

Rioned.

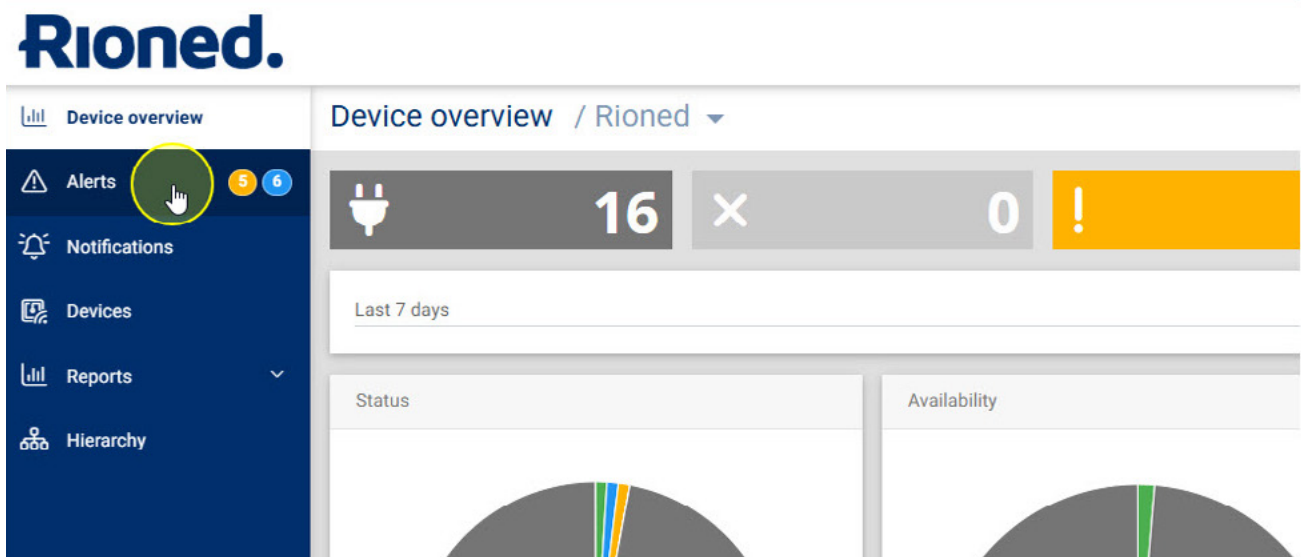


RioConnect.

