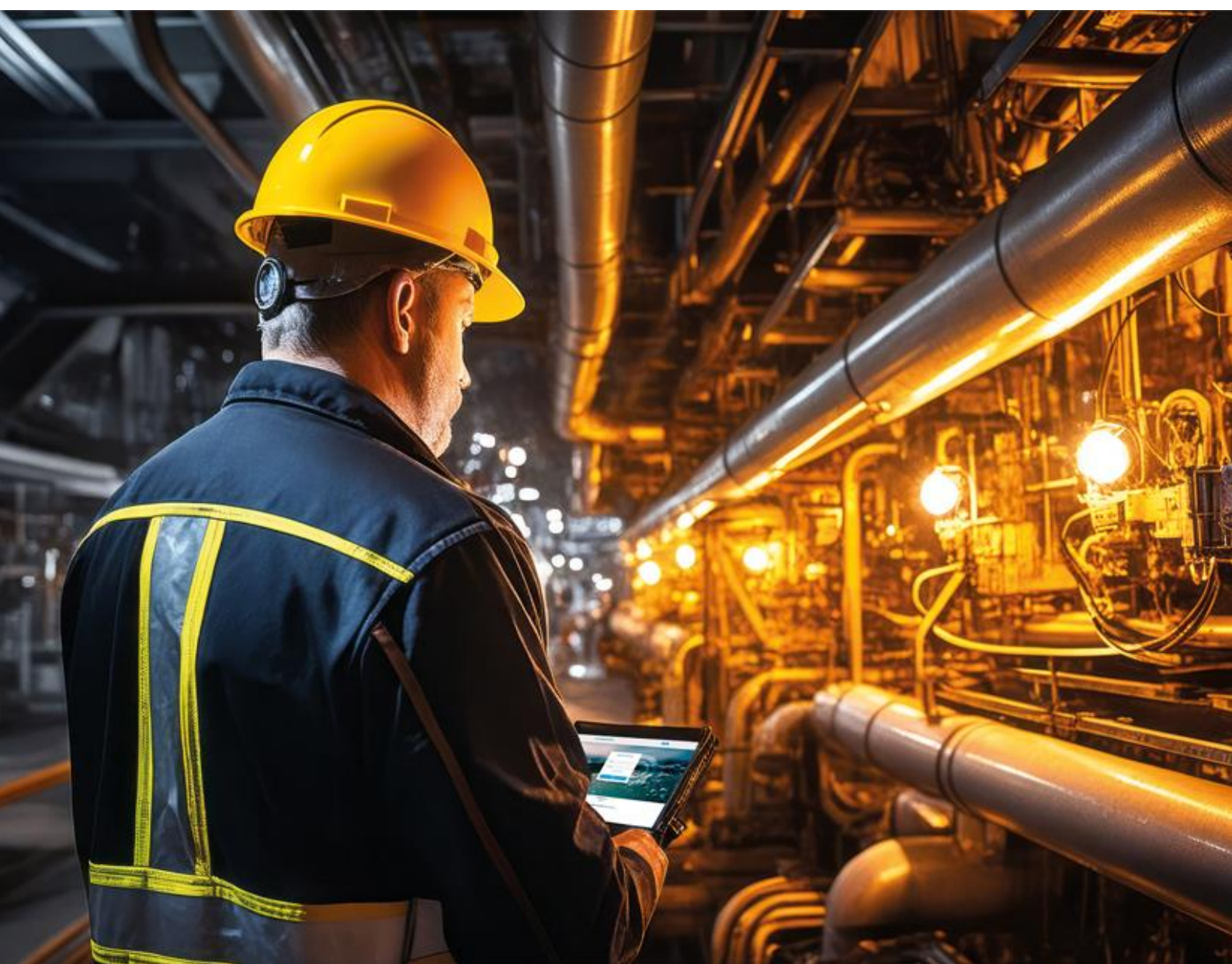


**HYDROPATH**

# HYDROPATH CARE INSTRUCTIONS PARTNER



**HYDROKNCT**

**HYDROPATH CARE**



Written by: Fortune Ogbonna Date Created 30/11/2023. Date Updated:

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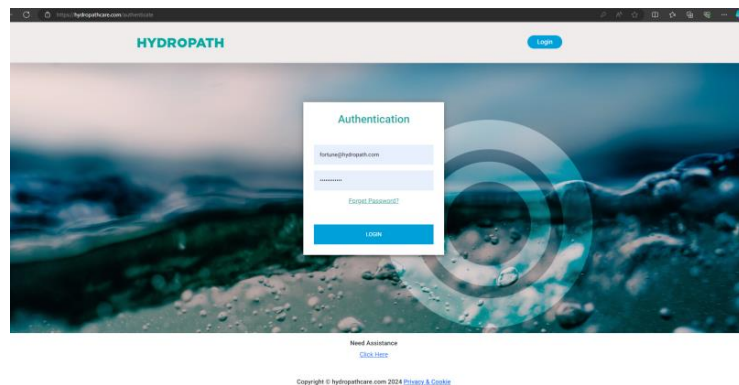


## INTRODUCTION

Hydropath Care is a Project Management and monitoring System (PMMS). It is designed to enable partners, sub distributors and customers to keep track of installations of Hydroflow units and monitor their operation. Currently the software is set to monitor the ON/ OFF status of the Hydroflow units, with additional monitoring options to be added in the future.

