

Zedi AccessTM

TROUBLESHOOTING

Basic Navigation of Zedi Access

Zedi Access™

TROUBLESHOOTING

Basic Navigation for Zedi Access:

- Where the Primary Features of Zedi Access can be found
- Contact your Zedi Administrator for additional Web and Well Permissions
- Customer Care can be reached at: support@zedi.ca

The screenshot displays the Zedi Access web application interface. The top navigation bar includes the Zedi logo, 'Admin', 'Data', and 'Reports' menus, a search bar, and links for 'Help' and 'Training Services'. The main content area is titled 'Production' and shows a tree view of wells under 'Training Services Zedi'. The tree includes folders for '1) NORTH AB', '2) EAST AB', '3) CENTRAL', '4) SOUTH AB', '5) WEST AB', '6) 3RD PARTY WELLS', and 'Well Tree Training'. The 'Well Tree Training' folder is expanded, showing a list of wells with checkboxes. The '02-03-040-05W5M' well is selected. To the right, three detailed panels are shown for wells '01-02-030-04W5M', '03-04-050-06W5M', and '02-03-040-05W5M'. Each panel displays well information (UWI, Device Type, Serial Number, Last Transmission) and a table of sensor readings (Gas Flow Rate, Static Pressure, Differential Pressure, Flowing Temperature) for 'Today' and '2015-03-04'. The 'Gas Flow Rate' sensor is consistently 'No Reading' across all wells.

Production 0 4 0 13

Training Services Zedi

- 1) NORTH AB
- 2) EAST AB
- 3) CENTRAL
- 4) SOUTH AB
- 5) WEST AB
- 6) 3RD PARTY WELLS
- Well Tree Training
 - 01-02-003-04W5M
 - 01-02-030-04W5M
 - 02-03-040-05W5M
 - 03-04-050-06W5M
- Z-ARCHIVED
- ZEDI PRE-COMMISSION
- To Be Assigned

01-02-030-04W5M

UWI: 100010200304W500
Device Type: Smart-Alek (Online)
Serial Number: 220000
Last Transmission: 2015-03-04 17:00:00 (MST)

Today	0:00 Hours Flowing	Volume not yet available.	Gas Flow Rate	No Reading
2015-03-04	0:00 Hours Flowing	Volume not yet available.	Static Pressure	No Reading
			Differential Pressure	No Reading
			Flowing Temperature	No Reading

Orifice Plate Diameter 1.111 in

03-04-050-06W5M

UWI: 100030405006W500
Device Type: Smart-Alek (Online)
Serial Number: 220002
Last Transmission: 2015-03-04 17:00:00 (MST)

Today	0:00 Hours Flowing	Volume not yet available.	Gas Flow Rate	No Reading
2015-03-04	0:00 Hours Flowing	Volume not yet available.	Static Pressure	No Reading
			Differential Pressure	No Reading
			Flowing Temperature	No Reading

Orifice Plate Diameter 1.111 in

02-03-040-05W5M

UWI: 100020304005W500
Device Type: Smart-Alek (Online)

			Gas Flow Rate	No Reading
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1. Once logged into your ZA account, the Well Tree on the left will list your company's locations/wells.
2. Select the folder for well hierarchy within a single folder.
3. Wells will be displayed in the same order that they were selected from the list on the left side.
4. All well site displays have some common features including:
 - Location Name.
 - Device Type and if the Device is Online, Offline or Hibernating.

The screenshot displays the Zedi Access web application interface. On the left, the 'Well Tree' sidebar lists a hierarchy of folders: 'Training Services Zedi', '1) NORTH AB', '2) EAST AB', '3) CENTRAL', '4) SOUTH AB', '5) WEST AB', '6) 3RD PARTY WELLS', 'Well Tree Training', '01-02-003-04W5M', '01-02-030-04W5M', '02-03-040-05W5M', '03-04-050-06W5M', 'Z-ARCHIVED', 'ZEDI PRE-COMMISSION', and 'To Be Assigned'. A red box highlights the 'Well Tree Training' folder and its sub-items, with a red arrow pointing to the '02-03-040-05W5M' well. The main content area shows the details for this well, including its UWI (100020304005W500), Device Type (Smart-Alek (Online)), and Serial Number (220001). It also displays flow status for 'Today' and '2015-03-04', and the Orifice Plate Diameter (1.111 in). The interface includes a search bar, navigation tabs (Admin, Data, Reports), and a help icon.

