

MyTankApp User Guide

Providing your customers with the MyTankApp builds loyalty and gives you a direct line of customer communication

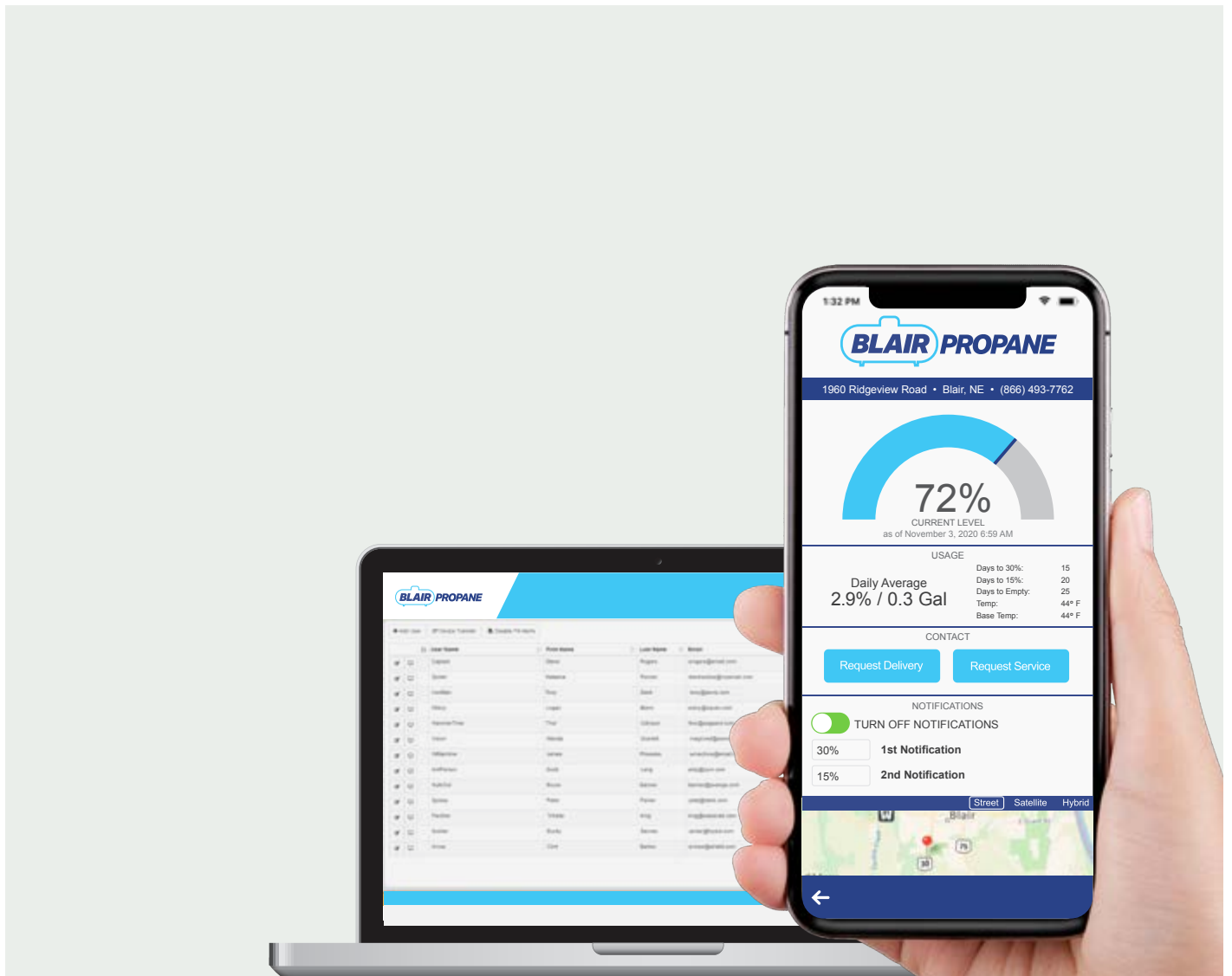
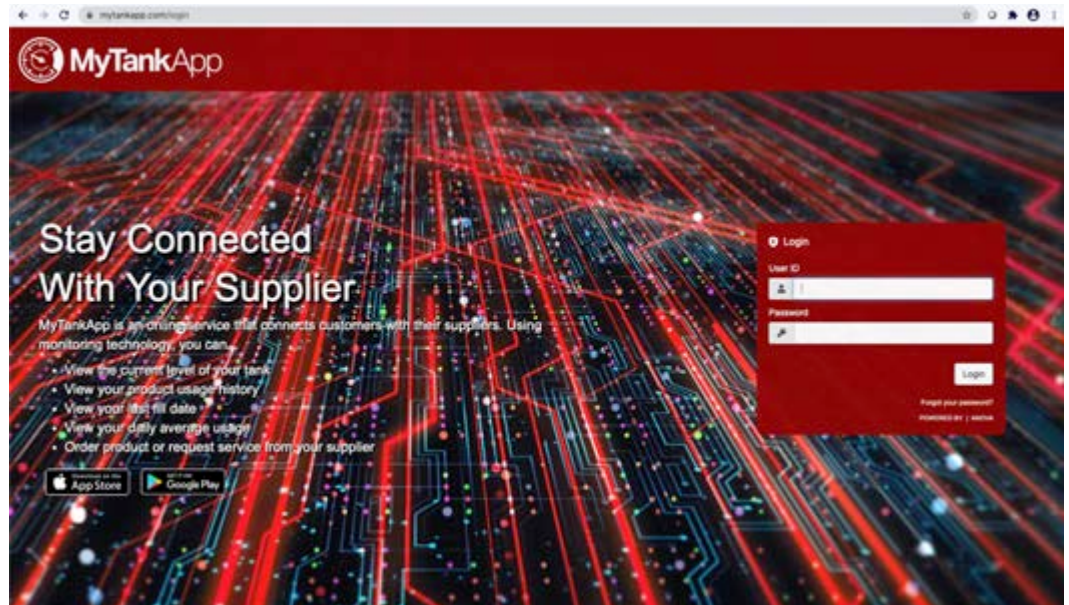


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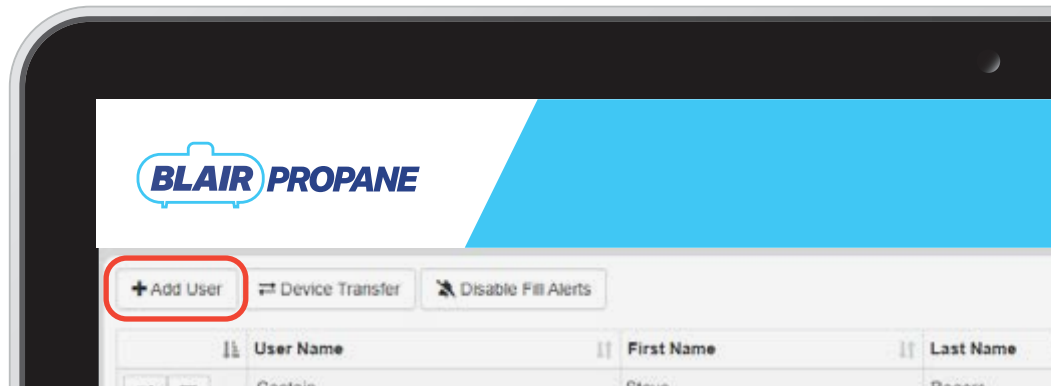
LOGIN

Navigate to www.mytankapp.com, and login using the appropriate credentials.



