

## MobileREX Setup & Login for Version 1.4.2 and Above

### Existing MobileREX users

If you are an existing MobileREX user, log in as usual using the credentials you have already created.

### New MobileREX users

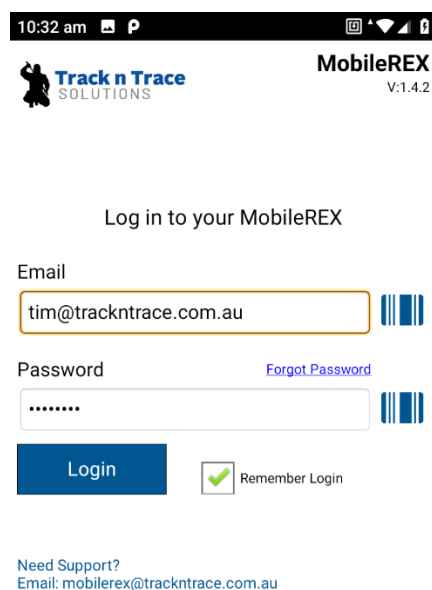
If you are a new client, locate the MobileREX invitation email from [mobilerex@trackntrace.com.au](mailto:mobilerex@trackntrace.com.au) and follow the setup steps on page 7.

New users must also set up an API key before continuing. Once the API key has been created, proceed with the instructions below.

### Version requirement

Existing MobileREX customers should confirm they are using version 1.4.2 or above.

- On the login screen, select the **About** button.
- Select **Check For Updates**.
- Install the latest version if an update is available.



10:32 am

Track n Trace SOLUTIONS

MobileREX V:1.4.2

Log in to your MobileREX

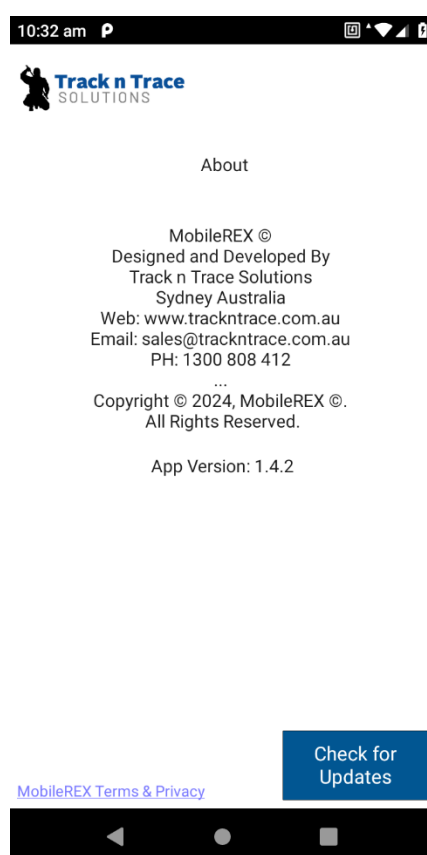
Email

Password

[Forgot Password](#)

☒ Remember Login

[Need Support?](#)  
Email: [mobilerex@trackntrace.com.au](mailto:mobilerex@trackntrace.com.au)



10:32 am

Track n Trace SOLUTIONS

About

MobileREX ©  
Designed and Developed By  
Track n Trace Solutions  
Sydney Australia  
Web: [www.trackntrace.com.au](http://www.trackntrace.com.au)  
Email: [sales@trackntrace.com.au](mailto:sales@trackntrace.com.au)  
PH: 1300 808 412  
...  
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App Version: 1.4.2

[MobileREX Terms & Privacy](#)

## Login credential prompts

After you log in, Image 1 appears first and shows the credentials required to continue.

### Enter required details

- In Image 2, enter your API key in the first field.
- In the second field, enter your Retail Express URL. Example:  
https://superstore.retailexpress.com.au
- In the third field, enter your Client ID.

### Need help finding these details?

Use the information icon at the end of each field for guidance on what the field means and where to find the required information.

