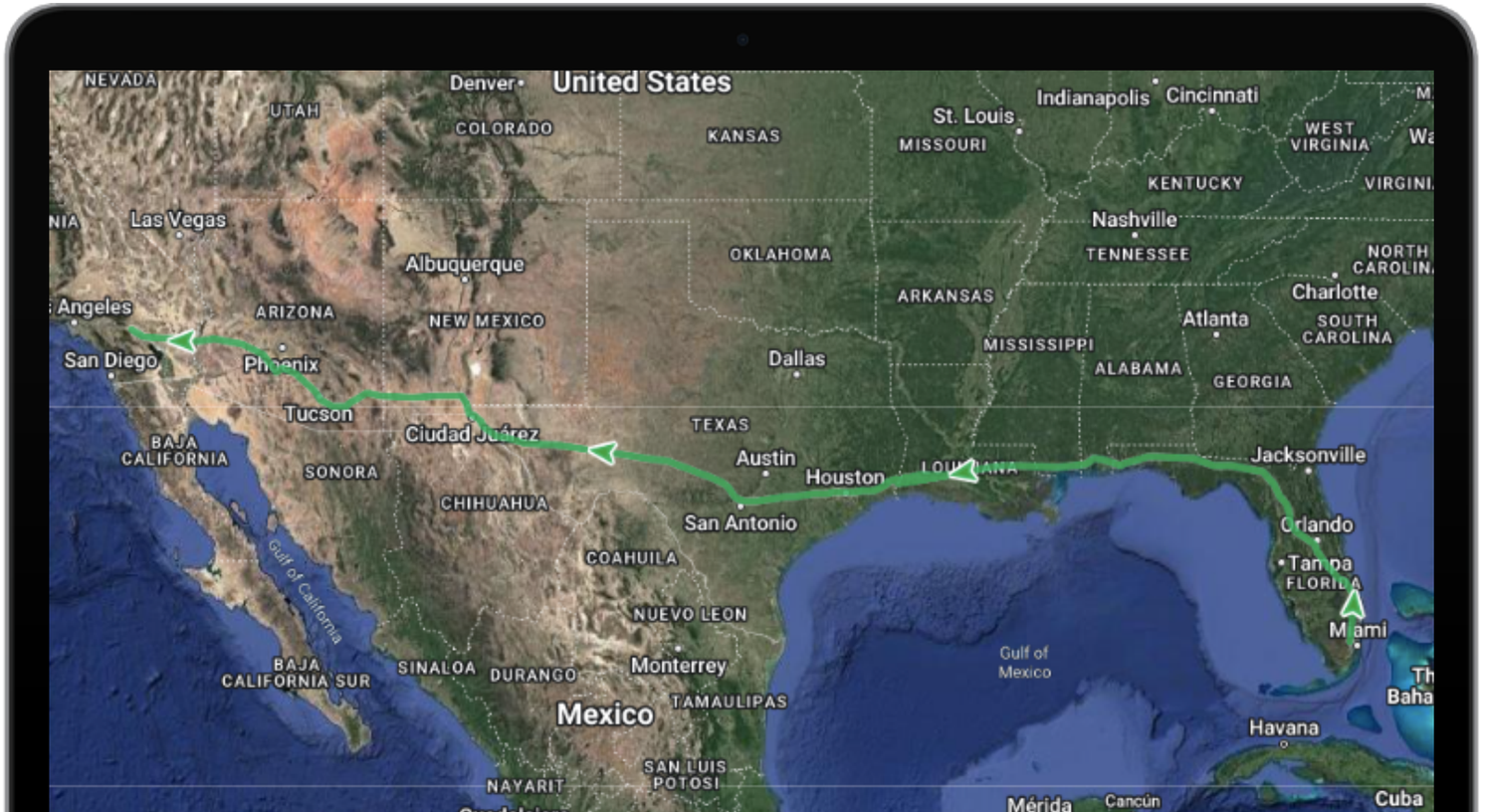


TRACKS Tab

ST24/7Spot™

Overview

Run Tracks for individual tracking devices to show route for a selected time period



MESSAGES Tab

Overview

Run Messages to see route and sensor information for each time the tracking device reports.

