

Your organization's inReach account is managed through the Garmin Explore™ website at explore.garmin.com. The administrator is the main contact on the account and has access to manage devices, users, plans, settings, and billing.

Quick Reference Checklist

- Create a Professional account on the Garmin Explore website
- Review account settings, including contact information and billing
- Add account users
- Create user Groups and Profiles, if needed
- Add inReach devices and activate service plans
- Assign a user to each device
- Sync devices to update device settings
- Test your devices
- Check your SOS protocol
- Review device function and usage

⚠ WARNING

Messaging, tracking, and SOS functions require an active satellite subscription. Always test your device before you use it outdoors.

NOTICE

Some jurisdictions regulate or prohibit the use of satellite communications devices. It is the responsibility of the user to know and follow all applicable laws in the jurisdictions where the device is intended to be used.

Administrator Account Setup

Account creation requires primary and emergency contact information. To pay for your organization's monthly subscription, you must provide a valid credit card. Contact [inReach professional sales](#) for other payment options.

- Go to explore.garmin.com.
- Follow the on-screen instructions to set up your account.
- From the **Settings** tab, select the **Billing** tab, and review your contact information and emergency contacts.
- If necessary, click **Edit** to make changes.
- Click **Done**.

NOTE: It is very important that you verify your contact information, since it may be used in an emergency. The account administrator and emergency contacts will be contacted in the event of an SOS.

Users

User accounts are required to manage user information, contacts, and messages. An inReach device must be assigned to a user in order to be fully functional in the field.

User Configuration (fewer than 10 users)

Creating a New User

- From the **Groups & Users** tab, click **Add User**.
- Enter all required information in the **New User** window.
- Click **Save**.

Adding and Editing Contacts

- From the **Groups & Users** tab, select a user by clicking on a user name.
- From the **Contacts** tab, click **Add**.
- Enter information for the contact.
- Click **Done**.

Editing Preset Messages

- From the **Groups & Users** tab, select a user by clicking on a user name.
- From the **Messages** tab, click **Edit** next to the message you want to change.
- Enter message contents.
- Add recipients for the message.
Multiple recipients can be separated by semicolons.
- If necessary, select the **MapShare** checkbox to send the preset message to MapShare™ (if enabled).
- Click **Done**.

Editing Quick Texts

- From the **Groups & Users** tab, select a user by clicking on a user name.
- From the **Messages** tab, click **Add** or **Edit**.
- Enter a message.
- Click **Done**.

Bulk User Configuration (more than 10 users)

Contact Professional Support at inReach.professional@garmin.com or by phone at **1-207-846-7025** for help with the **Import Users** feature.

Plans and Devices

inReach devices will not operate in the field until they are fully activated and assigned to a user. As soon as the devices are activated, monthly billing and any associated fees will begin to accrue.

Adding a New Device

- From the **Plans & Devices** tab, click **Add Device**.
- Enter the device IMEI and authorization code.
NOTE: The IMEI and authorization code appear on the activation screen the first time you turn the device on. You can also find them in the **About** menu on the device. For additional help determining the IMEI and authorization code, contact [Professional Support](#) by email or by phone at **1-207-846-7025**.
- Click **Add Another** to add multiple devices with the same data plan.
NOTE: If you do not activate additional devices at the same time, you can assign a single device to an existing user on your account.
- Select a data plan.
You can select **No Plan** for devices that will be activated later.
- Accept the terms and conditions.
- Click **Add Devices**.

Assigning a User

Before you can assign a user to a device, you must activate the device into an active plan.

- From the **Plans & Devices** tab, click **••• > Assign User**.
- Select a user.
- Click **Assign**.

Activating a Deactivated Device

- From the **Plans & Devices** tab, click **••• > Activate**.
- Select a service plan.
- Select a user, and click **Continue**.
- Confirm the plan change.
- Click **Reactivate**.

NOTE: Messages (sent and received), tracking data, and map points are associated with the assigned user. This data is not associated to the device.

Suspending Devices or Changing Plans

Administrators can suspend or change plans for devices on their account.

1. From the **Plans & Devices** tab, click **••• > Change Plan or Suspend**.
2. Select an option:
 - Select the new subscription plan.
 - Suspend the device.
3. If necessary, select the checkbox to send a message requesting acceptance to the device being updated.
4. If necessary, enter the message to be sent to the device.
5. Confirm the price change.
6. Click **Change Service**.