Image 1

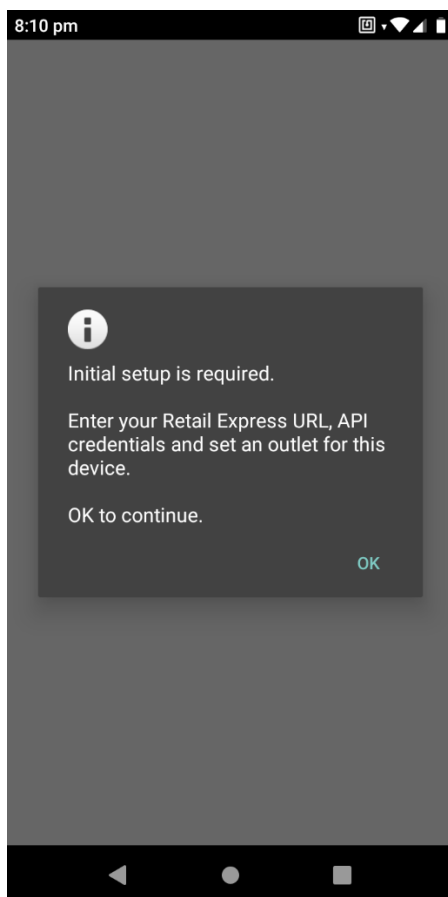


Image 2

A screenshot of a mobile application interface. At the top, the status bar shows the time as 8:42 pm. The screen is titled "Current Device Outlet:". Below this title are three input fields, each with a barcode icon and an information icon to its right. The first field contains the text "fcfce768a4bd4669bfad89ec9b7efa94". The second field contains the text "s://v2wsisandbox.retailexpress.com.au". The third field contains the text "9bf6dd42-35b9-46dd-948a-1c3c91906i". Below these fields is a section titled "Retail Express Admin User ID and Password". It contains two input fields: the first contains "wsi" and the second contains ".....". Below this section is a blue button labeled "Save and/or Refresh REX Outlets". Below that is a section titled "Retail Express Outlets". It contains a dropdown menu and a green button labeled "Add to MobileREX". At the bottom of the screen is a green banner with the text "Active Outlets in Your MobileREX Account:". Below the banner is a green button labeled "Set Device Outlet" and a red button labeled "Remove from MobileREX".

You can either key in these details or create a barcode of these details using a barcode generator - <https://www.mobiledemand.com/barcode-generator>

Once you have created QR code, if scanning, just make sure cursor is active in field it relates to and scan barcode data into it.

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API Key Example- fcfce768a4bd4669bfad89ec9b7efa95



Retail Express URL example – <https://superstore.retailexpress.com.au>

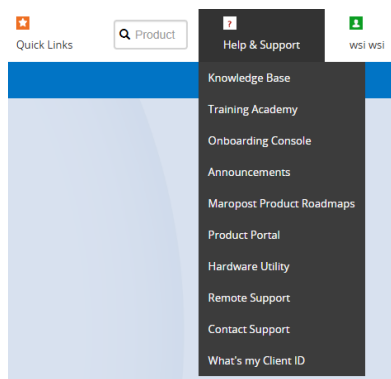


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## CLIENT ID

Look in Help and Support – Go to bottom - **What's My Client ID**

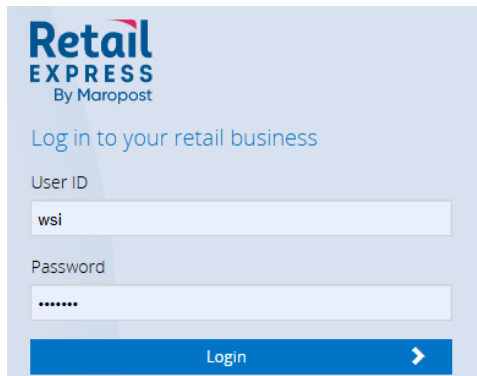
Client ID # example- 9bf6dd42-35b9-46dd-948a-1c3c91906cbc



Find your Retail Express Admin User ID & Password. These credentials are used when you login to Retail Express.

Username: wsi

Password: wsipspp



**Retail EXPRESS**  
By Maropost

Log in to your retail business

User ID  
wsi

Password  
\*\*\*\*\*

Login

Once all credentials are inserted, select Save and /or Refresh REX Outlets.

Image 1 below shows in green section that I have highlighted AU WEB outlet. Then select “Set Device Outlet. You should now see this at top of Login screen “Current Device Outlet: AU WEB. It may have taken you to Main Menu after selecting Outlet.

