

# **ONSET**

## **InTempConnect<sup>®</sup> User Guide**

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# Account Creation



# Create a New ITC Account

1. Go to [www.intempconnect.com](http://www.intempconnect.com)
2. Click “Create Account”
3. Fill out all fields

intempconnect.com

**InTempConnect**

Username:

Password:

Log in

Create account

Forgot password?

Create an InTempConnect Account

Password requirements:

- At least 8 characters
- At least 1 uppercase character
- At least 1 lowercase character
- At least 1 number
- At least 1 special character from @%\$#!&+^

Email Address (Username):

Account Name:

First Name:

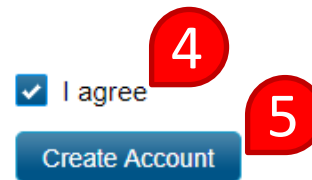
Last Name:

Password:

Confirm Password:

# Create a New ITC Account

4. Check “I agree” to agree to the terms of service
5. Click “Create Account”
6. Complete the process by clicking on the “Account Activation” link sent to your email address



Didn't receive account activation email? [Resend account activation](#)

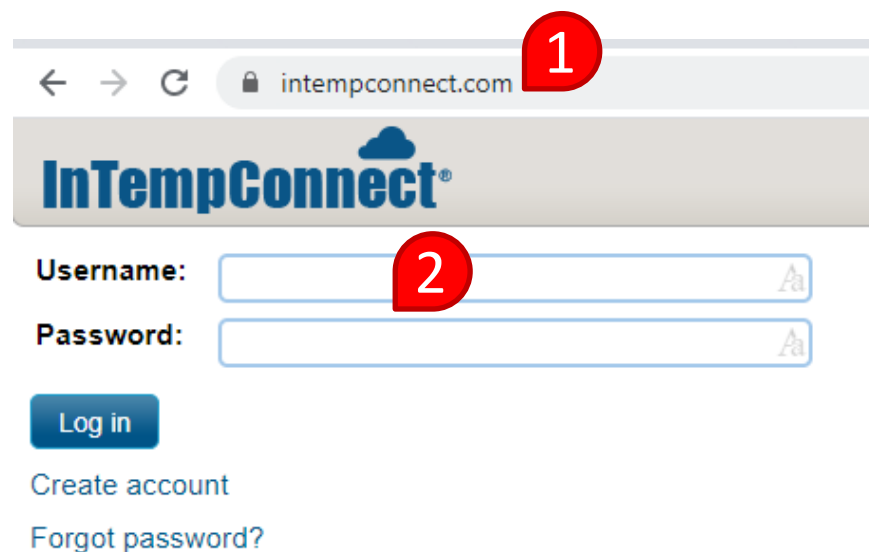
# Signing In



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# Signing In

1. Go to [www.intempconnect.com](http://www.intempconnect.com)
2. Enter your username (email address) and password
  - If you forgot your password, click on the “Forgot password?” link
  - Do not create a new account if one already exists. Doing so will create a database separate from your existing data



The screenshot shows a web browser window with the URL [intempconnect.com](http://intempconnect.com). The page features the InTempConnect logo at the top. Below the logo are two input fields: "Username:" and "Password:". A red circle with the number "1" is positioned above the browser's address bar. Another red circle with the number "2" is positioned above the "Username:" input field. Below the input fields is a blue "Log in" button, and further down are links for "Create account" and "Forgot password?".

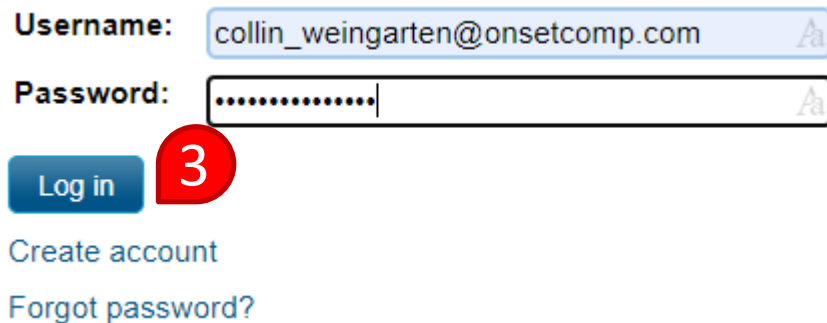


# Signing In

## 3. Click “Log in”

- For any issues with logging in, please contact the Onset Technical Support team

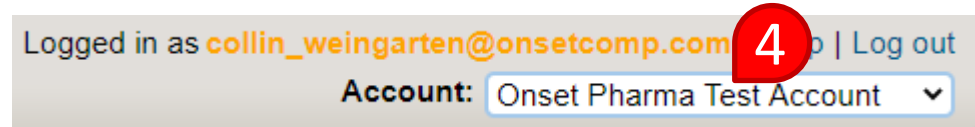
Click [here](#) for Onset Tech Support contact information



The screenshot shows a login interface. At the top, there is a label "Username:" followed by a text input field containing the email address "collin\_weingarten@onsetcomp.com". Below this is a label "Password:" followed by a password input field with masked characters. A blue "Log in" button is positioned below the password field, with a red circular notification bubble containing the number "3" overlaid on its top-right corner. Below the "Log in" button are two links: "Create account" and "Forgot password?".

# Signing In

4. Confirm that you've logged into the correct account by checking the account name in the upper right-hand corner of the screen



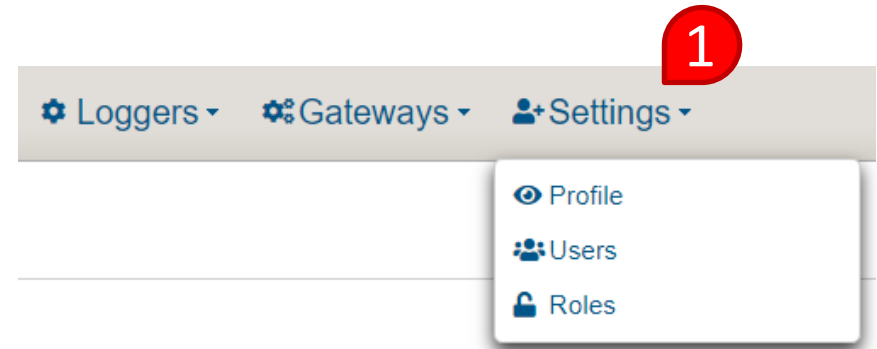
# Managing Users & Roles



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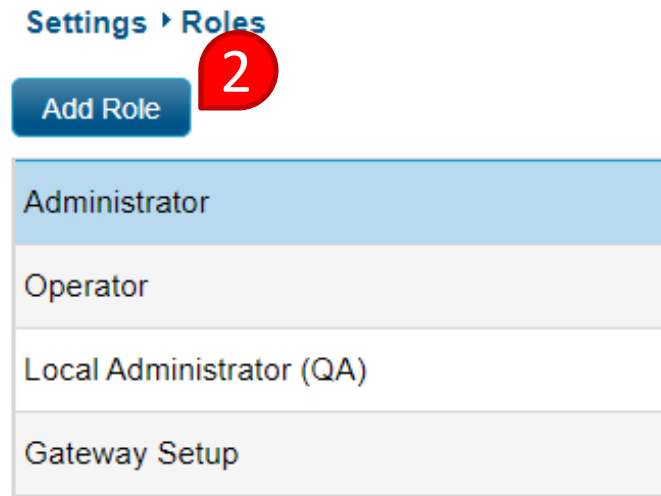
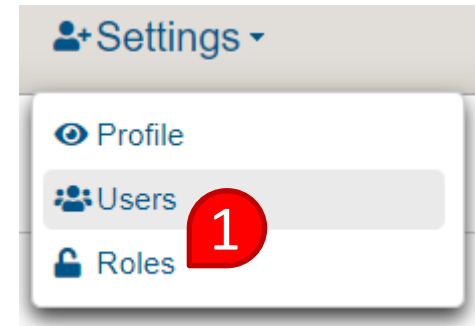
# Managing Users & Roles

1. To create roles, add users, and manage user permissions, click on the “Settings” tab
  - User = Person/username
  - Role = A user’s privileges within the system



# Create a New Role

1. To add a new role, click “Roles” under the “Settings” tab
2. Click “Add Role”



# Create a New Role

3. Add a name/description for the new role
4. Select the “Available Privileges” that you want associated with the role
  - Tip: Hold the Ctrl button on the keyboard to select multiple privileges at once
  - Descriptions of privileges can be found in the [InTemp System User’s Guide](#)

**3**

Description:

**4**

**Available Privileges**

- Manage Users and Roles
- Retrieve Device Passkeys
- Schedule Report Delivery
- Delete Reports
- Download and Restart
- Download and Stop
- Gateway Administrator
- Update Logger Firmware

**Assigned Privileges**

- Create Device Reports
- Login to InTempConnect
- Manage Logger/Gateway Configs
- Manage Shipments
- Configure Loggers
- Connect to Loggers in Account
- Download and Continue
- Preview and Share Reports

**Available Users**



- PM.Test.Onset.2@gmail.com
- max\_kirkwood@onsetcomp.com
- daan\_klrjberg@onsetcomp.com

**Assigned Users**

- Jamie\_pearce@onsetcomp.com

Save

# Create a New Role

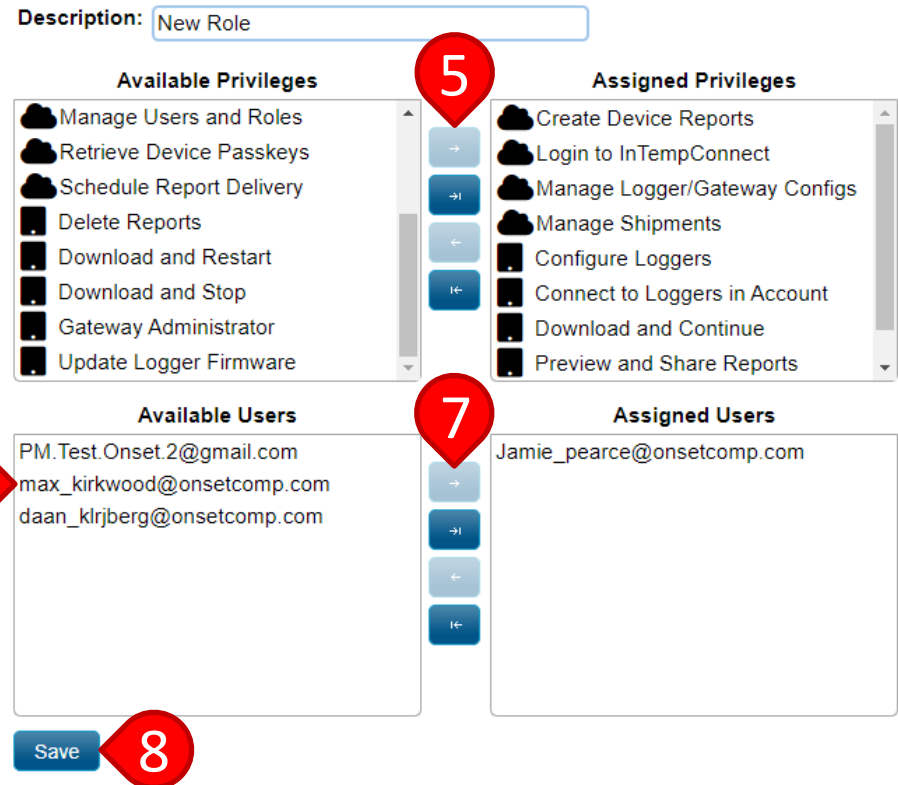
5. Click the  button to add the privileges to the role
6. If available, select any users you want assigned to the new role
7. Click the  button to add users to the role
8. Click “Save”

Description:

Available Privileges	Assigned Privileges
<ul style="list-style-type: none"><li>Manage Users and Roles</li><li>Retrieve Device Passkeys</li><li>Schedule Report Delivery</li><li>Delete Reports</li><li>Download and Restart</li><li>Download and Stop</li><li>Gateway Administrator</li><li>Update Logger Firmware</li></ul>	<ul style="list-style-type: none"><li>Create Device Reports</li><li>Login to InTempConnect</li><li>Manage Logger/Gateway Configs</li><li>Manage Shipments</li><li>Configure Loggers</li><li>Connect to Loggers in Account</li><li>Download and Continue</li><li>Preview and Share Reports</li></ul>

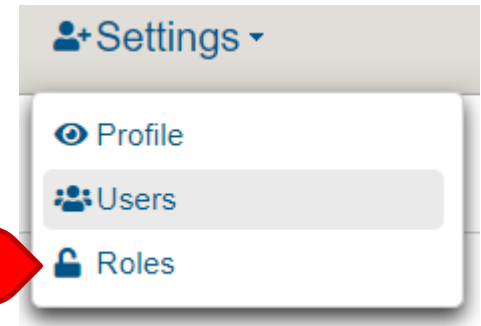
  

Available Users	Assigned Users
<ul style="list-style-type: none"><li>PM.Test.Onset.2@gmail.com</li><li>max_kirkwood@onsetcomp.com</li><li>daan_klrjberg@onsetcomp.com</li></ul>	<ul style="list-style-type: none"><li>Jamie_pearce@onsetcomp.com</li></ul>



# Edit an Existing Role

1. To edit an existing role, click “Roles” under the “Settings” tab
2. Click the role you want to edit (found below the “Add Role” button)



## Settings ▸ Roles

Add Role

Administrator

Operator



Local Administrator (QA)

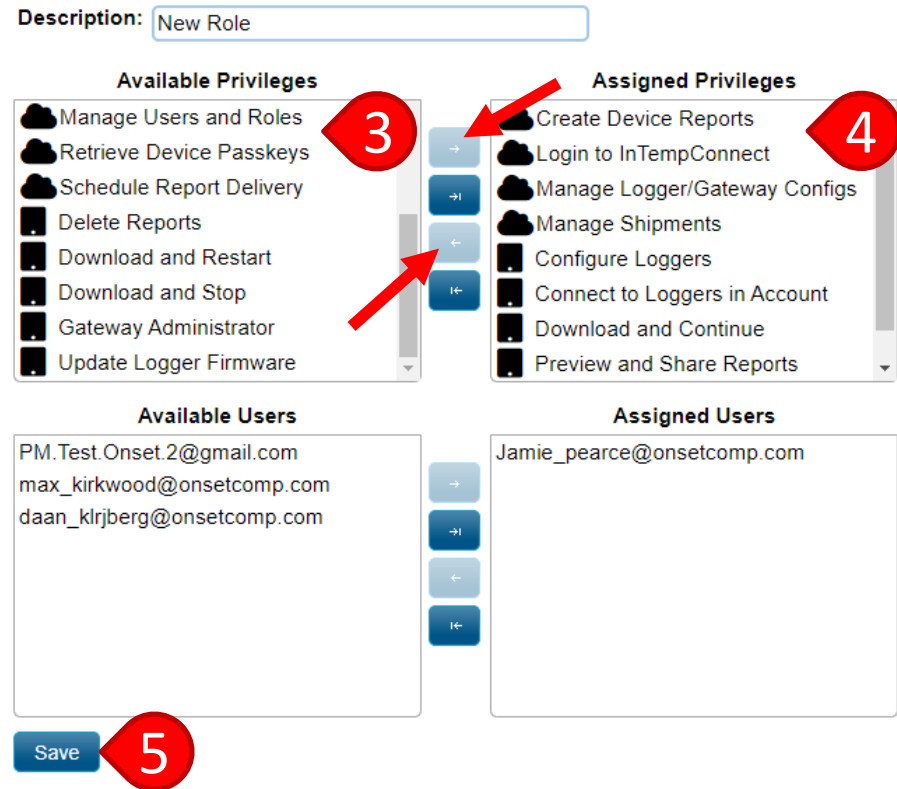
Gateway Setup





# Edit an Existing Role

3. To add privileges to the role, make selections from the list of “Available Privileges” and click the  button
4. To remove privileges, make selections from the “Assigned Privileges” list and click the  button
5. Click “Save”



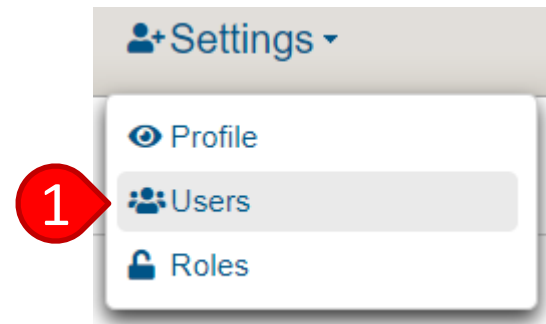
The screenshot shows a web interface for editing a role. At the top, there is a text input field labeled "Description:" containing the text "New Role". Below this are four main sections: "Available Privileges", "Assigned Privileges", "Available Users", and "Assigned Users".

