

Prognos CMP

User Guide

DC450 | ED01 | EN

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1 Prognos at a glance

The following guide provides, at glance, a usage guide for Prognos **Customer Maintenance Portal** (CMP) comprising actions for the following areas:

- Users
 - Explore
 - Add and Edit
- Sites
 - Explore
 - Add and Edit
- Devices
 - Edit
- Tanks
 - Add and Edit
- Report
 - Usage and Export
- Field Operations
 - Assignment

ID	Name	Location	Status
101	Site 1	Location 1	Active
102	Site 2	Location 2	Inactive
103	Site 3	Location 3	Active
104	Site 4	Location 4	Inactive
105	Site 5	Location 5	Active

Report ID	Name	Date	Status
201	Report 1	2023-01-01	Completed
202	Report 2	2023-01-02	In Progress
203	Report 3	2023-01-03	Pending
204	Report 4	2023-01-04	Completed
205	Report 5	2023-01-05	In Progress

TABLE 1 – SITES AND REPORTING

ID	Name	Location	Status
101	Site 1	Location 1	Active
102	Site 2	Location 2	Inactive
103	Site 3	Location 3	Active
104	Site 4	Location 4	Inactive
105	Site 5	Location 5	Active

ID	Name	Location	Status
101	Site 1	Location 1	Active
102	Site 2	Location 2	Inactive
103	Site 3	Location 3	Active
104	Site 4	Location 4	Inactive
105	Site 5	Location 5	Active

TABLE 2 – DEVICE DETAILS AND SITE STATUS

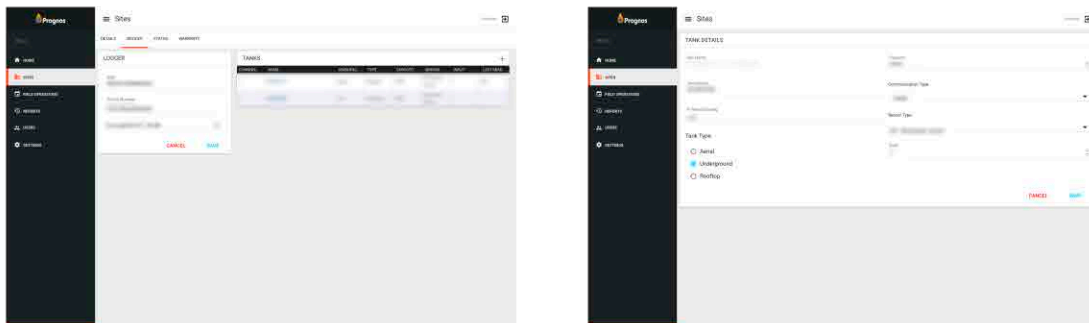


TABLE 3 - DEVICE EDIT AND TANK ADD OR EDIT

The previous screens summarize the main activity areas at the **CMP**, throughout the **User Guide**, further explanation of the usage of the **CMP** will be detailed.

Also a drawer view is accessible for fast menu interaction:

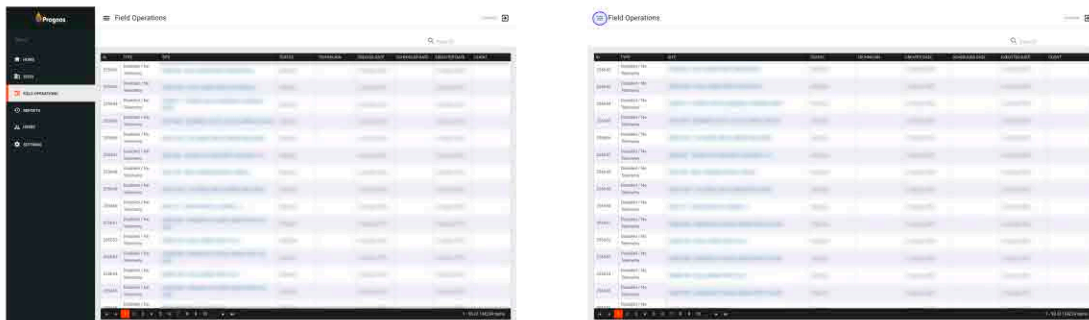


TABLE 4 - DRAWER VIEW TO ACTIVATE THE PORTAL MENU. THE DRAWER CAN BE OPEN OR CLOSED BY USING THE 'MORE' ICON

2 Users

2.1 User account

In order to start Using the Prognos CMP you'll need to log into the Portal at: **Prognos CMP Login**. Here you'll be asked by your credentials.

Your **User account** can be created by either **ISA Support** or by your **Company Manager**. An email/ password will be required to log on in **Prognos CMP**. If you're already an ISA customer you'll be able to re-use your credentials from legacy systems, namely MaisGás.

Your User account may have one of the following Profiles associated:

- Admin
- Support Manager
- Support
- Value Added Reseller
- Client Manager
- Branch Manager
- Setup Company
- Technician
- End User
- Public

All the profiles are hierarchical, respectively. This means that different levels of access and operations are provided to each one for the user profiles.

2.2 Creating a user account

In order to create a **user account**, you'll need to **users -> +create user**

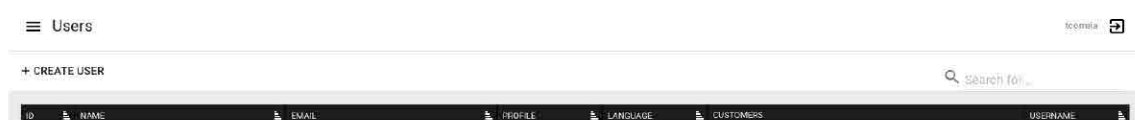


FIGURE 1 - CREATE A USER

In the create user window you'll be able to define the information regarding the new user that you're giving access to **Prognos CMP**:

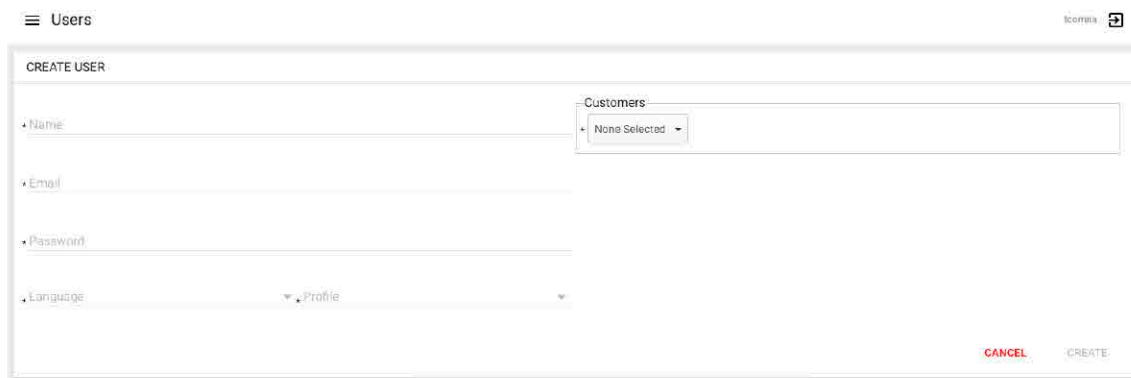


FIGURE 2 - CREATE USER WINDOW

Please note, that when creating an **user**, all the fields, apart from clients are mandatory to successfully create an **user**. Also, you'll only be able to create **user profiles** that are hierarchically lower than your own **profile** and you'll only be able to attribute clients that are only available to your own profile.

2.3 Explore users

Once you've setup all the **users** that you're required to, you can easily manage them or even **edit** any of the available fields from it. You'll be responsible for the **user profile** management, as well the attribution of new **clients** to an **user** that you have created.

In order to explore the users that you're responsible with, you can go to **users** area:

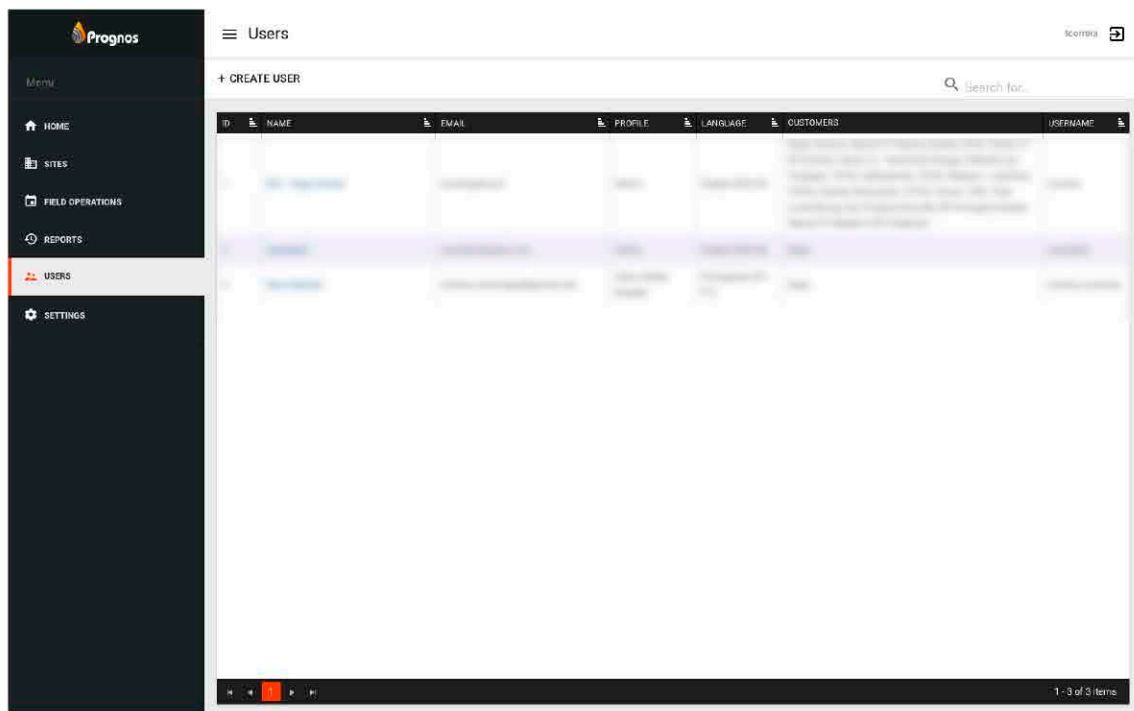


FIGURE 3 - EXPLORE AVAILABLE USERS

From the **users** area you'll be able to navigate through all the **users** that you're responsible with. You'll be displayed a paginated search where also the view per page is scrollable. You have some accelerators available via a **search** area, or **sorting** options per some of the **columns** of the table explorer.

