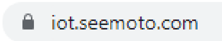
Seemoto Portal

Page 1: Login

Step 1: logging in



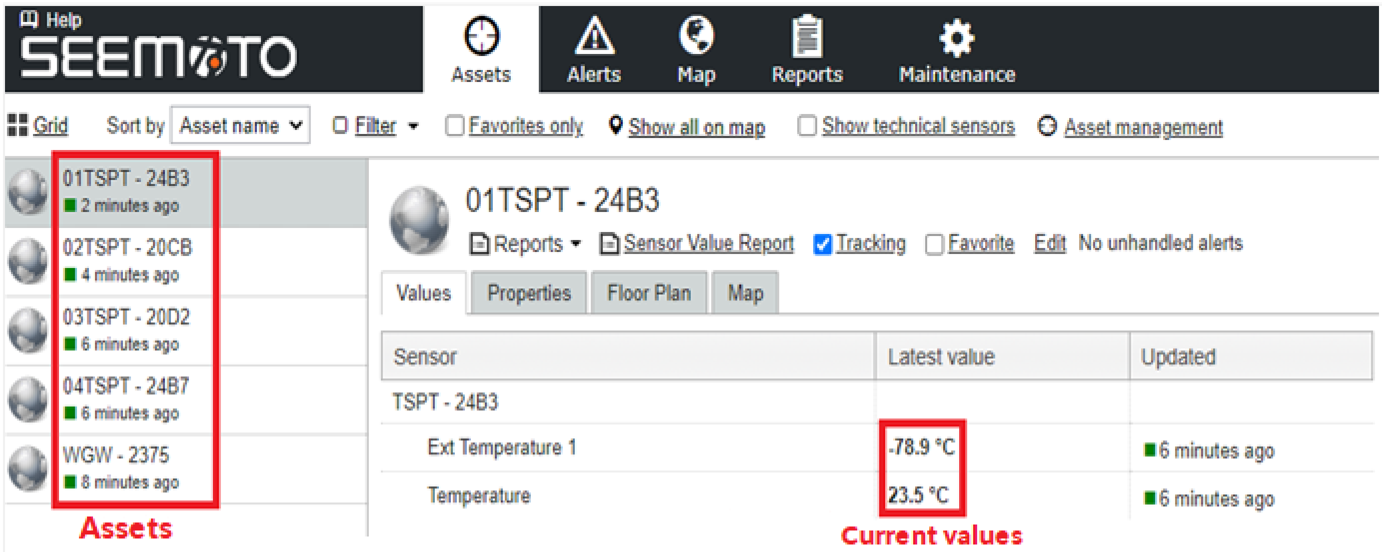
In your web browser, go to **iot.seemoto.com**
Then log in with your username and password.
TIP: Save this page directly to your favorites so you can always log in quickly.

A new user receives an email from the Seemoto system after being activated into the system. In this email, the user receives a login link to the portal along with a username and a temporary password. At the first login attempt, the system indicates that the user needs to create their own password with which the user will be able to log in from then on.

SEEMOTO

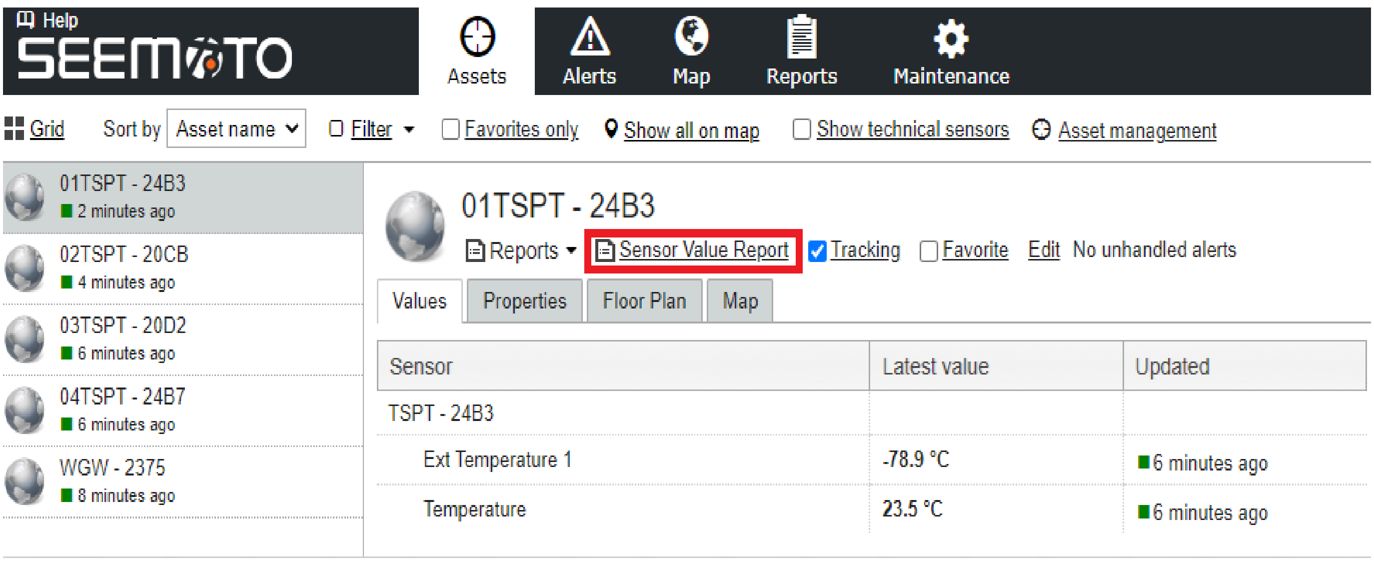
Step 2: Viewing devices and temperatures

After logging in, you will be taken directly to the main screen. At the top of the screen in the black bar you can see that this is the 'Assets' page which shows your devices and current temperatures.

