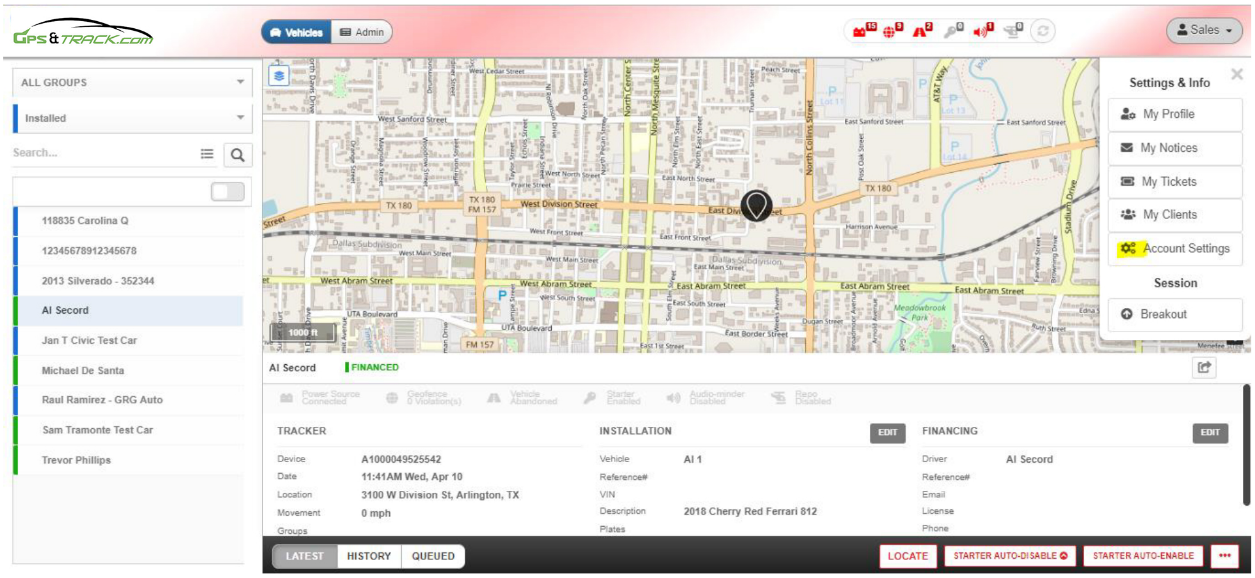
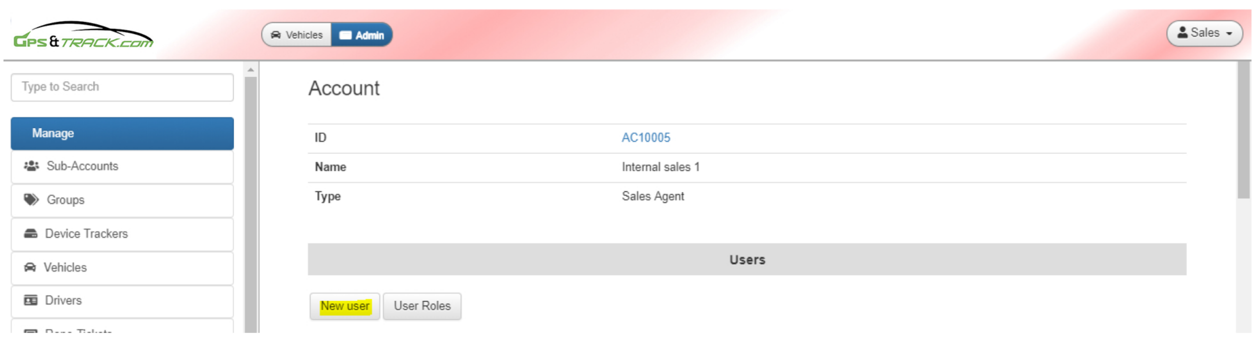
REPO AGENT LOGIN AND REPO TICKET SETUP

