

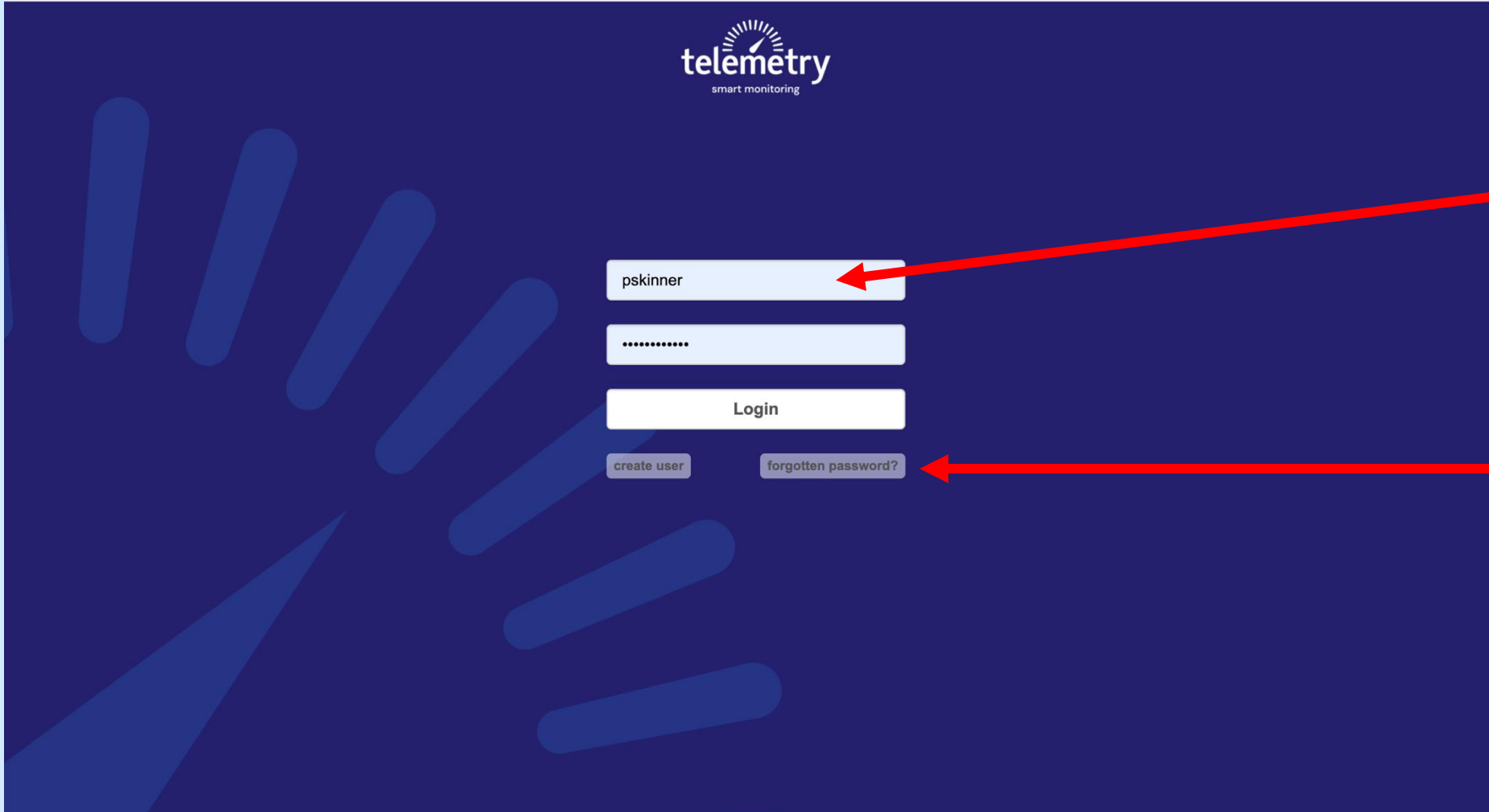


Introduction to the Portal
Updated: October 2025

Login Screen.

