muddy boots ®
SOFTWARE

GREENLIGHT QC MOBILE (iOS)
USER GUIDE

quality control
greenlight

CONTENTS

ABOUT GREENLIGHT QC

Greenlight QC is a comprehensive technology solution for managing product quality and facility checks.

The solution has a number of component parts designed to meet specific functions. The main components are Greenlight QC Office and Greenlight QC Mobile.

GREENLIGHT QC OFFICE WEB

Greenlight QC Office is a web-based solution where users with the appropriate permissions can login via the internet to manage QC Assessments and set the parameters by which a check will pass or fail; set up Users; update User Permissions; set up Alerts and view QC Check reports in real time.

Please see the Greenlight QC Office User Guide for more information.

GREENLIGHT MOBILE APPLICATION

Greenlight QC Mobile is the portable component of the software. It is synchronised with Greenlight QC Office allowing you to undertake QC Checks. QC Checks can be performed at remote site locations and the data synchronised in real time or at a future point in time, depending on connectivity available.

Specifications, guidance and visual references are displayed at question level giving support to the user in completing the QC Check. Attachments, in the form of images, can be attached to QC Checks to support its findings.
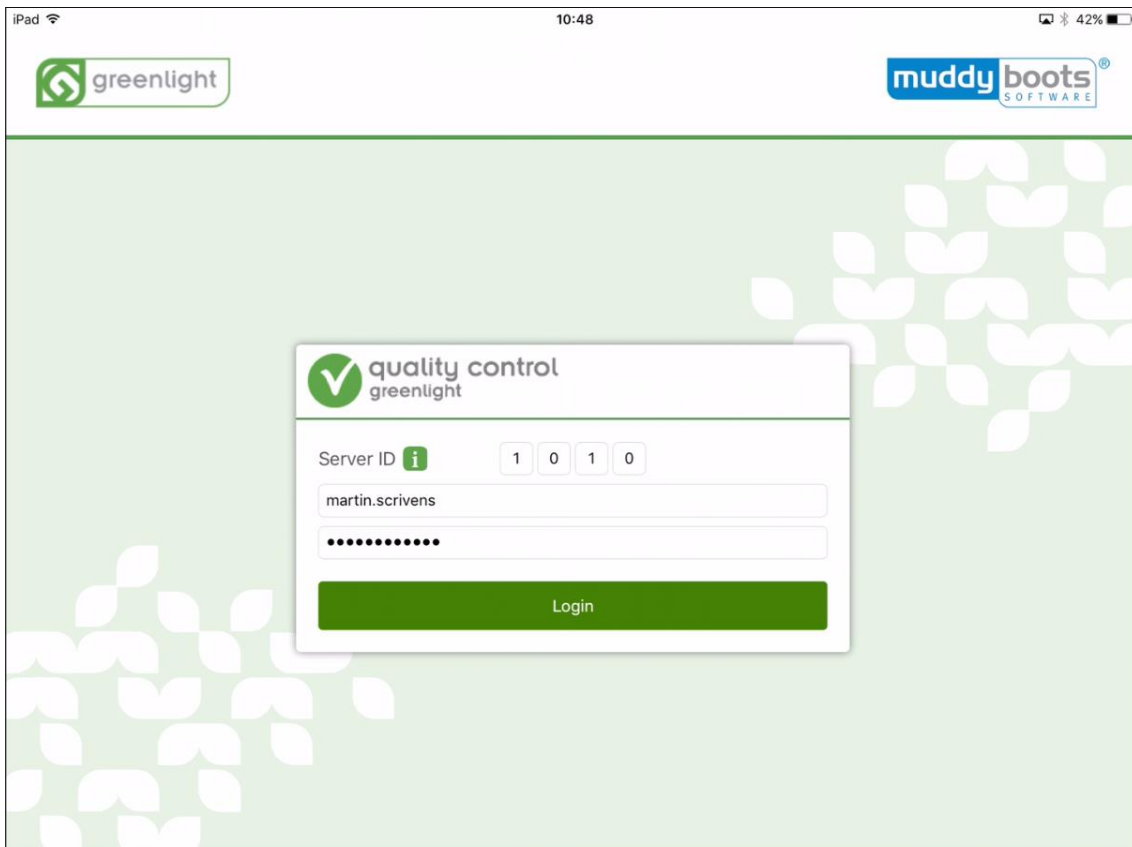
1) Unlock your iPad and tap the Greenlight QC Mobile icon.

2) Login using your organisation's four-digit DPU code (server ID), as well as your personal Username and Password, which will be issued by your administrator. Press Login to open the app.
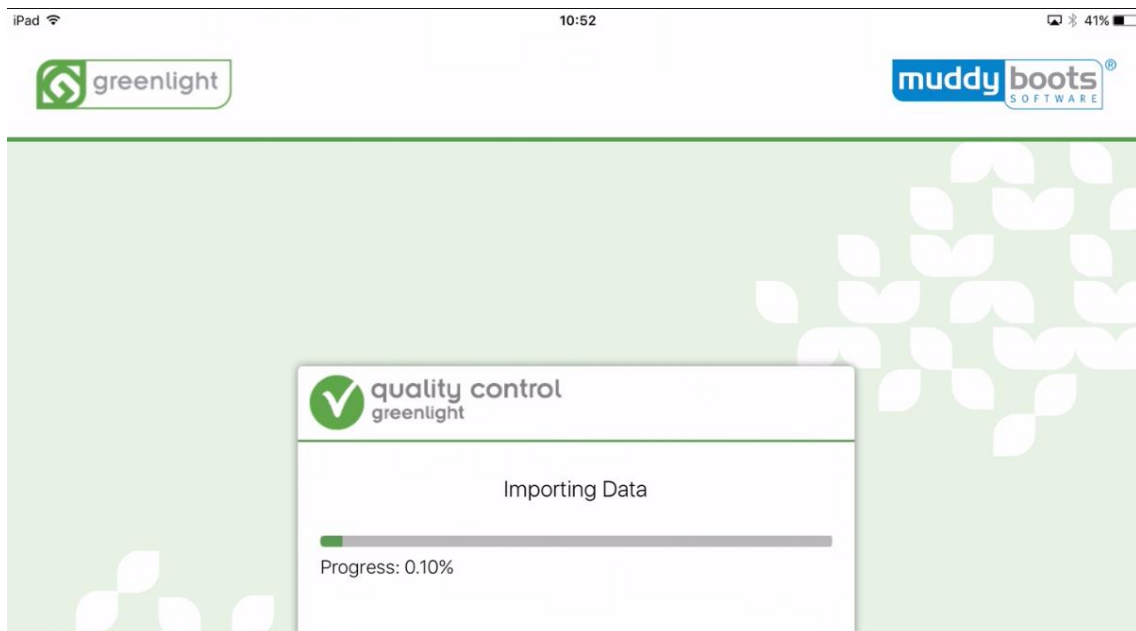

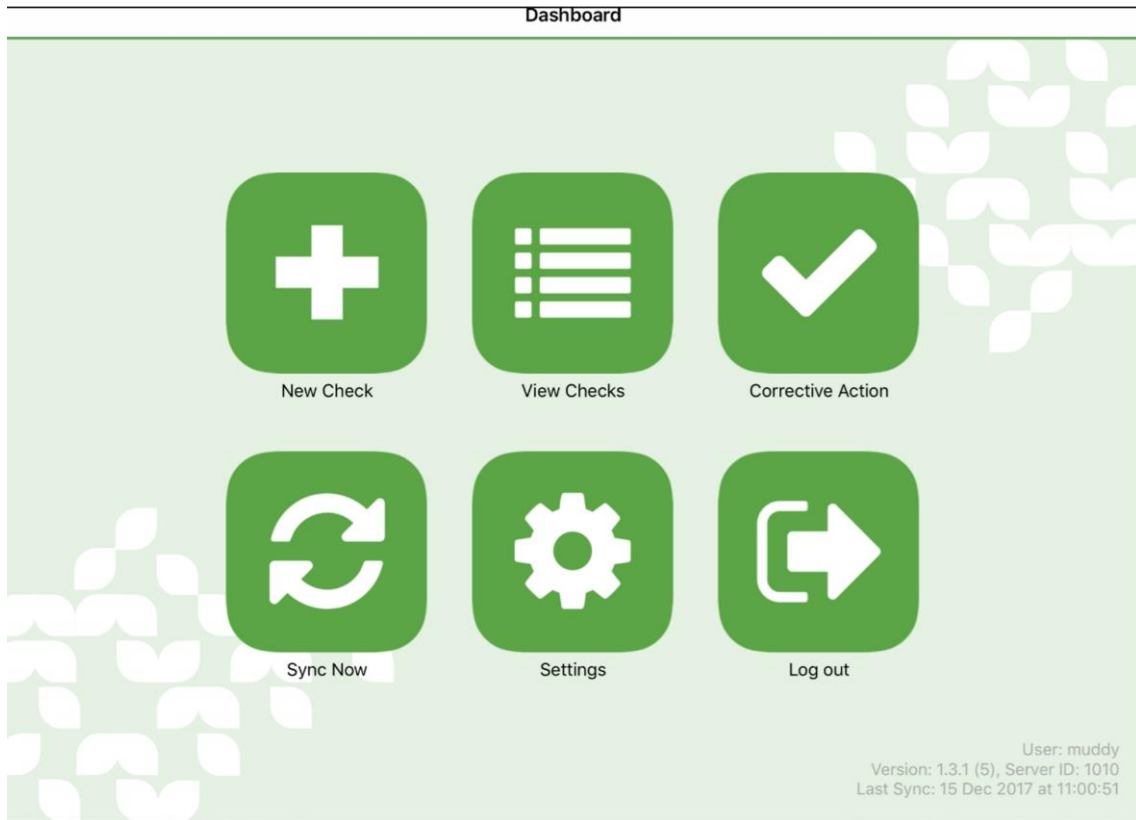**Please Note:** You have three attempts before your access is locked.

