Guide to Radius' Installation Form (ISB)

Annex to the Standard Agreement

Radius

Preface

In connection with the Authorization Act, which came into force in June 2014,

a new role has been introduced with additional administrative rights.

There are now three roles with different rights to accommodate that now

it is the company structure that is reflected.

The three roles are called "Company administrator"," Installer "and" Electrician ".

The naming of the roles does not reflect professional qualifications but

the roles and administrative tasks that a user must use to perform his work.

Who is assigned a given role is determined solely by the company,

which is solely responsible for complying with the Authorization Act and its announcements.

If a user cannot see a case list or menu item described in this guide,

it is because the user does not have rights to it.

Contents of the guide

New authorisation

If you are a new user on the ISB, you must sign up with a new authorisation to access the ISB. Follow these steps:
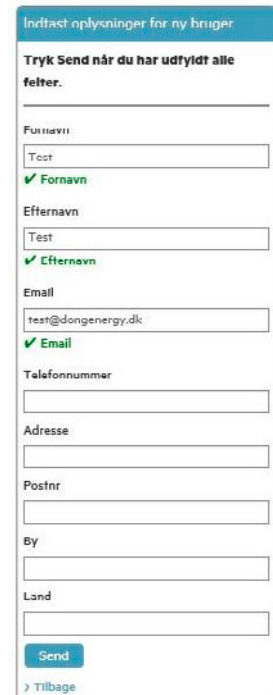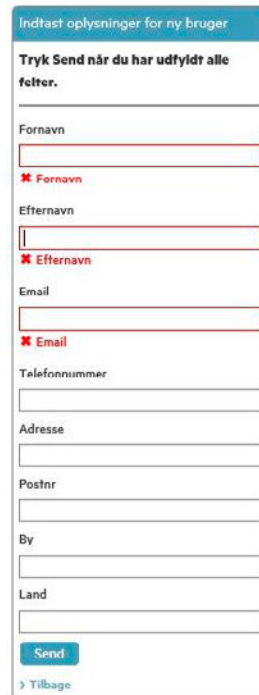
1. Click 'Ny autorisation?' (New authorisation?)

2. Enter your authorisation number and click 'Send'

3. Fill in the form. As you fill in the information, the red font will change to green font

4. Click 'Send'

5. Username and password will be sent to the email address you have entered

6. Once you have received your welcome email, you can log in to the ISB with the username and the password

7. When you are logged in, you must update your user profile with your own user information and company/department information. To update your user profile and/or change password, click the menu item 'Profil' (Profile).

Guide to login on Radius's ISB

I have been logged in before; what should I do?

If you have been logged in before, you must sign in with the 'old' authorisation number and your username and password.

Forgotten password

If you have forgotten your password, click 'Glemt adgangskode' (Forgotten password).

1. A new box will appear. Please enter your email address and click 'Send'

2. You will now receive an email with a link and a verification code ('bekræftelseskode')

3. Open the link from the email and fill in the required fields.

Password requirements:
At least one lower-case letter, one capital letter.
Minimum length is 12 characters.

4. The verification code is the 'bekræftelseskode' you receive via email. Please enter the code manually. Copying from email may add an extra character.

Wrong password

If you enter the wrong password five times, your user access will be blocked for 60 minutes.

NOTE: If you have not logged in to the ISB-system within 6 months, your user-profile will be automatically disabled by the system. To have it reactivated, contact Customer Connection on phone 72 10 24 80 or by email: nettilsluninger@radiuselnet.dk

Creation of roles in ISB

Depending on the size of your company, you have different options of organising and systematising the users who need access to ISB.

