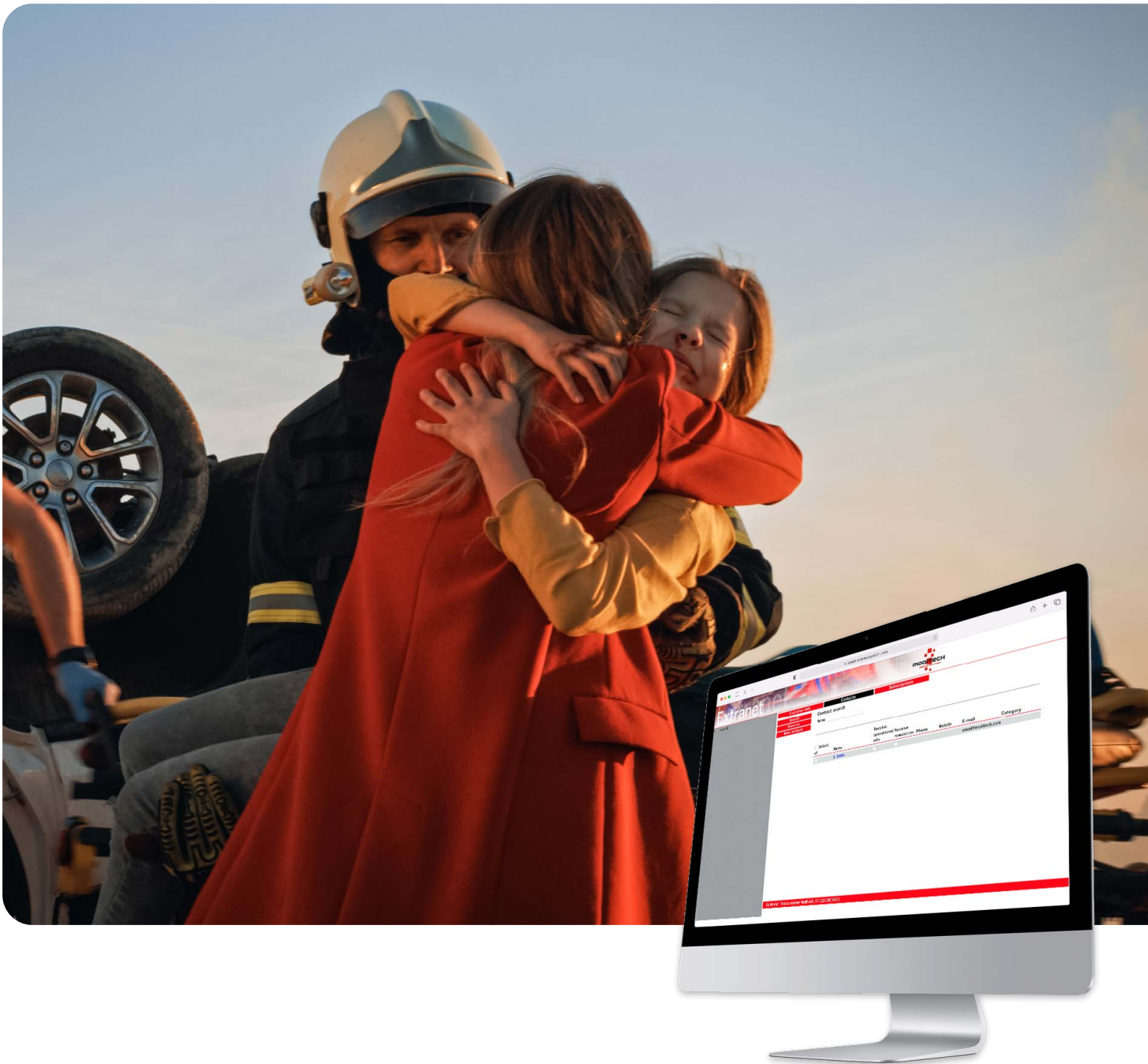
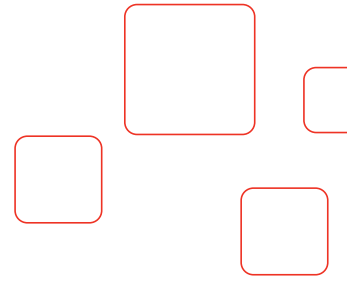


User manual Extranet



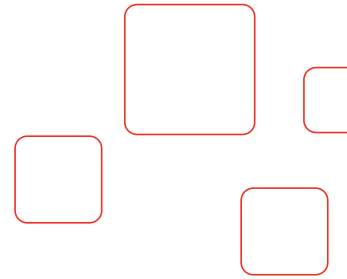
Contents



3	CHAPTER 1: INTRODUCTION
4	CHAPTER 2: WEBSITE LOGIN
5	CHAPTER 3: CUSTOMER INFO
6	CHAPTER 4: CONTACTS
9	CHAPTER 5: SUBSCRIPTIONS
9	Licence status
10	Filter
12	Single seat licence
13	Site licence

Chapter 1

Introduction



You are reading the manual for the customer portal ([Extranet](#)) of Moditech Rescue Solutions B.V. This portal is the central point for managing your data and Crash Recovery System licences. Use the url below to access the portal:

<https://www.crashrecoveryssystem.com/extranet>

Technical specifications / System requirements

The website is best viewed in Safari, Google Chrome or Mozilla Firefox. The portal is currently only available in English. New functionalities will be added in the future, as the website is still under development.

We wish you every success in managing your licences.

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All rights reserved.