Learn more about inReach plans at explore.garmin.com/inreach/professional.

Using Bulk Actions

1. From the **Plans & Devices** tab, select the checkbox next to each IMEI number you are editing, or select the checkbox above the table to select all.
2. Click **Bulk Actions**.
3. Select **Change Plan or Suspend** or **Deactivate**.
4. Confirm the plan change or deactivation.
5. Click **Change Service**.

Groups

You can create groups and subgroups within the organization to manage your users. By default, all users in the account are added into one group.

Creating a Group

1. From the **Groups & Users** tab, click **Create Group**.
2. Enter the name of the new group.
3. Select the parent group in which to place the new group.
4. Click **Save**.

Adding Users to a Group

1. From the **Groups & Users** tab, select a group, and click **Edit Members > Add Users**.
2. Select the checkboxes next to the user names you want to add to the group, and click **Add**.

Editing Group Settings

1. From the **Groups & Users** tab, select a **Group**, and click **Group Settings > Edit**.
2. Select an option.
3. Click **Save**.

Profiles

A profile is a collection of device settings and configurations that can be assigned to groups of users.

NOTE: You cannot use profiles to configure home screen icons on GPSMAP® 66i and newer devices.

Creating a Profile

1. From the **Groups & Users** tab, click **Manage Profiles > New Profile**.
2. Enter a name for your profile.
3. Click **Save**.
4. Select the tab for the type of device being configured.
5. Configure the home screen icons, device settings, preset messages, and quick text messages for the profile.
6. Click **Save Changes**.

Assigning a Profile to a Group

1. From the **Groups & Users** tab, select a group, and click **Group Settings > Edit**.
2. Select a profile from the list.
3. Click **Save > Assign > Done**.

NOTE: If a user in the group has been assigned a different profile than the group selection, the user profile overrides the group selection.

SOS Setup

Professional accounts offer options for creating a custom SOS protocol, including adding contacts to receive an alert in the event of an SOS and sending additional information to the Garmin International Emergency Response Coordination Center (IERCC).

Setting Up and Verifying SOS Notifications

You can add up to 20 additional email addresses and SMS numbers to be alerted in the event of an SOS.

1. From the **Settings** tab, select the **SOS Setup** tab.
2. Enter email addresses or SMS numbers for each emergency contact in **inReach SOS**.
3. If necessary, click **Test** to verify contact information.
Test messages are sent to all email addresses or SMS numbers.

Adding SOS Notes

You can add custom information to be included with the SOS information sent to the Garmin IERCC when an SOS is initiated.

1. From the **Settings** tab, select the **SOS Setup** tab.
2. Enter the additional information or instructions in **SOS Notes**.
3. Click **Save**.

Testing Devices

You can run a test of the devices assigned to users in your organization before distributing them to your users. You are allowed five free test messages per month.

NOTE: Do not test the SOS function without prior approval from the Garmin IERCC. If you test SOS without approval, you may be charged for rescue efforts. For more information, contact [Professional Support](#).

1. Go outdoors to an open area with a clear view of the sky, and point the antenna on the device toward the sky for optimal performance.
2. Wait while the device communicates with the Iridium® satellite network.
3. From the device, select **inReach Utilities > Communications Test > Test**.
4. Wait while the device sends a test message.
When you receive a confirmation message, your device is ready to use.

Device Syncing

NOTE: Some changes, such as updates to contacts, maps, and preset messages, must be USB synced to the inReach device(s) before use.

- To sync account settings to the inReach Explorer®, inReach SE®, inReach Mini, and legacy inReach devices, use the **USB Sync** option with the inReach Sync desktop application.
- To sync account settings to the GPSMAP 66i and newer devices, use either the Garmin Explore app or the **File Based Configuration** option.
- To sync device settings changes remotely, use the **Satellite Network Profile Sync** option.
- To update firmware for the inReach Explorer, inReach SE, and legacy inReach devices, use the inReach Sync desktop application.
- To update firmware for the inReach Mini, GPSMAP 66i, and newer devices, use the Garmin Express™ desktop application.