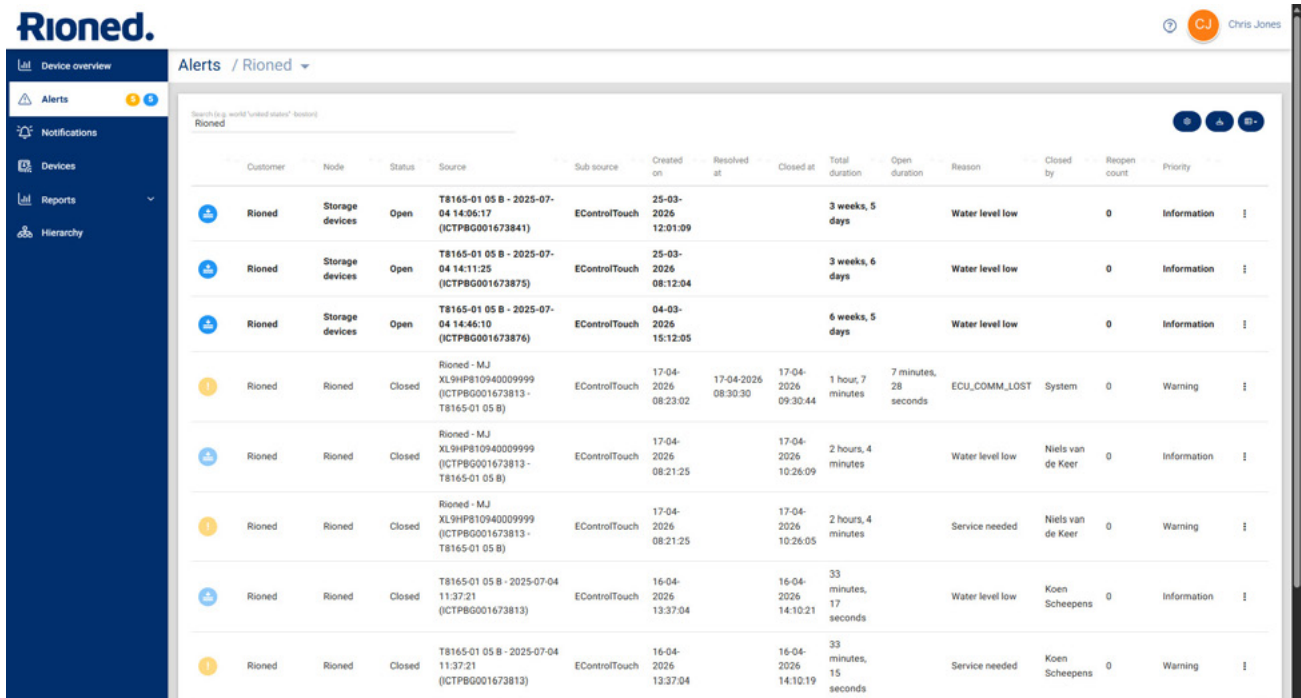
Navigating the Alerts Dashboard

RioConnect - Alerts Section

1 On the left-hand navigation menu, click on the Alerts tab.



This section displays a comprehensive list of all active alerts across your entire fleet.



RioConnect - Alert Priority

Alerts are categorised by colour to help you prioritise your response

2 Red (Critical): The most important alerts. These require immediate action and include issues like engine failures.

	Rioned	Storage devices	Open	T8165-01 05 B - 2025-07-04 14:11:25 (ICTPBG001673875)	EControlTouch	25-03-2026 08:12:04
	Rioned	Storage devices	Open	T8165-01 05 B - 2025-07-04 14:46:10 (ICTPBG001673876)	EControlTouch	04-03-2026 15:12:05
	Rioned	Rioned	Closed	Rioned - MJ XL9HP810940009999 (ICTPBG001673813 - T8165-01 05 B)	EControlTouch	17-04-2026 08:23:02
	Rioned	Rioned	Closed	Rioned - MJ XL9HP810940009999 (ICTPBG001673813 - T8165-01 05 B)	EControlTouch	17-04-2026 08:21:25
	Rioned [↔]	Rioned [↔]	Closed	Rioned - MJ XL9HP810940009999 (ICTPBG001673813 - T8165-01 05 B)	EControlTouch	17-04-2026 08:21:25
	Rioned	Rioned	Closed	T8165-01 05 B - 2025-07-04 11:37:21 (ICTPBG001673813)	EControlTouch	16-04-2026 13:37:04

Need help? [Let us help you!](#)

3 Yellow (Warning): Indicates issues that need attention soon, such as low water levels or overdue service.

	Rioned	Storage devices	Open	T8165-01 05 B - 2025-07-04 14:06:17 (ICTPBG001673841)	EControlTouch	25-03-2026 12:01:09
	Rioned	Storage devices	Open	T8165-01 05 B - 2025-07-04 14:11:25 (ICTPBG001673875)	EControlTouch	25-03-2026 08:12:04
	Rioned	Storage devices	Open	T8165-01 05 B - 2025-07-04 14:46:10 (ICTPBG001673876)	EControlTouch	04-03-2026 15:12:05
	Rioned [↔]	Rioned [↔]	Closed	Rioned - MJ XL9HP810940009999 (ICTPBG001673813 - T8165-01 05 B)	EControlTouch	17-04-2026 08:23:02
	Rioned	Rioned	Closed	Rioned - MJ XL9HP810940009999 (ICTPBG001673813 - T8165-01 05 B)	EControlTouch	17-04-2026 08:21:25
	Rioned	Rioned	Closed	Rioned - MJ XL9HP810940009999 (ICTPBG001673813 - T8165-01 05 B)	EControlTouch	17-04-2026 08:21:25

RioConnect - Alert Priority

4 Blue (Information): General updates that are useful for fleet management but do not require urgent intervention.

The screenshot shows the 'Alerts' section of the RioConnect interface. A sidebar on the left contains navigation options: Alerts (with 5 and 6 notification counts), Notifications, Devices, Reports, and Hierarchy. The main area displays a search bar with 'Rioned' entered. Below the search bar is a table of alerts. A tooltip labeled 'Information' points to the first row, which has a blue information icon. The table columns are: Customer, Node, Status, Source, Sub source, and Created on.

