# Getting Started Guide

for the freshOps Team App

Download, Login, Create PIN & Complete Profile

1. Use the links to download the **freshOps team App** from either the Play Store or the App Store.
2. Once you've downloaded the app, log in with the credentials provided.
3. When prompted, create a NEW PIN (Personal Identification Number) ***NOTE:*** *this newly created PIN is the PIN you will use from now on, so make sure you remember it.*
4. When prompted add your Profile Photo or Skip. ***NOTE:*** *Profile photos are used to simple differentiate team members easily within the webapp. They are not distributed outside the freshOps environment.*
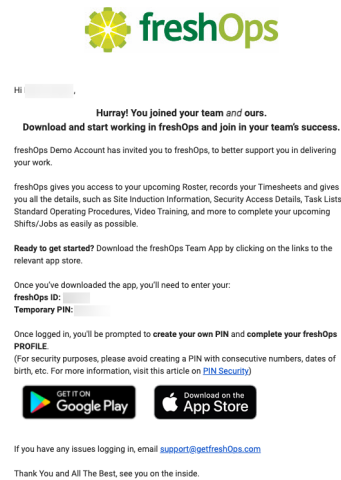
Check-In Types Explained

Within freshOps, your Employer/Supervisor can choose 3 different methods for you to Check-In.

These are;

- **Simple** - When you press Check-In, the app will check you in immediately and collect your GPS location.
- **freshOps Tag** - When you press Check-In, the app will prompt you to interact with the freshOps Tag and collect your location. ***See below for further info.***
- **Verified GPS** - When you press Check-In, the app will check your location first, and IF you are within range of the site, immediately check you in.

![freshOps]
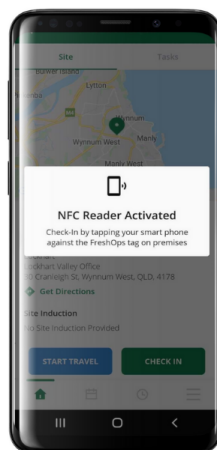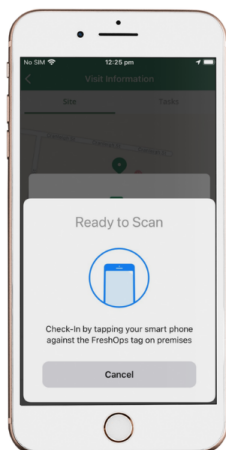
Getting Started Guide

Continued....
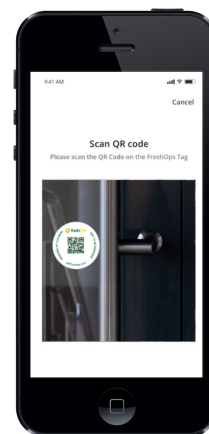
freshOps Tags Explained

The freshOps Tag option, **depending on the installed hardware on your device**, will;

1. Launch your **NFC Reader** and prompt you **TAP & HOLD** your smartphone against the Tag or
2. Launch your **Camera** and prompt you to **SCAN the QR Code** on the Tag

TAP iOS & Android Prompts

SCAN QR Prompt

TAP

SCAN ME

TO LEARN MORE
Watch Video and See it in Action

To learn more about how to TAP the freshOps Tags, please scan the QR Code here to be taken to our help centre, with Videos, Explanations, Gifs, and more about how to use NFC.

Getting Started Guide
Continued....

