

The SilverTrac logo is displayed in a light gray, lowercase, sans-serif font. The letter 't' is stylized with a small red square positioned above its vertical stem. The logo is centered on a dark gray background that features a subtle curved gradient at the bottom.

# silvertrac

A thick, vibrant red curved line sweeps across the page, starting from the left and curving upwards towards the right, positioned above the company name.

## SilverTrac Software, Inc.

### Android Device Training Manual

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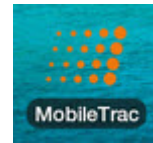
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## Chapter 1: Logging In

This chapter will teach users how to open the app, enter their login credentials, and select a location.

### 1.1 Opening the app

On the home screen of the handheld device select the MobileTrac app to open the device



OR



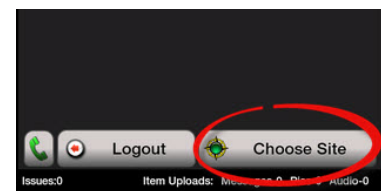
### 1.2 Logging in

- 1 Select the *Username* field, as shown in the picture, and enter your username
- 2 Select the password field and enter your password. **Reminder:** passwords are case sensitive
- 3 Once your credentials have been entered correctly, press the *Login* button



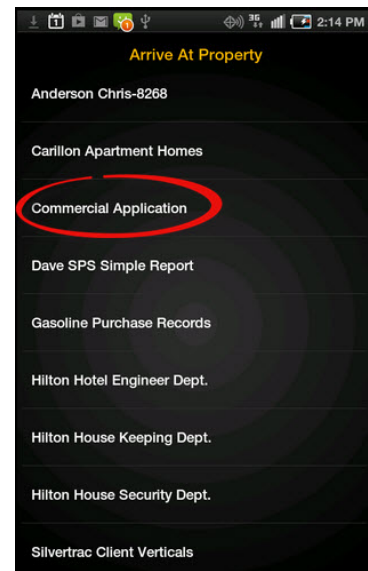
### 1.3 Selecting a location

Before entering any security issues you will need to choose a site. At the bottom right hand corner of the screen, select *Choose Site*.



Select the property you have been assigned.

You are now ready to begin creating issues.



## Chapter 2: The Home Screen

This chapter will teach users the options available from the home screen.

### 2.1 Current Location

The header will display the current site you are logged into.



### 2.2 Security Issue

The *Security Issue* button will allow you to create a security issue.



### 2.3 Maintenance Issue

The *Maint Issue* button will allow you to submit a maintenance issue.



### 2.4 Notes

The *Notes* button will allow you to review post orders, notes, or other specific instructions for the selected property.



### 2.5 Phone

This button will allow you to make a phone call.



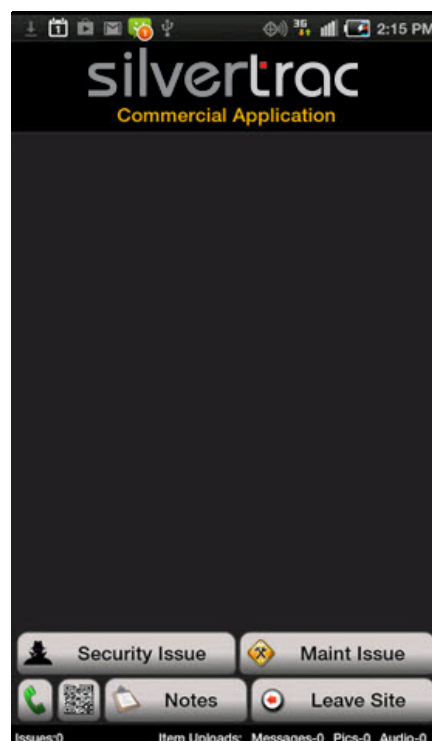
### 2.6 QR Code

This button will allow you to scan a QR code.



### 2.7 Leave Site

This button will allow you to leave the current site.



