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## Introduction

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This guide is intended to provide a brief overview of the following items:

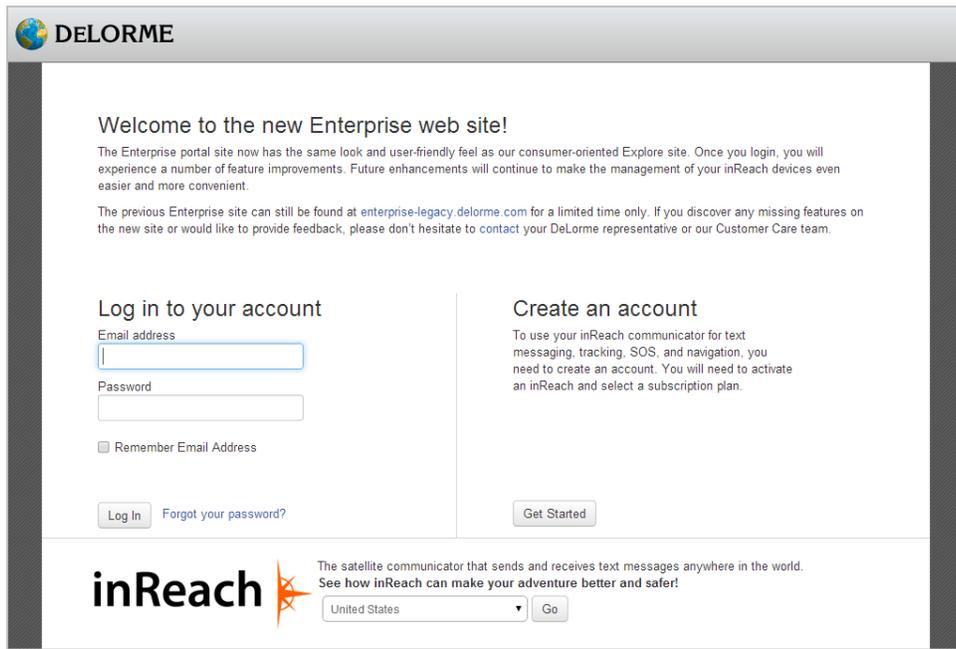
- Steps you need to take to create your account online at <https://enterprise.delorme.com>.
- Tips and tricks on how to use your inReach SE or inReach for Smartphones including how to update your firmware, sync your device and send tracks and messages.
- Overview of available customization options to ensure our product meets your business needs.
- Details on how the accounting and billing works for your inReach services.

## Enterprise Activation Process

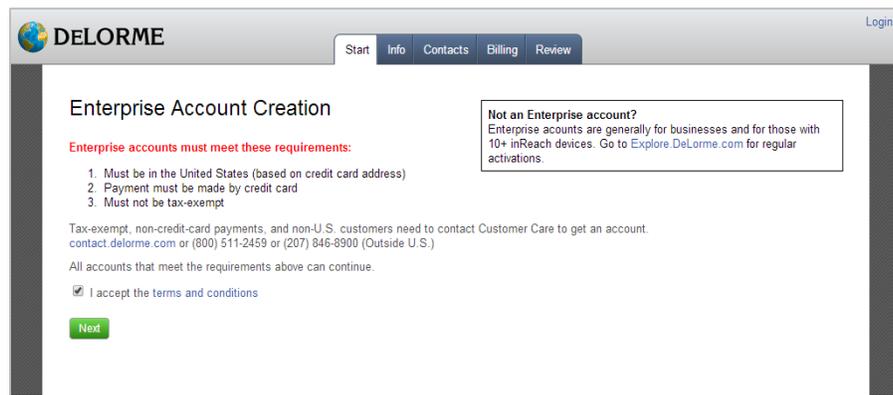
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### *Creating your account*

1. Your Roadpost representative or dealer distributed this document to you as part of your welcome kit which also includes:
  - o An [inReach Enterprise sales sheet](#) with pricing details.
  - o A copy of the [inReach Enterprise Master Service Agreement](#).
2. Please be sure to sign the inReach Enterprise Master Service Agreement and return it to your Roadpost representative or dealer prior to activating your services.
3. Purchase your hardware and make note of your device IMEIs and Auth Codes, you will need these later to complete the activation.
4. Visit <https://enterprise.delorme.com> and click on “Get Started”.



