

Rioned.



RioConnect.

Distributor Manual

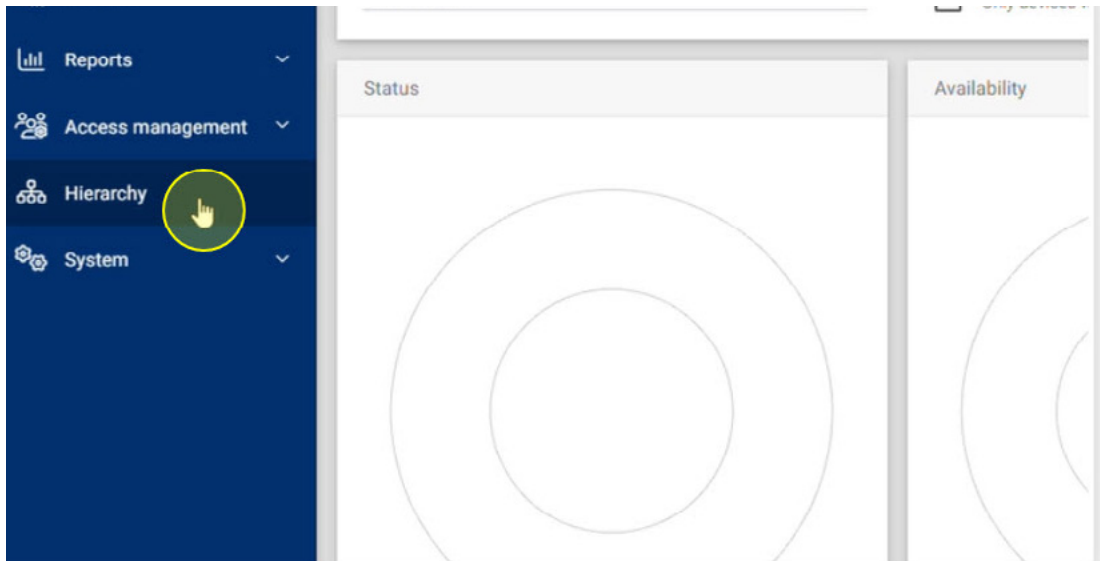
Locating the RioConnect Serial Number

Before assigning a RioConnect module to a customer, you'll need its serial number. The serial number is printed on the label on the back of the RioConnect module. Make a note of this number, as you'll use it later to locate and assign the correct device in RioConnect.

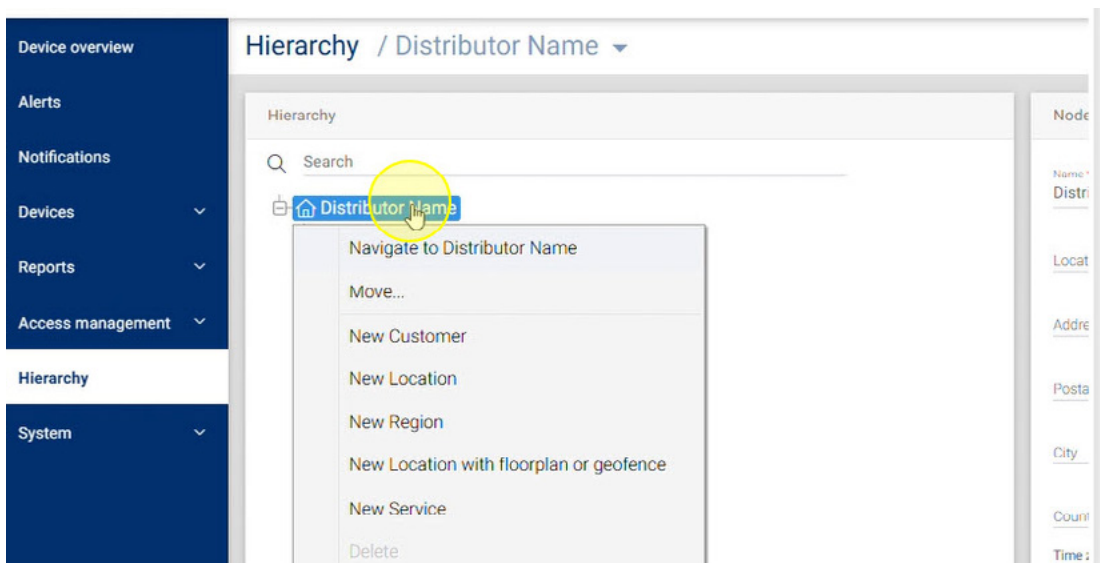


How to Create a Customer Environment

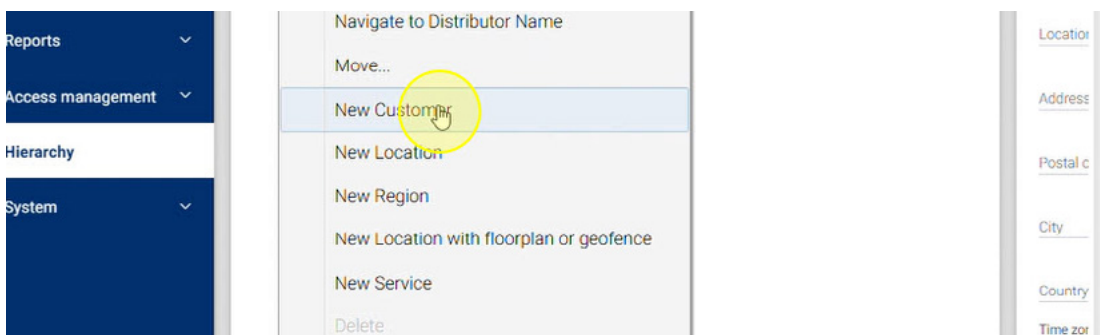
- 1 Go to Hierarchy in the left-hand menu.



