

# Consumer Application User Guide

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# System Overview

## **Congratulations on your purchase of the Theft Patrol Stolen Vehicle Recovery System.**

The Theft Patrol system utilizes an embedded device within the vehicle that obtains location coordinates from GPS satellites. These location coordinates are then transmitted via cellular to our secure datacenter. This data is then available to view via our secure web application.

The Theft Patrol device is programmed to log and transmit location data on 5 minute intervals when the vehicle is in motion. If the vehicle has been stopped for more than 10 minutes the device no longer transmits location data. In the event the vehicle has been stopped for an extended amount of time the device will transmit an “update” event every 24 hours. Once the vehicle begins movement again the device will resume transmission of data at 5 minute intervals. If a device is out of cellular coverage it will continue to log and store location data at 5 minute intervals and will transmit this data once back within cellular coverage.


The Theft Patrol device is equipped with low power consumption circuitry which after the vehicle has stopped moving for more than 4 hours the device will go into a “sleep” mode to reduce vehicle battery drain. The device will “wake up” upon vehicle movement.



# Complete Registration Via Email Link

Upon delivery of your vehicle the dealership will enter your information as well as the vehicle information and transfer ownership of the Theft Patrol system to you. You will receive a registration email immediately after the transfer of ownership has been completed. **(This registration email will be sent to the email address you provided to the dealer)** **NOTE: If you have not received the registration email please check your email filters and spam folders to make sure the registration email did not get filtered as spam.**

After you receive the registration email please click the link within that email which will open a registration web page. On the registration page you will be required to complete the following fields .

- **Sign Up PIN Code:** This should already be auto populated by the system. If so, DO NOT EDIT.
- **First/ Last Name:** This will be the name you wish to be associated with your account.
- **Email Address:** This field should also be auto populated by the system.
- **Phone Number:** This will be the phone number you wish to be associated with your account.
- **Password:** This will be your unique password that will allow you access to the web portal.  
**NOTE: Passwords are required to be a minimum of 8 characters and rated GOOD or higher by our password validation system.**  
**Click the info  icon for more information on how to create a secure password.**

You also must check the box to accept the Terms of Service before you can complete registration.

Sign Up PIN Code \* ✓

A2Br4t


First Name \*Last Name \*

Email Address \* ✓

youremail@mail.com

Phone Number

( ) -

Password \* 

Too short

Re-enter password \*

☐ I accept the [Terms of Service](#)

Create Account

# Log In and Forgot Password

Navigate to our secure URL:

**<https://theftpatrol.svrtracker.com>**. There you will be asked to enter your email address (this will be the email address that was used to create your account) You will also be asked to enter your secure password. (this will be the password that was created via the registration link that was emailed to you) Once you have entered both your email and secure password you will then be able to sign into the application.

In the event that you forget your password you can click on the “Forgot Your Password?” link on the log in page. This will prompt you to enter the email address that was used to create the account. Once you select to reset password you will receive an email that will allow you to create a new password to access your account.



Customer Support: (844) 300-8707  
[support@theftpatrol.com](mailto:support@theftpatrol.com)

Please Log In

Email address or username

Password

[Forgot your Password?](#)



Customer Support: (844) 300-8707  
[support@theftpatrol.com](mailto:support@theftpatrol.com)

Forgot your login information?

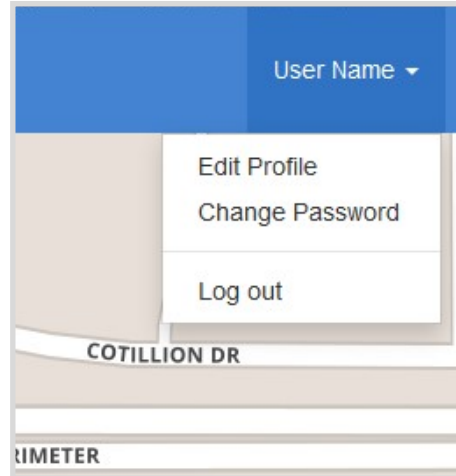
We'll send an email with instructions.

Email address



# User Profile Edit and Password Reset


Once you are logged into the application you will be able to change your personal information by clicking on your name in the top right corner of the application. This will open a dropdown that will allow you to edit your profile, change password, or log out of the application.




