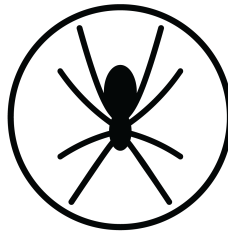


Version 8.0.0

10 April 2019

Spidertracks Website User Guide

For using the Spidertracks web application and additional information.



spidertracks

time to save lives



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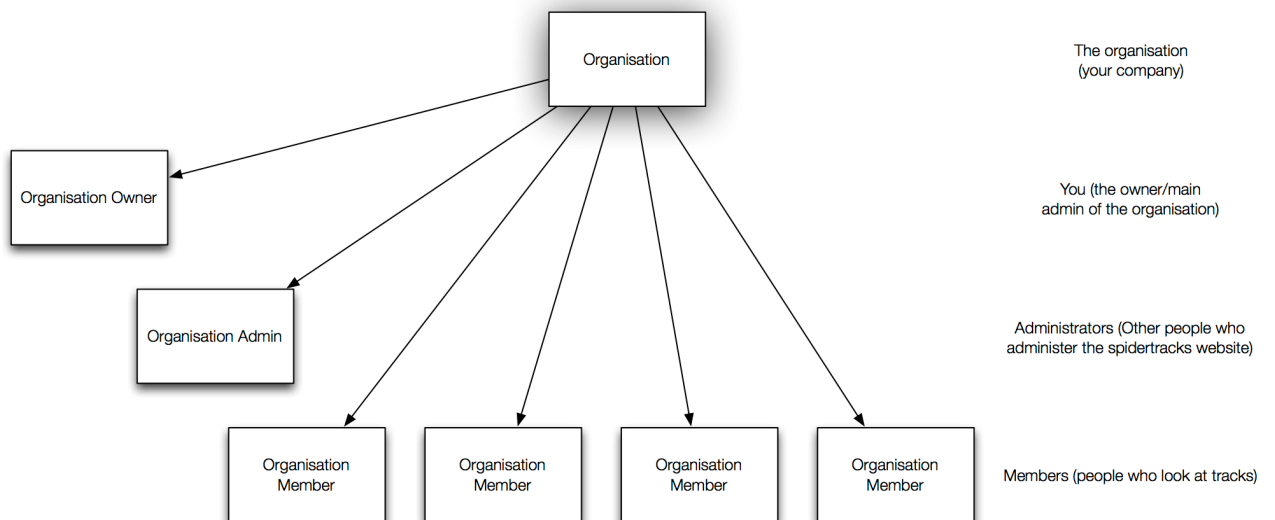
1. Website Architecture

The Spidertracks website has three types of users. Each user type has different permissions. The three types of users and their permissions are detailed below.

User Type	View Tracks	Change Settings	Add Spiders	Add/Remove Members	Sets Up Organisation
Owner	✓	✓	✓	✓	✓
Admin	✓	✓	✓	✓	
Member	✓				

Each user in the Spidertracks system needs to be associated with at least one Organisation. Any user is able to create an Organisation, and once created that user will become the Owner of that Organisation.

Hierarchy of Users and Organisations



The Owner of the Organisation is then able to add other Members to the Organisation. These Members can also have Admin permissions, whereby they become Admin members of the Organisation and have the ability to make the same settings changes as the Owner.

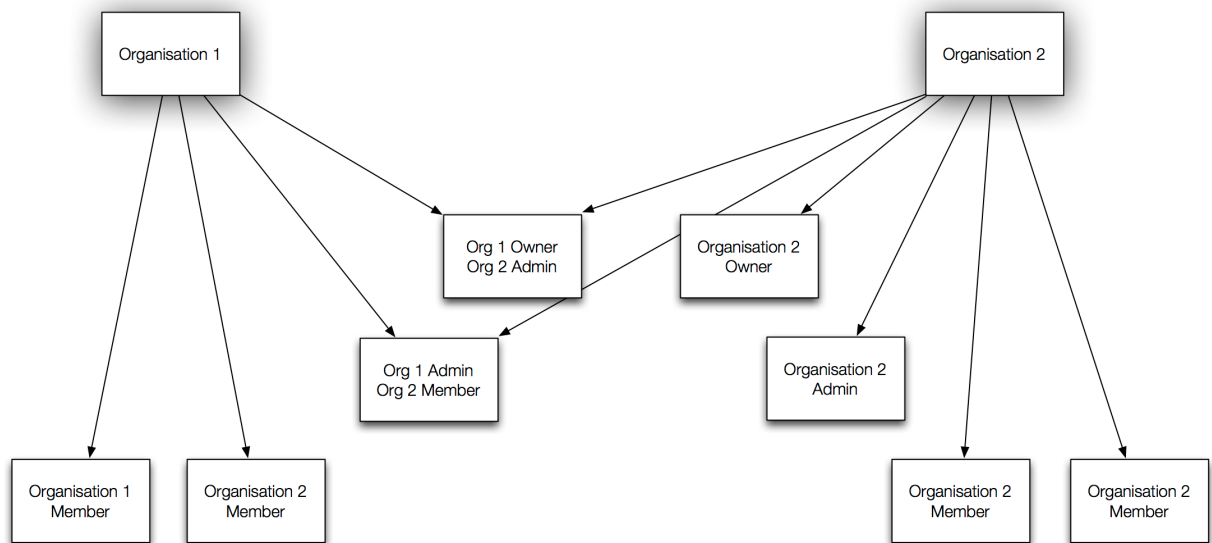
Users can be Members of more than one Organisation, and can fill different roles in each Organisation.



By way of example, in the diagram below, the Owner of Organisation 1 has been assigned the Admin role as a member in Organisation 2. In this role, Org 1 Owner will be able to administer the Aircraft and Members of both Organisation 1 and Organisation 2.

