SensiWatch™ Platform
SENSITECH

Version 1.8.0

User Guide

Contents

SensiWatch Platform Web Application

SensiWatch Platform Login Window
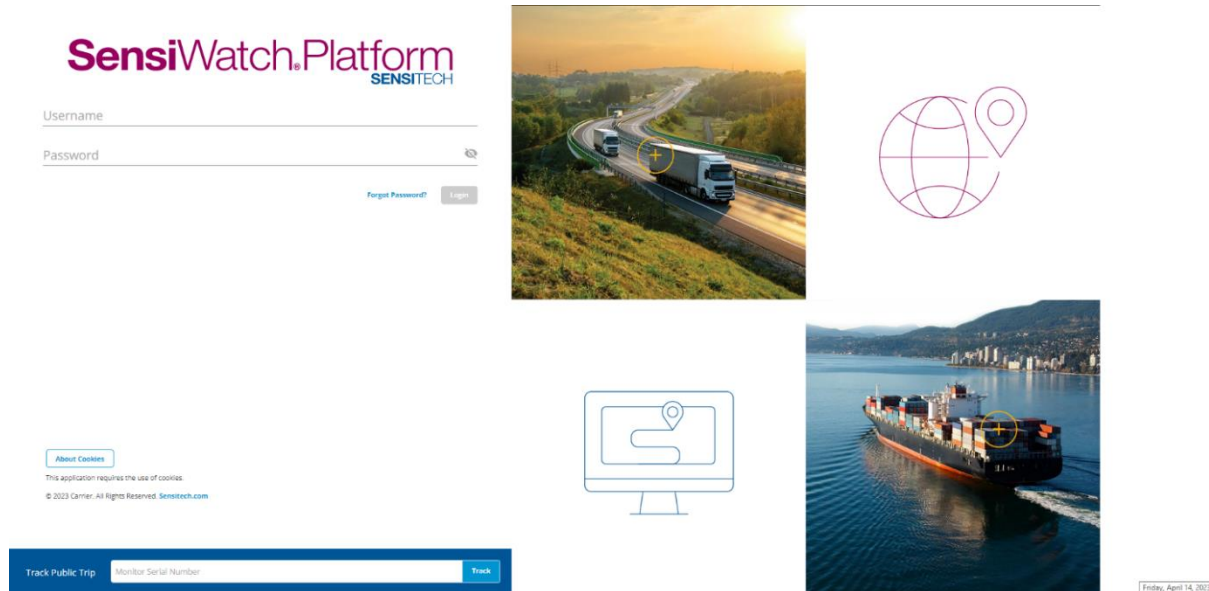
Self Service Trips (Public Trips) – Inbound Only

Non-SensiWatch Platform users can track a Trip by entering the device serial number and reviewing Trip details. You can also print the Trip details window.

If you are an external user (a user who does not have SensiWatch Platform credentials) who wants to view a Public Trip, then from the SensiWatch Platform login window, in the **Track Public Trip** text box, type the serial number of the monitor attached to the trip you want to view, and click **Track**.
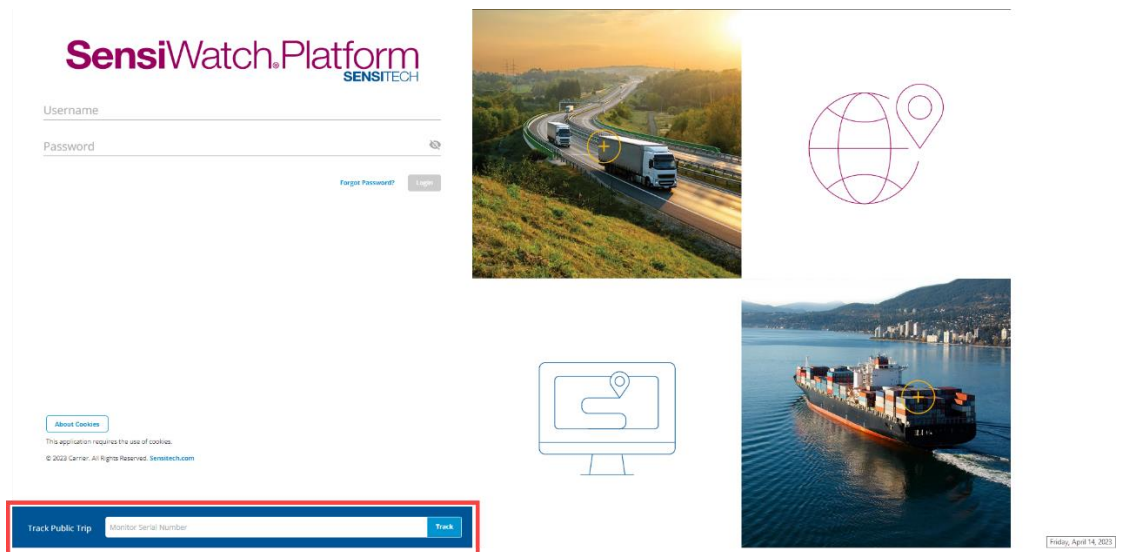
Note: You must enter at least 10 characters in the Track Public Trip field. You cannot use * or ? to search.

The Trip Details window opens for that trip.
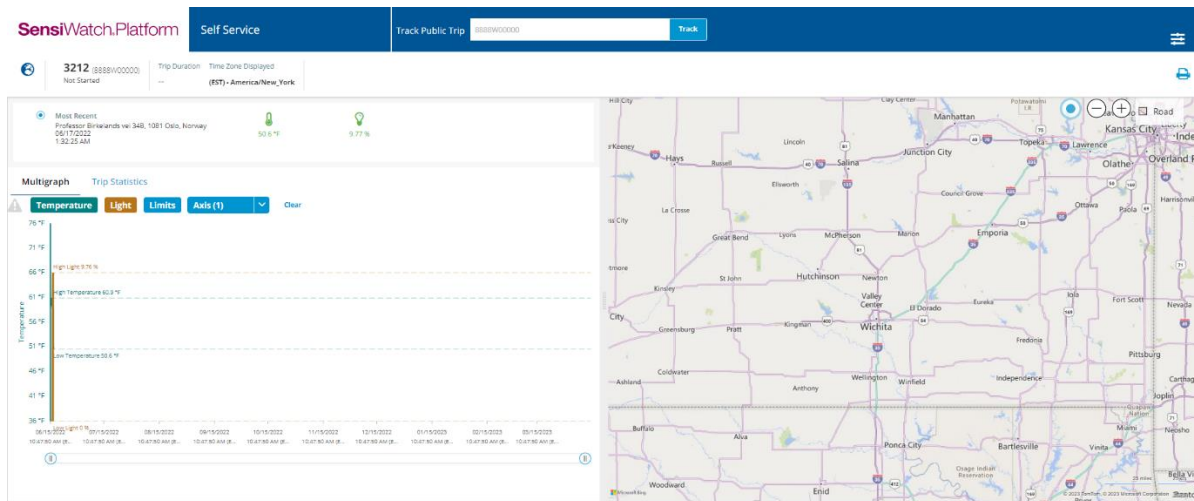
For non-SensiWatch Platform users, the following information displays.

Field	Description
Trip ID	A unique ID assigned to the Trip.
Internal Trip ID	A Trip identification number.
Trip Status	Displays the number of Draft, Not Started, In Transit, or Arrived trips.
Trip Duration	The length of time of the Trip.
Time Zone	The current time zone of the data in the application, regardless of where you are physically located.
Multigraph	In the left pane, a tab that displays a line graph with Temperature, Light, Limits, and Axis points for the Trip.
Trip Statistics	In the left pane, a tab that displays data for the Sensor, Mean, Standard Deviation, Minimum and Maximum results.
Map	In the right pane, the road map of the Trip. You can Zoom In or Zoom Out on the map.
Print	See Print a Self-Service Trip.

Field	Description

Menu
 	
	Preferences: Modify Page Settings such as
	
	    • Units of Measure (Celsius or Fahrenheit)
	    • Distance (miles or kilometers)
	    • Number Format (North American or European)
	    • Default Language*
	    • Date/Time Format
	    • Time Zone
	
	Help: Video Tutorials, Quick Start Guide, Contact info (web, Email, phone)
	
	Login: Log in to SensiWatch Platform

Note: Available languages include Dutch, English, French, German, Italian, Japanese, Korean, Portuguese, Russian, Simplified Chinese and Spanish.*

Print a Self-Service Trip

1. On the Self-Service Trip Details window, click the **Print** icon.

2. The Print Trip window opens.

3. From the **Print Options** section, select one of the following:
   - **Print All Trip Information and Data:** prints all Trip information and data
   - **Print with Graph Filters and Map Zoom Settings:** prints all Trip information and data with any filters and/or map zoom settings that you have selected.
4. Click **Print**.

Export TTV Files

When viewing the Trip Details page of a managed Trip within a Public Trip, and if you are logged in as a user that has the TTV Export permission, you can export TTV files by clicking **Export TTV**.

You can export a TTV file for all monitors assigned to the Trip. One TTV file is created for each monitor assigned to the Trip. For example, if there are three monitors, then a window displays three times for you to select the location to export each file.

Make a Trip Public

If you want users who do not have SensiWatch Platform credentials for the SensiWatch Platform application to view a Trip, then on the top of the Create Trip window, select **Public**. Otherwise, the default for new Trips is **Private**.
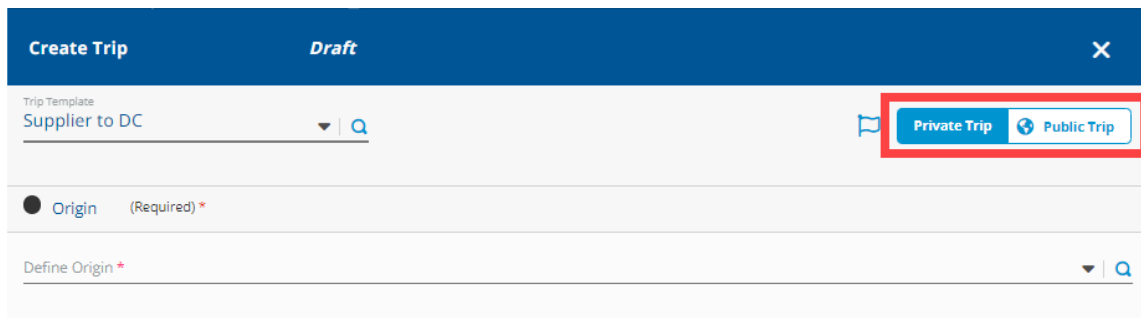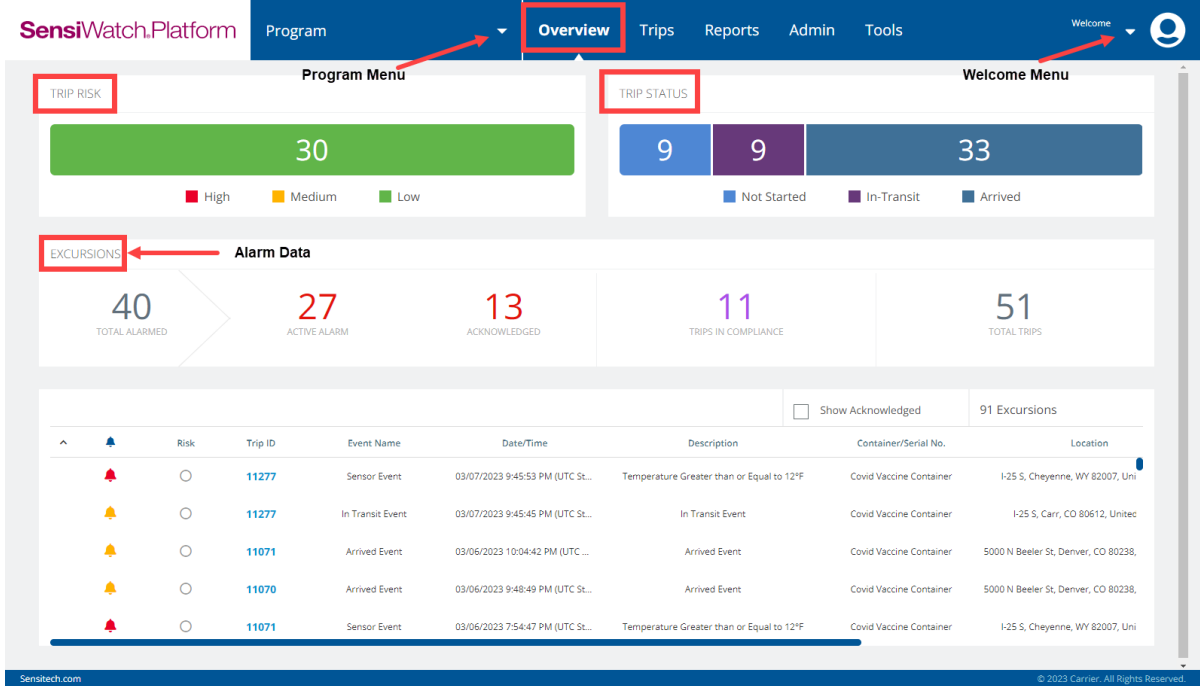

Icon	Description
Public Trip	On the Trip Details or the Trip Monitoring windows, identifies that a trip is Public.

Overview Window

When you log in to SensiWatch Platform, the landing page is the Overview tab. The information on the tab is described in the table below the following screen shot.

Note: You only see Trips on the Overview and Trips List window that you have permissions to view.

