Logistics Mobile App

Quick Reference Guide

For iOS Users

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The Cognosos logistics tracking system provides a state-of-the-art end to end solution to give instant visibility to automobiles across your yard. With no limit to the lot size or number of yards, instantly locate any vehicle by user defined attributes (e.g., make, model, year, or color), automatically generate inventory reports, and monitor entry/exit gates for theft prevention.

Use the Logistics Mobile App* to:

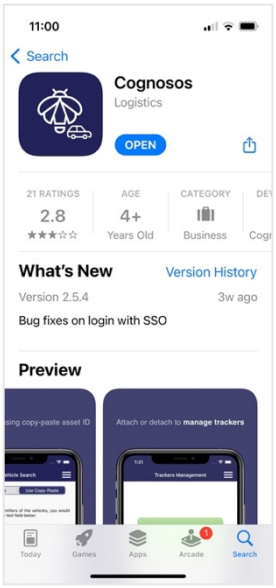
- Locate any vehicle, including driving and walking directions to vehicle
- Sort vehicles by user defined attributes including make, model, year
- Subscribe to zones, vehicles to receive instant notifications
- Alert key staff when vehicles are in exit zones
- Manage vehicle tasks and move through task lifecycle
- Ensure proper and timely logistics workflow with On-Spot reporting
- View zonal capacity and current inventory
- Track vehicle movements and zone transitions
- Monitor tag status (battery health, temperature)
- Signal tags to flash to easily spot vehicles on the lot/in the facility

The Logistics Mobile App works across all logistics industries (finished vehicle logistics, auto auctions, yard management, etc.).

**Please note that functionality access is governed by assigned user role in the user's profile.*

How to Access Cognosos Mobile App

The mobile app is available on iOS and Android. Download the Cognosos app from the Apple App Store for iOS users.



Ensure your mobile device is set to allow location services.

On the iOS device:
Settings
Privacy
Location Services (on)

When prompted by the mobile app for background location access, select Allow and Allow all the time to give GPS and Bluetooth permissions. Location is not collected when the app is closed.

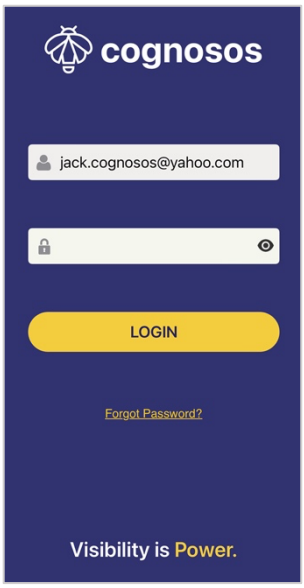
After downloading the mobile app, add the icon to your home screen for easy access.

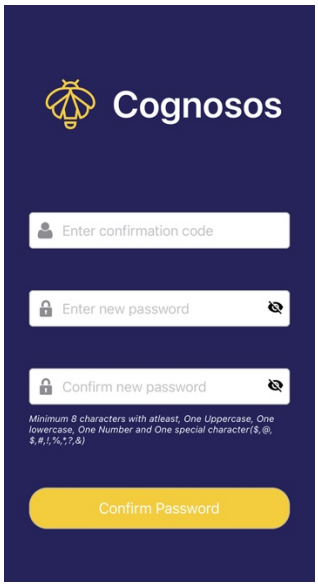
Logging In

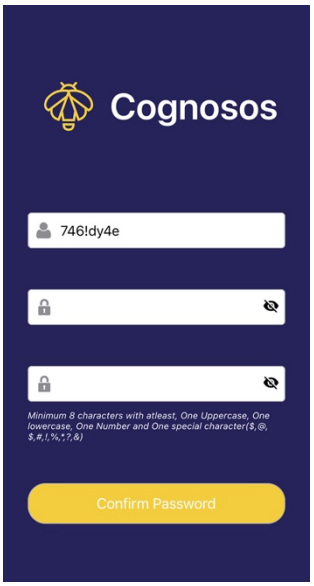
For current, active RTLS portal users, log into the mobile app with the same credentials you use on the Cognosos logistics portal.

If you are new to the Cognosos system, a login ID and temporary password will be created for you. Look in your email for that information (subject line reads “Your Cognosos userid verification code”).

Open the Cognosos mobile app on your device. Enter the username (email address). Select Login. Enter the temporary code from the email.







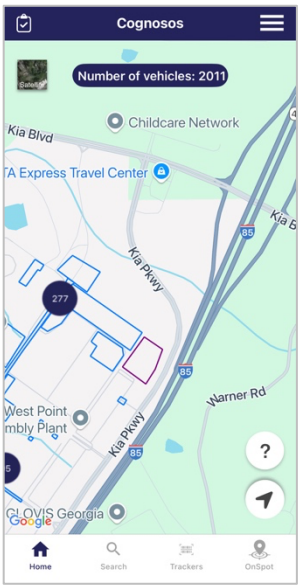
Input and confirm new password when prompted. Password must contain minimally 8 characters including one lowercase, one uppercase, one number, and one special character. Select Confirm Password. This is your new password moving forward.

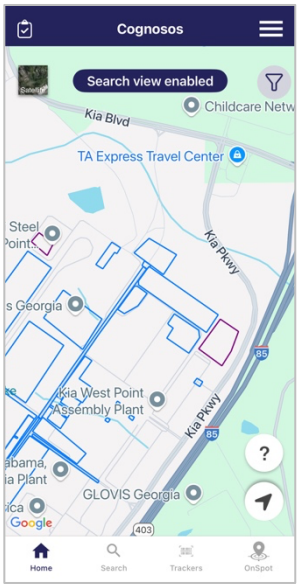
The app returns to the login screen; input the ID and password. If you are using a private or non-shared device, you may save the password.

Upon login, the app defaults to the map, which is the Home screen. If you are a guest user, access to vehicle inventory is based on the filters set up when your login credentials were created by the Cognosos Administrator.

Viewing the Map

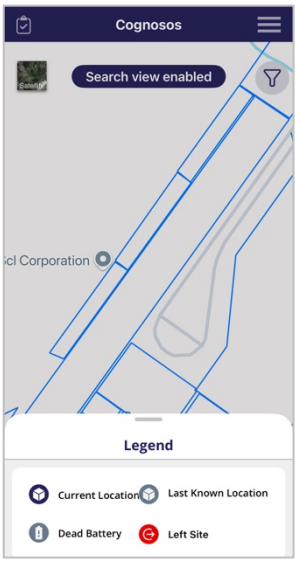
Map loading and display depends on the Data load option defined in the user's profile: The map will either display all vehicles (clusters shown in blue circles) or no vehicles (no clusters) upon initial load. In the latter case, the user must perform a search or filter to display asset icons. Top of map indicates which view mode is being used.





Note that when in Search View mode, a filter icon displays on the top right of the map. Click the icon to filter and/or search for assets to display on the map; otherwise choose Search from the bottom menu. Each of the search functions is described in the sections to follow.

To manage the default map view, change the data load setting in your user profile.



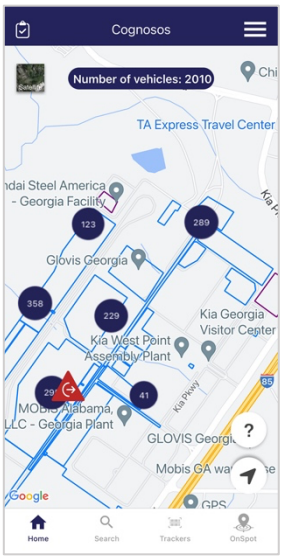
Click the question mark icon on the bottom right of the map to show the vehicle icons legend.

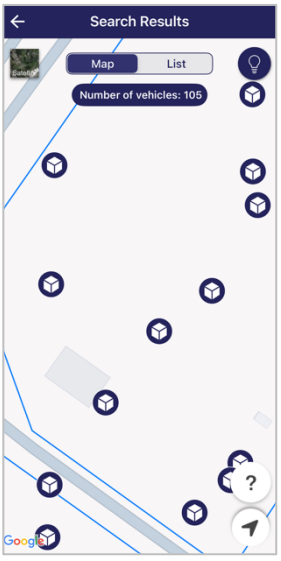
Click the compass arrow to display a person icon at your current location. This is helpful for navigational purposes.

The map displays assets in clusters or as single assets. A cluster of assets is shown as a circle with a number (# of vehicles in that cluster). A single vehicle is denoted as an icon:

Blue = current location
Gray cube = last known location
Red = last detected at exit zone
Gray battery = dead tag battery

Zoom in on clusters using standard mobile device functions or tap the cluster itself.





Once a vehicle is located, various steps may be taken. Go to the View & Edit Vehicles section for details on managing vehicles once located.

Locating Vehicles

The mobile app provides several means for locating vehicles across the facility and/or lot. When the map's mode is in Search View, at least one search criteria or filter option must be used for the map to show assets.

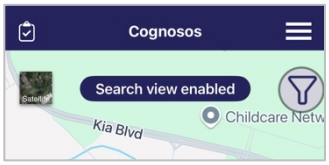
You can find vehicles throughout your facility using:

- Pre-defined filters (user defined, zone, status)
- Custom attributes to create new filters (single or multiple vehicles)
- Search by vehicle attribute and copy-paste (multiple vehicles)

Locate via Filters

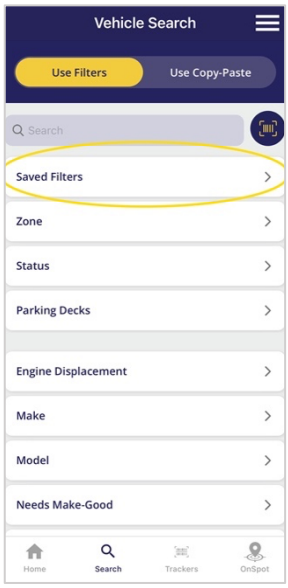
Select Search from the bottom of the app. The Search screen includes options for saved filters (user-based and system-wide), filter by zone, status, or parking deck (if applicable); as well as free search and copy-paste. Use either pre-defined filters (created and saved on the Cognosos portal) or create a new filter to run the search.

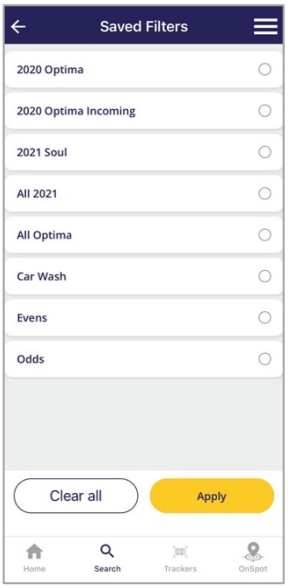
Use the Search View's filter icon from the map as a short-cut to access all the filter and search options described in this section. (This icon does not appear when the map is in Show All mode.)