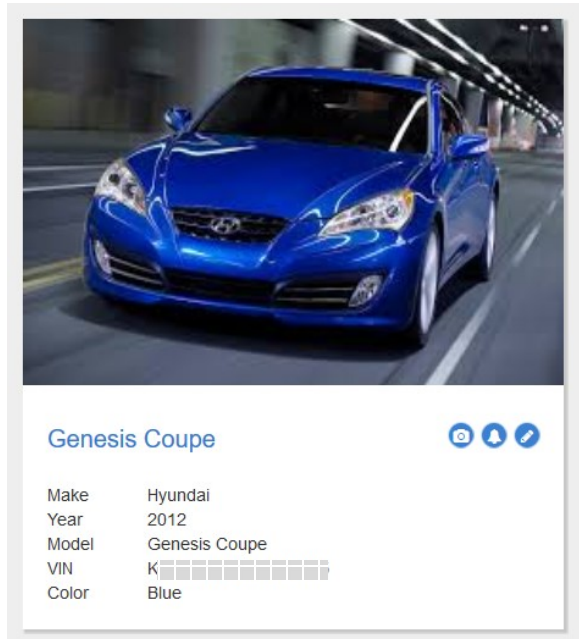
If you choose to edit your profile you will have the option to change the first and last name that is associated with the account and appears in the top right corner of the application. You also have the option to change the email associated with the account. **(NOTE: this email setting is only for delivery of any automated alerts, this will not change the email address you use to log in.)** You also have the option to change the phone number and time zone associated with the account.

A screenshot of a "User Profile" edit form. The form has a white background and a blue header. It contains several input fields: "First Name" (with "User" entered), "Last Name" (with "Name" entered), "Email" (with "username@email.com" entered), "Phone Number" (with "(770) 777-5656" entered), and "Preferred Time Zone" (a dropdown menu with "America/Los\_Angeles" selected). At the bottom right, there are "Cancel" and "Submit" buttons.

## Vehicle Details and Photo Edit

If you would like to edit or update your vehicle information you can do so by clicking the pencil icon . This will open the Vehicle Details option. Here you can edit the following fields: Name (this is the name that you would like to refer to your vehicle as, this is also the name that will appear in the vehicle alerts) Stock Number (this field is normally used by the dealership, this can be left blank.) VIN (this is the vehicle identification number of your vehicle and is normally filled in by the dealership.) Year, Make, Model, and Color of the vehicle. Odometer (the odometer in the application is based on GPS miles driven and can sometimes become out of sync with the actual odometer in the vehicle. It is recommended that you update the mileage here in the application to keep the mileage count in sync with the mileage reading in the vehicle.) If you have multiple vehicles in the same account you may wish to add a "Tag" to individual or groups of vehicles to help sort those vehicles.

In most cases the photo of the vehicle is not the actual photo of your vehicle, it is a stock photo that is inserted based on the VIN of the vehicle. You can edit this photo by selecting the camera icon . You can then change the photo to another vehicle photo that you have saved on your computer.



## Vehicle Details

NameGenesis Coupe

Stock Number

VINK1XXXXXXXXXX34✓

Decode

Year2012

MakeHyundai

ModelGenesis Coupe

ColorBlue

Odometer539


Add a tag

Cancel

Update



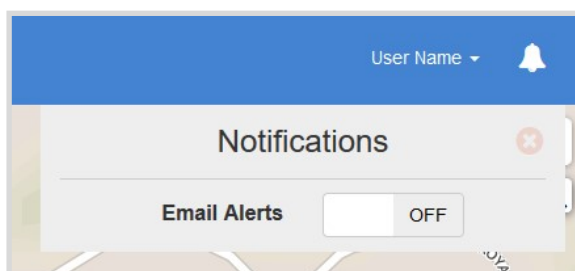
# Setting Up Alerts and Email Alert Settings


To set or edit vehicle alerts you can click the bell icon.  This will now allow you to select the alerts you wish to set or edit.

Each alert is set to a default setting, to edit the parameters you will have to uncheck the use defaults box. In order for the device to monitor your alert settings the toggle for each desired alert must be in the "ON" setting.

