



Sensor Cloud

User Manual

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Devices Tab

Clicking on the device tab brings down a drop down to chose which view you like; list, map, or dials.

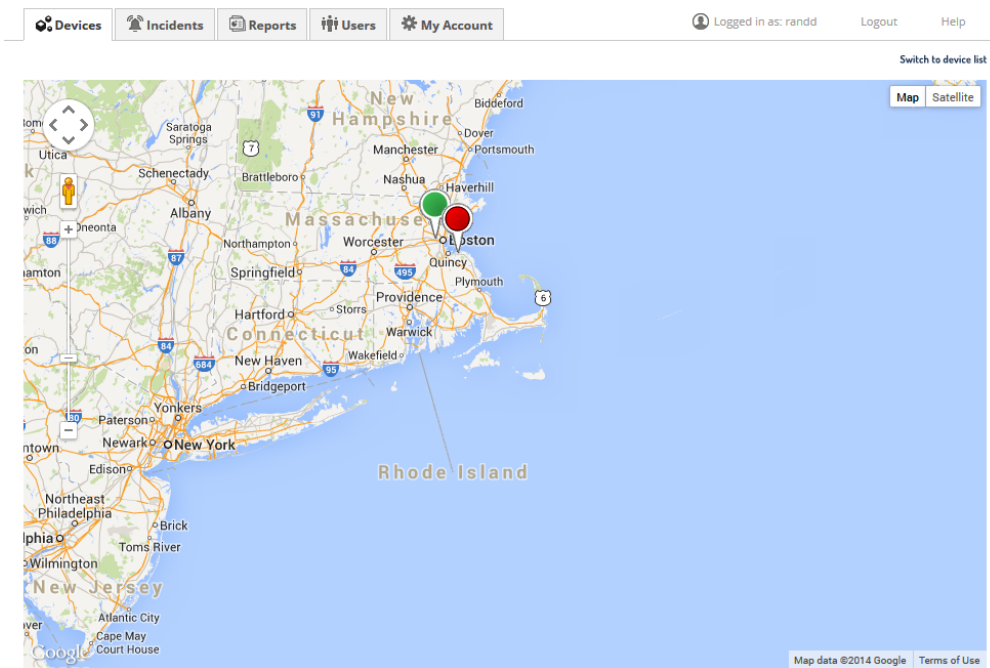
1. **Device list** – A list of all devices in the account can be seen along with each device's: Status, ID Number, Name, Monitoring Interval and Last Activity. Clicking on the devices tab will bring down a drop down to choose your view(list, map, and dials).

Status	Device #	Name	Monitoring Interval	Last Activity	
Normal	11444000828029067077	New Device	5 Minutes	2012-11-27 12:46 PM	View Alerts Delete
Expanded Details:					
Status	Port #	Sensor Name	Reading	Last Activity	
Normal	1	New Sensor	No Flood	2012-11-27 12:25 PM	Delete
Normal	2	New Sensor	25.00 % / 27.80 C	2012-11-27 12:25 PM	Delete
Normal	4	New Sensor	29.00 % / 21.60 C	2012-11-27 12:25 PM	Delete
Normal	11444000828029553636	7-6 Firmware Test	5 Minutes	2014-05-02 11:15 AM	View Alerts Delete
Normal	11555000000731365369	Phil's home USB	5 Minutes	2014-03-26 07:45 PM	View Alerts Delete
Normal	11555000003452987077	USB Test Device	5 Minutes	2014-06-19 12:47 PM	View Alerts Delete
Alarm	11666000000078059831	New Device	60 Minutes	2014-06-20 11:26 AM	View Alerts Delete

