

LogTag[®]

LOGTAG ONLINE



LogTag[®] Online: Features & Benefits

LogTag Online® Account Structure (Fixed Site)

Feature	Free Account	Standard (Paid) Account
Maximum number of users	3	Unlimited
Number of registered devices	Unlimited	Unlimited
Number of Locations	Unlimited (Restricted*)	1 Full Location per purchased Activation Code ¹ Valid for 12 or 24 months
Email Notifications	Yes	Yes
Voice Call, WhatsApp & SMS Notifications ^{2, ***}	No	Yes
SMS (USA)	None	Unlimited ³
SMS (Outside USA)	None	Up to 25 messages per month (dependent on amount purchased via Activation Code)
Maximum number of files ⁴	30	1000 (dependent on amount of Location purchased via Activation Code)
Location Data Access – Max Range	1 Month	1 Year
Location Data Access – Oldest Available	Up to 3 months ago	10 Years
Event & Message Logs – Max Range	3 Months	1 Year
Event & Message Logs – Oldest Available	Up to 3 months ago	Up to 10 years ago

1 One Location can only have one data logger (such as the TRED30-16 or UTRED30-WiFi Real-Time). Purchasing Location activation codes allows multi-team members and provides Notification units.

2 Messaging capabilities are not activated until Location and/or Notification activation codes are purchased. Alert notification that are sent through WhatsApp are not free and use notification units.

3 Only for mobile service providers that support the Email-to-Text service. Other providers will depend on the purchased activation code. Carrier fair use policies apply.

4 Can upload unlimited number of files to LogTag® Drive. Free account gets to view the last 30. Increased capacity of Drive requires purchasing Location activation code at 1000 per Location.

If recurring notifications have been sent with failed acknowledgment after multiple attempts, it will be detected as excessive usage. Further costs will apply if you wish to receive ongoing notifications beyond the fair usage amount by topping up directly on LogTag® Online.

*Restricted to the limitations of a free account.

**If you purchase from distributors, you have the option to be on a 12-month or 24-month location subscription. If you purchase directly on LogTag® Online for prepaid accounts, the 12-month location is the only option available.

***Number of notification units are sold in bundles of 500-unit bundles. SMS notification costs 1 notification unit, whereas WhatsApp notification cost 2 notification units.

Alarms & Notifications	
Real-time alerts (dashboard bell + notifications)	Stay protected 24/7 with instant alerts if conditions go out of range
Multiple alarm types (temp breach, power loss, timeout, low battery, etc.)	Nothing slips through, every risk is detected and flagged
Acknowledge/inspect alerts from Event List	Quick action keeps downtime and losses minimal
Configurable notifications (email, SMS, WhatsApp, phone)	Right people alerted the right way (paid accounts unlock full options)
Automatic event logging	Compliance covered, everything is auditable
Dashboard & Insights	
Dashboard shows pinned loggers, excursions, uploads, devices	All-in-one view of your site's monitoring at a glance
Status indicators per location	Instantly see what's healthy, in alarm, or paused
One-click Inspect button	Jump straight to issues for faster resolution
Account usage stats visible	Clear limits, never run out unexpectedly
Pinned Loggers	
Pin/unpin loggers from dashboard	Focus only on critical fridges, freezers, or rooms
Customizable pinned view	Each user sees their own priorities
Hover shows status + unacknowledged notifications	Real-time confidence in what matters most
Excursions & Events	
Excursion summary by area (30 days)	Audit-ready history and patterns at your fingertips
Inspect excursion details instantly	Troubleshoot problems faster
Excursions appear in Day Summary & Event Log	Always documented, always accessible
File Management (Uploads & Storage)	
Recent uploads shown on dashboard	Centralized storage and cloud backup , never lose data
Supports WiFi + Analyzer uploads	Works with any LogTag workflow
File details (serial, name, timestamp)	Easy traceability and compliance tracking
Devices & Registration	
Recently registered devices shown	New loggers ready to monitor right away
Auto-registration via WiFi cradle	Faster rollout, less setup time
Manual registration option	Flexible onboarding for all devices

LogTag Online Account Structure (Transit)

Feature	Free Account	Standard (Paid) Account
Maximum number of users	3	Unlimited
Number of registered devices	Unlimited	Unlimited
Number of Shipments**	Unlimited ⁵	Unlimited ⁵ (Dependent on amount purchased via Activation Codes)
Email Notifications	Yes	Yes
Voice Call, WhatsApp & SMS Notifications ^{2, ***}	No	Yes
SMS (USA)	None	Unlimited ³
SMS (Outside USA)	None	Up to 25 messages per month (dependent on amount purchased via Activation Code)
Maximum number of files ⁴	30	30 (dependent on amount of Location purchased via Activation Code)
Shipment Data Access – Max Range	3 Month	1 Year
Shipment Data Access – Oldest Available	Up to 3 months ago	Up to 10 Years
Event & Message Logs – Max Range	3 Months	1 Year
Event & Message Logs – Oldest Available	Up to 3 months ago	Up to 10 years ago

1 One Location can only have one data logger (such as the TRED30-16 or UTRED30-WiFi Real-Time). Purchasing Location activation codes allows multi-team members and provides Notification units.

