



## MATOS Monitoring Companion App Instruction Guide

The MATOS Monitoring Smartphone App enables active alert contact users to monitor the status of any of their assets and check their recent historical data. It can provide current temperature status, alert status and short-term graphs, allowing users to save time looking through detailed monitoring data should an anomaly be discovered or queried. Note the app is intended to be a supplementary tool to be used alongside the website portal, not as a direct replacement.

### Download Location

The App is available from both the iOS App store and Google Play Store. Please search “**MATOS Monitoring**” to find it on your preferred App store.



### Privacy Policy

The MATOS Monitoring Privacy Policy can be found at [www.matosmonitoring.com/privacy](http://www.matosmonitoring.com/privacy)

For any queries or assistance with using the App, please contact your local service agent support line, or email us on [support@matosmonitoring.com](mailto:support@matosmonitoring.com)

### How to log in

1. Open the MATOS Monitoring App on your phone
2. Type in your email address that is used for the MATOS Alerts.  
*To login you will be sent a verification code to the email you have typed in to facilitate the login process*
3. Tap on “Send Code” to generate the login verification code.
4. Check your email inbox for the code
5. Type in the code into the text box on the login page and click on “Login”  
*Note the code will expire after 30 mins*
6. Once logged in the session will remain active until the user manually logs out



If you do not have any assigned assets associated with your email address alert contact, please contact MATOS Monitoring support via [support@matosmonitoring.com](mailto:support@matosmonitoring.com)

## Home / Dashboard Screen

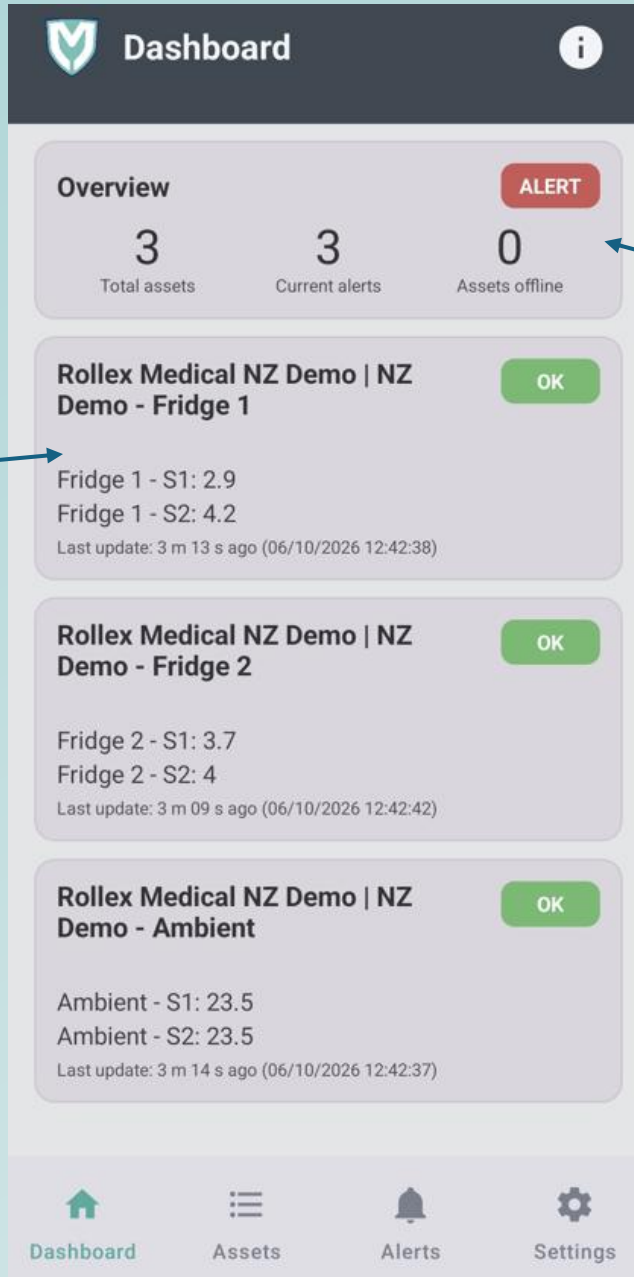


The first screen you will see once logged in is the Dashboard. Here you will see all the assets currently assigned to your email address as an alert contact.

