

Service agent training

Grease arrestor maintenance

May 2019



Government of
South Australia



Training Outline

- **WasteID** basics & requirements
- Administrative Functions
 - Users
 - Reviewing records (Checks)
- Field Tasks
 - Servicing a Device
 - Reporting an Issue
- Support



WasteID – Improving Trade Waste



- Trade Waste compliance protects the Sewer Network
 - WasteID enhances oversight of Trade Waste Permit compliance
 - Minimise non-compliant customers
 - Enables more efficient business
 - Reduce illegal dumping by haulers
 - Minimise backyard business
-
- Pre-treatment devices tagged with QR2id Codes
 - Service Agents registered to use WasteID



SA Water's Registered Service Agents



SA Water requires:

- ✓ Users in WasteID
- ✓ Users to have a compatible Smart Phone or tablet with QR2id App installed
- ✓ Service Agents trained to use WasteID
- ✓ WasteID used to record all SA Water related pre-treatment device servicing

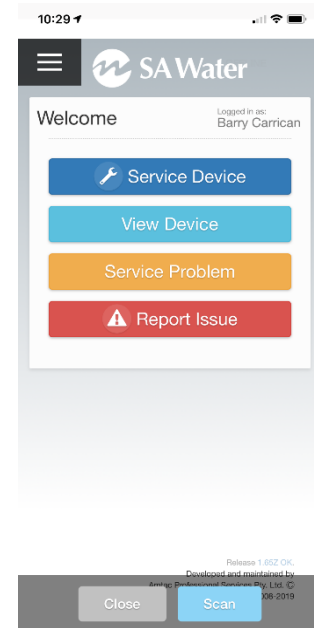


*More than
just going through the motions!!*



What is WasteID?

- 'Responsive' Web-Application
 - Workstation
 - Tablet (with GPS)
 - Phone
- Modern web-browser (Google Chrome, Firefox, Safari, IE 11+) or
- Use Free QR2id App in the field (Apple iOS, Android)
- 'Administrative' and 'Standard' users
- No cost to Service Agents to use WasteID for SA Water related tasks



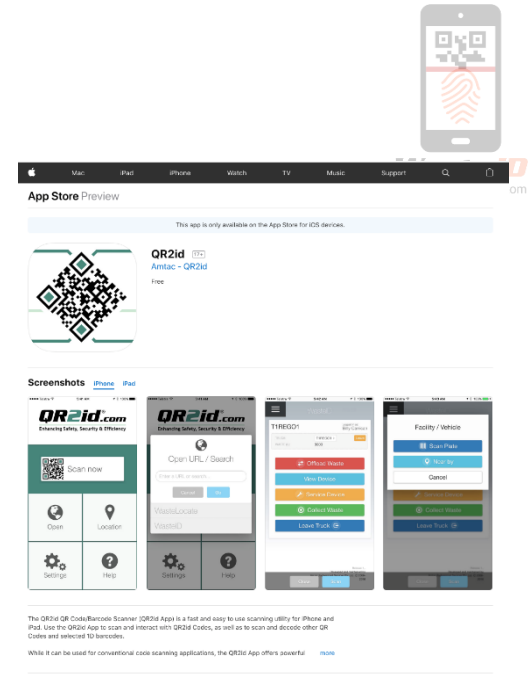
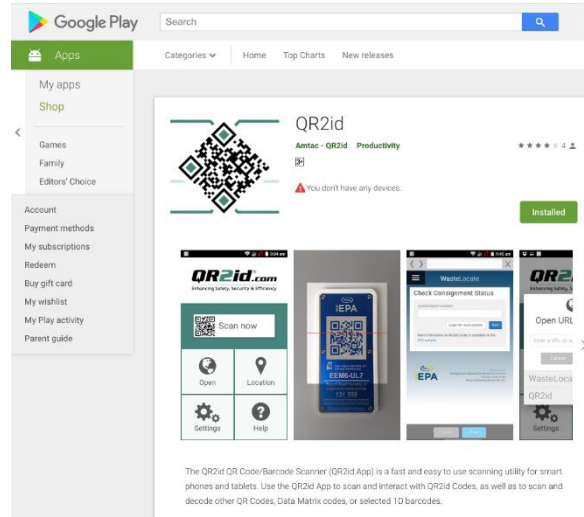
Desktop or mobile

<https://wasteid.amtac.net>



QR2id App

- See QR2id.com/App
- Tablet / Smart Phone
- GPS
- 5MP camera
- Mobile data plan
- Current OS
 - Apple (iOS 9+)
 - Android (5+*)



- Integration with WasteID
- Off-line function

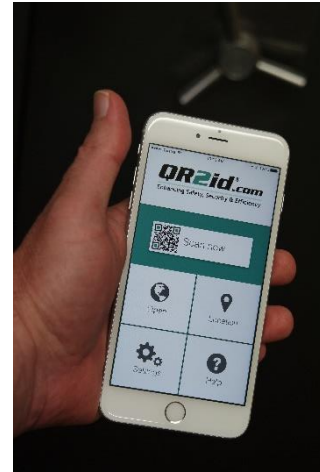
Requirements

QR2id App needs access to:

- Location (GPS service/Discharge)
- Photos (Device Issues)
- Camera (Scanning)
- Mobile Data (Synchronising)

