



Signum Oil Analysis

User's Quick Reference Guide



Power
TO
Predict

SIGNUM
OIL ANALYSIS

Equipment Condition
Contamination Control
Lubricant Condition

Welcome to Signum Oil Analysis

Today, many companies are taking advantage of oil analysis to intensify predictive maintenance in order to improve equipment reliability and lubricant life.

Signum Oil Analysis simplifies the lubrication monitoring process. Through our password-protected website, Signum helps guide maintenance professionals to the best decisions by providing reliable results, timely alerts, and informative reports.

How This Quick Reference Guide Can Help You

This Quick Reference Guide explains how to execute the most popular tasks in Signum Oil Analysis, through clear and simple step-by-step instructions. Just turn to the tab with the topic of interest to learn how to:

- Set up a contact to receive automated results reports over email
- Print labels for a lube route
- Copy and edit sample points for new equipment

...and much more. Keep a copy of this handy guide at your desktop and refer back often for helpful tips and instructions.

The Signum Community Homepage

Your Signum Community Homepage is your first stop when you log into Signum and provides you with the latest news, links, and resources about Signum.

- A Click on the **Signum** logo to access your account.
- B View announcements and other news about the system in **Information**.



System Requirements

For best performance, please ensure that your system is equipped as follows:

- Internet Explorer 5.5 or higher
- Install Adobe Acrobat
- Turn off pop up blockers
- Add Signum (<https://www.signum.exxonmobil.com>) as a trusted site in Internet Explorer

How to Log Into Signum

To log into the Signum Oil Analysis Web application, follow these steps.

1. Access Signum via www.exxonmobil.com/online.
2. Enter your User ID and Password, and click **Login**.
3. You are now in the Signum Oil Analysis application.

How To Log Off

Click the **Exit** button in the top right corner of the application. You will be redirected to the Signum Community Homepage. Click **Log Off**.

Reset ID or Password

1. Access Signum via www.exxonmobil.com/online.
2. Click **Forgot User ID** or **Forgot Password** at the top of the page.
3. Fill out the form, select **Lubricants and Specialties** for **Affiliation** and **North America (USA)** for **Sub Affiliation**, and click **Submit**. The User ID or password will be sent to the email address listed in your profile.



Computer Based Training for Users is a fun, interactive training CD that enables you to learn about and practice Signum tasks in a simulated environment. To access a copy, contact your representative (cite Item SGN0343CD) or 1-866-Signum2.

Navigate Your Account

Your Signum Home Page is your customized home base for managing all your oil analysis program activities.















The Signum web application is organized by large **Screen** tabs that cover broad topics such as **Accounts**, **Facilities**, **Sample Points**, and **Kits**. You may see all or some of these screens, depending on your user profile. Contact your distributor or ExxonMobil representative if you have questions about your profile.




Each **Screen** tab has multiple **View** tabs where you perform specific tasks. At left, the user is in the **Sample Point** screen and sees the **View** tabs **My Results**, **Sample Point - Edit**, and **Sample Labels**.

The account at left is **In Focus**. It is displayed in the **gray** form.

Navigation Buttons

-  **Search** Search for specific record(s).
-  **Go** Click **Go** to execute your search.
-  **All Sample Points** Click the **filter drop-down** list to choose from predefined queries.
-  Use **quick sort arrows** to sort the list in ascending or descending order.
-  **+++** Click a **hyperlink** for additional information for the record.
-  **New** Click **New** to create a new record.
-  **Edit** **Edit** data for a specific record.
-  **Back** Click **Back** to navigate to the previous screens and views.
-  **Trash** Click **Trash** to delete a record.
-  **Checkbox** Click **Checkbox** to select a record.
-  **Help** Click **Help** in the upper right corner of the web page to receive detailed help on every topic in Signum.
-  **Contact Us** Click **Contact Us** (on the tab bar) to send an email to your Account Primary. The email will go to the ExxonMobil representative or distributor representative responsible for your account.

-  **Knowledge Library** Click **Knowledge Library** (on the tab bar) to access Signum literature and training materials.

* indicates a required field. When entering data, you must fill all fields marked with an * before you will be able to save.

When you **Search**, * is the wildcard.

Do not use special characters, such as @, #, or &, in Signum.

Set Up Contacts

Signum Oil Analysis delivers information via two primary channels: **Users** and **Contacts**.

