

VIVO AQUATICS

Water Safety Month 2023





VivoPoint Refresher



Connect & Protect

What we will cover



-  **Logging in**
-  **Adding Team Members**
-  **Setting up Notifications**
-  **Reporting, Data, and Equipment Profile**

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.

VIVO AQUATICS

test@vivoaquatics.com

..... [Forgot password?](#)

Remember Me

Login

[Didn't receive confirmation instructions?](#)

Don't have a VivoPoint account? Head over to vivoaquatics.com for more information or to contact a member of our team.

VIVO AQUATICS

Forgot your Password?

Email Address

Send me instructions

[Didn't receive confirmation instructions?](#)

Don't have a VivoPoint account? Head over to vivoaquatics.com for more information or to contact a member of our team.

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 and Managers

- Click either “+ New Manager” or “+ New Member” depending on the permission level you wish the team member to have.
- 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	✎ ✖ 👤
Vivo Demo				Mar 15, 2023 1:09 pm	✎ ✖ 👤

Members

[+ New Member](#)

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

Add a Team Member

* FIRST NAME

* LAST NAME

POSITION

PHONE NUMBER

* EMAIL

[Save Profile](#)

Setting Up Notifications

Vivo Hotel (Demo) 100 LAS VEGAS, NV
Local Time: 8:44 am

SYSTEMS TEAM CHARTS REPORTS PROFILE SERVICE ORDERS NOTIFICATIONS VIEW IN ADMIN

Notifications My Notifications Team Notifications

Pool Add New Use Defaults

PH	CL2	TEMP	FLOW
Notify when OUTSIDE 7.1 - 7.8pH Delay 1 alert Repeat times	Notify when OUTSIDE 1.5 - 7.5ppm Delay 1 alert Repeat times	Notify when OUTSIDE 50 - 100°F Delay 1 alert Repeat times	Delay 1 alert Repeat times

Spa Add New Use Defaults

CL2 PH

CL2	PH
Notify when OUTSIDE 2.5 - 7.5ppm Delay 1 alert Repeat times	Notify when OUTSIDE 7.1 - 7.8pH Delay 1 alert Repeat times

Notification Setting:

SYSTEM TYPE: Device

*SENSOR: pH

THRESHOLD: Outside *LOW VALUE: 7.1 *HIGH VALUE: 7.8

*DELAY: 0 *REPEAT: 1 *NOTIFY BY: Email

Update Close

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

The screenshot shows a 'Notification Setting' dialog box with a dark blue header and a close button (X) in the top right. The form is set for 'SYSTEM TYPE: Device'. It includes a dropdown for '*SENSOR' set to 'pH'. Under 'THRESHOLD', there is a dropdown set to 'Outside', and two input fields for '*LOW VALUE' (7.1) and '*HIGH VALUE' (7.8). Below these are three dropdowns: '*DELAY' set to '0', '*REPEAT' set to '1', and '*NOTIFY BY' set to 'Email'. A blue 'Update' button is at the bottom left, and a red 'Close' button is at the bottom right.

The screenshot shows a 'Notification Setting' dialog box with a dark blue header and a close button (X) in the top right. The form is set for 'SYSTEM TYPE: Manual'. It includes a dropdown for '*READINGS PER DAY' (empty) and a dropdown for '*NOTIFY BY' (empty). A blue 'Submit' button is at the bottom left, and a red 'Close' button is at the bottom right.

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.

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

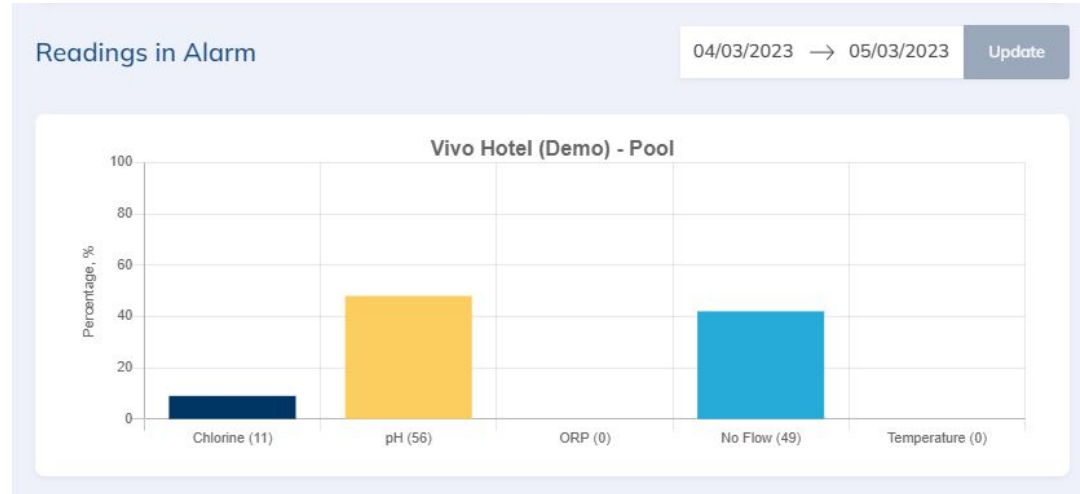
Alarms

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.



