

Quick References - 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



P R O T R A C K

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



P R O T R A C K



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 actively communicating and the vehicle is travelling.
 Stopped	The vehicle is stationary but the tracker is still online and communicating.
 Offline	The tracker has lost mobile network signal. Last known location is shown. Not the same as Stopped.
 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

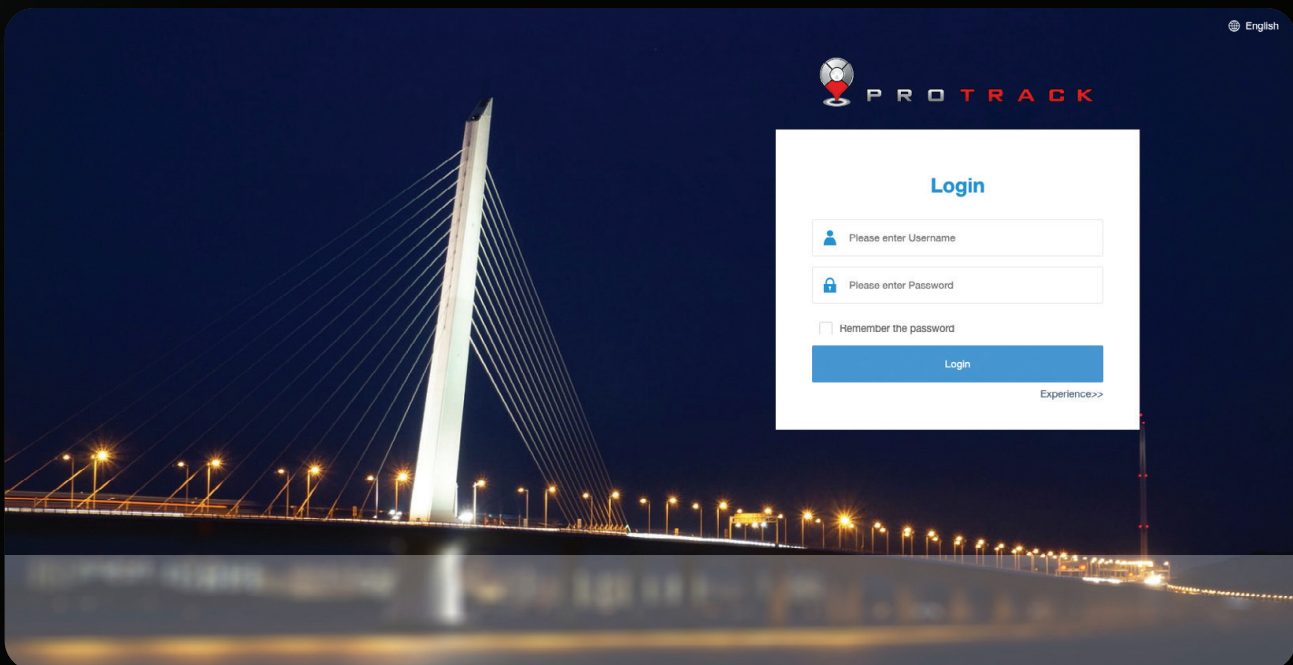
Stay calm and follow these steps:

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' if you want the site to save it for next time.
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.

SECURITY

Your password was set to a default when your account was created – the last 6 digits of your tracker's IMEI number. We recommend changing it after your first login – contact us if you need help.

