

Dealer Support Documentation- FAQ

Giatec 360

The goal of this document is to provide additional guidelines to dealers to empower to answer clients when they have questions regarding the functionalities of Giatec 360. In this case, the dealer can refer to this document for typical FAQ's.

Important note

Giatec 360 is in constant evolution, Giatec will do it's best to notify dealers of major changes.

List of frequently asked questions

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1. By mistake, more than one user created a company for the same project. In other words, there are multiple companies with the same name, but with different owners.

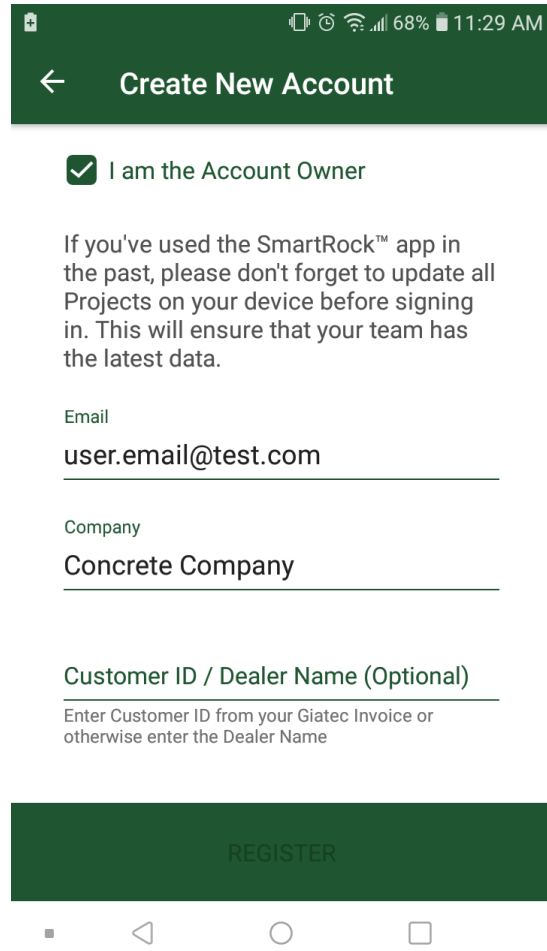
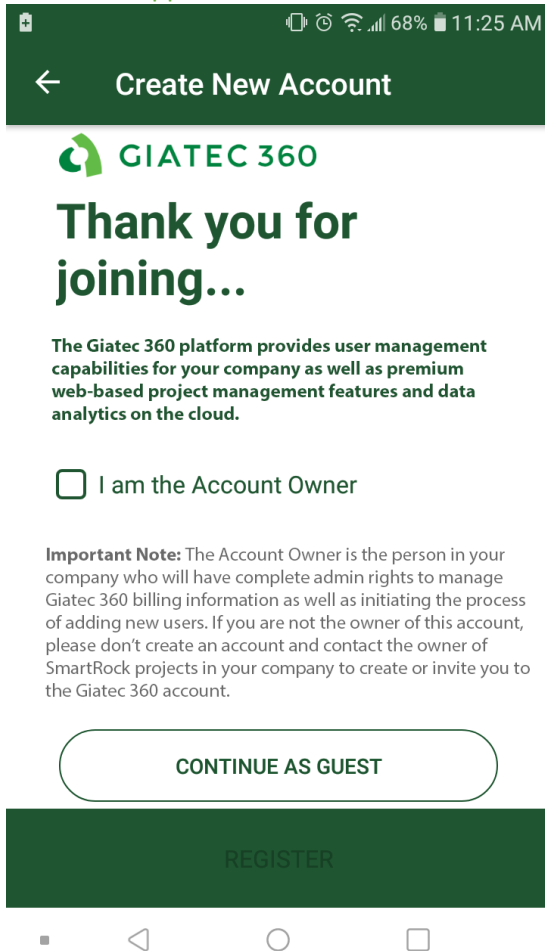
This occurred because multiple users selected to be the owner on the company creation page. If your client finds himself in this situation, the best solution is for all team members to agree on what company and project will be used moving forward. Users can then be invited to that company. Users will need to make sure they are viewing the right company information; you can switch between your available company using the side menu option in the application.

