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1 SYSTEM DOCUMENTATION AND SUPPORT OF PRODUCT

1.1 DOCUMENTATION AND TECHNICAL SUPPORT

The manual introduces the reader to the administration of the HWM DataGate2 system. Reading of the following is a pre-requisite to reading this manual:

MAN-130-0015 DataGate2 – Introduction.

The above manual includes introductory concepts and simplified explanations of how the DataGate2 system works and introduces the terminology of the system.

In the current manual, system administrators are briefly introduced to the administration required to build a basic system configuration. This guide largely makes use of very basic initial settings. Discussion of any additional or alternative setting options is covered elsewhere.

Note: The system periodically has new features and changes released, thus you may observe changes in layout from those shown in this manual. Additionally, views can vary depending on what user-role you have been given and its permissions.

HWM provides support of DataGate2 system by a set of online help documents. DataGate2 is also supported by some introductory user documentation (a user guide for both general users and administrators; an administration guide for system administrators).

On-line help pages are also available from our support webpages:

https://www.hwmglobal.com/help-and-downloads/

Should you have any questions that are not covered by this manual or the system's online help, please contact the HWM Technical Support team on +44 (0) 1633 489479, or email <u>cservice@hwm-water.com</u>

2 System Login

2.1 LOGIN TO DATAGATE2 AND ITS APPLICATION PORTALS

Note: World-wide, there are multiple servers in operation for DataGate2 and its various portals (e.g. "PermaNETWeb" and "PressView", "SpillGuard").

Refer to your Sales contact to obtain details of server address and URL links which should be used by your company.

The URLs (webpage links) used in this manual may not apply to you, so the URL you enter should be modified to match your server.

Type your DataGate2 URL into the address bar of your web-browser and then press the return key.



The DataGate home page looks like the following, with a "dashboard" summary.

SUMMARY	
Total Sites (Active Sites :1) Non Communicating (Quiet) Sites Expired Sites Expire in no 2 1 50.00% 0	ext month

Depending on your system setup, the menu may give you the ability to switch to another portal.

e.g. Menu \rightarrow More \rightarrow PermaNETWeb.

Note: The menu items can differ, depending what permissions (user role) the user has been given.

> Some portals cannot be accessed from the menu and require use of their own URL.

Sites - Acc	counts - Data - I	More - Help	
	1 10	Users	Sales and
		My Profile	IMARY
		Account Users	AND DESCRIPTION OF THE OWNER.
		All Users	
	Non Communic	Create User	
	1	Upload	
		Diagnostics	
	Electro	System Status	
	Engine Analy	API Tests	В
ow/ais 8		Utilities	MM Spo
ook		Applications	ol
	1	PressView	
		DermaNETWeb	

The portal you switch to may also have a means of switching back to DataGate.

e.g. The top right corner shows who is logged in, along with a dropdown menu control. The control allows you to switch to DataGate.

The menu also allows you to log-out.

The process of creating a new user is covered in section 5.1. Since users (and many other things) are linked to accounts, these will be discussed first (see section 3).



2.2 PERMISSIONS / USER ROLES

In addition to the scheme of the account tree and "ownership" restricting edit access to the system (discussed in another manual), another scheme exists ...

Not all users of the system need to have equal access. The system has a concept of a "user role", which is assi

To see the list of user ro Log into DataGate, and

лм

Can Access Technician Work Load

Can Access Outstanding Maintenance

Can Request Maintenance Requests

Make User Demo Mode

Can Edit Notes

Menu \rightarrow More \rightarrow User F

DataGate Sites -

HWM

Role Installer

☑Can Edit Sites ☑Can Create Sites Can Set Alarms

Can View Graphs

Can Acknowledge Alarms

Can Generate Fleet Reports ☑Can Edit Other Accounts

Can Access Pressure Control

☑Can Access DataGate

Can Amend Thresholds

Can Send Filters to Device

Defined roles can be selected from the drop-down "Role" control and the page will display the permissions that are enabled for any user assigned to that role. For DataGate2, additional system-wide roles can only be created by certain users. Most users may have no access or read-only access to this page.

Can View Device Recordings

Can Edit Pressure Control

Can Access HWMonline

Can Edit Logger Mode

Can Edit Other Users

The user-role selected for a user can modify the menu items and permissions the user has.

Note: This manual is written using an unrestricted user account (to allow access to all features and menu options). The user role you have been assigned may not give access to some of the features discussed.

The roles page of DataGate2 lists a mixture of both general administration permissions and also some portal-specific permissions (e.g. "Can Edit Logger Mode" applies only to PermaNETWeb).

3 ACCOUNT HIERARCHY: RECOMMENDATIONS

3.1 ACCOUNT BEHAVIOUR: HAVE A PLAN

The account hierarchy can require some planning to be successful. The issues to be considered for planning are:

- Any requirements of the logger device / application / portal,
- Consistency of user-experience, and
- Consistency of system behaviour.

The account tree is primarily a set of linkages to form the tree structure. However, each account has *option settings* that affect the function of certain viewing portals and also the behaviour of system background tasks. Unexpected behaviour could arise if the settings for one account are different to the settings of other accounts.

For example (one which affects the intuitiveness of the system for the user), some portals allow the user to navigate through part of the account tree. Inconsistent settings of accounts within the account tree therefore has the potential to cause inconsistent or unexpected behaviour of the system as the user navigates from one account to another.

Two examples of possible issues within account settings (affecting background tasks) follow:

Example 1.

Settings can be *irrelevant* for the loggers installed at sites linked to the account.

- Some DataGate2 account settings are portal-specific, yet they can be activated for accounts containing sites containing irrelevant loggers.
 - e.g. An account can be set to request sound recordings from sites containing pressure loggers (which cannot make sound recordings). This can be set as simply as ticking a box (see below).

 \square

Request Recordings Automatically request recording when a nearby device goes into leak

Example 2.

There is a potential of conflict of settings between a parent account and some of its subaccounts.

• Account settings form a hierarchical account tree. Each account has identical fields to set. The settings may conflict with each other. e.g. Consider the following section of account settings.

Π	Request Recordings				
	request recordings				
	Automatically request recording when a nearby device goes into leak				
	Repeat for 1 - amount of days				
	Radius around suspected leak to set a recording:	300.00	m	\sim	

The same site may appear in many accounts (by association links). One account can ask for recordings whilst another does not want them. One account can ask for a 150m search radius whilst another can ask for 300m.

