

HotSOS

Basics

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HotSOS Basics Introduction

HotSOS is designed to work with browsers, tablets and smartphones. Based on customer feedback, much thought and innovation has been put into the latest release of HotSOS (3.0) ensuring a product rich in functional features with cleaner, easy-to-read, intuitive screens creating a robust and versatile tool for teams and leadership alike. Information, critical to the efficient operation of the hotel, is at the fingertips of all HotSOS users.

The intent of this guide is to present these features and functionality that are basic throughout HotSOS regardless of what type of device or what module(s) are available.

Fashion Forward

We cannot mention HotSOS 3.0 without pointing out the new 'runway-ready' look. The User Interface (UI) has been redesigned into a clean, sleek presentation, larger, easy-to-read print, better use of white space, more intuitive details, just inviting the user to explore, less clutter and more logical navigation.

Let's take a look at some of the innovation.



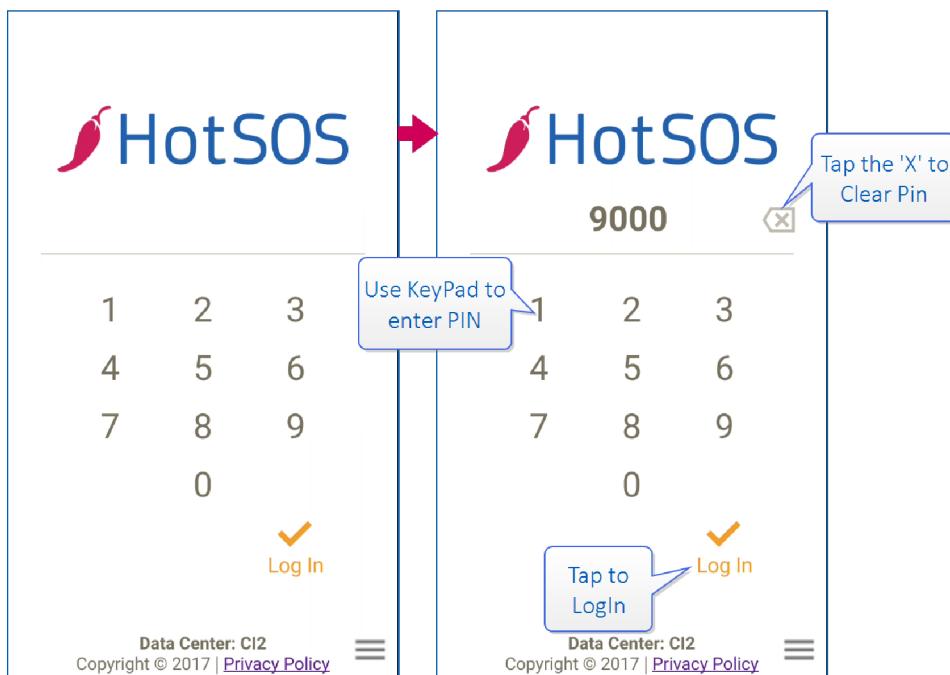
Screenshots seen throughout the documentation use tablet format unless noted otherwise.

Login to HotSOS Mobile

Launch HotSOS Mobile:



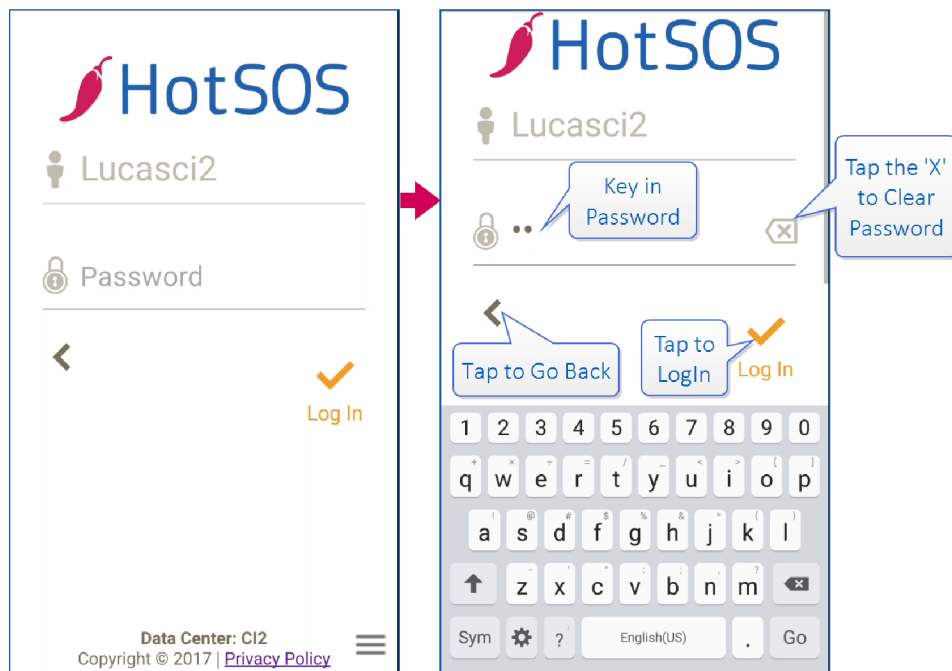
- Tap the HotSOS icon on the device:
- Using the keypad
 - Enter the assigned PIN number
 - As you begin to key, an 'X' will appear to the right
 - Tap the 'X' to clear and start over
- Tap the '✓' below PIN pad to continue



The Data Center for the property is noted at the bottom of the screen as is the Privacy Policy

- Tap Privacy Policy link to review

Some users with administrative rights will be prompted to log in to HotSOS with their assigned userid and password:



- Enter Login if not already pre-filled*
- Enter Password*
 - As you begin to key in your information, a gray 'X' will appear to the right
 - Tap the 'X' to clear and start over
- Tap the '✓' to complete login