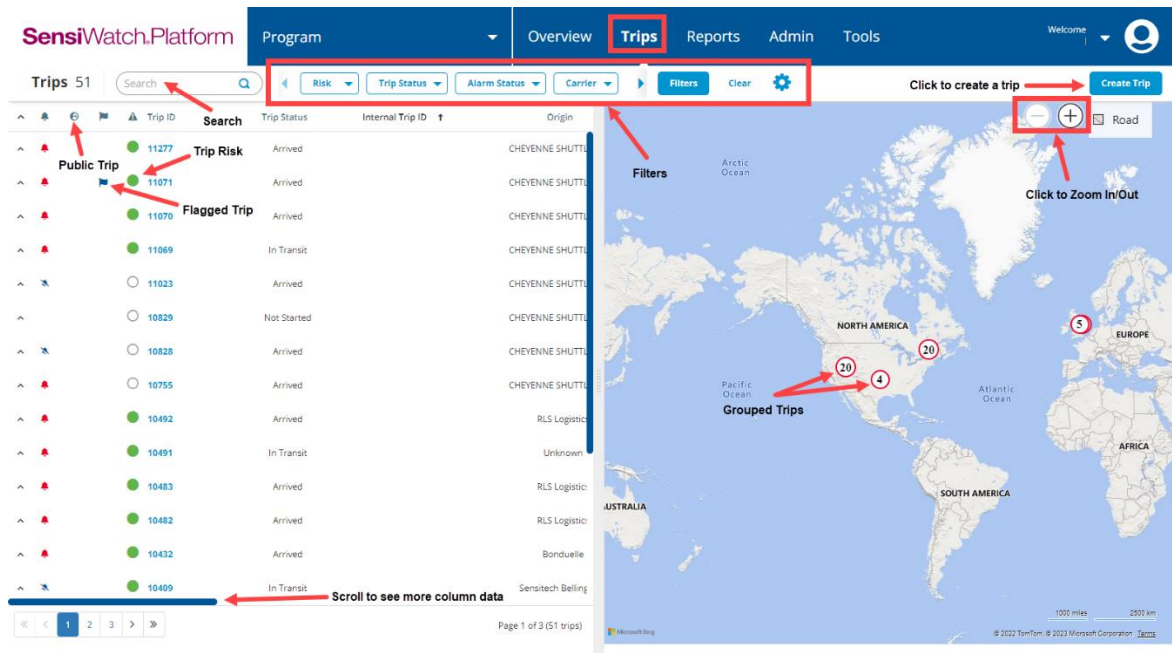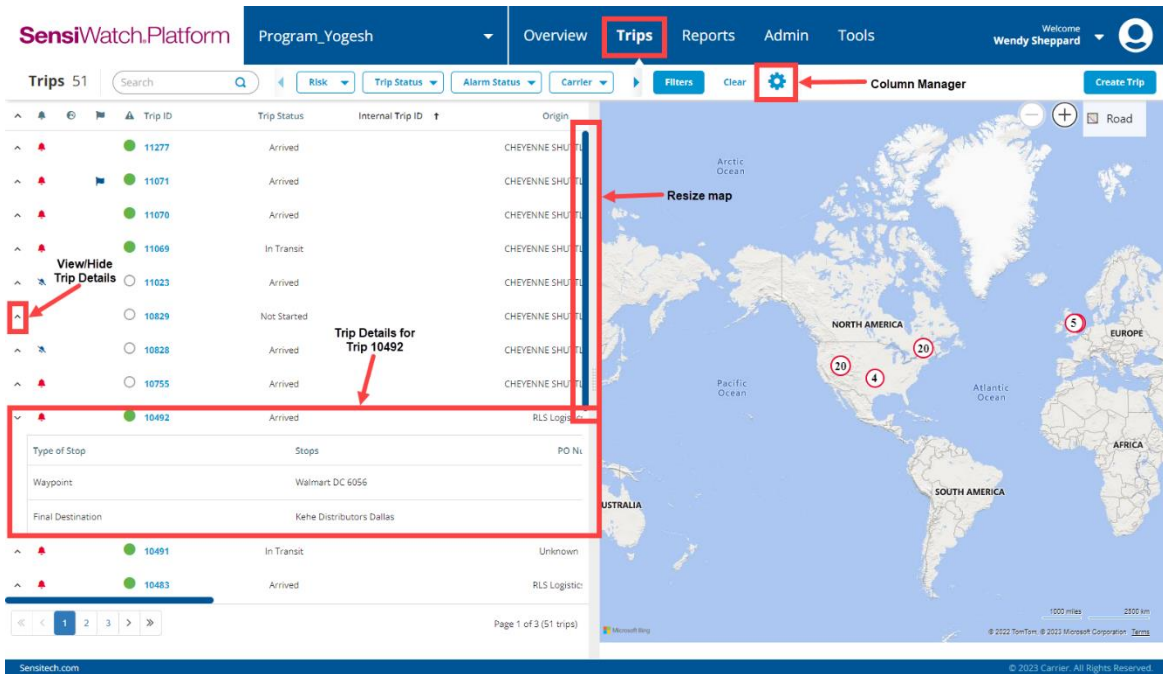|	Description
Program Menu	Select the Program you want to view.
Trip Status	Displays the number of Draft, Not Started, In Transit, or Arrived trips.
Trip Risk	
Excursions	Displays the number of Total Alarms, Active Alarms, Acknowledged alarms, Trips in Compliance, and Total Trips.
Trips List	A list of Trips with excursions that need alarms Acknowledged. To see alarms already Acknowledged, select the **Show Acknowledged** check box.
Welcome Menu	Click the **Avatar** icon to view the Welcome menu. • **My Profile** – Click the change your Password, Units of Measure types, or Localization (date/time and number formats). • **Help** – Click to open Tutorial Links or access the *Quick Start Guide*. • **Release Notes** – Click to view Release Notes. • **Logout** – Click to log out of *SensiWatch Platform*.

Banner Messages

Sensitech may share information about releases, planned downtime, and current issues with logged in users by displaying a banner message that appears at the top of your screen.
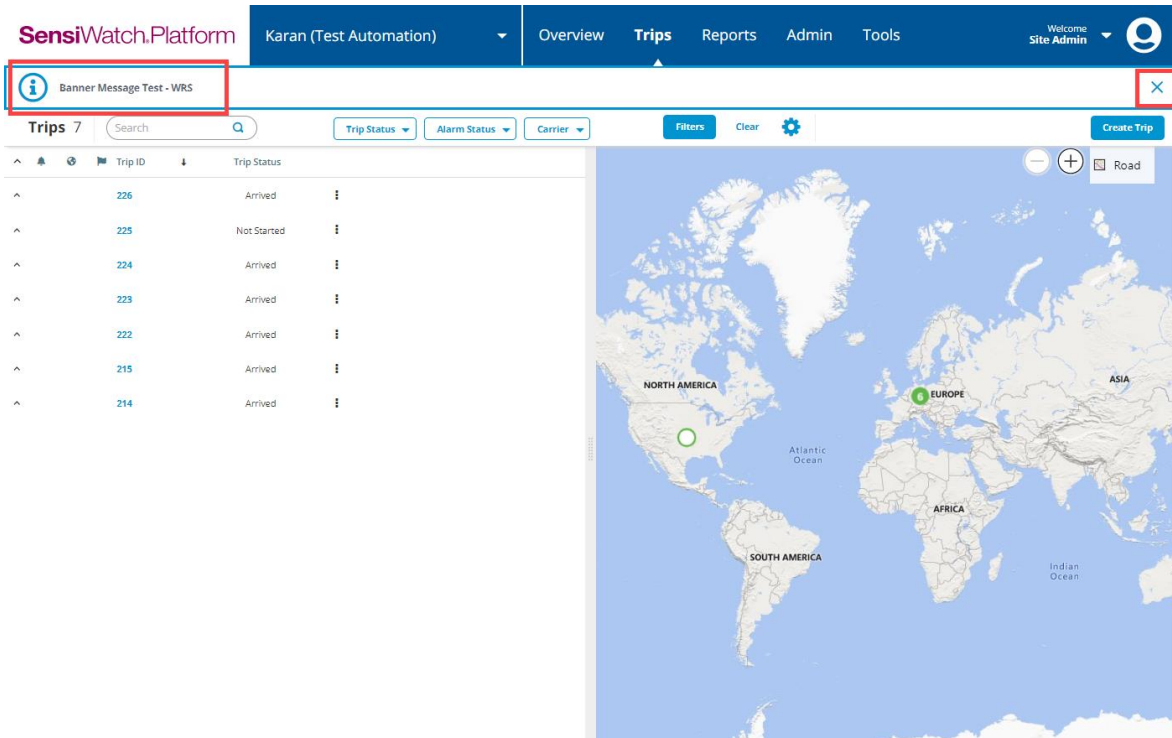
To close the Banner message, click **X** on the right side of the message.

Trips List Window

Trip Condition

Icon	Description
![Red Octagon] ![Red Triangle] ![Yellow Diamond] ![Green Circle] Trip Risk	Red Octagon = Critical Risk Red Triangle = High Risk Yellow Diamond = Medium Risk Green Circle = Low Risk Gray Circle = Awaiting Data Empty Circle = Not Configured
![Red Bell] ![Blue Bell crossed] Alarm Status	Alarm Unacknowledged Alarm Acknowledged
![Zoom In] Zoom In	On Bing maps, click to zoom in on the map.

| Icon	Description
Zoom Out	On Bing maps, click to zoom out on the map.
Menu	On the Trips List window, in the left pane, scroll all the way to the right, and in the row of the trip that you want, click the Menu icon to Edit a Trip, Clone a Trip, or Disable/Enable/Remove a Trip.

View/Hide Trip Details on Trips List Window

You can view or hide a Trip's details from the Trips List window by clicking the View/Hide Trip Details icon. A table displays below the trip and displays columns based on defaults. If you want to change the columns that display, see Column Manager.

Map Details on the Trips List Window

On the Trips List window, the Zoomed Out map displays numbers of arrived trips in groups.

To view information about the individual arrived trips, Zoom In. In the screen shot below, the 17 grouped arrived trips in the previous screen shot are now displayed as three groups of arrived trips. The closer you Zoom in, the more distinct the trips become.
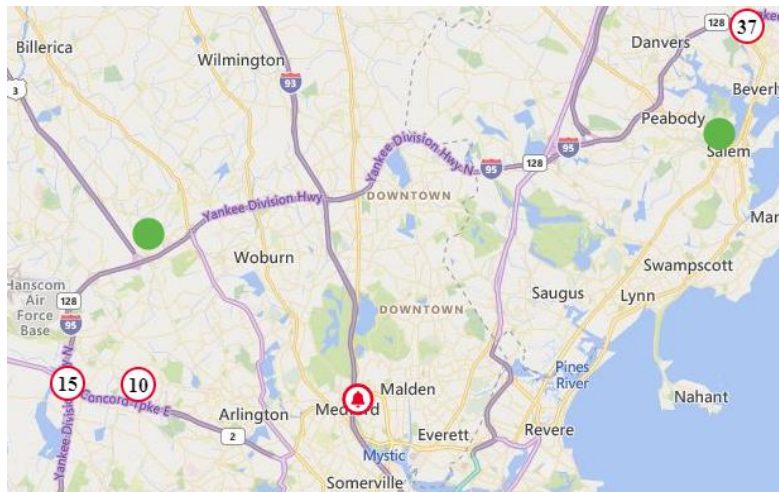
As you Zoom in, you can click on any of the numbers to see a list of the trips – single or grouped – the Alarm Status and the Trip Status.

To open an individual trip and view its details, from this list of trip numbers, click the Trip's blue link.

The following table describes the sensor icons.

Icon	Name	Icon	Name
	Temperature		Temperature Probe
	Light		Humidity

Resize the Map or Columns

For more real estate on the Trips List window, you can resize the map by hovering the mouse over the right side of the vertical scroll bar between the map and the trips list. When the ⟨⊩⟩ icon displays, click-and-drag the mouse to the right or left.

You can also resize the columns by performing the same on the column dividers in the column name ribbon.

Filters/Search

On the Trips List window, you can filter to search for the specific trip that you want to view. The top row contains three of the most-often-used filters: Trip Condition, Trip Status, Alarm Status, and Carrier. You can select a value from any of these options, or you can click **All Filters** to view more options. Click **Clear** (next to All Filters) to clear the filters from the top ribbon.
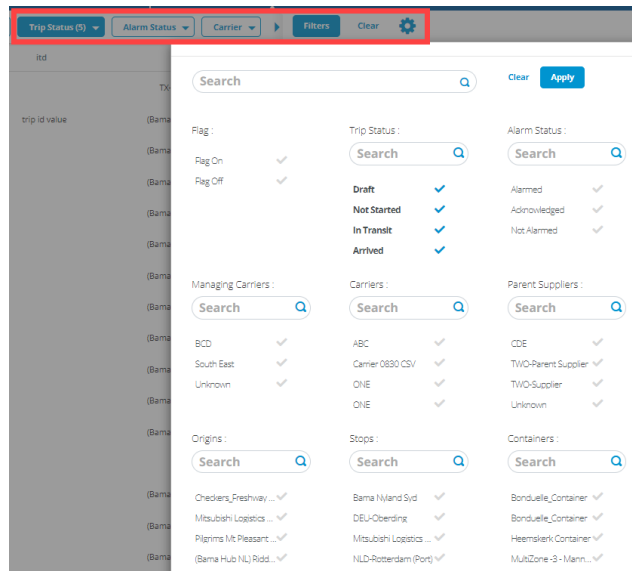
To use All Filters, select any of the values under the options by which you want to search. Some options have scroll bars if there are more values to display. Use the All Filters scroll bar to scroll to more options. You can select to search by more than one option.
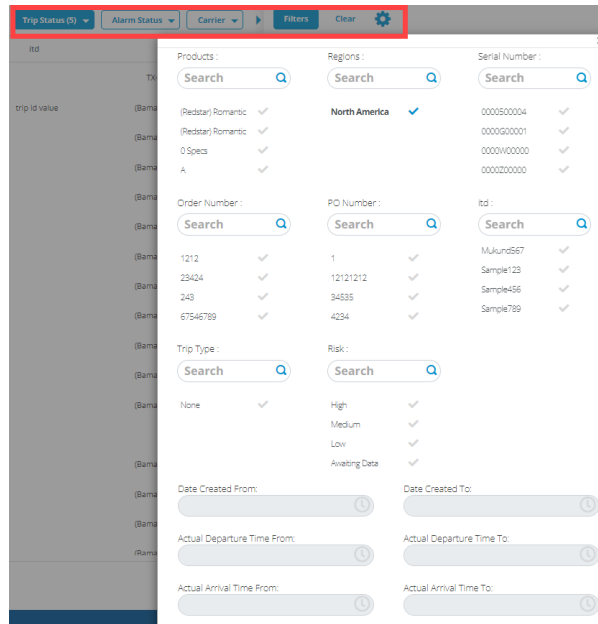
Click **Apply** to run the search or click **Clear** to remove the options you have selected.

Trip ETA (Inbound Only)

If a trip is In Transit, and you have permission to view that Trip, you can identify the trip's estimated time of arrival. In the Trip Details window, in the top ribbon, is the Trip ETA.
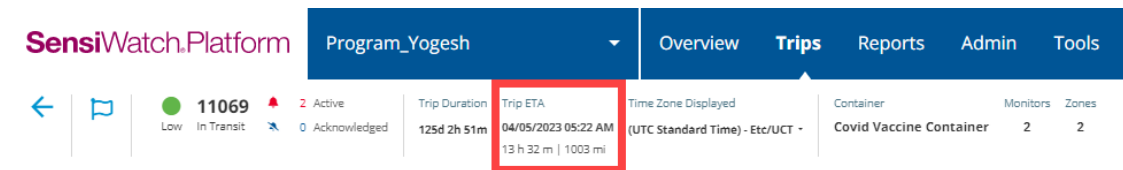
Column Manager

Using the Column Manager, you can change the columns that display in the Trips List window (Primary columns), and in the Trip Details on the Trips List Window (Secondary columns). You can also rearrange the columns to display in the order you prefer.

