

Work Order Portal

User Guide
CC Infrastructure Services

<https://ccis.chp.me.uk>

Contents

- 1. Overview
- 2. Logging In
- 3. Uploading This Month's Job List
- 4. Reviewing and Editing Jobs
- 5. Generating a Work Order
- 6. Managing Users (Admin only)
- 7. Tips & Troubleshooting

1. Overview

The Work Order Portal replaces the manual process of turning a monthly Solomon export into a printed job sheet for the crew. It does three things:

- Reads the monthly spreadsheet export and collates the description, photos, affected business, address and street for every job.
- Lets you review, correct, and include/exclude jobs before anything goes out.
- Generates a downloadable work order PDF, grouped by street and numbered sequentially, in the same layout the team already uses.

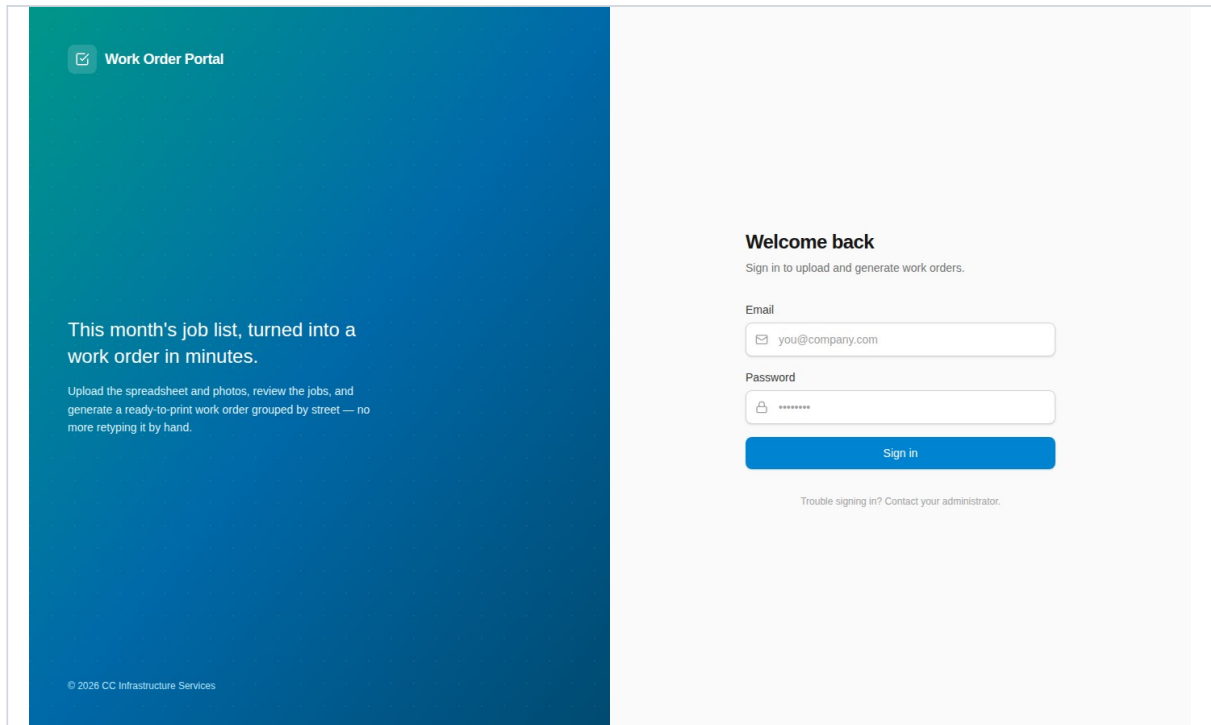
Staff vs. Admin

Everyone with a login can upload spreadsheets, review and edit jobs, and generate work orders — that part of the portal is identical for every user.

- Staff: everyday use — uploads, reviewing jobs, generating work orders.
- Admin: everyday use, plus the Users page — adding and removing logins for the portal.

2. Logging In

Go to the portal address and sign in with the email and password given to you by an administrator.