For some settings, the apparent conflicts can be resolved by virtue of the fact that page views are normally generated for a single account at a time, the user's "current account"; the server does not make any reference to the settings from other accounts.

The system, however, can also run background tasks based on account settings; with the same setting being available but independently set, multiple accounts can be set to different values). Issues can arise where there are *differences in the settings* of those *several accounts* ... Hence the need of a plan and consistency of settings.

Account settings requiring caution are mostly related to the viewing portals and are more appropriately discussed elsewhere. This manual will consider only the basic setup of the account tree to meet user requirements. It will avoid any additional account settings that could give rise to issues.

3.2 ISOLATE LOGGER TYPES IN THE ACCOUNT TREE

Where a company owns loggers for more than one purpose or function, the following applies:

It is recommended to divide the account tree into main branches (at the main account or some other level), according to the functionality of the loggers under each branch. Alternatively, have several "isolated" main accounts. Both schemes are shown below.



In the diagrams, each colour represents branches which are treated as being isolated from each other. Each coloured area can follow its own scheme for consistent settings and the specific requirements of the portal being used for those type of loggers. Thus, for example, leak-noise loggers (and their settings) are kept apart from loggers of pressure or meter readings; the split is based on each type of logger having a different function.

3.3 ACCOUNT TREE HIERARCHY SCHEME (EXAMPLE)

An example of a recommended scheme follows below.

At the top of the account tree of a utility company, there could be a **Top-Level** Account for the company.

A user owned at this level would have access to the entire account hierarchy for administration purposes.



because only the account tree needs to be operational. **At and below the Install account** is for use mainly by users of the various applications and the portals. It is also used for determining which accounts the system background tasks are selected to operate on.

For the purpose of providing instruction, the setup of an account tree for the application of *leak detection* will be considered.

For Leak detection, two main accounts could be set up, one to cover permanently installed loggers (that send in data regularly over the cellular network), and another one to cover temporarily



installed loggers (mobile loggers used in a "Lift and Shift" usage pattern), which have data collected manually, being moved from one site to another frequently.

The above split to two separate Main Accounts is due to the differences in characteristics of the loggers and their use. The system account settings can be tuned according to the logger characteristics, its pattern of use, and data arrival expectations.

For example, it is possible to set accounts in the system to check for equipment failures (by checking how frequently the loggers are sending in data for a site). Different checking rules will apply to sites containing permanently installed loggers (predictably calling in over the cell network) in contrast with sites that employ temporary loggers that are both mobile and also rely on manual collection of their data. Temporarily installed loggers are often called L&S (Lift and Shift) devices.

A similar split has been made in the "Leak Detect L&S" branch, into two distinct install accounts (i.e. split into two based on logger model). At the time of writing, two models of Lift & Shift loggers exist, one called "Pcorr" and the other "Permalog". The former can make sound recordings, whereas the latter cannot, so the logger functionality difference may require different account settings to be made from the Install Account downwards.

The requirement for such splits will be dependent on what logger the company owns.

Lift & Shift loggers will not be further discussed ... the example will now focus on an account structure for permanent leak-detection logger installations.

First a small detour:

A **Storage Account** is optional (and may have its own tree, but the tree is not shown in the diagram). It is created if the utility company wishes to use an app such as HWM PRISM, to manage the transfer of loggers that arrives at its goods-in to storage locations or even installer's vans.

The PRISM app will "move" a logger by deleting its (blank site) association with the toplevel account and make a new association within the storage account. Use of DataGate for tracking storage locations is optional, but if used accounts will need to be set up to accommodate this function. Storage accounts will not be discussed further here.

Note: Mobile-phone apps can include the capability of *acting as administrators* for the purpose of re-locating loggers (that are attached to blank sites). Some apps can also creating a new site, edit any logger-to-site links required so as to change the logger deployment to the new site. The new site is also correctly linked into the account tree.

Underneath the level of the Install Account, accounts can be added to represent **regional areas**, largely based on the structure of the company

(e.g. regional offices, local offices, areas of responsibility). These all use general accounts.

At the final level, the account is set to be a "**DMA Account**" type, and usually matches an area of the pipe network that is metered (a District Metered Area).

(Countries that do not have this type of water network topology can use either a DMA account type or



general account type to terminate the tree branches).

The DMA Account can represent an area for which the water company should have a detailed map of the pipe network and where its assets (valves, hydrants, etc) are located; These assets are often a good place to install a logger.

3.4 SITE AND LOGGER OWNERSHIP (EDIT CAPABILITY)

At the time HWM produces a logger it is registered (by HWM) onto the DataGate system and is set as being owned by the customer's main account. The logger is linked to a newly created blank site, also owned by the main account. The blank site is also associated to the main account.

The settings described above places the logger and site out of reach of all users of the PermaNETWeb system, except administrators (or an app acting as an administrator). No regular user can edit the logger or site; nor can they cause it to move within the hierarchy (the logger and site are owned higher up the account tree than is the regular user).

The administrator has to ensure that the site and logger are linked to accounts within the account tree so that regular users are able to see the site and also (indirectly, by viewing a site) the logger.

Note that this does not *necessarily* involve having to change the owner account to one which would give edit access to a user with a login point lower-down in the account tree. Most users do not need to edit the site or logger, but only to view the sites and their data, for which they may use a portal.

For some application portals, ownership of a site and logger *does not* have any bearing on being able to see the logger; Visibility is given by *associating* the site with the set of accounts where the logger is required to be visible from. The user of the portal has to navigate to one of those accounts to which the site is associated, and then it becomes visible.

Ownership *does* have relevance when trying to make some actions relevant to the site. e.g.

- Removing a logger from a site. (= delete deployment link).
- Deploying a logger to a site. (= add deployment link).
- (+ more)

Administration actions are usually made via Datagate2, but sometimes the application portal will provide access for a regular user to make some commands or adjustments via a simplified setting screen or control. In order to access this, the site must also be visible on the current account that the user is viewing.

Key to link diagrams:



3.5 SITE TO ACCOUNT ASSOCIATIONS (VISIBILITY)

Associating a site to an account gives visibility of the site from the account. It does not give edit access (the ability to change the details within the site registration). Edit access would also require ownership of the site to be set to an account within the branches of the account tree below the user's login point.