Website: [hydropathcare.com](https://hydropathcare.com)

Applications on the Apple IOS App store and Google Play store: **Hydropath care.**



Hydropath Care

  
Hydropath Care

☒ User Touch Id?

Login

## STRUCTURE

The system is designed in a tree structure, with multiple levels available. You will be able to view your section of the “tree,” i.e. your network.

The levels of the tree are:

- Partner
  - Sub-distributor
  - Sub-sub-distributor
  - ...
  - Sub-sub-... sub-distributor
    - Customer
      - Project
        - Unit

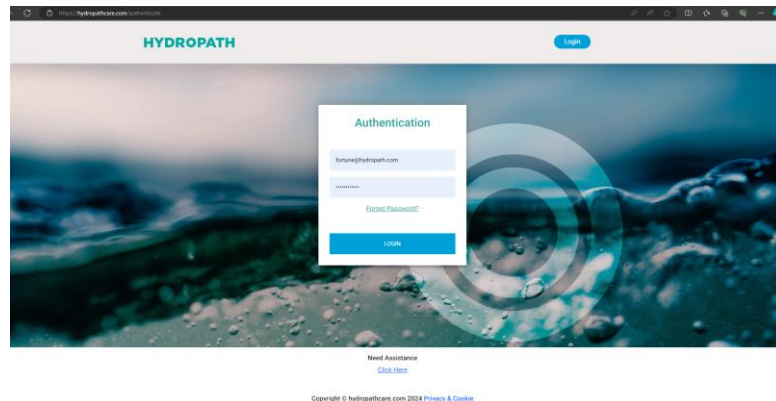


As many levels of Sub-Distributor can be in place as desired, and all levels of partners and Sub-Distributors can have Customers as well as Sub-Distributors below them. Similarly, each Customer can have multiple Projects, each of which can have multiple units.

In this guide we only discuss down to the level of “sub-sub-distributors” but the same procedures apply to levels further down.



## LOGIN

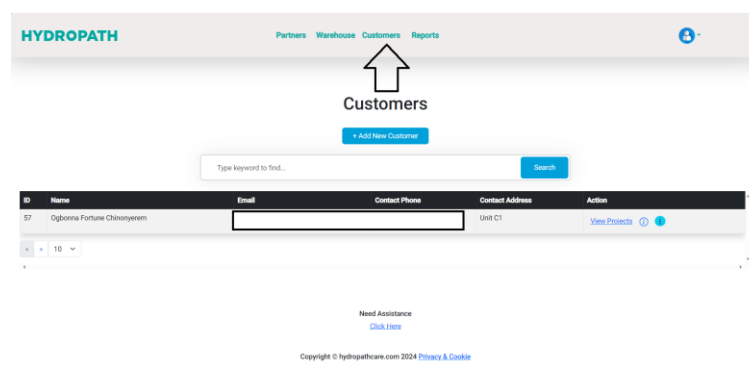


- Click on the login button on the webpage or app.
- Enter your email address and the password provided by the Hydropath team.
- A One Time Pass (OTP) is sent to the email used for registration.
  - Enter the OTP number into the website or App.
  - Please check your spam email in case this comes to your spam, if it does just click on “not spam” and you should not have this issue if you login again.
- Once you’re logged you will see the dashboard of all available systems
  - Sub-distributors, warehouse, employees, and reports

## CUSTOMERS (DIRECT)

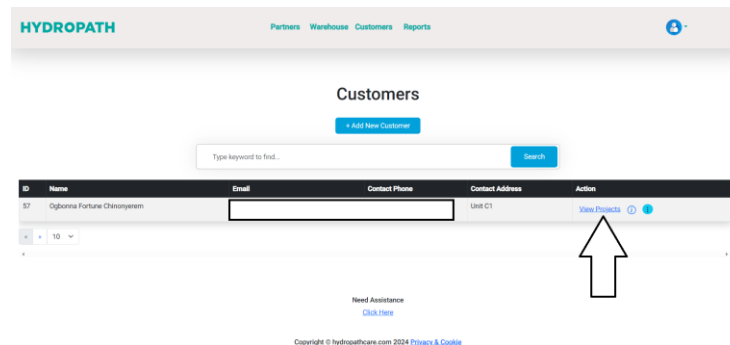
### VIEWING CUSTOMERS

- A “Customer” in this guide is an end-user of the Hydroflow unit.
- They can be added directly under you, your sub-distributors, or sub-sub-distributors etc.
- In this section we discuss how to add them “directly below” you, i.e. end-users you sell directly to.
- Select the “Customers” tab. This is the first page that will be open when a partner login.
- Here you will see the details of each of your direct customers.