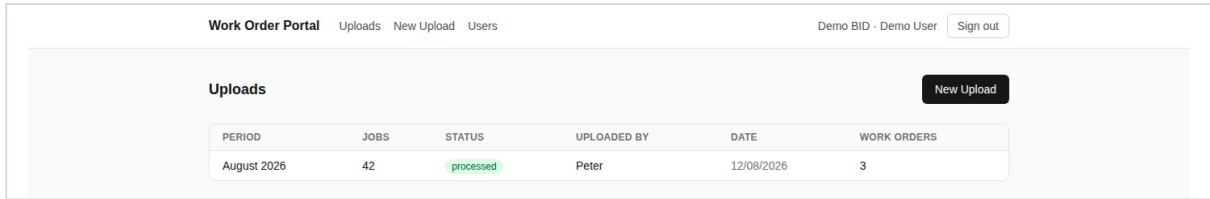
The screenshot shows the 'Work Order Portal' sign-in interface. On the left, a blue gradient banner contains the text: 'This month's job list, turned into a work order in minutes.' followed by 'Upload the spreadsheet and photos, review the jobs, and generate a ready-to-print work order grouped by street — no more retyping it by hand.' and a copyright notice '© 2026 CC Infrastructure Services'. On the right, a white panel features the heading 'Welcome back' and the instruction 'Sign in to upload and generate work orders.' Below this are input fields for 'Email' (containing 'you@company.com') and 'Password' (masked with '*****'). A blue 'Sign in' button is positioned below the password field. At the bottom of the white panel, a link reads 'Trouble signing in? Contact your administrator.'

The sign-in screen.

If you don't have a login yet, or you've forgotten your password, contact an administrator — there is no self-service "forgot password" option at the moment (see the Users section).

3. Uploading This Month's Job List

From the Uploads page, click New Upload.



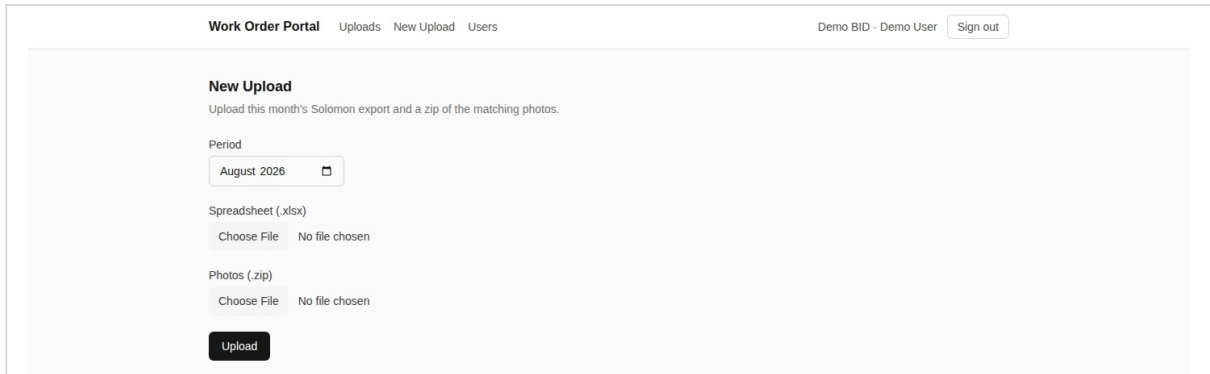
Work Order Portal Uploads New Upload Users Demo BID - Demo User Sign out

Uploads New Upload

PERIOD	JOBS	STATUS	UPLOADED BY	DATE	WORK ORDERS
August 2026	42	processed	Peter	12/08/2026	3

The Uploads page — every past upload lives here, click New Upload to start.

1. Set the Period to the month the export covers.
2. Choose the spreadsheet (.xlsx) file from Solomon.
3. Choose the matching photos, as a single .zip file.
4. Click Upload.



Work Order Portal Uploads New Upload Users Demo BID - Demo User Sign out

New Upload

Upload this month's Solomon export and a zip of the matching photos.

Period

August 2026

Spreadsheet (.xlsx)

Choose File No file chosen

Photos (.zip)

Choose File No file chosen

Upload

The New Upload form.