- 2 Right-click your distributor or company name.



- 3 Select New Customer.



How to Create a Customer Environment

- 4 Enter the customer's details and contact information.

The screenshot shows a 'Node details' form for 'Customer 3'. The form fields are: Name (filled with 'Customer 3'), Location code, Address, Postal code, City, and Image. A 'CHANGE...' button is at the bottom. To the right is a map showing a location with a red pin and labels like 'Joplinpad' and 'Trashuere'.

- 5 Click Save.

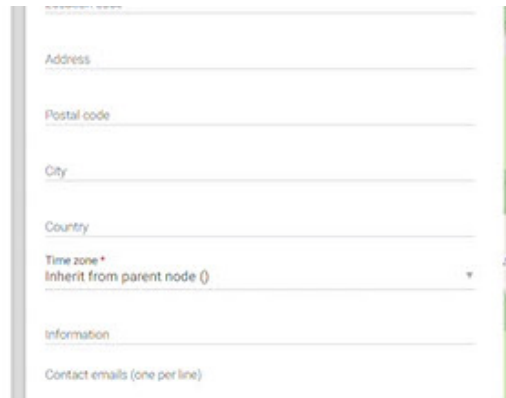
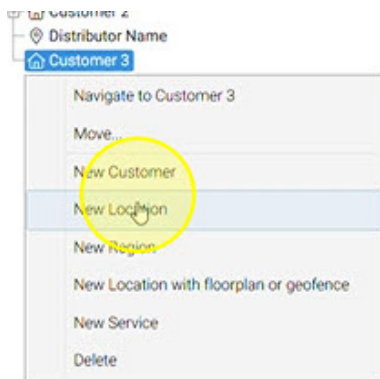
The screenshot shows the bottom of the form with a 'SAVE' button and a 'CANCEL' button. The 'SAVE' button is highlighted with a yellow circle. Above the buttons are fields for 'Contact phone numbers (one per line)'.

- 6 Right-click the customer you just created.

The screenshot shows a 'Hierarchy' view on the left with a search bar and a list of nodes: Distributor Name, Customer 1, Customer 2, Distributor Name, and Customer 3. 'Customer 3' is highlighted with a yellow circle, and a right-click context menu is open over it. The menu options are: 'Navigate to Customer 3', 'Move...', 'New Customer', 'New Location', 'New Region', 'New Location with floorplan or geofence', 'New Service', and 'Delete'. The 'Node details' form on the right shows the details for 'Customer 3'.

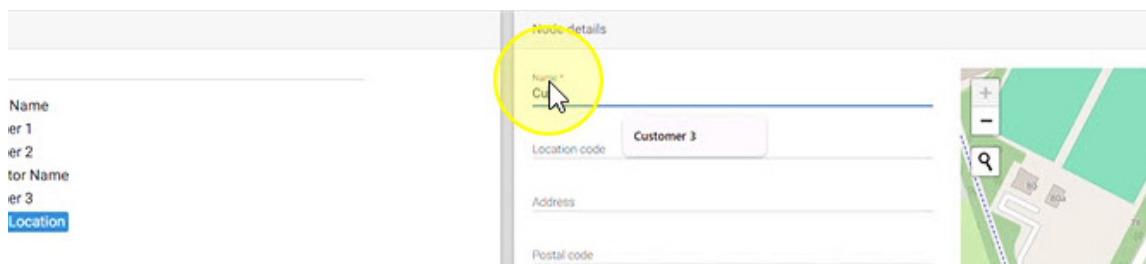
How to Create a Customer Environment

7 Select New Location.



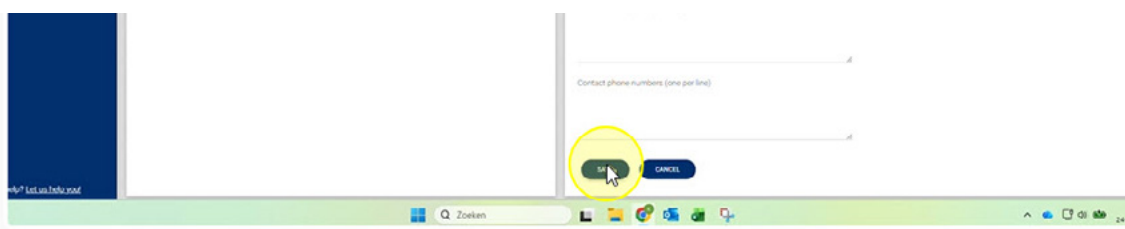
A form for entering location details. It includes fields for 'Address', 'Postal code', 'City', 'Country', and 'Time zone' (with a dropdown menu set to 'Inherit from parent node ()'). Below these is an 'Information' section with a 'Contact emails (one per line)' field.

