

Installing Resolve

Search for and install the free *Invida Resolve* app from your device's app store.

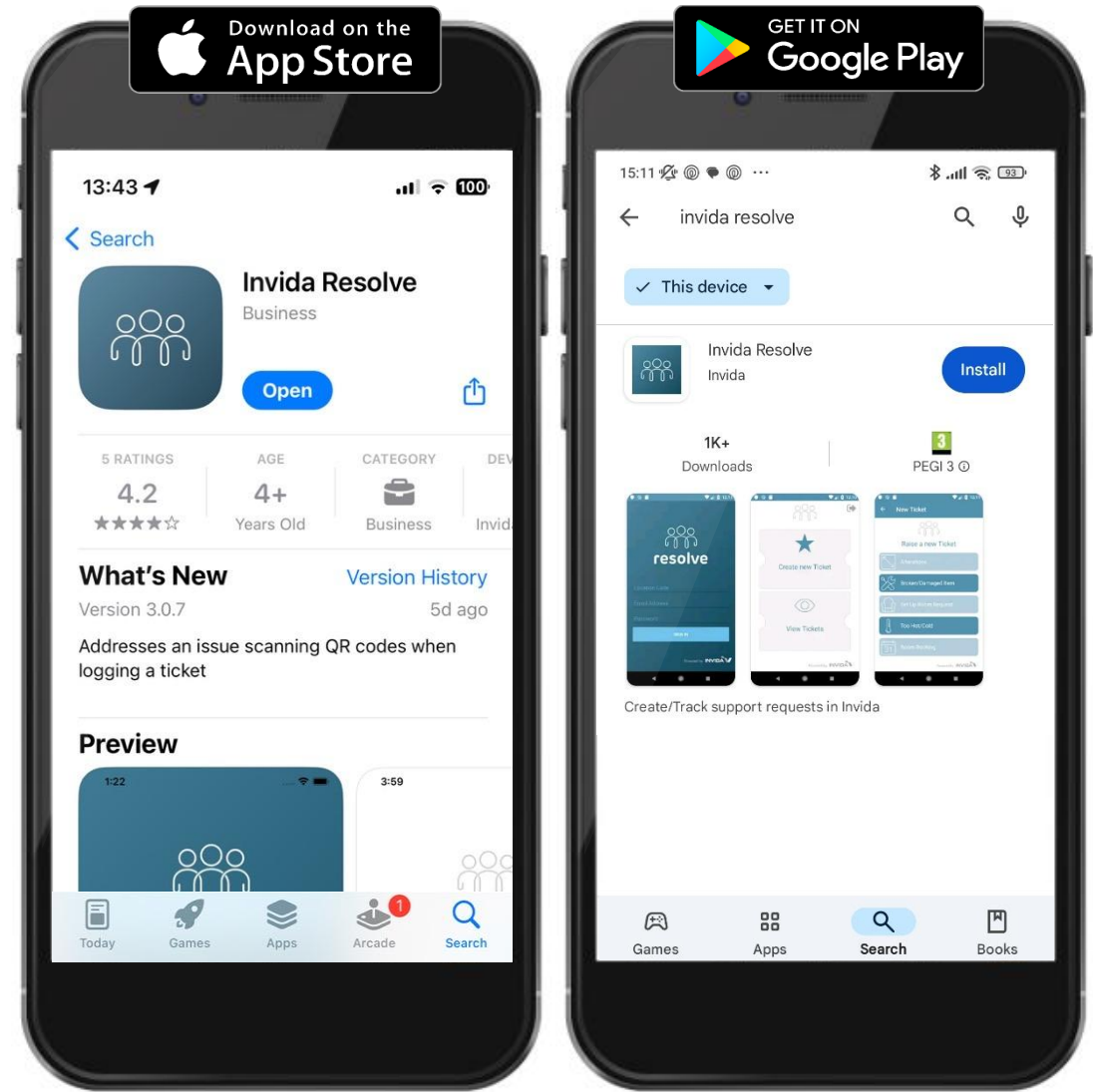
(Make sure you choose *Invida Resolve*, not *Invida Mobile*.)

Once installed, the app icon will appear on your device:



Invida
Resolve

If you are unable to use the Resolve app, tickets can be logged via:
uoc.invida.co.uk



Logging in to Resolve

First time login

Enter the *Customer Code*: *UOC*

Then sign in with your email and a password configured by following the link in a welcome email from support@invida.co.uk.

