

MATOS Monitoring Companion App Instruction Guide

Introduction

The MATOS Monitoring Smartphone App enables users to monitor the status of any of their assets, and check their recent historical data. It can provide current status, alert status and short-term graphs, allowing users to save time to look at 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.

Login & SSO

Logging in

Once installed via the iOS or Google Play store, tap the MATOS logo on the home screen to open the App. You will be presented with the login page.

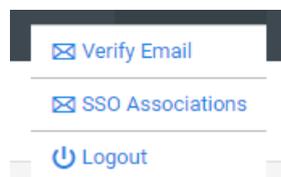
Please enter your email address and password and tap “login” to login to the app. If you do not have a login associated with your email address, please contact [MATOS Monitoring support](#).

SSO Functionality

SSO Login functionality is available. We currently support M365, Google and Okta Auth0 for SSO.

SSO Associations

SSO must be configured via the web interface using a browser. To do this, please log in with your supplied login ID and password, then click your username in the top right of the screen to find the SSO associations link:



Click the “Link with SSO” button and log in with your preferred SSO option.

For Auth0/Okta, please enter your login details into the Email and password box provided.

For Microsoft or Google, please click the appropriate button and follow the on screen directions.

Email address

Password 

[Forgot password?](#)

Continue

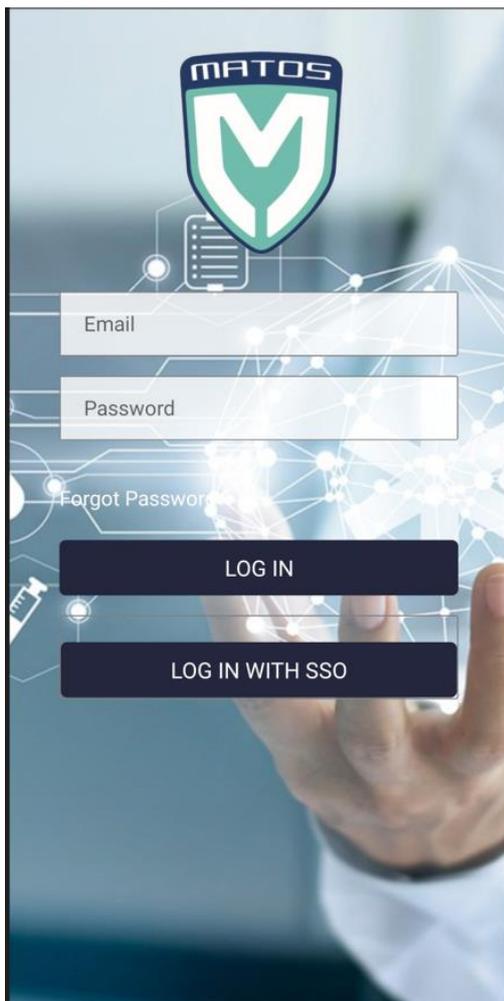
Don't have an account? [Sign up](#)

OR

 Continue with Google

 Continue with Microsoft Account

Once the SSO Association has been made, you can now log in to the MATOS Monitoring web interface or MATOS Monitoring APP with SSO by clicking or tapping on “Log in with SSO”.



App Functionality

Section 1 - Dashboard/Status

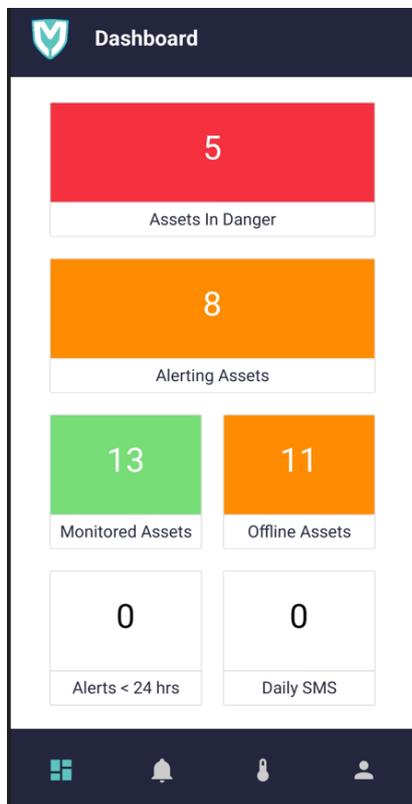
Depending on the number of assets assigned to your account, you will be presented with either the dashboard page (multiple assets) or status page (single asset).