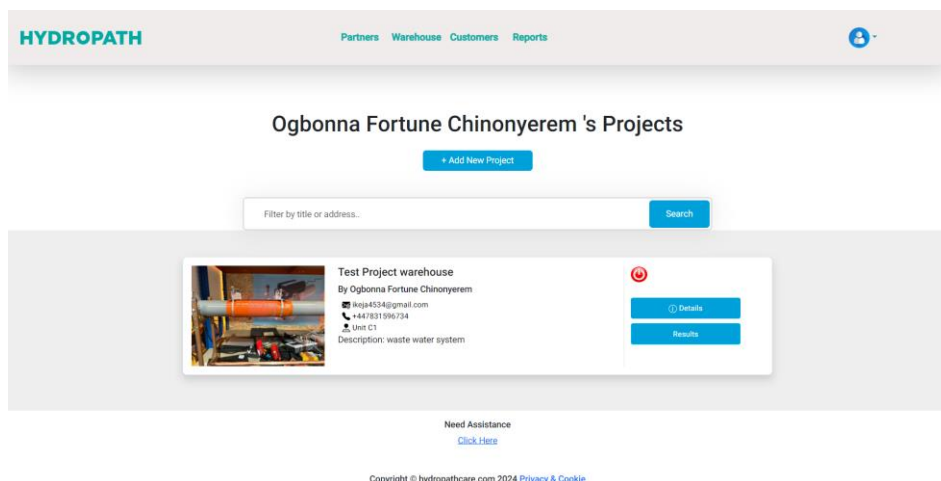


### VIEW PROJECTS UNDER “CUSTOMER”

- Each Customer can have one or more “Projects”.
- You will need to create a Project for the Customer before you can assign the unit to it.
- From the Customer list, select “View Projects” to see all that Customer’s existing Projects.



- Here you will see a brief description of each Project, including the name of the Project and details of the engineer on site.
- You will also be able to see the status of the unit (ON or OFF) of each Project.

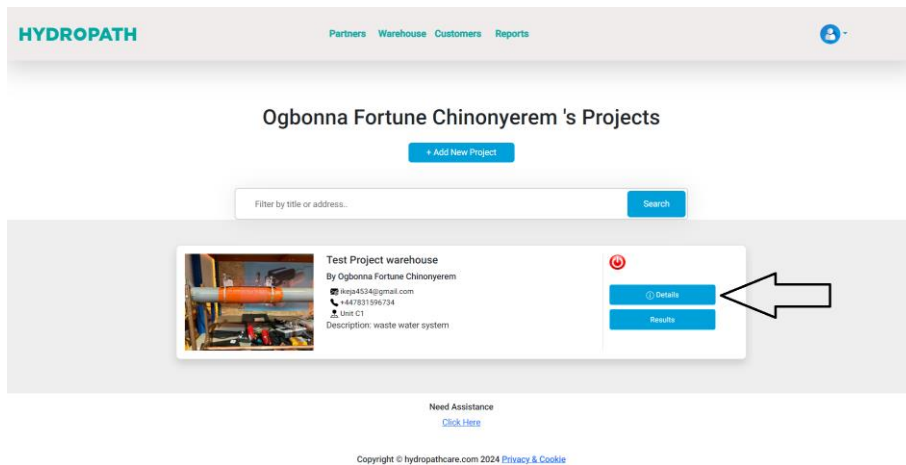


## CREATING A PROJECT

From the Project list, click “Add New Project”.

- A single cover image (e.g. company logo) can be selected.
- Fill in a name for the Project.
- The “contact email” field is a list of emails to which an alert will be sent, with each separated by a comma. This list is also the list of people who will get push notifications via the App, if they use this email address for their App login.
- These email addresses can be those of the Customer, those of the distributor or both.

## DETAILED PROJECT INFORMATION



- Click on the “Details” button.
- Here you will see the Project information in detail.
- Here you will be able to update the info of the Project if needed after installation.
- On this page you will be able to attach each device to each Project

**Project information**

Project Cover Image  
Choose File | No file chosen

Project Name  
Test Project warehouse

Contact Name  
Fortune

Contact Phone  
+447831596734

Second Phone  
[Empty]

Contact Email  
aepa4534@gmail.com

Country  
United Kingdom

Full Address  
Unit C1

Description  
waste water system

**Devices Attached**

ID	Serial	Model	Network System	Net Serial	Net Model	Installation Location	Action
146	0000	P 130	105	1907221024002705	Model 1	uk	<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Add</a>

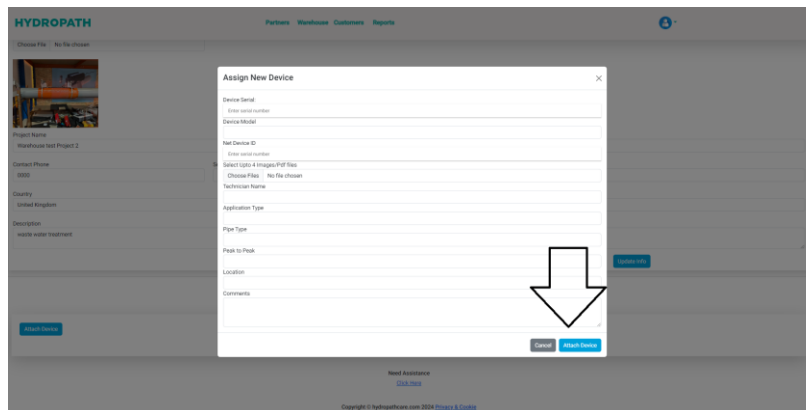
## ATTACHING A DEVICE TO A PROJECT

- Assuming the Customer and Project are set up, devices can be added to the Project.
- Click on “Attach Device”
- Here you enter the details requested by the page.
  - First select the serial number of the Hydroflow unit you wish to attach
  - All the Hydroflow Units you have purchased should be available in this list.
  - If you are connecting a net device to this unit, select the serial number of the HYDROKNCT from the list “Net Device ID”
- Fill in the remaining details
- Click “Attach Device”.
- The Hydroflow unit and (Optionally) HYDROKNCT will now be assigned to this Project.
- When the device is powered on and connected to the internet via a LAN cable, the data will be transferred to this system.

