



HomeView.

App guide

iOpt.

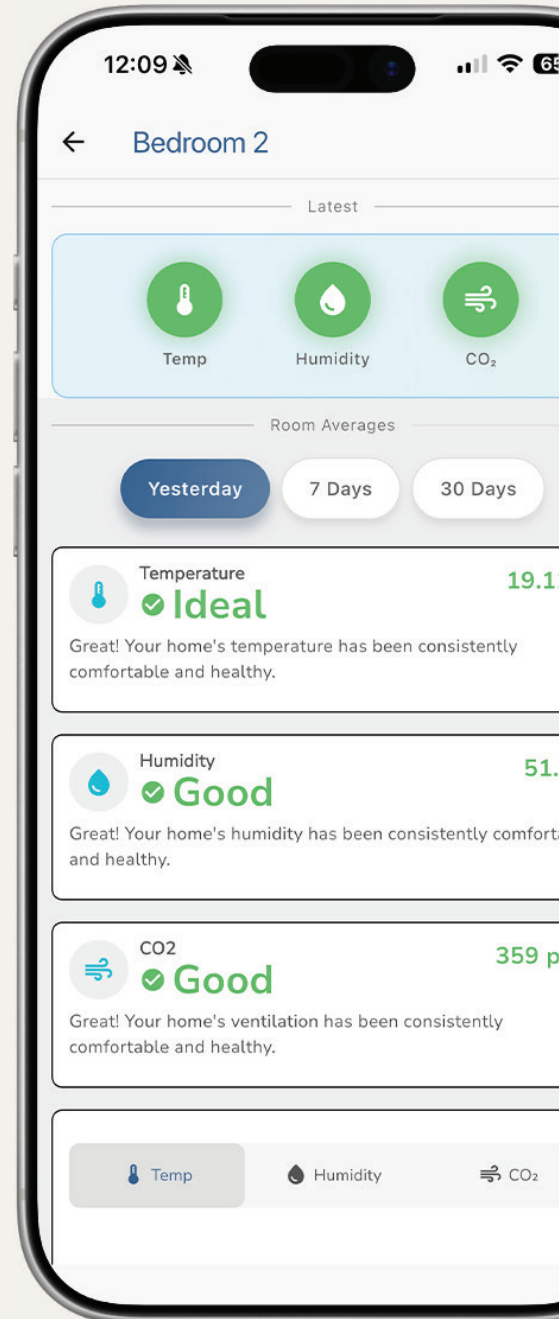
Contents.

What is HomeView	3
How to download HomeView	4
Registering for HomeView	5
Logging in	7
Understanding your home	8
Helpful guidance for your home	12

What is HomeView.

You may have recently had some devices installed into your home by your housing provider.

If so, HomeView allows you to see the information about your property collected by these devices and receive helpful advice on how to make your home as healthy as possible.



How to download HomeView.

To access information about your home, you need to download the HomeView app to your phone or tablet.

The app is available on Apple and Android devices and can be found by searching 'HomeView' or following the links below.

Apple App Store



Google Play Store



Minimum requirements:

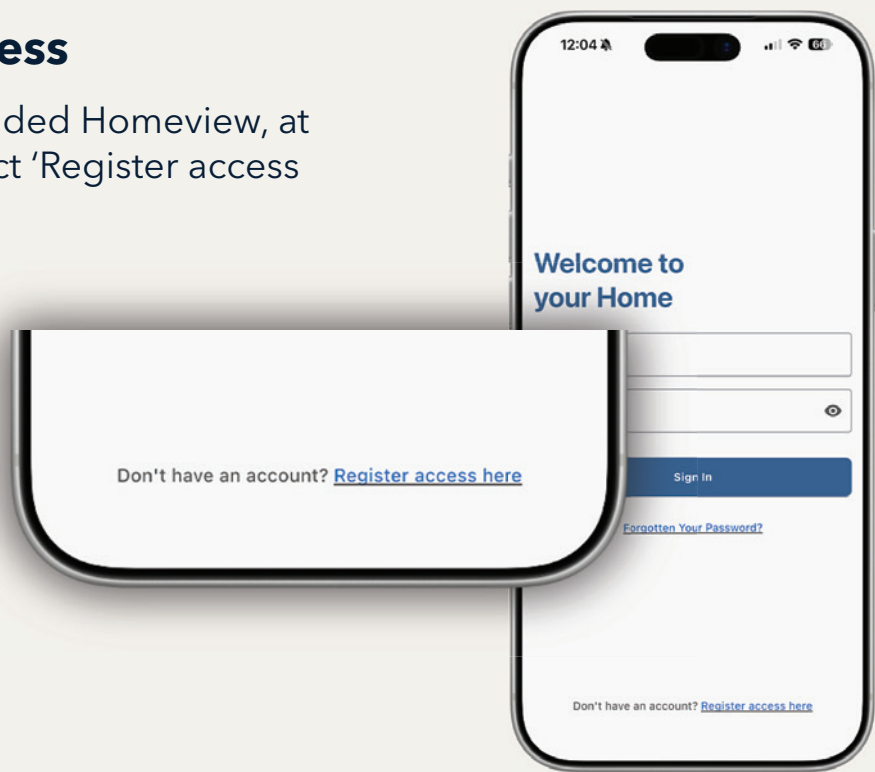
iPhone - iOS 13 or later

Android - 5.0 (Lollipop)

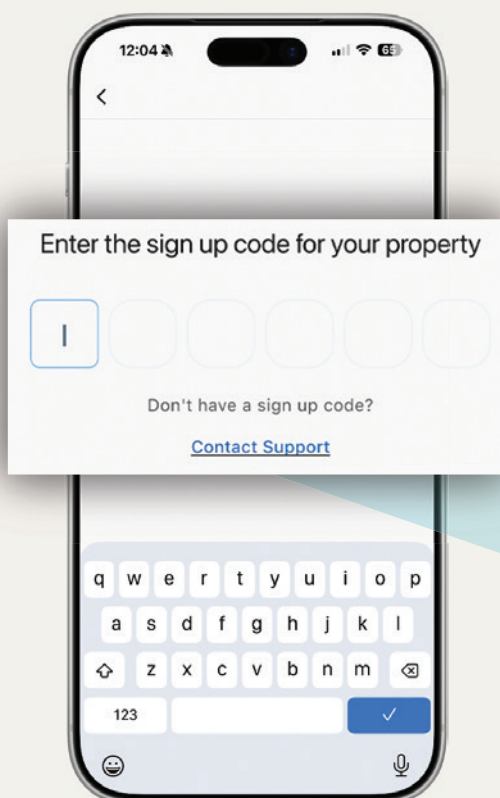
Registering for HomeView.

1. Register for Access

Once you've downloaded Homeview, at the login screen, select 'Register access here'.



2. Enter sign up code



Your property will be registered at the same time the devices are installed and you should receive a 6-digit code on the installation document. Enter this here.

Didn't receive a code?

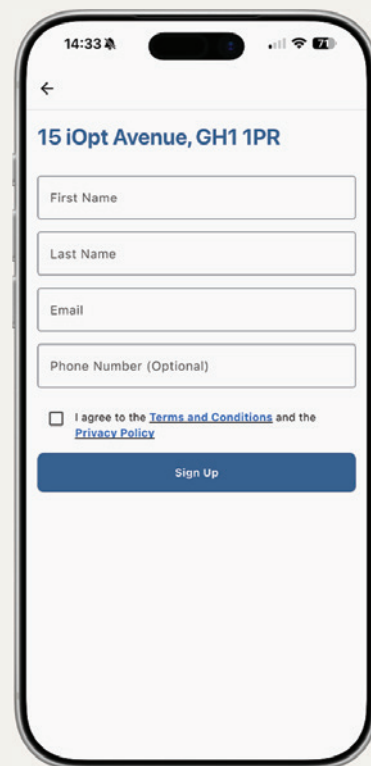
Contact support@ioptassets.com



Please note: codes may take up to 24 hours to become live.