Create repo agent login

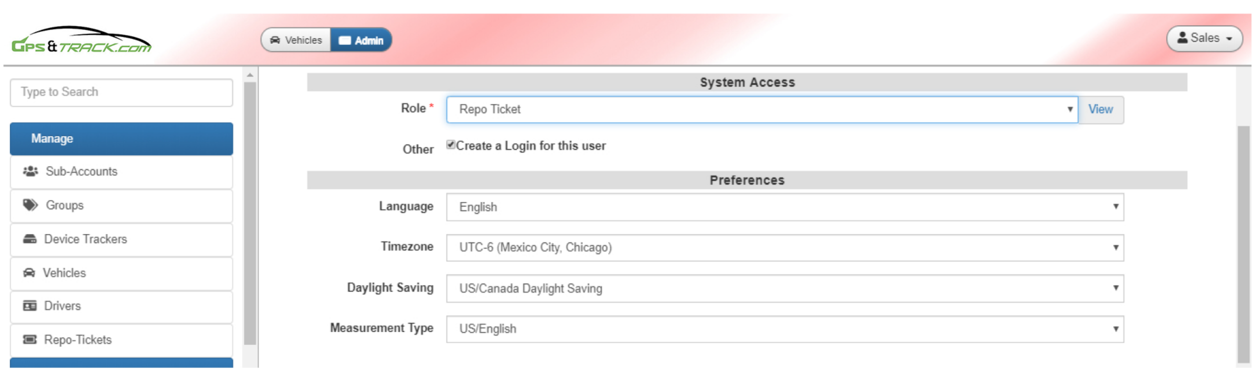
1. From drop down menu click Account Settings



2. Click New User



3. Enter required information including repo agents email address. Be sure to select **Repo Ticket** for the User Role and confirm timezone settings are correct.



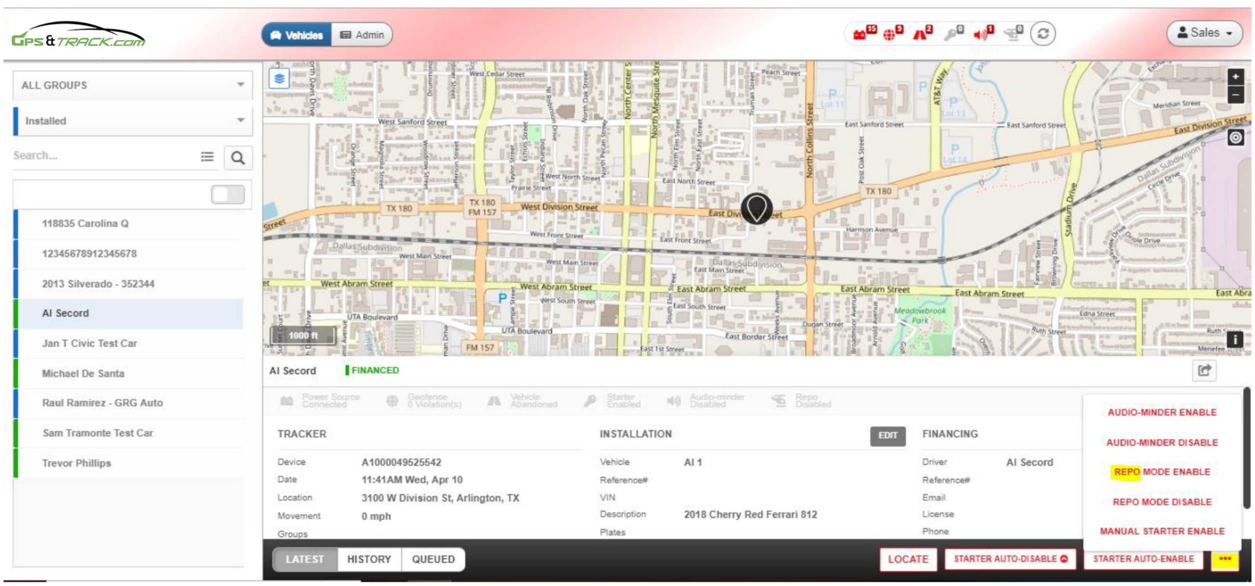
REPO AGENT LOGIN AND REPO TICKET SETUP

4. Subscribe to the following alerts – **Repo Ticket Assigned** to send notification to the repo agents email when a new ticket has been assigned to them AND **Repo Ticket Surveillance** which will allow them to turn on and receive movement alerts on elusive vehicles. Leave as No Filter. The system will only generate alerts for devices/vehicles in their My Tickets assignments.

