

ActiveSense Portal User Guide

ActiveSense Portal User Guide

REVISION HISTORY

REV	CHANGES	DATE
00	Initial release	February 2021
01	Amending regulatory statements	July 2021

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HOW TO LOGIN

In order for you to login to the ActiveSense portal, you must have an active username and password. If you don't have an active username and password, please reach out to your ActiveSense administrator in order to get the appropriate credentials for logging in.

Once you have acquired the appropriate credentials from your ActiveSense administrator, navigate to the following link on your web browser: <https://insights.activesense.com>



On the home screen of the portal, you will see a window in the middle of the screen with a field for email/username **(1)** and password **(2)**. Enter the credentials provided by your ActiveSense administrator and then click "Sign In" **(3)**.

If you have forgotten your password, you can reset your password from this same window. Just click the link at the bottom of the window where it reads, "Forgot your password? [Click here.](#)" **(4)** Follow the instructions on the next page and you will be sent a link to reset your password.

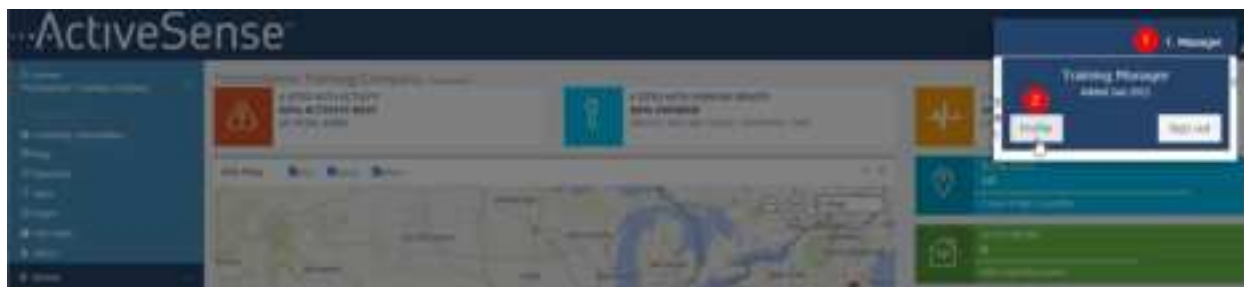


Quick Tip: You must have an active email/username on file in order to login and use the "Forgot your password" feature. If your account has been de-activated, the above will not work.

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HOW TO CHANGE YOUR PASSWORD

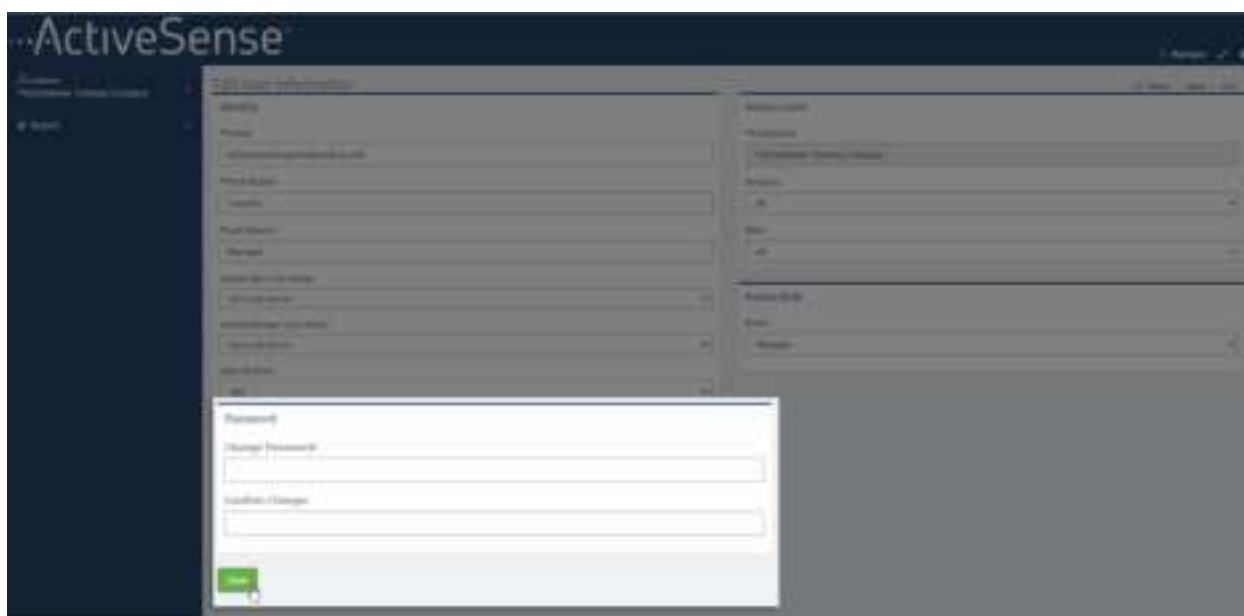
In the top right-hand corner of the web portal, click on your username **(1)** and then "Profile" **(2)**.