Location only recorded:

- Scanning codes
- Recording services



Administrative tasks

Service Agent company accounts initially created by SA Water / Amtac

Initial User/Operator accounts created

- Must be a 'natural person'
 - No sharing of credentials
 - Regulatory compliance obligations
- Unique email address required
 - Can be an alias
 - Used for password reset



Logging In



From a web-browser => <https://WasteID.amtac.net>
(or Google "WasteID")

- Select Login
- Use your email address
- Remember Me – stores Email address

Forgot password

- Reset password via email
- Admin Users from your company can also reset passwords



[HOME](#)
[Login](#)
[FAQ](#)
[Terms](#)
[Contact Us](#)

WasteID

Login

EMAIL ADDRESS

☐ Remember me

PASSWORD

8 characters minimum (must include upper, lower and numeric characters)

[Forgot Password?](#)

Forgot password



Reset password via email

WasteID

Reset Password

EMAIL ADDRESS

Cancel Reset

Password is not changed unless link in email is followed

WasteID

Reset Password

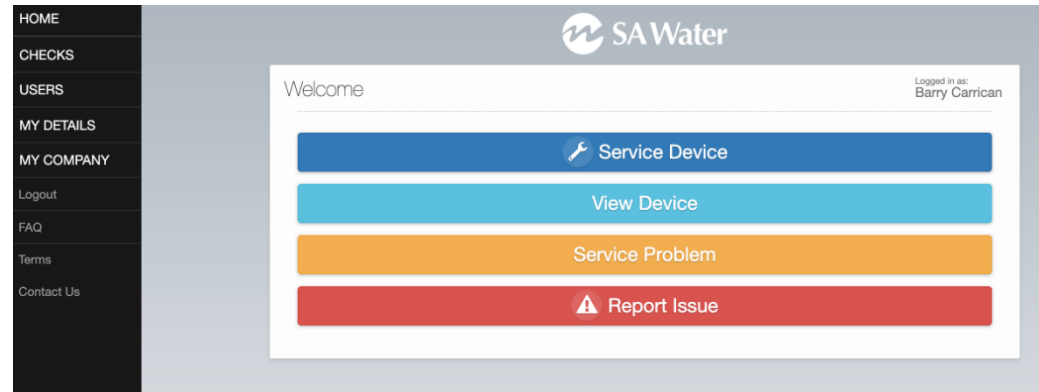
Thank you, an email containing a link to reset your password has been sent to *rick@amtac.net*

EMAIL ADDRESS

Cancel Send again

WasteID Home page

- After logging in
- Menu options – left side of page
Action buttons (field tasks)
- Context Sensitive Display
(Role / Previous actions)
- NB: Different for Haulers



Update / Change Password



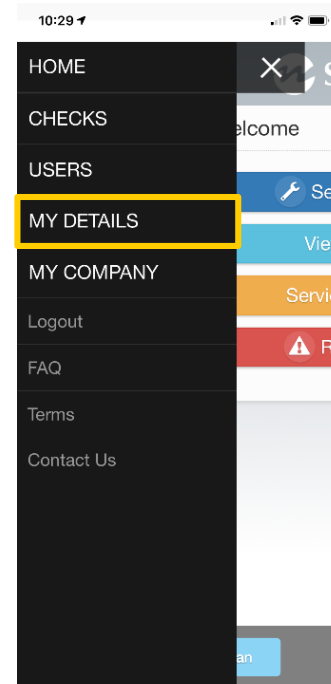
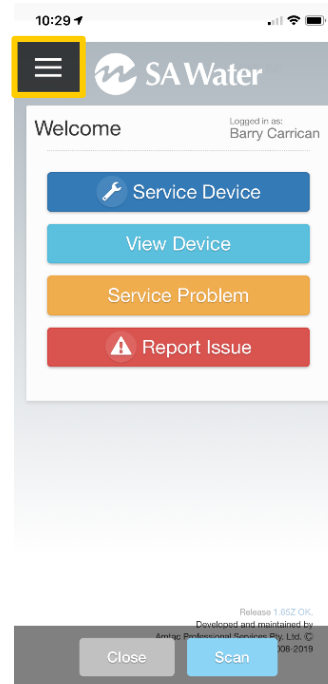
Menu options – left side of page
(larger screen devices)

Select My Details

The screenshot displays the SA Water user interface. On the left, a dark sidebar contains a menu with the following options: HOME, CHECKS, USERS, MY DETAILS (highlighted with a yellow border), MY COMPANY, Logout, FAQ, Terms, and Contact Us. The main content area has a grey header with the SA Water logo. Below the header, a white box contains a 'Welcome' message and the text 'Logged in as: Barry Carrican'. The main content area features four horizontal buttons: 'Service Device' (blue with a wrench icon), 'View Device' (light blue), 'Service Problem' (orange), and 'Report Issue' (red with a warning triangle icon).

