

GeoTag Platform User Guide

Version 1.2025.03.26

Introduction

GeoTag provides advanced GPS-enabled asset tracking for professional equipment, enabling near real-time and historical location updates, improving asset security, and reducing operational losses.

The platform's key features include retrieving location information, geofencing, setting intervals and notifications.

This user guide covers how to use these key features on the **GeoTag platform** at <https://geotag.tazaar.io>.

Contents

GeoTag Platform User Guide	1
Introduction	1
Contents	1
Initial Setup & Activation	2
Sign In	3
Sign in with Google.....	3
Sign in Problems.....	3
Initial Account Configuration	4
Settings -> Preferences.....	4
Map Preferences.....	4
GeoTag Preferences.....	4
Other Preferences.....	4
Settings -> Account.....	5
User Interface - Map	6
Selecting a tracker	7
Route Replay	9
Feature Overview.....	9
No data.....	10
Groups	12
Overview.....	12
Creating a Group.....	12
Manage Group Connections.....	13
Adding a GeoTag to a Group.....	13

Geofencing.....	14
Overview.....	14
Key Principles.....	14
Creating a Geofence.....	15
Geofence Configuration.....	16
Configuration Menu.....	16
Other Configuration Options.....	16
Connecting GeoTags to Geofences.....	17
Geofence Notifications.....	17
False Positives & False Negatives.....	17
Notifications.....	18
Notification Channels.....	18
Notification Types.....	18
Enabling a notification.....	19
Create a notification rule.....	19
Link the notification to GeoTag(s).....	19
Commands: Set Position Interval.....	19
Background.....	19
Requirements.....	20
Send Command.....	20
GeoTag Status Indicator.....	21
Reports.....	23
Support and Maintenance.....	24
Feedback.....	24

Initial Setup & Activation

GeoTag can come in multiple forms, including the self-enclosed Mark 2, the soft-shell Mark 1, and integrated 'GeoTag Inside' versions where GeoTag technology is pre-installed in other pieces of powered equipment.

Whichever type you are using, the initial setup* is broadly the same.

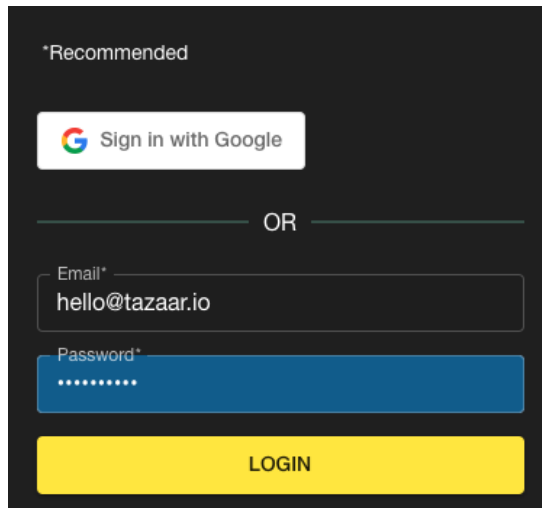
- 1)
- 2) **Scan the QR code** on the GeoTag or GeoTag enabled product to access its unique Digital Product Passport.
- 3) Click **Activate GeoTag** - you will be prompted to sign in or create an account if you haven't already.*
- 4) Click **Track GeoTag** to access the GeoTag tracking interface.*

From there, follow the next section, [Sign In](#).

**Trial and prototype users may have received sign in details already. If this is the case, simply go straight to <https://geotag.tazaar.io> and sign in, where your GeoTags should already be active on your account.*

Sign In

GeoTag supports 'Sign in with Google' (OIDC) and email/password sign in.



The screenshot shows a dark-themed sign-in interface. At the top, it says '*Recommended'. Below that is a white button with the Google logo and the text 'Sign in with Google'. Underneath is a horizontal line with 'OR' in the center. Below the line are two input fields: 'Email*' containing 'hello@tazaar.io' and 'Password*' with masked characters. At the bottom is a yellow button labeled 'LOGIN'.

Sign in with Google (recommended)

This is recommended and increases security by relying on Google's best practices for account security. You authenticate with Google, and Google securely shares your validated email address for access.

If you have not used this approach before, one-time setup [is very straightforward](#). You can use this method even if you also have email/password set up.

Sign in Problems

If you are unable to sign in you can try the reset password link, or contact [support](#) for assistance.

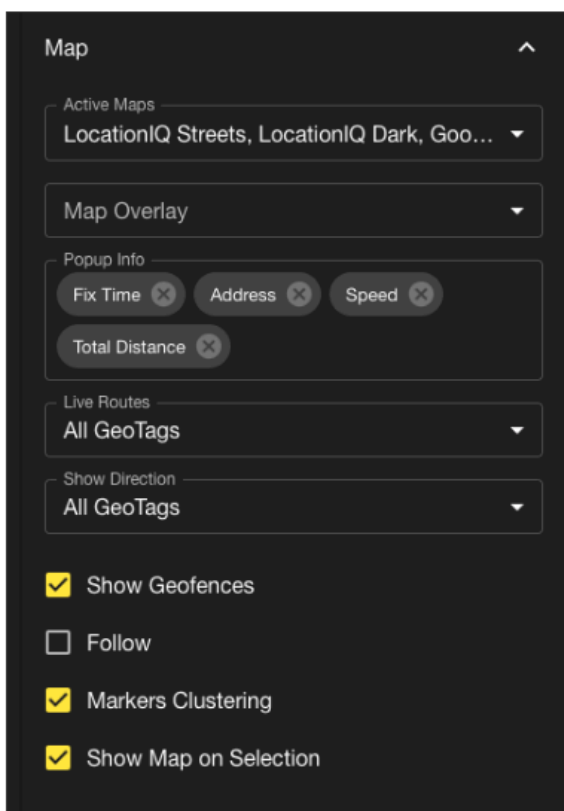
Initial Account Configuration

The following are the key configurations to customise your experience of the GeoTag platform, and ensure useful features are enabled.

Settings -> Preferences

Map Preferences

The first section affects the appearance of the [Map](#) page. We recommend enabling Google Hybrid, Google Satellite and Google Road as commonly preferred **Active Maps**.



Select which maps can be chosen on the **Map** page.

Optional map overlay to apply. Typically for specialist use cases; contact us to use custom overlays.

Choose which data points are displayed in the GeoTag popup when selecting a GeoTag.

Where available, shows both latest location pin and recent path for GeoTags on the Map page.

Where available, shows the direction of travel for GeoTags on the Map page.

Toggle visibility of geofences on the Map page.

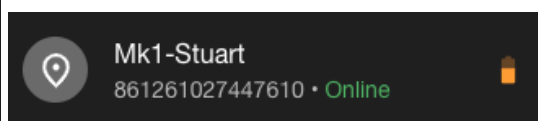
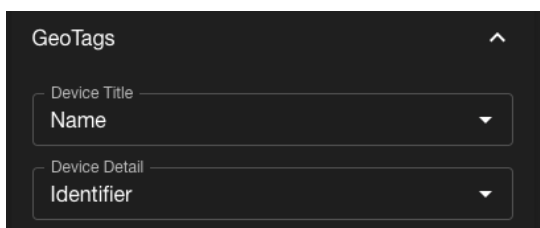
Used for live location updates (coming soon)

If enabled, if multiple GeoTags are close together they will collapse into one map marker to prevent overlap.

