

# PURELL SMARTLINK SERVICE ALERTS

Software and Application User Guide

9.2023 – V2



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For questions, please contact [smartlinksupport@gojo.com](mailto:smartlinksupport@gojo.com)

# PURELL SMARTLINK® SERVICE ALERTS

Proactive PURELL SMARTLINK Service Alerts keep you informed about the health of your dispenser fleet, ensuring availability and reducing complaints and work orders.



# PURELL SMARTLINK® SERVICE ALERTS

## CONSUMPTION TOOLS

There are 3 main components to the Service Alerts System

- ✓ Web-based Dashboard and Reports
- ✓ Alert E-mails
- ✓ Mobile Application



From: [NoReply@SmartLink.gojo.com](mailto:NoReply@SmartLink.gojo.com)  
Sent: Monday, July 25, 2016 12:19 PM  
To: Customer  
Subject: GOJO SMARTLINK™ Refill Alarm - Reminder

Name: Refill Alarm  
Time of Alarm: 7/21/2016 12:18:11 PM  
Facility: GOJO Plaza

Location	Device Name	Device Type	Device Model	Serial Number	Refill Remaining
Floor 6 >> Women's WR	Middle Soap Dispenser 2.0	Dispenser	LTX12 2.0 Soap	9706916	0%

Facilities General Hospital (Demo)

Active | Cleared

- Refill Alarm**  
PROVON Near Sink  
2nd Floor, Step Down, 226  
190 Hr, 50 Min
- Wrong Refill**  
PROVON Near Sink  
2nd Floor, Med/Surg, M-243  
198 Hr, 3 Min
- Clogged Refill**  
PURELL Outside Room  
2nd Floor, Step Down, 222  
205 Hr, 17 Min
- No/Damaged Refill**  
PROVON Near Sink  
1st Floor, Clinic, Clinic B  
212 Hr, 31 Min
- Low Battery Fault**  
PURELL Inside Room  
2nd Floor, Step Down, 224  
219 Hr, 44 Min

# PURELL SMARTLINK® SERVICE ALERTS

## NOTIFICATIONS

### Scheduled ALERTS

- ✓ Scheduled notifications based on customized frequency and other criteria
- ✓ Email only



### Instant ALERTS

- ✓ Immediately sent as they happen
- ✓ Email and mobile



### Mobile ALARMS

- ✓ Immediately sent as they happen
- ✓ Mobile App only



# PURELL SMARTLINK® SERVICE ALERTS

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## ALERT ICONS

### Refill Alert Icons



✓ Low Refill – Less than 5% of the refill remains



✓ Clogged Refill – Product is unable to be dispensed



✓ Wrong Refill – Soap or Sanitizer refill does not match the dispenser type



✓ No / Damaged Refill – The dispenser is unable to locate a refill

# PURELL SMARTLINK® SERVICE ALERTS

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## ALARM ICONS CONTINUED

### Battery / Dispenser / Network Alert Icons



✓ Low Battery – Less than 100 dispenses remain in the battery life



✓ Dead Battery – Not enough power to dispense



✓ Pumphouse Fault – a mechanical issue with the dispenser



✓ Network Offline – The device is not communicating to the Network

# PURELL SMARTLINK® SERVICE ALERTS

## QUICK REFERENCES

### From the PURELL SMARTLINK Software:

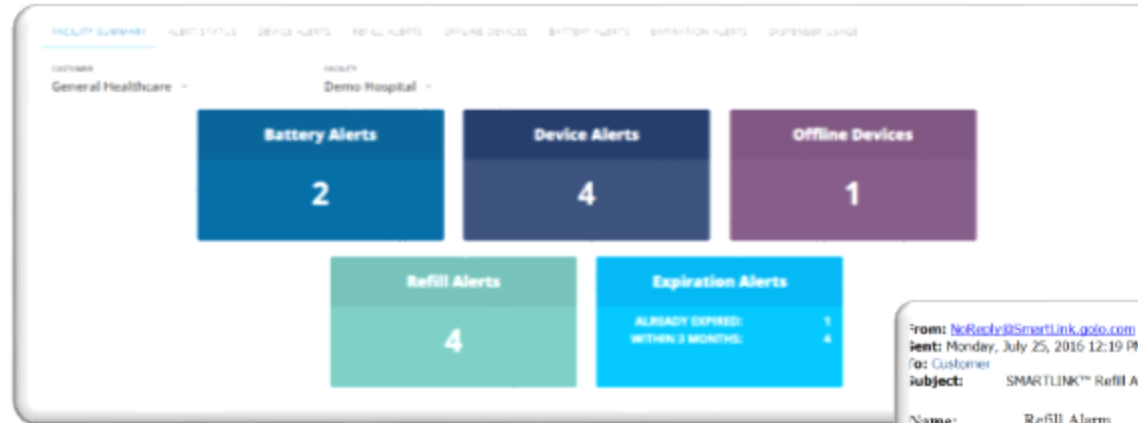
- ✓ Reports with export capabilities
  - Alert Status
  - Battery Alerts
  - Device Alerts
  - Dispenser Usage
  - Expiration Alerts
  - Offline Devices
  - Refill Alerts

### ✓ Service Alert E-mails

- Refill Alert
- Battery Alert
- Offline Device Alert
- Alert Summary Report

### From the PURELL SMARTLINK IOS or Android Application:

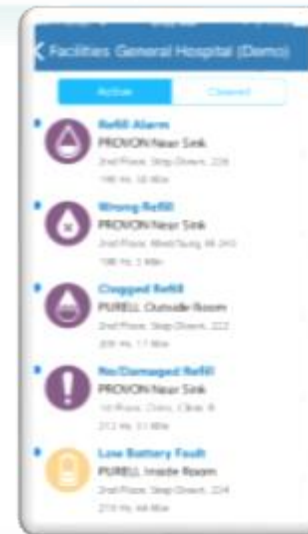
- Dashboard of Alarms
- Active and Cleared Alarms (Filterable)
- Expected Low Refills through Today, Tomorrow, and Next 7 Days



**From:** NoReply@SmartLink.gojo.com  
**Sent:** Monday, July 25, 2016 12:19 PM  
**To:** Customer  
**Subject:** SMARTLINK™ Refill Alarm - Reminder

**Name:** Refill Alarm  
**Time of Alarm:** 7/21/2016 12:18:11 PM  
**Facility:** GOJO Plaza

Location	Device Name	Device Type	Device Model	Serial Number	Refill Remaining
Floor 6 >> Women's WR	Middle Soap Dispenser 2.0	Dispenser	LTX12 2.0 Soap	9706916	0%



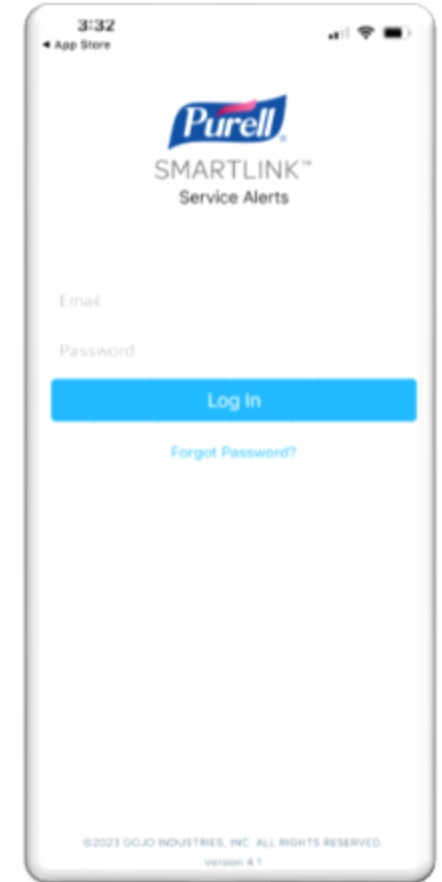


# PURELL SMARTLINK® SERVICE ALERTS

## ACCESSING THE MOBILE APP

To access the PURELL SMARTLINK Service Alerts Mobile Application:

- ✓ Search for SMARTLINK Service Alerts in the Apple App Store or Google Play Store
  - *Suggested use on IOS/iPhone only, iPad not optimal*
  - When searching in App Store on iPad, make sure to choose “iPhone Only”
- ✓ Log in to the app using your SMARTLINK.GOJO.com software login.