Once you select “Get Started”, you will be taken to the Enterprise Account Creation screen. Please note that in order to create an account, you must enter in a valid credit card. If you wish to pay via another method of payment, please contact your sales representative. If you wish to proceed with the activation, you can always input your credit card information and request to change the payment method at a later date.



5. Enter in your account information.

**DELORME** Login

**Your Information**  
All fields required unless noted.

Details	Email & Password
First Name <input type="text"/>	Email Address <input type="text"/>
Last Name <input type="text"/>	Confirm Email Address <input type="text"/>
Address <input type="text"/>	New password <input type="text"/>
City <input type="text"/>	Confirm new password <input type="text"/>
State: Alabama <input type="text"/> Postal Code: <input type="text"/>	<b>Password Requirements</b> At least 8 characters At least one uppercase character At least one lowercase character At least one non-letter
Country of Residence: United States <input type="text"/>	
Country of Citizenship: United States <input type="text"/>	
Gender: Unspecified <input type="text"/>	
Home/Office Phone <input type="text"/>	
Select a country code <input type="text"/>	
Mobile Phone <input type="text"/>	
Select a country code <input type="text"/>	
Time Zone: (UTC-05:00) Eastern Time (US & Canad) <input type="text"/>	
Emergency Notes (Optional) Optional. Provide any medical or other information you want emergency responders to <input type="text"/>	

**Next**

6. Enter in the Emergency Contacts associated with the account. These are the contacts that will be notified in the event you subscribe to GEOS and an SOS is triggered from the device.

7. Enter in your billing information. Please contact your sales representative should you wish to discuss alternative payment method options.

8. Once you've completed entering in your account, emergency contacts, and payment information, you will be asked to confirm your entries.

**DELORME** | iparente@gmail.com | Logout

Start Info Contacts Billing **Review**

### Review

Check for accuracy and use the Edit links to make any changes.

<b>Email &amp; Password</b> <small>Edit</small> Email Address iparente@gmail.com Password *****	<b>Billing Address</b> <small>Edit</small> Name Enterprise Test Address 2 Delorme Dr Yarmouth, ME 04096 US	<b>Credit Card</b> <small>Edit</small> Card Type Visa Card Number XXXX XXXX XXXX 4242 Name on Card Enterprise Test Expiration Date 1/2017
<b>Your Information</b> <small>Edit</small> Name Enterprise Test Address 2 Delorme Dr Yarmouth, ME 04096 US Phone Numbers +14162536008 Time Zone Eastern Standard Time	<b>Emergency Contact 1</b> <small>Edit</small> Name Andrea Murray Phone +14162536990 Alternate Phone Email Address Relationship Co-worker	<b>Emergency Contact 2</b> <small>Edit</small> Name John Issa Phone +14162536990 Alternate Phone Email Address Relationship Co-worker

[Activate Account](#)

- Your account is now created, however you still need to upload your devices, choose your service plan and add users.

*Adding users and devices*

- Once the account creation process is completed, you are presented with the page below which describes managing users and devices. Clicking “Next” will redirect you to the login page and will you need to enter in the credentials you just created to gain access to your account.

**DELORME**

### Adding Users and Devices

**Important Note**  
 Now that you've created your account, you'll need to add inReach devices and users.  
**An inReach device should not be operated without a user assigned to it.** You can create any number of users and move devices between them.

Home Map **Groups & Users** Devices My Info Settings Sync

**Groups & Users**  
 Start with this tab to create users and even organize them into groups. There's a bulk import mode too, if you're creating a lot of users at once.