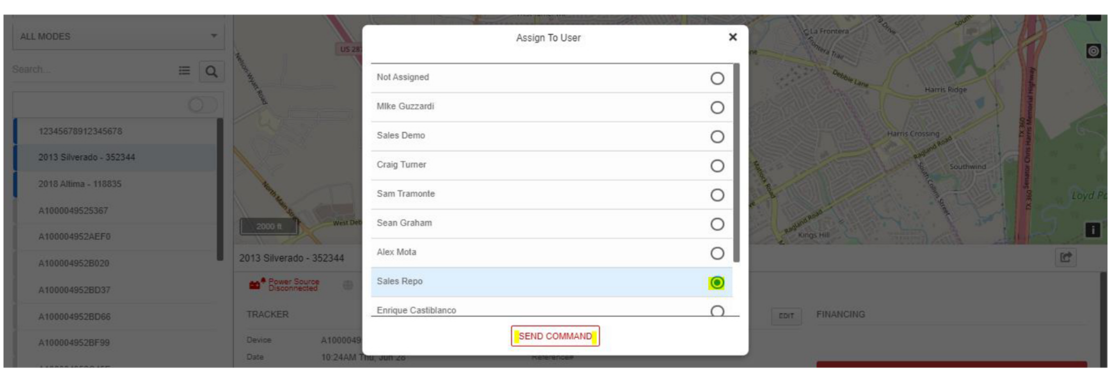
5. Click Create – This will automatically send out an email to the address provided with a link for them to setup their username and password. If they do not receive the email advise them to check their spam folder.

Create and Assign Repo Ticket

1. Select correct device/vehicle and send Repo Mode Enable command.



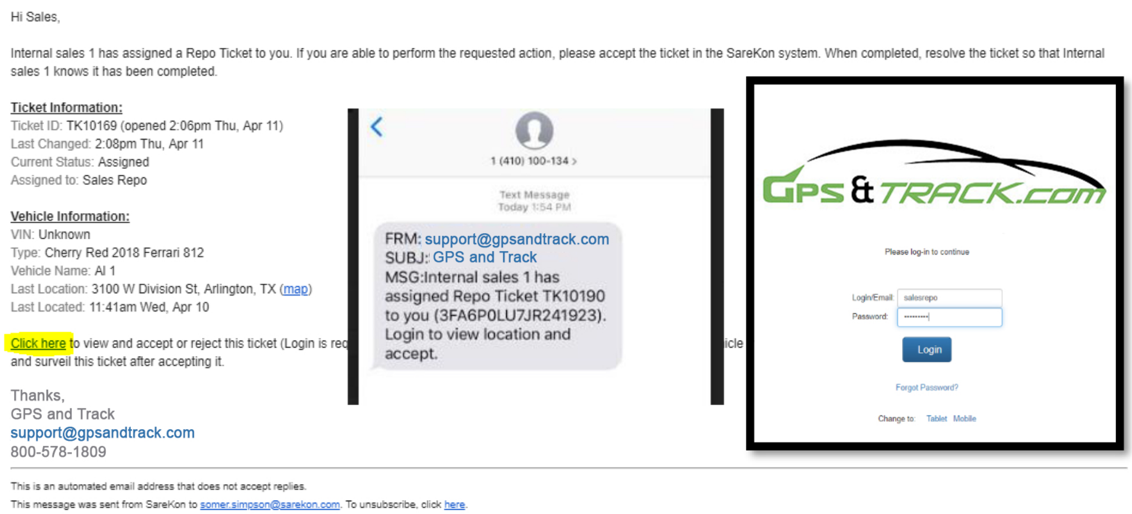
2. A popup will appear with the list of logins that are available to assign the repo ticket to. Chose the appropriate login and click Send Command. The device is now in Out for Repo mode.
If the repo agent user is subscribed to Repo Ticket Assigned alerts (as described above) the system will generate an email letting them know a new repo ticket has been assigned to them.



