

EVERYMAN CINEMAS – OSTARA ENGINEER GUIDELINES

Operatives must download Ostara mobile app from the Google Play Store and log on using the following details:

Username: Masterfix.Mobile

Password: Masterfix1

Once on site, engineer will need to scan the barcode they have there in order to start the job. The manager can then guide you on what action to select once done e.g. job complete, set to quote, revisit etc.. Before and after photos are to be taken using the Ostara app

Engineers Guidelines to Ostara

What is Ostara mobile?

- An App which is used on mobile devices and allows Ostara facilities management software to be used by field teams when at a client's site
- It has no cost to you and is simple to use

QR codes

- All Celesio sites will now have a unique building QR code.
- Once the engineer has scanned this QR code, the Ostara Mobile App will then know where they are located.
- The engineer will then be shown work orders for your contractor requiring attendance at this site.
- NOTE – QR codes will work offline, as long as the engineer has previously viewed the work order



Selecting a work order

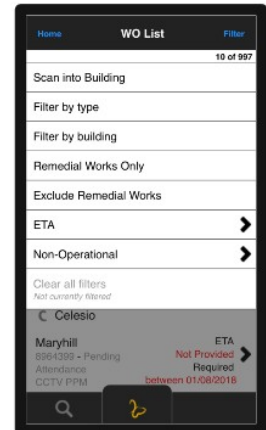
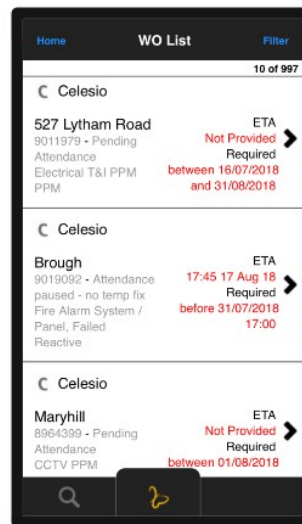
- Select the work order from the list for this site

Or

- Search on the work order number by clicking on the magnifying glass

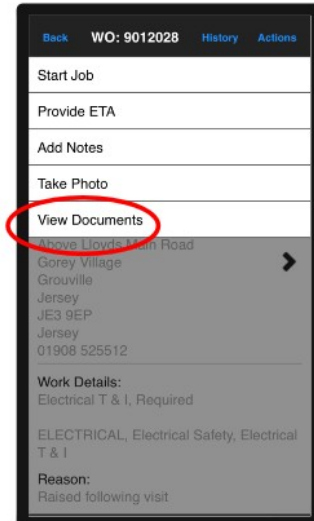
Or

- Narrow the search using filters



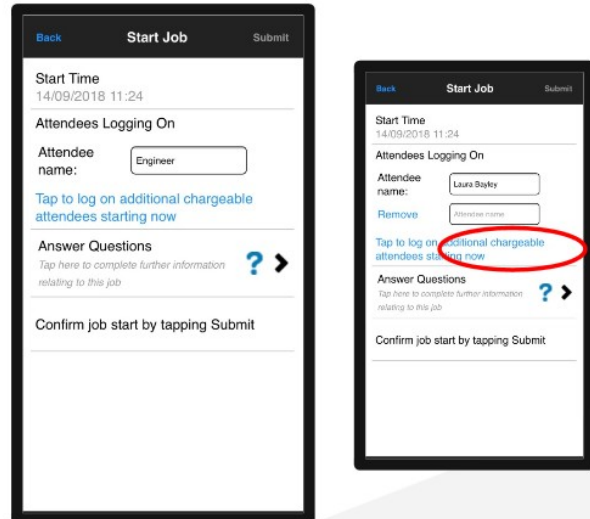
Actions Menu

- The actions menu displays all actions that are available based on the status of the work order
- These are shown in the order of what is most likely to be done next
- NOTE – A photo is required to be taken at the start and end of each work order by the engineer



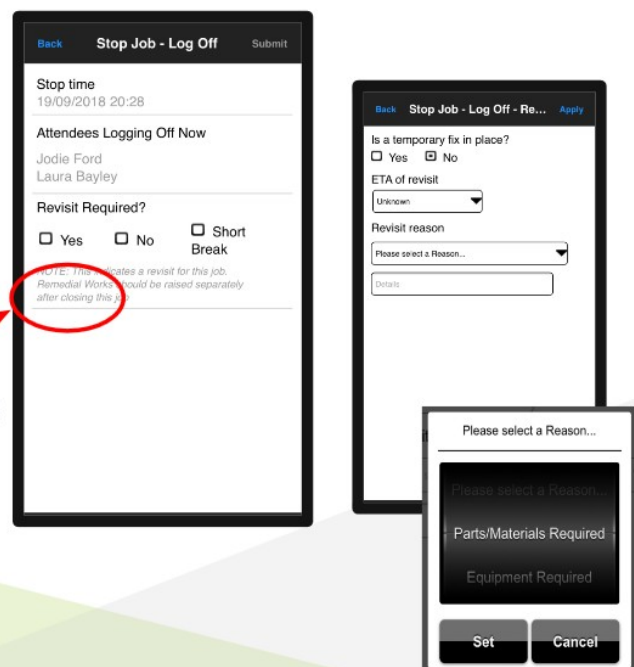
Starting a work order

- In the “Actions” menu, click to start the work order
- The engineer is directed through the start job process
- Additional engineers can be added during the start job process
- **IMPORTANT** - The Ostara Mobile App works offline
 - A work order can be started even if there is no mobile reception



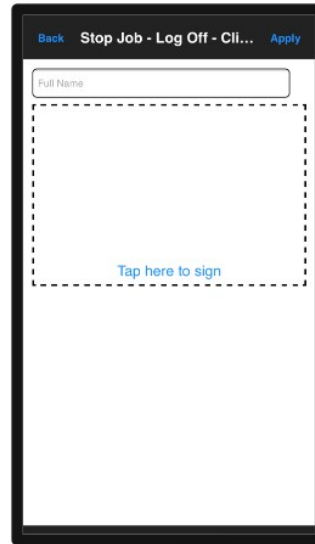
Stopping a work order - Pausing

- Click on the “Actions” menu
 - Click on Stop/Pause Job
- The engineer will then be directed through the stop/pause job process, including
 - adding details of work that was undertaken,
 - the reason a work order is being paused,
 - when you may be returning to site
- As discussed, the engineer will be paid for 1 hour off site to purchase parts. To do this, you need to indicate that a revisit is required, select an ETA of the same day, and select reason of “Parts/Materials Required”. In the details box you should then add “Leaving site to get parts”



Client sign off

- This is done via the mobile app, and the client enters their name and signs on your screen



A screenshot of a mobile application interface for client sign-off. The screen has a dark header with three items: "Back" on the left, "Stop Job - Log Off - Cli..." in the center, and "Apply" on the right. Below the header is a white input field labeled "Full Name". Underneath the input field is a large rectangular area outlined with a dashed black border. Inside this dashed area, the text "Tap here to sign" is displayed in blue. The entire interface is set against a white background with a black border.