

# i-link<sup>®</sup> **User manual** One place for all your tools, machines and compliances





# Faster:

Thanks to the cloud-based platform, access to i-link<sup>®</sup> 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. Hoppenkuil 27b, 5626 DD Eindhoven, The Netherlands Telephone: +31402662400 Email: hello@i-teamglobal.com Internet: www.i-teamglobal.com

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Model: i-link

Date: 09/01/2022

Product code: i-link Version: v.1.0

# Preface

The i-link<sup>®</sup> 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.

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# **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).

i-link <sup>®</sup> by <b>⊚⊦teem</b>	
	Add the details of your organizati
If you are a i-Link partner, or have i-Link machines, you can access them through i-link $\circledast$	Organization name *
Complete the steps to create a request for access to it.	Enter the name of your organization
	Customer number
Add your personal details	Enter your customer number (optional)
mail address *	VAT number
Enter your email address	Enter the VAT number (optional)
irst name *	Organization address *
Enter your first name	Enter the address of your organization
ast name *	Dealer name
Enter your last name	Enter the name of your dealer (optional)
hone number *	Sales representative
Enter your phone number	Enter your sales contact (optional)
Cancel Next	Back Send

- **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:

i-link® by ©i-teem
Enter your email
Enter your password
Log In
Sign up
Forgot your password?
© About
🔁 Terms
H English

i-link®



STAY CONNECTED!

- **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

Number

The i-link overview screen consists of the following:

K <sup>®</sup> by <b>⊙⊦±===</b>	•		Assets	Ticke	ts l	1 Dashboar	ď	Organ	ization		E:	2 xample compa	any
Assets Search all a	Asset types	As	set categories	Sites	Reserv	ations	Rule	s			8 + Add asset	9 More	e 🕶
Asset ID	Serial	Brand	Туре	Status	((-))	Nex	×	Overview	History Document:	Reservations	Location D	ata Edit	
1040421	1063671	i-team	i-mop XL PRO		((+1)	-	-	•	i-mop XL PRO	((p)) 08/18/2022 08:14:23 AM		X	1
1040421	1040421	i-team	i-mop XL PRO	~	((+))	-	-			00.1420700	11/2		4
1040401	1040421	i-team	i-mop XL PRO	1	((-))	-	- 1	General in	formation			L.M.	P
									License start: Site:	Scientification Derectionation			
								Data					~
							- 1		Runtime	3h 43m			
									Idle time	22h 6m			
									Battery Voltage Machine Digital-Box Battery Digital-Box Signal	25.54V 100% 52%			
								Statistics					~
							- 1	statistics					~

	<b>1.</b> 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.

Explanation

# 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

i-te	am Global				
	i-partner				
		Co-par	rtner/Enterprises		
	Admin users	Admin users	End-user/i-user 옴		
	Editor users	Editor users	Admin users Editor users Standard		
	Standard users	Standard users			

# 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

i-link® by @Heman	Assets	Tickets	Dashboard	Organization	문 Example company
Groups Users Requests					
Search all groups 7 Groups					+ Add group
Group name			Parent		Customer number
Example company			-		-
Human Resources			Examp	ble company	-
IT			Examp	ble company	-
Accounting and Finance			Examp	ble company	-
Marketing			Examp	ble company	-
Research and Development (R&D)			Examp	ole company	-
Production			Examp	ole company	-

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

nk <sup>®</sup> by Otteman		Assets	Tickets 🗙	Group name *		
				Group name	Customer	🔛 Add an image
Groups Users	Requests			Customer number	VAT number	
Search all groups	7 Groups			Customer number	VAT number	
Group name				Status of Flow for this Group (LEGACY) *		
Example company				Disabled		
Human Resources				Parent group: Example company		员 Select another grou
Accounting and Finance						
Marketing				Ticket Handling		
Research and Developme	ent (R&D)			Set up who should handle and be n	otified of the tickets (se	rvice requests) sent from
Production				mobile app and QR code help reque	est page.	
				I want this group to receive a By ticking the checkbox, this group and groups below	and handle tickets oup will receive and hand v	fle tickets sent by members
					Cancel	Save

- 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.

- I A customer group has an  $\stackrel{2}{\sim}$  icon before the group name in the group selection.
- I 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.

ink <sup>®</sup> by <b>⊚⊦ະ==m</b>	Assets	Tickets ×	Ticket Handling
Groups Users Requests			Set up who should handle and be notified of the tickets (service requests) sent from the mobile app and QR code help request page.
Search all groups 7 Groups			I want this group to receive and handle tickets  By ticking the checkbox, this group will receive and handle tickets sent by members of this group and groups below
Group name			
Example company			This group's ticket handling name
Human Resources			Other users can add this group as assignee or follower of a ticket. This will involve all the
IT			people selected below automatically. You can enter an alternative name here for this group to be shown in a ticket.
Accounting and Finance			Currently displayed as:
Marketing			
Research and Development (R&D)			Eg. Repair Team
Production			Select people to add as Ticket handlers
	These users and email addresses will be: • Notified of new tickets sent by users from your group ar • Notified of all the changes made on the tickets that this is following	These users and email addresses will be: • Notified of new tickets sent by users from your group and groups below • Notified of all the changes made on the tickets that this Group has been assigned to or is following	
			Add Users or emails
			Add Users or emails +
			Cancel Save

- **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.