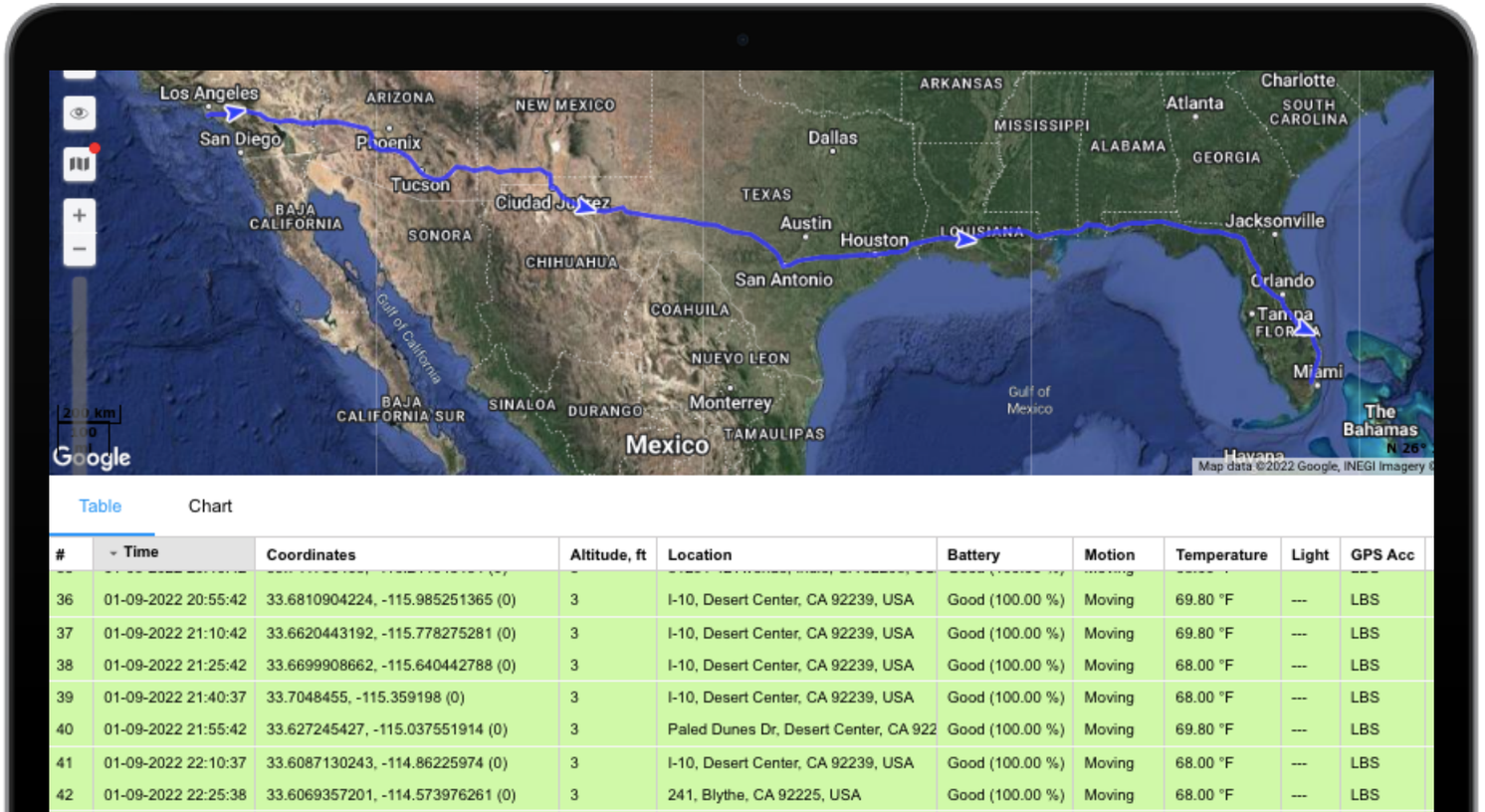


Table | Chart

#	Time	Coordinates	Altitude, ft	Location	Battery	Motion	Temperature	Light	GPS Acc
36	01-09-2022 20:55:42	33.6810904224, -115.985251365 (0)	3	I-10, Desert Center, CA 92239, USA	Good (100.00 %)	Moving	69.80 °F	---	LBS
37	01-09-2022 21:10:42	33.6620443192, -115.778275281 (0)	3	I-10, Desert Center, CA 92239, USA	Good (100.00 %)	Moving	69.80 °F	---	LBS
38	01-09-2022 21:25:42	33.6699908662, -115.640442788 (0)	3	I-10, Desert Center, CA 92239, USA	Good (100.00 %)	Moving	68.00 °F	---	LBS
39	01-09-2022 21:40:37	33.7048455, -115.359198 (0)	3	I-10, Desert Center, CA 92239, USA	Good (100.00 %)	Moving	68.00 °F	---	LBS
40	01-09-2022 21:55:42	33.627245427, -115.037551914 (0)	3	Paled Dunes Dr, Desert Center, CA 922	Good (100.00 %)	Moving	69.80 °F	---	LBS
41	01-09-2022 22:10:37	33.6087130243, -114.86225974 (0)	3	I-10, Desert Center, CA 92239, USA	Good (100.00 %)	Moving	68.00 °F	---	LBS
42	01-09-2022 22:25:38	33.6069357201, -114.573976261 (0)	3	241, Blythe, CA 92225, USA	Good (100.00 %)	Moving	68.00 °F	---	LBS