**Switching account ownership will be a feature added shortly, in the meantime contact support.*

2. What is the best way to ensure that your customers are properly creating Giatic 360 and there are no duplicate accounts?

Giatic put some mechanism in place in the application to restrict the creation of the companies if this action is done by someone else other than the owner. If a user selects “create a company”, the first question he will be asked is “Are you the owner”. If the answer is “no”, the user will be prompted to contact the right person to create the account, meanwhile, he will continue as a guest.

However, the best way to ensure that the companies are created in the right way is to educate the end-user. As a dealer, when you first sell SmartRock to a new client, your direct contact will most likely be the owner, therefore you need to instruct them to create an account and invite new users before distributing the sensors.



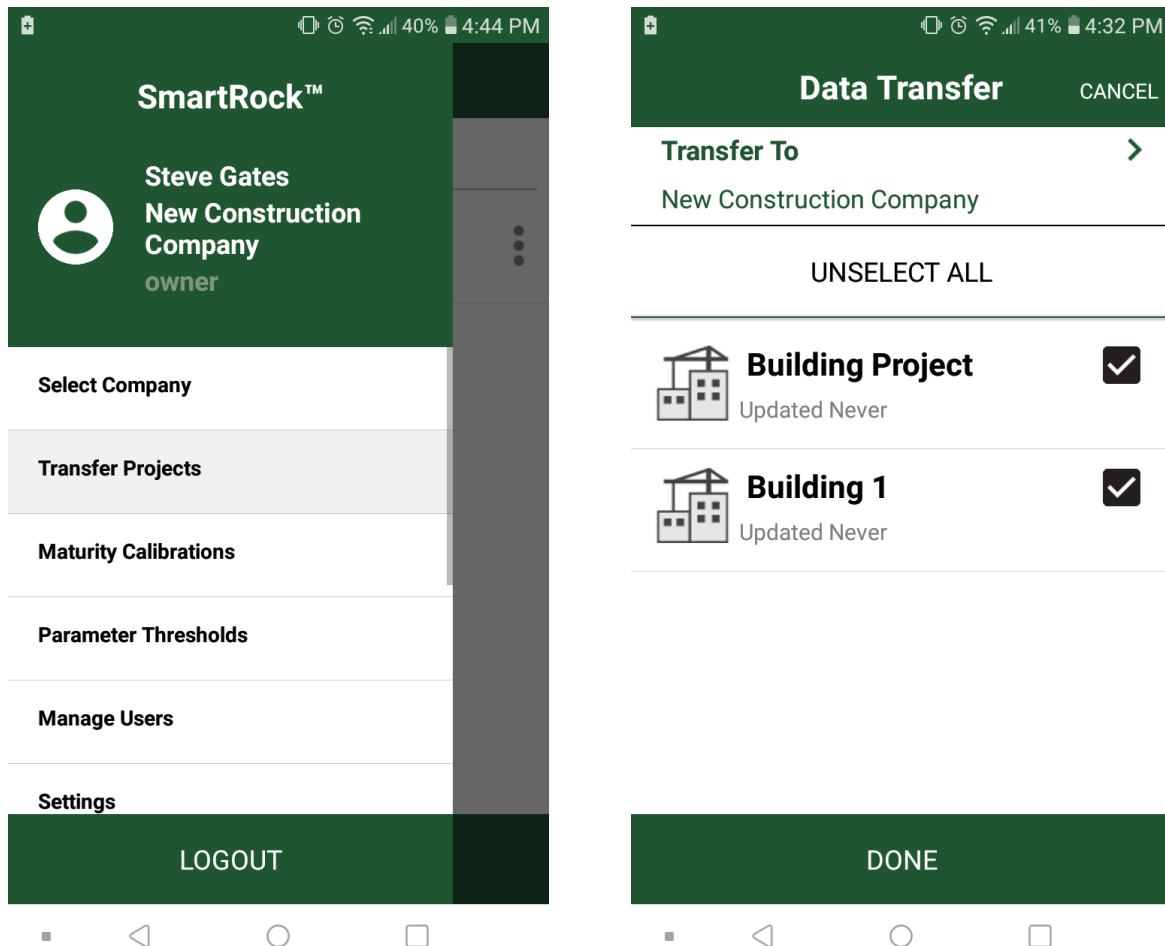
Giatic 360 - Company Creation

3. What if the wrong person created the Giatic 360 account and already transferred the project? -This implies that the person that created the account is not the owner.