Zedi Access™

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- Click on drop down arrow to view additional unit sensors for this location.
- Hover over the sensor light (small circle) to see the last time that the sensor was reported to Zedi Access.
- Click on the sensor name to see the graphical 7 day trend for that sensor.

01-02-003-04W5M

UWI: Location #1

Device Type: Smart-Alek (**Online**)

Serial Number: Test Smart-Alek

 **Last Transmission: 2014-03-17 18:00:00 (MDT)**

Today

0:00 Hours Flowing

Volume not yet available.

2015-03-29

0:00 Hours Flowing

Volume not yet available.

Orifice Plate Diameter

1.000 in

7

Gas Flow Rate

No Reading

Emulsion Rate

No Reading

Static Pressure

No Reading

Differential Pressure

No Reading

Flowing Temperature

No Reading

5

↑

Sensors

6

Emulsion Volume

No Reading

Internal Temperature

No Reading

Voltage

No Reading

8. The options drop down box (upper right side) includes features such as:

- [Alarms](#) (where alarms can be configured and viewed)
- [Configure Location](#) (specify sensors for the well site display)
- [Quality Transaction Records or QTRs](#) can be accessed [here](#)
- [Edit Location](#) to make updates to location name, UWI, and view this location through our integrated map feature.

01-02-003-04W5M

UWI: Location #1
Device Type: Smart-Alek (**Online**)
Serial Number: Test Smart-Alek
⚠ Last Transmission: 2014-03-17 18:00:00 (MDT)

Today 0:00 Hours Flowing Volume not yet available.
2015-03-29 0:00 Hours Flowing Volume not yet available.

Orifice Plate Diameter 1.000 in

01-02-030-04W5M

UWI: 100010200304W500
Device Type: Smart-Alek (**Online**)
Serial Number: 220000
⚠ Last Transmission: 2015-03-04 17:00:00 (MST)

Today 0:00 Hours Flowing Volume not yet available.
2015-03-29 0:00 Hours Flowing Volume not yet available.

Orifice Plate Diameter 1.111 in

8

- Alarms
- Configure Location
- Event Log
- Flow Parameters
- Instrument Log
- Location Properties
- Meter Reports
- QTRs
- Edit Location
- View Schematic(s)
- View Analysis

9. The Graph icon can be used to create graphical and text based reports for a single location. The dropdown that appears includes custom and favourite reports for quick download

10. The next icon shows the same list but downloads the data to your computer for access through tools such as Microsoft Excel.

11. The “X” icon will close the Well Site Display.

01-02-003-04W5M

UWI: Location #1
Device Type: Smart-Alek (Online)
Serial Number: Test Smart-Alek
⚠️ Last Transmission: 2014-03-17 18:00:00 (MDT)

Today

0:00 Hours Flowing

Volume not yet available

2015-03-29

0:00 Hours Flowing

Volume not yet available

Orifice Plate Diameter1.000 in

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⌵

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⬇️

✕

[1 day] Daily Hours On, Gas Volume + Liquids

[31 day] Daily Volumes and Pressures

[7 day] Oil Well Test

[7 day] Voltage, Internal Temperature

Gas Prod (Vol & Hrs) Last Month side-by-side

April 30 Test report

Sherell's Test 2

01-02-030-04W5M

UWI: 100010200304W500
Device Type: Smart-Alek (Online) 📱
Serial Number: 220000
⚠️ Last Transmission: 2015-03-04 17:00:00 (MST)

Today

0:00 Hours Flowing

Volume not yet available.