## Chapter 3: Creating a Security Issue

This chapter will teach users how to create a security issue, mark an issue as urgent, add pictures to an issue, add audio to an issue, save an issue, and close an issue.

### 3.1 Security Issue:

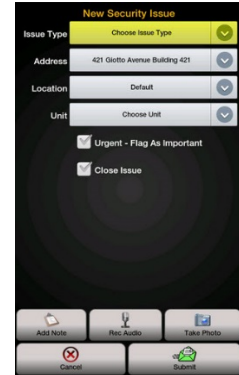
Select the *Security Issue* button to create a new security issue.



### 3.2 Select Issue Type

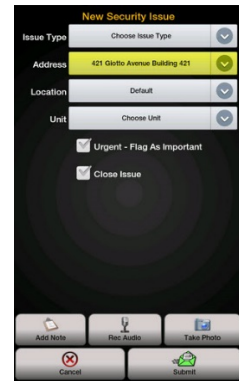
Select the appropriate issue type from the issue type menu

**Reminder:** Make sure you are selecting the issue type that best fits the issue you are reporting. Read through the entire list and then make your selection.



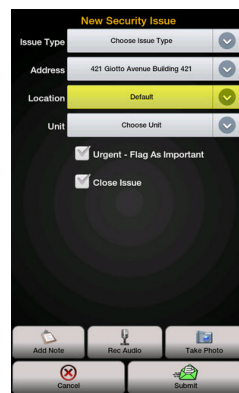
### 3.3 Select Address:

Select the address from the address menu



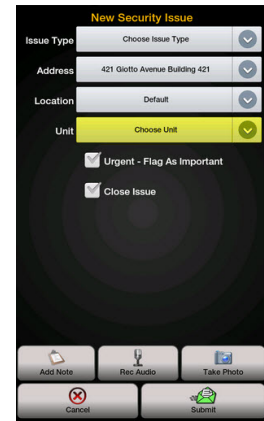
### 3.4 Select Location

Select the location from the location menu



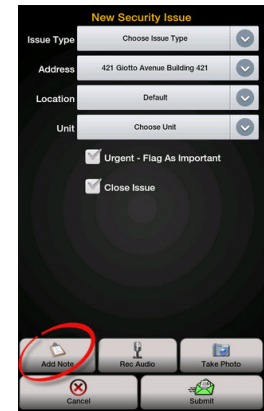
### 3.5 Select Unit

Select the unit from the unit menu  
(if applicable)

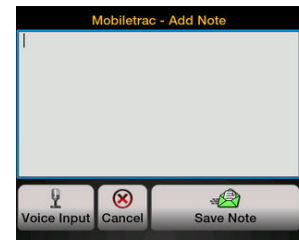


### 3.6 Add Notes

1 Select the add note button

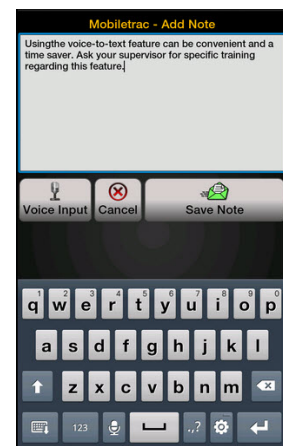


- 2 Input any information relevant to the security issue. Do your best to add all items that may be beneficial regarding this matter.
- 3 Once you have entered the note, select the save note button. If you wish to cancel the note, select the cancel button.



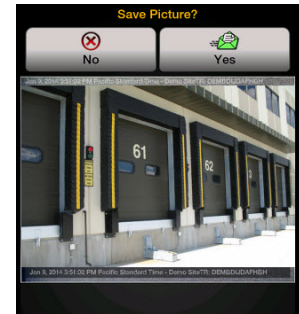
**OPTIONAL:** Some devices are capable of entering text through the *voice input* button.

The voice-to-text feature can be convenient and save time. Ask your supervisor for specific training regarding this feature.