Note: The Alarm Status and the Trip ID columns are defaulted to selected and static and cannot be deselected or rearranged.
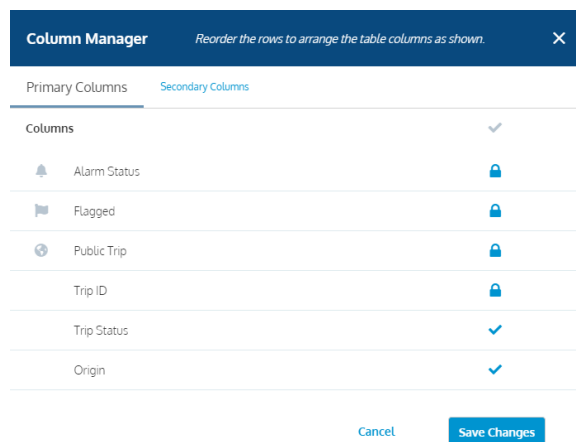
Columns are described in the following table.

| Column Name	Description
Primary Columns	
Alarm Status	
Acknowledged Count	
Acknowledged High Alarm Count	
Acknowledged Low Alarm Count	
Actual Departure Time	
Alarm Count	
Carrier	The name of the transportation company.
Container Name/ Serial No.	The name of the Container and the device's unique identification number.
Container Group Name	The name of the Container Group.
Created	The date that the Trip was created.
Created By	The name of the person who created the Trip.
Degree Minutes	The number that for each one degree in Temperature that the Sensor is beyond the Sensor Threshold temperature for one minute.
Destination	A shipment's final stop.
Distance to Destination	The remaining mileage or kilometers to the shipment's final stop.
Driver Cell	The cell phone number of the driver of the transportation vehicle.
Driver Name	The name of the driver of the transportation vehicle.
Flagged	Identifies whether a Trip is marked.

Column Name	Description
High Alarm Count	
Humidity	
Humidity Readings	
Humidity Spec	
Humidity Time	
Humidity Variance	
Internal Trip ID	
Light	
Light Readings	
Light Spec	
Light Time	
Light Variance	
Low Alarm Count	
Managing Carrier	The name of the organization responsible for all Carriers in a given Lane.
MKT	
Most Recent Latitude/Longitude	The latitude and longitude of the vehicle's most recent location.
Most Recent Location	The address of the vehicle's most recent location.
Most Recent Time	The date and time of the vehicle's most recent location.
No of Monitors	The number of devices in the shipment.
No of Products	The number of products in the shipment.
No of Zones	The number of zones in the Container.
No. of Stops	The number of stops for the Trip.
Origin	The name of the starting point of the Trip.
Origin Address	The address of the starting point of the Trip.
Parent Supplier	The name of the wholesaler, Carrier, or Managing Carrier.
Planned Departure Time	The date and time of the expected departure.
PO Number	The purchase order number of the shipment.
Public Trip	A trip available for external users of SensiWatch Platform to view using the monitor serial number, rather than logging in to the platform.
Serial No.	The device's identification number.

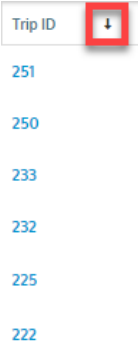| Column Name	Description
Temperature	
Temp Readings	
Temp Spec	
Temp Time	
Temp Variance	
Time to Destination	
Trailer ID	The identification number of the shipment's vehicle.
Trip Duration	The length of time of the Trip.
Trip ID	The Trip's unique identification number.
Trip ETA	The date and time that the Trip is expected to arrive at the next stop.
Trip Note	User-entered information about the Trip.
Trip Risk	
Trip Status	The status of the Trip: Draft, Not Started, In Transit, or Arrived.
Trip Template	
Trip Type	
Updated	The date and time that the Trip data was last updated.
Updated By	The name of the person who last updated the Trip.
Secondary Columns	
Actual Arrival Time	The date and time that the Trip arrived.
Actual Departure Time	The date and time that the Trip departed.
Mode of transportation	The type of transportation used for the Trip: Ocean or Air.
Order Number	The order number for the Trip.
Planned Arrival Time	The date and time that the Trip should arrive at the stop.
Planned Departure Time	The date and time that Trip should depart from a stop.
PO Number	The purchase order number of the shipment.
Products	The products to be transported on the Trip.
Stop Address	The address of a stop.
Stops	A list of stops on the route.
Type of Stop	

Note: You can reorder the rows while in Column Manager, to arrange the table columns, by clicking and dragging the row where you want it, so that it displays in that order on the Trips List window.
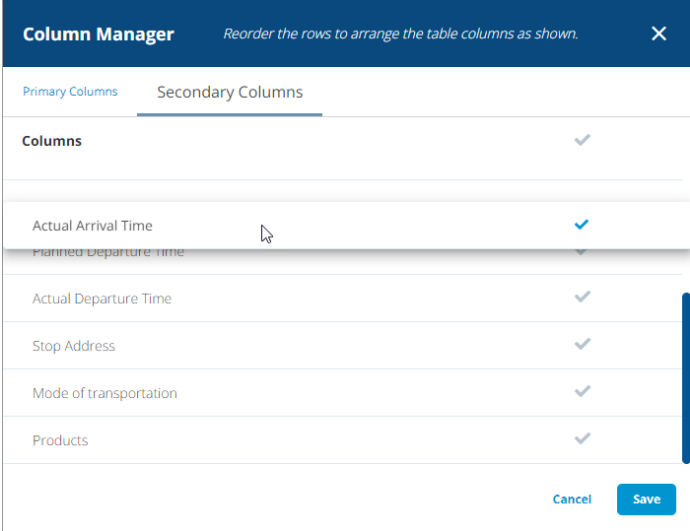
1. Select the **Column Manager**. The Table View opens with the Primary Columns tab active.
2. Select the check marks next to the column names that you want to display in the Trips List window.
3. To rearrange the column order, in the list, drag-and-drop the column name(s) to the location(s) where you want it (them).
4. If you want to display different columns on the Trips List window when you click the View/Hide icon to view a specific trip's details within the table, then from the **Secondary Columns** tab, perform the same steps.
5. Click **Save Changes**. When you log out of SensiWatch Platform and back in again, the column changes that you made are retained.

Sort Columns

You can sort the Trip List columns by Ascending or Descending order by clicking the column header. The column sorts, and the Ascending or Descending arrow displays. Click the arrow to sort the column again.

Trip Details Window

View Trip Details

To view Trip Details, from the Trips window, in the Trip ID column, click the link of Trip you want to view. The Trip Information displays in the left pane, and the Map, Sensor Graph, and Excursions display in the right pane.

The following table describes the icons on the Trip Information pane.

Icon	Name	Icon	Name
	Alarm-Arrived		Alarm
	Origin		Acknowledged Alarm

Icon	Name	Icon	Name
	Current Location		Destination
	Stop		No Alarm

Trip Information Tab

Scroll to the bottom of the Trip Details window to view the Trip Information tab. The tab includes the following fields:

Field	Field	Field	Field
Trip ID	Status	Internal Trip ID	Actual Arrival Time
Trip Template	Trip Type	Driver Name	Driver Cell
Trailer ID	Carrier	Managing Carrier	Parent Supplier
Trip Note	Created	Created By	Updated
Updated By			

Origins and Stops Tab

Click the Origins and Stops tab to view the following information.

Container Tab

Click the Container tab to view the following information. For an outbound Trip, you see Zone and Sensor information, as in the screen shot below.
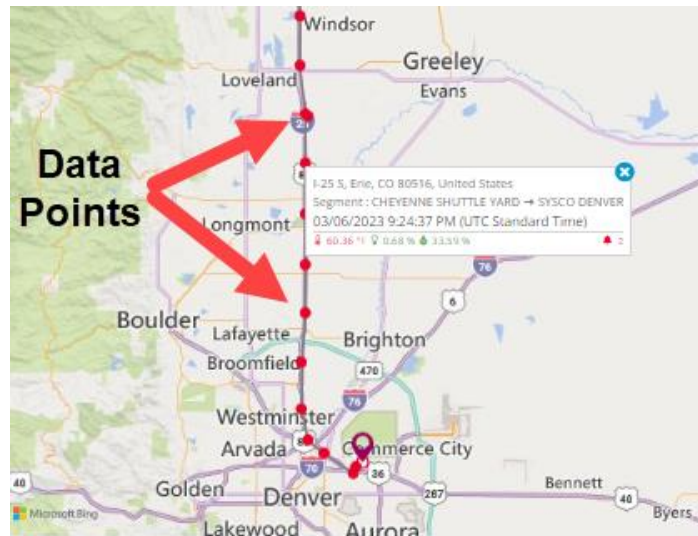

For an inbound Trip, you do not see Zone and Sensor information, but you may see Product information.

View Map Data Points

On the Trip Details map, hover the mouse over any data point to view the information about that data point.

The Multigraph pans so that the related data point displays and zooms so that 5 data points on either side of the Map data point.

View Zones and Monitors

If there is more than one zone or monitor for the trip, the View All button displays. Click View All to see the list of zone and monitor detail.

Note: Zones are associated with Containers, which are seen for outbound Trips. Monitors are associated with Products, which are seen for inbound Trips. Also, if there is only one Monitor and one Zone for the inbound Trip, this data does not display. The screen shot below has more detail because the Trip has a Container with Zones and Monitors.

Trip Review (DMS Users Only)

If you are logged in to SensiWatch Platform as a Data Management System (DMS) user, and you have the Trip Review Edit permission, you can select a reason for a trip that has incorrect data that needs correcting. The Trip Review reason signifies to the DMS team that an update is needed for the information on that trip.

If you are not a DMS user, you do not have access to enter a Trip Review reason. However, if you have the Trip Review View permission, you can view the reason on the Trip log.

Note: If you are not a DMS user and do not have the Trip Review View permission, the Trip Review field does not display.

From the **Trip Review** drop-down list, you can select one of the following options.

Option	Description
Monitor Not Shipped	
Monitor Not Started	
Monitor Offloaded Early	
Arrived at Undefined Destination	
No In Transit Data	
Loss of Coverage	
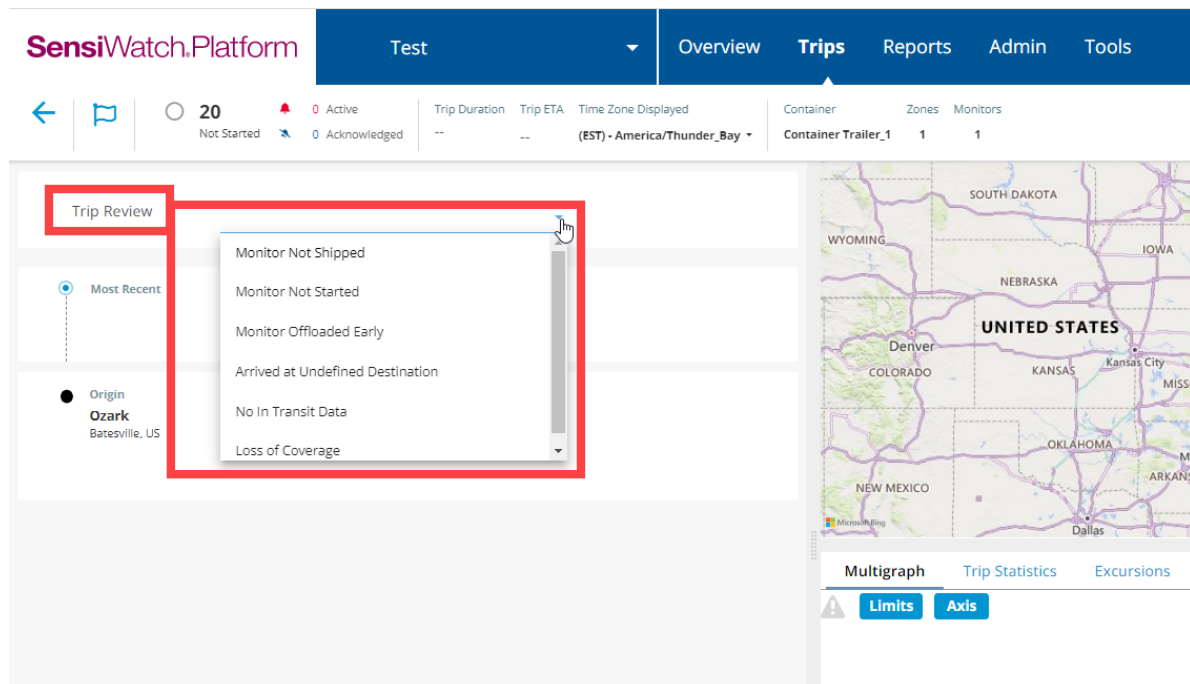
Acknowledge an Alarm

On the Trip Details window, type your comments in the text field and click **Acknowledge**.
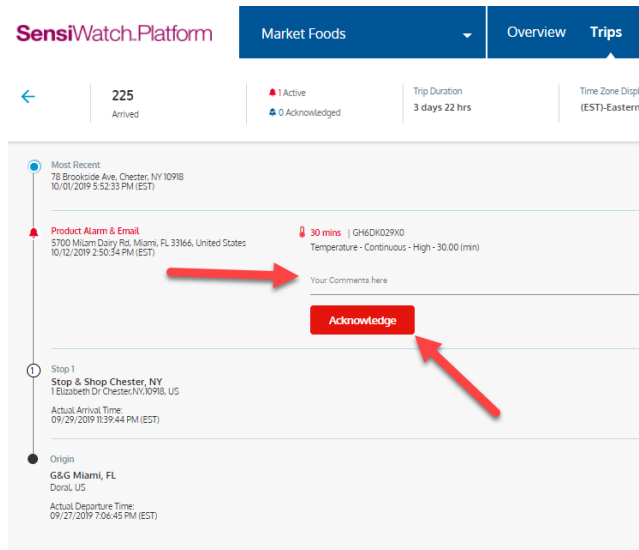
Marked Events (Inbound Only)

Once a Trip starts, a user can press the device's Start button to create a Marked Event. When you download the Trip Details, that Marked Event displays on the timeline. You can add a **Reason** for the Marked Event before printing the Trip Details.

Print Trip Details

To print Trip details, from the **Actions** menu, select **Print**. The option **Print All Trip Information and Data** is the default.