**Devices**  
 Use this tab to add inReach devices to your account and select service plans for them. Then assign a user to each device.

[Next](#)

Technical Support: 207-846-8900 M-F 9AM-8PM Eastern, Tech@delorme.com  
 Sales and Service: 1-800-511-2459, Sales@delorme.com

- After being redirected to the login page, you will be promoted to accept [inReach Canada's Enterprise Terms and Conditions](#).

12. To create a user in the enterprise portal, go to the Groups & Users tab > New User. You will need details such as the user's profile information, address and emergency contact details.

The screenshot shows the 'New User' form in the inReach Canada enterprise portal. The form is divided into three tabs: 'General', 'Messages', and 'Contacts'. The 'General' tab is active and contains the following fields:

- First Name
- Last Name
- Display Name
- Login/Email
- Mobile Phone: Select a country code (dropdown), Mobile number (no Int'l prefix)
- Home Phone: Select a country code (dropdown), Home number (no Int'l prefix)
- Street Address
- City
- Country of Residence: United States (dropdown), State
- Postal Code
- Country of Citizenship: United States (dropdown), Gender: Unspecified (dropdown)
- Emergency Notes

There are two emergency contact sections, 'Emergency Contact 1' and 'Emergency Contact 2'. Each section includes the following fields:

- First Name
- Last Name
- Email
- Primary Phone: Select a country code (dropdown), Number (no Int'l prefix)
- Alternate Phone: Select a country code (dropdown), Number (no Int'l prefix)
- Relationship: Other (dropdown)

A 'Save' button is located at the bottom left of the form.

Once you've created the user, you can define Preset and Quick Text Messages by selecting the messages tab.

**Edit User: Andrea Murray**

General Messages **Contacts**

**Preset Messages**

Message 1  
Starting my trip.  
amurray@mailinator.com; Edit

Message 2  
Delayed but everything is ok.  
amurray@mailinator.com; Edit

Message 3  
Pick me up here.  
amurray@mailinator.com; Edit

**Quick Text Messages**

I can't reply now, I'll write later. Edit

I'm checking in, everything is okay. Edit

I'm starting from here. Edit

I'm stopping here. Edit

I'm having a great time! Edit

I'm on my way. Edit

I'm going to be late. Edit

I wish you were here! Edit

Yes Edit

No Edit

Add



Press & Hold

The Preset Message button/icon can be used to send three different messages you create here on the web site.

To update the user's contacts, select the Contacts tab and click the Add button.

**Edit User: Andrea Murray**

General Messages **Contacts**

Add

ACCOUNT CONTACTS ANDREA MURRAY SEES

Andrea Murray

THIS ACCOUNT'S PERSONAL CONTACTS

**Create Contact** Done

First Name

Last Name

Agency

Email

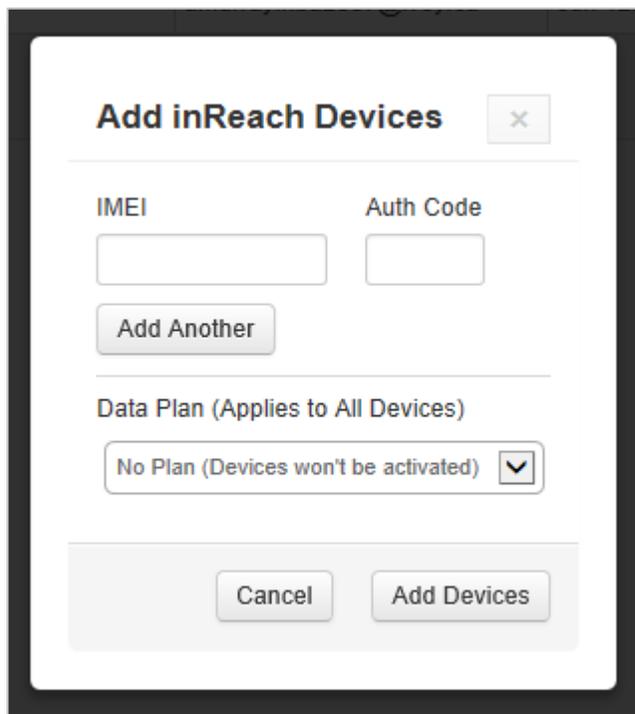
inReach Addr

Mobile Phone

Select a country code

Click the Done button to save your entry.