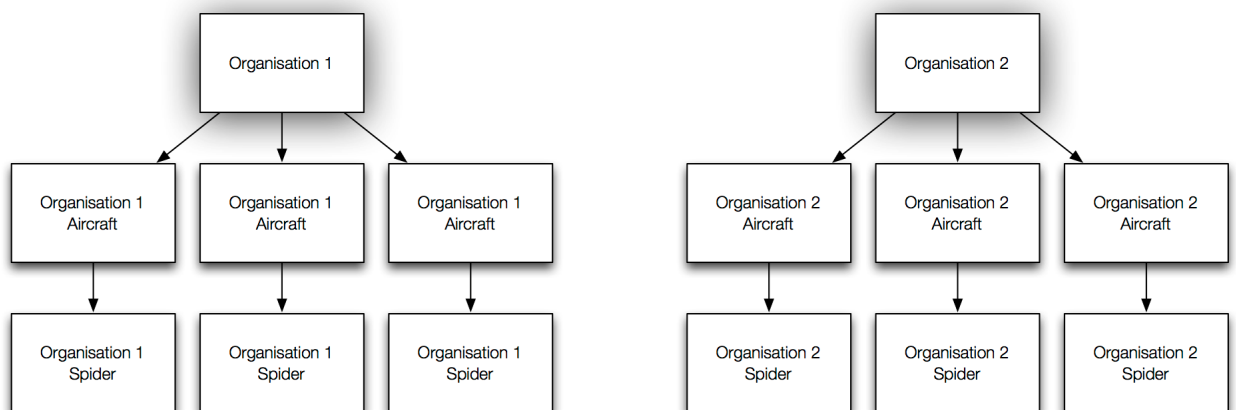
Further, Org 1 Admin has been assigned the Member role in Organisation 2. In this scenario, Org 1 Admin will be able to administer the Spiders of Organisation 1, and will be able to view the Flights of Organisation 2.

Hierarchy of Users and Organisations




Spiders are associated with Aircraft, so each Spider in an Organisation will need to be associated with an Aircraft that is created within the Organisation. Spiders and Aircraft can only be associated with one Organisation.

Relationship Between Organisations, Aircraft, and Spiders



2. Create a User Account

Create your user account on Spidertracks by going to <https://go.spidertracks.com> and filling out the sign up form.



spidertracks

Register your account today


First Name

Last Name

Work Email Address

Work Address

Work Phone Number

Password
 

☐ I agree to the [Terms and Conditions](#) & [Privacy Policy](#)

[Sign up](#)

[Already have an account? Sign in here.](#)

Once signed up, you can edit your personal information by clicking the user icon in the top right corner of the screen and selecting the My Settings option. The phone number entered under Contact Information will be where all SMS text notifications are delivered.

Cycle through the list of options in the left hand menu tab to configure the following:

- Display preferences
- Password options
- Personal KML Layers

If you add a KML Layer here, it will only be visible to you. If you require all Members of your Organisation to see a KML Layer, please see Section 4: Managing an Organisation.

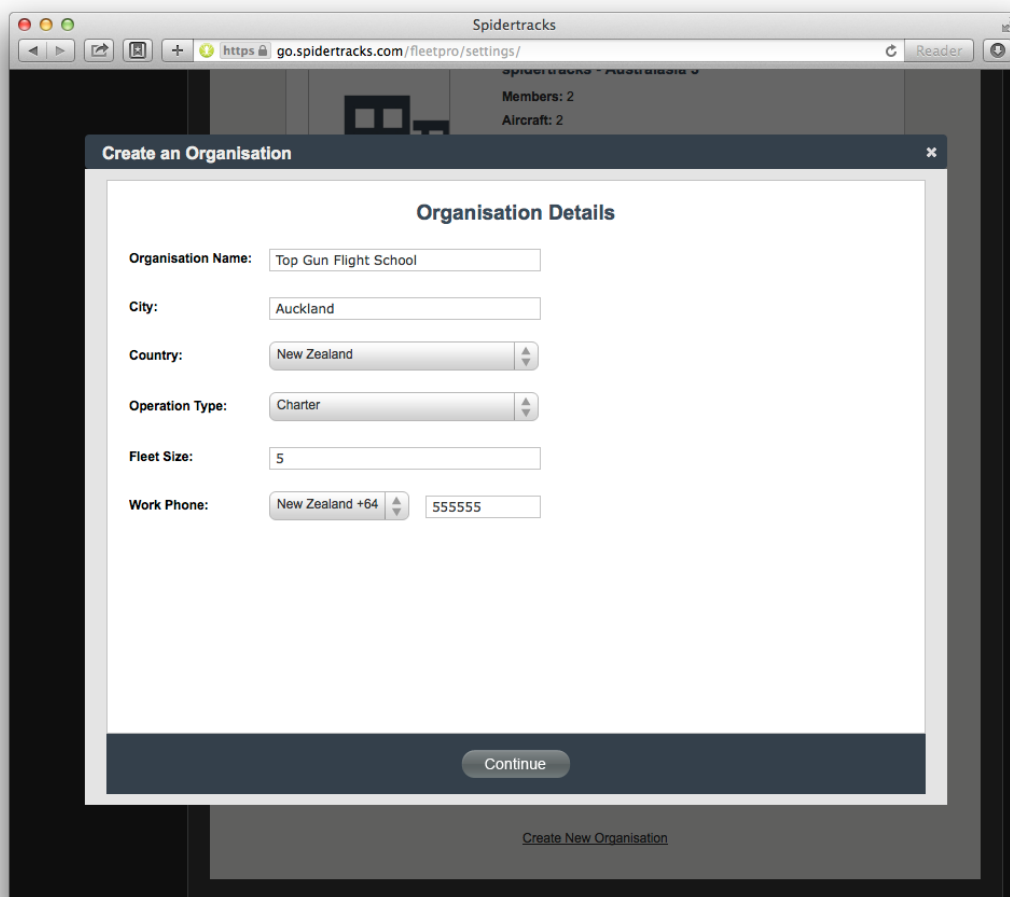


3. Creating an Organisation

Organisations are where Aircraft are created, and once an aircraft has been created a Spider can be registered to each aircraft. To create an Organisation, click on Admin in the left hand menu and then Create New Organisation.

You can create as many organisations as you like. This is useful in the case of larger fleets or companies with multiple locations where billing of ongoing data subscriptions needs to be kept separate.

If necessary, aircraft can be created in separate organisations and members provided access to both. Each organisation will have its own billing settings, aircraft, members, SOS settings and Spiders. Spiders cannot be moved between organisations.



The screenshot shows a web browser window with the URL <https://go.spidertracks.com/fleetpro/settings/>. The page displays a modal form titled "Create an Organisation" with a sub-header "Organisation Details". The form contains the following fields:

- Organisation Name:** Text input field containing "Top Gun Flight School".
- City:** Text input field containing "Auckland".
- Country:** Dropdown menu showing "New Zealand".
- Operation Type:** Dropdown menu showing "Charter".
- Fleet Size:** Text input field containing "5".
- Work Phone:** A combination of a dropdown menu showing "New Zealand +64" and a text input field containing "555555".

At the bottom of the form is a "Continue" button. Below the modal, a link "Create New Organisation" is visible in the background page.