Image 1

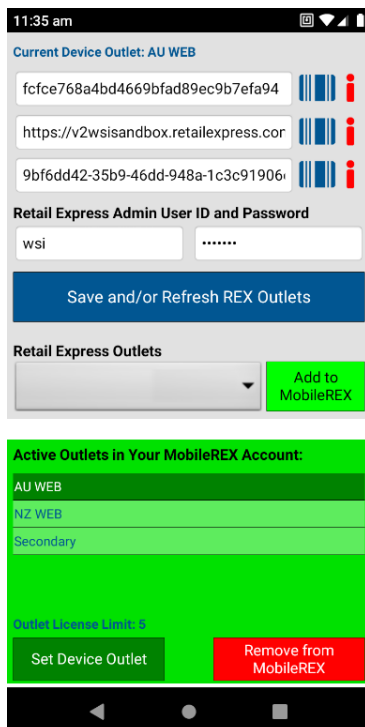


Image 2

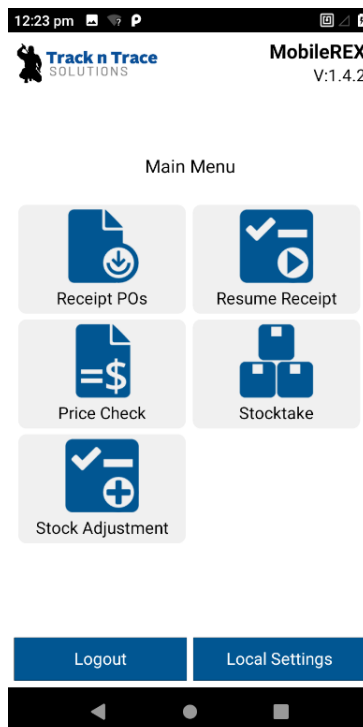
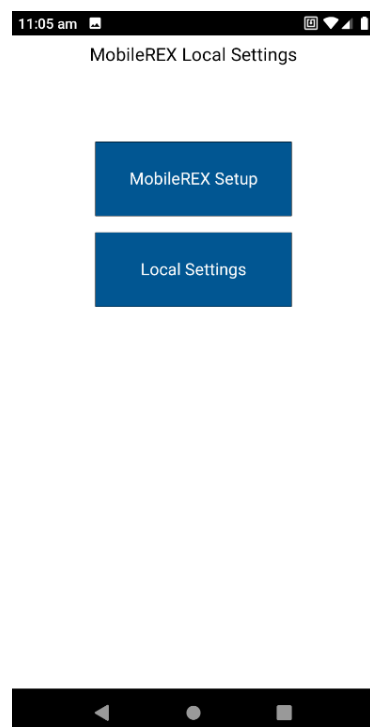


Image 3

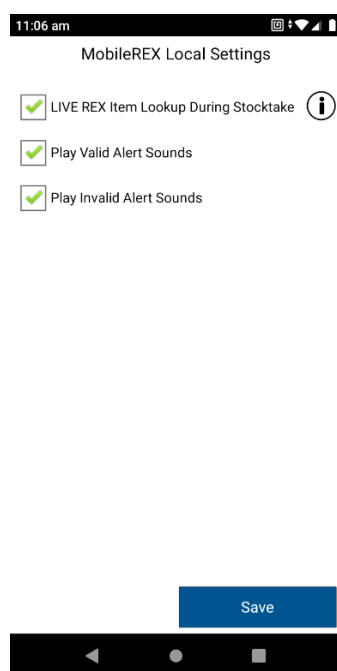


To make sure it has saved Outlet, select Local Settings on image 2. Then select MobileREX setup button on image 3.

## MobileREX Local Settings

Ensure all boxes are checked. If you are using only a local lookup file for stocktake, you can uncheck Live REX item lookup. However, we recommend using Live Stocktake, and a legacy lookup table if required, to take full advantage of all Stocktake Live features. You can test the setup with or without the legacy lookup file.

If internet access is poor or unavailable while scanning in store, a basic data SIM card costing around \$10–\$20 can provide a reliable connection. Maintaining accurate stock levels outweighs the small cost of a SIM card if one is needed.



## Mobile Network Selection

When choosing a Sim card, the performance of a mobile data connection depends on the carrier's coverage at your operating location.

- **Metropolitan and suburban areas:** Most Australian mobile carriers provide suitable coverage. Customers should choose the provider that offers the best service at their site.
- **Regional, rural and remote areas:** We generally recommend a **Telstra-based service**, as it typically provides the broadest coverage across Australia. However, coverage should always be confirmed for your specific operating locations.

As mobile network performance can vary between buildings and locations, we recommend **testing the chosen carrier** before deploying multiple devices.

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## SIM Card Support

- Customers are responsible for selecting, purchasing and managing their own SIM cards and mobile data plans.
- We do **not** provide support or troubleshooting for mobile carrier services, SIM card activation, billing or network coverage.
- Our support covers the configuration of the PDA device only (where applicable), including APN settings if required.

