

USER HANDBOOK

TGSS Portal

Vehicles • Journeys • Devices • Geofences • Profile and alerts

Edition 1.2

Reviewed 24 July 2026

www.tgss.io

About this guide

This guide explains the parts of the TGSS portal used for day-to-day tracking, alerts and account settings. It is written for portal users and does not cover the Admin area.

It is intended for fleet managers, rental operators, vehicle owners, operations teams and security staff who use the portal in their everyday work.

Screens may vary slightly. The portal changes over time and some options only appear for certain trackers or accounts. Most screenshots use test data; the wired and sleeper examples use authorised internal TrakFitters and Trak Sales data. On a phone, the same options may open in a drawer at the bottom of the screen.

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Before you start

- Use a modern web browser and a reliable internet connection.
- Have your TGSS account email and password ready.
- When adding a tracker, have its 15-digit IMEI number to hand. This is printed on the device or its packaging.
- Do not share screenshots that show a live location, registration number, IMEI or account email unless the recipient genuinely needs them.

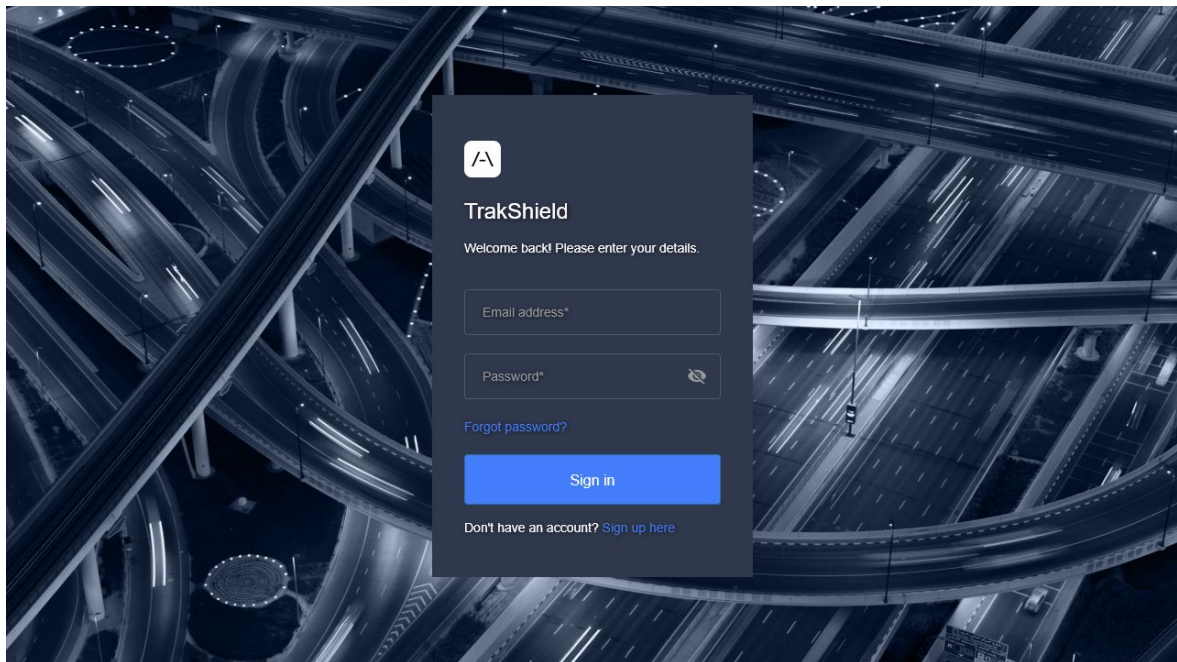
1 Sign in

Open [the TGSS portal](#).

1. Enter your account email address.
2. Enter your password. Use the eye icon if you need to check what you typed.
3. Select Sign in.

If you have forgotten your password, select [Forgot password?](#) and follow the instructions sent to your email address.

Optional analytics The portal may ask whether TGSS can use privacy-masked analytics to improve the service. You can accept or decline. Change this later under [My Profile > Analytics settings](#).



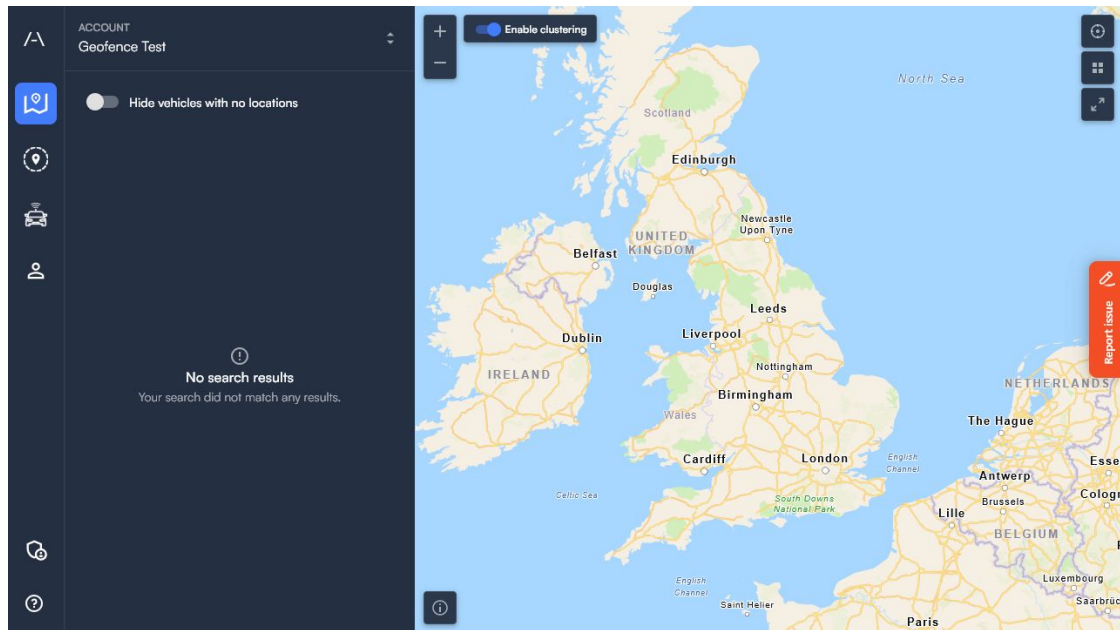
Sign-in screen

Keep your sign-in secure. TGSS staff should not need your password. Never share a password or one-time sign-in code in email, chat or a support request.

