

# **GARMIN EXPLORE™ WEB HELP FOR INREACH® PROFESSIONAL**

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**Owner's Manual**

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# User Roles

Each Garmin Explore user account has an assigned user role.

**Account Admin:** The main administrative users, able to create and manage groups of regular users. The account administrators are the main points of contact and have access to set up billing information, devices, users, and organization-wide settings. Your organization must set up and verify an administrator account before you can set up additional users or devices. Some user features work differently for administrator accounts. Administrators should refer to the *Administrator Account Features* section of the manual for more information about setting up your organization and using features unique to administrator accounts ([Administrator Features, page 1](#)).

**Group Admin:** Group admins have access to create and edit users within their group, configure device settings on a group or user level, set passwords for users within their group, adjust emergency contacts for a group, have an assigned device, and see a map view and chat window for their group. This role is created by an account admin.

**Billing Admin:** Billing admins have access to add or change a payment method, make a payment on the account, view invoices, pull usage data for plans, add a PO number, and edit billing address and contact information. This role is created by an account admin.

**User:** Users have access to features of the Garmin Explore website, messaging features, and the devices set up and assigned to them by an administrator. An administrator with an assigned device also has access to user features, but has access to more options than a standard user account. If necessary, an administrator can restrict user access to the Garmin Explore website. This role is created by an account admin.

## Administrator Features

The administrators for your organization have access to set up billing information, devices, users, and settings. The information in this chapter applies only to Garmin Explore administrator accounts with group admin, billing admin, or account admin roles.

### Getting Started

When using the Garmin Explore website for the first time, you should review these tasks to learn about the activation and implementation of your devices, users, and plans.

- Ask yourself questions about how the devices will be used in your organization ([Considerations Before Getting Started, page 1](#)).
- Gather data about your users, your service plan, and your payment method ([Collecting Data Before Getting Started, page 2](#)).
- Set up your administrator account access and verify your contact information ([Setting Up and Verifying Administrator Account Information, page 2](#)).
- Set up devices for your users ([Setting Up Your Account and Devices, page 2](#)).

### Considerations Before Getting Started

As your company's inReach device administrator, you should consider these questions before distributing devices to your users.

- Will devices be assigned to specific people in the organization, or will they be shared within the organization?
- Will you be the only user allowed to manage all of the accounts, or will each device owner manage their own account?
- Will the devices be used to send only SOS messages, or will they also send text messages?
- Will the devices be used as tracking devices?
- Will the devices be used throughout the year, or only during specific months?
- What service plan will be used for each device?
- Will the devices be connected to a smartphone or tablet?

## Collecting Data Before Getting Started

Before you begin setting up devices, you should complete these tasks.

- Select an option:
  - If devices will be assigned to specific people for use, collect each user's name, contact information, and emergency contact information if that information differs from the organization's information.
  - If devices will be shared within the organization, use the same information for all users. This includes dummy account names, contact information, and emergency contact information.

**TIP:** Professional emergency contacts, such as the user's supervisor, should be used instead of personal emergency contacts. These contacts should be able to assist the Garmin Response<sup>SM</sup> center in the event of an SOS.

- Determine which service plan will be used for each device.

Each device can be on a different plan level. You can adjust the plan levels as needed.

- Have credit card information available before you create the account.

**NOTE:** The default payment method is monthly credit card automatic billing. If this is not the preferred method, contact the Professional Sales team to discuss other payment options ([Getting More Information, page 45](#)).

- If necessary, have your tax exemption certificate or an image of your organization's P-card showing the first four digits only.

**NOTE:** You can send proof of tax exemption to the Professional Billing team ([Getting More Information, page 45](#)).

## Setting Up and Verifying Administrator Account Information

Account admins are the main points of contact, and have access to set up billing information, devices, users, and settings.

- 1 Go to [explore.garmin.com](https://explore.garmin.com).
- 2 Follow the on-screen instructions to set up your account.
- 3 From the **Settings** tab, select the **Billing** tab, and review your contact information and emergency contacts.
- 4 If necessary, click **Edit** to make changes to your contact information and emergency contacts.
- 5 Click **Save**.

## Setting Up Your Account and Devices

Before distributing devices to your users, you should review these tasks to confirm setup is complete.

- Verify your administrator account information ([Setting Up and Verifying Administrator Account Information, page 2](#)).
- Add devices to the account ([Adding a Device, page 3](#)).
- Review the service plan options ([Professional Flex Plans, page 4](#)).
- Set up new users ([Creating New Users Manually, page 5](#), [Creating New Users Using a Spreadsheet, page 6](#)).
- Create groups and subgroups, and configure group profiles ([Creating a Group, page 8](#)).
- Activate your devices on service plans ([Activating Devices, page 3](#)).
- Assign devices to users ([Assigning a User to a Device, page 4](#)).
- Verify your SOS protocol ([SOS Setup, page 14](#)).
- Sync your devices ([Sync, page 22](#)).
- Test your devices ([Testing Devices, page 5](#)).



## My Info

If administrator accounts have individual devices assigned, the My Info tab provides management tools for those devices, only. It displays the administrator's conversation history, personal contacts, inReach address, preset or check-in messages, and quick text messages. An administrator with an active device can follow the standard user instructions to use the inbox ([Inbox, page 23](#)), contacts ([Contacts, page 23](#)), and messages ([Messages, page 7](#)).

**NOTE:** Garmin® recommends administrator accounts do not have individual devices assigned. The My Info tab does not provide management tools for other devices on the account.

Options to manage the organization's MapShare™ page are located under the Social tab on the My Info section of the professional admin's login. While the MapShare feature is also available to users, the MapShare page created in professional admin accounts shows all of the users on the account. Users must enable the MapShare feature before they appear on professional admin's MapShare pages ([Enabling the MapShare Feature, page 25](#)).

## Plans & Devices

The Plans & Devices tab allows administrators to activate devices, manage active devices, and monitor up-to-date usage information for all devices on the account. This includes data usage, which devices are active, which devices have been synced recently, and the accumulated usage for the current billing cycle.

### Adding a Device

1 From the **Plans & Devices** tab, click **Add Device**.

2 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 the Professional Sales team ([Getting More Information, page 45](#)).

3 If necessary, click **Add Another** to add multiple devices with the same data plan.

4 Select a data plan.

**NOTE:** You can select **No Plan** for devices that will be activated in the future.

5 Click **Add Devices**.

### Activating Devices

You must activate each device before it can be used in the field. After activation, monthly billing and fees begin.

1 From the **Plans & Devices** tab, select the checkbox next to each IMEI number you are activating.

2 Select an option:

- To activate multiple devices, click **Bulk Actions > Activate**.
- To activate a single device, click **••• > Activate**.

3 Select a service plan.

4 Click **Continue**.

5 Confirm the plan change.

6 Click **Reactivate**.

**NOTE:** Activation fees are applied at this time.

## Assigning a User to a Device

Before you can assign a user to a device, you must activate the device ([Activating Devices, page 3](#)) and create new users ([Creating New Users Manually, page 5](#)).

You must assign a user to a device before it can be used in the field. When sending and receiving messages with a device, messages are associated with the assigned user, and responses are intended for the assigned user. When tracking with a device, map points represent the assigned user only.

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

## Viewing Device Details

From the **Plans & Devices** tab, select an option:

- To view activated and deactivated devices, select an option from the **Plan** drop-down list.
- To view device assignment, select an option from the **Assigned** drop-down list.
- To view the total number of messages sent for Professional Flex plans, sort the **Total Usage** column by ascending or descending number.

**NOTE:** Data may be up to 24 hours old.

## Suspending Devices or Changing Plans

Administrators can suspend devices or change plans for any device on their account. Plan changes can be made at any time, and as many times as needed. There is no penalty for moving to a higher plan. For Professional Flex plans, there is no charge for moving to a lower plan.

**NOTE:** Suspended devices cannot send or receive messages or initiate an SOS rescue.

- 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 Select **Change Service**.

## Professional Flex Plans

Professional Flex subscription plans offer multiple levels of service to meet the operational needs of your team or organization. Go to [explore.garmin.com/inreach/professional](https://explore.garmin.com/inreach/professional) for information about Professional Flex plan offerings and pricing.

All Professional Flex plans offer these features.

- Month-to-month subscription with a 30-day commitment
- Options to pay by credit card or net-30 invoicing terms (following credit approval)
- Centralized billing to one account
- Ability to suspend service in the off-season, or when staff is not deployed in the field
- Ability to move up or move down a plan for free when your tracking or communication needs change
- Dedicated professional customer support and sales teams

## 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, per device.

**NOTE:** Do not test the SOS feature without prior approval from the Garmin Response center. If you test the SOS feature without approval, you may be charged for any rescue efforts. Go to [explore.garmin.com/Admin/SOSassignment](https://explore.garmin.com/Admin/SOSassignment) for more information.

- 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.

## Groups & Users

An administrator account allows you to see all other users on the account. All users are visible on one map display. By default, all users in the account are grouped into one organization.

**Groups:** You can create groups and subgroups within the organization to manage your users. This allows you to filter which users are displayed on the map. You can also limit visibility between groups.

**Users:** You can add users to an administrator account, creating user sub-accounts. User accounts are used to manage user contact information, emergency contacts, and messages. User accounts have no administrator privileges. You do not have to provide users with login credentials. User accounts can be fully maintained by the administrator on the user's behalf.

You can create individual users if each device is going to be given to a specific person.

You can create generic users for situations where devices will be shared within an organization. For example, User1 and User2. Generic user accounts can use a generic email address such as user1@company.com. Generic email addresses do not have to be real email addresses, but can be used for user login if needed. The only functions not permitted when using non-functional email addresses are self-prompted password resets and service notification emails from Garmin. Administrators and Product Support representatives can complete password resets for non-functional email addresses.

**NOTE:** In most cases, using generic or fake emails is the best option. You can contact the Professional Sales team for assistance ([Getting More Information, page 45](#)).

## All Users

The All Users tab is created by default. It allows administrators to see every user on the account. It includes options to create a new user, import users, and complete bulk actions.

## Creating New Users Manually

You can create new users manually when adding single users, or if you are starting the account with fewer than 10 users.

- 1 From the **Groups & Users** tab, click **Add User**.
- 2 Enter all required information.
- 3 Click **Save**.

## Creating New Users Using a Spreadsheet

You can use the spreadsheet import/export option to create multiple new users, contacts, and messages. This option is useful when creating multiple new users at a time. Additional instructions are available on the first tab of the spreadsheet. You can refer to the additional tabs in the spreadsheet for the correct format of certain fields. For example, country and time zone.