Below the Overview, each "Favourited" Asset will be displayed in a status box showing the latest temperature and input statuses as well as last communication time.

Favourited assets to be displayed on the Dashboard list can be configured via the settings page of the App.

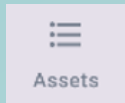
Tapping on any asset in the list will open the 'Asset Status' screen focused on the selected asset.



The dashboard features a banner Overview, detailing the current status of all assigned assets, as well as any currently active or outstanding alerts

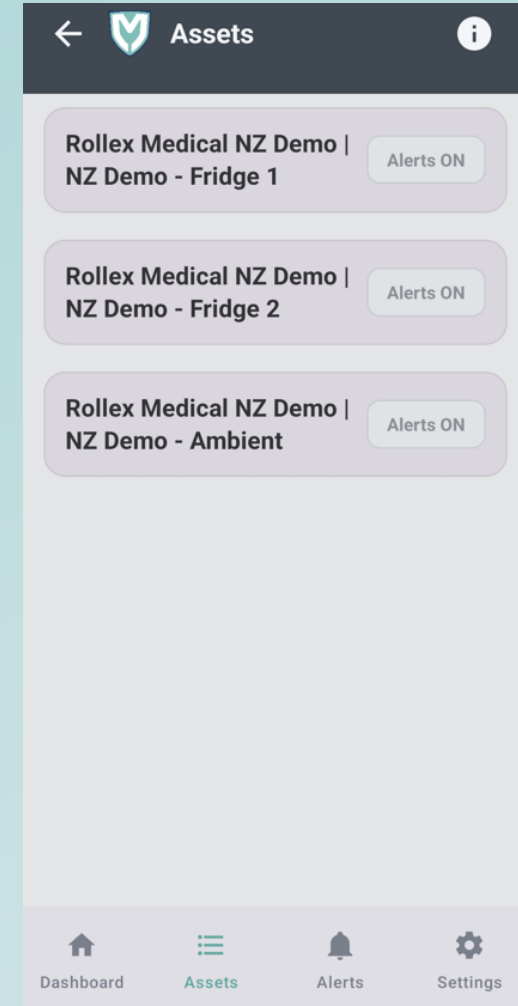
The Alert "Pill" indicator shows the current alert status. This will change to reflect any active alert levels such as High, Caution High & Critical High (3 stages of high temp alert) or DNR (Data Not Received).

## Assets Screen

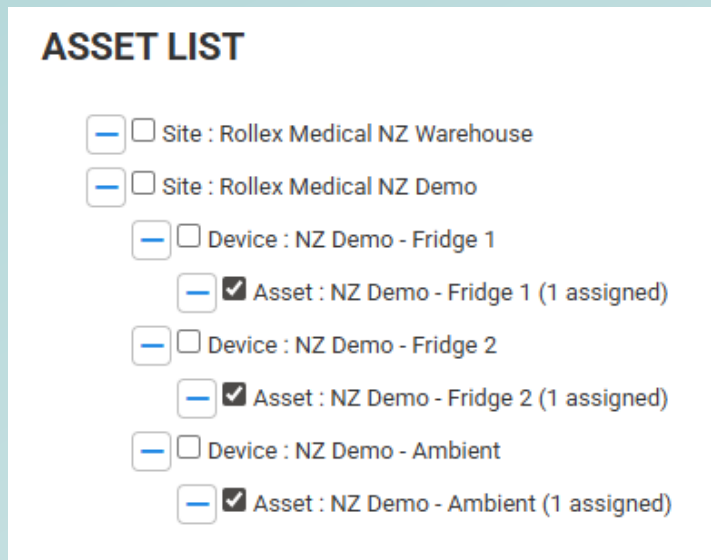


To access the full list of assigned assets, tap "Assets" (list button) on the bottom navigation bar. The assets list simply shows the full list of assets that have been assigned to your email address as an alert contact.

