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User Manual CloudPortal



Helping you grow
your way



Ridder Growing Solutions B.V.
Honderdland 131
2676 LT Maasdijk
The Netherlands

Mailing address
P/O box 33
2676 ZG, Maasdijk
The Netherlands

Tel: +31(0)15 3620300

Website: www.ridder.com

E-mail: info@gs.ridder.com, sales@gs.ridder.com,
helpdesk@gs.ridder.com

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1 Introduction to this manual

Welcome to the User Manual for the CloudPortal. This manual was originally published in Dutch.

1.1 Introduction

The CloudPortal is the user environment for operating the HortiMaX-Go! through our cloud service. The HortiMaX-Go! is an intuitive process computer that enables you to control both the climate and irrigation inside your greenhouse. The HortiMaX-Go! is easy to operate thanks to its touchscreen display. You can also operate the HortiMaX-Go! remotely with your smartphone or tablet device using the CloudBoX and HortiMaX-Go! app. On the CloudPortal, you can not only manage your CloudBoXes, controllers and app users, but also export controller data.

1.2 Purpose

The purpose of this manual is to instruct you on how to use the CloudPortal, so you can manage your CloudBoXes, controllers and app users with ease and efficiency.

1.3 Target group

This manual is intended for users.

1.4 Symbols and method of notation

This manual uses specific symbols and methods of notation. This section explains the main symbols and methods of notation used.

1.4.1 Symbols

This document may contain the following symbols:

 Note: This notice provides important information or a warning. Ignoring this information may result in product damage or personal injury.

 Note: This notice provides important information or a warning.

 Information: This notice provides additional information or a brief explanation.

 Tip: A tip provides a useful suggestion, such as a preference setting or a recommended course of action.

1.4.2 Method of notation

The following method of notation is used in the user instructions:

- » A field is indicated as follows: the `Connect string` field.
- » A page is indicated as follows: the *User* page.
- » A window is indicated as follows: the **Log On** window.

Buttons

The following two methods of notation are used for buttons:

- » A name or status button is indicated as follows: [CloudBoX 1](#).
- » Other buttons are indicated as follows: **Start**.

1.5 Documentation overview

For more information, please consult the online help or the following manuals:

- » HortiMaX-Go! Installation Manual
- » HortiMaX-Go! User Manual
- » CloudBoX Quick Start Guide
- » Smart Switch wiring diagrams
- » Smart Switch inserts
- » The OEM (Original Equipment Manufacturer) documentation provided

Scan the QR code to access the online help.



help.hortimax-go.com

1.6 Disclaimer

Ridder Growing Solutions has done its best to include up-to-date images and screenshots in this manual. However, the images and screenshots used may differ from the actual ones shown.

2 Product information

This chapter contains more information about the CloudPortal.

2.1 What is the CloudPortal?

The CloudPortal is the online environment for operating the HortiMaX-Go! through our cloud service. From the CloudPortal, you can manage your CloudBoXes, controllers and app users.

2.2 Associated products

The CloudPortal is designed to work with the following products:



HortiMaX-Go! controller

The HortiMaX-Go! controller enables you to automate the climate and irrigation equipment in your greenhouse.



HortiMaX-Go! CloudBoX

The HortiMaX-Go! CloudBoX enables you to link your controllers to the internet.

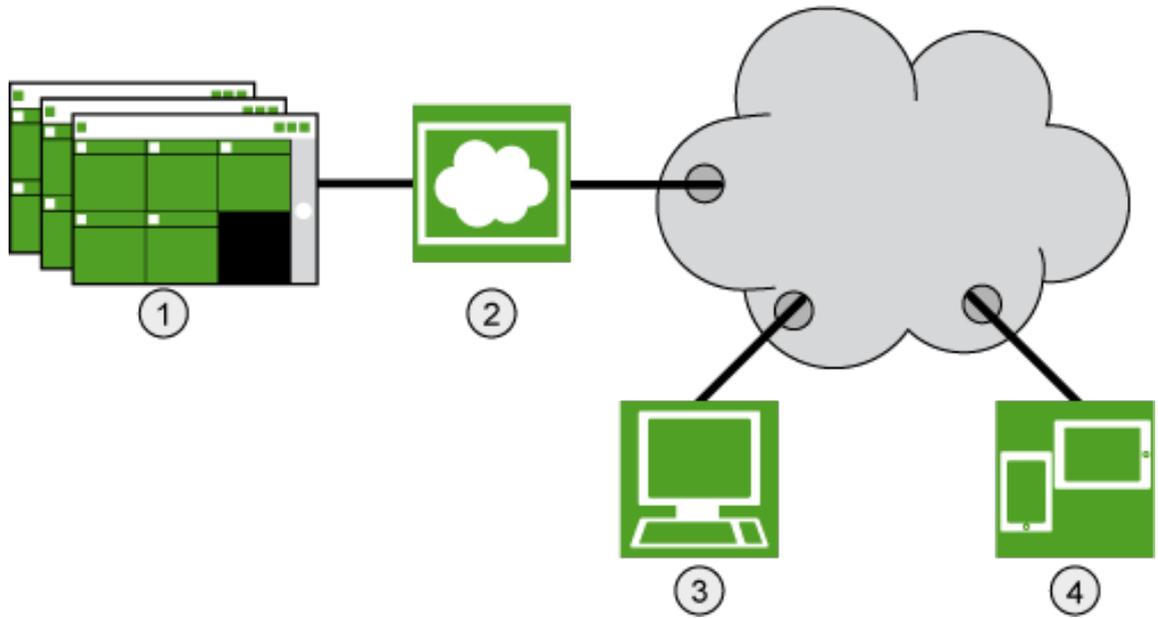


HortiMaX-Go! app

The HortiMaX-Go! app enables you to operate your controllers.

2.3 System architecture

In order to operate the HortiMaX-Go! controllers with the HortiMaX-Go! app, you need a CloudBoX. Each CloudBoX includes a unique code (box code) that you can use to register online on our CloudPortal. From the CloudPortal, you can manage your CloudBoXes, controllers and app users. Here you can link app users to controllers and select which permissions each app user should have. App users will be able to operate the controllers after you have installed the HortiMaX-Go! app.



No.	Description
1	HortiMaX-Go! controllers
2	CloudBoX
3	CloudPortal
4	Tablet device or mobile phone running the HortiMaX-Go! app

3 Before use

Before you can start using the CloudPortal, you need an account. Before creating an account, make sure you have all the requirements listed below. You can then access the CloudPortal via the applicable web address.

3.1 Requirements

You need the following in order to start using the CloudPortal:

- » Installed CloudBoX
For more information on how to install the CloudBoX, please see the "170097 CloudBoX Quick Start Guide".
- » CloudBoX ID
You can find the box code using the HortiMaX-Go! controller. See Appendix A: "Cloud menu" on page 32 for more information.
- » Installed and configured HortiMaX-Go! controller:
For more information on how to install and configure the HortiMaX-Go!, please see the HortiMaX-Go! Installation Manual.
- » Controller serial number
You can find this serial number in the controller software. See "Appendix A: Controller's menu" on page 31 for more information.
- » Internet connection
The controller and the CloudBoX must be connected to one another through a network. The CloudBox requires Internet access.
- » CloudPortal web address
Make sure you that have the correct CloudPortal web address for your location. See "Web address" below.
- » For app users: a smartphone or tablet device with the HortiMaX-Go! app installed.
The HortiMaX-Go! app can be downloaded from the App Store and the Play Store.

