

CylinderBoss

FAQ



Frequently Asked Questions

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<https://www.cylinderboss.com/>

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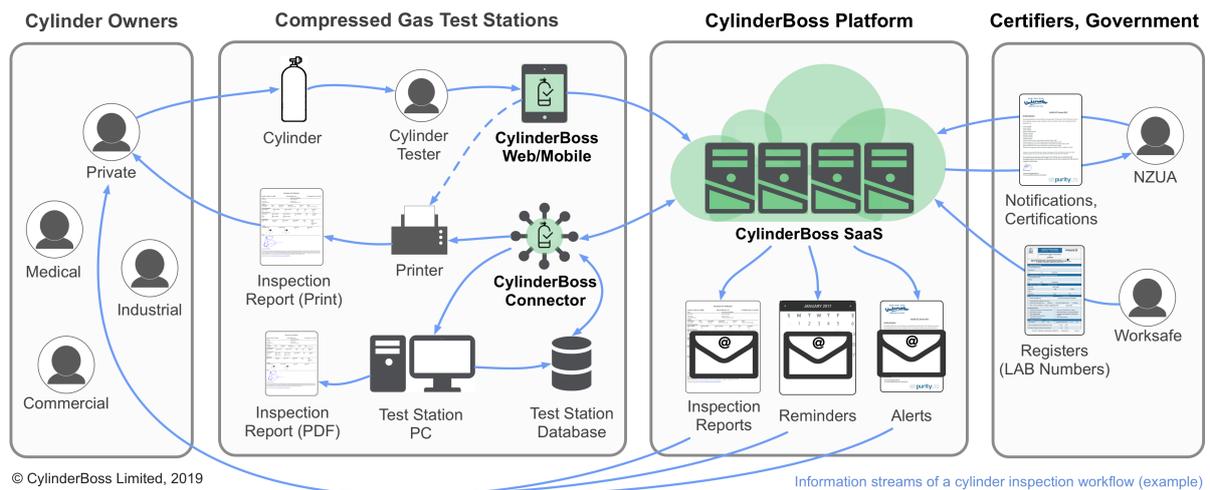
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Platform

What is CylinderBoss?

CylinderBoss is a productivity tool for mobile phones, tablets and desktop computers that speeds up hydrostatic and visual cylinder inspections, maintains your inspection records, and integrates with your existing software to eliminate double data entry.



