

Portal Overview

1 Once your device is registered head <https://portal.smartguard.co> to log into your account

2 The Home & Status page you will see a quick snapshot of your account and devices

Home and Status

- View All Reports** - Select here to export last 7 days data
- Locations (GPS)** - Select here to view assets location on a map
- Export Last** - Select here to export last 7 days data
- Export** - Select here to export data for user defined range
- Users** - Select here for User management
- Guests** - Select here to add Guest users
- Groups** - Select here to set User & device Groups
- Add Units** - Select here to add a new devices
- Log out**

Current System Status

- 1896 tanks in the system
- 14 units need diagnostics
- 9 tanks with Low Levels
- To be delivered Diesel 12892L
- 202 alarms detected in the last 7 days

Please click on a link above

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3 Selecting this will take you into a detailed list view of all your current assets, here you can filter by current Liquid level/On-Hire/Accounts etc.

View All Reports

Serial	Account	Waste	Town	Fuel Code	Tank Name	Date Left	Level	Usage	Tank Vol	Custom	Office	Allocated
7055365	62340478	Hastel Ltd	Hastings	1N23 4FB	Tank 1	365	999 L	200 L	1300 L	Kero	Hast Office	No
7078195	0734 V3 KBLT	Kullberg	London	83A 2AB	0134 Kullberg (ENGINEER SAYS FULL ON 05)	365	496 L	1304 L	1900 L	Diethyl		No
6378295	9457984 - 234	Waste Group	Winchester	5023 2U V	MS7284 Waste Group	54	585 L	313 L	900 L	Diethyl		No

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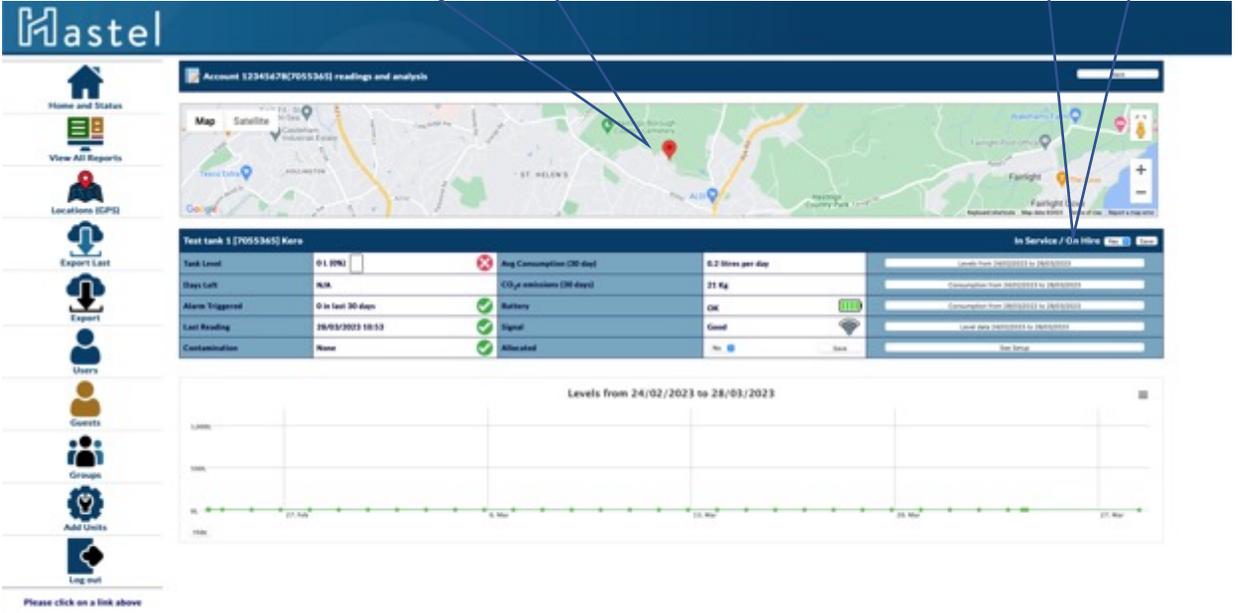
By selecting a Serial number, you will be taken into the detailed asset page.