8 Enter the location details.



A screenshot of the 'Node details' form. The 'Name' field is highlighted with a yellow circle and contains the text 'Cu...'. Other fields include 'Location code' (with a dropdown set to 'Customer 3'), 'Address', and 'Postal code'. A map is visible on the right side of the form.

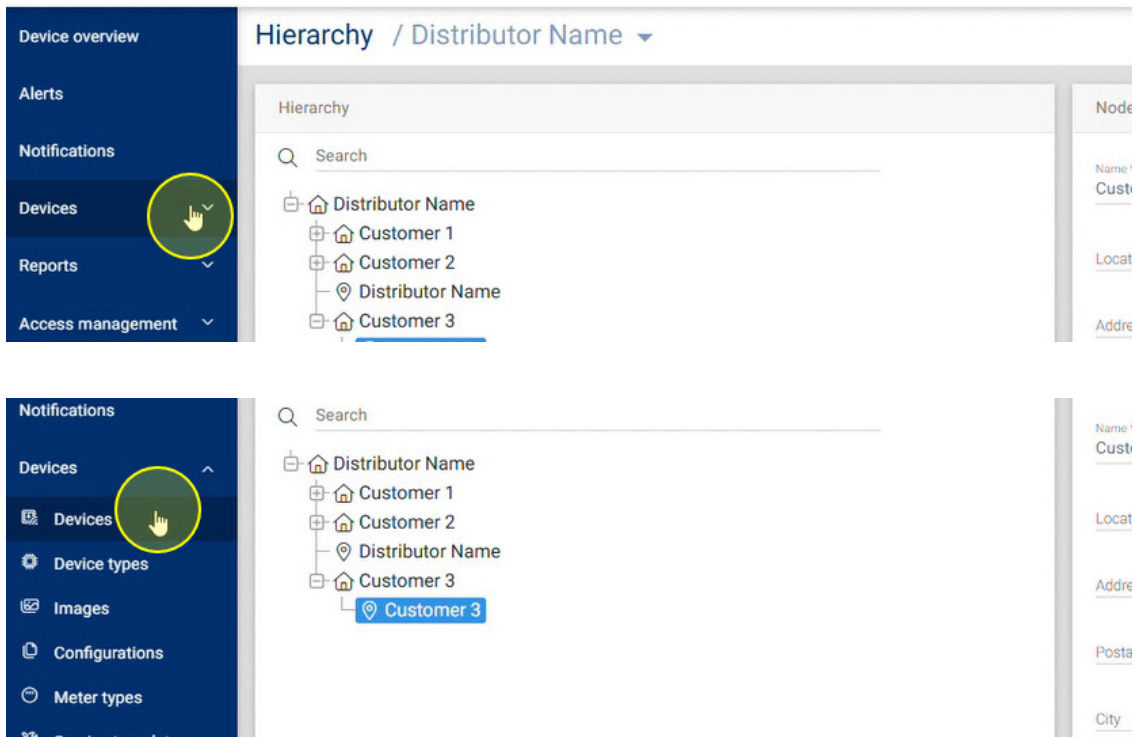
9 Click Save.



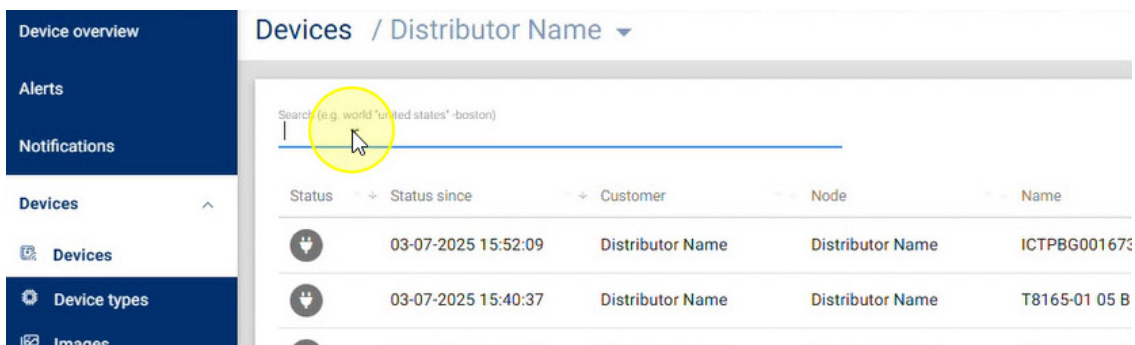
A screenshot of the bottom of the form. The 'Save' button is highlighted with a yellow circle. The 'Cancel' button is also visible. The Windows taskbar is at the bottom of the screen.

