REACT

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REACT Web Portal

Quick Start Guide

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REACT

REACT Web Portal

Quick Start User Guide

Contents

1.0 Getting Started

Account set-up and signing in

1.1 Initial Setup

Once your REACT account has been created, you will receive an '**account confirmation**' email. Your **username** is provided in this email, so please take a moment to jot it down for your records.

In case you can't locate this email, we recommend checking your spam folder before reaching out to our support team.

To complete the account confirmation process, simply click the **'Get Started'** button embedded within the email.

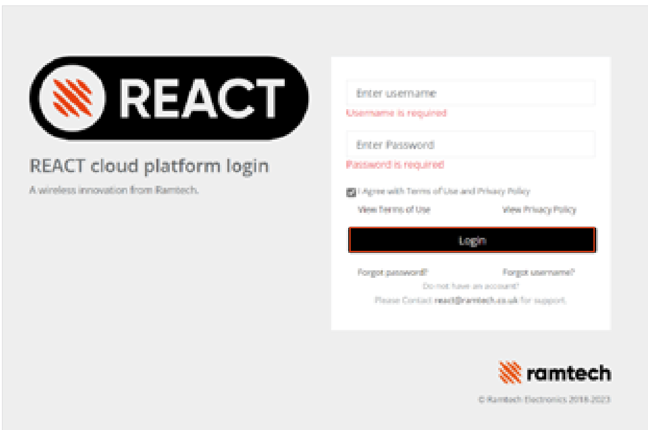
After clicking the **'confirm'** button in the email, you will be directed to a webpage where you will be prompted to **create your password**. Once you have entered your desired password, click on the 'create password' button to finalise the process.

1.2 Logging In

After successfully creating your password, you'll be prompted to proceed to the login page. Here, you will be required to input both your provided **username** and the newly created **password**.

Once you've entered your username and password, just click the '**login**' button to access your account. If you happen to forget your password, don't worry; there's a 'forgotten password' button you can click.

REACT admin portal login page: **https://web.ramtech.cloud/login.**

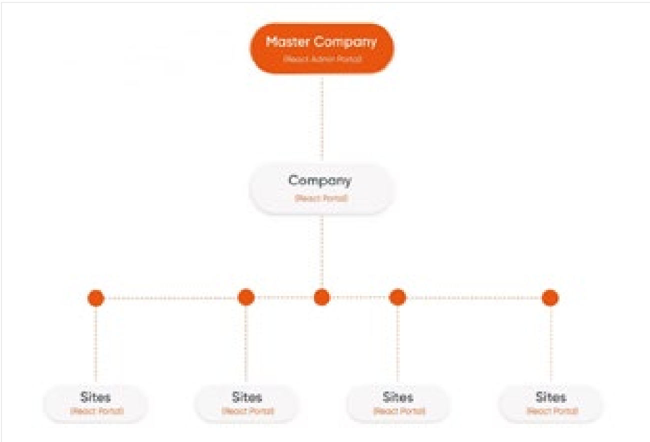


2.0 Setting Up a Company

Understanding the company structure

Within REACT, every company is linked with a Master Company. Typically, this is either the main business headquarters or a distribution partner that you purchased your REACT license from. The Master Company set-up is handled by Ramtech's Customer Experience team. Each Master Company is linked to one or more affiliated companies, which administrators have the ability to oversee, configure, and handle.

Additionally, each company's account can be connected to numerous sites. Company administrators have the authority to view, configure, and manage these individual sites within their company's account.

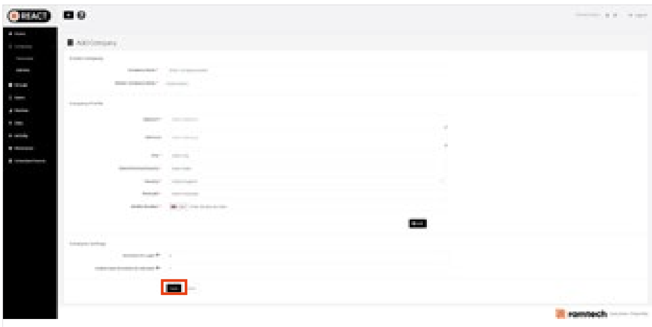


Please take note that the configuration of a master company and its corresponding sub-companies is extensively tailored to individual circumstances.