3.2 Web address



Go to the CloudPortal: <https://portal.hortimax-go.com>.



If you are in China, please use this web address: <https://portal-cn.hortimax-go.com>.



3.3 Creating an account on the CloudPortal

Complete the following steps to create an account on the CloudPortal:

- » Click **Register**.
- » Enter your e-mail address. Click **Continue**.
- » Enter the CloudBoX ID.

! Use capital letters.

Click **Continue**.

- » Enter your account details. Click **Register account**.

A verification e-mail has been sent to the e-mail address that you entered.

- » Click the link in the verification e-mail to complete your registration.

Your CloudBoX is claimed and your registration is complete.

- » Restart the CloudBoX.



Your password must contain at least the following:

- » eight characters
- » an uppercase letter (A to Z)
- » a lowercase letter (a to z)
- » a digit (0 to 9)
- » a special character (! to +).

4 Introduction and how to operate the CloudPortal

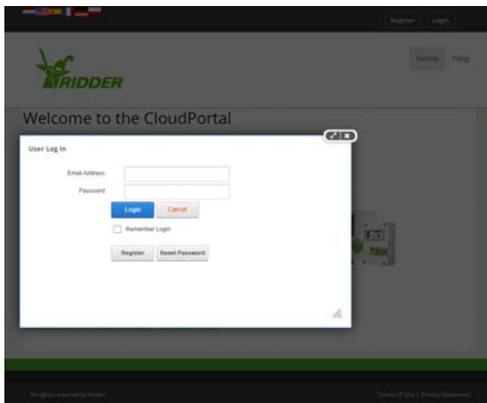
This chapter contains more detailed information about the CloudPortal.

4.1 Log in

After you have created a user account, you can log in to the CloudPortal.

» Click **Login**.

The following screen is displayed:



- » Enter your e-mail address.
- » Enter your password.
- » Click **Login**.

4.2 Screen layout

When you log in to the CloudPortal, the Dashboard is the first page you will see.

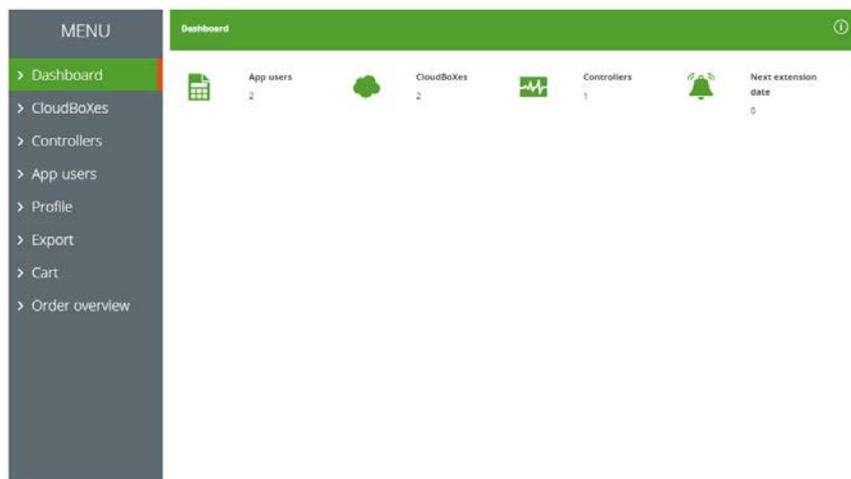


Figure 4-1: The CloudPortal opens on the Dashboard page.

You can navigate through the CloudPortal pages using the menu on the left-hand side. The various pages contain information about your app users, CloudBoXes, controllers, data exports, shopping basket, order history and profile details. You can use the buttons and icons to carry out specific actions, such as adding a controller.

4.2.1 Menu

Use the menu to navigate to the various pages.

- » Dashboard
This page displays how many app users, CloudBoXes and controllers are linked to your account. 'Next renewal' indicates the date by which you will need to renew your CloudBox licence. For more information, please see "Renewing CloudBoX licence" on page 21.
- » CloudBoXes
Here you can manage your CloudBoXes.
- » Controllers
Here you can manage your controllers.
- » App users
Here you can manage your app users.
- » Profile
Here you can manage your profile.
- » Export
Here you can request a data export and download exported data.
- » Basket
Here you can complete the ordering process for renewing a CloudBoX licence and/or purchasing an export licence. To add a renewal of a CloudBoX licence to your basket, go to the *CloudBoXes* page. To add an export licence to your basket, go to the *Controllers* page.
- » Order history
Here you can view your previous orders.



See "Appendix B: CloudPortal web pages" on page 34 for more information about the content of the web pages.

4.2.2 Icons

On the CloudPortal, you will find various icons that enable you to carry out specific actions. The table below explains what each icon does and where you can find it.

Icon	Function	Location
	Replacing CloudBoX Click this icon to replace a CloudBox. The linked data will be transferred to the new CloudBoX.	<i>CloudBoXes</i> page

Icon	Function	Location
	<p>Add to basket</p> <p>Click this icon to add an item to your basket. To add a renewal of a CloudBoX licence¹ to your basket, go to the <i>CloudBoXes</i> page. To add an export licence for a controller to your basket, go to the <i>Controllers</i> page. Then, to complete the ordering process, go to the <i>Basket</i> page.</p>	<i>CloudBoXes</i> page and <i>Controllers</i> page
	<p>Go to Controller</p> <p>Click this icon to go to the <i>Controllers</i> page. On the <i>Controllers</i> page, you can manage your controllers.</p>	<i>CloudBoXes</i> page
	<p>Replace controller</p> <p>Click this icon to replace a controller. The linked data will be transferred to the new controller.</p>	<i>Controllers</i> page
	<p>User access</p> <p>Click this icon to open the User access window. From the User access window, you can manage the app users and their permissions for each controller.</p>	<i>Controllers</i> page
	<p>Link an app user</p> <p>Click this icon to link an app user to a specific controller.</p>	User access window
	<p>Unlink an app user</p> <p>Click this icon to unlink an app user from a specific controller.</p>	User access window
	<p>Change password</p> <p>Click this icon to change an app user's password. The app user receives an e-mail with instructions on how to change their password for the HortiMaX-Go! app.</p>	<i>App user</i> page
	<p>Resend invitation e-mail</p> <p>Click this icon to resend an invitation e-mail to an app user. The app user receives an e-mail with instructions on how to verify their e-mail address.</p>	<i>App user</i> page
	<p>Downloading</p> <p>Click this icon to download a report.</p>	<i>Export</i> page
	<p>Delete</p> <p>Click this icon to remove an item (such as a CloudBoX licence or an export licence) from your basket.</p>	<i>Basket</i> page

¹ CloudBoX licence enables you to access your controller(s) using the cloud.

Icon	Function	Location
	Display invoice Click this icon to view your invoice.	<i>Order history page</i>
	Help Click this icon to display the help text. A pop-up window appears with information about the page.	Each page

4.3 Main settings

This chapter contains more information about the CloudPortal's main settings.

