



Enterprise Account Quick Start User Guide

Account Sign Up

To sign up for a new account, go to <http://mytrackbuddy.com> and click on the **Register** link at the upper right corner of the page.

Select **Create New Account or Login**, enter your email address and a password, check the terms and conditions checkbox and then click the **Submit** button.

A free user account will be created and you may start using myTrackBuddy right away. An email with important information will be sent to your email address. Make sure you check your **SPAM** folder as well.

If possible, please whitelist the email address support@mytrackbuddy.com in your email client so that you can receive emails from system admin in your regular Inbox.

To access your Enterprise Account, you must first upgrade your account, go to <http://mytrackbuddy.com> and select **Upgrade Account** from the menu bar

Enterprise Account offers a number of features that are not available in the free account including larger app capacity and export log data as CSV files.

Enterprise Account Login

To login to your Enterprise Account, go to <http://mytrackbuddy.com> and click on the **Enterprise Account** link at the upper right corner of the page from a PC or a tablet.

If you are logging in to your **Enterprise Account** for the first time, a verification email will be sent to you and ask you to click on the link to verify.

myTrackBuddy offers a mobile-friendly version of the software so that you can easily manage your apps from your phone while you are on the road. To login to the mobile version, go to <http://mytrackbuddy.com> and click on the **Login** link at the upper right corner of the page.

Please note: *Some of the **Enterprise Account** features are not available on the mobile version of the software.*

Create New App and Edit App

After logging in to your **Enterprise Account**, you will see the main page which contains 3 sections – Account Utilities, Account Summary, and App Summary and Log Statistics.

Click on the **Create New App** button under Account Utilities to start. An example of a myTrackBuddy app is shown on the first page.

Select the type of app you would like to create by selecting one of the four radio buttons, then click the **Next** button.



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For more information on apps, click on this link <http://mytrackbuddy.com/mytrackbuddy-apps.php>. You will find app examples and exercises on this page, just follow these examples to create your own apps. It is a good starting point to get familiar with the software.

Create the app content by filling in the form. Click on the blue **View Sample** button at the upper left of the page to review where each of the content will show up in the app. Click on the **Submit** button at the bottom of the page when done.

myTrackBuddy allows you to create your custom options in the app. These options will be displayed as data fields and checkboxes. The app will record options and data entered by end-users and will be included in the log history.

Please note: *You have the option of password protect your app by providing a password in the **Password Protection (optional)** field. Keep in mind that this password will be given to your users, so do not set it to a password that you use privately. You can remove this password anytime by leaving this field blank in the app edit page.*

Your app will be listed on the main page under **App Summary and Statistics** section.

To edit an app, click on the icon under the **Edit App** column next to your app.

Change App Status and Delete App

To suspend an app, locate the **App Summary and Statistics** section on the main page. Click on the green checkmark icon under the **Active** column. The icon will change to a red X symbol.

Similarly, to activate an app, click on the red X icon.

To delete an app, click on the Trash Can icon under the Delete column on the line of the app that you want to delete.

Please note: *Once you delete an app, you will no longer be able to access the page view data that is associated with this app. You may want to download the data before deleting or simply suspend the app instead.*

Create New Tags

Before an app can be published, it needs to be bound with a SmartTag. A SmartTag is essentially a URL with a unique string as the parameter.

There is no limit to the number of SmartTags that can be bound to an app. Each SmartTag will display the same app but will keep a separate log history.

Tips: Once you have a chance to create some test apps and SmartTags and play with them, you will quickly get the idea. You can delete them after you are done testing.

To create new tags, click on the **Create New Tags** button under **Account Utilities**.

Enter the number of tags you would like to create and then click the **Submit** button. You may enter 2 for testing purpose.

Please note: *SmartTags are generated using a random number generator. If you don't like a code sequence, just delete it and create another one.*



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Binding an App to a Tag

Click the **Assign App To Tags** button under **Account Utilities**. You will see a table listing all the available tags that you can bind with an app.

Click any one of the icons under the Assign App column. On the assignment page, click on the **Assign App** dropdown menu and select the app that you want to assign to this tag.

If you want to publish this app right away, select **Activate** in the **SmartTag Status** field. If you want to publish it later, then select the **Suspend** option.

In the **Remarks** text area, you may enter information such as when and where the tag will be published. It is a good practice that you record this information otherwise you may not be able to keep track of the tag's location. This information will only be visible to you, not the end-users.

Click the **Submit** button to complete the assignment.

View Tag List and Edit Tag Assignment

Click the **Manage Tags** button under **Account Utilities**. You will see a table listing all the SmartTags that are in use.

You may download the list as CSV file by clicking the **Download Table** button.

On this page, you may assign another app to a tag or suspend a tag temporarily.