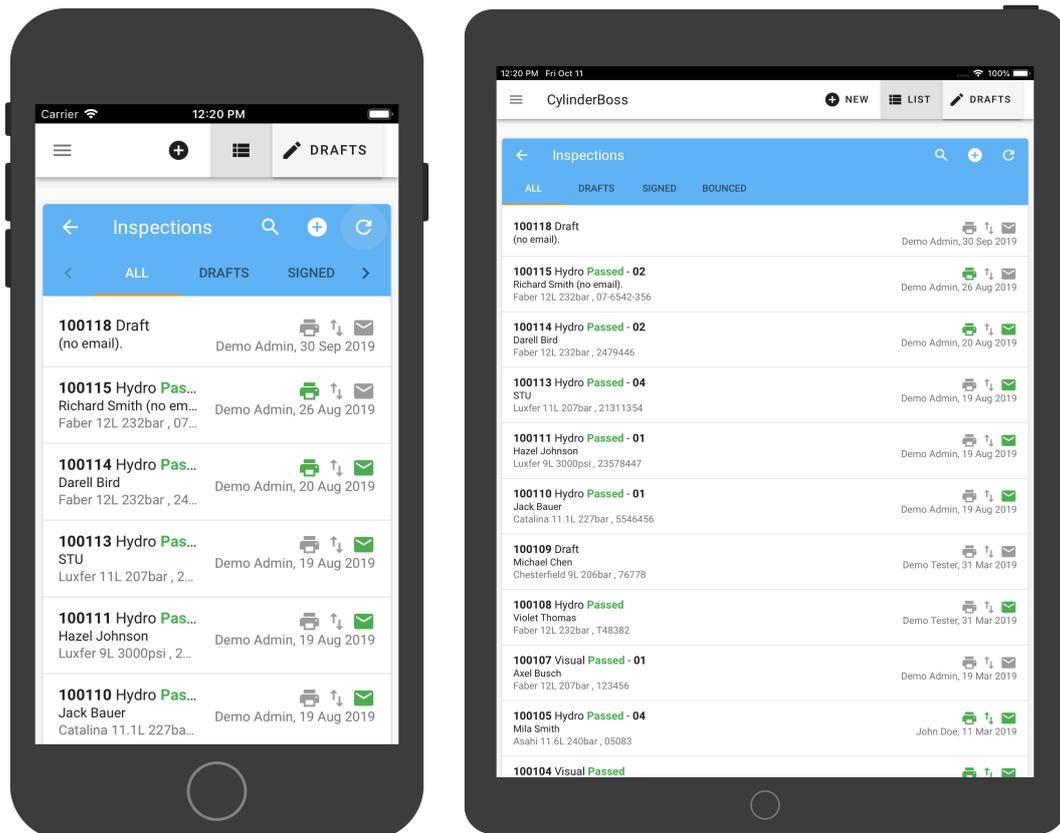
CylinderBoss Platform Overview

What is the CylinderBoss WebApp?

The CylinderBoss WebApp is the primary user interface to conduct cylinder inspections and manage your CylinderBoss account. To start it, simply visit <https://www.cylinderboss.com/>. It runs on any recent Browser such as Firefox, Chroma, Safari, Opera, and Edge.

As a Progressive Web App it can be installed on the home screen of your phone or tablet and appear like a regular mobile application downloaded from the App store. Because it is a web application, there is no need to check for updates. And because it can use offline resources like a natively installed App it has lower load times than traditional web applications.

To install CylinderBoss on the home screen on Safari, click on the icon with upward arrow, then select “Add to Home Screen”. On Chrome click on the menu icon with three dots, then select “Add to Home screen”.



CylinderBoss screenshots for iPhone and iPad

What is the CylinderBoss Connector?

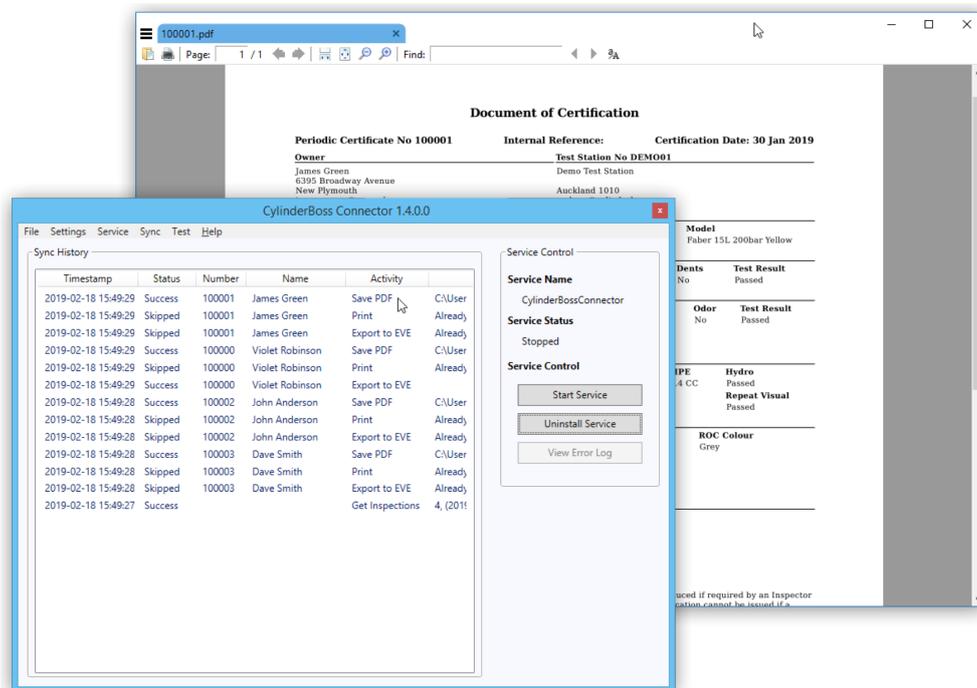
The CylinderBoss Connector is a software package for your PC that can automate tedious work like printing and data entry. It interfaces with your Point-of-Sale system at one end, and the CylinderBoss platform at the other end, and is designed to perform the following services for you:

- Download and archive PDF copies of completed inspections.
- Automatically print certifications of completed inspections.
- Sync customer data between your Point-of-Sale system and CylinderBoss.

Automatic printing and archiving greatly improves the workflow for many test stations even if they don't sync customer data.

The connector consists of two parts - a *Windows Service* that runs in the background and that does the actual work, and a visual *Windows Application* that makes it easy to configure and control the background service.

Please visit <https://www.cylinderboss.com/downloads/> to download the CylinderBoss Connector manual and software.