When logging in for the first time, you will be asked to set a 4-digit pin. This is used for quick access in future.

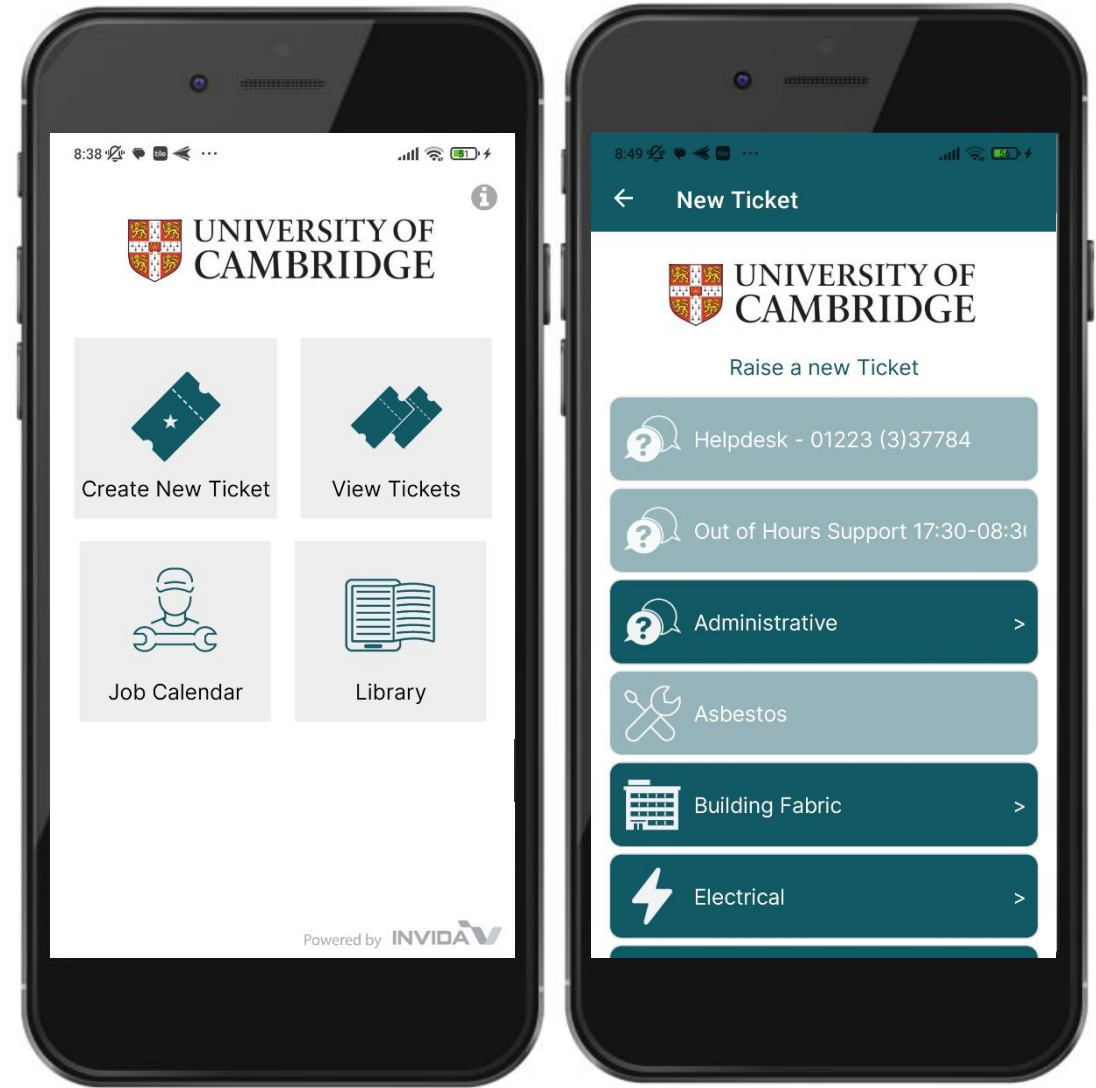


Creating a new ticket

Select *Create New Ticket* to raise a new service ticket.

Then use the classification menus to choose the specific issue relating to the request.

The *Administrative* option allows reporting of asset and space changes.