Assign machine to customer

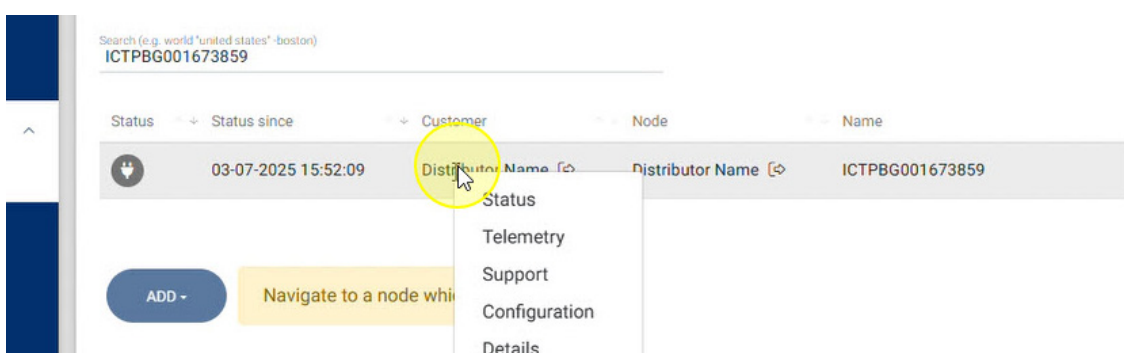
- 10** Go to Devices in the left-hand menu.



- 11** Search for the correct machine or gateway using its serial number.

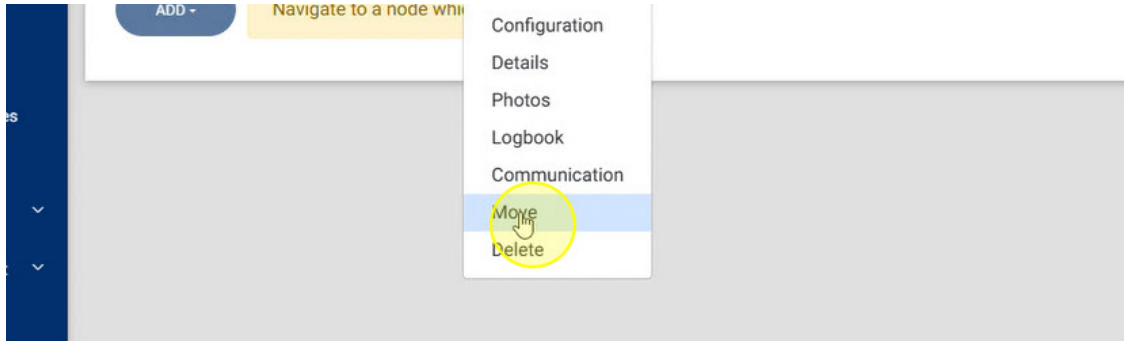


- 12** Right-click the device.

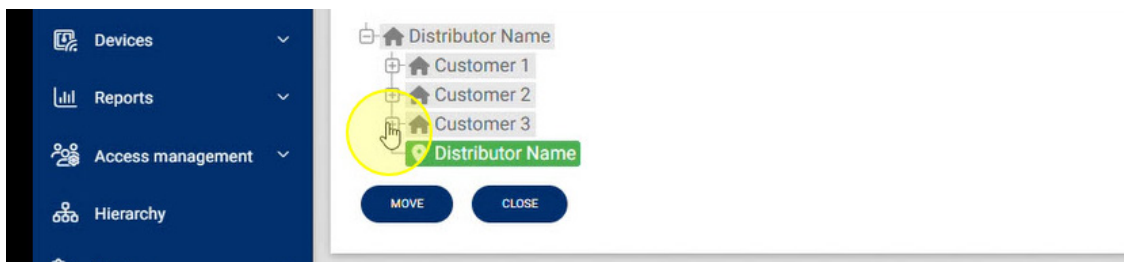


Assign machine to customer

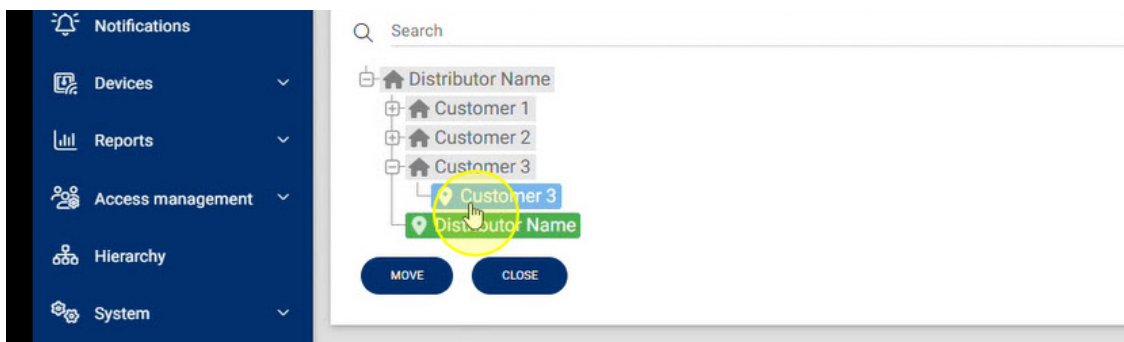
13 Select Move.



