

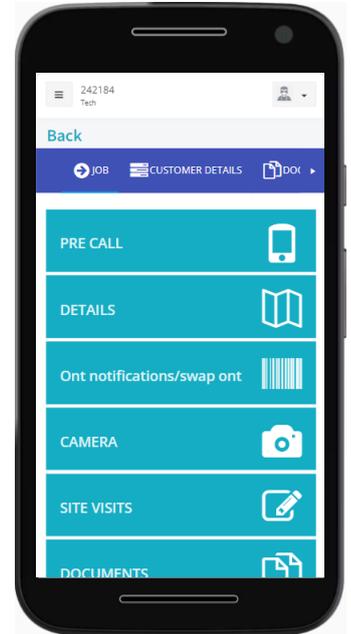
City Fibre Installer Platform



Kelly Group
CityFibre

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- Logging In (pg.2)
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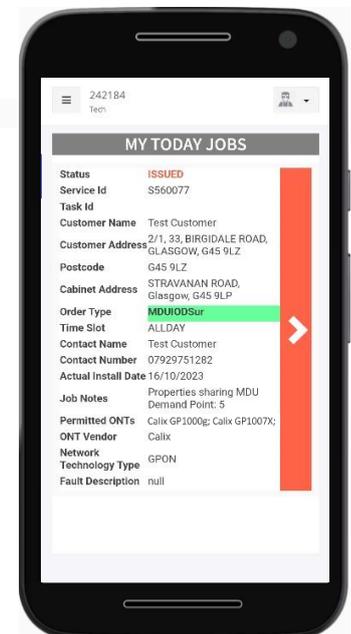


About the City Fibre Installer Platform:

The City Fibre Platform is essential to your role as an Engineer. You will use it daily, when leading on the job, to record all aspects of the work.

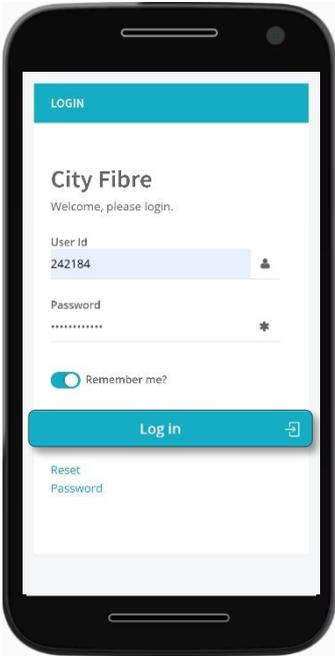
User ID & Password

1. If you do not have an account, you must contact your manager.
2. Your 'User ID' will be your 'Resource ID'.
3. Your 'Password' must include 8 characters as a minimum, 1 uppercase letter and 1 number, for example: 'Testaccount01'.
4. Your last 10 passwords cannot be reused.
5. More than 3 attempts will lock your account (resets can be done by the user)

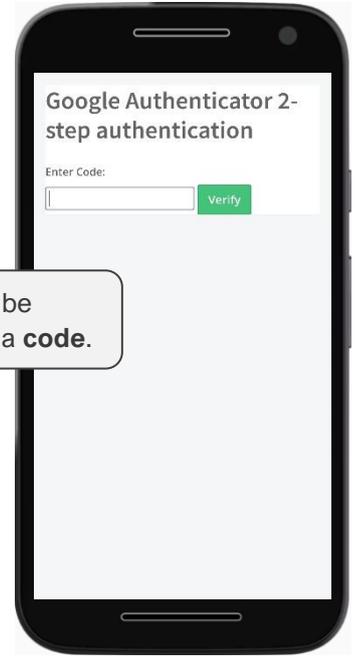


Logging In

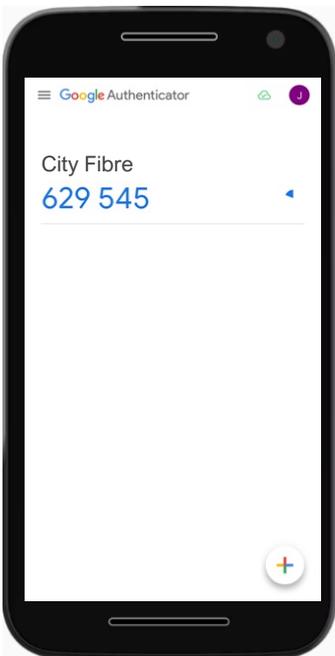
Note: The **first time you log in** to the City Fibre Installer Platform, you will need to reset your password and follow the **Google Authenticator guidance** (pg.24-28).



- 1) Input your User ID
Resource ID (Tech ID)
- 2) Input your **Password**
- 3) Tap **log in**



Note: You will be asked to input a **code**.