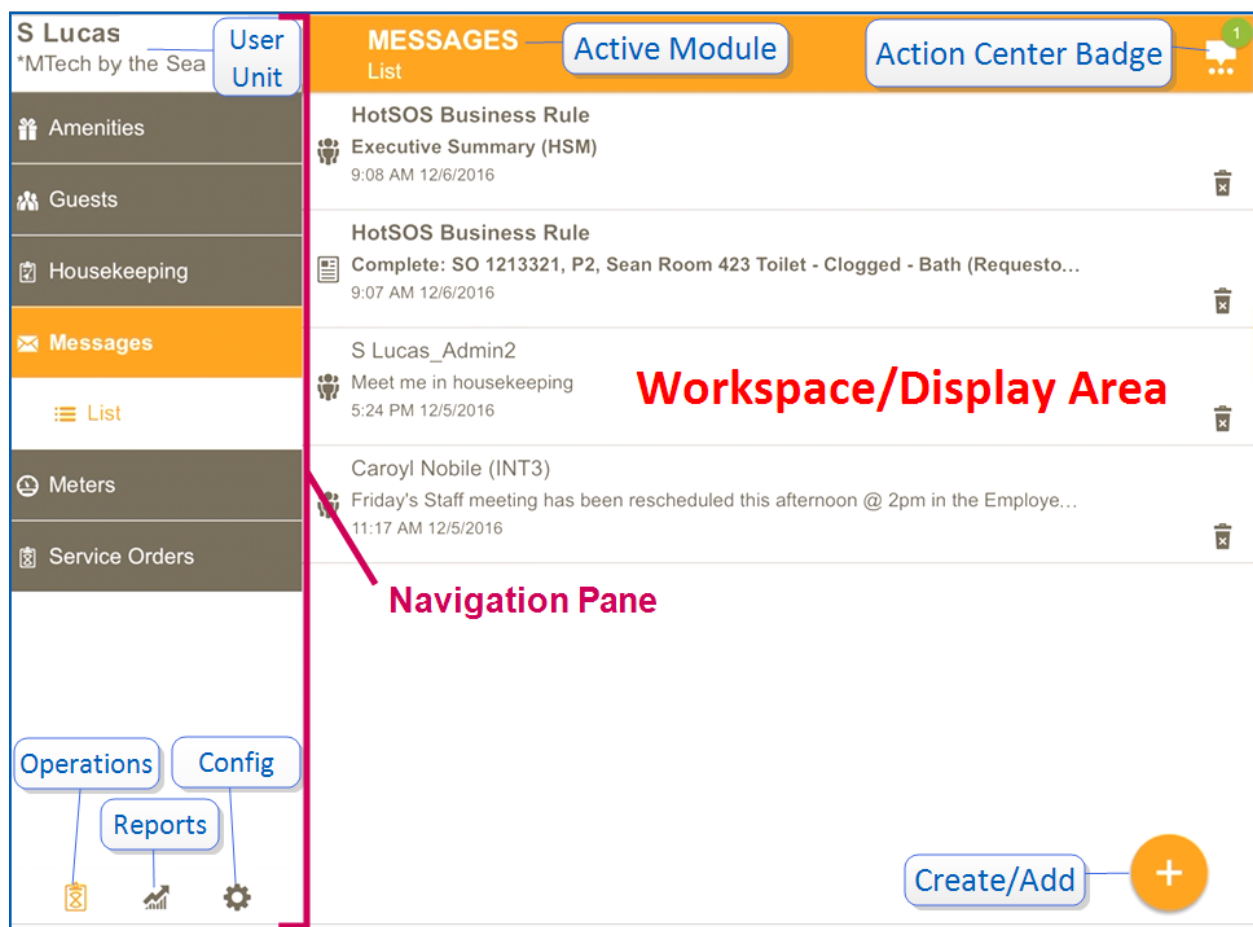
* Contact HotSOS Administrator if uncertain of either login or password

HotSOS At-a-Glance

When you first log in to HotSOS Mobile, the screen opens in the Messages Module. Upon logging in from that point forward, HotSOS will open the last module you were in when you logged off.

Familiarize yourself with the HotSOS mobile device layout. It will be slightly different between tablet and smartphone format, however the basics are the same. (Smartphone screenshots follow this section).

Tablet



Let's look further at what this screen displays:

Navigation Pane:

- The Navigation Pane houses the modules associated with the three module categories at the bottom:



Operations: The Operations Modules provide users with the platform for managing the workload whether in Housekeeping , Engineering, In Room Dining, Front Desk.

Operations Modules include

- Amenities Module
- Guest Module
- Housekeeping Module
- Meters Module
- Messages Module
- Service Orders Module



Reports: Users with Unit Performance Analyst role, will have the Reports Module available and can run any of the vast array of available reports.

Reports available differ between HotSOS and HotSOS Mild and will be discussed in the Reports Module.



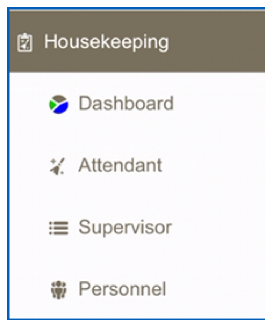
Config: HotSOS administrators are able to access and manage the data base configuration through the modules residing within. The roles assigned to the administrator will determine which of the modules is available.

Configuration Modules include:

- Issues Module
 - Locations Module
 - Meters Module
 - Personnel Module
 - Schedules Module
-
- Unit/User: the logged in user and the unit they are logged in to
 - Active Module: this title bar will show which module and module subset has been selected. When we reference a *subset* of a module it refers to additional features available, most often based on roles assigned to a user.

EXAMPLE:

Under the Housekeeping Module, there are four module subsets:

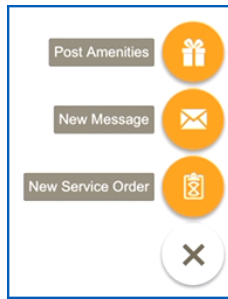


The name of the selected module subset is displayed in the title bar:



You'll always know where you are!

