

ECTS Client User Guide

Practical walkthrough of the portal for client operators. This volume focuses on the live user experience: signing in, navigating the portal, working in the core modules, and understanding what each major page, list, action menu, and detail workflow is for.

AUDIENCE

**Operators,
supervisors, client
leads**

FOCUS

**Workflow and
screenshots**

VERSION

1.1 | March 12, 2026

[Landing page](#)[Authentication](#)[Cargo](#)[Journeys](#)[Inventory](#)[Maintenance](#)[Devices](#)[Reports](#)

1. How to Use This Guide

Read this guide in sequence for onboarding, or jump directly to the module you need. Each section stays client-safe and only describes workflows validated in the live portal.

What is covered

- Access and common navigation
- Cargo, carrier, driver, and journey workflows
- Routes, checkpoints, corridors, inventory, and maintenance
- Alerts, reports, users, settings, and devices
- Readiness checks and escalation guidance

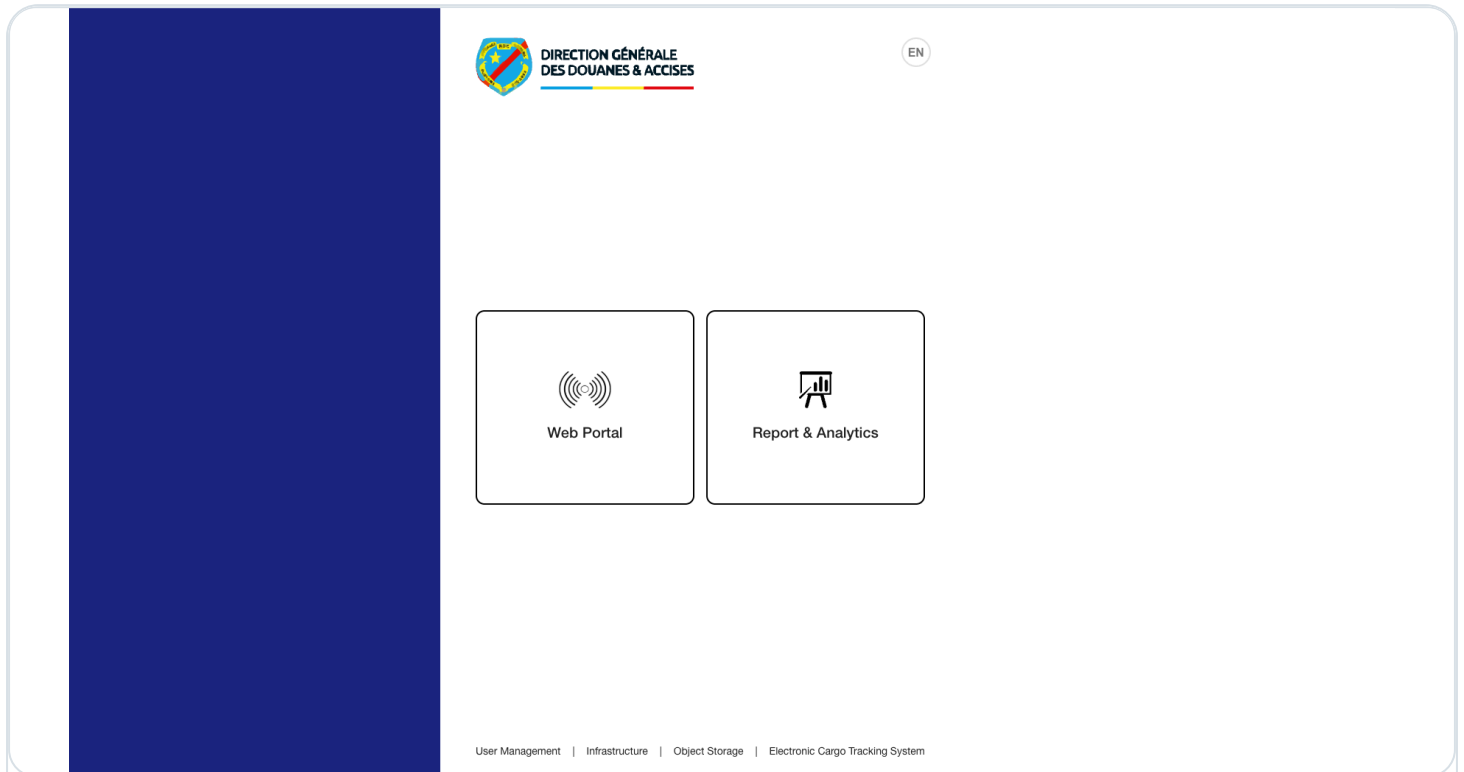
How to read the screenshots

- List pages are usually the starting point for a workflow.
- Action-menu screenshots show the safe next steps available on a selected record.
- Dialog screenshots show confirmation points before high-impact changes are committed.
- If your live screen looks materially different, treat that as a product change or issue.

Reports and analytics pages load more slowly than standard forms and tables. Give them their expected load window before treating them as failed pages.

2. Access and Navigation

The normal user path starts on the landing page, continues through secure sign-in, and finishes on the home map. From there, users move between modules through the top navigation and module-specific side menus.



STEP 1

Open the landing page

Use the public landing page as the front door to the web portal and reporting workspace.