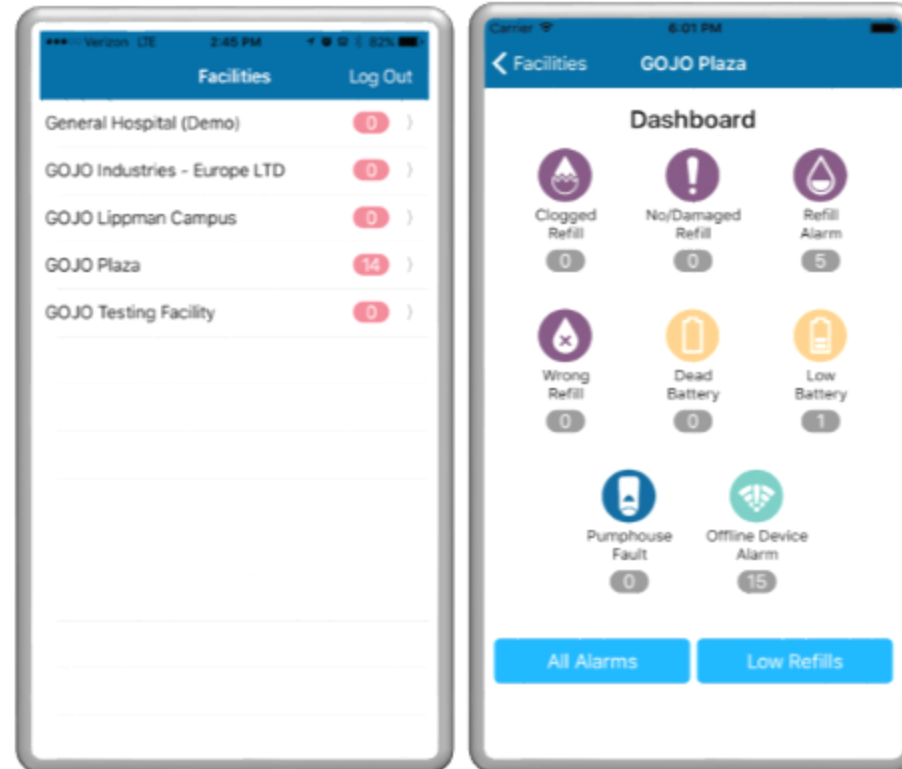
# PURELL SMARTLINK® SERVICE ALERTS

## USING THE MOBILE APP

The PURELL SMARTLINK Service Alerts Mobile App allows users to access all active and cleared alarms, predictive low refill statuses, and filter down to specific alarms from mobile devices.

### To access Alarms via the Mobile App:

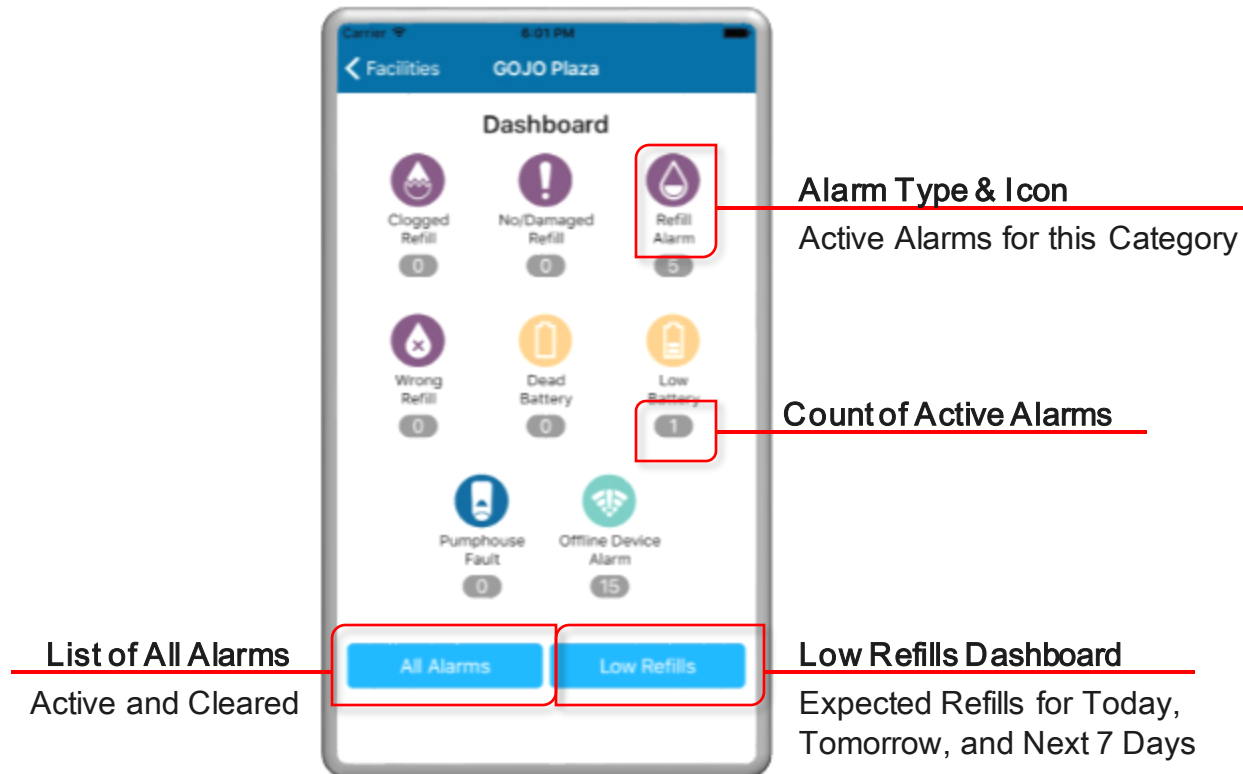
- ✓ Select a facility from the list
- ✓ **Note:** The number in **RED** indicates how many alarms are associated with the facility
- ✓ Once selected, you will come to the Alarm Dashboard for that facility



# PURELL SMARTLINK® SERVICE ALERTS

## THE DASHBOARD - MOBILE

The Dashboard screen of the mobile app allows you to see all current alarms by category.