### 3.7 Add Pictures

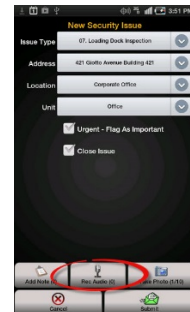
- 1 Select the *Take Photo* button
- 2 Hold the device still so that the camera can focus and then push the *Take Photo* button
- 3 Review the picture and make sure it is in focus and of high quality. If you wish to retake it, select *No*, on the *Save Picture* screen. If you are satisfied with the photo, select *Yes*, on the *Save Picture* screen.



### 3.8 Add Audio Note

To add an audible note to the issue, select the *Rec Audio* button at the bottom of the screen.

You have 60 seconds to record any audio you feel may help in reporting the issue. To begin recording audio select the *Start Audio Recording* button. The clock will count down from 60 seconds to show you how much time is left on the recording. When you have finished recording, press the *Stop Audio Recording* button.



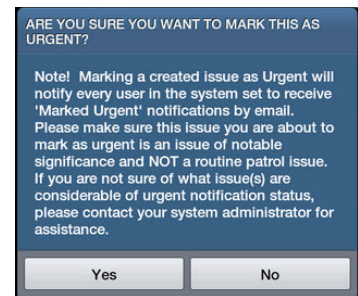
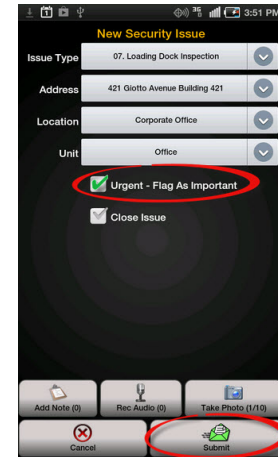
### 3.9 Marking an Urgent Issue

In order to mark an issue as urgent and immediately notify either the supervisor or the client, check the box labeled *Urgent – Flag as Important*

**Reminder** – Only check this item if the issue is truly urgent. Check with your supervisor to ensure you have a clear understanding on when this button should be used.

The reminder will pop up to ensure that you would like to mark the issue as urgent.

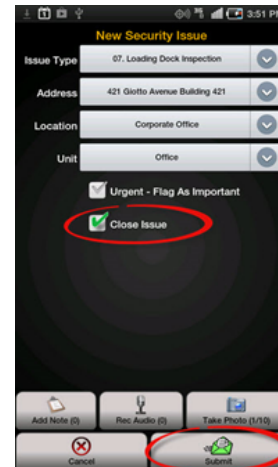
Press Yes if you would like to continue.



### 3.10 Closing an Issue

If you wish to close the issue permanently, you must check the *Close Issue* button. Then select *Submit* to submit the issue and go back to the home screen.

**Note:** Closing an issue officially submits the issue and does not allow you to continue making notes. Close issues that have been resolved like locking an unlocked door. However, if an issue is still in progress, like a noisy apartment, keep the issue open until it is resolved. This will allow you to make additional notes.





## Chapter 4: Creating a Maintenance Issue

This chapter will teach users how to create a maintenance issue, mark an issue as urgent, add pictures to an issue, add audio to an issue, save an issue, and close an issue.

### 4.1 Maintenance Issue:

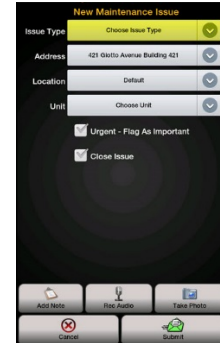
Select the *Maint Issue* button to create a new maintenance issue.



### 4.2 Select Issue Type

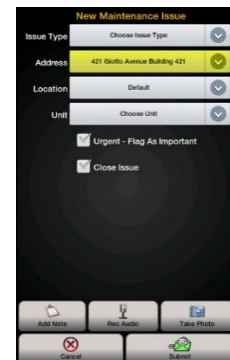
Select the appropriate issue type from the issue type menu

**Reminder:** Make sure you are selecting the issue type that best fits the issue you are reporting. Read through the entire list and then make your selection.