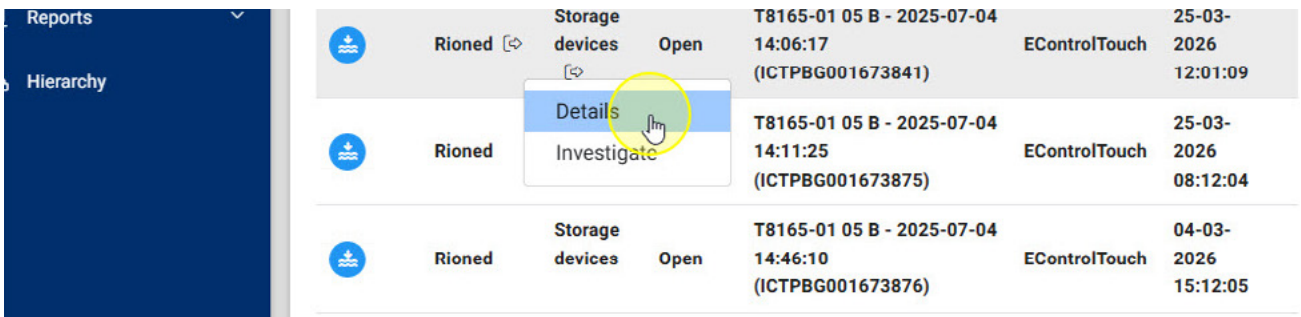
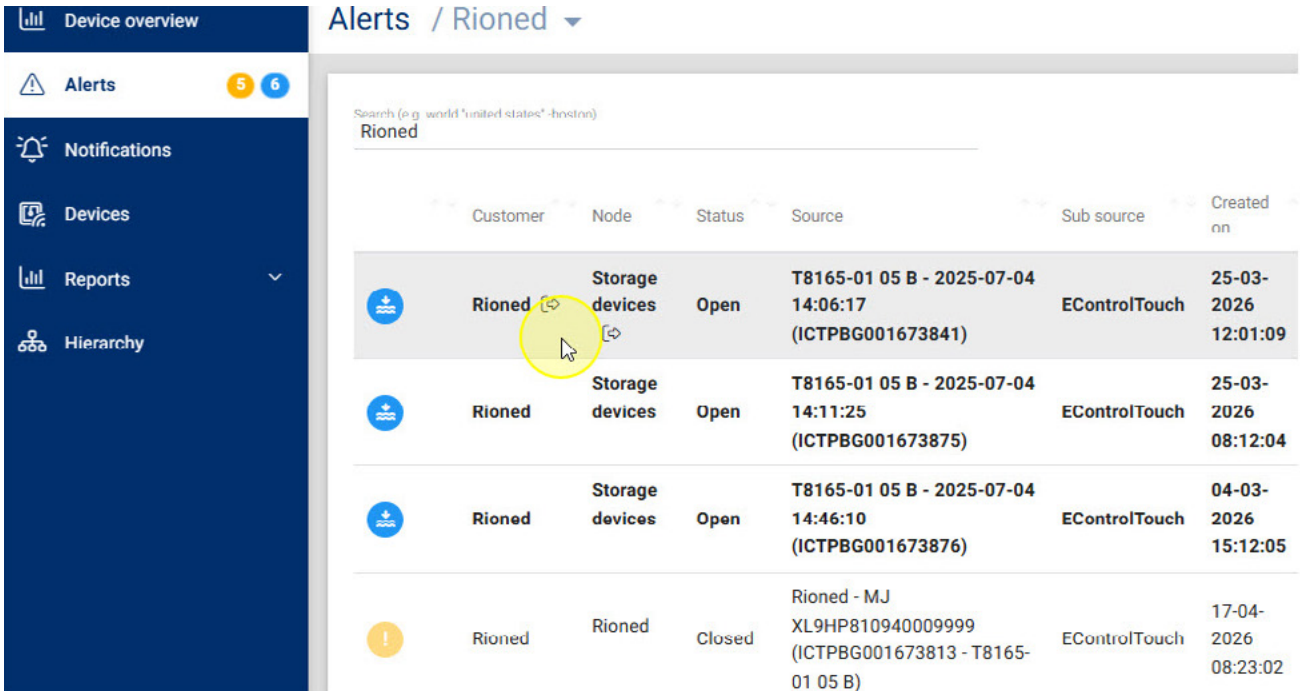
Customer	Node	Status	Source	Sub source	Created on
Rioned	Storage devices	Open	T8165-01 05 B - 2025-07-04 14:06:17 (ICTPBG001673841)	EControlTouch	25-03-2026 12:01:09
Rioned	Storage devices	Open	T8165-01 05 B - 2025-07-04 14:11:25 (ICTPBG001673875)	EControlTouch	25-03-2026 08:12:04
Rioned	Storage devices	Open	T8165-01 05 B - 2025-07-04 14:46:10 (ICTPBG001673876)	EControlTouch	04-03-2026 15:12:05
Rioned	Rioned	Closed	Rioned - MJ XL9HP810940009999 (ICTPBG001673813 - T8165-	EControlTouch	17-04-2026

