

This information is for use once devices have been added to Comark Cloud Account using the Comark RF300/RF400 App. It will guide you through the administration functions available once you have logged into your Comark Cloud Account.

It will guide you as an administrator through the steps required to add user profiles and edit locations and allow users certain levels of access.

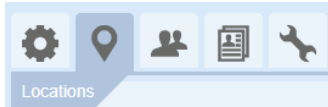
Contents

Creating and Editing Locations.....	2
Move New Devices into Locations.....	3
Creating and Editing Users.....	4
Working with User Profiles.....	5
User Preferences.....	6
Account Settings.....	7
Account Vitals – Information Only.....	7
Auto-Sign Out Time.....	7
Default E-mail Notification Texts.....	7
Account Details.....	7
Working with Device Settings.....	8
Working with Alarm Settings.....	9
Working with Notifications.....	10
Working with Graphs and Data.....	12
Exporting Detailed Summary Reports.....	14
Working with the Event Log.....	15
Event History.....	16
Comment on and Closing Events.....	16
Audit Search.....	16

Creating and Editing Locations

Navigate to the Account Page.

Open locations tab.

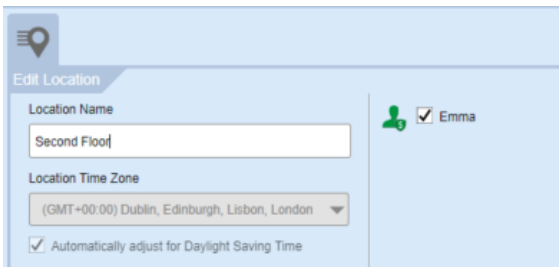


Select locations in the left-hand panel.

The default location is your account name.

You can edit the location's details by selecting it, or add new locations beneath it using the Add button in the bottom left hand corner.

A location's details are edited on the right-hand panel, including allowing specific user access to devices in that location.

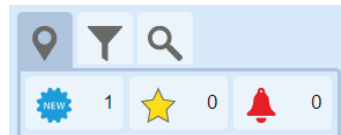
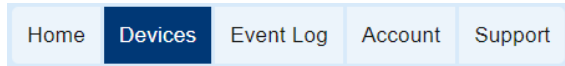


After adding a new location or editing an existing location, click Apply to make the changes.

Move New Devices into Locations


Whenever you add a new Logger to the Cloud it will be listed in the New Devices tab. From here it must be moved to its working Location.

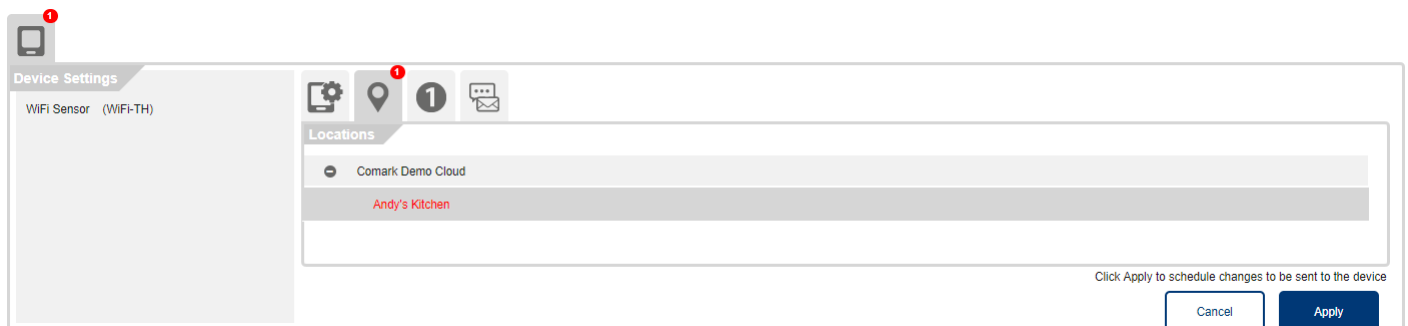
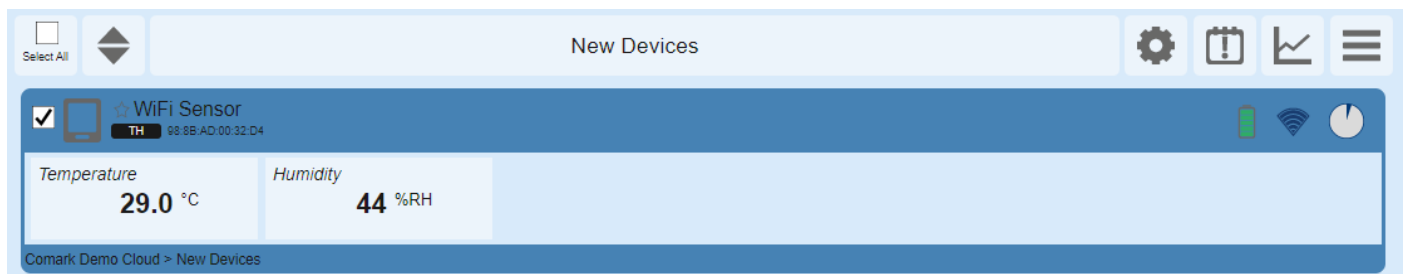
To move devices from the 'New Devices' tab to a specific location, go to Devices