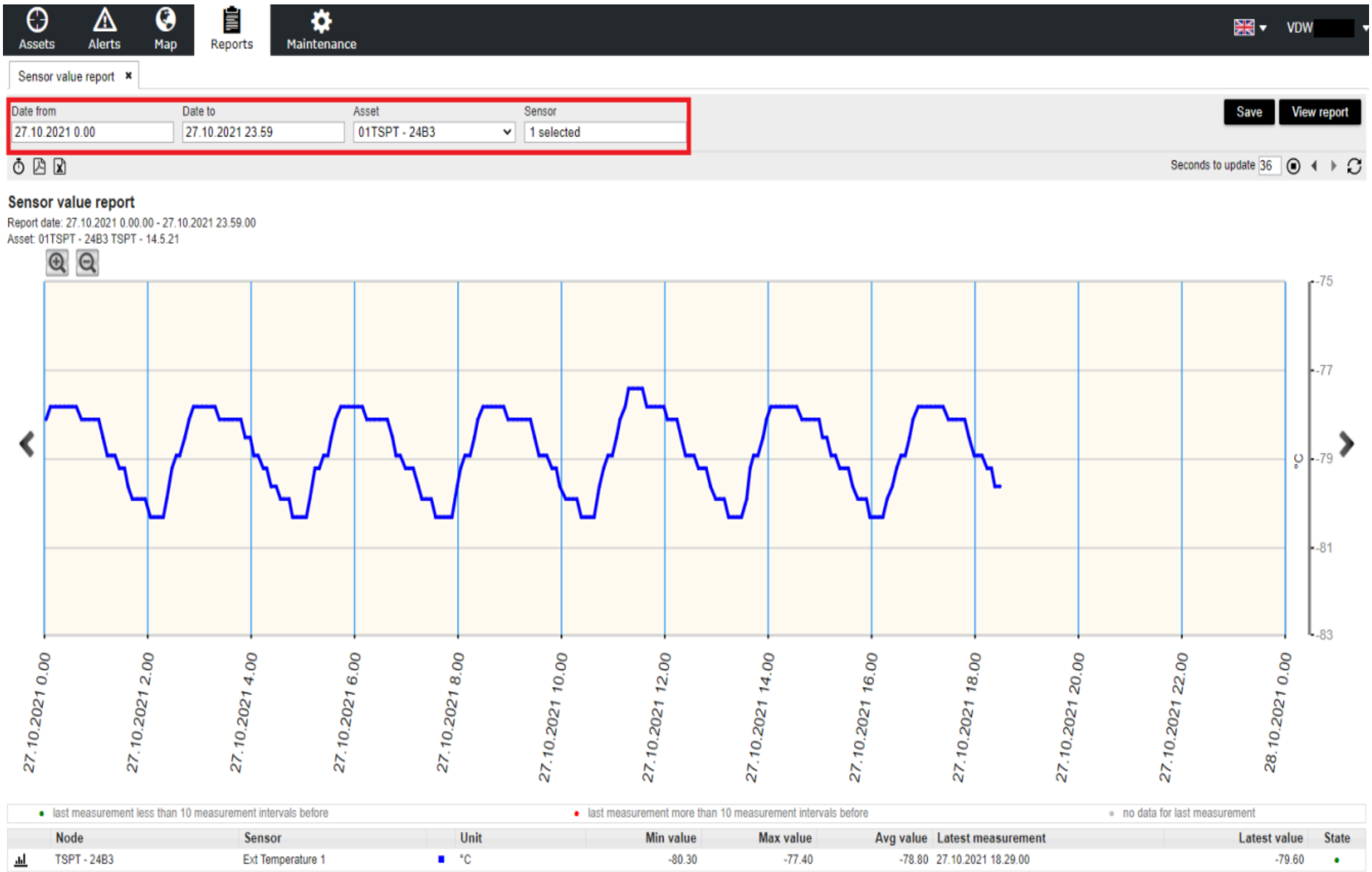


Step 3: Viewing graphs

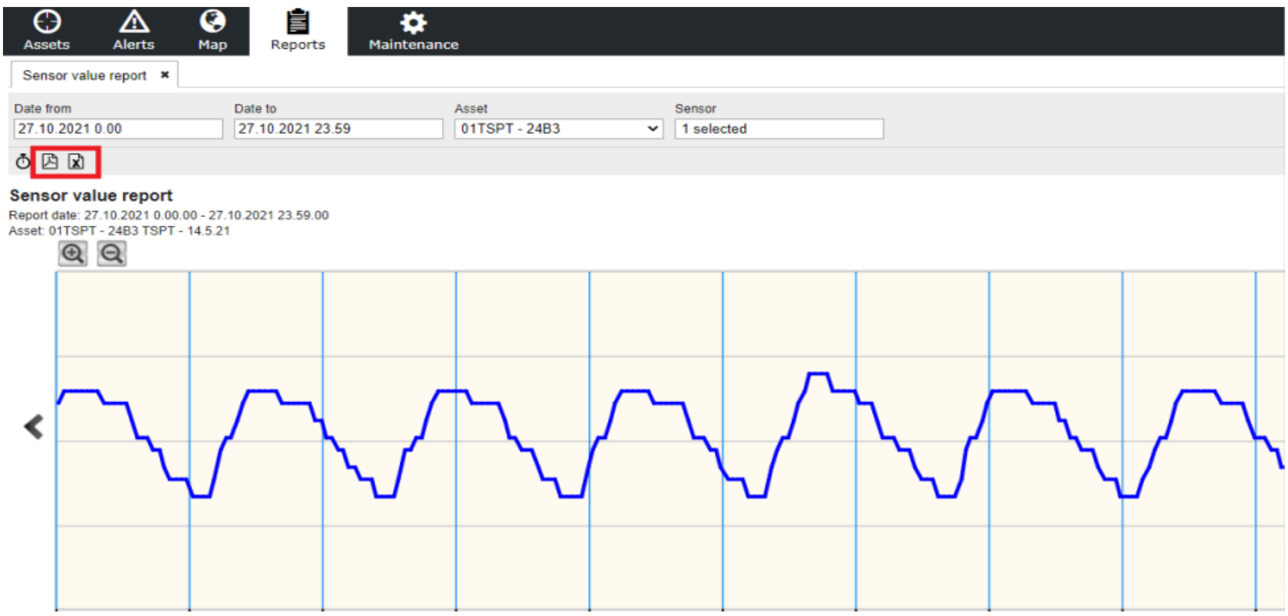
On the main screen, click on the 'Sensor Value Report' to go directly to the graph of the selected device.



In the 'Sensor Value Report' you always see the graph of the current day. At the top left you can then use the calendar function to select the period of which you want to see the graph. Confirm the new selected period by clicking on ‘View report’ on the top right side.

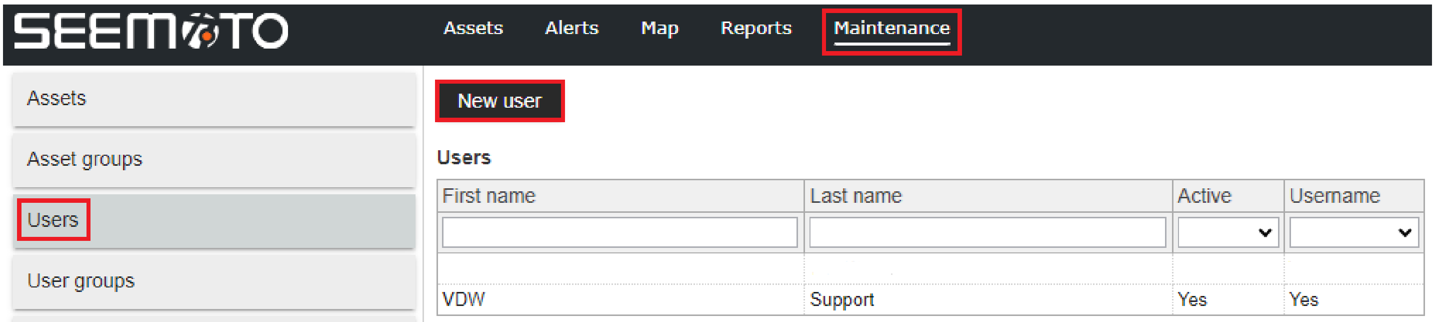


You can then download the graph in PDF or download the raw data in Excel. To do so, you need to click on the icons located on the left above the graph.

