

Frequently Asked Questions

Monitoring and Control System

1. **How do I log in?**

Enter your Username and Password on the Front Page. Your Username is usually your registered email address; you should have received your Password in an email. If you have not received an email, in your inbox check the Spam folder. If you are still unable to locate the email, this may mean that your registered email address is incorrect, in this case see your Administrator who will be able to enter your correct email address.

2. **I am entering the correct Password and Username but it doesn't work**

Before logging in for the first time you need to click the ACTIVATE link in your registration email. If this still doesn't work see your Administrator who will reset your password.

3. **I can't see any locations, zones or units**

Your account needs to be linked to the UNIT. This can only be done by an Administrator.

- i. Go to User Management in the Administration menu, click U next to the appropriate User.
- ii. Select the UNIT from the dropdown menu, assign a name and description that will be recognised by the User.

4. **I have forgotten my Password**

Your Password was sent to you in an email, when you were registered on the system. If you no longer have this email, see your Administrator who will reset your password. It will be sent to you in another email.

5. **How do I delete a user?**

Users cannot be deleted; their account should be deactivated instead. This can only be done by an Administrator

- i. Go to User Management in the Administration menu
- ii. Uncheck the Active box for the User who no longer requires access to the system

6. **How do I view audit entries?**

When a *User* is added, by default they do not have access to view the audit entries. **This can only be changed by an Administrator.**

- i. Go to User Management in the Administration menu
- ii. Click E next to the appropriate User
- iii. Select the "Yes" radio button next to Audit
- iv. Click Close, the settings will be saved.

7. **I can't add an audit entry**

The facility to add audit entries is separate from that of viewing audit entries and has to be set for units individually. This can only be done by an Administrator.

 - i. Go to User Management in the Administration menu.
 - ii. Click on U next to the User. Check the Audit box next to the appropriate UNIT.
 - iii. Click Close, the settings will be saved.

8. **The time isn't displayed correctly**

The system displays the time in GMT. No changes are made for daylight saving.

9. **I can't access configuration functionality**

Only Users who are registered as Administrators or System Operators are able to access configuration options.

10. **I can't log in even though I am entering the correct Username and Password**

See your Administrator. Your account may have been deactivated

11. **Does CWi Technical Ltd keep a copy of the data indefinitely?**

No. Data is kept by CWi Technical Ltd for 7 years, after which it is automatically deleted. It is recommended that clients regularly download and store their data locally.

12. **How do I download the data for archiving?**

This has to be done individually for each UNIT:

 - i. Click on the UNIT
 - ii. Click the Download button on the Lower Navigation Bar
 - iii. Check the box for each parameter
 - iv. Select the start and end date
 - v. Click Download
 - vi. Select Save File, click OK. The file will download. Save to your local drive with an appropriate name.