Getting Started with the Service Portal

An introduction to the SiteTrax.io Service Portal, including how to access the platform, navigate the interface, and understand its core features.

- Overview
- Accessing the Service Portal
- Navigation and Layout
- Global Search

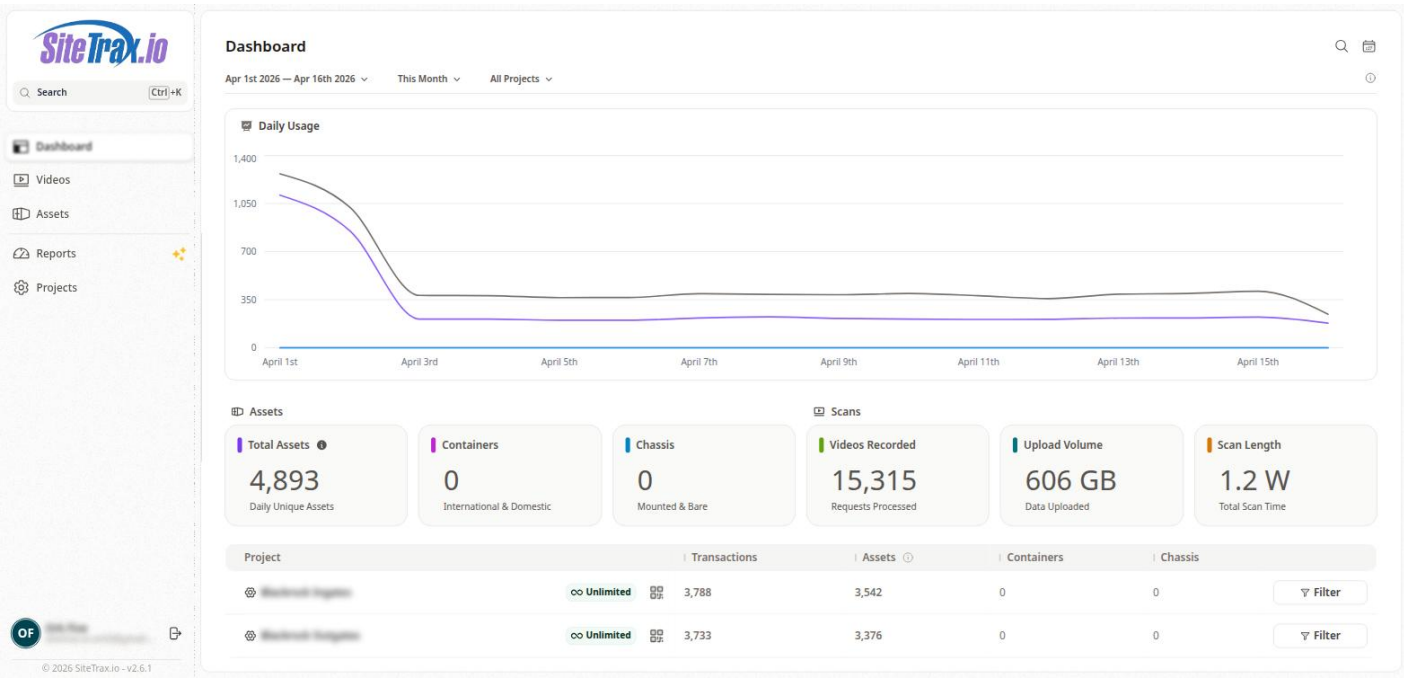
Overview

> **Retired page.** This documents the legacy SiteTrax.io service portal, which has been replaced by **SiteTrax.io Intelligence** at app.sitetrax.io. It is kept for reference only and is no longer maintained. For current guidance, see the SiteTrax.io Intelligence shelf.

The SiteTrax.io Service Portal is a web application available at https://service.sitetrax.io that serves as the central hub for all SiteTrax.io capture and asset tracking activity. The portal is where users go to review processed video scans, verify detected assets, monitor project performance, and manage integrations with external systems.

The Service Portal is designed for operations managers, yard supervisors, logistics coordinators, and anyone involved in tracking intermodal containers, chassis, and other supply chain assets. After videos are captured using any SiteTrax.io Capture Solution - such as SiteTrax.io Mobile, Gate, Snap, or Drive - the processed results appear in the Service Portal for review and management.