Using the below requirements, choose a new password and select "Save".

Passwords must meet the following requirements:

- At least one letter
- At least one capital letter
- At least one number
- At least one special character
- Be at least 6 characters
- No spaces



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HOW TO ADD NEW USERS

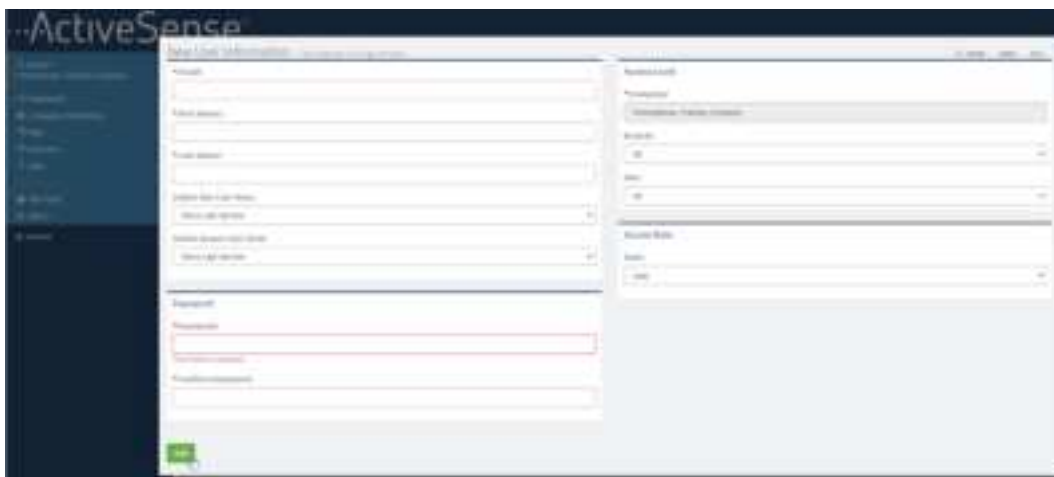
To grant others in your company access to the portal and app, you will need to add them as users.

1. Login to the portal at insights.activesense.com
2. On the left sidebar of your company dashboard, select "Users".
3. Select the green "+New User" button at the left top of the page.



Quick Tip: Users can only be added through the portal. Users CANNOT be added via the mobile app.

4. Under "New User Information" fill out the required information.
5. You can control the user's access level, giving them visibility that ranges from the entire company, a specific branch, or for a single site. To do this, select options from the drop-down menus under the "Access Level" on the right side of the New User Information page.
6. Also on this page, you can assign a role to the user, including a "Read only" option. This will prevent the user from installing, servicing, or deactivating sites, but will allow them to see the activity levels, health, and data of existing sites. To do this select options from the drop-down menus under "Access Role" on the right side of the New User Information page. This role is ideal for your customers/clients who would like access to the portal.
7. Click the green "Add" at the bottom left of the page to finish.