Basic User Guide

ST24/7Spot™

Section 3: Customize Monitoring View

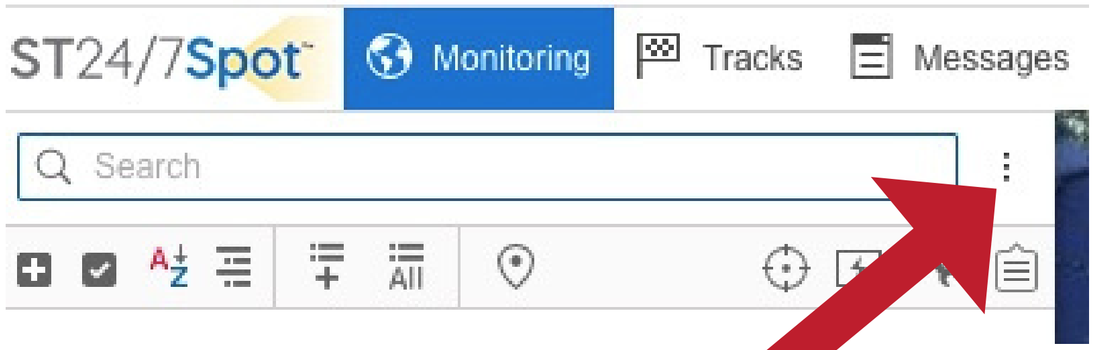
MONITORING Tab

Overview

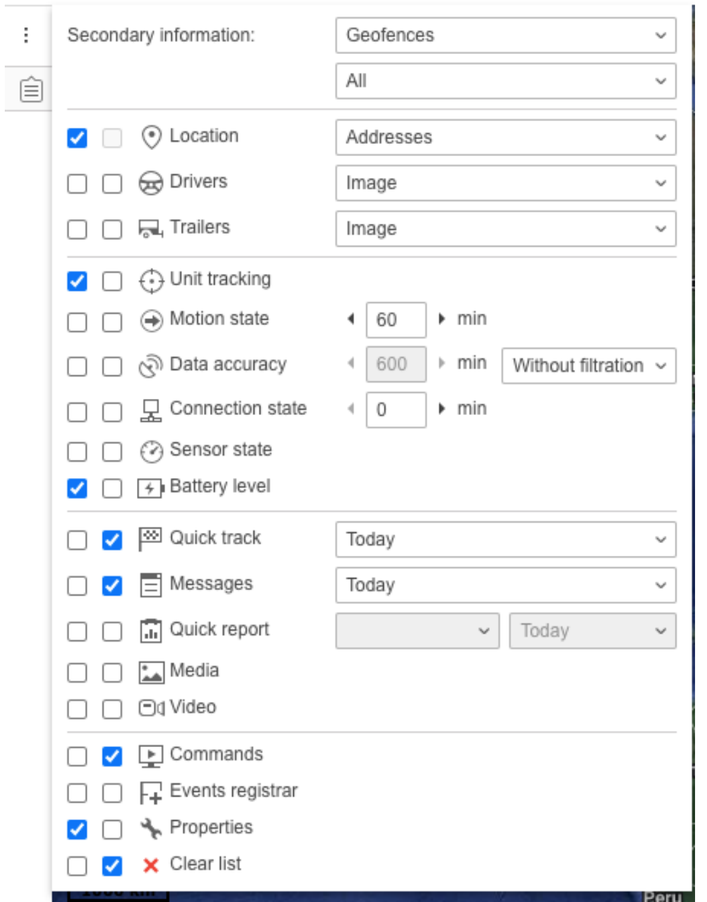
- View tracking device location on Map
- View sensor status
  - Motion
  - Light
  - Temperature
  - Battery
- View shipment information
- View tracking devices by Groups

Adjust Device Info View

Customize Monitoring Tab



Click on 3 Dots

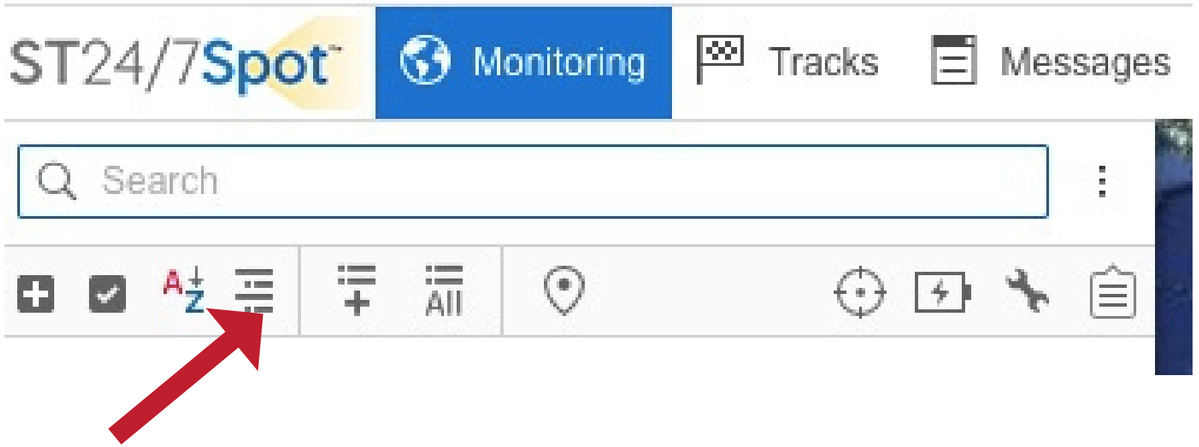


Select the information you would like to see in the monitoring tab in the list of devices.

This is a matter of preference with some trial & error.

Adjust List View

Customize Monitoring Tab



Click on Lines

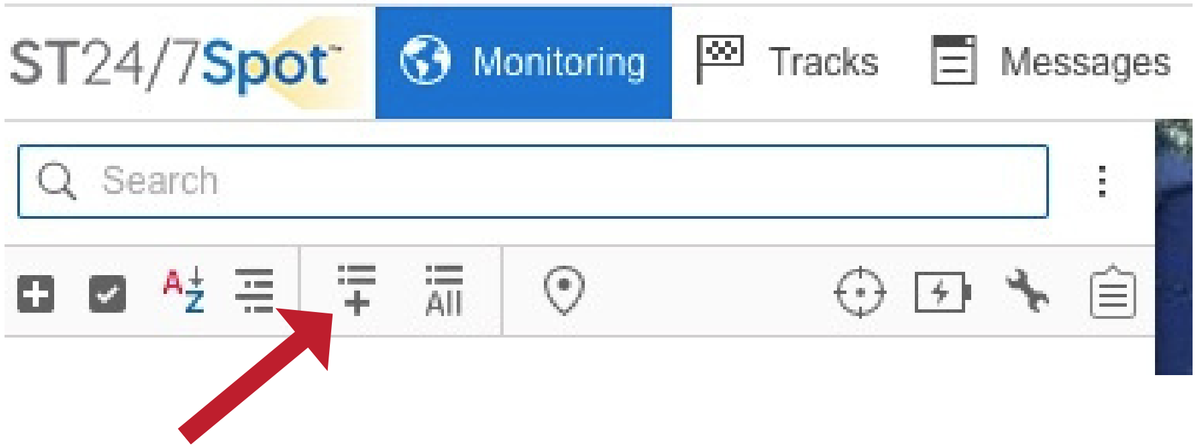
Switch between a list view by Groups

or

list view by individual tracker Device IDs

Adjust List View

Customize Monitoring Tab



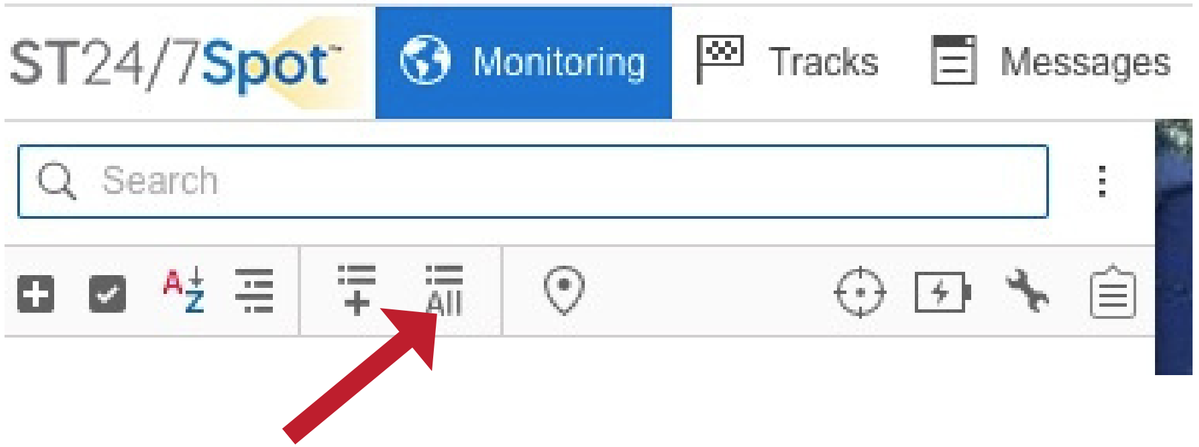
Click on Lines with "+"

Select Tracker Device IDs you wish to view in the List.