- 1 From the **Groups & Users** tab, click **Import Users > Import or Export Users**.
- 2 From the **Import User Spreadsheet** window, click **Export** to download a spreadsheet with existing devices and users.
- 3 Select the users tab of the spreadsheet.  
**NOTE:** The administrator's user information is in the top row.
- 4 For each new user, add a new row with a unique user name, email address, and contact information.  
**NOTE:** The email address is used as the login ID and must be unique. A valid email address is not required unless you intend to use it for messaging.
- 5 Leave the user ID blank.  
A unique ID is assigned by the system.
- 6 Enter the time zone for each new user.
- 7 Assign a device to each user by copying and pasting a unique IMEI number from the IMEI tab.  
**NOTE:** The IMEI must be activated on a service plan before you can add it to a user. An IMEI is not required if you are only creating users.  
**TIP:** You should label each device with the user name or some other identifier.
- 8 Add emergency contacts for each user.
- 9 Add the message contents and recipients for each user.  
**TIP:** Garmin recommends copying and pasting these fields. They can be configured on the Groups & Users tab under the Manage Profiles section.
- 10 Save the spreadsheet.
- 11 From the **Import User Spreadsheet** window, select the updated spreadsheet, and click **Import**.  
The spreadsheet is validated and new users are created in the account. Each new user receives an automated email.  
If any import problems occur, a message appears informing you what to correct. Changes can be made using the import/export option, or by manually editing each user.  
**NOTE:** You can contact the Professional Sales team by email at [inReach.professional@garmin.com](mailto:inReach.professional@garmin.com) for additional assistance.
- 12 From the **Groups & Users** tab, verify that new users were created.

## Setting a User Password

If you are using real email addresses for your user accounts, you can send a password reset email to allow a user to set a new password.

You can also manually change the password for a user. This is especially helpful when you are using generic user account email addresses that are not associated with a real email account.

From the **Groups & Users** tab, select an option:

- To send a password reset email to a single user, click **••• > Reset Password > OK**.
- To send password reset emails to multiple users, select the checkboxes by the user names, and click **Bulk Actions > Reset Password > OK**.
- To manually set a single user's password, select a user by clicking on a user name, select **Change Password**, and enter a new password.

## Locking or Unlocking Users

You can lock users to restrict access to the Garmin Explore website. Organizations may use this option for users that need device and app access only. Locking users prevents them from logging into the website.

From the **Groups & Users** tab, select an option:

- To lock or unlock multiple users, select the checkboxes by the user names, click **Bulk Actions**, select **Lock User** or **Unlock User**, and click **OK**.
- To lock or unlock a single user, click **•••**, select **Lock User** or **Unlock User**, and click **OK**.

## Viewing Device History

- 1 From the **Groups & Users** tab, select a user by clicking on a user name.
- 2 From the **History** tab, view the user's history.

**TIP:** You can filter the history by entering a date and time range, or you can sort the history by selecting one of the column headers.

- 3 Click **Done**.

## Adding Personal Contacts

Personal contacts are known only to the user account for which they are created.

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

A contact can have an email address, SMS number, and inReach address. Not all fields are required.

- 4 Click **Done**.

## Messages

Your inReach satellite communicator can send and receive text messages using the Iridium satellite network. You can send messages to an SMS phone number, an email address, or another device that uses inReach technology. Each message you send includes your location details where allowed.

- Preset messages are messages with predefined text and recipients. Preset message text can be customized and edited.  
**NOTE:** Preset messages are also known as check-in messages. Check-in messages have replaced preset messages as of September 2022. inReach accounts set up prior to this date will still have preset messages available, but any new accounts created after this date will use check-in messages.
- Quick text messages can be selected and sent when entering a new text message. Using quick text messages can save time typing in the field.

## Editing Preset Messages

You can edit three preset messages for users on the account.

**TIP:** For editing preset messages for a group, see [Profiles, page 9](#).

- 1 From the **Groups & Users** tab, select a user by clicking on a user name.
- 2 From the **Messages** tab, click **Edit** next to the message you want to change.
- 3 Enter a message.
- 4 Add recipients for the message.

Multiple recipients can be separated by semicolons. A total of 20 SMS and email recipients can be added to each preset message.

**TIP:** When you start typing an SMS number or email address that has been added to your contacts, you can add the contact as a preset message recipient.

- 5 Click **Done**.
- 6 Sync your devices.

The message text and recipients appear on the device screen.

## Adding or Editing Quick Text Messages

**NOTE:** This feature is not available on all models.

You can add or edit up to 20 quick text messages for users on the account.

**TIP:** For adding or editing preset messages for a group, see [Profiles, page 9](#).

- 1 From the **Groups & Users** tab, select a user by clicking on a user name.
- 2 From the **Messages** tab, click **Add** or **Edit**.
- 3 Enter a message.
- 4 Click **Done**.
- 5 Sync your devices.

The message text appears on the device screen.

## 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 new group, and click **Add Users**.
- 2 Select the checkboxes next to the user names to be moved, and click **Add**.

**TIP:** A user can only belong to one group.

## Editing Group Settings

You can change the name of the group and change the visibility of contacts in the group settings.

- 1 From the **Groups & Users** tab, select a group, and click **Group Settings > Edit**.
- 2 Edit the organization or group name, parent organization, or profile.
- 3 Select an option:
  - **Allow users in this group to see users from other groups as Contacts.**
  - **Hide all users in this group from each other (MapShare and Contacts will not be shared).**

**NOTE:** If you select this option, users only see themselves on the map and do not share contacts.

- 4 Click **Save**.

## Hiding Users in a Group

By default, the MapShare web page shows all users on the account. Administrators can edit the group settings to hide all users in a group.

- 1 From the **Groups & Users** tab, select a group, and click **Group Settings > Edit**.
- 2 Select the checkbox to hide all users in the group from each other.

MapShare and contacts will not be shared with the group.
- 3 Click **Save**.

## Deleting a Group

- 1 From the **Groups & Users** tab, select a group, and click **Group Settings**.
- 2 Click **Delete Group**.

**NOTE:** This option is not available for the default parent organization.

The group is removed from the parent organization. The users in the group are not deleted from the administrator account.

## Profiles

A profile is a collection of device settings and configurations that can be assigned to groups of users. Profiles provide consistency by creating a common user interface for all devices in a group that are assigned to the same profile. Group profile settings override the users' configuration settings. Each device must be synced before it can receive profile changes.

You can configure these device settings using profiles.

- Home screen icons can be added, removed, and reordered. For example, you can remove the weather icon.  
**NOTE:** This option is available only for these devices:
  - inReach Explorer® and inReach Explorer+
  - inReach SE® and inReach SE+
  - Some legacy inReach devices
- Device settings can be modified, such as tracking and logging intervals.  
**NOTE:** You must confirm you have selected the correct device type before you modify the settings. The settings table displays different settings based on the selected device type.
- Preset messages can be added or changed, including recipients and message content.  
**NOTE:** Preset messages are also known as check-in messages. Check-in messages have replaced preset messages as of September 2022. inReach accounts set up prior to this date will still have preset messages available, but any new accounts created after this date will use check-in messages.
- Preset messages can be added or changed, including recipients.
- Quick text messages can be added or changed.
- Synced maps can be customized. You can configure which maps should be synced to the devices.  
**NOTE:** This option is not available for all device models.

### 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 or check-in 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**.

### Assigning a Profile to a User

- 1 From the **Groups & Users** tab, select a user, and click **Edit**.
- 2 Select a profile from the list.
- 3 Click **Save**, confirm your selection, and click **Assign**.

## Syncing or Updating Devices

When you make edits to data on the Garmin Explore website, such as updates to contacts, maps, and messages, a message appears indicating that devices on your account need to be synced.

The best method to sync or update devices depends on the type of device.

- 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.

**NOTE:** The File Based Configuration option allows you to use either a USB cable or a microSD® card to apply changes to the device.

- To sync device settings changes remotely, use the **Satellite Network Profile Sync** option.

**NOTE:** This option syncs device settings only. Messages will not be synced.

**NOTE:** There will be additional data charges for this option, depending on the size of the changes.

- 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, use the Garmin Express™ desktop application ([garmin.com/express](https://garmin.com/express)).

See the device owner's manual for more information about updating maps and software using the Garmin Express application.

- To update firmware for the GPSMAP 66i and newer devices, you can use the Garmin Express desktop application ([garmin.com/express](https://garmin.com/express)) or the Garmin Explore app while signed in and paired to a compatible device.

See the device owner's manual for more information.

## Checking the Sync Status of Active Devices

Select the **Update & Sync** tab.

The Users Requiring Sync section shows information about the users and devices that need to sync, including the assigned profile for each device.



## Syncing Data to Devices Using a USB Cable

After you select a map or make edits to your data, such as contacts, or messages, you must sync them to each affected device. For supported devices, you can use the inReach Sync desktop application and a USB cable to sync changes. The device also requires the inReach Sync application to update maps and device firmware.

The inReach Sync application supports these devices:

- inReach Explorer and inReach Explorer+
- inReach SE and inReach SE+
- inReach Mini

**NOTE:** You must use the Garmin Express application to install firmware updates for the inReach Mini device.

- Legacy inReach devices

**NOTE:** Other Garmin devices, including some Garmin devices with inReach technology, must sync using the Garmin Explore app. See the owner's manual for these devices for more information about installing software updates.

- 1 Connect the USB cable to your device and your computer.
- 2 From the **Update & Sync** tab, select the checkbox next to the device you want to sync.
- 3 If you have not previously installed the **inReach Sync** application, select **Download and Install inReach Sync**, and install the application on your computer.
- 4 Select **Launch inReach Sync** to open the application.
- 5 Follow the on-screen instructions to complete the sync.

The inReach Sync application copies the changes and available map and firmware updates to the device. You may need to restart your device to apply firmware updates.

## Syncing Data to Your Device Using the Satellite Network

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

**NOTE:** Messages, maps, and contacts cannot be synced over the satellite network due to the size of the data.

- 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**.

## Syncing Data to Your Device Using the Garmin Explore App

After you select a map or make edits to your data, you must sync the changes to each affected device. The Garmin Explore app supports GPSMAP 66i and newer devices.

**NOTE:** An email address and password are required to sign in to the Garmin Explore app.

- 1 From the app store on your smartphone, install the Garmin Explore app.
- 2 Bring your smartphone within 10 m (33 ft.) of your device.
- 3 Open the Garmin Explore app, and sign in as the user assigned to the device.  
Changes made to data begin to sync automatically.

## Syncing Data to Your Device Using the Garmin Messenger™ App

After making edits to your data, you must sync the changes to each affected device. The Garmin Messenger app supports GPSMAP 66i and newer devices.

**NOTE:** An email address and password are required to sign in to the Garmin Messenger app.

- 1 From the app store on your smartphone, install the Garmin Messenger app.
- 2 Bring your smartphone within 10 m (33 ft.) of your device.
- 3 Open the Garmin Messenger app, and sign in as the user assigned to the device.
- 4 Use Bluetooth® technology to pair your device with the Garmin Messenger app.

Changes made to data begin to sync automatically. Your device will be updated if a software update is available.

**NOTE:** See the owner's manual for your device for pairing instructions.

## Syncing Data to Devices Using File Based Configuration

The File Based Configuration option allows you to use either a USB cable or a microSD card to apply changes to the device. The File Based Configuration option supports GPSMAP 66i and newer devices.