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Here you can see the location of the device (if your device is GPS enabled) Status of any alarms, Device health etc.

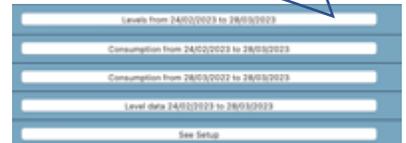
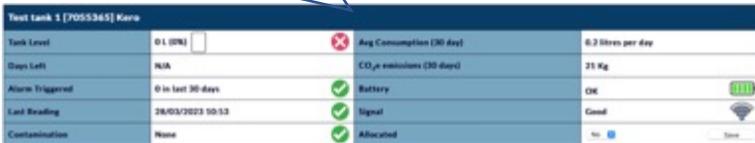
Select yes/no if the Asset is on Hire this will help with filtering and tracking



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Device Status is show in the following section

Usage reports can be accessed here



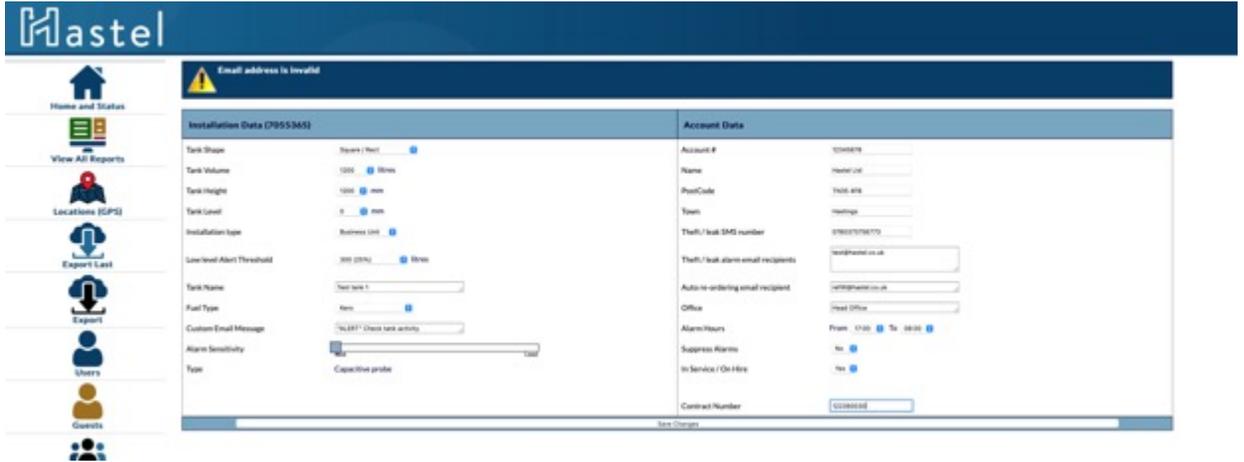
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Select to download usage data to user desired format



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Device setup can be accessed here:



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Setup Guide

Installation

When the unit is installed certain things have to be set correctly. The most important of these are tank volume, tank height and tank level(fuel level). If you get these correct then everything will be fine.

Tank Shape = Enter the shape of tank. Typically cylindrical or rectangular 

Tank Volume = Enter the volume in litres of your fuel tank. *(please note some commercial tanks require undervaluing internal capacity)*

Tank Height = The height of the part of the tank that holds fuel in mm.
If your tank is bunded this is the height of the inner tank. Don't include the filler neck! 

Tank Level = The depth of fuel in the tank in mm. You may need a dipstick to measure this.
(For pressure sensors this will automatically populate) 

Installation Type = types of home or business use. This has an effect on the estimated run out (see 'days left' in FAQ)

Low Level Alert Threshold = the point at which alert messages are created to warn that you are running low.
please note that most tanks cannot be run to the bottom so allow for this.
We would not recommend setting below 150 litres. 

Tank Name = If you have more than one tank this is to identify it in reports or exported data.

Fuel Type = Typically kerosene for home heating, Or Diesel for Commercial applications but can be others.

Alarm Message = The message transmitted when an alarm takes place.

