Administration

Guide

## Monnit Corporation

Version 3.6.0.0

Contents

Administration Mode

Overview

The interface was created such that the administrative accounts can access the subaccounts for administration purposes. From you Administrative account you will have access to an Administration tab from which you will be able to manage the subaccounts, troubleshoot problems, find devices, check statuses, manage subscriptions, create new accounts, proxy into subaccounts, and more. As a user of an administration account, all permissions can be managed from the green permissions link. In fact, when you are visiting the subaccounts, you can do everything that the user of that subaccount can do, without limitation. This guide will cover what extra features are available to help you manage your subaccounts.
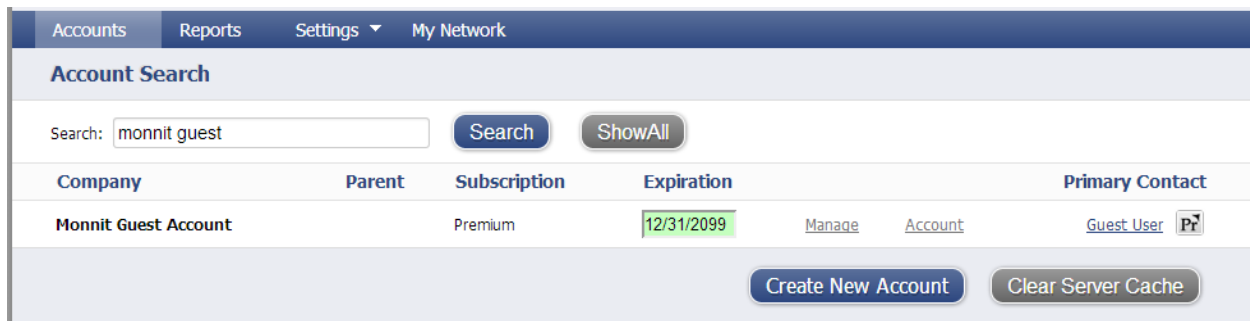
Entering administration mode

After logging in as a user of the administration account, an "Administration" link will appear on the main navigation bar.
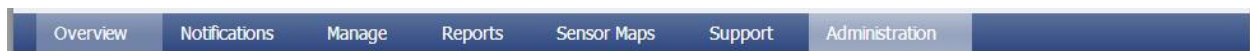
Clicking this link will take you to the Account Search Screen.

You can easily search for accounts by typing part of their Account Number, Company Name, or name of the primary contact assigned to their account.

From this screen you can:

1) Search for a specific account
2) Update the premier subscription to extend additional permissions to the accounts users
3) Manage the networks and devices on the account (Manage Link)
4) View the detailed account information and user list (Account Link)
5) View details of the primary contact (Primary Contact Link)

6) Enter Proxy mode to view the account logged in as the primary contact. ![Pr]
7) Create new Accounts so you can manage different clients logically.
8) Clear items temporarily cached by the website so you don't have to wait for the cache to reset on its own.

Other Screens you can see as Administrator are: "Account", "Reports" and "Settings". Finally, the "My Network" will return you to your standard view of the administration account.

Account Network Administration

Arrive here from clicking the Manage link from the account search page.

From this page you can manage their account much the same as you would your own.


A few key features are:
1) View Network: Clicking on the Network Name from the "Sensor Networks" drop down allows you to view the sensors that have been assigned to the different networks.
2) You can assign new sensors or gateways to their network.
3) Delete sensors or gateways from their network
4) View types and firmware version information about sensors and gateways.