2015-03-29

0:00 Hours Flowing

Volume not yet available.

Orifice Plate Diameter1.111 in

⌵

⌵

📊

⬇️

✕

☐ Gas Flow Rate

No Reading

☐ Static Pressure

No Reading

☐ Differential Pressure

No Reading

☐ Flowing Temperature

No Reading

9 10 11

12. The Production drop down menu is on the top left and opens to Operations and Map options.

13. Operations will give the measurement schematic functions where schematics can be created for all facilities, manage changes and document reviews and approvals.

14. The Map feature will show all well locations on a map and allows zooming in to view a region or even a specific well site.

The screenshot displays the zedi application interface. At the top left, the 'Production' dropdown menu is open, showing 'Operations' and 'Map' options. A red arrow points from the 'Operations' option to a measurement schematic (Figure 13). Another red arrow points from the 'Map' option to a map of well locations (Figure 14). The map shows several orange markers representing well locations in the Edmonton area. Below the map, a data panel displays information for a specific well: Device Type: Smart-Alek (Online), Serial Number: 220000, Last Transmission: 2015-03-04 17:00:00 (MST), Today: 0:00 Hours Flowing Volume not yet available., 2015-03-29: 0:00 Hours Flowing Volume not yet available., and Orifice Plate Diameter: 1.111 in.

12 Production

- Operations
- Map

2) EAST AB

3) CENTRAL

4) SOUTH AB

5) WEST AB

6) 3RD PARTY WELL

Carsen M

Sherell's Test

Well Tree Training

- 01-02-003-04W5M
- 01-02-030-04W5M
- 02-03-040-05W5M
- 03-04-050-06W5M

Z-ARCHIVED

ZEDI PRE-COMMISS

To Be Assigned

13

14

Edmonton

Leduc

Camrose

Wetaskiwin

Red Deer

Device Type: Smart-Alek (Online)

Serial Number: 220000

⚠ Last Transmission: 2015-03-04 17:00:00 (MST)

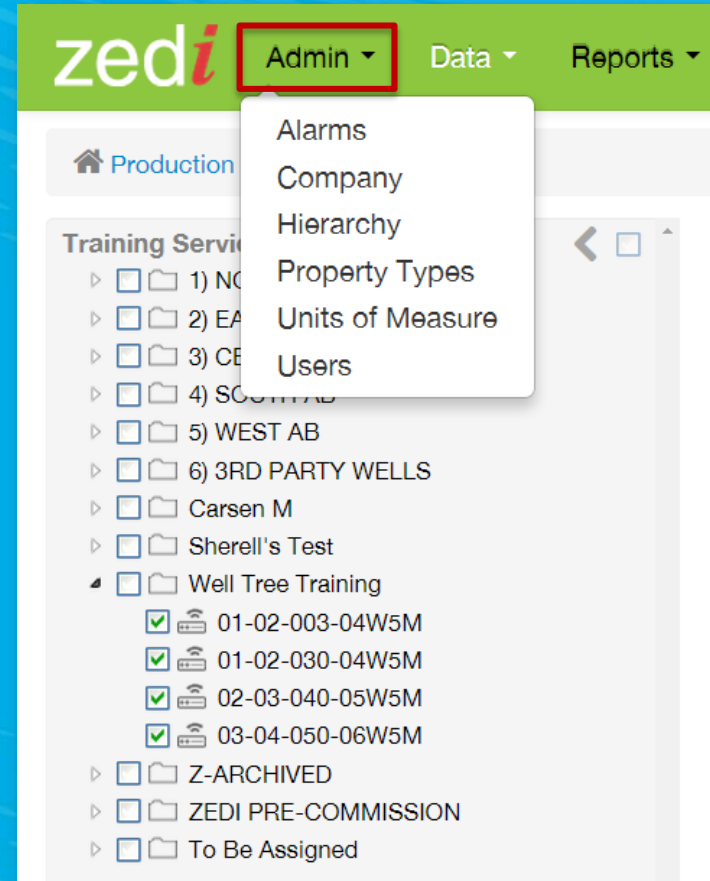
Today 0:00 Hours Flowing Volume not yet available.

