Comark Cloud Help Guide

How the Functions Operate

This guide will help you with the functions of the Comark Cloud. For use after devices have been added to the cloud and the user has logged in.

As an administrator you will be able to add user profiles and edit locations and allow users certain levels of access. (Note: Anyone who asks for an Account will automatically be the Administrator of the Account).

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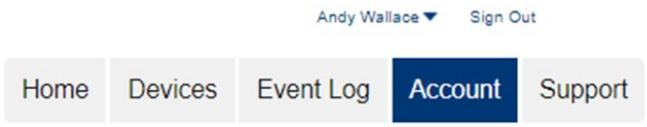
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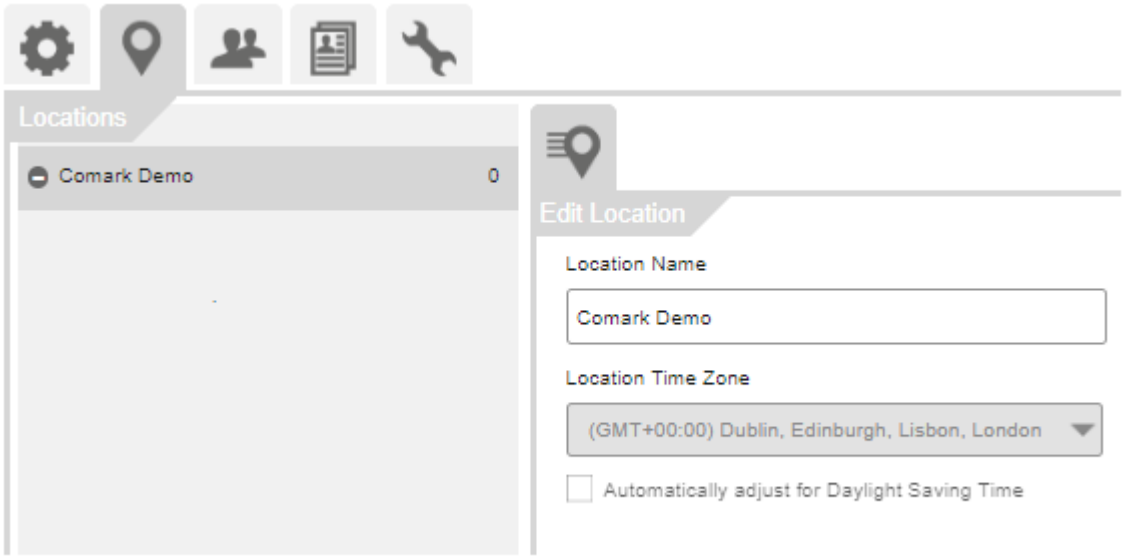
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Creating and Editing Locations

Navigate to the Account Page.



Open the Locations tab, by clicking on the Locations ICON .



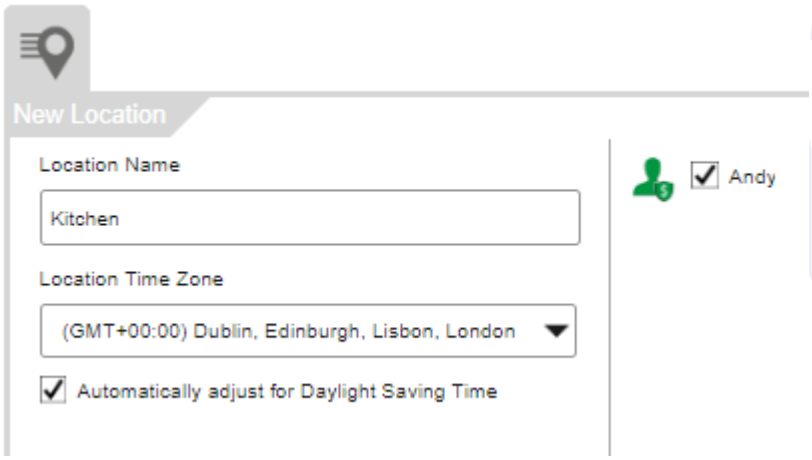
Select locations in the left-hand panel.

The default location is your account name.

You can the edit the location's details by selecting it or add new locations beneath it using the Add button 

in the bottom left hand corner.

A location's details are edited on the right-hand panel, including allowing specific user access to devices in that location.



Don't forget to select the correct Time Zone for the Location and tick the box for Daylight Saving if appropriate.

After adding a new location or editing an existing location, click Apply 

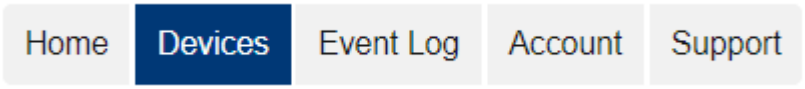
to make the changes.

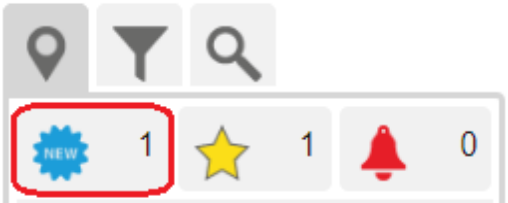
Repeat the process to add more Locations.

Move New Devices into Locations

Whenever you add a new Logger to the Cloud it is not in a Location, but it is in New Devices. It must be moved from New Devices to it's working Location.

