TRACKING / QUICK START

Using standalone trackers

Activate → register → create a session → monitor and share → end. Track a shipment without creating a Chrt order.

Before you start

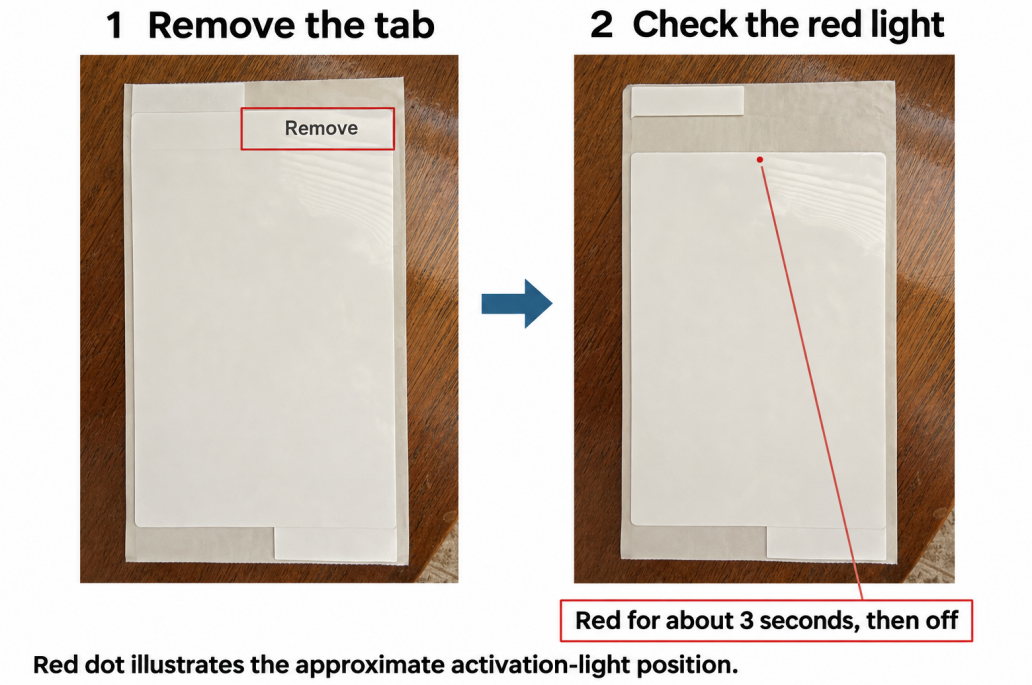
Have your tracker, printed identifier, shipment reference and access to the correct Chrt organization. Physical activation does not start a Chrt session. For different hardware, confirm setup with trackers@chrt.com.

1. Activate and attach the label

For **the pictured peel-and-stick label**:

1. Remove **only the narrow top section marked Remove**, along the perforation.
2. Watch about **2 mm below the perforation**, aligned with the visible central circuit. **Red for about 3 seconds → off** indicates activation.
3. Check the **back of the label for its device ID and QR code**. Use this identifier when registering and selecting the tracker.

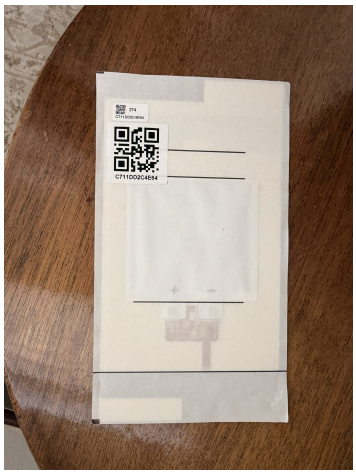
When ready, peel off the adhesive backing and **stick the label on the box**. The backing may look like either activation photo.



Annotated photo illustration. **1** Remove the narrow section marked **Remove**. **2** On the tab-removed label, the red dot illustrates the approximate indicator position. The actual light turns red for about 3 seconds, then turns off.

Identify your tracker

- Find the **device ID and QR code on the back**.
- Keep **your own label's identifier** available for registration and session selection.
- Match the identifier each time; don't copy one from this guide.

