



Graco Trace™ Quick Start Guide

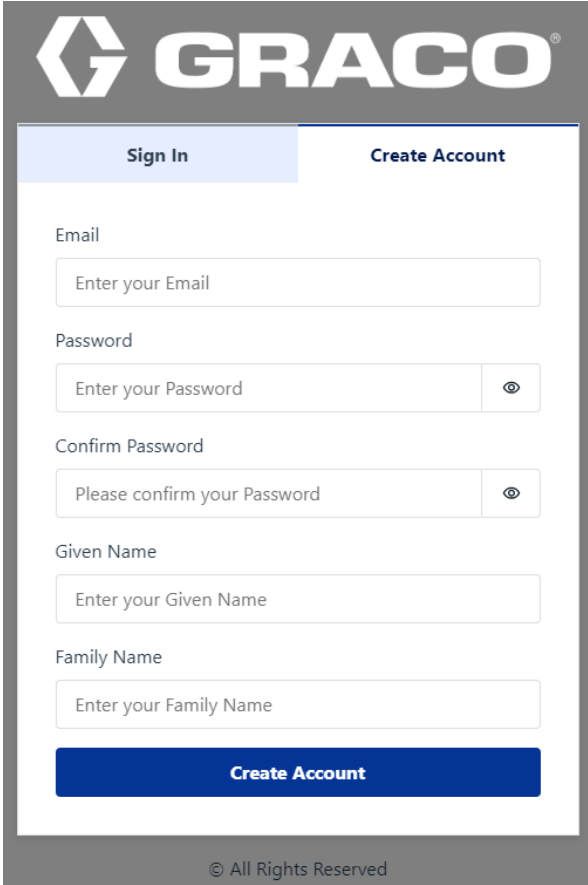
Graco Trace is a cloud-based platform allowing customers to gather information from Graco's cellular-based automatic lubrication pumps, providing key insights into pump performance. Customers gain peace of mind by knowing that their pumps are performing to expectations, if pumps are low on lubricant and require filling, and when a malfunction may occur to proactively solve issues before potential equipment damage.

Keywords

- Organization
 - A set of devices, users, groups, and templates
- User Account
 - A user's personal account
 - Contains user's name, email address, phone number
 - A user account can be associated with multiple Organizations
- Group
 - An assortment of devices and users
 - Definition of Groups is up to the Admin that creates the Group
- UID
 - Unique ID linked to a device
 - Commonly this is also the device's IMEI
 - For Example, the G3 has this UID available in two places
 - On its physical label
 - In the menu SYSTEM -> CELLULAR -> VERSION INFO as IMEI
- Roles
 - A role is a permission level given to users on the Organization
 - Each level has more permissions than the previous
 - User
 - Technician
 - Admin
 - Owner
- CSV
 - Comma-Separated Value formatted file. This can be opened by any spreadsheet application for viewing.

Create User account

Access **Graco Trace** at <https://glc.gracotrace.com> in your web browser. If you have not used **Graco Trace** before, you will need to create a new user account on the login page.



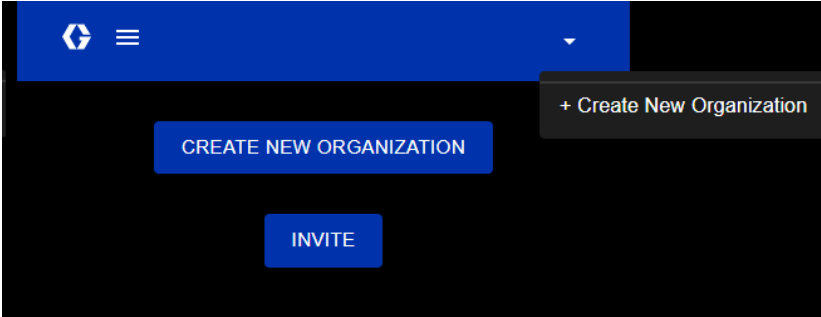
The screenshot shows the 'Create Account' form on the Graco Trace website. At the top left is the Graco logo. Below it are two tabs: 'Sign In' and 'Create Account', with 'Create Account' being the active tab. The form contains the following fields: 'Email' with a placeholder 'Enter your Email'; 'Password' with a placeholder 'Enter your Password' and a visibility icon; 'Confirm Password' with a placeholder 'Please confirm your Password' and a visibility icon; 'Given Name' with a placeholder 'Enter your Given Name'; and 'Family Name' with a placeholder 'Enter your Family Name'. A blue 'Create Account' button is at the bottom of the form. The footer of the form area says '© All Rights Reserved'.

Note that phone number is not included in creating an account. To add a phone number, navigate to User Settings after logging in.