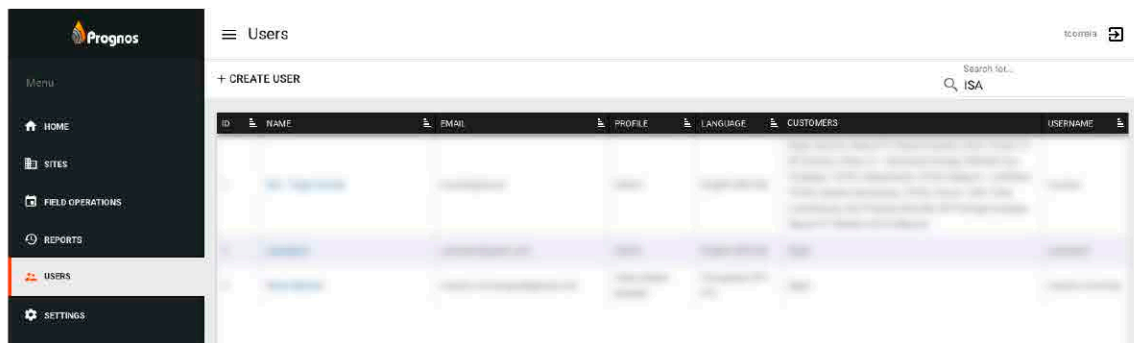


FIGURE 4 - SORT COLUMNS (SORTING NOT AVAILABLE AT CLIENTS COLUMN) OR TRACK A SPECIFIC USER USING THE SEARCH OPTION

2.4 Editing an existing user

You can easily edit any of the following characteristics of an existing user:

- **Name**
- **Email**
- **Language**

- **Profile:** please note that you'll only be able to attribute lower profiles than yours
- **Status:** active user or inactive user
- **Clients:** you can remove or add client attributions to an existing user

In order to edit the following of an existing user just use the **user link** available at the users explorer area:

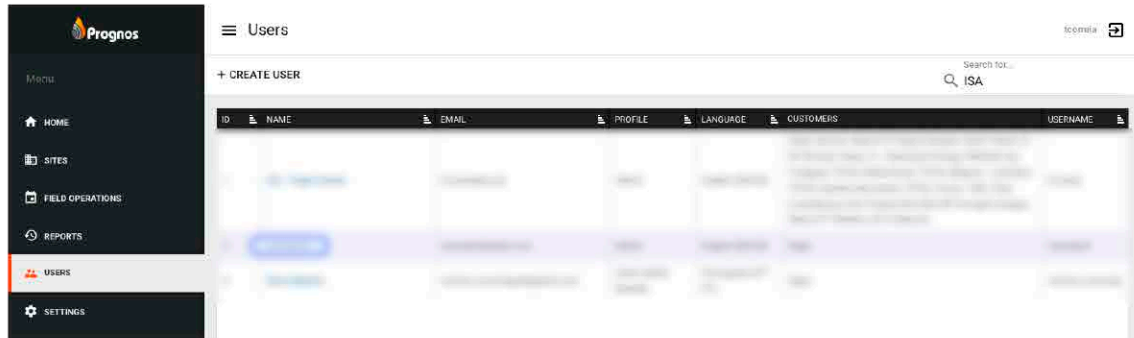


FIGURE 5 - USE THE HIGHLIGHTED LINK TO EDIT USER DETAILS

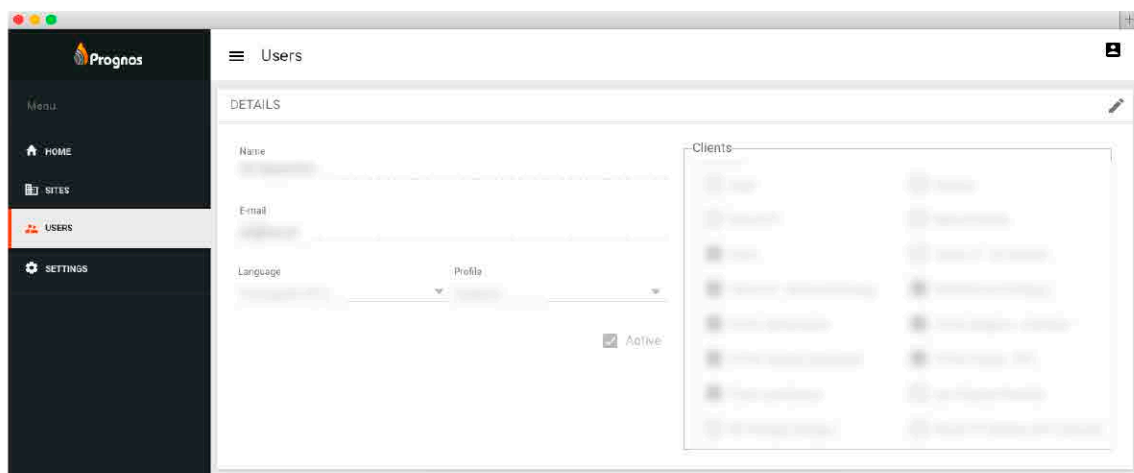


FIGURE 6 - AVAILABLE FIELDS FOR EDITION

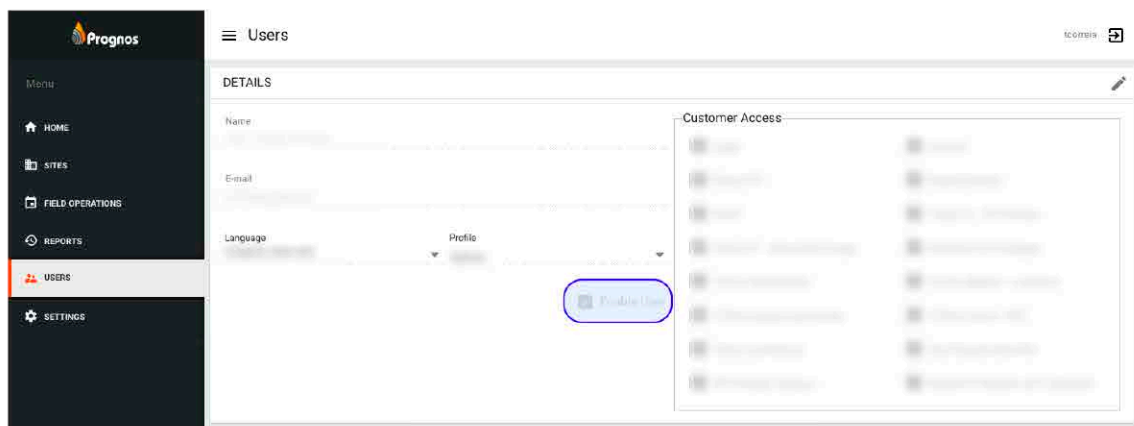


FIGURE 7 - USE THE HIGHLIGHTED CHECK BOX TO ACTIVE OR INACTIVE THE EDITED USER

In order to manage the **users** access to **customers** you can use the **client** search filed to rapidly track and add or remove any user that your **profile** allows you to access.

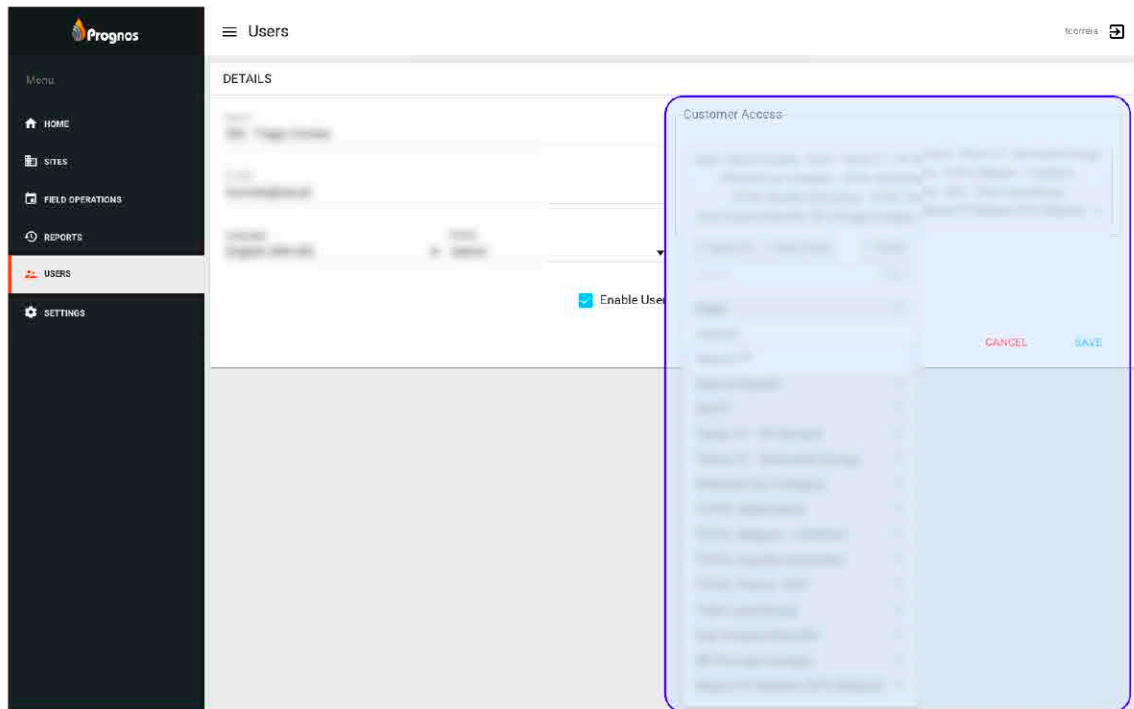


FIGURE 8 - USE THE HIGHLIGHTED AREA TO ADD OR REMOVE CLIENT ATTRIBUTIONS TO THE EDITED USER

2.5 Logout from your account

In order to logout your account just use the logout icon on the top right of the Prognos CMP