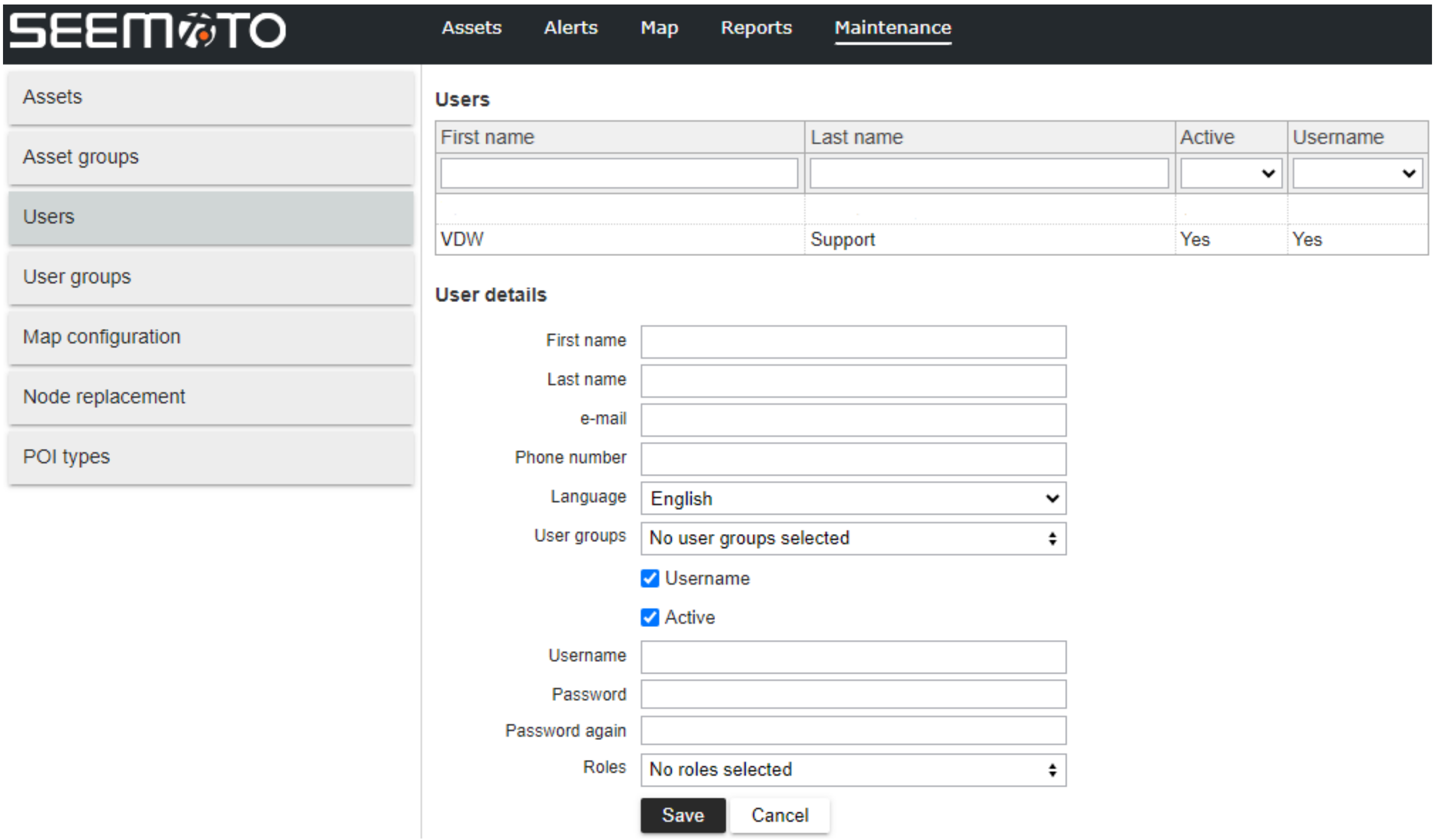


Step 4.1: Adding new System Users

The Seemoto portal provides the option to add new users.
New users will have their own log in credentials and can be granted a specific set of rights by the person that creates this new user. On the main screen top black bar, click on the 'Maintenance' tab to go directly to the maintenance page. When on the maintenance page click on the 'Users' tab at the left side of the screen.
Now a list will appear with the users that have already been created within your account.



Click on the 'New user' tab to open the new user creation menu.

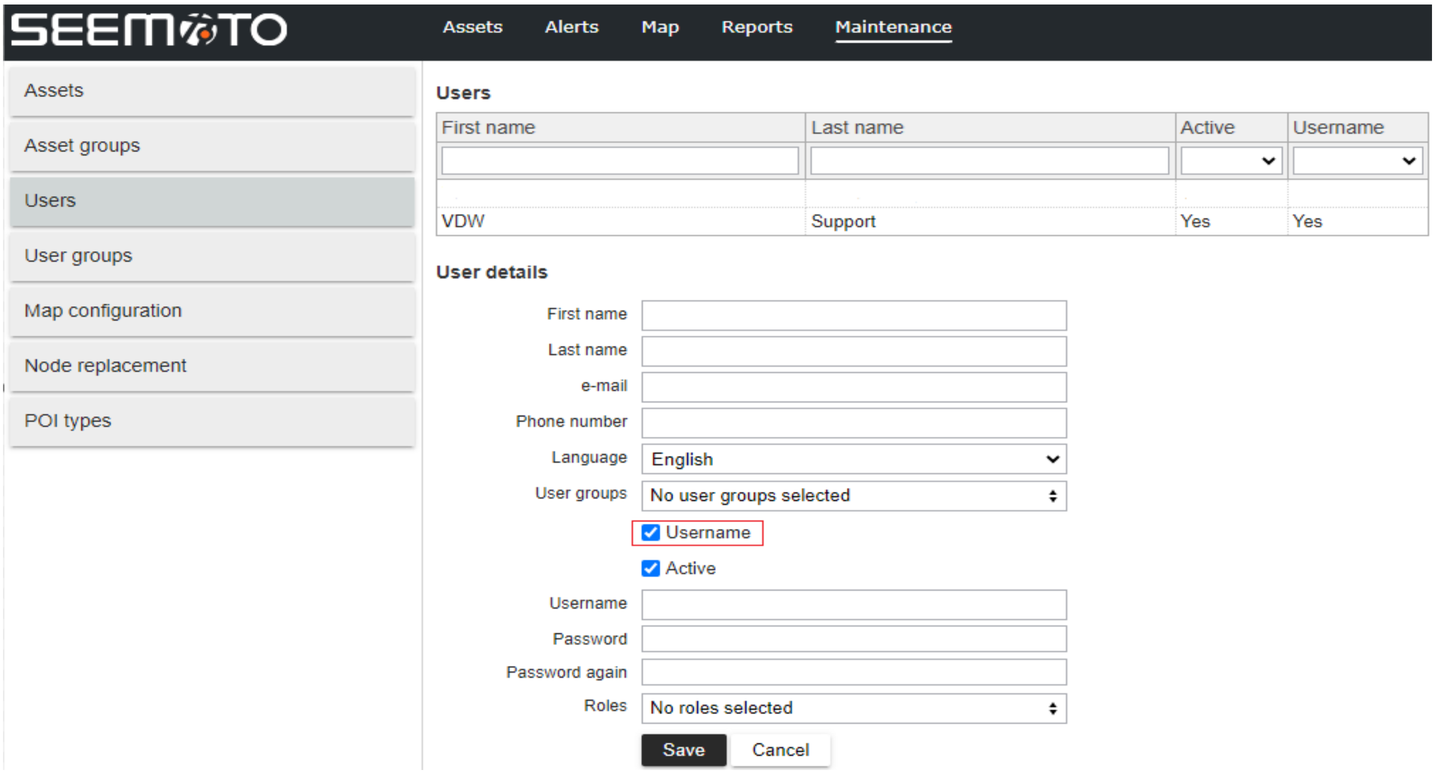


You can now provide all details of the new user. Be aware that the provided email and phone number will be used for the alerting options for this user (Always use this international phone number format: +31612345678).
Most used Username format is first letter of the first name followed by a dot and a surname, like this: J.Doe.
This helps in keeping uniformity within username population.
The password you provide here will be temporary. The user will receive this password in the activation email the user receives after saving the new user. When logging in for the first time with the temporary password the system will request the new user to create a new personal password.
For new users always select the 'Basic' or 'Normal user' role. This can always be changed later if desired.