In Giatic 360 there will shortly be a feature to transfer ownership of the account. In this specific case, the current owner, which is the wrong owner, can transfer the ownership to the right user. In the meantime, contact support for ownership transfer.

4. Can we share projects from anonymous to Giatic 360?

No, a project shared from the anonymous mode must also be opened on anonymous. However, there is a function in Giatic 360 phone application that allows the admin and the owner to transfer a project from anonymous to the Giatic 360 under a specific company. This can only be done on the phone application.



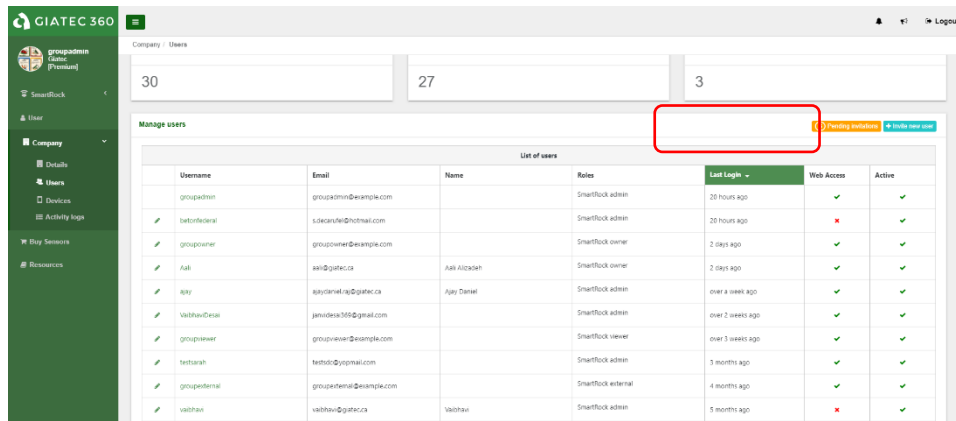
Application- Project transfer from Anonymous to Giatic 360

5. The owner confirmed that he sent the invitation, but I did not receive any email.

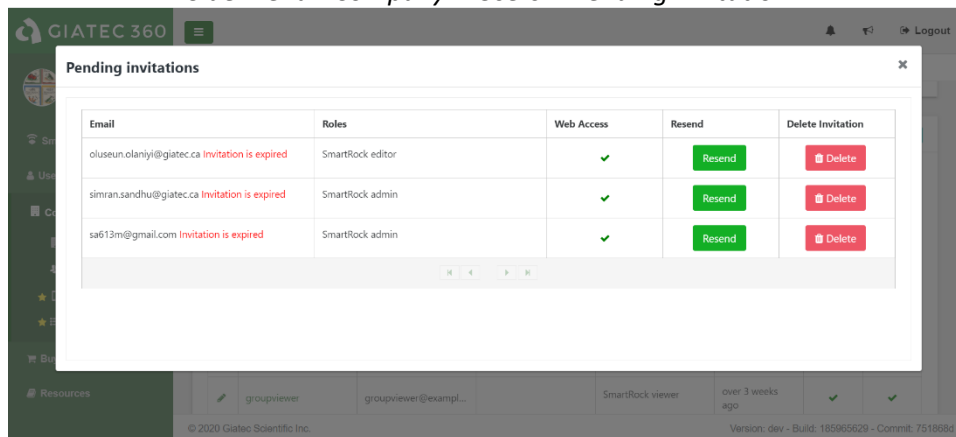
Verify your junk mail. If the email is not in your inbox or junk mail, please contact support.

