

## User Instructions

Inspection Support Network and Spruce Environmental Technologies  
Software Integration for Radon Testing

- **RadStar Alpha Continuous Radon Monitors**
- **Air Chek Radon Test Devices**

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## Introduction

Inspection Support Network and Spruce Environmental Technologies have formed a strategic partnership in order to provide our customers with an integrated software approach for radon testing. Many home inspectors already provide radon testing as one of their services. Demand and requirements for radon testing during home inspections is anticipated to continue to increase nationwide. Our software integration was designed to eliminate duplicate data entry and to automate the posting of radon test results to Orders in your ISN account.

**Inspection Support Network (ISN)** - What is ISN? The Inspection Support Network is the industry’s most trusted software solution for inspectors. With an incomparable portfolio of easy-to-use tools, ISN enables inspectors to simplify, streamline, and grow their businesses. Whether you’re a sole proprietor or have a team of 20, ISN can help you build your brand, automate your workflow, and manage your customer and agent relationships.

© ISN - <https://www.inspectionsupport.net/>

**RadStar Alpha Continuous Radon Monitor (CRM)** – RadonAway has been manufacturing continuous radon monitors for over 20 years. Our ionization chamber technology is among the most accurate and trusted radon testing devices used by professionals in the industry. In January 2020, RadonAway launched a new, modernized product line – the RadStar Alpha CRM, which features modern communication tools and the ability to easily manage your radon testing business through a custom cloud portal known as the Radon Management Cloud.

**Radon Management Cloud (RMC)** - The Radon Management Cloud (RMC) is the name of the applications developed for the RadStar Alpha Continuous Radon Monitors. The RMC includes a web application, mobile application and desktop application – all communicate with the RadStar hardware and sync data between platforms. This data is then stored in the website database.

**Air Chek** –With over ten million radon test kits analyzed, Air Chek has become a pioneer in the radon testing industry for both radon professionals and homeowners alike. Air Chek’s easy-to-use, top-rated radon test kits continue to be the most widely-used and accurate test kits in the world.

RadonAway and Air Chek are brands of Spruce Environmental Technologies, Inc. These brands have over 30 years of experience in the radon industry and operate three certified and nationally accredited radon laboratories. Collectively, our experts welcome the opportunity to equip you with the tools and support needed for success in the radon testing market.

## Contact Information / Product Support

<p><b>ISN Customer Service</b>          P: (800) 700-8112  <a href="https://www.inspectionsupport.net/">https://www.inspectionsupport.net/</a>  <a href="https://4isn.com/spruce-test/help">https://4isn.com/spruce-test/help</a></p>	<p><b>Air Chek Customer Service</b>          P: 800-247-2435  <a href="https://radon-pro.com">https://radon-pro.com</a></p> <p><b>RadonAway RadStar Alpha Customer Service</b>          P: (800) 767 – 3703  <a href="https://radstaralpha.com">https://radstaralpha.com</a></p>
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## Pre-Requisites

### ISN Account

An Inspection Support Network (ISN) account is required to use either integration. The ISN account settings needed include the **Domain**, **Company Key**, **Access Key** and **Secret Access Key**. All of these settings can be found by navigating to **My Access Keys** under the **Settings** dropdown in your ISN Account.

Office Settings

Access Keys

Domain: 4isn.com

Company Key: 

Access Key: 

Secret Access Key: 

[Generate New Keys](#)

**NOTE:** The RadonAway RadStar Alpha integration and the Air Chek integration are two separate integrations. You can turn on one or the other or both for your company. You do not have to use both integrations. Please skip to the section for instructions on the integration you would like to use with your ISN account.

### RadonAway RadStar Alpha

In order to use the RadStar Alpha integration, you must also have an active Radon Management Cloud account and a Company Administrator user login for radstarcrm.com.

### Air Chek

In order to use the Air Chek integration, you must have an Air Chek account set up.

## RadStar Alpha Integration

Within your ISN account, you can customize which Inspection Types and/or Services require a radon test. Once the integration is enabled, ISN will automatically make Orders that meet your criteria available to the RMC - when starting a radon test using the RMC mobile application. When you end the radon test, you may post the official radon test report PDF to the Order in ISN as an Attachment and/or email the report directly from the RMC mobile app. All radon test data processed this way will remain stored in the Radon Management Cloud in your company account.