Support

We have done our utmost to make this manual as complete and clear as possible. If you still have problems and need help, please contact us at support@moditech.com

Information for system administrators

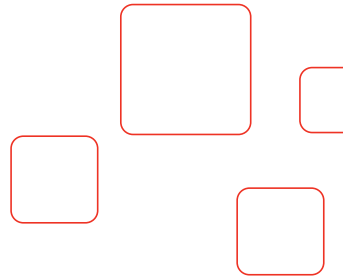
In order to reach the Extranet in another (automated) way than the regular web interface, we have developed the Extranet API. How the Extranet API can be queried from another application (automatically) to retrieve information relating to the update and licence status is described in the manual in this link:

[Extranet WebApi](#)

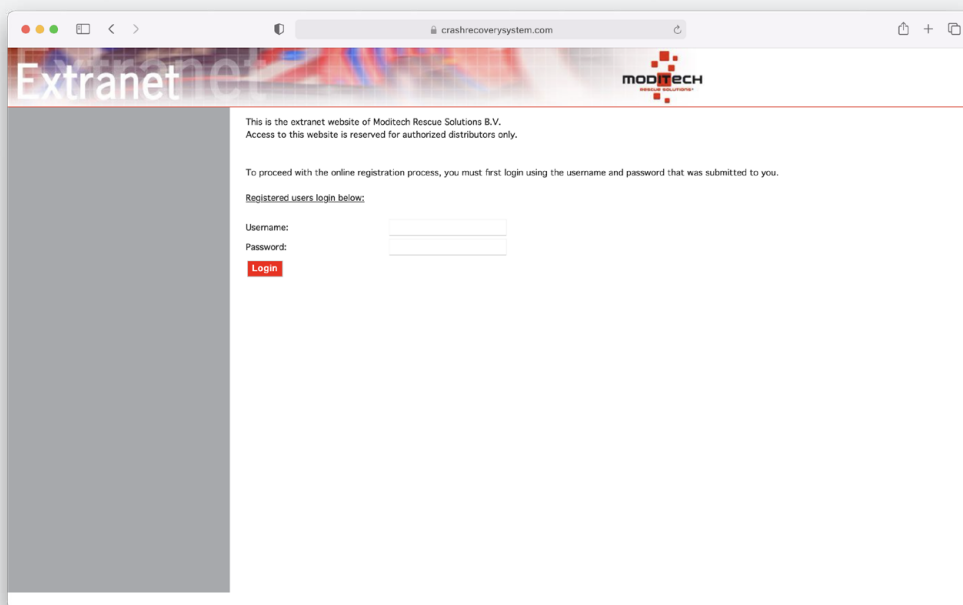
Please note: In order to use this functionality, it is necessary that the user has a user account on the Extranet website. You also need login details for our Support Portal.

Chapter 2

Website login



Go to <https://www.crashrecoveryssystem.com/extranet> and enter the username and password you have received.

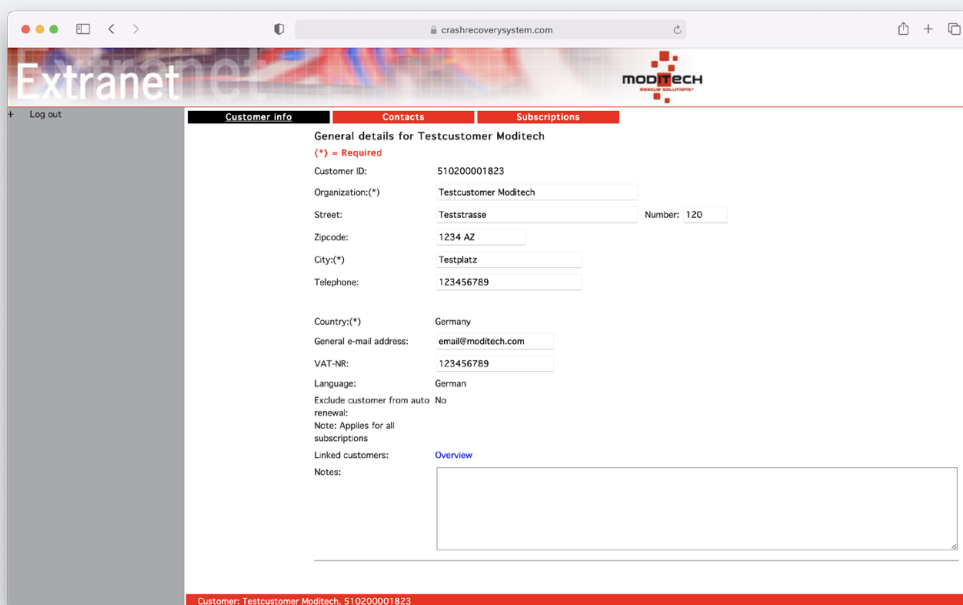


Please note: Moditech Rescue Solutions B.V. will not grant access to the portal to third parties without your consent. Only those authorised by you have access to the portal. You are responsible at all times for the correct administration of your data, activations and renewals of licences.

Chapter 3

Customer info

The [Customer info](#) tab shows the general information of your organisation, such as address data. This page shows how your organisation is registered with Moditech Rescue Solutions.



The screenshot shows a web browser window with the URL 'crashrecoveryssystem.com'. The page is titled 'Extranet' and features the Moditech logo. A navigation bar includes 'Customer info', 'Contacts', and 'Subscriptions'. The 'Customer info' tab is active, displaying 'General details for Testcustomer Moditech'. A legend indicates that fields marked with an asterisk (*) are required. The form contains the following fields and values:

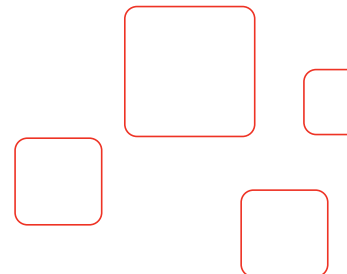
Customer ID:	51020001823	
Organization(*):	Testcustomer Moditech	
Street:	Teststrasse	Number: 120
Zipcode:	1234 AZ	
City(*):	Testplatz	
Telephone:	123456789	
Country(*):	Germany	
General e-mail address:	email@moditech.com	
VAT-NR:	123456789	
Language:	German	
Exclude customer from auto renewal:	No	
Note:	Applies for all subscriptions	
Linked customers:	Overview	
Notes:		

A red footer bar at the bottom of the page reads: 'Customer: Testcustomer Moditech, 51020001823'.

Please note: If anything is changed here, the system will automatically save the changes.

