SIGNET REMOTE SMART Mobile App

Manage your system from anywhere!

Improve system insight and gain access to the support you need when you need it, on-demand and from the palm of your hand. Introducing the SIGNET Remote Smart mobile app.

KEY USER FEATURES

Manage your mission critical system in real-time while collaborating with certified remote engineers.

- Securely initiate, manage, and track service tickets
- Receive system notifications
- View real-time system information through interactive dashboards*
- Communicate with specialized system experts*

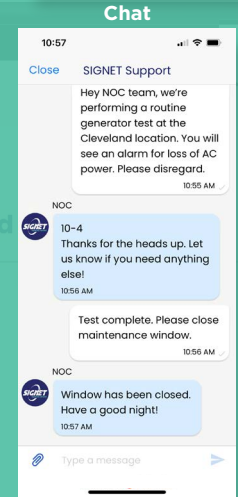*Requires Remote Smart Proactive service
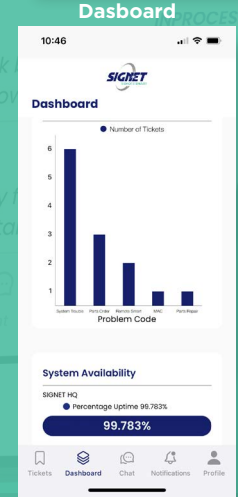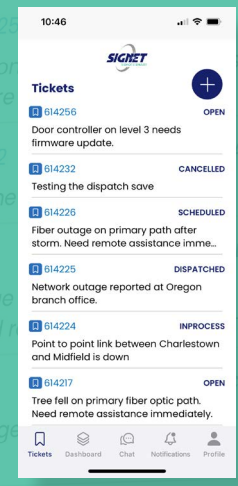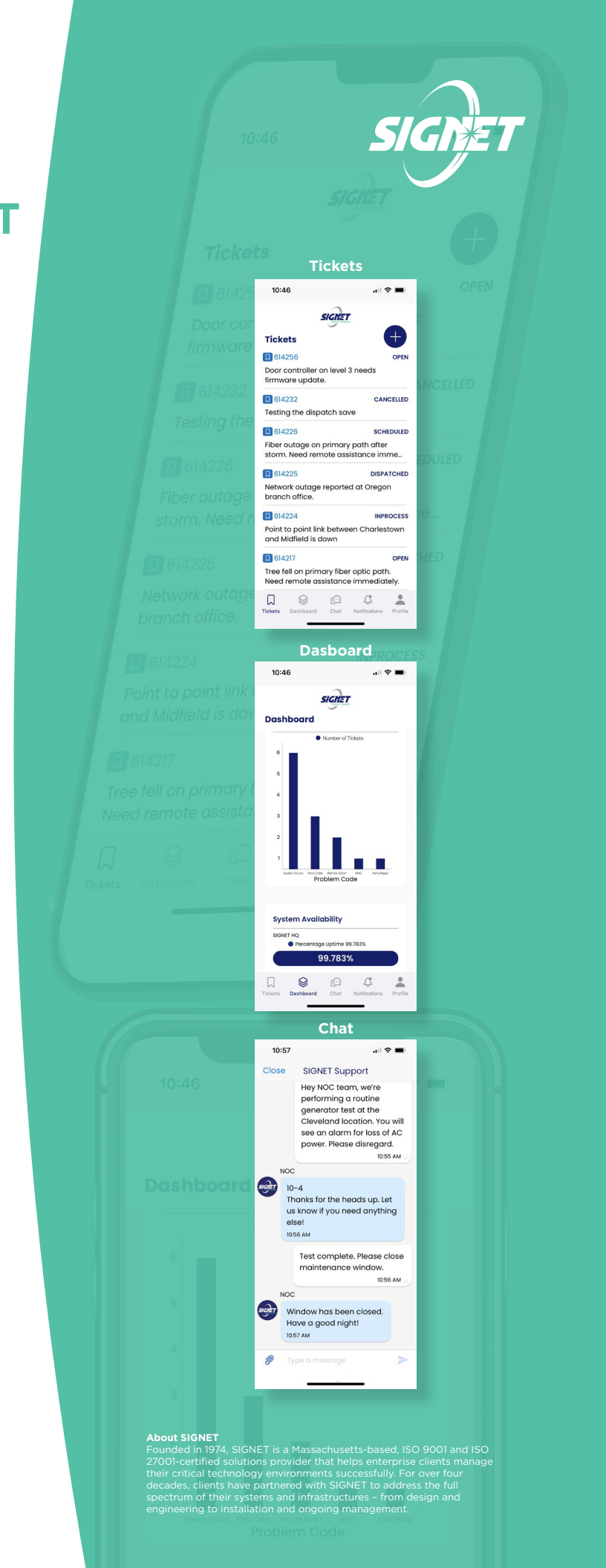
KEY SECURITY FEATURES

- Multi-factor authentication
- End-to-end SSL encryption
- ISO 27001 certified Network Operations Center

SUPPORTED PLATFORMS

- iOS 13 and above
- Android 6.0 and above
- Responsive web portal: https://signetremotesmart.com/

DOWNLOAD **TODAY!**

SIGNET REMOTE SMART

Tickets

Tickets

614256   OPEN
Door controller on level 3 needs firmware update.

614232   CANCELLED
Testing the dispatch save

614226   SCHEDULED
Fiber outage on primary path after storm. Need remote assistance imme...

614225   DISPATCHED
Network outage reported at Oregon branch office.

614224   INPROCESS
Point to point link between Charlestown and Midfield is down

614217   OPEN
Tree fell on primary fiber optic path. Need remote assistance immediately.

Tickets   Dashboard   Chat   Notifications   Profile

Dasboard

Dashboard

Number of Tickets

Problem Code

System Availability

SIGNET HQ

Percentage Uptime 99.783%

99.783%

Tickets   Dashboard   Chat   Notifications   Profile

Chat

Close   SIGNET Support

Hey NOC team, we're performing a routine generator test at the Cleveland location. You will see an alarm for loss of AC power. Please disregard.
10:55 AM

NOC
10-4
Thanks for the heads up. Let us know if you need anything else!
10:56 AM

Test complete. Please close maintenance window.
10:56 AM

NOC
Window has been closed. Have a good night!
10:57 AM

Type a message