Tapping on any asset in the list will open the 'Asset Status' screen focused on the asset selected.



To edit this list, please log in to the [matosmonitoring.com](https://matosmonitoring.com) web interface, navigate to Settings-> Alert Contacts, find your entry and click edit, then set which assets you want to receive alerts for (and see in the app):

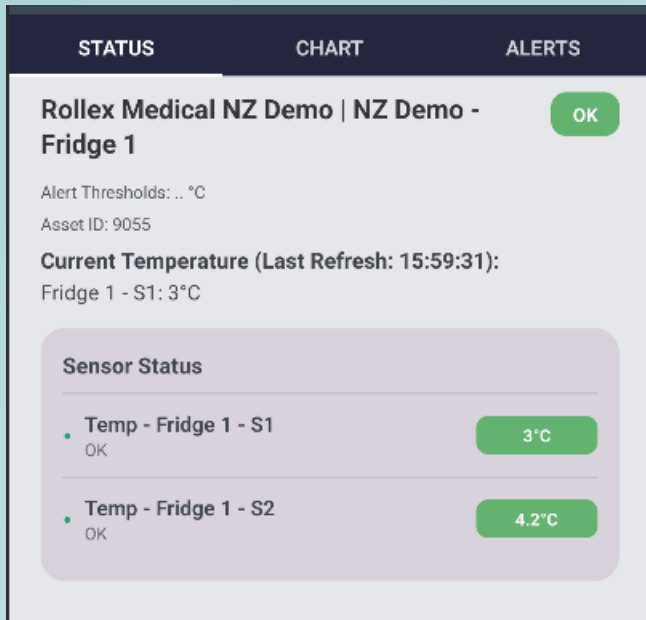


## Asset Status Screen

The Asset Status Screen allows you to focus down into a particular Asset and see its current status and recent history. Do access please tap on the listed asset you would like to focus on in either the Dashboard Favourites list or the full Assets Screen list. The Asset Status Screen will then be displayed focused on the Asset in question.

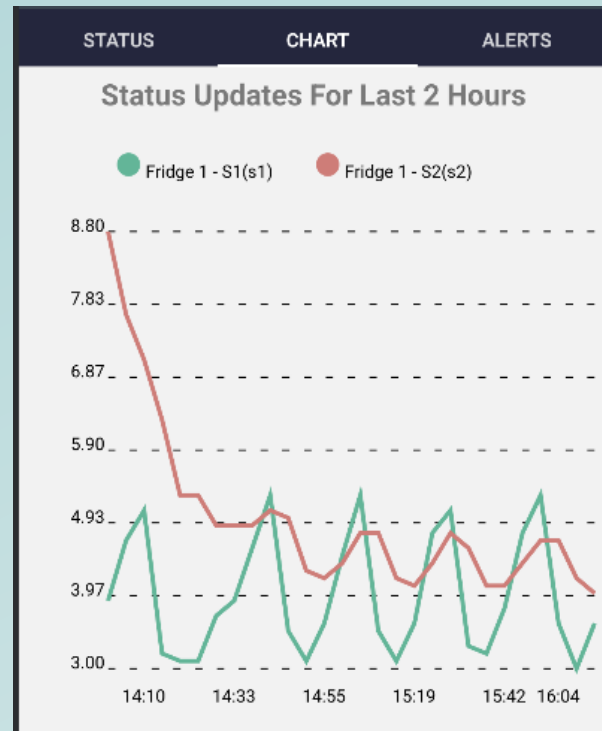
This is split into 3 tabs: STATUS, CHART, ALERTS.

