



## 1. CERTEK Custom Care (CCC) Maintenance Software Introduction

### A. The CM CMMS is a CERTEK - Maintenance Computerized Maintenance Management System

- A customized software application designed by CERTEK specifically for our manufactured laboratory products.
- It is used by CCC to manage maintenance plans purchased with a CERTEK product.
- CCC operates as the Admin for our client's on-site maintenance teams who perform the preventive maintenance and CCC assists the teams to analyze issues as they arise.
- The CM CMMS offers the structure needed for managing maintenance efficiently.

### B. CCC Maintenance Software Brief Description

You **MUST** familiarize yourself with the maintenance software functions, symbols and pages.

- The CMMS software is **web-based** and works on Microsoft Edge, Google Chrome, Firefox, and Safari browsers.
- A 3-second refresh rate is built into the dashboards to constantly refresh data.
- There are pop-up messages to prompt a user on what to do or a warning to make you re-think your actions.
- There are also restrictions built into the system to prevent a user from performing certain actions if another action should have taken place first.
- Reports and logs are important to any maintenance plan, therefore, take a stroll through the filters to review the reports and logs that will be available to you.
- A grayed-out and blocking function, designed to keep more than one user from entering data into a task card at the same time or overwriting one another, has also been built into the system.
- An incomplete repair is automatically transferred to a newly generated task when a schedule expires to help a user to complete the repair in a timely manner.
- Email notifications for many functions are sent automatically to registered users to notify of specific actions that need to happen, or of automated actions that have already taken place.

This maintenance software was developed by people who understand preventive, predictive, and corrective maintenance.

- Their expertise has been in the general, electrical, HVAC and plumbing construction fields, in cleanroom and laboratory environments, and in the healthcare industry.



- Let their experience work for you to help offer longevity to your products and facilities.

### **C. CCC Maintenance Software Registration**

- CERTEK Custom Care (CCC) admin will create a username for you.
- Upon its creation, you will receive an email from CCC with the subject line beginning “Your Account has been created...”
- This email will contain your unique username and a button to complete your user registration.
- Click on the blue button that says “Register” and you will be taken to the CCC CMMS Web-App Maintenance login webpage.
- You will see your assigned username at the top of the page in the first box, after the CERTEK logo.
- In the next two boxes you will enter and re-enter a password of your choosing.
- Write down your unique password for safekeeping—you will need your password to log in to the web-app in the future.
- Below the password entry and re-entry boxes, you will see check boxes stating, “I agree to Terms of Use” and “I have read Web App Instructions.”
- You must click on both the Terms of Use and Web App Instructions to read these items and at the bottom of each, you will click on the blue box that reads “I Agree.”
- Once you have entered and re-entered your password, read and agreed to the Terms of Use and Web App Instructions, you will be able to finalize your registration by clicking the blue “Register” button.
- Upon completing registration, you will be re-directed to the Maintenance Web-App Login page.
- You will also be sent a separate email to login, if you choose not to login after registration.
- You may find it helpful to bookmark or select favorites for this page for easy access to login.

### **D. CCC Maintenance Software Login**

Once you have completed the registration process you will receive a sign-in email with the subject line beginning “Registered User You Can Now Sign-In.” At this point, you will be able to login and use the CCC Maintenance Web App site.

- To login to the site, enter the unique username assigned to you by CERTEK, as well as the unique password that you created when completing your registration, then click the blue “Login” button.






- If you would like your username to be retained for future logins, you may click on the box next to “Remember Me.”







#### **E. CCC Maintenance Software Forgot Password Link**

- If you have forgotten your password, you may click on “Forgot Password.”
- You will be redirected to a page where you will be prompted to enter your username and then click the blue box containing the word “Forgot.”
- An email with the subject line “Reset Password” will be sent to the email on file that is associated with your unique username.
- In the email, click the “Reset Password” button which will take you to a page of the maintenance website.
- The first box will contain your unique username.
- If it does not, you must enter your username.
- The next two boxes are to enter and re-enter your new password.
- Lastly, click the blue button containing the word, “Submit.”
- You are then redirected to a login window to login using your new password.

#### **F. CCC Maintenance Software Symbols**

**Symbols and Descriptions** – The CMMS web-based application contains symbols to assist the user to identify specific functionalities of the system that may require action by the user. Some symbols may NOT apply to all users.

	<b><i>Symbol</i></b>	<b><i>Description</i></b>
1.		A Red Circle with an exclamation mark inside indicates that a closed issue ticket is in an ‘Incomplete Report.’
2.		This is a Notes Icon seen throughout the site. When clicked, a window opens containing notes or a report.
3.	<b>1002021</b>	A seven-digit number in this color, or in black, represents an ‘Issue Ticket Number.’
4.		A Green Check indicates that an Issue Ticket is closed or that a Submitted Report is closed.

5.  This is a Download symbol and can be found when documents, reports, and logs can be downloaded.
6.  This symbol when clicked, will open a window containing documents about specific equipment.
7.  This symbol when clicked, will open a window to enter a requested reading such as pressure, CFM, temp, etc.
8.  This arrow symbol when clicked, will move a task from the 'In Progress' column to the 'Complete' column.
9.  This symbol when clicked, moves a task from the 'To Do' column to the 'In Progress' column.
10.  This symbol when seen in a task and in the To Do column of the dashboard shows that a task with an incomplete repair has been transferred from an Incomplete Report.

