

SmartSense Mobile App User Manual

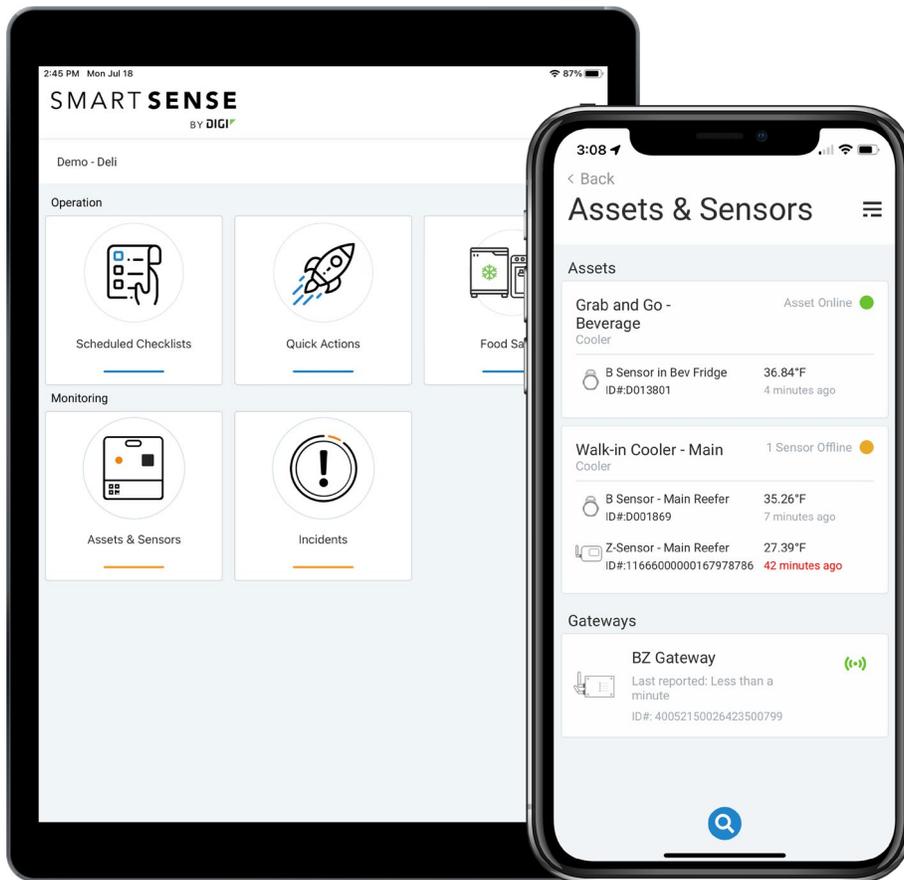


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INTRODUCTION

The SmartSense mobile app is a mobile application used for asset monitoring, incident management, and digital task completion and connects to the SmartSense probe via Bluetooth. This powerful tool is easy to use and syncs fully to the SmartSense cloud so you can manage your products remotely and securely.

WHAT'S NEW?

Release 25.1

- When an announcement needs to be acknowledged, the **ACKNOWLEDGMENT REQUIRED** tag will appear under the Announcements tile.

QUICK START GUIDE

This Quick Start Guide is designed to give you a brief overview of the SmartSense mobile app and some of the key features. With the mobile app, you can easily monitor all your assets remotely and have everything sync seamlessly to the SmartSense web app.

After your SmartSense account is set up, you will need to download and install the SmartSense mobile app. Once installed, log in using your SmartSense credentials or via SSO if your organization requires this level of authentication, and you will be redirected to your home screen. On this screen there are several tiles you can access.

Note: Depending on your business settings, the home screen may not display all tiles listed below.



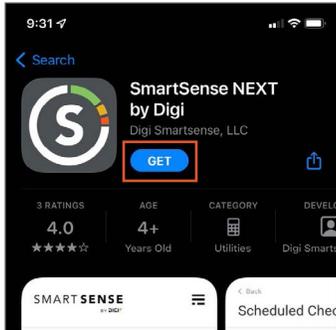
1. **SCHEDULED CHECKLISTS** – daily checklists that must be completed by the end of the day
2. **QUICK ACTIONS** – ad hoc tasks such as taking temperature or yes/no questions
3. **FOOD SAFETY** – tasks for food items such as temperature monitoring
4. **ASSETS & SENSORS** – a place to view the status for each asset of a location/department as well as any associated sensors and configured gateway devices
5. **INCIDENTS** – alerts that require acknowledgment to resolve
6. **MENU** – here you can change site, check probe diagnostics, review preferences, visit the SmartSense web app, view the current version of the mobile app, and log out

INSTALL & LOGIN

Before you install the SmartSense mobile app, ensure you are using a compatible device. Information on recommended devices can be found on [Software Compatibility Matrix](#). Once you've confirmed your device version, you are ready to proceed.

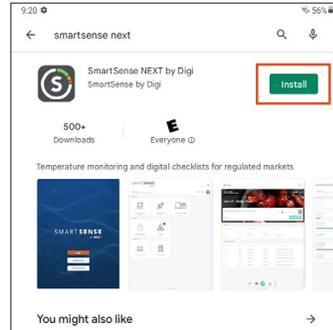
If you are using iOS:

Search for the SmartSense mobile app in the App Store



If you are using Android:

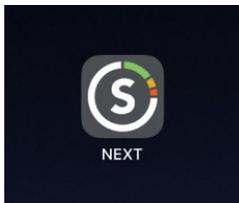
Search for the SmartSense mobile app in Google Play



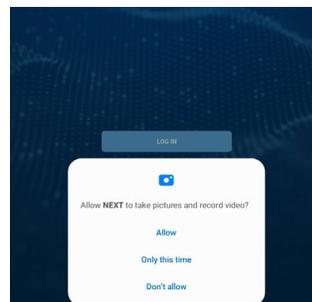
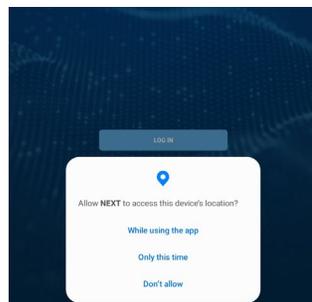
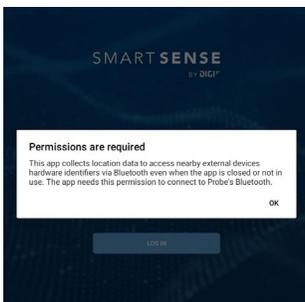
Select the **INSTALL** button to install the app on your device.

Note: If your organization uses mobile device management (MDM), you should contact your MDM administrator to discuss installation and updates.

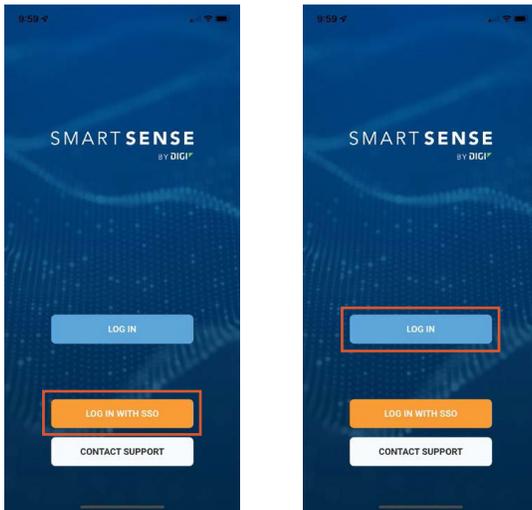
Locate the mobile app and tap to open.



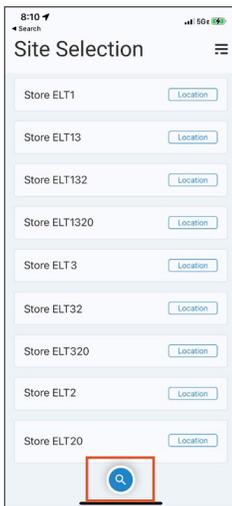
When you first open the app, you will be presented with several modal windows asking for permission to access your location, camera, photo gallery, etc. Please allow permissions based on your company policies.



Once permissions have been updated, you can log in. If your company requires SSO, you will need to select the **LOG IN WITH SSO** button and follow the prompts on your screen. Otherwise, select **LOG IN**.



If your organization has more than one location, you will need to select the location/site in the mobile app. If you do not see the site you are looking for, you can select the search icon at the bottom of the screen and use your keyboard to search for the site.