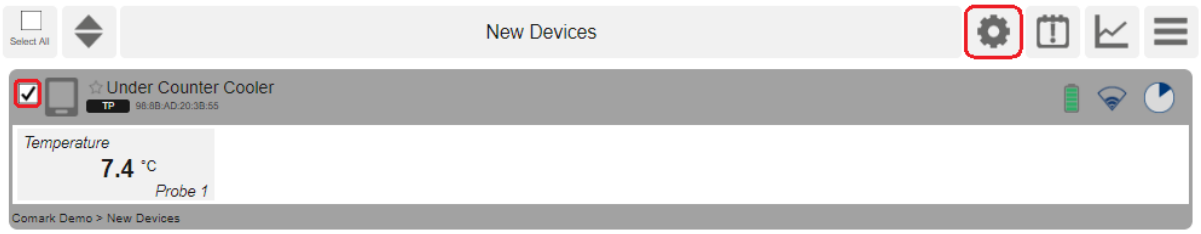
To move devices from the 'New Devices' tab to a specific location, go to Devices



Then click on the 'New' tab: 

.

Select the device than needs changing by ticking the box, this will highlight the device. Then click on the settings icon to change the settings for that device, including device location.

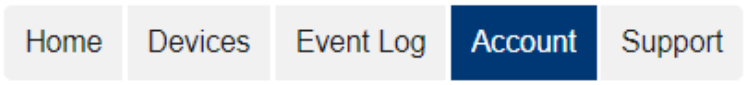




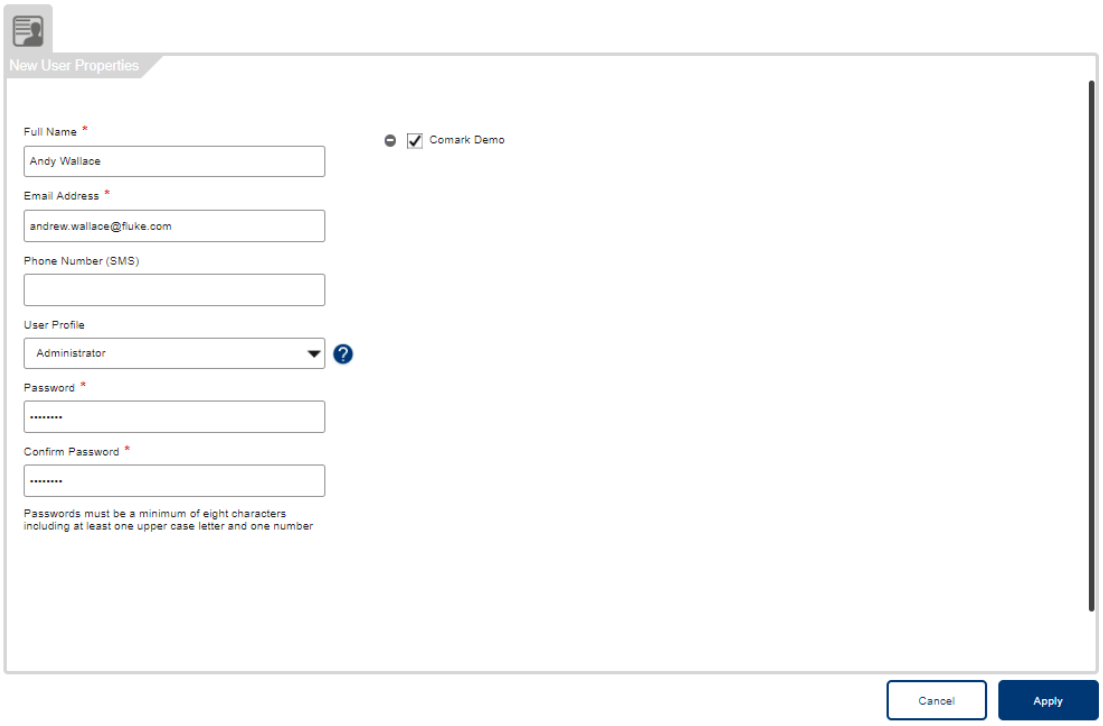
Select the applicable location and then click Apply to complete the operation.

Creating and Editing Users

Navigate to the Account Page.



Open the Users tab.



To create a new user, click on ‘Add’ in the bottom left hand corner. Edit their name, email and phone number and set their User profile and their location access. User profiles set user permission levels for different Comark Cloud functions. Click ‘Apply’ to save your changes.

You can delete users by selecting their name and clicking delete at the bottom of the list on the left-hand side. Select a user in the left-hand panel, you can then edit the user’s details.

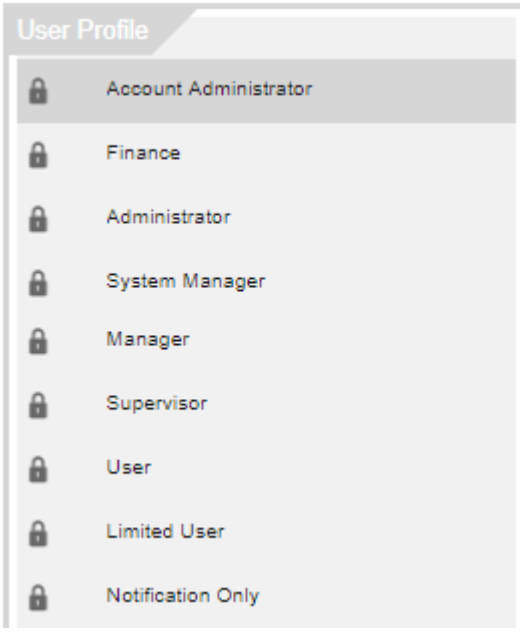
Working with User Profiles

Navigate to the Account page.