### Mobile Data Plans

- Urovo and CipherLab PDA devices support both **voice and mobile data** when fitted with a compatible SIM card.
- For **MobileREX, inventory control and barcode scanning**, only a **mobile data connection** is typically required.
- Customers may choose a **data-only SIM** if it provides a more economical solution for their application.
- If staff also need to make or receive phone calls from the device, a standard mobile SIM with voice and data can be used.

## SETTING UP MobileREX For New Users

STEP 1: You will now receive an email invite from Track n Trace to log in once you have paid your subscription.

See example below.

-----Original Message-----

From: MobileRex <[mobilerep@trackntrace.com.au](mailto:mobilerep@trackntrace.com.au)>

Sent: Monday, 13 January 2025 12:44 PM

To: [tim@trackntrace.com.au](mailto:tim@trackntrace.com.au)

Subject: Welcome to MobileRex

Hi Tim,

Welcome to MobileRex!

Let's get you started in a few easy steps:

1. Download MobileRex APK file into your device(s) from this link:  
<https://www.trackntrace.com.au/MobileRex>
2. Or you could scan this QR barcode that also has the above URL into your browser.  
This will start automatically downloading MobileREX.



3. Navigate to the device directory where you downloaded the APK, and tap on it to install

4. Use the your credentials to log in to MobileRex:

Example Email: [tim@trackntrace.com.au](mailto:tim@trackntrace.com.au)

Temp Password: 7#%C0451

For helpful information about getting started, checkout the below link. If you have additional questions or need assistance getting started, contact us directly and we'll be happy to help.

<https://www.trackntrace.com.au/product/mobilerep-support-page/>

5. Once installed, open MobileREX in applications. Use the below credentials to log in to MobileRex:

Use your email address provided:

Use Temp Password Provided in Invite: Example: CA191FBD

You will then be prompted to enter new password. Please record this!

**2:19 PM** MobileRex Beta V:1.0.0 Powered by Track n Trace Solutions

Log in to your MobileRex App

Email

Password

Login [Forgot Password](#)

Need Support? Call +612 8091 1942

**12:30 PM** Retail EXPRESS

Temp Password detected. Please create new password.

Temp Password

New Password (Min 8 Chars)

Confirm New Password (Min 8 Chars)

Proceed

5. To access MobileREX, you cannot proceed any further until your API key is setup. This connects the MobileREX app to your database. To setup your API Key in your Retail Express account. Go to Settings > Integrations > API Management.

6. Once you have given an API key name and API Key Description, you can generate API key by clicking green button – Generate Keys

**API Management**

**API Keys**

*Here you can create new API keys for use with the new Retail Express API*

**Create API Keys**

|                     |               |
|---------------------|---------------|
| API Key Name *      | Track n Trace |
| API Key Description | TNT Warehouse |
| Status              | Enabled       |

**Generate Keys**

7. Scroll to bottom of page and choose Primary key that you have setup.

|                            |               |                                  |                                  |
|----------------------------|---------------|----------------------------------|----------------------------------|
| v2wsisandbox-Track n Trace | TNT Warehouse | dd56b746a73f4420aeafd37450789fd3 | 5e414b1344784299850af3ae189946c4 |
|----------------------------|---------------|----------------------------------|----------------------------------|

8. You need to insert this API 32 key # in to MobileREX app.

You can manually insert it or the easiest way is to go to a barcode generator site like link provided and create the QR barcode.

Barcode Generator Site - <https://www.mobiledemand.com/barcode-generator>

**Symbology**

☐ UPC-A  
☐ EAN-13  
☐ EAN-8  
☒ QR  
☐ ITF  
☐ Code 39  
☐ Code 128

**Include Text**

Yes

**Image Size**

Medium

**Image Format**

PNG

**Barcode Value**

fcfce768a4bd4669bfad89ec9b7efa66

**Generate Barcode Image**

**Barcode Image**



[Download](#)

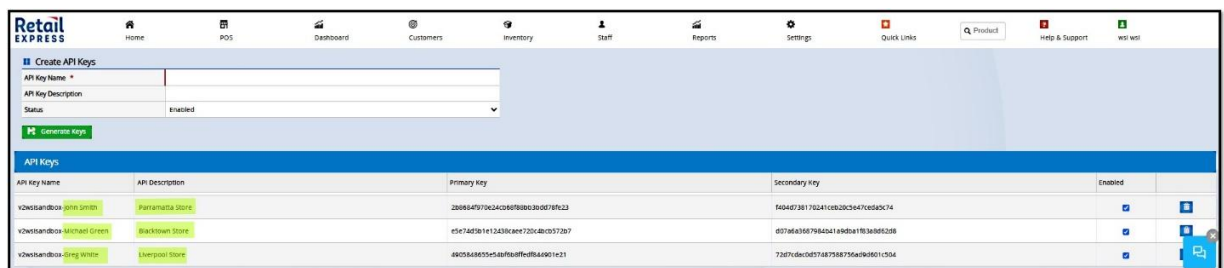
9. Once API # is created, you are now ready to scan this barcode into the API field login of MobileREX. Proceed back to page 2 for more instructions. You are now ready to login into MobileREX.