If enabled, when you are on the device list screen (mobile view), clicking on a device will switch to the map.

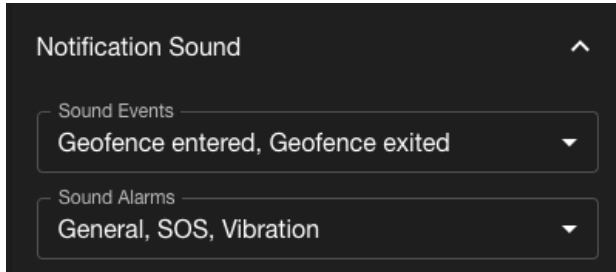
GeoTag Preferences

Customise which fields are shown in the GeoTags side panel on the Map page.



Other Preferences

Notification Sound controls which in-platform notifications can make a sound when they occur. **This feature is still in development.**



Token generates a non-permanent token which can be used for API / integrations purposes. Contact us if this is of interest to your business.

Settings -> Account

In **Settings -> Account** are some additional configurations linked to your user profile.

Importantly, you should:

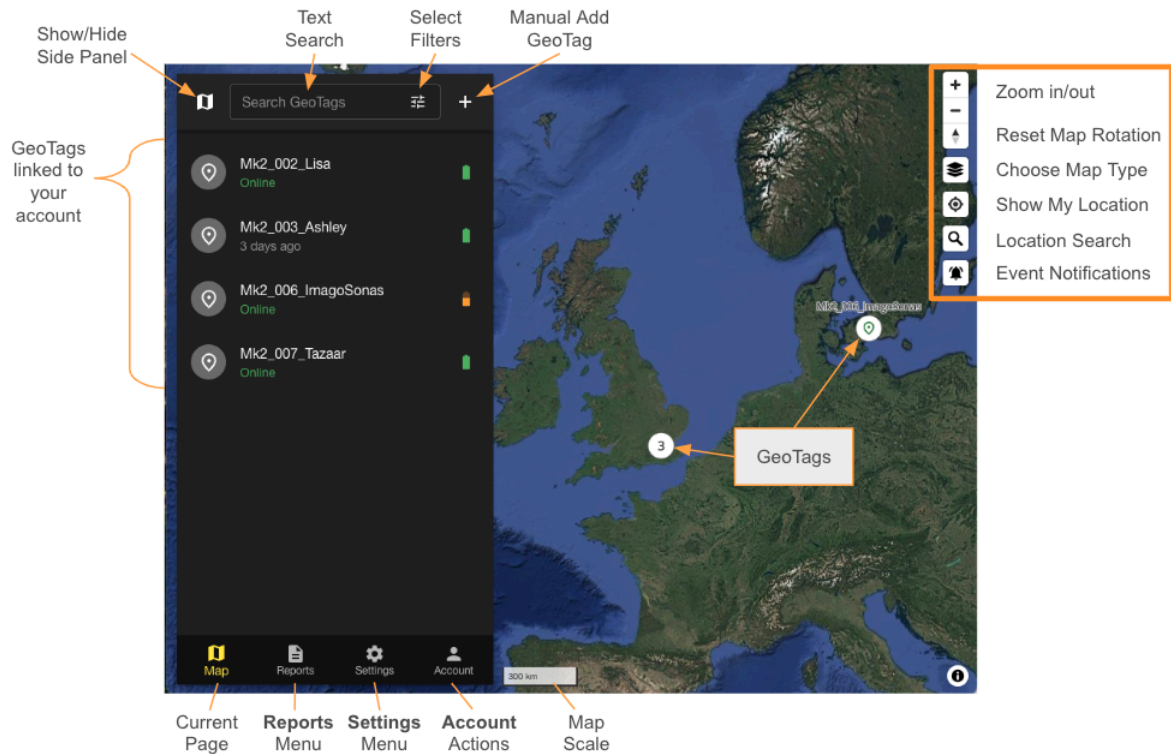
- Set your **default map** (e.g. Google Hybrid)
- Phone: Add your **phone number to enable SMS notifications.**

You may also:

- Choose your preferred units such as speed and distance.
- Change your password at any time (if using email/password authentication)
- Location: set a default location on the map, the platform will always open to this location and zoom level. If not set, the map will try to fit all your GeoTags in the Map view every time the page loads.
 - To unset, set to 0 latitude & longitude.
 - Tip: on the Map page, first set the view to how you like it. Then go to **Settings -> Account -> Location** and click **Current Location.**

That's it - your account is configured and you are ready to track.

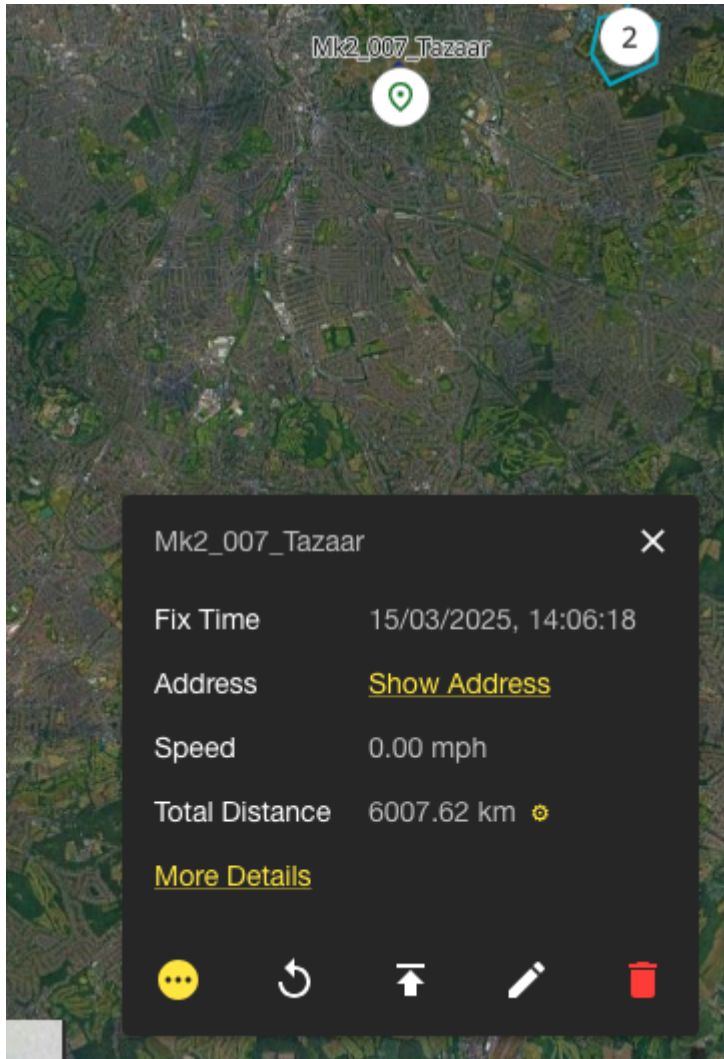
User Interface - Map



The **Map** page is your control centre. Here you can check the status of all your GeoTags, see their latest location on the map, as well as select an individual tracker to get more information or perform certain actions.