You can select a Group or Individual IDs.

Adjust List View

Customize Monitoring Tab

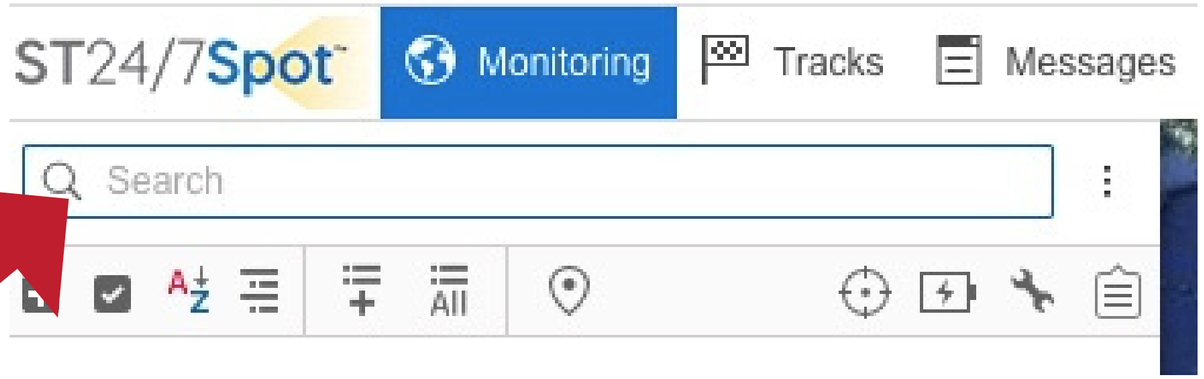


Click on Lines & All

When you Click the ALL button it will add ALL the Tracker Device IDs for your company.

Search Device ID

Customize Monitoring Tab



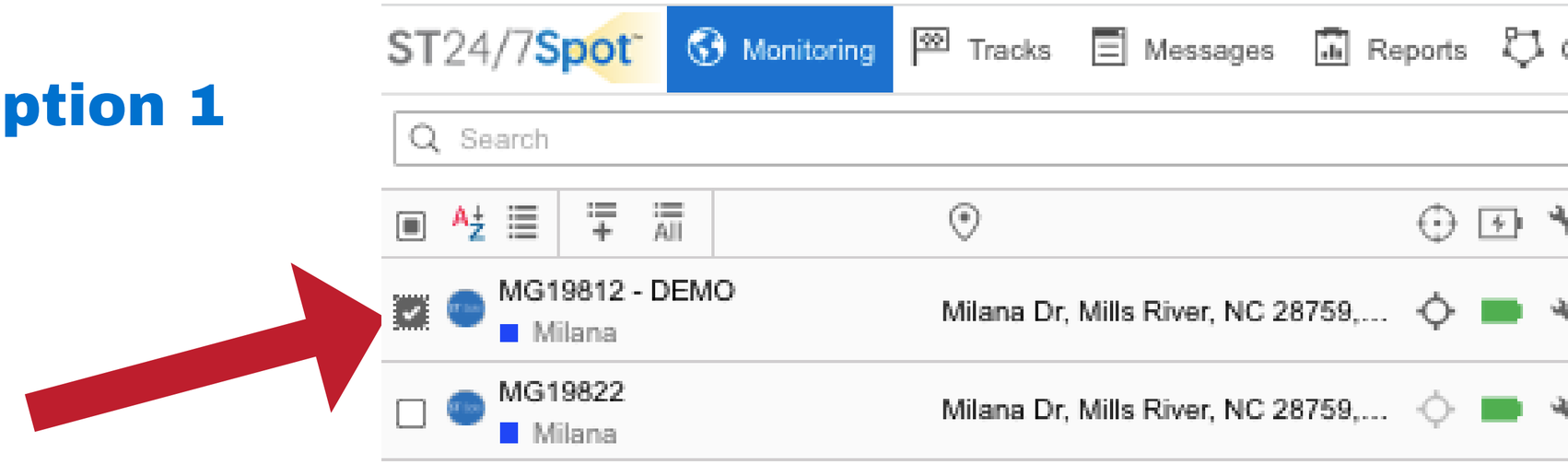
Click on Search Box

You can Search and View a specific Device ID by entering the Device ID in the Search Box