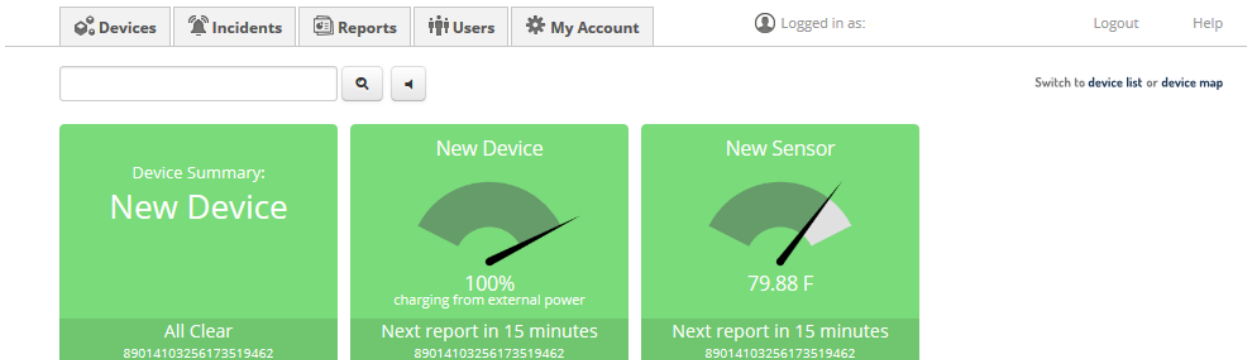
2. **Expand All** – Expands the details of each device, showing the last sensor measurement and reading time.
3. **Expand** – Click on any device row to show the last sensor measurement and reading time.
 - i. **Delete** – Permanently delete all historical data associated with the sensor. The sensor will reappear after the next scheduled reading.
4. **Status**
 - i. **Normal** – Device and sensors are within their specified range.
 - ii. **Warning** – Device and/or sensor(s) have exceeded a threshold, but an Alarm Delay threshold has not been met. Notifications are not sent.
 - iii. **Alarm** – Device and/or sensor(s) are in alarm. Notifications have been sent. Click on the View link for more details.
5. **Device #** – Click once to sort in ascending order; click again to sort in descending order. Every Temperature Alert device that communicates with Sensor Cloud has a unique device ID. Device Editions can be differentiated using the first five digits in their ID:
 - i. 11444 – USB Edition
 - ii. 11555 – WiFi Edition
 - iii. 11666 – Zpoint Node Edition
 - iv. 89012 – Cellular Edition(T-Mobile + Service Partners)
 - v. 89014 – Cellular Edition(AT&T + Service Partners)
 - vi. 99270 – Cellular Edition(Verizon + Service Partners)

- vii. 891850 - Aeris(For international devices)
- viii. 89441 - Orange(For international devices)
- 6. **Name** – Click once to sort in ascending order; click again to sort in descending order.
- 7. **Monitoring Interval** – Click once to sort in ascending order; click again to sort in descending order.
- 8. **Last Activity** – Click once to sort in ascending order; click again to sort in descending order.
- 9. **View** – Click View to configure the details of the device, such as: device name, device time zone, device address, sensor name, sensor data, device alerts and more.
- 10. **Delete** – Delete the device from your account. USE WITH CAUTION, DATA WILL BE LOST.

Map View – Displays all devices on a map, using the addresses provided in the Device Information. To set Map View to your default, go to the My Accounts tab.



Dials View- Visual indicates how close the last reading was to the expected min and max set for each sensor in device view. There is a warning sound when a sensor or device is in alarm. This can be muted by clicking the speaker button near the search bar.



Device View

Device Information (edit)

ID	1166600000079777468
Name	Phil's home node
Interval	5 minutes
Battery/Power Status	100% (no external power)
Address	
Time Zone	Eastern Daylight Time
Unit	Metric
Public URL	disabled

Device Alerts (edit)

Alert Status	Alert Type	Alert Name	Threshold Value	Alarm Delay	Last Alarm
No configured alerts					

Sensor: New Sensor on Port # 0

Sensor Information (edit)

Name	New Sensor
Port #	0
Type	Humidity
Last Report	2014-06-20 12:11 PM
Next Communication expected in 4 minutes	

Last reading [Reading date \(export\)](#)

Last reading	Reading date (export)
23.80 C	2014-06-20 12:10 PM
38.00 %	2014-06-20 12:10 PM
23.80 C	2014-06-20 12:05 PM
39.00 %	2014-06-20 12:05 PM
23.80 C	2014-06-20 12:00 PM
39.00 %	2014-06-20 12:00 PM
23.80 C	2014-06-20 11:55 AM
39.00 %	2014-06-20 11:55 AM
23.70 C	2014-06-20 11:50 AM
39.00 %	2014-06-20 11:50 AM

Sensor Reports

Chart Zoom [1D](#) [3D](#) [7D](#) [1M](#) [3M](#) [6M](#) [1Y](#) [Print](#)

New Sensor

Sensor Alerts (edit)

Alert Status	Alert Type	Alert Name	Threshold Value	Alarm Delay	Last Alarm
No configured alerts					

[Back to device list](#)

1. **Device Information** – Click the Edit link to configure the following items:
 1. **ID** – Unique ID given to every device (cannot be edited).

