

Overview

This document is to advise you on what you need to do, if anything, if you are closing your stores following government guidelines on COVID-19 recommendations.

Closing Stores, leaving Tills and/or BOPCs on and Subscribe to Cybertill Management Service

Required Steps

If you are closing all your stores but are leaving your tills / BOPCs that we manage powered on, then you do not need to take any further action. If you have taken out one of our Retail Health services, then this will remain business as usual and we will continue with the services purchased and manage your windows patching and virus security updates

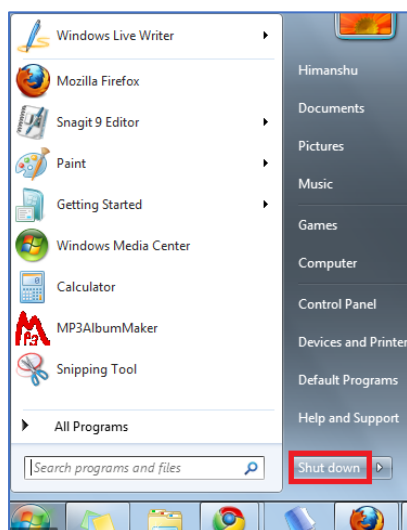
If you are closing all your stores and are looking to power everything off, then we advise the following:

Retail Health - If you have taken out one of our Retail Health Services notify Cybertill via e-mail to your Account Manager to let them know which scenario best fits your situation. Then complete Step 1 below

Standard Support – On each machine, ensure all work is saved, your company required End of Day process is complete (if applicable) and then shut down windows through the usual safe methods.

Windows 7

Press the windows key on your keyboard and you will see a screen like below pop up. Click shutdown as per the screenshot

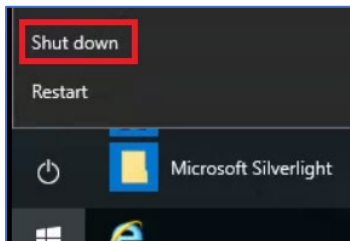


Windows 10

Press the windows key on your keyboard and click the 'Power' button that appears



Click Shutdown



Steps Required When Stores Re-Open if you have powered off your till / BOPC

Retail Health - If you have taken out one of our Retail Health Services notify Cybertill via e-mail to your Account Manager to let them know which scenario best fits your situation. Cybertill will then complete any backlog patches required for the machines and will ensure all services are brought up to date.

Standard Support – Due to these machines not being managed by our Retail Health service, we would maybe recommend powering your machines back on the day before the official shop re-open if possible to allow any updates to applied before your trading hours.

Step 1 - Power on your tills / BOPCs along with any peripherals (e.g. Receipt printers, Chip & Pin PED's, Label Printers, external Monitors) as usual and recommence trading.

Who do you contact if you experience any issues?

If you experience any issues completing the above steps or you have any questions you can direct them into the Service Desk:

E-mail – support@cybertill.co.uk

Phone – 0844 855 1600 (option 1)

Or you can contact your Account Manager and they will assist where they can.

Cybertill Technical Operations