View Device ID on Map

Customize Monitoring Tab

Option 1



Click Check Box

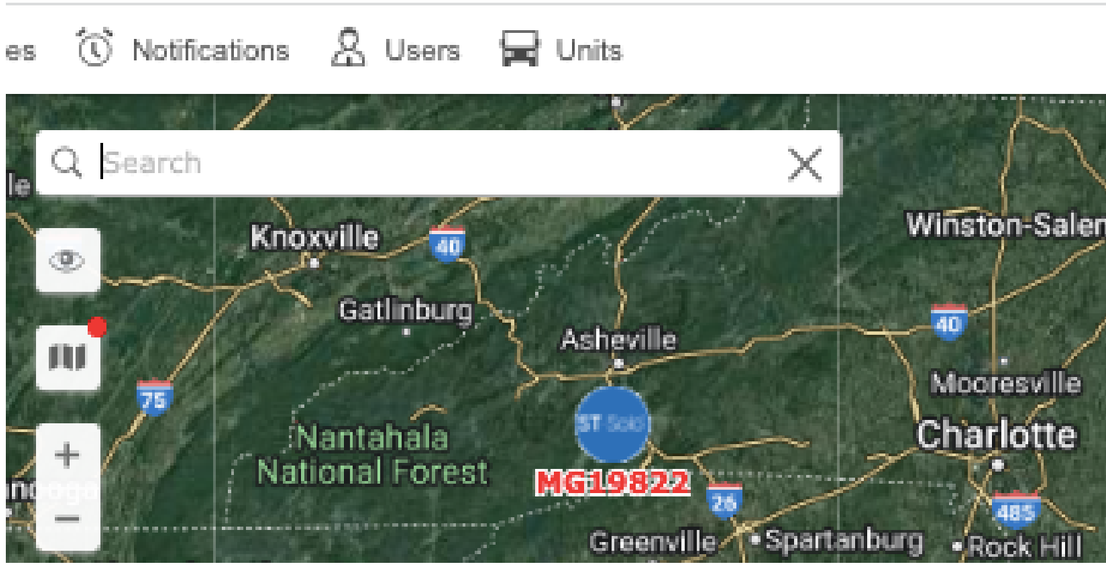
- **To view a Tracker Device ID on the map the Check Box must have a checkmark in the box.**
- **You can check the Box in the menu bar to add Trackers to the map.**

View Device ID on Map

Customize Monitoring Tab

Option 2

Click Magnifying Glass

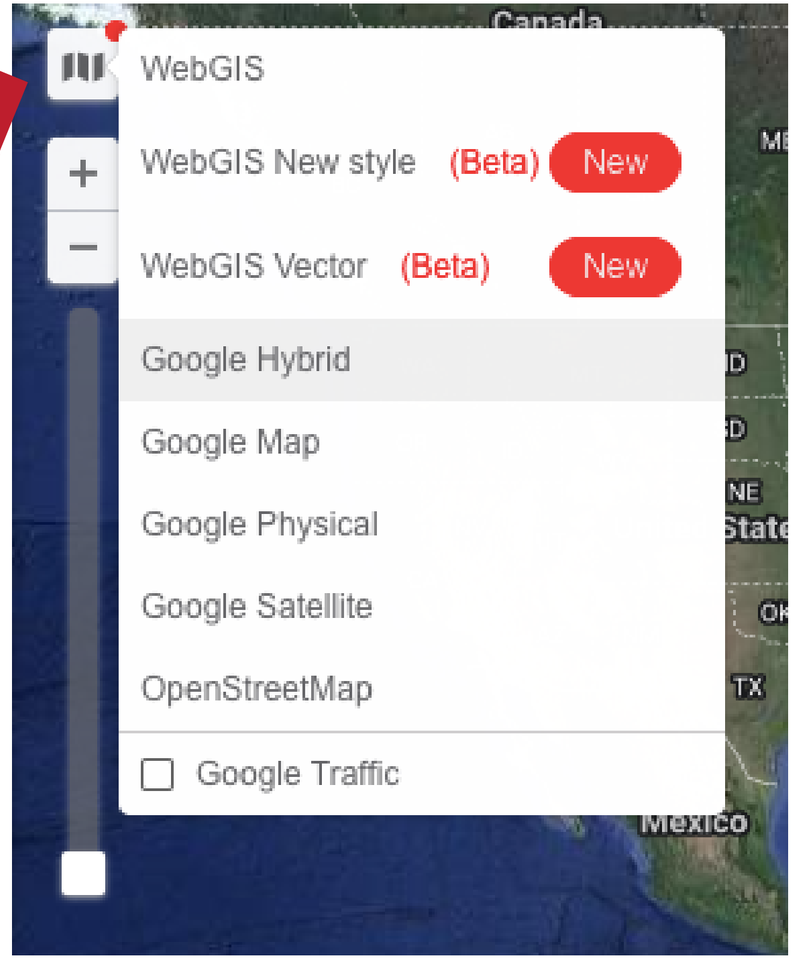


- **Click the Magnifying Glass on the map and a Search Box opens.**
- **Type the Device ID into the Search Box.**
- **Click on the Device ID in the menu.**

Adjust Map View

Customize Monitoring Tab

1. Click on Map Icon
2. Select map view



We prefer the Google Hybrid map view

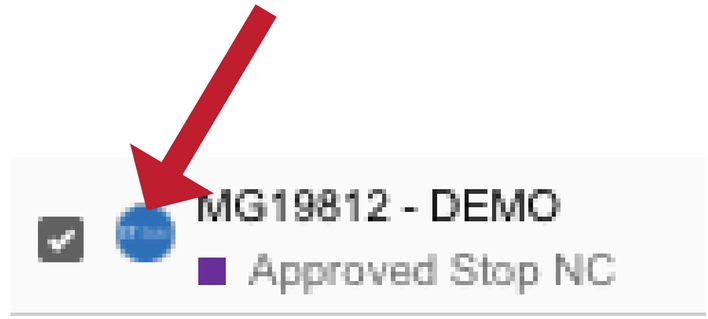
Basic User Guide

Section 4: Understanding Location Data

Real-Time Location Info

ST24/7Spot™

In the Monitoring TAB, click on the Device ID icon.