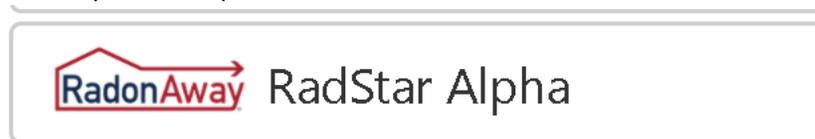
### First Time Setup

There are 3 places that require updates in order to turn on the RadonAway RadStar Alpha integration.

#### ISN Office Settings

Follow these steps to turn the ISN integration on or off in your **Office Settings**.

1. Log in to your ISN account.
2. Go to **Settings / Office Settings**
3. Scroll down and find the **RadonAway RadStar Alpha** button under **Working with Other Applications**. Click on the RadonAway RadStar Alpha button.



4. Select the checkbox for **“Use RadonAway”** to turn the integration on. Uncheck to turn the integration off.
5. Select which Inspection Type(s) and/or Service(s) will include a RadStar Alpha radon test.
  - a. If you want to categorize your radon tests based on **Inspection Type**, select the **Only send the RadonAway Mobile App information for the following Inspection Type** checkbox and select the Inspection Type(s) that should include a RadStar Alpha radon test for your company.
  - b. If you want to categorize your radon tests based on **Services**, select the **Only send the RadonAway Mobile App information for the following Services** checkbox and select the Service(s) that should include a RadStar Alpha radon test.
6. Select **Save**

## RadonAway Settings



Use RadonAway ([more information](#))

By checking this box you acknowledge that ISN **will send** your order information to RadonAway to be used by their platform

Only send the RadonAway Mobile App information for the following Order Types

**Inspection Types**

Mold Inspection

Multi - Family

Radon Test

Re-Inspection

Standard Residential Inspection

Only send the RadonAway Mobile App information for the following Services

**Inspection Services**

Mold Inspection

Radon Testing

Standard Residential Inspection

Termite Inspection

Water Testing

Save

### RMC Company Admin at Company Level

*NOTE: You must be logged in as a Company Admin user to turn on ISN Integration in the RMC.*

1. Log in to the Radon Management Cloud at radstarcrm.com as a Company Admin.
2. Go to **Settings / My Company Info**
3. In the green-bordered ISN Integration box, select the checkbox to turn the ISN Integration On
4. Enter your **ISN Company Key** and **Domain**
5. Click **Save Changes**

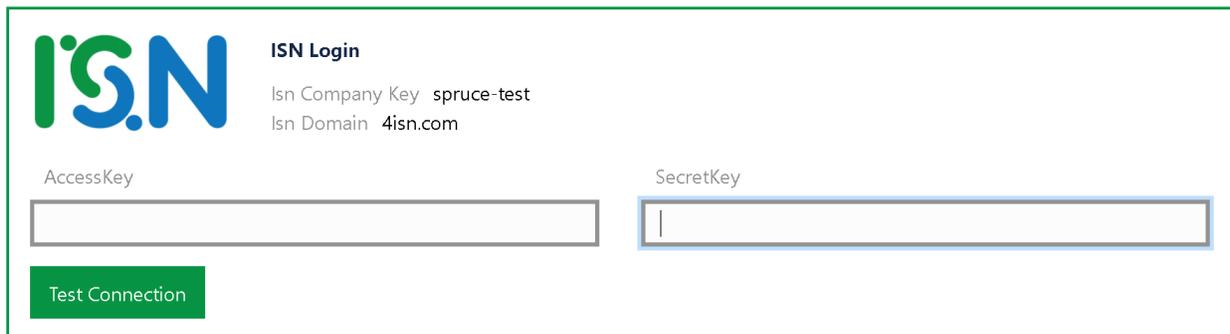


IS.N  ISN Integration On/Off  
ISN Company Key  
spruce-test  
Domain  
4isn.com

### RMC My Profile for Each User

Each ISN user has unique Access Keys and Security Access Keys. For security reasons, these keys can be long so it is easier to email or text them to your mobile device and copy/paste into the My Profile page. You can access each user's ISN account by entering the Access Key and Security Access Key on the My Profile page of the RMC in the mobile or web applications.

1. Go to **My Profile** form on RMC mobile app or web app.
2. The green-bordered ISN Integration box will be visible under the Signature box if ISN Integration is turned **on** for the user's company.
3. Enter the user's ISN Access Key and Security Access Key.
4. Click **Save Changes**.



