IBC®

User Manual

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V10 Portal

Gateway to Remote Access of Boilers

Contents

CHAPTER 1 Introduction

The IBC portal lets registered users access one or more boilers remotely via desktop, tablet, and smartphone.

> **Note**
>
> Boilers must be set up with an internet connection (using a cable) to connect to the IBC portal.

If you have not yet registered a boiler for the IBC portal, see the registration instructions by going to http://ibcboiler.com/support/TIPortal/Content/IBC Portal/IBC Portal.htm.

About this guide

This guide explains the tasks that users can perform in the IBC portal. We've organized 'how-to' chapters by user role to enable you to quickly find tasks that are relevant to your role. So for example, if you are assigned an Installer (Provider) role in the IBC portal, see the chapter on Installer (Provider) tasks. For a description of each user role, see *User roles on page 6*. Some tasks are repeated in each of the user-role chapters.

If you are unsure about the role you have been assigned, after logging in go to the **Welcome** dropdown list in the top-right corner, select **Profile** and on the **User Profile** page, see **User Role**.

You may also find it useful to consult the glossary for an explanation of terms used in the IBC portal. See *Glossary on page 67*.

Who is this guide for

This guide has been written for registered users (contractors, installers, and homeowners) who want to access the portal to monitor or manage one or more boilers remotely.

Benefits of using the IBC Portal

Contractors and installers can manage boiler performance remotely by adjusting heating, receiving boiler alert messages, and troubleshooting. Homeowners can monitor and adjust the temperature on their boilers when away.

The IBC Portal:

- » Enables access to registered boilers from any location.
- » Provides a secure way to manage a boiler.
- » Provides around-the-clock monitoring of boiler performance.
- » Provides access to boiler real-time information.
- » Reduces call-out visits.
- » Enables IBC technical support to troubleshoot boiler setup or issues.

User roles

When you are registered in the IBC portal, you are assigned a specific role. User roles represent various security levels, allowing or restricting user access to boiler operation. To check your assigned role, after logging in, go to the **Welcome** dropdown list in the top-right corner, select **Profile** and on the **User Profile** page, see **User Role**.

The table below describes the four provider roles:

User Role	Description
Provider Monitor	Homeowner or administrator who can monitor boilers assigned to their provider (typically a contractor) and boiler group (if assigned).
Provider Tech Support	Performs technical support on boilers assigned to their provider, and can also install (register) boilers. Also has the ability to view boiler-related information and to reassign boiler ownership. This role has limited ability to grant permission.
Provider Installer	Manages boiler groups and boilers assigned to their provider, and can also install (register) boilers. Others tasks include adding and removing boiler groups and boilers, and reassigning boilers to another owner.
Provider Manager	Responsible for setting up provider users (users employed by the provider), boiler groups, and managing the boilers and users for their provider. A provider manager can also install (register) boilers. Multiple Provider Managers can be assigned under a provider.
User owner	A boiler is typically assigned to a "user owner" at the time of registration. A "user owner" may be the homeowner or a provider contact (e.g., Provider Installer), or both. User owners are also given a Provider role, which determines the level of access to a boiler/boiler group.

Tasks by user role

Note that the ability to perform tasks is dependent on user-owner access rights, user roles and provider permissions.

Tasks Performed in V-10 Portal	Provider Monitor	Provider Tech Support	Provider Installer	Provider Manager
Viewing boiler information	✓		✓	✓
Viewing and editing user profile information	✓			✓

Tasks Performed in V-10 Portal	Provider Monitor	Provider Tech Support	Provider Installer	Provider Manager
Viewing information about the provider, boiler group, and boilers	✓	✓	✓	✓
Viewing a boiler's operational settings	✓	✓	✓	✓
Modifying settings in a boiler		✓	✓	
Editing boiler (profile) information	✓	✓	✓	✓
Assigning user-owned boilers				✓
Viewing user-owned boilers	✓	✓	✓	✓
Managing boilers: adding/assigning boiler groups, editing or deleting boiler profiles				✓
Transferring a boiler to another boiler group				✓
Setting up email alerts				✓
Managing user records: editing user information, deleting users, resetting passwords				✓
Activating and deactivating boilers			✓	✓
Managing user records: editing user information, deleting users, resetting passwords				✓
Generating a using an "installer key" to register a boiler from the boiler touchscreen controller		✓	✓	✓
Updating a boiler with the latest software update		✓	✓	✓
Modifying settings in a boiler	✓	✓	✓	✓
Modifying your password	✓	✓	✓	✓
Switching a boiler to unoccupied "away" mode	✓	✓	✓	✓
Setting date and time	✓	✓	✓	✓
Setting overrides	✓	✓	✓	✓

Using the menu and tool buttons

You can perform tasks in the IBC portal using menu options and tool buttons.

Not all buttons or menu options will be available in the user interface, only those that are applicable to the logged-in user role. For example, if you are logged in with an assigned Monitor (Provider) role, you will not see the *Installer/Download Key* buttons. These buttons are associated with the task of using an installer key to register a boiler, a task that can be performed only by a user assigned with the Manager, Tech Support and Provider Installer roles.

It's worth noting that some of the buttons will display only on a smartphone device.

See the table below for a description of menus and buttons available in the portal:
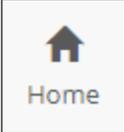
Menu or Button	Description
Home	Use on a desktop, tablet, and smartphone to navigate to the Home page.
Management	Use on a desktop, tablet, and smartphone to manage boiler groups option and users (if assigned the Provider Manager role).
About	Displays the latest version of the portal software and terms and conditions.
Logout	Use to log out of the IBC V10 portal.
Profile	Use on a desktop, tablet, and smartphone to access the profile of the logged-in user. Here the user (depending on the user role) may change password, edit contact details, boiler group details, set up an installer key or assign a new key.
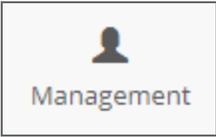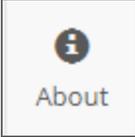
Menu or Button	Description
Technician (displays on desktop and tablet)	Navigates to a dashboard-representation of a boiler's settings. On a desktop, the *Technician* site displays more information on the screen about a boiler's operation including a unique view of multi-boiler systems when viewing the Master boiler's settings. The *Technician* button has access to the same information as the *Touchscreen* button.
Touchscreen (displays on desktop and tablet)	Navigates to a representation of a boiler's touchscreen controller. The "Touchscreen" site is designed for a small screen such as a smartphone. The *Touchscreen* button has access to the same information as the *Technician* button.
View	View information on boilers, users, boiler groups, and provider information.
Cancel	Exits a screen without saving information that may have been entered on the screen.
Back	Navigates back to the previous screen.
Activate	(If permitted) Enables you to activate a registered boiler. When a boiler is activated, the *Technician* and *Touchscreen* buttons will display on the *Boilers List* page. For information on boiler status icons, see *Status icons on page 11*.
Deactivate	(If permitted) Enables you to deactivate a registered boiler. When a boiler is deactivated, the *Technician* and *Touchscreen* buttons will no longer display on the Boilers List page. For information on boiler status icons, see *Status icons on page 11*.
Add	Use to add a boiler group, provider user, provider permissions, alert emails for a boiler group, alert emails for a boiler, or recipients to an email alert list.
Delete	Use to delete (from the system) a boiler's profile, boiler groups, a user record, and an email address.
Edit	Use to modify a boiler's profile, user profile, boiler group name, and boiler settings.

Menu or Button	Description
Alert Emails	Use to set up an email alert list for a boiler, provider, or for a boiler group. Also use to delete or disable an email address from an email alert list.
Setup Installer Key	Select to navigate to the *Setup Installer Key* screen where you can download the installer key.
Provider Permissions	Select to grant permission to provider roles to access boilers and/or boiler groups.
Download Key	Downloads a new installer key to the desktop, and displays instructions on saving the file to a USB stick.
Change Password	Use to change the logged-in user's password.
Reset Password	Use to reset a user's password.
Save	Use to saves changes made on a screen.
Exit	Use to exit the *Technicians* site.
Exit	Use to exit the *Touchscreen*site.
	Displays on a tablet and smartphone after tapping (Options button). Use to return to the Home screen.
	Displays on a tablet and smartphone after tapping (Options button). Use to display a list of providers.
	Displays on a smartphone after tapping (Options button). Use to display a list of users.
	Displays on a smartphone after tapping (Options button). Use to exit the IBC portal (displays the Login screen).
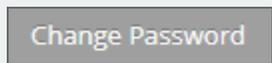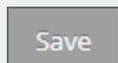
Table 1 Menu and button descriptions

Status icons

All boilers listed in the *Boilers list* are successfully registered boilers. Boiler status icons provide a boiler's current state indicating whether activated/deactivated and connected/disconnected, as described in the following table.

Boiler Status			
Icon	Boiler Connected	Boiler Activated	Description
⏻	Yes	Yes	Registered boiler is connected to the IBC portal and users can access a boiler via the *Technician* and *Touchscreen* buttons.
⏻	Yes	No	Registered boiler is connected to the IBC portal, but there is no remote access to the boiler (e.g., you cannot access the *Technician* and *Touchscreen* buttons).
⊘	No	Yes	Registered boiler is not connected to the IBC portal, but the boiler has been activated in the portal. Once the boiler is connected, users can access the *Technician* and *Touchscreen* buttons.
⊘	No	No	Registered boiler is not connected to the IBC portal, and users cannot access the *Technician* and *Touchscreen* buttons.

Table 2 Boiler status icons in the IBC Portal

> **Note**
>
> If a registered boiler has been disconnected and also deactivated, the boiler will not reconnect until the boiler is reactivated.

On the *Boilers* page, the status icons are listed under the *Status* column. When you move/hover the cursor over an icon image, a message box appears that provides the boiler's current state. Note that the date/ time that the boiler connected or disconnected is also provided. The following table presents examples of Boiler Status message boxes:

	Activated. Connected Date/Time: 2018-01-20 12:37:30 GMT
	Not activated. Connected Date/Time: 2018-03-15 12:37:30 GMT
	Activated. Disconnected Date/Time: 2017-08-20 14:37:30 GMT
	Not activated. Disconnected Date/Time: 2017-08-15 15:37:30 GMT

CHAPTER 2 Monitor (Provider) tasks

This chapter describes tasks that Monitors (Provider) can perform in the IBC portal.The role of Monitor (Provider) is typically assigned to administrators, who are required to monitor boilers on behalf of their provider (e.g., contractor). If desired, the Monitor (Provider) role can also be assigned to homeowners wanting to monitor their own boiler.