13. To add devices in the enterprise portal, go to the Devices tab > then select Add Device.



**Add inReach Devices** [X]

IMEI  Auth Code

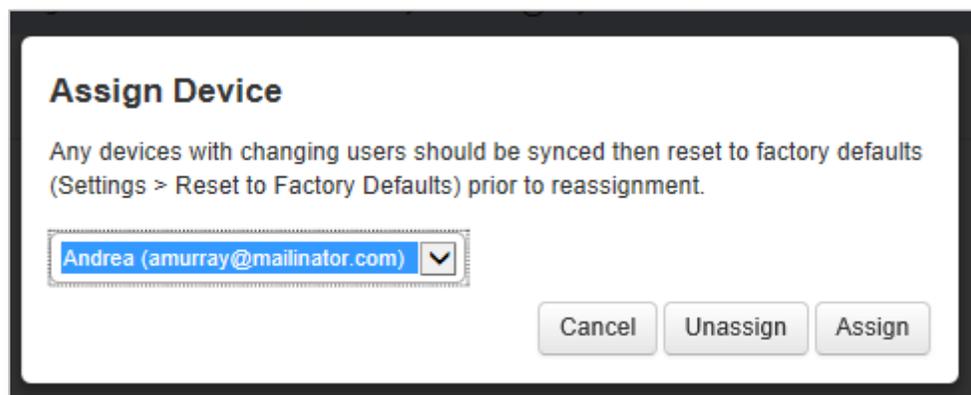
Add Another

Data Plan (Applies to All Devices)  
No Plan (Devices won't be activated) [v]

Cancel Add Devices

Enter in your IMEI and Auth code and select your desired data plan. Selecting the “No Plan” option allows you to upload your devices into your account without activating them. You can log in at any time and activate these devices at a later date. Please note that an activation fee will apply per device.

14. *Assign a device to a user* to ensure that all messages are successfully transmitted. Simply check off the device you wish to assign in the device grid and select the “Assign” button. A pop up will present you with a list of users on the account that you can assign the device to. Select a user and then click on the Assign button.



**Assign Device**

Any devices with changing users should be synced then reset to factory defaults (Settings > Reset to Factory Defaults) prior to reassignment.

Andrea (amurray@mailinator.com) [v]

Cancel Unassign Assign

*A few notes*

- o Once an admin or user email is created, it cannot be used in another account.
- o Once the users are assigned to the devices, they will be prompted to log into the portal with a temporary password.

## Using your inReach SE/inReach Explorer

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- Charge your device fully – the device meter will display how much time it will take to fully charge the unit; typically a full charge takes 500 minutes via USB however, the charging source will impact the time to charge. For example, the AC charger takes approximately 2 hours and a 12 volt charger takes approximately 8 hours.
  - Conserve your inReach SE/Explorer battery with the **Auto Power ON and Auto Power OFF** options which enables the device to sense power through the USB port and automatically display a power off prompt that counts down when power is removed. Conversely, the device will power on automatically when it is plugged back into the power source.
- Update your firmware and synch your device:
  - The inReach SE/Explorer Sync app is also used to update the firmware. Detailed instructions are available in the inReach Canada online knowledge base. Firmware update instructions for the SE and Explorer are covered in our Sync articles:
    - Windows - <http://support.inreachcanada.com/kb/articles/14-inreach-se-inreach-explorer-sync-for-windows>
    - MAC - <http://support.inreachcanada.com/kb/articles/15-inreach-se-inreach-explorer-sync-for-mac>
  - inReach for Smartphones:
    - Windows - <http://support.inreachcanada.com/kb/articles/56-updating-firmware-on-inreach-for-smartphones>
  - *Firmware updates:* Updating your firmware is critical to ensure that you can take advantage of the latest features or critical product updates.
    - For multiple devices, you do not need to log in and out under each individual user. You can just plug in each device one at a time within the existing login.
  - *Syncing your device:* When you sync your devices with the Explore portal, the information you entered online is pushed to your device. Make sure you sync every time you modify any of the following:
    - Contacts
    - QuickText or Preset Messages
    - Facebook, Twitter, or MapShare information
    - Waypoints (inReach Explorer only)
    - Routes (inReach Explorer only)