A Contact

- Can receive results reports via email or fax
- Cannot log into the online system
- Can be created by you (depending on your user profile), or by your representative

A User

- Can log into the online system
- Has a User ID and Password
- Must be created by an ExxonMobil or distributor representative

If the individual's primary interest is receiving sample results, he or she should be a contact, not a user. You can ask Signum to automatically send results reports to your contacts. If the individual already exists in Signum as a contact, you can designate him or her to receive these reports — or you can set up the individual as a new contact if he or she is not yet in Signum.

If you need to add a new user to the system, please contact your ExxonMobil or distributor representative.

Search for a Contact

1. Click the **Accounts** screen tab.
2. Click the **Account Name** [hyperlink](#) for the desired account.
3. Click the **Contacts** view tab.
4. Click **New**. The **Add Contact** dialog box is displayed.
5. Search for the Contact by entering the contact's last name in the **Starting with** field and then click **Find**. You may also search on other criteria, such as position. If you find the desired contact, proceed to Step 6. Otherwise, proceed to Step 7.

Associate an Existing Contact to an Account

If the desired contact already exists,

6. Click the checkbox for the contact you wish to add into this account, and then click **Select**. You can select more than one contact record at a time.

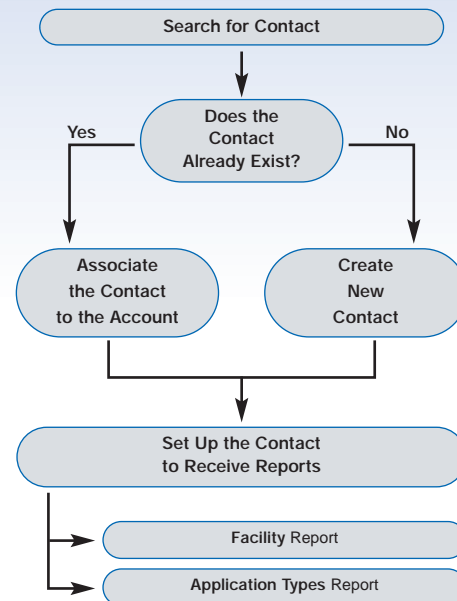
Create a New Contact

If you do not find the contact already listed:

7. Click **New** from the **Add Contact** dialog box. A blank form is displayed.
8. Complete the required fields about the contact, and click **Save**. The record is now saved in the system and displayed with the other contacts in the **Contacts** view tab for the current account.

Tip: If you wish to remove a contact from your **Contacts** view tab for the account, click the **Trash** icon corresponding to the identified record. This removes the contact record from your displayed list. It **does not** delete the contact record from the system.

Set Up Contacts to Receive Reports



Set Up Contacts

Setting Up a Contact to Receive Reports

Contacts can receive automatic reports via email about results of interest to them, without ever needing to access the online system. The reports can provide the results for their specific work area:

- **Facility** (for example, the Wood Yard)
- **Application Types** (for example, Engines)

Facility Reports

You (depending on your user profile) or your ExxonMobil or distributor representative can set up the contact within the facility so that the contact receives the reports for that facility only.

Tip: In order to set up a contact to receive reports for a specific facility, the facility must first be established (see right, Create a Facility).

1. Click the **Facility Name** hyperlink.
2. Click the **Contacts** view tab. This will launch the **Add Contact** dialog box. The contacts listed within will be the contacts for your account.
3. Click **New**.
4. Click the **Checkbox** next to the contact you wish to associate to this facility. You may need to search for the contact by scrolling through the list, or by typing the user's last name into the **Starting with** field and clicking **Find** button. You may also search on other criteria, such as position.
5. Click **Select**. The contact will now receive the reports for this facility.

Tip: If you do not see the contact you are seeking, click **New** in the **Add Contact** dialog box and complete the new contact form.

Application Types Reports

Your ExxonMobil or distributor representative can set up your contacts for specific application types so your contacts receive even more specialized reports.

Setting up a contact to receive reports for specific application types is especially useful if your site has application specialists for given types of components, such as engines, turbines, or hydraulics. Please see your representative if you would like to use this feature.

Create a Facility

A facility is an organizational tool to group a subset of sample points. A sample point can be associated with one (or no) facility. Facilities:

- Can be created by you (depending on your user profile), or by your ExxonMobil or distributor representative
 - May be sections of a plant, construction sites, fleets, a maintenance garage, or other grouping
 - Should be created when you need to group sample points for reporting
1. Click **Facilities** screen tab.
 2. Click **New**.
 3. Complete appropriate fields.
 4. Click **Save**. The new facility is added to the top of the list and will now be available in pick lists when creating sample points.