Trip Details do not change when you filter or zoom and you cannot save the filters or zoomed data. However, if you have used filters and/or zoomed map settings, you can select the option **Print with Graph Filters and Map Zoom Settings** to print them.
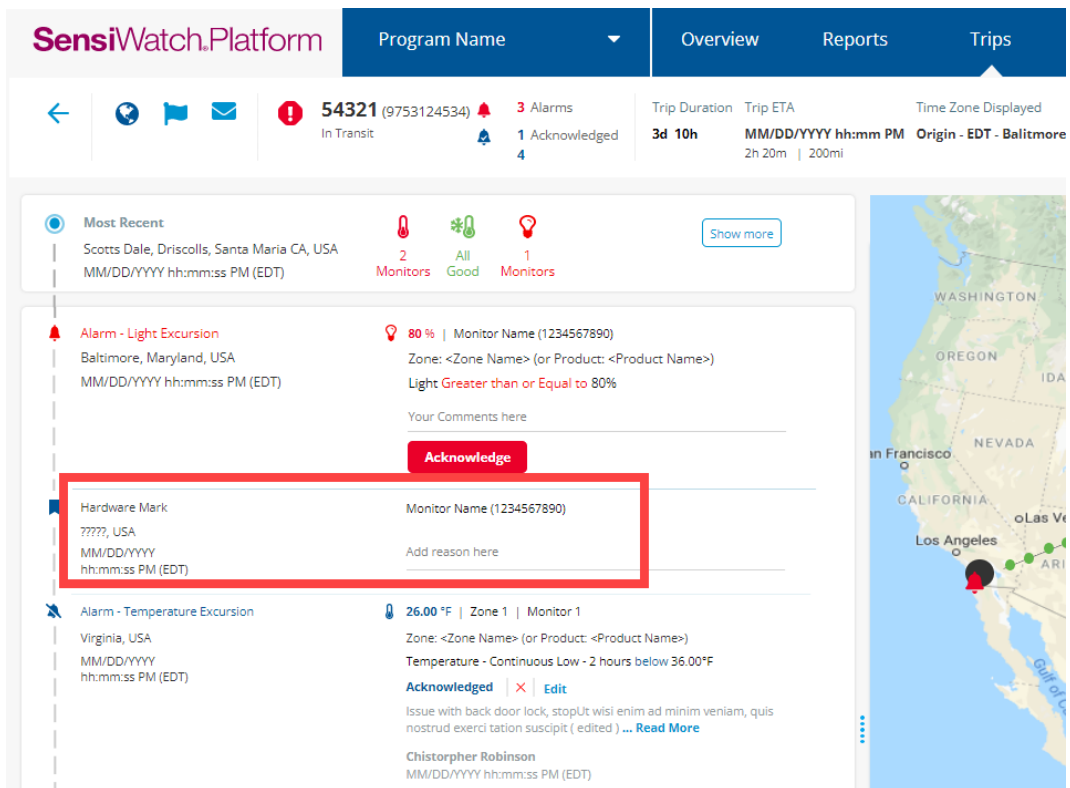
You can also type **Notes** to display in the Trip Note field on the printed Trip Details.

Note: You can also print Trip Details by clicking the Print icon to the left of the Actions menu.

Export TTV Files (Inbound Only)

When viewing the Trip Details page of a managed Trip within a Program or within a Public Trip, and if you are logged in as a user that has the TTV Export permission, you can export TTV files from the **Action** menu by clicking **Export TTV**.

You can export a TTV file for all monitors assigned to the Trip. One TTV file is created for each monitor assigned to the Trip. For example, if there are three monitors, then a window displays three times for you to select the location to export each file.

Edit an Alarm

If you have Comments for an alarm, you can edit the comments (click **Edit**), then **Save**.
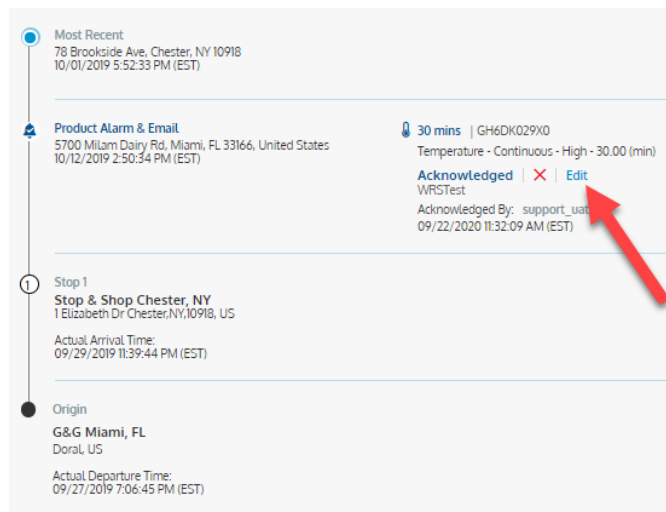
Note: The fields and options that display on each window depend upon your Role. Therefore, you may or may not see the fields and options on any given window.

View Multigraph Data Points

Hover the mouse over any point on the Multigraph X-axis to view the data. The Segment Names display both in the data points, on the timeline below the Multigraph, and the Map displays the related data point.
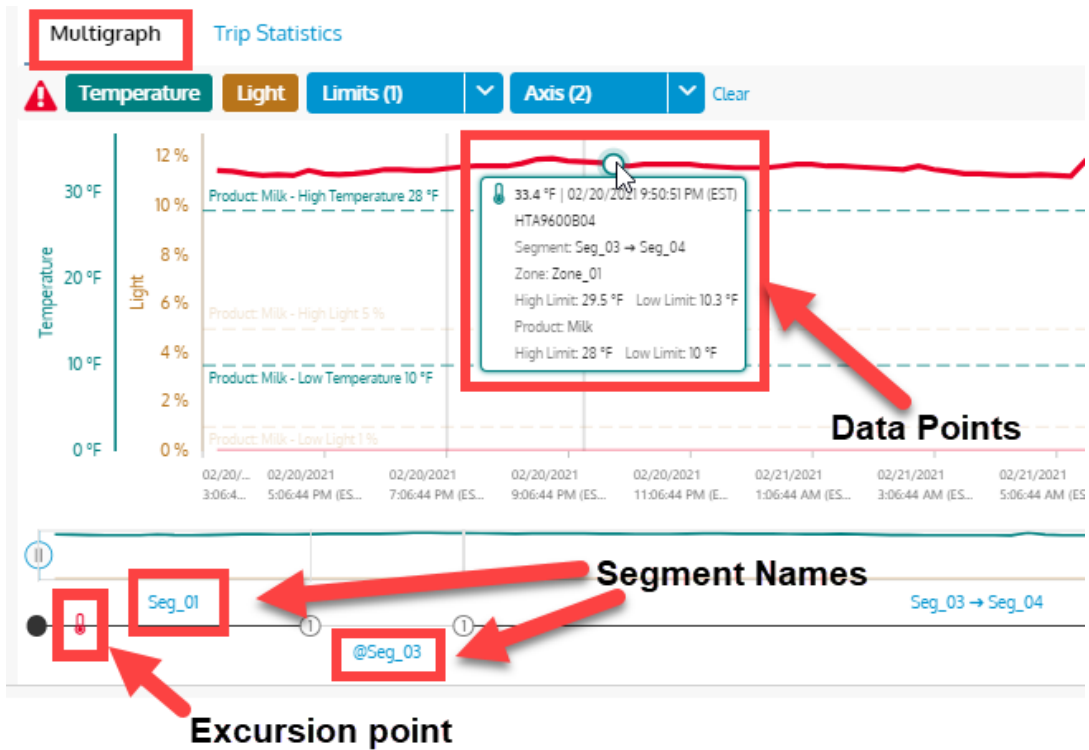
Clicking a Segment Name zooms the graph to display only that segment data. Excursion icons display on the segment timeline at the point that the excursion occurred.

Zoom, Pan, & Reset

On the Multigraph tab, once you condition the monitor data, three icons appear that you use to zoom, pan, or reset the conditioned data.

Icon	Name	Description
	Zoom	Use to Zoom in or out on the graph.
	Pan	Use to move right or left on the graph.
	Reset	Use to return the graph to the full timeline.

View Trip Statistics

Just below the map, select the **Trip Statistics** tab.

Monitor ID	Sensor	Mean	Std Deviation	Min	Max		
F2FBNF2FB4_184		5.59 °F	4.73	-3.3 °F	13.9 °F		
		30.54 °F	10.38	13.66 °F	48.2 °F		
		5.21 %	2.77	0.09 %	9.57 %		
		4.87 %	2.82	0 %	9.9 %		
Product	Sensor	High	Low	Above	Within	Below	° Min Above	° Min B
Product: RiskScore		60 °F	58 °F	0m	0m	3d 20h 13m	0 °F min	290,060 °F

(Tabs shown: Multigraph | Trip Statistics | Excursions)

View Excursions

Just below the map, select the **Excursions** tab.

(Tabs shown: Multigraph | Trip Statistics | Excursions)

☐ Show Invalidated Excursions

🔔	Date	Event	Condition	Container / Monitor	Zone / Product	Location
🔔	05/14/2023 3:03:26 AM (UTC Standard Time)	Hardware Alarm 4	Temperature Probe - Single - Dual Range - between 35°F and 40°F or between -10°F and -2°F	F2FBNF2FB4_184		6855 Boundry Ln, Belgrade, MT 59714, United States
	Not Acknowledged					
🔔	05/13/2023 6:43:26 PM (UTC Standard Time)	Hardware Alarm 3	Temperature Probe - Single - High - 10m above 39°F	F2FBNF2FB4_184		I-94 E, Forsyth, MT 59327, United States
	Not Acknowledged					

Create Trips

The following information describes all the fields on the Create Trip window.

Column Name	Description
Trip Template	Select the type of Trip Template, for example, DC to Store, Managing Carrier, Supplier to DC, or Supplier to Store.
My Time Zone	Default. Select to view all time zones in your current time zone.
Location Time Zone	Select so that all time zones display all the time zone based on the Location selected in the Origin field.
Private Trip	Trips limited to users with SensiWatch Platform accounts and with permissions to view that Trip.

Column Name	Description
Public Trip	A trip available for external users of SensiWatch Platform to view using the monitor serial number, rather than logging in to the platform.
Define Origin	
Driver Name	The name of the transportation driver.
Driver Cell	The cell phone number of the transportation driver.
Internal Trip ID	
Planned Departure Time	
Trip Note	User-entered information about the Trip.
Carrier	
Parent Supplier	
Trailer ID	The identification number of the shipment's vehicle.
Stops	
Location Name	The name of the location.
Type of Stop	
PO Number	The purchase order number of the shipment.
Order Number	The order number of the shipment.
Planned Arrival Time	The time that the shipment is planning to arrive at its destination.
Planned Departure Time	The time that the shipment is planning to leave its destination.
Mode of Transportation	
Available Products	
Container	
Available Containers	

Create Trip   *Draft*   ✕

Trip Template
Default Template ▼ | 🔍

My Time Zone | Location Time Zone | 🏳 | **Private Trip** | 🌐 Public Trip

● Origin   (Required) *

Define Origin * ▼ | 🔍

Driver Name

Driver Cell

Internal Trip ID

Planned Departure Time
MM/DD/YYYY HH:MM (EEST) 📅

Trip Note

Carrier ▼ | 🔍

Parent Supplier ▼ | 🔍

Trailer ID

Stops   (Minimum one Destination or Pickup stop required)

1 ○ **Define First Stop***

Add Stop ➕

Location Name * ▼ | 🔍

Type of Stop ▼

PO Number

Order Number

Planned Arrival Time
MM/DD/YYYY HH:MM 📅

Planned Departure Time
MM/DD/YYYY HH:MM 📅

Mode of Transportation ▼

Available Products ▼ 🔍

Container   (Minimum one Monitor per zone required)

Container : Define Container*

Available Containers * ▼ | 🔍

Cancel | Save as Draft | **Create Trip**

Create a Trip with a Container (Inbound Only)

1. In the Program where you want to create a trip, on the Trips window, click **Create Trip**.
2. From the **Trip Template** drop-down, select **Supplier to DC**.
3. **Define Origin** or **Create Origin Location**.
4. Define the trip's stops by creating or selecting all the **Stops** that are required for the trip.
5. For each Stop, select the **Type of Stop**.
6. If required, enter the PO Number or Order Number, Planned Arrival and Departure Times, Mode of Transportation, and Products for the trip's stop.
7. Select an **Available Container**.
8. Enter the **Monitor ID**.
9. Click **Save as Draft** or **Create Trip.**

Create a Trip with Only Monitors (Inbound Only)

1. In the Program where you want to create a trip, on the Trips window, click **Create Trip**.
2. From the **Trip Template** drop-down, select **DC to Store**.
3. Create or select an **Origin**.
4. Create or select all the **Stops** that are required for the trip.
5. For each Stop, select the **Type of Stop**.
6. If required, enter the PO Number or Order Number, Planned Arrival and Departure Times, Mode of Transportation, and Products for the trip's stop.
7. Add the required Monitors.
8. Click **Save as Draft** or **Create Trip**.

Edit a Trip

You can edit a Trip that has Arrived at its final destination, for example, to modify its Actual Arrival or Actual Departure Time.

Note: For outbound Trips, editing is only allowed after a Trip has arrived.

1. On the Trips window, use **Search** and **Filters** to find the trip you want to edit.
2. From the Results list, on the row of the Trip that you want to edit, scroll to the right, click the **Menu** icon, and select **Edit**.

Note: You can also click the Trip's link, then on the Trip Details window, from the Actions drop-down list, select Edit Trip.

The Edit Trip window opens.

3. Make the required edits.
4. Click **Save**.

Reorder Trip Stops

When you create a Trip, you select at least one Stop. If you have multiple stops, and you want to change the order that the delivery makes the stops, then on the Create New Trip or the Edit Trip window, in the Stops section, drag-and-drop the Stop that you want to move to its new order in the Stops list.

Reprocess Trips

You can change data that are maintained *outside* of a Trip that is used in a Trip, such as Locations, Product Specifications, or Transit Container Specifications, and then reprocess the trip. The Trip must be in either the In Transit or Arrived state.

1. Once you edit the trip, reprocess the trip by selecting **Actions>Reprocess**.

    The Start Reprocessing This Trip window opens with the **Send notifications for updated trip events** check box selected. If you do not want to send notifications for the modified trip, deselect the check box.
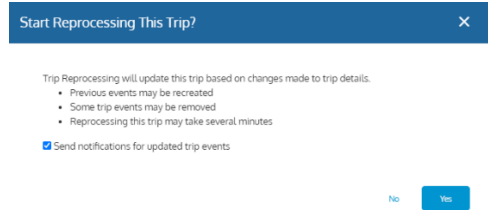
2. Click **Yes** to reprocess the trip, or click **No**.

Clone a Trip (Inbound Only)

Select to create a copy of a trip, using its configuration as the basis of a new trip.

1. On the Trips window, use **Search** and **Filters** to find the trip you want to clone.
2. From the Results list, on the row of the Trip that you want to copy, scroll to the right, click the **Menu** icon, and select **Clone**.
3. Make the required edits.
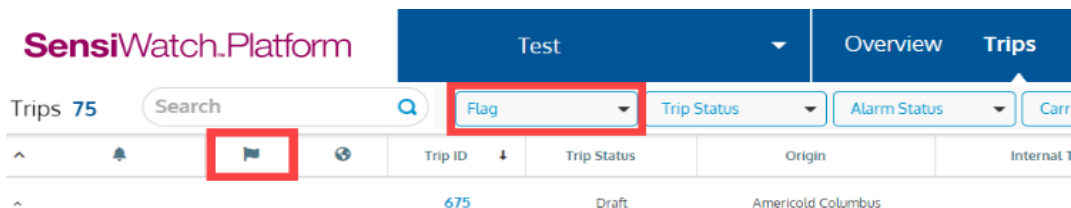4. Click **Save as Draft** or **Create Trip**.

