



A company of **TVH**

EN

GemOne Cloud

Portal Users, Operators & Checklists

Version 1 - May 2025

Impact Insights by asset

ASSET NAME	AMOUNT OF IMPACTS	TOTAL SESSION TIME	IMPACTS PER SESSION HOUR	SEVERITY	AVERAGE FORCE	MAX FORCE
CTC-0352048	88	32h: 56min	5	10 (Red)	2.1	2.1
Lithium Integrator	66	28h: 12min	4.5	10 (Red)	2.2	2.2
Wan-0207862	64	43h: 24min	3	10 (Red)	2.2	2.2
Sulzer Gem-02-2	62	87h: 13min	1.5	10 (Red)	2.2	2.2
Krause Gem-02-01	50	62h: 5min	1.5	10 (Red)	2.3	2.3
Wan-0400718-22	45	45h: 5min	3.2	10 (Red)	3.1	3.1
CTC-2298736	46	21h: 59min	4.1	10 (Red)	4.1	4.1

Content

1 - Introduction	3
2 - GemOne Cloud Users	4
3 - Operator Management	6
3.1 Adding a new operator	6
3.2 Granting an operator access to assets	8
4 - Checklist Management	9
4.1 Adding a new checklist	9
4.2 Editing a checklist group	12
5 - Support	13

1 - Introduction

The purpose of this guide is to cover common items completed on GemOne Cloud. It will be a shortened version of the guide that only focuses on adding new portal users, adding or editing operators, and checklist questions.

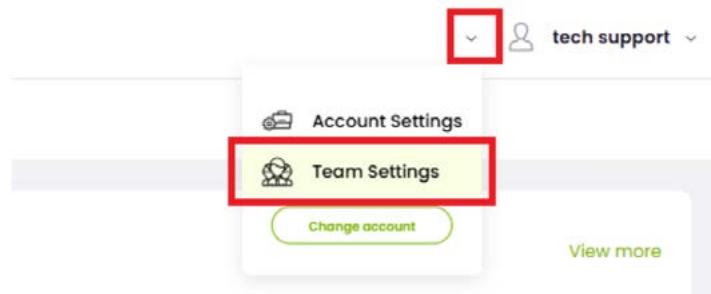
Changes made on the portal will be automatically queued to assets. There is no need to manually sync configuration settings after changes have been made.

Refer to the full guide embedded within GemOne Cloud if additional information is required.

2 - GemOne Cloud Users

Granting users access to the portal can be completed via Team Settings. Creating their account and allocating a role will give them access to the portal.

1. Click on the **drop down** icon and then select **Team Settings**



2. Click **Add team member** on the top right



3. Enter their details such as:
 - first name
 - last name
 - email address
 - optional phone number

The form fields are:

- First name: Gem
- Last name: One
- User email: techservice@gemone.com
- Phone number: +32 700600500

4. Set interface:
 - language
 - time format
 - date format
 - measurement metrics

The settings are:

- Interface language: English
- Time format: 13:00
- Date format: MM/DD/YYYY
- Distance measurement: imperial
- Volume measurement: imperial

5. Select the **required role** for the user



6. Clicking **Add team member** will create an account for the user and **login details** will be sent over **automatically**



New portal users will be provided a temporary password and they will need to reset their password after logging in for the first time

3 - Operator Management

This portion allows portal users to create operators to access the equipment on site. PIN codes or RFID cards can be allocated to an operator.

3.1 Adding a new operator

1. Click on **Operators** and then **Add operator**

2. Allocate the **role** for the new operator
 - **Operator** = standard access to the equipment
 - **Supervisor** = ability to unlock equipment and to also access additional settings on the display

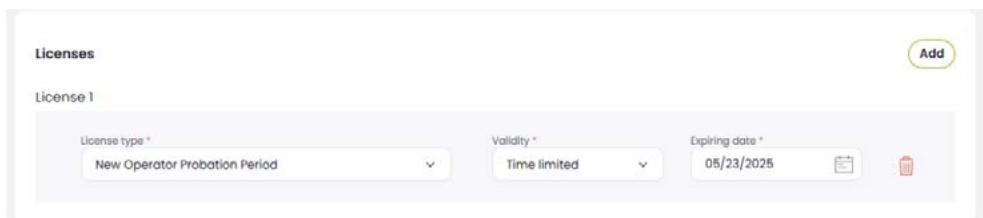
3. Enter details such as their:

- first name
- last name
- department
- shift

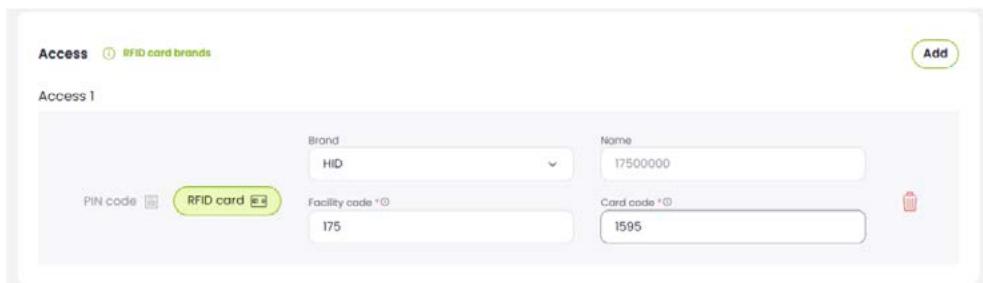
4. Select whether or not to link operator to existing assets
 - **No:** operator will not be linked to existing assets and access will need to be granted afterwards
 - **All:** operator will be linked to all existing assets



5. Select the **license type** applicable to the operator and set the corresponding **expiry date**
Once the date expires, the operator will not be able to access assets under that license type



6. Allocate a **PIN code** or **RFID card** to an operator
 - **PIN:** enter the number under the **code** or **generate a random code**
 - **RFID:** select HID as the brand and enter the facility code (FC) and card code
 - All GemOne supplied RFID cards will have **FC = 175**
 - Card codes are typically printed on the card



3.2 Granting an operator access to assets

1. Navigate to the operator list and then click on the name of the operator

NAME	ACCESS KEY TYPE	ACCESS KEY ID	ROLES	DEPT.
Aaron Meadows	HD	175.02791	Operator	Shipping
AJ Benardin Override	HD	175.05725	Operator Supervisor	Production
Angel Ortiz	HD	175.04226	Operator	Maintenance

2. Click on the Assets tab to add assets to the operator

Role	operator
Department	Shipping
Shift	15:00-23:00 (16:00-23:00)

3. Click Edit linked assets

ASSET NAME	NAME	MODEL	DEPT.
The table is empty			

4. Select assets the operator will get access to and click Link assets

ASSET NAME	NAME	MODEL	DEPARTMENT
ADAM NEW	GEM	ONE	OLAThe
GemOne Onyx V4	TOYOTA	EFBCU22	OLAThe

5. A confirmation message at the bottom of the screen will appear once changes have been made



4 - Checklist Management

4.1 Adding a new checklist

1. Click on **settings**, select **Checklist**, and then select **Add new checklist**

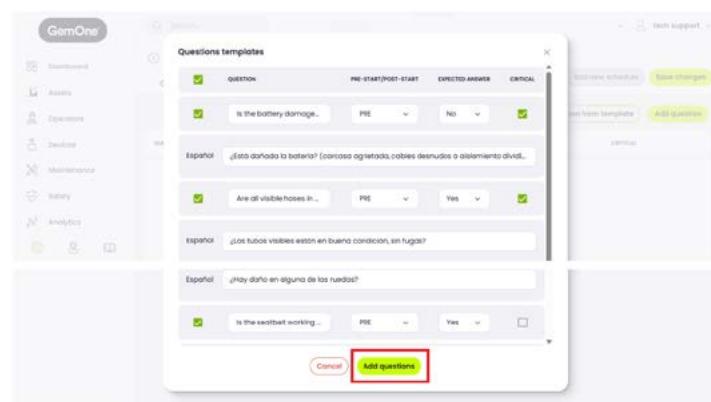
2. Enter a **name** for the checklist, select **additional languages** if required, and the **Save changes**

3. The checklist group will now be created and questions need to be added to the group. Either **pick pre-defined questions** from the template or **add a new question**

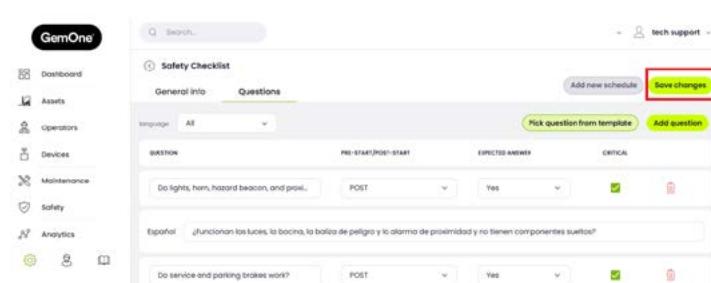
4. If questions are added from the template, click the **check box** on the **top left** to select all questions