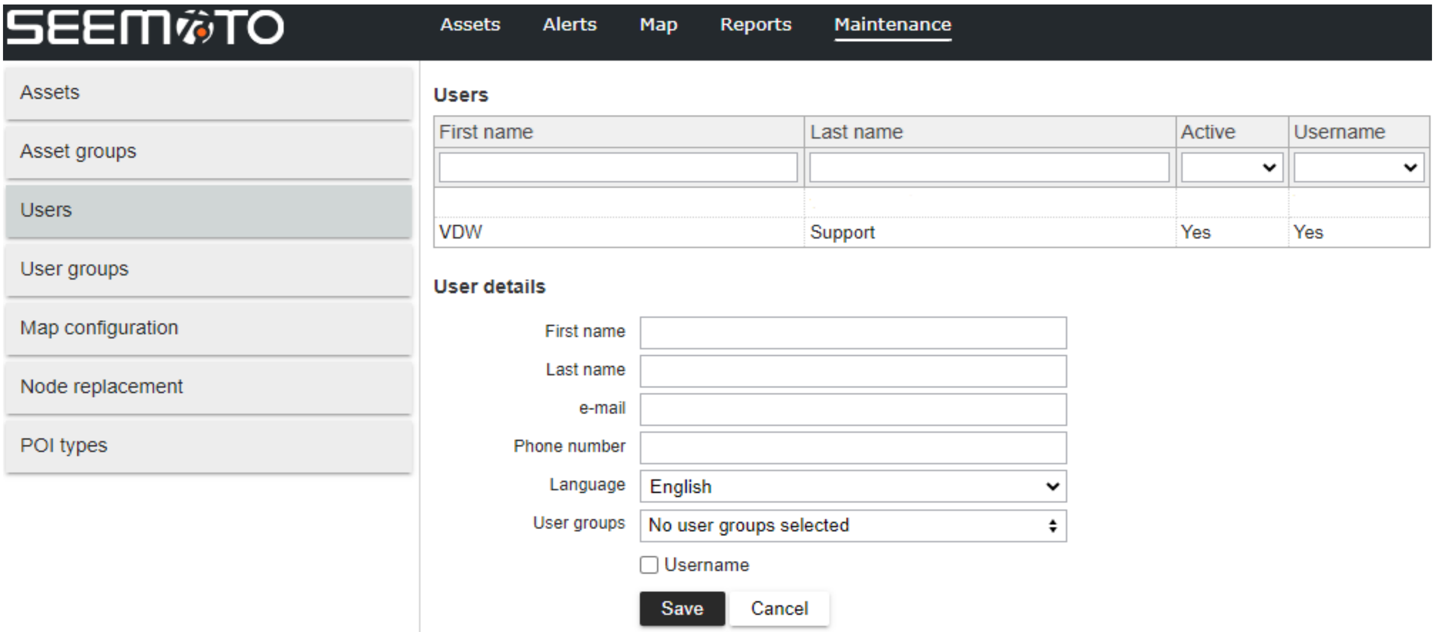
Step 4.2: Adding new Alert Users

The Seemoto portal provides the option to add users with the sole function of receiving alerts.
These users will <u>not</u> receive any activation email and will <u>not</u> be able to log in to the Seemoto system.

To create such a user, you need to uncheck the 'Username' box.



After unchecking the 'Username' box you will see that the number of required fields is reduced.

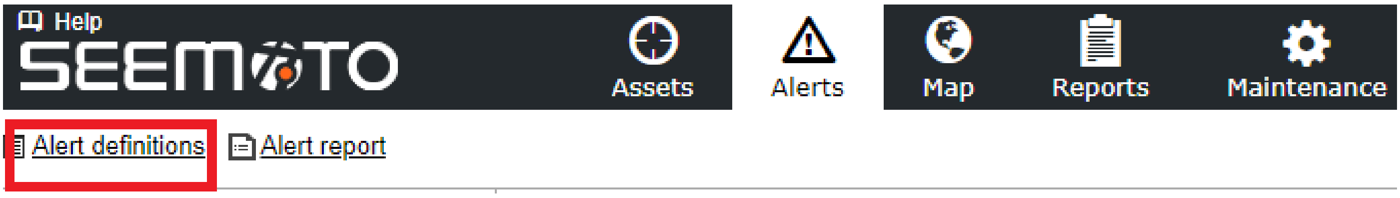


After having created this new alert user, the user will be available within the alert 'Visibility' menu. That is the section within the alert creation menu where you can specify to which recipients the created alert should be sent.

