

Welcome to Linxup!

Now that you have received your device(s) it is time to activate your online Customer Portal. You will use this portal to track your vehicles and equipment, monitor reports, set alerts, and so much more.

This guide will walk you through how to activate your account and first device using a web browser.

Account Activation

- 1 Open your web browser (Chrome is recommended) and go to <https://activate.linxup.com>
- 2 You will be directed to the Activation Page where you will finish your account registration. Fill out the following information:
 - **Activation Code:** You can enter either the Activation Code found on your device OR your Billing Account Number (BAN) provided in your confirmation email.
 - **Email Address:** Please use the email address you provided when completing the order.
 - **Create/Confirm Your Password:** Make it strong and secure!
 - Read through our Terms & Conditions and then click the radio box to agree before clicking "Next".

The screenshot shows a web form for account activation. It is split into two columns. The left column is titled 'New Customers' and contains the following fields: 'Activation Code*' (with a help icon), 'Tracker Purpose*' (a dropdown menu), 'Email Address*', 'Create Your Password*', and 'Confirm Password*'. At the bottom of this column is a checkbox for 'I agree to the Terms and Conditions*' and a 'CONTINUE' button. The right column is titled 'Already a Customer?' and contains the text 'Simply log in and we'll walk you through the process of adding your new units.', followed by 'Email Address*' and 'Your Password*' fields. At the bottom of this column are two buttons: 'FORGOT YOUR PASSWORD?' and 'SIGN IN'.

Device Activation

- Welcome to your portal!

 - If you entered in your activation code on the previous screen it will auto populate here.
 - If you entered your Billing Account Number (BAN), you will need to enter the activation code shown on your device here.

New Tracker Activation

What would you like to activate?

Tracker

6-digit activation code on the sticker or card

Camera

11-digit activation code on the screen or box

Activation Code

A
7
R
-
Q
2
S

CONTINUE

- Name your tracker based on the naming convention you use to manage your vehicles.

 - Some common ways to name your vehicle: Blue Truck, Van ##, Sophie's Car, Ford F150, Tractor ###, etc.

Name Your Tracker

Give your tracker a name so that it is easily identifiable. It can be anything, such as a driver's name, a type of vehicle, or a fleet ID.

First Name

Last Name

BACK
CONTINUE

- Enter in any optional information you would like to add for your tracker.

 - Tip!** If you are adding trackers into multiple groups, complete Group Setup before activating the remainder of your devices.

New Tracker Activation

Tracker Details (Optional)

You may specify the tracker's group, VIN, odometer, camera, and any notes about the vehicle.

Group (optional)

Southern Illinois

VIN (optional) ⓘ

1GNDT13S932400716

Odometer (optional) ⓘ

67,418

Camera (optional) ⓘ

None

Notes (optional)

BACK
CONTINUE

- Congratulations! You have now set up your first device and your portal has been activated for use. From here, you can either choose to Activate More Trackers or Complete the process and begin using your system.

New Tracker Activation

Success!

Your tracker is now activating. If you have not done so, please plug in or wire your tracker into the vehicle. [Please refer to the installation instructions](#) if you need assistance.

Once connected, it typically takes up to 30 minutes for the tracker to complete the activation process and begin tracking on the map. If it hasn't tracked within 24 hours, please contact customer support for assistance at 1-877-732-4980 or support@linxup.com.

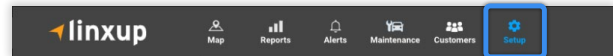
Thank you for choosing Linxup!

ACTIVATE MORE TRACKERS
FINISH

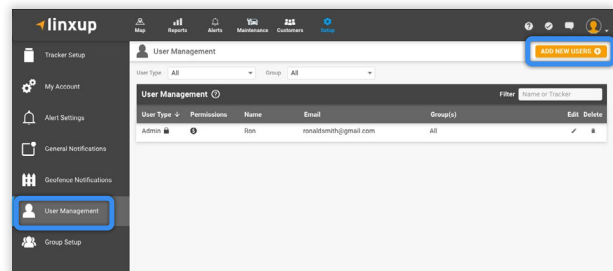
User Setup

Linxup gives you the ability to add multiple Users to your account. We will walk you through adding additional Users in order to give anyone who needs to be in the know and the appropriate level of access.

