

Crowcon Portal: User Guide

User Guide and FAQs for Crowcon's Online Gas Detection Portal & Data Extraction Software.

Crowcon Detection Instruments Ltd.

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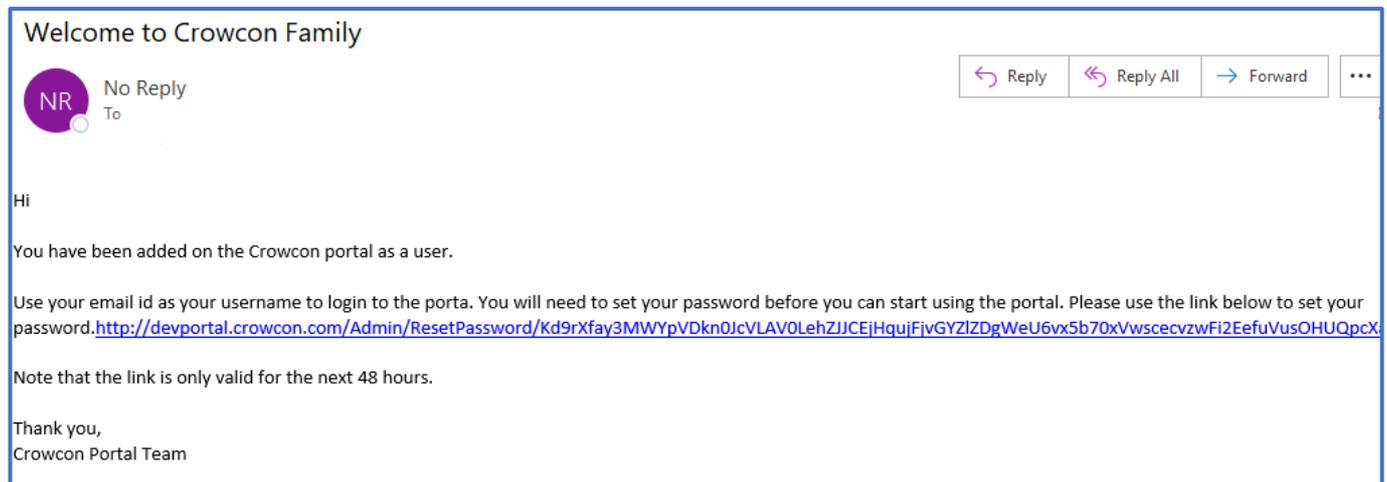
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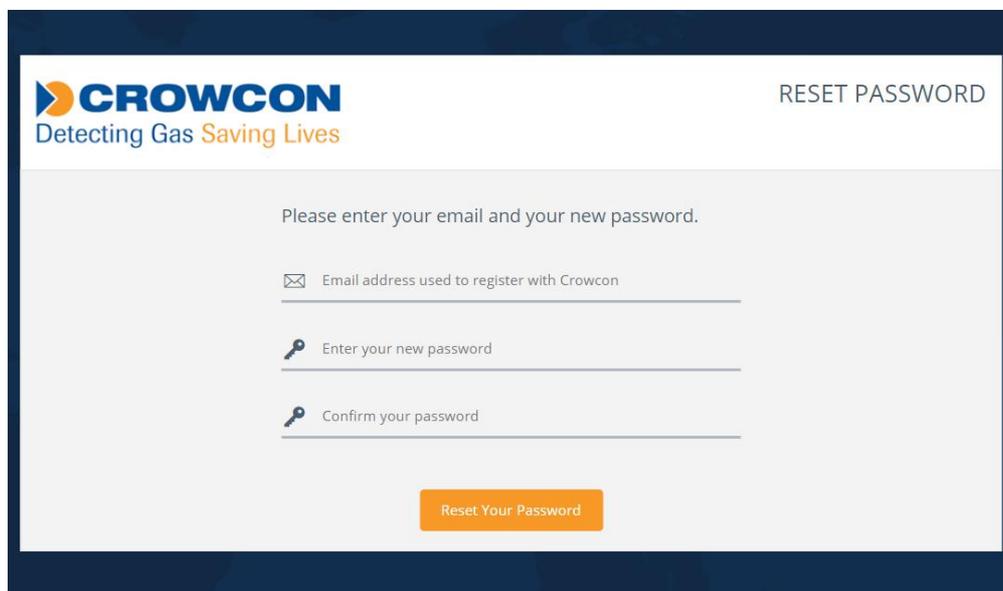
Portal

Logging in for the first time

On completion of successful setup of your Crowcon Portal, you will receive an email from the Crowcon Portal Team with a link to setup your user account and password. Please note, the link is only valid for 48 hours.



Follow the link in the email to setup your password, using your email address that has been setup on the portal (this is the email address that your welcome email was delivered to), please choose a new password to use for the portal and press the 'reset' button. Please note, passwords must be at least 8 characters long, contain at least one lowercase character, one uppercase character, one number and one special character.



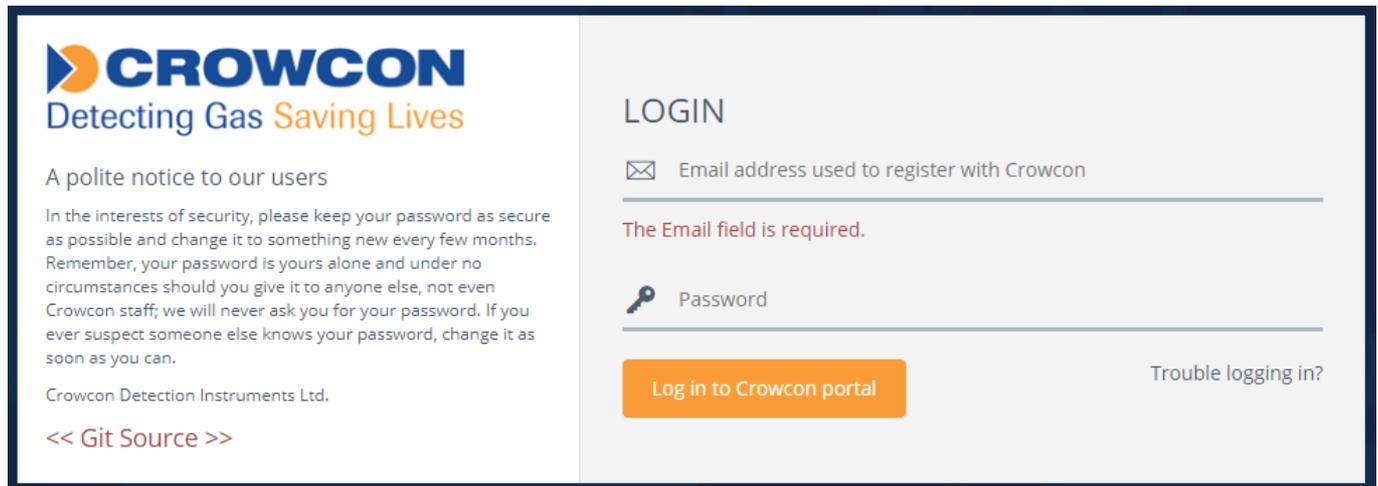
The image shows a screenshot of the "RESET PASSWORD" form on the Crowcon portal. The form is titled "RESET PASSWORD" and features the Crowcon logo and tagline "Detecting Gas Saving Lives". The instructions read: "Please enter your email and your new password." There are three input fields: "Email address used to register with Crowcon", "Enter your new password", and "Confirm your password". Each field has a corresponding icon (envelope for email, key for password). Below the fields is an orange button labeled "Reset Your Password".

You will then receive an email acknowledging your change of password. Once you have received this you may log in to the portal using the details created at <https://live.crowcon.com> (or demoportal.crowcon.com if using the demo portal).

If the link expires after 48 hours, an error will occur when clicking the link. A new link can be requested from the error message by selecting "Ask for a new token", you may then repeat the process above.