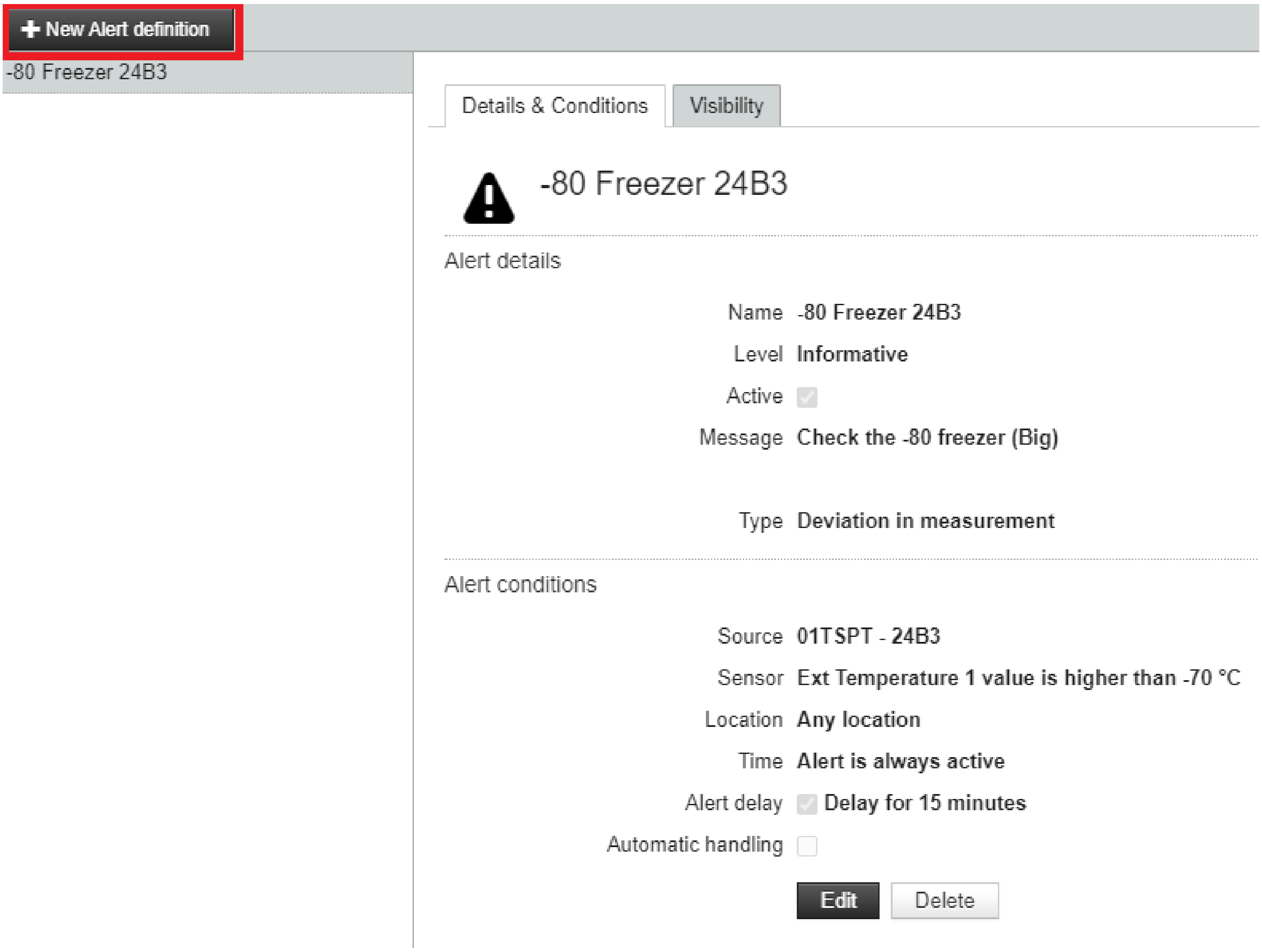
Step 5: Alerts

To setup your first alerts, select the 'Alerts' menu from the top black bar.

Next, select 'Alert definitions'.

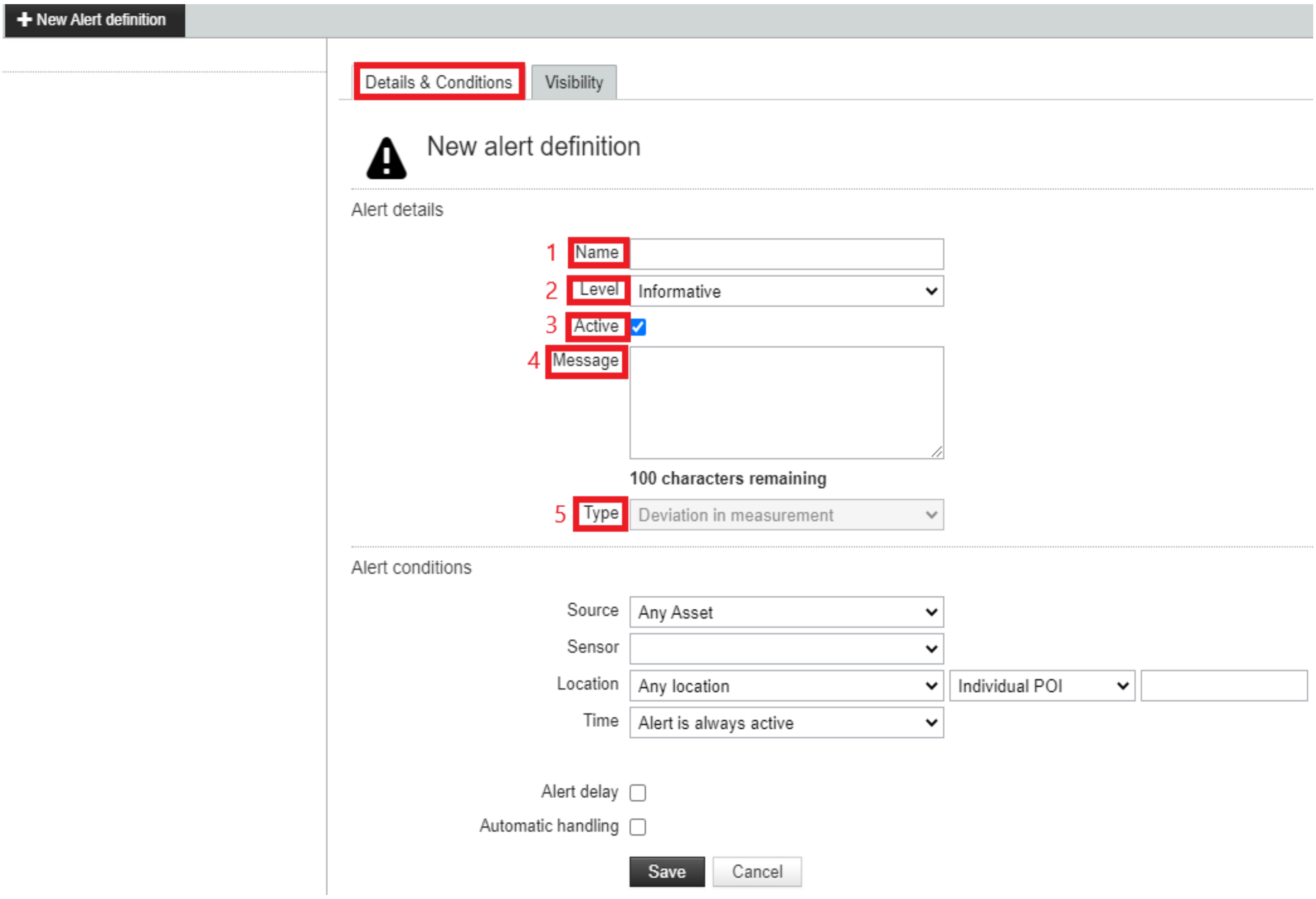


If you already have created alerts you can now find them here. You can also add new alerts here by clicking the '+New Alert definition' button.



You will now enter the menu to set a new alert.
The first tab in this menu is "Details & Conditions. On this page, you can set the alert conditions.

Alert details:



1= enter a desired name/title for the alert here

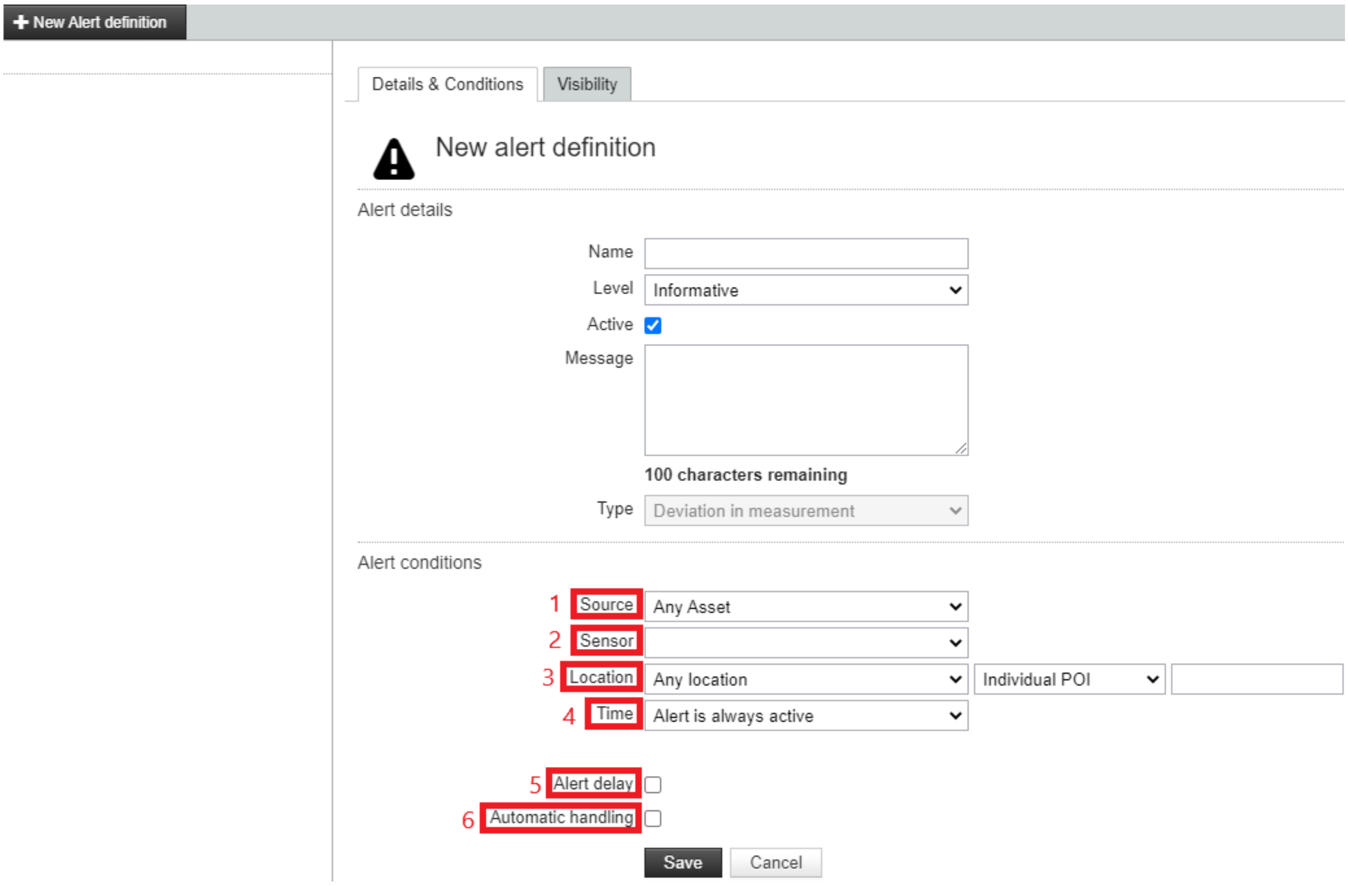
2= you can choose out of 3 alert degrees here, this way you can also specify multiple alerts for the same device if desired but with different alarm degrees and bandwidths

3= this allows you to temporarily deactivate an alert so that you do not have to delete the alert

4= here you can add additional text to be shown in the alert generated email and sms

5= here you can choose if you want to set a **'measurement deviation'** alert (for example an alert in case of a measurement outside specified temperature bandwidth) or if you want to set an **'interruption in measurement'** alert (alert at connection loss of sensor or gateway)

Alert conditions:



1= here you select if you want to assign the alert to one or more devices

2= define here which sensor of the logger it concerns, for example the temperature sensor

3= this is only relevant if you want to monitor products between locations (contact us) therefore you do not need to use this option and you can leave it as is

4= an alert setting is usually active 24/7, you do not need to enter anything here. Use this option if you want an alert to be active only on certain days or at certain hours

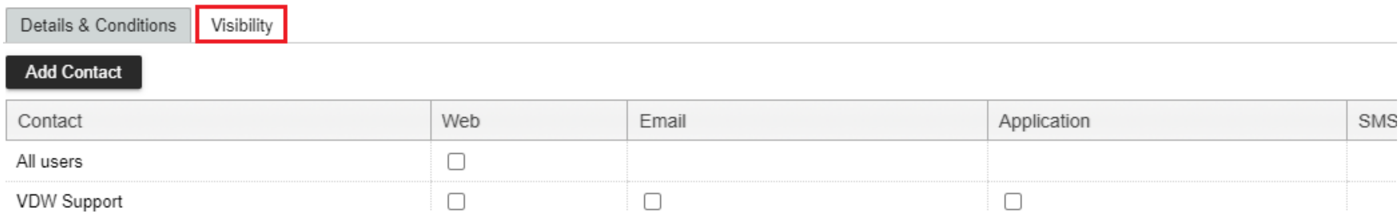
5= here you can set an alert delay, e.g. not to receive an alert immediately when a refrigerator is opened during normal operation. You then set the delay to receive an alert if the alert condition per sists longer than the specified delay

6= a generated alert always remains open in the system until it is manually handled with indication of alert reason and applied corrective action. If for certain alerts it is not desirable to have to do this every time, you can use the option of ‘automatic handling’. The alert will no longer appear in the 'open' alert list, but in the list of processed alarms. However, it will always be visible that the alert was handled automatically and not manually

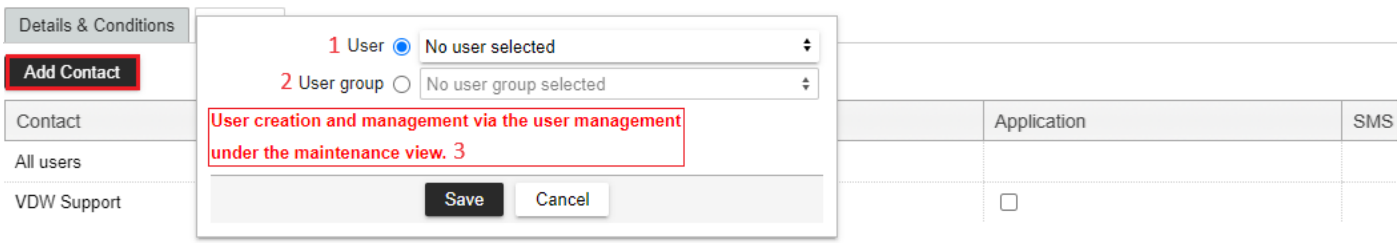
! Our advice is to test several alerts when using the system for the first time in order to make sure you have used the correct settings and alerts are generated as expected **!**

Now click 'Save' to save this section of the alert

After saving the 'Details and Conditions' section, you now arrive at the second tab of the alert setup menu, titled 'Visibility'. In this section you specify the alert recipients and the alert method (e-mail and/or SMS/Application).



First, click 'Add Contact' to be able to add users as recipients.

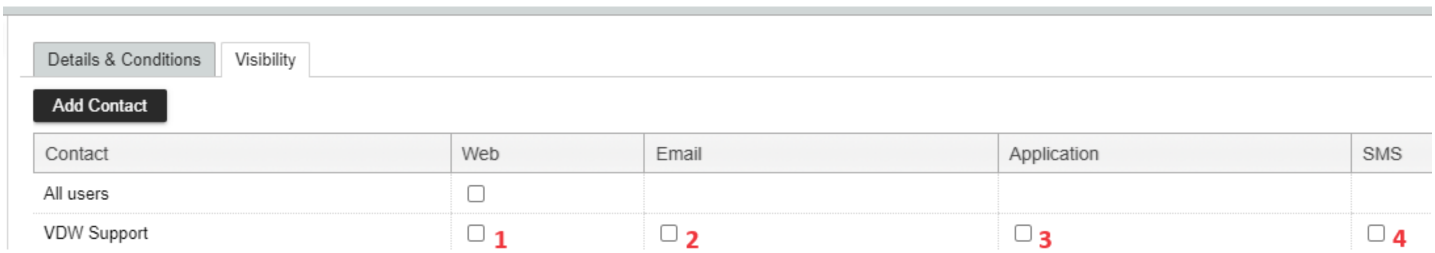


1= here you can select one or more alert recipients. These can be users who have their own login in the Seemoto portal or users that have been created only as alert recipients.