- 1 From the **Update & Sync** tab, select the **File Based Configuration** tab.
- 2 Select a profile ([Creating a Profile, page 9](#)).
- 3 If necessary, add contacts.
- 4 If necessary, add a group ([Creating a Group, page 8](#)).
- 5 Select **Keep the configuration file after updating** if you are updating multiple devices.  
This option allows you to store the configuration file on a microSD card after the update.
- 6 Click **Export File**.
- 7 Follow the on-screen instructions on the **File Based Configuration** tab to configure a device.

**NOTE:** The File Based Configuration option will not sync all data. Updating firmware and messages requires syncing using one of the other methods.

## Map

You can use the Map tab to monitor devices, chat, and send messages to active devices in the field. You can also view tracking and location information for users on your account.

The map includes these features.

- A professional chat window ([Professional Chat Window, page 12](#))
- Data about users on your account ([Users List, page 16](#))
- Waypoints, routes, tracks, and activities ([Library, page 18](#))
- Topographic, aerial, and road maps with controls to change between them ([Map Types, page 15](#))
- Zoom controls with a mouse or trackpad ([Zooming the Map, page 16](#))
- Controls to add new waypoints and routes ([Waypoints, page 18](#), [Routes, page 19](#))
- A measuring tool ([Measuring Distance on the Map, page 16](#))
- Options to export the map as a .kml or .gpx file ([Exporting Map Data, page 22](#))
- Controls to select additional maps for your device ([Map Availability, page 22](#))

**NOTE:** This functionality is available to group users by default and to standard users if configured.

## Professional Chat Window

The chat window on the map tab provides a way for professional account administrators to monitor all messaging, tracking, and device activity in a user group. It allows administrators to send messages directly to all device users from a centralized chat window.

The activity feed on the map lists all messages, track points, notes, and device activity. You can click on an activity in the feed to pan and zoom the map to the location of the activity. You can also filter the activities shown on the map, and select which users are displayed.

## Chat Window Settings

Administrators can customize the settings for the professional chat window.

From the map tab, click Settings.

**Audible Alerts:** Allows you to receive audio alerts for new messages and track points.

**Scroll to Bottom:** Automatically scrolls the chat window to the bottom of the screen, to show the most recent activity.

**If there is active SOS, show only those devices:** Allows you to view only devices with active SOS.

## Sending Messages

1 Select an option to send a message to one or multiple users:

- Type @ and the user's name in the chat window.
- Click recipient names in the activity feed.
- Click the user's data points on the map.

**NOTE:** If you do not select any users, the message is posted as a note. Notes are added to the activity feed, but are not visible outside of the chat window.

2 Enter the message contents.

3 Click **Send**.

## Waypoints, Routes, and Collections

The map tab for the administrator account provides tools for creating waypoints, routes, and collections. These tools are useful only if the administrator has an assigned device. For most organizations, it is not recommended to assign a device to the administrator account. However, if you as an administrator have a device assigned to you, you can follow the same instructions as a standard user for creating, managing, and syncing your library of waypoints and routes ([Library, page 18](#)).

**NOTE:** Waypoints and routes created on an administrator account cannot be synced to devices assigned to standard users. To share waypoints and routes between accounts, you must export the data from one account ([Exporting Map Data, page 22](#)) and import the data to another account ([Importing Map Data, page 22](#)).

## Settings

The Settings tab displays your billing information and invoices. You can also customize your SOS setup and enable the Portal Connect feature if you are using the account API.

**Billing:** Displays account information and preferences, services plans, and other device information ([Billing, page 14](#)).

**Preferences:** Sets units of measure, email, SMS message configuration, and position reporting preferences.

**TIP:** You can hide the sender's name to save message space and avoid repetition for the recipient.

**SOS Setup:** Allows you to customize the SOS setup to contact the Garmin Response center or your organization's specified contacts for all devices on your professional account ([SOS Setup, page 14](#)).

**SAR Insurance:** Allows you to purchase an optional Search and Rescue (SAR) insurance plan for yourself and your employees.

**NOTE:** SAR insurance is not available in all areas. Contact the Professional Sales team for more information ([Getting More Information, page 45](#)).

**Portal Connect:** Provides documentation for the Garmin inReach API for software developers.

**Test:** Provides instructions for testing your device ([Testing Devices, page 5](#)).

**NOTE:** On the administrator account, the test function works only when a device is assigned to the administrator (which is not recommended). To test devices assigned to other users in your organization, initiate the test from the device ([Testing Devices, page 5](#)).

## Billing

As an account administrator, you have access to the billing details. You can also designate a billing administrator to log in, view, and update the billing information for the account. You can edit your company information, including emergency contacts. You should keep your information and emergency contacts updated.

You can update your billing information, such as credit card information. You can pre-pay for services to avoid coverage interruption due to an expired or locked credit card, or a new number being issued.

## Viewing Invoices

Invoice notifications will be sent out every month. To add additional billing contacts, contact the Professional Billing team ([Getting More Information, page 45](#)). Up to twelve months of invoices are available online.

**1** From the **Settings** tab, select the **Billing** tab.

**2** Click **View Invoices**.

**3** Select the invoice to view.

The invoice summary includes these features.

- Billing contact information
- Total amount due, including the current month's usage plus any past due payments
- Due date of the invoice
- Late payment rate if payment is not made by the due date
- Late payment charges, if applicable

The detailed usage includes these features.

- Device IMEI number
- Service plan used
- Monthly charges for the plan
- Usage date recorded
- Charge for the usage

**NOTE:** Overage charges apply to Professional Flex plans.

## SOS Setup

During an emergency, a user can send an SOS from their device. By default, the SOS text message is sent to the Garmin Response center, and they notify the appropriate emergency responders of the situation. The SOS includes the device's current location. Professional accounts offer several options for customizing the SOS setup, including adding contacts to receive an alert in the event of an SOS, and sending additional information to the Garmin Response center along with the SOS data.

Contact the Professional Sales team for more information on customizing your SOS setup ([Getting More Information, page 45](#)).

## Setting Up and Verifying SOS Notifications

You can add up to 20 email addresses and/or SMS numbers to be alerted in the event of an SOS. For example, you can alert supervisors or other members within the organization, in addition to the Garmin Response center.

**1** From the **Settings** tab, select the **SOS Setup** tab.

**2** Enter email addresses or SMS numbers for each emergency contact.

**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 additional information and instructions to be included with the SOS information sent to the Garmin Response center. For example, trip information, number of party members, and insurance information.

**NOTE:** Any administrative role has access to all of the personal information entered here.

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

## Viewing Call Data Records

Call data records (CDR) include all data activity for all devices registered with the customer. Call data records are updated daily at 2:00 a.m. UTC for the previous day. Records end at 12:00 a.m. UTC.

- 1 From the **Settings** tab, select the **Billing** tab.
- 2 Click **View Invoices**.
- 3 Select the date range for the CDR report.
- 4 Select the output format.  
Call data records can be downloaded in XML or CSV format.
- 5 Click **Download**.
- 6 If necessary, click ? to view the call data record's schema description.

## Professional Tools

The Garmin Explore API can be configured by a web or software developer to feed incoming and outgoing information to a third platform.

From the **Settings** tab, select the **Portal Connect** tab to configure the API.

Contact the Professional Sales team for API documentation ([Getting More Information, page 45](#)).

# Account Administrator Features


## Map

You can use the Map tab to monitor devices, track users, and send messages to active devices in the field. Some features may not be available, depending on how your administrator has configured users and groups.

The map includes these features.

- Waypoints, routes, tracks, and activities ([Library, page 18](#))
- Topographic, aerial, and road maps with controls to change between them ([Map Types, page 15](#))
- Zoom controls with a mouse or trackpad ([Zooming the Map, page 16](#))
- Controls to add new waypoints and routes ([Waypoints, page 18](#), [Routes, page 19](#))
- A measuring tool ([Measuring Distance on the Map, page 16](#))
- Options to export the map as a .kml or .gpx file ([Exporting Map Data, page 22](#))
- Controls to select additional maps for your device ([Map Availability, page 22](#))

## Map Types



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

The map types also change automatically as you zoom in, if you reach the limits of a specific map type.

If you switch to a map type but are zoomed in too far for that type, the map automatically zooms out.

## Zooming the Map


There are several ways you can zoom on the map.

- Click  and  to zoom in or out a single level.
- Use a mouse wheel or trackpad that supports scrolling to zoom in and out.
- Double-click the mouse to zoom in on the area you clicked.

## Panning the Map

Drag the map with your mouse or trackpad.

## Measuring Distance on the Map

- 1 From the map, click .
- 2 Select a starting location.
- 3 Select additional points to create a line.
- 4 Double-click the last point.

The total distance appears above the last point.

## Your Location








The map loads new locations every 5 minutes.

**NOTE:** If you are watching someone who is tracking or sending messages, you do not need to reload the map to see new data.

## Users List

The users list shows information about each user, including their name, the identifying color they use on the map, and data about their last trip. If you are an administrator, the list shows all users in your organization's account. If you are a standard user and your administrator has allowed users in your group to see each other, the list shows all users within your user group.

The user list options allow you to view a user on the map, send messages to a user, or send and receive location information.

-  **Track:** Allows you to enable tracking on the user's inReach device. This allows you to receive regular location updates from the user and view the user's track and current location on the map.
-  **Locate:** Allows you to request the user's current location and view it on the map.
-  **Message:** Allows you to send a message to the user.
-  **Send:** Allows you to send a location and message to a user.
-  **Center:** Allows you to move the map to center it on the user's most recent location.
-  **Eye:** Allows you to show or hide a user's data on the map.
-  **Expand/Collapse:** Allows you to expand or collapse a user's messages and track points on the map. This allows you to view other tracks more easily, or it can help to reduce visual clutter when you need to see only a user's most recent location.

## Locating or Tracking a User

In the user list, you can request a user's current location, or you can enable tracking on the user's device. While tracking is enabled, the user's device sends regular location updates at a set interval until tracking is disabled.

- 1 From the map, select a user.
- 2 Select an option:
  - To request the user's current location, select **Locate > Request**.
  - To receive periodic location updates by enabling tracking on the user's device, select **Track**, select a location update interval from the drop-down list, and select **OK**.

The system sends the request to the user's device. To receive a location update response, the user's device must be turned on and have a clear view of the sky. It may take up to 20 minutes to receive a response from the user's device. If the user's device cannot be reached, the system continues attempting to send the request for up to 5 days.

## Stopping Tracking

If you are tracking a user's location, you can stop tracking the user at any time.

- 1 From the map, select the user.
- 2 Select **Track**.
- 3 From the drop-down list, select **Stop Tracking**, and select **OK**.

The system sends the tracking cancellation request to the user's device. It may take up to 20 minutes for the device to receive the cancellation request. You may still receive location updates until the device receives the cancellation request.