By default the Accounts Email field is populated with the email address used to create your user account. If you would like invoices sent to an alternative email address, please input that address to the Accounts Email field within the billing address page.



3.1.Method of Payment

When creating an Organisation you will be required to enter a payment method. Payment by credit card is preferred.

- If your company does not have a credit card, or you would prefer to pay by another method, you will need to request credit approval. You will not be able to register the Spiders until approval has been given. Please note, this make take up to 10 business days.
- If you currently pay by credit card but would like to change to another method, please email support@spidertracks.com.



4. Managing an Organisation

Once you have created your organisation, you can add Members, Aircraft, Spiders (to your aircraft), set up Notifications, and manage flights through the Organisation management page.

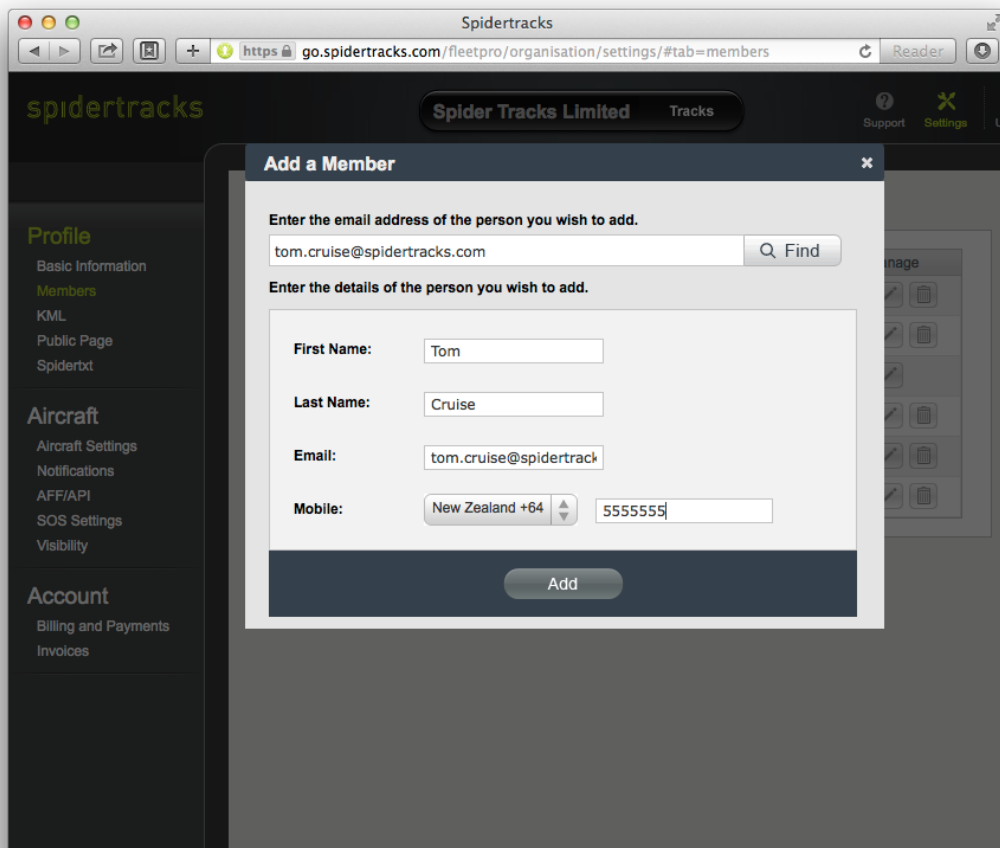
Go to Settings > Organisations > and click Manage below your organisation to configure your settings. When managing your organisation you can go back to your user account by clicking 'Use As <your name>' in the top right of the website.

4.1. Adding Members to an Organisation

You can provide visibility of your flights to others by adding them as members to your organisation. Do this by selecting Members under the Profile header.

Enter the email address of the person you wish to add. If they are already registered as a user on Spidertracks, you can immediately add them as a Member to your Organisation. If they are not registered as a user, you will need to add their details, so they can be invited to sign up a user account. If they do not receive the email invitation, check the email address you have entered, and their spam filter. If they have still not received the invitation, they can sign up an account and they will automatically be added to your organisation.





Spidertracks

Spider Tracks Limited Tracks

Support Settings

Add a Member

Enter the email address of the person you wish to add.

tom.cruise@spidertracks.com Find

Enter the details of the person you wish to add.

First Name: Tom

Last Name: Cruise

Email: tom.cruise@spidertrack

Mobile: New Zealand +64 5555555

Add

Number	International Format	What to enter in Spidertracks
NZ number 021 123 456	+6421123456	21123456
AU number 0401 234 567	+61401234567	401234567
UK number 07425 123 456	+447425123456	7425123456
US number (720) 287-0054	+17202870054	7202870054