2 Getting around

On a computer, the main areas are shown as icons down the left side. Hover over an icon to see its name. On a smaller screen, the icons may appear along the bottom.

Area	Use it for
Vehicles	Current and recent vehicle locations, movement history, Theft Mode and adding an asset.
Geofences	Areas on the map that can create entry and exit alerts.
Devices	Tracker status, last update, battery, recent alerts and location details.
My Profile	Phone number, alert delivery, privacy choices, support and logging out.
Help	Open the TGSS help form in a new browser tab.



Vehicles map and navigation. A test account with no vehicles is shown.

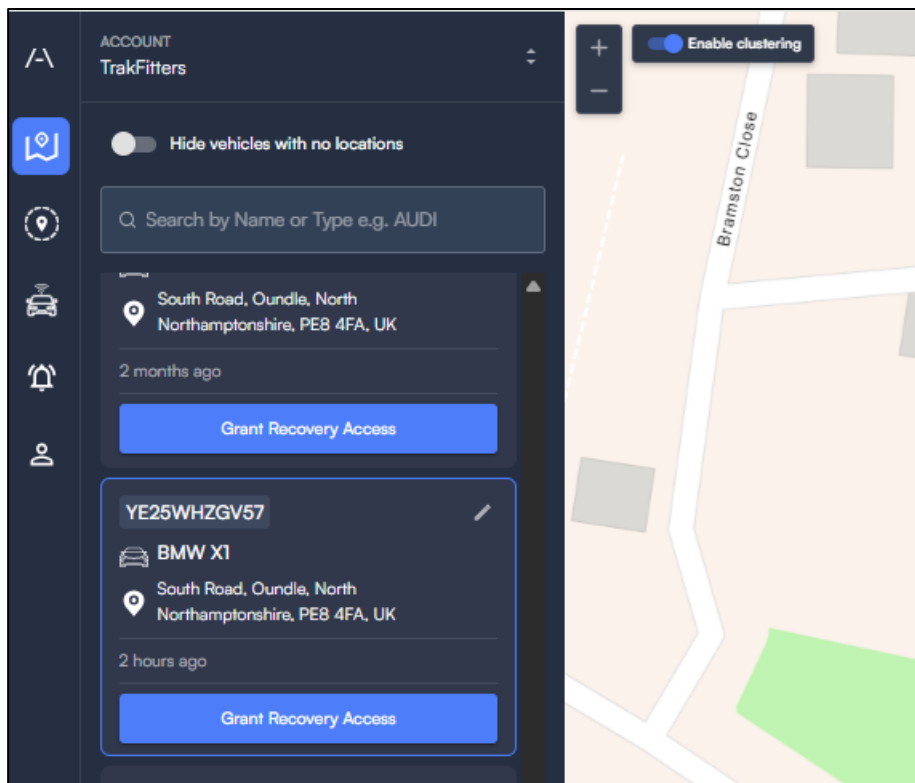
Useful map controls

- + and – zoom in and out.
- Satellite view switches between road and satellite mapping.
- Full screen expands the map.
- Enable clustering groups nearby markers when many assets are close together.
- Auto Zoom keeps the relevant markers in view when it is switched on.

3 Vehicles, locations and journeys

Find a vehicle

1. Open Vehicles.
2. If your account has folders, select the correct folder at the top of the list.
3. Use Search by Name or Type when it is shown. It appears when the folder contains more than a few vehicles.
4. Leave Hide vehicles with no locations switched off if you also need to see newly added or silent trackers.
5. Select a vehicle card to centre it on the map and open its location card.



6. If the details drawer remains collapsed, select the Open or expand control at the bottom-right of the selected vehicle panel.

A vehicle card can show its friendly name or registration, make and model, approximate address, time of last update and security status. Select the pencil icon to change the friendly name.

Last updated is important. A location is only as current as its timestamp. If it says hours or days ago, treat the address as a last known location rather than the vehicle's current position.

The map card may include a Google Maps link. This opens the approximate position in a separate tab.

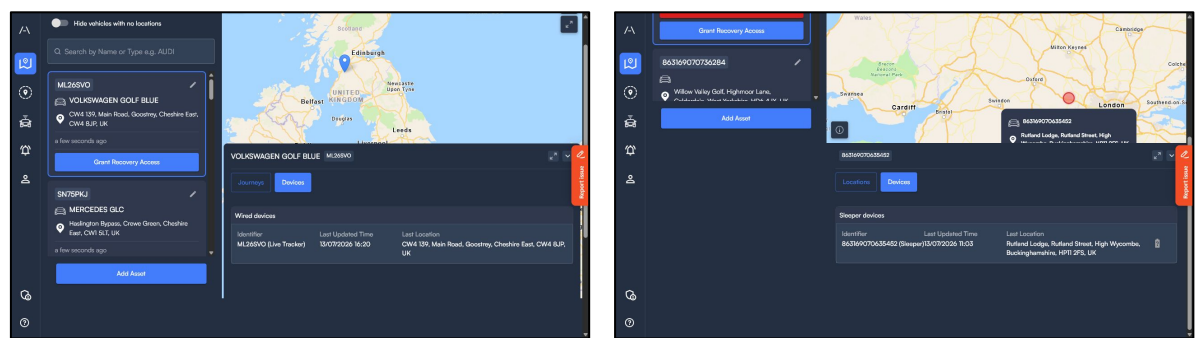
If the list is empty

No search results can mean the current folder has no vehicles, a search is still active, or no vehicles match the filter. Clear the search, check the folder and switch off Hide vehicles with no locations.

Wired trackers and sleeper trackers

The type of tracker changes how movement appears in the portal. You do not need to know the model number: the details drawer and Choose Device list normally show whether the selected tracker is wired or a sleeper.

Tracker type	What it is	What you normally see
Wired	A fixed tracker powered by the vehicle.	Journeys. While the vehicle is in use, it can report enough points for the portal to group completed movement into routes.
Sleeper	A battery-powered tracker that sleeps between reports to conserve power.	Locations. Each row is a separate reported position, not a continuous route or a promise that the asset is still there.