4.3.1 App user permissions

After linking an app user to a controller, you can select the user permissions. The table below explains what each of these permissions entails.

Permissions selected	Meaning	Use
None	By default, an app user has read permission. This means the user can view the controller, but will be unable to see the purple 'Smart Switch' tiles.	Select this option if you only want the app user to be able to view the controller with the HortiMaX-Go! app.
 Edit	The user can change settings, but will be unable to see the purple 'Smart Switch' tiles.	Select this option if you want the app user to be able to change settings with the HortiMaX-Go! app.
 Advanced	The app user can view all the tiles, but cannot change settings.	Select this option if you want the app user to be able to view all the available controller information with the HortiMaX-Go! app.
 Edit and advanced	The app user can view all the tiles as well as change settings.	Select this option if you want the app user to be able to operate the controller with the HortiMaX-Go! app without restrictions.

EXAMPLE

Your HortiMaX-Go! controllers displays both green and purple tiles. If you only select the 'Edit' ✎ permission for an app user, that user will not see the purple tiles.



Figure 4-2: HortiMaX-Go! controller



Figure 4-3: HortiMaX-Go! app of app user without 'Advanced' permission

4.3.2 App user status

The status of an app user shows you whether the app user is able to use the HortiMaX-Go! app.

An app user can only use the HortiMaX-Go! app if their status shows 'Verified'. If another status is shown, the app user will be unable to use the app.

Status: Not yet verified

This means that the app user still needs to verify their e-mail address by clicking the link in the invitation e-mail. You can resend the invitation e-mail by clicking [Resend invitation e-mail](#) ✉.

The app user will be unable to log in to the HortiMaX-Go! app until their e-mail address has been verified.

Status: Temp. blocked

This means that the app user is unable to use the HortiMaX-Go! app, because the user entered the wrong password five times in a row.

A temporary block is not cancelled automatically. The app user will not be able to log in to the HortiMaX-Go! app until you cancel the temporary block. See "Cancelling temporary block" on page 24 for more information.

Status: Perm. blocked

This means that the app user can no longer access the HortiMaX-Go! app. The user information will remain available for historical data. See "Blocking an app user" on page 24 for more information.

4.3.3 CloudBoX expiry date

A new CloudBoX includes a free one-year licence. After one year, you will need to pay an annual fee for your licence. The expiry date is displayed next to your CloudBoX. As this date approaches, you will need to renew your licence. See "Renewing CloudBoX licence" on page 21 for more information.

Once the expiry date has passed, you will no longer have access to the controllers linked to that CloudBoX.

5 Use

This chapter contains more information on how to use the CloudPortal.

5.1 Step-by-step instructions

To start using the HortiMaX-Go! app, complete the steps listed below on the CloudPortal.

Step	Action
1	Go to the CloudPortal
2	Create an account on the CloudPortal
3	Log in to the CloudPortal
4	Link controller to CloudBoX
5	Link app user to controller
6	Set the app user's permissions
7	Install the HortiMaX-Go! app
8	Log in to the HortiMaX-Go! app
9	Operate the controller

Step 1: Go to the CloudPortal

The web address of the CloudPortal is: <https://portal.hortimax-go.com>.

i If you are in China, please use this web address: <https://portal-cn.hortimax-go.com>.

Step 2: Create an account on the CloudPortal

- » Click **Register**.
- » Enter your e-mail address. Click **Continue**.
- » Enter the CloudBoX ID.

! Use capital letters.

Click **Continue**.

- » Enter your account details. Click **Register account**.

A verification e-mail has been sent to the e-mail address that you entered.

- » Click the link in the verification e-mail to complete your registration.

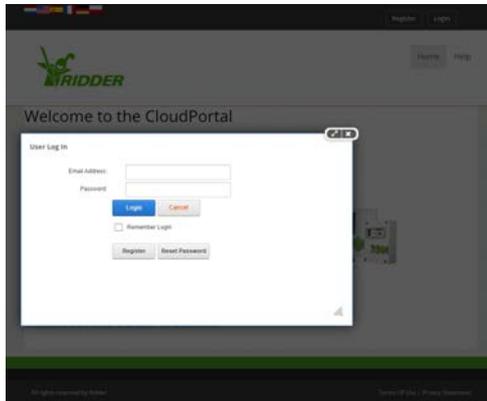
Your CloudBoX is claimed and your registration is complete.

- » Restart the CloudBoX.

Step 3: Log in to the CloudPortal

- » Click **Login**.

The following screen is displayed:



- » Enter your e-mail address.
- » Enter your password.
- » Click **Login**.

You are now logged in to the site.

Step 4: Link controller to CloudBoX



You can also complete this step on the controller (see "Appendix A: Controller's menu" on page 31).

- » Go to the *Controllers* page.
- » Selecteer een CloudBoX.
- » Click **New controller**. The *New Controller* page opens.
- » Enter the serial number of this controller.
- » Enter a name.
- » Click **Save**.

The controller has been linked to the CloudBoX.

Step 5: Link app user to controller

- » Go to the *Controllers* page.
- » Click **User access**  next to the relevant controller. The **User access** window opens.
- » Select the app user, and then click **Link user to controller** .

Step 6: Set the app user's permissions

- » Continue in the **User access** window.
- » Select the rights that you want to assign to the app user. See "App user permissions" on page 15 for more information.
- » Click **Close**. The **User access** window closes.

Step 7: Install the HortiMaX-Go! app

Install the HortiMaX-Go! on your smartphone or tablet device.



The HortiMaX-Go! app is available from the App Store and Google Play.

Step 8: Log in to the HortiMaX-Go! app

- » Open the HortiMaX-Go! on your smartphone or tablet device.
- » Select your location.
- » Enter your username and password.
- » Tap the confirm icon .

Step 9: Operate the controller

Use the HortiMaX-Go! app to operate the controller.

5.2 CloudBoXes

Use the *CloudBoX* page to manage your CloudBoX.

5.2.1 Registering CloudBoX

Complete the following steps to register a new CloudBoX:

- » Click **New CloudBoX**. The **New CloudBoX** window opens.
- » Enter the CloudBoX ID.



Use capital letters.

- » Enter a name.
- » Click **Save**. The **New CloudBoX** window closes.

You have now added a CloudBoX. Click **Continue** to return to your CloudBoXes.

5.2.2 Replace CloudBoX

Should a CloudBoX fail for some reason, you can replace it. When you replace a CloudBoX, the linked controllers will be transferred to the new controller automatically.

Complete the following steps to replace a CloudBoX:

- » Click **Replaxe CloudBoX** . The **Replace CloudBoX** window opens.
- » Check the ID of the CloudBoX that you want to replace.
- » Enter the new CloudBoX ID.



Use capital letters.

- » Click **Save**. The **CloudBoX** window closes.

The CloudBoX has been replaced.

5.2.3 Renaming CloudBoX

We recommend giving a CloudBoX a meaningful name, such as 'Greenhouse 1'. Complete the following steps to rename a CloudBoX:

- » Click the [CloudBox name](#). The **CloudBoX** window opens.
- » Enter a new name.
- » Click [Save](#). The **CloudBoX** window closes.

The new CloudBoX name has been saved.