For guidance on the optimal solution that best aligns with your specific requirements, we encourage you to contact REACT support at **react@ramtechglobal.com.**

2.1 Add subsidiary company to the 'Master Company'

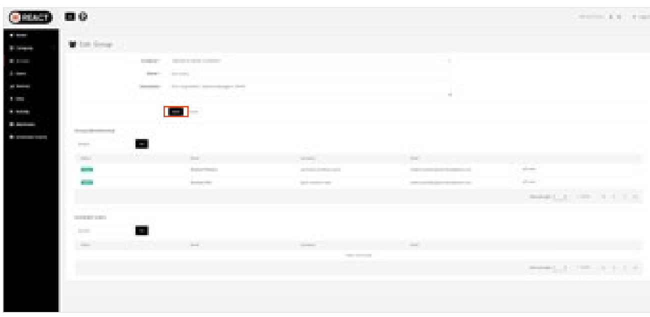
Click on **'Company'** located in the left-hand navigation bar. You will be directed to a new page; here, click the **'+Add Company'** button situated in the top right corner. This action will open a new page where you can enter all the necessary information for this company.



You'll need to complete all the fields on this page. After you've filled in all the necessary information, click **'save.'** If you have additional subsidiary companies to add, simply repeat the same process.

2.2 Editing a previously set up subsidiary company

To edit details for a subsidiary company, simply click the **'Company'** tab on the left-hand navigation bar to access a list of affiliated companies. Choose the specific subsidiary company you wish to modify and click the blue **'edit'** button. After making your changes, click **'save'** to update the information.



3.0 Users

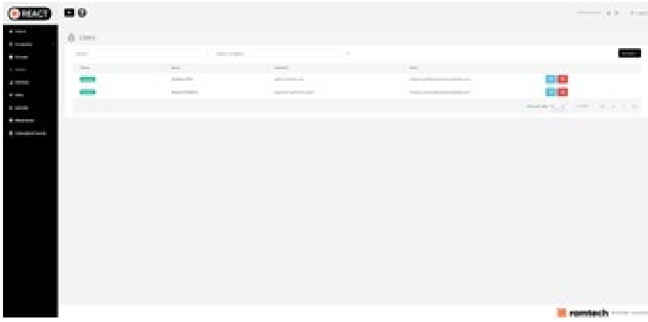
Creating and Removing Users

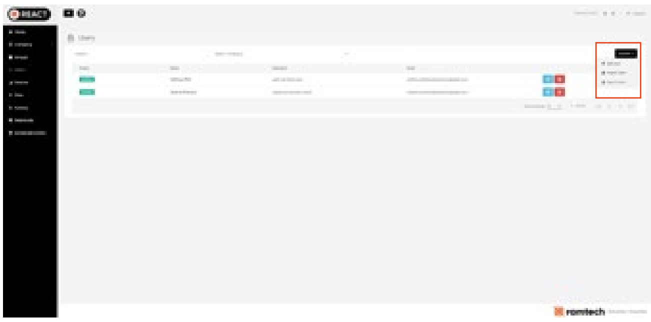
'Users' of the REACT system are equipped to receive notifications of potential alarms directly through the **REACT Mobile App** on their mobile devices. However, it's important to note that they won't have access to the REACT Admin Portal. For those who prefer alternative communication channels, text and email alerts can also be configured for those users.

In the event that you need to add more REACT Portal Administrators to your team, kindly reach out to our support team at react@ramtechglobal.com.

3.1 Setting up a 'user'

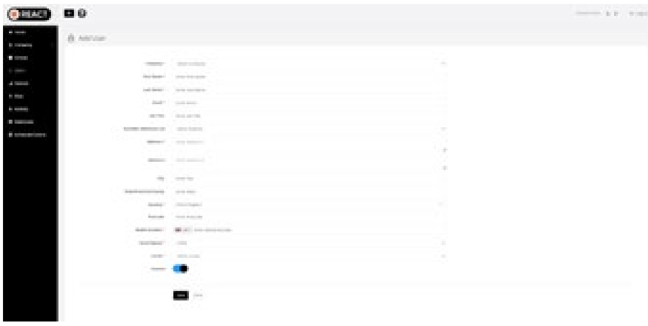
To set-up user profiles, start by clicking on **'Users' tab** on the left-hand navigation bar. This action will direct you to the following page where you can configure user settings.