Enter and Copy Sample Points

Enter Sample Points

A Sample Point is the point on the piece of equipment from which the oil sample is drawn. Before you begin sampling, register your equipment in Signum and enter the **sample points**. Your ability to add sample points is enabled in your user profile. Contact your representative if you have questions about your profile.

To speed data entry and ensure accuracy, Signum customizes your fields, based on information you provide.

Important: You must enter the information in each section of the form from left to right to ensure that the proper fields display. Note that Application Type will automatically customize the subsequent fields that will display.

If you need to enter an application type or lubricant brand not present on your pick list, please contact your representative.

1. Click the **Sample Points** screen tab.
2. Click the **Sample Point – Edit** view tab.
3. Click **New**.
4. Complete the required fields.
5. Enter Component Data. The fields you see are customized according to your previous Application Type selection.
6. Click **Save** to register your new sample point. The sample point is now saved and is displayed as the first record in your **Sample Point – Edit** list.

The new sample point displayed as the first record in your **Sample Point – Edits** list.

Alternate Navigation:

From the Account screen, drill down on the **Account Name** and access the **Sample Point** view tab.

If you need to input a number of pieces of equipment that are similar, use the **Copy** feature to speed entry.

Tips about Sample Point Information

Click the **checkbox** to pick equipment information from extensive lists

Remember to not use special characters, such as #,\$,%,\$,@

If your equipment's manufacturer (or model) is not in the drop-down list, select **Not Listed**, and complete the **Alt Manufacturer** (or **Alt Model**) field

Application Type is the test slate that will be used to analyze your oil. Contact your ExxonMobil representative if you need help, as an incorrect application type will compromise interpretation.

Unit ID is an identifier such as the license plate, VIN, plant or site equipment numbers

Location is the actual location of the sampling point from which the oil sample will be drawn

Route Sequence and **Sample Frequency** enable scheduling and customized groups of labels

Multiple levels of Signum Service ensure your needs are met. Refer to Signum Service Data Sheets in the Knowledge Library or at www.exxonmobil.com/signum.

Enter and Copy Sample Points

Copy Sample Points

Save time when entering sample points with Signum's **Copy** function.

1. Click the **Sample Points** screen tab.
2. Click the **Sample Point – Edit** view tab.
3. Locate the **existing record** you wish to copy in the **Sample Point – Edit** list.
4. Click the **Edit** field.
5. Click **Copy**. A new record is created based on the information contained in the existing record.
6. Update the following fields as needed. The fields will contain the information from the original record by default.

Field	Value
Facility	Click the checkbox to locate another facility.
Unit ID	Enter a new <i>unit id</i> for the equipment. Use the license plate, VIN, plant or site equipment numbers, or any other identifier as the Unit ID. Do not use special characters, such as #, @, *&.
Description	Enter a brief synopsis of the equipment.
Application Type	Click the checkbox to locate and select the correct application type.

7. Click **Next** to review the remaining fields and make any necessary updates. Update any existing field values as needed.
8. Click **Save** to add your new sample point record.

Tip: Ask your ExxonMobil representative about data entry support options if you have many sample points. (Fees may apply.)

View, Print, and Save Results

See and keep track of your account's sample results by using Signum to view, print, and / or save graphic analysis reports. Or, peruse all the results for a specific sample point online.

Access a Graphic Report for Your Account

1. Click the **Home Page**.
2. Review the accounts listed in the **Account** section.
3. Click the **Results** icon next to the account for which you wish to view the sample point results. The selected account displays in the **Sample Points** screen > **My Results** view tab.
4. Review the results list in the **My Results**.
5. Click the **Checkbox** next to the result you wish to display as a graphic report.
6. Click **Print Report** on the view tab toolbar.
7. Click **Run** in the Reports Dialog box. The sample point result is now displayed as a graphic report in Adobe reader format.
8. Use the Adobe toolbar to **Print** or **Save** the report.



Use the Adobe toolbar to **Print** or **Save**.

Tip: Please turn off pop up blockers and ensure that Adobe Acrobat is installed.



Alerted conditions are highlighted on the report. For some reports, comments and recommendations are made on a second page.

View, Print, and Save Results

View Results Online for a Sample Point

To view your results online without retrieving the Adobe report for each result, use the [Unit ID hyperlink](#) to drill down to the report details.