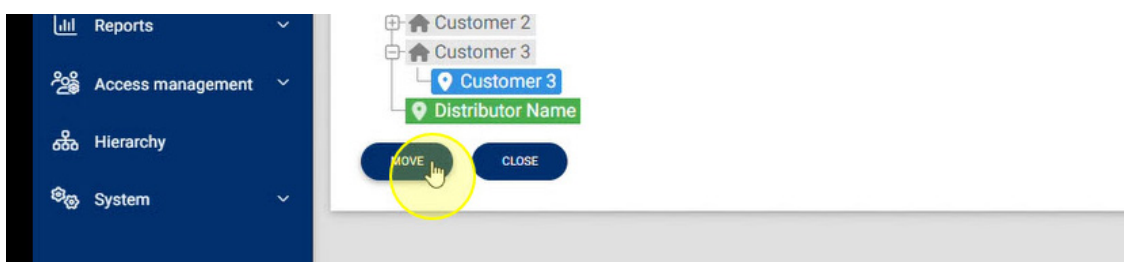
14 Open the customer in the hierarchy.



15 Select the customer's location.

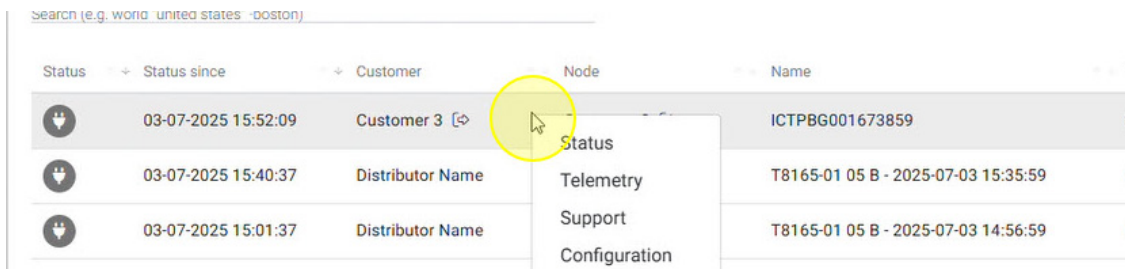


16 Click Move.

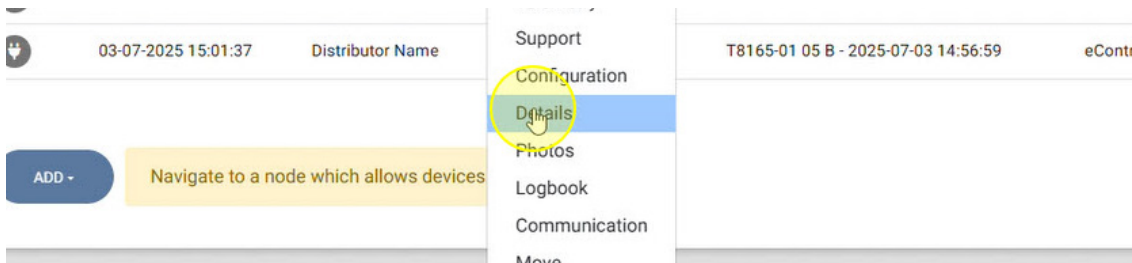


Add machine and customer information

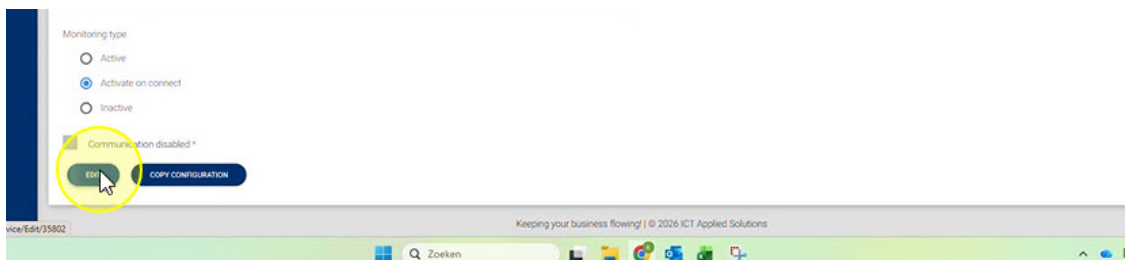
17 Right-click the device again.



18 Select Details.



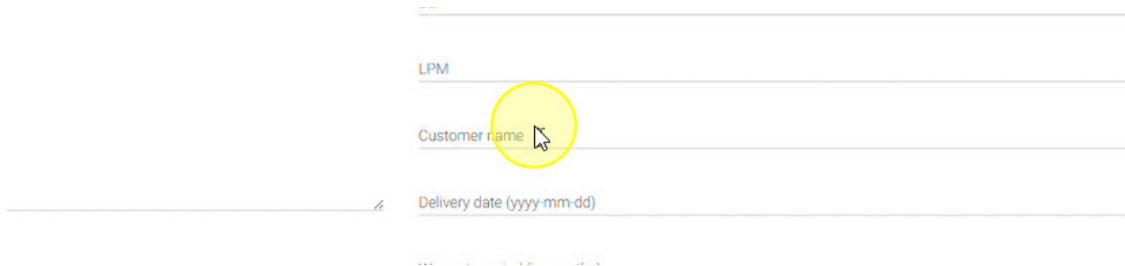
19 Scroll down and click Edit.