English

Sign in to your account

Username or email

Password

Remember me

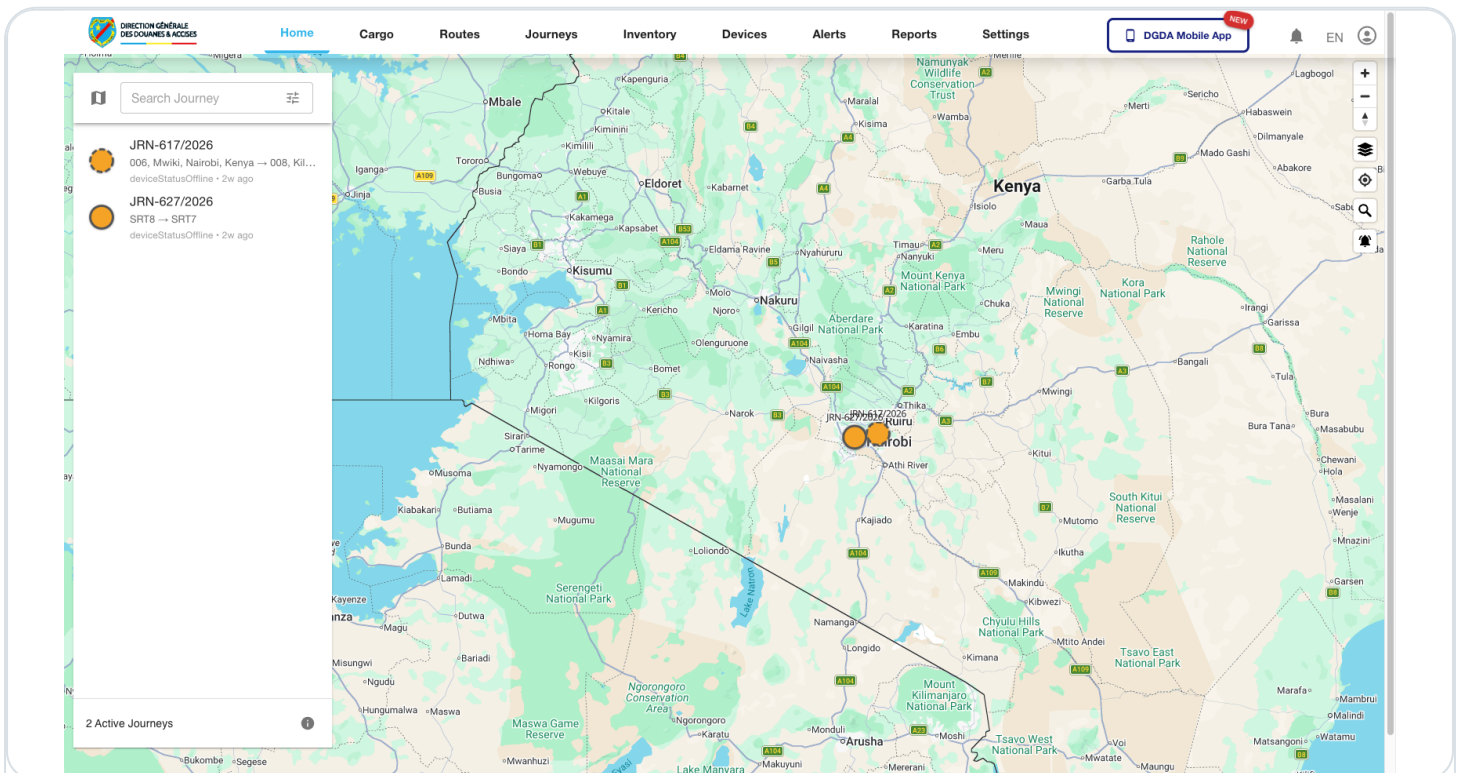
[Forgot Password?](#)

Sign In

STEP 2

Authenticate

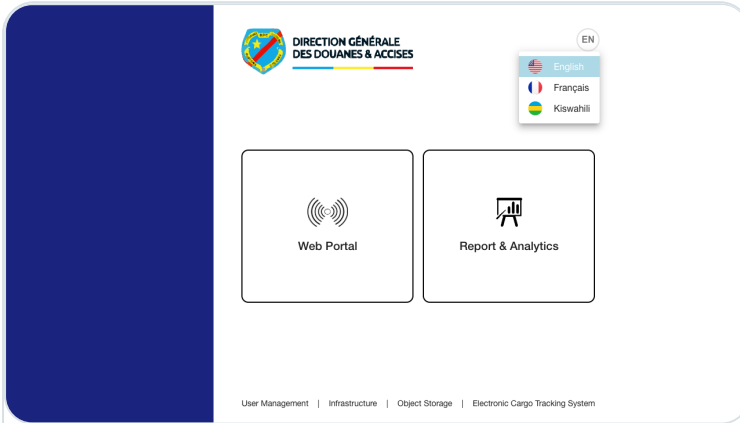
Users sign in through the identity provider before protected operational screens are exposed.



STEP 3

Arrive on Home

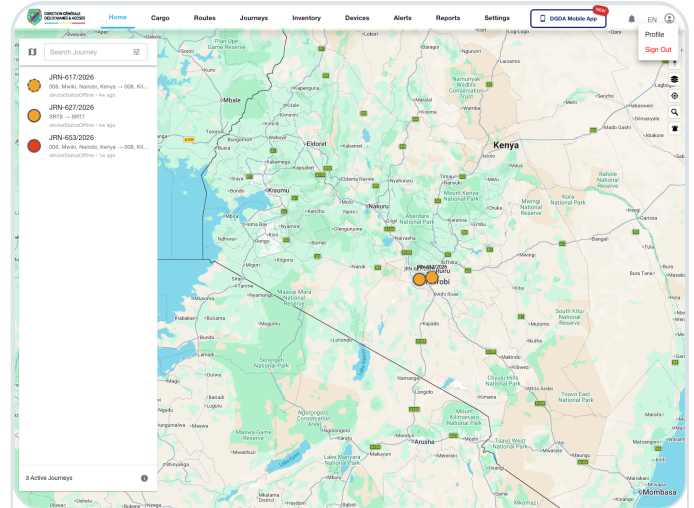
The home map becomes the operational shell for navigation, status review, and module switching.



Language and recovery entry points

The public entry flow exposes language switching before sign-in. The Keycloak login page also exposes its own locale selector and the password-recovery entry point.