5.2.4 Renewing CloudBoX licence

You need to renew a CloudBoX licence before the expiry date. This will enable you to continue using the CloudBoX for another year. Complete the following steps to renew a CloudBoX licence:

- » Click [Basket](#) . The **CloudBoX** window opens.
- » Click [Add to basket + Start order process](#). The **CloudBoX** window closes. The *Basket* page opens.
- » Complete the ordering process. See "Basket" on page 27 for more information.

You have renewed the CloudBoX licence.



Use [Add to basket + Continue shopping](#) if you want to add more than one item to your basket.

5.2.5 Linking controller to CloudBoX

If you add a controller, it will be linked to the selected CloudBoX. See "Adding controller" below for more information.

5.3 Controllers

Use the *Controllers* page to manage your controllers.

You can only see the controllers that are linked to the selected CloudBoX.



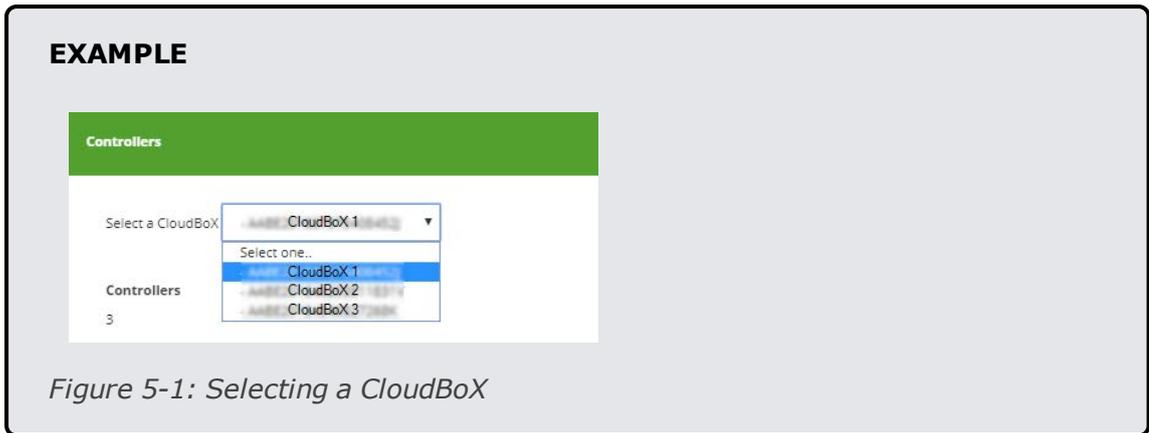
You can also access your controllers by clicking [Controllers](#)  on the *CloudBoXes* page.

5.3.1 Adding controller

When you add a controller, it will be linked to the selected CloudBoX. If you have multiple CloudBoXes, make sure that you have selected the right CloudBoX.



You can link up to ten controllers to a CloudBoX.



Complete the following steps to add a controller:

- » Click **New controller**. The **New Controller** window opens.
- » Enter the serial number of this controller.
- » Enter a name.
- » Click **Save**.

You have now added a controller. Click **Continue** to return to your controllers.

5.3.2 Replacing controller

Should a controller fail for some reason, you can replace it. When you replace a controller, the linked app users are automatically transferred to the new controller. The historical data is also retained.

Complete the following steps to replace a controller:

- » Click **Replace controller**. The **Replace controller** window opens.
- » Check the serial number of the controller that you want to replace.
- » Enter the serial number of the new controller.
- » Click **Save**. The **Replace controller** window closes.

The Controller has been replaced.

5.3.3 Renaming controller

Give a controller a meaningful name, such as 'zones 1-3'. Complete the following steps to rename a controller:

- » Click the **Controller name**. The **Controller** window opens.
- » Enter a new name.
- » Click **Save**. The **Controller** window closes.

The new controller name has been saved.

5.3.4 Purchasing export licence

If you purchase an export licence, the data of the controller will be collected for an entire year. After this one-year period, the data collected can be retrieved for another six months before it is destroyed.

Complete the following steps to purchase an export licence:

- » Click **Basket** . The **Export** window opens.
- » Click **Add to basket + Start order process**. The **Export** window closes. The *Basket* page opens.
- » Complete the ordering process. See "Basket" on page 27 for more information.

You have purchased an export licence. To request and view reports with exported data, go the *Export* page. For more information, please see "Export" on page 26.



Use **Add to basket + Continue shopping** if you want to add more than one item to your basket.

5.3.5 Linking app user to controller

An app user needs to be linked to a controller in order to operate the controller using the HortiMaX-Go! app.

- » Click **User access**  next to the relevant controller. The **User access** window opens.
- » Select the app user, and then click **Link user to controller** .
- » Make sure you have selected the permissions that you want that user to have. See "App user permissions" on page 15 for more information.
- » Click **Close**. The **User access** window closes.

You have linked the app user to the controller.

5.4 App users

Use the *App users* page to manage your app users.

5.4.1 Adding app user

Complete the following steps to add an app user:

- » Click **New app user**. The **New app user** window opens.
- » Enter the user's screen name and email address.
- » Enter a password for that user.



The password must contain at least the following:

- » eight characters
- » an uppercase letter (A to Z)
- » a lowercase letter (a to z)
- » a digit (0 to 9)
- » a special character (! to +).

- » Click **Save**.

You have added an app user. The app user receives an e-mail to verify their e-mail address. The app user's status remains 'not yet verified' until the user has verified their e-mail address.

5.4.2 Managing app user status

An app user can have one of the following statuses:

Status	Meaning
Verified	The app user is able to use the HortiMaX-Go! app.
Not yet verified	The app user still needs to verify their e-mail address by clicking the link in the invitation e-mail.
Temp. blocked	The app user is unable to use the HortiMaX-Go! app until you cancel the temporary block.
Blocked	The app user is unable to use the HortiMaX-Go! app.

Cancelling temporary block

An app user is blocked temporarily if the user enters the wrong password five times in a row. The user is unable to use the HortiMaX-Go! app until you cancel the block.

Complete the following steps to cancel a temporary block:

- » Click the [app user's status](#). The **Edit app user** window opens.
- » Deselect 'Temp. blocked'.
- » Click **Save**. The **Edit app user** window closes.

The app user is able to use the HortiMaX-Go! app again.

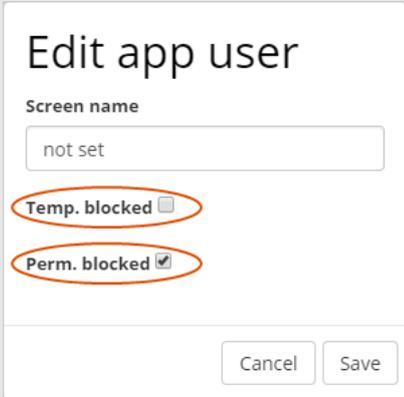
If the app user still cannot remember their password, you can send the user an e-mail to change their password. See "Changing app user password" on page 26 for more information.

Blocking an app user

Use the 'perm. block' option if you no longer want an app user to be able to access the HortiMaX-Go!. The user information will remain available (for historical data).

EXAMPLE

You can block an app user by ticking (selecting) the 'Perm. blocked' option.