Portal URL

<https://telemetry.straq.technology/straq/login>

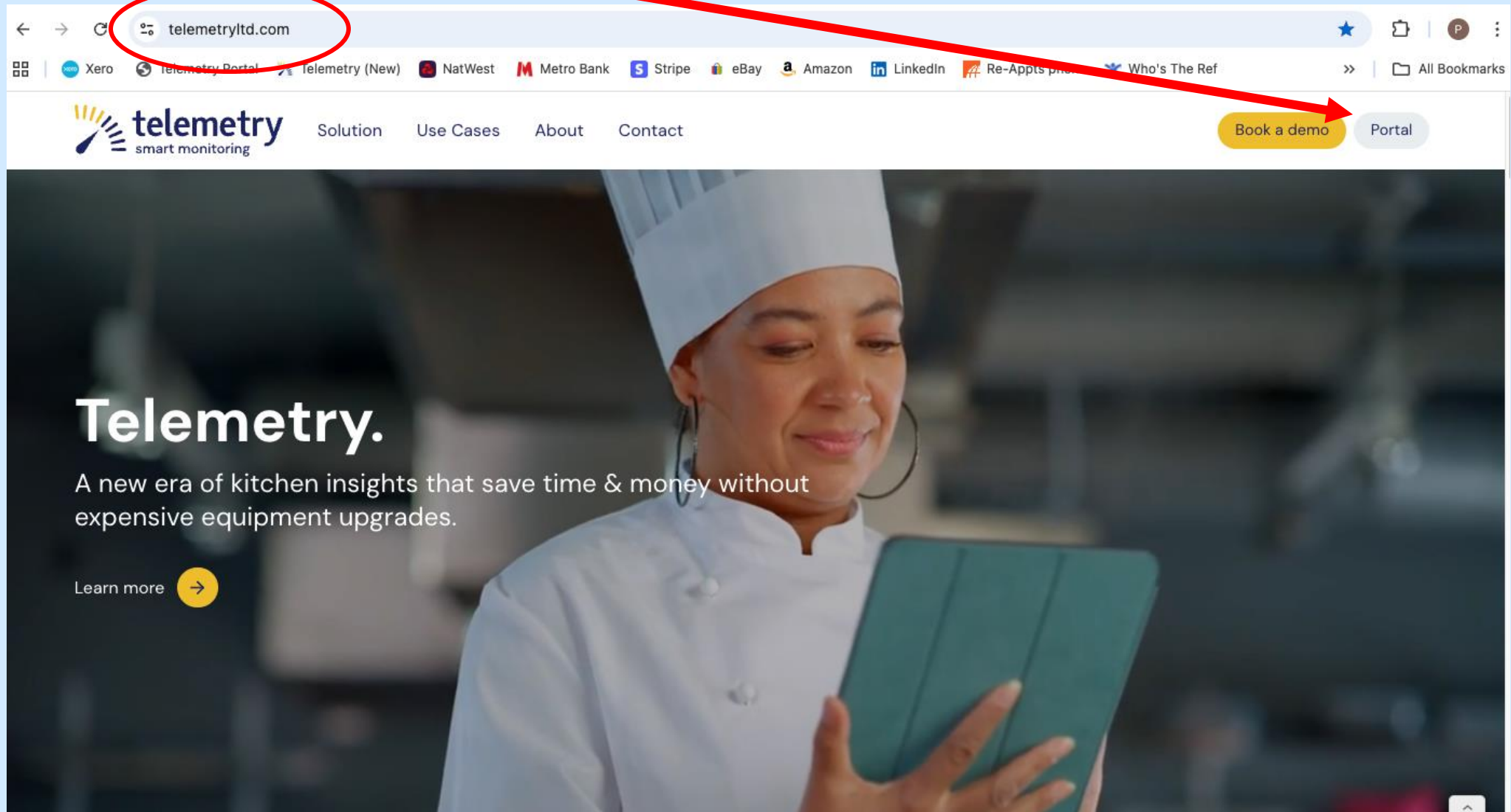


The screenshot shows the Telemetry login interface. At the top center is the Telemetry logo with the tagline 'smart monitoring'. Below the logo, there are two input fields: the first contains the username 'pskinner' and the second contains a masked password '.....'. Below these fields is a yellow 'Login' button. At the bottom of the login area are two links: 'create user' and 'forgotten password?'. Red arrows point from external text to these elements: one from the URL above to the first input field, one from the text 'Type in your Login details & password' to the password field, and one from the text 'If you forget your password, click here*' to the 'forgotten password?' link.

Type in your
Login details
& password

If you forget
your
password,
click here*

How to find the portal.



Login Details.



