

# SensiWatch™ Platform

SENSITECH

Version 1.15.0

## User Guide

©Sensitech Inc.

800 Cummings Center • Suite 258X

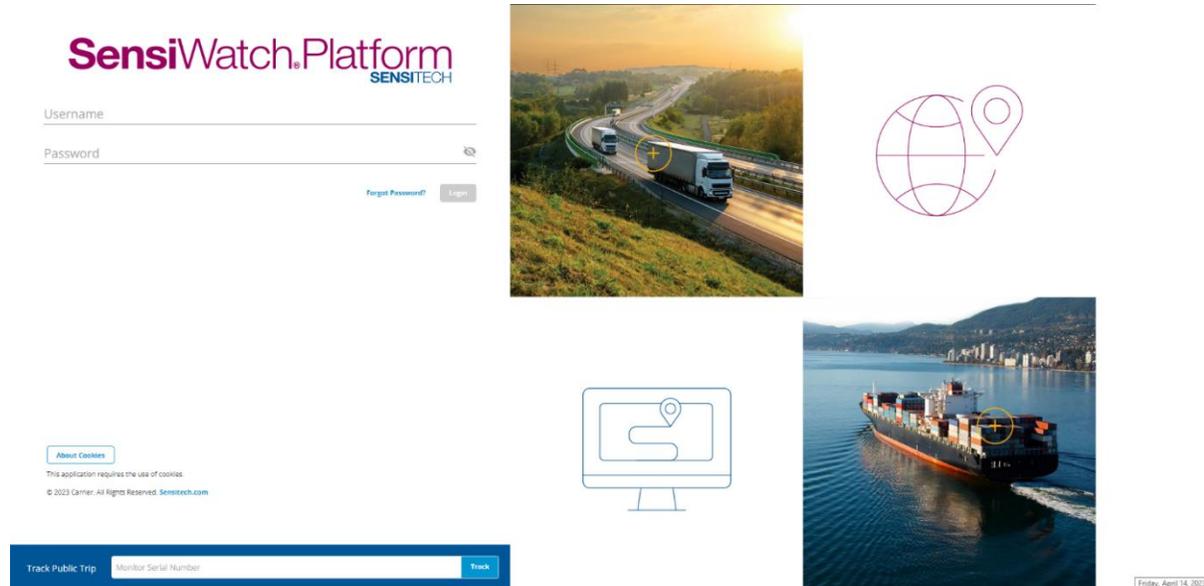
Beverly, MA 01915-6197

## Contents

SensiWatch Platform Web Application .....	3
SensiWatch Platform Login Window .....	3
Overview Window .....	8
Banner Messages .....	9
Trips List Window .....	10
Trip Details Window .....	22
Create Trips.....	42
Edit a Trip.....	47
View Reports.....	52
Configure Monitors.....	53
Asset Tracking .....	58
Container Dashboard .....	64
SensiWatch Platform Mobile Application .....	69
Log in/Log out .....	69
Navigation Menu .....	74
Trips .....	75
Assets Dashboard (Outbound Only) .....	86
Help .....	95
User Profile.....	96
Sensitech Contact Information .....	99

# SensiWatch Platform Web Application

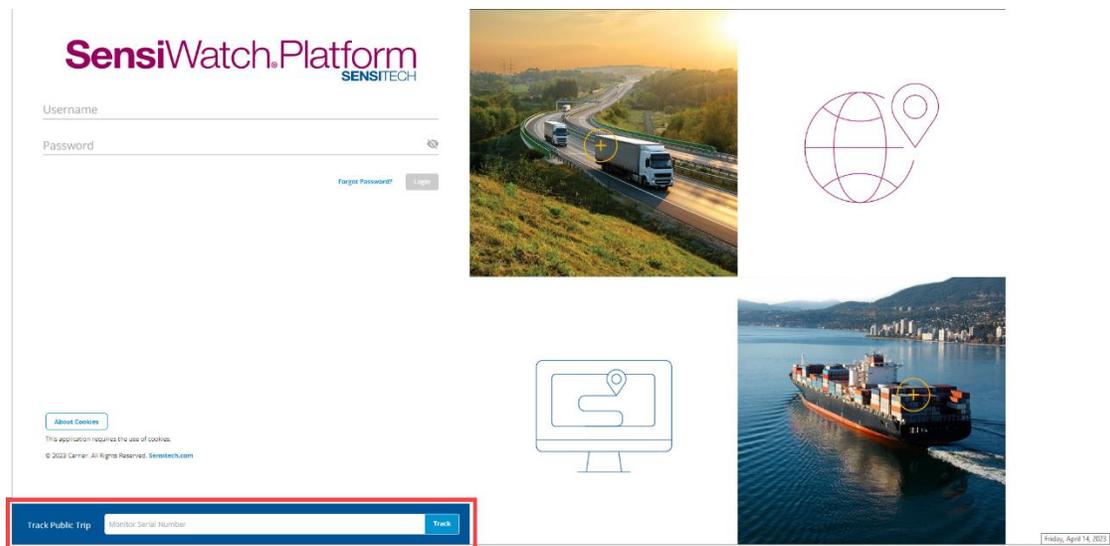
## SensiWatch Platform Login Window



### 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.

**Hardware Alarms**

- Hardware Alarm 1:** 3190 55th Ave, Knapp, WI 54749-9071, United States. Humidity - Single Low - 13m below 65%. Total Time Below Limit: 40:20:19m. Longest Time Below Limit: 40:20:19m. Events: Below Limit: 179.
- Hardware Alarm 2:** 506 15th St NE, Mandan, ND 58554-2162, United States. Temperature - Cumulative Dual Range - 1h 15m between 7 °F and 25 °F and between -10 °F and -1 °F to 1 °F. Total Time: 24:5h 53m spent in 7°F to 25°F and -10°F to -1°F. Longest Time: 4h 26m spent in 7°F to 25°F and -10°F to -1°F. Events: 99 spent in 7°F to 25°F and -10°F to -1°F.
- Hardware Alarm 3:** 286 Frontage Rd, Forsyth, MT 59327, United States. Temp Probe - Single High - 10m above 39 °F. Total Time Above Limit: 0m. Longest Time Above Limit: 0m. Events: Above Limit: 0.
- Hardware Alarm 4:** 907 Keyhole St, Belgrade, MT 59714, United States. Temperature - MKT above 40 °F.
- Hardware Alarm 5:** 286 Frontage Rd, Forsyth, MT 59327, United States. Temp Probe - MKT above 30 °F.
- Hardware Alarm 6:** 3600 Smith Ave, Everett, WA 98201, United States. Time - Monitor running over 1h 15m. Total Time Over Limit: 40:1h 4m.

**Monitor Readings**

Monitor Time	Received	Sensor Type	Reading	Location	Latitude	Longitude
08/08/2024 3:58:06 AM (UTC)	08/12/2024 6:18:18 AM (UTC)	Humidity	7.4%			
08/08/2024 3:58:06 AM (UTC)	08/12/2024 6:18:18 AM (UTC)	Probe Temperature	-12.2°F			
08/08/2024 3:58:06 AM (UTC)	08/12/2024 6:18:16 AM (UTC)	Location		6110 Faircross St SW, Canton, OH 44706-3120, United States	40.762	-81.459
08/08/2024 3:58:06 AM (UTC)	08/12/2024 6:18:18 AM (UTC)	Light	1.44%			
08/08/2024 3:58:06 AM (UTC)	08/12/2024 6:18:18 AM (UTC)	Temperature	-3.1°F			
08/08/2024 4:31:26 AM (UTC)	08/12/2024 6:18:19 AM (UTC)	Probe Temperature	7.1°F			
08/08/2024 4:31:26 AM (UTC)	08/12/2024 6:18:17 AM (UTC)	Departure		6110 Faircross St SW, Canton, OH 44706-3120, United States	40.762	-81.459

For non-SensiWatch Platform users, the following information displays.

Field	Description
Trip ID	A unique ID assigned to the Trip.
Trip Status	Draft, Started, Not Started, In Transit, or Arrived.
Internal Trip ID	A Trip identification number.
Started/Stopped	The date and time that a Trip was started, and if the Trip has Arrived, the date and time the Trip was stopped.
Duration	The length of time of the Trip.
Time Zone Displayed	The current time zone of the data in the application, regardless of where you are physically located.
Most Recent	Displays the most recent location (address) of the trip, along with sensor data.

Field	Description
Monitor Statistics	<p>In the left pane, the section that displays data for the Sensor, Min(imum), Max(imum), Avg (Average), Std (Standard) Deviation, and MKT results.</p> <p><b>Note: MKT results display for Temperature sensors only and are calculated upon Trip arrival.</b></p> <p>Only sensors that are active on the Monitor display.</p>
Hardware Alarms	<p>Displays the Hardware Alarms that are configured on the monitor, which have triggered.</p>
Multigraph	<p>In the right pane, a section that displays a line graph with a filter for Temperature, Probe Temp, Light, and Humidity points, and Display Lines for the Trip.</p> <p>Use the Display Lines drop-down list to filter by Sensor Data Errors, to retrieve all invalid monitor reading data points received and stored that were recorded by the self-service monitor. Selecting this option also displays the reading data points as part of the Sensor Graph.</p>
Timeline	<p>Under the Multigraph is a feature that shows the hardware alarm data points including Trip Start, Hardware Alarms, Marked Events, and Trip Arrival.</p> <p>To display information about a Hardware Alarm, hover your mouse over the Hardware Alarm icon.</p> <div data-bbox="678 1003 1130 1192" style="border: 1px solid #ccc; padding: 5px; margin: 10px auto; width: fit-content;"> <p><b>46.45 °F</b>   Container Alarm   Monitor Name (1234567890)</p> <p>10/11/2023 6:15:09 AM</p> <p>2081 Freeman Lane, Oakland California</p> <p>94612 USA</p> </div> <p>To display information about a Marked Event, hover your mouse over the Marked Event.</p> <div data-bbox="695 1318 1084 1491" style="border: 1px solid #ccc; padding: 5px; margin: 10px auto; width: fit-content;"> <p><b>Marked Point</b>   Monitor Name (1234567890)</p> <p>10/11/2023 6:15:09 AM</p> <p>2081 Freeman Lane, Oakland California</p> <p>94612 USA</p> </div>
Map	<p>In the right pane, the road map of the Trip. You can Zoom In or Zoom Out on the map. The black circle icon (Started) identifies the beginning of the Trip; the black triangle icon (Stopped) identifies the final destination.</p>

Field	Description
Trip Details  	A list of Monitor Readings for the monitors assigned to the Self-Service trip. It can be filtered by Date Range, Monitors, Sensor Types. Can be sorted by: <ul style="list-style-type: none"> <li>• Monitor Time</li> <li>• Received</li> <li>• Monitors</li> <li>• Sensor Type</li> </ul> To download Monitor Readings to a csv file, see <a href="#">Extract Monitor Readings</a> . To print the Monitor Readings to a PDF, see <a href="#">Print Monitor Readings</a>
Print	See <a href="#">Print a Self-Service Trip</a> .
Menu  	<p><b>Preferences:</b> Modify Page Settings such as</p> <ul style="list-style-type: none"> <li>• Units of Measure (Celsius or Fahrenheit)</li> <li>• Distance (miles or kilometers)</li> <li>• Number Format (North American or European)</li> <li>• Default Language*</li> <li>• Date/Time Format</li> <li>• Time Zone</li> </ul> <p><b>Help:</b> Video Tutorials, Quick Start Guide, Contact info (web, Email, phone)</p> <p><b>Login:</b> Log in to SensiWatch Platform</p>

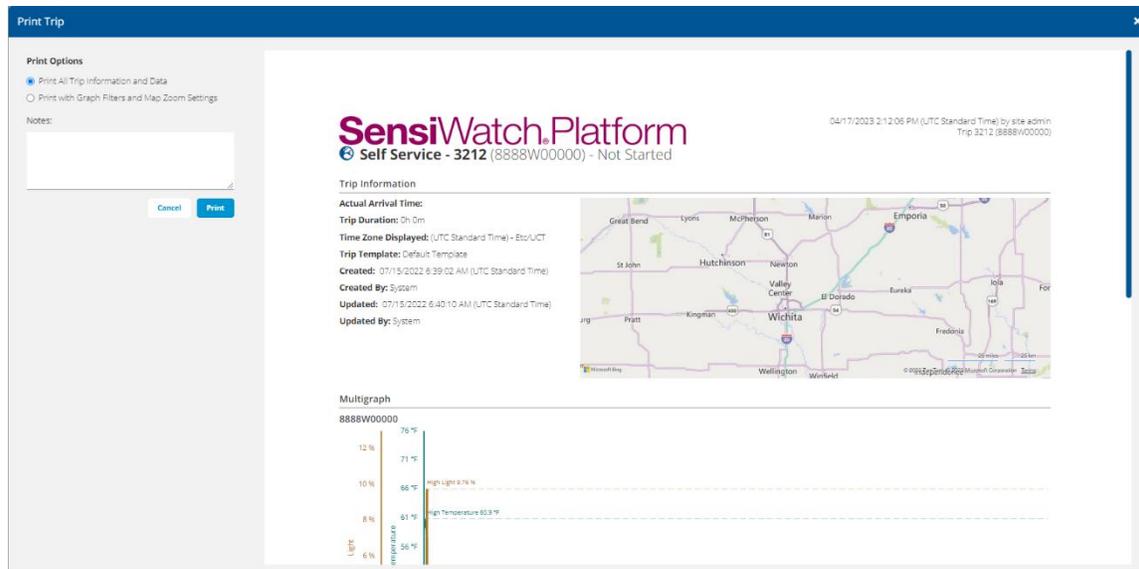
**Note:** \* Available languages include Dutch, English, French, German, Italian, Japanese, Korean, Portuguese, Russian, Simplified Chinese and Spanish.

## Print a Self-Service Trip

1. At the top of 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.

## Extract Monitor Readings

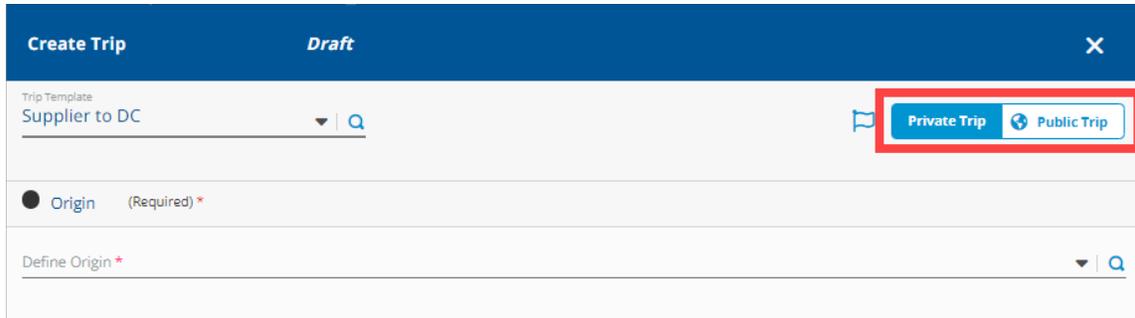
If you are logged in as a user with the Trip Detail Monitor Readings View/Export permission, then when viewing the Trip Details page of a Self-Service trip, you can extract the Monitor Readings to a csv file by clicking **Extract**.

## Print Monitor Readings

If you are logged in as a user with the Trip Detail Monitor Readings View/Export permission, then when viewing the Trip Details page of a Self-Service trip, you can print the Monitor Readings to a PDF file by clicking **Print**.

## 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**.

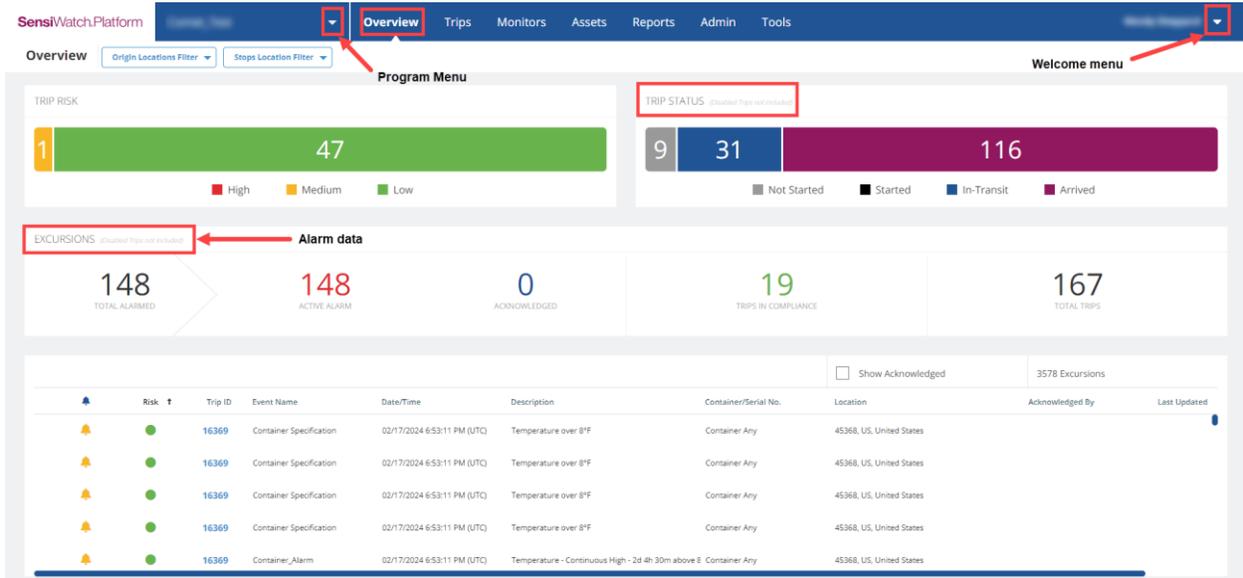


Icon	Description
 Public Trip	On the Trip Details or the Trip Monitoring windows, it identifies that a trip is Public.

## 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.**

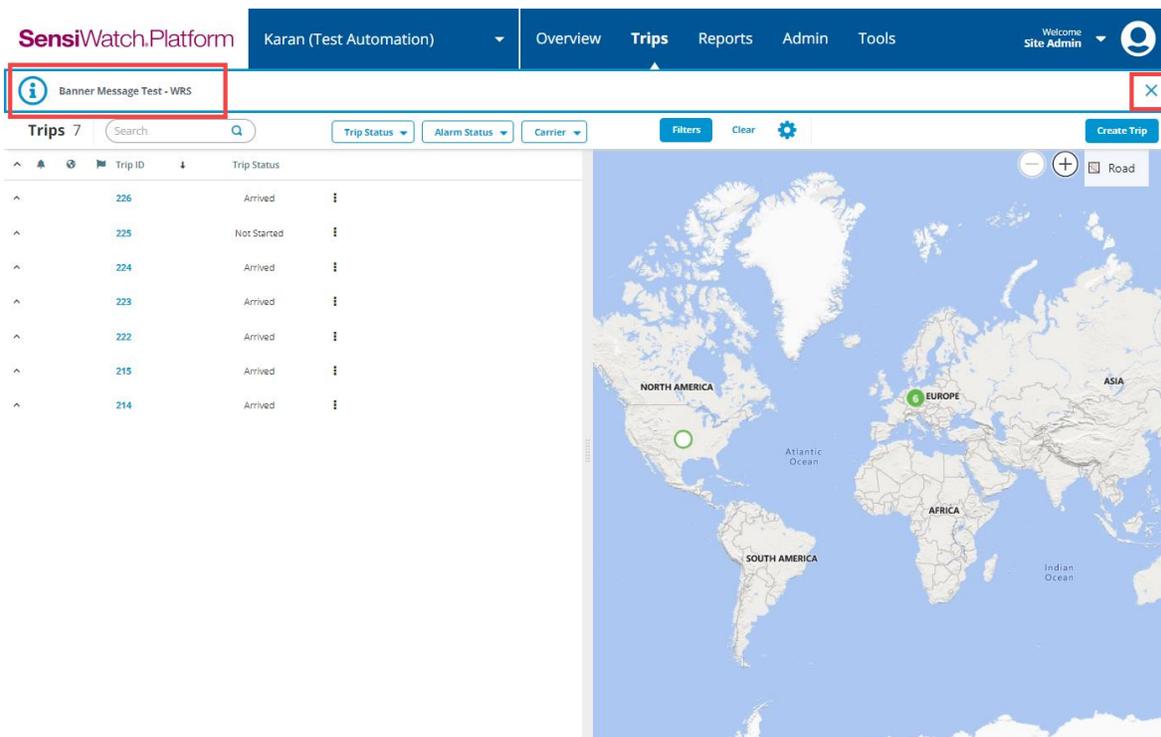


	Description
<b>Program Menu</b>	Select the Program you want to view.
<b>Trip Status</b>	Displays the number of Draft, Started, Not Started, In Transit, or Arrived trips.
<b>Trip Risk</b>	Displays the number of High, Medium, Low, and Critical trips.