1. Drill down on the [Unit ID hyperlink](#) in the **Unit ID** field. The **Sample Point** record appears as the primary record with more **Results** view tabs options for your review.
2. Click the **Sample Point-Results** view tab.
3. Review the Sample Point Result details.

Repeat these steps to drill into the result details. To print and save results, repeat steps 5-8.

Receive Your Results via Email

You can ask Signum to send you (or your contacts) your results via email:

- for specific records
- automatically on a daily or weekly basis for all your sample activity
- for specific sample points

You will receive the email from Signum (*donotreply@exxonmobil.com*) at the email address you have specified in your user profile. If you need to update your email address, please contact your representative.

Receive Results for Specific Records (as an Excel file)

1. Click the **Home Page**. In the **Account** section, click **Results** for the desired account.
2. Pick the results you want emailed. In **My Results**, click **Search**, enter your search criteria, and click **Go**.
3. Click **Email Data Export** on the view tab toolbar.
4. Enter the date range to process and click **Go**. If date is left blank, the frequency for most recent period will be used.
5. You will receive an email with the Excel report attached.

Receive Daily or Weekly Email of Results (as an Excel file)

You or your contacts can automatically receive an email, on a daily or weekly basis, with the results for all your sample activity.

1. Click **Contacts** and locate contact
2. Click the **Edit** field for the contact record and select Daily or Weekly from **Sample Export Frequency**.
3. Click **Save**. The contact will now receive emails automatically of results.

If you need to change this preference in the future, simply modify the **eMail Summary Notification** or **eMail Report(s)** fields in the contact profile.

Print Labels

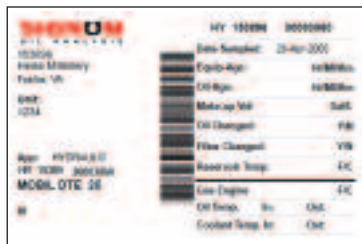
Print labels from your computer to label your sample bottles. Signum's **Search** function enables you to print the labels for the exact sample points you need. You can print your labels before or after you sample.

You can print labels for:

- An individual sample point
- A complete sample route
- An entire facility or fleet
- Any group of your choosing

You can print your labels on:

- Custom label paper provided in the sample supply kit (see **Order Supplies**)
- On regular paper. Just print, cut to fit, and affix to your bottle with clear packing tape.



Tip: The Route Sequence, Unit ID, and Description fields in your sample point record help you maximize your label printing flexibility. See **Enter Sample Point** for more information.

Tip: Please turn off pop up blockers and ensure that Adobe Acrobat is installed.

Print Labels for a Group of Sample Points (Before Sampling)

1. Click the **Home Page**. Click the **Print Label** button for the desired account. You will see the **Sample Points – Account** view.
2. Click **Search** from the **Sample Labels** toolbar, enter your search criteria, then click **Go**. The labels that meet your search criteria will appear.
3. Click **Select All**. If you would like to further limit the labels you print, just click the **checkboxes** for the desired labels.
4. Next, click **Print Report** and **Run**.
5. If you would like to designate the location on the label paper to start the labels, just click the location's circle that corresponds to the desired location. This feature enables you to use remaining labels you might have on an old sheet.
6. Click **Run** in the **Reports** dialog box and you will see your desired labels as an Acrobat file.
7. Click **Print** from the Adobe toolbar.

Print Labels for a Single Sample Point (A Sheet of 8 Labels per Point)

You can print a full sheet of 8 sample labels for a single sample point. No date is included, so you can use whenever you want — just keep the pre-printed labels at the equipment for when it's time to sample.

1. Click the **Home Page**. Click the **Print Label** button for the desired account. You will see the **Sample Points – Account** view.
2. Click **Search** from the **Sample Labels** toolbar, enter your search criteria, then click **Go**.
3. Click **Print Report**. It is not necessary to select labels when printing a sheet of labels for a sample point.
4. In the **Select a Report** field, click the arrow, select **Print List 8x/Pg**, and click **Run**. You will now see your sample point labels as an Adobe file.
5. Click **Print** from the Adobe toolbar.



Click the location on the label paper where you want to start printing.

Print Labels

Printing Your Labels with Details (After Sampling)

If you've already taken a sample, use Signum to print a computer-coded label to help speed your sample through the laboratory. You can even save the label details — then, the next time you need to print labels, just update the dynamic fields such as reservoir temperature or oil age.