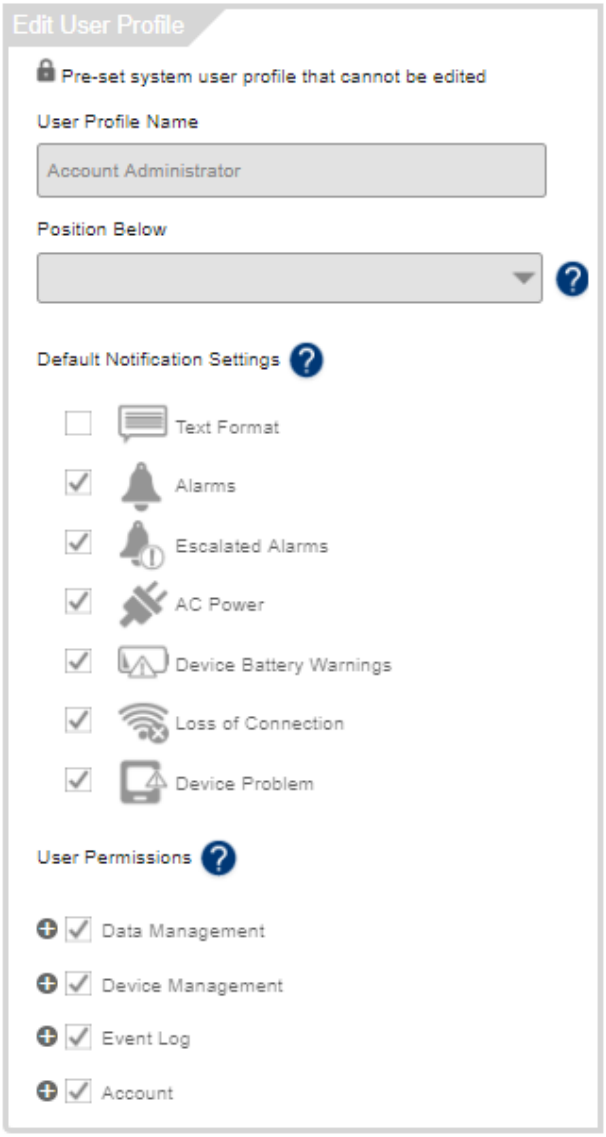
Open the user profile tab.



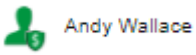
A list of default user profiles is in the left-hand panel. These cannot be edited or deleted.



The centre panel shows the settings for the selected user profile.



The right-hand panel lists the users on your account that have the selected profile.



You can create new user profiles by coping existing ones… and updating the new profile settings as required, including detailed account permission options.

Click ‘Apply’ to save your new user profile.

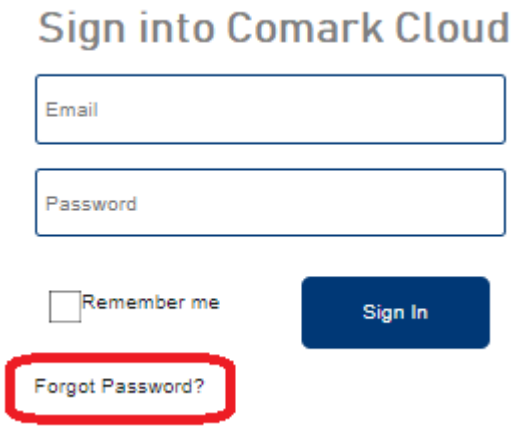
You can also create new user profiles from scratch.

To delete a user profile, select the profile and click delete.

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*New Users

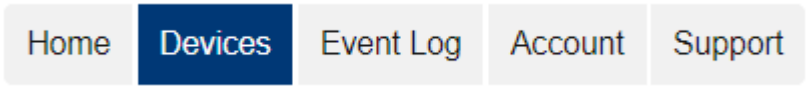
When a new user profile has been created, the new user needs to set a password. To do this they must click the 'Forgot Password?' link on the Comark Cloud sign in page:



This will allow the new user to set their own password and have access to the selected locations / devices- as per their user setup.

Working with Device Settings

Navigate to the Devices page.

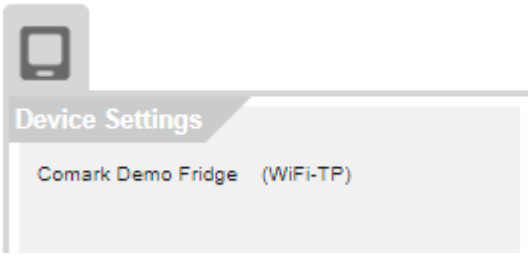


Select the device/s for settings updates.

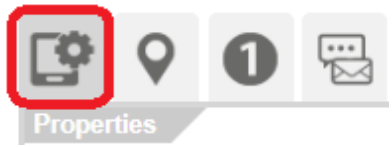
Click the settings icon.



The left-hand panel lists the devices that you have selected.

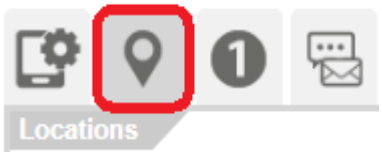


The properties tab allows you to set Device Name, Device Note, Device Image, Samples and Synchronisation rate.



Advanced settings are also on this tab.