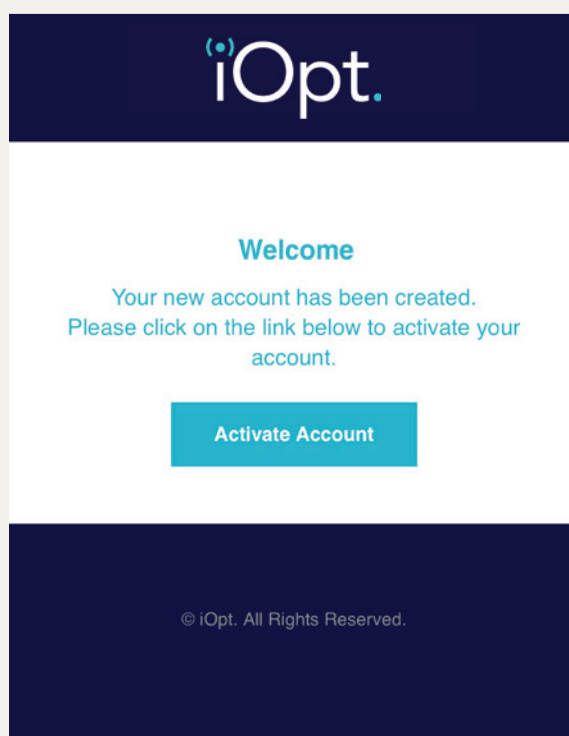
3. Enter details

Fill in the form to complete your profile

A mobile app registration form displayed on a smartphone screen. The form has a white background with a dark blue header bar at the top. The header bar contains the text "15 iOpt Avenue, GH1 1PR" in white. Below the header bar, there are four input fields: "First Name", "Last Name", "Email", and "Phone Number (Optional)". Each field has a light blue border. Below the input fields, there is a checkbox with the text "I agree to the [Terms and Conditions](#) and the [Privacy Policy](#)". Below the checkbox, there is a dark blue button with the text "Sign Up" in white. The smartphone status bar at the top shows the time "14:33" and various icons for signal, Wi-Fi, and battery.

4. Activate Account

You will receive an email confirming your account has been set up. You must then activate it by selecting 'Activate Account'.



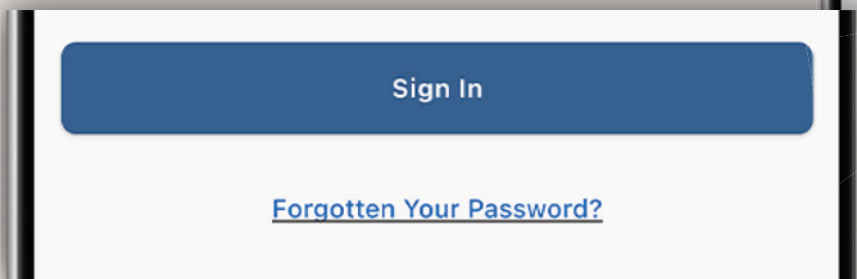
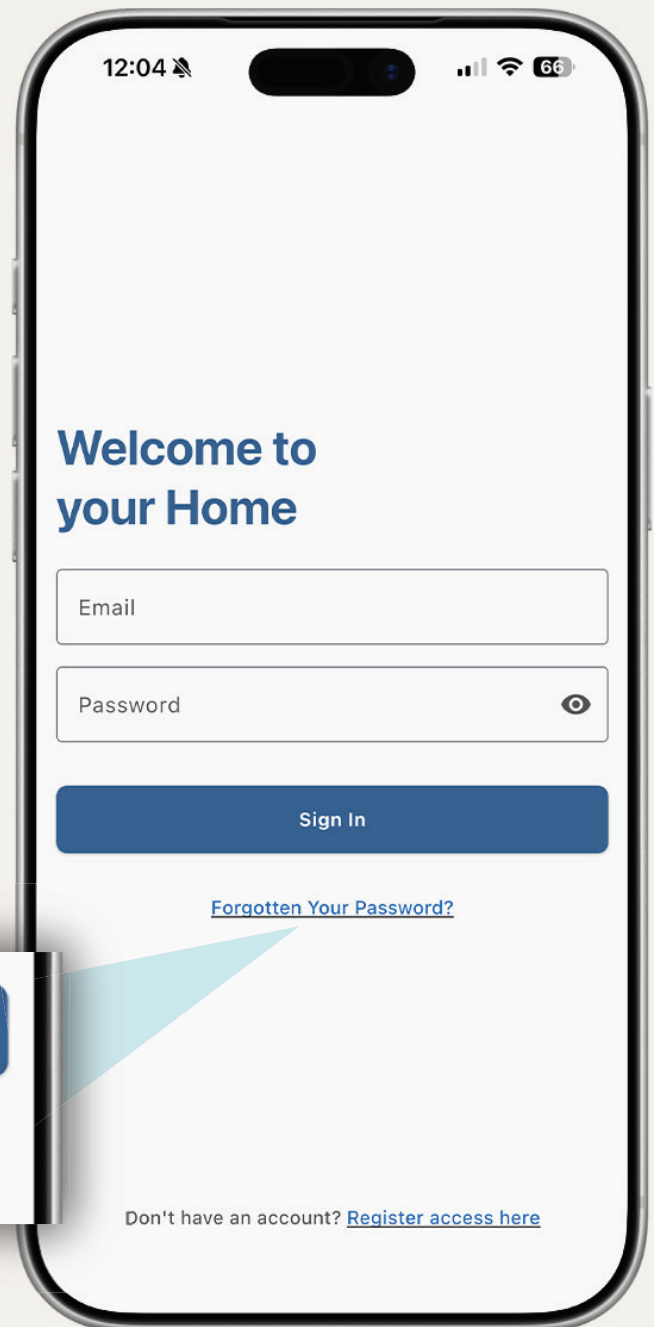
Logging in.