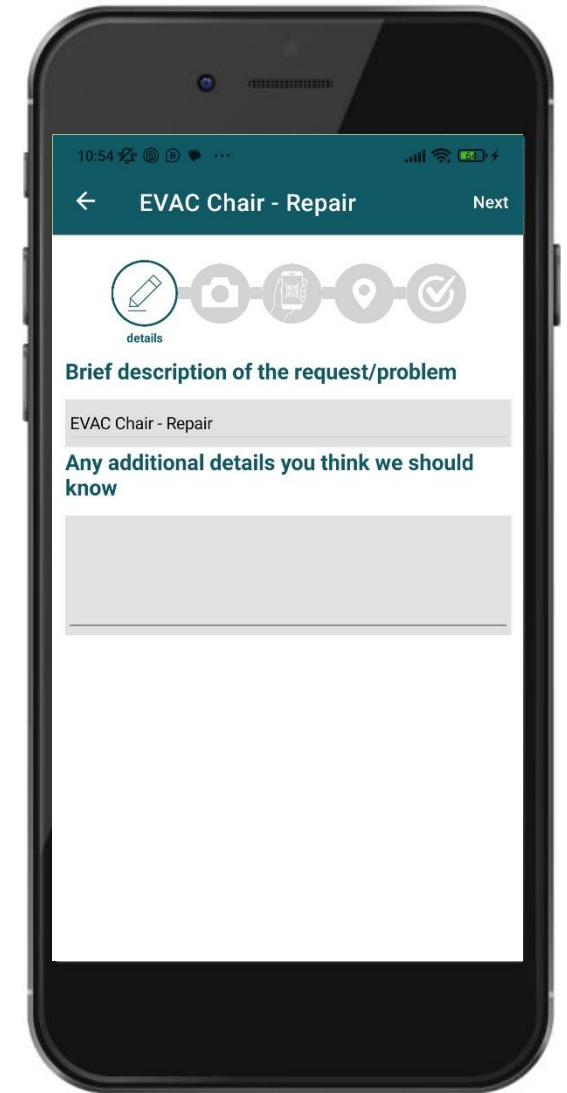
Adding details

The *Brief description* will be populated based on categories selected.

In the second box, add as much detail as you can to assist the Control Centre in understanding the issue and planning next steps. This could also include names and contact details for anyone else you want to be notified about the ticket, including an on-site contact for operatives to report to on arrival.

Text can be typed or dictated.

Tap *Next* when ready.