Saved Filters

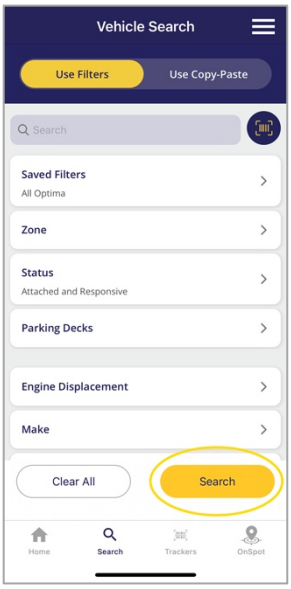
Saved filters are predefined searches that were created and saved on the Cognosos portal either by the logged in user or an Administrator as an application-wide (all users) filter. Select Search icon. Click Saved Filters option to open the list.

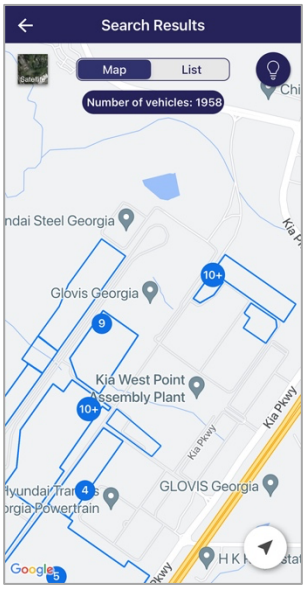




Locate the desired filter and select radio dial. To remove selection, click a different saved filter or select Clear All. Click Apply to return to the main Vehicle Search screen.

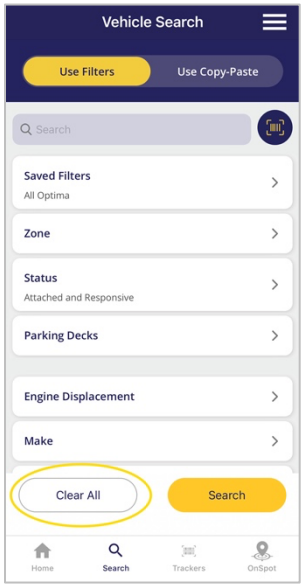
Select Search to run the query.





When the filter is run, the map displays vehicles meeting the filter criteria. You can alternatively view the results as a list by selecting List at the top of the map.

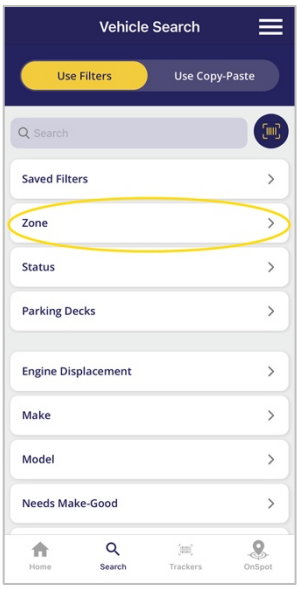
To remove filters, return to the Vehicle Search screen and select Clear All. The map will refresh to all vehicles (Show All) or no icons (Search View).

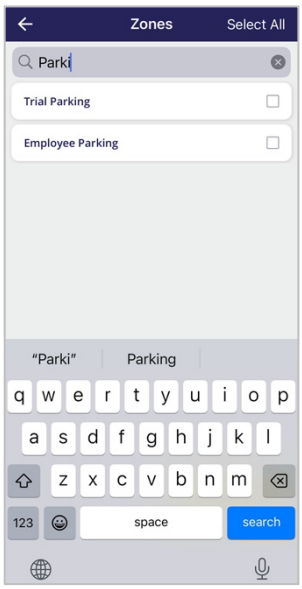


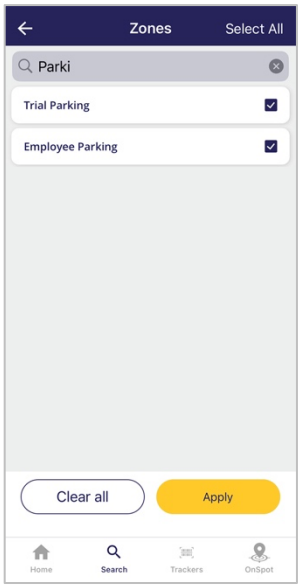
Depending on the status of the vehicle(s), various steps can be taken. See the View & Edit Vehicles section for details on managing vehicles once located.

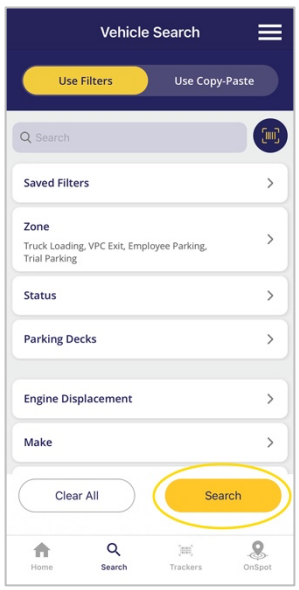
Zone Filters

The Zone filter option provides a fast way to review zone inventory. Open the Search screen and select Zone. Choose the appropriate zone(s) from the list; use the zone search option to quickly locate specific zone (as shown). Following selections click Apply on the Zones page.









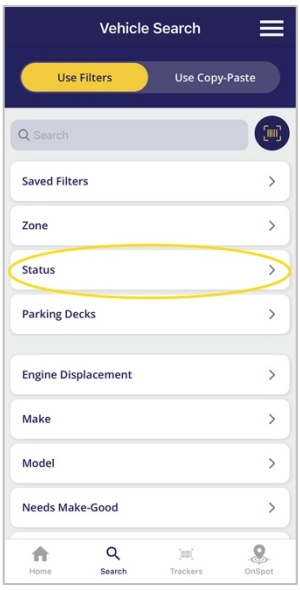
The Vehicle Search displays the selected zones in the Zones tab. Apply Search to display the vehicles in the filtered zones on the map. Alternately, view as a list from the map page, as with pre-defined filters.

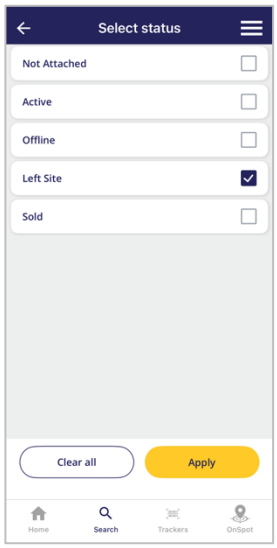
Return to the Vehicle Search and choose Clear All to refresh the view to all vehicles.

For more information on zone use and management, refer to later sections in this guide. For details on managing vehicles, go to the View & Edit Vehicles section.

Status Filters

Use the Status option under Vehicle Search to view vehicles with a specific status (e.g., non-responsive). Choose the desired vehicle/tag status (you may choose more than one) and click Apply to display the vehicles on the map.



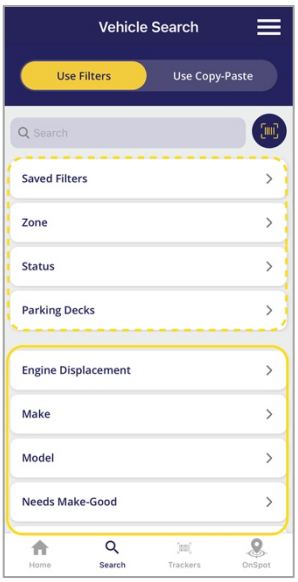


This filter option works the same as Saved Filters and Zone filters described previously. Depending on the status of the vehicle, various steps can be taken. See the View & Edit Vehicles section for details on managing vehicles once located.

Vehicles with offline status will either display the last reported zone or “Not located” for the Zone/Building in Vehicle Details.

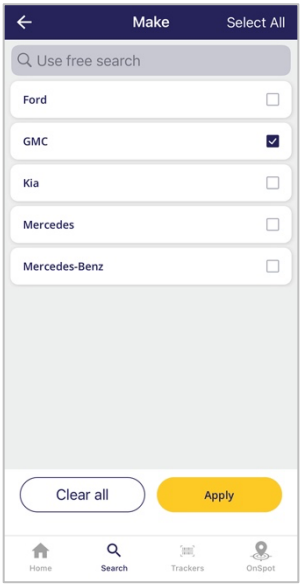
New Filters

A new filter can be thought of as a filter that is not already defined (either by proxy such as a zone or previously created and saved on the portal). To run a new filter query, open the Search screen. You may customize the new filter using any combination of pre-defined filters and/or new vehicle attributes.



Saved and pre-defined filters are listed on top.

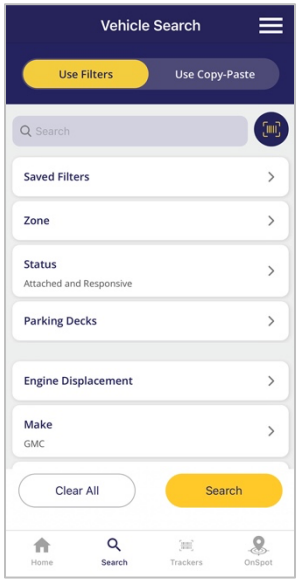
Custom filter options are listed on the bottom.
Scroll the screen to see the entire list if needed.



Make your specific selection(s) from the lists of custom attributes (e.g., color, make, model, year, etc.). For each of the attributes, select one or more items and then select Apply to return to the Vehicle Search screen.

Repeat this step for another or multiple attributes. You may have multiple selections across and within custom attribute categories.

When all filter criteria have been applied, select Search on Vehicle Search screen. The filter query displays on the map with vehicles meeting all the criteria.



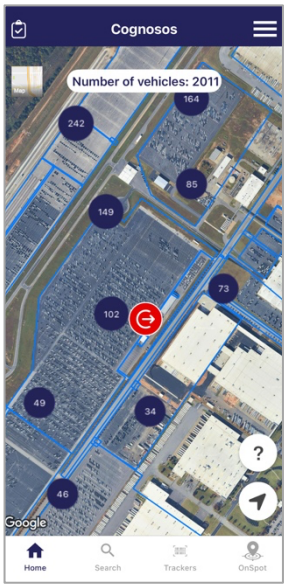
Depending on the status of the vehicle, various steps can be taken. See the View & Edit Vehicles section for details on managing vehicles once located.

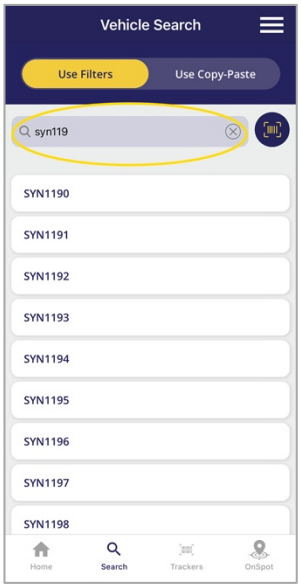
Use Clear All to remove all filter selections. If you are on the map or another part of the app, return to the Search and then clear all.