Only five columns are read from the spreadsheet: description, images, businesses, referenceAddress and tags. The ///what3words code inside the description is pulled out automatically. Photos are matched to jobs by filename — any job whose photo isn't found in the zip is flagged, never silently dropped, so nothing goes missing without you knowing.

4. Reviewing and Editing Jobs

After uploading, you land on the job table for that upload. This is your chance to fix anything before generating the work order.

Work Order Portal

Uploads

New Upload

Users

Demo BID - Demo User

Sign out

August 2026

42 jobs · uploaded by Demo User · processed

Filter by street or business...

42 of 42 jobs included

INCLUDE	STREET	BUSINESS	ADDRESS	DESCRIPTION / WHAT3WORDS	PHOTOS
☒	Holdenhurst Road	AXA PPP Healthcare (infor	Floors 7-8, Ocean, 80 Hold	///giant.occupy.wires Fire exit door towards left Color. White	
☒	Oxford Road	Bournemouth Medical Cen	Ground Floor Suite A, Aval	///steer.bride.quiet Towards right wall on vinyl. Color white	
☒	Yelverton Road	Bournemouth Daily Echo	19 Richmond Hill, Bournen	///boots.lodge.zealous On shutters	
☒	Albert Road	Bournemouth Daily Echo	19 Richmond Hill, Bournen	///happy.onions.posed missing 1	

The job review table — street, business, address, description/what3words, and photos, for every job in the upload.

- Click into any Street, Business, Address, or Description cell to edit it directly — changes save automatically when you click away.
- Untick Include to leave a job out of the work order without deleting it.
- A job showing "missing N photo(s)" means the spreadsheet referenced a photo that wasn't in the zip you uploaded — check the filename, or re-upload the photo separately.
- Use the filter box to jump to a specific street or business.

5. Generating a Work Order

Once the table looks right, click Generate Work Order at the top of the page.

Work Order Portal

Uploads

New Upload

Users

Demo BID - Demo User

Sign out

August 2026

42 jobs · uploaded by Demo User · processed

Generate Work Order

Previously generated:
12/08/2026 15:41:58

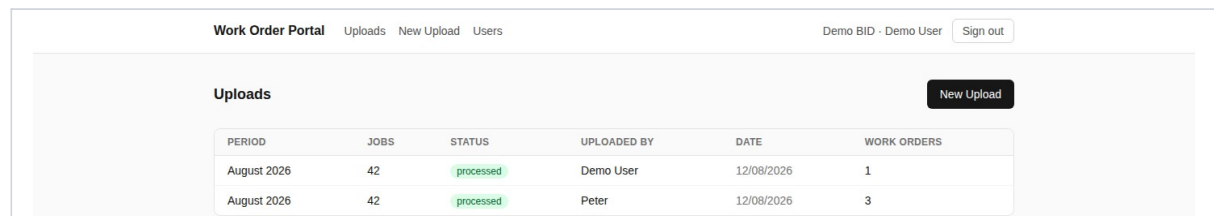
Filter by street or business...

42 of 42 jobs included

INCLUDE	STREET	BUSINESS	ADDRESS	DESCRIPTION / WHAT3WORDS	PHOTOS
☒	Holdenhurst Road	AXA PPP Healthcare (infor	Floors 7-8, Ocean, 80 Hold	///giant.occupy.wires Fire exit door towards left Color. White	
☒	Oxford Road	Bournemouth Medical Cen	Ground Floor Suite A, Aval	///steer.bride.quiet Towards right wall on vinyl. Color white	
☒	Yelverton Road	Bournemouth Daily Echo	19 Richmond Hill, Bournen	///boots.lodge.zealous On shutters	
☒	Albert Road	Bournemouth Daily Echo	19 Richmond Hill, Bournen	///happy.onions.posed On shutters, fire escape and wall in Albert Road	missing 1 photo(s)
☒	Christchurch Road	(vacant) Naked Coffee	Gnd Floor, Union House, 4	///tribes.degree.slurs Down alley	missing 1 photo(s)
☒	St Peters Road	The Mary Shelley	4-8 St Peters Quarter, Old	///tested.sizes.mouse Fire exit door towards	missing 1 photo(s)

Generating a work order — the PDF downloads automatically, and a link to it is kept under "Previously generated".

