

How to Use the SmartOPS Provisioning Wizard

The Provisioning Wizard, powered by SmartOPS, is the software tool used to activate, assign and prepare your new devices for activation on the SmartWitness platform.

This self-service tool provides you the control to assign your SmartWitness devices to your organization's SmartAPI Tenants and activate each device's SIM card (when applicable).

Use of the Provisioning Wizard lends every Partner the freedom to associate any device with their preferred Tenant without contacting SmartWitness Support.

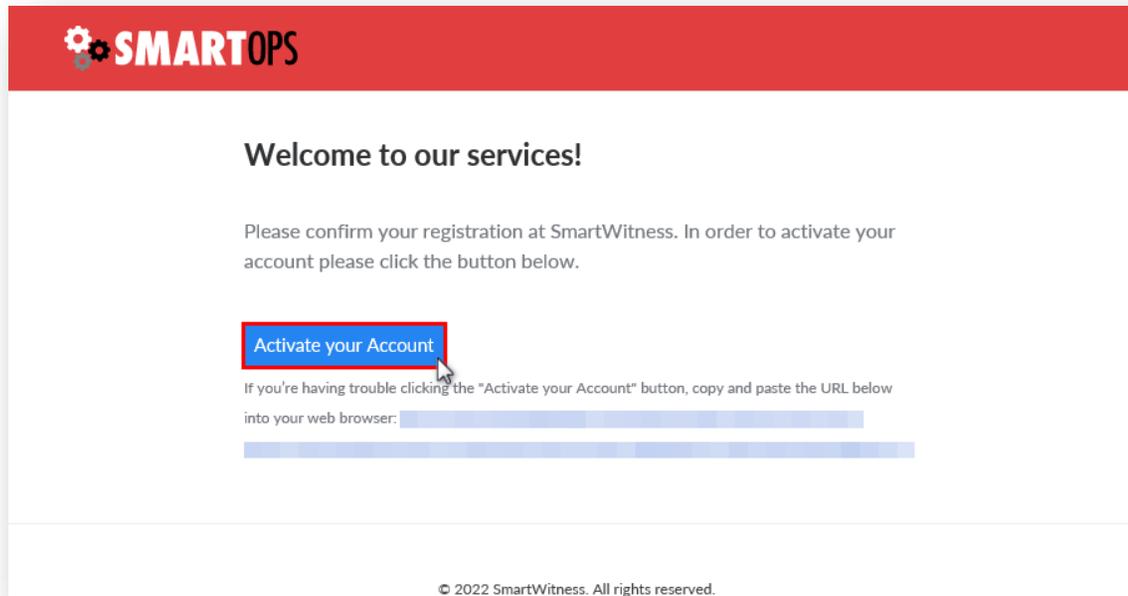
A Few Reminders:

- Once you have completed the provisioning process, you will receive an email with the results within one business day.
- Once provisioned, devices with built-in SIM cards change to "Activation Ready" status. Monthly charges for data usage will not occur until the SIM begins transmitting data through the cellular network; SIM status changes from "Activation Ready" to "Activated."
- You may activate your AT&T SIM cards from SmartWitness with Sequence and CSV provisioning methods. Closely monitor monthly data usage charges and activate devices on your own accord.
- SmartAPI Tenant availability is permission-based, so access to different Tenants may vary. If you have questions regarding the listed Tenants, contact [support](#).