## Sending a Message to a User

You can send a short message to a user in your user list.


**NOTE:** If you are an administrator, this interface is not available, and you should send a message using the professional chat window ([Professional Chat Window, page 12](#)).

- 1 From the map, select a user.
- 2 Select **Message**.
- 3 Enter a message up to 160 characters, and select **Send**.

The system sends the message to the user. To receive a message, the user's device must be turned on and have a clear view of the sky. It may take up to 20 minutes for the user to receive the message.

## Sending a Location to a User

You can send a location and a short message to a user. If the user's device supports navigation, the user can navigate to the sent location.

- 1 From the map, select a user.
- 2 Select  **Send**.
- 3 Select an option:
  - Enter latitude and longitude coordinates.
  - Click a location on the map.

The latitude and longitude of the selected location appear in the form automatically.

- 4 Enter a message up to 160 characters (optional).
- 5 Select **Send**.

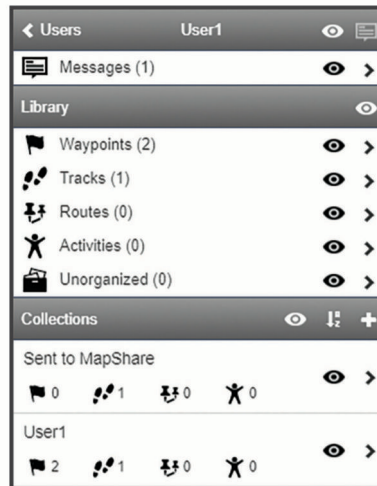
The system sends the location and message to the user. To receive a message, the user's device must be turned on and have a clear view of the sky. It may take up to 20 minutes for the user to receive the message.

## Viewing User Messages and Content

You can view inReach messages sent by a user, and waypoints, routes, and tracks synced from a user's device.

- 1 From the map, select ➤ next to a user.

The user's messages, library, and collections appear. The number of items in each category appears in parentheses.



- 2 Select ➤ next to a category or collection to view a list of the items.
- 3 Select an item to show that item 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. You can view tracks and activities on the Map tab and convert them to routes. If you use the mobile app, you can sync the library with your smartphone.

**NOTE:** On some models, you can sync waypoints and routes to your device. This feature is not available on all models.

## Viewing Your Library on the Map

You can show or hide your library on a map. This is helpful if you have many objects in one area and need to reduce clutter on the map.

From the library list, select 👁 to hide or show objects on the map.

## Sharing Your Library on Your MapShare Web Page

You can share your library on your MapShare web page.

- 1 From the library list, select an object.
- 2 Select **M** to show or hide your library on your MapShare web page.

## 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 for the waypoint.
- 3 If necessary, edit the waypoint details.
- 4 Click ✓.



## Editing Waypoint Details

- 1 From the waypoints list, select a waypoint.
- 2 Select .
- 3 Edit the waypoint details, such as the name, symbol, and coordinates.
- 4 Click .

## Editing a Waypoint Location

- 1 From the waypoints list, select a waypoint.
- 2 Select .
- 3 Select an option:
  - Enter new latitude and longitude coordinates.
  - Drag the icon to a new location.
- 4 Click .

## Navigating to a Waypoint

When navigating, your device and your MapShare web page receive updates to show where you are and where you are headed. This lets people following your trip know where you are going. An orange line indicates your intended path.

**NOTE:** MapShare tracking is only available for devices with inReach technology. For some devices, such as the GPSMAP 66i and newer devices, you can enable or disable MapShare tracking while navigating.

- 1 From your device, select a waypoint.
- 2 Select **Navigate**.



## Routes

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

You can create routes on some Garmin devices, such as the GPSMAP 66i and newer devices. If you cannot create a route on your Garmin device, you can use the Garmin Explore website or the Garmin Explore Mobile app to create a route and sync it to your device.

**NOTE:** For some devices, such as the GPSMAP 66i and newer devices, you can enable or disable MapShare tracking while navigating.

## 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 .

## Navigating a Route

When navigating, your device and your MapShare web page receive updates to show where you are and where you are headed. This lets people following your trip know where you are going. An orange line indicates your intended path.

**NOTE:** MapShare tracking is only available for devices with inReach technology. For some devices, such as the GPSMAP 66i and newer devices, you can enable or disable MapShare tracking while navigating.


- 1 From your device, select a route.
- 2 Select **Navigate**.

## Tracks and Activities

You can view tracks recorded with your inReach device. If you pair another Garmin device with the Garmin Explore app, you can view your activities on the map. You can convert tracks or activities and add them to collections.


## Converting a Track

You can convert a track to a route for future navigation.

- 1 From the tracks list, select a track.
- 2 Select .
- 3 Select an existing collection or create a new collection ([Creating a Collection, page 20](#)).
- 4 Select an option:
  - To keep the original track and add the new route to a collection, select **Make a Copy**.
  - To delete the original track and add the new route to a collection, select **Delete the Original**.

## Converting an Activity

You can convert an activity to a track or route, and add it to a collection.


- 1 From the activities list, select an activity.
- 2 Select .
- 3 Select an existing collection or create a new collection ([Creating a Collection, page 20](#)).
- 4 Select an option:
  - To convert the activity to a track, select **Convert to Track**.
  - To convert the activity to a route, select **Convert to Route**.

## Collections



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

**NOTE:** Collections are not available in the Earthmate® app.

## Creating a Collection


- 1 From the collections list, select .
- 2 Enter a name for the collection.
- 3 Select an option:
  - Select check boxes to add waypoints, routes, or tracks to the collection.
  - Select **Select All on Map** to add all items visible on the map to the collection.
- 4 Select **Save Collection**.

## Editing a Collection

- 1 From the collections list, select a collection.
- 2 Select  or .
- 3 If necessary, edit the name of the collection.
- 4 Select an option:
  - Select check boxes to add waypoints, routes, or tracks to the collection.
  - Select **Select All on Map** to add all items visible on the map to the collection.
- 5 Select **Save Collection**.

## Viewing a Collection on the Map

You can show or hide a collection on a map. This is helpful if you have many objects in one area and need to reduce clutter on the map.


From the collections list, select  to hide or show the collection on the map.

## Sorting Collections

From the collections list, click  and select an item to sort by.


## Syncing a Collection

You can choose which collections to sync to your device or smartphone. This feature is useful if you have a lot of objects in your library, but need only a few on your device or smartphone for a specific trip.

- 1 From the collections list, select a collection.
- 2 Select .
- 3 Select your devices.
- 4 Sync your device or smartphone ([Sync](#), page 22).

## Sharing Collections on Your MapShare Web Page

You can choose which collections you want to share on your MapShare web page. Some users use this feature for privacy purposes. You can also use this feature to reduce clutter on the map.

- 1 From the collections list, select a collection.
- 2 Select  to show or hide the collection on your MapShare web page.

## Map Filters

Map filters are used to alter your view of data, such as tracks or messages, on the map. Map filters can also be used when you have too much data to load. A message appears on the map when there are more than one million points. You can use map filters to reduce the amount of data.

From the map, open the map filters.

**Bookmarks:** Allows you to save a particular map view of data at a specific time. For example, if you recently returned from a weekend adventure, you can create a bookmark that is centered on your track and set the date to that weekend. You can return to that view at any time.

**Message Types:** Allows you to hide or show different message types on the map.


**NOTE:** SOS messages always show on the map.

**Date & Time Range:** Allows you to set the time frame for the map data you need to view. There are a few preset options in the menu, or you can specify a custom range.

**Clear Filters:** Removes all bookmark, message type, and date and time filters on the map data.


**TIP:** You can clear the filters to export all map data.

## Adding a Bookmark

- 1 From the map, open the map filters.
- 2 Select .
- 3 Enter a bookmark name.
- 4 If necessary, select **Keep Date Range**.
- 5 Select **Add**.

After you add a bookmark, you cannot edit the map view. To make changes, you can select an existing bookmark, make the necessary changes, and add a new bookmark. If needed, you can delete the previous bookmark ([Deleting a Bookmark](#), page 21).


## Deleting a Bookmark

- 1 From the map, open the map filters.
- 2 Select a bookmark.
- 3 Select .

## Exporting Map Data


You can export waypoints or routes from your account as KML or GPX files. This feature exports the current map view of data so you can save it on your computer and use it in other applications.

**NOTE:** The export feature exports all data that is not currently filtered. This includes data that is not in the current map view, such as data that is far away, but does not include data that is filtered out by bookmarks, message types, or a date and time range.

- 1 From the map, zoom in on the data to export ([Zooming the Map, page 16](#)).
- 2 Click .
- 3 Select the file type.

## Importing Map Data

You can import courses from your Garmin Connect™ account and GPX, KML, or KMZ files from another device or application. You must convert the files to add them to a collection.

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

## Map Availability


Pre-loaded maps have a lock icon. You cannot remove them from your device.

**NOTE:** Maps are not available for all models.

### Adding a Map to Your Device

If your inReach Explorer+ device has pre-loaded maps, you can download additional maps for your device.

**NOTE:** For other devices, such as the GPSMAP 66i and newer devices, you must use the Garmin website to purchase and install maps.

- 1 From the **Map** tab, select a user assigned to an inReach Explorer+ device.
- 2 Click **Get More Maps**.
- 3 Click  to expand areas of map coverage, such as continents, countries, states, or provinces.
- 4 Select a specific type of map.

**NOTE:** Your device has a limited amount of storage. The amount of remaining storage space is shown near the top of the page and updates as you select more maps. File sizes are shown next to each map type.

The map name and  change to green.

- 5 Sync your device ([Sync, page 22](#)).


## Devices

The Devices tab shows all devices registered to your Garmin Explore account. This can include both inReach devices and other compatible Garmin devices, such as wearables and GPS devices.

You can use the Devices tab to access these device management features:

- Syncing your inReach devices
- Managing synced collections
- Setting the active collection
- Viewing device information

## Sync

When you make edits to data on the Garmin Explore website, such as updates to contacts, maps, and messages, you must sync the changes to your device before they are available on your device. You should also sync your device when the administrator makes changes to profiles or settings that affect your device. When changes are available,  appears on the Devices tab, indicating you should sync your device.

You can sync your device using the mobile app on a paired smartphone (recommended). For some devices, you can also sync using a USB cable.

## Syncing Data to Your Device Using a USB Cable

After you select a map or make edits to your data, such as contacts, or messages, you must sync them to your device. For supported devices, you can use the inReach Sync desktop application and a USB cable to sync changes. The device also requires the inReach Sync application to update maps and device firmware.

The inReach Sync application supports these devices:

- inReach Explorer and inReach Explorer+
- inReach SE and inReach SE+
- inReach Mini

**NOTE:** You must use the Garmin Express application to install firmware updates for the inReach Mini device.

- Legacy inReach devices

**NOTE:** Other Garmin devices, including some Garmin devices with inReach technology, must sync using the Garmin Explore mobile app.

