

Welcome to CDWare Technologies !

A step-by-step guide
to get you started.



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Account setup

Before we begin with your setup, we will need some information on your end.

You need to provide :



Company pictures (1-2 welcome images, 1 logo and 1 icon). If you don't we will look for some online with your approval.



Full addresses and Plant IDs of all of your plants.



The Batching/Dispatch system you use (Marcotte, MPAQ, etc.)



Name and email of the main contact person.



What kind of trucks do you wish to track ? (Ready mix truck, pump trucks, pick-up trucks, etc.)



Emails to add in the "Email Alert List" (Which user(s) to get the truck status modifications i.e Mechanic, Dispatcher, etc.)

What's next

02.



Company website

Based on the details provided, we will develop a website for you to access our platform. Once it is ready, we will send you a username and password.



Shipment details

You will be provided with shipment details such as your tracking number and which delivery company (Purolator, FedEx, etc.).



Installation

If you do the installation by yourself, please follow the checklist below (Hardware). If not, you can skip.



Hardware

If you're doing the installation by yourself, please send an email to support.concrete@cdware.com. We will send the installation manuals for RK3000, RK1000 and RK200.

What's next

Mobile App

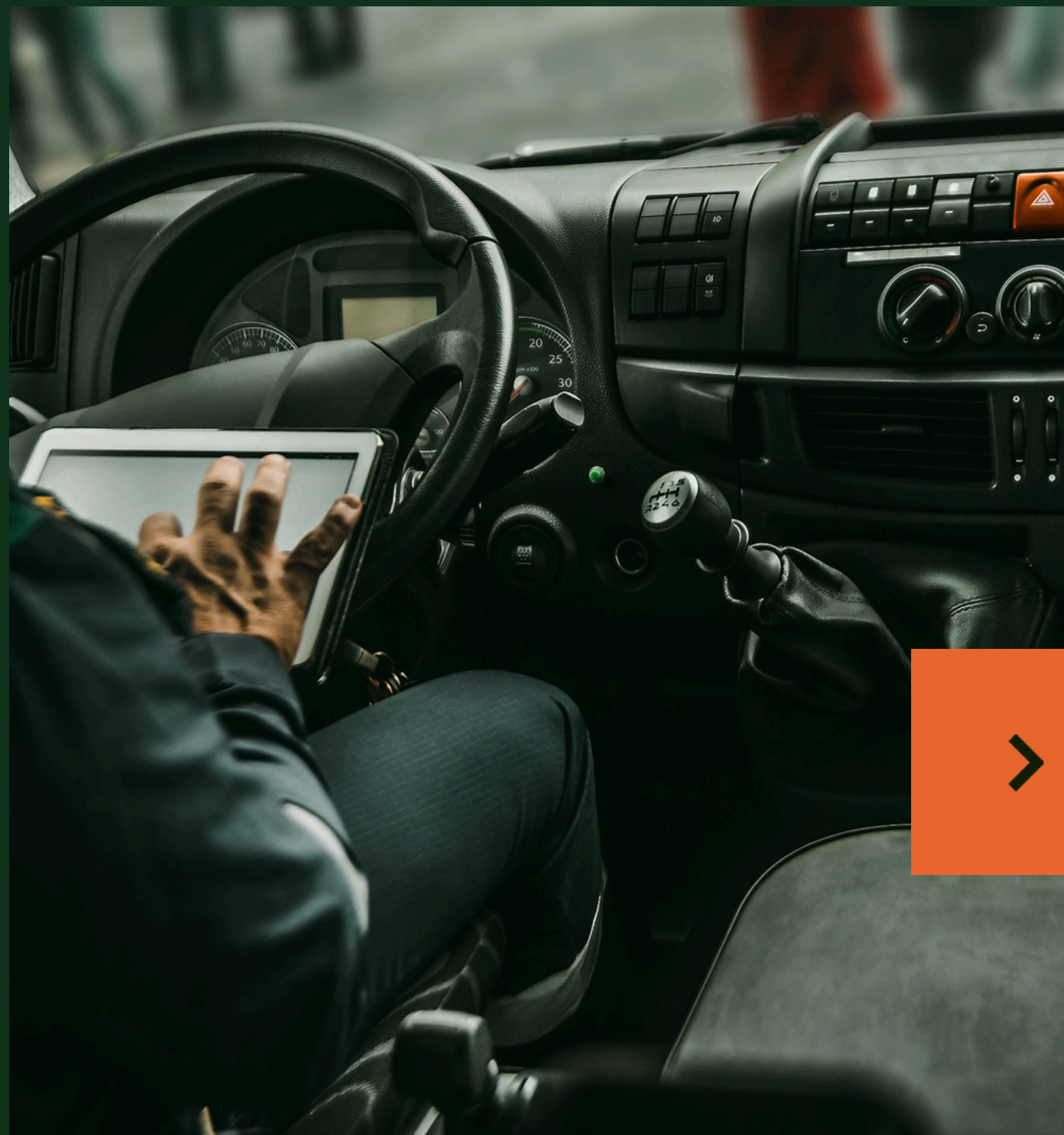
Next, we need to know if you will use tablets for each drivers. If you wish to do so, here at CDWare, we can provide tablets for your drivers. You can also order your own, but we do suggest you order it from us, because it will allow us to:

- Prepare the device ahead of time, integrating the Fleetsphere Roadking app and any additional features specified in your contract, such as E-ticket functionality.
- Install software that prevents drivers from accessing other apps, if desired.

If you wish to buy the tablets on your own, here are the QR codes for the app :



04.



TRAINING

We got you covered !



We understand that the setup process can be complex and overwhelming. However, rest assured, we'll remain accessible to assist you, by providing training sessions for your convenience.

FAQs

05.

Here is a link to our Help Center which provides insight on Frequently Asked Questions (FAQ) :

<https://helpdesk.cdware.com>

How do we add users to the platform ?

- › By clicking on the "Control Panel" tab, then select "Users list", then select "Add user" (Showed in green)

What is a client code and where can I find it ?

- › A client code is a unique code that allows you to access your very own platform. It can be found by clicking on the "Control Panel" tab, then click on "Company profile" and it should be displayed.

Get in touch !

You can always contact
us at 819.410.3480

Alternatively, here is the main contact
email for any onboarding questions :



Olivier Fournier
Customer Success Manager

✉ olivier@cdware.com

☎ 819.410.3480 ext. 208

Support email :

support.concrete@cdware.com

06.

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