Update / Change Password

- Menu Icon – left side of page
- Expands to show menu options
- Select “My Details”




Your operator record

Password must be at least 8 characters
(Upper/lower & number)

Note:

- Email address must be unique
- Driver Licence / Vehicle Rego not required



My Details OP1726

FIRST NAME	LAST NAME		
<input type="text" value="Billy"/>	<input type="text" value="Carrican"/>		
EMAIL ADDRESS	MOBILE NUMBER	PHONE NUMBER	
<input type="text" value="transport1@wasteid.com"/>	<input type="text" value="e.g. 0412 345 678"/>	<input type="text" value="07 33804600"/>	
PASSWORD			
<input type="text"/>			
8 characters minimum (must include upper, lower and numeric characters)			
POSITION / JOB TITLE			
<input type="text" value="Driver"/>			
DRIVER LICENCE NUMBER		VEHICLE REGISTRATION	
<input type="text"/>		<input type="text" value="T1REGO1"/>	

Review / Update Users



- Users menu
- Search
- Clear Search Filters

SA Water

Users

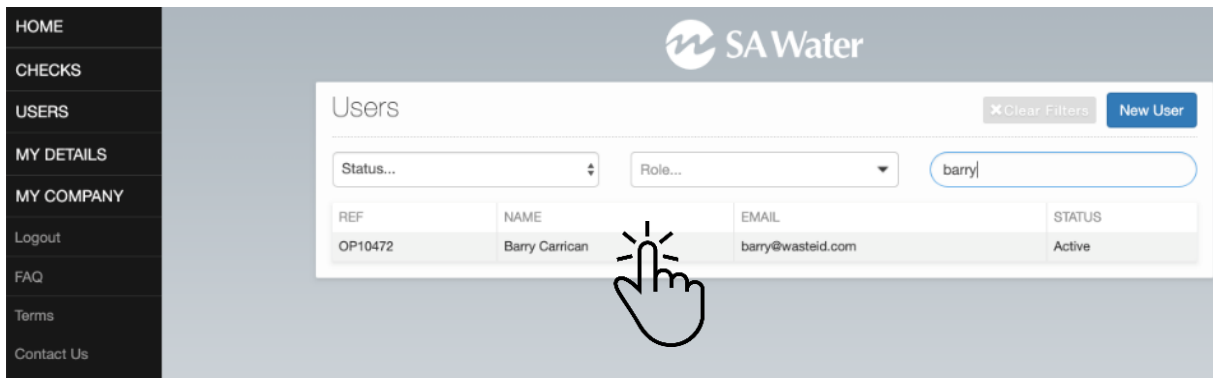
✕ Clear Filters New User

Status... Role... barry

REF	NAME	EMAIL	STATUS
OP10472	Barry Carrican	barry@wasteid.com	Active

View User Details

- Users menu
- Select an existing user
 - reset password
 - update details



SA Water

Users

Clear Filters New User

Status... Role... barry

REF	NAME	EMAIL	STATUS
OP10472	Barry Carrican	barry@wasteid.com	Active

View User Details

Existing WasteID User record

- Check Roles
- Check Status
- Contact details
- Send Email Verification
- Review Consignments
- Click on Icon or Operator Reference number to edit/update




The screenshot shows the 'View User Details' interface for Barry Carrican. The header includes the 'SA Water' logo. The user's name 'Barry Carrican' is at the top left, and a QR code icon with the reference number '0411595830' is at the top right. A hand icon points to the QR code. Below the name, there are two main sections: 'COMPANY' and 'CONTACT'. The 'COMPANY' section lists 'SA Test Service Agent Company C', 'SA Service Agent Admin', 'SA Service Agent Operator', and 'Active' status. The 'CONTACT' section lists 'EMAIL ADDRESS' as 'barry@wasteid.com' and 'MOBILE NUMBER' as '0411595830'. At the bottom, there are buttons for 'Back', 'Verification', and 'Add Note'. Below these buttons is a 'Notes' section with a 'Notes' tab, a 'Clear Filters' button, a 'Search notes...' input field, and a table with columns 'USER (REF)', 'NOTE', and 'DATE / TIME'.

USER (REF)	NOTE	DATE / TIME
------------	------	-------------

Update User

- Change Name (e.g. marriage)
- New User same email – delete old User and add new User
NB: Checks not lost
- At least one phone number
- Password
- Licences / vehicle (not required for SA Water)
- Roles



 SA Water

Edit User OP8222

FIRST NAME

Mary

LAST NAME

Smith

EMAIL ADDRESS

testoperator@wasteid.amtac.net

MOBILE NUMBER

e.g. 0412 345 678

PHONE NUMBER

e.g. 02 1122 9911

PASSWORD

8 characters minimum (must include upper, lower and numeric characters)

POSITION / JOB TITLE

Roles

☐ SA Service Agent Admin

☒ SA Service Agent Operator

Delete User

Cancel

Verification

Add Note

Save User

Notes

New User

- User menu
- Tap/Click New User Button




The screenshot shows the SA Water Users management interface. On the left is a dark sidebar menu with options: HOME, CHECKS, USERS, MY DETAILS, MY COMPANY, Logout, FAQ, Terms, and Contact Us. The main content area has a header with the SA Water logo and a 'Users' title. Below the title are filter inputs for 'Status...', 'Role...', and a search bar containing 'barry|'. A 'Clear Filters' button is also present. A 'New User' button is highlighted with a yellow box. Below the filters is a table with user data.