Before entering the system the first time, the app needs to complete a sync (while connected to Wi-Fi or 3/4G) with QC Office:
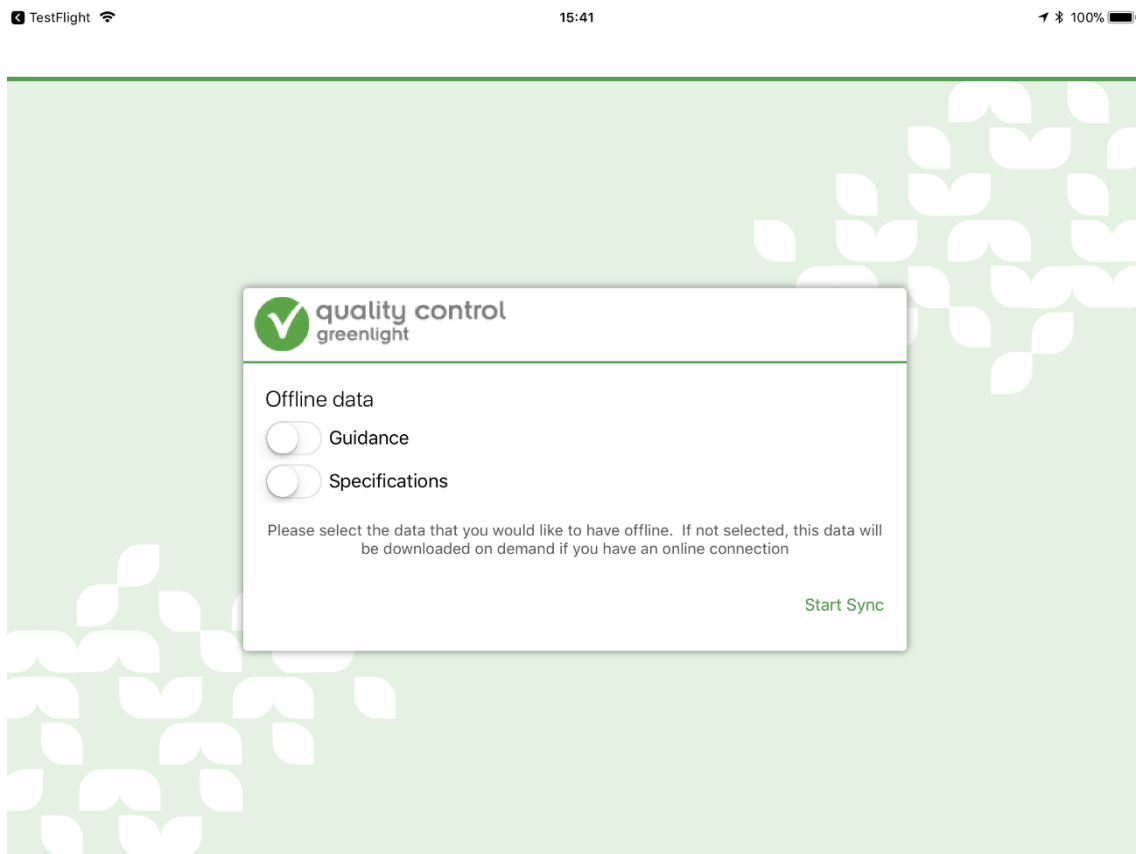
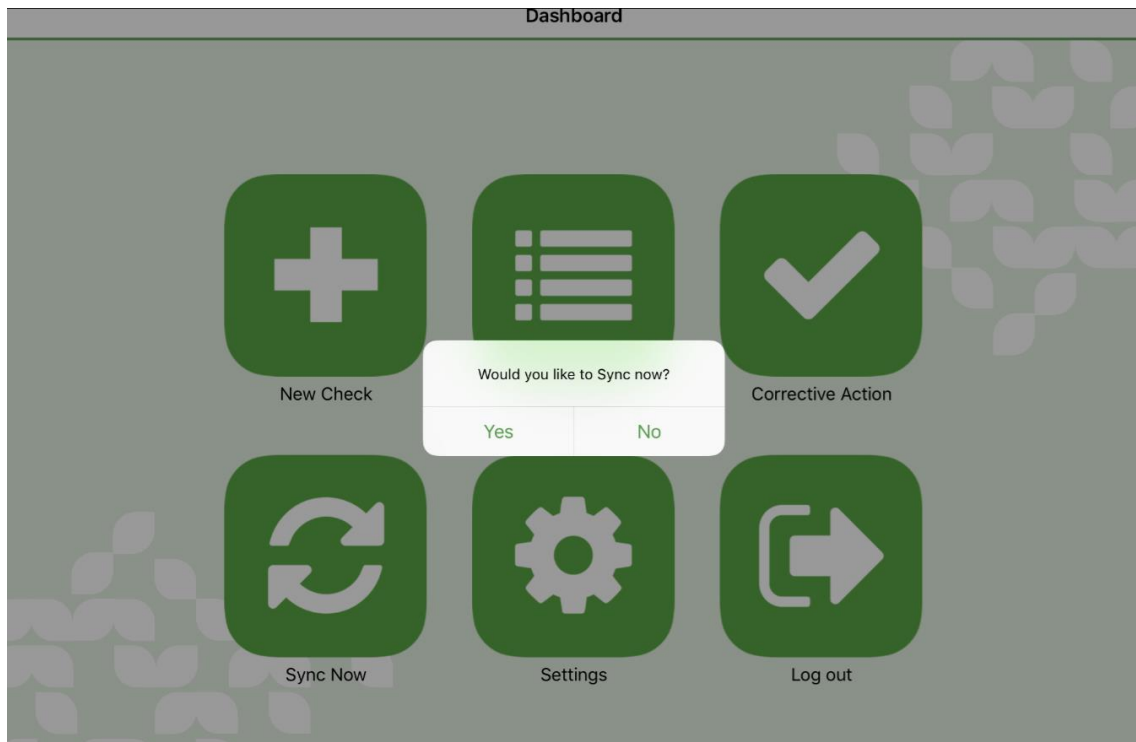The sync will take a short while to complete initially:

Once the sync is complete, you will be in the app and see its Dashboard:

SYNCHRONISING THE DEVICE

Synchronising copies updates from QC Office to your iPad and copies QC checks and corrective actions into Greenlight QC Office. When the app opens, you will get the option to synchronise:
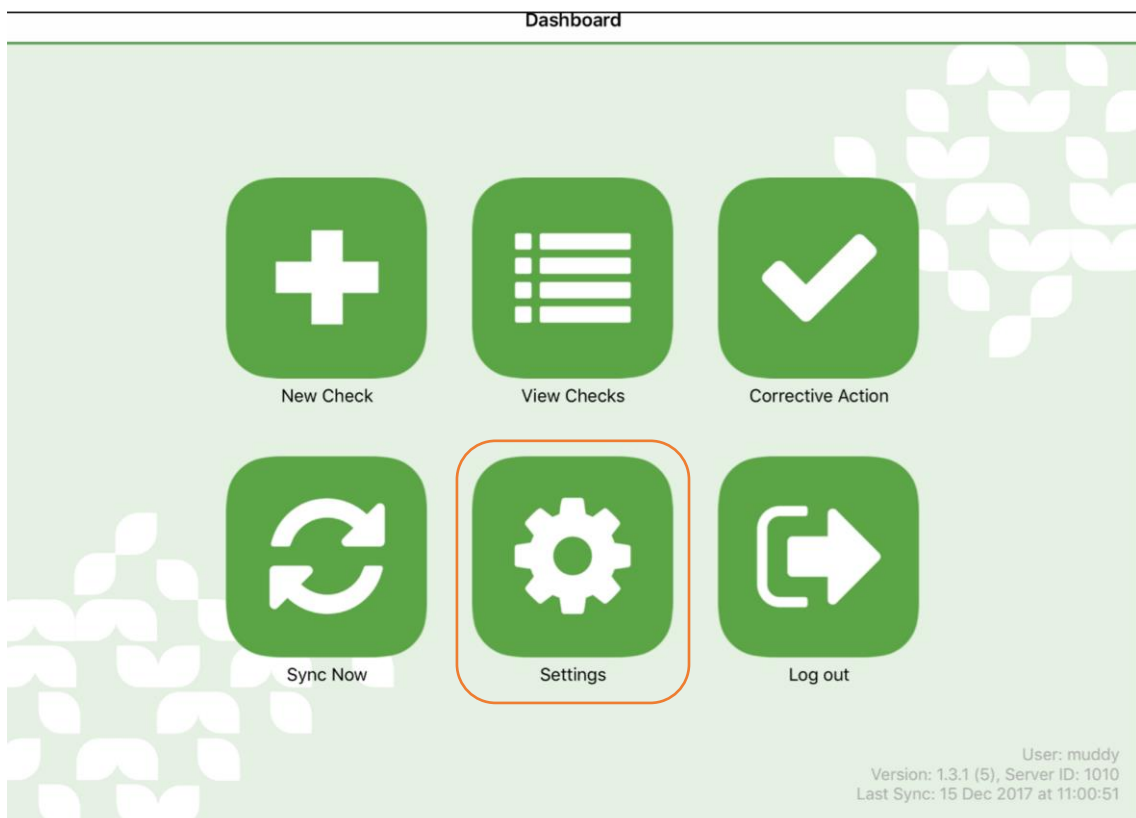
You can synchronise manually by clicking the **Sync Now** tile in the app, as long as you have an internet connection.
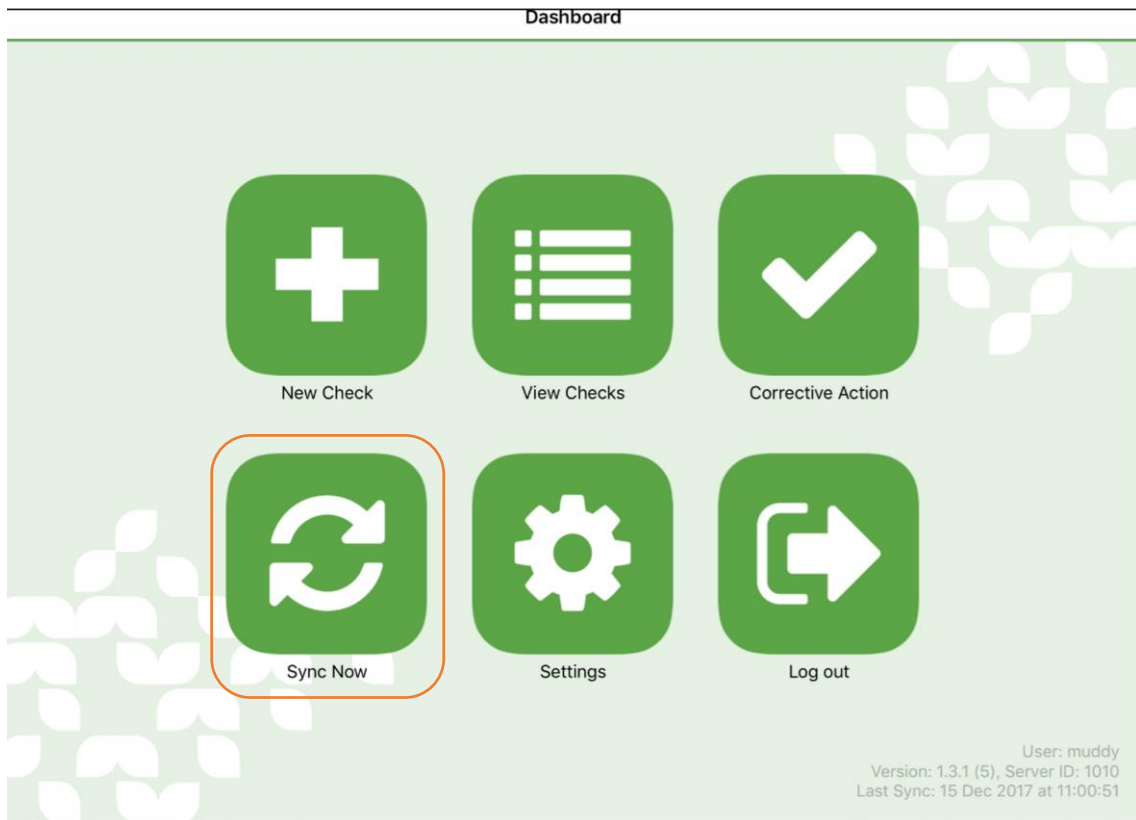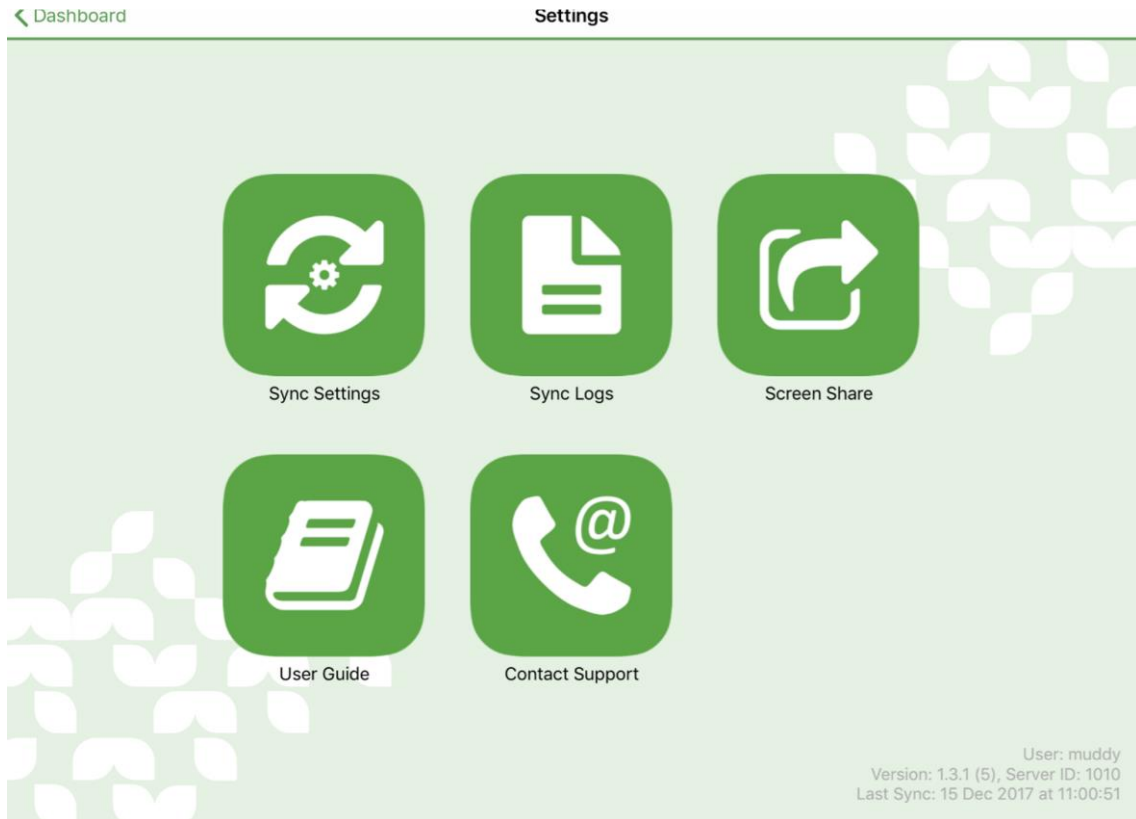