Check-In & Out of Site & Record your Timesheet

1. Check-In to Site by pressing the **Check In Button** within the corresponding shift. *This automatically records your Check-In and records the Time for your Timesheet.*
2. Check- Out of site by pressing the **Check Out Button.** *This automatically records your Check-Out and records the Time for your Timesheet.*
3. Upon Check-Out, you will be prompted to enter a **Cleaning Report**. *Please record any onsite issues or information here prior to checkout.*
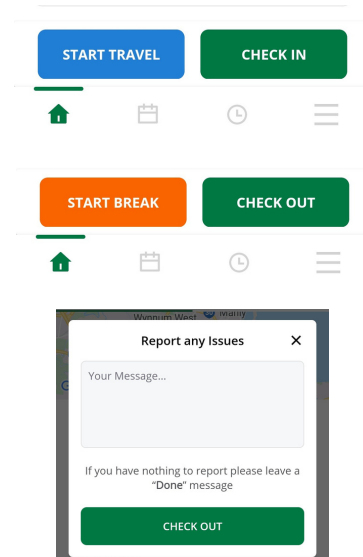
Site Induction & Security Access Details

Site Induction
If your Employer/Supervisor has uploaded a PDF Site Induction you can view this PDF by unlocking access either prior to checking in or while checked in.

Press Unlock and the app will prompt you to either;
- Enter your **freshOps PIN** or
- Use your **Device Biometrics**

Once authorised, the Site Induction PDF will be viewable for you. Site Induction are used to tell you everything you may need to know about the site, this may include, but is not limited to;

- Scope Of Works
- Safe Work Method Statements
- Chemical Safety Data Sheets
- Emergency Evacuation Procedures
- Emergency Contact Details etc.

Getting Started Guide
Continued....

Site Induction & Security Access Details continued....

Security Access Details

If your Employer/Supervisor has entered in Security Access Details you can view these details by unlocking access either prior to checking in or while checked in.

Press Unlock and the app will prompt you to either;
- Enter your **freshOps PIN** or
- Use your **Device Biometrics**

Once authorised, the Security Access Details will appear on the same screen. Security Details are used to tell you the critical information to help you enter a premises, this may include, but is not limited to;
- Security Codes
- Disarming & Arming Procedures
- Light Switch or AC/Heating Controls
- Security Monitoring Contact Details and Voice Codes
- Specific Open & Lockup steps or processes etc.

NOTE: *These details appear for 1 minute and then become locked again for security purposes.*

Site Induction

| 📄 View Documents | Unlock |

Security Access Details

Security Code: 1234

DISARMING PROCEDURE: CODE THEN PRESS #
ARMING PROCEDURE ; PRESS ON

KIGHTSJ5YJ5YY

Do this now.

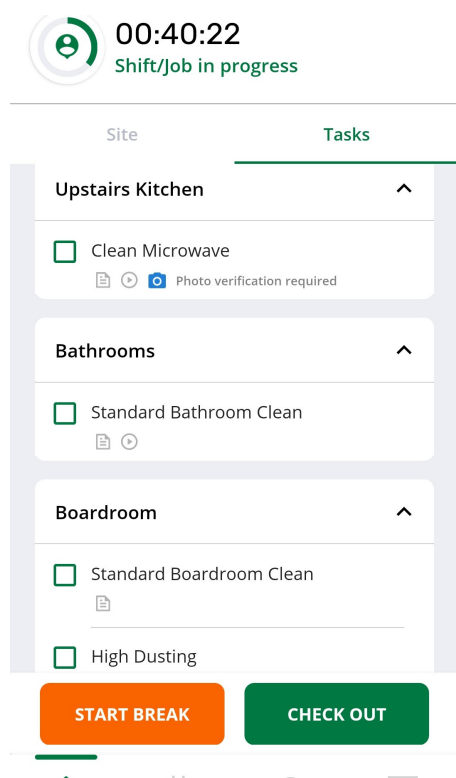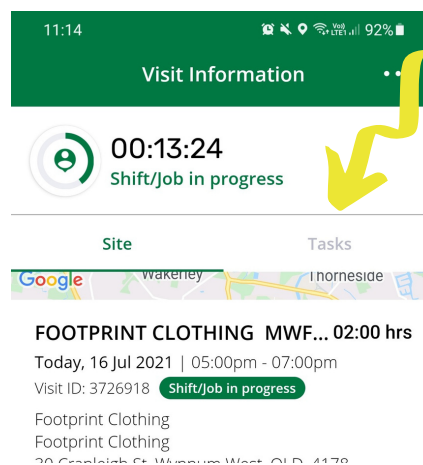| START BREAK | CHECK OUT |

Getting Started Guide
Continued....