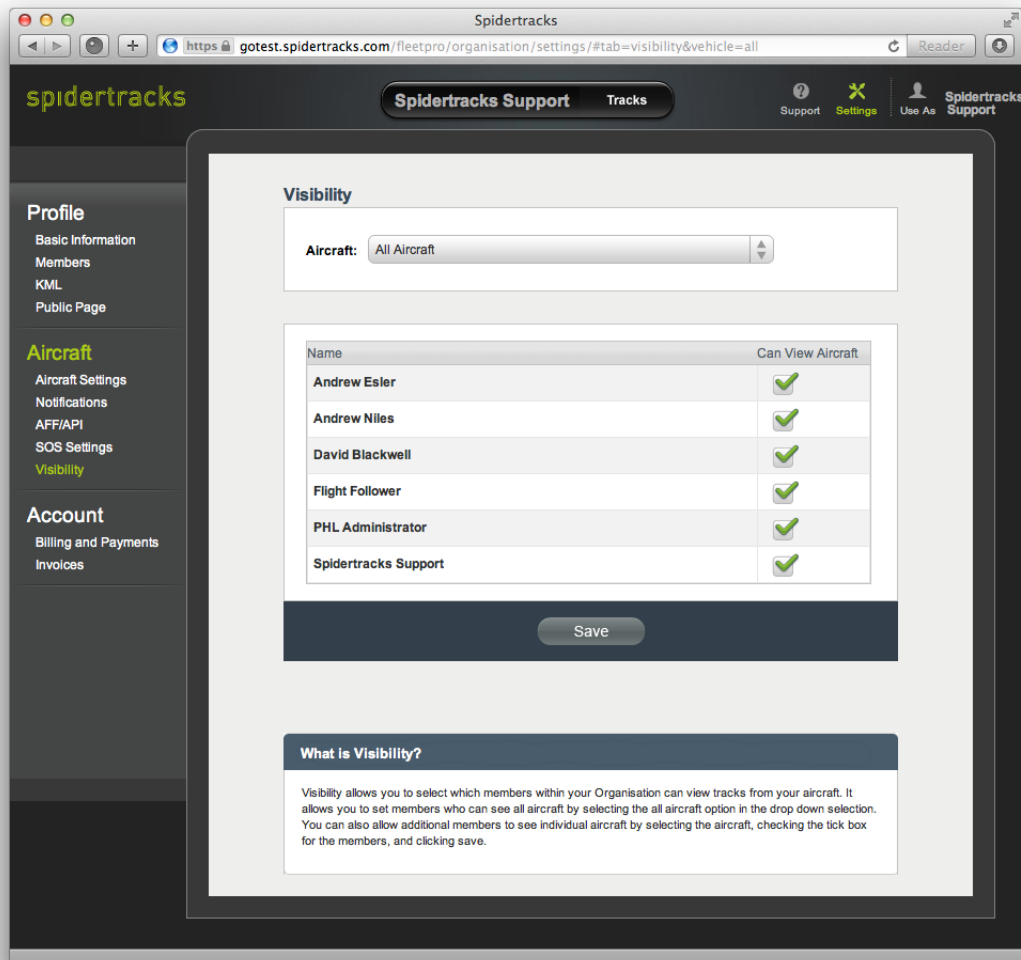
There is no charge to be a member and you can add as many people as you need. Always ensure that phone numbers are entered in the correct format, once you've selected the correct country code from the drop down list. Examples are given in the table below where a leading 0 is always omitted.



4.2.Visibility

Visibility allows you to specify which Members from within your Organisation can view the flights made by aircraft registered, and which flights they can not see.

You are able to allow selected members in your Organisation to see all aircraft by selecting the “All Aircraft” option in the drop down, then select the members you wish to have access to all aircraft.



By default, any member that is in the list to view ‘All Aircraft’ will be able to see any new aircraft that is added to the system. If you want specific members to only view specific aircraft, select the aircraft in the dropdown and then select individual members. Make sure you click save.

Any member that has the permission to see ‘All Aircraft’ will automatically be selected in the list of an individual aircraft with a grey tick and they can not be deselected. If the member



has a grey tick next to their name under an aircraft that you do not wish them to see, you will need to remove them from the list of members that can see 'all aircraft'.

New Organisation members will not see any aircraft until their visibility settings are updated.

Please Note – Members will only be able to see flights after they have been added to the visibility of that aircraft. They will not be able to see flights from before they were added.



4.3.SOS Settings

Any administrator to the account can select which members receive tier one and tier two SOS messages and whether that member receives an email, SMS, or both. The SOS messages can go to members for all aircraft or for specific aircraft.

For ease of use you can apply the same settings to all of your aircraft or you can select individual aircraft by clicking the dropdown menu. Under each aircraft you can choose what type of notification each member will receive, unchecking the box and clicking save will activate this.

The owner is assigned as the default SOS recipient. If an SOS contact is set at the all aircraft level, they will be greyed out when viewing individual aircraft, as they can only be removed by unchecking them on the All Aircraft selection.

SOS Settings

Aircraft: All Aircraft

Name	Tier	SMS	Email
Andrew Blackwell	None	<input checked="" type="checkbox"/>	<input type="checkbox"/>
David Blackwell	Tier One	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
PHL Administrator	None	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Spidertracks Support	Tier One	<input type="checkbox"/>	<input checked="" type="checkbox"/>

[Save](#)

What are Tier One Support People?

Tier one support people are the first group to receive an SOS message. In the event of Watch SOS or a pilot activated SOS, these people will receive an email and text message with the SOS details. Tier one people should attempt to make contact with the pilot and either resolve or escalate the SOS within 15 minutes. They may be required to call search and rescue authorities as the authorities are not automatically informed of an SOS.

What are Tier Two Support People?

Tier two support people are the second group to receive an SOS message. In the event of Watch SOS or a pilot activated SOS, these people will receive an email and text message with the SOS details fifteen minutes after the tier one people have been alerted, but only if the SOS remains unresolved. Tier two support people should make contact with the tier one support people as well as the pilot. They may be required to call search and rescue authorities.

[WICKET AJAX DEBUG](#)



4.4.KML Layers

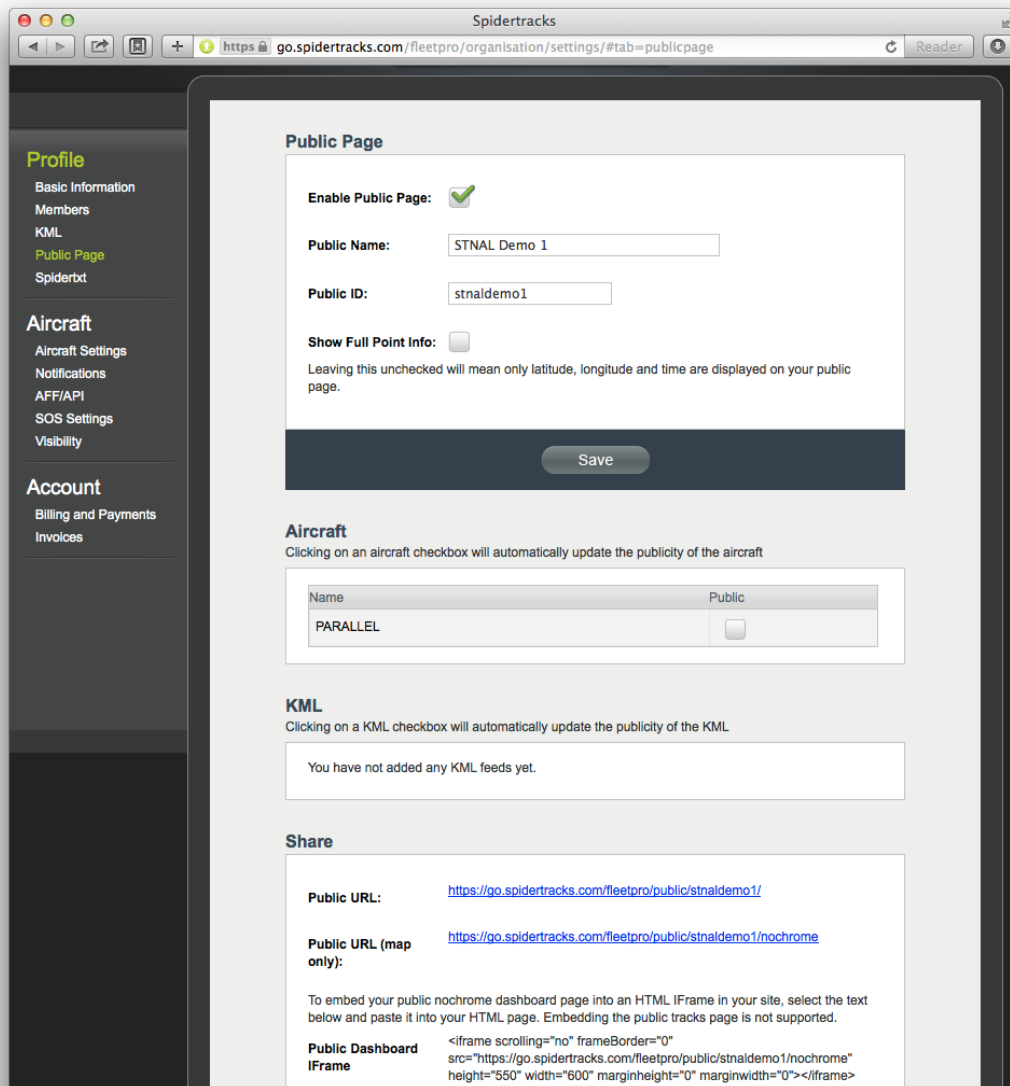
KML Layers allow you to add overlays onto the maps. A KML file can define shapes and points, which can be used to define boundaries of airspace, training areas, current weather, or waypoints that are not on the Google Map standard display. Flights can then easily be compared to these features. If you would like to add a KML layer to your map view, you can do this by selecting KML under the Profile header. Either upload the desired KML file or enter the URL of a hosted file. Once installed, the KML Layer will be visible within each member's Flying view.