2015-03-29 0:00 Hours Flowing Volume not yet available.

Orifice Plate Diameter 1.111 in

15. The Admin drop down box (upper left side) includes Alarms, Hierarchy, Property Types, Units of Measure and Users.

- Alarms is a rollup of all active alarms.
- Company includes company information Zedi access admins, their contact details, record of user logins and note feature to inform Zedi about install, swap or relocation process.
- Hierarchy function allows organization of tree wells. Drag and drop locations and create new folders.
- Property Types function allows users to create categories of information for the Location Properties function. This gives users manual entry options for data not normally captured by Zedi Access.
- Units of Measure allows company wide changes to default measurement types such as temperature or volume rates.
- Users function can create users/groups and manage web/well permissions that determine what ZA features and locations a user can access.



16. The Data drop down menu includes Data Exports, Data Push and Data Import:

- Data Exports allows the download of bulk daily data for a specific period, reports on users in Zedi Access (their permissions and account summary) and others.
- Data Push is an additional Zedi Access feature allowing ZA data to be pushed to a third party data capture system.
- Data Import allows for the import of gas compositions from Smart Alek units.

The screenshot displays the Zedi web application interface. At the top, there is a green navigation bar with the Zedi logo, 'Admin', 'Data', 'Reports', a search bar, and links for 'Help' and 'Training Services'. The 'Data' dropdown menu is open, showing 'Data Exports', 'Data Push', and 'Data Import'. Below the navigation bar, the 'Production' tab is selected, and the 'Training Services Zedi' section is active. A list of training services is shown on the left, including '1) NORTH AB', '2) EAST AB', '3) CENTRAL', '4) SOUTH AB', '5) WEST AB', '6) 3RD PARTY WELLS', 'Carsen M', 'Sherell's Test', and 'Well Tree Training'. The 'Well Tree Training' section is expanded, showing a list of well IDs: '01-02-003-04W5M', '01-02-030-04W5M', '02-03-040-05W5M', '03-04-050-06W5M', 'Z-ARCHIVED', 'ZEDI PRE-COMMISSION', and 'To Be Assigned'. The right side of the interface displays detailed information for three selected well IDs: '01-02-003-04W5M', '01-02-030-04W5M', and '02-03-040-05W5M'. Each well entry includes its UWI, device type (Smart-Alek), serial number, last transmission date and time, and a table of sensor readings (Gas Flow Rate, Emulsion Rate, Static Pressure, Differential Pressure, Flowing Temperature) with their current status (e.g., 'No Reading').

17. The Reports drop down menu includes Production Summary, Report Center, Report Manager and Well Site Summary.

- The Report Center is the primary reporting engine in Zedi Access.
- To engage the Report Center function, FIRST select the locations that you would like to create the report on.
- Then click the Report Center link from the drop down menu.

The screenshot shows the Zedi web application interface. At the top, there is a green navigation bar with the Zedi logo and several dropdown menus: Admin, Data, and Reports. The Reports dropdown menu is open, showing four options: Production Summary, Report Center, Report Manager, and Well Site Summary. A red arrow points from the 'Report Center' option in the dropdown to the 'Report Center' link in the left sidebar. The left sidebar is titled 'Production' and contains a tree view of locations under 'Training Services Zedi'. The tree view includes folders for NORTH AB, EAST AB, CENTRAL, SOUTH AB, WEST AB, 3RD PARTY WELLS, Carsten M, Shirell's Test, and Well Tree Training. Under 'Well Tree Training', there are four sub-items: 01-02-003-04W5M, 01-02-030-04W5M, 02-03-040-05W5M, and 03-04-050-06W5M. The first three sub-items are checked. The main content area displays the details for the selected location, 01-02-030-04W5M. It shows the UWI (100010200304W500), Device Type (Smart-Alek), and Serial Number (220000). It also displays the last transmission time (2015-03-04 17:00:00 MST) and the current status (0:00 Hours Flowing, Volume not yet available). On the right side of the main content area, there are four circular gauges for Gas Flow Rate, Emulsion Rate, Static Pressure, and Differential Pressure, all showing 'No Reading'. Below the main content area, there are two more sections for other locations: 01-02-030-04W5M and 02-03-040-05W5M, each with similar details and gauges.

