i-teamglobal.com

i-link®

User manual

One place for all your tools, machines and compliances

faster cleaner greener safer better

Faster:

Thanks to the cloud-based platform, access to i-link® is simple and global. You can track, report, and find your assets within seconds. Open the web application and find all your assets in one glance. No need to go through other systems, notes, or agendas.

Cleaner:

In the online overview of your entire inventory (tools, machines, and compliances) you can instantly see how connected machines are used, how they perform and where they're located. Rest assured that your assets are being used to its full potential to meet all the required cleaning and hygiene standards.

Greener:

You can easily find (and add) important documents and manuals to your online inventory and make them accessible for assigned users. This means less need for paper, resulting in less paper waste. Moreover, as you always have maintenance on time, your assets will last longer and be more sustainable.

Safer:

It's possible to set rules for alerts (e.g., reminders for maintenance or alerts for inspection of the fire extinguisher, emergency exit signs, AED, elevators, sprinklers, first aid kit, and so on). You can even troubleshoot an issue to your i-partner or coworker responsible for maintenance. This means your assets will be up to date and safe to use.

Better for everyone:

With i-link you get valuable insights in the usage of your cleaning equipment and never miss required maintenance or important updates. This way you can utilize the assembled data for more efficiency and safety in your buildings and cleaning routines.

Future Cleaning Technologies B.V.

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Model: i-link

Product code: i-link

Date: 09/01/2022

Version: v.1.0

Preface

The i-link® web application is a primary tool to manage your assets, including machines with and without i-link modules. The machines with integrated i-link modules contain specialized IoT-Modules that read out sensor data. The sensor data is being sent up to our cloud and are analyzed by specialized algorithms. The data is then prepared and displayed in i-link to give you deep insights about the life cycle and usage of your machines.

Purpose of the manual

This user manual contains all the information for correct and efficient use of the i-link web application.

These instructions are intended for any person who works with i-link. Users typically include:

- Administrators
- Maintenance personnel or technicians
- Operators

Ensure you have fully read and understood the instructions in this user manual before you use i-link.

Store the user manual in a safe place for future reference.

i-team retains the right to change the design, specification, and performance criteria of its products without notice or obligation.

Roles in i-link

You can assign users different role levels with different authorizations:

- Admin User: has access to all features of i-link.
- Editor: has access to **Assets**, **Tickets**, and **Dashboard**. An editor can add or edit assets and tickets.
- Standard User: has access to **Assets**, **Tickets**, and **Dashboard**. A standard user can view assets and can add or edit tickets.

Reading guide

Terminology	Explanation
Asset	A machine or device which you can manage and view data of in i-link.
Asset category	A machine or device category. Asset categories may include, for example, floor scrubbers, vacuum cleaners, air purifiers, etc. Multiple asset types can be assigned to a single asset category.
Asset type	A machine or device type, most often specified with the model's name or number. Asset types may include, for example, i-mop®, i-vac, i-air, etc.
Group	A number of users classed together. A group may include, for example, a company, subdivision, or a client. Assets, sites, and users can be assigned to a single group.
Parent group	A group which is on the highest hierarchical level. A parent group can see the groups, users, and assets of the sub-groups below them. No group is above a parent group.
Sub-group	A group which is in the middle or the lowest hierarchical level. A sub-group can see the groups, users, and assets below them.
User	A person who uses or manages assets. Users can be assigned different role levels with different authorizations. Users can be assigned as an admin user, editor, or standard user.
Site	A location where an asset can be assigned to.
Rule	A reoccurring event based on received data to, for example, create maintenance workflows for multiple assets at once.
Event	Represents what happens with an asset at a certain time in the future or in the past. Events may include, for example newly added modules, delivery information, edited asset information, maintenance schedules, etc.
Ticket	A note with information about reports, problems, schedules etc.

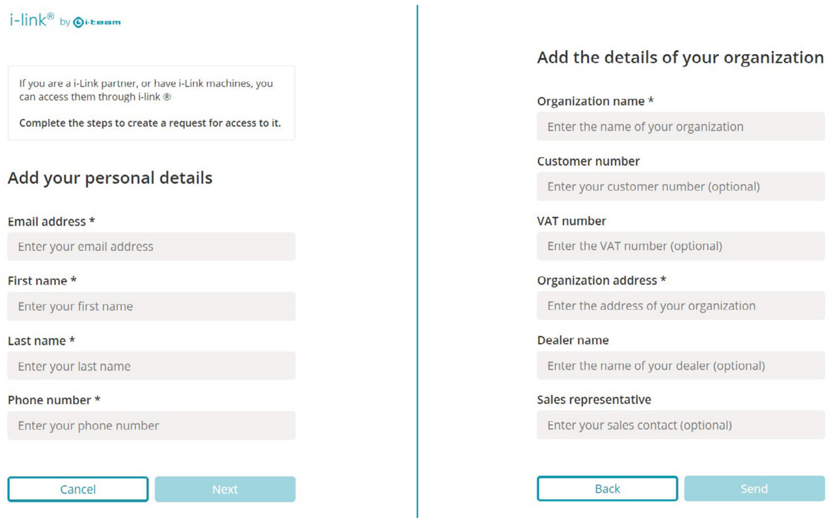
Table of content

1 Getting started

1.1 Signing up

To get access to i-link, you need to create a request for access.

Contact your local i-partner to get signed up or sign up manually (not recommended).

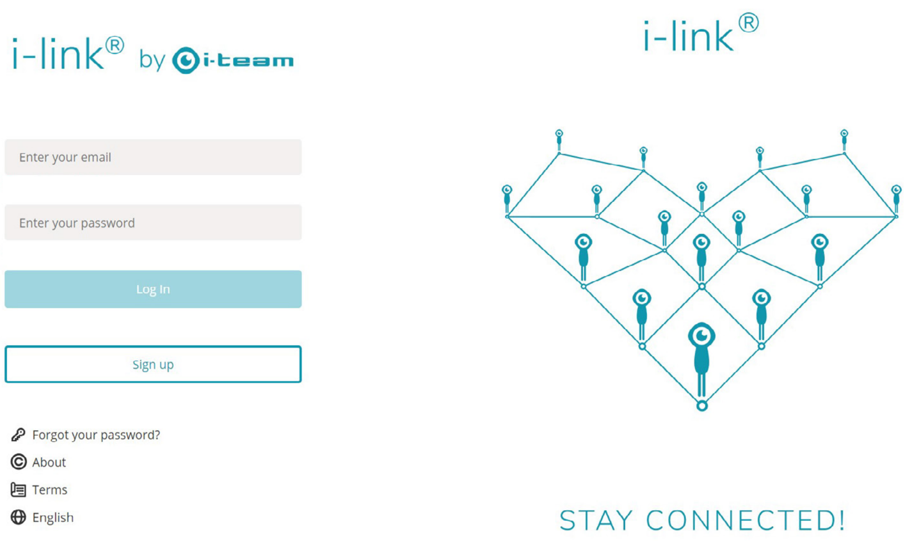


1. Go to start page: ilink.i-teamglobal.com
2. Click **Sign up**.
3. Fill in your details.
4. Click **Next**.
5. Fill in your company details.
6. Click **Send**.

After an admin has accepted your request, you'll receive an email with instructions. Follow the instructions in the email before you proceed to the login page.

1.2 Logging in

You can access i-link with your log-in details by following the next steps:



1. Go to start page: ilink.i-teamglobal.com
2. Fill in your email address.
3. Click **Continue**.
4. Fill in your password.
5. Click **Log In**.

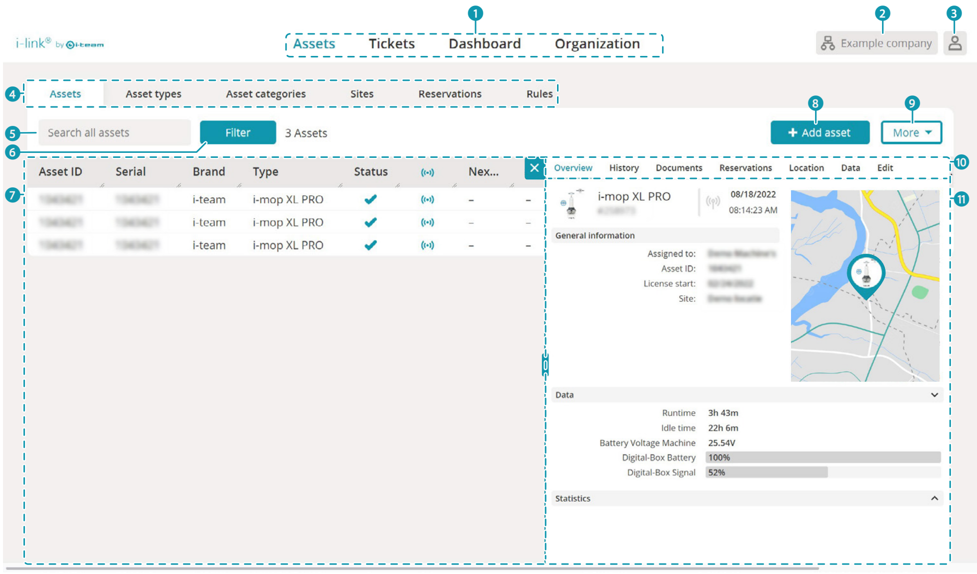
Forgot your password?

1. Click on **Forgot your password?**
2. Fill in your email address.
3. Click **Reset password**.

You'll receive an email with instructions.

1.3 Screen overview

The i-link overview screen consists of the following:



Number	Explanation
1. Main menu	Allows you to switch between main pages.
2. Group selection	Shows the current selected group.
3. User menu	Shows your personal settings.
4. Navigation menu	Allows you to switch between subpages of the selected page.
5. Search field	Allows you to search for content within the selected page.
6. Filter button	Allows you to filter items in the current list.
7. Main window	Shows a list of all the items in the selected page.
8. Add button	Allows you to add items.
9. More button	Allows you to download all asset information in Excel format or mass-upload new assets.
10. Tab menu	Allows you to switch between tabs of the selected item.
11. Sub-window	Shows information regarding the selected tab.

2 Setting up your organization

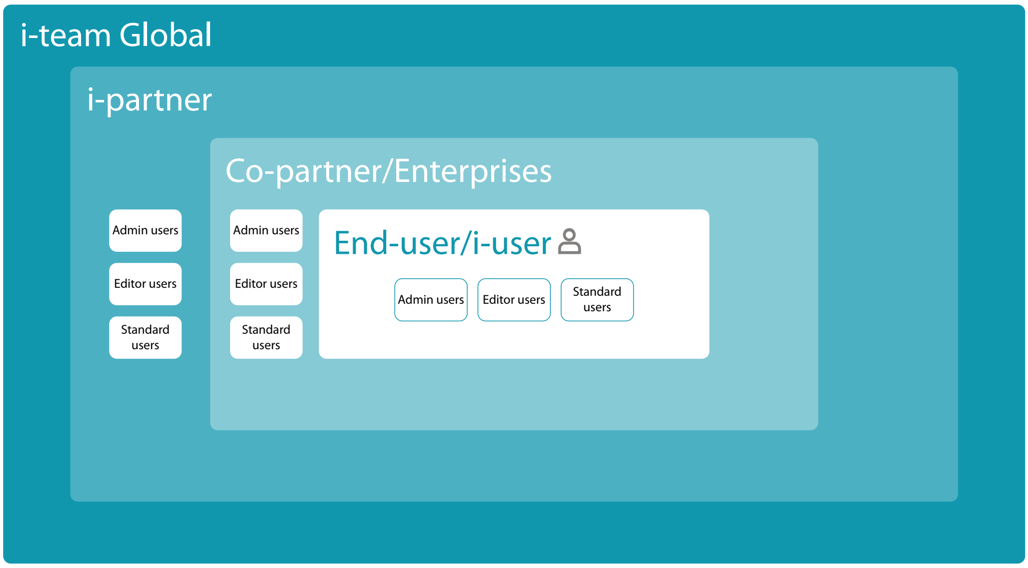
Organization is only available for Enterprise members. If changes in your organization are needed, contact your local supplier or support: ilink@i-teamglobal.com

Via **Organization** you can create parent groups, sub-groups, and users.

To start creating your own organizational structure, we recommend using our template as a starting point. You can download the template via the following link:

An organizational structure can, for example, look like this:

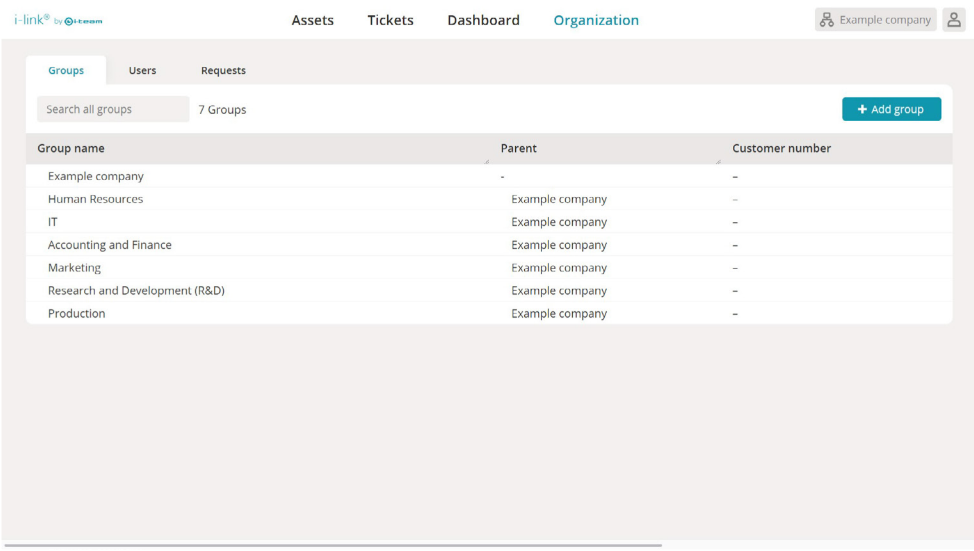
- Parent group: i-team/i-partner
- Sub-group: Co-partner/Enterprises
- Users: End-user/i-user



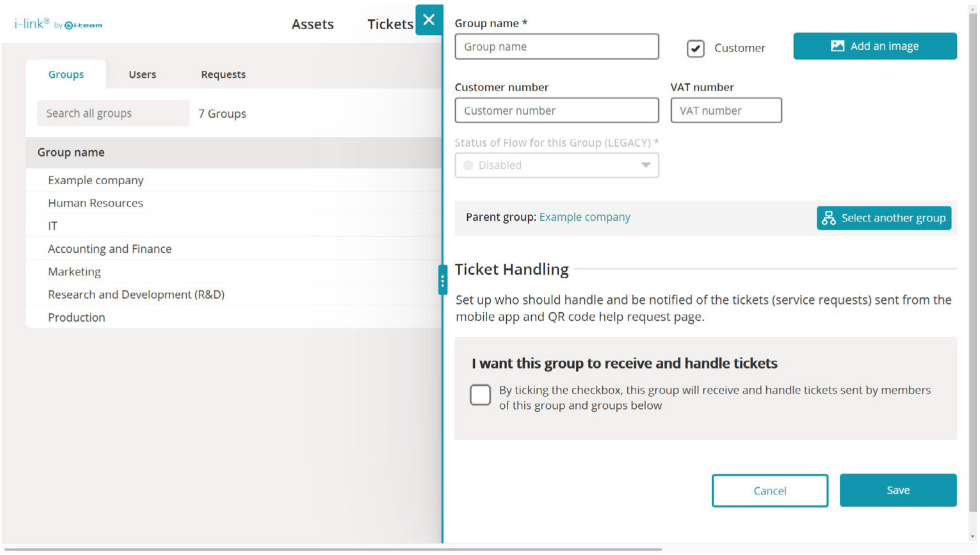
2.1 Groups

Via **Groups** you can add groups to your organizations, divided into parent groups and subgroups. Before you can add users to a group, you must first create a group.