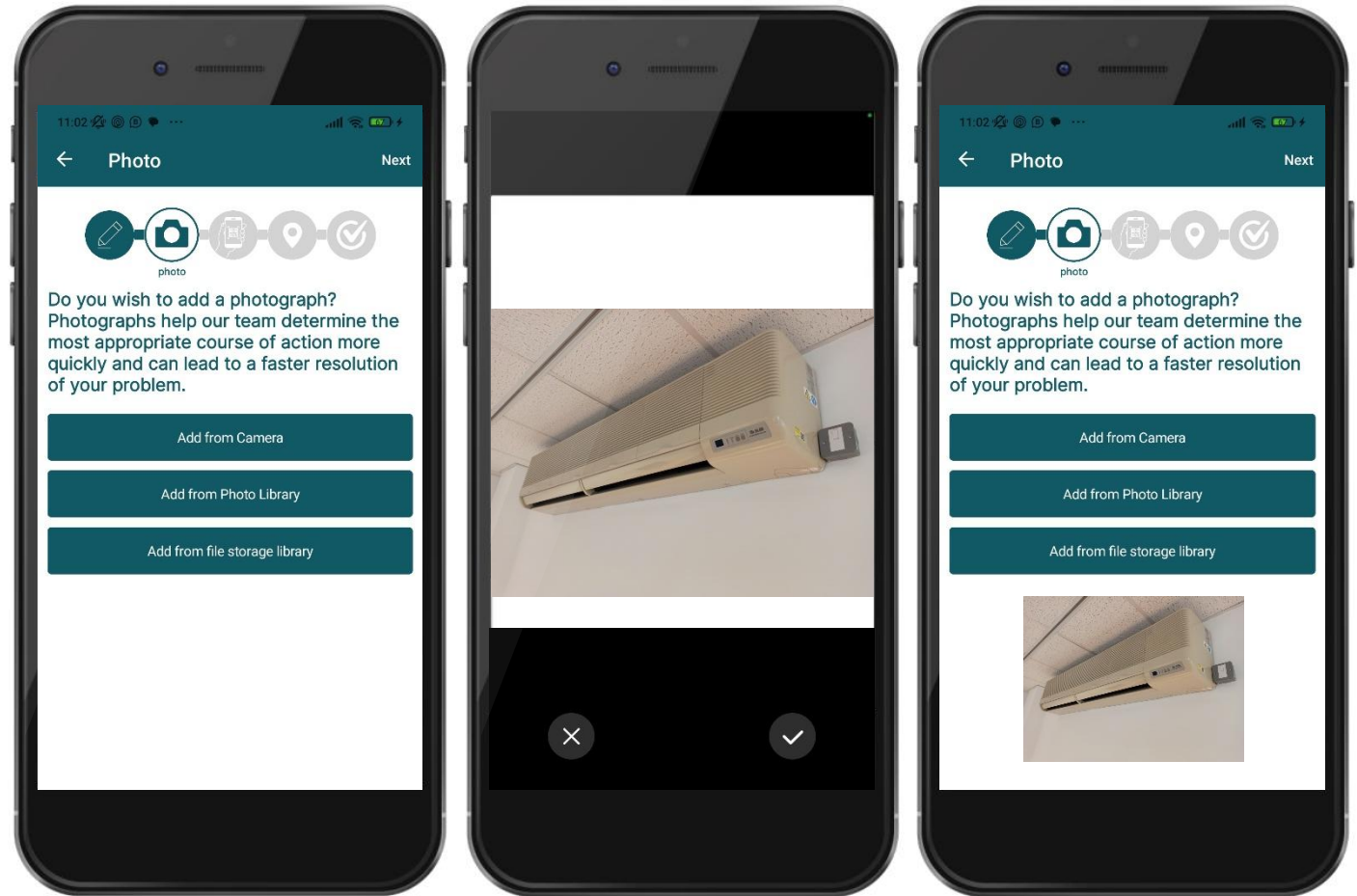
The image shows a smartphone screen displaying a mobile application interface for reporting a repair issue. The title bar at the top is teal and contains a back arrow, the text "EVAC Chair - Repair", and a "Next" button. Below the title bar is a horizontal progress bar with five circular icons: a pencil (active), a camera, a speech bubble, a location pin, and a checkmark. The word "details" is written below the first icon. The main content area has a heading "Brief description of the request/problem" followed by a grey box containing the text "EVAC Chair - Repair". Below this is another heading "Any additional details you think we should know" followed by a large, empty grey rectangular text input field.

Adding photos

Select an option to add photographs directly from your camera, or from a saved location.

These can be re-taken and/or deleted, if necessary.

Tap *Next* when ready.



Scanning QR code

Scan the QR code on the Asset by lining up the printed code with the red line in the camera's view.