### STATUS



This screen shows the latest status information for the selected asset, including the name, ID, configured alert thresholds, alert status, sensor & digital input status (if applicable), as well as the latest status update time.

### CHART

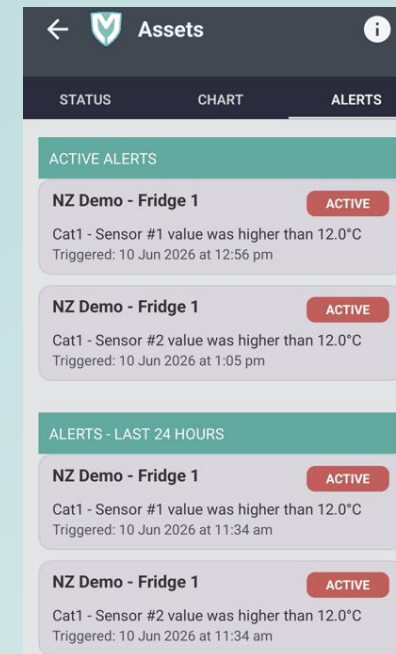


Tapping “CHART” will display a 2-hour recent chart of the received data for the asset in question. For longer or more detailed charts, please log in to the [matosmonitoring.com](https://matosmonitoring.com) web interface.

### ALERTS

Tapping ‘ALERTS’ will display a summary of recent alerts for the selected asset.

Active vs last 24 hours of Alerts:



For further alert history, or to manage/clear the alerts, please access the web portal at [matosmonitoring.com](https://matosmonitoring.com).

## Alerts Screen

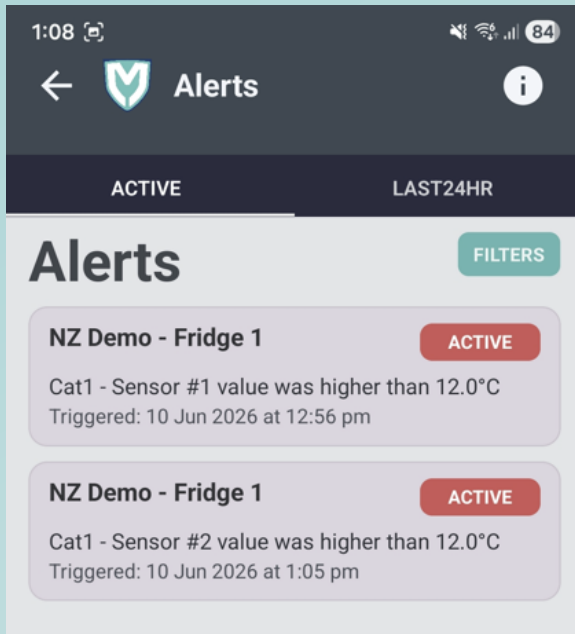
To access the alerts list, please tap “Alerts” (the bell icon) in the bottom navigation bar of the app.

This is a list of alerts associated with the logged in email address’ alert subscriptions, and is split into two sections: currently active, and last 24 hours.

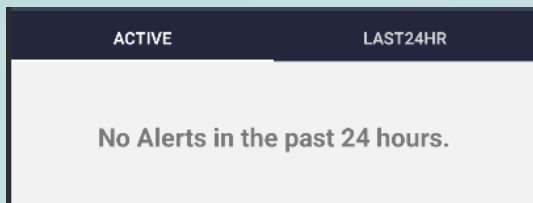
This section is currently informational- to clear an alert from the history, please log in to the [matosmonitoring.com](http://matosmonitoring.com) web portal.