2.1.1 Adding a group



1. Click **Organization** in the main menu.
2. Click **Groups** in the navigation menu.
3. Click **Add group**.



4. Fill in the **Group name**.
   - Optional: Select **Customer** to make the group a customer group.

   Example: A customer group could be a store belonging to a retail chain. The retail chain would be a group, the store belonging to the retail chain a customer group.

[!] A customer group has an 👤 icon before the group name in the group selection.

[!] No subgroups can be added to a customer group.

- Optional: Click **Add an image** to add an image to the group for visual distinction.

5. Click **Select another group** to assign the group to a parent group.

[!] Ensure the parent group to which the group has to be assigned to, has been created before you classify the group under a parent group.

6. Click **Save**.

A notification with **Successfully created** pops up.

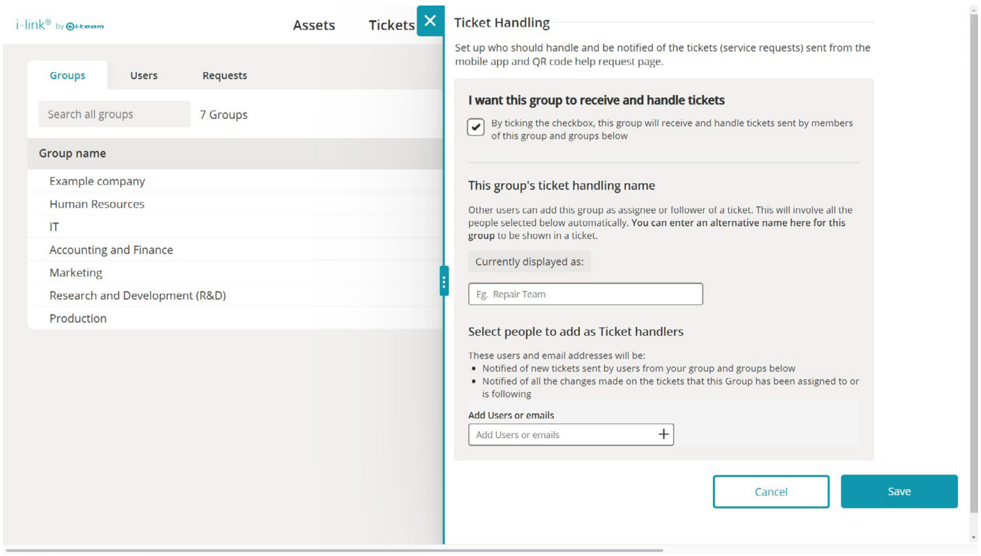
The new group is successfully created.

2.1.2 Assigning ticket handling

Ticket Handling allows all users to view and manage service tickets that are reported from the field. Via **Ticket Handling** you can set up which group and user should handle and be notified of the tickets sent from the mobile app and QR code help request page.

[!] The QR code help request page is the page the user visits after scanning the QR on the asset.

[!] Tickets can be a report or service request of a specific asset that needs to be resolved or handled. See chapter Handling service tickets for more information.



1. Click **Organization** in the main menu.
2. Click **Groups** in the navigation menu.
3. Click the group to whom you want to assign ticket handling.
4. Check the box I want this group to receive and handle tickets.
   - Optional: Fill in This group’s ticket handling name.

5. **Add users or emails** as ticket handlers. These users and email addresses will be:
    - Notified of new tickets from the group and subgroups assigned to this group;
    - Notified of all the changes and updates of the tickets.

2.2 Users

Via **Users** you can add users to your organization.

You can assign users different role levels with different authorizations:

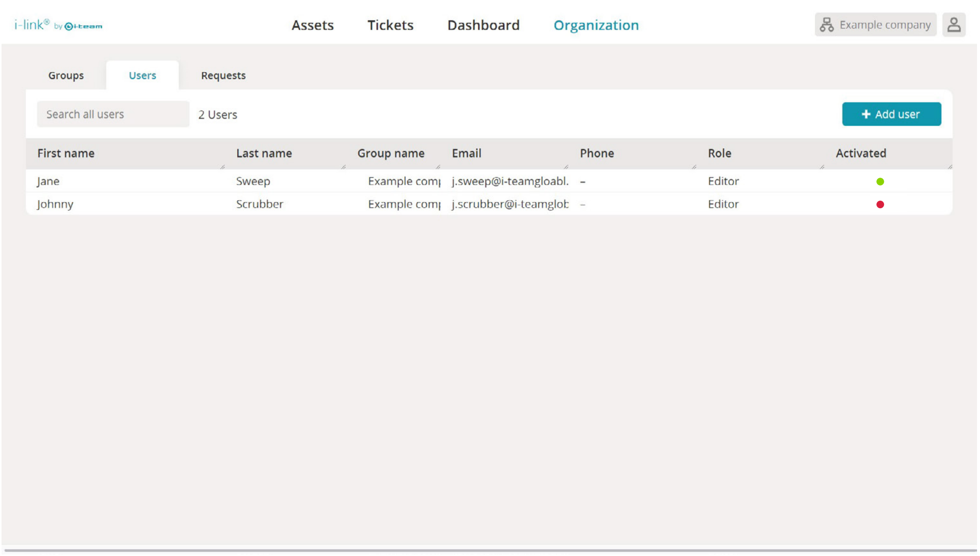
- Admin User: has access to all features of i-link.
- Editor: has access to **Assets**, **Tickets**, and **Dashboard**. An editor can add or edit assets and tickets.
- Standard User: has access to **Assets**, **Tickets**, and **Dashboard**. A standard user can view assets and can add or edit tickets.

Users may include:

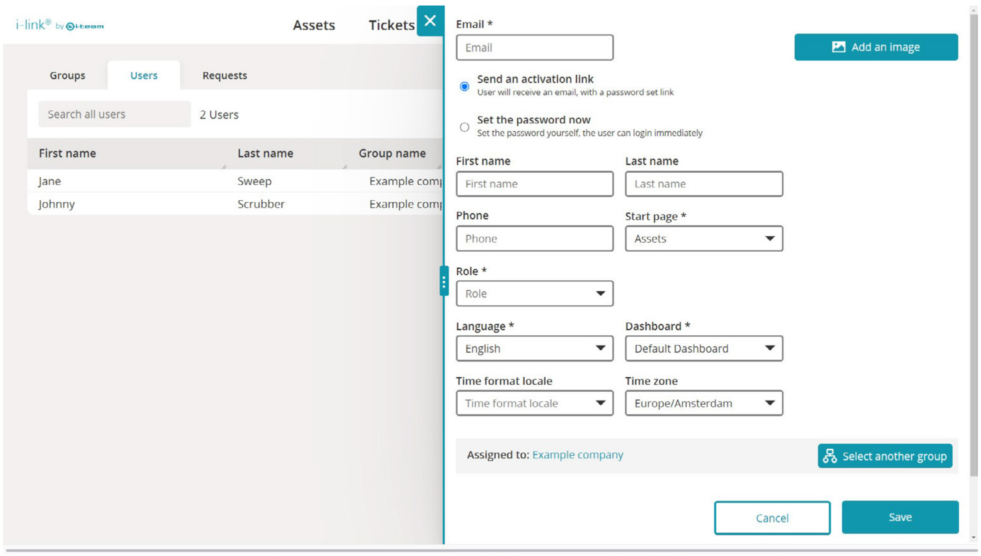
- Administrators
- Maintenance personnel and technicians
- Operators

2.2.1 Adding a user

Ensure you have created the group the user belongs to beforehand. Otherwise, you cannot assign the user to the right group.



1. Click **Organization** in the main menu.
2. Click **Users** in the navigation menu.
3. Click **Add user**.



4. Fill in the **Email** of the person you want to invite to i-link.
   You have two options for setting a password for the user:
   - Send an activation link: the user can choose their own password.
   - Set the password now: you choose the password for the user.
5. Fill in the user details into the user form.
6. Select the **Start page**.

It is recommended to choose **Assets** as default.

7. Select a **Role**:
   - Admin User: has access to all features of i-link.
   - Editor: has access to **Assets**, **Tickets**, and **Dashboard**. An editor can add or edit assets and tickets.
   - Standard User: has access to **Assets**, **Tickets**, and **Dashboard**. A standard user can view assets and can add or edit tickets.

You can change the assigned role anytime.

Based on the assigned role, the user sees the features in the interface that are available to them.

8. Click **Select another group** to assign the user to a group.
9. Click **Save**.

A notification with **Successfully created** pops up.

The new user is successfully created.

The user still needs to activate their password if it says **User is not yet active** at the top of the sub-window. Click **Resend activation email** any time to resend the user the invitation email to create their password.

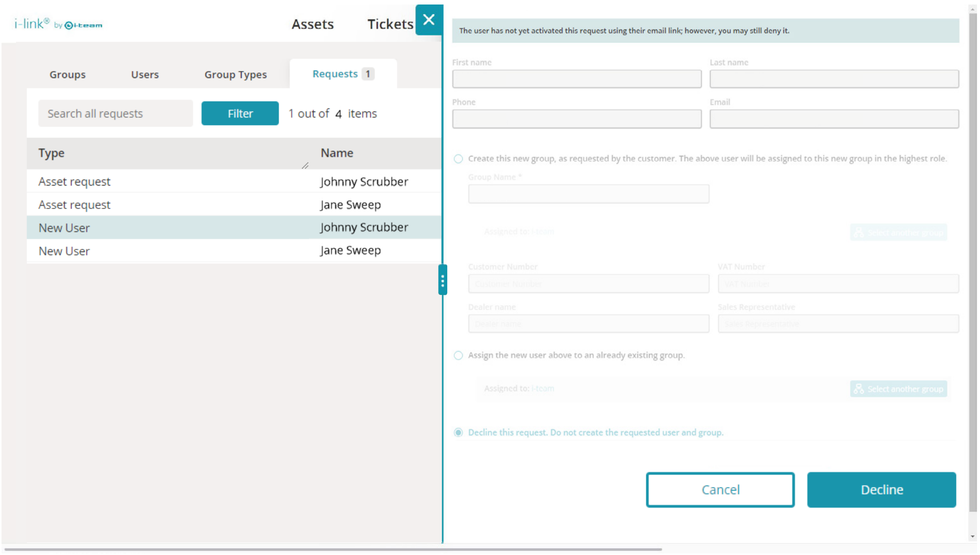
The activation status of the users can also be viewed via the status dots in the user main window in the column **Activated**.

2.3 Requests

Via **Request** you can view newly requested users who want to manually sign up for i-link or editor or admin users who have requested a registration of an asset with an i-link module integrated (IMEI number). See chapter Adding an asset for more information.

This feature is only available for support admins.

2.3.1 Viewing your requests



1. Click **Organization** in the main menu.
2. Click **Requests** in the navigation menu.
3. Click on the request you want to process.

3 Managing your assets

Via **Assets** you can add, edit, and manage your machines, also called "Assets".

3.1 Preparing your assets

Assets need to be assigned to an asset category and asset type. Ensure the corresponding asset category and asset type are present before you add a new asset.

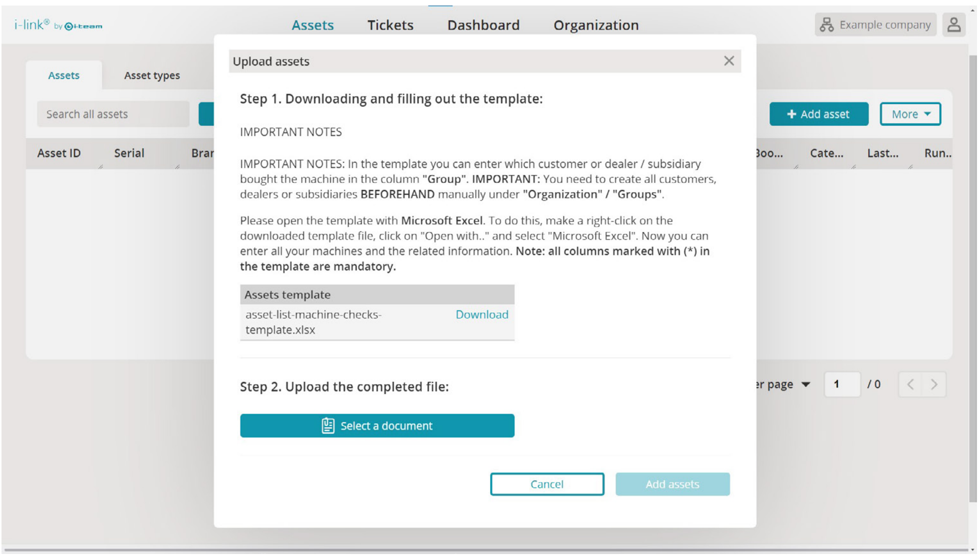
If you want to add predefined asset categories or asset types, follow the instructions in chapter Adding predefined asset categories and asset types.