Although this creates a new filter query search, you must use the Cognosos portal to save the filter for future use. Refer to the Logistics User Guide for your industry or the Cognosos Logistics Knowledge Base.

Locate via Search

The Search field provides a free search that returns a single or list of vehicles matching the search criteria. Use this option if you want to locate a specific vehicle using a unique identifier (e.g., VIN or tag number). Search can be used in lieu of filters when the map is in Search View mode.





Select the Search icon on the bottom.

Use the search bar at the top of the Vehicle Search ->Use Filters screen and search using alphanumeric characters. You can search more generally for a list of vehicles (e.g., make/model) or enter a unique identifier to return a single vehicle (e.g., VIN, tag ID, asset ID).

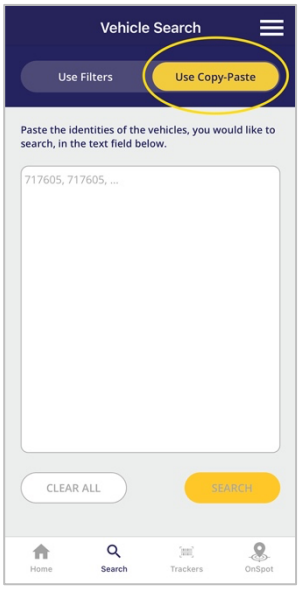
From the list, choose the vehicle you want to display on the map. The map screen shows the single vehicle icon.

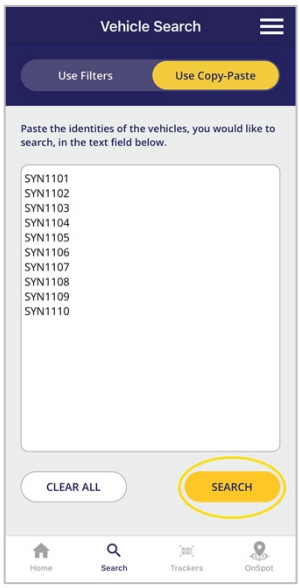
Vehicle details are located on the bottom of the screen. Go to the View & Edit Vehicles section for more information.

Search via Copy-Paste

The copy-paste option provides a way to search for a group of specific vehicles. Use this option if you want to locate multiple vehicles using the vehicle ID numbers.

In the Search screen select Use Copy-Paste. Type or paste the vehicle ID numbers in the box. You can copy + paste from any external app or system that is accessible from your mobile device.





Click Search to display the results on the map. The map shows the vehicles as icons and/or clusters; choose List if you'd prefer to display the results in a list format. Note that any search values outside of the vehicle ID will return an error upon search.

Vehicle status will determine the steps that can be taken from here. Refer to the View & Edit Vehicles section for more information.

To clear the search and refresh the map, return to the Vehicle Search screen and select Clear All.

Using Spotlight

Get to Know SpotLight

Spotlight provides a visual method for field team members to quickly locate assets across the facility/lot by initiating a spotlight search using the Cognosos Mobile App. When the search locates vehicle(s) that matches the Spotlight criteria, the tag (inside the vehicle) flashes, and the mobile app displays an animated lightbulb icon matching the flash pattern of the tag.

The functionality utilizes BLE to connect to the Cognosos Gen4 vehicle tags and enacts tag flashing based on search criteria and outcomes.

If the Spotlight feature is deactivated or moves out of range of the tag, the tag will continue to flash for the pre-configured time period.

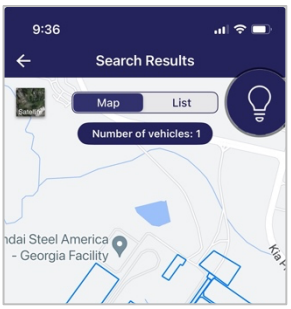
Your mobile device must have bluetooth set to on to communicate with the tags and run Spotlight mode. This feature works with specific Gen4 tags.

Team members should be in the general viewing range of the hangtags in the vehicles. The LED flash is visible at minimally 50’ during daylight; 100’ otherwise.

Initiate SpotLight

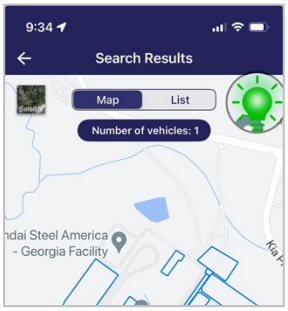
To activate spotlight on the vehicle tags, begin with any of the filter or search options. Once queried, the map returns a single or list of assets matching the specific criteria.

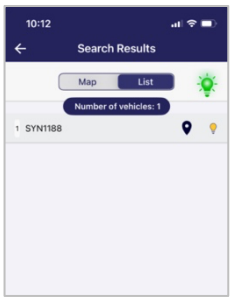
From either the list or map search results, click the lightbulb icon.



If no lightbulb icon appears on the map or list, it means that a filter/search has not yet been run. <u>You must take that step first.</u>

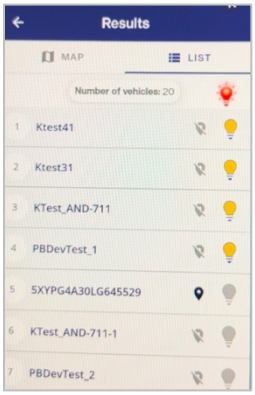
The icon will begin to flash the pattern that matches both the filter and the physical tags as an indication that the spotlight flash has been initiated.





The mobile app and tag LED flash the pattern (red or green; long or short; in various combinations) determined by your organization and set in the filter.

If there are multiple vehicles in the search results, only the vehicles with the proper Gen4 tags will display a yellow lightbulb; others will be gray.



Tags will flash until they reach the configured timeout or until the user deactivates Spotlight by tapping the flashing lightbulb icon in the mobile app (returns to white).

For details on saving filters and setting up filters with Spotlight flash patterns via the Cognosos portal, refer to the Logistics User Guide for your industry or click on the Cognosos Knowledge Base option from the portal or the Cognosos website.

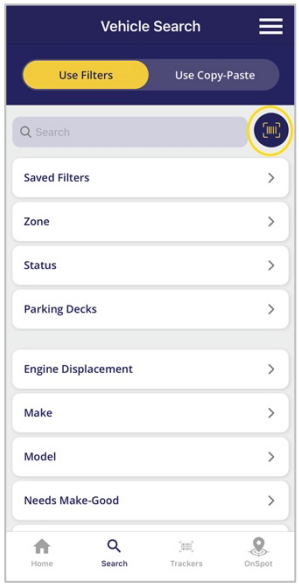
Viewing + Editing Vehicle Details

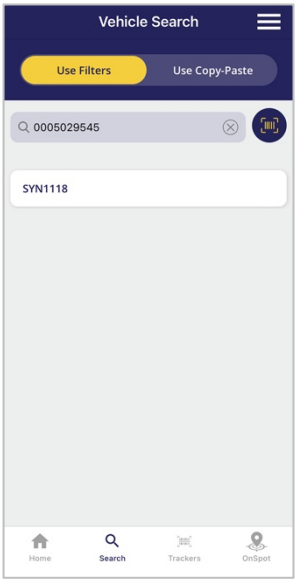
Use any of the filter or search options to locate a specific vehicle within the mobile app. Search and filter queries generally default to the map display. When possible, use the barcode scanner to streamline looking up the vehicle within the app.

Search via Barcode Scanner

The barcode scanner provides a fast method for looking up vehicle details and setting up vehicle alerts when *you are physically with the automobile* that you need to look up on the mobile app. If you need to locate a vehicle not located with you, use one of the filter or search options mentioned previously.

Open the mobile app and select the Search icon on the bottom. Click the barcode scanner icon located next to the Search bar on Vehicle Search screen.



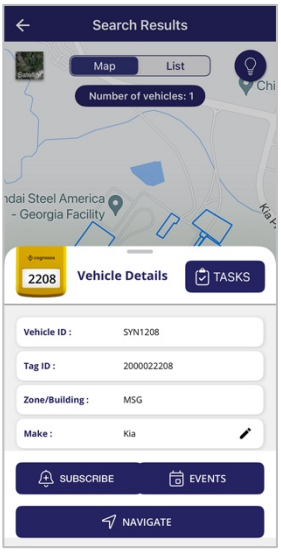


Point your device's camera to the scan tag located in/on the vehicle. The app displays the vehicle ID. Select the vehicle ID to display the vehicle icon on the map. Click icon to display Vehicle Details tab and take necessary steps from there.

Ensure you scan the correct sticker in the event there is more than one sticker on the device.

View Vehicle Details

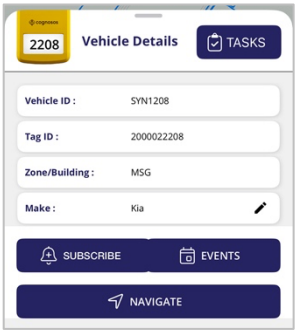
If a search or filter query was used to locate the vehicle, select the car icon on the map to display Vehicle Details.



Swipe up to view more information.

Swipe down to close the details tab.

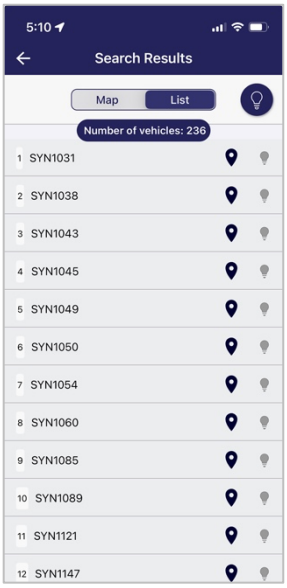
The Vehicle Details window contains information about the vehicle including make, model, VIN, color, asset ID and any other custom fields that have been set up in your system.

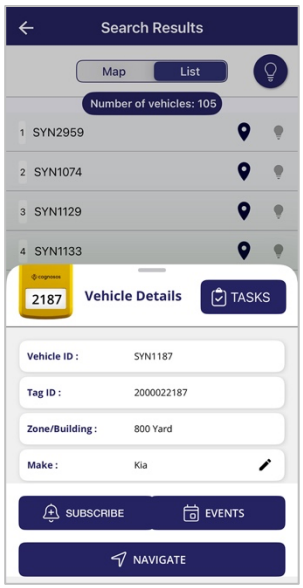


The yellow tag icon displays the last four (4) digits of the vehicle's tag number; refer to the Tag ID in the window below for the full number. The tag ID may not be changed except through detaching and attaching a new tag.

When a vehicle has a status of Offline, the Zone/Building will either display the asset's last reported location, or "Not located; last check-in xxx days ago." If the vehicle is returned in a search but not located within a defined zone, this field will state, "Not in a zone."

Rather than using the map, select List at the top to display the vehicles. From the results list, select a vehicle to show the Vehicle Details tab.