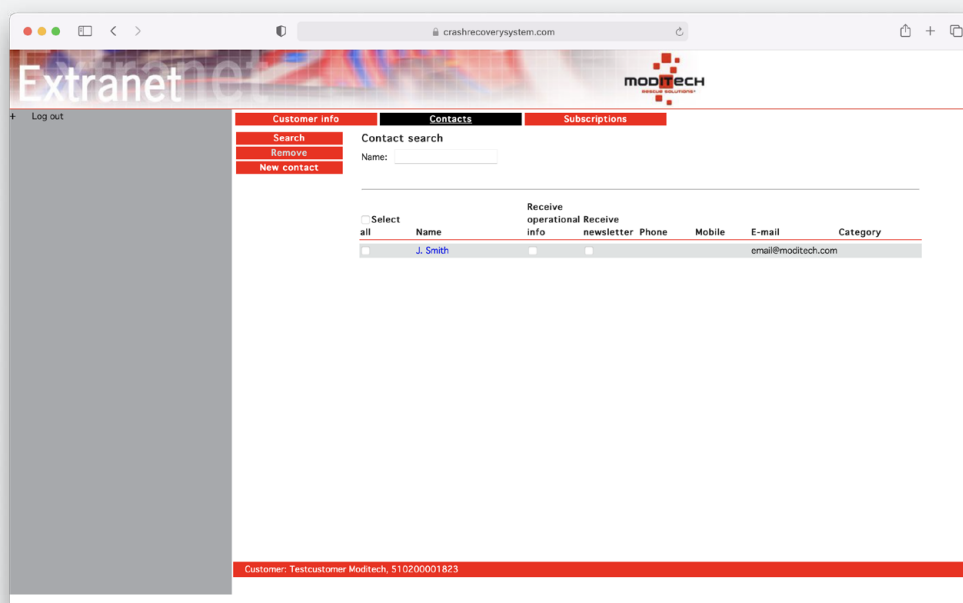
Chapter 4

Contacts

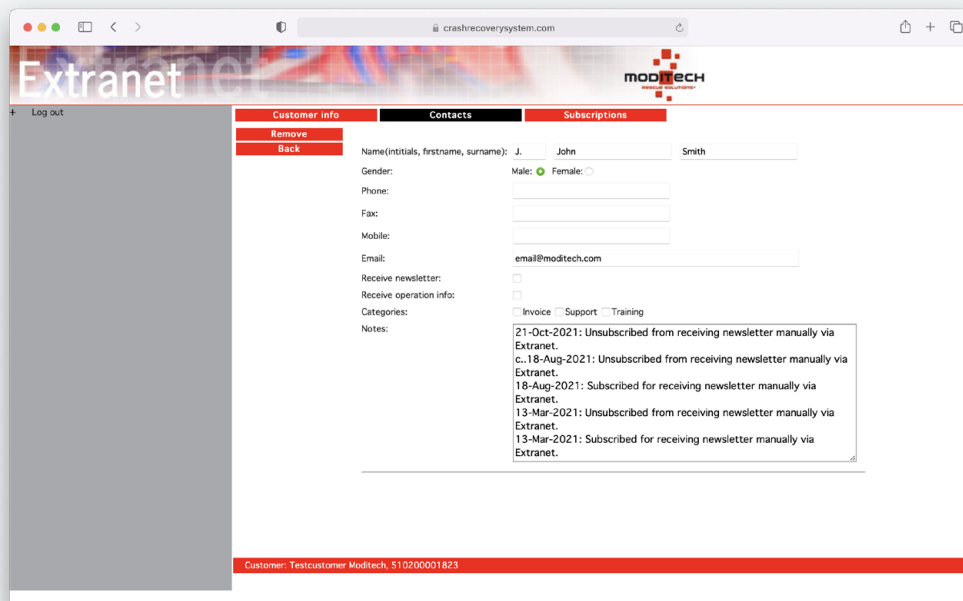


Consult the [Contacts tab](#) to manage the details of the contacts in your organisation who are relevant to Moditech Rescue Solutions. These are the contact details of the staff involved in the implementation and management of the Crash Recovery System.

After opening the Contacts tab, the screen below appears with an overview of the existing contacts.



As an example, Mr J. Smith has been added as contact above. If you want to change the data of this person, please click on the name of the person. The following screen with detailed information appears.



In the detail screen you can change the details of the selected contact. Here it can also be determined whether this person is responsible for the availability and management of the Crash Recovery System. If this is the case, the [Receive operational info](#) box must be ticked, and [Invoice](#), [Support](#) and [Training](#) can be selected under [Categories](#) to specify what the administrator is responsible for. The contact will thereby automatically receive important messages from Moditech Rescue Solutions.

These messages are related to the functioning of the system, such as the availability of the server for licence plate queries, but also new data updates, etc. In the event of any maintenance work on the system by Moditech Rescue Solutions, this person will be informed in advance so that he/she can in turn inform the users.

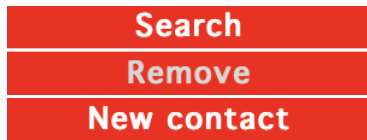
For the purposes of good management, it is important that at least one person within your organisation receives this information.

In addition to the information for administrators, it can be indicated whether a contact wishes to receive the monthly Moditech newsletter. To do this, the corresponding box under [Receive newsletter](#) must be ticked.

There is also spaces for notes under [Notes](#). This happens partly automatically. The system creates a note if the contact has signed up for the newsletter or for receiving operational information.

Please note: All changes are automatically saved.

It is also possible to search for, delete and create contacts within the [Contacts](#) tab. The initial screen of the Contacts tab contains the following three buttons:



These buttons work as follows:

Search Enter the details of a contact (in the search field) and then click on [Search](#).
The system will then search for all contacts whose criteria match those entered.

Remove Select a contact by checking the box in front of the relevant name (see below).
Then you can click the [Remove](#) option to remove this contact.

