

VIVO AQUATICS

Water Safety Month 2024

VivoPoint Refresher



What we will cover



-  **Logging in**
-  **Adding Team Members**
-  **Setting up Notifications**
-  **Property Page vs Body of Water Page**

Logging in

First Time Logging In

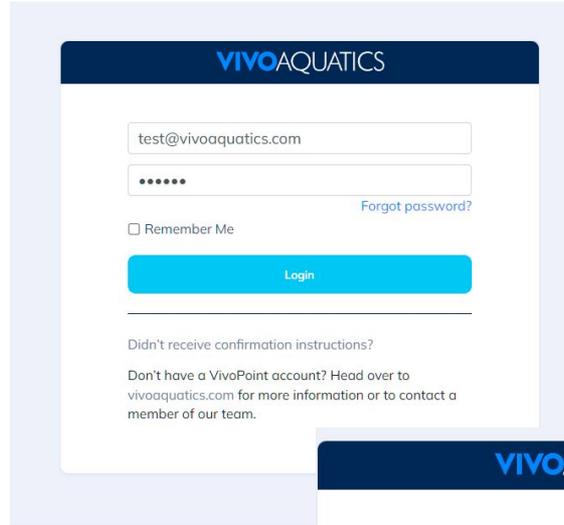
- Follow link in email to create a password
- Login using created password and email address

How to use forgot password

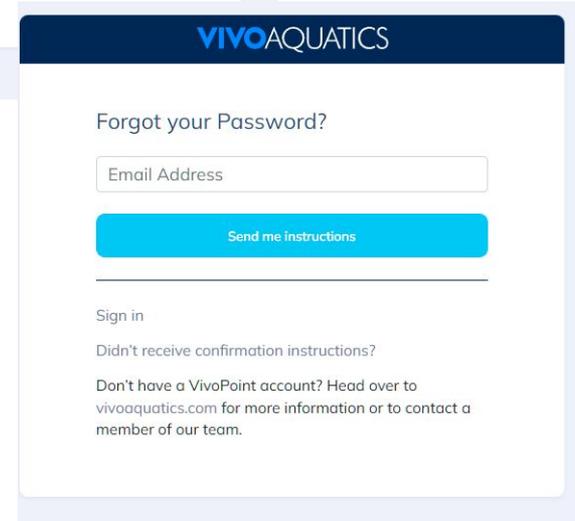
- Used to reset password if you have forgotten it
- Simply click “Forgot password?” enter the email address associated with your account
- Press ”Send me instructions”
- An email will be sent with instructions on how to reset your password

FAQ

- What do I do if I didn't receive the initial invitation to the platform or the password reset instructions?
 - Be certain to check your SPAM folder in your email. It is possible that the invitation is there or caught by some other email filter. If you are certain it is not in your email please reachout to the customer support team for assistance.



The screenshot shows the VIVO AQUATICS login interface. At the top is the VIVO AQUATICS logo. Below it are two input fields: the first contains the email address 'test@vivoaquatics.com' and the second contains a masked password '.....'. To the right of the password field is a link that says 'Forgot password?'. Below the input fields is a checkbox labeled 'Remember Me' and a large blue 'Login' button. At the bottom of the form area, there is a link 'Didn't receive confirmation instructions?' and a paragraph of text: 'Don't have a VivoPoint account? Head over to vivoaquatics.com for more information or to contact a member of our team.'



The screenshot shows the 'Forgot your Password?' page on the VIVO AQUATICS website. At the top is the VIVO AQUATICS logo. The main heading is 'Forgot your Password?'. Below it is an input field labeled 'Email Address'. Underneath the input field is a large blue button labeled 'Send me instructions'. At the bottom of the page, there is a link 'Sign in', a link 'Didn't receive confirmation instructions?', and a paragraph of text: 'Don't have a VivoPoint account? Head over to vivoaquatics.com for more information or to contact a member of our team.'

Property Page

Shows all Bodies of Water at Property on one screen.

- Can click to go to BOW page

Water Safety Score

- Property wide Water Safety Score
- Each Body of Water has their own Water Safety Score

Team Member Tab

- Add members to VivoPoint
- See when members log in

Service Order Tab

- Add new service orders
- Follow up on existing service orders
- Record of closed service orders

Reports Tab

- Sign up for daily, weekly, monthly automatic reports
- Download existing reports

Notification Tab

- Sign up for email and/or text notifications
- Adjust notification parameters

Vivo Hotel (Demo) 91 LAS VEGAS, NV
Local Time: 4:30 pm

SYSTEMS MANUAL READINGS TEAM CHARTS REPORTS PROFILE SERVICE ORDERS NOTIFICATIONS VIEW IN ADMIN

Pool				4:19 pm	100
FREE CHLORINE	PH	TEMPERATURE	FLOW		
2.49 ppm	7.49 pH	85 °F	On		