- The Low Voltage alert will monitor battery voltage of the vehicle and send an email alert when voltage falls below the set threshold.
- The Speed Alert will monitor vehicle speed and send an email alert if the vehicles speed exceeds the set threshold. (NOTE: Vehicle speed is captured and transmitted within the 5 minute interval tracking data, so the vehicle must maintain a speed above the set threshold for a sustainable timeframe.)
- The Mileage Alert can be set to send alerts when the vehicle crosses the set mileage interval. (This can be used for scheduled vehicle maintenance reminders such as vehicle oil change and etc.)
- The Movement Alert allows you to set a stop time interval to be notified in the event the vehicle moves from the last stopped location. (When this alert is set to "ON" it will send an alert each time the vehicle stops for the set amount of time and then begins movement.)

To turn "ON" email alerts you will click the "Bell" icon in the top right corner of the page. This will allow you to toggle the email alerts "ON". **(NOTE: email alerts will be sent to the email address that is set in your user profile, please refer to user profile settings in this manual.)**




 **Low Voltage Alerts** ☒

Min Voltage  volts

This will generate an alert notification when the vehicle's voltage falls below 11 volts


☒ Use defaults

 **Speed Alerts** ☒

Max Speed  mph

This will generate an alert notification in the event the vehicle surpasses the selected maximum speed


☐ Use defaults

 **Mileage Alerts** ☒

Mileage Interval  miles

This will generate an alert notification when the vehicle's odometer crosses each mileage interval

☐ Use defaults

 **Movement Alerts** ☒

Min Stop Time  minutes

This will generate an alert notification when the vehicle starts moving after being stopped for at least the specified time in minutes.

☐ Use defaults

# Vehicle Events and Historic Events

Vehicle Events are periodic events that are reported from the device in the vehicle. The main page will always display the vehicle's last known event/ location as well as the time of the event, the event type, vehicle speed during that event and total miles.

The application logs the vehicle's last 30 days of event history, to view this history click the more information icon. ⓘ This will open the section that displays your vehicle's event history. The application will display the last 7 days of event history by default. You can click in the date field to allow the display of more vehicle event history.

Each event is represented by an icon.

⏻ Stop Event: This is when the vehicle has been stopped for more than 10 minutes.

⬅ Drive Event: This is when a vehicle is in motion and has registered a speed above 0 mph. The drive event icon also contains an arrow within the icon that represents the direction the vehicle was moving at the time of the event.

The map will populate red and green icons to represent each historic event on the map for the time range that is selected.

To view a single historic event on the map you can click on the desired event in the events list and the map will display only that event.

### Events

ⓘ

📍 Dallas Highway, GA

🕒 Today at 3:47 PM (a few seconds ago)

