



CUI

Mobile User Quick Guide

(Employee)

Domain: **cui.penguindata.com**

Supported Browsers to USE:

GOOGLE CHROME/SAFARI

OR

MOZILLA FIREFOX

Do NOT use:

INTERNET EXPLORER(It is Unsupported)

If used, it must be 11.0 or Higher

USERNAME: First Name Last Name (John Smith = johnsmith)

PASSWORD: Welcome1 (Case sensitive)

Changing Password -

New password MUST have:

8 Characters with 1 Capital Letter & 1 Number

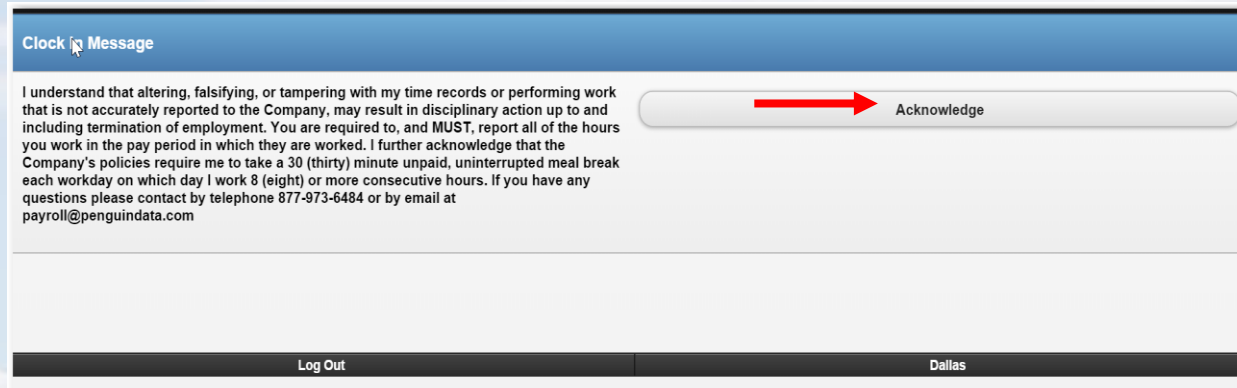
Minimum of eight characters containing one capital letter and one number

1. **Log into Website – cui.penguindata.com** - Enter user name and password, then submit

USERNAME: First Name Last Name (John Smith = johnsmith)