zedi Admin Data Reports Search Help Training Services

Production

Training Services Zedi

- 1) NORTH AB
- 2) EAST AB
- 3) CENTRAL
- 4) SOUTH AB
- 5) WEST AB
- 6) 3RD PARTY WELLS
- Carsten M
- Shirell's Test
- Well Tree Training
 - 01-02-003-04W5M
 - 01-02-030-04W5M
 - 02-03-040-05W5M
 - 03-04-050-06W5M
- Z-ARCHIVED
- ZEDI PRE-COMMISSION
- To Be Assigned

UWI: Location #1
Device Type: Smart-Alek (Online)
Serial Number: Test Smart-Alek
Last Transmission: 2014-03-17 18:00:00 (MDT)
Today 0:00 Hours Flowing Volume not yet available.
2015-03-29 0:00 Hours Flowing Volume not yet available.
Orifice Plate Diameter 1.000 in

Gas Flow Rate No Reading
Emulsion Rate No Reading
Static Pressure No Reading
Differential Pressure No Reading
Flowing Temperature No Reading

01-02-030-04W5M

UWI: 100010200304W500
Device Type: Smart-Alek (Online)
Serial Number: 220000
Last Transmission: 2015-03-04 17:00:00 (MST)
Today 0:00 Hours Flowing Volume not yet available.
2015-03-29 0:00 Hours Flowing Volume not yet available.
Orifice Plate Diameter 1.111 in

Gas Flow Rate No Reading
Static Pressure No Reading
Differential Pressure No Reading
Flowing Temperature No Reading

02-03-040-05W5M

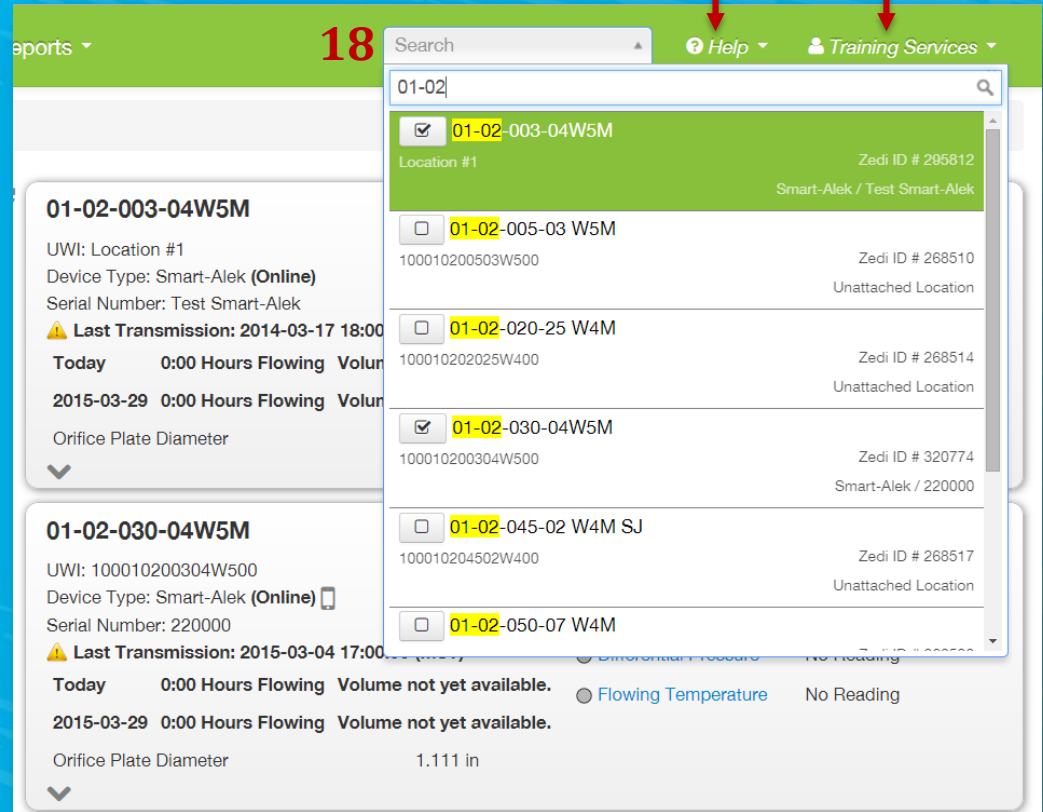
UWI: 100020304005W500
Device Type: Smart-Alek (Online)
Serial Number: 220001