2. **Name** – Common name for the device. This name will appear in all device and sensor alerts.
 3. **Interval** – Defines the interval between sensor readings. The shortest interval allowed depends on the monitoring plan, see the My Account tab to change monitoring plans:
 - Pro – 5 Minutes
 - Plus – 15 Minutes
 - Basic – 60 Minutes
 4. **Battery/Power Status** – Displays the battery level and charging status of applicable devices. Less than 50% battery level will trigger a Low Battery alert.
 5. **Address** – Enter the physical address or coordinates of the device. Use Map View on the Devices tab to view all devices on a map.
 6. **Time Zone** – Select the time zone of the device.
 7. **Unit** – Select the type of units to use: US (Fahrenheit) or Metric (Celsius).
 8. **Public URL** – If enabled, the link can be distributed to allow view-only access to this specific device.
2. **Device Alerts** – Device alerts, which must be set by the user, assess the functionality of the monitoring device. The alerts generate notifications for the following items:
 1. Lost External Power – Power to the device has been interrupted.
 2. Low Battery – Battery level has dropped below 50%
 3. Missed Report – A device or sensor hasn't reported to Sensor Cloud at the specified interval.
 3. **Sensor Information** – Click the Edit link to configure any of the following items:
 1. **Name** – The sensor name given here will appear in all sensor alerts.
 2. **Port** – Refers the physical port, on the monitoring device, that the sensor is plugged into.
 3. **Type** – Sensor type: Temperature, Humidity (& Temperature), Flood, Dry Contact, Pressure, Differential Pressure, Soil Moisture, Leaf Wetness.
 4. **Offset** – Any number entered here will be added to all future readings. Entering 0 (default) will display the reading exactly as transmitted by the device. Entering 5.2 will add 5.2 units to the transmitted readings; entering -3.3 will subtract 3.3 units from the transmitted readings.
 5. **Expected Min and Max** - Set's the minimum and maximum for the dial in Dials View.
 4. **Sensor Graph** – The graph can display data from the past: day, 3 days, 7 days, month, 3 months, 6 months and year. Longer periods use sampled data, and may not show all extremities--use the Export feature to view all sensor data.
 5. **Sensor readings** – Displays the sensors last 10 measurements and reading times.
 1. **Export** – Use this link to export this sensors historical data. Select a Start and End date, and then click Export. The data is provided in an .xls file that can be opened with most spreadsheet software. The amount of historical data depends on the monitoring plan:
 - Pro – 6 years
 - Plus – 3 years
 - Basic – 1 year
 6. **Sensor Alerts** – Displays the Status, Type, Name, Threshold, Alarm Delay and Last Alarm for each alert. Click the Edit link to manage the alerts. See Alerts for more details.

Expected min and max. For dials view only. Adjusts the visible range in dials view.

Alerts

Alerts For 'IQ test device' (89012607612428154240) (view)

Alert Status	Sensor Name	Alert Type	Alert Name	Threshold Value	Alarm Delay	Last Alarm	
> Alarm		Missed Report	PQ missed report	> 4 intervals	1 / 1	4/15/2014 7:09:04 AM	Edit Disable Delete
> Disabled	New Sensor	Temperature	37 alert	> 80 F	0 / 1		Edit Enable Delete

[Back to device list](#) [Add New Sensor Alert](#) [Add New Device Alert](#)

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2014-06-20 04:32 PM UTC

1. **Alerts** – Configure alerts for the device and/or sensor(s).
2. **Add New Sensor Alert**
 1. **Choose sensor** – Select which sensor to alert should apply to.
 2. **Alert name** – Add a name for the alert.
 3. **Alert Frequency** – With Alert frequency set to “Only send once”, an alert is sent the first time a sensor reading exceeds its threshold, then optionally again, if/when the sensor reading returns to normal (see All Clear). With the Alert Frequency feature enabled, an alert is sent at the specified interval for the entirety of the sensor’s alarm period. Since Alert Frequency can generate many alerts, it requires an additional charge of \$5.00/month/device, contact us to upgrade your plan.
 - **Acknowledgement** – If the box is unchecked, alerts will be sent at specified interval until the sensor returns to normal. If the box is checked, alerts will stop being sent once a user logs into Sensor Cloud and Acknowledges the alert, or when the sensor returns to normal.
 4. **Alert Type** – Depends on the sensor type.
 5. **Alert Threshold** – Select the threshold that will be used to determine whether an alert should be generated. This threshold, along with the current reading will be displayed in the alert.
 6. **Alarm Delay** – By default alarm delay is set to 1. Alternately, this feature can be used to delay alerts until a sensor has exceeded its threshold for the specified number of intervals. If a device’s monitoring interval is 5 minutes, and the alarm delay is set to 3 intervals, an alert will be sent out after 15 minutes of the sensor remaining in alarm. When viewing the alert the first number is how many readings have exceeded the threshold and the second number is how many until the alert is sent.
 7. **Send Notifications** – By default notifications will be sent at all times. If Nights is selected, and the start and stop times are 5:00pm and 9:00am, respectively, alerts will only be sent between 5:00pm and 9:00am. If Nights and Weekends