If you have been assigned the role of Monitor (Provider) in the IBC portal, you can monitor boiler status and make changes (as described below) to a boiler. Note that the instructions below assume that you are logged in to the IBC portal.

Tasks that monitors can perform include:

» Viewing boiler information: boiler location, Mac address, connection status

» Viewing and editing user profile information

» Viewing information about your provider and associated boilers (if permitted)

» Viewing boiler websites

» Viewing a boiler's operational settings

» Switching a boiler to unoccupied "away" mode

» Setting date and time

» Setting overrides

» Modifying the password

Viewing boiler information: boiler location, Mac address, connection status

You can view a boiler profile to check certain information such as whether a boiler is activated.

To view information about a boiler:

1. If the boiler is not displayed in the IBC Dashboard Boilers (Home page) list, go to the **Search** box and enter the boiler name or MAC address, and then press **Enter**.

2. Select $\boxed{\text{View}}$ in the row associated with the desired boiler.

The Boiler Profile page is displayed.

Viewing and editing user profile information

You can check and update your contact and address information.
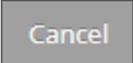
To view and edit contact information:

1. In the **Welcome** area (top-right corner), select the down arrow and then select

    👤 Profile

    .

2. To update information on the **User Profile** page, select Edit .

3. On the **Edit User Profile** page, make your change(s).

4. To save your changes, select Save (to exit without saving, select Cancel).

Viewing information about your provider, associated boiler groups and boilers

You can view information about your provider as well as information about associated boiler groups and boilers that you may have access to in the system.

To view information about the provider and associated boiler groups and boilers, In the **Welcome** area

(top-right corner), select the down arrow and then select 👤 Profile .

Boilers that you can view will be displayed in the "Boiler Group and/or "User Owned Boilers" section.

User Profile

Name	Jim White - Provider Monitor
Email	parundel_PMon@ibcboiler.com
Primary Phone	6048770277
Secondary Phone	
Address	8015 North Fraser Way
City	Burnaby
Province/State	British Columbia
Postal/Zip Code	V5J 5M8
User Role	Provider Monitor
Provider	IBC
Region	North America
Last Login	2020-01-08 20:29:19

Back   Change Password   Edit

User Owned Boilers

Display 20 ▼ records   Search:

Boiler Name	Model	Mac Address	Status	Actions
Jim White - Home owner	VFC15-150	7C:6A:B3:00:11:B2	⏻	View Technician Touchscreen

Viewing a boiler's operational settings

You can view a boiler's operational settings using two methods: the *Technician* site and the *Touchscreen* site accessible via the [Technician] and [Touchscreen] buttons.
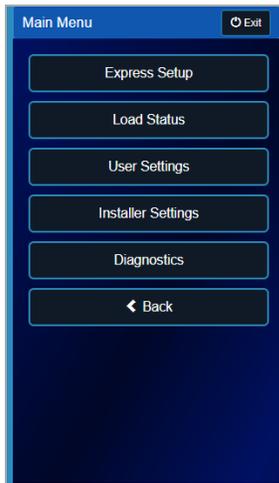
Difference between the Technician and the Touchscreen sites

Both sites access the same information. Selecting the *Technician* button displays a dashboard-representation of a boiler's settings. Selecting the *Touchscreen* button displays a representation of a boiler's touchscreen controller.

On a desktop, the *Technician* site displays more information on the screen about a boiler's operation including a unique view of multi-boiler systems when viewing the Master boiler's settings.

Status	Standby	Supply Temp	107°F	Inlet Pressure	17.1 psi
MBH	0	Return Temp	106°F	Outlet Pressure	10.7 psi
Secondary Temp	n/c	Target Temp	135°F	Delta Pressure	6.4 psi
Outdoor Temp	30°F	Indoor Temp	n/c	DHW Temp	138°F
Servicing		Calling		Circulating	

Errors	None
Warnings	None

Sidebar navigation: Settings · Installer Settings · Multi-Boiler · Load Combining · Boiler Diagnostics · User Settings · Network Settings · Passwords · Diagnostics · System Status · Error Logs · Sensors · Network · Restart Options · Load Status · Load Statisics · Load Profiles · About

Load Status

	DHW (Load 1)	Reset Heating - Cast Radiator (Load 2)	Off (Load 3)	Off (Load 4)
Heat Output	0 MBtu	0 MBtu		
Supply Temp	107°F	107°F		
Supply Setpoint	160°F	135°F		
Supply Differential Temp	20°F	20°F		
Return Temp	106°F	106°F		
Regulated	107°F	107°F		
Max Supply Temp	190°F	180°F		
Cycles/Day	4	32		
Run Priority	0	0		
Outdoor Temp		30°F		
Summer Shutdown		65°F		
Indoor Temp		n/c		
Remote Input V				
Tank Temp	138°F			
Tank Target	140°F			
Tank Differential Temp	5°F			
Opt Out Type				

The *Touchscreen* site is designed for a small screen such as a smartphone.

To view a boiler's operational settings:

1. If the boiler is not displayed in the IBC Dashboard Boilers (Home page) list, go to the **Search** box and enter the boiler name or MAC address.

2. Select either [Technician] or [Touchscreen] in the row associated with the boiler.

3. Select **Exit** to exit the site.

Switching a boiler to unoccupied "away" mode

If you are a homeowner, you can use the 'Unoccupied' energy-saving mode when you go away for a period of time (e.g., holiday).

Switching a boiler to unoccupied mode

To switch the boiler to 'unoccupied' mode:

1. If the boiler is not listed on the **IBC Dashboard Boilers** Home page, go to the **Search** box and enter the boiler name or MAC address.

2. Select [Touchscreen] in the row associated with the boiler.

3. Select the **Standby** screen.

4. On the **Main Menu**, select **User Settings**.

5. Select the **Occupied** check box to **remove** the check mark.

6. To save your changes, select [Save] (to exit without saving, select [Cancel]).

Returning a boiler to occupied mode

To return a boiler to occupied mode:

1. If the boiler is not listed on the **IBC Dashboard Boilers** Home page, go to the **Search** box and enter the boiler name or MAC address.

2. Select [Touchscreen] in the row associated with the boiler.

3. Select the **Standby** screen.

4. On the **Main Menu**, select **User Settings**.

5. Select the **Occupied** check box to *insert* a check mark.

6. To save your changes, select [Save] (to exit without saving, select [Cancel]).

Setting date and time

Setting the date and time in a boiler is necessary for programming overrides.

If the boiler is:

» Connected to the internet, you can set the date and time to automatically update.

» Not connected to the internet, you will need to set it manually. For example, when there is a daylight saving time change.

Setting date and time in a boiler connected to the Internet

When the boiler is connected to the internet, you can set up the date and time to automatically update its internal clock from an Internet time service.

1. If the boiler is not listed on the **IBC Dashboard Boilers** Home page, go to the **Search** box and enter the boiler name or MAC address.

2. Select [Touchscreen] in the row associated with the boiler.

3. Select the **Standby** screen.

4. On the **Main Menu**, select **User Settings**.

5. Select **Date & Time**.

6. Ensure that the **NTP Server** option is selected.

   The Time and Date boxes are disabled, and cannot be selected.

7. If required, select the **Time Zone** box, and select a time zone option, and then choose **OK**.

8. Ensure that the **Auto DST** check box is checked.

9. To save your changes, select [Save] (to exit without saving, select [Cancel]).

Setting date and time in a boiler not connected to the Internet

If the boiler is not connected to the internet, there will be times when you need to manually set/reset a boiler's date and time. For example, if the boiler has been shutoff, or if there has been a daylight saving time change.

To set the date and time manually:

1. If the boiler is not listed on the **IBC Dashboard Boilers** Home page, go to the **Search** box and enter the boiler name or MAC address.

2. Select [Touchscreen] in the row associated with the boiler.

3. Select the **Standby** screen.

4. On the **Main Menu**, select **User Settings**.

5. Select **Date & Time**.

6. Ensure that the **Internal** option is selected.

7. Set the **Date & Time** boxes, using the keypad.

8. If required, tap the **Time Zone** box, and select an option.

9. To save your changes, select [Save] (to exit without saving, select [Cancel]).
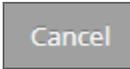
Setting overrides

Setting overrides enables you to reduce water temperature during home unoccupied periods.

To schedule one or more overrides:

1. If the boiler is not listed on the **IBC Dashboard Boilers** Home page, go to the **Search** box and enter the boiler name or MAC address.

2. Select [Touchscreen] in the row associated with the boiler.

3. Select the **Standby** screen.

4. On the **Main Menu**, select **User Settings**.

5. Select **Setback Schedule**.
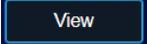
6. Select [View] for a setpoint load (e.g., Load 1 - Set Point).

   The boiler's current indoor setpoint is displayed in the "Temperature" box.

7. (Optional) To change the temperature, select inside the **Temperature** box, and using the keypad, enter a temperature between 59°F and 185°F, and then select **OK**.

   Each time period is defined by a start and a stop time in 24 hour clock format.

8. Select inside the **Start Time** box, and using the up-down arrows set a start time.

9. Select inside the **End Time** box, and using the up-down arrows set a start time.

   Alternatively, use the up-down arrows in the Duration field to set the number of hours.

10. In the **Repeat Cycle** area, select the check boxes for the required day(s).

11. Repeat the previous steps for Setback Schedule 2 and 3, if desired.

12. Select **Save**.

   Temperature Override programming can be enabled or disabled for each load independently.

13. Select the **Enable Schedule** check box for the load(s) that you want to set.

14. To save your changes, select [Save] (to exit without saving, select [Cancel]).
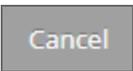
Modifying the password

You can change your password from the IBC Portal Login page or after logging in.