Spa				4:19 pm	82
FREE CHLORINE	PH	TEMPERATURE	FLOW		
			On		

Test Property 0

SYSTEMS MANUAL READINGS TEAM CHARTS REPORTS PROFILE SERVICE ORDERS NOTIFICATIONS VIEW IN ADMIN

Emec LDPHChlorine						4:18 pm	0
IPS						4:17 pm	0
FREE CHLORINE	ORP	PH	TEMPERATURE	FLOW			
0 ppm	742 mV	7.36 pH	84 °F	On			

Manual Reading					
FREE CHLORINE	TOTAL CHLORINE	ORP	PH	TEMPERATURE	FLOW RATE
1.3 ppm	~ ppm	~ mV	7.7 pH	44 °F	~ gpm

Prominent DCM2CL						Feb 11, 2023 12:48 pm	0
CHLORINE	PH	TEMPERATURE	FLOW	CHL INV			
-0 ppm	7.94 pH	44.1 °F	OFF	LOW			

Prominent DCM516						Aug 30, 2023 7:42 am	0
CHLORINE	PH	TEMPERATURE	FLOW	FLOW RATE			
9.3 ppm	8.5 pH	73.9 °F	On	112.4 gpm			

Adding Team Members to VivoPoint

Team Page

- The team page can be view under the property name when looking at the property as a whole (Not looking at a body of water)
- The team page will display all individuals who have access to your property.

Permission Levels

- Manager: Can add additional team members to the property and can set up notifications for people with “Member” permissions.
- Member: Base level permissions can fully use the app except for the two items mentioned above.

Adding Members

- Fill out the required fields in the form that appears First, Last Name, and a working email.
- Click “Save Profile” upon completion a platform invite will go out the email entered.

Vivo Hotel (Demo) 100 LAS VEGAS, NV
Local Time: 8:30 am

SYSTEMS **TEAM** CHARTS REPORTS PROFILE SERVICE ORDERS NOTIFICATIONS VIEW IN ADMIN

Managers

[+ New Manager](#)

NAME	POSITION	EMAIL	PHONE	LAST SEEN	
Kristin Strickland	Demo			Feb 7, 2022 5:06 pm	Edit Delete Share
Vivo Demo				Mar 15, 2023 1:09 pm	Edit Delete Share

Members

[+ New Member](#)

NAME	POSITION	EMAIL	PHONE	LAST SEEN	
Gennaro Cirone				N/A	Edit Delete Share
Jochen Cotteeuw				N/A	Edit Delete Share
Luis Perez-Lingg				N/A	Edit Delete Share
Ricardo Chapellin				Aug 31, 2022 9:51 am	Edit Delete Share
Tawny Martin				Sep 1, 2022 6:12 pm	Edit Delete Share

Add a Team Member

* FIRST NAME

* LAST NAME

POSITION

PHONE NUMBER

* EMAIL

[Save Profile](#)

Exporting Data

Forms of Data Export

- Reports
- CSV

How to Export Reports

- Under the property page. Select the “Reports” tab at the top of the page.
- This page will default to display the current month. If you need reports for a different month click to select the correct month where it says “May 2023” in the screenshot
- To receive a report you must have readings to report on.
- In this example there are no manual readings to be exported which is why it reads “N/A”
- Press the download button under what type of readings you would like to receive. This will either download immediately or be sent to you in an email depending on how many readings are needing to be exported.
- Note for controller readings only a snapshot at specific times of the day will be provided.

Vivo Hotel (Demo) 100

LAS VEGAS, NV
Local Time: 9:51 am

SYSTEMS TEAM CHARTS **REPORTS** PROFILE SERVICE ORDERS NOTIFICATIONS VIEW IN ADMIN

Notifications

We can send you email reports for this property on a daily, weekly or monthly basis.

Daily Weekly Monthly

[Submit](#)

Reports

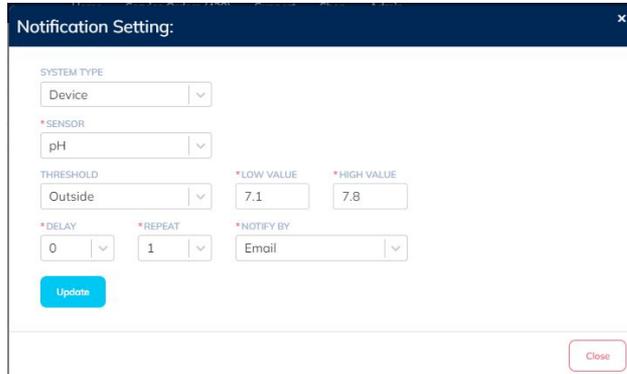
May 2023

MONTH	MANUAL READINGS	CONTROLLER READINGS
May 2023		Download

WEEKLY (ENDING)	MANUAL READINGS	CONTROLLER READINGS
May 07, 2023	N/A	Download
May 14, 2023	N/A	N/A
May 21, 2023	N/A	N/A
May 28, 2023	N/A	N/A