Proxy Mode

Arrive here by clicking one of these icons [Pr]

While in Proxy Mode you will have access to the account as if you used their credentials to log into the site. When you click the settings cog you'll see which account you are viewing just undeather the Welcome and instead of log out at the bottom you will see Go Home which will bring you back to your home account.
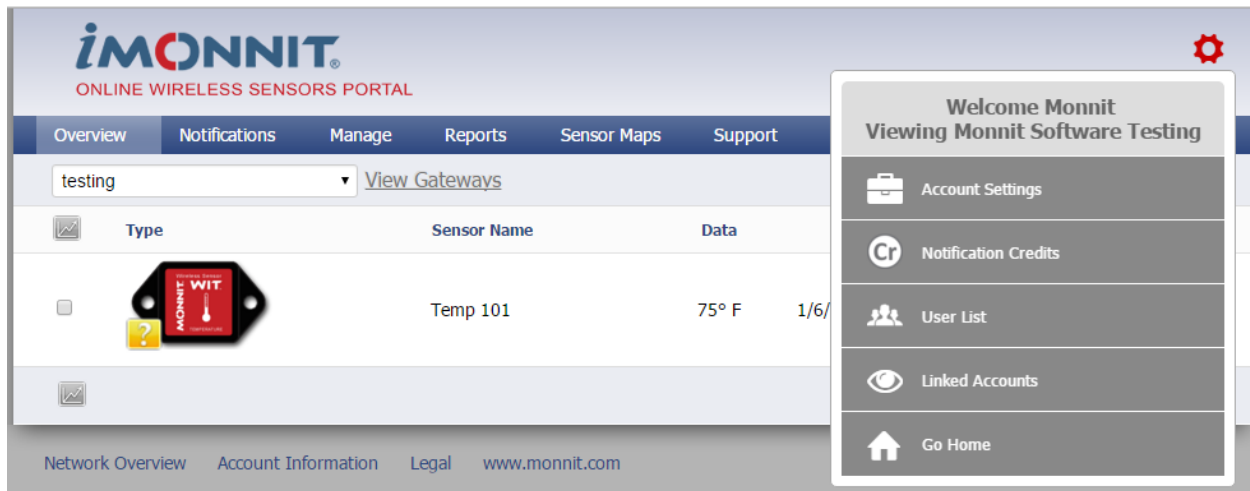
Using Proxy allows you to see the interface just as they do.   You will have the same privileges as the person you are logged in as and will be able to see and edit only the networks and accounts they can access.

Account Creation

Arrive here by clicking "New Account" at the bottom of the Account search page.

To register a new account, enter the information about the department/individual and the primary contact information.   The Primary contact will receive all administrative emails, including any system maintenance notifications you may set up, and notifications that the network is coming to the end of its current subscription. Make sure the email address entered here is one that will be appropriate for this.

Information Needed for Creation of an Account

Company Information

    a)   Company Name
    b)   Industry Type
    c)   Business Type
    d)   Time Zone
    e)   Where did you Purchase
    f)   Address(Street , City, State, Zip, Country)

Primary Contact Information

    a) First Name

    b) Last Name

    c) User Name

    d) Password

    e) Email Address

    f) Cell Phone *(Not Required)*

    g) Cell Carrier *(Not Required)*

Administrative Reports

Device Lookup

The Device Lookup report will help you identify where a sensor or a gateway belongs and a small snapshot of its status. For instance, if you have a sensor in your inventory but don't know where it is assigned, by entering the Sensor ID this report will identify which account and network the sensor is assigned to along with the sensor's name and the current status/ last check in date.

Subscriptions Expiring

The Subscriptions Expiring report will give you a window of which networks are coming up on the end of their subscription periods.

The accounts appear on this report two months before the end of their subscription.

If subscription notifications are enabled, the primary account holder will receive an automated email from the system alerting them to the expiration of premiere service in one month, again at one week before the subscription expiration date, and finally one notifying them that there subscription has expired.

Each account will show up on this report for one month after their subscription has expired.

New Accounts

This report allows you to obtain a list of new accounts that have been added within the timeframe specified.

Gateway Activity

Allows you to see the activity of the gateway(s) that are checking in to help monitor the frequency and the amount of data they are delivering. In order to get data for this, you will need the Network ID.

User Search

Allows you to find users by name, username, email, or phone number and allows for partial matches.