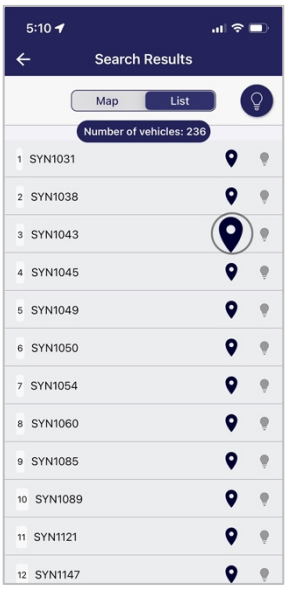


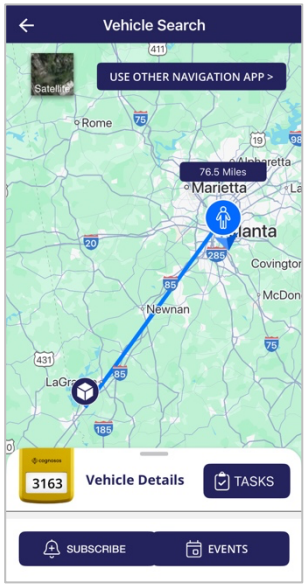
Go to Viewing Events to get historical information (this button does not display if there are no events to report for the vehicle); Subscribe to Vehicle to learn about setting up a vehicle subscription.

For information on task management for the vehicle, skip to the Managing Tasks section of this document. The Task module may or may not be instituted in your RTLS.

Get Vehicle Location + Directions

Use the Navigate option from Vehicle Details or the map balloon icon from the list to view a general map of vehicle location.





Access different navigation apps from the top right to get detailed route information using Apple, Google, Waze maps.

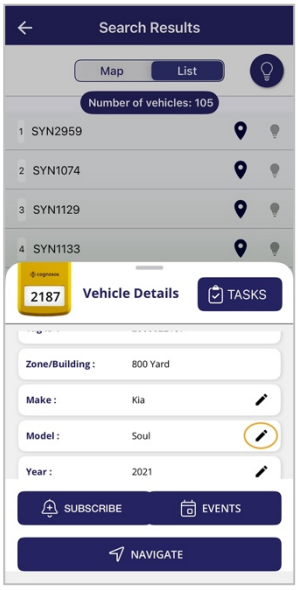
Swipe tab down and use icon on bottom right of the map to zoom the map to your location.

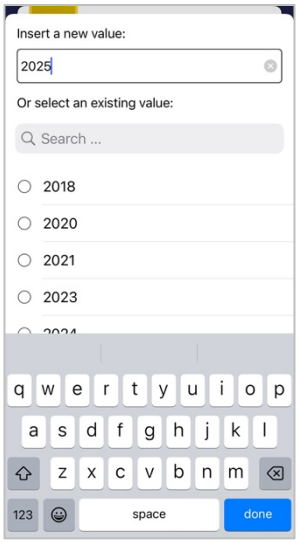
Use the back arrow at the top of the screen to return to the list results.

You can also assign a task, subscribe to, or view vehicle events.

Edit Vehicle Details

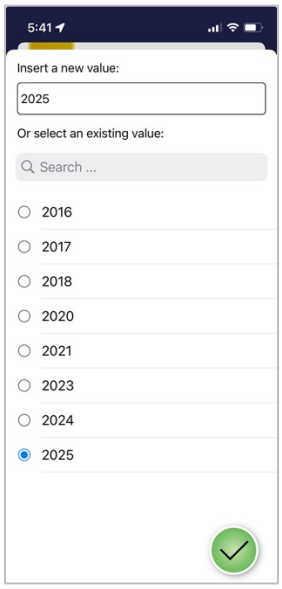
Custom fields may be edited and are indicated by the pencil icon. Select the icon for the field you need to edit. Fields without the icon are regulated through tag information and movement.





Either select from a list of previously entered attributes for that category or enter a new value.

When inputting new value, select Done on the mobile device keyboard to add the value to the list.

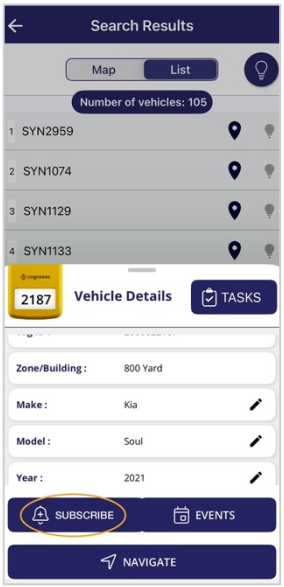


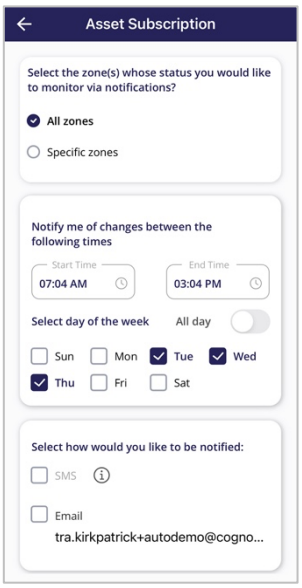
After selecting a value, click the green checkmark.

The updated value is saved and displayed in Vehicle Details. Swipe the Vehicle Details tab down to view search results. Use the back arrow on the top of Search Results to return to the Vehicle Search screen and clear or run a different search.

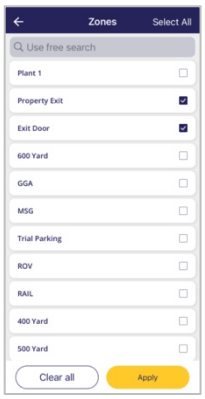
Subscribe to Vehicle

Subscribing to a vehicle sets up an alert to notify you when that automobile passes into any a zone(s). Use any of the search or filter options to locate a specific vehicle; or use the barcode scanner if you are with the vehicle. When the vehicle is in view, open Vehicle Details. Select Subscribe.



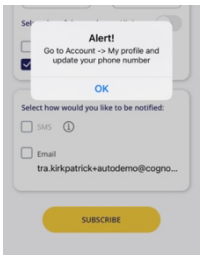


In the Asset Subscription window, use the radio dial to select either All zones (get alert when the vehicle passes into any zone) or Specific zones to choose specific zone(s).



When selecting zones, make one or multiple choices. Choose Apply when complete or Clear All to remove all selections.

Input the time parameters then select the days of the week (or leave set to all days).



Place a checkmark next to either or both the SMS or/and email address to which the alerts should be sent. *Note: The delivery method will not be available for use if the information has not been set up in the user profile.*

Select Subscribe to add the new subscription. You will begin receiving alerts for that vehicle per the subscription criteria. If email is one of the delivery methods selected, you will receive an alert confirmation email. View all of your vehicle and zone subscriptions under My Subscriptions.

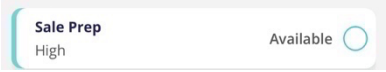
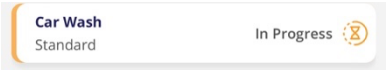
Refer to the Managing Subscriptions section for more information.

Managing Tasks

For any logistics operation to run smoothly and for vehicles to be in the right place at the right time, it is imperative to incorporate a task management system that provides a method for assigning a task to a user, such as relocating a vehicle. To this end, the Cognosos Outdoor RTLS solution includes a Task Management feature flag that logistics organizations can request to enhance their team workflow and efficiency. Your organization may or may not have this feature installed. If not, there will be no Task button on your mobile app.

Task management allows Administrator users to set up tasks and assign to users across the facility. Using the Logistics Mobile App, users then manage tasks assigned to them. This document covers the end user workflow and use of the Logistics Mobile App; limited features are available for Administrators while full Administrator functionality is available in the Cognosos portal.

The status options for a task include the following, and each status is indicated with its own color and icon:

Available		Task has been created, but not yet assigned to any user
Assigned		Task assigned to user; will display on user's Task list on portal and mobile app
Accepted		Assigned user has seen task and accepted the task; user should next 'Start' task
In Progress		After user starts task, status changes to In progress; user must complete or fail* task
Completed		When task is done, user marks Complete to change to this status

* *When a task is failed, it returns to a status of Available.*

Task Lifecycle

Tasks have a general lifecycle that is largely managed by the user to whom the task was assigned. In some cases, the Administrator will intervene in the lifecycle process by using the Edit function via the Cognosos portal. Broadly speaking, the task lifecycle is:

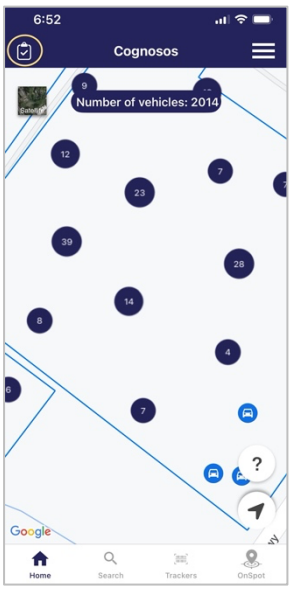
At various points throughout the lifecycle, a task can be unassigned or abandoned by both the Administrator and assigned user; once a task is marked as completed, it can be changed to uncompleted.

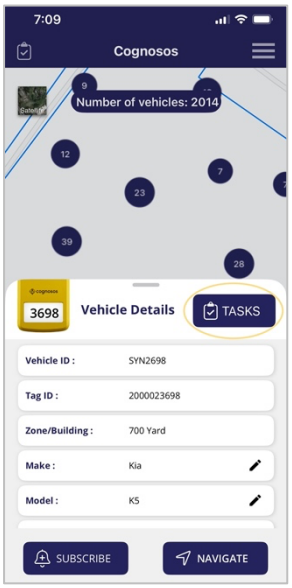
When a task is assigned to a user, it will appear on the user's Tasks list when they are logged into the portal or mobile app. Only Administrators can see all tasks; other users will see only tasks assigned to them.

Refer to the Logistics User Guide (FVL or YMS) or Cognosos Knowledge Base for using the Task Manager on the Cognosos portal to credit, edit, and otherwise manage tasks.

View Assigned Tasks

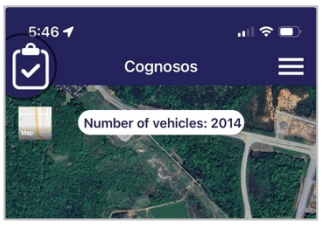
Users can access their assigned tasks through two inroads: Task icon on the top of the Home screen (map) and the Tasks button on Vehicle Details.

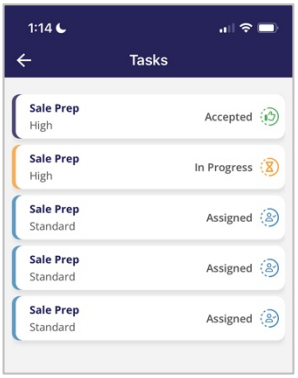




Task Icon on Map

Selecting the task icon from the map displays a list of all tasks assigned to the logged in user. If the logged in user in has no assigned task(s), the map Task icon will not appear. If the logged in user is Administrator level, all tasks for all users will show.



