What's New in MyAdmin

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Welcome to our latest release! Here you'll find a summary of What's New in MyAdmin. Our goal is to provide you with all the tools you need to run your business efficiently and effectively with Geotab.

> ## 📌 New Changes — Action Required!
>
> The following changes require action by you or your administrators/users and may affect your workflows:
>
> ## Coming soon – API rate limit for "GetDeviceContractsByPage" and "GetDeviceContracts"
>
> To ensure optimal performance and reliability of our APIs, we will be introducing a rate limit of 1,250 requests per 15 minutes to the following methods at the **end of June**:
>
> - **GetDeviceContractsByPage** method
> - **GetDeviceContracts** method
>
> Rate limiting helps manage the number of requests a user can make to our API in a given period, preventing excessive usage that can slow down the system.

MyAdmin Experience

MyAdmin support experience, redesigned (Beta)

As previously announced, we're improving your support experience with a redesigned **Helpdesk** page (**Support > Tickets (Beta)**). Starting the **week of May 5th**, the Beta experience for Helpdesk will be available with these improvements:

- **Improved support categories and topics** – Making it easier to find the right help
- **Streamlined forms** – Ensuring quicker and more efficient ticket submissions
- **Prioritized case handling** – Automatically directing your requests to the right experts based on the issue type, reducing triage time and getting you help faster
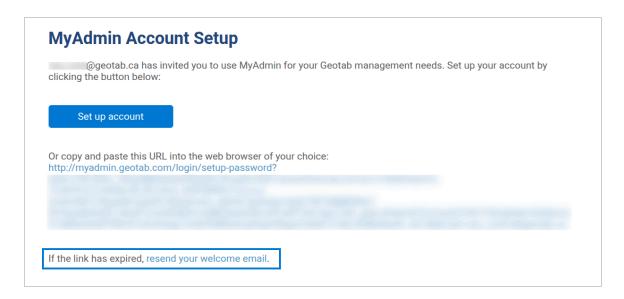
General

Added ability for new users to resend their own welcome emails

To improve the onboarding experience for new MyAdmin users, we've introduced a convenient self-serve option for expired welcome emails. Now, if a new user's initial account confirmation link expires before they can activate their account, they can independently request a new one.

From their welcome email, they can select **resend your welcome email**.

✳ **NOTE**: To prevent misuse, users are limited to 3 resends per day using this feature.

MyAdmin Account Setup

████████@geotab.ca has invited you to use MyAdmin for your Geotab management needs. Set up your account by clicking the button below:

Set up account

Or copy and paste this URL into the web browser of your choice:
http://myadmin.geotab.com/login/setup-password?

If the link has expired, resend your welcome email.

New "Delivered" order status in Order Management

Starting **May 7th**, we're introducing a new **Delivered** order status in Order Management (**Store > Orders & Returns > Order Management**) for orders shipped by FedEx to help you better track orders.
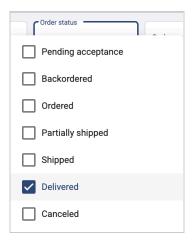
✳ **NOTE**: This will be available for all new orders and any orders placed within the last three months (currently applies only to FedEx orders).

We're also adding two new fields to the Shipping tab in order details:

- **Expected delivery date** displays the estimated delivery date as provided by FedEx, based on chosen shipping method and destination.
- **Delivery date** displays the actual delivery date, as confirmed by FedEx.

Order status filter

Order status

- ☐ Pending acceptance
- ☐ Backordered
- ☐ Ordered
- ☐ Partially shipped
- ☐ Shipped
- ☑ Delivered
- ☐ Canceled

Order details – Shipping tab

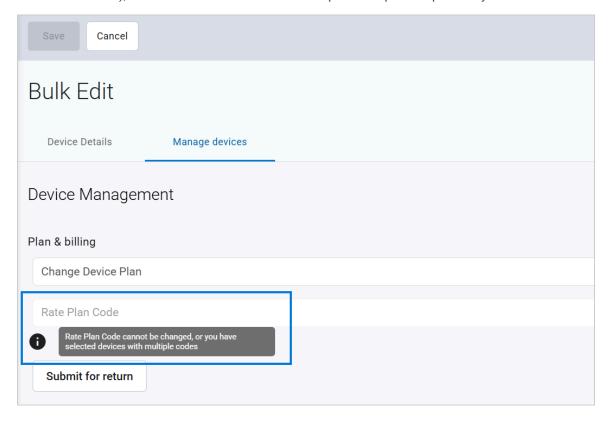| Tracking number	Shipping date	Shipping option	Expected delivery date	Delivery date
████████	2025-02-10	Standard	2025-02-12	2025-02-11
████████	2025-02-10	Standard	2025-02-12	2025-02-11

Updated the GetOnlineOrderStatus API

We're also adding a new "Delivered" status to the responses from our **GetOnlineOrderStatus** API effective **May 7**. This update allows you to easily retrieve orders that have been successfully delivered.