▶ Drive

🚗 32 MPH

📊 556 miles driven

### Events

✕

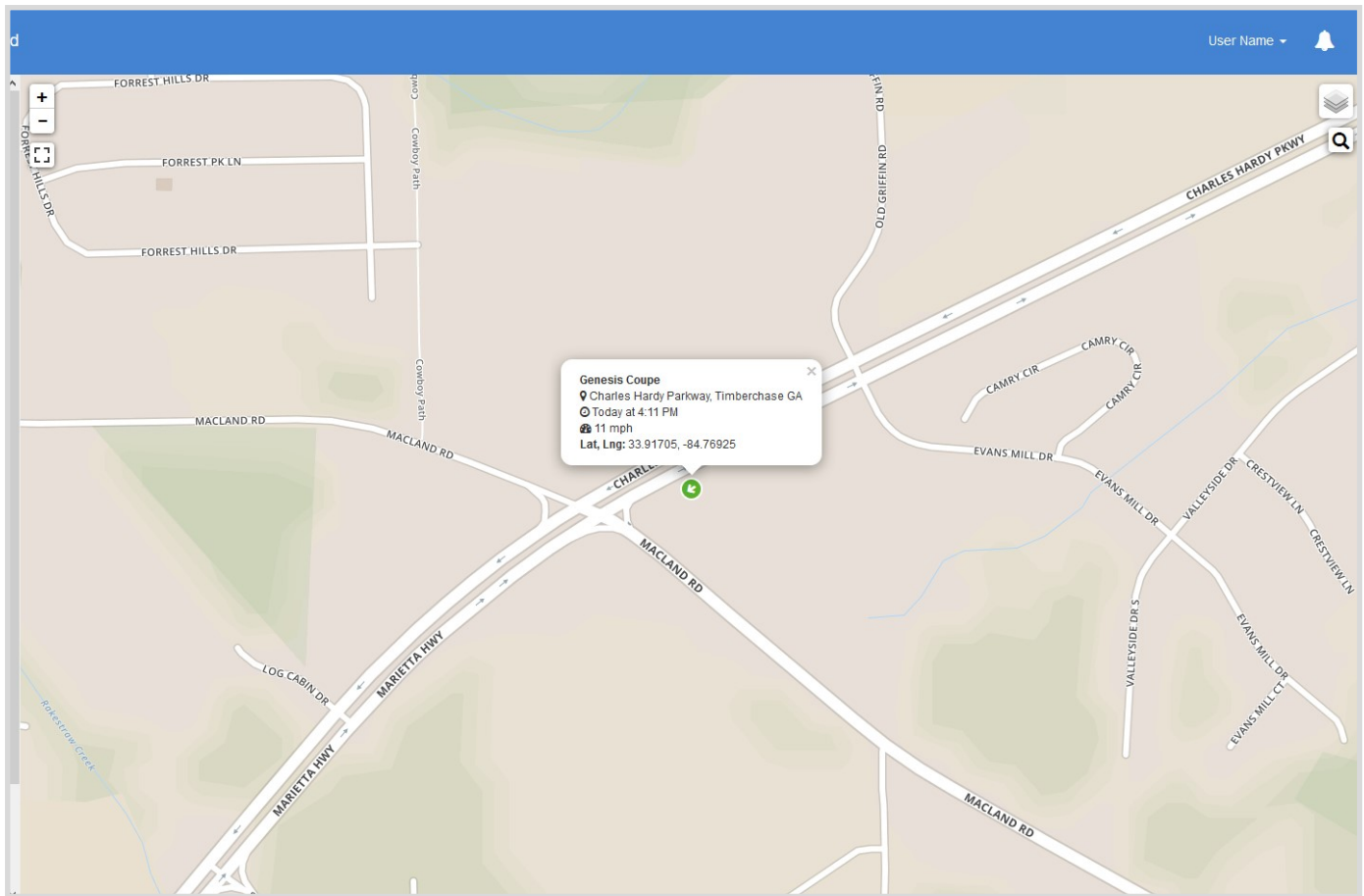
Select a date range:

All Events


Stop Events Only

Timestamp	Event	Place	Speed	Heading	Voltage
12/02/2015 @ 4:11PM	Drive	Charles Hardy Parkway Timberchase GA	11	⬅	14.100
12/02/2015 @ 4:11PM	Stop	Charles Hardy Parkway Timberchase GA	0	⏻	14.100
12/02/2015 @ 4:07PM	Drive	Charles Hardy Parkway Timberchase GA	0	⬅	13.200
12/02/2015 @ 4:02PM	Drive	39 Powder Mill Street Timberchase GA	0	⬅	14
12/02/2015 @ 3:57PM	Drive	Dallas Highway null GA	41	⬅	14.4
12/02/2015 @ 3:47PM	Drive	Dallas Highway null GA	32	⬅	14.5
12/02/2015 @ 3:37PM	Drive	385 West Atlanta Street Marietta GA	0	⬅	14.200


# Map Functionality



The map view will always display the last known location of the vehicle, and when you hover the mouse over the reported position on the map a balloon will appear that will display the vehicle name, location, event time, vehicle speed and the reported latitude and longitude of the reported event.


By default the map view is always in the streets view, if you would like to see the vehicle location in a satellite view you can do this by clicking the map view icon  and selecting the satellite view imagery.

You can pan in or pan out on the map by either scrolling with your mouse or clicking the + or — icons on the map.

If you would like to search for a specific address on the map you can click the spyglass icon  and enter the desired address to search.

# Creating GeoFence Boundaries

A GeoFence is a user created geographical boundary on the map that will trigger an alert when a vehicle enters or exits.

To create a GeoFence first click the menu icon  at the top left of the main page of the application.