Syncing Data Using USB Sync

1. Connect the USB cable to your device and your computer.
2. From the **Update & Sync** tab, select an option:
 - If you have not previously synced the device and maps, select **Download and Install inReach Sync**.
 - If you have previously synced the device and maps, select **Launch inReach Sync**.
3. Follow the on-screen instructions.

NOTE: The inReach Sync application supports these devices: inReach Explorer, inReach Explorer+, inReach SE, inReach SE+, inReach Mini, and legacy inReach devices.

Syncing Data Using Satellite Network Sync

Administrators can make changes to profiles when users and devices are out in the field, and sync profile changes over the satellite network.

1. From the **Update & Sync** tab, select the **Satellite Network Profile Sync** tab.
2. Make sure the devices are turned on and have a clear view of the sky.
3. Select an option:
 - To sync all devices on the account, click **Sync All**.
 - To sync specific devices, select the checkboxes next to the device names, and click **Sync Selected**.
4. Add a sync message or select **Force Change** (optional).
5. Click **Skip Message** or **Sync with Message**.

Devices will appear under **In Progress** while syncing. When the sync is successful, devices will be removed from the list.

NOTE: Syncing over the satellite network may result in additional charges. Preset messages, quick text messages, maps, and contacts cannot be synced over the satellite network due to the size of the data.

File Based Configuration

GPSMAP 66i and newer devices can be synced using a file instead of using the Garmin Explore app. This file can be applied directly to a device using a USB cable, or using a microSD® card for field syncing.

Follow the on-screen instructions on the **File Based Configuration** tab for more information.

Review Device Function and Usage

Review device features, usage, and internal procedures with your team when issuing devices and periodically as needed. It is important that device users are familiar with the device to get the most benefit from your inReach account and in case of an emergency SOS situation.

Map

You can use the Map tab to view tracking information for users on your account as well as monitor and message active users.









Map Filters

Map filters are used to alter your view of data, such as tracks, on the map. You can also use map filters to limit data by date.


Map Types

You can switch between topographic, OpenStreetMap, aerial imagery, and road maps using the  button in the upper-left corner of the map.

Map Features

-  Allows you to hide and show user data.
-  Messaging options:
 -  Allows you to request the user's location.
 -  Allows you to activate tracking on the user's device.
 -  Allows you to send a message to the user.
 -  Allows you to send a location to the user.
-  Allows you to center the map on the user's most recent location.
-  Allows you to expand messages and track points on the map.

Messages List

The messages list shows recent messages sent from a user's device. You can click  to view more messages.



Library

You can create waypoints and routes and view them on the Map tab. If you use the mobile app, you can sync the library with your smartphone. On some inReach models, you can sync waypoints and routes to your device.



Waypoints

Waypoints are used to mark locations with names and icons.

Creating a Waypoint

1. From the map, click .
2. Select a location on the map.
3. Edit the waypoint details.
4. Click .



Exporting Waypoint Details

1. Select a waypoint.
2. Select .
3. Edit the waypoint details.
4. Click .

Routes

Routes provide navigation on your device and let MapShare viewers see where you are headed.

Creating a Route

1. From the map, click .
2. Select a starting location.
3. Select additional points to create a line for your route.
4. Double-click the last point to complete the route.
5. If necessary, enter a name for the route.
6. Click .


Collections

You can save related waypoints, routes, and tracks in collections. You can sync collections with your devices and the Garmin Explore app.


Importing and Exporting Map Data

You can import GPX, KML, and KMZ files or export KML or GPX files. The export file contains the data currently visible on the map.

Importing

1. From the map, click .
2. Follow the on-screen instructions to import the files and add them to a collection.

Exporting

1. From the map, use filters to limit the data to export, or remove filters to show all data.
2. Click .
3. Select the file type.

Additional Resources

inReach Products and Plans: explore.garmin.com/inreach/professional

Browse inReach products, learn about features, and view plans.

Garmin Explore: explore.garmin.com

Manage your inReach devices, plans, users, and account.

Garmin Support: support.garmin.com

View help documents, manuals, product videos, and past webinars.

Garmin Blog: www.garmin.com/blog

Read the latest stories featuring inReach users and organizations.

inReach Newsletter: explore.garmin.com/Admin/MyInfo

Update email preferences to receive periodic emails with how-to articles, user stories, updates, and more.

Professional Support: professional.support@garmin.com

Contact us for questions not addressed on support.garmin.com.

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