

# CJ Services (UK) Ltd — Sidekick Guide



Name: \_\_\_\_\_

Username: \_\_\_\_\_

Password: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

**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**

**If your PDA is lost or stolen you will need to contact us immediately** on the above number and if it is out of hours, allow at least 30 seconds ring time to go through to the on call mobile.

If there is no answer please text 07846586203 & 07735056605

**For instructions on how to use sidekick please follow the guide on the back of this. For information about your PDA please read on:**

**Training Video Online** — <https://vimeo.com/61549666> and <https://vimeo.com/61549707> using the password s1d3k1ck

## Phone, Texts and Data

Phone calls to our office and to colleague mobile devices are free and will not be charged back to you if you have voice activated SIM. If you need to use your personal phone, please make a note of the date & time of the call and these calls can be claimed back on your expenses. If you use the device for sending text messages, browsing social network/gaming/non-work related sites or phoning numbers outside of what has been stated above you may be charged for them through your wages.

## Connectivity

From time to time your PDA will loose its connectivity but may still display a good signal; follow the below steps to reconnect your device so you can upload and download.

1. Tap the aerial symbol in the top right corner
2. Tap Comms Manager in the bottom right corner of the talk bubble that pops up
3. Make sure that the phone & data is set to turned on and aeroplane mode is off.
4. Sometimes devices can get stuck on cell sites and to resolve this you need to do a reset of the device. Always suspend the job you are working on, tap **Options > Suspend** and then close Sidekick by tapping **Menu > Exit**. Peel off the back cover and remove the battery and re-insert the battery, turn it back on and this should now re-connect.

## Freezes and crashes

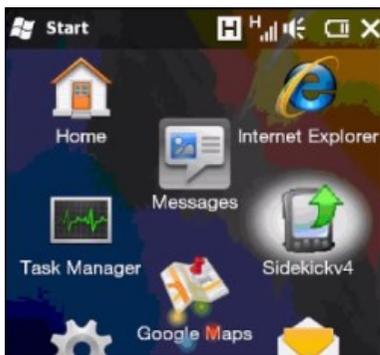
If your PDA freeze or crashes and you are unable to do anything, a reset may be required. Before performing a reset, if at all possible, try to suspend the job you are working on: press **Options > Suspend** and then close Sidekick by pressing **Menu > Exit**. This will ensure you can carry on from where you suspended it. To perform a reset peel off the back cover and remove the battery and re-insert the battery, turn it back on.

## Low Memory or Camera issues

If your PDA complains about low memory or you are having problems taking a photo this could be due to you having too much data on your device. Follow the steps below to help resolve this problem.

1. Upload all of your jobs and perform a download
2. Remove any pictures or videos that you have stored on your device
3. Delete any large emails or multimedia text messages
4. Perform a device reset, (always suspend the job you are working on, tap **Options > Suspend** and then close Sidekick by tapping **Menu > Exit**) peel off the back cover and remove the battery and re-insert the battery, turn it back on.

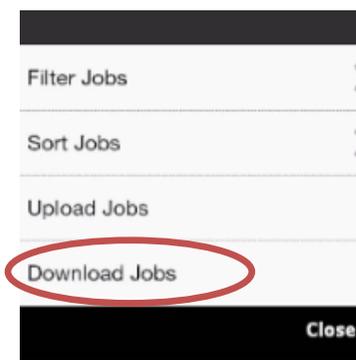




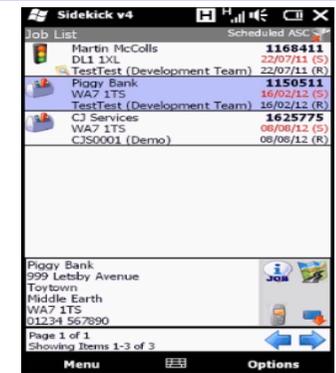
1. Tap on the Microsoft Start button, scroll through the programs & double tap on **Sidekick V4** to launch the application.



2. Type in your username & password, then tap the **Login** button. Respond any pop up messages by following the instructions.