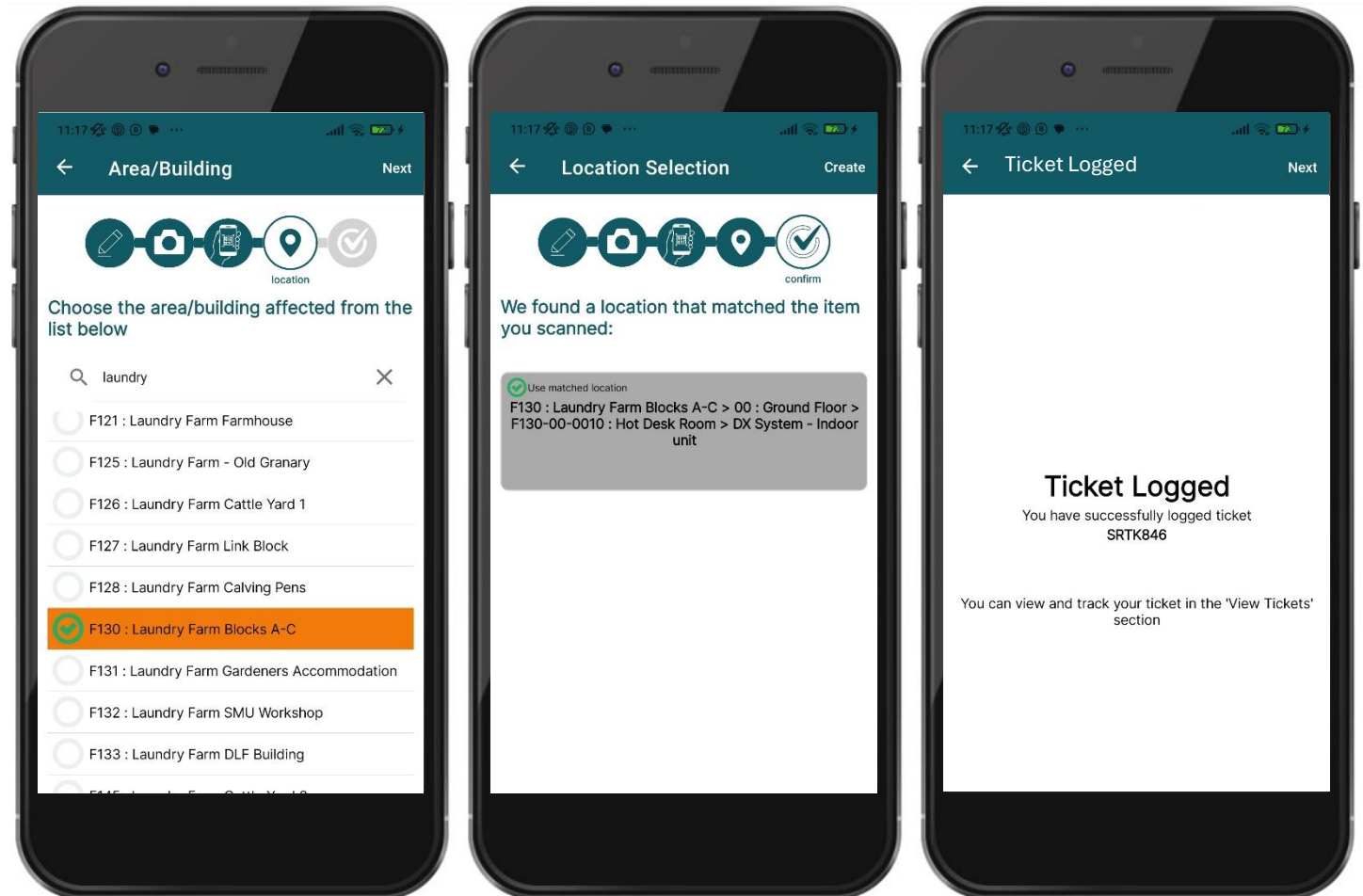


Setting the location

If the location hasn't been set by scanning the asset, choose location from the list, searching by keyword.

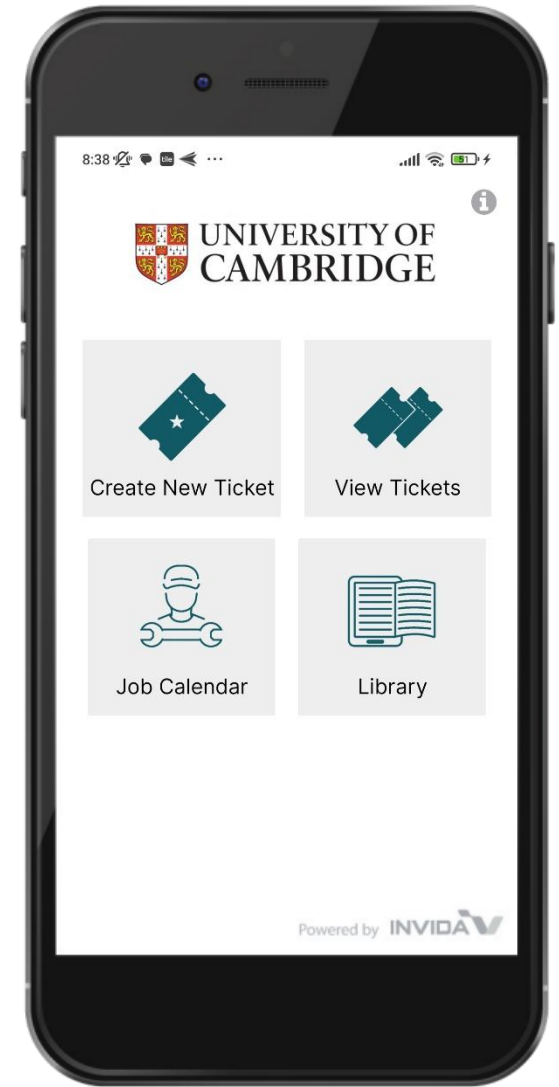
Confirm the location is correct and tap *Create* to log the Ticket with the Control Centre.

