USER'S GUIDE

Rapid Connect

IIOT MONITORING SYSTEM

Rapid

Rapid Connect User's Guide

Published April 2023

Revision 3

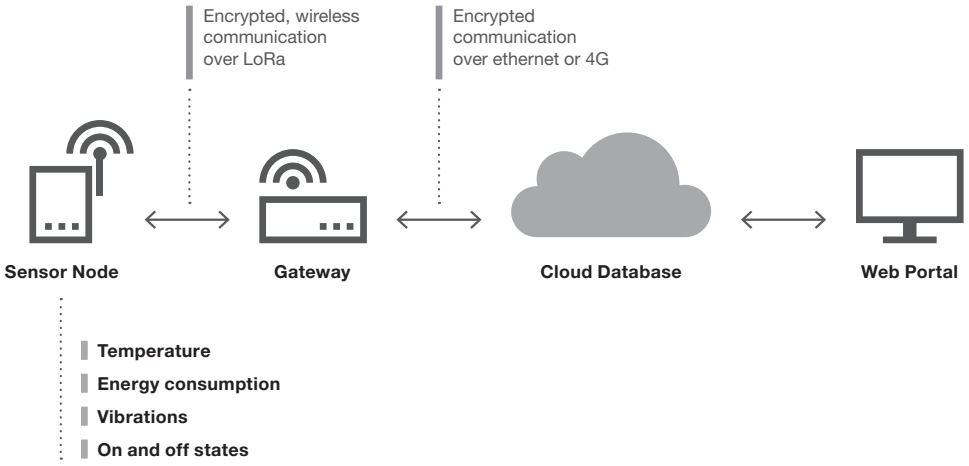
This user guide provides an overview of Rapid Connect, as well as the user-facing functionality of the web portal.

1. Introduction

1.1. What is Rapid Connect?

Rapid Connect is a subscription based Industrial Internet of Things (IIoT) monitoring system. Rapid Connect allows monitoring and visualisation of the working parameters of your machines.

1.2. How does Rapid Connect work?



Rapid Connect collects data via sensors installed on a monitored machine. The sensors send the data they collect to a sensor node, installed on the same machine.

The collected data is then sent to a gateway via wireless communication. The gateway can collect data from up to 50 sensor nodes, within a 150 metre radius. The gateway transmits the collected data to a centralised Azure cloud database.

The cloud database interfaces with the Rapid Connect web portal, which allows visualisation of the collected data. The web portal is accessed through a web browser, see section 4 “Web portal” on page 4:1.

For more information about the hardware used in the Rapid Connect system, see Section 3 “Hardware” on page 3:1.

1.3. Is Rapid Connect secure?

Yes, all data that is handled throughout the Rapid Connect system is end-to-end encrypted. This means that the data is encrypted from the moment that the sensor node collects it, to the moment that you visualise it in the web portal.

1.4. Which machines can I use with Rapid Connect?

All Rapid machines are compatible with Rapid Connect, both old and new.

It is also possible to use Rapid Connect with non-Rapid machines. This is beneficial, as it allows monitoring of your entire production (not just your size-reduction equipment) with a single system. Data from external machines are collected using the IO-link protocol. See section 3.3. “What data can the sensor node collect?” on page 3:2.

1.5. How many machines can I use with Rapid Connect?

There is no limit on how many machines can be used with Rapid Connect. A gateway is able to receive data from up to 50 sensor nodes, within a 150 metre radius. If you would like to monitor more machines in a single facility, it is possible to add more gateways.

1.6. How can I view my data?

Your data can be viewed in the web portal. The web portal is accessed with a web browser at **connect.rapidgranulator.com**. For more information about the web portal, see section 4 “Web Portal” on page 4:1.

2. Support

2.1. What documentation is available for Rapid Connect?

This user guide provides an overview of Rapid Connect and its functions. This user guide is available in all official EU Member State languages.

For installation of new sensor nodes, or connection of new sensors to existing sensor nodes, separate user manuals are available.

2.2. How can I get help with Rapid Connect?

If you need help with anything, contact our support department.

Region	Email	Phone
Europe, Asia, South America, Africa, and Oceania	spareparts@rapidgranulator.se	+46 370 865 00
North America	spareparts@rapidgranulator.com	+1 724 584 5220

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3. Hardware

3.1. What hardware does Rapid Connect use?

Rapid Connect uses at least one sensor node and one gateway. By default, all machines delivered with Rapid Connect is provided with a current transformer which monitors power consumption, and a Modbus temperature sensor which monitors temperature and vibrations.

Additional sensors can be retrofitted. When a sensor is connected to the sensor node, the input that it is connected to must be activated in the sensor node's firmware. For information on how to retrofit a sensor, contact Rapid's head office.

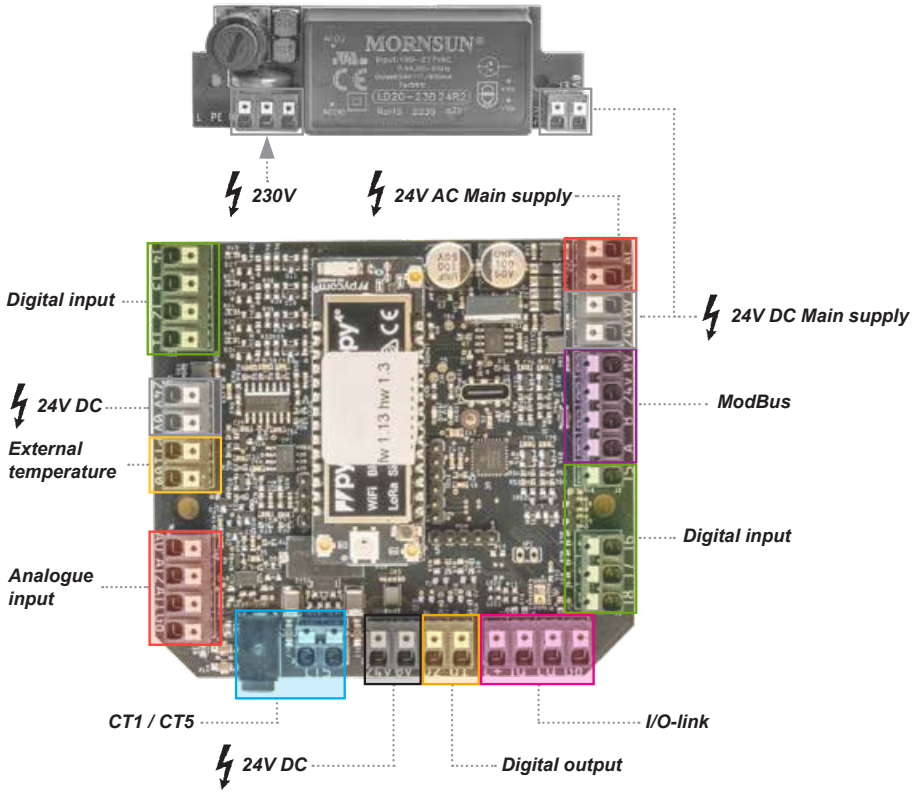
Hardware can be included with a new Rapid machine, or it can be purchased separately for retrofitting on existing machines.

3.2. What is a sensor node?

A sensor node consists of a printed-circuit board (PCB) installed inside of a plastic enclosure. The sensor node collects data from separate sensors installed on the monitored machine. The sensor node receives data by means of input points on the PCB.

The sensor node is powered by a 24 V AC/DC supply voltage. If a 24 V AC/DC supply is not available, the sensor node can be provided with a 230 VAC transformer.

3.3. What data can the sensor node collect?



The sensor node is provided with 24 input points which allows for input from various sensors.

Power consumption can be monitored with a current transformer. The sensor node is provided with 2 current transformer inputs, **CT1** (3.5 mm power socket) and **CT5**.

Current transformers with a secondary rating of 1A (primary rating lower than 60A) must be connected to the 3.5 mm power socket on the sensor node. Current transformers with a secondary rating of 5A (primary rating higher than 60A) must be connected to the connectors **5-** and **5+** on the sensor node.

External temperature can be monitored with a platinum sensor. The sensor node is provided with 1 platinum sensor input point: **PT100**. The platinum sensor input can monitor external temperatures between 6–150 °C (43–302 °F).

The sensor node is provided with 8 digital input points: **DI1 – DI8**. Digital inputs can monitor on and off states in the machine. Examples of on and off states is if the machine is running or stopped, if an emergency stop is active or inactive, or if the machine is opened or closed.