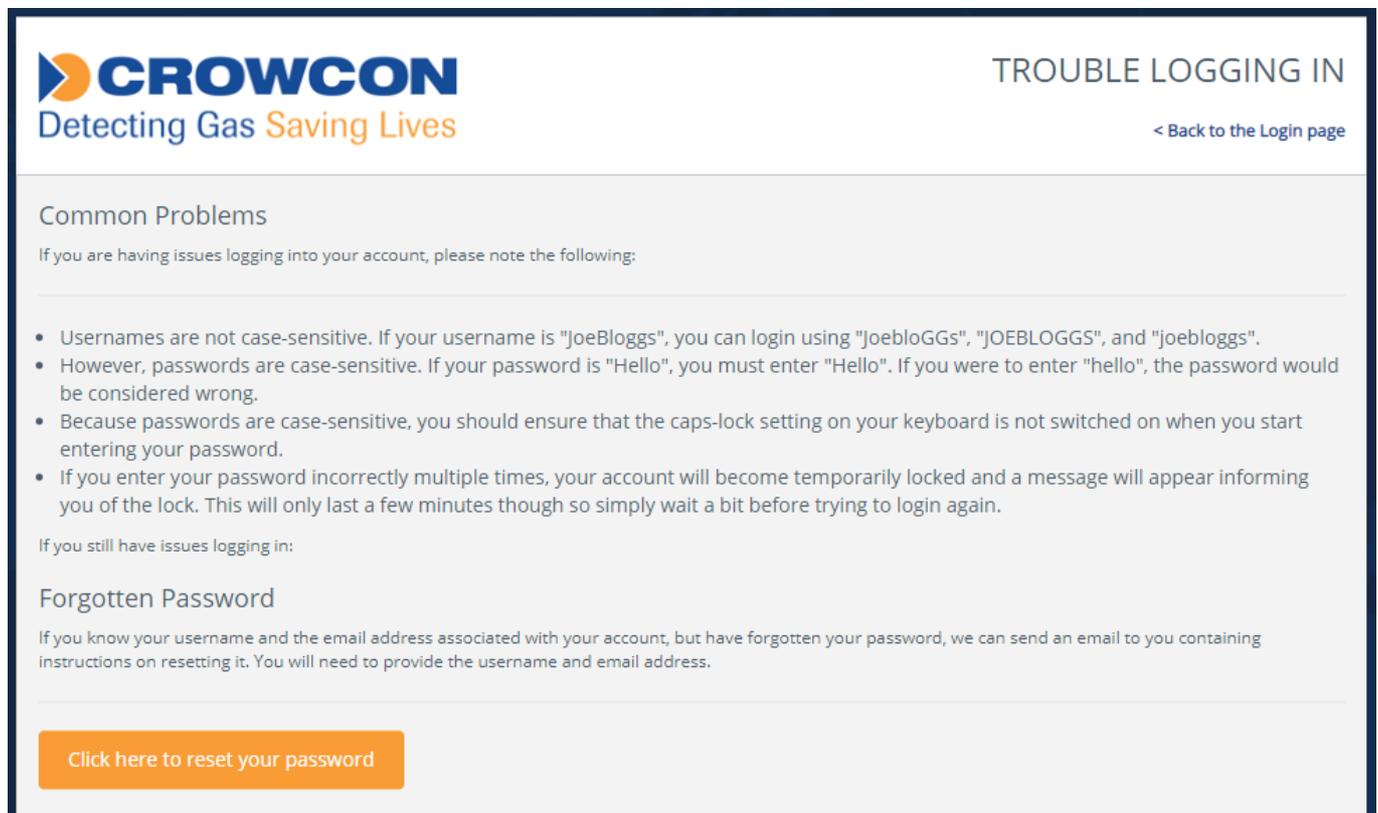
Logging In

To access the log in page, enter <https://live.crowcon.com> (or demoportal.crowcon.com if using the demo portal) URL into your web browser address bar. Supported browsers include Microsoft Edge, Google Chrome and Mozilla Firefox but we suggest using Chrome if possible. From the log in page, please enter the email address used to register for the portal and your selected password, and press “Log in to Crowcon Portal”.



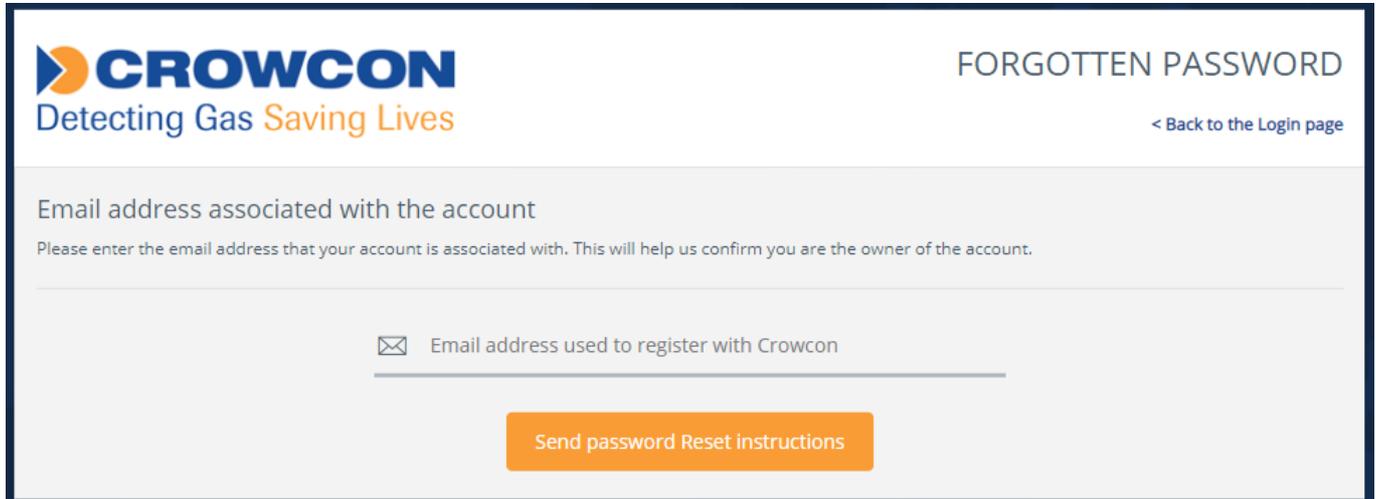
The screenshot shows the Crowcon login page. On the left, there is the Crowcon logo and a notice to users about password security. The main section is titled 'LOGIN' and contains two input fields: 'Email address used to register with Crowcon' and 'Password'. The email field has a red error message: 'The Email field is required.' Below the fields is an orange button labeled 'Log in to Crowcon portal' and a link for 'Trouble logging in?'.

If you have forgotten your password, or your login does not appear to be working, press “Trouble logging in?”. From here you can review hints to help you login, or reset your password at the bottom of the page with the “Click here to reset your password” button.



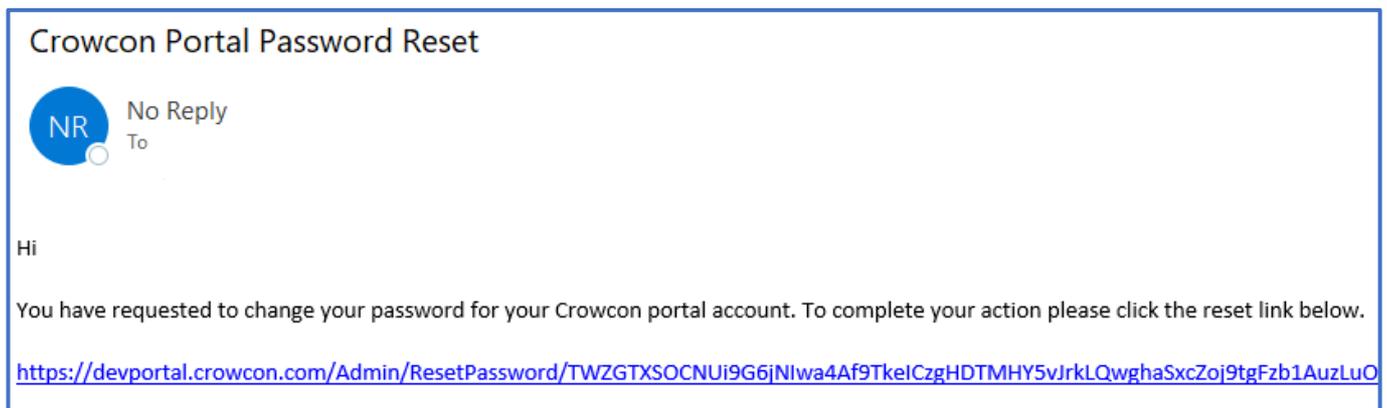
The screenshot shows the 'TROUBLE LOGGING IN' page. It features the Crowcon logo and a navigation link '< Back to the Login page'. The main content is under the heading 'Common Problems' and includes a list of troubleshooting tips for login issues. At the bottom, there is an orange button labeled 'Click here to reset your password'.

To request a password reset, enter the email address used to register with the Crowcon portal and press “Send password reset instructions”.



The screenshot shows the 'FORGOTTEN PASSWORD' page of the Crowcon portal. At the top left is the Crowcon logo with the tagline 'Detecting Gas Saving Lives'. At the top right is the title 'FORGOTTEN PASSWORD' and a link '< Back to the Login page'. Below the header, there is a section titled 'Email address associated with the account' with a sub-instruction: 'Please enter the email address that your account is associated with. This will help us confirm you are the owner of the account.' A text input field contains the placeholder text 'Email address used to register with Crowcon'. Below the input field is an orange button labeled 'Send password Reset instructions'.

You will then receive an email to the address entered, please click the link in the email and you will be taken to the password reset page of the portal.



The screenshot shows an email titled 'Crowcon Portal Password Reset'. The sender is 'No Reply' with a blue circular profile picture containing the letters 'NR'. The recipient is 'To'. The email body starts with 'Hi' and then says 'You have requested to change your password for your Crowcon portal account. To complete your action please click the reset link below.' A blue hyperlink is provided: <https://devportal.crowcon.com/Admin/ResetPassword/TWZGTXSOCNUi9G6jNIwa4Af9TkeICzgHDTMHY5vJrkLQwghaSxcZoj9tgFzb1AuzLuO>

Enter your email address and your new password, then press “Reset Your Password”. You can now return to the login page and login to the Crowcon Portal using your email address and new password.


RESET PASSWORD

Please enter your email and your new password.

✉ Email address used to register with Crowcon

🔑 Enter your new password

🔑 Confirm your password

Reset Your Password

Dashboard

Dashboard Overview:

James Chaundy Logout


Breakdown by hierarchical structure or view all areas

Dashboard

Operators

Devices

Reports

Help & Support

Quick Access Menu:

Go straight to fleet management information and reports, in addition to a help section.

Dashboard

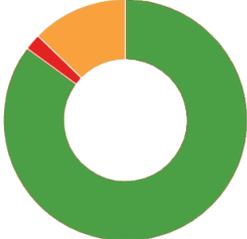
Division

Region

Area

GO

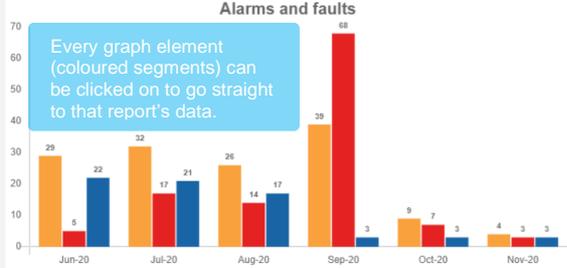
Device calibration



View graphical representations of each of the reports.

- Overdue (6)
- Due in next 60 days (35)
- Other (234)

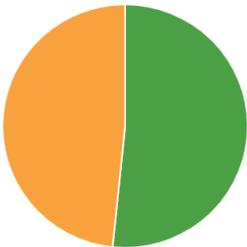
Alarms and faults



Every graph element (coloured segments) can be clicked on to go straight to that report's data.