1. Click the **Home Page**. Click the **Print Label** button for the desired account. You will see the **Sample Points – Account** view.
2. Click **Search** from the **Sample Labels** toolbar, enter your search criteria, then click **Go**. The labels that meet your search criteria will appear.
3. Review the **Sample Labels** and determine which to modify. Use the search functionality to select the labels that you wish to print.
4. Click the **Edit** button in the Edit field for the desired sample label, modify as desired, and click **Save**. The **Date** field defaults to the current date and is required to save the sample label record. Also, if you need to correct any **Sample Point** information, cancel the edit function and navigate to the **Sample Point – Edit** view to correct.
5. After saving, you are navigated back to the **Sample Labels** list view. The sample point label you have just edited is automatically checked to print.
6. Repeat the above steps if you need to print labels for more sample points.
7. Click **Print Labels** and in the next dialog box, click **Run**.
8. If you would like to designate the location on the label paper to start the labels, just click the location's circle.
9. Click **Run** in the **Reports** dialog box and you will see your desired labels as an Acrobat file.
10. Click **Print** from the Adobe toolbar.

Tips:

- If you wish to de-select a label, click the **Checkbox** in the **Selected** column and clear the sample label data fields. You may also need to click **Clear All** and / or refresh the view.
- The label edits, such as equipment and oil age, remain in effect until you change them again, so be sure to change the values before you print the next batch.

Account	Location	Date	Selected
1001	1001	10/10/10	<input checked="" type="checkbox"/>
1002	1002	10/10/10	<input type="checkbox"/>
1003	1003	10/10/10	<input type="checkbox"/>
1004	1004	10/10/10	<input type="checkbox"/>
1005	1005	10/10/10	<input type="checkbox"/>
1006	1006	10/10/10	<input type="checkbox"/>
1007	1007	10/10/10	<input type="checkbox"/>
1008	1008	10/10/10	<input type="checkbox"/>
1009	1009	10/10/10	<input type="checkbox"/>
1010	1010	10/10/10	<input type="checkbox"/>

*The user limited the sample point labels by using a **Search** query. The user can further narrow the labels to print by clicking the checkboxes for the desired labels.*

Order Sample Kits

You (if enabled in your profile) or your ExxonMobil or distributor representative can order the supplies you need to send in samples for analysis, including:

- Sample bottles
 - Sheets of label paper
 - Outer shipping bottles, pre-printed with the laboratory's address
 - Shipping bags, pre-printed with the laboratory's address
1. Click the **Kits** screen tab.
 2. Click **New** and fill out request.
 3. Verify shipping information. The shipping information is stored in the Contact profile. If changes are needed, navigate to the Contacts screen to edit.
 4. Click **Save** to submit your request. Your request is now displayed in **Kits – My Sample Kit Requests**.

You can expect to receive your kit within approximately 7 business days.

If you need to cancel or modify the order, contact your ExxonMobil representative.

Track Sample Kit Orders

When a kit has been shipped, the shipping details appear in **Kit Request Details**.

1. Click the **Kits** screen tab and click **My Sample Kit Request – Details**.
3. Review the description populated in the **Status** field.
4. Click the pencil icon in **View Progress**.
5. Scroll down the page and review the **Kit Requests Details** section of the page. The shipping details will populate after shipping has occurred. Click **Back** to exit detail.



More Help



Phone

Call 1-866-Signum-2 for help with the Signum Web application, or to request training materials. Call 1-800-Mobil-25 for help with oil analysis interpretation or lubricant questions.



Computer Based Training

Learn about and practice Signum activities in a fun, interactive, simulated environment. Computer Based Training for Users, Item SGN0343CD.



Online Help

Click **Help** in the upper right corner of any screen to access detailed instructions on every topic within Signum.

Visit the **Knowledge Library** for training materials and other Signum literature.

Click **Contact Us** to send an email directly to the ExxonMobil or distributor representative who is responsible for your account.



Quick Reference Guide

Quickly access step-by-step instructions through the durable, handy Quick Reference Guide.

User's Quick Reference Guide, Item SGN0339GU.



Training Class

Contact your ExxonMobil representative about live, hands-on Signum classes. Fees may apply.

Your Representative

Your ExxonMobil or distributor representative is eager to answer questions about your specific needs, or put you in touch with the person who can. You may also request training materials from your representative.

Due to the nature of computer systems, your actual screen views may differ from the pictures shown in this guide.

ExxonMobil Lubricants and Specialties

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www.exxonmobil.com/signum
1-866-Signum-2 1-866-744-6862

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