CREATING A NEW USER

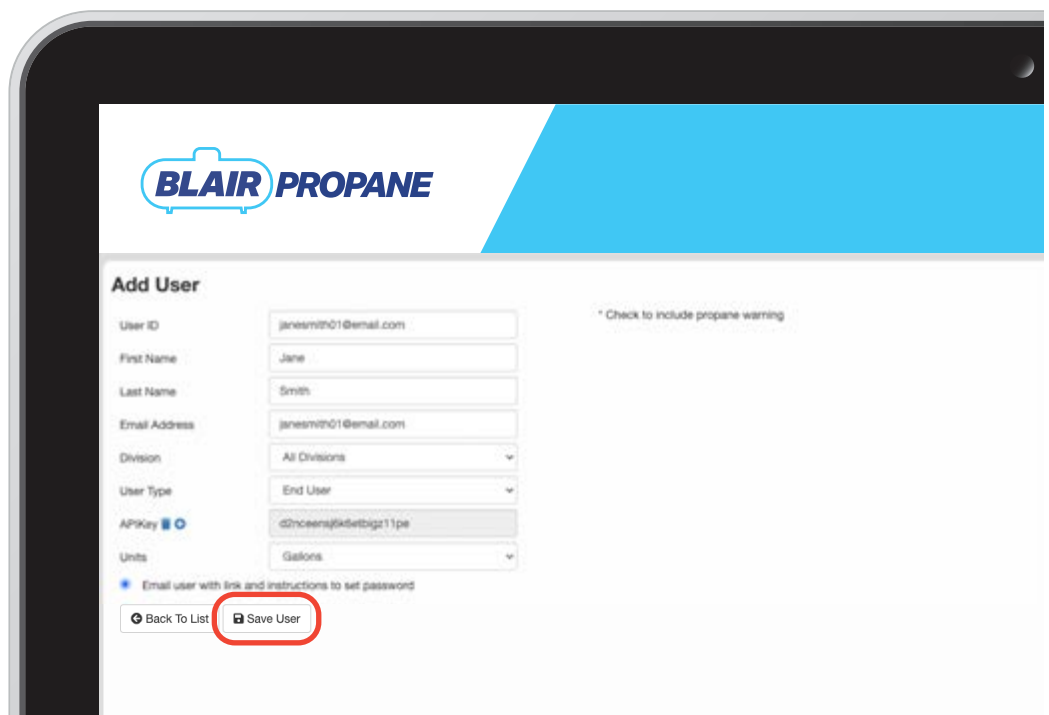
Once logged in, select the **Add User** button to open the add user editing screen.



ADD USER

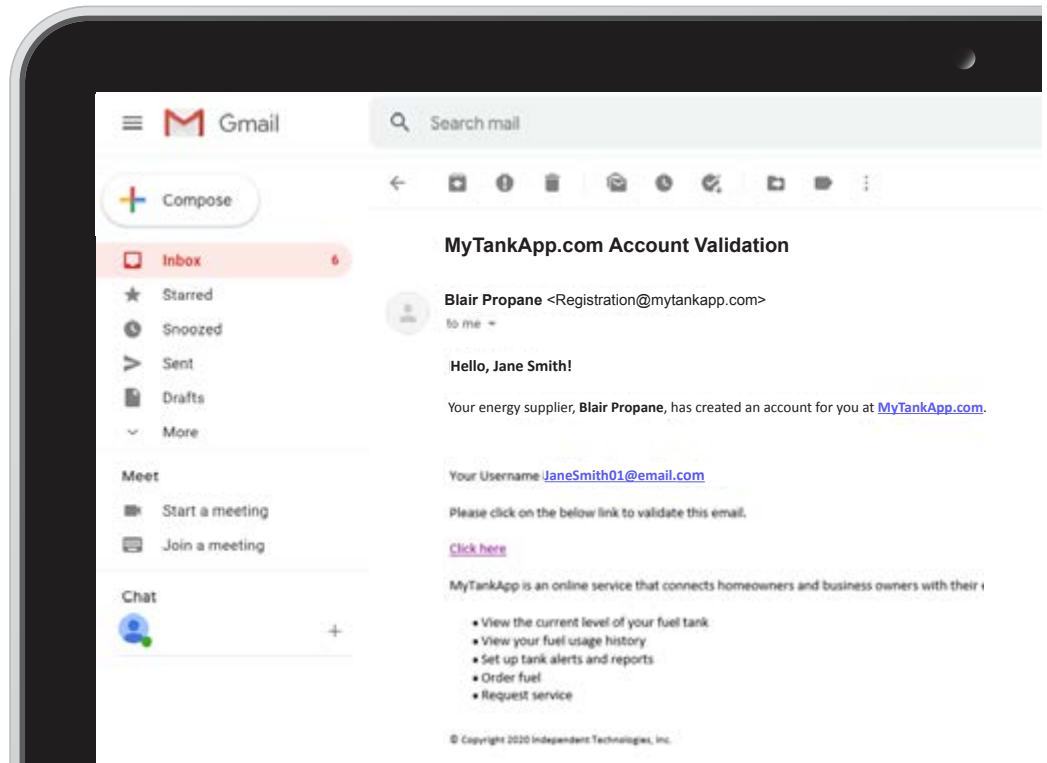
In the Add User edit screen, enter in the user information along with a valid email address. Select **Save User** to create the user.

When an End User is created, the dealer can set a password or have the user set it from a validation email. In both cases, the user will receive an email that they must click on to validate their account. They will not be able to login until their account is validated.



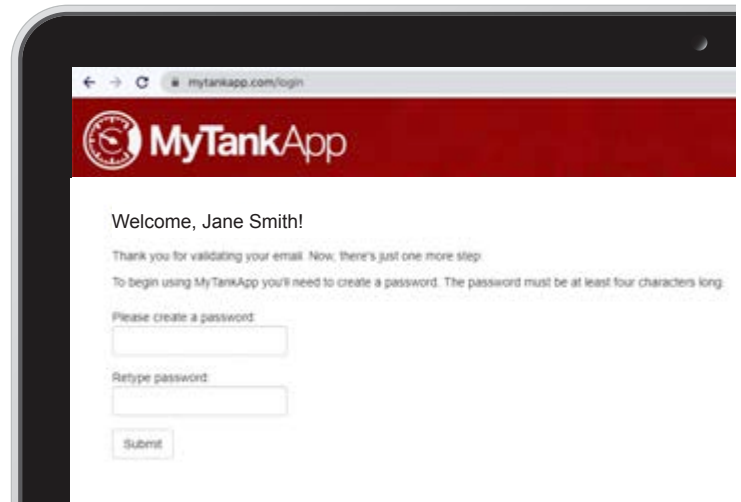
ADD USER (continued)

To the right is an example of the email the user will receive to validate their account.

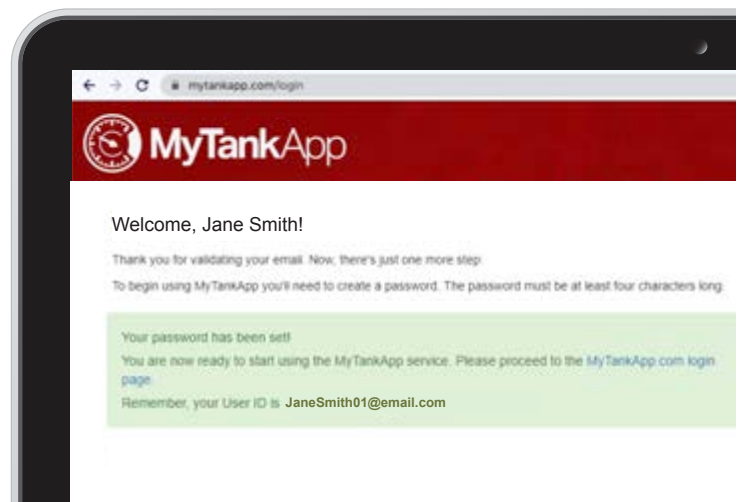


WHAT YOUR CUSTOMER SEES

Once they click the link to validate, they are directed to a screen to create a password for future logins.