## Defining and Transmitting Messages

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- *Preset messages:* The inReach SE/Explorer supports up to 3 preset messages. Associated recipients must be configured in the portal ahead of time. Preset messages are often used for routine activities such as checking in at the beginning of the journey and letting the team know when you are heading back.

- To send a preset message from your inReach SE/Explorer, select “Preset” from the main menu and choose which message you would like to send.
- To send a preset message from your inReach for Smartphones, simply press the message button. To send the first preset message, press it once, to send the second, press twice and to send the third preset message, press the message button three times.
- To program a preset message, log in to [explore.delorme.com](http://explore.delorme.com) > my info > messages > double click on the preset message you wish to edit. You can also edit the recipients list from here.
- Always remember to sync your device after you update your preset messages in the portal.
- *Quick messages:* For the inReach SE/Explorer, you can store up to 20 quick messages that can be customized and saved in the Explore portal, allowing you to communicate quickly when using your device in standalone mode.
  - Note that you choose the recipients when you are about to send out your quick message.
  - To program a quick message, log in to [explore.delorme.com](http://explore.delorme.com) > my info > messages > double click on the quick message you wish to edit.
  - Always remember to sync your device after you update your quick messages in the portal.
- *Free form messages:* On the inReach SE/Explorer, you can also compose your own message using the virtual keyboard or pair the device with your smartphone for easy typing. You have up to 160 characters for your message which includes the recipient addresses. Tip – if you store your recipients in your contact list in the portal and sync your device, the inReach will actually condense the recipient contact information and consume fewer characters, thereby maximizing the characters available for your message.
- *Receiving a message:* Sometimes, it takes longer for your inReach to receive a message than it does to send. This is due to how the Iridium network operates and what is called a [ring alert](#) (see below for details). With the inReach SE/Explorer, you have the option to check if you have a queued message by completing a [mailbox check](#), another option is to update the [check interval](#), which gives you control over how often your device will check the network for a queued message. If you have an inReach for Smartphones, the only way to check your mailbox is to either send a track point or send a message which will automatically initiate a check.
- *Mailbox Checks:* You can complete a mailbox check simply by selecting the mailbox check icon on the home screen. It also tells you the last time your device checked the network. Mailbox checks are free!
- *Check Intervals:* This feature allows you to set how frequently you would like to conduct a mailbox check. This will come in handy if you would like to check for queued incoming messages more frequently. Note that the default setting is to check every 20 minutes which helps optimize your battery consumption.

## **Tracking**

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*Tracking/Moving Intervals:*

- For enterprise users, the default tracking interval is set to 10 minutes but track points can be uploaded as frequently as 30 seconds.
- For the inReach SE/Explorer, this can be adjusted directly on the device by:
  - Go to Settings > Select Tracking > Select Moving Interval > Scroll through the moving interval options and select the interval of your choice (note that 1 minute will automatically appear for enterprise customers but is otherwise hidden).

### *Stationary Interval (inReach SE Only)*

- The stationary interval allows you to set how often your track points are transmitted when you are not moving. For best battery, the default setting is every 4 hours but this can also be set as low as every minute for enterprise customers.
- This can be adjusted on the device by:
  - Go to Settings > Select Tracking > Select Stationary Interval > Scroll through the moving interval options and select the interval of your choice.