The dashboard consists of various multi coloured boxes that show the status of the system at a glance. Note the below status colours:

Green: All assets ok/no current or recent alerts.

Red: Asset actively in alert status – act now!

Orange: Asset or alert requires attention (e.g. clearing an alert where the asset status has already recovered back to normal)



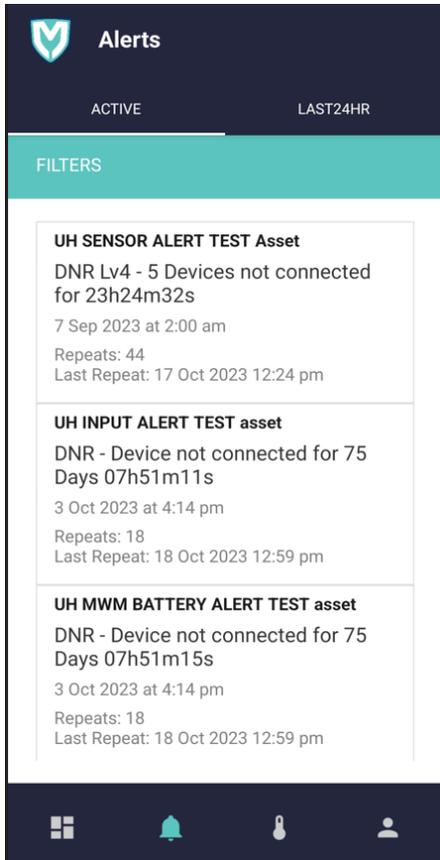
Tap any of the coloured status boxes to view the list of associated assets.

Note that the dashboard can easily be returned to by tapping the leftmost icon in the bottom tray of the app.

Section 2 - Alerts

To access the alerts section, please tap the bell icon in the bottom tray of the app.

This is a list of alerts associated with the login's alert subscriptions, and is split into two sections: currently active, and last 24 hours.



For further alert history, or to manage/clear the alerts, please access the web portal at matosmonitoring.com.

Section 3 – My Assets

To access the 'My Assets section, please tap the thermometer icon in the bottom tray of the app.

This section provides a list of all assets that the login is subscribed to, as well as shortcuts to access a focused summary of each asset, including a previous 2 hour chart.

- My Assets list

To filter the list, please use the search bar provided to enter the asset name. This will refine the results presented.

Each asset will be displayed with the current status indicator box, the asset name, and its last reading received by the MATOS Monitoring server.

The list is split into 3 pages: Critical/favorited Assets only, Alerting Assets only, and All Assets.

- Focused Asset

Tapping any of the displayed assets will show the asset in question in a focused manner, allowing detailed status information, a recent temperature chart and any related alerts for that asset.

Status

This tab will show the last received temperature value for each sensor as well as the status of any connected inputs such as power status or door opening status.

Chart

This tab will load a chart showing the temperature values received over the past 2-hour period. This is intended to be used to view the temperature trend after an event has occurred such as a queried excursion, stock taking, power fail etc. For more detailed graphing capabilities, please refer to the reports tool on the MATOS Monitoring web portal.

Alerts

This tab shows all associated alerts for the asset selected. These are split into both Active Alerts, and any that have occurred within the last 24 hours.

Please note to manage and clear alerts, this must currently be completed using the MATOS web portal login.

Back Button

Tap the button labelled "back", or use the phone's 'back' softkey to return the full list of assets.

Section 4 - My Profile

Tapping the person icon will show the “My Profile” page.

This displays the user currently logged in, the email address of the user logged in, and the assigned alert mobile number.

There are two buttons available:

- Change password – allows the user to update their password to login to both the app and MATOS Web Portal
- Log out – Tapping this button logs the user out and returns them to the app login screen.

Support & Assistance

For any queries or assistance with using the App, please contact your local service agent support line, or email us on support@matosmonitoring.com. Please note there is also a chat interface available for support on the MATOS web portal: <https://www.matosmonitoring.com> which can provide instantaneous solutions to common issues.