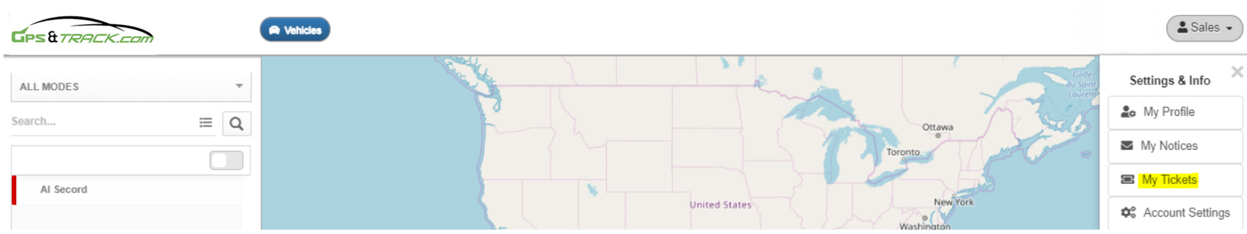
REPO AGENT LOGIN AND REPO TICKET SETUP

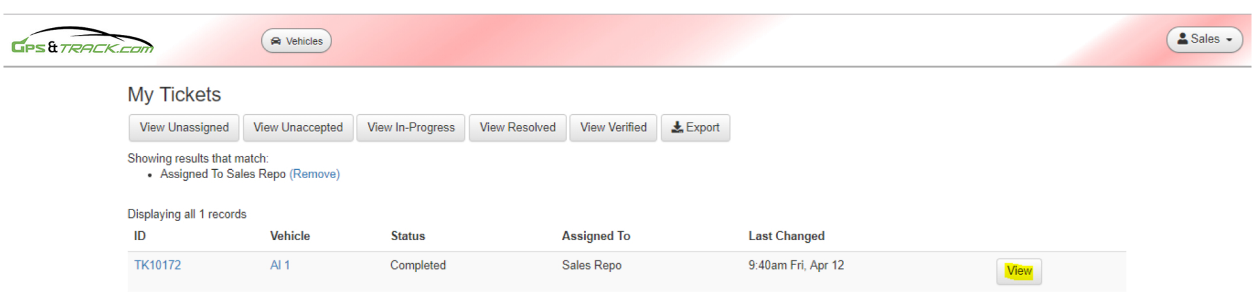
Accepting and Tracking from repo agent login

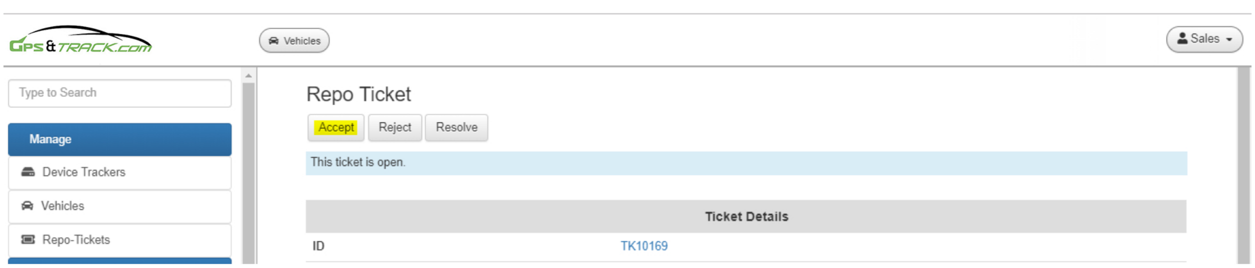
1. The repo agent can click the link provided in the email alert to access our website (or go directly to https://www.gpsandtrack.us. Once logged in (using the username and password they setup) they can immediately view history and track the vehicles location. System also supports text message notifications.