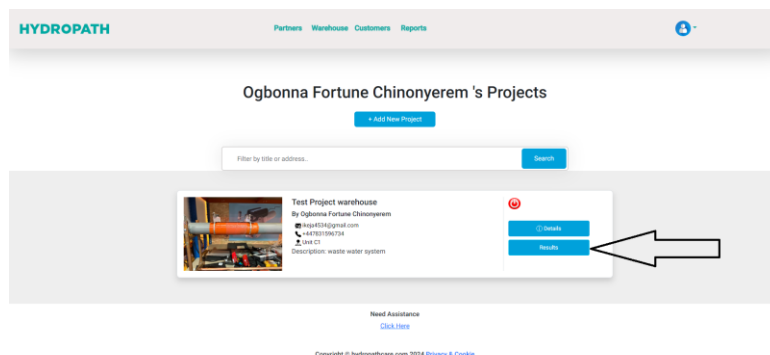




- The graph showing the status of the unit will appear on this page.
- Presently, only the “H-power” tab is used. This gives information about the ON/OFF/Disconnected status of the Hydroflow unit.
- Other tabs will be used for future applications.

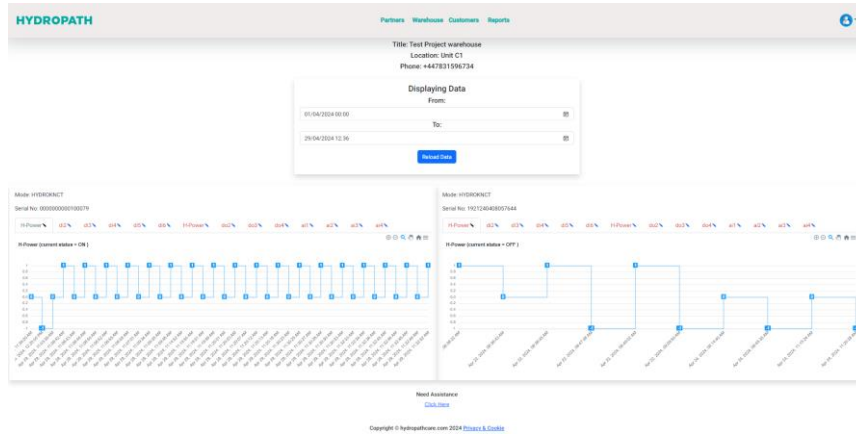


## VIEWING THE STATUS OF AN EXISTING PROJECT



- From a Project's page, click on “Results”
- Here you will get an overview of all the units connected.
- You will be able to check their status over time by selecting the timeframe.
  - The graph initially shows only the current status.
  - Click “reload data” to show the selected timeframe
- Click “Capture and Download” to download an image of the displayed graph in PNG format.
- Alternatively, click the menu icons on the upper right corner of the graph itself. This allows a download of the SVG image, but also a PNG image or the data in CSV format (readable by Excel).





1: ON – Good connection, Hydroflow ON

0: OFF – Good Connection, Hydroflow OFF

-1: No Connection or No Power, Hydroflow Status Unknown

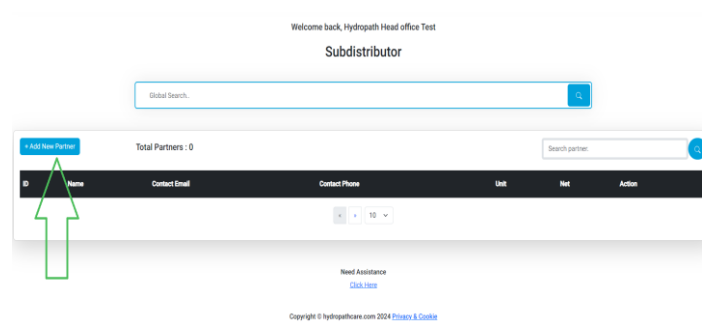
- The graph is designed to clearly show *changes* in status. For this reason the ticks on the x-axis do not represent each time periods (e.g. days, weeks, months) but the time at which the status changed.
- I.e. ON and OFF periods appear the same width no matter how long they last.



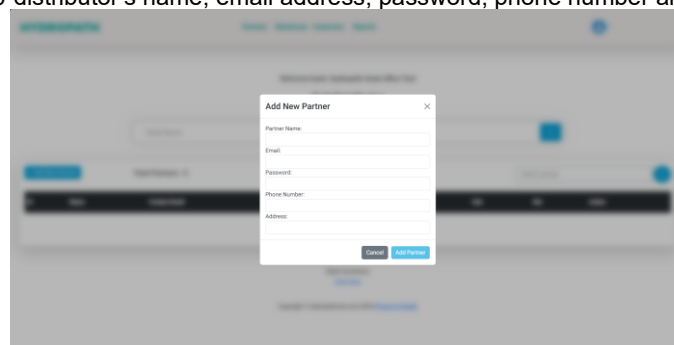
## SUB-DISTRIBUTORS

### TO ADD A NEW SUB-DISTRIBUTOR

- Click on the Partners Tab
- This shows a list of all your sub-distributors, and how many units they have on the system with their *direct* Customers
  - This does not show units of any of their sub-sub-distributors
- Click on the + Add New partner.