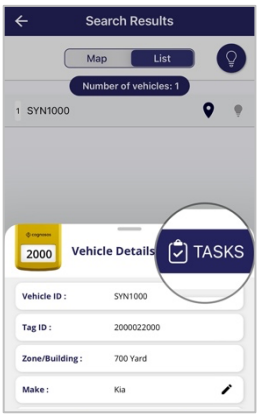


To see the vehicle to which the task is assigned, select the task. This also how changes, such as status, are made to the task.

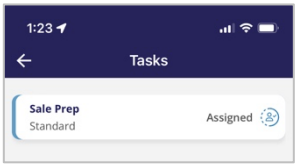
Users with an Administrator user level will see all tasks for all users as well as unassigned tasks.

Tasks Button on Vehicle Details

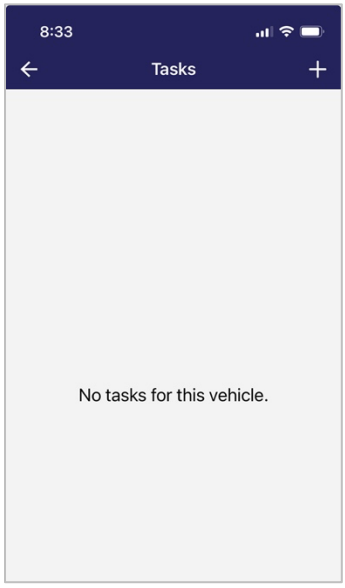
The Tasks button always displays on the Vehicle Details tab. When selecting, this option displays tasks assigned ONLY to that vehicle AND assigned to the logged in user.



The Tasks option on Vehicle Details will always show just one single task since a vehicle can only have one task status at any given time.



For standard user roles, if either the vehicle or/and the logged in user have no task(s) assigned, a “no tasks for this vehicle” message is returned. This message is shown only when the vehicle has no tasks when the logged in user is an Administrator user level.



Assign Task Status

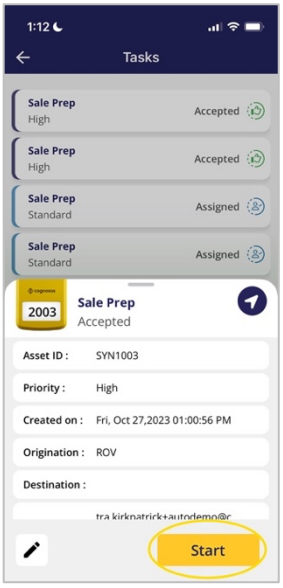
Open the Task list from the map for the quickest route to access a task. Otherwise, search and locate the vehicle for the task and select Tasks from Vehicle Details (to use this option you must pull up the vehicle that has your task assigned).

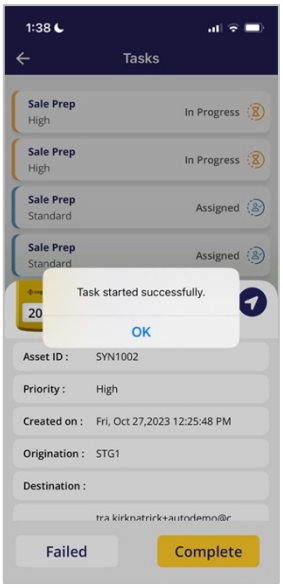
When the task is first created by the Administrator and assigned, the status will show as Assigned on the mobile app. Generally speaking, the status of a task goes from:

Available -> Assigned -> Accepted -> In progress -> Completed

There are instances when a vehicle may need to take a step backward or outside the current process, in which case the team member may need to fail the task. There may be other reasons a vehicle needs to move back into the cycle once it's been marked complete. Those unusual cases are discussed below.

Open the task you need to change (from the Task list or Vehicle Details). The tab automatically displays the next step in the task lifecycle (e.g., Start). Select the task status (action) button to change to the next step in the lifecycle.





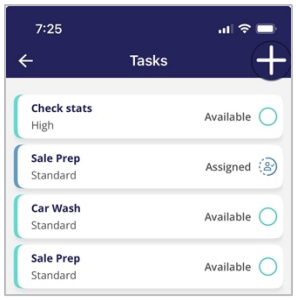
Look for the confirmation message that the status successfully changed.

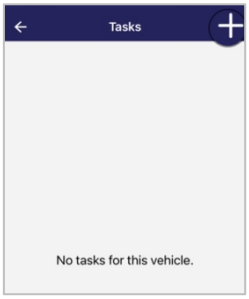
The status will change on the status list.

Although Administrator users can see all tasks, they may only change status of tasks assigned to them. The Admin may edit any task; see Edit Task section.

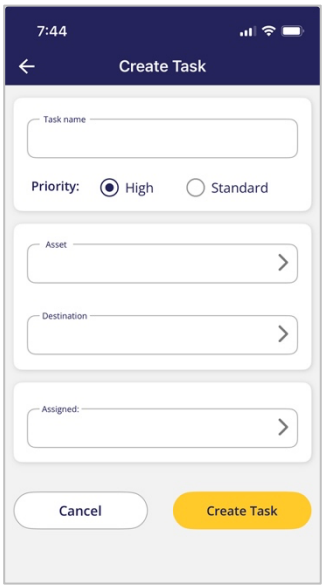
Create a New Task

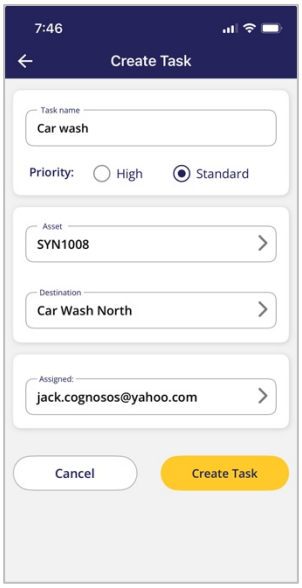
Users with an Administrator user role may add tasks from the mobile app. Open the Task list from the map. Click the add icon signified by the **+** on the top right. Alternatively, select the vehicle from the map, click Tasks on the Vehicle Details tab, and then select the **+** icon.





This icon does not display for those without an Administrator user role.



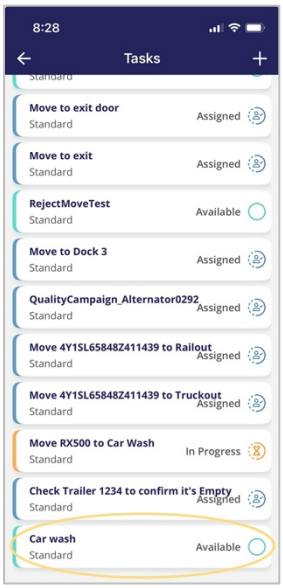


Input the task name. Set the status priority to high or standard. Use the lists to select the asset to which to assign the task and the vehicle destination. If the create task function was initiated from Vehicle Details, the Asset field will auto-populate with the asset ID. These fields are required to create the task.

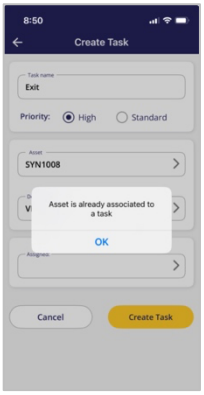
You may opt to assign the task or leave that field blank.

Choose Create Task; otherwise Cancel to abort the process.

Once saved, the new task is added to the task list at the bottom. If no user was assigned, the task status is Available; if assigned, the status is Assigned and added to the user's task list.



A vehicle may have only one task assigned to it. If an attempt is made to create a task for a vehicle that already has a task in progress, the app will return an error.

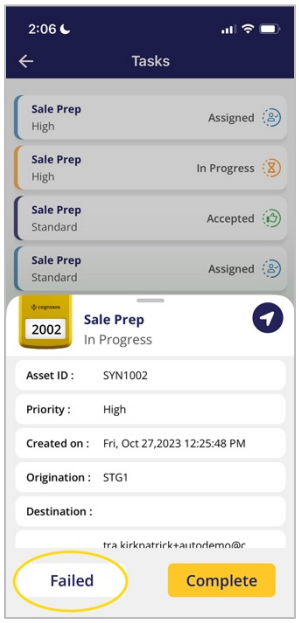


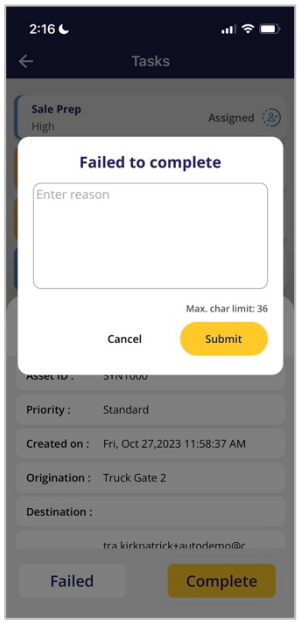
Return a Task

In rare cases, a task may need to be given an assignment of Failed or Uncomplete to return the vehicle to another task in the lifecycle. These are not a status per se, but rather an action that is taken with the task that assigns it back to a different status in the lifecycle.

Failed Task

A failed task is one that could not be completed by the assigned user for some reason (e.g., the assigned destination was full). When the assigned team member begins the task, it is changed to In Progress. Once the task is complete the uses will have the option to change the status to Complete or Failed. Most cases the task will successfully complete.





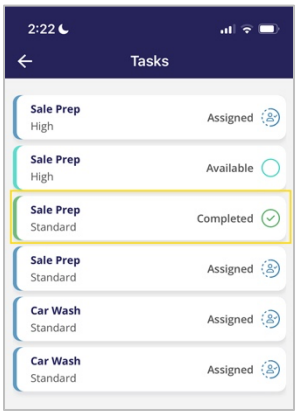
If the user needs to go back to the task for any reason, alert another team member about a concern or issue, or the vehicle needs to return to another point in its process, the Failed status should be used.

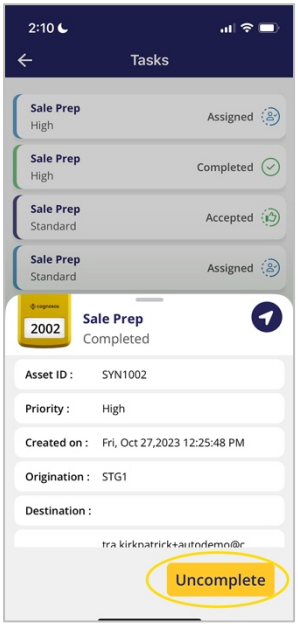
Input information regarding the failed completion and click Submit.

The task status will change to Available. An Administrator user should edit the task as needed, including assigning a user (same or new user). The task will return to the cycle until completed or removed.

Uncomplete Task

In the event a previously completed task needs to return to the cycle (e.g., forgot to shine the wheels at the car wash), locate and open the completed task and select Uncomplete.