- If translations are available in the selected language, it will load automatically
- If translations are not available, the question in the selected language will need to be entered manually

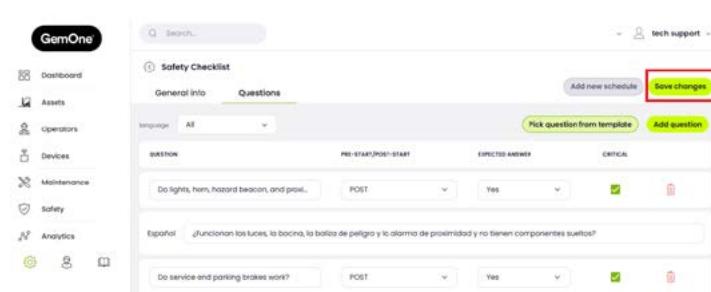
5. Add questions to the group



6. Save changes made to the questions

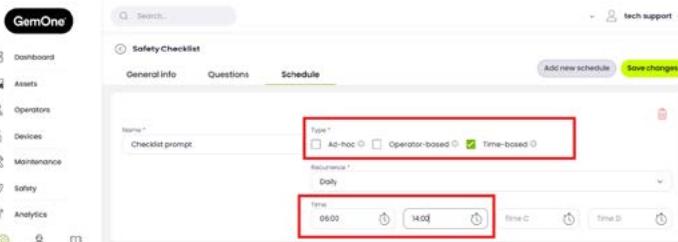


7. Click on Add new schedule to determine when the checklist will prompt

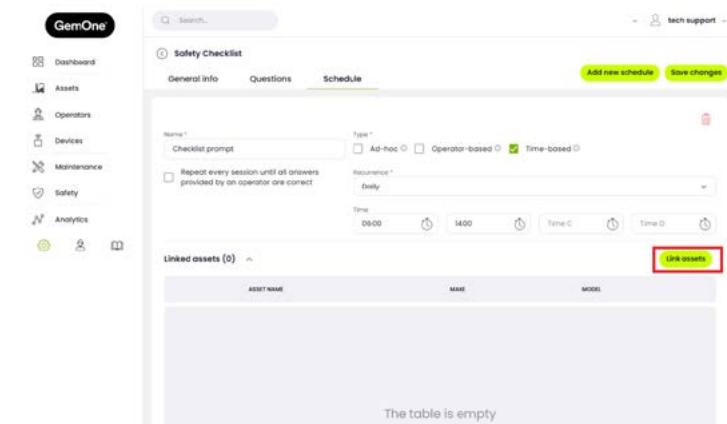


8. Select one of the following options and then click save changes

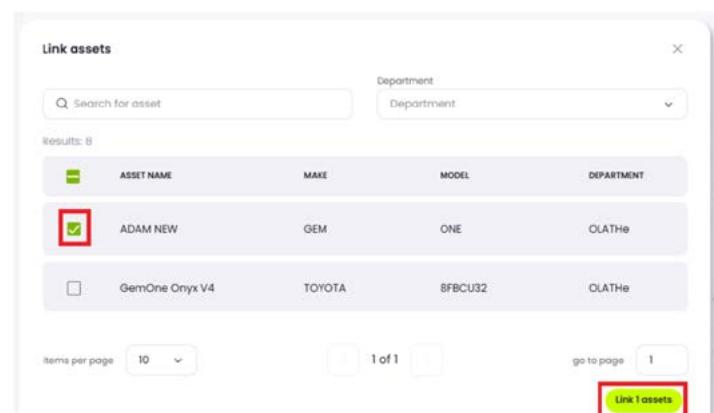
- **Ad-hoc:** checklist will not prompt automatically
- **Operator based:** checklist will prompt for every change of operator
- **Time-based:** checklist will prompt for first operator that logs in after the selected time