### ACTIVE / CURRENT ALERTS

Lists the active / current alerts across your assigned Assets linked to your email address:

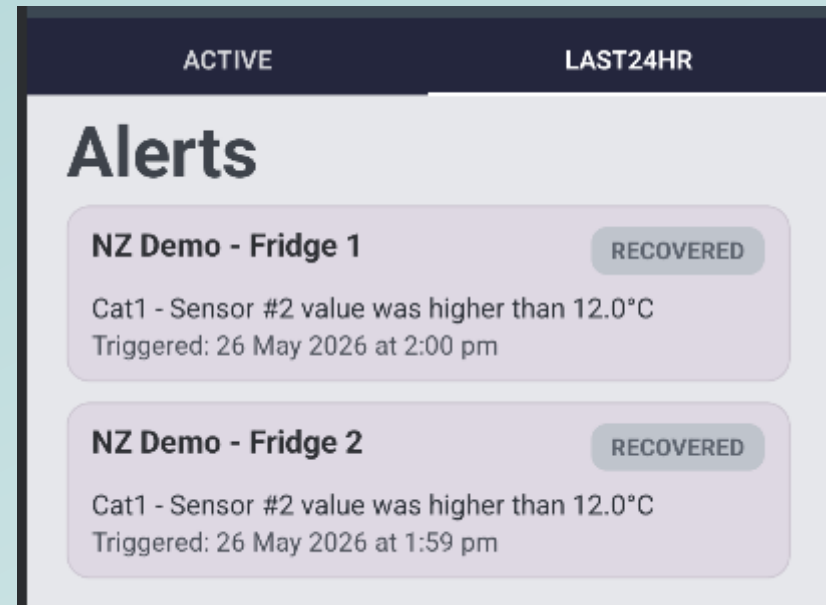


or shows there are no active alerts that require attention:



### HISTORICAL RECOVERED ALERTS IN THE LAST 24 HOURS:

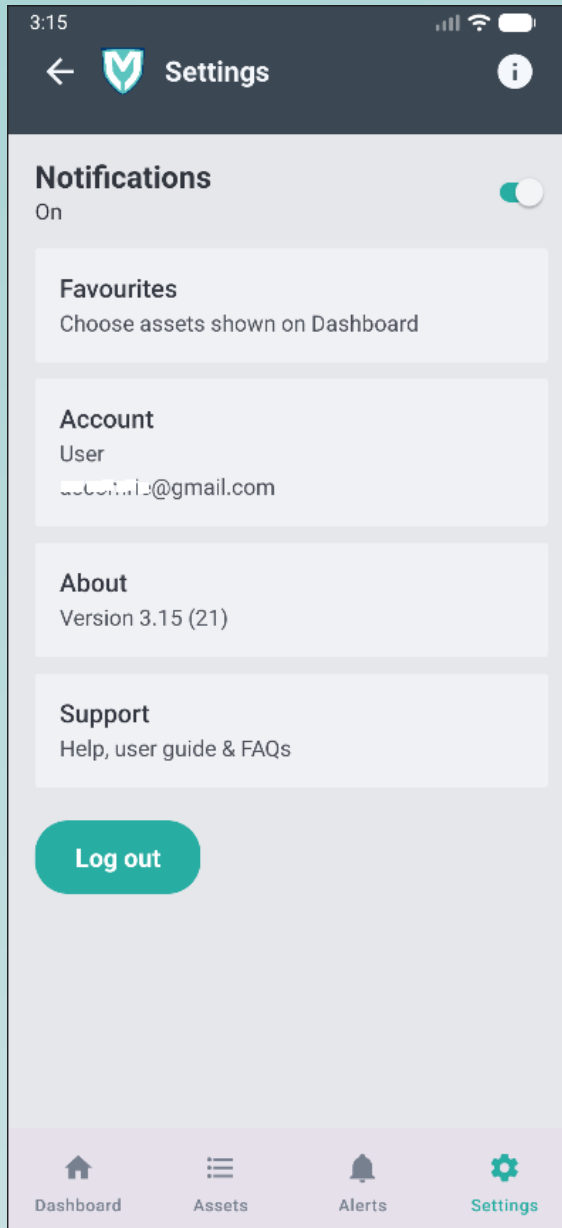
Lists the Historical / Recovered alerts across your assigned Assets linked to your email address:



For further alert history, or to manage/clear the alerts, please access the web portal at [www.matosmonitoring.com](http://www.matosmonitoring.com)

## Settings Screen

To access the App Settings, tap the 'Settings' (gear) icon in the bottom right of the navigation bar.