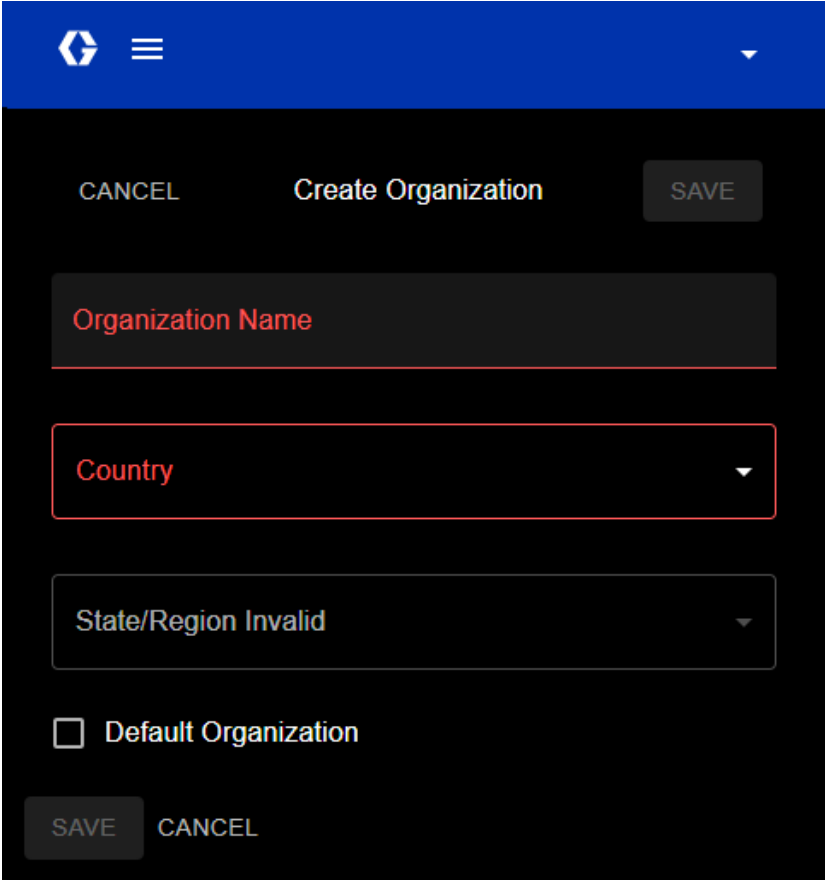
IMPORTANT: The email address you enter cannot be changed after creating your account.

Create Organization

Select the **Create New Organization** button on the main page to create your organization account. An organization would typically be named after the company responsible for the billing of the cellular data fee.



Fill out the required information to finish creating an organization.



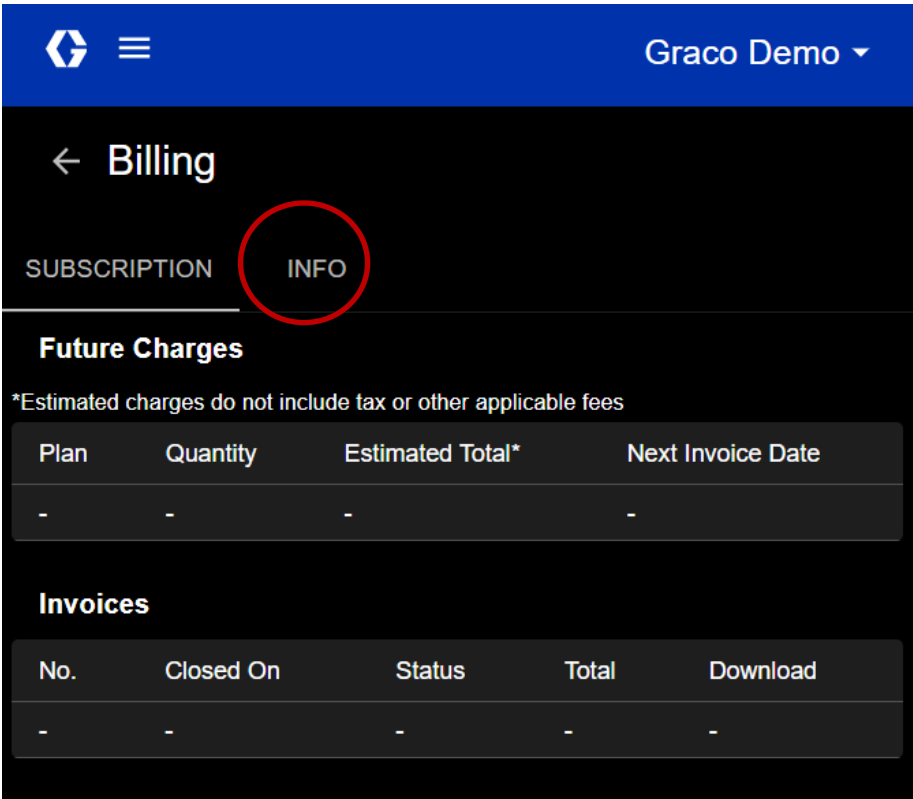
Setup Billing

IMPORTANT: Before devices can be added and activated within your organization, billing must be setup.