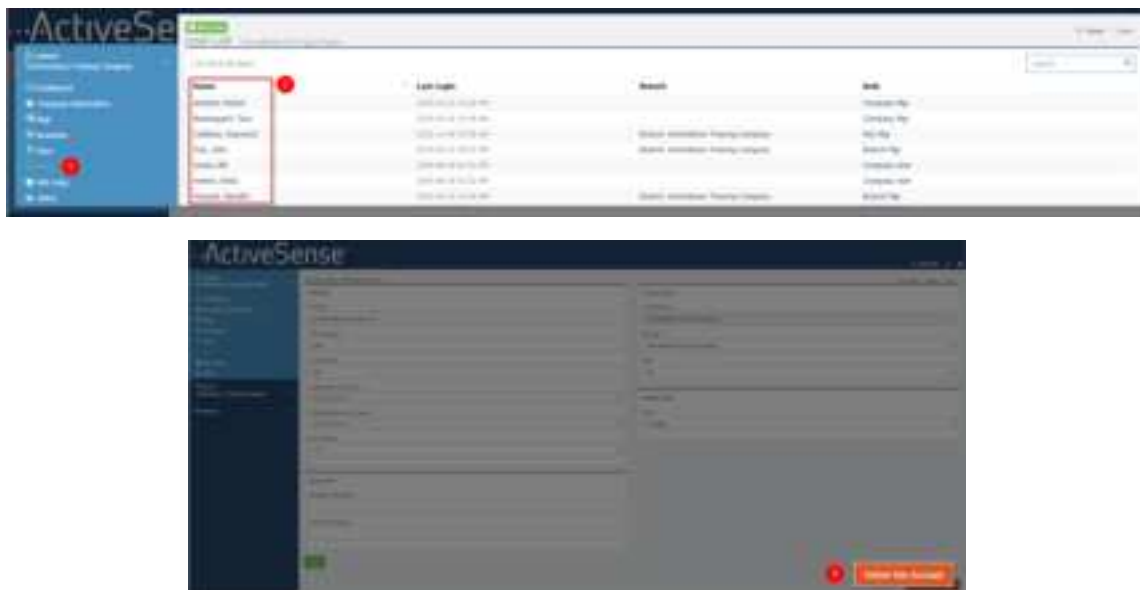
Quick Tip: Just because an employee is set up as a user, they are not automatically set up to receive notifications. Follow the instructions here to add/subscribe to notifications.

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HOW TO REMOVE USERS

If for any reason access to the ActiveSense portal and mobile app needs to be removed for a user, you'll need to delete their account.

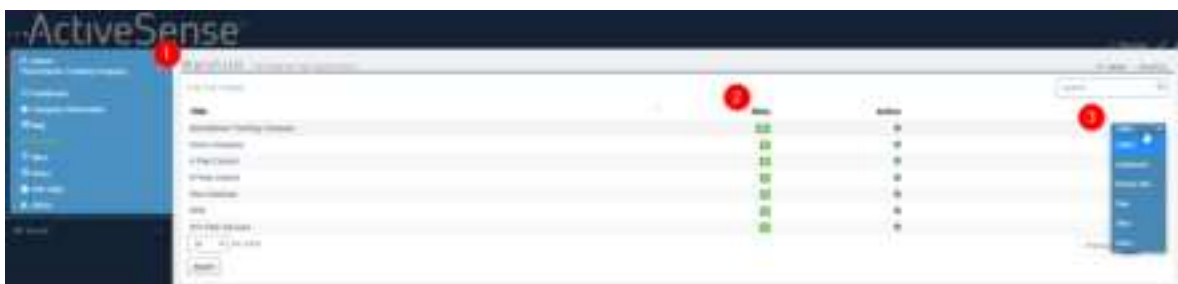
1. Login to the portal at insights.activesense.com
2. On the sidebar of your company dashboard, select "Users" **(1)**
3. Click on Name of User **(2)**
4. In the bottom right corner, select the orange button "Delete this Account" **(3)**



HOW TO VIEW YOUR BRANCH LIST

To view a list of all branches (physical brick and mortar locations) currently active for your company:

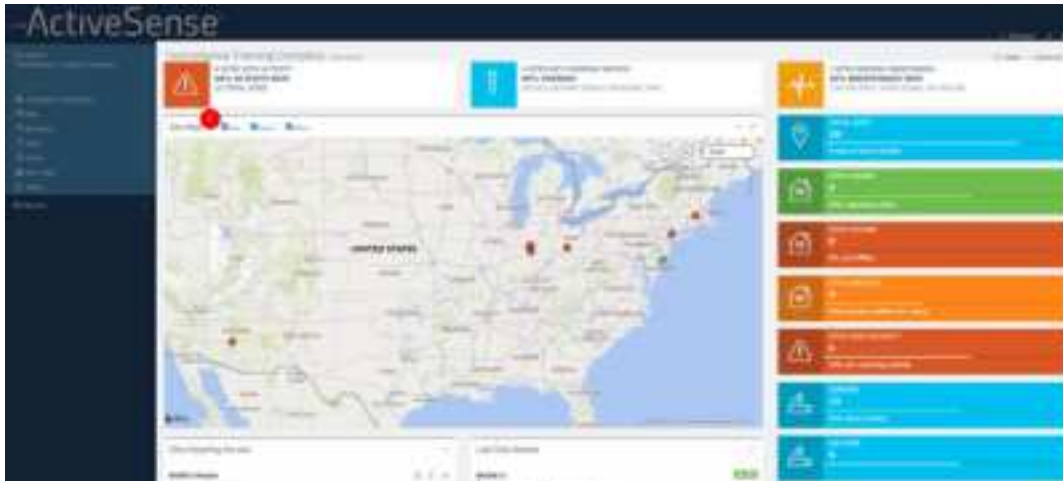
1. Login to the portal at insights.activesense.com
2. On the sidebar of your company dashboard, select "Branches"
3. The list that populates represents all the branch locations set up for your company **(1)**. Here you'll find a quick glance at the # of Sites at each branch **(2)** and a dropdown of quick Links **(3)** [i.e. Branch Dashboard and Sites]