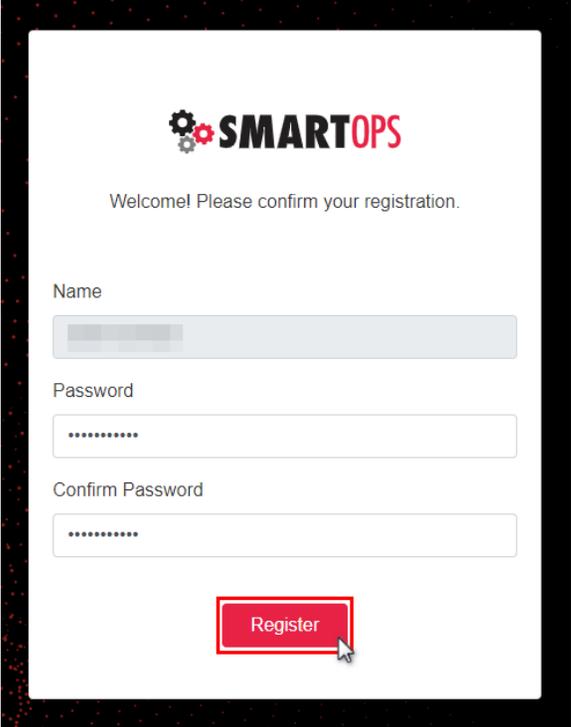
Gain Access to SmartOPS

To obtain authorized access to the Provisioning Wizard, contact the [SmartWitness Support Team](#). Our support experts will create an account and send you an invitation token to finalize your SmartOPS setup.

After receiving the invitation email, click **Activate Your Account** to set up a password and complete your SmartOPS onboarding.



SmartOPS will prompt you to create a password. Use a password that is *at least* eight characters long with a combination of uppercase and lowercase letters, symbols and numbers.



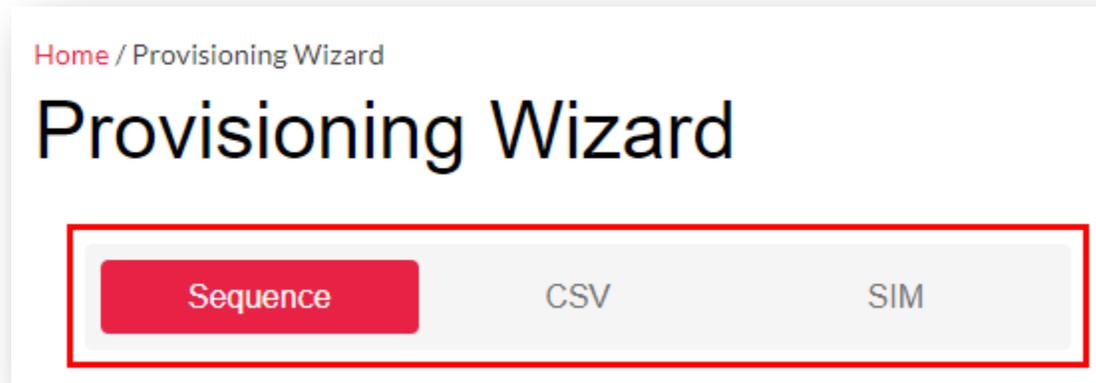
The image shows a registration confirmation form for SmartOPS. At the top, it features the SmartOPS logo, which consists of three interlocking gears (two grey, one red) followed by the text 'SMARTOPS'. Below the logo is the text 'Welcome! Please confirm your registration.' The form contains three input fields: 'Name' (a greyed-out field), 'Password' (a field with eight dots), and 'Confirm Password' (a field with eight dots). At the bottom of the form is a red 'Register' button with a mouse cursor hovering over it. The entire form is enclosed in a black border with a decorative pattern of small red and black dots.

After you enter your password, click **Register** to finalize your account details. You will land on the SmartOPS home page. To navigate to device provisioning, click **Provisioning Wizard** in the left navigation bar.

Activate Your Devices

You will see 3 options to activate your devices on SmartAPI:

1. [Sequence](#) – For provisioning a range of devices without a CSV file
2. [SIM](#) – For provisioning a single device's SIM
3. [CSV](#) – For provisioning multiple devices



Read through the sections below to understand of the function and purpose of each method.

Sequence Method

The most convenient way to activate multiple devices for any SmartWitness Tenant.

Follow the steps below to activate a device with this method:

1. Select the SmartAPI **Tenant** (TSP) to which you wish to assign the device.
2. Enter an **End Customer** (TSP Customer).
3. Choose your SmartAPI **Contract/Term length**.
4. Input the **DRID**.
5. Add your device **Serial Number**.
6. Input SIM details - **ICCID** of the pre-installed SIM or your own.
7. Check to agree to the platform's **Terms and Conditions**.
8. Click **Activate**.