2= the system also offers the possibility to create user groups. With this option you can select a previously created user group as an alert recipient not having to specify each individual recipient.

3= this information refers to the fact that when wanting to add recipients that are not yet created, you should first create that new user or alert receiver in the user management section under the maintenance tab like described in step 4 of this manual.

There are several alert methods available.



1= **Web:** when this option is active, the user in question will see the alert sign (the danger triangle ⚠) in the event of an alert, next to the corresponding device in the main screen.

2= **Email:** when this option is active, the user in question will receive the alert via email.

3= **Application:** when this option is active, the user in question will receive the alert via the Seemoto smartphone app. App needs to be installed and active (not logged off).

4= **SMS:** when this option is active, the user in question will receive the alert via the SMS.
The app and the sms options can not be used simultaneously, only one of these can be active.

* **Additional information regarding alerts**

SMS alerts are often used as the only alarm method for ‘out of office hours’. Since correct reception of SMS alerts depend on several factors like the fact that they go through several systems and networks before they are delivered, the margin of error is always higher than with, for example, alerts via email. SMS alerts can be delayed in their delivery and in some rare cases not even delivered at all.
It is therefore advisable to always use multiple recipients with different mobile network providers for SMS alerts to minimize the risk of missing any SMS alerts.

Since e-mail alerts offer more security in that sense, the option of using them as an extra option for ‘out of office hours’ could be considered. The main reason this does not happen often is that these alerts are received in the usual mailbox in which one also receives all other work-related e-mails. Especially after work hours, it is undesirable to have to keep an eye on this mailbox as also many non-alert related e-mails will still be received there. As an easy solution a separate mailbox can be set up for the Seemoto alerts (ask your IT department). This mailbox can then be "whitelisted" on each phone to allow the incoming Seemoto alert messages to come through and actively notify 24/7. In most cases (depending on phone) you can even assign your own chosen sound to incoming messages of a specific mailbox. This way you will never miss an alert e-mail.
Seemoto has also created a manual to receive e-mail alerts via Teams. If you are interested, please contact us so we can send you the manual.

The Seemoto system has some optional alert features.

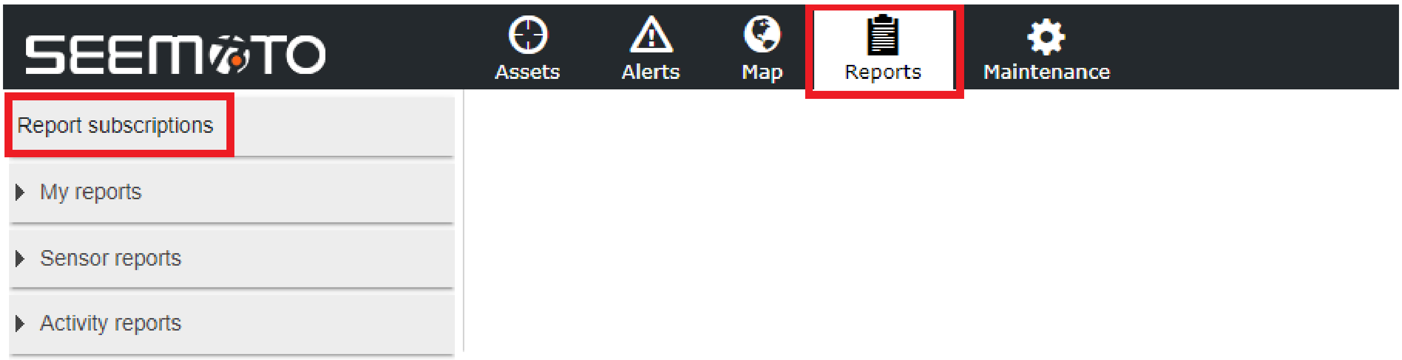
IVR (Interactive Voice Response).
A computer-controlled voice system that calls (your phone will ring like an actual incoming call) and informs of the active alert situation. Unlike the standard alerts that are sent once to all recipients, the IVR alert is sent out following a user predetermined call tree. So it calls the first in line and if this person is not reached or choses to not accept the alert, the system calls the second in line and so on. All steps are registered in the IVR system.

SMS+ system
With this option different alert escalation rounds with different SMS recipients can be specified. This way the SMS alerts can have several escalation levels without the need of having to alert all recipients in one go. Similar to the IVR system, if no one of the first SMS recipient group accepts the alert, the system will then initiate the action to alert the second specified group of recipients and so on.

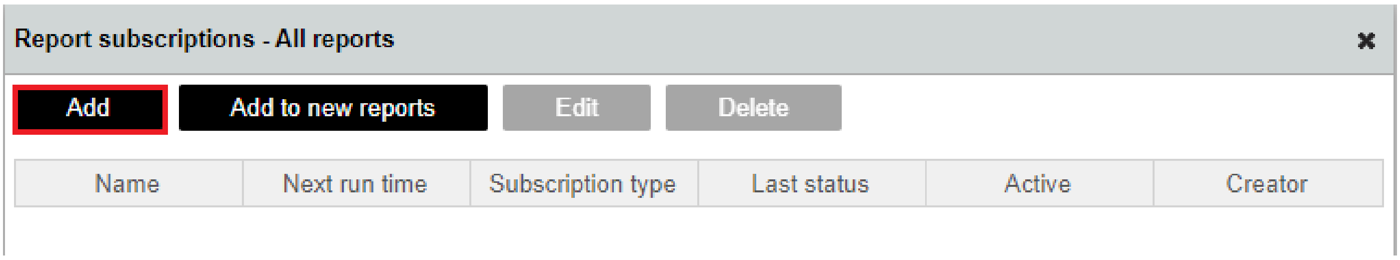
For more information on these optional alert features, please contact us.

Step 6: Setting automatic email reports (report subscriptions)