To modify your password if you are logged in:

1. In the **Welcome** area (top-right corner), select the down arrow and select **Profile**.

2. Select [Change Password].

3. On the **Change Password for User** page, complete the **Password** boxes.

4. To save your changes, select [Save] (to exit without saving, select [Cancel]).
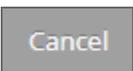
Intentionally left empty

CHAPTER 3 Tech Support (Provider) tasks

This chapter describes tasks that Tech Support (Provider) users can perform in the IBC portal. The role of Tech Support (Provider) is assigned to users certified to service boilers on behalf of their provider. If you are assigned a Tech Support (Provider) role, you can perform specific tasks in the IBC portal according to the access privileges of the role. Note that the instructions below assume that you are logged in to the IBC portal.

Tasks that Tech Support users can perform include:

» Viewing a boiler's operational settings

» Updating a boiler with the latest software update

» The ability to view the Technician and Touchscreen dashboards

» Modifying settings in a boiler

» Viewing boiler information: boiler location, Mac address, connection status, and provider permissions

» Editing boiler information: location information and updating alert emails

» Viewing information about your provider and associated boiler groups

   The Boiler Groups page lists one or more boiler groups associated with your provider.

» Registering a boiler using an installer key

» Modifying the password

Viewing a boiler's operational settings

You can view information on a boiler's settings via the *Technician* site or the *Touchscreen* site. For a description of each site, see *Modifying settings in a boiler on page 23*

To view a boiler's operational settings:

1. If the boiler is not displayed in the **IBC Dashboard Boilers** (Home page) list, go to the **Search** box and enter the boiler name or MAC address.

2. Select either Technician or Touchscreen in the row associated with the boiler.

3. Select **Exit** to exit the site.

Updating a boiler with the latest software update

You can perform a software update from the *Technician* and *Touchscreen* sites.
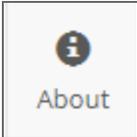
> **Note**
>
> Software updates from the IBC portal can be performed only on boilers running version 1.03.3 and later. If you attempt a software update via the IBC portal on a boiler running an older software version, an error message will be displayed.
>
> Depending on a site's firewall, this method of updating software may not be allowed.

Running a software update from the Technician site

1. Go to https://portal.ibcboiler.com/, and log in.

2. On the **IBC Dashboard Boilers** page, if the boiler is not listed, in the **Search** box enter the boiler's MAC address.

3. Select **Technician**.

4. From the menu on the left, select **Restart Options**.

5. Select the **Internet Update** option, and follow the instructions.

   If a boiler fails to update, it may still restart.

6. To check that the software update has occurred, you can select the **About** menu to view the software release version.

   When a software update is performed, the touchscreen controller is put into "service" mode. This prevents the system from servicing loads.

7. Check that the boiler has returned to normal operation.

Running a software update from the Touchscreen site

1. Go to https://portal.ibcboiler.com/, and log in.

2. On the **IBC Dashboard Boilers** page, if the boiler is not listed, in the **Search** box enter the boiler's MAC address.

3. Select **Touchscreen**.

4. Tap the screen to view **Main Menu**.

5. Tap **Diagnostics** > **Advanced Diagnostics** > **Software Update**.

6. Tap **Internet**, and follow the instructions.

   If a boiler fails to update, it may still restart.

7. To check that the software update has occurred, go to **Main Menu**>**Diagnostics**>**Boiler Information**>**Software Release**.

   When a software update is performed, the touchscreen controller is put into "service" mode. This prevents the system from servicing loads.

8. Check that the boiler has returned to normal operation.

Modifying settings in a boiler

You can make operational adjustments to a boiler managed by your provider using two methods: the *Technician* site and the *Touchscreen* site accessible via the **Technician** and **Touchscreen** buttons.
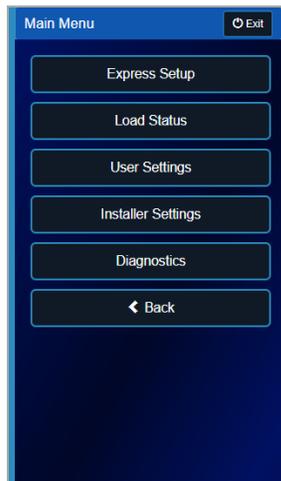
Difference between the Technician and Touchscreen sites

Both sites access the same information. Selecting the *Technician* button displays a dashboard-representation of a boiler's settings. Selecting the *Touchscreen* button displays a representation of a boiler's touchscreen controller.

On a desktop, the *Technician* site displays more information on the screen about a boiler's operation including a unique view of multi-boiler systems when viewing the Master boiler's settings.

Settings
- Installer Settings
- Multi-Boiler
- Load Combining
- Boiler Diagnostics
- User Settings
- Network Settings
- Passwords

Diagnostics
- System Status
- Error Logs
- Sensors
- Network
- Restart Options

Load Status
- Load Statisics
- Load Profiles

About

Status	Standby	Supply Temp	107°F	Inlet Pressure	17.1 psi
MBH	0	Return Temp	106°F	Outlet Pressure	10.7 psi
Secondary Temp	n/c	Target Temp	135°F	Delta Pressure	6.4 psi
Outdoor Temp	30°F	Indoor Temp	n/c	DHW Temp	138°F
Servicing		Calling		Circulating	

Errors	None
Warnings	None

Load Status

	DHW (Load 1)	Reset Heating - Cast Radiator (Load 2)	Off (Load 3)	Off (Load 4)
Heat Output	0 MBtu	0 MBtu		
Supply Temp	107°F	107°F		
Supply Setpoint	160°F	135°F		
Supply Differential Temp	20°F	20°F		
Return Temp	106°F	106°F		
Regulated	107°F	107°F		
Max Supply Temp	190°F	180°F		
Cycles/Day	4	32		
Run Priority	0	0		
Outdoor Temp		30°F		
Summer Shutdown		65°F		
Indoor Temp		n/c		
Remote Input V				
Tank Temp	138°F			
Tank Target	140°F			
Tank Differential Temp	5°F			
Opt Out Type				

The *Touchscreen* site is designed for a small screen such as a smartphone.

Main Menu ⏻ Exit
- Express Setup
- Load Status
- User Settings
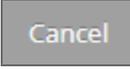- Installer Settings
- Diagnostics
- ‹ Back

To modify a boiler's settings:

1. If the boiler is not displayed in the **IBC Dashboard Boilers** (Home page) list, go to the **Search** box and enter the boiler name or MAC address.

2. Select either **Technician** or **Touchscreen** associated with the boiler.

> **Note**
> The "Diagnostics" menu is read-only, and is reserved for IBC technical support staff.

To view how to make changes in the V-10 touchscreen controller, refer to the V-10 Touchscreen Controller user guide.

3. Make changes as required.

4. To save your changes, select [Save] (to exit without saving, select [Cancel]).

5. To return to the IBC Dashboard page, select the **Exit** button in the top-right corner.

Viewing boiler information

You can view a boiler profile to check certain information such as whether a boiler is activated.

To view information about a boiler (via a boiler group), In the **Welcome** area (top-right corner), select the down arrow and then select [👤 Profile].

Boilers that you can view will be displayed in the "Boiler Group and/or "User Owned Boilers" section.

Boiler Profile

Name	James Smith - Tech Support
Address	8015 North Fraser Way
City	Burnaby
Province/State	British Columbia
Postal/Zip Code	
User Owner	James Smith - Tech Support
Mac Address	7C:6A:B3:00:08:4E
Connect Date	2020-01-07 22:19:59 GMT
Status	Activated

[Back]   [Deactivate] [Delete] [Provider Permissions] [Alert Emails] [Edit]

Provider Permissions

Provider	Boiler Groups
123 Plumbing Services	123 Plumbing Services - Burnaby

Editing boiler information

You can modify a boiler's profile, for example, update contact information. Note that the User Owner and Status boxes cannot be edited.

To edit information about a boiler:

1. If the boiler is not listed on the **IBC Dashboard Boilers** Home page, go to the **Search box** and enter the boiler name or MAC address, and then press **Enter**.

2. Select [View] in the row associated with the boiler profile you want to edit.

3. On the **Boiler Profile** page, select [Edit].

4. On the **Edit Boiler Profile** page, make your change(s).

5. To save your changes, select [Save] (to exit without saving, select [Cancel]).
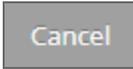
Viewing information about your provider and associated boiler groups

You can view your provider's contact information as well as view associated boiler groups and boilers managed by your provider.

To view your provider's contact information and associated boiler groups:
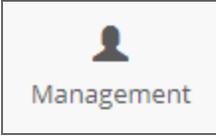
1. Select [Management], and then select **Boiler Groups**.

   The Boiler Groups page lists one or more boiler groups associated with your provider if your user role allows you to view the boiler groups.

2. To view information on your provider, select a blue link in the **Provider** column.

   The Provider Profile page lists your provider's contact information as well as a list of boiler groups and boilers managed by your provider.

3. To view boilers associated with a boiler group, select a blue link in the **Boiler Group** column.

Generating and using an "installer key" to register a boiler from the touchscreen controller

An installer key (use only with boilers set up with software version 1.10.1 or later) is a file that contains a provider's profile. An installer key is used to assign a boiler to a provider at the time of boiler registration from the controller. The advantage of using an installer key is that it simplifies the process for the Provider Installer: the boiler is automatically assigned to the user owner and provider, and activated in the portal as it registers.

> **Note**
>
> A boiler must be installed and connected to the IP Network before it can be registered in the portal. Once installed and connected to an IP Network, you can insert the USB (that contains the installer key [installer.key file]) into the boiler's touchscreen controller.

To download an installer key:

1. Select the **Welcome** user drop-down arrow (beside the Username) in the top-right corner of the IBC portal page, and select **Profile**.

2. Select **Setup Installer Key**.

3. Select **Download Key** to download the **installer.key** file to your computer.

4. Copy the **installer.key** file to a USB stick.

> **Note**
>
> You will need to copy the installer.key to the main top-level folder/directory on your USB stick. When registering, the touchscreen controller will only look in the top-level directory/folder, not subfolders/subdirectories. Also, ensure that the file name is "installer.key".

5. With the USB inserted in the touchscreen controller, do the following:

6. Tap the **Standby** > **Installer Settings** > **System Settings** > **Network Settings**.

7. Scroll down to the **Internet Portal** area, and tap the **Register** button.

   The "Grant IBC access to your boiler" pop-up is displayed.

8. To confirm that you allow IBC to access the boiler, tap **Yes**>**OK**. **Do not** select "restart the boiler" until registration is complete.

