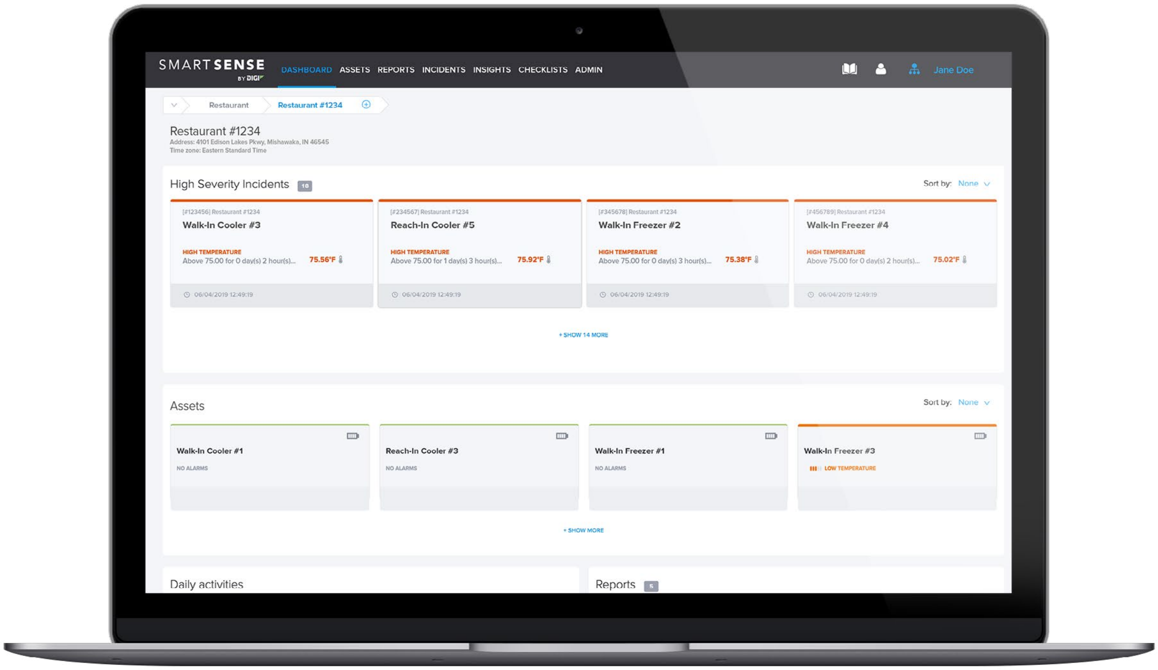
SmartSense Web App User Manual



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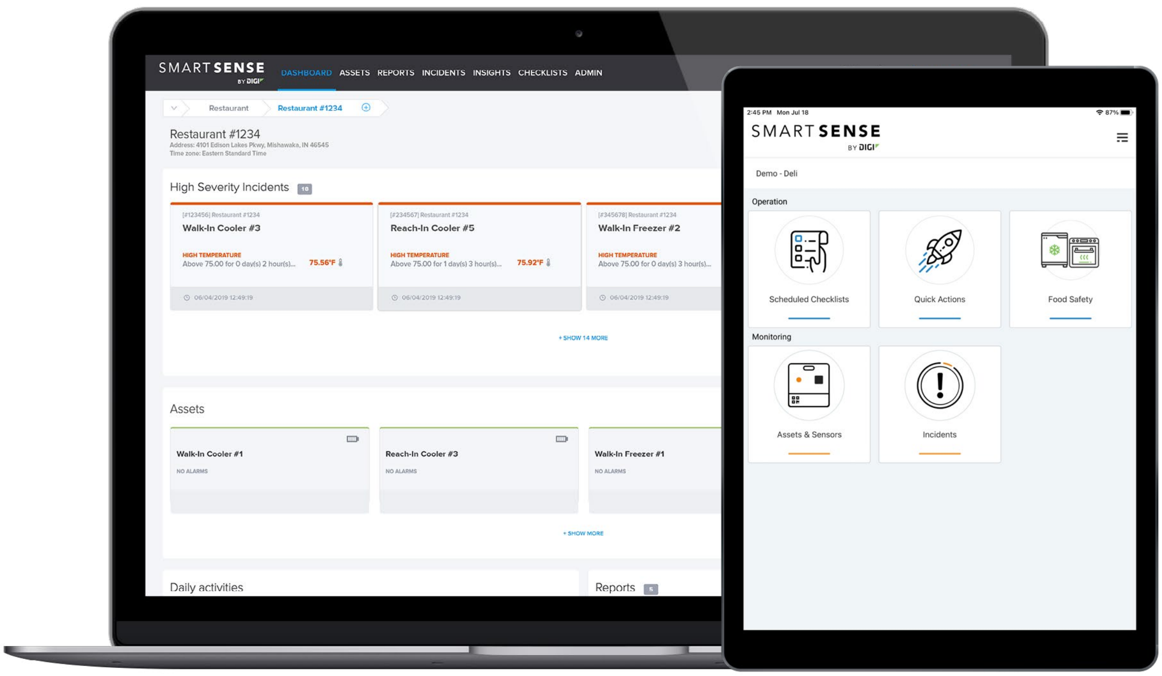
INTRODUCTION

The SmartSense Web App is a browser software that integrates with the SmartSense Mobile App, the mobile application used for asset monitoring, food safety, and quality management.

The Web App is designed to give you control over features such as checklists, flow of food, corrective actions, alarms, etc. as well as manage other users, customize your account, and access a variety of reports. The Mobile App and Web App work in harmony to help you maximize the SmartSense solution while improving your day-to-day processes.

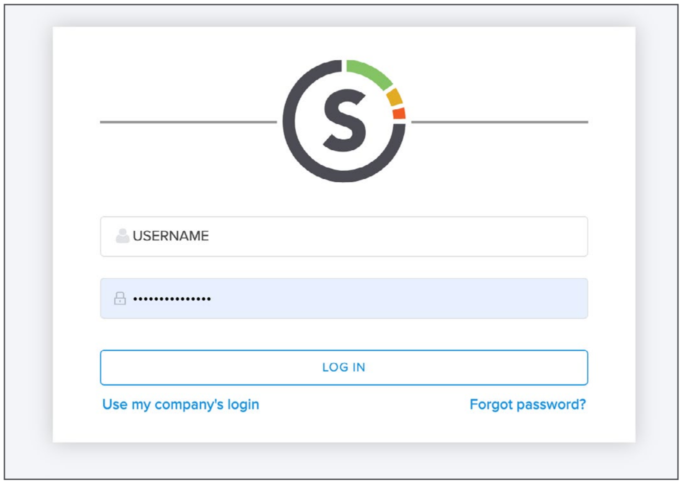


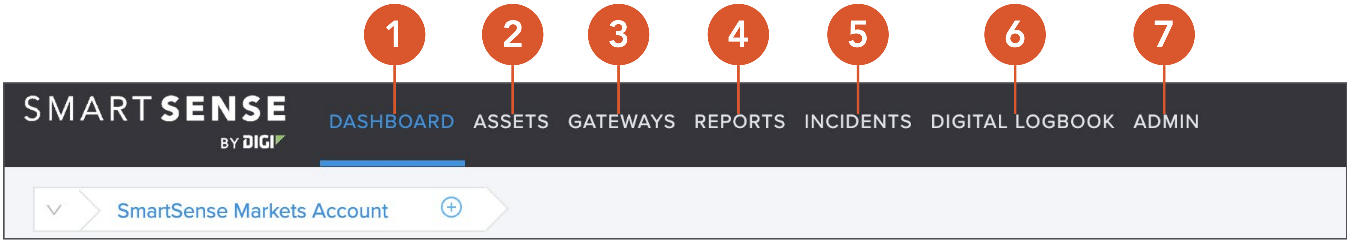
QUICK START GUIDE

The Quick Start Guide is designed to give you a brief overview of the Web app as well as some information on key features. The Web App allows you to manage and review reports, monitor your devices, create checklists, and much more.

SMARTSENSE WEB APP OVERVIEW

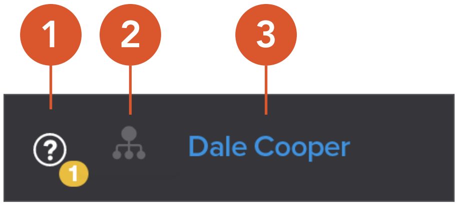
To access the Web App, you will need to open your web browser (Google Chrome or Microsoft Edge are recommended) and go to app.smartsense.co. On this page, enter your username and password or authenticate with the single sign-on (SSO) method by selecting **USE MY COMPANY'S LOGIN** if this is required by your organization. Select the **LOG IN** button to log in to your account.





Once logged in, you will be taken to your home screen, and at the top of the screen you will see several tabs:

1. **DASHBOARD —** the visual snapshot of all your data that includes filterable summaries and reports
2. **ASSETS —** here you can view all your assets and assigned sensors, alarm status, last reading details, and can filter by group or location
3. **GATEWAYS —** here you can view gateways that are configured to your location
4. **REPORTS —** a repository for you to view and/or download a variety of reports
5. **INCIDENTS —** a history of all incidents that can be viewed by incident ID, triggered time, or severity
6. **DIGITAL LOGBOOK —** here you can configure checklists, task lists, flow of food, corrective actions, and schedule management that will appear within the SmartSense mobile app
7. **ADMIN —** visible to authorized users to manage your organization, users, and system



In the right corner of your home screen, you will see a few icons:

1. **Question Mark** — access to a list of guided tours and SmartSense tips
2. **Hierarchy Icon** — here you can select the group/level/department within your organization
3. **Account Name** — here you can manage your profile or log out of your account

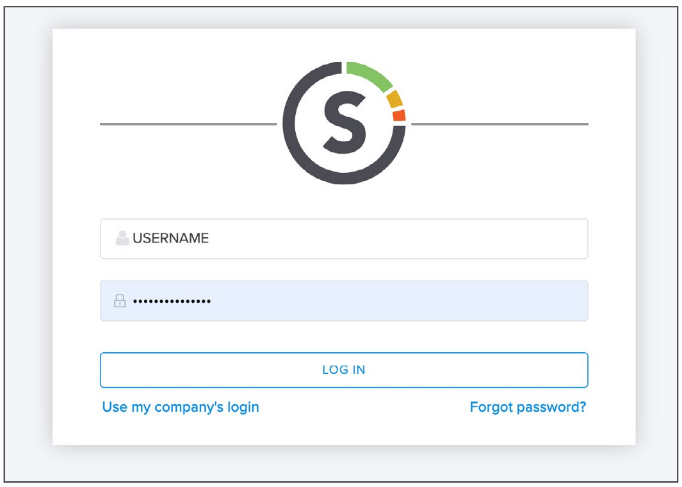
LOGGING IN

When you log in to your account for the first time, you will be provided a password during your training. Additional users that are added to your SmartSense account will be assigned a password by an administrator and work with them to set up their account. It is recommended for security and best practice to update any default password you are given to ensure that your account is not compromised. Only authorized users can update passwords through the SmartSense web app.

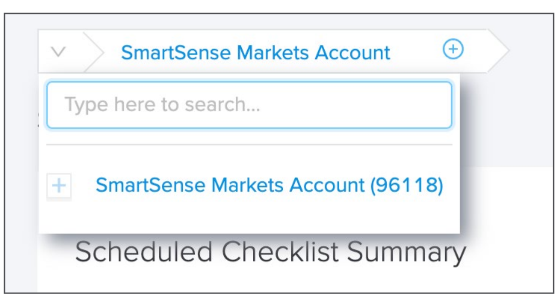
SMARTSENSE WEB APP LOGIN

Before you log in to the SmartSense web app, make sure you are using a compatible web browser. Information on recommended browsers can be found on SmartSense: Software Compatibility Matrix. If you choose to use a browser that is not fully compatible, you may not be able to use all features.

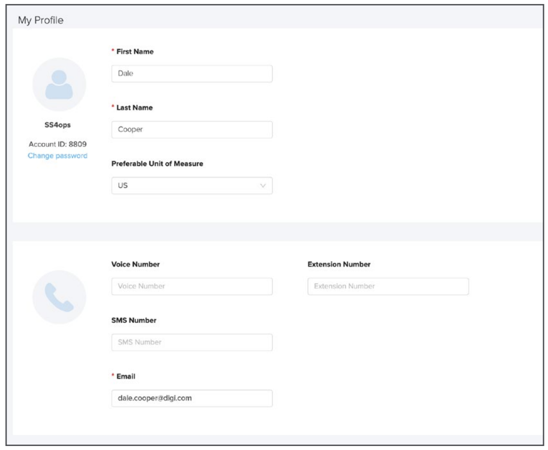
Open your web browser and go to app.smartsense.co. On this page, enter your **USERNAME** and **PASSWORD** or log in through the **USE MY COMPANY'S LOGIN** portal if this is required by your organization. This portal is the single sign-on (SSO) option. This is typically used if your organization has multiple locations or needs another level of security.



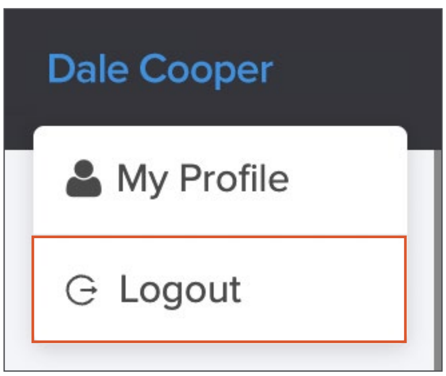
Select the **LOG IN** button to log in to your account. You should now be on the home screen (Dashboard). If your organization has more than one location/site, you will need to switch to the correct location/site by selecting the **DROPDOWN ARROW** in the top left corner of the home screen and entering the name of the location/site.



In the top right corner of your screen, you should see your name. Clicking on your name will give you access to the **MY PROFILE** and **LOGOUT** options. My Profile is where you can modify you name, preferable unit of measure (US or metric), password, voice number, extension number, SMS number, and email.



Clicking **LOGOUT** will log your out of your SmartSense account.



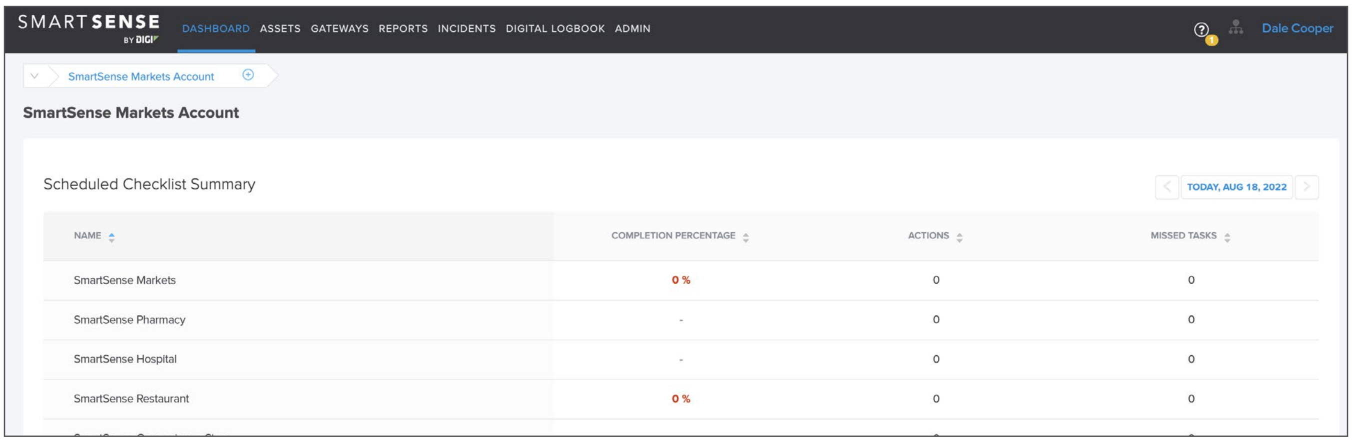
Note: After 60 minutes of inactivity, you will be logged out of your SmartSense account.

NAVIGATING THE HOME SCREEN

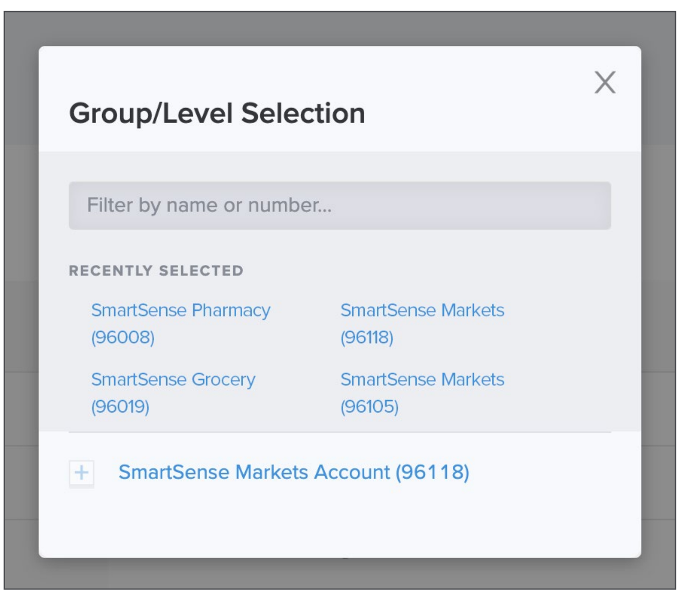
The SmartSense web app home screen will automatically take you to the **DASHBOARD**, which provides information such as a summary view of checklists, incidents, and assets but depends on your organization's setup.

SMARTSENSE WEB APP HOME SCREEN

After logging into your SmartSense account, you will see your home screen. If your organization has multiple locations and you have appropriate permissions, you can manage the location/site from your dashboard by selecting the **DROPDOWN ARROW** in the top left corner and either search for or select the location/site.



Alternatively, select the **HIERARCHY BUTTON** to display a modal window where you can filter by name or number to select the group/level.



As you scroll down you will see different sections, depending on your account configuration:

SCHEDULED CHECKLIST SUMMARY — displays checklists due for the day, which can be filtered to manage and track daily progress

Scheduled Checklist Summary — TODAY, AUG 18, 2022

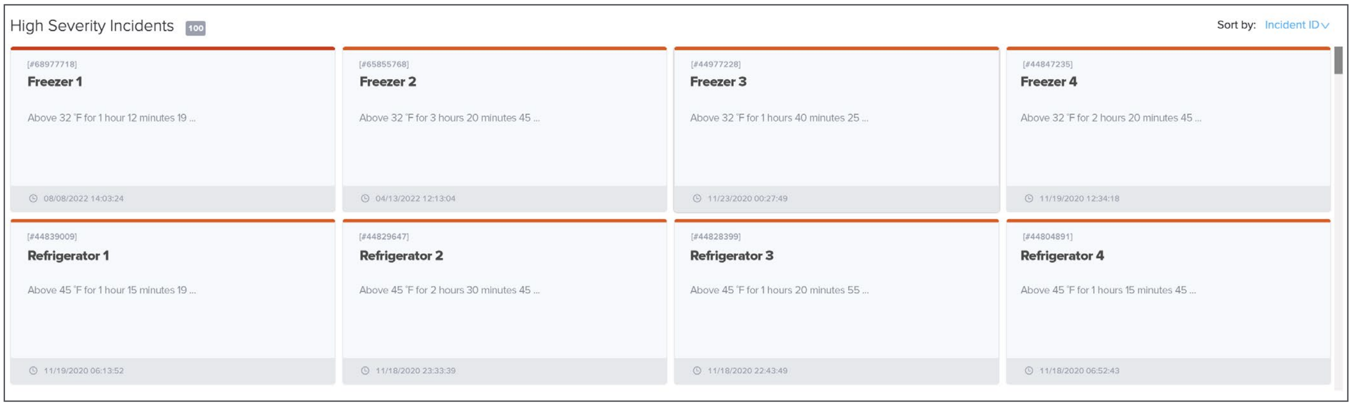
NAME	COMPLETION PERCENTAGE	ACTIONS	MISSED TASKS
SmartSense Markets	0 %	0	0
SmartSense Pharmacy	-	0	0
SmartSense Hospital	-	0	0
SmartSense Restaurant	0 %	0	0
SmartSense Convenience Store	-	0	0
SmartSense Quick Service Restaurant	0 %	0	0
SmartSense Grocery	0 %	0	0

SCREENING SUMMARY — this summary is used for COVID-19 screening and is an optional feature

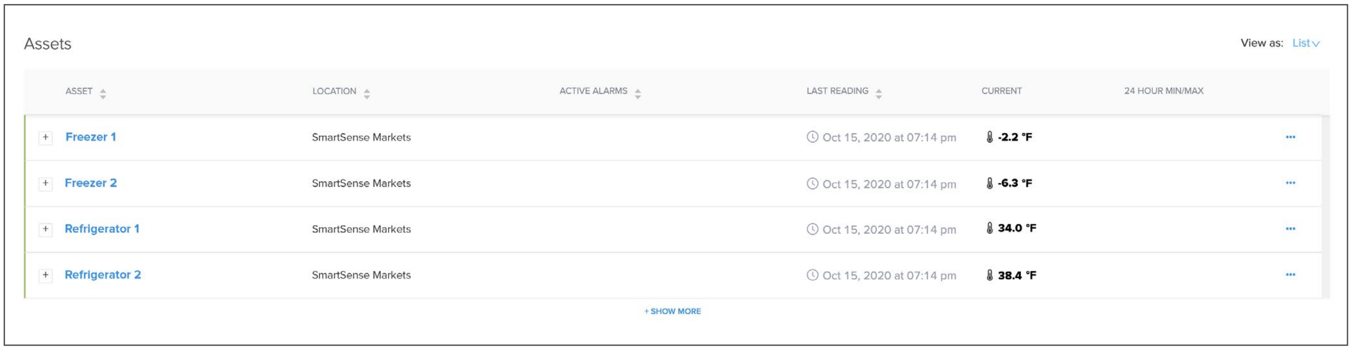
Screening Summary — Screening Report — TODAY, AUG 19, 2022

NAME	ACCEPTANCE RATE	TOTAL PASSED	TOTAL SCREENINGS
SmartSense Markets	0 %	-	-
SmartSense Pharmacy	0 %	-	-
SmartSense Hospital	0 %	-	-
SmartSense Restaurant	0 %	-	-
SmartSense Convenience Store	0 %	-	-
SmartSense Quick Service Restaurant	0 %	-	-

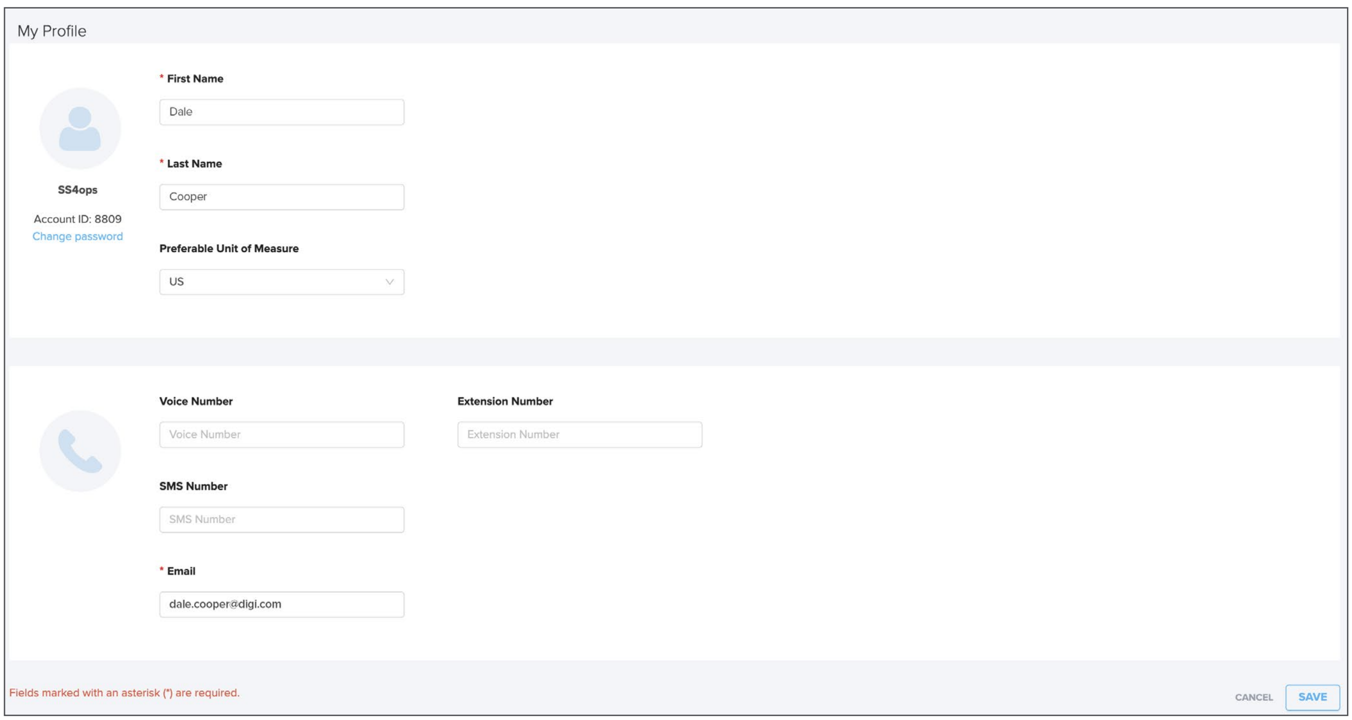
HIGH SEVERITY INCIDENTS — these are incidents that need immediate attention, and clicking on a tile will display additional details such as when the incident occurred, the severity level, recorded temperature, and history.



ASSETS — displays all the equipment/areas associated with your account sorted by location, status, and last asset reading



You can manage your profile by selecting your username in the top right corner. Select **MY PROFILE** to make changes to your name, unit of measurement, password, phone number, or email. Once you are done making changes, select **SAVE** in the bottom right corner.



The rest of the tabs at the top of the home screen will be covered in the following pages.

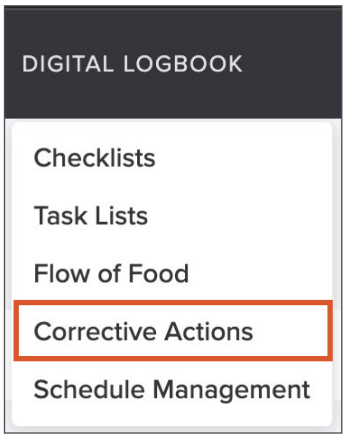
DIGITAL LOGBOOK

The Digital Logbook is where authorized users can configure checklists, task lists, flow of food, corrective actions, and schedule management that will appear within the SmartSense mobile app. Once an item is created, the data instantly syncs to the mobile app. All configurations related to checklists, quick actions, and food safety in the mobile app can only be modified within the SmartSense web app under the Digital Logbook. To learn more about creating checklists, please refer to the following sections to understand the process.