The image shows the Telemetry login page. At the top is the Telemetry logo with the tagline 'smart monitoring'. Below the logo is a login form with two input fields: the first contains the username 'pskinner' and the second contains a masked password '*****'. Below these fields is a 'Login' button. At the bottom of the form are two links: 'create user' and 'forgotten password?'. A red arrow points from the text 'Your username is very simple:' to the username field. Another red arrow points from the text 'Simply click on 'forgotten password'' to the 'forgotten password?' link.

Your **username** is very simple:

Username: (site number)@uk.mcd.com or first initial/surname

Example: for 00902 Aberdare, their login would be:

Username: **00902@uk.mcd.com**

Or

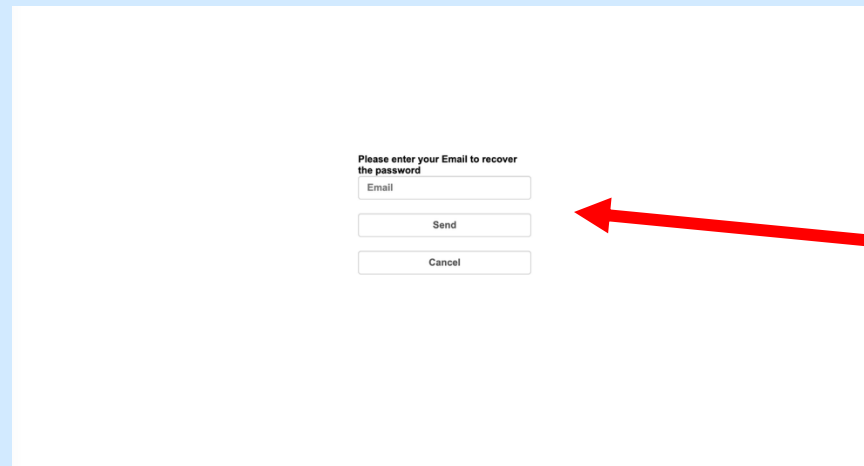
Example: for Ronald McDonald, their login would be:

Username: **rmcdonald**

Your **Password** is unique & you need to create one the first time you use the portal

Simply click on 'forgotten password'

This page comes up. Simply enter your email and click 'Send'. You will sent an email with the password.