Add machine and customer information

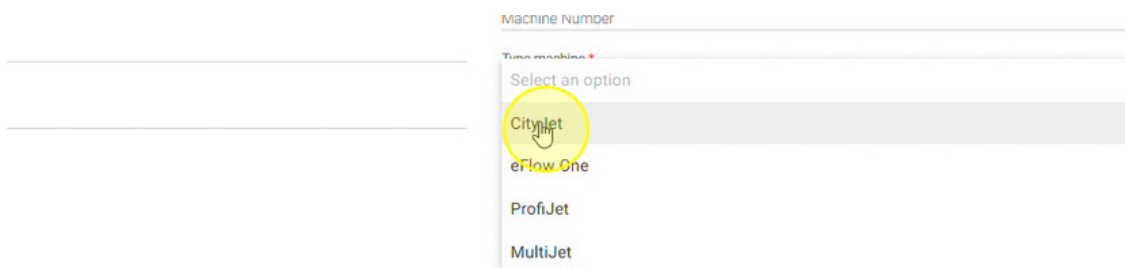
20 Fill in the required machine information:

Customer name



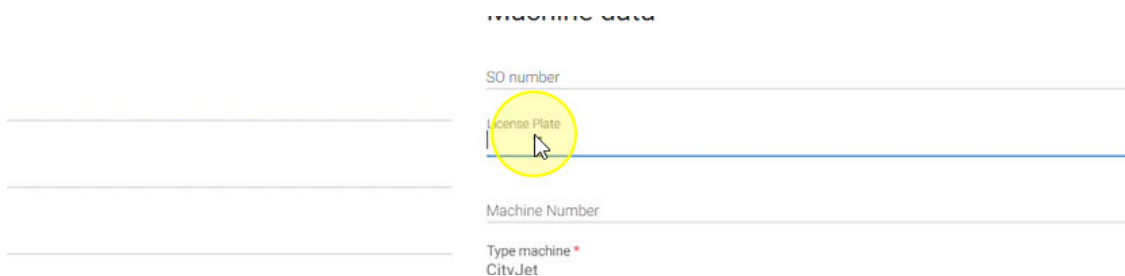
A screenshot of a web form. The 'Customer name' field is highlighted with a yellow circle and a mouse cursor. Above it is an 'LPM' field. Below it is a 'Delivery date (yyyy-mm-dd)' field.

Machine type



A screenshot of a web form. The 'Machine type' dropdown menu is open, showing options: 'CityJet', 'eFlow One', 'ProfiJet', and 'MultiJet'. 'CityJet' is highlighted with a yellow circle and a mouse cursor. The 'machine number' field is visible above the dropdown.

Licence plate



A screenshot of a web form. The 'License Plate' field is highlighted with a yellow circle and a mouse cursor. Above it is an 'SO number' field. Below it is a 'Machine Number' field. The 'Type machine' dropdown is set to 'CityJet'.

Machine name



A screenshot of a web form. The 'Machine name' field is highlighted with a yellow circle and a mouse cursor. The field contains the text 'ICTP6G001673859'. To the left is a sidebar menu with options: 'Images', 'Configurations', 'Meter types', 'Service templates', 'Service matrix', and 'Reports'. The 'Serial number' field is visible above the 'Machine name' field. The 'Device type' is set to 'eControlTouch'.

Add machine and customer information

21 Use this format for the machine name:

Customer Name - Licence Plate - Machine Serial Number

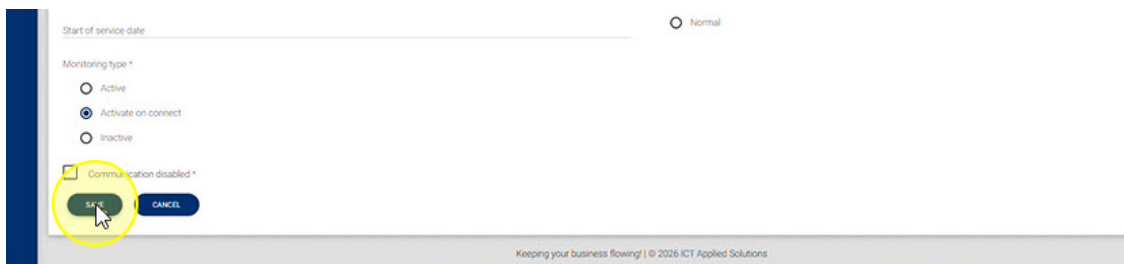
Example:

Customer Three - ABC 123 - CJ123123123



The screenshot shows a web interface for configuring a service template. On the left is a dark blue sidebar with a menu containing 'Images', 'Configurations', 'Meter types', 'Service templates' (highlighted with a mouse cursor), 'Service matrix', and 'Reports'. The main content area has a light grey header with the text 'IC1 F80001073003'. Below this are several input fields: 'Serial number' (empty), 'Name *' (containing 'Customer 3 - ABC-123 - CJ 123' with a yellow circle around the end and a mouse cursor), 'Device type' (containing 'eControlTouch'), and 'Tags' (empty).