6. My invitation expired.

After 3 days, the invitation to create an account will expire. The owner or the admin can view pending invitations that have not yet been accepted and can resend the invitations if necessary. Upon resending the invitation, this will also last for three more days.

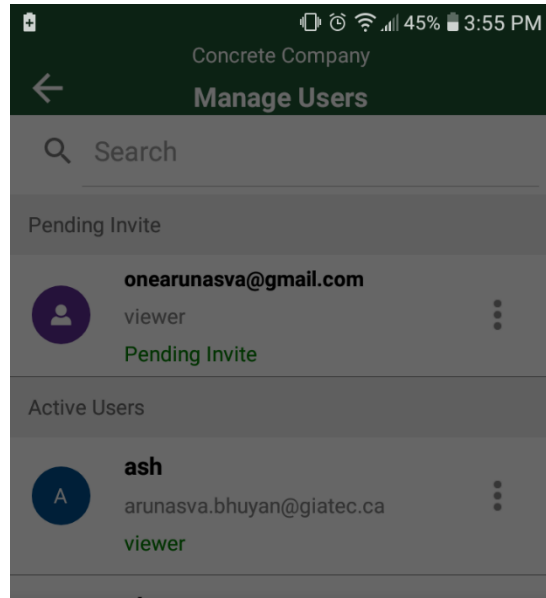
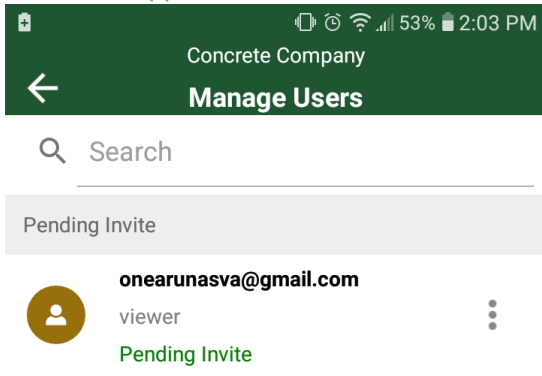