The screenshot displays the SMARTOPS Provisioning Wizard interface. On the left is a dark sidebar with navigation options: Home, Provisioning Wizard (highlighted), Geotab Provisioning Wizard, and Install Wizard. The main content area is titled 'Provisioning Wizard' and includes a breadcrumb 'Home / Provisioning Wizard'. Below the title are three tabs: 'Sequence' (active), 'CSV', and 'SIM'. The 'SmartAPI Information' section contains three dropdown menus: 'Tenant*' (step 1), 'End Customer' (step 2), and 'Contract/Term length' (step 3). The 'Device Details' section includes three input fields: 'DRID*' (step 4), 'Serial Number*' (step 5), and 'ICCID' (step 6). Below these is a checkbox for 'I agree with terms and conditions' (step 7) and an 'Activate' button (step 8).

CSV Method

The most flexible way to activate multiple devices and their built-in SIM cards for your SmartWitness Tenants. You may use your own SIM cards for any number of devices. See the automated shipment confirmation email below. Use the CSV file from your order to provision.



SmartWitness USA, LLC
1016 Lunt Ave.
Schaumburg IL 60193
United States
(312) 981-8774

Packing Slip

03/11/2022

Ship To
[Redacted]

Customer
[Redacted]

Replacement for RMA

CSV File Download URL
<https://smartops.smartwitness.com/item-fulfillment/5353/fb05d35f0899800d195b132ef418461c>

Sales Order
[Redacted]

Date	Tracking #	Ship Via	Phone	Purchase Order
03/11/2022	[Redacted]	FedEx Ground®	[Redacted]	[Redacted]

Item	Ordered	Back Ordered	Shipped
CP4S-NA-64	1		
128GB-SD	1		1
SVA045-AM-5B	1		
SVA035-A-5B	2		



Important Note: If you wish to forgo SIM activation, delete the ICCID column in your sales order CSV file. However, do not manipulate the file if you cannot open Excel without file numbers automatically defaulting to scientific notation. Contact [support](#) if you require assistance.

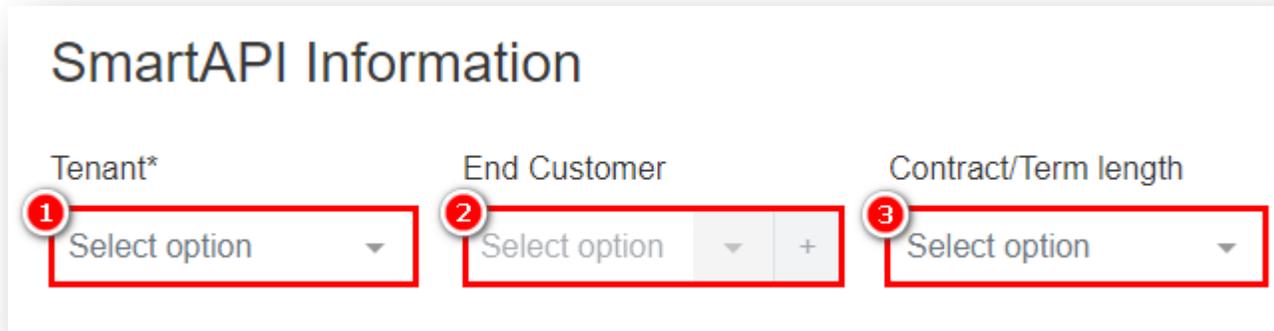
With the unchanged CSV file, log in to SmartOPS and access the CSV page in the Provisioning Wizard.

1. Select a SmartAPI **Tenant** to which you want to assign the CSV file of devices.
2. Enter an **End Customer**.
3. Choose your SmartAPI **Contract/Term length**. This does not apply to SIM CSV Import files.

SmartAPI Information

Tenant* End Customer Contract/Term length

1 Select option ▼ 2 Select option ▼ + 3 Select option ▼

The image shows a screenshot of a web form titled "SmartAPI Information". It contains three dropdown menus. The first dropdown is labeled "Tenant*" and has a red box around it with a red circle containing the number "1". The second dropdown is labeled "End Customer" and has a red box around it with a red circle containing the number "2". The third dropdown is labeled "Contract/Term length" and has a red box around it with a red circle containing the number "3". Each dropdown menu currently displays the text "Select option" followed by a downward arrow. The "End Customer" dropdown also includes a plus sign icon to its right.

Continue to the next page to complete the process.