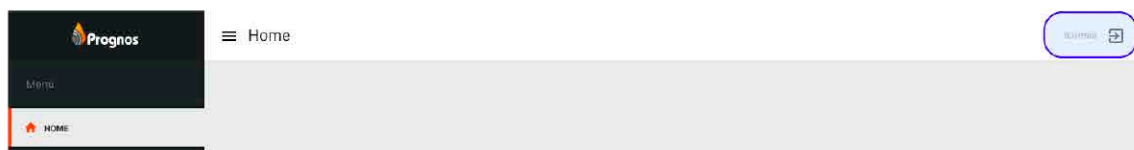


FIGURE 9 - HIGHLIGHTED LOGOUT BUTTON

3 Sites

3.1 Explore existing sites

Once in the **sites** area you'll be able to explore the attributed sites to your user. You can track a **site** using the **search** option.



FIGURE 10 - TRACK A SITE USING THE SEARCH FEATURE

Also sorting is available for the following columns of the table:

- ID
- Name
- Address
- City
- State
- Phone

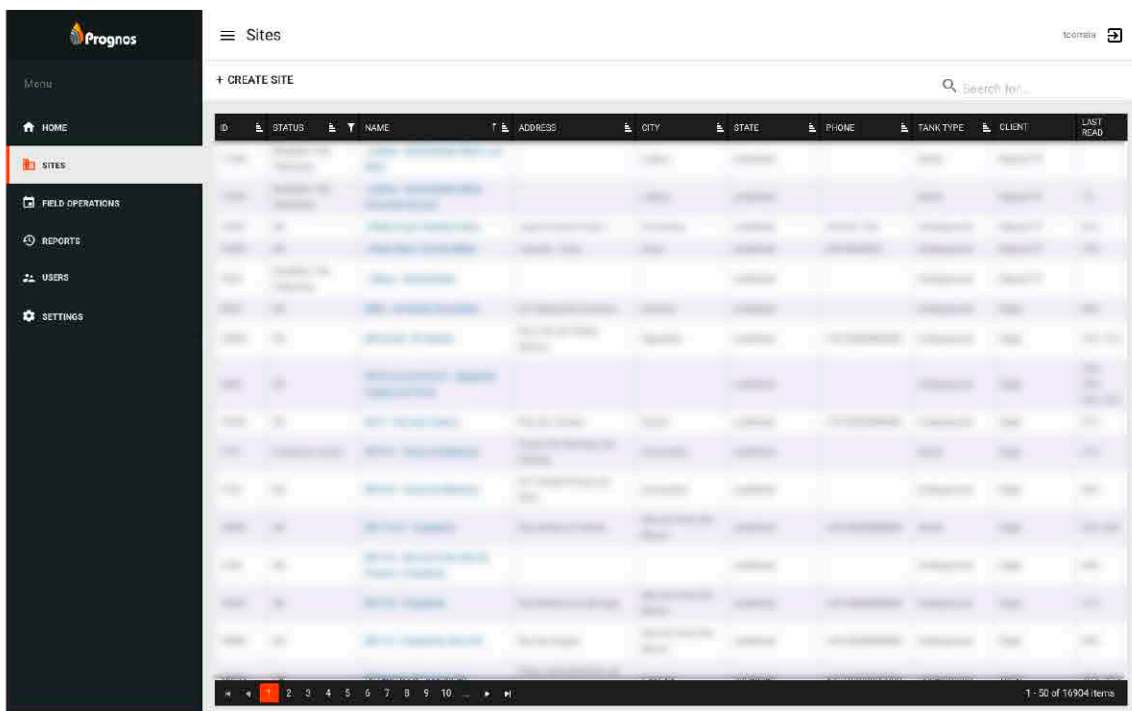


FIGURE 11 - SORTING BY SITE NAME EXAMPLE

To access the details of a specific **site** that is available from the explorer, simply click on the available link name of the **site**.

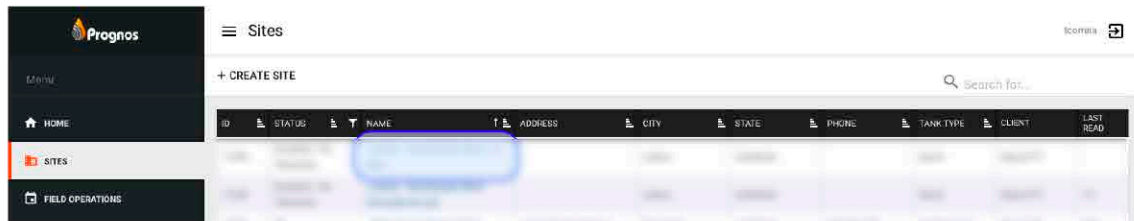


FIGURE 12 - HIGHLIGHT OF THE LINK NAME OF THE SITE. THIS LINK ALLOWS YOU TO ACCESS THE SITE DETAILS

A filter by status feature is also available in order to sort sites by the status that you want to address. The following states are available for filtering:

- **OK:** site is running normally
- **Installation:** logger to be installed, site has been created and is pending a field operation to install a logger
- **Installation Validation:** installation has been done, as is waiting to be validated by Support Operator
- **Monitoring:** site is under monitoring by a Support Operator due to any reason that might require a proactive action
- **Maintenance:** site is pending on a device field service
- **Maintenance Validation:** field service has been done, and the site is waiting on a validation by the Support Operator
- **Client Action:** site requires an action by the site responsible or client
- **Disabled/No Telemetry:** the site has no longer a logger monitoring a gauge level tank

In order to activate a filter option, just click the filter icon on **status** and click on the input area, a list of the available filters will be displayed. One or more filters may be applied. The filters will be saved per page view, this means that when you leave the site explorer area and come back, the previous filtering will be disabled.

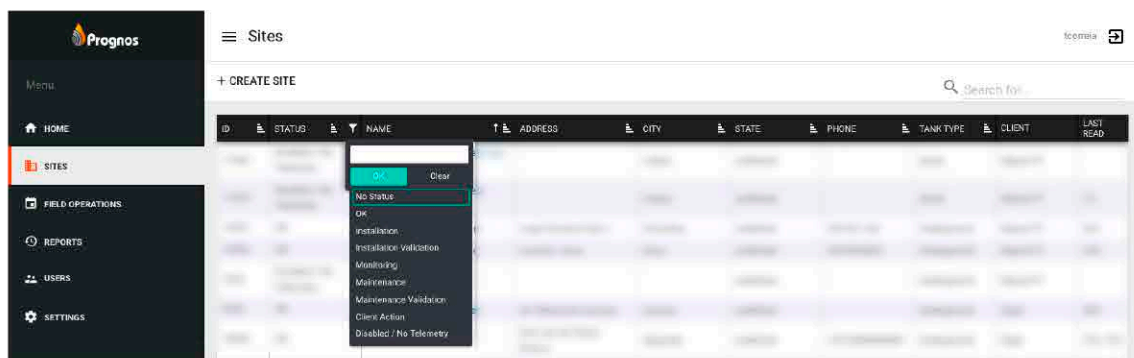


FIGURE 13 - LIST OF FILTERS AVAILABLE FOR STATUS

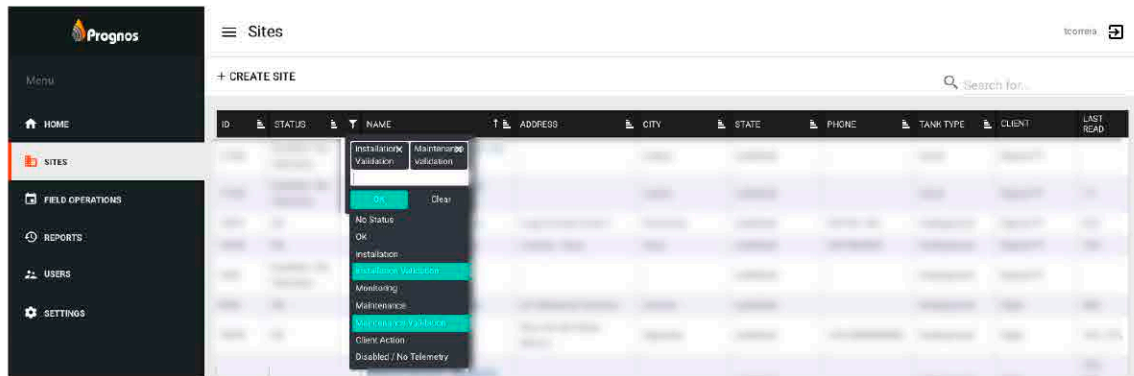


FIGURE 14 - STATUS FILTER SELECTION EXAMPLE

To access site details, just click on the highlighted link from the FIGURE 12, there you'll be able to dive deeper into each site specifics.