i-li	nk® by @+twam			Assets	Tickets	Dashboard	Organization		Example company	2
	Groups	Users	Requests							
	Search all users		2 Users						+ Add user	
	First name		Last nam	e	Group name	Email	Phone	Role	Activated	
	Jane		Sweep		Example com	j.sweep@i-teamgloa	ibl. –	Editor	•	
	Johnny		Scrubber		Example com	j.scrubber@i-teamg	lob -	Editor	•	
										_

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

i-link <sup>⊗</sup> by <b>⊚⊧⊧eeam</b>	Assets	Tickets ×	Email *
Groups Users	Requests		Email P Add an image
Search all users	2 Users		Set the password yourself. the user can login immediately
First name	Last name	Group name	First name Last name
Jane	Sweep	Example com	First name Last name
Johnny	Scrubber	Example com	Phone       Start page *         Phone       Assets         Role *       Role *         Role *       Dashboard *         Language *       Dashboard *         English       Default Dashboard *         Time format locale       Time zone         Time format locale       Europe/Amsterdam         Assigned to: Example company       & Select another group

- 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.

I 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 subwindow. 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.

I This feature is only available for support admins.

#### 2.3.1 Viewing your requests

nk <sup>®</sup> by <b>⊚</b> ⊧⊧⊨∞∞	Assets Tickets ×	The user has not yet activated this request using the	eir email link; however, you may still deny it.
Groups Users	Group Types Requests 1	First name	
Search all requests	Filter 1 out of 4 items	Phone	
Туре	Name	<ul> <li>Create this new group, as requested by the</li> </ul>	customer. The above user will be assigned to this new group in the highest rol
Asset request	Johnny Scrubber	Group Name *	
Asset request	Jane Sweep		
New User	Johnny Scrubber	Assigned to: Heam	
New User	Jane Sweep		
		Customer Number	
		Dealer name	
		Dealer name	
		<ul> <li>Assign the new user above to an already ex</li> </ul>	isting group.
		Assigned to: i-team	
		Decline this request. Do not create the requ	rested user and group.
			Cancel Decline

- **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.

i-link <sup>®</sup> by <b>⊗⊧temm</b>	Assets Tickets Dashboard Organization	K   Example company
Assets Asset types	Upload assets	<
Search all assets	Step 1. Downloading and filling out the template:	+ Add asset More -
Asset ID Serial Bran	IMPORTANT NOTES IMPORTANT NOTES IMPORTANT NOTES: In the template you can enter which customer or dealer / subsidiary bought the machine in the column "Group". IMPORTANT: You need to create all customers, dealers or subsidiaries BEFOREHAND manually under "Organization" / "Groups". Please open the template with Microsoft Excel. To do this, make a right-click on the downloaded template file, click on "Open with" and select "Microsoft Excel". Now you can enter all your machines and the related information. Note: all columns marked with (*) in the template are mandatory. Assets template asset.list-machine.checks- Download template visx	300 Cate Last Run
	Step 2. Upload the completed file:	er page 🔻 1 /0 <>

- **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

i-link® by@stemm Assets Tickets Dashboard Organization	Becample company
Assets Asset types Asset categories Sites Reservations Rules	
Search all categories 16 Asset categories	+ Add asset category
Name	
Air purifier	
Battery and chargers	
Building	
Co-botics™	
Floor cleaning equipment	
Floor scrubbers	
ISS Global	
Kitchen appliances	
Lighting equipment	
Ride-on scrubbers	
Safety compliances	
Sensor device	
Service equipment	
Trolley / Cart	
Vacuum cleaners	
Vehicle	

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

link <sup>®</sup> by <b>@++===</b>		Assets	Tick	ets ×
Assets	Asset types	Asset categories	Sites	Rese
Search all	categories	16 Asset categories		
Name				
Air purifier				
Battery and	chargers			
Building				
Co-botics™				
Floor cleani	ng equipment			
Floor scrub	pers			
ISS Global				
Kitchen app	liances			
Lighting equ	upment			
Safety com	aliances			
Sensor devi	ce			-
Service equ	ipment			
Trolley / Car	t			
Vacuum cle	aners			
Vehicle				

- 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

-link <sup>⊗</sup> by⊗+tmam	Assets Ticket	ts Dashboard	Organization	E E	xample company
Assets Asset types	Asset categories Sites	Reservations Rule	25		
Search all types	Filter 69 Asset types				+ Add asset type
Name				Asset category	Brand
AED Defibrillator				Safety compliances	-
Bissel green				Vacuum cleaners	Numatic
Car				Vehicle	-
Charger				Floor cleaning equip	Orbot
Clean it all				Floor scrubbers	Life Clean
Co-botic 65				Co-botics™	i-team
Co-botic 65 (Rev4)				Co-botics™	i-team
Co-botic 1700 (i-vac)				Co-botics <sup>TM</sup>	i-team
Combi 3000 Steamer				Service equipment	
Dator				Service equipment	Нр
Eye Beacon				Sensor device	ToolSense
Fire Extinguisher				Safety compliances	
First Aid Kit				Safety compliances	
Gaśnica				Building	Boxmet
Henry vacuum				Vacuum cleaners	Numatic
i-air PRO				Air purifier	i-team
					1