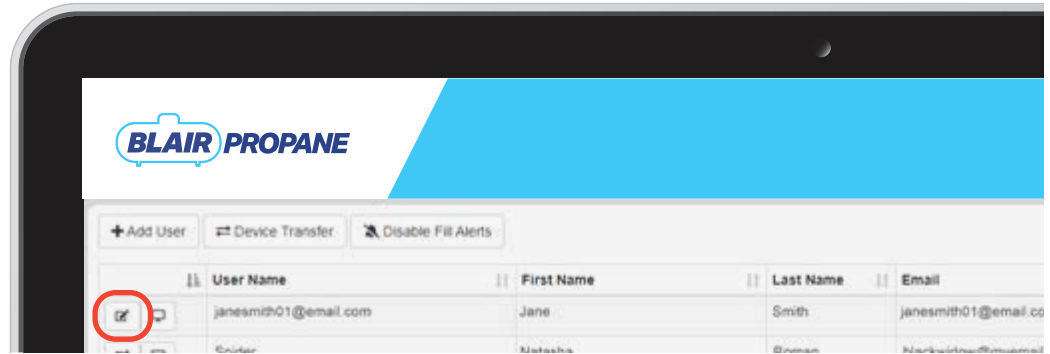


Indicates the password has successfully been set.



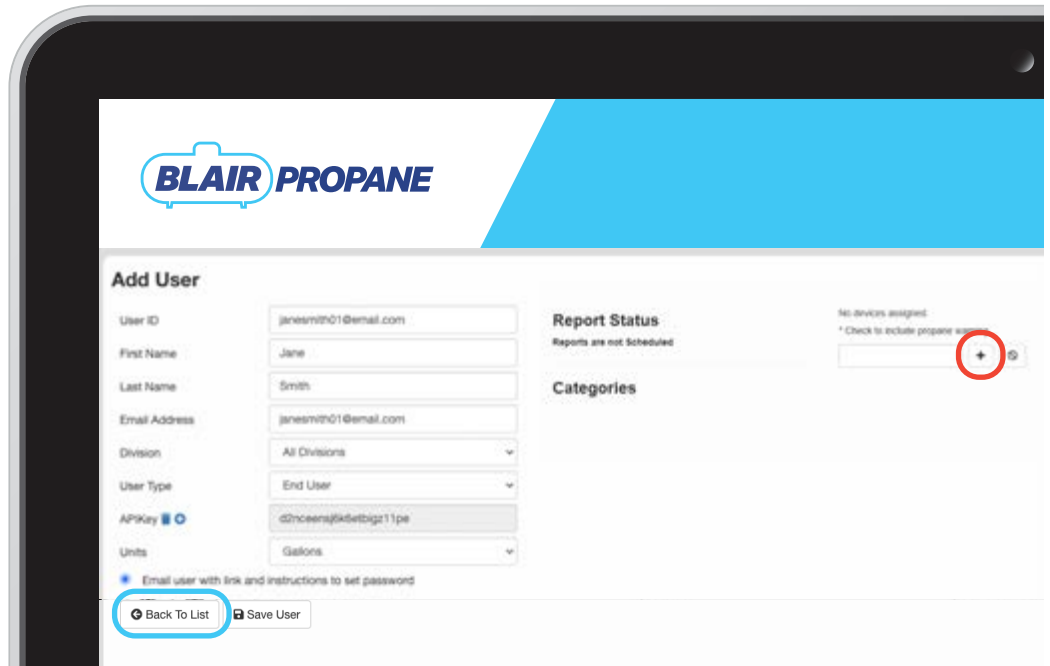
ADD DEVICES

Back on the main screen, select the **Edit User** button to add devices to that user.



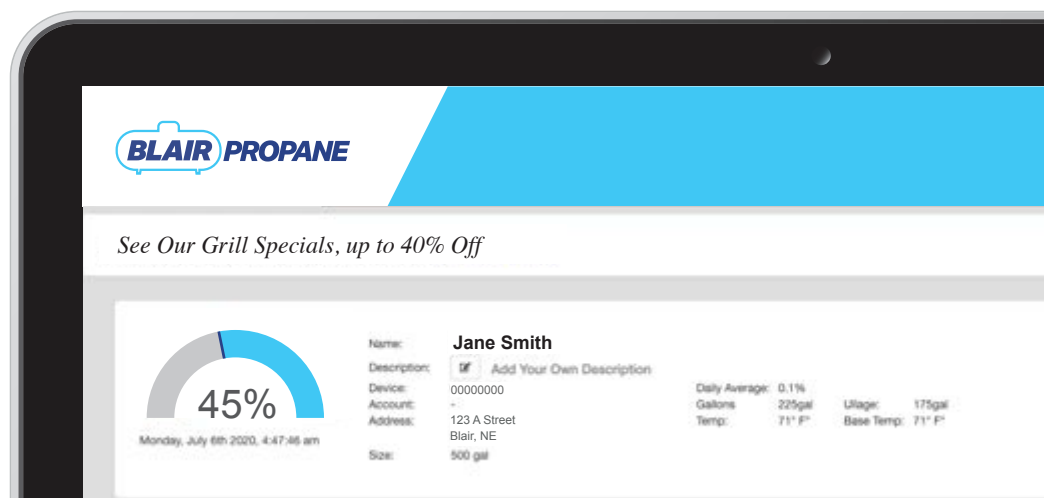
Enter a valid serial number and then select the **+** Plus sign button to add the device.

You can then navigate back to the main screen and preview the user by selecting the **Back To List** button located on the bottom left corner of the screen.



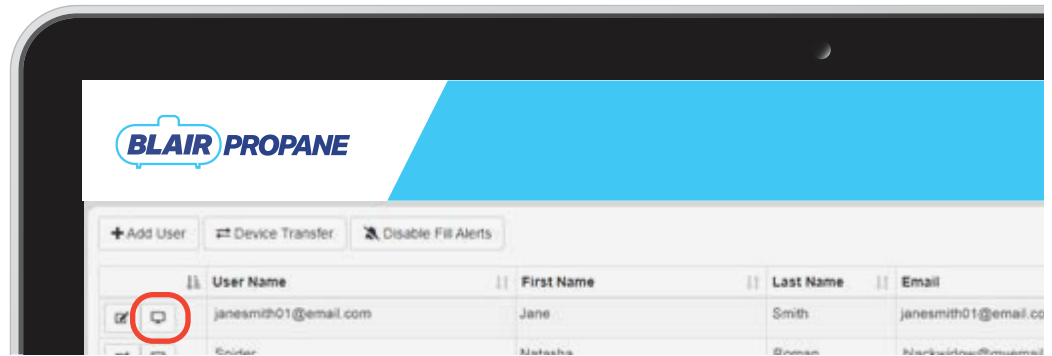
WHAT YOUR CUSTOMER SEES

When the User logs into MyTankApp, they will see the devices assigned to them:

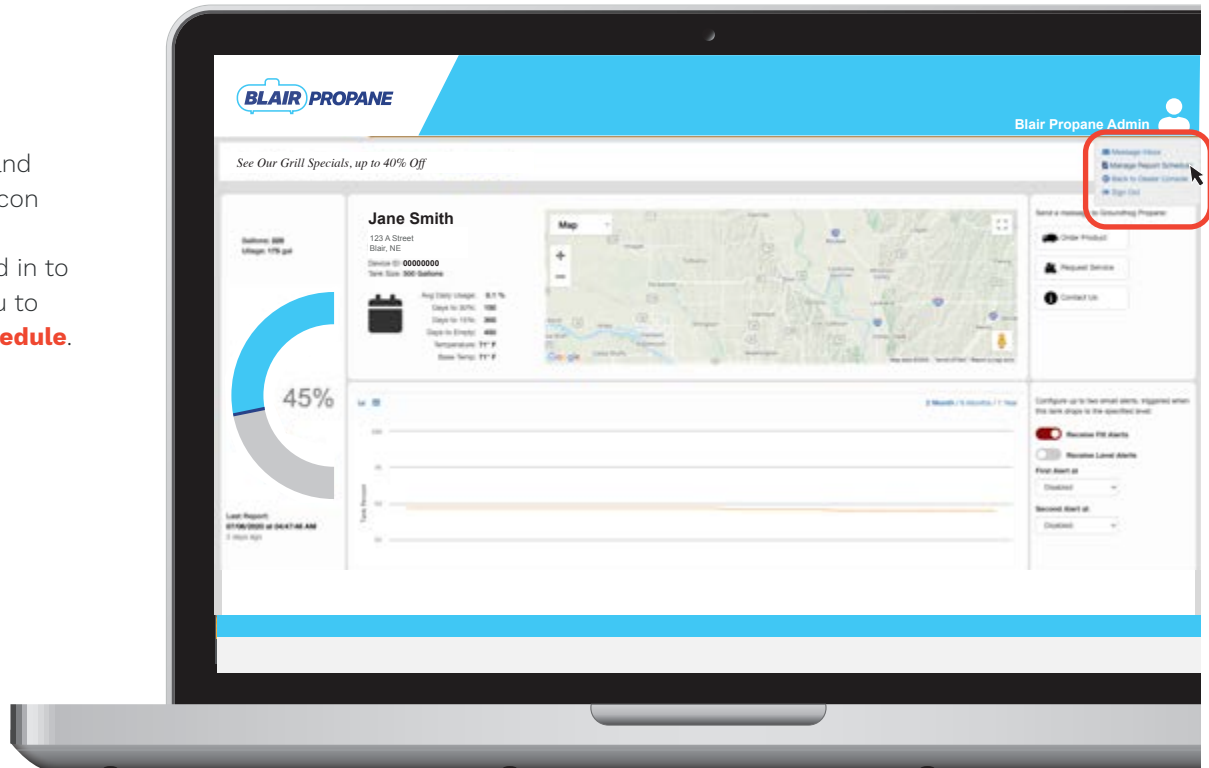


SCHEDULING REPORTS

Select the **Preview User** button to view the user.

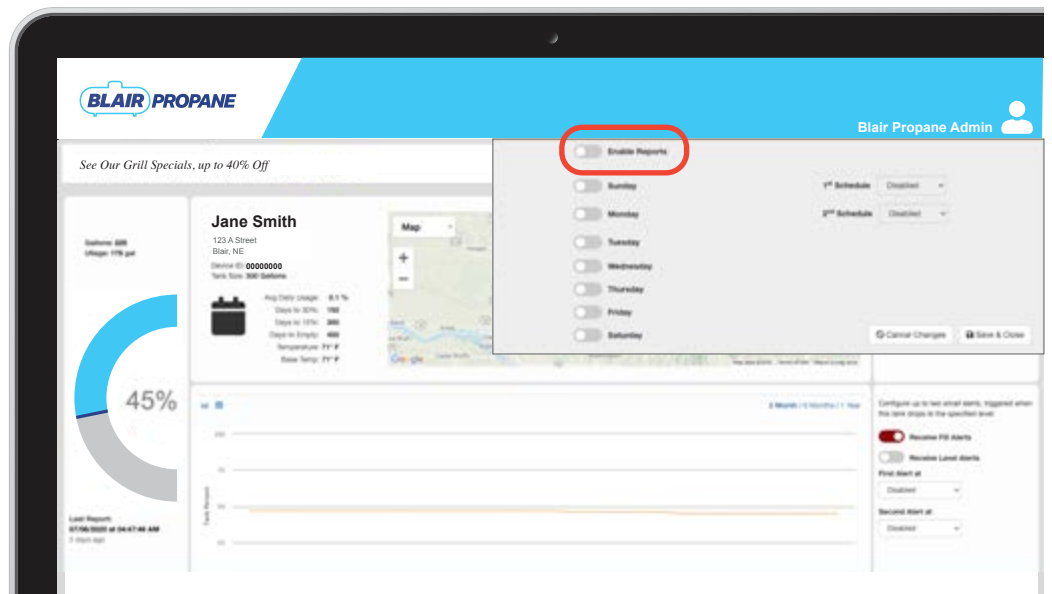


In the upper right-hand corner, click on the icon associated with the company user logged in to drop down the menu to **Manage Report Schedule**.



To schedule a report, select the **Enable Reports** switch, change the 1st Schedule from Disabled to the desired time and day for that report to be emailed. Select Save & Close once completed.

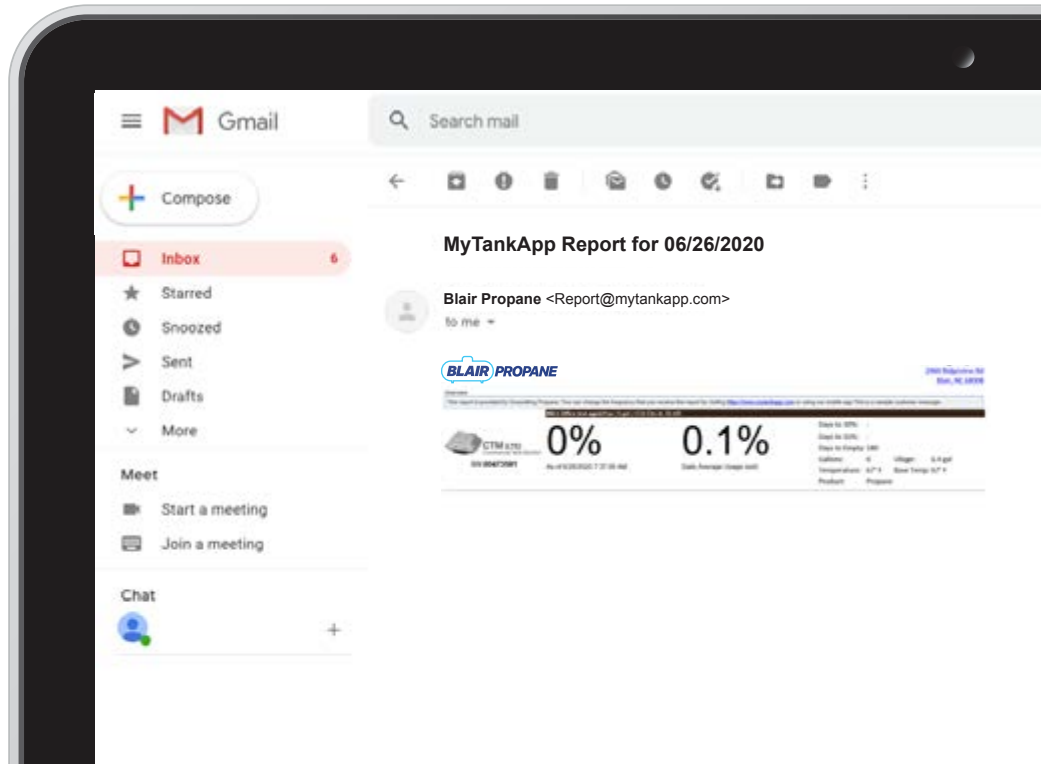
The user or dealer can also select the 'Send Report Now' to send the report at any time.



