RETAIL SOLUTIONS

Sidekick User Guide

Name:

Username:

Password:

IT SUPPORT— If you are experiencing problems after reading this guide, IT can be contacted as below;

Monday to Friday (8:30—17:30): **+44(0)1928 531 745**

For instructions on how to use Sidekick please follow the guide on the back of this.

## What devices can I use with this version of Sidekick?

You can use this version of Sidekick with any Windows Phone 8 device

How do I know what the icons mean?

On the app on the job screen use the bottom menu and select icons, this will give you icons key and describe each icon.

Why won't it sync?

This is normally down to your device not having an internet connection. Please make sure that you can browse to websites and that they are refreshing correctly.
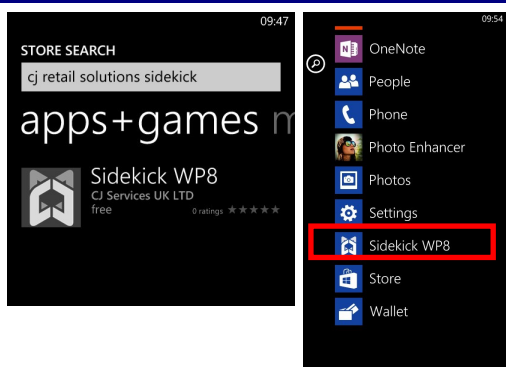
1. Go into the **Store** and search for **CJ Retail Solutions Sidekick** then tap the install icon, wait for install, then tap **Sidekick WP8** in apps.
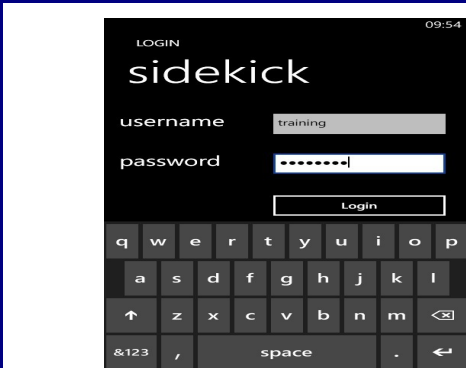
2. Once installed launch the application and type in your username and password as supplied by your project manager and tap **Login**
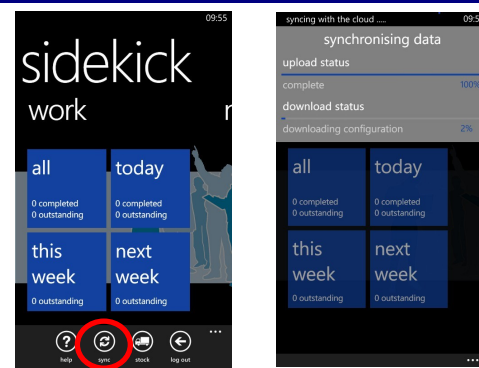
3. Tap on the **sync** icon on the bottom menu and once synced then you will be able to click on the **all** tile to display all your job list.
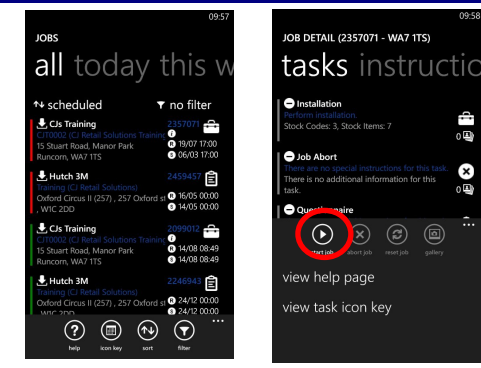
4. Tap on the required job, swipe to check instructions, then tap the **start job** icon on the bottom menu to start the job.
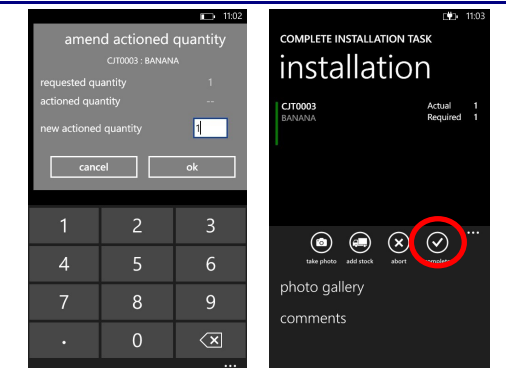