A site should *always* be associated to a "DMA" account which is at an "end branch" of the account tree. This gives visibility of the site when "zoomed in" to the lowest level account. The site is said to "be within" this DMA.

A site should usually be associated to each of several levels of account above the DMA and moving towards the Install Account. This makes visibility of the site work in an intuitive manner. When "zooming out" by climbing the account hierarchy tree more accounts (and their sites) come into scope. This only works



well if it is consistently applied; a user can be somewhat disconcerted if the scheme is haphazard. The utility company needs to determine their required visibility range for use with the portal and set associations consistently to suit this.

To give visibility of all the sites when "zoomed out" to the highest level, all sites can also be associated to the Install Account.

Note: There is no requirement in this scheme to associate any site above the Install Account. Levels above this are used for administration purposes only.

3.6 SITE TO ACCOUNT ASSOCIATIONS (SITE "IS WITHIN")

Most users are familiar with the concept of ownership. They will intuitively conclude that an item within a box ... within a larger box ... within a larger box ... will still contain the complete collection of items when dealing with the largest level. Unfortunately, for most portals, site associations do not inherently behave that way ... the administrator has to build each set of contents that the user sees within an account, level by level.

A site associated to an account is commonly said to be "within the account".

4 CREATING THE ACCOUNT TREE The account / DMA tree must be created by an administrator within DataGate. (Note: Some HWM apps can also act as an administrator with the ability to add DMAs to the existing account tree). Log in to DataGate. HWM DataGate Sites 🕶 Accounts 👻 Data The account tree has to be built one account at a My Account time. Plan the tree before starting. My Sub Accounts All Accounts Use the menu: Create Account Menu \rightarrow Accounts \rightarrow Create Account. The Create New Account page opens: НW DataGate | Sites HWM DataGate | Sites - Accounts - Data - More - Help CREATE NEW ACCOUNT Account Details Account Details Display Options Account: Account Options The page is divided into various sections (see opposite), which can App Options be expanded by clicking on the ">" icon at the end of each line. Buttons exist to either cancel the operation, or "Create" to save the Create entered details. Enter an account Account reference name and Description. Description No Owner Owned By: The account normally Include Inactive DMAs Include Archived DMAs corresponds to a Account Type: Account ~ geographical area ... ~ select the local language Time Offset: (UTC) Western Europe Time, London, Lisbon, Casablanca and time zone details. \sim Default Language for English users: A company logo can be Browse... No file selected. added to the account Logo: (optional) which will appear in certain displays.

The account tree is			
constructed by selecting	Owned By:	No Owner	
constructed by selecting		Include Inactive DMAs	Include Archived DMAs
the parent account to			
which this account will be	Account Type:		Show All Accounts
linked. This has to be an	Time Offset:	No Owner (UTC) western Europe Time, London, Lisbon, Casabianca	
account that has been			

previously created on the system.

Click in the "owned by" text entry area, and a button appears. Click on the "Show All Accounts" button.

Select a parent account from those that appear on a list below the button. The "include..." boxes (see above) are actually filters acting on the list of accounts. Tick if required.

Select "Account" for the middle tree branches, or select "DMA" for an account terminating a branch.

Account Type:	Account
Tree Offerst	Account
Time Offset:	PMZ
Default Language for	DMA
users:	PCorr

(Refer to section 4.1.1 for more information about the various account types).

The "Display options" section expands and should be set as shown for now. No explanation of the fields will be provided here; they relate to a portal; we are simply discussing how to construct an account tree.

(The panel contents are specific to a portal using leak-detection loggers).

	Enable fully automatic data joining fi	rom multiple devices	
PermaNet Web			
Allow Leak to be assigned	ed as customer responsibility (CSL)		
Show Non Communicati	Show Non Communicating (Quiet) Sites		
Enable CNS(Confirmed			
Correlation threshold (%			
Show these Account Typ	es in list view and Exports	All	
	of Leaks		

The "Account options" section	-Auto Correlate Options-	
expands. Set the options as		
shown, for now.	Leak Detection Options	
	Filter threshold for total number of continuous days in leak 0	~
Logger Options	s- mber of days before deemed to be non Communicating (Quiet):	-1
Nu	mber of days before warning that logger mode is not Auto	-1
Nu	mber of days before warning that level and spread have not changed	
	Do not generate quiet alarm after	
Cost Options-		
Cost per 100	0 Gallons:	
Enable Two-I Protect your HV be required to e HWM account.	Factor Authentication: VM account with an extra layer of security by requiring access to your enter both your password and an authentication code from your mobile	phone. Once configured, you'll phone in order to sign into your
2 Factor Auther	ntication Mode 🗸	
	Grace Time (Days) 0 ~	
Trusted Device		

Minimum required number of photos for Installation:	00		~	
When finished, click the "Create" button.		Create	Cancel	
*** Repeat the task detailed above to build the entire ac	count tre	ee that is re	quired. ***	

4.1.1 Additional Info – Account Types

A previous section required a choice of account settings.

"Account" is a general account type.

"DMA" should be the end branches (leaves) of the account tree, and correspond to an area of the pipe network (usually metered) where the water company has a detailed map. Account Type: Account Time Offset: PMZ Default Language for users: DCA

At the time of writing, there is no functionality difference to a regular account, but this may change in the future.

"PMZ" accounts are reserved for "Pressure Management Zones" which have a different functionality specifically for pressure management (i.e. for devices that have control of a pressure reducing valve).

"PCorr" accounts are similar to DMA accounts in that they should appear at the end of branches. They have additional functionality for Lift & Shift style logger use (temporary logger deployments).

PCorr type accounts become automatically "archived" after becoming disused for 14 days. (i.e. No logger has existed on any site associated to the account, for 14 days). The term "archived" here has the meaning of the account being excluded from drop-down lists that show accounts. Re-deploying a logger to one of the sites will automatically un-archive the account.

The name "PCorr" of the account type is derived from the name of one of the logger models produced by HWM which can be used as a mobile device. A mobile device is deployed temporarily, and then removed from site and deployed elsewhere. The "archiving of the account" is merely a visibility aid, filtering out non-recent PCorr type accounts from being displayed within account selection lists. It does not restrict any display of the site or data in page views.

4.2 EDITING AN ACCOUNT

If you wish to change the settings within an account, you can edit it.