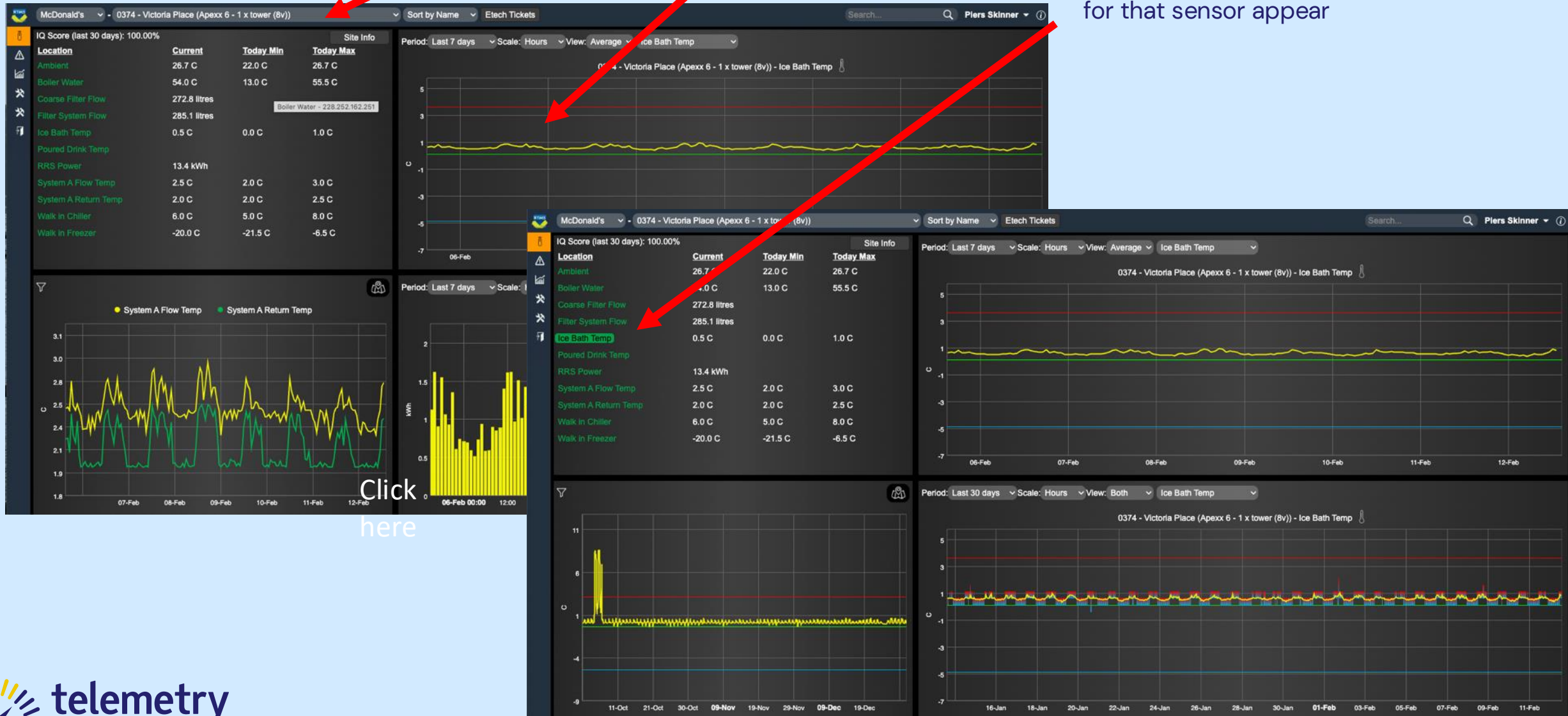
The image shows a form for recovering a password. It has a title 'Please enter your Email to recover the password'. Below the title is an input field labeled 'Email'. Below the input field are two buttons: 'Send' and 'Cancel'. A red arrow points from the text 'This page comes up. Simply enter your email and click 'Send'. You will sent an email with the password.' to the 'Send' button.

Home Page (after login).