was selected in the above example, alerts would also be sent between 5:00pm on Friday evening and 9:00am Monday morning.

8. **Notification Types** – Alert notifications can be sent by email and SMS (text message). Additionally, Plus and Pro Plan users can send phone call alerts. For international calls, contact us.
 - **Add Another Notification** – Clicking this button will add another recipient. Add up to 5 notifications of each type: email, SMS and phone.
 - **Delete This Notification** – Clicking this link will remove the recipient from alert.

3. **SAVE ALERT-** saves your alert settings.

4. **Add New Device Alert**
 1. **Alert Name** – Add a name for the alert.
 2. **Alert Frequency** – With Alert frequency set to “Only send once”, an alert is sent the first time a sensor reading exceeds its threshold, then optionally again, if the sensor’s measurement returns to normal (see All Clear). With the Alert Frequency feature enabled, an alert is sent at the specified interval for the entirety of the sensor’s alarm period. Since Alert Frequency can generate a large number of alerts, it requires an additional charge of \$5.00/month/device, contact us to add Alert Frequency to your plan.
 - **Acknowledgement** – If the box is unchecked, alerts will be sent at the specified interval until the sensor’s measurement returns to normal. If the box is checked, alerts will stop being sent once a user logs into Sensor Cloud and Acknowledges the alert, or when the sensor returns to normal.
 3. **Alert Type** – For USB and WiFi devices, Missed Report will be the only alert available. For Zpoint Node and Cellular devices, Low battery will be available. AC Power Lost is only available for the Cellular device.
 - **Missed Report** – A notification will be sent, after the specified number of intervals, if Sensor Cloud fails to receive readings from a device and/or sensor. The minimum number of intervals is 4; if a device’s monitoring interval set to 5 minutes and the Missed Report intervals set to 4, Sensor Cloud will send a notification after 20 minutes of the device or sensor not reporting. If a sensor port is not being used anymore, and is keeping the device in a Missed Report alarm, delete the sensor port.
 - **Power Monitor** – A notification will be sent when one of the following parameters changes.
 - **AC Power Lost** – The device has lost AC, or external, power and is running on battery power.
 - **Low Battery Warning** – The device has less than 50% battery remaining.
 4. **Alarm Delay** – This feature is typically not used with Device Alerts, and should be kept at 1. Alternately, this feature can be used to delay alerts until a sensor has exceeded its threshold for the specified number of intervals. If a device’s monitoring interval is 5 minutes, and the alarm delay is set to 3 intervals, an alert will be sent out after 15 minutes of the sensor remaining in alarm.

5. **Notification Types** – Alert notifications can be sent by email and SMS (text message). Additionally, Plus and Pro Plan users can send phone call alerts. For international calls, contact us.

- **Add Another Notification** – Clicking this button will add another recipient. Add up to 5 notifications of each type: email, SMS and phone.
- **Delete This Notification** – Clicking this link will remove the recipient from alert.

5. **SAVE THE ALERT**- saves your alert settings.

- Edit** – Modify the alert settings: change the threshold, add/remove recipients and more.
- Disable/Enable** – Clicking the Disable link will disable the alert without deleting it; the link will change to Enable. Clicking the Enable link will enable the previously disabled alert. When an alert is Disabled, the alert status will change from Normal, Warning or Alarm to Disabled.
- Delete** – Permanently delete the alert

Devices Incidents Reports Users My Account Logged in as: randd Logout Help

Alert For 'IQ test device'

Alert

Alert Name:

Alert Frequency: Only send once

Acknowledgement: Stop alerts after incident has been acknowledged

Conditions

Alert Type: Missed Report

Alert Threshold: More Than

intervals

Alarm Delay: Only alert once the threshold has been crossed for

1 reading/consecutive readings

Notification Schedule

Send Notifications: Always

Notification Alerts

Notification Type: Email

Send Alert to:

Send on clear also [Delete This Notification](#)

Incidents

Devices	Incidents	Reports	Users	My Account	Logged in as: randd	Logout	Help
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Incidents

Show: All (35) | Open (5) | Acknowledged (0) | Resolved (29) | Closed (1)

<input type="checkbox"/>	#	Opened On	Status	Incident Details	Source	
<input type="checkbox"/>	555312	2014-06-17 12:45 AM	Resolved	Missed Report Monitor	Device 99270113183804431715 (New Device)	
<input type="checkbox"/>	552449	2014-06-14 01:26 AM	Resolved	Missed Report Monitor	Device 99270113183804431715 (New Device)	
<input type="checkbox"/>	548040	2014-06-10 03:31 AM	Resolved	Missed Report Monitor	Device 99270113183804431715 (New Device)	
<input type="checkbox"/>	542638	2014-06-05 12:26 AM	Open	Missed Report Monitor	Device 1166600000078059831 (New Device)	Acknowledge

1. **Incidents** – The Incidents tab, which is visible only to Pro Plan users, shows a log of all alerts.
 - a. **Details** – Certain details are recorded about each Incident:
 - i. **ID Number** – Each Incident is given a unique number.
 - ii. **Opened on** – The time and date that the alarm occurred.
 - iii. **Status** – Current status of the Incident:
 1. **Open** – The device or sensor is currently in alarm. If the alert that generated the alarm has been deleted, the Incident will need to be closed manually.
 2. **Acknowledged** – A user logged in and manually acknowledged the incident.
 3. **Resolved** – The device or sensor has returned to normal; the incident self-corrected.
 4. **Closed** – A user logged in and manually closed the incident.
 - iv. **Incident Details** – Displays the name of the alert that created the Incident.
 - v. **Source** – Displays the ID number and name of the device from which the alert originated. The ID number is also an active link to the device.
 - vi. **Acknowledge** – Users can log in and acknowledge an alert. If the acknowledge box was selected in alert frequency settings, clicking the acknowledge link will prevent the specific alert from generating any subsequent notifications, until the Incident is resolved or closed.
 - vii. **Events** - Click on the row of any incident to show the events. Events include: notifications that were sent out, acknowledgements, comments and status change.
 - viii. **Notes** – Add notes relevant to incident, or corrective actions.
 - ix. **Close Incident** – Checking this box and clicking Save, will close the incident. The alert status will change to Normal; if the alert has been disabled, the alert status will stay Disabled. If subsequent sensor measurements are out of range, a new incident will be created.
 - b. **Grouping** – Incidents can be viewed in groups according to their **statuses** using the links near the top of the page.
 - c. **Bulk Actions** – Multiple Incidents can be acknowledged or closed simultaneously using the bulk actions drop down.

Reports

Devices Incidents **Reports** Users My Account

Logged in as: randd Logout Help

List of Report Subscriptions

Report Type	Name	Recipient	Frequency	Next Report Due
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Add New Report Subscription

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2014-06-20 04:16 PM UTC

1. **Reports** – Plus and Pro Plan users can generate one time and recurring reports, summarizing the activity within their account. Reports can be run only on data that is less than 30 days old; for sensor data older 30 days, use the Export link under sensor information. It is recommended that account owners set up set up daily, weekly or monthly reports to retain records of all account activity. Users can generate as many reports as necessary.
 - a. **Add a Report** – To add a report, click the Reports tab, and then click the Add New Report Subscription button.
 - i. **Report Type** – There are four different types of reports.
 1. **Account Summary** – The Account Summary report includes the following information for every active sensor in the report period:
 - Device Name
 - Sensor Name
 - Device Port Number
 - Device ID Number
 - Device Time Zone
 - Report Period
 - Graph of Sensor Readings
 - Reading Min
 - Reading Max
 - Reading Average
 - Reading Type
 2. **Audit Log** – The Audit Log report includes information on all actions performed by users. Below is a list of the actions that are logged:
 - Account status toggled.
 - Device Alert Added
 - Device Alert Deleted
 - Device Alert Disabled
 - Device Alert Edited
 - Device Alert Enabled
 - Device deleted
 - Device Edited
 - Device registered
 - Forgot password recovered
 - Forgot password. Password reset.