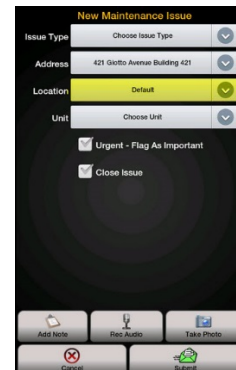
### 4.3 Select Address:

Select the address from the address menu



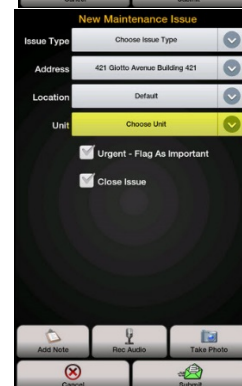
### 4.4 Select Location

Select the location from the location menu



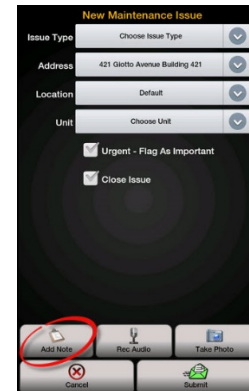
### 4.5 Select Unit

Select the unit from the unit menu  
(if applicable)

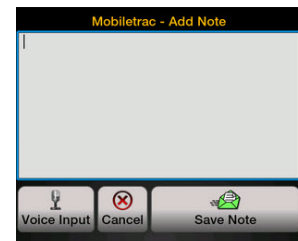


## 4.6 Add Notes

4 Select the add note button

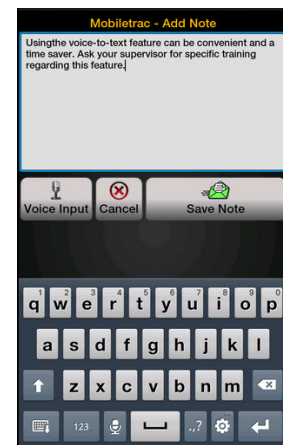


- 5 Input any information relevant to the maintenance issue. Do your best to add all items that may be beneficial regarding this matter.
- 6 Once you have entered the note, select the save note button. If you wish to cancel the note, select the cancel button.



**OPTIONAL:** Some devices are capable of entering text through the *voice input* button.

The voice-to-text feature can be convenient and save time. Ask your supervisor for specific training regarding this feature.

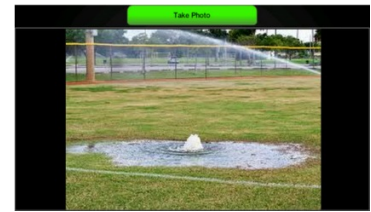


## 4.7 Add Pictures

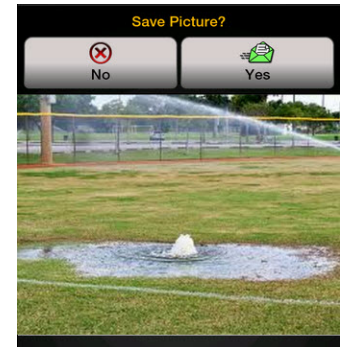
4 Select the *Take Photo* button



5 Hold the device still so that the camera can focus and then push the *Take Photo* button



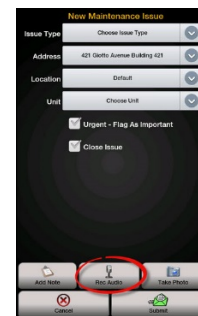
6 Review the picture and make sure it is in focus and of high quality. If you wish to retake it, select *No*, on the *Save Picture* screen. If you are satisfied with the photo, select *Yes*, on the *Save Picture* screen.



## 4.8 Add Audio Note

To add an audible note to the issue, select the *Rec Audio* button at the bottom of the screen.