Frequently Asked Questions (FAQ)

How do I add a new Account?

Logon to the Enterprise Portal.

Click on the "Administration" link from the main navigation menu.

From the Account Search page click on the "Create New Account" button near the bottom of the page.

Fill out all required information and click "Register Account".

How do I add an Administrative User to one of my accounts?

Logon to the Enterprise Portal.

Click on the "Administration" link from the main navigation menu.

Search for the account.

Click the "Account" link by the account you want to add the user to.

In the "Users" box Click "Add New User".

Enter user information; make sure to check "Full Permissions" box.

Press "Save".

How do I add a NON Administrative User to one of my accounts?

Logon to the Enterprise Portal.

Click on the "Administration" link from the main navigation menu.

Search for the account.

Click the "Account" link by the account you want to add the user to.

In the "Users" box Click "Add New User".

Enter user information; do not check "Full Permissions".

Press "Save".

Locate user in the "Users" box and press the Permissions Icon.

Assign appropriate permissions to view or edit one or more networks for their account. (Note: users can receive notifications even if they have no view or edit permissions).

How do I assign a network to an account?

Logon to the Enterprise Portal.

Click on the "Administration" link from the main navigation menu.

Search for the account.

Click the "Manage" link by the account you want to add the gateway to.

Choose "Add Network" button.

How do I assign a gateway to a network?

Logon to the Enterprise Portal.

Click on the "Administration" link from the main navigation menu.

Search for the account.

Click the "Manage" link by the account you want to add the sensor to.

Find name of the network you would like to assign the sensor to.

Locate and click the "Assign Gateway" button (bottom panel of the web page).

How do I assign a sensor to a network?

Logon to the Enterprise Portal.

Click on the "Administration" link from the main navigation menu.

Search for the account.

Click the "Manage" link by the account you want to add the sensor to.

Find name of the network you would like to assign the sensor to.

Press the "Assign Sensor" button.

How do I decommission a sensor from a network?

Logon to the Enterprise Portal.

Click on the "Administration" link from the main navigation menu.

Search for your reseller account.

Click the "Manage" link next to it.

Click the red X icon on the appropriate sensor.

> *(Note: This sensor can still be re-added through the "Assign Sensor" feature.)*

How do I determine which networks are due for renewing subscriptions?

Logon to the Enterprise Portal.

Click on the "Administration" link from the main navigation menu.

Click on the "Reports" link from the administration navigation menu.

Click the "Subscriptions Expiring" report.

How do I determine which account a sensor belongs to?

Logon to the Enterprise Portal.

Click on the "Administration" link from the main navigation menu.

Click on the "Reports" link from the administration navigation menu.

Click the "Device Lookup" report.

How do I modify Account settings?

Logon to the Enterprise Portal.

Click on the "Administration" link from the main navigation menu.

Search for the account.

Click the "Account" link by the account you want to edit.

Click the "Edit Account Information" button located near the middle.

Update the information as needed and press "Save".

How do I reset someone's Password?

Logon to the Enterprise Portal.

Click on the "Administration" link from the main navigation menu.

Search for the account that the user belongs to.

Click the "Account" link.

In the "Users" section click the edit link next to the person you want to reset.

Click "Reset default password" link underneath the User Name.

Their password will be reset to "password" and they will be prompted to change it the first time they login.

How do I view interface as if I were logged in as someone else?

Logon to the Enterprise Portal.

Click on the "Administration" link from the main navigation menu.

Search for the account.

Click the (PR) proxy icon next to the user you wish to emulate.

How do I see what sensors have been assigned to an account?

Logon to the Enterprise Portal.

Click on the "Administration" link from the main navigation menu.

Search for the account.

Click the "Manage" link by the account you want to view.

Choose which network you want to view the sensors of by selecting it from the "drop down box.

All sensors belonging to that network are in the Sensor List. If a sensor is not there, it is NOT on that network. Sensors can only be on one network at a time.