4. Select a saved **CSV file**. Move on to step #6. If you have not already created a CSV file, skip step #4 and continue to #5.
5. Download the **CSV template**. Fill in the data in the template. We require Serial Number, DRID and ICCID columns for each row. Upload your updated CSV file.
6. Agree to the platform's **Terms and Conditions**.



Important Note: Remember to distinguish whether the CSV import type is Device or SIM. You can fill in multiple devices per import file on separate rows, but the recommended limit for file import is 200 rows per file.

7. Click **Activate** to initialize the provisioning process.

The screenshot shows a 'CSV Import' form with the following elements:

- File*** label above a text input field containing 'Choose a file' and a 'Browse' button. A red circle with the number '4' is next to the input field.
- Radio buttons for **Device** (selected) and **SIM**.
- A red circle with the number '5' next to a 'Download template' button.
- A red circle with the number '6' next to an unchecked checkbox and the text 'I agree with terms and conditions'.
- A red circle with the number '7' next to an 'Activate' button, with a mouse cursor hovering over it.

SIM Method

The quickest way to activate a single SIM for your SmartWitness Tenant.

Activate a device with this method by working through the steps below:

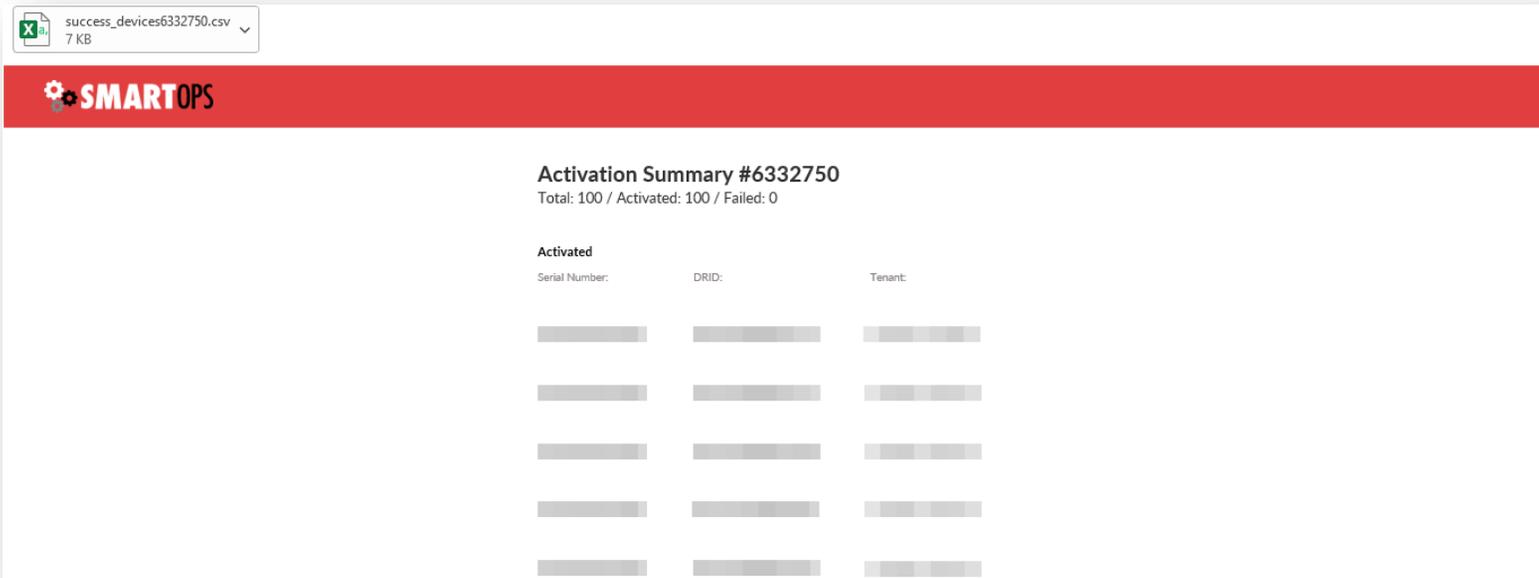
1. Select a SmartAPI **Tenant**.
2. Enter an **End Customer**.
3. Input your device **ICCID**.
4. Accept the platform's **Terms and Conditions**.
5. Click **Activate**.