- **Text Search:** This search box filters the side panel list based on the text you entered, matched against various properties (like name, unique identifier) for easy navigation.
- **Select Filters:** If you have configured any GeoTag [Groups](#) you can quickly filter to trackers in a specific Group from here. You can also sort the side panel list or filter to devices with a certain **Status** (Online, Offline etc). If you also want to filter devices shown on the map, tick checkbox **Filter on Map**.
- **Choose Map Type:** GeoTag incorporates a number of open source map overlays including Google Maps. You can switch between overlays here, and the options visible are controlled in your [Preferences](#).
- **Location Search:** This opens a search box where you can type part of an address. Hit **Enter** and you will be taken to that location. This functionality is powered by [Open Street Map](#).
- **Manual Add GeoTag:** Typically GeoTags will automatically be added to your account and this button will be used only by support or on their direct instruction.

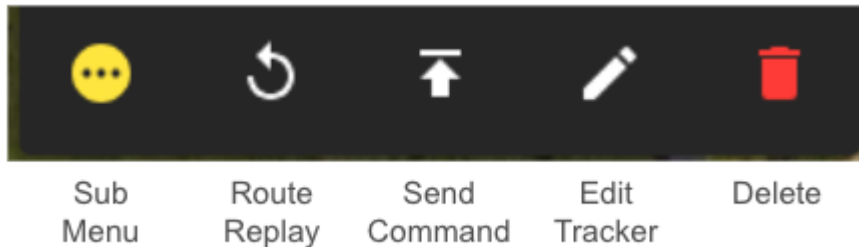
Selecting a tracker




Clicking on any single GeoTag, whether on the side panel or on the map, shows a popup window with the tracker name, and certain data. The data shown can be customised, but the default includes:

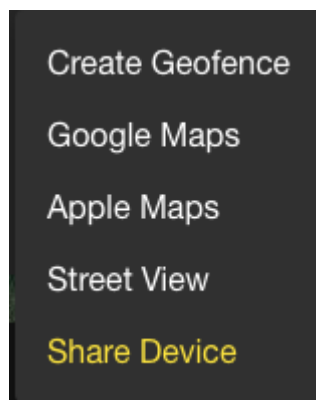
- **Fix Time:** The exact date-time of the last received location reading. This ignores duplicate readings, so don't worry if it's from a few hours or even days ago - once your GeoTag is on the move, new locations will show.
- **Address:** Hitting **Show Address** calls our Geocoding API, fetching a likely street address using the latitude and longitude of the last location.
- **Speed:** The speed reported by your GeoTag at the last location reading.
- **Distance:** The total distance travelled by the tracker in its lifetime. New tracker has a large reading? This happens when a new tracker reports a (0,0) lat/long on activation. You can manually set the distance to 0 using the gear icon if you prefer to start from zero.
- **More Details:** Brings up a page with all technical data received with the last location reading. Useful for diagnostics.

Along the bottom of this window are several icons.



Here's what they mean (left to right)

-  icon: Brings up a sub-menu with options:



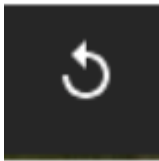
- **Create Geofence:** quickly create a 100m diameter Geofence area around the last location (see [Geofencing](#))
- **Google / Apple Maps / Street View:** Opens the last position in the selected app if installed, or a new browser tab. Great for navigating to its location.
- **Share Device:** Need someone else to find your tracked equipment? This creates a temporary shareable link to give them access to the GeoTag's location for a limited period of time. They will have read-only access for the selected tracker only.
- **Route Replay:** Brings up the [Route Replay](#) feature for inspecting location history
- **Send Command:** Allows sending of commands to your GeoTag, such as modifying position intervals. This feature may not be available to all users.
- **Edit Tracker:** Edit your GeoTag's name as displayed in the platform. Do not edit *Identifier*, as this can prevent location readings reaching the server.
- **Trash icon:** Deletes the GeoTag from the platform. Only admins can do this, and there is a secondary confirmation. Deleted by accident? Contact support and we can add the tracker; data loss may occur.

Route Replay

Feature Overview

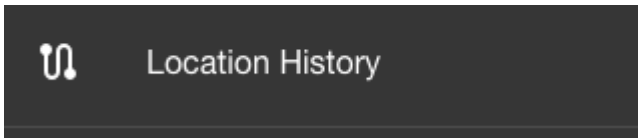
Route replay allows you to review and inspect the complete history of your GeoTag's journey. There are two ways to reach this feature: from the tracker's **popup window shortcut** or from **Reports -> Location History**.

1:

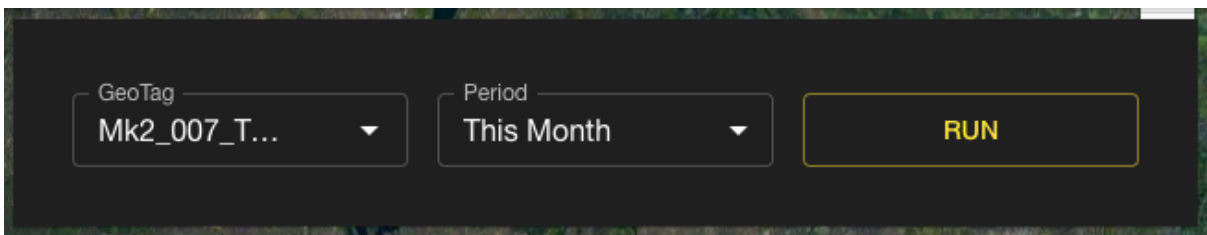


Route
Replay

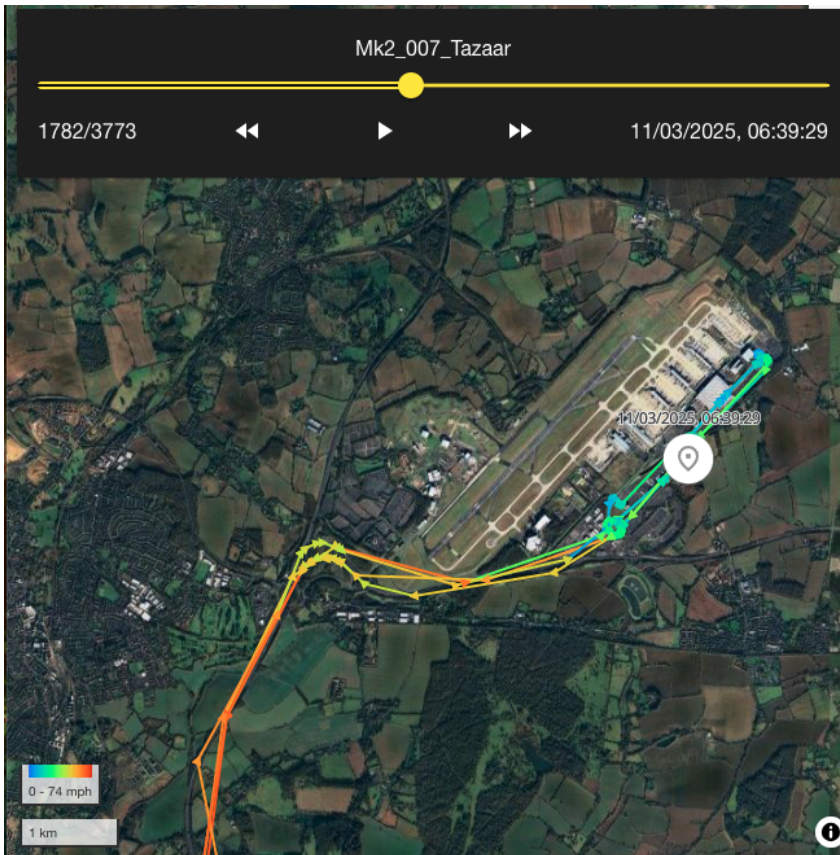
2:



This shows a version of the map with some filters you can apply. Select a date range of interest and hit Run.