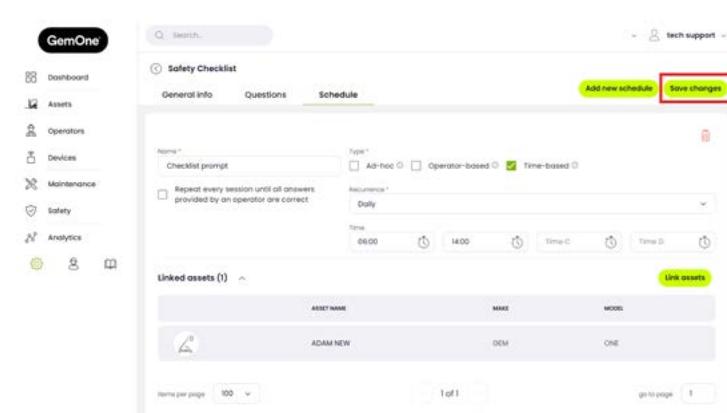
- Now that the schedule has been defined, click **Link assets** to determine which assets will be configured under this group



- Select the required asset(s) to add to the group and then **Link assets**

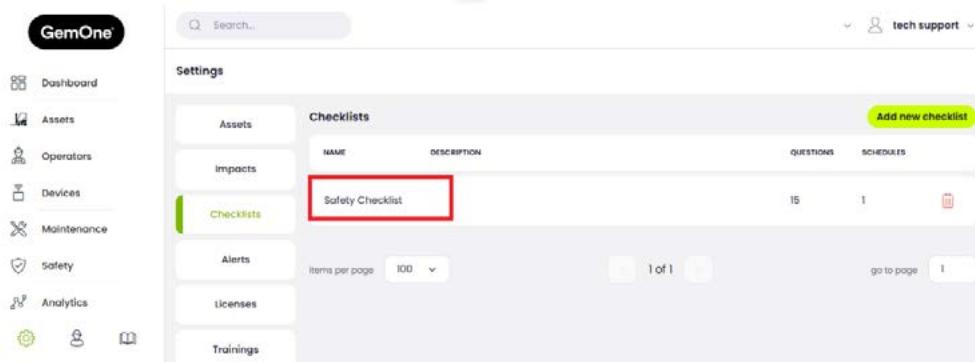


- Save changes and all settings will be queued to assets under the group



4.2 Editing a checklist group

1. **Changes** can be made to an existing group by **clicking on the name** of the checklist
2. Steps to edit the checklist group are the same as adding a new checklist.
Refer to steps above for a step-by-step guide



The screenshot shows the GemOne software interface with a sidebar on the left containing various navigation options: Dashboard, Assets, Operators, Devices, Maintenance, Safety, Analytics, and Settings. The 'Checklists' option under 'Settings' is selected, indicated by a green bar. The main content area displays a table titled 'Checklists' with columns for NAME, DESCRIPTION, QUESTIONS, and SCHEDULES. A single row is visible, showing 'Safety Checklist' in the NAME column, with '15' in the QUESTIONS column and '1' in the SCHEDULES column. A red box highlights the 'Safety Checklist' entry. At the top right of the main area, there is a 'tech support' link. Below the table, there are buttons for 'Add new checklist', 'Items per page' (set to 100), '1 of 1', 'go to page' (set to 1), and a search bar.

5 - Support

In case of issues, questions or feedback, feel free to contact our support team.

EMEA



+32 56 93 01 08



support_emea@gemone.com



Vichtseweg 129
8790 Waregem
Belgium

US



+1 (844) 656-1156



techservice@gemone.com



US 16355 South Elm Rd
Olathe, Kansas 66062
USA

ASEA



+61 1300 848 415



support_apac@gemone.com



735 Boundary Road
Richlands, QLD 4077
Australia

GemOne®

A company of **TVH** 

Lets get connected:

-  [instagram.com/gemoneofficial](https://www.instagram.com/gemoneofficial)
-  [facebook.com/gemone.telematics](https://www.facebook.com/gemone.telematics)
-  [linkedin.com/company/gemone](https://www.linkedin.com/company/gemone)
-  [twitter.com/GemOne_](https://www.twitter.com/GemOne_)
-  info@gemone.com

US: techservice@gemone.com
EMEA: support_emea@gemone.com
ASEA: support_apac@gemone.com

www.gemone.com

©2025 - GemOne NV, Vichtseweg 129, BE-8790 Waregem. All rights reserved. No part of this publication may be reproduced or communicated in any form or by any means, electronic or mechanical, including copying, recording or use in an information storage or retrieval system, without prior and explicit permission of GemOne NV. Photographs and illustrations are included for reference purposes only. GemOne is a registered brand.

