

Crestchic Guide Series

AN INTRODUCTION TO THE CRESTCHIC PORTAL

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Crestchic Portal - A Welcome Guide

The 'Crestchic Portal' is an invaluable online cloud storage system that contains easy and instant access to load bank manuals, datasheets, downloads for control system software, warranty information and much more. It is intended to be your 'one stop shop' for all hired and purchased load bank equipment

This guide is intended to be a basic introduction to the system, but if you have any issues with the portal, please get in touch with our team and they will endeavour to assist you further. They can be contacted via email at helpdesk.portal@crestchic.com or, if you'd rather speak to a team member, call on +44 (0)1283 531645.

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Please note: Crestchic has taken every care in creating a robust, secure and virus-free system, but cannot take any responsibility for any loss or damage incurred to your personal electronic files or computer system whilst using this portal.

How to Register for Access

Open a web browser and go to <https://portal-crestchic.com/register.php>

Enter the registered email address provided during the sales process and click [continue](#) to validate

If validated, you should see the screen shown to set your password

If password is successfully set, you should see the screen (1) displaying your username

(1)

Make a note of this username and click '[click here to login](#)'

Shown in screen (2) [confirm](#) and [exit](#) registration page

(2)

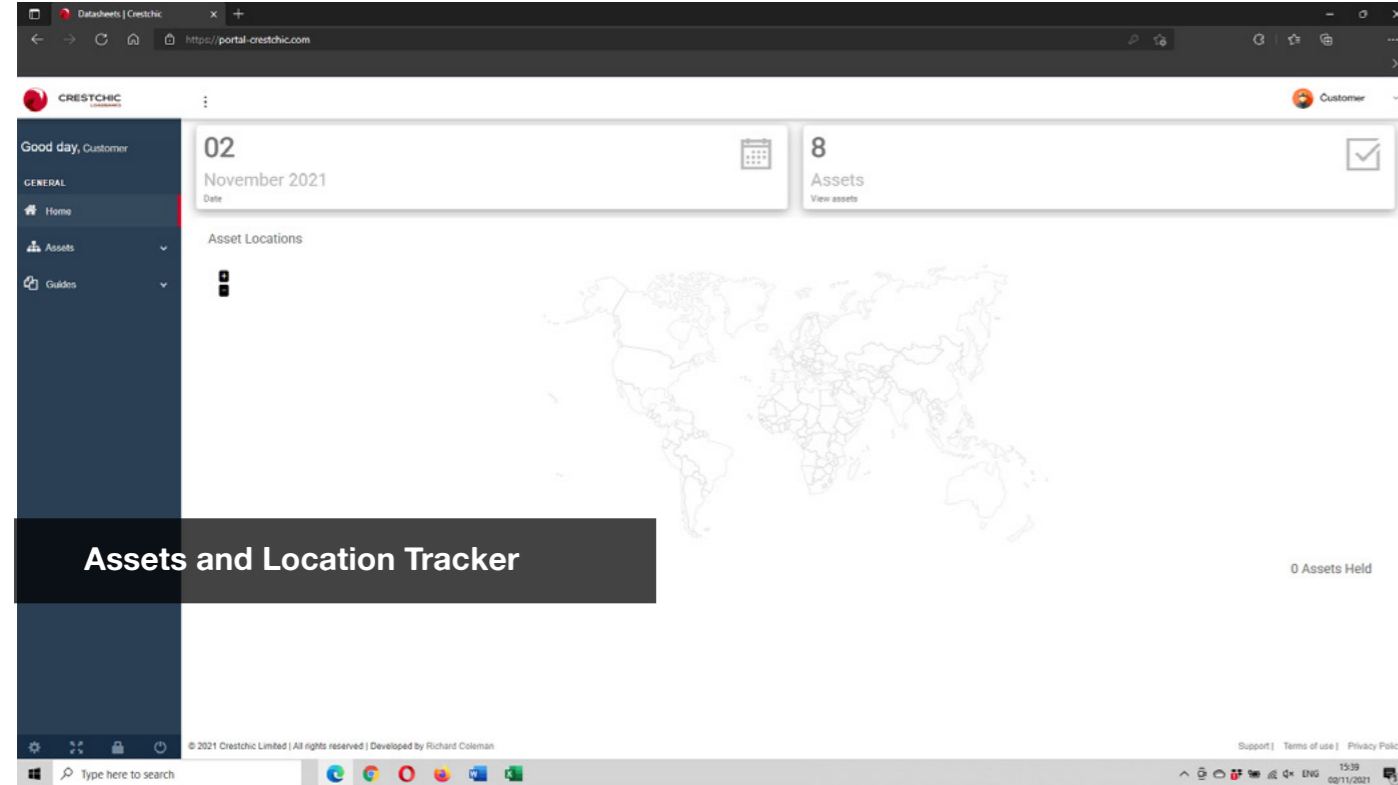
Any problems, please contact helpdesk.portal@crestchic.com