> ⚠️ **Warning**
>
> **While the boiler is registering:**
>
> » Do not select "Save" after pressing the "Register" button because the boiler will restart.
>
> » Do not reboot the boiler controller until registration is complete. Rebooting a boiler with a USB stick inserted in the controller causes a new port to be assigned to the USB port. Thus, during portal registration, the installer.key is not found. To restore default port names, reboot the boiler without the USB stick.

Successful boiler registration to the IBC portal typically takes up to 10 minutes.

During the boiler registration process, the *Internet Portal* button changes to "Working" (possibly "Fault"), and when registration is successful, to "Unregister".

9. If, after 10 minutes, the Internet Protocol button still displays "Register", restart the boiler, and then repeat the registration process using the installer key.

> **Troubleshooting:**
> 1. If the boiler is disconnected after registration, view the boiler record to determine if there is an "Allow Boiler Re-registration" button. Press the button and wait for the re-registration to complete.
> 2. If the button displays "Fault", tap the button and confirm to unregister the boiler. Wait 10 minutes, wait for the button to change to 'Register', and then restart the boiler.
> Restart registration.

Modifying the password

You can change your password after logging in.

To modify your password if you are logged in:

1. In the **Welcome** area (top-right corner), select the down arrow and select **Profile**.

2. Select Change Password .

3. On the **Change Password for User** page, complete the **Password** boxes.

4. To save your changes, select Save (to exit without saving, select Cancel).
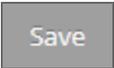
CHAPTER 4 Installer (Provider) tasks

This chapter describes tasks that installers can perform in the IBC portal.The role of Installer (Provider) is assigned to users certified to install boilers on behalf of their provider. If you are assigned the Installer (Provider) role, you can perform specific tasks in the IBC portal according to the access privileges of the role. Note that the instructions below assume that you are logged in to the IBC portal.

Tasks that installers can perform include:

» Viewing a boiler's operational settings

» Updating a boiler with the latest software update

» Viewing the Technicians and Touchscreen dashboards

» Modifying settings in a boiler

» Viewing information about your provider, associated boiler groups, and boilers

» Viewing boiler information: boiler location, MAC address, connection status

» Editing boiler contact information

» Generating and using an "installer key" to register a boiler from the touchscreen controller

» Deleting a boiler profile

» Activating and deactivating boilers

» Modifying the password

Viewing a boiler's operational settings

You can view information on a boiler's settings via the *Technician* site or via the *Touchscreen* site. For a description of each site, see *Modifying settings in a boiler on page 31*.

To view a boiler's operational settings:

1. If the boiler is not displayed in the **IBC Dashboard Boilers** (Home page) list, go to the **Search** box and enter the boiler name or MAC address.

2. Select either Technician or Touchscreen in the row associated with the boiler.

Updating a boiler with the latest software update

You can run a software update from the *Technician* and *Touchscreen* sites.

> **Note**
>
> Software updates from the IBC portal can be performed only on boilers running version 1.03.3 or later. If you attempt a software update via the IBC portal on a boiler running an older software version, an error message will be displayed.
>
> Depending on a site's firewall, this method of updating software may not be allowed.

Running a software update from the Technician site

1. Go to https://portal.ibcboiler.com/, and log in.

2. On the **IBC Dashboard Boilers** page, if the boiler is not listed, in the **Search** box enter the boiler's MAC address.

3. Select **Technician**.

4. From the menu on the left, select **Restart Options**.

5. Select the **Internet Update** option, and follow the instructions.

   If a boiler fails to update, it may still restart.

6. To check that the software update has occurred, you can select the **About** menu to view the software release version.

   When a software update is performed, the touchscreen controller is put into "service" mode. This prevents the system from servicing loads.

7. Check that the boiler has returned to normal operation.

Running a software update from the Touchscreen site

1. Go to https://portal.ibcboiler.com/, and log in.

2. On the **IBC Dashboard Boilers** page, if the boiler is not listed, in the **Search** box enter the boiler's MAC address.

3. Select **Touchscreen**.

4. Tap the screen to view **Main Menu**.

5. Tap **Diagnostics** > **Advanced Diagnostics** > **Software Update**.

6. Tap **Internet**, and follow the instructions.

   If a boiler fails to update, it may still restart.

7. To check that the software update has occurred, go to **Main Menu**>**Diagnostics**>**Boiler Information**>**Software Release**.

   When a software update is performed, the touchscreen controller is put into "service" mode. This prevents the system from servicing loads.

8. Check that the boiler has returned to normal operation.

Modifying settings in a boiler

You can make operational adjustments to a boiler managed by your provider using two methods: the Technician site and the Touchscreen site accessible via the [Technician] and [Touchscreen] buttons.

Difference between the Technician and Touchscreen sites

Both sites access the same information. Selecting the *Technician* button displays a dashboard-representation of a boiler's settings. Selecting the "Touchscreen" button displays a representation of a boiler's touchscreen controller.

On a desktop, the *Technician* site displays more information on the screen about a boiler's operation including a unique view of multi-boiler systems when viewing the Master boiler's settings.

Status	Standby	Supply Temp	107°F	Inlet Pressure	17.1 psi
MBH	0	Return Temp	106°F	Outlet Pressure	10.7 psi
Secondary Temp	n/c	Target Temp	135°F	Delta Pressure	6.4 psi
Outdoor Temp	30°F	Indoor Temp	n/c	DHW Temp	138°F
Servicing		Calling		Circulating	

Errors	None
Warnings	None

Load Status

	DHW (Load 1)	Reset Heating - Cast Radiator (Load 2)	Off (Load 3)	Off (Load 4)
Heat Output	0 MBtu	0 MBtu		
Supply Temp	107°F	107°F		
Supply Setpoint	160°F	135°F		
Supply Differential Temp	20°F	20°F		
Return Temp	106°F	106°F		
Regulated	107°F	107°F		
Max Supply Temp	190°F	180°F		
Cycles/Day	4	32		
Run Priority	0	0		
Outdoor Temp		30°F		
Summer Shutdown		65°F		
Indoor Temp		n/c		
Remote Input V				
Tank Temp	138°F			
Tank Target	140°F			
Tank Differential Temp	5°F			
Opt Out Type				

Settings menu (left sidebar):
- Settings
  - Installer Settings
  - Multi-Boiler
  - Load Combining
  - Boiler Diagnostics
  - User Settings
  - Network Settings
  - Passwords
- Diagnostics
  - System Status
  - Error Logs
  - Sensors
  - Network
  - Restart Options
- Load Status
  - Load Statistics
  - Load Profiles
- About

The *Touchscreen* site is designed for a small screen such as a smartphone.

To modify a boiler's settings:

1. If the boiler is not displayed in the **IBC Dashboard Boilers** (Home page) list, go to the **Search** box and enter the boiler name or MAC address.

2. Select either **Technician** or **Touchscreen** associated with the boiler.

   > **Note**
   >
   > The "Diagnostics" menu is read-only, and is reserved for IBC technical support staff.

   To view how to make changes in the V-10 touchscreen controller, refer to the V-10 Touchscreen Controller user guide.

3. Make changes as required.

4. To save your changes, select **Save** (to exit without saving, select **Cancel**).

5. To return to the IBC Dashboard page, select the **Exit** button in the top-right corner.

Viewing information about your provider, associated boiler groups and boilers

You can view your provider's contact information as well as view associated boiler groups and boilers managed by your provider.

Provider Profile

Provider Name	123 Plumbing Services Ltd.
Region	Western Canada
Contact Name	
Email	
Primary Phone	
Secondary Phone	
Description	

Back

Boiler Groups

Display 20 ▼ records   Search: [   ]

Boiler Group ▲	Provider ⇕
Burnaby College	123 Plumbing Services Ltd.
Vancouver College	123 Plumbing Services Ltd.

Showing 1 to 2 of 2 entries   Previous | 1 | Next

To view your provider's contact information and associated boiler groups:
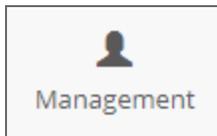
1. Select [Management], and then select **Boiler Groups**.

   The Boiler Groups page lists one or more boiler groups associated with your provider.

2. To view information on your provider, select a blue link in the **Provider** column.

   The Provider Profile page lists your provider's contact information as well as a list of boiler groups managed by your provider.

3. To view boilers associated with a boiler group, select a blue link in the **Boiler Group** column.

Viewing boiler information: location, MAC address, connection status

You can view a boiler profile to check certain information such as whether a boiler is activated.

To view information about a boiler (via a boiler group):

1. In the **Welcome** area (top-right corner), select the down arrow and then select [Profile].

2. In the **User Owned Boilers** area, in the **Boiler Name** column, click on the blue link to view the specific boiler's information.

Viewing user-owned boilers

You can view a list of (user-owned) boilers for which you are a primary contact.

In the **Welcome** area (top-right corner), select the down arrow and then

select .

See the "User Owned Boilers" area for details.

Editing boiler contact information

When you edit boiler information you are changing a boiler's profile information such as contact information and email alerts. If a homeowner requests remote access to their boiler, see *Installer (Provider) tasks on page 29*.

To edit information about a boiler:

1. If the boiler is not listed on the **IBC Dashboard Boilers** Home page, go to the **Search box** and enter the boiler name or MAC address, and then press **Enter**.

2. Select [View] in the row associated with the boiler profile you want to edit.

3. On the **Boiler Profile** page, select [Edit].

4. On the **Edit Boiler Profile** page, make your change(s).

5. To save your changes, select [Save] (to exit without saving, select [Cancel]).

Generating and using an "installer key" to register a boiler from the touchscreen controller

An installer key (use only with boilers set up with software version 1.10.1 or later) is a file that contains a provider's profile. An installer key is used to assign a boiler to a provider at the time of boiler registration from the controller. The advantage of using an installer key is that it simplifies the process for the Provider Installer: the boiler is automatically assigned to the user owner and provider, and activated in the portal as it registers.

> **Note**
>
> A boiler must be installed and connected to the IP Network before it can be registered in the portal. Once installed and connected to an IP Network, you can insert the USB (that contains the installer key [installer.key file]) into the boiler's touchscreen controller.

