

Instructions for FoneTrac



To get started with FoneTrac, please follow the instructions below:

Setting your password in GlobalSecur

President's Club qualifiers are registered in the GlobalSecur/FoneTrac security app system, with the email address you provided in your registration.

First, you will need to set up a password. To do this, please click on the following link and enter your email address: **Password Reset**. You will then be sent an email with instructions for setting your Password. You can also reset your Password at any time if you forget it at that same link.

Update your profile

If you wish to update information in your profile at any time, you can log in to your account at the following link. **GlobalSecur Account Log In**

**If the email that is currently registered is not the one you will use while travelling this can be updated in your profile.

Please note: that you do not need to add your trip details in your profile as this has been provided already.

The only Mandatory fields in your profile are your Last Name, First Name, Email Address, Cell Phone, and Password. All other fields are optional. Make sure you remember your Password as you will need this later to log in to FoneTrac.

New Enrollment - for Qualifiers' Guests:

The first step is to enroll in GlobalSecur, which you can do via the following link: **FoneTrac Enrollment**

The only Mandatory fields you need to enter are Last Name, First Name, Email Address, Cell Phone, and Password. All other fields are optional. Make sure you remember your Password as you will need this later to log in to FoneTrac.

If you ever need to update information in your profile, you can log in to your account at the following link: **GlobalSecur Account Log In**

You can also reset your Password at any time at the following link: **Password Reset**

Download Instructions for FoneTrac



iPhone Setup Instructions

Once you have enrolled in GlobalSecur via your organization's enrollment link, simply follow the steps on your phone listed below:

Go to the Apple app store and search for "FoneTrac"

1. Once you have downloaded the app, accept the license and then sign in to the app. Your Username is your email address and the Password is whatever you selected on the GlobalSecur enrollment form.
2. Click Allow to enable FoneTrac® to get your location.
3. Make sure Wi-Fi, Cellular Data and Data Roaming are enabled on your phone.
4. When you are not using the app, just close the it by swiping it to the top of the screen (do not Sign Out). When you open the app again, you will be taken to the start screen which is the map view.

You can now Check In as often as you want and send Panic Alerts if needed.

For additional help in setting up FoneTrac®, please email us at FTSupport@imgsecurity.com.

Android Setup Instructions

Once you have enrolled, do the following on your phone:

Go to Google Play and search for "IMG GlobalSecur". You can also find it at the following link:

[Google Play FoneTrac](#)

Download FoneTrac® to your phone.

Once you have downloaded the app, please follow the instructions below:

1. Open FoneTrac® and sign in using the login information from your GlobalSecur enrollment form
2. Make sure Wi-Fi, Cellular Data and Data Roaming are enabled on your phone.
3. When you are not using the app, just close it (do not Sign Out). When you open the app again, you will be taken to the start screen which is the map view.

You can now Check In as often as you want and send Panic Alerts if needed.

For additional help in setting up FoneTrac®, please email us at FTSupport@imgsecurity.com.

Windows Setup Instructions

Once you have enrolled, do the following on your phone:

1. Go to the following website: **<http://fonetrac.appcity.com>**
2. Enter your log in credentials from the GlobalSecur enrollment form.
3. To make it easy to get back to this website, we recommend you pin the website to Start by tapping More and then Pin to Start. This will make it easier to access FoneTrac® in the future.
4. For more on how to Pin to Start, please see the following **site**

You can now Check In as often as you want and send Panic Alerts if needed.

Blackberry Setup Instructions

Once you have enrolled, do the following on your Blackberry device.

1. Go to the Amazon App Store and search for "fonetrac". Download and install the app to your phone.
2. Click Accept to allow FoneTrac® to use your Location.
3. Open the app and enter your log in credentials from the GlobalSecur enrollment form.
4. If you do not have Google Play Services loaded on your phone you may not be able to see the Google Map on your phone display. However, all functions of the app will work including Check-In and Panic Alerts.

Support

If at any time you need support or assistance in getting FoneTrac® set up on your phone, please contact Tim Bradley at **FTSupport@imgsecurity.com** or **1.954.663.2441**.

How to use the app once downloaded



FoneTrac® offers the following features and benefits:

Check-In: Travellers can update their current position with GlobalSecur with a simple check-in button. Travellers will be reminded to check in daily based on their travel itineraries.

****Please check-in every 24 hours by tapping 'Check-In' in the app.**

****FoneTrac® does NOT track the location of the user continuously. Rather, it simply allows the user to update their location via the Check-In feature. The user's location will stay active for 24 hours from the last Check-In.**

Panic alarm button: Sends date, time and geolocation data to the GlobalSecur Command Center to initiate rapid worldwide assistance. Use in all emergency situations – similar to 911 calls.

Global Monitoring: Locations are monitored and travellers alerted via text message and email when an event occurs that could affect them.

Works on multiple platforms: FoneTrac® works on iOS, Android, Windows and BlackBerry operating systems for smartphones, tablets, notepads and laptop computers.

Non-emergency assistance: An automatic phone connection in the app provides access to immediate advice from GlobalSecur Command Center for security and medical experts. Cascadia Motivation will be notified immediately as well.

Easy to use: No additional equipment is necessary. Just download the app and it can be used anywhere there is a cell signal or Wi-Fi hotspot. Messages can also be sent via SMS in low-coverage areas.

Remember, before travelling overseas make sure your phone has international service activated.

