

«GoEco! Tracker» App User Guide

Thank you for downloading the «GoEco! Tracker» app and becoming part of the living lab associated with it! The following document helps you setting up the application and registering your account.

1. Download of the Required Applications

Depending on the type of device you own, you have to select from the following:

Android – Play Store

- GoEco! Tracker: <https://play.google.com/store/apps/details?id=com.goecoproject.goecoapp>
- Moves: <https://play.google.com/store/apps/details?id=com.protogeo.moves>

iOS – App Store

- GoEco! Tracker: <https://itunes.apple.com/ch/app/goeco!-tracker/id1072136177>
- Moves: <https://itunes.apple.com/us/app/moves/id509204969?mt=8>

Download and install **both applications**. Moves is required for tracking, and *GoEco! Tracker* for all the other functionalities.

2. Setting up Moves

When you install Moves, please make sure to consult the following points for a successful setup:

- Once Moves is downloaded, **open it** to set it up. Otherwise other apps (like *GoEco! Tracker*) can't be authorized to work with it!
- Tap "start from scratch" and follow the little tutorial until the end in order to accept the TERMS & AGREEMENTS.
- In order to guarantee proper interaction between Moves and *GoEco! Tracker* and ensure data consistency, we ask you to **register an account for Moves**. This will allow you for example to switch phones and use the same account, without losing any data.

Moves Help

If you have problems with the Moves app, please refer to their [zendesk](#).

IMPORTANT NOTE FOR ANDROID USERS

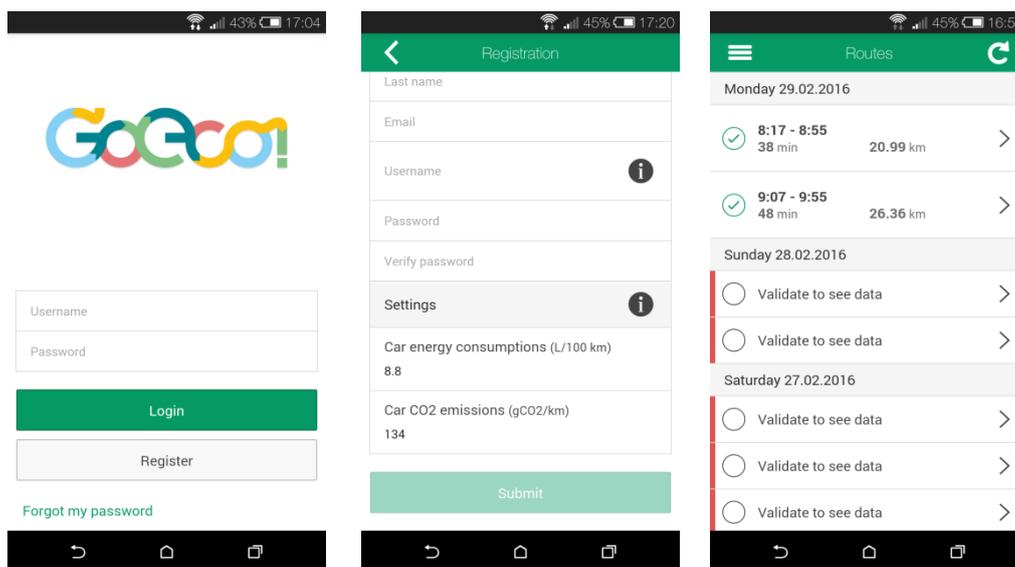
As [stated by Moves](#), you should keep your internet data connection on for proper tracking:

"On Android devices, location services are fairly dependent on data connection availability. This means that without data connection location data becomes less accurate. This will affect recognition of places and routes."

3. Setting up *GoEco! Tracker*

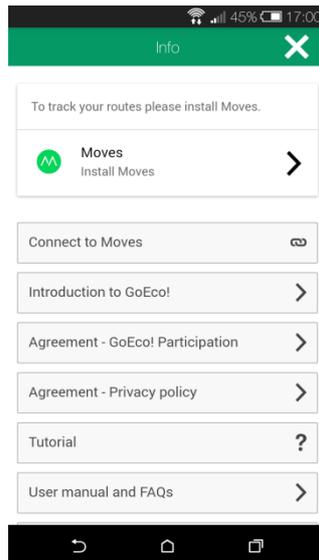
After setting up Moves, start the «GoEco! Tracker» app. A screen like the first one below should be shown. Follow these steps to set up *GoEco! Tracker*:

- Click on “Register” to get to the registration screen (screen two below). Username, email and password are mandatory for registration.
- The username you choose will be visualized to the other members of the *GoEco!* community. If you do not want to appear with your name and surname, you can insert a nickname.
- Please, insert the email address you indicated in the *GoEco!* application form. If you do not remember about it, consider it is the email address to which you receive all the communications regarding *GoEco!*
- If you like, you can provide additional information about the energy usage and CO₂ emissions of your car. This is not required though: if you do not specify it, we will in any case use average values.
- Click on “Submit”, which will open up Moves for authorization.
- Click to allow *GoEco!* to access your Moves data.
- Upon successful registration and authorization by Moves, a browser window will open (showing <http://connector.goeco-project.ch>). It should display a message confirming a successful authorization “Success! It worked. You can now log in to the GoEco! app”).
- Exit the browser window, start the «*GoEco! Tracker*» app again and log in. You should see a screen similar to the third one below, probably without any routes (yet).
- You're all set up now!



NOTE

If, while using *GoEco! Tracker*, you get any problem with *Moves* and you need to reinstall it, you can do it directly from *GoEco! Tracker*. Go to the “Info” page and click on “Install Moves”, following the procedure indicated above. Then, in the “Info” page you can connect *Moves* once installed, clicking on the “Connect to Moves” button. You’ll get the message “Permission Request”. If you click on “Allow”, you’ll be sent to the browser window and get a “Success” message.



4. Troubleshooting Issues (for Android users)

GoEco! Tracker can't be installed or updated

Please make sure that the Play Store cache has free space enough, by going into the Settings of the Play Store app and selecting the "Clear cache" command.

Android app doesn't work

For help on troubleshooting apps on Android, head to [Google's official help page](#).

5. Feedback

For general feedbacks and questions about the app and the *GoEco!* project, please refer to the [contacts on the official web page](#).

Please send **technical feedbacks** (problems or proposals for improvement) to the following email addresses: info@goeco-project.ch and goeco-support@googlegroups.com.