1. Enter details

Using the information you've just registered with, enter your Email and Password.

Forgotten your password?

Don't worry, simply tap 'Forgotten Your Password' and follow the steps to reset it.



If you continue to have issues logging in, please contact support@ioptassets.com

Understanding your home.

Property Overview

Alerts

If any of your rooms require your attention, an alert will appear next to that room.

Rooms

Any rooms that you've had devices installed into will appear here

Navigation

Home

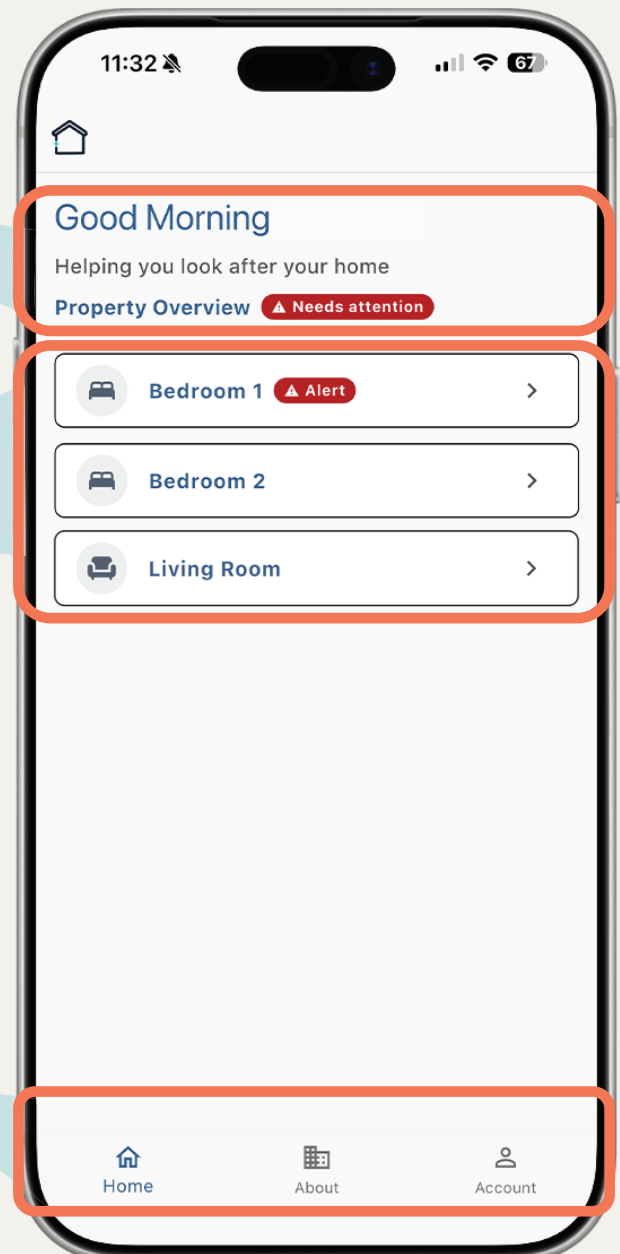
This takes you to your property overview screen.

About

This is information about your property

Account

Here you can view your personal details like name, email etc.