Side menu-. Company-> Users-> Pending Invitation



Reinvite user on Gatec 360 web platform

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onearunasva@gmail.com

 Resend Invite

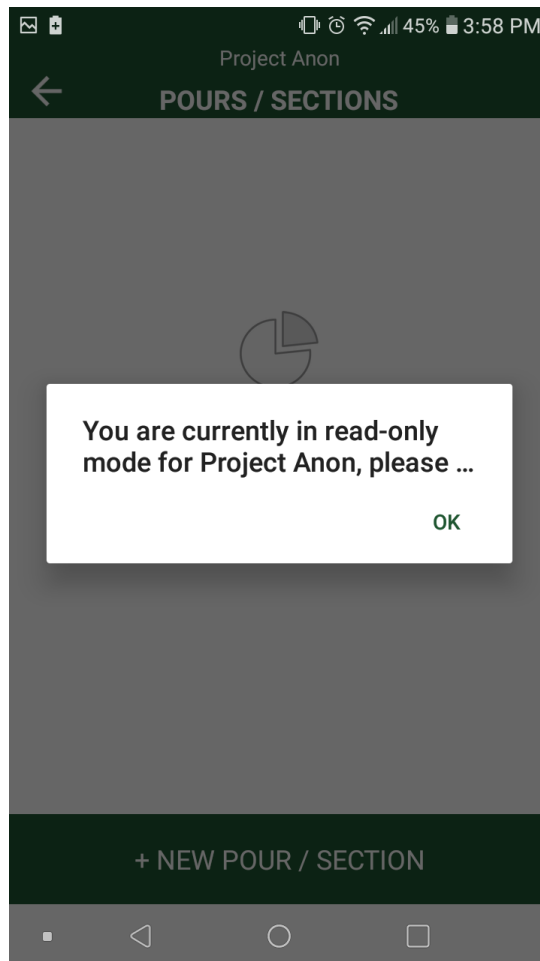
 Delete

Cancel

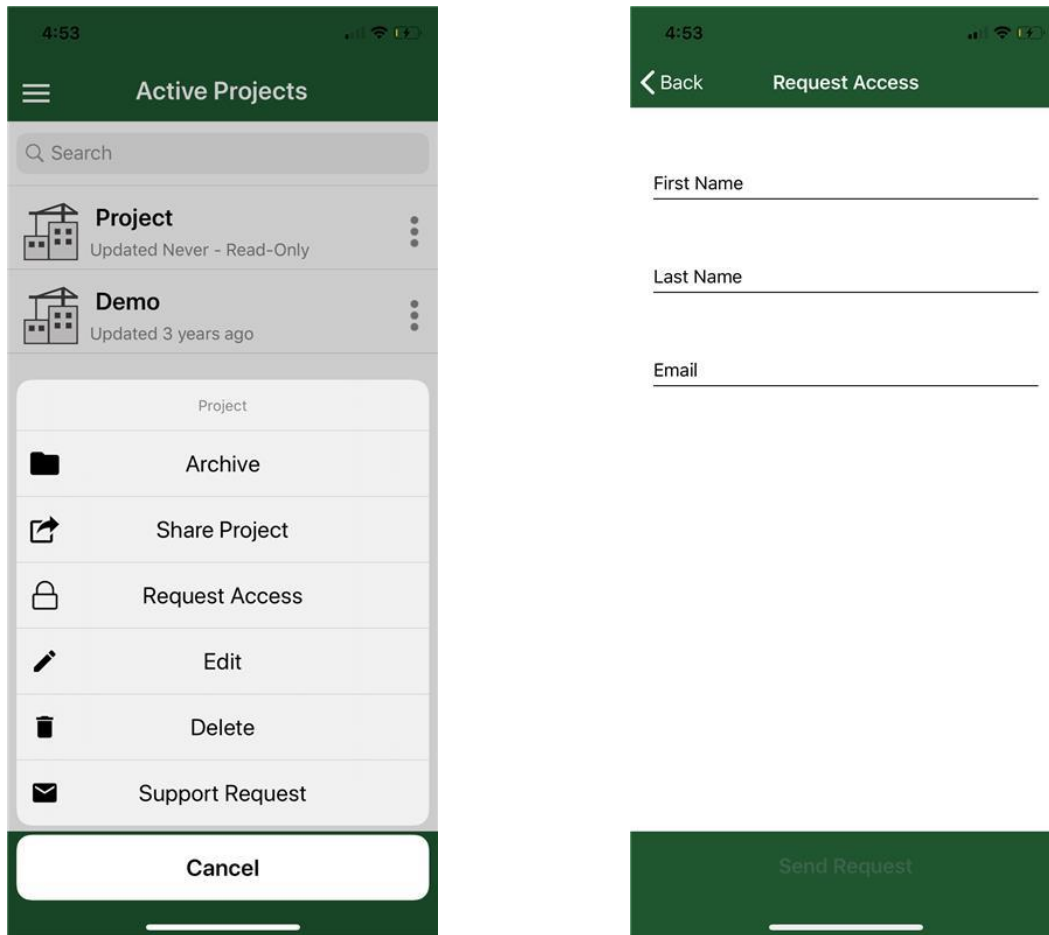
Reinvite user on Giatec 360 phone application

7. My project is showing to be view only?

If you are working on a project that has been migrated to a Giatec 360 account, the project will become "view only" under the anonymous mode. This means that you can access the data but cannot do further modifications. To gain access to the project, you have the option to request access to the project from the 3-dots beside the project name.