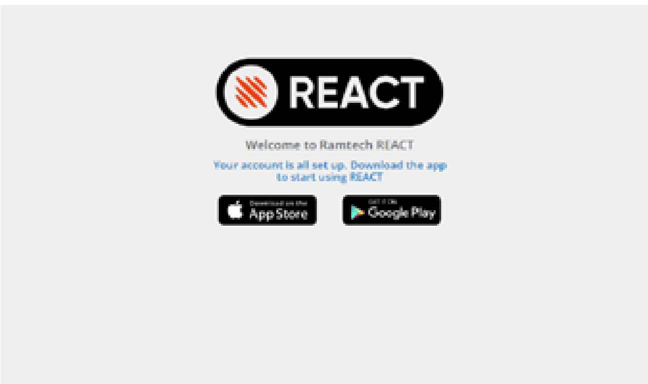




On this page, navigate to the top right corner and click the **'Actions'** button. From the dropdown menu, click on **'+Add User'** to initiate the user setup process.

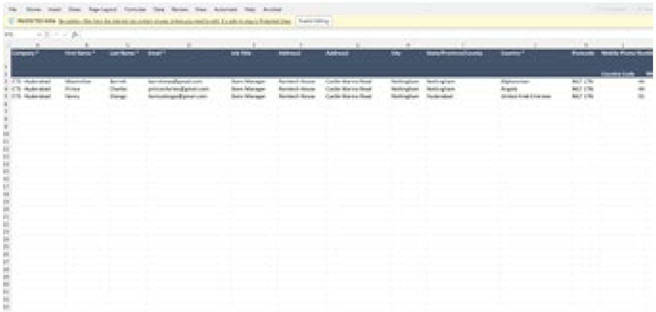
This action will unveil the **'Add User'** page, where you can input all the necessary information for the new user. It's crucial to note that users must be linked to a specific company and should subsequently only join groups associated with that same company.





After adding the user, they'll receive an email with their **username** for account activation. It's crucial to remember this username. As this account is solely for the mobile app, activation must be completed using a mobile device.

During activation, users will set their own password and then be prompted to download the REACT app from Google Play or the Apple Store. Once downloaded, they can easily log into the app.



3.2 Mass User Import

For a mass user import, follow these steps:

1. Click the **'Actions'** button in the top right corner.

2. Select **'Import Users'** from the dropdown menu.

3. A pop-up box will appear, allowing you to upload a file containing all the user information. We recommend downloading and using the provided template for efficient data population.

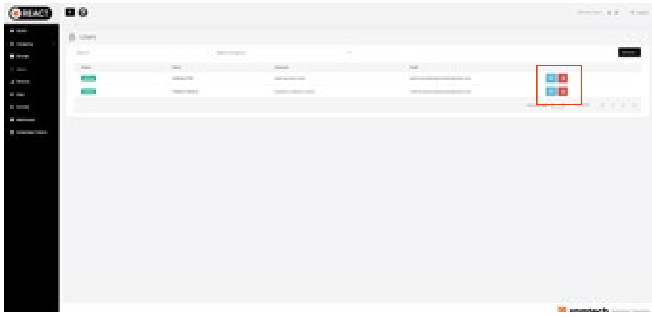
4. After completing the Excel document with your user list, upload it.

This approach saves valuable time when adding a substantial number of users to the system.

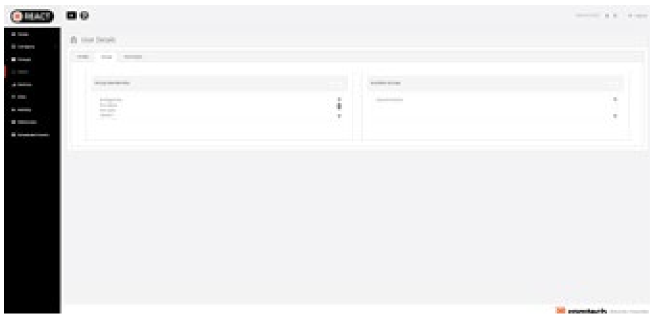
3.3 Editing a Previously Set-up 'User' Entry

To modify information for a user, click the **'Users'** tab located in the left-hand navigation bar. Once there, you'll find all the relevant user entries associated with your account.

