

## **Reactor Connect FAQ's (1-29-20)**

### **Q. What are the benefits of creating a Reactor Connect Account?**

- A. All members of the company can see all Reactors that belong to the company. There is no need for each person to scan the QR code of each Reactor to get visibility to each machine. All members of a Company may have some reports automatically emailed to them.

The larger the company the more benefit there is to creating a Reactor Connect Company account. With a Company account all managers, supervisions, service technicians, office staff, sprayers, etc. can view all Reactor's belonging to a company without personally having to scan the QR code for each Reactor with their phone.

#### **Additional Benefits:**

- Owners/Managers can allow and prevent users from connecting to a Reactor
- The QR can be reset on the Reactor and company members will not lose visibility to the Reactor
- Reports will only be available if you have a User account
- Automatic Daily/Weekly/Monthly emails will be sent to members of a company
- Coming soon: Ability to run reports from the Reactor Connect website
- Graco understands who owns the Reactor so contact information is available to provide technical assistance, etc.

### **Q. How do you assign a Reactor to your Company?**

- A. Reactors become visible to Users of a company when any User that belongs to a Company scans the QR of the Reactor using the Reactor Connect app. Once a Reactor is assigned to the company the Reactor now belongs to the company and all other members can view the Reactor data.

### **Q. Do members of a Company lose visibility to a Reactor if the QR code is reset on the ADM?**

- A. No, once a Reactor becomes part of a company, all Users belonging to that Company will maintain visibility to the Reactor even if the QR code on a Reactor is reset.

**Q. When would I want to reset a Reactor's QR code?**

- A. Resetting a QR code may be useful if an employee is no longer with the company and you want to prevent them from continuing to have control access to the Reactor.

**Q. How do I get reports automatically emailed to me?**

- A. Once a company is created, some reports will automatically be sent to the members of a company without having to manually run the report within the app. Members can choose to opt out of receiving the emailed reports. The reports that will be automatically emailed are the daily, weekly and monthly Summary Report.

**Q. What is involved with Creating a Reactor Connect Account?**

- A. There are 4 basic steps to creating a Reactor Connect account:
1. Create a User account
  2. Create a Company
  3. Invite other Users to your Company
  4. Assign Reactors to your Company

**Q. Who should create the Company account?**

- A. The business owner or manager should decide who will be responsible for creating and managing the account over time. This person(s) will be the company Admin(s). They will create the company and invite and delete users from a company.
- For small companies the Admin will probably be the owner.
  - For larger companies this person may be the owner, a branch manager, or a designated staff member.
  - After the company is set-up the original Admin can also assign other companies members to also have Admin rights.

**Q. What is the difference between having Admin and User rights?**

- A. An Admin has the authorization to make changes to the Company account. These changes include:
- Inviting people to join the company
  - Deleting members of the company
  - Deleting the Company account.
  - Assigning other members as either other Admins or as Users.

A User does not have any authorization to make changes to the Company. A User can assign Reactors to the Company and can view Reactor data.

**Q. How do I get started?**

- A. The person chosen as the Admin first needs to create their own Reactor Connect *User* account. An account can be created using the Reactor Connect app or by going to [www.reactorconnect.graco.com](http://www.reactorconnect.graco.com)

Once a *User* account is created, that person can create a *Company*. By creating a *Company*, you can invite others to join the Company and the Company will provide Reactor data visibility to all company users.

Once a Company is created, others can be invited to join the company. People you invite to join the company may be anyone you want to have visibility to Reactor data and/or your sprayers that will be using the Reactors.

Reactors become part of a Company when any User assigns the Reactor to the company.

**Q. Do my sprayers need to be members of the Company?**

- A. No, you have the option to allow sprayers to be able to control the Reactor and not be a member of your Company. By not being a Company member they will not be able to create or view any reports using Reactor Connect and they cannot see any Reactors belonging to a Company. When they scan the QR on a Reactor to link their phone to the Reactor, that Reactor will not become part of your Company, so it will not be visible to members of your Company.

