van duijnen
Horeca Service

MANUAL DASHBAR

VERSION 2026.08.31

VAN DUIJNEN HORECA SERVICE
Rondebeltweg 34 -1329 BB Almere

Inhoud

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Enjoy the Convenience of DashBar

Congratulations on the purchase of your DashBar, and thank you for trusting Van Duijnen Horeca Service! In this guide, we would like to walk you through the key functionalities of the DashBar. All these functions are easy to use via https://portalv2.dashbar.nl/.

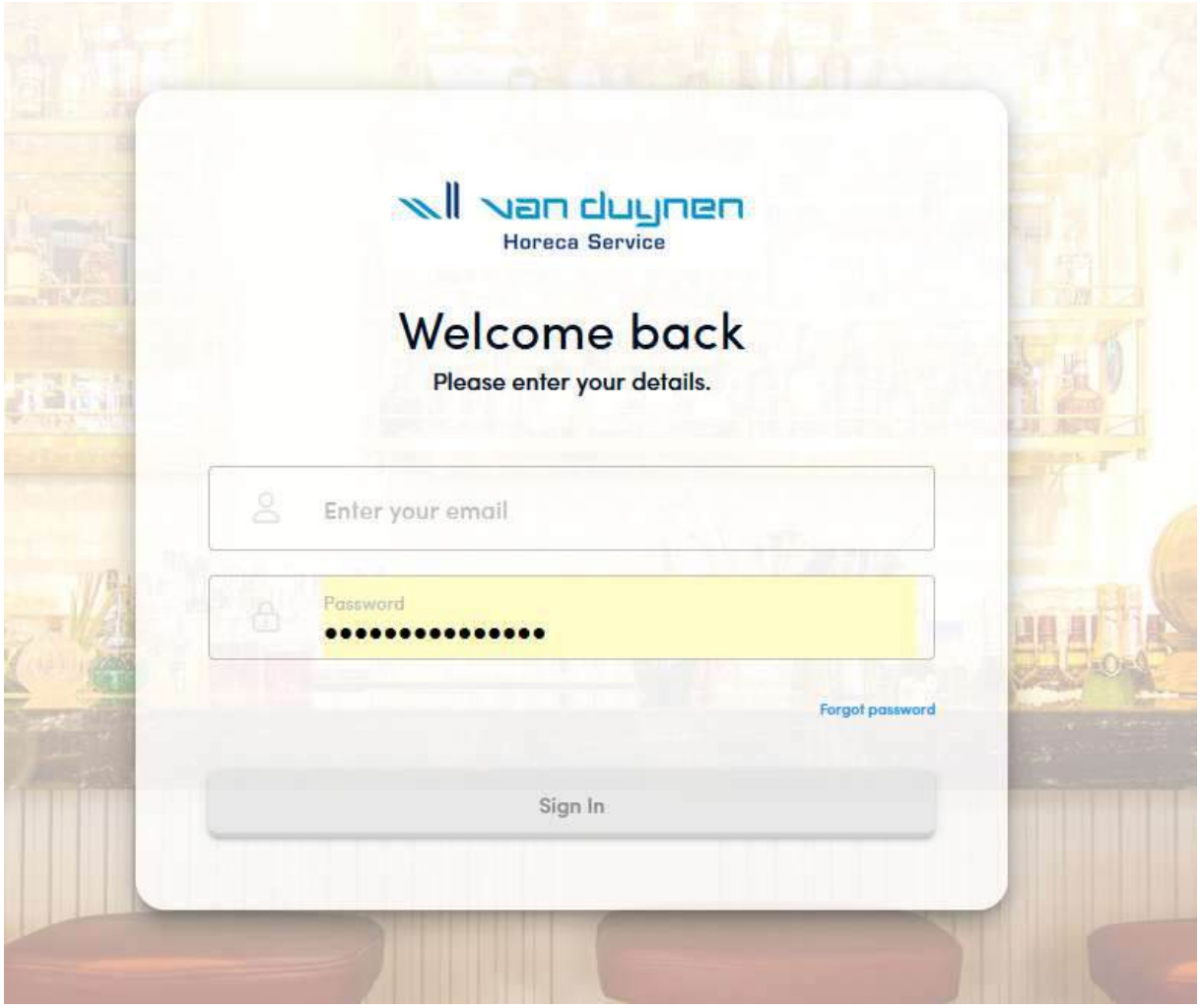
Questions

If, for any reason, you have questions about the DashBar, you can contact our inside sales colleagues during office hours (8:00 AM to 5:00 PM) at phone number 036-5387878 or via email at horecaservice@vanduijnen.nl. They are happy to assist you.

Login

Logging in is easy via https://portal.dashbar.nl/. You can log in using your email address and the password you created. You should have received an email when your account was set up in the DashBar portal.

If you have opted for two-factor authentication, you will need to enter the generated code. More information about the additional two-factor authentication service can be found in the chapter on Two-Factor Authentication.



Password reset

If you have forgotten your password, click "Forgot Password" and follow the instructions. You will receive an email with a verification code to reset your password. If this email is not readable, you can often open it in your browser where it should be fully viewable.

Menu

Once you are logged in, you will land on the Bars page. You can then open the menu structure by clicking the three lines in the top left corner. You can navigate further through DashBar using this menu.

Through the menu structure, you can navigate further within DashBar. Depending on your role and associated permissions, you will see the following tabs:

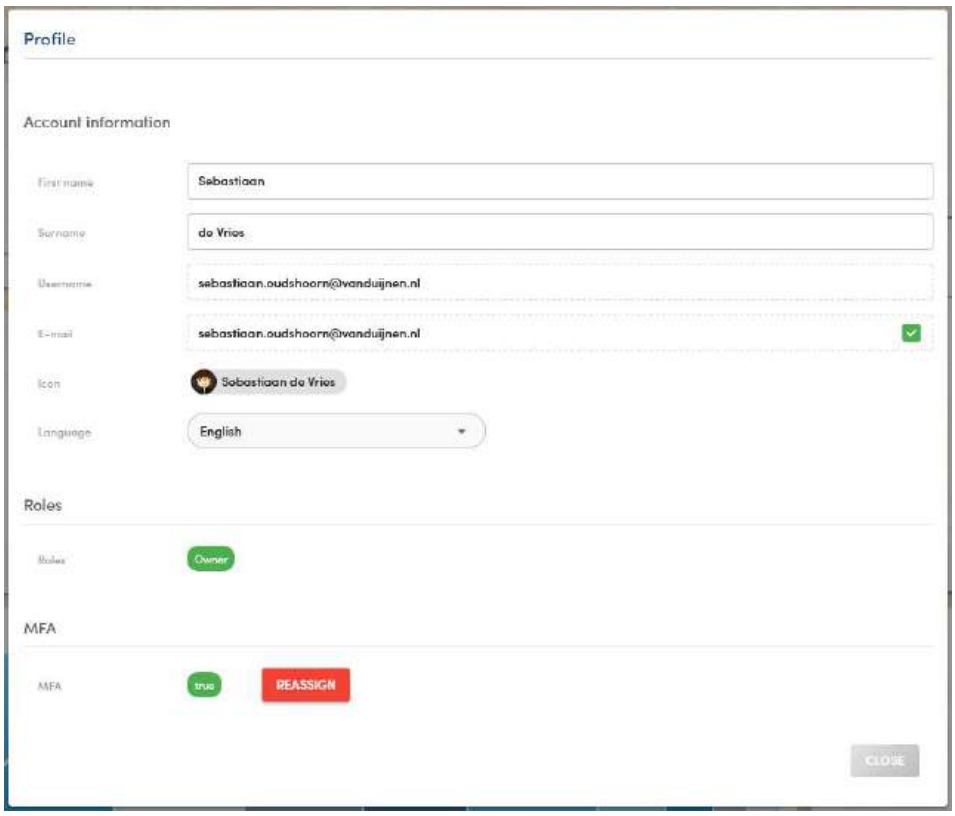
- Home
- Bars
- Empty detection
- Transactions
- Reports
- Cards
- Logs
- Settings
  - Products
  - Planning
  - Groups
  - Users

Home

At the top of the page, you can see the location (Van Duijnen) and the respective bar (Oude bruine bar). You can also see your account. If you own multiple locations, you can switch locations by clicking on the location and selecting another one. The same can be done with the bar.

User profile

By clicking on your profile name, the following screen opens. Here, you can see the most important information about your account and change the preferred language of DashBar. Currently, Dutch and English are available.



