TeamComm

User Guide

V1.3

INDEX

Getting Started - TeamComm has a simple and intuitive user interface. To get started with TeamComm simply send an email with your contact information to info@teamcomm.us or complete the entry at https://www.teamcomm.us/trial.

a) Once your trial subscription is initiated, the person you designate to be the admin for your organization will be invited to TeamComm, under your first named location.

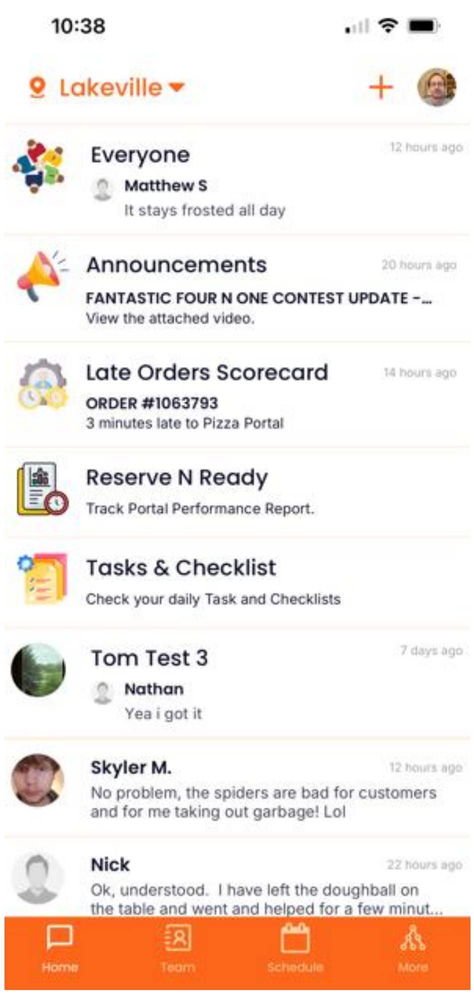
b) Your admin will receive an email from TeamComm with a One Time Passcode (OTP). Once TeamComm is downloaded from the App Store on your phone, use this passcode and the appropriate email address to log into TeamComm. You will be prompted to create your password as part of the initial log on process.

c) The admin now has full access to TeamComm and can invite the remaining team members.

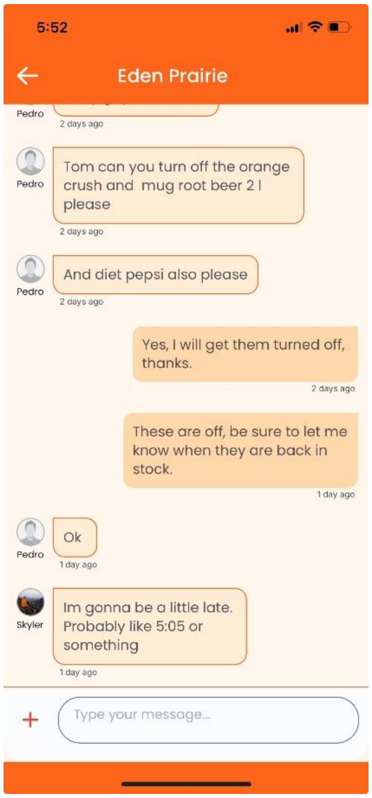
Home Tab

a) The Home tab is considered your “Home” screen.

b) Here is where you can view the “Everyone” chat, Announcements, and any direct/private chats you are in with other team members.



c) Tapping on “Everyone” will take you into the team group chat where you can see the most recent chats.