After logging, tap *Next* to return to the homescreen.



Viewing tickets

Select *View Tickets* to check the status of existing *Tickets*.



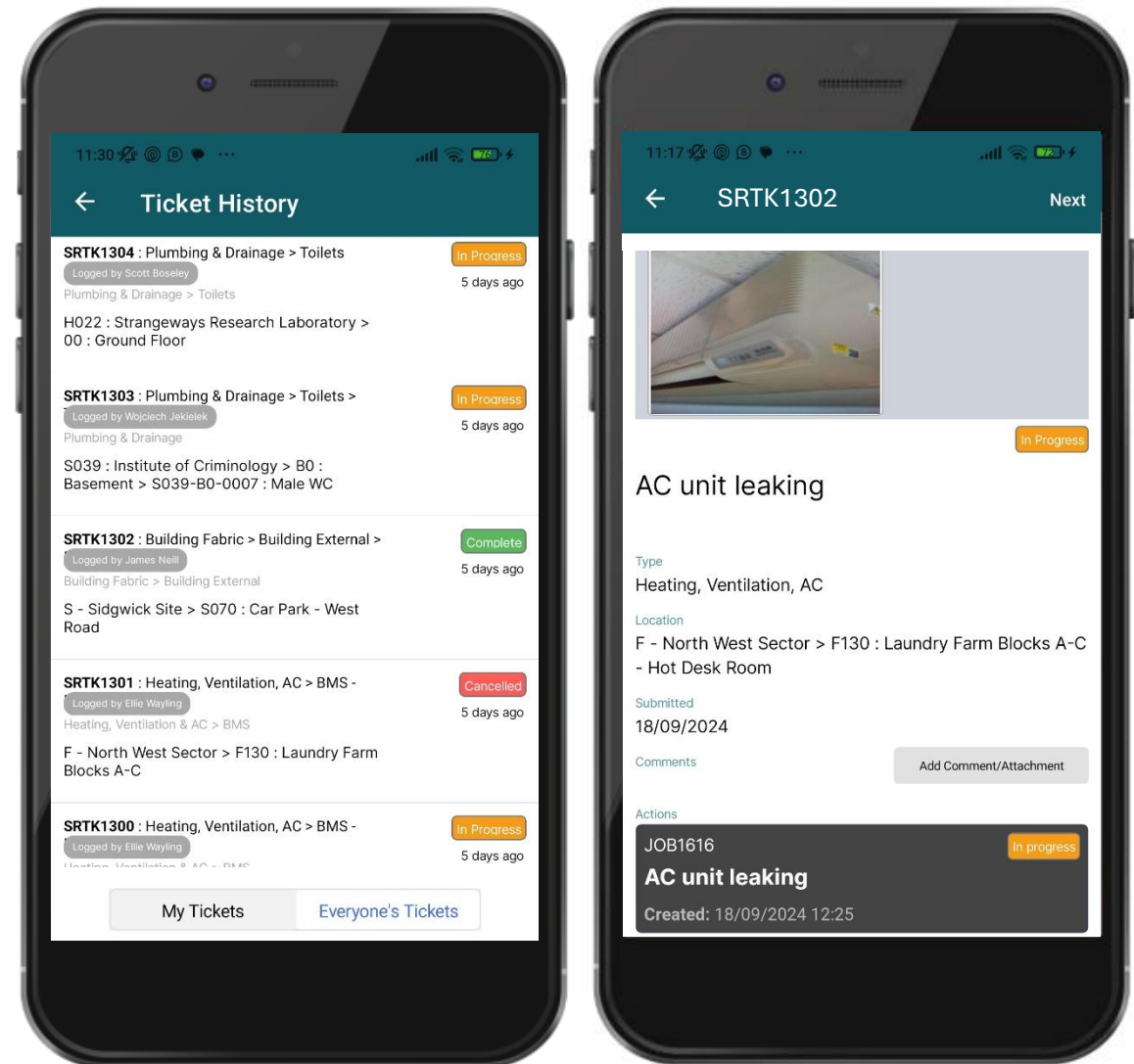
Viewing tickets (cont.)