<input type="checkbox"/> Select all	Name
<input checked="" type="checkbox"/>	J. Smith

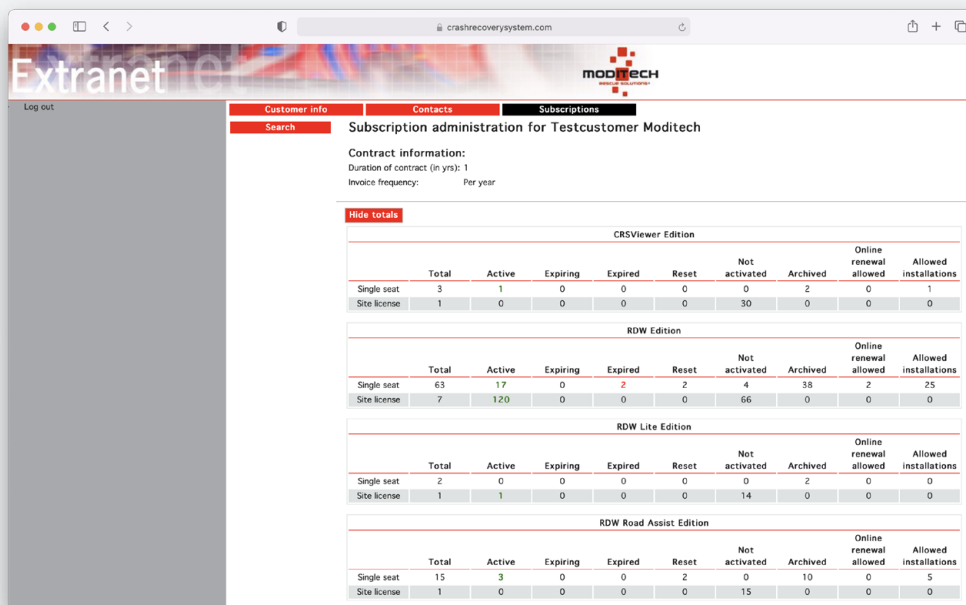
New Contact If a new contact is to be added, this can be done via the [New Contact](#) option.
A new screen follows where all data must be entered.

Chapter 5

Subscriptions

To manage the Crash Recovery System licenses, see the [Subscriptions](#) tab.

Please note: To extend or renew an existing licence, you must contact the Moditech Rescue Solutions B.V. help desk.



Extranet | moditech

Customer info | Contacts | **Subscriptions**

Search | Subscription administration for Testcustomer Moditech

Contract information:
Duration of contract (in yrs): 1
Invoice frequency: Per year

Hide totals

CRSViewer Edition									
	Total	Active	Expiring	Expired	Reset	Not activated	Archived	Online renewal allowed	Allowed installations
Single seat	3	1	0	0	0	0	2	0	1
Site license	1	0	0	0	0	30	0	0	0

RDW Edition									
	Total	Active	Expiring	Expired	Reset	Not activated	Archived	Online renewal allowed	Allowed installations
Single seat	63	17	0	2	4	38	2	25	
Site license	7	120	0	0	66	0	0	0	0

RDW Lite Edition									
	Total	Active	Expiring	Expired	Reset	Not activated	Archived	Online renewal allowed	Allowed installations
Single seat	2	0	0	0	2	0	2	0	0
Site license	1	1	0	0	14	0	0	0	0

RDW Road Assist Edition									
	Total	Active	Expiring	Expired	Reset	Not activated	Archived	Online renewal allowed	Allowed installations
Single seat	15	3	0	0	2	10	0	5	
Site license	1	0	0	0	15	0	0	0	0

At the top of the tab, the [Contract information](#) is displayed, showing the duration of the contract (in years) and the payment frequency.

Licence status

Under the contract information there is a licence status overview with numbers for all licences. This can be hidden by clicking on the [Hide totals](#) button.

Hide totals

The overview of numbers can be displayed again by clicking on the [Show totals](#) button.

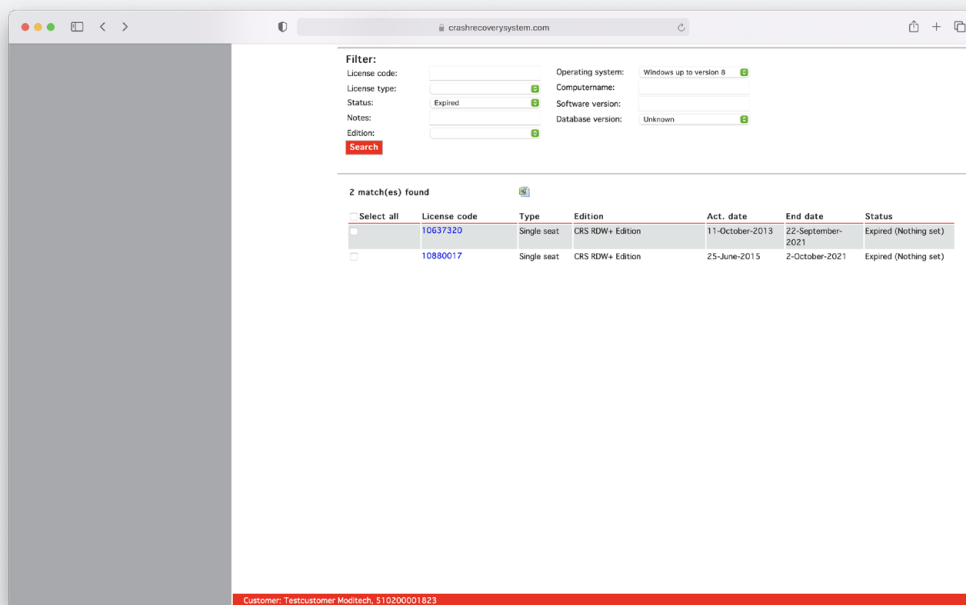
Show totals

The definitions of the statuses are as follows:

Total	The total number of licences.
Active	The number of active licences.
Expiring	The number of licences that will soon expire (these licences are valid for a maximum of 30 days).
Expired	The number of licences that have expired and are no longer valid.
Reset	The number of licences that have been reset.
Not activated	The number of licences that have not yet been activated.
Archived	The number of archived licences.
Online renewal allowed	The number of licences with the status 'Online renewal allowed'. If a licence has this status, users can easily renew their Crash Recovery System online.
Allowed installations	The number of licences that are available. <i>For example: A customer has installed 50 of the 60 licences. In this case, 50 licences are 'Activated' and 10 are 'Not activated'. The difference between the two numbers results in 'Allowed installations'. This number therefore indicates how many licences can still be activated.</i>

Filter

Below the overview of all licences, the [Filter](#) follows. From here you can search for a specific licence. Fill in one or more fields and click on [Search](#) to find the right licence.