Your restaurant

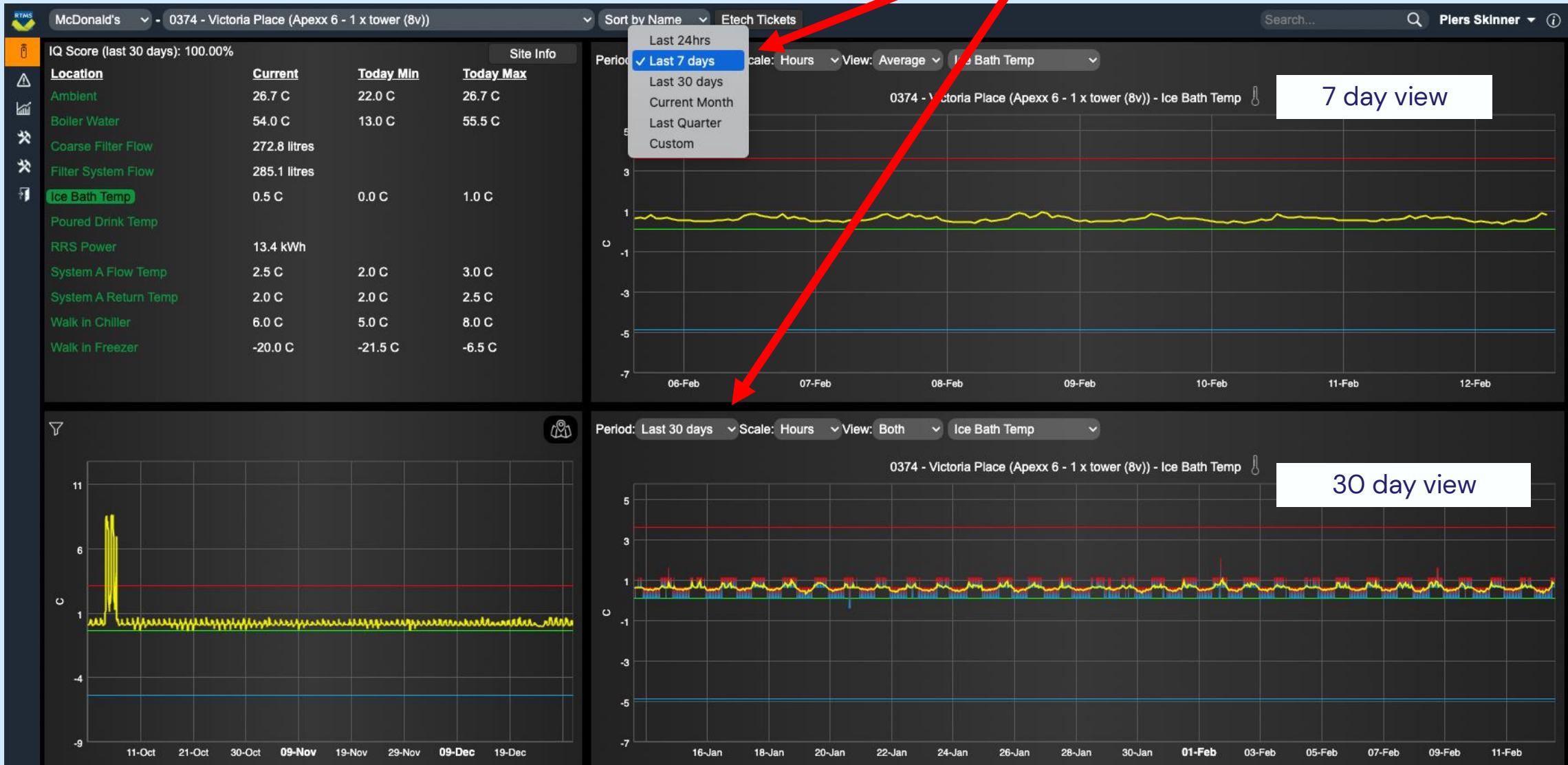
Initial view is last 7 days

Simply click on a sensor & the charts for that sensor appear