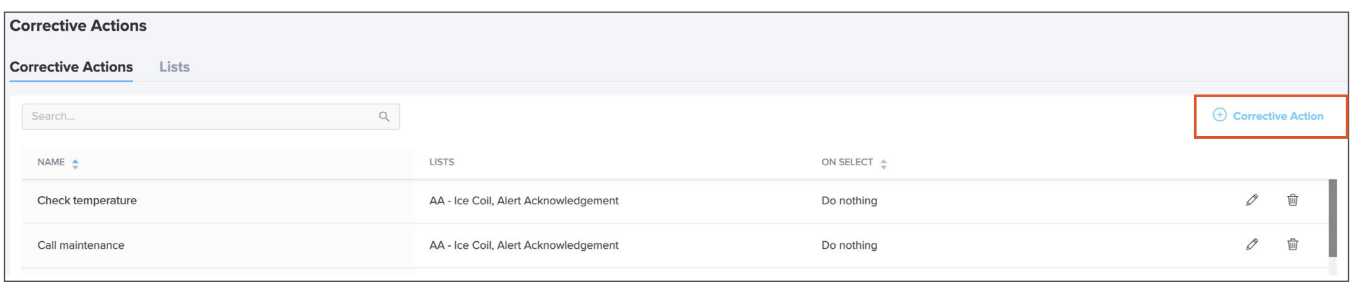
CORRECTIVE ACTIONS

Corrective Actions are critical actions that you perform to fix an issue to resolve the root cause of the issue.

The first step for creating a checklist is to create corrective actions. Navigate to the **DIGITAL LOGBOOK** tab and select **CORRECTIVE ACTIONS** from the dropdown.

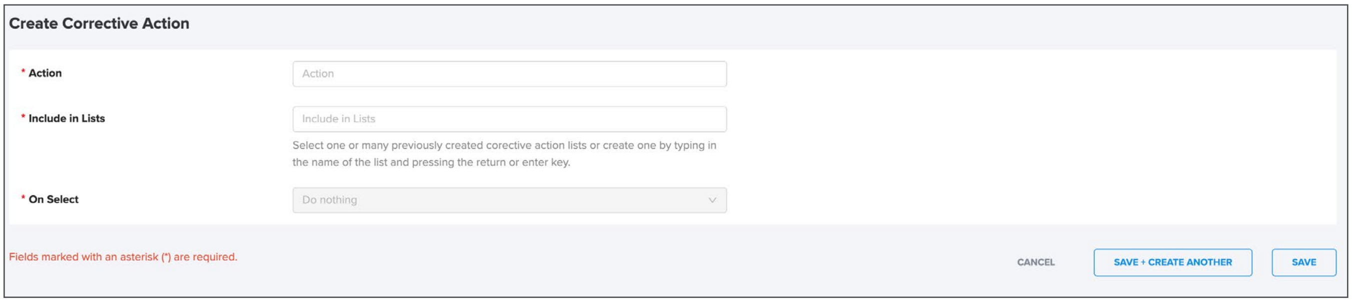


On this page you can manage existing corrective actions or add a new corrective action by selecting the **+ CORRECTIVE ACTION** button in the right corner.

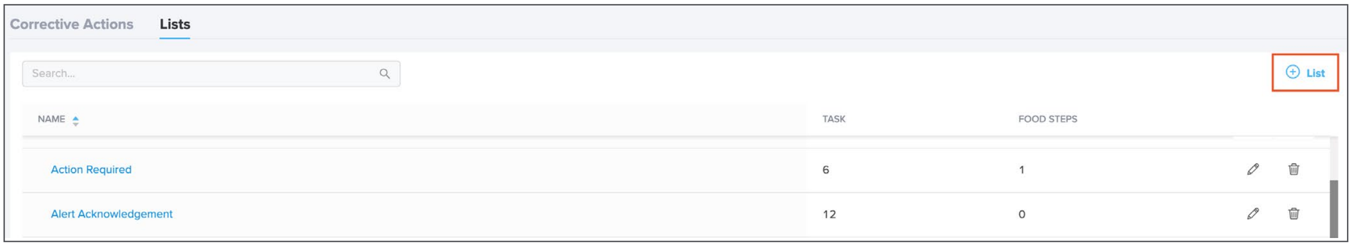


On the Create Corrective Action page, you will need to fill out any fields marked with an asterisk. In the **ACTION** field, enter the name of the action as you would like it to appear in the mobile app, e.g., "Discard item" or "Report to manager." In the **INCLUDE IN LISTS** field, select one or many previously created corrective action lists or create one by typing in the name of the list. An example of this might be "Food safety log" or "Employee incident." You can also leave this field blank and assign a list later.

The **ON SELECT** field requires no action unless you are using the SmartSense legacy app (Task, which will display **REQUIRE FOLLOW UP**, so the task remains open if a user wishes to repeat the task. Once you are done creating the corrective action, select **SAVE**. Alternatively, if you wish to create another corrective action, select **SAVE + CREATE ANOTHER**.



If you did not add the new corrective action to a list, you can do this from the Corrective Actions page and select the **LISTS** tab then click on the **+ LIST** button in the right corner. On the Create List page, you will need to fill out any fields marked with an asterisk. In the **NAME** field, enter the unique label for your list, e.g. "Action required" or "No action needed."



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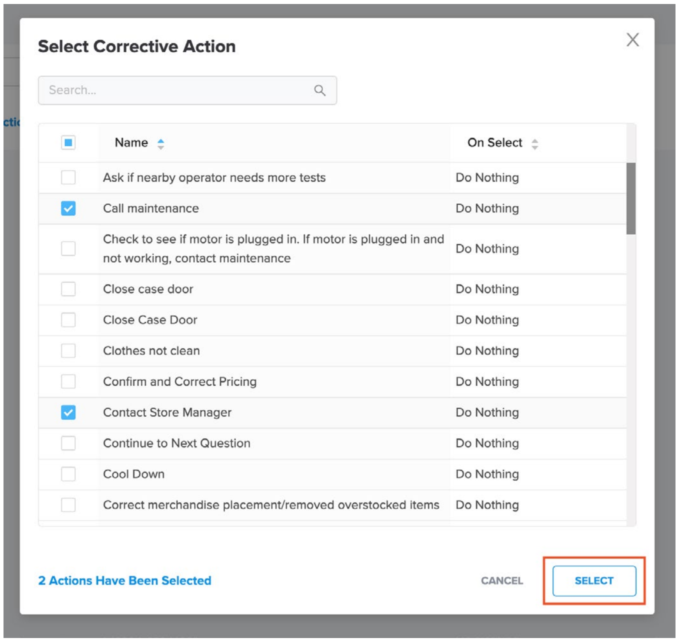
In the **CORRECTIVE ACTIONS** field, you will be presented with a modal window and a list of corrective actions. Select the corrective action(s) you wish to add to the list by clicking the checkbox and hitting **SELECT**.



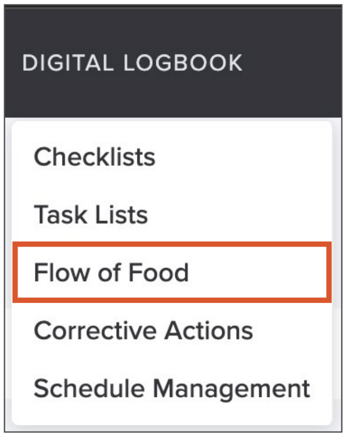
You can review the item(s) or delete by selecting the trash can icon.

When you are ready, select **SAVE**. Alternatively, if you wish to create another list, select **SAVE + CREATE ANOTHER**.

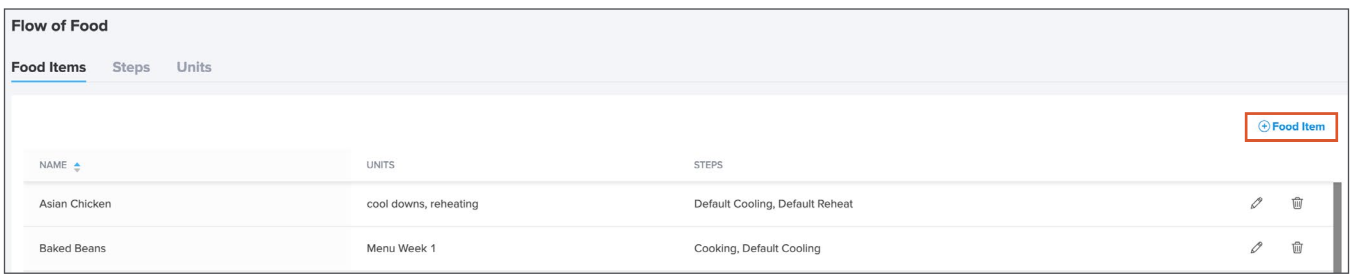
FLOW OF FOOD

Flow of Food is the course food takes from receiving and storage through preparation, cooking, holding, serving, cooling, and reheating.

Flow of food is the next step for creating a checklist to create food items (if this step is not applicable to your organization, please skip to **[TASK LISTS](#)**). Navigate to the **DIGITAL LOGBOOK** tab and select **FLOW OF FOOD** from the dropdown.



On this page you can manage existing food items or add a new food item by selecting the **+ FOOD ITEM** button in the right corner.



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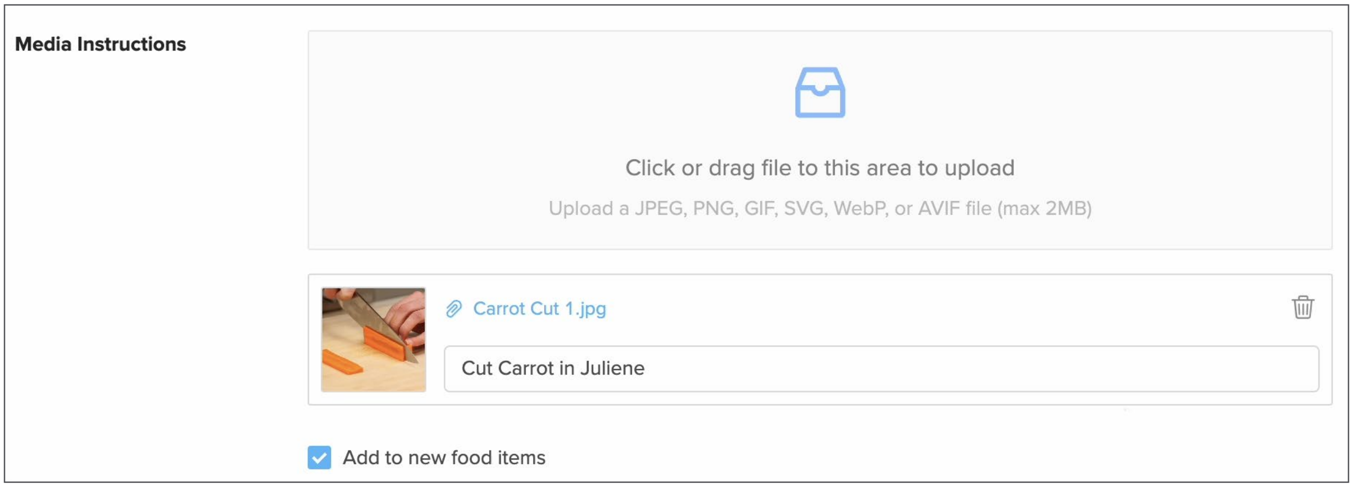
On the Create Food Item page, you will need to fill out any fields marked with an asterisk. In the **NAME** field, enter a unique label for the food item, e.g., "Ground beef" or "Potato wedges." The **UNIT** field is optional, but this section is where you will group food items into steps such as "Reheating" or "Cooling." You can select as many units as you want that are applicable to the food item. In the **STEPS** field, select **ADD STEP** then choose the step type from the dropdown. Some steps will have additional steps that you can add if desired.

MEDIA INSTRUCTIONS is an optional section where you can add visual media for Task Guidance to display in the Mobile app.



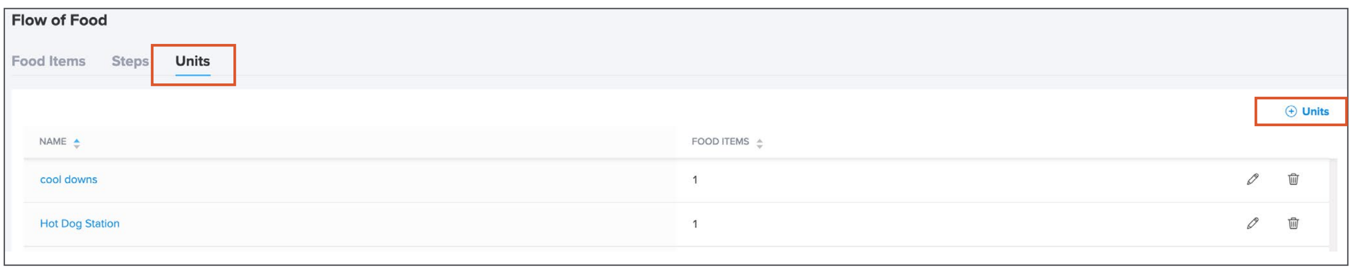
Once you are done creating the food item, select **SAVE**. Alternatively, if you wish to create another food item, select **SAVE + CREATE ANOTHER**.

If you would like to add additional steps under Flow of Food, select the **STEPS** tab and click on the **+ STEP** button in the right corner.

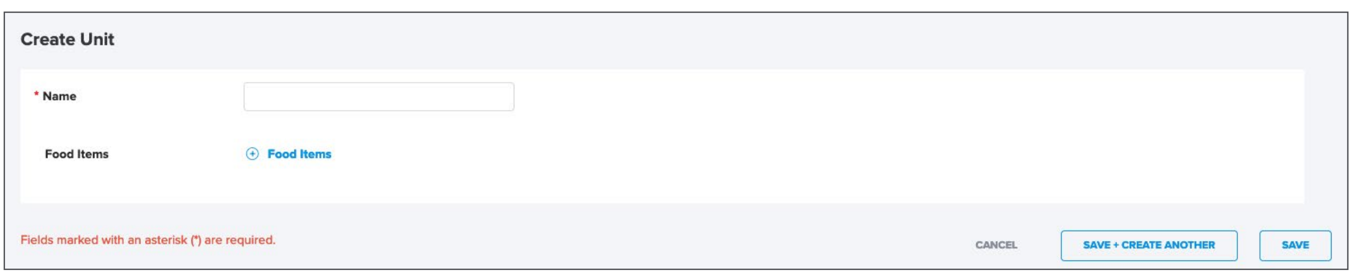
On the Create Flow of Food Step page, you will need to fill out any fields marked with an asterisk. In the **STEP NAME** field, enter a unique label to identify the step, e.g., "Cooking" or "Cold Holding." In the **STEP TYPE** field, enter a name or select from the dropdown, and in the **MEASUREMENT** field, choose a value from the dropdown. Finally, choose the preferred temperature unit, Fahrenheit or Celsius, then leave the checkbox marked if you want to add the food step automatically to new food items.

Once you are done creating the flow of food step, select **SAVE**. Alternatively, if you wish to create another step, select **SAVE + CREATE ANOTHER**.

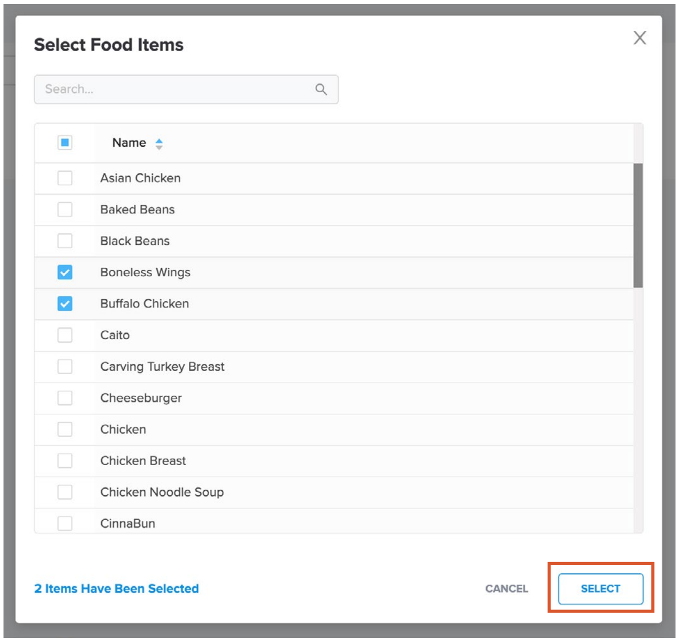
The final tab under Flow of Food is the **UNITS** tab. If you wish to add a unit, navigate to this tab then select the **+ UNITS** button in the right corner.



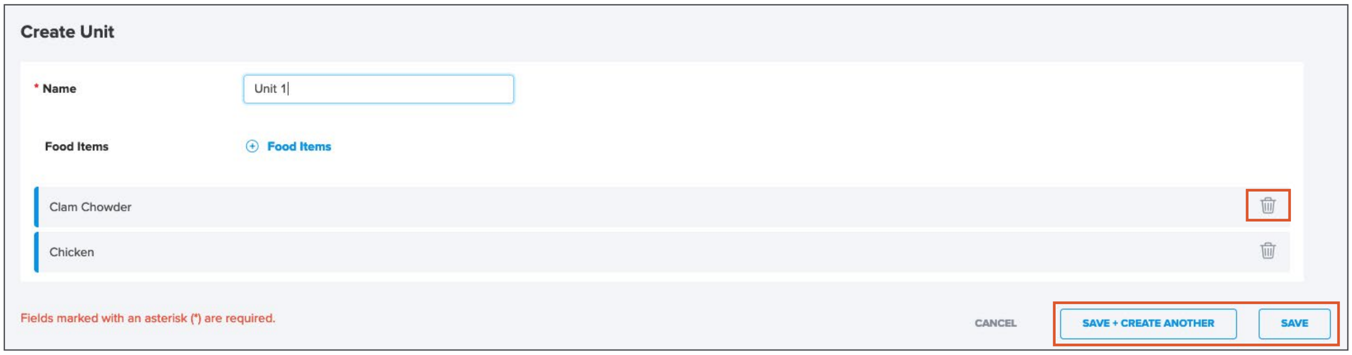
On the Create Unit page, you will need to fill out any fields marked with an asterisk. In the **NAME** field, enter a unique label to identify the unit you are creating.



In the **FOOD ITEM** field, you will be presented with a modal window and a list of food items. Select the food item(s) you wish to add by clicking the checkbox and hitting **SELECT**.



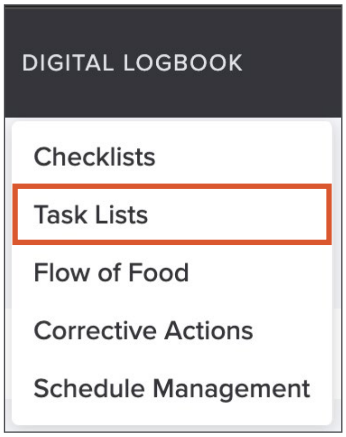
You can review the item(s) or delete by selecting the trash can icon. When you are ready, select **SAVE**. Alternatively, if you wish to create another unit, select **SAVE + CREATE ANOTHER**.



TASK LISTS

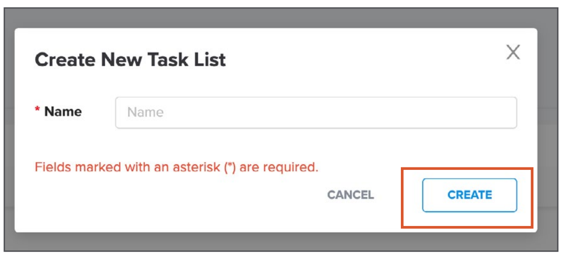
Task Lists are composed of a set of actions that must be completed.

Creating a task list is the next step for creating a checklist. Navigate to the **DIGITAL LOGBOOK** tab and select **TASK LISTS** from the dropdown.



On this page you can manage existing task lists or add a new task list by selecting the **+ TASK LIST** button in the right corner. A modal window will appear.

Enter a unique name for your new task list under the **NAME** field then select **CREATE**. The new task list will appear under the Task Lists. To add a task to this task list, click on the name of the task list.



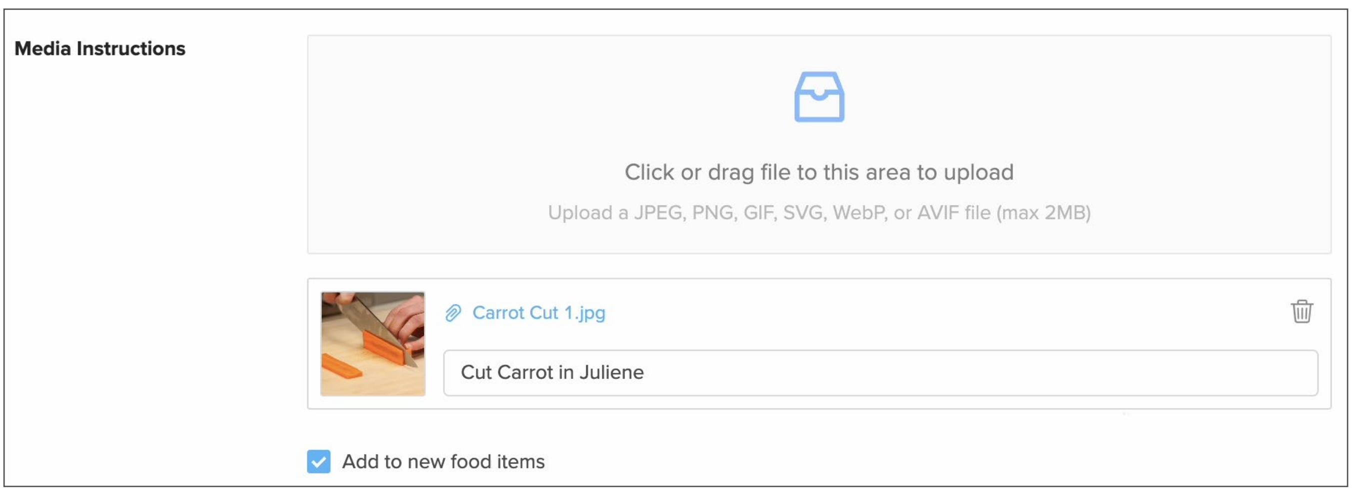
Note: Selecting the **EDIT ICON** will allow you to edit the name of the task list, not add tasks to the task list.

You will now be on the Tasks page where you can start adding tasks by selecting the **+ TASK** button in the right corner. On the Create New Task page, you will need to fill out any fields marked with an asterisk. In the **TITLE** field, enter a unique name to identify the task you are creating. In the **TYPE** field, you will be presented with a dropdown and must choose one of the options listed:

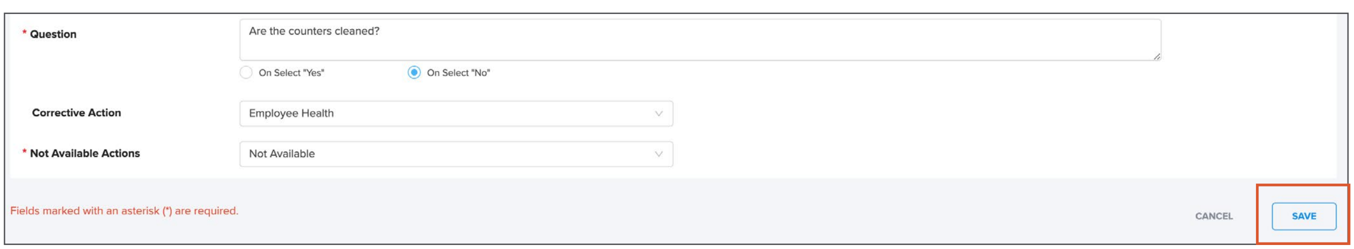
1. Manual Temperature
2. Smart Probe
3. Number Input
4. Text Input
5. Yes/No Question
6. Picture
7. Checkbox

Once you select the task type, additional fields will display on your screen and must be filled out accordingly.

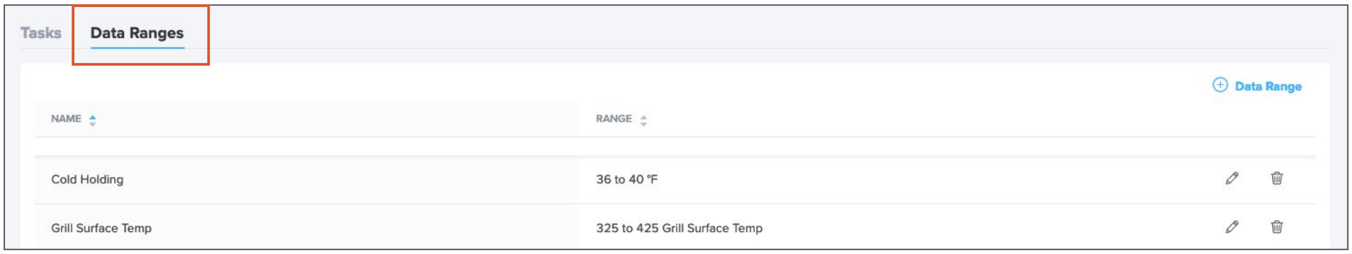
MEDIA INSTRUCTIONS is an optional section where you can add visual media for Task Guidance to display in the Mobile app.



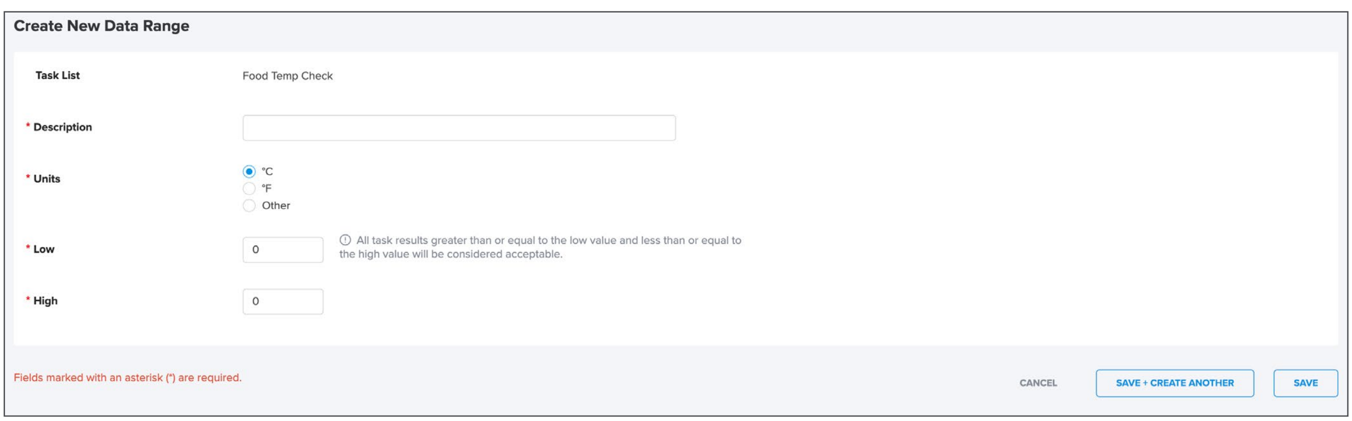
Once all fields are completed, select **SAVE** in the right corner.



You may need to go to the **DATA RANGES** tab to add a new data range that can be applied to the task list you created. Adding a value to a temperature measurement will ensure that, when using the SmartSense Probe, a corrective actions window will not appear in the SmartSense mobile app when the measurement falls within the data range.



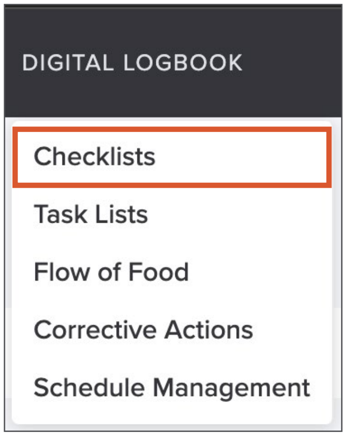
To add a new data range, select **+ DATA RANGE** in the right corner. On the Create New Data Range page, you will need to fill out any fields marked with an asterisk. In the **DESCRIPTION** field, add a brief explanation of what type of item is being measured, e.g., “Cold Item” or “Hot Item.” In the **UNITS** field, select a preferred temperature unit. In the **LOW** and **HIGH** fields, enter the temperature range that will be considered acceptable for the item being measured. Once you are done, select **SAVE**. Alternatively, if you wish to create another unit, select **SAVE + CREATE ANOTHER**.