Home

On the home page, you'll find multiple overviews that provide information about registered and dispensed tap actions. The title of the chart and a mouse-over will show what the respective chart displays. They are briefly described below based on the numbers in the image.

1. Selection of period and view

Here, you choose which overview you want to see and for what time period. All charts automatically adjust based on the selected period and display.

- **Drops**: Overview based on volume
- **Cocktail Glass**: Overview based on dispensed drinks/transactions
- **Euro Coin**: Overview based on registered sales/revenue

2. Overview over time

Total overview of the selected parameter from point 1. Compared over time against the same period in previous years (if registered).

3. Total compared to last year

Total overview of the selected parameter at this moment compared to the entire previous year.

4. View per bar

Total overview per bar of the selected parameter, compared with previous years (if registered).

5. Registered drinks

Registered drinks, based on volume, grouped according to the selected parameter.

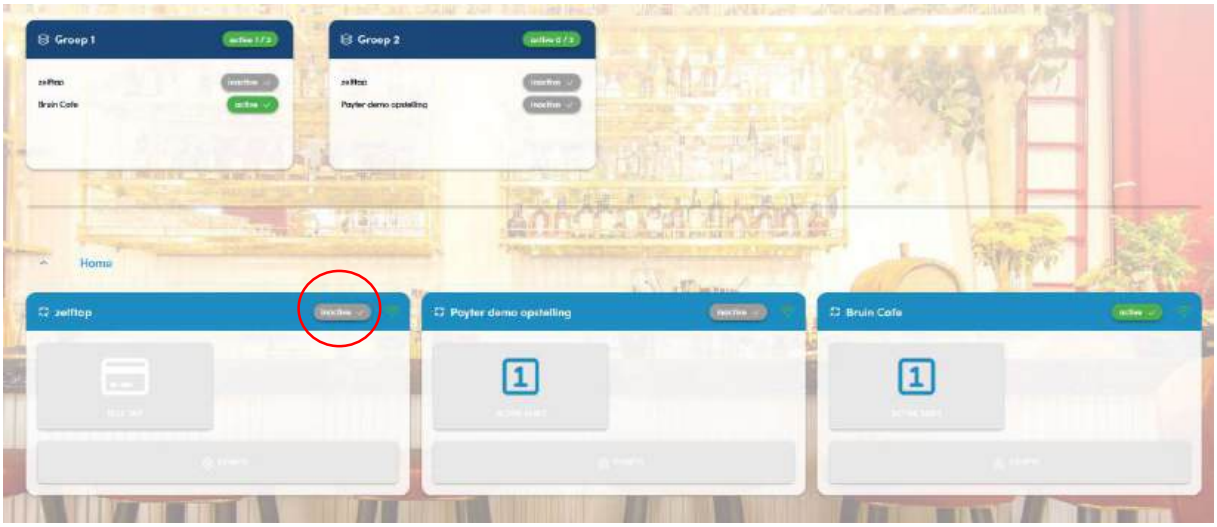
6. Registered drinks

Registered drinks, based on volume, grouped according to the selected parameter in a pie chart.

Bars

Via the menu, you can navigate to the Bars page. Here, you can set bars to active or inactive, put them in cleaning mode, or calibrate them. Depending on your type of bar, various actions are needed to open or close the bars.

On this page, you will see your bars and any groups you have created. If you have not created a group, you will obviously not see this part.



Goups – overview

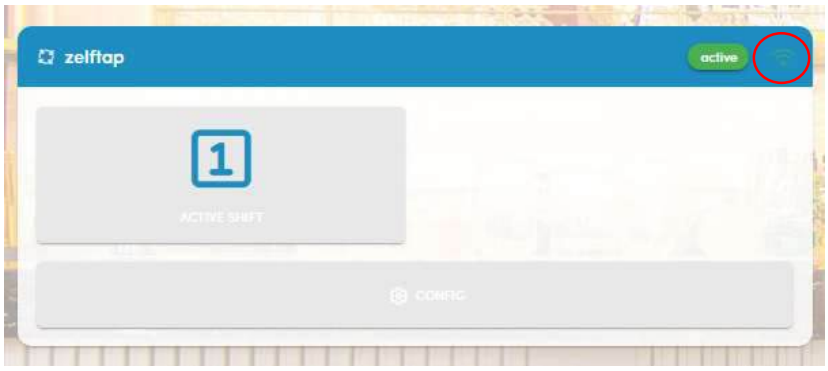
Through groups, you can easily set the bars you've grouped (see chapter Groups) to active or inactive all at once. When you change the status of an individual bar, the status of that specific bar will change, but the group will reflect the status of the group along with the number of bars in that status.

Bars - Overview

For each of the various bars, you can see the status of the bar and the key features available for that particular bar.

Status Bar or Group

In this overview, you can also immediately see whether your bar is Active (green) or Inactive (gray). Additionally, you can see if the bar is connected to the internet through the color of the Wi-Fi icon. If it is green, there is an internet connection. If there is a red icon with a slash through it, there is no connection.



Open and closing Bars

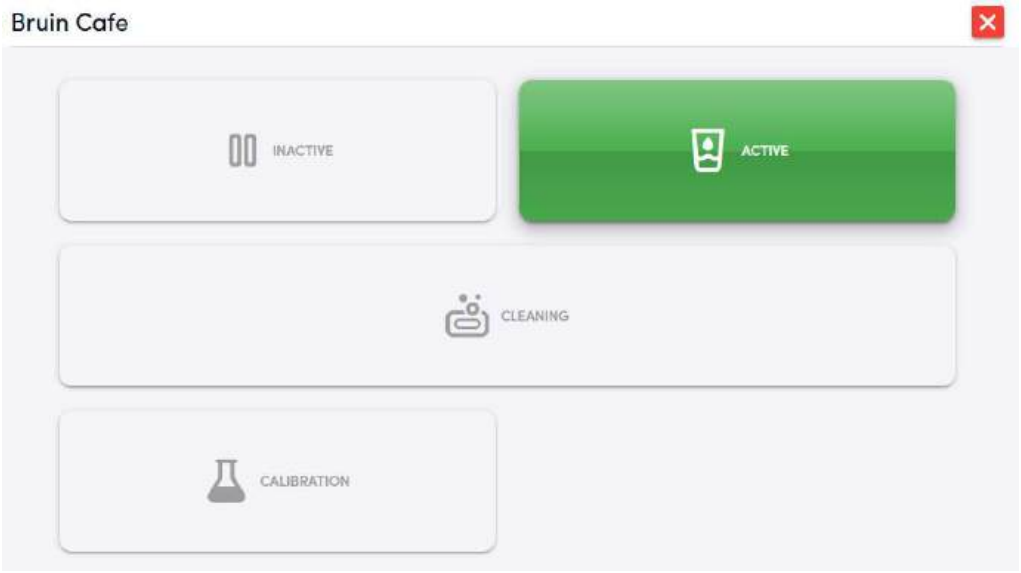
Below, we discuss the different operating methods for the following types of Bars:

1. Traditional Bar
2. Self-serve Table with or without Display
3. Self-serve Table with Card Reader

Traditional Bar – Entire Bar

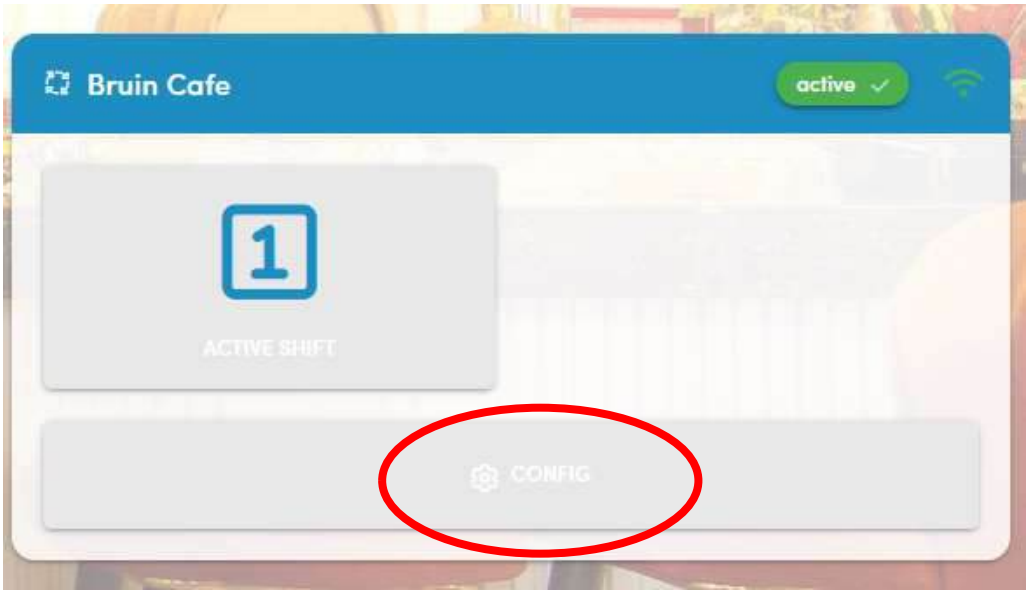
You can operate the traditional bar by pressing the active (or inactive) icon at the top of the bar. A dropdown menu appears where you can choose to:

- Set the bar to Active
- Set the bar to Inactive
- Set it to Calibrate to adjust the dosing
- Set it to Cleaning mode (only with air vents)

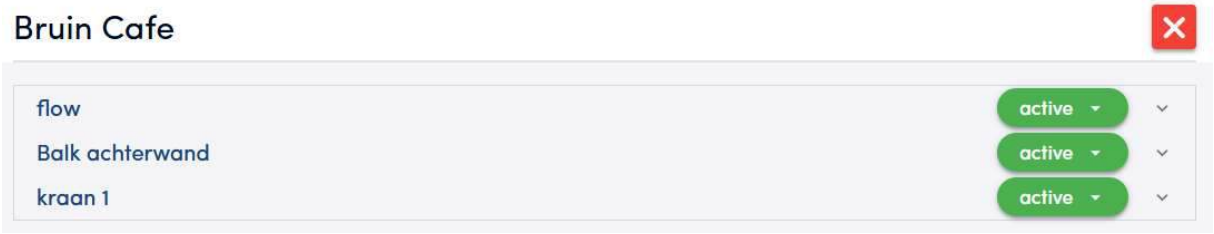


Traditional bar – per dispense point

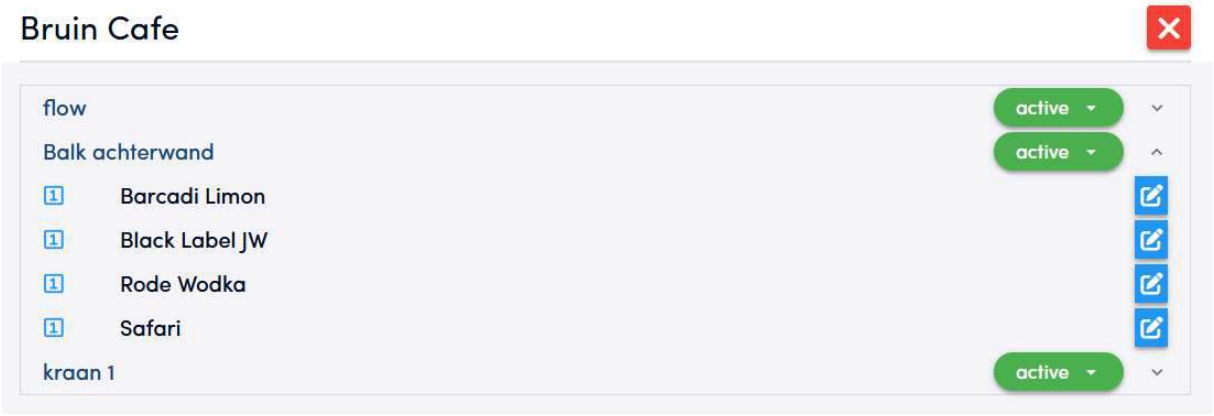
here is also the option to change the status for each tap point within a bar. You can do this in Config under the Bar for which you want to change a dispense point.



When you click on Config, you will see all the tap points with their current status. By clicking on the current status, you can change it for each tap point individually. This does not affect the rest of the bar.



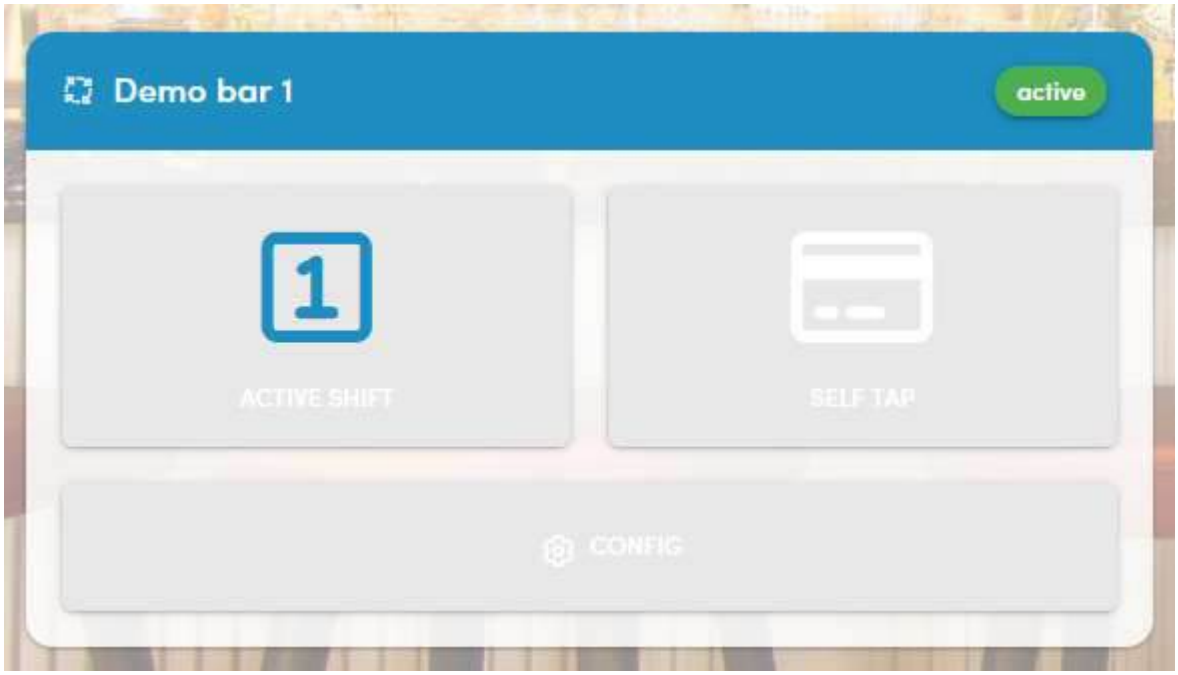
When you then press the down arrow at the tap point (in this case, Balk achterwand), you can see the product(s) associated with this tap point.