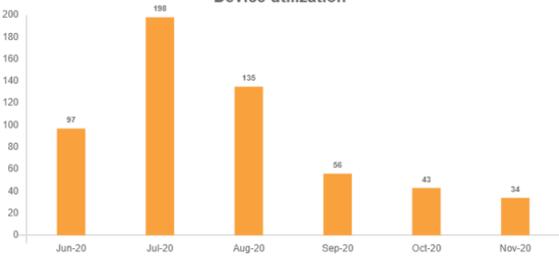
Alarm 1
 Alarm 2
 Fault

Device assignment



- Assigned (142)
- Unassigned (133)

Device utilization

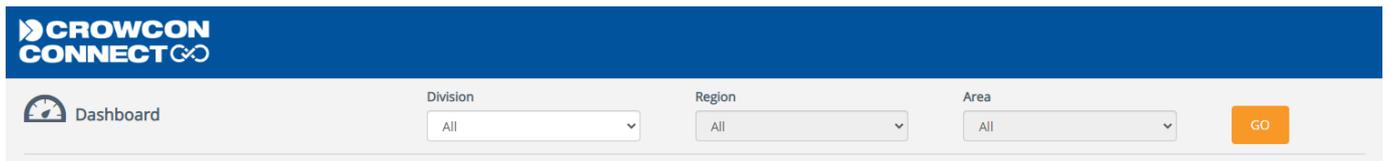


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Upon logging into the portal, you will be directed to the dashboard. Please use the drop downs to filter the results by Region / Area, or view all results and click the 'Go' button in the top-right corner.

Crowcon Portal: User Guide

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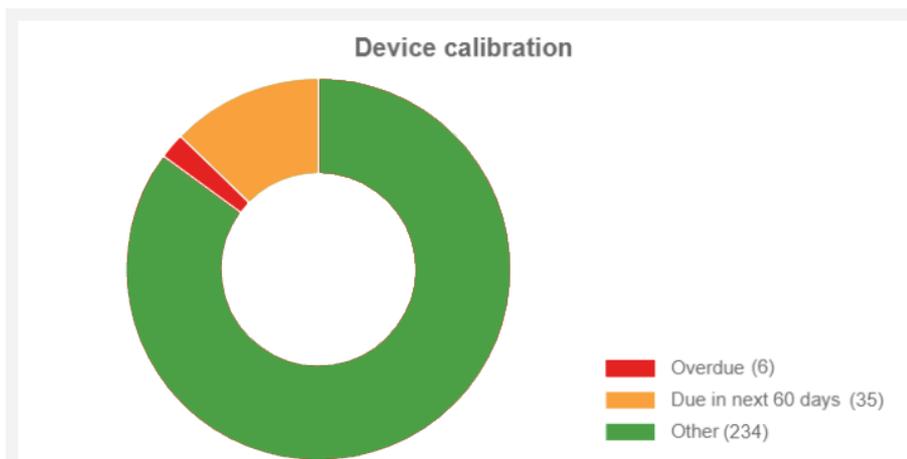
Once a hierarchy selection is made and 'Go' is clicked, asset management and safety management data is displayed on the dashboard, for a quick view of the gas detector data related to the area.

From the dashboard data, it is possible to click-through to the specific report that is generating the data for each of the graph elements which are the different coloured parts of each graph.

For the 'Alarm and faults' graph, 'Alarm 1', 'Alarm 2' and 'Faults' can be filtered or selected, to quickly display the data that is important to the user.

To the left of every page, first seen on the dashboard page, is the Quick Access Menu, which can be used to quickly access fleet management information, each of the reports and the help and support page. This menu can be compressed to the left to only show icons or expanded by clicking on the  button.

Devices Calibration

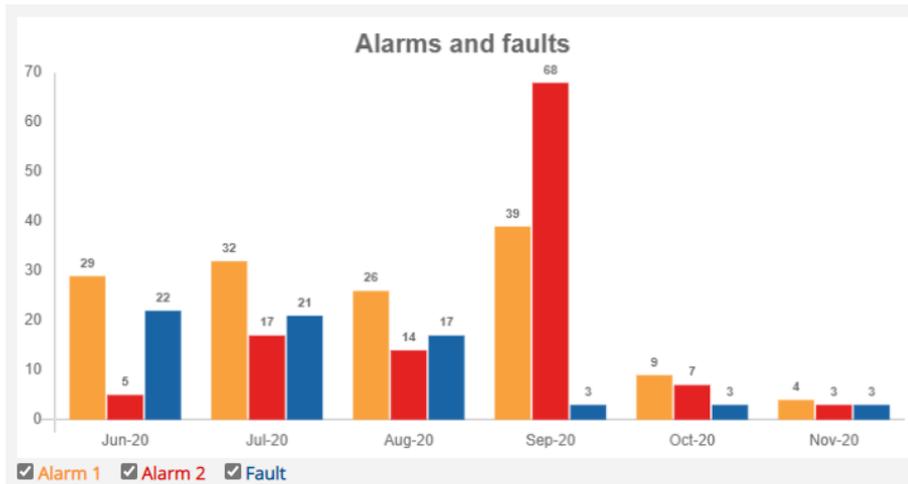


This doughnut graph shows the devices' calibration status (and quantity of each in brackets) for all devices in the selected hierarchy Division/ Region/ Area. Devices not due calibrating in the next 60 days are shown in green, devices overdue calibration are shown in red, and devices that need calibrating within the next 60 days are shown in orange.

Clicking the displayed chart element/ colour takes you through to a report showing the list of devices in that element, with further information.

See '**Reports – Calibration Due**' section of this document for more information.

Alarms and Faults

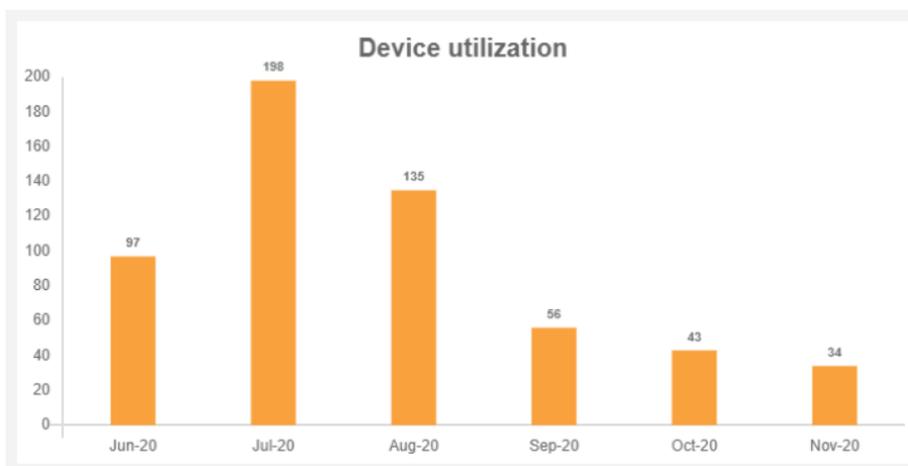


This shows a count of Alarms and Fault events for the specific region/area selected by month. Alarms within 5 minutes of a calibration are not displayed to ensure only the events from genuine alarms are shown. This can be monitored to ensure that no new alarm or fault events have occurred without being reported. Clicking the number displayed takes you to a report showing a list of Alarm and Fault events, with further information.

The dashboard graph can be filtered to show Alarm 1, Alarm 2 and/ or Faults or a combination of each, depending on the data the user needs, by using the tick boxes at the bottom left of the graph. 'Alarm 1' is represented using orange bars, 'Alarm 2' is represented using red bars and 'Faults' are displayed in dark blue. The vertical 'Y' axis displays the number of devices and dynamically updates depending on the data in the graph, ensuring that the data is always easy to understand.

See '**Reports – Alarms & Faults**' section of this document for more information.

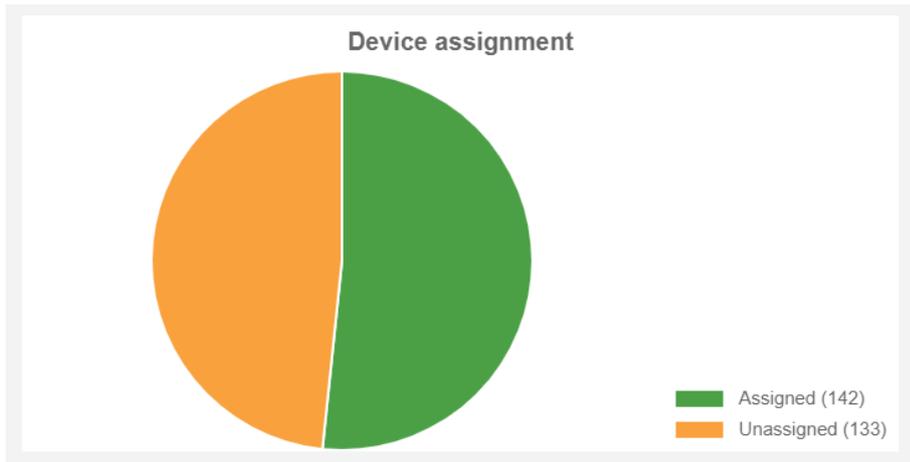
Device Utilisation



This shows a cumulative count of times devices are switched on for the specific region/area selected by month. This can be monitored to ensure that devices are being used as expected. Clicking the any month's bar, takes you to the Device SwitchOn Report for that month within the selected area of the hierarchy.

See '**Reports – Switch On**' section of this document.

Device Utilisation



This shows the proportion of devices that are Assigned or Unassigned to an operator, for the specific region/area selected. The segment that represents devices assigned an operator is coloured green, the other segment, representing 'Unassigned' devices is coloured orange.

See '**Devices Page**' section of this document for more information.