OR

Hover over the Device ID on the map

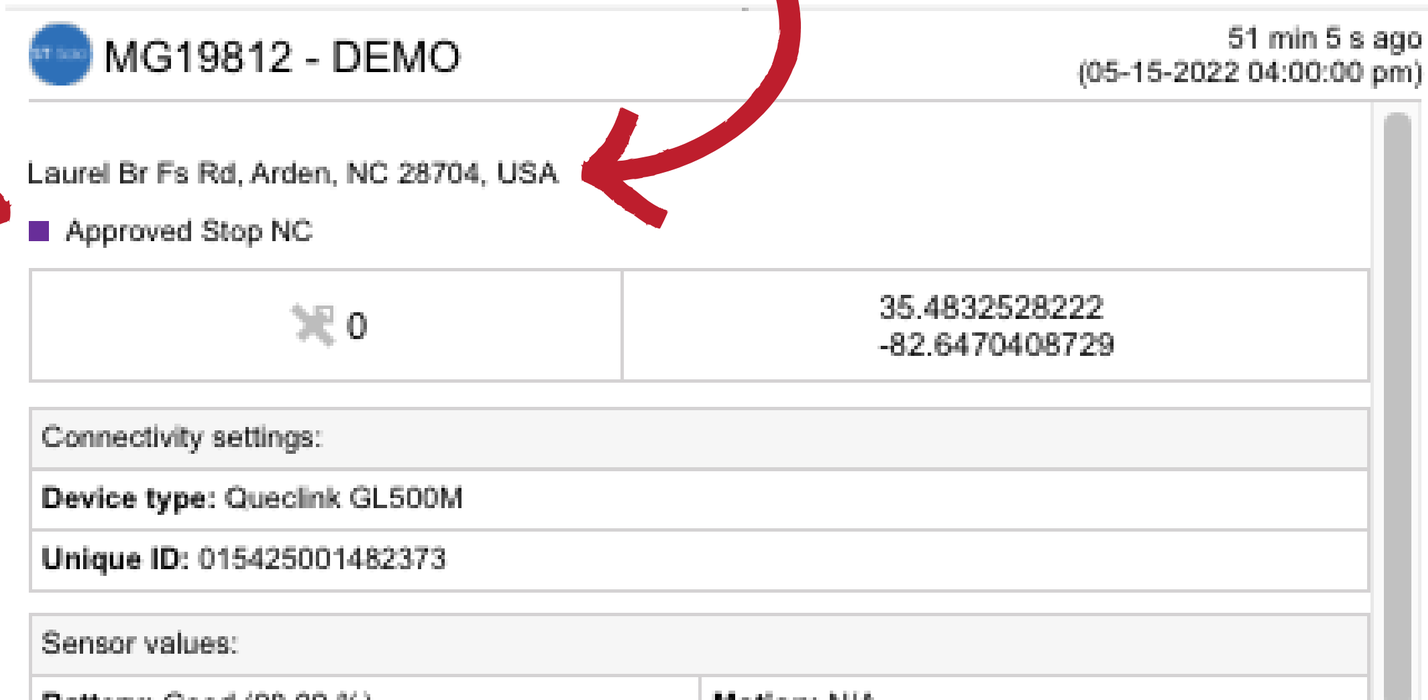
Current Location

Current Location

Geofence Locations

Last Location

Last Report



Basic User Guide

Section 5:
Entering Shipment Details

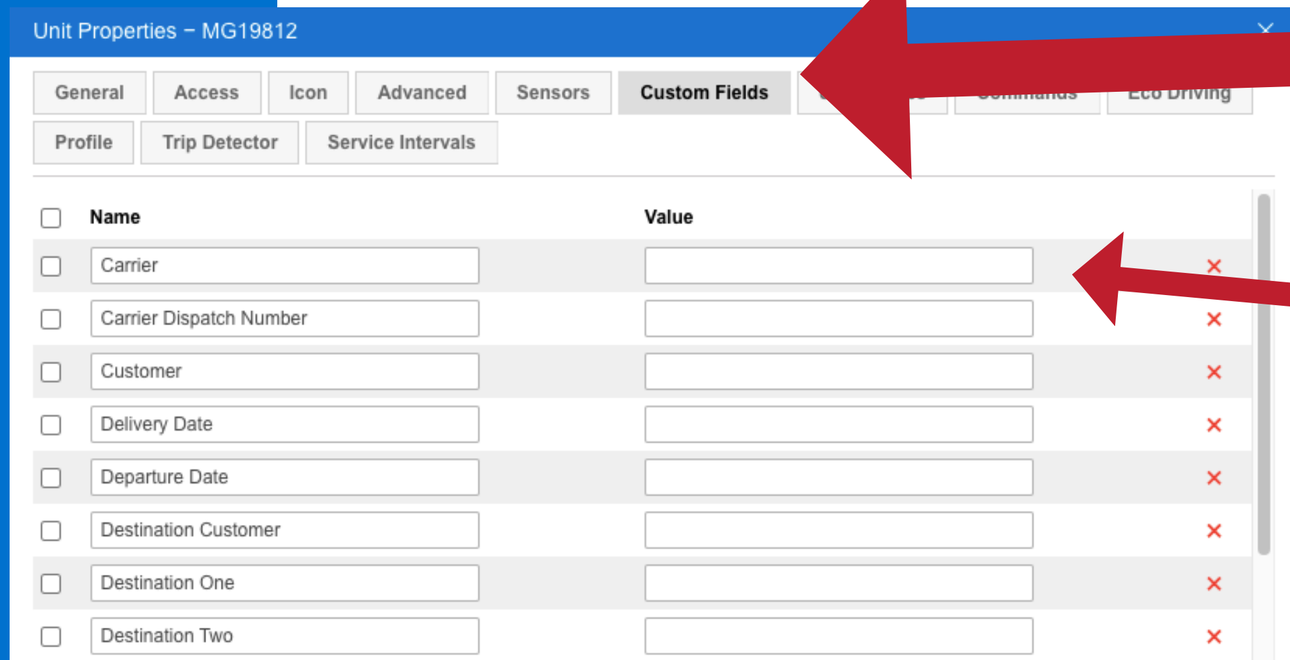
Entering Shipment Details

ST24/7Spot™

1. Go to the USER TAB

2. Select the Device ID and Click on Wrench

3. Click on the Custom Field Tab.



4. Enter shipping information & click save

Note: You can modify field names & add additional fields if neccessary.

Basic User Guide

Section 6: Geofences

Geofences

ST24/7Spot™

Customized Geofences can be created to work with the Notification and Reports.