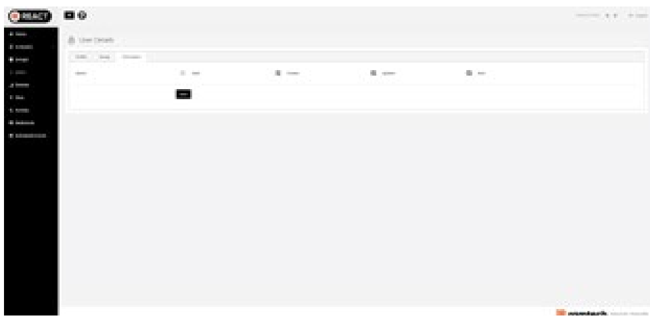
For the specific 'User' whose details you wish to change, simply click on the blue **'edit'** button. This action opens a window where you can make adjustments to the user's Profile, Group, and Permissions.



Group Tab: In the 'Groups' tab, you can select the groups to which a user belongs if they have already been set up. You can revisit this section at any time to edit a user's group membership.



Permissions Tab: When editing a user's permissions, you can define whether they have the capability to create, update, or conclude events.



4.0 Groups

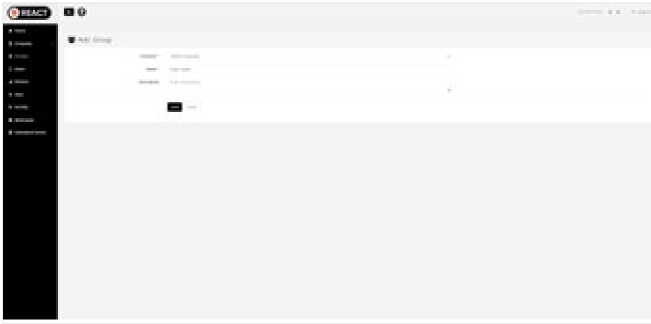
Creating and Setting Up

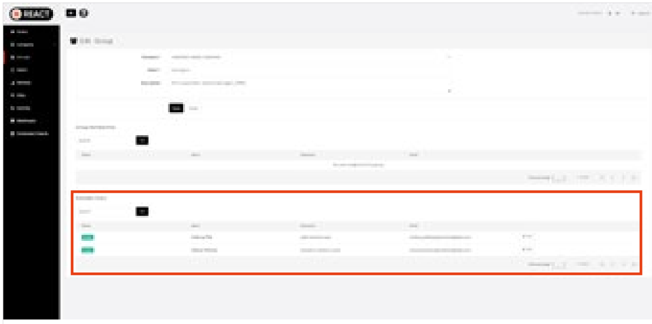
User groups within REACT simplify your alert system, delivering tailored notifications to specific recipients. These groups can flexibly adapt to your company's needs and changing site requirements. Managing organizational changes becomes hassle-free—just update group membership instead of adjusting alert processes or workflows for changed users.

For instance, let's say you need to alert site managers and medical teams through text messages for medical alarms, while off-site H&S personnel prefer email notifications. When personnel changes occur, you only need to update group members, rather than dealing with changes to alert types. This approach is particularly valuable when dealing with numerous alerts and users.

4.1 Setting up a 'Group'

To create a new group, click the '**Group**' tab on the left-hand sidebar, then select '**Add Group**'. Complete the fields with the associated company, a descriptive group name, and additional details on its intended members, then click '**Save**' to finalise.



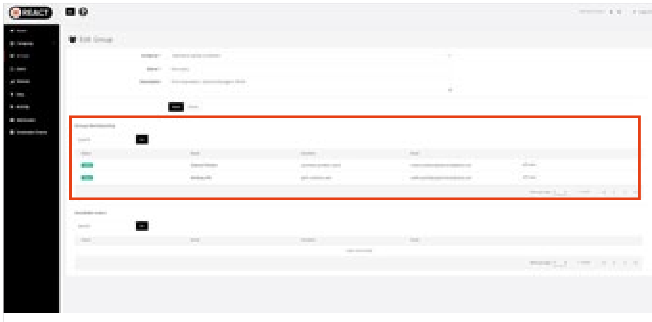


Adding users to a 'Group'

After saving, you can proceed to assign users to the newly established group by selecting individuals from the available users list. To include a user, simply click the '**Join**' button next to their name.