2 Messaging capabilities are not activated until Location and/or Notification activation codes are purchased. Alert notification that are sent through WhatsApp are not free and use notification units. Number of notification units are sold in bundles of 500 units at \$6.25 USD per bundle. SMS notification costs 1 notification unit, whereas WhatsApp notification cost 2 notification units.

3 Only for mobile service providers that support the Email-to-Text service. Other providers will depend on the purchased activation code. Carrier fair use policies apply.

4 Can upload unlimited number of files to LogTag Drive. Free account gets to view the last 30. Increased capacity of Drive requires purchasing Location activation code at 1000 per Location.

5 Can create unlimited Shipments. Free account gets 10 Shipment units which allows up to 10 data uploads only from any data loggers in any shipment. Purchasing Shipment unit activation codes allows additional data upload (1 Shipment unit is for 1 data upload from any logger, be it the same or from different data loggers) as well as multi-team members. Sold in bundles of 50 shipment units at \$25 USD per bundle.

Shipment Setup & Profiles	
Create shipments individually or in bulk	Scalable: Bulk creation supports many shipments at once
Use shipment profiles to save common setup details (name, origin, destination, ETA, configuration)	Fast setup: Customers can pre-save profiles and create new shipments in seconds
Add logger serial numbers manually or via bulk entry	Efficiency: Repeat shipment templates save time for logistics teams
Assign names to loggers, set alarm thresholds, recording delays	Flexible monitoring: Alarm limits, delays, and controls can be tailored per shipment
Notifications & Alerts	
Out-of-condition alerts, missed connections, and other events generate notifications	Proactive protection: Customers know instantly if product safety is at risk
Configurable notification preferences: who gets notified, how (email, SMS, WhatsApp, call)	Team coordination: Alerts can be routed to the right people at the right time
Alarm excursions flagged on shipments dashboard and Event Notification List	Regulatory confidence: All alerts are logged for audit purposes
Notifications stop only when acknowledged	Reduced losses: Quick intervention can save shipments before spoilage
Shipments Dashboard	
Global interactive map with color-coded shipment status pins (Blue = In Transit, Yellow = Pending, Red = Event/Excursion, Green = No Alerts)	Big-picture visibility: Customers can see shipments worldwide at a glance
Zoom into locations for detail	Instant status clarity: Color codes highlight where issues are
Tabs categorize shipments (All, In Transit, Event, Completed)	Easy filtering: Find specific shipments quickly, even with large fleets
Remaining shipment credits displayed	Resource tracking: Always know remaining credits and active shipments
Search and filter shipments by date, time, or serial number	Easy filtering: Find specific shipments quickly, even with large fleets
Viewing Shipment Details	
Shipment overview with status, duration, and comments	Transparency: Customers can see shipment conditions end-to-end
Manually set a shipment to "Delivered"	Gives remote access to end shipments
Tick/cross status shows whether an alarm occurred during shipment	Proof of quality: Delivered shipments show clear "no alarm" confirmation
Device serial numbers, models, and load position recorded	Accountability: Clear record of device use and placement in load
Action column allows editing, status changes, or removing loggers	Flexible management: Shipments can be updated with notes and comments

Shipment Chart (Data View)	
Export data in LTD or CSV formats (single or multi-logger shipments)	Data clarity: Customers can visually confirm conditions at every point in transit
Delivered shipments show logger signatures in exports	Trusted compliance: Digital signatures meet strict quality and pharma standards
Supports filtering by specific serial numbers	Multi-device tracking: Works seamlessly with multiple loggers in a single shipment
Reports (Logger Report & Logger Data)	
PDF logger reports with trip-format statistics and charts	Audit-ready: Customers have professional, regulator-compliant reports
Apply digital signatures for compliance (21 CFR Part 11 supported)	Trusted compliance: Digital signatures meet strict quality and pharma standards
Logger Data tab shows full event list in table format	Customizable exports: Data can be shared in the format regulators or clients demand
Export data in CSV or PDF	Easy reporting: Export options support compliance needs
Shipment Map Tab	
Pin marker shows last known logger location (geo-capable loggers only)	End-to-end visibility: Customers always know where shipments are
Pin tooltip includes: serial number, timestamp, last recorded temperature	Proof of handling: Location + temperature combined gives strong chain-of-custody assurance
Zoom controls for detailed map navigation	Confidence in delivery: Visual tracking reduces customer anxiety about transit conditions