

THERMOTRACK · COLD-CHAIN MONITORING

Mobile App User Guide

A full walkthrough of the thermotrack.io app for iOS and Android — dashboard, alert configuration, reports, team access, and notifications.

● **thermotrack.io**

Applies to the iOS and Android mobile app · Document version 1.0

Contents

1. Getting Started

Install, sign in, and choose a usage mode

2. The Dashboard

Live readings, trends, and navigation

3. Devices & Alert Configuration

Add sensors and set temperature/humidity thresholds

4. Alerts

Reviewing and acknowledging active alerts

5. Reports

Daily Digest and Weekly Report emails

6. Team Access

Agent access via QR and the web console

7. Notification Settings

Controlling what reaches you and when

8. Display & Language

Units, theme, and 14-language support

9. Agent Mode

Field monitoring and journey tracking

10. Troubleshooting & FAQ

1 • Getting Started

The ThermoTrack app is available for both iPhone (iOS) and Android phones. The two versions are functionally identical; any platform differences are noted where they apply.

Installing the app

- **iOS:** Open the App Store, search for *thermotrack.io*, and tap **Get**. iOS 13 or later is recommended.
- **Android:** Open Google Play, search for *thermotrack.io*, and tap **Install**. Android 8 or later is recommended. (If your organisation distributes the app directly, install the supplied `.apk` and allow installs from your file manager.)

Signing in

On first launch you are taken to the sign-in screen. You have three ways to get in:

- 1 **Email & password** — enter your work email and password, then tap **Sign in**.
- 2 **Continue with Google** — use your Google account if your organisation has enabled it.
- 3 **Agent access (QR)** — field agents can tap **Scan QR** to scan a provisioning code, or **Load QR** to pick a QR image from the gallery. See *Team Access*.

Forgot your password? Tap **Forgot password?** on the sign-in screen, enter your email, and a reset link is sent to your inbox.

Choosing a usage mode (first launch)

The very first time you open the app it asks how you intend to use the device, because continuous monitoring relies on Bluetooth and location:

Mode	What it does	Best for
Sensor Access Required	Grants Bluetooth & location permissions and runs background scanning to read nearby sensors.	Phones that stay near the sensors (e.g. on a vehicle or in a facility).
Administration Only	Skips background scanning. You can still view dashboards, alerts and settings.	Managers and administrators who only review data.

NOTE

Background monitoring can use additional battery. The app asks Android to exclude it from battery optimisation so scanning is not interrupted — please accept that prompt if it appears.

2 • The Dashboard

The Dashboard is your at-a-glance home screen. It opens automatically after signing in.

What you see

- **Greeting & status** — a personalised greeting and a live **SCANNING** / **LIVE** indicator showing whether the app is actively receiving sensor data.
- **Alert banner** — if a reading is out of range, a banner appears at the top. Tap **Dismiss** to hide it, or open the *Alerts* tab for detail.
- **Live temperature card** — the current temperature on a colour gauge (green = normal, amber = warm, red = out of range), the time since the last update, plus **Min Today**, **Max Today** and **Humidity**.
- **Trend chart** — temperature over time with selectable ranges: **24H** **7D** **30D**.

Moving around

The bottom navigation bar has four tabs:

Tab	Purpose
Dashboard	Live overview and trends.
Devices	All your sensors, with live readings and the <i>Add Device</i> button.
Alerts	Active and resolved alerts. A red badge shows the number of unacknowledged alerts.
Settings	Profile, units, language, notifications and account options.

TIP

The red number on the **Alerts** icon always reflects how many alerts still need acknowledging — when it reaches zero, everything is under control.

3 · Devices & Alert Configuration

Alerts are configured per device. You define the safe temperature and humidity range when you add a sensor, and the system alerts you whenever a reading falls outside it.

Viewing your devices

Open the **Devices** tab to see every sensor as a card showing its name, MAC address, signal strength, current temperature and humidity, a mini trend chart, and when it was last seen. Use the **search box** to filter by name or MAC.

Adding a device and setting alert thresholds

- 1 On the **Devices** tab, tap the round + button.
- 2 Enter the **Device MAC**. The field auto-formats as you type (**AA:BB:CC:DD:EE:FF**); all six pairs are required.
- 3 Enter a **Device Name** (e.g. *Cold Room – North*).
- 4 Set the **Location / Zone**, or leave the **Auto** lock closed to resolve it automatically. Tap the lock to

enter a location manually.

- 5 Under **Alert Thresholds**, set the temperature **MIN** and **MAX**, and the humidity **MIN** and **MAX**. Readings outside these bounds raise an alert.
- 6 Tap **Continue** to save. The device is registered and the Devices list refreshes.

NOTE

The temperature unit (°C or °F) follows your account preference set in *Settings* → *Display*, so thresholds are always entered in your chosen unit. The app prevents adding an incomplete MAC or a device that is already in your list.

4 · Alerts

The Alerts tab is the central place to see what needs attention and to confirm you have actioned it.

Reading the list

- **Active** — current, unacknowledged alerts, colour-coded by type (high temperature, connectivity loss, etc.) with the device name, location, message and time.
- **Resolved** — alerts you have already acknowledged, kept for reference.
- The header summarises the counts, e.g. “2 active, 5 resolved”.

Acknowledging an alert

- 1 Open the **Alerts** tab.
- 2 On an active alert card, tap **Acknowledge**.
- 3 The alert moves to *Resolved*, and the red badge on the Alerts icon decreases.

Staying current

Alerts refresh automatically about every five minutes. To check immediately, pull down to refresh or tap the **refresh** icon in the top-right of the screen.