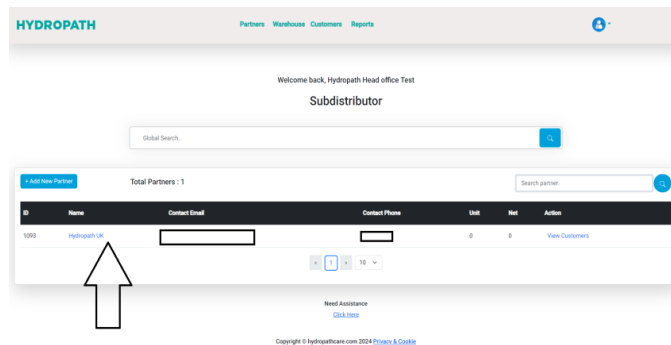


- Enter the sub-distributor's name, email address, password, phone number and the address.

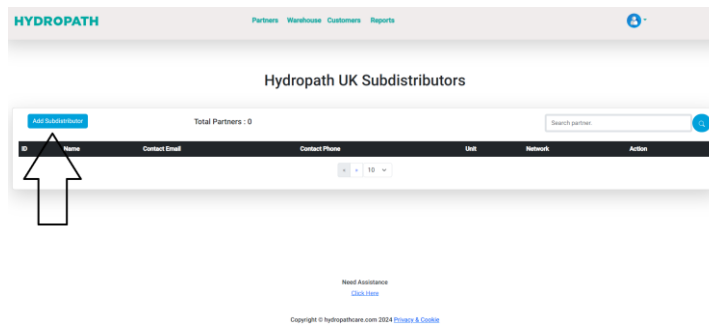


### TO ADD A SUB-SUB-DISTRIBUTOR

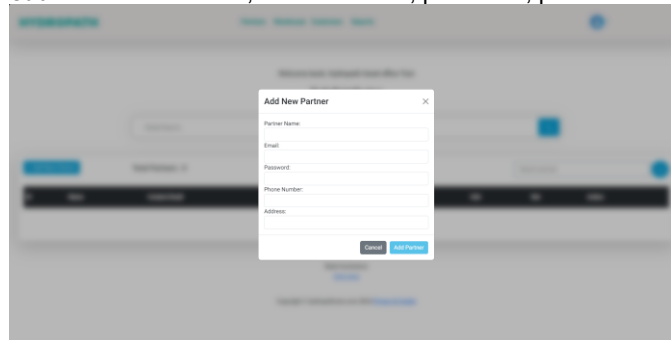
- You may have multiple levels of Sub-distributor. A Sub-distributor can either set up their own “Sub-sub-distributor” themselves or you can do this for them.
- To add this yourself, click on the sub-distributor to whom you want to add a Sub-sub-distributor.



- Then click on add Sub-distributor.



- Enter the Sub-sub-distributor's name, email address, password, phone number and address.



## VIEW SUB-SUB-DISTRIBUTORS

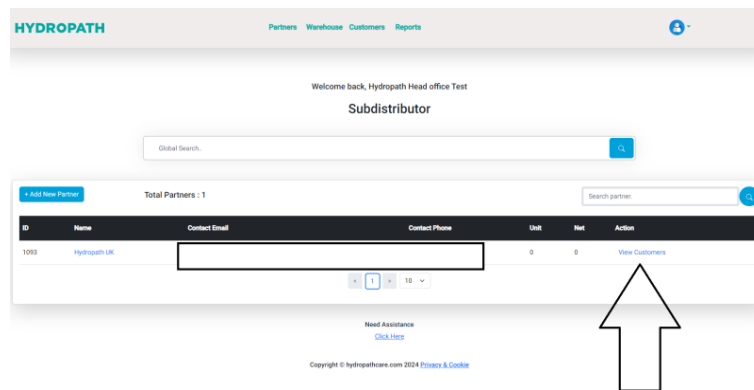
- As noted previously, sub-distributors can have resellers below them, here called “sub-sub-distributors.
- To view these click on the name of the sub-distributor
- A list is shown of their sub-sub-distributors
- Note: no Customers (end users) are shown here

## VIEW CUSTOMERS UNDER A SUB-DISTRIBUTOR

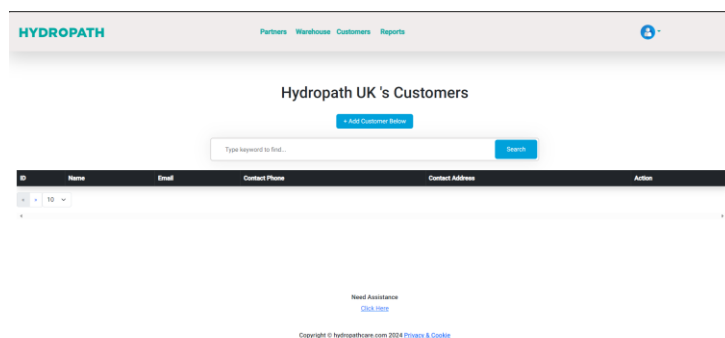
- A Customer is a direct end user of a Hydroflow unit.
- Each sub-distributor will have their own Customers



- These are separate from the direct Customers, i.e. *your* Customers.
- From the list of Sub-distributors, click on “View Customers” for a specific sub-distributor.