The screenshot shows a window titled "Edit app user". It contains a "Screen name" field with the value "not set". Below this are two radio button options: "Temp. blocked" (which is unselected) and "Perm. blocked" (which is selected). At the bottom of the window are "Cancel" and "Save" buttons. Red ovals highlight the "Temp. blocked" and "Perm. blocked" options.

Figure 5-2: Blocking an app user

Complete the following steps to block an app user:

- » Click the [app user's status](#). The **Edit app user** window opens.
- » Select 'Perm. blocked'.
- » Click **Save**. The **Edit app user** window closes.

You have now blocked an app user.

5.4.3 Linking app user to controller

To operate a controller, an app user must be linked to that controller.



Complete the following steps if you want an app user to be able to operate multiple controllers:

- » Go to the *Controllers* page.
- » Click **User access** next to the relevant controller. The **User access** window opens.
- » Select the app user, and then click **Link user to controller** .
- » Make sure you have selected the permissions that you want that user to have. See "Setting app user permissions" below for more information.
- » Click **Close**. The **User access** window closes.

You have linked the app user to the controller.

5.4.4 Setting app user permissions

After linking an app user to a controller, you need to select the permissions that you want to assign to that user. In this way, you can specify what the app user is allowed to do for each controller. You can use the following options:

Permissions selected	Meaning	Use
None	By default, an app user has read permission. This means the user can view the controller, but will be unable to see the purple 'Smart Switch' tiles.	Select this option if you only want the app user to be able to view the controller with the HortiMaX-Go! app.
Edit	The user can change settings, but will be unable to see the purple 'Smart Switch' tiles.	Select this option if you want the app user to be able to change settings with the HortiMaX-Go! app.
Advanced	The app user can view all the tiles, but cannot change settings.	Select this option if you want the app user to be able to view all the available controller information with the HortiMaX-Go! app.

Permissions selected	Meaning	Use
 Edit and advanced	The app user can view all the tiles as well as change settings.	Select this option if you want the app user to be able to operate the controller with the HortiMaX-Go! app without restrictions.

5.4.5 Changing app user password

Should an app user forget their password, then the password can be reset.

- » Click **Change password**  next to the app user in question.

The app user receives an e-mail with instructions on how to change their password.

5.5 Export

Use the *Export* page to export data relating to your controller(s).

5.5.1 Requesting export

If you have purchased an export licence, you can export data in report format. You can choose from three types of reports. These are:

- » **Historical report**
A historical report shows historical data on your controls. This report contains relevant data taken over a 24-hour period, such as the average ambient temperature.
- » **Statistical report**
A statistical report shows statistical data. This consists of average, maximum and minimum values.
- » **Alarm reports**
An alarm report lists the alarms that were triggered. Alarms are saved for up to one year.

Complete the following steps to request a report:

- » Select a language for the report.
- » Tick the CloudBoXes for which you want to export data.
- » Tick the report type.
- » Select the start date.
- » Select the end date.
- » Click **Save**.

You have requested a report.

5.5.2 Available exports

Your requested reports will appear under available exports. To view a report, click **Download** .

5.6 Basket

Use the *Basket* page to complete the ordering process of your CloudBoX renewal licence(s) and/or export licence(s).

Step 1: Basket

Here you can view the items in your basket. For example, this page will display the CloudBoX licence that you want to renew and the corresponding price.



Your basket remains empty until you add items to it.

- » Check the items in your basket.
- » Click [Next](#).

Step 2: Addresses

Here you need to enter your contact and billing details.

- » Complete the (required) fields.
- » Click [Next](#).

Step 3: Summary

Here you will see a summary of your order.

- » Check the summary of your order.
- » Complete the (required) fields.
- » Click [Pay](#).

Step 4: Payment

You are redirected to a payment site.

- » Follow the steps on the payment site.
- » Click [Continue](#).

Step 5: Confirmation

Your payment is complete. You will receive a confirmation e-mail.

- » Click [View order](#) to go to your order history.

5.7 Order history

The *Order history* page displays your orders. Here you can place a repeat order.

5.7.1 Repeat order

It is possible to place a repeat order. To do this, complete the following steps:

- » Click [Display invoice](#) . Your invoice appears.
- » Click [Repeat order](#).
- » Complete the ordering process. See "Basket" above for more information.

You have placed a repeat order.

6 Troubleshooting

This chapter provides solutions to the most common issues with regard to the CloudPortal.

6.1 General

No invitation e-mail received

Always check your spam folder.

Check the e-mail address that you entered for typos.

If you have added a new app user, you can resend the invitation e-mail.

- » Go to the *App users* page.
- » Click **Resend invitation email**  next to the relevant app user.

The app user will receive an e-mail to verify their e-mail address.

No change password e-mail has been received.

Always check your spam folder.

You can also resend the email:

- » Go to the *App users* page.
- » Click **Change password**  next to the app user in question.

The app user will receive an e-mail with instructions on how to change their password.

6.2 App user

App user can no longer log in (blocked temporarily)

If an app user enters the wrong password five times in a row, that user is blocked temporarily. You can undo this as follows:

- » Go to the *App users* page.
- » Click the [app user's status](#). The **Edit app user** window opens.
- » Deselect 'Temp. blocked'.
- » Click **Save**. The **Edit app user** window closes.

The app user is no longer blocked.

App user can no longer log in (forgot password)

If an app user has forgotten their password, you can send the user an e-mail to change their password.

- » Go to the *App users* page.

- » Click **Change password**  next to the app user in question.

The app user receives an e-mail with instructions on how to change their password.

App user cannot change settings in the app

If you haven't enabled the 'Edit'  permission, the app user is unable to change any of the settings in the HortiMaX-Go!.

Check the app user's permissions for the relevant controller. See "Setting app user permissions" on page 25.

App user no longer employed

You can block an app user permanently.

- » Go to the *App users* page.
- » Click the [app user's status](#). The **Edit app user** window opens.
- » Select 'Perm. blocked'.
- » Click **Save**. The **Edit app user** window closes.

The app user has been blocked permanently.

App user assigned wrong permissions

Check the app user's permissions for the relevant controller. See "Setting app user permissions" on page 25.

App user linked to wrong controller

If this issue occurs, first unlink the app user from the controller. Then, simply link the app user to the desired controller (see "Linking app user to controller" on page 25).

- » Go to the *Controllers* page.
- » Click **User access**  next to the relevant controller. The **User access** window opens.
- » Click **Unlink user from Controller**  next to the relevant app user.

You have unlinked the app user.

App user cannot see controller

Check whether the app user is linked to the controller. See "Linking app user to controller" on page 25.

6.3 CloudBoX

CloudBoX no longer working

Replace the CloudBoX. See "Replace CloudBoX" on page 20 for more information.

Cannot find CloudBoX ID

You can find the CloudBoX ID via the controller's menu. See Appendix A: "Cloud menu" on page 32 for more information.

Added wrong CloudBoX to basket

Go to the *Basket* page, and remove the unwanted CloudBoX from your basket. To do this, click **Delete** .

Added too many CloudBoXes to basket

Go to the *Basket* page, and reduce the number of items by clicking the minus symbol in the Quantity column.