To download an installer key:

1. Select the **Welcome** user drop-down arrow (beside the Username) in the top-right corner of the IBC portal page, and select **Profile**.

   Welcome,
   123 Plumbing ... ▼

   👤 Profile

   ⏻ Logout

2. Select [Setup Installer Key].

3. Select **Download Key** to download the **installer.key** file to your computer.

4. Copy the **installer.key** file to a USB stick.

> **Note**
>
> You will need to copy the installer.key to the main top-level folder/directory on your USB stick. When registering, the touchscreen controller will only look in the top-level directory/folder, not subfolders/subdirectories. Also, ensure that the file name is "installer.key".

5. With the USB inserted in the touchscreen controller, do the following:

6. Tap the **Standby** screen.

7. Tap **Installer Settings** > **System Settings** > **Network Settings**.

8. Scroll down to the **Internet Portal** area, and tap the **Register** button.

   The "Grant IBC access to your boiler" pop-up is displayed.

9. To confirm that you allow IBC to access the boiler, tap **Yes**>**OK**. **Do not** select "restart the boiler" until registration is complete.

> ⚠ **Warning**
>
> **While the boiler is registering:**
>
> » Do not select "Save" after pressing the "Register" button because the boiler will restart.
>
> » Do not reboot the boiler controller until registration is complete. Rebooting a boiler with a USB stick inserted in the controller causes a new port to be assigned to the USB port. Thus, during portal registration, the installer.key is not found. To restore default port names, reboot the boiler without the USB stick.

Successful boiler registration to the IBC portal typically takes up to 10 minutes.

During the boiler registration process, the *Internet Portal* button changes to "Working" (possibly "Fault"), and when registration is successful, to "Unregister".

10. If, after 10 minutes, the Internet Protocol button still displays "Register", restart the boiler, and then repeat the registration process using the installer key.

> **Troubleshooting:**
> 1. If the boiler is disconnected after registration, view the boiler record to determine if there is an "Allow Boiler Re-registration" button. Press the button and wait for the re-registration to complete.
> 2. If the button displays "Fault", tap the button and confirm to unregister the boiler. Wait 10 minutes, wait for the button to change to 'Register', and then restart the boiler.
> Restart registration.

Deleting a boiler profile

When you delete a boiler, the boiler's profile information is removed from the IBC portal, and you can no longer remotely access the boiler.

> ⚠️ **Warning**
>
> To restore remote access to the boiler, it will need to be registered again. See IBC Portal.

To delete a boiler from the system:

1. If the boiler you want to delete is not displayed in the **IBC Dashboard Boilers** (Home page) list, go to the **Search** box and enter the boiler name or MAC address.

2. Select [View] in the row associated with the boiler you wish to delete.

3. On the **Boiler Profile** page, select [Delete].

4. To delete the boiler, select [OK]. To exit without deleting, select [Cancel].

Note on the Boiler list that the boiler is no longer displayed.

Activating and deactivating boilers

Once a boiler is registered (connected) to the IBC portal, it must be activated to enable remote access to the boiler. The boiler is automatically activated when registering with an installer key. If an installer key has not be used to register a boiler, a Provider Installer or Provider Manager can activate the boiler. If unavailable, contact IBC Tech Support to activate.

> **Note**
>
> If a registered boiler has disconnected and has also been deactivated, the boiler will not reconnect until the boiler is reactivated.

For more information on boiler status, see About boiler status icons.

Activating a boiler

When you activate a boiler, the *Technician* and the *Touchscreen* buttons associated with the boiler will display on the Boilers List page.

To activate a boiler:

1. If the boiler you want to activate is not listed on the **IBC Dashboard Boilers** Home page, go to the **Search** box and enter the boiler name or MAC address.

2. Select [View] in the row associated with the boiler you wish to activate.

   The Boiler Profile is displayed.

3. Select the [Activate] button.

   A confirmation window opens.

4. To confirm the boiler activation, select [OK]. To cancel activation, select [Cancel]).

On the *Boiler Profile* page, the Status box displays "Activated". If you go back to the *IBC Dashboard Boilers* Home page, the *Status* column may display the green icon 🔵 to indicate that the boiler is registered and activated. The Technician and Touchscreen buttons will display on the IBC Dashboard Boilers Page. Or the *Status* column may display the red icon 🚫 to indicate that the registered boiler is disconnected and activated.

Deactivating a boiler

When you deactivate a boiler, the *Technician* and the *Touchscreen* buttons associated with the boiler no longer display on the IBC Dashboard Boilers page.

To deactivate a boiler:

1. If the boiler you want to deactivate is not listed on the **IBC Dashboard Boilers** Home page, go to the **Search** box and enter the boiler name or MAC address.

2. Select [View] in the row associated with the boiler you wish to deactivate.

   The Boiler Profile is displayed.

3. Select [Deactivate].

   A confirmation window opens to confirm proceeding with the deactivation.

4. To confirm the boiler deactivation, select [OK] (to abort deactivating the boiler, select [Cancel]).

On the Boiler Profile page, the *Status* box displays "Deactivated". If you go back to the *IBC Dashboard Boilers Home* page, the *Status* column may display the red icon [⏻] to indicate that the registered boiler is connected and deactivated. Or the *Status* column may display the red icon [⊘] to indicate that the registered boiler is disconnected and deactivated.

Modifying the password

You can change your password after logging in.

To modify your password if you are logged in:

1. In the **Welcome** area (top-right corner), select the down arrow and select **Profile**.

2. Select [Change Password].

3. On the **Change Password for User** page, complete the **Password** boxes.

4. To save your changes, select [Save] (to exit without saving, select [Cancel]).
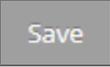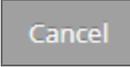
Intentionally left empty

CHAPTER 5 Manager (Provider) tasks

This chapter describes tasks that managers can perform in the IBC portal.If you are assigned a Manager (Provider) role in the IBC portal, you are a designated site manager for your provider. Note that the instructions below assume that you are logged in to the IBC portal.

Tasks that Managers (Provider) can perform - within their assigned provider user role access - include:

» Assigning user-owned boilers

» Managing boilers

» Changing permissions to boilers

» Managing boilers: boiler groups, editing and deleting boiler profiles

» Transferring a boiler to another boiler group

» Managing user records

» Setting up email alerts

» Activating and deactivating boilers

» Updating a boiler with the latest software update

» Generating and using an "installer key" to register a boiler from the touchscreen controller

» Modifying settings in a boiler

» Modifying the password

Assigning user-owned boilers

The method you use to set up users depends on what was specified on the "IBC Portal Registration" form. Each boiler is typically assigned a "user owner" at the time of registration. A "user owner" may be the homeowner or a provider contact (installer), or both. Following are three possible "user owners":

» A homeowner who wants sole and exclusive access to their boiler. If the homeowner is not currently assigned as the "user owner" for their boiler, follow these instructions: *Adding a home owner wanting sole access to their boiler on page 42*

» A homeowner who wants access to their boiler, but also wants a provider (installer , tech support) to access and oversee their boiler operation. If the homeowner and provider are not currently assigned, follow these instructions: *Granting a home owner and provider access to a boiler on page 43*.

» A provider contact (installer , tech support) who has been granted permission by the homeowner to access and oversee a boiler. The homeowner **does not** want access to their boiler. See *Assigning a registered boiler to a provider contact on page 44*.

Adding a home owner wanting sole access to their boiler

Before you can add the home owner, the boiler needs to be registered in the system. You will add the homeowner as a user in the system, then link the homeowner to their boiler to give them exclusive access.

To add a user (homeowner):

1. Select [Management], and then select **Users**.
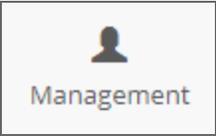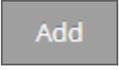
2. On the **Users** page, select [Add].

3. On the **Add User** page, enter the name and address details of the user owner.

4. From the **User Role** dropdown, select a user role (for homeowners enter Provider Monitor).

   The Provider dropdown is already selected.

5. In the **Password** box, enter your user password (linked to you email address).

6. In the **Repeat Password** box, enter the same password for confirmation, and select [Save].
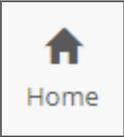
7. Select [Home] to display the IBC Dashboard Boilers page.

8. Search for the boiler you want to assign the homeowner to.

9. In the **Actions** column, select [View] in the row associated with the required boiler.

10. On the **Boiler Profile** page, select [Edit].

11. On the **Edit Boiler Profile** page, from the User Owner dropdown list, select the homeowner.

12. To save your changes, select [Save].

Granting a home owner and provider access to a boiler

You will add the homeowner as a user in the system, then link the homeowner to their boiler to give them access. After, you will give your provider contact, (and a boiler group, if applicable) access to the boiler.

To add a user (homeowner) and provider:
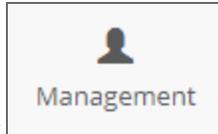
1. Select [Management], and then select **Users**.
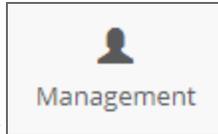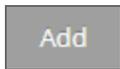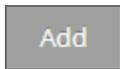
2. On the **Users** page, select [Add].

3. On the **Add User** page, enter the name and address details of the user owner.

4. From the **User Role** dropdown, select a user role (for homeowners - Provider Monitor; for installers - Provider Installer).

   The Provider dropdown is already selected.

5. In the **Password** box, enter your user password (linked to you email address).

6. In the **Repeat Password** box, enter the same password for confirmation.

7. To save your changes, select [Save].

Assigning a homeowner and provider to a boiler
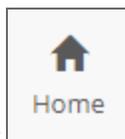
1. Select [Home] to display the IBC Dashboard Boilers page.
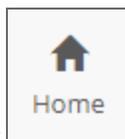
2. Search for the boiler you want to assign the homeowner to.

3. In the **Actions** column, select [View] in the row associated with the required boiler.

4. To assign the:

   a. Homeowner:

   i. Select [Edit].

   ii. On the **Edit Boiler Profile** page, from the **User Owner dropdown** list, select the

homeowner.

iii. To save your changes, select **Save**.

b. Provider:

i. On the **Boiler Profile** page, select **Provider Permissions**.

ii. On the **Provider Permissions for Boiler** page, select **Add**.

iii. From the **Provider "Select Provider"** dropdown, select your provider.

