

Most businesses separate responsibilities for their mobile workforces either by geography or by the type of work the drivers and technicians complete. Inside your business, it may make sense for some users to access only the drivers and vehicles relevant to their group, while administrators require full visibility across the fleet.

You also have office workers with different functions that likely require different tools. Dispatchers may focus on the real-time view of your team, but may not need access to historical reporting or alerts. Fleet Managers may focus on vehicle management, but may not need routing tools or summary reports. Supervisors may need all tools available to make the right decisions for their teams.

Permissions can be customized to allow different users in your organization to access features relevant to their needs. For example, Supervisors may be able to see features and areas of the product that may not apply to Dispatchers.

My Account » Roles » Dispatcher [« Previous Page](#)

Role Information

Role Name:

Main Product Area	None	View-only	Full-access
Map Views Provides access to the Map Views functionality, which allows the user to bookmark a location and zoom level of the map so the user can quickly navigate to that area. This is especially helpful for dispatchers who work with multiple "zones".	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Vehicle Travel History Allows the user to see the travel history or "Breadcrumb Trail" for vehicles.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Find Nearest The Find Nearest capability allows the user to select a vehicle, geofence, landmark, or any location and let the system find the closest vehicles to that location.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pinging The Pinging functionality provides the user the ability to request the current status of vehicles at any time.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Text Messaging Allows you to access the text message functionality within the map.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Show Work Orders Tab This item allows the user to have the options associated with showing work orders on the map. This is required for the below two permissions.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Show Assigned Work Orders This checkbox shown on the map allows the user to request work orders that are assigned to the vehicles selected to be shown on the map.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Show Unassigned Work Orders This checkbox on the map allows the user to see all the unassigned work orders.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Send Messages to In-Vehicle Navigation devices Allows access to the messaging capabilities of the in-vehicle navigation units.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Send Stops to In-Vehicle Navigation devices Allows the user to send destinations as "Stops" to in-vehicle navigation units.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Users and Roles

Customized Views Based on Your Business's Specific Needs

Mobile Control makes it easy to tailor your account to ensure your users get the most benefit. The My Account section opens up a variety of ways to empower your team to control everything from how your vehicles are organized to what features each user can access.

- Organize your fleet into meaningful groups and assign the users who need to work with them.
- Create users and manage roles that determine what features specific users can access.
- Personalize preferences like your time zone and starting map location.
- Customize details like the look and feel of your map balloons to reflect the information your users need at a glance to make real-time decisions.

Mobile Control's My Account area lets you customize details from how your vehicles are grouped to creating different access levels for different types of users.

The screenshot displays the 'My Account' interface, divided into two main sections: 'Groups' and 'Details'.

Groups Section: A tree view shows the organizational structure. The root is 'HVAC INC.', which contains 'Garmins'. Under 'Garmins' is the 'Installation Team', which includes 'Install1', 'Install2', 'Sales Team', and 'Service Team'. A '[No Group]' option is also present. At the bottom of this section are three orange buttons: 'Add Group', 'Add Sub Group', and 'Delete Group'.

Details Section: This section has tabs for 'Edit', 'Vehicles', and 'Users', with 'Users' currently selected. It features a list of vehicles with checkboxes and a 'Set Primary Group' link for each. The list includes: 'Garmin 1 (Tipton, Mel)', 'Garmin ATL', 'Install 1 (Lofton, Kent)', 'Install 2', 'Install 3 (Braun, Dante)', 'Install 4 (Casper, Martin)', 'Install 5 (Gruber, Matt)', 'Install 6', 'Sales 1 (Carlberg, Ned)', 'Sales 2 (Woods, Nelson)', 'Sales 3 (Jefferson, Oscar)', 'Sales 4 (Miller, Ralph)', 'Sales 5 (Lazzini, Sean)', 'Sales 6', and 'Service 3'. A 'Only Show Selected Vehicles' checkbox is checked. At the bottom right is a 'Save All Changes' button.