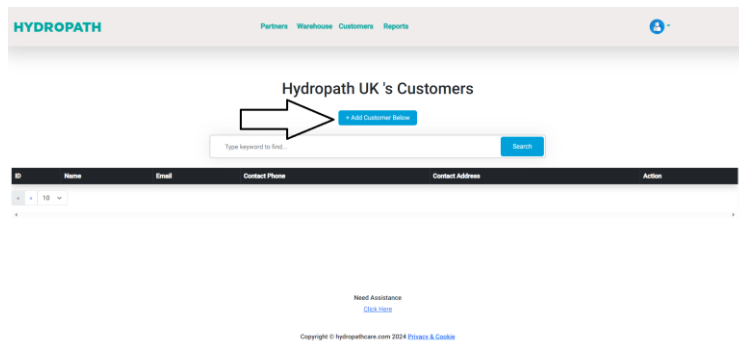


- On this page you will be able to see all the Customers under that sub-distributor.
  - This does not show any sub-sub-distributors they may have.

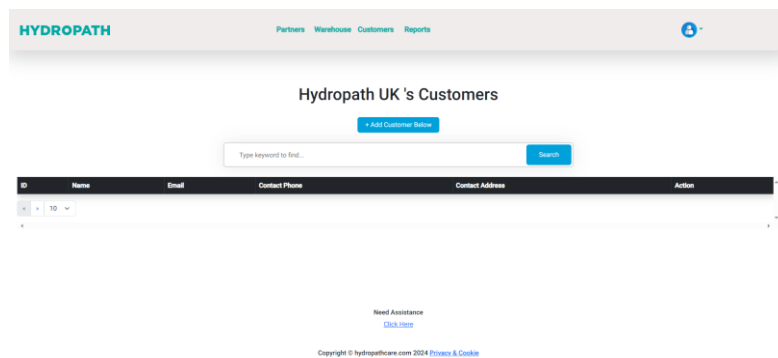


## ADD CUSTOMER BELOW SUB-DISTRIBUTOR

- Sub-distributors can add their own Customers directly
- Alternatively, you can do this for them.
- Navigate to the list of the Sub-distributor's existing Customers
- On the top of the page, you will see “+ Add Customer below”.



- Click on this button and then enter the Customer's name, email address, password, phone number and the address.



## VIEW AND ADD PROJECT AND UNIT UNDER A SUB-DISTRIBUTOR

- Sub-distributors can add their own Projects and units.
- Alternatively, you can do this for them.
- First, navigate to the Customer:
- From the list of sub-distributors, find the correct sub-distributor.



HYDROPATH Partners Warehouse Customers Reports

Welcome back, Hydropath Head office Test

Subdistributor

Global Search.

+ Add New Partner Total Partners : 1 Search partner.

ID	Name	Contact Email	Contact Phone	Unit	Met	Action
1093	Hydropath UK			0	0	<a href="#">View Customers</a>

Need Assistance [Click Here](#)

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- Click on "view Customer" for that specific sub-distributor.

HYDROPATH Partners Warehouse Customers Reports

Welcome back, Hydropath Head office Test

Subdistributor

Global Search.

+ Add New Partner Total Partners : 1 Search partner.

ID	Name	Contact Email	Contact Phone	Unit	Met	Action
1093	Hydropath UK			0	0	<a href="#">View Customers</a>

Need Assistance [Click Here](#)

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- This page will give you a brief description of the sub-distributor's Customers.

HYDROPATH Partners Warehouse Customers Reports

Hydropath UK 's Customers

+ Add Customer Below

Type keyword to find. Search

ID	Name	Email	Contact Phone	Contact Address	Action
1094	Head office test 2			Nottingham UK	<a href="#">View Projects</a>

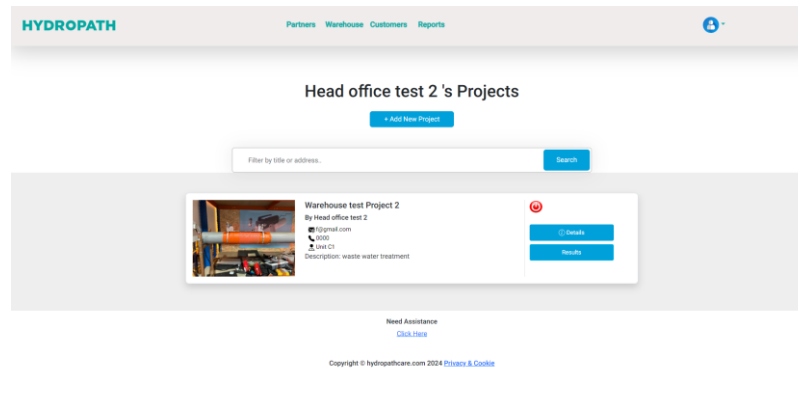
Need Assistance [Click Here](#)