Tasks Lists & Verification

View Tasks

The **Task Tab** can be accessed prior to or after checking into a Site/Shift by Clicking the Task Tab or Swiping Left.

This displays all the Tasks required of you on this particular shift.

```
11:14                    🔔 ✈ 📍 📶 92%🔋
         Visit Information            • •

    🕐   00:13:24
         Shift/Job in progress

    Site                      Tasks

Google    Wakerley    Thornside

FOOTPRINT CLOTHING  MWF... 02:00 hrs
Today, 16 Jul 2021 | 05:00pm - 07:00pm
Visit ID: 3726918   Shift/Job in progress

Footprint Clothing
Footprint Clothing
```

```
    🕐   00:40:22
         Shift/Job in progress

    Site                      Tasks

Upstairs Kitchen              ⌃

  ☐  Clean Microwave
     📄 ▶ 📷 Photo verification required

Bathrooms                     ⌃

  ☐  Standard Bathroom Clean
     📄 ▶

Boardroom                     ⌃

  ☐  Standard Boardroom Clean
     📄

  ☐  High Dusting

  START BREAK      CHECK OUT
```

Complete Tasks

Tasks are grouped by the location in which they are to be performed.

- Expand the locations to **View Tasks** for that location. *Locations refer to the specific room/area that needs that task performed within the premises.*
- Mark the Tasks complete with the **Checkboxes** as you complete them.
- **Verify Completion of the Task** if prompted

Getting Started Guide
Continued....

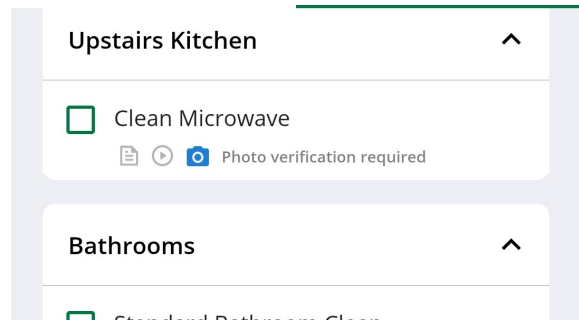## Tasks Lists & Verification continued....

Verifying Completion
Your Employer/Supervisor may choose to have further proof of task completion by requesting additional verification. These include;

- **Photo Verifications** - Take a photo of the task or area after cleaning or performing the task
- **freshOps Tag Tap** - Scan the freshOps Tag assigned to that area or location as proof of location within the premises.

Additional Verification is indicated with the type in blue.

When you tick the Checkbox, the app will prompt you to **Take a Photo** (Photo Verification) or **Scan a freshOps Tag** (Tag Verification).
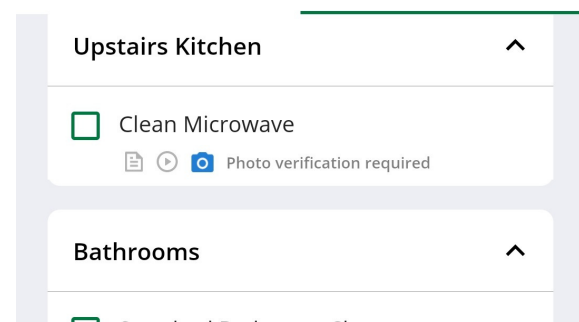
Upstairs Kitchen	^
☐ Clean Microwave	
📄 ▶ 📷 Photo verification required	

Bathrooms	^
☐ Standard Bathroom Clean	

Task Instructions & Comments

Instructions
Your Employer/Supervisor can upload PDF & Video Instructions to assist you with the procedure for completing specific tasks. **IF** these are available, they are indicated by the Document and Play Icons seen here.