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UNDERSTANDING YOUR COMPANY DASHBOARD

*After logging into the portal (insights.activesense.com), your default view is the company dashboard.



1. The cards along the top show a view of current sites that need attention – Sites with Activity, Sites with Overdue Service, and Sites Needing Maintenance (i.e. Sensors offline, poor signal, low battery). If you click on each card, you will be able to see these sites in more detail.



2. The cards listed vertically on the right-hand side show a summary of all Sites, Sensors & Hubs deployed across all sites. Click on one of the top 5 cards for more detail.



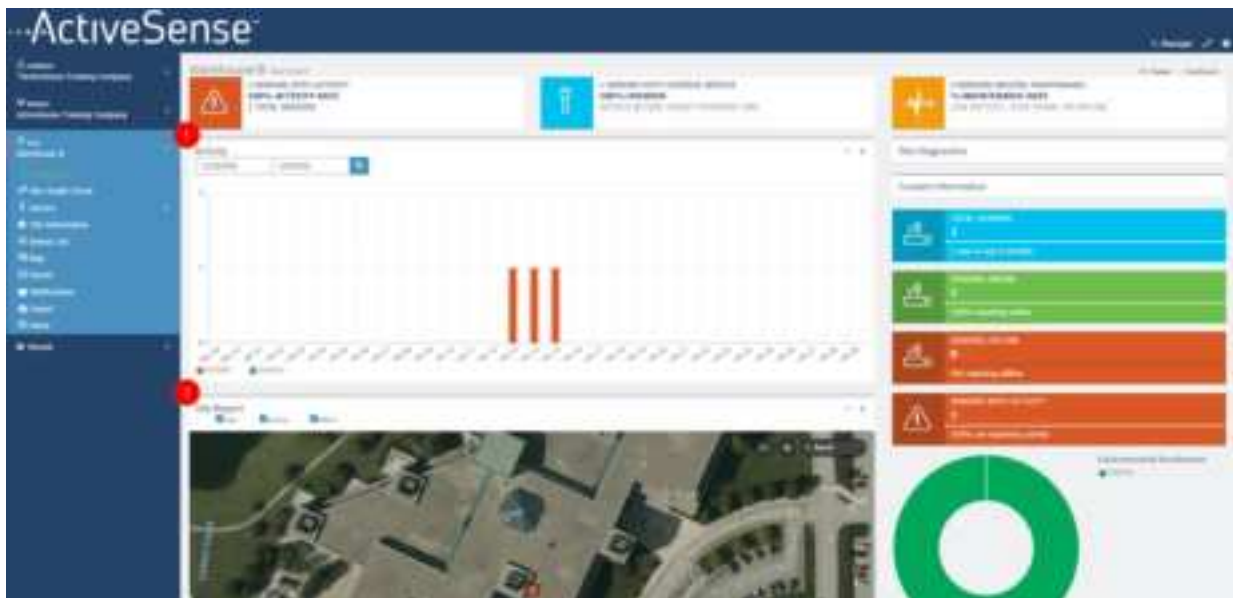
3. **Site Map** – Here you will see pins for all of the active sites for your company. Green pins indicate sites that currently have no activity, whereas red pins are sites that have sensors w/ activity. Click on each pin for more detail. **(1)**
4. **Sites Needing Service** – A list of sites that need to be serviced. Click on any of the sites to jump to that Site Dashboard.
5. **Last Sites Added** – A quick view of the last 10 sites to be added. Click on any of the sites to jump to that Site Dashboard.