If you want to add your own personal asset category or asset type, follow the instructions in chapters Adding an asset category and Adding an asset type.

3.1.1 Adding predefined asset categories and asset types

To start creating your own assets, we recommend using our list of predefined asset categories and asset types as a starting point. You can download the file via the following link:

You can add the list with predefined asset categories and asset types via **Assets**.



1. Click **Assets** in the main menu.
2. Click **More**.
3. Click **Import assets**.
   - Optional: Download and fill in the template with the asset categories and asset types.
4. Click **Select a document** to upload the predefined list with asset categories and asset types.
5. Click **Add assets**.

A pop-up with **Document processing!** pops up.

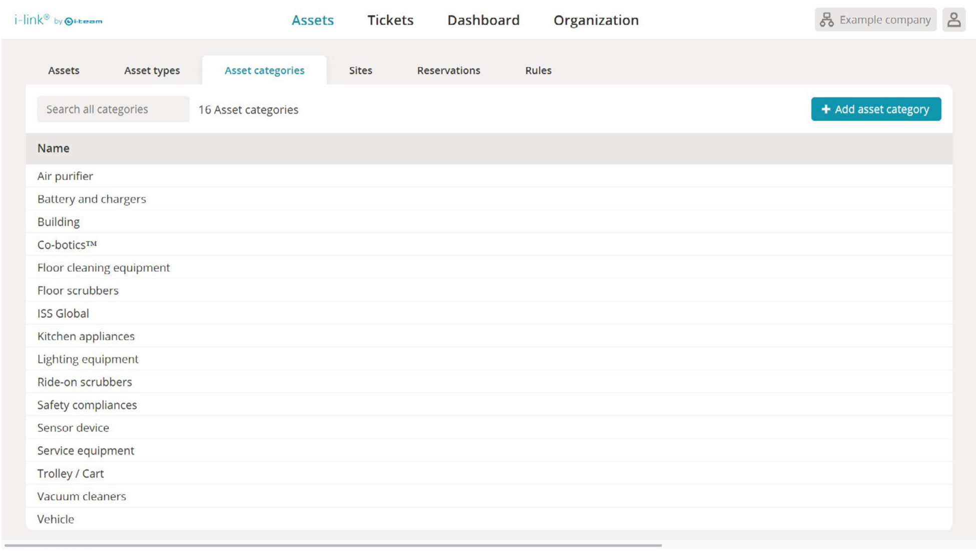
You'll receive a confirmation email with the text **Your assets were imported successfully!**

The asset types and asset categories are added to the assets.

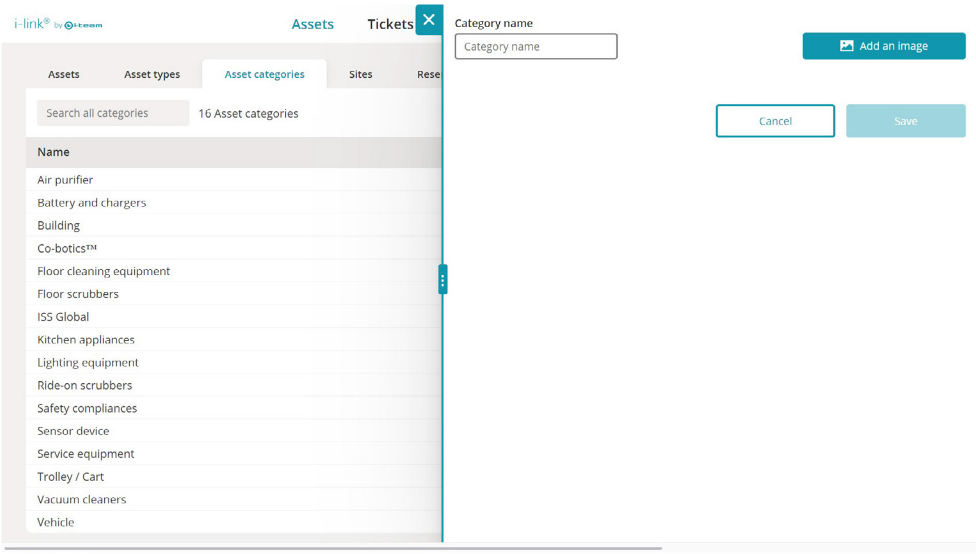
3.1.2 Adding an asset category

Via **Asset categories** you can view your current asset categories and add new asset categories to which asset types can be assigned. Asset categories may include, for example:

- Floor scrubbers
- Vacuum cleaners
- Air purifiers



1. Click **Assets** in the main menu.
2. Click **Asset categories** in the navigation menu.
3. Click **Add asset category**.



4. Fill in the **Category name**.
   - Optional: Click **Add an image** to add an image to the asset category for visual distinction.
5. Click **Save**.

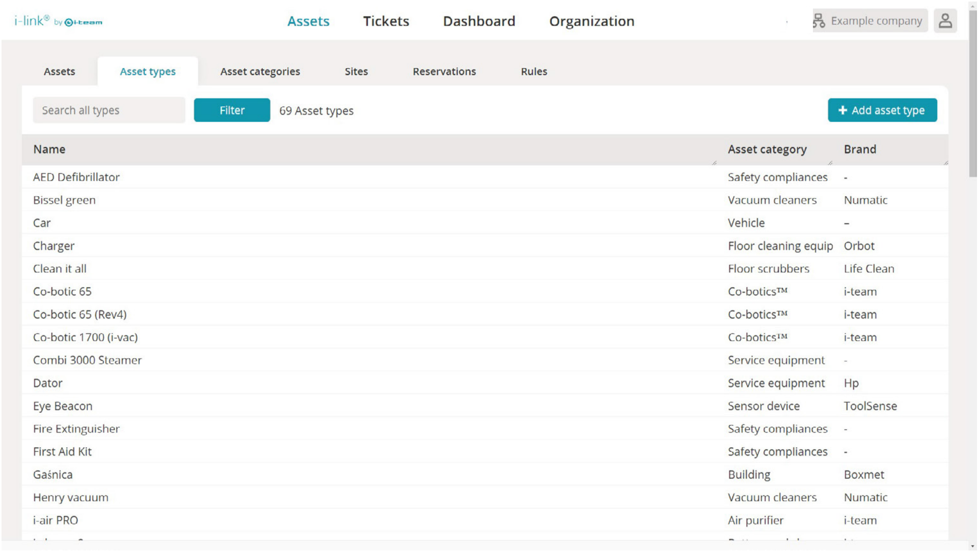
A notification with **Successfully created** pops up.

The new asset category is successfully created.

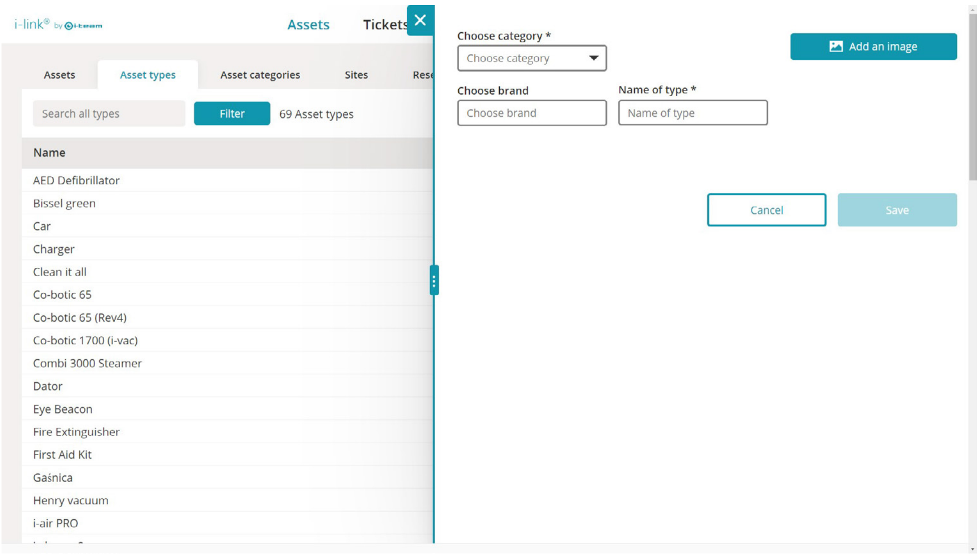
3.1.3 Adding an asset type

Via **Asset types** you can view your current asset types and add new asset. Asset types can vary, but already have the i-team product range included in the list, such as:

- i-mop®
- i-vac
- i-air



1. Click **Assets** in the main menu.
2. Click **Asset type** in the navigation menu.
3. Click **Add asset type**.



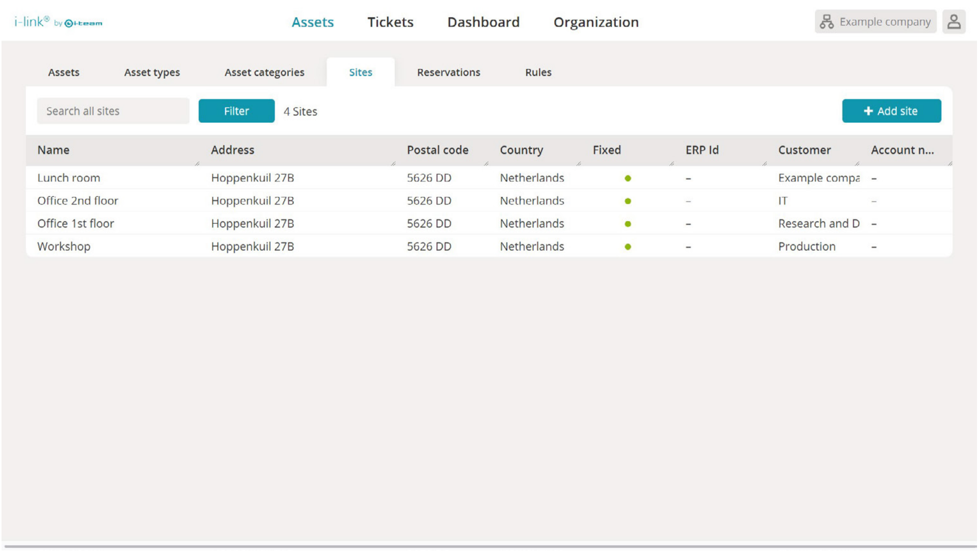
4. Select the **Category**.
   - Optional: Click **Add an image** to add an image to the asset type for visual distinction.
   - Optional: Select the **Brand**.
5. Fill in the asset type name under **Name of type**.
6. Click **Save**.

A notification with **Successfully created** pops up.

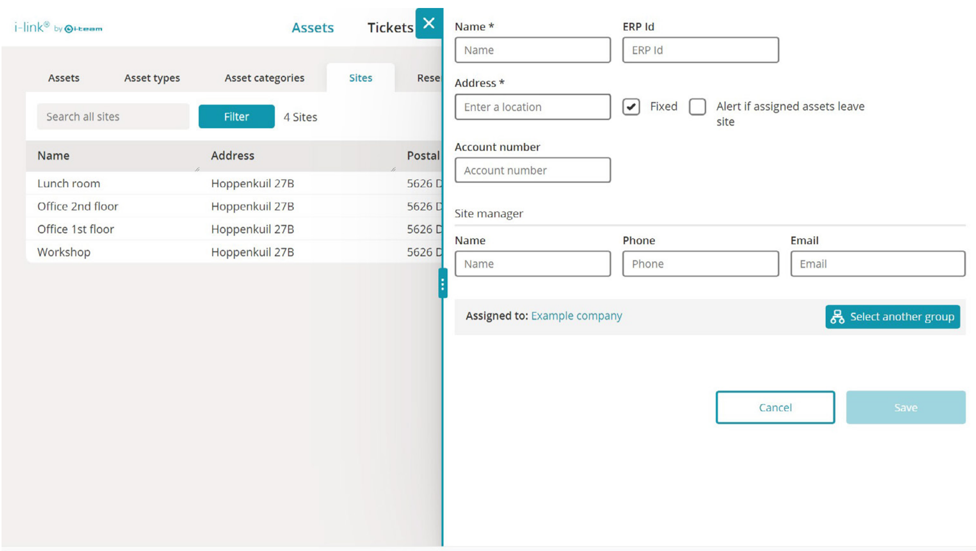
The new asset type is successfully created.

3.1.4 Adding a site

Via **Sites** you can view your current sites and add a new site or location to which assets can be assigned to.



1. Click **Assets** in the main menu.
2. Click **Sites** in the navigation menu.
3. Click **Add site**.



4. Fill in the **Name**.
   - Optional: Fill in the **ERP ID**.

The ERP ID is an unique ID a seller has for their customer or location.

5. Fill in the **Address** and select the Google address in the dropdown menu.
   - Optional: Select **Fixed** if the location is fixed.
   - Optional: Select **Alert if assigned assets leave site** and fill in the kilometer radius.

If the assigned asset leaves the site kilometer radius, you will receive a notification.

   - Optional: Fill in the Account number.

The account number is the unique number of your company's system for i-link.

   - Optional: Fill in the **Site managers** details.
6. Click **Select another group** to assign the site to a group.

Ensure you've created a group before assigning a group to the asset. See chapter Adding a group for more information.