REF	NAME	EMAIL	STATUS
OP10472	Barry Carrican	barry@wasteid.com	Active

New User

- Email must be unique
(No shared logins)
- At least one phone number
- Password
 - set temporary and communicate, or
 - Leave blank and use Verification to email a link
- Licences / vehicle
(not required for SA Water)
- Roles
 - Admin can manage Users
 - Operator to undertake field tasks



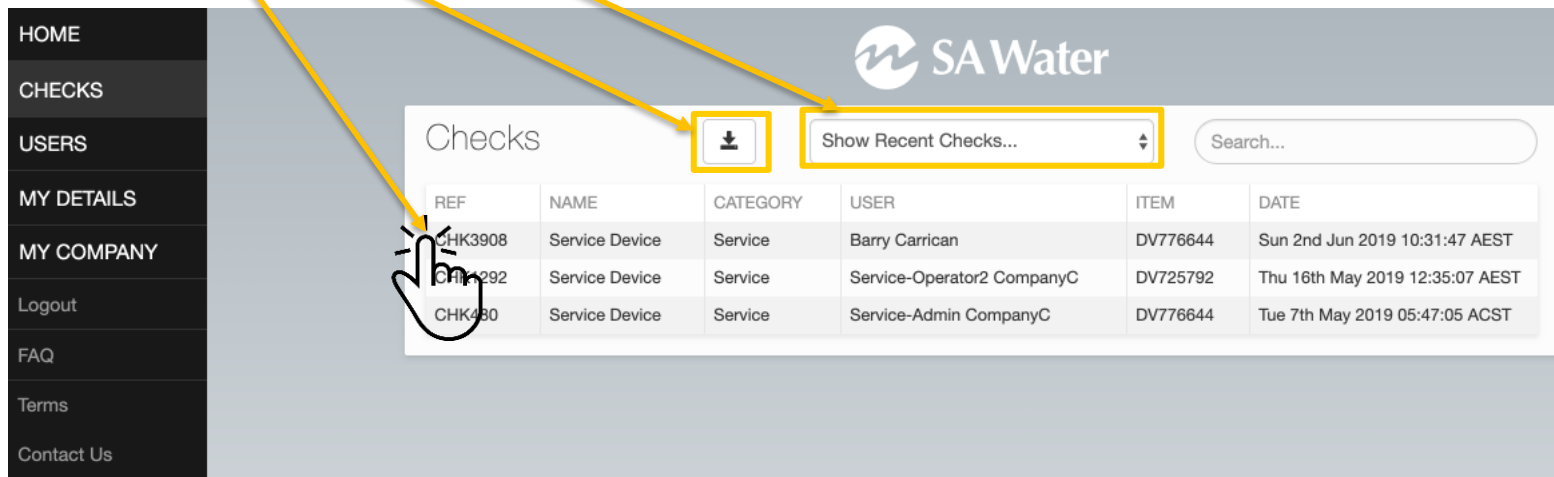


New User

FIRST NAME	LAST NAME	
<input type="text"/>	<input type="text"/>	
EMAIL ADDRESS	MOBILE NUMBER	PHONE NUMBER
<input type="text"/>	<input type="text" value="e.g. 0412 345 678"/>	<input type="text" value="eg. 02 1122 9911"/>
PASSWORD		
<input type="password"/>		
8 characters minimum (must include upper, lower and numeric characters)		
POSITION / JOB TITLE		
<input type="text"/>		
Roles		
<input type="checkbox"/> SA Service Agent Admin		
<input checked="" type="checkbox"/> SA Service Agent Operator		
<div>CancelVerificationSave User</div>		

Checks List

- Recent Filter
- Download
- View Check



HOME
CHECKS
USERS
MY DETAILS
MY COMPANY
Logout
FAQ
Terms
Contact Us

SA Water

Checks

Download

Show Recent Checks...

Search...

REF	NAME	CATEGORY	USER	ITEM	DATE
CHK3908	Service Device	Service	Barry Carrigan	DV776644	Sun 2nd Jun 2019 10:31:47 AEST
CHK292	Service Device	Service	Service-Operator2 CompanyC	DV725792	Thu 16th May 2019 12:35:07 AEST
CHK430	Service Device	Service	Service-Admin CompanyC	DV776644	Tue 7th May 2019 05:47:05 ACST

View Check

View Device from Check

 SA Water

Device DV776644

FFOG Interceptor (e.g. Grease Guardian/Big Dipper)

QRID

ACKF-5904 10 May 2019

TYPE

FFOG Interceptor (e.g. Grease Guardian/Big Dipper)

LAST SERVICED

Today 10:31AM (Early)

[View Service](#)

NEXT SERVICE

Sun 1st Sep

FREQUENCY

13 Weeks

SERVICE STATUS

Not Due

AUTHORITIES

SA Water (SAW)

PERMIT

051640 BALDWIN HOMESTYLE CAFE

Location

LOCATION

Retail Trade / Shops / Shopping Centre (LOC172716)

ADDRESS

154 MARION RD
WEST RICHMOND
SA
5033
Australia

Device GPS

LATITUDE

-34.938752

LONGITUDE

138.552905

More Information

[Edit](#)

Service Information

[Add Info](#)


[Service Device](#)

[Report Issue](#)

[Add Note](#)

[Back](#)



 SA Water

Service Device - CHK3908

Details

User

Barry Carrican (OP10472)

Date

Sun 2nd Jun 2019

Estimated location

-27.703092, 153.012147

FFOG Interceptor (e.g. Grease Guardian/Big Dipper) (DV776644)

Type

FFOG Interceptor (e.g. Grease Guardian/Big Dipper)

Device GPS

-34.938752, 138.552905

Location

Name

Retail Trade / Shops / Shopping Centre

Address

154 MARION RD
WEST RICHMOND
SA
5033
Australia

Is this device OK?