- 1 Connect the USB cable to your device and your computer.
- 2 From the **Devices** tab, click **Sync & Update** next to the device you want to sync.
- 3 If you have not previously installed the **inReach Sync** application, select **Download and Install inReach Sync**, and install the application on your computer.
- 4 Select **Launch inReach Sync** to open the application.
- 5 Follow the on-screen instructions to complete the sync.

The inReach Sync application copies the changes and available map and firmware updates to the device. You may need to restart your device to apply firmware updates.

## Syncing Data Using Your Smartphone

After making changes to your account, you can sync them to your device using a mobile app.

- 1 From the **Devices** tab, select **Sync & Update**.

The Sync & Update panel provides a link to the appropriate mobile app.

- inReach Explorer, inReach SE, and inReach Mini devices sync user data such as waypoints, routes, and tracks using the Earthmate app.

**NOTE:** You must use the inReach Sync application to sync other changes, such as messages.

- Other Garmin devices, including the GPSMAP 66i and newer devices with inReach technology, sync user data such as contacts and messages using the Garmin Explore app or Garmin Messenger app.

- 2 Install the mobile app on your smartphone, and pair it with your device.

See the owner's manual for your device for more information about pairing the device with the mobile app.

The mobile app syncs data to your device automatically while the device is paired and connected with your smartphone.

## Inbox

The Inbox tab displays your conversation history. You can view all sent and received messages. When a location is associated with a message, the message contains a link that opens the map and centers on the location associated with the message.

You cannot compose messages from the Inbox tab. You can delete individual messages or entire conversations.

## Contacts

The Contacts tab lists your contacts and their details.

## Your Contact

Your own contact is always listed first. Your contact details include the email address, mobile phone number, and inReach address associated with your account.

The inReach address (example@inreach.garmin.com) allows other inReach owners to send messages directly to you. If you know other people with inReach devices, you can exchange addresses to message each other directly.

**NOTE:** The inReach address is not an email address. People cannot send messages to an inReach address from an email client. It is only used to communicate between devices.

## Personal Contacts

Personal contacts are contacts you add that are not seen by other users on your account (if applicable). You can have up to 200 personal contacts.

### Adding a Contact

- 1 From the **Contacts** tab, click **Add**.
- 2 Enter information for the contact.

**NOTE:** You must enter a name and at least an email address, inReach address, or mobile phone number.

- 3 Click **Done**.

After you add a contact, you must sync your device or smartphone before using your device in the field ([Sync, page 22](#)). You should confirm the information on your device matches the information in your account.

### Editing or Deleting a Contact

**NOTE:** This does not include social media contacts.

You can edit or delete a contact.

- 1 From the **Contacts** tab, select a contact.
- 2 Click **Edit** to make changes to the contact.
- 3 If necessary, select **Delete**.

After you edit or delete a contact, you must sync your device or smartphone ([Sync, page 22](#)).

## Messages

### Preset and Check-In Messages

Preset and check-in messages are a convenient way to send messages to a specific group of recipients. Preset and check-in messages allow you to check in or let people know that you are fine. You can create three customized preset messages. Three (non-customizable) check-in messages are available.

**NOTE:** Check-in messages have replaced preset messages as of September 2022. inReach accounts set up prior to this date will still have preset messages available, but any new accounts created after this date will use check-in messages.

### Editing a Preset Message

- 1 From the **Messages** tab, click **Edit** next to the preset message you want to change.
- 2 Enter a message.
- 3 Add recipients for the message.

**TIP:** When you start typing a phone number or email address that has been added to your contacts, you can add the contact as a preset message recipient.

- 4 Click **Done**.
- 5 Sync your devices.

The message text and recipients appear on the device screen.

## Quick Text Messages

You can save time by using quick text messages instead of composing a message or reply using the on-screen keyboard. You can enter and save commonly used phrases and replies as quick text messages before you need to use them.

### Adding a Quick Text Message

**NOTE:** This feature is not available on all models.

- 1 From the **Messages** tab, click **Add** in the **Quick Text Messages** list.
- 2 Enter a message.
- 3 Click **Save**.
- 4 Sync your devices.

### Editing a Quick Text Message

- 1 From the **Messages** tab, click **Edit** next to the quick text message you want to change.
- 2 Enter a message.
- 3 Click **Done**.
- 4 Sync your devices.

## MapShare

MapShare is a web page that is similar to the Map tab of the Garmin Explore website, but it enables others to see your location on the map. They can follow your travels in real-time and send you messages.

### Enabling the MapShare Feature

Users must enable the MapShare feature before it appears on the administrator's MapShare page.

From the **Social** tab, click **MapShare: Off**.

After enabling the MapShare feature, your link appears. Other people can view your location and all messages you post there.

### Editing Your MapShare Address

Before you can edit your MapShare address, you must enable the MapShare feature ([Enabling the MapShare Feature, page 25](#)).

From the **Social** tab, click .

## MapShare Settings

You can configure your MapShare web page to meet your needs, including setting a password, enabling viewer controls, and showing waypoints.

**Name & Description:** Allows you to provide a name and short description for your trip. You can describe the specific activity you are about to embark upon, giving viewers some context.

**Password:** Sets a password to restrict access. The password is included automatically when you use the share feature from the website or from the device and mobile app. You can remove public access after a trip is over.

**Allow map viewers to send you messages:** Allows you to receive messages sent from map viewers when visiting your MapShare web page. Restricting use of this feature prevents viewers from impacting your monthly subscription plan.

**Allow map viewers to locate you:** Allows map viewers to request your location, even if you aren't otherwise sharing your location.

**Show waypoints created in the field on MapShare:** Allows you to show waypoints created on a device in the field on your MapShare web page.

### Receiving Messages from Map Viewers

**NOTE:** Facebook™ comments and Twitter™ replies are not sent to your device.

Select **MapShare Settings > Allow map viewers to send you messages**.

## Filtering MapShare Data

You can allow visitors to see only specific activity data from your device, based on a selected date. For example, you can enable viewers to see your upcoming hike, but not the one you took last month. By setting a date, all data prior to that date is hidden.

- 1 Select **Filter MapShare Data**.
- 2 Select a date.

## Account

The Account tab displays your account details and information about testing your device.

**My Info:** Displays account information and preferences ([My Info, page 26](#)).

**Test:** Provides instructions for testing your device ([Testing Devices, page 5](#)).

## My Info

The My Info tab allows you to edit your account information and preferences.

- Personal information
- Emergency contacts
- SMS preferences, including the location information to send and whether to include your name as a signature  
**TIP:** You can hide your name to save message space and avoid repetition for the recipient.
- Position reporting for live flight tracking services
- Email subscription preference

## Testing Your Device

You run a test of the devices assigned to your user account before you head into the field. You are allowed five free test messages per month.

**NOTE:** Do not test the SOS feature without prior approval from the Garmin Response center. If you test the SOS feature without approval, you may be charged for any rescue efforts. Contact your organization's administrator to set up an SOS test.

- 1 From the **Account** tab, select the **Test** tab.
- 2 Follow the on-screen instructions.  
After you receive a confirmation message, your device is ready to use.

# Group Administrator Features

**NOTE:** All instructions in this section are applicable for users in your group only.

## Map


You can use the Map tab to monitor devices, track users, and send messages to active devices in the field under your group. Some features may not be available, depending on how your administrator has configured users and groups.

The map includes these features.

- Topographic, aerial, and road maps with controls to change between them ([Map Types, page 15](#))
- Zoom controls with a mouse or trackpad ([Zooming the Map, page 16](#))
- A measuring tool ([Measuring Distance on the Map, page 16](#))
- Options to export the map as a .kml or .gpx file ([Exporting Map Data, page 22](#))
- Controls to select additional maps for your device ([Map Availability, page 22](#))



## Map Types



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

The map types also change automatically as you zoom in, if you reach the limits of a specific map type.

If you switch to a map type but are zoomed in too far for that type, the map automatically zooms out.

## Zooming the Map


There are several ways you can zoom on the map.

- Click  and  to zoom in or out a single level.
- Use a mouse wheel or trackpad that supports scrolling to zoom in and out.
- Double-click the mouse to zoom in on the area you clicked.

## Panning the Map

Drag the map with your mouse or trackpad.

## Measuring Distance on the Map

- 1 From the map, click .
- 2 Select a starting location.
- 3 Select additional points to create a line.
- 4 Double-click the last point.

The total distance appears above the last point.

## Your Location


The map loads new locations every 5 minutes.


**NOTE:** If you are watching someone who is tracking or sending messages, you do not need to reload the map to see new data.


## Users List


The users list shows information about users in your group, including their name, the identifying color they use on the map, and data about their last trip. If you are an administrator, the list shows all users in your organization's account. If you are a standard user and your administrator has allowed users in your group to see each other, the list shows all users within your user group.

The user list options allow you to view a user on the map, send messages to a user, or send and receive location information.


 **Track:** Allows you to enable tracking on the user's inReach device. This allows you to receive regular location updates from the user and view the user's track and current location on the map.


 **Locate:** Allows you to request the user's current location and view it on the map.

 **Message:** Allows you to send a message to the user.

 **Send:** Allows you to send a location and message to a user.

 **Center:** Allows you to move the map to center it on the user's most recent location.

 **Eye:** Allows you to show or hide a user's data on the map.

 **Expand/Collapse:** Allows you to expand or collapse a user's messages and track points on the map. This allows you to view other tracks more easily, or it can help to reduce visual clutter when you need to see only a user's most recent location.

## Locating or Tracking a User

In the user list, you can request a user's current location, or you can enable tracking on the user's device. While tracking is enabled, the user's device sends regular location updates at a set interval until tracking is disabled.

- 1 From the map, select a user.
- 2 Select an option:
  - To request the user's current location, select **Locate > Request**.
  - To receive periodic location updates by enabling tracking on the user's device, select **Track**, select a location update interval from the drop-down list, and select **OK**.

The system sends the request to the user's device. To receive a location update response, the user's device must be turned on and have a clear view of the sky. It may take up to 20 minutes to receive a response from the user's device. If the user's device cannot be reached, the system continues attempting to send the request for up to 5 days.

## Stopping Tracking

If you are tracking a user's location, you can stop tracking the user at any time.

- 1 From the map, select the user.
- 2 Select **Track**.
- 3 From the drop-down list, select **Stop Tracking**, and select **OK**.

The system sends the tracking cancellation request to the user's device. It may take up to 20 minutes for the device to receive the cancellation request. You may still receive location updates until the device receives the cancellation request.

## Sending a Message to a User

You can send a short message to a user in your user list.


**NOTE:** If you are an administrator, this interface is not available, and you should send a message using the professional chat window ([Professional Chat Window, page 12](#)).

- 1 From the map, select a user.
- 2 Select **Message**.
- 3 Enter a message up to 160 characters, and select **Send**.

The system sends the message to the user. To receive a message, the user's device must be turned on and have a clear view of the sky. It may take up to 20 minutes for the user to receive the message.