	Description
<b>Excursions</b>	Displays the number of Total Alarms, Active Alarms, Acknowledged alarms, Trips in Compliance, and Total Trips.
<b>Trips List</b>	A list of Trips with excursions that need alarms Acknowledged. To see alarms already Acknowledged, select the <b>Show Acknowledged</b> check box.
<b>Welcome Menu</b>	<p>Click the <b>Avatar</b> icon to view the Welcome menu.</p> <ul style="list-style-type: none"> <li>• <b>My Profile</b> – Click the change your Password, Units of Measure types, or Localization (date/time and number formats). Subscribe to Release Notes.</li> <li>• <b>Help</b> – Click to open Tutorial Links or access the <i>Quick Start Guide</i>.</li> <li>• <b>Release Notes</b> – Click to view Release Notes.</li> <li>• <b>Logout</b> – Click to log out of <i>SensiWatch Platform</i>.</li> </ul>

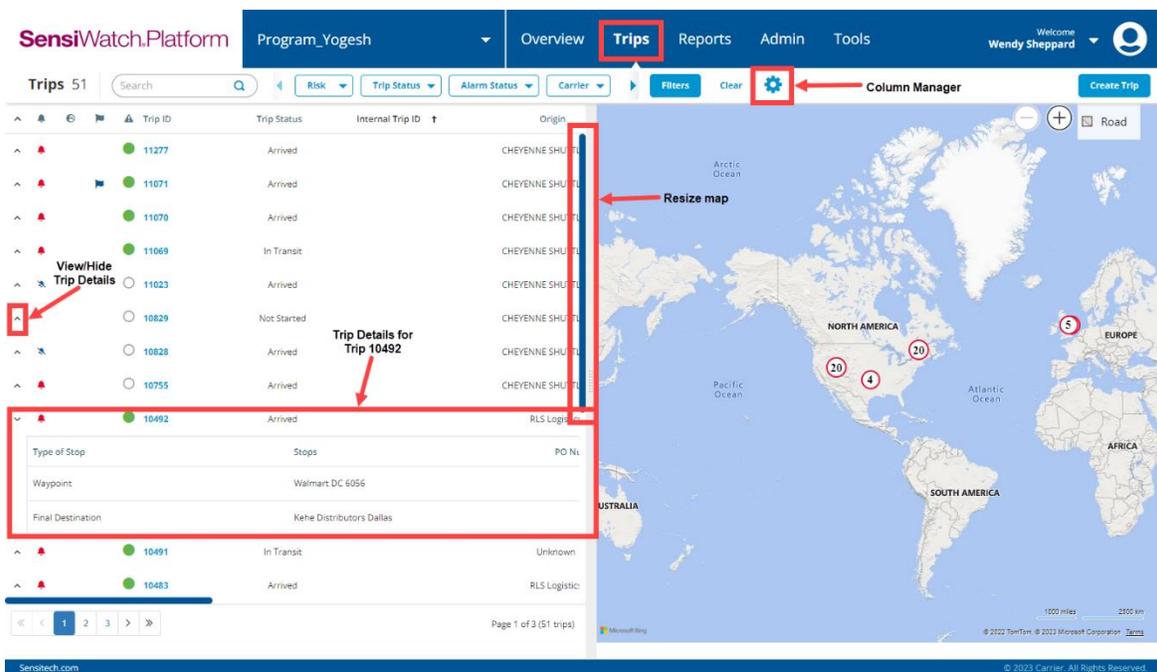
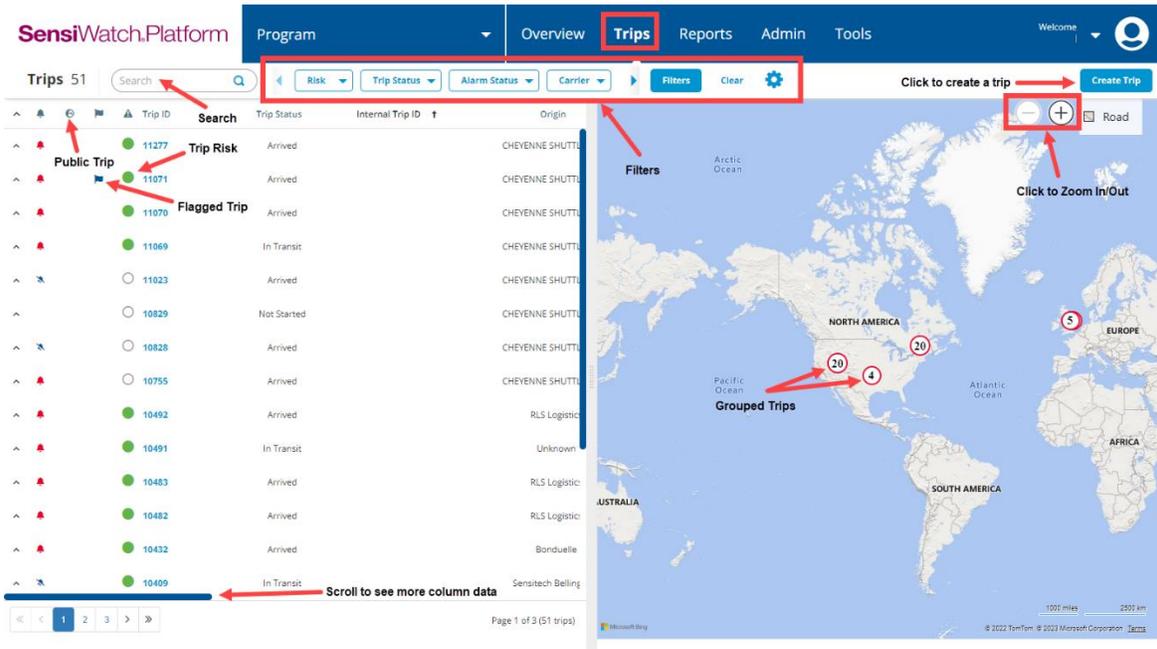
## Banner Messages

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

Trip Condition is a visual rating indication for all trips in a Program with this feature. The rating is an indication of a single product condition, based on the data of a single ambient temperature sensor, using a combination of high and low limits, perishability factors, and thresholds that determine if the condition of the trip's Product falls into 1 of 3 **Ratings** (see Table, below).

The **Rating** indication is determined by comparing a **Trip Score** against the three customer-defined thresholds for critical (red), warning (amber), normal (green), which are calculated as follows.

- If Trip Score is **greater than** the Red Threshold, the Rating = **RED**
- If Trip Score is **within** the range of the Amber Threshold the Rating = **AMBER**
- If Trip Score is **less than** the Green Threshold, the Rating = **GREEN**

Trip Condition uses customer-defined limits, perishability values, and thresholds to weigh **Degree Minutes** for every data point received for a trip. The **Trip Score** is calculated by summing up the results of these calculations:

- Degree Minutes spent in High Area 1 \* High Area 1 Perishability Factor
- Degree Minutes spent in High Area 2 \* High Area 2 Perishability Factor
- Degree Minutes spent in High Area 3 \* High Area 3 Perishability Factor
- Degree Minutes spent in Low Area 1 \* Low Area 1 Perishability Factor
- Degree Minutes spent in Low Area 2 \* Low Area 2 Perishability Factor
- Degree Minutes spent in Low Area 3 \* Low Area 3 Perishability Factor

For Trip Condition to be applicable to a Trip, the Trip must have only one (1) Ambient sensor assigned to it with one (1) Product configured with Trip Condition.

If the Trip Condition remains Critical although the data indicates that it should be at Warning or Normal levels, the reason could be one of the following:

- Once Trip Condition reaches Critical levels, the system keeps the Trip Condition at Critical, even if the subsequent data would change the calculation to Warning or Normal levels.
- Once a Trip has Arrived, the Trip Condition calculation stops and remains at the Trip Condition rating at arrival.

**Note: An exception to both reasons: reprocessing the Trip recalculates the Trip Condition statistic and reflects its current state, even if the Trip was previously rated Critical.**

Icon	Description
	Red Octagon = Critical Risk
	Red Triangle = High Risk
	Yellow Diamond = Medium Risk
	Green Circle = Low Risk
Trip Risk	Gray Circle = The trip is in a Pending state, where Trip Condition cannot be determined. Empty Circle = Trip Condition is determined to be missing some part of the required configuration.

**Trip Log**
Risk Details

---

**Lane Sichuan China to Los Angeles CA, USA**

<p><b>Risk Summary</b></p> <p>The shipment is predicted to breach the temperature limit 2-10 C in the next 120 minutes, the shipment is dwelling at the current leg longer than usual but may still arrive at the final destination on time.</p>	<p><b>Next Stop ETA - On Time</b></p> <p><b>MM/DD/YYYY hh:mm PM (EST)</b>                  Stop Name                  500 N Front St, Los Angeles, CA 90731, USA                  2h 20m   200mi</p>	<p><b>Final Destination ETA - <span style="color: red;">Delayed</span></b></p> <p><b>MM/DD/YYYY hh:mm PM (EST)</b>                  Stop Name                  500 N Front St, Los Angeles, CA 90731, USA                  2h 20m   200mi</p>
--	--	---

---

**Most Recent**  
 123 Street, City ST, 12345, USA  
 MM/DD/YYYY hh:mm:ss PM (EDT)

◆  
**Predicted Temp Risk**  
 Medium

🌡️  
**All**  
 Good

💡  
**4**  
 Monitors

💧  
**All**  
 Good

Show More

## View/Hide Trip Details on Trips List Window

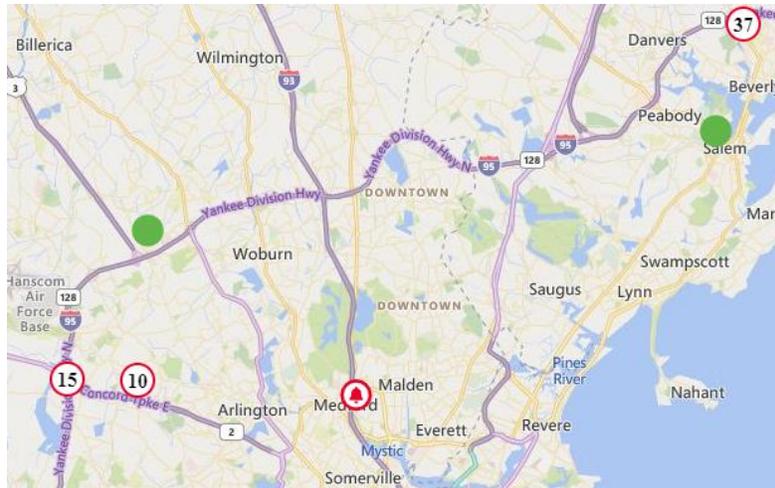
You can view or hide a Trip's details from the Trips List window by clicking the View/Hide Trip Details icon. A table displays below the trip and displays columns based on defaults. If you want to change the columns that display, see [Column Manager](#).

## 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.

3701 Lagoona Dr, Round Rock, TX 78681						
Total Trips	Not Started	In-Transit				
111	12	99				
9818	In Transit	76.1 °F	86 °F	---	---	---
9817	In Transit	76.1 °F	---	---	---	---
9816	In Transit	76.1 °F	86 °F	---	---	---
9815	In Transit	76.1 °F	---	---	---	---
9814	In Transit	76.1 °F	---	---	---	---

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

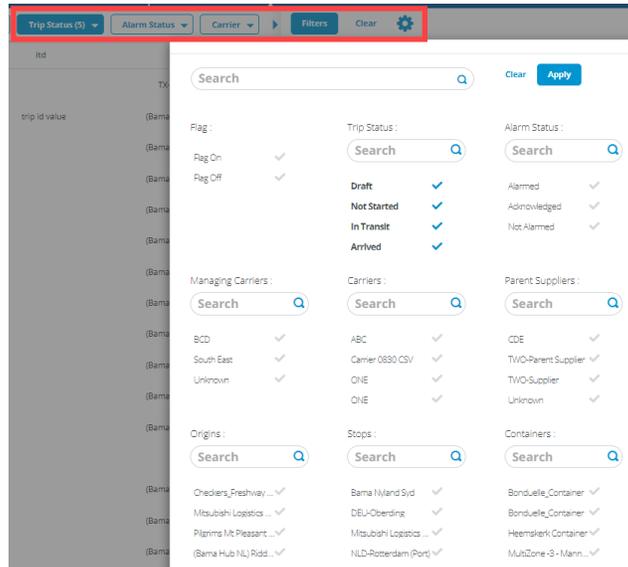
## Resize the Map or Columns

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.

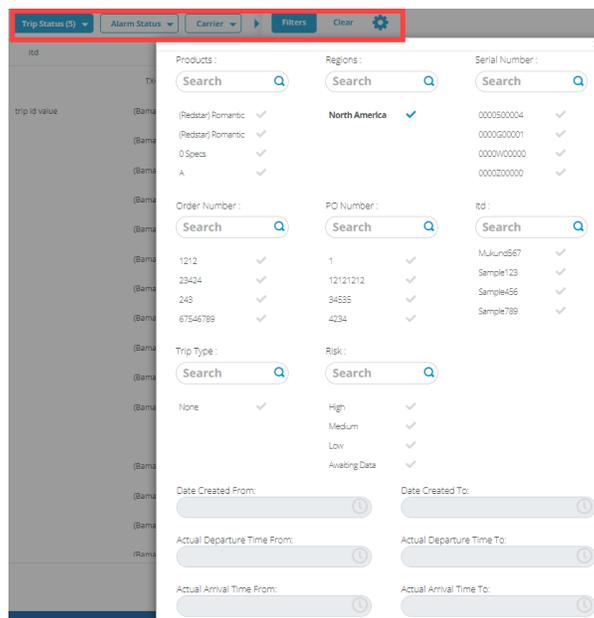
You can also resize the columns by performing the same on the column dividers in the column name ribbon.

## 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.

## Date Range

You can use the Date Range field to filter the Arrived Trip List with specific date ranges. Options in the filter include

- Last 24 Hours
- Last 7 Days
- Last Week
- Last Month
- Last 30 Days

The screenshot shows the SensiWatch Platform interface. At the top, there is a navigation bar with 'SensiWatch.Platform', 'RealQB', and tabs for 'Overview', 'Trips', 'Monitors', and 'Assets'. Below the navigation bar, there is a search bar and a 'Date Range' filter dropdown menu. The 'Date Range' dropdown is open, showing a calendar for April 2025 with the date '3' selected. To the right of the calendar, there is a list of filter options: 'Today', 'Yesterday', 'Last 7 Days', 'Last Week', 'Last 30 Days', and 'Last Month'. At the bottom of the dropdown, there are 'Cancel' and 'Apply' buttons. The 'Apply' button is highlighted.

## Lanes

To identify trips running with their lanes, on the Trip List window, in the Filters section, select the **Lanes** from the drop-down list that you want to display in the Trip List window and click **Apply**.

**Note:** To remove the Filter, click **Lanes**, then click **Clear**.

The screenshot shows the 'Lanes' filter dropdown menu. The menu is open, showing a list of lane options. The selected option is 'Lane City, ST, Country to Lane City, ST, Country' with a checkmark. At the top of the dropdown, there are buttons for 'Clear' and 'Apply'. The 'Apply' button is highlighted.

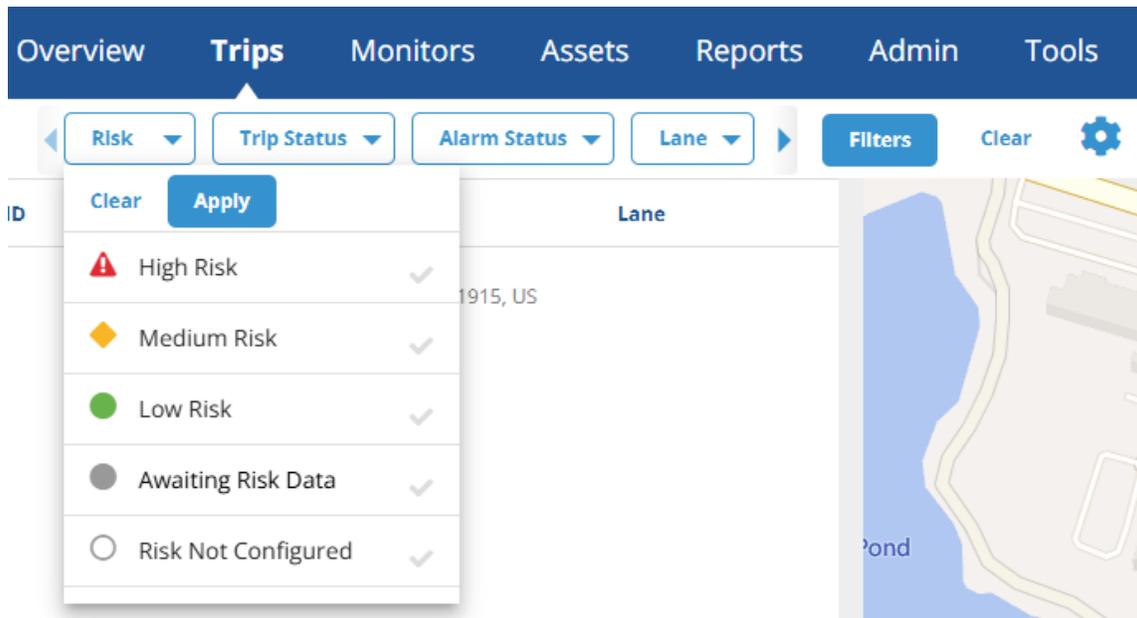
The Lanes that display are for trips with a single or multiple stops, which display an Origin Location and have one of the following.

- 1 Stop that is the Final Destination
- More than 1 stop and a Final Destination
- More than 1 stop and no Final Destination

**Note: Existing trips that have Arrived do not display in the Lanes drop-down list.**

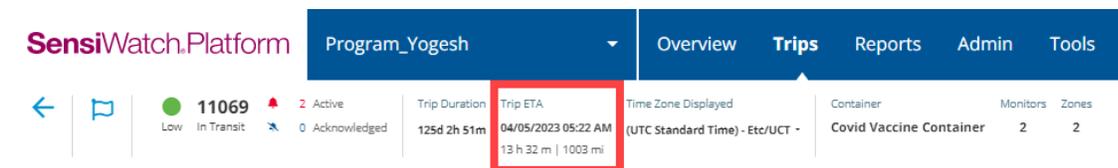
## Trip Risk

The Trip Risk displays on the Trip Details window to identify the overall state of the shipment.



## Trip ETA (Inbound Only)

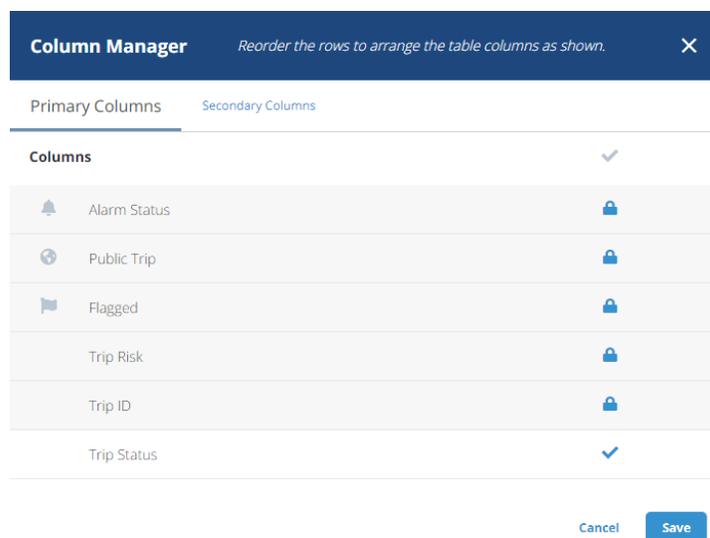
If a trip is In Transit, and you have permission to view that Trip, you can identify the trip's estimated time of arrival. In the Trip Details window, on the top ribbon, is the Trip ETA.



## 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.

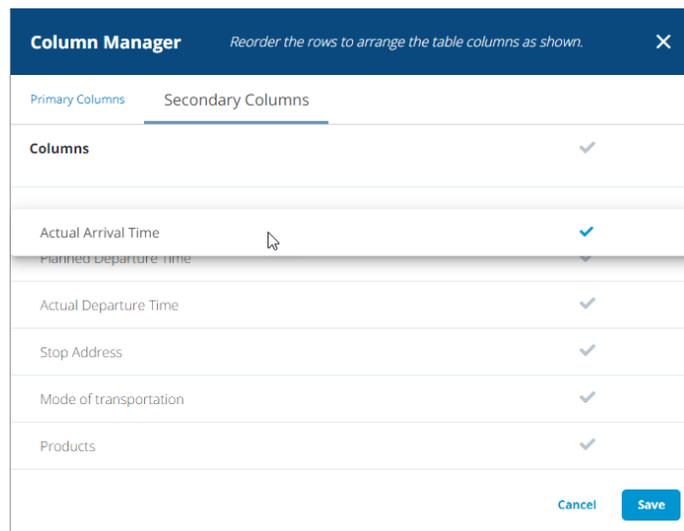
Column Name	Description
<b>Primary Columns</b>	
Alarm Status	
Acknowledged Count	
Acknowledged High 1 Alarm Count	
Acknowledged Low 1 Alarm Count	
Actual Arrival Time	The date and time that the Trip arrived, based on the Final Destination or last location listed on the trip.
Actual Departure Time	The date and time that the Trip departed.
Alarm Count	
Carrier	The name of the transportation company.
Container Name	The name of the Container.
Monitor	The serial number of the device.
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.

Column Name	Description
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.
Gateway ID	Lists the Gateway ID associated with the trip.
High 1 Alarm Count	
Humidity	
Humidity Readings	
Humidity Spec	
Humidity Time	
Humidity Variance	
Internal Trip ID	
Light	
Light Readings	
Light Spec	
Light Time	
Light Variance	
Low 1 Alarm Count	
Managing Carrier	The name of the organization responsible for all Carriers in a given Lane.
MKT	
Mode of Transportation	The type of transportation used for the Trip: Ocean or Air.
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.
Order Number	The order number for the Trip.
Origin	The name and address of the starting point of the Trip.
Parent Supplier	The name of the wholesaler, Carrier, or Managing Carrier.

Column Name	Description
Planned Arrival Time	The date and time of the expected arrival of the trip, based on the Final Destination or last location listed on the trip.
Planned Departure Time	The date and time of the expected departure.
PO Number	The purchase order number of the shipment.
Probe Temp	
Probe Temp Spec	
Probe Temp Readings	
Probe Temp Time	
Probe Temp Variance	
Process Status	<p>The cold treatment process status of a shipment in the Trip list. States are:</p> <ul style="list-style-type: none"> <li>• Ready</li> <li>• Not Ready <ul style="list-style-type: none"> <li>○ <b>Trip in Draft state:</b> While the trip is in the Draft state.</li> <li>○ <b>Kit not activated:</b> The Trip may not be in Draft state, but the kits are not connected to the Gateway.</li> <li>○ <b>Trip in Draft State, and Kit monitors not activated:</b> When a Trip is in Draft state and monitors have not been connected to the Gateway or the Gateway is Not Started.</li> </ul> </li> <li>• In Progress</li> <li>• Complete</li> <li>• Not Complete</li> </ul>
Products	The products assigned to all locations for the Trip.
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.
Temperature Readings	
Temperature Spec	
Temperature Time	
Temperature Variance	
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. Once on the column, using the drop-down list, you can select the Trip ID, ITID, or PO number to display.
Trip ETA	The date and time that the Trip is expected to arrive at the next stop.

Column Name	Description
Trip Note	User-entered information about the Trip.
Trip Start Time	
Trip Status	The status of the Trip: Draft, Started, 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.
<b>Secondary Columns</b>	
Actual Arrival Time	The date and time that the Trip arrived.
Actual Departure Time	The date and time that the Trip departed.
Planned Arrival Time	The date and time that the Trip should arrive at the stop, based on the Final Destination or last location listed on the trip.
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 assigned to all locations for the Trip.
Stop Address	The address of a stop.
Stops	The number of stops on the route. To view the Stop names, hover the mouse over the Stop number.
Type of Stop	

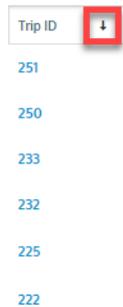
**Note:** You can reorder the rows while in Column Manager, to arrange the table columns, by clicking and dragging the row where you want it, so that it displays in that order on the Trips List window.