A drop down will appear, then select the Geofences option.

To create a circular geofence there are 2 ways to accomplish this.

- Create by address: To create by an address just enter the address in the search field on the map.

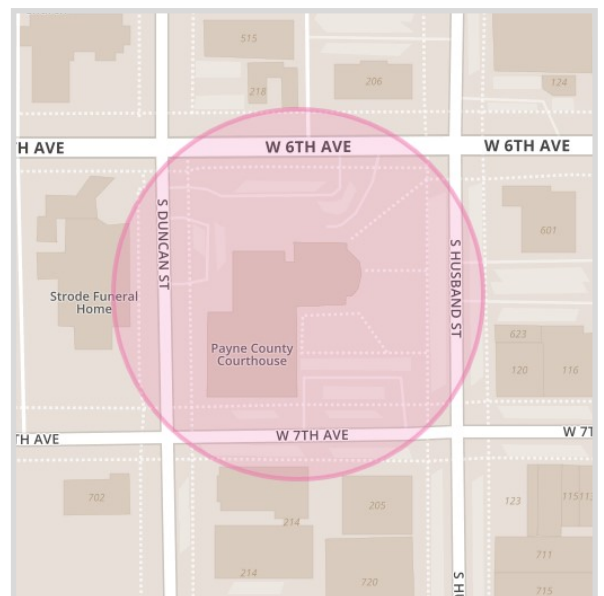
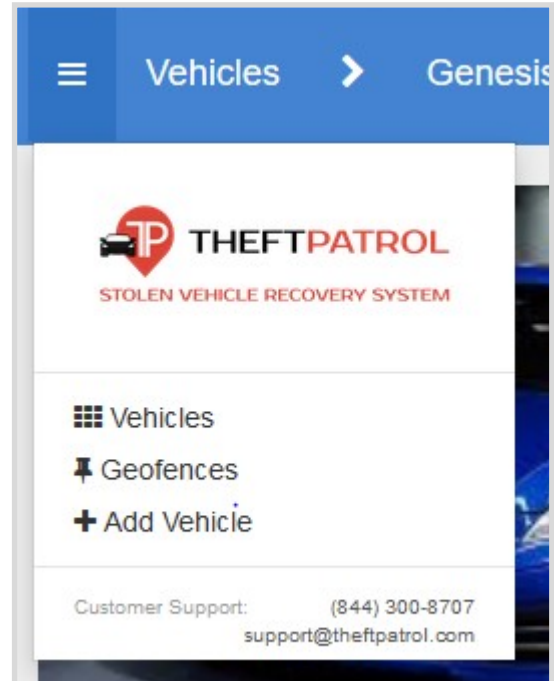


This will create a 1/8 mile circular boundary around that address. The radius can be adjusted by clicking and holding on the outside of the circle on the map and dragging the circle either larger or smaller.


- Create freeform on the map: To create a freeform circular geofence click the circle icon  on the map. Then click and drag to create a circular boundary on the map.

Once you have created your desired geofence boundary you will now need to name it and set your alert notification preference.

(see next page for more instructions)