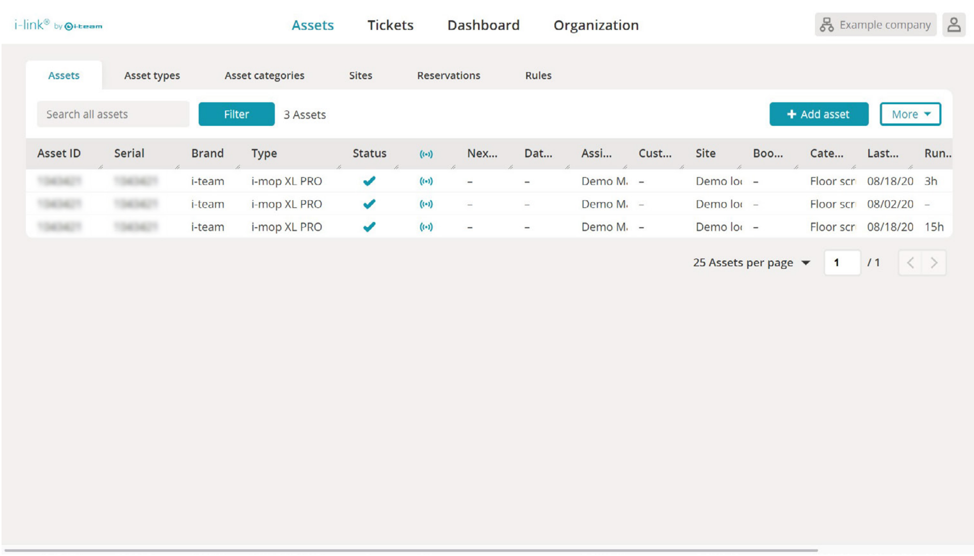
7. Click **Save**.

A notification with **Successfully created** pops up.

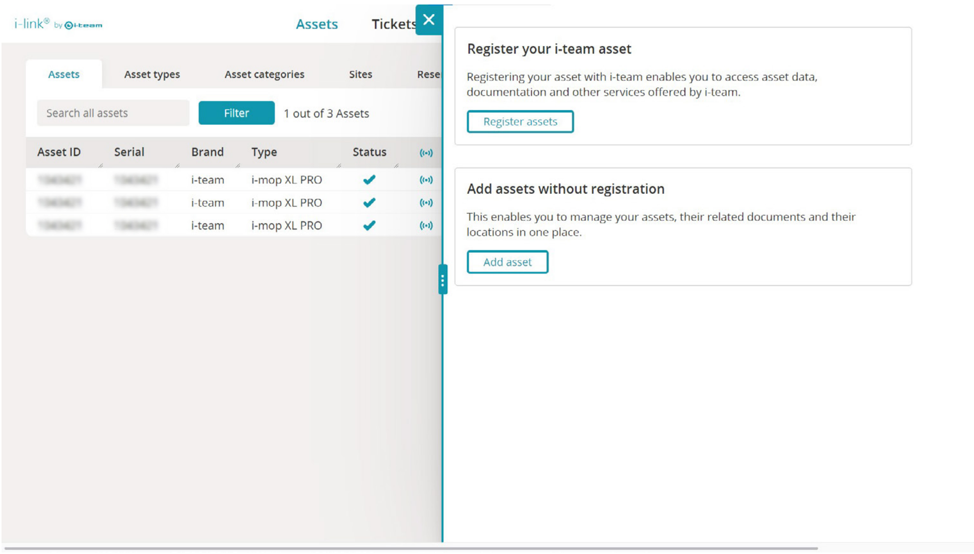
The new site is successfully created.

3.1.5 Adding an asset

Via **Assets** you can view your current assets and add new assets for your machines. The main window contains an overview of the assets and their basic information.



1. Click **Assets** in the main menu.
2. Click **Add asset**.



If you are an end-customer in the selected group, you can choose between two options:

- Register assets
- Add asset

If you are not an end-customer, you enter the **Add asset** menu directly.

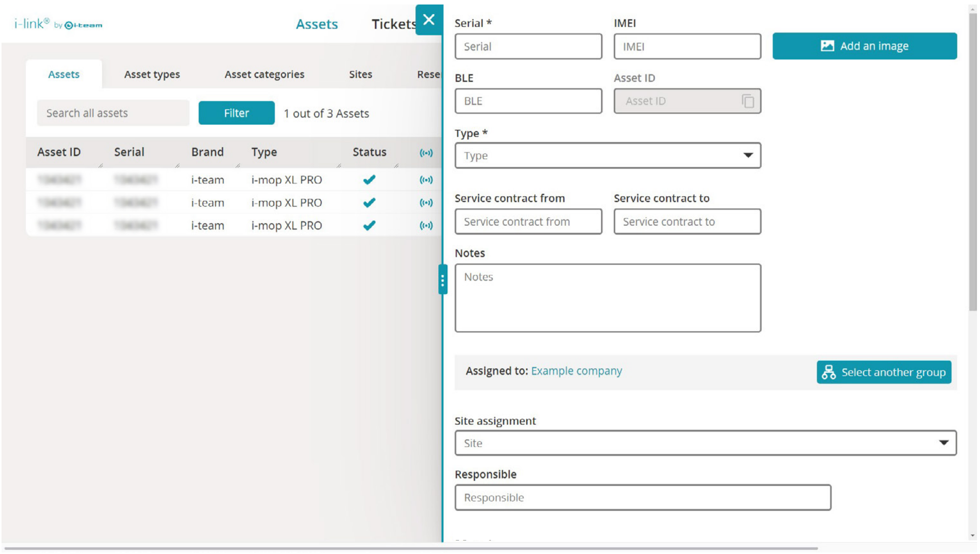
3.1.5.1. Register assets

1. Fill in the serial number of your machine.
2. Select a photo or copy of your invoice to prove you own the machine.
3. Click **Add machine**.
   - Optional: Click **Add another machine** to register multiple machines at once.
4. Click **Send request**.

Your request to register your asset was sent! is shown.

You'll receive an email with further steps after no more than one working day.

3.1.5.2. Add assets



1. Fill in the serial number of your machine under **Serial**.

[!] You can find the serial number on your machine. Please refer to the user manual of your machine for more information.

- Optional: Fill in the **IMEI**.

[!] IMEI is the number of the i-link module inside your i-team global product, which is used to connect to the asset. The IMEI number can be found on the outside of the box and on the machine.

- Optional: Click **Add an image** to add an image to the asset for visual distinction.
- Optional: Fill in the Bluetooth Low Energy tracker number under **BLE**.

[!] The **Asset ID** is an automatically generated number which can not be edited.

2. Click **Type** and select an asset type and asset category in the dropdown menu.

[!] Ensure you've created an asset category and asset type before assigning the type to the asset. See chapter Adding an asset category and Adding an asset type for more information.

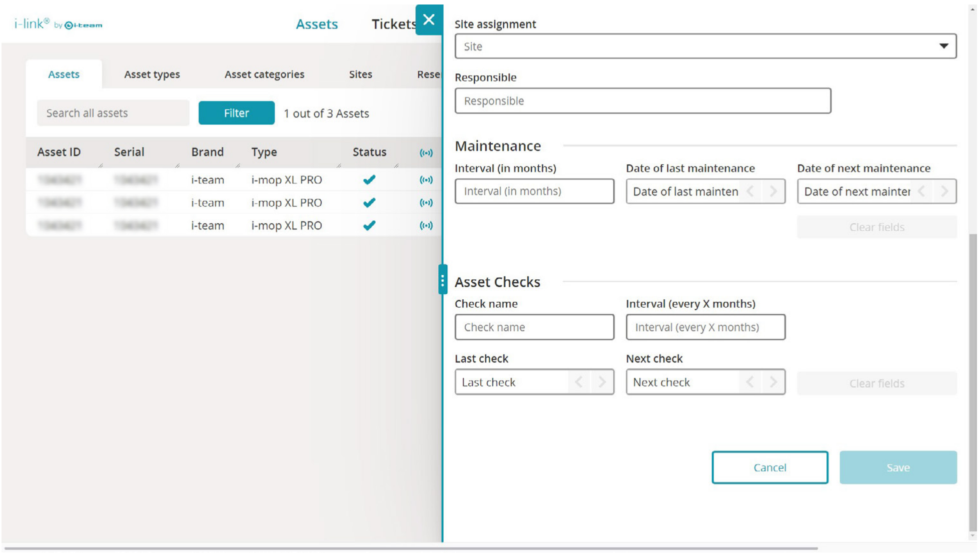
- Optional: Select the beginning and end date of your service contract under **Service contract**.

Example: If your machine is a rental, you can fill in the beginning and end date of your rental contract.

- Optional: Fill in extra information about the asset in the **Notes**.

3. Click **Select another group** to assign the asset to a group.

[!] Ensure you've created a group before assigning a group to the asset. See chapter Adding a group for more information.



- Optional: Select the Site assignment.

Ensure you've created a site before assigning a site to the asset. See chapter Adding a site for more information.

The site manager's name will be filled in under **Responsible** if the name is filled in under the site details.

- Optional: Fill in the maintenance details under **Maintenance**.
- Optional: Fill in the asset check details under **Assets Checks**.

4. Click **Save**.

A notification with **Successfully created** pops up.

The asset is successfully created.

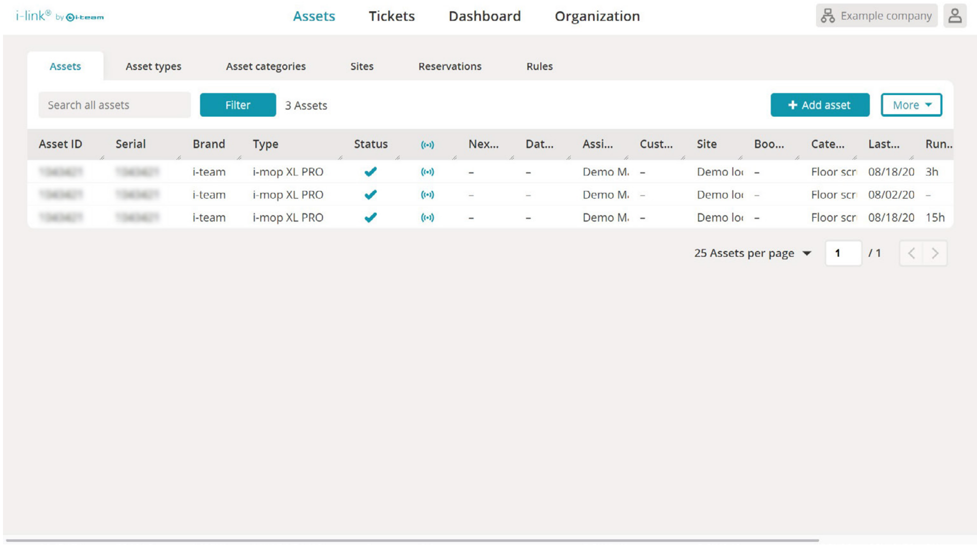
3.2 Exploring your assets

Once you've created the assets, you can view and edit the current assets via **Assets** in the navigation menu.

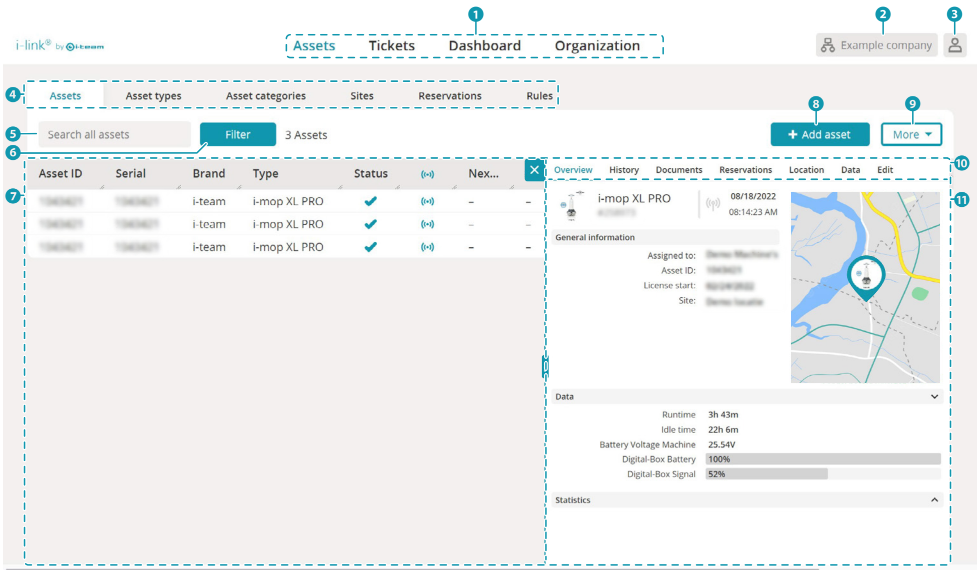
3.2.1 Summary of your asset

Via **Overview** you can view general information about the asset.

It is not possible to edit the asset's information in the **Overview** tab. See Editing your asset for more information about editing the asset's information.



1. Click **Assets** in the main menu.
2. Select the asset that you want to view/edit the information of.



The asset's sub-window pops-up and shows **Overview** by default.

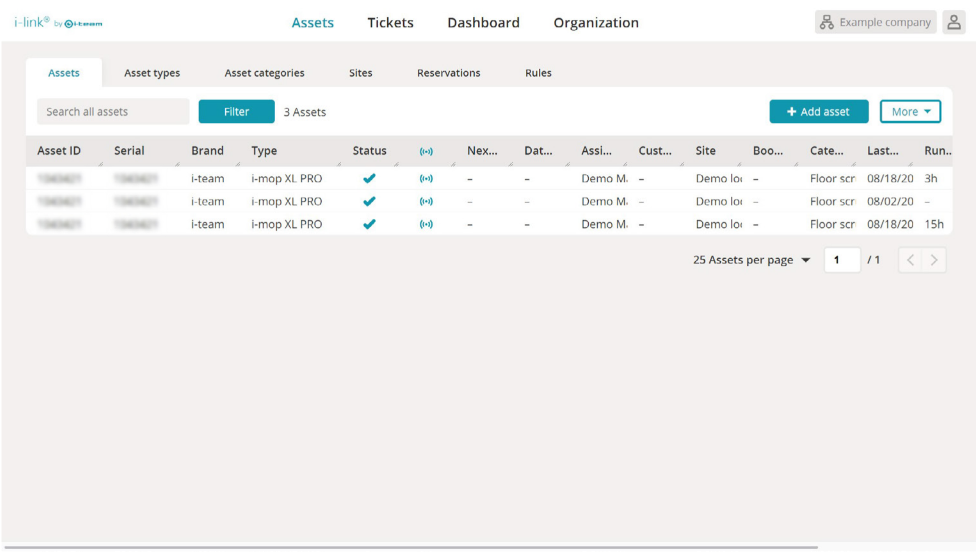
- Optional: Click on **Statistics** in the **Overview tab** for a detailed overview of the data per day and time.