6.4 Controller

Controller linked to wrong CloudBoX

You can move the controller (and linked app users) to the correct CloudBoX by adding the controller again. Make sure that you have selected the correct CloudBoX. See "Adding controller" on page 21 for more information.

Cannot find new controller

You can only see the controllers that are linked to the CloudBoX.

Check which CloudBoX has been selected, and make sure that the search field is empty.

Controller no longer working

Replace the controller. See "Replacing controller" on page 22 for more information.

Cannot find serial number

You can find the serial number in the controller's software. See "Appendix A: Controller's menu" on page 31 for more information.

Added wrong export licence to basket

Go to the *Basket* page, and remove the unwanted export licence from your basket. To do this, click **Delete** .

Added too many export licences to basket

Go to the *Basket* page, and reduce the number of items by clicking the minus sign in the Quantity column.

Appendix A: Controller's menu

7.1 Right sidebar

The right sidebar, or the controller's menu, contains basic settings, functions and readouts. For example, it shows you the current time and lets you open the help screen.

	<p>Help</p> <p>This is the help button. It enables you to do the following:</p> <ul style="list-style-type: none"> » Tap the help button to display a help screen with a QR code. Scan the QR code to access our online help. » Tap and hold the help button to display a pop-up window with information about your controller.
	<p>Arrow up</p> <p>If this button is active (white), more information is available above the information displayed.</p>
	<p>Arrow down</p> <p>If this button is active (white), more information is available below the information displayed.</p>
	<p>System time</p> <p>This displays the current time. This button enables you to do the following:</p> <ul style="list-style-type: none"> » Tap the system time to open the configuration menu. Here you can change the system settings, such as language, location and system time. » Tap and hold the system time to open the sub-menu. This menu slides over the right sidebar. See "Sub-menu" on the next page for more information.
	<p>Sunrise</p> <p>The time that the sun will rise today.</p>
	<p>Sunset</p> <p>The time that the sun will set today.</p>

EXAMPLE

If you tap and hold the help button, a pop-up window appears showing information about your controller. This information consist of the serial number, the version number and the QR codes for registering your product.



Figure 7-1: Pop-up window with information about your controller.

7.1.1 Sub-menu

The sub-menu slides over the bottom buttons of the right sidebar. Use the sub-menu to open the USB menu or the Cloud menu.

	<p>USB menu</p> <p>This button opens the USB menu. This menu slides over the right sidebar. The USB menu includes a number of options, such as saving your data on a USB stick.</p>
	<p>Cloud menu</p> <p>This button opens the Cloud menu. This menu replaces the tiles, but the right sidebar remains visible on the display. Here you can label your CloudBoX or view status information, for example. See "Cloud menu" below for more information.</p>
	<p>Close</p> <p>This button closes the sub-menu. The right sidebar side reappears.</p>

7.1.2 Cloud menu

The Cloud menu displays information about your CloudBoX(es).

EXAMPLE

The Cloud menu looks as follows:

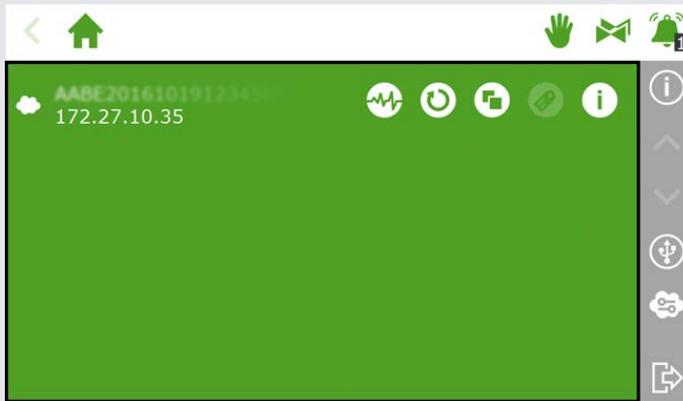


Figure 7-2: Cloud menu with a CloudBoX

The icons in the Cloud menu have the following meanings:

	<p>CloudBoX</p> <p>This is a CloudBoX. Here you will find the CloudBoX ID and the network settings.</p> <p>A warning icon will appear here when your CloudBoX licence has expired.</p>
	<p>CloudBoX status</p> <p>Tap this button to bring up status information relating to your CloudBoX, such as its version number and the controller that the CloudBoX is linked to.</p>
	<p>Reset CloudBoX</p> <p>If there are connection problems, this button enables you to reset the CloudBoX.</p>
	<p>Link CloudBoX to current controller</p> <p>Use this button to link the controller to the CloudBoX. If this button is inactive, then the link has already been created.</p>
	<p>Name controller</p> <p>Use this button to name the controller.</p>
	<p>Display CloudBoX QR code</p> <p>Tap this icon to display the QR code of your CloudBoX.</p>

If the 'Link CloudBoX to current controller' and 'Name controller' icons are inactive, then your CloudBoX has not been authorized.

Appendix B: CloudPortal web pages

8.1 Dashboard

The CloudPortal opens on the Dashboard page. This page displays how many app users, CloudBoXes and controllers are linked to your account.

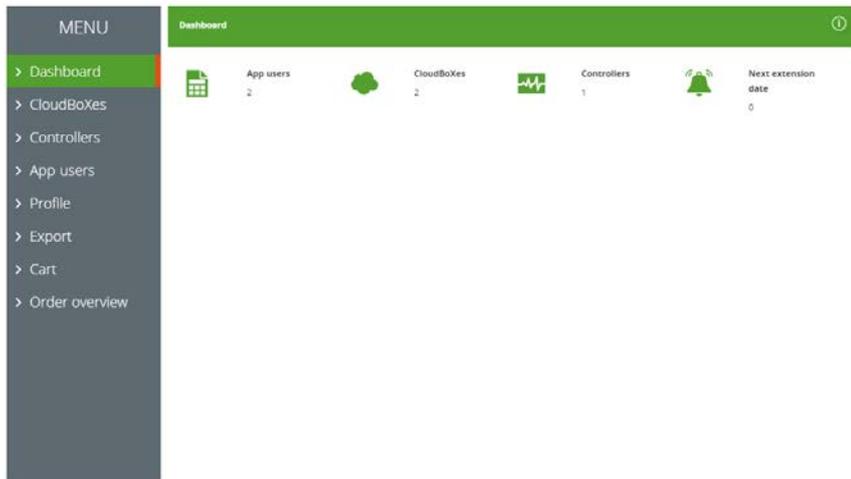


Figure 8-1: An example of the Dashboard page.

Icon	Meaning
	<p>App users</p> <p>This shows how many app users you have. This includes app users with the 'Blocked' or 'Not yet verified' status.</p>
	<p>CloudBoXes</p> <p>This shows how many CloudBoXes you have.</p>
	<p>Controllers</p> <p>This shows how many controllers you have.</p>
	<p>Next renewal</p> <p>A digit (generally '1') will be shown here as the expiry date of your CloudBoX licence approaches. This means that you need to renew your CloudBoX licence soon to prevent it from expiring.</p> <p>A new CloudBoX includes a one-year CloudBoX licence. When this one-year period is about to expire, you need to renew your licence (for another year). For more information, please see "Renewing CloudBoX licence" on page 21. If you do not renew your licence, you will be unable to use your CloudBoX after the expiry date.</p>

8.2 CloudBoxes

Here you can manage your CloudBoxes.