CylinderBoss Connector screenshots

Operations

How do I sign up for CylinderBoss?

To register use this link <https://www.cylinderboss.com/app/register/teststation>, or navigate to www.cylinderboss.com and click on the register button on the home screen or sign-in screen.

CylinderBoss has imported all authorised test stations from the WorkSafe register. Simply select your organisation from the list and enter a name and password for the administrative user. An email with instructions will be sent to the email address associated with the organisation.

First steps / getting started

When you sign in to CylinderBoss, the platform checks if your account is set up correctly and shows notifications for anything that requires your attention.

Items that need urgent attention show up in red, less urgent items in orange, other notifications in blue.

Welcome back, Demo

i No valid Tester Accreditation Number. You can create and save inspections, but can't sign them off. Please update your user profile. [Edit User Profile](#)

⚠ No valid Test Station Accreditation Number. Please update your Test Station profile. [Edit Test Station Profile](#)

⚠ No valid Periodic Certificate number range. Please update your Test Station profile. [Edit Test Station Profile](#)

When you sign in for the first time, there are a few things that need to be configured:

- Your organisation's accreditation number and stamp number
- Your certification number book (for NZUA test stations)
- Your personal accreditation number (if you are a cylinder tester)

The App will show you what needs to be done. Please click on the link provided at the end of the message to open the relevant screen. You might have to scroll down to access the accreditation numbers and certification number range. Most test stations will have their accreditation number already pre-filled.

Edit Test Station Accreditation

Accreditation Number Stamp Number

Please enter your certification number. Plase enter your stamp number.

Accreditation Body Test Station Stamp

NZUA X Test Station Stamp

Accreditation Expires 📅

Certification Number Range

Please enter the first and last number, as well as the next free number, from your current NZUA Periodic Certificate Number book.

Number From Number Until

Please enter the first number of your certification book. Please enter the last number of your certification book.

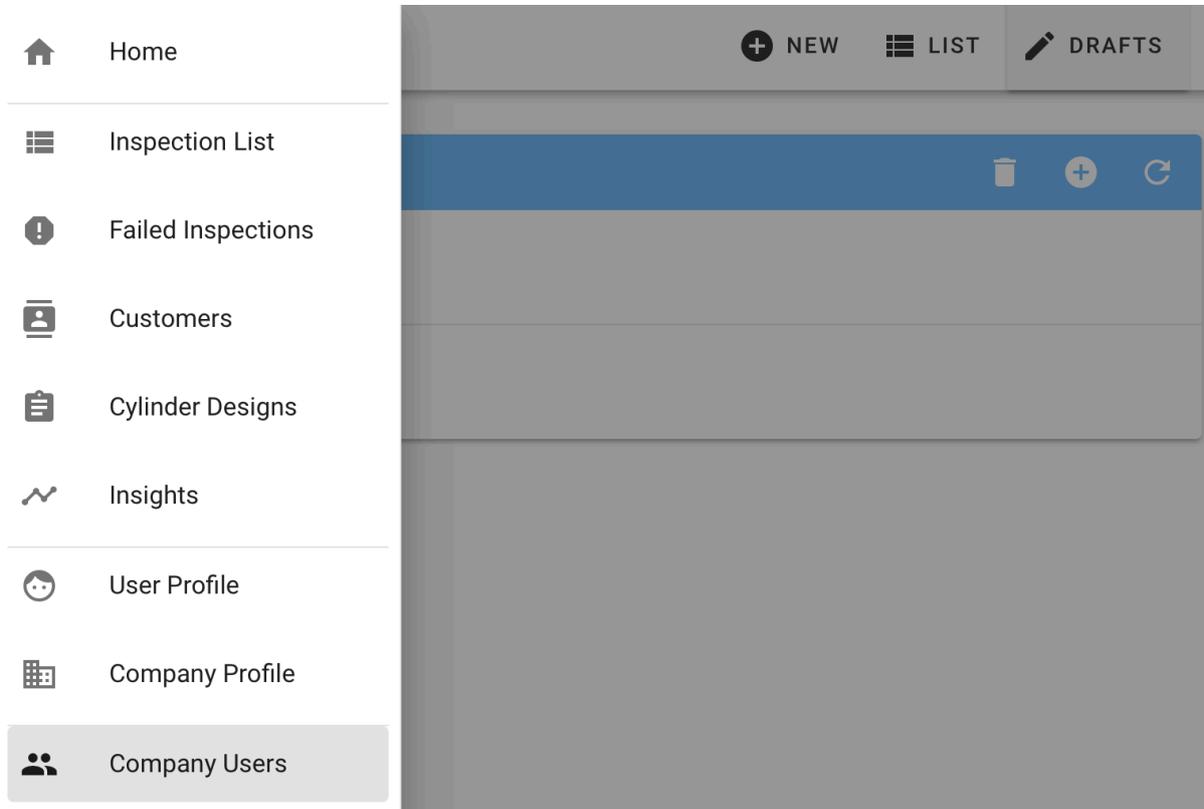
Next Number Notes

Setting up your accreditation number and certification number range (NZUA).