Examples of Geofences

- Origin
- Destination
- Red Zone
- Approved Stop
- Unapproved Stop
- High Crime Area

Basic User Guide

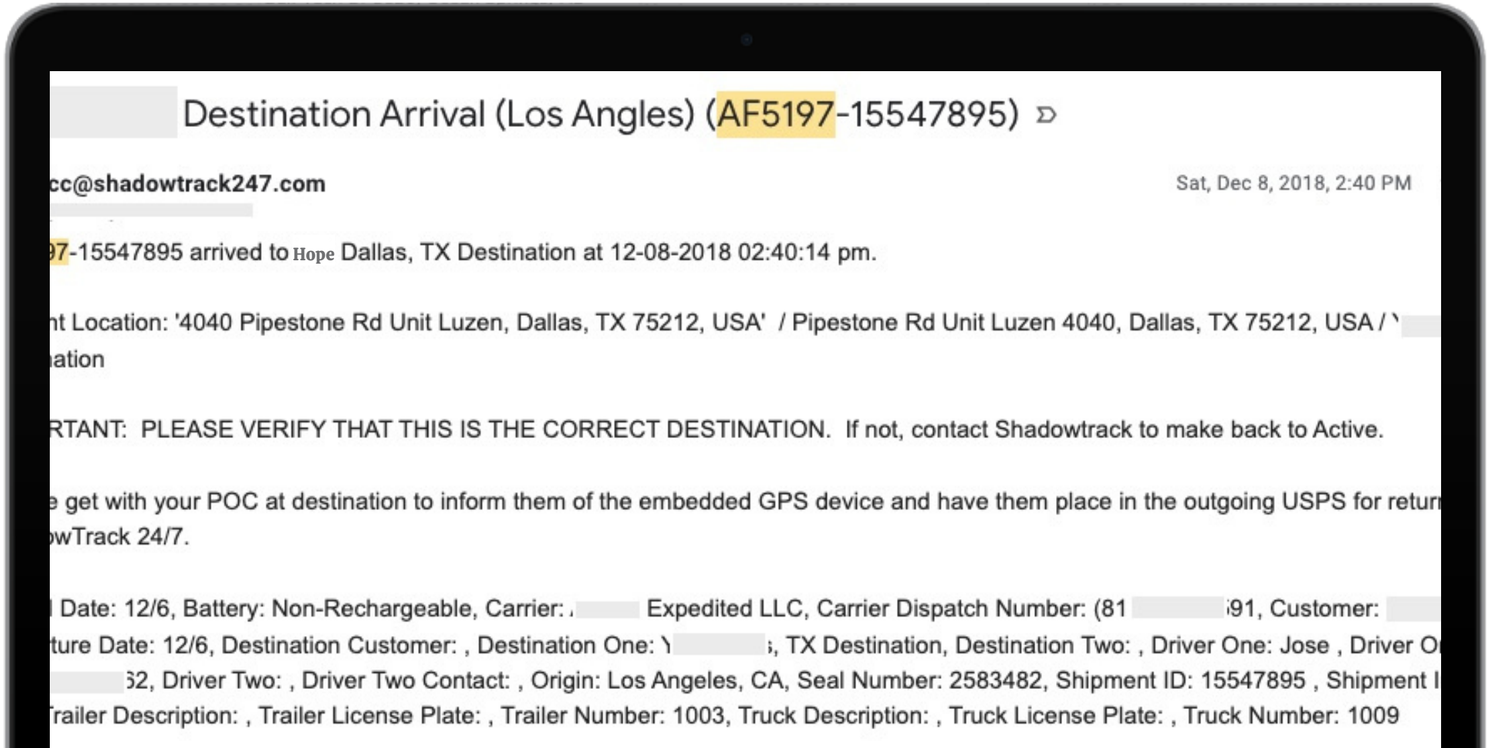
ST24/7Spot™

Section 7: Notifications & Reports

Notifications

ST24/7Spot™

Customized Notifications create email and online alerts, and log events.



Reports

ST24/7Spot™

Customized Reports can be automated to provide trip details.

2022-01-11 22:29:31	39564, USA	Moving	59.00 °F	----	LBS	30.424704, -88.718491
2022-01-11 22:44:31	I-10, Irvington, AL 36544, USA	Moving	60.80 °F	----	LBS	30.538045, -88.238788
2022-01-11 22:59:31	Yeend St, Mobile, AL 36603, USA	Moving	59.00 °F	----	LBS	30.662110, -88.037289
2022-01-11 23:14:31	I-10, Mobile, AL 36693, USA	Moving	59.00 °F	----	LBS	30.625281, -88.120925
2022-01-11 23:29:31	I-10, Mobile, AL 36693, USA	Moving	59.00 °F	----	LBS	-----
2022-01-11 23:45:09	I-10, Loxley, AL 36551, USA	Stationary	60.80 °F	----	LBS	30.629472, -87.630543
2022-01-11 23:45:09	I-10, Loxley, AL 36551, USA	Moving	60.80 °F	----	LBS	30.629472, -87.630543
2022-01-11 23:49:07	I-10, Loxley, AL 36551, USA	Stationary	60.80 °F	----	LBS	30.629472, -87.630543
2022-01-11 23:49:07	I-10, Loxley, AL 36551, USA	Stationary	60.80 °F	----	LBS	30.629472, -87.630543
2022-01-12 05:49:07	I-10, Loxley, AL 36551, USA	Stationary	48.20 °F	----	LBS	30.629472, -87.630543
2022-01-12 08:27:19	I-10, Robertsdale, AL 36567, USA	Moving	48.20 °F	----	LBS	30.577448, -87.449113
2022-01-12 08:42:12	I-10, Robertsdale, AL 36567, USA	Moving	48.20 °F	----	LBS	30.577448, -87.449113
2022-01-12 08:57:19	Whitmire Dr 7820, Pensacola, FL 32514, USA	Moving	48.20 °F	----	LBS	30.506443, -87.226837
2022-01-12 09:09:50	Avalon Blvd Bldg 1 3220, Milton, FL 32583, USA	Stationary	50.00 °F	----	LBS	30.553143, -87.085453
2022-01-12 09:09:50	Avalon Blvd Bldg 1 3220, Milton, FL 32583, USA	Stationary	50.00 °F	----	LBS	30.553143, -87.085453
2022-01-12 09:57:38	Garcon Point Rd 4350, Milton, FL 32583,	Moving	50.00 °F	----	LBS	30.591783, -87.024460

Basic User Guide

ST24/7Spot™

Section 8: Frequently Asked Questions

Frequently Asked Questions

ST24/7Spot™

Q

Why is the location not always the exact location?

