WasteID SA Service Agent
User Guide

Convenience ~ Reliability ~ Accountability ~ Transparency

Issue Date: 8 May 2019 (Rev. 1)

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For support contact

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REVISION NOTES

Revision	Description	Notes
Rev. 1	First public release	SA Water Service Agent User Guide adapted from WasteID Service Agent User Guide

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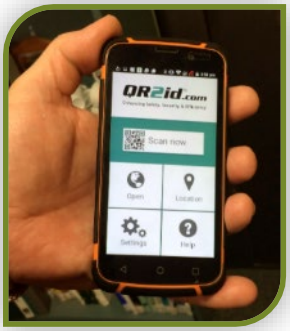
1. Introduction



1.1 What is WasteID?

WasteID is the application selected by SA Water to facilitate oversight of trade waste compliance in South Australia. It is built on Amtac's QR2id Service, which underpins other similar applications. ***WasteID*** can be accessed from most modern web-browsers from a workstation or laptop computer (https://WasteID.amtac.net) or by using the QR2id App.

WasteID uses QR2id Codes, which are two dimensional square bar-codes, similar to those you may have seen on advertising brochures and product packaging. These can be scanned by Service Agents and Haulers to record service details related to pre-treatment devices. This can be done with a smart phone or tablet computer running the QR2id App, which in turn links to the ***WasteID*** web-application on the Internet.

1.2 Service Agent Accounts

Service Agents must be registered and approved by SA Water to use ***WasteID***. If you are uncertain, contact GreaseArrestorAppSupport@sawater.com.au or phone (08) 7424 1336 to check if your company is already registered. Users are restricted to accessing only records related to the company to which they are affiliated.

Note:

Use of ***WasteID*** is free for Service Agents, where tasks are related to pre-treatment devices connected to the SA Water network.

1.3 WasteID Users/Operators

Each person servicing a pre-treatment device requires an Internet connected smart phone or tablet, and an individual User account with unique email address. Each account must be assigned to a 'natural person' and login credentials must not be shared.

There are two types of User accounts applicable to Service Agents; those with and those without Administrator privileges. Administrator Users can manage the company's account directly in ***WasteID***, including adding, updating and deleting other Users. Service Agents can have as many User accounts as needed.

It should be noted that one smart phone / tablet per vehicle is sufficient, as any account holder can use this device to login with their credentials. The QR2id App is compatible with most modern smart phones and tablets (Apple iOS and Android).

Note:

The email address will be used as the login credential and must be unique for each user.

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1.4 QR2id App

The QR2id App is available free of charge from the Apple, Android and Windows App stores. Search for QR2id in the App store of your choice, or visit QR2id.com/App for links to the stores. (see also Section 3).

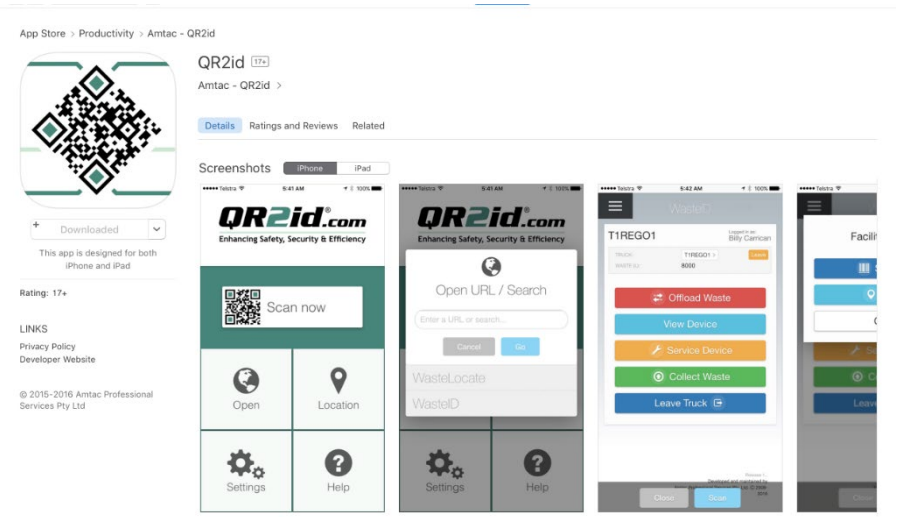

Figure 1 – QR2id App in Apple App store (also available for Android and Windows Phone)

2. Basic Functions

2.1 Logging in

You will need to login using your email address and password when you want to use ***WasteID***, if you have logged out using the Logout menu option, or been logged out automatically because of a software update. If you don't close the QR2id App (or web browser), you will be able to stay logged into ***WasteID*** for extended periods of time, but if you do so, you are urged to ensure that the device you are using is locked when not in use.

To login on a workstation, enter the web address https://WasteID.amtac.net into your web-browser (Google Chrome, Firefox, Safari, Internet Explorer 11+, Microsoft Edge) and choose the Login menu option (Figure 2).

If you are using the QR2id App, tap on the QR2id App icon (Figure 4), then tap on the **Open** icon from the "Start Screen" on the App (Figure 5) and select ***WasteID*** (Figure 6). Or you can scan any ***WasteID*** QR2id Code with the QR2id App, and if you are not already logged in, you will be prompted to do so.