- Landing page language options: English, Français, Kiswahili
- Login page language options: English and Français
- Password recovery starts from the `Forgot Password?` link on the login page



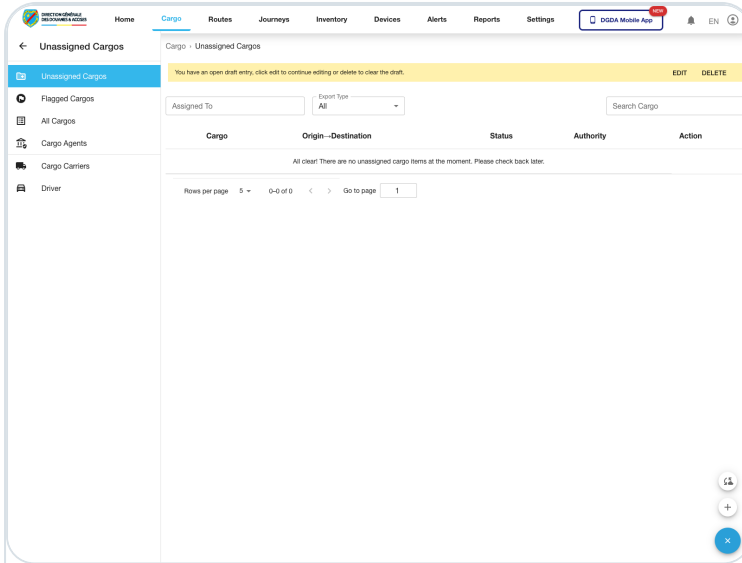
Account-level navigation

Once authenticated, the account menu provides the user's self-service entry points.

- Open the profile page to review personal account information
- Use sign out to end the session cleanly
- Profile is a user-level page, not a module list action

3. Cargo, Carriers, and Drivers

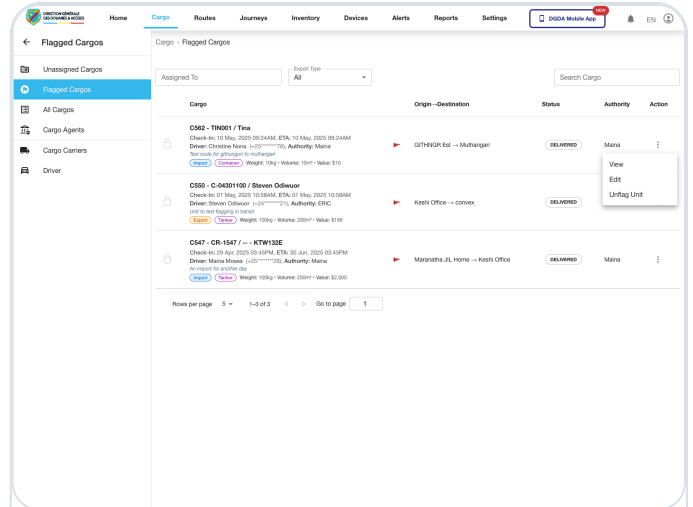
Cargo workflows start from operational queues. Carrier and driver workflows support transport readiness by keeping the supporting registries current and searchable.



Resume unfinished cargo work

When a user has an unfinished cargo entry, the portal exposes a draft banner rather than forcing a new record.

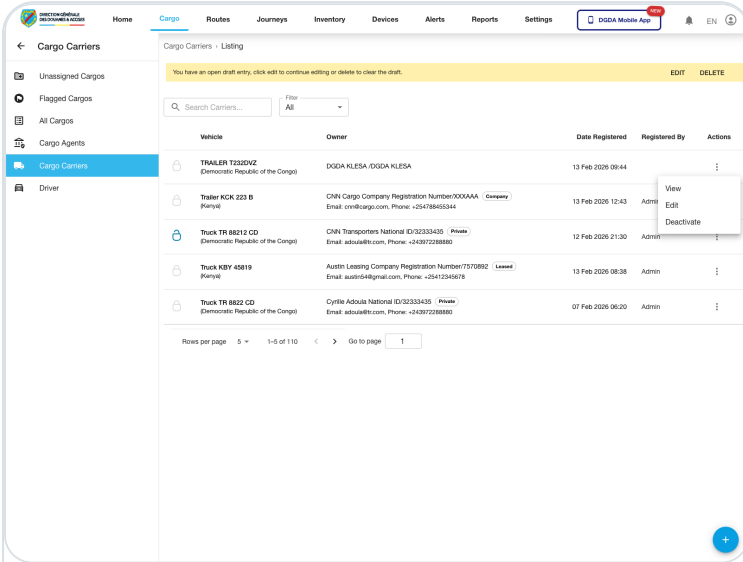
- Use `Edit` to reopen the unfinished form
- Use `Delete` only when the current draft should be discarded
- The resumed form opens in the standard cargo-create page



Investigate flagged cargo

The flagged cargo queue isolates records that need additional attention and exposes the main follow-up actions.

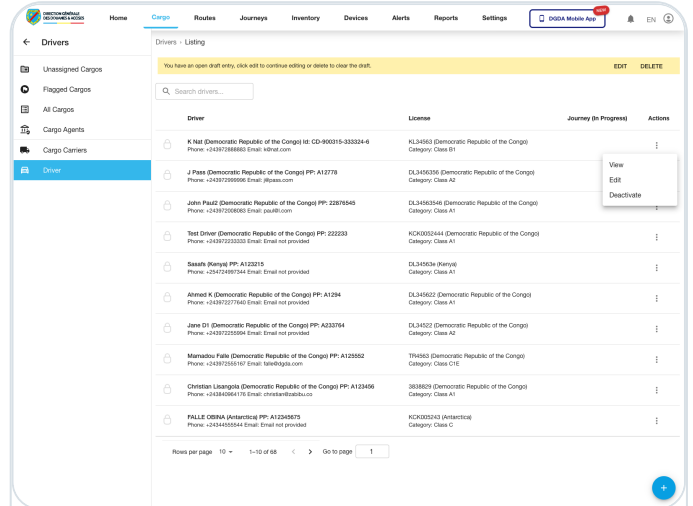
- Review the flagged queue before investigating a cargo exception
- Use `View` to open the full cargo detail screen
- Use `Edit` or `Unflag Unit` only where role and process allow



Carrier administration

Carrier records are maintained from the Cargo Carriers registry.