The Spidertracks support team can customise a KML Layer to your requirements, however, this is not a free service. Development costs are assessed on a case-by-case basis. Please contact our support team if you would like to know more about this.



4.5.Public Page

The public page allows people to see most of the functionality of your Flying and History pages without requiring them to login to the website. A public page belongs to an Organisation only and cannot be created for any other user type. To enable the Public Page function, select the Enable Public Page box under the Public Page settings.



The screenshot shows the Spidertracks web application interface for managing a Public Page. The browser address bar shows the URL: <https://go.spidertracks.com/fleetpro/organisation/settings/#tab=publicpage>. The left sidebar contains navigation links: Profile (Basic Information, Members, KML, Public Page, Spider.txt), Aircraft (Aircraft Settings, Notifications, AFF/API, SOS Settings, Visibility), and Account (Billing and Payments, Invoices). The main content area is titled "Public Page" and includes the following sections:

- Enable Public Page:** A checkbox that is checked, indicated by a green checkmark icon.
- Public Name:** A text input field containing "STNAL Demo 1".
- Public ID:** A text input field containing "stnaldemo1".
- Show Full Point Info:** An unchecked checkbox. Below it, a note states: "Leaving this unchecked will mean only latitude, longitude and time are displayed on your public page."
- Save:** A button to save the settings.
- Aircraft:** A section titled "Clicking on an aircraft checkbox will automatically update the publicity of the aircraft". It contains a table with two columns: "Name" and "Public". The first row shows "PARALLEL" in the "Name" column and an unchecked checkbox in the "Public" column.
- KML:** A section titled "Clicking on a KML checkbox will automatically update the publicity of the KML". It contains a message: "You have not added any KML feeds yet."
- Share:** A section containing:
 - Public URL:** <https://go.spidertracks.com/fleetpro/public/stnaldemo1/>
 - Public URL (map only):** <https://go.spidertracks.com/fleetpro/public/stnaldemo1/nochrome>
 - Public Dashboard IFrame:** A code block showing the HTML for embedding the public dashboard:


```
<iframe scrolling="no" frameBorder="0"
src="https://go.spidertracks.com/fleetpro/public/stnaldemo1/nochrome"
height="550" width="600" marginheight="0" marginwidth="0"></iframe>
```

4.6.Customising your Public Page

Within the Public Name field, you can customise the name to be displayed on your Public Page. Similarly with the Public ID, you can customize the text that will be added to the end



of the Spidertracks URL. If these fields are left blank, your Organisations name will be used as the default for these.

The Public ID must be entered in lowercase. It can contain only alphanumeric characters, hyphens, and has to have a minimum length of three characters. The Public ID can only be used by one Organisation and it must be unique within the Spidertracks system.

Changing the Public ID will not change the publicity of the existing flights, and all flights that were made under the previous Public ID (URL) will be visible on the new Public ID (URL).

4.7.Enabling Full Point Information

By default, position reports shown for an Organisations flights will only show the aircraft name, location, and time. The Organisation must explicitly enable full point information if they would like to show altitude, speed and direction. To do this, select the Show Full Point Info box. This will take effect immediately.

4.8.Showing KML Layers on your Public Page

An Organisation can choose to make KML layers public. This makes them visible on the Public Page maps. Public KML layers are visible by default on the Public Page and can be turned off by the viewer of the page. The Organisation can change the visibility of KML Layers from either the Public Page settings, or KML Layer settings. Changing the publicity of KML Layers is effective immediately.

4.9.Selecting Aircraft To Make Public

Once an aircraft is made Public, all new flights generated by this aircraft will be viewable on the Public Page. If a public aircraft is made private whilst it is actively generating a flight, the current flight will not be made private. Only new flights started from that point forward will be private.

You can select which aircraft will be shown on the Public Page at any time. If an aircraft has flights that are being displayed on the Public Page, and the settings are reconfigured to private, any public flights will remain on the Public Page.

4.10.Sharing your Public Page

Within Public Page settings, there is a Share section that provides links to the Organisations Public Page, and an option to send the link via email. Public Page URLs have the format <https://go.spidertracks.com/public/yourpublicID>



There is a standard Public Page and a Public Page that shows the map only.

Standard: Default Public Page with the ability to view Flying and History options.

Map only: This is just the map, with the Organisations public name shown in a box in the top right corner of the map. The 'map only' Public Page is designed for embedding in other pages via an iframe. The sidebar is not available on the map only public page.