System Highlights

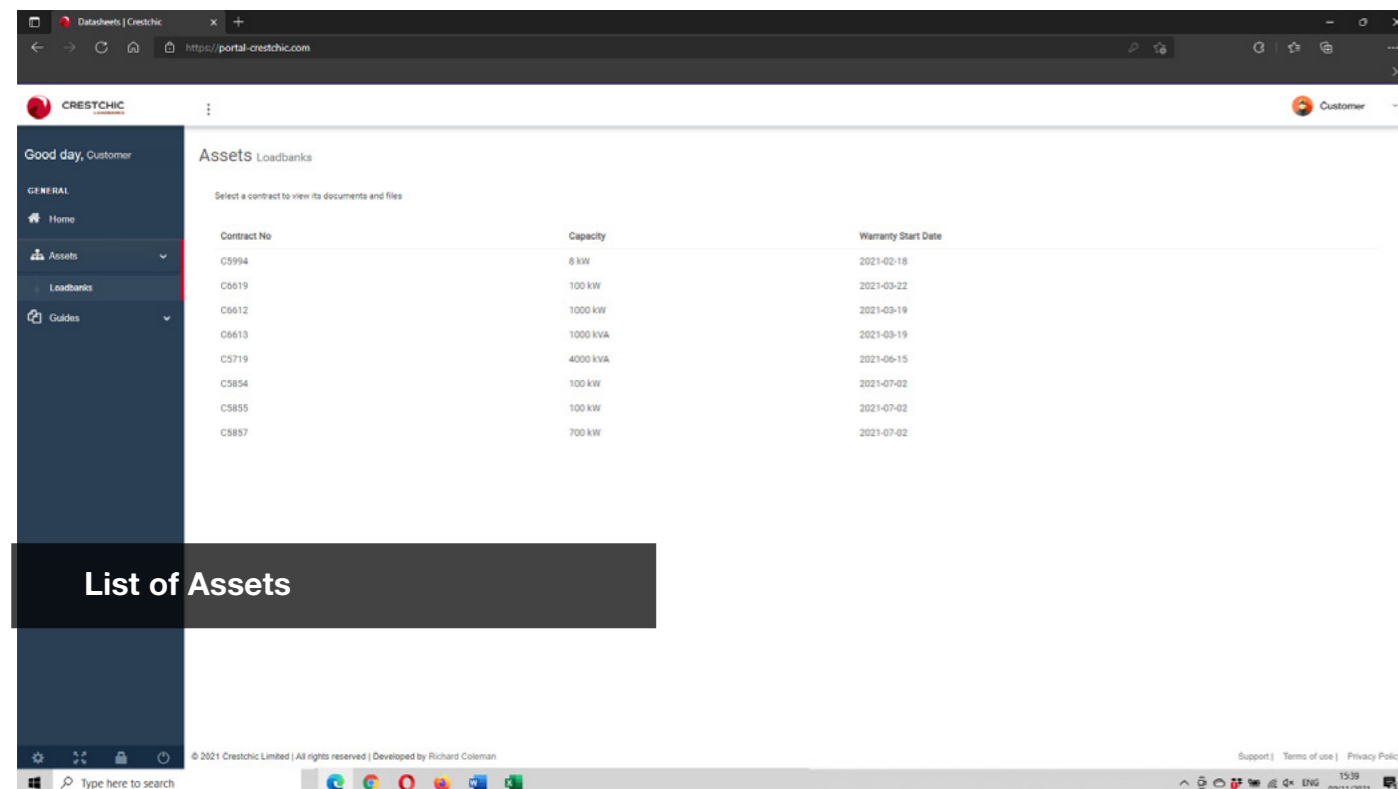
Assets Menu

This is the core of the system allowing users to look at what assets they currently have and to easily find information pertaining to the equipment.