2. To view and accept tickets the repo agent can click the menu on the right and go to My Tickets. Repo agent must Accept the ticket in order to be able to turn on Surveil alerts. Otherwise the dealer admin can turn Surveil alerts on for the repo agent.

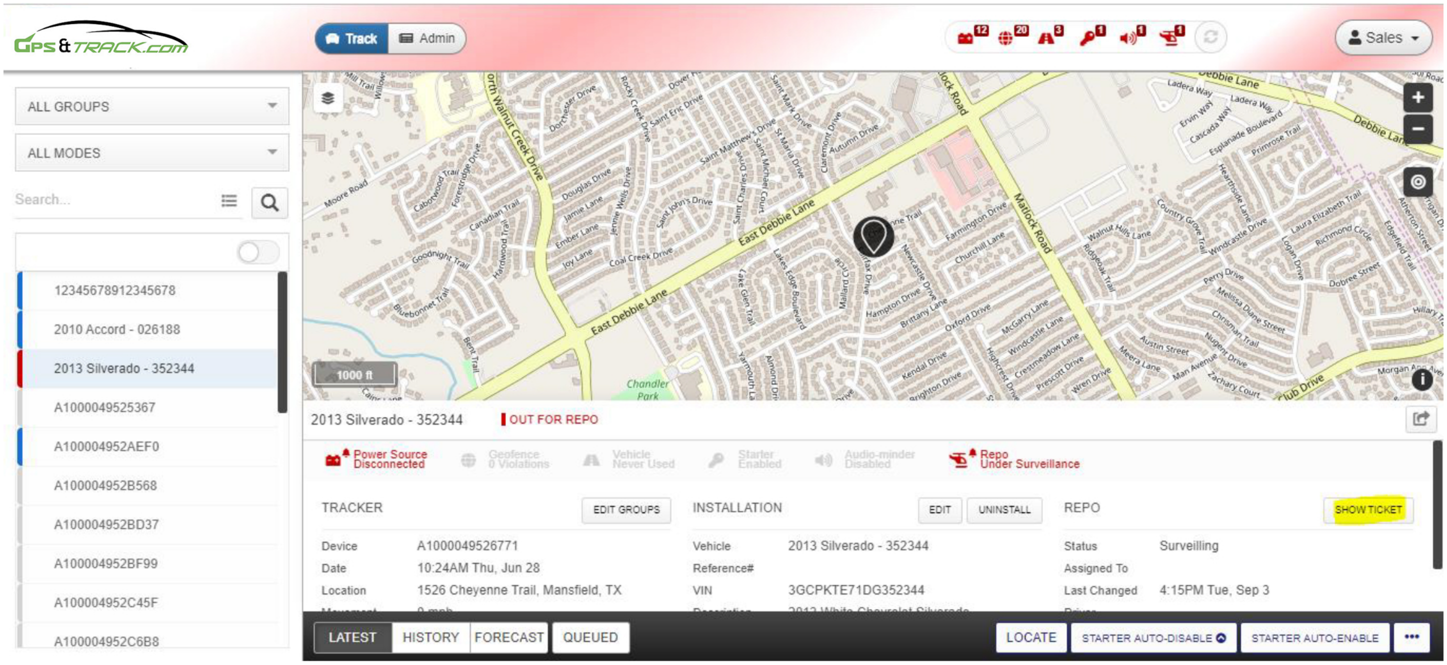


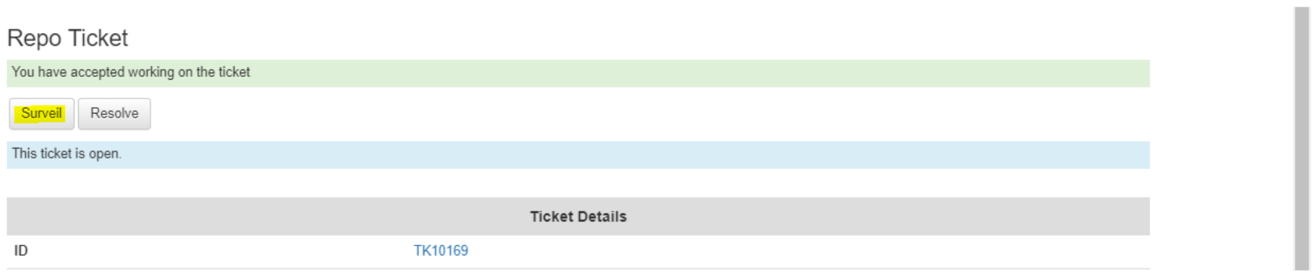




REPO AGENT LOGIN AND REPO TICKET SETUP

3. Once the ticket has been accepted the dealer admin or the repo agent can turn on Surveillance to push notifications to the repo agent of all start and stops of the vehicle.