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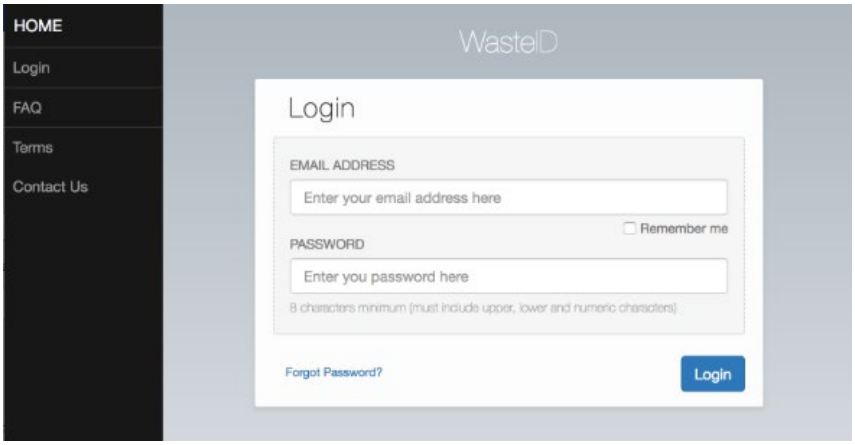

Figure 2 – WasteID login page: Web-Browser

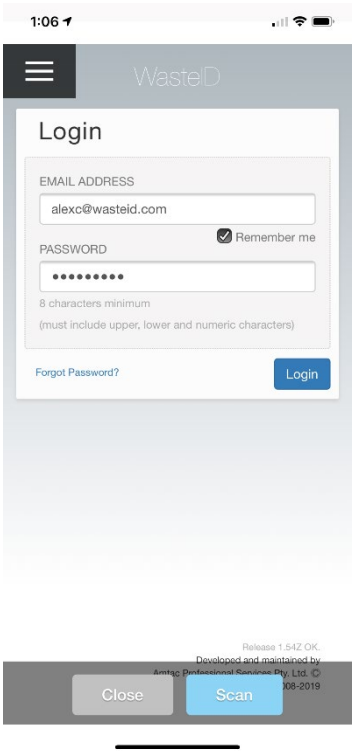

Figure 3 – Smart Phone via QR2id App

Figure 4 - Tap on QR2id App Icon on your Smart Phone

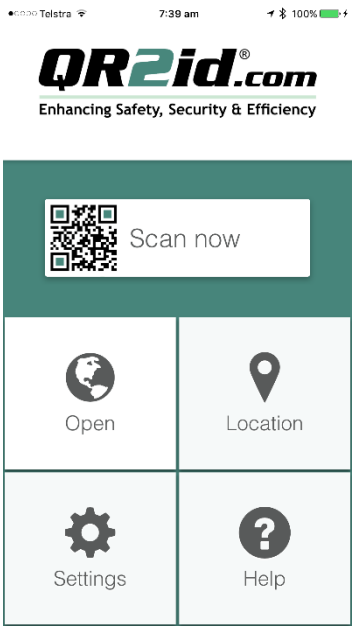

Figure 5 – QR2id App Start Screen – tap on "Open"

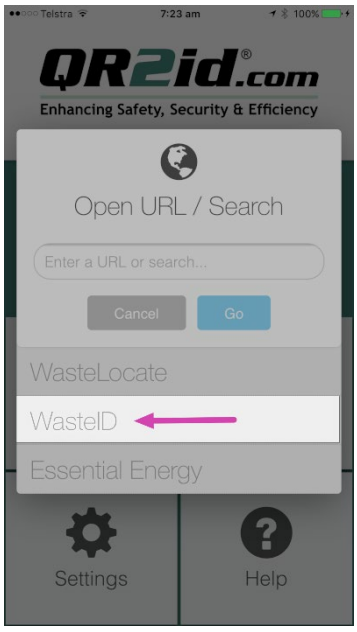

Figure 6 – Open Shortcut – tap on WasteID

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Note, if you are using a smart phone, the menu is hidden by default – simply tap on the Menu symbol (three parallel lines) to reveal the menu options (see Figure 7).

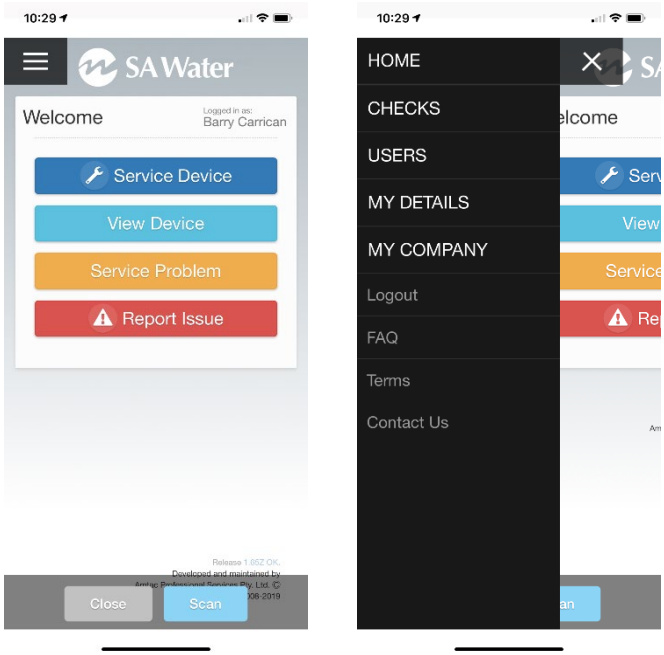

Figure 7 – Accessing the menu options on a smartphone

Tick the "Remember Me" checkbox, under the email address field, to prevent having to re-enter the email address the next time you want to login.

If the email address and password combination you enter is invalid, you will see an error message asking you to check these details (see Figure 8).

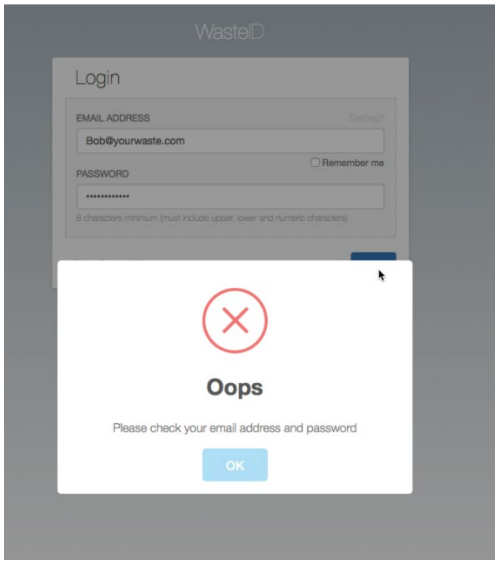

Figure 8 – Invalid email address and/or password

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Note:

Three invalid password attempts will lock your account. Use the "Forgot Password?" function to avoid inconvenience.

2.2 Forgotten Password

If you can't remember your password, tap/click on the "Forgot Password?" Link on the Login page. Enter your email address and tap/click on the **Reset** button (see Figure 9).