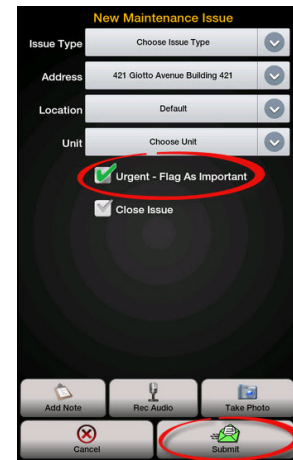
You have 60 seconds to record any audio you feel may help in reporting the issue. To begin recording audio select the *Start Audio Recording* button. The clock will count down from 60 seconds to show you how much time is left on the recording. When you have finished recording, press the *Stop Audio Recording* button.



## 4.9 Marking an Urgent Issue

In order to mark an issue as urgent and immediately notify either the supervisor or the client, check the box labeled *Urgent – Flag as Important*

**Reminder** – Only check this item if the issue is truly urgent. Check with your supervisor to ensure you have a clear understanding on when this button should be used.

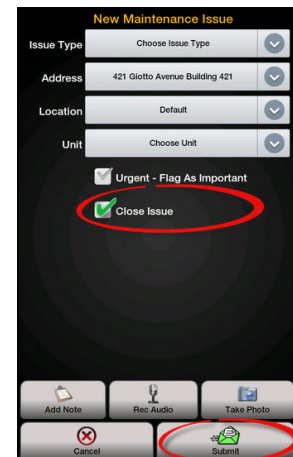


The screenshot shows the 'New Maintenance Issue' form. The 'Urgent - Flag As Important' checkbox is checked and highlighted with a red circle. The 'Submit' button at the bottom right is also highlighted with a red circle. Other fields include 'Issue Type', 'Address' (421 Giotto Avenue Building 421), 'Location' (Default), and 'Unit' (Choose Unit).

## 4.10 Closing an Issue

If you wish to close the issue permanently, you must check the *Close Issue* button. Then select *Submit* to submit the issue and go back to the home screen.

**Note:** Closing an issue officially submits the issue and does not allow you to continue making notes. Close issues that have been resolved like locking an unlocked door. However, if an issue is still in progress, like a noisy apartment, keep the issue open until it is resolved. This will allow you to make additional notes.



The screenshot shows the 'New Maintenance Issue' form. The 'Close Issue' checkbox is checked and highlighted with a red circle. The 'Submit' button at the bottom right is also highlighted with a red circle. Other fields include 'Issue Type', 'Address' (421 Giotto Avenue Building 421), 'Location' (Default), and 'Unit' (Choose Unit).

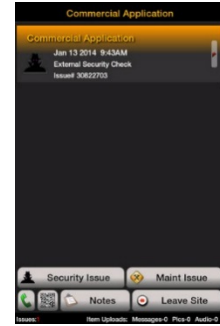
## Chapter 5: Responding to an Assigned Task

This chapter will teach users how to open, acknowledge, arrive, and close assigned tasks.

### 5.1 Receiving a Task

When a task is sent to the handheld it will appear in the home screen.

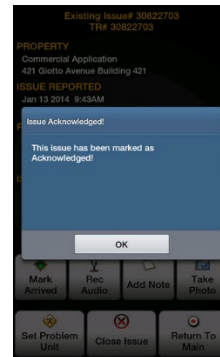
The task will display the issue type, the date, and the tracking number.



### 5.2 Open the task

Open the task by simply pressing the task.

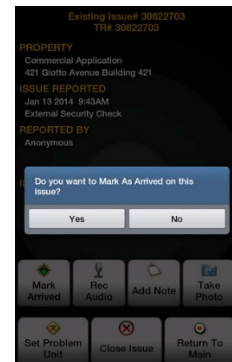
Opening the task will show that you have acknowledged the task. This shows that you are responsible for reading the contents of the task assigned.



### 5.3 Marked Arrived

The task will ask if you would like to “mark arrived” on the task. Some tasks will have a specific location in which you need to perform the task, others will not. Make the selection according to the task description.