SCHEDULING REPORTS

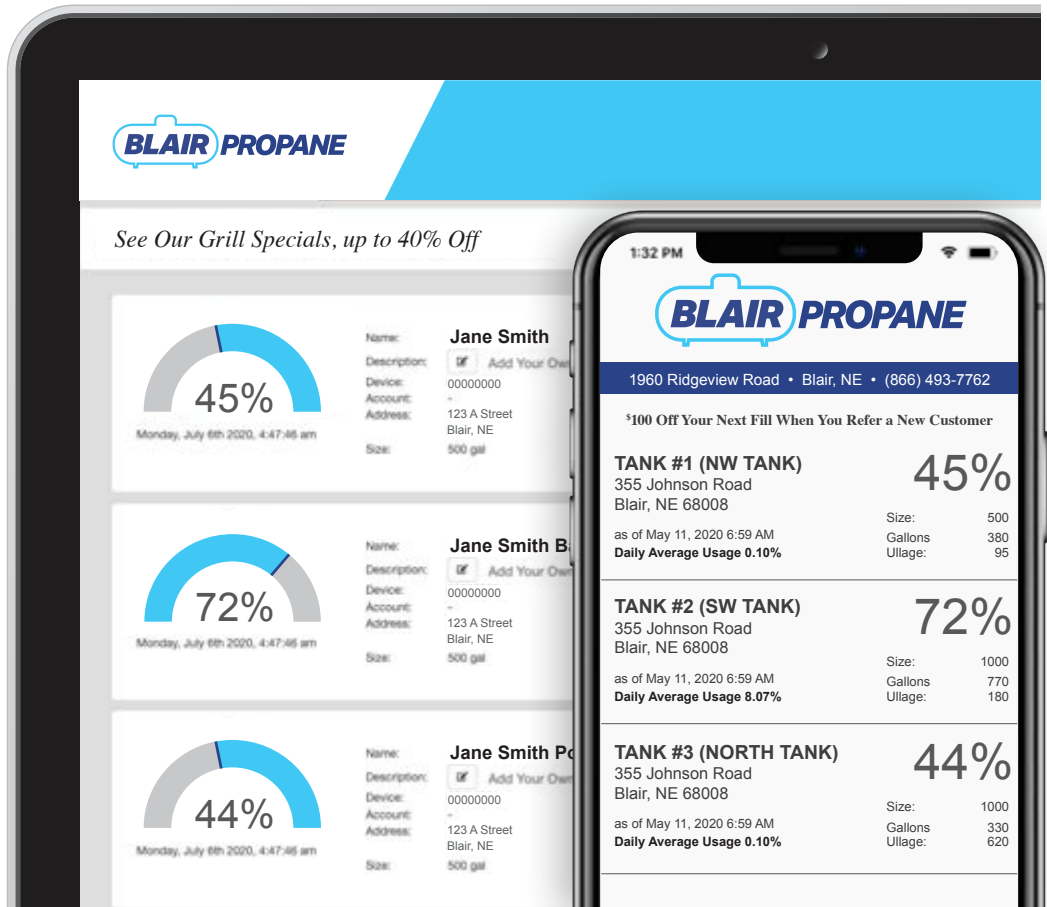
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To the right is a sample of the email report that users receive.



USER VIEWS

For end users who have multiple tank monitors, Panel View (shown to the right) is the default view when logging into their account. Panel View displays the tank's percentage graph along with more details such as the average daily usage.



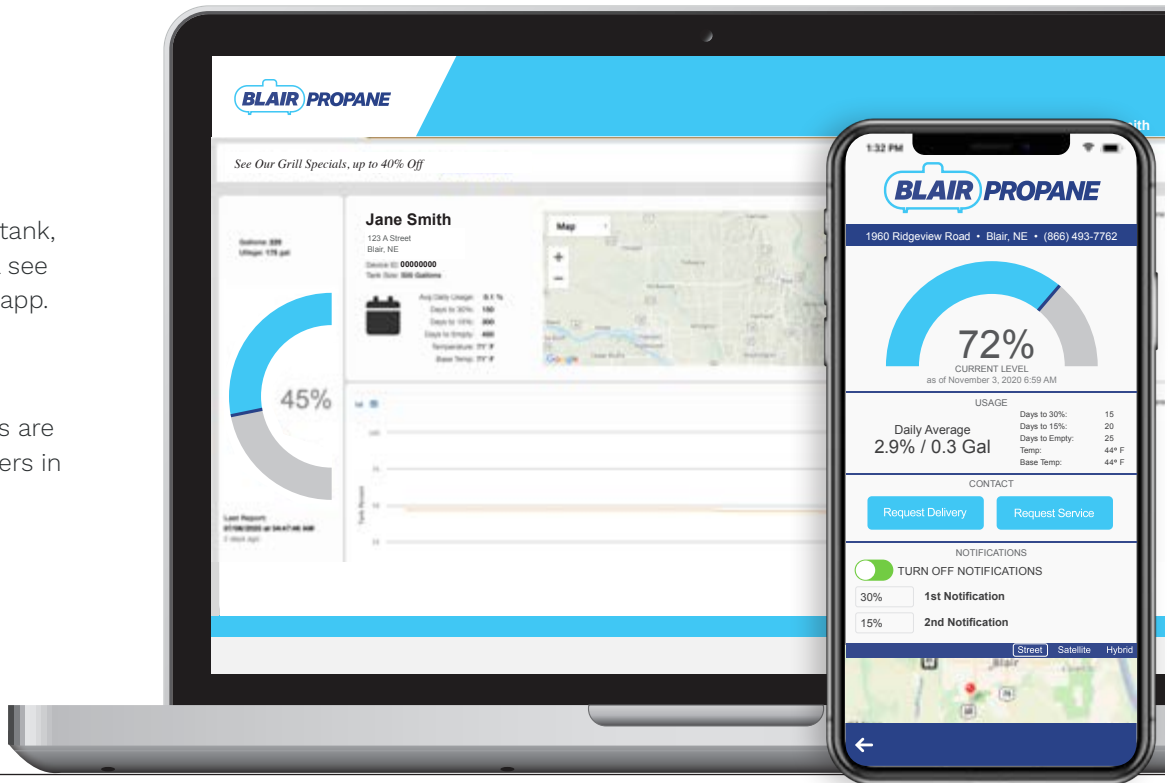
WHAT YOUR CUSTOMER SEES

USER VIEWS

(continued)

For end users with one tank, this is the view they will see when they log in to the app. (shown right)

Grid view and Map views are also available to end users in the drop down menu.



MARKETING TOOLS

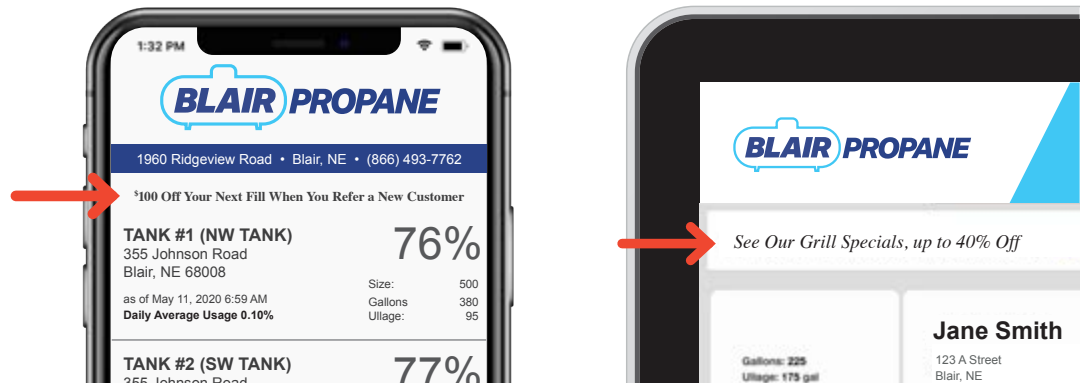
BANNER MESSAGING

With Banner Messaging, you can display a short message to all your users every time they login.

