As the System Administrator for your clinic, you will:

Manage Senso users for your clinic.
You will be responsible to add/deletes user access. Allowing access to only those staff that need access.

You will set up email/text messages for alarm notification.
You may decide that not all staff who have access to Senso needs to receive alarm notifications. You can also update and change the alarm notifications.

You will also be responsible to ensure that Senso is working and the equipment is up to date.
You can access the most current Certificate of Calibration.
Request Senso Probe(s) within the Senso system.

Senso alarms. Know the different type of alarms within Senso. Data (temperature), signal, and battery.
It is best to condition the Senso Probe, by placing it in your unit(s) to get to temperature, prior to installing.

The Senso Probe is monitoring temperatures.

The Senso Probe must be replaced annually, when the Certificate of Calibration expires.

The Senso Node displays the temperatures of your unit(s).

The display will show for approximately 30 seconds then go into sleep mode.

To view the current temperature, press the right arrow button. We will discuss this into more detail.

The Glycol Bottle is filled with glycol.

The glycol liquid provides a buffer for the Senso Probe and more accurate temperatures.

When replacing the probe, glycol may spill.
Familiarize yourself with the Senso Node

Current and MIN/MAX temperatures are displayed. The display will show for approximately 30 seconds when recording then goes into sleep mode.

View the current daily temperature by clicking the Right Arrow button.

Once daily temperatures are viewed and recorded, click the Up Arrow button. This will refresh the MIN/MAX temperatures.

Other features are available, we will discuss those later. The Right and Up Arrow buttons are your primary buttons.
Introduction to Senso Cloud Portal and the Senso Home Page

Log in to Senso with your username and password.  
https://cloud.sensoscientific.com

While on the Current Status screen, you can check the status of your units and navigate to different reports.
Add Users

Log in to Senso with your username and password.
https://cloud.sensoscientific.com

While on the Current Status screen, click **“Configuration”**.
You will be directed to the Company Info page. **DO NOT** update or change this information.

For the State supplied Senso devices, the State of Utah is the main account with SensoScientific.

Click ‘**User**’ from the side menu.

Then click **“New User”**
Now you can start to add the users’ information, starting with the user email.

*Each user must have their own email; this is also their user name.*

Enter information for all fields highlighted in yellow.

Verify user was successfully added.

Enter the **Username** – valid email
Enter the **First & Last Name**
Enter **Password** (retype to validate).

Select ‘**On**’ from both drop down lists. Then enter the **email** address that will receive these alarm notifications.

**All Automatic Reports** ‘**Off**’.

**SMS** ‘**On**’ & enter **phone number**

**Voice Notification** ‘**Off**’.

**Fax Notification** ‘**Off**’.

Select user level from drop down.

Update **Auto Refresh** to ‘**5 Minutes**’.

Update escalation to ‘**Instantly**’.

Select ‘**Standard**’ or ‘**Military**’ time.

Verify Information, if correct, Click ‘**Add New User**’.
You will receive confirmation at the top of the page in **GREEN**. If there were any errors, they will show in **RED** and corrected in order to add new user. (*Not all browsers will bring you to the top of the page, you may have to scroll to the top to see confirmation in **GREEN** or **RED**.)*

Once users are successfully added, you will need to add them to the Group. Select ‘Group’ from the drop down list.

Then click ‘**Add users to Group**’

Now that the user has been successfully added to the user list, they need to be added to your group. Click “Group” from the side menu. You will only see the groups (facilities) that you have access too. Then ‘**Configure**’.

*If you and staff have access to more than one group, verify the user only has access to the facilities they need access to.*
The user list shows all users added to Senso throughout the State of Utah, for all Provider locations. It is a large list. All users are listed alphabetically by email address *((remember, this is their user name)).* Scroll to locate the user(s) and click the selection box. Multiple users can be added at the same time to your group. Once users are selected, scroll to the bottom and click ‘Add user’.
Once users are added to the group, verify the users were successfully added by selecting ‘List group users’. If they do not show up on the list, repeat the above steps.

Your group user list is a great place to update notifications, change access, or delete users.
To update notifications or change access, simply click ‘Configure’.

If you do not see the users that were recently added, repeat the steps to add users to your group.
For additional assistance, please contact the Immunization Program.
Request new Probes within Senso
Senso probes have a valid certificate of calibration for one year. 30 days before expiration, you need to request a replacement probe within the Senso system.