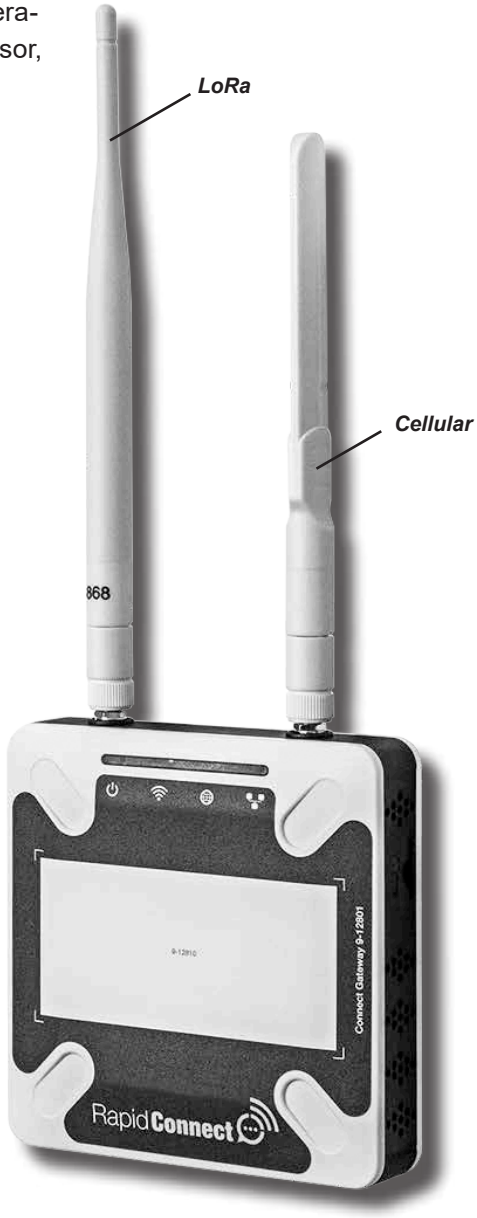
The sensor node is provided with 2 analogue input points: **AD1** and **AD2**. Analogue input can be used to monitor variable values in the machine. Examples that can be monitored by analogue input is the regrind level in a container, the setting of a potentiometer, or the speed of a band conveyor.

3.3. What data can the sensor node collect?

The sensor node is provided with two serialised Modbus inputs: **A** and **B**. The Modbus interface can be used to collect different types of data with the same sensor. For example, temperature and vibrations can be monitored with the same sensor, and then collected via the Modbus interface.

The sensor node is provided with a digital IO-link input: **CQ**, **IQ** and **L+**. The IO-link inputs allows for collection of data from external machines, for example a connected extruder.

At delivery, the sensor node is provided with a current transformer which monitors power consumption, and a Modbus temperature sensor which monitors temperature and vibrations. If you wish to connect additional sensors, contact Rapid's head office.



3.4 What does the LED on the sensor node signal?

The sensor node is provided with an LED which indicates different statuses in the sensor node.

A blinking red light indicates that the sensor node is powering on, or that an error state is active.

A blinking yellow light indicates that the sensor node is connected to both a LoRa and a WiFi network.

A blinking green light indicates that the sensor node is connected to a LoRa network.

A blinking blue light indicates that the sensor node is transmitting data to its paired gateway.

3.4. What is a gateway?

A gateway is the point in the Rapid Connect system where your data leaves your facilities. The gateway receives data from up to 50 sensor nodes, within a 150 metre radius. The gateway transmits the collected data to a cloud database.

Rapid Connect uses a Dragino LPS8 LoRaWAN gateway. For additional information about the gateway, refer to the separate documentation from Dragino.

3.5. How does the sensor node communicate with the gateway?

The sensor node and gateway communicates with each other using the LoRa protocol. LoRa is a long-ranged, low-frequency, wireless communications protocol, designed for transmitting small data packages with minimum power consumption.

The sensor node transmits data packages to the gateway over LoRa regularly at a set interval. The interval at which the sensor node transmits data packages is configured in the sensor node's firmware. Default interval is 60 seconds. The LED on the sensor node blinks with a blue light as data is transmitted.

The sensor node must be placed in clear view of the gateway, to make sure that there is no interference in the communication. The sensor node is able to transmit data over a maximum distance of 150 metres.

The gateway is provided with two antennas, which facilitates communication between the sensor node and gateway, and between the gateway and the cloud database. The antennas must be installed as shown in the figure on the right.

The sensor node automatically established a connection with the gateway once it is powered on. The pairing of the sensor node and the gateway is pre-configured by Rapid before delivery.

3.6. How does the gateway communicate with the cloud database?

The gateway communicates with the cloud database either over a 4G cellular connection, or over ethernet. The LED above the globe symbol () on the gateway is lit with a steady blue light when the gateway is connected.

The gateway is provided with a SIM card which facilities cellular communication. The SIM card is specially configured by Rapid before delivery. When the gateway is powered on, the gateway immediately established communication with the cloud database.

It is also possible to connect an ethernet cable to the gateway's ethernet port, if a more stable connection is required. The gateway is plug-and-play, and your firewall does not require configuration in order for the gateway to communicate over ethernet.

3.7. Is my data lost if the sensor node and/or gateway loses connection?

Yes, neither the sensor node nor the gateway is provided with secondary memory, meaning that data is not stored before it is transmitted to the database. You will however not lose data that is already stored in the database, if the connection is lost.

4. Software

4.1. What software does Rapid Connect use?

Rapid Connect uses a web portal. The web portal is a website where you are able to view all the data that's been collected from your machines. The web portal allows you to easily visualise the status of your production, and the health of your machines.

The web portal can be used to schedule preventive maintenance, see section 4.12. on page 4:13.

The web portal can be used to handle alarms, see section 4.13. on page 4:14.

4.2. How do I access the web portal?

The web portal is accessed with a web browser at **connect.rapidgranulator.com**.

The web portal can also be accessed directly by scanning the below QR-code.

To be able to access the contents of the web portal, you must first register an account. See section 4:3 “How do I get an account?” on page 4:1.

4.3. How do I get an account?

The first time that you purchase a Rapid Connect system, a web portal account is created for you by Rapid.

When your account is created, a message is sent to your registered email address with instructions on how to activate the account.

Before being able to access the web portal, you must first activate the account, see section 4.4. “How do I activate my account?” on page 4:2.

If you are an advanced user, and you would like to create an account for a new user at your company, see section 6 “User Management” on page 6:1.

4.4. How do I activate my account?

1. Follow the link in the email you received when you were added as a user.

2. Select a login method from the drop down list.

   You are able to login with a password, or with a Google or Microsoft account. Rapid recommends that you choose to login with a password, as this makes it easier for Rapid to help with login issues.
3. Fill out a secure password.
4. Accept the Rapid Connect terms of use.
5. Click “Submit”.
6. Your account is activated.

4.5. How do I reset a forgotten password?

Go to **connect.rapidgranulator.com/forgotpassword** and fill out your registered e-mail address. When you click “Submit”, a message is sent to your registered email address with instructions on how to reset your password.

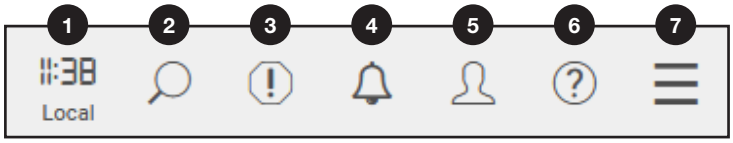
If you are an advanced user, and another person at your company have forgotten their password, you can reset the password for them, see section 6:x “Reset another user’s password” on page 6:x.

4.6. How do I navigate the web portal?

The web portal is navigated with the icons in the top bar. The top bar is located at the top edge of the web portal.

The contents of the top bar depends on which level of the portal you are on. See section 4.7. “How is the web portal structured” on page 4:5.

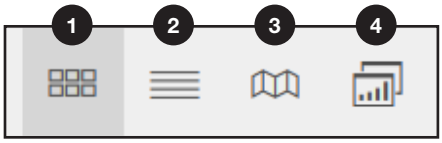
Following icons are visible on all pages:



1. Current time. The user can choose to show the current local time, or the machine’s local time (this can be beneficial if the machine is located in a different time zone). The time format can be displayed in either 12 hour or 24 hour format. The time format is determined by the user’s region settings. See section 5.7. “How do I change my region?” on page 5:9.
2. Search. Allows for searching of departments or specific machines.
3. Alarm list. Toggles a drop-down list with all unacknowledged alarms.
4. Notifications. Toggles a drop-down list with all unacknowledged notifications. A button allows for acknowledgement of the notifications. When acknowledged, the notifications are removed from the list.
5. Profile menu. Allows access to the profile settings page, and the ability to log out from the web portal.
6. Documentation. Opens a new browser tab with documentation for the web portal.
7. Main menu. Toggles a menu which allows for additional navigation. The contents of the main menu depends on the level that you are currently on.