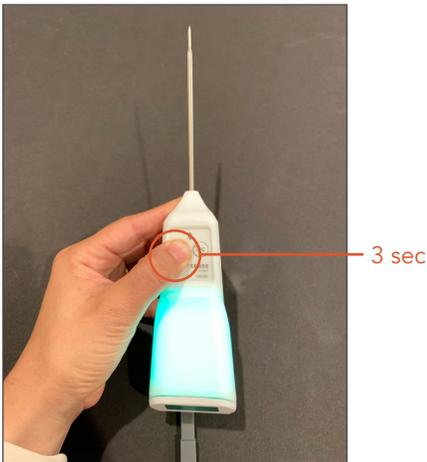


You should now be logged in and redirected to the SmartSense mobile app home screen.

SMARTSENSE PROBE INTEGRATION

The SmartSense Probe is designed to automatically connect to your device via Bluetooth when completing a temperature task.

To turn on the probe, hold the power button for three seconds and wait for a green light to appear. The probe will connect to the SmartSense mobile app if Bluetooth is enabled and may prompt you to pair the probe with your device if this is your first time using the probe or the mobile app. If you do not have Bluetooth enabled on your device, you will need to go to your device settings to make sure Bluetooth is turned on and discoverable.



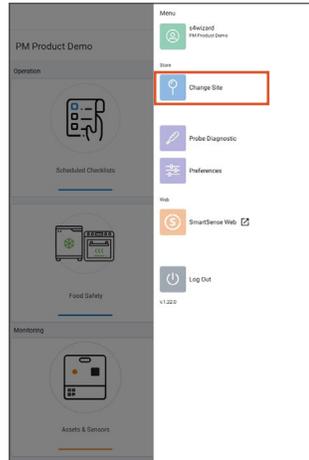
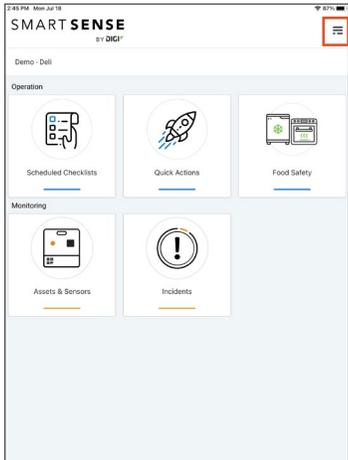
To manually turn off the probe, hold the power button for three seconds. The probe will automatically turn off if inactive for three minutes.



Note: If you use the SmartSense Probe with multiple devices, always verify that you have paired it to the correct device.

NAVIGATING THE MENU

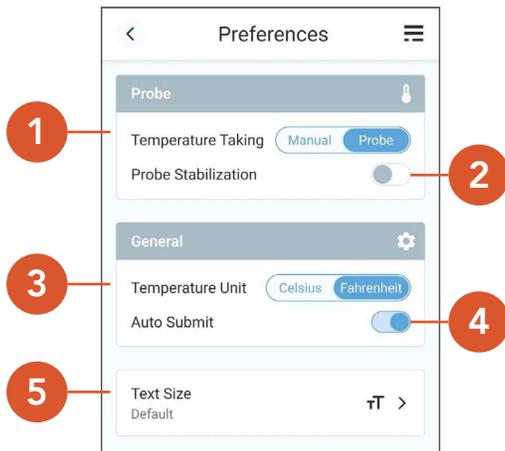
From the mobile app home screen, you can access the **MENU** by tapping on the icon in the top right corner. The green icon displays your username and the current site directly underneath. If you wish to change to a different site, tap the **CHANGE SITE** icon.



Note: The last three sites you visited will display at the top of the **SITES** selection screen under **RECENT SITES**

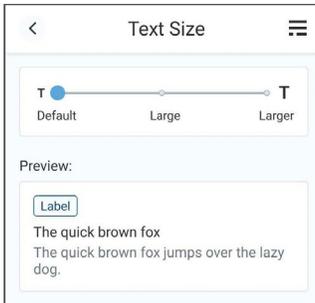
Access **PREFERENCES** by tapping on the second purple icon. In this section, you will find five options:

1. **TEMPERATURE TAKING** – this feature allows you to switch between entering a temperature manually or using the probe
2. **PROBE STABILIZATION** – this feature triggers the mobile app to automatically save a temperature after detecting the SmartSense probe has stabilized the temperature for two seconds
3. **TEMPERATURE UNIT** – this feature allows you to toggle between Metric and Imperial systems.
4. **AUTO SUBMIT** – automatically submit answers for a completed task and sync data to the SmartSense web app
5. **TEXT SIZE** – this accessibility feature allows you to control text size in-app to suit your viewing needs (see more information on next page).



Selecting **TEXT SIZE** will take you to a new screen where you can modify the font size using a slider. The text size can be increased to a larger text size or reverted back to the default text size. The increased text size will only apply to text in components that are suitable for a larger size.

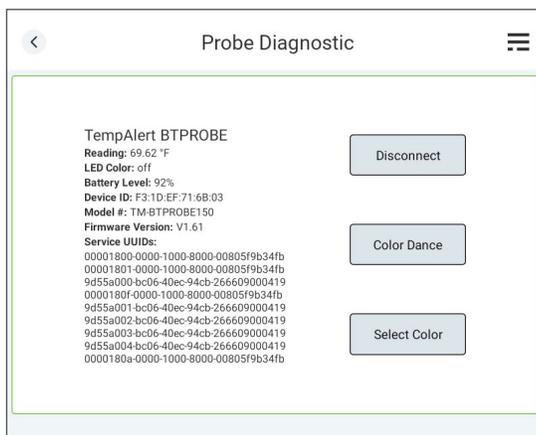
Example: Increased size for Labels & Descriptions, but text size remains the same for Screen Titles.



Tapping on the **SMARTSENSE WEB** icon will open the web app in a new browser window. The grey **LOG OUT** button will display a modal window before logging you out and will confirm you want to log out to prevent you from losing any unsaved data.



The **PROBE DIAGNOSTIC** icon provides access to a tool that enables users to test the connectivity between the mobile app and SmartSense Bluetooth Probe, displaying information about the Probe connected. Here you can view the current reading of the Probe, Firmware version, Model #, Battery Level, LED color (if applicable), and the Service IDs used for Bluetooth pairing and functionality.



DISCONNECT: a user can manually connect/disconnect to a Probe

COLOR DANCE: direct the Probe to display the range of colors it is capable of showing

SELECT COLOR: modify the LED color of the Probe when connected (if the Probe supports that functionality)

OPERATION

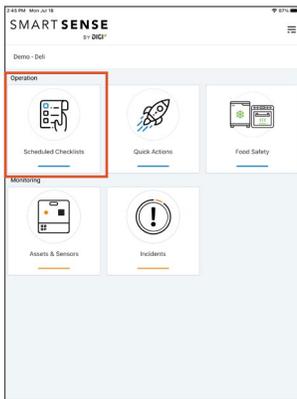
If you do not see the **OPERATION** section on the SmartSense mobile app home screen, this is due to your organization's account configuration. [Please skip to MONITORING.](#)

The SmartSense mobile app requires an Internet connection to sync with the SmartSense web app. However, there is an "offline mode" that will store submitted tasks completed on your local device and, once you regain Internet connection, will switch to "online mode" and begin syncing again.

SCHEDULED CHECKLISTS

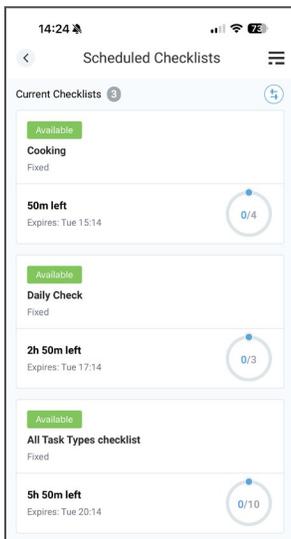
SCHEDULED CHECKLISTS are checklists that must be completed within a specified window of time.

If you do not see a checklist, it may not be available at that time. From the mobile app home screen, tap on the **SCHEDULED CHECKLISTS** tile to open the **CURRENT CHECKLISTS**.