TIP

Acknowledging is recorded centrally, so your whole team sees that an alert has been handled — no duplicated effort.

5 · Reports

ThermoTrack delivers monitoring reports straight to your inbox. Reporting is managed from **Settings** → **Notifications**, so you don't have to be in the app to receive a summary.

Report	What it contains	How to enable
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Daily Digest	A once-a-day email summarising the previous day — temperatures, any alerts, and device status.	Settings → Notifications → toggle Daily Digest on.
Weekly Reports	A broader weekly summary, useful for compliance records and trend review.	Settings → Notifications → toggle Weekly Reports on.

- 1 Open **Settings** and scroll to the **Notifications** section.
- 2 Switch **Daily Digest** and/or **Weekly Reports** on.
- 3 Reports are emailed to the address on your account; no further action is needed.

GOOD TO KNOW

The emailed reports are generated centrally from the same data the app displays. For ad-hoc exports, custom date ranges, and downloadable PDF/CSV reports, use the ThermoTrack **web console**, which offers the full reporting suite beyond these scheduled emails.

6 · Team Access

ThermoTrack supports two kinds of people: **account users** (managers/administrators) and **field agents**. The mobile app handles agent access directly; full user and role management is performed in the web console.

Field agents — sign in by QR

Agents do not need to type credentials. An administrator issues a provisioning QR code, and the agent signs in from the app's start screen:

- 1 On the sign-in screen, tap **Scan QR** to scan the code with the camera, or **Load QR** to choose a saved QR image.
- 2 The app provisions the agent session and opens directly into **Agent Mode** (see section 9).

Managing users & roles

Adding teammates, assigning roles, and revoking access are done by an administrator in the **web console**. Once a person is added there, they can sign in on mobile with their email/Google account, or be issued an agent QR code.

Role	Typical access on mobile
Administrator / Manager	Full dashboard, devices, alerts, reports and settings.
Field Agent	Agent Mode: device monitoring and journey tracking via QR sign-in.

IMPORTANT

Treat provisioning QR codes like passwords — anyone who scans one can sign in as that agent. Re-issue a code from the web console if a device is lost.

7 • Notification Settings

Control what reaches you, and how, from **Settings** → **Notifications** and your phone's own settings.

In-app controls

- **Daily Digest** — daily summary email (see Reports).
- **Weekly Reports** — weekly summary email (see Reports).

Alerts & the lock screen

- **Alert badge** — unacknowledged alerts always show as a red count on the Alerts tab.
- **Show locked status** (Settings → Display) — when enabled, live readings appear in the ongoing status notification so you can see them without unlocking the phone. Disable it to keep the lock screen clean.

System-level notifications

Make sure notifications are allowed for ThermoTrack in your phone settings:

- **iOS:** Settings → Notifications → thermotrack.io → Allow Notifications.
- **Android:** Settings → Apps → thermotrack.io → Notifications.

TIP

For uninterrupted background monitoring on Android, also allow the app to run in the background and exclude it from battery optimisation when prompted.

8 • Display & Language

Personalise units, appearance and language from **Settings**.

Setting	Options	Where
Temperature unit	°C or °F	Settings → Display
Dark mode	On / Off	Settings → Display
Always ON	Keep the screen awake while viewing	Settings → Display
Show locked status	Live readings on the lock screen	Settings → Display
Language	14 languages	Settings → Locale

The app ships in **14 languages**: English, Arabic, Chinese, French, German, Hindi, Indonesian, Malay, Spanish, Filipino, Thai, Urdu, Vietnamese and Japanese. On first launch it automatically selects your phone's language if it is supported, otherwise English. Change it any time under **Settings** → **Locale** → **Language**; right-to-left languages (Arabic, Urdu) display the interface accordingly.

9 · Agent Mode

Field agents who sign in by QR get a streamlined interface focused on monitoring and movement.

Monitor

The **Monitor** tab lists the devices assigned to the agent with live temperature and humidity, their configured min/max bounds, and an **OUT OF RANGE** marker when a reading breaches a threshold. Readings update live over Bluetooth when in range, and from the server otherwise.

Journey tracking

The **Journey** tab records trips with location stamps — ideal for proving the cold chain held during transport.

- 1 Tap **Start Journey**. Optionally enter a reference number (e.g. `JRN-001`).
- 2 The app records your start time and GPS position and shows a live timer.
- 3 When finished, tap **End Journey** to record the end location and close the trip.

Past journeys are listed below with their reference, duration and start/end coordinates.

NOTE

The **Camera** and **Forms** tabs are reserved for upcoming features and are currently disabled.

10 · Troubleshooting & FAQ

The status shows “acquiring” or readings look stale

The app waits for a good-quality GPS and sensor fix before trusting it. Outdoors, a cold GPS start can take up to a minute. Make sure location and Bluetooth are enabled and that you have line-of-sight to the sky for GPS.

A device isn't appearing

- Confirm the phone is within Bluetooth range of the sensor.
- Check the MAC address was entered correctly when adding the device.
- Pull to refresh the Devices list.

I'm not receiving report emails

Confirm **Daily Digest** / **Weekly Reports** are switched on in Settings → Notifications, and check the email address on your account (and your spam folder).

I signed in with Google and can't change my password

That's expected — Google accounts are managed by Google, so the *Change password* option is hidden. Manage your password in your Google account.

Background monitoring stops on Android

Allow the app to run in the background and exclude it from battery optimisation (the app prompts for this). Some manufacturers have aggressive battery managers — add ThermoTrack to the “protected”/“allowed” apps list.

ThermoTrack — Mobile App User Guide · Covers the iOS and Android app · For account, user-management and advanced reporting, see the ThermoTrack web console.