✳ **NOTE**: The "Delivered" status will initially be available exclusively for orders shipped via FedEx. We plan to expand this functionality to include other carriers in the future.

Added ability to bulk edit Rate Plan codes in Device Management

You can now bulk edit the **Rate Plan Code** when all selected devices belong to the same account and share the same existing code (or all currently blank).

- If the codes match, the current code will be displayed for confirmation before you make changes.
- If selected devices have different codes, or if the code cannot be changed (for instance, the devices are on contracts), the field will be disabled and a helpful tooltip will explain why.

Updated success message for DeviceAdminRequest logs in Device Management

To reduce confusion and improve the clarity of status messages, we've updated the success messages for **DeviceAdminRequest** activity logs in **Device Management**. These logs can be found under the **Timeline** tab for a specific device.
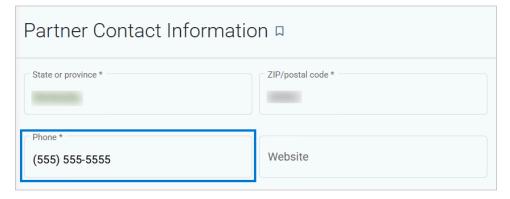
Previously, the success message for DeviceAdminRequest included the text **Status: Done, Error:**, which could be misinterpreted. Going forward, the message will clearly state **Status: Done** to offer you clear confirmation that the request was successful.

Removed "Partner support phone number" field from Partner Contact Information

To improve clarity and maintain data accuracy on the Partner Contact Information page (**Support > Contact Info > Partner Contact Information**), the **Partner support phone number** field has been removed from the details view. This update streamlines the interface, helping to prevent potential confusion and maintain accurate Partner information within MyAdmin.
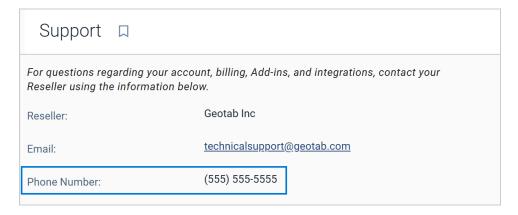
Review your contact information for Customers

Take a moment to review your contact information in Partner Contact Information. Ensure the number entered in the **Phone** field is the primary support number you want your Customers to see by default, as this is displayed within MyGeotab.

Partner Contact Information 🔖

State or province *	ZIP/postal code *

Phone *	Website
(555) 555-5555	

MyGeotab (Support > Contact Information)

Phone number as displayed for your Customers in MyGeotab:

Support 🔖

For questions regarding your account, billing, Add-ins, and integrations, contact your Reseller using the information below.

Reseller:	Geotab Inc
Email:	technicalsupport@geotab.com
Phone Number:	(555) 555-5555

SDK Updates

Added ability to enter the PX Hub opportunity ID when using the PostOrder method

Last year, we added the **PX Hub opportunity ID** field in Checkout to help you link opportunities directly to orders. To further support this process, you can now enter the **PX Hub opportunity ID** when using the **PostOrder** method to complete an order.

Specifically, this update introduces the **PxHubOpportunityId** property to the **ApiOrderHeader** object for seamless association of orders with their corresponding opportunities.

Coming Soon

Redesigning the Return Management experience

In a future release, the **Return Management** page (**Store > Orders & Returns > Return Management**) will be getting a fresh new look! In our ongoing effort to modernize the MyAdmin interface, we're redesigning this page to align with the intuitive design you've already seen on other pages, such as **Customer Management**, **User Management**, and **Marketplace Solutions**.

Redesigning the Customer Management experience

We will be transforming the **Customer Management** experience (**Customers > Customer Management**) from a contact-based structure to a customer-centric one, with the goal of allowing you to view all relevant information for a Customer in one place.

As a first step in this transformation, we will introduce the ability to add Customers and associate individual contacts to them in a future release. Instead of viewing a list of contacts, you will see a list of Customers.

Stay tuned for more updates as we continue to enhance the Customer Management experience.

Redesigning the billing experience (Beta)

In a future release, the **Monthly Bills** page (**Billing > Monthly Bills**) will be getting a fresh new look! In our ongoing effort to modernize the MyAdmin interface, we're redesigning this page to align with the intuitive design you've already seen on other pages, such as **Customer Management**, **User Management**, and **Marketplace Solutions**.

Resources and Contact Information

For more information, go to **Support > Help** in MyAdmin to access our help articles. If you have any questions, please contact your Geotab Account Manager.

April 28, 2025