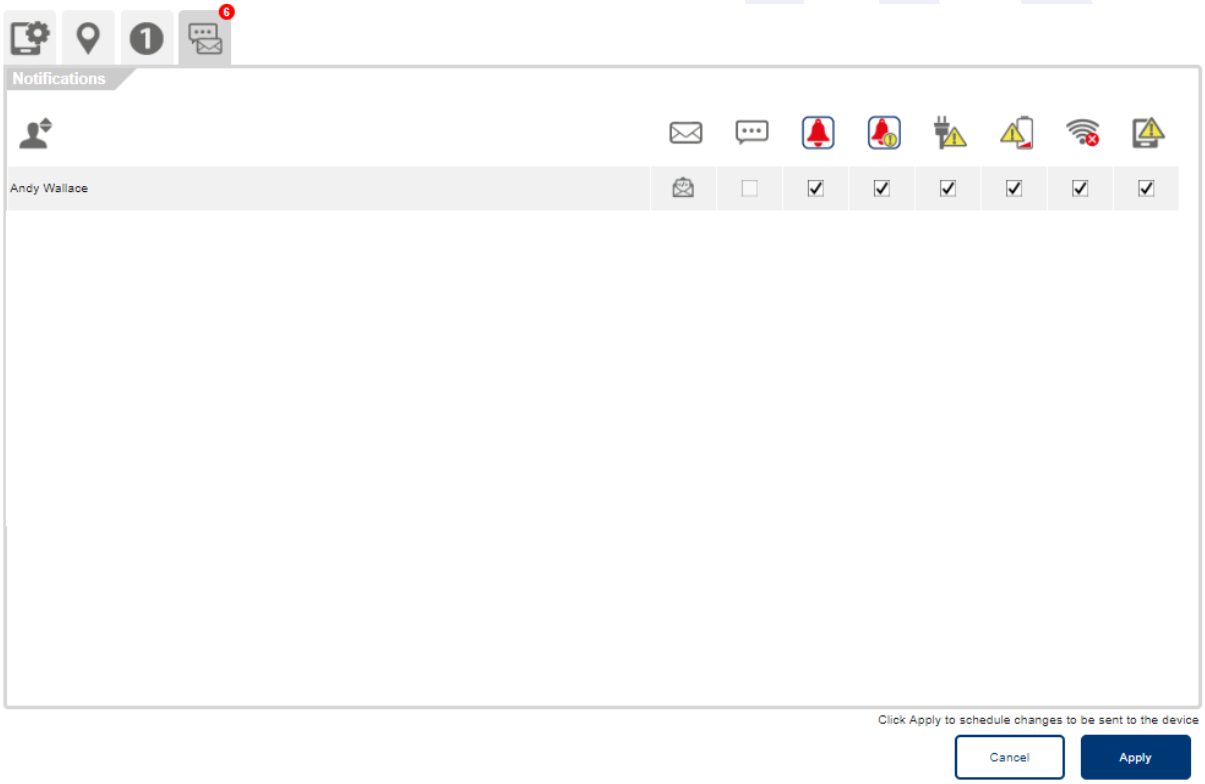
The locations tab allows you to set a device's location.



Probe tabs allow you to set Measurement Name, Measurement Unit and Alarm settings.



The Notifications tab allows you to change a device's notification settings.



Setting changes are reflected by a red marker on each tab.

Click Apply to schedule a settings update the next time your device synchronises to the cloud.

Working with Alarm Settings

Navigate to Devices page.

Select the device/s on which to apply alarm settings.

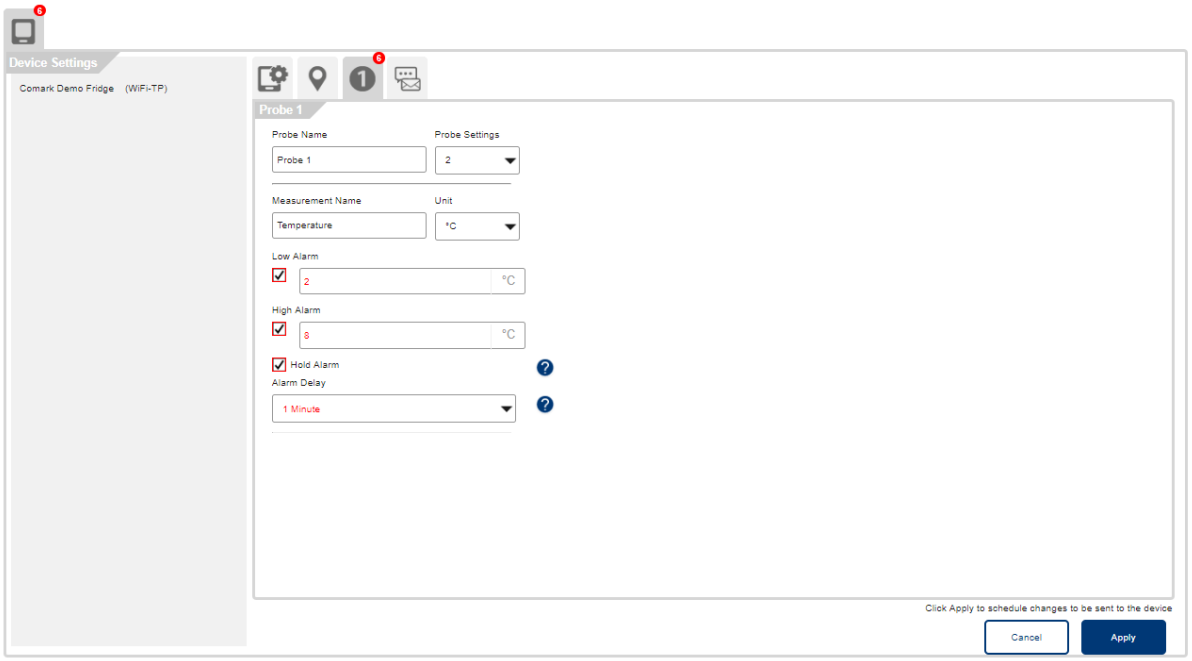


Click the Settings icon.