This feature is also available on email reports.

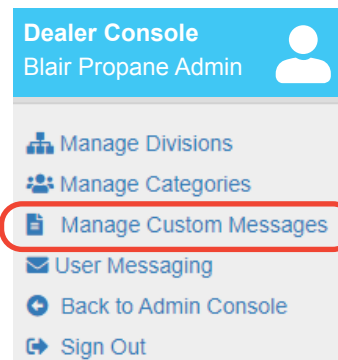
These messages can be created using plain text or by embedding HTML tags.

WHAT YOUR CUSTOMER SEES



SET BANNER MESSAGES

First, you select **Manage Custom Messages** from the top right corner of your Dealer Console.

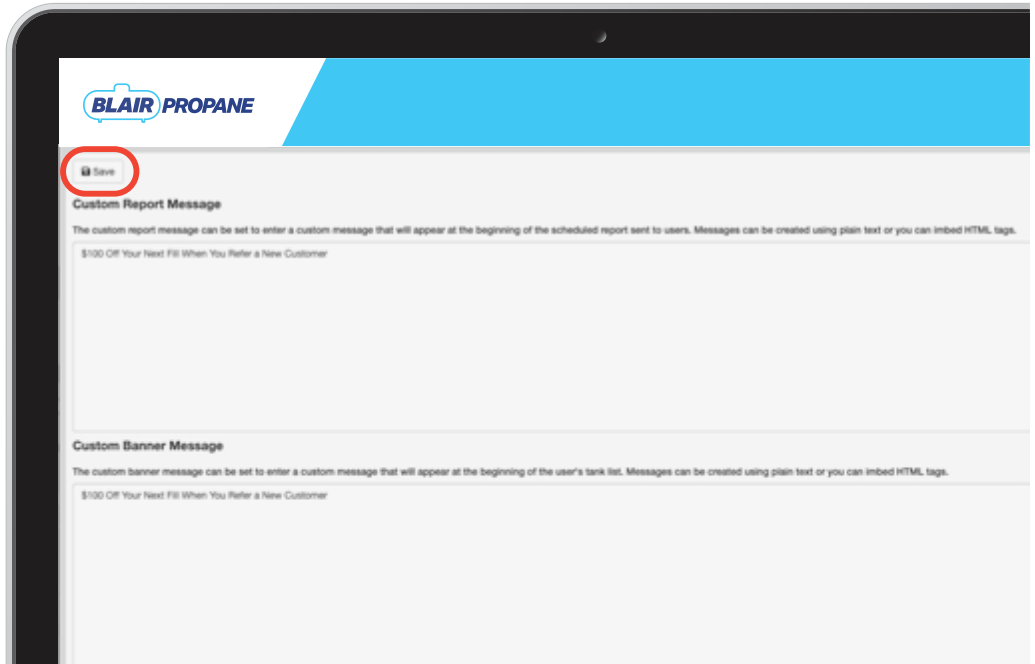


SET BANNER MESSAGES

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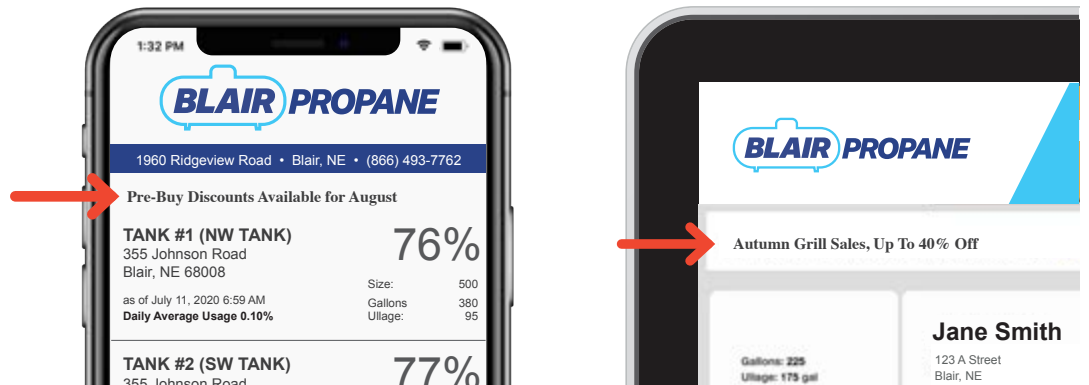
Enter your desired message in the Customer Report Message field or the Customer Banner Message field, or both.

Click **Save** to implement the message.



WHAT YOUR CUSTOMER SEES

Change the message as often as needed to align with any future specials or pre-buy discount opportunities in your marketing plan.

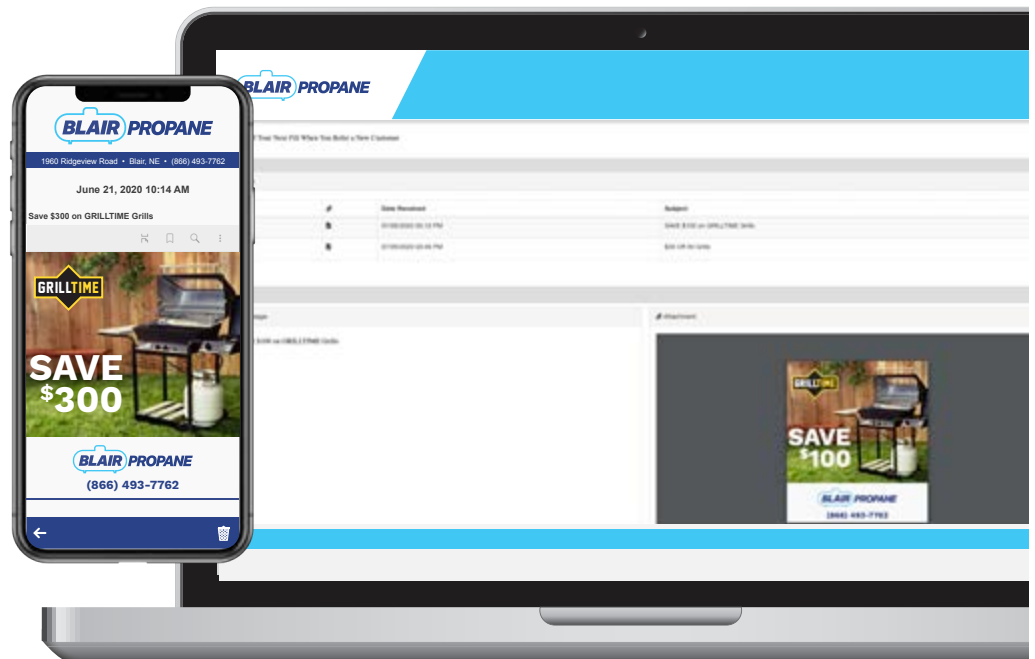


MESSAGING CAMPAIGNS

Messaging Campaigns can be used to communicate with your MyTankApp users individually, or in designated groups.