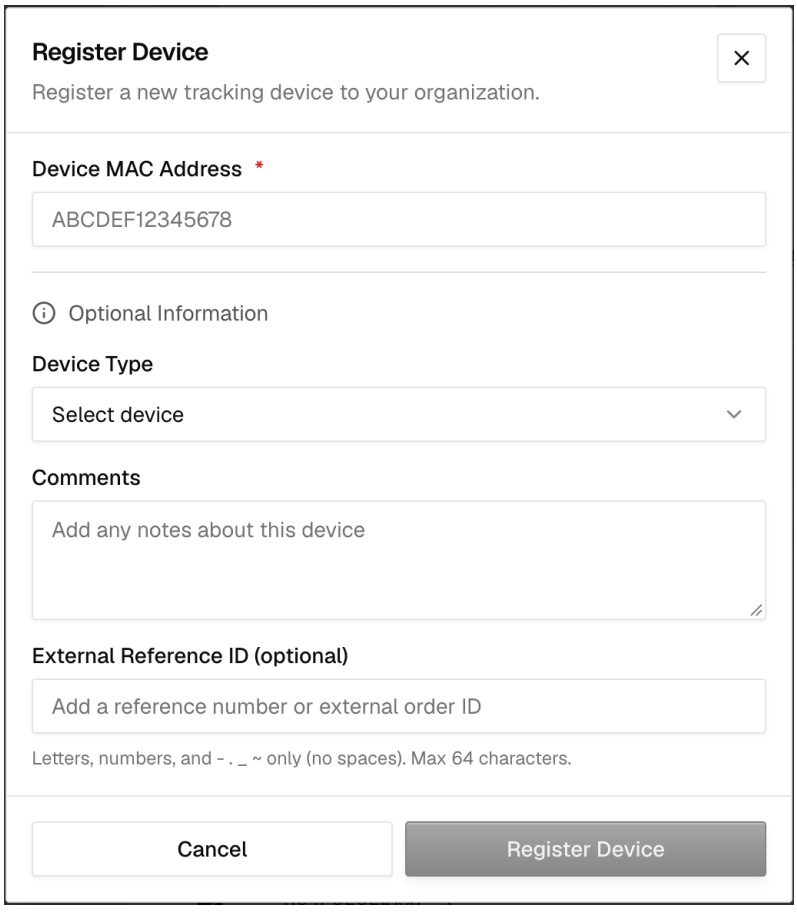


Back of the tracker, shown so you can locate its identifier. Use the identifier on your own tracker.

2. Register the device

Open Devices in the correct organization. **Already registered?** Check its identifier and continue to step 3.

1. Click **Register Device**.
2. Enter your **Device MAC Address**.
3. Optional: **Device Type**, **Comments**, **External Reference ID**.
4. Click **Register Device** → reopen the record → **confirm the saved identifier**.



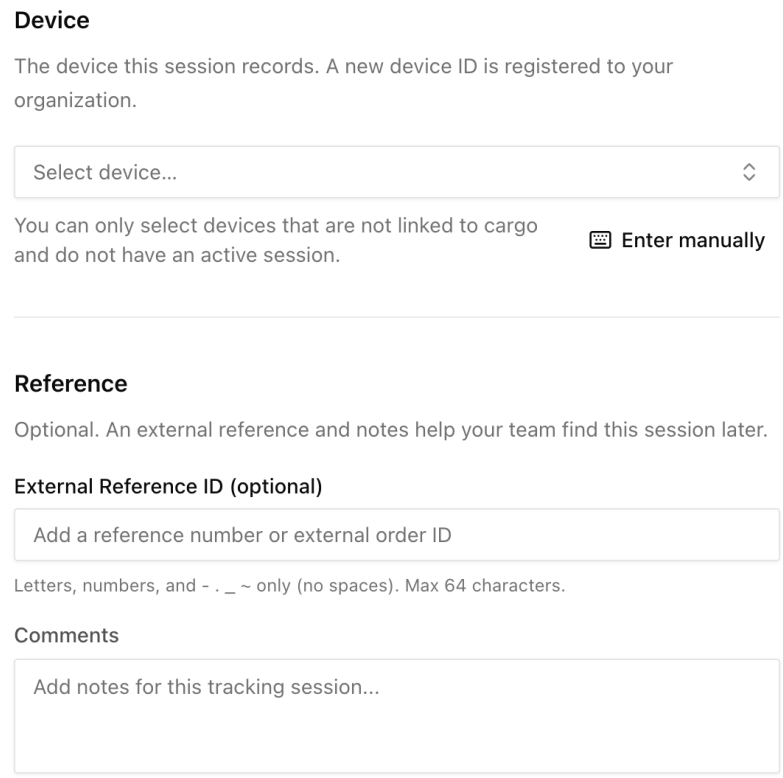
Blank registration form.