Proprietorship	The first time you log in to Radius's ISB, you will be assigned the role of 'Fagligt ansvarlig' (Company administrator). When you are logged in, you can immediately register and assign cases.
Company	Companies with several departments can be structured with different user roles. These roles have different rights and functions. **'Fagligt ansvarlig'** (Company administrator) The first employee logging in to ISB will be assigned the role of 'Fagligt ansvarlig' (Company administrator). The 'Fagligt ansvarlig' (Company administrator) has the rights to create different user types: • If the 'Fagligt ansvarlig' (Company administrator) role creates a new user profile via the 'Afdelinger' (Departments) menu, the user who has been created will be assigned the role of 'Installatør' (Installer) • If the 'Fagligt ansvarlig' (Company administrator) role creates a new user profile via the 'Brugere' (Users) menu, the user who has been created will be assigned the role of 'Elektriker' (Electrician). **'Installatør'** (Installer) The 'Installatør' (Installer) role also has the rights to create new user profiles for people who are employed in the same department. These users will be assigned the role of 'Elektriker' (Electrician). **'Elektriker'** (Electrician) The 'Elektriker' (Electrician) role is permitted to edit own profile data and register and assign own cases.

Roles and rights

Role management	Rights	Case handling
'Fagligt ansvarlig' (Company administrator) The 'Fagligt ansvarlig' (Company administrator) role can only be assigned to another user with help from Radius Elnet's department Nettilslutning.	• Create/shut down 'Afdelinger' (Departments) = 'Installatører' (Installers) • Create/shut down 'Brugere' (Users) = 'Elektrikere' (Electricians).	• Move own and other users' cases • Edit own and other users' profile information, regardless of their role • Register and assign own cases.
'Installatør' (Installer) The 'Installatør' (Installer) role can only be created and shut down by the 'Fagligt ansvarlig' (Company administrator) role.	• Create/shut down 'Brugere' (Users) in own department with the 'Elektriker' (Electrician) role.	• Move cases to itself and from one 'Elektriker' (Electrician) to another in their own department • Edit its own profile information and users with the 'Elektriker' (Electrician) role the same department • Register and assign own cases.
'Elektriker' (Electrician) The 'Elektriker' (Electrician) role can only be created and shut down by the roles 'Fagligt ansvarlig' (Company administrator) and 'Installatør' (Installer). The role can be created if a company has more than one department which must each be able to manage a group of employees and their cases.	The role does not have the rights to create other users.	• Edit own profile information • Register and assign own cases.

Email addresses

It is only possible to use an email address once. You cannot create multiple users with the same email address.

Menu

Menu item: 'Min profil' (My profile)

All users can edit their own profile information and change password, regardless of the role assigned.

Menu item: 'Support'

Here you can find user guides, prices, requirements and contact lists.

Support ▾

Vejledning

Priser

Kontakt

- Under 'Vejledning' (User guide), you will find various guidelines and legislation regarding working in Radius's power grid
- Under 'Priser' (Prices), you will find prices and requirements
- Under 'Kontakt' (Contact), you will find contact information for the different departments in Radius.

Menu item: 'Installationsdata' (Installation data)

Under this menu item, you can search on an existing installation to find meter number, installation number, connection point, etc.:

Note: You can only search for installation addresses which have a meter connected, and addresses registered in Radius's database.

Menu item: 'Brugere' (Users)

This menu is only available for the roles 'Fagligt ansvarlig (Company administrator) and 'Installatør' (Installer). Here you can get an overview of both active and inactive users, in your department/team.

To create new users for your department/team, follow these steps:
Note: The 'Installatør' (Installer) role can only create users for their own team.

1. Click 'Opret ny bruger' (Create new user)

2. Fill in all the required information about the new user under Brugeroplysninger' (User information)

3. The fields 'Adresse' (Address) and 'Postnr./by' (zip code/town) are filled in automatically, with the address registered under your company or department information. You can change the address manually, if necessary

4. Create 'Brugernavn' (Username) under 'Administrative oplysninger' (Administrative information), and then choose which department/ team the user belongs to.

5. Click 'Bekræft oprettelse af bruger' (Confirm creation of user).

Menu item: 'Sprog i din browser' (Language in your browser)

The ISB system does not support other languages than Danish. You can change your language setting in your browser, but we cannot support any translation via. browser settings.