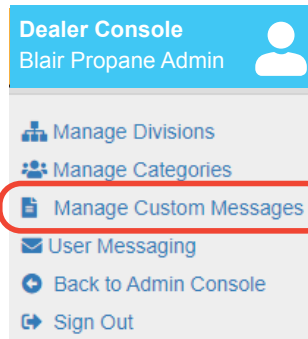
You can send any type of message to your users through the app: advertisements, newsletters, safety updates, coupons, etc.

Create a message by typing what you wish to send or upload a PDF that contains your message.

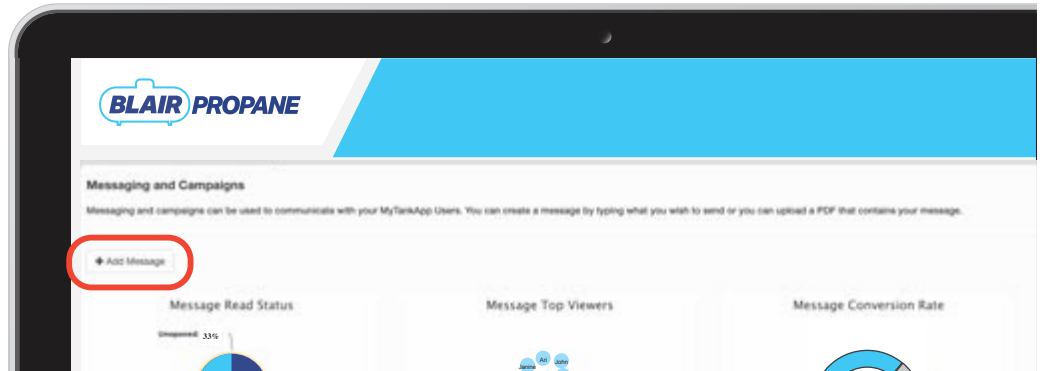


CREATE MESSAGING CAMPAIGN

First, select **User Messaging** from the top right corner of your Dealer Console.



Click **+Add Message** to create a new message.



First, select the **Recipient** from your list of current users

Enter message **Subject** line.

Enter preferred **Message Body** text.

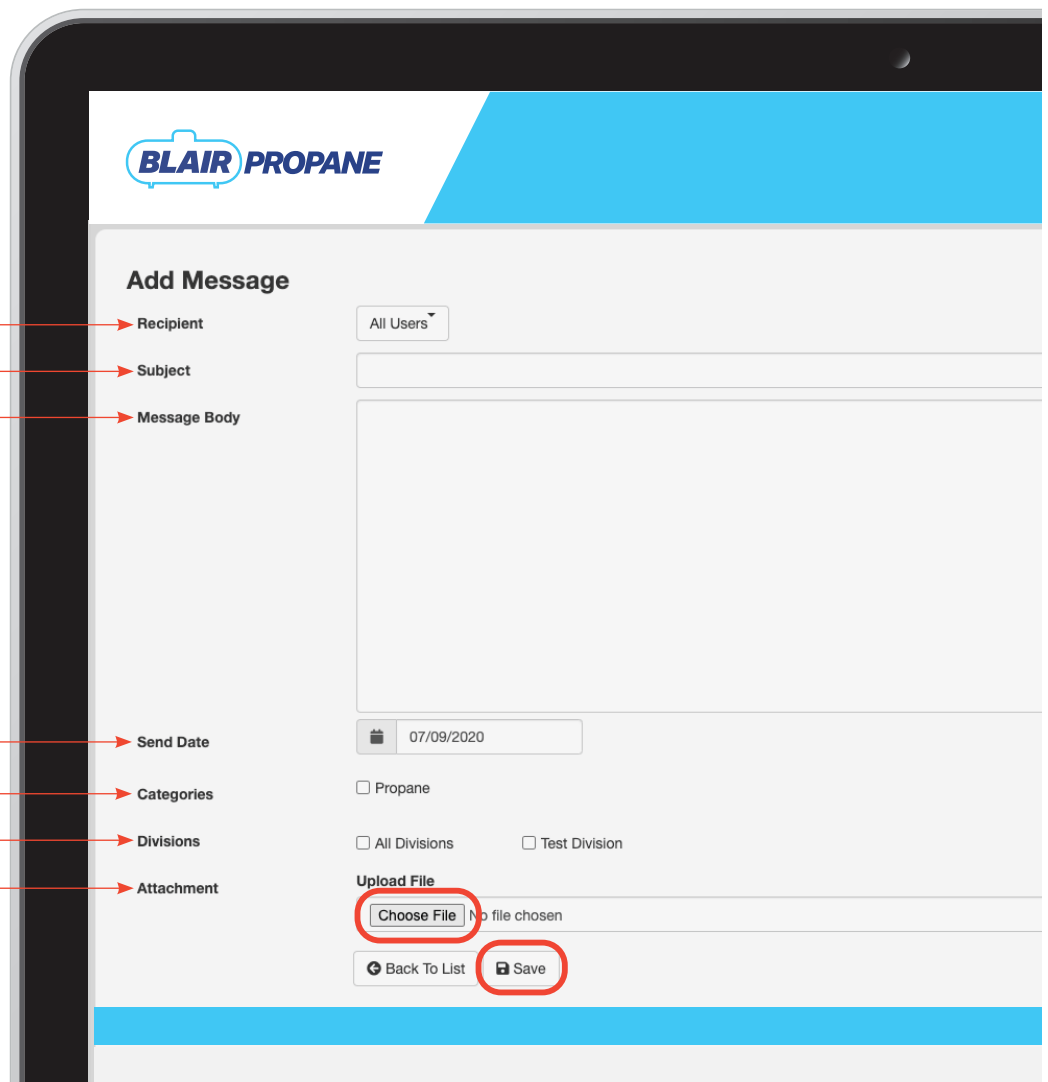
Click **Send Date** and select the date to send the message.

Select the **Categories** or **Divisions** of users to receive the message.

Categories and Divisions can be created in the Edit User section or by selecting Manage Divisions/Manage Categories menu items in the Dealer Console.

Click **Choose File** to upload an existing PDF file from your PC.

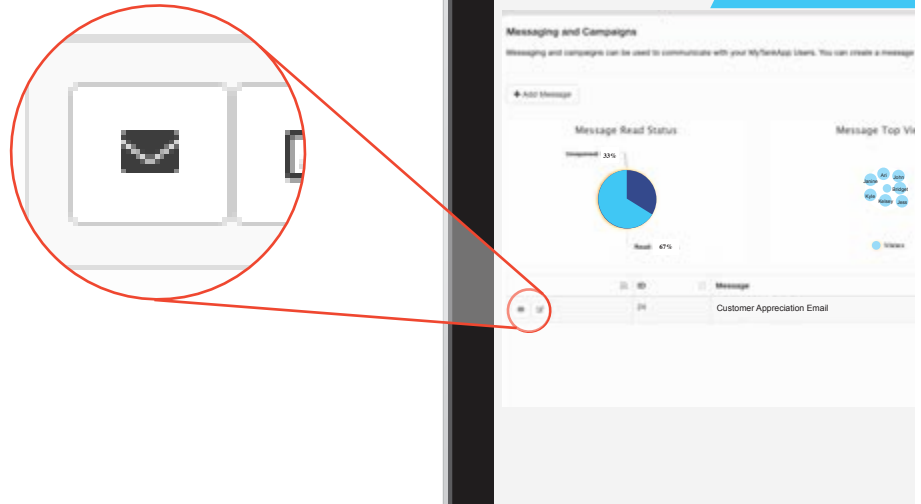
Click **Save** to save the message to your campaign list.