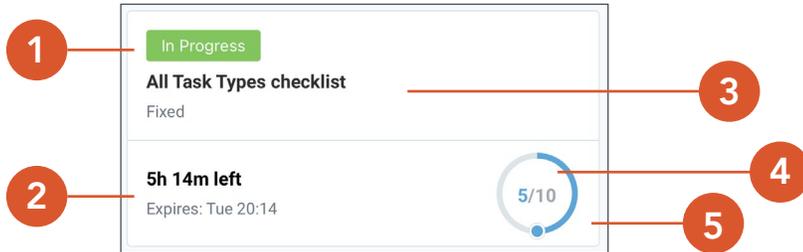
There are two types of checklists:

1. Fixed – all tasks in the checklist must be completed by the designated time
2. Dynamic – a specified number of tasks must be completed e.g., if there are 12 listed tasks you may only have to complete 6 of the 12

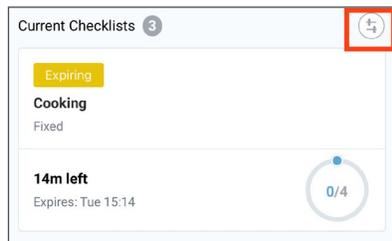


Within each checklist card there are some key features:

1. Status of checklist (Available, In Progress, About To Expire, Completed)
2. Time left until checklist expires
3. Checklist title
4. Number of tasks within checklist/completed tasks
5. Progress bar

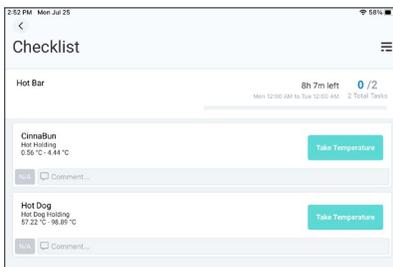


If you have multiple checklist cards, simply scroll to view the rest. You may also filter the cards by selecting the filters icon in the upper right corner and toggling the filters on/off. When you tap on a checklist card, you may see one or more of the following tasks: 1) **TAKE TEMPERATURE**, 2) **YES/NO** questions, 3) **TAKE PHOTO**, or 4) **TEXT INPUT**.



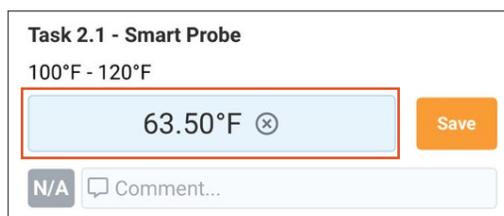
1. TAKE TEMPERATURE

To take a temperature, you will need your SmartSense Probe. When using the probe, make sure it is powered on and paired, then tap **CONNECT**.



Readings that fall outside a safe threshold will appear red (too hot) or blue (too cold) on the mobile app screen and your probe will display a red light. Readings that are in range will appear green on the mobile app screen and your probe will display a green light.

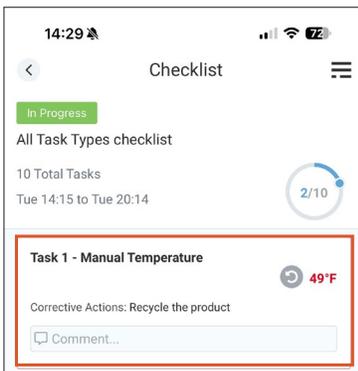
In the example below, the temperature is too cold.



Once you reach the desired temperature range, tap **SAVE** on your screen. Tap the orange **SUBMIT** button at the bottom of the screen to complete the task.



Alternatively, you may manually enter temperatures without the use of a connected SmartSense probe. In some cases, a task may be configured to require temperatures to be entered manually. Instead of a **CONNECT** button, you will need to manually record a temperature by entering the temperature on your keyboard. Once you select the correct temperature, tap the orange **SUBMIT** button at the bottom of the screen to complete the task.

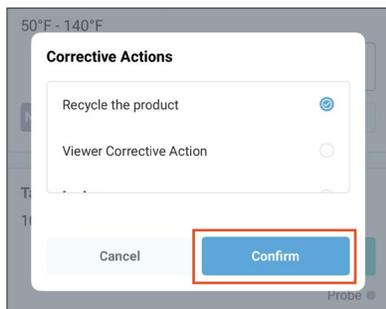


Note: Some tasks require you to use a probe. If you try taking a temperature manually, you will be presented with corrective actions and must follow the prompts on your screen.

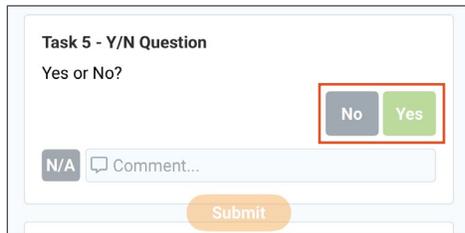
2. YES/NO QUESTIONS

When answering a **YES/NO** question, the response will automatically submit if no further action is required. If a further action is required, a **CORRECTIVE ACTIONS** modal window will appear. You must select the corrective action(s) and hit **CONFIRM** to proceed. If you decide to cancel the corrective action, a pop-up will appear:

Warning! All changes you made will be undone, are you sure you want to cancel?"

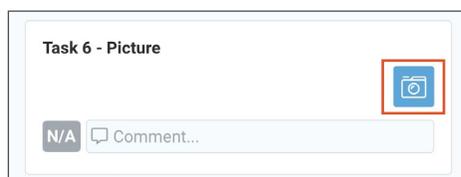


Select **YES** or **NO** to continue. Once you have finished submitting your yes/no question, tap the orange **SUBMIT** button at the bottom of the screen to complete the task.



3. TAKE PHOTO

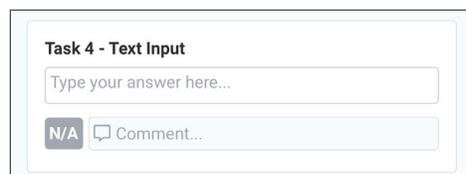
To take a photo, tap on the blue camera icon. If you have not enabled camera access, you will need to modify your device settings. Once the camera is ready, aim the lens at the object you wish to capture and take a photo.



iOS users will have the option to **RETAKE** or **USE PHOTO** while Android users will have the option to **RETRY** or select **OK**. If you are satisfied with the photo, it will be embedded within the task, and you can add additional text to the **COMMENTS** field below. Tap the orange **SUBMIT** button at the bottom of the screen to complete the task.

4. TEXT INPUT

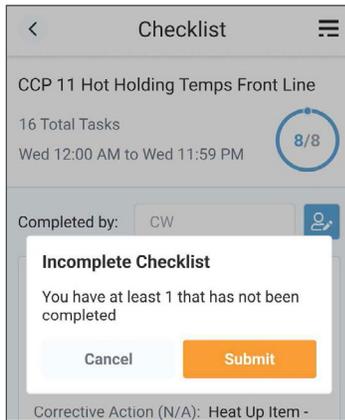
TEXT INPUT requires you to submit a short answer to a question. Tap the **TYPE YOUR ANSWER HERE** field to display your keyboard, then type your answer.



Note: Some **TEXT INPUT** options will only allow you to enter numerical characters.

Once you've entered your short answer, you may add additional text to the **COMMENTS** field below. Tap the orange **SUBMIT** button at the bottom of the screen to complete the task.

To ensure that a checklist is complete, a screen alert will be triggered when you tap the **SUBMIT** button for a Scheduled Checklist or an Ad Hoc Checklist that has at least one incomplete task.

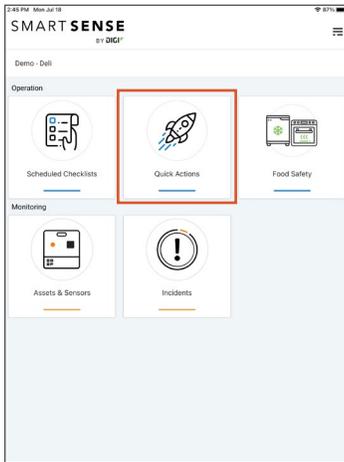


You may stay on this screen to complete the task so that the Checklist reaches 100% completion or dismiss the alert to submit only the completed portion of the Checklist.

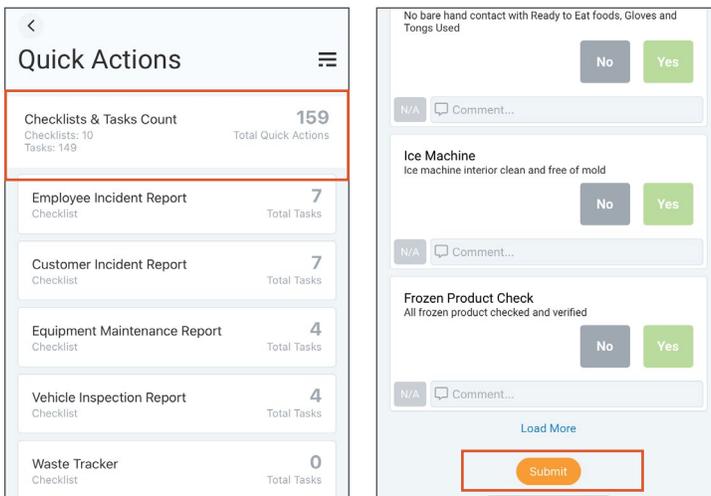
SCHEDULED CHECKLISTS must be completed during the allotted time or else the Scheduled Checklist will expire and associated tasks will not be available.