CHECKLISTS

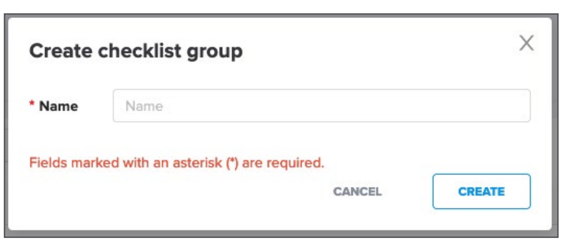
Checklists are a catalog of items that are managed through a specified process and within a set window of time.

Checklists are the final step for creating a checklist. Navigate to the **DIGITAL LOGBOOK** tab and select **CHECKLISTS** from the dropdown.



On this page you can manage existing checklist groups or add a new checklist group by selecting the **+ CHECKLIST GROUP** button in the right corner. A modal window will appear.

Enter a unique name for your new checklist group under the **NAME** field then select **CREATE**. The checklist group will appear under the Checklist Groups.



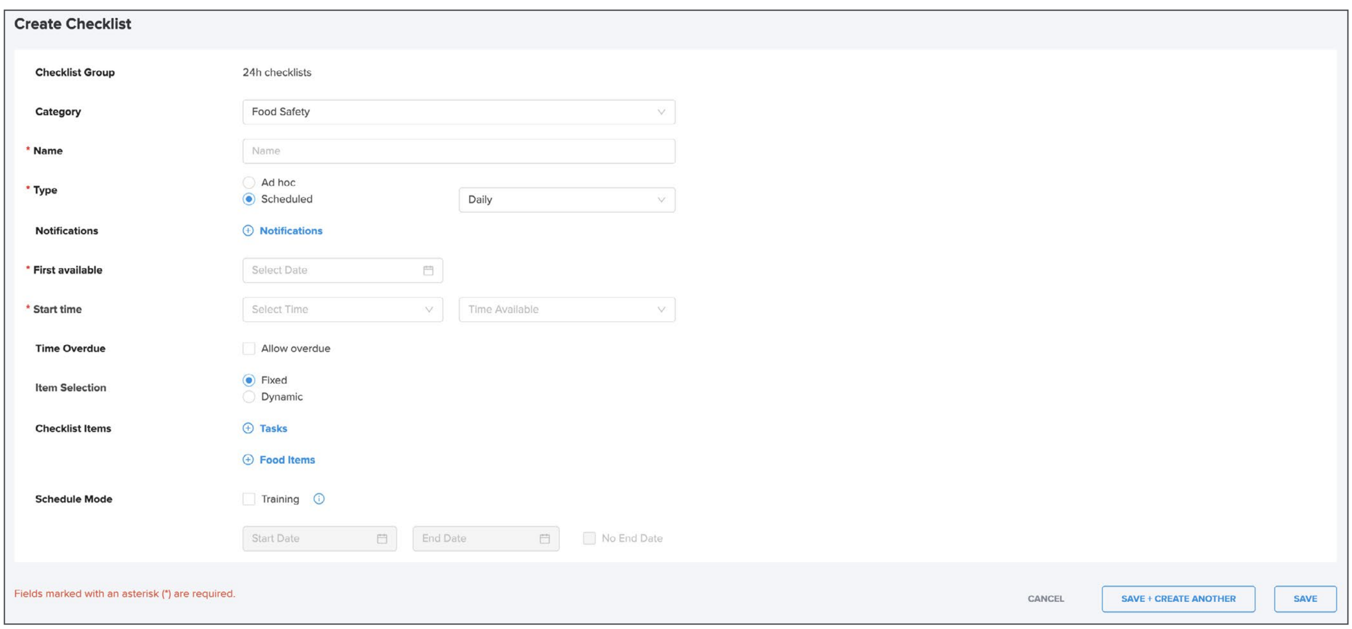
Now that the checklist group is created, you can start adding checklists to the group. Select the name of the checklist group to begin.

> Note: Selecting the **EDIT ICON** will allow you to edit the name of the checklist group, not add a new checklist.

In the right corner, select **+ CHECKLIST**. On the Create Checklist page, you will need to fill out any fields marked with an asterisk. In the **CATEGORY** field, select an option from the dropdown:

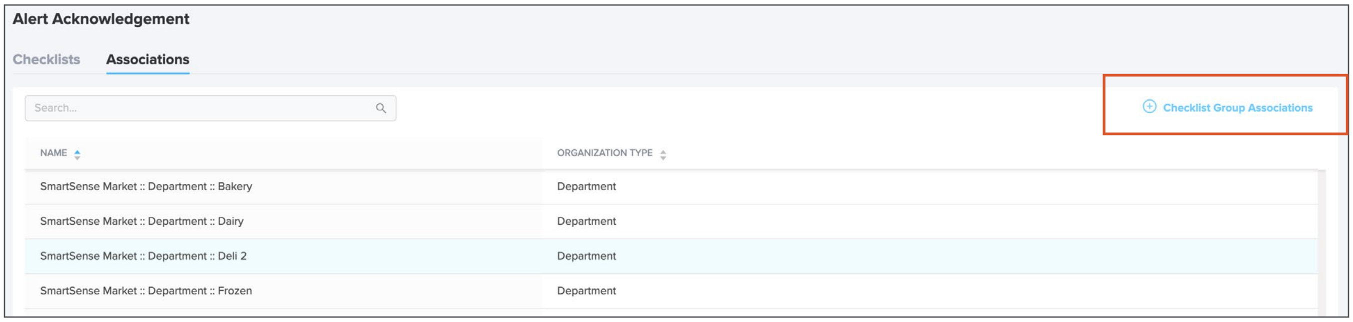
1. Food Safety
2. Quality
3. Screening
4. Other
5. Alarm Acknowledgment

In the **NAME** field, enter a unique label that is easy to identify, e.g., “AM temperature check.” In the **TYPE** field, select one of the available options. The **NOTIFICATIONS** field is optional and can be added later. In the **FIRST AVAILABLE** field, clicking the box will display a calendar where you must select a date. The **START TIME** field is where you will add the time that the checklist begins, and **TIME AVAILABLE** box is the number of hours that the checklist is available. If you select the **TIME OVERDUE** checkbox, you can override the previous field so that the checklist can be completed even if it is overdue. In the **ITEM SELECTION** field, choose an option to designate whether the checklist is fixed or dynamic. **SCHEDULE MODE** is an optional feature if you want to enable **TRAINING MODE**. Finally, **CHECKLIST ITEMS** can be added, however, this is optional and can be done later.

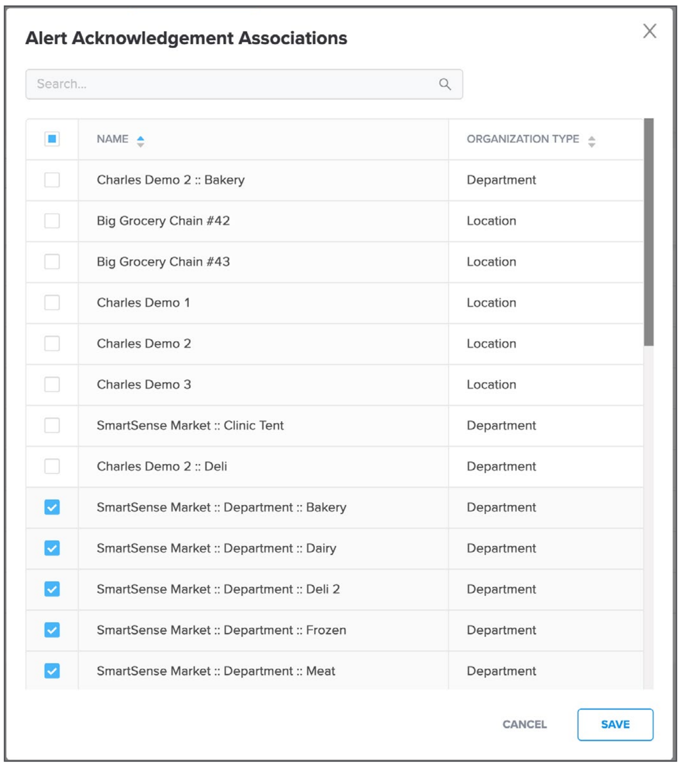


Once you are done, select **SAVE**. Alternatively, if you wish to create another checklist, select **SAVE + CREATE ANOTHER**. You should now see the checklist under the selected checklist group.

If you have multiple locations and wish to add another layer to the newly created checklist, select the **ASSOCIATIONS** tab, then click on **+ CHECKLIST GROUP ASSOCIATIONS**. A modal window will appear.



Select the location(s) that falls under the alert acknowledgment association. Select **SAVE** when you are done.



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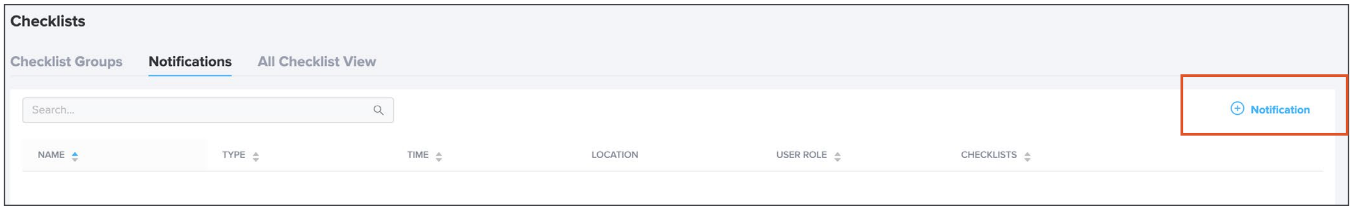
In the top left of your screen, select **BACK TO CHECKLIST GROUPS** to display the **NOTIFICATIONS** tab. If you wish to schedule notifications for a specific checklist, you will need to add a notification. Select **+ NOTIFICATION** to get started.

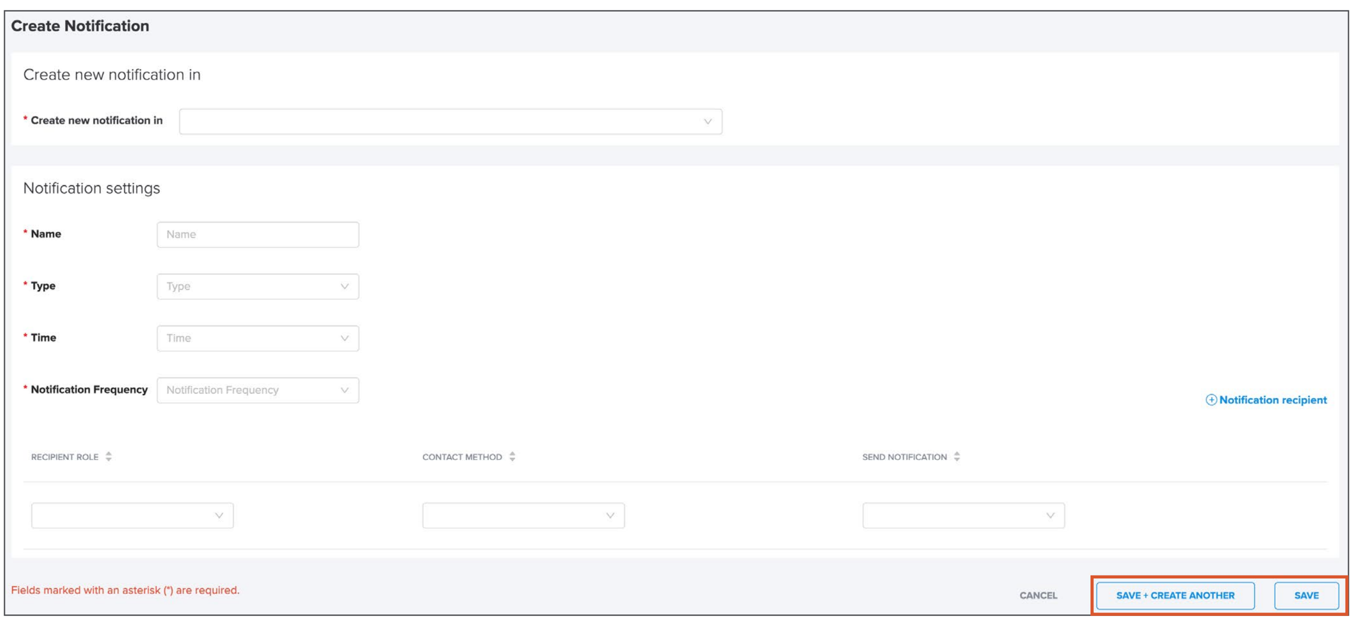


In the **CREATE NEW NOTIFICATION IN** field, a dropdown will appear where you must select an account. In the **NAME** field, enter a label such as “AM notification.” In the **TYPE** field, select an option from the dropdown. In the **TIME** field, select an option from the dropdown. In the **NOTIFICATION FREQUENCY** field, select an option from the dropdown.

Next you will have to add a recipient. Under **RECIPIENT ROLE**, select a person from the dropdown. Under **CONTACT METHOD**, select the preferred form of communication for the recipient. In the **SEND NOTIFICATION** field, you can send notifications to the recipient or configure the time and days that notifications are allowed.

> Note: If you would like to have multiple recipients, select **+ NOTIFICATION FREQUENCY**

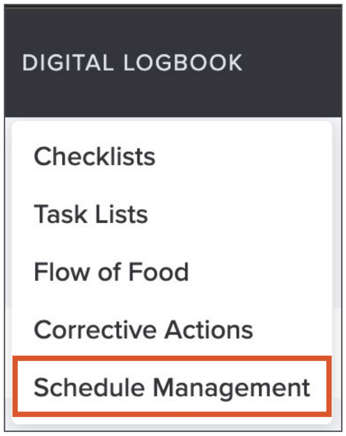
Once you are done, select **SAVE**. Alternatively, if you wish to create another checklist, select **SAVE + CREATE ANOTHER**.



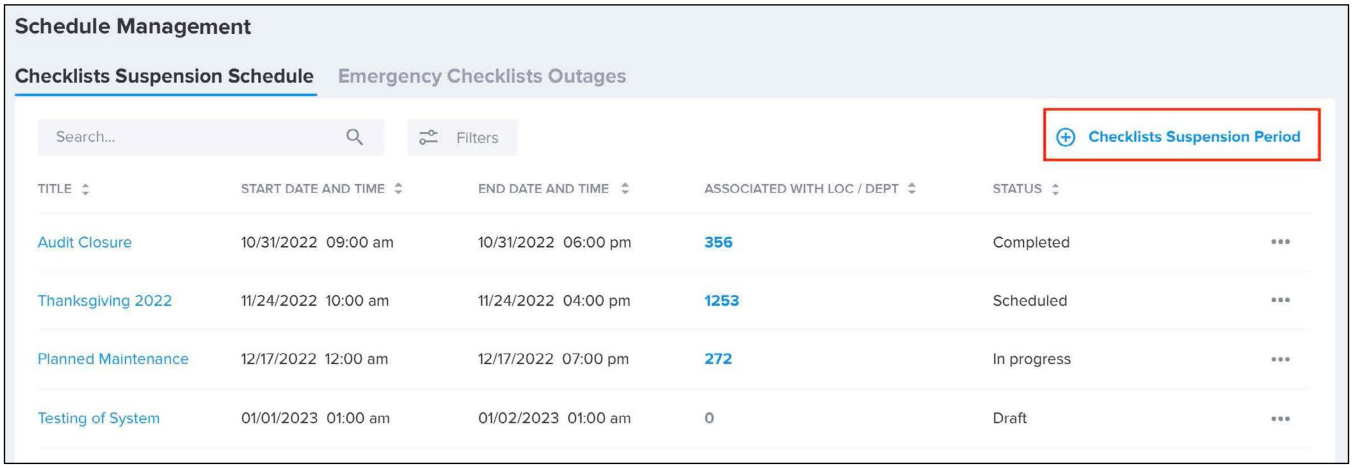
SCHEDULE MANAGEMENT

Schedule Management allows you to set up scheduled checklist suspensions for holidays, closures, or scheduled maintenance for your location/department to control reporting during a designated time period. Please note that only a Super Administrator user can set up this feature.

Hover over **DIGITAL LOGBOOK** and select **SCHEDULE MANAGEMENT**.



To create a new checklists suspension period, select the **+ CHECKLISTS SUSPENSION PERIOD** button. You will be redirected to a new page where you will need to complete the required fields (anything marked with an asterisk).



TITLE	START DATE AND TIME	END DATE AND TIME	ASSOCIATED WITH LOC / DEPT	STATUS
Audit Closure	10/31/2022 09:00 am	10/31/2022 06:00 pm	356	Completed
Thanksgiving 2022	11/24/2022 10:00 am	11/24/2022 04:00 pm	1253	Scheduled
Planned Maintenance	12/17/2022 12:00 am	12/17/2022 07:00 pm	272	In progress
Testing of System	01/01/2023 01:00 am	01/02/2023 01:00 am	0	Draft

SUSPEND CHECKLIST IN: This field allows you to select the Location(s)/Department(s) on which checklists will be suspended. Click the **+LOCATIONS/DEPARTMENTS** button and select or search for the Associated Locations and/or Departments you wish to add. If no Location/Department is selected, then Checklist Suspension Period will be created in the Draft status and you can edit/delete it at any time.

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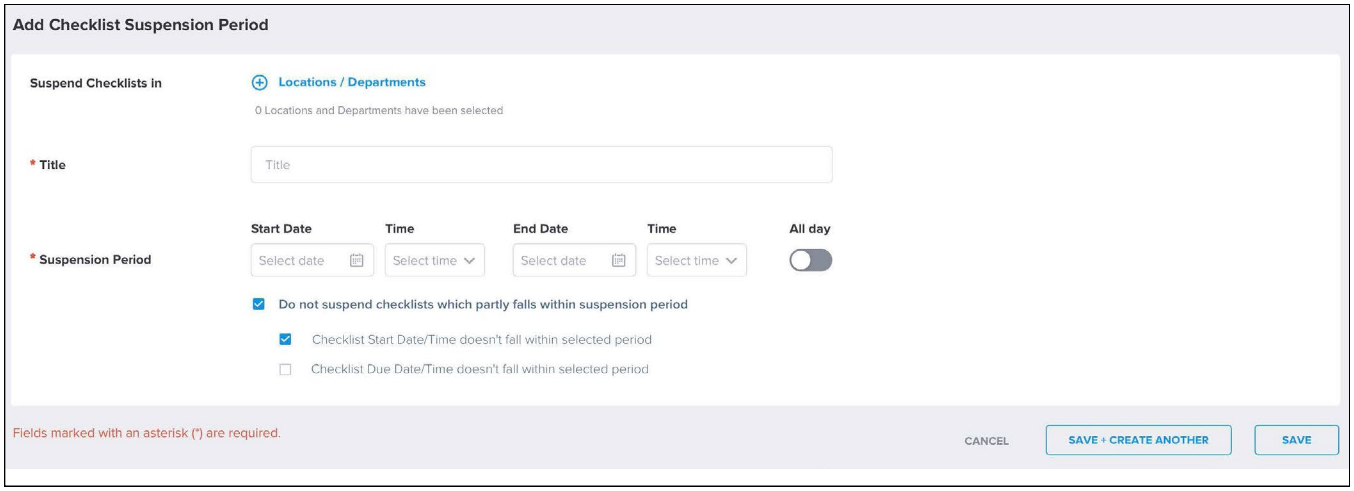


TITLE: This field allows you to enter a unique name for your Checklist Suspension Period to easily identify it once it has been created.

SUSPENSION PERIOD: This field allows you to define the Start Date/Time and End Date/Time during which the checklist will be suspended on selected Locations and Departments.

Click the **SAVE** button in the bottom-right corner to save the Checklist Suspension Period. The newly created Checklist Suspension Period will be displayed under the Checklists Suspension Schedule tab.

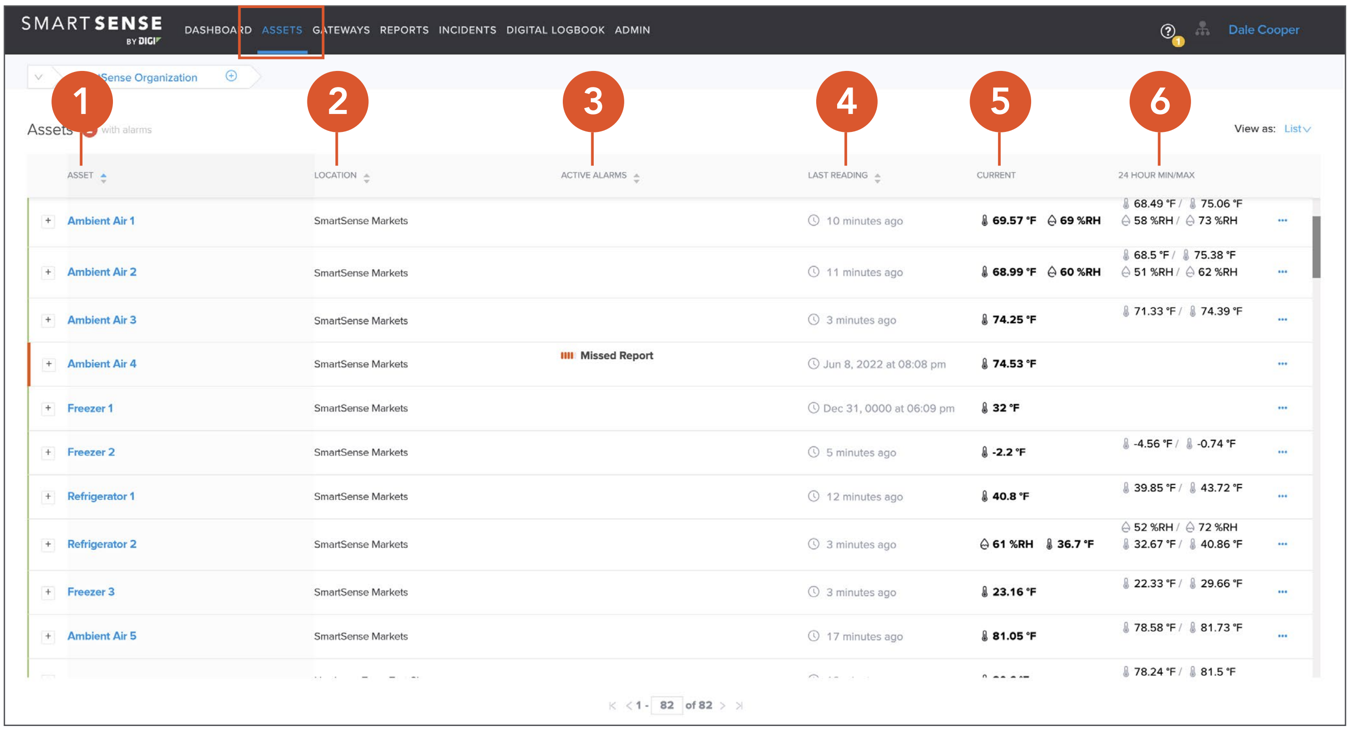
MONITORING YOUR ACCOUNT

In the Web App, you can monitor everything from the Mobile App in full detail. The Mobile App provides limited data on Assets & Sensors, Gateways, and Incidents, but full details can be viewed by authorized users in the Web App.

ASSETS

Assets are equipment that are monitored by a SmartSense sensor, which measures the temperature to ensure the equipment falls within a designated range. To manage your assets, log in to your SmartSense account and select the **ASSETS** tab. On this page you can view an overview of your assets:

1. **Asset** — by default, this column filters all your assets in numerical then alphabetical order
2. **Location** — the name of the assigned location where the asset was initially configured
3. **Active Alarms** — this area will be blank if there are no active alarms, but if there are active alarms you will see the alarm type and severity
4. **Last Reading** — the date and/or time the asset status was last reported
5. **Current** — the humidity and/or temperature that was last measured
6. **24 Hour Min/Max** — this area displays the lowest and highest temperatures in the last 24 hours

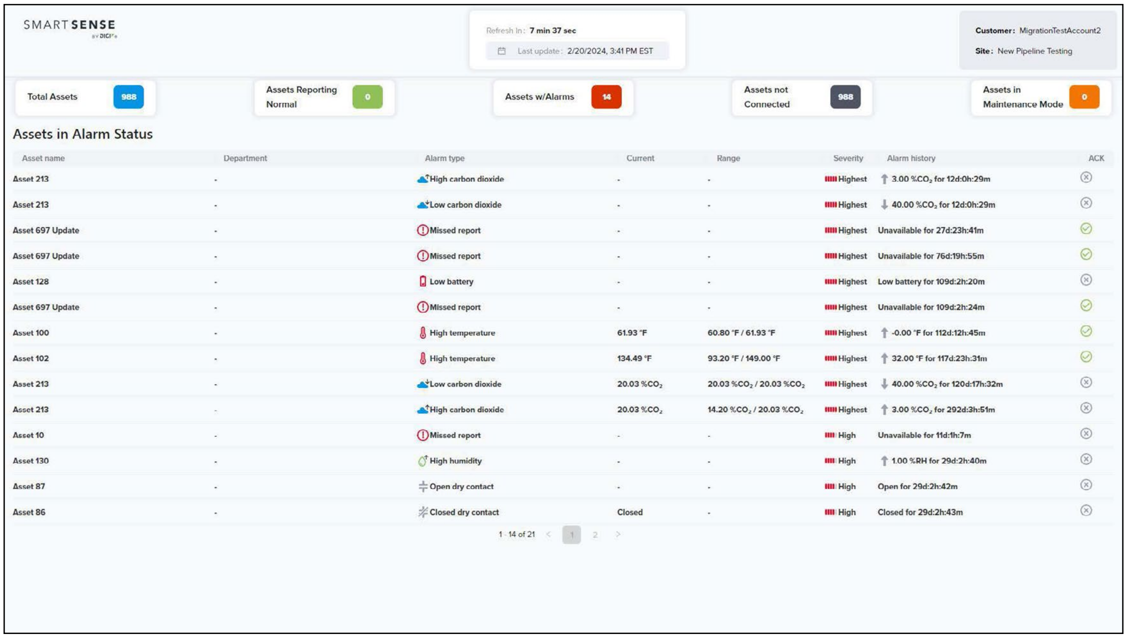


Note: If you would like to view the asset overview as cards (like you would in the mobile app) select the **VIEW AS** option in the right corner and select **CARD**.

MULTI-ASSET VIEW (LIVE DISPLAY) is an asset management feature that provides a "bird's eye view" detailing asset information of a selected location. You will find it in the upper-right corner of the Assets screen.

There are three sections on the Live Display page:

1. Banner: This displays the customer name and site in the right corner and in the middle is a refresh timer set for 15-minute increments that capture the last updated information including the date and time.
2. Tally Bar: This includes an overall count of the assets in the selected location.
3. Alarm Details: This provides detailed information about each asset with an open active alarm.



In the Tally Bar (as shown above), the following cards will be displayed:

TOTAL ASSETS (displayed in blue): The total number of assets assigned to the location.

ALARM REPORTING NORMAL (displayed in green): Assets that are connected to the platform. All sensors are reporting within normal parameters.