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

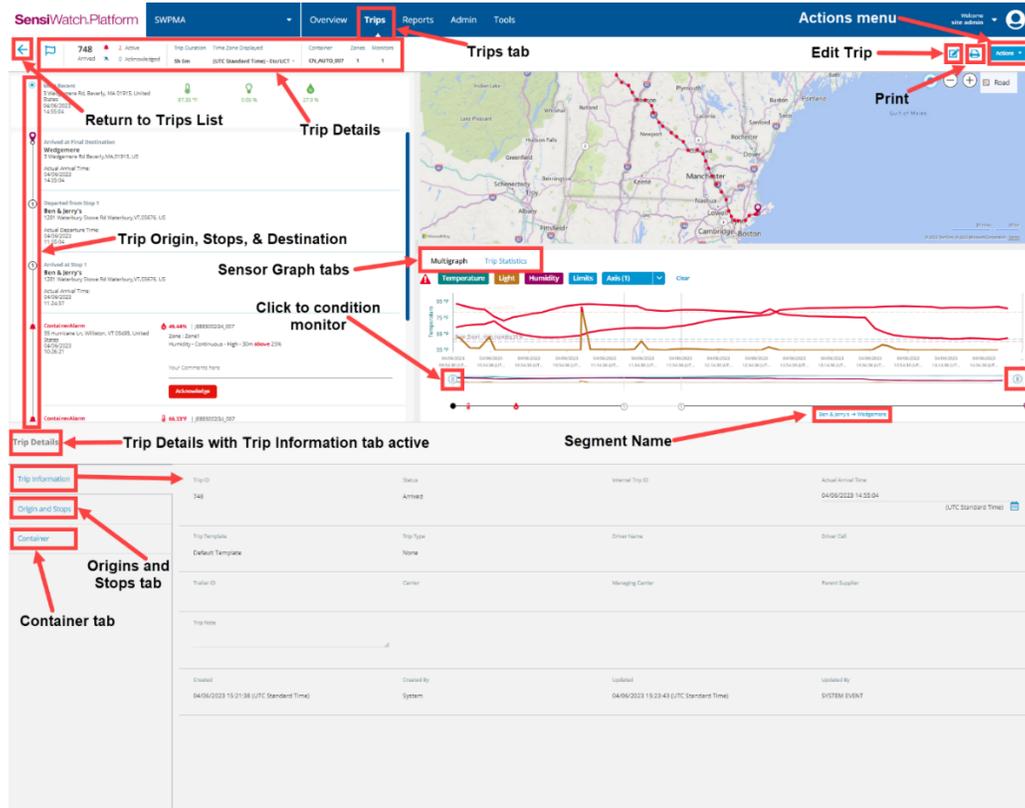
You can sort the Trip List columns by Ascending or Descending order by clicking the column header. The column sorts, and the Ascending or Descending arrow displays. Click the arrow to sort the column again.



## All Programs

With the appropriate permissions, you can create and review Trips across all Programs available to you, without having to leave one Program and log into another. In addition, you can create a new Origin or Destination location, Carrier, Parent Supplier, or Manager when you are in All Programs view.

## Trip Details Window

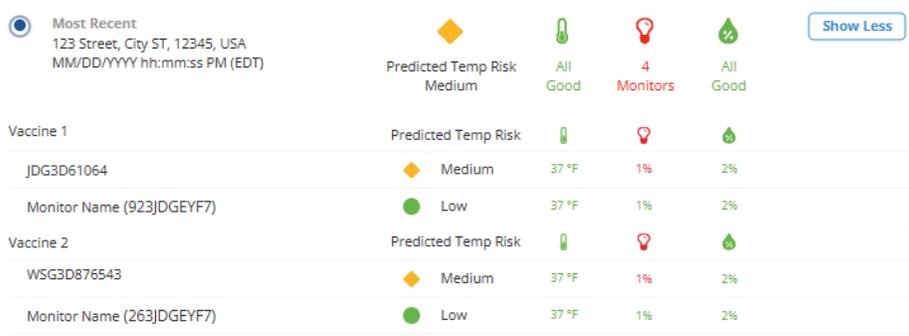


## View Trip Details Tab

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 Trip ribbon at the top displays the following fields.

Field	Description
Flag	
Trip ID	A unique ID assigned to the Trip.
Trip Status	See the table below to identify the Trip States.
Trip Duration	The length of time of the Trip.
Trip ETA	The estimated time of arrival for the Trip.
Time Zone Displayed	The current time zone of the data in the application, regardless of where you are physically located.
Container	The name of the Container, if there is one for the Trip.
Zones	The number of Zones in the Container.

Field	Description																																	
Monitors	The number of Monitors in the Container.																																	
Most Recent	Displays the most recent stop location, date and time of the stop.																																	
Predicted Temp Risk	<p>Displays a predicted temperature risk of High (red), Medium (amber), or Low (green).</p> <p>The <b>Show More/Show Less</b> buttons display only the trip has more than one monitor. Click <b>Show More</b> to expand the field to display the individual monitors and their predicted temperature risk.</p>  <p>The screenshot shows a summary row with a 'Most Recent' stop location (123 Street, City ST, 12345, USA) and a predicted temperature risk of 'Medium'. It also shows 'All Good' for the temperature and '4 Monitors' with a red lightbulb icon. Below this is a table of monitors:</p> <table border="1"> <thead> <tr> <th>Vaccine</th> <th>Monitor ID</th> <th>Monitor Name</th> <th>Predicted Temp Risk</th> <th>Temp</th> <th>High</th> <th>Low</th> </tr> </thead> <tbody> <tr> <td rowspan="2">Vaccine 1</td> <td>JDG3D61064</td> <td>Monitor Name (923JDGEYF7)</td> <td>Medium</td> <td>37 °F</td> <td>1%</td> <td>2%</td> </tr> <tr> <td>WSG3D876543</td> <td>Monitor Name (263JDGEYF7)</td> <td>Low</td> <td>37 °F</td> <td>1%</td> <td>2%</td> </tr> <tr> <td rowspan="2">Vaccine 2</td> <td>JDG3D61064</td> <td>Monitor Name (923JDGEYF7)</td> <td>Medium</td> <td>37 °F</td> <td>1%</td> <td>2%</td> </tr> <tr> <td>WSG3D876543</td> <td>Monitor Name (263JDGEYF7)</td> <td>Low</td> <td>37 °F</td> <td>1%</td> <td>2%</td> </tr> </tbody> </table> <p>Click <b>Show Less</b> to hide the monitor detail.</p>	Vaccine	Monitor ID	Monitor Name	Predicted Temp Risk	Temp	High	Low	Vaccine 1	JDG3D61064	Monitor Name (923JDGEYF7)	Medium	37 °F	1%	2%	WSG3D876543	Monitor Name (263JDGEYF7)	Low	37 °F	1%	2%	Vaccine 2	JDG3D61064	Monitor Name (923JDGEYF7)	Medium	37 °F	1%	2%	WSG3D876543	Monitor Name (263JDGEYF7)	Low	37 °F	1%	2%
Vaccine	Monitor ID	Monitor Name	Predicted Temp Risk	Temp	High	Low																												
Vaccine 1	JDG3D61064	Monitor Name (923JDGEYF7)	Medium	37 °F	1%	2%																												
	WSG3D876543	Monitor Name (263JDGEYF7)	Low	37 °F	1%	2%																												
Vaccine 2	JDG3D61064	Monitor Name (923JDGEYF7)	Medium	37 °F	1%	2%																												
	WSG3D876543	Monitor Name (263JDGEYF7)	Low	37 °F	1%	2%																												
Quality Status	Click Evaluate to review the Quality of the shipment, enter a Comment, and Accept the shipment. This field requires a signature and a password.																																	
Edit icon	Click to edit the Trip.																																	
Printer icon	Click to print the Trip Details.																																	
Actions menu	Click to Reprocess, Edit, Print, Disable, or Attach Files to a Trip.																																	

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

Icon	Name	Icon	Name
	Alarm-Arrived		Alarm
	Departed from Origin		Acknowledged Alarm
	Current Location		Destination
	With a number inside the circle: <b>Stop</b>		No Alarm
	With no number inside the circle: <b>Trip Start</b>		

### Trip Log Tab

Depending on whether you have the Advanced Risk ETA feature enabled, you may see the Trip Log tab in the Trip Details window.

**Trip Log**
Risk Details

**Lane Sichuan China to Los Angeles CA, USA**

**Risk Summary**

The shipment is predicted to breach the temperature limit 2-10 C in the next 120 minutes, the shipment is dwelling at the current leg longer than usual but may still arrive at the final destination on time.

**Next Stop ETA - On Time**

**MM/DD/YYYY hh:mm PM (EST)**  
 Stop Name  
 500 N Front St, Los Angeles, CA 90731, USA  
 2h 20m | 200mi

**Final Destination ETA - Delayed**

**MM/DD/YYYY hh:mm PM (EST)**  
 Stop Name  
 500 N Front St, Los Angeles, CA 90731, USA  
 2h 20m | 200mi

---

 **Most Recent**  
 123 Street, City ST, 12345, USA  
 MM/DD/YYYY hh:mm:ss PM (EDT)

  
 Predicted Temp Risk  
 Medium

  
 All  
 Good

  
 4  
 Monitors

  
 All  
 Good

[Show More](#)

Information in the Trip Log section of the Trip Details window includes the following.

Field	Description
Lane	
Risk Summary	
Next Stop ETA	
Final Destination ETA	Displays whether the trip is On Time or Delayed and the predicted arrival time; the Stop Name; the hours and number of miles remaining display below the stop location.

### Risk Details Tab

If the Advance Risk Level feature is enabled, you can see the Risk Details tab.

Trip Log
**Risk Details**

**Trip 54321**

High Trip Lane: **Sichuan China to Los Angeles CA, USA**

Medium Predicted Temperature Excursion Risk

1 Active

0 Acknowledged

**Risk Summary**

The shipment is predicted to breach the temperature limit 2-10 C in the next 120 minutes, the shipment is dwelling at the current leg longer than usual but may still arrive at the destination on time. lorem

**Next Stop ETA - On Time**

Stop Name  
500 N Front St, Los Angeles, CA 90731, USA  
MM/DD/YYYY hh:mm PM (EST)  
2h 20m | 200mi

**Final Destination ETA - Delayed**

Stop Name  
500 N Front St, Los Angeles, CA 90731, USA  
MM/DD/YYYY hh:mm PM (EST)  
2h 20m | 200mi

**Pacific Storm**

**Weather Event - High Severity**

Event Summary

Pacific Storm, which made landfall in Florida as a category 4 hurricane, marched through southeastern Georgia on Wednesday, causing heavy damage in areas like Valdosta and pockets of damage in the Savannah area.

Event Lanes

[Sichuan China to Los Angeles CA, USA](#)

[Lane City, ST, Country to Lane City, ST, Country](#)

Impacted Locations

Location Name, Location Name, lat/long 12345678/09876543

Event Time

Start MM/DD/YYYY hh:mm PM End MM/DD/YYYY hh:mm PM

## Ocean Trips

You can track an Ocean container when a valid Container number is provided in the SensiWatch Platform trip. The Ocean container displays on the Trip Detail map as a boat icon. You can use this information to determine where the Ocean container is, while on the ocean, identify when the Ocean container is off course, and troubleshoot the reason.

The Destination Port ETA and Final Destination ETA display the time and distance to the respective destinations.

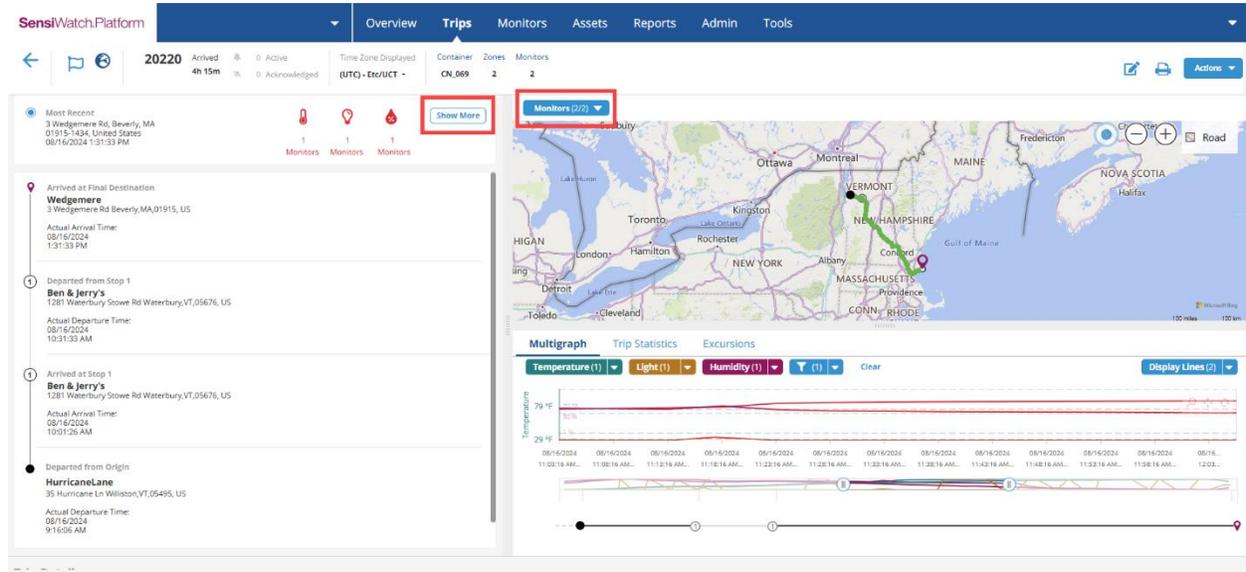
**Note: If the Container Number is incorrect, you can Edit the number to track the correct trip.**

## Weather Events

If you have the Advanced Risk Events feature, you may see a Weather Event displayed on the map. If you click on the Weather Event icon, information displays about that event. You can use the visual, real-time representation of weather conditions to respond to those changing conditions, if necessary.

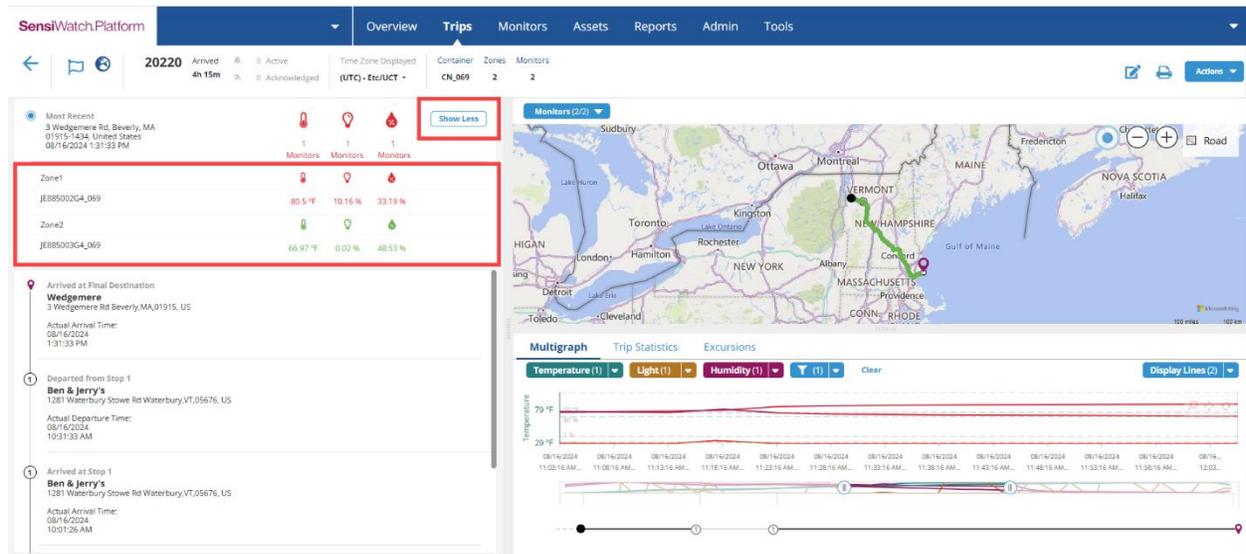
## Monitor Location

To see a list of all monitors at a given last location, or view where a specific monitor is located, you can select the monitor from the **Monitor Locations** drop-down list, above the **Trip Map**.



Once the trip has Arrived, to view details about a single monitor, from the **Monitors** drop-down, deselect the other monitor(s) by clicking Clear, and select the monitor you want to view. The map and the multigraph display only information about the selected monitor.

To view details about the monitors, click **Show More**.



To hide the monitor data, click **Show Less**.

## Trip with a Courier

If a Trip has a UPS tracking number identified in it, the UPS Status, Estimated Delivery, and Tracking Number fields display above the Most Recent information in the Trip Details window.

**UPS Status**  
**DELIVERED**  
BEVERLY, MA, US

**Tracking Number**  
**1Z1752YX0398797212**  
UPS Ground

[Show More](#)

---

**Most Recent**  
09/20/2024 4:56:31 PM  
3 Wedgemere Rd, Beverly, MA  
01915-1434, United States

2
 2
 2
 --

Monitors
Monitors
Monitors
--

[Show More](#)

To display a list of Date and Time, Location, and UPS Activity data, click **Show More**. With the data displayed, you can Print Trip and the UPS Status component is included in the printout.

**UPS Status**  
**DELIVERED**  
BEVERLY, MA, US

**Tracking Number**  
**1Z1752YX0398797212**  
UPS Ground

[Show Less](#)

---

Date and Time	Location	UPS Activity
10/25/2024 3:01:59 PM (EDT)	BEVERLY, MA, US	DELIVERED
10/25/2024 9:21:07 AM (EDT)	Lynnfield, MA, US	Out For Delivery Today
10/25/2024 8:15:51 AM (EDT)	Lynnfield, MA, US	Loaded on Delivery Vehicle

## Evaluate Quality Status

To decide about a shipment around product efficacy, you can evaluate the Quality Status of that shipment.

- Once a trip is active (Started or In Transit), or is complete (Arrived), click **Evaluate**.

**Quality Status**

**Evaluate**

---

**Most Recent**  
Scotts Dale, Driscolls, Santa Maria CA, USA  
MM/DD/YYYY  
hh:mm:ss PM (EDT)

2
 All Good
 1

Monitors
Good
Monitors

[Show More](#)

The Quality Status window opens.

**Quality Status**

Comment

Christopher Robinson

2. Enter a **Comment**.
3. Enter the **Password**.
4. If you click **Review**, the Quality Status changes to Reviewed, and the comment displays below.

**Quality Status**  
Reviewed | [Edit](#)

Issue with back door lock, stopUt wisi enim ad minim veniam, quis nostrud exerci tation suscipit m, quis nostrud exerci tation sus... [Read More](#)

Signed by **Christopher Robinson**  
MM/DD/YYYY hh:mm PM (EDT)

---

**Most Recent**

Scotts Dale, Driscolls, Santa Maria CA, USA

MM/DD/YYYY

hh:mm:ss PM (EDT)

2  
Monitors

All  
Good

1  
Monitors

5. If you click **Accept**, the Quality Status changes to Accepted, and the comment displays below.

## Trip Information Tab

Scroll to the bottom of the Trip Details window to view the Trip Information tab.

← **19828** ▲ Active

Arrived Acknowledged

Trip Duration: **4h 5m**

Time Zone Displayed: **(UTC) - Est/UCT**

Container: **Flower\_CN\_LIVE**

Zones: **1**

Monitors: **1**

**Trip Details**

- [Trip Information](#)
- [Origin and Stops](#)
- [Container](#)
- [Monitor Readings](#)
- [Attachments](#)
- [Trip History](#)

Trip ID	Status	Internal Trip ID	Actual Arrival Time
19828	Arrived		08/08/2024 03:42:37 PM <small>(UTC)</small>
Trip Template	Trip Type	Driver Name	Driver Cell
Default Template	None		
Trailer ID	Carrier	Managing Carrier	Parent Supplier
Trailer ID	Carrier	Managing Carrier	Parent Supplier
Trip Note			
<input type="text"/>			
Created	Created By	Updated	Updated By
08/08/2024 11:47:33 AM (UTC)	System	08/08/2024 3:43:09 PM (UTC)	SYSTEM EVENT

The tab includes the following fields:

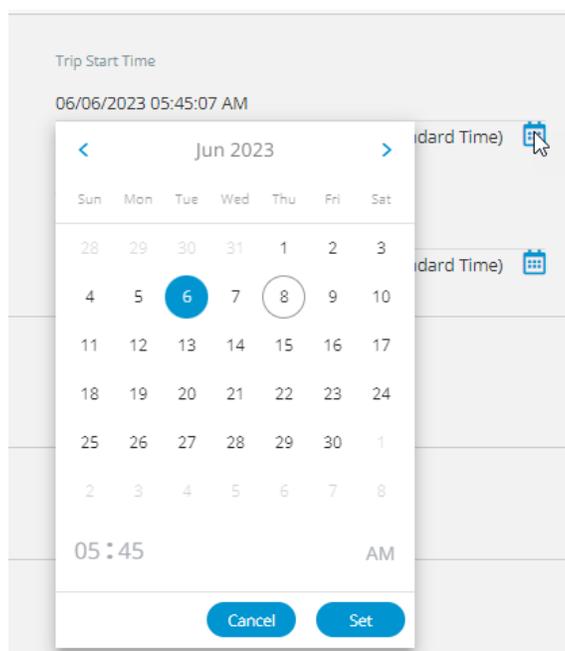
Field	Field	Field	Field
Trip ID	Status	Process Status	Internal Trip ID

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

\* Administer Medicine Time only displays if you have permission to View and Edit this field.

**Note: If you have new information about a product and need to account for a time difference, you can edit the Trip Start Time by clicking the calendar icon.**

**Note: If an automated Outbound Trip is in-transit, and you need to manually Arrive the Trip and stop sensor monitoring, in the Trip Information tab, select the date/time from Actual Arrival Time calendar. The Trip log displays Manually Arrived Trip at the Trip's end.**



## Process Status

Each Process Status has a Reason code assigned to it and displays in the Trip Detail if you have permission to view the Process Status. See the table below for more details.

Process Status	Reason Code
In Progress	Continuous temperature between <#>°F/C and <#>°F/C for <#> minutes.
Completed	Continuous temperature between <#>°F/C and <#>°F/C for <#> minutes.

Process Status	Reason Code
Not Completed	Temperature below <#>°<F/C> when temperatures are less than or greater than the Event Condition.

## Origins and Stops Tab

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

<b>Trip Information</b>	Origin Name: AmeriChiller	Address: US-62 W, Columbus, OH 43219
<b>Origin and Stops</b>	Planned Departure Time 12/15/2019 12:33 PM (IST)	Actual Departure Time 12/15/2019 12:33 PM (IST) 
<ul style="list-style-type: none"> <li>○ Electronic City Las Vegas NV</li> <li>○ Scotts Dale Scottsdale UT</li> <li>○ Raising Tele Boulder CO</li> <li>○ Store 567 Lincoln NE</li> <li>○ Raising Tele Des Moines IA</li> <li>● Raising Tele Louisville KY</li> </ul>		
<b>Container</b>		

## Kit Tab

To see the number of monitors in a kit trip, click the **Kit** tab. The monitors associated with the Kit are displayed in the list.

<b>Trip Details</b>					
<b>Trip Information</b>					
<b>Origin and Stops</b>					
<b>Kit</b>	<table border="1"> <thead> <tr> <th>Monitor</th> <th>Type</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> </tr> </tbody> </table>	Monitor	Type		
Monitor	Type				
<b>Attachments</b>					
<b>Trip History</b>					

## 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 asset tracking, the Container tab displays the Container Name, Container Group Name, and Gateway Name (serial number).

<b>Trip Details</b>		
<b>Trip Information</b>	Zone Name: Frozen Goodies	Zone Type: Frozen
<b>Origin and Stops</b>		
<b>Container</b>	Monitors:	Products:
<ul style="list-style-type: none"> <li>■ Zone Name 1</li> <li>■ Zone Name 2</li> <li>■ Zone Name 3</li> </ul>	ABC123DEF456 - Monitor Name ABC123DEF456 - Monitor Name ABC123DEF456 ABC123DEF456 - Monitor Name	Fudgesicles Eskimo Pies

## Monitors Tab

For an inbound Trip, you do not see Zone and Sensor information, but you may see Product information. If configured, you may see the Location and Position of the monitor in the Trip.