QUICK ACTIONS

QUICK ACTIONS are ad hoc tasks that do not have a deadline. From the SmartSense mobile app home screen, tap on the **QUICK ACTIONS** tile to open.



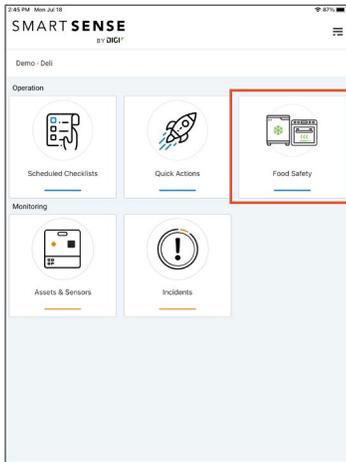
In the top left you can view the total number of Checklists and Tasks available. Checklists are displayed first, but as you scroll down you will see all other available tasks (Take Temperature, Yes/No Question, Take Photo, Text Input). If you have 25 or more tasks or checklists, you can continue viewing more by tapping **LOAD MORE** at the bottom of your screen. If you wish to quickly navigate to the top of the screen, tap your device's screen just above the **QUICK ACTIONS** label.



QUICK ACTIONS tasks function similarly to tasks found in **SCHEDULED CHECKLISTS** (you can learn more about task types under [SCHEDULED CHECKLISTS](#)).

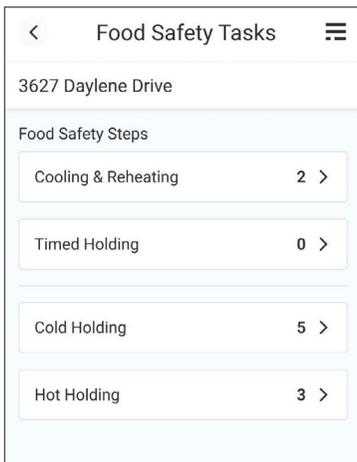
FOOD SAFETY

FOOD SAFETY is where you will find food item tasks related to food steps (cooking, cooling, reheating, etc.) and items grouped by units. From the SmartSense mobile app home screen, tap on the **FOOD SAFETY** tile to open.



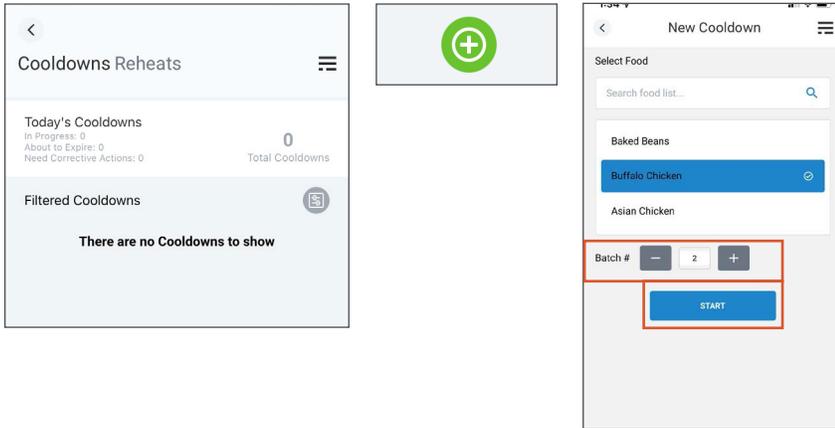
Note: By default, you will be taken to the **COOLDOWNS** tab. You can easily determine which tab you are using because the font will be bold.

On this screen you will see different **FOOD SAFETY STEPS** you can choose from. By default, **COOLING & REHEATING** appears at the top and anything below this option is customized based on your business standards.



Cooldowns & Reheats

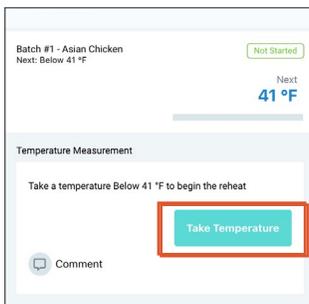
To start a cool down or reheat, tap the **GREEN PLUS SIGN** at the bottom of your screen. A new window will appear where you can either search for or select the item you are cooling/reheating. Enter an amount in the **BATCH #** box then select **START**.



The next screen will display the item you selected and present you with a temperature range. If you are performing a cooldown, the reading must be below the given temperature to proceed to the next step. If you are performing a reheat, the reading must be above the given temperature to proceed to the next step.



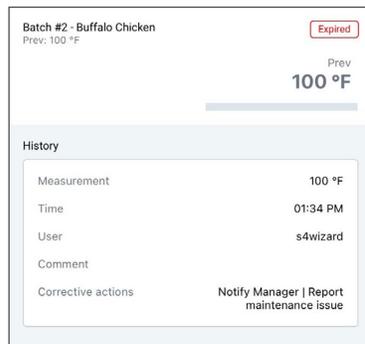
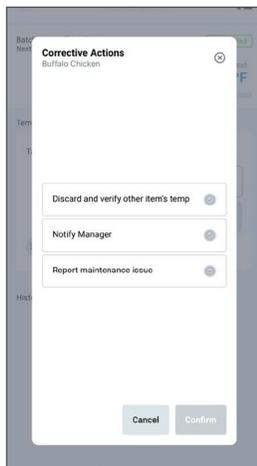
If you are taking a temperature with the SmartSense Probe, you will need to turn on the probe then tap **TAKE TEMPERATURE** on the mobile app screen. The probe will display the reported temperature on the mobile app screen, and once the probe has stabilized, select **SAVE**. If you are manually taking a temperature, tap the temperature box, enter the temperature using your keyboard, and select **DONE**. Tap **SAVE** to continue.



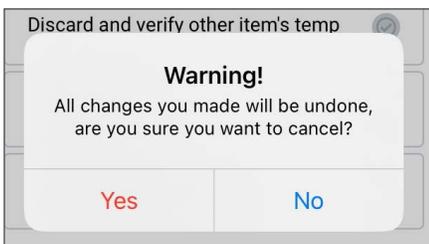
You will need to complete the next step and the required temperature range, repeating the process until all steps are done. You will receive a pop-up at the bottom of the screen saying **COOLDOWN COMPLETE** for cooldowns and **REHEAT COMPLETE** for reheats. You can view the data for a selected cooldown/reheat under **HISTORY**, but once all steps are complete and the page is refreshed, the history will no longer be available in the mobile app.

History	
Measurement	66 °F
Time	11:40 AM
User	s4wizard
Comment	

If the temperature is out of range a **CORRECTIVE ACTIONS** modal window will appear on your screen. You must select the corrective action(s) and hit **CONFIRM** to proceed. Once the corrective action(s) is applied, you will see the history of the food item and a status in the top right corner indicating that the food item is **EXPIRED**.

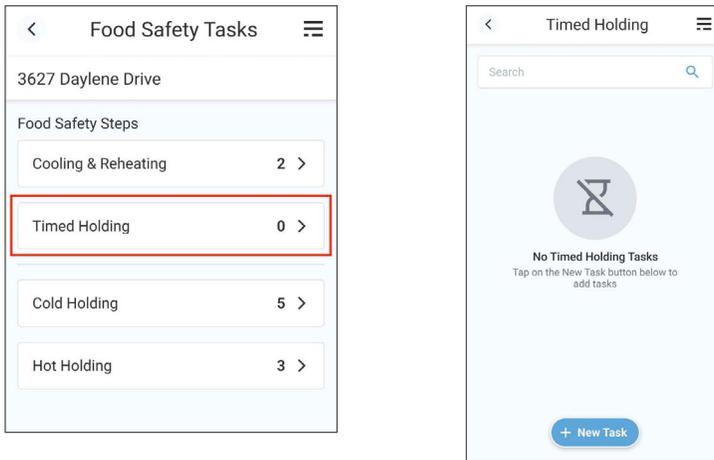


If you select **CANCEL**, a pop-up will appear: **Warning!** All changes you made will be undone, are you sure you want to cancel?" Select **YES** or **NO** to continue. No data will be recorded in the mobile app (this data can be viewed in the web app).