IS.N **ISN Login**  
Isn Company Key spruce-test  
Isn Domain 4isn.com

AccessKey

SecretKey

**Test Connection**

## Pushing ISN Order Data to RMC

### Automatic Push of ISN Order to RMC

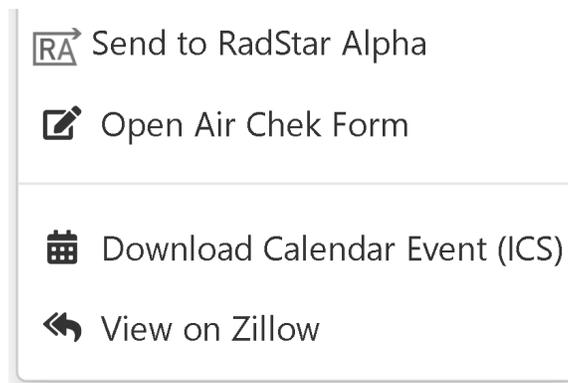
Once the RadonAway RadStar Alpha integration is turned on in your ISN account, ISN will automatically push the relevant data from the Orders that meet the Inspection Type and/or Services set up in your ISN Office Settings. While the integration is turned on in ISN, the data will push updates to the RMC every **2 hours** for Orders that are within 1 week of the Order date.

### Manual Push of ISN Order to RMC

There may be situations where you want the ISN Order to be available immediately or when you need to make a change to an address in ISN to push to the RMC. In these situations, you can manually push a single Order from the View Inspection page in ISN.

To manually push an Order or Order updates to the RMC:

1. Go to View the Order you want to send to RMC
2. Click on the Actions menu to see Action drop down menu
3. Select **Send to RadStar Alpha**
4. You will receive a dialog asking if you want to send to RadonAway. **Click Yes.**  
You will receive a confirmation message that it sent successfully



## Using the Radon Management Cloud to Run a Test

### Starting a Test Using RMC Mobile App

1. Log into your RMC account using the mobile application
2. If ISN Integration is turned on for your Company, you will see the green Create ISN button
3. Select the Green ISN button. This will bring you to the Select ISN Test screen
4. The Select ISN Test screen will list your Orders from ISN that have the Inspection Type or Service you defined as including a RadStar test in your ISN account
5. Select the ISN Order for which you are creating the radon test
6. This will bring you to the Create Test screen where the Order information is pre-populated from your ISN account
7. Fill in the rest of the required fields now (or you can do later in the web or mobile app)
8. Click Start Test
9. Your radon test has started and the test details have synced to the RMC at radstarcrm.com



### Ending a Test Using RMC Mobile App

1. These steps assume that a test is currently running on the RadStar Alpha and that test was started as an ISN Test using the RMC mobile app
2. Log into your RMC account using the mobile application
3. Connect to the RadStar Alpha via Bluetooth
4. Select End Test
  - a. This will end the test on the RadStar and download the radon test results to the mobile application. At this time you can update any test details required except for those that are pulling from ISN.
5. After reviewing all information, select **Sync Test**. This will upload your test results to the RMC and redirect you to the **Reports** interface within the mobile app.

- If ISN Integration is turned ON for your RMC Company, there will be a green button for **Post Report to ISN**. Clicking this button will generate the official radon report and post the PDF to the Order in your ISN account as an Attachment with **Attachments are Public** checked.

The screenshot shows a mobile application interface titled "Report". It includes a dropdown menu for "Report Template" set to "Cover And Report", an "Email To" field with "Janedoe@email.com", and an "Email CC" field with "ent@email.com, inspector@email.com". Below these fields are three buttons: "View Report" (blue), "Email Report" (blue), and "Post Report to ISN" (green). A confirmation message at the bottom states: "The report has been successfully posted to ISN at 01/27/2021 1:49 pm EST".

### Post Report to ISN from RMC Web App

There are 2 places in the RMC where you can generate and post the official radon report to the Order in your ISN account as an Attachment.

*NOTE: The buttons referenced below will be hidden if ISN Integration is turned off for your Company.*

One place you can post the official radon report PDF is via the Mobile App. On the **Reports** interface in the mobile application. See "Ending a Test using RMC Mobile App"

The second place you can post the official radon report PDF to ISN is from the View Test page of the RMC.

- Log in** to the Radon Management Cloud at radstarcrm.com.
- Find the Test for which you want to post the official radon report PDF to ISN under **Manage Tests**.
- View the Test. If ISN Integration is turned ON for your RMC Company, there will be a green-bordered button labeled **Post Report to ISN**. Clicking this button will generate the official radon report and post the PDF to the Order in your ISN account as an Attachment with **Attachments are Public** checked.



**Sync Test with ISN**

Fields with green labels are pulling data from Order in ISN. Click on the **Post Report to ISN** button below to post a copy of the official radon report for this test as an Attachment for this Order in ISN.