DAILIES	MANUAL READINGS	CONTROLLER READINGS
May 1, 2023	N/A	Download
May 2, 2023	N/A	Download
May 3, 2023	N/A	Download

Setting Up Notifications



The screenshot shows a 'Notification Setting' dialog box with the following fields and options:

- SYSTEM TYPE:** Device (dropdown)
- *SENSOR:** pH (dropdown)
- THRESHOLD:** Outside (dropdown)
- *LOW VALUE:** 7.1 (input field)
- *HIGH VALUE:** 7.8 (input field)
- *DELAY:** 0 (dropdown)
- *REPEAT:** 1 (dropdown)
- *NOTIFY BY:** Email (dropdown)

Buttons: 'Update' (blue) and 'Close' (red).

Notification Tab

- The notification page can be viewed under the property name by clicking the tab labeled “Notifications”.

Default Notification Setup

- By default the notifications are turned off.
- If you want to use the default notification settings press the “Use Defaults” button.
- The greyed out notifications will become active.

Editing Notifications

- To edit notifications once a notification is active click the blue pencil icon at the bottom right of the alert setting you want to edit.
- This will open the notification settings page

Notification Settings

Notification Setting: [Close]

SYSTEM TYPE
Device [v]

*SENSOR
pH [v]

THRESHOLD
Outside [v]

*LOW VALUE
7.1

*HIGH VALUE
7.8

*DELAY
0 [v]

*REPEAT
1 [v]

*NOTIFY BY
Email [v]

Update

Close

Notification Setting: [Close]

SYSTEM TYPE
Manual [v]

*READINGS PER DAY
[]

*NOTIFY BY
[v]

Submit

Close

System Type

- Allows you to change the notification to be based on controller readings to manual readings
- Manual settings only allow you to be notified if the specified number of readings was not entered on any given day

Sensor

- Allows you to select the controller sensor that the notification will be based on.

Threshold

- Allows you to select to be notified if sensor is above, below, or outside the values entered to the right of the threshold setting.

Delay

- Delays when the reading will be send out based on the number of readings it receives outside of the parameters listed in thresholds. 0 will send a notification immediately, whereas 3 will wait for 3 consecutive readings to come back outside of the threshold before sending the notification.

Repeat

- Repeats the alarm the number of times entered if readings continue to come back outside of the threshold entered.

Notify By

- Allows you to choose how you will receive the notification. Either by Text, Email, or Both. * Text notification will only work if you have a cell phone number added to your profile.

Body of Water Page

Details on just one Body of Water at property

- Controller reads exported every 30 mins
- Fetch real time readings
- look up any reading in the past

Manual Reading

- Here is where manual readings are added

Alarms Tab

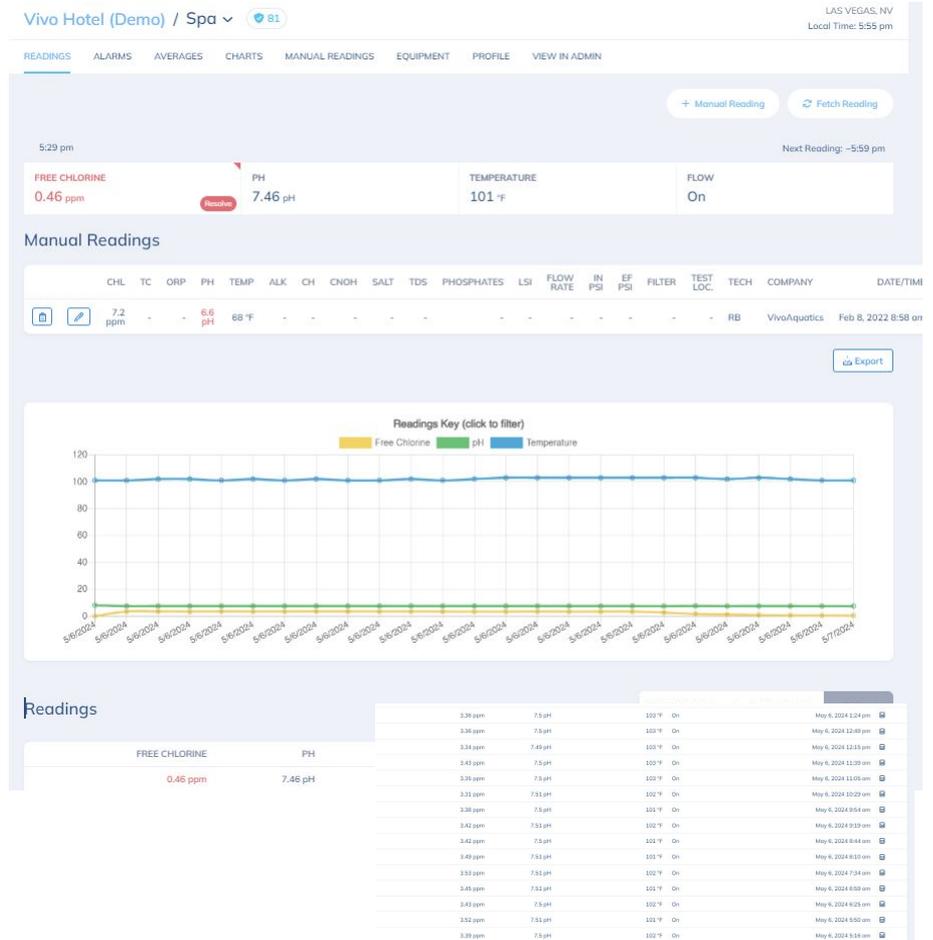
- Alarm threshold (customizable)
- Controller alarm record