Select a probe tab to set an alarm.

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Click to tick box to enable the alarm and enter an alarm level.

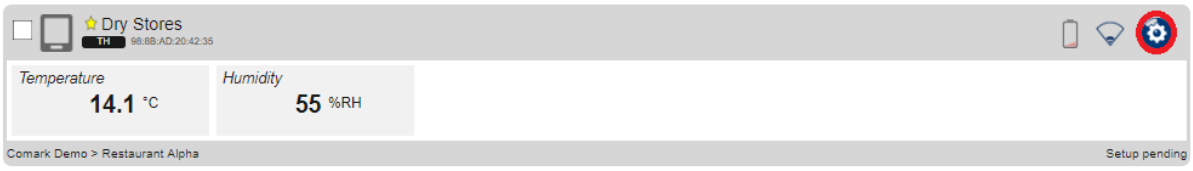
You can set an Alarm Hold function. When Alarm Hold is set, a device will stay in alarm condition even if the measurement parameter returns to normal range.

You can set Alarm Delay function. When Alarm Delay is set, a device will only go into alarm condition if the measurement parameter stays out of range for the delay period.

The changes will be reflected with a red indicator on the top tab.

To apply changes click Apply button or select Cancel to clear your changes.

The device sync clock shows that settings will be applied at the next scheduled cloud synchronisation.



Working with Notifications

Navigate to Devices page.

Select the device/s for notification setting update.

Click the setting icon.



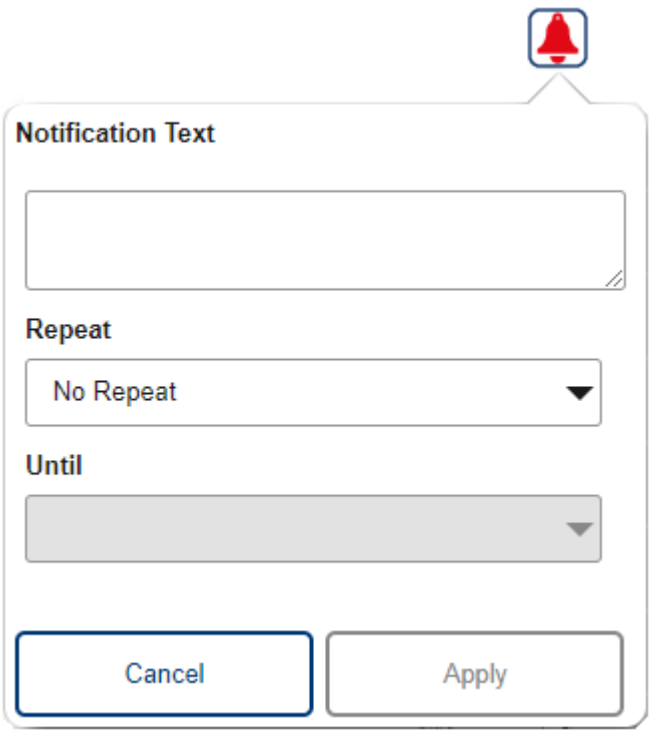
Open the notifications tab.

The left-hand column lists the users that have access to the selected device/s.

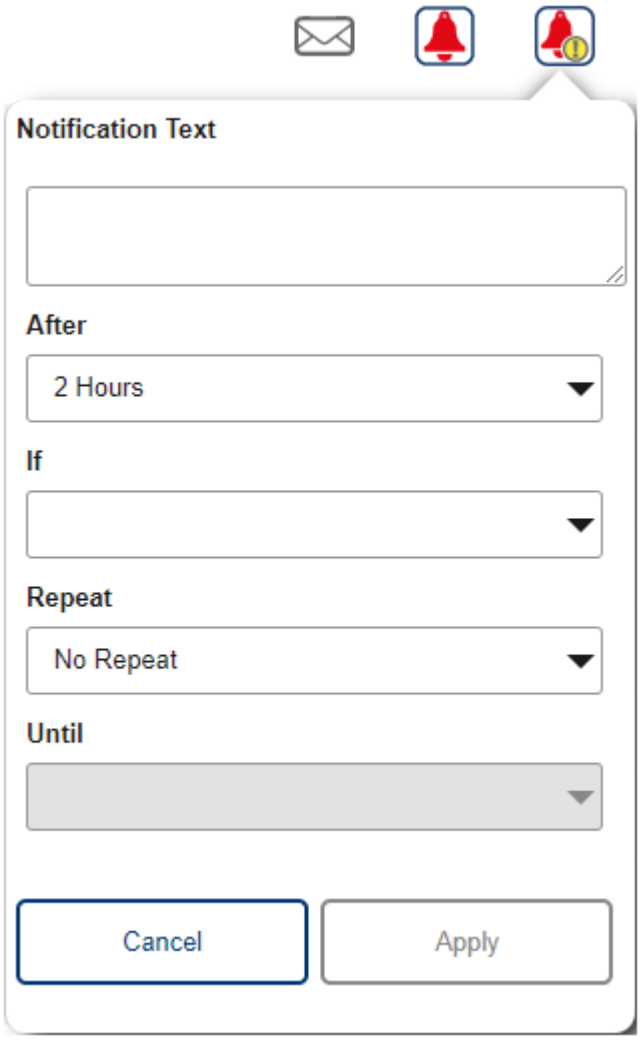
The remaining columns enable email  or *SMS notifications  , device alarm (primary  and secondary  alerts) notifications, power issues  , low battery  , connection  or device problems  .