SETTINGS

To access the app's settings, press the relevant tab on the dashboard:

This opens a new page, where you have five options:

1) Sync Settings
2) Sync Logs
3) Screen Share
4) User Guide
5) Contact Support

SYNC SETTINGS

Pressing the Sync Settings tile gives you the option to choose what is stored on your device, meaning it will be accessible offline so you will not need to be connected to 4G or Wi-Fi.
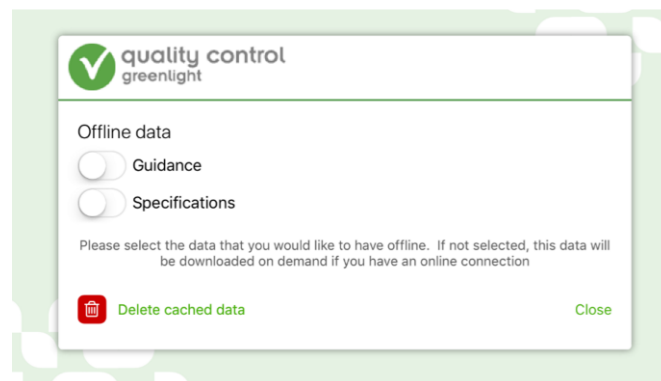
Switching the Guidance slider to the right will prompt an alert message, where you need to select whether you want to download the latest information. Pressing Yes will synchronise the data the next time you press Sync Now.
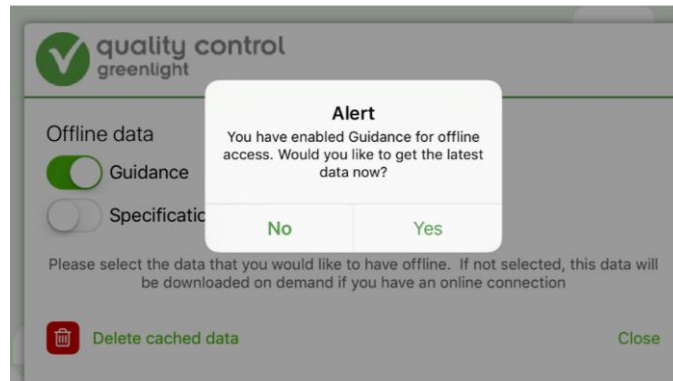
Alternatively, you can change the setting for Specifications. Switching the slider to the right and selecting Yes will clear the previously saved specifications from the device and download them on demand from now on.
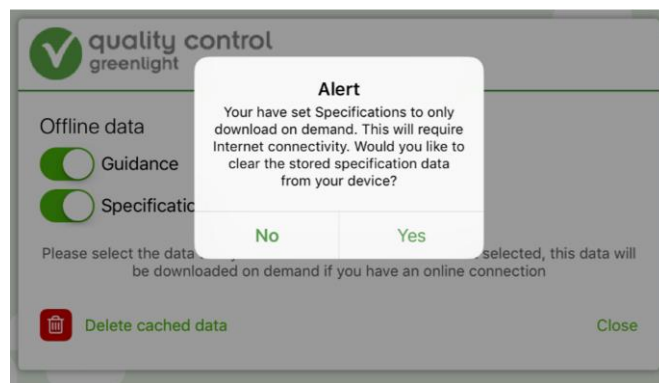
Also within this setting, you have the option of Delete Cached Data. If you have not selected Guidance or Specifications to download on demand and you have been using the App for a period of time (in this time you may have accumulated 1GB of cached specifications), then you can navigate to this screen and clear this cached data. This will not change any data that has been synced.
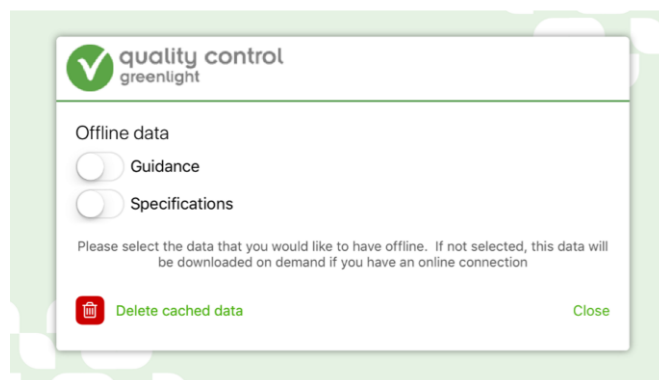
If you are familiar with the previous version of the iOS app for Greenlight Quality Control, you'll notice the sync settings are different. As a comparison:

 * Only Guidance selected - Same as Small Sync
 * Only Specifications selected - Same as Medium Sync
 * Both Guidance and Specifications selected - Same as Full Sync

Please note:

 * You need to be connected to the internet to synchronise your iPad.
 * You can view the app's version number, as well as the date and time of the last sync at the bottom of the screen.

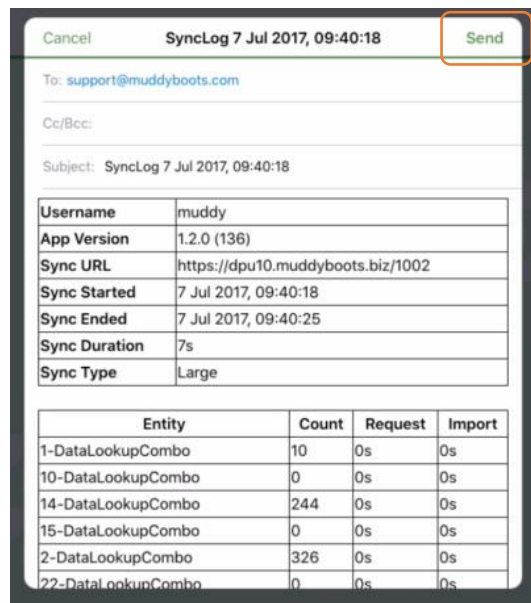## SYNC LOGS

In order to send the sync log from the device:

1. Press the Sync Settings tile.
2. A list of the most recent syncs will display, including whether they were successful.

3. Press the relevant sync log you wish.
4. At the top right of the Sync Log box, press Send.

5. This will create an email within the app, defaulting as support@muddyboots.com as the address it will be sent to; press Send.


6. You will return to the Sync Log page; press < Sync Logs (top left), then < Close (top left) to return to the Sync Settings page.

Pressing Cancel will return you to the Dashboard.

SCREEN SHARE

Providing you are connected to 4G or Wi-Fi, you can share your iPad screen with the Support team so they can see the issues you are experiencing and as a result, diagnose the root cause. Support will not be able to control the screen, so it will be necessary for you to be on the phone with Muddy Boots when you use this function, as you will need to follow their instructions.

To use this function, Support will ask you to press the Screen Share tile; you will see:
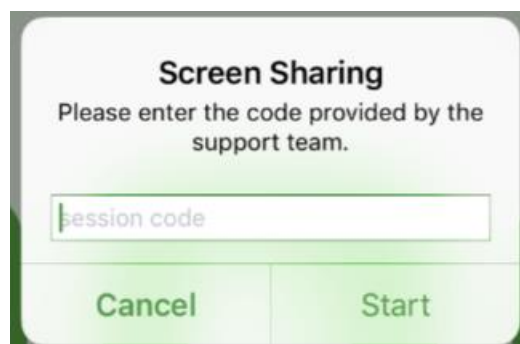
Support will advise you the 'session code'. Type this in the box and press Start. You will be presented with a pop-up box, which requires action; press Allow.
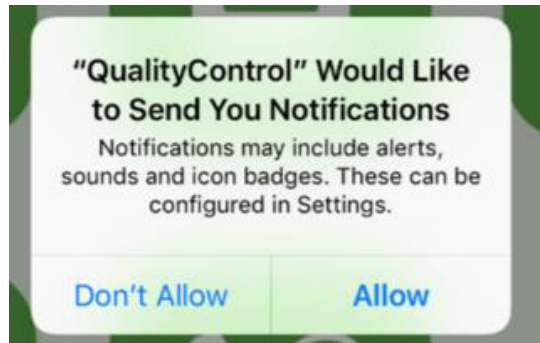
The app will then attempt to connect with Support. When a connection is made, you will see another message. Again, you need to press Allow.
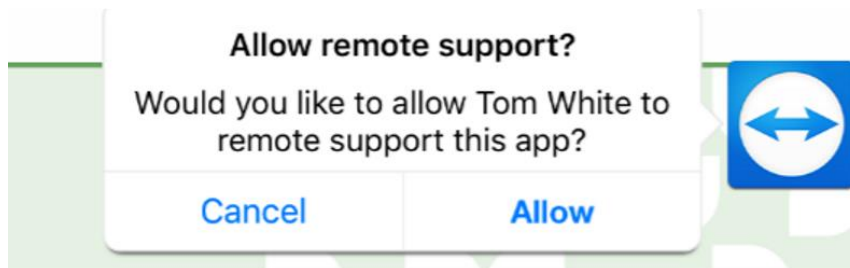

It will now be possible for you to demonstrate the issues you're experiencing to Support, as this will be displayed on their screen. After Support have finished with the screen share, drag the Teamviewer icon to the foot of the screen and let go when it is over the 'X'.

