Track a Citizen’s location in the Administration System

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This guide explains how to track a citizen’s location in Stella Care’s Administration System. The function is used to see where a device is located right now and where it has been within the last 14 days.

How to view a citizen’s location

1. Go to the **Citizens** menu on the left side of the Administration System.
2. Find the citizen you want to track and click their name to open their page.
3. Click the **track icon** next to the device you want to view on the map.
4. The map opens with the selected device’s most recent position.
5. At the top of the page, select the time period — you can view positions from **up to 14 days back**.

Map Features

- **Select device:** Use the dropdown menu to switch between the citizen’s devices.
- **Select time period:** Choose the period you want to view positions from.
- **Active tracking:** Check this option to follow the device in real time.
- **Navigate the map:** Zoom in, zoom out, and drag to move around the map.

Map Buttons

- **Request new position:** Sends a request to the device to report its current location.
- **Show geofence:** Displays or hides geofences linked to the citizen.
- **Hide alarms:** Removes markers for positions where an alarm was triggered.

- **Center:** Focuses the map on the citizen’s latest position.

Information on the Map

When you click or hover over a position marker, you can see:

- Time of the report
- Address
- Wi-Fi status (whether the position was detected via Wi-Fi or GPS)

Tips

- Use **Request new position** to get an updated location immediately.
- If no positions are visible, the device may have been turned off, out of coverage, or low on battery.
- Combine the view with **Show geofence** to check whether the citizen is within their safety zone.

Related Content

- View a citizen’s position in relation to a geofence
- Create a new geofence
- Link a device to a citizen
- How to create a Citizen