Name = Name if required

Post Code = Postcode if required

Town = Town if required

Theft number = Mobile phone number for SMS alert on a detected drop in level..

Theft email = Email address for alert on a detected drop in level.

Reorder email = The email address of your supplier if you wish automatic re-order to occur. The supplier should be made aware of your serial number

Alarm Hours = The hours during which the SMS and email alerts will be sent.
Usually all day (00:00 to 23:59) or just the night(18:00 to 06:00)

Early versions do not support this option and it will not be shown in that case.

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By selecting "Locations" you'll be taken into the map view of your assets

Here you will find a colour coded key of assets in your portfolio.

Clicking on a flag will create a popup detailing the asset information.

Serial	Account	Name
010029	VS1092	
071415	MS7121	
010516	AM1044	
020120	VS1077	
071438	VS1008	
00002N	BROKEN SENSOR	
00004AD	VS1004	
000043D	A759772	
00004E2	BROKEN SENSOR	
00004DF	MS7216	
023368	BROKEN SENSOR	
073539	VS1166	
071782	AM8076	
070660	MS7072	
070779	MS7183	
071649	MS7070	
071243	BROKEN SENSOR	
1180151	VS1224	
073888	VS1198	
023398	A790330	
073736	MS7215	
1180064	A952342	
1180063	VS1001	
1180058	BROKEN SENSOR	
1180075	A726337	
071074	A781106	
022629	A781108	

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Here you can filter the map view with on/off hire assets

Serial	Account	Name
010029	VS1092	
071415	MS7121	

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- Home and Status
- View All Reports
- Locations (GPS)
- Export Last
- Export
- Users
- Guests
- Groups
- Add Units
- Log out

Export Last will create a .CSV file in your downloads file of all current assets in the system.

Export will allow you to create a custom range report to a .CSV file.

Export date range

Date from: 2023-02-28

Date to: 2023-03-29

[download](#)

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This screen is to add / edit users of the whole system, typically your employees. To provide guest access to multiple tanks on one login please use the Guest or Groups screens.

User Name	Password	Real Name	Authority	Add
			user	<input type="checkbox"/>

Here you can assign new and Guest user's and their access level

Groups

This screen is to provide view only access to multiple tanks from one login. If you only need to provide a single guest login to a single tank please use the GUESTS screen.

Group ID	User Name	Password	Display Name	Add
				<input type="checkbox"/>

Current Groups

Group ID	User Name	Password	Display Name	Edit
Clark Contracts	Scotland	password	Clark Contracts	<input type="checkbox"/>

Here you can assign Users and group tanks to a single user etc.

Serial	Account	Name	Post Code	Group ID	Save
2943815	A785748			Clark Contracts	<input type="checkbox"/>

FAQ

How are the days left calculated?

- The days remaining are calculated using the average consumption for your building type and time of year.
- Business use does not use degree day calculations. Recent use is taken as average use.
- The house type assumes a number of bedrooms and occupation average for the dwelling. Unusual homes or un/over occupation will distort the results.
- Days left is an approximation and should not be taken too literally. Always look at the tank level for your litres and millimetres of fuel remaining.

What is the CO2e thing about?

- CO2 is a by-product of fuel and energy usage. We calculate your amount of CO2e generation for those participating in efficiency and emissions reporting schemes. We use 0.26592Kg of CO2e per kWh as listed by the Carbon Trust

Why are the temperatures low?

- We take night time temperatures because the sun can cause misleading temperature readings during the day

What is an alarm?

- An alarm is any rapid drop in level. It can be caused by theft or a bad leak. There is an alarm as a text message sent to your phone and it is also recorded here. A corresponding drop should be seen on the graph.

Should I edit the settings?

- Generally no, but you can edit some.
- The SMS number is the number of the phone that gets the alarm messages.
- The Low level alert is the trigger level for a warning message you that you may run out soon. It can also generate a order email to your supplier if wanted.
- The House type may be used to select a model for predicting consumption. Heavy or High users should select a type up or down to reflect that non standard usage .
- The email addresses receive theft alarms and low level warnings.
- The supplier email can also receive a message on low level warning so that they can contact you and arrange a delivery.