Removing users from a 'Group'

Removing users from a group can be carried out on this page. Under the **'Group Membership'**, identify users who are part of the group and simply initiate the removal process by clicking the '**Leave**' button.



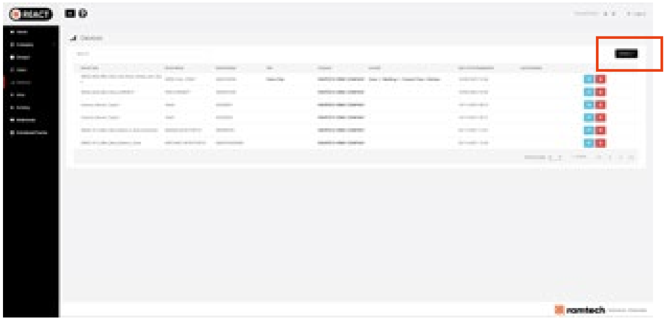
5.0 Devices

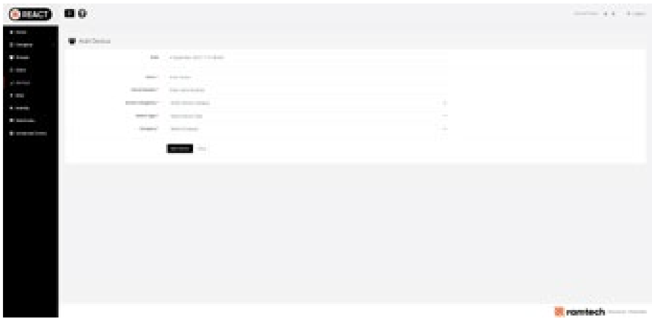
Adding Devices to REACT

This section serves as the hub for managing WES units within a company's inventory. You have the flexibility to add them manually or import a bulk list via an Excel document. Once in the inventory, allocation to work sites or relocation becomes straightforward. Master Company administrators can also perform bulk transfers between companies from this page.

5.1 Individually adding WES devices to REACT

To add devices, start by clicking the '**Devices**' tab on the left-hand navigation bar. This will redirect you to the subsequent page. Next, navigate to the '**Actions**' button at the top right and select '**+Add Device**' from the dropdown menu.

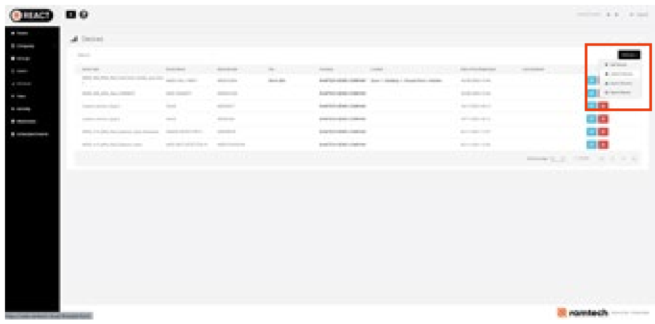




When you land on the '**Add Devices**' page, start by assigning a name to your device, like 'WES Call Point 02.' Then, accurately enter the unique serial number from the WES unit you're adding. Use the dropdown menus to select the device category, device type, and the associated company. Once these details are in place, simply click '**Save**' to finalise the process.

5.2 Bulk Device Import

You also have the option for bulk device import. On the device page, click the '**Actions**' button on the top right, and from the dropdown menu, select '**Import Devices.**'



A pop-up box will appear, if this is your first time using the bulk import option, click '**Download example.**' This action will download an .xls (Microsoft Excel) template to your device, providing examples of how to fill in the fields correctly.

Before proceeding with the data import into REACT, it's crucial to ensure that all fields in the template are correctly filled out. Once you've populated the device Excel document with your data, simply click the button to upload your file.