USER GUIDE

You can now open the user guide from within the app. This will provide images and textual guidance on how to perform the functions available to you. Simply, press User Guide from within the Settings page to view this as a PDF.

CONTACT SUPPORT

In addition to sharing your screen with Support, it's possible to contact them from within the app. Press Contact Support and choose your preferred method of communication:
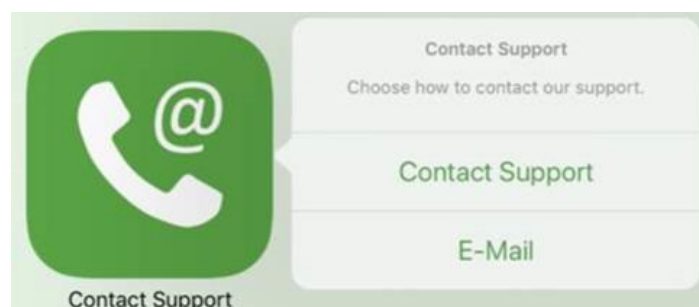
Selecting Contact Support will navigate you to the Muddy Boots website, specifically the Support page (https://en.muddyboots.com/support-downloads), which provides the contact details for each region.

Alternatively, selecting E-Mail will open a message box, which includes the latest sync log from the device. You can edit the textual content of the e-mail and when it is complete, press Send.
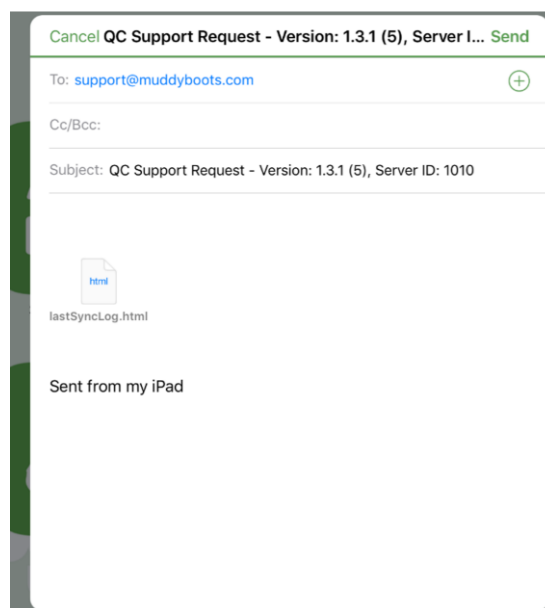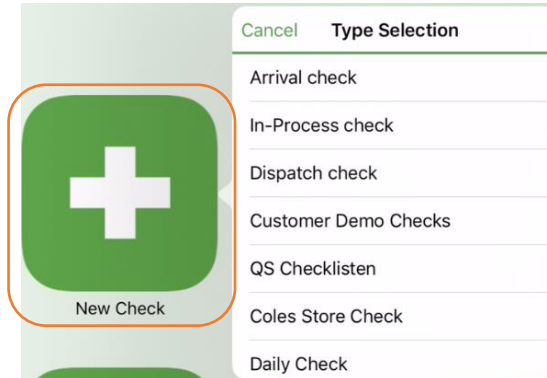

If you do not have a mail client, you will receive the message below.
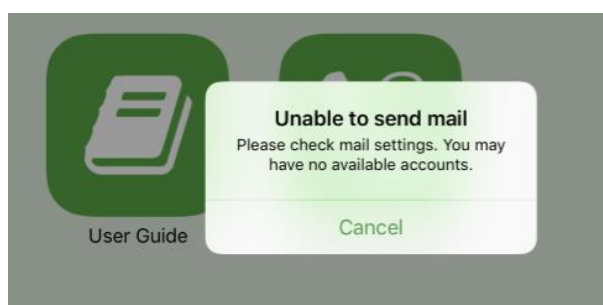
PERFORMING A NEW CHECK

1. To begin an assessment, click on **New Check** on the Dashboard.
2. From the menu that opens, select the assessment type you want to use.

3. You will navigate to the **Header.**

4. Answer the relevant questions by typing in responses or selecting from a drop-down list.
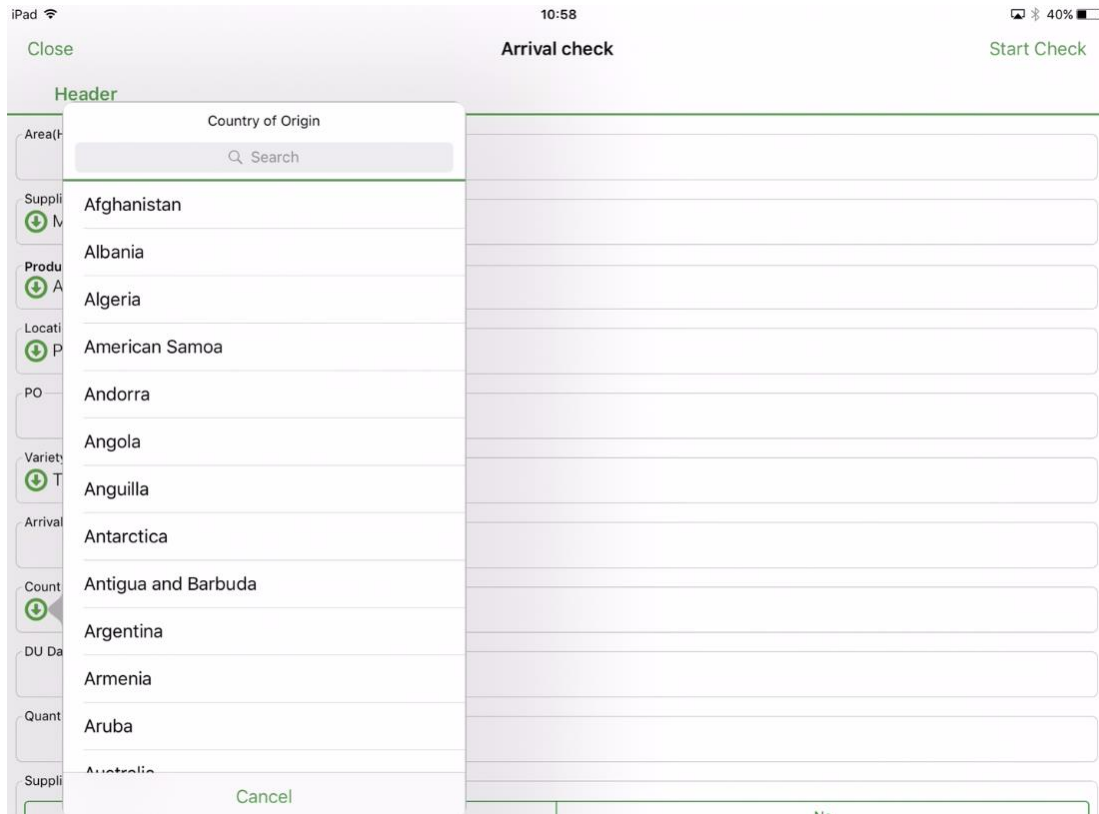

Please note:

- A red asterisk indicates mandatory questions (*).
- If you have a Case End Barcode, you can use the iPad's camera to scan the barcode and the header will automatically populate various data fields.

5. Once the Header information is complete, press **Start Check**.
6. Select the assessment you want from the drop-down menu.

7. The **Assessment** tab will display, allowing you to complete your QC Check.

8. Press Show Specification on the bottom left to see details of what is expected from the overall check:
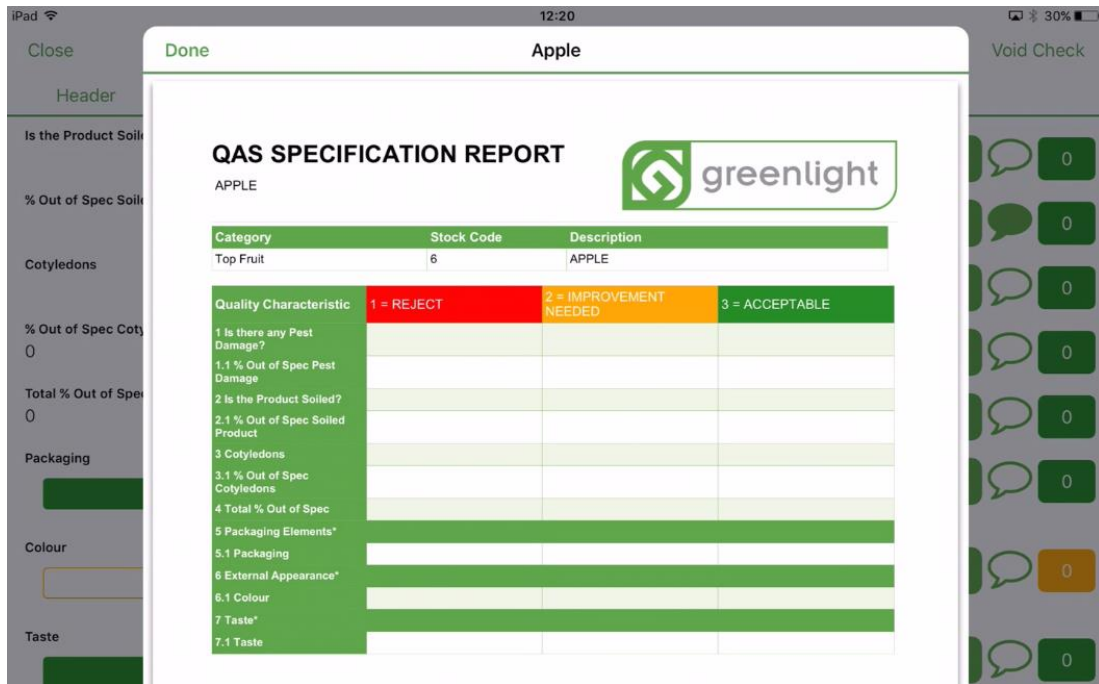
9. To navigate back to the Assessment tab, press Done.
10. You can view guidance for each question by pressing the 'i' button to its right. This will display in a pop-up box.
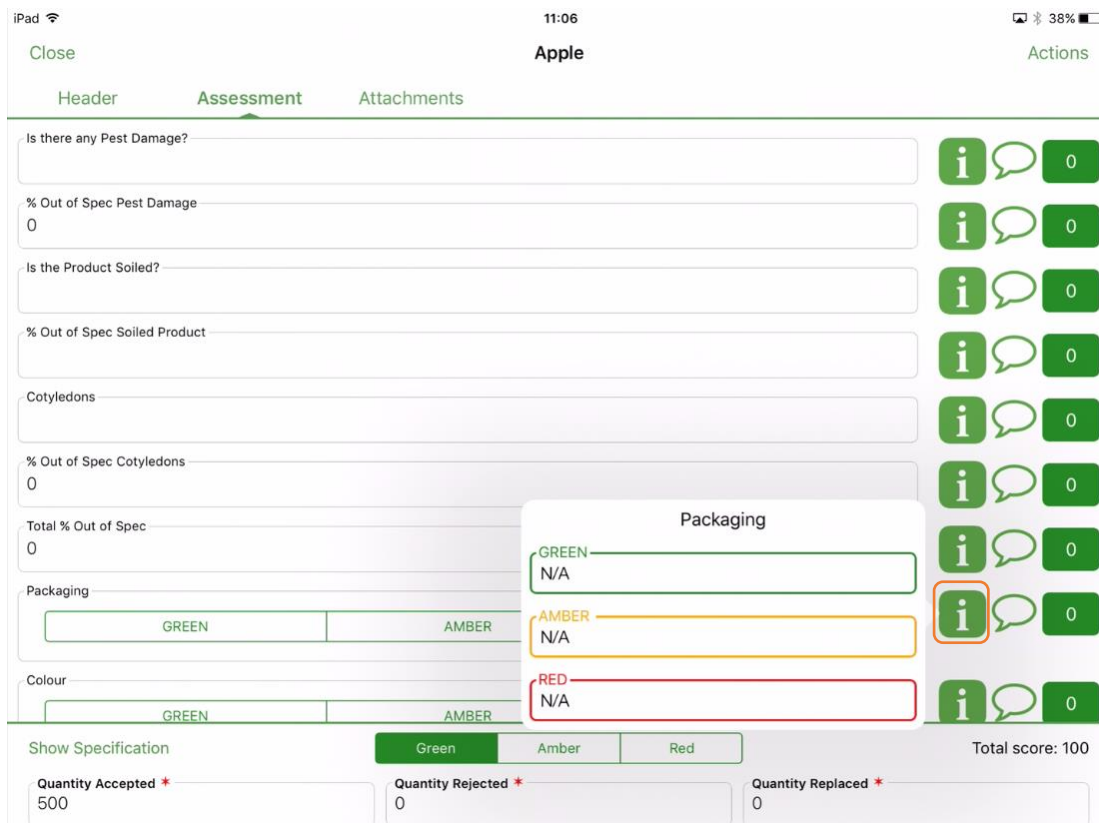