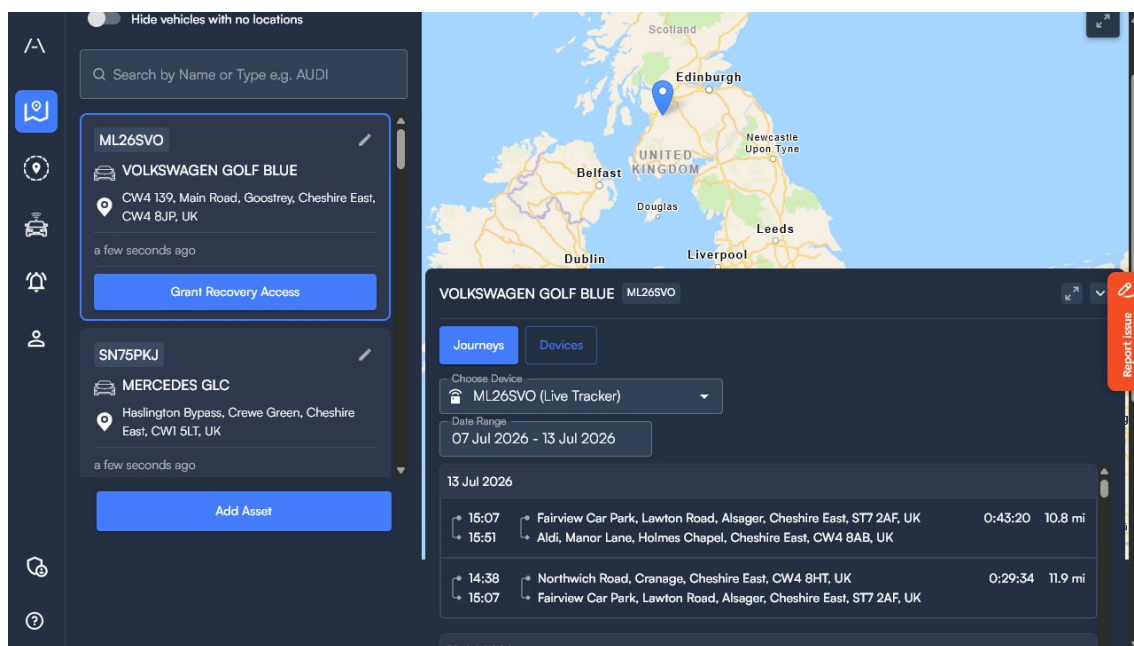
The Devices tab identifies wired trackers (left) and sleeper trackers (right). Internal examples.

One vehicle can have more than one tracker. Use Choose Device when it appears. The drawer may say Locations when a sleeper is fitted, even if another tracker is also available, so check the selected device before interpreting the history.

Example journey 1: follow a wired tracker journey

This example uses the internal TrakFitters account and the wired tracker fitted to ML26SVO.

1. Open Vehicles and select ML26SVO.
2. Open the details drawer, then select Journeys.
3. Choose the date range. The default is the last seven days; shortcuts include Today, Last 7 Days, Last 30 Days and This Month.
4. If Choose Device is shown, confirm ML26SVO (Live Tracker) is selected.
5. Read a journey row from left to right: start time and place, finish time and place, then total duration and distance.

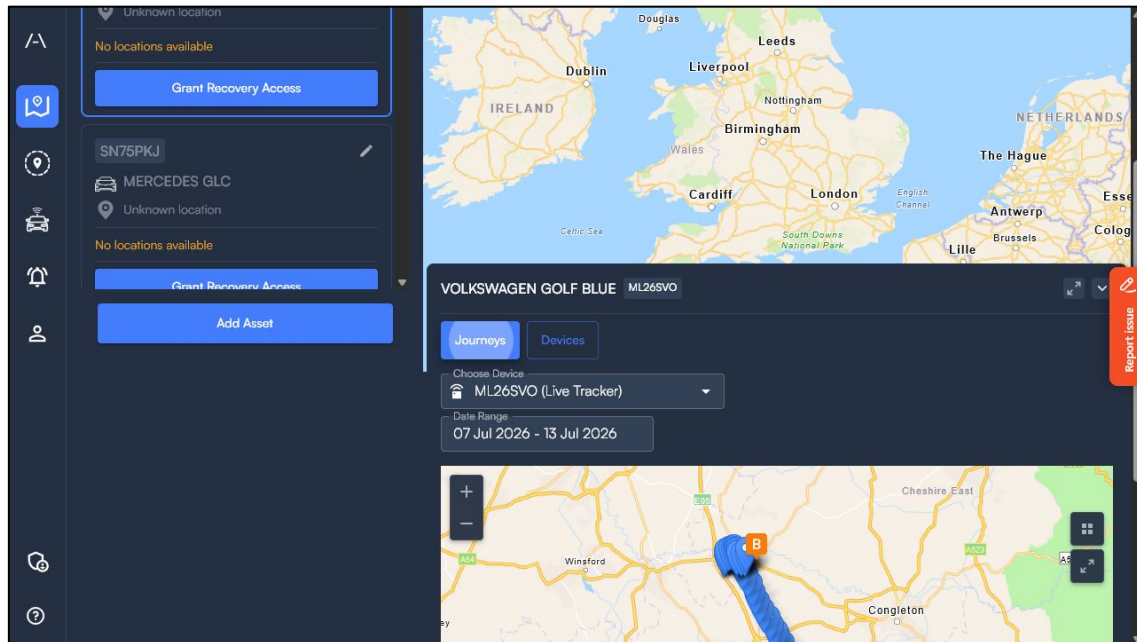


Completed journeys for the TrakFitters wired tracker

Journeys are completed movement. A trip that is still in progress may not appear yet. Very busy lists can show only the most recent results, so use a shorter date range when looking for a particular trip.

Example journey 2: open the route

Select a completed journey row to open its route. The map draws the reported points between the start and finish markers. Use the + and – controls when you need a closer view.