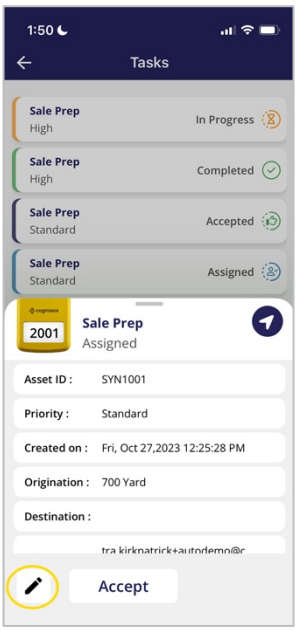


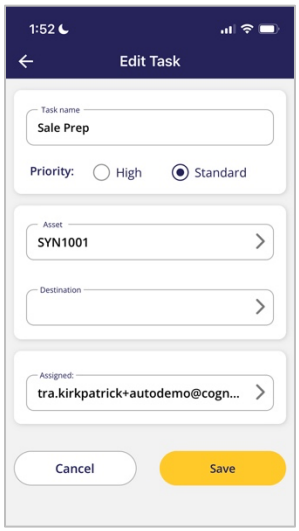
The status of the task returns to In Progress and remains assigned to the user.

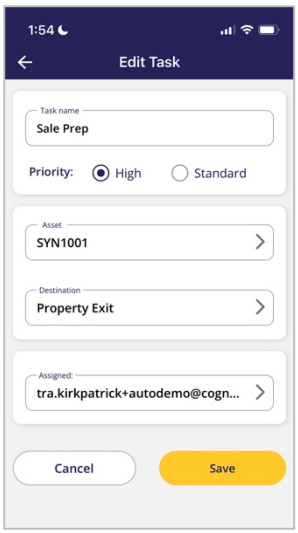
The assigned user should take necessary steps to move the task successfully back through the cycle to completion.

Edit Task

In addition to changing task status, users may edit their tasks so long as the task has a status of Assigned or Accepted (all other statuses may not be edited). Locate and open the task you need to change (from the map's Task list or Vehicle Details). Click the pencil icon. Make changes as necessary.







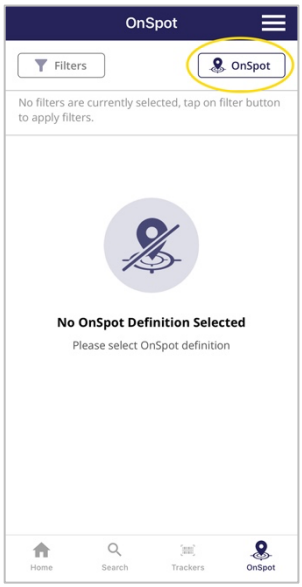
Those with the Administrator user level may edit any task with a status of Available or Assigned, regardless of user assignment. Once a task is in progress (Start status initiated), edits are prohibited unless the task is marked with a Failed status.

Save changes when edits are complete or click Cancel to disregard input.

Using OnSpot

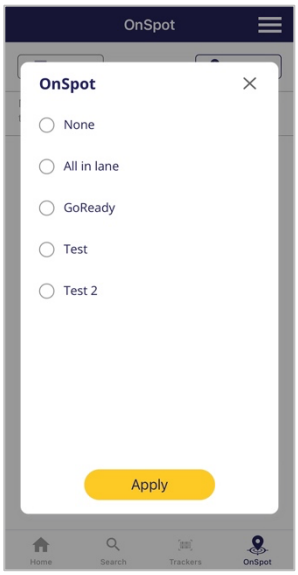
OnSpot is a method to determine if a vehicle is ready for the next step in your organization's workflow process. The OnSpot definitions (reports) and mappings are defined on the Cognosos portal. Refer to the Outdoor RTLS User Guide for information on setting up OnSpot reports.

Select the OnSpot menu option from the bottom of the screen. On the OnSpot screen click the OnSpot button to display the list.

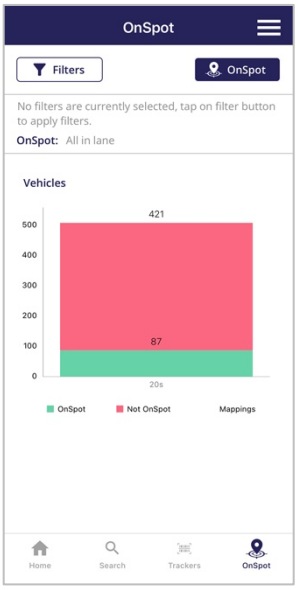


If no OnSpot definitions have been set up, a message will display stating such. You must first set up the OnSpot mappings through the Cognosos portal.

To run OnSpot, select a report from the list. Click Apply. You may make only one selection.

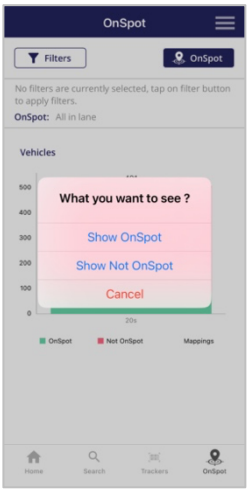


The resulting graph displays OnSpot (green) and not OnSpot (red) vehicles for the selected report.



The OnSpot report name displays above the graph.

The graph defaults to vehicles that are both OnSpot and not; however, not all outcomes will include both. Number on the graph show total vehicles and numbers for each.

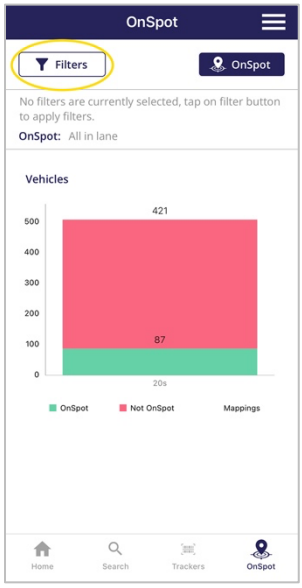


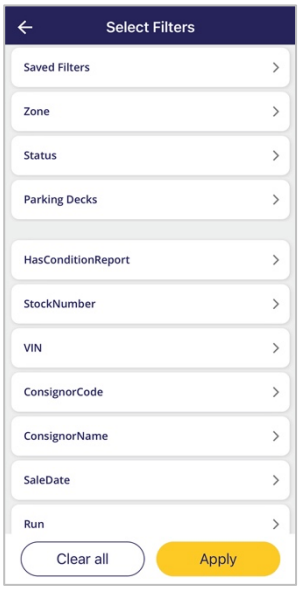
To view vehicles on map, tap the graph. Choose the desired OnSpot option. The map opens to show the vehicles meeting the selection (OnSpot or Not OnSpot).

Choose List to view in a table.

Select the OnSpot icon at the bottom to return to the OnSpot results graph.

OnSpot reports may return hundreds or thousands of vehicles. Narrow results with filters. Choose Filters on the OnSpot screen and select any combination of saved, pre-defined, or other attributes. (Refer to the Searching by Filters section for detailed information on using filters.)

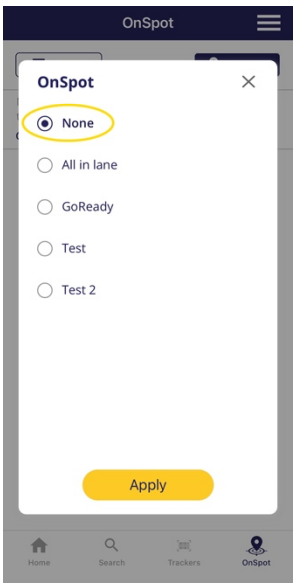




When all filter selection is complete choose Apply on Select Filters screen. The graph refreshes with vehicles matching the filter.

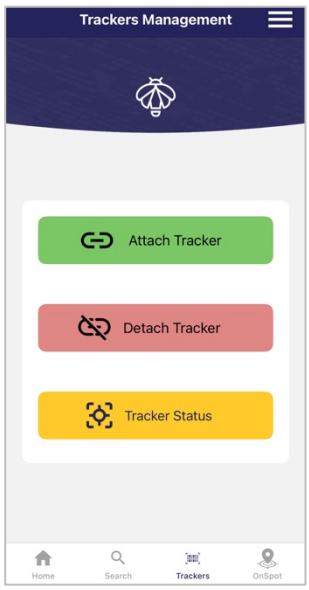
To clear OnSpot filters, return to this screen and choose Clear All.

To view a different OnSpot report or clear out the OnSpot report, choose OnSpot at the top of the graph and either select and apply a different report or select None. Click Apply.



Viewing + Editing Tags

Users with a Standard or Administrator user role can manage vehicle tags (trackers) right from the mobile app. Open the mobile app and select the Trackers icon on the bottom. You will have the options to attach, detach, and check status of trackers.

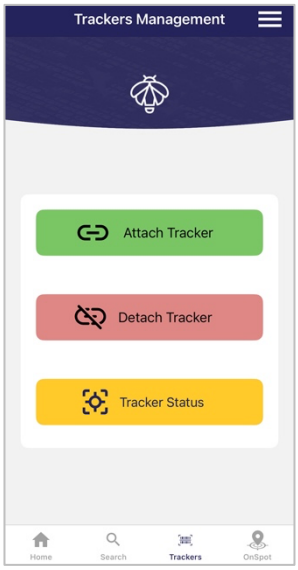


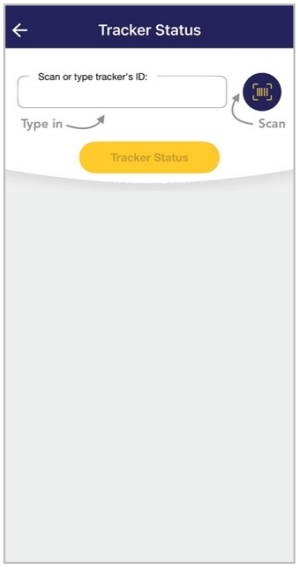
To manage vehicle tag data (e.g., ID number, tracker status, etc.) use the Cognosos RTLS portal from your computer desktop. Refer to the full RTLS User Guide or Logistics Knowledge Base for details on managing vehicle tags (trackers).

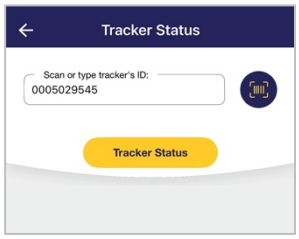
Reminder: When placing a tag into a vehicle or removing a tag from a vehicle, you must follow these steps to ensure the vehicle is logged into the portal and data can be supplied to the RTLS.

Tracker Status

Use the Tracker Status option to quickly view tag and vehicle status and information. Select the Tracker Status option from the Trackers screen. Tap the input field to manually enter the unique tag identifier or scan the tag if you are with the tracker device.