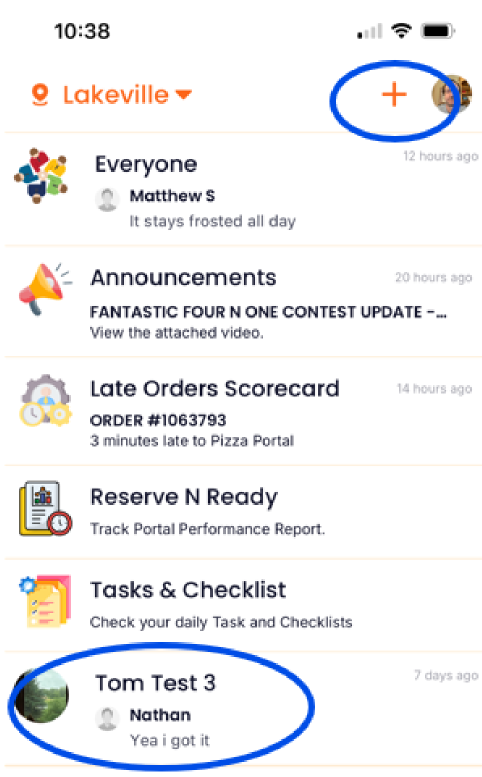
a. Scroll up to see older chat messages.
b. Add a message by typing in the message bubble at the bottom of the screen. Click the "+" symbol to add pictures (either from saved photos or directly from camera), videos, or a document (PDF). Team members are notified of a new message.
c. Pressing and holding on a message will allow you to:
    i. Copy the message
    ii. See who has read the message (read receipts)
    iii. Reply to the message
    iv. Report the message to the administrator
    v. Remove the message (if you are the administrator)
    vi. React to the message with an emoji
d. All team members can view, post, and interact with messages in Everyone.

d) Announcements can only be posted by admins. An announcement consists of a subject line, a message body, and can also contain pictures, video or audio files, or a PDF. Team members are notified of a new announcement.
e) On the home screen you will also see a list of any direct/private chats you are involved in. These disappear after a team member has been removed from TeamComm.

f) Tasks & Checklists is where:
   a. Team members can view assigned tasks.
   b. GM's and AM's can assign tasks to team members.
   c. If the task doesn't already exist, TeamComm allows you to add a task, and will save it in the list for future use.
   d. When assigning a task, you will select the task, team member, assign a due date, and require a picture upon completion (optional).
   e. The assigned user gets a notification of the task assignment.
   f. After they have completed the task, they will go to Assigned Tasks to mark it as completed, and submit a picture if required. The person that assigned the task will be notified that is has been marked as completed.
   g. There are also sections for Opening and Closing checklists. Currently there are read-only and are not interactive. These can be customized to your groups requirements.

g) If you are a Little Caesars restaurant, you will also see a:
   a. Reserve N Ready section where the latest scorecard can be viewed. The scorecard can be uploaded as a CSV (exported from the Reserve N Ready report on the Gateway) or emailed in to the appropriate email address, at which point it will appear in this section.
   b. Late Orders Scorecard (if subscribed to this TeamComm service) is where your entire team will be able to view a scorecard for today, and week-to-date, of late orders as generated by the CaesarVision.

h) A recent addition to TeamComm, and one that is still being tested and revised, is the addition of a group chat above locations. For example, this could be a group chat of GM's & an RM across several locations.
   a. An administrator can access the function to create a group by pressing the plus sign in the upper right corner of the Home Tab. On the next screen you can select the admins (GM, RM, or owner) to be in the group chat and give it a name. It currently requires a picture for the group chat but that may change at any time. This new group chat will then appear on the Home Tab for those in the group, directly below Tasks & Checklists.

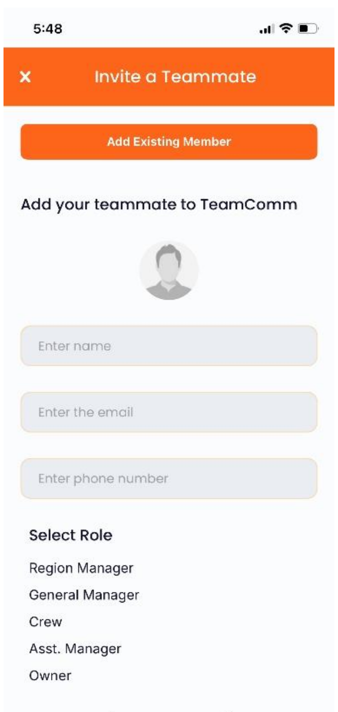

10:38
Lakeville
Everyone
12 hours ago
Matthew S
It stays frosted all day
Announcements
20 hours ago
FANTASTIC FOUR N ONE CONTEST UPDATE -...
View the attached video.
Late Orders Scorecard
14 hours ago
ORDER #1063793
3 minutes late to Pizza Portal
Reserve N Ready
Track Portal Performance Report.
Tasks & Checklist
Check your daily Task and Checklists
Tom Test 3
7 days ago
Nathan
Yea i got it