View only mode



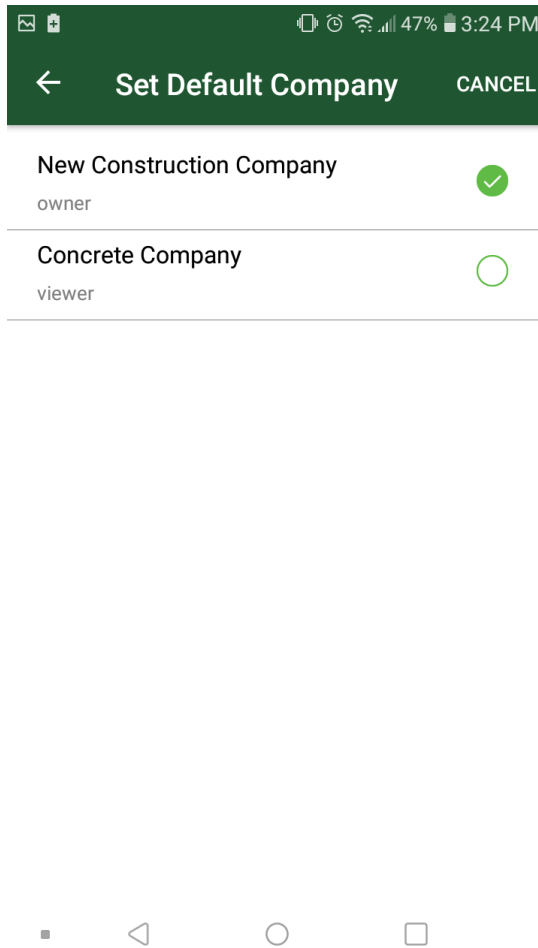
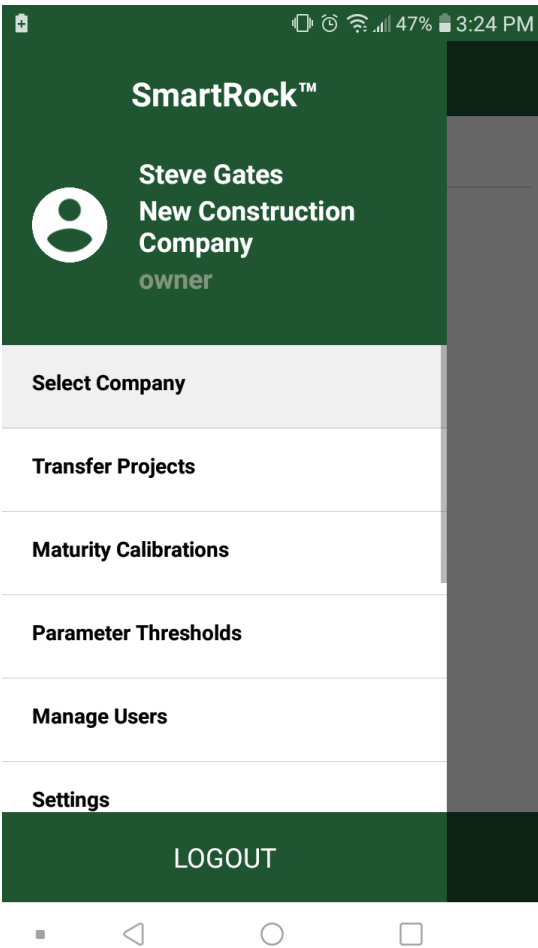
Request access to a view only project on the Anonymous mode