Explanation of the different criteria within the filter function:

Licence code	Enter the licence code to search for the relevant subscription.
Licence type	Existing licences can be filtered by licence type. There are two possible forms of licences: <ol style="list-style-type: none">1. The Single seat licence is a subscription licence code linked to one device. A separate code is entered for each device.2. The Site licence is one licence code for a predefined number of installations (clients). Multiple devices (clients) can use the same licence code for the use of the Crash Recovery System.
Status	Each licence has a status. For more information on the status, see above (explanation Licence status).
Notes	It is possible to search for licences via Notes .
Edition	Here, the type of edition of the Crash Recovery System can be selected.
Operating system	Choose an operating system to filter on. The choice includes Windows up to version 8, Android, iOS, Windows UWP, Online and Windows 10 Desktop.
Computername	Enter the computer name of a device and click Search to make a selection.
Software version	Please enter a CRS software version to filter by.
Database version	Enter a database version of the CRS to filter on.

Matches after filter

Under the filter criteria, a list of all licences that may match is displayed. Select the [Microsoft Excel icon](#) to download the overview of all licences. An Excel file will then be downloaded to your computer.

2 match(es) found



<input type="checkbox"/> Select all	License code	Type	Edition	Act. date	End date	Status
<input type="checkbox"/>	10637320	Single seat	CRS RDW+ Edition	11-October-2013	22-September-2021	Expired (Nothing set)
<input type="checkbox"/>	10880017	Single seat	CRS RDW+ Edition	25-June-2015	2-October-2021	Expired (Nothing set)

Single seat licence

If a [Single seat licence](#) is clicked in the list, an overview with information follows. This is an overview of all features of the licence, such as activation date, edition and expiry date.

2 match(es) found

Select all	License code	Type	Edition	Act. date	End date	Status
<input type="checkbox"/>	10637320	Single seat	CRS RDW+ Edition	11-October-2013	22-September-2021	Expired (Nothing set)
<input type="checkbox"/>	10880017	Single seat	CRS RDW+ Edition	25-June-2015	2-October-2021	Expired (Nothing set)

Transferring a licence to another device

To transfer a current licence to another device, first click on [Reset](#).

Customer info Contacts Subscriptions

[Reset](#)
[Back](#)

Edit single seat license for Testcustomer Moditech

License code: [10880017](#)

Contract duration (in yrs): 1

Edition: CRS RDW+ Edition

End date: 31-December-2021

Exclude from auto renewal: No

Allow online renewal: No / Renewal end date: N/A / Upgrade product: Inapplicable

Status: Active

Activation date: 24-October-2013

Valid: 2990 days

Number of renewals: 2

Identification number: [882864022040718011261728878](#)

Activated database / region: All regions

Activation code: [11480112801171180140217188108](#)

Operating system: iOS

Computename:

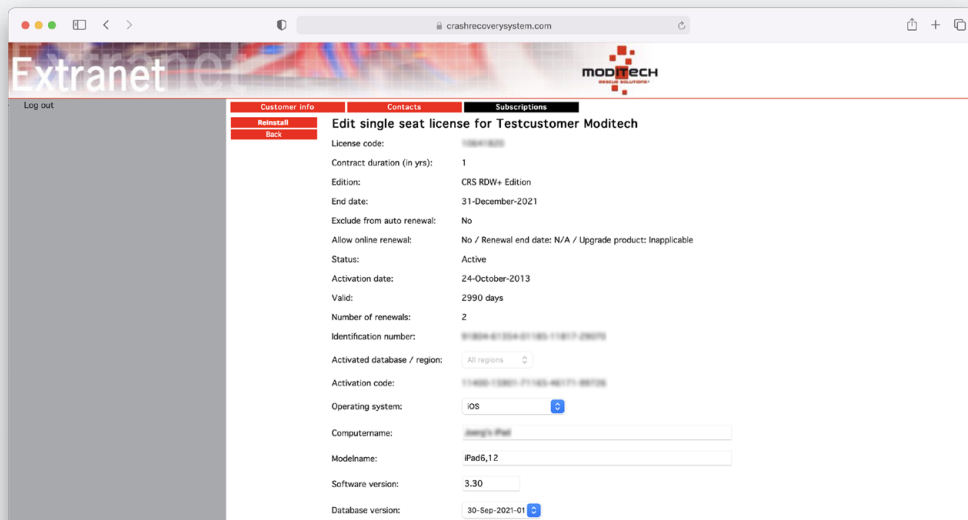
Modelname:

Software version:

Database version:

Notes:
02-nov-2020: Automatically renewed by SubscriptionService
29-jan-2020: License code switched from Unknown to iOS
29-jan-2020: Automatically reinstalled by SubscriptionService
11-jan-2020: Automatically reset / removed by SubscriptionService
01-nov-2019: License code switched from Unknown to iOS
01-nov-2019: Automatically reinstalled by SubscriptionService
01-nov-2019: Automatically reset / removed by SubscriptionService

Then enter the [Identification number](#) of the new device. Then click on [Reinstall](#) to generate a new activation code so that the licence can be installed on another device.