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

<sup>⊗</sup> by <b>⊛iteran</b>	Assets	Tick	ets ×
Assets Asset types	Asset categories	Sites	Rese
Search all types	Filter 69 Asset ty	rpes	
Name			
AED Defibrillator			
Bissel green			
Car			
Charger			
Clean it all			
Co-botic 65			
Co-botic 65 (Rev4)			
Co-botic 1700 (i-vac)			
Combi 3000 Steamer			
Dator			
Eye Beacon			
Fire Extinguisher			_
First Aid Kit			
Gaśnica			
Henry vacuum			
i-air PRO			_

- 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.

i-link <sup>®</sup> by <b>⊚⊦ະ∞∞</b> m		Assets	Ticke	ets Dashbo	oard Orga	anization		R Exam	ple company
Assets	Asset types	Asset categories	Sites	Reservations	Rules				
Search all site	es	Filter 4 Sites							+ Add site
Name		Address		Postal code	Country	Fixed	ERP Id	Customer	Account n
Lunch room		Hoppenkuil 27B		5626 DD	Netherlands	•	-	Example compa	-
Office 2nd floo	or	Hoppenkuil 27B		5626 DD	Netherlands		-	IT	-
Office 1st floo	r	Hoppenkuil 27B		5626 DD	Netherlands	•	-	Research and D	-
Workshop		Hoppenkuil 27B		5626 DD	Netherlands	•	-	Production	-

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

i-	link <sup>®</sup> by <b>@+±===m</b>		Assets	Tickets ×	Name *	ERP Id	1
	Assets	Asset types	Asset categories	Sites Rese	Address *		]
	Search all sit	tes	Filter 4 Sites		Enter a location	Fixed Alert If assignment	gned assets leave
	Name		Address	Postal	Account number	1	
	Lunch room		Hoppenkuil 27B	5626 D	Account number	J	
	Office 2nd flo	ior	Hoppenkuil 27B	5626 D	Site manager		
	Office 1st floo	or	Hoppenkuil 27B	5626 D	Name	Dhone	Email
	Workshop		Hoppenkuil 27B	5626 D	Name	Phone	
					Assigned to: Example comp.	any Car	Select another group

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

i-link <sup>®</sup> by <b>⊚⊦ະ==</b>			Assets	Ticke	ts	Dashboar	d O	rganization				Exa	mple compa	iny 🗳
Assets	Asset types	As	set categories	Sites	Reser	vations	Rules							
Search all	assets	Fil	ter 3 Assets								+.	Add asset	More	-
Asset ID	Serial	Brand	Туре	Status	((-))	Nex	Dat	Assi	Cust	Site	Boo	Cate	Last	Run
1040421	1040421	i-team	i-mop XL PRO	~	((-))	-	-	Demo M.	-	Demo loi	-	Floor scr	08/18/20	Зh
1040421	1040421	i-team	i-mop XL PRO	~	((•))	-	-	Demo M.	-	Demo lor	-	Floor scr	08/02/20	-
1040421	1040421	i-team	i-mop XL PRO	1	((+))	-	-	Demo M.	-	Demo lo	-	Floor scr	08/18/20	15h
										25 Assets	per page	* 1	/1 <	>

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

i-link <sup>®</sup> ⊳y <b>⊚⊦ະ∞</b> an	m		Asset	s Tick	ets ×	Perister your isteam asset
Assets	Asset types	A	sset categories	Sites	Rese	Register your needin asset. Registering your asset with i-team enables you to access asset data, documentation and other services offered by i-team.
Search all	Search all assets		Filter 1 out of 3 Assets			Register assets
Asset ID	Serial	Brand	Туре	Status	((-))	
1040421	1040421	i-team	i-mop XL PRO	-	((-1)	Add assets without registration
1040421	1040421	i-team	i-mop XL PRO	×	((+))	
1040421	1040421	i-team	i-mop XL PRO	1	((+))	locations in one place.

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

i-link <sup>®</sup> by <b>⊗⊦⊧∞</b>	•		Assets	Ticke	ts ×	Serial *		Add an image
Assets	Asset types	As	set categories	Sites	Rese	BLE	Asset ID	
Search all	assets	Fil	ter 1 out of 3	Assets		BLE	Asset ID	
Asset ID	Serial	Brand	Туре	Status	((-))	Туре	•	
1040401	1063621	i-team	i-mop XL PRO	~	((-1)			
1040421	1040421	i-team	i-mop XL PRO	×	((+))	Service contract from	Service contract to	
1040401	1040401	i-team	i-mop XL PRO	×	((+))	Service contract from	Service contract to	
						Notes       Assigned to: Example con       Site assignment       Site       Responsible       Responsible	apany	Select another group

- 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.
- I 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.

i-link <sup>⊗</sup> ⊳y <b>⊚⊦ະ≖</b>			Assets	Ticke	× 2	Site assignment		•
Assets	Asset types	As	set categories	Sites	Rese	Responsible		
Search all	assets	Fil	ter 1 out of 3	Assets		Responsible		
Asset ID	Serial	Brand	Туре	Status	((-))	Maintenance		
1040421	1040421	i-team	i-mop XL PRO	~	((+))	Interval (in months)	Date of last maintenance	Date of next maintenance
1040421	1040401	i-team	i-mop XL PRO	-	((+))	Interval (in months)	Date of last mainten	Date of next mainter
1040401	1040401	i-team	i-mop XL PRO	1	((+))			
						Check name Check name Last check Last check	Interval (every X months) Interval (every X months) Next check Next check	
							Cancel	Save

- 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.
- I 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.