# PURELL SMARTLINK® SERVICE ALERTS

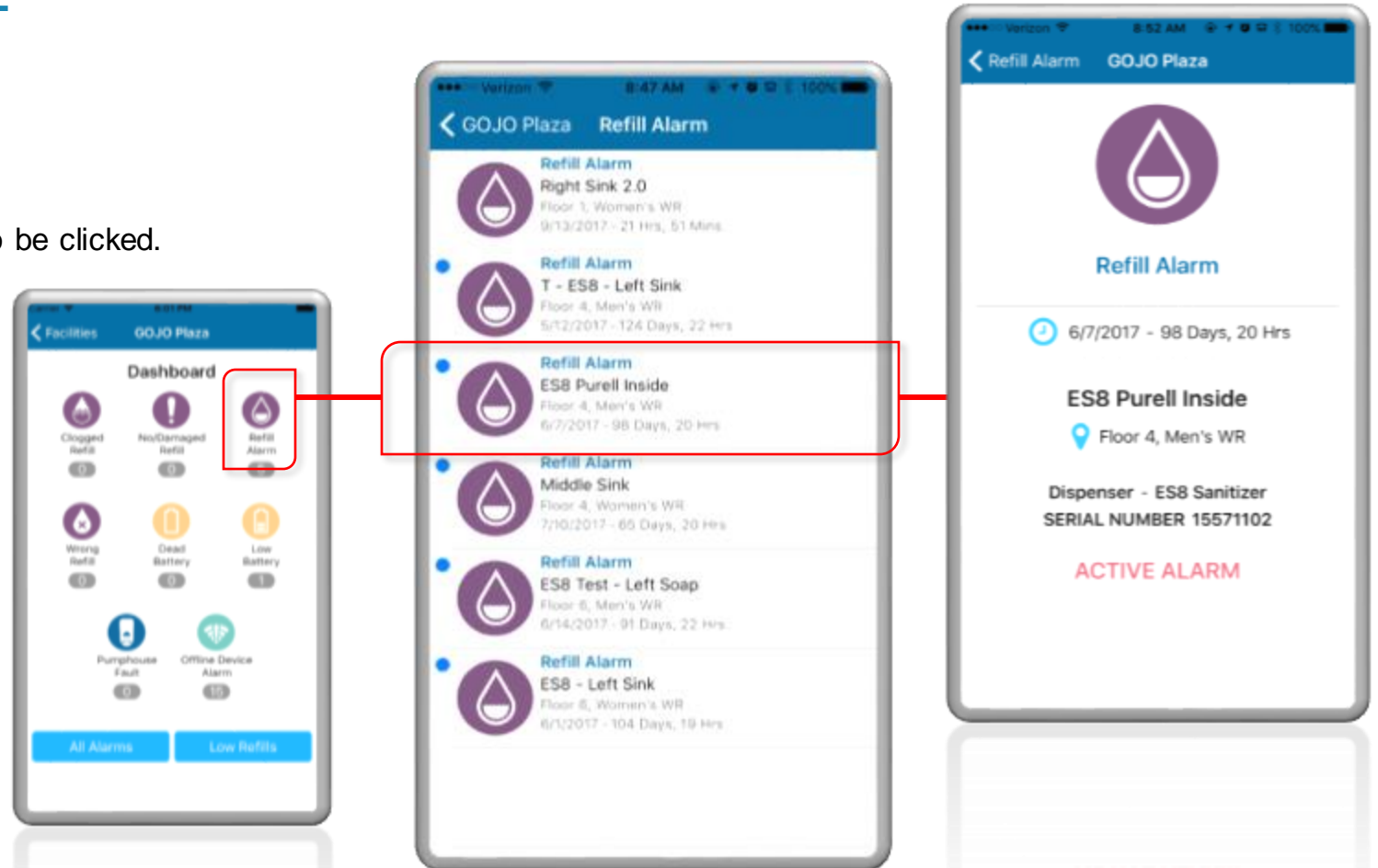
## ALARMS BY CATAGORY - MOBILE

### To Access a list of Alarms by Category:

- ✓ Click into a specific AI Type
- ✓ Note: If there are 0 Alarms, the icon is not able to be clicked.

### To Access details of each Alarms:

- ✓ Click into each Alarms to get details on location, date of activation and age of the alert



# PURELL SMARTLINK® SERVICE ALERTS

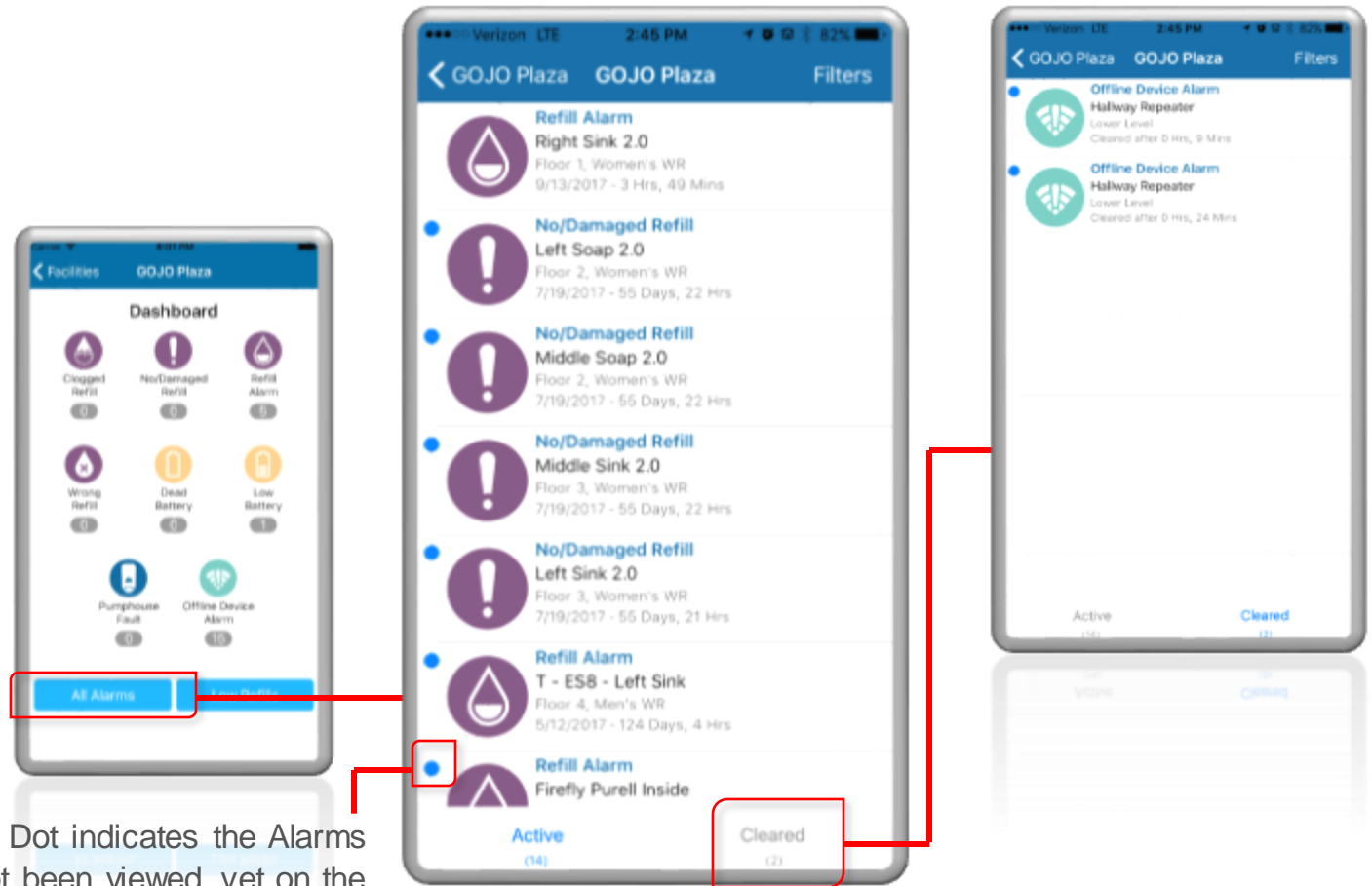
## ALL ALARMS - MOBILE

### To Access All Alarms:

- ✓ Click on All Alarms at the bottom of the screen
- ✓ A list of Alarms, defaulted to **Active**, will appear for the entire facility

### To Access Cleared Alarms

- ✓ Click on Cleared
- ✓ A list of the cleared alarms, including how long it took to clear the alarm
- ✓ **Note:** Cleared alarms stay in the app for 7 days, then can be accessed in the software