CREATE MESSAGING CAMPAIGN

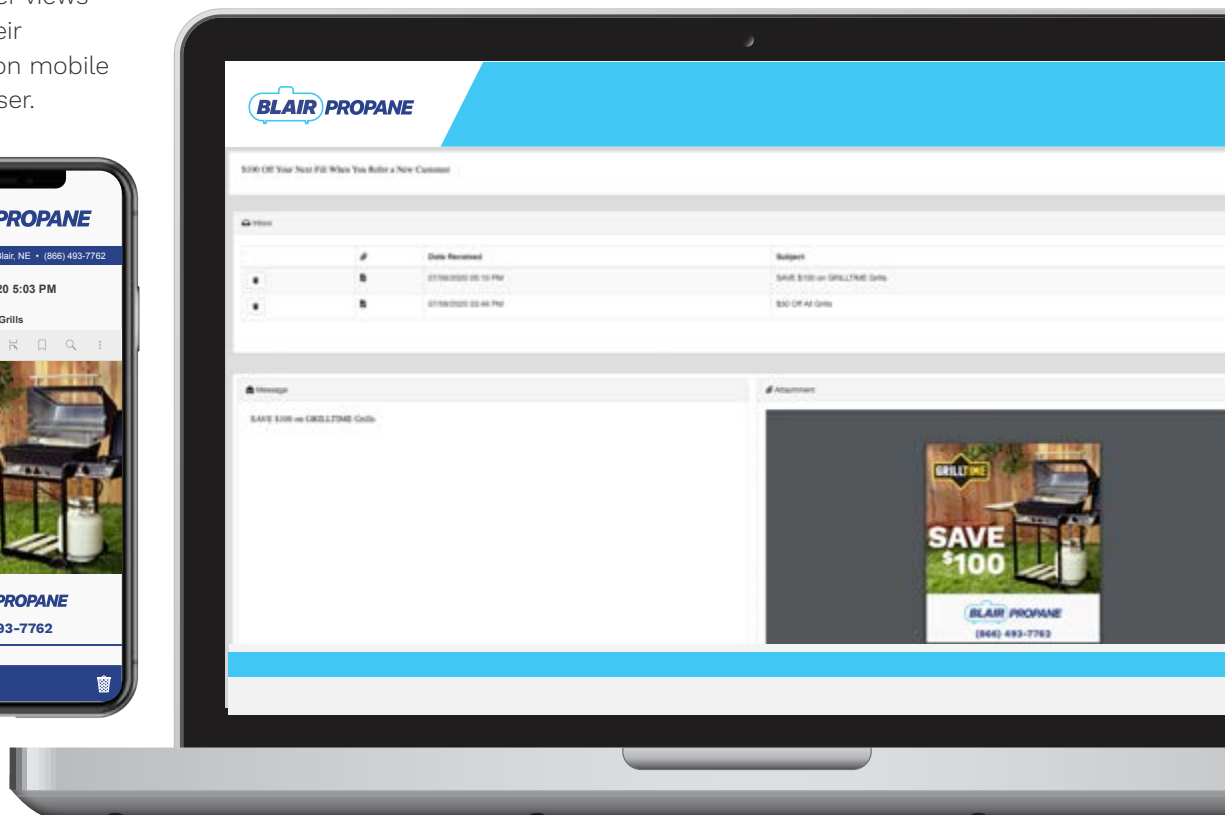
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To send message immediately click the envelope icon in the message list screen.



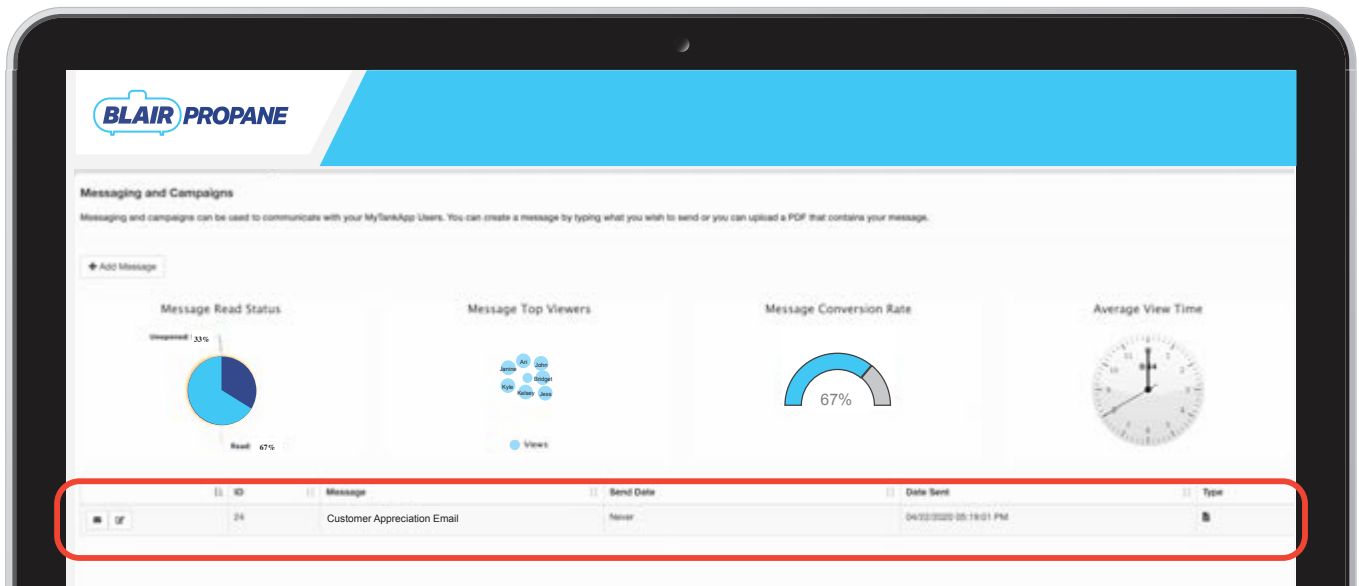
WHAT YOUR CUSTOMER SEES

This is how the user views the message in their MyTankApp inbox on mobile and desktop browser.



VIEW MESSAGING CAMPAIGN RESULTS

Click on the message in the message list to view the campaign results.



Message Read Status

How many users opened and read the message and how many users did not open the message.

Message Top Viewers

Which users read the messages the most.

Message Conversion Rate

The rate at which users read the messages.

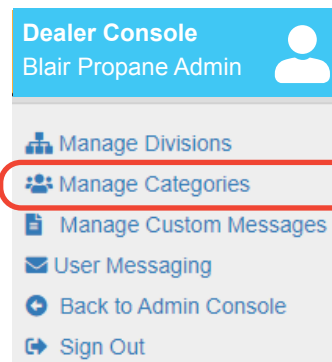
Average View Time

Average time users spend reading the messages.

CATEGORIES

Categories can be used to send messages to a specific group of users. Users can be assigned to any number of categories or none at all. When sending messages, you can choose to send only to specific groups of users.

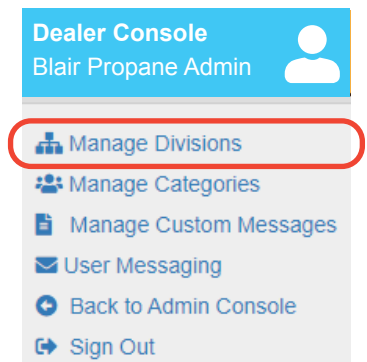
From your Dealer Console page, select **Manage Categories** from the dropdown menu:



DIVISIONS

Divisions can be setup with contact information that differs from the company contact information. By assigning users to a specific division, division specific contact information will be displayed to the user.

From your Dealer Console page, select **Manage Divisions** from the dropdown menu:



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