Menu item: 'Afdelinger/teams' (Departments/teams)

This menu is only available for the role 'Fagligt ansvarlig' (Company administrator). Here you can find users, teams, edit information and create new departments.

Edit information in 'Afdelinger/teams' (Department/teams)
To edit information, select the team in the menu on the left side.
You can see 'Afdelinger/teams (Departments/teams) on the right side.

Create a new department
You can create a new department by following these steps:

- Click 'Opret ny afdeling' (Create new department) in the middle at the top
- Complete all the fields marked in red
- Click 'Gem' (Save).

Shut down a department
You can shut down a department if you no longer need it by following these steps:

- Select the department from the list on the left side
- You will now see the department on the right side
- Remove the check mark in the field 'Afdelingen er aktiv' (The department is active)
- Click 'Bekræft ændringer' (Confirm changes).

Administrative oplysninger

Nedenfor kan du se/vælge brugernavn og ændre, om brugeren er aktiv i systemet eller ej.

Brugernavn
tekta-demo

☑ Afdelingen er aktiv
☑ Brugeren er aktiv og har adgang til systemet

[Bekræft ændringer] [Annullér]

See departments which have been shut down

- Tick the box 'Vis nedlagte afdelinger' (Show departments shut down) in the top left corner
- To reactivate a department, select the department from the menu on the left side
- Tick the box marked 'Afdelingen er aktiv' (The department is active) at the bottom of the list
- Click 'Bekræft ændringer' (confirm changes)
- When a profile or a department is changed, an email with a confirmation code will be sent to the email attached to the edited profile.

Radius Support ▾

☐ Vis nedlagte afdelinger

Navn ▲   **Adresse**

Menu item: 'Sagslister' (Case lists)

Fagligt Ansvarlig

Sagslister ▾	Opret sag

Mine sager

Afsluttede sager

Annullerede sager

Alle sager

Alle sager i alle afdelinger

Flyt sag

Avanceret søgning

Installatør

Sagslister ▾	Opret sag

Mine sager

Afsluttede sager

Annullerede sager

Alle sager

Flyt sag

Avanceret søgning

Elektriker

Sagslister ▾	Opret sag

Mine sager

Afsluttede sager

Annullerede sager

Avanceret søgning

Case list: 'Mine sager' (My cases)
This list will only show you, your own cases.

Case list: 'Alle sager' (All cases)
The list shows all active cases in your department.
It is only available for the roles 'Fagligt ansvarlig' (Company administrator) and 'Installatør' (Installer).

Case list: 'Afsluttede sager' (Closed cases)
This displays your closed cases.

Case list: 'Annullerede sager' (Cancelled cases)
This shows cancelled cases.

Case list: 'Alle sager i alle afdelinger' (All cases in all departments)
This list contains all cases, registered by users connected to the same authorization number. It is only available for the role 'Fagligt ansvarlig' (Company administrator).

Selecting cases
Only the roles 'Fagligt ansvarlig' (Company administrator) and 'Installatør' (Installer) are able to move cases between users in their part of the organization.
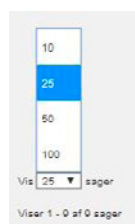
It is possible to select more than one case, if one or more cases are to be transferred to the same user or are to be mass-completed.
You can select cases in two ways:

1. If you want to select more cases placed right after each other, click the first case on the case list, hold down the SHIFT button and then click the last case in the row. Now all the cases will be selected

2. You can also select cases by clicking them one by one.
   If you have selected a case by mistake, then just click the case and the marking will be removed.

Change number of cases on the case list
You can choose the number of cases shown on the case list in the drop-down menu at the bottom on the left side.

Export to Excel

You can select the cases in two ways.

1. Choose specific cases
- Click the cases one by one
- Then click on the function 'Eksporter til Excel' (Export to Excel).

