

# How to Activate a Mobile Phone For Location

Print these instructions and register. This is your quick reference guide.

## Step 1. Register An Account With Us

1. Go to our website and register.
2. To register, click on the 'Register' or 'Go' button on the home page.
3. **Enter your details.** Please note it is essential for you to enter your details correctly.
4. When you have completed the registration process you will be automatically emailed a Username and Password.
5. Log into your standard email account and collect your Password and Username that we have sent to you. Please allow 30mins for delivery. **Please store this e-mail safely as it is your record of your Username and Password.**
6. You can now login to your tracking page from our homepage using your Username and Password at the website.

## Step 2. Purchase Location Credits

1. Log-in to your tracking Page.

*It is a requirement of the Home Office that you can NOT locate a mobile phone until you have purchased location credits. This enables us to address validate all our users and minimise system abuse.*

2. To buy tracking credits (one credit allows you to track a mobile once) click on the 'Buy Top-Up location credits here' button.
3. Decide how many location credits you want to purchase by clicking next to your chosen tariff.
4. Follow the instructions and acknowledge that you agree with the terms and conditions, and then proceed to the next step.
5. The FollowUs server will then automatically connect with the secure Lloyds Bank Cardnet/Protx site who will deal with the transaction on our behalf. Please note that FollowUs do not store any credit card details for our customers. If you have difficulties making a purchase, then please call us on 0871 425 44 22.
6. Once you have purchased your location credits, return to your location page by clicking the 'Log-In' button in the home page and entering your User Name and Password.

Thawte Secure Registration is FREE

Please fill in the details below to the interactive demo and location

First Name

Surname Name

Address Details

House Number or Flat Number

Street

Postcode

Additional Names (if applicable)

Contact or London Business

kevin - Orange test  
Kevin 02  
Martin No 2

add number modify number  
delete number

buy top-up locations here

Click on the name below that you want to locate

kevin - Orange test  
Kevin 02



## Step 3. Activate your Account

*The Home Office Guidelines have recently changed and accounts must now be activated using a 'PIN in the POST', similar to the activation of credit cards....*

1. Log in to your tracking page.
2. Go to the menu on the right hand side of the screen and Click on the 'Add Number' button.
3. **Enter** the first new Mobile Number details where prompted on the left hand side (your first mobile that you want to track), which includes a nickname, mobile number, network and your relationship.
4. Click on the 'Add' button at the bottom of the page to add the phone number to your **unauthorised list**.
5. To view this list click on the 'Unauthorised Assets' button (bottom right hand side of your tracking console).

*For the moment you CANNOT track this Mobile.*

*FollowUs will send you a letter to your address with a PIN code. Follow the instructions in your letter to activate your account.*

## Step 4. Activate Additional Mobiles

*The 'PIN in the POST' is required to activate your account and the first mobile you want to track. Once this is done all other mobiles can be activated by SMS without the need to wait for a letter from us.*

1. Log in to your tracking page.
2. Go to the menu on the right hand side of the screen and Click on the 'Add Number' button.
3. Enter the new Mobile's details where prompted on the left hand side, which includes a nickname, mobile number, network and your relationship.
4. Click on the 'Add' button at the bottom of the page to add the phone number to your **unauthorised list**.

*An SMS message this then immediately sent to the mobile phone you want to activate for tracking which says :*

*Ron Jones 0208 222111 has requested to locate your mobile. Please reply "1239kz" to consent. More info at [www.followus.co.uk](http://www.followus.co.uk) (1234kz is a unique PIN number sent to that mobile)*

# Set-Up continued and Additional Features

## Step 4. Continued...

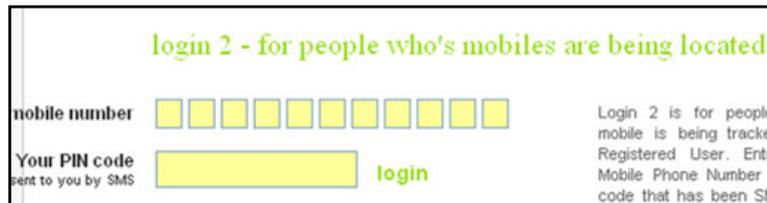
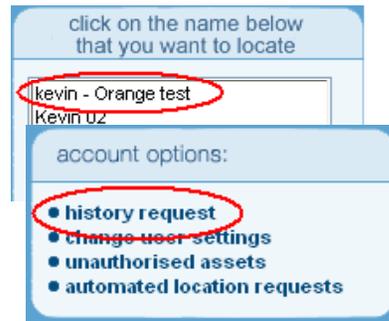
6. The mobile phone holder must now activate their mobile for tracking by replying to the incoming message. The message they must send back to us is the PIN code. They must send the PIN code message back to the phone number from which our SMS was sent. See the picture to the left as an example.