Logging In

ON THE APP

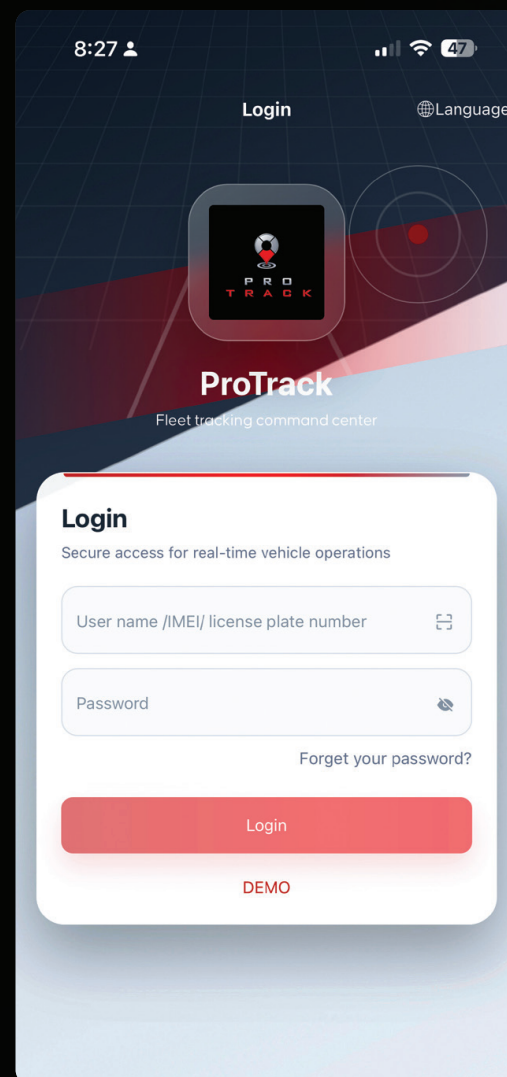
The app login works exactly the same way. Use the same username and password as the website.

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

You can also log in using the last 6 digits of the IMEI number printed on your tracker, or your vehicle's licence plate number once added to your profile.

Note: not all accounts are configured to support IMEI or licence plate login – contact your dealer if these options are not available.



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 current 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

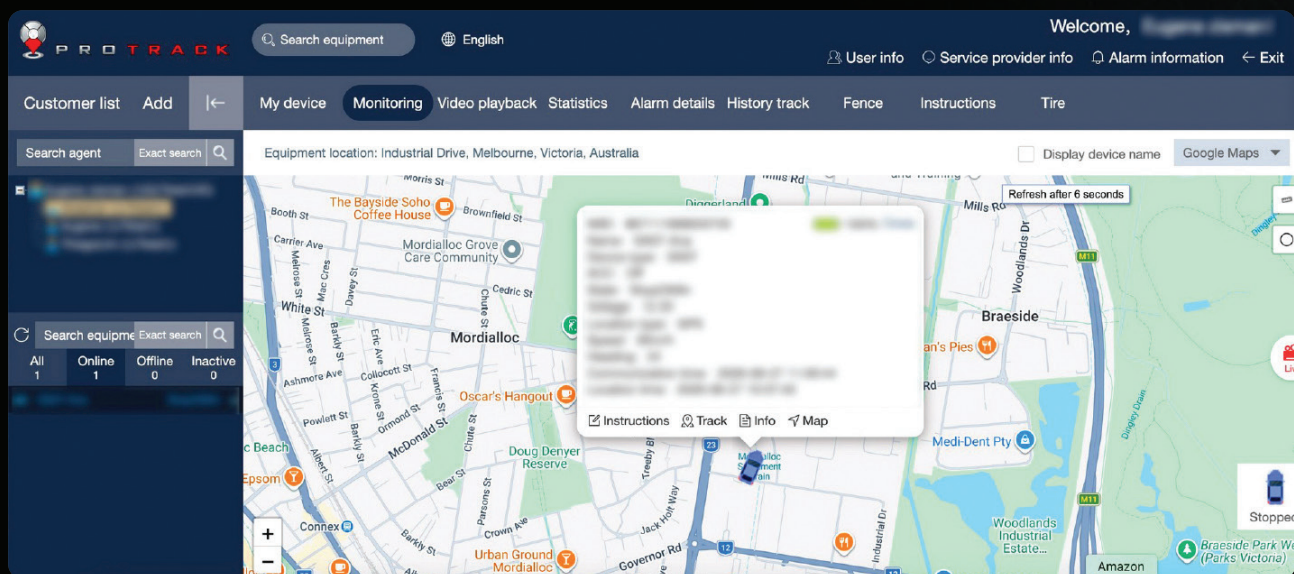
STOPPED = parked, tracker online

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 automatically reconnect once mobile coverage is restored or the vehicle becomes active again.

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.