\*Blue Dot indicates the Alarms has not been viewed yet on the mobile app

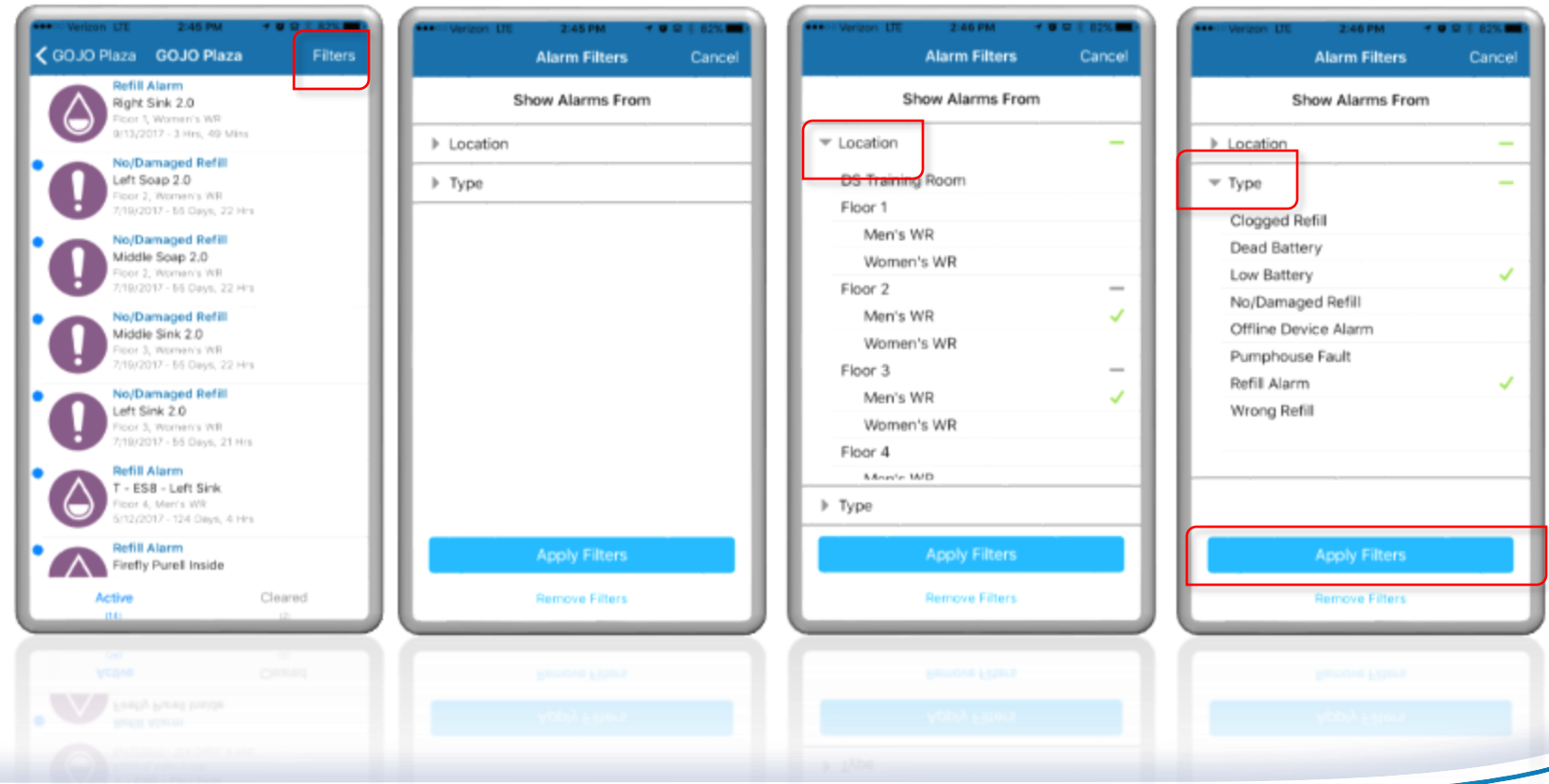
# PURELL SMARTLINK® SERVICE ALERTS

## FILTERS - MOBILE

The All Alarms screen can be filtered so that users can access specific lists of Active Alarms

### To Access Filters:

- ✓ Click on Filters on the All Alarms Screen
- ✓ Choose the drop down on Location and/or Type
- ✓ Click on the locations and/or types you would like to include in the final report (a green check mark will appear on selected Filters)
- ✓ Click 'Apply Filters'. A screen will appear with a list of All Alarms within that filter.

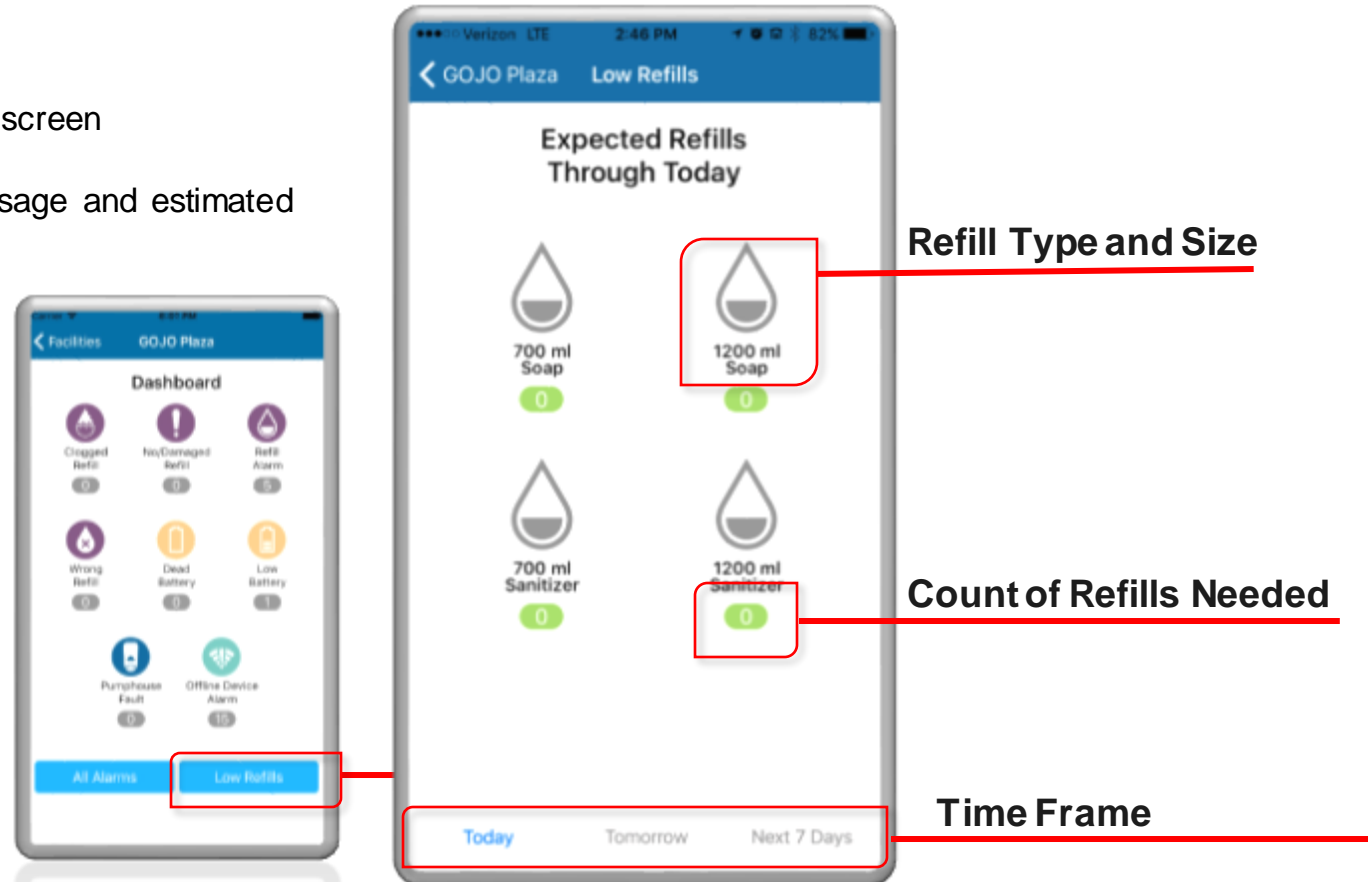


# PURELL SMARTLINK® SERVICE ALERTS

## LOW REFILLS - MOBILE

### To access predicted low refills:

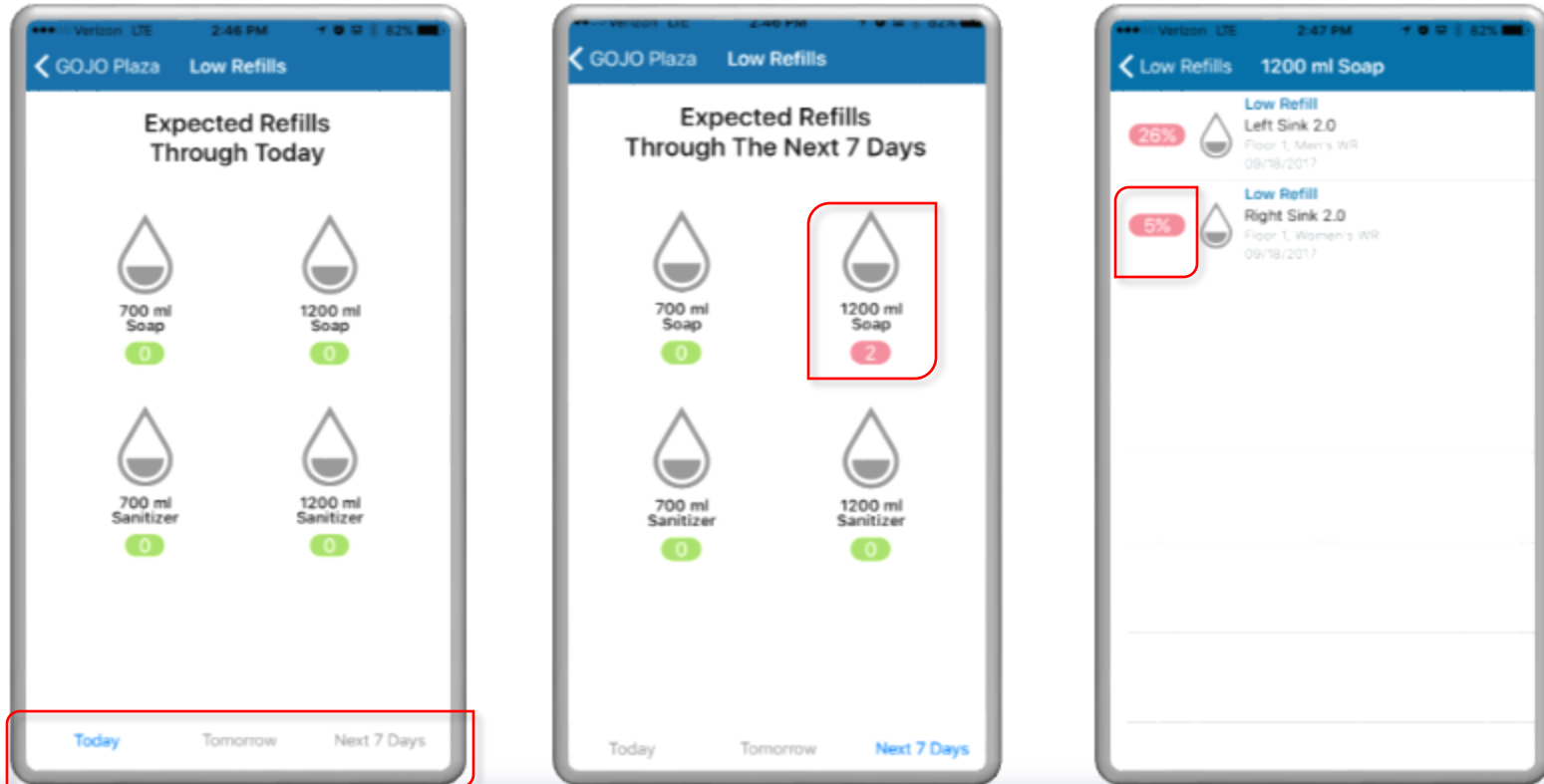
- ✓ Click on Low Refills at the bottom of the screen
- ✓ Note: **Predicated refills** are based on usage and estimated replacement dates



