

Customer Quick-Start Guide

# Your Tracker Is Installed. Now What?

Five short steps to get full value from your GPS tracking service — from first login to alerts, geofences and remote commands.

## Step 1 — Get Your Portal Access

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After installation, our team enables your customer-portal account. You'll receive your login (email or phone number) — if you haven't, call the helpline at **03-111-777-354**. First-time logins from a new device are verified with a one-time code for your security.

## Step 2 — Log In on Web & Mobile

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- Web portal: open **www.advancetracksystem.com** and choose **Customer Login**.
- Mobile app: download the Advance Track app, then sign in with the same account.
- Both are fully bilingual — switch between English and Urdu anytime.

## Step 3 — Check Your Live Map

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Your vehicle appears on the live map with location, speed, and ignition status. Open a vehicle to see today's trips, stops and travel history, and replay any past route.

## Step 4 — Turn On the Alerts You Want

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- **Ignition** — know the moment the engine turns on or off.
- **Overspeed** — get notified when your speed limit is crossed.
- **Geofence** — draw a zone (home, office, city) and get entry/exit alerts.
- Manage which push notifications you receive from the app's notification settings. SOS alerts are always on.

## Step 5 — Remote Commands (Where Enabled)

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Depending on your package and installation, you can send secure commands such as engine immobilization from the app. For safety, engine-cut requests are blocked while the vehicle is moving above a safe speed.

## If Your Vehicle Is Stolen

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- Call our 24/7 control room immediately at **03-111-777-354**.
- Our operators track the vehicle live and coordinate with you and the authorities.
- Keep your registered phone reachable — we may need to confirm your identity.

## Good to Know

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- Your subscription renews per your package period — renewal reminders arrive before expiry.
- Moving to a new city? Installation and support are available nationwide.
- Questions or issues? Use the Support page on our website or call the helpline anytime.

### Helpline

03-111-777-354

### Email

[support@advancetracksystem.com](mailto:support@advancetracksystem.com)

### Web

[www.advancetracksystem.com](http://www.advancetracksystem.com)