*Not available yet

Click the alarm icon to update alarm notification rules for the selected device/s, including notification text, repeat period and repeat conditions.



Click the escalated alarm icon to update escalation notification rules for the selected device/s; including notification text, escalation conditions, repeat period and repeat conditions.

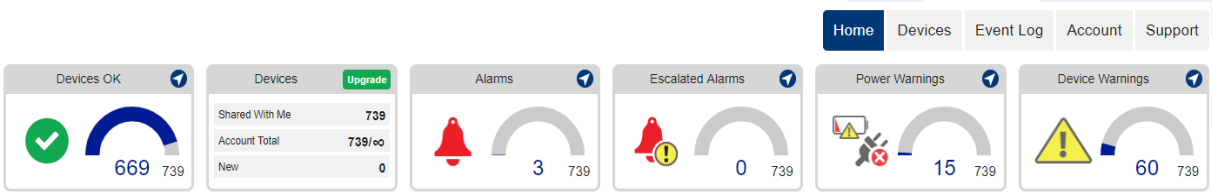


Click to Apply to save your changes.

Acknowledge and Reset Alarms

When your device goes into alarm, it will be held until you reset it. This means that even when the device falls out of the alarm zone, it will show on the Comark Cloud interface until you reset it.

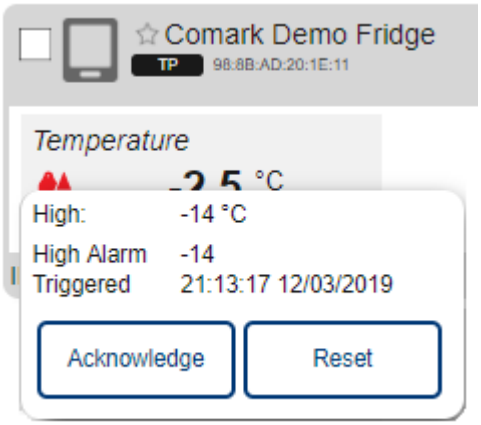
On the home screen you can see how many of your devices are in alarm condition and how many alarms have been escalated.



The favourite Devices section in Professional accounts lets you see alarms conditions on devices down to measurement level.



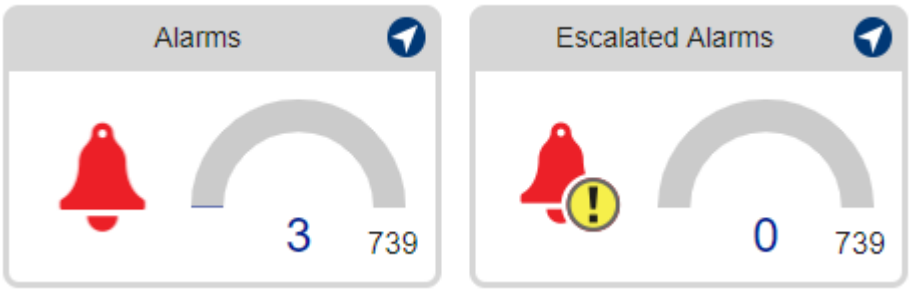
Clicking the measurement channel shows detailed alarm information and gives options to acknowledge or Reset the alarm.



Acknowledge an alarm to mark that you are investigating.

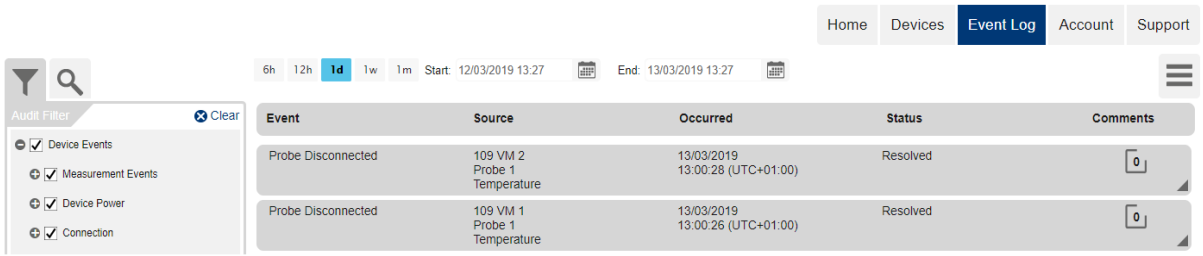
Reset an alarm and the device will update when it next synchronises with cloud.

Click the Alarms status pane to navigate to the Devices Screen showing all devices in alarm.



Alarms can also be managed in the Event Log.

Filters can then be applied in the list on the left-hand side to select the devices you want to show.



Working with Graphs and Data

You can analyse data from up to 5 devices and download graphs for further 'offline' analysis and reporting.

Navigate to the Devices page.

Select the devices you wish to analyse (5 devices maximum).