# Creating GeoFence Boundaries

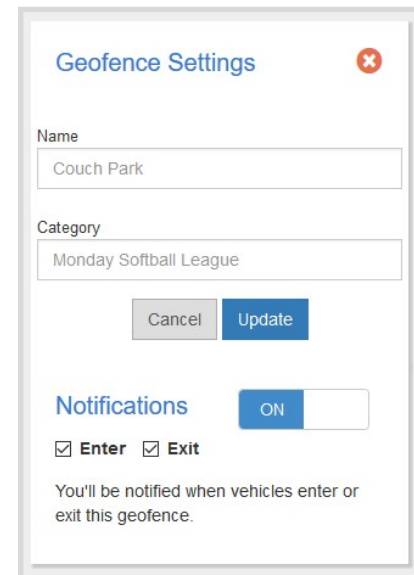
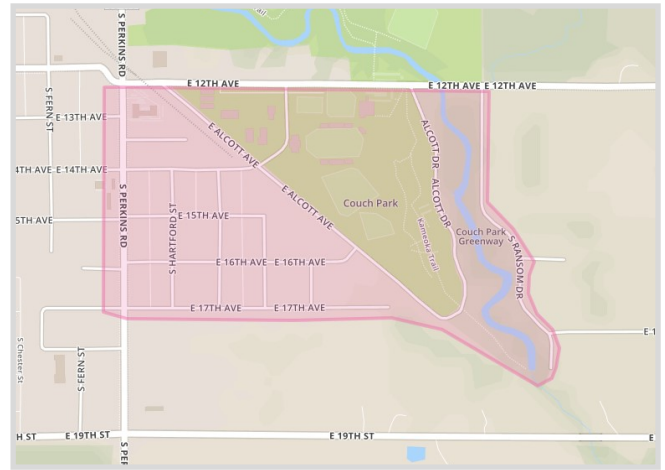
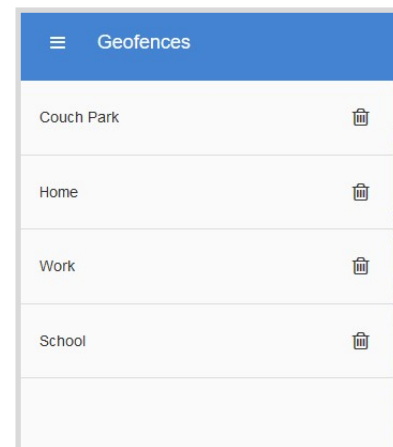
To create a polygon geofence (multi-point) click on the polygon icon  on the map. You will then drag and click your first desired point on the map, then you will continue to drag and click for each point you wish to set on the map. To complete drawing your polygon geofence you must connect your last point to the first point on the map to make a complete boundary.

To complete creation of your geofence boundary you must now enter a name for your new geofence. **(NOTE: The name you set for the geofence is what will appear in the email alerts, this is important if you have created multiple geofence boundaries.)** You also have the option to enter a category for your geofence, but this is not required.

You will then need to set your alert preferences, you can have an alert sent on entering, exiting or both.

To receive email alerts the notification setting must be set to "ON". **(NOTE: email alerts will be sent to the email address that is set in your user profile, please refer to user profile settings in this manual.)**

Your created Geofences will now appear in the geofence list. You can delete a geofence by clicking the trash can icon or you can edit an existing geofence by clicking the geofence name.

A screenshot of the 'Geofence Settings' dialog box. It has a title bar with a close button. The 'Name' field contains 'Couch Park'. The 'Category' field contains 'Monday Softball League'. There are 'Cancel' and 'Update' buttons. Below, the 'Notifications' section has a toggle switch set to 'ON'. Under 'Notifications', there are checkboxes for 'Enter' and 'Exit', both of which are checked. A note at the bottom states: 'You'll be notified when vehicles enter or exit this geofence.'

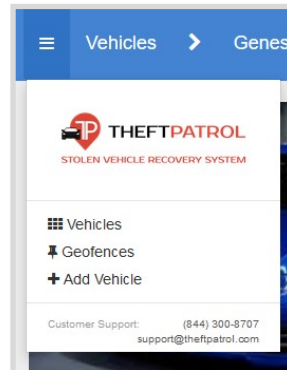
# Adding Additional Vehicles to Your Account

In the event that you purchase multiple vehicles with the Theft Patrol system or if you are adding a Theft Patrol system to an existing vehicle and wish to view them in the same account you can add them via the application. **(consult with your selling dealership to purchase Theft Patrol for your other vehicles.)**

To add a vehicle you will click the menu icon at the top right of the page. In the drop down you will select “Add Vehicle” this will now show you the option to enter the PIN number for the next vehicle you wish to add to your account. **(NOTE: The PIN number will be the 6 character PIN in the registration email you will receive when activating a new device.)**

Once you have added your additional vehicle/s you will now see them displayed separately in the application.

To select a single vehicle just click on the desired vehicle to view or edit.

A screenshot of the "Add vehicle" screen in the Theft Patrol app. The title "Add vehicle" is in blue at the top left, with a red close button (an 'X' in a circle) at the top right. Below the title, a message says "Don't have a PIN? Click here to activate your device." with a small red circle containing an 'X' next to it. A label "PIN" is followed by a text input field. At the bottom, there are two buttons: a grey "Cancel" button and a blue "Add Vehicle" button.