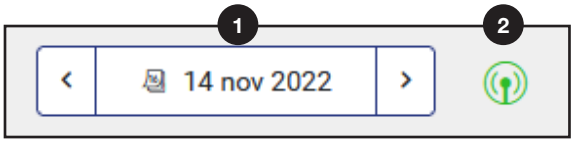
4.6. How do I navigate the web portal?

Following icons are only visible on the company level and department level.



1. Grid view.
2. List view.
3. Map view.
4. Aggregate view.

Following icons are only visible on the machine level.



1. The current scope of the displayed data.
2. The current status of the data.

4.7. How is the web portal structured?

The web portal consists of different views, where you can see your production at different levels. Following levels can be viewed:

1. Company

2. Department

3. Machine

1. Company level shows all departments within your company. The company level is only accessible if your company consists of more than one department. If your company consists of only one department, then the department level is the topmost level.
2. Department level shows all machines within a specific department. A department can for example be a location inside a factory, or a different factory. What exactly makes up a department is defined by the user.
3. Machine level shows details about a specific machine within a department.

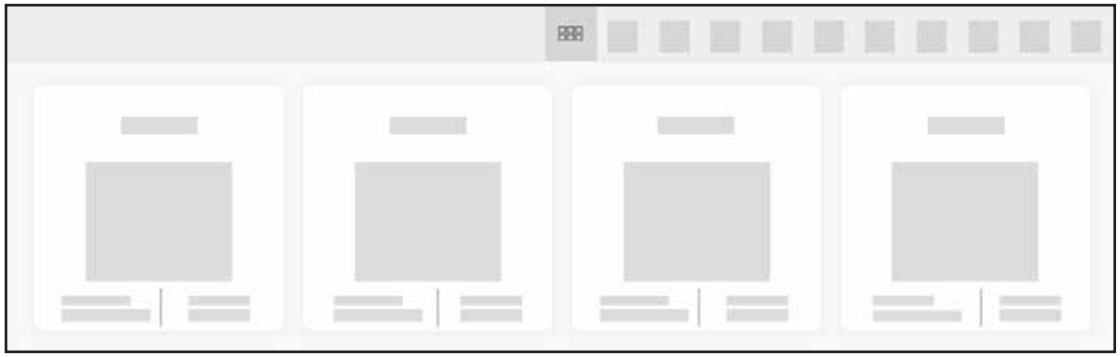
The company level and department level can be viewed in different views. Following views are available:

- Grid view, shows the departments and machines in a grid.
- List view, shows the departments and machines in a table.
- Map view, shows the machines' geographical location on a map.
- Aggregate view, shows all data collected from all departments and machines in aggregate.

Different statuses for the machines are indicated by icons. See section "What does the status icons mean?" on page 4:13.

4.7. How is the web portal structured?

Grid view

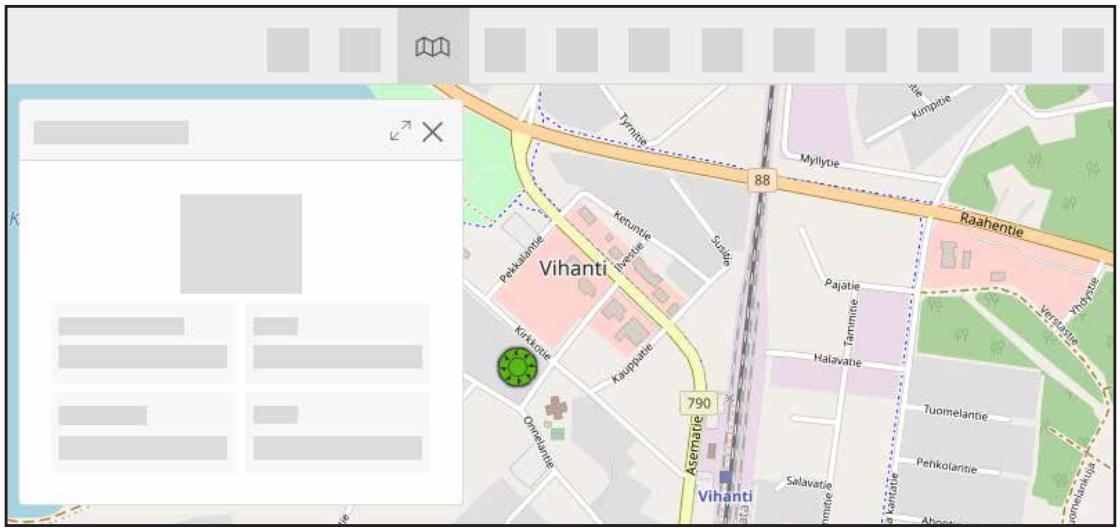


Grid view shows the departments and machines in a grid. Grid view is activated by pressing the grid icon in the portal's top bar. Grid view is the default view.

List view

List view shows the departments and machines in a table. The table can be configured to show. List view is activated by pressing the list icon in the portal's top bar.

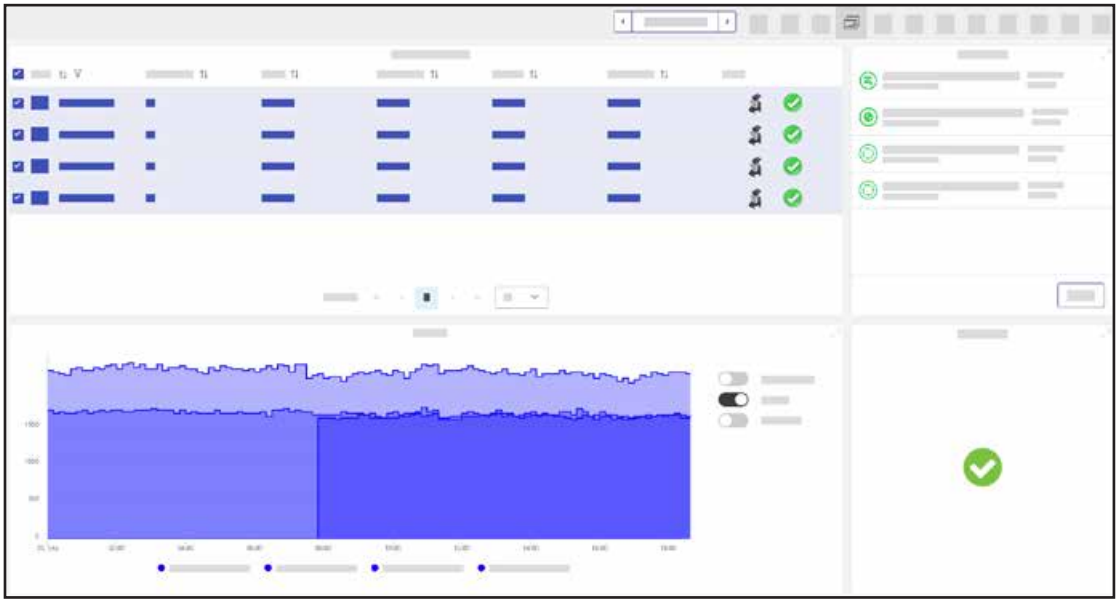
Map view



Map view shows the machines' geographical location. The location of the machine is indicated by a Rapid logo. The map view does not show the geographical location of the departments. Map view is activated by pressing the map icon in the portal's top bar.

4.7. How is the web portal structured?

Aggregate view



Aggregate view shows all data collected from all departments and machines in aggregate. This means that, for example, the power consumption of all machines have been added to a sum and averaged. The power consumption shown in the aggregate view is the average power consumption for all machines, during the specified scope.

The aggregate view shows a list of all departments within a company and/or machines within a department. The list shows:

- The name of the machine.
- The number of active alarms.
- The total power consumption during the specified interval.
- The number of hours the machine has processed material during the specified interval.
- The number of hours the machine has running idle.
- The number of hours the machine has been in stand-by mode (powered on, but not running).
- The current status of the machine, e.g. started, stopped, opened, closed, etc.

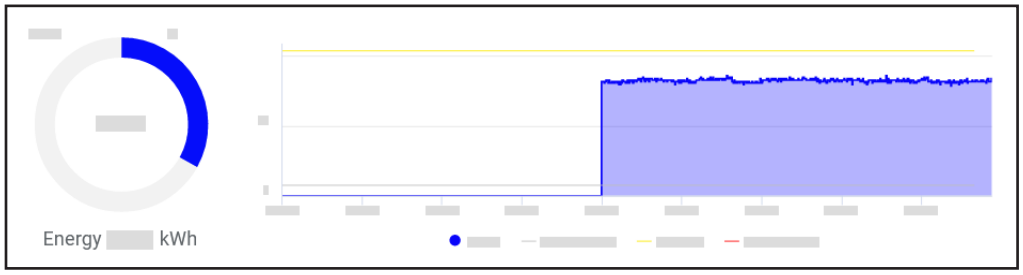
By default, all machines within a department are included in the summary. If you wish to remove a machine from the summary, unmark the machine by toggling the checkbox next to the machine's name in the list of machines.