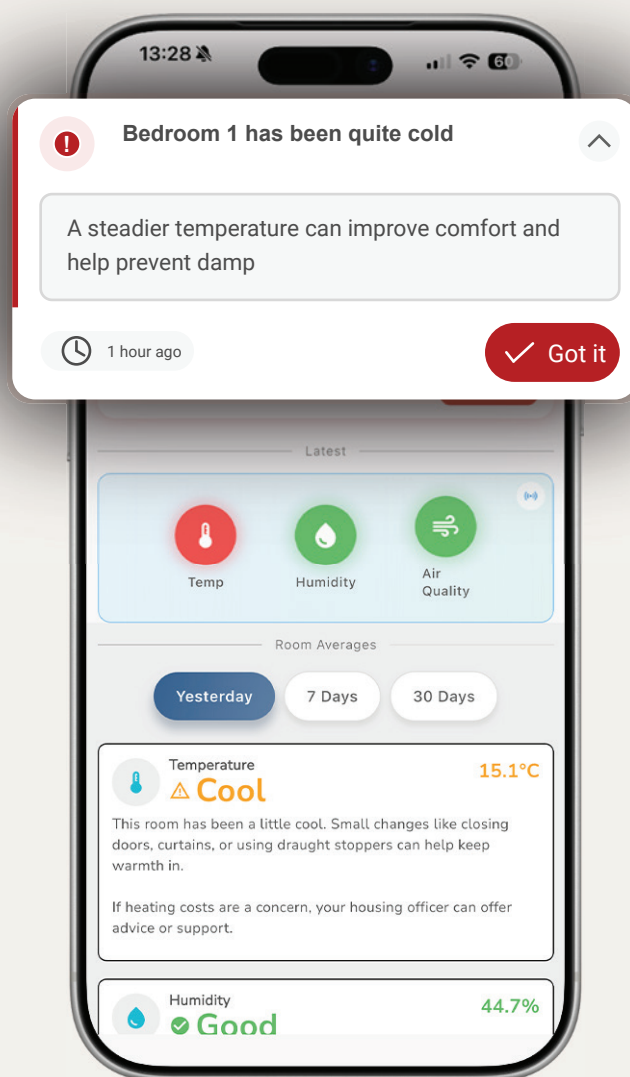
Understanding your home.

Individual Rooms

Alerts

The devices in your home are monitoring the environment you're living in to make sure it's as healthy as possible.

If something isn't quite right in one of your rooms, you will receive an alert explaining what the issue is and some helpful advice on how to improve it.



Latest Conditions

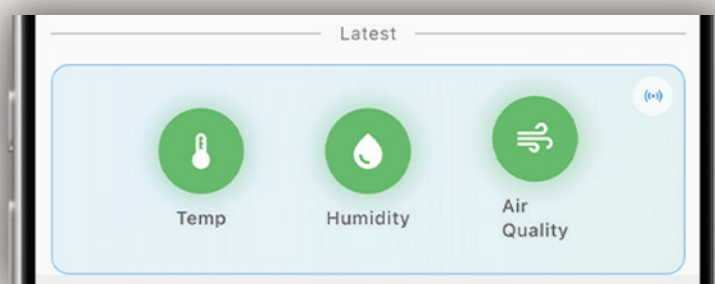
The 'latest' section gives you a quick snapshot of the conditions in this room.

You can see Temperature, Humidity and Air Quality all displayed with an easy to understand rating:

Green: Good

Amber: OK

Red: Poor



Understanding your home.

Individual Rooms

Room Averages

We know that conditions in a home can fluctuate quickly, so the best way to check how healthy your home is, is to use the 'Room Averages' function.

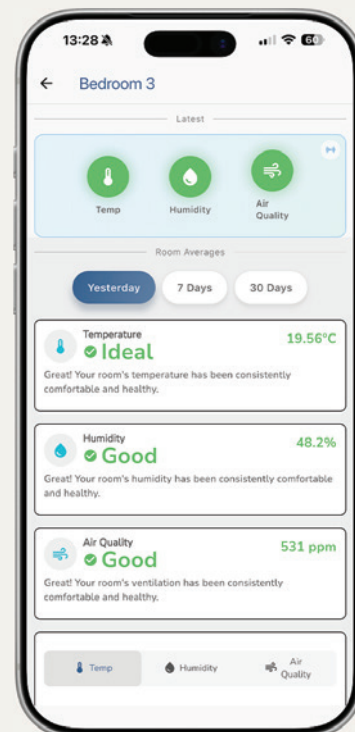
Here, you can see information from

Yesterday

Last 7 Days

Last 30 days

If you don't see any information when you first log in, wait 24 hours and data should appear. Contact support@ioptassets.com with any issues.



Yesterday

 **Temperature** 18.6°C

 **Ideal**

Great! Your room's temperature has been consistently comfortable and healthy.

7 Days

 **Temperature** 17.8°C

 **Cool**

This room has been colder than ideal. Keeping a steadier temperature can improve comfort and help prevent damp.

