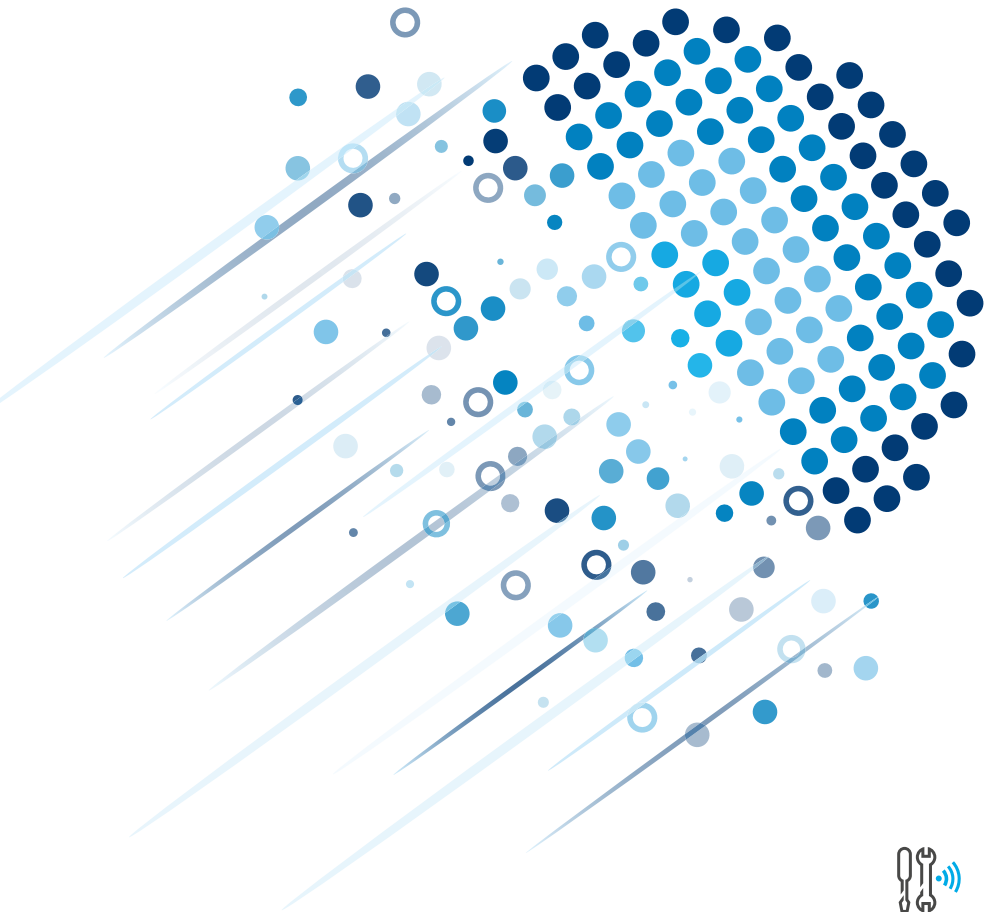




# Digital Service Manager.

Get started now.

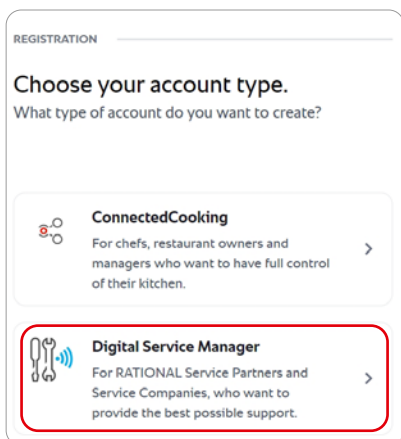


Digital Service  
Manager

**1**

## Create a Digital Service Manager account.

- › Go to <https://auth.connectedcooking.com/register> and select Digital Service Manager.
- › Important: Only one Digital Service Manager account can be created per service company. Multiple users can be added to your account.



Scan now and go to the registration page for the Digital Service Manager.

**2**

## Link service partner and customer account.

- › To access your customer's cooking systems, you need to link your Digital Service Manager account to your customer's ConnectedCooking account.
- › Your customer must have their own ConnectedCooking account.

### Linking the two accounts:

- › In the Digital Service Manager, click Customer > Add Customer and enter the customer account email address.
- › Your customer will automatically receive an email and will need to confirm the link.
- › The customer will then give you permission in their ConnectedCooking account for the group\* you are responsible for.

\* Groups are used to organise customer devices and users across sites and stores. Groups can be created in various hierarchies: Store, City, Region, Country and Headquarters. Only the customer can create and customise groups in their ConnectedCooking account (under Administration > Customise groups).

**3**

## Connect the customer's cooking system to the Internet.

- › You or the customer can connect the cooking systems in the kitchen to the Internet.
- › On the unit display, start the Network Wizard under Settings > Network Settings > Start Network Wizard > Yes.

- › Choose the desired connection.

### ▶ LAN

Make sure that a LAN cable is plugged in.

Confirm the selection and select „Later“ for the proxy server, unless you want to configure it.

### ▶ WiFi

Select the appropriate network, enter the corresponding password and confirm it.

- › Please note:

The LAN cable must be disconnected from the cooking system for WiFi networking!

- › You can find more details on cooking system networking and troubleshooting in the RATIONAL portal under Service > Digital solutions > ConnectedCooking > System networking.

**4**

## Add the cooking system to the customer's ConnectedCooking account.

- › Requirement: The cooking system is connected to the Internet and can access ConnectedCooking.
- › There are two ways to add a cooking system:

### Option 1

Customer adds the cooking system to their ConnectedCooking account:

- ▶ By entering the registration code: Under My cooking systems > Cooking system overview > + Add.
- ▶ Or by scanning the QR code on the system display.

### Option 2

You add the cooking system on behalf of the customer via your Digital Service Manager account. Requirement: You are connected to the customer account as a service partner (see step 2).

- ▶ Click on Cooking systems > Add cooking system and enter the serial number.
- ▶ This way, you can add a customer cooking system up to 2 weeks before its installation.
- ▶ For security reasons, the registration must be confirmed on the cooking system. To do this, go to Settings > ConnectedCooking > Login > QR code login on the cooking system.
- › Once you have successfully added the cooking system, you will find it in your Digital Service Manager account and the customer will find it in their ConnectedCooking account in the selected group.

**5**

## Activate the connectivity settings on the cooking system.

- › To use all the functions, the following settings must be enabled on the cooking system under Settings > ConnectedCooking:
  - ▶ Automatically transfer HACCP data
  - ▶ Allow remote access ( iCombi Pro and iHexagon only)
  - ▶ Download software updates automatically
  - ▶ Automatic time synchronisation
- › Then restart your cooking system.



### Do you need more help?

- › Use the ConnectedCooking wizard (Userlane) directly in your Digital Service Manager account.
- › FAQs and other documents can be found in the RATIONAL portal under Service > Digital Solutions.
- › If you have any questions, our ConnectedCooking support team will be happy to help you at [cc-support@rational-online.com](mailto:cc-support@rational-online.com).

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