



SensoScientific Help Sheet

Web Address: <https://cloud.sensoscientific.com>



**IMPORTANT: Report all problems/issues to the Immunization Program immediately for assistance!
Only contact Senso to request probes annually.**

Obtaining Daily Min/ Max Temps

From a Report:

- In the “Report” tab, click “Monthly Report” on the left.
- Select the start date as the **last date** temperatures were recorded in your facility.
- Record the time, name/initials, and **lowest min** and the **highest max** on the paper temperature log for each unit.
✓ **NOTE:** If temperatures go out of range, appropriate action must always be taken and documented!

From the Display:

- (Enterprise Model) Press the right > arrow button.
- Record data and other required information on paper temp log.
- Clear the data by pressing the up ^ arrow button **once the screen shuts off. Do not forget this step!**
✓ **NOTE:** If temperatures go out of range, appropriate action must be taken and documented!

*Email temperatures logs to vacteam@utah.gov. Corrective Action/Troubleshooting Record Reports must be included with temperature logs for all out of range temperatures.

*Important-It is best practice to implement the use backup data loggers to monitor and document temperatures if there are issues related to Senso recording and/or transmitting temperature data.

Confirming an Alarm

- In the “Monitoring” tab, click “Alarmed” under Alarm Status for the appropriate node.
- The View Alarm page will appear. Click “Take Action”.
- The Diagnose Alarm page will appear.
- Choose a Root Cause from the drop down box.
- Enter action taken in the **Corrective Action** box—a detailed description of the incident and action taken, for example, “the batteries were replaced”, “the door was found ajar and closed”, “adjustments were made to the unit settings”, or “unit was recently restocked”.
- Verify the equipment is working properly.
- Click “Confirm”.
- Please note: Data (temperature) alarms required action and additional information. Please contact the Immunization Program for guidance.

DO NOT LEAVE NODES IN ALARM STATUS!

Once a unit alarms it will stay **red** and alarmed until you confirm the alarm even if the unit reconnects to Wi-Fi, goes back into temperature range, or you replace the batteries. You will continue to receive notifications until confirmed/suspended. Confirmed alarms provides a means of communication with the VacTeam. Please contact the Immunization Program/VFC Rep for guidance on suspending alarms for an extended period due to special circumstances.

Types of Alarms

- **Temperature—shown in email as “DATA ALARM”.** The alarm is set to alarm after a unit has been out of range for 10 minutes. This will notify you several time until the unit is in range. **Enact your Emergency Action Plan and contact the Immunization Program for additional guidance!**
- **Internet Connection Lost—shown in email as “SIGNAL ALARM”.** When the Wi-Fi is off, the data will download once reconnected unless the node has been reset. Reestablish the connection by pressing “OK” on the node. If the node does not reconnect, turn the node off and on.
- **Battery Low—shown in email as “BATTERY ALARM”.** Contact the Immunization program for replacement batteries. Depending on your node model, Senso requires four **AA 3.6V Lithium Thionyl Chloride** or **standard AA** batteries! **Verify your model as the use of incorrect batteries will damage the device.**

Add/Delete a User or Edit User Information (restricted to Group Admins)

- In the “Configuration” tab, click “User” on the left and then “New User”.
- Add needed information for the type of user you are adding (alarms, SMS, etc.) and click “Add New User”.
- Click “Group”, then “Add/Remove User”, and then “Add users to Group”. Click the box next to the User Name, scroll to bottom, and click “Add User”.
- To remove User who no longer needs access: Click “User” then “Configure” then locate the user by their email address. Once located click “Delete” to remove them from the User list. *This will also remove them from your Group.*
- To edit user info (phone number, alarms, password):
 - Click the same “Group” button as above. Click “Add/Remove User”. Click “List Group Users”.
 - Click “Configure” next to appropriate User Name. Make the adjustments/edits needed and click “Save”.

Advanced Reports

Any time vaccines are exposed to out-of-range temperatures, vaccines **MUST** be marked DO NOT USE, placed under proper storage conditions and manufacturers must be called to determine viability of the vaccine. Manufacturers will need to know how long the unit has been out of range and the highest and lowest temperature reached (worst-case-scenario). To determine this information, run an Advanced Report:

- In the “Report” tab, click “Advanced Report” on the left.
- Select the affected node from the “Select Node” drop down and “All records” from the “Select Interval” drop down.
- Select a start date (date of excursion) and time (time prior to temperatures going out-of-range).
- Select an end date and time (time after temperatures have come back into range or current time if temps are still out).
 - ✓ **NOTE:** both the alarm times and the graph reports, demonstrated in training, will help you determine these times.
- Click “Show Report”.
- Add up the excursion time from in-range to in-range—the last time temperatures were in range until the next time temperatures were in range.
- Determine the highest and lowest temperatures that were reached during the time temperatures were out-of-range.
- Write this info into the corresponding boxes on the Emergency Response Checklist form to refer to when calling manufacturers.
- Contact the Immunization Program for additional questions and/or guidance.

Request New Probes Annually

- Click on the “Help” tab in the Senso cloud.
- Click “Submit a Ticket” on the left side menu.
- Fill out the name, callback number, and email. Select the appropriate node or leave the designation as multiple nodes. Designate issue as “Other”.
- Under description, write probe expiration dates (XX-XX-XXXX), probe numbers, **and the address** that the new probes need to be mailed to.
 - ✓ **NOTE:** Place the new probes in the units for a few hours to condition before swapping them out.
 - ✓ **NOTE:** Probe IDs begin with ‘SRS’ and can be found on the tag attached to the probe cord or on the Certificates of Calibration.
 - ✓ **NOTE:** Print your new Certificates of Calibration from the Calibration tab.
 - ✓ **NOTE:** Please contact the VFC program (not Senso) at (801) 538-9450 for all other issues related to Senso.
 - ✓ **NOTE:** Expired probes can be discarded or given to your VFC Representative.

Important If your Clinic has 20+ probes, expired probes must be returned

- Click on the “Help” tab in the Senso cloud.
- Click “Submit a Ticket” on the left side menu.
- Fill out the name, callback number, and email. Leave designation as multiple nodes. Designate issue as “Return Label Needed”.
- Under description, write the probe numbers that are expired and in need of being returned.
- If you need assistance, please emails vacteam@utah.gov.