ASSETS W/ ALARMS (displayed in red): Assets that have open active alarms.

ASSETS NOT CONNECTED (displayed in grey): Assets that are not connected to the platform and/or at least one sensor is not reporting within normal parameters. If one out of 3 sensors is not reporting, then the asset is not reporting normally.

ASSETS IN MAINTENANCE MODE (displayed in orange): Assets that are currently in Maintenance Mode.

> Note: Live Display can be screen mirrored, projected, or cast to an external display. This technology varies across devices. Please follow the manual of your device for further instructions, if you wish to use this feature, or work with your IT team to set it up.

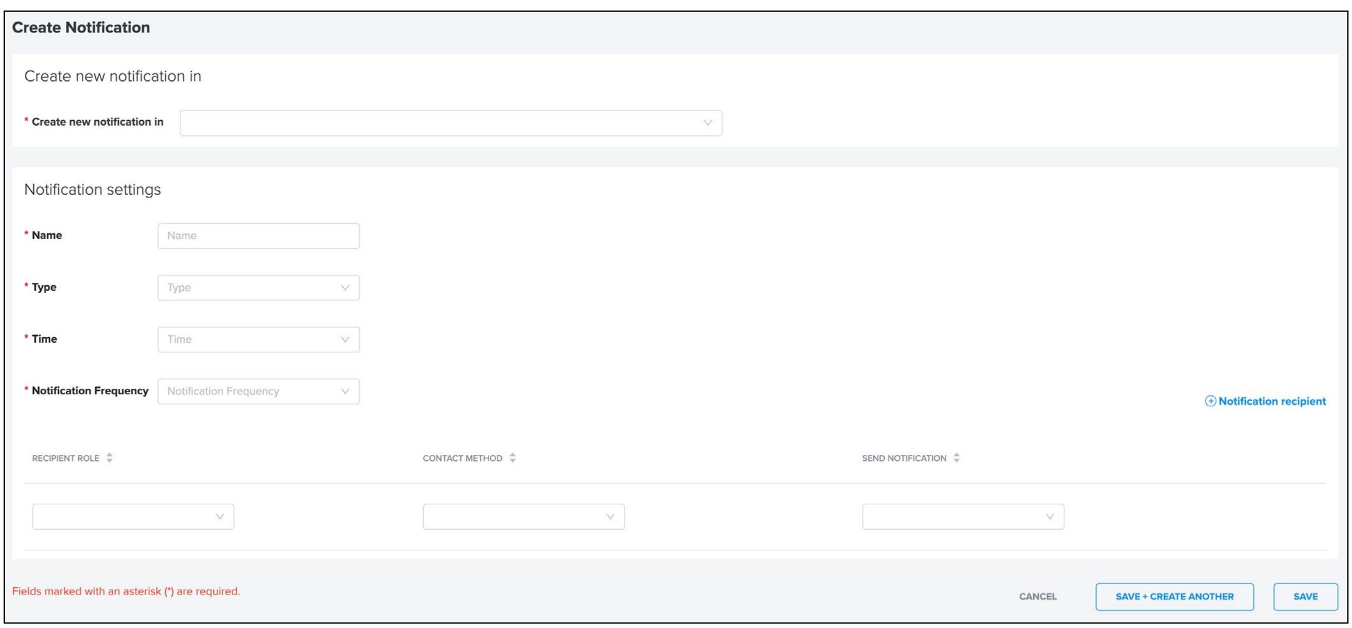
In the top left of your screen, select **BACK TO CHECKLIST GROUPS** to display the **NOTIFICATIONS** tab. If you wish to schedule notifications for a specific checklist, you will need to add a notification. Select **+ NOTIFICATION** to get started.

In the **CREATE NEW NOTIFICATION IN** field, a dropdown will appear where you must select an account. In the **NAME** field, enter a label such as "AM notification." In the **TYPE** field, select an option from the dropdown. In the **TIME** field, select an option from the dropdown. In the **NOTIFICATION FREQUENCY** field, select an option from the dropdown.

Next you will have to add a recipient. Under **RECIPIENT ROLE**, select a person from the dropdown. Under **CONTACT METHOD**, select the preferred form of communication for the recipient. In the **SEND NOTIFICATION** field, you can send notifications to the recipient or configure the time and days that notifications are allowed.

> Note: If you would like to have multiple recipients, select **+ NOTIFICATION FREQUENCY**

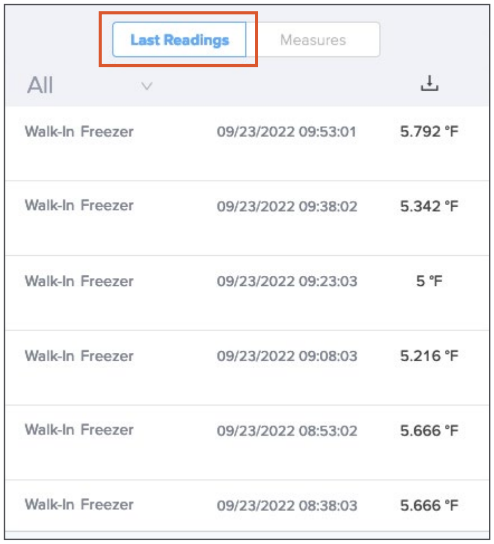
Once you are done, select **SAVE**. Alternatively, if you wish to create another checklist, select **SAVE + CREATE ANOTHER**.

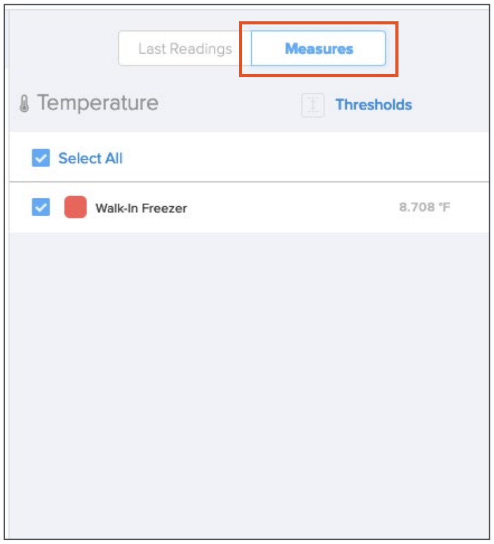


To view an asset's details, select the **ASSET NAME**. On this page, you will see an interactive graph that display's today's readings. You can zoom in on the graph to view a more precise reading or select one of the other options above the graph (Yesterday, Last 7 Days, or Last Month) to expand the graph up to one month prior for a general overview. If you try to expand the graph to more than a month prior, no data will be displayed.

Directly right of the graph, you can view the timestamps under the **LAST READINGS** as they correspond with the graph or manage the temperature and/or humidity readings displayed on the graph to further filter the details under **MEASURES**.

You can also view the Minimum, Maximum, Average, and Mean Kinetic Temperature (MKT) calculations.





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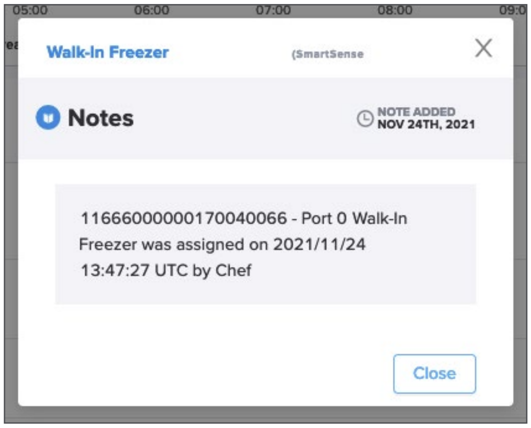
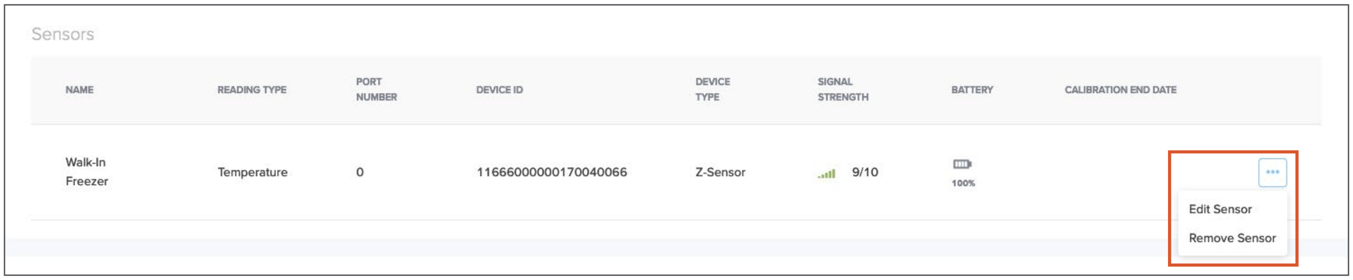
Below the graph is the **ASSET HISTORY**. This section displays the sensors assigned to the asset and clicking on **VIEW DETAILS** will display a modal window with notes for the selected sensor.



The next section you will see is **SENSORS**. Here you can view the sensor name, reading type (temperature and/or humidity), port number, device ID, device type, signal strength, battery, and calibration end date (if applicable). To the right of each sensor, you will see an **ELLIPSIS** (three dots), and clicking this will give you the option to either **EDIT SENSOR** or **REMOVE SENSOR**.



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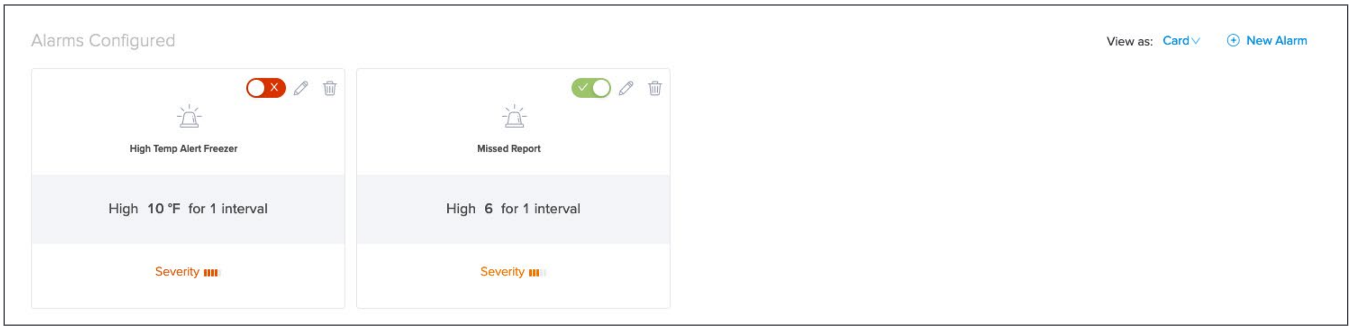
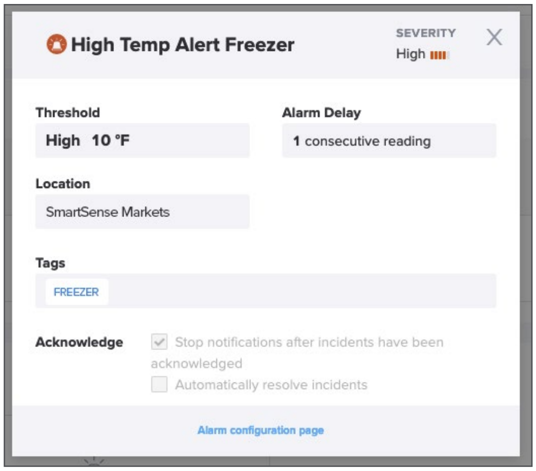
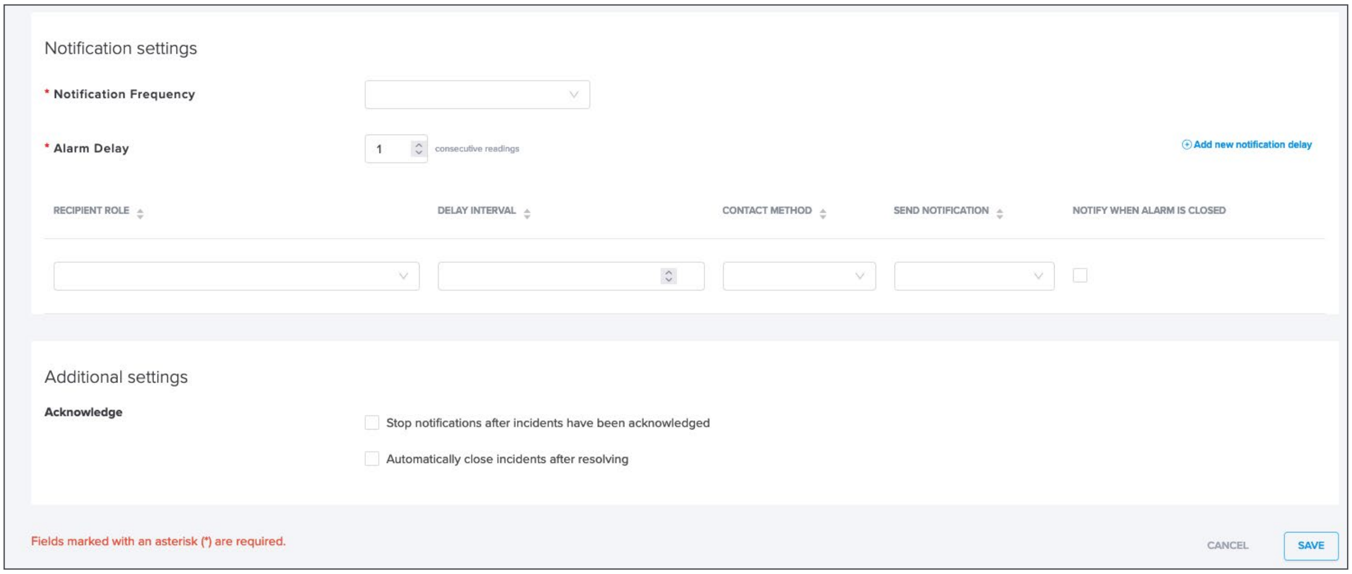
The last section on this page is **ALARMS CONFIGURED**. If you have alarms configured, you may see active alarms if a high/low temperature is detected, a report is missed, etc. Selecting the alert for the alarm will display a modal window that includes the Threshold, Alarm Delay, Location, Tags, Acknowledgment, and the Severity in the top right corner. You can close the modal window by selecting the "x" in the right corner.





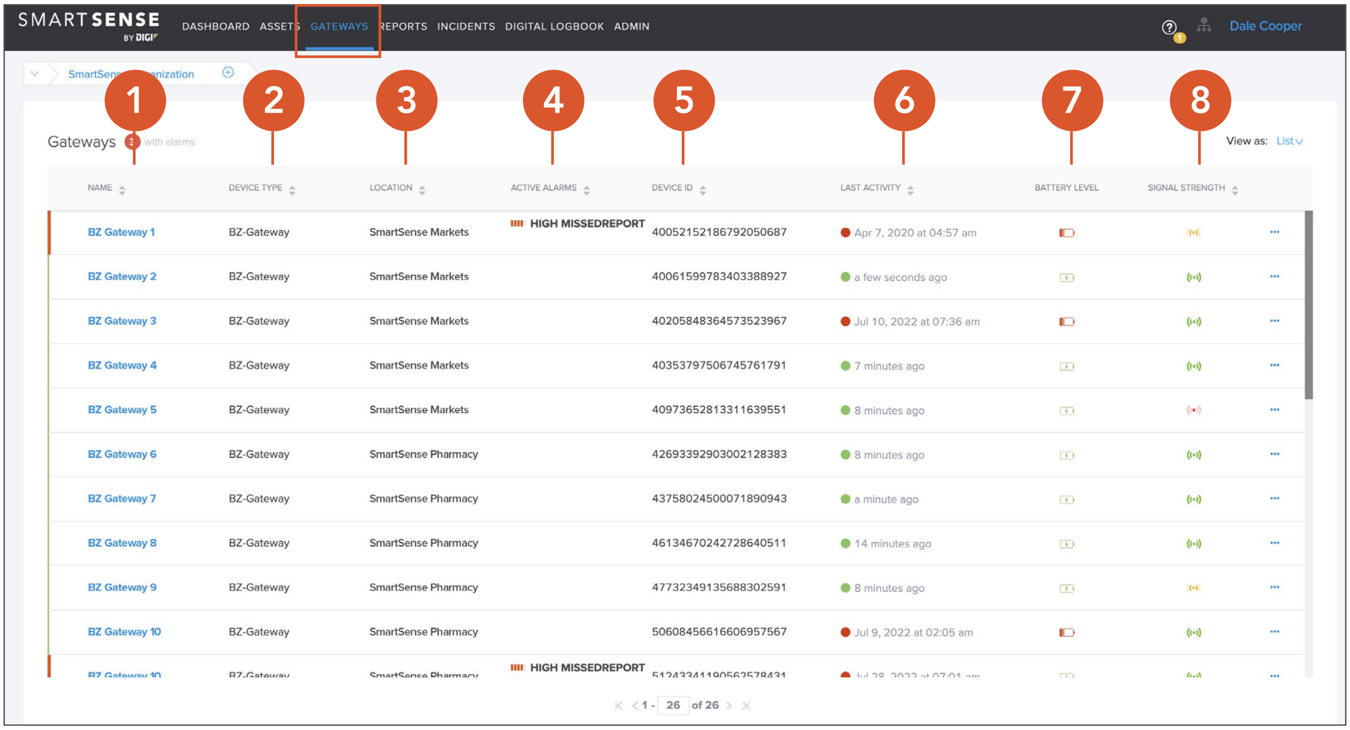
If you wish to modify an existing alarm, you can select the **EDIT** or **DELETE** icons or toggle the alarm off. If you wish to add a new alarm, select **+ NEW ALARM**. Fill out the required fields then select **SAVE**.



GATEWAYS

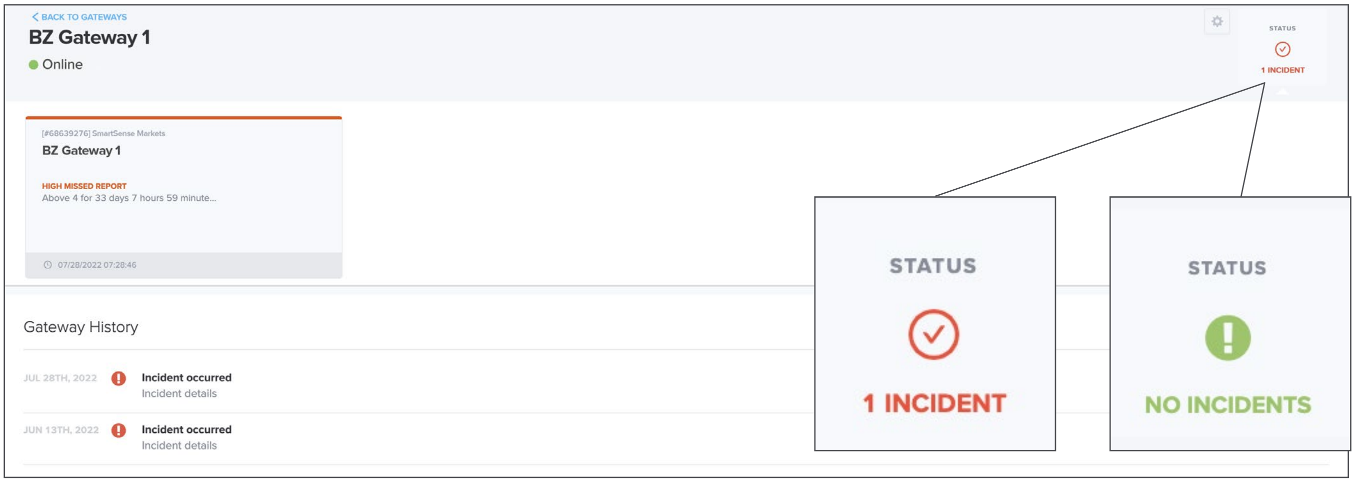
Gateways are the connection hubs for all SmartSense sensors, allowing for sensor data to sync seamlessly with the SmartSense cloud. Log in to your SmartSense account and go to the **GATEWAYS** tab. Here you will see any gateway connected to your account as well as an overview of the gateways:

1. Name — the label for the gateway, which is filtered in numerical then alphabetical order
2. Device Type — the gateway model
3. Location — the name of the assigned location where the asset was initially configured
4. Active Alarms — this area will be blank if there are no active alarms, but if there are active alarms you will see the alarm type and severity
5. Device ID — the 20-digit code assigned to the gateway
6. Last Activity — the date and/or time the gateway status was last reported
7. Battery Level — hovering over the icon will display the battery percentage and the icon will change from green to red as the battery life decreases
8. Signal Strength — the green icon indicates a high signal, the yellow icon indicates a medium signal, and the red icon indicates a low signal

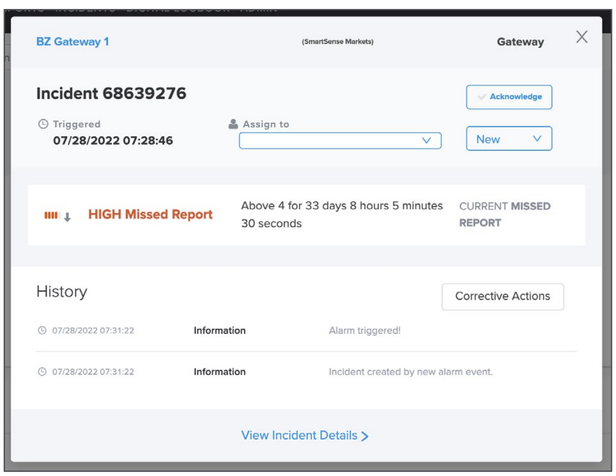


> Note: If you would like to view the gateway overview as cards (like you would in the mobile app) select the **VIEW AS** option in the right corner and select **CARD**.

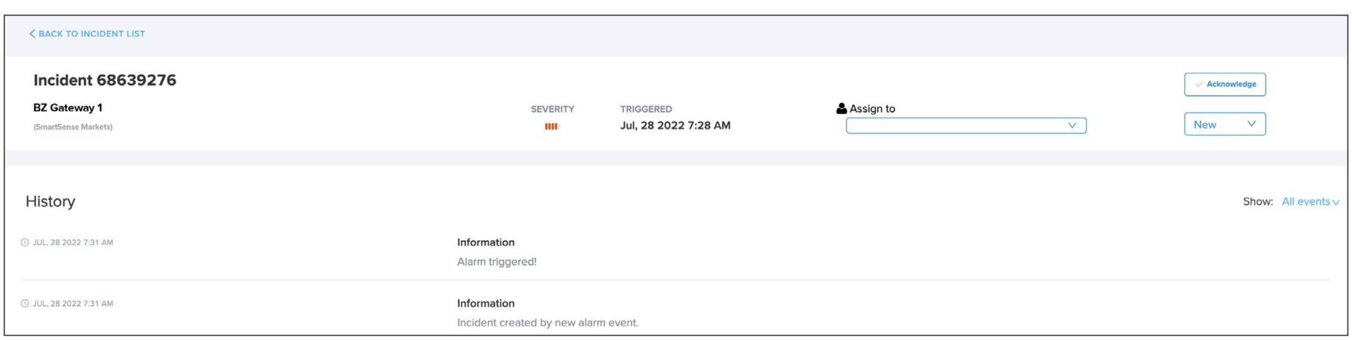
To view a gateway's details, select the **GATEWAY NAME**. On this page you will see the incident status in the right corner. If there are no incidents, the icon will be green and display "No Incidents." If there is an incident, the icon will be red, and the number of incidents will be displayed in the right corner.



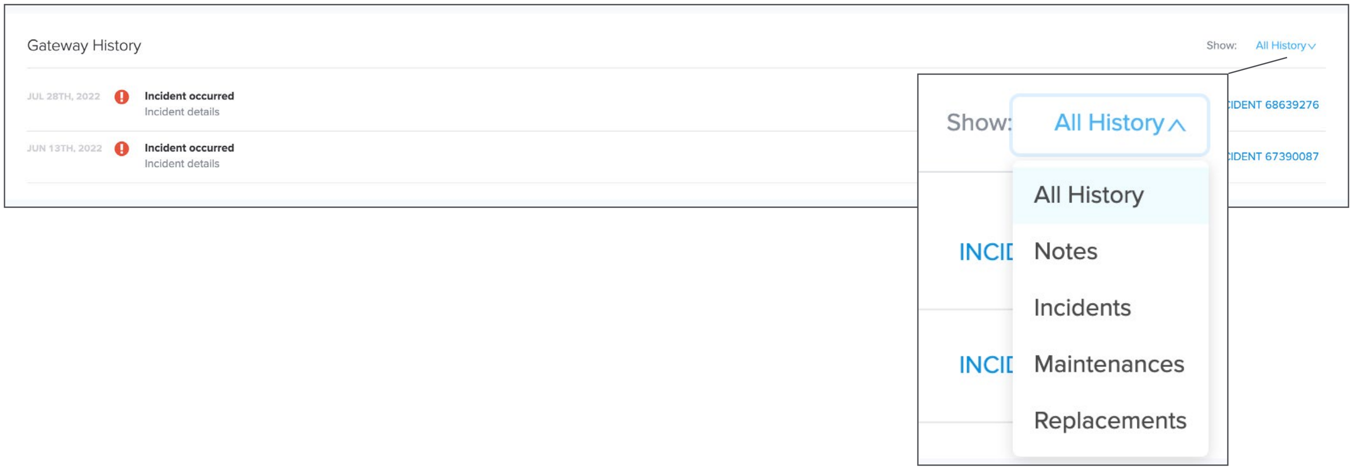
Clicking on the incident card will display a modal window with additional details and actions you can take to acknowledge the incident or apply corrective actions.



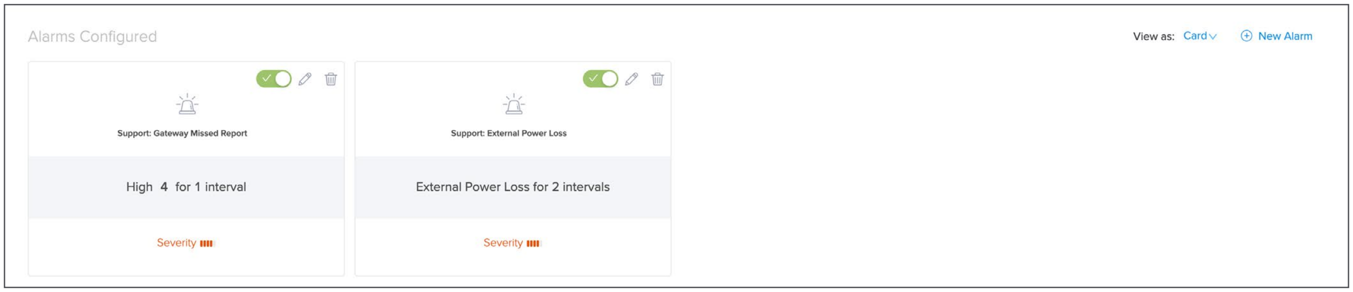
Selecting **VIEW INCIDENT DETAILS** at the bottom of the card will take you to the **INCIDENTS** tab (you can learn more about this under **INCIDENTS**).