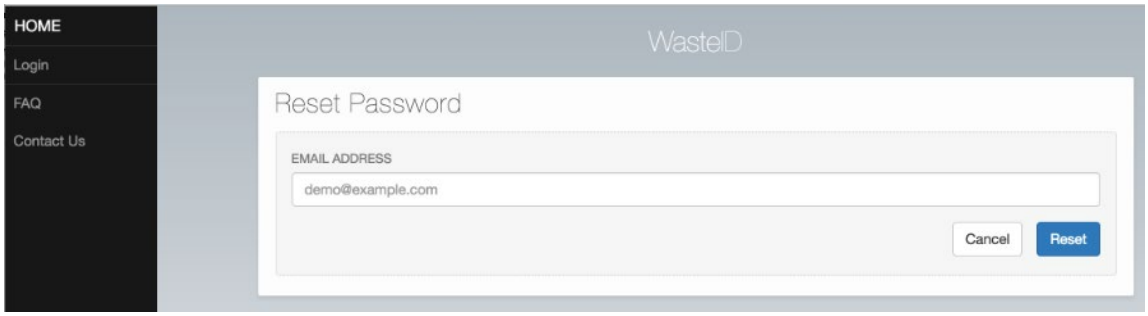

Figure 9 – Password reset: Enter your email address

You will see confirmation that a link has been emailed to enable you to reset your password (see Figure 10).

Note:

Your password will not be reset until you follow the link in the email. The link will open on your web browser, so if you are using the QR2id App, you will need to reset the password via the browser first. **Log-off / close the web browser to avoid any confusion,** then login on the QR2id App using the new password you have set.

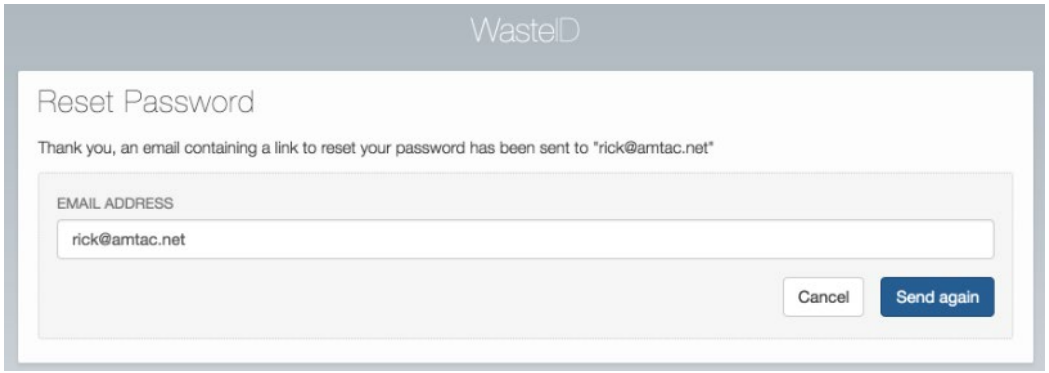

Figure 10 – Password reset: Resend reset email

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2.3 Update Details / Change Password

Once you have logged in, you can update your details by choosing the My Details menu option to the left of the screen.

Note:

While you can change your email address in this area, the email address entered must be unique within WasteID because this new email address will now become your new login credential.

Your Drivers Licence number is NOT required for SA Water ***WasteID*** applications. It should however be noted that sensitive information, such as driver licences, is stored in a highly encrypted format in ***WasteID*** to prevent unauthorised access.

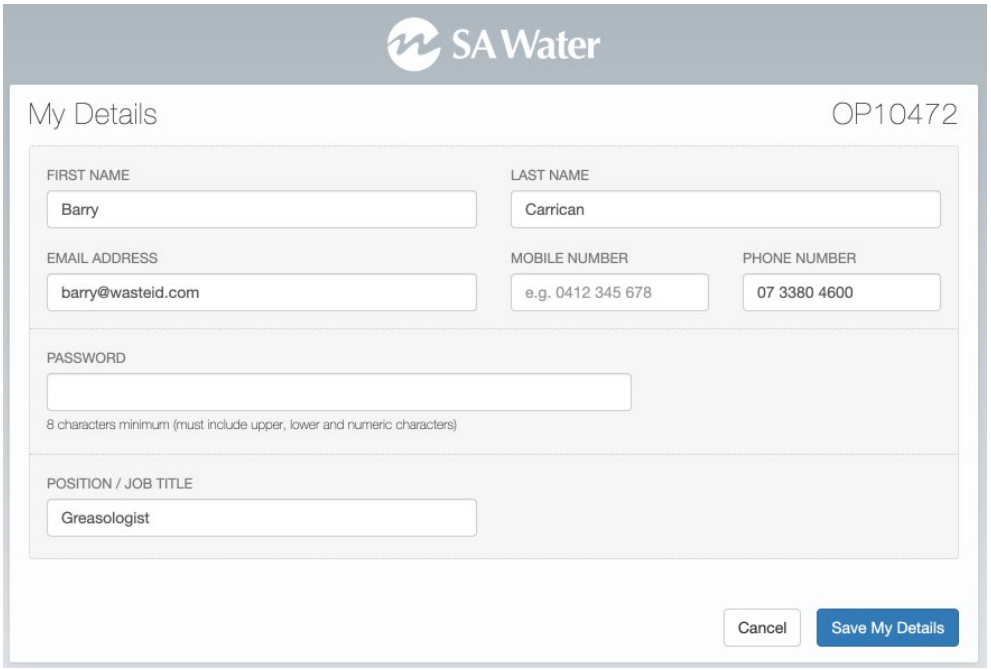

Figure 11 – My Details: Update information / change password

Once you have updated the information, tap/click on the **Save My Details** button.

3. QR2id App

3.1 General

The QR2id App provides the link between operational tasks and the ***WasteID*** web-application. It is used to scan QR2id Codes, as well as upload photos to report issues, and establish GPS coordinates to assist Service Agents with meeting compliance obligations. When installing the App, your permission is required to access these functions on your device. You can of course say no, but will need to activate the relevant functions when they are called for to perform specific tasks.