Then click on the 'New' tab:

Select the device that needs changing by checking the box, this will highlight the device. Then click on the settings

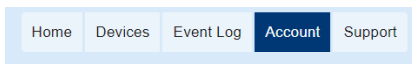
icon  to change the settings for that device, including device location.



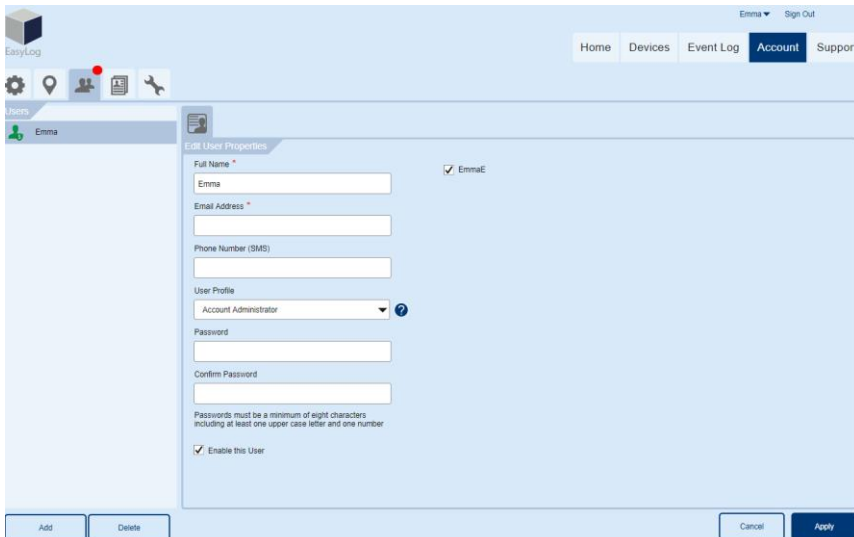
Select the applicable location and then click Apply to complete the operation.

Creating and Editing Users

Navigate to the Account Page.



Open the Users tab.



To create a new user, click on 'Add' in the bottom left hand corner. Edit name, email and set their User profile and their location access. User profiles set user permission levels for different Comark cloud functions. Click Apply to save your changes.

You can delete users by selecting their name and clicking delete at the bottom of the list on the left hand side.

Select a user in the left hand panel, you can then edit the user's details.

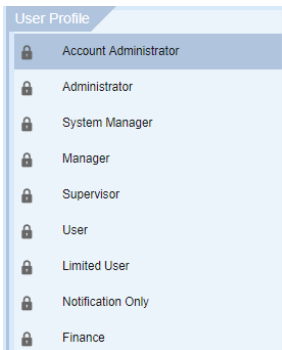
Working with User Profiles

Navigate to the Account page.

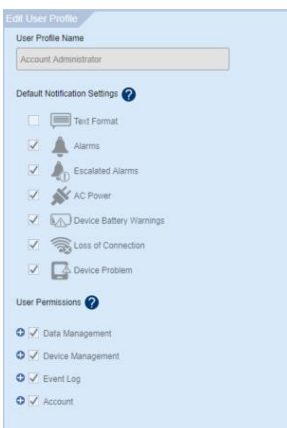
Open the user profile tab.



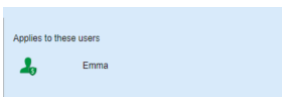
A list of default user profiles is in the left-hand panel. These cannot be edited or deleted.



The centre panel shows the settings for the selected user profile.