The chart at the bottom of the aggregate view shows a summary of the machines' temperature, power consumption and vibration levels. Only one aggregate can be shown at a time. Switch which aggregate is shown in the graph by clicking the respective slide-toggle.

4.8. What does the widgets on the machine level mean?

The machine level is provided with widgets which display different types of information, and allows for different types of actions. The layout of the widgets varies. There are standard and optional widgets.

Standard widgets

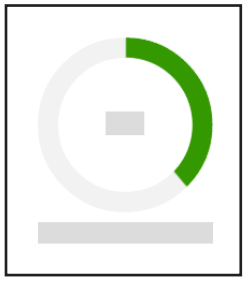


“Energy” shows the current power consumption. The sum of the machine’s total power consumption is shown underneath the pie chart. The sum shows the total power consumption during the specified time.

The chart can be zoomed into, by dragging a rectangle over the period that you wish to inspect.

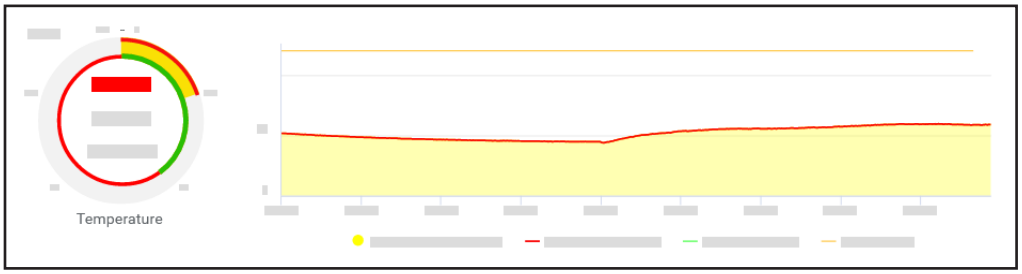
The labels underneath the chart is clickable, and allows for visualation of specific parameters.

You can receive a notification, if the power consumption is above the levels for overload. See section 5.5 “How do I enable notifications?” on page 5:5.



“Runtime Produce” shows the percentage of the machine’s run time that has been dedicated to processing material. The machine is processing material when the power consumption has risen above the level for idle running.

4.8. What does the widgets on the machine level mean?

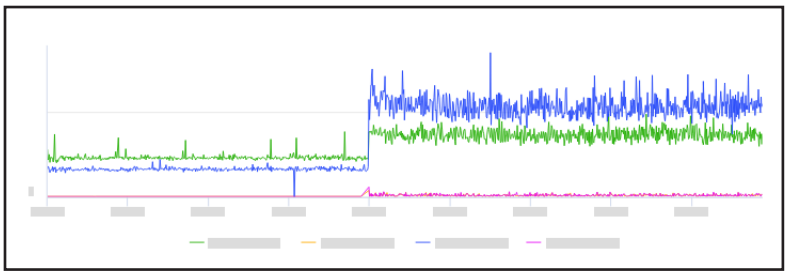


“Temperature” shows the currently monitored temperature. The level for warning and overheating is set in the machine’s template.

The chart can be zoomed into, by dragging a rectangle over the period that you wish to inspect.

The labels underneath the chart is clickable, and allows for visualation of specific parameters.

You can receive a notification, if the temperature in the cutter housing has reached the level for warning and/or overheating. See section 5.5 “How do I enable notifications?” on page 5:5.



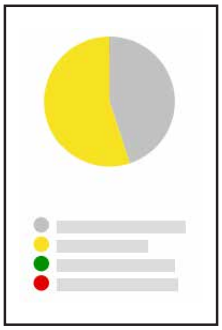
The vibration chart shows the machine’s vibrations during the specified interval. The vibration chart shows vibrations that have occurred along the machine’s X-axis (horizontal vibrations) and Y-axis (vertical vibrations). The vibration chart shows low-frequency and high-frequency vibrations.

The chart can be zoomed into, by dragging a rectangle over the period that you wish to inspect.

The labels underneath the chart is clickable, and allows for visualation of specific parameters.

You can receive a notification, if the vibration levels in the machine are too high. See section 5.5 “How do I enable notifications?” on page 5:5.

4.8. What does the widgets on the machine level mean?



“Stand-by” indicates that the machine is connected to a power supply, but is not running.

“Idle” indicates that the machine is connected to a power supply, is running, but is not processing material.

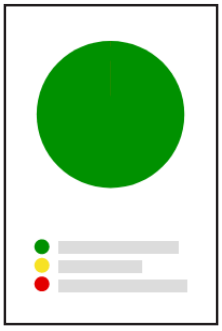
“Produce” indicates that the machine is connected to a power supply, and is processing material.

“Overload” indicates that the machine is connected to a power supply, is processing material, and is overloaded.

The machine’s status is determined by the machine’s power consumption and vibrations.

The limit for each machine status is defined in the machine’s template. The template is designed by Rapid before delivery of the machine.

Optional widgets



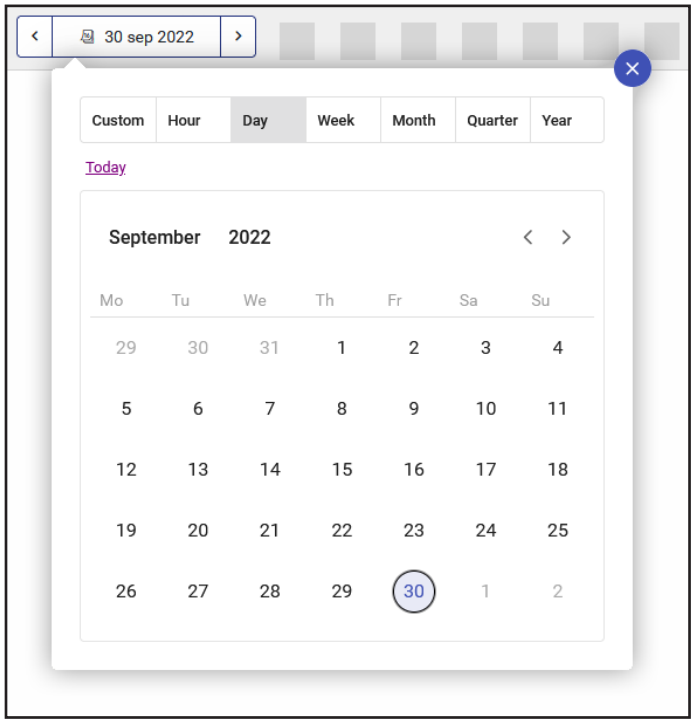
“Normal”, “Stop” and “Emergency” shows the percentage of each status that the machine has been in during the specified interval. In the example above, the machine has been connected to a power supply and has been running.

“Normal” means that the machine is connected to a power supply, and is running.

“Stop” means that the machine is connected to a power supply, but has been stopped by the operator pressing the stop-button.

“Emergency” means that the machine is connected to a power supply, but has been stopped by the operator pressing the emergency stop button, or by the overload protection tripping.

4.9. How can I see data from a specific time period?



All data can be viewed in various scopes. By default, data collected during the current day is shown.

The scope can be changed by pressing the date button in the portal's top bar. You can chose to show data collected during a specific hour, day, week, month, quarter or year.

The current scope is displayed in the top bar. In the example above, the current scope is set to 30 September, 2022.

To revert to the default scope, press the "Today" button.

4.10. Can I print my data to paper?

Yes, it is possible to generate PDF reports for specific machines.

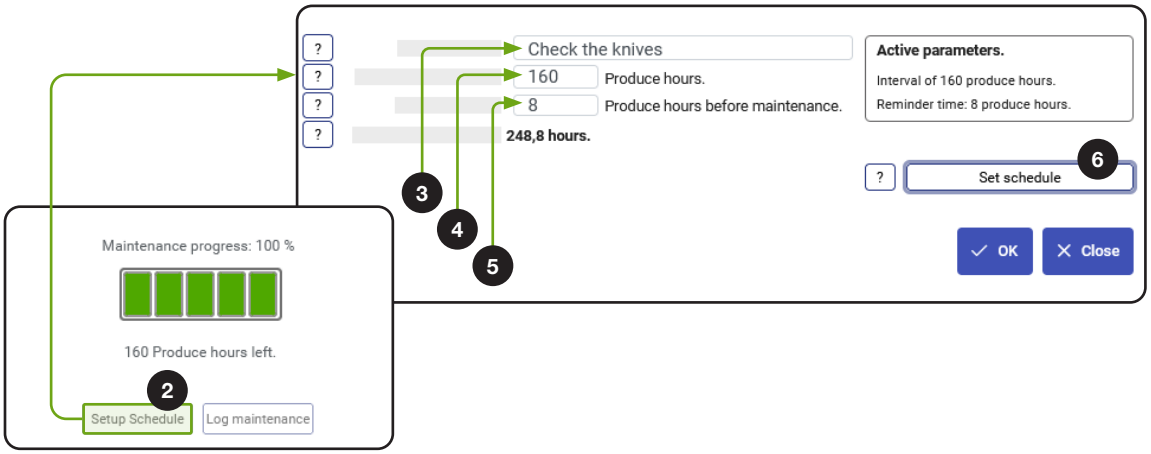
1. Go to the machine level.
2. Click on the button “PDF Reports”.
3. Set the scope you would like to show data from.
4. Select the template that you would like to use.
5. Click OK.
6. A PDF report is opened in a new browser tab. You can either print the PDF to paper or save it to your computer.