- Available Privileges:** A list of ten items, each with a cloud icon. A red circle with the number "3" is placed over the right arrow button between the first and second items.
- Assigned Privileges:** A list of seven items, each with a cloud icon. A red circle with the number "4" is placed over the left arrow button between the first and second items.
- Available Users:** A list of three email addresses: PM.Test.Onset.2@gmail.com, max\_kirkwood@onsetcomp.com, and daan\_klrjberg@onsetcomp.com.
- Assigned Users:** A list containing one email address: Jamie\_pearce@onsetcomp.com.


At the bottom left, there is a blue "Save" button with a red circle and the number "5" next to it. Red arrows point from the callouts to the corresponding buttons in the interface.

# Creating New Users

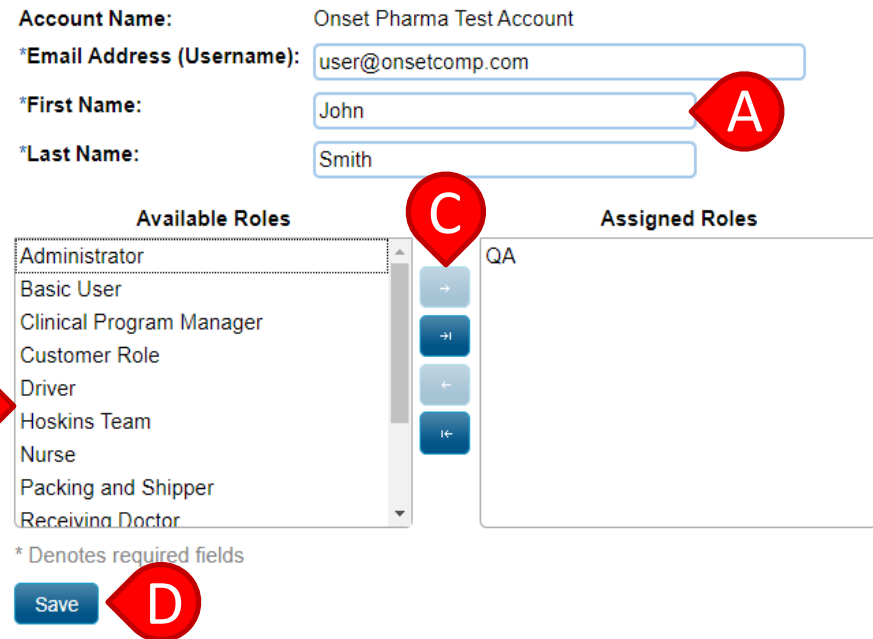
1. To add or manage users, click “Users” under the “Settings” tab
2. You can either add a new user manually or you can import users via a Microsoft Excel file



# Add a User

2. To add a user manually, click “Add User”
  - a) Enter the user’s email address, first name, and last name
  - b) Choose an available role
  - c) Click the  button
  - d) Click “Save”

Settings › Users › Edit User



A screenshot of the "Edit User" form. The form includes fields for "Account Name" (Onset Pharma Test Account), "Email Address (Username)" (user@onsetcomp.com), "First Name" (John), and "Last Name" (Smith). Below these fields are two columns: "Available Roles" and "Assigned Roles". The "Available Roles" list includes Administrator, Basic User, Clinical Program Manager, Customer Role, Driver, Hoskins Team, Nurse, Packing and Shipper, and Receiving Doctor. The "Assigned Roles" list contains QA. A "Save" button is at the bottom. Annotations A, B, C, and D are placed on the form: A points to the "First Name" field, B points to the "Available Roles" list, C points to the right arrow button between the role lists, and D points to the "Save" button.

Account Name: Onset Pharma Test Account

\*Email Address (Username): user@onsetcomp.com

\*First Name: John

\*Last Name: Smith

Available Roles

- Administrator
- Basic User
- Clinical Program Manager
- Customer Role
- Driver
- Hoskins Team
- Nurse
- Packing and Shipper
- Receiving Doctor

Assigned Roles

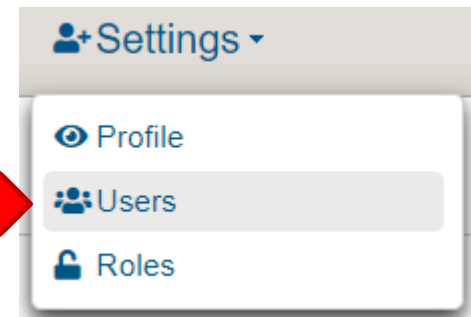
- QA

\* Denotes required fields

Save

# Import Users


1. To import users, click “Users” under the “Settings” tab
2. Click “Import Users”



Settings ▸ Users ▸ Edit User



# Import Users


3. Click on  to download the Excel template
4. Create an Excel file by adding as many users as needed to the template
  - a) Include email, first name, and last name (required)
  - b) Designate roles (role names must match exactly)
5. Save the Excel file

Settings ▸ Users ▸ Import

Users Import

3

#### Instructions

- Step 1: Create your import file using this template  and select the file using Choose
- Step 2: Upload the file
- Step 3: Start Import and confirm there are no errors

4A

4B

Email Address (Username)	First Name	Last Name	Roles
<a href="mailto:John.Smith@onsetcomp.com">John.Smith@onsetcomp.com</a>	John	Smith	QA
<a href="mailto:Jane.Smith@onsetcomp.com">Jane.Smith@onsetcomp.com</a>	Jane	Smith	Operator

# Import Users

6. Click the “+Choose” button and select the saved Excel file
7. Click the “Upload” button
8. Click “Start Import”


The system will notify you of any errors. If this happens:

- Open the original Excel document to view and fix any errors
- Repeat the process, starting from step 6

[Settings](#) › [Users](#) › [Import](#)

Users Import

**Instructions**

Step 1: Create your import file using this template  and select the file using Choose

Step 2: Upload the file

Step 3: Start Import and confirm there are no errors

+Choose

Upload

Cancel

Merck Demo.xlsx 9.1 KB


×

Start Import

[Settings](#) › [Users](#) › [Import](#)

Users Import

**Instructions**

Step 1: Create your import file using this template  and select the file using Choose

Step 2: Upload the file

Step 3: Start Import and confirm there are no errors

File: Merck Demo.xlsx

Start Import

8

# Edit Users

1. To edit users, click “Users” under the “Settings” tab
2. Click on one of the existing users under the “Username” column

The screenshot shows the ONSET user management interface. At the top, there is a 'Settings' dropdown menu with a plus icon and a downward arrow. The menu is open, showing three options: 'Profile' (with an eye icon), 'Users' (with a group of people icon), and 'Roles' (with a lock icon). A red circle with the number '1' is placed over the 'Users' option. Below the menu, the breadcrumb navigation reads 'Settings > Users > Edit User'. There are three buttons: 'Add User', 'Import Users', and 'Export Users'. Below these buttons is a 'Show disabled' checkbox. The main content is a table with a search bar and a list of users. A red circle with the number '2' is placed over the first checkbox in the table. The table has a header row with 'Username' and a search icon. The users listed are:

<input type="checkbox"/>	Username
<input type="checkbox"/>	clim-brown@onsetcomp.com
<input type="checkbox"/>	collin_weingarten@onsetcomp.com
<input type="checkbox"/>	daan_klrjberg@onsetcomp.com
<input type="checkbox"/>	david_jackson@onsetcomp.com
<input type="checkbox"/>	Elena_rice@onsetcomp.com
<input type="checkbox"/>	genoa@onsetcomp.com
<input type="checkbox"/>	Greg_Mirabito@onsetcomp.com
<input type="checkbox"/>	Jamie_pearce@onsetcomp.com

# Edit Users

## 3. Update the selected user's:

- first name
- last name
- role

## 4. Click "Save"

Settings > Users > New User

### New User

Account Name: Onset Pharma Test Account

\*Email Address (Username):

\*First Name:

\*Last Name:

3

### Available Roles

Basic User  
Clinical Program Manager  
Customer Role  
Driver  
Hoskins Team  
Nurse  
Packing and Shipper  
QA  
Receiving Doctor

3

### Assigned Roles

Administrator

3

\* Denotes required fields

4

Save



# Disable Users

1. To disable a user, click “Users” under the “Settings” tab
2. Click on the sliding button to the right of the username & Role(s)
3. To re-enable a user, check “Show disabled” and click on the sliding button to the right of the username

The screenshot illustrates the steps to disable a user in the ONSET system. It shows the 'Settings' menu with 'Users' highlighted (1). Below, a list of users is shown with their roles and status buttons (2). The 'Edit User' screen is shown with the 'Show disabled' checkbox checked (3).

Role(s)	Status
Administrator	<input type="radio"/>
Gateway Setup	<input type="radio"/>
Gateway Setup	<input type="radio"/>
Administrator	<input type="radio"/>
Gateway Setup	<input checked="" type="radio"/>
Gateway Setup	<input type="radio"/>
Gateway Setup	<input type="radio"/>
Gateway Setup	<input checked="" type="radio"/>
Gateway Setup	<input type="radio"/>
Gateway Setup	<input type="radio"/>

Settings ▸ Users ▸ Edit User

Add User Import Users Export Users

Show disabled

Username

clim-brown@onsetcomp.com

# Managing Gateway Profiles



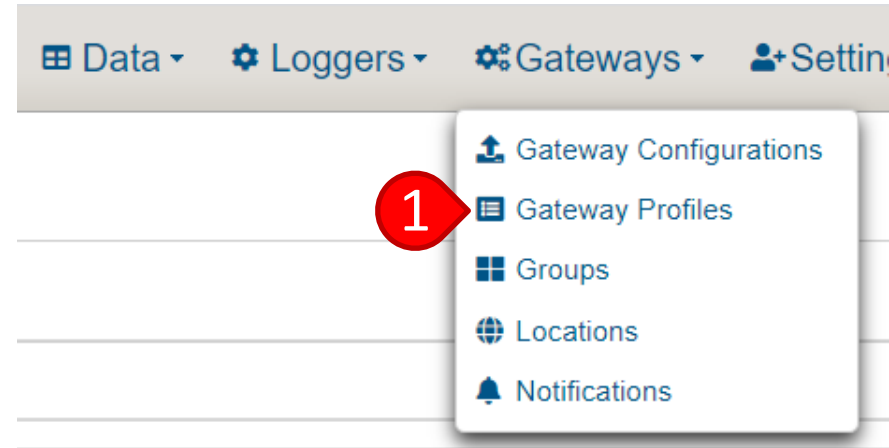
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# Gateway Profiles

- Gateway Profiles define the behavior of your Gateway – how, when, and how often it downloads loggers.
- You must create a Gateway Profile prior to activating the Gateway.
- You can create multiple profiles with different settings so you can select the appropriate one when activating the Gateway (e.g., a Gateway monitoring storage loggers may be configured differently from a Gateway downloading transportation loggers).

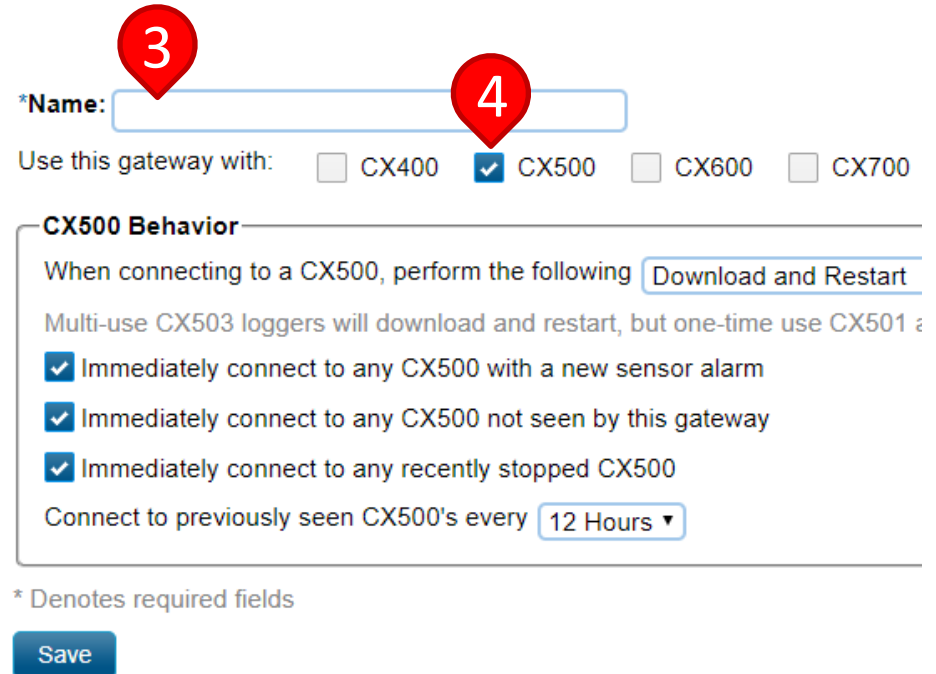
# Creating a Gateway Profile

1. Under the “Gateways” tab, click on “Gateway Profiles”
2. Click “Add Gateway Profile”



# Creating a Gateway Profile

3. Type in a name for the profile
4. Choose which CX loggers to use with the Gateway
  - Note: if not selected, that logger type will be ignored by the Gateway(s) configured with this profile



\*Name:

Use this gateway with:  CX400  CX500  CX600  CX700

**CX500 Behavior**

When connecting to a CX500, perform the following [Download and Restart](#)

Multi-use CX503 loggers will download and restart, but one-time use CX501 :

- Immediately connect to any CX500 with a new sensor alarm
- Immediately connect to any CX500 not seen by this gateway
- Immediately connect to any recently stopped CX500

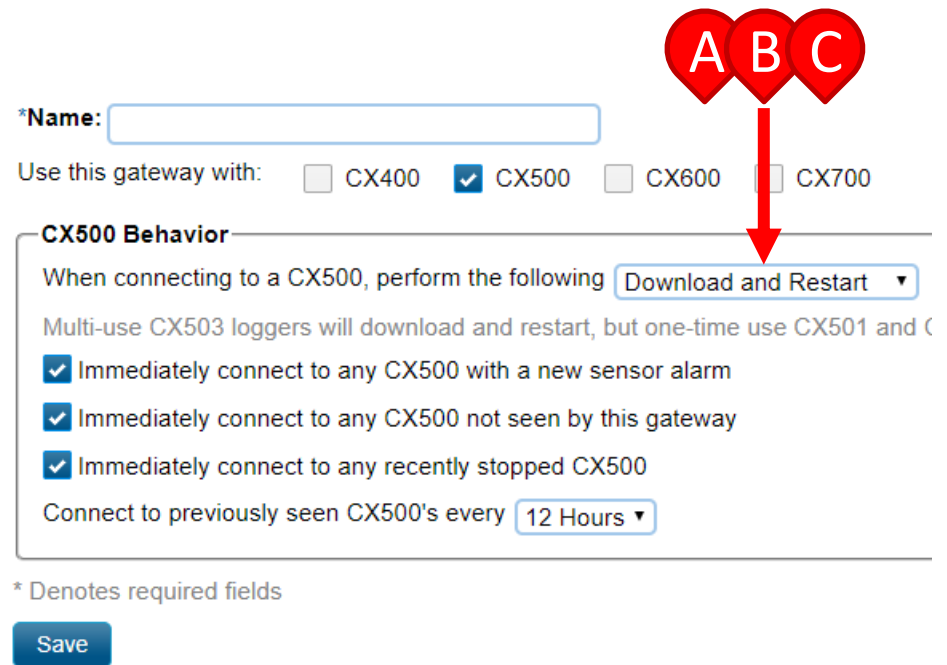
Connect to previously seen CX500's every

\* Denotes required fields

[Save](#)

# Creating a Gateway Profile

5. Select options for how you want the Gateway to behave
  - a) “Download and Restart” will download the logger and restart it
  - b) “Download and Continue” will download the logger and allow it to continue logging
  - c) “Download and Stop” will download the logger and stop it completely



\*Name:

Use this gateway with:  CX400  CX500  CX600  CX700

**CX500 Behavior**

When connecting to a CX500, perform the following

Multi-use CX503 loggers will download and restart, but one-time use CX501 and C

- Immediately connect to any CX500 with a new sensor alarm
- Immediately connect to any CX500 not seen by this gateway
- Immediately connect to any recently stopped CX500

Connect to previously seen CX500's every

\* Denotes required fields

# Creating a Gateway Profile

6. Select additional options for how you want the Gateway to behave, based on the chosen download behavior:
- Download a logger with an alarm
  - Download a logger never seen by that Gateway
  - Download a logger that has recently been stopped