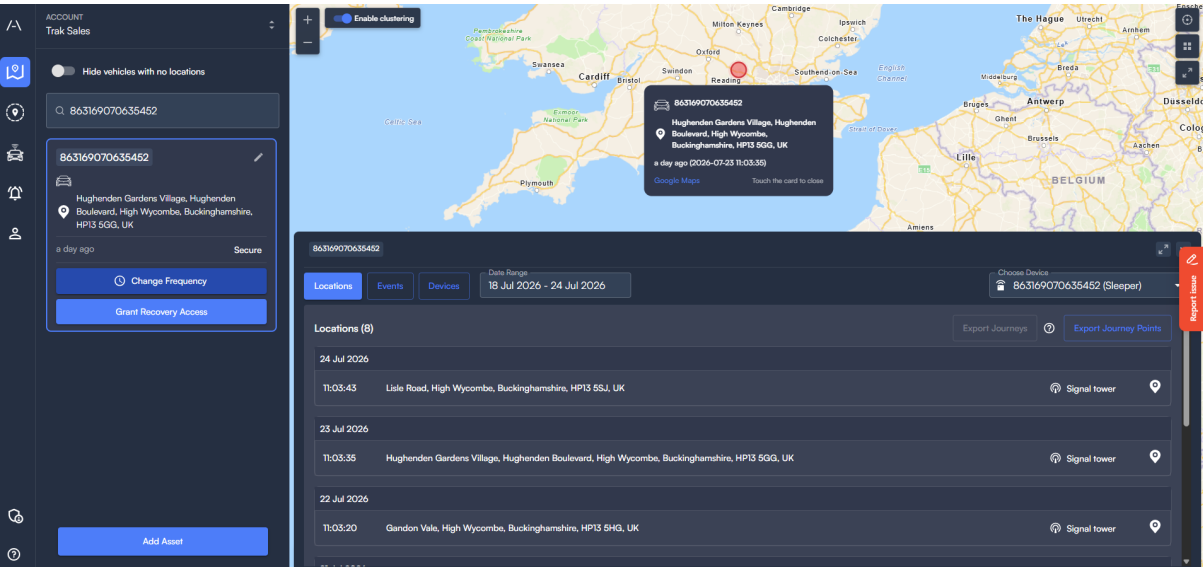
A selected TrakFitters journey drawn on the map

Treat the line as tracking history. The route is built from tracker reports and map data. It is useful for understanding movement, but it may not match every lane, stop or exact point on the road.

Example journey 3: review sleeper locations

This example uses the internal Trak Sales account and sleeper 863169070635452. A sleeper normally reports snapshots rather than a continuous route.

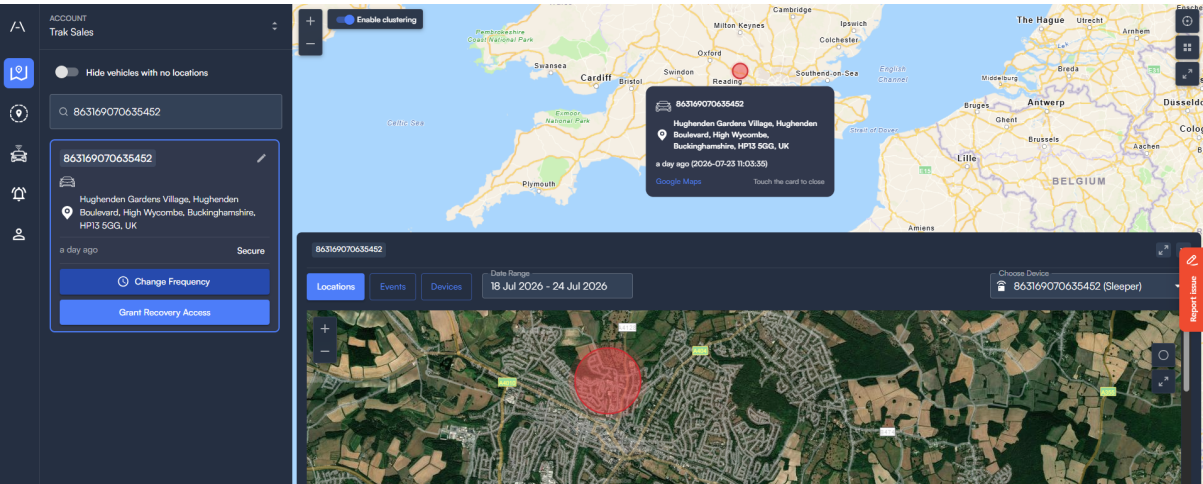
1. Open Vehicles and select the sleeper asset.
2. Open the details drawer, then select Locations.
3. Choose a date range. Last 30 Days is useful when the tracker reports only occasionally.
4. Confirm the Choose Device list says Sleeper.
5. Read the rows by date. Each row shows the report time, an approximate address and the location source.



Separate location reports from a Trak Sales sleeper

Example journey 4: plot a sleeper report

Select a location row to plot that single report on the map. The latest report is the safest starting point when checking that the row and marker agree.



A sleeper report shown as an estimated area

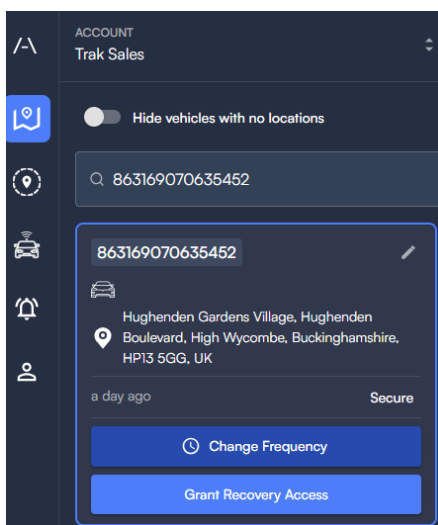
Source	How to read it
GPS	A satellite-derived position. This is normally the more precise source when the tracker has a clear view of the sky.
Signal tower	A position estimated from the mobile network. The possible area can be much wider than a GPS point.

A sleeper gap can be normal. How often a sleeper reports depends on its model and setup. Gaps of several hours can be normal. Always compare the address with Last Updated, and contact TGSS support if the reporting pattern has changed unexpectedly.