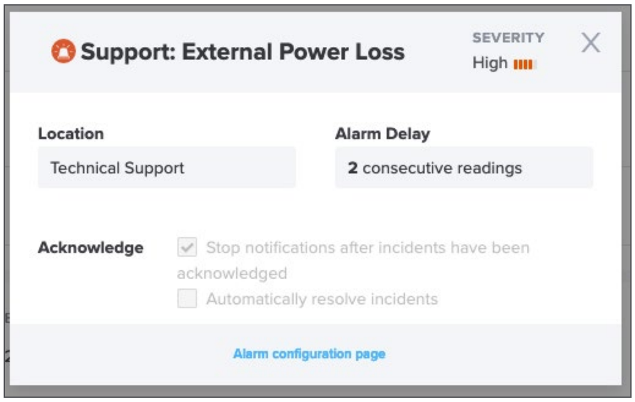
The next section on this screen is the **GATEWAY HISTORY**. Any incidents that have occurred will display here and clicking on the incident ID will display the incident card with additional details. If you wish to filter the data, click the dropdown in the right corner to switch from All History to Notes, Incidents, Maintenance, or Replacements.



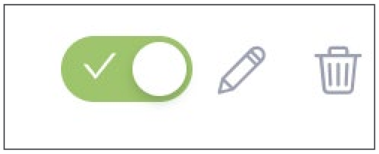
The last section on this page is **ALARMS CONFIGURED**. If you have alarms configured, you may see active alarms if a gateway report is missed, there is an external power loss, etc.



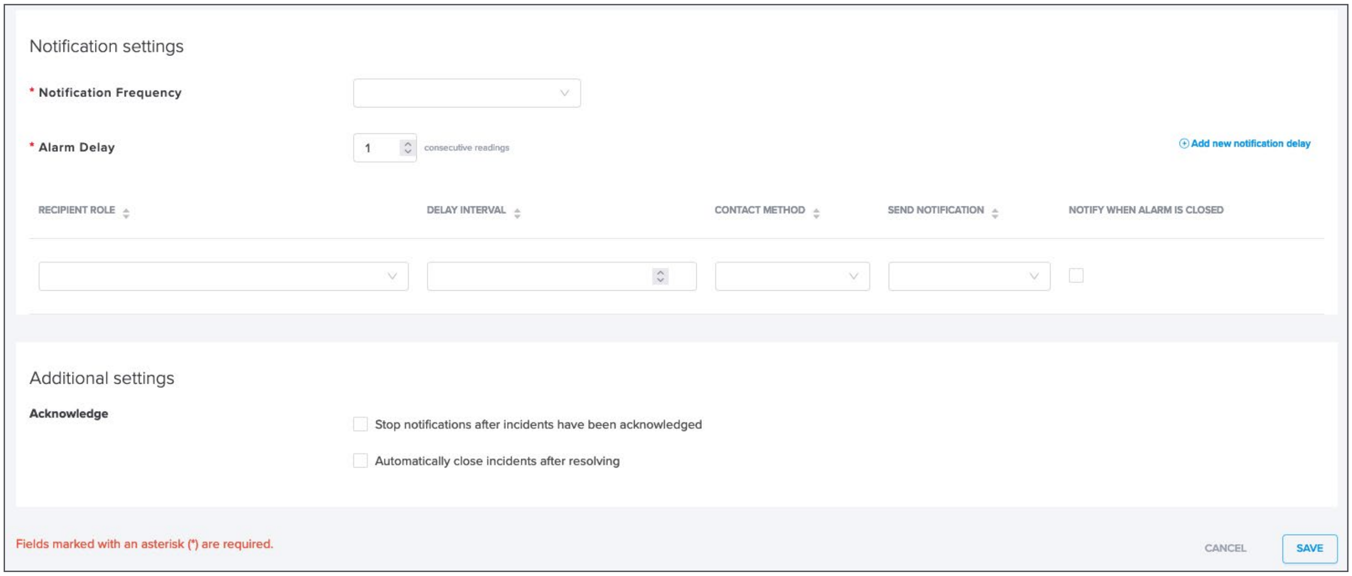
Selecting the alert for the alarm will display a modal window that includes the Threshold, Alarm Delay, Location, Acknowledgment, and the Severity in the top right corner. You can close the modal window by selecting the "x" in the right corner.



If you wish to modify an existing alarm, you can select the **EDIT** or **DELETE** icons or toggle the alarm off.



If you wish to add a new alarm, select **+ NEW ALARM**. Fill out the required fields then select **SAVE**.

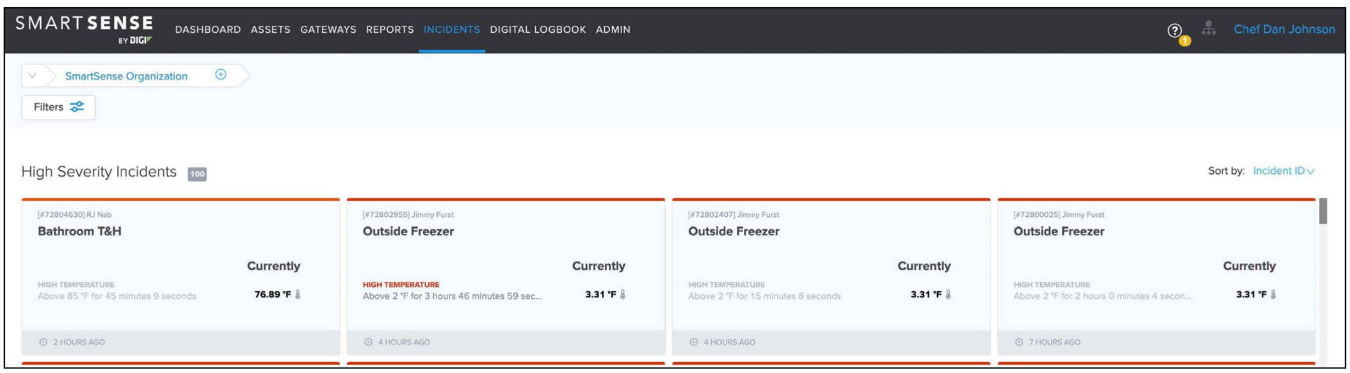


INCIDENTS

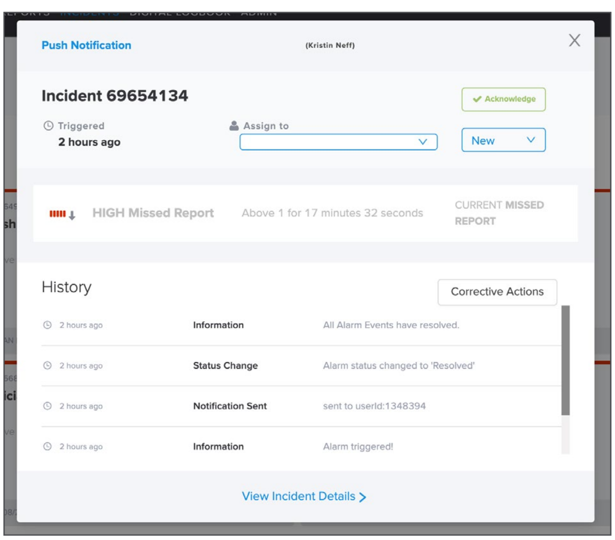
Incidents are occurrences that generate when an alarm is triggered. Once an incident is created, the data is logged into the SmartSense cloud system and authorized users receive a notification via phone, text, or email. To review incidents, log in to your SmartSense account and navigate to the **INCIDENTS** tab.

If all your assets, sensors, and gateways are behaving as expected, there should be no incidents reported on this page. However, if there is an urgent issue that you need to immediately address, **HIGH SEVERITY INCIDENTS** will be displayed at the top of the page (the severity level of an incident can be adjusted by authorized administrators).

You can filter incidents in the top left corner by selecting **FILTERS**, choosing an option, and selecting **APPLY CHANGES**. In the incident card you can view the incident ID, incident name, incident description, time the incident was reported, and a "currently" label for real-time trends.

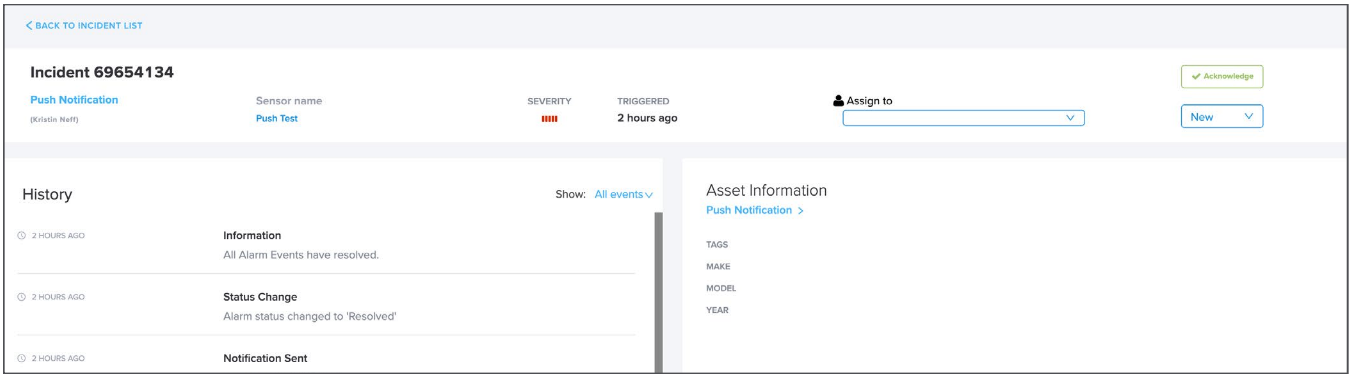


If you select the incident card, a modal window will appear with additional details and actions that you can take to manage the incident.



Clicking **VIEW INCIDENT DETAILS** at the bottom of the modal window will take you to a page where you can view the full history of the incident, asset information, and a detailed graph with temperature and/or humidity readings dating back to a month prior.

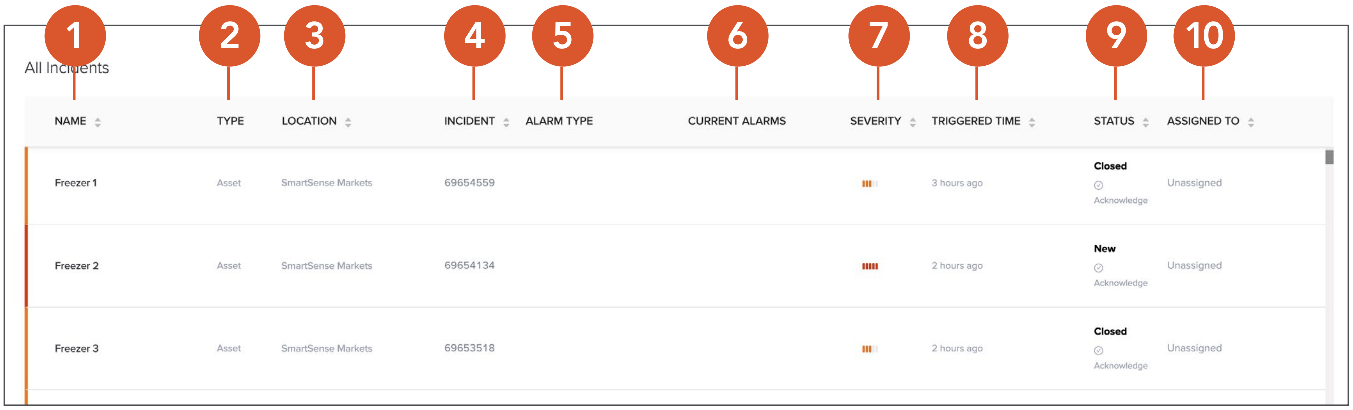
To return to the previous page, select **BACK TO INCIDENT LIST** in the top left corner.



Below the High Severity Incidents, you can view **ALL INCIDENTS**, which are all incidents that have occurred. In this section you can view:

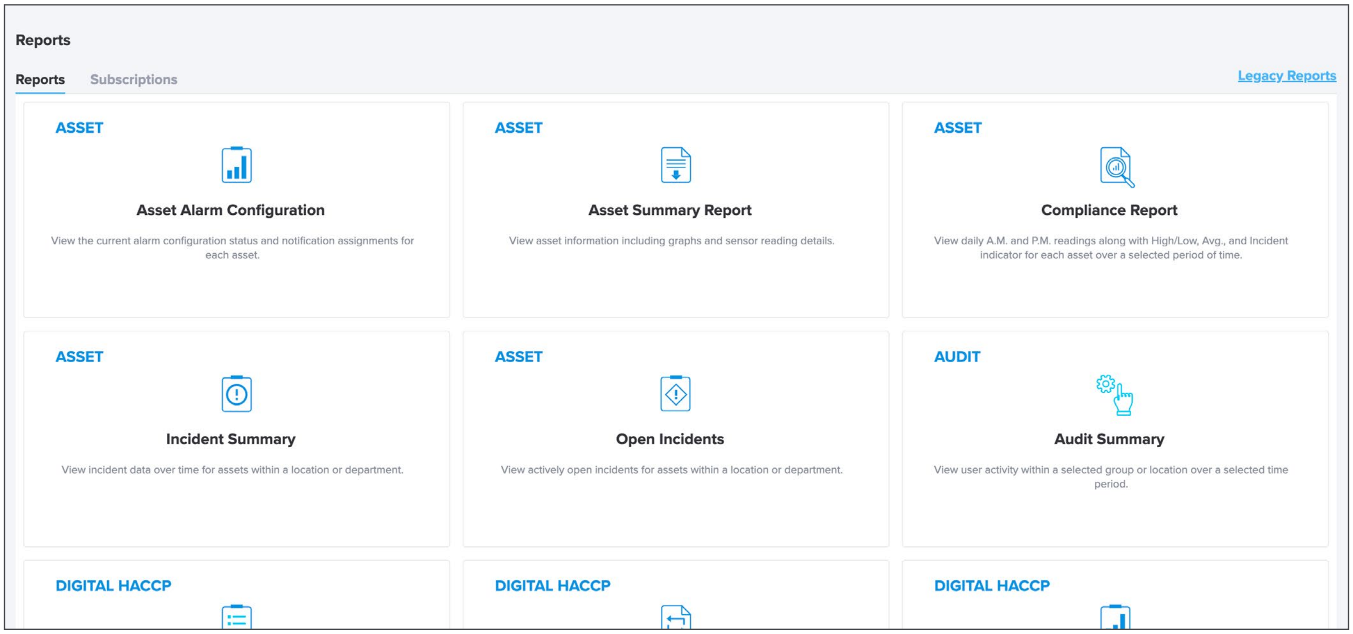
1. **Name** — the label of the asset where the incident occurred
2. **Type** — the incident category
3. **Location** — the name of the person who owns the asset
4. **Incident** — 8-digit code assigned to the incident
5. **Alarm Type** — the assigned category and urgency of the alarm
6. **Current Alarms** — alarms that are active on the asset that have not been acknowledged
7. **Severity** — the icon shows the level of impact of the incident, with one bar indicating low severity and five bars indicating high severity
8. **Triggered Time** — the time and/or date the incident occurred
9. **Status** — this will be New or Closed depending on whether the incident has been acknowledged
10. **Assigned To** — the person who managed the incident (will display an "Unassigned" status otherwise)

All Incidents is not an interactive area and is used for auditing purposes only.



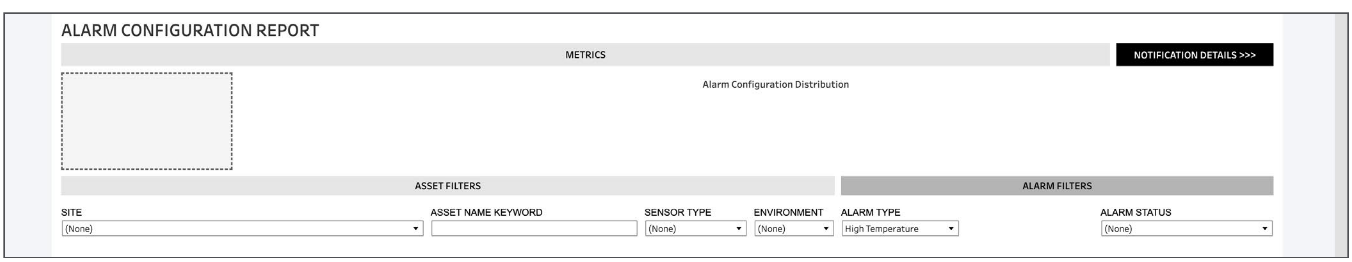
REPORTS

A report is an output of collected data related to various activities within the SmartSense solution. Reports are helpful tools that allow you to recognize patterns and readings as they pertain to incidents, checklists, recorded temperatures, etc. To access your reports, log in to your SmartSense account and select the **REPORTS** tab. Here you can view a list of all available reports related to assets, audit, or digital HACCP. Depending on your organization's settings, you may not see some of these categories.



Note: If you are looking for Legacy Reports, you can find this feature in the upper right corner of the Reports page.

To run a report, select the report and a new page will open. The report will be blank so that you can filter the criteria to specify the information you want to generate.



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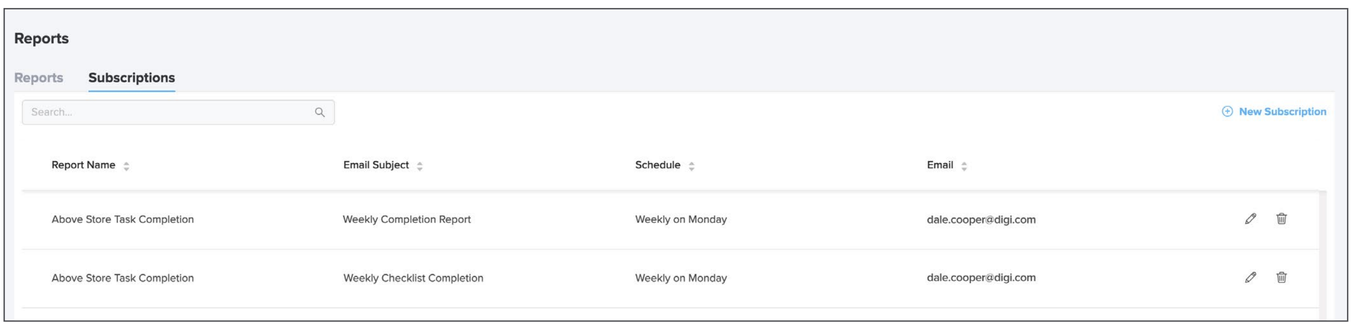
Once you are ready, select the **EXPORT BUTTON** in the upper-right corner of the screen then choose the format of your report. The download should begin within a few seconds and, once it generates, it will appear in the downloads folder on your device.

If you wish to generate another report, select the **REPORTS** tab again and follow the same process as you did above.

From the Reports section, you can also manage your subscriptions by selecting the **SUBSCRIPTIONS** tab. Here you will see the report name, email subject, schedule, and email where the subscription is sent. To create a new subscription, select **+ NEW SUBSCRIPTION** in the right corner.



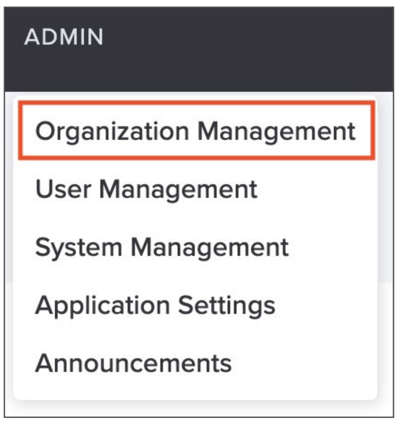
Complete the required fields (those marked with a red asterisk), then select **SAVE**. Alternatively, if you wish to create another checklist, select **SAVE + CREATE ANOTHER**.

ADMIN MANAGEMENT

The Admin tab is a place for authorized users to make global account changes under Organization Management, User Management, and System Management. Changes can only be made by Super Administrators or Administrators that have been assigned access.

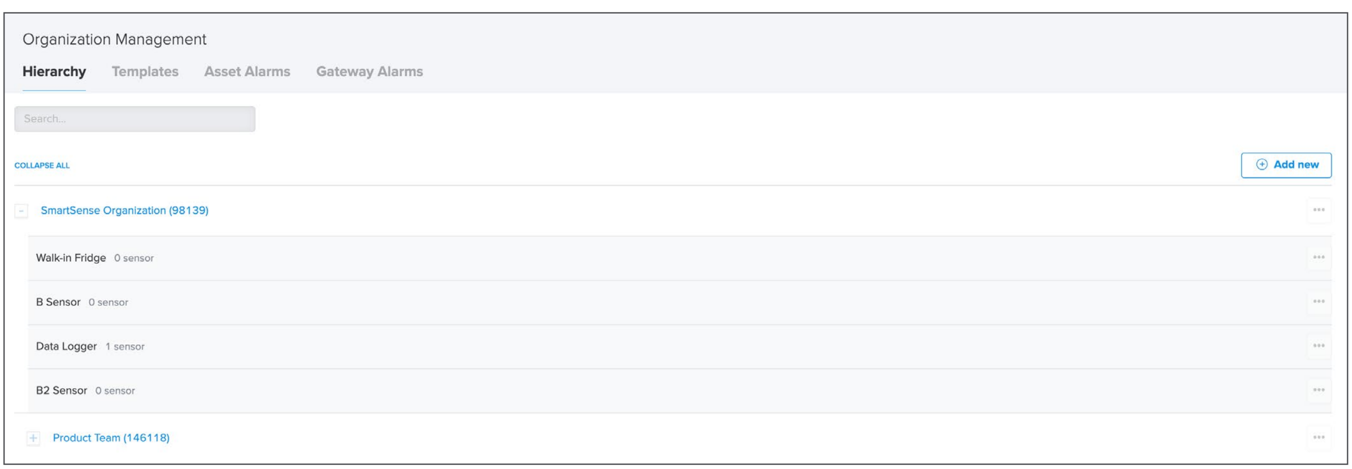
ORGANIZATION MANAGEMENT

Organization Management is where you can manage Hierarchy, Templates, Asset Alarms, and Gateway Alarms. To access this page, select the **ADMIN** tab and click **ORGANIZATION MANAGEMENT**. On this page, you will see several tabs where you can make customizations that are designed to help the SmartSense web app and mobile app sync seamlessly with each other.



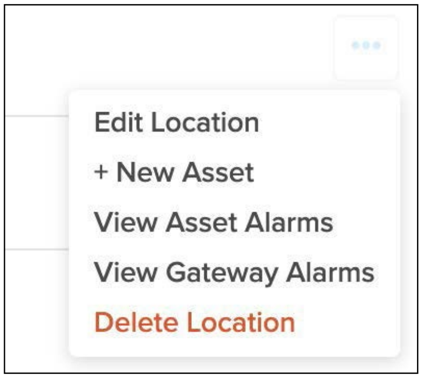
HIERARCHY

The Hierarchy tab is where you can view and manage all locations/departments within your SmartSense account. To locate a location/department, enter a keyword in the **SEARCH BAR** or expand the group level to navigate through the different levels until you locate the desired selection.

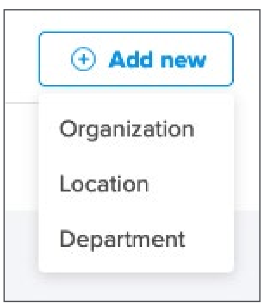


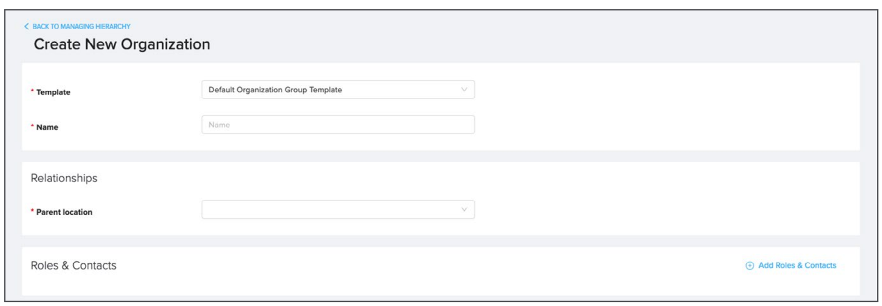
If you wish to make changes to an organization/location/department, select the **ELLIPSIS** (three dots) to the far right. This will display a menu with several options to choose from:

1. **Edit Organization/Location/Department** – manage the template and name, the relationship with the parent location, roles & contacts, and additional attributes
2. **+ New Asset** – create a new asset for the selected location/department
3. **View Asset Alarms** – if there are active alarms, you can inspect and manage the alarm details on this page
4. **View Gateway Alarms** – if there are active alarms, you can inspect and manage the alarm details on this page
5. **Delete Organization/Location/Department** - permanently remove one of the hierarchy groups



Alternatively, if you wish to create a new hierarchy, select **+ ADD NEW** in the right corner of the Hierarchy screen and choose an option from the dropdown. Complete the required fields then select **SAVE** to apply changes.



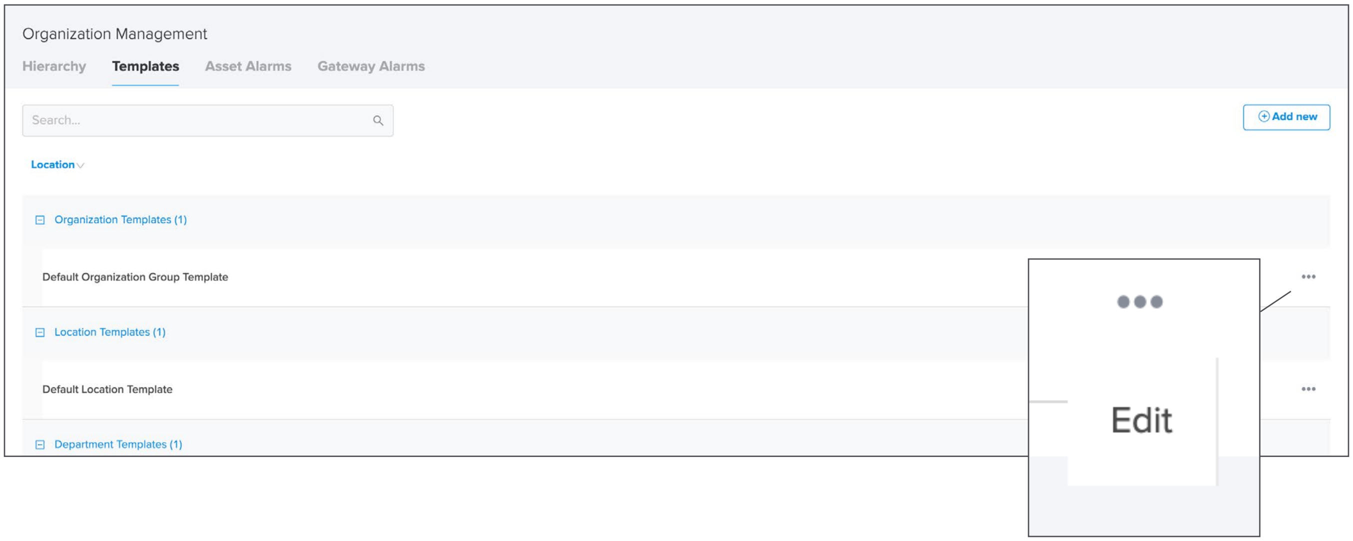


TEMPLATES

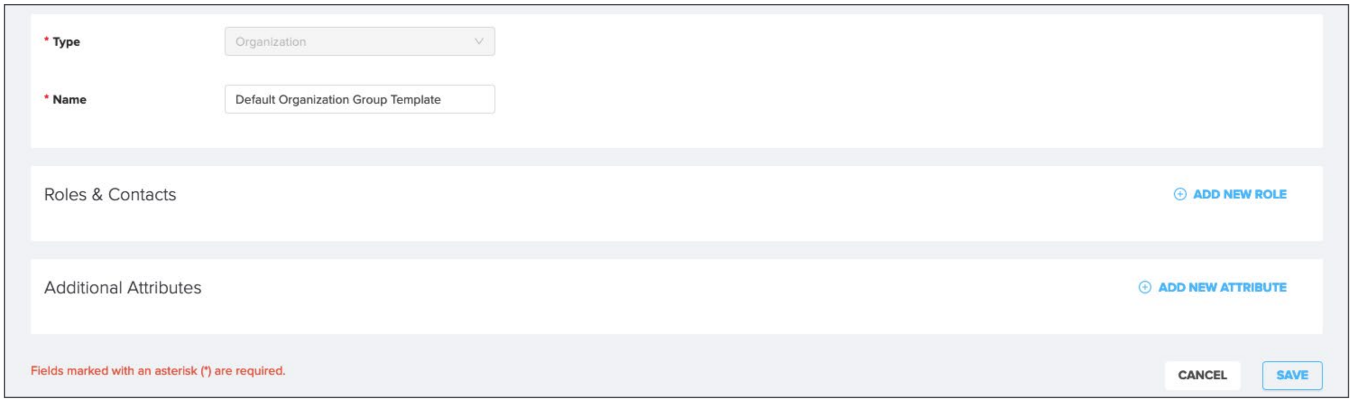
Templates can be created to ensure there is consistency within your hierarchy, allowing for preset fields, roles, and contacts. This results in saving time when creating new groups or locations.