A

GPS requires a line of sight to the sky. When the tracker is in a building or in a truck the tracker is not able to get a GPS location, so it uses the locations of the cell towers it is communicating with to triangulate the location of the tracker.

Frequently Asked Questions

ST24/7Spot™

Q

How often does the tracker report?

A

Trackers are typically set up to report every 15 when in motion and once every 6 hours when stationary.

Frequently Asked Questions

ST24/7Spot™

Q

What is a RED ZONE?

A

Red Zones are typically areas deemed to be "at risk" for a shipment to stop while in transit.

Frequently Asked Questions

ST24/7Spot™

Q

Why does the tracker have a light sensor?

A

The light sensor is used for early tamper detection. Receiving an "IN Route Light Alert" is usually the first indication that a shipment is at risk for theft.

Frequently Asked Questions

ST24/7Spot™

Q

Can I change the Device ID Name?

A

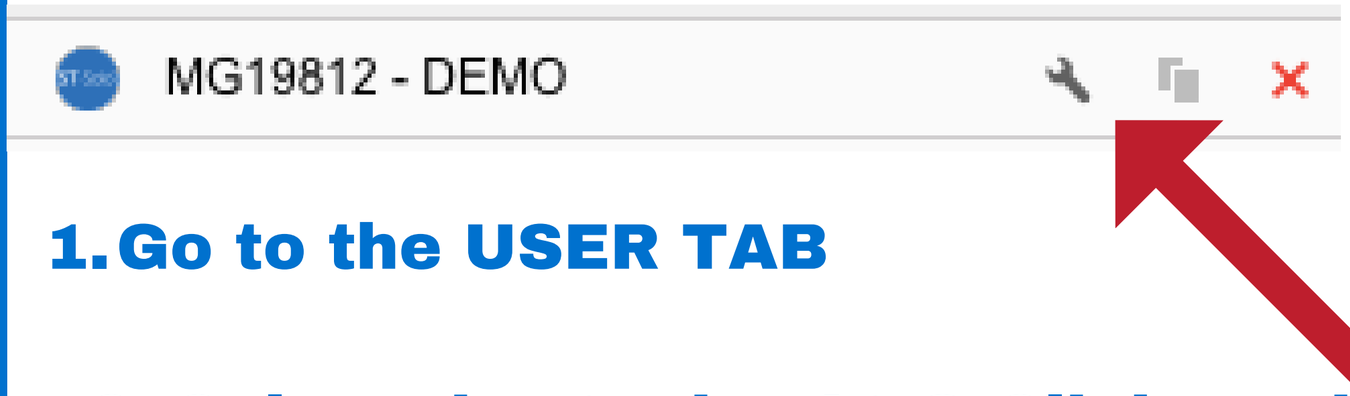
Yes & No. We ask that you only add to the Orginal Device ID Name. For Example, You can add the Shipment ID number - MG19122-DEMO

See next Slide for a HOW TO Information

Modify Device ID

ST24/7Spot™

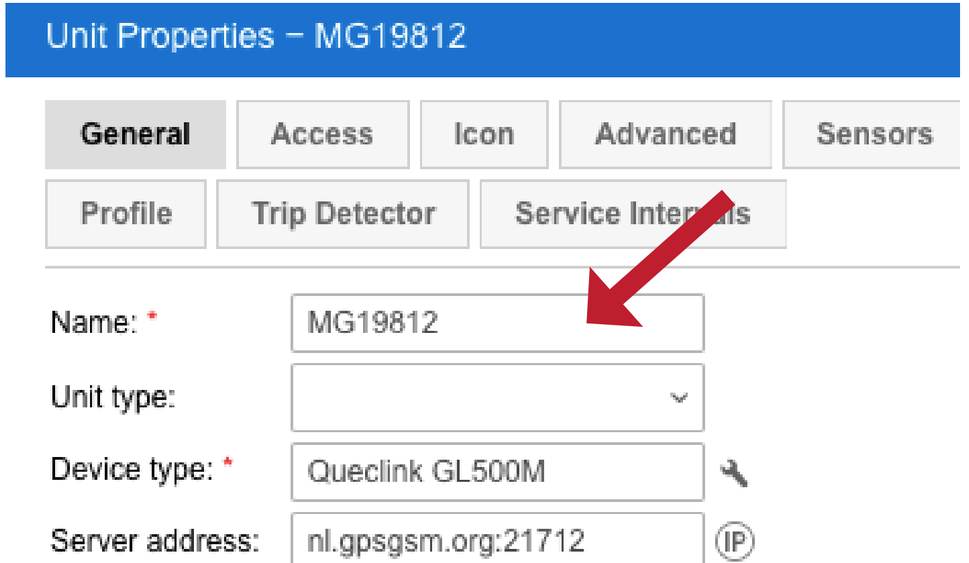
User Tips



1. Go to the USER TAB

2. Select the Device ID & Click on the Wrench

3. Click in the Name Field to add to the Device ID.



Please do not remove the original name.

Frequently Asked Questions

ST24/7Spot™

Q

The driver called to say that he is at the destination but I have not gotten the Arrival Notification.

A

First, verify that the location is geofenced as a destination. If so, then it is probably a timing issue. The trackers only report every 15 minutes while in motion. If the driver called before the tracker reported inside the geofence then there is just a timing issue and the next report should generate the notification.

Frequently Asked Questions

ST24/7Spot™

Q

What is the ACTIVE group?

A

When a device leaves an Origin it moves to the ACTIVE group. When a tracker is in the ACTIVE group it activates the NOTIFICATIONS.

Need Additional Assistance?

ST24/7Spot™

Email our Command Center at

st247cc@shadowtrack247.com

with any questions or to schedule training for more advanced Platform features.

SHADOWTRACK24/7