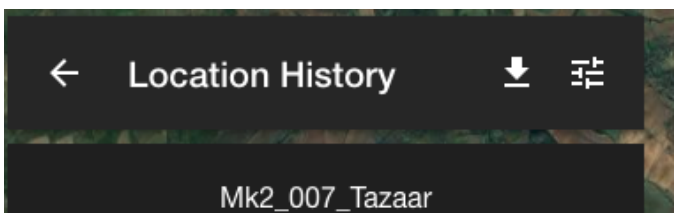
If there were any new positions in the selected period, these will display on the map along with the interpolated route between each consecutive location:



- **Colour** (cold to hot) indicates the GeoTag's reported speed at each location, using the legend in the bottom left.
- **Arrows** indicate the GeoTag's reported direction of travel at each location
- You can cycle through the locations using the slider at the top of the page.

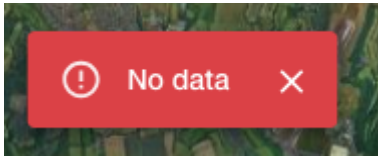
Each individual location can be clicked for more information, including address and timestamp, just like on the main Map page.

Location history can be exported as a KML file using the download icon in the control bar. This can be imported to other geospatial platforms, such as Google Earth, Tableau and many more.



No data

Selecting a date range with no new (non-duplicate) location readings will result in a **No data** popup message.



You might see this for example when filtered to Today if the GeoTag has not been in transit; this is not an error. Try extending the time period, e.g. This Week or custom dates, to include when the latest location was established.

Groups

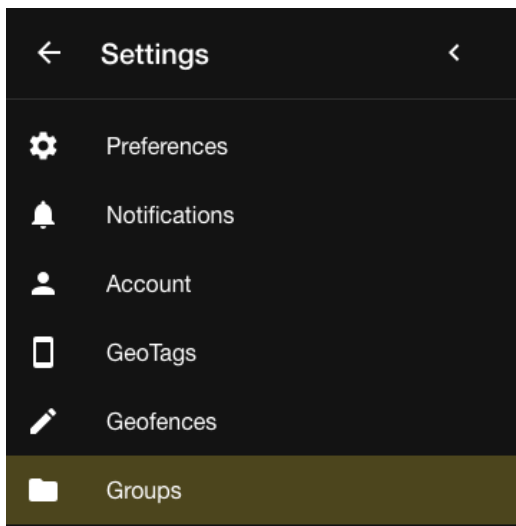
Overview

Groups are collections of **GeoTags** which can then be referenced in place of individual GeoTags in other parts of the platform - for example, setting notifications, linking to [Geofences](#), applying map filters, or linking GeoTags to Users.

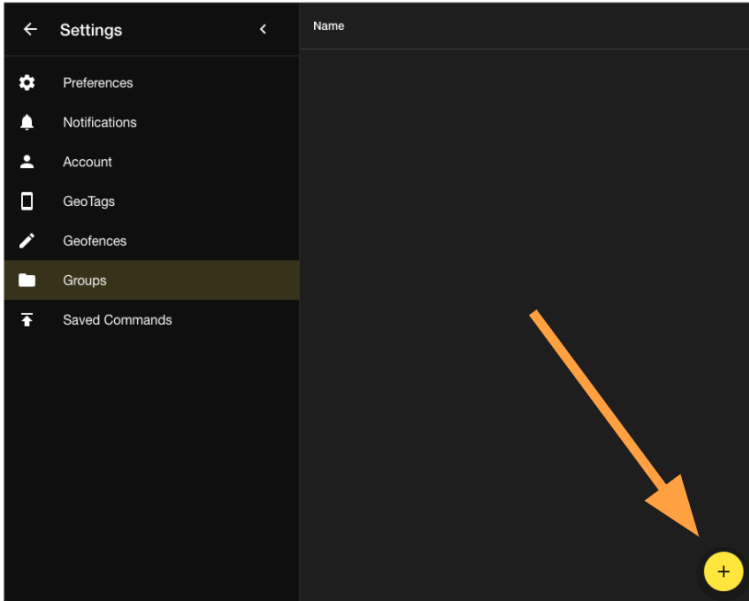
- Each GeoTag can only be assigned to one Group to prevent conflicts and overlapping rules.
- If the GeoTag is later removed from the Group, any linked notifications or geofences for that Group will no longer apply to that GeoTag.
- Assign a GeoTag to a group via **Settings -> GeoTags -> Edit (pencil) -> Extra**

Creating a Group

To create a Group, navigate to Settings -> Groups:



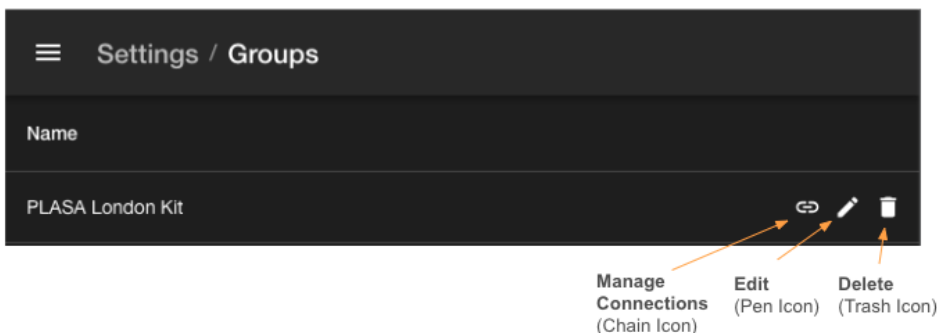
Next, click the + sign in the bottom right:



This opens the **Create Group** form. Add a descriptive name for this group. If creating a nested group (a Group contained within a higher level Group) you can also select the parent group under **Extra**. Otherwise, just hit **SAVE**.

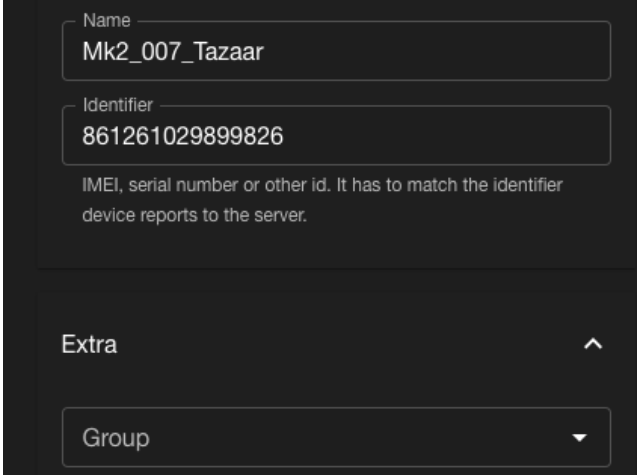
A screenshot of the 'Create Group' form. It has a dark background with white text. The 'Required' section contains a 'Name' field with the text 'PLASA London Kit'. The 'Extra' section contains a 'Group' dropdown menu. The 'Attributes' section is currently collapsed. At the bottom, there are two buttons: 'CANCEL' and 'SAVE'.