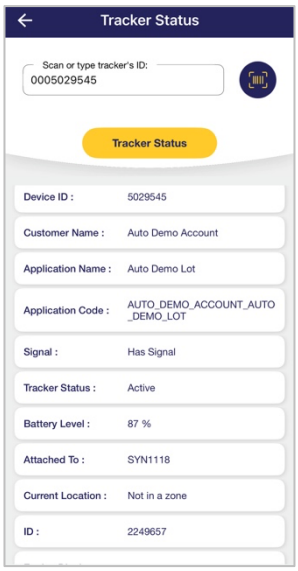






Press Tracker Status to view the status information.

If you are using the scanner, ensure you scan the correct bar code on the tag since there may be more than one sticker.



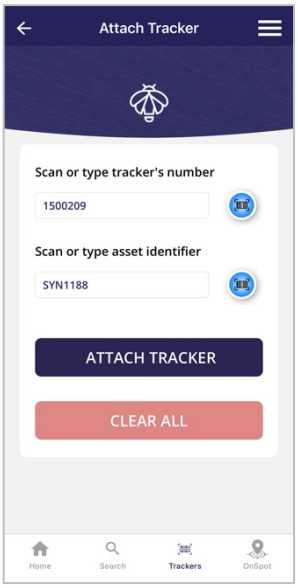
Review the tracker information as reported in the mobile app and take any necessary steps to resolve potential issues (e.g., low battery levels).

To check another tracker's status, clear the field, input a new tracker ID, and select Tracker Status. Use the back arrow on the top left to the Trackers Management screen.

Choose another function from the bottom icons or hamburger menu.

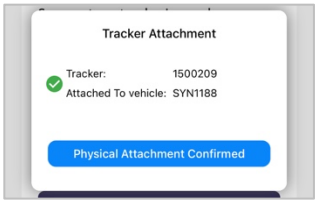
Attach Tracker

The tracker (tag) and vehicle relationship must be defined in the system for the vehicle to get tracked (location, movement, etc.). Adhering the physical tag to the automobile is just one step. You must also create the relationship in the RTLS. Select Attach Tracker in the Trackers screen, as shown above.

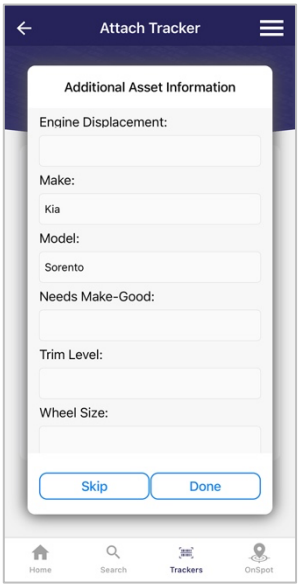


Scan or manually input the tracker and unique asset (vehicle) identifier number. Both must be input.

Select Attach Tracker. Look for attachment successful message towards bottom of screen or correct any errors.



Click the Physical Attachment Confirmed message to input vehicle details.



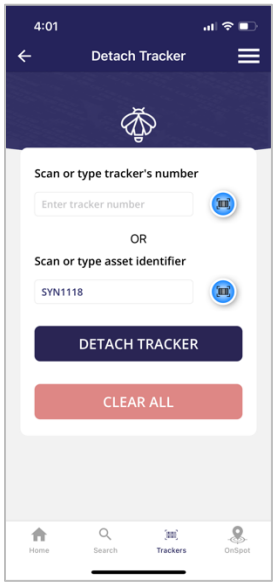
If utilizing custom fields, input and select details for the vehicle. The more accurate the data, the more accurate the reports in the RTLS. Select Done when complete. If your company does not use custom fields, this step is skipped.

You can also go back and edit details once the tracker has been attached.

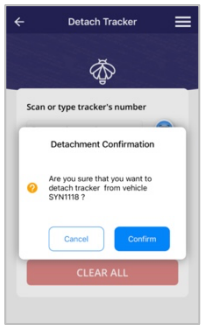
Input a new tag/vehicle to attach or proceed to a different screen using the icons on the bottom.

Detach Tracker

Select Detach Tracker(s). Before performing this function, ensure it is that action you want to take. Removing the association between the vehicle and tracker will prohibit asset tracking and data gathering.



Scan *or* manually input the tracker or asset identifier. Only one is necessary when detaching. If scanning, ensure you scan the correct sticker on the asset or tracker in the event there is more than one.



Select Detach Tracker. Review the information and select Confirm.

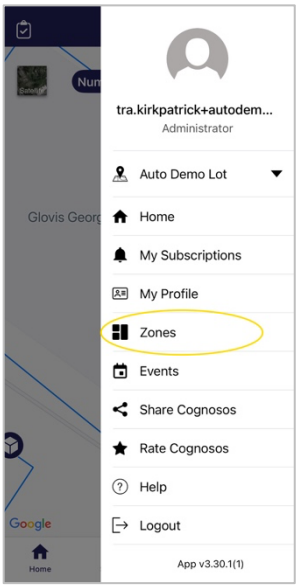
Select Cancel to end the process.

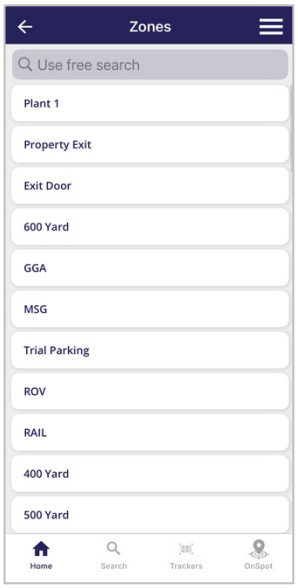
The mobile app returns to the Detach Tracker screen. Attach a new tag to the vehicle, detach additional tags, or proceed to another screen.

Reminder: The vehicle from which the tracker was detached is no longer able to communicate with the Cognosos system. If the vehicle is still in service, make sure to attach a new (active) tracker to the vehicle.

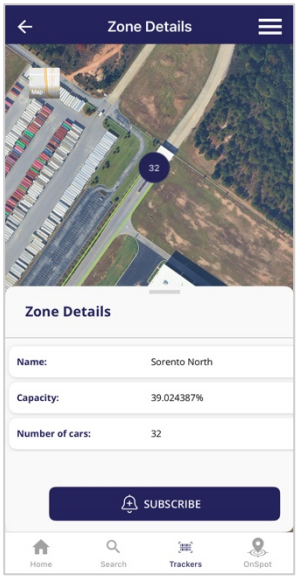
Viewing Zone Information

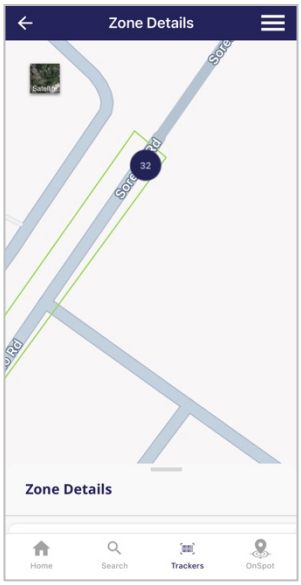
Use the Zones option on the hamburger menu to quickly view zone details, view zone location on the map, and subscribe to zone alerts.





Locate the zone to view (use the search bar or scroll); click the zone name once found. The map screen opens to show location and details.





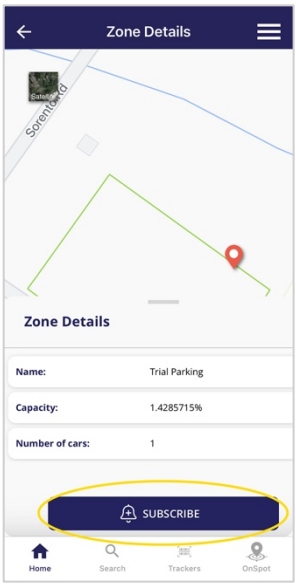
Swipe up to view zone details such as name, capacity, and number of cars in the zone. Swipe down to close details and see a view of the map with the zone outlined in green.

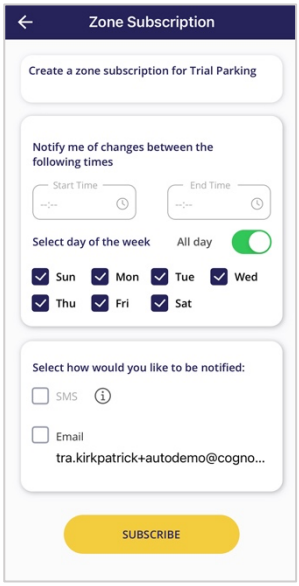
From here you can subscribe to the zone. See the next section for details.

Use the back arrow to return to the zone selection screen. Otherwise, go to a different screen using the icon navigation or hamburger menu.

Subscribing to Zones

Zone subscriptions provide a method for monitoring zone activity. This can be useful for people who oversee assigned zones or for monitoring key areas across your lot(s). Click Zones from the hamburger menu and locate the zone to which you want to subscribe. Select Subscribe on the details tab.





Input the zone subscription time range and days of week.

Place a checkmark next to either or both the SMS or/and email address to which the alerts should be sent. *Note: SMS will not be available if the mobile number has not been set up in the user's profile.*

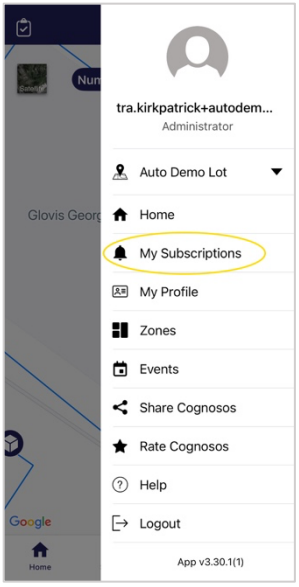
At least one of the delivery methods is required.

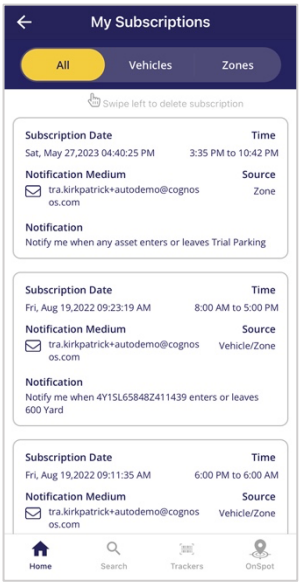
Select Subscribe. Otherwise, select the back arrow at the top of the screen to return to the Zone Details screen.

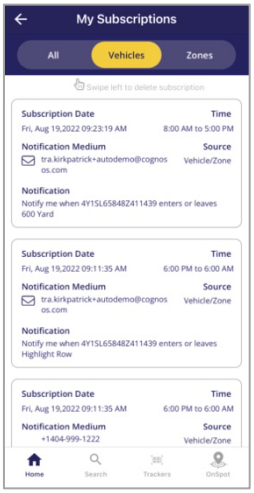
You will begin receiving alerts for that zone per the subscription criteria. If email is one of the delivery methods selected, you will receive an alert confirmation email. View all of your vehicle and zone subscriptions under My Subscriptions. Go to the next section on viewing and managing subscriptions.