Click on the save buttons for Accreditation and Number Range, then you are ready to go. The notification messages on the home screen will disappear.

How can I add more testers?

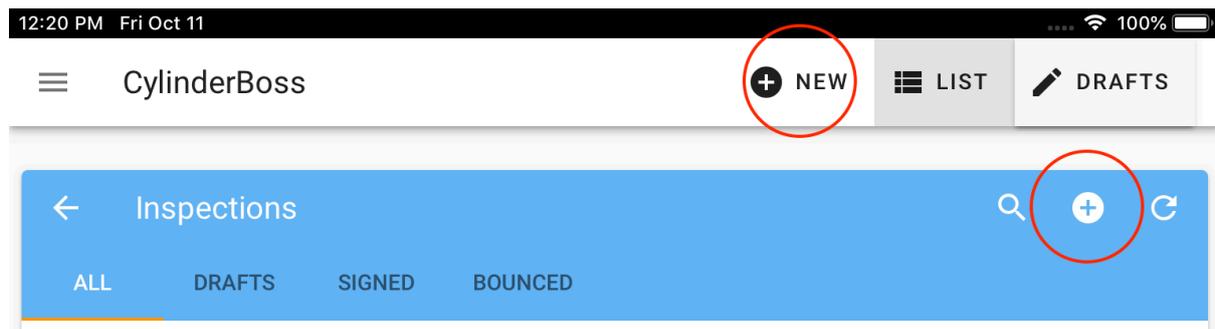
Sign in with the administrative account, then select “Company Users” from the menu. Click the plus icon in the toolbar to add a new user.



New users receive an email to complete their registration process. After signing in they will need to set their accreditation number. A notification message with link to the screen will guide them.

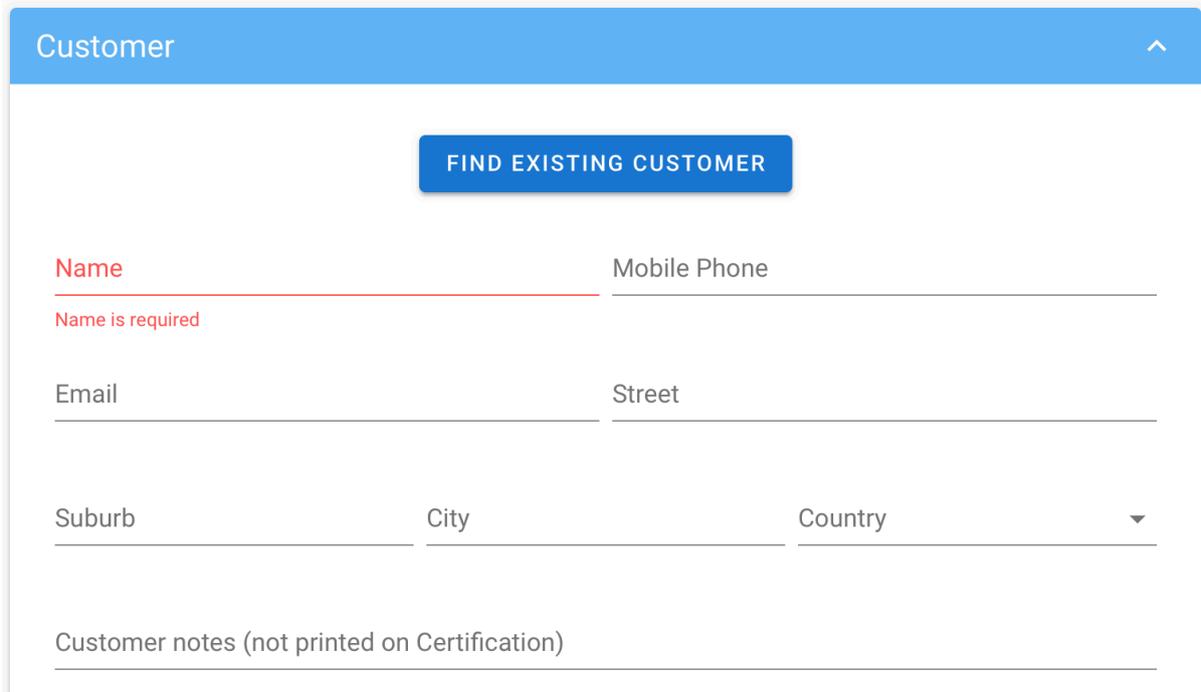
How do I start a new cylinder inspection?

