

# Roadpost Support Center

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## Requesting a Device's Location from the List View tab [GPv3]

Lu Parente - 2015-10-07 - in How-To

The **List View** tab provides Administrators and Monitors with the ability to view the most recent interactions from each of the devices provisioned to your account as well as the ability to review device details, user details and perform specific actions on behalf of the device user.


This article explains how to **request the location** of a device.

**Note:** The **Request Location** feature is only available for specific devices. If the option does not appear, the feature is not supported by the device type selected.

1. To request a device's location using the List View, select the desired device from the list.

State ▲	Device N...	Last Mes...	User	Group	Schedule	Monitoring	Monitored
Normal	Lu's LW iPhone	2015-10-06 4:33 PM	LP User1	Lu's Group	Lu's Check-In Schedule [disabled]		yes
Normal	Lu's Extreme	2015-09-17 4:02 PM			Interval Schedule [15min] [disabled]		yes
Normal	TS IR SE	2015-10-07 10:02 AM	LP User1		Interval Schedule [15min] [disabled]		yes
Normal	Lu's LW Android	2015-10-06 5:28 PM	LP User1	Lu's Group	Lu's Check-In Schedule [disabled]		yes
Normal	Morris' iPhone	2015-10-02 10:40 AM	Morris Shawn [GP Mobile App]				yes

Device details   User details   **Actions**



**TS IR SE**  
Description: Technical Support inReach SE  
Device Type: inReach SE  
Emergency State: None  
Overdue State: None

**Position**  
Last Location: 43.6243°N 79.5066°W  
Location Time: 2015-09-11 12:50 PM

**Check-in Schedule**  
Name: Interval Schedule [15min] [disabled]  
Last Expected Check-In: 2015-10-07 10:00 AM  
Last Check-In: 2015-10-05 4:35 PM

Refresh   Close   [Show Emergency and Overdue devices only](#)

2. The **Device Details** for the selected device will be displayed at the bottom of the List View. Select the **Actions** tab and you will be presented with the device specific actions you can perform on the selected device.

State ▲	Device N...	Last Mes...	User	Group	Schedule	Monitoring	Monitored
Normal	Lu's LW iPhone	2015-10-06 4:33 PM	LP User1	Lu's Group	Lu's Check-In Schedule [disabled]		yes
Normal	Lu's Extreme	2015-09-17 4:02 PM			Interval Schedule [15min] [disabled]		yes
Normal	TS IR SE	2015-10-07 10:02 AM	LP User1		Interval Schedule [15min] [disabled]		yes
Normal	Lu's LW Android	2015-10-06 5:28 PM	LP User1	Lu's Group	Lu's Check-In Schedule [disabled]		yes
Normal	Morris' iPhone	2015-10-02 10:40 AM	Morris Shawn [GP Mobile App]				yes

Device details   User details   **Actions**

Refresh   Close   Show Emergency and Overdue devices only

3. Select **Request Location** to send a location request to the selected device. No manual device user interaction is required. Once the device receives the request, it will return it's location coordinates to the web app.

Device details   User details   **Actions**

Refresh   Close   Show Emergency and Overdue devices only

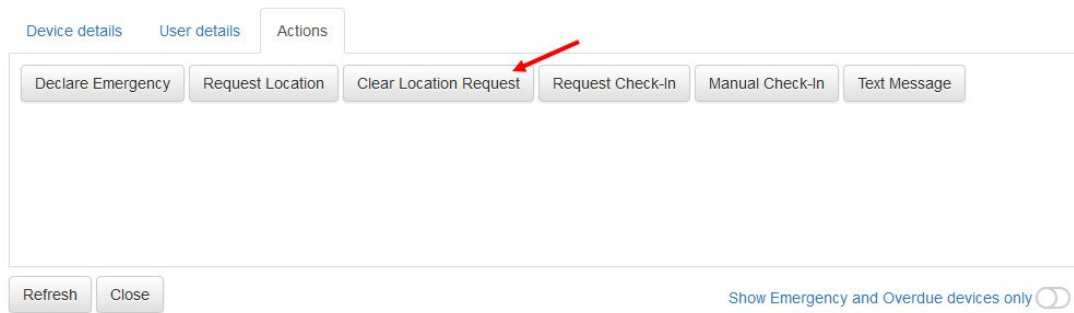
4. You will be provided with confirmation once the location request has been sent to the device. Press **OK** to return to the **Actions** tab.

Device details   User details   **Actions**

Location Request sent to device. Please note the device must be on and have coverage to receive the message.

Refresh   Close   Show Emergency and Overdue devices only

5. Subsequently, the location request can be cleared from the **Actions** tab by selecting **Clear Location Request**.



6. Once the location request has been cleared you will be provided with confirmation. Press **OK** to return to the **Actions** tab.