Customer	Node	Status	Source	Sub source	Created on	Resolved at	Closed at	Total duration	Open duration	Reason
Rioned	Storage devices	Open	T8165-01 05 B - 2025-07-04 14:06:17 (ICTPBG001673841)	EControlTouch	25-03-2026 12:01:09			3 weeks, 5 days		Water level low
Rioned	Storage devices	Open	T8165-01 05 B - 2025-07-04 14:11:25 (ICTPBG001673875)	EControlTouch	25-03-2026 08:12:04			3 weeks, 6 days		Water level low
Rioned	Storage devices	Open	T8165-01 05 B - 2025-07-04 14:46:10 (ICTPBG001673876)	EControlTouch	04-03-2026 15:12:05			6 weeks, 5 days		Water level low
Rioned	Rioned	Closed	Rioned - MJ XL9HP810940009999 (ICTPBG001673813 - T8165-01 05 B)	EControlTouch	17-04-2026 08:23:02	17-04-2026 08:30:30	17-04-2026 09:30:44	1 hour, 7 minutes	7 minutes, 28 seconds	ECU_COMM_LOST
Rioned	Rioned	Closed	Rioned - MJ XL9HP810940009999 (ICTPBG001673813 - T8165-01 05 B)	EControlTouch	17-04-2026 08:21:25		17-04-2026 10:26:09	2 hours, 4 minutes		Water level low
Rioned	Rioned	Closed	Rioned - MJ XL9HP810940009999 (ICTPBG001673813 - T8165-01 05 B)	EControlTouch	17-04-2026 08:21:25		17-04-2026 10:26:05	2 hours, 4 minutes		Service needed
Rioned	Rioned	Closed	T8165-01 05 B - 2025-07-04 11:37:21	EControlTouch	16-04-2026		16-04-2026	33 minutes, 47		Water level low

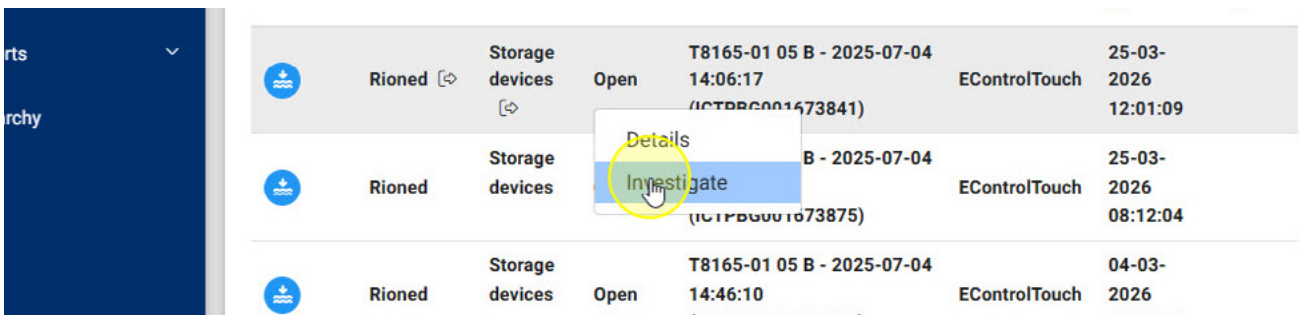
RioConnect - Managing Alerts

To address a specific alert in the list, click the three dots (menu icon) on the right side of the alert row or left click. From here, you can select:

- 5 Details:** View a full breakdown of the specific error, including the time it was created and the machine's current status.



- 6 Investigate:** Deep-dive into the machine's data to identify the root cause of the alert.



RioConnect - Alert Types

RioConnect tracks several key metrics to keep your fleet running efficiently, including:

- 7 Emergency Stop: Triggered when the machine is manually shut down using the emergency switch

04-06-2026 12:47	10-04-2026 10:19:32	2 weeks, 4 days	1 week, 17 hours	Emergency stop	14	Information	:
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- 8 Water Level Low: Notifies you when a tank needs refilling.

25-03-2026 12:01:09		3 weeks, 6 days		Water level low	0	Information	:
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- 9 Service Overdue: Helps you stay on top of preventative maintenance.