...continued on next page

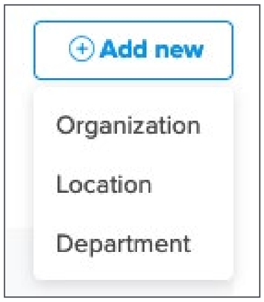
The Templates tab is where you can manage Organization, Location, and Department templates by entering a keyword in the **SEARCH BAR** or expanding the template hierarchy to find the desired selection. If you wish to make changes to a template, select the **ELLIPSIS** (three dots) to the far right then click **EDIT**.

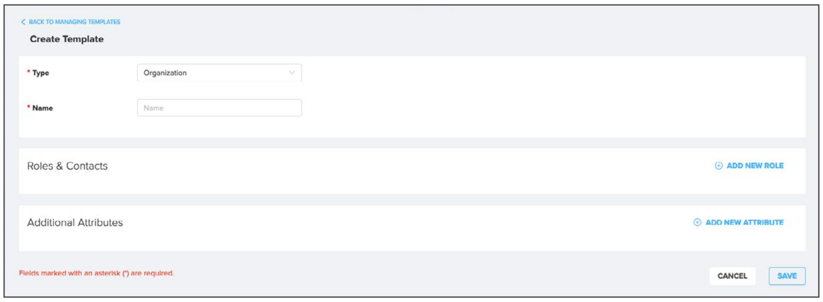


On this page you can edit the template type, name, roles & contacts, and additional attributes. Once you are done, select **SAVE** to apply changes.



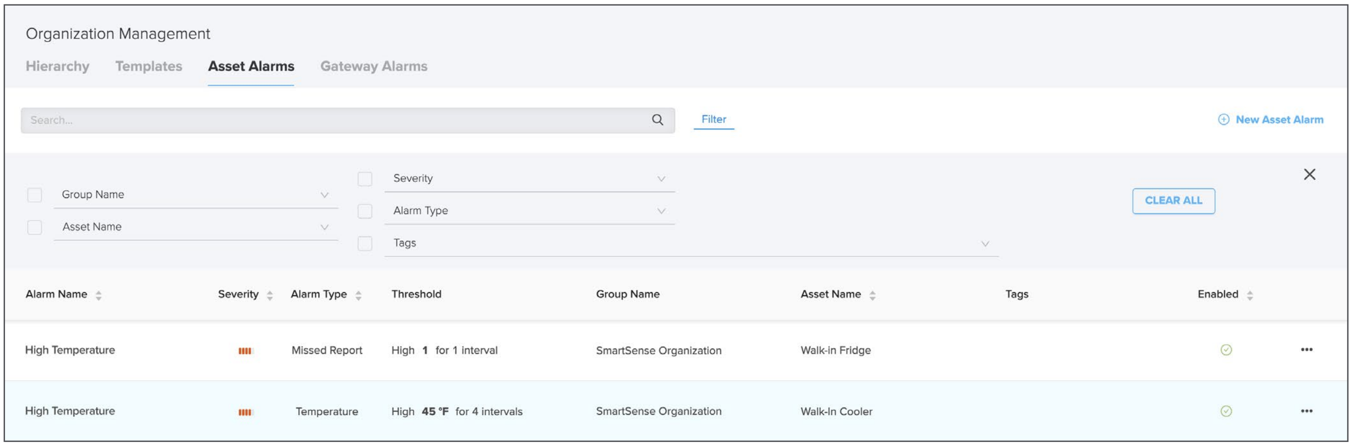
Alternatively, if you wish to create a new template select **+ ADD NEW** in the right corner of the Templates screen and choose an option from the dropdown. Complete the required fields then select **SAVE** to apply changes.



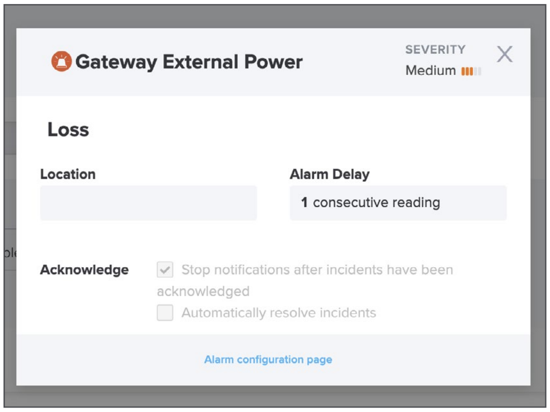


ASSET ALARMS

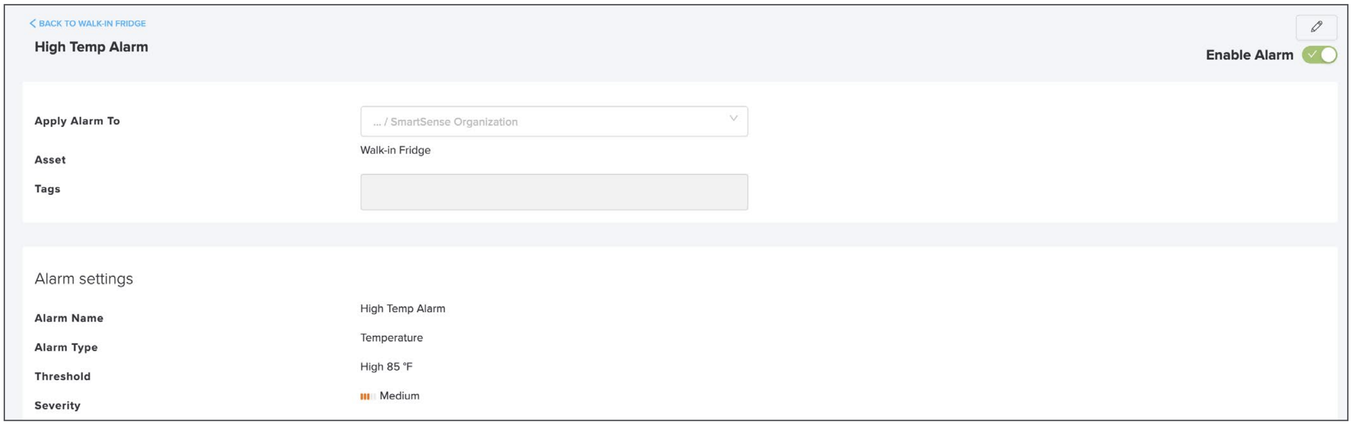
The Asset Alarms tab is where you can view and manage asset alarms within your account hierarchy. To locate an alarm, you can enter a keyword in the **SEARCH BAR**, use the filters, or scroll through the list of alarms.



To learn more about an alarm, select the **ALARM NAME** to display a modal window. Here you can view additional details or select **ALARM CONFIGURATION PAGE** to modify the alarm settings.

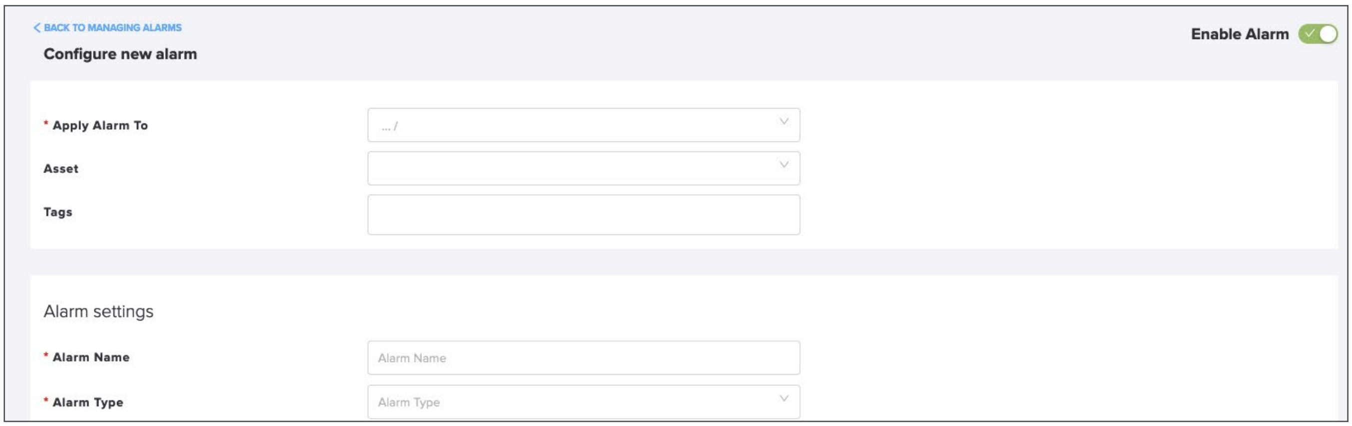


Once you are done making changes, select the back button in the top left corner.



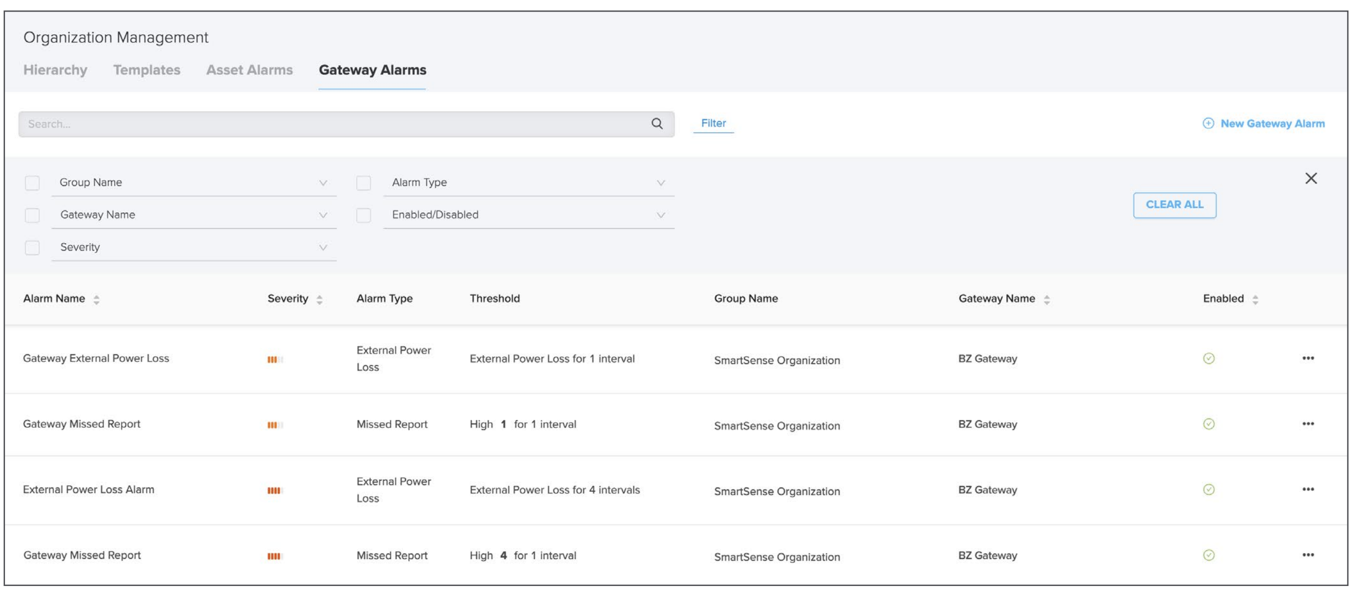
In addition to managing existing alarms, you can add a new alarm by selecting **+ NEW ASSET ALARM** in the top right corner.

Complete the required fields then select **SAVE** in the bottom right corner to apply changes. Alternatively, select **SAVE + CREATE ANOTHER** if you wish to add more than one alarm.

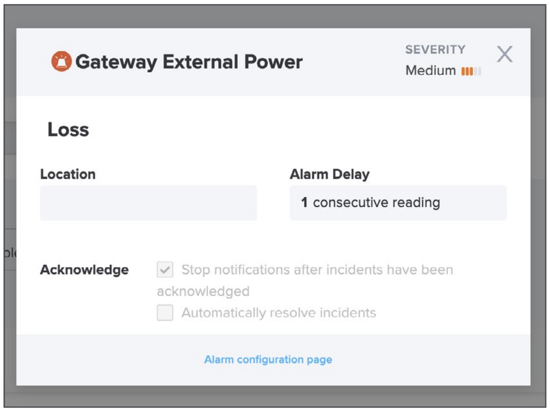


GATEWAY ALARMS

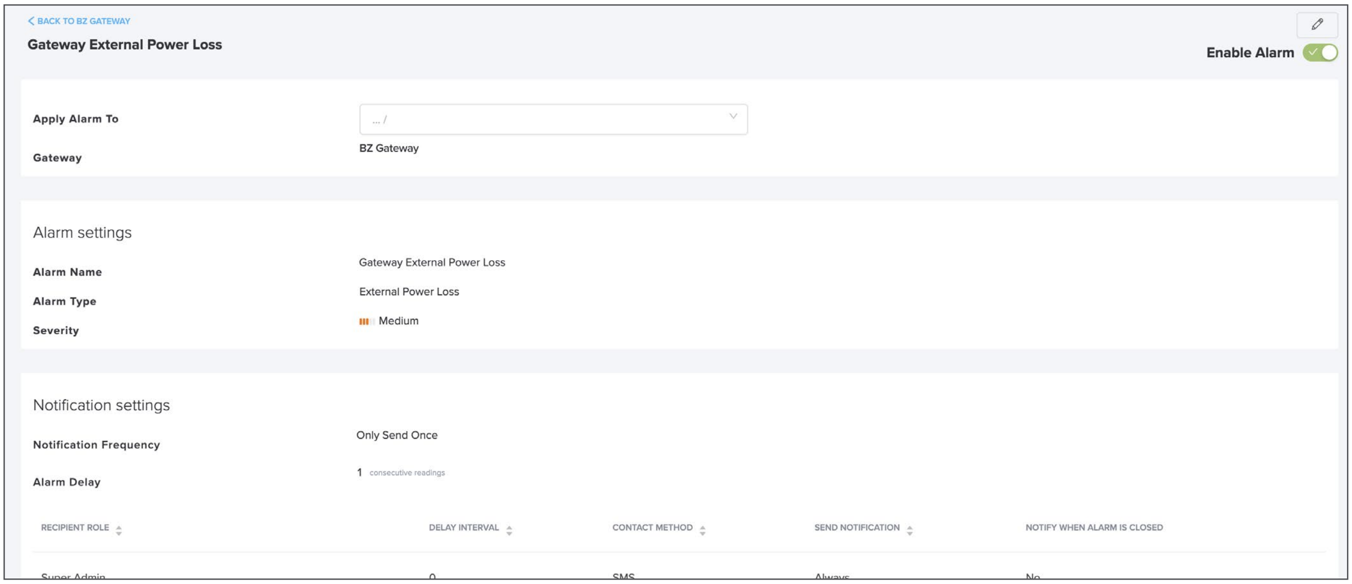
The Gateway Alarms tab is where you can view and manage asset alarms within your account hierarchy. To locate an alarm, you can enter a keyword in the **SEARCH BAR**, use the filters, or scroll through the list of alarms.



To learn more about an alarm, select the **ALARM NAME** to display a modal window. Here you can view additional details or select **ALARM CONFIGURATION PAGE** to modify the alarm settings.

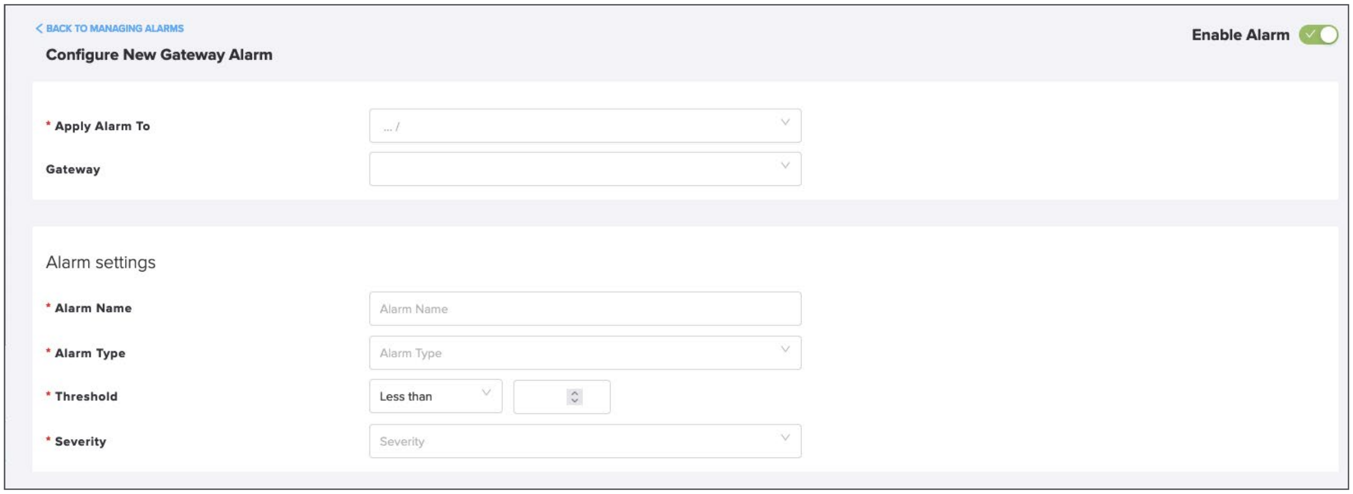


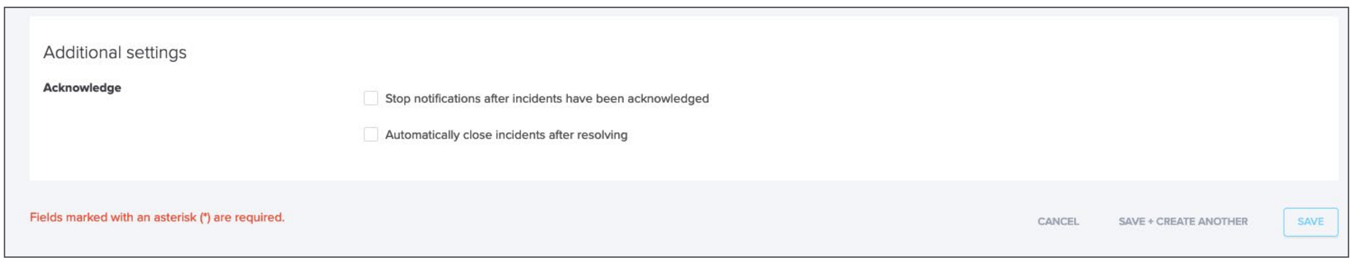
Once you are done making changes, select the back button in the top left corner.



In addition to managing existing alarms, you can add a new alarm by selecting **+ NEW GATEWAY ALARM** in the top right corner.

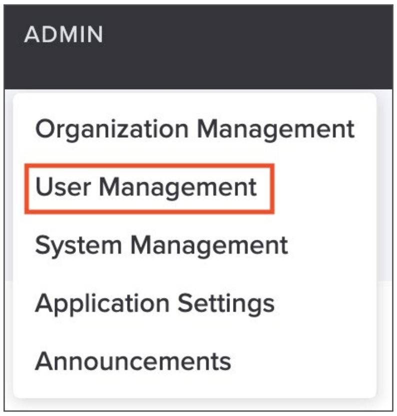
Complete the required fields then select **SAVE** in the bottom right corner to apply changes. Alternatively, select **SAVE + CREATE ANOTHER** if you wish to add more than one alarm.

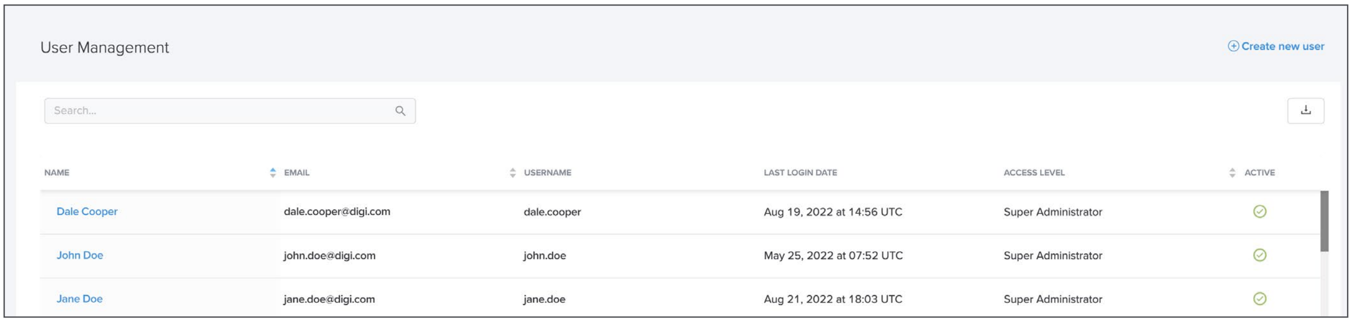




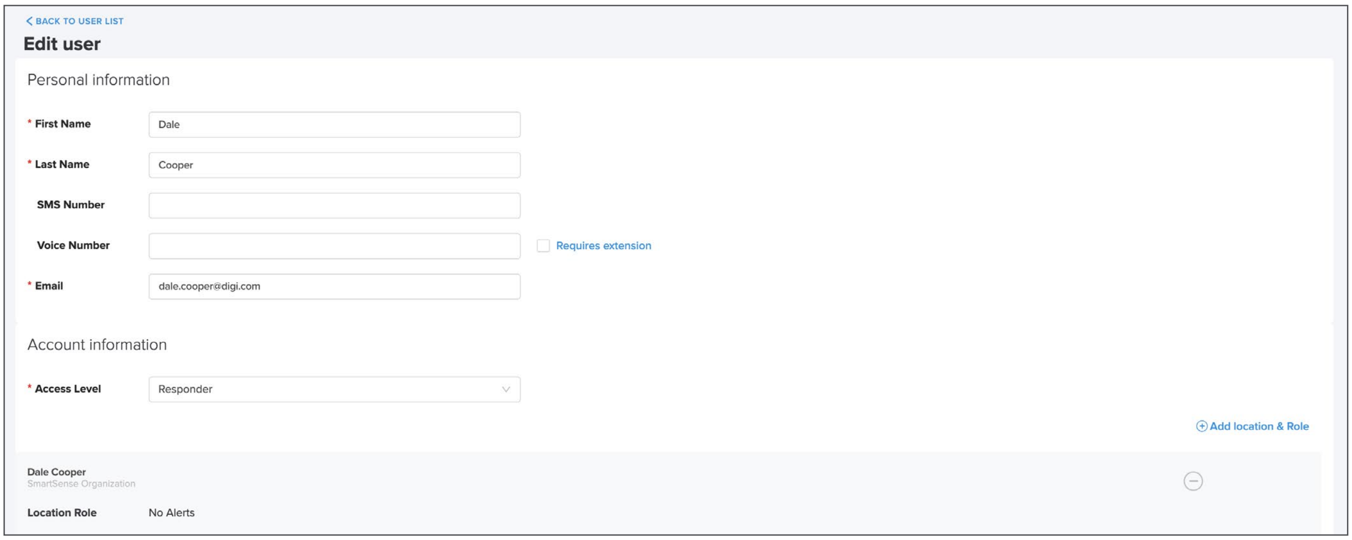
USER MANAGEMENT

The User Management tab is where you can manage all users and user permissions within your SmartSense account. To get started, select the **ADMIN** tab then click **USER MANAGEMENT**. On this page you can view all existing users. To find a specific user, enter their **NAME**, **USERNAME**, or **EMAIL** in the **SEARCH BAR** or scroll through the list of users.



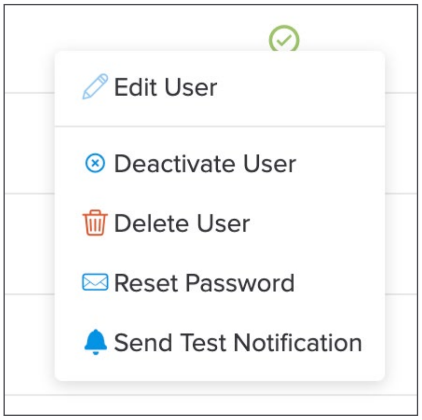


If you wish to edit a user, click the **NAME** and you will be taken to the **EDIT USER** page. On this page you can modify the user's name, phone number, email, access level, role, location, and device. Once you are done making changes, select **SAVE** in the bottom right corner.

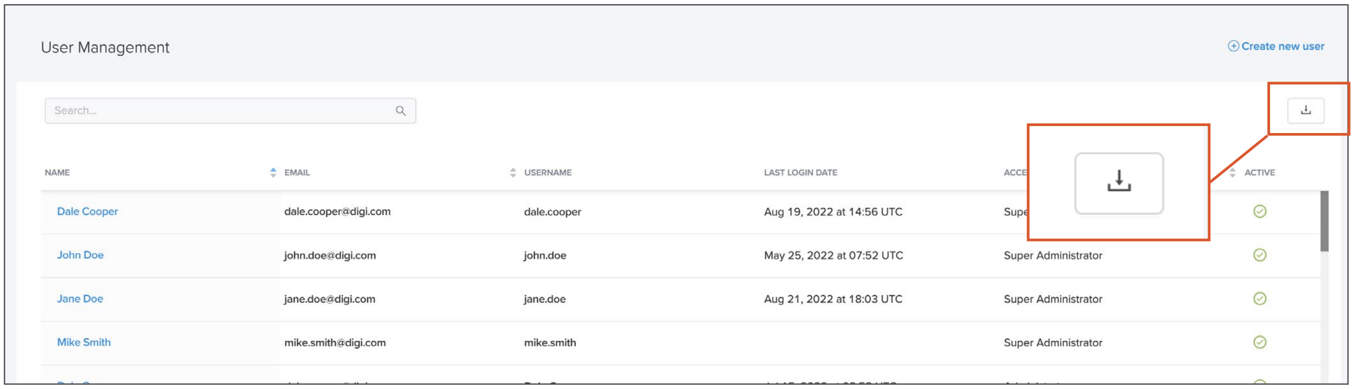


In addition to editing a user's information, you can modify other settings by hovering over and clicking the **ELLIPSIS** (three dots) to the far right of the user's name. This is another method to edit the user, but you will also see options to:

1. **Deactivate User** – if a user is deactivated, they will no longer receive notifications or be able to log in, but they can be reactivated later
2. **Delete User** – if you delete a user, the user will be removed from the account (deleted usernames may be reused by new users)
3. **Reset Password** – an email will be sent to the email assigned to the user with password reset instructions
4. **Send Test Notification** – if a user is having trouble receiving SMS notifications, emails, or phone calls, this test can be used to verify whether there is an issue with the SmartSense settings or the user's email/phone service provider



If you need a printable list of all users to check the login history, review assigned phone numbers, or validate other user information, go to the User Management screen and download a CSV (comma-separated values) file by selecting the **DOWNLOAD ICON** in the top right corner. Within a few seconds, the download will begin and save the file to your device under your downloads folder.