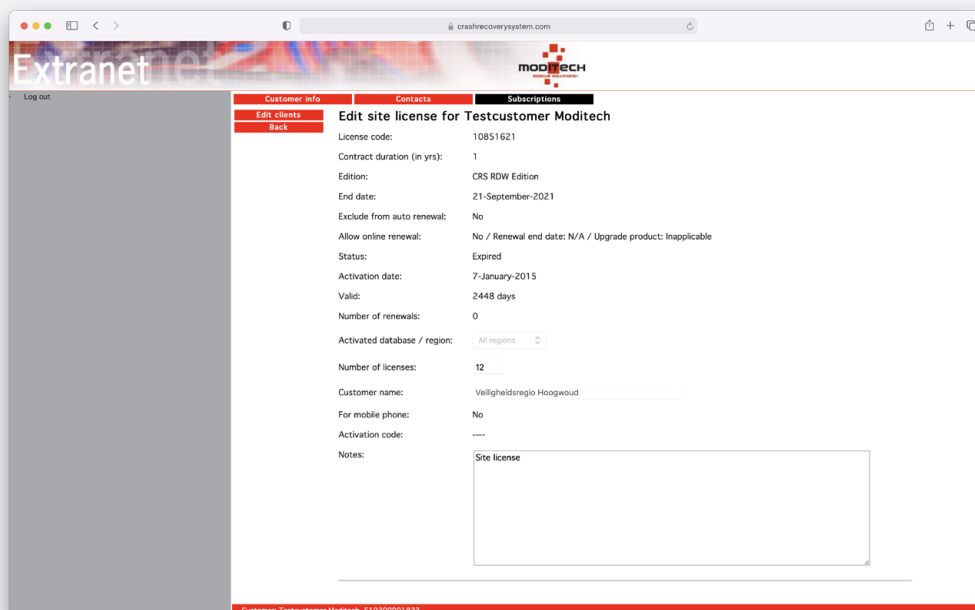
Site licence

If a [Site licence](#) is clicked in the list, an overview with information follows. This is an overview of all features of the licence, such as activation date, edition and expiry date.

2 match(es) found

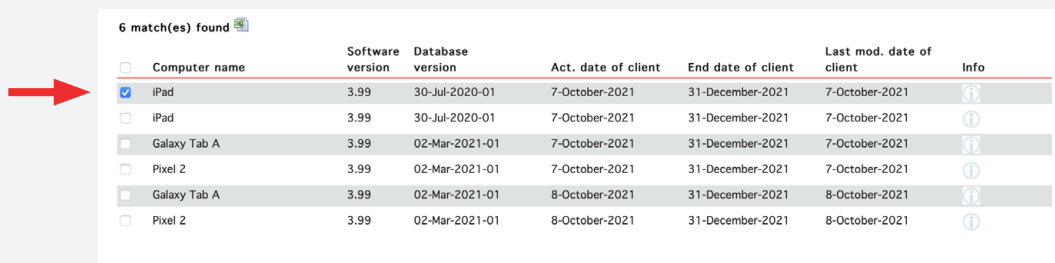
<input type="checkbox"/> Select all	License code	Type	Edition	Act. date	End date	Status
<input type="checkbox"/>	11051715	Site licence	CRSViewer	1-May-2017	31-May-2021	Expired (Nothing set)
<input type="checkbox"/>	10851621	Site licence	CRS RDW Edition	7-January-2015	21-September-2021	Expired (Nothing set)

A red arrow points to the license code '10851621' in the second row of the table.



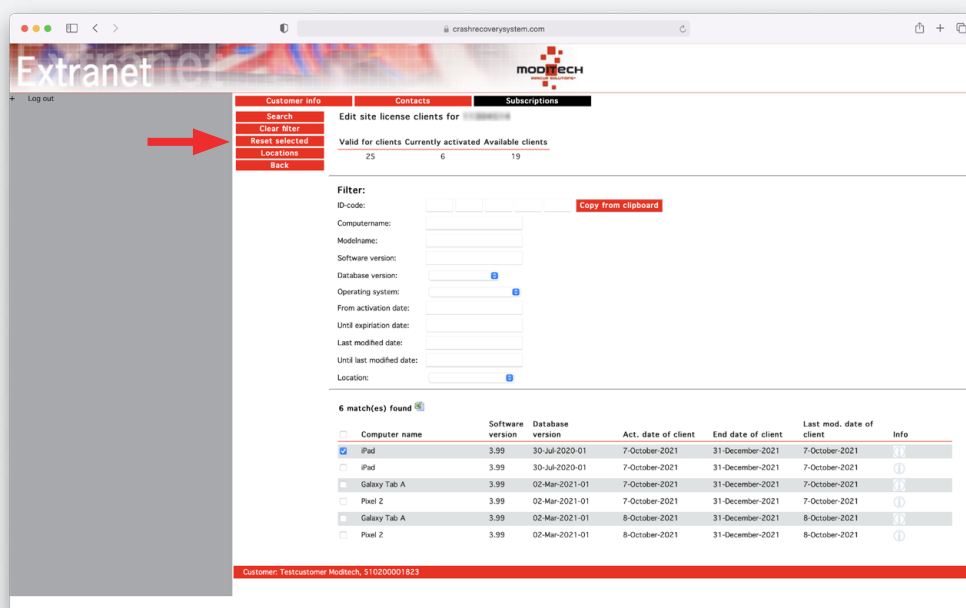
The Site licence is installed on multiple devices (clients). To see how many devices the licence is currently activated on, click on [Edit clients](#) in the navigation menu. An overview of all devices on which the licence has been installed, whether active or not, then appears. With the help of this overview, you can manage the devices.

A licence can be removed (reset) from a device by selecting the relevant device. For example, a licence must be reset if the CRS application has been removed from a device without first deleting the licence on the device. The licence may be not used, but the licence server has not been updated. Select the device whose licence is to be reset by ticking the appropriate line in the overview.



<input type="checkbox"/>	Computer name	Software version	Database version	Act. date of client	End date of client	Last mod. date of client	Info
<input checked="" type="checkbox"/>	iPad	3.99	30-Jul-2020-01	7-October-2021	31-December-2021	7-October-2021	
<input type="checkbox"/>	iPad	3.99	30-Jul-2020-01	7-October-2021	31-December-2021	7-October-2021	
<input type="checkbox"/>	Galaxy Tab A	3.99	02-Mar-2021-01	7-October-2021	31-December-2021	7-October-2021	
<input type="checkbox"/>	Pixel 2	3.99	02-Mar-2021-01	7-October-2021	31-December-2021	7-October-2021	
<input type="checkbox"/>	Galaxy Tab A	3.99	02-Mar-2021-01	8-October-2021	31-December-2021	8-October-2021	
<input type="checkbox"/>	Pixel 2	3.99	02-Mar-2021-01	8-October-2021	31-December-2021	8-October-2021	

Once the rule is selected, the [Reset selected](#) option is active. Click on it to delete the relevant device (client).