Log into Senso, on the Current Status Screen click ‘HELP’.

Next, click ‘Submit a Ticket’ from the side menu.
How to fill out the Help Desk ticket within Senso to request replacement probe(s):

- Enter your name, call back number, and your email address.
- Select node – Multiple nodes
- Issue – Other
- Enter Description - "The following nodes are scheduled to expire on MM-DD-YYYY. They are probe numbers SRS #### and SRS #### (include all SRS numbers returning). Please mail new, calibrated probes to the following address: {Enter Clinic Address}
- Click Submit

*If you have more than four (4) probes expire, the expired probes must be returned to Senso.

Ask the Immunization Program or the Vaccine Management Team for additional information.
Printing/Viewing your Certificate of Calibration:
Now you have received new calibrated probe(s), you need to view and print your new certificate of calibration.

Click ‘Calibration’. Turn on the search feature by using the Ctrl F buttons on your keyboard. Search for the SRS numbers to view and retrieve the new Certificates of Calibration. Once located, click ‘View Certificate’.

The new SRS numbers can be found on the tag on the cord.

You are required to have a valid Certificate of Calibration for each fridge unit that contains VFC vaccine.

You will need to provide a copy when requested.

It is good practice to view and print the current certificate when new probe(s) are received.
Removing and replacing probes in your unit(s).

First, place the new calibrated probe in your fridge or freezer. This will help the probe condition to the temperature of the unit and prevent numerous alarms.

Once the probe is conditioned. Gently remove the probe from the glycol bottle. This may be a little messy, have something on hand to help clean up any glycol that may spill.

Once the probe is removed from the glycol bottle, gently slide the probe out of the auxiliary port in your unit. The glycol bottle will not fit through the accessory port and will get stuck. At no time should you cut the cable.

Once the probe is removed from the unit, unscrew and detach the cord from the node. **Do not** twist the black cap, the prongs will break and are irreparable. Repeat the steps in reverse to install the new probe(s).
Senso Alarms

There are three alarms: Data (Temperature), Signal, and Battery. All red alarms require action in Senso. Never leave a red alarm in alarmed status.

Temperature alarms, also come as a Data alarm, notifies staff that your unit(s) are out of range for more than 10 minutes. Immediate action must be taken to ensure the viability of the vaccine.

You can time stamp temperatures within Senso by pressing the OK button. This will be a great tool to use in the event of an excursion. It will document the exact time the excursion occurred and the duration.

*Signal alarm notifies staff that the WI-FI connection is down. Once the connection is re-established, temperature data will be transmitted.

As a last resort, you may need to turn the power off/on to re-establish the Wi-Fi connection. Doing this will result in the stored temperature data to be deleted.

*Battery alarm notifies staff that the battery is low and needs to be replaced. When you or your staff receives this alarm, notify the Immunization Program for a replacement battery.

Senso requires four AA 3.6 Lithium Thionyl Chloride batteries. Use of any other AA battery will damage the device and may be at the expense of the facility.

*Signal and Battery alarm notifications received during non-business hours does not require immediate action. Action can be taken when you return to the office during business hours.
Senso Temperature (Data) Alarm

When a temperature alarm is received, it may come across as a data alarm. This alarm is notifying you that you have a unit with out-of-range temperatures. **Immediate action must be taken.**

An email containing the Graph report will show the temperature excursion. All staff should know what to do in the event of an emergency and how to enact your facilities [Emergency Response Plan](#).

Once your unit has gone back into range or the issue has been corrected, document the action taken. You will need to confirm the alarm within Senso to return the node to green status.

In the event of a temperature excursion, run the Advance Report within Senso for the period in question. This report will help pinpoint the length of time your vaccine was exposed to out of range temperatures.

