

Track your engineer

Your personal tracking link becomes available when your engineer is travelling to your appointment. There is nothing to download and no account is required.

1**Watch for our text message**

When your engineer sets off, we will send an SMS to the mobile number entered during booking.

2**Open your secure tracking link**

Tap the link in the message to see the estimated arrival time and your engineer's live journey progress.

3**We'll arrive at your property**

The tracking page is only active while the engineer is travelling to your job and automatically deactivates shortly afterwards.

CAN'T SEE YOUR TRACKING LINK?

Tracking only starts once your engineer is on the way. Please check the text messages on the phone used to make the booking. If your appointment is due and no message has arrived, contact Engineer Direct Lincolnshire using the details on your booking confirmation.

YOUR PRIVACY

Customers cannot track the engineer before the journey begins or after the visit. The private tracking link relates only to your appointment and should not be shared.

Please keep your mobile number up to date so we can send appointment updates and your arrival link.