2. Choosing all cases in a row:
- Click on the first case in the list
- Hold the SHIFT button down
- Select the last case in the list
- Click on the function 'Eksporter til Excel' (Export to Excel)

Select which data to export to Excel

It is possible to filter data, so that only required data will be exported to Excel.

To filter data, you must use the function on the left side
- Click the function 'Vis/skjul kolonner' (Show/hide columns)
- Click the columns you want to hide
- The case list will update automatically with the selected columns.

Remove selection of cases

If you have selected a case by mistake, just click on the case and it will be removed. If several cases have been selected by mistake, you can remove the marking by following these steps:

- Click the first case in the list
- Hold the SHIFT button down
- Click the last case in the list

Transfer cases

This function is only available for the roles 'Fagligt ansvarlig' (Company administrator) and 'Installatør' (Installer).
- 'Fagligt ansvarlig' (Company administrator) can transfer active cases between all users, regardless of their role or the department they are connected to.
- 'Installatør' (Installer) can transfer active cases between users in own teams.

Cases can be transferred in two ways.

1. Transfer case from a case list via the menu on the left side

By using this method, cases can only be transferred to users in your own team.

- Select one or more cases on the case list by clicking the case
- The function 'Flyt' (Transfer) will be activated
- Click 'Flyt' (Transfer)
- A pop-up box will be displayed on the screen with a list of all users
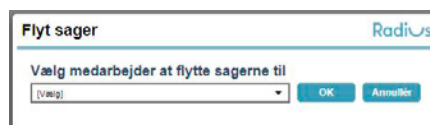- Select the user the cases must be transferred to
- Click 'OK'.

Transfer case via the menu item 'Sagslister' (Case lists)

By using this method, the role 'Fagligt ansvarlig' (Company administrator) can transfer cases to all users in a department.
The role 'Installatør' (Installer) can only transfer cases to users in its own team.

- Click 'Sagslister' (Case lists) in the menu item in the upper left corner
- Click 'Flyt sager' (Transfer cases)
- Select the user the case(s) must be transferred from.
  On the left side, you will find a list of all users in the department/team
- Select the case(s) which must be transferred
- Click 'Flyt' (Transfer)
- A pop-up box will be displayed on the screen with a list of all users
- Select the user which the cases must be transferred to
- Click 'OK'.

'Avanceret søgning' (Advanced search)

In this function, you can search on your own cases, for instance by meter number and installation number. To get a more precise search, fill in as much information as possible.

Menu item: 'Opret sag' (Create case)

Under this menu item, you can create new ISB cases. Select a case type in the left side of the menu.

Nye installationer

- ○ Ny installation
- ○ Ny installation - VE anlæg
- ○ Ny installation først byggestrøm
- ○ Ny installation først byggestrøm - VE anlæg
- ○ Byggestrøm med måler
- ○ Ny installation - seriel måling

Ændring af en eksisterende installation

- ○ Bytning af måler
- ○ Bytning af måler - VE anlæg
- ○ Ledningsændring, evt. med målerbytning
- ○ Flytning af tavle og/eller måler
- ○ Belastningsændring

Afmelding af en eksisterende installation

- ○ Installation udgår

'Nye installationer' (New installations)

'Ny installation' (New installation)
Here you can register new, temporary installations.

'Ny installation – VE anlæg'
(New installation – renewable energy plant)
Here you can register new installations involving solar panels, wind turbines and/or other types of renewable energy sources.

'Ny installation først byggestrøm'
(New installation, first construction site power)
Here you can register new installations, where the meter will be connected to a temporary placement, then moved to its permanent placement. This case type is only permitted for detached and holiday houses.

'Ny installation først byggestrøm – VE anlæg'
(New installation, first construction site power – renewable energy plant)
Here you can register new installations, with solar panels, wind turbines and other types of renewable energy plants, which will be connected, but where the meter will be connected to a temporary placement, then moved to a permanent placement. This case type is only permitted for detached and holiday houses.

