

FSDData Online Frequently Asked Questions

DDS Customers

Accessing the new FSDData Online after launch

Q: How can I access the new FSDData Online after the launch?

A: You will receive a welcome email to our Claros Water Intelligence System. Following the link in the welcome email, you'll be prompted to complete the Claros account setup. After entering FSDData Online software, a FSDData icon can be chosen and an initial account linking process will take place automatically where the FSDData account credentials will be used to link your FSDData account within the Claros Water Intelligence System.

Q: How can I access the new FSDData Online after the launch if I am not an account administrator?

A: The account administrator will need to follow the steps outlined in the previous Q&A. After the account administrator is setup within the new application, he/she will be able to setup additional users to have administrator or viewing only rights within the FSDData Online account.

Preparing for the new FSDData Online application

Q: I am a DDS customer. What do I need to do to prepare for the new FSDData Online application?

A: Please take these three steps:

1. Please help us keep you and your teams informed by logging into FSDData Online to make sure your administrator and user email addresses are filled in and correct in the account's menu.
2. Site attachments will be moved to the new site for you by our DDS team. We at Hach will be working diligently to move your site attachments. This effort will be ongoing after the new site has launched and any concerns should be voiced to Hach Flow Support by calling 1-800-368-2323 and use option 2 or emailing Flowtechsupport@hach.com .
3. Our DDS team will transfer all current users as they exist in the current FSDData Online application in the new FSDData Online application, requiring no effort on your part.

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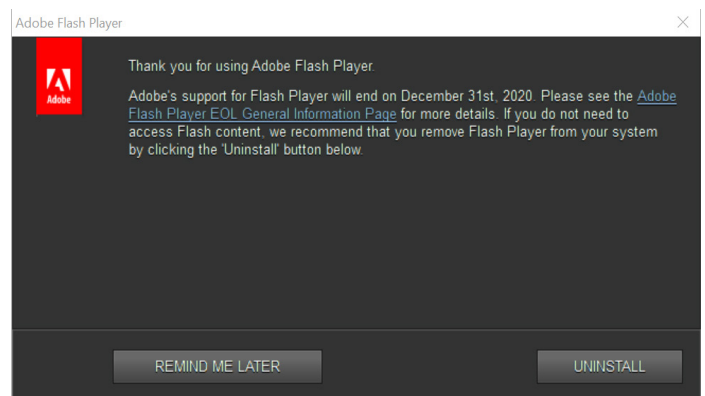
Adobe Flash Questions

Q: Adobe Flash Player popped up with a message to uninstall due to the upcoming end of life. Will FSDData continue to function if I uninstall Adobe Flash Player?

A: Until the launch of the new FSDData Online software on December 9th 2020, the current FSDData Online is dependent on Adobe Flash Player. Please click remind me later to avoid any issues logging into the current FSDData Online.

Q: Will all my connected instruments move over to the new FSDData automatically and will I lose any of my Flow data?

A: All connected instruments and data, including inactive sites, will move over to the new FSDData automatically with no action required on your part.



Example of the Adobe Flash notification screen "Remind Me Later" option

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Q: What is a "site attachment"?

A: Site attachments are optional files that you may have created and want linked to your Flow data. A site attachment may contain photos or documents for example.

Q: What is an API?

A: An API (Application Programming Interface) is way to link data from FSDData to other 3rd party applications such as FlowWorks or SCADA.

Q: Will I need to change API endpoints for the new FSDData application?

A: No, if you already have an API pointed to FSDData, no need to change the end points or any programming. The current API will continue to function.

Q: Will I still be able to access the old version of FSDData after the new version launches?

A: The old FSDData site will continue to function until December 31st, this will allow for anyone needing to download and move site attachments time to do so. After December 31st the old site will be redirected to our informational landing page to ensure all users have the information needed to get into the new FSDData Online application. ~~To get ahead of this effort, feel free to begin downloading site attachments and saving them locally to be moved to the new application at your convenience.~~

Pricing questions

Q: I am a DDS customer. Is there a subscription to the new FSDData Online software?

A: The new subscription pricing for FSDData Online does not apply to DDS customers. DDS packages include access to FSDData Online within the fixed monthly bundle price.

Hach World Headquarters: Loveland, Colorado USA

United States: 800-368-2723 tel 970-669-5150 fax hachflowsales@hach.com
Outside United States: 970-622-7120 tel
hach.com/flow

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