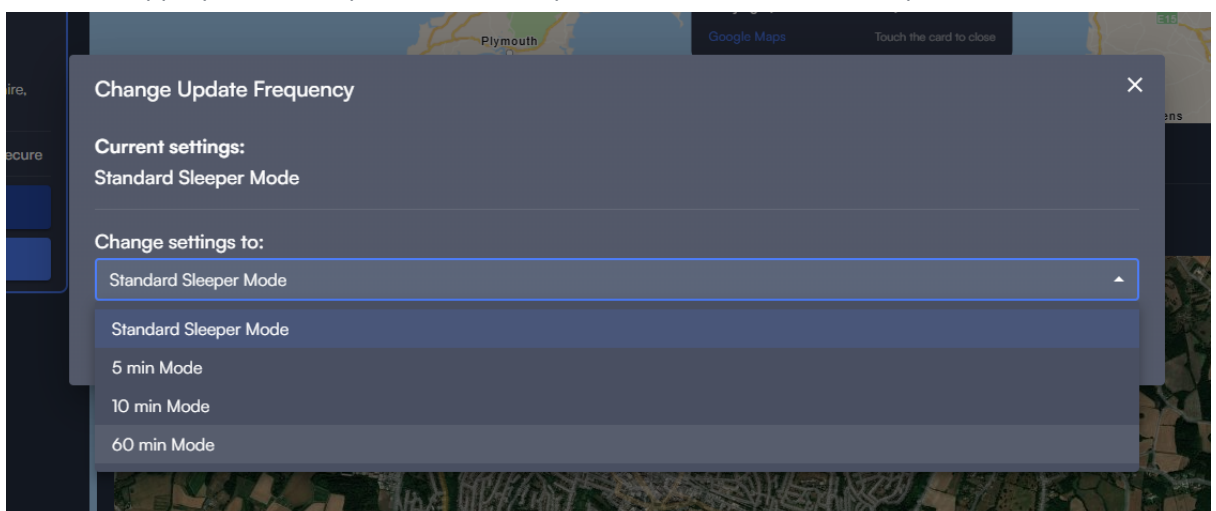
4 Change Frequency Theft Mode and Recovery Access

Change Frequency (in the event of vehicle theft)

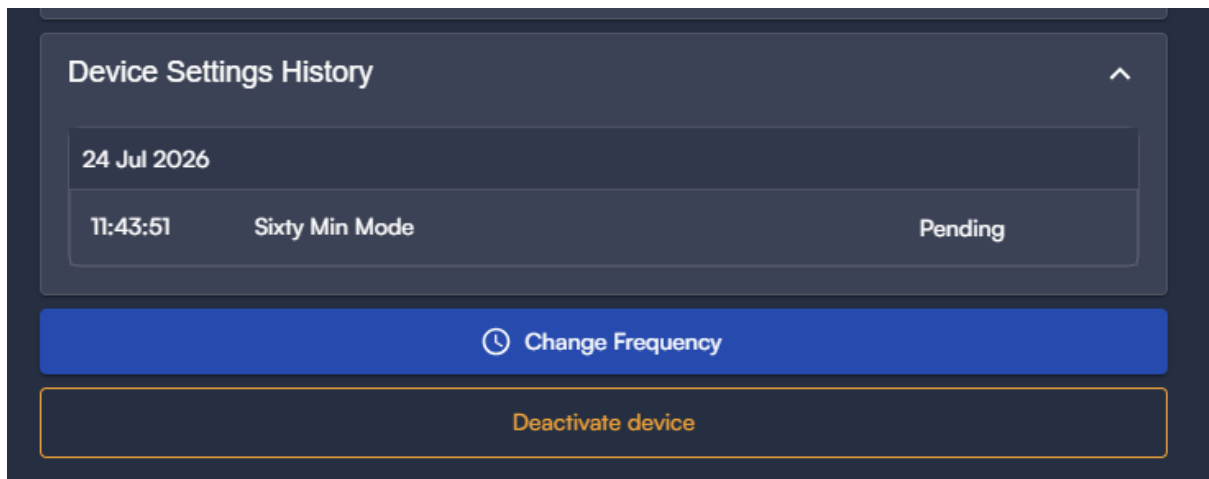
1. Open Vehicles and select the stolen vehicle and sleeper.
2. Select 'Change Frequency' button.



3. Select the appropriate GPS update rate. The options are 5/10/60 min GPS update rate.

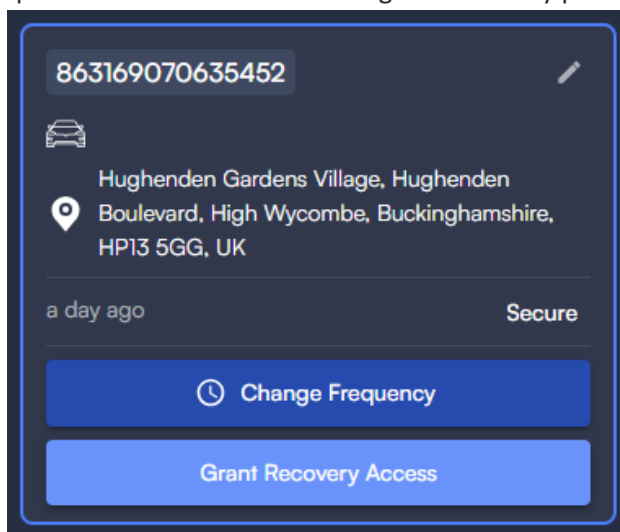


4. In Device Information you can view an audit trail of setting change requests

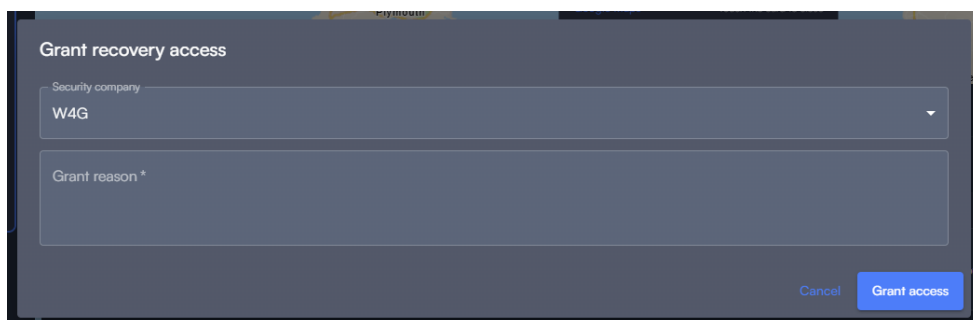


Grant Recovery Access

'Grant Recovery Access' allows the TGSS Monitoring and Recovery team to view the vehicle/unit in question and action the tracking and recovery process.