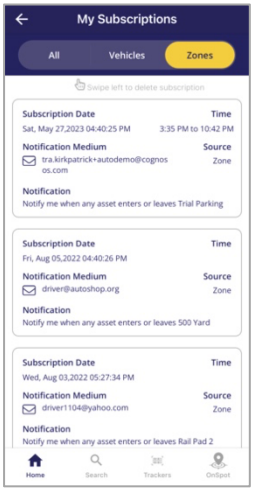
Viewing + Deleting Subscriptions

Subscriptions for vehicles and zones appear under My Subscriptions from the hamburger menu. Go here to view and delete subscriptions. By default, the app opens the All tab. To view only vehicle subscriptions, click Vehicles. To view only zone subscriptions, click Zones. All features work the same whether a car or zone subscription.

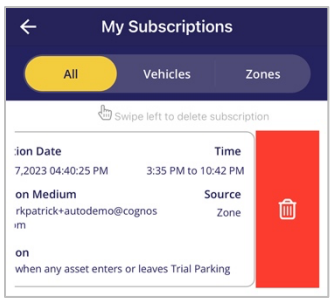








Subscriptions are listed for each source (vehicle/zone or zone) and delivery method so some subscriptions will have multiple entries.



To delete a subscription, swipe left and click the trash can icon.

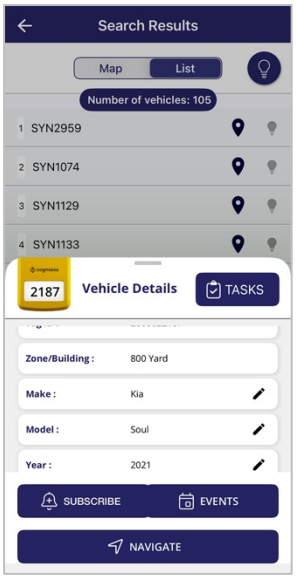
Once deleted, the car or zone notification will cease (or the removed delivery method will come to an end).

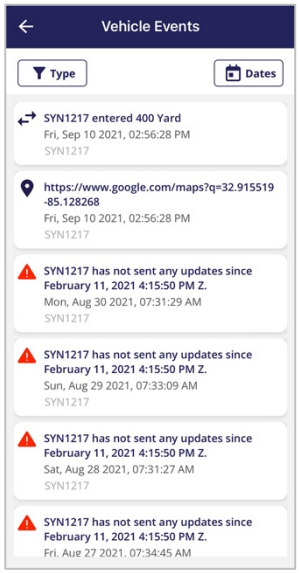
If a car or zone subscription has more than one delivery method (email and phone) you need to delete both to delete the entire subscription.

If you need to pause or resume a subscription, use the Cognosos portal.

Viewing Events

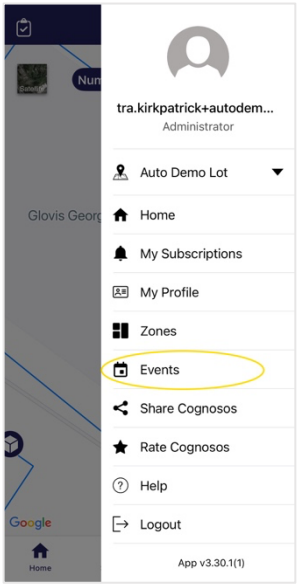
The portal tracks important system events such as tracker (vehicle tag) battery level and temperature, tracker changes, vehicle movements, and zone transitions. Review a vehicle's historical events by using the Events button on the Vehicle Details tab.

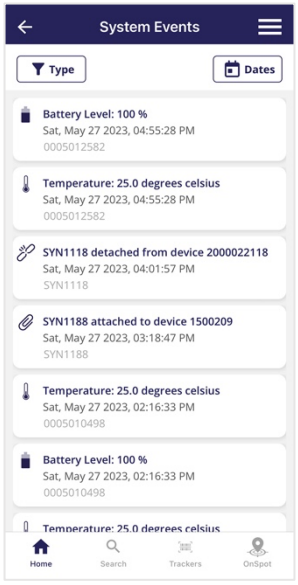




A vehicle may not have historical events to report. In this event, there is no Events button on the Vehicle Details tab. Go to System Events instead.

To view all system events, go to Events from the hamburger menu.

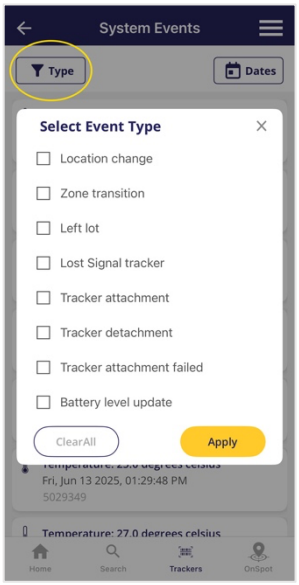


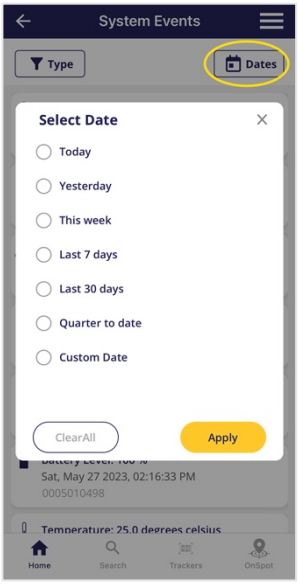


In both Vehicle and System Events, the screen defaults to all events. Use the filter options (Type + Date) to narrow down the list.

You may filter by one or multiple event types, a specific event within a certain date range, all events within a certain date range.

Choose Type to make one or more event selection(s) from the list. Click Apply. You may alternatively or in addition use Date to select a predefined date range or use Custom Date to set a range. After date range is set, click Apply. The app returns to the list with only events meeting the filter criteria (type and/or date range).





To refresh the list to all events, return to the selection screen(s), select Clear All then Apply.

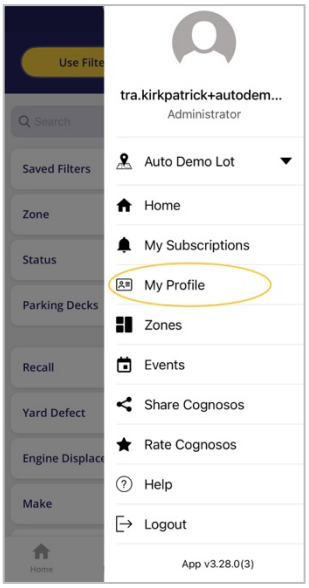
Events are informational only; no actions can be taken.

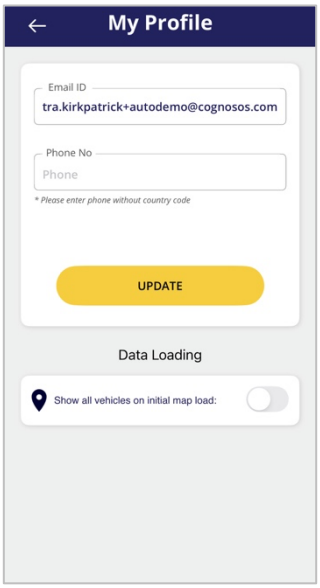
Updating User Profile

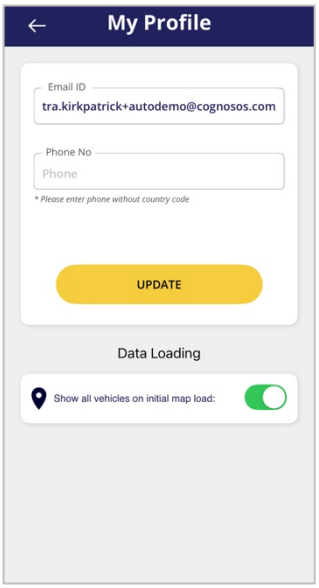
Access to RTLS functions is governed by user role. Those with Administrator user roles have access to all features; standard user profiles are granted access to many features; guest or view only profiles are given limited access based on user profile settings. Please refer to the User articles in the Logistics Knowledge Base or the User section of the portal User Guide for role assignments and making necessary changes.

Change Map View Setting

Utilize the Dala Loading toggle to set the map view (view all or search view) regardless of user role. Select My Profile from the hamburger menu. Change the toggle setting under Data Loading to manage the default view on the map.







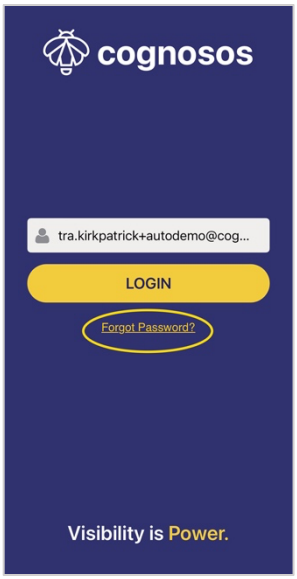
When toggle is set to OFF, the map is in Search View (must use search or filter); when the toggle is ON, the map loads with all assets (no search needed).

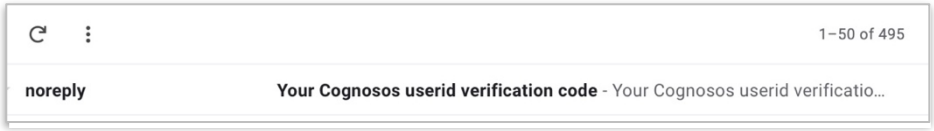
Data Load changes on the mobile app impact the Cognosos portal for the user's login; and vice-versa. The setting can also be managed on the portal.

Change Password

In the event a user has forgotten or wants to change their password, follow the steps below. If the user is logged into the mobile app, begin by logging out. More extensive user profile changes can be managed on the Cognosos portal.

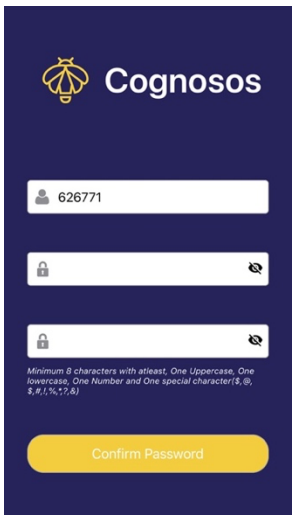
Open the app or return to the main login screen. Input user login ID and select Forgot Password? link. When the reset password next step window appears, hit OK.





System emails a temporary password to the email address. Make sure to check your spam folder if you do not see the email.

Retrieve the email and enter the verification code as the password for log in.



Input and confirm new password. The password must contain minimally 8 characters including one lowercase, one uppercase, one number, and one special character. Select Confirm Password.

The app returns to the login screen. Use the new password to log in moving forward. If you are using a non-public or non-shared device, you can save the password.

If you are experiencing difficulties logging in, please refer to our Cognosos Knowledge Base (User Management topic; Fixing Login Issues article).