\*Name:

Use this gateway with:  CX400  CX500  CX600  CX700

**CX500 Behavior**

When connecting to a CX500, perform the following

Multi-use CX503 loggers will download and restart, but one-time use CX501 and C

- Immediately connect to any CX500 with a new sensor alarm **A**
- Immediately connect to any CX500 not seen by this gateway **B**
- Immediately connect to any recently stopped CX500 **C**

Connect to previously seen CX500's every

\* Denotes required fields

# Creating a Gateway Profile

4. Choose how often you want a Gateway to connect to and download previously-seen loggers. This will automate regularly-scheduled downloads
  - Note: This is primarily for product storage monitoring. For transportation, it is recommended to choose the greatest amount of time
5. Click “Save”

\*Name:

Use this gateway with:  CX400  CX500  CX600  CX700

**CX500 Behavior**

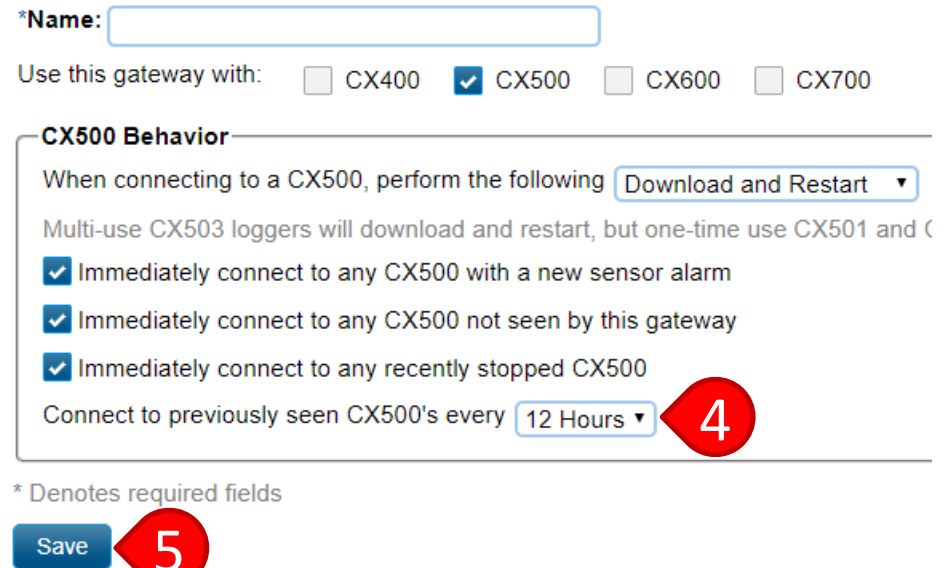
When connecting to a CX500, perform the following

Multi-use CX503 loggers will download and restart, but one-time use CX501 and C

- Immediately connect to any CX500 with a new sensor alarm
- Immediately connect to any CX500 not seen by this gateway
- Immediately connect to any recently stopped CX500

Connect to previously seen CX500's every

\* Denotes required fields





# Disabling a Gateway Profile

1. Under the “Gateways” tab, click on “Gateway Profiles”
2. Click the slider button to disable
  - Note: This is simply to hide the option when configuring a Gateway. You can always re-enable the profile, if necessary

The screenshot shows the InTempConnect web interface. At the top, there is a navigation bar with 'Loggers', 'Gateways', and 'Settings' tabs. A dropdown menu is open under 'Gateways', showing options: 'Gateway Configurations', 'Gateway Profiles', 'Groups', 'Locations', and 'Notifications'. A red circle with the number '1' points to the 'Gateway Profiles' option. Below this, the 'Gateway Profiles' page is shown, featuring an 'Add Gateway Profile' button and a table of profiles.

Configuration Name	Logger Family	Actions
Clinic Gateway	CX400	
Onset Test Gateway	CX400 CX500	

A red circle with the number '2' points to the toggle switch for the 'Onset Test Gateway' profile.

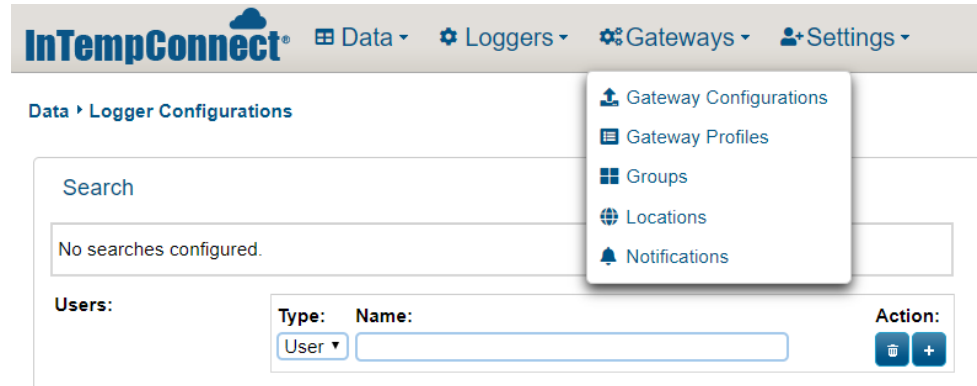
# Gateway Management



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# Gateway Management

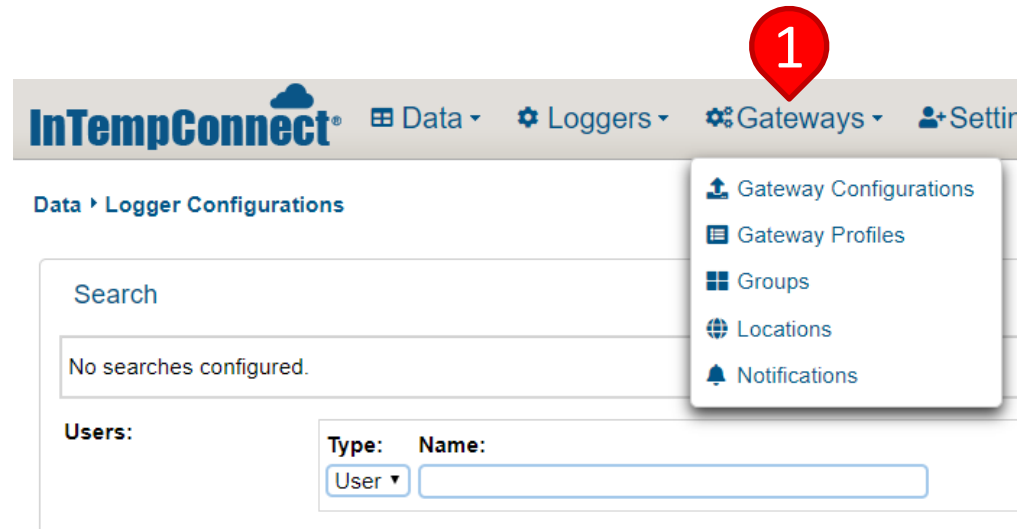
- Under the “Gateways” tab, you can:
  - View the status of active Gateways
  - Update Gateway firmware
  - Change the Gateway profile
  - Create Gateway locations
  - Create Gateway groups



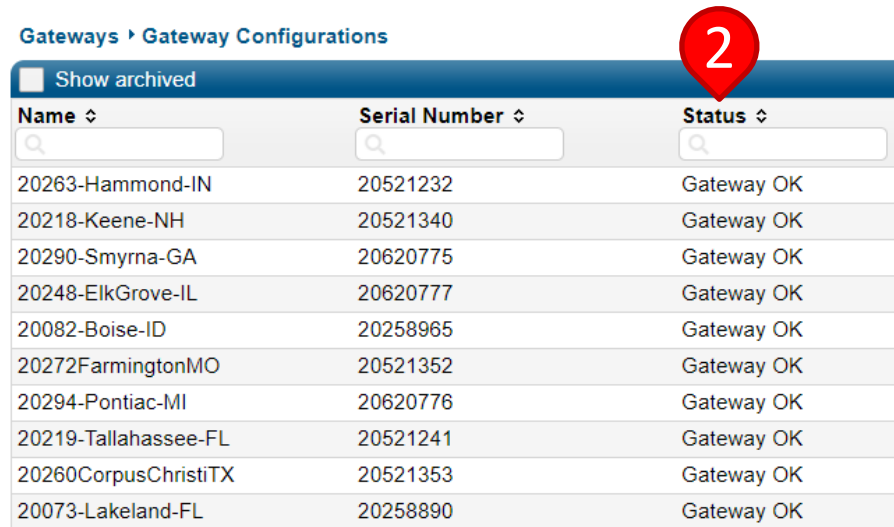
The screenshot displays the InTempConnect web interface. At the top, there is a navigation bar with the InTempConnect logo and several menu items: Data, Loggers, Gateways, and Settings. Below this, the breadcrumb trail shows 'Data > Logger Configurations'. A search bar is present with the text 'No searches configured.' Below the search bar, there is a table with columns for 'Type', 'Name', and 'Action'. The 'Type' column has a dropdown menu currently set to 'User'. The 'Action' column contains icons for delete and add. A dropdown menu is open over the 'Gateways' menu item, listing 'Gateway Configurations', 'Gateway Profiles', 'Groups', 'Locations', and 'Notifications'.

# View Gateway Status

1. Under the “Gateways” tab, click “Gateway Configurations”
2. From this screen, you can view the status of your Gateways



The screenshot shows the InTempConnect web interface. At the top, there is a navigation bar with the logo and several menu items: 'Data', 'Loggers', 'Gateways', and 'Settings'. A red circle with the number '1' is placed over the 'Gateways' menu. A dropdown menu is open under 'Gateways', listing 'Gateway Configurations', 'Gateway Profiles', 'Groups', 'Locations', and 'Notifications'. Below the navigation bar, the breadcrumb trail reads 'Data > Logger Configurations'. There is a search box with the text 'No searches configured.' and a 'Users:' section with a 'Type:' dropdown set to 'User' and an empty 'Name:' input field.



The screenshot shows the 'Gateway Configurations' page. At the top, there is a 'Show archived' checkbox. Below it is a table with three columns: 'Name', 'Serial Number', and 'Status'. Each column has a search icon. The table contains 11 rows of gateway data, all with a status of 'Gateway OK'. A red circle with the number '2' is placed over the top right corner of the table area.

Name	Serial Number	Status
20263-Hammond-IN	20521232	Gateway OK
20218-Keene-NH	20521340	Gateway OK
20290-Smyrna-GA	20620775	Gateway OK
20248-ElkGrove-IL	20620777	Gateway OK
20082-Boise-ID	20258965	Gateway OK
20272FarmingtonMO	20521352	Gateway OK
20294-Pontiac-MI	20620776	Gateway OK
20219-Tallahassee-FL	20521241	Gateway OK
20260CorpusChristiTX	20521353	Gateway OK
20073-Lakeland-FL	20258890	Gateway OK

# Gateway Firmware Update

1. To update Gateway firmware, click on the box under the “Update Firmware” Column
2. Click “Schedule Firmware Updates”
3. Confirm the Gateway was updated using the “Firmware Update Status” column
  - If the Gateway does not update after an hour, contact Onset Tech Support


Gateways ▸ Gateway Configurations

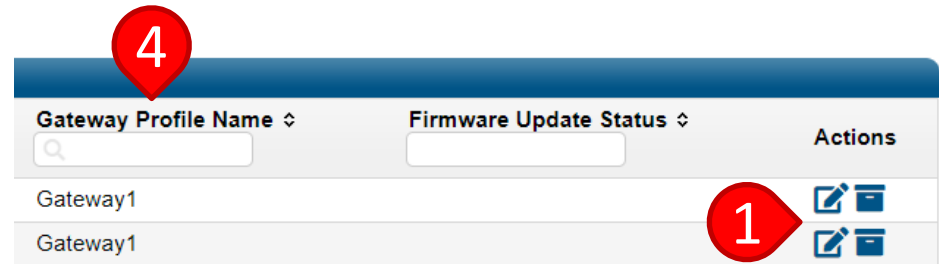
<input type="checkbox"/> Show archived		
Update Firmware	Name ↕	Serial Number ↕
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	20263-Hammond-IN	20697050
<input type="checkbox"/>	20218-Keene-NH	20620708
<input type="checkbox"/>	20290-Smyrna-GA	20620628
<input checked="" type="checkbox"/>	20248-ElkGrove-IL	20620667
<input type="checkbox"/>	20082-Boise-ID	20620717
<input type="checkbox"/>	20272FarmingtonMO	20697054
<input type="checkbox"/>	20294-Pontiac-MI	20620608
<input type="checkbox"/>	20219-Tallahassee-FL	20620688
<input type="checkbox"/>	20260CorpusChristiTX	20620633
<input type="checkbox"/>	20073-Lakeland-FL	20620625





Schedule Firmware Updates

Firmware Update Status ↕	Actions
<input type="text"/>	
Updated	
Updated	
Updated	
Updated	
Updated	

# Gateway Profile Change

1. To change the profile of a Gateway, click on the  button
2. Choose the new configuration profile
3. Click “Save”
4. Ensure that the configuration profile was updated using the “Gateway Profile Name” column



Gateway Profile Name	Firmware Update Status	Actions
Gateway1		 
Gateway1		 

[Gateways](#) > [Gateway Configurations](#) > [Edit Gateway](#)

## Edit Gateway

Name: SN 20521229  
Serial Number: 20521229  
Configuration Profile:

### CX400 Behavior

- When connecting to a CX400, perform a download and restart
- Immediately connect to any CX400 with a new sensor alarm
- Connect to previously seen CX400's every week

# Create Gateway Locations

- Locations can be assigned to Gateways to create additional automation within the system in conjunction with the “Shipment” feature.
- If a logger reaches its destination Gateway, the Gateway will automatically download and stop the logger.
- All other Gateways will simply download and continue the logger operations.

# Create Gateway Locations

1. Under the “Gateways” tab, click “Locations”
2. To create a new location, click “Add Location”

The screenshot displays the InTempConnect web application interface. At the top, the navigation bar includes the InTempConnect logo and menu items for Data, Loggers, Gateways, and Settings. The main content area is titled "Data > Logger Configurations". A search bar is present with the text "No searches configured." Below this is a "Users:" section with a "Type:" dropdown set to "User" and a "Name:" input field. A red circle with the number "1" highlights the "Locations" option in a dropdown menu that is open over the search bar. Below the "Users" section, there is a "Loggers > Locations" section. This section contains a card titled "Locations" with a subtitle "Locations for use with CX5000 Gateway Groups and Shipment Origin/Destination management". A red circle with the number "2" highlights the "Add Location" button at the bottom of this card.



# Create Gateway Locations

3. Enter the shipping or receiving address in the location line
  - A location can be used for the origin or destination. There is no need to enter the location twice
  - This is powered by Google maps, so site names can be used
4. Optional: enter Area/Room (e.g., Receiving)
5. Click “Save”

Loggers > Locations > New Location

New Location 3

\*Location:  Confirm Location

Area/Room:

Location Label: 470 MacArthur Blvd, Bourne, MA 02532, USA (Shipping) 4

Cancel Save 5

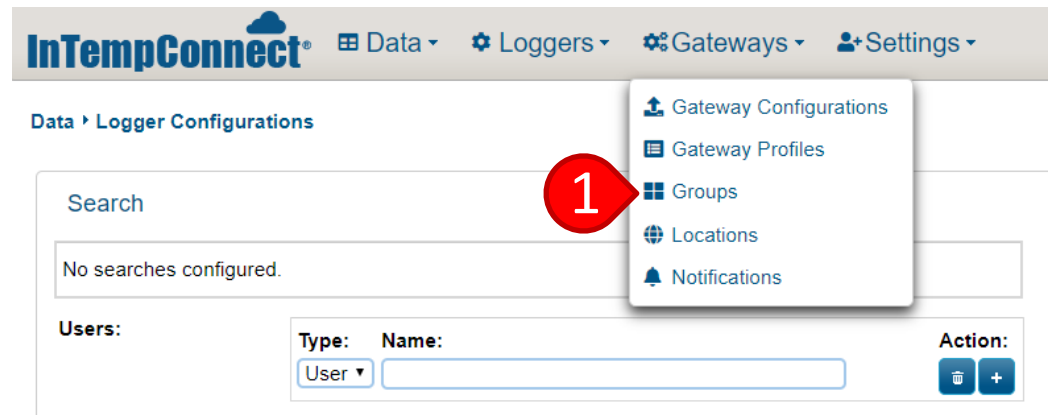
# Create Gateway Groups

Gateway Groups can be used for:

1. Multiple Gateways in the same proximity
  - If multiple Gateways are within proximity of each other, place them all into the same group. This will allow them to work together so that duplicate reports are not created
2. Gateway Groups for shipments
  - If a Gateway Group is being used for a shipment, add only one Gateway per group/location. The location will enable the Gateway to automatically download and stop loggers that have been programmed with that end location. All other Gateways will only download and continue the logger

# Create Gateway Groups

1. Under the “Gateways” tab, click “Groups”
2. To create a new group, click “Add Group”



The screenshot shows the InTempConnect web interface. At the top, there is a navigation bar with the logo and several menu items: Data, Loggers, Gateways, and Settings. The 'Gateways' menu is expanded, showing a list of options: Gateway Configurations, Gateway Profiles, Groups, Locations, and Notifications. A red circle with the number '1' is placed over the 'Groups' option, indicating the first step of the process. Below the navigation bar, the 'Data > Logger Configurations' section is visible, featuring a search bar and a table for users.