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3.2 Location Services

WasteID relies on verifying the user's location when scanning QR2id Codes, or performing specific tasks.

The QR2id App uses Location Services functions on the smart phone / tablet in order to obtain this information, which may be required for operational or compliance purposes.

When installing the QR2id App you will be prompted to allow the App to use your location, even when the App is not open. The reason for this is that some applications involve performing tasks "off-line" (i.e. when there is no Internet connection) and where the current location may not be able to be determined. Ensure you have your phone/tablet enabled to allow QR2id to access your location "always".

To ensure that an approximate location can be supplied in off-line mode, the QR2id App stores the most recent known location and will use that if it is unable to establish the current location for any reason. To protect users' privacy, the most recent known location is only stored in the background on the phone and is not available to anyone. i.e. the QR2id App cannot be used to track the location of any device running the App.

NOTE: Not all phone / tablet operating systems support obtaining the location in the background. If you have a Windows Phone or an older Android operating system (< 6.0), you can use the Location button on the QR2id App to manually set a location that can be used if you know you are likely to be going offline (e.g. into a basement).

3.3 Photos / Camera

The ***WasteID*** web-application and asset management functions within QR2id include the ability to upload photos relevant to the task being undertaken (e.g. reporting damage to a device). The QR2id App allows you to upload photos that you have already taken or to take a new photo to be directly uploaded.

3.4 Motion / Fitness

It might seem a little strange that the QR2id App requests access to your Motion and Fitness Activity. It is the Motion aspect that is used to preserve your battery, by not requesting updated location information if the phone/tablet is at rest.

3.5 Notifications

Some QR2id applications include notifications of interaction with QR2id Codes. These notifications are currently limited to email and SMS, but enabling Notifications will allow them to be sent directly to the QR2id App, when that functionality is released.

3.6 Mobile Data

While some QR2id based web-applications include offline mode, all solutions require access to the Internet, and as such Mobile Data needs to be turned on. Subject to the number of photos uploaded and frequency of servicing per day, a typical Service Agent would expect to use less than 1GB of data per month.

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3.7 Typical Settings

On some smart devices, such as Apple iPhone and later versions of Android phones, the QR2id App is able to prompt you to turn on access to applicable functions, if they have been disabled for any reason (see Figure 12). Figure 12 also shows the typical settings that should be configured to avoid the prompt (iPhone example).

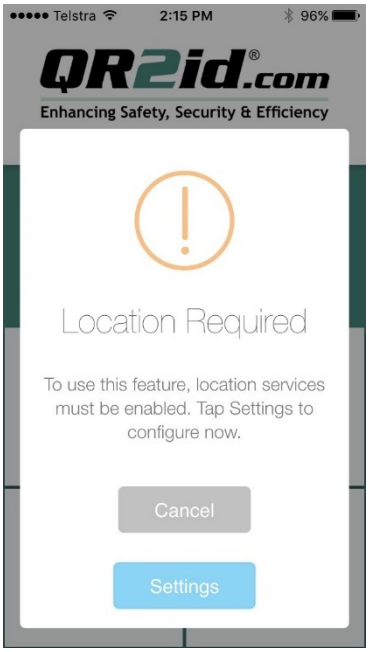

Figure 12 – QR2id Prompts change in settings if required access has been disabled

Figure 13 – Typical App permissions

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4. Field Tasks

4.1 Servicing Devices

4.1.1 Scanning - Direct Service Check

Where there is a QR2id Tag registered with ***WasteID***, the process of recording the servicing of a device is extremely efficient. From the Home page, there is a dark blue **Service Device** button and a light blue **View Device** button (see Figure 14). If you are confident that the code you are scanning is associated with the device you want to service and there are no problems or issues to report, tap on the dark blue **Service Device** button.

The Select Source screen is now displayed (see Figure 15), and you will want to tap the **Scan Device** button, which will open the camera. Focus on the QR2id Code, and the scan will complete and take you to a simple Service Device form (see Figure 16).

Tap on "OK" if all is in order after servicing the device, or "Issue" if there is a problem. Use the **Attach Photo** button to add a photo to the service record. Ensure the photo is 100% uploaded and displayed before you tap the **Confirm** button. You will receive a Success message if the service was successfully recorded in ***WasteID***.

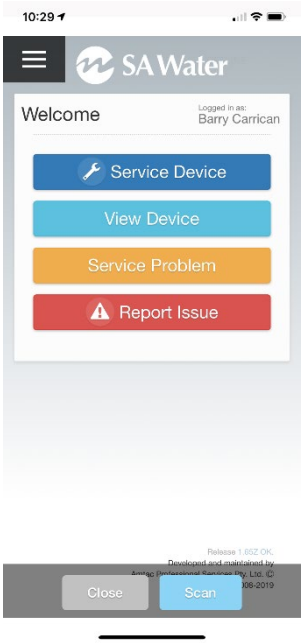

Figure 14 – Home screen => Select Service Device

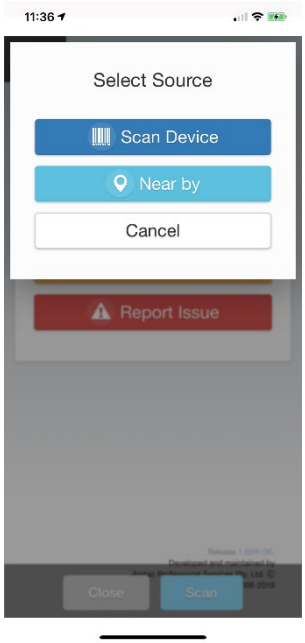

Figure 15 – Service Device => Select Source

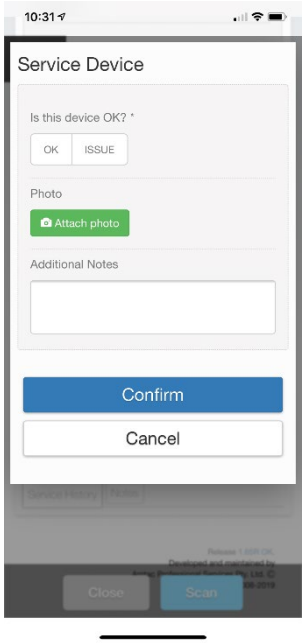

Figure 16 – Service Device form (after scan)

Note:

You can add a photo that you have taken previously (the **Library** button) or take a photo to directly upload.