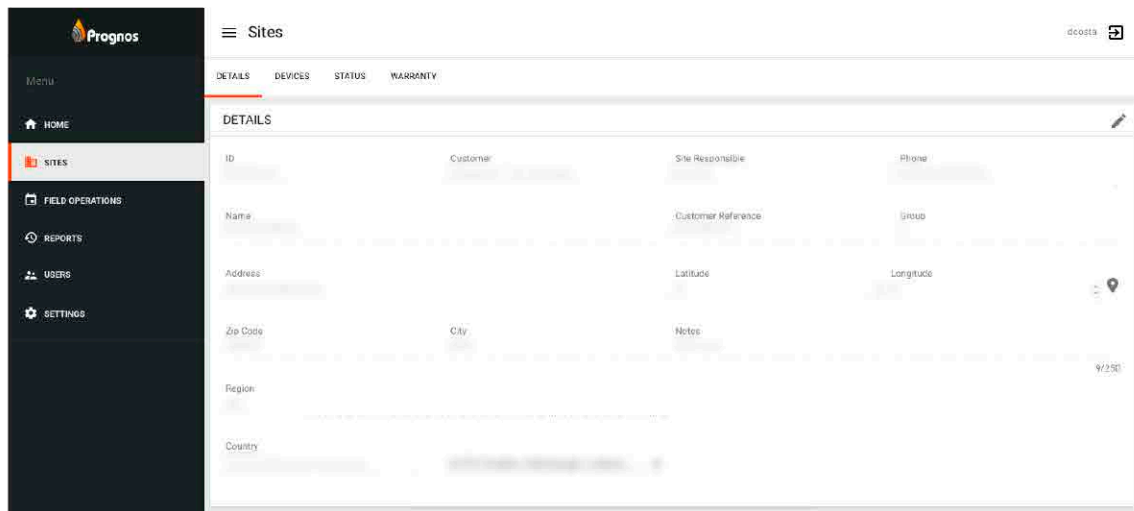


FIGURE 15 - SITE DETAILS OVERVIEW

A map view from each site is available at site details, just use the highlighted pin icon to get an overview of the location of the site with an auxiliary map view.



FIGURE 16 - USE THE HIGHLIGHTED LINK TO ACCESS THE MAP VIEW

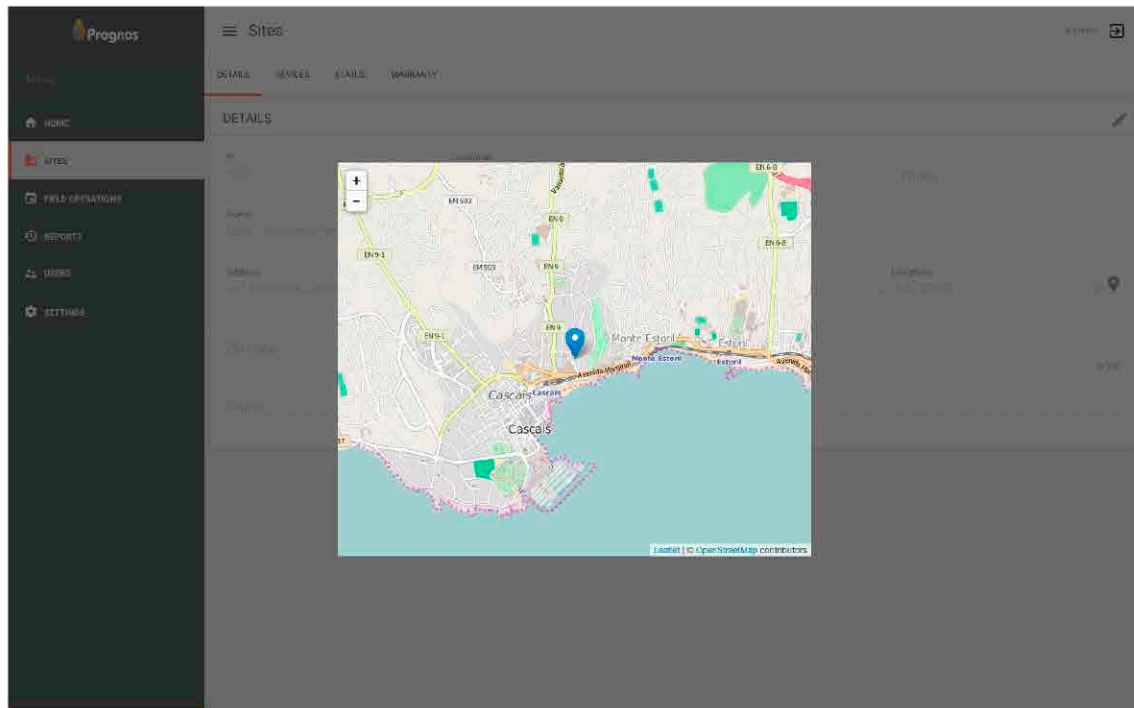


FIGURE 17 - MAP VIEW OF A SPECIFIC SITE

3.2 Create a site

In order to create a site, at the site **explorer** table you can use the **+create site** icon. You'll be then forward to the **site** creation screen.

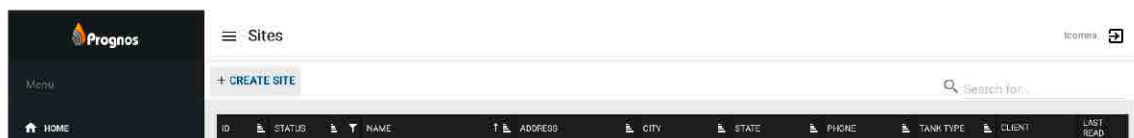


FIGURE 18 - HIGHLIGHTED CREATE SITE ICON

The create site menu allows you to insert the following information regarding your site:

- **ID**: here you're able to insert your Site ID reference
- **Customer***: the client from which the site is. The selection is made by a dropdown list from the available clients for your user.
- **Name***: name of the site
- **Address***: address of the site
- **Zip Code**: zip code of the sites' address
- **City**: city of the site
- **State**: state of the site
- **Country**: the country is auto-filled by the client selection. In our database we make sure to do such correlation.

- **Timezone:** the timezone of the site, must be selected
- **Site Responsible:** name of the person responsible for the site
- **Phone Number:** contact of the person responsible for the site
- **External Reference:** additional customer reference for the site, eg: for billing purposes
- **Group:** if the site belongs to a specific group or branch
- **Latitude:** latitude of the site
- **Longitude:** longitude of the site
- **Notes:** any reference notes that you might see as useful ex: *'to access the tank we need to ask for the key of the fence to the site responsible', 'site alarm thresholds configurations and subscribers'*

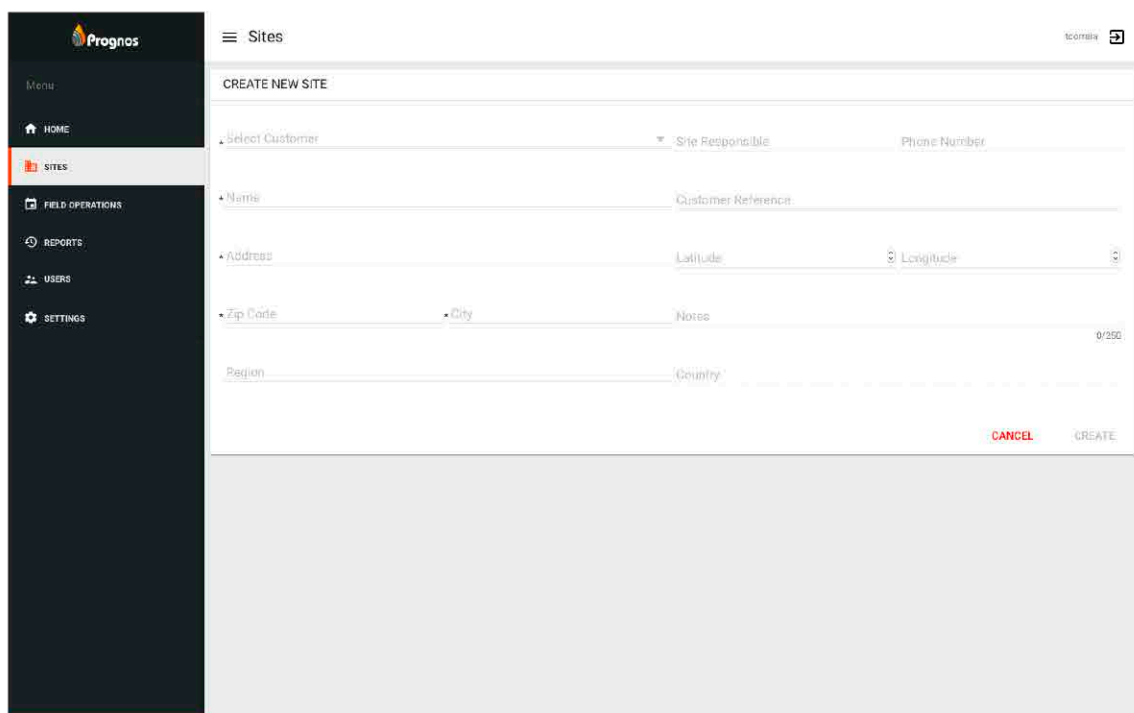


FIGURE 19 - CREATE SITE SCREEN

Please note that the bullets with * are mandatory fields when creating a **site**. Also, an installation that is executed with the **Mammut App**, will auto fill all the available fields from a specific **site**, thus enhancing the user experience of **Prognos CMP**.