4.11. Can I export my data?

Yes, it is possible to export data to CSV format.

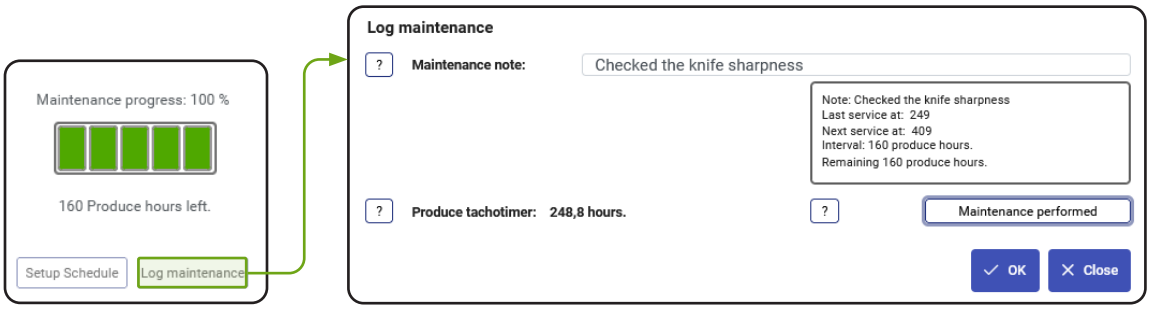
1. Go the machine level for the machine that you wish to export the data for.
2. Click on the main menu in the web portal’s top bar.
3. Click on “Data Transfer”.
4. Set the scope you would like to export data from.
5. Select if you wish to export detailed data, or aggregated data.
6. Click “Export”.
7. A CSV file is generated and automatically downloaded to your computer.

4.12. How do I schedule maintenance reminders?



1. Go to the machine level for the machine that you wish to schedule maintenance for.
2. Click the “Setup schedule” button on the maintenance widget.
3. Set the schedule name. This should be a description of the maintenance that is to be done, for example “Change the knives” or “Check the drive belts”.
4. Set the maintenance interval. This specifies how often the maintenance should be carried out. Refer to the service schedule in the machine’s instruction manual for general recommendations.
5. Set the reminder time. This specifies when you should receive a reminder to carry out the maintenance. The reminder can be displayed in the web portal, or be sent as an email or SMS notification. See section 5.5 “How do I activate notifications” on page 5:5.
6. Click the “Set schedule” button to set the schedule. The box “Active parameters” updates with the current schedule.
7. The schedule is set.

4.13. How do I log performed maintenance?



1. Go to the machine level for the machine that you’ve performed maintenance on.
2. Click the “Log maintenance” button on the maintenance widget.
3. Set the maintenance note. This should be a description of what has been done, for example “Changed the knives” or “Tensioned the drive belts”.
4. Click the “Maintenance performed” button. The maintenance is logged and the interval is reset.

4.14. How do I handle alarms?

Alarms for a machine can be handled in the web portal. When an alarm is raised, a symbol is displayed on the company and/or department level, to indicate that a machine within the company and/or department has an active alarm.

The type of alarm that is active can be seen on the machine level. The type of alarm is indicated by a symbol. Following symbols can be shown.

	An emergency stop is activated.		The machine's hopper jack is overloaded.
	The granulator's main motor is overloaded.		The infeed equipment's main motor is overloaded.
	The blower's main motor is overloaded.		The machine is overheated.
	The shredder is overloaded.		Hydraulic pump is overloaded.
	The granulate bin is full.		

A description of the alarm is displayed in the alarm list. The alarm list shows the type of alarm, when the alarm was raised, and for how long the alarm has been active.

The alarm list shows alarms that are currently active, or that have been active during the current scope. The scope can be changed to show previous alarms, see section 4.9. on page 4:11.

When mousing over an item in the alarm list, a calendar button ( ) is displayed on the item line. The calendar button, when clicked, sets the scope to the time that the alarm was active.

4.14. How do I handle alarms?

Acknowledge an alarm

1. Click on the alarm that you wish to acknowledge. The alarm page is displayed.
2. Click on the “Acknowledge” button.
3. The alarm is acknowledged. The alarm is marked with a green checkmark to indicate that is acknowledged.

Acknowledge all alarms

1. Click on any alarm. The alarm page is displayed.
2. Click on the “Acknowledge All” button.
3. All alarms are acknowledged. The alarms are marked with green checkmarks, to indicate that they are acknowledged.

4.15. What does the status icons mean?

Following icons indicate the status of the machine in summary:

 (Green)	**Good!** No alarms are active, maintenance has been done.
 (Yellow)	**Accepted!** No alarms are active, maintenance should be scheduled.
 (Orange)	**Warning!** No alarms are active, maintenance should be carried out **or** the machine is overheated.
 (Red)	**Critical!** An alarm is active, or maintenance is overdue.

Following icons indicate specific alarms:

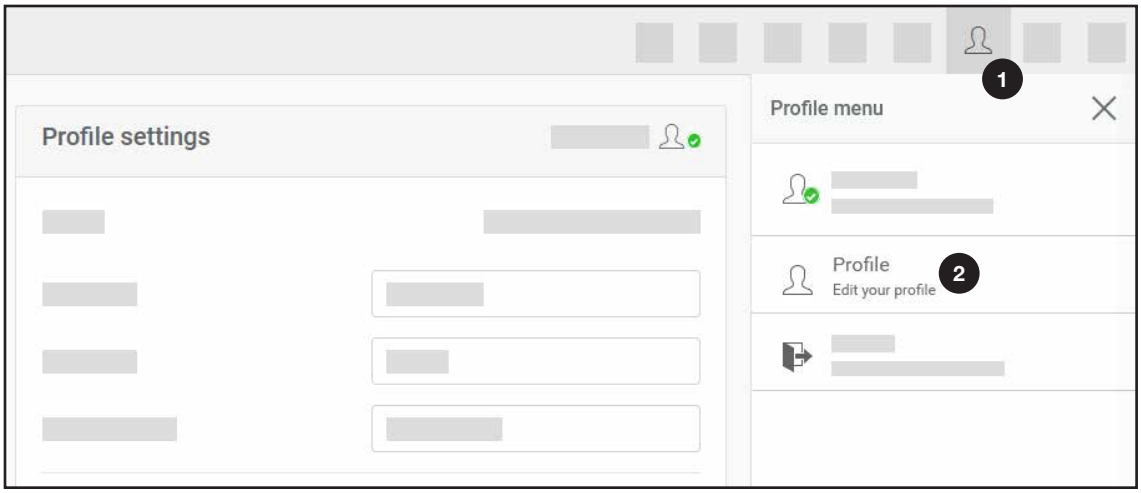
	General alarm.
	An emergency stop is activated.
	The granulator's main motor is overloaded.
	The blower's main motor is overloaded.
	The infeed equipment's main motor is overloaded.
	The machine's hopper jack is overloaded.
	The shredder is overloaded.
	The granulate bin is full.

	The temperature in the machine is rising, and has reached the limit for warning.
	The temperature in the machine has reached the limit for overheating.
	Reminder that maintenance should be scheduled.
	The date for scheduled maintenance is reached.
	Scheduled maintenance is overdue.
	Scheduled maintenance is performed.
	Hydraulic pump is overloaded.

5. Profile Settings

5.1. How do I edit my profile?

All profile settings are accessible on the profile settings page.