Flag a Trip (Inbound Only)

To highlight a Trip so that it can be watched, you can set a flag for that trip. Then, you can Search or Sort for any Trip with the Flag icon. You can flag (or unflag) a trip on the following windows by selecting the Flag icon:
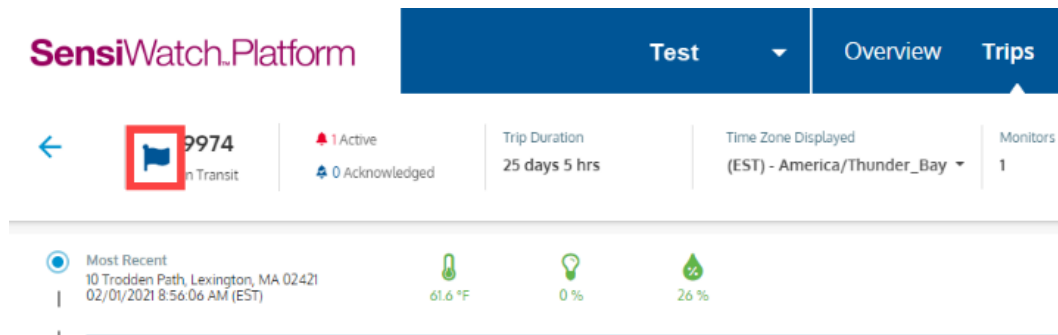
*   Create (or Edit) New Trip

*   Trip Monitoring

- Trip Details

Disable/Enable/Remove a Trip

You may want to disable or remove a trip if you want to re-use the monitor assigned to the trip for another trip. You can *remove* a trip that is in the Draft state, or you can *disable* a trip that is in any state except Draft.

You can remove a Draft trip from the Trip Details window by clicking **Remove Trip**. You can disable a trip that is not a Draft, from either the Trip Details window by clicking **Disable Trip**, or from the Trips list window by scrolling to the right, clicking the Menu icon, and selecting **Disable Trip**.

You can re-enable a disabled trip from either the Trip Details window or the Trips list. Once you re-enable the trip, that trip is in the Draft state.

View Reports

1. From the ribbon menu, click **Reports**.
2. From the **Please select a Report to view** drop-down list, select the report that you want to view. Only reports that you have permission to view display in the list.


Device Health

The Device Health dashboard provides real-time data to verify SensiWatch device installation and activation, connectivity status, and Gateway battery charge. With appropriate permissions, the dashboard is available to users on a web browser (at Sensiwatch.com) and on a smart phone with the SensiWatch Platform mobile app installed.

View the Device Health Dashboard (Outbound Only)

To view the Device Health dashboard, perform the following steps.

1. Log in to *SensiWatch Platform* at Sensiwatch.com.
2. Select the **Tools** tab.
3. In the left pane, click **Device Health**. The **Device Health** window opens, with a list of containers (for example, trailers or box trucks) that you can view.

Note: To view the data under each Container, click Expand. You can view all Container data by clicking Expand All.
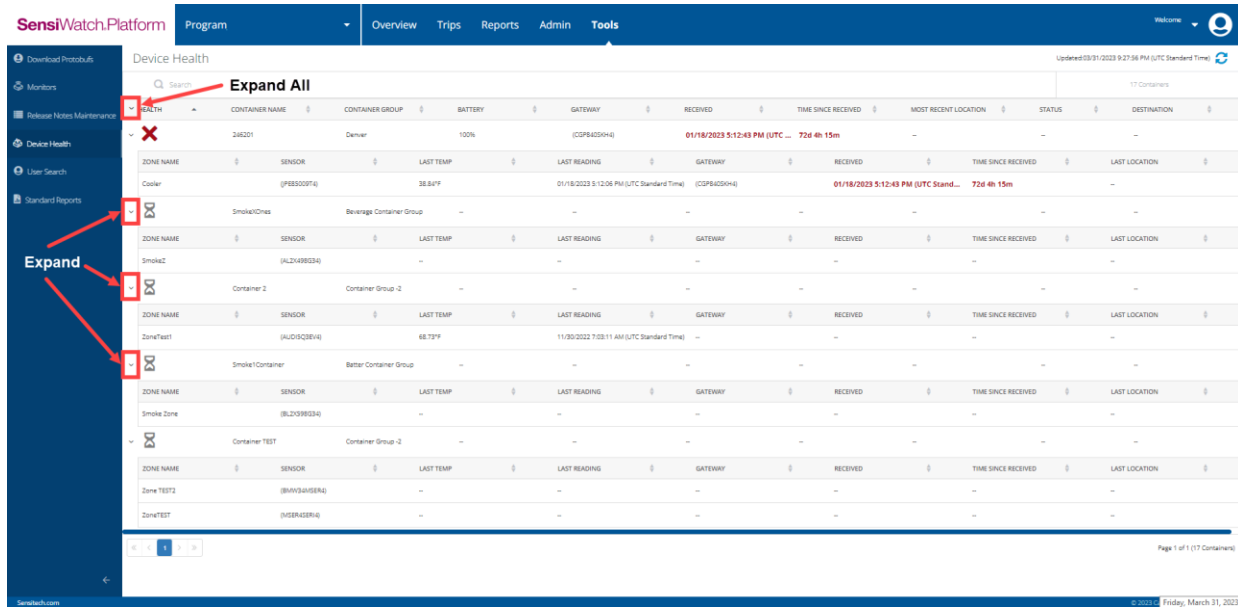
The following table describes the parent, Container-level columns that display in the Results table.

Column Name	Description
Health	The overall status of the Container.

Icon	Name	Description
⚠	Needs Attention	An error condition exists either for the Gateway and/or for one or more of the sensors.
✔	OK	The Gateway has sent sensor readings, and no error conditions exist for the Gateway.
⧗	Pending	SensiWatch Platform has not yet received message data from the Container's installed Gateway.

Column Name	Description
Container Name	The name of the Container (for example, a trailer identification number).
Container Group	The name of the Container Group to which the container belongs.
Battery	The remaining charge level of the battery, displayed as a percentage. If a Gateway monitor is not assigned to the Container, or the first message has not been received by the Platform, the value displays as (- -). This value displays with red text if the configured battery threshold is reached or exceeded.

Column Name	Description
Gateway	The Monitor Name and/or the Serial Number of the Gateway monitor assigned to the Container.
Received	Date and time of the last received data from the Gateway. If no Gateway is assigned to the Container, or the first message has not been received by the Platform, the value displays as (- -). This value displays with red text if the configured Time Since Received threshold is reached or exceeded.
Time Since Received	The Current Time minus the date and time of the last received data on the Gateway. If no Gateway is assigned to the Container, the value displays as (- -). This value displays with red text if the configured Time Since Received threshold is reached or exceeded.
Last Location	The address of the last known location of the Container.
Status	The value of the most recent Trip processed for the Container.
Destination	The value of the final destination location.

The following table describes the child, Zone and Sensor columns that display below each parent container record.

ZONE NAME		SENSOR		LAST TEMP		LAST READING		GATEWAY		RECEIVED		TIME SINCE RECEIVED		LAST LOCATION	
Smoke Zone		(BLZX598G34)		--		--		--		--		--		--	
⧗		Container TEST	Container Group -2	--		--		--		--		--		--	

Column Name	Description
Zone Name	Name of the Zone configured for the Container.
Sensor	Name (optional) and serial number of the remote sensor monitor assigned to the zone.
Last Temp	The last temperature measurement reported by the remote sensor.
Last Reading	Date and time of the last sensor reading for the sensor device.
Gateway	Name and Serial number of the Gateway that routed the remote sensor's last reading to SensiWatch Platform.

Column Name	Description
Received	Date and time of when the platform last received a sensor reading from the remote sensor (through any Gateway). This value displays with red text if the configured "time since received" threshold is reached or exceeded.
Time Since Received	Time elapsed between the current date and time and the date and time of the last sensor reading reported to the platform. This value displays with red text if the configured "time since received" threshold is reached or exceeded.
Last Location	The Location of the Container at the time that the sensor data was recorded.

Note: To update the window, click Refresh. Notice the last Updated time next to the Refresh button.
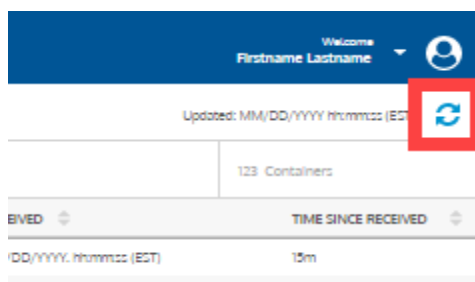
Device Health Threshold Settings

Threshold settings are configured upon initial program provisioning. The thresholds are set to values that represent best-practice but can be adjusted if a customer requires custom tolerances for their business requirements.

When the thresholds are met or exceeded based on continuously computed values that use the last message data received by the Gateway, then the Device Health dashboard status and value highlighting is updated accordingly. Additionally, if program users elect to have real-time health notifications sent to their email, then when the threshold is met or exceeded, the notification event is triggered.

Default threshold settings and their potential causes are as follows:

Threshold	Default	Purpose	Potential Cause (in order of probability)
Gateway Time Since Received	1 day	Expected reporting frequency is once every 5 minutes. Not hearing from a Gateway for more than one day is not expected behavior.	• Gateway battery is at 0% • No internet connectivity (out of cellular range) • Device is locked up and requires re-start (power off/on) • Device has experienced a general failure and requires replacement
Remote Sensor Time Since Received	12 hours	Sensor data is typically included with each Gateway message received by SensiWatch Platform – once every 5 minutes. Not receiving sensor data for more than 12 hours is not expected behavior and indicates the device requires attention.	When Gateway status is Okay*: • Battery is dead • Device is damaged or destroyed • Device is not in the vehicle and out of range of any Gateway *Typically, a Gateway that requires attention also has one or remote sensors that require attention.
Gateway Battery Charge	10%	Indicates the Gateway is trending to a 0% battery charge. Once at 0%, the Gateway ceases sending real-time location and sensor data.	• Reefer unit is OFF and the Gateway battery has no direct power to charge it • The Gateway has been inadvertently unplugged from the direct power source • Device has experienced a general failure and requires replacement.

Search in Device Health

If the list of Containers is extensive, you can search for a specific Container Name, Zone Name, or Gateway.

1. On the **Tools** tab, on the Device Health window, above the list, in the Search text box, type the characters of a Container Name, Zone Name, or Gateway that you want to find.
2. Click **Search**. The matching Container Name, Zone Name, or Gateway displays in the Results list, if any.

SensiWatch Platform Mobile Application

Log in/Log out
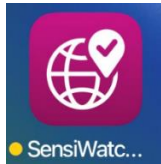
<table>
<tr>
<td>SensiWatch... (icon)</td>
<td>**Tip:** Find the SensiWatch Platform mobile application in the Apple Store or Google Play.</td>
</tr>
</table>

SensiWatch Application Icon

Note: Pre-configured SensiWatch Platform credentials are required to use the application. Permissions are configured on SensiWatch Platform as required.

At the login window, enter your SensiWatch Platform Login ID and Password and tap **Login**.

Note: To allow Notifications to be pushed to the smart phone, see Receive Notifications.

Biometric Authentication

Note: Sensitech recommends that you use Biometric Authentication because it allows a faster and more secure sign in.

The first time that you log in to SensiWatch Platform Mobile App, a window opens, asking if you want to enable Face ID or Touch ID:

Note: Before you enable Face ID or Touch ID on the SensiWatch Mobile app, you must have facial recognition or fingerprints configured and enabled on your mobile device.

Face ID (facial recognition)	Touch ID (fingerprint recognition)
To allow Face ID, tap **Enable**. To disallow Face ID, tap **Skip**.	To allow Touch ID, tap **Enable**. To disallow Touch ID, tap **Skip**.

Note: If you tap Skip, the next time you log in, the Mobile App does not present this option again. If you prefer not to use Biometric Authentication, see Save and Automatic Password to Log In.

Using Touch ID to Log in

One you have Touch ID enabled (see Enable/Disable Touch ID), for any subsequent login to the mobile app, perform the following steps.

1. Launch the mobile app. The Login window opens.
2. Touch and hold your finger on the **Touch ID** icon (the fingerprint).

Note: Depending on the operating system and the type of device, the Touch ID may or may not look like a fingerprint. For example, it might be a button that you press on your device.

Receive Notifications

The first time that you log in to SensiWatch Platform Mobile App, a window opens, asking if you want to enable Notifications. To receive Notifications of trip departures, trip arrivals, or sensor alarms, your user ID must be configured to receive notifications in *SensiWatch Platform*.

Also, you must allow Notifications to be pushed to your smart phone. Acknowledge the SensiWatch Platform mobile app by tapping **I Understand**.
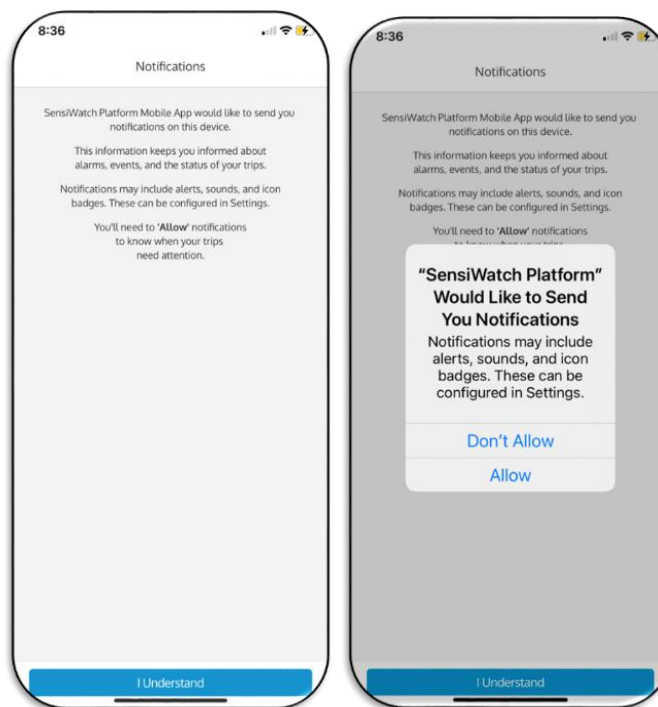
The smart phone asks your permission to allow Notifications. Tap **Allow**. If you do not want the smart phone to allow Notifications, tap **Don't Allow**.

Manage Notification Settings

To change the Notification settings, go to the smart phone Settings. Locate Notifications and tap to open. If you want to **Allow Notifications**, tap On. If you want to stop receiving Notifications, tap Off. You can change where on the smart phone that you receive Notifications.
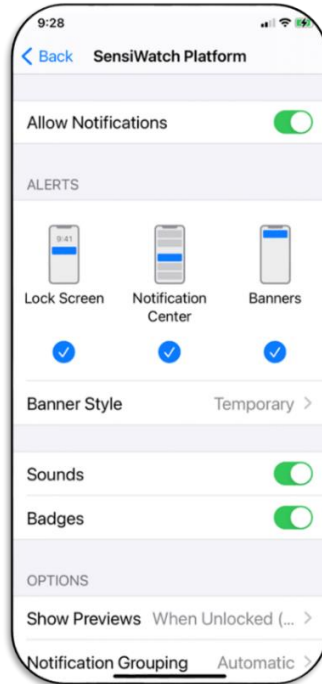
View Notifications

When a Notification displays on the smart phone, tap it to access the trip details associated with the Notification.