- 1 Login to your Customer Portal, and from the Map page, click 'Setup'.



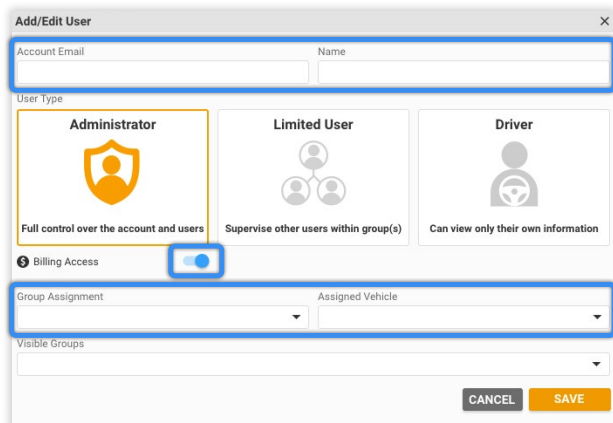
- 2 On the left menu bar select 'User Management'.



- 3 Once you are on the User Management page, click the orange button that says, 'ADD NEW USER'.

- 4 Enter all the information for your New User and click 'SAVE'.

- **Email Address:** What the user will use to sign into their account. This email is where the new log-in information will be sent.
- **Name:** How the User will be listed
- **User Type:** Select the access level for the User
- **Billing Access:** Toggle to give access
- **Group Assignment:** If applicable, select the Group the User will be in
- **Assigned Vehicle:** If applicable, select vehicle from drop down list
- **Visible Groups:** If applicable, select all the Groups the User can view



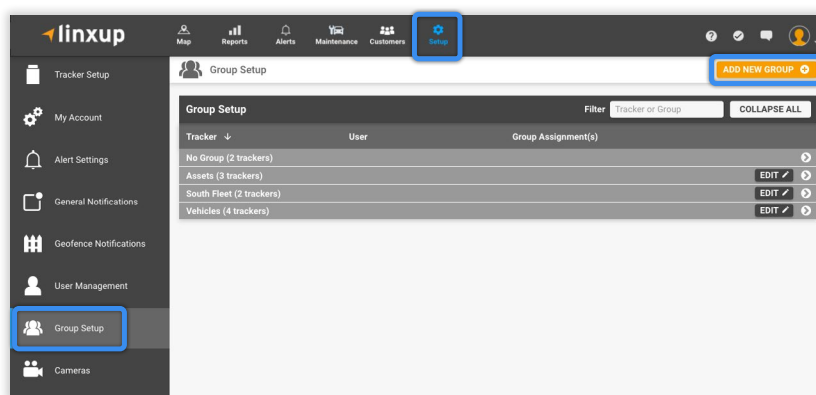
- 5 Your User has been added! You can continue to add Users by clicking the orange 'ADD NEW USER' button.

- Once added, you can use the Edit or Delete button to modify existing Users.
- Once added, the new User will get an email with log in and password information.

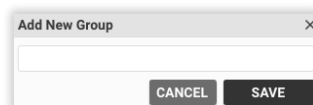
Group Setup

Groups are a great way to sort your trackers if your business has multiple segments or departments. You can assign Users to specific Groups, pull reports based off Groups, and modify the Map page to only display the Groups you want to see.

- 1 Log in to your Customer Portal and from the Map page click 'Setup'.
- 2 On the left menu bar select 'Group Setup'.
- 3 Once you are on the Group Setup page click the orange button that says 'ADD NEW GROUP'.



- 4 Enter the name of your new Group and click 'Save'.



- 5 Your Group has been added! You can continue to add Groups using the orange 'ADD NEW GROUP' button.
 - Once you have multiple you can EXPAND ALL/COLLAPSE ALL and filter by criteria.