05-04-2026 13:37:04	16-04-2026 14:10:19	33 minutes, 15 seconds		Service needed	Koen Scheepens	0	Warning	:
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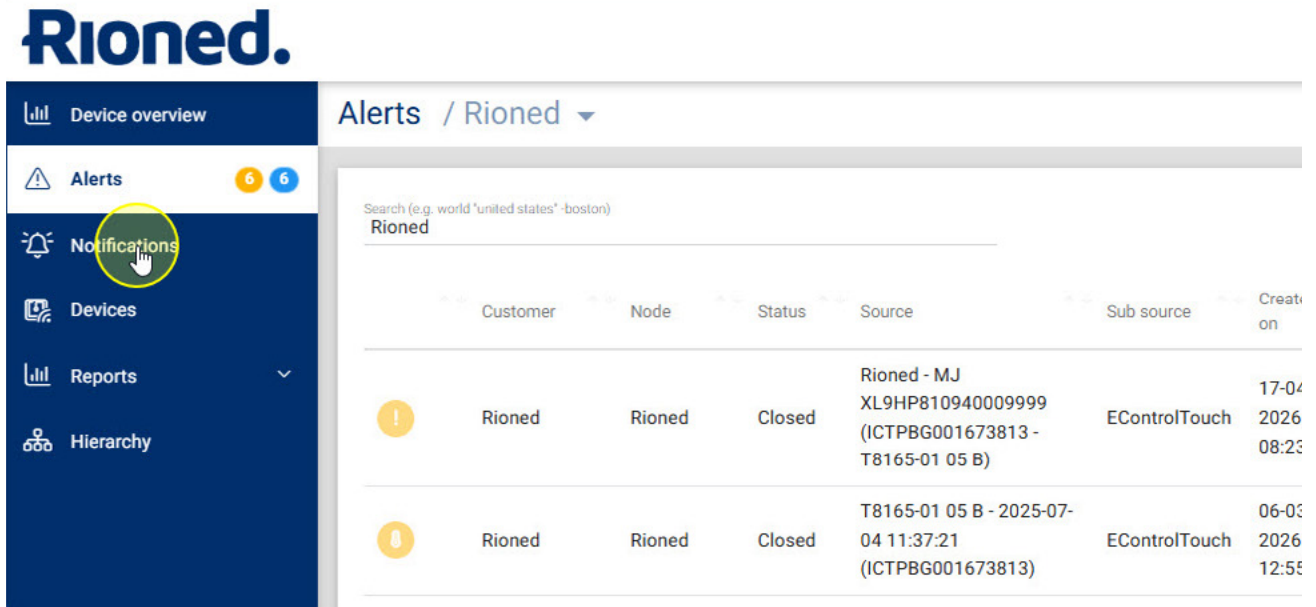
- 10 Temperature Too High: Protects the engine and components from overheating.

16-04-2026 13:37:04	16-04-2026 13:37:05	55 minutes, 19 seconds	55 minutes, 18 seconds	Engine Controller Temperature High	System	0	Warning	:
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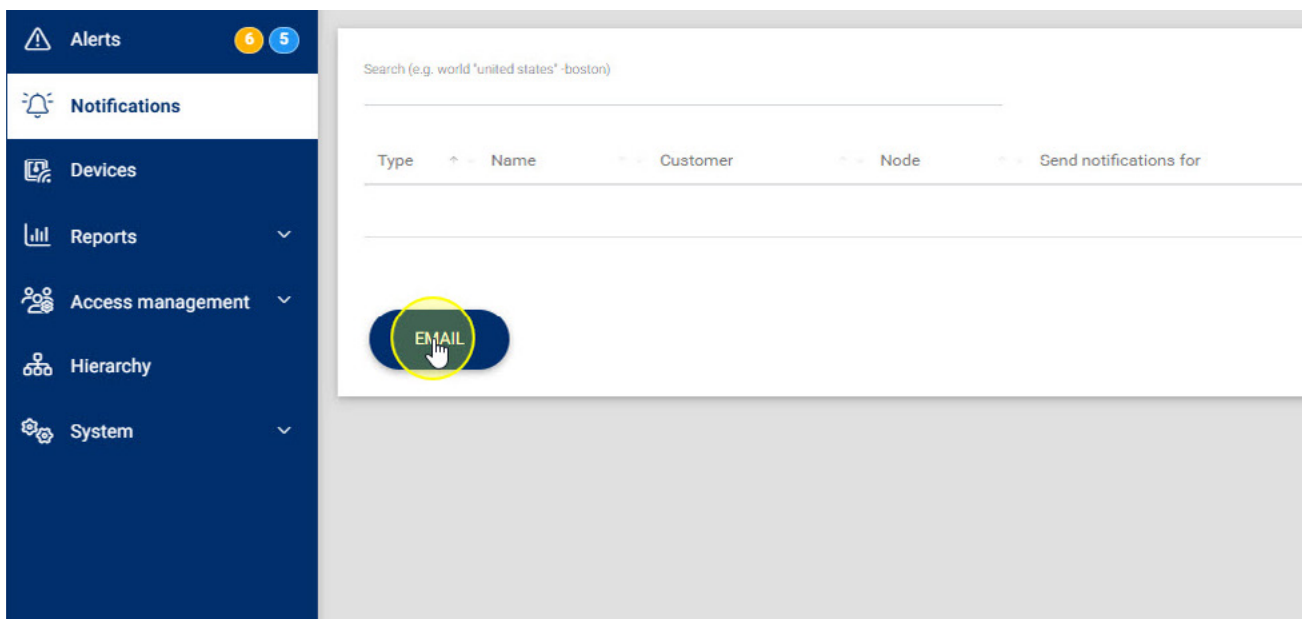
RioConnect - Setting Up Notifications

To ensure you never miss a critical update, you can configure custom notifications:

- 11 Click the Notifications tab on the left-hand menu.