- Search registered carriers and vehicles from the list page
- Open row actions to view, edit, or deactivate a record
- Use the floating add button to register a new carrier



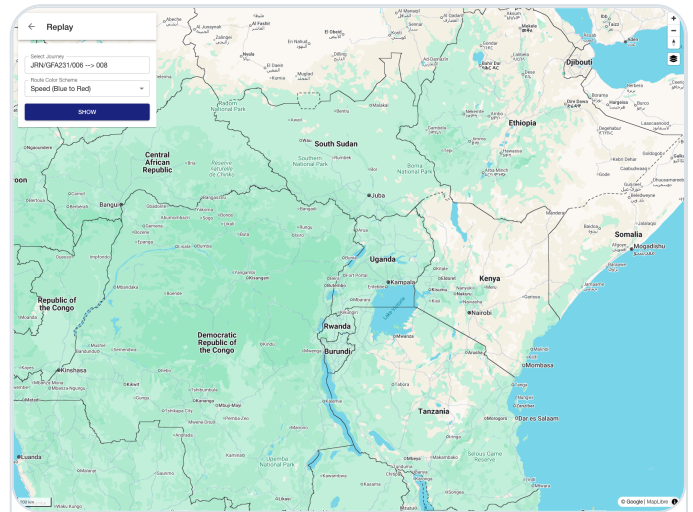
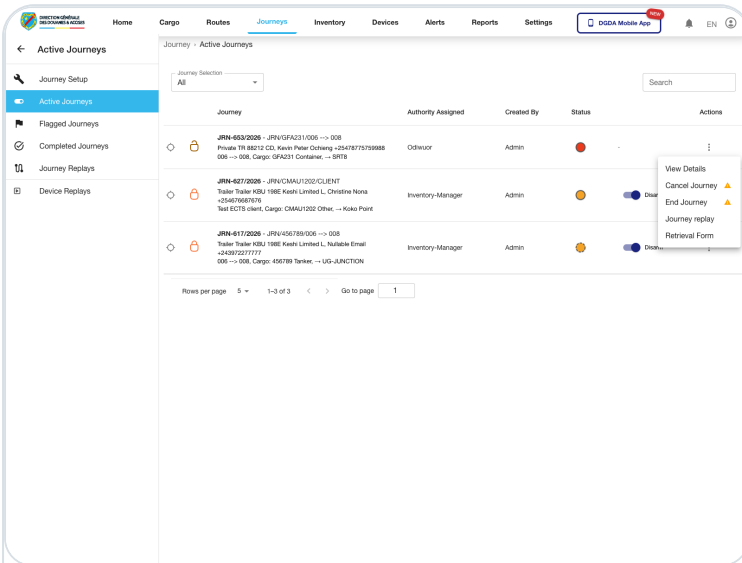
Driver administration

Driver records are managed from the Drivers registry using the same list, action-menu, and form pattern.

- Open 'View', 'Edit', or 'Deactivate' from the row menu
- Use the add button to register new drivers
- Expect nationality, identity, and license data in the driver form

4. Journeys and Route Governance

Journey pages help users supervise live movement, examine flagged or completed journeys, and open replay or cancellation entry points. Route pages define the planning structures that those journeys depend on.



Replay and flagged supervision

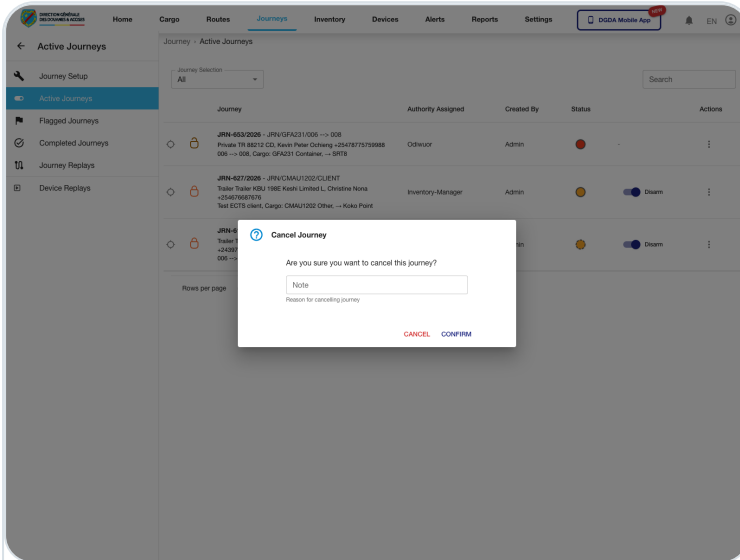
Replay is available both from a row action and through the dedicated Journey Replays page.

- Select the journey to replay
- Choose the route color scheme
- Use flagged journeys to focus on records needing extra operational attention

Active journey controls

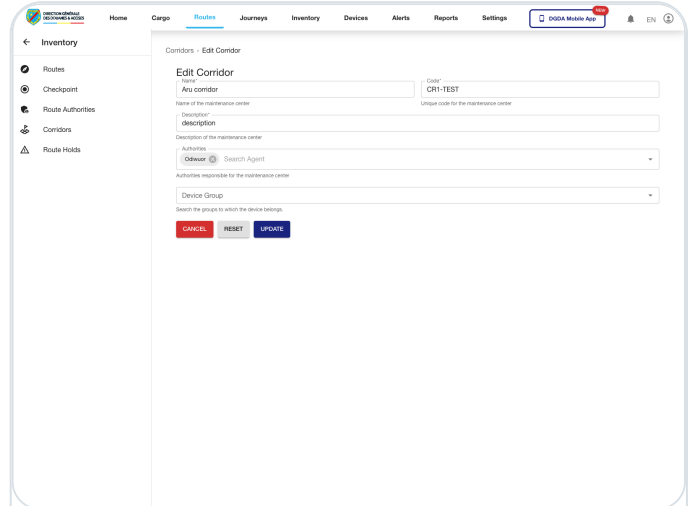
The row menu on an active journey is the starting point for most intervention or inspection paths.