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NAVIGATING TO AND UNDERSTANDING YOUR SITE DASHBOARD

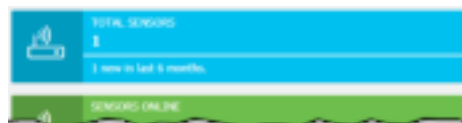
Login to the portal at insights.activesense.com. On the sidebar of your Company Dashboard, select "Sites", then choose a site from the list.



1. The cards along the top show a view of current sensors that need attention – Sensors with Activity, Sensors with Overdue Service, Sensors Needing Maintenance (i.e. offline, poor signal, low battery). Click on each card to see these sensors in more detail.



2. The cards listed vertically on the right-hand side show a summary of all Sensors & Hubs deployed at the site. Click on any of the cards to see more detail.



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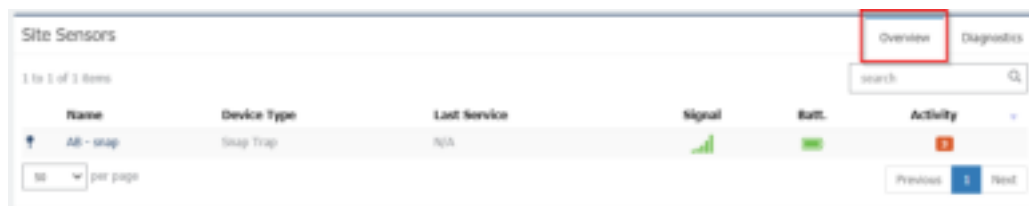
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3. **Site Diagnostics** – expand this tab to see timestamp details such as: Last Comm (Last time a sensor communicated), Last Service (Timestamp from the last service event), and Created (Site creation timestamp)
4. **Contact Information** – expand this tab to see details such as: Site Address, and Site Contact



5. **Activity Chart** – An overview of activity and service trends over time. Adjust the start and end dates as desired. **(1)**
6. **Site Report** – A map view of all sensors installed at site. Green pins indicate no activity, while red pins indicate sensors w/ activity. Click on a pin to see details for a sensor. **(2)**
7. **Site Sensors**

- a. **Overview** – A list view of all sensors installed at site. Details include Device Type, Last Service, Last Reported Signal Strength, Battery Level, and Activity Count (since last service). When on the "Overview" tab, default view lists sensors in ascending order according to *current* activity count. Sort the list by clicking on any of the column headers.



- b. **Site Sensors / Diagnostics View** – Here you can find the "Last" communication timestamp (the last time a sensor communicated with a hub), sensor firmware version ("V"), sensor "Type", and the "DevEUI" (i.e. Serial #)



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HOW TO SUBSCRIBE TO NOTIFICATIONS

A. To subscribe to notifications for ALL sites for a branch:

1. Login to the web portal at insights.activesense.com
2. On the sidebar of the company dashboard, select "Branches" from the menu.
3. Select a Branch from the Branch List. This will open the Branch Dashboard.
4. On the sidebar of the Branch Dashboard, select "Notifications" from the menu. **(1)**
5. Fill in the Full Name, Mobile # to receive text message notifications, and/or valid email address to receive email notifications. **(2)**
6. Under the "Notify on sensors" dropdown, select **Interior, Exterior, or All**. **(3)**
7. Select "Save" **(4)**



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B. To subscribe to notifications for a specific Site:

1. Login to the web portal at insights.activesense.com.
2. On the sidebar of the company dashboard, select "Sites" from the menu.
3. Select a Site from the Site List. This will open the Site Dashboard.
4. On the sidebar of the Site Dashboard, select "Notifications" from the menu.
5. Fill in the Full Name, Mobile # to receive text message notifications, and/or valid email address to receive email notifications.
6. Under the "Notify on Sensors" dropdown, select **Interior, Exterior, or All**.
7. Select "Save"



C. To remove a notification subscriber:

For a branch level subscriber, follow steps 1-4 from A.

For a site level subscriber, follow steps 1-4 from B.