3. Start a tracking session

Open Sessions → **Create Session**.

1. On **Create tracking session**, choose **Device**, or use **Enter manually**.
2. **Match the identifier to your label**.
3. Under **Reference**, enter the shipment reference in **External Reference ID**. Add **Comments** if useful.

Only available devices appear. Check an existing active session or cargo link if yours is missing.



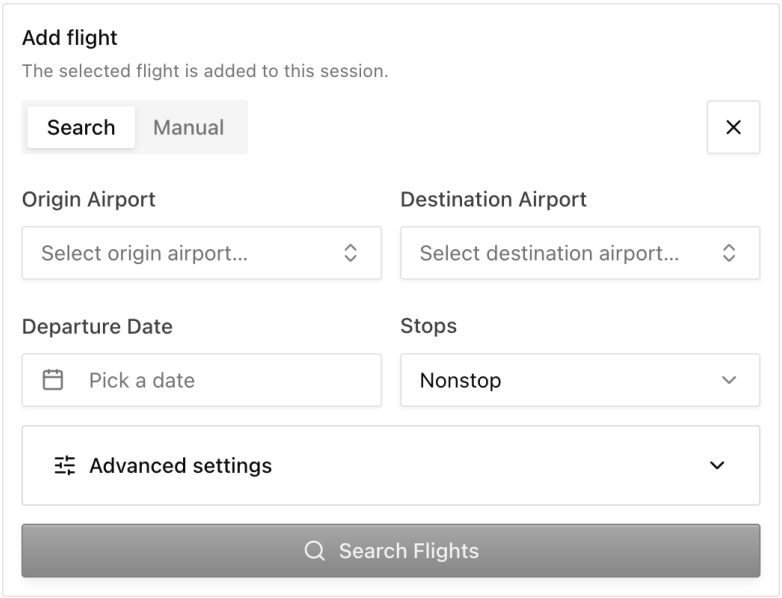
Device selection and shipment reference.

Optional: add a flight

Click **Add Flight** → **Search**.

- Choose **Origin Airport**, **Destination Airport**, **Departure Date** and **Stops**.
- Click **Search Flights** → select the shipment's actual flight.
- Or use **Manual** → enter flight details → **Select Flight**.

Flights remain part of the draft until **Create session**. See Flights and air cargo for more guidance.



Check the date and route before selecting a result.

4. Choose contacts and geofences

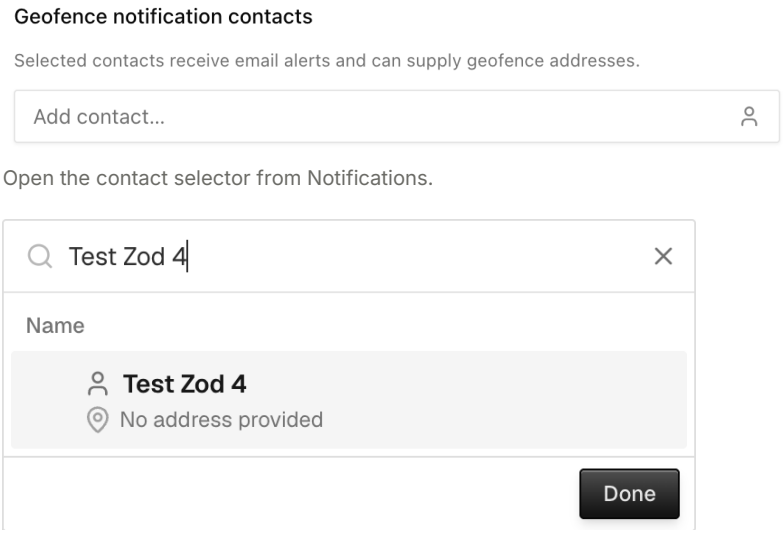
Choose email recipients

Notifications → Geofence notification contacts → Add contact...

1. Search for and select each recipient.
2. Click **Done**.

The picker uses **your organization's contacts with an email address**. Selections stay in the draft until **Create session**.

Missing someone? Open Contacts in another tab → **New contact** → enter **Name** and **Business Email** → **Save**. Return and reopen the picker.