# PURELL SMARTLINK® SERVICE ALERTS

## LOW REFILLS CONTINUED

- ✓ Choose from Today, Tomorrow, and Next 7 Days at the bottom of the screen to access predicted refills through each time frame.
- ✓ Click into any Red Low Refill Icons to obtain detailed information on the **location**, **date the alarm was active**, and the **specific percentage of product remaining in that refill**





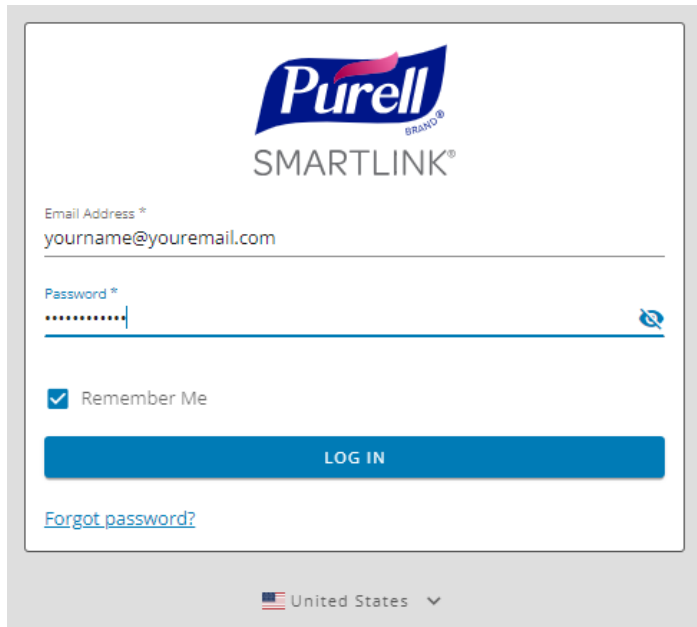
# PURELL SMARTLINK® SERVICE ALERTS

## ACCESSING THE SOFTWARE

### Sign into the PURELL SMARTLINK Software

✓ <https://www.smartlink.gojo.com>

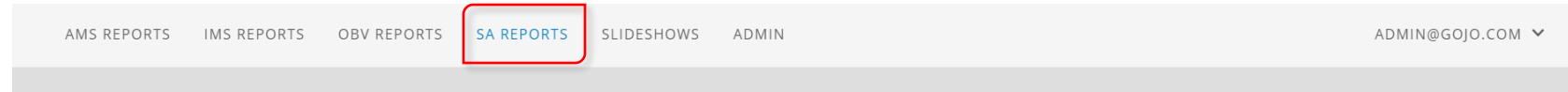
✓ Enter your email address and password



The screenshot shows the login interface for Purell SMARTLINK. At the top is the Purell SMARTLINK logo. Below it are two input fields: 'Email Address \*' with the placeholder 'yourname@youremail.com' and 'Password \*' with a password strength indicator and a toggle for visibility. A 'Remember Me' checkbox is checked. A blue 'LOG IN' button is positioned below the fields. A 'Forgot password?' link is located at the bottom left. At the bottom center, there is a dropdown menu for 'United States'.

### Access the Dashboard

✓ Choose SA Reports at the top of the page



# PURELL SMARTLINK® SERVICE ALERTS

## THE DASHBOARD - DESKTOP

The **Service Alerts Dashboard** displays:

- ✓ A summary of active Battery, Device, Refill and Offline Device Alerts
- ✓ Soap and Sanitizer Usage for the current month
- ✓ Dispenser Events for the current hour, day, and week
- ✓ Total dispenser events for the current month, year, and since installation of the system

\* **NOTE:** the Service Alerts Dashboard automatically displays when choosing the SA Reports tab, but is also available in the reports drop down

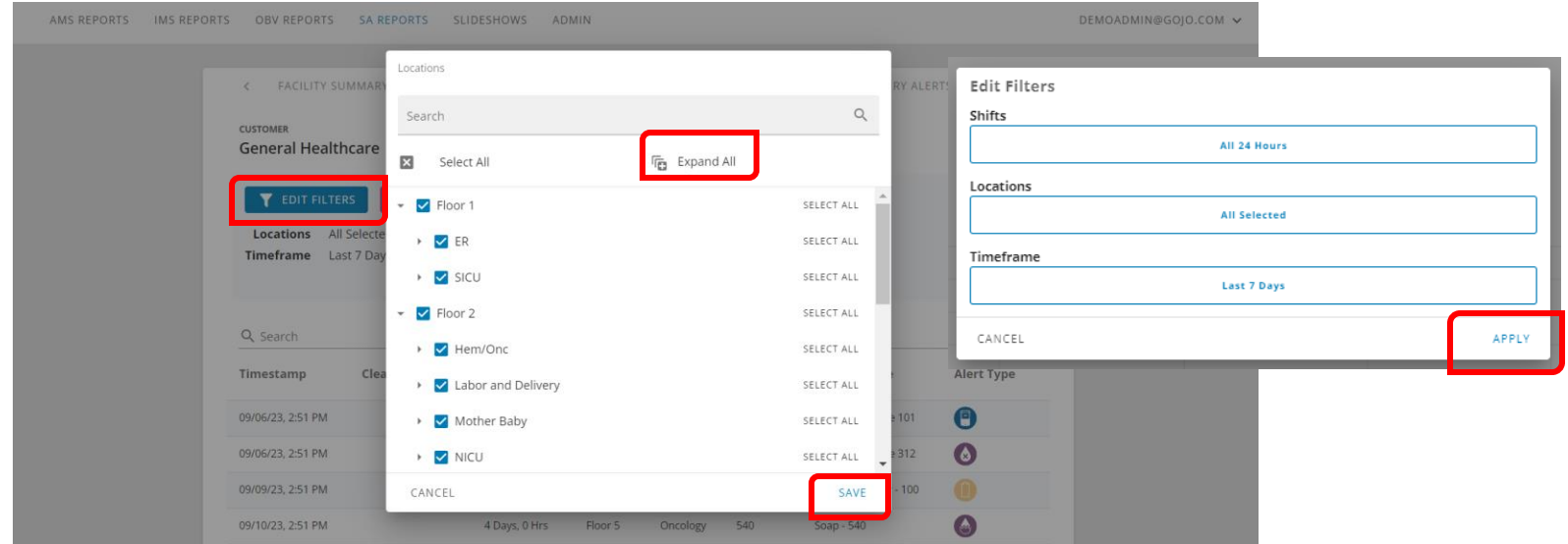


# PURELL SERVICE ALERTS REPORTS

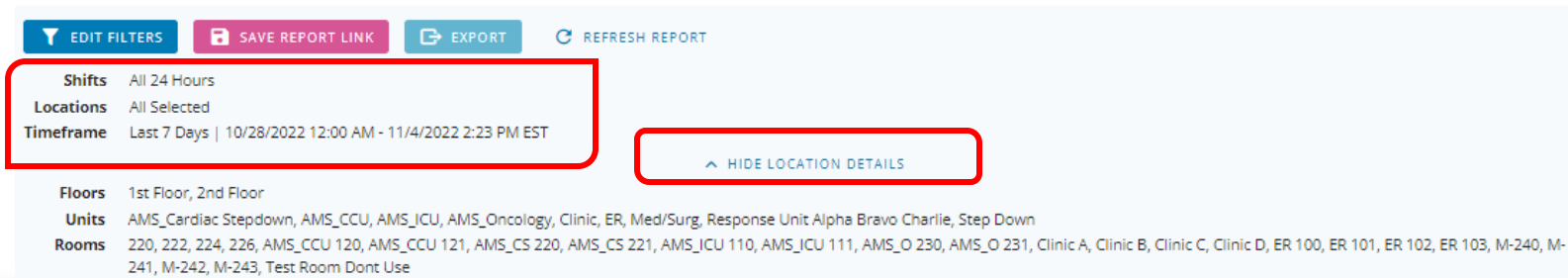
## FILTERING BY LOCATION

Reports can be viewed by locations.