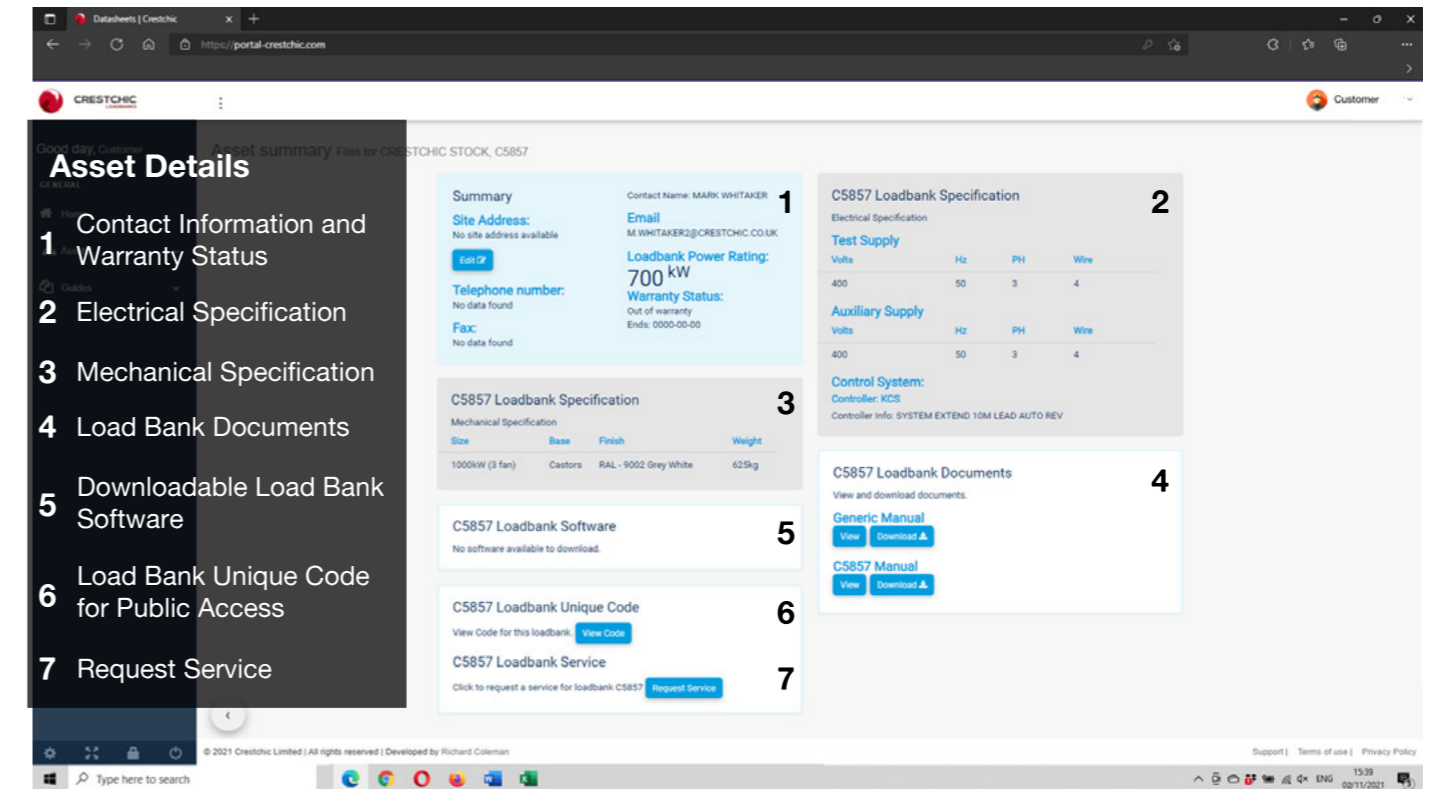
Please note: depending on the assets you have, these screens may be more - or less - populated than the example screens below.