- Forgot Username recovered
- Incident Acknowledged
- Incident comment saved
- Incident Status Change
- Login failed
- Login Success
- Login successful
- Logout
- New User Created
- Report Subscription Added
- Report Subscription Deleted
- Report Subscription Edited
- Sensor Alert Added
- Sensor Alert Deleted
- Sensor Alert Disabled
- Sensor Alert Edited
- Sensor Alert Enabled
- Sensor Deleted
- Sensor Edited
- Terms of Service Accepted
- Unauthorized access attempted
- User deleted
- User information edited
- User password updated
- User preferences edited
- User profile edited

c. **Device Report** – The Device Report contains the time and measurement of every reading, for a specific device, in the report period. The report includes:

- Report name
- Report period
- Report generation date
- Device name
- Sensor name
- Port number
- Device ID
- Sensor type
- Device time zone
- Report period
- Graph of sensor readings
- Reading date
- Reading and units

d. **Alarm History** – The Alarm History report contains a list of all device and sensors in the account, and any alerts that have occurred within the report period.

- Report name
- Report period

- Report generation date
- Device name
- Device time zone
- Report period
 - Alarm date
 - Alarm type
 - OR
 - “There is no data for this device.”
- Sensor name
- Port number
 - Alarm date
 - Triggering value
 - Reading type
 - OR
 - “There is no data for this sensor.”

Report Subscription

Report Type:

Name:

Email Address:

Report Frequency:

Next Run Date/Time:

Time Zone:

[Back to report list](#)

[Save Report Subscription](#)

Users

Devices Incidents Reports Users My Account

Logged in as: clinton@temperaturealert.com Logout Help

All users for your account

+ Manage User Settings

Name	Username	Email	Role
	clinton@temperaturealert.com	clinton@temperaturealert.com	Owner

+ Add New User

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2015-06-26 12:25 AM UTC

1. **Users** – The Users tab displays a list of all users that have access to the account. The following information is shown for each user:
 - a. **Name** – The first and last name of the user.
 - b. **Username** – The user name that has been assigned to the user.
 - c. **Email** – The email address associated with the user
 - d. **Role** – The role that has been assigned to the user.
 - e. **View** – The view link is only visible to owner and admin users. Click the link to edit a user’s preferences or profile.
 - i. Preferences – Click the edit link to edit the default view of the user.
 - ii. Profile – Click the edit link to edit the profile of the user.
 - f. **Delete** – The view link is only visible to owner and admin users. Click the link to permanently delete a user and their access to the account.
 - g. **New User** – The add new user button will only be visible to owner and admin users. Click the button to create a new user.
 - i. **Owner** - An owner can perform any actions in the account plus pause and un-pause accounts. Owners can also make an existing admin account Owner. This will demote the existing Owner to admin.
 - ii. **Admin** – An admin can perform the same actions as Owner, except pause and un-pause the account.
 - iii. **Editor** - An editor can perform the same actions as Admin, except add new users and delete devices and sensors.
 - iv. **Sensor Alert Editor** – A sensor alert editor can view the account and the edit sensor alerts.
 - v. **Viewer** – A viewer can access a view-only version of Sensor Cloud. No changes can be made.
 - h. **Manager Users** - Let's you change owner and max password age.

Preferences

Default View

Profile

Username

First Name

Last Name

Email Address

Role

Password

New Password

Re-Enter Password

[Back to user list](#)

[Add User](#)

My account

Devices Incidents Reports Users **My Account** Logged in as: randd Logout Help

Preferences (edit) **Plan & Billing Information**

Default View List

Profile (edit)

First Name

Last Name

Email Address

Password (edit)

Password *****

Please **contact us** to change your monitoring plan or your credit card information.

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2014-06-20 04:17 PM UTC

1. **My Account** – The My Account tab is used to view or edit the account details.
 - a. **Preferences** – Click the edit link to change the default view.
 - i. **Default view** – Set the default view of the devices tab, which is the default tab once logged in.
 1. **List** – List shows a list of devices, including the: status, device number, device name, monitoring interval and last activity.
 2. **Map** – Map shows a map view of all the devices. The device’s location must be entered in the device information. Hovering the mouse over a device’s marker will show the: device name, status, last reading, last activity. To edit or view the device’s details, click the ‘view device details’ link.
 - b. **Profile** – Click the edit link to edit the profile
 - i. First name
 - ii. Last name
 - iii. Email address
 - c. **Password** – Click the edit link to change the password. To change the pass word, enter the old password, then the new password twice.
 - d. **Pause/Unpause** – Use this button to stop or start service. If service is paused you will not be charged. Clicking unpause will automatically bill your credit card for one month of service.