- Action Center Badge is discussed in more detail later.
- Workspace/Display Area. Module selected will be presented here. Each module's features and functionality are discussed in its own manual.
- Create/Add Floating Button. The gold plus is not new in HotSOS. Seasoned HotSOS users know it means 'Create' or 'New' in whichever module it is presented. However, in HotSOS 3.0, the button has been redesign and relocated. It floats in the lower right corner of the screen.
 - The Create button opens three additional options:
 - New Service Order
 - New Message
 - Post Amenities

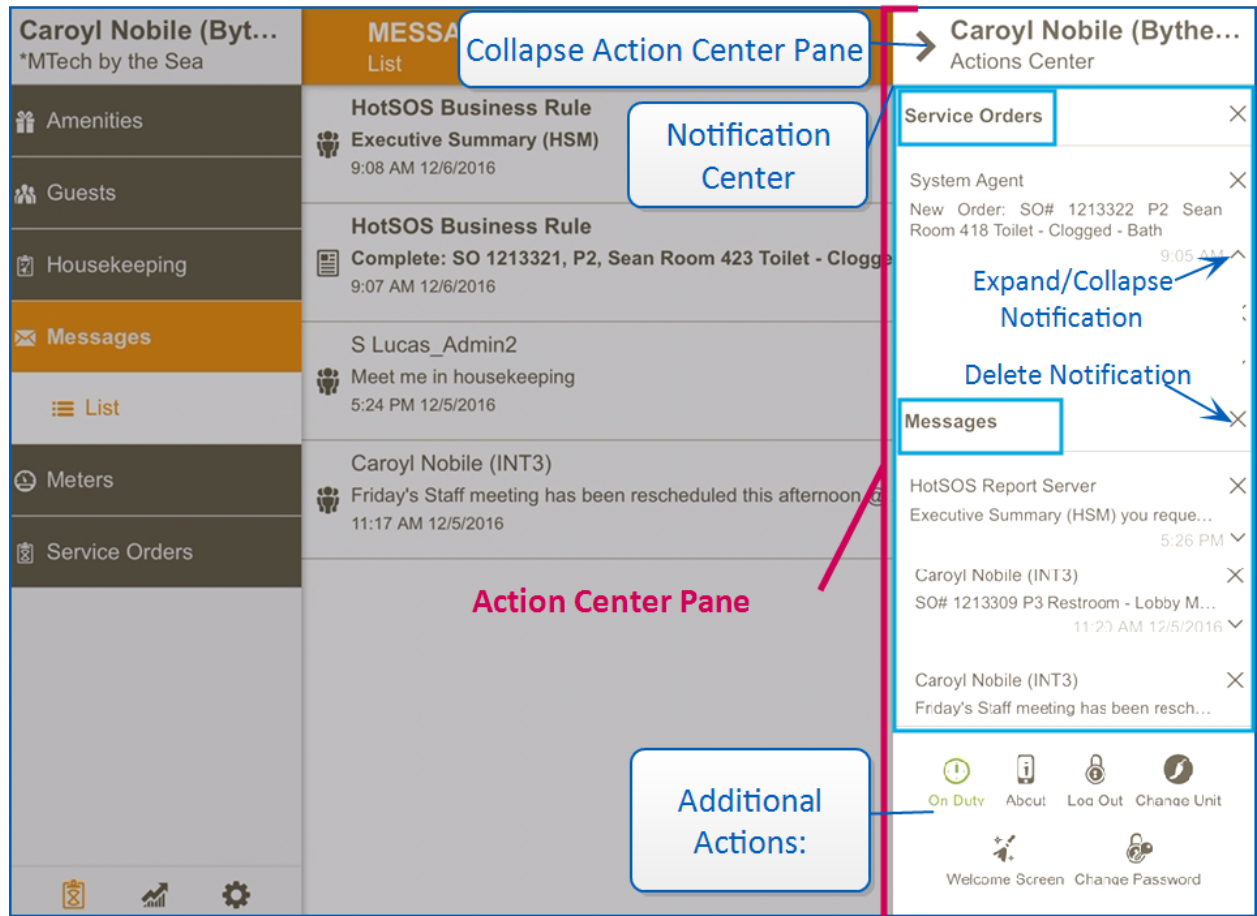


Present in each of the Operational modules, this feature lets users create new Messages, Service Orders or post Amenities quickly and efficiently without leaving the module they are in.

Action Center Pane :

On the right, the Action Center contains notifications a user receives and provides access to a number of standard actions.

- Tap the Action Center Badge to expand the right pane.
 - Tap the right arrow to collapse the Action Center



Prior to opening the Action Center, you may have seen a **number bubble** on the Action Center Badge. This indicates there are 'n' *unread* messages in notifications

Notifications:

There are two types of notifications:

- Service Orders
- Messages

Service Orders

Service Orders will appear in the Action Center notifications, when they have been dispatched in any one of the following manners:

Business Rules:

- Direct to Person
- Direct to Team

System Agent:

- Assign Team with Direct to box selected

When a Service Order is selected from the notifications, HotSOS will open the Service Order Details in the Service Orders Module.

Messages

Messages in the Action Center notification may be sent by any of the following methods:

Business Rules:

- Send Message on Event

HotSOS Report Server:

- Reports generated from Reports Module

Messages:



- Send Messages
 - HotSOS Thick Client (Orders Console/Send Message)
 - HotSOS (Mobile) users
 - Messages Module
 - SO Module (SO Details/Notify)
 - When the entry is tapped, HotSOS will open in the Messages Module, however, tap the Service Order from within the message, HotSOS will open the SO Details in the Service Orders Module

When an individual message is tapped, the message or message thread** will open in the Message Module.

** Message 'thread' is a conversation between two HotSOS users. Each new message sent between them will append to an existing notifications entry until the thread is deleted.

