Tech Bulletin: Completing Registration on the Well

Instead of having to manually create a new Unit on the Well, Bevi will do it automatically. This includes automatically entering lengthy IDs associated to the Unit. Operations Managers will only need to search for their newly purchased machines on the Well and finish filling in customer information to accurately and easily keep track of machines. Remember, finishing registration is required to enable the touchless feature.

Step 1

Operations Managers should coordinate with their technicians to determine which machines have been installed at a customer site. Tech should locate Machine Serial Number on the back of the machine and provide it to the Operations Manager.

For V2, it is the 'Machine Serial Number' in the Install Wizard/Service Panel header/Settings).

The Operations Manager can then search with this number on the Well and find the Unit.
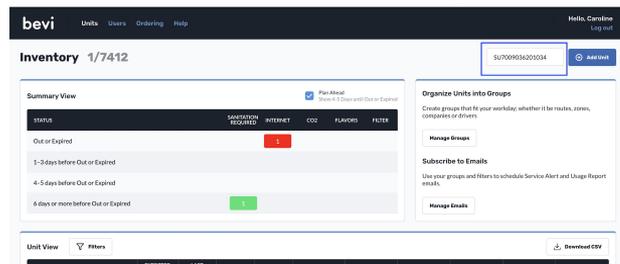
Step 2

1. Once Unit is located on the Well, click on the Unit Name to get to the Unit page.
2. From there, click 'Edit' on the Unit Information box:
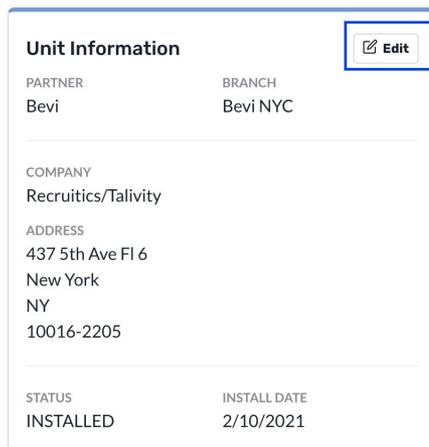
Step 3

1. Once in the 'Edit Unit' pop up, **add the Company, Location, & update the Unit Name. Install status & Install Date will be auto-filled in for V2s (based on installation completion), but will need to be manually set for all other machines.**
2. Click **Save Unit** to save all changes. This will complete the registration process.

Tech Bulletin: Pre-Registration on the Well
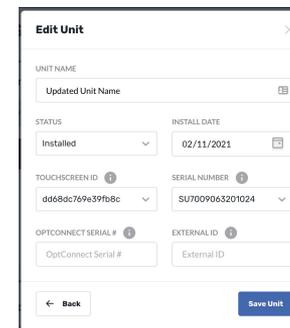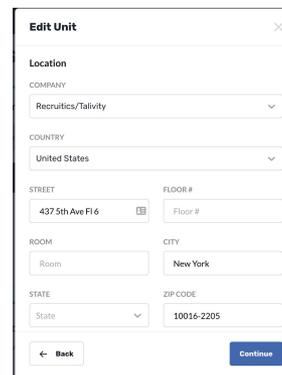
FAQS

- **Q: If I search for a Serial Number and it doesn't show up on the Well, what should I do?**
  - A: Please reach out to tech support at support@bevi.co if this happens. The development team will look into if an error occurred. Do not try to register the machine, as this will create a duplicate that will have to be fixed in the future.

- **Q: If I search for a Serial Number and there are multiple entries with different names, what should I do?**
  - A: You should retire one of the machines to get rid of the duplicate. The previous machine could have been returned from a previous customer and is no longer accurate. The Machine that is called "**Registered by Bevi: [SERIAL NUMBER]**" is the newest entry and should be the one that you update with the appropriate customer information.

- **Q: If I search for a Serial Number and there are multiple entries named "Registered by Bevi: [SERIAL NUMBER]" what should I do?**
  - If there are multiple entries with that same naming convention for the Unit Name, please reach out to tech support at support@bevi.co so the development team can see if an error occurred.

- **Q: What about machines that have been sold to me previously, will they be auto-registered?**
  - This will only work for machines that have been sold to you after **2/22/2021.** All previously sold machines will need to be registered manually.