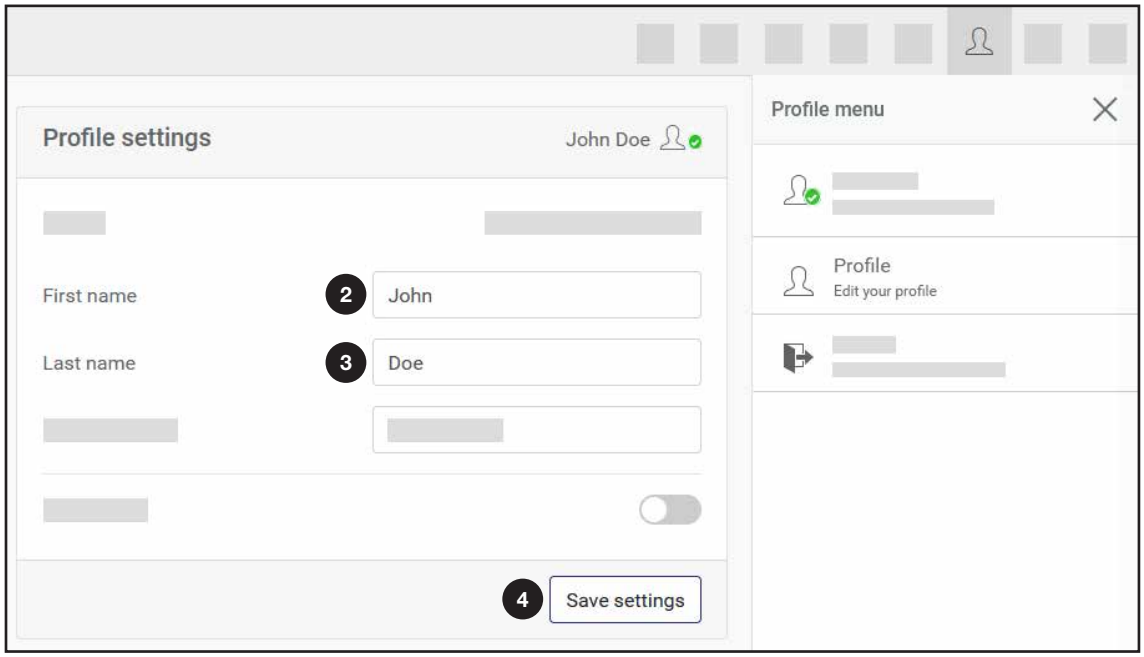


1. Click on the profile button in the top bar.
2. Click on the edit profile button in the profile menu.
3. The profile settings page is displayed. For information on how to edit specific profile settings, see the remainder of this chapter.

5.2. How do I change my registered email address?

It is not possible for you to change your registered email address. If you would like to change your registered email address, contact our support department.

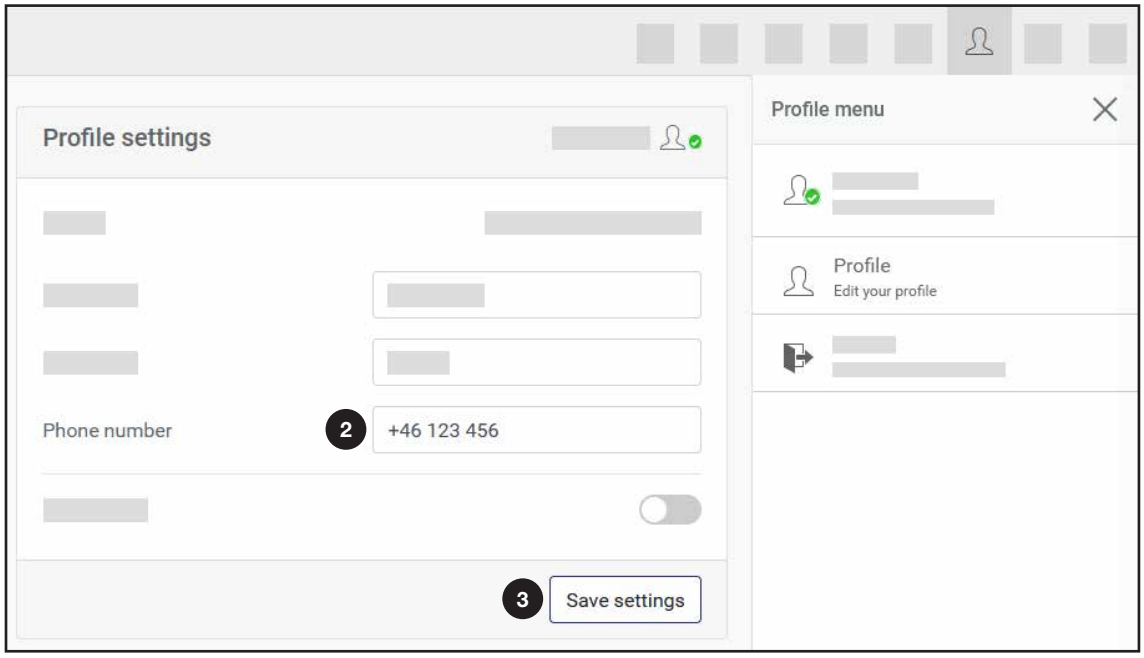
5.3. How do I change my profile name?



1. Go to the profile settings page.
2. Fill out your first name in the field “First name”.
3. Fill out your last name in the field “Last name”.
4. Click “Save settings” to save the settings.
5. Your new first and last names are saved to your profile.

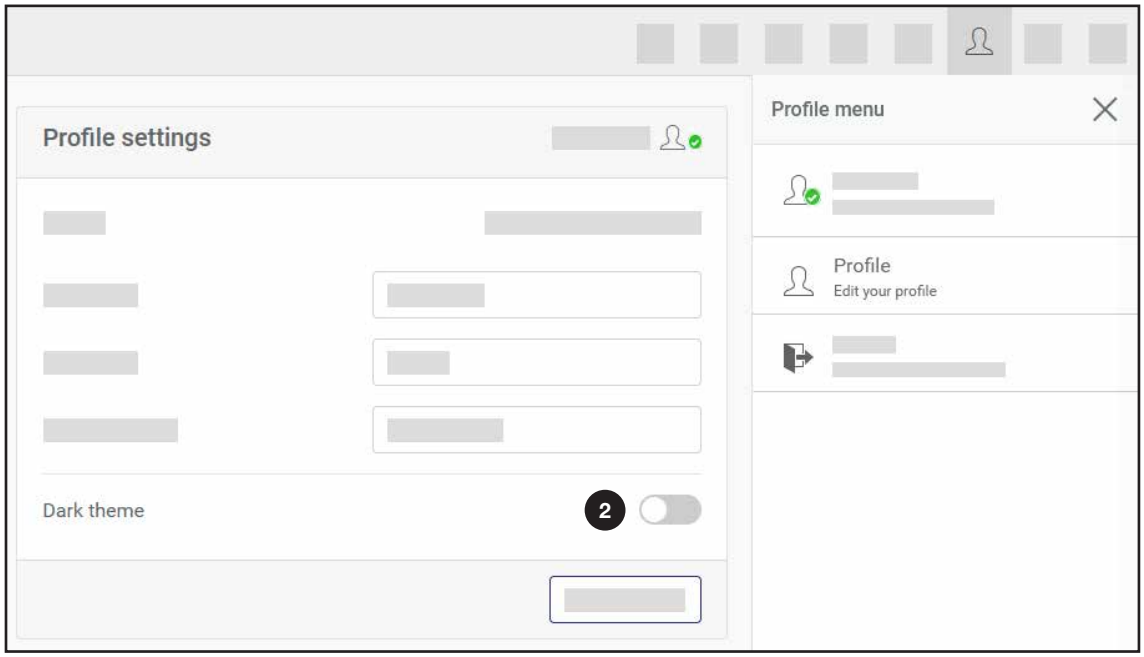
5.3. How do I add or change my phone number?

Notifications about alarms or status updates for any given machine can be sent as a text message to your phone. To receive notifications by text message, you first need to add a phone number to your profile.



1. Go to the profile settings page.
2. Fill out your phone number in the field “Phone number”. The phone number must begin with your country’s extension code, for example “+46” for Sweden.
3. Click “Save settings” to save the phone number.
4. The phone number is saved to your profile.