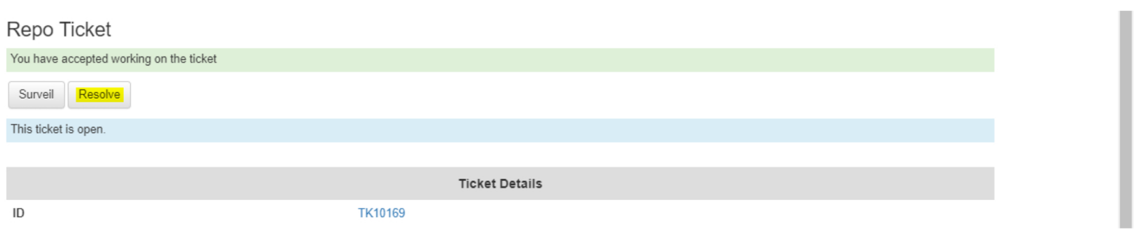




Resolving Open Tickets from repo agent login

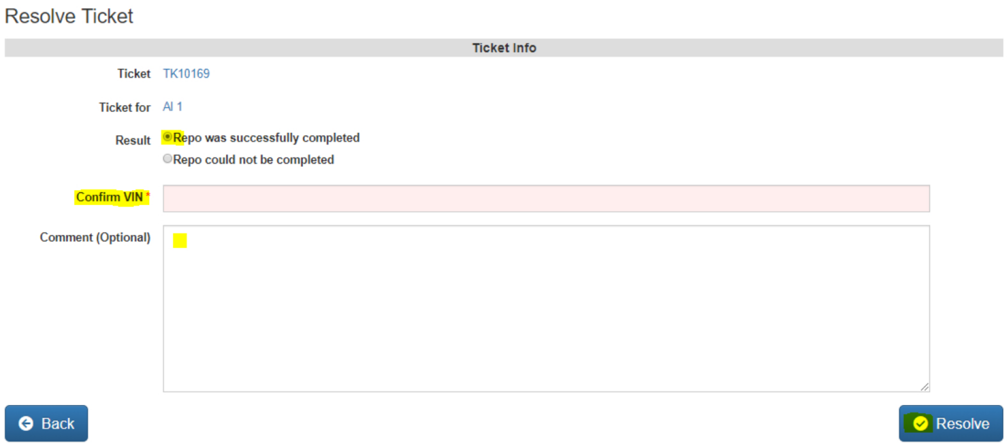
Once the vehicle has been recovered (or deemed unrecoverable) the repo agent can mark the ticket as Resolved. This will turn off surveillance alerts (if they were turned on) and remove the device from their login where they can no longer view the vehicle. The dealer admin can also perform this function for the repo agent.