Gas Flow Rate No Reading
Static Pressure No Reading

18. The Zedi Access Search function allows for company wide searches of location names, UWI's, serial numbers, IP addresses or Zedi ID's. Searches do not have to be exact, entering partial names or serial numbers, for example, will bring up a list of suggested locations and you can select one from the list or enter more information to narrow the search.

19. The Help function will take users to ZA's online knowledge base where you can find further details and step-by-step instructions on many of Zedi's services, including Zedi Access.

20. The arrow beside Training Services is where you can logout of Zedi Access.



21. The quick view Alarm Notifications is on the top right side. By clicking on these icons, you will be brought to a list of current alarms for that device type.

- Red indicates the current count of device based alarms reporting to Zedi Access.
- Yellow is a count of current server based alarms.
- Black is for RTU alarms (this only applies to locations with a PAC and ZedPac).
- Blue gives a list of Smart Alek devices with missing flow and meter parameters and gas compositions.

The screenshot displays the Zedi Access web application interface. At the top, a green navigation bar contains the 'zedi' logo, menu items for 'Admin', 'Data', and 'Reports', a search bar, and links for 'Help' and 'Training Services'. Below this, a secondary bar shows the current context 'Production' and a notification summary '21' (highlighted with a red box), which includes counts for different alarm types: 0 red, 4 yellow, 0 black, and 13 blue. The left sidebar, titled 'Training Services Zedi', provides a hierarchical view of locations. Under 'Well Tree Training', several device IDs are listed with status icons: '01-02-003-04W5M' (green checkmark), '01-02-030-04W5M' (green checkmark), '02-03-040-05W5M' (green checkmark), and '03-04-050-06W5M' (green checkmark). The main content area shows detailed views for two selected devices. The first device, '01-02-003-04W5M', is a 'Smart-Alek (Online)' with serial number 'Test Smart-Alek'. It shows a 'Last Transmission' of '2014-03-17 18:00:00 (MDT)' and a current status of '0:00 Hours Flowing'. The second device, '01-02-030-04W5M', is also a 'Smart-Alek (Online)' with serial number '220000', showing a 'Last Transmission' of '2015-03-04 17:00:00 (MST)' and a current status of '0:00 Hours Flowing'. Both devices have an 'Orifice Plate Diameter' of 1.000 in and 1.111 in, respectively. A table of parameters for each device shows 'No Reading' for all listed metrics: Gas Flow Rate, Emulsion Rate, Static Pressure, Differential Pressure, and Flowing Temperature.

Zedi AccessTM

TROUBLESHOOTING

This presentation is also available on video. [View our channel](#) to see this video as well as other trouble shooting videos.

Still having issues?

Contact our Customer Care Team:

Toll Free 1-866-732-6967

Email customer.care@zedi.ca