The right-hand panel lists the users on your account that have the selected profile.



You can create new user profiles by copying existing ones... and updating the new profile settings as required, including detailed account permission options.

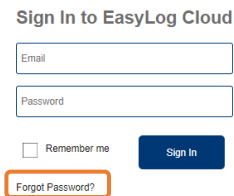
Click apply to save your new user profile.

You can also create new user profiles from scratch.

To delete a user profile, select the profile and click delete.

New Users

When a new user has been created, the new user needs to set a password. To do this they must click the 'Forgot Password?' link on the Comark Cloud sign in page:

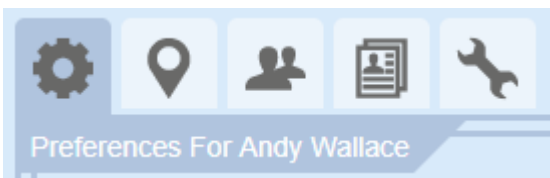


This will allow the new user to set their own password and have access to the selected locations / devices - as per their user setup.

User Preferences

Navigate to the Account page.

Open the user profile tab.



You now have a list of settings that can be edited....

- Change E-mail Address – If you need to change your e-mail address do it here.
- Please send me emails relating to system maintenance – Please ignore this tick box
- I'm interested in new products, features and offers relating to the Cloud – Please ignore this tick box
- Change Password – if you need to change your password, please do it here.
- Phone Number – Used for SMS Text Alerts – Please ignore this setting
- Allow my Phone Number to be used for system messages and alerts – Please ignore this tick box
- Theme (colour scheme) – You can change the colour scheme of the Cloud, please select one from the dropdown list
- Date Format – You can select from three date formats from the drop-down list
- Time Format – You can select either 12-Hour or 24-Hour Time format from the drop-down list
- Send me a daily summary of outstanding events – Tick this box to receive a daily summary of events from the Cloud
- Reduce the number of emails I get – Tick this box to reduce the number of e-mails from the system
- Notify me if new events occur, every – Select the option that best fits your requirements from the drop-down list

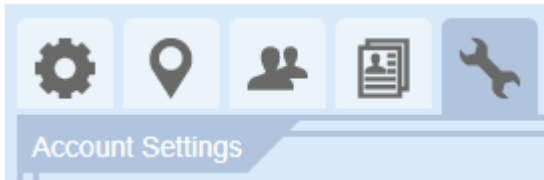


Click  to Apply and Save the new settings.

Account Settings

Navigate to the Account page.

Open the Settings Tab.



Account Vitals – Information Only

Account Type is always Professional

Number of Devices is Infinite

Auto-Sign Out Time

This is the period that you can remain logged in but inactive on the system. Please use the drop-down menu to select the Auto-Sign Out time applicable to you.

Default E-mail Notification Texts

Primary Alarm – Enter the text you would like to see appear in any Primary Alarm e-mails

Escalated Alarm – Enter the text you would like to see appear in any Escalated Alarm e-mails

Account Details

Account Details

Account name *

Company name

Address *

Town / City *

State / County *

Zip / Postcode *

Country *

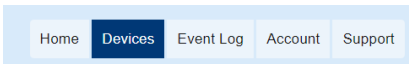
Time Zone *



Automatically adjust for Daylight Saving Time

Working with Device Settings

Navigate to the Devices page.



Select the device/s for settings updates.

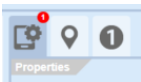
Click the settings icon.



The left-hand panel lists the devices that you have selected.

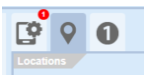


The properties tab allows you to set Device Name, Device Note, Device Image, Samples and Synchronisation rate.



Advanced settings are also on this tab.

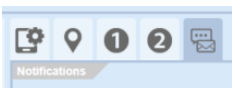
The locations tab allows you to set a device's location.



Probe tabs allow you to set Measurement Name, Measurement Unit and Alarm settings.



The Notifications tab allows you to change a device's notification settings.



Setting changes are reflected by a red marker on each tab.

Click Apply to schedule a settings update the next time your device synchronises to the cloud.

Working with Alarm Settings

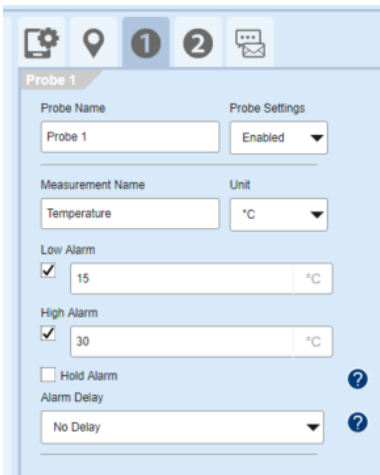
Navigate to Devices page.