Now the Group exists and is listed on the Groups page. Here you can manage certain **Connections** between groups and other features; **Edit** to go back to the above form, and **Delete** to remove the Group:



Adding a GeoTag to a Group

To add a GeoTag to a Group, go to **Settings -> GeoTags -> Edit** (pencil icon next to desired GeoTag). Under **Extra** is the option to select a Group.



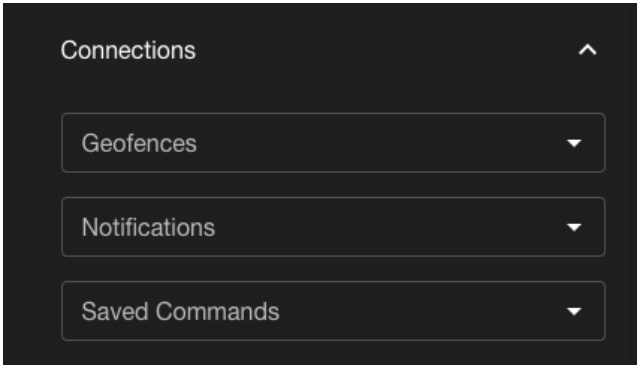
The screenshot shows a dark-themed form with the following fields:

- Name:** Mk2_007_Tazaar
- Identifier:** 861261029899826
- Identifier description:** IMEI, serial number or other id. It has to match the identifier device reports to the server.
- Extra:** A section with an upward arrow icon.
- Group:** A dropdown menu currently showing "Group".

Select a Group, then scroll down to hit **Save**.

Manage Group Connections

The first option is manage connections. With this, three types of connections can be created to other existing objects: **Geofences**, **Notifications**, and **Saved Commands**.



The screenshot shows a dark-themed form titled "Connections" with an upward arrow icon. It contains three dropdown menus:

- Geofences**
- Notifications**
- Saved Commands**

How should I use Groups?

There's more than one way to use groups to help manage your GeoTags.

- Suppose you regularly hire or send kit out on jobs. You could set the Group name to reflect the latest job (e.g. name, reference number and/or date), updating for each new job. This way you can quickly filter the map by active job, and can assign a [Geofence](#) based on the agreed region of use.

- You might have GeoTags in several different types of kit. You could use Groups to distinguish between small portable kit and large less mobile kit, applying different [notification](#) settings for notifications like vibration and movement.
- If you only have a small number of GeoTags, there might be no need to use Groups at all.

Geofencing

Overview

Geofencing is a very useful tool for receiving notifications when a GeoTagged piece of equipment enters or leaves specific areas on the map. This allows timely reaction to different scenarios needing your attention. For example:

- Equipment is on its way to your event site. As the tour manager, you need to know when the equipment is 15 mins away so you can get the team ready to unload. You set a 10km geofence around the venue to get a text message when your GeoTag is nearby with a 'Geofence Entered' notification.
- Equipment from multiple suppliers is on site during an event. As one of these suppliers, you need to know right away if a piece of your kit leaves at the wrong time. You set a 500m geofence and apply a 'Geofence Exited' notification on all of your GeoTags.
- You hire out equipment to an events company. The contract and insurance only covers use in the UK, but this company operates internationally. You set a geofence around the whole of the UK, receiving an email if your GeoTag moves outside the agreed zone.

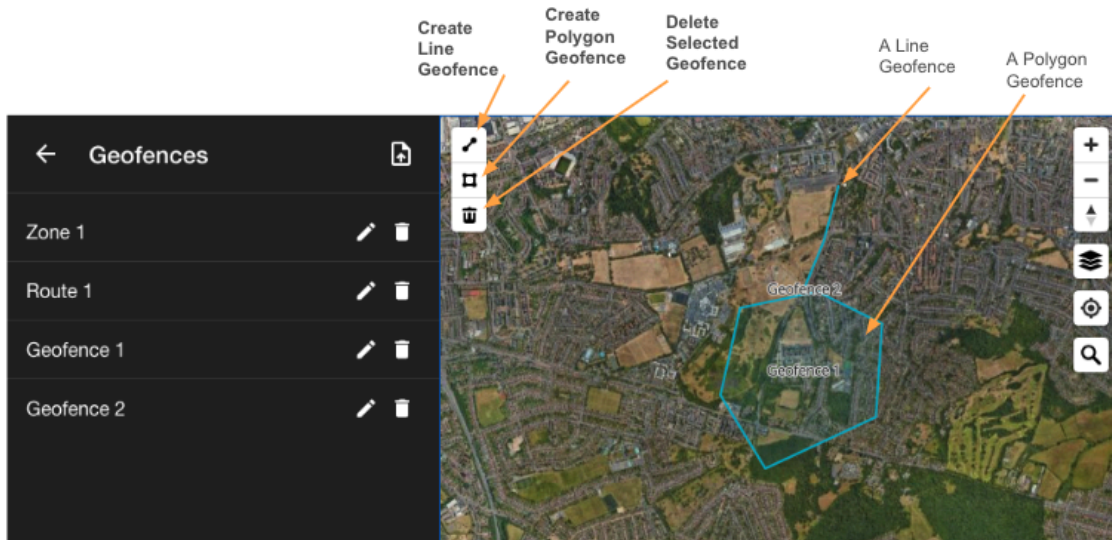
Key Principles

It's essential to understand how geofences work in the GeoTag platform to avoid incorrectly or incompletely setting one up resulting in unexpected (or missing) notifications. The key principles are:

1. A geofence must first be created and configured.
2. One or more **GeoTags** (or a GeoTag '[Group](#)') must be **connected** to the geofence. Then **geofence events** will be generated whenever a GeoTag crosses the geofence boundary.
3. You must configure geofence-related [notifications](#) on your account for the connected **GeoTags**, otherwise you will not be notified even if a geofence event occurs.

Creating a Geofence

To set up a Geofence, go to **Settings -> Geofences** to open the Geofence page. It looks similar to the Map page, but with no Geotags visible and a different side panel and map buttons:



Geofences come in two types:

- 1) **Line Geofences:** These are custom lines on the map, usually denoting a route or linear boundary. When a GeoTag come within (or leaves) a configurable distance from this line, a Geofence Entered (or Exited) event will trigger. Displayed as a line on the map.
- 2) **Polygon Geofences:** These are custom areas on the map, usually denoting an area around a point of interest, such as an event venue, warehouse, depot, etc. When a GeoTag enters (or leaves) this area, a Geofence Entered (or Exited) event will trigger. Displayed as a shaded area.

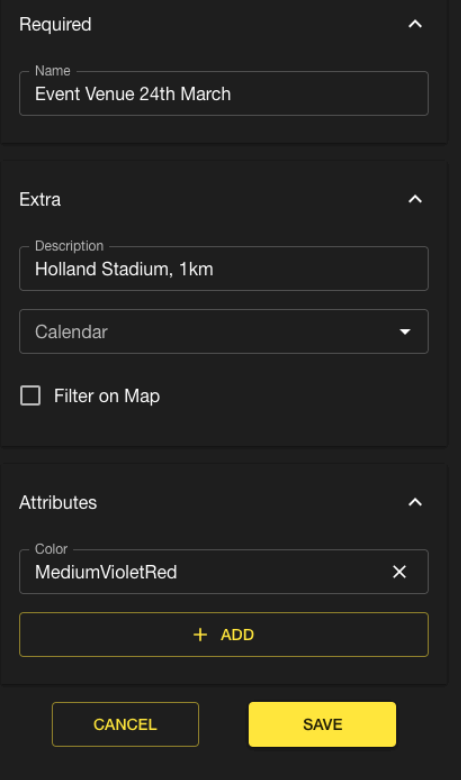
Click the create button for the type you wish to create. Both types of Geofence are drawn by clicking consecutive points on the map, and are finalised by double-clicking the final point.