Key capabilities of the Service Portal include real-time dashboards with usage and asset statistics, a searchable video library with playback and metadata, an asset gallery with image verification and location data, project management with user access controls and integrations, and a powerful global search for quickly locating any asset by ID.

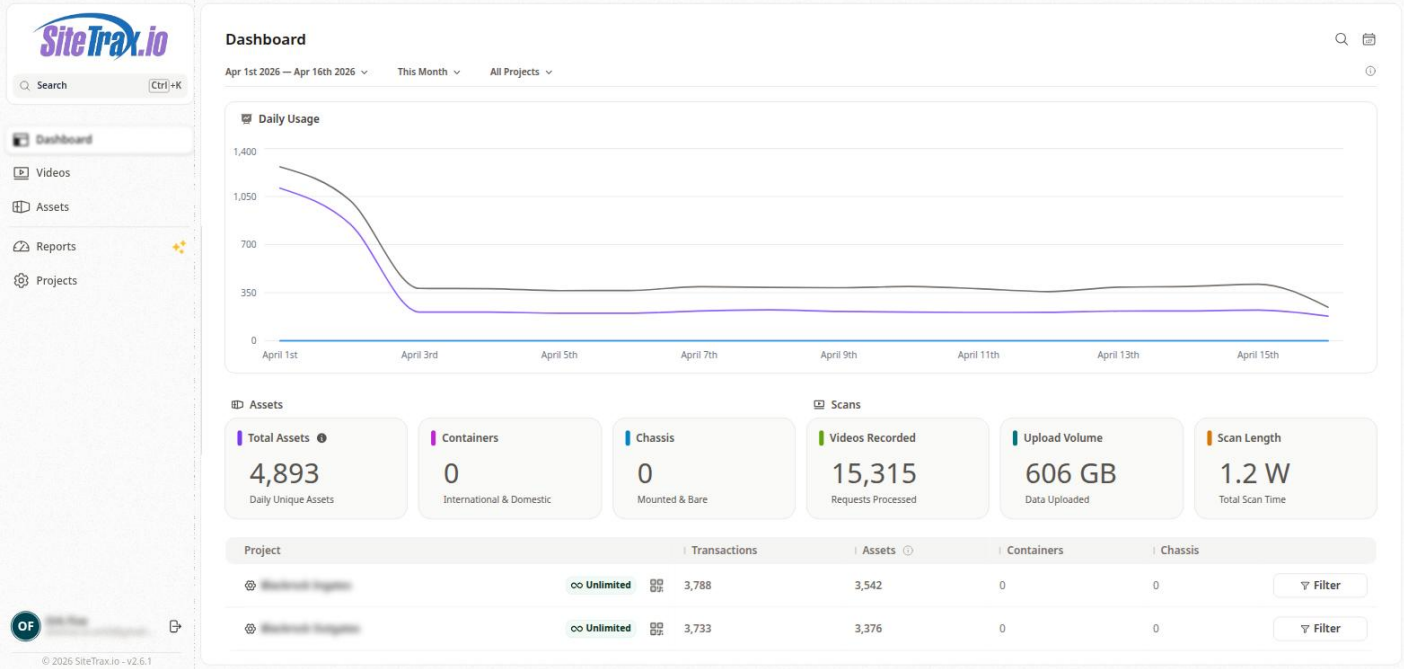


Accessing the Service Portal

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The SiteTrax.io Service Portal is accessible at https://service.sitetrax.io from any modern web browser. Users must have a valid SiteTrax.io account with appropriate project access to log in. After authentication, users are directed to the Dashboard, which provides a summary view of all activity across their assigned projects.

The portal displays the current logged-in user's name and email in the lower-left corner of the sidebar, along with a logout option. The current application version is displayed at the bottom of the sidebar (e.g., v2.6.3).