The screenshot shows the 'Gateways > Gateway Groups' page. A red circle with the number '2' is placed over the 'Add Group' button, indicating the second step of the process. Below the button, there is a text area that says 'No configurations found.' and a 'Save' button.

# Create Gateway Groups

3. Click “Select a gateway profile” and choose the desired Gateway profile
4. Click “Select a location” and choose the desired location
5. Name the group

**Gateway Profile:**  
Select a gateway profile ▾ **3**

Note: Gateways with the same profile can be grouped together. If a gateway is added to a group, and the gateway profile is changed at a later time, that gateway will be removed from the group.

**Location (optional):** [Manage Locations](#)  
Select a location ▾

**Location (optional):** [Manage Locations](#)  
Site 2 (Receiving ) ▾ **4**

**Description:**  
New Group **5**

**Available Gateways**


Steve's GW

**Assigned Gateways**

→  
→  
←  
←

**Clear** **Save**

# Create Gateway Groups


6. Click on the desired Gateway under “Available Gateways”
7. Click the  button
8. Click “Save”

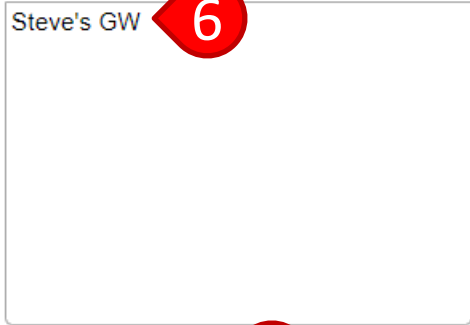
Location (optional): [Manage Locations](#)

Site 2 (Receiving )

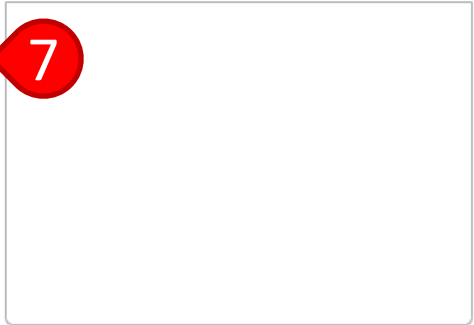
Description:



**Available Gateways**


Steve's GW 





**Assigned Gateways**




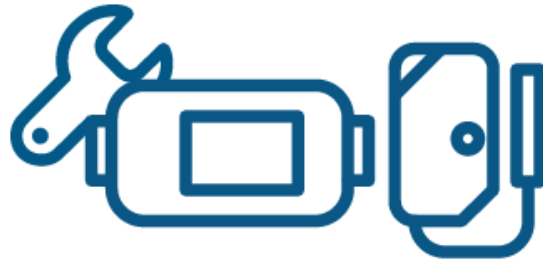








# Managing Logger Profiles



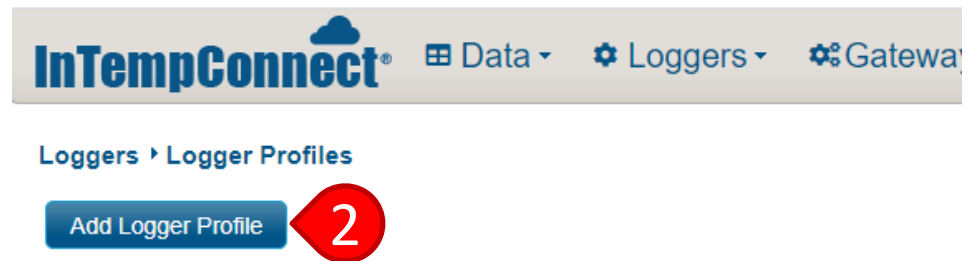
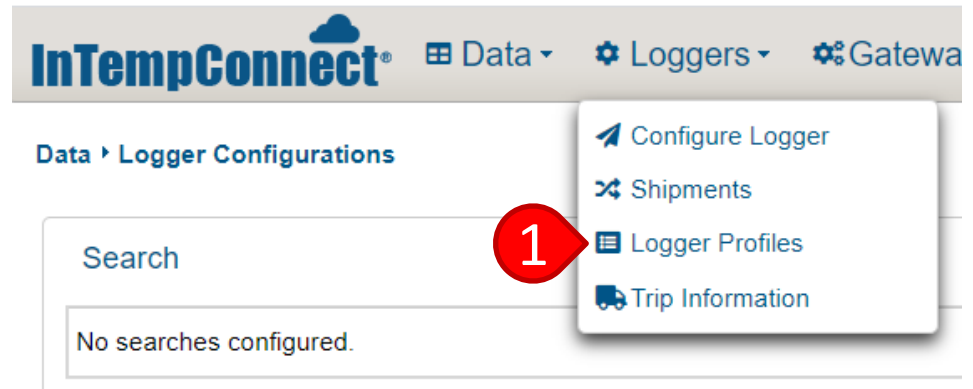
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# Logger Profiles

- Logger Profiles define the behavior of your loggers (e.g., recording interval, alarm setting, start and stop behavior, etc.)
- Multiple Logger Profiles can be created so you can select the appropriate one when configuring and starting the logger (e.g., one logger profile may be created for refrigerated storage, another for ambient storage, and another for transportation with 5-minute recording intervals vs transportation with 1-minute intervals, etc.)

# Adding Logger Profiles

1. Under the “Loggers” tab, click “Logger Profiles”
  2. Click the “Add Logger Profile” button
- Note: Logger Profiles only need to be created once. You will select a previously created profile when configuring a logger for startup. Different profiles should be created for different scenarios (e.g., new alarm limits, recording interval, etc.)





# Adding Logger Profiles

3. Name the Logger Profile
4. Choose the logger model you are using under “Logger Family”
5. Select your desired “Logging Interval”

Loggers > Logger Profiles > New Profile

## New Logger Configuration Profile

\*Name:  3

Enabled:

Include Location:  Include location in events from the InTemp app

\*Logger Family:  4

\*\*Logging Interval:    5 of 18 hours

Start:

Maximum of 18 hours

Stop on Button Push:

### Logger Alarms

High Temperature Alarm:

Trip High Temperature Alarm After:  of  samples

Low Temperature Alarm:

Trip Low Temperature Alarm After:  of  samples

# Adding Logger Profiles

## 6. Choose a logger “Start” option

- “Start Now” starts the logger immediately upon configuration
- “Start on Interval” starts the logger on a pre-defined logging interval
- “Start on Button Push” starts the logger when you press and hold the button on the logger
- “Start After Elapsed Time” starts the logger after a pre-defined amount of time
- “Start on Date/Time” starts the logger on a defined date and time

Loggers > Logger Profiles > New Profile

New Logger Configuration Profile

\*Name:

Enabled:

Include Location:  Include location in events from the InTemp app

\*Logger Family:

\*\*Logging Interval:    Maximum of 18 hours

Start:  **6**

Maximum of 18 hours

Stop on Button Push:

Start:  **6**

Logger Alarms

High Temperature

Low Temperature Alarm:

Start Now  
Start On Interval  
Start On Button Push  
Start After Elapsed Time  
Start On Date/Time

# Adding Logger Profiles

## 7. Select the high and low temperature “Logger Alarms”

- Logger alarm settings should be dictated by product stability criteria, regulatory requirements, and/or QA requirements
- “Cumulative”= total time above a given temperature over the entire duration of a trip
- “Continuous” = the number of consecutive readings above a given temperature

Loggers > Logger Profiles > New Profile

### New Logger Configuration Profile

\*Name:

Enabled:

Include Location:  Include location in events from the InTemp app


\*Logger Family:

\*\*Logging Interval:    Maximum of 18 hours


Start:     Maximum of 18 hours

Stop on Button Push:

### Logger Alarms

High Temperature Alarm:   

Trip High Temperature Alarm After:  of  samples

Low Temperature Alarm:   

Trip Low Temperature Alarm After:  of  samples

# Adding Logger Profiles

8. Select high and low “Cloud Alarms,” if applicable
  - Cloud alarm settings should be dictated by product stability criteria, regulatory requirements, and/or QA requirements
  - Cloud alarms are for reporting purposes only; they will not notify you of a temperature excursion in real time

**Cloud Alarms**

Select Temperature High/Low ▼ **8**

MKT High ▼ 0.00 °C

MKT Low ▼ 0.00 °C

Total Trip Length:

Cloud Alarms are handled differently than Logger Alarms. A Cloud Alarm will not notify you of a temperature excursion in real time. Please use Cloud Alarms for temperature excursions that require real time notification. Note: Cloud Alarms are included in Reports.

\* Denotes required fields

\*\* Logging Interval must be greater than 0

Save

# Adding Logger Profiles

9. Select Mean Kinetic Temperature (MKT) high and low alarms
  - MKT alarm settings should be dictated by product stability criteria, regulatory requirements, and/or QA requirements
  - MKT is usually used for loggers in transport. It is not typically used for storage monitoring, but can be if regulations/product stability requires it

10. Click “Save”

**Cloud Alarms**

Select Temperature High/Low ▾

MKT High ▾ 0.00 °C **9**

MKT Low ▾ 0.00 °C **9**

Total Trip Length:

Cloud Alarms are handled differently than Logger Alarms. not notify you of a temperature excursion in real time. Ple temperature excursions that require real time notification. included in Reports.

\* Denotes required fields

\*\* Logging Interval must be greater than 0

Save **10**

# Managing Logger Profiles

- To edit, disable, copy, or delete a Logger Profile, click the appropriate button on the “Logger Profiles” page under the “Loggers” tab

Loggers > Logger Profiles

Add Logger Profile

Enabled	Name	Logger Family	Logging Interv	Actions
Yes	+2°C to +8°C	CX500	15m	temperature alarm on first sample out of [edit] [disable] [copy] [delete]
Yes	+2°C to +8°C (1 Minute)	CX500	1m	temperature alarm on first sample out of [edit] [disable] [copy] [delete]

EDIT

DISABLE

COPY

DELETE

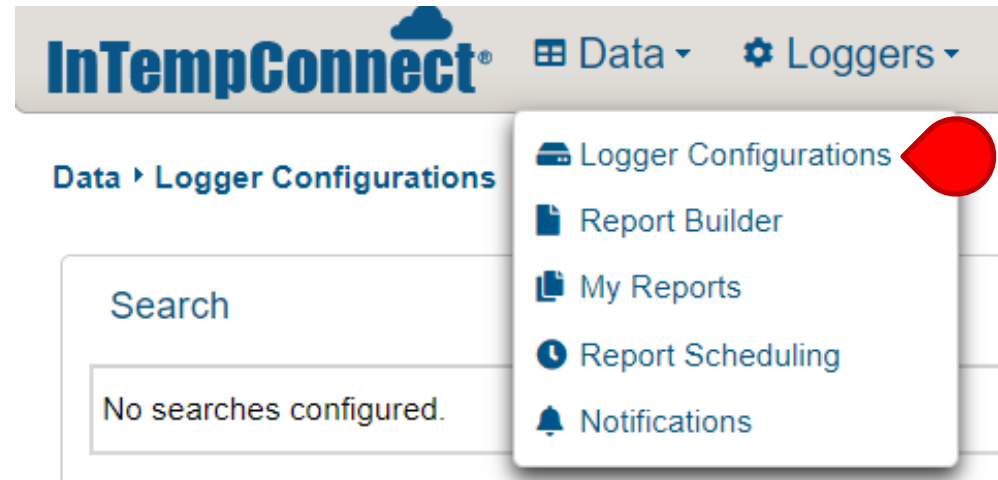
# Data Search



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# Data Search – Logger Configurations

- Upon signing into ITC, you will be automatically directed to the “Logger Configurations” page under the “Data” tab





# Data Search – Logger Configurations

- Use the search fields to narrow down the downloads and or logger configurations you want to see
  - Note: The results show configurations with downloads and configurations without downloads, to keep track of all active loggers in the field

Data > Logger Configurations

**REMOVE A SEARCH FIELD**

**SAVE SEARCH CRITERIA FOR FUTURE USE & REPORT BUILDER**

**ADD AN ADDITIONAL SEARCH FIELD OF THE SAME TYPE**

# Data Search – Logger Configurations

- Search results will update automatically as you fill out search fields
- To remove a search field, click on the trash button
- To add an additional search field of the same type, click on the plus button (e.g., serial number 1234 and serial number 5678)
- Create saved searches by filling out the appropriate search fields, entering a search name, and clicking “Save Search As”
  - Note: Saved searches are required for scheduling the automatic delivery of custom reports ([Report Scheduling](#)) and they make the “Report Builder” feature much easier to use

Data > Logger Configurations

Search

No searches configured.

Users: Type: Name: Action:  
User [ ] [ ] [ ] [ ]

Alarms:  High Alarms  
 Low Alarms  
 Probe Disconnect Alarms

Dates: Event: Range: Date: Action:  
Configured [ ] Since [ ] [ ] [ ] [ ] [ ]

Trip Information: Select Name [ ] [ ] [ ]

Shipment Origin: [ ] [ ] View Shipments

Shipment Destination: [ ] [ ]

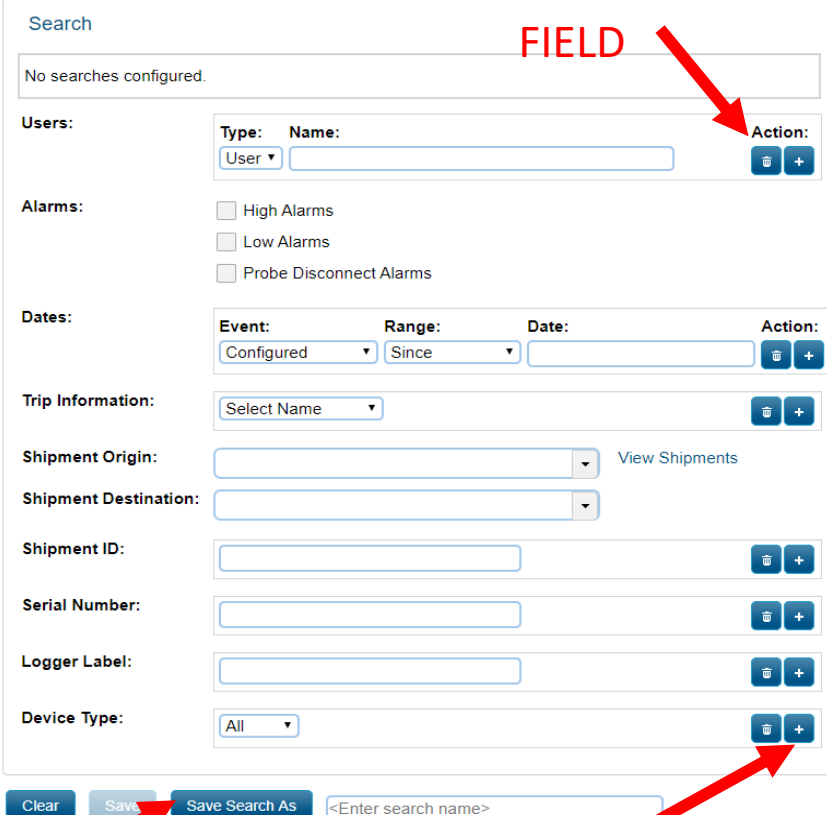
Shipment ID: [ ] [ ] [ ]

Serial Number: [ ] [ ] [ ]

Logger Label: [ ] [ ] [ ]

Device Type: All [ ] [ ] [ ]

Clear Save Save Search As <Enter search name>



REMOVE  
A SEARCH  
FIELD

SAVE SEARCH CRITERIA FOR  
FUTURE USE & REPORT BUILDER

ADD AN ADDITIONAL SEARCH  
FIELD OF THE SAME TYPE

# Data Search – Logger Configurations

1. Click on the truck icon to see trip data
2. Click on the logger label to view data for that configuration
3. Archive selected configurations
4. Export the logger configurations table
5. Link to the “Report Builder” page
6. Import trip info for selected configurations
7. Change the results table view

Drag and drop to reorder columns

Trip Info	Logger Label
 Shipment 123456789	
 Shipment 123456789	
 SN 20545650	

Archive   Export Configurations   Build Report

Import trip info | Columns

# Data Search – Shipments

1. Click on “Shipments” under the “Loggers” tab
2. Use the search fields to narrow down your search
  - a) View shipment status here



Search Criteria

Shipment ID:

Origin:

Destination:

Shipment Status:

Dates: Event:  Range:  Date:

Logger Serial Number:

Logger Label:

Clear Search

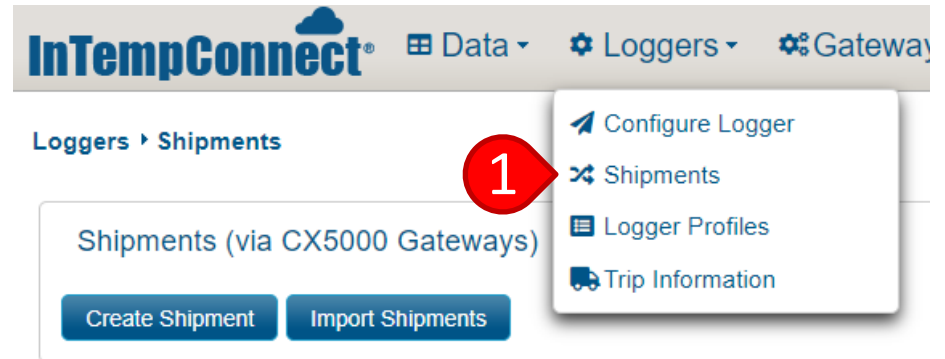
Shipment Status:

- Planned
- Released
- Cancelled
- Partially Configured
- Configuration Complete
- Partially Delivered
- Delivery Complete
- Error

Shipments				
Shipment ID	Origin	Destination	Status	Created By
No records found.				