If you encounter any difficulties, don't hesitate to reach out to our support team at react@ramtechglobal.com.

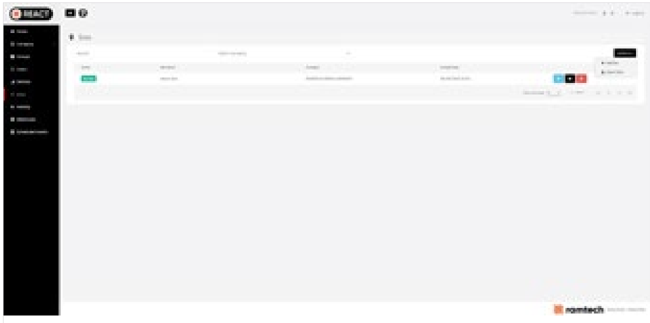
6.0 Sites

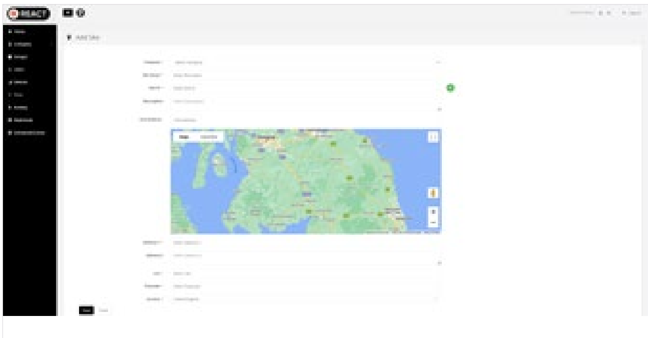
Creating Sites in REACT

This section is where you assign WES units to a particular company work site, Connecting them to the REACT web platform.

6.1 Adding a new 'Site'

To add a site, navigate to the '**Sites**' tab on the left-hand navigation bar. This action will take you to the following page where you can add a new site. Next, navigate to the '**Actions**' button at the top right and select '**+Add Site**' from the dropdown menu.





This will then lead you to the '**Add Site**' page where you need to fill in the required fields.

In the '**Site ID**' field, enter the serial number of your WES3 Connect or Base Station. You can locate the serial number on the unit's backside. If you have multiple control units on the same site, you can add additional '**Site IDs**' by clicking the **green** '**+**' button.

Under '**Site Contacts**,' you will need to choose one or more users to serve as site contacts. These individuals will play a crucial role in receiving important communications from Ramtech regarding the REACT system. They will also receive email notifications in case of any issues with the heartbeat function.

We strongly recommend enabling the **Heartbeat Function** for your site. The heartbeat is a daily signal transmitted from the WES3 Connect or Base Station unit to REACT, ensuring a secure connection to the Cloud. If your WES3 network ever loses its cloud connection and a heartbeat is missed, your selected site contacts will promptly receive email alerts, allowing you to take immediate action. They will also be notified when the connection is reestablished.

Once you've filled in these details, simply click '**Save**' to complete the process.

6.2 Adding Site Location

1. Specify a '**Zone Name**' for your site (e.g., Zone 1, Phase A).

2. To add building names (e.g., Tower 1, HQ), click the '**+ Building**' button.

3. Provide floor details (e.g., Basement, 1st Floor) by clicking the '+ Floor' button.

4. Include room names (e.g., Server Room, Kitchen) by clicking the '+ Room' button.

5. Upload a floorplan in either PDF or image format (JPG or PNG). Ensure the file size is under 5MB.

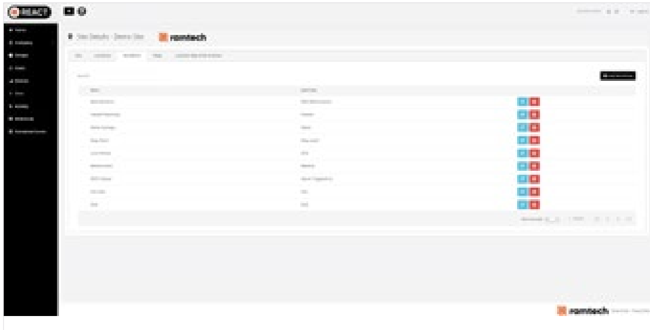
6. Mark room locations on the uploaded floorplan using the pin tool.