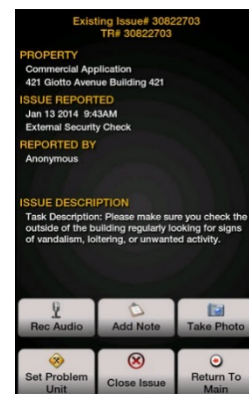
When you have arrived, select Yes, to indicate that you are responding to the task on location.



### 5.4 Task Description

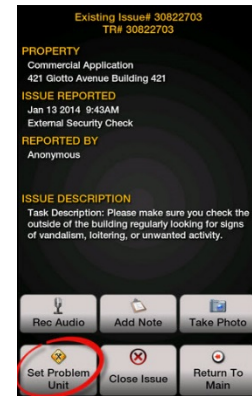
The task description will be displayed on the center of the screen.

You can add notes, audio, or photos to the task. (See chapters 3 & 4 on how to add audio, notes, and photos).



## 5.5 Set Problem Unit

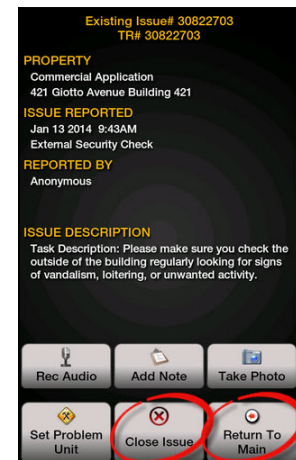
This feature is used to indicate the origin of a disturbance. If an issue is submitted to the handheld by the resident of a housing complex you can use this feature to identify the unit causing the disturbance.



## 5.6 Close the task

To go back to the home screen there are 2 different options:

1. Close the issue: this will permanently close the issue and remove it from the home screen. Use this if the task is complete.
2. Return to Main: This will allow you to keep the issue open in order to add additional notes throughout the shift.



**Reminder:** At the end of each shift you must close all issues and tasks leaving a blank home screen.

## Chapter 6: Scanning a QR Code

This chapter will teach users how to scan a QR code.

### 6.1 Open QR Scanner

Select the QR Button from the home screen.



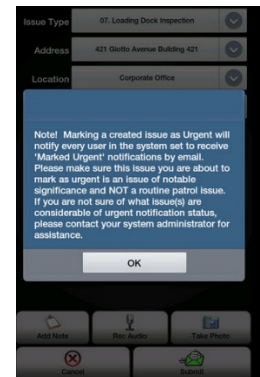
### 6.2 Scan the Code

Place the code within the rectangle and hold the camera still while the scanner properly scans the code.



### 6.3 Read Instructions

Read the instructions on the screen. When you are finished, select *OK* and the instructions will be closed.



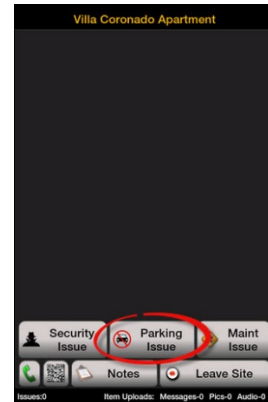
## Chapter 7: Creating a Parking Issue

This chapter will teach users how to close all open issues and log out.

### 7.1 Creating a Parking Issue

If you are performing parking management services on the chosen property, the home screen will include a *Parking Issue* button.

To create a parking issue, select this button.



### 7.2 Parking Screen

The parking issue screen has several different options.

Not all of the information listed is required in order to issue a parking violation.

In most cases, you will start with a vehicle search first. This button can be found in the top right corner.

A screenshot of the 'New Parking Issue' screen. At the top right is a 'Vehicle Search' button. Below it, the tracking number '.JPABDIJGEBFEC' and passcode 'EHEIB' are displayed. The screen contains several input fields: License Plate Number, License Plate Confirm, Permit Number, Vehicle Model, and Vehicle VIN (all yellow); and Vehicle Make, Vehicle Color, Plate State, Issue Type, Address, Location, Parking Zone, and Parking Space (all grey with dropdown arrows). At the bottom, there is a checkbox labeled 'Urgent - Immediate Action Required' and a row of five buttons: Take Photo, Rec Audio, Add Note, Cancel, and Submit.