4.11. Viewing Flights on the Pubic Page

The History menu on the Public Page, enables a viewer to search and view flights starting from a selected date. The aircraft list is not available on this page. Multiple flights can be selected and viewed on the same map. Export functionality has been disabled.

4.12. Changing Flight publicity

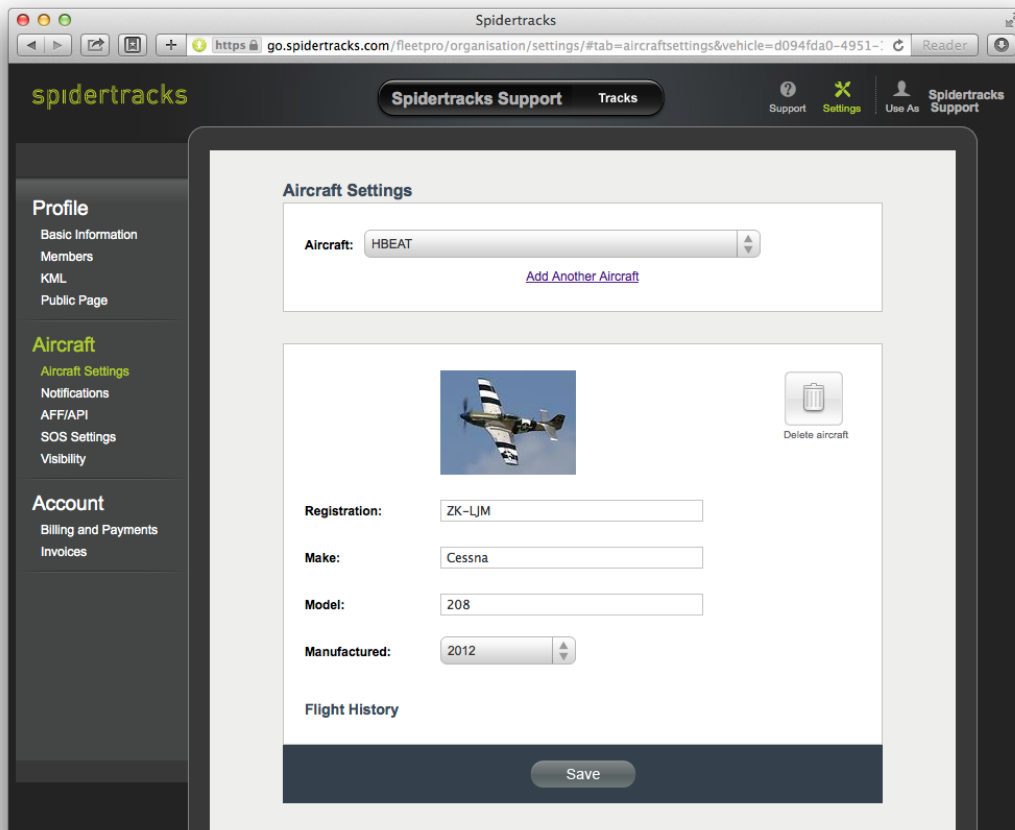
If you are an administrator of your organisation you can change the publicity between public and private. The lock icon shown on each flight within the History page indicates the flight is private, and an open lock indicates it is public. If you can not change the publicity of a flight it is because you are not an administrator. Any changes to publicity will have immediate effect.



4.13. Adding Aircraft

Add your aircraft by selecting Aircraft Settings under the Aircraft menu. Fill out the appropriate fields with your aircraft details. Add all aircraft in your fleet at this stage by selecting Add Another Aircraft.

To upload an image of your aircraft, click on the picture box and select the appropriate source file. Once you have added your aircraft to the system, you can then register a Spider to the aircraft.



The screenshot shows a web browser window with the URL `https://go.spidertracks.com/fleetpro/organisation/settings/#tab=aircraftsettings&vehicle=d094fda0-4951-`. The page title is "Spidertracks". The navigation bar includes "Spidertracks Support", "Tracks", "Support", "Settings", "Use As", and "Spidertracks Support". The left sidebar has a "Profile" section with "Basic Information", "Members", "KML", and "Public Page". The "Aircraft" section is highlighted, with "Aircraft Settings" selected. Below it are "Notifications", "AFF/API", "SOS Settings", and "Visibility". The "Account" section includes "Billing and Payments" and "Invoices". The main content area is titled "Aircraft Settings". It features a dropdown menu for "Aircraft" with "HBEAT" selected, and a link "Add Another Aircraft". Below this is a section for uploading an aircraft image, showing a preview of a Cessna 208 and a "Delete aircraft" button. The form fields are: "Registration:" with "ZK-LJM", "Make:" with "Cessna", "Model:" with "208", and "Manufactured:" with "2012". There is a "Flight History" section and a "Save" button at the bottom.



4.14. Adding a Spider

Click on **Add Another Spider** in the **Assign Spider** field.

Enter the 10-character serial number from the underside of your Spider and continue. Note that the serial number does not contain the numbers one or zero. These are O and I and should be entered as O (Oscar) or I (India), respectively.

Continue to select the appropriate pricing plan for your situation. If you experience any trouble with adding your Spider please contact our support staff.

4.15. Spider Reporting Settings

Use the pull-down menus in the **Aircraft Settings** and **Assign Spider** to move Spiders between aircraft.

You can set the Spider to send position reports on a time, distance, or a combination of the two. The Spider will send one position report on powering up, and then at the interval selected.

If you select **Automated Watch**, your Spider will send one position report on powering up, and then no more until a threshold speed of 40 knots (or the transition speed selected) has been reached. The Spidertracks system will actively monitor your flight and send points at one or two-minute intervals. Upon safe conclusion of your flight, you must turn Watch off by pressing the blue Watch button on your keypad. If the Spider is powered down without turning off active monitoring an SOS alert will be generated. If you are flying with Watch turned on, and the website stops receiving position reports for a period of more than 15 minutes, the website will send out a tier one SOS alert to your Members.

The Spider 4 and the Spider 7 have a Radius function where transmission of position reports within a selected radius will be suspended when the radius is activated on the unit. This is done through the Spider Keypad.

Enabling the transition speed point will mean every time the Spider transitions through the defined speed, a notification point will appear on the flight. A minimum speed of 15 knots is required.

If you have a Spider 3 or later, you will be able to enable heading change points between 1 and 180 degrees. The heading of the last position report sent is compared to the current heading (measured every two seconds). If the heading changes by more than the entered amount, a position report will be sent.