## 2. *Secure Website for Client Users*

### A. *Secure Website Brief Description*

There is a secure section of the website that is provided for client users to retrieve equipment manuals and to temporarily upload and download images, videos, and documents relating to maintenance.

- CCC does not accept any other means of uploading and downloading files.
- The secure section of the website contains a folder named "Uploads" that is used for a client user and CCC Admin to upload and download information to each other.
- This folder is cleaned out only by Admin by deleting all files uploaded within 3-days.
- It is critical to download files as soon as a user is aware that they have been uploaded.



- When an Admin uploads a file for a client user, the Admin will send an email notifying the user that a file has been uploaded.

When a client purchases a maintenance plan with a CERTEK laboratory product or purchases a plan for their own facility or other product, CCC will send admin registered users login credentials for the secure section of the website.

### **B. Secure Website Username and Passcode**

- A 'Username' and a 'Passcode' is sent to a user by a CCC (CERTEK Custom Care) Admin.
- There **IS NOT** a 'Forgot Passcode' button or link.
- If a 'Username' or 'Passcode' is forgotten, a user **MUST** contact Admin for assistance.
- If a 'Username' and 'Passcode' is stolen or loaned, and access is gained by someone other than the user, the 'Username' and 'Passcode' will be blocked, and new credentials will be issued.
- Sign-in credentials **MUST NOT** be loaned.

How to Login to the Secure Website.

- Open a browser and enter [www.certek-usa.com](http://www.certek-usa.com).
- On the Homepage of the website, start by clicking the blue LOGIN button at the top right corner.
- When the "Login" page opens, enter the login credentials, sent to you by CCC Admin, into the "Login Username" and "Login Passcode" boxes and click the blue Login button.
- Click the "Remember Me" box if you want the system to remember your unique username.
- After logging in, click "Client" to start.

## **3. Training Resources**

### **A. Training Resources – Step-by-Step Guides**

- There are many resources available for training.
- We have many step-by-step training guides, and several videos to help guide a user, or an entire team through each function of the system.
- There is an option that CERTEK can initially train a client, however, many resources are available to assist a user toward self-training and continued training.
- Each step-by-step guide is designed to train a user through a specific functionality.



- A list is available in the Secure-Side of the website. If you have not received your personal sign-in credentials, contact admin.
- The folder containing the guides is named 'CM CMMS Step-by-Step Training Guides.'
- CCC Admin availability during testing and training.
  - Some Step-by-Step Training Guides states that an Admin can setup a test client and add tasks.
    - CCC Admin is only available when a schedule is coordinated.
    - CCC Admin is only available by email. [ccc@certek-usa.com](mailto:ccc@certek-usa.com)
- If there are three (3) or more users that need additional training, a training session can be coordinated and scheduled using an online video platform as selected by Admin.
- Step-by-Step Training Guides may be added from time-to-time, if deemed necessary.

C1 - <a href="#">Registering and Signing In</a>
C2 - <a href="#">Symbols and Descriptions</a>
C3 - <a href="#">Basic Functions for the Client Dashboard</a>
C4 - <a href="#">Using Dashboard Filters</a>
C5 - <a href="#">Basic Functions for the First Filter Dropdown Box</a>
C6 - <a href="#">Basic Functions for the Second Filter Dropdown Box</a>
C7 - <a href="#">Basic Functions for the Third Filter Dropdown Box</a>
C8 - <a href="#">Basic Functions for Blocking (Grayed-Out Tasks)</a>
C9 - <a href="#">Uploading, Downloading, and Deleting Media</a>
C10 - <a href="#">Basic Functions for Submitting a Report When Repairs are NOT Completed</a>
C11 - <a href="#">Confirming Emails</a>
C12 - <a href="#">System Generated Incomplete Reports</a>
C13 - <a href="#">Task Generation and Reminder Emails</a>
C14 - <a href="#">Run Task Through the Entire Process</a>
C15 - <a href="#">Run Schedule Through the Entire Process</a>
C16 - <a href="#">Secure Site - Sign-In Process</a>
C17 - <a href="#">Secure Site - Uploads Folder Uploading and Downloading Files</a>
C18 - <a href="#">Secure Site - Accessing Other Informational and Resource Folders</a>



**B. Training Resources – Client Training Videos**

- These videos are designed to walk you through the CMMS functionality as a user during normal maintenance activities.
- The videos should be sufficient training to learn how to use the system, however, CCC Admin is available to assist in additional scheduled training.
  - CCC Admin training is only by schedule and will require online video platforms as selected by Admin.
- Training videos may be added from time-to-time, if deemed necessary.

CTV1 - <a href="#">Registering &amp; Signing In</a>
CTV2 - <a href="#">Basic Functions of the First, Second, and Third Filters</a>
CTV3 - <a href="#">Explanation of The Client Dashboard, Filters, and Incomplete Reports</a>
CTV4 - <a href="#">Explanation of Task Blocking</a>
CTV5 - <a href="#">Explanation of Upload Media Functions</a>
CTV6 - <a href="#">Explanation of Email Notifications</a>
CTV7 - <a href="#">Explanation of Submitting a Report for an Entire Schedule</a>
CTV8 - <a href="#">Secure Site Sign-In and Folder Access</a>
CTV9 - <a href="#">Detailed Explanation of the Potential Failure Log</a>

If you have concerns or questions, please contact us at [ccc@CERTEK-usa.com](mailto:ccc@CERTEK-usa.com). Thank you and may you maintain a great day!