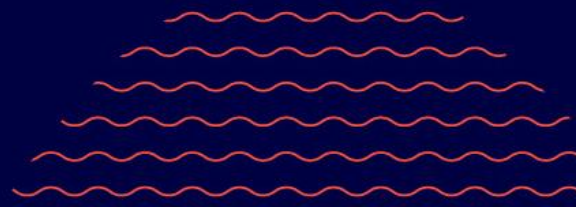


# **Checkit Sensors & App Best Practice Guide (for Safety Managers)**

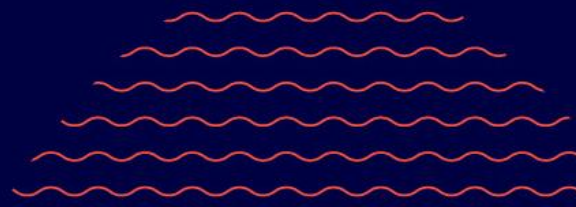
**Version 1**

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## 1. Introduction

### What is Checkit?

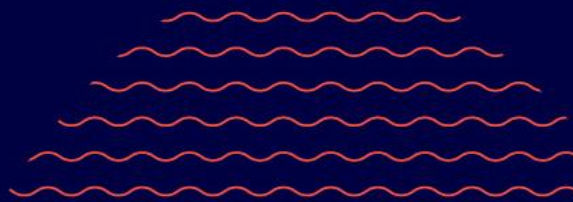
Checkit wireless sensors measure temperatures every 5 minutes and trigger an alert if they go out of range, so you don't need to do manual temperature checks. Depending on the type of sensor, they may be installed in fridges, freezers, and hot hold units.

The Checkit App is a mobile application which generates a notification when an alert occurs and launches a digital checklist to help staff resolve the issue. Your organisation may use mobile devices provided by Checkit such as the [Motorola G75](#) or you can download the app on your own phone or tablet.

### Checkit Kit & Tools

You will have the following Checkit kit and tools on site:

- **Sensors:** which take temperature readings
- **The Hub:** which receives data from sensors and sends the data to the cloud every 15 minutes
- **Repeaters:** which extend the wireless signal range between sensors and the Hub, if necessary
- **The Checkit App:** a mobile application used to manage alerts
- **The Control Centre:** a cloud portal where you can manage sensors, assigned work, alerts, team, and users, and view reports



## Alerts

There are 2 types of alerts:

- **Sensor Alert:** are triggered if a sensor detects that the temperature has gone out of range for too long
- **Service Alert:** are triggered if a sensor, the Hub, or a repeater goes offline (i.e. cannot communicate with the cloud) or if a sensor has low battery

If an alert is triggered, the Checkit App will generate a notification. Supervisors can then log in and launch a checklist to resolve the issue and clear the alert..

Safety Managers are also notified of alerts via email and can manage them centrally in the Control Centre too.

## Reports

There are 4 reports available in the Control Centre:

- **Work Report:** a record of checklists completed on the Checkit App
- **Alerts Report:** a record of all actions taken to resolve an alert
- **Monitoring Report:** a record of all sensor readings
- **Monitoring Summary Report:** a diagrammatic record of sensor readings

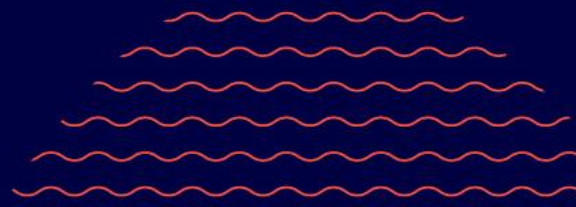
## User Roles

There are 3 user roles. Your role will determine your responsibilities.

Users may be assigned multiple roles, to multiple locations, and to multiple teams.

- **Administrators:** are assigned to locations. They are responsible for:
  - Managing hubs, sensors, and repeaters
  - Managing mobile devices running the Checkit App
  - Responding to service alerts in the Control Centre (optional)
- **Safety Managers:** are assigned to locations. They are responsible for:
  - Account configuration (users, teams, checklists, schedules, work, rules, monitoring, and advanced configuration)

- Managing service alerts and sensor alerts in the Control Centre (optional)
- **Supervisors:** are assigned to teams. They are responsible for:
  - Managing sensor alerts on the Checkit App
  - Managing users in their team



## 2. Onboarding New Staff

Follow the steps below when onboarding new staff to ensure they have access to the system, know what their responsibilities are, and know how to complete them.