- ✓ Select the “**Edit Filters**” button on the top left side of the screen
- ✓ Click on the “**Locations**” button
- ✓ A drop-down menu will appear
  - Check the locations that you would like to appear in your report
  - Use the “Select All” buttons to select the entire facility, floor, or unit
  - You can also choose to “Expand All” or “Collapse All” units within the floors
  - Once they are selected, You will need to click SAVE and APPLY for the report to reflect your customized dates and times



The title of the report will change to reflect the new scope. Use the “Expand/Hide Location Details” to see the location filter breakdown:

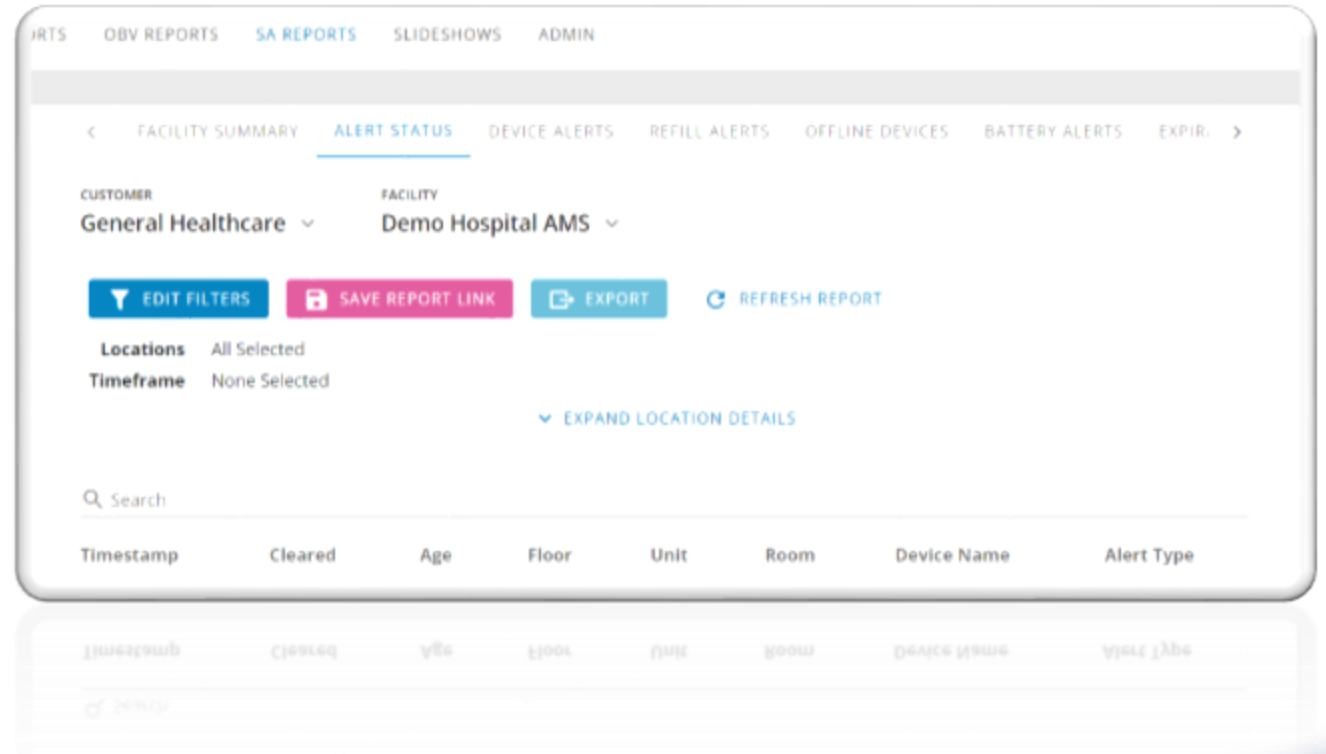


# PURELL SMARTLINK® SERVICE ALERTS REPORTS

## ALERT STATUS REPORT

The **Alert Status Report** allows you to view and export a list of active and cleared Alerts, including the timestamps for when the Alerts were created and when they are cleared, and the age of the Alerts in days and hours. This allows you to see how quickly staff responds and where immediate action may be required

- ✓ On the SA Reports tab, choose “Alert Status” in the menu bar
- ✓ Sort the report by clicking on any column header in the table
- ✓ You can edit filters by Locations and Timeframe
- ✓ Export this report to create a work list
- ✓ **NOTE:** Hover on the Alarm Type icon to view the alarm title



# PURELL SMARTLINK® SERVICE ALERTS REPORTS

## BATTERY ALERTS REPORT

The **Battery Alert Report** allows you to see the battery status of Activity Counters and Dispensers

- ✓ On the SA Reports Tab, choose “Battery Alerts” in the menu bar
- ✓ Sort the report by clicking on any column header in the table
- ✓ You can edit filters by Locations
- ✓ Export this report to create a work list

- ✓ **Low** - ~100 dispenses left; correlates to the solid red light on the dispenser
- ✓ **Dead** - Dispenser will not dispense

Floor	Unit	Room	Device Name	Device Type	Device Model	Serial Number	Age	Battery Status
1st Floor	AMS_ICU	AMS_ICU 111	Snap AMS_ICU 111	Dispenser	CBR Soap	AMS_SONAMS_ICU111	0 Yrs 0 Mths	Dead
2nd Floor	AMS_Oncology	AMS_O 230	Sanitizer 1 AMS_O 230	Dispenser	CBR Sanitizer	AMS_1SANITZERAMS_O230	0 Yrs 0 Mths	Low

# PURELL SMARTLINK® SERVICE ALERTS REPORTS

## DEVICE ALERTS REPORT

The **Device Alerts Report** allows you to troubleshoot issues with Dispensers

- ✓ On the SA Reports Tab, choose “Device Alerts” in the menu bar
- ✓ Sort the report by clicking on any column header in the table
- ✓ You can edit filters by Locations
- ✓ Export this report to create a work list
- ✓ **NOTE:** Hover on the Alarm Type icon to view the alarm title

Floor	Unit	Room	Device Name	Device Type	Device Model	Serial Number	Age	Alarm Type
1st Floor	AMS_JCU	AMS_JCU 111	Soap AMS_JCU 111	Dispenser	CBB Soap	AMS_SOAPAMS_JCU111	902 Days 3 Hrs	
1st Floor	AMS_JCU	AMS_JCU 111	Soap AMS_JCU 111	Dispenser	CBB Soap	AMS_SOAPAMS_JCU111	902 Days 3 Hrs	

# PURELL SMARTLINK® SERVICE ALERTS REPORTS

## DISPENSER USAGE REPORT

The **Dispenser Usage Report** allows you to view and export the refill status for each dispenser within a facility, including the estimated replacement date.

- ✓ On the SA Reports Tab, choose “Dispenser Alerts” in the menu bar
- ✓ Sort the report by clicking on any column header in the table
- ✓ You can edit filters by Locations and Replacement Date
- ✓ Average refills per week and help you determine the best placement of dispensers in your facility
- ✓ Information available on this report includes
  - Average Refill Per Week
  - Estimated Replacement Date

The screenshot displays the 'Dispenser Usage Report' interface. At the top, there are navigation tabs: < S, DEVICE ALERTS, REFILL ALERTS, OFFLINE DEVICES, BATTERY ALERTS, EXPIRATION ALERTS, and DISPENSER USAGE (selected). Below the tabs, there are dropdown menus for CUSTOMER (General Healthcare) and FACILITY (Demo Hospital AMS). A toolbar contains buttons for EDIT FILTERS, SAVE REPORT LINK, EXPORT, and REFRESH REPORT. Below the toolbar, there are filter sections for Locations (All Selected) and Replacement Date (All), with an EXPAND LOCATION DETAILS link. A search bar is present above a table with the following columns: Floor, Unit, Room, Device Name, Serial Number, Average Refills/Week, and Est. Replacement Date. The table contains two rows of data. At the bottom right, there is a 'Rows per page' dropdown set to 'All' and a page indicator '1-2 of 2' with navigation arrows.