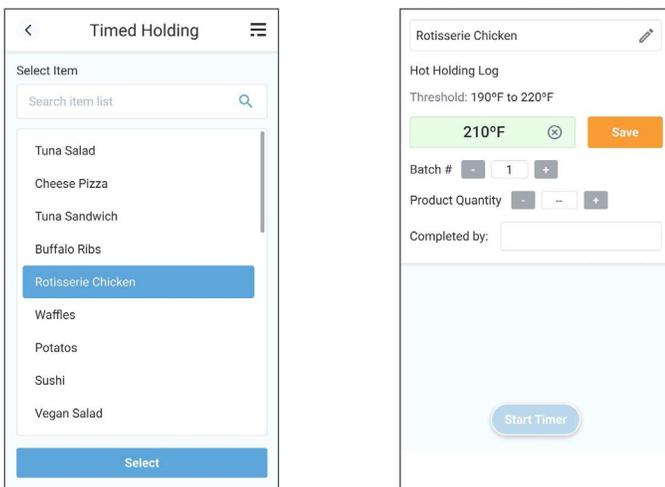
TIMED HOLDING

Timed holding is a feature that enables control over the quality of food based on time, giving you the option to take a temperature in accordance with HACCP/food safety standards. Select **TIMED HOLDING** to get started. On the next screen, select the blue **NEW TASK** button.



On the next screen, scroll or enter text in the search box to find an item on the list then click **SELECT** at the bottom of the screen. Take the temperature of the item then tap **SAVE** to record the temperature. Record the **BATCH #**, **QUANTITY**, and enter your name in the **COMPLETED BY** field.

Tap **START TIMER** to begin the timed holding.



Note: Temperature/Batch #/Quantity are only present in the mobile app when configured.

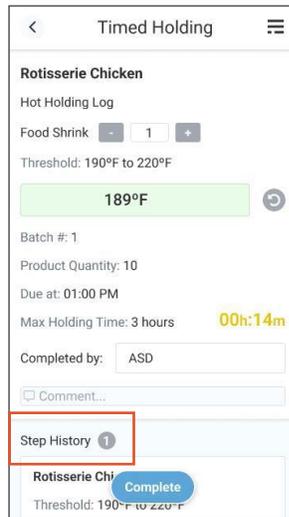
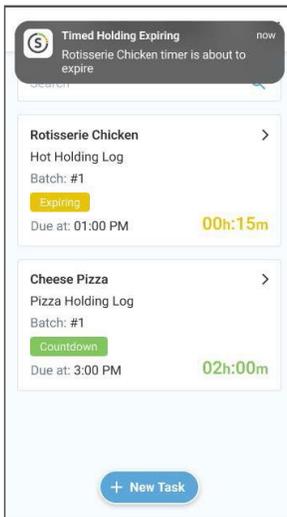
Some or all fields may not be present depending on the configuration of your Timed Holding task.

INTERNAL STEPS

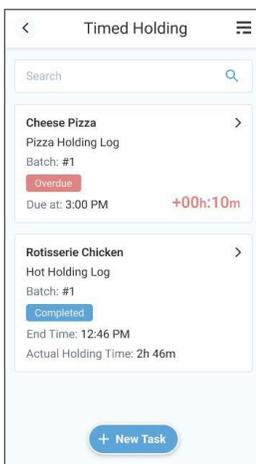
The timer will display a countdown to notify you of the time the next action is due.

The card will display an **EXPIRING** status and a notification will be sent to the device(s) 15 minutes prior to the "Due at" time. The task is not completed until action is taken.

Below is an example of the notification popup you will receive when the timer is about to expire. You can also view previous steps in the **STEP HISTORY** section.



A Timed Holding will go into an **OVERDUE** status if the task is not actioned by the "Due at" time. You may need to repeat the internal steps above one or more times depending on the configuration of the task.



REMOVAL STEP

Fill out the fields presented in the removal step, then click the **COMPLETE** button to finish the Timed Holding task.

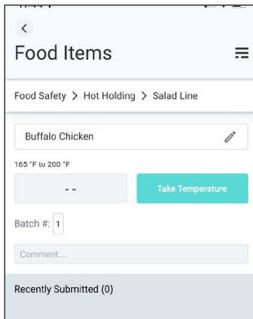
N/A (NOT AVAILABLE)

The N/A button is only displayed when Temperature Taking is required. Clicking the N/A button disables the temperature requirement on an Internal or Removal step. The Timed Holding task will be completed when the N/A button is applied during an Internal step.

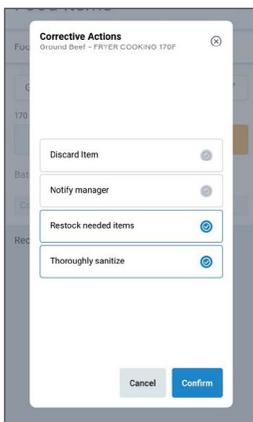
OTHER FOOD SAFETY STEPS

Other food safety steps are defined by your organization and can vary, but they behave in a similar manner as **COOLING & REHEATING**. You will have to select a specific unit type based on the duty you are performing.

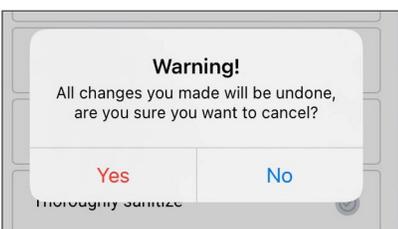
Once you have chosen the correct **FOOD SAFETY** option, tap the **SELECT ITEM** field and search for or select an item. Select **SAVE** to proceed. If you are taking a temperature with the SmartSense Probe, you will need to turn on the probe then tap **TAKE TEMPERATURE** on the mobile app screen. The probe will display the reported temperature on the mobile app screen, and once the probe has stabilized, select **SAVE**. If you are manually taking a temperature, tap the temperature box, enter the temperature using your keyboard, select the **RETURN** key, then tap **SUBMIT**. You will see the item under **RECENTLY SUBMITTED** on the same screen. This data will remain in the mobile app until the end of the day.



If you submit a measurement that is outside the desired temperature range, a **CORRECTIVE ACTIONS** modal window will appear on your screen. You must select the corrective action(s) and hit **CONFIRM** to proceed.

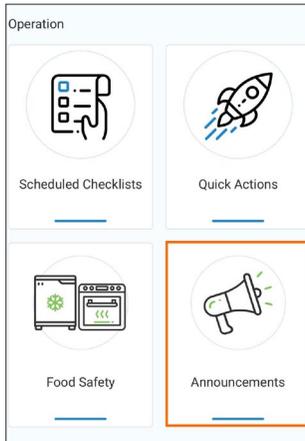


If you select **CANCEL**, a pop-up will appear: **Warning!** All changes you made will be undone, are you sure you want to cancel? Select **YES** or **NO** to continue. No data will be recorded in the mobile app (this data can be viewed in the web app).

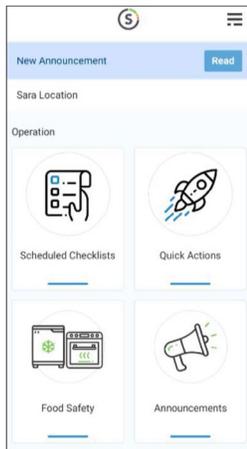


ANNOUNCEMENTS

ANNOUNCEMENTS are email-style communications from your company with important information about your Location or Department. From the SmartSense mobile app home screen, tap on the **ANNOUNCEMENTS** tile.



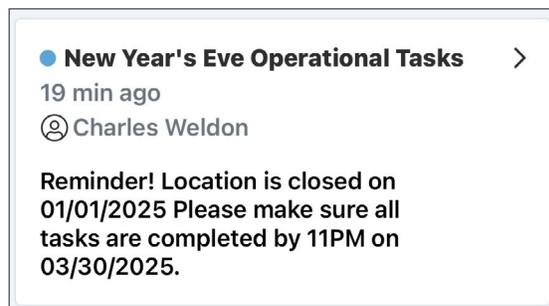
For new Announcements that are unread, you will see a blue banner as shown below if your Admin selects the Banner option from the Contact Method. Click on the **READ** button to open the Announcement.



To view Announcement Details, tap on the Announcements tile. New Announcements will appear on the next screen.

You will see the following details:

1. Blue dot – indicates unread announcement
2. Subject
3. Receive Time
4. User who sent Announcement
5. Message
6. View More Link – displays information on a new page and changes the status of Announcement to "Read"

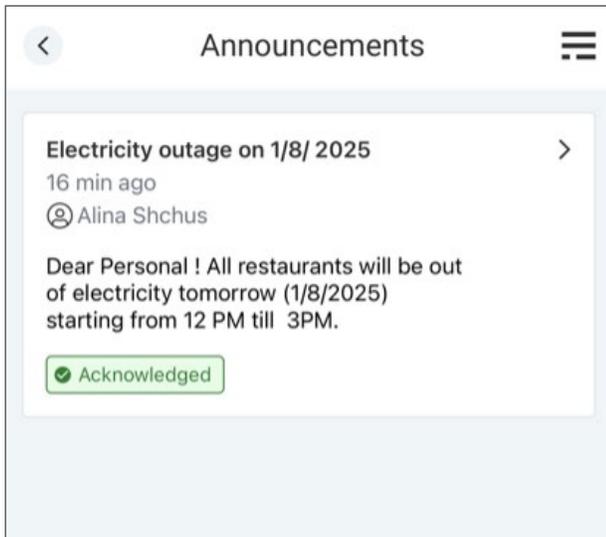


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When an announcement needs to be acknowledged, the **ACKNOWLEDGMENT REQUIRED** tag will appear under the Announcements tile.