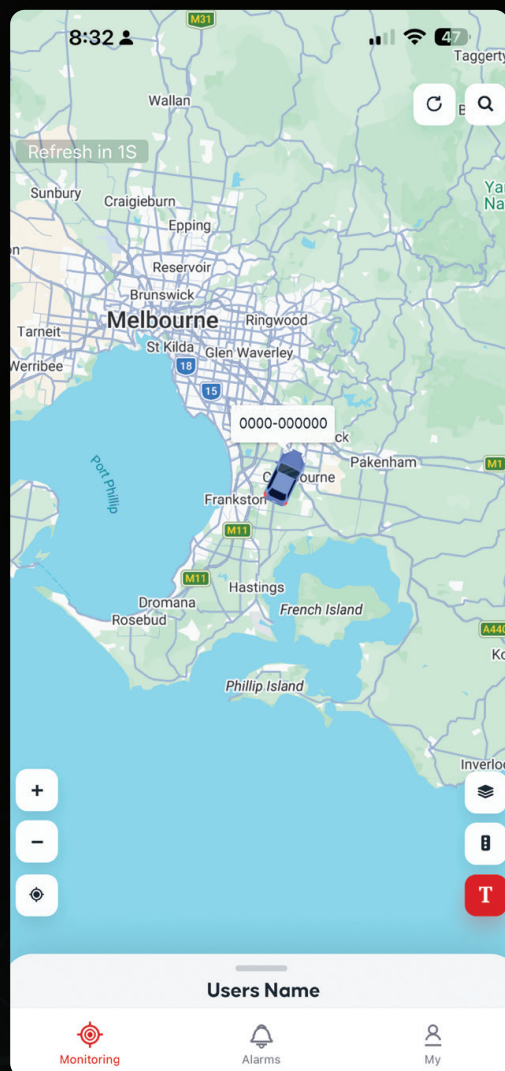
ON THE WEBSITE	ON THE APP
Click the vehicle icon to see its details	Tap the vehicle icon to see its details
Scroll your mouse wheel to zoom in and out	Pinch to zoom - Just like Google Maps
Drag the map to move around	Drag to move the map
Use the search bar at the top to find a vehicle	Use the search 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

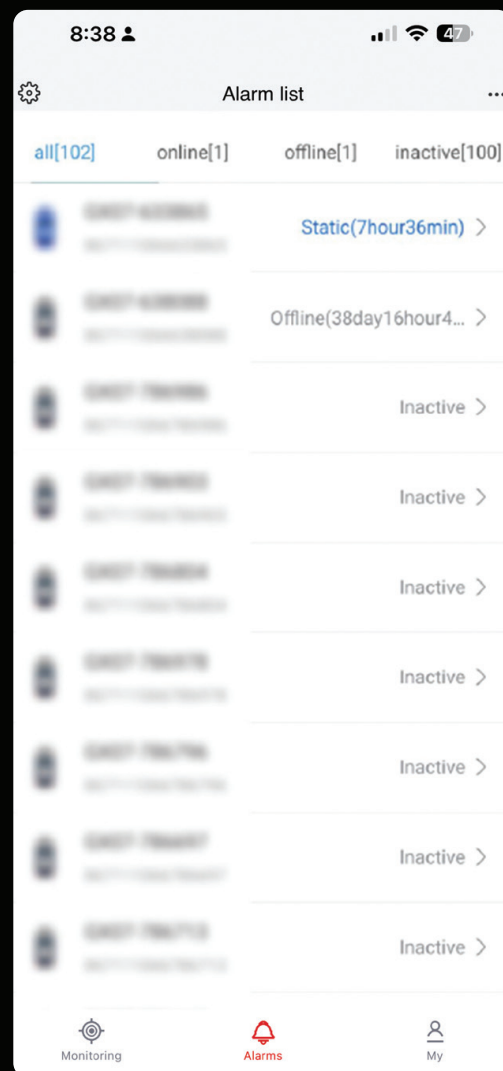
ON THE APP

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.