### *Stationary Radius (inReach SE Only)*

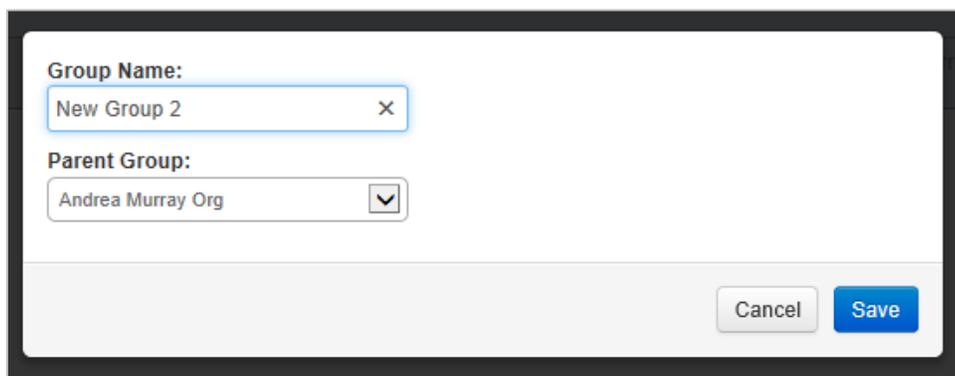
- The stationary radius allows you to set the distance the inReach SE must move to initiate a track point.
  - Go to Settings > Select Tracking > Select Stationary Radius > Scroll through the options and select the interval of your choice.

## **Enterprise Portal Features**

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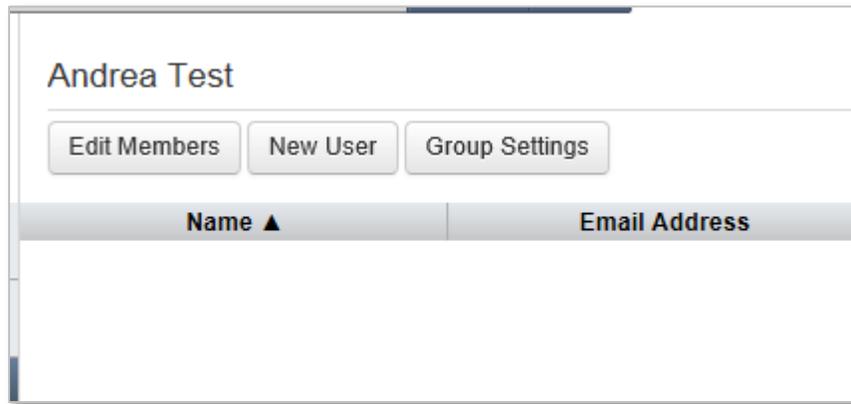
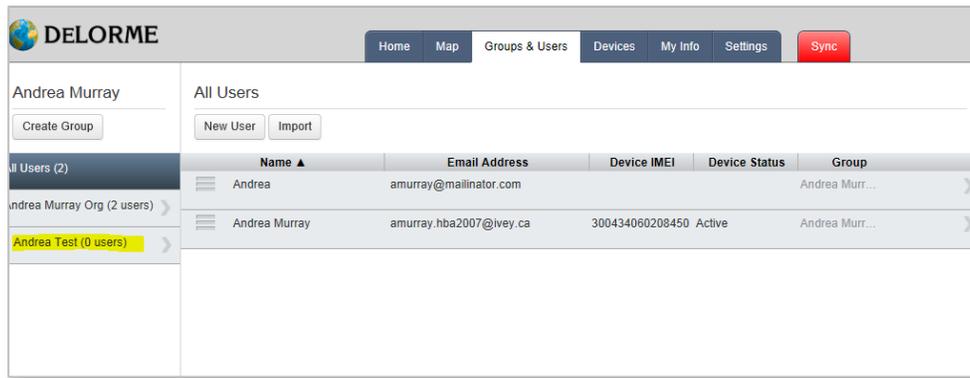
### *Groups*

- To create a group, select the Groups & Users tab and click on the Create Group button. Add a name to the Group and select Save.