# Data Search – Shipments

1. Shipment search results automatically default to the past seven (7) days. Change the date range to see more results
2. Use the search criteria to narrow down the results



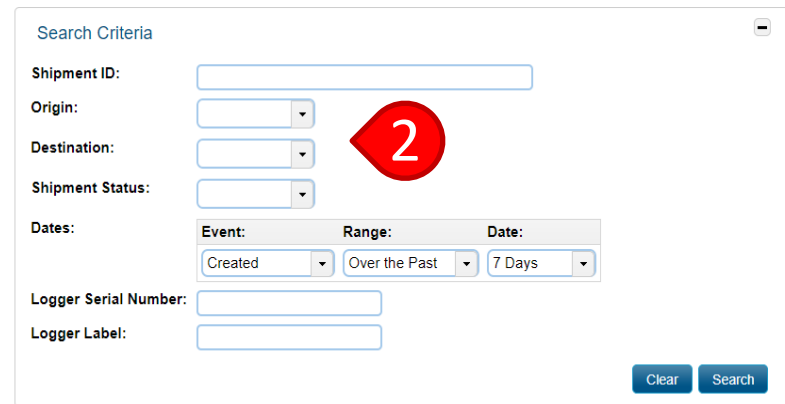
InTempConnect® Data Loggers Gateway

Loggers > Shipments

Shipments (via CX5000 Gateways)

Create Shipment Import Shipments

- Configure Logger
- Shipments
- Logger Profiles
- Trip Information



Search Criteria

Shipment ID:

Origin:

Destination:

Shipment Status:

Dates: 

Event:	Range:	Date:
Created	Over the Past	7 Days

Logger Serial Number:

Logger Label:

Clear Search

Shipments				
Shipment ID	Origin	Destination	Status	Created By
No records found.				

# Data Search – Shipments

- Status definitions
  - “Planned” = shipment created, but Gateway will not configure and start loggers until you manually click the “Release” button
  - “Released” = shipment was created, and the Gateway will configure and start loggers as soon as they are in range of it
  - “Cancelled” = shipment was manually cancelled

The screenshot shows a web interface for searching shipments. It includes several input fields: "Shipment Status:" with a dropdown menu, "Dates:" with a date range selector, "Logger Serial Number:", and "Logger Label:". A "Date:" field is set to "7 Days". A dropdown menu is open, listing the following status options with checkboxes: Planned, Released, Cancelled, Partially Configured, Configuration Complete, Partially Delivered, Delivery Complete, and Error. Below the search fields, a table header shows "Shipment ID" and "Action". The table content displays "No records found."

# Data Search – Shipments

- Status definitions (cont'd)
  - “Partially Configured” = some, but not all, loggers associated with that shipment have been configured
  - “Configuration Complete” = all loggers associated with that shipment have been configured

The screenshot shows a web interface for searching shipments. It includes several input fields: 'Shipment Status' (a dropdown menu), 'Dates' (a date range selector), 'Logger Serial Number', and 'Logger Label'. A 'Date' dropdown is set to '7 Days'. A modal dropdown menu is open over the 'Shipment Status' field, listing the following status options with checkboxes: Planned, Released, Cancelled, Partially Configured, Configuration Complete, Partially Delivered, Delivery Complete, and Error. Below the search fields, a table header shows 'Shipment ID' and a 'No records found.' message is displayed.

# Data Search – Shipments

- Status definitions (cont'd)
  - “Partially Delivered” = some, but not all, loggers associated with that shipment have been download by the destination Gateway
  - “Delivery Complete” = all loggers associated with that shipment have been downloaded by the destination Gateway

The screenshot shows a web interface for searching shipments. It includes several input fields: 'Shipment Status' (a dropdown menu), 'Dates' (a date range selector), 'Logger Serial Number', and 'Logger Label'. A 'Date' field is set to '7 Days'. A dropdown menu is open, listing the following status options with checkboxes: Planned, Released, Cancelled, Partially Configured, Configuration Complete, Partially Delivered, Delivery Complete, and Error. Below the search fields, there is a table header with 'Shipment ID' and a 'No records found.' message.



# Data Search – Shipments

- Status definitions (cont'd)
  - “Error” = an error occurred with the shipment, and you should contact Onset’s Technical Support team for assistance

Click [here](#) for Onset Tech Support contact information

The screenshot shows a web interface for searching shipments. It includes several input fields: 'Shipment Status:' with a dropdown menu, 'Dates:' with a date range selector, 'Logger Serial Number:', and 'Logger Label:'. A 'Date:' field is set to '7 Days'. A dropdown menu is open over the 'Shipment Status:' field, listing the following status options with checkboxes: Planned, Released, Cancelled, Partially Configured, Configuration Complete, Partially Delivered, Delivery Complete, and Error. Below the search fields, a table header shows 'Shipment ID' and a 'No records found.' message is displayed.

# Managing Trip Fields



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# Trip Fields

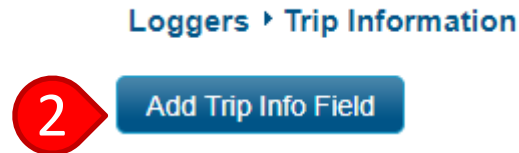
- Trip Fields are an industry-standard term for Data Tags. Data Tags allow you to attach additional information to your temperature data, so you can sort, organize, and analyze your data by that tag.
- A Trip Field (Data Tag) can be anything you want (e.g., courier, fridge type, package type, truck number, warehouse name, etc.)
- When configuring a logger to start, you can add as many Trip Fields as you like. The logger is then tagged with the values you assigned to it.

# Trip Fields

- Trip Fields are a very powerful tool that can help you reduce costs and increase efficiency within your storage areas and supply chain. With these tags, you can assess courier or package performance, easily identify what refrigeration unit a data logger belongs to, identify and monitor multiple sites within a larger network, and more.
- Trip Fields also allow you to more easily organize and group your data for efficient analysis.

# Add a Trip Field

1. Click “Trip Information” under the “Loggers” tab
2. Click the “Add Trip Info Field” button



# Add a Trip Field

3. Enter the “New Trip Info Field” name that describes the data you are intending to track/collect (e.g., site name, truck number, etc.)
4. If you want it to be a required field, check the “Required” box


Loggers ▶ Trip Information ▶ New Field

New Trip Info Field

Name:

Enabled

Required 

Logger Family:

Value Type:

Max characters:

- Text
- Date
- List

Save

# Add a Trip Field

5. Choose the logger type from the “Logger Family” drop-down list (e.g., CX500)
6. Choose the value type
  - “Text” forces the user to type in the entry
  - “Date” lets the user select a date
  - “List” lets you create multiple entries for the user to select from a drop-down list

Loggers ▶ Trip Information ▶ New Field

New Trip Info Field

Name:

Enabled

Required

Logger Family:

Value Type:

Max characters:

Save

The screenshot shows the 'New Trip Info Field' form. The 'Logger Family' dropdown is highlighted with a red circle containing the number 5. The 'Value Type' dropdown is highlighted with a red circle containing the number 6, and its menu is open, showing 'Text', 'Date', and 'List' options. The 'Max characters' field is also visible.

# Add a Trip Field

7. If using a list, click the “Add Value” button for each entry
8. Click “Save”

Loggers ▶ Trip Information ▶ New Field

New Trip Info Field

Name:

Enabled

Required

Logger Family:   ▼

Value Type:  ▼

List:

Value	Action
<input type="text" value="Site 1"/>	
<input type="text" value="Site 2"/>	
<input type="text" value="Site 3"/>	

Add Value

Save

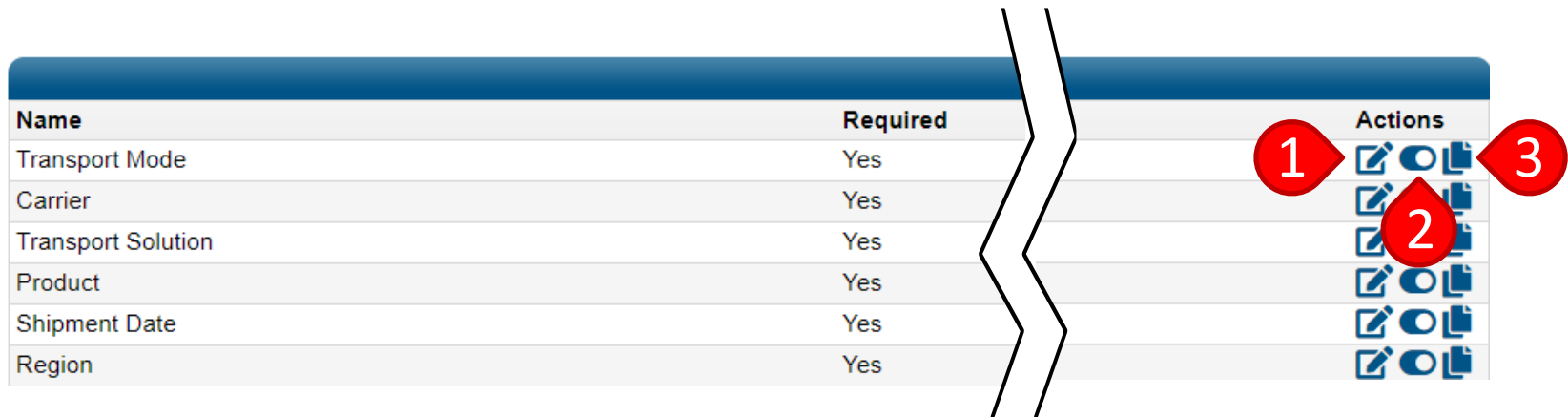
8



















7



# Manage Trip Fields

1. Click the edit button to edit an existing trip field
2. Click the slider button to disable a trip field (note: this button will not appear for user who is programming a logger)
3. Click the copy button to copy a trip field



Name	Required	Actions
Transport Mode	Yes	  
Carrier	Yes	  
Transport Solution	Yes	  
Product	Yes	  
Shipment Date	Yes	  
Region	Yes	  

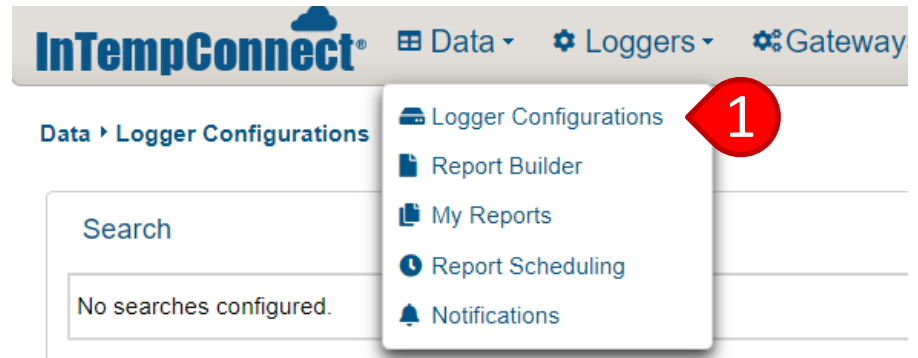
# Data Management




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# Edit Trip Fields

1. Click on “Logger Configurations” under the “Data” tab
2. Click on a configuration in the Configurations table
3. Click “Edit” next to “Trip Information” under the “Configuration Info” table



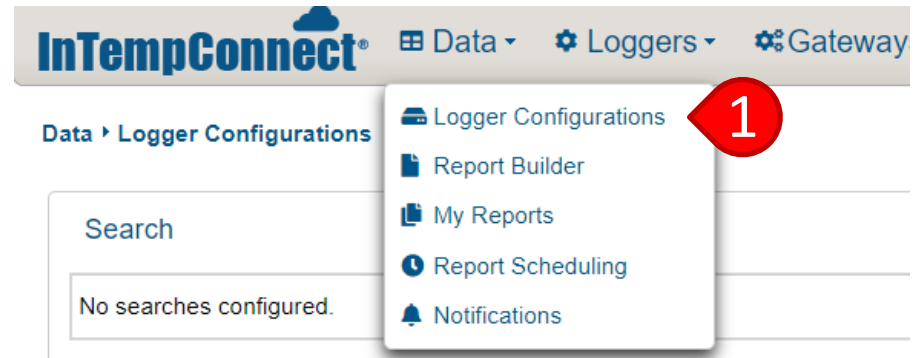
Drag and drop to reorder columns

Trip Info	Logger Label
	Shipment 123456789
	Shipment 123456789
	SN 20545650

Configuration Info	
Logger Model	CX503
Configured By	collin_weingarten@onsetcomp.com
# Serial Number	20789752
Logger Passkey	1527495729
Logger Name	Shipment 123456789
 Trip Information (Edit)	
Country:	United States
Region:	Northeast
State:	Massachusetts
Courier:	Small Town XYZ Transport
Shipping Method:	Next Day Air
Package Type:	Large Insulated




# Download NIST Certificate

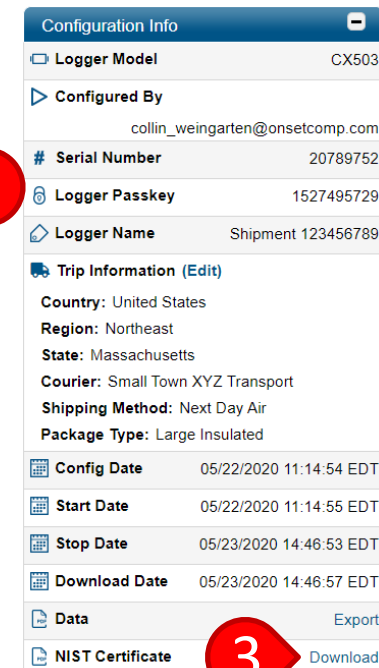
1. Click on “Logger Configurations” under the “Data” tab
2. Click on a configuration in the Configurations table
3. Click “Download” next to “NIST Certificate” under the “Configuration Info” table



The screenshot shows the InTempConnect web interface. At the top, there are navigation tabs: 'Data', 'Loggers', and 'Gateway'. The 'Data' tab is selected, and a dropdown menu is open, showing options: 'Logger Configurations', 'Report Builder', 'My Reports', 'Report Scheduling', and 'Notifications'. A red circle with the number '1' is placed over the 'Logger Configurations' option.