7. Select '**WES Devices**' from the dropdown menu, enter the device unit (the same 4-digit number used during system setup), and choose the Site ID from the dropdown menu.

8. To include more units in the same room, simply click the green '**+**' button.

Once you've confirmed that you've entered all the correct information, click the '**Save**' button. Repeat these steps for all devices in each room on your site.

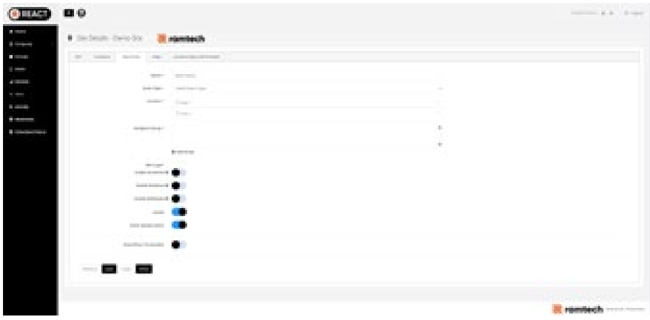
6.3 Adding Workflows



Workflows are the core processes for delivering alerts and notifications, defining who receives them, when, what information is conveyed, and how it's sent. Workflows are site-specific.

To access workflows, click on '**Workflows**' in the top navigation bar. Please note that you must add at least one location before creating a workflow.

To establish a workflow, click the 'Add Workflow' button on the top right. You'll then need to provide the following information:



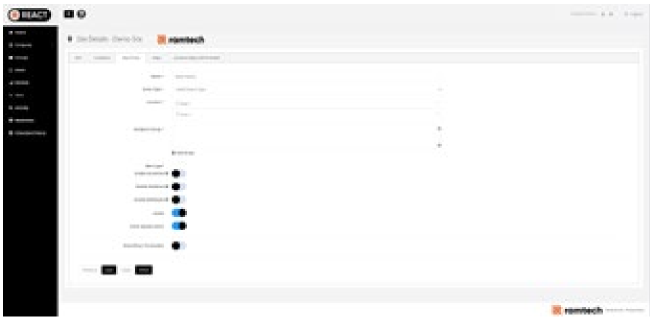
1. '**Name**' – The name of the workflow (e.g., First-aid team, H&S team).

2. '**Event type**' – Specify the type of event triggering the workflow. Additional options may appear based on the event type chosen. For example, selecting 'WES Maintenance' prompts a second dropdown menu where you can choose relevant maintenance event types.

3. '**Location**' – Choose from the locations previously loaded on the previous page.

4. '**Recipient groups**' – Select which group will receive relevant alerts.

5. '**Alert type**' – Define how the alert is delivered, with options including SMS, mobile app, and email.



To further customise your workflow and enhance functionality, consider these options:

- **Enable Escalation:** This setting ensures that unanswered alerts are forwarded to a second contact group after a defined time period. This ensures that no alert goes without a response.

- **Enable Geofence:** With this option enabled, users will only receive alerts within a defined radius of the site location.

- **Enable Webhook:** If you want to integrate REACT webhooks with another software, please reach out to the Ramtech team at react@ramtechglobal.com.

- **Active Toggle:** Make sure this toggle is set to 'on' for the workflow to be active. For full visibility of active alerts, we also recommend toggling 'Event Update Alerts' to 'on.' This ensures that users in the workflow are notified in real-time if an event is updated.

- **Workflow Timetable:** This option allows you to select specific timings for certain groups to receive alerts.

These customisation features enable you to fine-tune your workflows to meet your unique requirements and optimise alert management.

Additional Notes

It’s important for all REACT users to check the app at least once a week to ensure they haven’t been automatically logged out. Staying logged in is crucial because if a user is not logged in, they won’t receive mobile app alerts.

Below, you’ll find explanations of additional sections within the REACT Admin Portal:

- **Activity:** This page displays all the alarms triggered at various sites, providing their current status and historical data.
- **WebHooks:** Here, you can view all the configured webhooks and create new ones to Connect with third-party applications.
- **Scheduled Events:** This feature allows users to schedule events to be triggered at specified intervals.

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