First find the account on a webpage:

Menu \rightarrow Accounts \rightarrow All Accounts

... will list all the accounts to which you have access.



Tick the "Show all			
accounts on 1			
page" control.			

accounts on 1	DataGa	te Sites - Accounts - Data - I	More 👻 Help		
page" control.	T	1.	ALL /	ACCOUN	TS
All accounts will be displayed.	All Accounts on 1 Pag	e		A CONTRACTOR	
Logo		Account Name	1	Description	
		DataGate Sites - Accounts -	Data 🗸 More 🗸	Help	
Click the line of any account to edit.	unt you want	Asda		Asda ASDA	Stores Ltd
The Account Details page will be displayed. (An example is shown opposite)	HWM	DataGate Sites ← Accounts ← [Data → More → H A(elp CCOUNT	DETA
- FF	Account ID : 7200 Account Name : S Description : SvetT Owned By : SvetT Default Language f	vetTest1 est1 est : English (United Kingdom)	Time Offset from Date Created : Date of Last Up Non Communic Enable Alarm	m UTC : 0 04-Jun-2019 odate : 04-Jun-201 cating (Quiet) Days n Forwarding For T	9 s : Default (3) 'his Account
Click on the "Edit Account" button.	Edit Account Sites Associated S App Settings	Generate Fleet Report	Notes : Sites History De	evices Users	User Histor
	Site Belonging (1)	Address		Owner	Serial I

The "Edit Existing	DataGate Site	s - Accounts - Data - More - Help Site
Account" page displays.	11	EDIT EXISTING ACCOUNT
This page gives access to	Account:	SvetTest1
all the fields available when the account was	Description:	SvetTest1
first created (see section 4).	Owned By:	SvetTest (SvetTest) Include Inactive DMAs
Edit the account and click	Account Type:	Account
the "Update" button.	Time Offset:	(UTC) Western Europe Time, London, Lisbon, Casablanca
Update Cancel	Default Language for	English

4.3 **REGISTERING A LOGGER DEVICE**

Note: Registering a logger onto the system is normally done by HWM prior to shipping the logger from the factory. Most users should skip this section.

Log into DataGate.

Begin the task by using: Menu \rightarrow More \rightarrow Create Device.

Each logger requires an "SMS number", similar to a mobile phone telephone number. The SMS number is normally printed on a label on the side of the logger device.

Enter the SMS number.

Leave the GSM data number blank.

Enter the device serial number, including any leading zeros (i.e. usually 8 digits).

Set the Device Owner to the required account.

sites 👻	Accounts 👻	Data 👻	More 👻	Help
Data	Cital	10-	Users	
seta	Site	ре		e Ucors
	-46		All Licore	Users
	in a second second		Create U	ser
	Non Comm	nunicating (C	User Role	55
		- 0	0.000	
		_	Device	
			Devices	
HW	Data	Gate Si	Create D	evice ccounts -
HW	Data Site	Gate si	Create D ites • A	evice
SMS Nu	Data Sile	Gate si	Create D ites - A	evice
SMS Nu GSM Da	Datad Sile	Gate si	Create D ites - A	evice
SMS Nu GSM Da Device S	Data Sile	Gate si	Create D ites - A	evice

Then click "Create".

Create	Cancel

 Note: It is also possible (but inadvisable) to edit the logger registration parameters. (No details regarding this task are given in this manual).
 The owner can be modified.
 Never edit a logger SMS number or serial number.

4.4 CREATING SITES

Note: Most users should skip this section.

The task of registering a logger onto the system is normally done by HWM prior to shipping the logger from the factory. It is normally linked to a blank (i.e. incomplete) site for use with HWM deployment apps.

Sites are geographic locations that can be used for deployment of a logger device. They may be created without a logger being deployed (a vacant site); in which case they will simply hold location data, and not link to a logger. They can similarly be created with a (pre-existing) logger deployed, in which case they will contain both location data and details of the deployed logger.

Log into DataGate.

Begin the task by using: Menu \rightarrow Sites \rightarrow Create Site.

The Create Site page loads.

If a logger is deployed to the site:

Type the SMS number of the device (complete, or partial) into the Device SMS Number textbox.

Click on "Serial/SMS lookup" button. A table of Available Devices appears (see diagram below).

DataGate	Sites 👻	Accounts 👻	Data 👻
Total Sites 62050	Summai All Sites Associat Non Co My Sites Selected Recent S Create S	y ed Sites mmunicating (Qu s Sites Sites Sites	uiet) Sites
Device SMS Number		Serial/S	SMS lookup
Serial Number			
Owner Account:			
Address:			
Address 2:			
Site ID:			

Find the correct logger device and then click on "Link" within the same row.

This links the logger device to the site, effectively creating a path for any future measurement data from the logger to be linked

Available Devices	ease Select			
SMS Number	Serial	Callin	View	Link
440640007162010	07162010	p-2018 12:58	View	Link
A Single Device was Found				
Device Filter: 44064000716201 Back to Site Details	Find			

with the site. (The logger will be considered by the system to be "Deployed" at this site once the details are saved).

Device SMS Number

Serial Number

Owner Account:

Address:

Address 2:

Non Communicating (Quiet) Days:

Site ID:

If no logger is deployed, no SMS number or serial number entry is required.

Select an owner account for the site. (This could be a DMA. Alternatively, it is often a higher-level account if a HWM deployment app will be used by the installer to deploy the logger later).

Add a site ID.

Complete the address information. (Leave blank if this is not known and will be completed by the deployment app during installation).

For now, leave "Non Communicating (quiet) days" blank.

Add accurate GPS co-ordinates for the site. (Leave blank if this is not known and will be completed by the deployment app during installation).

Date Created	
Date created.	
Start Date:	
End Date:	
End butch	
Latitude/Longitude:	Locate

Create

Cancel

440640001234567

HWMtestCWL (Cwmbran

Serial/SMS lookup

Then click "Create".

Note: HWM provides certain apps that support deployment of loggers to sites. This allows installers use an app (which acts as an administrator) to automate the entry of the site data for DataGate. Certain apps have the ability to create new DMAs, new sites and provide additional information to DataGate, to ensure the system functions correctly. (e.g. Creation of channel details to ensure the channel data sent in by the logger is correctly interpreted).