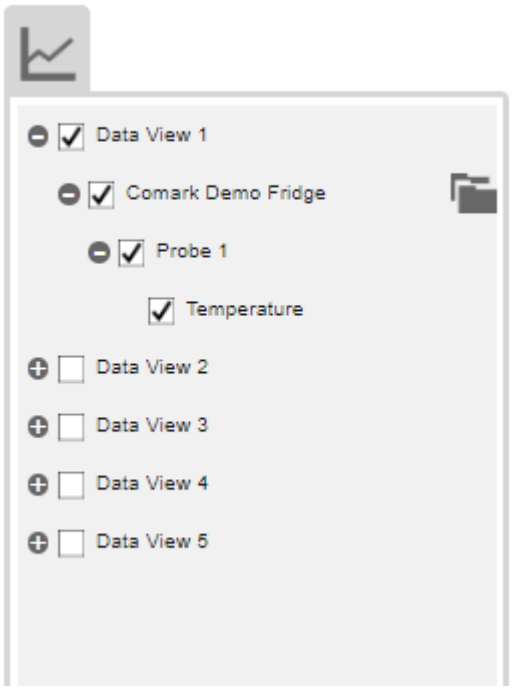


Click the Data View icon.

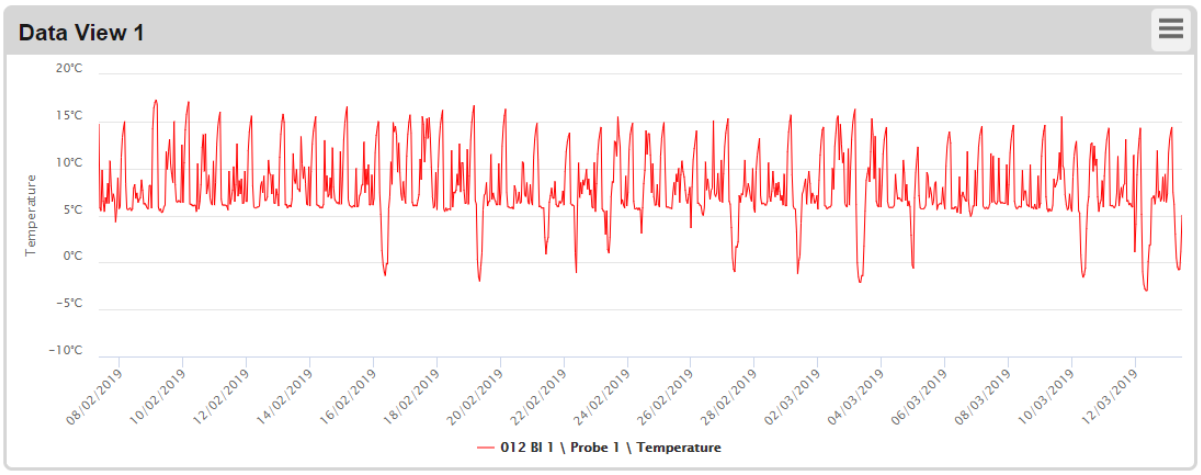
The Data View left-hand panel shows which data sets will be shown on each Data View.

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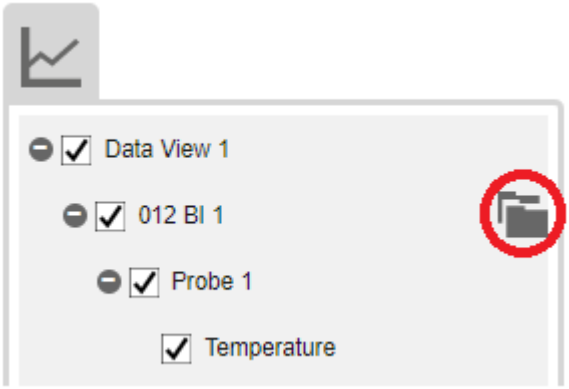
A Data View will load for each selected device.



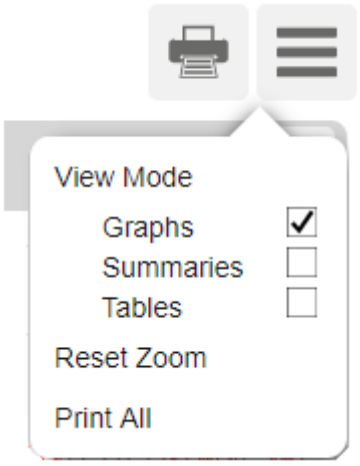
Measurement channels and devices can be turned on/off for each Data View.

Click the Data View frame to show the zoom controls.