### *Notifications Switch*

Switches the Push notifications functionality on and off for all assets.

### *Favourites*

Tap here to choose which assets subscribed to your email should appear on the Dashboard screen.

### *Account*

Shows the currently logged in email address.

### *About*

Shows the current MATOS Monitoring App version number.

### *Support*

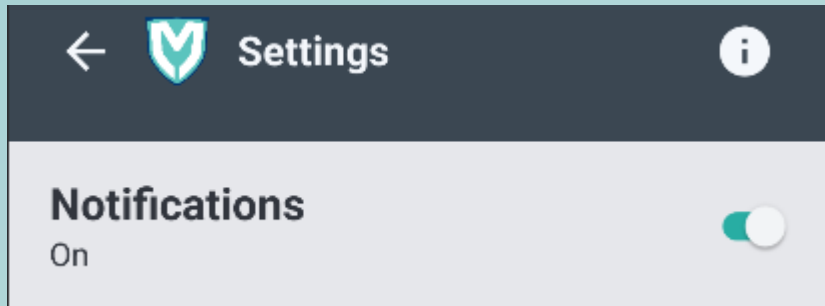
Provides links for the MATOS Monitoring User Guide and Support Email address.

### *Logout*

Tap the Log Out button to end your session, disable all Push Notifications and log out the current user. Note to access the app again, a new verification code will be required.

## Push Notifications

The MATOS Monitoring app can deliver alerts via Push Notifications. Please ensure permission is given when requested to allow Push Notifications to be generated. To disable and re-enable Push notifications within the App, please tap on the settings (gear) icon, and toggle the switch labelled “Notifications”:



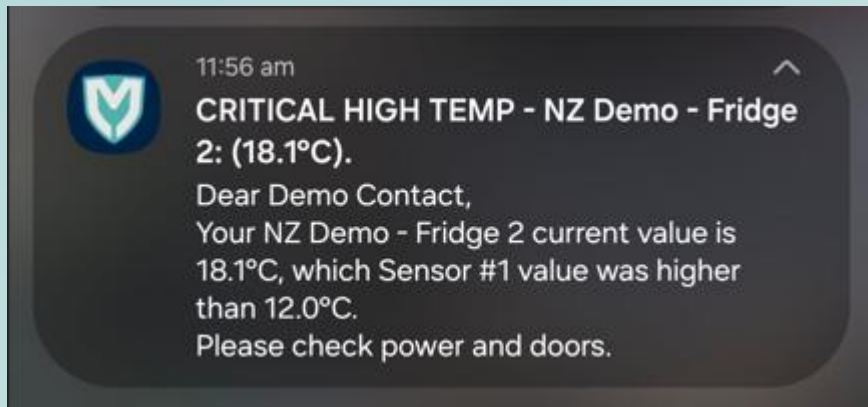
To add or remove individual assets from generating alerts (and appearing in the App), this must be assigned in the Web Interface (matosmonitoring.com), by navigating to: All Settings-> Alert Contacts-> Edit.

Select the assets you wish to view and receive alerts for from the checkboxes next to each monitored asset.

*Note this affects all methods of alert delivery e.g. email & SMS too.*

Push Notifications are generated whenever an alert is generated and delivered to the accompanying email address (same as login address).

*Example:*



- Tapping on a Push Notification will open the app with the affected asset focused.
- Full Alert History & Audit functions are available via the matosmonitoring.com website portal.
- Push Notification history can be found in your smartphone app notification settings.
- Note that if you are using Push notifications, we recommend disabling SMS alerts as these will be duplicate messages if received on the same smartphone.