3.3 Edit a site

In order to edit a **site**, you can, from the **site explorer** view, access the active link at the **site** name to perform the available specific editions. On the detailed view, just click on the edit icon (pencil icon) to start editing the site details.

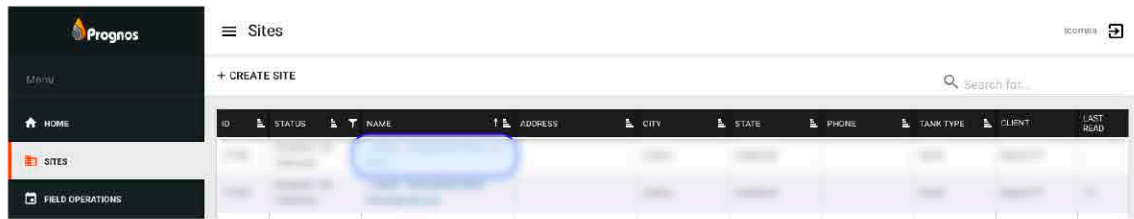


FIGURE 20 - USE THE HIGHLIGHTED ACTIVE LINK TO ACCESS THE SITE DETAILS



FIGURE 21 - USE THE HIGHLIGHTED EDIT ICON TO ENTER THE EDIT SITE VIEW

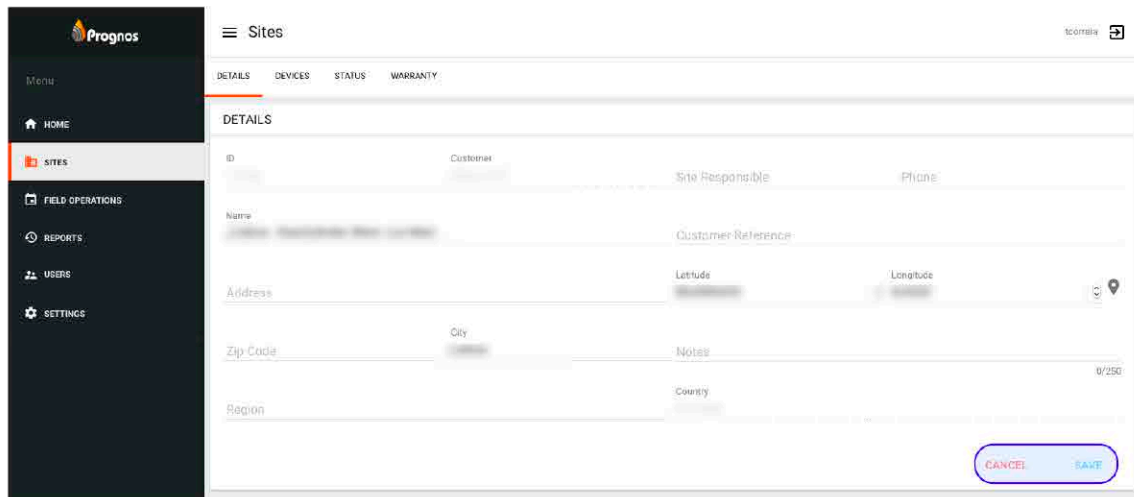


FIGURE 22 - USE THE HIGHLIGHTED CONFIRM OR DISCARD BUTTONS TO SAVE OR DISCARD CHANGES ON THE SITE DETAILS

The following fields are editable on the site details¹:

- Name
- Address
- Zip Code
- City
- Region/State/Province
- Site Responsible
- Phone
- Customer Reference
- Notes
- Latitude
- Longitude

¹ The definitions of each field are available at 3.2

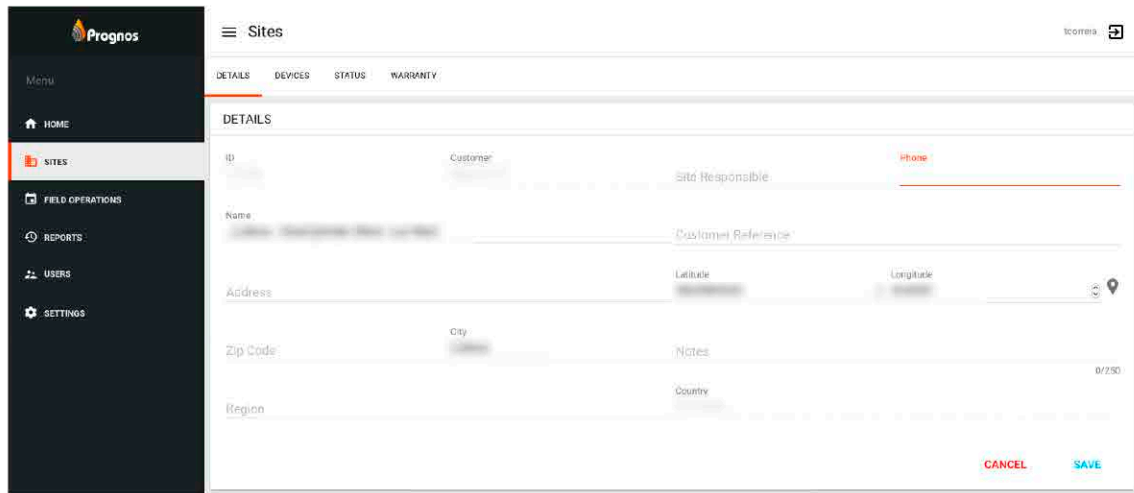


FIGURE 23 - EDIT SITE LAYOUT OVERVIEW

3.4 Site details

As reviewed in 3.1 a **site details** overview is accessible using **Prognos CMP**. **Site details** will give an overview of the information on a specific **site**, namely:

- ID
- Client
- Name
- Address
- Zip Code
- City
- Region/State/Province
- Country
- Responsible
- Phone
- Customer Reference
- Notes
- Latitude
- Longitude

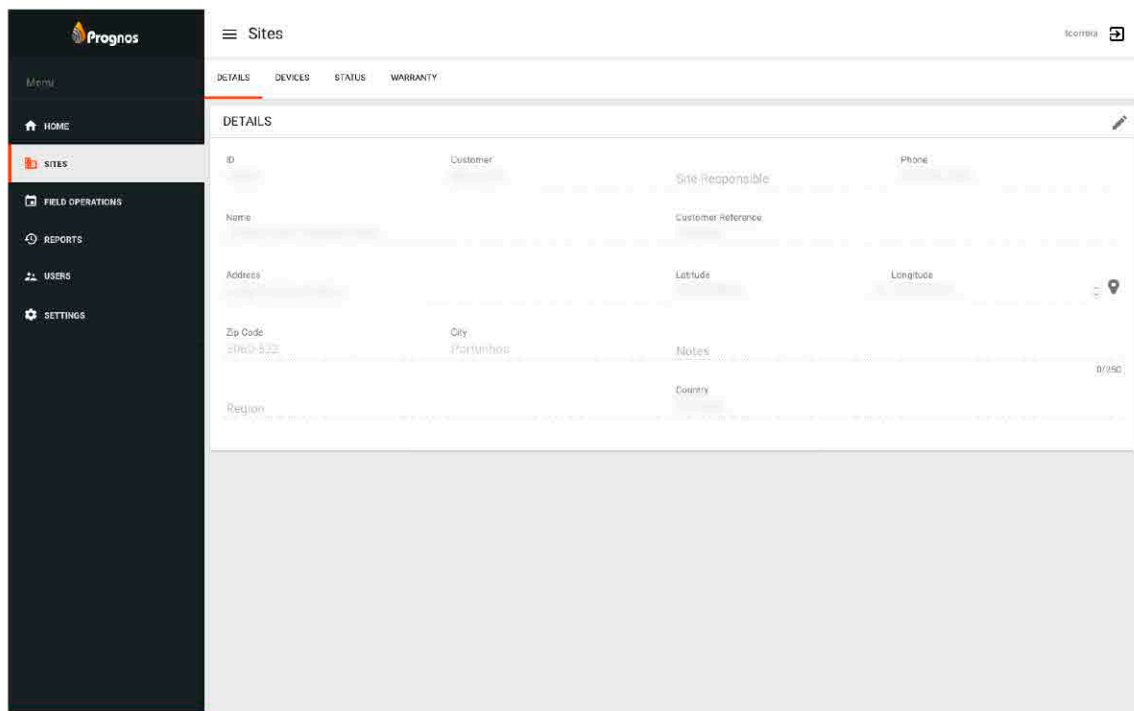


FIGURE 24 - SITE DETAILS OVERVIEW

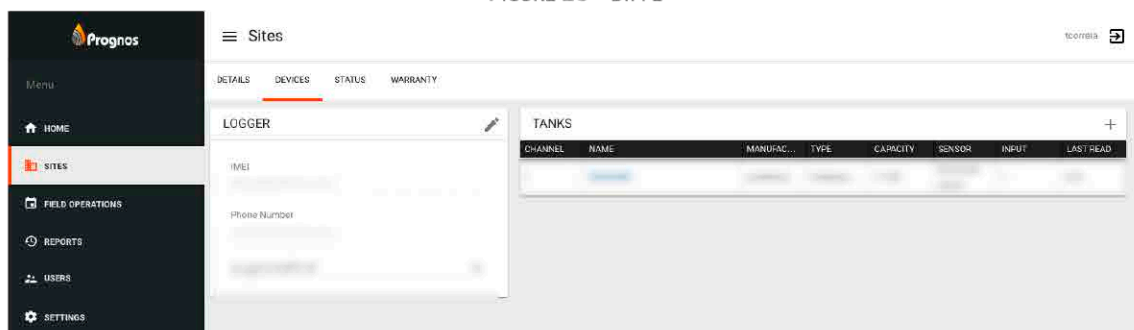
3.5 Devices

From the **site** menu, apart from the **details**, there is also other information regarding some specifics of the **site**, namely **devices**, where we aggregate the information on the installed logger as well the information on the existing **tanks**. The information is viewable but also editable.