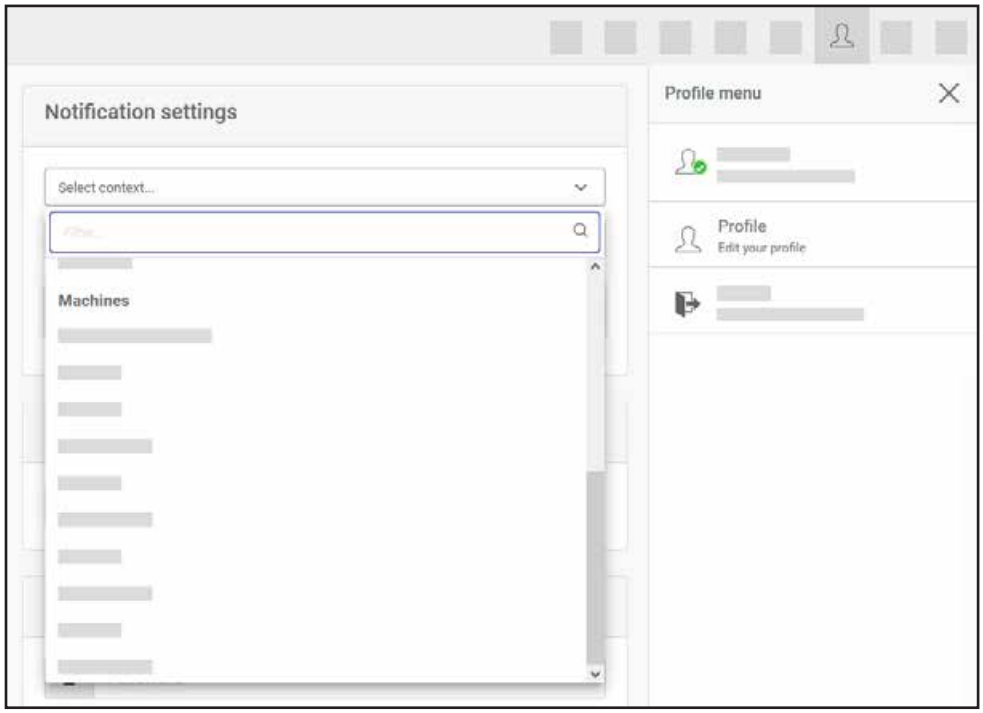
5.4. How do I activate dark mode?



1. Go to the profile settings page.
2. Click the slide toggle “Dark theme” to toggle the dark theme on or off. The theme choice is automatically saved, and you do not have to press “Save settings”. To revert to the light theme, click the slide toggle again.

5.5. How do I enable notifications?

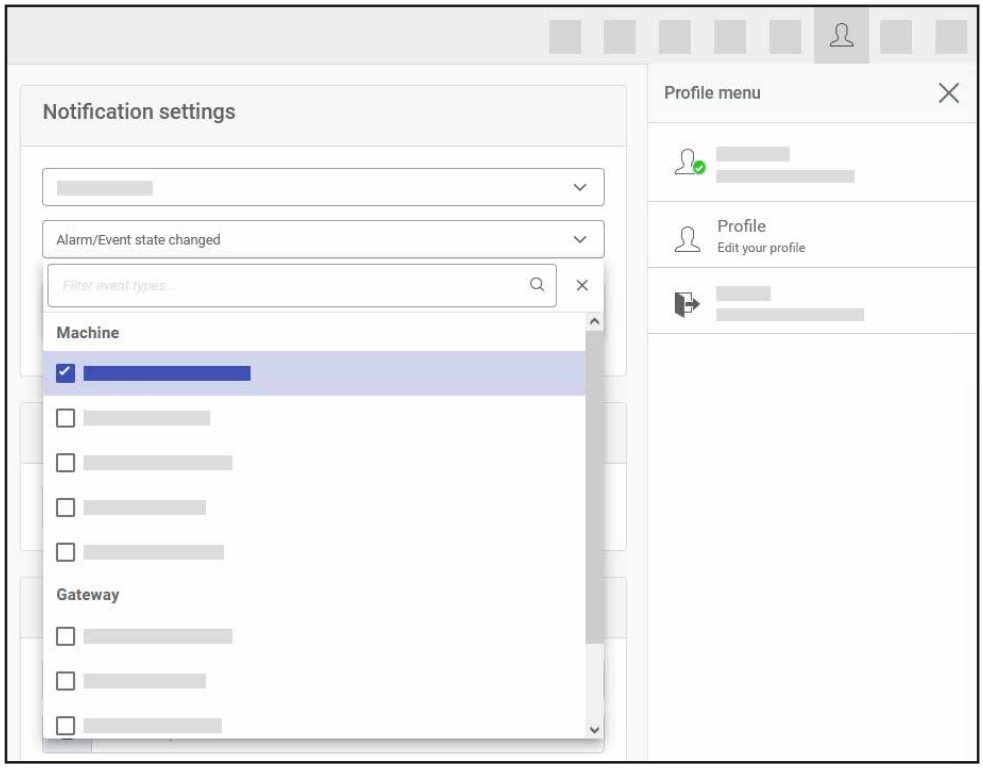
Notifications can be enabled in the notifications settings on the profile settings page.



“Context” determines which machines you wish to receive notifications from. You can receive notifications from all machines within a department, or from a specific machine within a department:

Groups	The configured notification will be activated for all machines in the group. A group is the department or the company to which the machine(s) belong(s).
Machines	The configured notification will be activated for the chosen machine only.

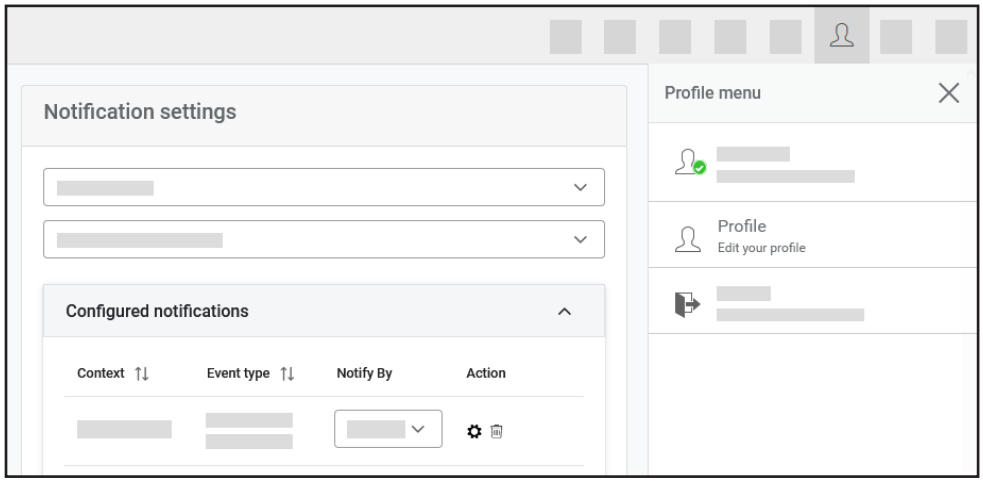
5.5. How do I enable notifications?



“Notify when” determines when you will receive a notification, for example when a machine is overloaded, or when a gateway has lost its connection.

Alarm/Event state changed	A notification will be sent if an alarm or other event is triggered. The type of event can be configured with a filter (see below).
Controller connected	A controller has established a communications link. A controller is the communications interface between two entities. A controller can for example be the interface which checks that LoRa has been successfully established between the sensor node and the gateway, or the interface which checks that a Modbus connection between a sensor and the sensor node is successful.
Controller disconnected	A controller has lost its communications link.
Machine connected	The sensor node has established a communications link with the gateway
Machine disconnected	The sensor node has lost its communications link with the gateway.
Report created	A user has created a report for the machine in the web portal.

5.5. How do I enable notifications?



Once a notification has been added, additional options can be displayed by clicking on “Configured notifications”.

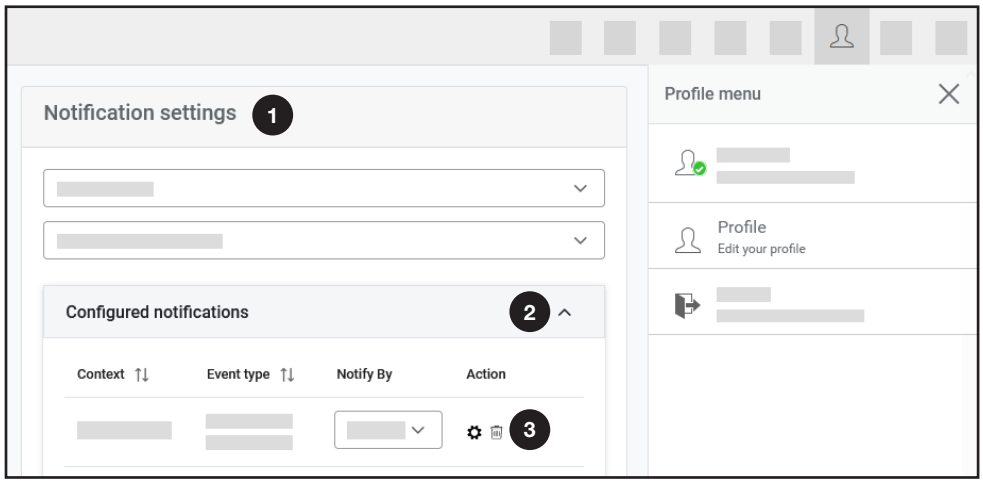
“Notify by” determines how you will receive notifications. There are three ways to receive notifications:

Portal	A pop-up notification is shown in the portal.
Email	A message is sent to your registered email address.
SMS	A text message is sent to your registered phone number.