5. An installation task is the 1st task, tap on each stock item, enter the quantity of stock that you have installed, if they do not match required add a comment then tap the **tick icon**.
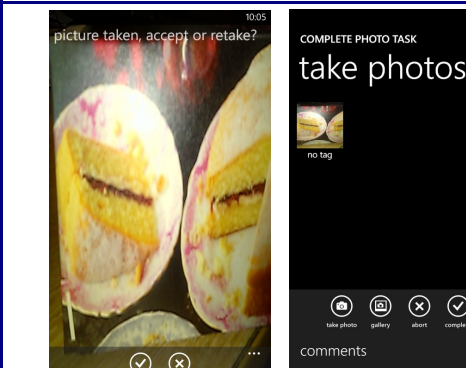
6. A photo task is next, tap on the **camera icon** in the bottom menu to launch camera, take the photo (landscape), repeat until all aspect of the job is captured then tap the **tick icon**.
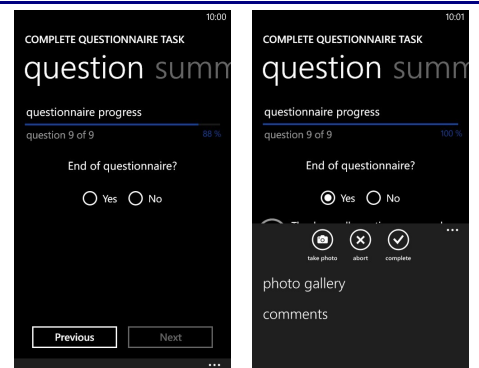
7. A questionnaire is the 3rd task, fill in the answers as best as you can adding comments if required. **Toggle Yes** to end the questionnaire and tap on the **tick icon** in the top right.
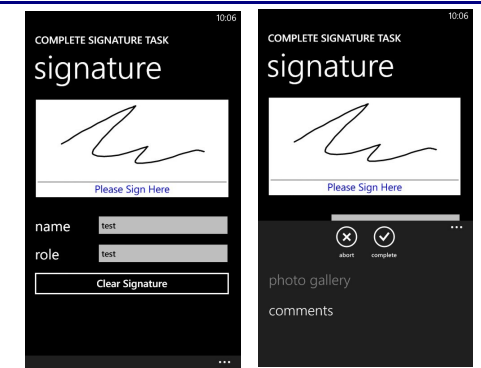
8. The signature task is the final task. Ask the store manager to use their finger to sign in the signature box, fill in the text boxes with their details and then tap on the **tick icon** to finish.
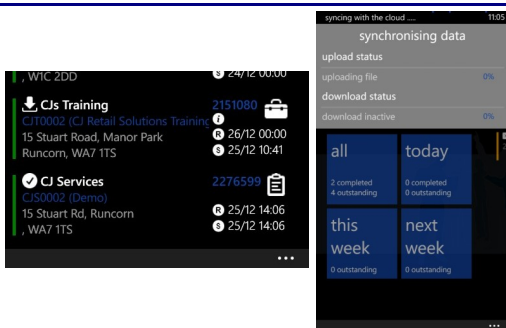
9. In the job list you will get a tick against completed jobs. To upload jobs back to our servers go back to the tiled work screen and tap on the **sync icon** on the bottom menu.
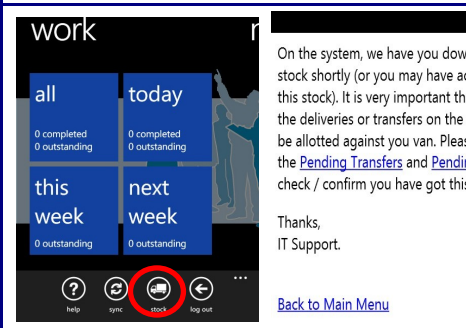
10. To return stock to our warehouses go back in to the **work tile screen,** open the bottom menu, then tap the **lorry icon**. If a pending delivery awaits, tap on **Back to main menu**.

11. Tap **Warehouse Returns**, Tap to continue if you are returning to specific warehouse. Type in the quantity of each item of stock to be returned on the right, tap **Move Stock**

12. , Confirm the transfer and the unique number issued needs to be given to the warehouse person for the stock to be accepted back to the warehouse.