'Byggestrøm med måler' (Constructor power with meter)
Here you can register temporary installations for construction sites. For instance; traveling funfair, circus, Christmas-lighting or other small arrangements, with a meter connected.

'Ændring af eksisterende installation'
(Change of existing installation)

New installation – Serial measurement
Registration of new installations with serial measurement.
The type of case is only used for new installations with charging stands supplied from an existing installation board, from the measured side.

'Bytning af måler' (Meter replacement)
Here you must register changes such as number of phases or type of connection.

'Bytning af måler – VE anlæg'
(Meter replacement – renewable energy plant)
Here you must register renewable energy plants such as solar panels and wind turbines connected to existing installations.

'Ledningsændring, evt. med målerbytning
(Cable change, possibly with meter replacement)
Here you must register changes of cable dimension, possibly with meter replacement.

'Flytning af tavle og/eller måler' (Moving of panel and/or meter)
Here you must register any moving of panels and/or meters.

'Belastningsændring' (Change of load)
Here you must register change of load without meter replacement and installation without renewable energy plants.

'Afmelding af eksisterende installation'
(Cancellation of existing installation)
Here you can cancel all types of existing installations, including construction site power.

Email; customers' choice of electricity supplier.

Under the left menu item 'Tilbudskunde' (Connection fee customer) you can enter the customers email-address. If you enter an email address to 'Tilbudskunden', Radius will send an email, telling the customer that we cannot set up the new meter, untill they have chosen an electricity supplier. If you do not enter a customer email-address, we will send the email to you instead. In this case, you must inform the customer personally. If the same customer has signed up several new addresses, and the cases are assigned the same day, all the new numbers for 'point of delivery' will be collected in one email.

Tilbudskunde

TIP: Indtast postnummeret før vejnavnet for at indskrænke antallet af mulige adresser.

Kunder der betaler tilslutningsbidrag og gebyr.

⦿ Privatkunde   ◯ Erhvervskunde   ⓘ

Fornavn

Efternavn

Attention

Telefonnummer

TIP: Indsæt kundens e-mailadresse til brev vedr. valg af elleverandør.

Email

ⓘ

TIP: Indtast postnummeret før vejnavnet for at indskrænke antallet af mulige adresser.

Land

DK

| **Postnr.** | **By** |

| **Vej** | **Husnr.** | **Etage** | **Side/dør** | ⓘ |

Renewable energy plants

There are three case types for renewable energy plants. See the section Menu item: 'Opret sag' (Create case).
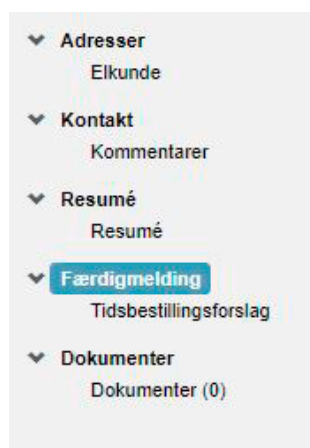
Solar panels

There are specific requirements and regulations for solar panels. It is your own responsibility, to know the requirements and regulations. It is also your responsibility to make sure the documentation fulfills the requirements, and is attached to the case properly.

IMPORTANT! You can read more about registration of renewable energy sources on Radius Elnets' website. (www.radiuselnet.dk)

'Færdigmelding' (Completion)

Cases that cannot be mass-completed must be opened before it is possible to complete the cases.

1. Open the case by double-clicking it
2. Then a new tab opens with an overview of the case
3. Then click on the "Færdigmeld" (Complete) button at the top right corner
4. Select a start date and click "Search for available times"
5. The first available date and time appears
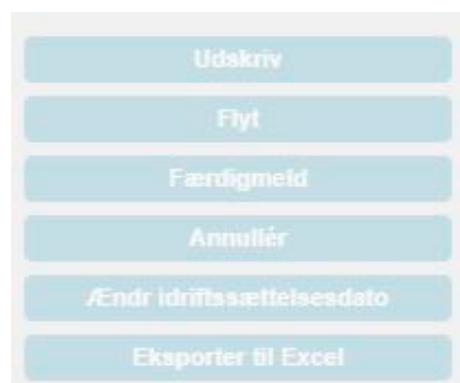6. Click on "Færdigmeld" (Complete) in the upper right corner.