4.5 Adding Channels to a site / Editing channels

Note: Most users should skip this section.

The task of registering a logger onto the system and linking it to a blank site is normally done by HWM prior to shipping the logger from the factory. The factory normally also configures the channel details of the blank site to match the channels available within the logger.

Beware that some loggers are able to have their channels modified during installation. (e.g. The direction of water flow through meters).

From the DataGate home page, use the drop-down box (top right) to select "Sites". Key in the site ID (whole or partial) and click the search icon.

HWM D	ataGa	ate Sites 👻	Ac p	Site	5 🗸		Q
Click on the site from the table produced.	Ļ		DataGate Sites -	- Accounts - [)ata ∓ More - Help	,	
	A		-1		SE	ARCHED	SITES
	☆	Site ID	Device Type	Owner	SMS Number	Serial No.	Address
	☆	WCA-279451		Mark Kelly			22 Brads
	☆	WCA-279452		Joe McIntyre			158 Peter
The Site Details page	☆	WCA-279453		Jamie Robb			11 Charn UK
chosen site.	☆	WCA-279454		SvetTest	440640011180589	11180589	John Bak

DataGate Sites -	Accounts -	Data ↓ More ↓ Help	Sites	~	Q☆ I
		SITE	DETAILS		
Site ID: WCA-279454		Create Date: 04-Jun-2019		way Too	Way Way
GPS: 51.6343713516814,-3.0164641162719 (329748,193329)	•	Start Date: End Date:		Hollyway	two Locks Rd Anos
Addressy John Paker Class Cymphren NB44	2004/11/2	Owned By: SvetTest		1.1	Way
Address, John Baker Close Cwmbran NP44	SAVV UK	Chamber Type -		L.	Y JY 'S
Address 2:	2)	Pipe Size -			
Non Communicating (Quiet) Days: Default (3)		Valve Type -			A A A A A
Enable Alarm Forwarding For This Site		Pipe Material -		Edit Site	Add To Selected Sites List
		Valve Lid Modified			
Notes:					
Device Details Edit					
SMS Number: 440640011180589	Device Typ	e:	Last Restart: 14-May-2019 12:59	1	Create Date 01-Apr-20
Easy ID: A2	Battery Lev	vel:	Last Call In: 23-Oct-2019 14:01		
Device Serial Number: 11180589	Signal Leve	el:	Last Call In Type: SMS [164.177.	135.201]	
Network:	Sensor Se	rial Number:	TZ : N/A		
IMEI:	IMSI:		Owned By: SvetTest		
Modem Type & Firmware: N/A					
Previous Battery Replacement Date:					
Next Battery Replacement Date:					
Notes:					

Where the site has a deployed logger, the logger device details are included.

Ch	annels	Accounts	Messages	Text	History	Track	Received Alarms	Comma	nds Photos	Leak Summa	ary Config	Histog	rams	Logs				
	Channel Details for Device																	
	No	Name	Cha	nnel Typ	be Unit	s	Meter Read Value		Meter Read I	Date	Meter Fac	tor C	al Fac	tor	Cal Offset		Edit	Remove
	1	Leak	Leak		state		0					1			0	E	Edit	Remove
	2	Noise	Noise	e	dB		0					1			0	E	Edit	Remove
	3	Spread	Spre	ad	dB		0					1			0	E	Edit	Remove
;	3 Chani Add Cl	nels Found hannel																

The lower part of the page contains multiple tabs. Select the "Channels" tab.

The "Add Channel" button can be used to add any required channel(s) and their interpretation details to DataGate for this particular site. The settings of each numbered channel must match the equivalent channel number of the logger deployed to the site and the meaning of its data.

Channels can be added, edited (click the "Edit" link) or deleted (click the "Remove" link) as required, but must end up matching the logger's data channels.

For example, In the above table:

A typical setup of channels for a leak-detection logger is shown. "Channel Type" represents the data being sent over that channel by the logger.

- Chan 1 = "Leak". This is a bool datatype (1 = true / 0 = false) referred to as a It signifies whether the logger has detected a leak (or not). "state".
- Chan 2 = "Noise". This is a numeric datatype with the unit of dB. It signifies the most common sound level that occurs.
- Chan 3 = "Spread". This is a numeric datatype with the unit of dB. It signifies a measure of how consistent the sound level is.

Save the settings when finished.

Note: Some of the columns that are displayed may be irrelevant to the logger channel.

4.6 ADD ASSOCIATED ACCOUNTS

Note: The task of registering a logger onto the system is normally done by HWM prior to shipping the logger from the factory. It is normally linked to a blank (i.e. incomplete) site for use with HWM deployment apps. The factory normally associates the site to the owner account to make it visible.

An administrator is required to make additional account associations for every site. However, if a HWM app is being used to deploy the loggers, these can usually act as an administrator and make some of the required additional account associations; refer to the app user guide for details.

Next to the "Channels" tab (see section 4.5 for how to find this page), there is an "Accounts" tab. Click on this tab.

This will list all accounts that are associated with the site.

This list must (when completed) include, as a minimum:

- The "owner account" of the site.
- The DMA account. (This is the DMA within which the site is located, corresponding to the equivalent map area).
- (Often) multiple accounts above the DMA. This is to make the logger visible from higher levels of the account tree, up to a visibility limit (which should be set by the policy of the company, for consistency).



To associate the site with an additional account:

Click within the textbox "Associate with account". Select the required account from the list.

Associate with Account	Include Inactive DMAs Include Archived DMAs						
Created	Show All Accounts						
06-Jan-2020 12:22	CWL (CWL Cwmbran Water Ltd)						
29-Jan-2020 14:31	DIMA_SWOOT (CWE DIMA SWOOT)						
29-Jan-2020 14:45							

Then click "Add Account".



*** The site is usually required to be viewed from multiple account levels. *** ... **Repeat the process** to add all the of the required associated accounts.

Note: Removal of account associations is also possible from this page.

5 Users

An initial user of the type "administrator" has to be created by HWM for each company. This administrator can subsequently create additional users (of various types).

User Level:

Mobile Issuer Country:

5.1 CREATING A NEW USER

From the menu, select:

Menu \rightarrow More \rightarrow Create User



Admin

United Kingdom

~

A page is generated in which the details of a new user can be entered.

Choose the role of the user from one of the defined template roles. (e.g. "Admin" or "User").