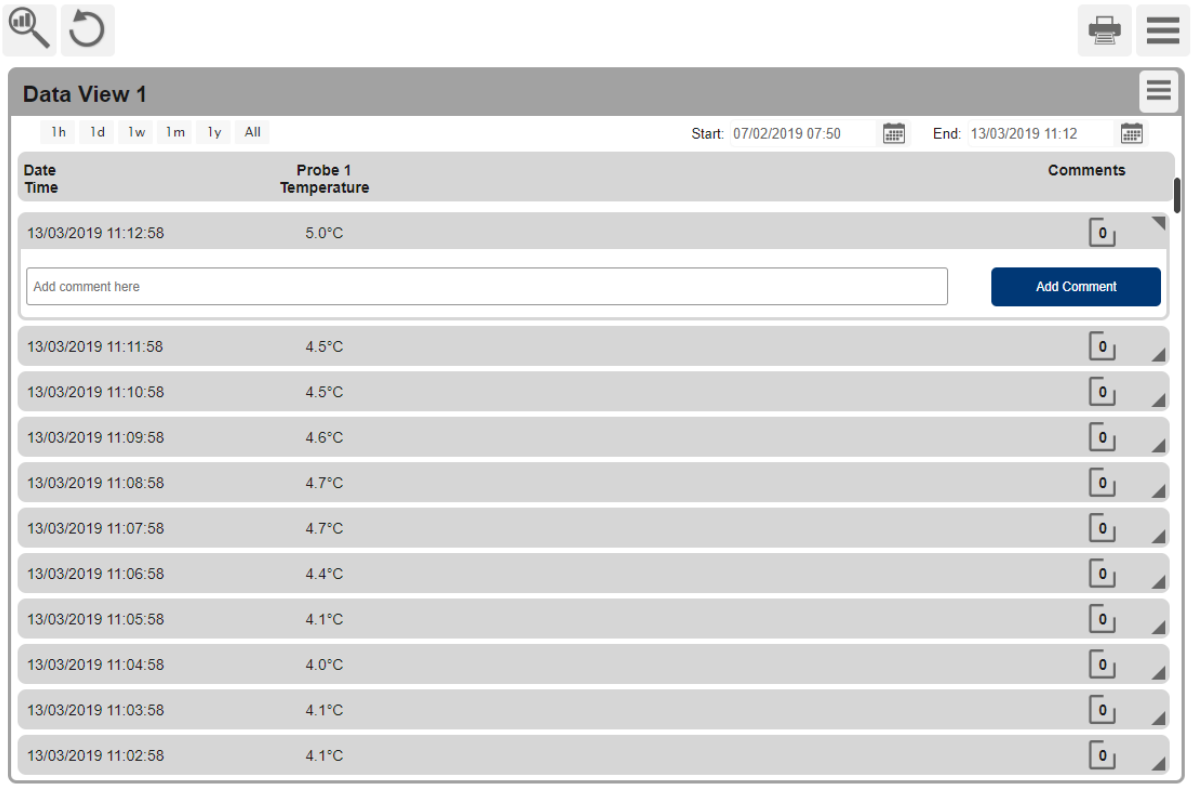
Click the Sessions icon next to each device name to access data from older recording sessions.



Click the Data View burger menu to switch between graph, summary or table view.



When Table view is selected, comments can be added to specific data records.



You can also export in a variety of formats, show or hide levels on the graph, reset your default zoom level, print Data Views or close Data Views.

Exporting Detailed Summary Reports

You can download data in graph or data format to analyse or store locally for audit purposes.

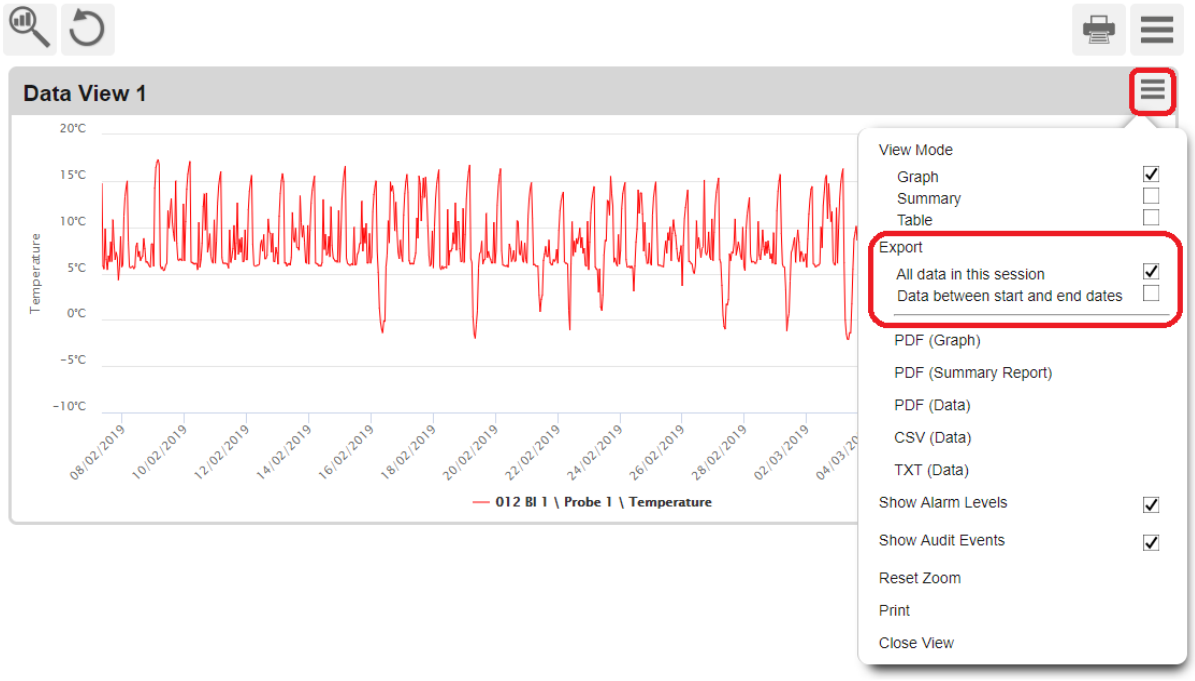
Navigate to the devices page.

Select the device to report on.

Navigate to the Data View.

Click on the Data View frame to show zoom controls and select the time period to report.

Click the ‘data view burger menu’, export, and then select the format of report that you require.



Your report will load in a new browser tab.

For further support, please contact Comark Technical Support Team on +44 207 942 0712.