Floor	Unit	Room	Device Name	Serial Number	Average Refills/Week	Est. Replacement Date ↑
1st Floor	AMS_ICU	AMS_ICU 110	Sanitizer 1 AMS_ICU 110	AMS_1SANITIZERAMS_ICU110	0	9/15/2023
1st Floor	AMS_ICU	AMS_ICU 110	Soap AMS_ICU 110	AMS_SOAPAMS_ICU110	0	9/15/2023

# PURELL SMARTLINK® SERVICE ALERTS REPORTS

## EXPIRATION ALERTS REPORT

The **Expiration Alerts Report** allows you to view and export a list of refills that will expire within a selected time frame

**\*NOTE: This report is only available for the ES8 dispenser model**

- ✓ On the SA Reports Tab, choose “Expiration Alerts” in the menu bar
- ✓ You can edit filters by Locations and Expires Within time frame

Floor	Unit	Room	Device Name	Device Model	Serial Number	Expiration Date	Est. Replacement Date
1st Floor	AMS_ICU	AMS_ICU 110	Sanitizer 1 AMS_ICU 110	CBB Sanitizer	AMS_1SANITIZERAMS_ICU110	8/20/2021	
1st Floor	AMS_ICU	AMS_ICU 110	Soap AMS_ICU 110	CBB Soap	AMS_SOAPAMS_ICU110	8/20/2021	



# PURELL SMARTLINK® SERVICE ALERTS REPORTS

## OFFLINE DEVICES REPORT

The **Offline Devices Report** lists all devices (networking, and non-networking) that are currently not connected and therefore not transmitting data.

- ✓ On the SA Reports Tab, choose “Offline Devices” in the menu bar
- ✓ Sort the report by clicking on any column header in the table
- ✓ You can edit filters by Locations
- ✓ Export this report to create a work list
- ✓ **NOTE:** Gateways or Repeaters that are OFFLINE can severely affect data transmission and should be addressed immediately

Floor	Unit	Room	Device Name	Device Type	Device Model	Serial Number	Last Communication
1st Floor			Demo Gateway	Gateway		123456789	03/29/21, 9:27 AM
1st Floor	AMS_CCU		Sanitizer Unit AMS CCU	Dispenser	CBB Sanitizer	UNITSANITIZERAMS_CCU	03/29/21, 9:27 AM

# PURELL SMARTLINK® SERVICE ALERTS REPORTS

## REFILL ALERTS REPORT

The **Refill Alerts Report** allows you monitor the refill percentage that remains in any given dispenser

- ✓ On the SA Reports Tab, choose “Refill Alerts” in the menu bar
- ✓ **NOTE:** All refills below 30% refill remaining will show in this report
- ✓ Sort the report by clicking on any column header in the table
- ✓ You can edit filters by Locations
- ✓ Export this report to create a work list

Floor	Unit	Room	Device Name	Device Model	Serial Number
1st Floor	AMS_ICU	AMS_ICU 110	Sanitizer 1 AMS_ICU 110	CB8 Sanitizer	AMS_1SANITIZERAMS_ICU110
1st Floor	AMS_ICU	AMS_ICU 110	Soap AMS_ICU 110	CB8 Soap	AMS_SOAPAMS_ICU110

# PURELL SMARTLINK® - CREATING ALERTS

## To create a new Alert:

- ✓ Access the set-up page by clicking "Alert Subscriptions" under your login
- ✓ You can choose to "Manage Alert Subscriptions" and "Subscribed Alert Subscriptions"
- ✓ Click on the "New Scheduled Alert" or "New Instant Alert" buttons to add

AMS REPORTS IMS REPORTS OBV REPORTS SA REPORTS SLIDESHOWS ADMIN

DEMOADMIN@GOJO.COM

Downloads  
Manage Account  
**Alert Subscriptions**  
OBV System  
Report Subscriptions  
Log Out

CUSTOMER: General Healthcare FACILITY: Demo Hospital AMS

**Manage Alert Subscriptions**

NEW SCHEDULED ALERT NEW INSTANT ALERT

Q Search

Name	Type	Last Alert	Frequency	Recipient	Active	Edit	Delete
No Alert Subscriptions for facility. To add an Alert Subscription, click one of the buttons above.							

Rows per page: 10

**Subscribed Alert Subscriptions**

Q Search

Name	Type	Last Alert	Frequency	Unsubscribe
No subscribed Alert Subscriptions				

Rows per page: 10

# CREATING SCHEDULED ALERTS

- ✓ Enter the name of the alert. \*This name will appear in the email
- ✓ Select the type of alert to be created:
  - **Battery Scheduled Alert** – Low or dead alerts for dispensers or activity counters
  - **Offline Device Scheduled Alert** - Alerts for when Gateways, Repeaters, or Dispensers are offline and not communicating
  - **Refill Scheduled Alert** – Configured by the Facility Administrator for 10% or below
  - **Summary Scheduled Alert** – Daily summary report for all the alerts that a user has scheduled
- ✓ Select scheduling frequency
- ✓ Enter the email address of the desired recipient/s
  - ✓ You can add or remove recipients by using the + and – sign buttons

**Create Scheduled Alert**

Demo Hospital AMS

**Configuration**

Name \* Type \*

**Scheduling**

Frequency \*

**Email Addresses**

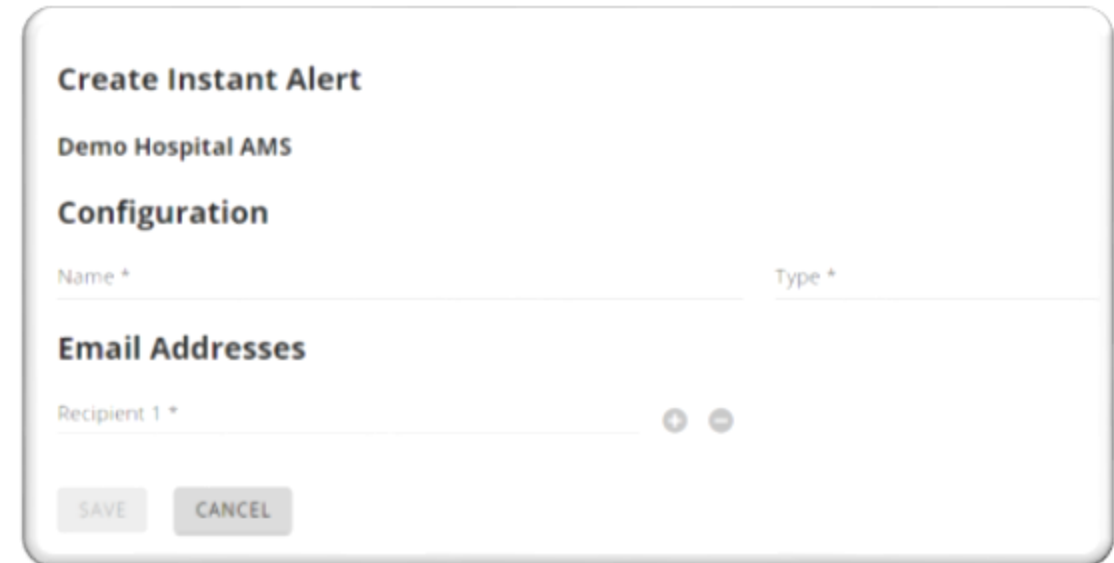
Recipient 1 \* + -

SAVE CANCEL

# CREATING INSTANT ALERTS

**\*NOTE:** Instant alerts are IMMEDIATE, as they occur. They are not scheduled.

- ✓ Enter the name of the alert. \*This name will appear in the email
- ✓ Select the type of alert to be created:
  - **Activity Monitoring System Instant Alert** – this alert is to monitor the number of people who enter an area within a given timeframe. For example, some customers want to know when 100 people have entered a restroom within 2 hours because it may need serviced.
  - **Offline Device Instant Alert** - Gateways, Repeaters, Opportunity Counters, or Dispensers are offline and not communicating
  - **Refill Instant Alert** – configured by the Facility Administrator for 10% or below
- ✓ Enter the email address of the desired recipient/s
  - ✓ You can add or remove recipients by using the + and – sign buttons



The screenshot shows a web interface for creating an instant alert. The title is "Create Instant Alert". Below the title, it says "Demo Hospital AMS". The section is titled "Configuration". There are two input fields: "Name +" and "Type +". Below this is the "Email Addresses" section, which has a field for "Recipient 1 +" and two small circular buttons with "+" and "-" signs. At the bottom of the form are "SAVE" and "CANCEL" buttons.