ISN Test ID

**Post Report to ISN**

## Field Mapping: ISN to Radon Management Cloud

Table	Field Name	Radon Management Cloud
My Access Keys	ISN Company Key	ISN Company Key
URL	Domain - <i>URL of users ISN portal</i>	Domain
My Access Keys	ISN Access Key	ISN Access Key
My Access Keys	ISN Secret Access Key	ISN Secret Access Key
Order	oid	ISN Order ID / Test ID
Client	First Name	Contact First Name
Client	Last Name	Contact Last Name
Client	Mobile Phone	Contact Phone
Client	Email	<i>Email – allows for multiples separated by commas</i>
Subject Property	address1	Address 1
Subject Property	address2	Address 2
Subject Property	City	City
Subject Property	State	State
Subject Property	county	County
Subject Property	postal	Postal Code
Buyer's Agent	Email	<i>Email – allows for multiples separated by commas Will populate to CC field for Reports in RMC</i>
Inspectors	Primary Inspector Email	<i>Includes only Primary Inspector email address. Will populate to CC field for Reports in RMC</i>

### Email Addresses

The following table describes how email addresses transfer from ISN to the RMC using this integration.

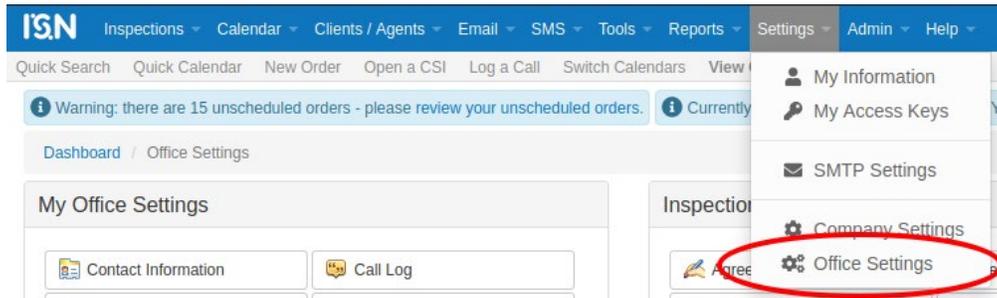
ISN Field	Usage in Radon Management Cloud
Contact Email Address	Client Email field in ISN allows for multiple email addresses separated by commas. All email addresses in this field will be brought over to RMC as Contact Email list and will pre-populate in the <b>To</b> field when emailing radon report from RMC.
Primary Inspector	The Primary Inspector from Order in ISN will transfer to RMC and pre-populate in the CC field when emailing radon report from RMC.
Buyer's Agent	Buyer's Agent Email field in ISN allows for multiple email addresses separated by commas. All email addresses in this field will be brought over to RMC and pre-populate in the <b>CC</b> field when emailing radon report from RMC.
Seller's Agent	Seller's Agent email address does not transfer to RMC.

## Air Chek Integration

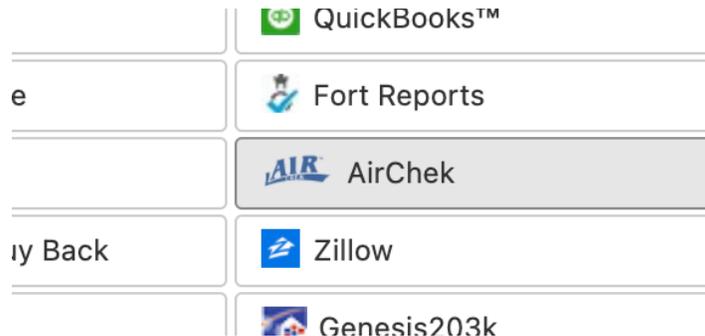
### First Time Setup

Send an email to [info@radon.com](mailto:info@radon.com) with your **Company Key, Access Key, and Secret Access Key**. This will allow us to upload your radon test results as an attachment to your ISN order the moment the results are available.

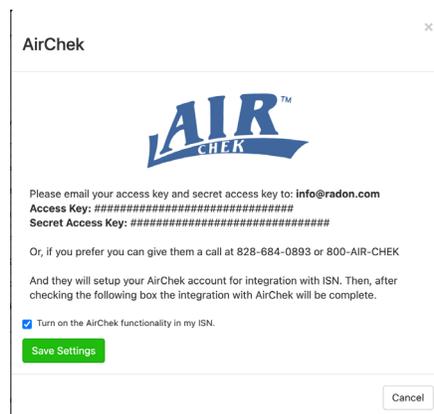
Next you need to enable the Air Chek form in ISN. At the top, under the Settings drop down, select **Office Settings**.