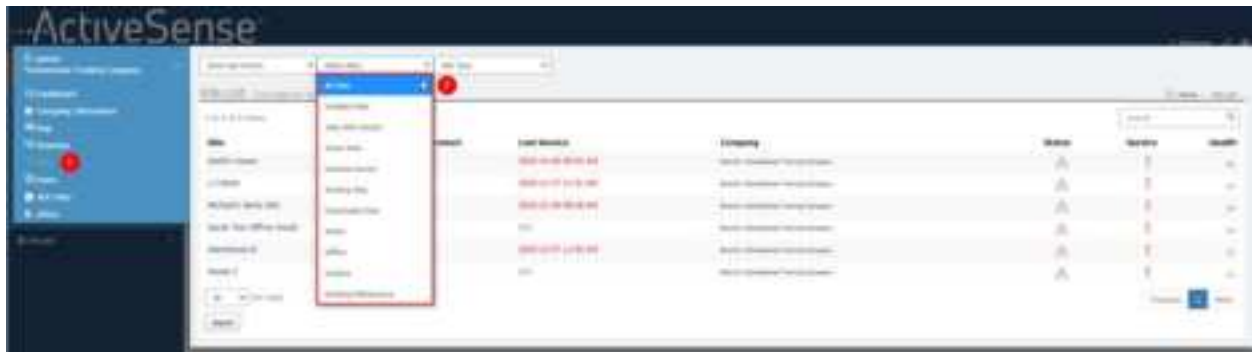
Next, find the user to be removed, then select the check box under the Delete column on the far right. Finally, select "Save".






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HOW TO VIEW YOUR SITE LIST (INCLUDING DEACTIVATED SITES)



1. Login to the web portal at insights.activesense.com
2. On the sidebar of the company dashboard, select "Sites" from the menu.
3. The default view is a list of all currently "Active Sites". To change the view to see Deactivate Sites or All Sites, toggle the "Active Sites" dropdown.






4. Status Icons:

	One or more sensors at site w/ activity (hover over icon for more detail)
	All clear, no sensors at site w/ activity
	Site Deactivated / Decommissioned

Service Icons:

	Service Overdue
	Recently serviced, or service not currently required

Health Icons:

	One or more sensors offline
	All sensors online
	Site Deactivated / Decommissioned

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HOW TO CHECK THE STATUS OF A SITE'S HEALTH

Once a site has been installed, utilize the "Site Health Check" page for a quick view of the health of all sensors and hubs.







1. Login to the web portal at insights.activesense.com
2. On the sidebar of dashboard, select "Sites" from the menu.
3. Choose a site from the list. This will navigate to the Site Dashboard.
4. On the sidebar for the Site Dashboard, choose "Site Health Check" **(1)**
5. Review the status of the Hub(s) (Online/Offline, Signal Strength, Last Seen)
 - a. Click on the green (+) to see Hub details (Hub ID/GWID, Installation Date)
6. Review the status of all Sensors
 - a. Status (Online/Offline)
 - b. Signal Strength
 - c. Battery Level
 - d. Last Comm (The last time a hub has received a message from that sensor. Reminder: a sensor attempts to communicate once every 8 hours)
 - e. Next Comm Attempt (How long until the next communication attempt)
 - f. Click on the green (+) to see Sensor details (Install Date, Device ID/DevEUI) **(2)**



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Signal Strength Icons:

UNKNOWN/OFFLINE	BAD	POOR	ACCEPTABLE	GOOD	EXCELLENT
					

Quick Tips:

1. If a sensor signal strength shows red with 1 bar, this does not necessarily mean it will lose its signal. Keep an eye on these sensors and if you notice they tend to fall offline, move sensor/trap to a better location or install an additional Hub.
2. If a sensor is offline, check to verify the sensor hasn't been moved or misplaced. Attempt to deactivate and re-install the sensor. If that does not resolve the issue, move sensor/trap closer to an existing Hub or install an additional Hub.