Simple steps like closing doors and curtains can help hold in warmth. If heating costs are a concern, your housing officer can help with advice or support.

30 Days

 **Temperature** 17.8°C

 **Cool**

This room has been colder than ideal. Keeping a steadier temperature can improve comfort and help prevent damp.

Simple steps like closing doors and curtains can help hold in warmth. If heating costs are a concern, your housing officer can help with advice or support.

Understanding your home.

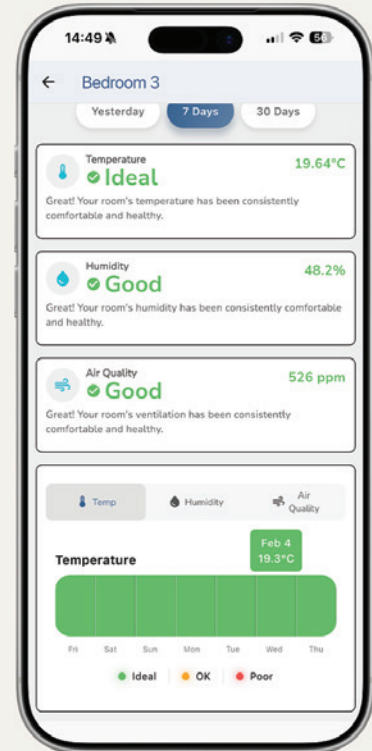
Individual Rooms

Your readings

As well a snapshot of current conditions, you can look back at previous hours or days, to see how healthy your home was.

Cycle through your temperature, humidity and air quality information for yesterday, the last 7 days or the last 30 days.

Tap a specific time or day to see more details.



Yesterday

7 Days

30 Days

Temp

Humidity

Air
Quality

Temperature

Feb 4
19.3°C

● Ideal | ● OK | ● Poor

Helpful guidance for your home.

Temperature



Temperature

 **Cold**

<15°C

This room has been colder than ideal. Keeping a steadier temperature can improve comfort and help prevent damp.

Simple steps like closing doors and curtains can help hold in warmth. If heating costs are a concern, your housing officer can help with advice or support.



Temperature

 **Cool**

15-18°C

This room has been a little cool. Small changes like closing doors, curtains, or using draught stoppers can help keep warmth in.

If heating costs are a concern, your housing officer can offer advice or support.



Temperature

 **Ideal**

18-23°C

Great! Your home's temperature has been consistently comfortable and healthy.

Helpful guidance for your home.

Temperature



Temperature

23-26°C



Warm

This room has been warmer than usual. Short bursts of ventilation can help keep things comfortable without cooling your home too much.



Temperature

>26°C



Hot

This room has been very warm. Closing blinds during the day and airing rooms in the evening or early morning can help reduce heat and improve comfort.

Helpful guidance for your home.

Humidity



Humidity

 **Dry**

<35%

The air in your home has been quite dry. This can cause discomfort such as dry skin or a scratchy throat, and may also affect wooden floors or furniture.

Adding a small amount of moisture can help. You could try placing a heat-safe bowl of water near a radiator or keeping a few houseplants, which can help release moisture naturally into the air.



Humidity

 **Ideal**

35-65%

Great! Your home's humidity has been consistently comfortable and healthy.



Humidity

 **Humid**

65-70%

Humidity levels in this room have been a little high. Improving ventilation during cooking, showering, or drying clothes can help keep moisture under control.



Humidity

 **Very Humid**

>70%

Humidity levels in this room have been high. Over time, this can lead to damp and potentially mould.

Improving ventilation during daily activities can help bring levels down. Extractor fans or dehumidifiers also work well if you have one.

Helpful guidance for your home.

Air Quality



Air Quality

<1500 ppm



Ideal

Great! Your home's air quality has been consistently comfortable and healthy.



Air Quality

1500 - 2000 ppm



Poor

Airflow in this room has been lower than ideal, which can make the space feel stuffy and hold in moisture.

Air quality is often poorest at night. Short bursts of fresh air in the morning and evening, along with extractor fans or opening trickle vents, can help without increasing heating costs too much.



Air Quality

>2000 ppm



Very Poor

Airflow in this room has been very low. This can make the space feel uncomfortable and increase the risk of damp or mould.

Improving ventilation, especially overnight and with short window openings morning and evening, can make a noticeable difference.

**If you have any issues with HomeView,
please contact support@ioptassets.com**