i-link <sup>®</sup> by <b>⊚⊦⊧</b> nnn			Assets	Ticket	5 I	Dashboar	d O	rganizatio	n			🖧 Exar	nple compa	ny 🛆
Assets	Asset types	As	set categories	Sites	Reserv	ations	Rules							
Search all	issets	Filt	er 3 Assets								+	Add asset	More	-
Asset ID	Serial	Brand	Туре	Status	((-))	Nex	Dat	Assi	Cust	Site	Воо	Cate	Last	Run
1040421	1040421	i-team	i-mop XL PRO	~	((+))	-	-	Demo M.	-	Demo loi	-	Floor scr	08/18/20	Зh
1040421	1040421	i-team	i-mop XL PRO	-	((+))	-	-	Demo M.	-	Demo lor	-	Floor scr	08/02/20	-
1040421	1040421	i-team	i-mop XL PRO	1	((-1)	-	-	Demo M.	-	Demo lo	-	Floor scr	08/18/20	15h
										25 Assets	per page	• 1	/1 <	>

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

i-li	nk® by <b>⊚⊦⊧∞∞</b>			Assets	Ticke	ts	1 Dashboar	rd	Organization		Exam	P 1ple company	3
0¦ 0	Assets Search all a	Asset types	As Filt	set categories	Sites	Reser	vations	Rule	15		8 + Add asset	Ø More ▼	)
	Asset ID	Serial	Brand	Туре	Status	((-))	Nex	×	Overview History Document	s Reservations	Location Data	Edit	<b>0</b>
0	140421	1040400 1040400 1040400	i-team i-team i-team	i-mop XL PRO i-mop XL PRO i-mop XL PRO		(m) (m) (m)	-	-	General Information Assigned to: License to: Site:	((y) 08/18/2022 08:14:23 AM		2.	0
									Data Runtime Battery Voltage Machine Digital-Box Battery Digital-Box Signal Statistics	3h 43m 22h 6m 25.54V 100% 52%		~	

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

I Non-automatic events can be added manually.

i-link <sup>®</sup> by <b>⊚⊦⊧∞∞</b>			Assets	Ticket	s C	Dashboar	d Or	rganizatio	n			R Exar	nple compa	ny 🛆
Assets	Asset types	Ass	et categories	Sites	Reserva	ations	Rules							
Search all a	ssets	Filte	er 3 Assets								+	Add asset	More	-
Asset ID	Serial	Brand	Туре	Status	((-))	Nex	Dat	Assi	Cust	Site	Boo	Cate	Last	Run
1040421	1040421	i-team	i-mop XL PRO	~	((-1)	-	-	Demo M.	-	Demo loi	-	Floor scr	08/18/20	3h
1040421	1040421	i-team	i-mop XL PRO	1	((+))	-	-	Demo M.	-	Demo lor	-	Floor scr	08/02/20	-
1040401	1040421	i-team	i-mop XL PRO	-	((+1)	-	-	Demo M.	-	Demo lo	-	Floor scr	08/18/20	15h
										25 Assets	per page	• 1	/1 <	>

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

i-link® ⊳y <b>⊚</b>	)i-turam		Asset	s Ticke	1 <u>8</u> ×	Overview History Documents Reservations Location Data Edit
Asse	ts Asset types	A	sset categories	Sites	Rese	Y O Info + Add custom event
Searc	h all assets	Fi	iter 1 out of 3	Assets		Upcoming <ul> <li>You have no upcoming events</li> </ul>
Asset I	D Serial	Brand	Туре	Status	((-))	Active
10404	27 2748173	i-team	i-mop XL PRO	-	((-))	You have no active events
10404	1343421	i-team	i-mop XL PRO	×	((+))	History
10404	1343421	i-team	i-mop XL PRO	×	(1-1)	▼ (0 03/18/2022 01:43 PM QR code attached

- 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  $\ensuremath{\textbf{Documents}}$  you can view and add documents.

Documents may include:

- Invoices
- Service details
- User manuals
- Websites

i-l	ink <sup>®</sup> by <b>⊚⊦⊧∞∞</b>			Assets	Ticke	ts I	Dashboard	d C	Organizatio	n			R Exa	nple compa	ny 🗳
	Assets	Asset types	As	set categories	Sites	Reserv	ations	Rules							
	Search all a	assets	Filt	3 Assets								+	Add asset	More	-
	Asset ID	Serial	Brand	Туре	Status	(())	Nex	Dat	Assi	Cust	Site	Boo	Cate	Last	Run
	1040421	1040421	i-team	i-mop XL PRO	1	((-))	- "	-	Demo M.	-	Demo loi	-	Floor scr	08/18/20	Зh
	1040421	1040421	i-team	i-mop XL PRO	1	((+))	-	-	Demo M.	Ξ.	Demo loi	-	Floor scr	08/02/20	-
	1040421	1040421	i-team	i-mop XL PRO	1	((+))	-	-	Demo M.	-	Demo lo	-	Floor scr	08/18/20	15h
											25 Assets	per page	• 1	/1 <	>