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REVIEWING SERVICE NOTES FOR A SITE

1. Login to the web portal at insights.activesense.com
2. On the sidebar of dashboard, select "Sites" from the menu.
3. Choose a site from the list. This will navigate to the Site Dashboard.
4. On the sidebar of the Site Dashboard, select "Service" **(1)**, then "Service Notes" **(2)**
5. Here is a list of all service notes created for the Site.
6. Options to review:
 - a. Sort by: Date, Sensor, Created by, or Observation Code by clicking on the column header.
 - b. Filter by: Sensor, Created by, or Observation Code by clicking on the sensor name, user name, or observation code desired (i.e. click on "Room 1 sensor 2" to show all service notes for that particular sensor).
 - c. Use the search option: key in a sensor name, user name, or observation code
7. Click on the green (+) icon to expand a service note and see more details, including the last detection timestamp. If an image has been included in the service note, a larger view of the image can be found here. **(3)**
8. Click on "Export" on the top left to export a .csv file of all existing service notes. **(4)**

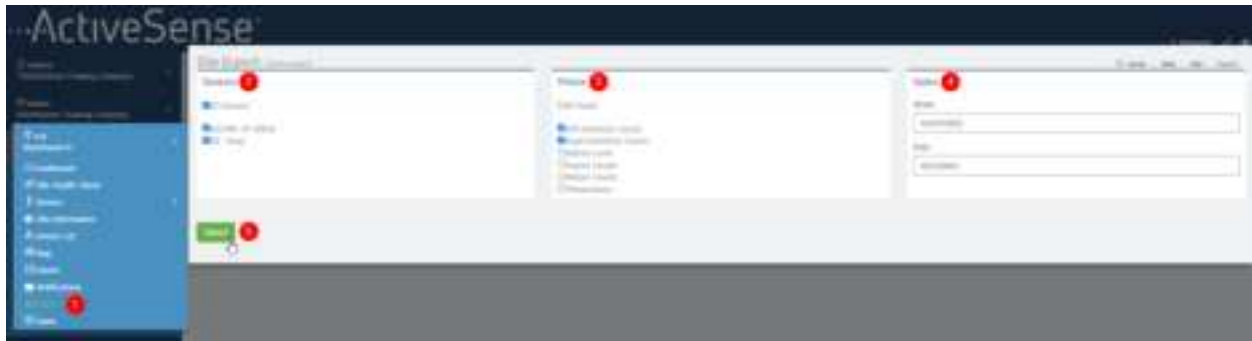


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HOW TO EXPORT ACTIVITY DATA

Follow these steps to view activity data for a sensor or group of sensors for a site.

1. Login to the web portal at insights.activesense.com
2. On the sidebar of dashboard, select "Sites" from the menu.
3. Choose a site from the list. This will navigate to the Site Dashboard.
4. On the sidebar of the Site Dashboard, select "Export". **(1)**
5. In the Sensors section, select specific sensors to export OR select the "All Sensors" box to export data for all sensors. **(2)**
6. In the Points section, select "AIR Detection Counts" or "Angle Deviation Counts". **(3)**
 - a. If sensors are Multi-Catch or Bait Stations, choose AIR Detection Counts. If sensors are Snap Traps, choose Angle Deviation Counts. If sensors are a mix, choose **both** Angle Deviation and AIR Detection Counts.
7. Change the Start and End Date by clicking on the date and selecting the date from the calendar OR by typing in the date. **(4)**
8. Select 'Export' – this will download a .csv file. **(5)**



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9. Using Excel, from the Home menu, find the "Sort & Filter" option (1) and select "Filter" (2). Next, you can sort and filter the report as desired. For example, to see the timestamps of all activity for a sensor, filter column B by selecting a sensor name (Sensor) (3) and filter column E by deselecting the "0" counts (Value) (4):



	A	B	C	D	E	F
1	Site	Sensor	Point Title	Site Local Time	Value	
2	Warehouse B	AB - snap	Angle Deviation Counts	1/27/2021 1:43	1	



	A	B	C	D	E
1	Site	Sensor	Point Title	Site Local Time	Value
2	Warehouse B	AB - snap	Angle Deviation Counts	1/27/2021 1:43	1
3	Warehouse B	AB - snap	AIR Detection Counts	1/27/2021 1:43	1
4	Warehouse B	AB - snap	Angle Deviation Counts	1/27/2021 9:43	1
5	Warehouse B	AB - snap	AIR Detection Counts	1/27/2021 9:43	1
6	Warehouse B	AB - snap	Angle Deviation Counts	1/27/2021 17:43	1
7	Warehouse B	AB - snap	AIR Detection Counts	1/27/2021 17:43	1
8	Warehouse B	AB - snap	Angle Deviation Counts	1/28/2021 1:43	1
9	Warehouse B	AB - snap	AIR Detection Counts	1/28/2021 1:43	1

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HOW TO VIEW DEACTIVATED SENSORS

1. Login to the web portal at insights.activesense.com
2. On the sidebar of dashboard, select 'Sites' from the menu.
3. Choose a site from the list. This will navigate to the Site Dashboard.
4. On the sidebar of the Site Dashboard, select 'Sensor List'. **(1)**
5. In the second dropdown menu at the top of the page, change from 'Active' to 'Deactivated' to see a list of sensors that have been deactivated. **(2)**



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GLOSSARY




Activity Chart: An overview of activity and service trends over time. Adjust the start and end dates as desired.