Open the contact selector from Notifications.

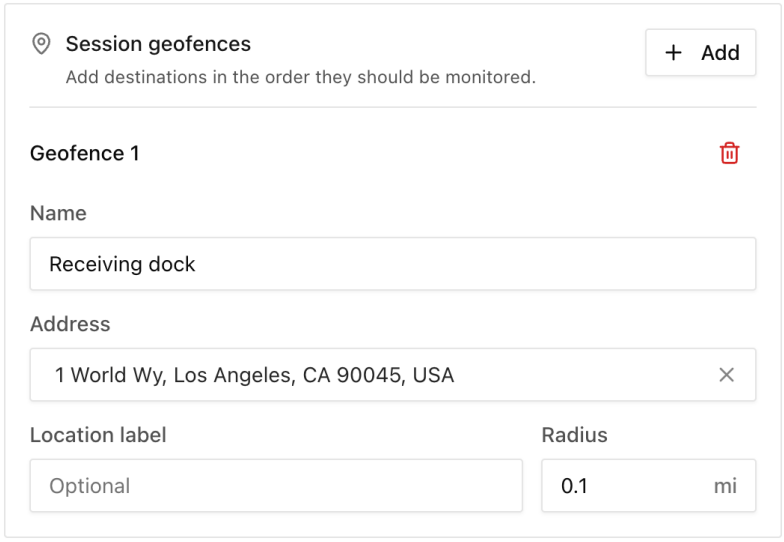
"No address provided" refers to the postal address, not the email address.

Add geofences

A geofence is a **circular arrival area** around an address.

1. **Geofences → Add**.
2. Enter **Name**.
3. Search **Address** → **select a suggestion**. Typing alone is not enough.
4. Optional: **Location label**.
5. Set **Radius** in miles; the initial value is **0.1 mi**.
6. Repeat **Add** for destinations in monitoring order.

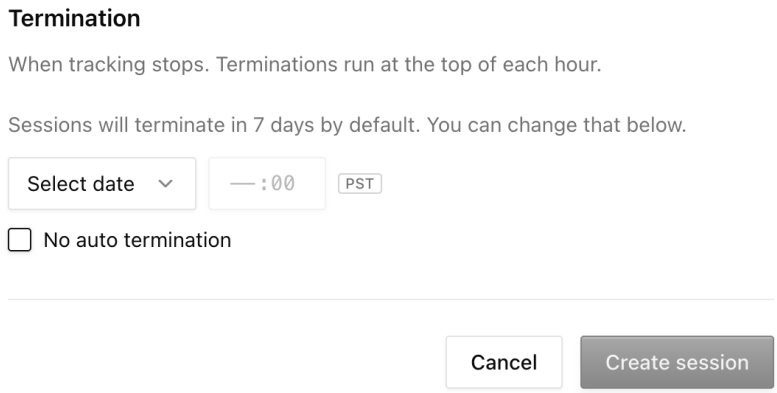
No per-geofence Save here: Create session saves these draft rows. A **Saved geofence template** replaces the draft list; review the areas.



Use your actual arrival point and an appropriate radius.

5. Finish creating the session

1. Review **Termination: 7 days by default**.
2. Choose another date and hour, or **No auto termination**.
3. Check the **time zone**. Scheduled termination runs at the top of the hour.
4. Click **Create session** once; wait for setup to finish.



The **Create session** button is disabled here because no device is selected.

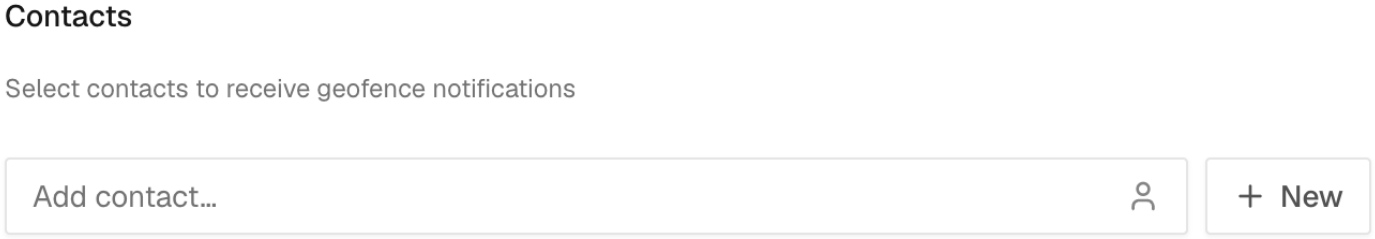
Session created; setup incomplete? Click **Retry setup**, rather than creating another session.