Tickets are ordered historically. Tap at the bottom to toggle between a view of your tickets only, or all those logged for your locations.

Coloured badges indicate *Ticket* status:

In Review In Progress Complete Cancelled

Tap on a *Ticket* to see details, add comment or photos, cancel (if still in review) or to re-open a closed ticket.

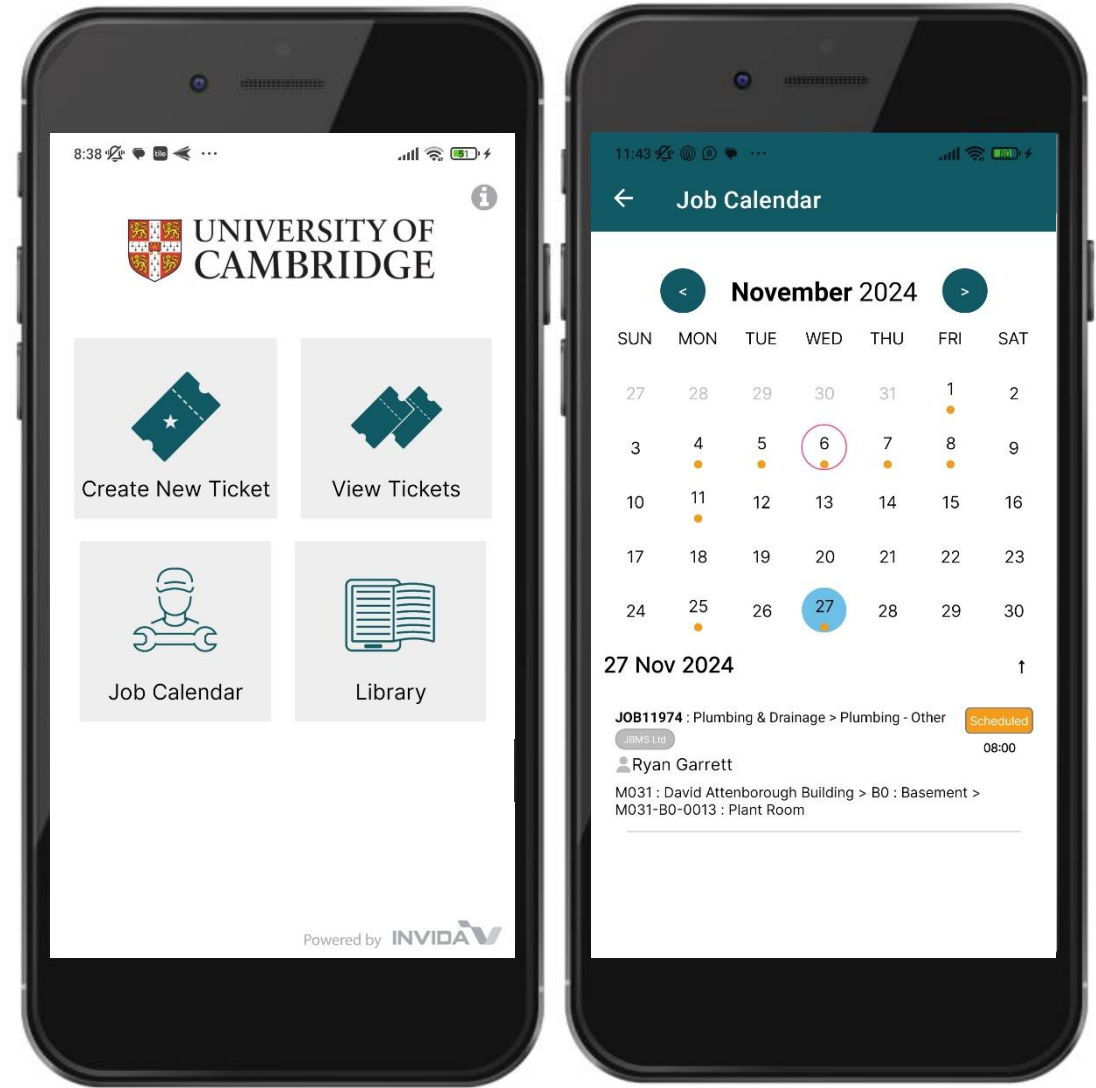


Job Calendar

This tile is only initially available for Facility Managers.