In this screenshot, a polygon geofence has been partially created by clicking three points in succession. When the user double-clicks, they will be brought to the Geofence configuration form, covered on the next page of this guide.

Geofence Configuration

Configuration Menu



The screenshot shows a dark-themed configuration menu for a geofence. It is divided into three sections: 'Required', 'Extra', and 'Attributes'.
- The 'Required' section has a 'Name' field containing 'Event Venue 24th March'.
- The 'Extra' section has a 'Description' field containing 'Holland Stadium, 1km', a 'Calendar' dropdown menu, and a checkbox labeled 'Filter on Map' which is currently unchecked.
- The 'Attributes' section has a 'Color' field containing 'MediumVioletRed' with a close button (X). Below this is a yellow '+ ADD' button.
At the bottom of the menu are two buttons: 'CANCEL' and 'SAVE'.

The most important thing in the configuration form is to assign a clear descriptive **Name** to your new geofence. This should clearly describe the location to you and anyone else who receives notifications for this geofence.


Other Configuration Options

- **Description** - Optional extra descriptive text about this geofence.
- **Calendar** - if you have configured any **Calendar** schedules, you can optionally apply one to the geofence. This means geofence events will only be created (and notifications sent) during specific hours.
- **Filter on Map** - If you never want this geofence to be visible on the main map, check this box. Note you can separately hide all geofences via the **Settings -> Preferences** menu.
- **Attributes** - click **Add** to see available extra config options. The main ones are:
 - **Polyline Distance** - this sets the trigger distance for a Line Geofence, and has no effect on a Polygon Geofence. The default polyline distance is 25m, which may need to be increased to prevent too many notifications.

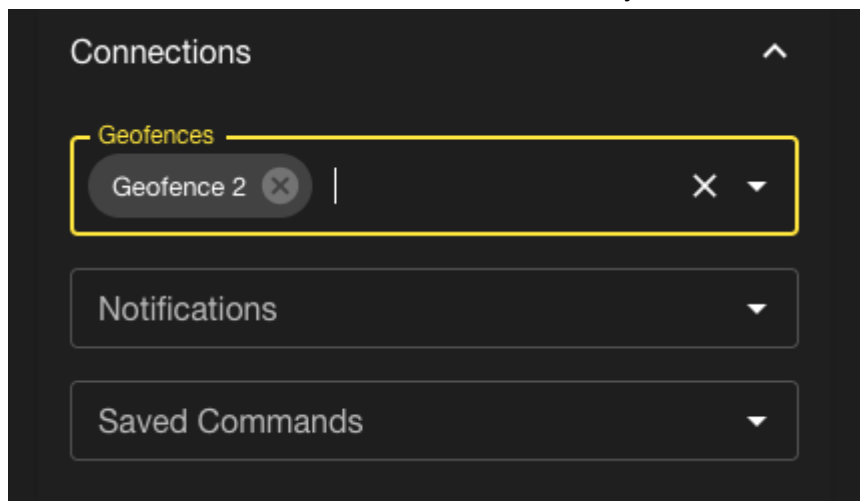
- **Color** - You can define any hex code colour (e.g. #1AEE00) or universal HTML colour name (e.g. AntiqueWhite). When the geofence is seen on the main **Map** page, it will display in this colour.
 - [List of compatible colour names.](#)
 - To prevent visibility issues, all geofences on the Geofences page appear with default blue.

Once you're happy with the configuration hit save. You can always modify the settings by coming back to **Settings** -> **Geofences**, and clicking the pencil icon next to the geofence name in the side panel.

Connecting GeoTags to Geofences

To connect a single GeoTag to a geofence, go to **Settings** -> **GeoTags**, then click the **connections** icon () next the desired GeoTag.

Click into Geofences, then select the Geofence you want to connect.



No need to 'Save' here - the changes apply automatically.

For [Groups](#) of GeoTags, the process is exactly the same, except via **Settings** -> **Groups**.

Geofence Notifications

The relevant notifications for geofences are **Geofence Entered** and **Geofence Exited**. Please see [Notifications](#) for more detail.

False Positives & False Negatives

False positives are when a geofence event triggers, but the GeoTag did not (in physical reality) cross a geofence boundary. Likely cause:

- **Position precision:** A GeoTag tracker establishes a position using multiple GPS satellites (optimally, 15-20 for a single reading). Physical obstruction e.g. buildings, metal, can reduce the number of satellites resulting in a less precise position - perhaps 50-100m error in bad cases. More often than not, a tracker within a geofence may have appeared to jump outside the geofence for one or more readings before jumping back in.
 - **Mitigation:** increase geofence size (polygon) or polyline distance (line).
Check placement of tracker to minimise blocking and interference

False negatives are when a GeoTag *did* cross a boundary in the real world, but no event was triggered. Likely causes:

- **No new position established:** the tracker may not have established or transmitted any new positions. This could be due to position interval settings, satellite obstruction within the geofence area, loss of power, low cellular network coverage. See our hardware **Troubleshooting Guide** for more information.
- **Incomplete configuration:** the Geotag may not be [connected](#) to the geofence, or a [notification](#) might not be set; or the geofence may be configured with a Calendar and it was out of hours at the time the tracker entered.

Notifications



Notifications are a powerful part of the GeoTag platform, allowing important events to be pushed to your attention - such as out-of-hours movement alerts, kit arriving, or kit leaving an event site at the wrong time. The feature is highly configurable, but there are a few things to understand to get the most out of it.

Notification Channels

GeoTag supports SMS, Email, and In-Platform notifications, called **channels**. Each notification rule can be individually configured to use any combination of these channels.

- **SMS:** You will receive a text message from Sender ID **GeoTagAlerts** if a notification triggers. You must have added a mobile Phone number in international (e.g. +44...) format in your [account preferences](#) for this to work.

- **Email:** An email will be sent to the email address displayed in **Settings -> Account** (your account email address).
- **In Platform:** A small popup will appear in the platform (bottom centre) with the notification message.

Notification Types

There are many notification types, some of which may be more relevant to your use case than others. For events professionals, **Geofence Entered** and **Geofence Exited** may be the most useful.

Alarms refers to tracker-generated alerts passed to the GeoTag server, in contrast to server-generated events based on the received data packets. GeoTag hardware currently only supports limited alarms, but future versions may support more.

Enabling a notification


To enable notifications for a device you must:

- 1) Create a notification rule for your account
- 2) Link that notification rule to one or more, or all, GeoTags.

Create a notification rule

- 1) Go to **Settings -> Notifications**. Click the '+' in the bottom right to create a new one.
 - a) Select a **Type** (e.g. Geofence Entered)
 - b) Select **Channels** for receiving the notification.
 - c) Optionally apply to **All GeoTags**. Leave unchecked to manage this notification per individual GeoTag tracker or [Group](#) of trackers.
 - d) Optionally set a short **Description**, or tie the notification to a **Calendar** schedule.
 - e) You can click **Test Channels** to send a 'test' notification via each selected channel, and check that you receive a message.