Click on the plus symbol in the navigation bar or the inspection list toolbar to start a new cylinder inspection.



How do I enter customer data?

In the customer section you can select an existing customer that you have previously entered or imported from your PoS system, or you can enter a new customer.



The screenshot shows a form titled "Customer" with a blue header bar. Below the header is a blue button labeled "FIND EXISTING CUSTOMER". The form contains several input fields: "Name" (with a red error message "Name is required" below it), "Mobile Phone", "Email", "Street", "Suburb", "City", and "Country" (with a dropdown arrow). At the bottom, there is a text area for "Customer notes (not printed on Certification)".

New customers are automatically added to your customer database when you save the inspection. The CylinderBoss Connector will export these to your PoS system if you have selected that option during setup. If you update customer data in the App such as email or phone numbers, this will also be updated in your PoS system.

Who can view my customer data?

CylinderBoss treats customer information extremely sensitively. Only authorised users of the test station that has entered the data can see their customer information. Every other user, including the customer and other authorised users, will see "Name undisclosed", "Email undisclosed", etc. The data is obfuscated before it leaves the server, which means even hacking the App will not provide access to the customer data.

How do I enter cylinder data?

In the cylinder section you can find an existing cylinder by its serial number, LAB number, or any other specification information such as volume, material, etc. You can also enter a new cylinder such as for marine hydros without LAB number.

Find known Cylinder Design

Start typing to search by LAB/UN Number or Manufacturer



The screenshot shows a search dropdown menu with the text 'Faber 12' entered in the search bar. The dropdown list contains the following items:

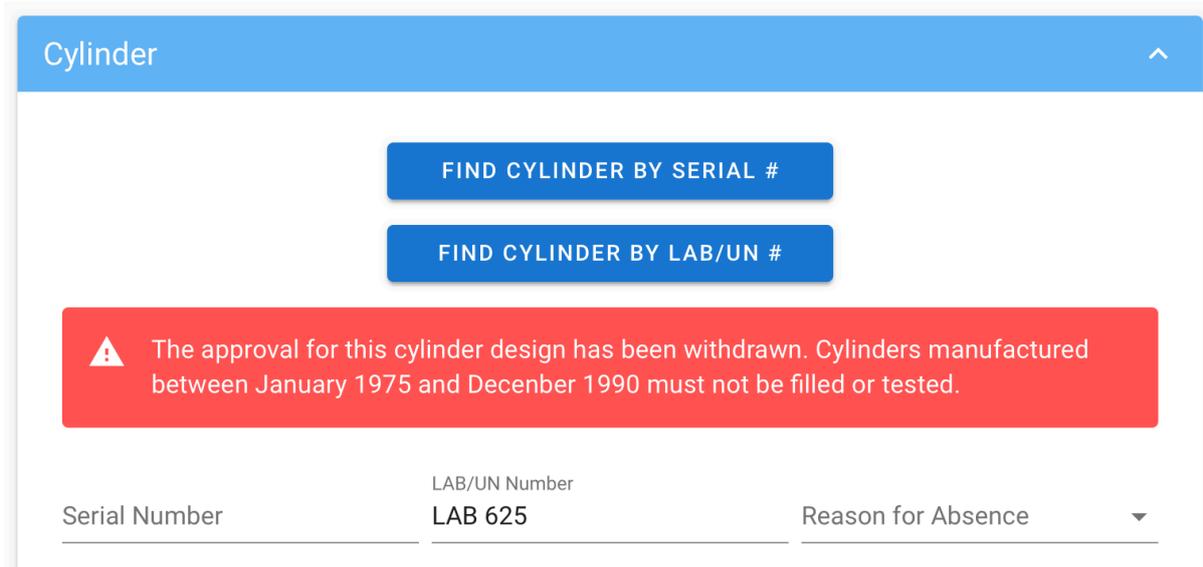
- LAB 2365, Faber 12.5L 232bar Steel BSEN1964-1:2000 D203.6mm
- LAB 2370, Faber 12L 232bar Steel BSEN1964-1:2000 D178mm
- LAB 2371, Faber 12.2L 232bar Steel BSEN1964-1:2000 D178mm
- LAB 2372, Faber 12.5L 232bar Steel BSEN1964-1:2000 D178mm
- LAB 2710, Faber 12L 232bar Steel ISO9809-1:2010 D178mm
- LAB 2711, Faber 12.2L 232bar Steel ISO9809-1:2010 D178mm
- LAB 2712, Faber 12L 232bar Steel ISO9809-1:2010 D203.6mm