Open **Details** → confirm **device, reference, geofences and contacts**. Saved settings and incoming readings are separate checks.

Change an existing session

Open the session → **Details**.

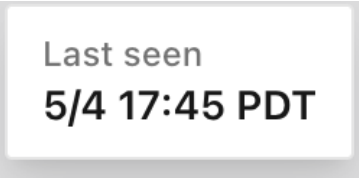
- **Geofences → Add:** enter **Name**, select **Address**, set **Radius** → **Save**. Click a row to edit; its trash icon removes it. Editing ends when the session terminates.
- **Contacts → Add contact...:** select a recipient. **Selection saves the subscription immediately**; there is no Contacts Save button.
- **Contacts → New:** enter **Name** and **Business Email** → **Save**. This creates the contact and adds it to the session's notifications.
- **Replace a recipient:** click their bell, **Turn off email notifications**, then add the replacement. This removes the subscription, **not the directory contact**.



Check alerts: reload **Details** to confirm saved areas and recipients. At a real expected arrival, check recent device data/history and confirm the intended inbox receives the arrival email. **Saving a recipient does not prove delivery.**

6. Monitor readings

- **Last seen:** check for recent device data and read the displayed time zone.
- **Live / History:** switch map views; check the history period if the map is empty.
- **Details:** review the device ID, reference, comments, flights, geofences and contacts.
- **Add Flight:** add another flight while the session is active; reload to confirm it.



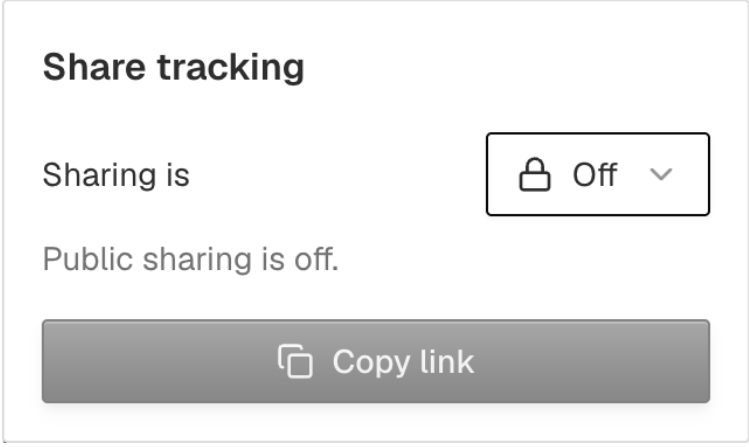
Example device-report time. Read the time zone and check how recent it is.

7. Share public tracking

Details → Public tracking → Share.

1. Set **Sharing is → On**.
2. Use **Copy link** or **Open public tracking**.
3. Check the recipient's view before distributing the link.

To stop sharing: **Share → Off** → reload and confirm. This cannot recall previously viewed or copied information. See Sharing for organization access.



Sharing is **Off** here; **Copy link** is disabled.

8. Pause, resume, or end

- **REC → Pause:** pause recording.
- **Paused → Resume:** resume an active session.
- **REC / Paused → Terminate:** read **Terminate Session** → confirm.

Reload → check **Terminated**. Start a **new session** for later tracking; **Resume** applies to a paused active session.



The pictured session has ended.

If something looks different

Symptom	Next action
No activation light	Recheck the label's tab and indicator position; ask support if uncertain.
Device missing	Check organization, identifier, active session and cargo link.
Recipient missing	Save a **Business Email** in **Contacts**; reopen the picker.
No recent readings	Check identifier, status, **Last seen** and history period.
Geofence won't save	Select an address suggestion; check name, radius and session access/status.
Expected arrival email missing	Check recent device data, saved area, recipient email and mail folders.

For help, send the **device ID, session ID and last-seen time** to trackers@chrt.com.

Related guides

- Supported devices - hardware checks.
- Trackers on orders - link tracking to an order.
- Sharing - organization access and public links.
- Battery and data - readings and timestamps.
- Tracker API - programmatic access.