Note: For more information about viewing the trip, see Trip Details.
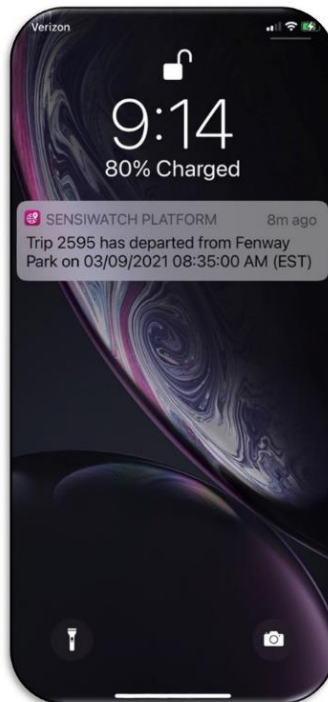
To return to the Trip List, tap the **Back** button.

Save Your Credentials for Automatic Log in

The first time you log in to SensiWatch Platform mobile app, the mobile app saves your Login ID and password, so that each time you log into SensiWatch Platform's mobile app, you only need to tap the saved credentials to open the mobile app.

The first time you log in, perform the following steps.

1. On the Login screen, tap **Login ID**. The keyboard displays.
2. Type your **User Name**.
3. Type your **Password**.
4. Tap **Login**.

Use Saved Credentials to Log in

To use saved credentials to log in, the next time you log in to the SensiWatch Platform mobile app, perform the following steps.
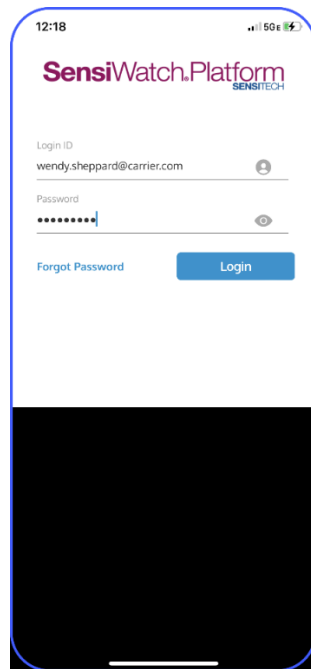
1. On the Login window, tap **Login ID**. The keyboard displays with the word Passwords above it.
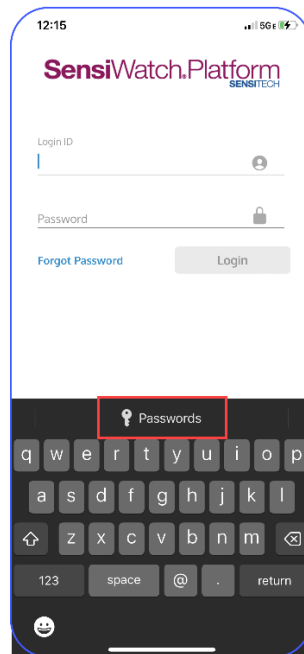
2. Tap **Passwords**.
3. Enter the phone's passcode to view the Passwords.
4. From the list of saved credentials for the sensiwatch.com app, tap the credentials.
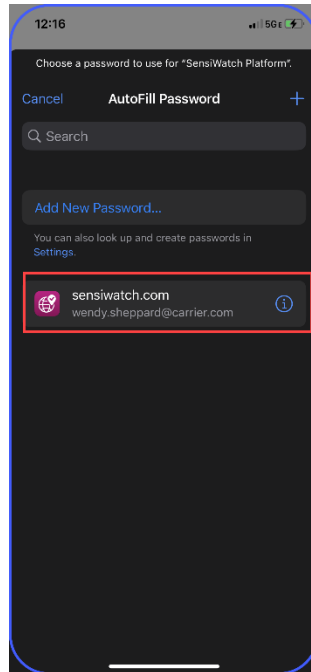
The Login screen automatically enters your Login ID and Password with the credentials that you selected.

5. Tap **Login**.

Log Out

To log out of the mobile application, tap **My Profile**, then tap **Log Out**.

Navigation Menu

The navigation menu has the following options:

| Trips | Containers | Help | User Profile |

Trips is displayed by default when the user first logs in. See Trips.

Note: You see Trips displayed if you have permissions set up to see it.

Container Dashboard provides information about Container location and Monitor communication status. See Container Dashboard.

Note: Only Outbound users see the Container icon if they have permissions to see it.

Help contains application overview information and support links. See Help.

Tap **User Profile** to view and edit the localization, unit of measure, number and date/time format, and time zone settings. See User Profile.
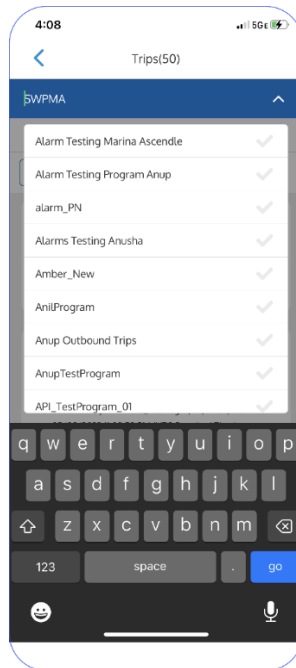
Program List

The Program drop-down list only displays when the logged-in user has permission to view more than one Program. Otherwise, the Program bar displays and you cannot select another Program.

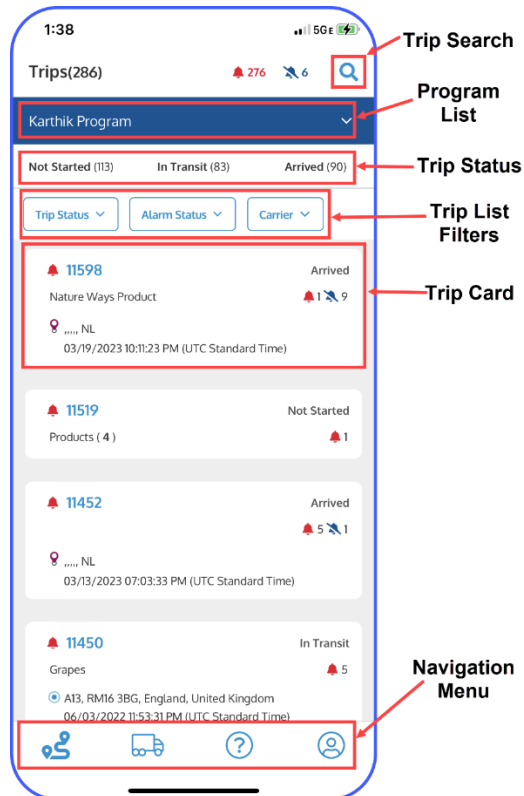To view the Program list, tap the drop-down list arrow.

Type the name of the Program you want to view, then tap it in the list.

The trips display for the Program that you selected.

Trips

Upon logging in, you are directed to the Trip List screen.

Trip Search

To search for a trip, tap the magnifying glass.

Trips (32) 1039	× 🔍 clear

Enter a **Trip ID** and tap the magnifying glass again.

- To clear the entered Trip ID, tap the red **X**.
- To close the search feature, tap **clear**.

Trip Status

The trip count displays for each of the following states.

- Not Started
- In Transit
- Arrived

**Not Started** (113)   **In Transit** (83)   **Arrived** (90)

Trip List Filters

You can filter by the following criteria for the selected Program.

- **Trip Status** (Not Started, In Transit, Arrived)
- **Alarm Status** (Alarmed, Not Alarmed, Acknowledged)
- **Carrier** (Carrier name, or type Keyword and Search)

Trip Status ⌄	Alarm Status ⌄	Carrier ⌄

To apply a filter, tap one or more criteria, then tap **Done** or tap the screen anywhere off the window.

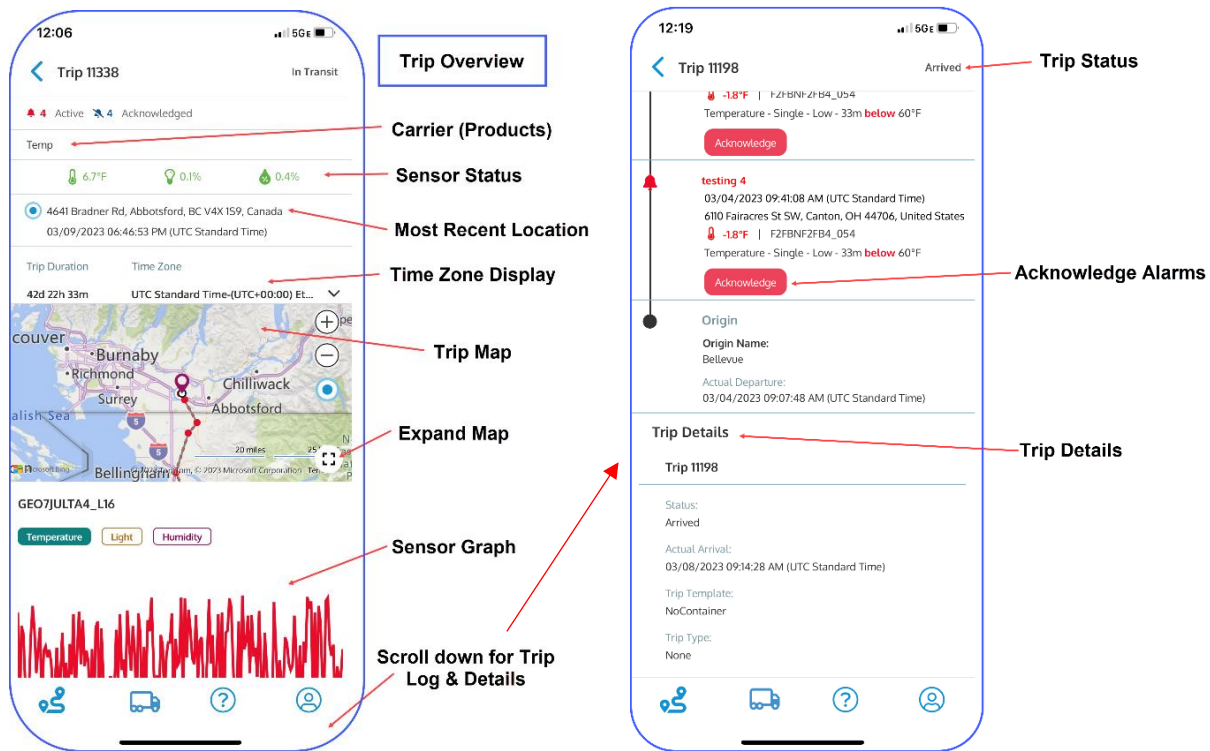Remove all filters by tapping **Clear**.
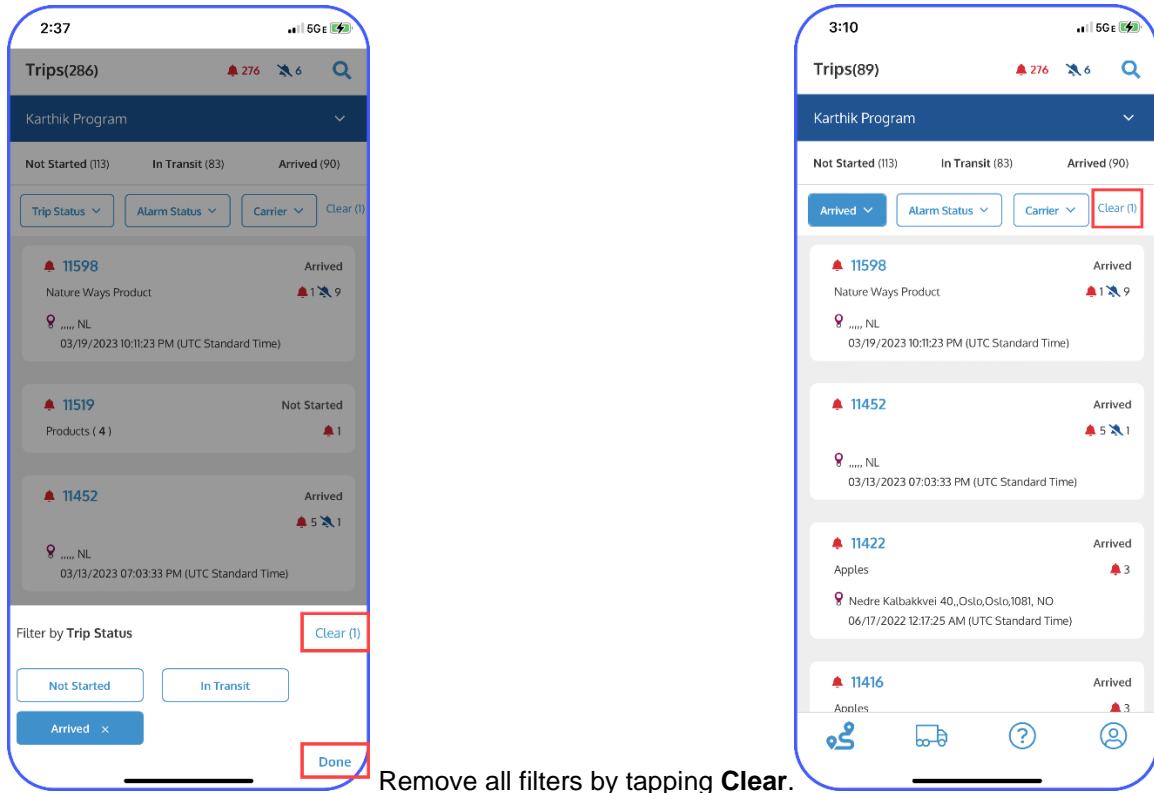
Trip Cards

Trips associated with the selected Program (and set filtering criteria if applicable) display in a card; flick up to view trips further down the list.

Trip Overview

From the Trip list, tap a Trip card to open its Trip Overview.

At the top of the Trip card, the Trip overview contains the following information:

- Trip Number
- Trip Status
- Number of Active Alarms
- Number of Acknowledged Alarms
- Number of Monitors & Zones
- The Name of the Carrier and (Products), if any
- Sensor Status
- Most Recent Location

Time Zone Display

When multiple time zones are involved in a trip, you can select which time zone to display. Just above the map, tap the drop-down arrow and from the list tap a time zone. Tap **Done**, and the date-time stamp in the trip detail updates to the selected time zone.
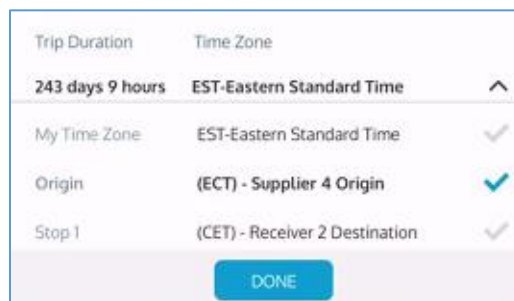
Trip Map

View the Trip Map to analyze a trip's origin, stops, excursions, and final destination.

