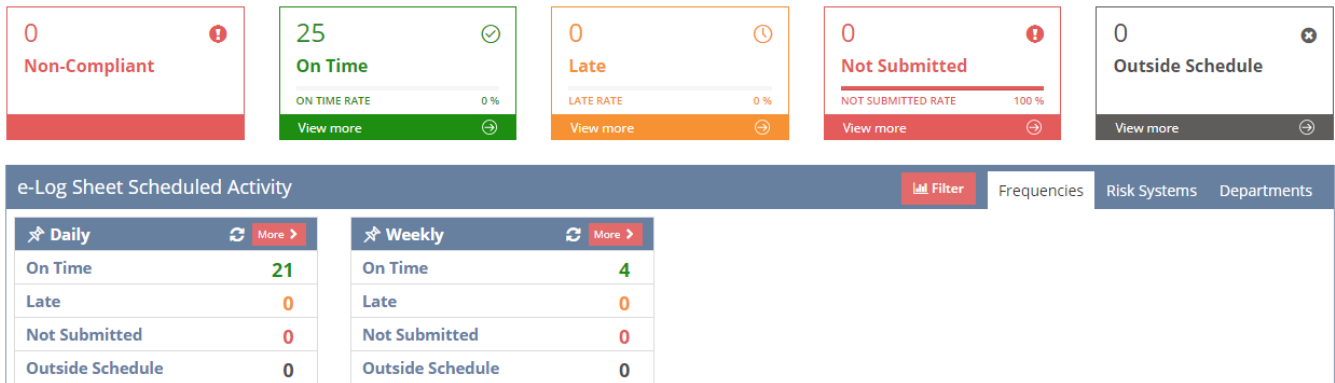


Maximising REFSS in your store

What should my Summary Dashboard look like?

Depending on store requirements and how the REFSS Scheduler was set up, a perfect-looking Summary Dashboard should have all submissions registered as ON TIME – similar to:



- 0 for Non-compliant, Late, Not submitted and Outside Schedule
- 25 On time (this number can vary, depending on which eLogs have intervals set)

How do I properly setup my Summary Dashboard?

If your summary report doesn't look similar to the above, the intervals may need adjustment. Also manage any Non-compliant submissions using the Corrective Action Management/Close Out feature.

Scheduler Setup with recommended intervals - ADMIN/Original account user required

1. Log in to <https://setup.refss.com.au>
2. Use the red MY SITES button at the top, select the site, and Navigate to eLog Scheduler (in the left menu)
3. Click the +ADD button - Add Scheduler intervals as required.
4. If intervals have already been set, each interval can be edited: Click ACTIONS button and select EDIT.

Recommended intervals are as follows:

eLog Sheet	All Stores	For stores who cook or hold hot food:	For stores who cool hot food and sell/use cold:	For stores who have Meat Butcher onsite:
Refrigerated Temperature Checks	2 per day – AM & PM (14/wk)			
Scale Checks	Once per day – Start of Day (7/wk)			
Weekly Thermometer Calibration	Weekly – Full Week (4/mth)			
Hot Food Cooking Temperature Checks		2 per day – AM & PM (14/wk)		
Hot Food Storage Temperature Checks		2 per day – AM & PM (14/wk)		
Hot Food Cooling Validation			Monthly – Full Month (1/Mth)	
Meat Daily Pre-operational Checks				Daily - Between 5am & 8am
Meat Cleaning Record				Daily - PM Weekly – Full Week Monthly – Full Month
Expected TOTALS*	25 On Time	+ 28 On Time	+ 1 On Time	+ 19 On Time

*Stats may vary - Stats are stored for a certain amount of time (depending on the frequency of the check):

- Daily: previous 7 days + current day
- Weekly: previous 4 weeks + current week
- Monthly: previous 1 month + current month

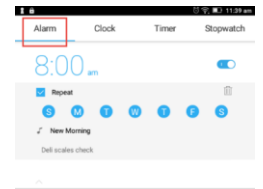
Set up Corrective Action Management and Basic instruction on how to use

1. Corrective action Close out is OFF by default. If it does not appear in your left menu – Call REFSS Helpdesk to enable: **03 9001 1568**
2. Each submission that is filled in with CORRECTIVE ACTION **LATER** will be registered in CA close out
3. ADMIN and STORE MANAGER level access can close out tasks once completed by clicking CA MANAGEMENT (left menu). It is recommended to record any comments (1) necessary for tracking, and then use QUICK CLOSE (2) from the ACTIONS button for each task.

How do I ensure my staff know what and when eLogs should be done?

Set scheduler alarms on the tablets

1. For each eLog Scheduled interval, an alarm can be set using the tablet's CLOCK app:
 - a. Open the CLOCK app, select the ALARM tab and click the +Add button
 - b. Set the time, repeat frequency, ringtone, volume, and give the alarm a name/label
 - c. Repeat for all eLogs that have Scheduled intervals set up



Print a copy of the Scheduler Intervals and post in each Department

1. Navigate to eLog Scheduler (left menu)
2. Right-click on the screen, select Print to print interval times
3. Post scheduler list in each Department where everyone can see it



How do I access my stores performance?