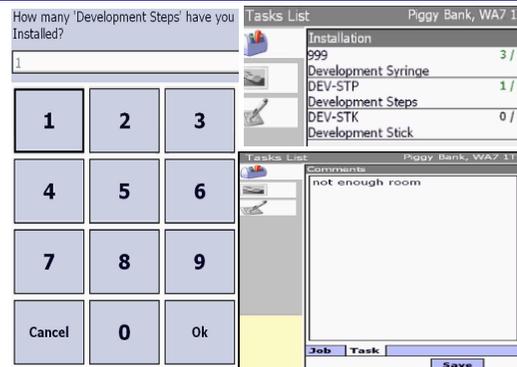
3. Tap on the **Options** button then tap **Download Jobs** to retrieve your list of jobs that have been assigned to you.



4. Displayed is the job list in date order. Tap the **Options**, **Filter** to re-organise. Tap on job once for address info & double tap to go into the job.



5. Tap on the stopwatch to start the job. Through the job tap on the **speech bubble** to add comments. Tap on the **red X** to completely reset the job.



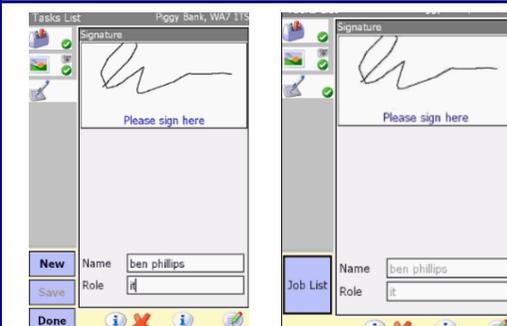
6. Tap on each of the pieces of stock & type in the quantity used on the keypad, if stock doesn't match, use the speech bubble to write comments tap the **Save** button to exit.



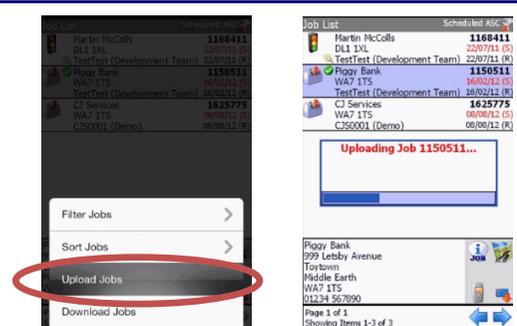
7. If additional stock required tap on the blue van, find additional stock item and double tap on stock item to add to Installation task list and enter quantity used as in step 6, tap **Done** to move on.



8. Tap **New**, take the photo (landscape), then type comments in white box under photo, tap **Save**, repeat according to requirements, when you have taken all the photo's tap **Done**.



9. Ask the store person to sign in the white box, type their name & role in the text boxes below, tap the **Done** button & tap the **Job List** to go back to your job list.



10. On the job list there should be a green tick on the job completed. Tap **Options**, tap **Upload**, after upload complete, tap **Download** to clear the job & go to your next job

**Main Menu**

**Transfers:**

- Van to Van
- Container to Van
- Van to Container
- Pending Transfers

**Deliveries:**

- Pending Deliveries

**Uplifted Stock:**

- Validate Stock

**Returns:**

- Warehouse Returns

**Miscellaneous:**

- Transfer History
- Logout

Please select which stock you want to transfer:  
Stock / Client Filter: dev

Code	Desc	Client	Max	Qty
DEV-CHC	Development Chocolate	Devel	1000	20
DEV-STK	Development Stick	Devel	1000	35
DEV-STP	Development Steps	Devel	1000	800

11. To **return stock** to one of the warehouses open internet explorer, go to <http://regional.cjsportal.co.uk> and login with your sidekick credentials, tap **Warehouse return**

**Movement Completed.** The Reference for this transaction is **111554** You will need this so the warehouse staff can identify this transaction.

[Back to Main Menu](#)

12. Type in the quantity of stock to be returned of each item on the right, tap **Move Stock**, confirm the transfer and the unique number issued needs to be given to the warehouse person.