11. Enter responses in the space beneath each question.

12. If required, you can add comments for any question. Press the relevant speech bubble.
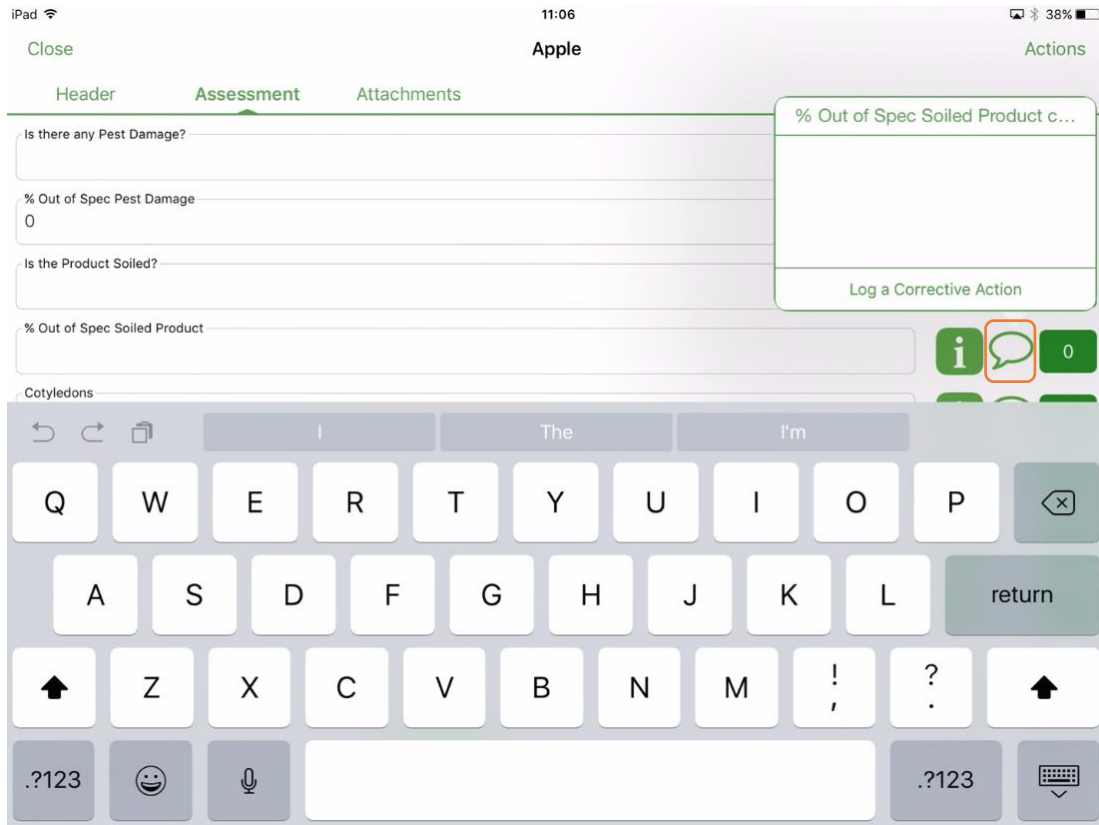
13. Corrective Actions can be assigned against individual questions using the same function. Beneath the free text box where you add your comment, the option to Log a Corrective Action is displayed. Pressing this will generate a pop-up box for you to enter the relevant details; some information will automatically be entered (title = assessment name and sub-title = question).
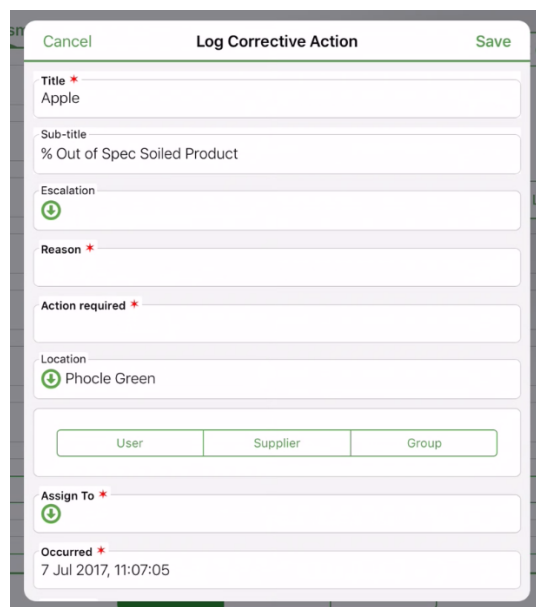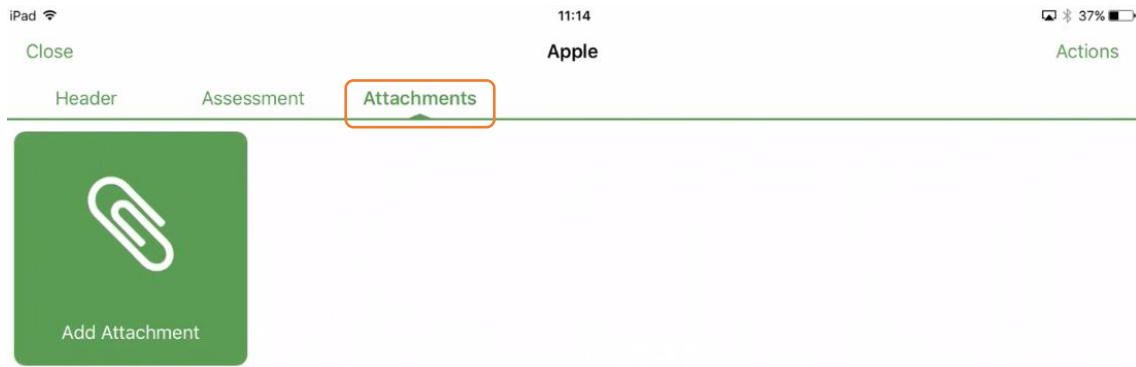

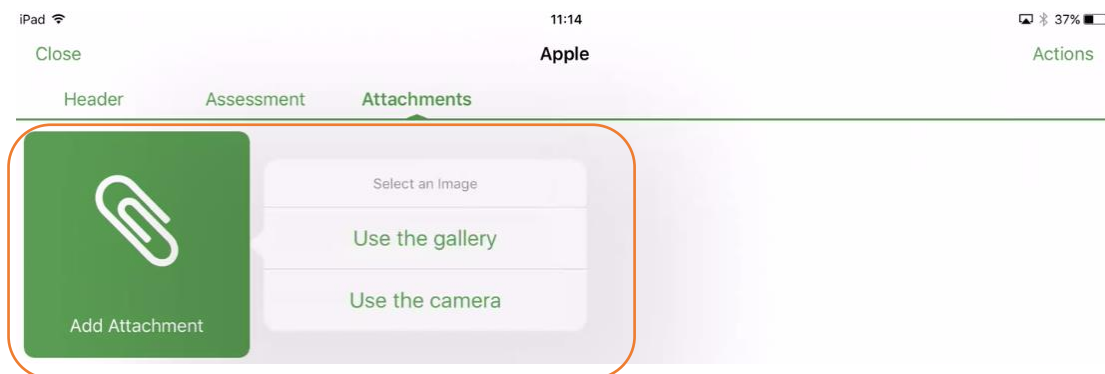14. Once all the corrective action detail is entered, press Save.