To acknowledge the Announcement, tap the blue **ACKNOWLEDGE** button. This will change the tag to **ACKNOWLEDGED**.

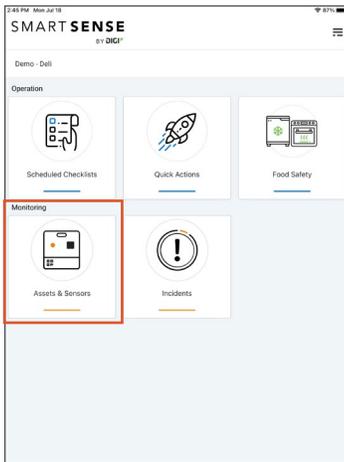


MONITORING

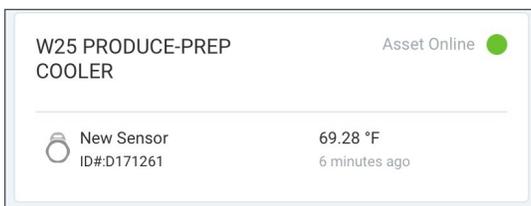
The **MONITORING** section is where you can view and manage incidents and alarms for your assets. Some settings are preconfigured by your administrator and may only be modified within the SmartSense web app.

ASSETS & SENSORS

Assets & Sensors refer to your equipment being monitored and include the SmartSense gateways that transit data from the sensor to the SmartSense web app. Devices relaying information about your assets can be monitored from the SmartSense mobile app home screen under the **ASSETS & SENSORS** tile.



Within each card you will see the location of the asset, the assigned environment type, the status of the asset (Online/Offline), and the asset(s). Each asset will have an assigned name as well as a unique ID. However, one sensor can have more than one name to better define the monitoring condition being measured (e.g., temperature and humidity), and the corresponding reading will be displayed to the right of each sensor name along with the timestamp for the last reading.



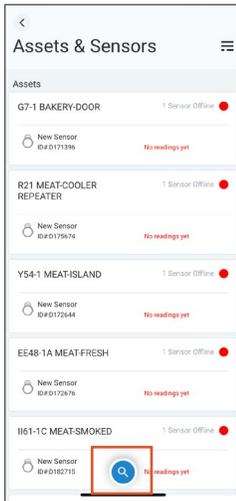
An asset status is easy to recognize based on the color displayed:

Green – the asset is online and active

Red – the asset is offline

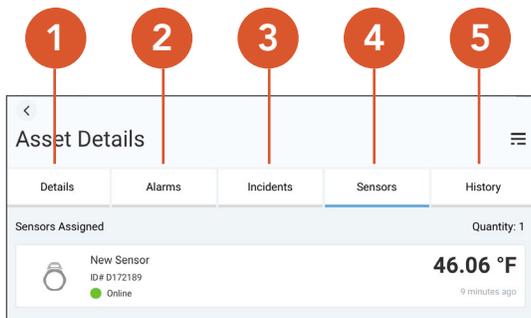
Orange – the asset has two or more sensors, but at least one is online and one is offline

Assets are arranged by date created. If you are looking for a specific asset or sensor, you will need to scroll down the page until you find the one you need. Otherwise, use the search bar at the bottom of your screen to locate the asset or sensor by name or ID.



ASSET DETAILS

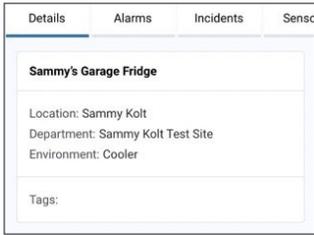
Tapping an asset will take you to the **ASSET DETAILS** screen. There are five tabs at the top of the screen:



1. Details
2. Alarms
3. Incidents
4. Sensors
5. History

Note: Depending on the screen size of your mobile device, you may need to swipe left to view all tabs at the top of the screen.

DETAILS displays the location, department, and environment of the asset as well as tags assigned by the administrator through the web app. Tags are an optional feature so this area may be left blank depending on how your organization uses tags.



The Details screen also includes an **HOURLY TREND GRAPH** for each Reading Type (Temperature, Humidity, etc.) set up for the specified Asset. Each graph contains Readings collected during that time frame and plots the values to display a snapshot of how the Reading Type is trending.



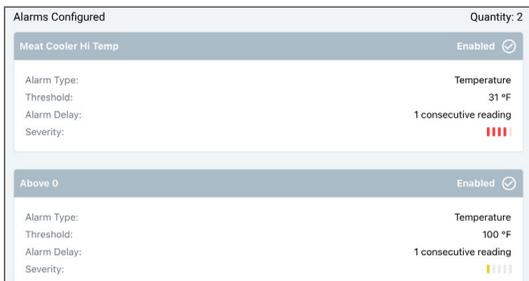
Hourly Trends can be adjusted between 24 hours, 12 hours, or 6 hours.

If Alarms are configured for the Asset & Reading Type, then a red or blue horizontal line representing the Alarm threshold will be displayed on the graph for either the highest Low Alarm or lowest High Alarm (alarm values closest to the "in range" value).

ALARMS displays **ACTIVE ALARMS** at the top of the screen and all other configured alarms below. You can identify an active alarm by the red alarm icon. This indicates that the alarm needs to be addressed to resolve the issue. You can learn more about the alarm by reviewing Alarm Type, Threshold, Duration, and Triggered sections.

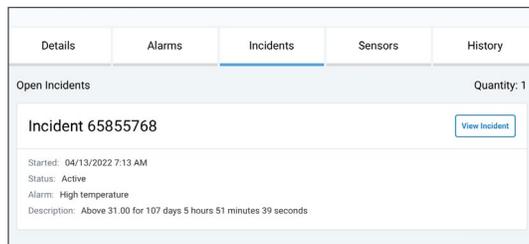


ALARMS CONFIGURED tiles look like **ACTIVE ALARMS**, but the details include Alarm Type, Threshold, Alarm Delay, and Severity, and the status of these alarms will either be **ENABLED** or **DISABLED**. All these details are configured within the web app.



INCIDENTS displays open incidents for the asset unless no incidents are reported. Each incident has a unique numerical ID and tapping on the **VIEW INCIDENT** button will take you to the **DETAILS** screen for that specific incident ([click here for more on INCIDENTS](#)). Additional details for the incident include Description.

- Started
- Status
- Alarm
- Description



SENSORS displays **SENSORS ASSIGNED** to the asset and selecting a sensor will take you to the **SENSOR DETAILS** screen. Here you can see:

- Model – the sensor type
- Device ID – unique numerical ID
- Port – the number of the port
- Last Gateway ID – the last gateway the sensor was connected to
- Asset – name of the asset



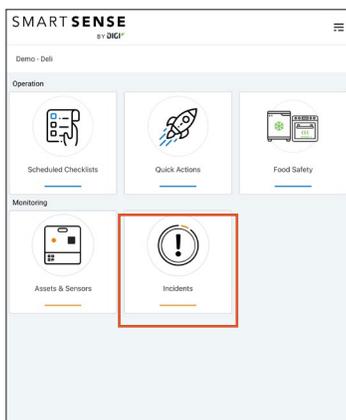
SENSOR READING displays the readings in the past 48 hours and the history will show the measured temperature and timestamp for each of those readings.

HISTORY corresponds with the event types, which include alarms, incidents, and sensors. These details can only be reviewed in the web app.



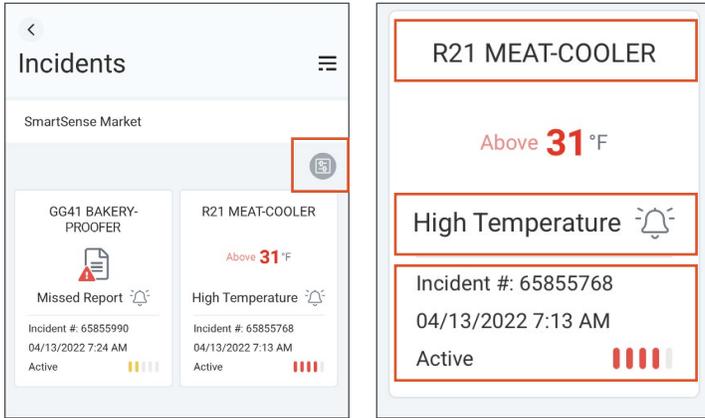
INCIDENTS

Incidents are created by alarms that are triggered. From the SmartSense mobile app home screen, tap on the **INCIDENTS** tile to display a list of open incidents for your site.