### 7.3 Vehicle Search

After selecting the *Vehicle Search* button you will be directed to this screen.

You are able to search for a

A screenshot of the 'Vehicle Search (ONLINE)' screen. It features a table with two columns: 'Search Field' and 'Value'. The first row has 'License Plate' in the 'Search Field' column and a yellow input field in the 'Value' column. To the right of the input field are two buttons: 'Find' and 'Close'.



vehicle using 4 different options  
Select the option you prefer in the *Search Field* drop down menu.

Once you have selected the search criteria, enter the car's information in the *value* field as shown.

The system will search the database for any vehicles matching the information entered and will return the results.

From this screen you are able to, see all past violations, call the owner of the vehicle, or issue a new violation.

License Plate
Parking Space
Permit Number
VIN

**Vehicle Search (ONLINE)**

Search Field	Value		
License Plate	2MRH43	Find	Close

**LP#** 2MRH43 - Blue Audi  
**Property Name:** Villa Coronado Apartment  
**Parking Space Allowed:** Garage Building 1: 101  
**Permit Number:** EXPIRED/INACTIVE - 394828  
**Vehicle Owner:** Chris  
**Vehicle Comments:** Web Permit Order

Violations Call Owner New Violation

## 7.4 Issuing a Violation

You can issue a violation 1 of 2 ways: from the vehicle search screen, or from the parking issue screen.

Insert as much information as possible.

You can add photos, audio, and notes using the buttons at the bottom of the screen.

**Note:** It is always recommended that you check the vehicle violation history before you issue a violation to avoid issuing an invalid violation.

**New Parking Issue** Vehicle Search

Tracking #:JPABDIJGEBFEC  
 Passcode: EHEIB

License Plate Number

License Plate Confirm

Permit Number

Vehicle Model

Vehicle VIN

Vehicle Make  Choose

Vehicle Color  Choose

Plate State  Choose

Issue Type  Choose Issue Type

Address  Choose Address

Location

Parking Zone  Choose

Parking Space

☐ Urgent - Immediate Action Required

Take Photo Rec Audio Add Note Cancel Submit

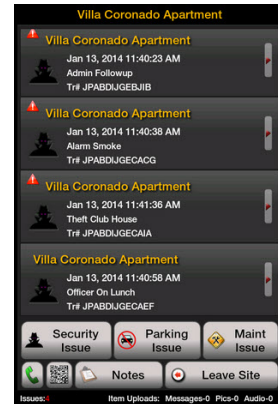
## Chapter 8: Closing All Issues & Logging Out

This chapter will teach users how to close all open issues and log out.

### 8.1 Closing issues

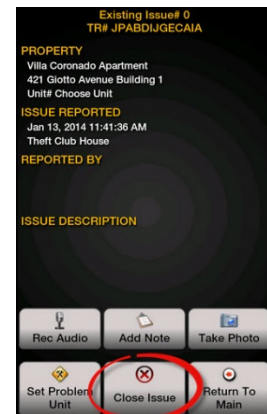
At the end of each shift, officers are required to close all open tasks and issues.

The screen to the right is a handheld with open issues and tasks.



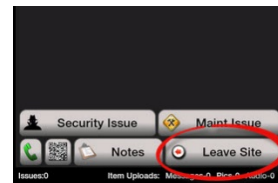
### 8.2 Close open issues

Select each open issue and press the *Close Issue* button to close the issue.



### 8.3 Leave site

After all issues have been closed and the screen is clear, press *Leave Site*, to leave the site.



### 8.4 Logout

To logout and end your shift, press the logout button at the bottom of the screen. This will close the app.