Click on the icon under the Edit column next to the tag you want to edit. You may assign a different app to this tag or to toggle between activate/suspend.

Delete Tags

Click the **Delete Tags** button under **Account Utilities**. You will see a list of SmartTags that are in use.

Click on the checkbox next to the SmartTag you want to delete, you may delete multiple tags at the same time.

Please note: *If you delete a tag, you will no longer be able to access the log history that is associated with this tag. You may either download the log history before you delete the tag (see below on how to download log history) or simply suspend the tag instead of delete.*

How to Publish Your Apps

Click the **Manage Tags** button under **Account Utilities** to view your list of SmartTags.

Under the **Remarks** column, you will find the URLs of the tags you have created and bound. These URLs will be used to publish your apps.

Make sure that the tag **Status** is listed as Active before publishing it, otherwise, click on the Edit icon to activate the tag.

To test view your app, simply click on the tag's URL to launch the app.

There are several ways to publish your apps including QRcode, NFC, SMS, and short URL.



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To publish your app, again go to **Manage Tags** page to get your list of SmartTags. The last column under **QRcode Image** is where you can download your QRcode image of the corresponding SmartTag. Click the **Download** link to go to the QRcode Generator page. In the QRcode Generator page, click the **Download QRcode Image** button to save the image.

Also, copy the line of text in blue and include it when printing the QRcode Image on a label or sign. This short URL is an alternative way to access your app. End-users may enter this URL address on their mobile browser, the mytrack.us web page will instruct users to enter the first 3 letters and the last 3 letters of the SmartTag Code. The page will then redirect to your app.

For advanced users: If you have some programmable NFC chips, copy the tag's URL to an NFC writer app to program the NFC chip.

Another way to publish your app is to send the tag's URL as SMS, the recipient simply clicks on the URL to open the app on a mobile browser.

Monitor User Activities

The **App Summary and Statistics** section on the main page provides information on user activities in real-time.

The first 3 columns of the table list the title, app type and app ID of all the apps created in this account.

The next 2 columns list the number of tags that are associated with each app. One column shows all the active tags and the other column shows all the suspended tags. Click directly on the numbers to go to the tag list page for tag information or to edit tags.

The next 4 columns list the number of page views – All, 30Day, 7Day and 1Day. Click on the numbers to view details including options selected and user-submitted notes.

You may download the log history as a CSV file by clicking the **Download Table** button. You may use the search tool provided to generate the type of listing you want.

App Folders

You may create folders and move apps to these folders for better app management.

To create a new folder, click on the **Create New Folder** button under the **Account Utilities** section. Enter the folder name and click **Submit**.

To move apps to a different folder, click on the **Move Apps** button under the **Account Utilities** section. Select the apps you want to move, select the **Target Folder** from the dropdown menu and click **Submit**.

To go to a specific folder, locate the **Account Summary** section on the main page. On the upper right of this section, you will find a dropdown menu labeled **Select Folder**. Just select the folder you want and the main page will display all the apps under this folder.

To delete a folder, click on the **Delete Folder** button under the **Account Utilities** section. Select the folder you want to delete from the dropdown menu and then click **Submit**.

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Please note: You should move the apps you want to keep out of the folder before deleting.

High Volume Users and Custom Forms

If you are a high volume user or you would like to customize your application, please contact us at support@mytrackbuddy.com, we will be happy to discuss with you and provide you with a solution.

App Example

App Sample

App Main Page

User Input Page

App Title → ABC Corp - Copier Service Log

App Image { [Image of copier]

App Content { [Note to users, Model: Xerox ML-435, Location: Main Campus Bldg 7 Room 123, Service Schedule: Every Monday, Manual: http://acbcorp.com/manuals/ml-435, Ref: Smart Tag Code (SP02013223X)B and App ID(5008_2)]

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Log History

Wed May 1, 2019, 7:38 pm UTC	View
Wed May 1, 2019, 7:37 pm UTC	View
Wed May 1, 2019, 7:36 pm UTC	View

Total number of logs is 3 since Wed May 1, 2019, 7:36 pm UTC.

[View More](#)

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Admin Notes { [Notes From Admin: To request service- check 'Request Service' option. check 'Send to Admin now, then click 'Submit'. To service personnel- record the type of service(s) by checking various options and enter comments]

Custom Data Fields { [User Name: [input], Contact Number: [input], Contact Email: [input]]

Custom Checkboxes { [Please select if applies: Request Service, Check Ink Cartridge, Refill Paper Trays, Clean Copier Glass, Record Usage Meter]

Comments: (528 chars max) [input]

Click on the check box if you want to send a copy of this log to Admin now.

[Submit](#)

[Close Window](#)

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