Click the Task to view the **Task Details Screen.**

Upstairs Kitchen	^
☐ Clean Microwave	
📄 ▶ 📷 Photo verification required	

Bathrooms	^
☐ Standard Bathroom Clean	

Getting Started Guide
Continued....

Task Instructions & Comments continued...

Task Details

Within the Task Details, you can;

- Read the PDF Instructions (Standard Operating Procedure)
- Watch the Training Video
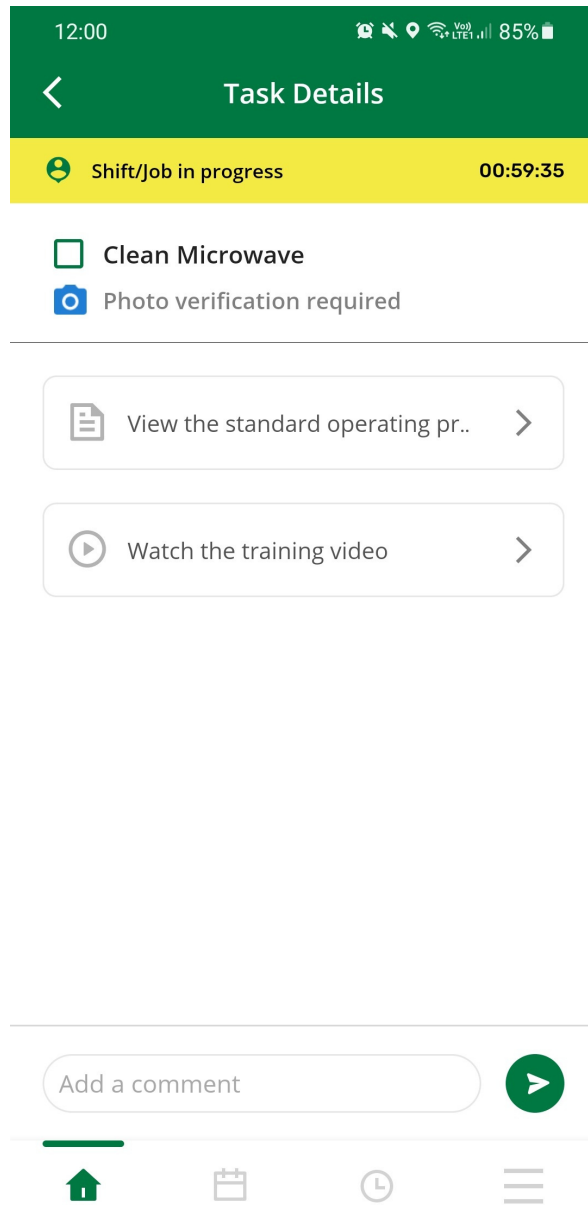- Add a Comment about the Task.

Task Comments

Task comments are there for you to comment on and report specific information about this task.

IF you cannot complete a task, record here why, so your employer/supervisor has a documented reason, rather than them calling you the next day and asking why.

In most cases, you can never record too much detail. Use the task comments and cleaning report to record as much information about the clean and the duties you performed.