Charts Tab

- See charts related to chlorine, pH, temperature, flow, etc...
- See trends related to body of water

Equipment Tab

- Add body of water specific equipment
- includes install dates, replacement dates, serial #



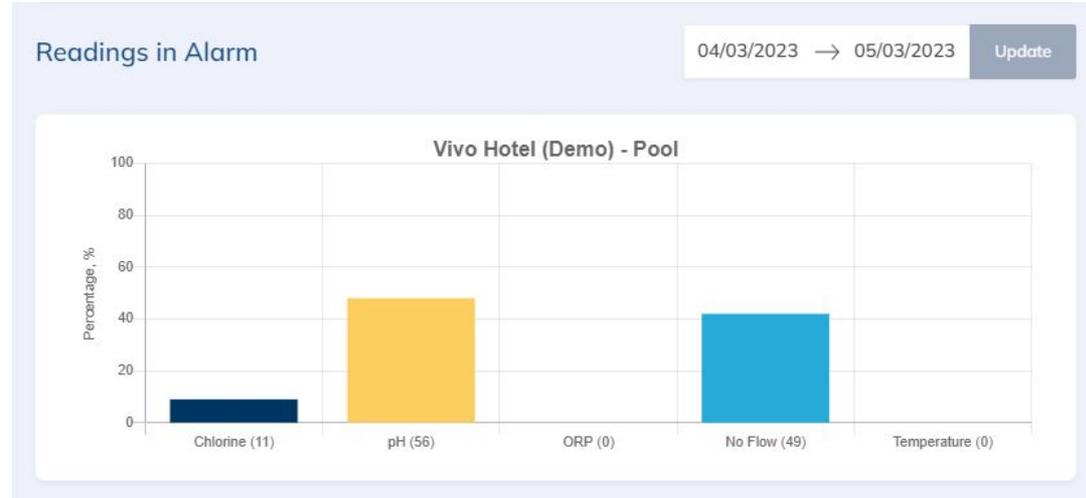
Alarms

Where to Find Alarms

- Under the body of water select “Alarms” in the tab below the name.

How to Use Alarms

- Readings that appear on the alarm page were marked as an alarm by VivoPoint.
- Readings for Chlorine, pH, and ORP will affect your Water Safety Score.
- Alarms are best used to understand what specific issues are impacting your water safety score the most.
- In the example shown nearly half of the alarms that occur are due to pH. With this information an operator can focus their attention on pH control to solve that specific problem to improve the Water Safety Score.



Charts



Where to find Charts

- Click on the body of water you would like to analyze. Click “Charts” in the tab below the name of the body of water.

What to use them for

- Charts are a very useful tool for understanding if adjustments need to be made to your controller settings.
- Charts will help you visualize trends with with sensors.
- Understanding how to interpret these charts will help infer what sorts of changes may need to be made to controller feed settings

How To Interpret the Charts

- To the left we have a good example of what it would look like to both be having issues and to have it corrected.
- Between 4/9 and 4/21 we can see regular large fluctuations in the probe values. Keep in mind multiple things can cause this, Empty containers, hand dosing chemicals, and controller feed issues.
- When a controller is working as expected the line on the graph will appear like it is shown after 4/25. There still is probe fluctuations but the variations are much smaller compared to those that happened earlier in the month



VIVO AQUATICS

Thank you for joining us for today's session.



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