7. Upon our receipt of the PIN code by SMS, the mobile will **automatically move** from the **Unauthorised Assets** list into white box headed 'Click on the name that you want to locate'. You can now track this mobile.

8. You can send the PIN code again to the an unauthorised mobile by clicking on **'Unauthorised Assets'** button and then clicking on **'re-request'**. This will cost 1 location credit. You may need to do this where, for instance, you delete the PIN code text message before responding to it.

9. After consent is returned by SMS from that mobile, you are able to track it by Clicking on the **Nickname** and then on the **'Click here to locate'** button.

*If you are having difficulties and you have a Motorola mobile phone, please see the troubleshooting page below.*



## Step 5. Change User Settings

From here you can:-

- Change your password
- Change your e-mail address
- Change your telephone number
- Deactivate your account



## Step 6. See History of Tracking

Click on the mobile name and then the history button to view.

We only store the history of locations for 3 months .

## Step 7. Mobile Phone holders can stop you tracking them

*The Home Office has decided that these systems must protect peoples right to privacy. To help ensure this, we send a 2<sup>nd</sup> PIN code by SMS to a mobile once it has consented to be located. The SMS message will say the following:-  
'Your FollowUs access code is: 1234az. This code will enable you to control when your mobile is located. Go to [www.followus.co.uk](http://www.followus.co.uk) for more info. Thank you.'*

*This enables the mobile phone holder to log into their own section of the site (known as Login 2) and specify times when they choose to bar tracking on their mobile, perhaps during evenings or weekends. They can change these setting when they choose. When they change these settings you will be immediatley advised by email.*

# Troubleshooting

## **Step 8. Troubleshooting – Questions & Answers**

**Q: *My mobile hasn't received the activation PIN code by SMS.***

A: Go to Step 4, Number 8. Remember you can **click on** the '**Unauthorised Assets**' button and request that the SMS message is re-sent to that mobile by **clicking on 're-request'** next to that mobile number, alternatively simply ask the mobile owner if they have replied to the SMS and check they have replied correctly. However, remember that text messages can be delayed when the network is busy, so it may take an hour or so on rare occasions.

**Q: *I am clicking to locate a mobile, but am being told in the location report (below the map) that the Mobile Owner has barred me for locating them?***

A: Please see Step 7. This gives the ability for the Mobile Owner to restrict or stop when you may locate them. We suggest that you give them a call!

**Q: *Why does the amount of my location credits reduce when I request a Zoom map during location?***

A: Where you ask for additional maps, say if you want to zoom in after locating a mobile, then FollowUs have to pay for these extra maps. Rather than increase the cost for everyone, it was felt fairer if each customer paid for any additional maps they requested. This keeps the cost down for others who do not request additional maps. At the time of print, an additional map impression costs about 1p each.

**Q: *How do I purchase Location Credits?***

A: Please follow Step 2 to buy location credits on-line using a credit or debit card. Please ensure that you credit cards details are entered correctly including same address as the card you are using to make the payment, or your payment will be rejected. If you need to change your address, then log in and click on the tariff that you want to purchase. Your address details will then appear. You can change your address details here to match your card you are using for payment.

**Q: *Why do I get old locations when I try to locate an Orange mobile phone?***

A: Orange work differently from the other networks. Say you locate an Orange mobile at 9am in the morning and get a location back. Then say you locate the same mobile again at 2pm, (and it has not moved during this time), then Orange will supply you with the old location. They only update their memory banks with a new location if the Orange mobile has moved since the last time a location was requested.

## **Special Note about Motorola & Samsung Mobile Phones**

*Some users have reported difficulties in activating Motorola or Samsung mobile phones for tracking, and advise that our site does not accept their PIN code when it is SMS'ed (text'ed) back to our platform.*

It appears that when you send a text message from some Motorola or Samsung mobiles, they insert a 'digital signature' automatically into the text message. This means that they put extra characters into the SMS, such as the words 're:' This is fine for normal text messages, but when you are sending back a PIN code as a message, then any additional characters in the text message corrupts the PIN code, and prevents you mobile from being activated for tracking.

In these circumstances, you have two options:-

1. You can put the SIM card into another mobile phone and resend the SMS PIN code as described in Step4 Number 8. Then reply from this mobile, such as a Nokia, that does not insert digital signatures, or,
2. You can remove the digital signature feature from your Motorola, but is usually easier said than done.
3. For all mobiles, make sure the predictive text is switched off as this can also put additional character in the PIN code that you may not be aware of and corrupt the PIN code.

Additional help guides can be download at the following Url:-  
[http://www.followus.co.uk/mobile\\_phone\\_tracking\\_downloads.htm](http://www.followus.co.uk/mobile_phone_tracking_downloads.htm)

Thank you for choosing our mobile phone location service

If you have additional support enquiries please contact us :  
[customercare@followus.co.uk](mailto:customercare@followus.co.uk)