Use the **MENU** button to access the billing screen for your organization.

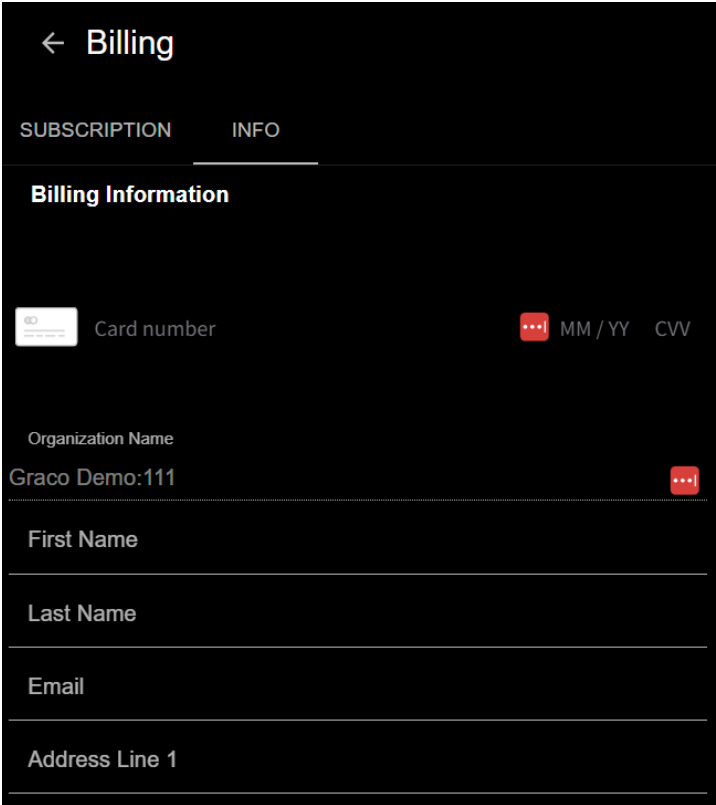


Click on the **INFO** tab to enter your billing information.



Enter Billing Information

Enter required billing information. Fill out all information.



Subscriptions

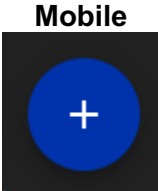
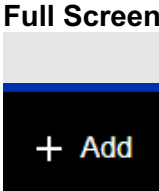
Graco Trace offers two subscription periods: Monthly and Yearly. This will define how often the card will be charged for access to your device(s) data. The subscription is per device. Please contact Graco Customer Service or your Graco Sales contact for current pricing information for **Graco Trace**.

Please note that once you select your subscription period it can only be changed if you deactivate all devices.

You will not be charged until you activate devices for your organization. Any additional devices activated at a later date will be prorated for the remainder of the period.

Add Devices

IMPORTANT: Billing Information must be provided prior to adding devices to your organization. On the main screen select the Add button to add devices.

A dark grey form titled 'Enter Serial Number / UID'. It contains a text input field for 'Serial Number / UID', a label 'Device' below it, and a 'Select Groups' dropdown menu. At the bottom right are 'CANCEL' and 'ADD' buttons.

Enter the device's UID and select the Groups to add the device to. The UID is located on the product serial label.

IMPORTANT: If your user account is a member of multiple Organizations, be sure to select the correct Organization from the top right corner of the screen before adding the device.

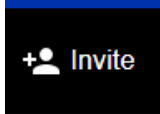
You can only add a device to an organization if it is not already part of another organization. A device may be added to multiple groups, but only one organization.

Click through to confirm adding the device, and to activate it.

A dark grey screen titled 'Add Device'. It shows 'Add G3 MAX device 35' followed by a text input field containing '35'. At the bottom are 'CANCEL' and 'ADD' buttons.A dark grey screen titled 'Activate Device?'. It shows 'Activate' followed by a text input field containing '359205106488960?'. Below that, it says 'Estimated total due now: 10 USD'. At the bottom are 'CANCEL' and 'ACTIVATE' buttons.

Invite User

Selecting **INVITE** will prompt you to invite a user to the Organization or Group.



Invite

To invite a user, please enter their email address and select the group(s) you wish to assign them to. To invite multiple users, enter email addresses separated by a comma.

Email Address

Select Groups

You can enter an email of a user either not in the Organization, or currently in the Organization. If the user is not in the Organization, they will be added to the Organization. Users already in the Organization will simply be added to the selected Groups.

You must have **INVITE** permissions to a group to invite users to it.

You can invite multiple users at once by separating them with a comma (e.g. user1, user2, user3, etc.).

What's Next?

- Setup Notifications
- Configure your pump
- Set user permissions for the Organization
- Organize People and Devices into Groups
- Create a Configuration Template

Please refer to the full **User Guide** for more details.