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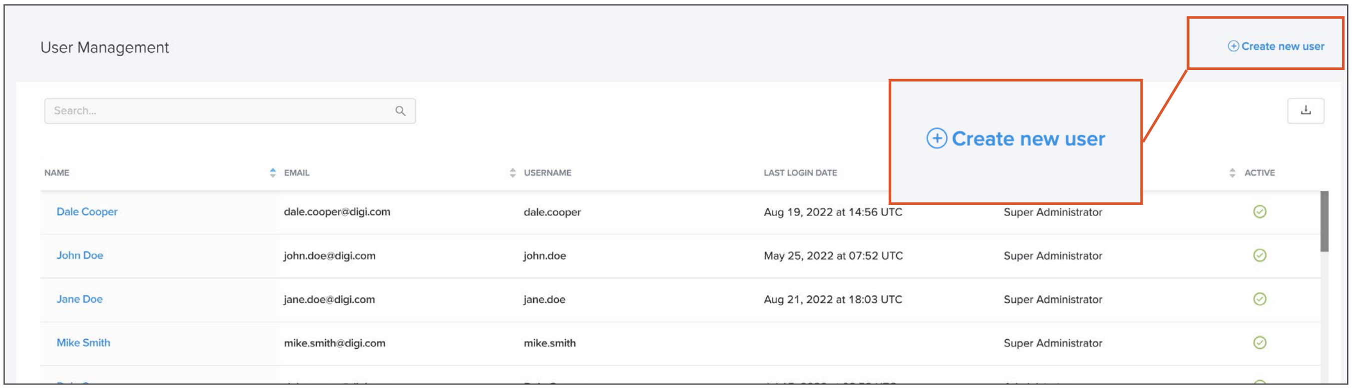
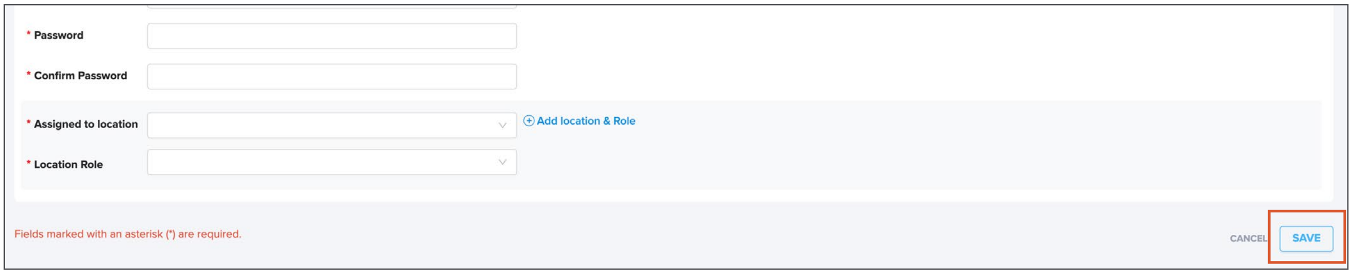
Additionally, you can add a new user from the User Management screen by selecting **+ CREATE NEW USER** in the top right corner.

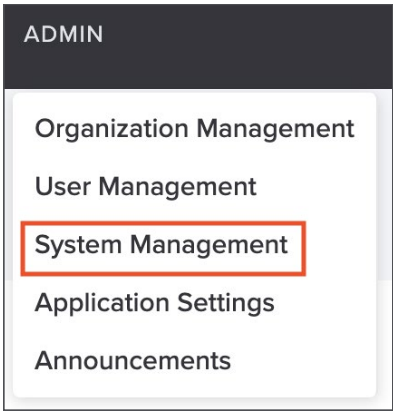


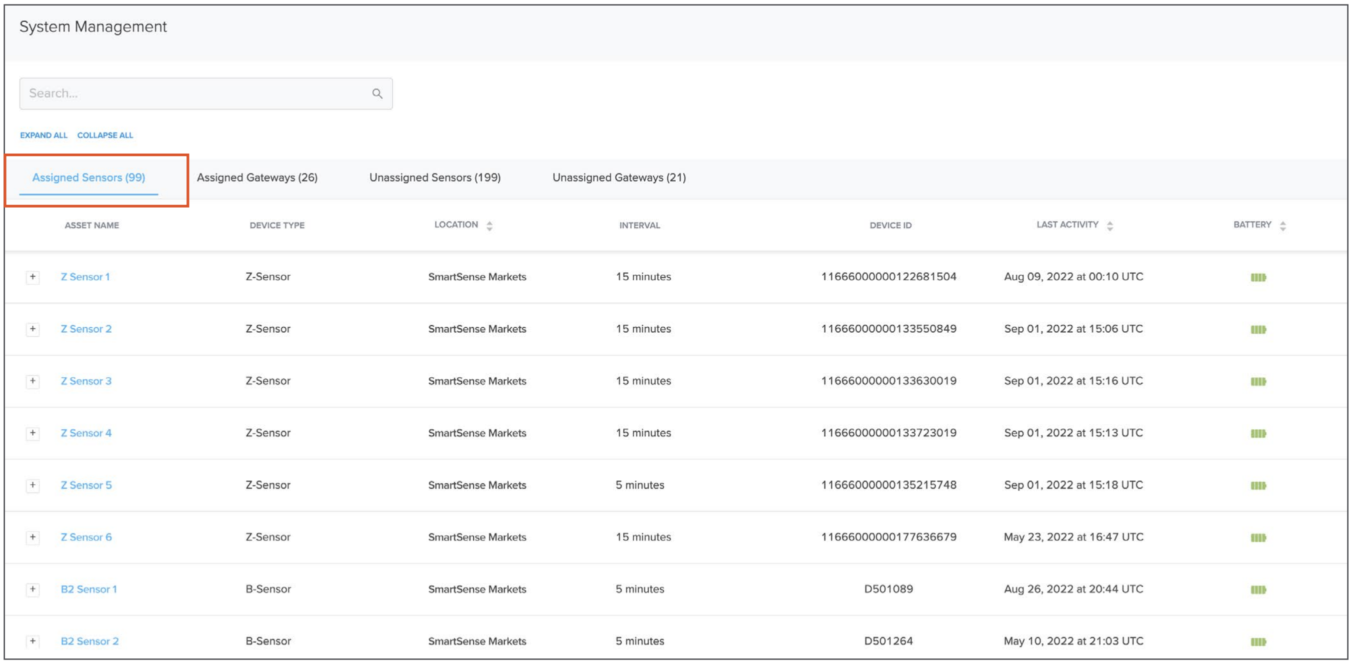
Additionally, you can add a new user from the User Management screen by selecting **+ CREATE NEW USER** in the top right corner. Complete the required fields then select **SAVE** to create the user.



SYSTEM MANAGEMENT

The System Management tab is where you can view and manage hardware, including assigned/unassigned assets and gateways. While hardware configurations often occur through the SmartSense Install app, you can also complete configurations under System Management. To access this page, select the **ADMIN** tab then click **SYSTEM MANAGEMENT**. On the next screen, you will see the Assigned Sensors tab and the total number in parentheses.

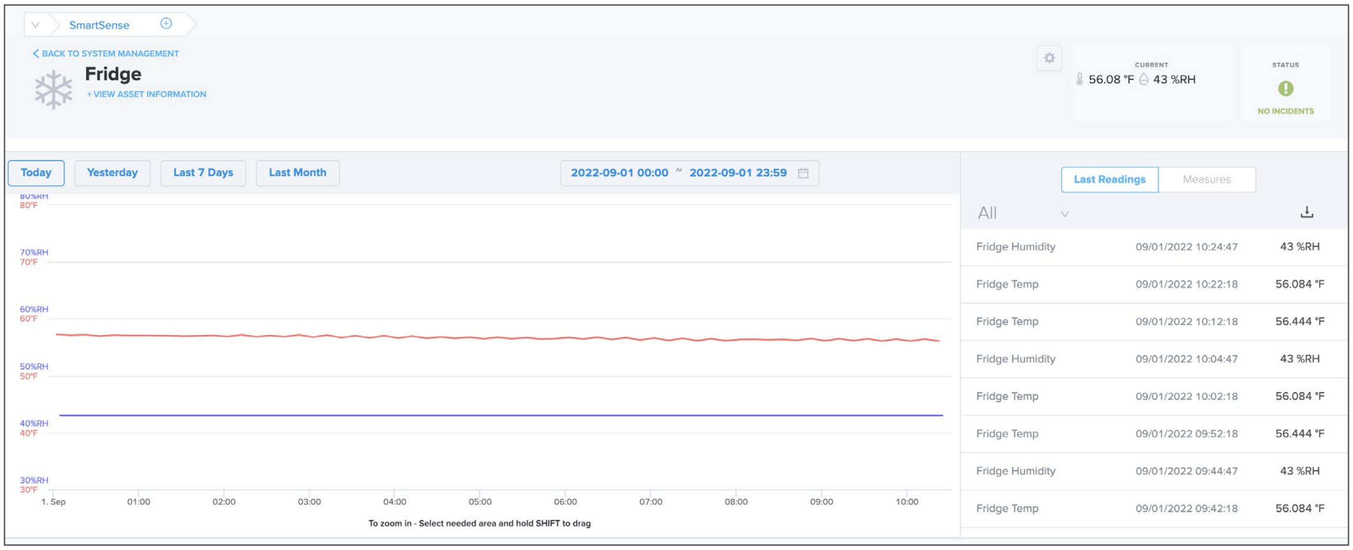




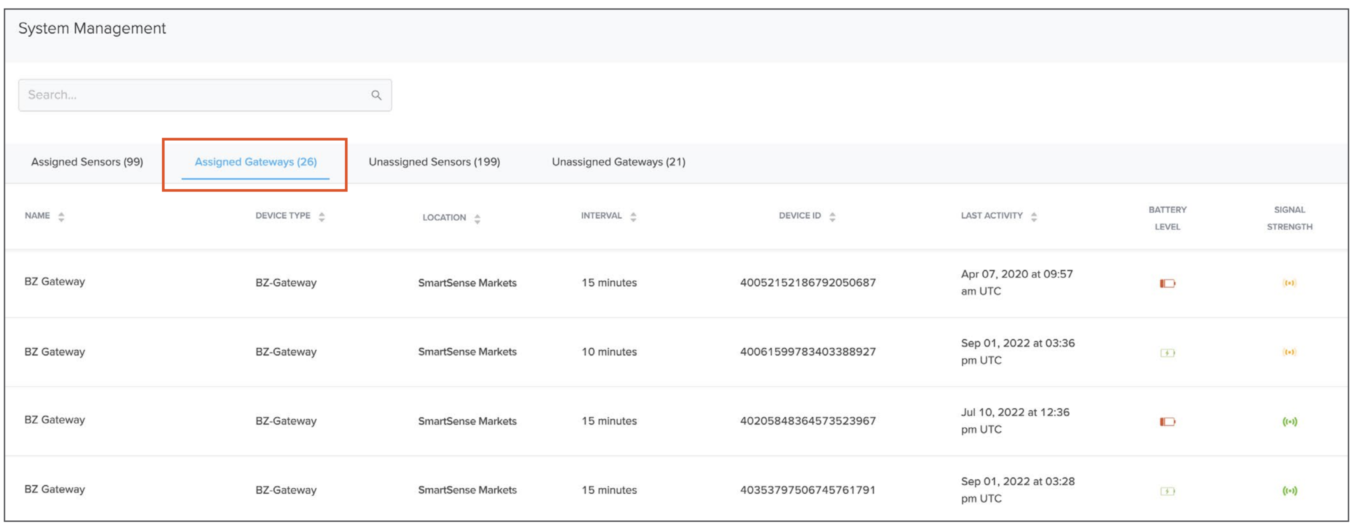
ASSET NAME	DEVICE TYPE	LOCATION	INTERVAL	DEVICE ID	LAST ACTIVITY	BATTERY
Z Sensor 1	Z-Sensor	SmartSense Markets	15 minutes	11666000000122681504	Aug 09, 2022 at 00:10 UTC	
Z Sensor 2	Z-Sensor	SmartSense Markets	15 minutes	11666000000133550849	Sep 01, 2022 at 15:06 UTC	
Z Sensor 3	Z-Sensor	SmartSense Markets	15 minutes	11666000000133630019	Sep 01, 2022 at 15:16 UTC	
Z Sensor 4	Z-Sensor	SmartSense Markets	15 minutes	11666000000133723019	Sep 01, 2022 at 15:13 UTC	
Z Sensor 5	Z-Sensor	SmartSense Markets	5 minutes	11666000000135215748	Sep 01, 2022 at 15:18 UTC	
Z Sensor 6	Z-Sensor	SmartSense Markets	15 minutes	11666000000177636679	May 23, 2022 at 16:47 UTC	
B2 Sensor 1	B-Sensor	SmartSense Markets	5 minutes	D501089	Aug 26, 2022 at 20:44 UTC	
B2 Sensor 2	B-Sensor	SmartSense Markets	5 minutes	D501264	May 10, 2022 at 21:03 UTC	

If you want to find a specific sensor, you can enter the **ASSET NAME** or **DEVICE ID** in the **SEARCH BAR** or scroll through the list of sensors to locate the one you are looking for. If you choose to search by ID, you can enter the **LAST FOUR DIGITS** if it is a long code. However, if it is a short code you are trying to locate, enter every character within the ID.

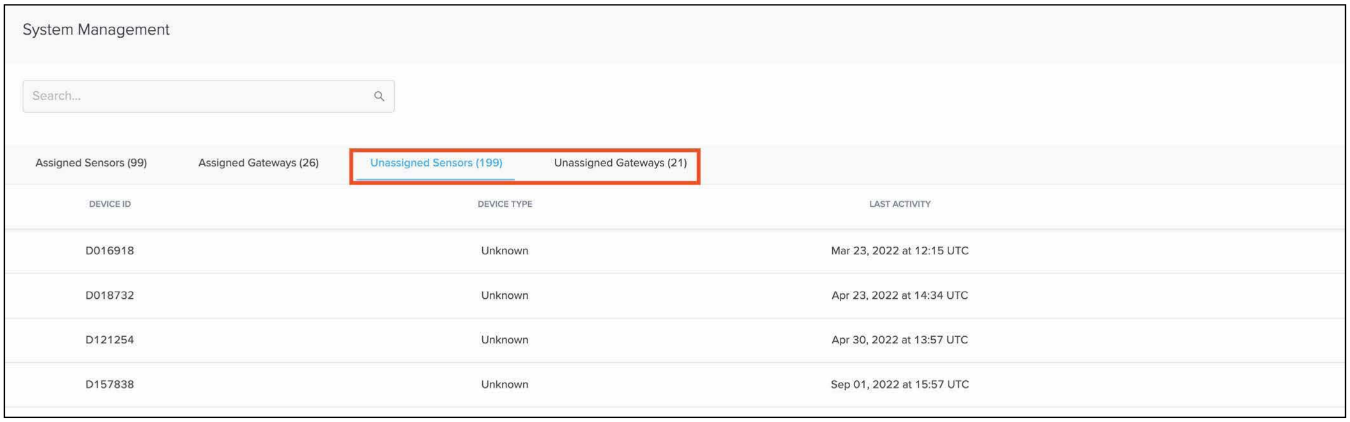
To view more details for the assigned sensor, click the **ASSET NAME** and you will be redirected to the asset details screen. Here you can view an interactive graph that displays the temperature and/or humidity measurements for the asset, dating back to as far as a month prior. As you scroll down the page, you can view more details such as Asset History, Sensors, and Alarms Configured (if you wish to learn more about this page, please see the **ASSETS** section).



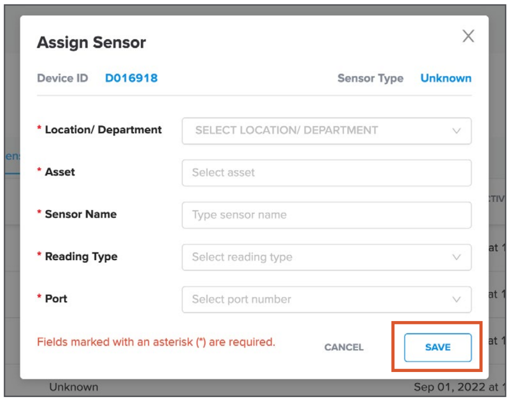
On the System Management screen, you can also view assigned gateways by selecting the **ASSIGNED GATEWAYS** tab. This page looks like the Assigned Sensors tab, and you can search for gateways in the same way as you would a sensor. However, you cannot click on the name of a gateway to display additional details (if you are looking for more information on gateways, please see the **GATEWAYS** section).

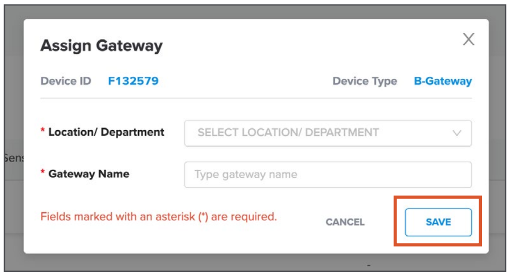


The final two tabs you can view and manage on the System Management screen are **UNASSIGNED SENSORS** and **UNASSIGNED GATEWAYS**. Typically, sensors and gateways appear under these tabs if the hardware has not yet been set up, if your organization keeps backup items in the inventory, or if the hardware was recently disabled.



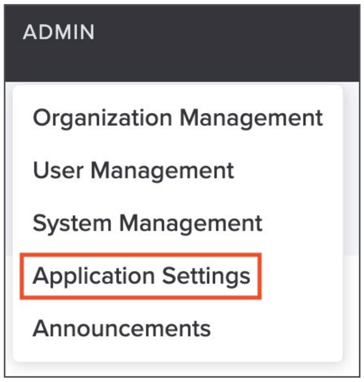
To find a specific item, search by **DEVICE ID** in the **SEARCH BAR** or scroll through the list of sensors/gateways to find a specific asset. If you choose to search by ID, you can enter the **LAST FOUR DIGITS** if it is a long code. However, if it is a short code you are trying to locate, enter every character within the ID. To configure a sensor or gateway, hover your cursor to the far right of the device ID and click **ASSIGN** to display a modal window. Here you can configure the sensor/gateway by completing the required fields and selecting **SAVE** in the bottom right corner to apply changes.



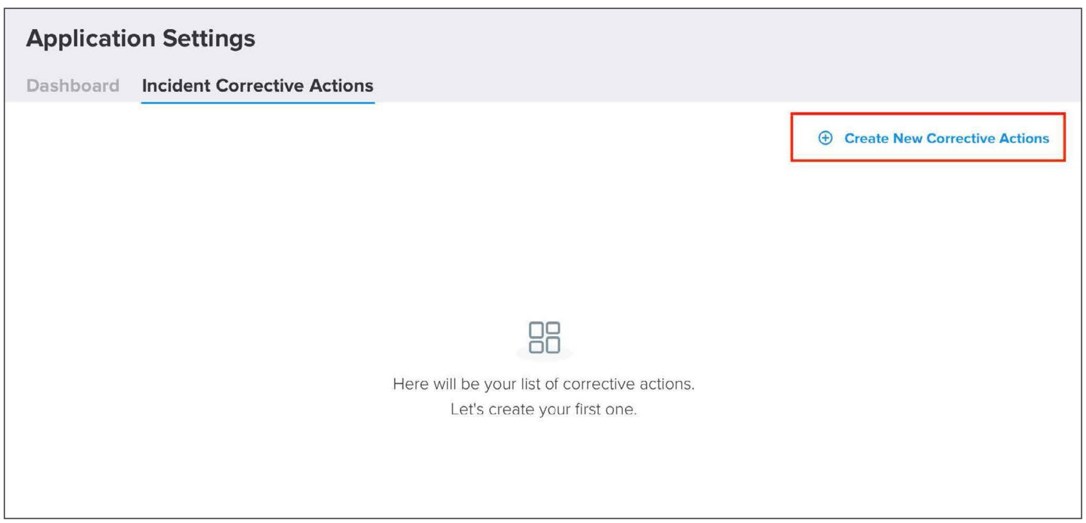


APPLICATION SETTINGS

The Application Settings tab is where you can view and manage incident corrective actions. Select the **ADMIN** tab and click **APPLICATION SETTINGS** from the drop-down, then click the **INCIDENT CORRECTIVE ACTIONS** tab. This page will display current corrective actions lists or allow you to create a new corrective actions list.



On this page, you will also find the **ENABLE ACTIONS** toggle button that permits the use of configured Corrective Actions within your account. When disabled, you will only be able to enter free text corrective actions.
To start creating corrective actions, select **CREATE NEW CORRECTIVE ACTIONS** in the upper-right corner.



On this page, you will need to enter a **NAME** for the corrective actions list to easily identify it. Next, select **ADD NEW CORRECTIVE ACTION** and enter an action in the text box. The character limit for this section is 150. You can add multiple corrective actions (up to 25) to the list, and, as you add new corrective actions, you can reorder them by simply dragging and dropping them to the desired location.

The display order will match what the end user will see when selecting from the list within an incident. If you want to delete a corrective action, select the **TRASH** icon to the right of the corrective action.

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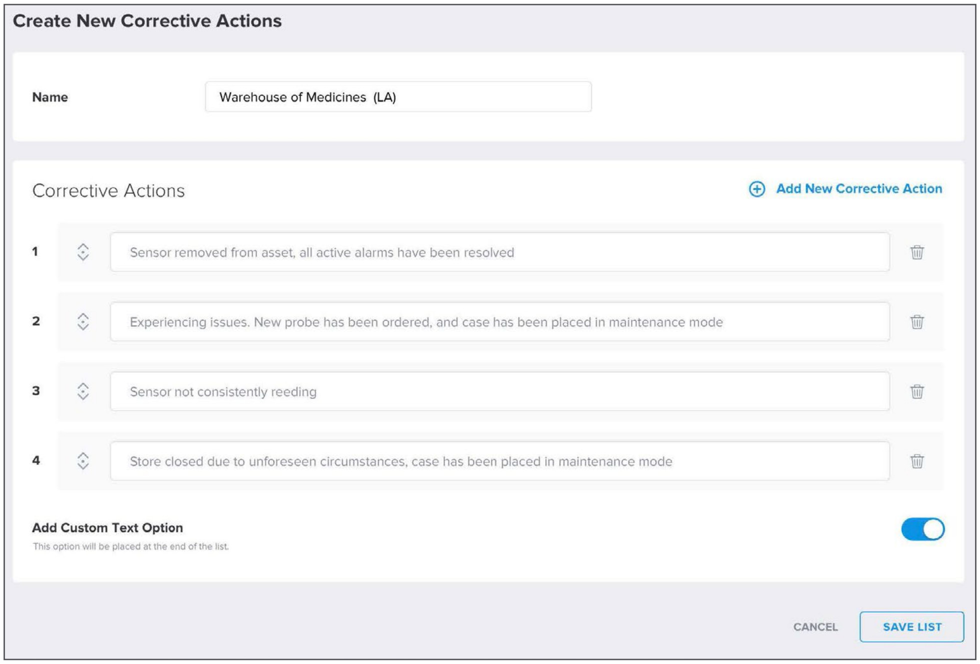
ADD CUSTOM TEXT (the blue toggle button) is turned on by default. This is recommended to be left on so that users can enter optional text if the corrective actions available do not apply to the incident.

Note: A Corrective Action List must exist for the Enable Actions feature to be enabled.

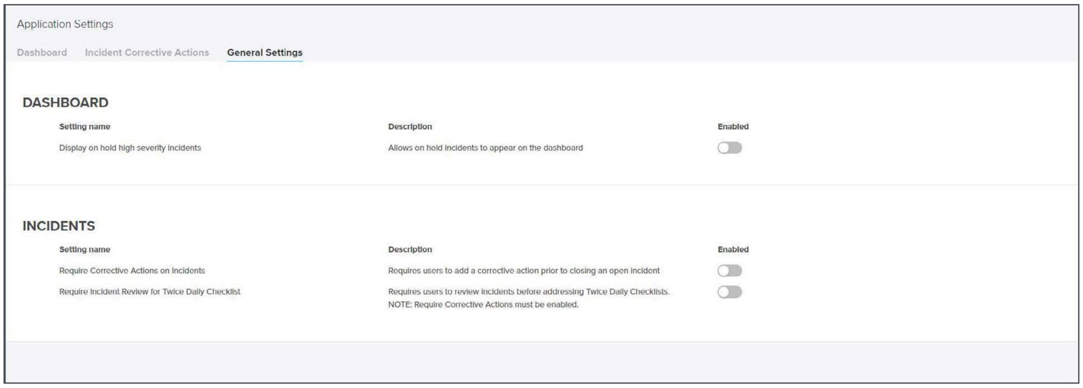


Once you are done adding corrective actions, select **SAVE LIST** in the bottom-right corner. You will be redirected to the **INCIDENT CORRECTIVE ACTIONS** page where you can view the corrective actions list, and the last date and time that it was edited. To edit the list, select the **PENCIL ICON** then click **EDIT CORRECTIVE ACTIONS.**

Note: Currently, only one list of corrective actions can be created.

GENERAL SETTINGS

This tab is only accessible to Super Administrator users and is used to control different areas of the SmartSense Web App such as the Dashboard, Incidents, and Assets. When you navigate to the General Settings tab, you will see the setting name and the description. The **TOGGLE BUTTON** allows you to enable/disable the setting.



DASHBOARD allows you to manage functionality within the Dashboard page. The setting name **DISPLAY ON HOLD HIGH SEVERITY INCIDENTS** allows high severity incidents to appear on the Dashboard to provide additional visibility for incidents with an "On Hold" status.

By default, this setting is disabled and will not display on the Dashboard unless the toggle button is set to "Enabled."

INCIDENTS allows you to manage functionality related to asset incidents. The setting name **REQUIRE CORRECTIVE ACTIONS ON INCIDENTS** requires users to add at least one corrective action before closing an open incident. When the setting is enabled, it will be applied to all open incidents.

By default, this setting is disabled and users will be able to close an incident without requiring a corrective action unless the toggle button is set to "Enabled."

The setting name **REQUIRE INCIDENT REVIEW FOR TWICE DAILY CHECKLIST** requires users to review open incidents before addressing Twice Daily Checklists. When the setting is enabled, validations will be performed to determine if the Twice Daily Checklist can be accessed and completed or if additional steps need to be executed.

Validations check for open incidents within a location, open incidents with all alarms resolved, and open incidents without an added corrective action. If any of these conditions exist, the user must address the incident(s) before completing the checklist.