Select the device/s on which to apply alarm settings.

Click the Settings icon.



Select a probe tab to set an alarm.



Click to tick box to enable the alarm and enter an alarm level.

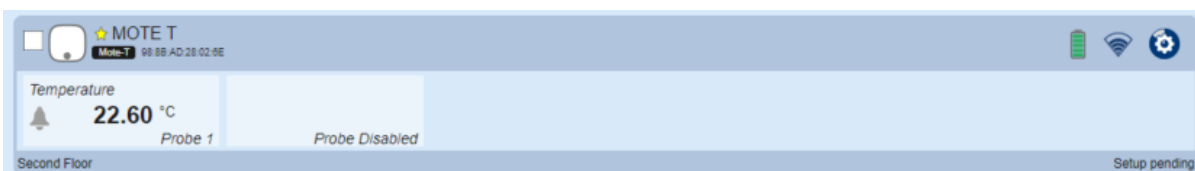
You can set an Alarm Hold function. When Alarm Hold is set, a device will stay in alarm condition even if the measurement parameter returns to normal range.

You can set Alarm Delay function. When Alarm Delay is set, a device will only go into alarm condition if the measurement parameter stays out of range for the delay period.

The changes will be reflected with a red indicator on the top tab.

To apply changes click Apply button, or select Cancel to clear your changes.

The device sync clock shows that settings will be applied at the next scheduled cloud synchronisation.



Working with Notifications

Navigate to Devices page.









Select the device/s for notification setting update.

Click the setting icon.



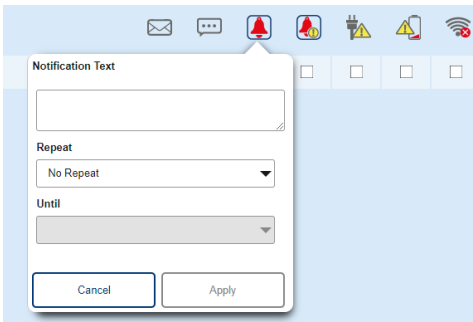
Open the notifications tab.

The left-hand column lists the users that have access to the selected device/s.

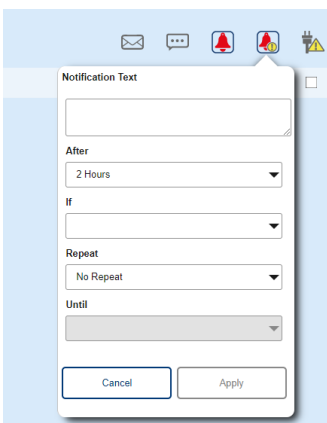
The remaining columns enable email  or SMS notifications , device alarm (primary  and secondary  alerts) notifications, power issues , low battery , connection  or device problems .

Note: SMS Texts are not enabled on the Cloud.

Click the alarm icon to update alarm notification rules for the selected device/s, including notification text, repeat period and repeat conditions.



Click the escalated alarm icon to update escalation notification rules for the selected devices; including notification text, escalation conditions, repeat period and repeat conditions.



Click to Apply to save your changes.

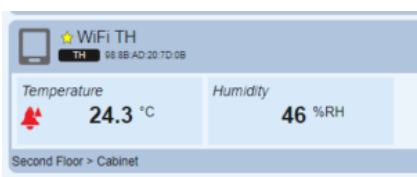
Acknowledge and Reset Alarms

When your device goes into alarm, it will be held until you reset it. This means that even when the device falls out of the alarm zone, it will show on the Comark Cloud interface until you reset it.

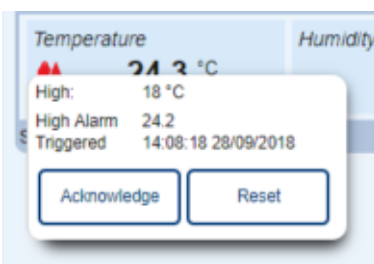
On the home screen you can see how many of your devices are in alarm condition and how many alarms have been escalated.



The favourite Devices section in Professional accounts lets you see alarms conditions on devices down to measurement level.