22 Scroll down and click Save.

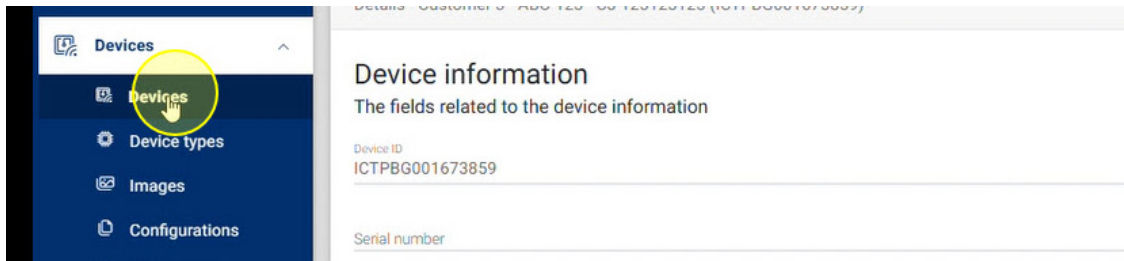


The screenshot shows the bottom section of the service template configuration form. It includes a 'Start of service date' field, a 'Monitoring type *' section with three radio buttons ('Active', 'Activate on connect' which is selected, and 'Inactive'), and a 'Communication disabled *' checkbox which is checked. At the bottom left, there are two buttons: 'SAVE' (highlighted with a yellow circle and a mouse cursor) and 'CANCEL'. The footer of the page contains the text 'Keeping your business flowing! | © 2026 ICT Applied Solutions'.

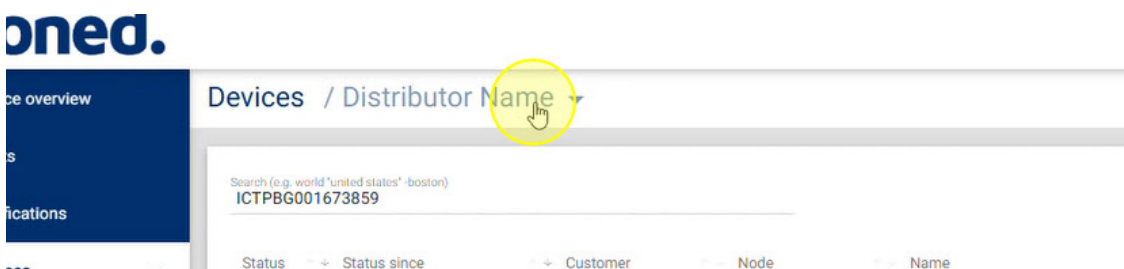
Warning: Before creating a customer login, make sure you are on the correct level of the hierarchy. Use the hierarchy dropdown at the top of the screen to switch to the customer's account. Creating the user at your own company level will give that customer access to all machines within your hierarchy.

Create a customer login

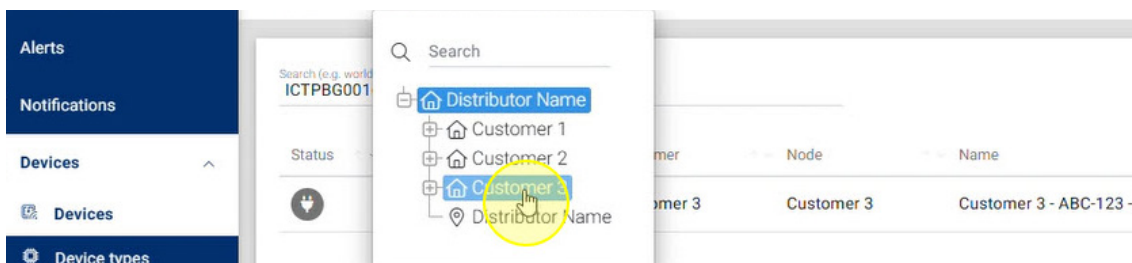
- 23** Click on Devices on the left menu.



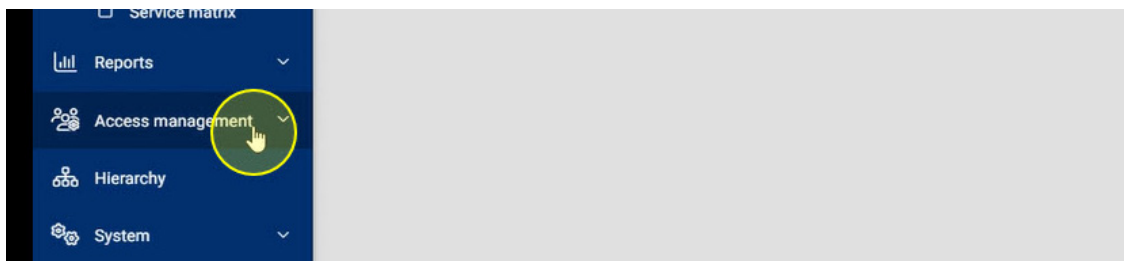
- 24** Use the hierarchy dropdown at the top of the screen.



- 25** Select the correct customer account.