For each site, the several sub-menus are available at the top menu.



FIGURE 25 - DIFFE



RENT SUB-MENUS FROM A SPECIFIC SITE

FIGURE 26 - DEVICE AND TANK OVERVIEW

3.5.1 Edit Device

Logger edition can be easily done just by clicking on the edit icon. There you'll be able to edit the following information concerning an installed logger:

- **IMEI:** device IMEI, unique identifier of the logger
- **Phone:** phone number correspondent to the SIM installed in the logger
- **Model Type:** model and type of ISA logger. This field is feed by ISA database. You can confirm the correct model and type on the back label of the logger

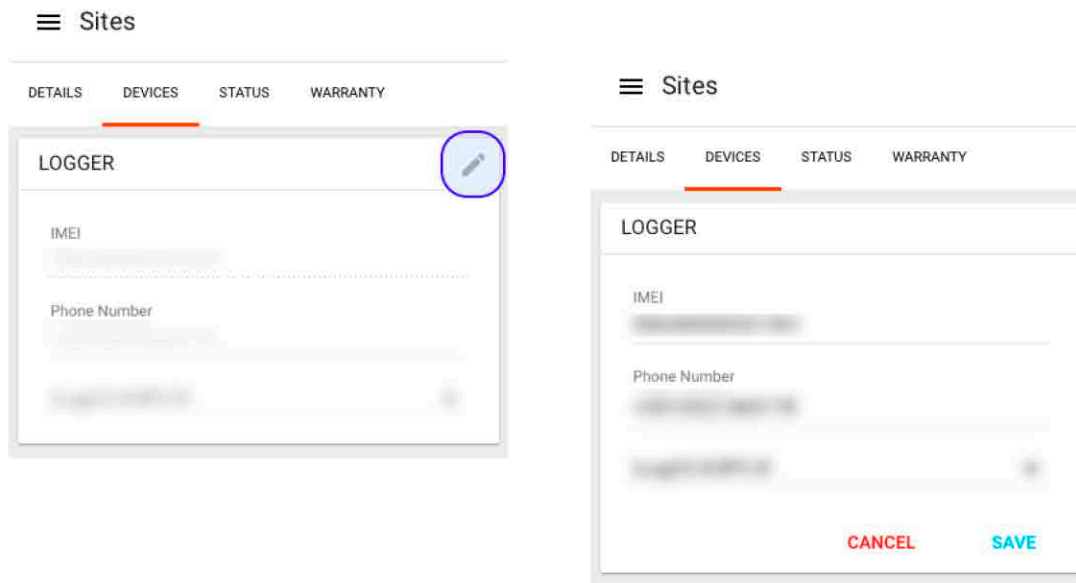


FIGURE 27 - HIGHLIGHTED EQUIPMENT EDIT ICON, AND EDIT MENU

3.5.2 Edit Tank

Within the **devices** sub-menu, apart from the **device**, the **tanks** are also accessible for edition or addition. In order to access the edit **tank** menu, the same procedure as in **sites** is applicable, simply access the active link on the **tank** name.

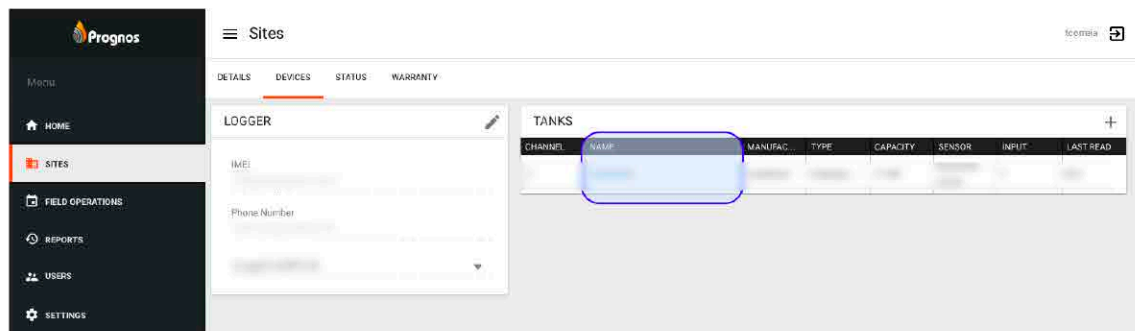


FIGURE 28 - HIGHLIGHTED LINK FOR TANK EDIT MENU ACCESS

The following fields are available for edition:

- **Name:** name of tank
- **# Manufacturing:** manufacturing number of the tank
- **Tank Type:** type of the installed tank, it can be:
 - **Aerial:**
 - **Vertical**
 - **Horizontal**
 - **Underground**
 - **Rooftop**
- **Capacity:** Tank capacity
- **Communication Type:** type of communication of the used logger in the tank. It can be:
 - **Cable:** usually applicable to a scenario of one tank, one logger, where the logger connects a cable gauge sensor
 - **Wireless:** usually applicable to a scenario where you have more than one tank per site and the logger uses RTU units to aggregate several gauge monitoring.
- **Sensor Type:** Use sensor for level/gauge monitoring
- **Input or Radio ID:** information of the upcoming connection of the sensor to the logger

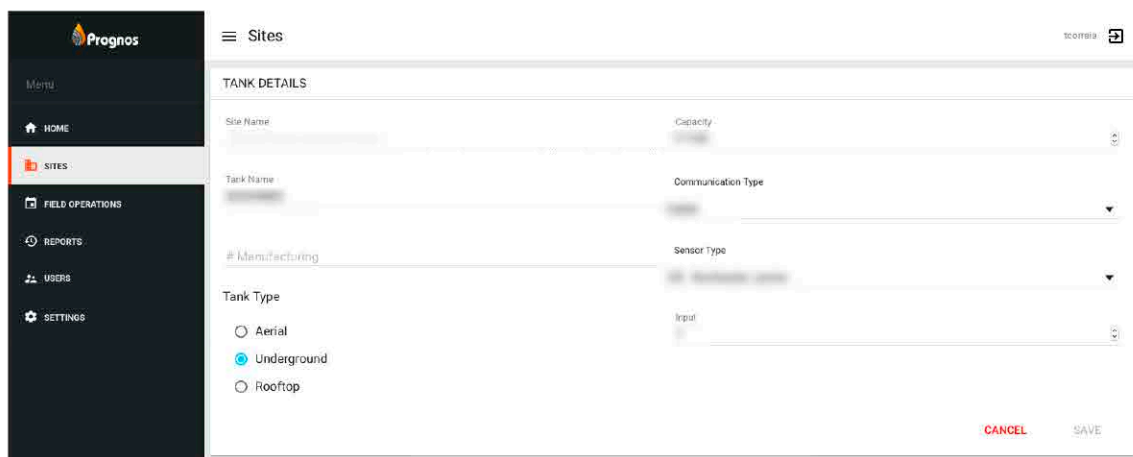


FIGURE 29 - OVERVIEW OF TANK DETAILS EDITION

3.5.3 Add Tank

In order to add a **tank** to a specific site you'll need to **access sites -> devices -> add tank icon**.

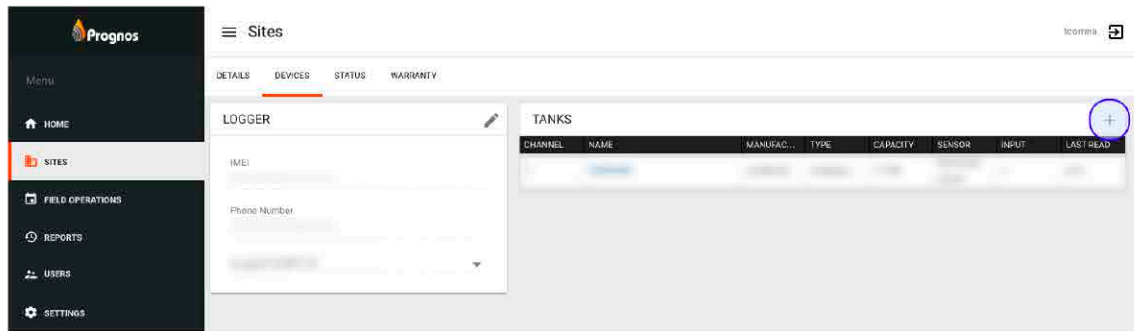


FIGURE 30 - HIGHLIGHTED ICON FOR TANK CREATION

Within the tank creation area, you'll have the following information to fill:

- **Name***: name of the tank
- **# Manufacturing**: manufacturing number of the tank
- **Tank Type***:
 - Aerial
 - Underground
 - Rooftop
- **Capacity***
- **Connection type***: cabled or wireless
- **Sensor Type***:
- **Input or Radio ID***

Please note that the **Site Name** is auto-filled by the system. Also the * fields are mandatory for tank creation.