Drag and drop to reorder columns

Trip Info	Logger Label
	Shipment 123456789
	Shipment 123456789
	SN 20545650

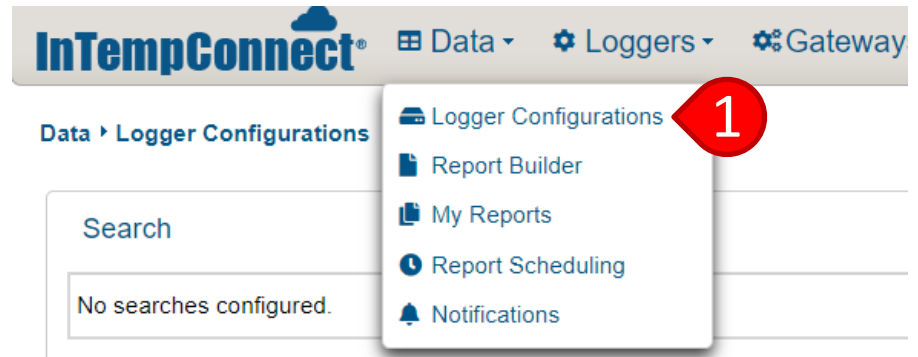


The screenshot shows the 'Configuration Info' table for a specific configuration. The table has several rows with details like 'Logger Model', 'Configured By', 'Serial Number', 'Logger Paskey', 'Logger Name', 'Trip Information', 'Config Date', 'Start Date', 'Stop Date', 'Download Date', 'Data', and 'NIST Certificate'. A red circle with the number '2' is placed over the 'Shipment 123456789' entry in the table above. A red circle with the number '3' is placed over the 'NIST Certificate' row, which has a 'Download' button next to it.




# Segment Data

Segmenting data does not erase or alter the data in any way. Rather, it just filters data from the report and adjusts temperature statistics accordingly. Perform data segmentation when the logger start and stop times do not match the actual shipment start and end date & time.

1. Click on “Logger Configurations” under the “Data” tab
2. Click on a configuration in the Configurations table



Drag and drop to reorder columns

Trip Info	Logger Label
 Shipment 123456789	
 Shipment 123456789	
 SN 20545650	

# Segment Data

3. Click “Enable Segmentation” under the graph

**Configuration Info**

Logger Model	CX503
Configured By	collin_weingarten@onsetcomp.com
Serial Number	20789752
Logger Passkey	1527495729
Logger Name	Shipment 123456789
<b>Trip Information (Edit)</b>	
Country:	United States
Region:	Northeast
State:	Massachusetts
Courier:	Small Town XYZ Transport
Shipping Method:	Next Day Air
Package Type:	Large Insulated
Config Date	05/22/2020 11:14:54 EDT

**Graph**

— Temperature °C

50  
40  
30  
20  
10  
0  
-10  
-20

12:00

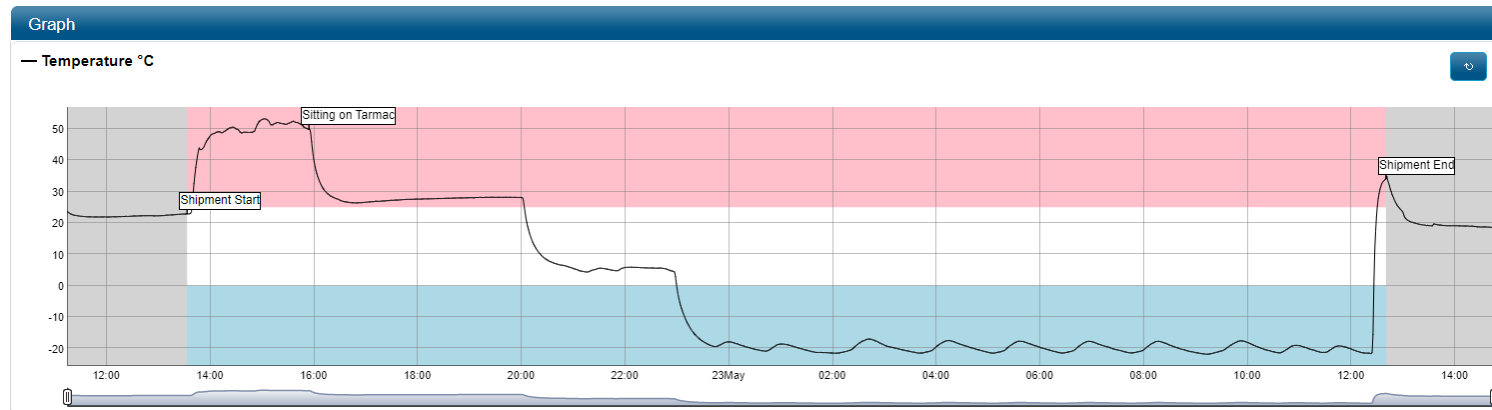
Enable Segmentation

3

# Segment Data

4. Enter a date and time next to both the “Start Point” and “Stop Point” buttons

5. Enter a note for both points



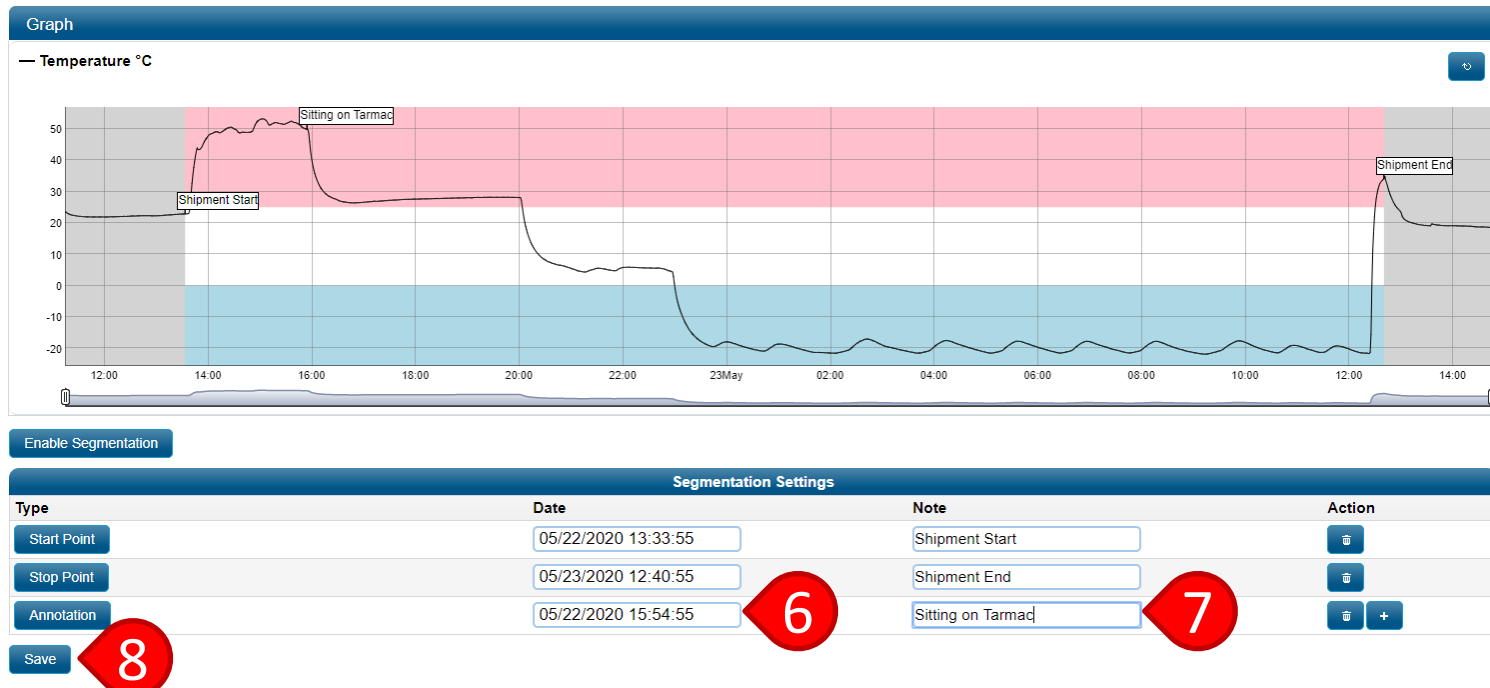
Enable Segmentation

Segmentation Settings			
Type	Date	Note	Action
Start Point	05/22/2020 13:33:55	Shipment Start	
Stop Point	05/23/2020 12:40:55	Shipment End	
Annotation	05/22/2020 15:54:55	Sitting on Tarmac	

Save

# Segment Data

- If you want to add an annotation, enter a date and time next to the “Annotation” button
- Add a note for the annotation
  - An annotation can be anything – e.g., it can explain an excursion, corrective action, critical event, shipping event, etc.
- Click “Save”





# Report Creation



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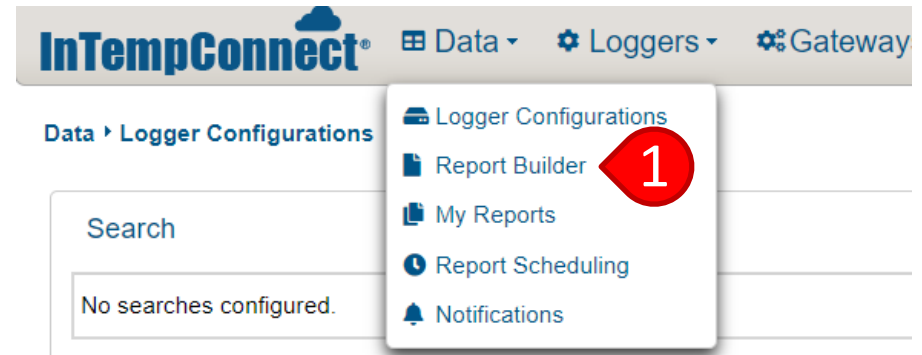
# Create a Saved Search

1. Navigate to the “Logger Configurations” page
2. Fill out the relevant search criteria
3. Enter a search name
4. Click “Save Search As”

The screenshot displays the InTempConnect web interface. At the top, the navigation bar includes the InTempConnect logo, a 'Data' dropdown menu, a 'Loggers' dropdown menu, and a 'Gateway' icon. Below the navigation bar, the breadcrumb trail reads 'Data > Logger Configurations'. A dropdown menu is open, showing options: 'Logger Configurations' (highlighted with a red circle containing the number 1), 'Report Builder', 'My Reports', 'Report Scheduling', and 'Notifications'. Below the dropdown, a search box contains the text 'No searches configured.' Below this, the 'Data > Logger Configurations' page is shown. It features a search form with the following sections: 'Users' (with a 'Type' dropdown set to 'User' and a 'Name' input field), 'Alarms' (with checkboxes for 'High Alarms', 'Low Alarms', and 'Probe Disconnect Alarms'), 'Dates' (with 'Event' set to 'Configured', 'Range' set to 'Since', and a 'Date' input field), 'Trip Information' (with a 'Select Name' dropdown), 'Shipment Origin' and 'Shipment Destination' (both with dropdown menus), 'Shipment ID', 'Serial Number', 'Logger Label', and 'Device Type' (each with an input field). A red circle with the number 2 is placed over the 'Alarms' section. At the bottom of the form, there are buttons for 'Clear', 'Save', and 'Save Search As', followed by an input field for the search name containing the placeholder text '<Enter search name>'. A red circle with the number 3 is placed over the search name input field, and a red circle with the number 4 is placed over the 'Save Search As' button.

# Create a Custom Report

1. Navigate to the “Report Builder” page
2. Either select a saved search to automatically populate the data you want in the report, or choose which configurations you want to include manually, further down the webpage



## Data > Report Builder

### Report Contents and Format

#### Run the following saved search:

Select Search  (highlighted with a red circle and the number 2)

#### Include the following:

- Raw Data (XLSX only)
- Alarms
- Summary Stats
- Multi-Graph (PDF only)
- Tabular Data

Time Zone:

File:

Data Range:

# Create a Custom Report

3. Choose how you would like the data to be organized and presented
  - a) “Raw Data” can only be exported in Excel format
  - b) “Alarms” will give you a summary section of all alarms that occurred

**InTempConnect** Data Loggers Gateway

Data > **Logger Configurations**

Search

No searches configured.

- Logger Configurations
- Report Builder
- My Reports
- Report Scheduling
- Notifications

Data > **Report Builder**

Report Contents and Format

Run the following saved search:

Select Search

Include the following:

- Raw Data (XLSX only) **A**
- Alarms **B**
- Summary Stats
- Multi-Graph (PDF only)
- Tabular Data

Time Zone: US/Eastern

File: PDF (.pdf)

Data Range: All data

# Create a Custom Report

3. Choose how you would like the data to be organized and presented (continued)
  - c) “Summary Stats” will group data by a [Trip Field](#) (Data Tag) and provide the summary statistics based on that Trip Field (e.g., summary statistics by courier, storage unit brand, or package type)

The screenshot displays the InTempConnect web application interface. At the top, there is a navigation bar with the InTempConnect logo and menu items for Data, Loggers, and Gateway. Below the navigation bar, the breadcrumb path is "Data > Logger Configurations". A search box is present with the text "No searches configured." A dropdown menu is open, showing options: "Logger Configurations", "Report Builder", "My Reports", "Report Scheduling", and "Notifications". The "Report Builder" option is selected, leading to the "Data > Report Builder" page. The page title is "Report Contents and Format". Under the heading "Run the following saved search:", there is a dropdown menu labeled "Select Search". Below this, under the heading "Include the following:", there are five checkboxes: "Raw Data (XLSX only)", "Alarms", "Summary Stats", "Multi-Graph (PDF only)", and "Tabular Data". The "Summary Stats" checkbox is highlighted with a red circle containing a white 'C'. The "Tabular Data" checkbox is checked. At the bottom, there are three dropdown menus: "Time Zone" set to "US/Eastern", "File" set to "PDF (.pdf)", and "Data Range" set to "All data".

# Create a Custom Report

3. Choose how you would like the data to be organized and presented (continued)
  - d) “Multi-Graph” will provide a graph with all logger downloads represented (PDF only)
  - e) “Tabular Data” will provide summary data for each serial number for multi-reports or point-by-point raw data for single device reports

The screenshot shows the InTempConnect web interface. At the top, there is a navigation bar with the InTempConnect logo and menu items for Data, Loggers, and Gateway. Below this, a dropdown menu is open, showing options for Logger Configurations, Report Builder, My Reports, Report Scheduling, and Notifications. The main content area is titled 'Data > Report Builder' and 'Report Contents and Format'. It includes a search bar with the text 'No searches configured.' and a section for configuring a report. The 'Run the following saved search:' section has a dropdown menu set to 'Select Search'. The 'Include the following:' section has several checkboxes: 'Raw Data (XLSX only)', 'Alarms', 'Summary Stats', 'Multi-Graph (PDF only)', and 'Tabular Data'. The 'Tabular Data' checkbox is checked, and the 'Multi-Graph (PDF only)' checkbox is highlighted with a red circle and the letter 'D'. Below this, there are three dropdown menus: 'Time Zone' set to 'US/Eastern', 'File' set to 'PDF (.pdf)', and 'Data Range' set to 'All data'. A red circle with the letter 'E' is placed over the 'Tabular Data' checkbox.

# Create a Custom Report

4. Choose the time zone
5. Choose the file type
  - Note: “Raw Data” can only be in Excel format and “Multi-Graph” can only be in PDF format
6. Choose the data range
7. Check the box if you want the report emailed to you
8. Click “Submit Report”

**InTempConnect** Data Loggers Gateway

Data > **Logger Configurations**

Search  
No searches configured.

- Logger Configurations
- Report Builder
- My Reports
- Report Scheduling
- Notifications

Data > **Report Builder**

Report Contents and Format

Run the following saved search:  
Select Search

Include the following:

- Raw Data (XLSX only)
- Alarms
- Summary Stats
- Multi-Graph (PDF only)
- Tabular Data

Time Zone: US/Eastern

File: PDF (.pdf)

Data Range: All data

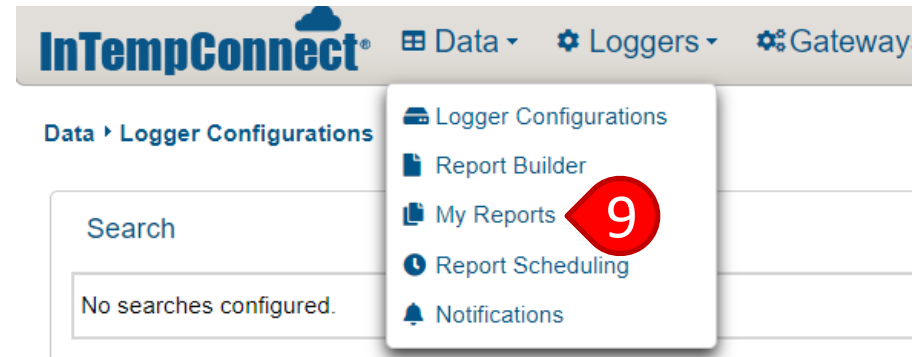
Email Report to: collin\_weingarten@onsetcomp.com

**Submit Report**

All reports run in the Report Builder can be found in 'My Reports'

# Create a Custom Report

- To view the report, navigate to “My Reports”
- The report will initially be “Pending”. Refresh the webpage to check its status
- Click on the download button to download the report



The screenshot shows a table with report status information. A red circle with the number 10 is placed over the 'Status' column, and a red circle with the number 11 is placed over the 'Status Details' column. A white zigzag arrow points from the 'My Reports' menu item in the previous screenshot to the 'Pending' status in this table.