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 needed 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

Exporting Data Cont.

How to Export Readings as a CSV

- Downloading a CSV will give you all recorded controller readings for the time range selected
- To download readings as a CSV go to the body of water that you are looking to retrieve readings from and scroll down to the readings table on the readings page.
- adjust the date range to your desired range, Click “Update”
- Scroll down to the bottom of the page and press”Export”

Readings 05/03/2023 → 05/03/2023 Update

CHLORINE	PH	TEMPERATURE	FLOW	DATE/TIME
2.91 ppm	7.61 pH	80 °F	On	May 3, 2023 10:19 am
2.96 ppm	7.6 pH	79 °F	On	May 3, 2023 9:49 am
2.94 ppm	7.61 pH	79 °F	On	May 3, 2023 9:19 am
2.94 ppm	7.61 pH	79 °F	On	May 3, 2023 8:49 am
2.94 ppm	7.6 pH	78 °F	On	May 3, 2023 8:19 am
2.95 ppm	7.6 pH	78 °F	On	May 3, 2023 7:49 am
2.95 ppm	7.62 pH	78 °F	On	May 3, 2023 7:19 am
3 ppm	7.6 pH	78 °F	On	May 3, 2023 6:44 am
2.99 ppm	7.6 pH	78 °F	On	May 3, 2023 6:14 am
2.99 ppm	7.61 pH	78 °F	On	May 3, 2023 5:40 am
3 ppm	7.6 pH	78 °F	On	May 3, 2023 5:09 am
3.01 ppm	7.6 pH	78 °F	On	May 3, 2023 4:39 am
3.01 ppm	7.6 pH	78 °F	On	May 3, 2023 4:09 am
3.01 ppm	7.6 pH	78 °F	On	May 3, 2023 3:39 am
3.02 ppm	7.6 pH	78 °F	On	May 3, 2023 3:09 am
3.01 ppm	7.6 pH	78 °F	On	May 3, 2023 2:39 am
3.01 ppm	7.6 pH	78 °F	On	May 3, 2023 2:09 am
3.03 ppm	7.6 pH	78 °F	On	May 3, 2023 1:39 am
2.99 ppm	7.6 pH	78 °F	On	May 3, 2023 1:09 am
3.02 ppm	7.6 pH	78 °F	On	May 3, 2023 12:39 am
3.01 ppm	7.61 pH	78 °F	On	May 3, 2023 12:09 am

[Export](#)

Equipment Profile

What is The Equipment Profile

- The equipment profile is a place for you and your team to keep track of the various pieces of equipment that are used to operate your pool.
- The equipment profile can be found under the “Equipment” tab under any Body of Water
- Various points of data can be stored here which can be used to help order the correct parts, track installation and warranty dates, and assist in repairs

How to Add Equipment

- From the equipment page simply press “+ Add Equipment”
- You will then be able to select the type of equipment, manufacturer and model from the dropdowns that appear on this page.
- Add any relevant information to your specific piece of equipment including serial numbers and the date of installation.
- Press “Submit” to save the information to your equipment profile.

Vivo Hotel (Demo) / Pool 100 LAS VEGAS, NV
Local Time: 10:34 am

READINGS ALARMS AVERAGES CHARTS MANUAL READINGS **EQUIPMENT** PROFILE VIEW IN ADMIN

+ Add Equipment + Manual Reading Fetch Reading

Ada Lift [Edit](#) 1

Aqua Creek Products Pro Pool Part: F-004PLB-AT1
Aquacreek F-004PLB-AT1 Pro Pool ADA Lift

INSTALLED	WARRANTY	EXPECTANCY	PRICE	ADA TYPE	WEIGHT CAPACITY	SERIAL NUMBER
07-05-21	-	-	-	-	-	3456839304

FILES IMAGES
N/A

Saline System [Edit](#) 1

Chlor-King CHLOR 25 Part: CHLOR 25
Chlor-King CHLOR 25 lb / day Saline Chlorination System - Switch mode

INSTALLED	WARRANTY	EXPECTANCY	PRICE	LBS PER DAY	VOLTAGE	SERIAL NUMBER
02-05-22	-	-	-	-	-	187936512RS

FILES IMAGES
N/A



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Thank you for joining us for today's session.



support@vivopoint.com



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