3.2.2 Viewing and adding history

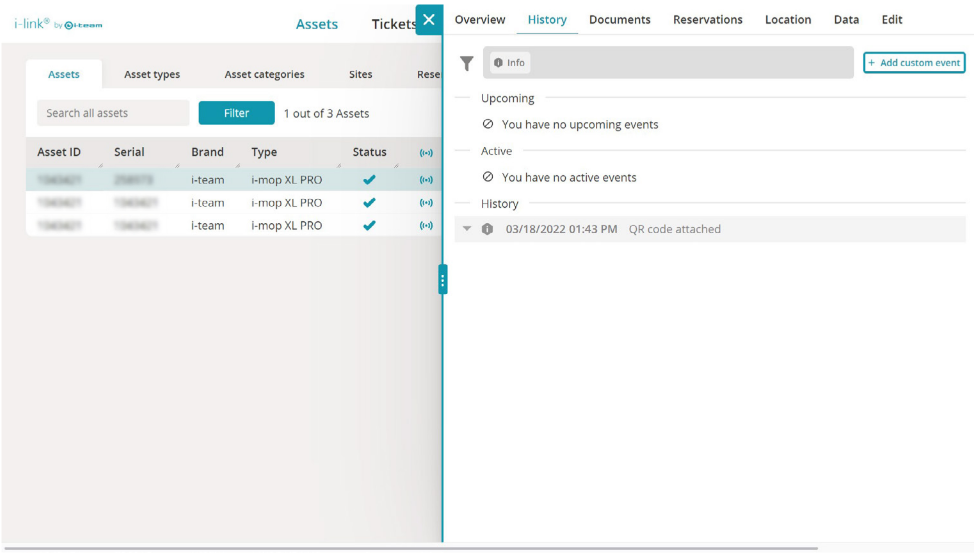
Via **History** you can view upcoming events and active events and add event history. Events may include, for example:

- Newly added modules
- Delivery information
- Edited asset information
- Maintenance schedules

Non-automatic events can be added manually.



1. Click **Assets** in the main menu.
2. Select the asset which you want to view/edit.



3. Click **History** in the tab menu.
   An overview of upcoming events, active events, and event history is shown in the sub-window.
4. Click **Add custom event**.

Via **Add custom event** you can add a non-automatic event, for example, information or activity that has been performed.

5. Fill in the description for this custom event.
6. Click **Save**.

A notification with **Successfully created** pops up.

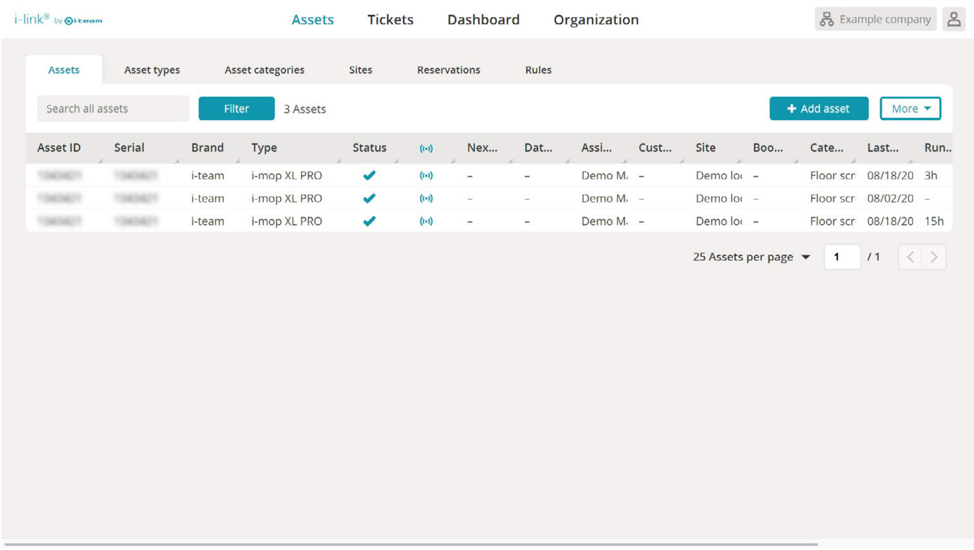
The custom event is successfully created.

3.2.3 Viewing and adding documents

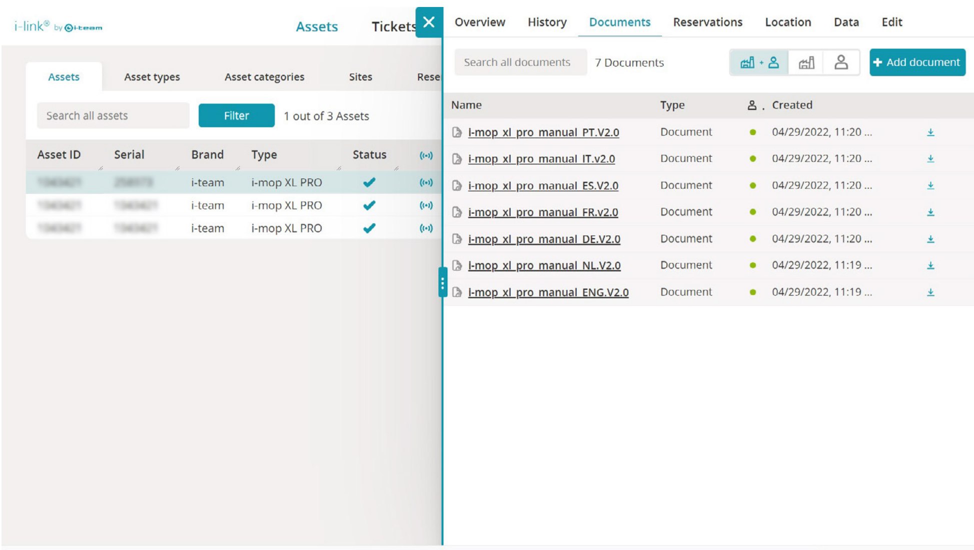
Via **Documents** you can view and add documents.

Documents may include:

- Invoices
- Service details
- User manuals
- Websites



1. Click **Assets** in the main menu.
2. Select the asset which you want to view/edit.



3. Click **Documents** in the tab menu.
   An overview of uploaded documents is shown in the sub-window.
   The documents can be filtered with the following filters:

Documents uploaded by both the manufacturer and the end-customer.

Documents uploaded by the manufacturer.

Documents uploaded by the end-customer.

4. Click **Add document**.
5. Click **Select document** or fill in a web address.
6. Click **Save**.

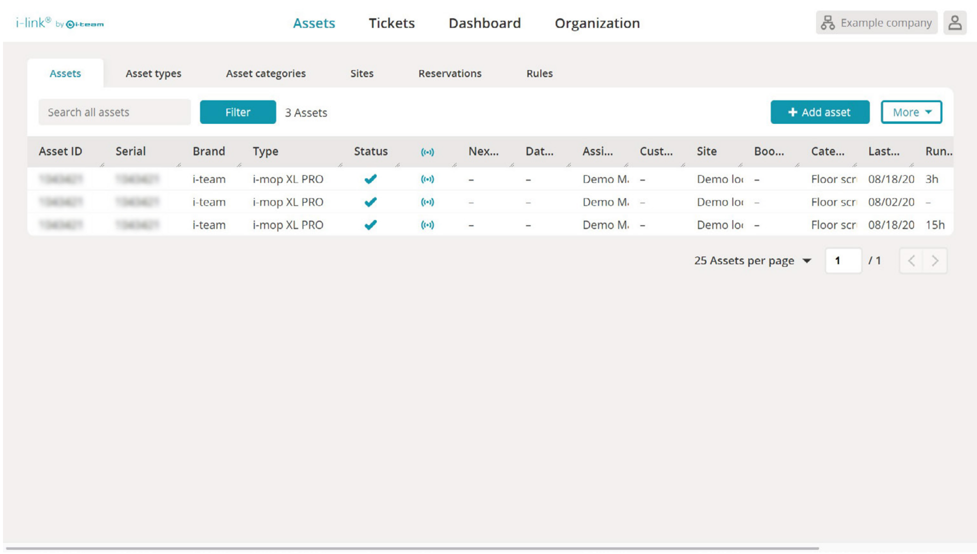
A notification with **Document uploaded successfully!** pops up.

The document or web address is successfully uploaded.

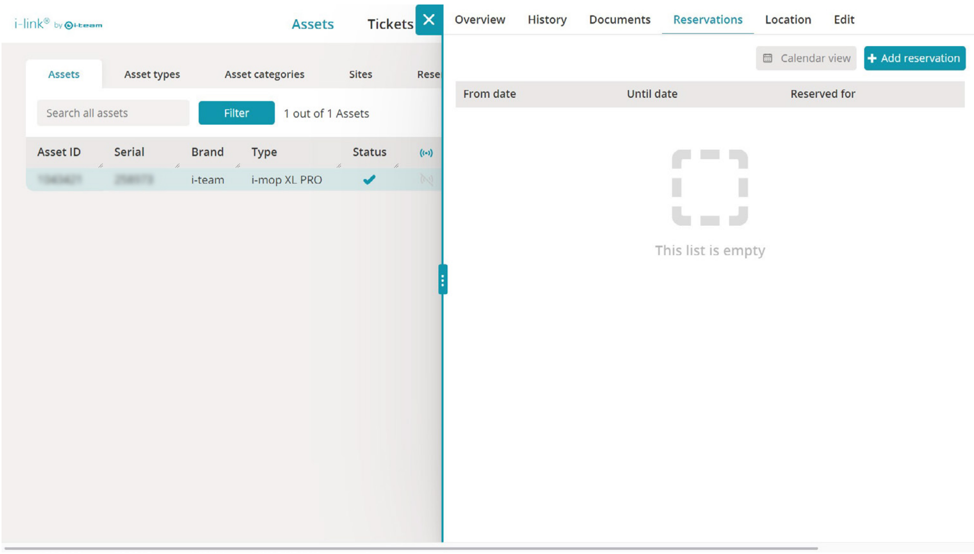
3.2.4 Viewing and adding reservations

Via **Reservations** you can view and add reservations. Reservations may include, for example:

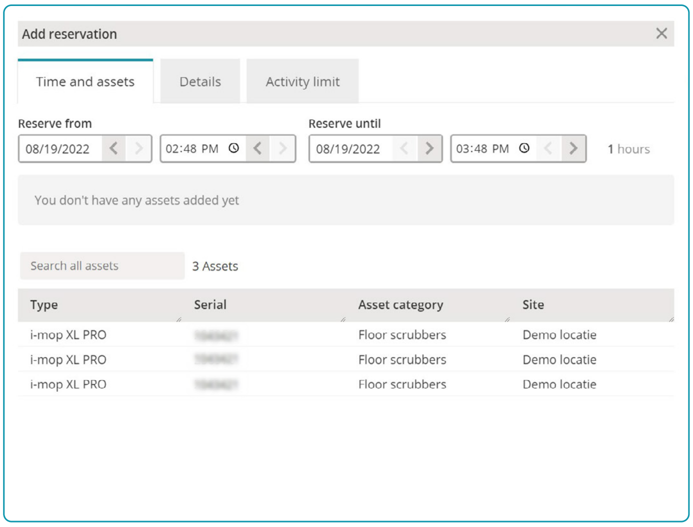
- The date you have lend out the asset.
- Reserving the usage of the asset.



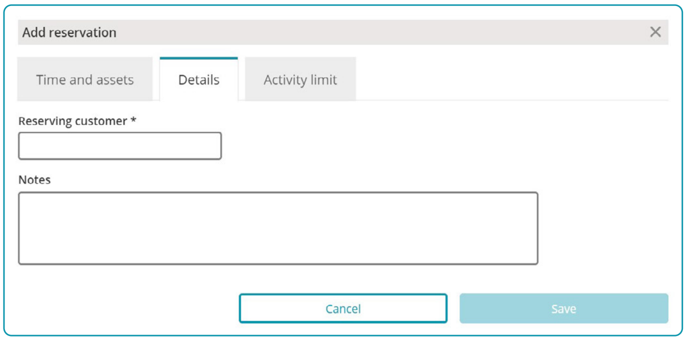
1. Click **Assets** in the main menu.
2. Select the asset which you want to view/edit.



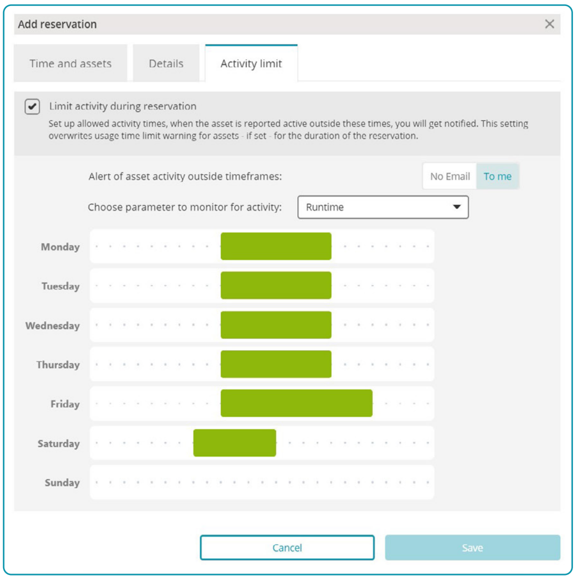
3. Click **Reservations** in the tab menu.
   An overview of the current reservations is shown in the sub-window.
4. Click **Add reservation**.



5. Fill in the reservation date and time in **Reserve from** and **Reserve until**.
6. Select the asset(s) for the reservation.



7. Click **Details**.
8. Fill in the name of the **Reserving customer**.
   - Optional: Fill in extra information about your reservation in the **Notes**.



Optional:

- Click **Activity limit**.
- Select **Limit activity during reservation**.

When the asset is reported active outside the set times, you will get notified.