This will save both you and your supervisor countless hours recounting what happened on a clean.
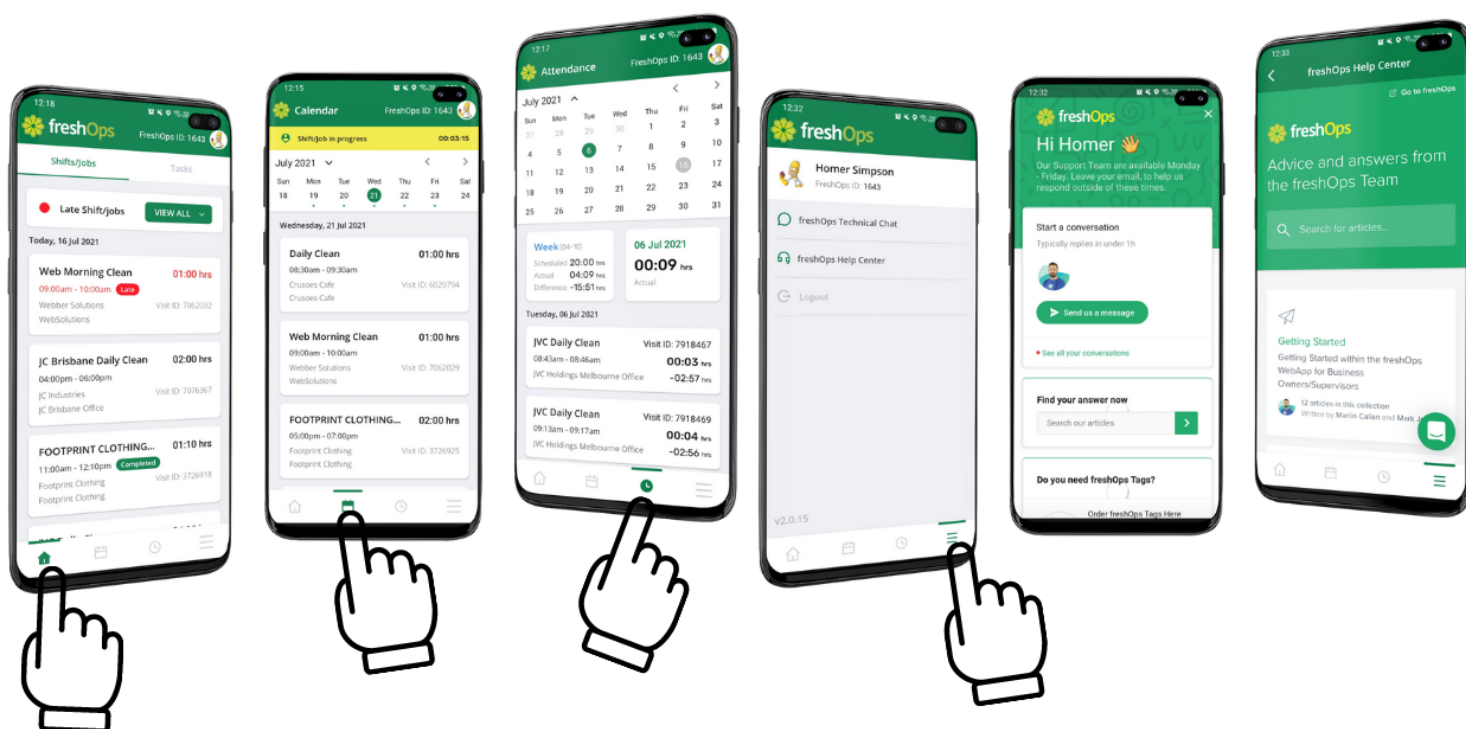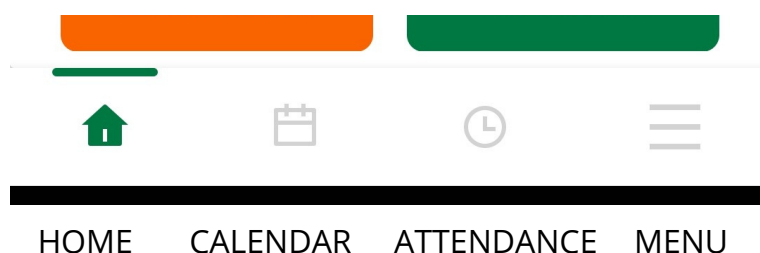
Getting Started Guide
Continued....

Calendar, Timesheets & Menu

HOME   **CALENDAR**   **ATTENDANCE**   **MENU**

We take our customer support very seriously. So we want you to reach out to our team directly if you are having **technical issues** with the apps.

Who knows the apps best? Our Support Team.

In the bottom right of the apps, click the menu and start a conversation with our Support Team.

Remember, be specific and detailed in your description of what is happening.
"app doesn't work" doesn't help anyone.