## Sending a Location to a User

You can send a location and a short message to a user. If the user's device supports navigation, the user can navigate to the sent location.

- 1 From the map, select a user.
- 2 Select  **Send**.
- 3 Select an option:
  - Enter latitude and longitude coordinates.
  - Click a location on the map.

The latitude and longitude of the selected location appear in the form automatically.

- 4 Enter a message up to 160 characters (optional).
- 5 Select **Send**.

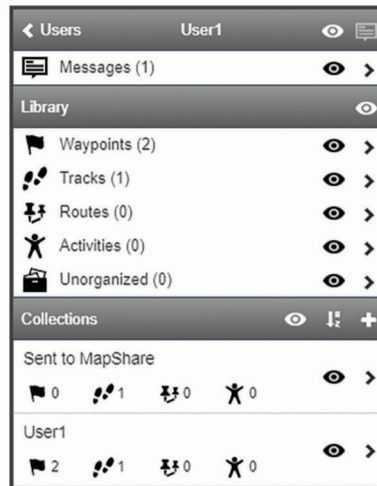
The system sends the location and message to the user. To receive a message, the user's device must be turned on and have a clear view of the sky. It may take up to 20 minutes for the user to receive the message.

## Viewing Messages and Content for Users in Your Group

You can view inReach messages sent by a user, and waypoints, routes, and tracks synced from a user's device.

- 1 From the map, select ➤ next to a user.

The user's messages, library, and collections appear. The number of items in each category appears in parentheses.



- 2 Select ➤ next to a category or collection to view a list of the items.
- 3 Select an item to show that item on the map.

## Messages List

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

## Map Filters

Map filters are used to alter your view of data, such as tracks or messages, on the map. Map filters can also be used when you have too much data to load. A message appears on the map when there are more than one million points. You can use map filters to reduce the amount of data.

From the map, open the map filters.

**Bookmarks:** Allows you to save a particular map view of data at a specific time. For example, if you recently returned from a weekend adventure, you can create a bookmark that is centered on your track and set the date to that weekend. You can return to that view at any time.

**Message Types:** Allows you to hide or show different message types on the map.

**NOTE:** SOS messages always show on the map.

**Date & Time Range:** Allows you to set the time frame for the map data you need to view. There are a few preset options in the menu, or you can specify a custom range.

**Clear Filters:** Removes all bookmark, message type, and date and time filters on the map data.


**TIP:** You can clear the filters to export all map data.

## Adding a Bookmark

- 1 From the map, open the map filters.
- 2 Select +.
- 3 Enter a bookmark name.
- 4 If necessary, select **Keep Date Range**.
- 5 Select **Add**.

After you add a bookmark, you cannot edit the map view. To make changes, you can select an existing bookmark, make the necessary changes, and add a new bookmark. If needed, you can delete the previous bookmark ([Deleting a Bookmark, page 21](#)).


## Deleting a Bookmark

- 1 From the map, open the map filters.
- 2 Select a bookmark.
- 3 Select .

## Exporting Map Data


You can export waypoints or routes from your account as KML or GPX files. This feature exports the current map view of data so you can save it on your computer and use it in other applications.

**NOTE:** The export feature exports all data that is not currently filtered. This includes data that is not in the current map view, such as data that is far away, but does not include data that is filtered out by bookmarks, message types, or a date and time range.

- 1 From the map, zoom in on the data to export ([Zooming the Map, page 16](#)).
- 2 Click .
- 3 Select the file type.

## Importing Map Data

You can import courses from your Garmin Connect account and GPX, KML, or KMZ files from another device or application. You must convert the files to add them to a collection.

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

## Map Availability


Pre-loaded maps have a lock icon. You cannot remove them from your device.

**NOTE:** Maps are not available for all models.

## Adding a Map to Your Device

If your inReach Explorer+ device has pre-loaded maps, you can download additional maps for your device.

**NOTE:** For other devices, such as the GPSMAP 66i and newer devices, you must use the Garmin website to purchase and install maps.

- 1 From the **Map** tab, select a user assigned to an inReach Explorer+ device.
- 2 Click **Get More Maps**.
- 3 Click  to expand areas of map coverage, such as continents, countries, states, or provinces.
- 4 Select a specific type of map.

**NOTE:** Your device has a limited amount of storage. The amount of remaining storage space is shown near the top of the page and updates as you select more maps. File sizes are shown next to each map type.


The map name and  change to green.

- 5 Sync your device ([Sync, page 22](#)).

## Devices

The Devices tab shows the IMEI, plan, assigned user, and device usage.

## Sync

When you make edits to data on the Garmin Explore website, such as updates to contacts, maps, and messages, you must sync the changes to your device before they are available on your device. You should also sync your device when the administrator makes changes to profiles or settings that affect your device. When changes are available,  appears on the Devices tab, indicating you should sync your device.

You can sync your device using the mobile app on a paired smartphone (recommended). For some devices, you can also sync using a USB cable.

## Syncing Data to Your Device Using a USB Cable

After you select a map or make edits to your data, such as contacts, or messages, you must sync them to your device. For supported devices, you can use the inReach Sync desktop application and a USB cable to sync changes. The device also requires the inReach Sync application to update maps and device firmware.

The inReach Sync application supports these devices:

- inReach Explorer and inReach Explorer+
- inReach SE and inReach SE+
- inReach Mini

**NOTE:** You must use the Garmin Express application to install firmware updates for the inReach Mini device.

- Legacy inReach devices

**NOTE:** Other Garmin devices, including some Garmin devices with inReach technology, must sync using the Garmin Explore mobile app.

- 1 Connect the USB cable to your device and your computer.
- 2 From the **Devices** tab, click **Sync & Update** next to the device you want to sync.
- 3 If you have not previously installed the **inReach Sync** application, select **Download and Install inReach Sync**, and install the application on your computer.
- 4 Select **Launch inReach Sync** to open the application.
- 5 Follow the on-screen instructions to complete the sync.

The inReach Sync application copies the changes and available map and firmware updates to the device. You may need to restart your device to apply firmware updates.

## Syncing Data Using Your Smartphone

After making changes to your account, you can sync them to your device using a mobile app.

- 1 From the **Devices** tab, select **Sync & Update**.

The Sync & Update panel provides a link to the appropriate mobile app.

- inReach Explorer, inReach SE, and inReach Mini devices sync user data such as waypoints, routes, and tracks using the Earthmate app.

**NOTE:** You must use the inReach Sync application to sync other changes, such as messages.

- Other Garmin devices, including the GPSMAP 66i and newer devices with inReach technology, sync user data such as contacts and messages using the Garmin Explore app or Garmin Messenger app.

- 2 Install the mobile app on your smartphone, and pair it with your device.

See the owner's manual for your device for more information about pairing the device with the mobile app.

The mobile app syncs data to your device automatically while the device is paired and connected with your smartphone.

## Inbox

The Inbox tab displays your conversation history. You can view all sent and received messages. When a location is associated with a message, the message contains a link that opens the map and centers on the location associated with the message.

You cannot compose messages from the Inbox tab. You can delete individual messages or entire conversations.

## Contacts

The Contacts tab lists your contacts and their details.

## Your Contact

Your own contact is always listed first. Your contact details include the email address, mobile phone number, and inReach address associated with your account.

The inReach address (example@inreach.garmin.com) allows other inReach owners to send messages directly to you. If you know other people with inReach devices, you can exchange addresses to message each other directly.

**NOTE:** The inReach address is not an email address. People cannot send messages to an inReach address from an email client. It is only used to communicate between devices.

## Personal Contacts

Personal contacts are contacts you add that are not seen by other users on your account (if applicable). You can have up to 200 personal contacts.

### Adding a Contact

- 1 From the **Contacts** tab, click **Add**.
- 2 Enter information for the contact.

**NOTE:** You must enter a name and at least an email address, inReach address, or mobile phone number.

- 3 Click **Done**.

After you add a contact, you must sync your device or smartphone before using your device in the field ([Sync, page 22](#)). You should confirm the information on your device matches the information in your account.

### Editing or Deleting a Contact

**NOTE:** This does not include social media contacts.

You can edit or delete a contact.

- 1 From the **Contacts** tab, select a contact.
- 2 Click **Edit** to make changes to the contact.
- 3 If necessary, select **Delete**.

After you edit or delete a contact, you must sync your device or smartphone ([Sync, page 22](#)).

## Messages

### Preset and Check-In Messages

Preset and check-in messages are a convenient way to send messages to a specific group of recipients. Preset and check-in messages allow you to check in or let people know that you are fine. You can create three customized preset messages. Three (non-customizable) check-in messages are available.

**NOTE:** Check-in messages have replaced preset messages as of September 2022. inReach accounts set up prior to this date will still have preset messages available, but any new accounts created after this date will use check-in messages.

### Editing a Preset Message

**NOTE:** You can edit a preset message if not overridden by an account admin.

- 1 From the **Messages** tab, click **Edit** next to the preset message you want to change.
- 2 Enter a message.
- 3 Add recipients for the message.

**TIP:** When you start typing a phone number or email address that has been added to your contacts, you can add the contact as a preset message recipient.

- 4 Click **Done**.
- 5 Sync your devices.

The message text and recipients appear on the device screen.

## Quick Text Messages

You can save time by using quick text messages instead of composing a message or reply using the on-screen keyboard. You can enter and save commonly used phrases and replies as quick text messages before you need to use them.

**TIP:** For adding quick text messages for all users in your group, see [Profiles, page 9](#).

### Adding a Quick Text Message for Your Device

You can add a quick text message for your device, if not overridden by an account admin.

**NOTE:** This feature is not available on all models.

- 1 From the **Messages** tab, click **Add** in the **Quick Text Messages** list.
- 2 Enter a message.
- 3 Click **Save**.
- 4 Sync your devices.

### Editing a Quick Text Message for Your Device

You can edit a quick text message for your device, if not overridden by an account admin.

- 1 From the **Messages** tab, click **Edit** next to the quick text message you want to change.
- 2 Enter a message.
- 3 Click **Done**.
- 4 Sync your devices.

## MapShare

MapShare is a web page that is similar to the Map tab of the Garmin Explore website, but it enables others to see your location on the map. They can follow your travels in real-time and send you messages.

### Enabling the MapShare Feature

Users must enable the MapShare feature before it appears on the administrator's MapShare page.

From the **Social** tab, click **MapShare: Off**.

After enabling the MapShare feature, your link appears. Other people can view your location and all messages you post there.

### Editing Your MapShare Address

Before you can edit your MapShare address, you must enable the MapShare feature ([Enabling the MapShare Feature, page 25](#)).

From the **Social** tab, click .

### MapShare Settings

You can configure your MapShare web page to meet your needs, including setting a password, enabling viewer controls, and showing waypoints.

**Name & Description:** Allows you to provide a name and short description for your trip. You can describe the specific activity you are about to embark upon, giving viewers some context.