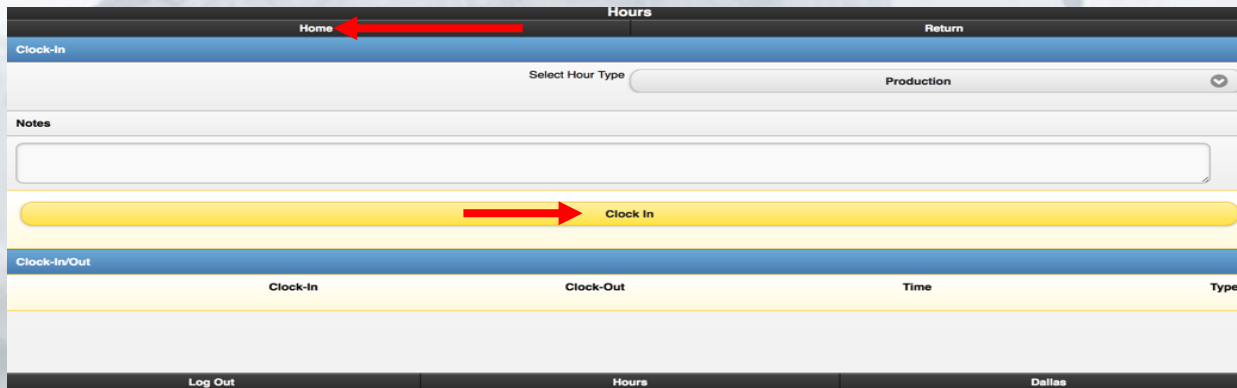
PASSWORD: **Welcome1**

2. Select **“Acknowledge”** to confirm you agree to company time keeping policies



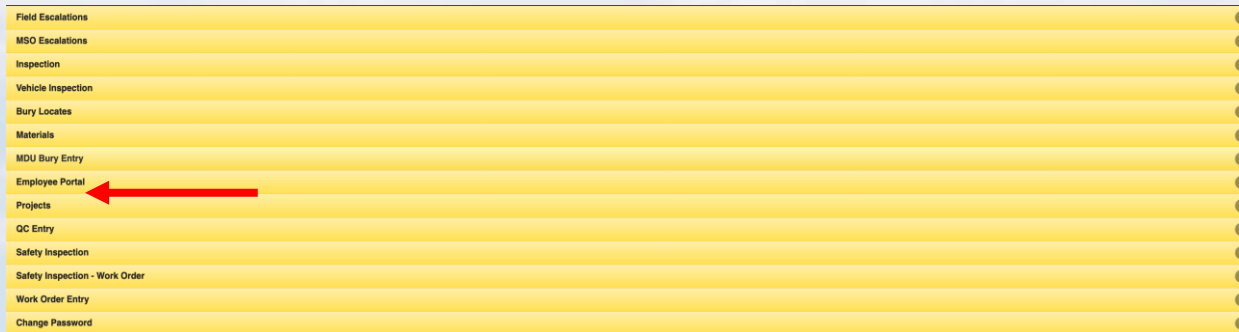
The screenshot shows a web interface with a blue header bar containing the text "Clock Message". Below the header is a white box containing a paragraph of text: "I understand that altering, falsifying, or tampering with my time records or performing work that is not accurately reported to the Company, may result in disciplinary action up to and including termination of employment. You are required to, and MUST, report all of the hours you work in the pay period in which they are worked. I further acknowledge that the Company's policies require me to take a 30 (thirty) minute unpaid, uninterrupted meal break each workday on which day I work 8 (eight) or more consecutive hours. If you have any questions please contact by telephone 877-973-6484 or by email at payroll@penguindata.com". To the right of this text is a grey button labeled "Acknowledge" with a red arrow pointing to it from the left. At the bottom of the page, there is a black bar with "Log Out" on the left and "Dallas" on the right.

3. You will then be required to **“CLOCK-IN”** After clocking in, select **“HOME”**



The screenshot shows a web interface for clocking in. At the top, there is a black bar with "Home" on the left and "Return" on the right, with a red arrow pointing to "Home". Below this is a blue header bar with "Clock-In" on the left. The main area has a "Select Hour Type" dropdown menu with "Production" selected. Below that is a "Notes" section with a text input field. A large yellow button labeled "Clock In" with a red arrow pointing to it is prominent. Below the button is a table with a blue header bar and a yellow body. The table has four columns: "Clock-In", "Clock-Out", "Time", and "Type". At the bottom of the page, there is a black bar with "Log Out" on the left, "Hours" in the center, and "Dallas" on the right.