1. From My Tickets – Click View on the appropriate ticket and click Resolve.



(continued on next page)

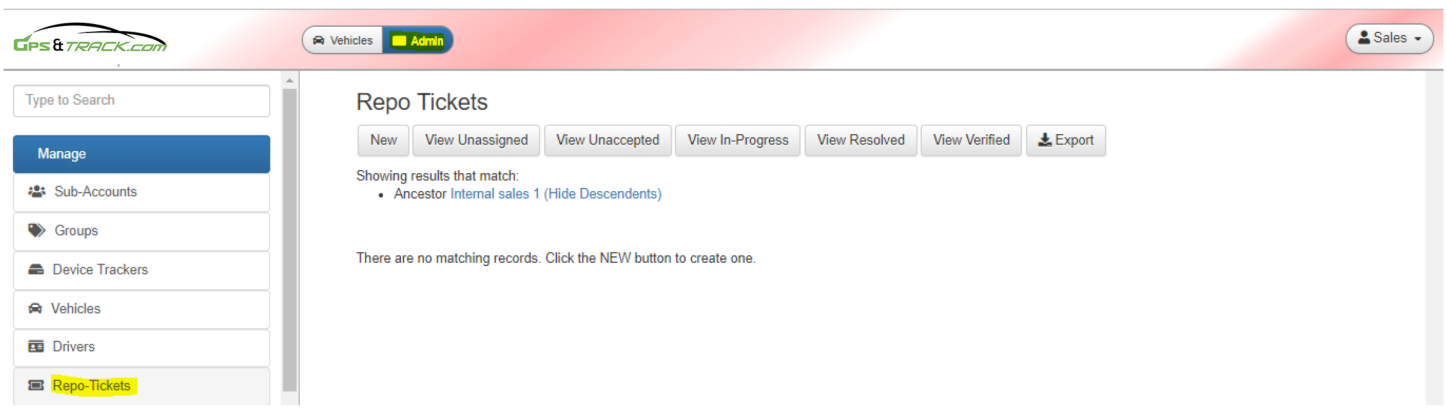
2. Confirm the VIN number of the vehicle recovered. Write any applicable notes (optional) and click Resolve.



Once a ticket is marked as Resolved the repo agent login can no longer view the device/vehicle.

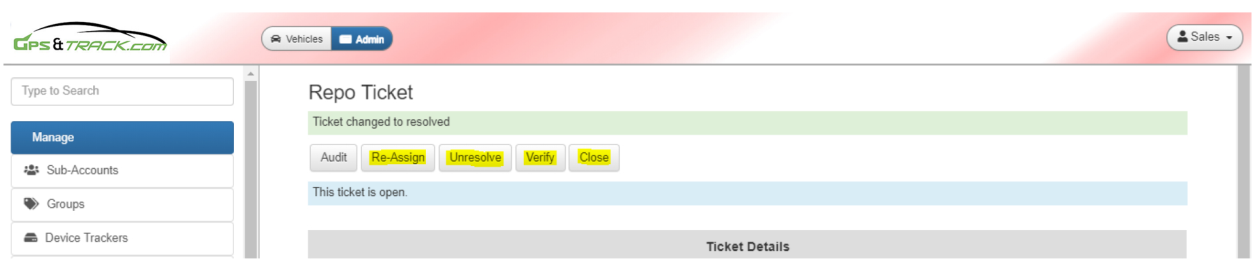
View and Manage Repo Tickets from dealer admin login

The dealer admin can always view and manage open tickets. By clicking Admin – Repo Tickets



