

Where to find IM and WOs?

Issues can be handled through “Resolution center” menu, located in the web application, at the top menu bar.

There are 2 sub-menus there:

01

Issue Management: Here you can handle your issues from the moment they were reported until they are resolved. Issue Management page contains the following tabs:

- Issue Management tab
- Work Orders tab

For more information on each tab, please visit the relevant section in this documentation.

02

Incident Types: In this page, you can add new Incident type or change your Incident type settings.

Note: Incident Types is essentially a predefined list of Incidents that can possibly occur during a Guard's/Worker's shift. The Guard/Worker has the option to choose one of them to quickly report them.