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

i-link <sup>®</sup> by⊚⊧⊧⊨			Assets	Ticket	×	Overview	History	Documents	Reservation	าร	Location	Data	Edit
Assets	Asset types	As	set categories	Sites	Rese	Search all	documents	7 Documen	5	ഷ്	2 ei	8	+ Add document
Search a	lassets	Fil	ter 1 out of 3 /	Assets		Name	pro monual	PT 1/2 0	Type	8	Created	11:20	
Asset ID	Serial	Brand	Туре	Status	((-))	i-mop xi	pro manual	IT.v2.0	Document	•	04/29/2022	2, 11:20	. <u>*</u>
1040421	258173	i-team	i-mop XL PRO	1	((-))	D i-mop xl	pro manual	ES.V2.0	Document	•	04/29/2022	2, 11:20	. <u>+</u>
1040421	1040421	i-team	i-mop XL PRO	-	((•))	🕼 i-mop xl	pro manual	FR.v2.0	Document	•	04/29/2022	2, 11:20	. <u>*</u>
100001	1040421	i-team	i-mop XL PRO	-	((+))	🕼 i-mop xl	pro manual	DE.V2.0	Document	•	04/29/2022	2, 11:20	. <u>*</u>
						🕼 I-mop xl	pro manual	NL.V2.0	Document	•	04/29/2022	2, 11:19	. <u>±</u>
						🕼 I-mop xl	pro manual	ENG.V2.0	Document	•	04/29/2022	2, 11:19	. <u>+</u>

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.

 $\mathbf{O}$ 

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.

i-link <sup>®</sup> by <b>⊗⊦⊧===m</b>	Assets	Tickets Da	ashboard Organ	nization	🖧 Example company
Assets Asset type	s Asset categories	Sites Reservatio	ions Rules		
Search all assets	Filter 3 Assets				+ Add asset More 👻
Asset ID Serial	Brand Type	Status (••)	Nex Dat A	Assi Cust Site	Boo Cate Last Run
1040421 1040421	i-team i-mop XL PRO	🖌 ((-1)	D	Demo M. – Demo loi	- Floor scr 08/18/20 3h
1040421 1040421	i-team i-mop XL PRO	🖌 ((·))	D	Demo M. – Demo loi	- Floor scn 08/02/20 -
1040421 1040421	i-team i-mop XL PRO	🖌 ((•))	D	Demo M. – Demo loi	- Floor scr 08/18/20 15h
				25 Assets	per page 🔻 1 / 1 <>

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

i-link <sup>®</sup> ⊳y <b>⊚⊦⊧≖</b>			Assets	Ticket	s ×	Overview	History	Documents	Reservations	Location	Edit	
Assets	Asset types	As	set categories	Sites	Rese					🗐 Calendar v	ew 🕇 Add	reservation
Search all	assets	Filt	ter 1 out of 1	Assets		From date		Until d	ate	Reserved	l for	
Asset ID	Serial	Brand	Туре	Status	((-))				<b>6 - - -</b>			
1040421	258573	i-team	i-mop XL PRO	1	64				1.1			
									$\mathbb{R} = \mathbb{P}$			
								т	his list is emp	ty		
ssets	Tickets	×	Overview	Histo	ry	Docum	ents	Reserva	tions L	ocation	Data	Edit
				Wi	nterdiii				Δ	tion Waalw	iik 🖾	

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

searce from   Search all assets  Search all assets	
D8/19/2022     O2:48 PM     O     O8/19/2022     O3:48 PM     O     O       You don't have any assets added yet       Search all assets     3 Assets       Type     Serial     Asset category     Site       I-mop XL PRO     Floor scrubbers     Demo locatie       I-mop XL PRO     Floor scrubbers     Demo locatie	
You don't have any assets added yet       Search all assets     3 Assets       Type     Serial     Asset category     Site       I-mop XL PRO     Floor scrubbers     Demo locatie       I-mop XL PRO     Floor scrubbers     Demo locatie	1 hours
Search all assets         3 Assets           Type         Serial         Asset category         Site           I-mop XL PRO         Floor scrubbers         Demo locatie           I-mop XL PRO         Floor scrubbers         Demo locatie	
Type         Serial         Asset category         Site           i-mop XL PRO         Floor scrubbers         Demo locatie           i-mop XL PRO         Floor scrubbers         Demo locatie	
i-mop XL PRO Floor scrubbers Demo locatie i-mop XL PRO Floor scrubbers Demo locatie	
i-mop XL PRO Floor scrubbers Demo locatie	
i-mop XL PRO Floor scrubbers Demo locatie	

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

Add reservation					>
Time and assets	Details	Activity limit			
eserving customer *					
otes				٦	
otes			 		
lotes					

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

									-				_														
Time and a	asse	ts			D	eta	ils			Activ	rity I	imit															
<ul> <li>Limit as</li> <li>Set up a overwrit</li> </ul>	tivit llowe es us	y d d a	uri ctiv	ng ity ne l	res tim	erv es, i t wa	ati whe	on en t	he a	asset is assets	repo if se	rted t - fo	acti r th	ive d	outsi urati	de on	the: of ti	se I	tim	es,	you	ı w	ill g	et notifie	ed. '	This set	ting
	Ale	rt c	of a	ISSE	et a	ctiv	/ity	ou	itsio	de tim	efran	nes:											1	No Emai	I.	To me	
	Cho	oos	e p	ara	am	ete	r to	m	oni	tor for	acti	vity:		R	unti	me		_		_		_		•	)		
Monday																											
Tuesday																											
Vednesday																											
Thursday																											
Friday																											
Saturday								1																			
Sunday																											
									_																		

Optional:

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

I 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.