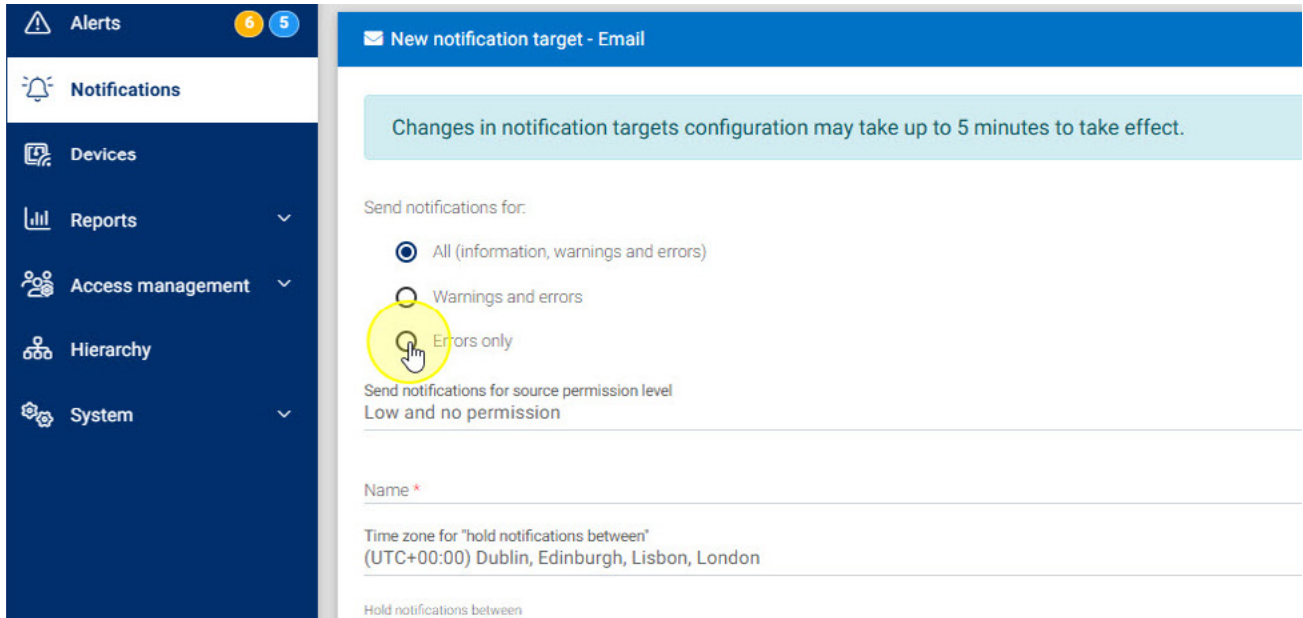


- 12 Set up automated alerts to be sent directly to you when specific errors or thresholds are met, allowing you to act upon them immediately without constantly monitoring the dashboard. Click the Email button.



RioConnect - Setting Up Notifications

- 13** Under Send notifications for:, select which alerts you want to receive. We recommend selecting Errors only to prioritize critical issues.



Alerts 6 5

Notifications

Devices

Reports

Access management

Hierarchy

System

New notification target - Email

Changes in notification targets configuration may take up to 5 minutes to take effect.

Send notifications for:

- All (information, warnings and errors)
- Warnings and errors
- Errors only

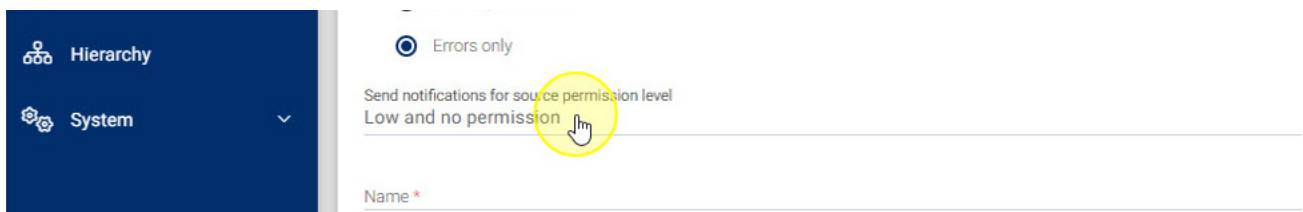
Send notifications for source permission level
Low and no permission

Name *

Time zone for "hold notifications between"
(UTC+00:00) Dublin, Edinburgh, Lisbon, London

Hold notifications between

- 14** Under Send notifications for source permission level, select High, medium and no permission.