15. When a comment is added to a question, its speech bubble will be filled in green.
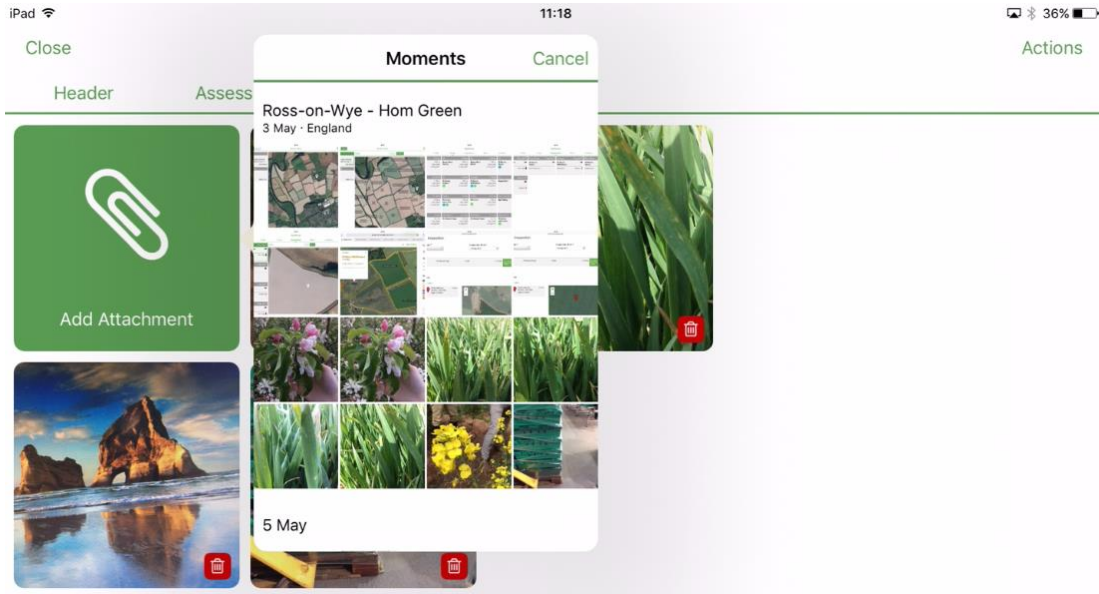

16. To support the assessment, images can be added. Press the Attachments tab at the top of the screen.
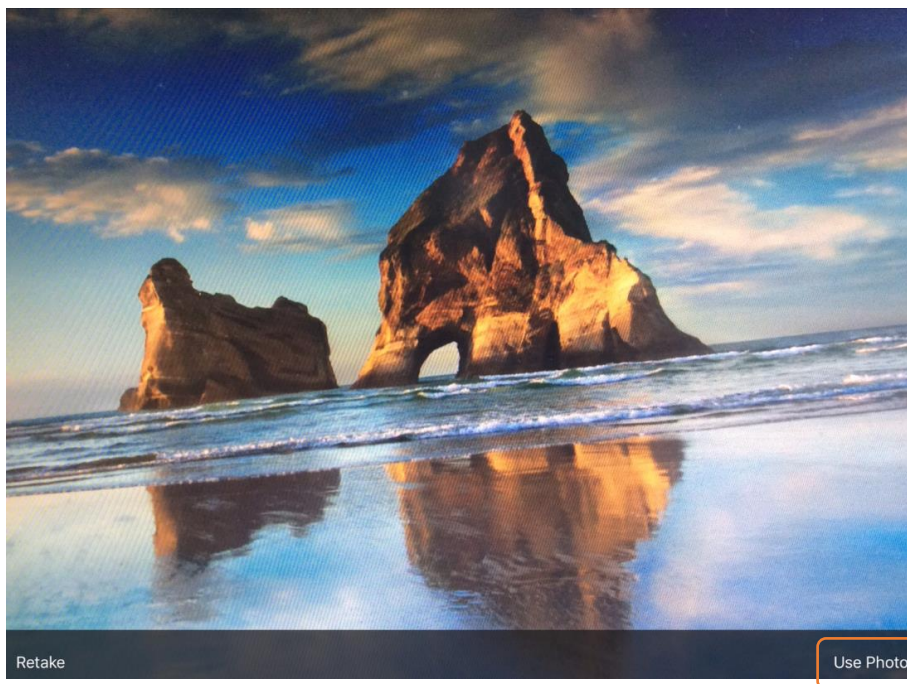

17. Press Add Attachment to import a photo from your iPad's gallery or take a photo using the camera.

18. Using the gallery:

19. Using the camera; when satisfied with the image, press Use Photo:

20. When all images are added, return to the Assessment tab to check everything is correct.

21. At the bottom of the screen, the total score will show (right) and the outcome (middle) will show as Green, Amber or Red.

22. The outcome can be overridden by pressing your preferred result.
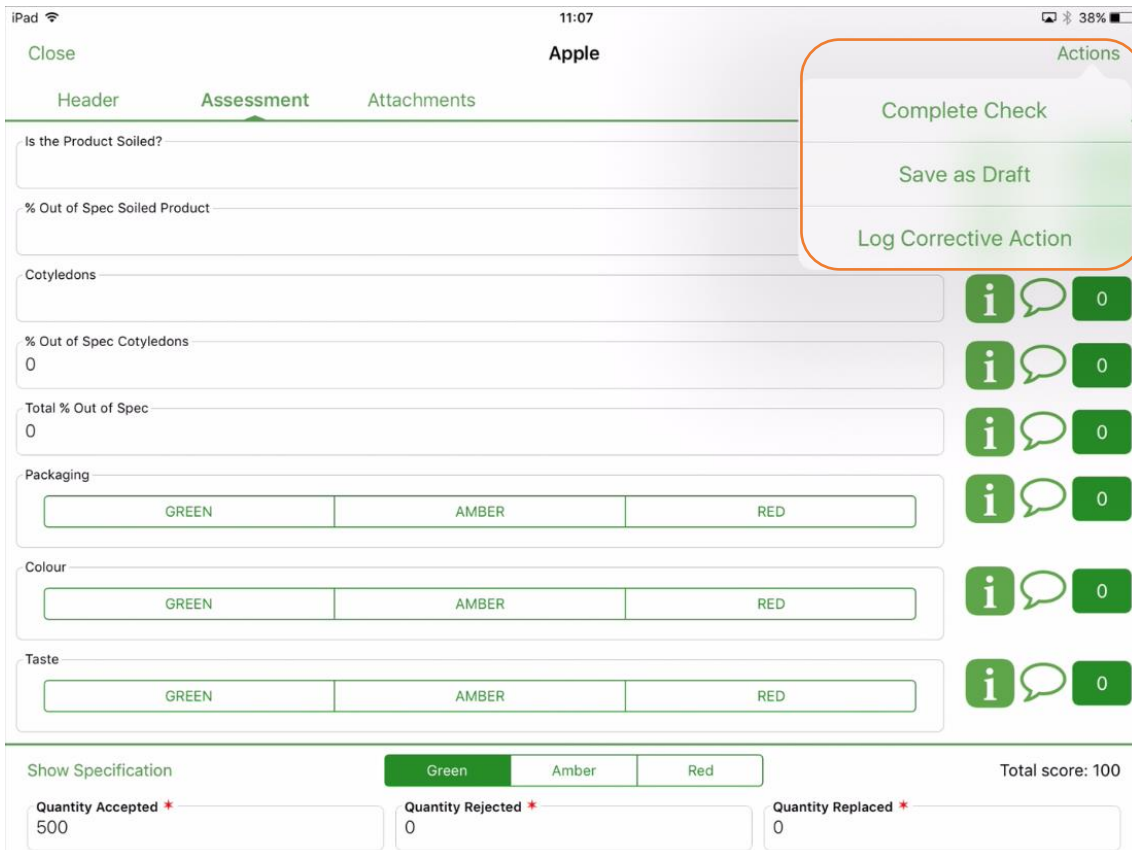

23. If you override the result of a QC Check, navigate to the Attachments page and justify your reasons in the comments box at the bottom of the screen.

24. Tap the comments box and the keyboard will appear, allowing you to explain why the result has been changed.
25. Press Done when you have finished adding the comment.

January 2018
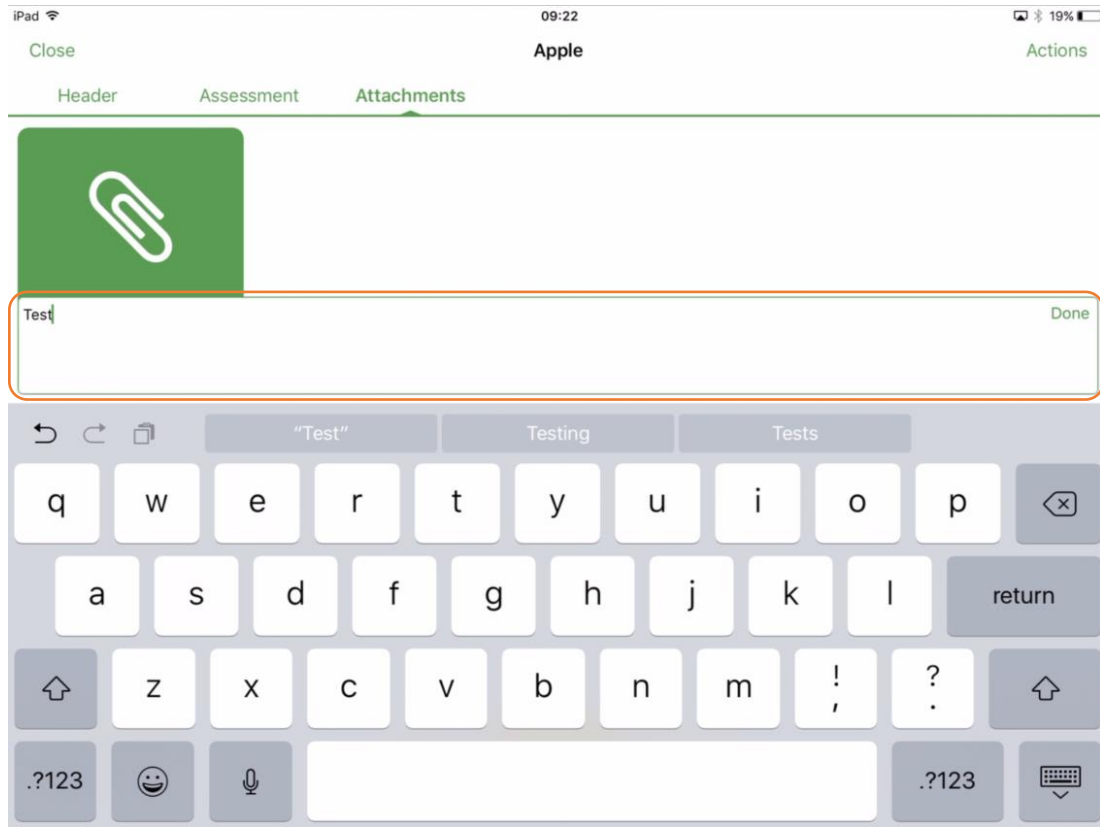
26. There are three more options if you press Actions at the top right of the iPad screen.
   a. Complete Check – This will finalise the QC Check and submit the data to QC Office the next time a sync is undertaken.
   b. Save as Draft – Although you may have completed the QC Check, you might need to check further. This will remain on the iPad and will not upload in QC Office when synchronised.
   c. Log Corrective Action – Use when the issue is with the QC Check generally and not a specific question.

27. Pressing Complete Check or Save as Draft will navigate you to the Dashboard.

Please note:

- Muddy Boots recommends users Sync their devices after each set of Qc Checks so the data in QC Office is up to date for the Administrators.
- QC Checks saved as draft will not transfer their data during a sync.
- Once a sync is completed, the completed QC Check's will remain on your device for seven days.
- Not all users have the ability to override the QA Flag.