# CREATING ALERTS

## CREATE A BATTERY SCHEDULED ALERT

The **Battery Scheduled Alert** will allow you to monitor the battery level of your GOJO dispensers

- ✓ Choose “Alert Subscriptions” under your login
- ✓ Click “New Scheduled Alert”
- ✓ Enter the name of the alert \*This name will appear in the email
- ✓ Select “**Battery Scheduled Alert**” under Type
  
- ✓ Select the threshold for which the alert should be triggered
  - Low - ~100 dispenses left; correlates to the solid red light on the dispenser
  - Dead - Dispenser will not dispense
  
- ✓ Select the frequency for delivery of the alert
  - Daily
  - Weekly
  - Monthly
  
- ✓ Enter the email address of the desired recipient/s
  - ✓ You can add or remove recipients by using the + and – sign buttons

**Create Scheduled Alert**

Demo Hospital AMS

**Configuration**

Name \*

Type \*  
Battery Scheduled Alert

Battery Status Threshold \*

**Scheduling**

Frequency \*

**Email Addresses**

Recipient 1 \* + -

SAVE CANCEL

# CREATING ALERTS

## CREATE AN OFFLINE DEVICE SCHEDULED ALERT

- ✓ Enter the name of the alert. \*This name will appear in the email
- ✓ Select “**Offline Device Scheduled Alert**” under Type
- ✓ Select the Unit of Time for which the alert should be triggered
  - Minutes
  - Hours
  - Days
- ✓ Select Time Since Last Communication
- ✓ Select the Device Type Class
  - All
  - Networking (Gateways/Repeaters)
  - Non-Networking (Dispensers/Activity Monitors)
- ✓ Select the frequency for delivery of the alert
  - Daily
  - Weekly
  - Monthly
- ✓ Enter the email address of the desired recipient/s
  - You can add or remove recipients by using the + and – sign buttons

The screenshot shows a web interface for creating a scheduled alert. The title is "Create Scheduled Alert". Below the title, the name of the alert is "Demo Hospital AMS". The "Configuration" section includes a "Name" field with the value "Demo Hospital AMS", a "Type" dropdown menu set to "Offline Device Scheduled Alert", a "Unit of Time" dropdown menu set to "Minutes", a "Time Since Last Communication" field set to "30", and a "Device Type Class" dropdown menu set to "All". The "Scheduling" section includes a "Frequency" dropdown menu. The "Email Addresses" section includes a "Recipient 1" field with plus and minus buttons. At the bottom, there are "SAVE" and "CANCEL" buttons.

# CREATING ALERTS

## CREATE A REFILL SCHEDULED ALERT

The **Refill Scheduled Alert** will allow you to track the status of your dispenser refills.

- ✓ Enter the name of the alert. \*This name will appear in the email
- ✓ Select “**Refill Scheduled Alert**” under Type
- ✓ Select the Estimated Replacement Date Within 1-7 days
- ✓ Select the frequency for delivery of the alert
  - Daily
  - Weekly
  - Monthly
- ✓ Enter the email address of the desired recipient/s
  - You can add or remove recipients by using the + and – sign buttons

**Create Scheduled Alert**

Demo Hospital AMS

**Configuration**

Name \* Type \*  
Refill Scheduled Alert

Estimated Replacement Date Within \*

**Scheduling**

Frequency \*

**Email Addresses**

Recipient 1 \* + -

SAVE CANCEL



# CREATING ALERTS

## CREATE A SUMMARY SCHEDULED ALERT

The **Summary Scheduled Alert** will include information for all subscribed active Alerts for a specific facility.

- ✓ Enter the name of the alert. \*This name will appear in the email
- ✓ Select “**Summary Scheduled Alert**” under Type
- ✓ Select the frequency for delivery of the alert
  - Daily
  - Weekly
  - Monthly
- ✓ Enter the email address of the desired recipient/s
  - You can add or remove recipients by using the + and – sign buttons
- ✓ **NOTE:** If a user is subscribed individually to an alert and is subscribed to the summary, only the summary will be delivered.

**Create Scheduled Alert**

Demo Hospital AMS

**Configuration**

Name \*

Type \*  
Summary Scheduled Alert

**Scheduling**

Frequency \*

**Email Addresses**

Recipient 1 \*  
demoadmin@gojo.com

SAVE CANCEL

# MANAGING ALERTS

Once your Alerts are set up, you can deactivate, edit or delete them.

- ✓ Go to “Alert Subscriptions” under your user login
- ✓ To Deactivate an Alert: Click the blue slide tab in the Active Column
- ✓ Select “Edit” to update configuration and options, including deleting the alert or alarm altogether

CUSTOMER: General Healthcare | FACILITY: Demo Hospital AMS

### Manage Alert Subscriptions

NEW SCHEDULED ALERT | NEW INSTANT ALERT

Search

Name	Type	Last Alert	Frequency	Recipient	Active	Edit	Delete
Test 1	Battery Scheduled Alert		Daily	demoadmin@gojo.com	<input checked="" type="checkbox"/>		

Rows per page: 10 | 1-1 of 1

### Subscribed Alert Subscriptions

Search

Name	Type	Last Alert	Frequency	Unsubscribe
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# MANAGING ALERTS AND ALARMS

## ALERT AND ALARM E-MAILS

An E-mail Alert is sent at the user-defined time/day and includes:

- ✓ Entry for all of the devices that have met the threshold for the alert
- ✓ Location
- ✓ Device Name
- ✓ Device Type
- ✓ Device Model
- ✓ Serial Number
- ✓ Alert specific data

From: NoReply@SmartLink.gojo.com <NoReply@SmartLink.gojo.com>  
Sent: Tuesday, January 26, 2016 10:15 AM  
To: Customer  
Subject: GOJO SMARTLINK™ Refill Alert

Name: Alert - Device Refills (<30% Remaining)  
Timestamp: 1/26/2016 10:15:04 AM  
Facility: General Hospital

Location	Device Name	Device Type	Device Model	Serial Number	Refill Remaining
Floor 02 >> ER	Purell Outside	Dispenser	LTX12 2.0 Purell	99999999	29%
Floor 02 >> ICU	Purell Outside	Dispenser	LTX12 2.0 Purell	99999999	20%
Floor 02 >> Break Room	Purell Across From Sink	Dispenser	LTX12 2.0 Purell	99999919	6%

An E-mail Alarm is sent when a device meets the alarm threshold and includes:

- ✓ Location
- ✓ Device Name
- ✓ Device Type
- ✓ Device Model
- ✓ Serial Number
- ✓ Alarm specific data

From: NoReply@SmartLink.gojo.com <NoReply@SmartLink.gojo.com>  
Sent: Monday, February 15, 2016 1:58 PM  
To: Customer  
Subject: GOJO SMARTLINK™ Offline Device Alarm

Name: Offline Device Alarm General  
Timestamp: 2/15/2016 1:58:43 PM  
Facility: General Hospital

Location	Device Name	Device Type	Device Model	Serial Number	Last Communication
Floor 02 >> Open Area	New Gateway under TV in Open Area	Gateway	General	99999999	2/15/2016 1:24:50 PM

# PURELL SMARTLINK® SERVICE ALERTS

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## OTHER TIPS

### ✓ Refill Level Alerts

- Most facilities are setting their refill alerts at 10%
- At higher alert levels, they just keep checking until it hits about that level and it tends to waste time

### ✓ Moving Refills

- Refills can be moved from PURELL SMARTLINK dispensers and still track the correct refill level
- If you move it into a non-smart dispenser and later back into a smart dispenser, it will not have the correct refill level

### ✓ Offline Device Alert

- Dispensers that are in low use areas might send out an offline device alert if they haven't been used in a while
- To troubleshoot, use the dispenser one or two times and see if that reactivates it and removes the alert

### ✓ Refill Alert No/Damaged Refill

- If there is a refill installed, try to pull the refill out and pushing it back in
- Sometimes, it is not pushed all the way in and it causes that alarm
- New refills sometimes need to be primed with 1-3 pumps before they begin activating

### ✓ Offline Activity Counter Alert

- First, check to see if the lights are still working
- If not, check if the device is in the ON status. If so, replace the batteries
- If the lights are working it may be a proximity question to the network, contact the PURELL SMARTLINK Support.

# PURELL SMARTLINK® SERVICE ALERTS

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## SMARTLINK SUPPORT

SMARTLINK Support

GOJO Industries, Inc.

330-869-1399

[SMARTLINKSupport@gojo.com](mailto:SMARTLINKSupport@gojo.com)