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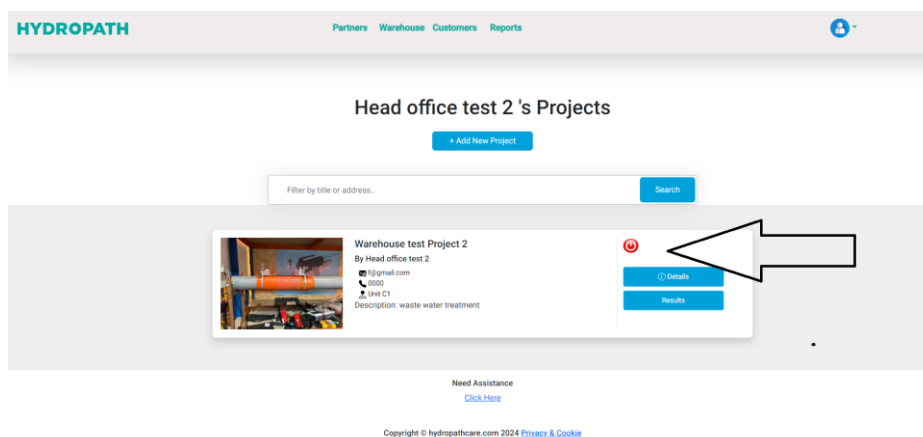
- Click on "View Projects" for the Customer.
- Here you will see a brief description of each Project, including the name of the Project and details of the



engineer on site.



- You will also be able to see the status of the unit (ON or OFF) of each Project.



- New Projects can be added for this sub-distributor's Customers using the same procedure as for your own direct Customers.
- To view the details of this Project and add units, click on "details."
- Here you will see the Project information in detail.
- Here you will be able to update the info of the Project if needed after installation.
- You will be able to see each unit information in detail. On this page you will be able to attach each device to each Project
- This is done using the same procedure as for your own units.





The screenshot shows the HYDROPATH web application interface. At the top, there's a navigation bar with 'Partners', 'Warehouse', 'Customers', and 'Reports'. Below this is a header area with a 'Choose File' button and a 'No file chosen' message. The main content area contains a project form with fields for Project Name (Warehouse test Project 2), Contact Name (Fortune), Contact Phone (0000), Second Phone, Contact Email (f@gmail.com), Country (United Kingdom), Full Address (Unit C1), and Description (waste water treatment). A 'Submit only' button is at the bottom right of the form. Below the form is a 'Devices Attached' section with an 'Attach Device' button and a message 'No devices attached yet...'. At the bottom, there's a 'Need Assistance' link and a copyright notice: 'Copyright © hydropathcare.com 2024 Privacy & Cookies'.

- When you click on the attach device here you will be able to attach each assigned device to the Project.

The screenshot shows the HYDROPATH web application interface with the 'Assign New Device' modal form open. The modal form has fields for Device Serial (with a sub-field for 'Enter serial number'), Device Model, Net Device ID (with a sub-field for 'Enter serial number'), Select Up to 4 Images (PDF files), Choose Files (with a sub-field for 'No file chosen'), Technician Name, Application Type, Pipe Type, Peak to Peak, Location, and Comments. There are 'Cancel' and 'Attach Device' buttons at the bottom right of the modal. The background shows the same project form as the previous screenshot, but it's dimmed. At the bottom, there's a 'Need Assistance' link and a copyright notice: 'Copyright © hydropathcare.com 2024 Privacy & Cookies'.

- Here you will need to enter all the details of the requested by the page.
- The devices available from the drop-down list should be only those assigned to that sub-distributor.

## VIEW DETAILS OF SUB-DISTRIBUTORS'S PROJECTS AND MONITOR UNITS

- Navigate to the correct Customer's Project.
- Click on the "results" button for that specific Project.
- This will display the graphs of the results for the Project.



## WAREHOUSE

- The “Warehouse” section details units that you have purchased and allows you to transfer them to your sub-distributors as you sell them.
- A device that has been sold to a partner or sub-distributor is described as “assigned” to the partner/ sub-distributor.
- A device that has been selected as installed in a particular Project is described as “attached” to them.
- Click on the “Warehouse” tab.
- Here you will be able to see all device assigned to you as a partner.
- You can filter by the different options to view only particular units.

ID	Model	Serial No	Type	Status	Partner	Project	Action
106	Model 1	1001	Net Device	Assigned	HydroPath Head office Test	-	ⓘ ⚠ ⚙
107	Model 1	1002	Net Device	Assigned	HydroPath Head office Test	-	ⓘ ⚠ ⚙
108	Model 1	1003	Net Device	Assigned	HydroPath Head office Test	-	ⓘ ⚠ ⚙
115	Model 1	1004	Net Device	Assigned	HydroPath Head office Test	-	ⓘ ⚠ ⚙
116	Model 1	1006	Net Device	Assigned	HydroPath Head office Test	-	ⓘ ⚠ ⚙

## ASSIGNING A DEVICE TO A SUB-DISTRIBUTOR

- Select the unit
- Filter by “Assignment status”, “Device type” or just “Serial number” to reduce the size of the list.

ID	Model	Serial No	Type	Status	Partner	Project	Action
106	Model 1	1001	Net Device	Assigned	HydroPath Head office Test	-	ⓘ ⚠ ⚙
107	Model 1	1002	Net Device	Assigned	HydroPath Head office Test	-	ⓘ ⚠ ⚙
108	Model 1	1003	Net Device	Assigned	HydroPath Head office Test	-	ⓘ ⚠ ⚙
115	Model 1	1004	Net Device	Assigned	HydroPath Head office Test	-	ⓘ ⚠ ⚙
116	Model 1	1006	Net Device	Assigned	HydroPath Head office Test	-	ⓘ ⚠ ⚙
117	Model 1	1005	Net Device	Assigned	HydroPath Head office Test	-	ⓘ ⚠ ⚙
140	Model 1	1007	Net Device	Assigned	HydroPath Head office Test	-	ⓘ ⚠ ⚙
141	Model 1	1008	Net Device	Assigned	HydroPath Head office Test	-	ⓘ ⚠ ⚙

- Then select the unit of your choice and click on the blue icon.