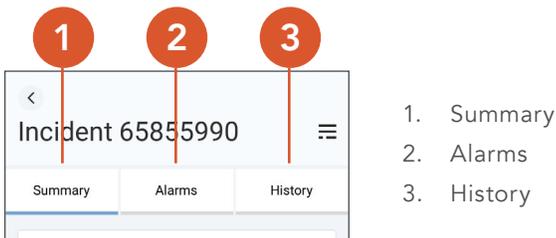
You can search for different status types by tapping on the filters icon to toggle between New, Active, On Hold, and Closed statuses. Incidents with a closed status are only available in the mobile app for 24 hours after being closed.

Each tile displays the asset name associated with the triggered Alarm, Alarm Threshold, and Alarm Type at the top. Additional details include the Incident Number, Timestamp, Status, and Severity Level of the incident.

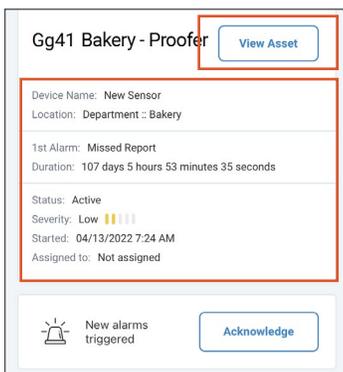


INCIDENT (NUMBER)

Tapping an incident will take you to the **INCIDENT (NUMBER)** screen. There are three tabs at the top of the screen:



SUMMARY includes the asset name and displays a **VIEW ASSET** button to the right of the asset name. Tapping this button will take you to the **ASSET DETAILS** screen. Below you will see a section that displays the device name and location. The section below displays the alarm number (some incidents might have multiple alarms) and alarm duration. The final section displays the status of the incident, severity, time the incident started, and who is assigned to the incident.

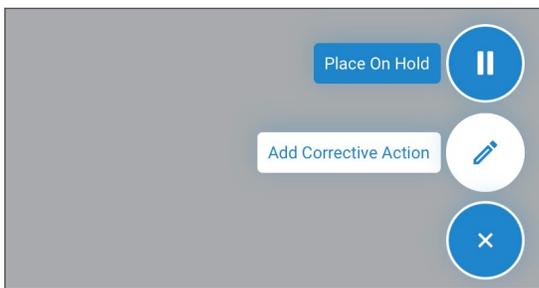


If all alarms have been acknowledged, you will see a blue banner at the top of the screen saying, **ALL ALARMS ACKNOWLEDGED**.



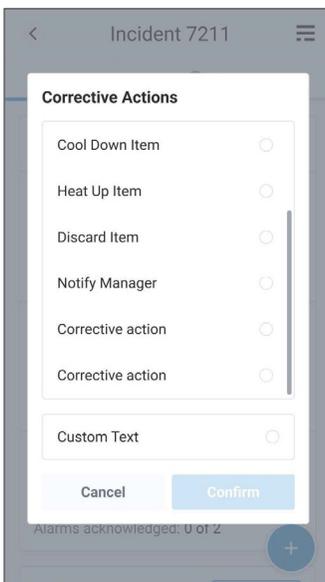
The plus sign in the bottom right corner will give you a few action items:

1. **CLOSE INCIDENT** – selecting this icon will display a modal window. Closing an incident cannot be undone.
2. **PLACE ON HOLD/CHANGE TO ACTIVE** – selecting this icon will change the status of the incident.
3. **ADD CORRECTIVE ACTION** – selecting this icon will allow you to enter a corrective action.

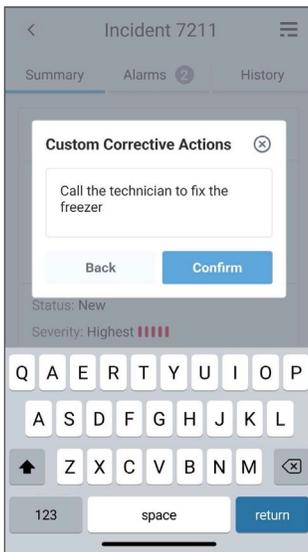


A custom list of corrective actions can be configured and enabled in the web app by an authorized user (please check with your manager if you are not sure if this feature is enabled). This allows you to select from a defined list of corrective actions. When the **ADD CUSTOM TEXT OPTION** is enabled in the web app, this feature will display in the mobile app as a **CUSTOM TEXT** box and allows you to add a free text corrective action instead of one of the options from the list.

Please note that the character limit is 150.



Tap **CONFIRM** to continue.



The custom corrective action will be applied to the selected incident and details can be found under the **HISTORY** section.

ALARMS displays **ALARMS TRIGGERED** but some incidents may only have a single alarm configured. An **ALARMS** card will display the alarm number and the status of the alarm to the right. Additionally, you can view the Alarm Type, Threshold (temperature), Duration, and Triggered (date/time it occurred).

Alarms Triggered

1st Alarm	Acknowledged
Alarm Type:	Missed Report
Threshold:	Above 1
Duration:	107 days, 5 hours
Triggered:	04/13/2022 07:24 am

HISTORY displays the Event and Description for any action that occurred for the incident as well as the corresponding date and timestamp.

07-29-2022 01:18 Pm

Event:	Status Change
Description:	Status changed to 'Active'

TROUBLESHOOTING

The SmartSense mobile app is designed to function seamlessly with your SmartSense hardware and your mobile device, but you might run into some issues. As much as we depend on technology, it doesn't always work the way we expect. Below are some common troubleshooting practices you can take to resolve incidents on your own.

LOGIN TROUBLESHOOTING

I am unable to log in to the SmartSense mobile app

If you are unable to log in it could be caused by one of many reasons:

1. "Network Error" message
 - Verify that your device has a working Internet connection
 - Open a web browser and navigate to an authorized website to confirm that you have an Internet connection
 - If you are connected to the Internet, attempt to log in to the SmartSense web app by opening a web browser on your device and going to the website app.smartsense.co
2. Invalid credentials
 - Verify that Caps Lock is disabled
 - Verify the username you entered is correct
 - Tap the **EYE** symbol in the Password field to verify the password you entered is correct
 - If you are still unable to log in, reset your password
3. Password reset needed
 - Open a web browser and navigate to app.smartsense.co
 - On the SmartSense webpage, click **FORGOT PASSWORD** (below the Log In button)
 - Enter your **USERNAME** then click **EMAIL ME MY ACCOUNT INFORMATION**
 - You will receive an email with the temporary password (check your SPAM folder if it is not in your inbox)
 - Enter your **USERNAME** and **TEMPORARY PASSWORD**
 - After entering the temporary password, you will be prompted to create a new password
 - Open the mobile app and log in with your username and the new password

If you continue having trouble logging in, contact your SmartSense System Administrator to reset the password. If issues persist, [contact SmartSense Support](#).

BLUETOOTH PROBE TROUBLESHOOTING

The Bluetooth Probe is not connecting to the SmartSense mobile app

If you are unable to connect your probe and receive a message saying “unable to connect to any Bluetooth probes” when trying to take a temperature, follow the steps below to resolve the issue.