You can change the date parameters using the drop down box



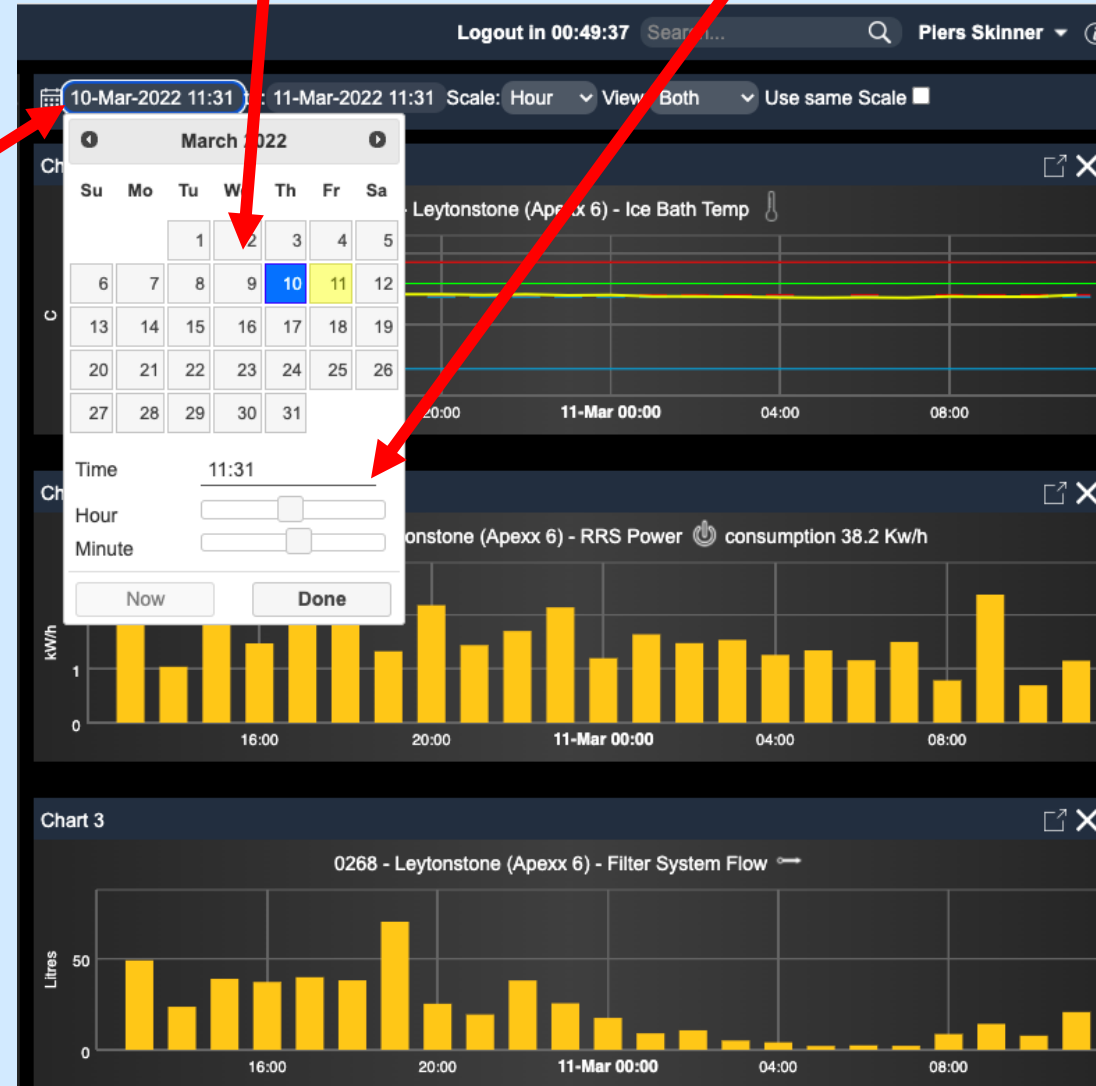
How to set 'Custom' date parameters.