- **Swipe** in any direction
- **Pinch** to Zoom in and out
- To display an expanded view of the map detail, tap the **Expand Map** icon.
    - For a larger view, change the phone's orientation to horizontal.
    - To view additional detail, **tap** any data point icon. In the screen shot below, the Alarm icon tapped displayed the information about that alarm at the bottom of the screen.
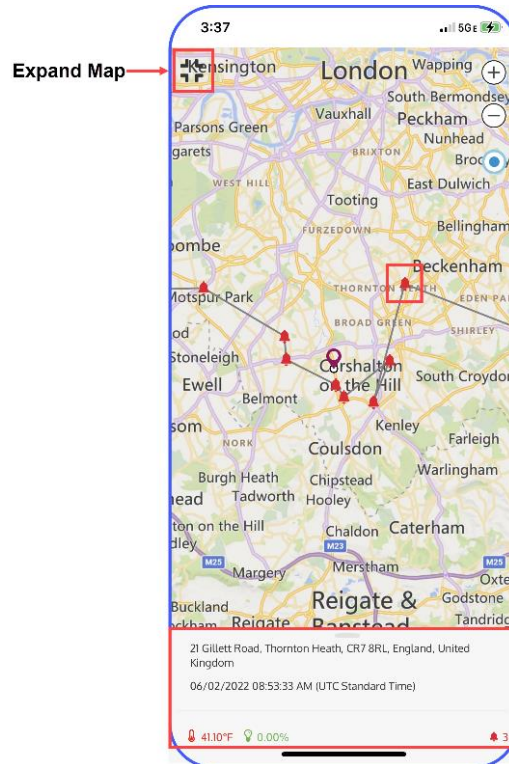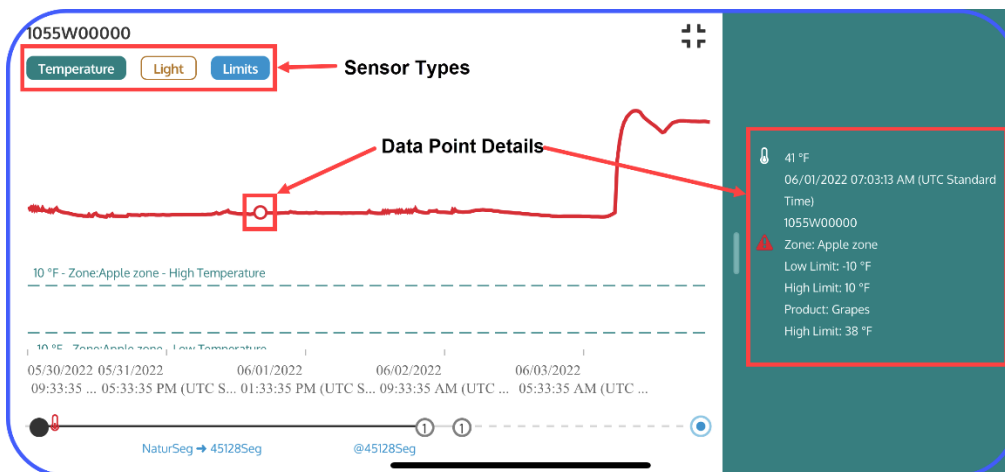
Sensor Graph

The Sensor Graph displays the monitor data for the Trip's product.

- Tap the **Sensor Type** (Temperature, Light, Humidity) to view or hide that data on the graph.
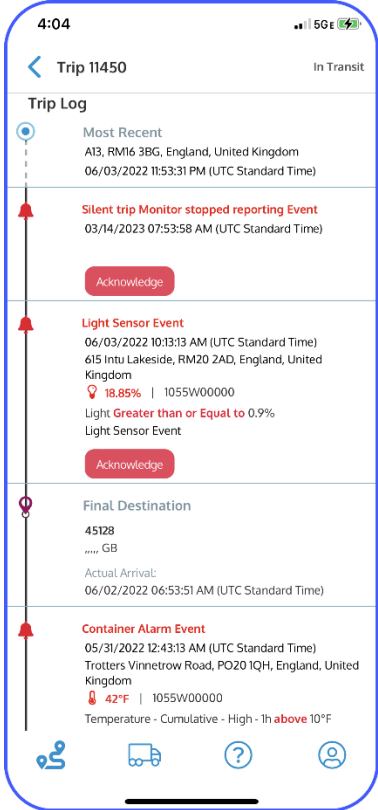   - To display all Sensor Types, tap **Show All**.

- To view **Data Point Details**, tap any point on the graph line.

Trip Log

To view the **Trip Log**, flick up. The Trip Log includes information about each stop on the trip.

The following table describes the icons on the Trip Log and the Trip Map.

| Icon	Meaning	Icon	Meaning
🔔	Alarm		Alarm - Acknowledged
⬤	Origin Location	◯	Intermediate Stop Location
◉	Last Known Location	🟢	Location data point – All OK
🔴	Location data point with alarm	🔵	Location data point with acknowledged alarm
⚲	Final-Destination Location	⌞ ⌝	Expand/Collapse

Acknowledge an Alarm

To acknowledge an Alarm, on the Trip Log, tap **Acknowledge**. A window opens where you can type your comments about the acknowledgement.
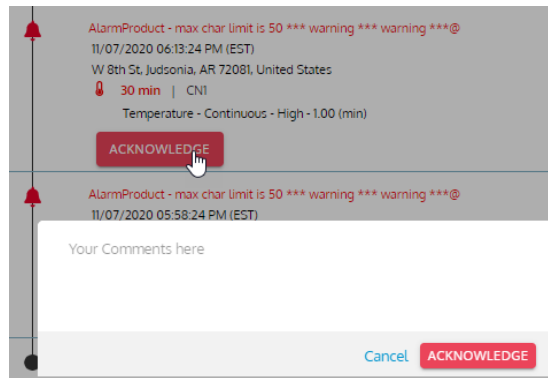
Tap **Acknowledge**.

Trip Details

To view specific data for the trip, including its Origin, Stop(s), and Container(s), flick up to view **Trip Details**.
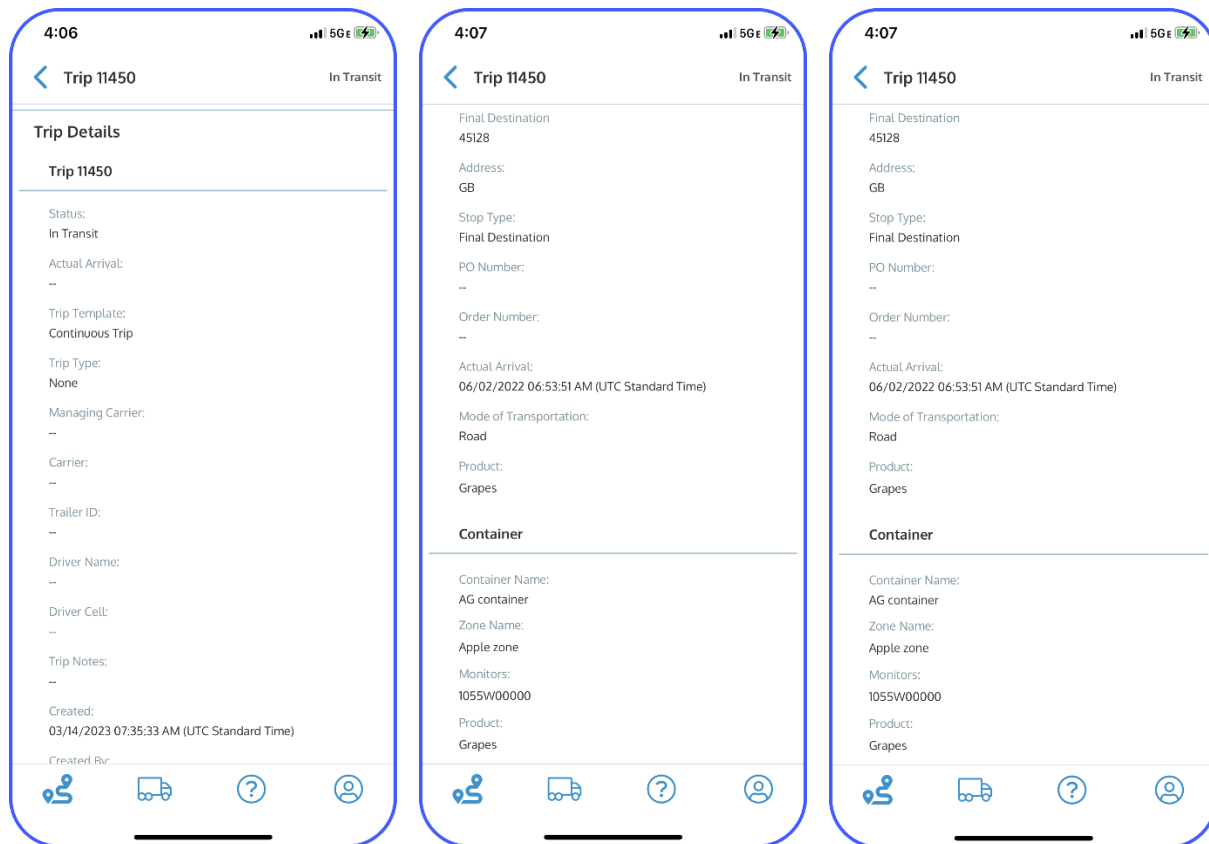
The Trip Details include the date and time the Trip was created, and who created it.

Container Dashboard (Outbound Only)

For information about use of the SensiWatch Platform mobile app for Container creation, monitor device assignment, and monitor replacement, see the *SensiWatch Platform Installation Guide.*

After Containers are created and monitor devices are installed and activated, users can view real-time device data that conveys the status of a Container's Gateway and Sensor monitors and provides the Container location. This feature allows support personnel to quickly respond to, and troubleshoot, unplanned events that might negatively impact initial device installation and ongoing monitoring of outbound shipments.

> **Important** – Only **SensiWatch Gateway** and **SensiWatch Remote Sensor** devices are currently supported for visualization in the Container dashboard.
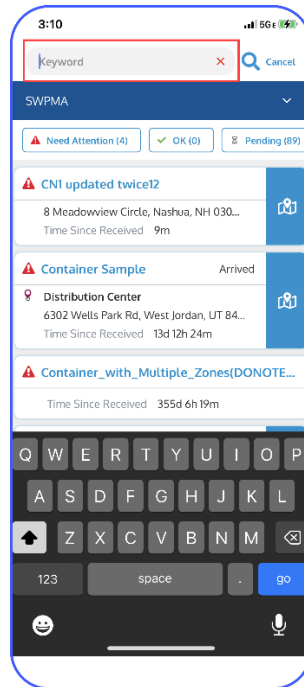
Search for a Container

You can search for a Container by device serial number or Container Name.

1. Tap the **Containers** icon.
2. At the top of the screen, tap the **Search** icon.
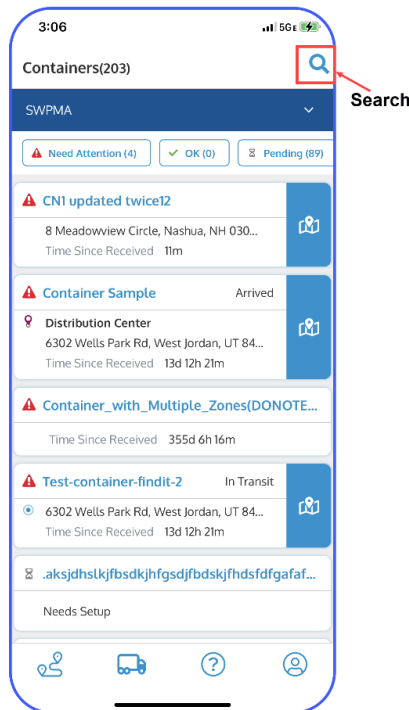
3. In the **Keyword** field, type the serial number of the device or the Container Name.

4. Tap the **Search** icon. The results display.
5. Tap the Container that you want to view.

Note: For more information about Containers, see <u>Container Details</u>.
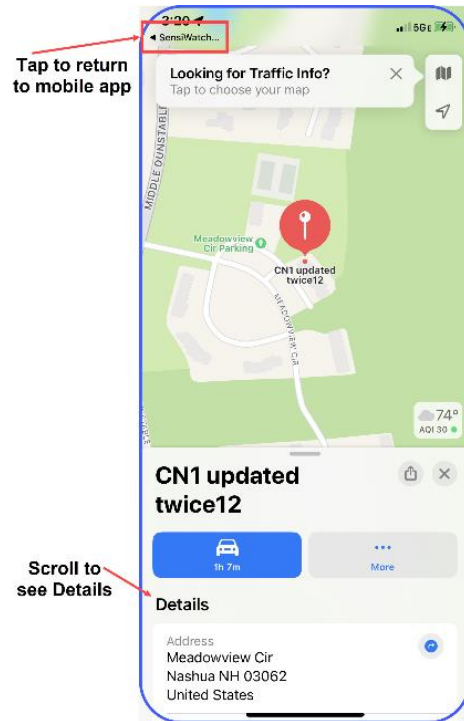
Find Container

You can use the Find It feature to show the location of a Container. Using the Apple Maps App, SensiWatch Platform Mobile app uses your current location, including the direction you are facing, to orientate you in the direction of the target Container.