[OK](#)

Additional Notes

Test only

[Add Note](#)

[Back](#)

Your Company Record

- Update Details as applicable
 - Address
 - Postal Address
 - Email address for WasteID notifications
 - Phone number



HOME

CHECKS

USERS

MY DETAILS

MY COMPANY

Logout

FAQ

Terms

Contact Us

SA Water

Edit Company WMC93631

TRADING NAME / AGENCY NAME

SA Test Service Agent Company C

ADDRESS

25 Testville Street

Line 2

CITY / TOWN

Adelaide

POSTCODE

5000

STATE

SA

IS THIS ALSO THE POSTAL ADDRESS?

☒ YES ☐ NO

PRIMARY EMAIL ADDRESS

Service.CompanyC@wasteID.com

PRIMARY PHONE NUMBER

08 8888 8888

AUSTRALIAN BUSINESS NUMBER (ABN)

48060336870 Valid

LICENCE NUMBER

eg. 12345678

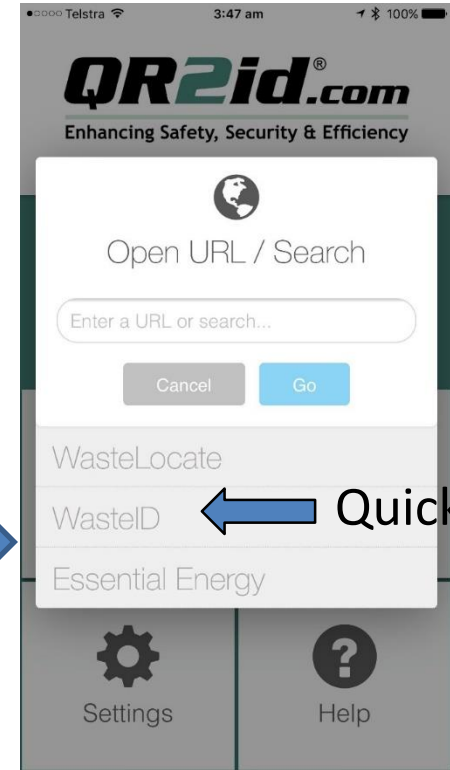
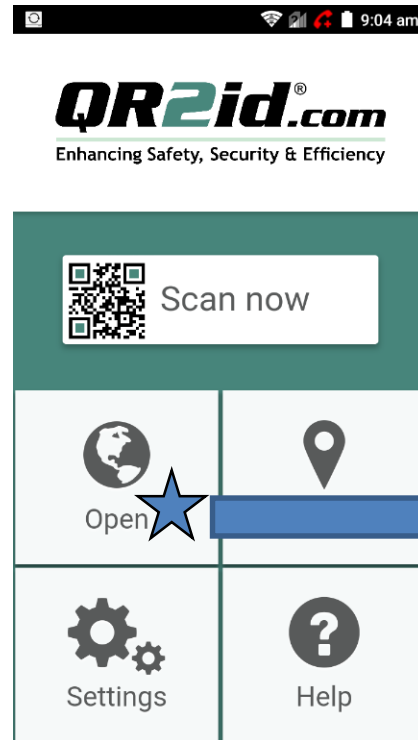
Cancel

Save Company

1 items

QR2id App

- Install and keep current
- Test before leaving the depot
 - Start the App
 - Tap Open => WasteID
 - Login
 - Stay on the WasteID Home Page