1. Clicking on the date brings up this box

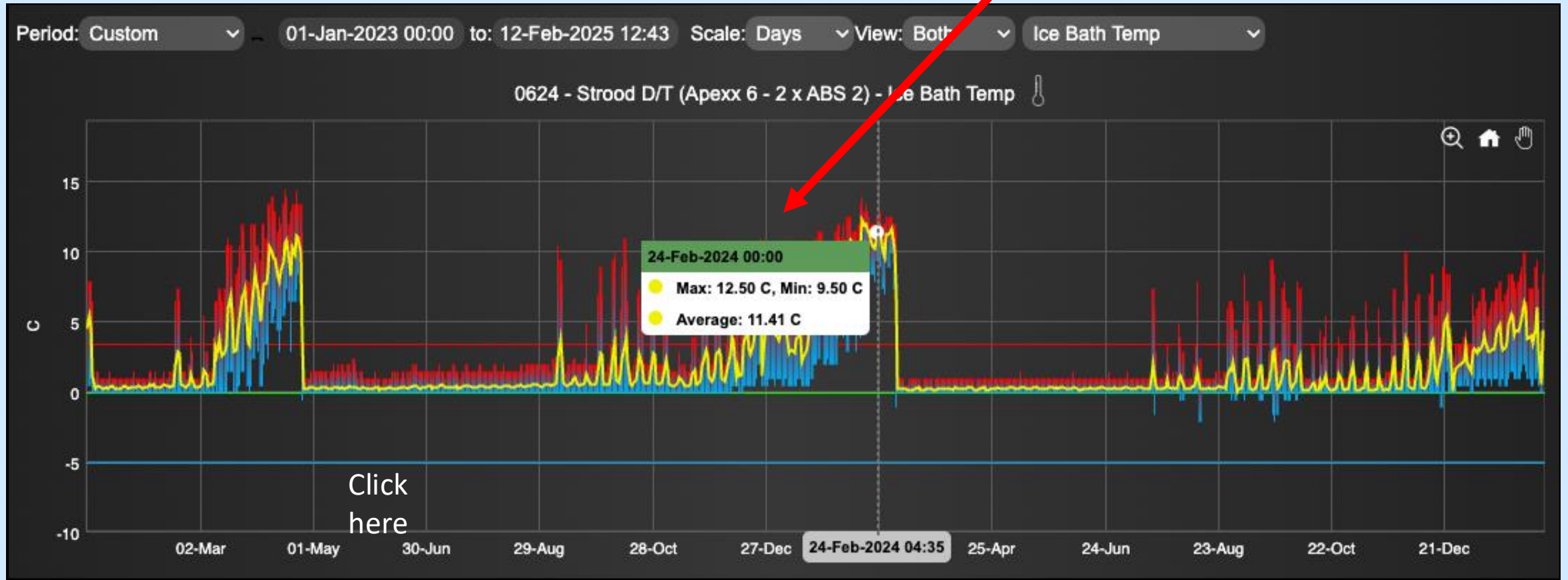
2. Click on the date you want 'From'

3. Adjust the sliders to change the time

4. Repeat for 'To' date



Hovering the cursor over the chart will give you more specific data/values



Site Info gives you access to even more background data



Site Info

Site Info | Equipment | **QMC Details** | Alerts | Filters

Last QMC Details:

Store Num:	0374
QMC Date:	28-Jul
QMP Score:	100
Carbonation:	100
Temperature:	100
Ratio:	100
Critical Follow up items:	0

The QMP score(s) from the last SDMS visit

Site Info

Site Info | Equipment | **QMC Details** | Alerts | Filters

Coarse Filter

Type:	CFS02 (Blue-top clear housing)
Life Time Volume:	
Last Recorded Change:	
Labeled Change Date:	31-Jan-2026
Predicted End Of Life:	31-Jan-2026
Water Filtered (liters):	341834

System Filter

Type:	DP190 (HF90 & HF8-S)
Life Time Volume:	204000
Last Recorded Change:	17-Jan-2025
Labeled Change Date:	31-Jan-2026
Predicted End Of Life:	26-Dec-2025
Water Filtered (liters):	154201

0 154201 204000

The cumulative water usage through the DP filter & a predictive date for replacement

Site Info

Site Info | Equipment | QMC Details | **Alerts** | Filters

Alerts Count:	78
Alerts Triggered Email:	66
Emails Sent:	194

Lists the number of alerts generated by this site

The different sensors.