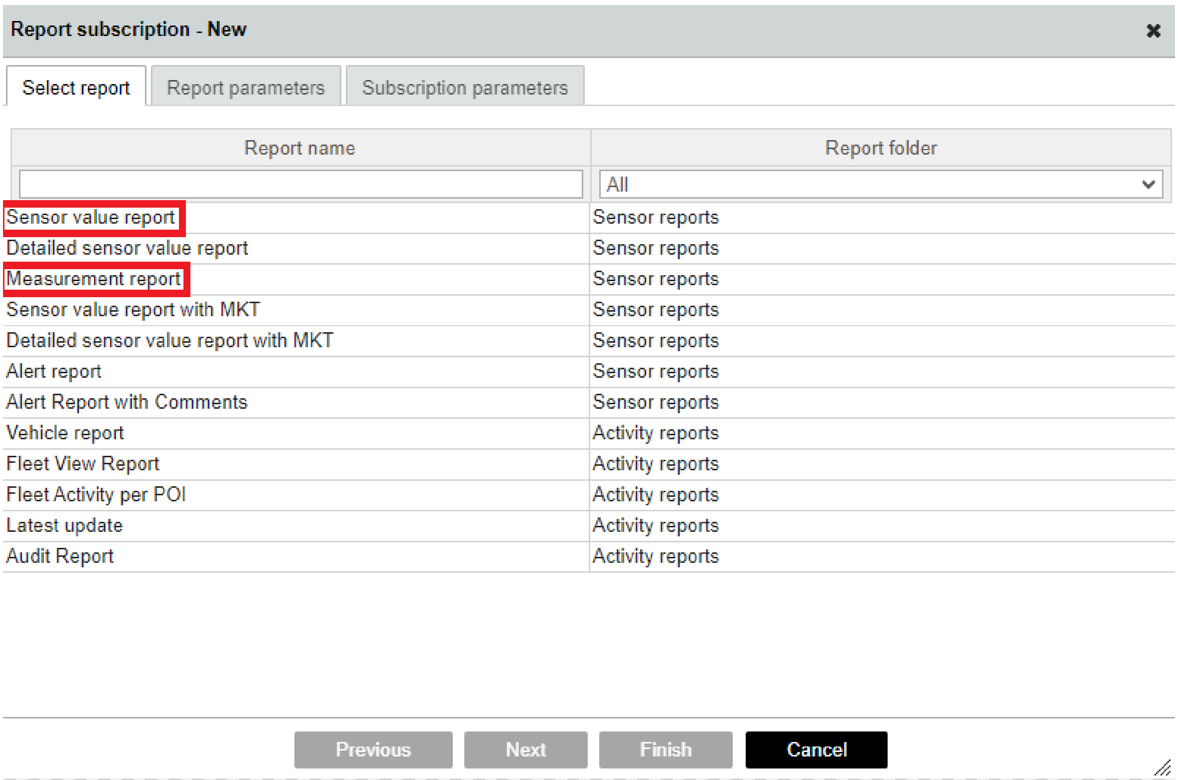
On the main screen top black bar, click on the 'Reports' tab to go directly to the reports page.
When on the reports page click on the ‘Report subscriptions’ tab.



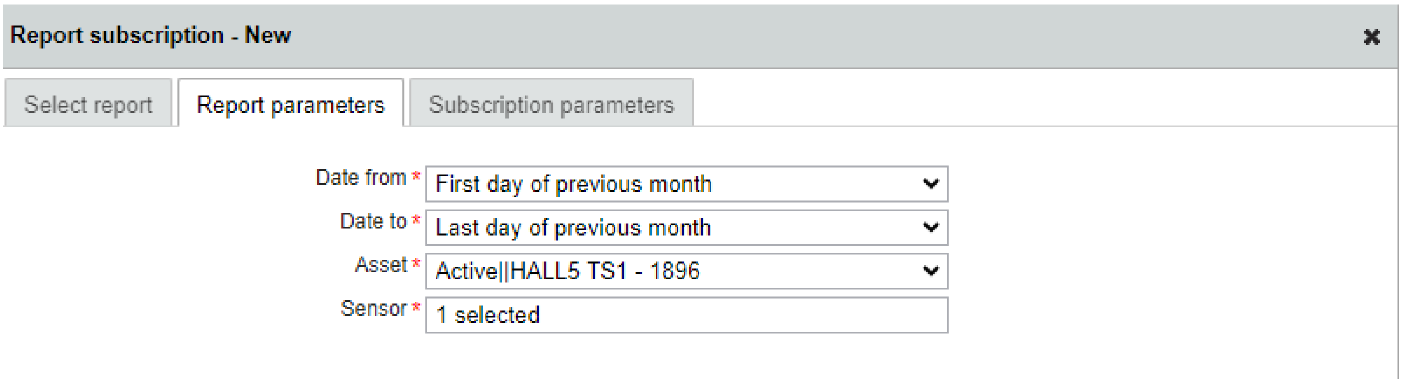
The report subscriptions menu will appear. To create a new report subscription click on the ‘Add’ button.



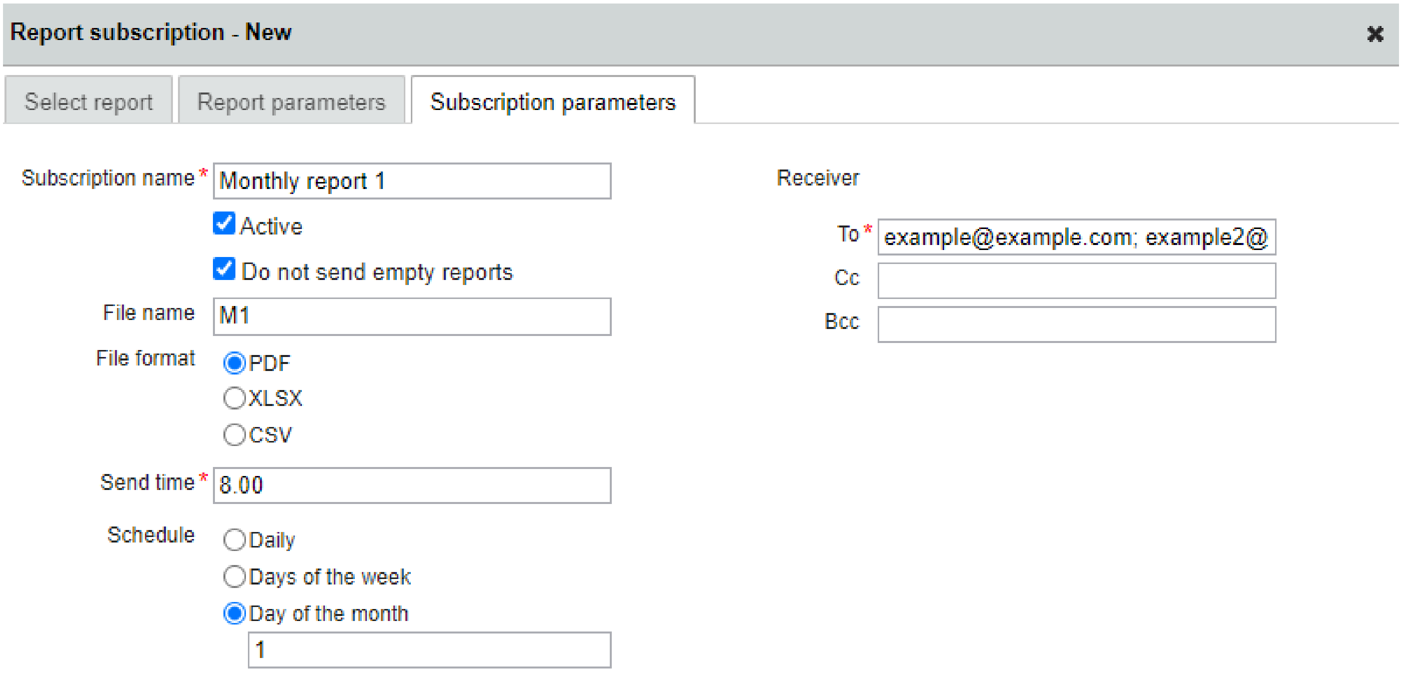
The report subscriptions selection menu will appear. Select the report type you want to create.
The most common reports are the Sensor value report and the Measurement report.



After selecting the report type you will be able to enter the desired report settings, as in the desired period for the report and the desired asset(s) / sensor(s) to be included in the report.



In the last report setting page you will be able to enter report name details, desired format and schedule details. Finally enter email recipients and save your report by clicking 'Finish'.



You will now be able to see your new report subscription at the main report subscription page.