Provider Permissions for Boiler: Jim White - Home owner

iv. If you want to add the boiler to a boiler group, select inside the **Boiler Group** box, and choose the boiler group.

v. To save your changes, select **Save**.

Assigning a registered boiler to a provider contact

These steps guide you through setting up a provider contact to access a homeowner's boiler. First, you will add your provider contact as a user in the system, then you will link the provider contact to a boiler.

To add a provider contact:

1. Select **Management**, and then select **Users**.
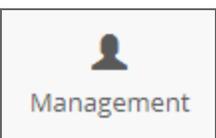
2. On the **Users** page, select **Add**.

3. On the **Add User** page, enter the name and address details of your provider contact.

4. From the **User Role** dropdown, select a user role (Provider Installer, Provider Tech Support or *Manager (Provider) tasks on page 41*.

   The Provider dropdown is already selected.

5. In the **Password** box, enter your user password (linked to you email address).

6. In the **Repeat Password** box, enter the same password for confirmation.

7. To save your changes, select [Save].

Assigning a provider contact to a boiler
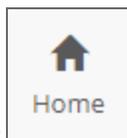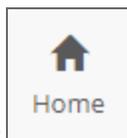
1. Select [Home] to display the IBC Dashboard Boilers page.

2. Search for the boiler you want to assign your provider contact to.

3. In the **Actions** column, select [View] in the row associated with the required boiler.

4. On the **Boiler Profile** page, select [Edit].

   The Edit Boiler Profile page is displayed.

5. On the **Edit Boiler Profile** page, from the **User Owner** dropdown list, select the provider contact you previously added to the system.

6. To save your changes, select [Save].

What's Next?

If desired, you can set up email alerts, so that when an alert occurs on a boiler the system sends notifications to the recipients on the list. For instructions, see *Setting up email alerts on page 52*.

Managing boilers

You can add and assign boiler groups as well as edit and delete boiler profiles; for example, update contact information, update provider permissions, and update user owners.

Adding, assigning, editing, and deleting boiler groups

When a boiler is added (registered) in the system, it's good practice to assign a boiler to a boiler group. A boiler group must have one or more boilers assigned to them, and is a way of preventing users from viewing/accessing other boilers managed by your provider. Let's say your provider manages several school districts. You could create a boiler group for each district (e.g., School district Burnaby, School district Richmond etc.).

Adding a boiler group

If the boiler group does not exist in the system, you will need to create one. When you add a boiler group, you will assign it to your provider and define which user roles have access to the group.

To add a boiler group:
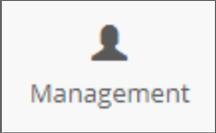
1. Select , and then select **Boiler Groups**.

2. On the **Boiler Groups** page, select .
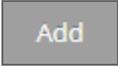
3. On the **Add Boiler Group** page, in the **Group Name** box, enter the boiler group name.

   The Provider box is defaulted to your provider.

   Now, you need to choose which user owner roles will have access (permission) to the boiler group. Provider roles that are not checked will not be allowed to access the boiler.

4. In the **User Role Access Permissions to Boiler** area, check the boxes next to the user roles

who will need access to the boiler group (e.g., Provider Manager, Provider Installer).

5. To save your changes, select [Save] (to exit without saving, select [Cancel]).
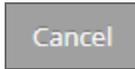
The boiler group is added to the list of boiler groups associated with your provider. Now you need to assign the boiler group to the user. See *Assigning user-owned boilers on page 41*.

Assigning one or more boilers to a boiler group

You will locate the boiler in the system, and allocate it to an existing boiler group.

1. On the **IBC Dashboard Boilers** page, enter the boiler name in the **Search** box if it is not showing in the list.

2. In the boiler row, select [View].

3. On the **Boiler Profile** page, select [Provider Permissions].
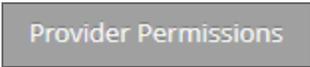
4. On the **Provider Permissions for Boiler** page, select [Add].

5. Click inside the **Boiler Groups** box, and from the dropdown select the boiler group.

6. Select [Save].

The boiler is now assigned to a boiler group.

Editing a boiler group

You can edit the boiler group profile when a boiler group name changes, and/or if user access to the boiler group needs to be updated.

To edit a boiler group name:
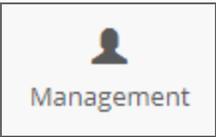
1. Select [Management], and then select **Boiler Groups**.

2. If the boiler group is not listed on the page, use the **Search** box to find the boiler group.

3. Select [Edit] in the row associated with the boiler group.

4. On the **Edit Boiler Group** page, in the **Group Name** box, enter a new group name.

5. If required, in the "**User Role Access Permissions to Boiler**" row, check the boxes of the users who can have access to the updated boiler group.

6. To save your changes, select [Save] (to exit without saving, select [Cancel]).
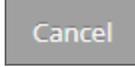
Deleting a boiler group

To delete a boiler group:
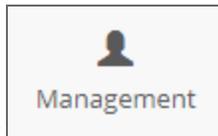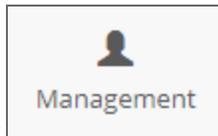
1. Select [Management], and then select **Boiler Groups**.

2. If the boiler group is not listed on the page, use the **Search** box to find it.
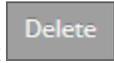
3. Select [Delete] in the row associated with the boiler group.

4. To confirm the boiler group deletion, select **Ok** from the confirmation box (to abort without deleting the boiler group, select [Cancel]).

A confirmation message is displayed indicating that the boiler group has been deleted.

Editing boiler information

When you edit boiler information, you can change the contact for the boiler, the user owner as well as activate or deactivate a boiler.

To edit a boiler's profile information:

1. On the **IBC Dashboard Boilers** page, go to the **Search box** to search for the required boiler.

2. Select [View] in the row associated with the boiler profile you want to edit.

3. On the **Boiler Profile** page, select [Edit].

4. On the **Edit Boiler Profile** page, make your change.

5. To save your changes, select [Save] (to exit without saving, select [Cancel]).

Deleting a boiler profile

When you delete a boiler, the boiler's profile information is removed from the IBC portal, and you can no longer remotely access the boiler.

> ⚠️ **Warning**
>
> To restore remote access to the boiler, it will need to be registered again. See IBC Portal.

To delete a boiler from the system:

1. If the boiler you want to delete is not displayed in the IBC Dashboard Boilers (Home page) list, go to the **Search** box and enter the boiler name or MAC address.

2. Select [View] in the row associated with the boiler you wish to delete.

3. On the **Boiler Profile** page, select [Delete].

4. To delete the boiler, select **Ok** (to exit without deleting the boiler, select [Cancel]).

Note on the Boiler list that the boiler is no longer displayed.

Transferring a boiler to another boiler group

When a boiler is being managed by another boiler group associated with your provider, you can transfer the boiler between boiler groups. If the boiler group does not exist in the system, see Adding a boiler group.

To transfer a boiler from one boiler group to another:

1. If the boiler you want to transfer is not listed in the **IBC Dashboard Boilers** Home page, go to the **Search** box and enter the boiler name.

2. Select [View] in the row associated with the desired boiler.

3. On the **Boiler Profile** page, select [Provider Permissions].

4. On the **Provider Permissions for Boiler** page, click inside the **Boiler Groups** box, and select the boiler group that the boiler will be transferred to.

5. To save your changes, select [Save] (to exit without saving, select [Cancel]).
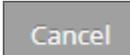
Managing user records

After entering user information in the system, you can edit or delete user records. You can also reset user passwords.
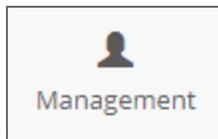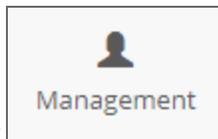
Editing user information

You can change information in a user profile, for example, update a user's contact information.

> **Note**
>
> You will see all users assigned to your provider. Only users in lower user roles can be edited or deleted. There is limited ability to change you user profile information.
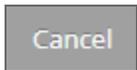
To edit user information:

1. Select [Management], and then select **Users**.

   The Users page lists users associated with your provider.

2. If the user's name is not listed on the page, use the **Search** box to find the user.

3. Select [Edit] in the row associated with the user whose profile you want to edit.

   The Edit User Profile page is displayed.

4. After making the necessary changes, select [Save] to save your changes (to exit without saving, select [Cancel]).

Deleting a user

To a delete a user record from the Users list:
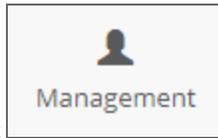
1. Select , and then select **Users**.
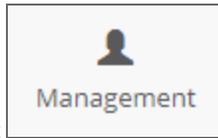
   The Users page lists users associated with your provider.

2. If the user's name is not listed on the page, use the **Search** box to find the user.

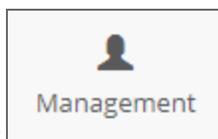3. Select in the row associated with the user that you want to delete.

4. Select **Ok** to confirm deletion of the user (to abort without deleting, select).

The user is removed from the Users list.

Resetting passwords

When you reset a user's password, the system sends that user an email containing a new password. Note that users can reset their own passwords by going to the IBC portal Login page.

To reset a user's password:

1. Select , and then select **Users**.
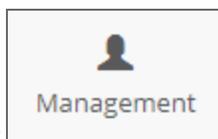
   The Users page lists users associated with your provider.

2. If the user's name is not listed on the page, use the **Search** box to find the user.

3. Select in the row associated with the user.

4. Select .

5. Select .

6. Select **OK** from the confirmation box to confirm the password reset (to exit the password reset, select [Cancel]).

Setting up email alerts

You can set up an email alert list for a boiler, boiler group or proivder, so that when a problem occurs on a boiler the system sends an alert notification to specific email addresses on the email alert list. You can also remove email addresses from the email alert list.

> **Note**
>
> Any email address can be added to receive an email alert. The user does not need to be listed in the Users list for the provider.

Setting up email alert lists for a boiler group

All recipients in a boiler group email alert list (that have been enabled) will receive an alert notification if an alert occurs for any of the boilers managed by the boiler group.

To configure email alerts for recipients in a boiler group:
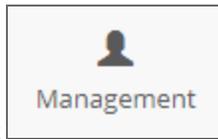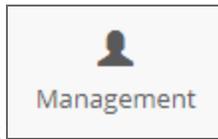
1. Select [Management] , and then select **Boiler Groups**.