Click on Grant Recovery Access button and enter appropriate details in the field below to enable tracking and recovery



5 Devices

The Devices area shows trackers rather than vehicles. Use it to compare reporting status across the fleet and spot trackers with an old Last Updated time or a low battery. It also shows the hardware identifier.

Identifier	Theft Status	Last Updated	Battery
MF74OKR (Live Tracker)		2 hours ago	
Test (Sleeper)	Secure	3 months ago	
MF74OKR (Live Tracker)		2 hours ago	

Report issue

Rows per page: 20 1—3 of 3 < >

Device update frequency changes are temporarily unavailable from this screen.

Devices list with identifier, security status, last update and battery

Open Device Information

1. Open Devices and select the relevant row.
2. General Info shows the identifier, make, model, IMEI, last update and, for a sleeper tracker, battery and remaining updates.
3. Location Info shows the last report, coordinates, approximate accuracy radius and address when location visibility is available.
4. Last alerts lists recent battery and geofence events by date.
5. Device Settings History shows previous requests made to a compatible sleeper tracker.

Update frequency The Devices screen currently says that update-frequency changes are temporarily unavailable there. Contact TGSS support if a reporting schedule needs to change.

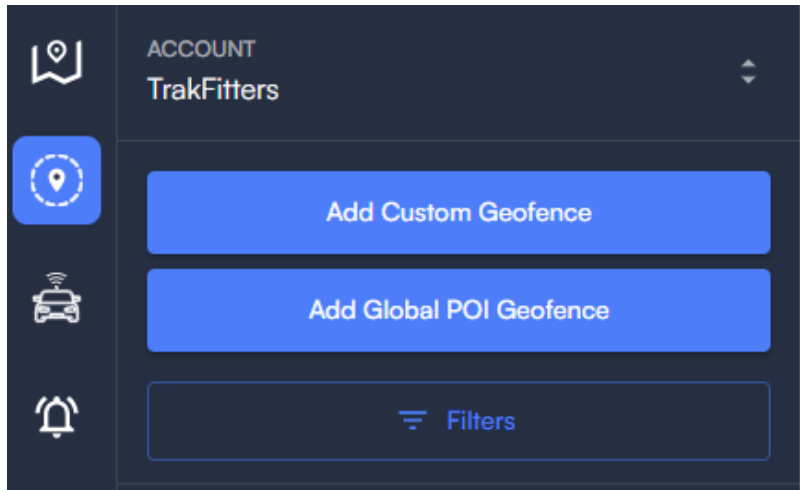
Deactivate a sleeper

Deactivate device removes a sleeper from its current vehicle. Use it only when the sleeper is no longer active or needed permanently. It is not a way to pause alerts or refresh a device. Check the friendly name and IMEI in the confirmation before continuing.

6 Geofences (POI)

A geofence is an area on the map, such as a depot, customer site, port or restricted area. An active geofence can create an alert when an assigned tracker enters or leaves that area.

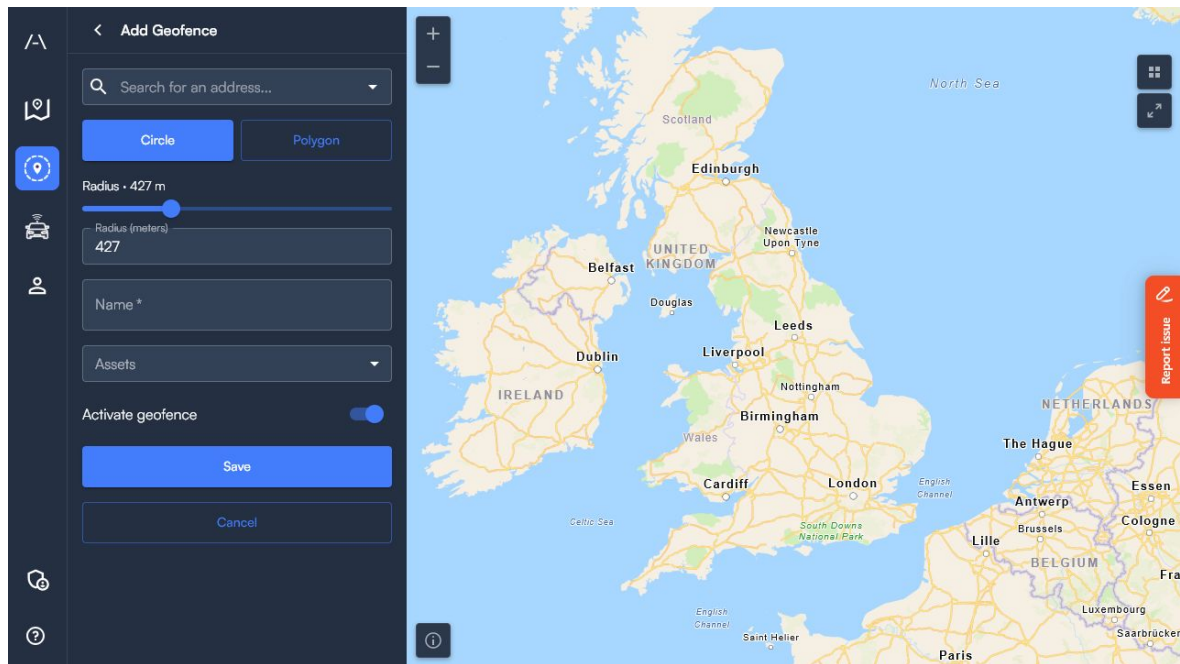
There is an option to create a custom list of geofences relevant to your specific fleet or select from a library of Global Geofences (system generated by TGSS). These include such points as all UK ports, race tracks, known risk areas, Congestion Zone, ULEZ, Channel Tunnel.



Inactive means no live boundary alert. An inactive geofence stays in the list but does not create entry or exit alerts. Edit it and switch on Activate geofence when it should be live.