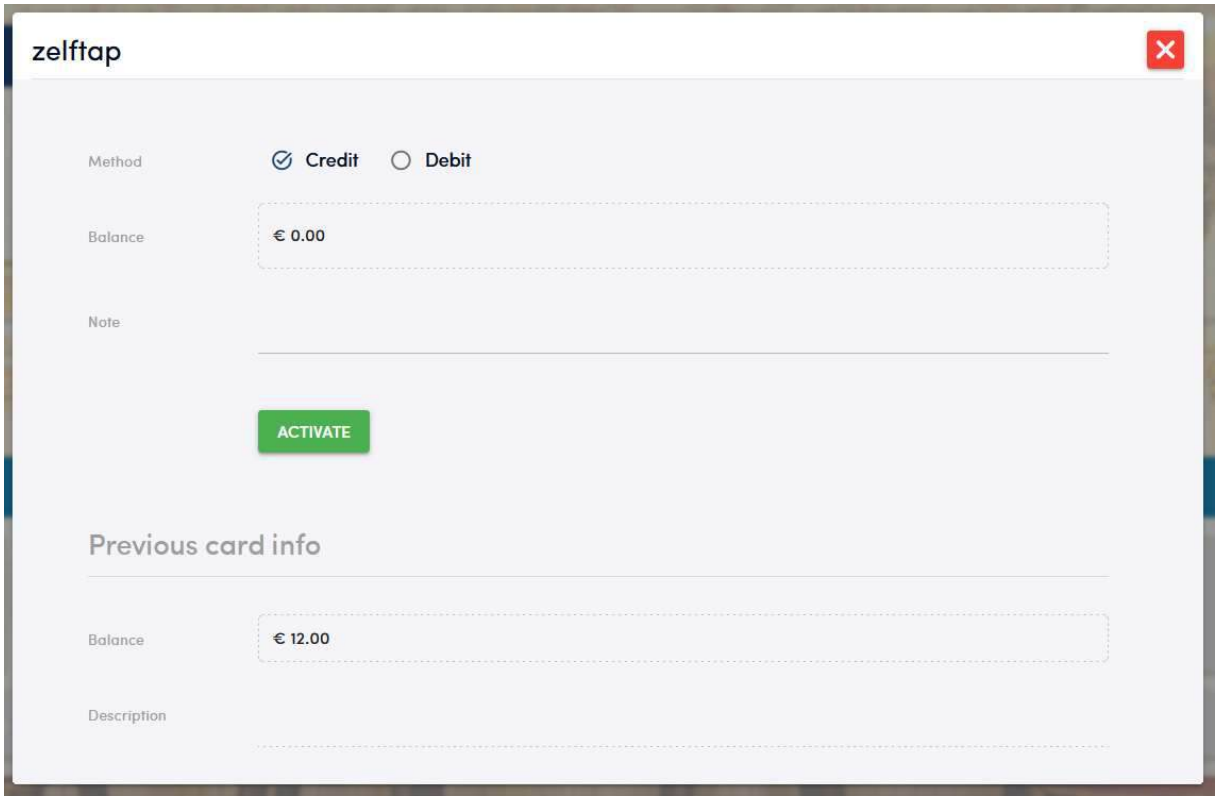
By clicking on the pencil icon, you can change the product associated with this tap point. This will not affect other parts of the bar. Here, you can also see the current dispense time in milliseconds that is associated with this product. You can adjust it here. This applies only when dispensing is time-dosed.

Self-serve Table with or without Display

In a self-serve table without a card reader, the bar will initially always be inactive. We do **not** use the status button to set the bar to active mode here. To open the bar, you need to create a virtual card. You do this by selecting Self Tap in the menu below.



You can now choose between the payment mode credit or debit. You can also add a remark as an identifier so you can easily recognize it.

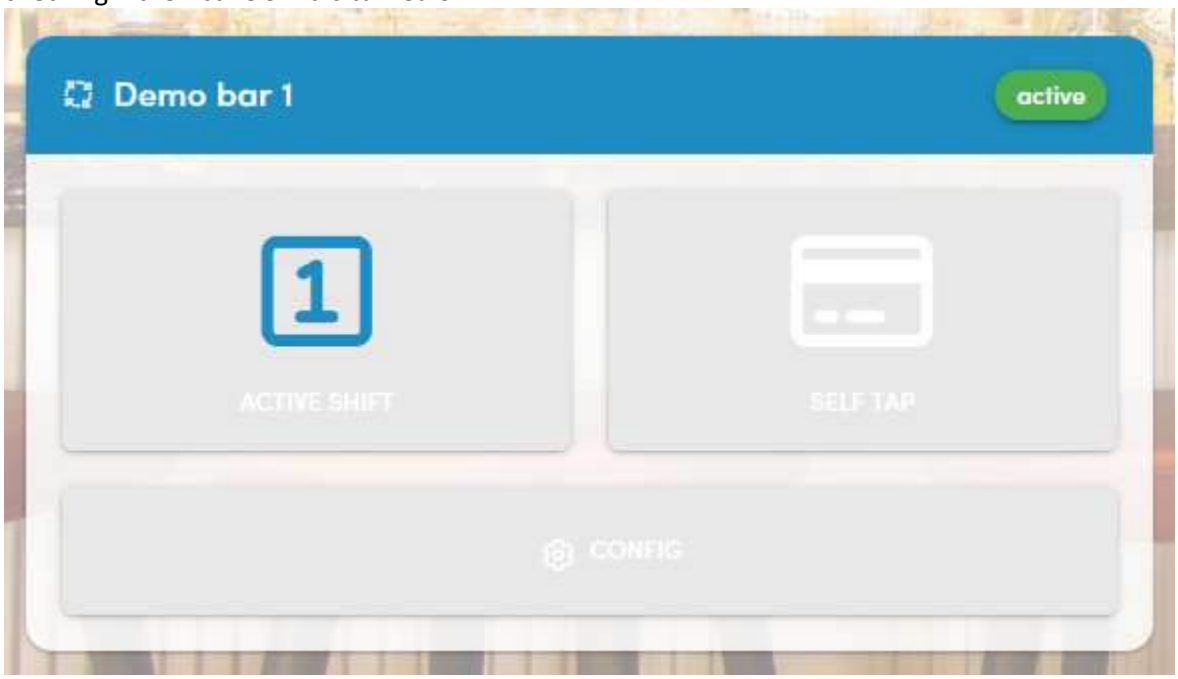


Credit Mode
In credit mode, the customer can tap until they are finished, all without restrictions. If a display is available, the customer can see what they have consumed in Euros and milliliters. This information is always available in the portal at the Self Tap button you use to open the card. This way, payment can be easily processed once the customer is done. The bar must always be set back to inactive mode after use.

Prepaid Mode
In prepaid mode, you load a specific amount onto the bar, which will be charged per milliliter until the amount is used up. The customer cannot tap further and receives a notification on the display, if available, when the balance is depleted. During use, the display shows the remaining balance and how many milliliters has been tapped. Once the amount is depleted or if the customer wants to reload funds, the bar must be set back to inactive mode before it can be used again.

Self-serve Table with Card Reader
In the self-serve table with a card reader, the bar must always be set to active as described in the section about the traditional bar. However, an amount must always be loaded onto the tap cards so that the customer can use them. For more information on how to load and unload tap cards, see the chapter Cards.

Active Shift / Event mode
Optional
With DashBar, you have the option to enable an 'event mode.' You can see if this is active by checking if the Active Shift is turned on.

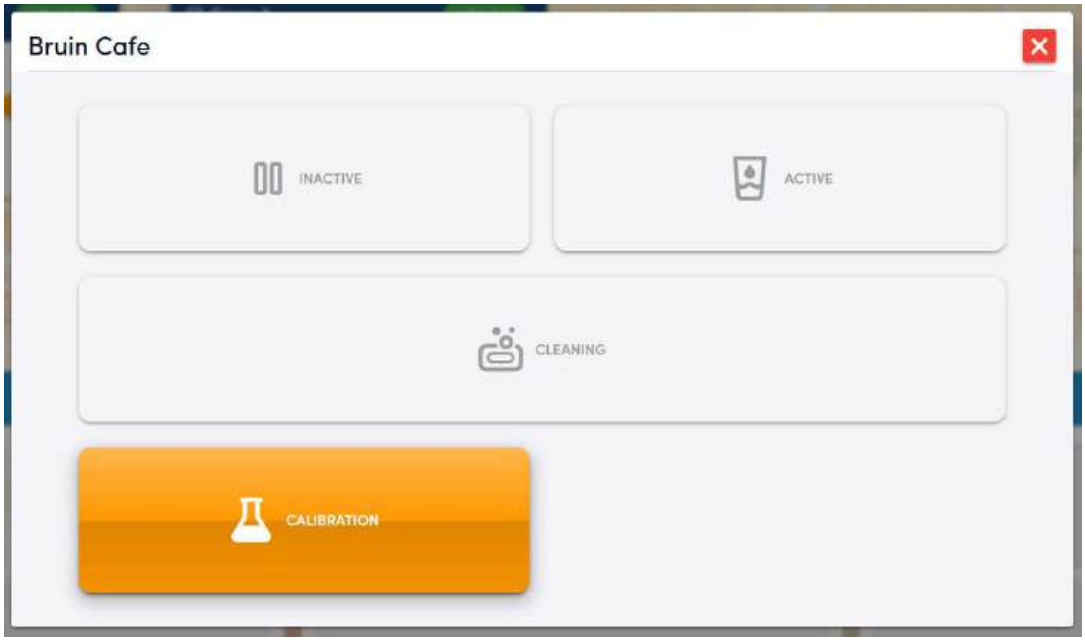


With this function, you can switch at once to, for example, different sizes for special events. This is an optional feature in the DashBar that needs to be configured separately by Van Duijnen. If you are interested in this feature, please contact us.

Other Bar Statuses
Besides the active and inactive functions of the bar, depending on the configuration, there are two more modes: Calibrate and Clean.