   The Boiler Groups page lists one or more boiler groups associated with your provider.

2. If the boiler group is not listed, go to the **Search** box on the right and enter the boiler group name.

3. Select [View] in the row associated with the boiler group.

   The **Boilers Group Profile** page is displayed.

4. Select [Alert Emails] .

5. To add an email address, on the **Alert Emails for Boiler Group...** page, select [Add] .

   An empty box appears under the "Email Address" column.

6. In the **Email Address** box, enter an email address. By default, the Enabled check box for the email address is checked.

   Note: To receive email alerts the "Enabled" box must be checked for each email recipient.

7. To add more recipients, select [Add].

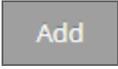8. When you have entered one or more email recipients, select [Save] to save your changes (to exit without adding email recipients, select [Cancel]).

Setting up email alert lists for a boiler

To configure boiler email alerts for email recipients:

1. If the boiler is not listed on the **IBC Dashboard Boilers** Home page, go to the **Search** box and enter the boiler name or MAC address.

2. Select [View] in the row associated with the boiler.

3. On the **Boiler Profile** page, select [Alert Emails].

4. To add an email address, on the **Alert Emails for Boiler...** page, select [Add].

   An empty box appears under the "Email Address" column.

5. In the **Email Address** box, enter an email address. By default, the Enabled check box for the email address is checked.

   **Note:** To receive email alerts the "Enabled" box must be checked for each email recipient.

6. To add more recipients, select [Add].
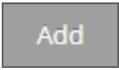
7. When you have entered one or more email recipients, select [Save] to save your changes (to exit without adding email recipients, select [Cancel]).
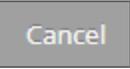
Alert email notifications for a boiler will be sent to all email recipients with the "Enabled" check box checked.

Deleting or disabling an email address from an email alert list

If you delete an email address from an email alert list, you are permanently removing the email address, and this email will no longer receive email alert notifications. If you disable an email address, it remains in the Email Address list, but will not be sent alert notifications until it is enabled again ("Enabled" check box is checked).

To delete or disable an email address in an email alert list:

1. Select **View** in the row associated with the boiler or boiler group.

2. On the **Boiler Profile** page, select **Alert Emails**.

3. On the **Alert Emails for Boiler...** page:

   » To delete the email address, select **Delete** in the row associated with the email address you wish to remove.

   » To disable the email address, select the **Enabled** check box to remove the check mark.

4. To save your changes, select **Save** (to exit without saving, select **Cancel**).
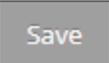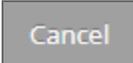
Activating and deactivating boilers

Once a boiler is registered (connected) to the IBC portal, it must be activated to enable remote access to the boiler. The boiler is automatically activated when registering with an installer key. If an installer key has not been used to register a boiler, a Provider Installer or Provider Manager can activate the boiler. If unavailable, contact IBC Tech Support to activate.

> **Note**
>
> If a registered boiler has disconnected and has also been deactivated, the boiler will not reconnect until the boiler is reactivated.

For more information on boiler status, see About boiler status icons.

Activating a boiler

When you activate a boiler, the *Technician* and the *Touchscreen* buttons associated with the boiler will display on the Boilers List page.
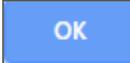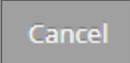
To activate a boiler:

1. If the boiler you want to activate is not listed on the **IBC Dashboard Boilers** Home page, go to the **Search** box and enter the boiler name or MAC address.

2. Select [View] in the row associated with the boiler you wish to activate.

   The Boiler Profile is displayed.

3. Select the [Activate] button.

   A confirmation window opens.

4. To confirm the boiler activation, select [OK]. To cancel activation, select [Cancel]).

On the *Boiler Profile* page, the Status box displays "Activated". If you go back to the *IBC Dashboard Boilers* Home page, the *Status* column may display the green icon to indicate that the boiler is registered and activated. The Technician and Touchscreen buttons will display on the IBC Dashboard Boilers Page. Or the *Status* column may display the red icon to indicate that the registered boiler is disconnected and activated.

Deactivating a boiler

When you deactivate a boiler, the *Technician* and the *Touchscreen* buttons associated with the boiler no longer display on the IBC Dashboard Boilers page.

To deactivate a boiler:

1. If the boiler you want to deactivate is not listed on the **IBC Dashboard Boilers** Home page, go to the **Search** box and enter the boiler name or MAC address.

2. Select [View] in the row associated with the boiler you wish to deactivate.

   The Boiler Profile is displayed.

3. Select [Deactivate].

   A confirmation window opens to confirm proceeding with the deactivation.

4. To confirm the boiler deactivation, select **OK** (to abort deactivating the boiler, select **Cancel**).

On the Boiler Profile page, the Status box displays "Deactivated". If you go back to the IBC Dashboard Boilers Home page, the Status column may display the red icon to indicate that the registered boiler is connected and deactivated. Or the Status column may display the red icon to indicate that the registered boiler is disconnected and deactivated.

Updating a boiler with the latest software update

You can run a software update from the *Technician* and *Touchscreen* sites.

> **Note**
>
> Software updates from the IBC portal can be performed only on boilers running version 1.03.3 and later. If you attempt a software update via the IBC portal on a boiler running an older software version, an error message will be displayed.
>
> Depending on a site's firewall, this method of updating software may not be allowed.

Running a software update from the Technician site

1. Go to https://portal.ibcboiler.com/, and log in.

2. On the **IBC Dashboard Boilers** page, if the boiler is not listed, in the **Search** box enter the boiler's MAC address.

3. Select **Technician**.

4. From the menu on the left, select **Restart Options**.

5. Select the **Internet Update** option, and follow the instructions.

   If a boiler fails to update, it may still restart.

6. To check that the software update has occurred, you can select the **About** menu to view the software release version.

When a software update is performed, the touchscreen controller is put into "service" mode. This prevents the system from servicing loads.

7. Check that the boiler has returned to normal operation.

Running a software update from the Touchscreen site

1. Go to https://portal.ibcboiler.com/, and log in.

2. On the **IBC Dashboard Boilers** page, if the boiler is not listed, in the **Search** box enter the boiler's MAC address.

3. Select .

4. Tap the screen to view **Main Menu**.

5. Tap **Diagnostics** > **Advanced Diagnostics** > **Software Update**.

6. Tap **Internet**, and follow the instructions.

   If a boiler fails to update, it may still restart.

7. To check that the software update has occurred, go to **Main Menu**>**Diagnostics**>**Boiler Information**>**Software Release**.

   When a software update is performed, the touchscreen controller is put into "service" mode. This prevents the system from servicing loads.

8. Check that the boiler has returned to normal operation.

Generating and using an "installer key" to register a boiler from the touchscreen controller

An installer key (use only with boilers set up with software version 1.10.1 or later) is a file that contains a provider's profile. An installer key is used to assign a boiler to a provider at the time of boiler registration from the controller. The advantage of using an installer key is that it simplifies the process for the Provider Installer: the boiler is automatically assigned to the user owner and provider, and activated in the portal as it registers.

> **Note**
>
> A boiler must be installed and connected to the IP Network before it can be registered in the portal. Once installed and connected to an IP Network, you can insert the USB (that contains the installer key [installer.key file]) into the boiler's touchscreen controller.

To download an installer key:

1. Select the **Welcome** user drop-down arrow (beside the Username) in the top right corner of the IBC portal page, and select **Profile**.

2. Select .

3. Select to download the **installer.key** file to your computer.

4. Copy the **installer.key** file to a USB stick.

> **Note**
>
> You will need to copy the installer.key to the main top-level folder/directory on your USB stick. When registering, the touchscreen controller will only look in the top-level directory/folder, not subfolders/subdirectories. Also, ensure that the file name is "installer.key".

5. With the USB inserted in the touchscreen controller, do the following:

6. Tap the **Standby** screen>**Installer Settings**>**System Settings**>**Network Settings**.

7. Scroll down to the **Internet Portal** area, and tap the **Register** button.

   The "Grant IBC access to your boiler" pop-up is displayed.

8. To confirm that you allow IBC to access the boiler, tap **Yes**>**OK**. **Do not** select "restart the boiler" until registration is complete.

> ⚠️ **Warning**
>
> **While the boiler is registering:**
>
> » Do not select "Save" after pressing the "Register" button because the boiler will restart.
>
> » Do not reboot the boiler controller until registration is complete. Rebooting a boiler with a USB stick inserted in the controller causes a new port to be assigned to the USB port. Thus, during portal registration, the installer.key is not found. To restore default port names, reboot the boiler without the USB stick.

Successful boiler registration to the IBC portal typically takes up to 10 minutes.

During the boiler registration process, the "Internet Portal" button changes to "Working" (possibly "Fault"), and when registration is successful, to "Unregister".

9. If, after 10 minutes, the **Internet Protocol** button still displays "Register", restart the boiler, and then repeat the registration process using the installer key.

> **Troubleshooting:**
> 1. If the boiler is disconnected after registration, view the boiler record to determine if there is an "Allow Boiler Re-registration" button. Press the button and wait for the re-registration to complete.
> 2. If the button displays "Fault", tap the button and confirm to unregister the boiler. Wait 10 minutes, wait for the button to change to 'Register', and then restart the boiler.
> Restart registration.

Modifying settings in a boiler

You can make operational adjustments to a boiler managed by your provider using two methods: the Technician site and the Touchscreen site accessible via the **Technician** and **Touchscreen** buttons.
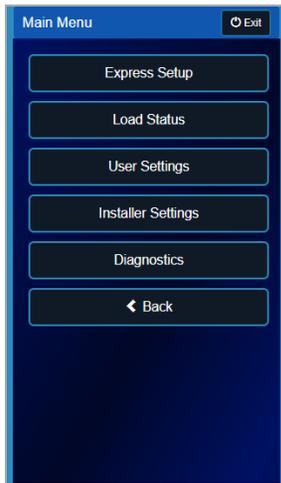
Difference between the Technician and Touchscreen sites

Both sites access the same information. Selecting the *Technician* button displays a dashboard-representation of a boiler's settings. Selecting the *Touchscreen* button displays a representation of a boiler's touchscreen controller.