1. If you chose to Save as Draft when completing your QC Check, you can find it by pressing View Checks on the Dashboard.
2. If there are incomplete (draft) QC Checks, there will be a red badge on the tile:
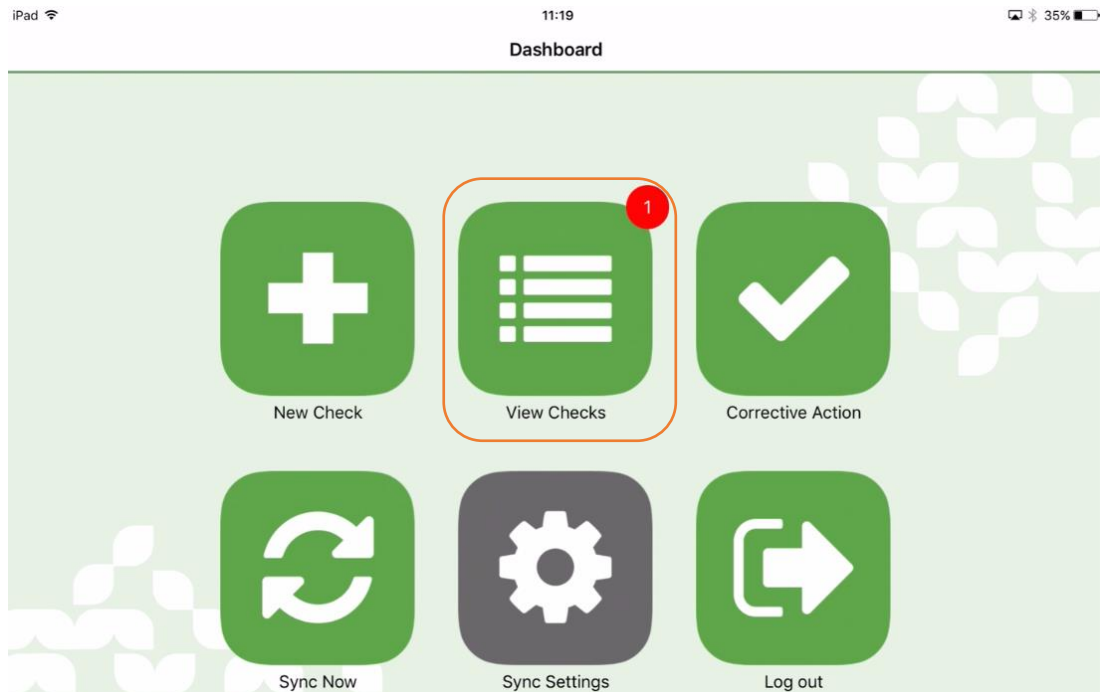

3. The default view is All. This can be toggled between All, Complete and Incomplete.
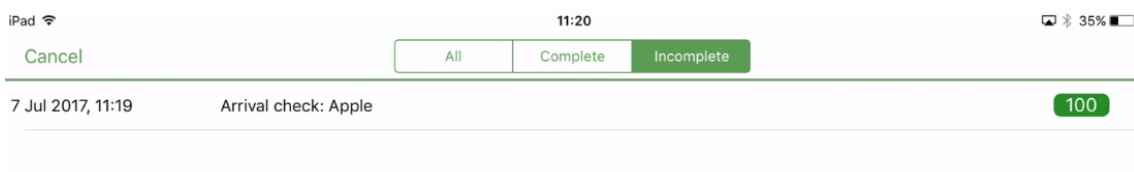
4. Press the QC Check you want to reopen and you will be navigated to the Assessment tab.
5. Make the necessary updates and Complete Check via the Actions button (as per the process in Performing a New Check.

EDITING A QC CHECK

The View Checks function enables users to view and edit the completed checks performed on the device.
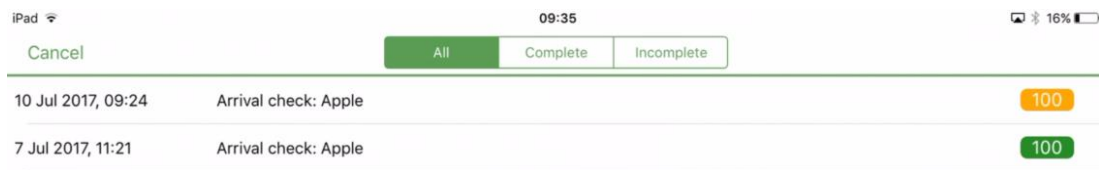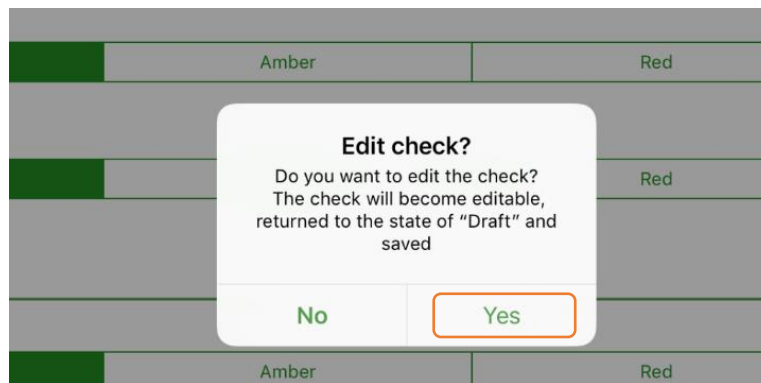

To edit:

1. Open a QC Check that has been completed (i.e. not saved as draft).

2. Press Edit Check; a pop-up box will appear asking you to confirm the decision.

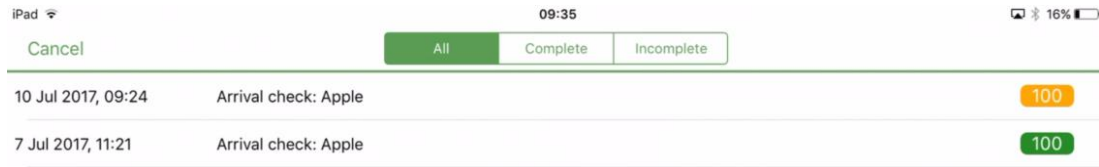3. Pressing Yes will reopen the QC Check, allowing you to make amendments and resubmit when corrected.

Please note: It is possible to perform other actions on completed checks via Greenlight QC Office.

To delete a QC Check added in error:

1. Go to the View Checks page.
2. Find the QC Check that needs deleting.

3. Swipe left.

4. Pressing Delete will remove the QC Check.

Please note:

- Deleting a completed QC Check that has already been synchronised with QC Office will only remove it from the device.
- This screen only shows checks saved on this device. Therefore, you will not see or be able to delete checks saved on another device.
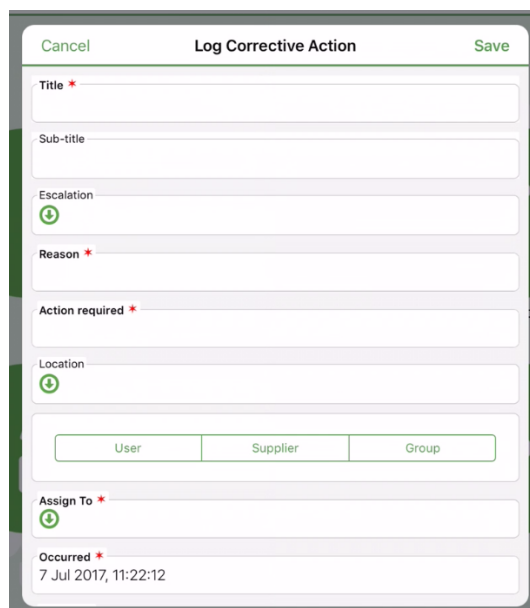
CORRECTIVE ACTIONS

It is possible to log ad hoc Corrective Actions. They can be logged and completed as part of the check or can be added using the Corrective Action button. To complete a Corrective Action in Mobile after a check has been completed:

1. Click on **Corrective Action** on the Dashboard.
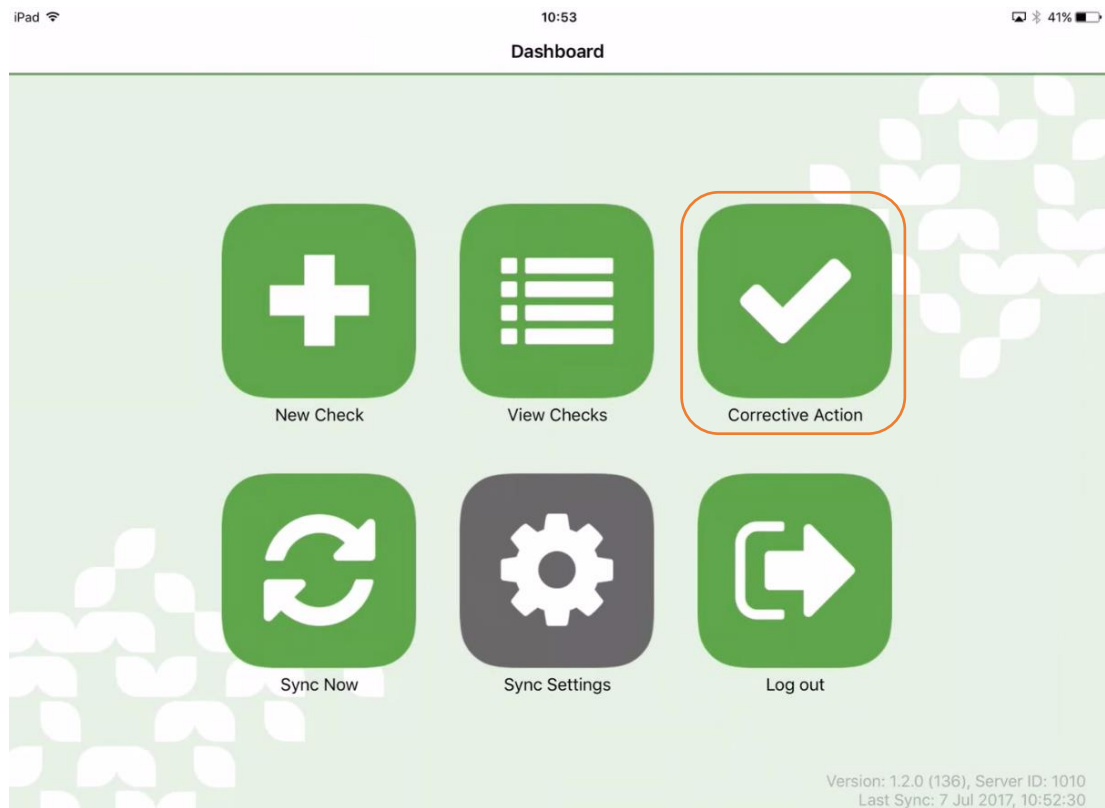
2. A pop-up box will display on the screen; it is a form to complete.

3. Unlike adding a corrective action to a QC Check or one of its questions, the form is empty with no pre-populated data.

4. When all of the form is completed with the information you have, press Save.
5. The Corrective Action will not be assigned until you sync when connected to the internet.

Please Note: You may find logging a Corrective Action is automatically triggered, when providing a Red response to a question while completing a QC Check.