Customer info | Contacts | Subscriptions

Search
Clear filter
Reset selected
Locations
Back

Edit site license clients for [customer name]

Valid for clients: 25 | Currently activated: 6 | Available clients: 19

Filter:
ID-code: [input] [Copy from clipboard](#)
Computername: [input]
Modelname: [input]
Software version: [input]
Database version: [input]
Operating system: [input]
From activation date: [input]
Until expiration date: [input]
Last modified date: [input]
Until last modified date: [input]
Location: [input]

<input type="checkbox"/>	Computer name	Software version	Database version	Act. date of client	End date of client	Last mod. date of client	Info
<input checked="" type="checkbox"/>	iPad	3.99	30-Jul-2020-01	7-October-2021	31-December-2021	7-October-2021	
<input type="checkbox"/>	iPad	3.99	30-Jul-2020-01	7-October-2021	31-December-2021	7-October-2021	
<input type="checkbox"/>	Galaxy Tab A	3.99	02-Mar-2021-01	7-October-2021	31-December-2021	7-October-2021	
<input type="checkbox"/>	Pixel 2	3.99	02-Mar-2021-01	7-October-2021	31-December-2021	7-October-2021	
<input type="checkbox"/>	Galaxy Tab A	3.99	02-Mar-2021-01	8-October-2021	31-December-2021	8-October-2021	
<input type="checkbox"/>	Pixel 2	3.99	02-Mar-2021-01	8-October-2021	31-December-2021	8-October-2021	

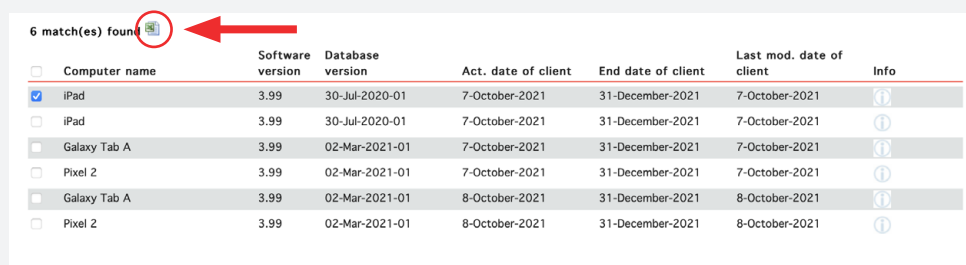
Customer: Testcustomer Modtech, S10200001823







In this overview it is also possible to search for a specific device (client). Fill in one or more fields and click on [Search](#) to find the right device.

Explanation of the different criteria within the filter function:

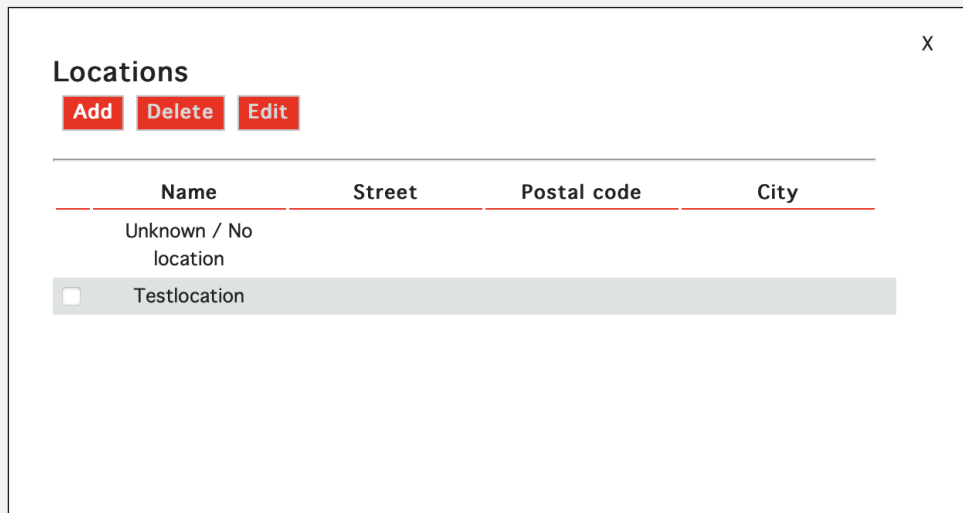
- ID-code** Enter the device identification number to search for the relevant device (client).
- Computername** Enter the computer name of a device to filter on.
- Modelname** Enter a model type of device to filter by.
- Software version** Enter a software version to filter by.
- Database version** Enter a database version of the CRS to filter on.
- Operating system** Choose an operating system to filter on. The choice includes Windows up to version 8, Android, iOS, Windows UWP, Online and Windows 10 Desktop. Select Unknown if you do not know.
- From activation date** Filter by activation date to get an overview of devices activated from a certain date.
- Until activation date** Filter by activation date to get an overview of devices activated until a certain date.
- Last modified date** Filter by last change date to get an overview of devices that were last changed on the selected date.
- Until last modified date** Filter by last change date to get an overview of devices that were last changed until the selected date.
- Location** Select the location to get an overview of devices registered at this location.

Select the [Microsoft Excel icon](#) to download the overview of all the devices (found). An Excel file will then be downloaded to your computer.



<input type="checkbox"/>	Computer name	Software version	Database version	Act. date of client	End date of client	Last mod. date of client	Info
<input checked="" type="checkbox"/>	iPad	3.99	30-Jul-2020-01	7-October-2021	31-December-2021	7-October-2021	
<input type="checkbox"/>	iPad	3.99	30-Jul-2020-01	7-October-2021	31-December-2021	7-October-2021	
<input type="checkbox"/>	Galaxy Tab A	3.99	02-Mar-2021-01	7-October-2021	31-December-2021	7-October-2021	
<input type="checkbox"/>	Pixel 2	3.99	02-Mar-2021-01	7-October-2021	31-December-2021	7-October-2021	
<input type="checkbox"/>	Galaxy Tab A	3.99	02-Mar-2021-01	8-October-2021	31-December-2021	8-October-2021	
<input type="checkbox"/>	Pixel 2	3.99	02-Mar-2021-01	8-October-2021	31-December-2021	8-October-2021	