Name	Status	Status Details
8993_Fri Jul 31 16:37:36 UTC 2020	Pending	
8993_Wed Jun 24 13:39:34 UTC 2020	Complete	 
Custom Report	Complete	 



# Schedule a Custom Report

1. Navigate to “Report Scheduling”
2. Name a new schedule
3. Specify how often you would like to receive the report
4. Specify the time when you would like to receive the report

**InTempConnect** Data Loggers Gateway

Data ▶ **Logger Configurations**

Search  
No searches configured.

Logger Configurations  
Report Builder  
My Reports  
**Report Scheduling**  
Notifications

Saved Schedules  
Add Schedule  
\* New Schedule

Schedule  
Deliver Every: Day  
Hour: 0  
 Email on delivery failure

Contents and Format  
Saved Search: Courier Monthly Report  
Include the following:  
 Raw Data (XLSX only)  
 Alarms  
 Summary Stats  
 Multi-Graph (PDF only)  
 Tabular Data  
Time Zone: US/Eastern  
File Format: Excel (.xlsx)  
Data Range: All data

# Schedule a Custom Report

5. If you want an emailed notification in the event of a failed delivery, check the “Email on delivery failure” box
6. Choose the saved search for the report you want
  - You must create a “Saved Search” prior to creating the schedule


The screenshot shows a web interface for scheduling a report. It is divided into three main sections: 'Saved Schedules', 'Schedule', and 'Contents and Format'. In the 'Saved Schedules' section, there is an 'Add Schedule' button and a search bar containing 'New Schedule'. The 'Schedule' section includes a 'Deliver Every' dropdown set to 'Day', an 'Hour' spinner set to '0', and an unchecked checkbox for 'Email on delivery failure'. A red circle with the number '5' points to this checkbox. The 'Contents and Format' section has a 'Saved Search' dropdown set to 'Courier Monthly Report', with a red circle and the number '6' pointing to it. Below this, under 'Include the following:', there are checkboxes for 'Raw Data (XLSX only)', 'Alarms', 'Summary Stats', 'Multi-Graph (PDF only)', and 'Tabular Data' (which is checked). At the bottom, there are dropdown menus for 'Time Zone' (set to 'US/Eastern'), 'File Format' (set to 'Excel (.xlsx)'), and 'Data Range' (set to 'All data').

# Schedule a Custom Report

7. Select how you would like the data presented  
[See Custom Reports](#)
8. Choose the time zone
9. Choose the file format
10. Choose the data range

### Saved Schedules

[Add Schedule](#)

\* New Schedule 

### Schedule


**Deliver Every:** Day

**Hour:** 0

Email on delivery failure

### Contents and Format

**Saved Search:** Courier Monthly Report

**Include the following:** 


Raw Data (XLSX only)


Alarms


Summary Stats

Multi-Graph (PDF only)

Tabular Data

**Time Zone:** US/Eastern  

**File Format:** Excel (.xlsx)  

**Data Range:** All data  

# Schedule a Custom Report

11. Enter the email address to receive the report
12. Click “Compress email attachments” if file size is a concern
13. Click “Save”

Destination

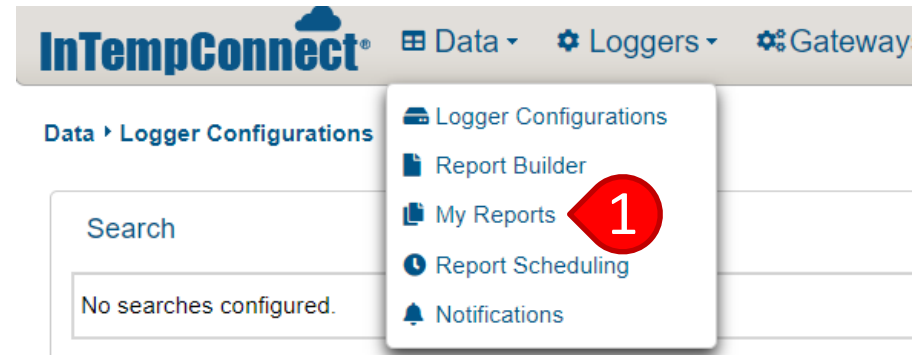
\*Email Address:

Compress email attachments

\* Denotes required fields

# View reports

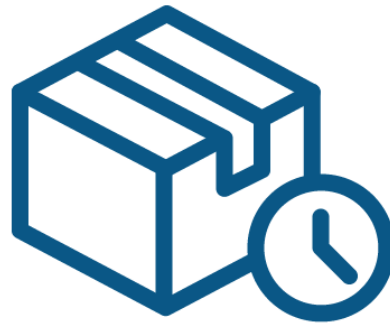
1. To view the report, navigate to “My Reports”
2. Click on the download button to download the report
3. Click on the trash button to delete



The screenshot shows a table of reports. The table has four columns: "Name", "Status", "Status Details", and "Actions". There are three rows of data. A white zigzag arrow points from the first row to the second row. Red circles with numbers "2" and "3" are placed over the "Actions" column of the second row, indicating the second and third steps in the process.

Name	Status	Status Details	Actions
8993_Fri Jul 31 16:37:36 UTC 2020	Pending		
8993_Wed Jun 24 13:39:34 UTC 2020	Complete		 
Custom Report	Complete		 

# Shipment Management



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# Shipments

- Shipments can be created to automate your supply chain processes.
- The Gateway at the shipment origin will automatically configure and start your loggers and the Gateway at the shipment destination will automatically download and stop your loggers.
- All other Gateways will only download and continue the logger to act as waypoints along the shipping route.
- You can group loggers under one shipment and add essential shipment information using Trip Fields.

# Create Individual Shipment

1. Click “Shipments” under the “Loggers” tab
2. Click “Create Shipment” to create an individual shipment

The screenshot displays the InTempConnect web application interface. At the top, the navigation bar includes the InTempConnect logo and menu items for Data, Loggers, and Gateway. The main content area is titled 'Data > Logger Configurations'. A search bar is present with the text 'No searches configured.' Below this is a 'Users:' section with a 'Type:' dropdown menu set to 'User' and an empty 'Name:' input field. A dropdown menu is open under the 'Loggers' menu, showing options: 'Configure Logger', 'Shipments' (highlighted with a red circle and the number 1), 'Logger Profiles', and 'Trip Information'. At the bottom of the page, under the 'Loggers > Shipments' section, there are two buttons: 'Create Shipment' (highlighted with a red circle and the number 2) and 'Import Shipments'. The text 'Shipments (via CX5000 Gateways)' is displayed above these buttons.



# Create Individual Shipment

3. Enter “Shipment ID”
4. Choose “Origin”
5. Choose “Destination”
  - [Create a Gateway Location](#)
6. Choose “Logger Label”
  - This will name the physical logger and will appear in the InTemp mobile app and ITC
7. Choose the logger type(s)
8. Select a logger profile
  - a) If multiple profiles exist, uncheck the “Apply to All Loggers Box”

Loggers > Shipments > Create Shipment

**Create Shipment**

\*Shipment ID:  3

\*Origin:  4 [Manage Locations](#)

\*Destination:  5

\*Logger Label:  6  Apply to All Loggers

Status: Planned

**Logger Families**

Please select the logger family(s) for the loggers that will be included in this shipment.

Enabled	Family	Logger Profile Name	Apply to All Loggers
<input type="checkbox"/>	CX400		
<input checked="" type="checkbox"/> 7	CX500	<input type="text" value="Select a logger profile"/> 8	<input checked="" type="checkbox"/>
<input type="checkbox"/>	CX600		
<input type="checkbox"/>	CX700		

**Trip Information**

Field Name	Value

Apply to All Loggers

**A**

# Create Individual Shipment

9. Enter all required “Trip Information”
  - a) If different loggers have different trip information, uncheck the “Apply to All Loggers” box next to the corresponding trip fields

Trip Information **9** **A**

Field Name	Value	Logger Families	Apply to All Loggers
*Transport Mode	<input type="text"/>	CX500, CX600	<input checked="" type="checkbox"/>
*Carrier	<input type="text"/>	CX600, CX500	<input checked="" type="checkbox"/>
*Transport Solution	<input type="text"/>	CX500, CX600	<input checked="" type="checkbox"/>
*Product	<input type="text" value="30 maximum characters"/>	CX500, CX600	<input checked="" type="checkbox"/>
*Shipment Date	<input type="text"/>	CX500, CX600	<input checked="" type="checkbox"/>
*Region	<input type="text"/>	CX600, CX500	<input checked="" type="checkbox"/>
*Planned Dispatch Date	<input type="text"/>	CX600, CX500	<input checked="" type="checkbox"/>
*Batch Number 1	<input type="text" value="30 maximum characters"/>	CX600, CX500	<input checked="" type="checkbox"/>
Batch Number 2	<input type="text" value="30 maximum characters"/>	CX600, CX500	<input checked="" type="checkbox"/>
Batch Number 3	<input type="text" value="30 maximum characters"/>	CX600, CX500	<input checked="" type="checkbox"/>
Batch Number 4	<input type="text" value="30 maximum characters"/>	CX500, CX600	<input checked="" type="checkbox"/>
Batch Number 5	<input type="text" value="30 maximum characters"/>	CX500, CX600	<input checked="" type="checkbox"/>
Batch Number 6	<input type="text" value="30 maximum characters"/>	CX500, CX600	<input checked="" type="checkbox"/>
Batch Number 7	<input type="text" value="30 maximum characters"/>	CX600, CX500	<input checked="" type="checkbox"/>
Batch Number 8	<input type="text" value="30 maximum characters"/>	CX500, CX600	<input checked="" type="checkbox"/>
Batch Number 9	<input type="text" value="30 maximum characters"/>	CX600, CX500	<input checked="" type="checkbox"/>
Batch Number 10	<input type="text" value="30 maximum characters"/>	CX500, CX600	<input checked="" type="checkbox"/>
Tracking Number	<input type="text" value="30 maximum characters"/>	CX600, CX500	<input checked="" type="checkbox"/>
Optional 1	<input type="text" value="30 maximum characters"/>	CX500, CX600	<input checked="" type="checkbox"/>
Optional 2	<input type="text" value="30 maximum characters"/>	CX500, CX600	<input checked="" type="checkbox"/>
Optional 3	<input type="text" value="30 maximum characters"/>	CX500, CX600	<input checked="" type="checkbox"/>

# Create Individual Shipment

10. Click “Add Logger” for each logger that will be added to the shipment
  - a) If different loggers have different profiles, choose the correct profile for that logger
  - b) If different loggers have different trip info, choose the correct trip info for that logger

**Add Logger** **10** **Cancel** **Save** **Save and Release**

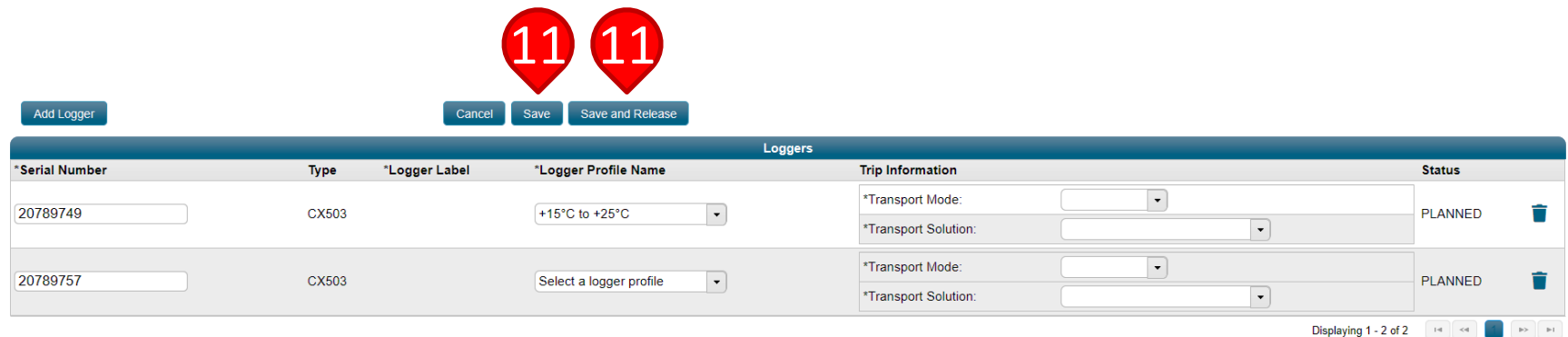
*Serial Number	Type	*Logger Label	*Logger Profile Name	Trip Information	Status
<input type="text" value="20789749"/>	CX503	<b>A</b>	+15°C to +25°C	<b>B</b> *Transport Mode: <input type="text"/> *Transport Solution: <input type="text"/>	PLANNED
<input type="text" value="20789757"/>	CX503		Select a logger profile	*Transport Mode: <input type="text"/> *Transport Solution: <input type="text"/>	PLANNED

Displaying 1 - 2 of 2

# Create Individual Shipment

## 11. Click “Save” or “Save and Release”

- Clicking “Save” will save the shipment and place it into “Planned” status. This means a Gateway will not program the loggers once it sees them and you will have to manually change the status to “Released” once you are ready. Use this option if you want to have the opportunity to make corrections to the shipment before the Gateway programs loggers
- Clicking “Save and Release” will place it into “Released” status. The Gateway will automatically program and start all loggers in this status once they come into range of it. Once a logger is started, it cannot be changed unless it is a multi-use logger



The screenshot shows the 'Loggers' section of the Onset software interface. At the top, there are three buttons: 'Add Logger', 'Cancel', 'Save', and 'Save and Release'. Two red heart icons with the number '11' are placed above the 'Save' and 'Save and Release' buttons. Below the buttons is a table with the following columns: \*Serial Number, Type, \*Logger Label, \*Logger Profile Name, Trip Information, and Status. The table contains two rows of data.

*Serial Number	Type	*Logger Label	*Logger Profile Name	Trip Information	Status
20789749	CX503		+15°C to +25°C	*Transport Mode: [dropdown] *Transport Solution: [dropdown]	PLANNED [trash icon]
20789757	CX503		Select a logger profile	*Transport Mode: [dropdown] *Transport Solution: [dropdown]	PLANNED [trash icon]

Displaying 1 - 2 of 2

# Import Shipments

1. Click “Shipments” under the “Loggers” tab
2. Click “Import Shipments” to create multiple shipments at once via an Excel file

The screenshot shows the InTempConnect web interface. At the top, there is a navigation bar with the InTempConnect logo and menu items: Data, Loggers, and Gateway. Below the navigation bar, the breadcrumb trail is "Data > Logger Configurations". A dropdown menu is open, showing options: Configure Logger, Shipments (highlighted with a red circle and the number 1), Logger Profiles, and Trip Information. Below the dropdown, there is a search bar with the text "No searches configured." and a "Users:" section with a "Type:" dropdown set to "User" and a "Name:" input field. At the bottom, there is a section titled "Loggers > Shipments" containing a sub-section "Shipments (via CX5000 Gateways)" with two buttons: "Create Shipment" and "Import Shipments" (highlighted with a red circle and the number 2).

