
CUSTOMER USE OF YOUR IQ3 TENANCY

MMS Version 12.2
Revision 12.2024

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CUSTOMER USE OF YOUR IQ3 TENANCY

Introduction

Revcord's IQ3 Multi-Tenant System enables YOU to minimize Non-Productive Time (NPT), reduce inspector downtime, eliminate reporting errors, and automatically create reports. This is enabled using Remote and Local Inspections and increased accountability through Chain-of-custody tracking and GPS verification. With the multi-tenant system, customers can also utilize the IQ3 Enterprise Inspection system from their offices. Customers can efficiently manage their data access permissions, enhancing operational efficiency and data integrity between their and Vendor organizations.

IQ3 Inspection Capabilities

RVI

Remote Video Inspections offer a streamlined way for your Customers to initiate visual inspections without the need for travel. Using SMS or Email invitations, the Customer can send an RVI link to an on-site person, such as an inspection needed for a pressure vessel, from their own portal in our MMS. The Vendor simply opens the link and follows the Customer's guidance, pointing the camera to the specific inspection areas. The Customer will have access to all of their Inspection Markers while directing the RVI event remotely. Once completed, an automated report is generated, and the inspection is complete, all from the Customer's location.

Local Inspection

IQ3's mobile app is compatible with any Android or iOS device. This app enables Customer on-site inspections, facilitating the collection of essential inspection data, including video, photos, and bookmarks. The mobile application offers extensive collaboration capabilities, allowing customers to invite colleagues or other external parties to observe inspections remotely and augmented reality tools.

Live Monitor, Search, And Storage

During both remote and local events, both customer and vendor QA managers, supervisors, or other personnel with the proper security rights have the capability to access and join any live events and search events and access their repository by their system users.

Setting Up IQ3 For Customer Use Of Your Tenancy

Creating Groups and Roles

IQ3's Enterprise Multimedia Management System (the "MMS") backend can partition the Vendor's tenancy into different User Groups, either with individual rights or with rights using Roles. For example, suppose a Customer's User would like access to your system to view their completed inspections. In that case, a User is configured with the proper permissions or associated with a Role to ensure they only see their data based on various User rights and individual Users of the Customer.

Individual rights within the IQ3 system can be enacted on a User level or a Module Level. For example, We can restrict a user from accessing all tabs except for Search. This can be taken a step further by only allowing that user permission to view events created by one certain user.

Creating Customer Users

If using Roles, you must first create the Role. After a Role has been configured with the proper rights and permissions, we can begin adding Customer Users. Without Roles, you can create individual users and associate them with a Group. In the Setup tab, these Users will be added the same way as users within your organization. Once all user info has been input and saved, the user will be assigned to their group with the proper permissions.

Customer Inspection

For a Remote Inspection request, an internal Customer's User can send an RVI Link to the Customer via the Remote Inspection Tab in the Cloud-based MMS. The user can input the inspection type, custom fields, and the end user's phone number or email from their desktop. After selecting "Create New Event," the link will be sent to the end user's device, initiating the inspection.

Invitations and Live Monitor can be leveraged during RVI or Local events for customers to add extra participants to view inspections live-streamed from the in-field users' devices.

Playlists

Playlists are valuable for sharing events and reports between Customers and Vendors. Playlists act as an event and document repository, allowing users to add multiple events, videos, and file types to one place. These playlists are easily shared by granting viewing permissions to internal users or entering an email address to share a one-time accessible link to an external user. Users who receive a shared playlist can playback all event videos, view reports, and review any supplemental documentation.

Search

Customers can search for and access their events, as well as events from users they have permission to view, through the Search Tab. The Search Tab offers a wide range of indices to filter your searches, such as Date, Time, User, Added Bookmarks, and more. Events can be opened for playback and viewing of added markers by selecting the event icon. Reports are also available from Search. Navigate to the right of your chosen event and select one of the icons in the Report Column.

Sharing Reports

Inspection Reports can easily be shared between Vendors and Customers by utilizing the MMS. To begin, users can locate and access events they are authorized to view by using the Search Tab and then clicking on the Report Icon for the specific event. PDF reports can be saved and shared from the Search Tab to share reports externally. This will download a shareable PDF report with all markers, photos, and links to the inspection videos. The other option for external sharing is to download the Standard Report to your machine. This will save all inspection markers, photos, and footage locally. This file can be shared externally and opened in HTML to retain the interactive report functionality.