CylinderBoss syncs with the WorkSafe New Zealand database of approved cylinder designs, and any cylinder with a LAB number should be available in our database and not require data entry. The only information you will have to supply for these are the serial number, colour, and date of manufacture.

If you have inspected a cylinder before, it can be found with the serial number search, in which case serial number, colour, and date of manufacture will already be pre-filled as well.

What about withdrawn cylinders?

CylinderBoss will show you an alert message when you select a cylinder from the CylinderBoss database whose design approval has been withdrawn. Some cylinder designs are only partially withdrawn, for example cylinders manufactured between certain dates.



The screenshot shows a web interface for 'CylinderBoss'. At the top, there is a blue header with the word 'Cylinder' and an upward-pointing arrow. Below the header, there are two blue buttons: 'FIND CYLINDER BY SERIAL #' and 'FIND CYLINDER BY LAB/UN #'. A prominent red warning box contains a white triangle icon and the text: 'The approval for this cylinder design has been withdrawn. Cylinders manufactured between January 1975 and December 1990 must not be filled or tested.' Below the warning, there is a table with three columns: 'Serial Number', 'LAB/UN Number' (with 'LAB 625' entered), and 'Reason for Absence' (with a dropdown arrow).

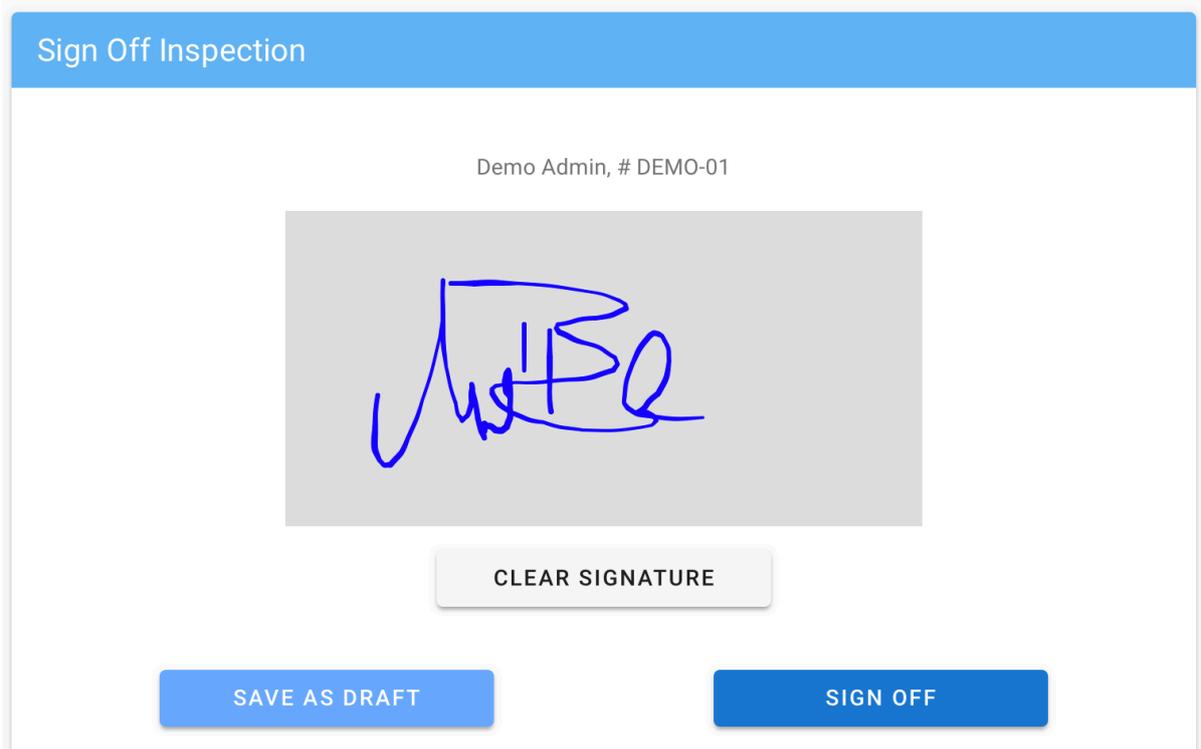
CylinderBoss will allow you to proceed with an inspection even if a design has been withdrawn. CylinderBoss is designed around the principle of assisting humans in their decision making rather than telling them what to do.