8. A project was shared with me, but I don't see it?

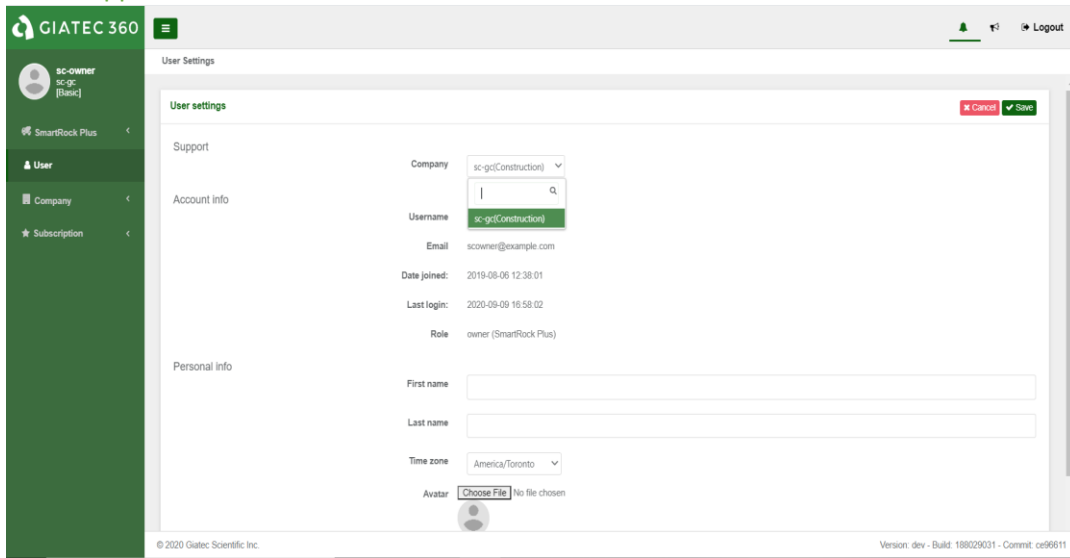
Always make sure you have an internet connection for sharing.

If the project was shared using a Giatic 360 account, make sure the receiving customer is logged into their Giatic 360 account. One user may have access to multiple companies, on the side menu they can toggle between different companies by clicking on 'Select Company'.

If the project was shared from anonymous, the receiving person must also be in anonymous mode, which might require them to logout from their Giatic 360 account. It is always possible to transfer a project from anonymous to Giatic 360 within the application using the side menu option 'Transfer Projects'.



Changing company view on Giatic 360 smartphone application

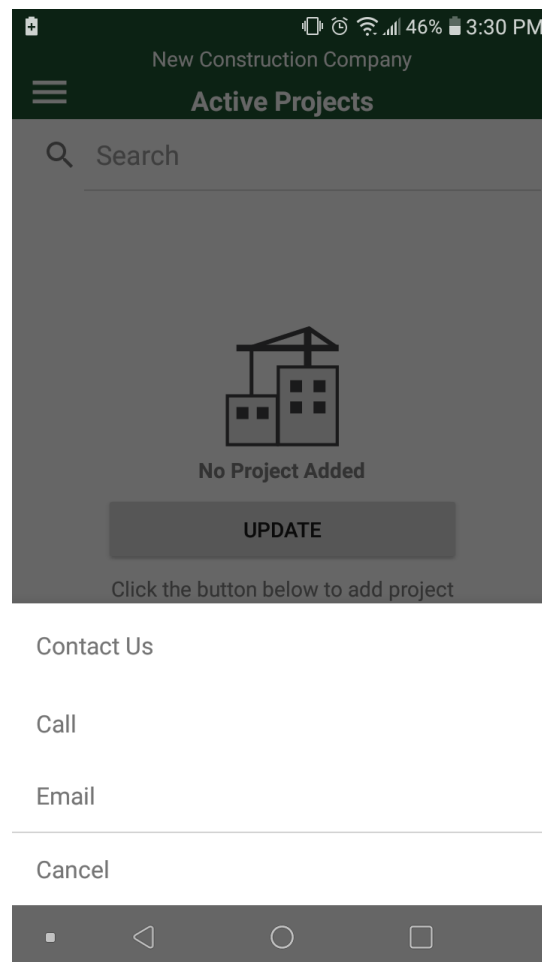
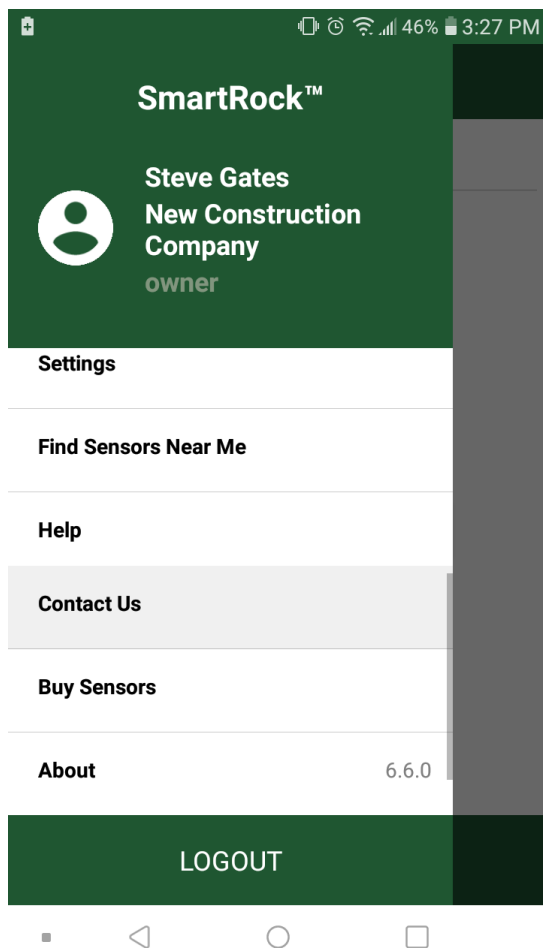