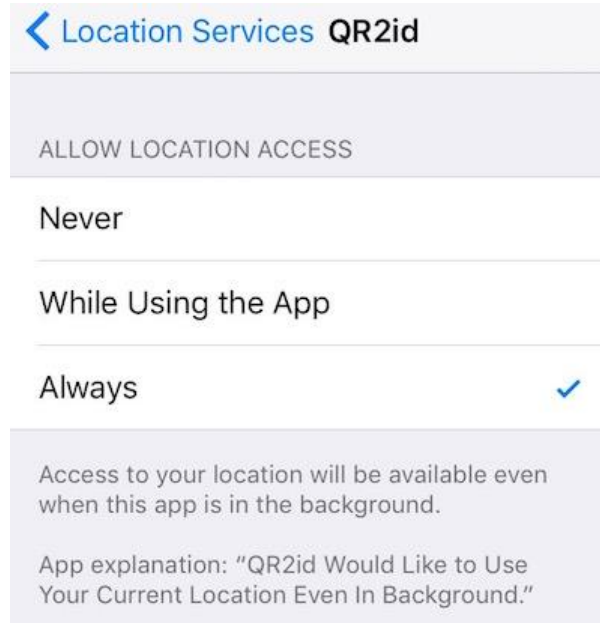


or scan a related QR2id Code or barcode



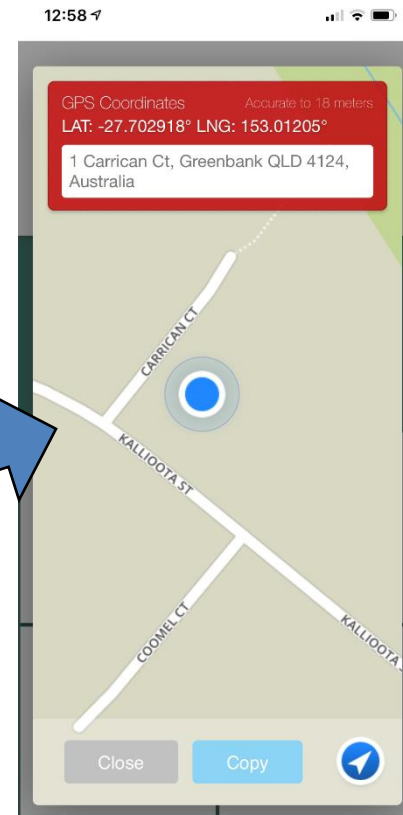
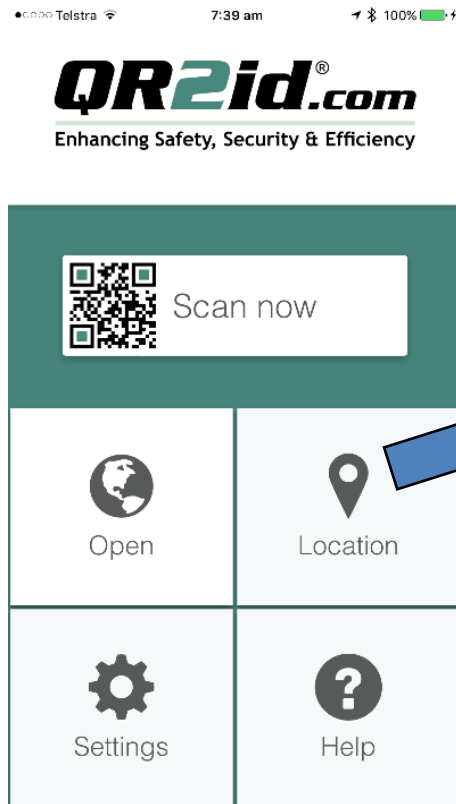
QR2id App

- Important Settings
 - Location
 - Photos
 - Camera
 - Mobile Data



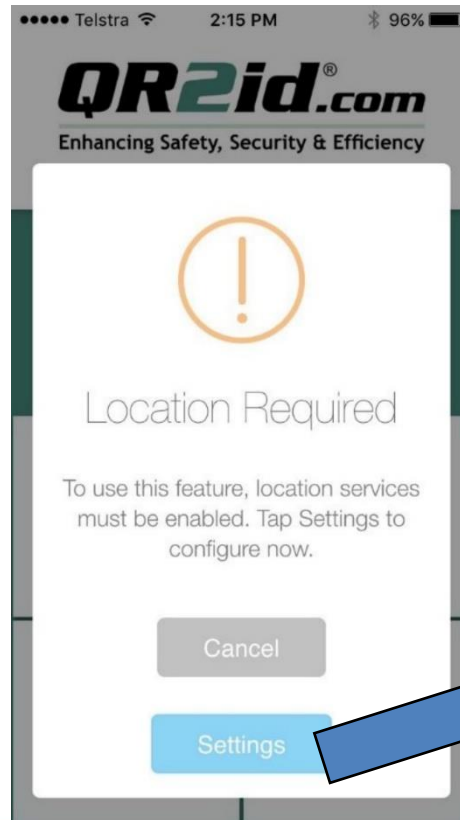
QR2id App

- Location check
 - GPS Coordinates
Latitude & Longitude
 - Map in background
 - Address



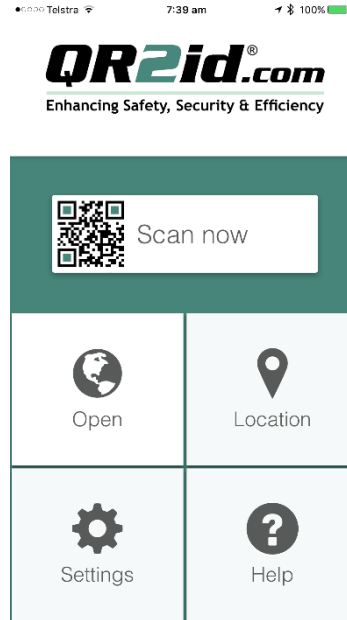
QR2id App

- Location
 - Always
 - Nearby Devices
 - Only logged
 - Scanning
 - Submit Forms

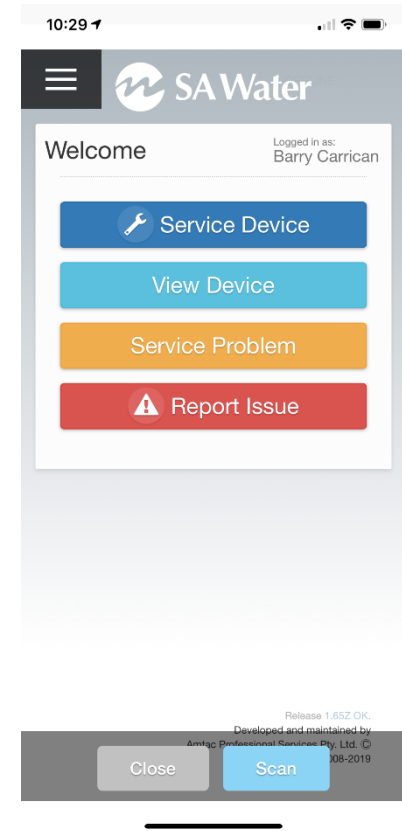


Terminology

- QR2id App Start Screen
- WasteID Home Page
- Buttons visible are based on Roles & workflow
- Close Button takes you to the QR2id App Start Screen