Trip Details					
Trip Information					
Origin and Stops					
Monitors					
Monitor Readings					
Attachments					
Trip History					
Serial Number ↑	Type	Name	Location	Position	
JDW9B00404_006	TempTale GEO Ultra Dry Ice	Sensors 1	External	Front	
JDW9B00404_007	TempTale GEO Ultra Dry Ice	Sensor 2	Internal	Middle	
HNN1100421_01	TempTale GEO Eagle 3GT	Sensor 3	Internal	Top	
HNN1100421_02	TempTale GEO Eagle 3G	Sensor 4	External	Top	
HNN1100421_03	TempTale GEO Eagle 3G	Sensor 5	External	Left side	
JC19600565	TempTale GEO Ultra Dry Ice	Sensor 6	Internal	Front	
JC19600565	TempTale GEO Ultra Dry Ice	Sensor 7	Internal	Middle	
JC19600565	TempTale GEO Eagle 3GT	Sensor 8	External	Top	
JC19600565	TempTale GEO Eagle 3G	Sensor 8	External	Top	
JC19600565	TempTale GEO Eagle 3G	Sensor 10	Internal	Left side	

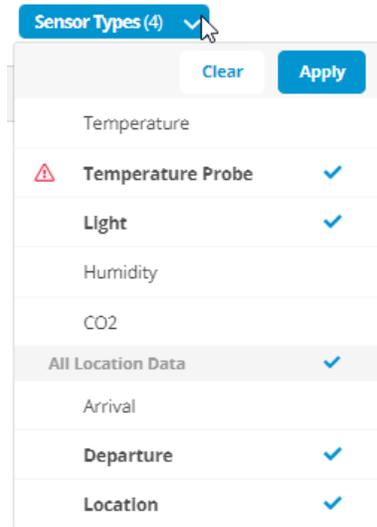
## Monitor Readings Tab

On the **Monitor Readings** tab, you can look at the data from a specific device.

You can extract the Monitor Readings to a .csv file to save and print it to a PDF file.

Trip Details								Print
Trip Information								Extract
Date Range	Serial Number	Sensor Types (4)						 
Monitor Time	Received	Monitors	Sensor Type	Reading	Location	Latitude	Longitude	
06/15/2023 1:10:16 AM (UTC)	06/21/2023 3:40:40 PM (UTC)	JDW9B00404_022	Departure		36 Tuas View Place, Singapore 637882	1.298	103.631	
06/15/2023 1:15:55 AM (UTC)	06/21/2023 3:46:56 PM (UTC)	JDW9B00404_022	Light	10.04%				
06/15/2023 1:15:55 AM (UTC)	06/21/2023 3:46:56 PM (UTC)	JDW9B00404_022	Temperature Probe	71.38°F				
06/15/2023 1:16:03 AM (UTC)	06/21/2023 3:46:27 PM (UTC)	JDW9B00404_022	Location		36 Tuas View Place, Singapore 637882	1.298	103.631	
06/15/2023 1:25:08 AM (UTC)	06/21/2023 3:40:42 PM (UTC)	JDW9B00404_022	Temperature Probe	71.29°F				
06/15/2023 1:30:55 AM (UTC)	06/21/2023 3:47:38 PM (UTC)	JDW9B00404_022	Temperature Probe	71.25°F				
06/15/2023 1:40:08 AM (UTC)	06/21/2023 3:40:42 PM (UTC)	JDW9B00404_022	Light	10.35%				
06/15/2023 1:40:08 AM (UTC)	06/21/2023 3:40:42 PM (UTC)	JDW9B00404_022	Temperature Probe	71.49°F				
06/15/2023 1:40:16 AM (UTC)	06/21/2023 3:40:41 PM (UTC)	JDW9B00404_022	Location		36 Tuas View Place, Singapore 637882	1.298	103.631	
06/15/2023 1:45:55 AM (UTC)	06/21/2023 3:47:38 PM (UTC)	JDW9B00404_022	Light	10.35%				
06/15/2023 1:45:55 AM (UTC)	06/21/2023 3:47:38 PM (UTC)	JDW9B00404_022	Temperature Probe	71.49°F				
06/15/2023 1:46:03 AM (UTC)	06/21/2023 3:46:28 PM (UTC)	JDW9B00404_022	Location		36 Tuas View Place, Singapore 637882	1.298	103.631	
06/15/2023 1:55:08 AM (UTC)	06/21/2023 3:40:42 PM (UTC)	JDW9B00404_022	Temperature Probe	71.38°F				
06/15/2023 2:00:55 AM (UTC)	06/21/2023 3:48:19 PM (UTC)	JDW9B00404_022	Temperature Probe	71.38°F				
06/15/2023 2:10:08 AM (UTC)	06/21/2023 3:40:42 PM (UTC)	JDW9B00404_022	Light	10.74%				

You can narrow the search for specific data using a **Date Range** calendar and filter by **Sensor Type**.



You can Sort the **Monitor Time**, **Received**, and **Monitors** columns in ascending or descending order by clicking on the column name.

Monitor Time	Received	Monitors ↓	Sensor Type	Reading	Location	Latitude	Longitude
06/15/2023 1:10:16 AM (UTC)	06/21/2023 3:40:40 PM (UTC)	JDW9B00404_022	Departure		36 Tuas View Place, Singapore 637882	1.298	103.631
06/15/2023 1:15:55 AM (UTC)	06/21/2023 3:46:56 PM (UTC)	JDW9B00404_022	Light	10.84%			
06/15/2023 1:15:55 AM (UTC)	06/21/2023 3:46:56 PM (UTC)	JDW9B00404_022	Temperature Probe	71.38°F			
06/15/2023 1:16:03 AM (UTC)	06/21/2023 3:46:27 PM (UTC)	JDW9B00404_022	Location		36 Tuas View Place, Singapore 637882	1.298	103.631
06/15/2023 1:25:08 AM (UTC)	06/21/2023 3:40:42 PM (UTC)	JDW9B00404_022	Temperature Probe	71.26°F			

## Trip History Tab

On the **Trip History** tab, a list of audit records displays for the Trip that you selected.

Trip Details							
Trip Information	Date Range	Reason (5)	Users (5)				
Origin and Stops	Time	Reason	Description	Item Type	Item Name	Username	
	07/20/2023 23:42:53 (BST)	Acknowledged	Excursion Acknowledged for Trip: <a href="#">413</a> No data was changed.	Acknowledgement	ContainerAlarm	KaranAdmin	
Container	07/20/2023 23:42:35 (BST)	Export	Trip History "SWP_TripHistory_413_20230720_134238.csv" created successfully.	Trip	bc381d64-6413-44dd-86df-8d59e09e9c47	KaranAdmin	
Monitor Readings	07/19/2023 09:00:05 (BST)	Export	Trip History "SWP_TripHistory_413_20230718_230004.csv" created successfully.	Trip	bc381d64-6413-44dd-86df-8d59e09e9c47	siteadmin	
Trip History	07/17/2023 23:27:23 (BST)	Updated	Trip Flag : On → Off	Trip	bc381d64-6413-44dd-86df-8d59e09e9c47	jwhite SWP	
	07/17/2023 23:27:02 (BST)	Updated	Trip Flag : Off → On	Trip	bc381d64-6413-44dd-86df-8d59e09e9c47	jwhite SWP	
	07/13/2023 21:32:51 (BST)	Print	Monitor Readings "SWP_MonitorReadings_20230713_233244.pdf" created successfully.	Trip	bc381d64-6413-44dd-86df-8d59e09e9c47	siteadmin	
	06/28/2023 02:05:27 (BST)	Updated	Visibility changed : On → Off	Trip	bc381d64-6413-44dd-86df-8d59e09e9c47	arturadmin	
	06/28/2023 01:57:03 (BST)	Updated	Visibility changed : Off → On	Trip	bc381d64-6413-44dd-86df-8d59e09e9c47	arturadmin	
	06/28/2023 01:55:35 (BST)	Updated	Visibility changed : On → Off	Trip	bc381d64-6413-44dd-86df-8d59e09e9c47	arturadmin	
	06/28/2023 01:47:16 (BST)	Updated	Visibility changed : Off → On	Trip	bc381d64-6413-44dd-86df-8d59e09e9c47	arturadmin	
	06/28/2023 01:42:23 (BST)	Updated	Visibility changed : On → Off	Trip	bc381d64-6413-44dd-86df-8d59e09e9c47	arturadmin	
	06/15/2023 23:23:36 (BST)	Print	Monitor Readings "SWP_MonitorReadings_413_20230615_182328.pdf" created successfully.	Trip	bc381d64-6413-44dd-86df-8d59e09e9c47	siteadmin	
	06/15/2023 23:23:08 (BST)	Export	Monitor Readings "SWP_MonitorReadings_413_20230615_132306.csv" created successfully.	Trip	bc381d64-6413-44dd-86df-8d59e09e9c47	siteadmin	
	06/15/2023 22:58:30 (BST)	Export	Monitor Readings "SWP_MonitorReadings_413_20230615_125830.csv" created successfully.	Trip	bc381d64-6413-44dd-86df-8d59e09e9c47	siteadmin	
	06/15/2023 22:49:58 (BST)	Export	Monitor Readings "SWP_MonitorReadings_413_20230616_004957.csv" created	Trip	bc381d64-6413-44dd-86df-8d59e09e9c47	siteadmin	

Using the **Date Range** calendar, the **Reason** drop-down list, and the **Users** drop-down list, you can filter the information on the Trip History tab.

In the **Reason** drop-down list, you can filter by any combination of the following:

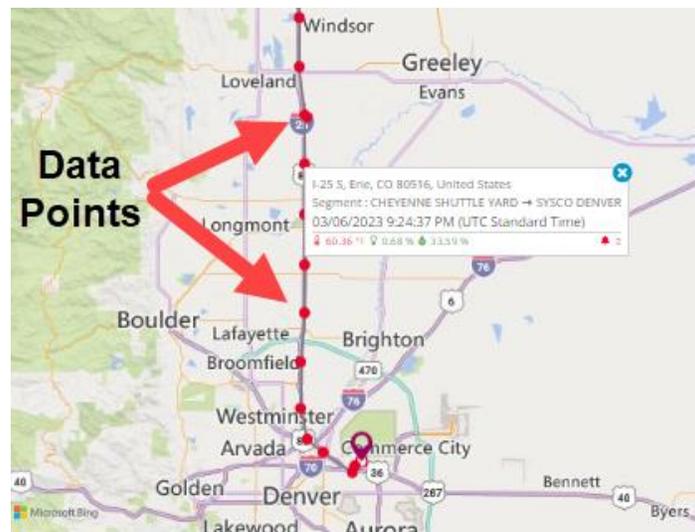
- Acknowledged
- Export
- Updated
- Print
- Created
- Disabled

Also, you can click **Extract** to download the Trip History data to a csv file or print the Trip History page by clicking **Print**.

Extract	Print
	

## View Map Data Points

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



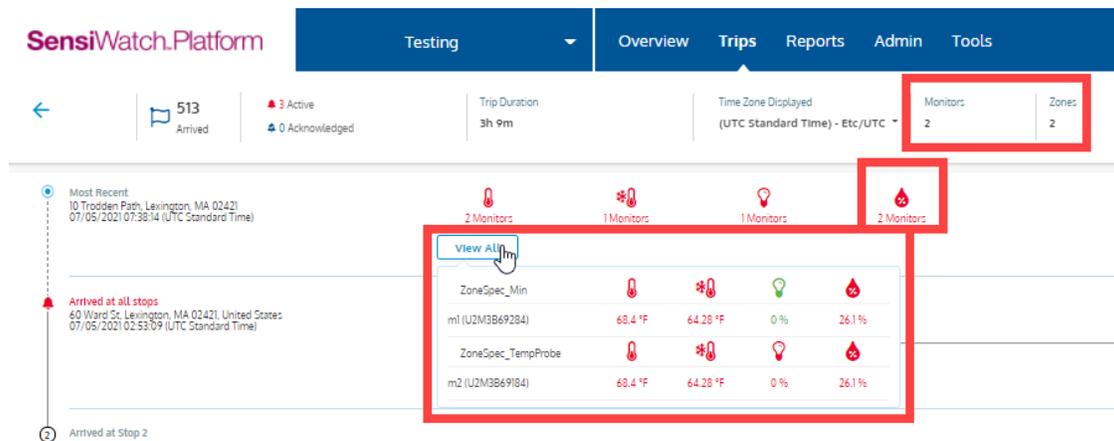
The Multigraph pans so that the related data point displays and zooms so that 5 data points on either side of the Map data point.

**Note: If you are tracking an Ocean container, the Boat icon displays on the map. Click the Boat icon to view the Carrier Name, Container Number, Latitude, Longitude, and Date/Time.**

## 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 screenshot below has more detail because the Trip has a Container with Zones and Monitors.**



## Trip Review (DMS Users Only)

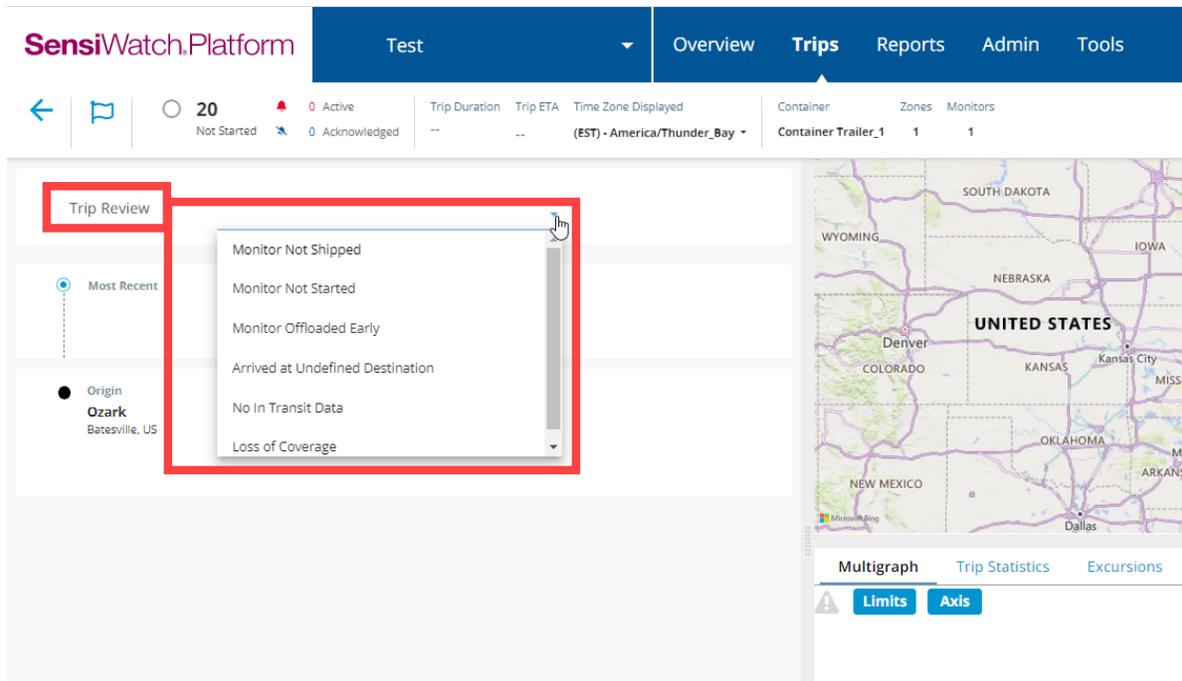
If you are logged in to SensiWatch Platform as a Data Management System (DMS) user, and you have the Trip Review Edit permission, you can select a reason for a trip that has incorrect data that needs correcting. The Trip Review reason signifies to the DMS team that an update is needed for the information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

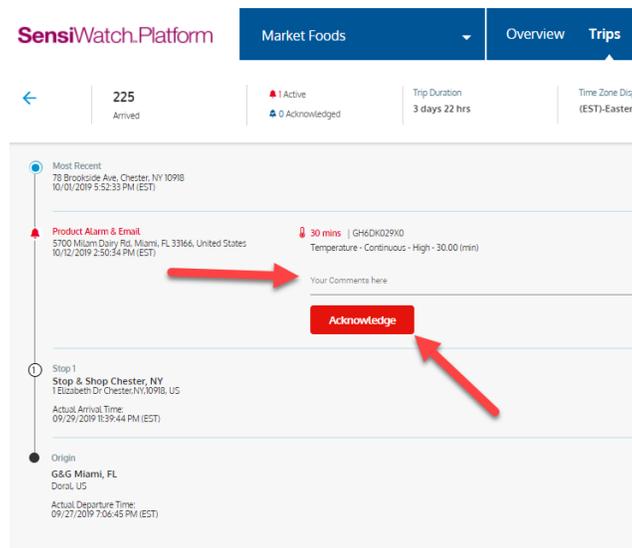
From the **Trip Review** drop-down list, you can select one of the following options.

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**.



**Note: Ocean Container alarms display the latitude and longitude of the alarm once the monitor begins reporting data from the land.**

## Event Reasons

If you have an alarm event defined with custom Event Reasons, you may see the **Reasons** drop-down list, from which you can select a reason for the excursion. As with alarm Comments, you can edit the selected Reasons based on your user permissions.

② **Departed from Stop 2**  
**Stop Name**  
Scotts Dale, Driscolls, Santa Maria CA, USA  
Actual Departure:  
MM/DD/YYYY hh:mm:ss PM (EDT)  
Planned Departure:  
MM/DD/YYYY hh:mm:ss PM (EDT)

---

🔔 **Alarm - Temperature Excursion** | 🔒 **40.00 °F** | Monitor Name (1234567890)  
San Francisco, 760502 Yumbo, California, USA  
Zone: <Zone Name> (or Product: <Product Name>)  
Temperature - Continuous High - 2 hours above 36.00°F

Reasons  
Trailer taken to service shop ✕ ▼

Comments  
Comments comments comments

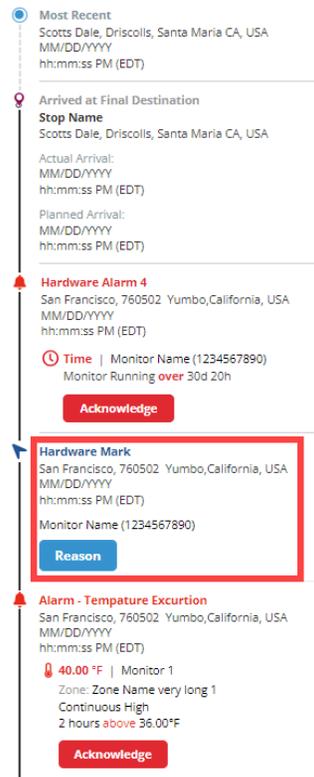
**Acknowledge**

---

② **Arrived at Stop 2**  
**Stop Name**  
Scotts Dale, Driscolls, Santa Maria CA, USA  
Actual Arrival:  
MM/DD/YYYY hh:mm:ss PM (EDT)  
Planned Arrival:  
MM/DD/YYYY hh:mm:ss PM (EDT)

## 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. Before printing the Trip Details, you can add a reason for a Marked Event by clicking **Reason**. You can also edit and clear a Reason.



## Print Trip Details

To print Trip details, click **Print**. The option **Trip Information with only selected Monitors multigraphs** is the default; or you can select the **All Trip Information option**.

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.

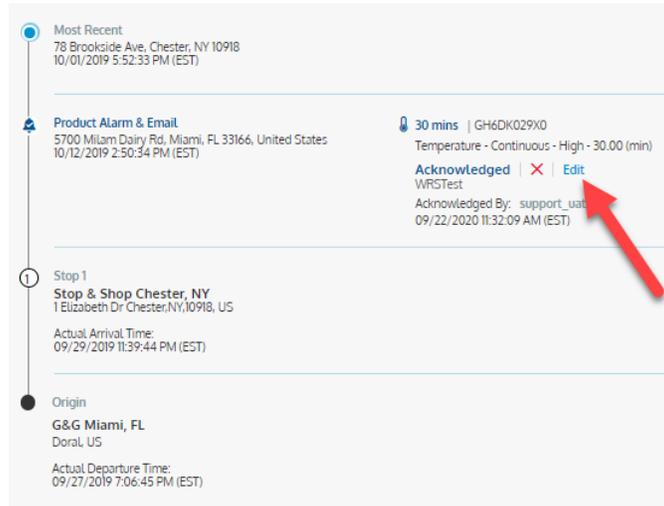
## Export TTV Files (Inbound Only)

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

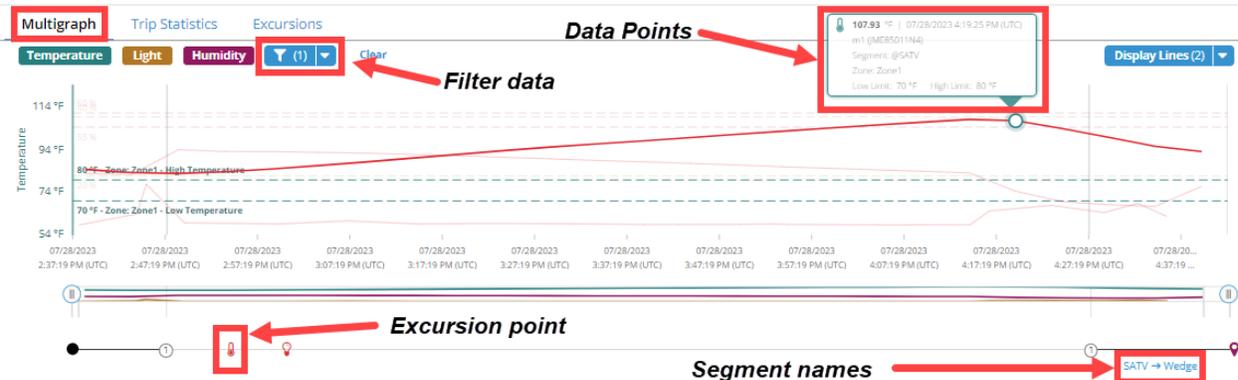
If you have Comments for an alarm, you can edit the comments (click **Edit**), then **Save**.



**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.



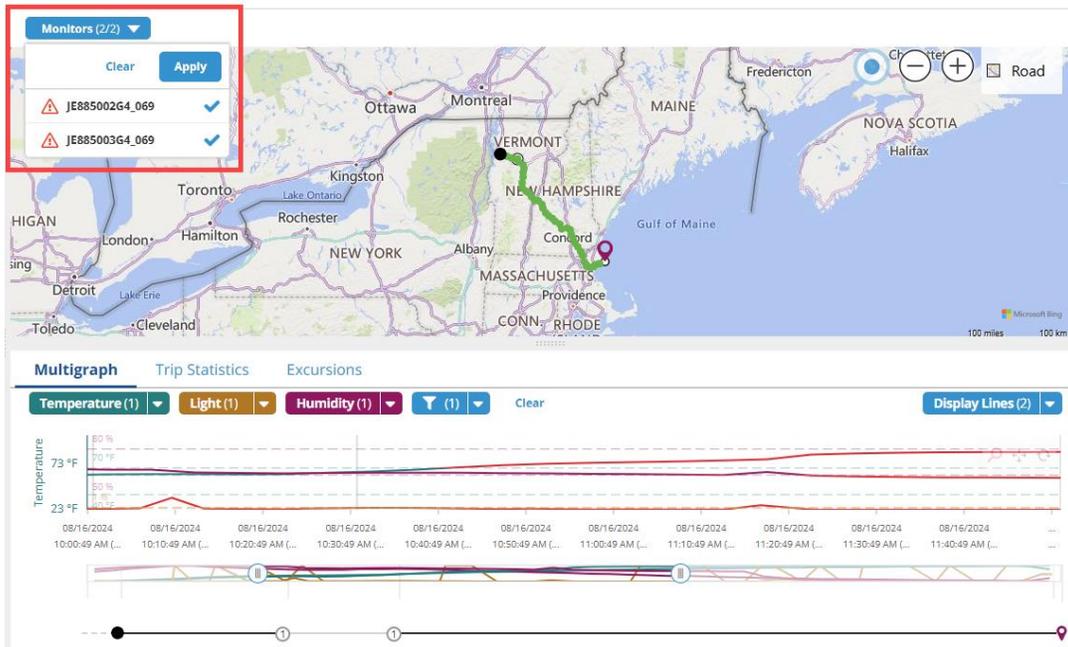
Clicking a Segment Name zooms the graph to display only that segment data. Excursion icons display on the segment timeline at the point that the excursion occurred.