Side menu-> User-> Edit-> Company
Changing company view on Giatic 360 web platform

9. Can I transfer projects between companies?

No, at the moment it is not possible to transfer projects between different companies. To perform this action please contact Giatic technical support with the information of the project name that needs to be transferred; include the name of the company where the project is currently located and which company you wish to transfer this project to.

An alternative to this situation is to invite users to the company where the project is located. When a new user is added to a company, it is possible to grant access to only the intended/specific project.



Smartphone application- Contact Us

10. Can I delete an account?

No, at this moment it is not possible to delete accounts. Please contact technical support with the name of the account that needs to be deleted and Giatic will be able to perform this action.

Note: We are currently working on designing this feature.

11. Is Giatic 360 mandatory?

At the moment, Giatic 360 is not mandatory, however, we do encourage users to be registered on Giatic 360. Giatic's goal is to remove the anonymous platform in the next 12 to 24 month period.

12. As a dealer, what kind of support can I provide to my clients on Giatic 360?

One way is to ask your client to invite you to their company as a user. If the issue they are facing is something you can solve, you will be able to access the data and might have permission to do some edits.

Your second option is to contact support@giatec.ca and inform us about the issue and the name of the company, we will be able to troubleshoot from our end. Note that the main office is in Canada and depending on the time of the day there might be some delays in the response.

13. Is it possible to translate Giatec 360 into my language?

At the moment, only the smartphone application can be translated, if you would like the application to be translated in a specific language please contact support and they will provide you access to complete translation.

In the next 12 months, Giatec will be looking at translating the Giatec 360 platform, if you have already provided a translation for the application someone from support will reach out to complete the new translation for Giatec 360. Please note that every time there is an important update to the smartphone application or on the web platform, someone will reach out to complete the new translation to make sure it is available on the next release.

An alternative to the Giatec360 translation is using the Google Chrome feature of web page translations. I will allow the end-users to have a second point of view if they are not familiar with the English language. To do so, upon opening the page on Google Chrome, select the translation option at the top right corner.

14. Can I tag a sensor using Giatec360?

It is not possible to tag a sensor using the Giatec360 dashboard. The sensor utilizes a Bluetooth connection; therefore, the sensor can only be tagged using the mobile app on a smartphone or tablet. It is however possible to create projects, sections, thresholds, and mixes on the Giatec 360 dashboard.

15. Can I use Giatec360 on my smartphone?

Yes, it is possible by using a web browser app (Safari, Google Chrome, etc). However, the UX/UI interface makes it more difficult to analyze and manage the data. We strongly recommend using the application when on a smartphone. Nevertheless, depending on the model, on tablets, it might be possible to fully utilize all features within the Giatec360 dashboard.

16. Can Giatec360 be utilized offline?

No. As the Giatec360 is a cloud-based dashboard it requires an internet network to be functional. If the end-user wants to analyze the data offline, they can export the reports from the cloud or use the application.

17. What is the limit of users and projects in a Giatec360 account?

Both on basic and premium accounts, there are no limits to users and projects. An account can have as many projects and users as needed.