Under the **Working with Other Applications** section find and select the Air Chek button.

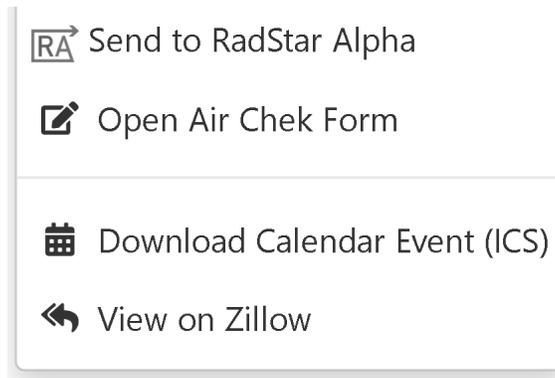
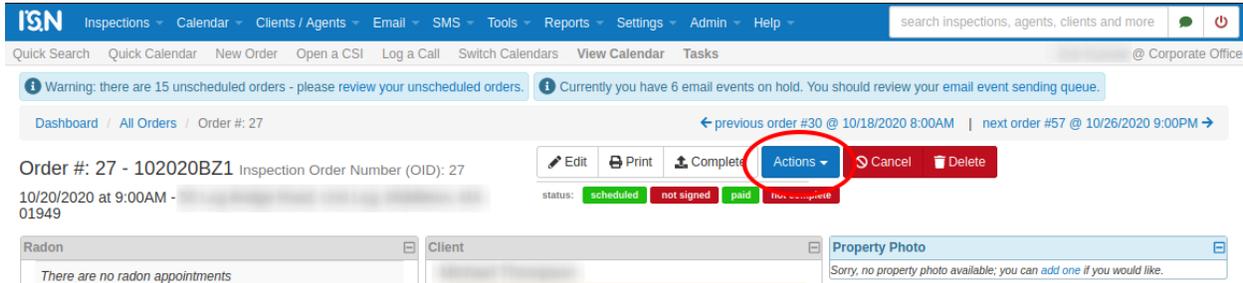


In the popup, make sure the **Turn on the Air Chek functionality in my ISN** checkbox is checked, and then select **Save Settings**. See the image below for a reference of the popup.



## Sending Test Device Information

Once you have completed the **First Time Setup** steps above, a menu button will appear when you navigate to an order's information screen in ISN. Under the **Actions** drop down, select **Open Air Chek Form**.



You will then be taken to the form shown below where you can send test information directly to Air Chek.

Property tested

Street:

City:  State: North Ca Zip:

Average indoor temperature: 70 °F

Dates and times

Started on date: 11 / 02 / 2019 at time: 10 : 00 : 00 AM

Ended on date: 11 / 04 / 2019 at time: 10 : 00 : 00 AM

Check this box if closed house conditions maintained during test.

Type of test: Real Estate

Test kits

Kit number	Floor	Room		
<input type="text"/>	2nd	Bedroom	<input type="text"/>	Delete
<input type="text"/>	2nd	Bedroom	<input type="text"/>	Delete
<input type="text"/>	1st	Bedroom	<input type="text"/>	Delete

[Add another test](#)

Send data to Air Chek

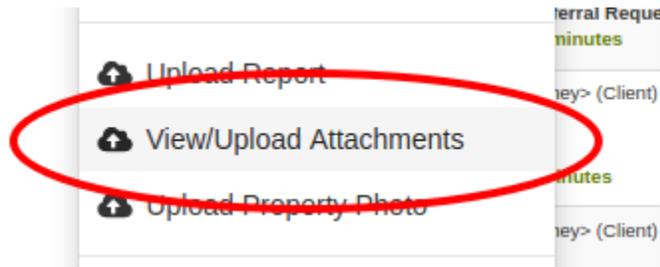
[Save](#)

You may fill out this entire form all at once, or come back later and fill in missing information.

Be sure you submit the information before the kits arrive at the laboratory. If you send test data to us after analysis, we may not be able to automatically reissue your report. In these cases, get in touch and we will manually reissue your report.

### Accessing My Report

Your report will be uploaded as an order attachment typically the same day the kits arrive at the laboratory. To view your order's attachments go to the order's information page. Then under the **Actions** drop down menu, select **View/Upload Attachments**.



### Making Corrections

Minor corrections made within a day or so are allowed. If you make changes and do not see the report attachment pdf updated, contact us and we will reissue the report.