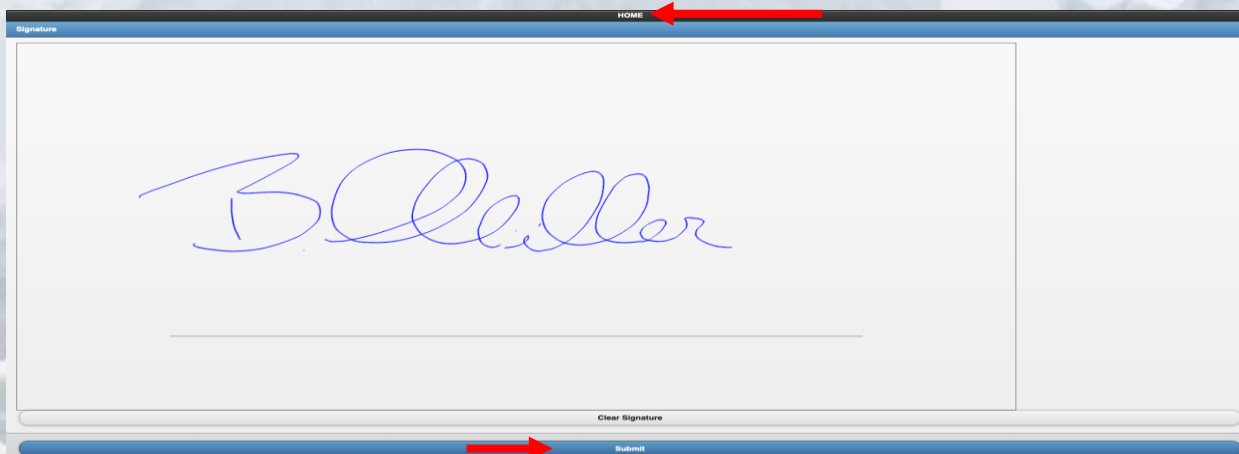
4. Navigate to **“Employee Portal”** to capture your signature



5. Then you will need to select **“Signature”**



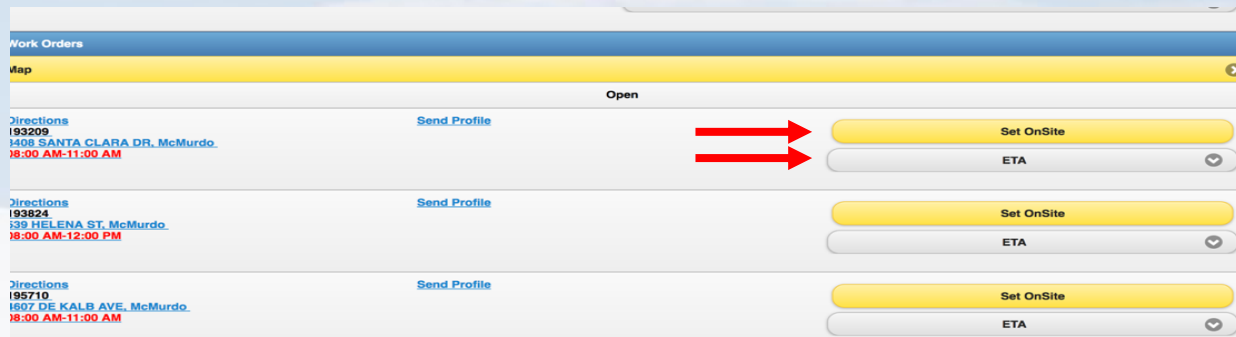
6. Capture your **“Signature”** then **“Submit”** and navigate back **“Home”**



7. Click on **“Work Order Entry”** to set status **“AT WAREHOUSE”** or **“EN ROUTE”**



8. Click on **“SET ETA”** &/or **“SET ON SITE”** to go to the job you want to work on



9. Click on **“ENTER JOB CODES”**
- a. Click on **“SELECT CODE TO ADD”**
 - b. Enter the amount used on the job
 - c. Select **“SAVE CODES”** or **“SAVE”** in top right of screen



Work Order Codes

WorkOrders Manage SAVE

Job Codes

Select Code to Add

Type code name or description to search, select required code

AA1 - FULL DROP AERIAL 1 REMOVE

Save Codes

Work Order Codes

WorkOrders Manage SAVE

Job Codes

Select Code to Add

- ✓ D.A.1 - D/W Sensor
- D.A.2 - Key Fob
- D.A.3 - Light / Appliance Controller
- D.A.4 - Motion Sensor
- D.A.5 - Power Line (Home Plug)
- D.A.6 - Remote Siren
- D.B.1 - Glass Break Sensor
- D.B.2 - Key Pad (Wireless)
- D.B.3 - Smoke Detector
- D.B.4 - Zone Expander
- D.C.1 - Indoor Camera
- D.C.2 - Targeted Motion Detector
- D.D.1 - Carbon Monoxide Detector
- D.D.2 - Outdoor Camera
- D.D.3 - Thermostat
- D.D.4 - Water / Flood Sensor
- E.A.1 - Cable Card
- E.A.2 - DCT
- E.A.3 - DTA