Link the notification to GeoTag(s)

- 2) Link to Geotags:
 - a) From **Settings -> GeoTags** (or **Settings -> Groups**) click the connections icon () to open the connections menu.
 - b) Click into **Notifications** and choose which notifications to enable for this GeoTag (or Group of GeoTags). Changes are applied automatically.

Commands: Set Position Interval

Background

Every GeoTag comes with configurable **Position Interval** - that is, how often it tries to establish and send a location reading.

A longer interval:

- Extends battery life.
- Provides less granular location history.
- May trigger notifications late or even not provide a reading on passing through a geofence.
- Further reduces EMF detectability (e.g. by organised criminals searching for trackers).

Conversely a shorter interval:


- Increases battery consumption.
- Provides near real-time location updates and granular location history.
- More immediately triggers geofence notifications.
- Makes the tracker easier to spot with EMF detectors.

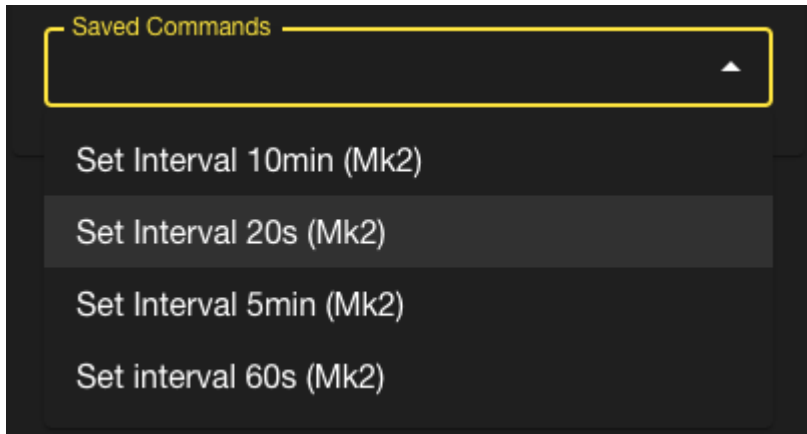
The GeoTag platform allows users to **send commands to their GeoTags** to set the interval shorter or longer on demand.

Please note: while currently available to all users, we reserve the right to make this a premium feature in the future, and to restrict usage of the feature where usage is considered to be excessive.

Requirements

To send a command to a GeoTag, the following must be in place.

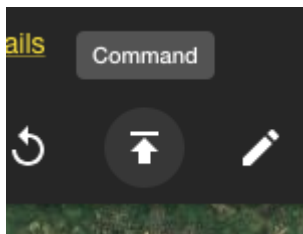
- 1) Commands must first be enabled for your user account by an admin. This will cause them to show in **Settings -> Saved Commands**. If no commands are shown here, you can request it via [support](#).
- 2) In **Settings -> GeoTag -> Edit (Pencil) -> Extra**, the Phone field must be set (usually starting 8822...). This is a unique identifier for the SIM card inside the GeoTag used to deliver SMS commands. If your GeoTag does not have this set, you can request it via [support](#).
- 3) In **Settings -> GeoTag (or Groups) -> Connections** () , the relevant commands must be linked to the GeoTag or Group.



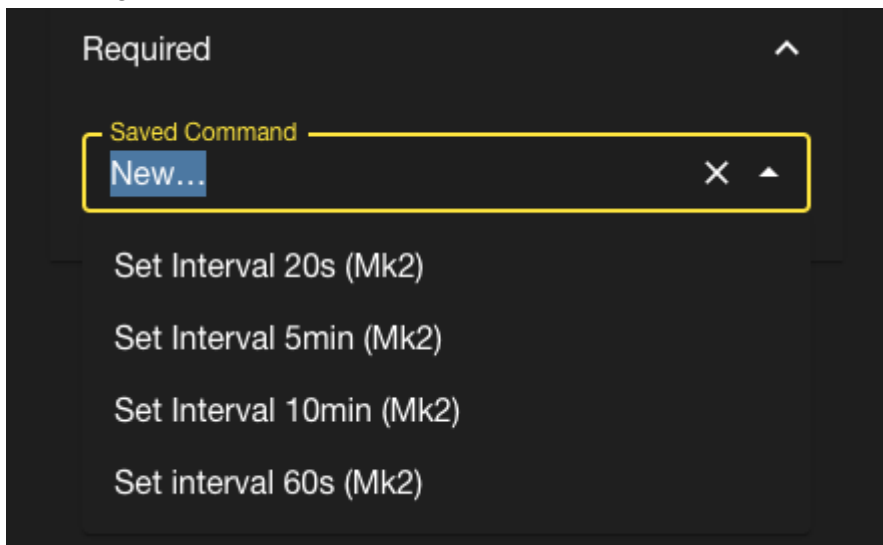
If this configuration is in place, you can then send a command from the Map page.

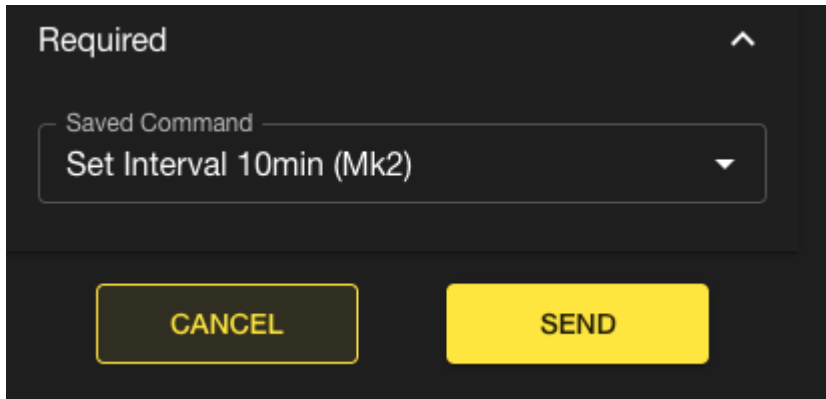
Send Command

From the **Map** page, select the GeoTag in the side panel or via its pin on the map. From the popup, click the Command icon:



This brings up a short form where the command can be selected:



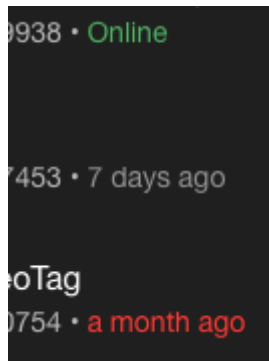


Hit Send once only. It will take a few seconds to process the SMS, after which you will be returned to the Map, indicating success.

Please note, the SMS will be delayed or may not deliver without notification if the GeoTag is powered off or unreachable.

GeoTag Status Indicator

GeoTag Status can be Online, Offline or Unknown and is indicated in the GeoTags side panel on the Map page.



Online: Your GeoTag has communicated with the server in the last 10 minutes. This could be a new position (new Fixtime seen in the tracker's map popup), a duplicate position (no new Fixtime will be seen), or a login/heartbeat packet (no new Fixtime).