- `View Details` for deeper inspection
- `Journey replay` for map-based replay analysis
- `Cancel Journey` and `End Journey` for workflow state changes
- `Retrieval Form` where the process requires retrieval handling



Journey cancellation confirmation

Cancellation is protected by an explicit dialog and a reason prompt before the change is committed.



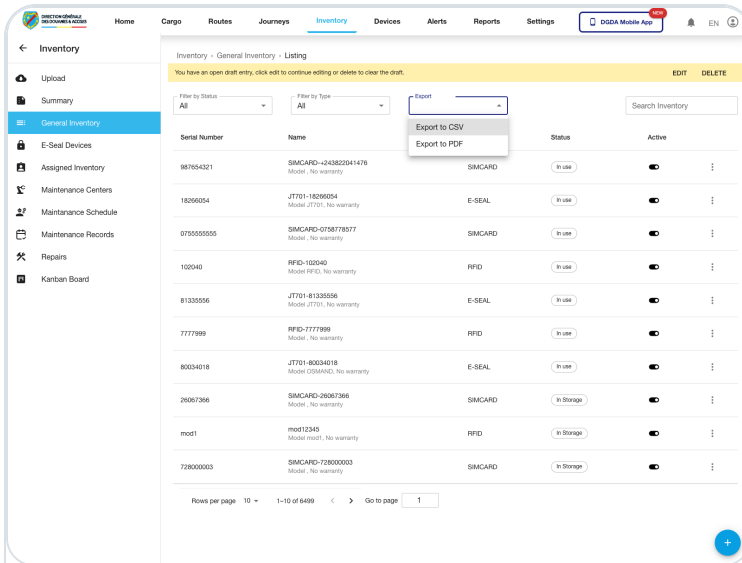
Routes, checkpoints, and corridors

Route governance relies on checkpoint drawing, corridor definition, authority mapping, and corridor maintenance.

- Checkpoint creation opens a map-based drawing workspace
- Corridor rows expose edit and deactivate actions
- Corridor edit forms maintain name, code, authorities, and device-group mapping

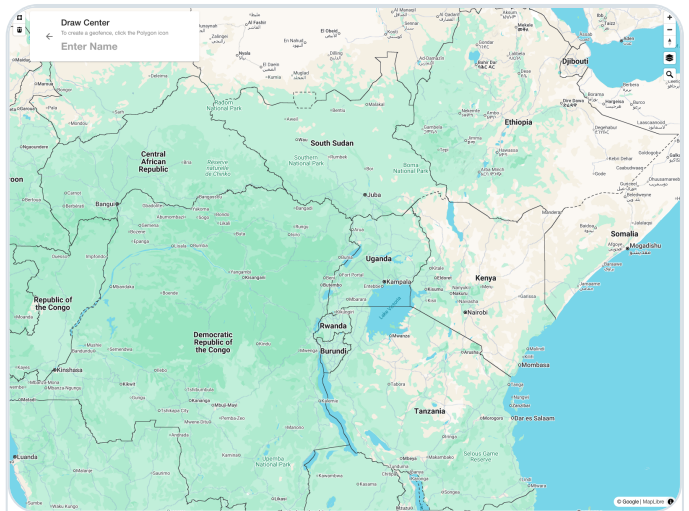
5. Inventory and Maintenance

Inventory pages cover stock visibility and item administration. The same module also exposes the maintenance area used to track centers, schedules, records, repairs, and workload status.



Inventory list management

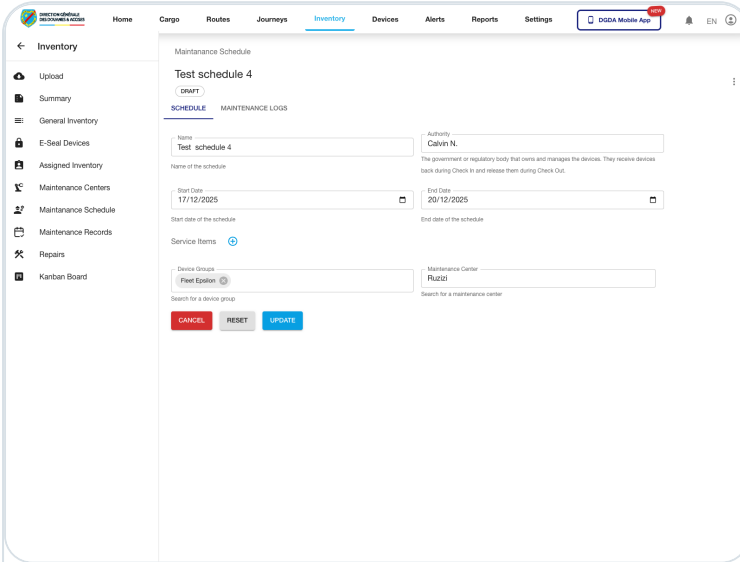
- General Inventory is the main item register
- Exports are available in CSV and PDF formats
- Row menus expose view, edit, and delete entry points
- Item detail and edit open in dedicated pages