i-link <sup>®</sup> by <b>⊚⊦⊧===</b>			Assets	Ticke	ts I	Dashboar	d O	rganizatio	n			B Exar	nple compa	ny 🔒
Assets	Asset types	As	set categories	Sites	Reserv	ations	Rules							
Search all	assets	Filt	ter 3 Assets								+	Add asset	More	•
Asset ID	Serial	Brand	Туре	Status	((-))	Nex	Dat	Assi	Cust	Site	Boo	Cate	Last	Run
1040421	1040421	i-team	i-mop XL PRO	~	((+))	-	-	Demo M.	-	Demo loi	-	Floor scr	08/18/20	Зh
1040401	1040421	i-team	i-mop XL PRO	-	((-))	-	-	Demo M.	Ξ.	Demo lor	-	Floor scr	08/02/20	-
1040401	1040421	i-team	i-mop XL PRO	-	((-1)	-	-	Demo M.	-	Demo lo	-	Floor scr	08/18/20	15h
										25 Assets	per page	• 1	/1 <	>

- **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.
- I 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

i-link <sup>®</sup> by <b>⊚⊦⊧een</b>			Assets	Ticket	s I	Dashboard	d O	rganizatio	n			R Exar	mple compa	iny 🗳
Assets	Asset types	As	set categories	Sites	Reserv	ations	Rules							
Search all a	issets	Filt	er 3 Assets								+	Add asset	More	•
Asset ID	Serial	Brand	Туре	Status	((-))	Nex	Dat	Assi	Cust	Site	Boo	Cate	Last	Run
1040421	1040421	i-team	i-mop XL PRO	~	((-1)	-	-	Demo M.	-	Demo lo	-	Floor scr	08/18/20	Зh
1040421	1040421	i-team	i-mop XL PRO	~	((-))	-	-	Demo M.	-	Demo loi	-	Floor scr	08/02/20	-
1040421	1040421	i-team	i-mop XL PRO	-	((+1)	-	-	Demo M.	-	Demo lo	-	Floor scr	08/18/20	15h
										25 Assets	per page	• 1	/1 <	>

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

i-link <sup>®</sup> ⊎y <b>⊚</b> ⊧⊧==			Assets	Ticket	ts ×	Overview History Documents Reservations Location Data Edit
Assets	Asset types	As	set categories	Sites	Rese	Q Add data for display in the graph
Search all	assets	Filt	ter 1 out of 3	Assets		Week 34 - 2022         This Week
Asset ID	Serial	Brand	Туре	Status	((-))	😵 Zoom in on the data with click and drag Dynamic scaling 💿 🕂 🖬
1040421	254073	i-team	i-mop XL PRO	~	((-))	
1040421	1040421	i-team	i-mop XL PRO	×	((+))	
1040407	1040421	i-team	i-mop XL PRO	1	((+))	
						No parameters are selected to display       if     1       if     1       if     1       if     1       if     1

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

I 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.
- I 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.
- I The timespan is set at **Week** by default.
- I Via **Custom** you can select a custom timespan.
- I Click the camera icon to download a screenshot of the graph.

# 3.2.7 Editing your asset

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

i-link <sup>®</sup> by <b>⊗⊦⊧==</b>	m		Assets	Ticke	ts l	Dashboar	d O	rganizatio	n			B Exar	nple compa	iny 🔒
Assets	Asset types	As	set categories	Sites	Reserv	ations	Rules							
Search all	assets	Filt	3 Assets								+	Add asset	More	-
Asset ID	Serial	Brand	Туре	Status	((-))	Nex	Dat	Assi	Cust	Site	Boo	Cate	Last	Run
1040421	1040421	i-team	i-mop XL PRO	~	((-1)	-	-	Demo M.	-	Demo lo	-	Floor scr	08/18/20	Зh
1040421	1040421	i-team	i-mop XL PRO	-	((-))	-	-	Demo M.	-	Demo loi	-	Floor scr	08/02/20	-
1040421	1040421	i-team	i-mop XL PRO	-	((+))	-	-	Demo M.	-	Demo lo	-	Floor scr	08/18/20	15h
										25 Assets	per page	• 1	/1 <	>

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

Assets	Asset types	As	set categories	Sites	Rese	Serial * IMEI	🖪 Add an image
Search all	assets	Fil	ter 1 out of 3	Assets		BLE Asset ID	<b>E</b>
Asset ID	Serial	Brand	Туре	Status	((-))	Type *	
1040421	258073	i-team	i-mop XL PRO	~	((+))	i-mop XL PRO	•
1040421	1040421	i-team	i-mop XL PRO	1	((-))		
1040421	1040401	i-team	i-mop XL PRO	-	((+))	Subscription Plan	
						Service contract from Service contract to Notes	
						Assigned to: Example company	器 Select another gro
						Site assignment	
						Lunch room, Hoppenkuil 27B	

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

i-link® by @+temm	Assets Ticke	ets Dashboard Org	anization	Example company
Assets Asset types	Asset categories Sites	Reservations Rules		
Search all reservations				+ Add reservation
Customer	From date	Until date	Duration	Number of assets
		573		
		This list is empty		

- **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.