1. Check mobile device settings
 - Go to your mobile device **SETTINGS** to ensure that your device has Bluetooth and Location Services enabled
 - Check that all permissions (location services, camera, photo gallery, etc.) are allowed for the mobile app on your device
 - Open a **TEMPERATURE PROBE TASK** on the mobile app
 - Power on the Bluetooth Probe
 - Click the **TAKE TEMPERATURE** button
 - Wait for the temperature from the Bluetooth Probe to display in the app
2. Unpair the Bluetooth Probe
 - Open the **BLUETOOTH SETTINGS** on your mobile device
 - Click on **TEMPALERT BTPROBE**
 - Click **FORGET DEVICE** to unpair the probe from your mobile device
 - Restart your mobile device
 - Unlock your mobile device
 - Open the mobile app and open a **TEMPERATURE PROBE TASK**
 - Power on the Bluetooth Probe
 - Click the **TAKE TEMPERATURE** button
 - Pair the Bluetooth Probe with your mobile device
 - Wait for the temperature from the Bluetooth Probe to display in the app
3. Restart the Bluetooth Probe
 - Restart the Bluetooth Probe by holding the power button for 2-3 seconds to power it off
 - Hold the power button for 2 seconds to power on
 - The Bluetooth icon below the Power button should NOT blink and the Bluetooth icon should NOT display on the LED screen
 - Open a **TEMPERATURE PROBE TASK**
 - Power on the Bluetooth Probe
 - Click the **TAKE TEMPERATURE** button
 - Wait for the temperature from the Bluetooth Probe to display in the app
4. Open the Probe Diagnostic tool
 - Tap the **MENU** icon in the upper right corner of the mobile app
 - Click on **PROBE DIAGNOSTIC**
 - Power on the Bluetooth Probe
 - Wait for “TempAlert BTProbe” to appear on the screen (the mobile app will detect your Bluetooth Probe if that name appears)

- Click the **CONNECT** button
- The SmartSense mobile app can connect to your Bluetooth Probe if you are able to view the probe information
- Tap the **COLOR DANCE** button to confirm the probe in the app is connected to the desired Bluetooth Probe
- Click the **DISCONNECT** button
- Click the **BACK** button
- Navigate to a **TEMPERATURE PROBE TASK**
- Power on the Bluetooth Probe
- Click the **TAKE TEMPERATURE** button
- Wait for the temperature from the Bluetooth Probe to display in the app

The Bluetooth Probe is not taking temperatures accurately

A Bluetooth Probe that is not taking temperatures accurately could indicate that there is physical damage. Please review the following. [Contact SmartSense Support](#) for further assistance if the problem persists.

1. Check for physical damage on the metal tip and the base of the Bluetooth Probe
 - A bent or broken tip
 - Cracked plastic housing
 - Exposed battery
 - Damage to the LED screen
2. Check the positioning of the Bluetooth Probe when taking temperatures
 - Ensure the metal tip is not placed all the way through the product
 - Ensure the metal tip is not touching the side or bottom of the holding container/table
3. Perform a Power Cycle
 - When the Bluetooth Probe is on (check the LED screen) turn off the probe by holding the **POWER BUTTON** for two seconds
 - Power on the probe by holding the **POWER BUTTON** for two seconds
4. Run an "Ice Bath Calibration Test"
 - Perform an "ice bath calibration test" to verify temperature accuracy
 - Fill a deep container with crushed ice completely to the top
 - Fill half the container with water then let the ice and water mixture sit for two minutes
 - Stir the ice and water mixture for 15 seconds
 - Power on your probe and place into the ice bath, submerging at least two inches of the probe into the ice bath
 - Keep the probe submerged for at least 30 seconds while stirring without touching the walls or the bottom of the container
 - Leave the probe in the ice bath until the thermometer reading stabilizes for at least 3 seconds
 - The probe should reach 32° Fahrenheit (0° Celsius) in a properly made ice bath
 - [Contact SmartSense Support](#) if the probe does not reach the proper measurement

MOBILE DEVICE SETTINGS

Why do I not have full permissions in the SmartSense mobile app (e.g., camera access, location access, etc.)?

Go to the **SETTINGS** on your mobile device to turn on permissions for the mobile app (permissions include Bluetooth, Location Services, Camera, Photo Gallery, etc.)

Temperature reading is in the wrong unit of measurement

1. Open the SmartSense mobile app **MENU**
2. Select **PREFERENCES**
3. Under **GENERAL**, tap the toggle button to the preferred unit of measurement (Imperial or Metric)
 - If the "unit of measurement" is not reflected in the app after this change occurs, log out and log back into the mobile app

Text on the screen is cut off or misaligned

1. Check your mobile device's **ACCESSIBILITY** features to determine if the text size for that device has been adjusted
2. Reset the size of the text to the default setting

Note: Increased text size or increased zoom of the display may cause irregularities in the app's interface

3. Restart the device's **DISPLAY ZOOM** setting to the default setting
 - Some devices have screen/display settings in addition to the text size settings
4. Navigate back to the screen where the text was misaligned to check it if it displays as expected

UNEXPECTED APP BEHAVIOR

The data or information on my screen is not updating

If the data on the screen is not up-to-date or the data you recently submitted is populating in a report, then pull to refresh your screen. If this does not work, there could be an issue with the Internet connection on your device.

1. On the same device, open a web browser (Safari, Chrome, etc.)
2. Enter a website or click on an approved website
3. If the page loads and you can navigate to the website, then your device most likely has an Internet connection
4. If the page does not load:
 - a. Check the device settings to be sure **WIFI** and **CELLULAR** is enabled or
 - b. Walk to an area where you can get reception

If your Internet connectivity issue persists, contact your IT department to see if there were changes to the device management software. This can sometimes restrict Internet access for the SmartSense mobile app but may need to be handled by an IT expert

Why is my screen blank after logging in to the SmartSense mobile app?

If your screen is blank on the **SITE SELECTION** screen, check with your System Administrator to ensure you have at least one location assigned. If this is not the issue, check the Internet connection on your device and make sure your device has a network connection. The SmartSense mobile app needs Internet access to display information on some screens.

I cannot submit a Checklist

When attempting to submit a checklist, you may encounter an error or the app freezes/crashes. There are several reasons why this behavior can occur.

1. Checklist is partially completed
 - Some Checklists require all tasks to be completed prior to submitting which will trigger an alert
 - Ensure Tasks in the Checklists are fully completed
 - Complete the minimum number of required tasks in the Checklists prior to submission (if applicable)
2. Internet connection issue
 - Open a **WEB BROWSER** on your device
 - Enter a website or click on an approved website
 - If the page loads and you can navigate to the website, then your device most likely has an Internet connection
 - If the page does not load, then check the device **SETTINGS** to be sure **WIFI** and **CELLULAR** is enabled
 - Walk to an area where you can get reception

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3. Auto Submit enabled
 - In the SmartSense mobile app, click on the **MENU** in the upper right corner
 - Navigate to the **PREFERENCES** screen
 - Disable the auto submit feature by tapping the toggle button
 - Navigate back to the Checklist
 - Tap the **SUBMIT** button
4. Auto Submit disabled
 - In the SmartSense mobile app, click on the **MENU** in the upper right corner
 - Navigate to the **PREFERENCE** screen
 - Enable the auto submit feature by tapping the toggle button
 - Navigate back to the Checklist
 - Complete a Task
5. Auto Sync
 - The mobile app has an automatic synchronization feature if a Checklist is submitted without an Internet connection
 - The mobile app will detect the Internet connection and submit the answers to the Checklist once a connection is re-established

If the issue persists, [contact SmartSense Support](#).

There are no Tasks displayed in Scheduled Checklists or in Quick Actions

If no scheduled Checklists are displayed, verify that no one else completed the Checklist earlier. You can do this by tapping the **FILTERS** icon on the Scheduled Checklists screen. Ensure that **COMPLETED** Checklists appear in the filter to view all Checklists that have been completed that day.

If there are still no Tasks or Checklists on the Scheduled Checklists screen and the Quick Actions screen, check your Internet connection. The SmartSense mobile app connects to the Internet to get up-to-date information and configurations, so a weak or broken Internet connection may prevent the answers from being submitted.

1. Open a **WEB BROWSER** on your device
2. Enter a website or click on an approved website
3. If the page loads and you can navigate to the website, then your device most likely has an Internet connection
4. If the page does not load, check the device **SETTINGS** to be sure **WIFI** and **CELLULAR** is enabled
5. Walk to an area where you can get reception

If other users have the same issue, [contact SmartSense Support](#). If your device is the only device with this issue, log into another device and repeat the process to see if the same behavior occurs. If the other device behaves normally, contact your IT department.

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Answers to Checklists or Food Safety checks are not showing as completed

The SmartSense mobile app connects to the Internet when submitting answers, so a weak or broken Internet connection may prevent the answers from being submitted.

1. Open a **WEB BROWSER** on your device
2. Enter a website or click on an approved website
3. If the page loads and you can navigate to the website, then your device most likely has an Internet connection
4. If the page does not load, check the device **SETTINGS** to be sure **WIFI** and **CELLULAR** is enabled
5. Walk to an area where you can get reception

If the Internet is working, check the Location you selected.

6. In the SmartSense mobile app, tap the **MENU** icon
7. Tap **CHANGE SITE** in the Menu
8. Search for the **LOCATION** associated with the Checklist or Task

[Note: Locations and Departments with similar names may have different Checklists configured](#)

SUPPORT

If you need additional support, you can contact the SmartSense Support Team. You will typically receive a response within one business day.

Hours: 8am–5pm (EST), Monday–Friday.

Phone: +1 (866) 806-2653

Email: smartsupport@digi.com

RESOURCES

- [SmartSense Help Center](#)
- [SmartSense Mobile App – Google Play Store](#)
- [SmartSense Mobile App – Apple Store](#)