To allow non-company Users access to the Reactors, log into the Reactor Connect website and under the 'Reactor' tab, slide the toggle switch that says "Access to Reactor for Non-company users".

**Q. Will all members of a Company be able to control the Reactor using the Reactor Connect App?**

- A. No. All members of a company have 'View Only' access of the Reactor data for the Reactors assigned to the company.

View Only access means they will be able to view the Reactor Connect dashboard, look at the Reactor control screen on the app for any Reactor that is part of the company, and will be able to run any of the Reactor Connect reports that are available.

Only members that have actually scanned the QR on the Reactor will have the ability to control that Reactor using the Reactor Connect app. Normally the sprayers/applicators using the Reactor will scan the QR code since scanning the code will provide them the ability to control the Reactor with their phone.

**Q. Can a Reactor be assigned to multiple companies?**

A. No. Once you assign a Reactor to a company that Reactor cannot be assigned to any other company. If some attempts assign a Reactor that already belongs to a Company they will get a message telling them the Reactor is already assigned to a company and cannot be added to their company. In order for another company to assign that Reactor to their company, the Company of which the Reactor is currently assigned would first need to go remove the Reactor from their company. Once removed, the Reactor could be assigned to a new Company.

**Q. Who receives the automated Daily, Weekly and Monthly reports?**

A. All members of a company, both Admins and Users, will default to getting automated reports.

**Q. How do you change your preference to receive or not receive the automated reports?**

A. Each member of a company has the option to go into their account setting and "turn off" receiving the automated reports. The default setting is for automated reports to be sent. To turn off this feature: log into the Reactor Connect website, under the "Info" tab the toggle button can be found under the Reports heading. Slide the toggle button to the left to unsubscribe to receiving automated the reports.

**Q. If my company has multiple locations how should I set-up my Reactor Connect account?**

A. Companies with multiple branches or locations need to decide how they would like their company account(s) to be managed before setting up their Reactor Connect account.

The larger the company, the more thought should go into how they would like to manage their individual locations and Reactors. Companies with multiple locations need to decide if they would like to manage each location as a stand-alone company or have all branches under one company.

### *Example of a company using one Reactor Connect account for all locations*

If a company has 3 branches and the owner or a manager would like to see all Reactor data for all the machines at all three branches then 1 company should be set up and users from all three branches should be invited to one company. This will allow the users of the company to see all machines regardless of what branch they belong to.

#### Pros:

- Everyone at the company has visibility to all company machines
- Reports can be run that will summarize all company machines

#### Cons:

- Depending on the number of company locations and company machines at each branch, looking at the dashboard and reading reports will get more cumbersome as the number of Reactors being tracked increases. It may get hard to view that amount of *data*.

#### *Tip*

*If you choose to set up one company and have all locations rollup under one company, a helpful hint may be to name each of your Reactors with the branch name first followed by a unique name for each Reactor. This will allow for all Reactors at one location to be grouped together on the reports and dashboard. This will make it easier to manage particular machines if you only have an interest in particular locations.*

#### *Example:*

- *Atlanta Rig #1*
- *Atlanta Rig #2*
- *Minneapolis Rig #1*
- *Minneapolis Rig #2*
- *Minneapolis Rig #3*
- *Phoenix Rig #1*
- *Phoenix Rig #2*

*Example of a company using different Reactor Connect accounts for each location*

If a company has 3 branches and each branch manages their own equipment and no one from a corporate level needs to see Reactor information from all branches, then each branch can be set-up as an individual small company

Pros:

- Reports and dashboard only include the machines at one branch and the data includes a small set of Reactors so the data easier to read and manage

Cons:

- Employees wanting to see machines from multiple branches on one dashboard or report will not be able to.
- A *member* can only be invited to join of one company, so a corporate person or owner cannot log into multiple Reactor Connect accounts using the same email address. Using multiple email address to be members of multiple companies may be an option if you choose to set-up each location with an independent Reactor Connect account.