Team Tab

Adding Team Members

a) Go to the Team Tab, found at the bottom of the Home screen.

b) On the Team Tab, press the "+" button in the upper right corner.



c) Fill in the team member name (first name only is ok), along with their email address and phone number. Note that phone numbers are visible only to the GM's/admins.

d) Select a Role for this team member.

e) Click "Send Invite".

f) The invited team member should receive an email with the One Time Passcode. They can then use the OTP to log in and create their own password to TeamComm.

g) If a user does not receive the OTP email for any reason, the GM/admin can view the OTP on that users Profile on the Team Tab and give it to them verbally.

Removing Team Members

a) Go to the Team menu and select the appropriate team member.

b) Select "Remove From Team" at the bottom of the user profile.

c) Click "OK" to confirm.

d) Team member is removed from TeamComm and can no longer use the TeamComm app on their phone.

Send a Direct Message to a Team Member

a) On the Team screen, select the team member, then select Send Message. This is a private chat and is not seen by other team members.

Other Admin Functions from the Profile screen

a) View a team members phone number

b) Review the most recent Availability entry

c) Mute a team member who is posting inappropriate comments or material for 1 hour, 24 hours, or indefinitely, until you have had a chance to speak with the team member.

Schedule Tab

a) Here is where a team member can go to see a photo of the current schedule. This is also where an Admin can add a photo schedule (using the + in the upper right corner) or delete an existing schedule (using the 3 dots when viewing the schedule you want to delete).

b) Clicking on “Show More Schedules” will allow the team member to select a future schedule, if one exists, as well as to review older schedules.

c) Time Off Requests is where the team member will make any future time off requests to the GM

   a. After pressing “Time Off Requests”, click on the “+” sign in the upper right corner.

   b. Select a Start Date, an End Date, and a Reason (required).

   c. Click Submit and the GM will be notified of the Time Off Request.

   d. The team member making the request will be notified with the GM approves or denies the request.

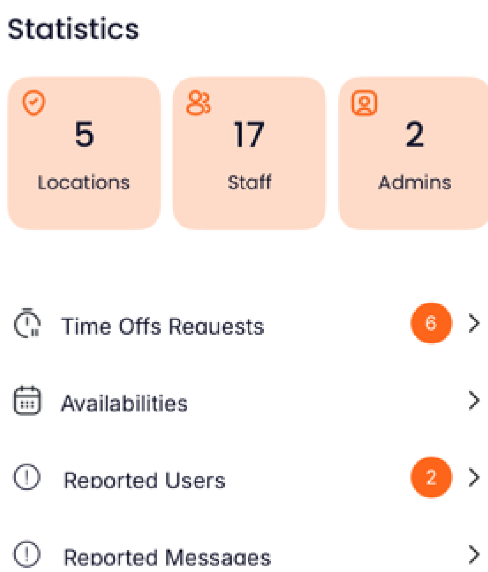
d) My Availability is where team members can detail their availability to the GM, or make any adjustments if their schedule changes.

   a. For each day, select your availability and if you select a closing shift, also enter your earliest available starting time for that day.
   b. Enter the desired number of hours each week (required).
   c. Add notes if you need to explain to the GM why your schedule is changing.

More Tab

The More tab has a number of different functions on it:

a) By clicking on the "Admins Dashboard" admins only will go to an Admin screen and see options for:
   1. Review and approve or reject Current Time Off Requests (sender will be notified)
   2. Review Past Time Off Requests (already approved or rejected)
   3. Review any Availability entries
   4. Review Reported Users (any user can report another user for sending inappropriate messages, even ones that are not removed by the profanity filter)
   5. Review Reported Messages (any user can report an inappropriate message)



b) Training & Orientation is, at this time, is making available to the users some of the Little Caesars training videos, as well as some of the videos that have been put together by the developing franchisee.
c) Contact Us can be used to report TeamComm bugs, ask questions, etc.
d) About Us, Privacy Policy, and Terms & Conditions will take you to the appropriate www.teamcomm.us web page.
e) All users can see the version # of TeamComm that is installed.