



MyRadalink Transition Guide

For existing Radalink customers who have been using the online system at eRadalink.com

TO ASK A QUESTION

or to report a non-urgent problem,
use the  button. (shown after login)

TO GET IMMEDIATE HELP

Call for support at **1-800-295-4655**

Please mention that you are using MyRadalink when calling.

It is easy to start using MyRadalink!



If you've been a customer of Radalink, then you've been using our first-generation customer portal, called *eRadalink*.

Our next generation customer portal is called *MyRadalink*. It has been tested in the field by some of your fellow inspectors since March of 2018. Now it's ready for you.

MyRadalink is more flexible, more powerful, and introduces a number of helpful features that we think you will love.

Because the old *eRadalink* system will soon be retired, we encourage you to use this quick-start guide to transition to *MyRadalink* as soon as possible.

This packet contains:

1. Steps to transition
2. How to get help and information
3. A place to keep your *MyRadalink* user IDs and passwords



MyRadalink offers...

- ❑ EASIER DOCUMENTATION
- ❑ IMPROVED DEVICE APPS
- ❑ STREAMLINED INFORMATION
- ❑ MORE OPTIONS AND CONTROLS
- ❑ RAPID NEW FEATURE DEVELOPMENT

Steps to Transition from eRadalink to MyRadalink

NOTE: All technicians under your company's Radalink account are required to use their individual logins for MyRadalink. Sharing login information is no longer necessary for device activation. Users are encouraged to always use their own logins to take advantage of MyRadalink's new features. All devices in your company should be updated at the same time, and all technicians should use only MyRadalink.com after transition.

Account Owners Start Here:

Call us to activate your access to <https://MyRadalink.com> at 1-800-295-4655.

Login to MyRadalink.com with the user ID and password we have provided you after you call our office. Each technician on your team will need his or her own unique login. Use the TECHS/USERS tab to add technician user IDs and passwords. Proceed below to get your device registered and new AirCat software installed.

Technicians Start Here:

STEP 1. Register a new device at MyRadalink.

Any device (phone, tablet, or computer) that controls Radalink AirCat monitors, needs to be registered and activated through MyRadalink. Even if you have used your device to control an AirCat previously, MyRadalink will see it as new to our system. So, follow these steps to "add a new device":

- Go to the DEVICES section of MyRadalink.
- Click the "Add New Device" button or scroll to the bottom of the page to the Bluetooth device form.
- Select your operating system. If you don't know your operating system, select "not sure".
- Under "Assign to" leave the menu assigned to you, unless you are assigning this device to another technician, or unless the device is shared. If your device must be shared with others at your company, then select "shared device / assign to me".
- After submitting the form, you should see your device listed as "available".

STEP 2. Pair your device with your AirCat(s) using Bluetooth.

Check your Bluetooth settings to make sure that your device (phone, tablet, or computer) is paired with your AirCat(s). If the device you have been using to control AirCat radon monitors has been connected to your AirCat(s) before, then you may be able to skip this step. If you need assistance, look for help pairing on the DEVICES page at MyRadalink.

STEP 3. Download and install the *MyRadalink AirCat App*.

The download links and instructions for installation are shown when you first login to MyRadalink. This first page, called your "account dashboard," also provides helpful links and current information.

IMPORTANT: Before replacing the AirCat app, use it to first upload any lingering tests on your device. To check, connect to the Internet and use the app's options menu to "upload pending data". Then, before launching your new installation for the first time, delete all previous AirCat installations and clear their stored data.

To clear old Android AirCat data, go to:
Settings > Apps or Applications > AirCat > Storage > Clear Data

Steps continued, next page.



Steps to Transition to MyRadalink, Continued

STEP 4. Launch your new *MyRadalink AirCat App*.

The first screen after login will ask you to select from a list of available devices, and your newly added device from step 1 should be showing in the list. Select that, and you'll be ready to connect to your AirCat monitor and run a test.

If you see a blank screen after logging into the app, then you are either using an incorrect username and password combination, or there are still configurations from a previous installation on your device. Check that auto-correct capitalization on your device, did not accidentally change your login entries. If that does not fix the issue, refer to **STEP 3**, on the previous page, to clear old data, and restart the app to try again.

STEP 5. Learn what's new.

Take the time to read about how documentation entry is now handled. Pay careful attention to the new "Saved as Draft" vs. "Saved as Final" statuses. You will find everything you need to get support and information, right on your MyRadalink dashboard.

What to do if you get stuck...

If you have trouble but the issue isn't urgent, then login and submit a support request using the red *Get Support* button in the menu. This is the best way for us to help you because we will capture background data as part of your feedback submission. You may always call our office at 1-800-295-4655 if the issue is more urgent. In any support call to us from your company, please remember to tell us that you are a MyRadalink user.

▶ [Get Support](#)

TO GET IMMEDIATE HELP

Call for support at 1-800-295-4655

Please mention that you are a MyRadalink user when calling.

Notes

Your Login Information:

Account Holder

Login ID

Password

Account Manager(s)

Technician(s)

Login at: <https://MyRadalink.com>



Radalink, Inc.
5599 Peachtree Rd.
Atlanta, GA 30341

<http://radalink.com> 1-800-295-4655