Calibrate

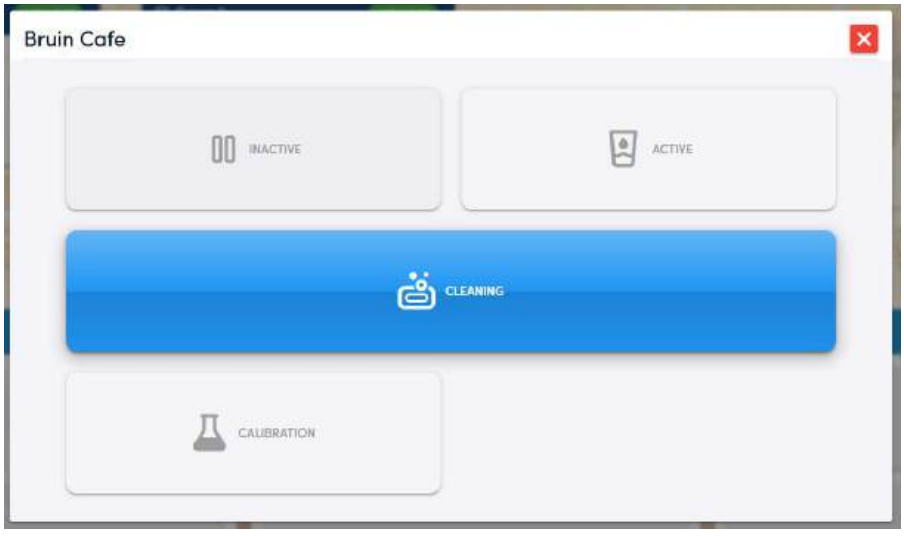
When your tap system doses based on time, you can use the calibration mode to adjust the dosage as desired. You click the active or inactive button at the top (depending on the bar's status) and select Calibrate. When dispensing based on flow, you adjust the dosage via Products (see further in this manual).



You can set the desired dosage by positioning the tap handle to the dosage you wish to adjust. When you reach the desired dosage, return the handle to the neutral position. If you have a push button, press and hold it until you reach the desired dosage, then release the button. The adjusted dosage is now saved.

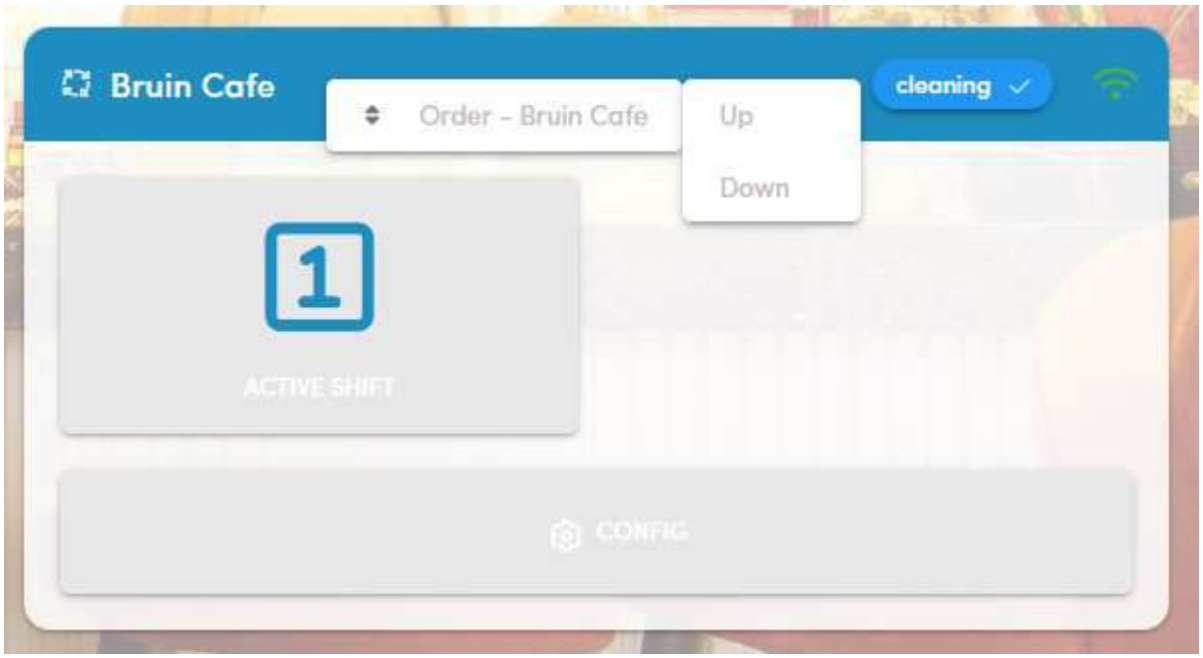
Cleaning

This mode only works if your tap uses air valves or multi-valves. By selecting Cleaning, you can clean the tap point. You must have the correct cleaning supplies/water connection for this. After selecting this, you can clean the lines by opening the handle/pressing the button. For a self-serve table without a handle, rinsing will start immediately.



Sort Bars

When you have many bars, it can be helpful to change their order. You can easily do this by hovering over the blue bar of the selected bar and then right-click on the bar. Then, the Order button will appear (see below). By clicking on it, you can choose to move the selected bar up or down one position.



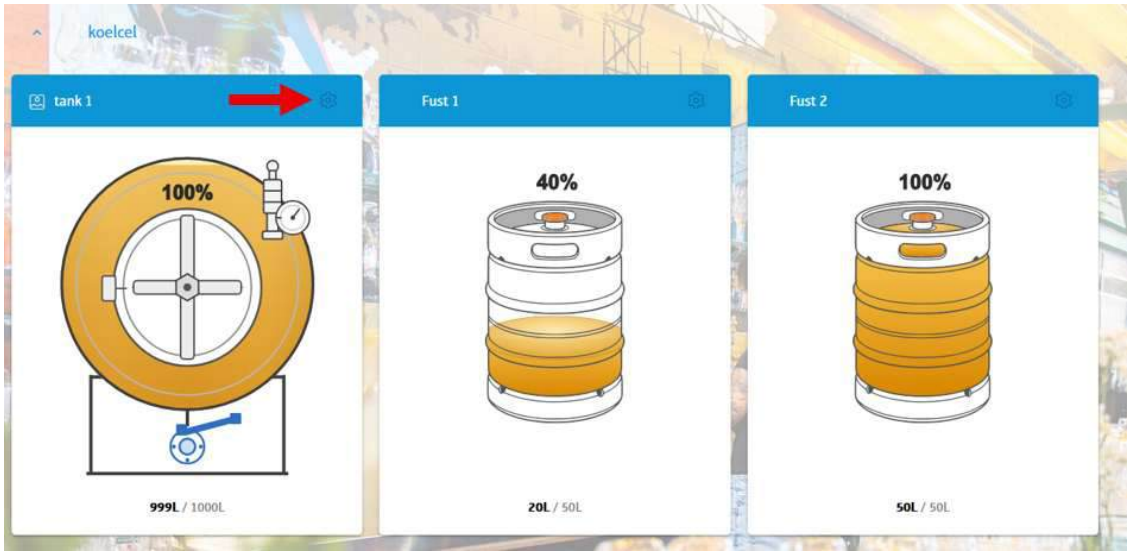
Empty detection

The empty detection function is only available if it has been programmed separately by Van Duijnen Horeca Service. If you would like to use this function, please contact your account manager.

PLEASE NOTE: This function works best when you actively manage your products and dosages, as these are directly linked to how the empty detection operates. If you work based on time, the empty detection will be slightly less accurate than when working with flow meters. Therefore, always use this function as an indicator only.

Volume Display

Through this page, after programming by Van Duijnen Horeca Service, you can easily monitor your tanks/kegs. Below the tank/keg, you will see the current contents in bold, as well as the capacity of the tank/keg when full. At the top, the current volume is also displayed as a percentage relative to the total capacity.