Hierarchy

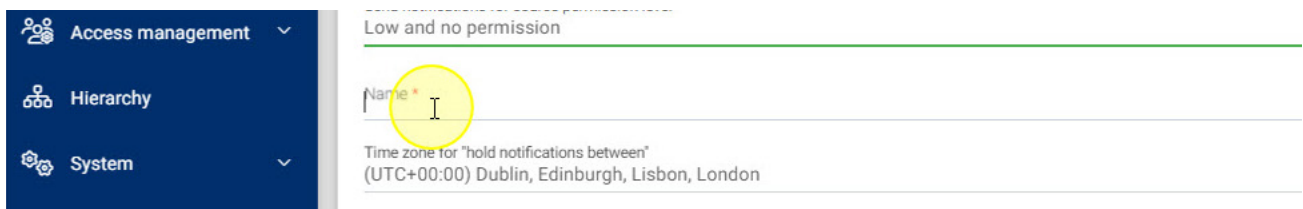
System

Errors only

Send notifications for source permission level
Low and no permission

Name *

- 15** Give it a clear name (e.g., "RioConnect Error CityJet").



Access management

Hierarchy

System

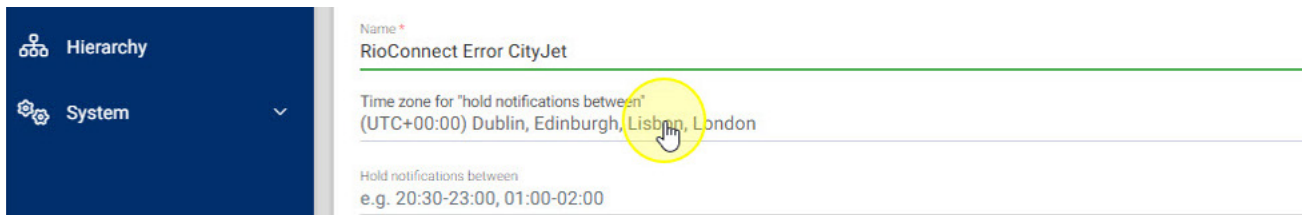
Low and no permission

Name *

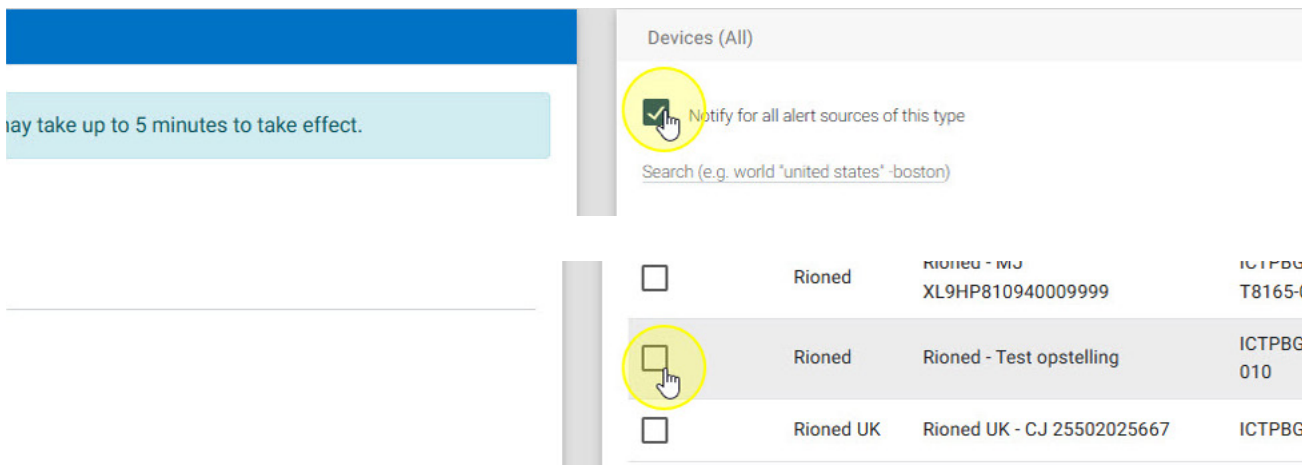
Time zone for "hold notifications between"
(UTC+00:00) Dublin, Edinburgh, Lisbon, London