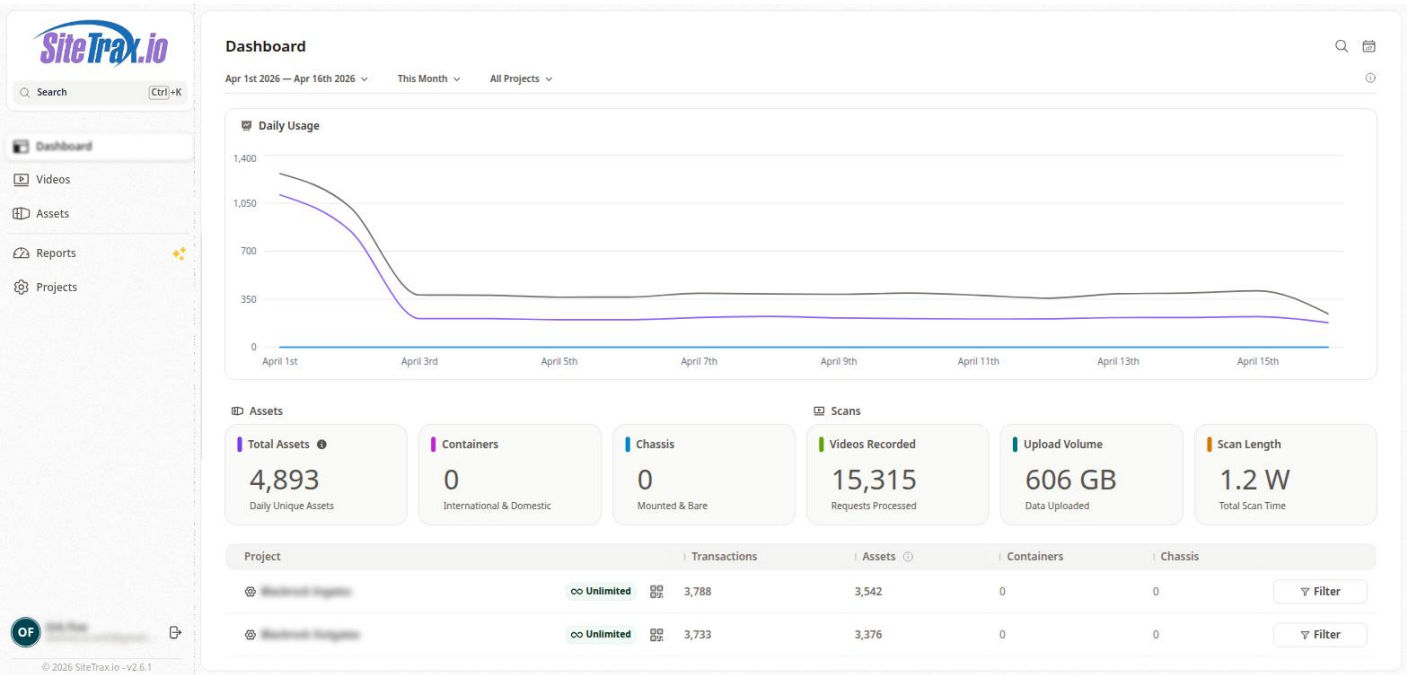
Navigation and Layout

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The Service Portal uses a sidebar-based navigation layout. The left sidebar contains the SiteTrax.io logo at the top, a global search bar with keyboard shortcut support (Ctrl+K), and four primary navigation links: Dashboard, Videos, Assets, and Projects.

The main content area to the right of the sidebar displays the active page content. Most pages share a common toolbar at the top that includes a date range selector, a time period filter, and a project filter. The date range selector allows users to define a custom start and end date, while the time period dropdown provides quick presets such as This Month, Previous Month, This Week, Last 30 Days, and Last 7 Days. The project filter defaults to "All Projects" but can be scoped to a specific project.

A search icon and calendar icon are available in the top-right corner of the main content area for quick access to search and date selection.



Global Search

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The SiteTrax.io Service Portal includes a powerful global search feature accessible from the sidebar search bar or by pressing Ctrl+K from any page. When activated, a search overlay appears at the top of the screen with a text input field.

As you type, the search returns real-time results from across your assets. Results are displayed in a categorized list showing the number of matching assets. Each result row displays the Asset ID (such as a container number), the Asset Type (e.g., International Intermodal Vertical ID), and the date the asset was processed. Clicking on a result navigates directly to that asset's detail page.

This search is particularly useful for quickly locating a specific container or chassis by its ID number without having to manually browse through the Assets page.