# Import Shipments


3. Click the Excel icon to download the template
4. Open the template and fill out all essential fields in the Excel file
5. Click the “Choose” button and select the Excel file you just completed

Loggers > Shipments > Import

Shipment Import

3

Instructions

Step 1: Create your import file using this template  and select the file using Choose

Step 2: Upload the file

Step 3: Start Import and confirm there are no errors

5

+ Choose   ↑ Upload   ⌂ Cancel

Release on import

Start Import


# Import Shipments

6. Click the “Upload” button
7. Check the “Release on import” box if you want the shipment to be in a Released status after it imports
8. Click the “Start import” button
  - The system will alert you if there are errors in the Excel file


Loggers > Shipments > Import

Shipment Import

#### Instructions

- Step 1: Create your import file using this template  and select the file using Choose
- Step 2: Upload the file
- Step 3: Start Import and confirm there are no errors

\_User\_ShipmentTemplate Test.xlsx 9.7 KB 


Release on import



Loggers > Shipments > Import

Shipment Import

#### Instructions

- Step 1: Create your import file using this template  and select the file using Choose
- Step 2: Upload the file
- Step 3: Start Import and confirm there are no errors

File: \_User\_ShipmentTemplate Test.xlsx

Release on import



# View & Edit Shipments

- Go to the main shipments page to view and edit shipments
  - Note: It is recommended that all users view this table for increased visibility into the status of loggers in a given shipment

Search Criteria

Shipment ID:

Origin:

Destination:

Shipment Status:

Dates:

Event:	Range:	Date:
<input type="text" value="Created"/>	<input type="text" value="Over the Past"/>	<input type="text" value="7 Days"/>

Logger Serial Number:

Logger Label:

Shipments									
Shipment ID	Origin	Destination	Status	Created By	Creation Date	Last Updated Date	Loggers	Actions	
123456789	470 macarthur blvd, bourne, ma (A)	1830A Sierra Ave, Sacramento, CA 94203	Planned	john_smith@gmail.com	27-May-2020 16:16:55 EDT	27-May-2020 16:16:55 EDT	3		
Loggers									
Serial Number	Type	Logger Label	Logger Profile Name	Status	Status Details				
20789751	CX503	123456789	+15°C to +25°C	PLANNED					
20789754	CX503	123456789	+15°C to +25°C	PLANNED					
20789757	CX503	123456789	+15°C to +25°C	PLANNED					

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# View & Edit Shipments

Shipments					
Shipment ID ▾	Origin ▾	Destination ▾	Status ▾	Created By ▾	
1  123456789	470 macarthur blvd, bourne, ma (A)	1830A Sierra Ave, Sacramento, CA 94203	2  Planned	john_smith@gmail.com	


  


Loggers					
Serial Number ▾	Type ▾	Logger Label ▾	Logger Profile Name ▾	Status ▾	Status Details ▾
20789751	CX503	123456789	+15°C to +25°C	PLANNED	
20789754	CX503	123456789	+15°C to +25°C	PLANNED	
20789757	CX503	123456789	+15°C to +25°C	PLANNED	

1. To view logger details for a shipment, click the arrow
2. View the status of a shipment under “Status”
3. Click the appropriate icon to release a shipment,
4. edit a shipment, or
5. cancel a shipment

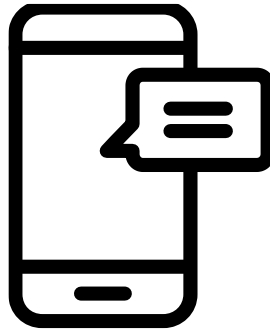
Last Updated Date ▾	Loggers	Actions
27-May-2020 16:16:55 EDT	3 	   5 

4 

Displaying 1 - 1 of 1 

# Managing Notifications



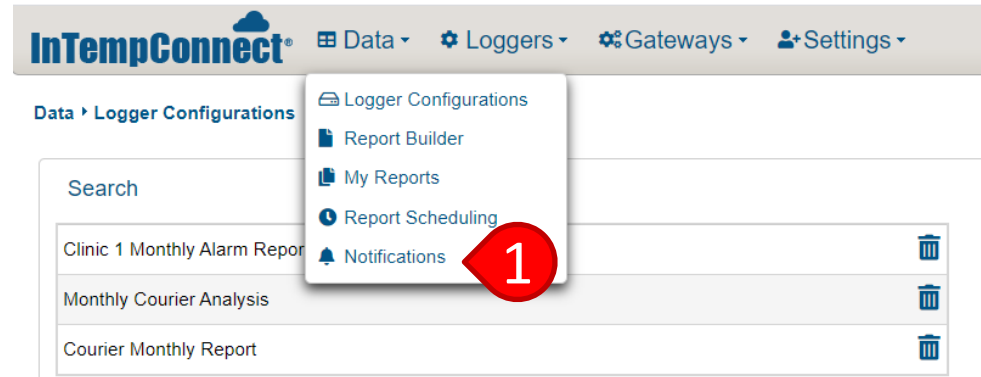
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# Notifications

- You can create notifications to alert you to any logger alarms, missing Gateways, or Gateway downloads.
- The notification can be sent via email or text.
- A Gateway is required for all notifications, and loggers must be in range (30m/100ft) of the Gateway for a notification to be sent.
- This feature gives you visibility of your loggers while you are not on site and it automates your reporting.

# Managing Notifications

1. To create notifications, click “Notifications” under the “Data” or “Gateways” tab
  - Note: This is only for users who own Gateways
2. Select your preferred unit of measurement and time zone under “Notification Format”
3. Choose “Alarms” for alarm notifications or “Data” for logger download reports



## Data ▸ Notifications

Notification Format **2**

Unit System: °C

Time Zone: UTC

Alarms Data **3**

# Managing Notifications

- “Alarm” notifications are triggered when a logger in range of a Gateway records an alarm
- “Missing Gateway Alarm” notifications are triggered (and sent one hour after) it has been detected that a Gateway is not communicating with InTempConnect

Sensor Alarms

[Add](#)

Apply To:	Trip Info:	Trip Info Values:	Type	Destination	Action
All			Email	Jane_Smith@example.com	
All			Text Message	USA (1) - 5555556012	
Trip Info	Site	Site 1	Email	John_Smith@example.com	
Trip Info	Site	Site 1	Text Message	USA (1) - 5555556013	

Multiple emails may added to the destination field  
A notification will be sent to each address when data is received for any logger that has tripped alarms

Missing Gateway Alarms

[Add](#)

Gateways	Type	Destination	Action
SN 20521257	Email	Jane_Smith@example.com	

Multiple emails may added to the destination field  
A notification will be sent to each address when a gateway is missing for longer than an hour

# Alarm Notifications

1. Click the “Add” button to add a new notification
2. Click “Apply To” to more accurately specify the data to be emailed upon alarm
  - “All” will alert you to all alarms for all loggers
  - “Trip Info” will send an alarm notification for the loggers that have been assigned the values selected in Step 3
  - “Configuration” will send an alarm notification just for loggers with that specific logger configuration
  - “Configured By” and “Downloaded By” will send an alarm notification to the user who configured or downloaded the logger

Sensor Alarm

**Add**

Apply To:	Configurations:	Trip Info:	Trip Info Values:	Type	Destination	Action
All				Email	Jane_Smith@example.com	
Trip Info		Site	Site 1	Text Message	USA (1) - 5555556012	
Configuration	Liquid Nitrogen (-198C)			Email	John_Smith@example.com	
Configured By				Email	Configuring user's email address	
Downloaded By				Email	Downloading user's email address	

Multiple emails may be added to the destination field  
A notification will be sent to each address when data is received for any logger that has tripped alarms

# Alarm Notifications

3. Fill in any additional fields based on the “Apply To” selection
4. Choose the notification type (“Email” or “Text Message”)
  - Note: To receive both types of notifications, you must add two separate notifications for the same “Apply To”
5. Enter the email or phone number under “Destination”
6. Click “Save” at the very bottom of the webpage (below “Missing Gateway Alarms”)

Sensor Alarms

Apply To:	Configurations:	Trip Info:	Trip Info Values:	Type	Destination	Action
<input type="text" value="All"/>				<input type="text" value="Email"/>	<input type="text" value="Jane_Smith@example.com"/>	<input type="button" value="Trash"/>
<input type="text" value="Trip Info"/>		<input type="text" value="Site"/>	<input type="text" value="Site 1"/>	<input type="text" value="Text Message"/>	<input type="text" value="USA (1) - 5555556012"/>	<input type="button" value="Trash"/>
<input type="text" value="Configuration"/>	<input type="text" value="Liquid Nitrogen (-198C)"/>			<input type="text" value="Email"/>	<input type="text" value="John_Smith@example.com"/>	<input type="button" value="Trash"/>
<input type="text" value="Configured By"/>				<input type="text" value="Email"/>	<input type="text" value="Configuring user's email address"/>	<input type="button" value="Trash"/>
<input type="text" value="Downloaded By"/>				<input type="text" value="Email"/>	<input type="text" value="Downloading user's email address"/>	<input type="button" value="Trash"/>

Multiple emails may be added to the destination field  
A notification will be sent to each address when a gateway is missing for longer than an hour

For text notifications, message and data rates may apply. Messages are limited to 140 characters. To view the entire message configure alerts via email or view the data directly in InTempConnect.

6

# Missing Gateway Notifications

1. Click the “Add” button to add a new notification
2. Choose the Gateway for notifications to be sent
3. Choose the type of notification (“Email” or “Text”)
4. Add the desired email or phone number under “Destination”
5. Click “Save” at the very bottom of the webpage

Missing Gateway Alarms

**Add** **1**

Gateways	Type	Destination
Site 1 Ambient <b>2</b>	Email <b>3</b>	collin_weingarten <b>4</b>
Site 1 Cold Chain	Email	collin_weingarten

Multiple emails may added to the destination field  
A notification will be sent to each address when a gateway is missing for longer than an hour

For text notifications, message and data rates may apply. Messages are limited to 140 characters. To view the entire message configure alerts via email or view the data directly in InTempConnect.

**Save** **5**



# Data Notifications

“Data Notifications” are for sending data reports whenever a download is completed by a Gateway

1. Click on the “Data” tab
2. Click “Add”

## Data ▸ Notifications

### Notification Format

Unit System:

Time Zone:

Alarms

Data

1

Alarms

Data

Data

Add

2

Apply To

All

Type

Email

Destination

<Enter email address>

Multiple emails may be added to the destination field

Attach PDF - A PDF will be attached to the email when a logger is downloaded for the selected 'Apply To' options

Attach CSV (VFC) - A CSV will be attached to the email when a logger is downloaded for the selected 'Apply To' options

On Stop Only - The notification will only occur when a logger is downloaded and stopped (or restarted)

For text notifications, message and data rates may apply. Messages are limited to 140 characters. To view the entire message configu

# Data Notifications

3. Complete the fields as you would for [Alarm Notifications](#)
4. Choose the report type you want – “Email” or “Text”
5. Check “On Stop Only” if you want a report on logger stop only
  - If unchecked, reports will also be sent when a logger is downloaded and restarted, or downloaded and continued
6. Choose the report format
7. Click “Save”

The screenshot shows a configuration form for data notifications. It includes an 'Add' button, a table with columns for 'Apply To', 'Type', 'Destination', 'Attach CSV (VFC)', 'Attach PDF', 'On Stop Only', and 'Action'. The 'Apply To' dropdown is set to 'All', 'Type' is 'Email', and 'Destination' is '<Enter email address>'. The 'On Stop Only' checkbox is checked. Below the table are instructions for each option. At the bottom, there is a 'Save' button and a note about text notifications.

Apply To	Type	Destination	Attach CSV (VFC)	Attach PDF	On Stop Only	Action
All	Email	<Enter email address>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Multiple emails may added to the destination field

Attach PDF - A PDF will be attached to the email when a logger is downloaded for the selected 'Apply To' options

Attach CSV (VFC) - A CSV will be attached to the email when a logger is downloaded for the selected 'Apply To' options

On Stop Only - The notification will only occur when a logger is downloaded and stopped (or restarted)

For text notifications, a message and data rates may apply. Messages are limited to 140 characters. To view the entire message configure alerts via email or view the data directly in InTempConnect.

# Retrieving Logger Passkey



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# Logger Passkey Explanation

- When you configure a logger for the first time, the logger is automatically assigned a passkey that's associated with the specific account.
- Only users who are part of that account can access those loggers.
- If an unauthorized user (outside of the account) tries to access the logger, a message will pop up requesting the passkey. This is done for security reasons.

# Retrieve Logger Passkey

1. Click on “Logger Configurations” under the “Data” tab
2. Click on a configuration in the Configurations table
3. Find the “Logger Passkey” in the “Configuration Info” box and type in that number when prompted by the InTemp mobile app

The screenshot shows the InTempConnect mobile app interface. At the top, there is a navigation bar with the InTempConnect logo, a 'Data' dropdown menu, and a 'Loggers' dropdown menu. Below the navigation bar, the 'Data' tab is selected, and the 'Logger Configurations' page is displayed. A search bar is visible, and a dropdown menu is open, showing options: 'Logger Configurations' (highlighted with a red circle containing the number 1), 'Report Builder', 'My Reports', 'Report Scheduling', and 'Notifications'. Below the search bar, there is a table with the following data:

Trip Info	Logger Label
Shipment 123456789	Shipment 123456789
Shipment 123456789	Shipment 123456789
SN 20545650	SN 20545650

A red circle containing the number 2 is placed over the first row of the table. Below the table, there is a 'Configuration Info' box with the following details:

- Logger Model: CX503
- Configured By: collin\_weingarten@onsetcomp.com
- Serial Number: 20789752
- Logger Passkey: 1527495729 (highlighted with a red circle containing the number 3)
- Logger Name: Shipment 123456789
- Trip Information (Edit):
  - Country: United States
  - Region: Northeast
  - State: Massachusetts
  - Courier: Small Town XYZ Transport
  - Shipping Method: Next Day Air
  - Package Type: Large Insulated

# Resetting Gateway Passkey



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# Reset a Gateway Passkey

- When you configure a Gateway for the first time, the Gateway is automatically assigned a passkey that's associated with the specific account.
- Only users who are part of that account can access the Gateway.
- If an unauthorized user (outside of the account) tries to access the Gateway, a message will pop up requesting the passkey. This is done for security reasons.
- To reset a Gateway Passkey, simply hold down the large blue button on the Gateway for 10 seconds.

# Security Settings



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# Manage Security Settings

1. Click “Security” under “Settings”
2. To specify user password reset frequency, select the number of days, weeks, or months in the “Frequency” box
3. To specify how many times a user can enter an incorrect password, enter the number in the “Max Failed Login Attempts” box
4. Click “Save”

**InTempConnect** Data Loggers Gateways Settings

Data > Logger Configurations

Search

Weekly Alarm Report by Trin Field

Profile  
Users  
Roles  
Security **1**

Settings > Security

**Password Change Frequency**

Enable this feature to require periodic password changes over the chosen period of time. This will require every user in this account to change their password after that period of time has elapsed. Set the frequency option to 'Never' if you don't want this feature enabled.

Frequency:  Never **2**

**Account Locking**

Enable this feature to require a user to change their password after 'Max Failed Login Attempts'. Leave the field below blank if you don't want this feature enabled.

Max Failed Login Attempts:  **3**

Save **4**

# Troubleshooting



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# Common Questions & Issues

- My Gateway does not seem to be connecting to InTempConnect
  - Check your power and internet connectivity
  - Ensure that ports 123 and 443 are open
  - Protocol for port 123 = 0.us.pool.ntp.org:123, 1.us.pool.ntp.org:123, 2.us.pool.ntp.org:123, 3.us.pool.ntp.org:123
    - Do not use your own time protocol!
  - Ensure that the Gateway is whitelisted for any relevant firewalls
  - Check with your IT group to see if any network updates caused ports 123 or 443 to close or caused any other issues affecting connection
  - Ensure a steady green light is showing on the Gateway after everything above has been assessed

# Common Questions & Issues

- My Gateway does not seem to be connecting to the loggers
  - Ensure that the loggers are in range of the Gateway (30 meters/100 feet)
  - Press and hold the button on the loggers for a few seconds to ensure that they are actively advertising
    - The LED indicator lights will flash when you press and hold the button
  - Check the battery level with the InTemp mobile app to make sure the batteries are not dead

# Common Questions & Issues

- My loggers unexpectedly stopped recording
  - For CX400 loggers, ensure that the batteries are not dead
  - For all loggers, check to see if a download was performed by the Gateway by viewing the [Logger Configurations](#) in InTempConnect
    - If a download was performed, view the report and check to see if the logger ran out of memory
    - Logger memory specs can be viewed on the [Onset website](#)
  - View the logger [Configuration Profile](#) to see if “Stop on Button Push” was selected for that logger. The button may have been accidentally pushed while in transit
  - View the [Gateway Configuration Profile](#) to ensure that it’s programmed with the appropriate settings

# Common Questions & Issues

- My loggers unexpectedly stopped recording
  - The logger may have lost connection with the Gateway while being configured
    - This mostly occurs when the logger is slightly out of range of the Gateway
    - The logger status will change to “Stopped”
    - The Gateway status will change to “Logger error, Relaunch logger(s) with InTemp app
    - As indicated by the Gateway status message “Relaunch the logger(s) using the InTemp app

# Onset Key Contacts

## ▶ Onset Technical Support

(for InTempConnect, logger, Gateway, and InTemp app help)

- Website (best method of contact)

<https://www.onsetcomp.com/intemp/contact/support>

- Phone: 1-877-564-4377

- Email: [Loggerhelp@onsetcomp.com](mailto:Loggerhelp@onsetcomp.com)

# Onset Key Contacts

## ▶ Onset Sales

- Website

<https://www.onsetcomp.com/intemp/contact/sales>

- Phone: 1-866-240-8309



# Onset Key Contacts

## ▶ Onset Customer Service

(for order-related questions only)

- Email: [customer\\_service@onsetcomp.com](mailto:customer_service@onsetcomp.com)
- Phone: 1-800-564-4377