If you want to display the monitor sensor readings for data points for all monitors as part of the Sensor Graph, regardless of whether they are assigned to the trip, from the **Filter** drop-down list, select **All Sensor Data**.

If you want to retrieve all invalid monitor sensor reading data points, regardless of whether they are assigned to the Trip, from the **Filter** drop-down list, select **Sensor Data Errors**.

## Filter Multigraph by Single or Multiple Monitors

On a trip with more than one monitor, if you want to filter the multigraph so that you only see one monitor's data at a time, from the Monitor(s) drop-down list, select the name or serial number of the monitor that you want to view and click **Apply**.



**Note:** Click **Clear** to remove the checkmarks from all the monitors, then select the monitor whose data you want to view and click **Apply**.

**Gateways are not displayed in the Monitors list.**

**If a Trip has more than 3 monitors, the 3 monitors that alarmed most frequently are displayed on the map and multigraph.**

## 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.

Multigraph		Trip Statistics				Excursions		
Monitor ID	Sensor	Mean	Std Deviation	Min	Max			
F2FBNF2FB4_184		5.59 °F	4.73	-3.3 °F	13.9 °F			
		30.54 %	10.38	13.66 %	48.2 %			
		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

## View Excursions

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

**Note: To view the Excursions tab, you must have permissions.**

Multigraph		Trip Statistics		Excursions		
Date	Event	Condition	Container / Monitor	Zone / Product	Location	<input type="checkbox"/> Show Invalidated Excursions
04/26/2024 5:34:23 AM (UTC)	EventProductAl arm_379	Temperature - Continuous - High 1 - 30m above 40°F	GLTEPSTLP4030_400	Maverick Product	218 Nashua St, Leominster, MA 01453, United States	
Not Acknowledged						
04/26/2024 5:14:23 AM (UTC)	EventProductAl arm_379	Temperature - Continuous - High 1 - 10m above 40°F	GLTEPSTLP4030_400	Maverick Product	64B Main St, Concord, MA 01742-3320, United States	
Not Acknowledged						

To view Excursions that were not valid because the Trip was reprocessed, select the **Show Invalidated Excursions** check box.

## Create Trips

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

Column Name	Description
Trip Template	Select the type of Trip Template, for example, DC to Store, Supplier to DC, Supplier to DC Kit, 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.

Column Name	Description
Private Trip	Trips limited to users with SensiWatch Platform accounts and with permissions to view that Trip.
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.
Trailer ID	The identification number of the shipment's vehicle.
Internal Trip ID	
Planned Departure Time	
Courier	Enter a valid UPS tracking number. You can only assign one Courier for a Trip. <b>Note: This field only displays in Create Trip or Edit Trip, if the External Event Tracking check box is selected in the Program.</b>
Trip Note	User-entered information about the Trip.
Carrier	
Parent Supplier	
Stops	Displays the Stops as you add them to the Trip.
Location Name	The name of the location.
Type of Stop	Waypoint, Pickup, Stop, Final Destination
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	Rail, Air, Ocean, Road

Column Name	Description
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

Trailer ID

---

Internal Trip ID

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

Carrier ▼ | 🔍

---

Parent Supplier ▼ | 🔍

Trip Note 🗒️

---

**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 **DC to Store**.
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.

**Note:** If you enter a PO Number that is already assigned to another Trip in the Program, a message displays. Click **Continue** to edit the Trip.

7. Select an **Available Container**.
8. 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 **Supplier to DC** or **Supplier 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.

**Note:** If you enter a PO Number that is already assigned to another Trip in the Program, a message displays. Click **Continue** to edit the Trip.

7. Enter the **Monitor ID**.
8. Enter the **Monitor Name**.

Monitor: ABC019283645G ✕

+ Add Monitor

Monitor ID \*  
ABC019283645G ✓

Monitor Name:  
Fruit Internal External

Position ▼

- Top
- Middle
- Bottom

9. Select whether the monitor location is **Internal** or **External**.
10. From the **Position** drop-down list, select the monitor's position.

**Note:** You can add more than one monitor by clicking **Add Monitor**. If the monitor is being used by another Trip, a message displays. Click **Continue** to edit the Trip.

11. Click **Save as Draft** or **Create Trip**.

## Create a Trip with a Kit

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 Kit**.
3. Define or select an **Origin**.
4. In the **Stops** section, 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.

**Note: If you enter a PO Number that is already assigned to another Trip in the Program, a message displays. Click Continue to edit the Trip.**

7. In the **Kit** section, define the Gateway by entering a **Monitor or Gateway ID**.

**Create Trip** Draft ✕

Trip Template  
Supplier to DC Kit My Time Zone Location Time Zone Private Trip Public Trip

**Stops** (Minimum one Destination or Pickup stop required)

1 Andover ✕

**Add Stop** +

Location Name \*  
**Andover** ✕ | Q

Type of Stop \*  
**Destination**

PO Number Order Number

Planned Arrival Time  
11/01/2024 04:00:00 AM (UTC) 📅 Planned Departure Time  
11/01/2024 11:00:00 AM (UTC) 📅

Mode of Transportation  
**Road**

Products \*  
**Mango** ✕ | Q

**Kit**

Gateway: Define Gateway \* Monitor or Gateway ID \* ✔

Cancel Save as Draft Create Trip

8. Click **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.

Edit Trip
Arrived
✕

● Origin (Required) \*

My Time Zone
Location Time Zone
Private Trip
Public Trip

---

Define Origin\*

Wedgemere

Test Test

---

Internal Trip ID

Driver Cell

---

Planned Departure Time

MM/DD/YYYY HH:MM (UTC) 📅

Trailer ID

---

Actual Departure Time\*

12/27/2024 03:22:12 PM (UTC) 📅

Carrier ▼ | 🔍

Parent Supplier ▼ | 🔍

Trip Note ✎

**Stops** (Minimum one Destination or Pickup stop required)

1

✕
Cummins

Add Stop +

Location Name \*

Cummins

Type of Stop

Final Destination ▼

PO Number

---

Planned Arrival Time

MM/DD/YYYY HH:MM (UTC) 📅

Actual Arrival Time\*

12/27/2024 05:07:15 PM (UTC) 📅

Order Number

---

Planned Departure Time

MM/DD/YYYY HH:MM (UTC) 📅

Actual Departure Time

MM/DD/YYYY HH:MM (UTC) 📅

Mode of Transportation ▼

Products

---

**Container**

<b>Container : RAV4_ACDC_LIVE</b>	Available Containers
Zone : ZONE1	RAV4_ACDC_LIVE
Monitor : JMF840G274	
Zone : Zone2	
Zone : ZONE3	
Zone : Zone4	

Cancel
Save

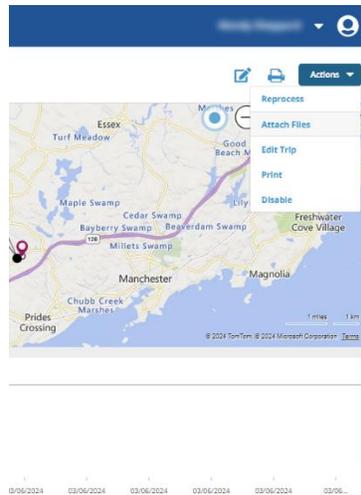
3. Make the required edits.
4. Click **Save**.

**Note:** You can also edit a Trip from the Trips Detail window by clicking **Actions>Edit Trip**.

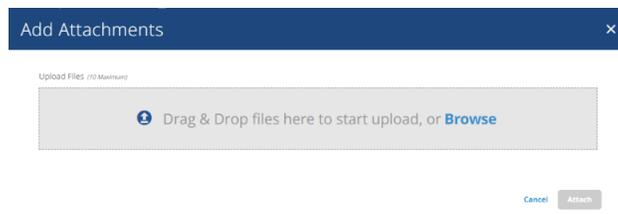
## Attach Files to a Trip

You can attach supporting documentation to trips, if required.

From the Trip Details window, click **Action**, then select **Attach Files**.



The Add Attachments window opens.

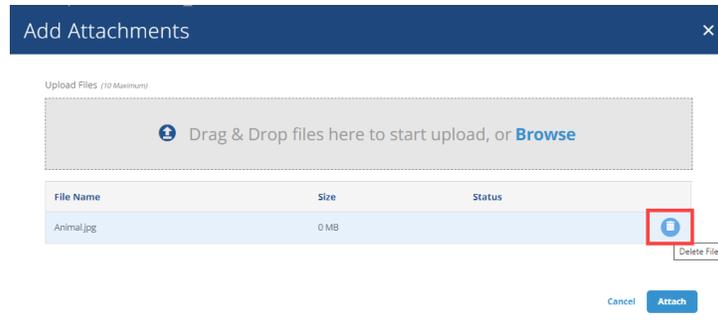


You can either drag-and-drop the file to the box, or you can click **Browse**, navigate to the file, and add it to the window.

**Note:** The file name can only include alphanumeric characters, periods, underscores, and dashes.

The file displays in the list.

**Note:** To remove the attachment, hover your mouse on the right side of the row of the document you want to remove, and click **Delete**.



Click **Attach**.

## Attach a Photo to a Trip

To attach a photo that you just captured on your phone, perform the following steps.

1. Click **Use Photo**. The Rename File window opens.

**Note: If the file name already exists, or if you already attached the file, an error message displays.**

2. Name the file.
3. Click **Save**. The photo is added to the Attachments list.

**Note: If the file size is larger than 5MB, an error displays.**

## Reorder Trip Stops

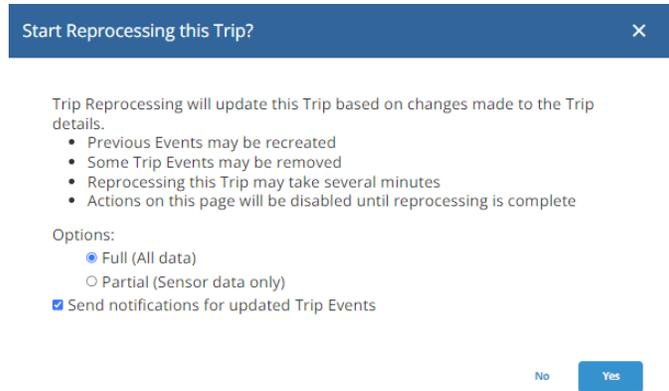
When you create a Trip, you select at least one Stop. If you have multiple stops, and you want to change the order that the delivery makes the stops, then on the Create New Trip or the Edit Trip window, in the Stops section, drag-and-drop the Stop that you want to move to its new order in the Stops list.

## 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, recalculate 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**.

**Note:** If you navigate to the Trip Details page for a Trip that is actively being reprocessed, a window opens, explaining that the trip is reprocessing. In addition, some fields on the page are grayed out, restricting you from making changes until the reprocessing is complete.

## 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**.

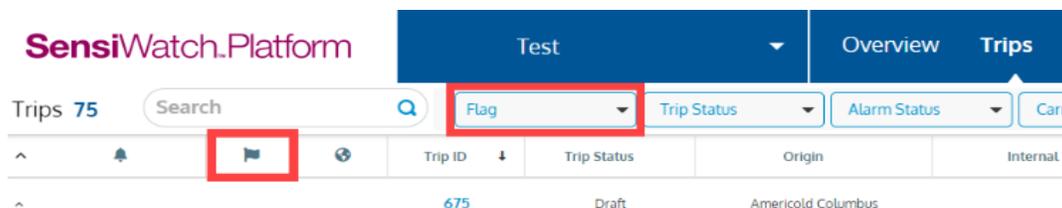
## Flag a Trip (Inbound Only)

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

The screenshot displays the SensiWatch Platform interface. At the top left is the logo "SensiWatch.Platform". To its right is a blue navigation bar with "Test" and a dropdown arrow, and "Overview" and "Trips" (with an upward arrow). Below the navigation bar, there is a header section for trip 9974, which is "In Transit". It shows "1 Active" (with a red triangle icon) and "0 Acknowledged" (with a blue triangle icon). Key metrics include "Trip Duration: 25 days 5 hrs", "Time Zone Displayed: (EST) - America/Thunder\_Bay", and "Monitors: 1". A "Most Recent" section shows a location: "10 Trodden Path, Lexington, MA 02421" with a timestamp "02/01/2021 8:56:06 AM (EST)". Below this, three status indicators are shown: a thermometer icon with "61.6 °F", a lightbulb icon with "0 %", and a water drop icon with "26 %".

## 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.

If you disable a trip, SensiWatch Platform removes the trip's Quality Evaluation data and sets the Evaluation data status Pending, and the user cannot update the Evaluation data for that trip. The Comment content is also removed.

## 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.

## Configure Monitors

With the required permissions, you can configure a device in SensiWatch Platform, view an Event log to determine whether the monitor can be configured, and request that a configuration be applied to a set of monitors.

- To configure a monitor, once you have logged into SensiWatch Platform and selected the Program, select the **Monitors** tab. The list of Monitor Configurations displays.

Serial Number	Status	Downloaded	Temperature Multigraph	Duration	Type	Originator/Notes
EAJ900304	Stopped			57m	TempTale GEO X	
DAJ900304	Stopped			11m	TempTale GEO X	
CAJ900304	Stopped			17m	TempTale GEO X	
BAJ900304	Stopped			22m	TempTale GEO X	
SNZ9K00144	Stopped			3m	TempTale GEO XE	
RNZ9K00144	Stopped			8m	TempTale GEO XE	
QNZ9K00144	Stopped			11m	TempTale GEO XE	
NNZ9K00144	Stopped			21h 8m	TempTale GEO XE	
MNZ9K00144	Stopped			15h 22m	TempTale GEO XE	
ZNJ900304	Stopped			14m	TempTale GEO X	
YNJ900304	Stopped			4m	TempTale GEO X	
XNJ900304	Stopped			44m	TempTale GEO X	
WNJ900304	Running			1m	TempTale GEO X	
SNJ900304	Stopped			32m	TempTale GEO X	
QNJ900304	Stopped			15m	TempTale GEO X	
PNJ900304	Stopped			24m	TempTale GEO X	
NNJ900304	Stopped			57m	TempTale GEO X	

**Note:** The following table describes the columns that you can add to the Monitor Configurations window.

Column Name	Description
Alarm Status	The state of the alarm: Started, Stopped. This is a standard column and cannot be removed.
Flagged	This is a standard column and cannot be removed.
Serial Number	The serial number of the device. This is a standard column and cannot be removed.
Status	The status of the device; for example, Not Started, Stopped, Running. This is a standard column and cannot be removed.
Downloaded	Identifies whether the monitor data is downloaded.
Temperature Multigraph	
Duration	The amount of time since the monitor was Started. Refresh your browser to get updated information on this field.

Column Name	Description
Humidity Last Reading	The humidity percentage from the last data point.
Humidity Last Reading Date/Time	The date and time that the last data point was taken for the humidity percentage.
Light Last Reading	The percentage of light identified from the last data point.
Light Last Reading Date/Time	The date and time that the last data point was taken for the percentage of light.
Measurement Interval	How often the monitor takes a reading. This is set at the manufacturer.
Monitor Runtime	
Most Recent Location	
Originator/Notes	
Probe Temperature Last Reading	
Probe Temperature Last Reading Date/Time	
Start	The date and time that the device was started.
Startup Delay	If there is a delay before the device begins recording data, it displays in hours and minutes. This is set at the manufacturer.
Stop	The date and time that the device was stopped.
Temperature Last Reading	The temperature at the last data point.
Temperature Last Reading Date/Time	The date and time that the last data point was taken for the temperature.
Temperature Multigraph	Displays a small multigraph image for temperature-based devices. Only displays when a monitor is associated with an active Trip that is either In Transit or has Arrived.
Trip ID	The latest Trip ID of the monitor used on the current (selected) Program.
Type	The type of monitor; for example, TempTale GEO X.

Column Name	Description
Usage	Identifies whether the device is Single or Cumulative.

2. Click **Configure Monitor**.

The screenshot shows a 'Configure Monitor' dialog box with a blue header and a close button (X) in the top right. Below the header is a 'Monitor Details' section. The 'Monitor ID' field is highlighted with a red asterisk and contains a search icon. At the bottom right, there are 'Cancel' and 'Send' buttons.

3. In the **Monitor ID** field, enter the monitor serial number.

**Note: You must enter at least 10 characters.**

If the serial number is valid, the following window opens.

**Note: If the serial number is not valid, an error message displays below the Monitor ID to explain what is needed.**

The screenshot shows the 'Configure Monitor' dialog box with the following details:

- Monitor ID:** AC89MBEK94 (Valid, green checkmark)
- Program:** DerekOTA
- Monitor Type:** TempTale GEO XP
- Sensor Type:** [Icon]
- Expected Trip Length:** 1 - 7 days
- Communication Interval:** 15m
- Measurement Interval:** 5m
- Start Up Delay:** 1h 0m
- Alarm Profile:** Profiles dropdown menu
- High-Low / Multi-Alarm:** High-Low selected
- Temperature Low Alarm Profile:**
  - Sensor: Temperature
  - Alarm Type: [Dropdown]
  - Alarm Threshold: [days] [hrs] [mins]
  - Threshold Type: Low
  - Sensor Threshold: [ ] °F

Buttons: Cancel, Send

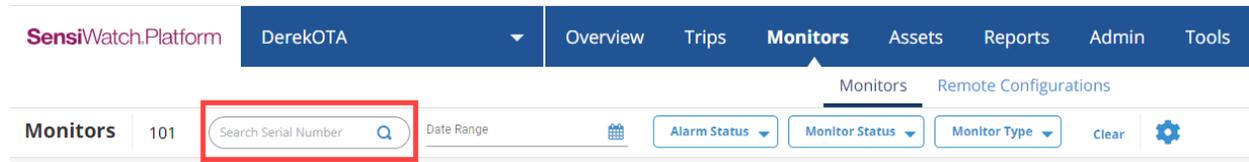
**Note: The options that display depend on the type of device you entered in the Monitor ID field.**

Field	Description
Program	The Program where this device is used.
Monitor Type	The type of device; for example, TempTale GEO.
Sensor Type	The type of sensor, whether Temperature, Humidity, or Probe Temp.
Expected Trip Length	The number of days the trip is expected to take.
Communication Interval	The interval based on the Expected Trip Length, which increases or decreases as you lengthen or shorten the Trip Length.
Measurement Interval	How often the monitor takes a reading. This is set at the manufacturer.
Start Up Delay	If there is a delay before the device begins recording data, it displays in hours and minutes. This is set at the manufacturer.
Alarm Profile	Configure hardware alarms in this section.
Profiles	To create and save multiple alarm profiles, select <b>New</b> .
Profile Name	To save the alarm profile, enter a name and click <b>Save Alarm Profile</b> .
High-Low Multi-Alarm	
Sensor	Select the type of device; options are Temperature, Probe Temp, and Humidity.
Alarm Type	Select the type of alarm; options are Single or Cumulative.
Alarm Threshold	Enter the number of days, hours, and minutes after which you want the alarm to trigger.
Threshold Type	The type of alarm threshold; options are Low, High, Single Range, Dual Range.
Sensor Threshold	Enter a temperature threshold, after which you want the alarm to trigger. You can use one decimal point for the temperature. For example, 10.2.

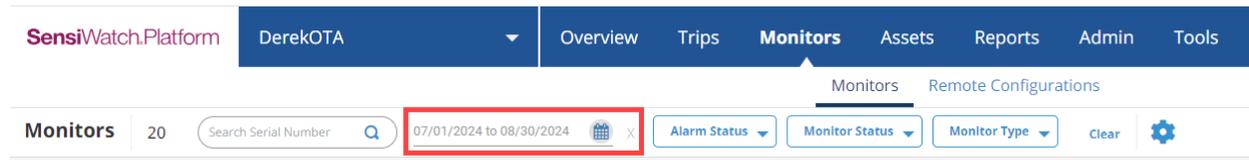
4. Click **Send**. SensiWatch Platform sends the configuration to the device.

## Filter Monitors

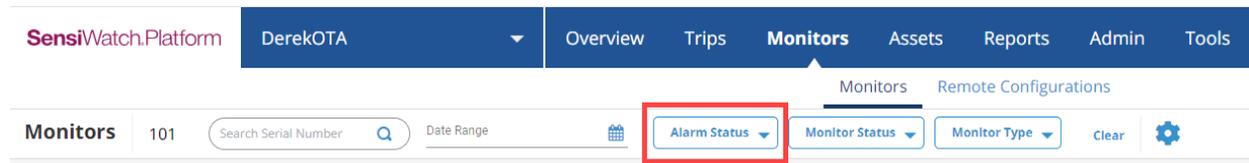
You can search for a specific monitor's serial number by entering the number in the **Search Serial Number** field and clicking Search.



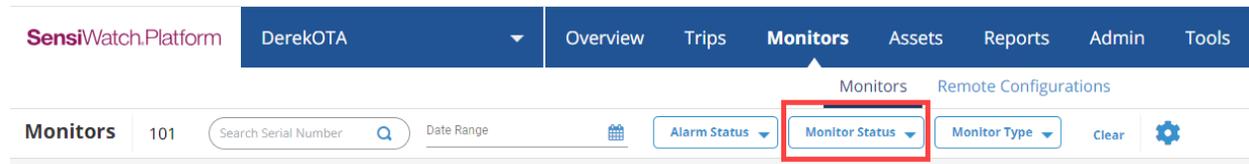
You can search for a monitor's serial number using the **Date Range** field. Select the Calendar icon, select the first date, then select the second date. Click **X** to clear the field.



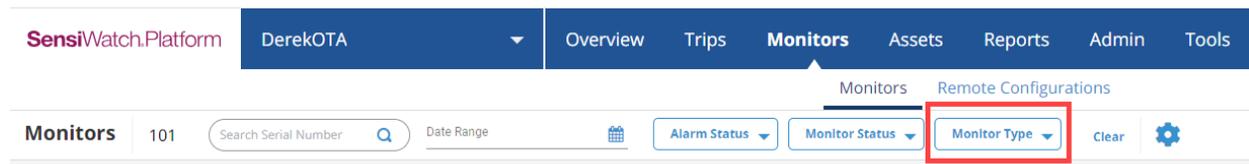
You can filter the list of monitors by **Alarm Status**: Alarmed, Acknowledged, and/or Not Alarmed.



You can filter the list of monitors by **Monitor Status**: Not Started, Running, and/or Stopped.



You can filter the list of monitors by **Monitor Type**.