Activity Count: The number of times activity is detected and reported from the sensor.

Branch: The physical brick and mortar locations of Pest Management Professionals using ActiveSense selling to customers.

Cards: Icons, typically in the shape of a rectangle, that display specific information on your Dashboard. Sometimes cards are interactive and can be expanded upon by clicking, which allows for more information pertaining to that specific card to be displayed.

Health Icons:

	One or more sensors offline
	All sensors online
	Site Deactivated / Decommissioned

Hub (Gateway): The Hub/Gateway receives information from the ActiveSense AIR1 Sensor(s) and relays it to the Cloud. It also receives information from the Cloud and relays back to the Sensor(s). The gateways are placed in the field in relative distance from sensor(s) to hold good signal strength to pass information.



Last Sites Added: A quick view of the last 10 sites to be added. Click on any of the sites to jump to that Site Dashboard.

PMP (Pest Management Professional): These are the professionals in the field physically working with the ActiveSense products.

Read Only Access Level: Access that will prevent the user from installing, servicing, or deactivating sites, but will allow them to see the activity levels, health, and data of existing sites

Sensor: The sensor is assigned a specific trap type, placed in the field to account for, or keep track of, the amount of live animals that pass in front of the LED window. The sensor communicates directly with the Hub/Gateway to relay information to the Cloud and report findings to the customer portal and end user.

Service Icons:







	Service Overdue
	Recently serviced, or service not currently required

Service Note: Recorded documentation from the Field Service Representative noting findings after arriving at site, reviewing sensor, trap, and surrounding location for reported activity. Confirmation, or lack thereof, of Animal species, photos, and text can be included within the service note.

Sidebar: Main navigation panel for ActiveSense account

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Signal Bar Strength:

UNKNOWN/OFFLINE	BAD	POOR	ACCEPTABLE	GOOD	EXCELLENT
					

Site Map: Here you will see pins for all non-deactivated sites for your company. Green pins indicate sites that currently have no activity, whereas red pins are sites that have sensors w/ activity. Click on each pin for more detail.

Site Report: A map view of all sensors installed at site. Green pins indicate no activity, while red pins indicate sensors with activity. Click on a pin to see details for a sensor.




Site Sensors / Diagnostics view: View where you can find the 'Last' communication timestamp (the last time a sensor communicated with a hub), sensor firmware version ('V'), sensor 'Type', and the 'DevEUI' (i.e. Serial #)

Site Sensors / Overview: A list view of all sensors installed at site.

Sites: Locations where ActiveSense is installed

Sites Needing Service: A list of sites that need to be serviced. Click on any of the sites to jump to that Site Dashboard

Status Icons:

	One or more sensors at site w/ activity (hover over icon for more detail)
	All clear, no sensors at site w/ activity
	Site Deactivated / Decommissioned

Web Portal: Online location for ActiveSense account

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REGULATORY STATEMENTS

FCC Statements

FCC Section 15.19: This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Cet appareil est conforme à la partie 15 des règles de la FCC. Son fonctionnement est soumis aux deux conditions suivantes : (1) Cet appareil ne doit pas provoquer d'interférences nuisibles, et (2) cet appareil doit accepter toute interférence reçue, y compris les interférences susceptibles de provoquer un fonctionnement indésirable.

FCC Section 15.21: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC Section 15.105: Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Section 2.1093: This device is designed to be used so that the radiating structure(s) of the device is/are within 20 centimeters of the body of the user.

Cet appareil est conçu pour être utilisé de manière à ce que la ou les structures rayonnantes de l'appareil se trouvent à moins de 20 centimètres du corps de l'utilisateur.

EU Statements

European Union RF Exposure Statement: The device shall be used in such a manner that the potential for human contact normal operation is minimized. This equipment complies with EN 62311:2008 and basic restrictions listed in 1999/519/EC. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body. This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter.