

# Web Portal User Guide



**SCAN COIN**  Powered by **IRIS**

**Welcome to the SCAN COIN call logging website**

User Name

Password

**If you need assistance when using our Web Portal, please call the SCAN COIN Service Control Centre on 0161-873 0550.**

*Our lines are open 8:30am to 5:00pm Monday to Friday, (excluding UK Bank Holidays).*

email: [service@scancoin.co.uk](mailto:service@scancoin.co.uk)

**SCAN COIN Limited,**  
110 Broadway, Salford Quays,  
Salford. M50 2UW.  
Tel: 0161-873 0550.

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Logging On:

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**email: [service@scancoin.co.uk](mailto:service@scancoin.co.uk)**

Username & Password:

A username and a password are required to access to the SCAN COIN Web Portal.

The username is a unique 6-digit code that identifies your Company and the address where the equipment is located. The password is linked to the username and can only be changed by our Service Control Centre.

The URL is:- [http://siclops.scancoin.co.uk/SiclopsWeb\\_CL\\_UKLive/login.aspx](http://siclops.scancoin.co.uk/SiclopsWeb_CL_UKLive/login.aspx)  
Please bookmark this to make future connections easier.

Enter your username and password, then click on the [Login] button. The username and password are case-sensitive.

'Home' Screen:

This screen can show just your current, or all your previous, calls. This is selected using the 'Outstanding' or 'All' buttons just below the 'Export' tab. After making a change, click on the [Refresh] button to update the screen.

**SCAN COIN**  **Powered by ITIS**

Serial/Asset:

Call Reference:

Outstanding  All

**No matching calls found**

### Call Status: 'New'

This example shows an outstanding repair call for a coin lift, serial number 5672 which has a problem with it's flights jamming. The call was created at 16:54 on the 23<sup>rd</sup> of March. Because the status is shown as 'New', it has not been passed to an engineer yet. The reference number for this repair call is 18089.



The screenshot shows the SCAN COIN web portal interface. At the top, there is a navigation bar with buttons for 'Log Call', 'Refresh', 'Clear', 'Export', and 'Logout'. Below this, there are input fields for 'Serial/Asset No' and 'Call Reference'. A filter dropdown is set to 'Outstanding'. The main data table has the following content:

Call Ref	Serial Number	Asset Number	Received	Status	Equipment	Problem (limited to 200 chars)	Call Type	Order No
18089	5672		23/03/2010 16:54	00.New	COIN LIFT H1357 x L246	Flights jamming on L.H. guide	Repair Call	

### Call Status: 'Allocated'

When a call with the status of 'New' is passed to an engineer by staff in our Service Control Centre, the status of call is changed to 'Allocated' on the Web Portal. The call will also appear on the list of 'Outstanding Calls' on the engineer's PDA.



The screenshot shows the SCAN COIN web portal interface. The filter dropdown is now set to 'Outstanding'. The main data table has the following content:

Call Ref	Serial Number	Asset Number	Received	Status	Equipment	Problem (limited to 200 chars)	Call Type	Order No
18089	5672		23/03/2010 16:54	10.Allocated	COIN LIFT H1357 x L246	Flights jamming on L.H. guide	Repair Call	

### Call Status 'In Transit'

The field service engineer changes the status of the call on his PDA when he accepts your service call and starts his journey to your premises. The Web Portal status is updated in real time to 'In Transit'.



The screenshot shows the SCAN COIN web portal interface. The filter dropdown is still set to 'Outstanding'. The main data table has the following content:

Call Ref	Serial Number	Asset Number	Received	Status	Equipment	Problem (limited to 200 chars)	Call Type	Order No
18089	5672		23/03/2010 16:54	20.In Transit	COIN LIFT H1357 x L246	Flights jamming on L.H. guide	Repair Call	

## Call Status 'On Site'

When a service engineer arrives on-site and is about to start work on your machine, he reports this via his PDA. The Web Portal is automatically updated in real time to show 'On Site/Start'.

The screenshot shows the SCAN COIN web portal interface. At the top, there is a logo for SCAN COIN and a world map. Below the logo, there are navigation buttons: Log Call, Refresh, Clear, Export, and Logout. There are input fields for Serial/Asset No and Call Reference. Below these fields, there are radio buttons for Outstanding (selected) and All. A table displays call details:

Call Ref	Serial Number	Asset Number	Received	Status	Equipment	Problem (limited to 200 chars)	Call Type	Order No
18089	5672		23/03/2010 16:54	30On Site/Start	COIN LIFT H1357 x L246	Flights jamming on L.H. guide	Repair Call	

When the service engineer completes the call and leaves your premises, the job will no longer appear on your calls list as an outstanding call unless he has been unable to complete the repair successfully. If this is the case, it will show the status of 'Parts Required', 'Further Action', etc.

## 'Home' Screen:

This is the first screen shown when you log in and it is the screen you return to if you press on the [Back] button several times from any screen within the Web Portal. The example screen below shows that you have no outstanding calls.

The screenshot shows the SCAN COIN web portal interface. At the top, there is a logo for SCAN COIN and a world map. Below the logo, there are navigation buttons: Log Call, Refresh, Clear, Export, and Logout. There are input fields for Serial/Asset No and Call Reference. Below these fields, there are radio buttons for Outstanding and All (selected). A message box displays:

**No matching calls found**

To list all your completed and all your outstanding calls at the same time, click on the button to the left of [All] in the centre of the screen, then click on the [Refresh] tab.

The screenshot shows the SCAN COIN web portal interface. At the top, there is a logo for SCAN COIN and a world map. Below the logo, there are navigation buttons: Log Call, Refresh, Clear, Export, and Logout. There are input fields for Serial/Asset No and Call Reference. Below these fields, there are radio buttons for Outstanding and All (selected). A table displays a list of all calls:

Call Ref	Serial Number	Asset Number	Received	Status	Equipment	Problem (limited to 200 chars)	Call Type	Order No
18089	5672		23/03/2010 16:54	99.Complete	COIN LIFT H1357 x L246	Flights jamming on L.H. guide	Repair Call	
18088	16922		23/03/2010 16:00	99.Complete	SC 22 MICROSORTER	Mixing coins	Repair Call	
18087	506		23/03/2010 15:23	99.Complete	SC 4000 COIN SORTER	Machine keeps showing "Check Belt" message	Repair Call	P20079
18086	1780		23/03/2010 15:09	95.Cancelled	SC 22 MICROSORTER	Machine mixing coins	Repair Call	
17812	80131		25/11/2008 08:30	95.Cancelled	SORTOVIT MS10 DB	Belt snapped and spring broken on E1 drawer	Repair Call	
17244	7337820		18/11/2008 11:07	99.Complete	COIN SCALE	WEIGHING INCORRECTLY	Workshop Repair	

### Viewing a Completed Call:

To view any of the calls listed on the above screen, click on a Call Reference number in the left-hand column. This will open up a page showing the call details:-

Client Reference 060477  
Company Name SCAN COIN LIMITED  
Address DUTCH HOUSE  
110 BROADWAY  
SALFORD QUAYS  
SALFORD, LANCASHIRE  
Postcode M50 2UW  
Country  
Telephone 0161 873 0500  
Fax 0161 873 0501  
e-mail

Serial Number 5672      Asset Number      Description COIN LIFT H1357 x L246  
Installation Date 05/09/2007      Warranty Labour      Warranty Parts

Contract Number ADHOC-1      Description Adhoc Contract      Expiry Date

Status 99.Complete  
Received 23/03/2010 16:54      Contact John Smith      Telephone 01234 567890  
Order Number  
Fault 1 HARDWARE FAULT      Fault 2      Fault 3  
Problem Flights jamming on I.H. guide

Required 30/03/2010 16:54      Scheduled

### Completed Call Summary:

Clicking on the [Summary] tab will show the following screen. This displays the data received from the engineer's pda giving his travelling & on-site times and his report.

Date	Technician	Description	Travel Start	On Site	Off Site	Travel End	Engineers Report
24/03/2010 08:25	Mark Haslingden	99.Complete	24/03/2010 08:25	08:50	10:00	10:00	Side guides adjusted

### Engineer's Report:

Clicking on the date / time in the left-hand column will load the detailed engineer's report page:

**SCAN COIN**  

[Back](#) [Logout](#)

Technician Mark Haslingden Status 99.Complete

Travel Start 24/03/2010 08:25 On Site 24/03/2010 08:50 Off Site 24/03/2010 10:00 Travel End 24/03/2010 10:00

Cause 1 113CONVEYOR SYSTEMS & LIFTS Subcause 1 BELTS, FLIGHTS & CUPS Action 1 REPAIRED

Cause 2 Subcause 2 Action 2

Cause 3 Subcause 3 Action 3

Technicians Report: Side guides adjusted

Click on [Back] three times to return to your calls list.

**SCAN COIN**  

[Log Call](#) [Refresh](#) [Clear](#) [Export](#) [Logout](#)

Serial/Asset   
 Call Reference   Outstanding  All

Call Ref	Serial Number	Asset Number	Received	Status	Equipment	Problem (limited to 200 chars)	Call Type	Order No
<a href="#">18089</a>	5672		23/03/2010 16:54	99.Complete	COIN LIFT H1357 x L246	Flights jamming on L.H. guide	Repair Call	
<a href="#">18088</a>	16922		23/03/2010 16:00	99.Complete	SC 22 MICROSORTER	Mixing coins	Repair Call	
<a href="#">18087</a>	506		23/03/2010 15:23	99.Complete	SC 4000 COIN SORTER	Machine keeps showing "Check Belt" message	Repair Call	P20079
<a href="#">18086</a>	1780		23/03/2010 15:09	95.Cancelled	SC 22 MICROSORTER	Machine mixing coins	Repair Call	
<a href="#">17812</a>	80131		25/11/2008 08:30	95.Cancelled	SORTOVIT MS10 DB	Belt snapped and spring broken on £1 drawer	Repair Call	
<a href="#">17244</a>	7337820		18/11/2008 11:07	99.Complete	COIN SCALE	WEIGHING INCORRECTLY	Workshop Repair	

**Logging a New Service Call:**

To log a new service call, click on the [Log Call] tab below the SCAN COIN logo at the left-hand end of the menu bar:

**SCAN COIN**  

[Log Call](#) [Refresh](#) [Clear](#) [Export](#) [Logout](#)

Serial/Asset   
 Call Reference   Outstanding  All

**No matching calls found**

Click on [Log a Service Call]:

The screenshot shows the SCAN COIN website header with the logo and a world map. Below the header is a navigation bar with 'Back' and 'Logout' buttons. The main content area displays '060477 / SCAN COIN LIMITED' and a button labeled 'Log a service call'.

Click on the serial number of the faulty item of equipment:

The screenshot shows the SCAN COIN website header and navigation bar. Below the navigation bar, the text '060477 / SCAN COIN LIMITED' is displayed. A table lists various pieces of equipment with columns for Serial Number, Asset Number, Make, Model, and Description.

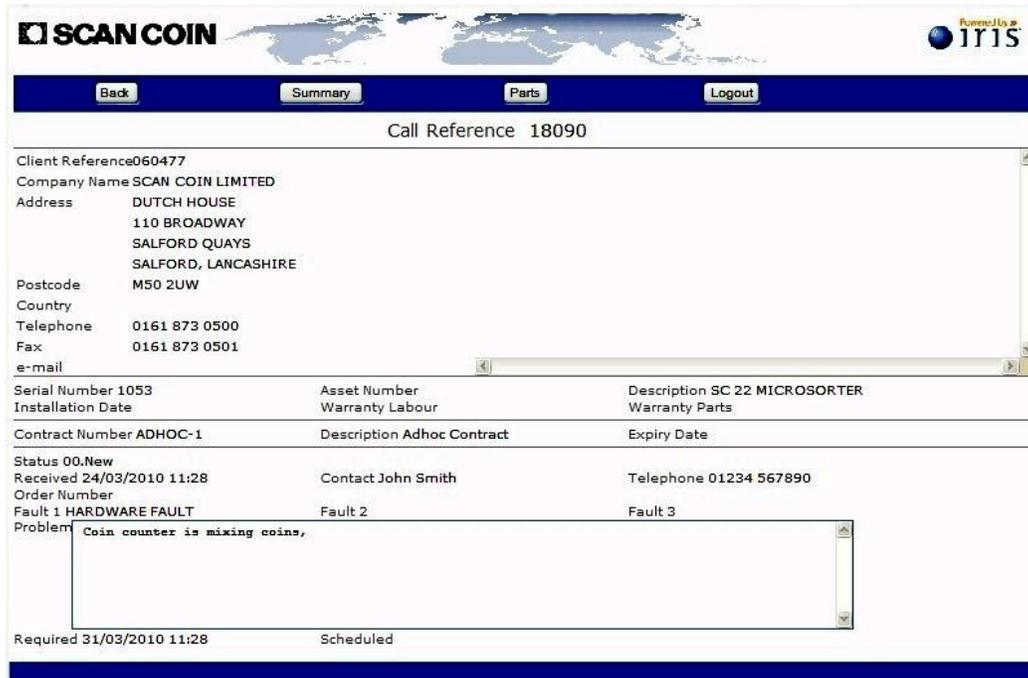
Serial Number	Asset Number	Make	Model	Description
603590		SCAN COIN	SC 360	SC 360 COIN COUNTER
603591		SCAN COIN	SC 360	SC 360 COIN COUNTER
		SCAN COIN	CDS 820	CDS 820 CASH DEPOSIT
		SCAN COIN	CDS 820	CDS 820 CASH DEPOSIT
5672		SCAN COIN	COIN LIFT	COIN LIFT H1357 x L246
10012		SCAN COIN	SC 202	SC 202 VALUE SORTER
362		SCAN COIN	SC 4000	SC 4000 COIN SORTER
506		SCAN COIN	SC 4000	SC 4000 COIN SORTER
DELETED80108		SCAN COIN	SORTOVIT MS 10	SORTOVIT MS10 DB
DELETED1862		SCAN COIN	SC 1500 UV MT UK SC 1500	UVMTUK NOTECOUNTER
501586		SCAN COIN	SC 350	SC 350 COIN COUNTER
80277		SCAN COIN	SORTOVIT MS 7	SORTOVIT MS7
DELETED11703		SCAN COIN	SC 1500 Std	SC 1500 NOTE COUNTER
7337820		MARSDEN	DMC 688	COIN SCALE
DELETED15921		SCAN COIN	SC 202	SC 202 VALUE SORTER

At the bottom of the table, there are page navigation links: 1 2 3

Enter a contact name and the site telephone number. Using the drop-down tab at the side of the 'Fault 1' window, select an option which best describes the fault. Finally, type in a description of the fault in the 'Problem' window, then click on [Log Call].

The screenshot shows the SCAN COIN website header and navigation bar. Below the navigation bar, the text '060477 / SCAN COIN LIMITED' is displayed. The main content area shows a form for logging a service call. The form includes fields for Client Reference, Company Name, Address, Postcode, Country, Telephone, Fax, e-mail, Serial Number, Asset Number, Installation Date, Warranty Labour, Description, Contract Number, Adhoc Contract, Expiry Date, Contact, Telephone, Order Number, Fault 1 (a dropdown menu), Problem, and a 'Log Call' button.

If the call has been logged successfully, the [Log Call] button will no longer be shown in the bottom right hand corner of the screen.



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**Back**   **Summary**   **Parts**   **Logout**

Call Reference 18090

Client Reference 060477  
 Company Name SCAN COIN LIMITED  
 Address DUTCH HOUSE  
 110 BROADWAY  
 SALFORD QUAYS  
 SALFORD, LANCASHIRE  
 Postcode M50 2UW  
 Country  
 Telephone 0161 873 0500  
 Fax 0161 873 0501  
 e-mail

Serial Number 1053	Asset Number	Description SC 22 MICROSORTER
Installation Date	Warranty Labour	Warranty Parts
Contract Number ADHOC-1	Description Adhoc Contract	Expiry Date

Status 00.New  
 Received 24/03/2010 11:28      Contact John Smith      Telephone 01234 567890  
 Order Number  
 Fault 1 **HARDWARE FAULT**      Fault 2      Fault 3  
 Problem Coin counter is mixing coins,  
 Required 31/03/2010 11:28      Scheduled

Click the [Back] button to return to your list of calls. The call you have just logged will be at the top of the list:



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**Log Call**   **Refresh**   **Clear**   **Export**   **Logout**

Serial/Asset:   
 Call Reference:        Outstanding    All

Call Ref	Serial Number	Asset Number	Received	Status	Equipment	Problem (limited to 200 chars)	Call Type	Order No
<a href="#">18090</a>	1053		24/03/2010 11:28	00.New	SC 22 MICROSORTER	Coin counter is mixing coins,	Repair Call	
<a href="#">18089</a>	5672		23/03/2010 16:54	99.Complete	COIN LIFT H1357 x L246	Flights jamming on L.H. guide	Repair Call	
<a href="#">18088</a>	16922		23/03/2010 16:00	99.Complete	SC 22 MICROSORTER	Mixing coins	Repair Call	
<a href="#">18087</a>	506		23/03/2010 15:23	99.Complete	SC 4000 COIN SORTER	Machine keeps showing "Check Belt" message	Repair Call	P20079
<a href="#">18086</a>	1780		23/03/2010 15:09	95.Cancelled	SC 22 MICROSORTER	Machine mixing coins	Repair Call	

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