Set up a shortcut on your computer to directly log in to the summary dashboard, and have the report emailed to you.

Set up 1-Click access to summary dashboard

1. Hold the WINDOWS key down on your keyboard and press the letter D to minimise all open windows.
2. Open Google Chrome browser, type <https://setup.refss.com.au> in the address bar, press enter
3. Navigate to your Summary Report: red MY SITES button > Select your site > Summary Reporting (left menu)

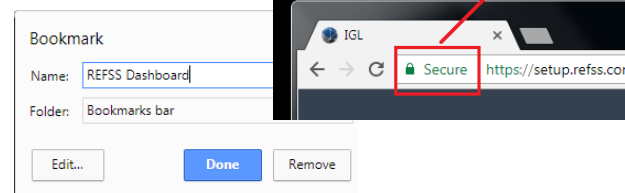
Create a Desktop Shortcut

4. Shrink the Chrome window so you can also see the desktop – press the Restore down button in the top right corner of the Google Chrome window (next to the red X close button)
5. Click and hold SECURE (left of the URL) and drag to the desktop to create a shortcut



OR Set a Bookmark

3. Hold the CTRL key and press D
4. Give the bookmark a name, press done. If the bookmark isn't visible at the top of your browser, press CTRL+Shift+B



Set up Notifications email (summary report stats)

1. Click NOTIFICATION SCHEDULER (left menu), then click the +ADD button
2. Select the eLogs to be included in the report – you can choose to have a complete report (select all eLogs available), or select specific eLogs to tailor the report for Department heads
3. Select the frequency of the email (daily, once or multiple times a week, multiple times a month)
4. Add email recipients (Department head / Store Manager / Owner) and Save

How do I get my store to 95% + Compliance?

If all departments are completing the checks they should be, achieving a high compliance score should be achievable.

Notify Department heads of performance - Set up Notifications email specifically for departments

1. Same as above (Set up Notifications email), but select only the eLogs that relate to the department
2. Enter the department head email.

Isolate Stats for each department, print and present at Meetings

1. From the Summary report, click on "Departments" tab to the right of Set up Notifications email
2. Click the Not Submitted number for the department you want to isolate – this will show not submitted items specific to that department.
3. Repeat for all departments.
4. Print that screen and discuss at your weekly meetings

The screenshot shows a table with two columns: 'Deli' and 'Front End'. Each column has a 'More' button and a 'Filter' icon. The 'Deli' column has a 'Not Submitted' count of 3, and the 'Front End' column has a 'Not Submitted' count of 1. Red arrows point to these counts, and red circles with numbers 1 and 2 highlight the 'Departments' tab and the 'Not Submitted' counts respectively.

Department	On Time	Late	Not Submitted	Outside Schedule
Deli	12	0	3	0
Front End	5	1	1	0

Other Common questions

Does the tablet have latest version of Mobile Forms?

1. Open Google Play Store on the tablet (coloured triangle, looks like a PLAY button)
2. Search for IGL FORMS – click the blue cloud app. If it shows an UPDATE button, it means a newer version is available. Click UPDATE to update the app

Are the latest copy of all eLog sheets available/published

1. Log in to [REFSS](#), find the ACTIONS button (far right), click PUBLISH eLOG SHEETS
2. Click the SELECT ALL box, scroll to the bottom and PUBLISH

The dialog box shows a 'Select All' checkbox which is checked. Below it are four unchecked checkboxes: 'Food Safety', 'Scales for Trade Use', 'Monthly Tare Weight Check', and 'Product Weights and Measures Check'. At the bottom right, there are 'Close' and 'Publish' buttons.

Are all the minimum standard forms by department being used?

1. Log in to [REFSS](#), click ACTIONS > Configuration
2. Click the eLog Sheets tab at the top, Select eLogs required, click Save
3. Click SITE CONFIGURATION (left menu), then click ACTIONS > PUBLISH eLOG SHEETS

Are there unwanted forms on the tablet?

1. Some stores may have published unwanted eLogs - If so call REFSS helpdesk to remove - **03 9001 1568**

Have lists been updated recently (Add and delete staff)? Update and push changes to the tablet

1. Click the red MY SITES button at the top, select the site
2. Click the required List from the left menu (staff/supplier) and add/delete/update as required
3. **IMPORTANT:** Click PUBLISH eLOG SHEETS (left menu) to push changes to tablet

How do I add sub-users (new login accounts for other managers/users)

1. Log in using ADMIN level details (Admin is the original creator of the REFSS account)
2. From the SITE MANAGEMENT/SITE CONFIGURATION page, click ACCOUNT CONFIGURATION (in left menu)
3. Click the red +ADD button, add the new user's details.
IMPORTANT: User's email must be unique/unused in the system and must be a REAL email address – it is needed to VERIFY the new account once created
4. Choose a role for the new user – STORE MANAGER is the highest available role and can perform all actions in the system; other roles have slightly reduced access (e.g. can't add users)
5. Once user is added, enable user access to relevant site(s) from ACTIONS > Assign site to user
6. Select required site(s) and save
7. The new user needs to then check their email account for a REFSS Verification email. Click the link in the email to verify the new account, and then try logging in using the new credentials.