QR2id App Start Screen

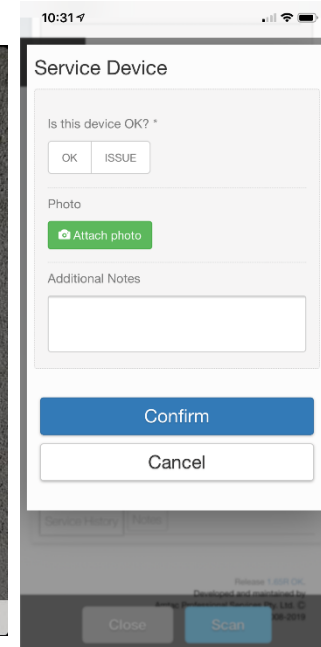
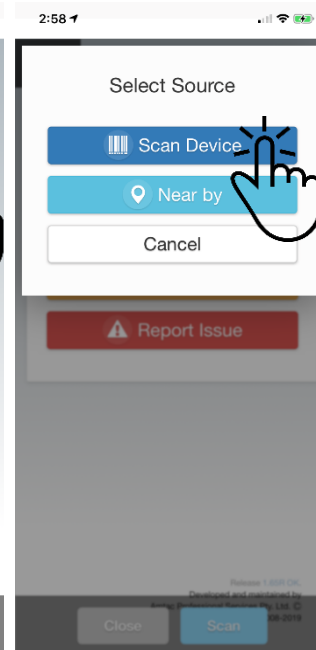
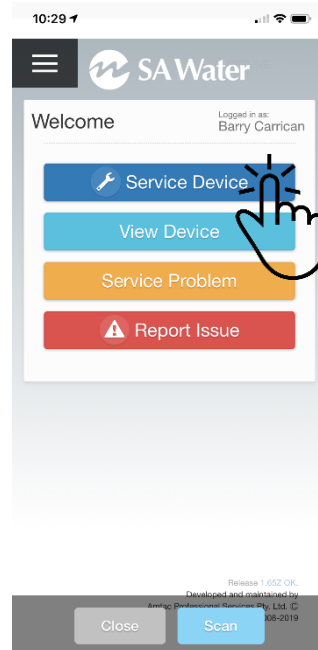


WasteID Home Page



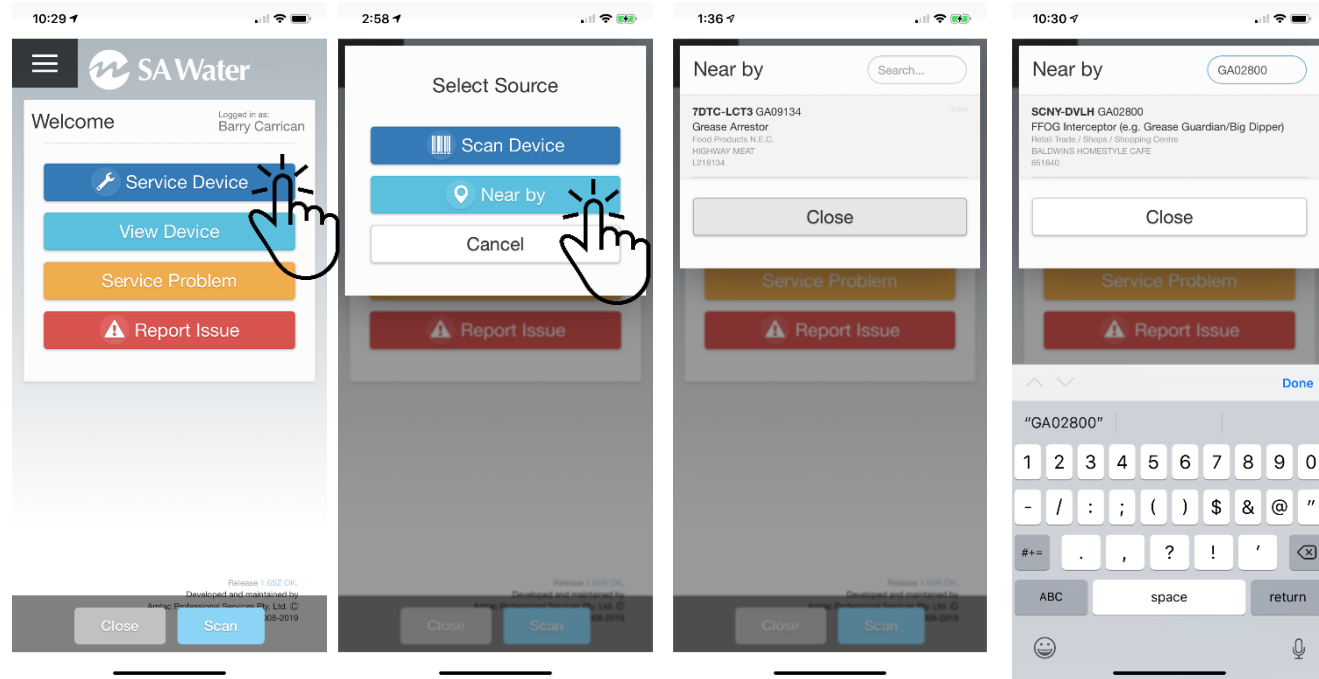
Service Device

- Tap “Collect Waste”
- Tap “Scan Device”
- Scan QR2id Code
 - Zoom / Light
 - Volume buttons
- Record details
- Tap Confirm