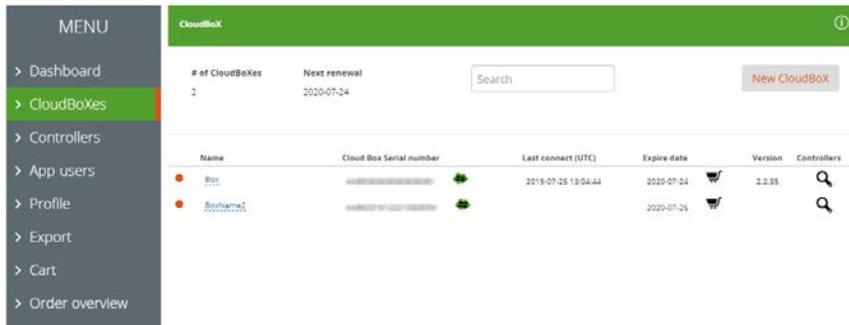


Figure 8-2: An example of the CloudBoxes page.

The *CloudBoxes* page is divided into two sections:

- » At the top, you will find information and action buttons.
- » At the bottom, you will find a table with details on each CloudBoX.

8.2.1 Information and action buttons

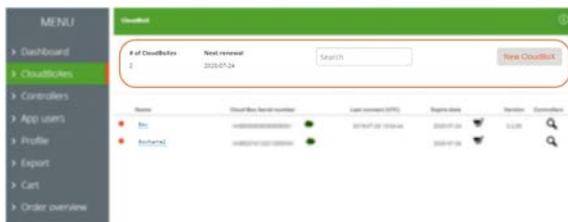


Figure 8-3: At the top of the CloudBoxes page, you will find information and action buttons.

At the top of the page, you will see:

- » The number of CloudBoxes.
This number must match the number on the *Dashboard* page.
- » 'Next renewal' shows the next expiry date of your CloudBoX licence(s).
Make sure to renew your CloudBoX licence(s) in time by adding a new licence to your basket and completing the ordering process.
- » The search field for searching on the page.
Make sure that the search field is empty if you want all information to be displayed.
- » **New CloudBoX**.
This button enables you to add a CloudBoX.

8.2.2 Table

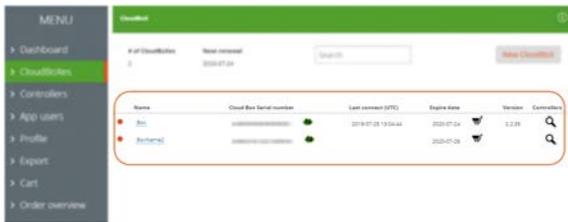


Figure 8-4: At the bottom of the CloudBoXes page, you will find details on each CloudBoX.

The table contains the following information:

Column	Meaning	Use
Name	This is the name of the CloudBoX. The default CloudBoX name is 'not set'.	Click the CloudBoX name to enter a name of your choice.
CloudBoX ID	This shows the CloudBoX ID.	Use Replace CloudBoX to replace the CloudBoX.
Last connection	This shows information on the CloudBoX's last connection. The time format is in UTC. ¹	
Expiry date	This shows the expiry date of your CloudBoX licence.	Use Basket to renew your CloudBoX licence.
Firmware version	This shows the firmware version of your CloudBoX.	
Controllers	Controllers enables you to navigate to the <i>Controllers</i> page. This page displays the controllers that are linked to the CloudBoX.	Use Controllers to open the <i>Controllers</i> page.

¹ UTC stands for Universal Time Coordinated. It is a time standard based on International Atomic Time.

8.3 Controllers

Here you can manage your controllers.



Figure 8-5: An example of the Controllers page.

The *Controllers* page is divided into two sections:

- » At the top, you will find information and action buttons.
- » At the bottom, you will find a table with details on each controller.

8.3.1 Information and action buttons



Figure 8-6: At the top of the Controllers page, you will find information and action buttons.

At the top of the page, you will see:

- » The selected CloudBoX
Here you can select a CloudBoX for which you want to view the controllers.
- » **New controller**
This button enables you to add a controller.
- » **Return to CloudBoXes page**
This button enables you to return to the *CloudBoXes* page.
- » The number of controllers
This shows how many controllers are linked to the selected CloudBoX.
- » The search field for searching on the page.
Make sure that the search field is empty if you want all information to be displayed.

8.3.2 Table



Figure 8-7: At the bottom of the Controllers page, you will find details on each controller.

The table contains the following information:

Column	Meaning	Use
Controller name	This is the name of the controller. This name is used in the HortiMaX-Go! app. The default controller name is the serial number.	Click the controller_name to enter a name of your choice.
Serial number	This shows the serial number of the controller.	Use Replace controller  to replace the controller.
Last connection	This shows information about the controller's last connection. The time format is in UTC. ¹	
Export until	This shows the expiry date of your export licence.	Use Basket  to renew your export licence.
Alarms	This shows any alarms that have been triggered on your controller.	
Firmware version	This shows the firmware version of your controller.	
	User access  enables you to open the User access window. This window displays the app users linked to the controller.	Use User access  to open the User access window.

¹ UTC stands for Universal Time Coordinated. It is a time standard based on International Atomic Time.

8.4 App users

Here you can manage your app users.

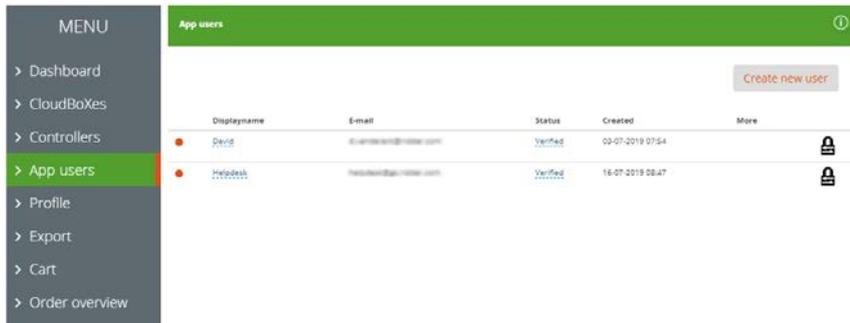


Figure 8-8: An example of the App users page.

Use the **New app user** option to add an app user.

The table contains the following information:

Column	Meaning	Use
Screen name	This shows the screen name of each app user. You enter the screen name when you add a new user.	
E-mail	This shows the e-mail address of each app user. If an app user has not yet been verified, the Resend invitation e-mail icon  is displayed here.	Use Resend invitation e-mail  to send a new invitation to the app user.
Status	This shows the current status of each app user. 'Status' also lets you block an app user, or cancel a temporary block.	Use the app user's status to enable or disable a block.
Created	This shows the date when each app user was added.	
	Change password  enables you to send an e-mail to the app user, so that the user can change their password. This icon is only visible if the app user has been verified.	Use Change password  to send an e-mail to the app user with instructions on how to change their password.

8.5 Profile

Here you can manage your profile details.

Figure 8-9: An example of the Profile page.

You can view, add to or edit your profile details.