Enter a mobile phone number for the user.

Enter the title and personal name details of the user. (e.g. Mr Joe Waters).

Enter a "User Name", for the user. This will be the name that needs to be entered during login.

Enter an initial password for the User.

Enter the email address of the User. (The system can sometimes use this to send reports or alarm information to the user).

Mobile:	07790123456
Title:	
Forename:	HWM
Surname:	Manuals
User Name:	HWM_Manuals
Password:	•••••••••••••••••••••••••••••••••••••••
Email:	

The user now needs to be linked to an account within the system account tree. This is referred to as the Parent account. Choose the correct account from the list of accounts / DMAs.

	Parent Account:	CWL (CWL Cwmbran Water Ltd) Include Inactive DMAs Include Archived DMAs
_		

A user's parent account sets their scope of use of the account tree. It becomes their own "top level" account and also their login point.

For security, the system can lock access to be accepted only from specific Internet Protocol Address(es). It can also terminate access on a specific date.

Complete these if required, or (for most users) they should be left blank. Blank fields imply the user lasts forever and can log in from any IP address.

Enter a language choice for the User.

The shown "Account display mode" should be left as shown.

The controls opposite refer to the forwarding of various messages to the user. They shall not be discussed here but will be re-visited in section 6.

Allowed IP Address (es) Expiry Date		
Language:	English	
Account display mode:	Account Name (Description)	
Alarms:	Enable Alarm Forwarding	
Reporting	☑ Enable Report Forwarding	

		P Siles	
	CR	EATE NEW USER	
Title:		User Level:	Admin
Forename:	HWM	Mobile Issuer Country:	United Kingdom
Surname:	Manuals	Mobile:	07790123456
User Name:	HWM_Manuals	Parent Account:	CWL (CWL Cwmbran Water Ltd)
Password:	•••••••••••••••••••••••••••••••••••••••		 ✓ Include Inactive DMAs ☐ Include Archived DMAs
Email:	lands@hwm-water.com	Locked:	No 🗸
Alarms:	Enable Alarm Forwarding	Allowed IP Address (es)	
		Expiry Date	
Reporting	☑ Enable Report Forwarding	Language:	English
		Account display mode:	Account Name (Description)
		Notes:	
Create	Cancel		
on the "Cre	eate" button to make the n	ew user.	Create

5.2 EDITING A USER

From time to time a user account may require editing.

e.g. A user can sometimes "lock their account" by typing a password incorrectly several times. Another administrator can unlock it.

Locked:	No v
Allowed IP Address (es)	

Log into DataGate2.

Search for the user by selecting "users" and an appropriate text string search. Click on the magnifying glass to make the search.

HWM	DataGate Sites		Data ় More ় Help	Users	~ manual	s	Q☆	ROWLA	. •
SEARCHED USERS									
Show Deleted Us	Show Deleted Users							L CSV	
User Name	Email	Mobile	Owner	User Level	Notifica tion En abled	Created	Last Log on	Edit	Login As
HWM_Manuals	mike.rowlands@hwm- water.com	447790123456	CWL Cwmbran Water Ltd	Admin	No	29-Jan-2020	10-Mar-20 20 13:45:3 9	Edit	Login As

A list of accounts will be shown that contain the search string.

Click on the "Edit" button of the relevant line.

The "edit user" page is shown. The settings can be edited, or the account deleted.

6 EVENT MESSAGES (ALARMS)

6.1 OVERVIEW

Sites are monitored by logger devices with sensors. Loggers periodically send data to another device (e.g. a server); information moves towards those who can use it.

As well as accumulating and forwarding measurement data, loggers can also check to see if anything of significance has occurred. They can, for example, be set to trigger on some measurement condition or pattern (e.g. when the measurements exceed specified limits). Having triggered, a logger can be set to perform actions (e.g. quickly sending information about the irregular condition. This takes the form of a message, usually referred to as an "alarm").

Most loggers are only able to send the message to one other device, the details of which can be defined in the logger setup. Whilst the message could be sent to a single user of the system (e.g. via an SMS message to the mobile phone of a maintenance person), no other user (or DataGate) would be aware of the alarm. A better solution is to send the message into DataGate. DataGate can then record the alarm's existence. It can also fork the alarm message so that it can be received by multiple users; this is commonly called "**alarm forwarding**". Loggers are therefore usually pre-configured by HWM to send alarm messages immediately to DataGate.

The alarm forwarding system can be considered to work as follows:

Alarms can be forwarded only to DataGate users. Each user has (within their User profile settings) the ability to add their mobile phone number and also their e-mail address. There is also a user setting that will either enable or disable alarms to be forwarded; these must be enabled. A user must also select via what route(s) they wish to receive the alarms ... either by means of a SMS (text message) to their mobile phone or by means of e-mail (or both).

Having completed the user settings (as above), the user is able to receive alarms. However, no alarms will be forwarded unless the user actually *subscribes* to receive them.

Each individual user can be considered to have two lists to manage what they have subscribed to. A user can subscribe to:

- Individual sites.
- groups of sites (by subscribing to accounts).

For individual sites, any subscribed site that receives an alarm (usually from a logger deployed on the site) will have the alarm forwarded to them by DataGate via their chosen route(s).

For accounts, any site *within* the subscribed account that receives an alarm (e.g. from a logger deployed on the site) will have the alarm forwarded by DataGate to any subscribers. The alarm message is sent to each subscribed user via their chosen route(s).

Note: For this specific context, *"within"* includes any site *associated to* the account and in addition any site *directly owned by* the account.

Some portals also allow a user to directly subscribe or unsubscribe to specific sites through a control within the portal. Similarly, they may be allowed to directly subscribe or unsubscribe to an entire set of sites within account.

The advantage of subscribing to an account is that any new sites added to the account will automatically be included in the alarm forwarding selection. However, it is then not possible to deactivate messages from individual sites as they fall will still under the umbrella of being within the account.

6.2 SETUP OF THE SYSTEM FOR ALARM NOTIFICATION AND ROUTING

A user may log into DataGate and setup their own user-profile for alarms. Alternatively, an administrator can make the settings for them.