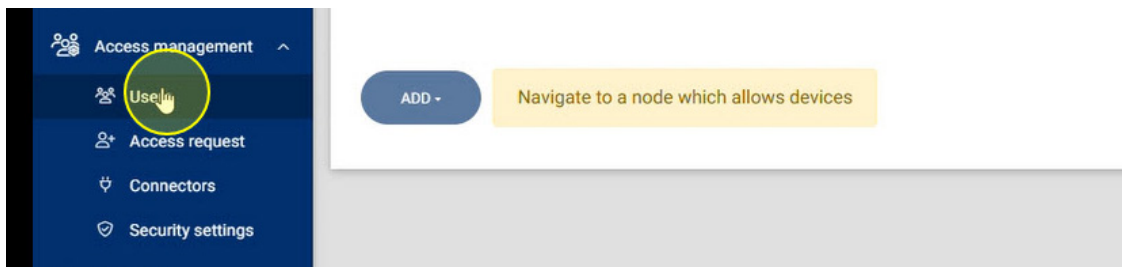


- 26** Click on Access Management.

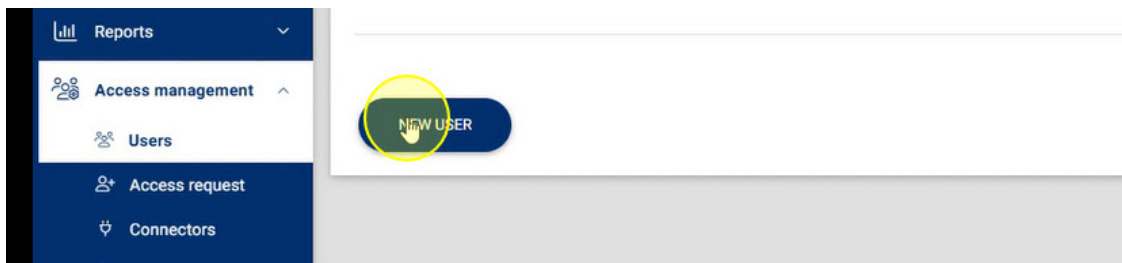


Create a customer login

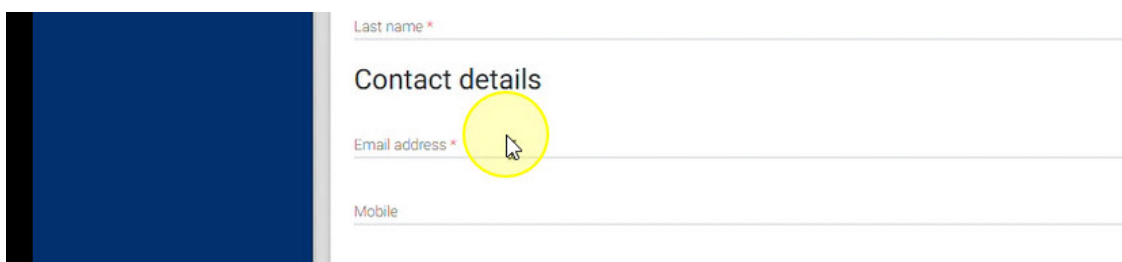
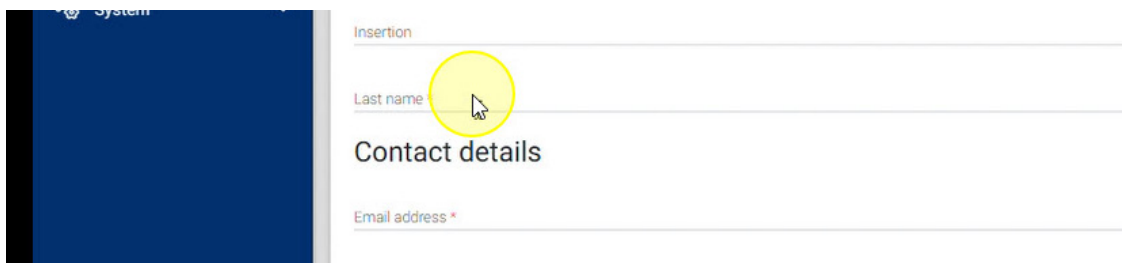
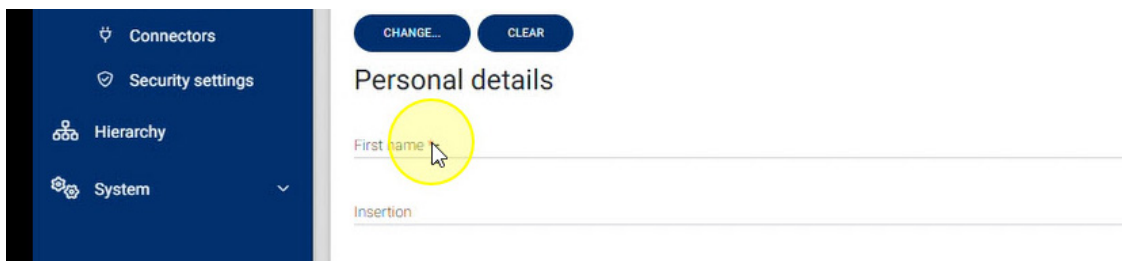
27 Select Users.



28 Click New User.



29 Enter the customer's first name, last name and email address.



Create a customer login

30 Assign the Customer role.

Roles

Please select the roles for this user: *

☒ Customer

☐ Customer administrator

☐ Customer service

☐ Demo user

31 Click Save.

Contact details

Email address *

Mobile

Phone number

☐ System administrator

☐ Viewer

SAVE CANCEL

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The customer will receive an activation email. Once they follow the instructions in the email, they will have access to RioConnect.

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with our support teams.

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