Do I have to finish an inspection in one go, or can I return to it later?

You can save an inspection at any time as draft and return to it later. The inspection will be added to the of drafts list in the navigation bar for easy access.

How do I complete an inspection?

When you have cleared all warnings related to missing data you can sign off an inspection. To do this scribble your signature into the grey area provided, then click "Sign off".



Your signature is sent to the server where it is watermarked with the date and inspection number and archived together with the inspection data. The App then navigates to the certification screen.

How do I delete an inspection?

In order to delete a **completed inspection** first navigate to the certification screen by clicking on the inspection in the inspection list. Then click on the speed-dial button in the lower right corner and select the red trashcan icon.

In order to delete a **draft inspection** first navigate to the inspection edit screen by clicking on the inspection in the inspection list. Then click on the speed-dial button in the lower right corner and select the red trashcan icon.

How do I update an inspection after signing it off?

In order to correct an inspection first navigate to the certification screen by clicking on the inspection in the inspection list. Then click on the speed-dial button in the lower right corner and select the purple pen icon.

Internal Examination					Test Result
Clean Interior	Minor Oxidation	Heavy Oxidation	Needs Rumbling		PASSED
No	No	No	No		
Slight Rust	Minor Corrosion	Heavy Corrosion	Cracks		PASSED
Yes	No	No	No		

Hydrostatic Test					Hydro
Equip. Verified	Test Pressure	Water Capacity	Buret Reading	MPE	PASSED
Yes	348 bar	12 L	1.2 CC	2.4 CC	

Repeat Visual **PASSED**

Markings			
Latest Hydro Mark	New Hydro Mark	ROC fitted	ROC colour
03 ← 18 1	03 19 001	Yes	Grey

100108
2019-03-31

The App will ask you if you really want to correct the inspection.

Material	Manufacturer and Model	Test Result
Steel	Fa	PASSED

External Examination		Test Result
Paint Condition	Colour Recogn	PASSED
Fair	Blue	

Internal Examination		Test Result
Clean Interior	Minor Oxidati	PASSED
No	No	
Slight Rust	Minor Corrosi	PASSED
Yes	No	

Correct Inspection?

Please confirm that you really want to start correcting the inspection. The email, export, and print status will be reset.

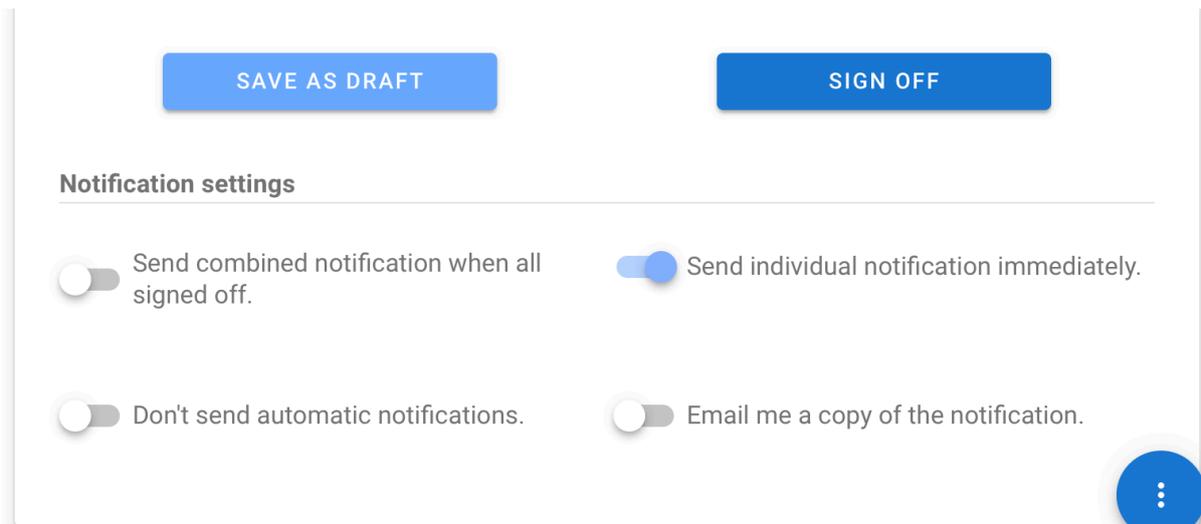
If you agree, the email status, export status, print status, and signature will be reset, and the App will navigate to the edit inspection screen.