## Remove Configurations

Serial Number	Sensor Type	Monitor Status	Duration	Communication Interval	Configuration Status	Updated	Updated By
AKC9J001F4	📡 🔴	Not Started		15m	Canceled	05/03/2024 1:47:43 PM (UTC)	derekadmin (SensiWatch Platform)
BKC9J001F4	📡 🔴	Not Started		15m	Canceled	05/06/2024 9:13:36 PM (UTC)	derekadmin (SensiWatch Platform)
FKC9J005F4	📡 🟢	Not Started		15m	Canceled	05/01/2024 8:54:34 PM (UTC)	derekadmin (SensiWatch Platform)
FKC9J009F4	📡 🔴	Stopped	12h 49m	15m	Canceled	05/02/2024 1:28:39 PM (UTC)	derekadmin (SensiWatch Platform)
GKC9J001F4	📡 🟢	Not Started		15m	Canceled	05/06/2024 9:13:55 PM (UTC)	derekadmin (SensiWatch Platform)
KKC9J001F4	📡 🟢	Not Started		2h 0m	Canceled	05/06/2024 11:13:54 PM (UTC)	derekadmin (SensiWatch Platform)
HJF9KRF594	📡 🟢	Not Started		30m	Waiting	05/15/2024 10:17:59 AM (UTC)	LiliaQA2 (SensiWatch Platform)
MB39MTBM94	📡 🟢	Not Started		15m	Waiting	10/09/2024 2:01:13 PM (UTC)	User_123 (SensiWatch Platform)
MB69MFB94	📡 🟢	Not Started		15m	Waiting	03/14/2024 2:04:46 PM (UTC)	derekadmin (SensiWatch Platform)
MBM9NMB994	📡 🟢	Not Started		1h 0m	Waiting	05/15/2024 10:18:22 AM (UTC)	LiliaQA2 (SensiWatch Platform)
ME49MQC294	📡 🔴	Not Started		30m	Waiting	10/07/2024 11:05:13 AM (UTC)	LiliaQA2 (SensiWatch Platform)
HBR9NGB794	📡 🔴	Not Started		1h 0m	Waiting	05/15/2024 10:15:38 AM (UTC)	LiliaQA2 (SensiWatch Platform)
HDR9MYB794	📡 🟢	Not Started		15m	Waiting	05/15/2024 10:18:52 AM (UTC)	LiliaQA2 (SensiWatch Platform)

## Asset Tracking

The Asset tracking feature is a web-based tool for the Outbound programs with SensiWatch Gateway and remote sensor devices installed in fleet delivery vehicles. Use the interface to visualize the physical location of assets in real time. In addition, you can identify the health status of installed devices, to ensure that devices are properly maintained for compliant safety monitoring.

To open Asset tracking, click the **Assets** tab.

## Filter Bar

The Filter bar contains the following components.

Field	Description
Assets count	Displays a total count of assets based on the logged-in user's permission settings. For example, a user with access to 10 sites with 10 assets per site displays a total count of 100.
Search	You can search for a single asset by name (its asset ID number) or by its monitor serial number.
Asset List Filters	<p><b>Sites:</b> Assets are assigned to the site from which they operate. To display only assets that operate from the selected site, select one or more sites and click <b>Apply</b>.</p> <p><b>Note:</b> <i>If you only have a single Site or Container Group, the Site defaults to the Site when you open the Asset tab.</i></p> <p><b>Trip Status:</b> Filter the list to include only assets that are In Transit (on a shipment) or Arrived (at a final destination such as a DC or shuttle yard).</p> <p><b>Needs Attention:</b> Click to apply the filter and display assets with one or more monitoring devices that are not operating as expected. (Click again to deselect the filter.) Needs Attention reasons are:</p> <ul style="list-style-type: none"> <li>• <b>Gateway Not Reporting:</b> Gateway has stopped reporting data for a set amount of time, indicating general failure or loss of network connectivity.</li> <li>• <b>Low Gateway Battery:</b> Battery charge level has reached a set threshold.</li> <li>• <b>No Gateway Assigned:</b> No Gateway monitor is assigned to the asset.</li> <li>• <b>Replace Remote Sensor:</b> The Sensor battery has died, stopped reporting data, and requires replacement.</li> <li>• <b>Sensor Not Reporting:</b> A sensor has stopped reporting data for a set amount of time, indicating the monitor is lost or damaged.</li> </ul> <p><b>OK:</b> Click to apply the filter and display assets that are operating as expected and reporting data to the Platform. (Click again to deselect the filter.)</p> <p><b>Pending:</b> Click to apply the filter and display assets that require monitor installation and/or activation. (Click again to deselect the filter.)</p> <p><b>Clear:</b> Click to remove all filters and return the display to the default view.</p>
Updated	Applying or removing a filter, navigating away from the Assets tab and back, or initiating a manual refresh, refreshes the page information and captures the date/time stamp of the refresh for reference.
Refresh icon	Initiates manual refresh of the page to display the latest asset and monitor information available on the platform.

**Note: If you navigate away from the Assets window, or if you log off and back on to the platform, SensiWatch Platform saves and applies the filters you selected when you navigated away or logged off.**

## Asset List

The screenshot shows a vertical list of asset cards. Each card contains the following information: a red triangle icon with an exclamation mark, the asset name (e.g., AllAlarms\_CN\_057), a status message (e.g., Gateway Not Reporting), a location pin icon, the status 'Arrived', the asset name (e.g., Ben & Jerry's), the address (3 Wedgemere Rd, Beverly, MA 01915, United States), and the time since received (60d 6h 7m). A vertical scrollbar is on the right side of the list. A vertical splitter bar is located between the asset cards. Red arrows point from text labels to these elements: 'Health status icon and Asset name' points to the top of the first card; 'Scroll to load additional assets' points to the scrollbar; 'Device status message(s)' points to the status message in the third card; 'Splitter bar (click to expand/collapse)' points to the vertical bar between cards; and 'Click card to display Asset detail & location' points to the bottom of the fourth card.

The Asset list displays up to 20 assets, maximum, initially. When you scroll to the bottom of the Asset list, the system retrieves the next 20 assets and adds them to the Asset list and map. Each Asset card on the list displays the following information.

Field	Description
Asset name	The name of the asset.
Needs Attention reasons	<ul style="list-style-type: none"> <li>• <b>Waiting for first Sensor Data:</b> A Gateway is assigned and reporting data, but one or more sensors assigned to the zones have not yet sent their first data message.</li> <li>• <b>Gateway Not Reporting:</b> Gateway has stopped reporting data for a set amount of time, indicating general failure or loss of network connectivity.</li> <li>• <b>Low Gateway Battery:</b> Battery charge level has reached a set threshold.</li> <li>• <b>Replace Remote Sensor:</b> The Sensor battery has died, stopped reporting data, and requires replacement.</li> <li>• <b>Sensor Not Reporting:</b> A sensor has stopped reporting data for a set amount of time, indicating the monitor is lost or damaged.</li> </ul>
Trip Status	Identifies whether the Asset is In Transit or Arrived.
Destination Location Name	The DC or shuttle yard location, which only displays when the Asset has Arrived.
Location Address	The information based on the most recent message data sent to the Platform by the Gateway.

The Asset list default sort order is

- **Needs Attention** (in ascending order by Asset name)
- **OK** (in ascending order by Asset name)
- **Pending**
  - With **Needs Setup**, means that the assigned Gateway has not sent its first message to the Platform. This indicates that the assigned Gateway is either not installed or has not been powered on.
  - When the Gateway sends its first message to the Platform, the Asset changes to OK status.
  - If a remote sensor is installed but not powered on, the Asset changes to Needs Attention status when the reporting Time Since Received threshold for the sensor is exceeded. The threshold is typically set to 3 hours.

## Asset Detail

Click an Asset card to display its detail. The Asset map auto-zooms to the location of the selected Asset. If there is a monitor and/or zone, the information displays below the Asset detail.

**Note: If there are no Zones with the Asset, the Zones card does not display.**

The Asset detail displays Header and Zone/Monitor information. The following table describes the Header fields on the Asset detail.

Header Fields	Description
Asset name	The unique name and/or ID number of the asset.
Trip Status	Identifies whether the Asset is In Transit or Arrived. Trip Status is only visible when a Gateway is installed, powered on, reporting data, the Asset has departed from a point of origin, and a Trip is created in SensiWatch Platform.
Gateway Serial Number	A unique, 10-character, alphanumeric identifier.
Gateway Battery Charge	Displayed as a percentage value (0% to 100%). The value turns <b>red</b> when the battery charge reaches the low battery threshold, typically 10%.  The value does not display until the Gateway sends its first data message.

Header Fields	Description
Time Since Last Message Received counter	Provides insight to the length of time (displayed in day/hour/minute format) that has passed since the last data message was received from the Gateway. The value turns <b>red</b> when the Time Since threshold is met or exceeded. The default threshold is 3 hours (180 minutes).
Date/Time of Last Message Received	The time stamp turns <b>red</b> when the Time Since threshold is met or exceeded.
Site Name	Displays the site where the Asset is assigned.
Zone Count	The number of zones defined for the Asset.
Asset Type	An optional description field, such as Trailer, Box Truck, or Container.
Asset Size	An optional description field: the length of container represented in feet or meters.
Asset License Plate	An optional description field.
Asset License Plate State	An optional description field.
Unit ID	An optional description field for custom use.

The following table describes the Zone/Monitor fields on the Asset detail.

**Note: The Asset configuration can include up to 5 zones.**

Zone/Monitor Fields	Description
Zone name	Examples are Refrigerated, Frozen, or Ambient.
Remote Sensor Serial Number	A unique, 10-character, alphanumeric identifier.
Remote Sensor Battery Charge	Displayed as a percentage value (0% to 100%) with a charge indicator icon. The icon displays the following: <ul style="list-style-type: none"> <li>• <b>FULL</b>: charge is &gt;75% and &lt;=100%</li> <li>• <math>\frac{3}{4}</math>: charge is &gt;50% and &lt;=75%</li> <li>• <math>\frac{1}{2}</math>: charge is &gt;25% and &lt;=50%</li> <li>• <math>\frac{1}{4}</math>: charge is &gt;10% and &lt;=25%</li> <li>• <b>LOW</b>: charge is &gt;0% and &lt;=10%</li> <li>• <b>EMPTY</b> (needs replacement): charge is &lt;6% and the remote sensor Time Since reported threshold is met.</li> </ul>
Received	The date/time stamp of last sensor reading reported to the Platform.

Zone/Monitor Fields	Description
Time Since Received	Provides insight to the length of time (displayed in day/hour/minute format) that has passed since the last sensor data was relayed from the Gateway to the Platform. The value turns <b>red</b> when the Time Since threshold is met or exceeded.
Last Known Location	The address of the last known location recorded by the Gateway when the remote sensor's data was sent to the Platform.
Last Reading	The date/time stamp of when sensor data was captured on the remote sensor.
Gateway	The identify of the Gateway through which the device communicated.

## Asset Map

For each Asset with a Gateway installed and reporting data to the Platform, the map plots the most recent location on the map and indicates the overall monitor health status.

- **Red** truck icon indicates that one or more of the asset's devices require attention.
- **Green** truck icon indicates that all installed devices are operating as expected.
- To display the asset name and its status (In Transit/Arrived), mouse over the truck icon.
- Click a truck icon to initiate the following:
  - Asset list highlights the selected Asset's card.
  - Asset detail displays.
  - Map auto-zooms to the Asset location.
- **Red** circle icon with a number indicates the number of Assets in proximity where one or more Assets require device attention.
- **Green** circle icon with a number indicates the number of assets in proximity where all installed devices are operating as expected.
- To display the Asset's status, hover the mouse over the Asset's icon.
- Clicking the Asset's icon auto-zooms to show the distinct locations of each asset in the cluster.
- When zoomed in, the truck icons for the proximity Assets become visible and you can click the icons to display detail as described in the Asset detail section.
- To return to the zoomed-out view, on the Filter bar, click Refresh.

## Container Dashboard

The Container Dashboard is a legacy, interactive report that 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).

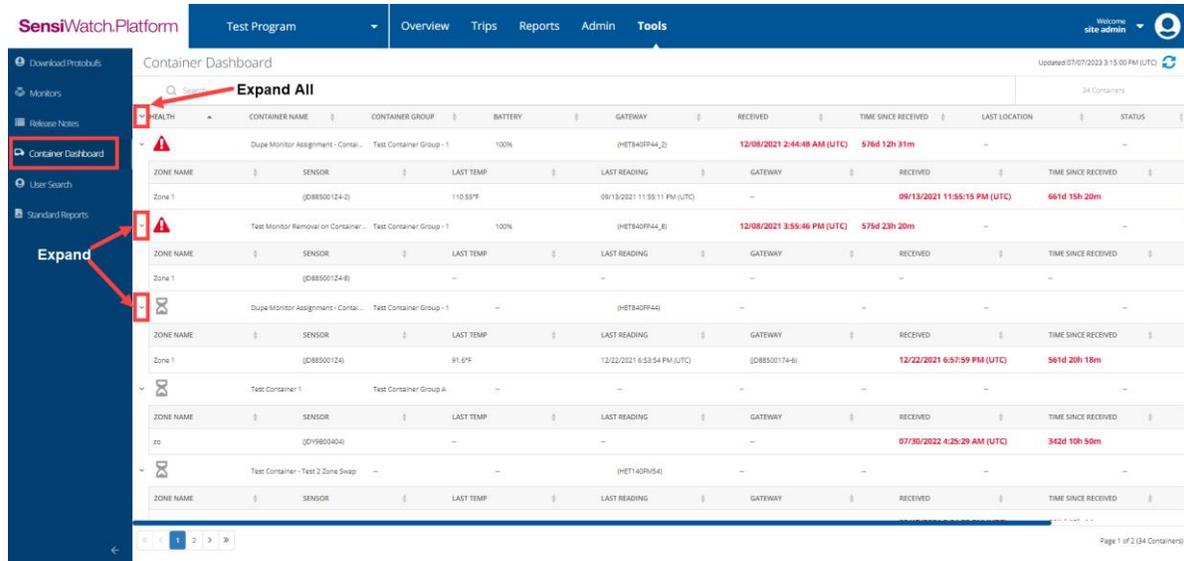
**Note: The Container Dashboard does not include status messages and the displayed data do not match the data displayed on the web or mobile app's Asset Tracker.**

## View the Container Dashboard (Outbound Only)

To view the Container 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 **Container Dashboard**. The **Container Dashboard** 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	<p>The overall status of the Container.</p> <table border="1"> <thead> <tr> <th>Icon</th> <th>Name</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td></td> <td>Needs Attention</td> <td>An error condition exists either for the Gateway and/or for one or more of the sensors.</td> </tr> <tr> <td></td> <td>OK</td> <td>The Gateway has sent sensor readings, and no error conditions exist for the Gateway.</td> </tr> <tr> <td></td> <td>Pending</td> <td>SensiWatch Platform has not yet received message data from the Container's installed Gateway.</td> </tr> </tbody> </table>	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.
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.											
Container Name	The name of the Container (for example, a trailer identification number).												

Column Name	Description
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.
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.

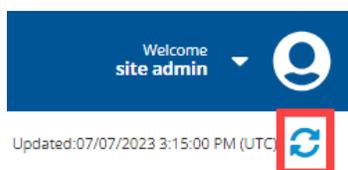
The following table describes the child, Zone and Sensor columns that display below each parent container record.

ZONE NAME	SENSOR	LAST TEMP	LAST READING	GATEWAY	RECEIVED	TIME SINCE RECEIVED	LAST LOCATION
Smoke Zone	(BL2)990334	--	--	--	--	--	--
 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.
Battery Health	The percentage of battery life remaining.

Column Name	Description
Last Temperature	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.
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.**



## Container Dashboard 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 Container 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	3 hours	Expected reporting frequency is once every 5 minutes.  Not hearing from a Gateway for more than 3 hours is not expected behavior.	<ul style="list-style-type: none"> <li>Gateway battery is at 0%</li> <li>No internet connectivity (out of cellular range)</li> <li>Device is locked up and requires re-start (power off/on)</li> <li>Device has experienced a general failure and requires replacement</li> </ul>
Remote Sensor Time Since Received	3 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 3 hours is not expected behavior and indicates the device requires attention.	<p>When Gateway status is Okay*:</p> <ul style="list-style-type: none"> <li>Battery is dead.</li> <li>Device is damaged.</li> <li>Device is not in the vehicle and is out of range of any Gateway.</li> </ul> <p>*Typically, a Gateway that requires attention also has one or remote sensors that require attention.</p>
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.	<ul style="list-style-type: none"> <li>The Reefer unit is OFF and the Gateway battery has no direct power to charge it.</li> <li>The Gateway has been unplugged inadvertently from the direct power source.</li> <li>Device has experienced a general failure and requires replacement.</li> </ul>

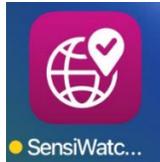
## Search in Container Dashboard

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

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

# SensiWatch Platform Mobile Application

## Log in/Log out



**Tip:** Find the SensiWatch Platform mobile application in the Apple Store or Google Play. The UI is also compatible with Apple and Android tablet devices.

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)
<p>To allow Face ID, tap <b>Enable</b>. To disallow Face ID, tap <b>Skip</b>.</p>	<p>To allow Touch ID, tap <b>Enable</b>. To disallow Touch ID, tap <b>Skip</b>.</p>

**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 Your Credentials for Automatic Log In](#).**

## Using Touch ID to Log in

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

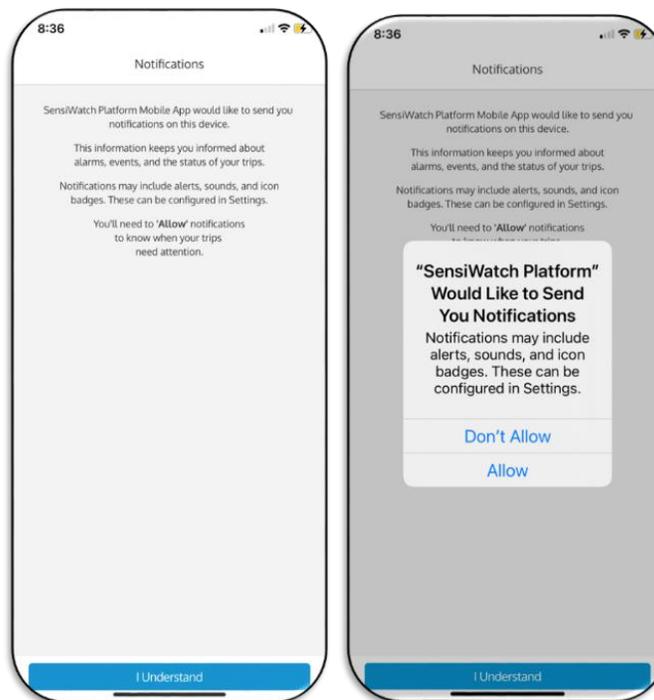
1. Launch the mobile app. The Login window opens.
2. Touch and hold your finger on the **Touch ID** icon (the fingerprint).

**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*.

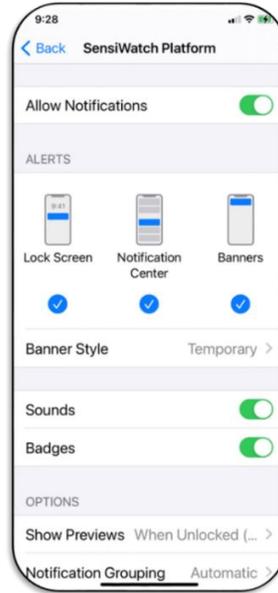
Also, you must allow Notifications to be pushed to your smart phone. Acknowledge the SensiWatch Platform mobile app by tapping **I Understand**.



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

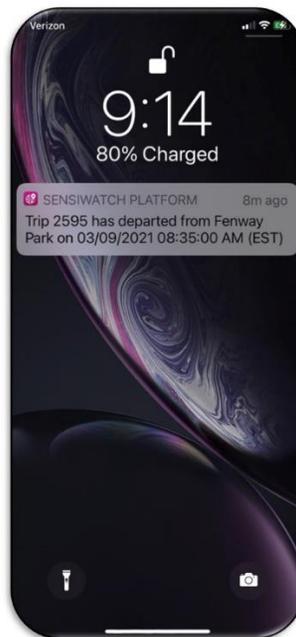
To change the Notification settings, go to the smart phone Settings. Locate Notifications and tap to open. If you want to **Allow Notifications**, tap On. If you want to stop receiving Notifications, tap Off. You can change where on the smart phone that you receive Notifications.



## 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.

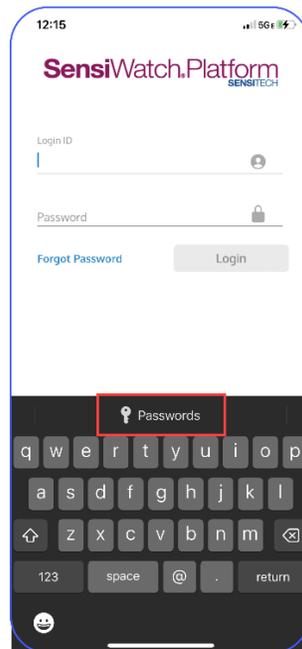
The first time you log in, perform the following steps.

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

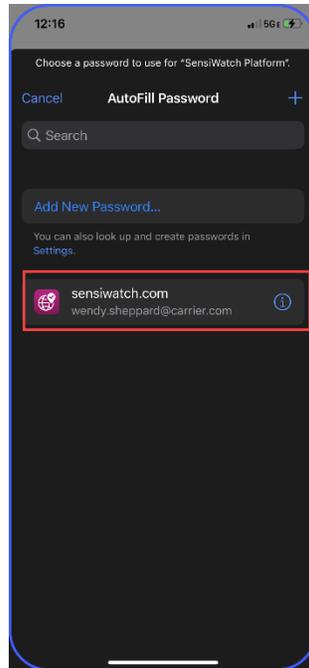
## Use Saved Credentials to Log in

To use saved credentials to log in, the next time you log in to the SensiWatch Platform mobile app, perform the following steps.

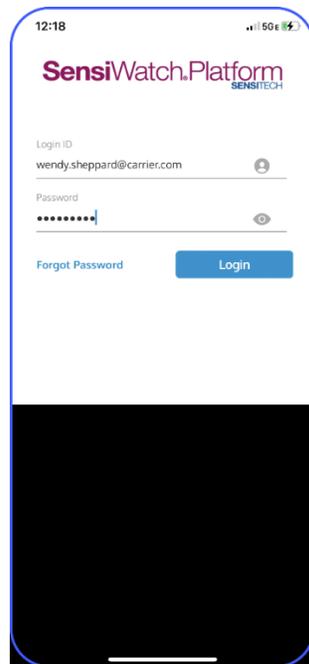
1. On the Login window, tap **Login ID**. The keyboard displays with the word Passwords above it.



2. Tap **Passwords**.
3. Enter the phone's passcode to view the Passwords.
4. From the list of saved credentials for the sensiwatc.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** 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 them.

**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](#).

On Trip Details, Trip List, or Container List screens, when you scroll to the bottom of the visible screen, a **Back to Top** icon appears. Tap the icon to return to the top of the screen.