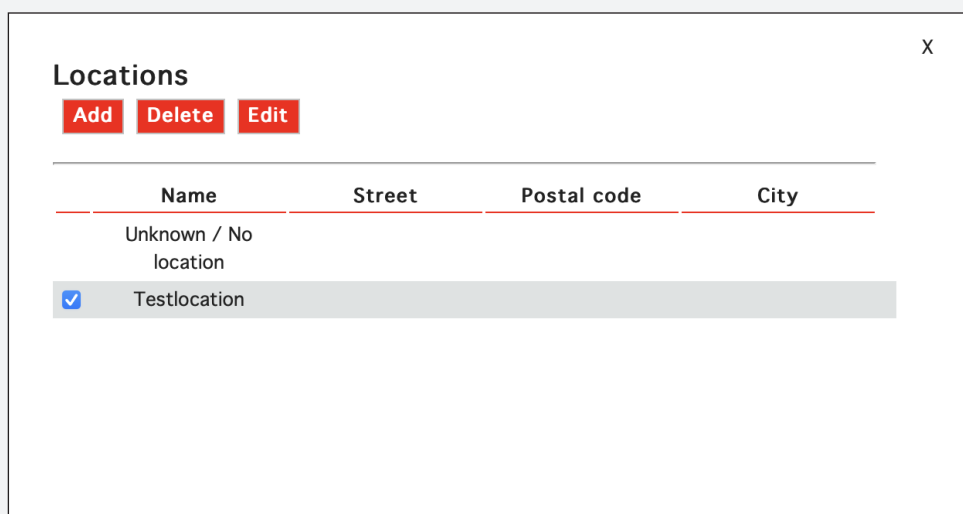
It is possible to assign a location to a device. This can help you find out where the device is located. Click on [Location](#) in the navigation menu. A new screen appears with an overview of locations (if any).



This screen has three buttons. The buttons work as follows:

Add If a new location is to be added, this can be done via the [Add](#) option. A new screen follows where data, such as name and address, can be entered. The name of the location must be entered.

Delete Select a location by checking the box in front of the relevant name (see below). After this, you can click on the [Delete](#) option to delete this location.



Edit

Select a location by checking the box in front of the relevant name (see below). After this, you can click on the [Edit](#) option to change this location.

Edit location







X
Name:
Street:
Streetnr:
Postalcode:
City:

A new screen appears. In this screen, the data can be changed. The name of the location must be entered.

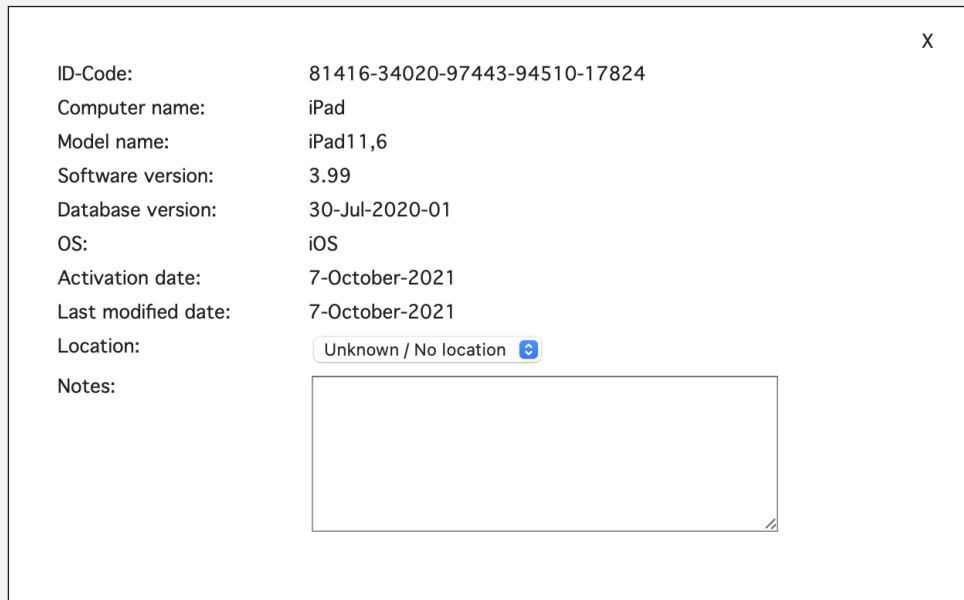
Please note: All changes are automatically saved.

Click the [Info](#) button to assign a location to a device (client).

6 match(es) found

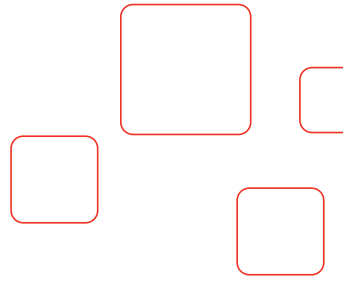
<input type="checkbox"/>	Computer name	Software version	Database version	Act. date of client	End date of client	Last mod. date of client	Info
<input checked="" type="checkbox"/>	iPad	3.99	30-Jul-2020-01	7-October-2021	31-December-2021	7-October-2021	
<input type="checkbox"/>	iPad	3.99	30-Jul-2020-01	7-October-2021	31-December-2021	7-October-2021	
<input type="checkbox"/>	Galaxy Tab A	3.99	02-Mar-2021-01	7-October-2021	31-December-2021	7-October-2021	
<input type="checkbox"/>	Pixel 2	3.99	02-Mar-2021-01	7-October-2021	31-December-2021	7-October-2021	
<input type="checkbox"/>	Galaxy Tab A	3.99	02-Mar-2021-01	8-October-2021	31-December-2021	8-October-2021	
<input type="checkbox"/>	Pixel 2	3.99	02-Mar-2021-01	8-October-2021	31-December-2021	8-October-2021	

The Info button opens a new screen with additional activation information for the respective device. Select the correct location from the list. You can enter additional information in the [Notes field](#) if you wish.

A screenshot of a device information screen. The screen has a white background and a thin black border. In the top right corner, there is a small 'X' icon. The screen displays the following information:

ID-Code:	81416-34020-97443-94510-17824
Computer name:	iPad
Model name:	iPad11,6
Software version:	3.99
Database version:	30-Jul-2020-01
OS:	iOS
Activation date:	7-October-2021
Last modified date:	7-October-2021
Location:	Unknown / No location <input type="button" value="v"/>
Notes:	<input type="text"/>

Please note: All changes are automatically saved.



Know what's inside.
Act with confidence.



www.moditech.com