The screenshot displays the SMARTOPS Provisioning Wizard interface. On the left is a dark sidebar with the SMARTOPS logo and navigation links: Home, Provisioning Wizard (highlighted in red), Geotab Provisioning Wizard, and Install Wizard. The main content area is white and titled 'Provisioning Wizard' with a breadcrumb 'Home / Provisioning Wizard'. Below the title are three tabs: 'Sequence', 'CSV', and 'SIM' (highlighted in red). The 'SmartAPI Information' section contains two dropdown menus: 'Tenant*' (marked with a red '1') and 'End Customer' (marked with a red '2'). The 'SIM Details' section includes an 'ICCID*' input field (marked with a red '3'), a checkbox for 'I agree with terms and conditions' (marked with a red '4'), and a red 'Activate' button (marked with a red '5').

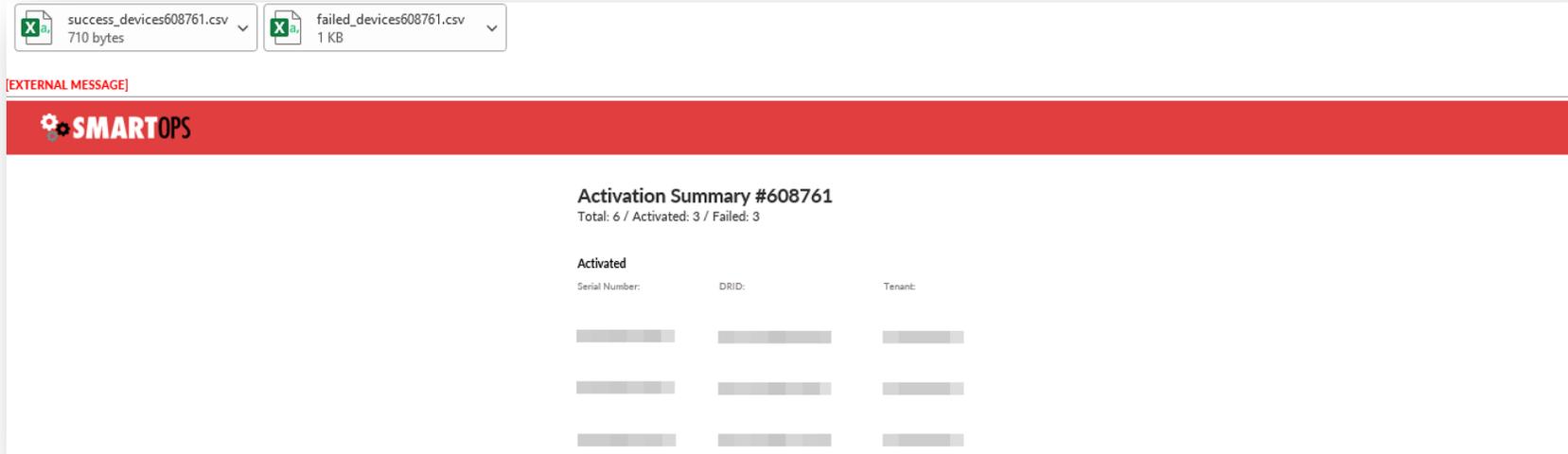
Summary

You will receive a summary email of your provisioning status once you complete the process. Below you can see a sample email of both a successful and a failed provisioning, each with the attached CSV list of device information. Failures occur when devices are already assigned or SN/DRID numbers do not match or exist.

Success:



Failure (3 Devices):



success_devices608761.csv
710 bytes

failed_devices608761.csv
1 KB

[EXTERNAL MESSAGE]



Activation Summary #608761
Total: 6 / Activated: 3 / Failed: 3

Activated

Serial Number:	DRID:	Tenant:

You have finished your device provisioning. You should see each device listed under your Tenant in the SmartAPI Workstation.

Support

Should you need support, contact SmartWitness at <https://support.smartwitness.com/> or email us at support@smartwitness.com. Read the following responsibilities of the support team regarding unit provisioning.

Support Provisions:

- All newly purchased FedEx and GroundCloud devices.
- All replacement devices from Advanced or Standard RMAs.
- All devices from Device Assignment Request forms submitted by clients or SmartWitness sales personnel.



Important Note: Notify Support of requests **before** installation and include device invoices to ensure units are provisioned before leaving the SmartWitness warehouse.