## API Key Setup Information

MobileREX operates primarily through API communication with the Retail Express system. It does not store any user-related access credentials or login sessions.

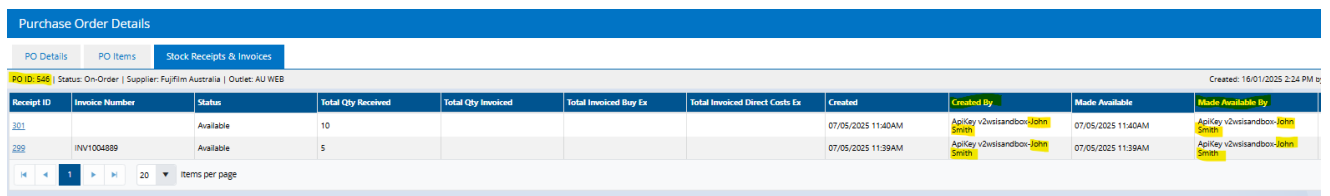
To distinguish between different devices or MobileREX sessions, this must also be managed via API. For example, if you have three devices that need to be treated separately, you'll need to create three unique API keys within your Retail Express software. Each device should then be configured with its corresponding API key.

In the example below, three users located in three different stores are each assigned a distinct API key within Retail Express. You can label these keys in any way that helps you identify them—such as by user name, store name, location, address, etc... Copy each distinct key into the corresponding device/MobileREX app.



| API Key Name              | API Description  | Primary key                    | Secondary key                   | Enabled                             |
|---------------------------|------------------|--------------------------------|---------------------------------|-------------------------------------|
| v2wisandbox John Smith    | Parramatta Store | 28084f9779c24c08f80630078f623  | f434d73817024f02020c3e47c0d5c74 | <input checked="" type="checkbox"/> |
| v2wisandbox Michael Green | Blacktown Store  | e5e74d581e12438aee7204dc0573b7 | d578e4856794d41e9d0e183a865288  | <input checked="" type="checkbox"/> |
| v2wisandbox Greg White    | Liverpool Store  | 48028a8855c5a0f80ff8d84901e11  | 73d70dc0e57187588756e9d01c584   | <input checked="" type="checkbox"/> |

Once a transaction is performed on the MobileREX app, ie Receipt POs; the corresponding API key name will be shown in reports in certain parts of Retail Express. The below example shows “John Smith” has receipted and made available PO ID 546 on two separate occasions.



| Receipt ID | Invoice Number | Status    | Total Qty Received | Total Qty Invoiced | Total Invoiced Buy Ex | Total Invoiced Direct Costs Ex | Created            | Created By                    | Made Available     | Made Available By             |
|------------|----------------|-----------|--------------------|--------------------|-----------------------|--------------------------------|--------------------|-------------------------------|--------------------|-------------------------------|
| 201        |                | Available | 10                 |                    |                       |                                | 07/05/2025 11:40AM | ApiKey v2wisandbox-John Smith | 07/05/2025 11:40AM | ApiKey v2wisandbox-John Smith |
| 222        | INV1004889     | Available | 5                  |                    |                       |                                | 07/05/2025 11:39AM | ApiKey v2wisandbox-John Smith | 07/05/2025 11:39AM | ApiKey v2wisandbox-John Smith |

\*\*\*NOTE: If POs are receipted in both Retail Express software and MobileREX app, you could certainly better identify the source of the receipt by naming the API key more appropriately, ie “John Smith MobileREX App”

For helpful information about getting started, checkout the below link. Please also check the video on how to get started with MobileREX – [Video Link](#)

If you have additional questions or need assistance getting started, contact us directly at [mobilerep@trackntrace.com.au](mailto:mobilerep@trackntrace.com.au) and we'll be happy to help.

<https://www.trackntrace.com.au/product/mobilerep-support-page/>

Thank you,  
Track n Trace Solutions  
Email: [mobilerep@trackntrace.com.au](mailto:mobilerep@trackntrace.com.au)  
[www.trackntrace.com.au](http://www.trackntrace.com.au)  
Ph: 1300 808 412