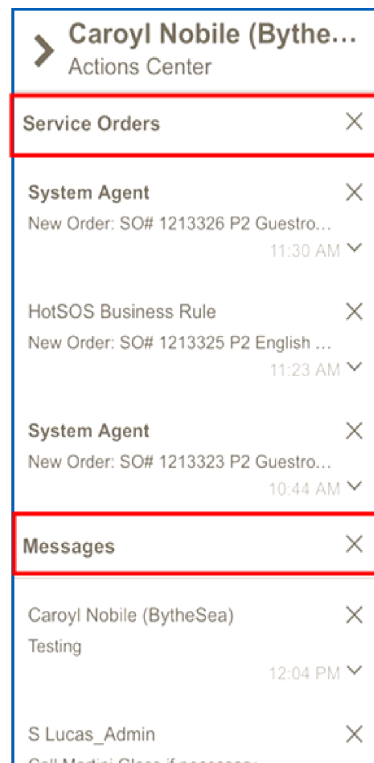
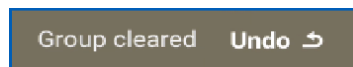
Actions

— Expand/Collapse Entries

- Tap the up arrow  to expand the entry so the first line is displayed in its entirety.
- Tap the down arrow  to collapse the entry

— Delete Entries

- Single Entry:
 - Tap the 'X' to the right of the individual Message or Service Order
- All Service Order or All Message Entries:
 - Tap the 'X' to the right of the desired Notification type and all entries beneath the type will be deleted.
 - A pop-up message (** see Toast) will appear as follows, giving the user the opportunity to 'Undo' an erroneous deleter:





When an entry is deleted from either notification type, it is *only* the notification that is deleted. The actual Service Orders or Messages will remain available in their respective modules.

Additional Actions

At the bottom the icons are available to perform standard application functions:



On Duty

To receive notifications, the user must be 'On Duty'.

When the user logs in, HotSOS puts the user 'On Duty' as part of the login process so the user is ready to receive Service Order alerts and messages.



Off Duty

Off duty users receive no alerts for incoming messages or directed Service Orders. Typically 'Off Duty' is done for lunch breaks, meetings etc. Follow company protocol.



About

Two categories:

Information:

- Version
- Data Center
- Unit

File Storage:

- Attached Files (total number)
- Used Space
- Free Space
- Capacity



Log Out

At the end of day/shift, user logs out of HotSOS. Logging out sets the user 'Off Duty'



Change Units

Properties sharing resources (Engineers, Housemen, Room Attendants, etc), will be able to receive alerts from all associated properties. They can change which unit they are in when ready to perform a task at that property.



RA Welcome
Screen

A welcome screen can be created for the Room Attendants with relevant information and/or instructions. Tap this icon retrieve the Welcome Screen to review the infirmity.



Change
Password

Change password as directed by property. (See Change Password details). Follow company protocol.

Smartphone

In HotSOS 3.0, the application has been designed so its features and functionality are the same regardless of the device being used. Unlike prior releases, all modules are operational on both tablets and smartphone devices. The smartphone display size adjusts accordingly and can only be viewed in portrait mode.











The smartphone presentation collapses (hides) both the Navigation and Action Center (they are just a 'tap' away), providing a clean, unobstructed view of the workspace/display area:



Common Icons in HotSOS

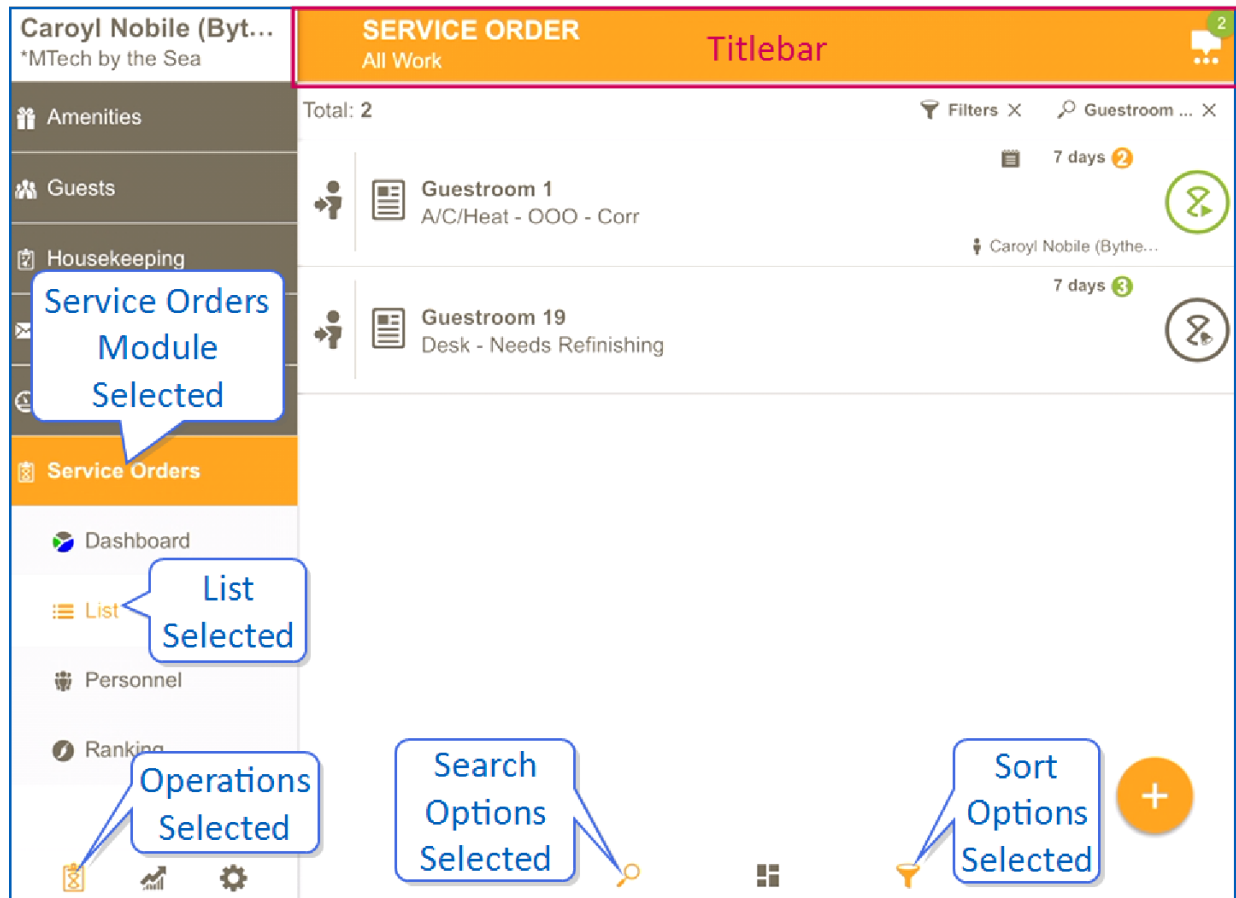
As we become immersed in the digital and electronic world in many facets of our lives, icons rapidly assume a role in doing business. We see it in restaurants, retail, even road signs so it is no surprise that HotSOS Mobile relies heavily on icons as they permit users from all over the world to immediately and seamlessly work with HotSOS Mobile and the modules within.