Assets and Location Tracker



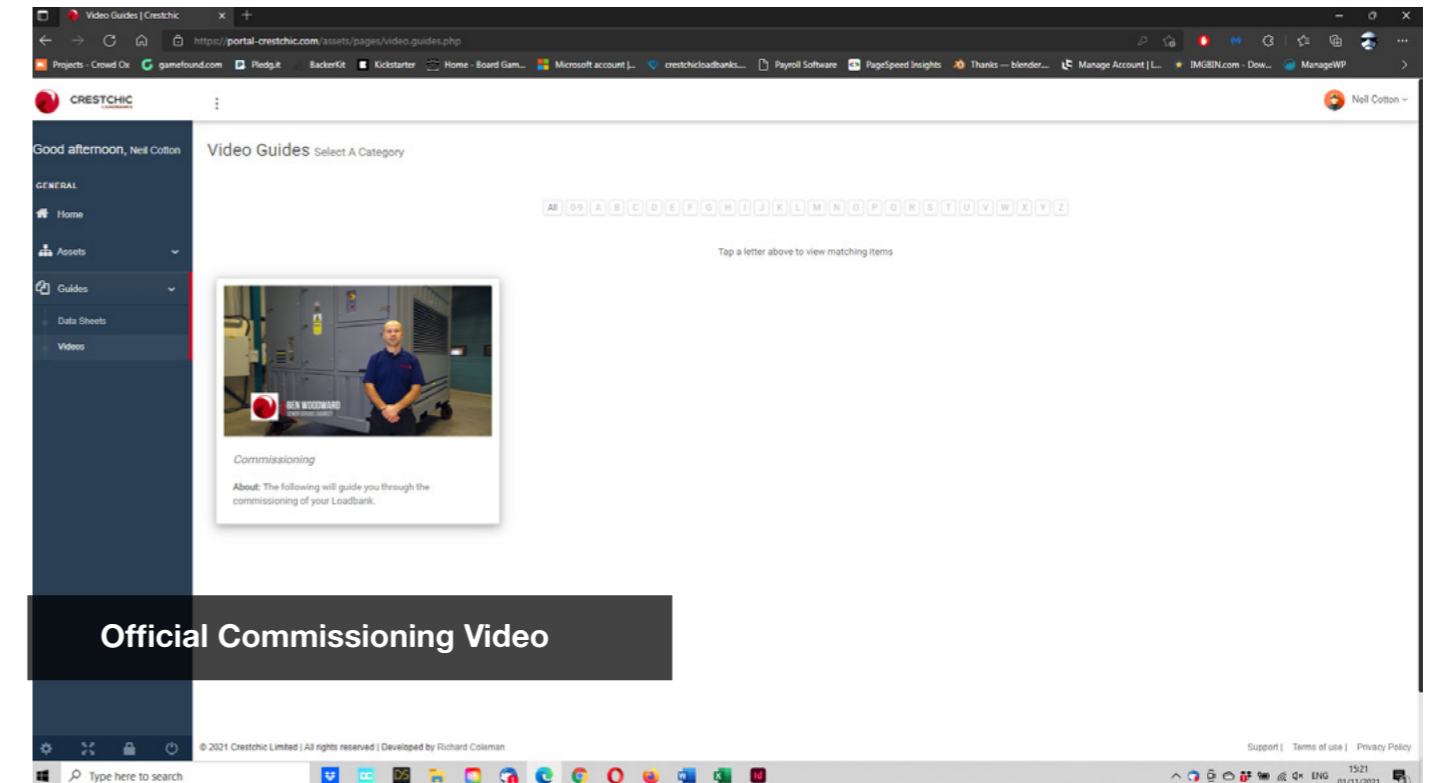
List of Assets



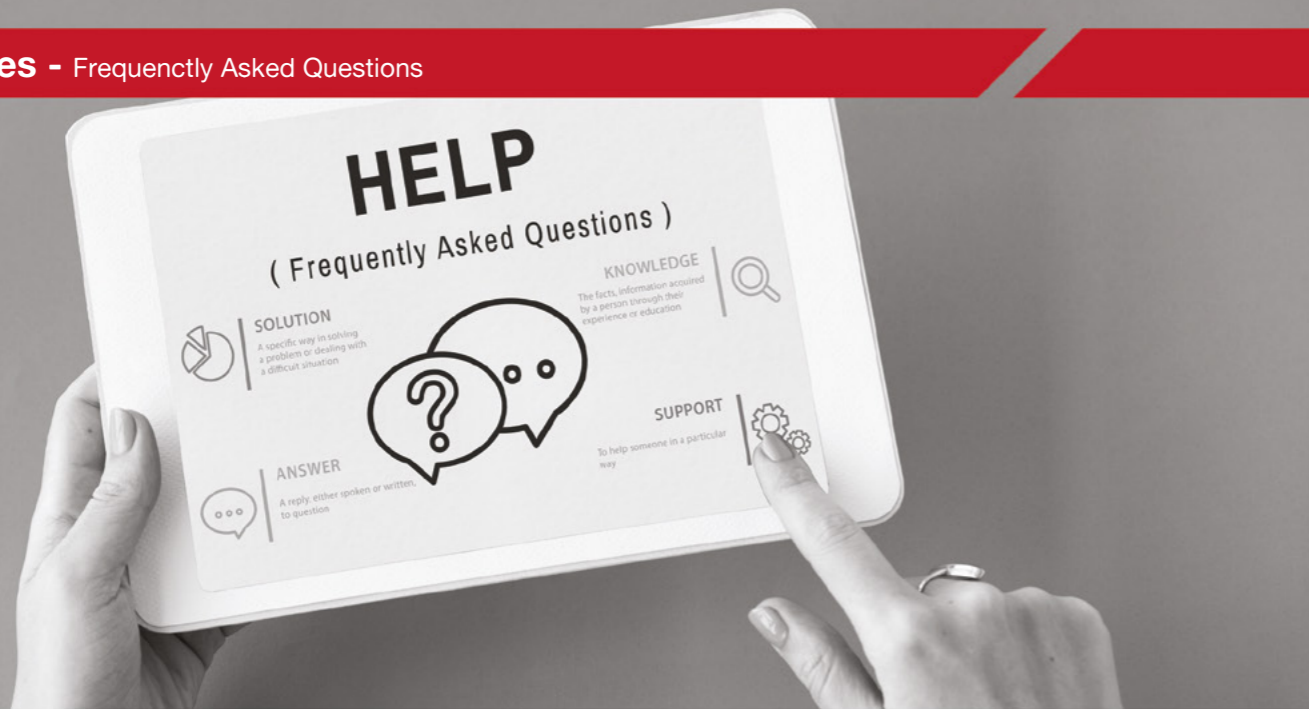
If you find an asset is not showing or listed incorrectly, please contact the team via email at helpdesk.portal@crestchic.com.

Video Menu

Located in the guides menu, this 13-minute video will present the approved way to commission a load bank for use on site.



Official Commissioning Video



NOTES:

How do I get access to the customer portal?

If you have previously had access and have forgotten your password, you can click the “I forgot my password” feature shown on the log in screen.

If you have never had access to the portal you can request access by contacting our team on helpdesk.portal@crestchic.com.

Why should I use the portal?

The portal has been designed to allow you fast access to a range of working documents relating to your hired or purchased equipment. This ‘one-stop-shop’ means you should have everything you need right at your finger tips, saving you valuable time when working on site.

You can also use the portal to view warranty status and raise claims, request service attention for the load banks and much, much more.

Can I use a mobile or tablet to view the portal?

Yes, the portal is optimised to view on the latest mobile or tablet devices.

Is the portal free to use?

If you have an existing customer contract with Crestchic, then the features within this portal are free to use. There are no further charges for the use of this site, however you/your company must arrange to pay your own data costs associated with mobile or tablet devices.

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The information given in this literature is, to the best of our knowledge, correct at the time of going to print. However, Crestchic is constantly looking at ways of improving their products and services and therefore reserve the right to change, without prior notice, any of the data contained in this publication. Any orders placed will be subject to our Standard Conditions of Sale, available on request.