Offline (Red): Your GeoTag last communicated more than 10 minutes ago. This is not necessarily an issue and could mean:

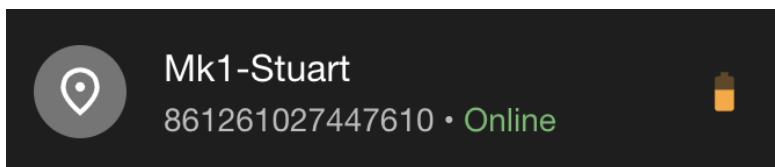
- Your tracker is powered off or has no mobile reception
- The position interval is set to longer than 10 minutes
- Your tracker is in sleep mode due to no movement

Unknown (Grey): Can share some causes with Offline (Red) and depends on how the connection was lost. More often seen when a connection is abruptly lost (such as entering a tunnel).

Generally speaking, with a 10-minute interval setting and good mobile network reception, your GeoTags should show as online most of the time. Where there is poor mobile signal, the GeoTag is powered off, or the interval is longer than 10 minutes, Red and Grey status will more often show.

GeoTag Battery Level Indicator

Battery level is indicated next to the GeoTag name in the Maps side panel. Mouseover will give an estimated value, usually to the nearest 5%. This value is reported by the GeoTag hardware when the tracker sends a 'status' data packet.



Battery % remaining is a surprisingly challenging number for electronic hardware to infer accurately. It's important to note that the value shown in the platform may not decrease linearly.

Here are a few key points about how the tracker calculates and reports battery levels back to the GeoTag platform, and what this means for understanding battery level.

- 1. Voltage-based estimates:**

The reported battery percentage is inferred from the voltage delivered to the tracker's processing unit by the battery. Lithium-ion batteries maintain a relatively stable voltage for most of their discharge cycle, which makes it challenging to map voltage directly to an exact "percentage left." As such fluctuations of about +/-5% between readings are normal.

- 2. Rapid drop near the end:**

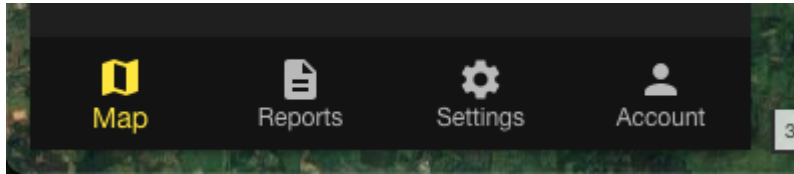
Larger lithium batteries often hold a steady voltage until they are nearly depleted (they have a 'flat discharge curve'). You may see the battery hover around a relatively high percentage and then drop quickly over the last 20-40%. This is not indicative of a faulty battery.

- 3. Interpreting the 40-100% range:**

Because of this voltage plateau, the displayed '40%' in the platform can be closer to the battery's actual cutoff point than you might expect, as confirmed by the data above. If you need continuous operation we recommend recharging before it dips below that level.

Reports

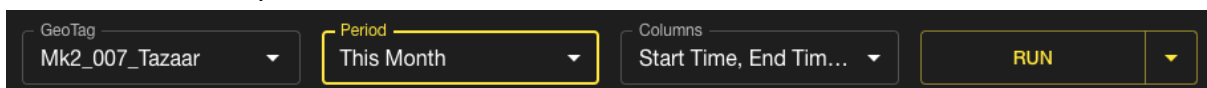
The Reports page can be accessed from the side panel of the map page.



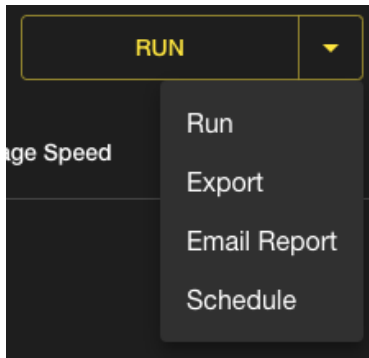
The Reports page has a number of options in the left panel, outlined below:

★ Combined	Shows route on map with start & stop icons (indicating Journeys), and table of server Events recorded.
Route	Table of recorded Positions, which can be exported to CSV.
Events	Table of server Events relating to the chosen GeoTag
Journeys	Start and stop times, and summary stats, for periods of near-continuous motion.
Static Periods	Inverse of Journeys - periods with no motion
Summary	Aggregate stats over the specified period.
Chart	Create basic charts of certain data points, like battery level, over a given period. Works best over smaller periods; this feature is a work in progress.
Location History	Same as Route Replay accessed from the GeoTag popup on the Map page.

For most report types, the user must select a **GeoTag** and a time **Period**, then hit **Run** before data will be queried and loaded.



Or use the down arrow attached to the Run button where available to access more options, like Export:



Documentation for the Reports area will be expanded in an upcoming user guide version.

Troubleshooting

I cannot log in to GeoTag

1. Wrong login page:

- **GeoTag** uses a separate sign-in page for added security. For GeoTag, you should log in at <https://geotag.tazaar.io>, not via the QR-code webpage itself.
- You can find a link to the GeoTag sign in page either in the *Resources* section of the QR code webpage, or the TAZAAR website <https://www.tazaar.io>.

2. Incorrect email address:

- The email address you use to sign in is case sensitive; ensure you are using lower case. When your account was set up, we ensured your email address was entered in lower case.
- If you have multiple email addresses, such as aliases or 'group-level' and 'brand-level' domains, please recheck your welcome email to confirm which email address is registered with GeoTag.

3. Incorrect password:

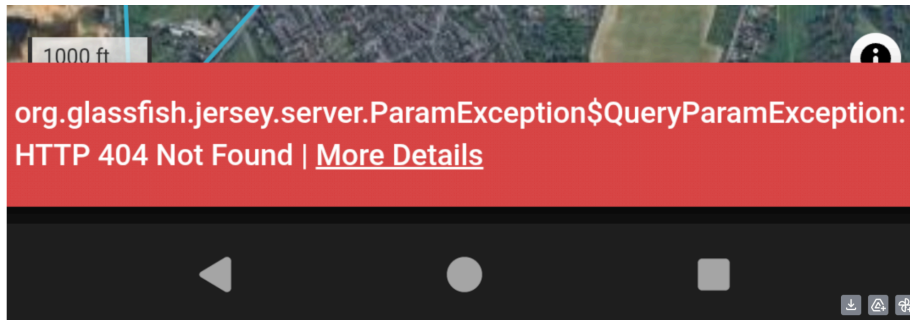
- For passwordless login, use **Sign in with Google**. This should work even if you have not used this method before, as long as the email address matches.
- Or you can request a password reset via the login page, or by emailing support@tazaar.io from your registered email address.

4. No GeoTag account:

- If you have received access to GeoTag via one of our partners, it is possible your account has not yet been set up for you. You cannot currently self-register to GeoTag. Please contact us referencing details of your trackers.

I encountered an error message

Error messages like the screenshot below can occur, and always need to be investigated by support. All such errors are logged and we proactively look into these to find the root cause and implement a fix.



If you would like to stay informed of progress or if the error is stopping you from doing what you need to do, open a support ticket by emailing support@tazaar.io and including a screenshot or copy-paste of the error.

Let us know the time the error occurred. 'More Details' can be clicked and the content is especially helpful to the support team. This may help us prioritise your error above unreported errors.

Support and Maintenance

Technical support is available Monday - Friday, 0830-1730 UK Time, excluding bank holidays. Please contact support@tazaar.io or call 02045 476645 if your issue is urgent.

Feedback

We hope this user guide helps you to get the most out of GeoTag. If there is any information you wish was covered or in more detail, please let us know at support@tazaar.io and we will include it in the next version.