Create a geofence

1. Open Geofences and select Add geofence.
2. Enter an exact address or postcode, then select the correct suggestion to move the map to the right area.
3. Choose Circle for a simple radius, then place the centre on the map and adjust the radius with the slider or number field.
4. Choose Polygon for an irregular area. Select at least three points on the map and double-click or use Finish Drawing. Polygon edges must not cross.
5. Enter a clear name.
6. Choose the Assets that should use the geofence. A new geofence selects all available assets by default, so check this carefully.
7. Leave Activate geofence switched on if alerts should begin immediately, then select Save.



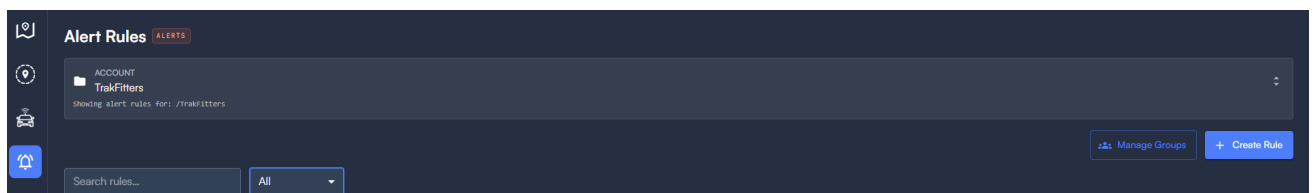
Add Geofence form in Circle mode

Drawing tips Circle radii can be from 25 metres to 500 kilometres. For a polygon, use Undo Last Point or Reset while drawing. Use Redraw Polygon when editing an existing shape.

If you cancel after making changes, the portal asks whether to discard them. Select Discard only when you do not need the unsaved changes.

7 Alerts / Alert Creation

Alerts are system driven alerts sent to designated users when they are triggered. Triggers are based on event types (eg. speeding, tamper, High G, Ign events) or geofences, idling etc.



Click on the Create Rule button to start

- Choose the Field, Operator and Value to create the alert

Create Alert Rule

☐ Specific vehicles

Current admin folder context: /TrakFilters
Folder root available in this session: /TrakFilters

Device Group

ACCOUNT
TrakFilters

The folder this rule applies to
selected folder: /TrakFilters

Conditions

Define when this rule should fire.
For ignition alerts, use **Message Type** with **Ignition On** or **Ignition Off** rather than Event Type.

Field: **Point of Interest** Operator: **matches any selected POI**

Every condition must have a valid value before you can save.

Notification Recipients

Mailing Groups

Select at least one mailing group.

Cancel Create Rule

- Rules can be combined to fine tune the alert. For example, if a user wanted to fine tune a Port alert they could do so;
 - Select the POI Ports entry
 - Add an event rule such as IGN Off. The vehicle would need to enter a port POI AND whilst in there have an IGN OFF event.
- Important to note – user must select **AND** to combine both alerts
- If **OR** is chosen the alert will only be activated by each individual rule

Conditions

Define when this rule should fire.
For ignition alerts, use **Message Type** with **Ignition On** or **Ignition Off** rather than Event Type.

AND OR

Field: **Point of Interest** Operator: **matches any selected POI** POI condition: **Enters** POI Group: **Ports Inc. Dover, Liverpool...** POIs: **4 POIs selected**

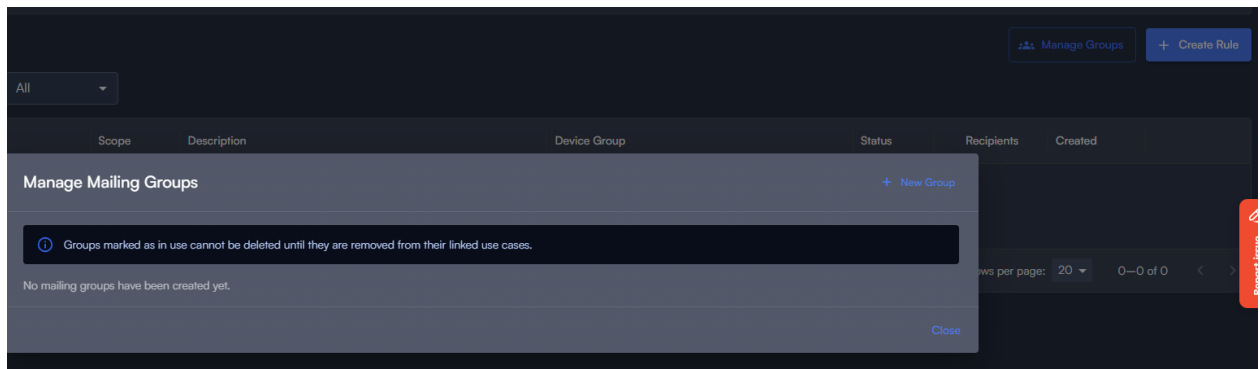
Field: **Event Type** Operator: **equals** Value: **Ignition OFF**

+ Add Rule + Add Group

Creating A Mailing Group

To direct an alert to the correct people you can choose from previously created mailing groups or create a new one.

- Click on Manage Groups
- Then click on +New Group



- Name the Group (could be specific to the alert for example) and add description
- Type in the name of the recipient and their email address
- Add other recipients if needed
- Click Create Group