The PDF groups included jobs by street (alphabetically) and numbers them sequentially for that month (e.g. Jun26 01, Jun26 02, ...) — the same format the crew already works from. You can regenerate at any time (after fixing something in the table, for example); every generation is kept, so earlier versions are never lost.

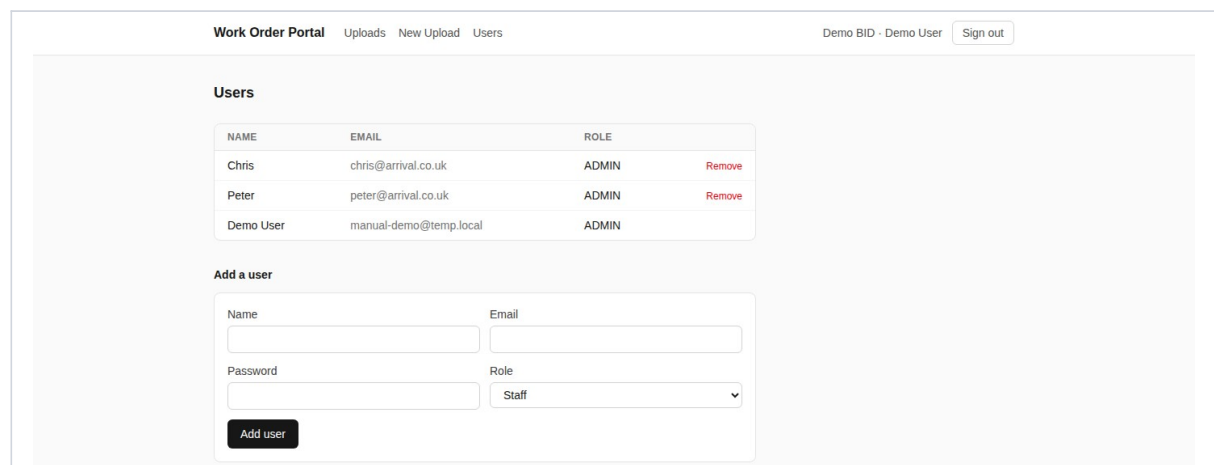


PERIOD	JOBS	STATUS	UPLOADED BY	DATE	WORK ORDERS
August 2026	42	processed	Demo User	12/08/2026	1
August 2026	42	processed	Peter	12/08/2026	3

The Uploads page tracks how many work orders have been generated for each upload.

6. Managing Users (Admin only)

Admins can see a Users link in the top navigation; staff cannot, and the page isn't reachable for them even by direct link.



NAME	EMAIL	ROLE
Chris	chris@arrival.co.uk	ADMIN Remove
Peter	peter@arrival.co.uk	ADMIN Remove
Demo User	manual-demo@temp.local	ADMIN

Add a user

Name Email

Password Role

[Add user](#)

The Users page — visible to admins only.

Adding a user

1. Go to Users.
2. Fill in their name, email, and a password, and choose a role (Staff or Admin).
3. Click Add user.

Share the password with them directly (there's no automatic invite email) — they can't change it themselves yet, so pick something they can be given securely.

Removing a user

Click Remove next to their name. You can't remove your own account this way, which prevents everyone from accidentally being locked out.

7. Tips & Troubleshooting

- Nothing happens when you click Sign in: double-check the email and password. If it still doesn't work, ask an administrator to confirm your account exists and check with them about resetting it.

- A job's photo shows "missing": the filename in the spreadsheet doesn't match anything in the photos zip — re-check the export and the zip contents match.
- Wrong street grouping: streets are taken from the spreadsheet's tags column — edit the Street cell in the review table to fix a mis-tagged job.
- Need last month's work order again: open that upload from the Uploads page — every generated PDF is kept under “Previously generated.”