Work Order # 189995

Address 5791 BRENTWOOD TRCE

City State Zip BRENTWOOD TN 370274636

10. THEN CLICK on **“Assign CPE”**

Work Order Entry

HOME WorkOrders Refresh

Enter Job Codes >

001 COMPLETION CODE 1

Set Not Done >

Upload Images >

Door Tag Job >

CPE

Assign CPE >

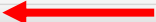
TYPE SERIAL

Returns


Enter Customer Returned Equipment >

TYPE SERIAL

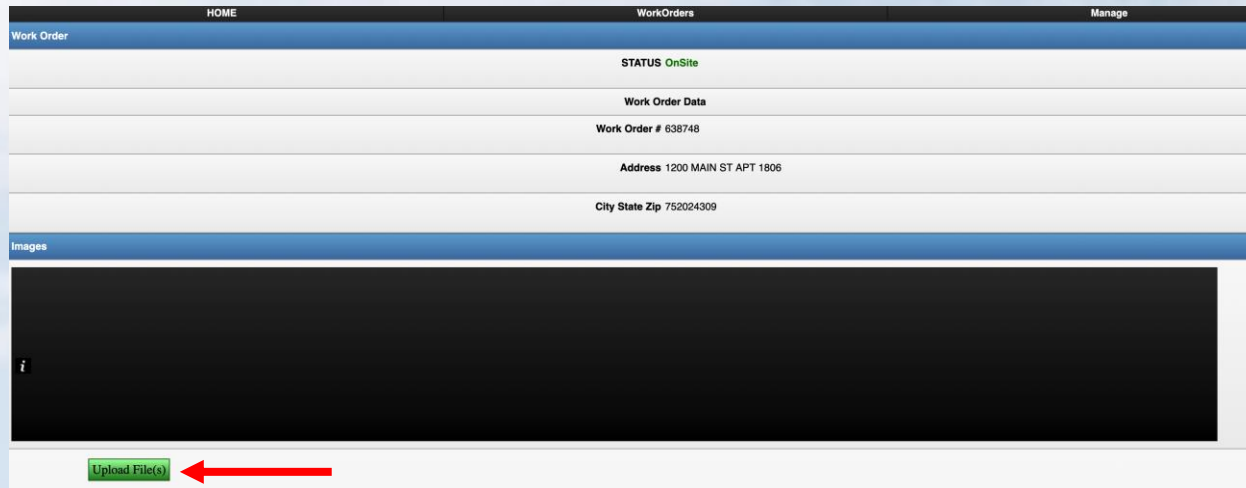
11. THEN SELECT THE CUSTOMER BOX FOR THE EQUIPMENT THAT YOU ARE INSTALLING ON THE JOB. AFTER ADDING ALL EQUIPMENT, **"SAVE"**

Work Order Entry	
WorkOrders	Manage
Messaging	
Preset Messages	
Message	
Save Equipment	
CPE	
Warehouse Date - Out Date/Type	Serial/Smartcard
11/06/2017 - 11/06/2017 DIGITAL DVR	001DD30E5032
<input type="checkbox"/> Defective	<input checked="" type="checkbox"/> Customer 
11/06/2017 - 11/06/2017 DIGITAL DVR	001DD30E7212
<input type="checkbox"/> Defective	<input type="checkbox"/> Customer