On a desktop, the *Technician* site displays more information on the screen about a boiler's operation including a unique view of multi-boiler systems when viewing the Master boiler's settings.

The *Touchscreen* site is designed for a small screen such as a smartphone.

To modify a boiler's settings:

1. If the boiler is not displayed in the **IBC Dashboard Boilers** (Home page) list, go to the **Search** box and enter the boiler name or MAC address.

2. Select either **Technician** or **Touchscreen** associated with the boiler.

> **Note**
>
> The "Diagnostics" menu is read-only, and is reserved for IBC technical support staff.

3. To view how to make changes in the V-10 touchscreen controller, refer to the V-10 Touchscreen Controller user guide.

4. Make changes as required.

5. To save your changes, select **Save** (to exit without saving, select **Cancel**).

6. To return to the IBC Dashboard page, select the **Exit** button in the top-right corner.

Modifying your password

You can change your password from the IBC Portal Login page or after logging in.

To modify your password if you are logged in:

1. In the **Welcome** area (top-right corner), select the down arrow and select **Profile**.

2. Select Change Password .

3. On the **Change Password for User** page, complete the **Password** boxes.

4. To save your changes, select Save (to exit without saving, select Cancel).
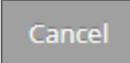
Troubleshooting the IBC V10 portal

Below are some issues related to the V10 portal along with some troubleshooting suggestions.

> Tip: If after troubleshooting, you need to contact IBC technical support, taking a photo of the controller's "Network Settings and Network" screen will be helpful.

Issue: MAC address not displaying

When registering a boiler from the touchscreen controller, if the boiler's MAC address does not display on the Boiler page, check the controller's **Network Settings** page (Standby>Installer Settings>System Settings) for the current registration state. A boiler takes approximately 15 minutes to appear in the IBC portal's Homepage Boiler list.

Issue: Internet Protocol button displays "Unregister"

If the **Internet Protocol** button (Standby>Installer Settings>System Settings>Network Settings) displays the text "**Unregister**", the boiler is registered (connected) in the IBC portal.

Issue: Internet Protocol button displays "Fault"

If, after pressing the "Register" button, the Internet Protocol button displays "Fault", try the following:

1. Press the **Internet Protocol Fault** button and select **Ok** to unregister the boiler. Restart the boiler and restart the registration process if the button says register.

2. If the "Fault" has not cleared, there is likely an Internet connection problem.

    a. Power off the modem/router, and power off the boiler, and then wait at least 1 minute.

    b. Power on the modem, and wait a few minutes for lights to stabilize (green lights).

    c. Power on the router, and wait a few minutes for lights to stabilize (green lights).

    d. Power on the boiler. If the Internet Protocol button says "Register", restart the registration process.

3. If the Internet Protocol button is still in a Fault state, and the Network Information page does not show a valid IP address, the controller is not communicating with the DNS server and you will need to contact the Internet Service Provider to investigate.

Issue: After pressing the "Register" button, nothing happens for over 15 minutes

Once pressed, if the text "**Register**" does not change to "Unregister" (indicating registration in the IBC portal) after 15 minutes, exit the page, and then re-enter the **Network Settings** page to see if the **Internet Portal** area updates. If the Internet Portal area does not update to show "Unregister", restart the IBC controller, and retry registering.

Issue: After registering a boiler using an installer key and setting up the boiler, the Provider user (installer or Provider Manager) cannot see the boiler in Boiler list

If Provider users cannot see a boiler in the Boiler list after setup, it usually means that the boiler was not assigned a provider. Check that the user role (creating the installer key) has both a Provider and Boiler Group assigned to ensure that the registered boiler is assigned a Provider.

Issue: IBC portal access is too limited

If access is too limited, contact your support technician about granting you a higher access level (role).

Issue: Boiler Not Connecting to Portal

It could be the internet connection.

If the controller Internet Portal field is showing "Fault" and this is not clearing, it is likely to be an Internet connection problem. Go to **User Settings**, and check the system date and time.

Does a valid IP address show on the Controller's Network Settings screen?

It should not be set to 1.0.0.0. This means that the controller is not communicating with the DNS server. Contact the service provider to get this rectified so that connection to the DHCP server is made.

Has DHCP been configured on the Network settings screen?

To restore a valid IP address in the Network Information screen:

1. Turn off the modem and router.

2. Turn off the boiler.

   Wait at least 1 minute.

3. Turn on the modem.

4. Wait a few minutes for all lights to stabilize (green lights).

5. Turn on the router.

6. Wait a few minutes for all lights to stabilize (green lights).

7. Turn on the boiler.

8. Check the cable.

9. Check the Ethernet port. If it's a problem switch to another port on the router/modem.

Issue: No network connection with boiler set up to use DHCP

No network connection even though the boiler is set up to use DHCP, and the IP information looks correct.

Which software version is the boiler using? The boiler should be using software V1.10.1 or older.

If you have updated the boiler controller with the latest software, try the following:

With the network cable connected, restart the boiler. If using DHCP, verify that the IP address has remained the same.

From a computer on the same network segment (router and/or switch), open a command prompt, and try a "ping" test to see if there is a response by "pinging" the IP address of the boiler, for example, 192.168.0.52.

Do this with the network cable connected, and then again with the cable disconnected.

It should respond when the cable is connected, and not respond when disconnected. If there is a response with the network cable disconnected, this means that another device on the network is using that same IP address. The DHCP server has a problem in this case, and you may need to assign a static IP address to the boiler. If there is no response with the network cable connected, it is likely that the cable is faulty.

If responding correctly to pings, try:

1. Opening the controller's local web page by opening the browser on the computer, and in the address bar entering: http://192.168.0.52.

2. Wait until "FAULT" for the portal status comes up, and then "Unregister". Wait 10 minutes, and then try registering again.

3. Go to the controller's Network Settings, and check Net Mask is configured to 255.255.255.0. Also, ensure that the DNS server is configured with the same values as the 'Gateway' IP.

After the "Register" button is pressed, if the message 'Connection Refused by Portal Server or timed out' is displayed on the Network Settings, the service provider needs to be contacted about the settings or connection.

Issue: Firewalls restricting access to V10 portal

Some firewalls are preventing boilers communicating with the V10 portal. A single port needs to be open for the boilers to communicate with the portal. Use any of the following to establish a connection: 9000, 8181, 8000, 8080, 8888, or 81. To connect to the dev client, open a second port using either 9001 or 9002.

You will need to set up a static IP address (contact service provider) to allow the outgoing connection and for the firewall to allow the outgoing connection. The DNS server is within the firewall.

Issue: Firewalls that require a static IP address

Firewalls typically allow the use of dynamic IP addresses for devices connecting to the internet. However, in some cases such as school boards, firewalls may require the use of static IP addresses (request from your Internet Service Provider [ISP]). A static IP address means that the boiler will use the same IP address for each request for communication (sending and receiving data).

Consider whether the static address needs to be assigned to a:

» Modem (modem's MAC address is likely located on a sticker on the back).

» Networking device such as a router or switch (device's MAC address is likely located on a sticker on the back)

As per the ISP's instructions, check if you may need to reset a device following the assignment of a static IP address.

> **Note**
>
> Be aware that changing ISPs will require a new static IP address to be reassigned to each device.

Glossary

A

Activate

Once a boiler is registered (connected) to the V-10 portal, it must be activated to enable remote access to the boiler. IBC may activate a boiler at the time of registration, but it is mainly the responsibility of the Provider Manager. Upon boiler activation, the "Technician" and "Touchscreen" buttons display on the IBC Dashboard Boilers page.

B

Boiler Group

Boiler groups (e.g., multiple school districts/boards) are assigned to providers responsible for boiler support. Users can access boiler groups managed by their provider.

Boiler registration

A boiler must be registered in the V-10 portal to allow for remote access.

Boiler status

Indicates whether a boiler is connected and activated. The image below shows multiple boilers connected and activated, and another that has been activated but not connected.

D

Deactivate

When a boiler is deactivated it cannot be accessed remotely, and the "Technician" and the "Touchscreen" buttons associated with the boiler no longer display on the IBC Dashboard Boilers page.

E

Email alert notifications

You can set up an email alert list for a boiler or boiler group, so that when a problem occurs on a boiler the system sends an alert notification to specific email addresses defined on an email alert list. You can also remove email addresses from an email alert list.

I

Installer key

An installer key (user only with boilers set up with software version 1.10.1 or later) is a file that contains a provider's profile. An installer key is used to assign a boiler to a provider at the time of boiler registration from the controller. The advantage of using an installer key is that it simplifies the process for the Provider Installer; the boiler is automatically assigned to the provider and activated in the portal as it registers.

IP address

An Internet Protocol (IP) address enables communication (sending and receiving information) between digital devices via the internet.

M

MAC address

A Media Access Control (MAC) address is a boiler's unique identification address that enables connection to a network and the transfer of data

P

Provider

A provider is defined as an organization (e.g., contractor) responsible for managing or providing boiler support or pertain to an individual (e.g., homeowner).

T

Technician's website

A provider is defined as an organization (e.g., contractor) responsible for managing or providing boiler support or pertain to an individual (e.g., homeowner).

Touchscreen website

Selecting the "Touchscreen" button displays a representation of a boiler's touchscreen controller. The "Touchscreen" view is designed for a small screen such as a smartphone.

U

User-owned boiler

User-owned describes homeowners who want to have sole access to their boiler on the V-10 portal. Thus, they have not granted installers access to their boiler on the IBC V-10 portal.

User profile

Contains information about the user such as contact, email address, assigned User roles, provider, and when the user last logged in. Access the user profile in the top-right corner of the Home page.

Users

Users are assigned to providers and assigned User roles. Roles represent a security access level that defines the types of tasks that users can perform. For example, Provider installers can monitor and update boiler settings whereas Provider Monitors are mainly restricted to monitoring boilers.

V

V-10 boiler controller

A controller on VFC and SL series boilers that enables users to set up and configure boilers.

V-10 portal

The V-10 Portal is a website that allows users to connect to boilers remotely. It enables a contractor or homeowner to manage or monitor IBC SL and VFC boilers that are connected to the internet.

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Index

Revision history

R0 (2017) Initial release

R1 (February 2020) Added table on tasks by user role, procedures for adding and assigning user-owners and provider permissions as well as a Troubleshooting section.

IBC