What happens to the inspection if I delete a customer?

Customer data is copied into the inspection data set and archived together. You can delete or change customer data at any time without affecting previous or current inspections, including incomplete inspections.

How does a customer get notified when a cylinder has been inspected?

The App provides toggles that control the notification process at the bottom of the inspection edit form, below the sign off button. These are prepopulated from the default settings in your company profile, which you can access through the menu.



By default, an email message is sent immediately after the inspection has been signed off by the tester.

If a customer has delivered more than one cylinder for inspection, they may appreciate one combined email for all cylinders. Switch the 'combined notification' setting on to activate this.

The CylinderBoss platform checks every day at 1pm and 4pm for completed and incomplete inspections and sends out a notification email if inspections have been completed and no more incomplete inspections exist for the same customer.

When is a notification message sent to the customer?

Notification messages for individual cylinders are sent immediately after the inspection is signed off by the tester.

Combined notification messages for multiple cylinders are sent at 1pm and 4pm, if no more incomplete inspections exist for the same customer.

How do I know that a notification message was sent out to the customer?

The notification status for an inspection is signified by the envelope icon in the inspection list. A grey envelope icon means no notification has been sent. A green envelope icon means the notification has been sent. A red envelope icon means there was an error delivering the notification.

Usually error messages are available after a very short time. For some errors it can take several hours until the mail system returns with an error. The exact nature of the error is available in the certification screen.

100115 Hydro Passed - 02 Richard Smith (no email). Faber 12L 232bar , 07-6542-356	   Demo Admin, 26 Aug 2019
100114 Hydro Passed - 02 Darell Bird Faber 12L 232bar , 2479446	   Demo Admin, 20 Aug 2019
100113 Hydro Passed - 04 STU Luxfer 11L 207bar , 21311354	   Demo Admin, 19 Aug 2019

How do I change the email address for an inspection?

After an inspection has been signed off by the tester every change has to go through the same workflow: First navigate to the certification screen by clicking on the inspection in the inspection list. Then click on the speed-dial button in the lower right corner and select the purple pen icon.

The email status, export status, print status, and signature will be reset, and the App will navigate to the edit inspection screen where you can change the email address.

After that you can sign off the inspection and send it again. This process might seem more elaborate than necessary but is required from a legal perspective.

What happens when a cylinder has failed its periodic test?

Failed inspections are visible in the “Failed Inspections” list in addition to the normal inspection list. Customers get notified that a cylinder failed its periodic test and are asked to contact the test station.

Who can view a Document of Certification?

The latest certification document for a cylinder can be viewed by anybody if they know the inspection number, serial number and manufacturer of the cylinder, or have the link to the certification document. As per CylinderBoss policies and in accordance with the Privacy Act 1993 customer information is not visible on the public certification document. Instead users see “Name undisclosed”, “Email undisclosed”, etc.

With whom does CylinderBoss share my data?

CylinderBoss takes data security and confidentiality very seriously. We do not share your customer data with anybody outside your organisation. Even CylinderBoss employees do not have access to your customer data through our App. Other data that you enter, such as details of a cylinder inspection, are shared only with entities that we are required to share it with for the purposes of diving safety: your customer and your accreditation organisation (e.g. NZUA).

How are customers reminded about upcoming periodic test dates?

On the 1st of each month CylinderBoss creates draft reminder messages for tests due the following month. One message is created per customer, listing all cylinders due for testing next month. These messages can be edited or deleted by the test station. Messages are sent on the send date (by default the 14th of each month).

Links

- CylinderBoss WebApp
<https://www.cylinderboss.com/>
- CylinderBoss Connector
<https://www.cylinderboss.com/downloads/>
- Microsoft .NET Framework 4.5 (or newer):
<https://dotnet.microsoft.com/download/dotnet-framework-runtime/>
- Sumatra PDF Reader
<https://www.sumatrapdfreader.org/download-free-pdf-viewer.html>
- Microsoft ODBC Driver for SQL Server
<https://docs.microsoft.com/en-us/sql/connect/odbc/download-odbc-driver-for-sql-server>

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