What are you doing on Duty today?

A QUICK START GUIDE TO SERVICE DELIVERY

BASICS

What is Service Delivery? **Service Delivery** is an add on to the **Employee app**. Your company will have customised it to help you in your day-to-day role, undertaking duties. Depending upon your company's configuration, once booked on, you may be able to:

» Record information for your employer about your duty

» Receive information about your duty

» Share information with other employees working on duties

» Follow a tour of locations

What kind of phones can it be used with? **Service Delivery** will work on all smartphones that run the Employee App on Android 4.4 (KitKat) or iOS version 9 (or later)

Why would I want to use it? In addition to all the benefits of the **Timegate Employee app**, you will be able to record all manner of information as you undertake your duty, making sure all key information is captured with very little effort

Where can I get the app from? Download the **Timegate Employee app** from either the **Apple App Store** or **Google Play**. A separate app installation guide is available on request

USING SERVICE DELIVERY

How do I access Service Delivery?

» Select the **Timegate Employee** app from your home screen

» **Book On** to your duty. A new **Service** icon will appear in the menu under the **Book Off** icon

» Select **Service** to open the main **Service** screen

Select to open **Service**
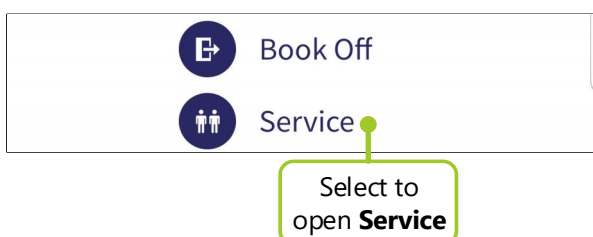
How does Service Delivery work? From the main screen, you select an icon. This may be the **Tours** icon (which is displayed when one or more tours have been set up), Briefings (24 hour site activity overview), one of the specific **Incident** icons your company has chosen or an optional customised **form**. It's very simple and logical!

1. View **Briefings**
2. View **Tours** (changes colour when tour is scheduled)
3. View custom **Forms** (optional – may not be installed)
4. Raise **Incident** (setup based on business need)
5. Counter of items requiring attention
6. Display any **Site information**
7. **Sync** Service data (you should do this regularly)
8. All **Service** related choices
9. Return to previous screen

DATA USAGE

Can I reduce data usage on my own device? Service Delivery may use lots of data. If you don't want to use your own phone (other than to book on), your may be given a device for completing your duty. If this is the case, disable the Service Delivery functionality on your phone either the first time you use the app to book onto a duty (you will be prompted

whether to use the Services features or not). Alternatively, select ⋮ then select ⚙ **Settings** and deselect **Allow 'Service'**

How do I manually sync my data? Updates that are made by your supervisor / manager in response to incidents are not automatically downloaded to your phone. It's good practice to manually sync the latest data. Do this within the app wherever you are given a **Sync** option to select. If a sync is in progress, the option will be disabled

INCIDENTS

How do I raise an Incident? Follow these three simple steps:

» From the **Duty** page, select the incident you wish to raise

» Enter the information as prompted. This may be either text based or it could be photographs from your camera which you may wish to annotate

» Select **Submit**. Unless you change the status to completed, it will navigate back to where you submitted it. On completion, you will be automatically returned to the **Duty** page

Can I share incidents? Depending upon how your company has set up Timegate, you may be able to share incidents across multiple duties, for example, if you do not complete the incident in your

duty, a subsequent user will be able to book on to the same site and be able to progress the incident

What do the different icons mean when you view incident details? A solid colour person icon is displayed against the update if the incident update was performed via the portal. A double person icon is displayed for shared incident updates completed by another user. No icon is displayed for updates performed by theapp user

How do I see duty incident history? When booked onto a duty, select an **Incident**. Select **History** within it. Within **Briefings**, there is a **Incident History** button that will give you access to **History**.

Can I annotate pictures when I capture them? Yes, all images captured with the camera can be annotated / drawn (with the exception of **those** used for proof of presence)

BRIEFINGS

What is a briefing? A briefing is a rolling 24 hour summary of all activities on a site. Information that is underlined can be selected to drill down and find out more

Do I need to be connected to the Internet for briefings to work correctly? Yes, without a working Internet connection, briefings will not work correctly

TOURS

What is a tour? A tour is a collection of locations that you will undertake on your duty. A tour is selected on the **Tours** page in the Timegate Employee app (from within the Service page). Whilst you follow a tour you will be able to capture information about progress and your duty as it progresses

What's a flexible tour? A flexible tour is one whereby the locations can be visited in any order, rather than in a sequence.

Can I have more than one tour? You can carry out as many tours of the same type or distinct types in a single duty, but, you can only have one active tour of a specific type

How do I do a tour? See A-D below. Please Note: Functions on **Screen C. Location** can be accessed through **Screen B.** buttons

A. Tours / **B. Tour** / **C. Location** / **D. Progress**

1. From the **Tours** page, select the tour that you wish to complete. Those shown above are either **In Progress**, or **Not Started**. For this example, the Flexible **Cleaning FLEX** tour has been selected

2. The different locations will be shown. If this isn't a flexible tour, you will have to visit in order. If flexible, you may wish to select the **Location** that you wish to visit first. In this case the location *Musk* is selected from the list. Your location may be auto scanned (in the background) from this screen to navigate you to your location. An ⚠ is displayed for selection if an Incident is raised

Depending upon the configuration, any notes that are available to be read are displayed on loading this screen

3. Select **NFC** or **QR** tag. Scan using phone camera to confirm presence

4. Add a text **Comment** and / or use the camera to take a **Photo** as required

5. Select **Save**

6. Review your tour progress - **Red** shows unsuccessful visits, **Green** shows successful visits and **Grey** shows no visit

7. Use **Pause** and **Stop** to control the tour

8. Use the **arrow** to return to previous page