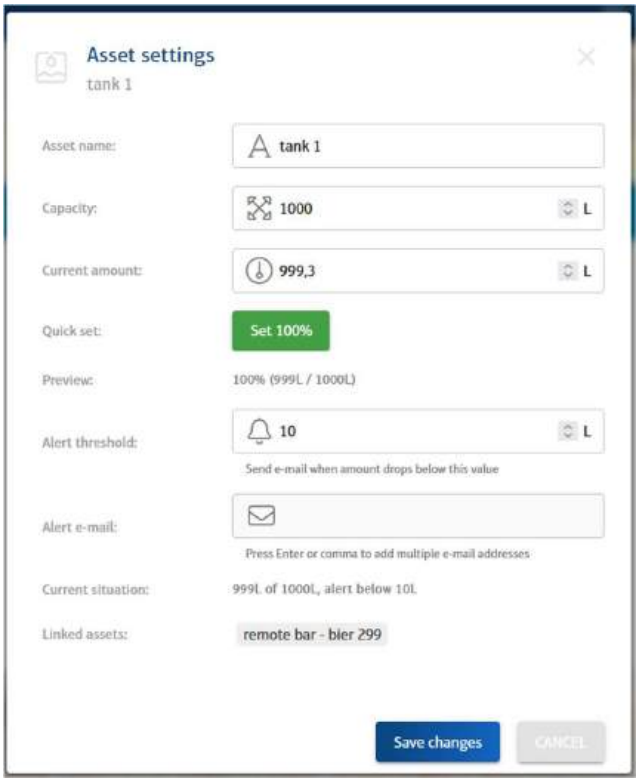
Change Order

You can easily change the order of the tanks/kegs by right-clicking on the blue bar. This works the same way as sorting the Bars.

Change Settings

By clicking the gear icon (see red arrow), a window will open (see below). Through this window, you can easily adjust a number of settings. Depending on your role, you may or may not have certain permissions. Here you can easily:

- assign a name to the tank/keg
- enter the maximum capacity of the tank/keg (manager and owner)
- adjust the current actual volume
- reset the counter after changing a tank/keg
- set the volume level at which you want to receive a warning
- enter the email address where you want to receive the warning (multiple email addresses possible)
- view a summary of the current situation
- see which taps are linked to the tank/keg



Empty Detection Alerts

When you have set up empty detection, there are several ways to see that a tank/keg has dropped below the configured level.

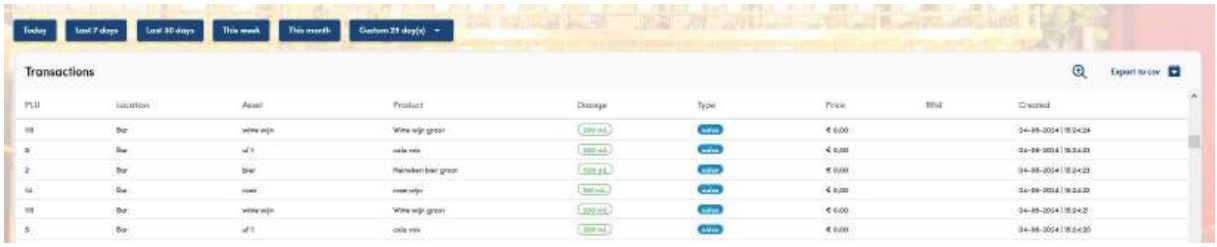
1. A yellow triangle appears at the top of the bar (see below). When you click on the triangle, you can see which tank/keg the notification applies to. By clicking on the notification itself, you will automatically be taken to the empty detection page.
2. On the empty detection page, a yellow triangle appears next to the gear icon of the relevant tank/keg.
3. If you enter an email address and the volume drops below the configured level, you will automatically receive an email at the specified email address.
4.

Transactions

In product transactions, you can see what is currently being dispensed. Through Product Transactions, you can view a list of which product was tapped, and when. Under the Type heading, you can see whether it concerns actual sales, maintenance, or adjustment (calibration). Below is an example of what the product transactions list might look like.

With the blue selection buttons at the top left of the transactions, you can adjust the period. You can easily set a custom period using the last blue button.

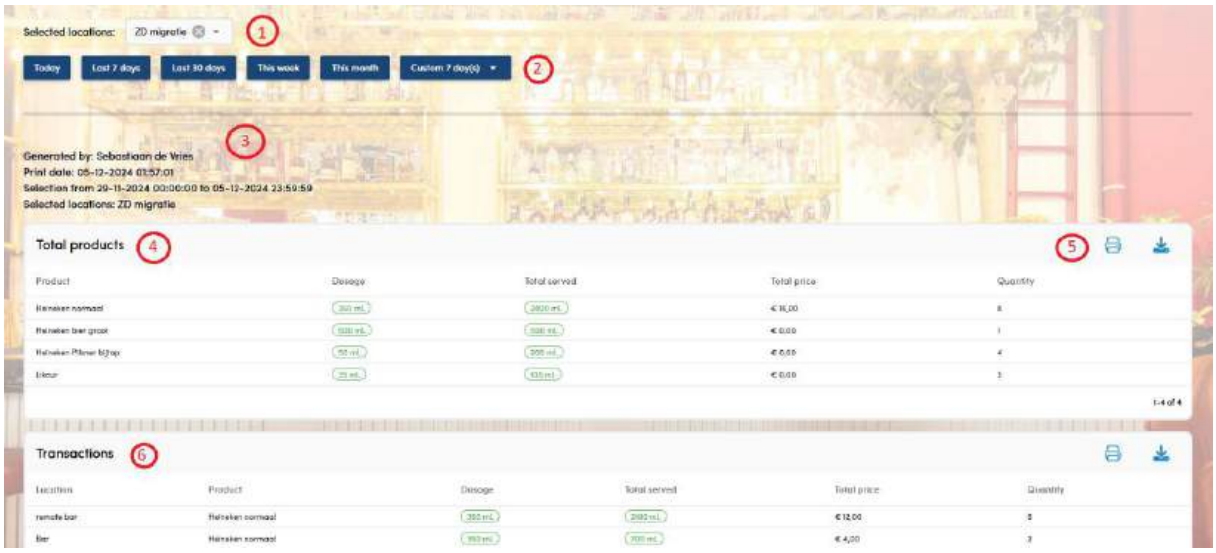
All table headings can be selected, allowing the order of the table to adjust. For example, you can select by product or 'type' to see whether it was a case of Sales, Cleaning, or Calibration.



Via the button at the top right (Export to .csv) you can download the product transactions in a CSV file and easily perform further analyses. A CSV file is a file in which all information about that line in the DashBar is listed on 1 line. The information is separated by a comma. You can easily separate this data in Excel using the text to columns function. More information about this can be found at: https://support.microsoft.com/en-us/office/split-text-into-different-columns-with-the-convert-text-to-columns-wizard-30b14928-5550-41f5-97ca-7a3e9c363ed7

Reports

Through the Reports menu, you can easily look back at transactions over a longer period and perform various analyses per bar. This page is divided into several components, as you can see below.



1. Selected Locations

Here, you choose the locations for which you want to view the total sales per product (4) and the underlying transactions (6).

2. Period

Here, you select the period for which you want to perform the analysis. Via 'Custom,' you can even specify particular days and hours.

3. Chosen Parameters

This information is included when you choose to print the data (5).

4. Total Number of Products

Here, you see a summary of the selected bars with the tapped drinks in the specified timeframe. It shows the product, standard dosage, number sold, associated price, and number of drinks dispensed.

5. Printing and Downloading

Here, you have the option to download the data for the Total Number of Products.

6. Transactions

Here, you see the associated transactions of the chosen bars in the specified timeframe. You also have the option to download or print the data.

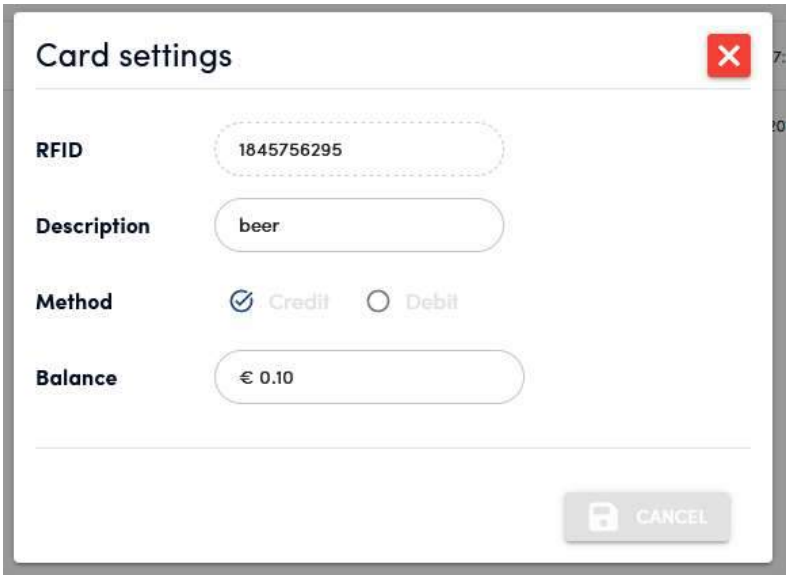
Cards

When you work with physical cards, this page provides the most important information per card, and through Settings, you have the option to adjust the card. The cards can be ordered separately from Van Duijnen Horeca Service and must be programmed separately.