If the notification event “Alarm/Event state changed” is selected, filters can be added to specify the exact types of events you wish to be notified about. The filter settings are accessed by clicking the cogwheel icon next to the notification in the “Configured notifications” list.

Alarm	A notification is sent if an alarm is activated.
Service	A notification is sent if a service action has been registered.
Stop	A notification is sent if a machine has been stopped.

5.6. How do I disable notifications?



1. Go to the notification settings.
2. Click on “Configured notifications” to show all configured notifications.
3. Click on the rubbish bin icon next to the notification that you no longer wish to receive.
4. The notification is removed.

5.7. How do I change my region?

Region settings can be changed to adjust the locale of the user interface. Choose “Swedish” to display times in a 24 hour format. Choose “English (United States)” to display times in a 12 hour format.

5.8. How do I change my password?

1. Go to the profile settings page.
2. Go to the section “Change password”.
3. Fill out your new password in the field “Password”.
4. Fill out the same password in the field “Confirm password”.
5. Click “Change” to save the new password.
6. Your password is changed.

5.9. How do I add another authentication method?

1. Go to the profile settings page.
2. Go to the section “Login method”.
3. Click on the login method you would like to use.

   You are able to authenticate yourself with a password, or with your Google or Microsoft account. Rapid recommends that you choose to authenticate yourself with a password, instead of a Google or Microsoft account, as this makes it easier for Rapid to help you with login issues.

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6. User Management

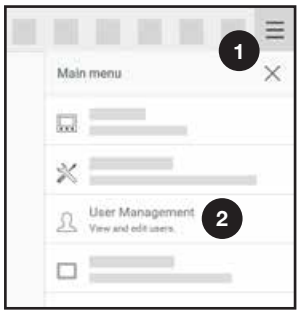
6.1. What user types are there?

Users can be added with different user roles. There are two different user roles: Regular and Advanced. Users have different permissions, depending on their role:

Permission	Regular	Advanced
View and manage other users		✓
Invite new users		✓
View groups	✓	✓
View machines	✓	✓
View alarms	✓	✓
Acknowledge alarms		✓
View monitoring	✓	✓
View data transfers	✓	✓
View settings	✓	✓
View values	✓	✓
Create report request		✓
Write tag values		✓
View data transfer export	✓	✓
View profile	✓	✓
View report	✓	✓
Create comments	✓	✓
Create attachments	✓	✓
View process views	✓	✓
Create events		✓
Classify events		✓
Create reports	✓	✓
View report schedules	✓	✓
Update report schedules		✓

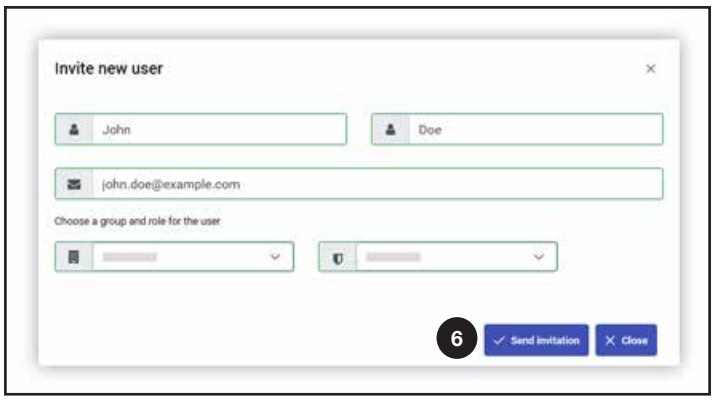
6.2. How do I add more users?

1. Go to the main menu.
2. Click on “User Management”.



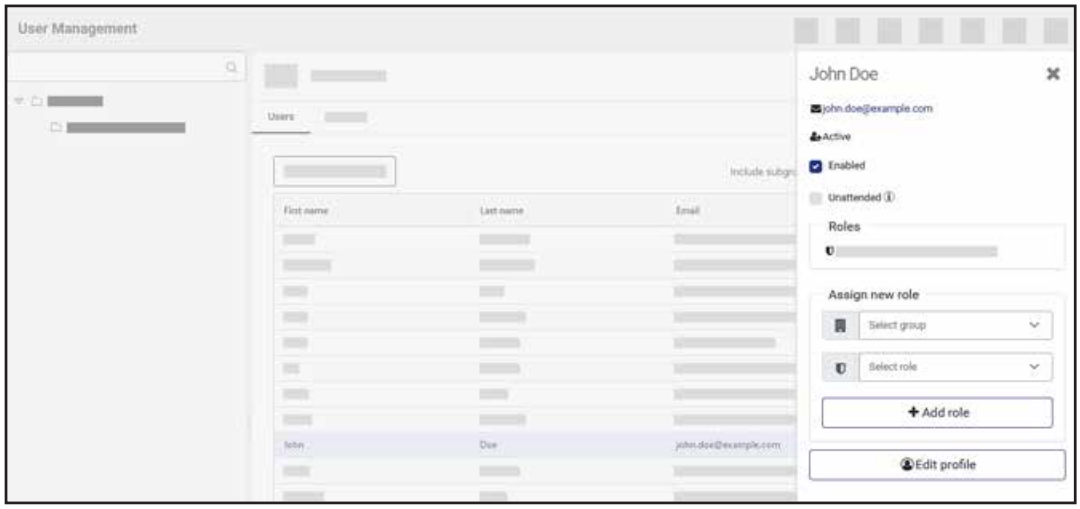
3. Make sure that the tab “Users” is selected.
4. Click on “Invite new user”.

5. Fill out the new user’s credentials.
6. Click “Send invitation”.



7. An invitiation message with an activation link is sent to the user’s email address. The user must activate their new account before being able to access the web portal. See section 4.4. “How do I activate my account?” on page 4:2.

6.3. How do I edit an existing user?



1. Go to “User Management”.
2. Click on the user you would like to edit. A side pane opens on the right.
3. The user can be edited.

The “Enabled” checkbox controls whether the user’s account is activated or not. If the user will no longer be using the web portal, they can be removed by unchecking the checkbox.

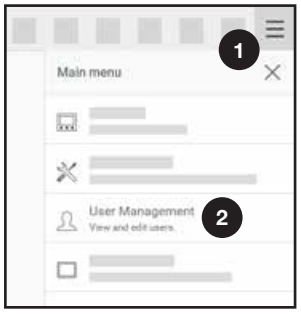
The user can be assigned a new user role and be given access to a new department with the settings in “Assign new role”.

“Edit profile” allows the advanced user to edit the user’s profile settings for them. See section 5 “Profile Settings” on page 5:1.

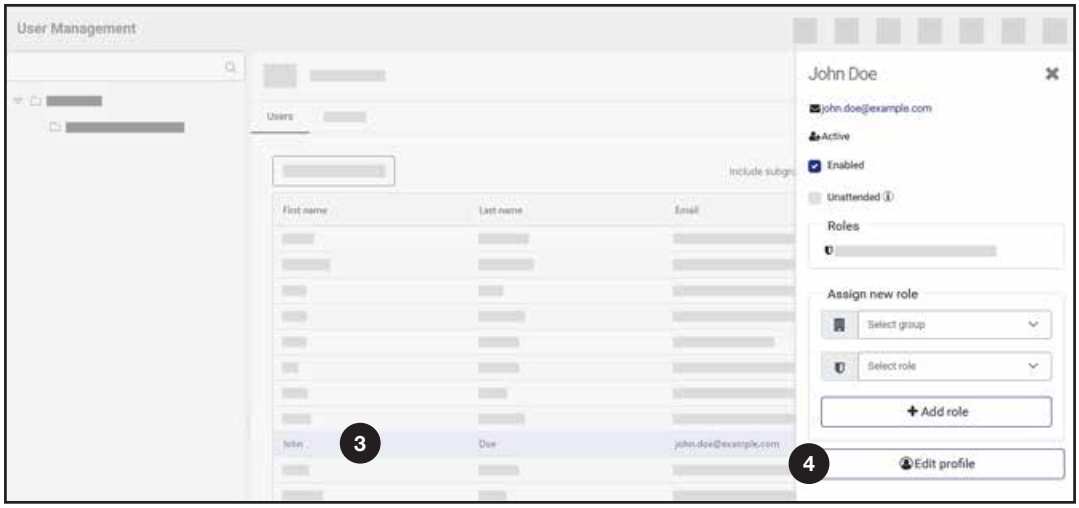
6.4. How do I reset a user's password?

If the user has lost their password, you can reset it for them by editing their profile:

1. Go to "User Management".
2. Make sure that the tab "Users" is selected.



3. Click on the person that you would like to reset the password for.
4. Click "Edit profile" in the side pane to the right.



5. Under the section "Change password", fill out the user's new password.
6. Press "Change".