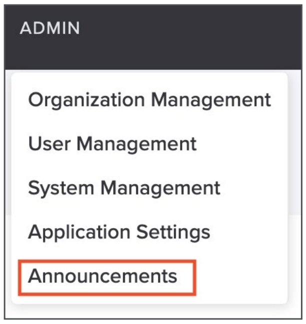
> Note: This setting only applies to accounts that use the Twice Daily Checklist feature and will need the Require Corrective Action on Incidents to be enabled.

By default, this setting is disabled and allows completion of a Twice Daily Checklist without addressing any open incidents unless the toggle button is set to "Enabled."

ANNOUNCEMENTS

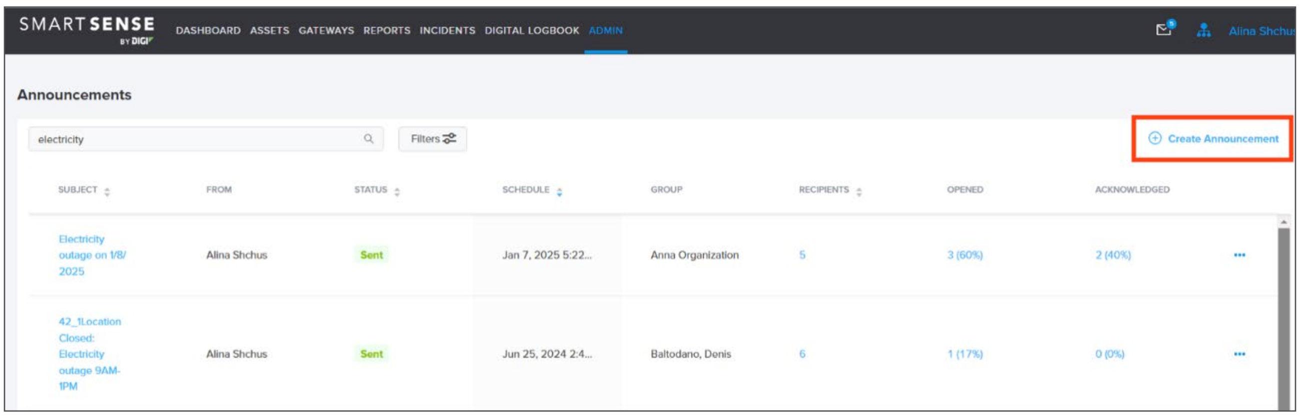
The Announcements tab allows users with Super Administrator and Administrator roles to send messages to any employee in their organization's hierarchy. Communications can be configured to send via email or can be displayed in the Notification Center. This feature is also displayed in the Announcements tile on the Mobile App.

After logging in as a Super Admin or Admin, navigate to the **ADMIN** tab then select **ANNOUNCEMENTS**.

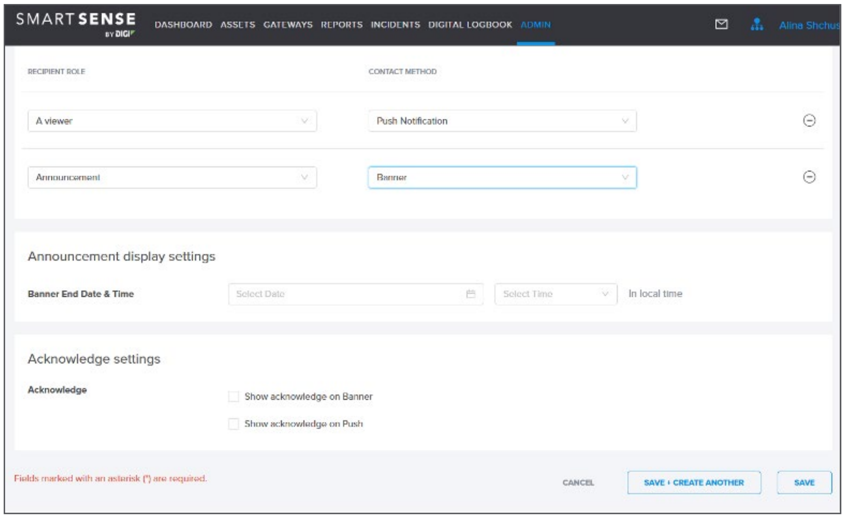


CREATE ANNOUNCEMENT

In the upper-right corner of the Announcements page, select **+ CREATE ANNOUNCEMENT**.



On the next page, fill out the following fields (anything marked with an asterisk is required).



1. **SEND ANNOUNCEMENT TO:** Select a group from the hierarchy account level to which the announcement needs to be sent.

> Note: The announcement will be sent to the selected location and any child locations.

2. **SUBJECT:** Enter the subject of the message in the subject line. This field is a free-form text box.

3. **MESSAGE:** Create a message to send to other users. It must include at least 5 characters and no more than 500 characters. A hyperlink may be included if applicable and will display on both the Web App and Mobile App.

4. **SEND TIME:** Choose one of two options.
    a. Immediately - the message will send instantly after saving
    b. Scheduled - set a date and time to send at a specific period (this will be saved in your local time)

5. **RECIPIENTS:** Choose the **RECIPIENT ROLE** and **CONTACT METHOD**. You may add multiple recipients by selecting **+ ADD ANNOUNCEMENT RECIPIENT**. If selecting **BANNER**, you will have to select an End Date and Time. The **PUSH NOTIFICATION** informs recipients on the Mobile App of any new Announcements in the Notification Center.

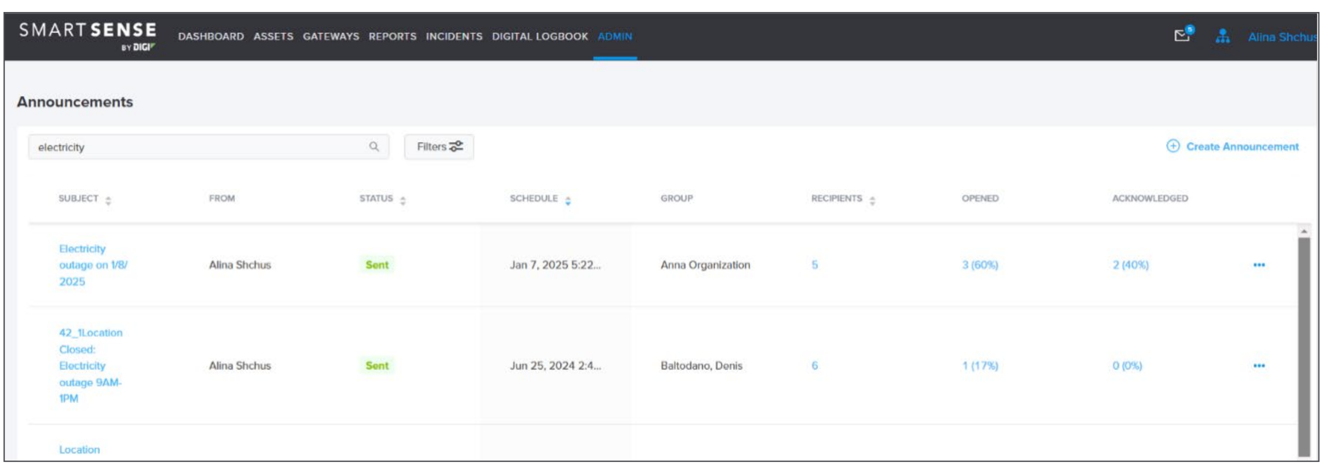
6. **ACKNOWLEDGE SETTINGS:** "Show acknowledge on Banner" requires users to acknowledge all Announcements sent with the banner contact method when enabled. "Show acknowledge on Push" requires users to acknowledge all Announcements sent with the push notification when enabled.

> Note: There will be no ability to acknowledge an announcement sent using the email contact method.

Select **SAVE** in the bottom-right corner to apply changes.

VIEW ANNOUNCEMENT

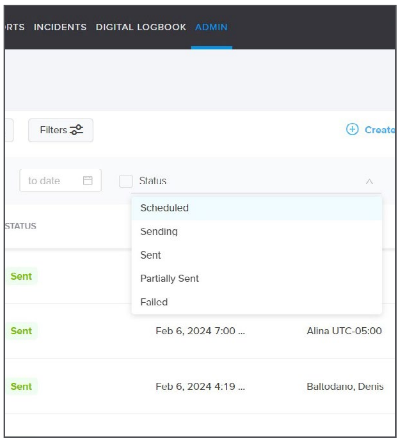
Once created, an announcement will appear on the **ANNOUNCEMENTS** page. By default, announcements will be sorted alphabetically by subject but you can change the view by clicking on the **SUBJECT** or **SCHEDULE** column.

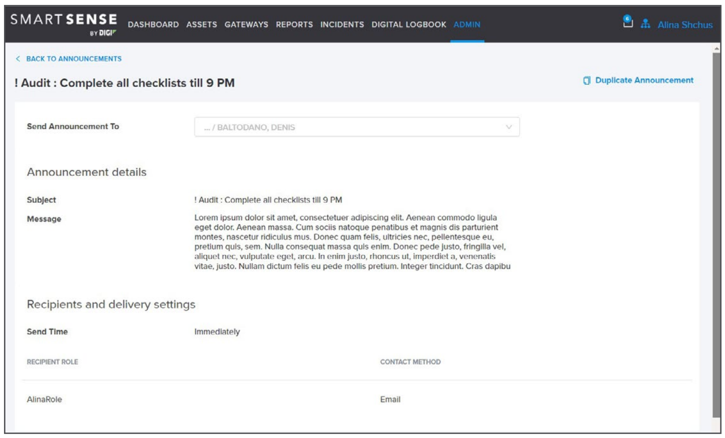


Under the **STATUS** column, you will see one of the following statuses associated with each announcement:

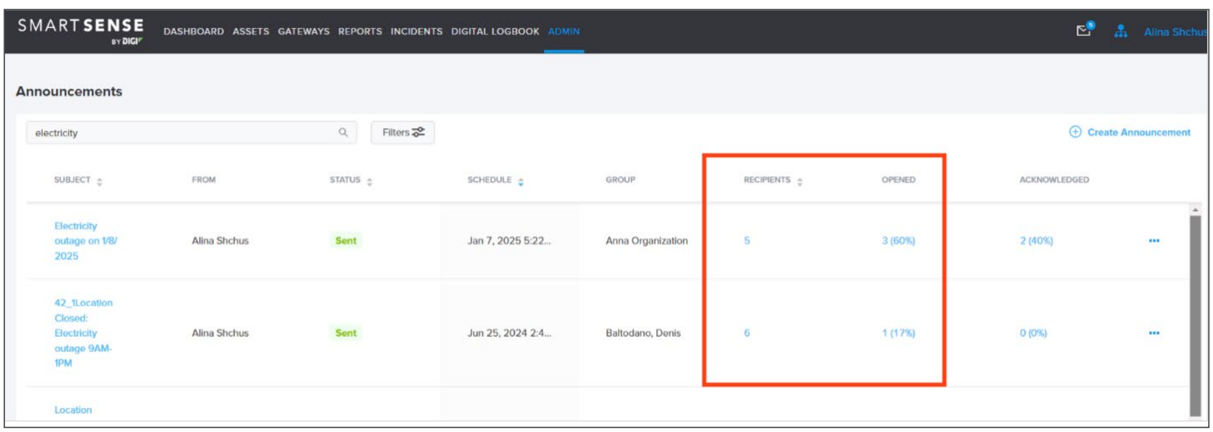
1. **SENT:** Announcement was successfully delivered to recipients
2. **SCHEDULED**: Announcement is set up and ready to send at designated date and time
3. **SENDING:** Announcement is in transit
    a. If the send time is Immediately, the announcement will be delivered within 30 seconds
    b. If the send time is Scheduled, the announcement will be locked 15-20 minutes before the scheduled time and cannot be modified or deleted
3. **PARTIALLY SENT:** Announcement was delivered but not all recipients received notification via their selected contact method (they can still view announcement in the Web App and Mobile App)
4. **FAILED**: Announcement was delivered but recipients did not receive a notification (they can still view the announcement in the Web App and Mobile App)

To View Announcement details, Super Admins and Admins can click on the Subject. Details will open in a new page.





The **RECIPIENTS** column displays the number of users that received the announcement. The **OPENED** column shows the number and percentage of recipients who opened the announcement.



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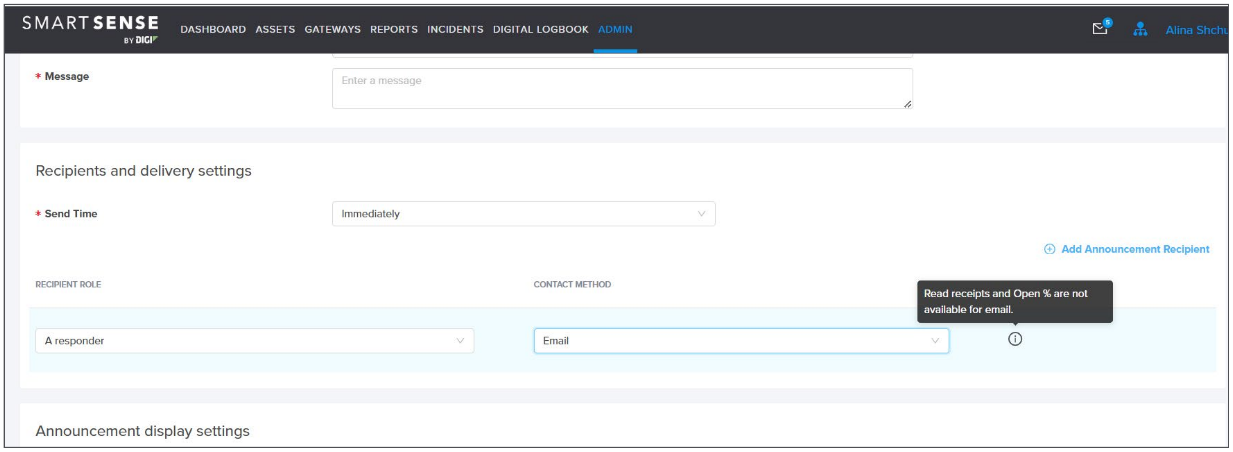
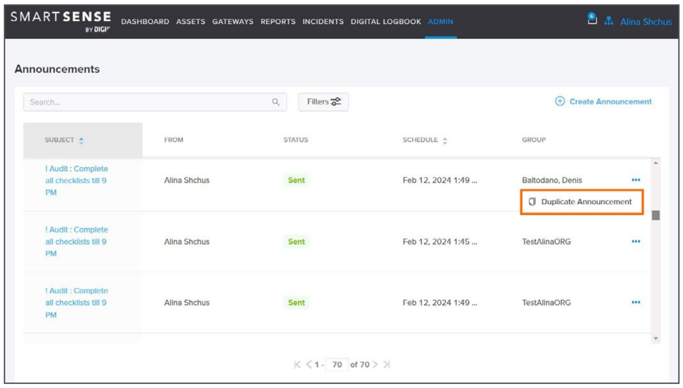
If a recipient receives an announcement via email, the percentage will not be calculated or appear under the **RECIPIENTS** or **OPENED** columns. This is due to not having access to email data.



DUPLICATE ANNOUNCEMENT

Any announcement can be duplicated by Super Admin and Admin users.



To duplicate an Announcement, click the **ELLIPSIS** (three dots) under the **GROUP** column. Select **DUPLICATE ANNOUNCEMENT** from the dropdown menu and on the page that opens, modify any fields that you wish to change. Make sure to select **SAVE** to apply changes.

By default, the send time will be set to Immediately, but you can schedule the duplicated announcement to send at a future date and time.

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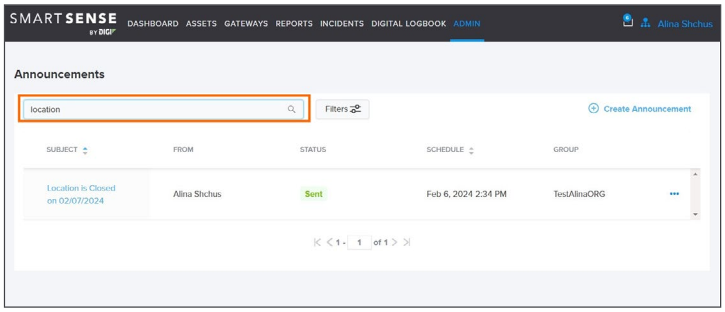
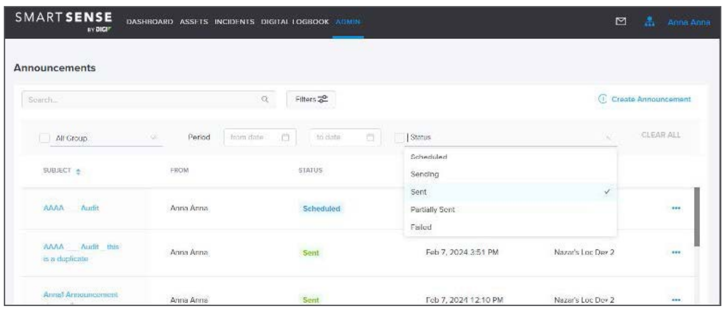
SEARCH FOR AND FILTER ANNOUNCEMENT

Any user can search for an announcement from the Announcement page by entering a keyword in the **SEARCH BAR**.



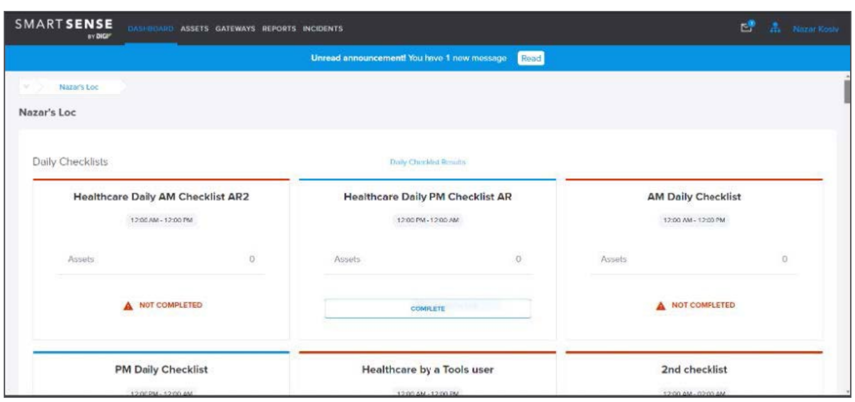
Users can select the **FILTERS** button to locate specific data such as Group, Date Period, and Status. **GROUP** will show all Announcements sent or scheduled to the selected Group (including sub-levels). **PERIOD** will show all Announcements within the selected timespan. **STATUS** will show one or multiple Statuses.



ANNOUNCEMENT NOTIFICATIONS

When an Announcement has been delivered, users will receive a notification to their chosen contact method and the Announcement will also appear in the **NOTIFICATION CENTER** in the Web App (to learn about the notifications in the Mobile App, please see the SmartSense Mobile App User Manual).

A blue banner will be displayed to the recipient(s) below the main toolbar as shown below:



Clicking on the **READ** button will direct the recipient to the **NOTIFICATIONS CENTER** (the envelope icon) and the banner will disappear once the **ANNOUNCEMENT DETAILS** (“View more” link) have been opened.

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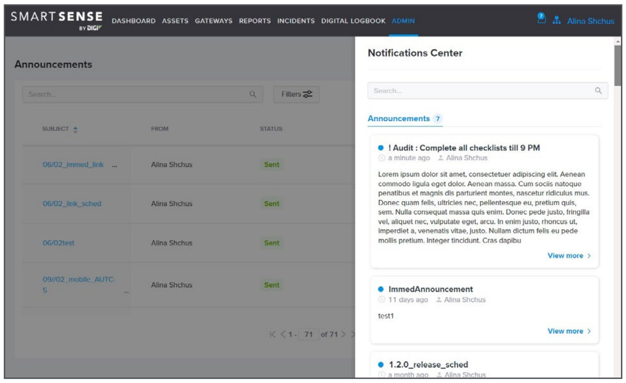
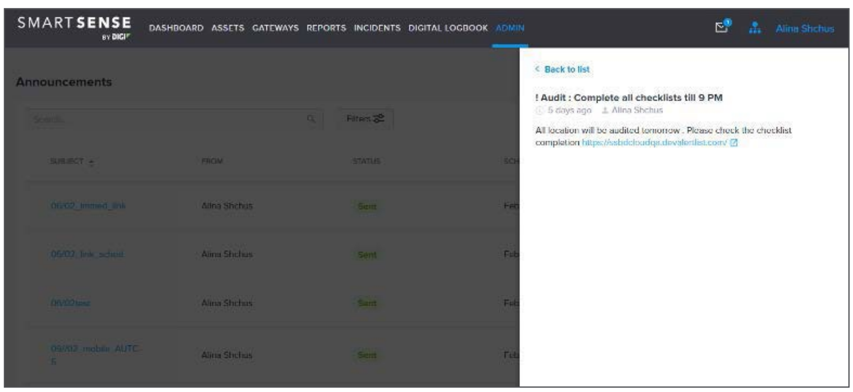
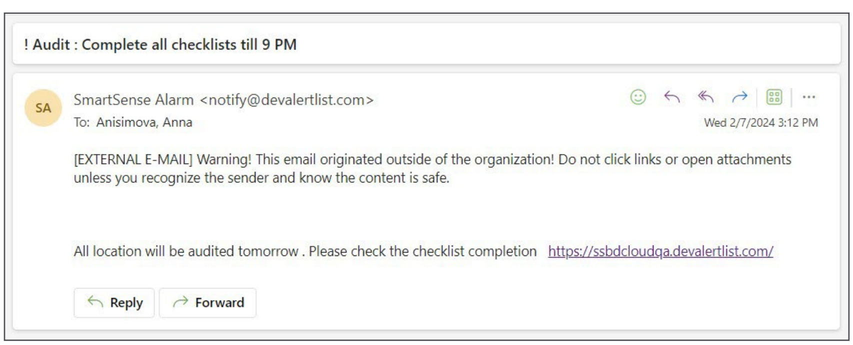
Announcements will be shown as a list of cards. A **BLUE DOT** indicates the Announcement is unread and unopened. You can still view the subject line, time received, sender name, and the message. You may be able to view shorter messages without clicking the "View more" link, but for longer messages, a limited amount of characters will be displayed and you will have to click the "View more" link to read the entire message.



Clicking **VIEW MORE** will take you to the Announcement details and will instantly mark the Announcement as "read." The details will open in a new tab. Clicking **BACK TO LIST** will take you back to the list of Announcements.



When a user receives an email that there is a new Announcement in the Notifications Center, the email will look similar to the example shown below:



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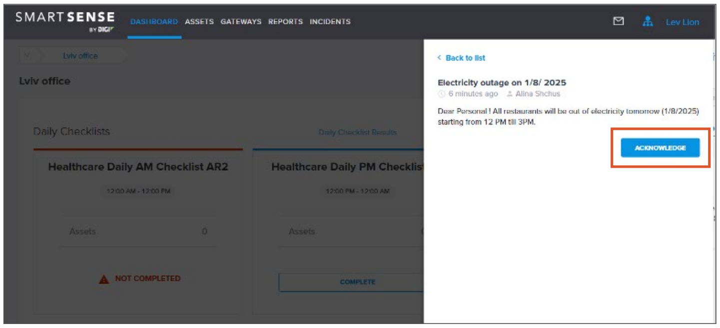
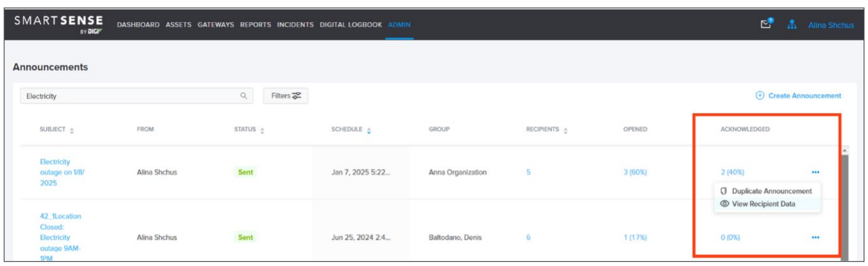
Depending on the way your Super Admin or Admin has configured the account, you may be required to acknowledge an Announcement. An **ACKNOWLEDGMENT REQUIRED** tag will appear within the Announcement and you will see a button to acknowledge it as shown in the image below:



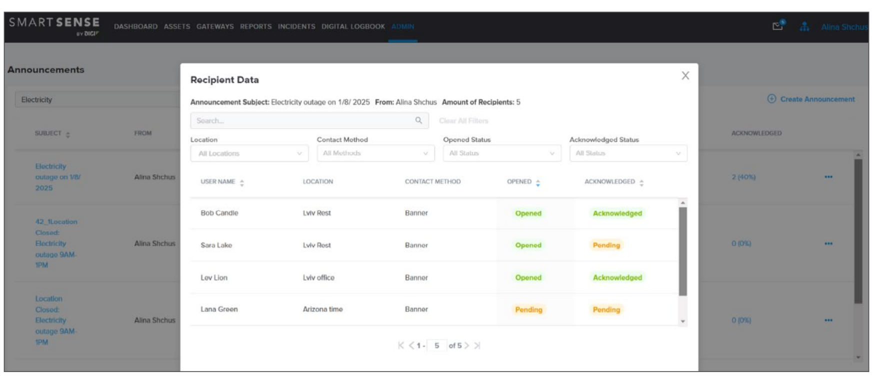
REPORTING

The **ACKNOWLEDGED** column displays the number of Announcements that a user has acknowledged. You will also see the rate as a percentage.



Clicking on the number will give you the option to **VIEW RECIPIENT DATA**. The report will show:

1. Recipient First & Last Name
2. Location
3. Contact method
4. Announcement opened status
5. Announcement Acknowledge status



You can review the list of Recipients who Opened or Acknowledged the announcement by clicking the **OPENED / ACKNOWLEDGED** columns.

> Note: **N/A STATUS** will display for Opened and Acknowledgement columns if the announcement is sent with an email contact or the announcement doesn't require acknowledgment.

TROUBLESHOOTING

The SmartSense web app is designed to function seamlessly together and with your SmartSense hardware. 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 web app.

If you are unable to log in to the SmartSense web app, first make sure you are at the correct site: app.smartsense.co. Also make sure you are entering the correct username and password by verifying you are entering the correct characters and that Caps Lock is turned off. If you are still having trouble logging in, select **FORGOT PASSWORD?** From the login screen.

You will need to enter your username on the next screen then select **EMAIL ME MY ACCOUNT INFORMATION**. If the username you entered is correct, an email with instructions to reset your password will send to your email address (the one connected to your SmartSense account) within a few minutes. If you do not find the email in your inbox, check your spam mailbox, then follow the directions in the email.

SETTINGS TROUBLESHOOTING

I am not receiving SMS communications.

If you are not receiving SMS communications, verify that the correct mobile number appears in your account by selecting your name in the top right corner of the home screen and clicking **MY PROFILE**. Check the **SMS NUMBER** field to see if this is the correct mobile number. If you do not see the correct number, enter the correct number then click **SAVE** in the bottom right corner.

If you are still having issues, you may need to contact your mobile carrier to confirm that SMS communications are not being marked as spam.

How do I change my preferred unit of measure?

Preferred units of measurement are a personal setting that can be managed individually by each user. To change this setting, select your name in the top right corner of the home screen and click **MY PROFILE**. On this page, navigate to the **PREFERABLE UNIT OF MEASURE** field and select either **US** or **METRIC**, then click **SAVE** in the bottom right corner.

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–8pm (EST), Monday–Friday.
Phone: +1 (866) 806-2653
Email: smartsupport@digi.com

RESOURCES

- SmartSense Website
- SmartSense Help Center
- SmartSense Web App