

Configuration

5.1 Plugin settings

All options below are grouped under *Setup > General > Gapp eXtended* (not a dedicated "Waypoint" page — Waypoint's settings share that tab with a few unrelated Gapp eXtended options, further up on the same screen).

Setting	Description
API	Mandatory. Your Google API key. Route optimisation and all distance calculations depend on it. If it is missing, routes cannot be created and distance fields stay empty.
Task categories with waypoints	Which GLPI task categories generate a travel waypoint.
Task categories with vehicle waypoints	Same as above, for journeys made with a company vehicle.
Max duration	Safety limit for a running timer. A timer left open beyond this duration is stopped automatically, so a forgotten timer does not record an entire night as travel time.
Enable user geolocation	General user tracking, independent of routes. Leave this disabled if you use Waypoint routes — the two tracking modes are not compatible and will interfere with each other.
Billing includes return trip (from 1.7.0)	No (default): only the outbound trip, base → ticket, is billed. This also halves the number of Google API calls. Yes: outbound and return distances and durations are added together.

Home / Setup / General

Search... Super-Admin ...dad raíz (estructura en árbol) AM

Security Map token
Performance Map url
API
Impact analysis
GLPI Network
Historical 27
ActualTime
Gapp eXtended
All

File(s) (2 Mio max) i
Drag and drop your file here, or
Seleccionar archivo Ningún archivo seleccionado

Save

GLPI Extra Field

Field Category Mandatory field + Add

Field	Category	Mandatory field
Field		Mandatory field
Urgency		Yes
Field		Mandatory field

API
Task categories with waypoints
Max duration Sh30
Enable user geolocation No
Billing includes return trip No

Save

Setup > General > Gapp eXtended — every Waypoint setting from the table above, on the lower half of the same tab (API key field masked).

5.2 Create locations with coordinates

Define in GLPI the locations your technicians will visit, and give each one its **latitude and longitude**. This step is mandatory: a ticket whose location has no coordinates cannot be included in a route.

Home / Setup / Dropdowns / Locations + Add Search Lists

Search... Super-Admin ...dad raíz (estructura en árbol) AM

Location - Client site - North

Location Client site - North

As child of ----- i + -

Postal code
State
Building number
Latitude 42.2615
Altitude

Comments
Address
Town
Country
Room number
Longitude -8.7853

Location on map

Delete permanently Save

A GLPI Location form with the Latitude and Longitude fields filled in.

5.3 Configure profile permissions

Go to *Administration > Profiles*, choose a profile and open its Waypoint section. Assign rights according to each role's responsibilities.

Right	What it allows	Typical role
View routes	Access the Routes administration area and its history.	Supervisor, manager
Link tickets to routes	Mark a ticket as eligible to be included in a route.	Dispatcher, technician
Export route data	Download the CSV export from the ticket list.	Manager, billing
View live routes	See routes currently in progress in real time.	Supervisor, dispatcher

The **Geolocation** section has its own separate right, provided by the `gappextended` plugin. Grant it to the profiles that need to see technician positions; without it, the Geolocation tabs are not accessible.

The screenshot shows the GLPI web interface. The left sidebar contains the navigation menu with 'Administration' expanded. The main content area is titled 'Profile - Technician' and shows the 'Waypoint' section. A table lists four permissions: 'View routes', 'Link tickets to routes', 'Export route data', and 'View live routes'. All four permissions have unchecked checkboxes. A 'Save' button is visible at the bottom right of the table. The breadcrumb trail at the top reads 'Home / Administration / Profiles'.

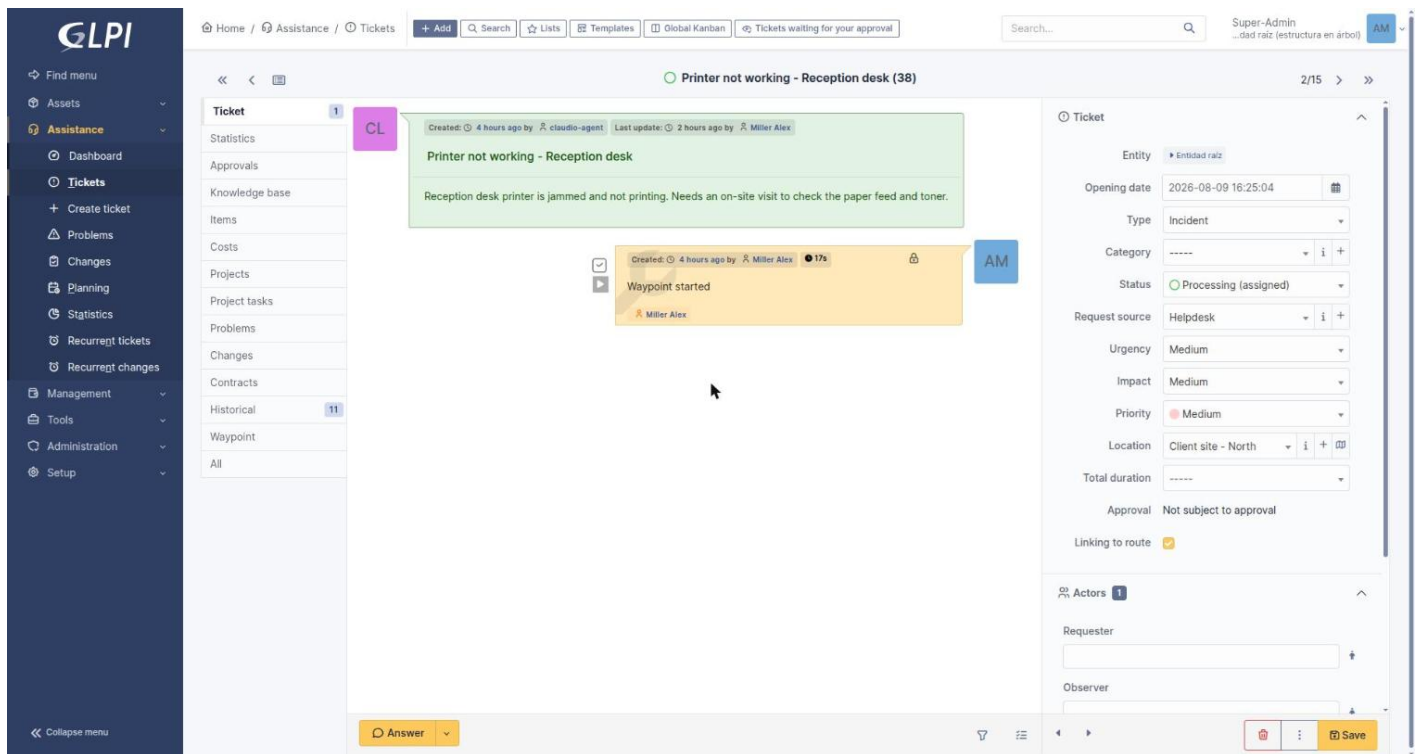
Administration > Profiles > Technician > Waypoint — the four rights matrix, all unchecked by default on a fresh profile.

5.4 Make tickets eligible for routes

For a ticket to appear in the app when building a route, **two conditions** must both be met:

1. The ticket has the **"Linking to route"** option set to Yes on its form, and a location with coordinates.
2. The ticket is **assigned to the technician** who is building the route.

If a ticket does not show up in the app's selection list, one of these two is almost always the reason.



A ticket form with "Linking to route" set to Yes and a Location assigned (right-hand panel).

Revision #2

Created 2026-08-10 06:21:21 UTC by Pedro Muñoz

Updated 2026-08-10 06:23:01 UTC by Pedro Muñoz