'Masse-færdigmelding' (Mass-completion)

In the case list, you can see which cases can be mass-completed.
Find the column 'Kan masse-færdigmeldes' (Can be mass-completed) in the case list. There is a 'Ja' (Yes) or 'Nej' (No) mark next to each case, which indicates, whether it can be mass-completed or not.

In order, to mass-complete cases, you must mark the cases.
The 'Færdigmeld' (Complete) button on the left side will be then activated.

See example below:
Inactivated:

Activated:

If a case which cannot be mass-completed has been selected, the 'Færdigmeld' (Complete) button will be inactive.

'Installationsadresse' (Installation address)

Address searching has been automated:

1. When you enter a zip code, the name of the city will be filled in automatically

2. Now you can write the street name in the field 'Vej' (street name)

3. When you enter a street name, a list of suggested street names will appear, and will narrow down, as you type

4. If the entered address does not exist, you must use the function 'Adressen er ny iflg. brugeren og kan ikke valideres, men jeg ønsker alligevel at tilmelde på den' (the address is new, according to the user, and cannot be validated, but I want to register it anyway) or enter the address manually

'Idriftsættelsesdato' (Commissioning date)

Radius wants to give you and your customers an even better experience of our service. To accomplish this, we prioritize our processing of requests based on each customer's needs instead of a 'first come, first served' basis, via the function 'Idriftsættelsesdato' (Commissioning date).

Please enter the date where you expect the installation and/or meter, is ready to be connected to the grid.

Note: The commissioning date, does not replace the appointment booking.

You can change the commissioning date, for cases with the status 'udkast' (draft) or 'tilmeldt' (registered), by opening the case and clicking on 'Sæt idriftsættelsesdato' (Set commissioning date) on the left side.

We assign cases based on the commissioning date, to give you time to complete the case, and make the actual appointment, separately.

Example:

- The Installer registers the ISB case, and the commissioning date is set to 28 March
- Radius processes and assigns the case
- The Installer completes the ISB case and makes an appointment for 28 March
- The earliest available time is as a minimum today's date plus three working days. Therefore, it is always a good idea to complete the case as soon as possible, but not before the installation is actually completed and ready, so Radius can perform its part of the work
- The Installer has finished the work, and the installation will be connected to the grid and the meter will be installed.

Note! The commissioning date does not replace the appointment booking which is done in connection with the completion of a case.
You can push the commissioning date forward, but only if the case has the status 'tilmeldt' (registered), 'læst' (read) or 'færdigmeldt' (completed).

'Vis/skjul kolonner' (Show/hide columns)

You can filter the columns in the case list based on your preference. If only some of the columns are relevant for you, you can show/hide specific columns, for instance hide 'sagstype' (case type) and 'sagsbehandler' (case manager).

Filter data on the case list

- Click the 'Vis/skjul kolonner' (Show/hide columns) function on the left side
- Click the columns you want to hide
- The case list will update automatically with the columns selected.

The order of the columns will change according to the data selected in the 'Vis/skjul kolonner' (Show/hide columns) function.

Change the order of the columns

You can change the order of the columns directly from the case list based on your preference.

1. Click the column you want to move and hold the mouse down
2. Move the column either to the left or the right.

The order of the columns in the 'Vis/skjul kolonner' (Show/hide columns) function will automatically be updated according to the sequence in the case list.

Attach annexe/ documentation on cases

You can attach relevant documentation on cases.

- Attach while registering a case
- If the case has been registered, but still has the status 'tilmeldt' (registered), documentation can still be attached to the case
- It is not possible to attach documentation on cases that have been affiliated with a case manager. Thereafter, only the case manager can attach documentation.

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