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### Best Practice

- [Create user accounts](#) for new staff members when they join
  - *Note:* Safety Managers can only create Safety Managers, Supervisors, and Operators. They cannot create Administrators
  - *Note:* If your account uses Single Sign-On, your IT department must add users to the Checkit App in your identity provider account (e.g., Microsoft Entra, Google Workspace, Okta, etc.) before you can create the user in the Control Centre
  - Use the onboarding email template below to formally communicate access, responsibilities, and required learning resources
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### Email Template

Dear [**add name**],

A Checkit account has been created for you (the system we use to monitor temperature and manage workflow).

You are a [**Safety Manager**] of [**X location**]

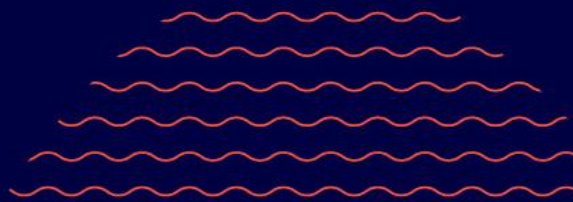
**[Supervisor]** of [**X team**]

You can access your account at [app.checkit.net](https://app.checkit.net)

In order to learn about the Checkit system, please:

- Watch the [Checkit Training Videos](#)
- Read the [Checkit Best Practice Guide](#)
- Download the [Checkit Quick-Start Guide](#) and save it on your desktop
- Save the [Checkit Help Centre](#) link to your bookmarks

Kind regards,



### 3. Managing Users & Teams

Follow the steps below to ensure staff have the correct access, understand their responsibilities, and that all roles are adequately covered.

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#### Best Practice

- [Create user accounts](#) for new staff members when they join

*Note:* Safety Managers can only create Safety Managers and Supervisors. They cannot create Administrators

*Note:* If your account uses Single Sign-On, your IT department must add users to the Checkit App in your identity provider account (e.g., Microsoft Entra, Google Workspace, Okta, etc.) before you can create the user in the Control Centre

- Ensure there are enough staff assigned to each user role to maintain adequate coverage
- Ensure there are at least two Safety Managers on the system at all times
- Ensure all users watch the [Checkit training videos](#) annually. We offer a quiz to accompany our training videos so your training manager can create a Checkit module in your learning platform, assign it to staff, and track progress. Please [contact us](#) if you would like to integrate Checkit training in your learning platform
- [Edit teams](#) if staff move between teams
- Immediately [delete users](#) when staff leave

*Note:* If your account uses Single Sign-On, users must also be deleted from your identity provider (e.g. Microsoft Entra, Google Workspace, Okta)

## 4. Alerts

Follow the steps below to ensure alerts are dealt with promptly and correctly.

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### Best Practice

- Ensure your organisation has an SOP in place for alert response, and ensure staff are trained on these procedures
- Ensure staff respond to alerts immediately to protect stock and maintain compliance
- Usually, alerts are managed by Supervisors on the Checkit App. However, you can also [manage alerts centrally in the Control Centre](#). From the Control Centre, you can view alerts across your teams and locations, acknowledge and clear individual alerts, and clear alerts in bulk if necessary.
- Do not clear a sensor alert or service alert until the device has stopped alerting (i.e. is back in range/back online). The alert status field will display either the *message currently alerting* or *stopped alerting*
- As and when necessary, [unblock any checklists that are stuck on the Checkit App](#) because the temperature will not come back in range.

*Note:* Sometimes a Supervisor may be unable to complete an alert checklist on the Checkit App because the temperature has not come back in range. This is intentional and ensures that alerts are only cleared once the sensor has returned to normal operating conditions. However, in some instances, you may want to unblock the checklist and allow them to complete it even though the temperature is still out of range, for example, if a fridge or freezer is out of service and the temperature will not come back in range

## 5. Managing Monitoring

Follow the steps below to ensure monitoring is managed correctly.

**Note:** Only Safety Managers can manage monitoring.

**Note:** Follow your organisation's SOPs regarding the management of monitoring. Depending on your organisation, this may be managed centrally by head office or locally by site managers.

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### Best Practice

- [Edit monitoring](#) if you want to change the rule or team assigned to a sensor
- [Disable monitoring](#) if a unit is out of service and re-enable it when the unit is back in service
- [Edit a rule](#) if alert thresholds or delays need to change, for example extending the alert delay from 30 minutes to 60 minutes

**Warning:** If you edit a rule, the changes will affect all sensors to which the rule is assigned. If you only want the change to affect individual or specific sensors, duplicate the rule, make the required changes to the duplicate, and assign it only to those sensors

## 6. When Staff Leave

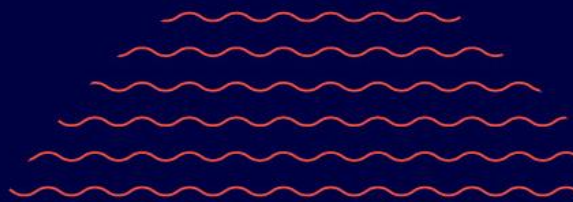
Follow the steps below when staff leave to ensure their access is removed

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### Best Practice

- [Delete users](#) when they leave your organisation to ensure they no longer have access to the Checkit system

*Note:* If your account uses Single Sign-On, users must also be deleted from your identity provider (e.g. Microsoft Entra, Google Workspace, Okta)



## 7. Service Interruptions

Checkit is designed to be highly reliable and is available 99.9% of the time. However, there may be rare occasions where the system is temporarily unavailable due to either planned maintenance or unplanned outages.