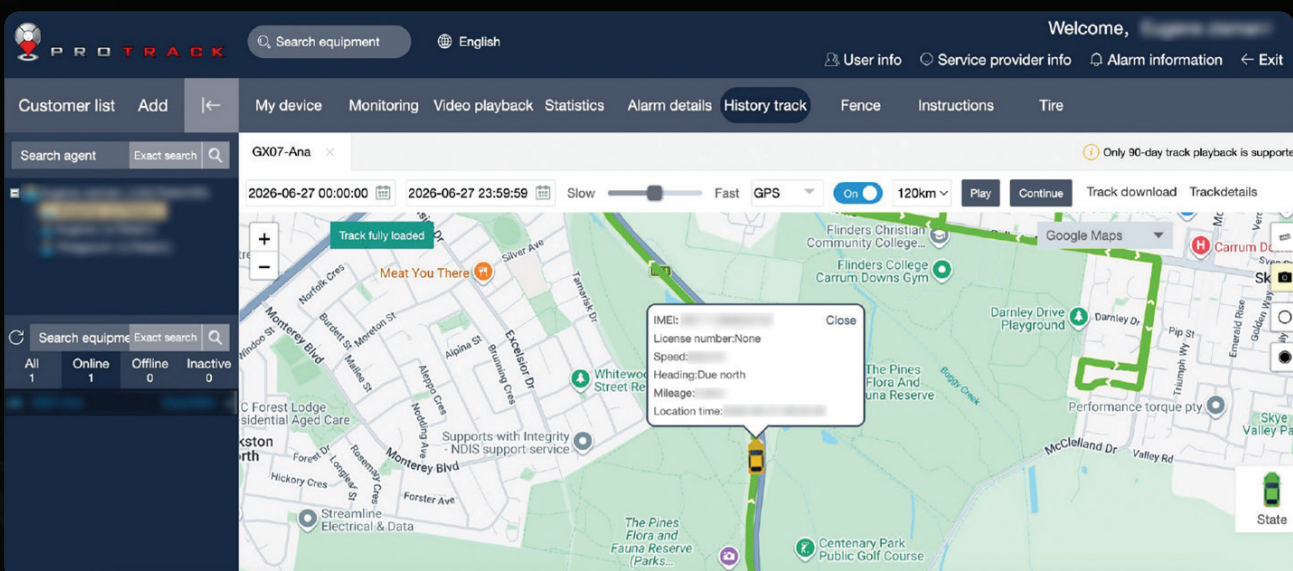
This is normal – the tracker will catch up as soon as signal returns.

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

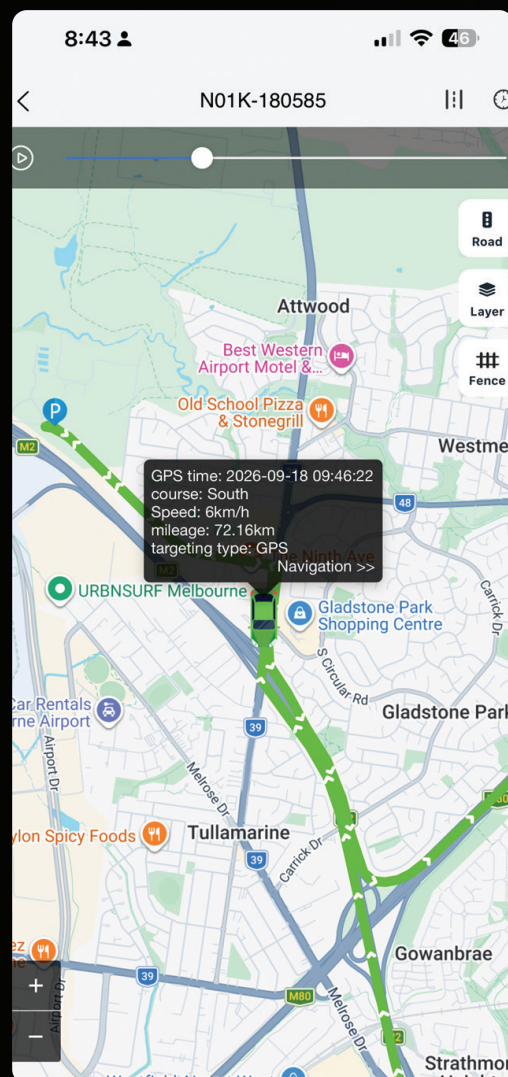
ON THE APP

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

1. Tap your vehicle from the list.
2. Tap the History icon (Looks like a clock).
3. Pick your date and time range.
4. Tap Play to watch the route.

