


111.02520 - Front of House (FoH) iPad

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111.02520 Front of House (FoH) iPad - Overview

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This procedure provides information on using an iPad for Front of House (FoH) functions within Customer First. This includes a contingency option when there is a system outage.

An iPad is used by Customer Liaison Officers (CLOs) to assist them to carry out effective customer management using FoH.

If Customer First experiences a system outage it is possible to continue using the iPad to manage front of house services. The CLO must already be logged in when the outage occurs.

Detail contains information on logging in and logging out and the contingency option.

There also a number of attachments to help with using the iPad. These are:

- iPad hints and tips
- iPad user guide
- 🔗 [The Wait Room](#)

[Extra](#) contains links to the attachments.

🔗 [Other related links](#)

🔗 [Customer Liaison Officers \(CLO\)](#)


🔗 [Booking a walk-in using Front of House \(FoH\)](#)

🔗 [Editing a walk-in using Front of House \(FoH\)](#)

🔗 [Completing a walk-in using Front of House \(FoH\)](#)

🔗 [Completing a resolved enquiry on Front of House \(FoH\)](#)

🔗 [Creating a completing a direct contact on Front of House \(FoH\)](#)

 *Managing Front of House (FoH) Temporary Assignments*

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Procedure last issued 2014/09/03, see [Procedural Updates](#) and [Current Daily Updates](#) for details of major e-Reference updates.

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111.02521 Front of House (FoH) iPad - Detail

Click on the links below for further information about iPad functions in Front of House (FoH).

 [Log in to iPad FoH](#)

 [Log out of iPad FoH](#)

 [Contingency Option](#)

 [Exit the iPad FoH Contingency Option](#)

Category	Description
Log in to iPad FoH	<ul style="list-style-type: none"> Tap the Customer First icon, the Login page will display. Enter Logon ID in the Username field. Enter Password, and tap Login The Wait Room will display.
Log out of iPad FoH	<ul style="list-style-type: none"> Tap the button containing the staff member's User ID (located on the top left of the screen).
Contingency Option	<p>If Customer First experiences a system outage it is possible to continue using the iPad to manage front of house services. To continue to use an iPad after systems outage:</p> <ul style="list-style-type: none"> the user must already be logged in, and the user must not log out. <p>When the contingency option is in use:</p> <ul style="list-style-type: none"> The status of Walk-ins already booked in will remain as pending Walk-ins can continue to be booked into the Wait Room Medicare customers are booked in by name only Centrelink customers are booked in by: <ul style="list-style-type: none"> o Customer Reference Number (CRN) if

	<ul style="list-style-type: none">• ○ <u>Customer Reference Number (CRN)</u> if ISIS is available, or<ul style="list-style-type: none">○ by name if ISIS is unavailable.• Walk-ins are not able to be edited.• Wait times in the iPad Wait Room will differ from those displayed on a desktop PC.
Exit the iPad FoH Contingency Option	Once Customer First becomes operational, tap the red bar at the top of the Wait Room .

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111.02522 Front of House (FoH) iPad - Extra

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This page contains links to attachments that contain additional information on the use of iPads and the Front of House (FoH) function.

 [iPad Hints and Tips](#) [iPad user guide](#) [iPad The Wait Room](#)

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