### Planned Outages

From time to time, scheduled maintenance may be required to maintain system performance and security. We aim to keep planned outages as infrequent and as short as possible.

- Planned outages are communicated at least 30 days in advance

### Unplanned Outages

In rare cases, an unexpected outage may occur.

- You will be notified as soon as possible if an unplanned outage occurs
- Our teams will work to restore service as quickly as possible

### What Happens During an Outage

Checkit has a robust architecture with redundancy built in to protect your data.

- Sensors continue to take readings as normal
- Readings are stored locally on the sensors while the cloud service is unavailable
- You can continue to view live sensor readings and monitor sensor and service alerts directly on the local Hub UI
- Staff can continue to complete checklists on the Checkit App
- Work data is stored locally on mobile devices while the cloud service is unavailable
- You cannot assign new work or edit existing work while the cloud service is unavailable
- You will not receive alert notifications during the outage
- You may not be able to log in to the Control Centre

### What Happens When Checkit Comes Back Online

Once the service is restored:

- You will be notified as soon as Checkit is back online
- You will be able to log in to the Control Centre as normal
- Alert notifications will resume
- All sensor data stored on sensors will be automatically uploaded to the cloud
- All work stored on mobile devices will be automatically uploaded to the cloud
- No data is lost during the outage

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### **Best Practice**

- Ensure your organisation has an SOP in place for operating during Checkit service interruptions, ensure relevant staff are trained on these procedures
- During an outage, [use the local hub UI](#) to monitor sensor readings and alerts

## 8. General Upkeep

Regular system upkeep helps ensure your Checkit system remains compliant and reflects current operational responsibilities.

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### Best Practice

- [Review the alerts report](#) regularly to check for:
  - any sensors that are frequently triggering sensor alerts as this may indicate an issue with one of your units
  - any sensors, hubs, or repeaters that are frequently triggering service alerts as this may indicate that Checkit equipment has been moved or obstructed
- Depending on your organisation, you may need to export data at set intervals. If so, [export](#) the work report, monitoring report, and alerts report at appropriate intervals and save the file to the required space
- Review user accounts to ensure access remains appropriate. [Edit](#) and [delete](#) users if necessary

*Note: If your account uses Single Sign-On, users must also be deleted from your identity provider (e.g. Microsoft Entra, Google Workspace, Okta)*
- Ensure there are at least two Safety Manager registered on your account
- Ensure all users watch the Checkit training videos annually. We offer a quiz to accompany our training videos so your training manager can create a Checkit module in your learning platform, assign it to staff, and track progress. Please [contact us](#) if you would like to integrate Checkit training in your learning platform
- Ensure each team sufficient coverage to complete assigned work and respond to sensor alerts. [Edit the team](#) if necessary

## 9. Recommended Optional Feature

Checkit includes optional features that can improve alert response, security, and workflow efficiency. These can be enabled on request.

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### Recommended Enhancements

- [Alert Escalations](#): escalate alerts to parent locations if they are not cleared within a specified period
- [Asset Intelligence](#): a package of 2 dashboards:
  - Asset Health & Availability: an overview of the performance of your fridges and freezers, highlighting equipment in poor health
  - Energy Saving: shows you how to save money and reduce carbon emissions by optimising the temperature of your fridges and freezers
- [Custom Roles](#): define roles (e.g. *Cleaning Manager*) and restrict certain checks—such as final sign-off—to those roles to ensure quality control
- [Delayed Checks](#): configure a check to trigger a follow-up task after a set period of time (e.g. *put food in hot hold*→ *2 hours later, remove any unsold items from sale*)
- [Links to Webpages, Documents, Photos, & Videos](#): add links to instructional material in checks (e.g. fridge user manuals, health & safety guides)
- [Machine Readable Alerts](#): convert alerts to a machine-readable format to integrate with your in-house/third-party systems
- [Operational Insights](#): a dashboard which summarises the performance of your locations and teams within the last month, highlighting problems such as sensors triggering alerts and work not completed