New in HotSOS 3.0, we also accompany many of the icons with the term identifying function performed.

HSM Common Icons			
	Save/Accept Action		Cancel Action
	Create within Active Module		Filter/Sort
	Search within Active Module		Refresh
	'Back' to Previous Screen		Ellipsis: More menu items available
	Apply Selection		Clear

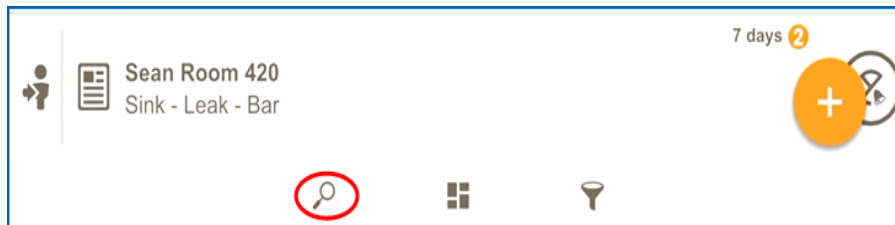
Active or Selected

In HotSOS, active or selected module, filters, sorts etc. will at be displayed in **Gold** or **Orange** (depending computer resolution). This provides a great visual to let the user to know where they are in the product and what filters, etc are set:



HotSOS Search

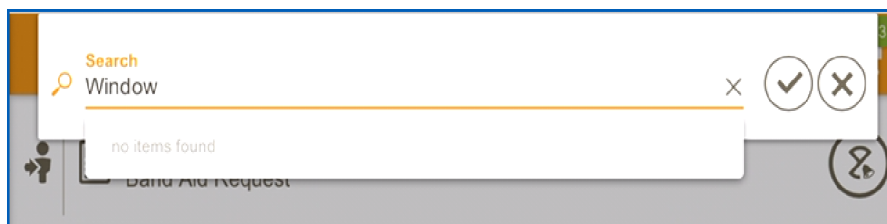
HotSOS 3.0 has improved the search feature within the modules. The Search icon, a magnifying glass found in the taskbar at the bottom of each applicable module, initiates a search for the specified criteria within the module only.



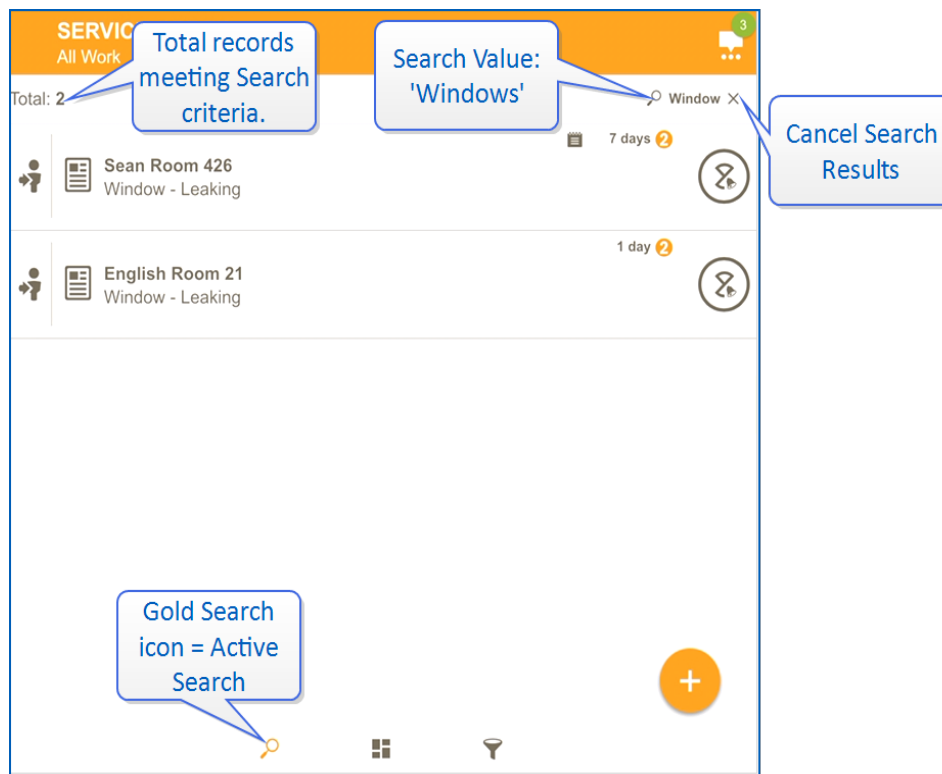
Perform a Search

Tap the Search icon

- In the entry that opens at the top of the screen, key in the search criteria, partial or in its entirety
- Tap the '✓' to the right to apply the search
 - Tap the 'X' to cancel action



Search Results:

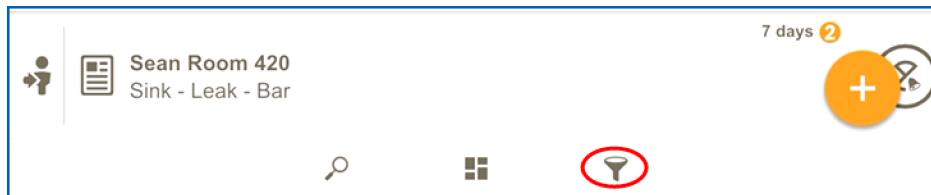


- Tap the 'X' to the right of the search criteria to cancel the search and return the view to its original display.