Time and assets Details Activity limit   eserve from Reserve until   08/19/2022 02:48 PM ©   You don't have any assets added yet   Search all assets   3 Assets     Type Serial   Asset category Site   i-mop XL PRO   I-mop XL PRO   Floor scrubbers Demo locatie   i-mop XL PRO   Floor scrubbers   Demo locatie   i-mop XL PRO   Floor scrubbers   Demo locatie							
Reserve from     Reserve until       08/19/2022     02:48 PM     0     0     1 hours       You don't have any assets added yet     0     0     1 hours         Search all assets     3 Assets         Type     Serial     Asset category     Site         Image: LPRO     Floor scrubbers     Demo locatie       Image: LPRO     Floor scrubbers     Demo locatie	Time and assets	Details	Activity limit				
08/19/2022     02:48 PM     0     08/19/2022     03:48 PM     0     1 hours       You don't have any assets added yet     3 Assets     1     1     1       Type     Serial     Asset category     Site       I-mop XL PRO     Floor scrubbers     Demo locatie       I-mop XL PRO     Floor scrubbers     Demo locatie       I-mop XL PRO     Floor scrubbers     Demo locatie	eserve from		Reserve ur	til			
You don't have any assets added yet Search all assets Search all a	08/19/2022 < >	02:48 PM O	< > 08/19/20	22 < >	03:48 PM	◎ < >	1 hours
Search all assets     3 Assets       Type     Serial     Asset category     Site       I-mop XL PRO     Floor scrubbers     Demo locatie       I-mop XL PRO     Floor scrubbers     Demo locatie       I-mop XL PRO     Floor scrubbers     Demo locatie							
Type         Serial         Asset category         Site           i-mop XL PRO         Floor scrubbers         Demo locatie	Search all assets	3 Assets					
i-mop XL PRO         Floor scrubbers         Demo locatie           i-mop XL PRO         Floor scrubbers         Demo locatie           i-mop XL PRO         Floor scrubbers         Demo locatie	Туре	Serial	A	sset category		Site	
I-mop XL PRO         Floor scrubbers         Demo locatie           i-mop XL PRO         Floor scrubbers         Demo locatie	i-mop XL PRO	1040421	FI	oor scrubber	s	Demo locatie	
i-mop XL PRO Floor scrubbers Demo locatie	i-mop XL PRO	1949421	FI	oor scrubber	s	Demo locatie	
	i-mop XL PRO	1040421	FI	oor scrubber	s	Demo locatie	

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

Add reservation				×
Time and assets	Details	Activity limit		
Reserving customer *				
	[	Cancel	Save	

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

										_	_	_	_	_																
Time and a	asse	ts			D	eta	ils			A	ctiv	/ity	lir	nit																
Limit ad Set up a overwrit	tivit llowe	y d ad a	urii ctiv	ng ity ne l	res tim	en es, t w	vati whe	on en t	he a for a	asse	et is ets	rep if s	oort	ed . for	acti r th	ve d	outs urat	ide	the of t	ese	tim res	ies,	yoi /ati	u w on.	ill g	et notif	ied.	. This	s sett	ing
	Ale	ert o	of a	ISSE	et a	cti	/ity	ou	itsic	de t	im	efra	am	es:											6	No Ema	il	то	me	
	Ch	005	e p	ara	am	ete	r to	m	oni	tor	for	rac	tivi	ty:		R	unt	im	2	_		_	_	_	_	•	]			
Monday										ł																				
Tuesday																														
Wednesday										l																				
Thursday										1																				
Friday														_																
Saturday								1																						
Sunday																														
																					_	_								

#### 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

i-link® by @++===			Assets	Tickets	5 D	ashboard	d Or	ganizatio	n			🖁 Exar	nple compa	ny 省
Assets	Asset types	Ass	et categories	Sites	Reserva	tions	Rules							
Search all a	assets	Filt	ar 3 Assets								+.	Add asset	More	•
Asset ID	Serial	Brand	Туре	Status	((-))	Nex	Dat	Assi	Cust	Site	Boo	Cate	Last	Run
1040421	1040421	i-team	i-mop XL PRO	1	((+))	-	-	Demo M.	-	Demo loi	-	Floor scr	08/18/20	Зh
1040421	1040421	i-team	i-mop XL PRO	~	((+))	-	-	Demo M.	-	Demo loi	-	Floor scr	08/02/20	-
1040421	1040421	i-team	i-mop XL PRO	×	((+))	-	-	Demo M.	-	Demo lo	-	Floor scr	08/18/20	15h
										25 Assets	per page	• 1	/1 <	>

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

( <sup>®</sup> by <b>©itean</b>		Assets	Tick	ets 🔼	🛗 A schedule	(••) IoT Data
Assets	Asset types	Asset categories	Sites	Rese	Type of event that is created when	the rule is triggered
Search all r	ules	7 Rules			Select an event type	
lame					Title of the event *	Send notifications when rule is triggered
Seofence ale	ert for site				Title	No potification lust me Multiple entri
Seofence ale	ert for site				THUS	Just me multiple entre
Geofence ale	ert for site				Add affected asset types	Mark Notification as Critical
Geofence ale	ert for site				Add asset type 🔹	No Yes
eofence ale	ert for site				Rule should be evaluated	
Aonthly squ	eegee replaceme	nt test			for every asset	
Vorking hou	irs alert for Asset	#			automatically apply to all existing & future asset types.	Event completion option
					Description of the Event	Automatic Manual
					Description that shows when someone opens the event	When Manual is selected, the event will stay active the Complete button is clicked in Events. When the Automatic is selected, the event will be inactivated automatically.
					One-time event	
					If you check this option, the rule w	ill create the event only once per asset.

- 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.