**Password:** Sets a password to restrict access. The password is included automatically when you use the share feature from the website or from the device and mobile app. You can remove public access after a trip is over.

**Allow map viewers to send you messages:** Allows you to receive messages sent from map viewers when visiting your MapShare web page. Restricting use of this feature prevents viewers from impacting your monthly subscription plan.

**Allow map viewers to locate you:** Allows map viewers to request your location, even if you aren't otherwise sharing your location.

**Show waypoints created in the field on MapShare:** Allows you to show waypoints created on a device in the field on your MapShare web page.

## Receiving Messages from Map Viewers

**NOTE:** Facebook comments and Twitter replies are not sent to your device.

Select **MapShare Settings > Allow map viewers to send you messages**.

## Filtering MapShare Data

You can allow visitors to see only specific activity data from your device, based on a selected date. For example, you can enable viewers to see your upcoming hike, but not the one you took last month. By setting a date, all data prior to that date is hidden.

- 1 Select **Filter MapShare Data**.
- 2 Select a date.

## Account

The Account tab displays your account details and information about testing your device.

**My Info:** Displays account information and preferences ([My Info, page 34](#)).

**Test:** Provides instructions for testing your device ([Testing Devices, page 5](#)).

### My Info

The My Info tab allows you to edit your account information and preferences.

- Personal information
- SMS preferences, including the location information to send and whether to include your name as a signature  
**TIP:** You can hide your name to save message space and avoid repetition for the recipient.
- Position reporting for live flight tracking services
- Email subscription preference

## Testing Your Device

You run a test of the devices assigned to your user account before you head into the field. You are allowed five free test messages per month.

**NOTE:** Do not test the SOS feature without prior approval from the Garmin Response center. If you test the SOS feature without approval, you may be charged for any rescue efforts. Contact your organization's administrator to set up an SOS test.

- 1 From the **Account** tab, select the **Test** tab.
- 2 Follow the on-screen instructions.  
After you receive a confirmation message, your device is ready to use.

# Billing Administrator Features

## Billing

As an account administrator, you have access to the billing details. You can also designate a billing administrator to log in, view, and update the billing information for the account. You can edit your company information, including emergency contacts. You should keep your information and emergency contacts updated.

You can update your billing information, such as credit card information. You can pre-pay for services to avoid coverage interruption due to an expired or locked credit card, or a new number being issued.



## Viewing Invoices

Invoice notifications will be sent out every month. To add additional billing contacts, contact the Professional Billing team ([Getting More Information, page 45](#)). Up to twelve months of invoices are available online.

1 From the **Settings** tab, select the **Billing** tab.

2 Click **View Invoices**.

3 Select the invoice to view.

The invoice summary includes these features.

- Billing contact information
- Total amount due, including the current month's usage plus any past due payments
- Due date of the invoice
- Late payment rate if payment is not made by the due date
- Late payment charges, if applicable

The detailed usage includes these features.

- Device IMEI number
- Service plan used
- Monthly charges for the plan
- Usage date recorded
- Charge for the usage

**NOTE:** Overage charges apply to Professional Flex plans.

## User Features

**NOTE:** All instructions in this section are applicable for the specific user only.


### Map

You can use the Map tab to monitor devices, track users, and send messages to active devices in the field. Some features may not be available, depending on how your administrator has configured users and groups.

The map includes these features.

- Waypoints, routes, tracks, and activities ([Library, page 18](#))
- Topographic, aerial, and road maps with controls to change between them ([Map Types, page 15](#))
- Zoom controls with a mouse or trackpad ([Zooming the Map, page 16](#))
- Controls to add new waypoints and routes ([Waypoints, page 18](#), [Routes, page 19](#))
- A measuring tool ([Measuring Distance on the Map, page 16](#))
- Options to export the map as a .kml or .gpx file ([Exporting Map Data, page 22](#))
- Controls to select additional maps for your device ([Map Availability, page 22](#))

### Map Types



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

The map types also change automatically as you zoom in, if you reach the limits of a specific map type.

If you switch to a map type but are zoomed in too far for that type, the map automatically zooms out.

### Zooming the Map


There are several ways you can zoom on the map.

- Click  and  to zoom in or out a single level.
- Use a mouse wheel or trackpad that supports scrolling to zoom in and out.
- Double-click the mouse to zoom in on the area you clicked.

## Panning the Map

Drag the map with your mouse or trackpad.

## Measuring Distance on the Map

- 1 From the map, click .
  - 2 Select a starting location.
  - 3 Select additional points to create a line.
  - 4 Double-click the last point.
- The total distance appears above the last point.


## Your Location

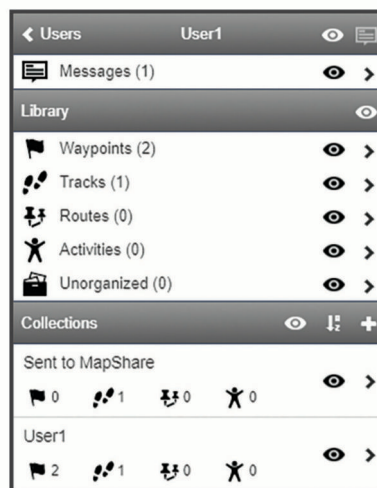
The map loads new locations every 5 minutes.


**NOTE:** If you are watching someone who is tracking or sending messages, you do not need to reload the map to see new data.

## Viewing User Messages and Content


You can view inReach messages sent by a user, and waypoints, routes, and tracks synced from a user's device.

- 1 From the map, select  next to a user.
- The user's messages, library, and collections appear. The number of items in each category appears in parentheses.



- 2 Select  next to a category or collection to view a list of the items.
- 3 Select an item to show that item 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. You can view tracks and activities on the Map tab and convert them to routes. If you use the mobile app, you can sync the library with your smartphone.

**NOTE:** On some models, you can sync waypoints and routes to your device. This feature is not available on all models.


## Viewing Your Library on the Map

You can show or hide your library on a map. This is helpful if you have many objects in one area and need to reduce clutter on the map.

From the library list, select  to hide or show objects on the map.

## Sharing Your Library on Your MapShare Web Page



You can share your library on your MapShare web page.

- 1 From the library list, select an object.
- 2 Select  to show or hide your library on your MapShare web page.



## 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 for the waypoint.
- 3 If necessary, edit the waypoint details.
- 4 Click .

### Editing Waypoint Details

- 1 From the waypoints list, select a waypoint.
- 2 Select .
- 3 Edit the waypoint details, such as the name, symbol, and coordinates.
- 4 Click .

### Editing a Waypoint Location

- 1 From the waypoints list, select a waypoint.
- 2 Select .
- 3 Select an option:
  - Enter new latitude and longitude coordinates.
  - Drag the icon to a new location.
- 4 Click .

## Navigating to a Waypoint

When navigating, your device and your MapShare web page receive updates to show where you are and where you are headed. This lets people following your trip know where you are going. An orange line indicates your intended path.

**NOTE:** MapShare tracking is only available for devices with inReach technology. For some devices, such as the GPSMAP 66i and newer devices, you can enable or disable MapShare tracking while navigating.

- 1 From your device, select a waypoint.
- 2 Select **Navigate**.



## Routes

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

You can create routes on some Garmin devices, such as the GPSMAP 66i and newer devices. If you cannot create a route on your Garmin device, you can use the Garmin Explore website or the Garmin Explore Mobile app to create a route and sync it to your device.

**NOTE:** For some devices, such as the GPSMAP 66i and newer devices, you can enable or disable MapShare tracking while navigating.

## 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 .

## Navigating a Route

When navigating, your device and your MapShare web page receive updates to show where you are and where you are headed. This lets people following your trip know where you are going. An orange line indicates your intended path.

**NOTE:** MapShare tracking is only available for devices with inReach technology. For some devices, such as the GPSMAP 66i and newer devices, you can enable or disable MapShare tracking while navigating.


- 1 From your device, select a route.
- 2 Select **Navigate**.

## Tracks and Activities

You can view tracks recorded with your inReach device. If you pair another Garmin device with the Garmin Explore app, you can view your activities on the map. You can convert tracks or activities and add them to collections.


### Converting a Track

You can convert a track to a route for future navigation.

- 1 From the tracks list, select a track.
- 2 Select .
- 3 Select an existing collection or create a new collection ([Creating a Collection, page 20](#)).
- 4 Select an option:
  - To keep the original track and add the new route to a collection, select **Make a Copy**.
  - To delete the original track and add the new route to a collection, select **Delete the Original**.

### Converting an Activity

You can convert an activity to a track or route, and add it to a collection.


- 1 From the activities list, select an activity.
- 2 Select .
- 3 Select an existing collection or create a new collection ([Creating a Collection, page 20](#)).
- 4 Select an option:
  - To convert the activity to a track, select **Convert to Track**.
  - To convert the activity to a route, select **Convert to Route**.

## Collections



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

**NOTE:** Collections are not available in the Earthmate app.

## Creating a Collection


- 1 From the collections list, select .
- 2 Enter a name for the collection.
- 3 Select an option:
  - Select check boxes to add waypoints, routes, or tracks to the collection.
  - Select **Select All on Map** to add all items visible on the map to the collection.
- 4 Select **Save Collection**.

## Editing a Collection

- 1 From the collections list, select a collection.
- 2 Select  or .
- 3 If necessary, edit the name of the collection.
- 4 Select an option:
  - Select check boxes to add waypoints, routes, or tracks to the collection.
  - Select **Select All on Map** to add all items visible on the map to the collection.
- 5 Select **Save Collection**.

## Viewing a Collection on the Map

You can show or hide a collection on a map. This is helpful if you have many objects in one area and need to reduce clutter on the map.


From the collections list, select  to hide or show the collection on the map.

## Sorting Collections

From the collections list, click  and select an item to sort by.


## Syncing a Collection

You can choose which collections to sync to your device or smartphone. This feature is useful if you have a lot of objects in your library, but need only a few on your device or smartphone for a specific trip.

- 1 From the collections list, select a collection.
- 2 Select .
- 3 Select your devices.
- 4 Sync your device or smartphone ([Sync, page 22](#)).

## Sharing Collections on Your MapShare Web Page

You can choose which collections you want to share on your MapShare web page. Some users use this feature for privacy purposes. You can also use this feature to reduce clutter on the map.

- 1 From the collections list, select a collection.
- 2 Select  to show or hide the collection on your MapShare web page.

## Map Filters

Map filters are used to alter your view of data, such as tracks or messages, on the map. Map filters can also be used when you have too much data to load. A message appears on the map when there are more than one million points. You can use map filters to reduce the amount of data.

From the map, open the map filters.

**Bookmarks:** Allows you to save a particular map view of data at a specific time. For example, if you recently returned from a weekend adventure, you can create a bookmark that is centered on your track and set the date to that weekend. You can return to that view at any time.

**Message Types:** Allows you to hide or show different message types on the map.


**NOTE:** SOS messages always show on the map.

**Date & Time Range:** Allows you to set the time frame for the map data you need to view. There are a few preset options in the menu, or you can specify a custom range.