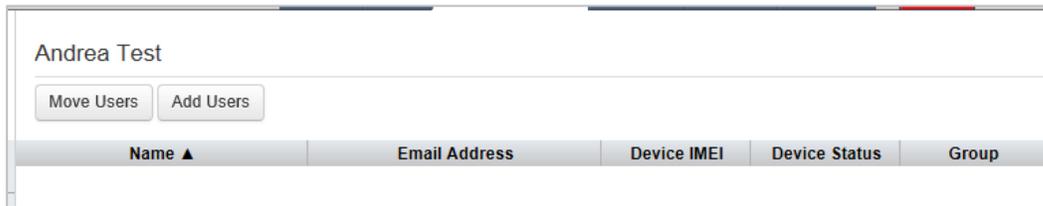


The screenshot shows a form for creating a new group. It has two main sections: 'Group Name' and 'Parent Group'. The 'Group Name' field contains 'New Group 2' and has a small 'x' icon to clear the text. The 'Parent Group' field is a dropdown menu showing 'Andrea Murray Org' with a downward arrow. At the bottom right of the form are two buttons: 'Cancel' and 'Save'.

- Your group will appear on the left hand side of the page. To edit your group or add users, simply click on the group and select Edit Members.



- When you select Edit Members, you can either Move Users into the group from another group or Add Users from the list of users in your account.



#### Message Broadcasts

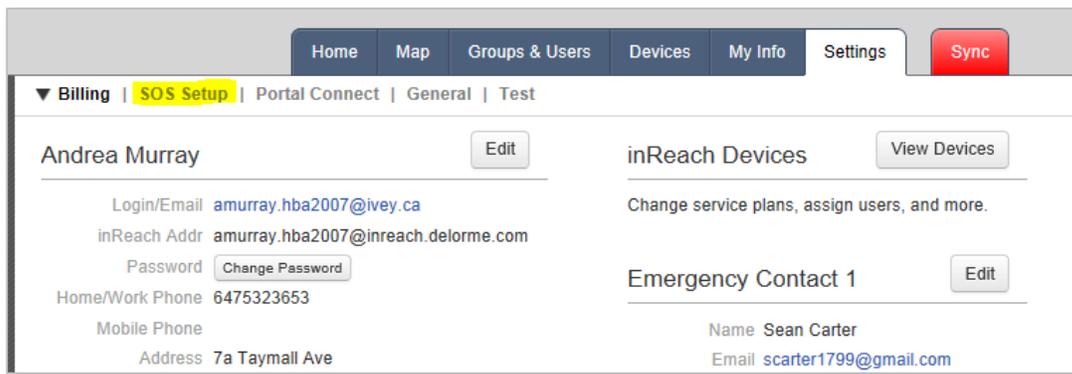
- Message broadcasts allow a user from the portal to send a message to multiple device users.
- To send messages to multiple users, this can be done from the 'Home' tab by selecting multiple users and clicking the 'Message' button as well as from the 'Messages' tab and clicking the 'Compose' button. When broadcasting messages from the portal to multiple users, the 160 character limit is not affected by the additional recipients.