Reports

Calibration Due

Calibration Due Report Overview:

Plan future calibration events by device Region/ Area or Operator and due date.

Breakdown by hierarchical structure or view all areas

Division: Crowcon Sales Demo | Region: All | Area: All | GO

Cal due in next 180 days

Review future calibrations over 30, 60, 90, 120, 150 or 180 days

Easily filter by calibration dates

Export as .pdf, .excel or .csv for further analysis

Each column can be easily sorted using the 'sort arrows' on the right of each heading

Free text search field means you search quickly for specific device serial numbers or operators

Easily filter the reports by 'Device Type' (see below)

Show 20, 30, 40 or All rows

Unit/Serial No.	Device Type	Area	Calibration Due Date	Last Calibrated On	Operator	Device Assigned On
213801-02-001	Gasman	Southern Europe	01/04/2021	01/10/2020	Aldine Christescu	20/10/2020
490749-01-001	GasPro	Singapore Sales	03/04/2021	05/10/2020	Gix Lee	05/10/2020
W312766-01	Tetra4	Singapore Sales	03/04/2021	05/10/2020	Jack U	05/10/2020
W312766-01-009	Tetra4	Singapore Sales	03/04/2021	01/01/2010	Jack U-2	19/02/2020
W312892-00-2	Tetra3	UK Head Office	01/03/2021	01/01/2020	Neil Webster	18/02/2020

Showing 1 to 5 of 5 entries

Calibration Due Report with filters open:

Filters Active - 0

Device Type

- Gasman 1
- GasPro 1
- Tetra3 1
- Tetra4 2

Easily filter the reports by Device Type that is present in the data for the selected hierarchy 'Region' / 'Area' and 'cal due in next [] days'

Quantity of detectors per device type is listed to the right of each device type

Press 'Clear all' to clear all filters (common button across all reports)

Press 'Close' to apply selected filters (common button across all reports)

Calibration Overdue

Calibration Overdue Report Overview:

Breakdown by hierarchical structure or view all areas

Division: Crowcon Sales Demo Region: All Area: All GO

Calibration Due: From To Last Calibrated: From To GO

Export as .pdf, .excel or .csv

Easily filter by 'Calibration Due' or 'Last Calibrated' dates

Free text search field means you search quickly for specific device serial numbers or operators

Unit Serial No.	Device Type	Area	Calibration Due Date	Last Calibrated On	Operator	Device Assigned On
W268249-00-12	Tetra3	R&D	09/03/2020	01/01/2020		
W2480 2-11-32	GasPro	Crowcon Sales Demo	11/04/2020	12/11/2019		
W2480 2-11-33	Tetra4	R&D	01/05/2020	10/12/2019		
W2480 2-11-30	Tetra3	Crowcon Sales Demo	01/06/2020	10/01/2020		
W2480 2-11-31	Gasman	Crowcon Sales Demo	12/06/2020	11/01/2019		
W98764-32-10	Tetra3	Crowcon Sales Demo	29/07/2020	01/07/2020		
W315280-01-001	GasPro	UK Head Office	20/08/2020	21/02/2020		
W315280-01-002	GasPro	UK Head Office	20/08/2020	21/02/2020		
W315280-01-003	GasPro	UK Head Office	20/08/2020	21/02/2020		
W315280-00-004	GasPro	UK Head Office	20/08/2020	21/02/2020		
W315280-00-005	GasPro	UK Head Office	20/08/2020	21/02/2020		
W315280-00-006	GasPro	UK Head Office	20/08/2020	21/02/2020		
W315421-00-007	GasPro	UK Head Office	20/08/2020	21/02/2020		

Showing 1 to 71 of 71 entries

Show 20, 30, 40 or All rows

Easily filter the reports by 'Device Type' or by 'Operator' (see below)

Calibration Due Date and Operator (if assigned) are easily displayed

Calibration Overdue Report with filters open:

Filters Active - 0

Device Type

- Gasman 17
- GasPro 25
- Tetra3 24
- Tetra4 21

Assigned 25 Unassigned 46

Easily filter the reports by Device Type that is present in the data for the selected hierarchy 'Region' / 'Area' and 'Assigned' or 'Unassigned' devices

Quantity of detectors per filter

Press 'Close' to apply selected filters

W315280-00-005	GasPro	UK Head Office	20/08/2020	21/02/2020		
W315280-00-006	GasPro	UK Head Office	20/08/2020	21/02/2020		
W315421-00-007	GasPro	UK Head Office	20/08/2020	21/02/2020		

Showing 1 to 71 of 71 entries

Alarms & Faults

Alarm & Faults Report Overview:

Breakdown by hierarchical structure or view all areas

Division: Crowcon Sales Demo | Region: All | Area: All

Event Date: From [] To []

Easily filter the reports by 'Device Type' or by operator (see below)

Export as .pdf, .excel or .csv

Easily filter by 'Event Date'

Search: []

Event Time	Event Name	Event Description	Unit Serial No.	Device Type	Operator
25/06/2020 09:34:50	Fault Set	Low battery	W312967-01-014	Tetra4	Boubaker Bouhails
25/06/2020 04:19:00	Fault Set	Low battery	W312967-01-014	Tetra4	Boubaker Bouhails
19/03/2020 04:19:19	Instantaneous alarm 1	On channel 4	W312892-00-9	Tetra3	Jack Li
19/03/2020 04:19:18	Instantaneous alarm 1	On channel 3	W312892-00-9	Tetra3	Jack Li
01/04/2020 00:52:51	Fault set	Due to Lithium battery too low to operate. Fault Set	W312892-00-7	Tetra3	Jackie Marsh
01/04/2020 00:23:40	Fault set	Due to Lithium battery low warning. Fault Set	W312892-00-7	Tetra3	Jackie Marsh
25/03/2020 07:34:10	Fault set	Due to Lithium battery too low to operate. Fault Set	W312892-00-7	Tetra3	Jackie Marsh
25/03/2020 07:34:09	Fault set	Due to Lithium battery low warning. Fault Set	W312892-00-7	Tetra3	Jackie Marsh
12/03/2020 18:53:35	Fault set	Due to Lithium battery too low to operate. Fault Set	W312892-00-7	Tetra3	Jackie Marsh
12/03/2020 18:28:03	Fault set	Due to Lithium battery low warning. Fault Set	W312892-00-7	Tetra3	Jackie Marsh
05/08/2020 09:30:57	Fault set	Due to Calibration overdue. Fault Latched	W312892-00-4	Tetra3	Boubaker Bouhails
30/07/2020 08:56:47	Fault set	Due to Calibration overdue. Fault Latched	W312892-00-4	Tetra3	Boubaker Bouhails
30/07/2020 08:36:39	Fault set	Due to Calibration overdue. Fault Latched	W312892-00-4	Tetra3	Boubaker Bouhails

Showing 1 to 234 of 234 entries

Show 20, 30, 40 or All rows

'Event Name', 'Event Description', 'Device Type' and 'Operator' clearly seen for quick analysis

Free text search field

Alarm and Faults Report with filters open:

Division: Crowcon Sales Demo | Region: All | Area: All

Event Date: From [] To []

Easily filter the reports by 'Event Type', 'Device Type' and/or 'Operator'

Filters Active - 0

Quantity of Events per filter

Press 'Close' to apply selected filters

Event Type	Device Type	Operator
Alarm 1: 55	Gasman: 2	Adina Christescu: 7
Alarm 2: 30	GasPro: 85	Adina Christescu-2: 17
Fault: 154	Tetra3: 47	Boubaker Bouhails: 5
	Tetra4: 100	Boubaker Bouhails-2: 20
		Echo Xue: 10
		Echo Xue-2: 3
		Empty: 133

Showing 1 to 234 of 234 entries

Switch On

Overview:

Breakdown by hierarchical structure or view all areas

Division: Crowcon Sales Demo | Region: All | Area: All | GO

Event Date: From: | To: | GO

Search:

Annotations:

- Device Switch On Report: Easily filter the reports by 'Device Type' or by operator (see below)
- Export as .pdf, .excel or .csv
- Easily filter by 'Event Date'
- Show 20, 30, 40 or All rows
- 'Event Time' (switch on time) clearly seen for quick analysis
- Free text search field

Event Time	Unit Serial No.	Device Type	Operator
18/11/2020 17:34:48	378827-01-008	GasPro	Steve Beckett
01/07/2020 08:52:08	378827-01-002	GasPro	Simon Bowler
19/06/2020 11:02:55	378827-01-002	GasPro	Simon Bowler
16/06/2020 08:25:05	378827-01-002	GasPro	Simon Bowler
15/06/2020 10:30:20	378827-01-002	GasPro	Simon Bowler
12/06/2020 09:49:38	378827-01-002	GasPro	Simon Bowler
11/06/2020 09:58:14	378827-01-002	GasPro	Simon Bowler
10/06/2020 10:15:21	378827-01-002	GasPro	Simon Bowler
09/06/2020 11:06:09	378827-01-002	GasPro	Simon Bowler
11/11/2020 13:16:59	W312766-01-006	Tetra4	Richard Canham-2
11/03/2020 10:27:39	W312766-01-006	Tetra4	Richard Canham-2
05/03/2020 12:55:07	W312766-01-006	Tetra4	Richard Canham-2
25/02/2020 14:12:13	W312766-01-006	Tetra4	Richard Canham-2

Showing 1 to 2,765 of 2,765 entries

Device Switch On Report with filters open:

Device Switch On Report

Division: Crowcon Sales Demo | Region: All | Area: All | GO

Event Date: From: | To: | GO

Search:

Filters Active - 0

Device Type: Gasman (1332), GasPro (422), Tetra3 (117), Tetra4 (894)

Operator: Adina Christescu (14), Adina Christescu-2 (23), Boubaker Boulhais (14), Boubaker Boulhais-2 (12), Echo Xue (11), Echo Xue-2 (4), Ed Clapham (17)

Annotations:

- Easily filter the reports by 'Device Type' or 'Operator' that is present in the data for the selected hierarchy 'Region' /
- Quantity of detectors per filter
- Press 'Close' to apply selected filters

Event Time	Unit Serial No.	Device Type	Operator
11/03/2020 10:27:39	W312766-01-006	Tetra4	Richard Canham-2
05/03/2020 12:55:07	W312766-01-006	Tetra4	Richard Canham-2
25/02/2020 14:12:13	W312766-01-006	Tetra4	Richard Canham-2

Showing 1 to 2,765 of 2,765 entries

Operators Page

Overview

Breakdown by hierarchical structure or view all areas

Division: Crowcon Sales Demo Region: All Area: All

GO

Add Operator (device users)

Free text search field

Easily filter by 'Training Passed' Date

Name	Email	Role	Team Leader	Area	Training Passed	Action
CL Chen	chiangoon.chen@crowcon.com	Area Sales	Jack	Singapore Sales	05/10/2020	[View] [Edit] [Deactivate]
Gix Lee	gix.lee@crowcon.com	Area Sales Manager		Singapore Sales		[View] [Edit] [Deactivate]
Louise Laing	louise.laing@crowcon.com			US Sales		[View] [Edit] [Deactivate]
Zied Gnomu	sales@atechnology.tn	General Manager	NA	Northern Europe	24/06/2020	[View] [Edit] [Deactivate]
Adam Jones	adam.jones@madeup.com	engineer	John Dovey	US Sales		[View] [Edit] [Deactivate]
Chaochao Zhou	chaochao.zhou@crowcon.com	W&R	James Wei	China Sales		[View] [Edit] [Deactivate]
Kate Li	saleschina@crowcon.com			China Sales		[View] [Edit] [Deactivate]
James Chaundy-2	james.chaundy-2@crowcon.com	Project manager	Stephen Hand	R&D		[View] [Edit] [Deactivate]
James Chaundy	james.chaundy@crowcon.com	Project manager	Stephen Hand	R&D		[View] [Edit] [Deactivate]
Dominic Feeney-2	dominic.feeney-2@crowcon.com	Product manager	Louise early	Marketing		[View] [Edit] [Deactivate]
Dominic Feeney	dominic.feeney@crowcon.com	Product manager	Louise early	Marketing		[View] [Edit] [Deactivate]
Echo Xue-2	echo.xue-2@crowcon.com	Development Manager	Jin Xu	China Sales		[View] [Edit] [Deactivate]

Showing 1 to 20 of 35 entries

Easily filter by 'Role', 'Team Leader' or assignment 'Status' (see below)

View Event Logs by Operator

'View', 'Edit' or 'Deactivate' each operator

Operators page allows you to manage Gas Detector Device Operators within your Division / Region / Area of the Organisation. From this page you can add a new operator, view list of all operators (including or excluding deactivated operators (shown in red rows)), view and edit operator information and deactivate an operator.

Operators Page with filters open:

Division: Crowcon Sales Demo Region: All Area: All

GO

Add Operator

Free text search field

Easily filter by 'Role', 'Team Leader' and/or assignment 'Status'

Quantity of Operators per filter

Press 'Close' to apply or exit the filters

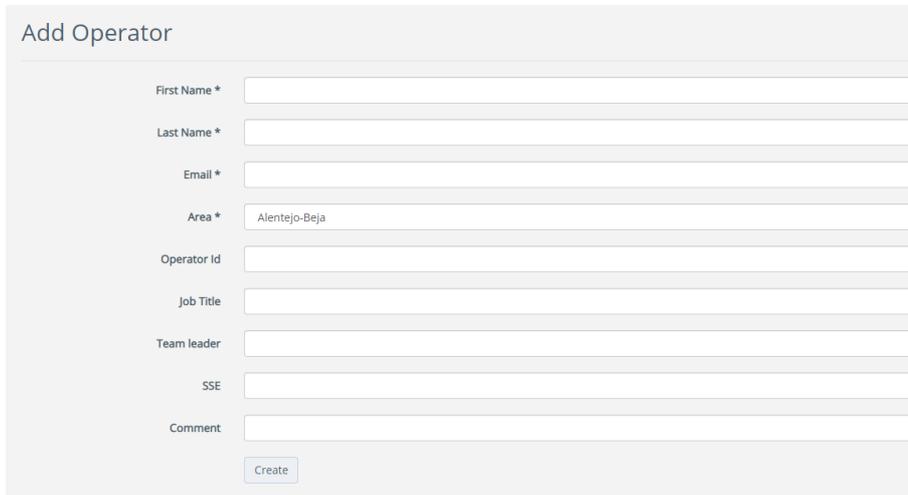
Filters Active - 0

Role	Team Leader	Status
Area Sales (1)	Ala Ayoub (1)	Active (34)
Area Sales Manager (2)	Debbie Airey (1)	Inactive (1)
Development Manager (2)	Empty (3)	
Empty (2)	Jack (1)	
engineer (1)	James Gravestock (4)	
General Manager (2)	James Wei (1)	
General Manager (1)	Jin Xu (4)	

Showing 1 to 20 of 35 entries

Add Operator

To add a new operator to the portal, select the “Add Operator” button, then complete the form with the operator details. All fields marked with an asterisk are mandatory, the remaining fields are optional.



The screenshot shows a form titled "Add Operator" with the following fields:

- First Name *
- Last Name *
- Email *
- Area * (pre-filled with "Alentejo-Beja")
- Operator Id
- Job Title
- Team leader
- SSE
- Comment

A "Create" button is located at the bottom of the form.

Once the form has been completed, press “Create”. You can now return to the list of operators and the newly added operator should appear.

Viewing the list of Operators shows you their names, email address (or unique identifier), the Area they are assigned to on the portal as well the optional fields of their job title and team leader name, if they have been completed.

From the action column, you can take actions for each operator.



View and Edit Operator Details

To view operator information, click the  icon.

Details

Operator

Info	Changes
Name	Joe Bloggs
Email	1235678
Area	Alentejo-Beja
OperatorId	
Job Title	Project Manager
TeamLeader	Jane Doe
SSE	
Comments	Review Gas Detector Assignment
Status	Active

[Edit](#) | [Back to List](#)

This shows you all information held about an Operator, including their name, Email / Unique ID, Area assigned, Other ID (Optional), Job Title (Optional), Team Leader (Optional), any comments saved for the Operator and Status of the Operator (Active or Deactivated). You can view changes made to an Operator by clicking the “Changes” button and then switch between “Info” and the Changes page.

To edit the operator’s information you can select “Edit” Operator Details page, or click the  icon from the list.

Edit

Operator

First Name *	<input type="text" value="Joe"/>
Last Name *	<input type="text" value="Bloggs"/>
Email	<input type="text" value="1235678"/>
Area	<input type="text" value="Alentejo-Beja"/>
Operator Id	<input type="text"/>
Job Title	<input type="text" value="Project Manager"/>
Team leader	<input type="text" value="Jane Doe"/>
SSE	<input type="text"/>
Comment	<input type="text" value="Review Gas Detector Assignment"/>
Status	<input type="text" value="Active"/>

From this page you can edit any of the Operators information listed above, except for the Email / Unique ID, this cannot be changed on the portal, if you need to change the Operators Email / Unique ID, please contact Crowcon Support. To save any changes made, press “Save”.

Deactivate Operator

To deactivate an operator, you can change the status to “Deactivated” from the edit page or click the icon from the list view.

Deactivate

Are you sure you want to deactivate this?
Operator

Name	Joe Bloggs
Role	Project Manager
Email	1235678
Status	Active

Deactivate | Cancel

Before the deactivation is performed, you will be prompted to confirm the deactivation. To continue and deactivate the Operator press “Deactivate”, or to leave the Operator as Active press “Cancel”.

To view all device event logs associated to an operator, click the button and the following screen will appear.

Event Time	Event Name	Event Description	Device Serial No.	Device Type
24/02/2020 10:34:30	Log uploaded		W312892-00-6	Tetra3
24/02/2020 10:26:27	Zero successful	On channel 2 - Gas level: 0.0000	W312892-00-6	Tetra3
24/02/2020 10:26:27	Zero successful	On channel 3 - Gas level: 0.0000	W312892-00-6	Tetra3
24/02/2020 10:26:27	Zero successful	On channel 4 - Gas level: 0.0000	W312892-00-6	Tetra3
24/02/2020 10:26:25	Auto zero	Configured to always auto-zero; auto-zero performed.	W312892-00-6	Tetra3
24/02/2020 10:26:25	Alarm unlatch		W312892-00-6	Tetra3
24/02/2020 10:25:55	Alarm unlatch		W312892-00-6	Tetra3
24/02/2020 10:25:54	Data monitor log	Battery voltage: 3.86.	W312892-00-6	Tetra3
24/02/2020 10:25:52	Event log startup	System State	W312892-00-6	Tetra3
20/02/2020 09:43:49	Data monitor log	Battery voltage: 3.54.	W312892-00-6	Tetra3
20/02/2020 09:43:48	Switch off initiated	Total time instrument in operation: 00:01:00	W312892-00-6	Tetra3
20/02/2020 09:43:29	Auto zero	Configured to always auto-zero; auto-zero performed.	W312892-00-6	Tetra3
20/02/2020 09:43:11	Log cleared		W312892-00-6	Tetra3

Devices Page

Overview

Devices page allows you to manage the Gas Detector Devices, within your Division / Region / Area of the Organisation. From this page you can add a new device, view list of all devices (including or excluding deactivated devices), view and edit device information and deactivate a device.

Add Device(s)

To add a new device, or new devices, to the portal, select the “Add Device” button to add a single device or the “Add Bulk Devices” to add multiple devices, then complete the form with the device details. All fields marked with an asterisk are mandatory, the remaining fields are optional.