Clicking the measurement channel shows detailed alarm information and gives options to acknowledge or Reset the alarm.



Acknowledge an alarm to mark that you are investigating.

Reset an alarm and the device will update when it next synchronises with cloud.

Click the Alarms status pane to navigate to the Devices Screen showing all devices in alarm.



Alarms can also be managed in the Event Log.

Please see Working with the Event Log Page 14.

Working with Graphs and Data

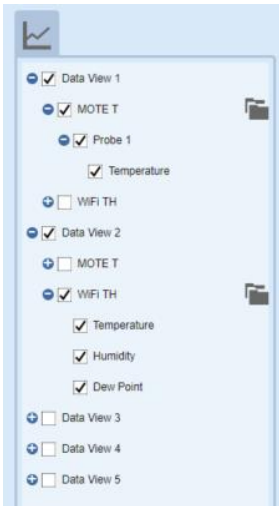
You can analyse data from up to 5 devices and download graphs for further 'offline' analysis and reporting.

Navigate to the Devices page. Select the devices you wish to analyse (5 devices maximum).

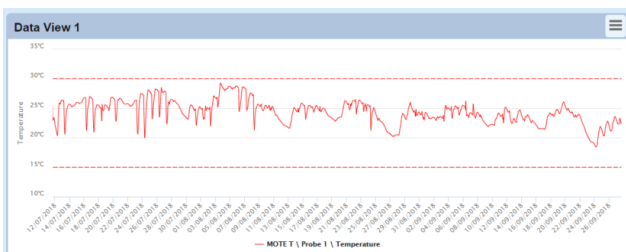
Click the Data View icon.



The Data View left-hand panel shows which data sets will be shown on each Data View.



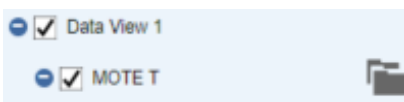
A Data View will load for each selected device.



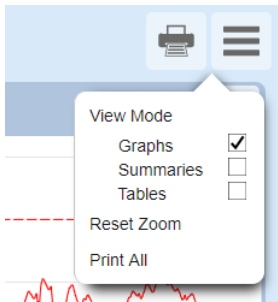
Measurement channels and devices can be turned on/off for each Data View.

Click the Data View frame to show the zoom controls.

Click the Sessions icon next to each device name to access data from older recording sessions.



Click the Data View burger menu to switch between graph, summary or table view.



When Table view is selected, comments can be added to specific data records.



You can also export in a variety of formats, show or hide levels on the graph, reset your default zoom level, print Data Views or close Data Views.

Exporting Detailed Summary Reports

You can download data in graph or data format to analyse or store locally for audit purposes.

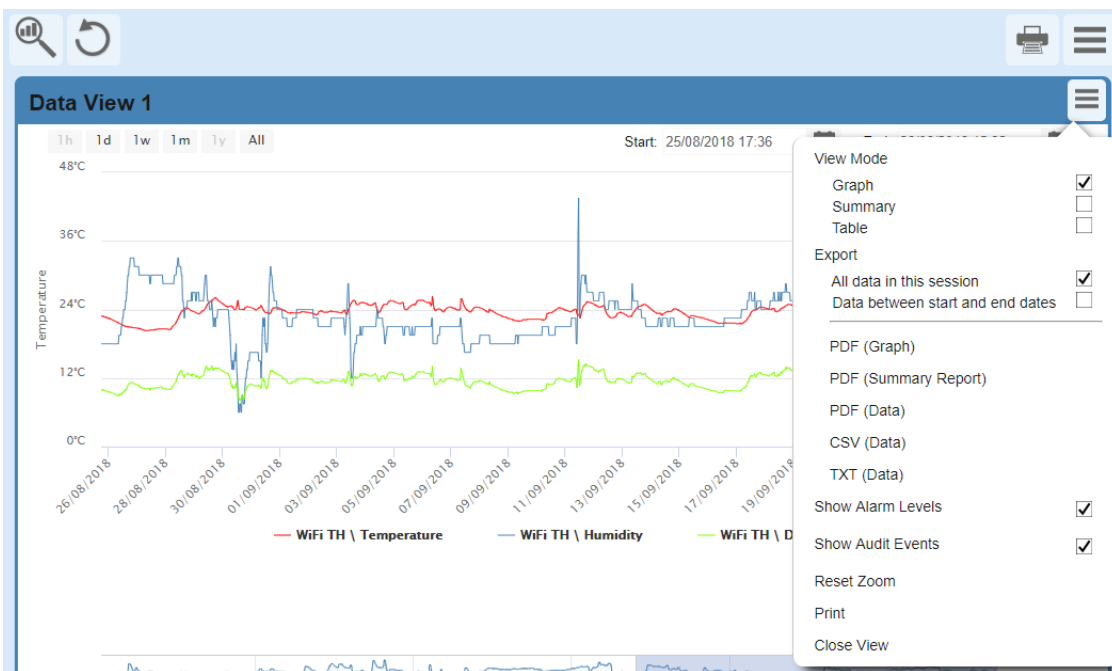
Navigate to the devices page.