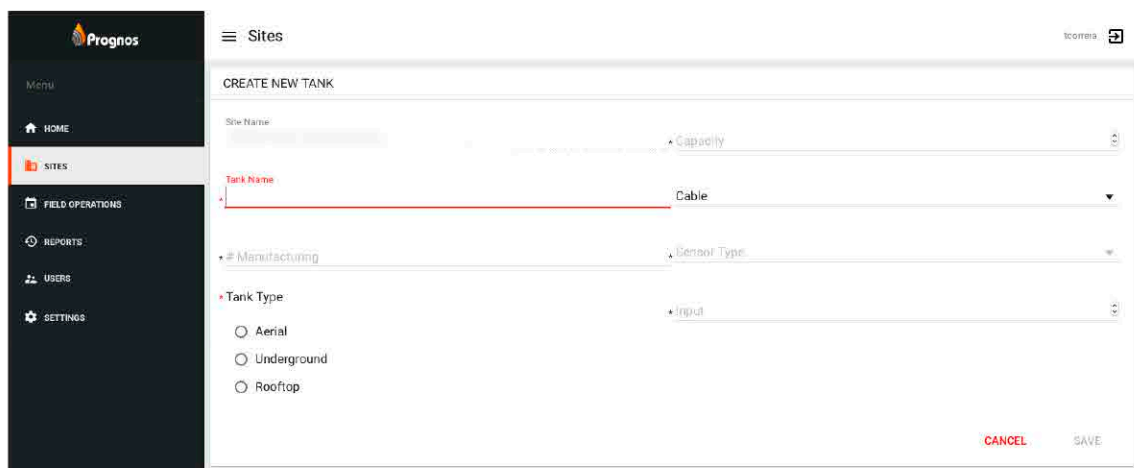
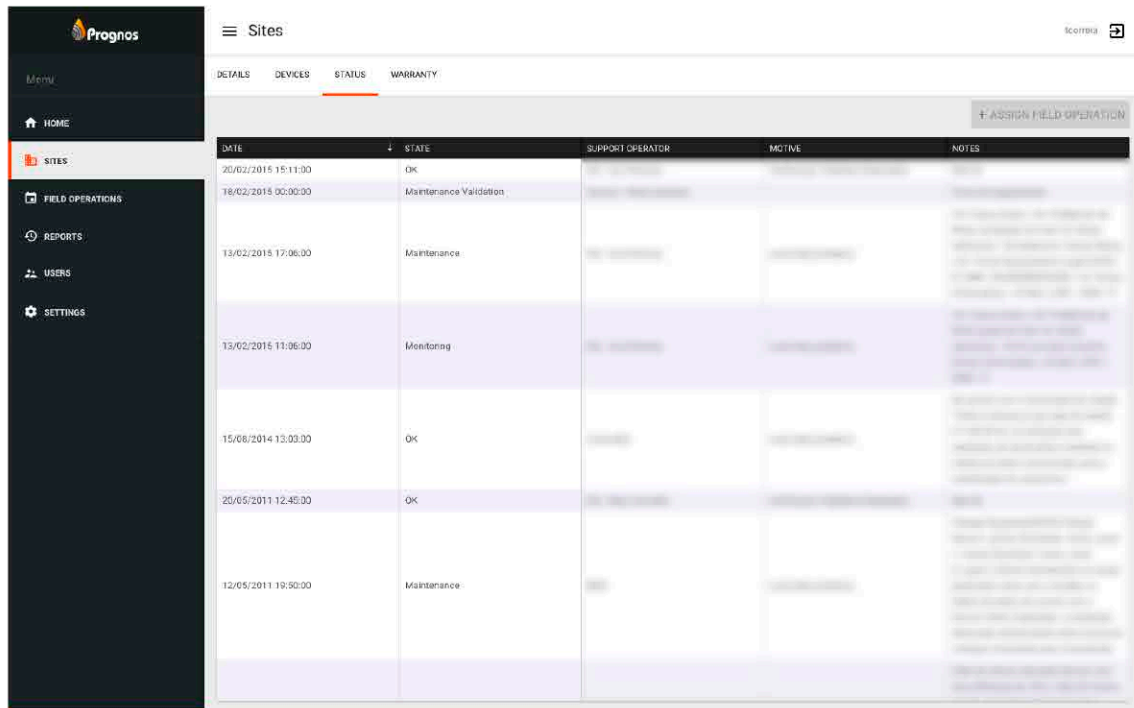


FIGURE 31 - ADD TANK AREA OVERVIEW

3.6 Status

Status area will provide you with a landscape of what happened in the specific **site**, over time, as well, which operator as changes the **site state** and what were the causes /reasons for such.



DATE	STATE	SUPPORT OPERATOR	MOTIVE	NOTES
20/02/2015 15:11:00	OK			
18/02/2015 00:00:00	Maintenance Validation			
13/02/2015 17:06:00	Maintenance			
13/02/2015 11:06:00	Monitoring			
15/08/2014 13:03:00	OK			
20/05/2011 12:45:00	OK			
12/05/2011 19:50:00	Maintenance			

FIGURE 32 - SITE STATUS OVERVIEW - GRAPHICAL AND TABULAR INFORMATION DISPLAY

For the depicted view you're able to


- **Tabular View:** with the tabular view you have access to the following
 - **Date:** date of the changed status event
 - **Status:** site status
 - **Overseer:** operator in charge for the change of status
 - **Cause:** pre-defined cause that lead to the change in the status
 - **Observations:** any further notes that might be of use for the change of status

On the tabular view, sorting is also available at all columns.

3.7 Warranty

Warranty module is to be used in order to keep track of what is the current status on warranty of the loggers or devices installed in a specific site.

Currently you're able to see the installation date of each one of the loggers per site.



SITE	OBSERVATIONS
23/10/2007 01:00:00	Installation Automatic Site Creation

FIGURE 33 - WARRANTY DISPLAY AREA

4 Field Operations

Field Operation area is design to provide you the ability to assign filed-ops into a specific installation/newly created site. This attribution will be reflected in **Mammut App**, thus your workforce will receive the job listing as you go.

4.1 Explore Jobs

You're able to explore jobs by the following categories, within a tabular view:

- **ID:** Unique job ID
- **Type:** Current Site status
- **Site:** Site name for ID purposes
- **Status:** status of the field job, the following are available: unknown, closed, pending, cancelled
- **Technician:** ID of the company, technician to whom the job is assigned
- **Created Date:** job creation date
- **Scheduled Date:** planned date of execution for the job
- **Executed Date:** closed date of the job
- **Client:** Customer whom owns the site

ID	TYPE	SITE	STATUS	TECHNICIAN	CREATED DATE	SCHEDULED DATE	EXECUTED DATE	CLIENT
121
122
123
124
125
126
127
128
129
130

FIGURE 34 - FIELD OPERATIONS OVERVIEW

This area, as in all platform allows you to search for a specific site, using the search tool.

4.2 Assign a Technician to a Field Job

In order to assign a technician to a newly created site, or to even an already existing site, you'll need to:

- The site needs to be within the following state:
 - Pending Installation
 - Maintenance/Field Job

If the site is within one of the previous status, then from the **Site Status** area you're able to assign a technician

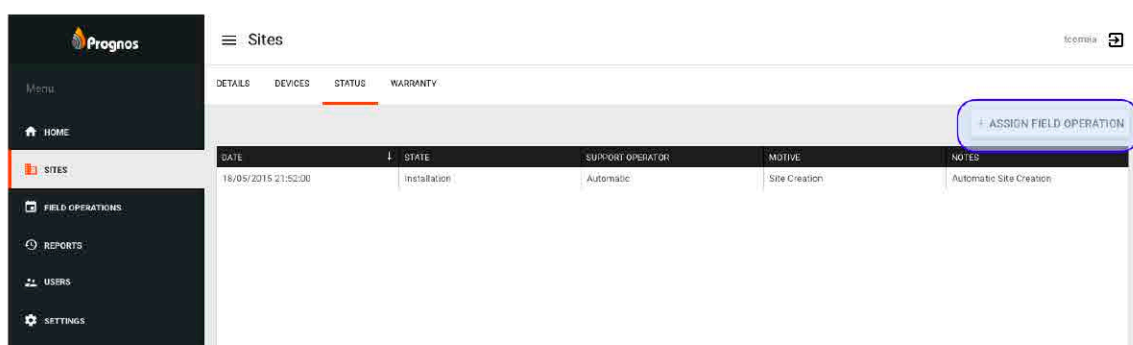


FIGURE 35 - ASSIGN FIELD OP BUTTON HIGHLIGHT

Once you choose to assign a technician to a **field job**, then you'll be able to detail:

- The technician to be attributed to the field job
- The desired schedule date
- Any notes that may aid on the installation/maintenance job