6.2.1 Enabling the user and message routing – Direct by user

Selecting "My Profile" from the menu as shown.	
This is a read-only view.	Beta Sit
	Email Notification Method None SMS Notification Method N/A Notification Enabled No User Level: User
Edit your user-profile by clicking on the "Edit My Profile" button.	Owner: Date Created: 11-May-2020 Date of Last Login: 02-Jul-2020
The page will re-load in edit-mode.	Edit My Profile

Add your		Data O'I Allenia M		
e-mail address	eta site	Beta Site Berni	EXISTING USER	te Bet
	Title:	Mr	User Level:	Admin
	Forename:	IVII	Mobile:	GB +44 🗸
Add vour	Surname:			Verify Mobile
mobile phone	User Name:		Parent Account:	
number.	Password:	• • • • • • • • • • •	L l d	Include Inactiv
	Email:		Locked:	No
	Alarms:	Enable Alarm Forwarding	Expiry Date	
The "Enable			Language:	English
Report	Reporting	Enable Report Forwarding	Account display mode:	Account Name (
Forwarding"			Delete User:	Delete User
Forwarung	Show Map Use X Y:	devices to show x & y coordinates		
tick-box must				
also be				
selected.	Update Canc	el		
A text message, will be sent to yo	with a one-tim our mobile pho	ne passcode, nwm-w one. Forwardir	Submit SMS Passo	ode
A text message, will be sent to yo	with a one-tim our mobile pho Friday, 10 July 20 ease enter this SMS asscode <u>8575</u>	ne passcode, one. Forwardir 12:47 ow x & y coordinates	Submit SMS Passo	ncel
A text message, will be sent to yo performed Pripa Enter the number Click "Check Pas	with a one-tim our mobile pho Friday, 10 July 203 ease enter this SMS esscode <u>8575</u> er.	ne passcode, one. ²⁰ 12:47 www-w Forwardir t Forwardir ow x & y coordinates	Submit SMS Passo	rent Account.
A text message, will be sent to yo performed by Enter the number Click "Check Pas The system show	with a one-tim our mobile pho Friday, 10 July 20: ease enter this SMS asscode <u>8575</u> er. scode".	ne passcode, one. Porwardir t Forwardir t Forwardir ow x & y coordinates	Submit SMS Passo	cel
A text message, will be sent to yo performed Enter the number Click "Check Pas The system show	with a one-tim our mobile pho Friday, 10 July 20 ease enter this SMS asscode <u>8575</u> er. scode". uld confirm it is	ne passcode, one. ²⁰ ^{12:47} ^{12:47} ¹ Forwardir ^{ow} x & y coordinates ^{ow} x & y coordinates ^{rdir}	Submit SMS Passo Check Passcode Car Par Passcode is o Alore SMS conting to the	correct!
A text message, will be sent to yo performed by Enter the number Click "Check Pass The system show	with a one-tim our mobile pho Friday, 10 July 20: ease enter this SMS asscode <u>8575</u> er. scode". uld confirm it is	ne passcode, one. ²⁰ ^{12:47} ²⁰ ²¹ ²¹ ²¹ ²¹ ²¹ ²² ²¹ ²² ²³ ²⁴⁷ ²⁰ ²⁰ ²¹ ²⁴⁷ ²⁰ ²¹ ²⁴⁷ ²⁰ ²¹ ²⁴⁷ ²⁰ ²¹ ²⁴⁷ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹ ²¹	Submit SMS Passo Check Passcode Car Par Passcode is c Alarm SMS section nor	correct!
A text message, will be sent to yo Enter the number Click "Check Pas The system show	with a one-tim our mobile pho Friday, 10 July 20 ease enter this SMS asscode <u>8575</u> er. scode". uld confirm it is	ne passcode, one. ²⁰ ^{12:47} ¹ Forwardir ^{ow x & y coordinates} ¹ forwardir ^{ow x & y coordinates} ¹ forwardir ¹ forwardir	Submit SMS Passo Check Passcode Car Par Passcode is c Alarm SMS section not	correct!
A text message, will be sent to yo Enter the number Click "Check Pas The system show	with a one-tim our mobile pho Friday, 10 July 20: ease enter this SMS asscode <u>8575</u> er. scode". uld confirm it is	ne passcode, one. ²⁰ ^{12:47} ¹ Forwardir ¹ t Forwardir ^{ow x & y coordinates} ¹ rdir ¹ ardi ¹ y coordinates	Submit SMS Passo Check Passcode Car Pat Passcode is C Alarm SMS section nor OK	correct!
A text message, will be sent to yo Enter the number Click "Check Pas The system show	with a one-tim our mobile pho Friday, 10 July 202 ease enter this SMS esscode <u>8575</u> er. scode".	ne passcode, one. ²⁰ ^{12:47} ^{12:47} ¹ Forwardi ^{ow} x & y coordinates ¹ r forwardi ¹ v x & y coordinates ¹ r forwardi ¹ v x & y coordinates ¹ v x & y x & y x & y x & y x & y & y & y &	Submit SMS Passo Check Passcode Car Par Passcode is o Alarm SMS section nor OK	correct!
A text message, will be sent to yo Enter the number Click "Check Pas The system show	with a one-tim our mobile pho Friday, 10 July 20: ease enter this SMS asscode <u>8575</u> er. scode". uld confirm it is	ne passcode, one. ²⁰ ^{12:47} ¹ Forwardir ¹ Forwardir ^{ow} x & y coordinates ¹ rdir ardi ¹ y coordinates	Submit SMS Passo Check Passcode Car Par Passcode is C Alarm SMS section nor OK	correct!
A text message, will be sent to yo Enter the number Click "Check Pas The system show	with a one-tim our mobile pho Friday, 10 July 20 ease enter this SMS asscode <u>8575</u> er. scode".	ne passcode, one. ²⁰ ^{12:47} ¹ Forwardi ^{ow x & y coordinates} ¹ Forwardi ^{ow x & y coordinates} ¹ Forwardi ¹	Submit SMS Passo Check Passcode Car Par Passcode is c Alarm SMS section nor OK	correct!

The user-profile page now allows the "Enable Alarm Forwarding" option to be ticked; this reveals further options.

Initially, there is no delivery route for sending alarms.

Use the drop-down boxes to activate a route and simultaneously choose a

format for the sent message; several are available.