Select the device to report on.

Navigate to the Data View.

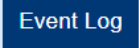
Click on the Data View frame to show zoom controls and select the time period to report.

Click the 'data view burger menu', export, and then select the format of report that you require.

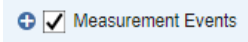


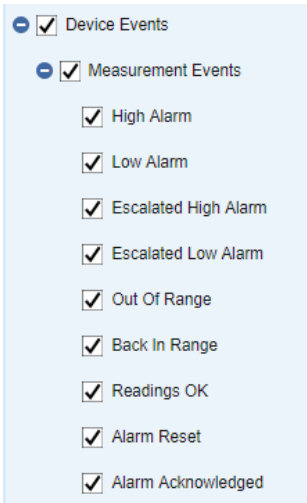
Your report will load in a new browser tab.

Working with the Event Log

Navigate to the Event Log  from the Home Page

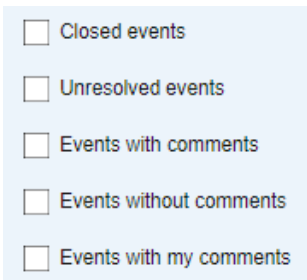
The default view is the Audit Filter for Device Events for the past 1 Day.

Click on the  'PLUS' sign to expand the options under any of the headings. You will be presented with another list, which can then be filtered by ticking and un-ticking Options....please see example below...



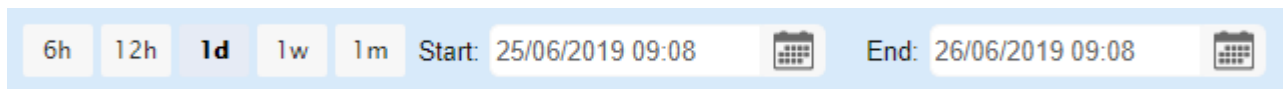
The Cloud will Dynamically respond to your selection and no further action is required to see the results as they will appear automatically.

At the bottom of the list of Device Events are searches related to user actions, please see below....




Event History

Event Log History can be displayed using the following filter options...




Either; 6 Hours, 12 Hours, 1 Day, 1 Week, 1 Month or a custom range by entering a start and end date.

Clicking on the Menu button , will provide options for exporting the results as a CSV File or a PDF and optionally e-mailing the file to a selected recipient.

Comment on and Closing Events

Each individual event can be commented on, by clicking on the Event and entering a comment in the text field, this can be a corrective action for example.

If the Event is now closed then select the Close Event button which will close the Event and remove it from the Event Log.

Event	Source	Occurred	Status	Comments
Connection Lost	Comark Demo Fridge	25/06/2019 23:59:53 (GMT)	-	

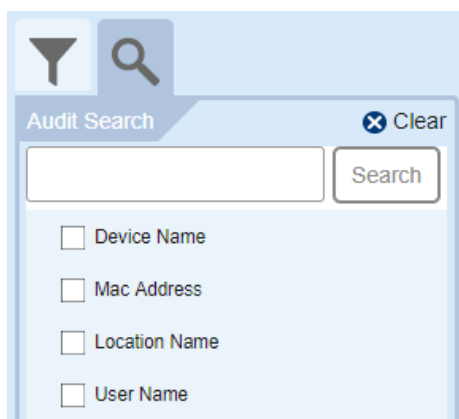
Device Name: Comark Demo Fridge
MAC Address: 98:8B:AD:20:1E:11

Add comment here

You can of course use the Closed Events Filter to see all Closed Events.

Audit Search

Click on the Search Tab....



You can search for Events for specific items, as per the list. For example, ticking the Mac Address box and entering the MAC Address of the Logger in question will then show all events for that Logger.