On this page, you see the main details of the card and can adjust the card details through settings. When you have many cards, you can use the magnifying glass to find the relevant card. The RFID number is often printed on the card, making it easiest to search by that.

Cards - Settings

By clicking on the gear icon (settings), the following screen opens. The RFID is a fixed data field and cannot be modified. In the description field, you can assign a name to the card if desired. Next, you can indicate whether the card should be Credit or Debit under Method. If you choose Debit, you can then specify an amount.



Card transactions

You can view the tap history per card through the Transactions page. By entering the corresponding RFID via the magnifying glass, you can easily find the related transactions.

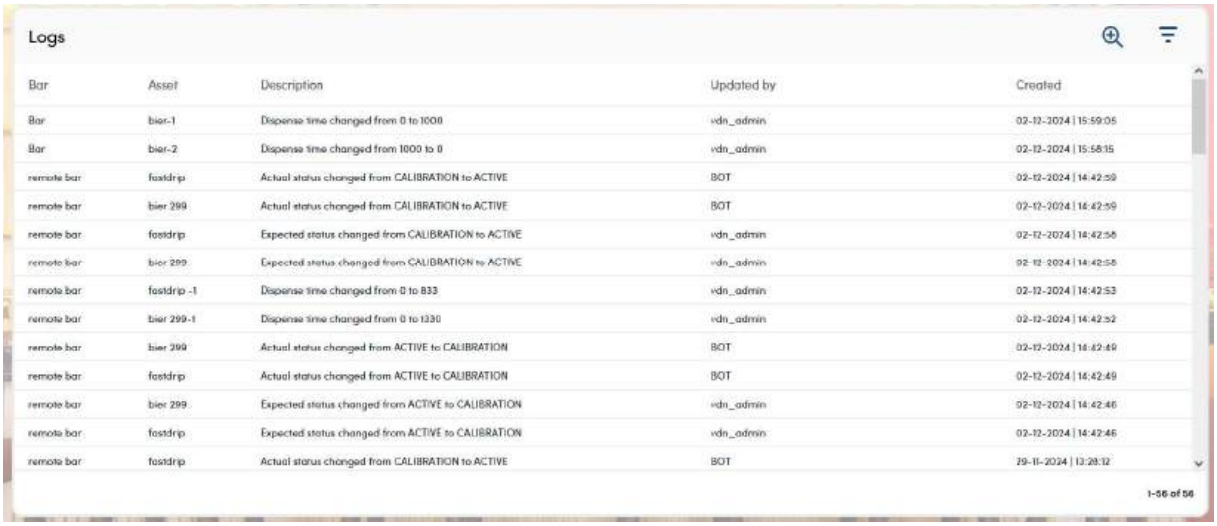
Logs

Through the Logs menu, you can easily see what changes have occurred. In this overview, you can see:

- Which bar it concerns
- Which tap/asset it concerns
- A description of the change
- Who made the change
- When the action was performed
-

In this overview, you will often see BOT under 'Updated by.' This is a confirmation from DashBar that the change was indeed carried out.

You can also easily search here using the magnifying glass in the top right corner or by clicking on the table headers.



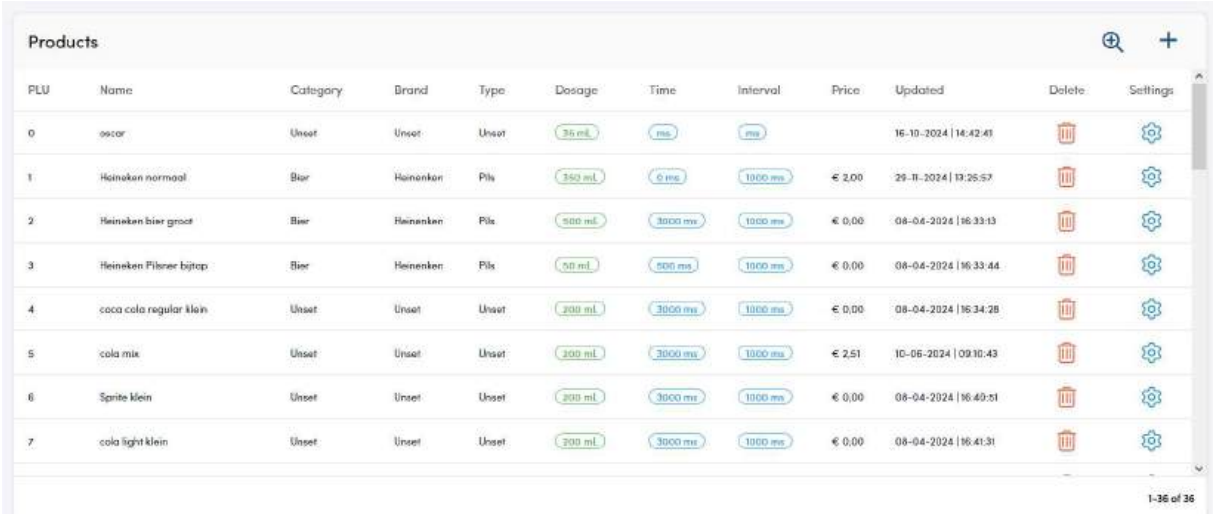
Settings

Via Settings you can easily change products, add a planning, add groups or manage the Users.

Products

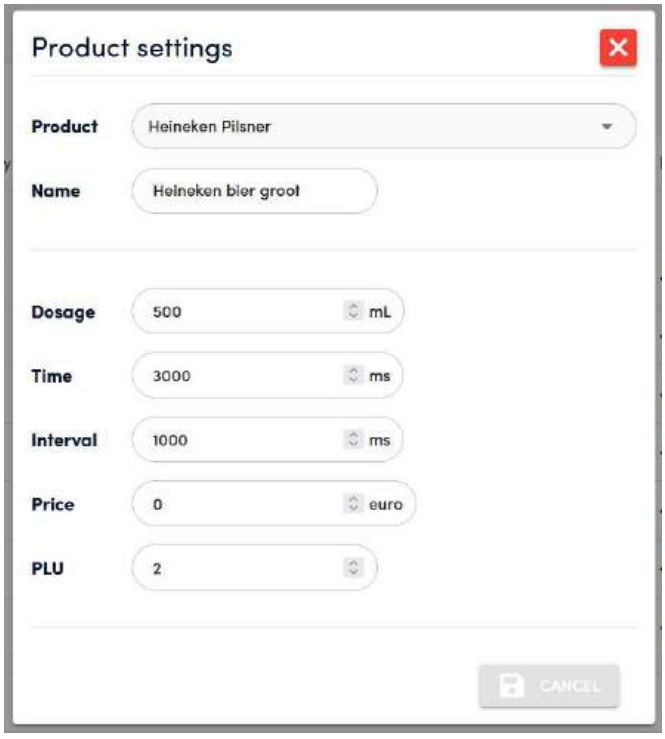
In the Products section, you will find all the products you use. You can also add new products yourself and modify existing ones. The better you maintain this, the more comprehensive and accurate your reports will be.

Below is an example with products.



Change a product

By clicking on the gear icon, the following screen opens, allowing you to make adjustments to the product. The PLU (Price Look-Up) and Interval are fixed data fields. However, the name, dosage, and price can be adjusted.



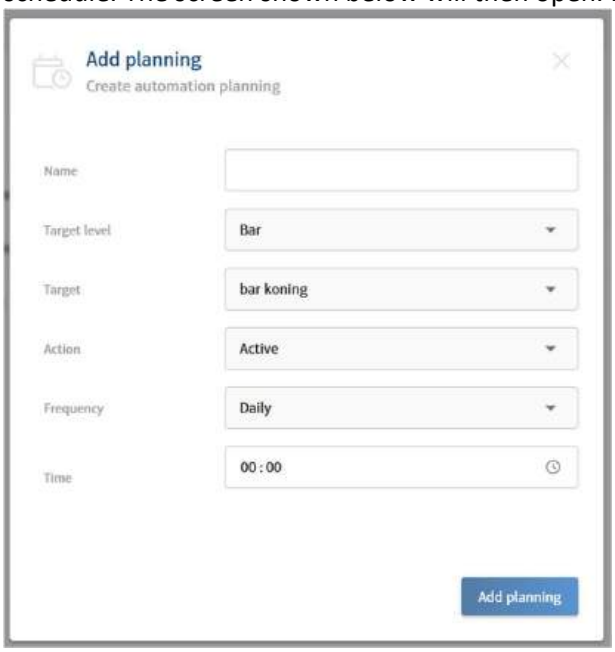
Planning

On the planning page, you can easily create a schedule for switching your bars/groups on and off. Below you will see an example of a schedule. Just like in many home automation apps, each rule can perform only one action: either switch on or switch off. You can set the schedule as recurring or one-time.