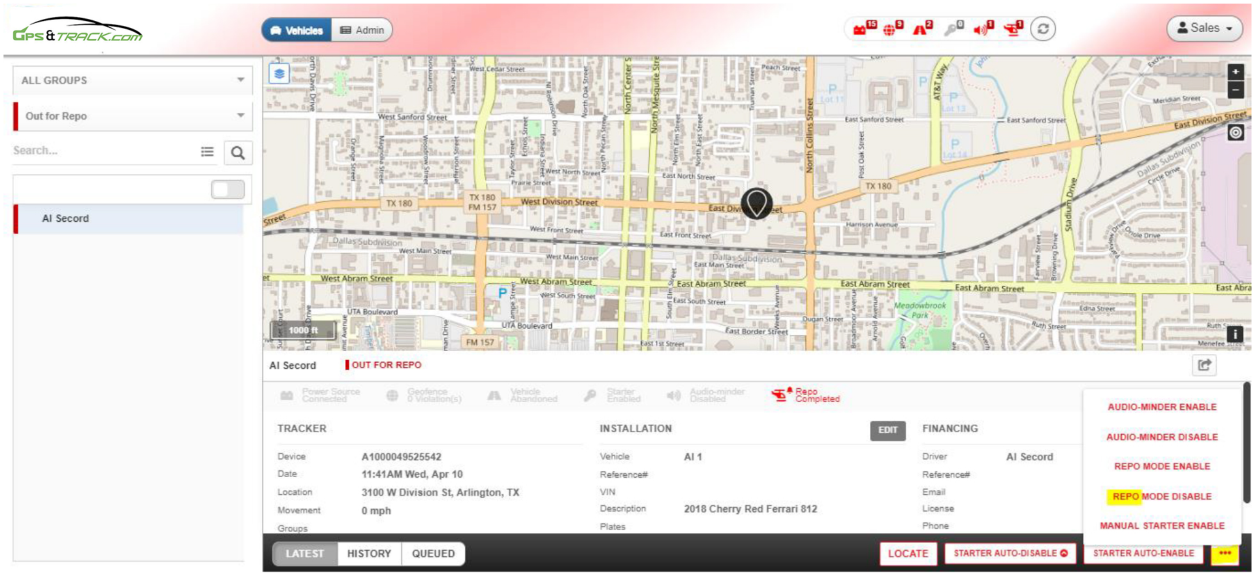
The dealer admin has the option to take additional steps to Verify the ticket was successfully resolved. If the repo could not be completed the ticket can be Re-Assigned to a different repo agent.

Lastly the dealer admin can Close the ticket. (This action cannot be undone)

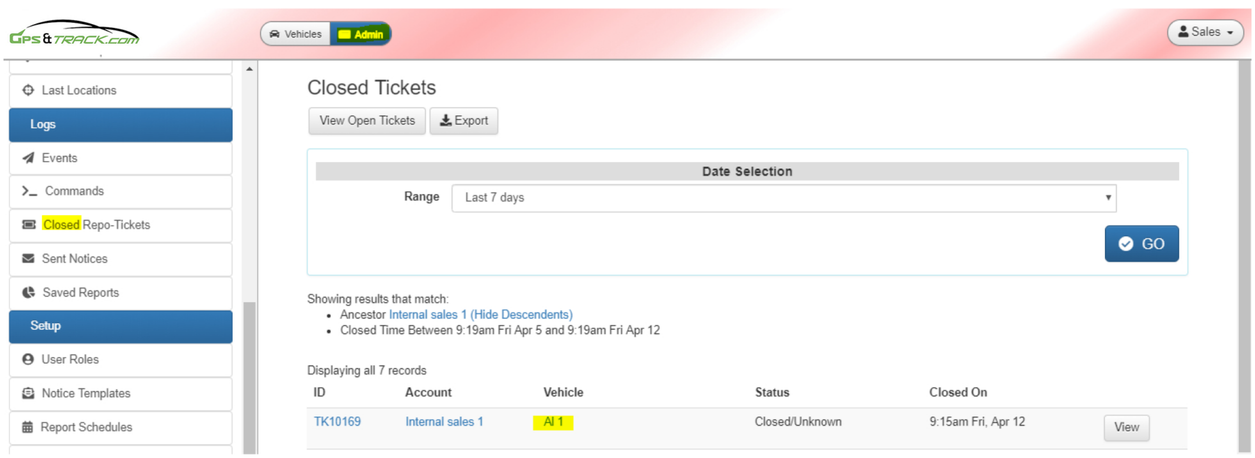


Any of the steps can be skipped if a dealer chose not to use them. For example, once the vehicle is recovered, they can chose to close the ticket immediately which would remove the vehicle from the repo agents login and take the device out of repo mode status. A shortcut for this is to send the Repo Mode Disable command to the device.

REPO AGENT LOGIN AND REPO TICKET SETUP



Once tickets are Closed, they can be found in the Admin – Logs – Closed Tickets section



(see next page for steps flow chart)

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