HotSOS Sort

HotSOS 3.0 redesigned the sort function within the product. While each module has its own sort criteria which will be discussed in detail in the individual module manuals, the process is the same.

The Sort icon, a funnel found in the taskbar at the bottom of each module, presents the sort options applicable to the module when selected




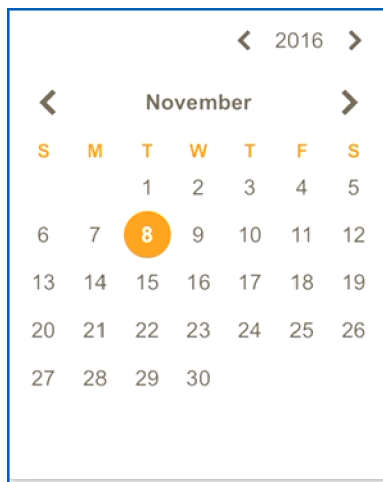
Perform Sort

- Tap the Sort icon
 - A drop-down is presented with the sort options associated with the module
 - These can be used in any combination to present the view as needed

A screenshot of the 'SERVICE ORDERS - ALL WORK' filter menu. The menu has a title bar with a checkmark and a close button. Below the title bar is a 'Filter' section with a 'Clear All' button. The 'Sort' section includes a 'By' dropdown set to 'Priority', an 'Order' dropdown set to 'ASC', and a 'Date from' field set to '3/10/2017' and a 'Date to' field set to '4/10/2017'. There are also checkboxes for 'Guest Related Only' and 'Escalated Orders Only'. At the bottom, there are dropdowns for 'Priority' (set to 'All'), 'Status' (set to 'Open'), and 'Order Type' (set to 'All').

Rules of the Sort

- The  to the right of any option, expands to reveal the available selections
 - Tap the desired choice from the list
 - Some lists may have multiple choices
 - Select/Deselect as necessary
- Check boxes may also be displayed
 - Tap to check the box for inclusion
 - Tap a second time to remove the checkmark to exclude
- Dates/Date Range:
 - Date From/Date To:
 - Tap the calendar icon



- Year: use the left/right arrows to adjust the year
- Month: use the left/right arrows to adjust the month
- Tap calendar date to select the desired 'from' or 'to' date
- When the sort options have been selected
- Tap the '✓' at the top to apply selections
- Tap the 'X' to exit the Sort function

Sort Results:

Resulting sort might look something like this:

The screenshot displays the Amadeus HotSOS interface. At the top, an orange header bar contains the text "SERVICE All Work" and a "Total: 26" label. A callout box points to the "Total: 26" label with the text "Total records meeting Sort criteria." To the right of the header, a "Sort Filters Set" callout points to a "Filters X" button. Another callout box points to the "Filters X" button with the text "Cancel Sort Results". The main content area is a list of service requests, each with a person icon, a document icon, a room name, a description, a duration, and a sort icon. The first item is "Guestroom 12 DachSO" with a duration of "17 days" and a red sort icon. The second item is "Guestroom 12 A/C/Heat - Noisy" with a duration of "7 days" and a green sort icon. The third item is "English Room 21 Sink - Leak - Bar" with a duration of "7 days" and a green sort icon. The fourth item is "Sean Room 420 Sink - Leak - Bar" with a duration of "7 days" and a green sort icon. The fifth item is "Guestroom 18 Clock Radio - Broken/Missing" with a duration of "7 days" and a red sort icon. The sixth item is "Guestroom 15" with a duration of "7 days" and a green sort icon. A callout box points to the green sort icon for "Guestroom 15" with the text "Gold Sort icon = Active Sort".

Room	Description	Duration	Sort Icon
Guestroom 12	DachSO	17 days	Red
Guestroom 12	A/C/Heat - Noisy	7 days	Green
English Room 21	Sink - Leak - Bar	7 days	Green
Sean Room 420	Sink - Leak - Bar	7 days	Green
Guestroom 18	Clock Radio - Broken/Missing	7 days	Red
Guestroom 15		7 days	Green

Required fields

Since its inception, HotSOS flagged *required* fields with an asterisk (*). In HotSOS 3.0, the asterisk has gone the way of the dodo bird and been replaced with sleek, clean presentation. Each required field has a red entry line and the word, 'required' beneath it also in red:

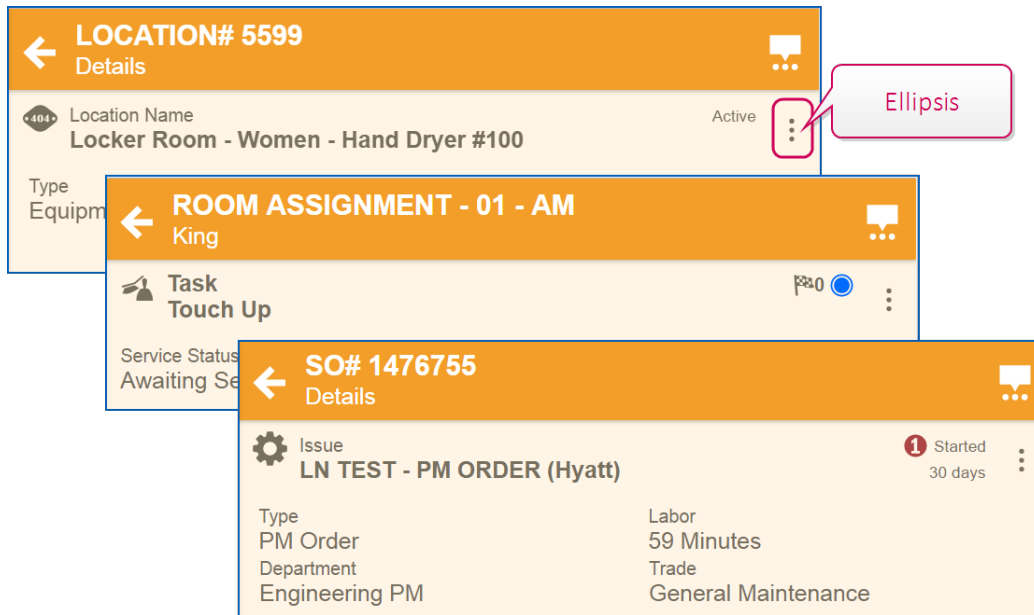
required

EXAMPLE:

The screenshot displays two overlapping forms in the HotSOS 3.0 interface. The top form, titled 'ISSUE Create', contains several fields: 'Code' with the value '100457', 'Issue Type' (a dropdown menu), 'Priority' (a selection of five colored circles, with the first red circle selected), 'Issue Name', 'Department' (with a person icon), 'Hours', and 'Allow Duplicates'. The bottom form, titled 'SERVICE ORDER Create', contains an 'Issue' field and a 'Search Standard' section with four icons: 'Guest Requests', 'Light', 'Ceiling', and 'Safe'. In both forms, the 'Issue Name' and 'Issue' fields are marked as required with a red underline and the word 'required' in red text below the field.

Ellipsis

The ellipsis is present in many of the module List Details. Tap the ellipsis menu (top right side of card) to display available function(s) within the module:



- Config -
 - Issues List - Edit/Copy
 - Amenity List - Edit/Copy
 - Locations List - Edit/Copy
 - Meters List - Edit/Copy
 - Personnel List - Edit/Copy/Change Password
 - Schedules List - Edit (schedule time/assignee)
- Operations
 - Housekeeping Supervisor List - Edit
 - Service Order List - Edit/Notify/PDF

(See corresponding manual for more details).

Step Indicators

New in HS 3.0, are 'Step Indicators' designed to guide the user (HotSOS Administrator) through creating or adding information in Config in a logical order.

EXAMPLE:

In this example, a Location is being created. The first item to be addressed is the Location Details. Required fields (in red) must be filled in properly. No other options will become available until the Location Details have been completed.

The image displays two screenshots of the 'LOCATION Create' form, illustrating the state of step indicators during the creation process.

Top Screenshot (Initial State):

- Step Indicator:** A gray circle next to 'Location Details'.
- Location Details:**
 - Code:** 8787
 - Location Type:** Equipment (with a red 'X' icon)
 - Location Name:** (empty, with a red underline and the word 'required' below it)
- Other Steps:** Fields (10), Areas (Optional), and Languages (Optional) are listed with gray step indicators.

Bottom Screenshot (Completed State):

- Step Indicator:** A gold/orange circle next to 'Location Details'.
- Location Details:**
 - Code:** 8787
 - Location Type:** Equipment (with a red 'X' icon)
 - Location Name:** Air Handler - SW #2 (with a gold/orange underline)
- Other Steps:** Fields (10), Areas (Optional), and Languages (Optional) are listed with gold/orange step indicators.

Annotations:

- Top Screenshot:** A callout box points to the gray step indicator: "Step Indicator icon is grayed as there are required fields that must be filled in:"
- Bottom Screenshot:** A callout box points to the gold/orange step indicator: "Step Indicator icon is changes to gold/orange when all required fields have proper data:"
- Bottom Screenshot:** A callout box points to the gold/orange step indicators for 'Fields', 'Areas', and 'Languages': "Once required information is entered for the first Step Indicator, the next required Step Indicator becomes active. If all required data has been entered, HotSOS will make Step Indicators active for any optional entries."

EXAMPLE:

Step Indicators (or Steppers) as seen in other Config modules:

The image displays four overlapping 'Create' forms for different entities in the HotSOS system:

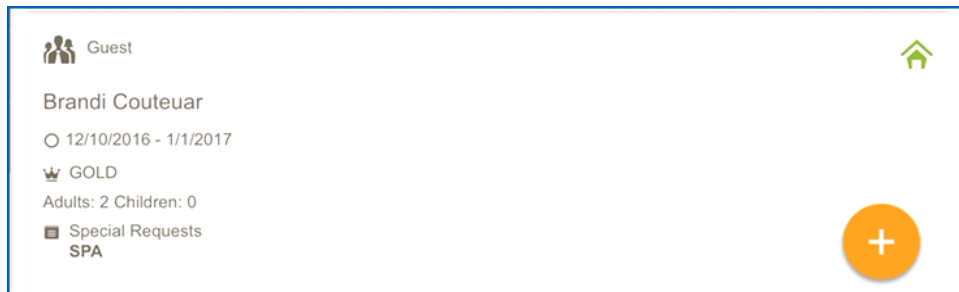
- ISSUE Create:** Features a 'Priority' field with a required label and a selection of five numbered circles (1-5).
- LOCATION Create:** Includes a 'Location Details' section with a 'Code' field (value: 100097) and a 'Location Name' field (required).
- AREA Create:** Includes an 'Area Details' section with an 'Area Name' field (required).
- METER Create:** Includes a 'Meter Details' section with a 'Meter Name' field (required), a 'Minimum Daily Readings' field (value: 1) with minus and plus buttons, a 'Reading Time #1' field (required), and a 'Reading Types' section.

Each form has a sidebar on the left with various settings and a top bar with a 'Create' button and a close icon (X).