	Current	Today Min	Today Max
0268 - Leytonstone (Apexx 6)			
Ambient	20.6 C	20.6 C	20.6 C
Coarse Filter Flow	157.7 litres		
Filter System Flow	95.1 litres		
Ice Bath Temp	0.5 C		
RRS Power	15.5 Kw/h		
System A Flow Temp	2.5 C	2.5 C	2.5 C
System A Return Temp	5.0 C	5.0 C	5.0 C
System B Flow Temp	2.5 C	2.5 C	2.5 C
System B Return Temp	1.5 C	1.5 C	1.5 C

Your sensors

The temperature right now

The lowest temperature recorded today

The highest temperature recorded today

GREEN: All OK
RED: Too warm
BLUE: Too cold
AMBER: No data



Alerts turned off

Alert Emails.

From: Support
Sent: 30 September 2024 15:57
To: 01024@uk.mcd.com
Subject: Alerts from McDonald's - 1024 - Tonypandy (E) (Multiplex 44 - ABS 2)

McDonald's - 1024 - Tonypandy (E) (Multiplex 44 - ABS 2)

First Alert

Ice Bath Temp is too high (8.0 C)
since 30-Sep-2024 11:55

[View Chart](#)

What can I check?

- Is the unit plugged in? Is there power to the display?
- If you see e4 on your multiplex screen please press the Comp/Agit button until it is green or flashing green - allow a few hours for the ice bank to freeze again. If after a 4 hours it still says e4 place a call out.
- If you have e8/9 on your multiplex screen, turn OFF Carb A and Carb B on the front panel and wait for 30 seconds - turn ON again and wait 5 minutes to pour a drink from the tower. If this doesn't work, raise a ticket in eTech
- If you only have water coming out of drinks tower please check your air compressor is switched on and has pressure.
- If you have no water coming out of tower please check that Carb A/B and Circ A/B are turned on. On Apexx and Energize systems, ensure all switches are turned ON with no red lights.
- If your drinks are flat, check your CO2 is filled and also running off the correct supply - bulk, or back up A/B.
- For Multiplex: Check Comp/Agit button is ON. For Apexx 6, ensure switch is ON not OFF.
- Check cleanliness of condenser - ensure it's not blocked with dust or anything that will obstruct air flow ie. cardboard boxes.
- Check both fans are running when your compressor is running - if not, raise a ticket in eTech
- Is the condenser red hot to touch? If yes, raise a ticket in eTech
- With the lid open, check the agitator motor is running & you can see water movement. If not please press the comp/agit button so the light is green or flashing green. If this doesn't work, raise a ticket in eTech
- Is there an ice bank in your drink system? It should be around 2cm thick. If not, please press the Comp/Agit button so it is green or flashing green and allow a few hours for the ice bank to freeze again. If after 4 hours it still says e4 raise a ticket in eTech
- Check water bath temperature with probe - it should read between 0°C - 2°C. If warmer than this, check fridge system is turned on as above. Raise a ticket in eTech if the issue continues.
- If the ambient temperature in the Equipment Room is over 28°C, the system will struggle to make cold water. Do what you can to reduce the heat build-up.

If issue persists (after making these checks) call your service agent

Alert Received and no further action required

Alert Received and E-Tech ticket has been raised

You will receive alerts when the system spots things that aren't right.

The alerts will tell you what the issue is & by clicking on the '[View Chart](#)' link, it will show you the issue visually

Each email comes with a checklist which can help you find the fault & fix it yourself

You will need to acknowledge receipt of the Alert

The alerts also tell you how often they've been repeated.

To ensure you don't receive too many emails, the alert will repeat as follows:

First 24hrs:

24hrs – 7days:

7-14days:

14days+:

Every 8hrs

Once a day

Once a day

Once every 48hrs



For all enquiries, to discuss our customised solutions,
or for more information, please contact us.

info@telemetryltd.com

Call Piers on: +44 (0)7973 383 705