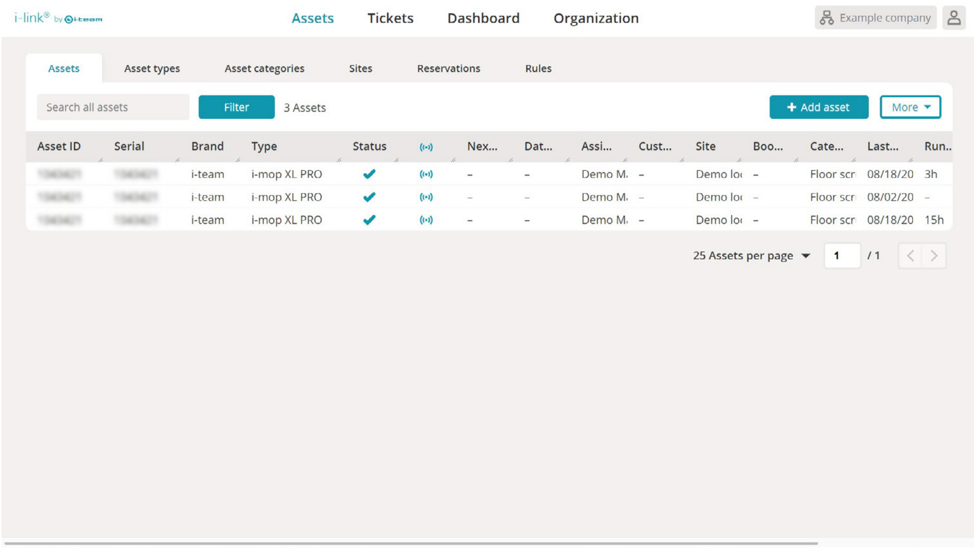
9. Select a **parameter to monitor for activity** in the dropdown menu.
10. Set the activity limit per day and time by drawing a bar in the field of the day.
11. Click **Save**.

A notification with **Reservation added successfully!** pops up.

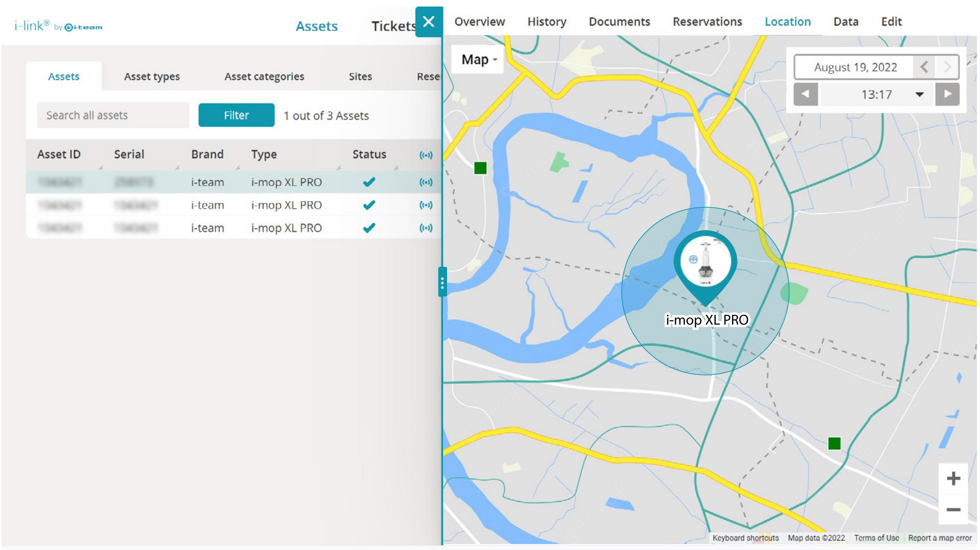
The reservation is successfully uploaded.

3.2.5 Viewing the location history

Via **Location** you can view the location history of the asset.



1. Click **Assets** in the main menu.
2. Select the asset which you want to view/edit.



3. Click **Location** in the tab menu.
4. Select or change the date and/or time via the control on the top right of the map.

On the map, the circle represents the approximate location of the asset at the selected date and time.

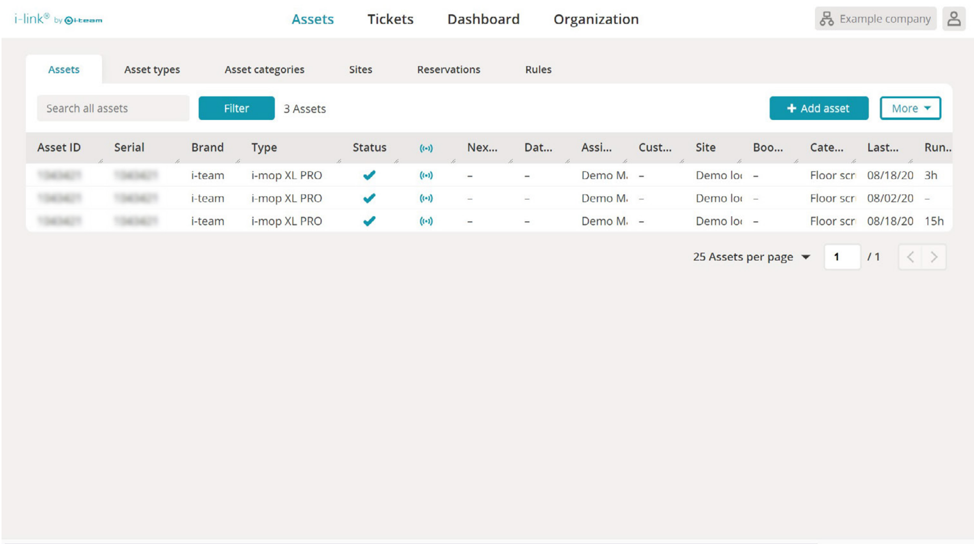
Via the **Map** control on the top left of the map, you can switch between map or satellite display.

3.2.6 Viewing the collected data

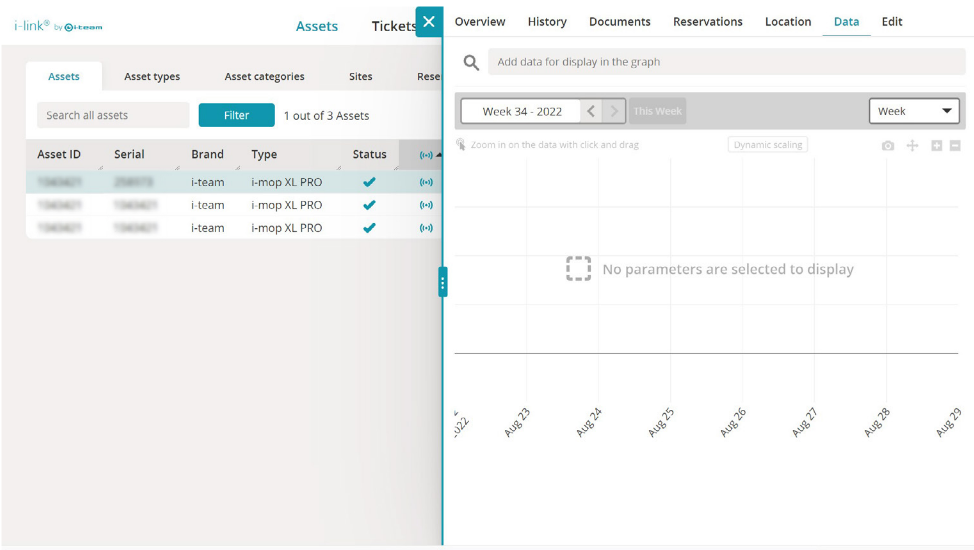
Data information is only available when the asset has an i-link module installed.

Via **Data** you can view collected data. Data may include, for example:

- Ignition switch on-time
- Runtime
- Battery voltage



1. Click **Assets** in the main menu.
2. Select the asset which you want to view/edit.



3. Click **Data** in the tab menu.

[!] The information shown in **Data** only shows the averages. Click on **Statistics** in the **Overview tab** for a detailed overview of the data per day and time.

4. Click **Add data for display in the graph**.
5. Select the parameter(s) in the dropdown menu to add to the graph.

[!] The selected parameter labels are shown at the top of the graph.

6. Select a timespan via the timespan controls at the top of the graph.

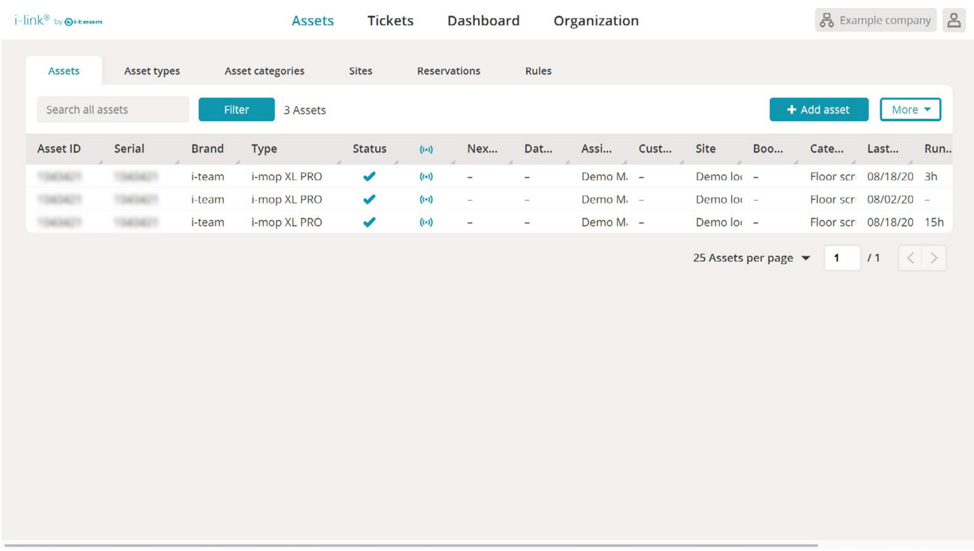
[!] The timespan is set at **Week** by default.

[!] Via **Custom** you can select a custom timespan.

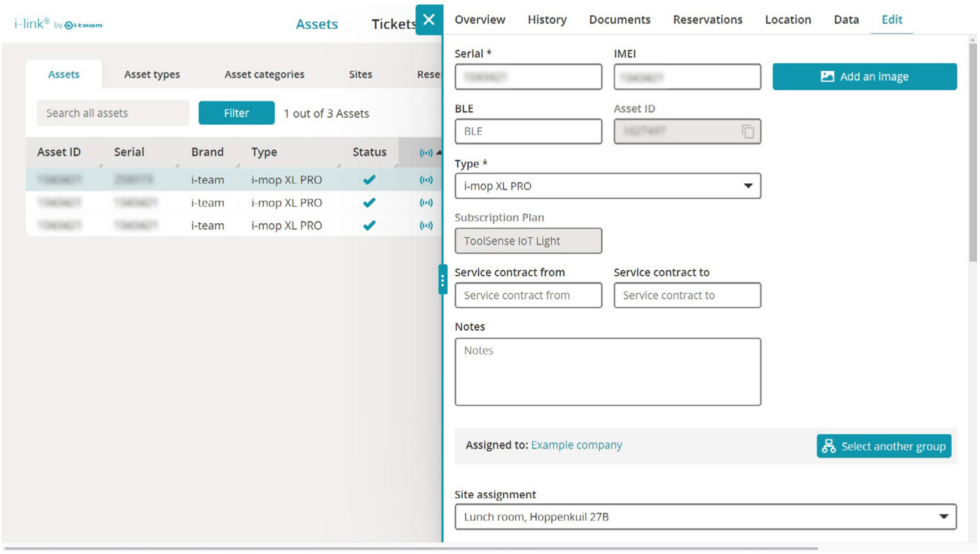
[!] Click the camera icon to download a screenshot of the graph.

3.2.7 Editing your asset

Via **Edit** you can edit the asset.



1. Click **Assets** in the main menu.
2. Select the asset which you want to view/edit.



3. Click **Edit** in the tab menu.
4. Edit the information.
   You can also set a limited allowed usage time for the asset.

This option is only available when the asset has an i-link module installed.

5. Select **Limit allowed usage time of this asset**.
6. Select the **Alert of asset activity outside timeframes**.

When the asset is reported active outside the set times, you will get notified.

7. Select the **Parameter to monitor for activity** in the dropdown menu.
8. Set the activity limit per day and time by drawing a bar in the field of the day.
9. Click **Save**.

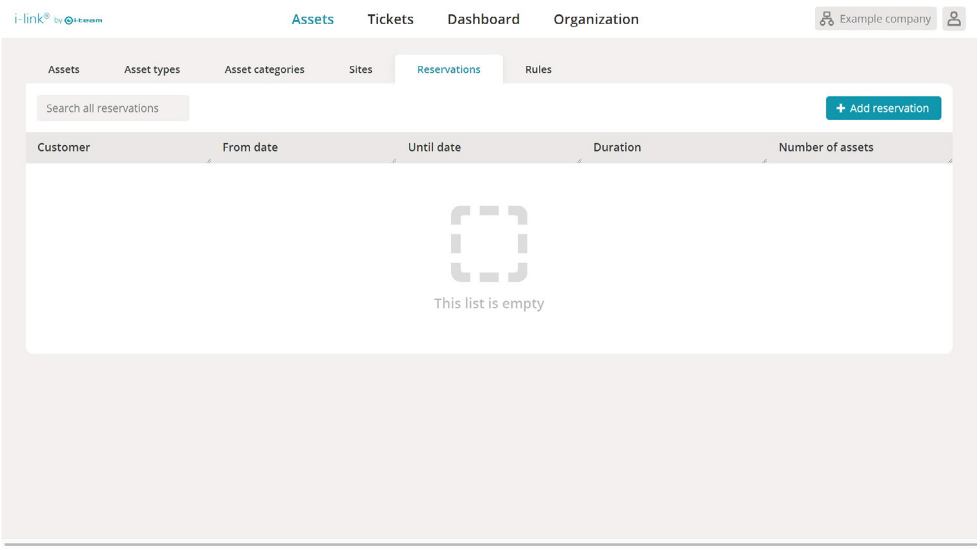
A notification with **Successfully updated** pops up.

The asset is successfully updated.