Select *Job Calendar* to see scheduled Jobs.

For pre-planned maintenance Jobs, there is the expectation that service providers and operatives make contact to arrange a suitable time to visit.

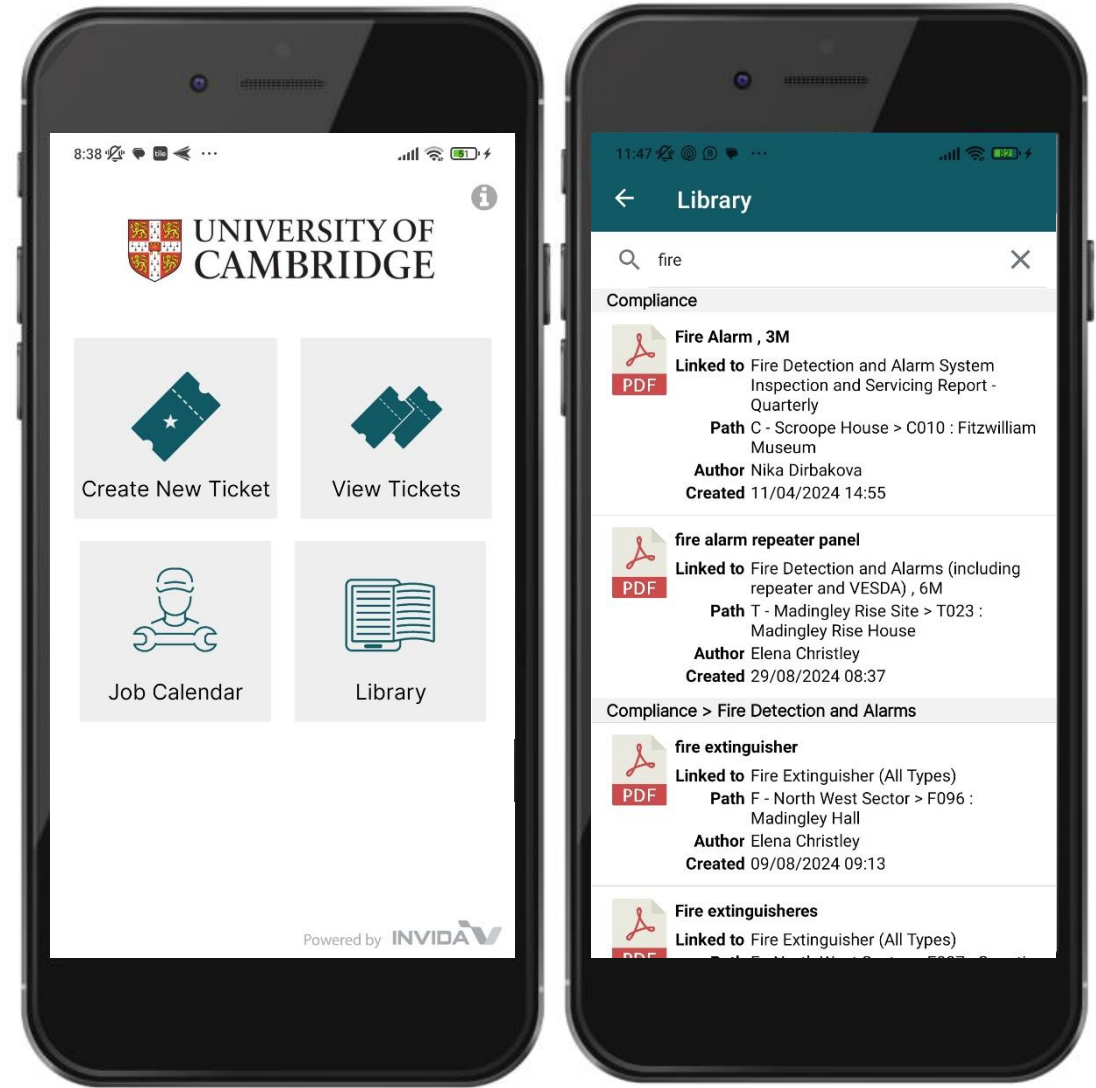


Library

This tile is only initially available for Facility Managers.

Select *Library* to view compliance documents relating to your locations.

Search by keyword, if necessary.



Further Support

Contact:

invida-support@admin.cam.ac.uk