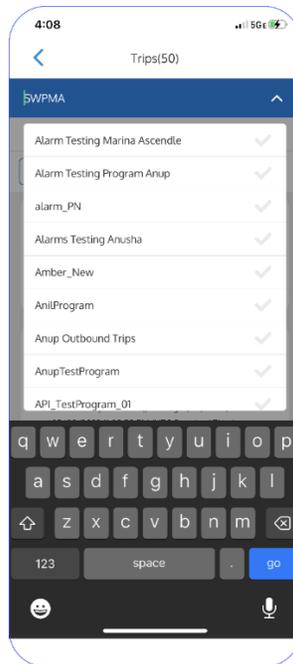
## Program List

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.



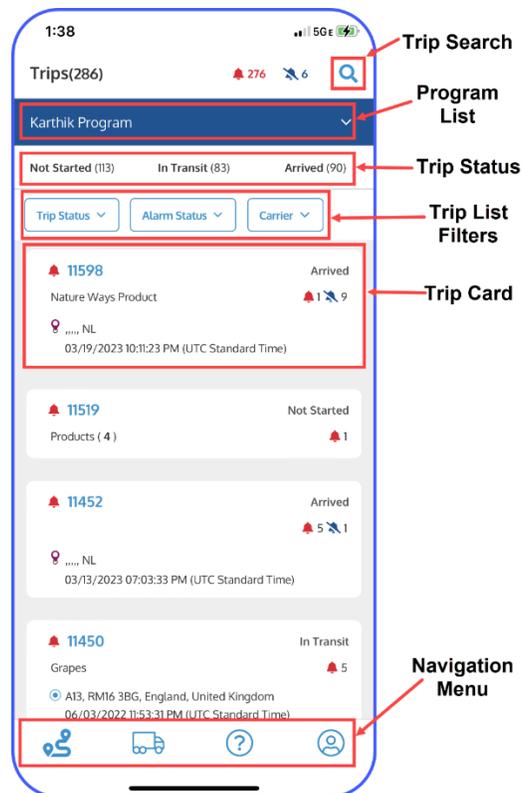
Type the name of the Program you want to view, then tap it in the list.



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.



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.

- Started
- Not Started
- In Transit
- Arrived

---

**Not Started (0)**

**Started (0)**

**In Transit (0)**

**Arrived (4)**

**Note:** You may have to swipe left to see all States.

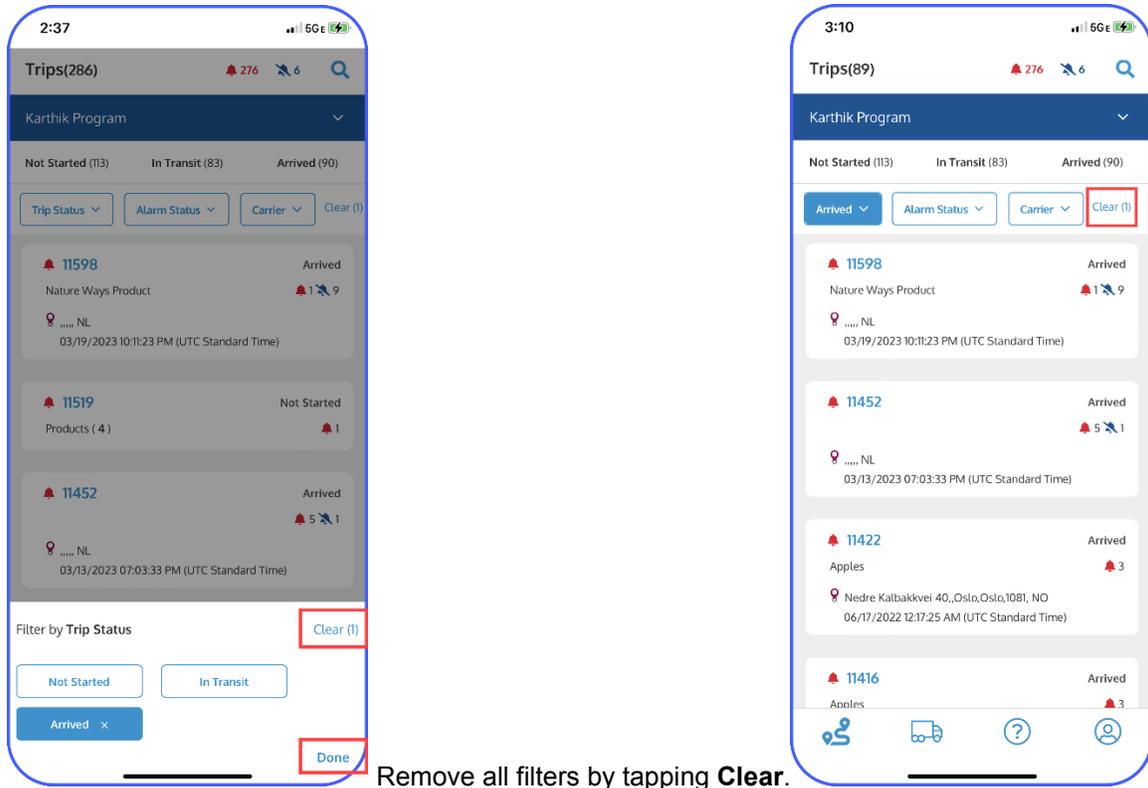
## Trip List Filters

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

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



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



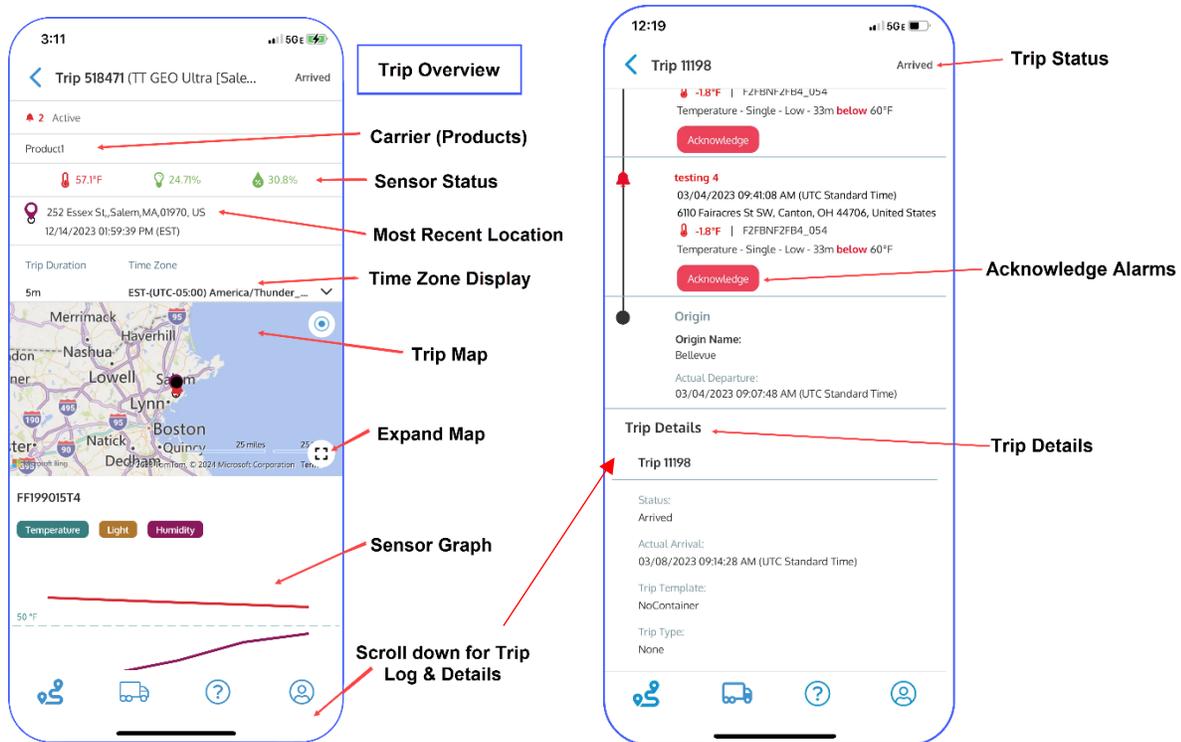
Remove all filters by tapping **Clear**.

## 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.

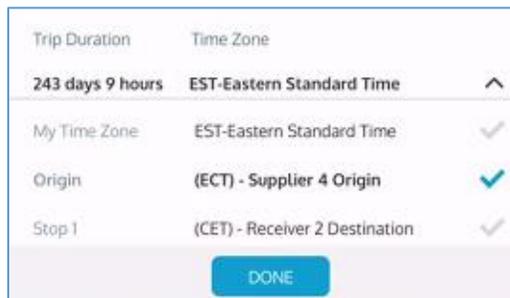


At the top of the Trip card, the Trip overview contains the following information:

- Trip Number
- Trip Status
- Number of Active Alarms (the number includes both software and hardware alarms)
- Number of Acknowledged Alarms
- Number of Monitors & Zones
- Name of the Carrier (and Products), if any
- Sensor Status
- Most Recent Location

### Time Zone Display

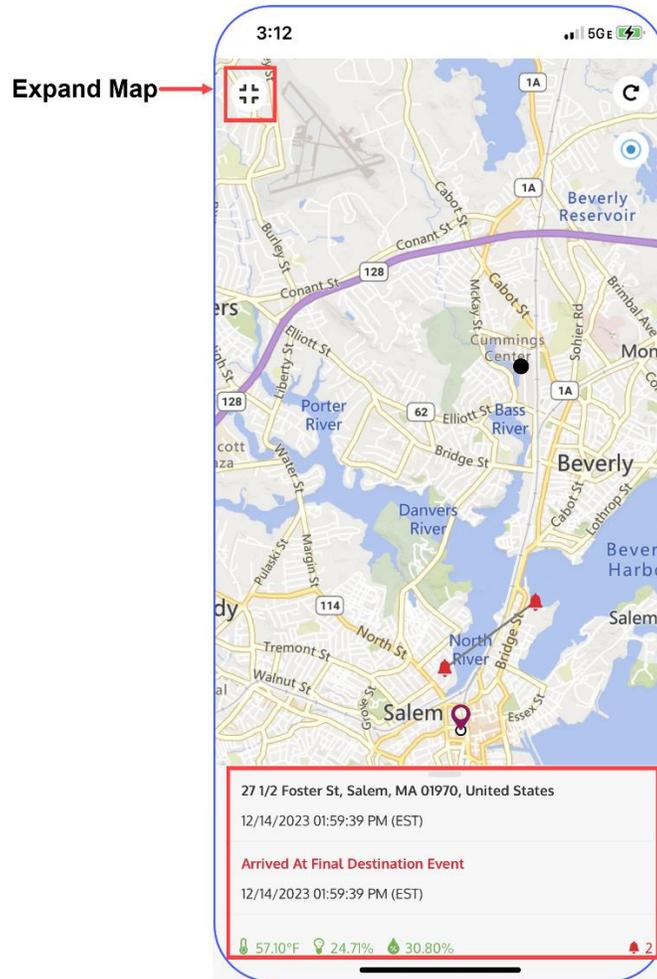
When multiple time zones are involved in a trip, you can select which time zone to display. Just above the map, tap the drop-down arrow and from the list tap a time zone. Tap **Done**, and the date-time stamp in the trip detail updates to the selected time zone.



## 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.



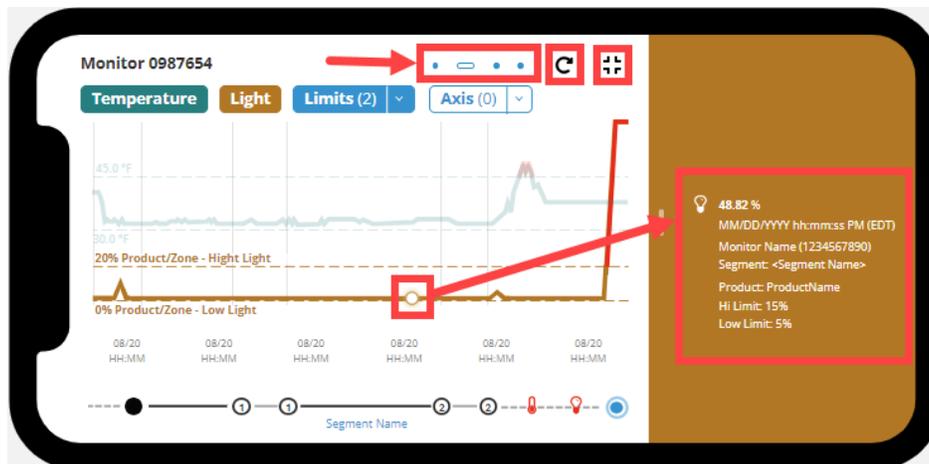
## Sensor Graph

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**.

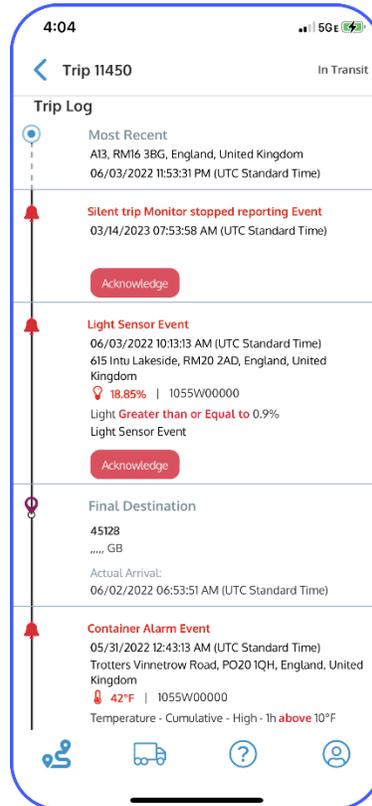


- To view **Data Point Details**, tap any point on the graph line.
  - To move from viewing one monitor's data to the next, swipe left or right.
  - To refresh the data, tap **Refresh**.
  - To close the expanded view, tap **Close Expanded View**.



## Trip Log

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

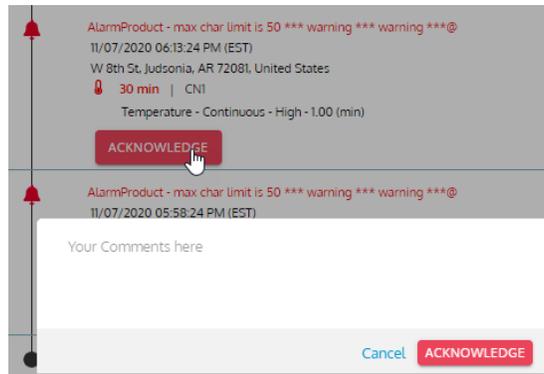


The following table describes the icons on the Trip Log and the Trip Map.

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

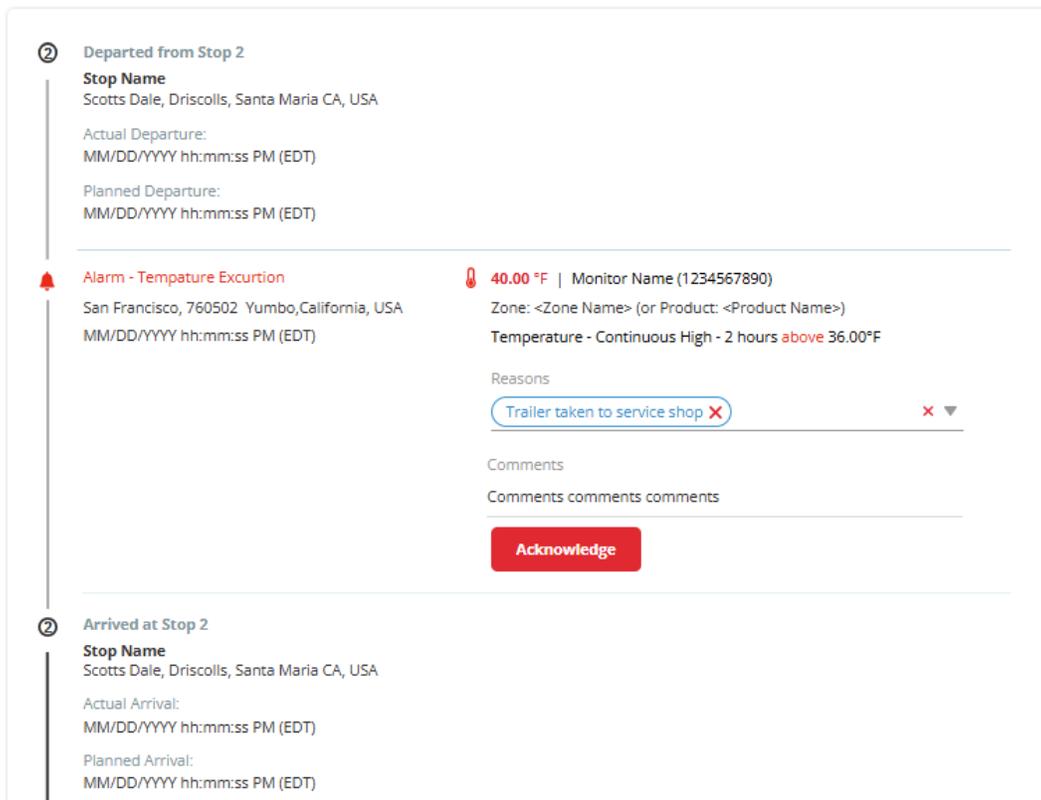
To acknowledge an Alarm, on the Trip Log, tap **Acknowledge**. A window opens where you can type your comments about the acknowledgement.



Tap **Acknowledge**.

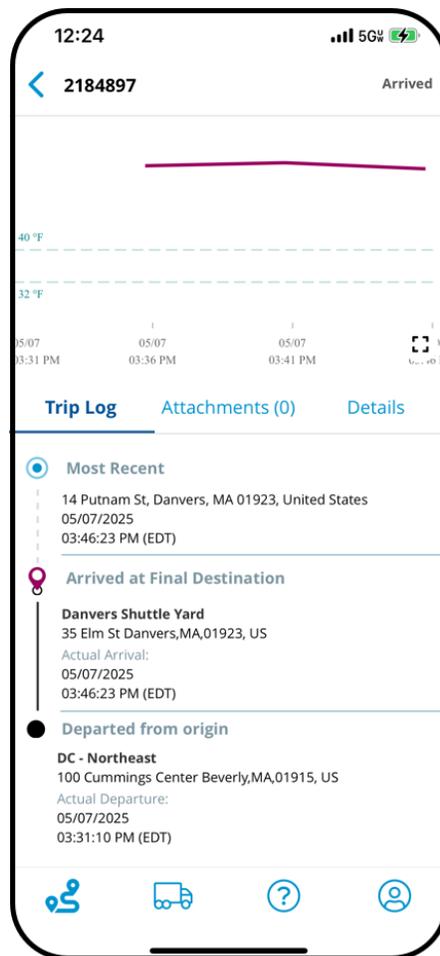
### Event Reasons

If you have an alarm to Acknowledge, you may see the **Reasons** drop-down list, from which you can select a reason for the excursion. You can also add A comment.



## 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.

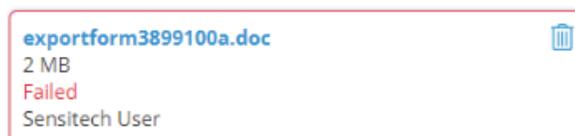
## Add Attachments to the Trip Details

Below the Trip Log in the Trip Details page is the Attachments feature. You can attach files that you capture using the camera on your mobile device.

When you tap **Attachments**, your mobile device displays a message, *SensiWatch Platform would like to access the camera*. Tap **Allow** to display the Add Attachments screen.

Take a photo. You can tap **Retake** to retake the photo or tap **Use Photo** to display the photo on the Add Attachments page. You can add up to 10 photos to the Trip Details.

**Note: If the file did not upload, or uploaded incorrectly, the Attachment card displays Failed.**

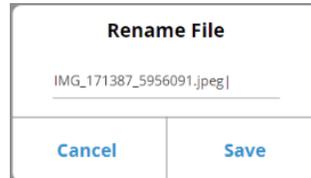


### Rename Attachments

You can rename an attachment by tapping the **Edit** icon next to the file name.



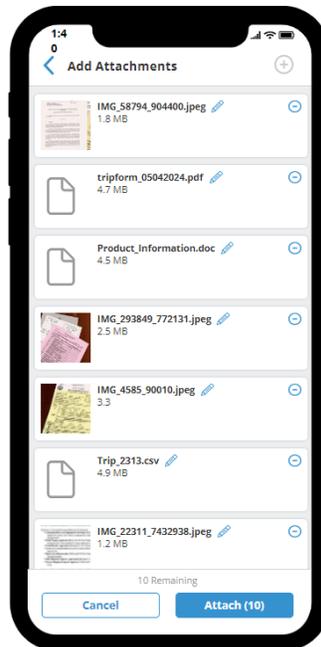
The Rename File window opens.



Type the new name for the file, then tap **Save**.

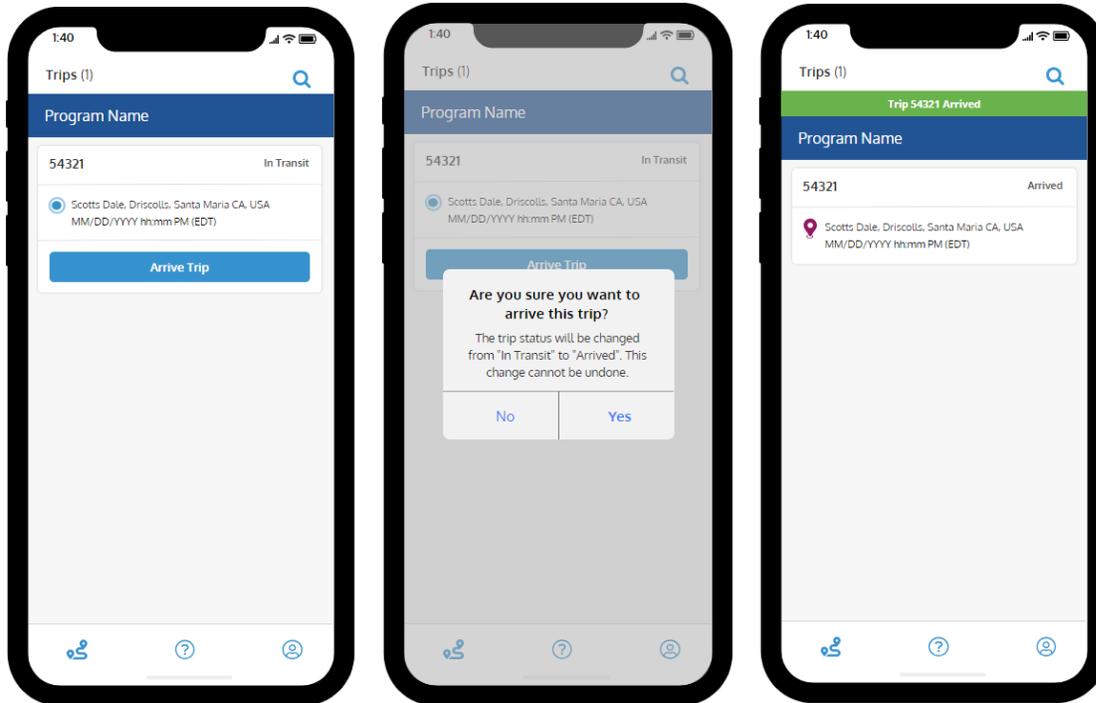
### View Attachments

To view an attachment, on the Attachments List page, tap the card of the image you want to view.