<table>
<thead>
<tr>
<th>Name</th>
<th>Location</th>
<th>Type</th>
<th>Unit</th>
<th>Value</th>
<th>Date/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>UDOH ABS</td>
<td>Freezer</td>
<td>Temperature</td>
<td>°C</td>
<td>-23.2</td>
<td>PM 8/14/2018 5:27:28</td>
</tr>
<tr>
<td>UDOH ABS</td>
<td>Freezer</td>
<td>Temperature</td>
<td>°C</td>
<td>-22.3</td>
<td>PM 8/14/2018 6:12:25</td>
</tr>
<tr>
<td>UDOH ABS</td>
<td>Freezer</td>
<td>Temperature</td>
<td>°C</td>
<td>-19.9</td>
<td>PM 8/14/2018 4:57:19</td>
</tr>
<tr>
<td>UDOH ABS</td>
<td>Freezer</td>
<td>Temperature</td>
<td>°C</td>
<td>-14.0</td>
<td>PM 8/14/2018 4:42:14</td>
</tr>
<tr>
<td>UDOH ABS</td>
<td>Freezer</td>
<td>Temperature</td>
<td>°C</td>
<td>-4.0</td>
<td>PM 8/14/2018 4:27:11</td>
</tr>
<tr>
<td>UDOH ABS</td>
<td>Freezer</td>
<td>Temperature</td>
<td>°C</td>
<td>0.4</td>
<td>PM 8/14/2018 4:12:08</td>
</tr>
<tr>
<td>UDOH ABS</td>
<td>Freezer</td>
<td>Temperature</td>
<td>°C</td>
<td>4.4</td>
<td>PM 8/14/2018 3:57:09</td>
</tr>
<tr>
<td>UDOH ABS</td>
<td>Freezer</td>
<td>Temperature</td>
<td>°C</td>
<td>8.8</td>
<td>PM 8/14/2018 3:42:00</td>
</tr>
<tr>
<td>UDOH ABS</td>
<td>Freezer</td>
<td>Temperature</td>
<td>°C</td>
<td>11.3</td>
<td>PM 8/14/2018 3:26:54</td>
</tr>
<tr>
<td>UDOH ABS</td>
<td>Freezer</td>
<td>Temperature</td>
<td>°C</td>
<td>11.1</td>
<td>PM 8/14/2018 3:11:50</td>
</tr>
<tr>
<td>UDOH ABS</td>
<td>Freezer</td>
<td>Temperature</td>
<td>°C</td>
<td>1.2</td>
<td>PM 8/14/2018 2:41:40</td>
</tr>
<tr>
<td>UDOH ABS</td>
<td>Freezer</td>
<td>Temperature</td>
<td>°C</td>
<td>-20.2</td>
<td>PM 8/14/2018 2:11:27</td>
</tr>
<tr>
<td>UDOH ABS</td>
<td>Freezer</td>
<td>Temperature</td>
<td>°C</td>
<td>-24.2</td>
<td>PM 8/14/2018 1:56:23</td>
</tr>
</tbody>
</table>

Green highlighted show the in-range temperatures, date, and time.

The orange highlighted section shows out-of-range temperatures, date, and time.

In this example: The in-range temp before the excursion was 2:26 PM. The next in-range temp was at 4:57 PM. Calculate the time between in-range to in-range. The vaccines were in out of range temps for a total 2 hours 31 minutes.
Document all information on the Troubleshoot Record. Provide as much information as possible to avoid delays in processing vaccine order.

A false temperature alarm, also referred to as temperature spike, may occur. The Graph report will show the temperature in range, went immediately out of range, then right back into range. For this alarm, you simply need to confirm and document it was a temperature spike.
**Senso Signal Alarm**

A signal alarm is notifying you that the Wi-Fi connection has been lost.

The node will try and connect to the Wi-Fi to transmit the stored data for two hours, if the connection is still down after this time, you will receive an alarm. Once the Wi-Fi connection is re-established, press the OK button to transmit any stored data. You will then need to confirm the alarm in Senso to avoid multiple alarm notifications.

A signal alarm received after normal business hours does not require immediate attention. You can address the issue when you are back in the office.

If the Wi-Fi connects before you receive an alarm, you will not receive an alarm and no additional action is required.

Please Note: You may need to power off/on the Senso node to re-establish the Wi-Fi connection. Turning the Senso node off should be done as last resort. Powering off/on the Senso node will delete any stored temperature data not transmitted. Once the temperature data is deleted, it cannot be restored.

1. Press the OK button to re-establish the Wi-Fi connection.

Please Note: As a last resort, you may need to power off/on the node to re-establish the connection. Doing this will result in all stored data not transmitted, to be deleted.
Senso Battery Alarm

A battery alarm is notifying you that the battery level is below 5%. At that time contact the Immunization Program or the Vaccine Management Team and request new batteries.

Pressing the OK button frequently may result in a false battery reading.