	DataGa	te Sites ▼ Accounts ▼ Data ▼ More ▼ Help	
	Beta Site	Beta Site Been	EXISTING U
the			
to	Title:	Mr	User Le
	Forename:		Mobile:
	Surname:		Parent
	User Name:		Falent
for	Password:	*******	
	Email:		Locked
	Alarms:	Enable Alarm Forwarding	Allowed Expiry [
ate		Entral Extract	Langua
e a		SMS Format	Accoun
		Swist office	Delete I
~		Forward alarms regardless of age	~
		Forward System Alarms Forward Alarm Clears	
)	Reporting	☑ Enable Report Forwarding	
	Show Map Use X Y:	devices to show x & y coordinates	

When selecting the alarm, the format can be previewed by hovering the mouse over the Format (*i*) icon.

Alarms:	Enable Ala	ail Format
	Email Da Su Format 🚯 Bo	 bject:Site: Site ID is in alarm. dy: Datagate alarm from Site Address 16:32 00 27-08-20 , _Site ID, Ch 0, Type 0 _ Device
	SMS Format	50"5F53697465204944000020101B0814320080000000" tes: Body is plain text

Select an appropriate maximum age for forwarding of a received alarm.

(It is possible to filter-out alarms that the logger was trying to send but had difficulties such as adverse weather preventing it; local flooding causing the antenna being under-water).

Forward alarms regardless of age Forward alarms regardless of age

~

- Do not forward alarms older than an 1 hour old
- Do not forward alarms older than 12 hours old
- Do not forward alarms older than 1 day old Do not forward alarms older than 3 days old
- Custom

"Forward Alarm Clears" also forwards the messages from the logger that indicate the condition which triggered the alarm message has now cleared.

"Forward System Alarms" also forwards alarms that are generated by the DataGate system itself.

(e.g. If data is unchanging and at some extreme end of scale ... possibly due to a defect in the logger transducer).

When finished, Click the Update button to save the settings.

6.2.2 Subscribing a user to individual sites – direct by User

A user is able to subscribe to notification of alarms for a site directly by selecting and editing the site.

Within the page there is an option to "Enable Alarm Forwarding for this site"; Ensure the box is ticked.

Although the GUI makes it appear that the user is changing a global site property, in fact this field is *specific to each user*.

Ticking this field adds this site to the user-specific list of sites that require alarms to be forwarded to them.

6.2.3 Subscribing a user to accounts (multiple sites) - direct by User

A user is able to subscribe to notification of alarms for all sites within an account directly by selecting and editing the account.

Within the page there is an option to "Enable Alarm Forwarding for this Account"; Ensure the box is ticked.

Although the GUI makes it appear that the user is changing a global account property, in fact this field is *specific to each user*.

Ticking this field adds the account to the user-specific list of accounts that require the alarms from any site within the account to be forwarded to them.

IN S	ACCOUNT DETAILS
Time Offrei	ALL
Date Create	ed : 03-Mar-2015
Date of Las	t Update : 09-Jul-2017
Quiet Days	: Default (3)
Enable A	larm Forwarding For This Account
Notes :	

Site ID: MySt007
GPS: 329156,195074 (51.6497625822358,-3.02
Height AOD: 6
Address: My Street
Address 2:
Quiet Days: 5
Enable Alarm Forwarding For This Site
Maintenance Required

Forward alarms regardless of age	~
Forward System Alarms	
Forward Alarm Clears	
Forward Alarm Clears	

6.2.4 Enabling the user and message routing -by Admin

From the menu, select "All Users".

This produces a list of all users of the system that the administrator has access to.



Select the "Edit" link on the line of the user you wish to modify.

Continue with the setup as in section 6.2.1.

Name Emai	I Mo	bile	Owner	User Level	Notificat ion Ena bled	Created	Last Log on	E
013770			0000000	00305320	No	03-Nov-2014	24-Jul-2020 14:24:45)
essa [3]	44	075		User	Yes	31-Oct-2019	10-Jul-2020 14:29:08	Ec
eta Sit	DataGate Sites -	Accounts - D	ata - More - Hel EDIT EXIST	p Sites	s v Site	Beta	Site)☆
Title:	(RECENT			User Level:	[User	~	
Forename:				Mobile:		GB +44 ~	78 77	5
Surname:					6	Verify Mobile		
User Name:				Parent Account:				
Password:	* * * * * * *	0] Include Inactiv	re DMAs	
Email:						Include Are	chived DMAs	
Alarms:	Enable Alarm Forwarding DataCate V			Locked:		No 🗸		
			×	Allowed IP Addre (es)	ss			
	Email Format	•			Ex	piry Date	Langu	iade
	SMS	DataGate	~ 6	English			Accou	unt d
	Format			Linglish			mode	:
	Eonward a	larms renardiess	ofare	Account Name	(Description	n) ~	Delete	e us
	✓ Forward	System Alarms		Delete Oser				
	Forward A	Aldini Clears						

LISERS

6.2.5 Subscribing a user to individual sites – by Admin

Select the user you wish to edit by following the steps in 6.2.4, and edit the user profile.

Below the "Update" button there is an "Alarm Forwarding" tab.

This shows the list of both sites and accounts that this user is subscribed to.

Update	Cancel	
Alarm Forwarding		
Account	Include Inactive DMAs Include Archived DMAs	Add Account
Selected Accounts	× ,	
Site	Type to search sites	Add Site
Selected Sites	、 、	

Start entering the name of a site in the "Site" line. The system will try to match the partially completed site with available matches; Select one of the matches. Then click on the "Add Site" button. This adds the site to the Selected Sites list; the user is now subscribed to this site.

6.2.6 Subscribing a user to accounts (multiple sites) – by Admin

Select the user you wish to edit by following the steps in 6.2.4, and edit the user profile.

Below the "Update" button there is an "Alarm Forwarding" tab.

This shows the list of both sites and accounts that this user is subscribed to.

Update	Cancel	
Alarm Forwarding		
Account	Include Inactive DMAs Include Archived DMAs	Add Account
Selected Accounts	· · · · · · · · · · · · · · · · · · ·	
Site	Type to search sites	Add Site
Selected Sites		

Start entering the name of a site in the "Account" line. The system will try to match the partially completed account with available matches; select one of the matches. Then click on the "Add Account" button. This adds the account to the Selected Accounts list; the user is now subscribed to this account.



HWM-Water Ltd. Ty Coch House Llantarnam Park Way Cwmbran NP44 3AW United Kingdom +44 (0)1633 489479 www.hwmglobal.com

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