Spider: 72WPF45M8B - Not assigned

[Add Another Spider](#)

Reporting Type:

Time

Automated Watch

Time:

Time

Distance

☐

Enable trans

Time & Distance

☐

knots

Imei Number: 300234010301600

Plan: The Enthusiast

Save

4.16. Notifications

Select **Notifications** under the **Aircraft** header.

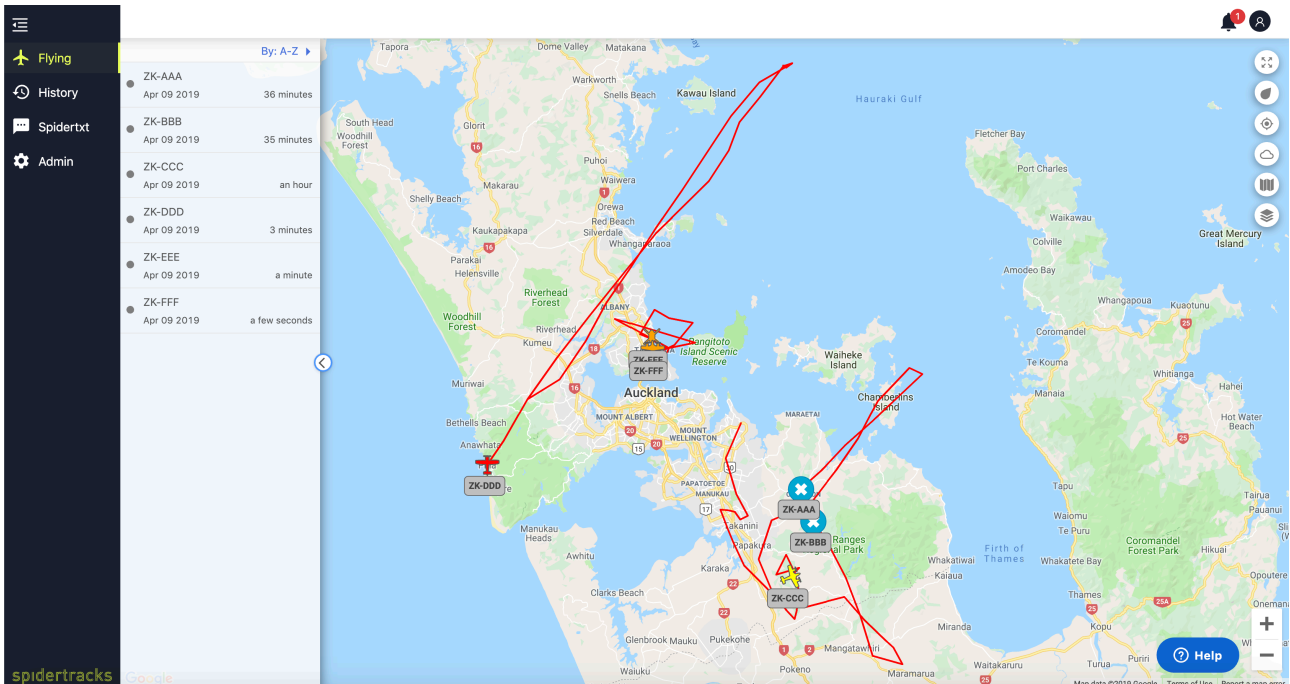
Select the aircraft that you wish to set up notifications for from the pull-down menu. Select an event and create the desired message within the Message field. Notifications associated with Mark buttons 1 – 4 are triggered by sequentially pressing the Mark button on your Spider keypad the associated number of times. Add the members who are to receive these notifications and also additional delivery methods (SMS or email). Please note that all notification messages will be listed on the maps within the **Flying** and **History** page.



5. Using the Website

5.1. Flying

The Flying page is the default page when you login and shows an overview of all aircraft locations. If you are a member of more than one Organisation you will see the aircraft from all Organisations that you are a member of.



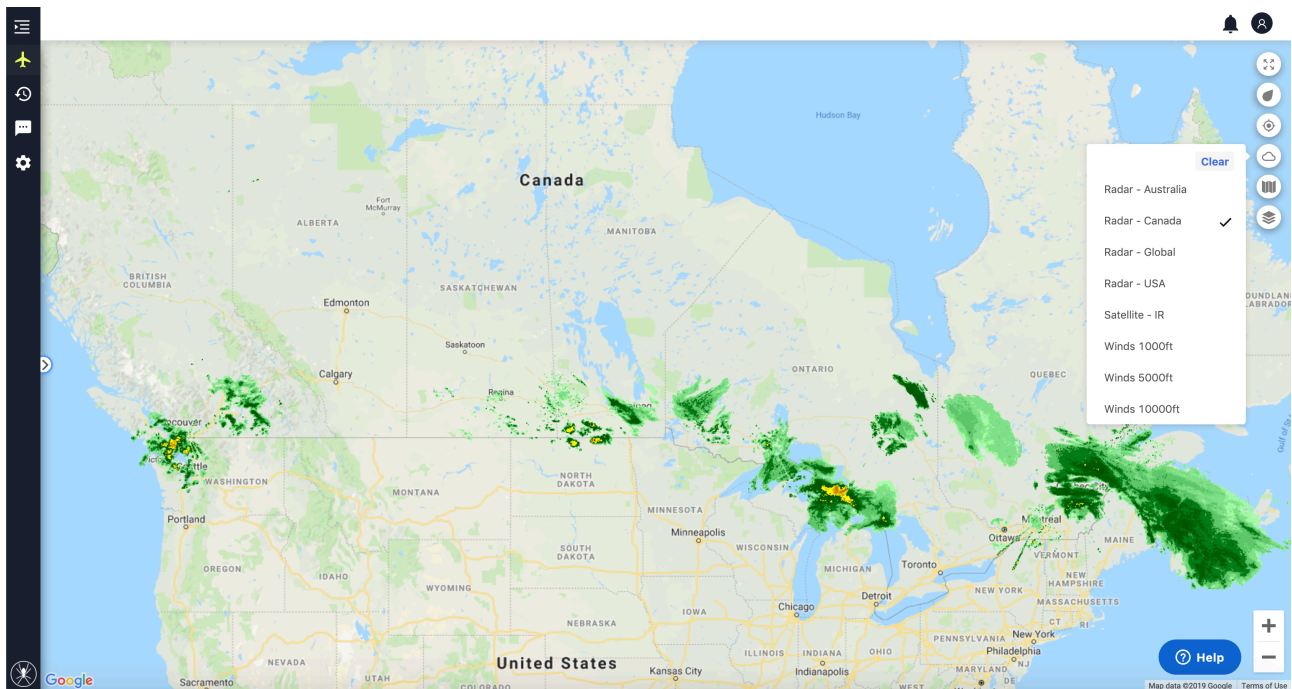
The aircraft list is located on the left hand side of the flying screen and it can be collapsed or expanded by clicking the arrow icon on in the middle of the list. Click on an aircraft to centre on the aircraft location, and to bring up the position details box.

