OperationsIP

OIP-GDE-006 · Version 1.0 · Effective 1 December 2026

Support Team Guide (OperationsIP team)

Support staff help businesses fix problems. Always follow Support Access and Account Mirroring Policy (OIP-SEC-003).

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-GDE-006	1.0	1 December 2026	Director	December 2027

Guide · Guides for the OperationsIP team

1. Mirror a user

1. Open the admin portal and find the business
2. Tap Mirror and choose the user
3. Enter a reason, such as the ticket number
4. Look at the problem. Everything is view only
5. Tap End support session when done

2. Common fixes

Problem	What to check
Staff member can't see the business	They must sign up with the exact email the business added
Signed out unexpectedly	They signed in on another device. One device per login
Can't clock in	Location is off, they're outside the site radius with blocking on, or the business is paused
Can't add a user	A user limit has been set for this business. Check it in Edit

Problem	What to check
App is paused	The free period ended or payment failed. The Owner must go to Billing
Wrong hours	An Admin adds a correction with a reason. The original stays

3. Never

- Ask for a customer's password
- Change data while mirroring
- Copy customer data into email or chat

Related documents

- Support Access and Account Mirroring Policy (OIP-SEC-003)

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