Service Device (Nearby)

- Service Device
- Nearby
 - GPS located
 - Search
- Tap on applicable Pre-Treatment Device



Important Considerations

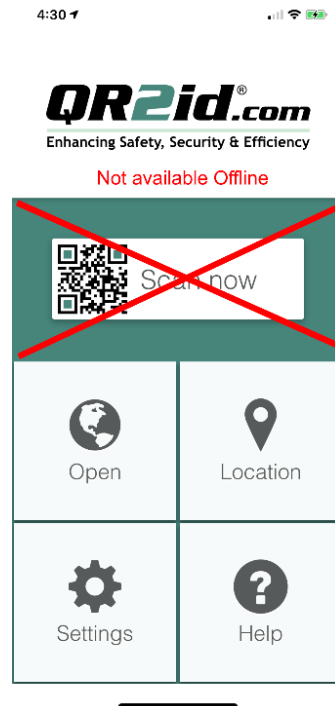
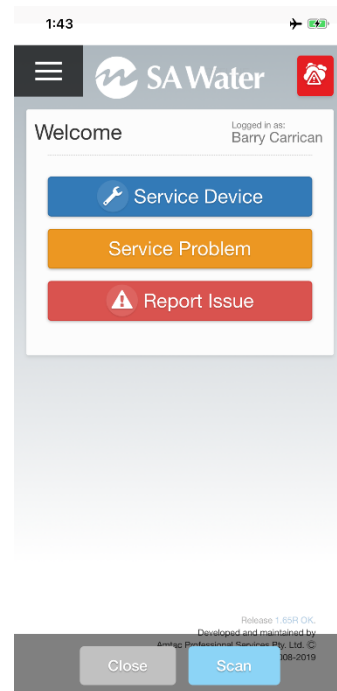
No mobile data coverage => Offline Mode

Must be in WasteID (stay on Home Page)

- Automatic switching
- Slight menu change
- Servicing functionality same as when online
- Automatic synchronisation when online

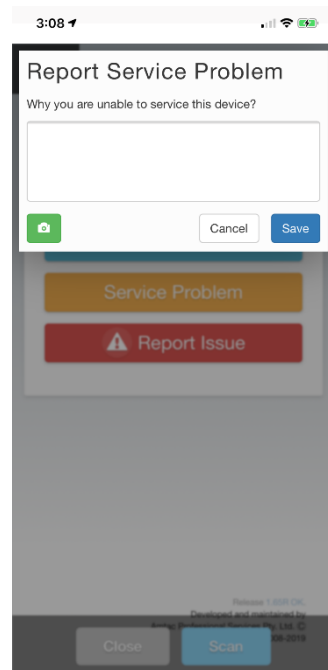
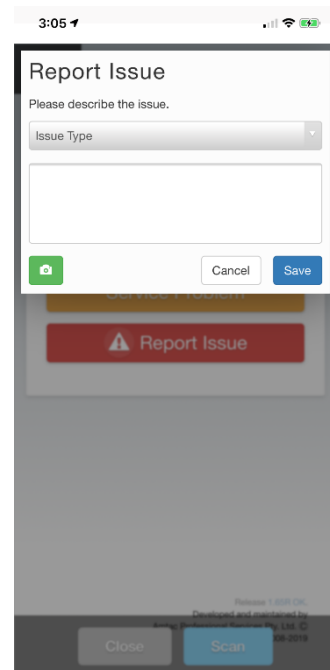
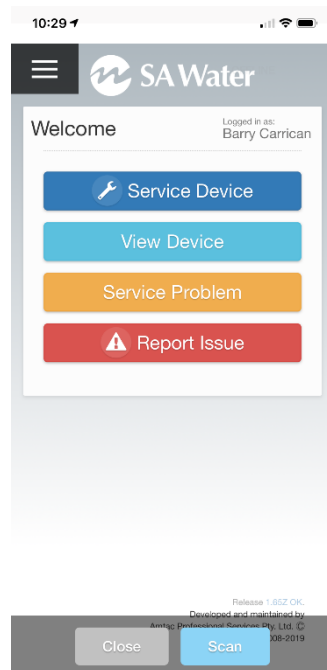
No Satellite connection

- Most recent GPS location



Report Issue / Service Problem

- Issue is Device Related
 - Damaged Lid
 - Missing tag
- Service Problem is Operational
 - Refused to have device serviced
- Upload photo if applicable
- Alerts raised for SA Water



WasteID Support



SA Water Trade Waste team

- Telephone (08) 7424 1336
- Email GreaseArrestorAppSupport@sawater.com.au