Add Device

Unit Serial No. *

Type

Division

Last Calibrated *

Calibration Due *

Operator

Note

Create Bulk Device

Type

Division

Last Calibrated *

Calibration Due *

Unit Serial Numbers *

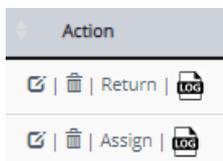
Once the relevant form has been completed, press “Save” or “Validate”. You can now return to the list of devices and the newly added device(s) should appear.

When you save a new single device, or validate bulk list of serial numbers, the system will check that the serial numbers meet the rules of valid Crowcon Gas Detector Serial numbers. The Serial Number rules are as follows;

- 10-15 Characters in length (depending on device type).
- Allowed Characters: Numbers (0-9), “W” and “-“.
- All “/” or “\” characters must be replaced with “-“.

Viewing the list of Devices shows the serial number, device type, assigned operator, area of organisation assigned to as well as both the last calibration date and calibration due date, it also shows any notes placed against the device. Deactivated devices will be highlighted in red.

From the action column, you can take actions for each device.



View and Edit Devices

To edit device information, click the  icon.

Edit

Device

Unit Serial No.

Type

Operator

Note

Last Calibrated *

Calibration Due *

[Back to List](#)

From this page you can edit the Device information listed above, except for the Serial Number / Device Type which cannot be changed on the portal, if you need to change the Serial Number / Device Type, please contact Crowcon Support, or the Operator Assignment, which must be done from the main Devices page. You can edit “Note” field or Override Calibration Dates. To save any changes made, press “Save”.

Deactivate Device(s)

To deactivate a device, click the  icon from the list view. Please note this cannot be reversed, please make sure a device has been scrapped by Crowcon or officially written off before deactivating it.

Deactivate

Are you sure you want to deactivate this?
Device

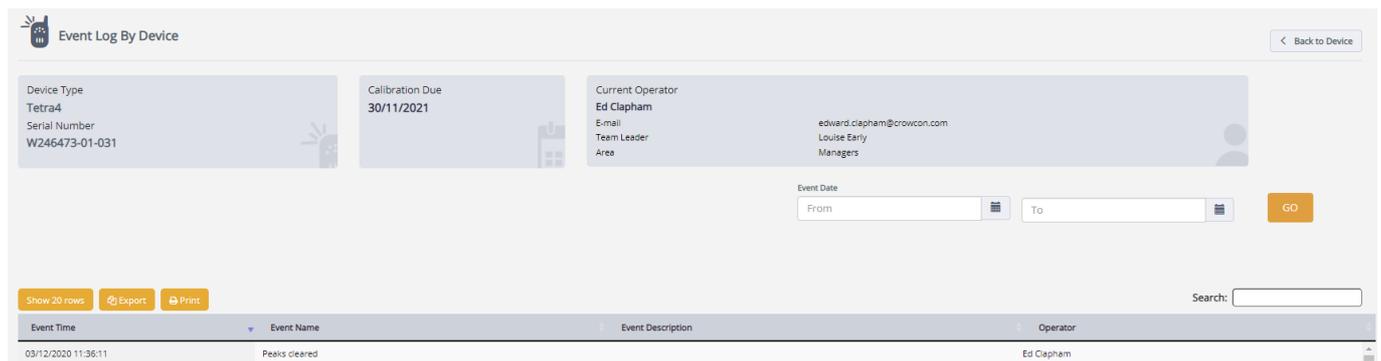
Unit Serial No. : W307789-53
Device Type : GasPro
Engineer :
Note :

[Deactivate](#) | [Back to List](#)

Before the deactivation is performed, you will be prompted to confirm the deactivation. To continue and deactivate the Device press “Deactivate”, or to leave the Device as Active press “Back to list”.

View Device Event Logs

To view the log history of a device, click the  icon from the list view. This gives a view of the current “status” of the device, as well as an entire log history of the device.



From this page, you can also export the log history data.



To export the log history, click the “Export” button above the log data. To view the log online simply scroll through the events listed in date and time order on the page. The number of event data rows displayed can be selected from 20, 30, 40 or ‘All’ from the ‘Show 20 rows’ button to the left of the ‘Export’ button.

More Device Details

From the main ‘Devices’ area, more device detail can be viewed by clicking on the Unit Serial Number of interest (blue text in the 1st column).

Unit Serial No.	Device Type
213801-02-001	Gasman
472360-01-001	GasPro
490749-01-001	GasPro
W213766-01	Tetra4

Clicking the Unit Serial Number will display a screen similar to the one below.

Event Time	Event Name	Event Description	Operator
03/12/2020 11:36:11	Peaks cleared		Ed Clapham
03/12/2020 11:36:11	TWAs cleared		Ed Clapham
03/12/2020 11:36:11	Resume shift	Resume shift cleared	Ed Clapham
03/12/2020 11:36:06	Device powered up		Ed Clapham
03/12/2020 11:36:06	Username	User name: User	Ed Clapham
03/12/2020 11:35:08	Instrument Time changed		Ed Clapham
01/12/2020 15:27:05	Device shutdown		Ed Clapham
01/12/2020 15:27:01	Configuration has been changed	New CRC: 8301a CRC: 45	Ed Clapham
01/12/2020 15:26:51	Auto Zero Action	Auto-zero performed by confirmation	Ed Clapham
01/12/2020 15:26:02	Peaks cleared		Ed Clapham
01/12/2020 15:26:02	TWAs cleared		Ed Clapham
01/12/2020 15:26:02	Resume shift	Resume shift cleared	Ed Clapham
01/12/2020 15:25:57	Device powered up		Ed Clapham

Original event logs are displayed in one area and can only be filtered by Event Dates (from and to), and the data can be also be exported by clicking the ‘Export’ button.

Further analysis of Gas Logs, Calibration History, Upload History and Operator Assignment History can be viewed, using the tabs which are above the logs, shown below.

An idea of what each tab’s information looks like is displayed below, with separate images per tab information.

History

Device Type: Tetra4
Serial Number: W246473-01-031

Calibration Due: 30/11/2021

Device Configuration: Channel, Gas, Alarm Level 1, Alarm Level 2

Current Operator: Ed Clapham
E-mail: edward.clapham@crowcon.com
Team Leader: Louise Early
Area: Managers

Event Date: From [] To [] GO

Event Log Gas Log Calibration History Upload History Operator Association History

Show 20 rows Export Print

Log Time	Channel 1 Reading	Channel 2 Reading	Channel 3 Reading	Channel 4 Reading	Channel 5 Reading	Operator
No data available in table						

Gas Logs will be uploaded when using XXXXX version of the PC data extractor software. This will auto populate the gas log data here. To remind you, gas logs are different to event log data since this is the sensor reading data that is automatically recorded by the device, not just when a fault or alarm is registered.

History

Device Type: Tetra4
Serial Number: W246473-01-031

Calibration Due: 30/11/2021

Device Configuration: Channel, Gas, Alarm Level 1, Alarm Level 2

Current Operator: Ed Clapham
E-mail: edward.clapham@crowcon.com
Team Leader: Louise Early
Area: Managers

Event Date: From [] To [] GO

Event Log Gas Log Calibration History Upload History Operator Association History

Show 20 rows Export Print

Last Calibrated	Operator	Device Assigned	Device Returned
30/11/2020	Ed Clapham	29/06/2020 11:36:45	03/07/2020 11:51:53
11/06/2019			

Calibration History data is shown in this tab, which outline the date and time the device was last calibrated and who the device was assigned to and when. If an operator wasn't assigned to the device at time of calibration, that field will be blank.

History

Device Type: Tetra4
Serial Number: W246473-01-031

Calibration Due: 30/11/2021

Device Configuration: Channel, Gas, Alarm Level 1, Alarm Level 2

Current Operator: Ed Clapham
E-mail: edward.clapham@crowcon.com
Team Leader: Louise Early
Area: Managers

Event Date: From [] To [] GO

Event Log Gas Log Calibration History Upload History Operator Association History

Show 20 rows Export Print

Event Logs Uploaded On	Event Logs Count	Alarm and Faults Count	Operator
03/12/2020 11:35:50	90	9	Ed Clapham
13/10/2020 16:19:16	9	2	Ed Clapham
13/10/2020 12:55:47	5	1	Ed Clapham
13/10/2020 12:52:58	4	0	Ed Clapham
13/10/2020 12:51:27	2	0	Ed Clapham
13/10/2020 12:47:44	4	1	Ed Clapham

Upload History data shows when (date and time) the device data was uploaded to the portal, how many event logs and Alarm and Faults were uploaded and assigned operator (if there is one).