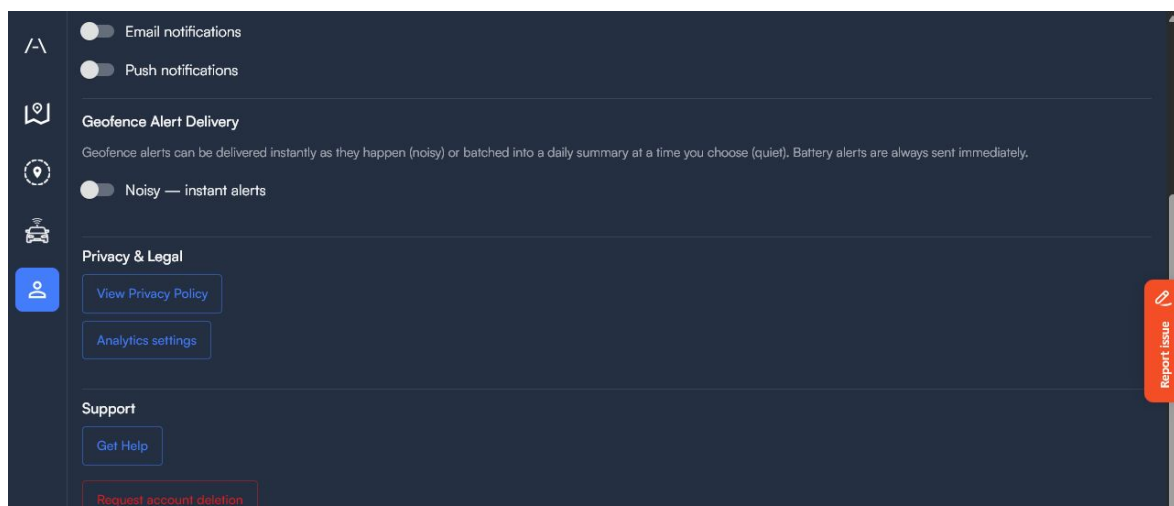
A screenshot of the 'Create Mailing Group' form. The form has a title 'Create Mailing Group'. It contains two main sections: 'Group Name' and 'Description'. The 'Group Name' field has the text 'ALL UK PORT ENTRY ALERT'. The 'Description' field has the text 'Vehicle entering ports'. Below these fields is a 'Recipients' section. It has two rows of input fields for 'Name' and 'Email'. The first row has 'Alex Cairns' in the name field and 'alexcairns@hotmail.com' in the email field. The second row has empty fields. There is a '+ Add Recipient' button below the recipients section. At the bottom right of the form are 'Cancel' and 'Create Group' buttons.

- This will now display alert title and recipients
- Click on the Edit or Delete Group as required



8 My Profile and Alert Delivery

Open My Profile to manage your contact details, notifications, privacy choices and support links.



Alert delivery, privacy and support settings

Phone number

Select the pencil beside Phone Number, enter a valid UK number in +44 format and select the tick. Select × to cancel without saving.

Notification channels

Switch Email notifications and Push notifications on or off. SMS notifications may also appear when they are available for your account. Changes save immediately; there is no separate Save button.

Geofence Alert Delivery

Choice	What happens
Noisy — instant alerts	Geofence alerts are sent as they happen.
Quiet — daily summary	Geofence alerts are grouped into a daily summary at the local time you choose.
Battery alerts	Battery alerts are always sent immediately, even when quiet delivery is selected.

Privacy, help and logging out

Use [View Privacy Policy](#) to read the TGSS privacy information.

Use Analytics settings to accept or decline optional privacy-masked service analytics.

Use [Get Help](#) to open the support form.

Use [Request account deletion](#) to log a helpdesk request. Include the account email and any relevant details.

Select Log out when using a shared or public computer.

9 Troubleshooting

What you see	What to try
Cannot sign in	Check the email address, keyboard caps lock and password. Use Forgot password? if needed.
No search results	Clear the vehicle search, check the folder and switch off Hide vehicles with no locations.
Unknown or old location	Check Last Updated. Poor GPS or mobile coverage can delay a report or make it less precise. Give a newly added tracker time to configure; move it where it can receive a signal if safe to do so.
No wired journeys	Confirm the wired device is selected and change the date range. An inactive vehicle, interrupted power or a communication gap can leave missing history; an in-progress trip may not appear until it finishes.
Sleeper reports are hours apart	This can be normal because the tracker sleeps to conserve its battery. Check Last Updated and contact support if its usual reporting pattern has changed.
Map does not follow a vehicle	Select the vehicle card and switch on Auto Zoom. Turn clustering off if markers are grouped.

What you see	What to try
No geofence alert	Check the geofence is active, the correct asset is assigned, notifications are enabled and whether quiet delivery is batching the alert.
IMEI is rejected	Recheck all 15 digits. If ownership or assignment is mentioned, contact TGSS support.
Tracker battery or updates are exhausted	Contact TGSS support. Do not activate Theft Mode unless the asset is genuinely stolen.

When contacting support Include your account email, the friendly name or registration, what you expected, what happened, and the time it happened. Share an IMEI or location screenshot only if the support team specifically needs it.

10 Privacy and Safe Use

- Do not share your portal password or sign-in codes.
- Treat vehicle locations, journey history, registration numbers and IMEIs as sensitive information.
- Grant Recovery Access only to the named security company involved in a genuine recovery.
- Activate Theft Mode only for a genuine theft and follow the recovery team's instructions.
- Log out on shared devices and close browser tabs containing live locations.

11 Quick Reference

I want to...	Go to...
See a current or last known vehicle location	Vehicles > select the vehicle card
See a wired journey	Vehicles > select the vehicle > Journeys > select a completed journey
See sleeper reports	Vehicles > select the asset > Locations > choose a date range
See tracker information	Devices > select the tracker row
Add a tracker and asset	Vehicles > Add Asset
Create or edit a geofence	Geofences > Add geofence or pencil icon
Change notification delivery	My Profile > Alert Preferences
Change geofence alerts to a daily summary	My Profile > Geofence Alert Delivery

I want to...	Go to...
Get help	Help or My Profile > Get Help
Request account deletion	My Profile > Request account deletion

Need help now? Open Help in the portal or use the Get Help button in My Profile. If the matter involves a theft or active recovery, follow the contact instructions shown by the portal and recovery team.

Document control

The notes below are for TGSS document maintainers. They do not describe portal administration.

Version	Date	Change
1.2	13 July 2026	Integrated original guide learnings, A4 stationery branding and clearer end-user troubleshooting.
1.1	13 July 2026	Added wired and sleeper explanations, example journeys and location-report screens.
1.0	13 July 2026	Initial end-user guide, checked against the live portal and current portal code.

Maintenance checklist

- Review the guide after visible portal navigation, labels or workflows change.
- Use a non-admin test account and privacy-safe test data for replacement screenshots. Authorised internal examples must still be handled as sensitive data.
- Check the sign-in, Vehicles, wired Journeys, sleeper Locations, Devices, Geofences, Add Asset and My Profile screens.
- When checking a sleeper, select the newest report and confirm the plotted marker agrees with the row before capturing it.
- Confirm Theft Mode and recovery wording with the recovery team before changing it.
- Update the review date and add a revision-history row.
- Keep Admin procedures in a separate document.