Maintenance center creation starts on the map

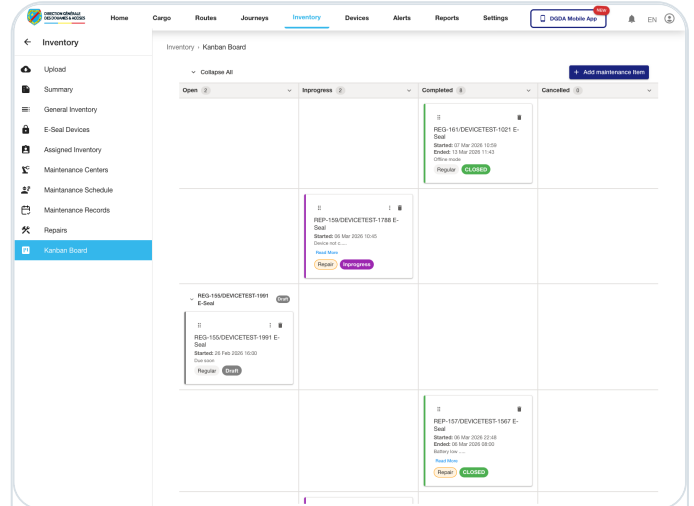
New maintenance centers begin in a map-based 'Draw Center' workspace rather than a plain modal form.

- Use the add button from Maintenance Centers
- Enter the center name first
- Draw the geofence polygon before saving



Maintenance scheduling and updates

- Maintenance Schedule exposes list-level 'View', 'Edit', and 'Delete' actions
- Edit mode shows schedule metadata, service items, device groups, and maintenance center assignment
- The page also exposes a 'Maintenance Logs' tab for execution follow-up



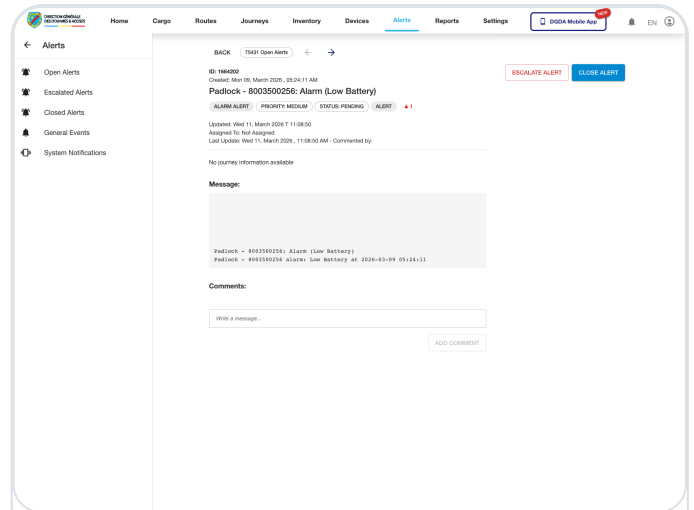
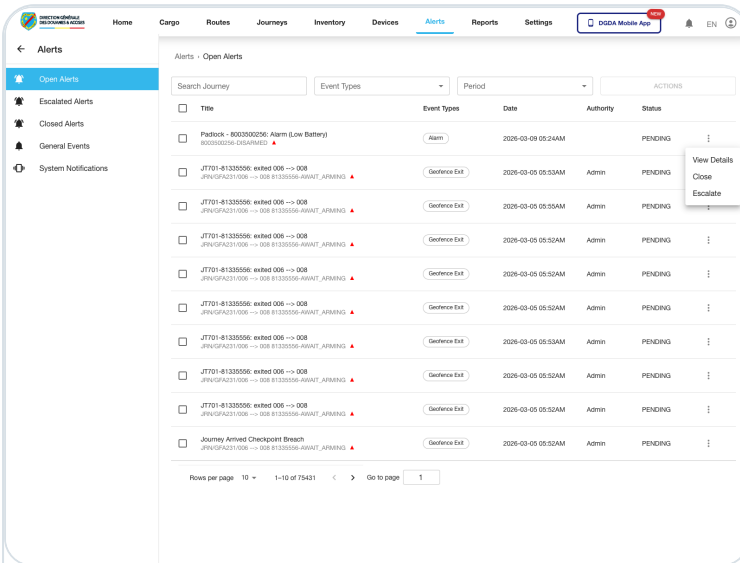
Board-level maintenance tracking

The Kanban Board gives supervisors a workflow-stage view of maintenance workload rather than a flat table.

- Maintenance Records and Repairs remain the detailed execution registers
- Kanban is the quickest way to review workload by stage

6. Alerts and Reports

Alerts and reports help users react to exceptions and consume analytics. These areas are operationally important but have different interaction patterns: alerts are immediate and action-oriented, while reports are slower and analytics-heavy.

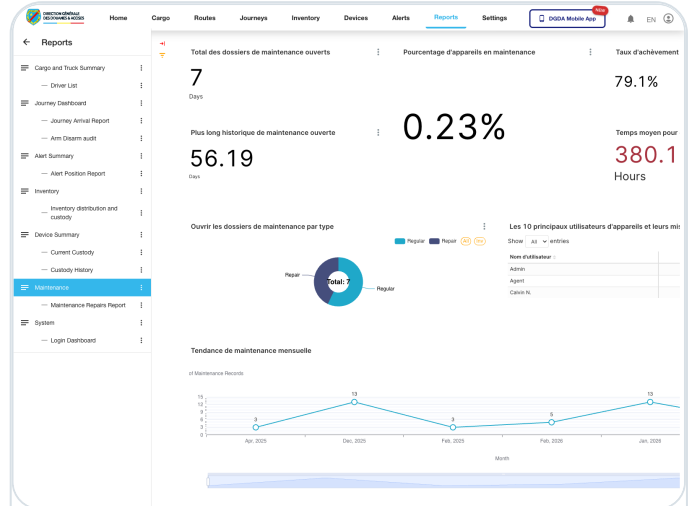
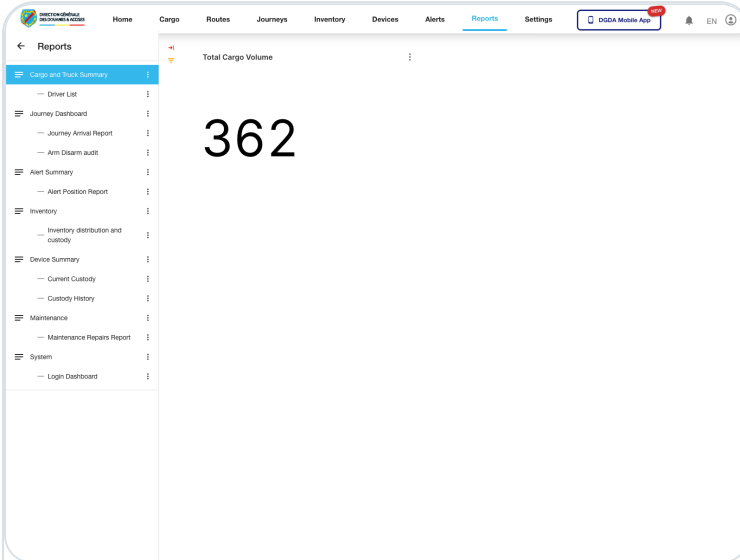