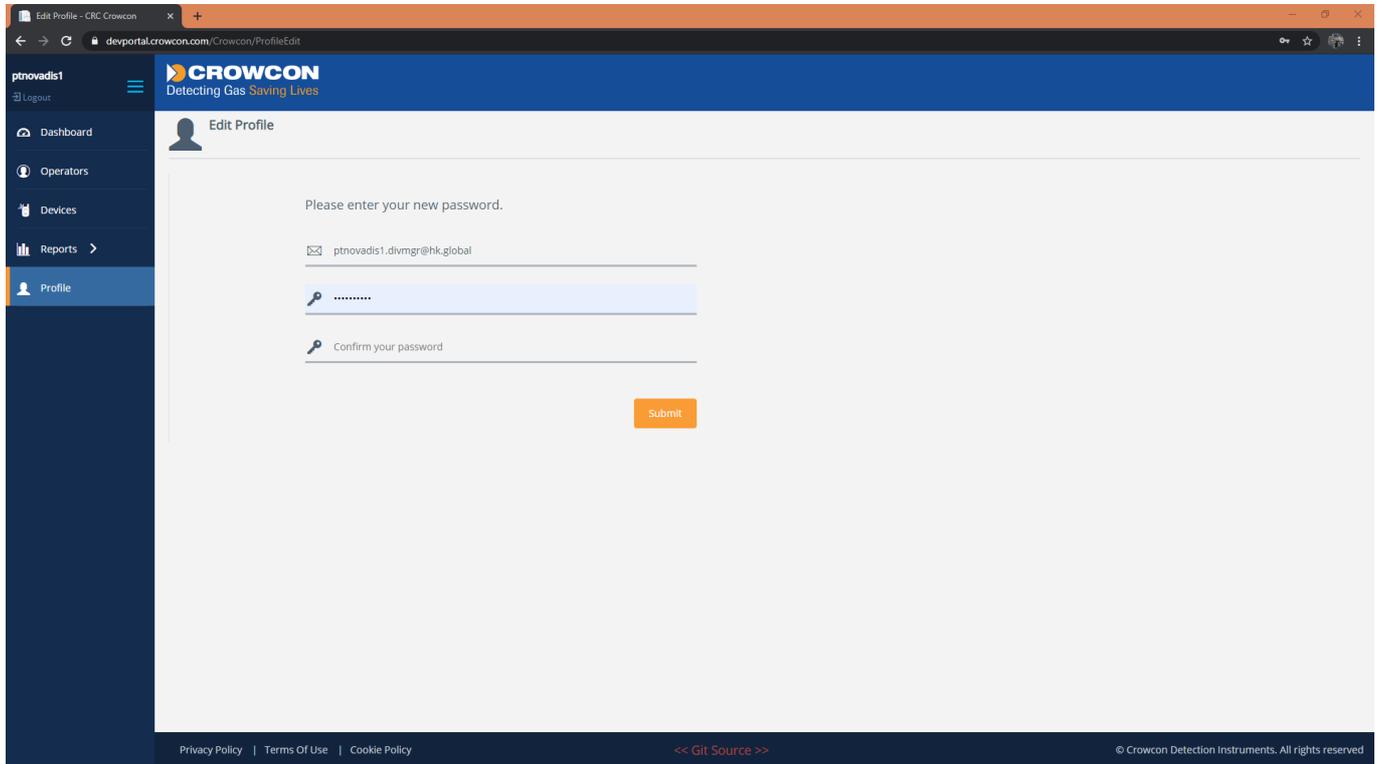
The screenshot displays the 'History' page for a device in the Crowcon Connect system. The interface includes a sidebar with navigation options like Dashboard, Operators, Devices, Reports, Regions, Users, Profiles, and Help & Support. The main content area shows device details such as Device Type (Tetra4), Serial Number (W246473-01-031), Calibration Due date (30/11/2021), and Device Configuration (Channel: Gas, Alarm Level 1, Alarm Level 2). It also lists the Current Operator as Ed Clapham with contact information. Below this, there are filters for Event Date and a 'GO' button. A navigation bar includes Event Log, Gas Log, Calibration History, Upload History, and Operator Association History (which is selected). Action buttons for 'Show 20 rows', 'Export', and 'Print' are visible. A search bar is located on the right side of the table.

Operator	Device Assigned	Device Returned
Ed Clapham	22/10/2020 13:07:16	
Ed Clapham	03/07/2020 11:52:18	22/10/2020 13:06:34
Ed Clapham	29/06/2020 11:36:45	03/07/2020 11:51:53

Operator Association History shows the log of who was assigned to the device when and when the device was returned. This makes it easy to understand who was operating the device when and if there are any gaps in being assigned.

User Password Management

Profile Page Overview:



The screenshot shows a web browser window with the URL `devportal.crowcon.com/Crowcon/ProfileEdit`. The page title is "Edit Profile - CRC Crowcon". The user is logged in as "ptnovadis1". The left sidebar contains navigation links: Logout, Dashboard, Operators, Devices, Reports, and Profile (which is highlighted). The main content area is titled "Edit Profile" and contains the following form:

Please enter your new password.

At the bottom of the page, there are links for "Privacy Policy", "Terms Of Use", and "Cookie Policy", a link for "<< Git Source >>", and a copyright notice: "© Crowcon Detection Instruments. All rights reserved".

The Profile page allows you to actively manage your password. To change your password, ensure your email is displayed in the email box and then type your desired new password in the “Enter your new password” box. Confirm the password by repeating in the “Confirm your password” box. When you have completed both fields, press “Submit” to confirm the updated password.

Passwords must meet the following criteria;

- Be at least 8 characters long/
- Contain at least;
 - one lowercase character
 - one uppercase character
 - one number
 - one special character

Frequently Asked Questions

1. What are the division, region and area fields?

Division, Region and Area are the pre-determined names for Organization Hierarchy on the Crowcon Portal.

A “Division” is the highest level in organization hierarchy, devices created initially belong at this level. Region is the 2nd highest level of hierarchy while area is the lowest hierarchical level.

2. How do I add a device?

See **Devices Page** section of this document.

3. How do I add an operator?

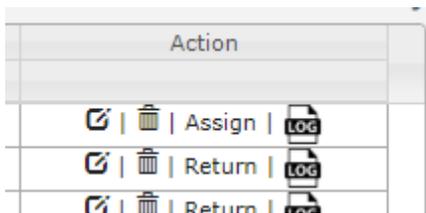
See **Operators Page** section of this document.

4. Can an operator log-in to the portal?

No, an Operator can only be assigned a device. For a Device Operator to be able to access to the portal they will need to be setup by Crowcon as a portal ‘User’ as well as an ‘Operator’. This will require a portal license.

5. How do I assign a device to an operator?

To assign a device to an operator, go to Devices page and search for the device you want to assign, and press the “Assign” button, See Below. Please note if the Device is already assigned to another Operator, it will first need to be ‘Returned’ (see Q6).



In the operator field, begin typing the operators name you wish to assign the device to. When the operator name appears, select their name.

Assign

Device

Unit Serial No.

Type

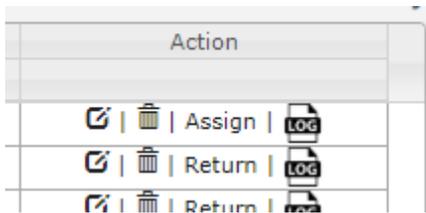
Operator *

Note

To confirm the assignment, Press the “Assign” button.

6. How do I return a device from an operator?

Go to Devices page, search for the device you want to return, and then click on the “Return” button.



Confirm the device return from the operator listed, by clicking on the “Return” button.

Return

Device

Unit Serial No.

Type

EngineerName

Note

The device is now unassigned.

7. How is the Operator-Device assignment controlled as it changes over time?

The portal saves the date and time of all Device-Operator assignment and return records, creating an entire history of the device assignment. When Devices are Synced using the DataExtract PC or Mobile Apps, the specific time stamp of each event is used to assign that particular event to the operator who was assigned the device at that time.

This means that devices do not need to be Synced every time the operator is changed, although it is therefore important that the assigned Operator information must always be kept up to date on the Web Portal.

8. Can you record the device-operator assignment in the past or future?

No, the device-operator assignment changes take place only when performed on the portal.

9. I am trying to add a new device and it says the serial number is invalid, what should I do?

Confirm that the device serial number entered follows the rules outlined ‘**Devices Page**’ section of this document.

10. I am trying to add a Device and it says the ‘device already exists’, but I can’t locate the device on the Portal, what should I do?

It is possible that the device has already been added to the portal, but has been deactivated. When locating the device please ensure the checkbox for “Active Devices Only” is not selected. It is also possible that the Device Serial Number has been used in another division/area of the portal which you do not have access to, in this case escalate to your manager or contact Crowcon support with details.

11. I am trying to add an operator and it says the ‘operator already exists’, but I can’t locate the operator on the Portal, what should I do?

It is possible that the operator has already been added to the portal, but has been deactivated. When locating the operator please ensure the checkbox for “Active Operators Only” is not selected.

It is also possible that the Operator email has been used in another division/area of the portal, which you do not have access to, in this case escalate to your manager or contact Crowcon support with details.

12. I am trying to assign a device to an operator, but the operator input list does not show the operator entered.

First, check that the Operator is active in the Portal, see ‘**Operators Page**’ section of this document.

Devices are added at ‘Division’ level of the hierarchy, while operators are added at ‘Area’ level. It may occur that the area which the operator belongs to doesn’t come under the same division which the device has been added, in this case the operator’s name won’t appear in the list, please check the Area the Operator is assigned to is within the same Division.

If the problem persists, please contact Crowcon Technical Support.

13. How do I change my password?

See ‘**User Password Management**’ section of this document.

14. It shows me a warning ‘Your password is about to expire’, what should I do?

Passwords will last for 90 days, when this message shows it means your 90 days has expired and you must reset your password. See ‘**User Password Management**’ section of this document.

15. Can a device/user/operator be reactivated?

At present, a device cannot be reactivated once it has been deactivated. Therefore, please make sure a device has been completely scrapped, before Archiving the record on the Portal.

A user/operator can be reactivated by going to the Operator Page, selecting the record > Edit > Status and then selecting ‘Active’ from the drop-down list.

16. I found a bug, where do I report it?

A bug should be reported to the Crowcon Technical Support team, via existing communication channels.