HYDROPATH Partners Warehouse Customers Reports

-Device Type- Assigned Serial #... Filter Reset

Device List

ID	Model	Serial No	Type	Status	Partner	Project	Action
106	Model 1	1001	Net Device	Assigned	Hydropath Head office Test	-	
107	Model 1	1002	Net Device	Assigned	Hydropath Head office Test	-	
108	Model 1	1003	Net Device	Assigned	Hydropath Head office Test	-	
115	Model 1	1004	Net Device	Assigned	Hydropath Head office Test	-	
116	Model 1	1006	Net Device	Assigned	Hydropath Head office Test	-	
117	Model 1	1005	Net Device	Assigned	Hydropath Head office Test	-	
140	Model 1	1007	Net Device	Assigned	Hydropath Head office Test	-	
141	Model 1	1008	Net Device	Assigned	Hydropath Head office Test	-	

- Select the sub-distributor you want to assign the device to.

HYDROPATH Partners Warehouse Customers Reports

-Device Type- Assigned Serial #... Filter Reset

Device List

ID	Model	Serial No	Type	Status	Partner	Project	Action
106	Model 1	1001	Net Device	Assigned	Hydropath Head office Test	-	
107	Model 1	1002	Net Device	Assigned	Hydropath Head office Test	-	
108	Model 1	1003	Net Device	Assigned	Hydropath Head office Test	-	
115	Model 1	1004	Net Device	Assigned	Hydropath Head office Test	-	
116	Model 1	1006	Net Device	Assigned	Hydropath Head office Test	-	
117	Model 1	1005	Net Device	Assigned	Hydropath Head office Test	-	
140	Model 1	1007	Net Device	Assigned	Hydropath Head office Test	-	
141	Model 1	1008	Net Device	Assigned	Hydropath Head office Test	-	

Assign Device

Select Partner

Cancel Assign Device

- The unit, once assigned, will no longer appear in your warehouse screen.
- Information about it can still be accessed via the report page, or through the Project to which it is attached.

CHECKING THE STATUS OF EACH DEVICE

- You can quickly check the status of the device (ON/OFF) by clicking on the information icon.


















**HYDROPATH** Partners Warehouse Customers Reports

### Warehouse Management

-Device Type- -Assignment Status- Serial #... **Filter** **Reset**

**Device List**

ID	Model	Serial No	Type	Status	Partner	Project	Action
106	Model 1	1001	Net Device	Assigned	Hydropath Head office Test	-	  
107	Model 1	1002	Net Device	Assigned	Hydropath Head office Test	-	  
108	Model 1	1003	Net Device	Assigned	Hydropath Head office Test	-	  
115	Model 1	1004	Net Device	Assigned	Hydropath Head office Test	-	  
116	Model 1	1006	Net Device	Assigned	Hydropath Head office Test	-	  

- Clicking on the information icon for each unit on this page you will be able to get the full information of the device.

**HYDROPATH** Partners Warehouse Customers Reports

### Model 1 Information

**About Device**  
Model: Model 1  
Serial No: 1001  
Project:

**Attached Files**

Displaying Data From: 20/02/2024 00:00 To: 22/02/2024 10:06 **Reload Data**

**Device Status** **Fetch Current Status**

H-Power% d02 d03 d04 d05 d06 H-Power% d02 d03 d04 a01 a02 a03 a04 a01

**H-Power (current status = OFF)**

- Here you will see the device name and the Project it is connected to.
- Here you will be able to see the location and pictures of the unit when the installation was made.
- Here you will see the device information, attached files of the Project and the device reading.

**HYDROPATH** Partners Warehouse Customers Reports

### HYDROKNCT Information

**About Device**  
Model: HYDROKNCT  
Serial No: 0000000001000179  
Hydro Serial: 20879  
Project: [Test/Field/Lab/Office](#)

**Attached Files**

Displaying Data From: 01/04/2024 To: 30/04/2024 **Reload Data**

**Device Status** **Fetch Current Status**

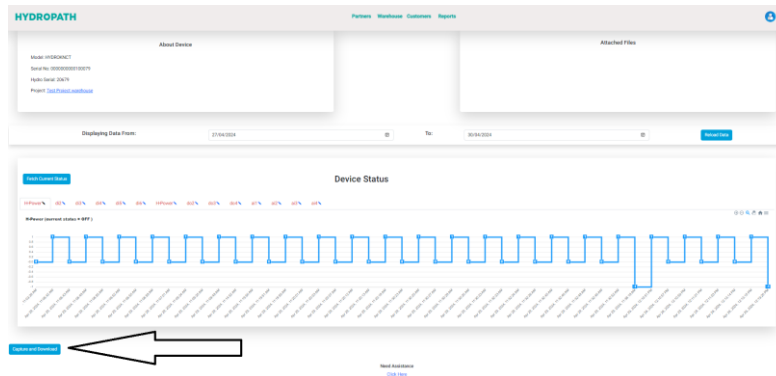
H-Power% 00% 00% 00% 00% 00% H-Power% 00% 00% 00% 00% 00% 00% 00% 00%

**H-Power (current status = OFF)**

0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 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