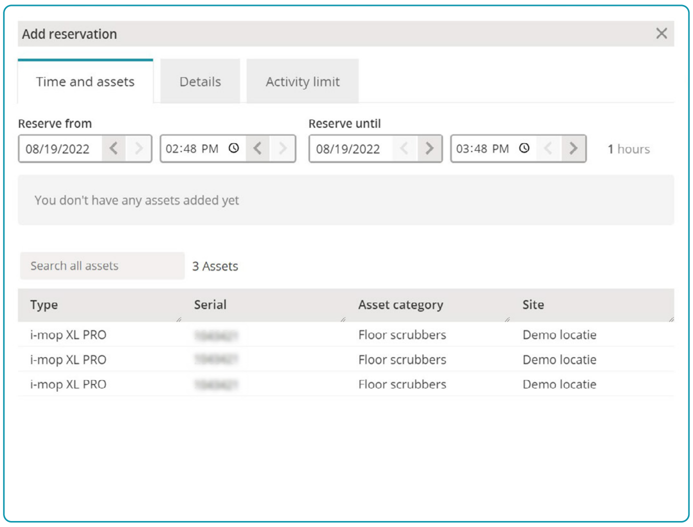
3.3 Adding a reservation

Via **Reservations** you can view and add reservations. Reservations may include, for example:

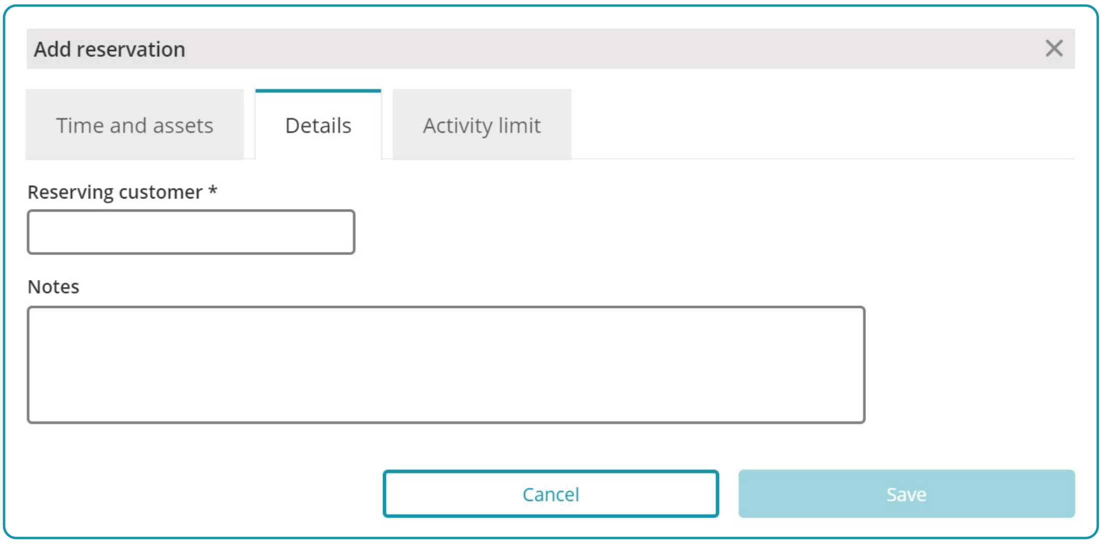
- The date you have lend out the asset.
- Reserving the usage of the asset.



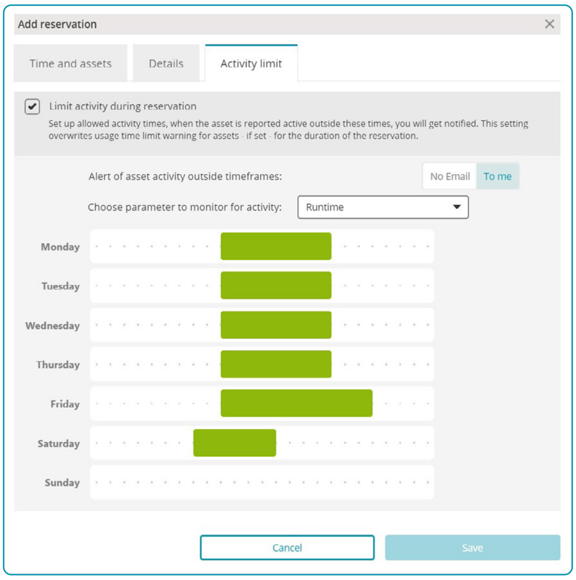
1. Click **Assets** in the main menu.
2. Click **Reservations** in the navigation menu.
   An overview of the current reservations is shown in the sub-window.
3. Click **Add reservation**.



4. Fill in the reservation date and time in **Reserve from** and **Reserve until**.
5. Select the asset(s) for the reservation.



6. Click **Details**.
7. Fill in the name of the **Reserving customer**.
   - Optional: Fill in extra information about your reservation in the **Notes**.



Optional:

- Click **Activity limit**.
- Select **Limit activity during reservation**.

When the asset is reported active outside the set times, you will get notified.

8. Select a **parameter to monitor for activity** in the dropdown menu.
9. Set the activity limit per day and time by drawing a bar in the field of the day.
10. Click **Save**.

A notification with **Reservation added successfully!** pops up.

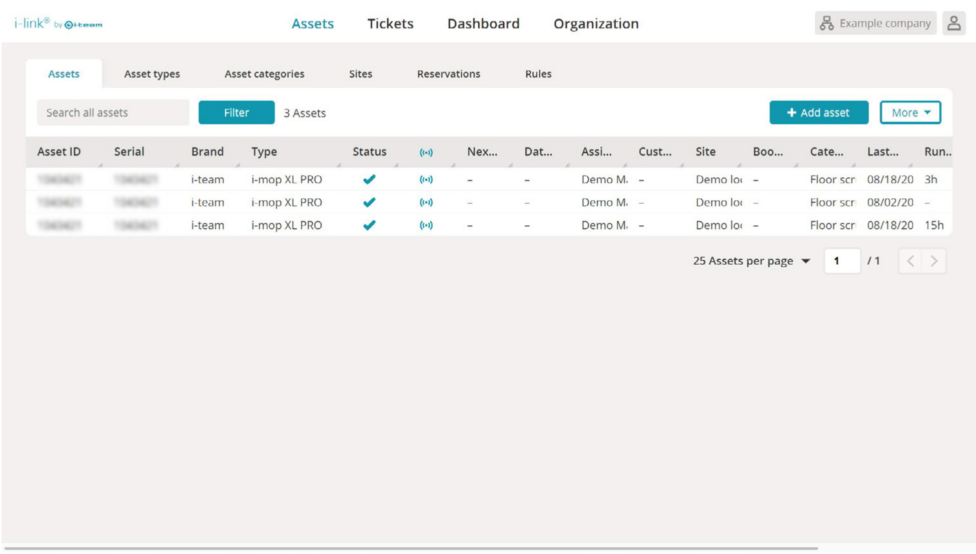
The reservation is successfully uploaded.

3.4 Adding a rule

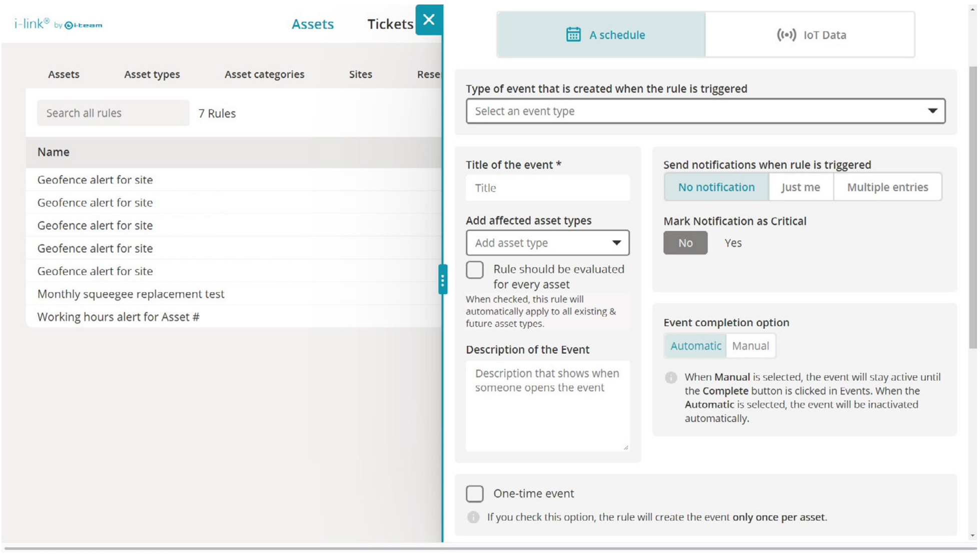
Via **Rules** you can view your current rules and add new rules to which asset types can be assigned. With rules you can determine from which event per asset type you want to receive notifications. Events may include, for example:

- Errors
- Information
- Maintenance
- Warnings

3.4.1 Rules based on a schedule



1. Click **Assets** in the main menu.
2. Click **Rules** in the navigation menu.
3. Click **Add rule**.



4. Click **Select an event type** and select an event type in the dropdown menu.
5. Fill in the **Title of the event**.
6. Click **Add asset type** and select the asset type(s) in the dropdown menu.

[!] You can add multiple asset types for one rule.

- Optional: Select **Rule should be evaluated for every asset** to automatically apply the rule to all existing and future asset types.
- Optional: Fill in extra information about your rule under **Description of the Event**.

7. Select the users you want **to Send notifications when rule is triggered**.

[!] The selected users must be part of the assigned group of the rule.

- Optional: Mark the notifications as critical. The e-mail notification has a high importance marking in your mailbox.

8. Select **Automatic** or **Manual** for the **Event completion option**.

[!] When **Manual** is selected, the event stays active until the **Complete button** is clicked in **Events**. When **Automatic** is selected, the event deactivates automatically.

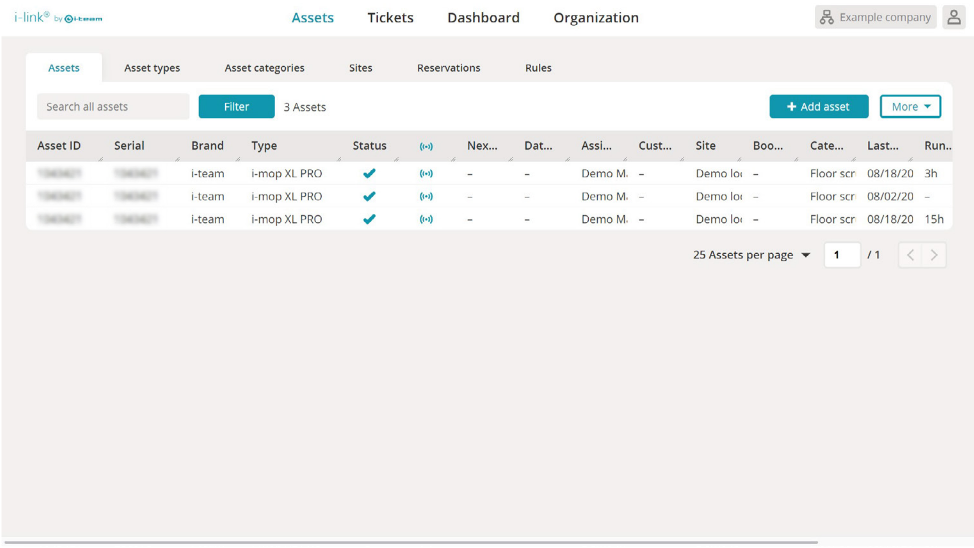
- Optional: Select **One-time event** if you want to set the rule only once.

9. Select a **Start date**.
10. Select a **Frequency**.
11. Select a **Timespan**.
12. Click **Select another group** to assign the rule to a group

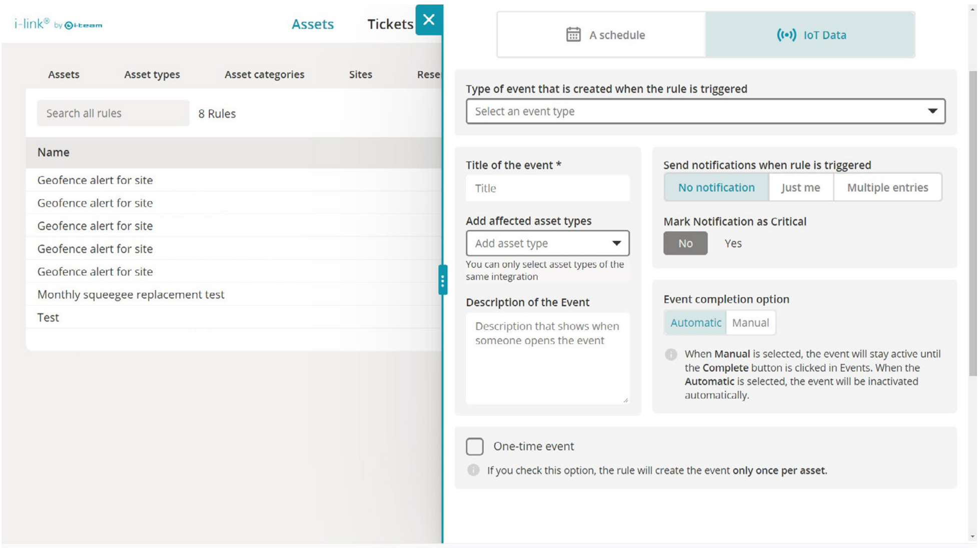
A notification with **Successfully created** pops up.

The new rule is successfully created.

3.4.2 Rules based on IoT Data



1. Click **Assets** in the main menu.
2. Click **Rules** in the navigation menu.
3. Click **Add rule**.



4. Select **IoT Data**.

This option is only available when the asset has an i-link module installed.

5. Click **Select an event type** and select an event type in the dropdown menu.
6. Fill in the **Title of the event**.
7. Click **Add asset type** and select the asset type(s) in the dropdown menu.

You can add multiple asset types for one rule.

- Optional: Fill in extra information about your rule under **Description of the Event**.

8. Select the users you want **to Send notifications when rule is triggered**.

The selected users must be part of the assigned group of the rule.

- Optional: Mark the notifications as critical. The e-mail notification has a high importance marking in your mailbox.

9. Select **Automatic** or **Manual** for the **Event completion option**.

When **Manual** is selected, the event stays active until the **Complete button** is clicked in **Events**. When **Automatic** is selected, the event deactivates automatically.