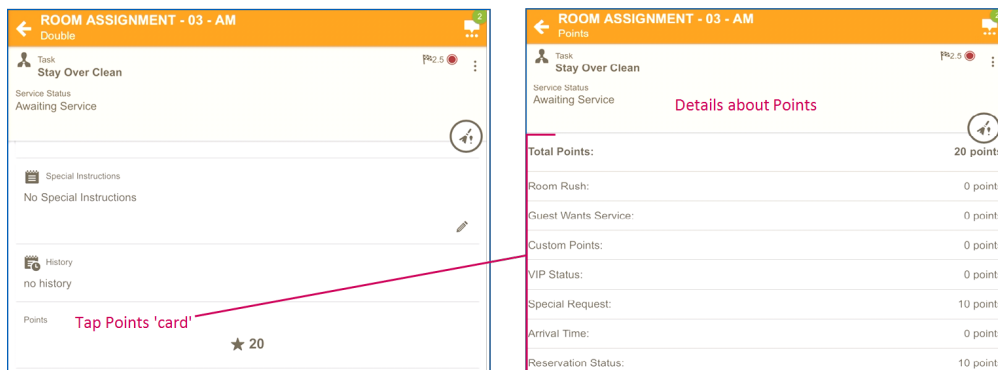
Cards

Introduced in HotSOS 3.0, the 'card' concept is found in a number of screens throughout Operations and Config as a way of organizing what might otherwise be an overwhelming amount of information. Further, the cards encourage the user to 'explore'; they entice the user to 'tap and see'. Cards serve multiple purposes:

- Information
 - Some cards are designed to be information only. When tapped they do not 'open'.



- Drill-Down
 - Other cards offer more information. Tap the card to open.



- Action
 - And still others provide additional interactions to edit and/or add:
 - Remarks
 - Attachments
 - Costs
 - Room Assignments

- Steps
- UDF (User-Defined Fields)
- etc

EXAMPLE:

Because cards have clear delineation, information is easy to find and the clean presentation makes it easy to read. Cards are distinguished by the light border around them as is seen here:

ISSUE# 100433
Unit

Issue Name: **CJN Electric Tooth Brush PM** (Active)

Type: PM ORDER
Department: Engineering PM

Labor: 15 Minutes
Trade: General Maintenance

Cards (indicated by arrows pointing to the bottom row of cards)

Steps: 6	Standards: 0	Languages: 0
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Or the top and bottom borders as seen in this

SO# 1213311
Details

Issue: **A/C/Heat Too Hot** (Stopped 12 days)

Type: Service Order
Department: Engineering

Labor: 15 Minutes
Trade: General Maintenance


Location: New PMS Room 17

Personnel: Reporter: Kourosh Taheri (Int)
Assigned: Caroyl Nobile (BytheSea)
Team: BTS Engineering Team

Remarks: Done what I could. Can't get this adjusted. Please check it out.
S Lucas_Admin
10:19 AM 12/7/2016

Each 'card' is separated by borders (indicated by arrows pointing to the borders between sections)

Attachments: 0	Steps: 0	Costs: 0.00
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Tap the back icon  to return to the previous screen


Pop-ups (a.k.a. 'toast')

Only in development would a term like 'Toast' be used, but truth be told, that's precisely what comes to mind when a 'pop-up' is generated in HotSOS.

Pop-ups are designed to give the HotSOS user an indication that an action has been successful, such as sending or creating a Service Order. These pop-ups only appear for a few seconds and then they fade.

EXAMPLE:

Creating Service Orders:

A dark grey rectangular toast message with white text. The text reads "SO #1480793 Created" followed by a vertical bar and the word "NEW" in all caps.

Message Module or 'Notify' from Service Orders Module:

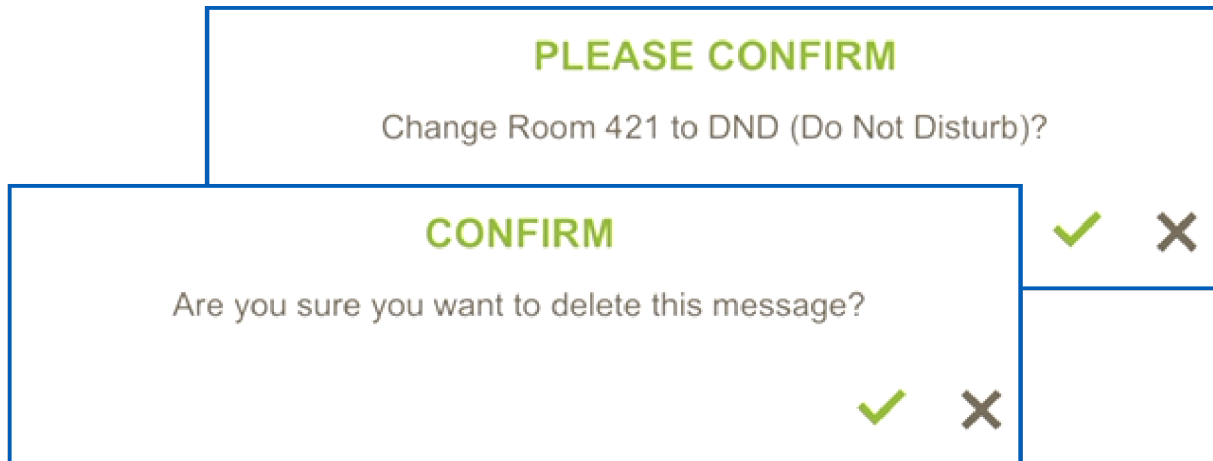
A dark grey rectangular toast message with white text. The text reads "Message Sent".

Action Center Notifications:

A dark grey rectangular toast message with white text. The text reads "Group cleared" followed by the word "Undo" and a left-pointing curved arrow icon.




Confirmation

Some actions may require confirmation before they are applied. When this is the case, HotSOS will present a drop-down indicating the action to be taken and requiring the user to confirm:



- Tap the '✓' to confirm
 - Tap the 'X' to cancel action

Closing HotSOS App

- After logging out, it's good to develop the habit of closing the HotSOS application:
 - iOS - 
 - Double-tap the home button
 - Swipe the HotSOS app toward the top of screen
 - Android - 
 - Select the 'Recent App' button (right of the Home button on taskbar at bottom of screen)
 - On the minimized HotSOS app, do one of the following:
 - Tap the 'X' in the upper right corner
 - Swipe the application to the right
 - Windows - 
 - Tap & Hold the 'Back' key
 - Tap the 'X' in the upper right corner of the HotSOS app

Q&A

Throughout the documents commonly asked questions are presented with the answers:



The user's question



Support Answer