**Clear Filters:** Removes all bookmark, message type, and date and time filters on the map data.


**TIP:** You can clear the filters to export all map data.

## Adding a Bookmark

- 1 From the map, open the map filters.
- 2 Select .
- 3 Enter a bookmark name.
- 4 If necessary, select **Keep Date Range**.
- 5 Select **Add**.

After you add a bookmark, you cannot edit the map view. To make changes, you can select an existing bookmark, make the necessary changes, and add a new bookmark. If needed, you can delete the previous bookmark ([Deleting a Bookmark, page 21](#)).


## Deleting a Bookmark

- 1 From the map, open the map filters.
- 2 Select a bookmark.
- 3 Select .

## Exporting Map Data


You can export waypoints or routes from your account as KML or GPX files. This feature exports the current map view of data so you can save it on your computer and use it in other applications.

**NOTE:** The export feature exports all data that is not currently filtered. This includes data that is not in the current map view, such as data that is far away, but does not include data that is filtered out by bookmarks, message types, or a date and time range.

- 1 From the map, zoom in on the data to export ([Zooming the Map, page 16](#)).
- 2 Click .
- 3 Select the file type.

## Importing Map Data

You can import courses from your Garmin Connect account and GPX, KML, or KMZ files from another device or application. You must convert the files to add them to a collection.

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

## Map Availability


Pre-loaded maps have a lock icon. You cannot remove them from your device.

**NOTE:** Maps are not available for all models.

## Adding a Map to Your Device

If your inReach Explorer+ device has pre-loaded maps, you can download additional maps for your device.

**NOTE:** For other devices, such as the GPSMAP 66i and newer devices, you must use the Garmin website to purchase and install maps.

- 1 From the **Map** tab, select a user assigned to an inReach Explorer+ device.
- 2 Click **Get More Maps**.
- 3 Click  to expand areas of map coverage, such as continents, countries, states, or provinces.
- 4 Select a specific type of map.

**NOTE:** Your device has a limited amount of storage. The amount of remaining storage space is shown near the top of the page and updates as you select more maps. File sizes are shown next to each map type.


The map name and  change to green.

- 5 Sync your device ([Sync](#), [page 22](#)).

## Devices

The Devices tab shows the specific device assigned to the user and will not allow any changes.

### Sync

When you make edits to data on the Garmin Explore website, such as updates to contacts, maps, and messages, you must sync the changes to your device before they are available on your device. You should also sync your device when the administrator makes changes to profiles or settings that affect your device. When changes are available,  appears on the Devices tab, indicating you should sync your device.

You can sync your device using the mobile app on a paired smartphone (recommended). For some devices, you can also sync using a USB cable.

### Syncing Data to Your Device Using a USB Cable

After you select a map or make edits to your data, such as contacts, or messages, you must sync them to your device. For supported devices, you can use the inReach Sync desktop application and a USB cable to sync changes. The device also requires the inReach Sync application to update maps and device firmware.

The inReach Sync application supports these devices:

- inReach Explorer and inReach Explorer+
- inReach SE and inReach SE+
- inReach Mini

**NOTE:** You must use the Garmin Express application to install firmware updates for the inReach Mini device.

- Legacy inReach devices

**NOTE:** Other Garmin devices, including some Garmin devices with inReach technology, must sync using the Garmin Explore mobile app.

- 1 Connect the USB cable to your device and your computer.
- 2 From the **Devices** tab, click **Sync & Update** next to the device you want to sync.
- 3 If you have not previously installed the **inReach Sync** application, select **Download and Install inReach Sync**, and install the application on your computer.
- 4 Select **Launch inReach Sync** to open the application.
- 5 Follow the on-screen instructions to complete the sync.

The inReach Sync application copies the changes and available map and firmware updates to the device. You may need to restart your device to apply firmware updates.

## Syncing Data Using Your Smartphone

After making changes to your account, you can sync them to your device using a mobile app.

- 1 From the **Devices** tab, select **Sync & Update**.

The Sync & Update panel provides a link to the appropriate mobile app.

- inReach Explorer, inReach SE, and inReach Mini devices sync user data such as waypoints, routes, and tracks using the Earthmate app.

**NOTE:** You must use the inReach Sync application to sync other changes, such as messages.

- Other Garmin devices, including the GPSMAP 66i and newer devices with inReach technology, sync user data such as contacts and messages using the Garmin Explore app or Garmin Messenger app.

- 2 Install the mobile app on your smartphone, and pair it with your device.

See the owner's manual for your device for more information about pairing the device with the mobile app.

The mobile app syncs data to your device automatically while the device is paired and connected with your smartphone.

## Inbox

The Inbox tab displays your conversation history. You can view all sent and received messages. When a location is associated with a message, the message contains a link that opens the map and centers on the location associated with the message.

You cannot compose messages from the Inbox tab. You can delete individual messages or entire conversations.

## Contacts

The Contacts tab lists your contacts and their details.

### Your Contact

Your own contact is always listed first. Your contact details include the email address, mobile phone number, and inReach address associated with your account.

The inReach address (example@inreach.garmin.com) allows other inReach owners to send messages directly to you. If you know other people with inReach devices, you can exchange addresses to message each other directly.

**NOTE:** The inReach address is not an email address. People cannot send messages to an inReach address from an email client. It is only used to communicate between devices.

### Personal Contacts

Personal contacts are contacts you add that are not seen by other users on your account (if applicable). You can have up to 200 personal contacts.

### Adding a Contact

- 1 From the **Contacts** tab, click **Add**.

- 2 Enter information for the contact.

**NOTE:** You must enter a name and at least an email address, inReach address, or mobile phone number.

- 3 Click **Done**.

After you add a contact, you must sync your device or smartphone before using your device in the field ([Sync](#), [page 22](#)). You should confirm the information on your device matches the information in your account.



## Editing or Deleting a Contact

**NOTE:** This does not include social media contacts.

You can edit or delete a contact.

- 1 From the **Contacts** tab, select a contact.
- 2 Click **Edit** to make changes to the contact.
- 3 If necessary, select **Delete**.

After you edit or delete a contact, you must sync your device or smartphone ([Sync](#), page 22).

## Messages

### Preset and Check-In Messages

Preset and check-in messages are a convenient way to send messages to a specific group of recipients. Preset and check-in messages allow you to check in or let people know that you are fine. You can create three customized preset messages. Three (non-customizable) check-in messages are available.

**NOTE:** Check-in messages have replaced preset messages as of September 2022. inReach accounts set up prior to this date will still have preset messages available, but any new accounts created after this date will use check-in messages.

### Editing a Preset Message

- 1 From the **Messages** tab, click **Edit** next to the preset message you want to change.
- 2 Enter a message.
- 3 Add recipients for the message.

**TIP:** When you start typing a phone number or email address that has been added to your contacts, you can add the contact as a preset message recipient.

- 4 Click **Done**.
- 5 Sync your devices.

The message text and recipients appear on the device screen.

### Quick Text Messages

You can save time by using quick text messages instead of composing a message or reply using the on-screen keyboard. You can enter and save commonly used phrases and replies as quick text messages before you need to use them.

### Adding a Quick Text Message

**NOTE:** This feature is not available on all models.

- 1 From the **Messages** tab, click **Add** in the **Quick Text Messages** list.
- 2 Enter a message.
- 3 Click **Save**.
- 4 Sync your devices.

### Editing a Quick Text Message

- 1 From the **Messages** tab, click **Edit** next to the quick text message you want to change.
- 2 Enter a message.
- 3 Click **Done**.
- 4 Sync your devices.

## MapShare

MapShare is a web page that is similar to the Map tab of the Garmin Explore website, but it enables others to see your location on the map. They can follow your travels in real-time and send you messages.

## Enabling the MapShare Feature

Users must enable the MapShare feature before it appears on the administrator's MapShare page.

From the **Social** tab, click **MapShare: Off**.

After enabling the MapShare feature, your link appears. Other people can view your location and all messages you post there.

## Editing Your MapShare Address

Before you can edit your MapShare address, you must enable the MapShare feature ([Enabling the MapShare Feature, page 25](#)).

From the **Social** tab, click .

## MapShare Settings

You can configure your MapShare web page to meet your needs, including setting a password, enabling viewer controls, and showing waypoints.

**Name & Description:** Allows you to provide a name and short description for your trip. You can describe the specific activity you are about to embark upon, giving viewers some context.

**Password:** Sets a password to restrict access. The password is included automatically when you use the share feature from the website or from the device and mobile app. You can remove public access after a trip is over.

**Allow map viewers to send you messages:** Allows you to receive messages sent from map viewers when visiting your MapShare web page. Restricting use of this feature prevents viewers from impacting your monthly subscription plan.

**Allow map viewers to locate you:** Allows map viewers to request your location, even if you aren't otherwise sharing your location.

**Show waypoints created in the field on MapShare:** Allows you to show waypoints created on a device in the field on your MapShare web page.

## Receiving Messages from Map Viewers

**NOTE:** Facebook comments and Twitter replies are not sent to your device.

Select **MapShare Settings > Allow map viewers to send you messages**.

## Filtering MapShare Data

You can allow visitors to see only specific activity data from your device, based on a selected date. For example, you can enable viewers to see your upcoming hike, but not the one you took last month. By setting a date, all data prior to that date is hidden.

- 1 Select **Filter MapShare Data**.
- 2 Select a date.

## Account

The Account tab displays your account details and information about testing your device.

**My Info:** Displays account information and preferences ([My Info, page 34](#)).

**Test:** Provides instructions for testing your device ([Testing Devices, page 5](#)).

## My Info

The My Info tab allows you to edit your account information and preferences.

- Personal information
- SMS preferences, including the location information to send and whether to include your name as a signature  
**TIP:** You can hide your name to save message space and avoid repetition for the recipient.
- Position reporting for live flight tracking services
- Email subscription preference

## Testing Your Device

You run a test of the devices assigned to your user account before you head into the field. You are allowed five free test messages per month.

**NOTE:** Do not test the SOS feature without prior approval from the Garmin Response center. If you test the SOS feature without approval, you may be charged for any rescue efforts. Contact your organization's administrator to set up an SOS test.

**1** From the **Account** tab, select the **Test** tab.

**2** Follow the on-screen instructions.

After you receive a confirmation message, your device is ready to use.

## Getting More Information

- Go to [support.garmin.com](https://support.garmin.com) for additional manuals, articles, and software updates.
- Contact the Professional Sales team by email at [inReach.professional@garmin.com](mailto:inReach.professional@garmin.com) or by phone at 1-800-293-2389 (option 1 for billing, option 2 for support, or option 3 for sales) for questions about setting up and managing your account.
- Contact the Professional Billing team by email at [professional.billing@garmin.com](mailto:professional.billing@garmin.com) for questions about invoices and billing.
- Contact the Professional Support team by email at [professional.support@garmin.com](mailto:professional.support@garmin.com) for other questions.