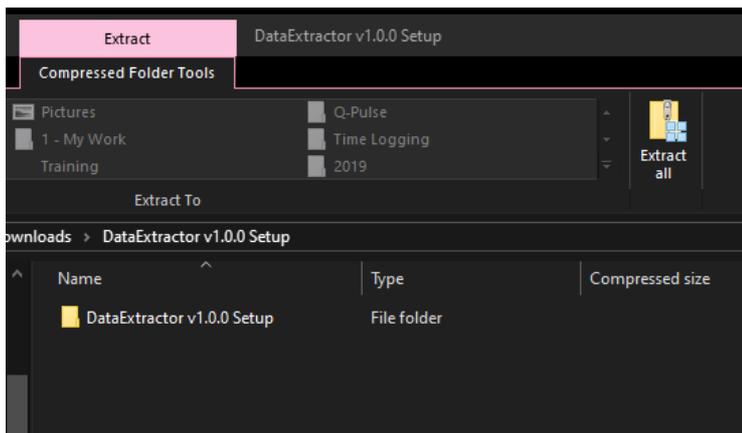
Data Extractor

User Guide

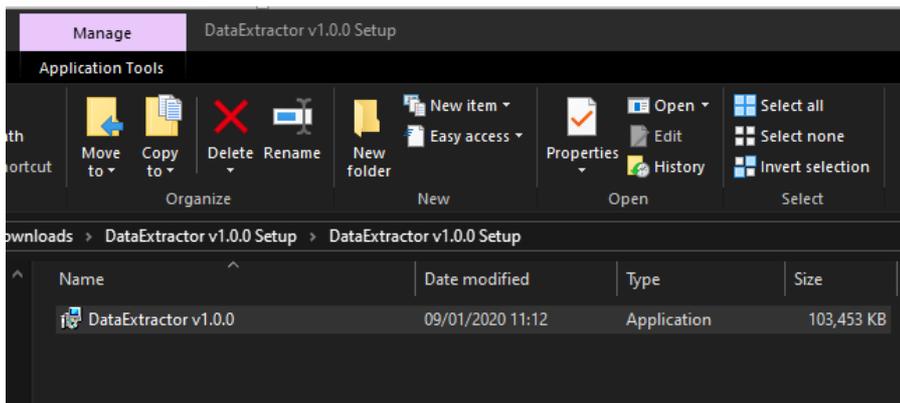
Installing the App

Download the installer file from the trusted file source (this should have been shared in an email).

Extract the installer files from the zipped folder, using your choice of unzipping tools.



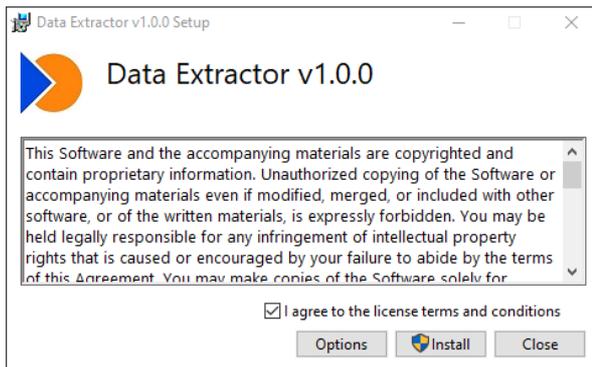
Once unzipped, open the DataExtractor Setup folder.



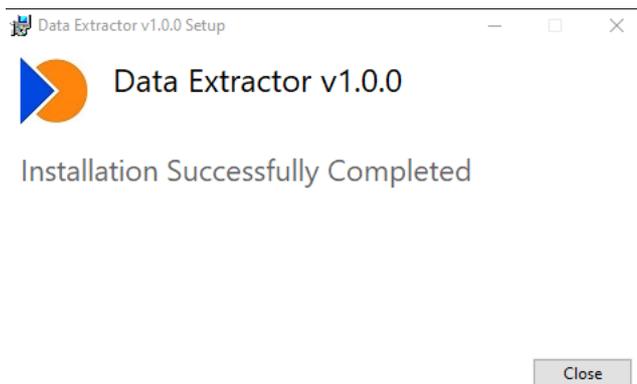
Run the application file to launch the DataExtractor installer.



If you get a security warning, press "More Info" and then "Run anyway".



Read the license terms and conditions, then tick the box to agree and click “Install”. The installer will now run.



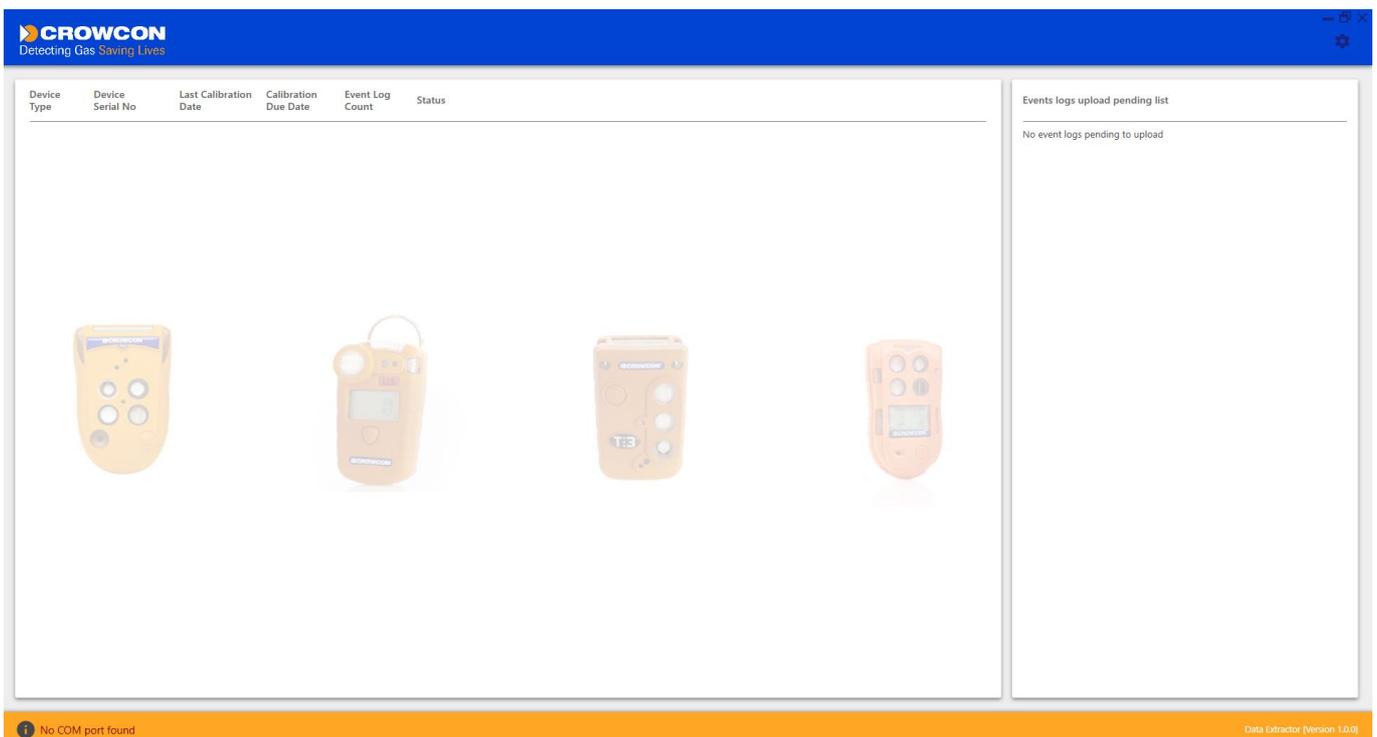
Once the installer has completed, an icon will appear on the desktop, click “Close”.

Using the App

Open the App from Desktop shortcut or Start menu.



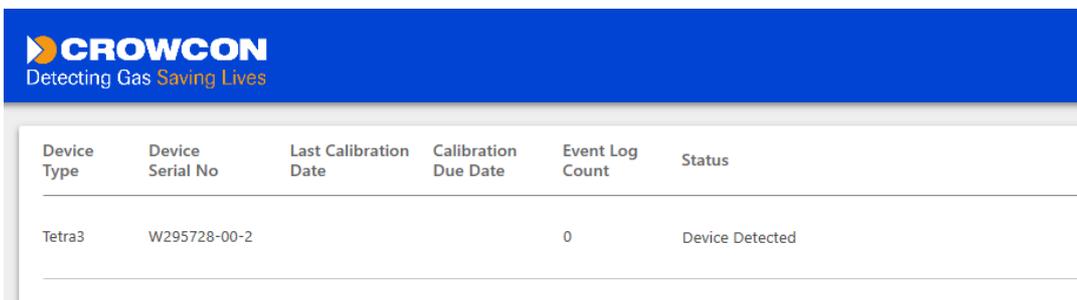
When no devices are connected the App will show status “No COM port found” / “No Device found” in bottom left corner.



Connect Gasman, Tetra 3, T4 or Gas-Pro devices via serial link / USB to the PC or Laptop running the Data Extractor. Ensure all connections are secure and remain intact for the entire data extract process.

Devices may be connected before or after the App is started.

The App will continually search for Devices to be connected, when a Device is detected it will be identified and device data will begin to be read immediately.



Once device data has been successfully read, it will save the data to the PC Application and by default, remove the event logs from instrument to save device storage space. The Application will then upload the event logs automatically to the portal.

App Settings

To access the settings page please click the  icon in the top right-hand corner.

From this page you may choose whether to delete the device logs after extraction.



If you do not wish for the App to remove logs from the device after they have been successfully extracted and stored in the Portal, please click the toggle to turn this option off. Please note however, that this may cause future Data Extract processes to take significantly longer and may cause data duplication in the portal.

Accessing Data Locally

The App stores the .CSV event log files locally to your machine, if you wish to access or remove these, on your PC navigate to “Documents” > “DataExtractor” > “UploadComplete” / “UploadPending”.

Please note, deleting files from “UploadPending” will prevent them from being uploaded to the portal and may lead to data loss.

Frequently Asked Questions

1. What happens if I don't have an internet connection?

The app requires an internet connection to verify the device is present in the Portal database before data can be uploaded, if there is no internet connection, the data will not be uploaded to the portal.

2. What happens if I lose internet connection during the process?

The app will store the Device Logs locally and upload them automatically to the portal once the internet connection is restored.

3. What happens if I lose connection to the device during the process?

The process will stop and needs to be restarted, please click the "x" (close) button next to the device. The application will now pickup the device when the connection is re-established.

4. The App says "Device not found in Portal", what does this mean?

This means the app is unable to confirm that the device exists in the Crowcon portal and will therefore not proceed with the Data Extract. Please confirm that the device serial number is present in the Portal before you try again. If this issue persists, please contact Crowcon Support for further assistance.