On the right hand side of the flying screen are the map control options. User have the following options:

- Fullscreen - click this icon to switch between full screen and windowed mode.
- Track Options - opens a menu with the following display options for tracks:
 Show tracks - toggle between displaying full flights and only the last point in the flight
 Group normal points - toggle between grouping normal tracking points and showing all points when viewing track details
- Centre - Centre the map to show all aircraft in the aircraft list



- Weather - opens a menu with weather overlay options that can be applied to the map. Users are able to select and display one weather layer at a time, clicking clear will remove any weather overlays from the map. The Map Type icon will display a menu with different options for map display.

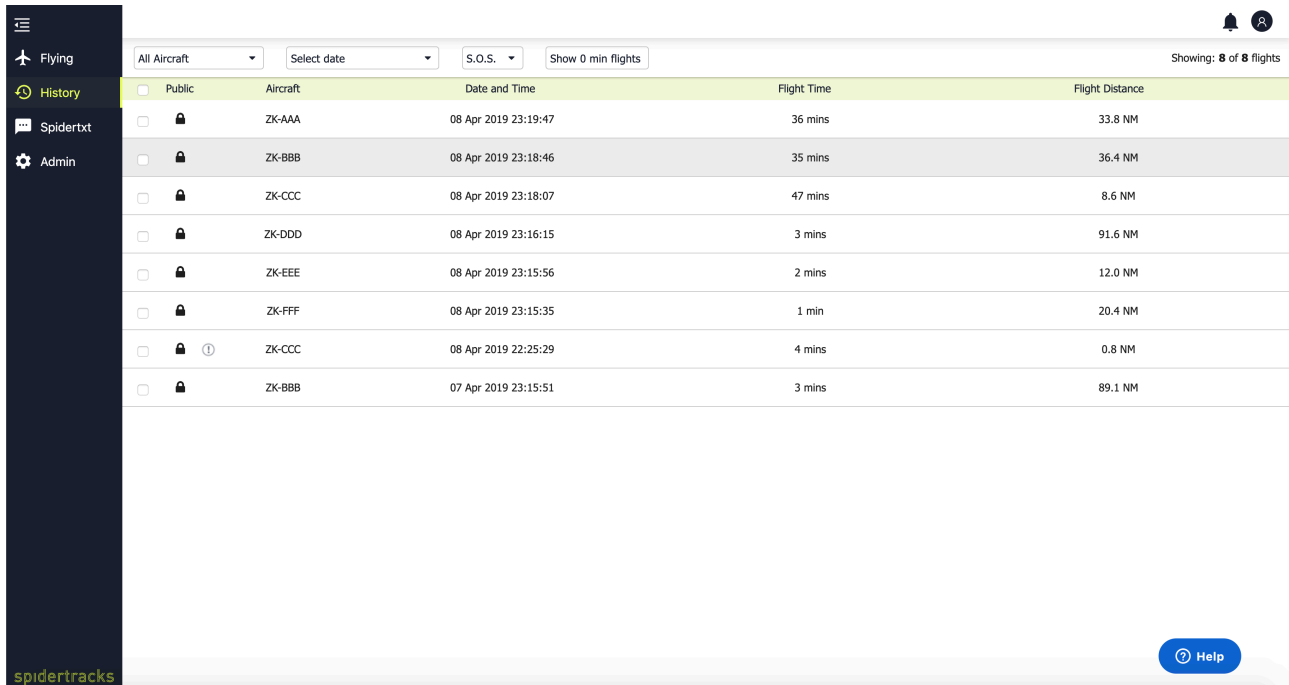


- Map View - Menu containing the different Map types that users can select to display on the flying page
- Map Layers - You can view your KML overlays from this dropdown menu. The Map Layers button will only display if you have added KML overlays to your account.
- Zoom - Click the plus icon to zoom in on the map and minus icon to zoom out



5.2.History

View a list of flights by selecting History from the menu bar. By default, all flights will be shown. Flights from a specific aircraft can be filtered by selecting that aircraft from the left sidebar. To view flights from a specific date, click on the time filter button in the top menu.



Public	Aircraft	Date and Time	Flight Time	Flight Distance
<input type="checkbox"/>	ZK-AAA	08 Apr 2019 23:19:47	36 mins	33.8 NM
<input type="checkbox"/>	ZK-BBB	08 Apr 2019 23:18:46	35 mins	36.4 NM
<input type="checkbox"/>	ZK-CCC	08 Apr 2019 23:18:07	47 mins	8.6 NM
<input type="checkbox"/>	ZK-DDD	08 Apr 2019 23:16:15	3 mins	91.6 NM
<input type="checkbox"/>	ZK-EEE	08 Apr 2019 23:15:56	2 mins	12.0 NM
<input type="checkbox"/>	ZK-FFF	08 Apr 2019 23:15:35	1 min	20.4 NM
<input type="checkbox"/>	ZK-CCC	08 Apr 2019 22:25:29	4 mins	0.8 NM
<input type="checkbox"/>	ZK-BBB	07 Apr 2019 23:15:51	3 mins	89.1 NM

Please note, that scrolling down the page will load progressively older flights, irrespective of the calendar setting.

To view a single flight, click anywhere on the flight row itself, or check the box corresponding to the flight row, and then click the map button at the top.

5.3.Viewing Multiple Flights

If you would like to open multiple flights, check the boxes beside each flight and click map button at the top of the page. When viewing a flight, you can also scroll between previous and next flights while still in the map view.

5.4.Exporting Flights

Select a flight and click the export icon at the top of the page. You have the option to export to KML (opens in Google Earth) or csv (opens in Excel or Numbers).



5.5.Deleting Flights

If you would like to delete a flight from your History page (it remains in everyone else's account) you can select the flight as described above within the History page and then click the Trash can button from the top menu.



6. Support

Should you have any questions or issues when using the Spidertracks system, there is a lot of information on support.spidertracks.com, just enter your question into the search box. If you can't find the answer please send through an email to support@spidertracks.com and we will be in contact within one business day.

There are also forums on the support website where you can make suggestions for improvements to the website, hardware, or system as a whole.