RioConnect - Setting Up Notifications

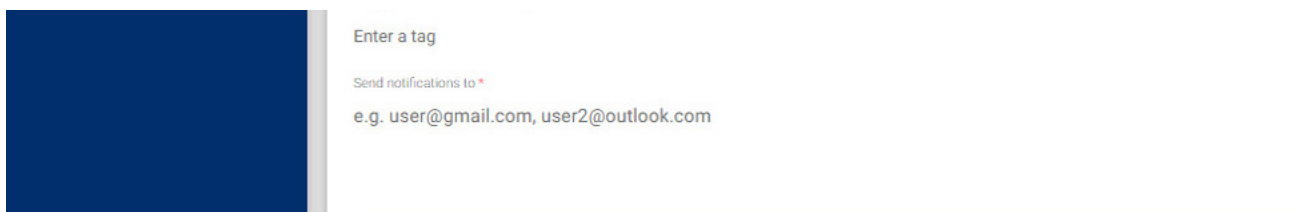
- 16** If you wish to silence alerts during specific times, use the Time zone and Hold notification between settings.



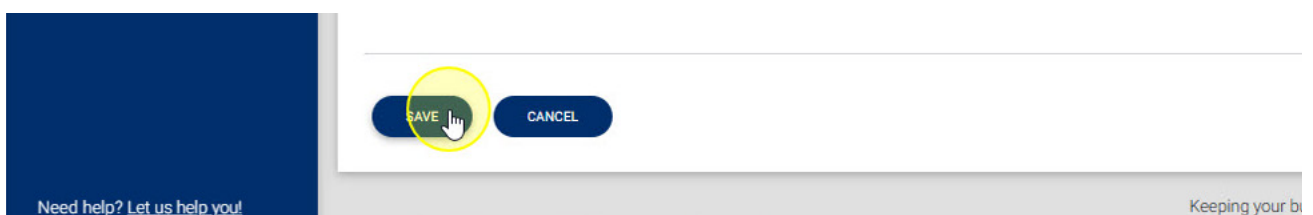
- 17** Under Devices, check the specific machines you want to monitor with this notification.



- 18** Enter the mail address you wish to receive the notifications on.

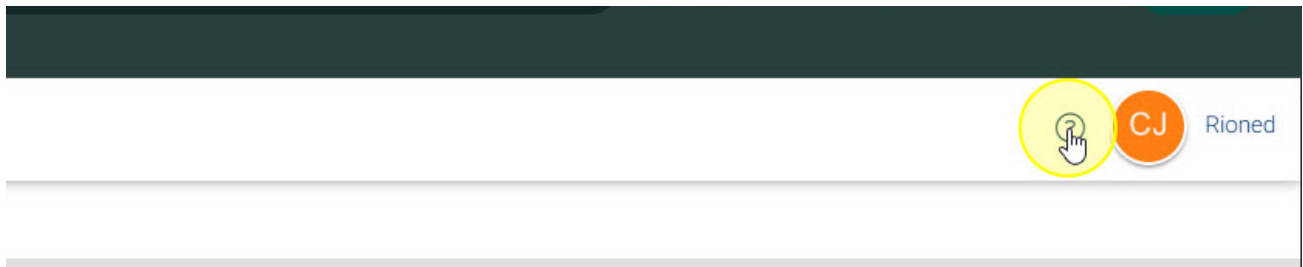


- 19** Click Save to activate the notification.



RioConnect - Help View

- 20** Click the Question Mark (?) icon located in the top-right corner of the screen.



- 21** RioConnect will automatically display contextual help based on exactly what you are viewing at that moment.

A screenshot of the 'Alerts' help view. On the left, a table shows alarm data. On the right, a help panel titled 'Alerts' explains the current view and lists alarm states: Delayed, Open, Resolved, and Closed.

Resolved at	Closed at	Total duration	Open duration	Reason	Closed by
		13 hours, 58 minutes		ECU_COMM_LOST	
		13 hours, 58 minutes		Emergency stop	

Alerts

The alarms page shows the current alarms for the devices on the current level in the hierarchy tree and below.

Alarm states

Alarms can have the following states:

- **Delayed:** The alarm was created with a delay.
- **Open:** The alarm was created, possibly with a delay (according to its alarm definition on the device type).
- **Resolved:** The alarm was resolved (i.e. the alarm situation is over) but the alarm is not yet closed.
- **Closed:** The alarm was closed, either manually by a user or automatically after a delay (according to its alarm definition on the device type).

This is the fastest way to get detailed explanations for specific buttons or data points on your current dashboard.

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For more information or help get in contact with our support teams.

Postbus 5070
5004 EB Tilburg

Centaurusweg 45
5015 TC Tilburg
The Netherlands
+31(0)13 547 91 00
info@rioned.com

Rioned UK Ltd
FreeFlow House

Stephenson Way
Thetford, Norfolk, IP24 3RU
United Kingdom
+44 (0)1638 713800
sales@rioned.co.uk