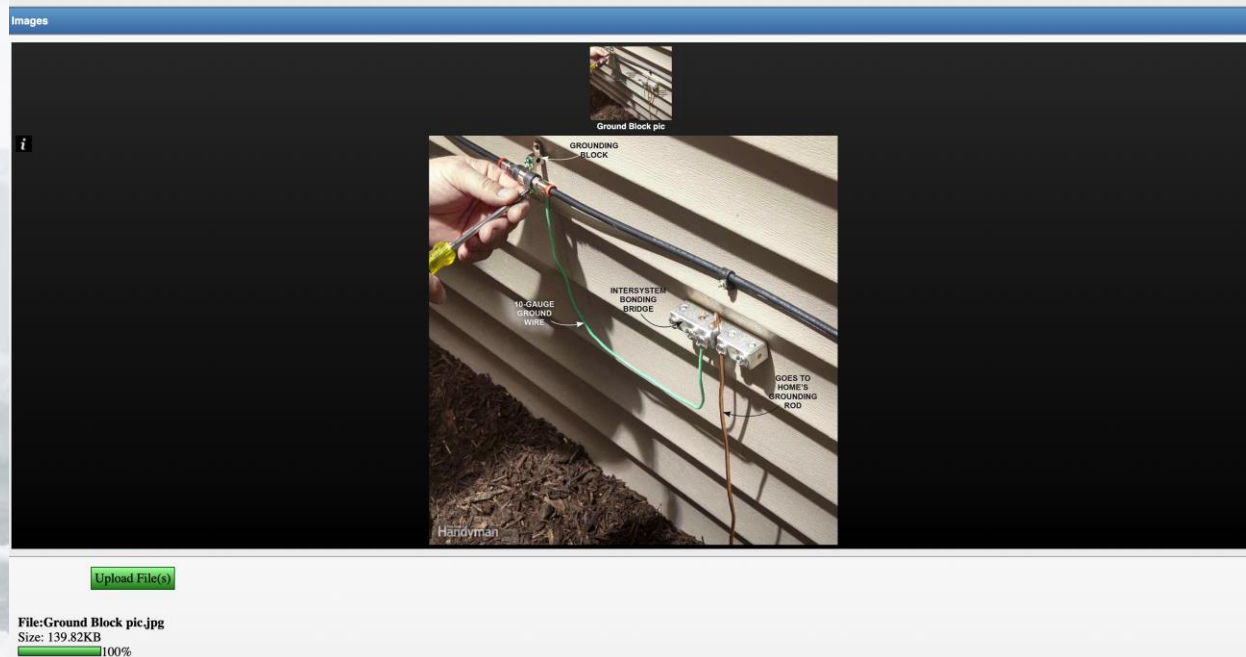
12. THEN CLICK on **"Upload Images"**

Upload Images 	
Door Tag Job	
CPE	
Assign CPE	
TYPE	SERIAL
Returns	
Enter Customer Returned Equipment	
TYPE	SERIAL

13. Select **“Upload File”**. On a Mobile device, you will be given the option for Camera or Photo Gallery



14. Once the upload is complete, photos will populate in the negative area. *Note: the upload progress bar may say 100% but it must show in negative area or upload WAS NOT successful.



15. Select **"SUBMIT"** button and the job will be closed

2710 Frances, Garrett

WorkOrders Manage SUBMIT

Resolution Code Data

Miac

Start Time

End Time 01:14:19 PM

Comments

MSO Comments CX IS AWARE OF THE 19.95 MONTHLY CHARGE AND NO CONTRACT FREE CAMERA 99.95 BILL AT INSTALL WHEN TECH ARRIVES

Points 30

Category/OnTime Data

On Time

Submit

16. At the END OF YOUR DAY do not forget to **"CLOCK-OUT"**

Home Hours Return

Clock-In

Change Hour Type Production

Notes

Switch

Clock Out

Clock-In/Out

Clock-In	Clock-Out	Time	Type
04:58:27 AM			Production

Log Out Hours Dallas