A signal alarm received after normal business hours does not require immediate attention. You can address the issue when you are back in the office.

The Senso Node requires a very specific battery. It requires **four AA 3.6V Lithium Thionyl Chloride batteries**. Use of any other AA battery can result in damage to the device and may be at your clinics expense.

You can be proactive in checking the status of your battery by logging into Senso and viewing the Battery Status Report. Click the sub tab Battery Status and you are able to view the battery life.

<table>
<thead>
<tr>
<th>Node Name</th>
<th>Node ID</th>
<th>Location</th>
<th>Mode Type</th>
<th>Status</th>
<th>Message</th>
<th>Last Updated</th>
<th>Alarm Status</th>
<th>Power Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>UDD1-Thermo 1</td>
<td>35964</td>
<td>Fridge</td>
<td>Temperature</td>
<td>High</td>
<td>21/02/18 11:55:47 AM</td>
<td>No Alarms</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>UDD1-Thermo 2</td>
<td>35982</td>
<td>Fridge</td>
<td>Temperature</td>
<td>High</td>
<td>21/02/18 11:55:47 AM</td>
<td>No Alarms</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>UDD1-Thermo 3</td>
<td>35983</td>
<td>Fridge</td>
<td>Temperature</td>
<td>high</td>
<td>21/02/18 11:55:47 AM</td>
<td>No Alarms</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>UDD1-Thermo 4</td>
<td>35986</td>
<td>Fridge</td>
<td>Temperature</td>
<td>High</td>
<td>21/02/18 11:55:47 AM</td>
<td>No Alarms</td>
<td>N/A</td>
<td></td>
</tr>
</tbody>
</table>
Confirming Alarms in Senso

Once an alarm has been triggered within Senso, you must take action. You must take action even if your unit goes back into range, the Wi-Fi is reconnected, or you replace the battery.

All alarms must be confirmed once the issue has been identified and corrected.

If the alarm is confirmed, and you are still experiencing issues, you will receive another alarm.

How to confirm the alarm in Senso:

1. If you are not logged into Senso, log into Senso.

2. While on the “Monitoring” tab, you will see nodes in alarm state those are in RED. Click “Alarmed” in the Alarm Status column for the appropriate node.

   ![Table of Alarms]

   Please note: you may need to repeat this step for multiple alarms.

3. On the “View Alarm” page, click Take Action

4. On the Diagnose Alarm Page, Select the “Root Cause” from the drop down box. There are a few options, choose the one that best describes your alarm.
5. Enter the action taken in the **Corrective Action box**. This will be a description of the incident, for example, “the batteries were replaced”, “the door was found ajar and closed”, “adjustments were made to the unit settings”, or “unit recently restocked”. Please remember that in the event of a temperature alarm, provide as much information as you can.

6. Once you have verified the equipment is working property, click confirm. This will move you out of alarmed state and back to green. If you are still experiencing issues, you will receive another alarm.

7. If your equipment has failed, you cannot re-establish the Wi-Fi connection, or are still experiencing other issues you can suspend your alarm. Mark that the equipment is not working properly, choose the length of time to suspend the alarm and click ‘Confirm’. You will receive another alarm once the time lapses.

   When alarms are suspended, the **Red** status on the Current Status screen will update to **Pink** and will re-alarm after the time elapses. If the problem is fixed before re-alarm, action is **still required within Senso to clear the alarm**.

8. Once corrections have been made, and/or the equipment is operating within normal ranges, repeat steps to confirm your alarm.
Useful Links

**VFC Forms**: Training, Provider & Eligibility Forms, VFC Educational Material, Report Forms, Storage & Handling Forms, Tally Sheets, and more. The website updates frequently to keep required information current.

**Vaccine Storage & Handling Toolkit**: View/Print the current Vaccine Storage and Handling Toolkit [Jan 2018] from CDCs website.

**USIIS Portal**: Login to the USIIS portal to gain access to USIIS Immunize, Vaccine Inventory, Doses Administered Reporting, VOMS, Clinic Reports & Batch Processes, and more.

**SensoScientific Login Portal**: Log in to view temperatures, run reports, and confirm alarms.

**Please note – If sites are bookmarked in your web browser, they may need to be refreshed/updated to reflect the most current information.**

QUESTIONS?

For additional assistance, please contact the Vaccine Management Team.

vacteam@utah.gov
(801) 538-9450