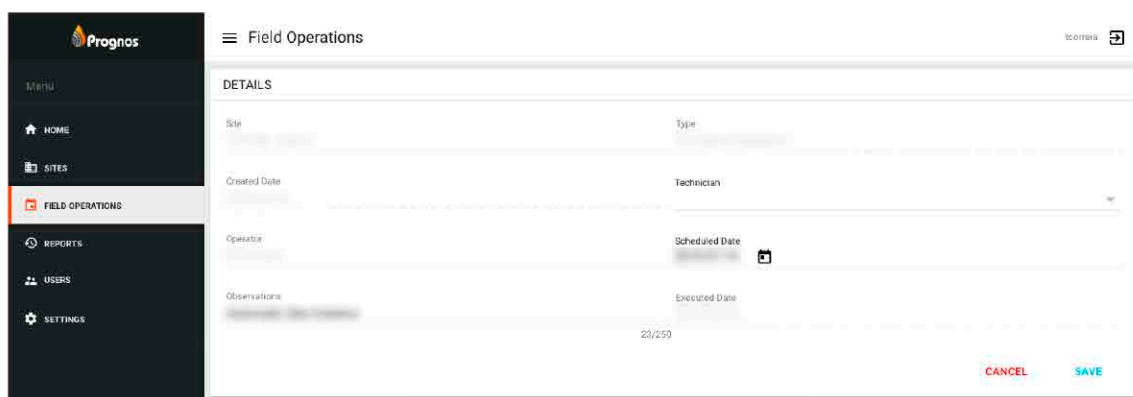


FIGURE 36 - JOB ATTRIBUTION AREA OVERVIEW

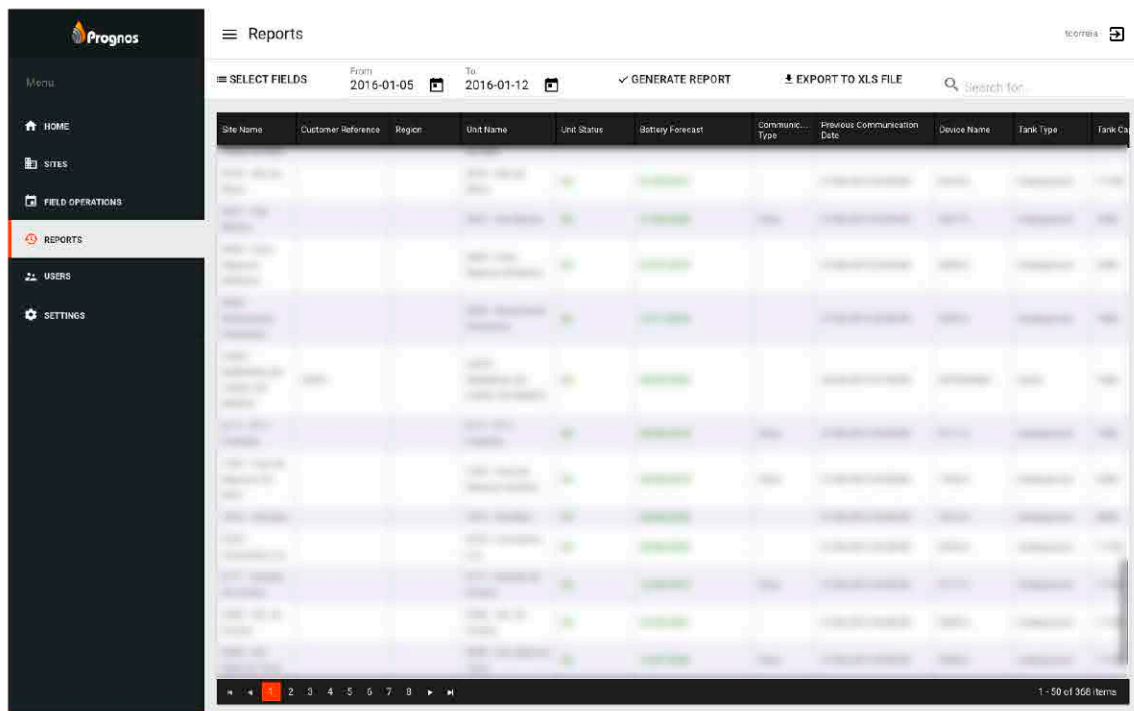
The technician attribution is done by a dropdown list of pre-existing companies/techs combo.

You can also assign a technician to a specific job if you're navigating directly from the **Field Ops** area, where the Site Name link will send you to the assignation screen.

5 Reports

5.1 Creating a Report

The report area allows you to have a clear view of what is happening at your installations, from here you'll be able to collect a major batch of information framed within a specific and user defined, timeline.



The screenshot shows the Prognos Reports interface. On the left is a dark sidebar with a menu containing: HOME, SITES, FIELD OPERATIONS, **REPORTS** (highlighted), USERS, and SETTINGS. The main area is titled 'Reports' and includes a 'SELECT FIELDS' button, a date range selector (From: 2016-01-05, To: 2016-01-12), a 'GENERATE REPORT' button, and an 'EXPORT TO XLS FILE' button. Below these is a search bar. The main content is a table with the following columns: Site Name, Customer Reference, Region, Unit Name, Unit Status, Battery Forecast, Communic... Type, Previous Communication Date, Device Name, Tank Type, and Tank Ca. The table contains multiple rows of data. At the bottom right of the table, it says '1 - 50 of 306 items'.

FIGURE 37 - REPORT DEFAULT OVERVIEW

The report is flexible and user built, this means that you're able to choose which columns you want to be displayed. In the end you can export the view into an Excel spreadsheet (using the button **Export to XLS file**) in order to do more detailed analysis over the desired information.

The following fields are available to be used:

- **Site:**
 - **Site name:** provides the Site Name
 - **Customer reference:** provides the pre-defined Customer Reference
 - **Address:** Site address
 - **Region:** Defined Site region
 - **Country:** Highlights the Site Country location
 - **GPS Coordinates:** Selects the GPS Coordinates
 - **Site Status:** Displays the Site Status condition
 - **Phone:** Displays the inserted Site Responsible Phone
 - **City:** City location for the Site

- **Client:** Highlights the Site Owner
- **Unit:**
 - **Unit Name:** Displays the Site Name
 - **Unit Status:** Displays the Site Status
 - **Battery Forecast:** Provides the forecast for the battery lifetime
 - **Communication Type:** Provides the type of communication that the logger is using
 - **Previous Communication Date:** Provides the date for the last communication
 - **Network Level:** Provides the logger cellular signal
 - **Phone Number:** Provides the logger phone number
- **Device:**
 - **Device Name:** Provides the Tank user defined Name
 - **# Manufacturing:** Displays the user defined Tank # of manufacturing
 - **Sensor name:** Displays the Sensor type
 - **Tank Type:** Displays the Tank Type: Aerial, Underground, Rooftop
 - **Tank Capacity:** Displays the Tank Capacity in the user units
- **Data:**
 - **Value:** Displays the tank levels for the selected time-frame
 - **Re-Fill Threshold:** Displays the threshold value for a re-fill alarm
 - **Warning Threshold:** Displays the threshold value for warning tank level alarm
 - **Critical Threshold:** Displays the threshold value for critical tank level alarm

All of the previous fields can be selected and once selected, you need to hit **Generate Report** button, and you'll be able to push your information with the previously selected fields.

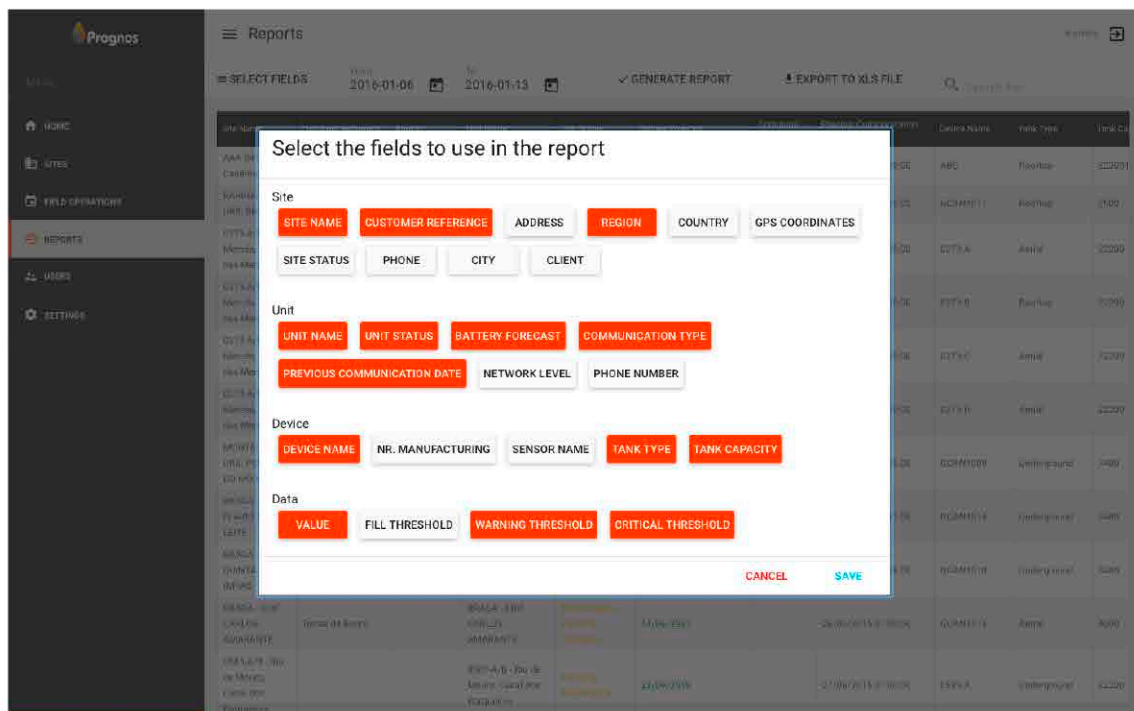


FIGURE 38 - FIELD SELECTION FOR REPORT EDIT

6 Closing remarks

Prognos CMP is a self manageable software tool to be used by a LPG Tank park responsible. This will allow the operator to increase its efficiency on the day-to-day operations.

The following actions still require to be done by the Customer Support Team at ISA:

- **Alarms:**
 - **Alarm configuration:** You'll still need, at this stage, to send the alarm thresholds for our Customer Support in order to be updated
 - **Alarm subscribers:** The same as for the receivers of the alarm notifications
 - **Support Contact:** support@isasensing.com
- **Installation and Field Job Validation:**
 - Please have in mind that, in order to assure a compliant installation of maintenance our support team will perform, after each, the validation of the activity.



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Gartner, Inc., Cool Vendor in Smart City Applications, 2012, Boston/Toronto, September 18, 2012. Boston Office, April 15, 2012.