In the overview, you can easily see which bars/groups/taps have a schedule configured, what the action will be, and whether it is a recurring or one-time action.

Setting Up a Schedule

By clicking the plus icon on the right-hand side of the screen, you can easily add a new action to the schedule. The screen shown below will then open. Here you can:



- give the schedule a name, for example: *Bar Koning – active in the evening from 18:30*
- select where the action should take place (bar level, group, or individual tap)
- choose the action to be performed: set to Active or Inactive
- set the frequency: daily, weekly, monthly, or one-time
- set the time at which the action should be carried out

Changing a Schedule

By clicking the gear icon on the right-hand side of the page, you can modify an existing action. The same screen shown under schedule settings will open again, allowing you to easily adjust the schedule.

Groups

Through groups, you can group bars so that you can easily set all bars in the respective group to active or inactive. To create a group, choose the blue plus sign on the right side of the screen (top right).

The following screen opens:

Here, you can assign a custom name for the group of bars you want to merge into a group. Then, using the dropdown menu next to Group, you can easily add the bars.

NOTE: Do not add self-service tables to the group. This can cause issues.

After saving, you will see the name of the group, the number of bars in the group, and the option to delete the group (red trash icon) or edit it (Settings).

The group is now created and appears in the Bars tab. In the Bars screen, you can easily set all Bars in the Group to active or inactive at once.

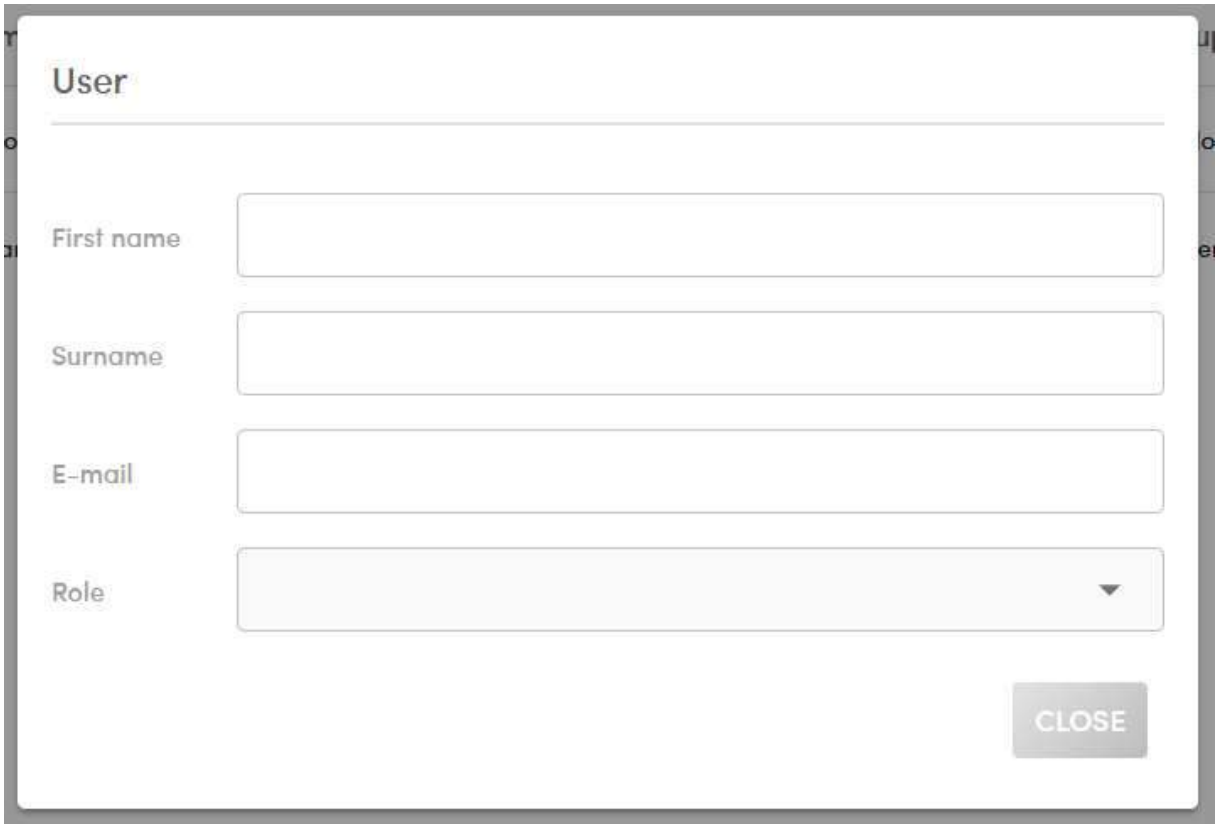
Users

n the Users section, you can add anyone who is allowed to work in your online environment. Here, you can specify the role (function) someone has. Depending on the role, the employee has access to certain information.

Rol	Inzicht in en mogelijkheden tot:
Employee	Access to the pages Bars and Cards. Employees can only set bars to active / inactive and manage balances on the cards.
Senior Employee	Access to and functionalities of Dashboard, Bars, and Cards
Manager	Access to and functionalities of all parts described in this manual. A manager can create an employee but not an owner.
Owner	Same as Manager + can add or remove a Manager.

By clicking the (+) symbol you can add a user.

Below there is an example with the fields that need to be filled in.



By clicking the gear icon next to the user's information, you can modify or delete the user.

Two-Factor Authentication

It is possible to further secure the DashBar portal by optionally using two-factor authentication. Your account manager can tell you more about the associated costs of this additional service.

With two-factor authentication, you add an extra layer of security, so potential hackers cannot access your account with just an email address and password. The two-factor authentication sends a separate code to a previously added trusted device.

Setting Up Two-Factor Authentication

Before you can use two-factor authentication, Van Duijnen must activate it at your specific location. Once activated by Van Duijnen, it applies to all users under that location.

When a user works for multiple locations, they will still need to use two-factor authentication for locations where it is not enabled, because the system registers on a user level.

The first time the user wants to log in, they enter their email address and password. Then, they receive a notification that MFA (Multi-Factor Authentication) must be set up. Via Assign, the following screen appears.

The user can then scan this QR code with an authentication app specified by your organization on their mobile device. If you don't have an authentication app yet, there are multiple options available in the 'Google Play Store' or 'App Store' by searching for two-factor authentication.

After scanning the QR code and setting it up in the app, this step is complete, and you can enter the generated code.

Logging In with Two-Factor Authentication

Now that two-factor authentication is set up, the user can log in with their username and password. After this first step, the following screen will appear again, and the user must enter the verification code. Therefore, it's important to always have the trusted mobile device within reach.

Control of two-factor authentication per user

t is possible to see per user whether two-factor authentication has already been activated by the user. You can see this in the Users tab (see chapter Users). On this tab, it says true or false next to MFA (Multi-Factor Authentication).

Troubleshooting

Is the DashBar not working properly? We want to resolve any issues as quickly as possible. That is why our support team is available 24/7 at 036-5387878. Additionally, below are some problems you can easily troubleshoot on your own

Problem	Possible cause	Solution
Settings can not be changed	Internet connection might be lost	check if other devices are connected to the internet. 1) If not, reset your internet connection. 2) If yes, reset the DashBar by unplugging the power for 10 seconds. Please note that the startup process may take a few minutes
I can not dispense any drinks	Internet connection might be lost	Check at the main DashBoard if the bar is online
I can not dispense any drinks	The bar is set to inactive	Go to Dashboard → Bars and activate the Bar (See sections Bars).
I can not dispense a drink but my bar is set to active	1 tap within de bar might be set to inactive	Use the other taps to see if they work properly. If so, turn on the Tap that is not functioning properly (see section Bar – per Tap).