Escalation and closure controls

Escalate and close actions are protected by confirmation dialogs so the user can review the intended state change before it is committed.

Alert investigation workflow

- Use Open Alerts for current unresolved incidents
- Open the row action menu to 'View Details', 'Close', or 'Escalate'
- Detail pages expose the alert summary and top-level action buttons
- Escalation requires a reason in the validated live flow



Report catalog and selection pattern

- The left sidebar is the live report catalog
- Validated report families include Cargo and Truck Summary, Driver List, Journey Dashboard, Alert Summary, Inventory, Device Summary, Maintenance, and Login Dashboard
- Subreports remain grouped under their parent family in the same catalog

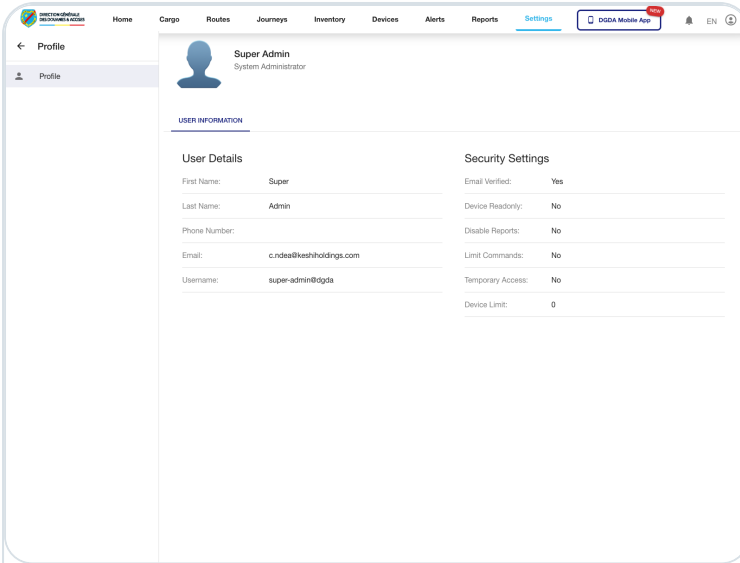
Embedded analytics behavior

Users normally start at the report catalog, choose the required dashboard, then wait for the embedded analytics content to complete rendering.

- Report pages load more slowly than standard list and form pages
- The first load after sign-in is often the slowest
- Escalate only when several report pages fail beyond the normal extended load window

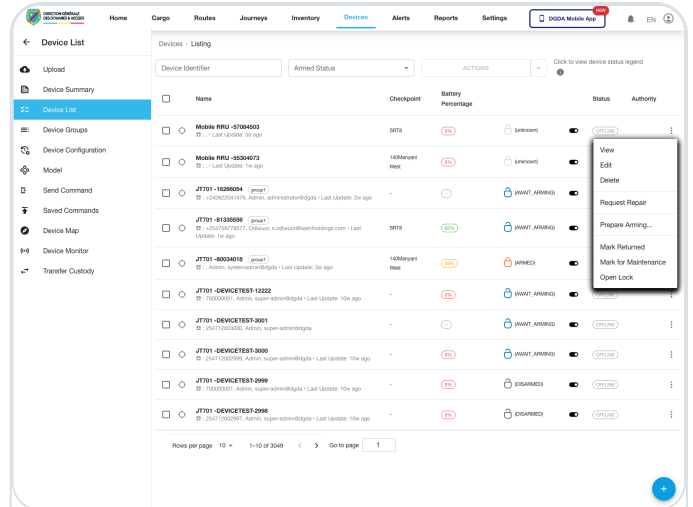
7. Users, Settings, and Devices

Administrative users work here to manage accounts, inspect settings, and operate the device fleet through list pages, action menus, detail views, and controlled state-change dialogs.



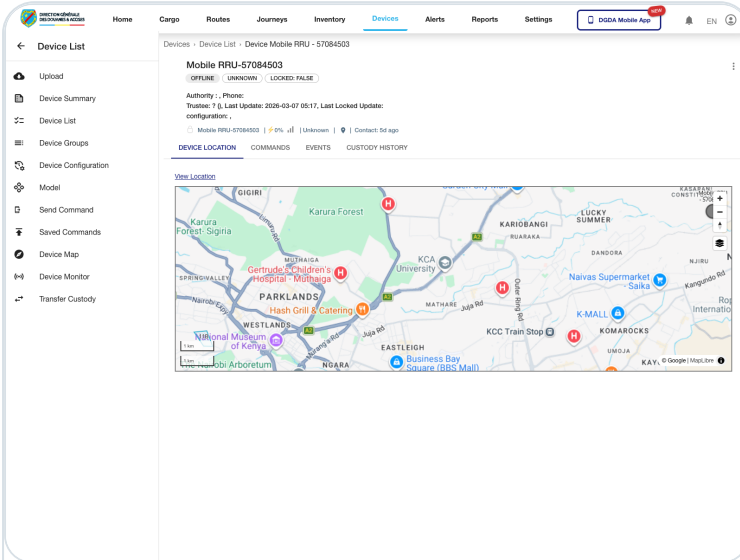
Account and user administration

- Use the account menu to reach the self-profile page
- Use Settings -> Users to search accounts and open detail pages
- Preferences remain the main client-facing settings page for portal behavior review