TIP

History is available for the past 90 days. If you need a record of a trip older than that, contact us at support@protrack.au and we can help.



History Track - mobile view

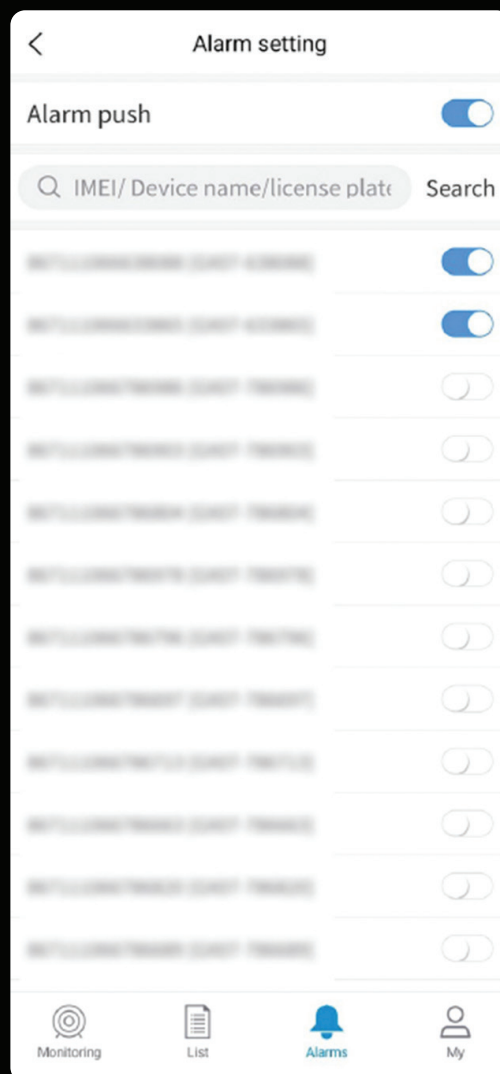
Alerts

ProTrack can notify you automatically when something happens, so you don't need to watch the screen all day. View your alerts under Alarm details in the top menu (website) or the Alarms tab (app).

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 ignition was turned on or off.
 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.

Alerts can come through as app notifications or by email.

Contact us at support@protrack.au to set up or change your 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



Download on the
App Store



GET IT ON
Google Play

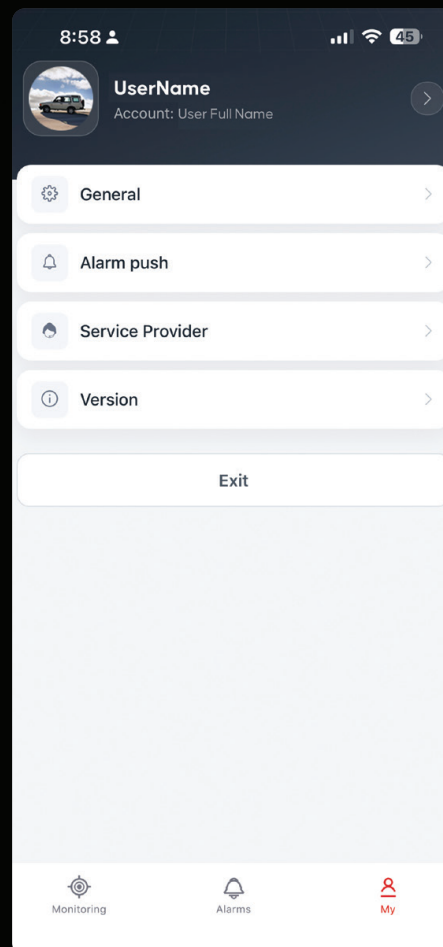
Open the App Store	Open Google Play Store
Search for ProTrack AU mobile app, or scan the QR code on the login page	Search for ProTrack AU mobile app, or scan the QR code on the login page
Tap Get	Tap Install
Or scan the QR code on login.protrack.au (Bottom left)	Or scan the QR code on login.protrack.au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



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