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If the QR2id Code won't scan because of damage, but you can read the Serial Number, this can be entered in the ***Near by*** search field.

4.2 Scanning - View Device

Tapping the **View Device** button from the **Home** page (see Figure 17) and you will be presented with two buttons: **Scan Device** and **Near by** Tapping the **Scan Device** button will open the camera and enable scanning of the QR2id Code. On a successful scan you will see device information and if you scroll down you will see the **Service Device** button and **Report Issue** button which provide direct access to those functions. You can also use the **Add Note** button to record some information about the device.

As noted above, If the QR2id Code won't scan because of damage and the Serial Number is visible, tap the **Near by** button from Select Source and enter the Serial Number in the search field. Select the Device to view by tapping on the applicable record. If the GPS location of the Device has been recorded in ***WasteID***, and it is within tolerance, it may be displayed without any searching needed (see Figure 19).

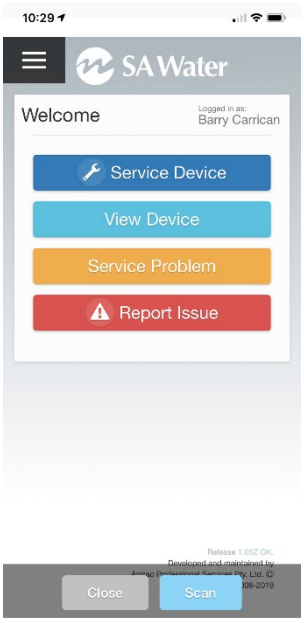

Figure 17 – Home screen => View Device

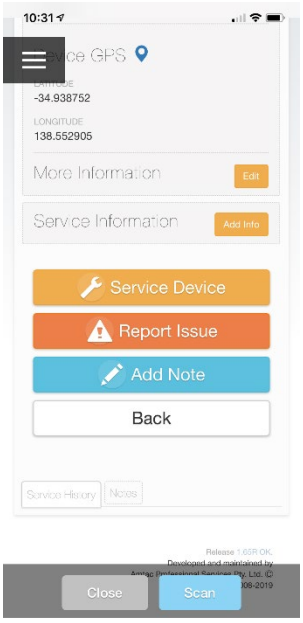

Figure 18 – Options in View Device

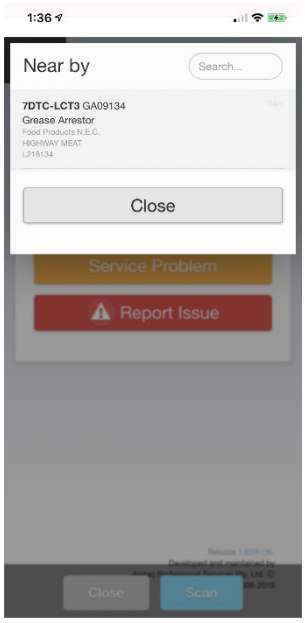

Figure 19 – Near by option

Note:

Visibility of "Nearby" devices is based on a nominal radius combined with data about previous activity..

4.3 Offline Mode

The waste collection / servicing functions of WasteID are able to operate when there is no Internet connection available (Offline Mode). However, the WasteID application must be open on the **Home** page before the Internet

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connection is lost, and scanning needs to be initiated from the applicable button on the Home page. i.e. you can't have WasteID closed and try to scan from the Scan Now button on the QR2id App when offline (see Figure 20). The App can be minimised, but when you return to it, ***WasteID*** must be open (see Figure 21).

When an Internet connection becomes available again, the "Synchronising" icon will appear, and data collected offline will be uploaded to the ***WasteID*** cloud. This icon will also appear briefly when you first open ***WasteID*** and if there is anything that needs to be synchronised, such as nearby devices.

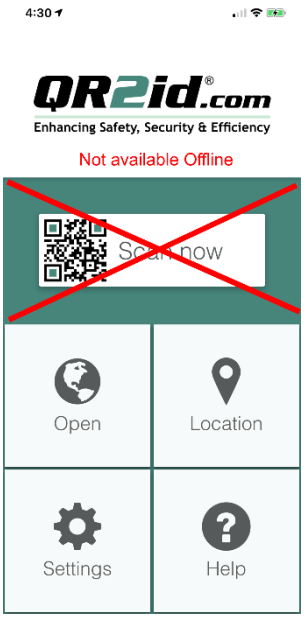

Figure 20 – Scan is not available offline from outside WasteID

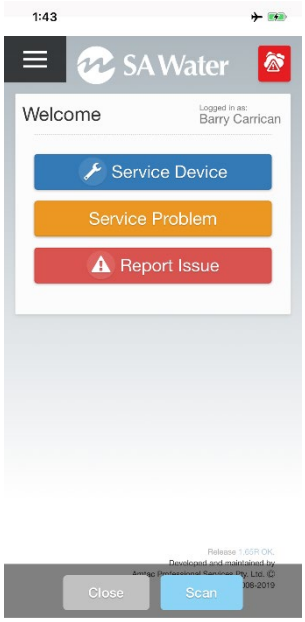

Figure 21 – Red Offline Mode Icon – Home page must be open

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5. Administrator Functions

5.1 Maintain Company Record

5.1.1 Update Company/Organisation Details

If you are an Operator with Administrator access, you will have the menu option My Company to allow you to update company/organisation related information (see Figure 22).

Note:

The Primary Email address is used to send notifications related to the corporate account.

If the primary address is the same as the postal address, simply select that option to save having to re-enter the same details. The company ABN is used for reporting purposes and must be valid – the green tick indicates that the ***WasteID*** system has checked the validity of the ABN with ASIC.

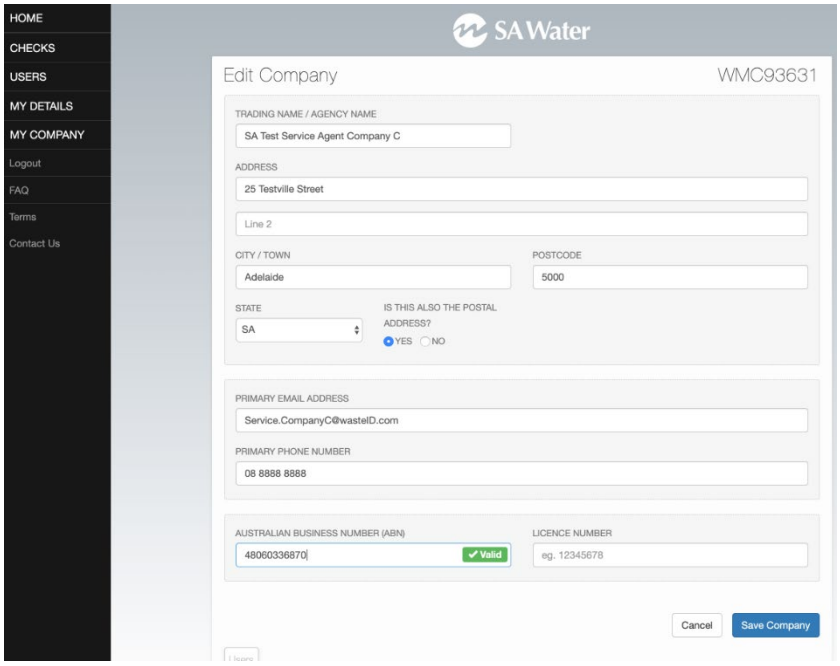

Figure 22 – Company Details: Update information

5.2 Managing Users

5.2.1 General

If you have the applicable permissions, you will have the Users menu option available. This allows you to update any existing Operators/Users on your account, as well as add additional other members of staff.

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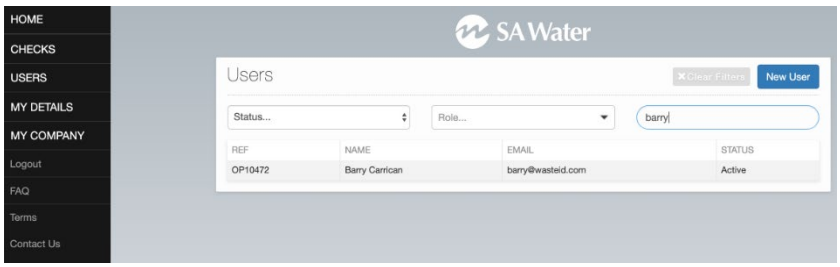

Figure 23 – Manage Users/Operators: Users page

Clicking on the User's name will display details (see Figure 24), including current status and Roles assigned. To edit the User, including resetting a password, click on the Edit icon next to the Operator Reference number to the top right of the screen.

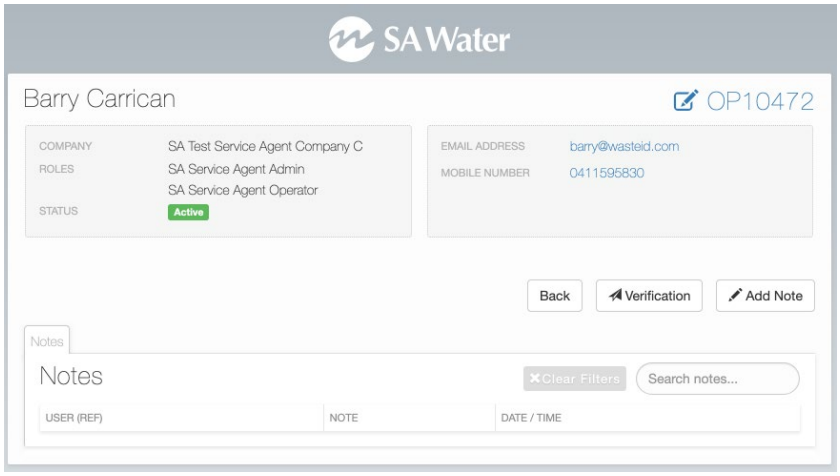

Figure 24 – View Users detail

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5.2.2 Add New User

To add a new Operator on your account, tap/click on the **New User** button to the top right of the screen (see Figure 23).

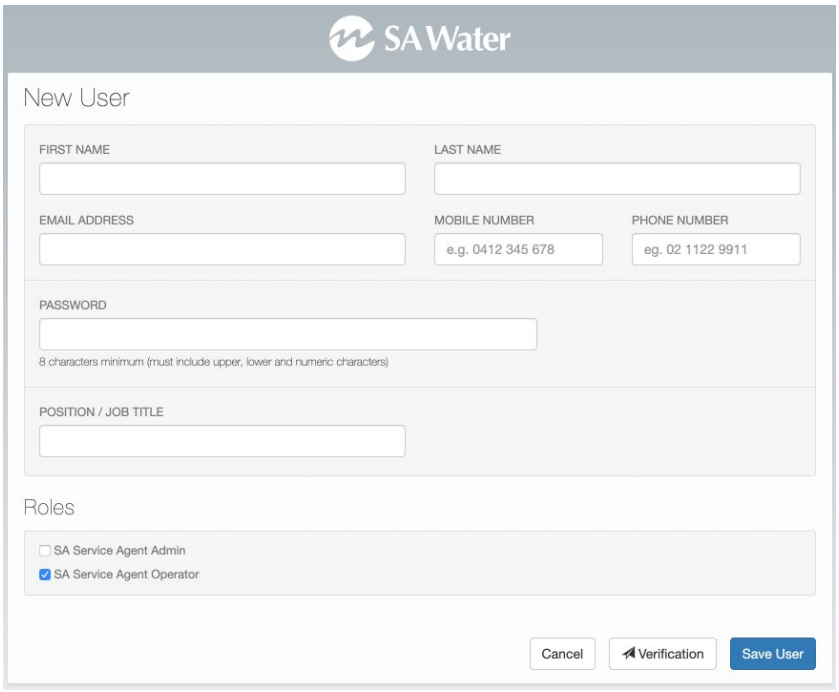

Figure 25 – Manage Users/Operators: Add New User

Complete the details, assign the applicable 'Roles' and then tap/click on the **Save User** button to save the record without emailing the new user, or tap/click on the **Send Verification** button to send an email to the new User with login details.

Note:

Users with the "SA Service Agent Admin" Role ticked can add and manage other Operators and make changes that affect the whole account. If a User will be servicing pre-treatment devices, the SA Service Agent Operator Role should be selected. It is recommended to assign both roles for office based staff who may need to assist users in the field.

5.2.3 Delete User

If you need to remove an Operator record, open the Edit user page (see Section 5.2.1 above) and tap/click on the **Delete User** button at the bottom left of the Edit User form. This button is greyed out until it is selected (see Figure 26), at which time it turns red.

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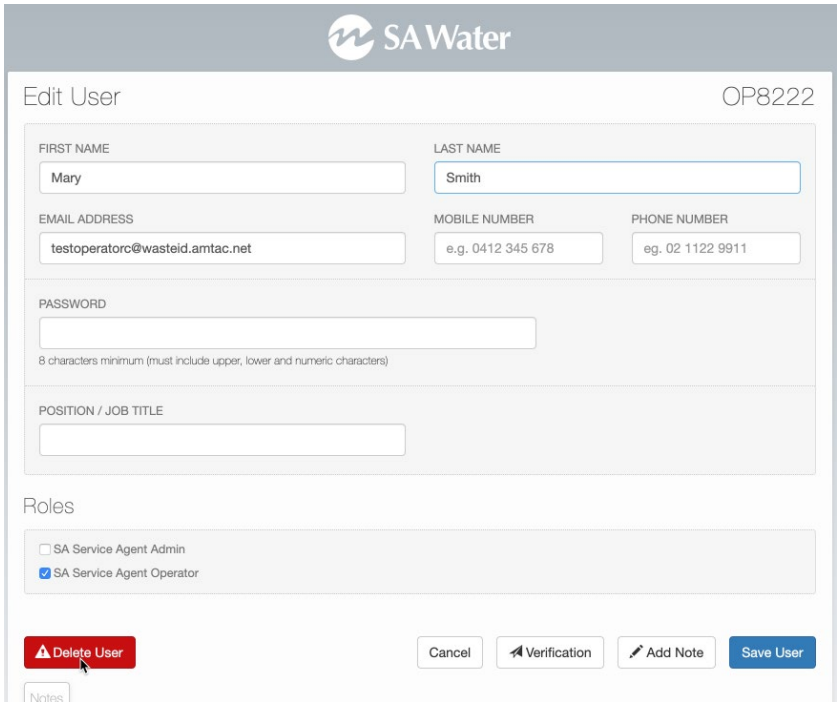

Figure 26 – Delete User button grey until mouse over or tap

5.3 Reviewing Checks/Services

Services performed are able to be reviewed under the Checks menu.

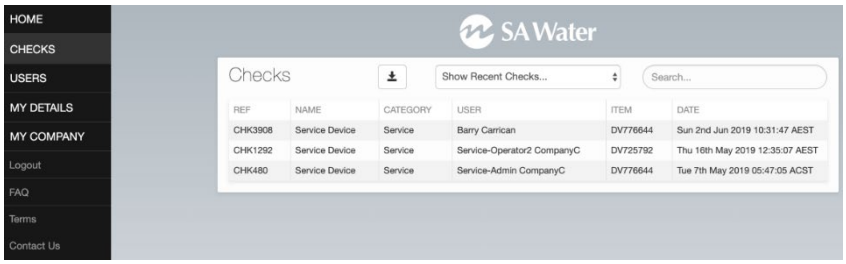

Figure 27 – View Checks/Services list

Checks/Services can be filtered by recent dates or the quick search field can be used to identify specific services of interest. The filtered list of Checks/Services can be downloaded by clicking on the download icon near the filter icon.

Note:

Do not attempt to download all checks without applying a filter.

To view details of a Check/Service, simply click on the row of the record you wish to view (see Figure 28).

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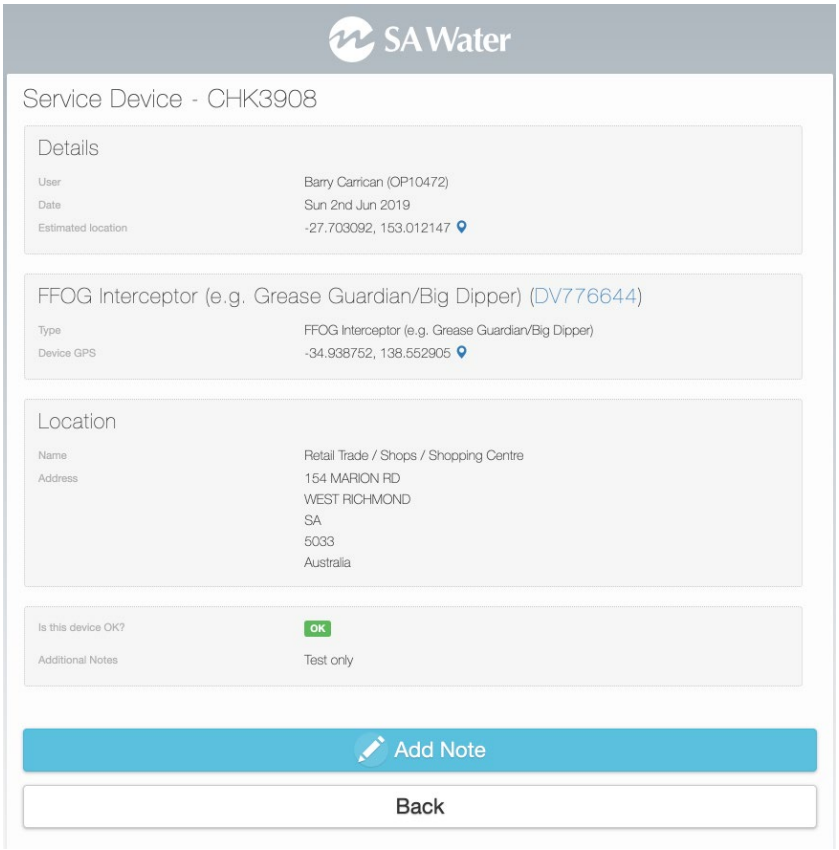

Figure 28 – View Check

The **Add Note** button allows notes and photos to be recorded against a specific Check. NB: This does not add a note to the Pre-Treatment Device.

5.4 View Device

The Device record will show details of the pre-treatment, including when it was last serviced, and when the next service is due (Figure 29).

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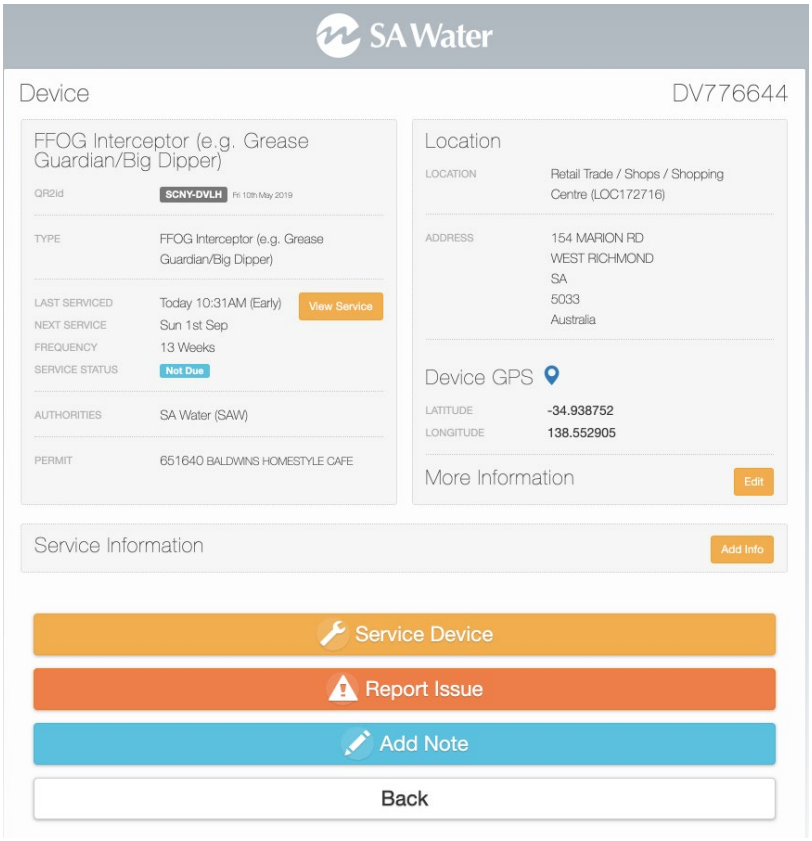

Figure 29 – Device View

The 'More Information' area is able to be edited by a Service Agent Administrator (choose the **Edit**), enabling operational information to be recorded for the Device. With the exception of "AKA", this information may be set separately for each Service Agent that may service the device.

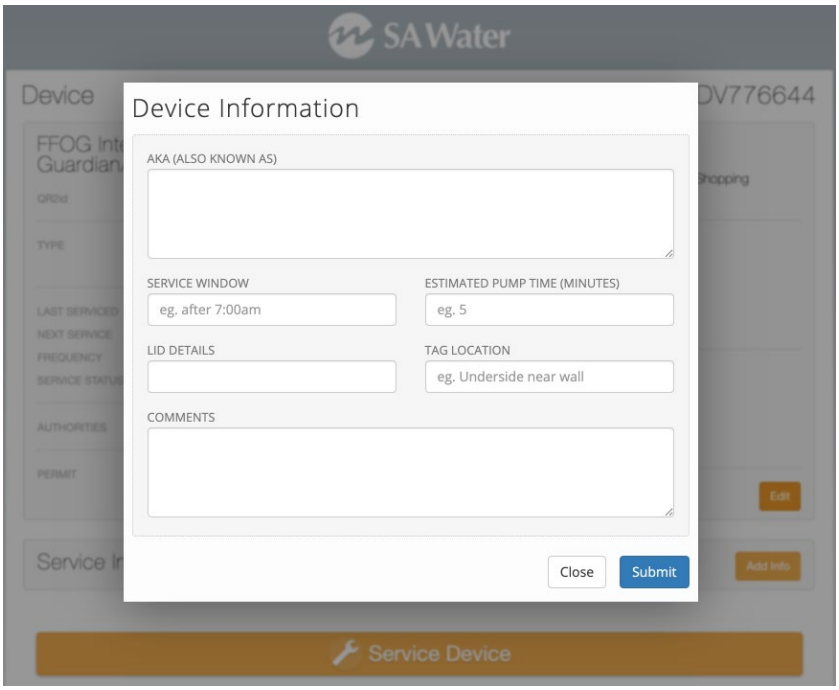

Figure 30 – More Information data entry

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The Service Information can be edited by tapping/clicking on the Change button.

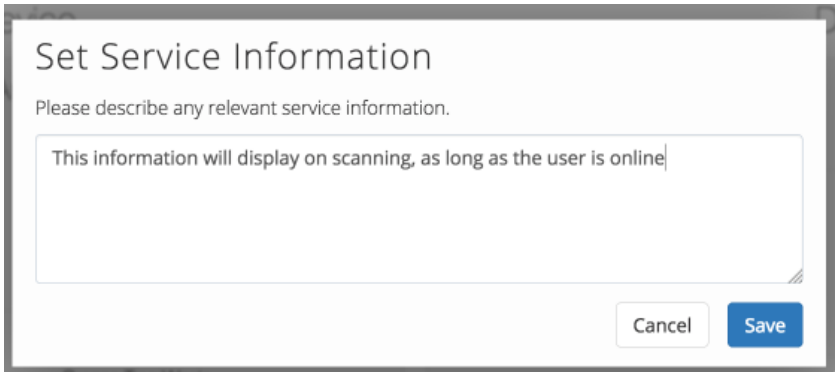

Figure 31 – Service Information data entry

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