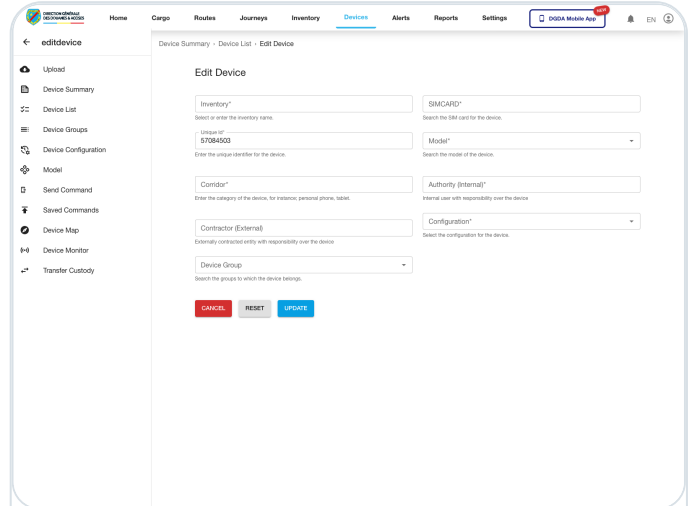
Device list actions

- `View` and `Edit` are the standard administrative entry points
- `Prepare Arming...` opens a confirmation dialog before state change
- Other live actions include repair, return, maintenance, and lock control



Device detail and monitoring context

The device detail page exposes tabbed operational context such as location, command history, and custody history.

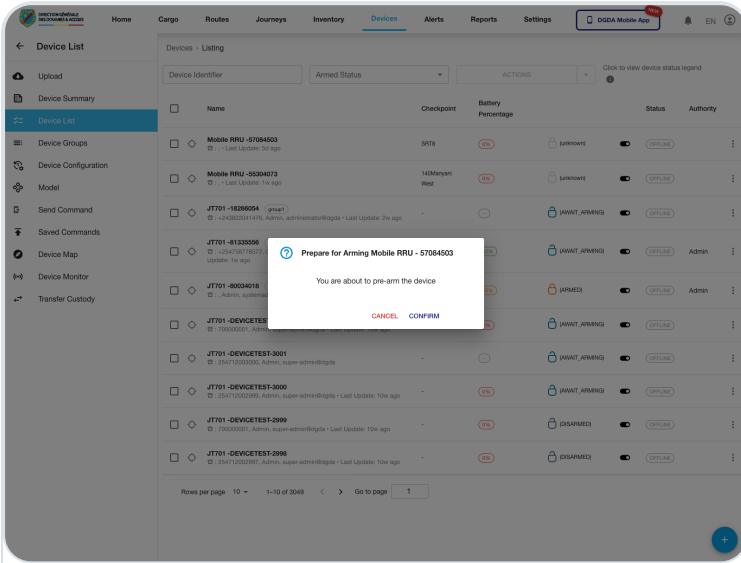


Device edit and configuration management

- Edit forms expose model, configuration, and device-group selectors
- Device configurations expose `Configure`, `Clone`, and `Delete`
- Device models expose `Edit` and `Delete`, with a dedicated model-edit form

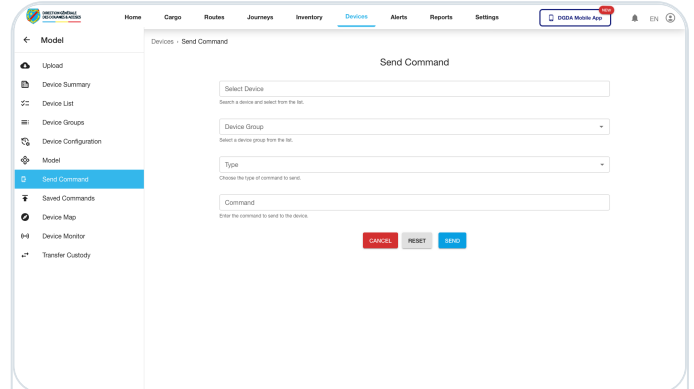
8. Command Control and Operational Readiness

Command and state-change workflows deserve special care because they affect real devices and live operations. Users should always verify the selected target record before confirming a command or state transition.



Protected state-change dialogs

High-impact device actions, such as arming preparation, open a confirmation dialog before the change is committed.



Validated command types in this environment

- Set Trusted Number
- Stop Sending Positions
- Open Lock

Do not assume all command types exist in every environment. Always rely on the current command selector.

Daily readiness checks

- Login succeeds and the home map loads for authorized users.
- Representative pages in Cargo, Journeys, Inventory, Alerts, Reports, Settings, and Devices load correctly.
- Alert queues update and report pages finish rendering after the expected delay.
- Device detail, monitoring, and command screens respond normally.

Escalate immediately when

- Protected pages fail after successful authentication.
- Multiple users see blank or broken module screens.
- Reports repeatedly fail beyond their expected extended load window.
- Device state changes or command results become unreliable.

Portal Operations, In Screens

This guide is optimized for end users and operational supervisors who need to understand the portal quickly and use the main modules with confidence.

Use this volume for

- Onboarding new users
- Operational walkthroughs
- Client-side training

Publication

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Prepared by: Keshi ECTS Engineering Team

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