LOGGING OUT

A user must always synchronise before logging out of Greenlight QC Mobile in order to transfer the data to the organisation's live system. To exit the app, click Log Out on the Dashboard.
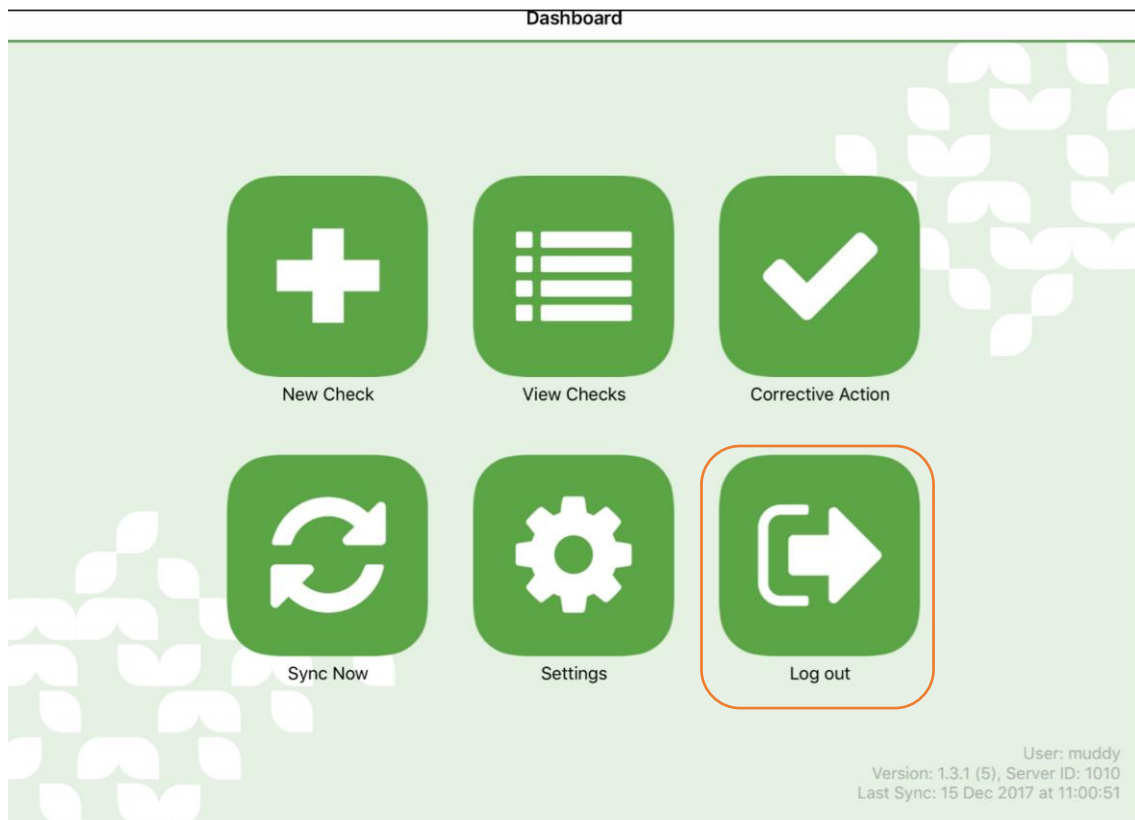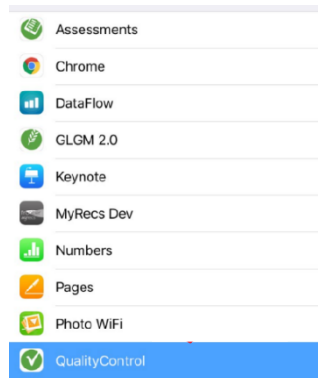

AUTO LOG-OUT

To enhance the security of the app, we have a User Auto Logout function, so if you're logged into the app and there is inactivity, you will be logged out after a pre-configured time of 20 minutes.
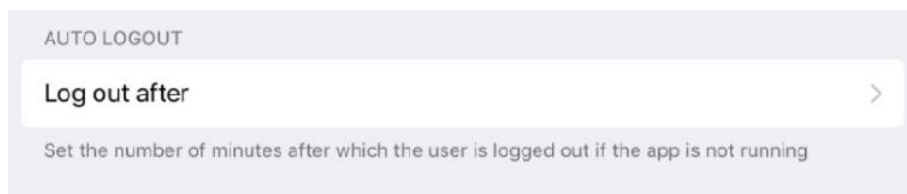
This feature is configurable within settings of the Quality Control app. Navigate to the iOS home screen and select Settings:
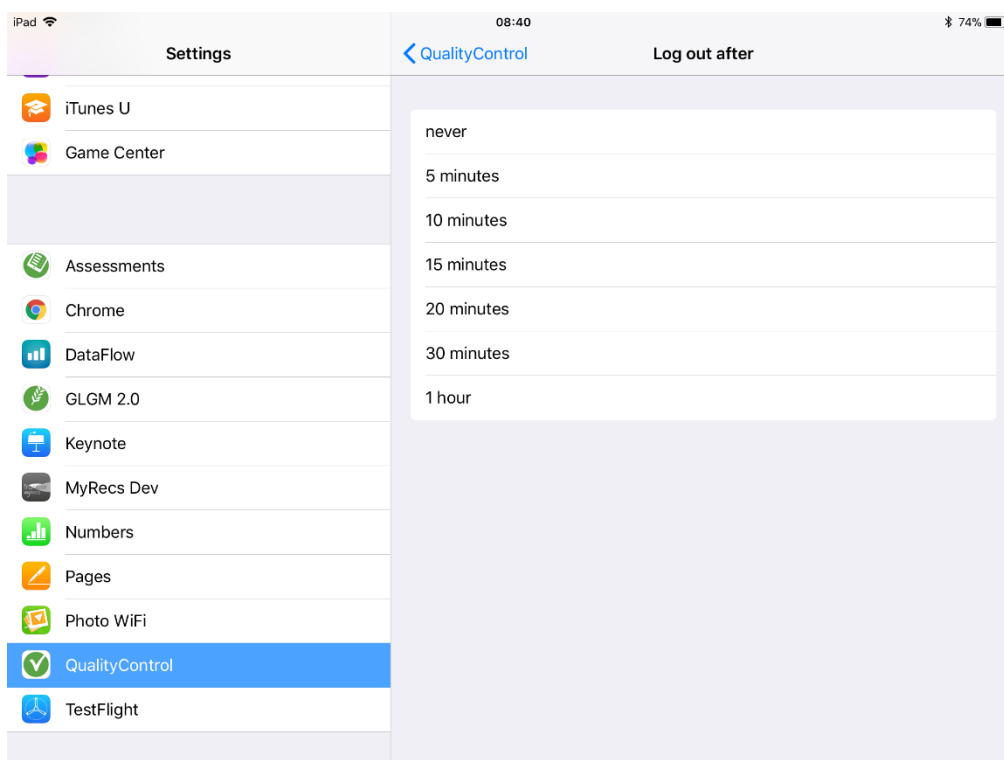
Scroll down and press Quality Control:

On the right of your screen, you will see a section called Auto Logout:


This will allow you to set the number of minutes of inactivity the app will log out after.

Only select Never if you are using the app constantly offline, as if you set a time you will be logged out and will not be log back in until you establish an internet connection.

Please note: The logout is only applied when the app is inactive and becomes active again (e.g. app was in background or terminated). The app will not go to sleep mode during sync so the app should always stay active during syncs.
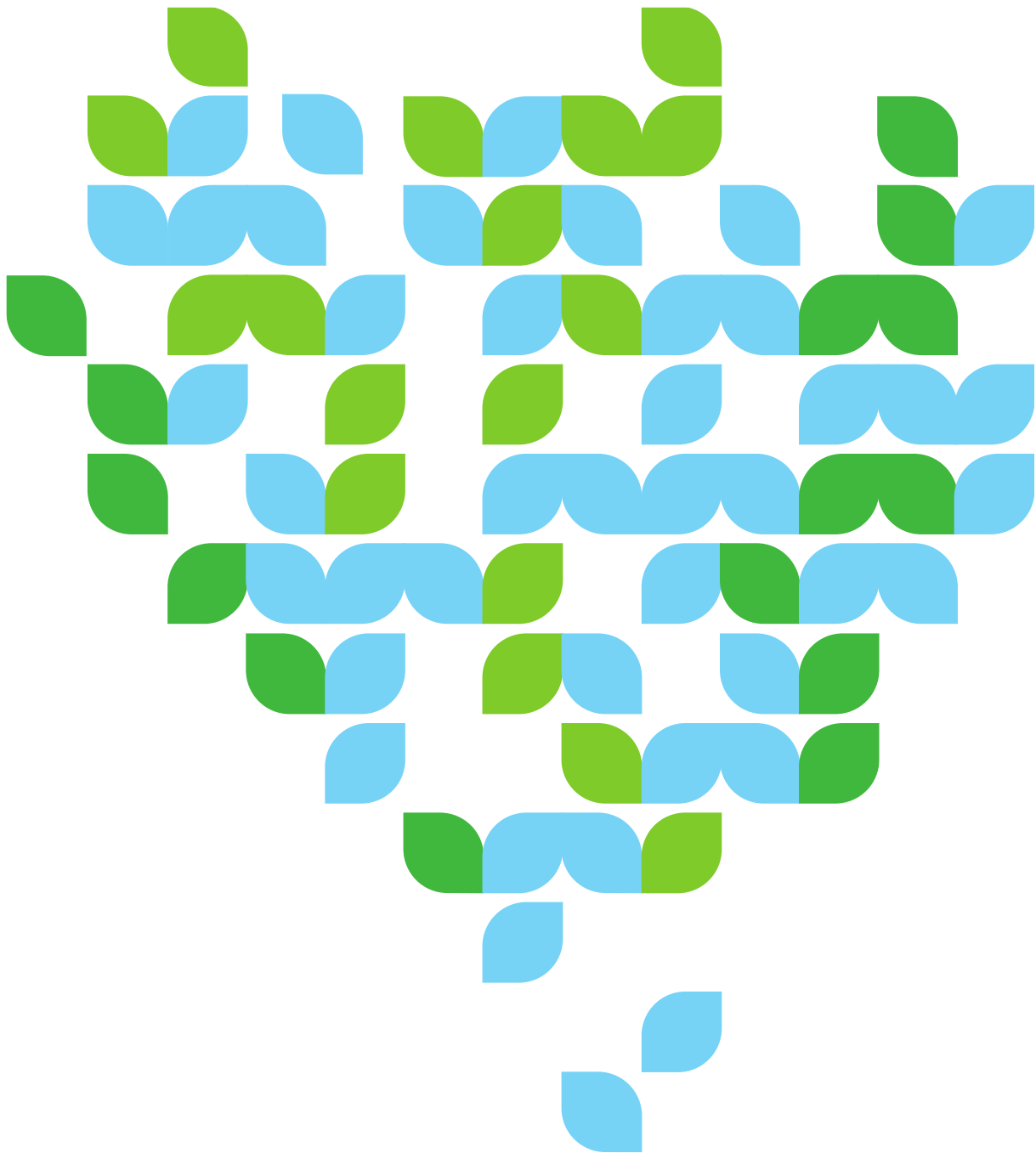
Contact Us

We aim to meet all your expectations regarding User Support for your chosen Software Solutions from Muddy Boots. If you require further technical assistance with Greenlight Quality Control, please contact our Support team via support@muddyboots.com. For information on training sessions, webinars and user materials, please contact Product Adoption via productadoption@muddyboots.com.

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