

# SureTrend Cloud Support

Check out the SureTrend Cloud Instruction Manual to learn all about your new environmental monitoring software! Visit the SureTrend Cloud Frequently Asked Questions section to read answers to commonly asked questions. Since SureTrend Cloud is accessed from the internet it will likely work with the latest version of most internet browsers. We recommend using the latest version of Chrome because that is the browser that our software team uses for testing SureTrend Cloud. When removing an EnSURE Touch from SureTrend Cloud you will be asked to confirm the removal and asked to choose either **Factory Reset** or **Clear Registration**.

**Factory Reset:** This will remove all data and settings from the instrument and remove it from your account.

**Clear Registration:** This will remove the data and settings from the instrument, but keep the data on your account. When your instrument is registered with the same site again this information (plans, locations, users) will return to your device.

Sign in to SureTrend Cloud. If you do not have an account you can click [here](#) to get started.

Once you are signed in to your account click [here](#) to visit the Account Management page.

From this screen, you can see account information entered when you registered your SureTrend Cloud account. Below that you will see a list of all Sites you have created. You can toggle the **Active** button to enable or disable sites you wish to use or click the pencil icon to modify any Site's name. Sign in to SureTrend Cloud. If you do not have an account you can click [here](#) to get started.

Once you are signed in to your account click [here](#) to visit the Account Management page.

From this screen, you can see account information entered when you registered your SureTrend Cloud account. Below that you will see a list of all Sites you have

created with the option to create a new Site if you click the (+) Plus button. Give your Site a name and click **Save** to commit your changes. Make sure you toggle the site to **Active** once it appears in the Sites list or you won't be able to use or manage it. Sign in to SureTrend Cloud. If you do not have an account you can click [here](#) to get started.

Once you are signed in to your account, click [here](#) to visit the Pending Instrument Registration page.

From this screen, you can see any outstanding EnSURE Touch registrations that have not been completed. If you would like to complete any registrations immediately you can click the **Complete Registration** link next to the corresponding instrument.

keywords: see pending registrations, pending registration. New Knowledge Base articles are added monthly!