Use [Change password](#) to send an e-mail with instructions on how to change your password.

8.6 Export

Here you can export data

Figure 8-10: An example of the Export page.

The *Export* page is divided into two sections:

- » On the left-hand side, you will find fields and options for requesting an export.
- » On the right-hand side, you will find the table with available exports.

8.6.1 Fields and options

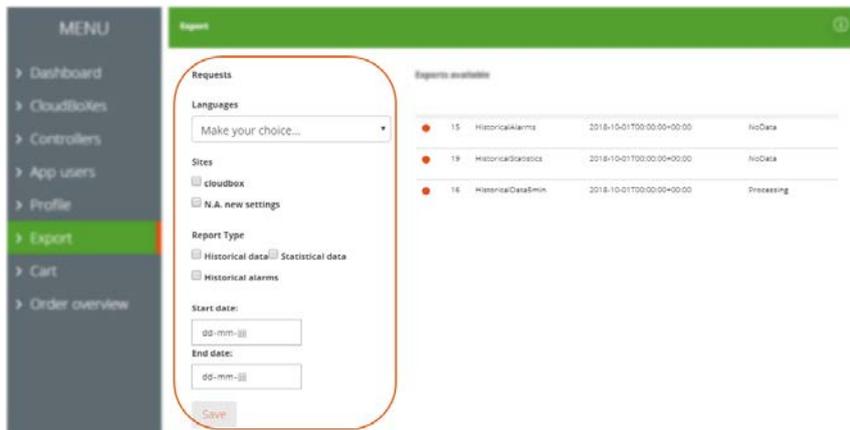


Figure 8-11: On the left side of the Export page, you will find fields and options.

On the left-hand side, you can request data exports by completing the various fields. These fields are:

- » Language
Select the language that the report should be in.
- » CloudBoxes
Tick the CloudBoxes for which you want to export data in a report.

! The CloudBoX must be linked to the controller for which you have purchased an export licence.

- » Type of report
Tick the type of report that you want.
- » Start and end dates
Select the start and end dates of the data to be exported.

Use **Save** to request the data export.

8.6.2 Table

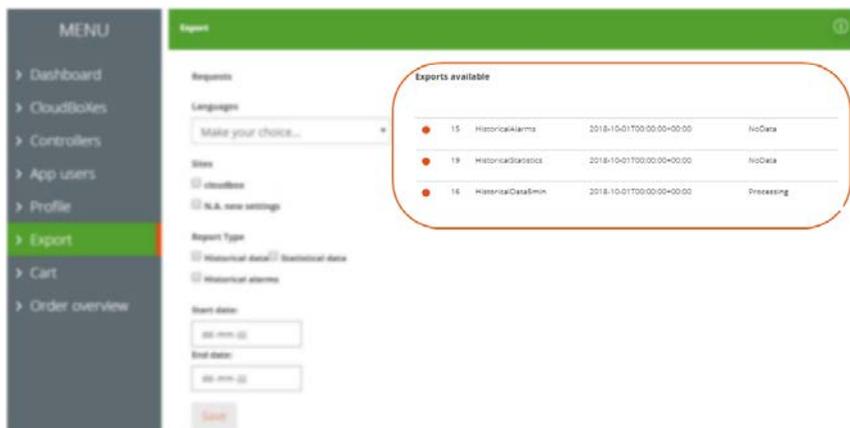


Figure 8-12: On the right side of the Export page, you will find the available data exports.

The table contains the following information:

Column	Meaning	Use
Type of report	This shows the type of the report.	
Date	This shows the start date and the corresponding time.	
Export status	This shows the status of your export request.	Click Download  to download the report.

8.7 Basket

Here you can complete the ordering process.

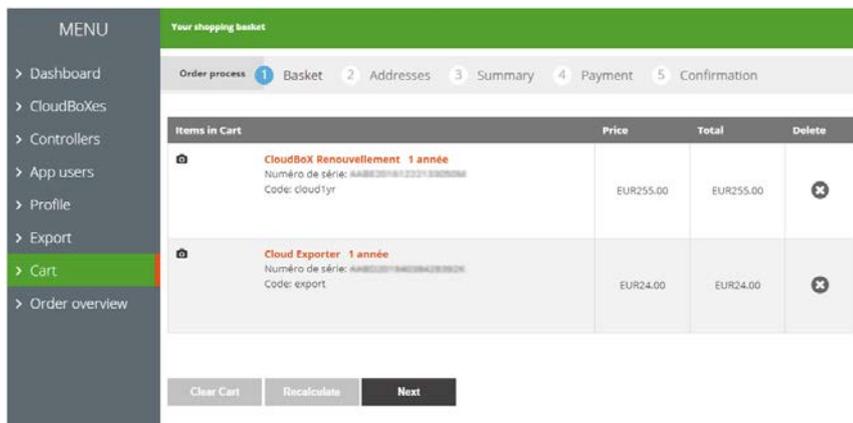


Figure 8-13: An example of the Basket page.

The checkout progress bar (at the top of the page) displays your current step in the ordering process.

If you have an item in your basket, then the following information is displayed on this page:

Column	Meaning	Use
Items in basket	This shows information about the item(s) in your basket. For each item, the following is displayed: a description of the item, the CloudBoX ID or the controller's serial number, and the (order) code.	
Quantity	This shows the number of CloudBoX licences or export licences that are currently in your basket.	Use + and - to adjust the quantity.
Price	This shows the price of your CloudBoX licence or export licence.	
Total	This is the price of each CloudBoX licence / export licence multiplied by the quantity in your basket.	

Column	Meaning	Use
Delete	Here you can remove a CloudBoX licence / export licence from your basket.	Use Delete  to remove an item from your basket. (You can also do this by adjusting the quantity to 0.)

8.8 Order history

Here you can view your previous orders.

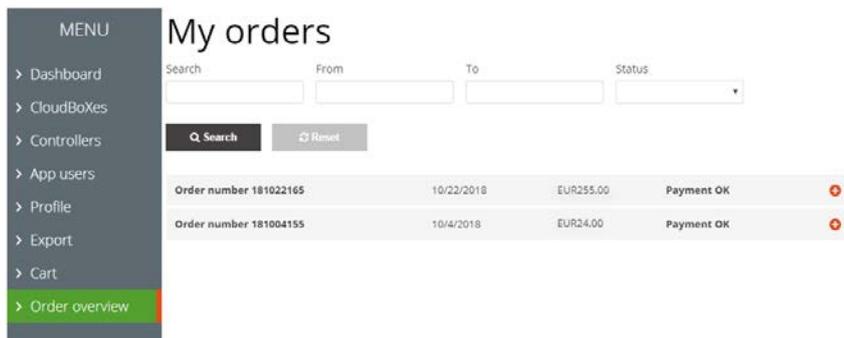


Figure 8-14: An example of the Order history page.

If you have placed orders with us in the past, these are listed at the bottom of the page. The following is displayed for each order: the order number, the order date, the order price, the order status and the **Display invoice** icon .

Use the **Display invoice** icon  to view the invoice of an order. On your invoice, you will also see **Reorder** and **Print**.

You can search for specific orders by entering numbers or text in the `Search` field. You can also search for orders using the `From` and `To` date fields and/or the `Status` field.



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