- Optional: Select **One-time event** if you want to set the rule only once.

10. Select a **Parameter to watch**.
11. Select a **Comparison**.
12. Select a **Value**.
13. Click **Select another group** to assign the rule to a group

A notification with **Successfully created** pops up.

The new rule is successfully created.

4 Handling service tickets

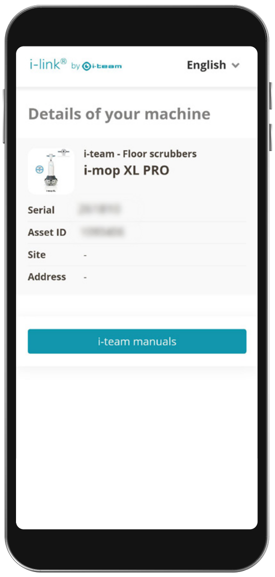
Via **Tickets** you create and manage your tickets. Tickets may include, for example:

- Problem reports
- Cleaning schedules
- Audits
- Maintenance reports

4.1 Adding a new ticket via QR-code

You can only add a problem report by scanning the QR-code. If you want to add another kind of ticket, please follow the instructions in chapter Adding a new ticket manually.

1. Scan the QR-code on the machine with your mobile phone.

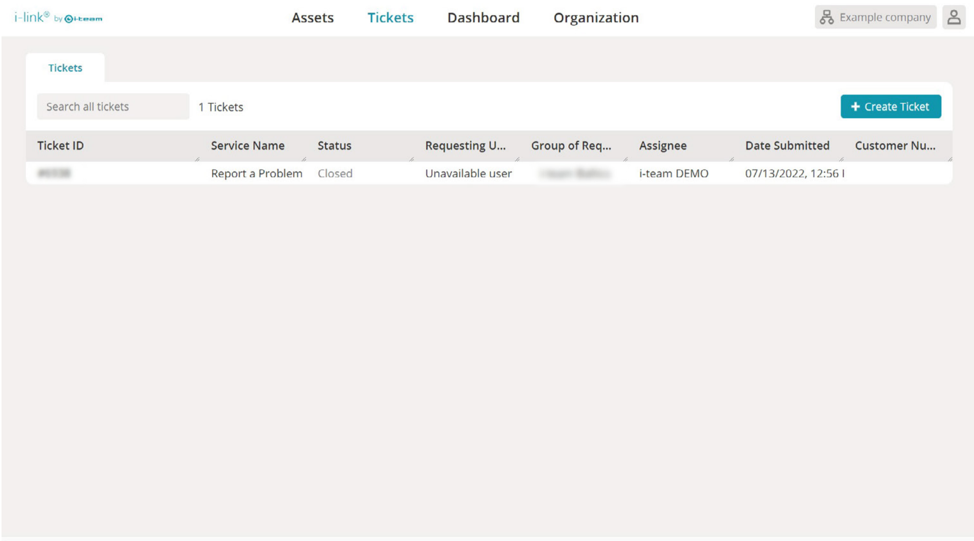


2. Click **Report a problem**.
3. Fill in your details.
4. Select the machine's location
5. Select the machine type.
6. Fill in the troubleshooting questions for your machine.
   Optional:
   - Fill in extra information about the problem.
   - Add pictures, videos, or documents to further explain the problem.
7. Click **Submit**.

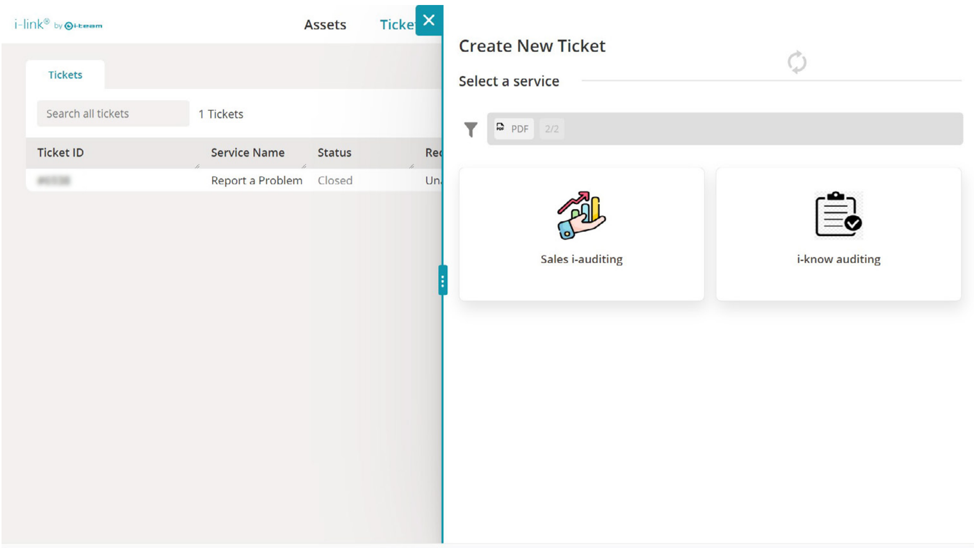
A screen with a thank you message is shown.

Your ticket is submitted successfully.

4.2 Adding a new ticket manually



1. Click **Tickets** in the main menu.
2. Click **Create Ticket**.



3. Select the service you want to create a new ticket for.

[!] See chapter Service modules for more information about the services you can choose.

[!] The services you can choose may differ per group.

4. Fill in the form.
5. Click **Next**.

[!] Click **Save** to save your process in-between.

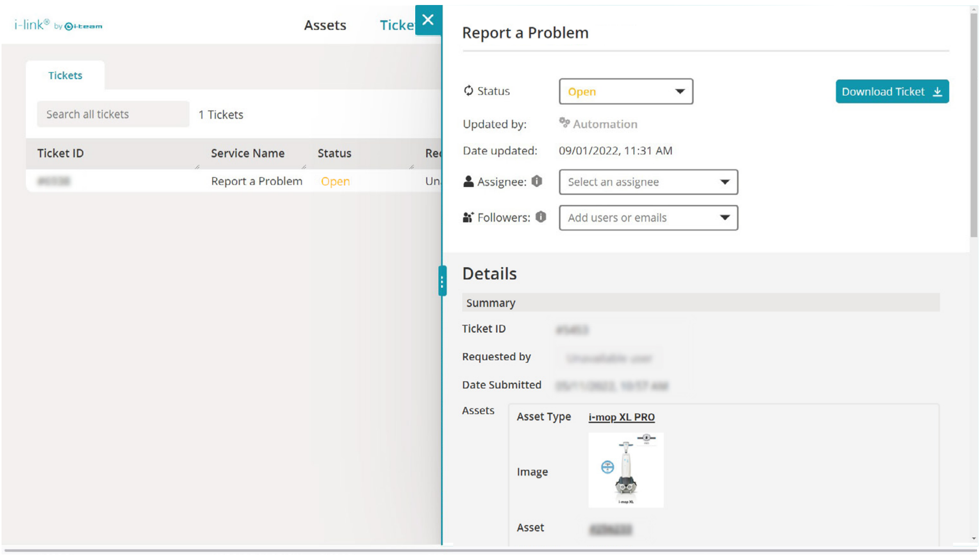
6. Repeat step 4 and 5 until you reach the last page.
7. Click **Submit**.

A screen with a thank you message is shown.

Your ticket is submitted successfully.

4.3 Processing a ticket

1. Click **Tickets** in the main menu.
2. Select the ticket that you want to view/edit the information of.



3. Select the current status under **Status**.

[!] These status updates will be visible to your customers.

- Optional: Fill in an additional note.
- Optional: Click **Add Attachments** to add any relevant documents.

4. Click **Update Status**.
   A notification with **Successfully updated** pops up.
5. Fill in or select an assignee in the dropdown menu under **Assignee**.

[!] An assignee is a user who will be directly responsible for the ticket. These are the people within your organization.

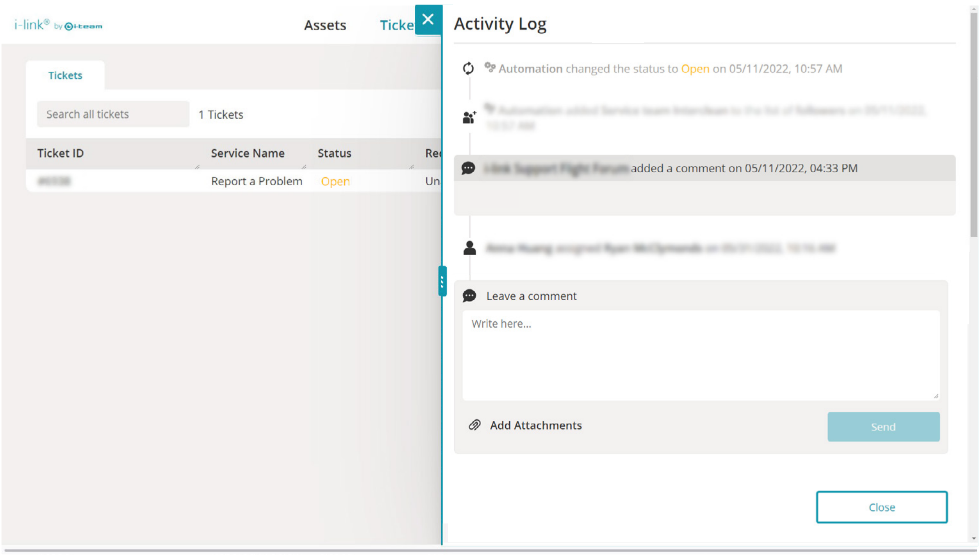
- Optional: Fill in or select users or emails in the dropdown menu under **Followers**.

[!] Followers are users who follow the process of the ticket. Followers will also be notified of changes made on the ticket.

A notification with **Successfully updated** pops up.

6. Scroll down towards the **Details**.

[!] Under **Details** you can find all the information about the ticket.



7. Scroll down towards the **Activity Log**.

[!] Under **Activity Log** you can keep track of the performed actions and comments on the ticket.

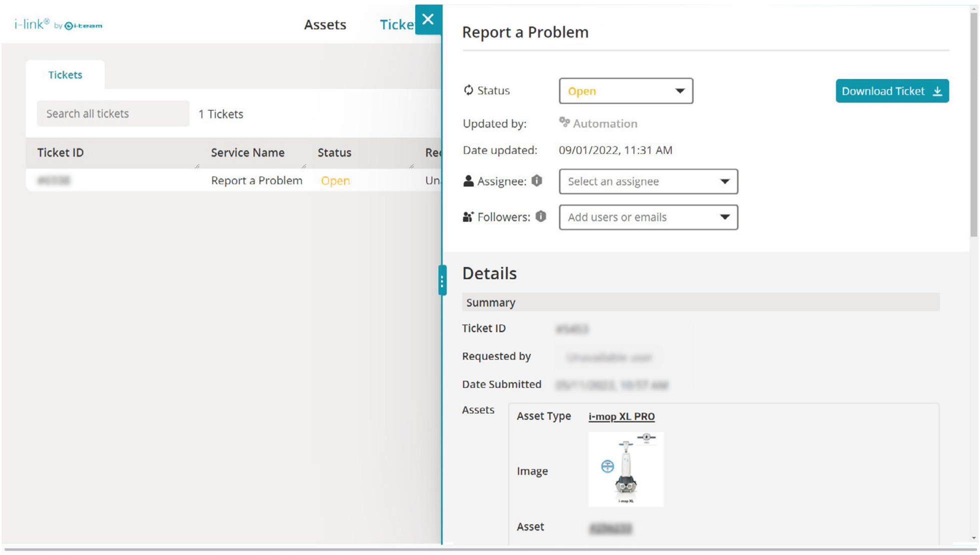
- Optional: Fill in extra information about the ticket in **Leave a comment**. Click **Send**.

8. When you're done processing the ticket, click **Close**.

Both assignees and the followers will be notified of changes within the ticket.

4.4 Solving a ticket

1. Click **Tickets** in the main menu.
2. Select the ticket that you want to view/edit the information of.



3. Change the current status under **Status** to **Closed**.
   - Optional: Fill in an additional note.
   - Optional: Click **Add Attachments** to add any relevant documents.
4. Click **Update Status**.

A notification with **Successfully updated** pops up.

Both assignees and the followers will be notified of changes within the ticket.

5 Service modules

Services modules are pre-created ticket options to categorize the ticket and to make ticket handling easier. You can use the standard service modules or add a customized service module.

5.1 Standard service modules

5.1.1 Sales i-auditing

Via **Sales i-auditing** you can create a new ticket with information about potential customers and the products they are interested in.

5.1.1 i-know auditing

Via **i-know auditing** you can create a new ticket with information about the test results of a machine based on using the i-know kit.

5.1.2 i-audit machines

Via **i-audit machines** you can create a new ticket with information about the current condition of the machine.

5.2 Customized service modules

Customized service modules are only available for Enterprise members. For more information, please contact your local i-team partner.

The i-Story

It's not just about cleaning machines.

It's about the well-being of people and the planet.

We are stoked about cleaning, thrilled about sustainability and wholeheartedly dedicated to keep on innovating.

We believe effective cleaning is more than just the removal of soil. It means ensuring the health and safety of people, while making the job easier, simpler, more efficient and even fun. It means consistent results all over the world, while protecting the world. And it means creating partnerships to grow our global force for better cleaning. After all, it takes a team.

The i-team.

Made Blue

By operating i-mops, your partners, clients and users lower the water footprint whilst contributing positively to the availability of water in the world. Every day an i-mop is turned on, Made Blue simultaneously ensures someone else on the planet gets access to clean water. For every liter that the i-mop uses in operations, the i-team and Made Blue mirror clean drinking water in a developing country. The planet is a beautiful place with over 7 billion people. Humans need water to live, breathe, and enjoy their lives. Worldwide 2,7 billion people suffer from a shortage of drinking water. For 780 million people this situation is permanent each year 3,5 million people die because of this. That's why Made Blue invests in projects in developing countries. We are a proud partner of Made blue. Made Blue mirrors the water used by i-team to create clean water in developing countries. 1 liter for 1 liter.

MADE BLUE

Access to clean water for all.

Future Cleaning Technologies B.V.

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Date: January 2023 / Version: v00_08

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