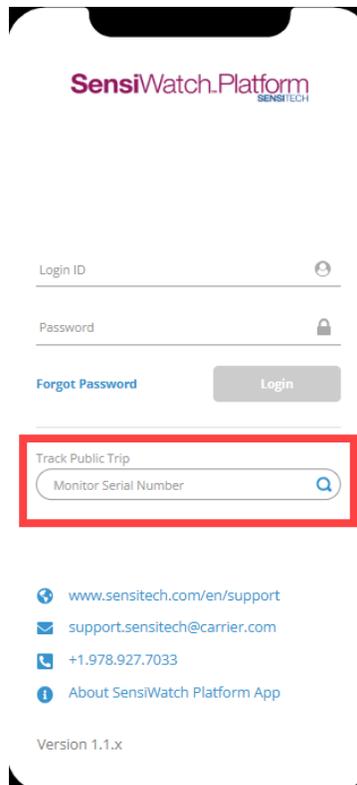
### Manually Arrive Trip

In some cases, you may want the shipment driver to stop devices from monitoring the shipment upon delivery at the final stop, avoiding unwanted alarms. SensiWatch Platform can be configured so that the shipment driver can access the mobile app on a smart phone and click **Arrive Trip** to stop temperature monitoring.



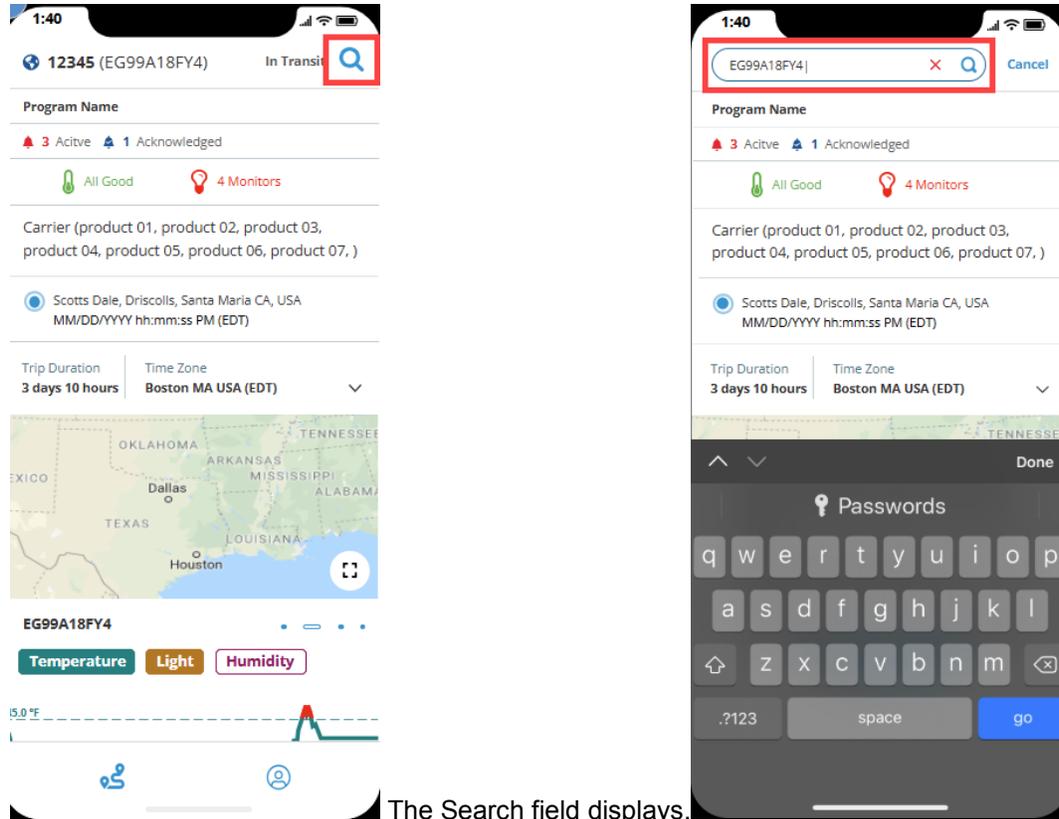
## Track Public Trips

Anonymous users without a SensiWatch Platform account can download the SensiWatch Platform mobile application and see a public or self-service trip.



On the login window, enter the Monitor Serial Number and tap **Search**. The Public or Self-Service Trip Detail displays in read-only mode, where you can view the most recent information, trip duration, time zone, multigraph, statistics, and trip map.

To search for another public or self-service trip, on the Trip Detail window, tap the **Search** icon.



**Note:** The Globe icon next to the Trip number indicates that this is a Public Trip.

Enter the serial number and tap **Search**.

**Note:** If you want to change preferences such as seeing temperature in Celsius rather than Fahrenheit, see [Edit Settings](#).

## Assets Dashboard (Outbound Only)

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

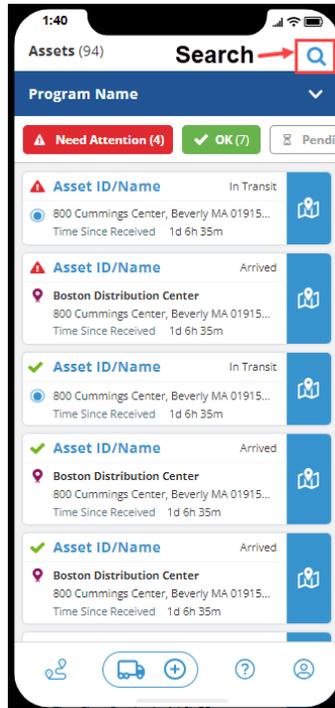
After Assets (Containers) are created and monitor devices are installed and activated, users can view real-time device data that conveys the status of an Asset's Gateway and Sensor monitors and provides the Asset location. This feature allows support personnel to quickly respond to, and troubleshoot, 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 Asset dashboard.

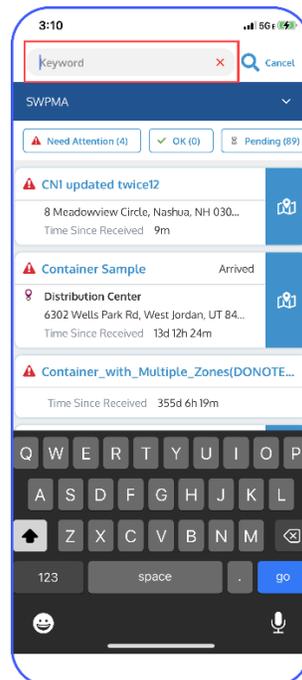
## Search for an Asset

You can search for an Asset by device serial number or Asset Name.

1. Tap the **Asset** 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 Asset Name.



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

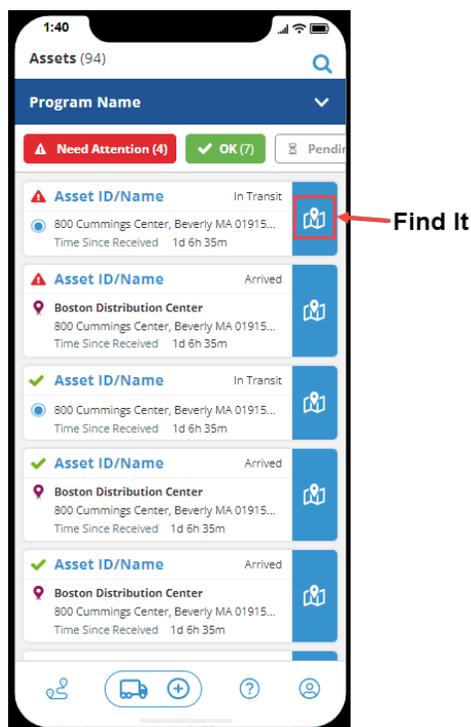
**Note:** For more information about Assets, see [Asset Details](#).

## Find Asset

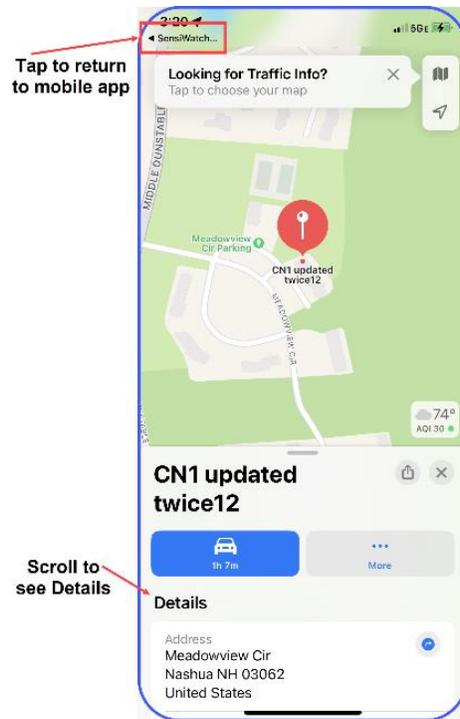
You can use the Find It feature to show the location of an Asset. Using the Apple Maps app or the Google Maps app, SensiWatch Platform Mobile app uses your current location, including the direction you are facing, to orientate you in the direction of the target Asset.

To find an Asset, from the Asset list or the Asset details, tap the **Find It** icon.

**Note:** If your mobile phone has both the Apple Maps and Google Maps applications, when you click Find It, you may see an option to select which application you want to use.

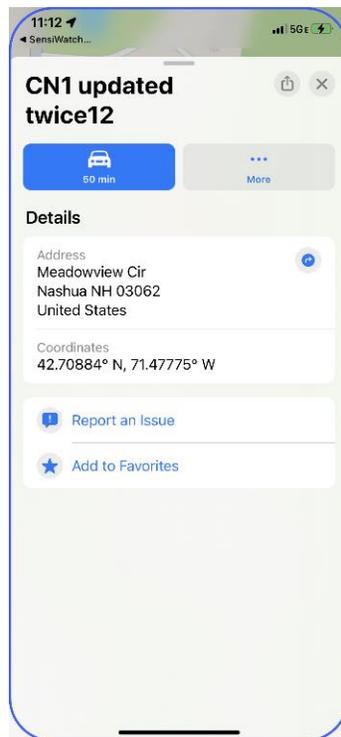


The Apple Maps app or Google Maps app opens. You can allow the app to provide step-by-step directions to the Asset.



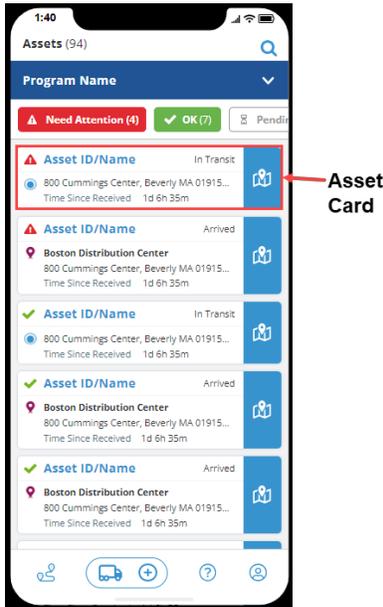
To return to the mobile app, tap **SensiWatch** at the top of the screen.

To view Asset details, scroll down.



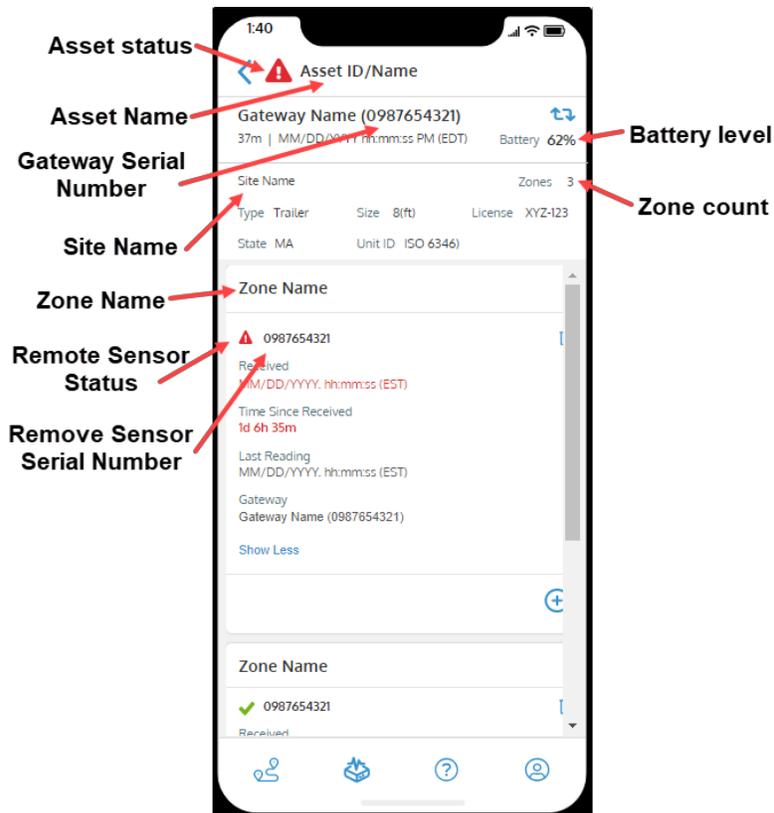
## Asset Details

Tap any Asset to view the Asset's details.



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

**Note: To refresh the Asset and Zone information, use a pull-down motion on the screen.**



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

Status	Description
<p><b>Needs Attention</b></p> 	<p>One or more devices associated with an Asset are experiencing an event. Events include the following:</p> <ul style="list-style-type: none"> <li>○ Low battery charge (Gateway device only)</li> <li>○ Sensor-to-Gateway communication failure</li> <li>○ Gateway-to-SensiWatch Platform communication failure</li> </ul>
<p><b>OK</b></p> 	<p>All devices associated with an Asset are performing as expected.</p>
<p><b>Pending</b></p> 	<p>Initial device data has yet to be received by SensiWatch Platform.</p>
Asset Name	The unique identifier of the Asset.
Status	Displays <b>In Transit</b> when the trip is in transit; displays <b>Arrived</b> when the trip has arrived.
Sites	The name of the site out of which the Asset operates.
Battery	Voltage level of the Gateway monitor represented as a percentage value.
Gateway	The Monitor Name and/or the Serial Number of the Gateway monitor assigned to the Asset.
Received	<p>Date and time of the last received data from the Gateway. If no Gateway is assigned to the Asset, or the first message has not been received by the Platform, the value displays as ( - - ).</p> <p>This value displays with red text if the configured Time Since Received threshold is reached or exceeded.</p>
Time Since Received	<p>The Current Time minus the date and time of the last received data on the Gateway. If no Gateway is assigned to the Asset, the value displays as ( - - ).</p> <p>This value displays with red text if the configured Time Since Received threshold is reached or exceeded.</p>
Last Location	The address of the last known location of the Asset.
Status	The value of the most recent Trip processed for the Asset.
Destination	The value of the final destination location.
Zone Count	The number of zones in the Asset.
Type (Optional)	The type of Asset, such as Box Truck, Cargo Van, Envirotainer, Ocean Container, or Trailer.

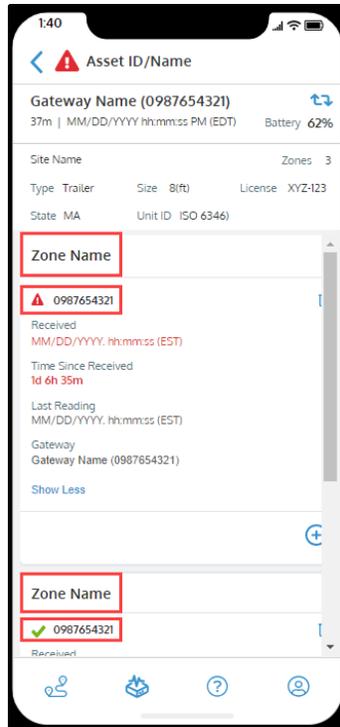
Status	Description
Size (Optional)	The length of the Asset.
License (Optional)	The license plate number of the Asset, if applicable.
License State (Optional)	The state in which the License plate was issued.
Unit ID (Optional)	The customer-defined identifier of the Asset.
<b>Individual Zones</b>	
Zone 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 Container Dashboard status, please refer to the ***SensiWatch Platform Administration Guide***.

## Zones

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

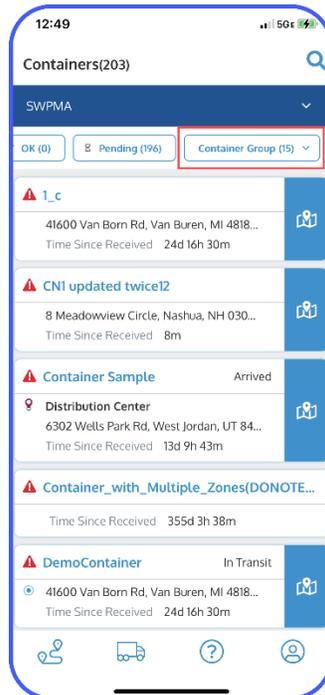
In the following example, the Asset named *Asset Sample*, the Zone named *Zone 2* has two (visible) Sensors (*AA025AG024* and *AG025AG024*); the former device has the status of **Needs Attention**, and the latter has a status of **Pending**.



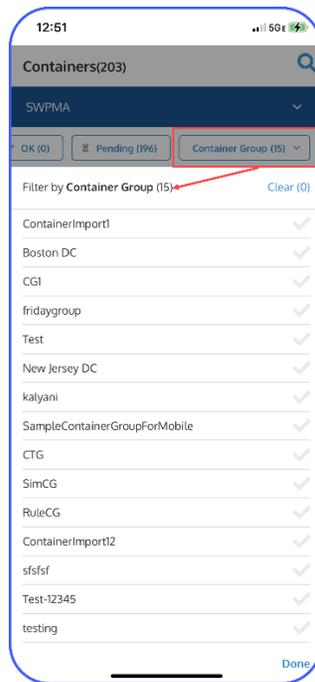
## Filter by Site

You can filter by **Site** only if you have permission to view more than one Site. If you only have access to view one Site, the Site filter does not display.

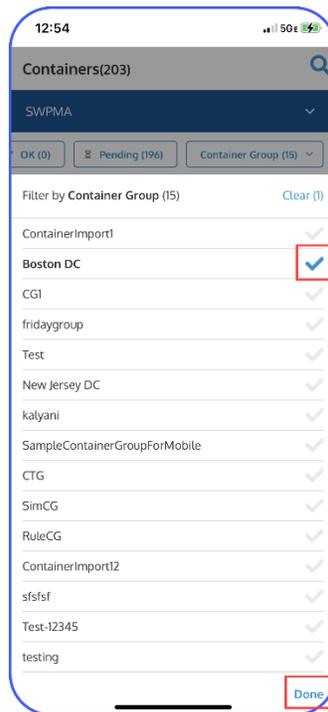
1. In the filter ribbon, swipe left.



2. Tap the **Site** filter. The Assets listed in the **Site** display at the bottom of the screen.



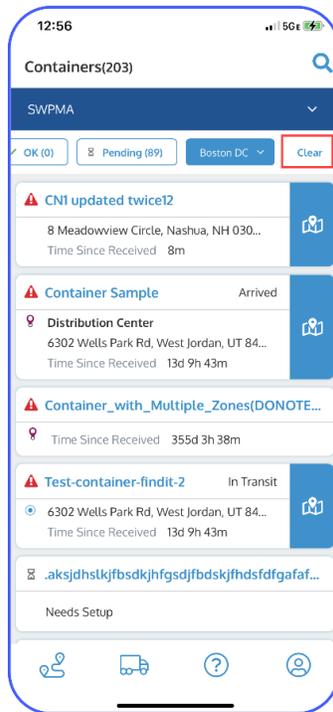
3. Tap the Asset(s) that you want to view, then tap **Done**.



4. The Assets you selected display on the screen. Tap the Asset that you want to view.

**Note:** For more information about Asset cards, see [Asset Details](#).

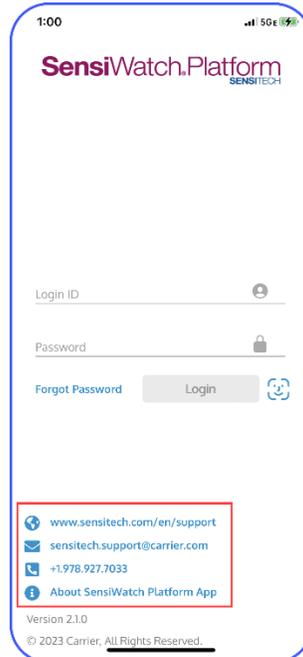
5. To remove the filter, click **Clear**.



## 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 the 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.

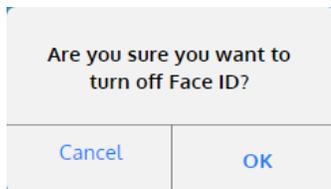
4. Tap **Allow**.
5. Tap **Save**.

#### 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.

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

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

4. Tap **OK**.
5. Tap **Save**.

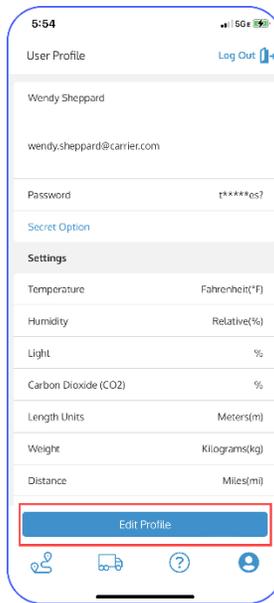
## Change Password

To initiate the self-service reset password process, perform the following steps.

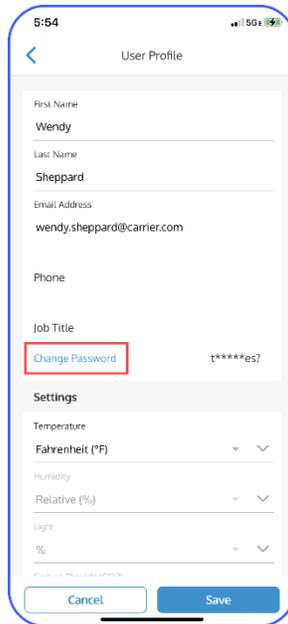
1. Tap the **Profile** icon.



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.

## Edit Settings

To change preferences such as Temperature (Fahrenheit or Celsius), Humidity, Light (%), Carbon Dioxide (CO2), Length Units (feet or meters), Distance (miles or kilometers), Default Language, Number Format, Date Time Format, or Time Zone, perform the following steps.

1. Tap the **User Profile** icon.
2. Tap **Edit Profile**.
3. In the Settings section of the window, tap the drop-down list of the setting that you want to change.

A message asks if you are sure you want to make the change.

4. Tap **OK**.
5. Tap **Save**.

## Sensitech Contact Information

Request Category	Who to Contact?
Order Placement (Monitors, Readers, Labels, Brackets, Return Systems)	Sensitech Client Services <a href="mailto:Sensitech.ClientServices@carrier.com">Sensitech.ClientServices@carrier.com</a> +1 800-843-8367 +1 978-720-2650
Monitor Support Monitor evaluations / Post Validation Installation / Training Software Support	Sensitech Support Services <a href="mailto:Sensitech.Support@carrier.com">Sensitech.Support@carrier.com</a> +1 800-843-8367
Reports, Analysis Notifications Program Support	Program Manager

Scan the QR code to see SensiWatch Platform training resources.