I 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.
- I 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

i-link <sup>®</sup> ⊧	y <b>O</b> iteam			Assets	Ticket	5	Dashboar	d (	Organizatio	n			🖧 Exar	nple compa	ny 🛆
As	sets	Asset types	Ass	set categories	Sites	Reserv	ations	Rules							
Se	arch all a	ssets	Filt	3 Assets								+	Add asset	More	•
Asse	et ID	Serial	Brand	Туре	Status	((-))	Nex	Dat	Assi	Cust	Site	Boo	Cate	Last	Run
104	1421	1040421	i-team	i-mop XL PRO	1	((-1)	-	-	Demo M.	-	Demo lo	-	Floor scr	08/18/20	Зh
104	1421	1040421	i-team	i-mop XL PRO	1	((+))	-	-	Demo M.	-	Demo lor	-	Floor scr	08/02/20	-
104	1421	1040421	i-team	i-mop XL PRO	1	((+))	-	-	Demo M.	-	Demo lo	-	Floor scr	08/18/20	15h
											25 Assets	per page	• 1	71 <	>

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

link <sup>®</sup> by⊗⊧⊧====	Asset	s Ticke	ets <u>^</u>	📰 A schedule	9	(••) IOT D	ata
Assets Asset types	Asset categories	Sites	Rese	Type of event that is created when	the rule is triggered		
Search all rules	8 Rules			Select an event type			•
Name				Title of the event *	Send notifications w	hen rule is ti	riggered
Geofence alert for site				Title	No notification	Just me	Multiple entries
Geofence alert for site			-	Add affected asset types	Mark Notification as	Critical	
Geofence alert for site				Add asset type 🔹	No Yes		
Geofence alert for site				You can only select asset types of the same integration			
Monthly squeegee replaceme	nt test			Description of the Event	Event completion op	otion	
Test				Description that shows when someone opens the event	Automatic Manual When Manual is a the Complete but Automatic is sele automatically.	elected, the en ton is clicked i cted, the even	vent will stay active until n Events. When the t will be inactivated
				One-time event If you check this option, the rule v	vill create the event <b>only or</b>	ice per asset.	

- 4. Select IoT Data.
- I 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.

d multiple	asset types	for one rule.
	ld multiple	Id multiple asset types

- 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.

I 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.

i-link® ๒	y Giteam	English 🗸
Detail	s of your n	nachine
•	i-team - Floor s i-mop XL Pl	crubbers RO
Serial	201001	
Asset ID	1000405	
Site		
Address		
	i-team mar	uals

- 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

i-link® ⊳y⊛⊷	t er er m	As	sets Tick	kets D	ashboard	Organizatio	1	B E	ample company	0
Tickets	5									
Search	all tickets	1 Tickets							+ Create Ticket	
Ticket II	D	Service Name	Status	Reque	esting U	Group of Req	Assignee	Date Submitted	Customer Nu	
#1128		Report a Problem	Closed	Unava	ilable user	inter Ballici	i-team DEMO	07/13/2022, 12:56		

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

i-link® by Ottom	Å	Assets	Ticke ×	Create New Ticket	
Search all tickets	1 Tickets			▼ PDF 2/2	
Ticket ID	Service Name	Status	Red	ec	
	Report a Problem	Closed	Un	sales i-auditing	

- 3. Select the service you want to create a new ticket for.
- I See chapter Service modules for more information about the services you can choose.
- I The services you can choose may differ per group.
- **4.** Fill in the form.
- 5. Click Next.
- I 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.

i-link <sup>⊗</sup> by⊚⊧ະ∞∞	,	Assets	Ticke ×	Report a Problem
Tickets Search all tickets	1 Tickets			O Status     Open     ▼       Updated by:           • Automation         •         •         •
Ticket ID	Service Name	Status	Rec	Date updated: 09/01/2022, 11:31 AM
40108	Report a Problem	Open	Un	Assignee: 1 Select an assignee
				Followers: <ul> <li>Add users or emails</li> <li> </li></ul>
				Details summary Ticket ID
				Requested by
				Date Submitted
				Asset Type image

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

i-link <sup>⊗</sup> by <b>⊗</b> +terrorm	Å	Assets	Ticke ×	Acti	vity Log
Tickets				¢	Automation changed the status to Open on 05/11/2022, 10:57 AM
Search all tickets	1 Tickets			<b>8</b> 5'	Automation added Service loan Interchan to the fail of followers on 05/11/2022, 10:07 AM.
Ticket ID	Service Name	Status	Ree		
#0138	Report a Problem	Open	Un	9	added a comment on 05/11/2022, 04:33 PM
				<b>W</b> r	Leave a comment ite here
				6)	Add Attachments Send
					Close

# 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.

i-li∩k <sup>⊗</sup> by <b>©</b> ⊧⊧enam	Å	Assets	Ticke ×	Report a Problem
Tickets				Ø Status Open ▼ Download Ticket 生
Search all tickets	1 Tickets			Updated by: <sup>®</sup> Automation
Ticket ID	Service Name	Status	Rec	Date updated: 09/01/2022, 11:31 AM
#0128	Report a Problem	Open	Un	Assignee: 1 Select an assignee
				♣ Followers:
				Details
			I	Summary
				Ticket ID
				Requested by
				Date Submitted
				Assets Asset Type i-mop XL PRO
				Image B
				Asset

- 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.





Access to clean water for all.



#### Future Cleaning Technologies B.V.

Hoppenkuil 27B 5626 DD Eindhoven The Netherlands

Telephone: +31 (0)40 266 24 00 Email: hello@i-teamglobal.com Support: ilink@i-teamglobal.com

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