#### Portal Connect

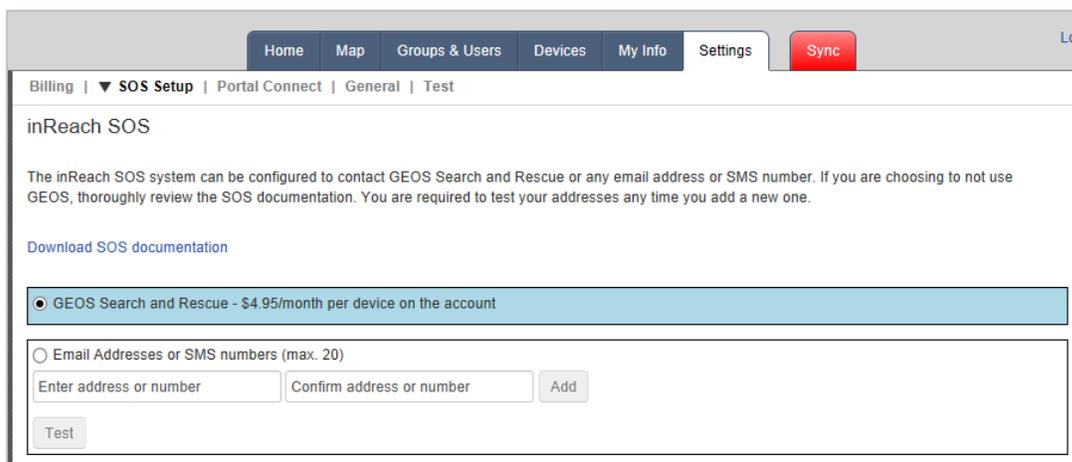
- The Portal Connect feature allows you to use the API to send your inReach data into your own systems or portal.
- Please contact Roadpost Technical Support if you require assistance with this feature.

### SOS Assignment

- By default, all customers are subscribed to GEOS (a 3<sup>rd</sup> party call centre) monitoring. This ensures that there is someone listening to the SOS alerts triggered by the inReach device. When an alert is triggered, GEOS will dispatch your coordinates to the local Search and Rescue organization and will also reach out to your pre-programmed emergency contacts.
- As an enterprise user, if you have the option to route the distress alert to an alternative list of up to 20 SMS and/or email contacts. Please contact technical support for further assistance with this scenario.
- Note that whatever option you choose, it applies to all users on your account. If you do not subscribe to GEOS and you have contacted the support team, your account options will present an additional field called “SOS Setup” under the Settings tab. Only account administrators can change the SOS assignment settings. You are required to test the contacts in the portal prior to saving any changes you make.



- The “SOS Setup” tab allows you to enter in up to 20 emergency contacts in the form of email or SMS. These contacts will solely be notified when an SOS is triggered from your inReach device. If you wish to switch back to GEOS SOS monitoring services, you can also do so on this page.



### Emergency Call Centre Tool

- Additional SOS documentation is available on the portal to guide you in using the Emergency Call Centre (ECC) Tool. The ECC provides a simple way for enterprise organizations to manage the inReach

user emergencies under its responsibility. A set of Best Practices for an inReach emergency call center appears at in the [Emergency Call Centre User Guide](#).

- To access the ECC go to <https://enterprise.delorme.com/ECC>. Enter the login/username (email) and password for your ECC account. These login credentials are the same as the account Administrator login. When a new Emergency activation occurs, an email is also sent to the operator (Emergency Manager) with a link to the ECC login page.

#### *Emergency Contacts*

- Every user must include information for 2 emergency contacts. These are the individuals that GEOS will contact if an SOS event is triggered.

#### *Exporting Data*

- You can export your message and tracking data into GPX and KML formats (useful for CAD/mapping formats) by selecting following the steps outlined in the knowledge base article titled "[Exporting GPS & KML Data from Explore Portal](#)".

#### *Customizing your Display Screen*

- Contact our technical support team if you are interested in learning more about options to suppress icons on the device home screen (i.e. social media, etc.).

## **Accounting and Billing**

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#### *Rate Plans*

- As an enterprise customer, you have access to the suite of inReach Pro plans outlined in your Master Service Agreement.
- The admin can change between Pro plans at any time by selecting the devices tab. Simply select the IMEIs you want to apply the change to and click "Change Plan" button which will present eligible options (including suspension).
- Note that if you subscribe to GEOS, is included in your monthly service plan.

#### *Billing Cycles*

- inReach service plans are billed once per month.

#### *Billing Contacts*

- All invoices are emailed automatically to the account administrator. If you require someone else (like an accounts payable representative) to receive the invoice, please let us know.