To find a Container, from the Container list or the Container details, tap the **Find It** icon.
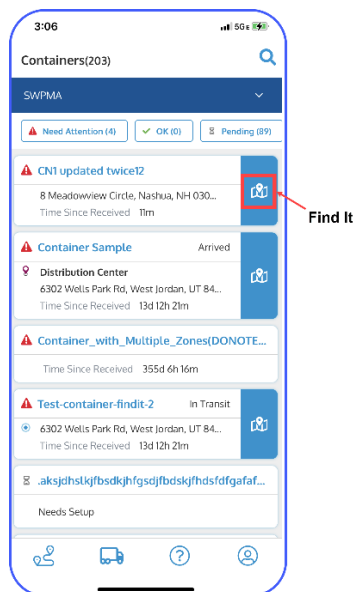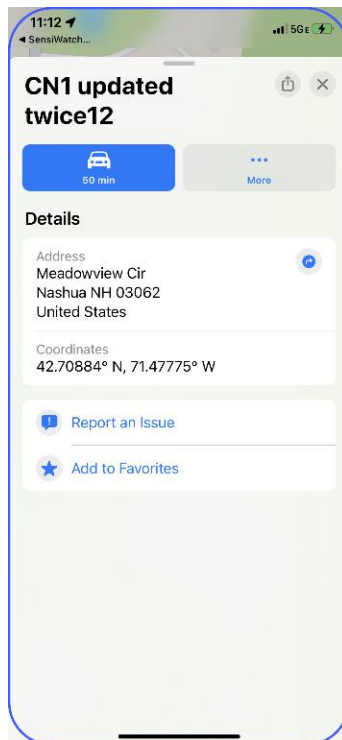
The Apple Maps app opens. You can allow the app to provide step-by-step directions to the Container.
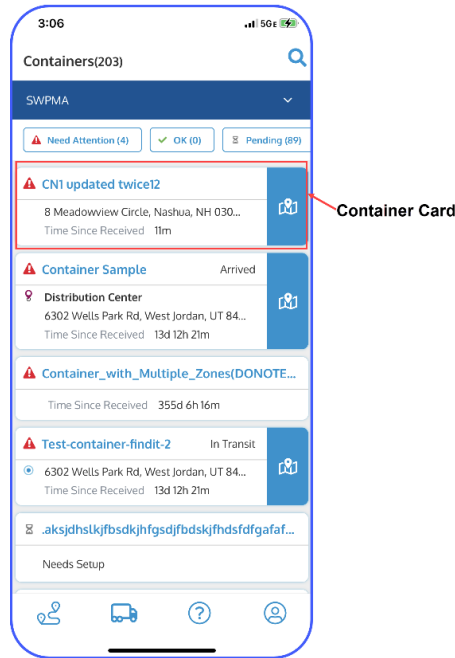

To return to the mobile app, tap **SensiWatch** at the top of the screen.
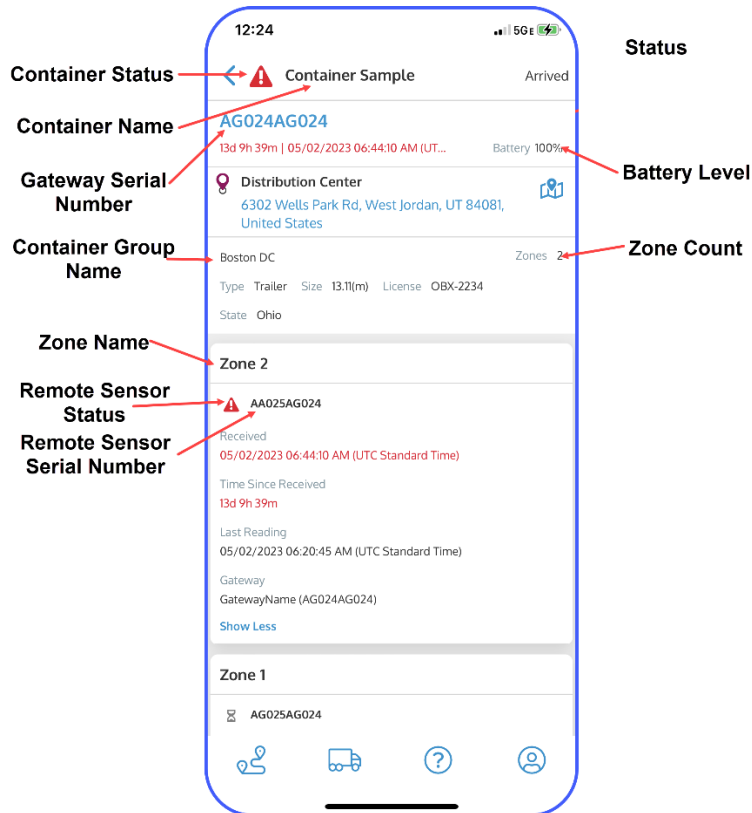
To view Container details, scroll down.

Container Details

Tap any Container to view the Container's details.

The top, fixed header section displays the Container and Gateway information. One or more cards containing Zone and Sensor information display below the header.

Each card displays the following Container and Gateway monitor information, described in the following table:

| Status	Description

Needs Attention	One or more devices associated with a Container are experiencing an event. Events include the following:
	    o Low battery charge (Gateway device only)
	    o Sensor-to-Gateway communication failure
	    o Gateway-to-SensiWatch Platform communication failure

OK	All devices associated with a Container are performing as expected.
Pending	Initial device data has yet to be received by SensiWatch Platform.
Container Name	The unique identifier of the Container.
Status	Displays **In Transit** when the trip is in transit; displays **Arrived** when the trip has arrived.
Container Group	The name of the site out of which the Container operates.
Battery	Voltage level of the Gateway monitor represented as a percent value.
Gateway	The Monitor Name and/or the Serial Number of the Gateway monitor assigned to the Container.
Received	Date and time of the last received data from the Gateway. If no Gateway is assigned to the Container, or the first message has not been received by the Platform, the value displays as (- -). This value displays with red text if the configured Time Since Received threshold is reached or exceeded.
Time Since Received	The Current Time minus the date and time of the last received data on the Gateway. If no Gateway is assigned to the Container, the value displays as (- -). This value displays with red text if the configured Time Since Received threshold is reached or exceeded.
Last Location	The address of the last known location of the Container.
Status	The value of the most recent Trip processed for the Container.
Destination	The value of the final destination location.
Zone Count	The number of zones in the Container.

Status	Description
Type (Optional)	The type of Container, such as Box Truck, Cargo Van, Envirotainer, Ocean Container, or Trailer.
Size (Optional)	The length of the Container.
License (Optional)	The license plate number of the Container, if applicable.
License State (Optional)	The state in which the License plate was issued.
Unit ID (Optional)	The customer-defined identifier of the Container.
Individual Zones	
Zone Name	The name given to the Zone; for example, Cooler, Freezer.
Received	Date and time of when the platform last received a sensor reading from the remote sensor (through any Gateway). This value displays with red text if the configured "time since received" threshold is reached or exceeded.
Time Since Received	Time elapsed between the current date and time and the date and time of the last sensor reading reported to the platform. This value displays with red text if the configured "time since received" threshold is reached or exceeded.
Last Reading	Date and time of the last sensor reading for the sensor device.
Gateway	Name and Serial number of the Gateway that routed the remote sensor's last reading to SensiWatch Platform.

For detailed instructions on how to set dashboard view access permissions and configure threshold parameters for device health status, please refer to the *SensiWatch Platform Administration Guide*.

Zones

You can see all Zones for a Container displayed on the Container card. Zones can have more than one Sensor. Each Sensor is identified by its unique serial number and has its own Status.

In the following example, the Container named *Container Sample*, the Zone named *Zone 2* has two (visible) Sensors (*AA025AG024* and *AG025AG024*); the former device has the status of **Needs Attention**, and the latter has a status of **Pending**.
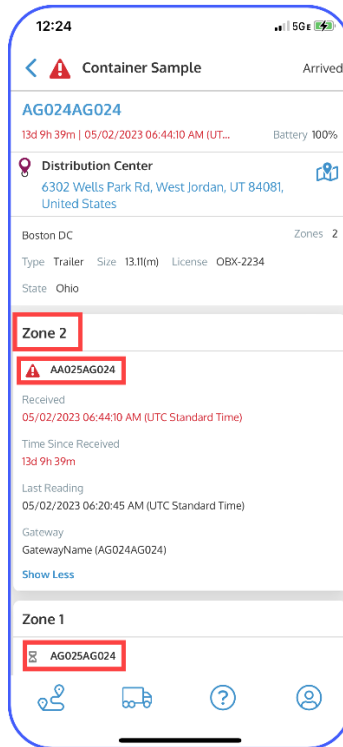
Filter by Container Group

You can filter by **Container Group** only if you have permission to view more than one Container Group. If you only have access to view one Container Group, the Container Group filter does not display.
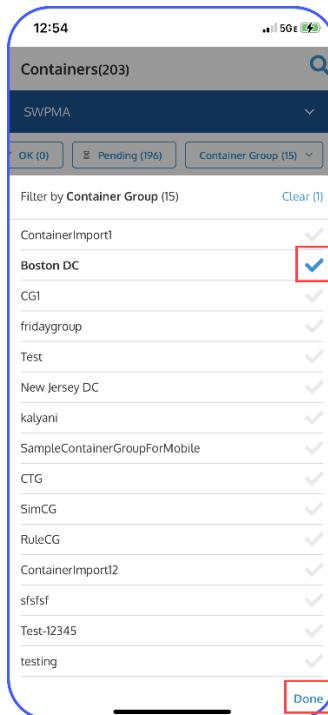
1. In the filter ribbon, swipe left.
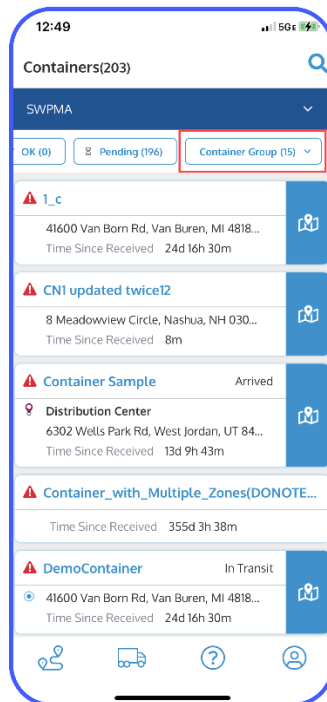
2. Tap the **Container Group** filter. The Containers listed in the Container Group display at the bottom of the screen.
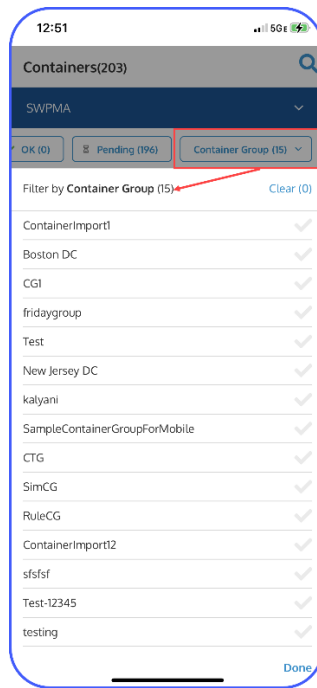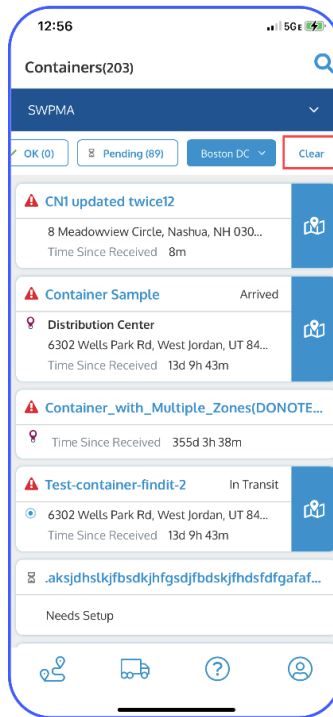

3. Tap the Container(s) that you want to view, then tap **Done**.

4. The Containers you selected display on the screen. Tap the Container that you want to view.

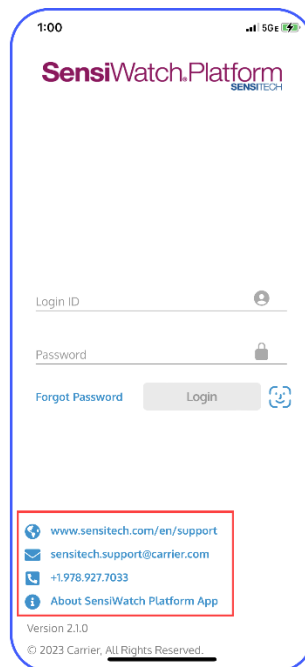*Note: For more information about Container cards, see Container Details.*

5. To remove the filter, click **Clear**.

Help

To initiate a support request, or to contact Sensitech by phone or email, see the links at the bottom of the Login window.

Note: You can also find these links in the About screen, from the User Profile.

User Profile

By default, the user's profile settings are set according to the configuration in SensiWatch Platform. You can update the user settings either on the mobile application or in SensiWatch Platform. To edit on the mobile app:

1. Tap **User Profile**.
2. Tap **Edit Profile**.
3. Edit the settings by tapping a drop-down menu.
4. Tap **Save**.

Disable/Enable Facial Recognition

The first time you log into the SensiWatch Platform mobile app, you can enable facial recognition instead of having to use a password. The next time you log in, SensiWatch Platform mobile app does not offer the facial recognition option. However, you can enable the facial recognition option from the User Profile.

If you enabled facial recognition, and you want to disable it, you disable the option from the User Profile.

Enable Facial Recognition

To enable facial recognition, perform the following steps.

1. Tap the **User Profile** icon.
2. Tap **Edit Profile**.
3. Tap the **Face ID** toggle button.

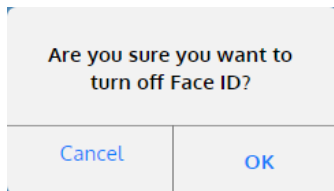A message asks if you want to allow SensiWatch Platform to use your Face ID.

4. Tap **Allow**.
5. Tap **Save**.

Disable Facial Recognition

To disable facial recognition, perform the following steps.

6. Tap the **User Profile** icon.
7. Tap **Edit Profile**.
8. Tap the **Face ID** toggle button.

A message asks if you are sure you want to turn off Face ID.

9. Tap **OK**.
10. Tap **Save**.

Enable/Disable Touch ID

To allow or disallow Touch ID (use of a fingerprint to unlock the app) on the SensiWatch Mobile app, perform the following steps.

Enable Touch ID

To enable Touch ID, perform the following steps.

Note: Before you enable Touch ID on the SensiWatch Mobile app, you must have Touch ID configured and enabled on your mobile device.

1. Tap the **User Profile** icon.
2. Tap **Edit Profile**.
3. Tap the **Touch ID** toggle button.

A message asks if you want to allow SensiWatch Platform to use Touch ID.

4. Tap **Allow**.
5. Tap **Save**.

Disable Touch ID

To disable Touch ID, perform the following steps.

6. Tap the **User Profile** icon.
7. Tap **Edit Profile**.
8. Tap the **Touch ID** toggle button.

A message asks if you are sure you want to turn off Touch ID.
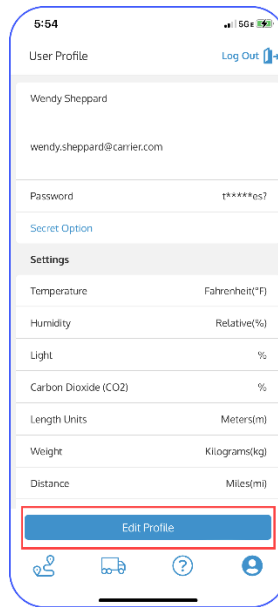
9. Tap **OK**.
10. Tap **Save**.

Change Password

To initiate the self-service reset password process, perform the following steps.
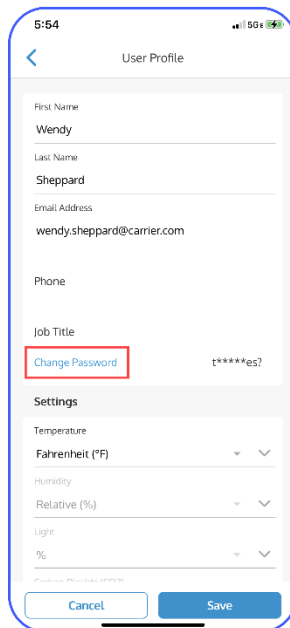
1. Tap the **Profile** icon.

The User Profile screen displays.

2. Tap **Edit Profile**.
3. Tap **Forgot Password**.

4. In the **Old Password** field, type the current password.
5. In the **New Password** field, type the new password.
6. In the **Confirm Password** field, type the new password again.
    Tap **Save**. The new password is saved.