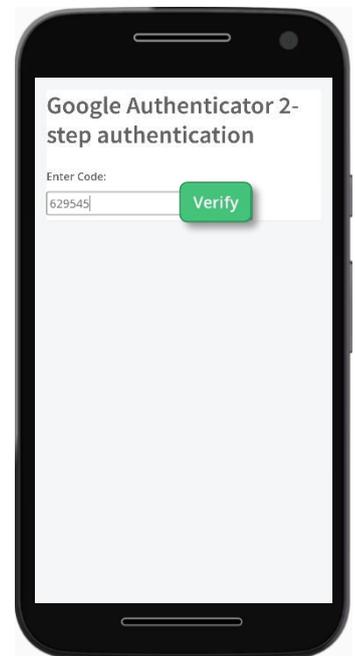


- 4) Go to your **Google Authenticator** account
- 5) Note the generated **six-digit code**

6) Go back to the **verify screen**

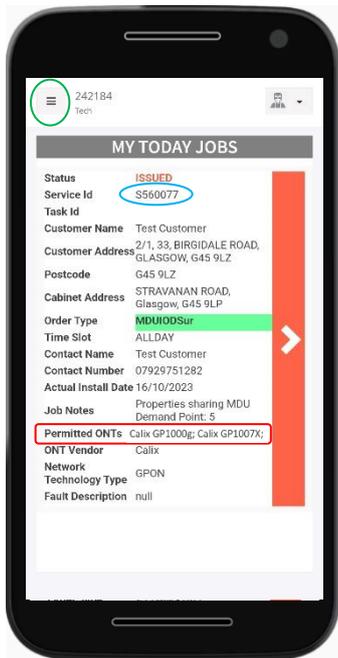
7) **Input the code** and tap **Verify**

Verify



My Today Jobs

Once you have logged in, the first screen displays **My Today Jobs**.



Note: To change your password, tap the three horizontal lines



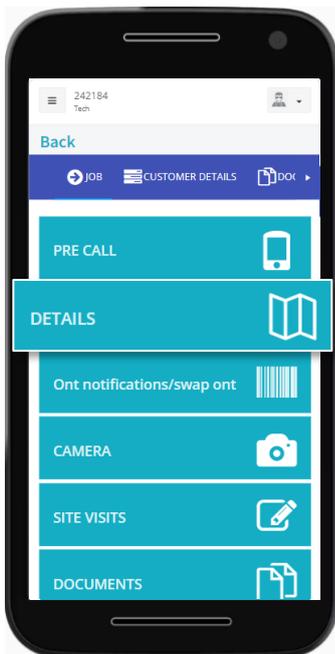
Service ID: Work Order No. linked to the job.

To select your next job, tap the orange arrow button

Note: This screen now displays the **Permitted ONT** to be used on the job.

Customer Details

There are two ways to view the **customer details** for the job.

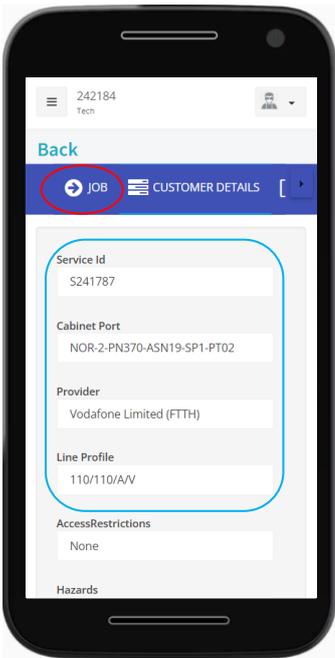


1a) Either select **Customer Details** in the header

1b) Or **Details**

Note: Whichever option you choose, it will lead you to the same screen where you can view:

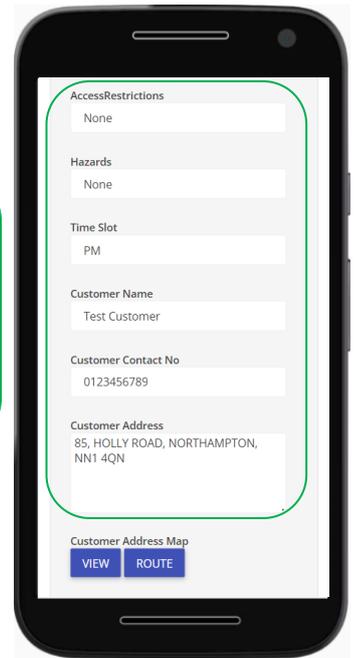
- Service ID no.
- Cabinet Port no.
- Provider details
- Line Profile
- Any access restrictions
- Any hazards
- Time slot
- Customer name
- Customer contact no.
- Customer address
- Customer map view
- Cabinet map view
- Job notes
- Actual install date



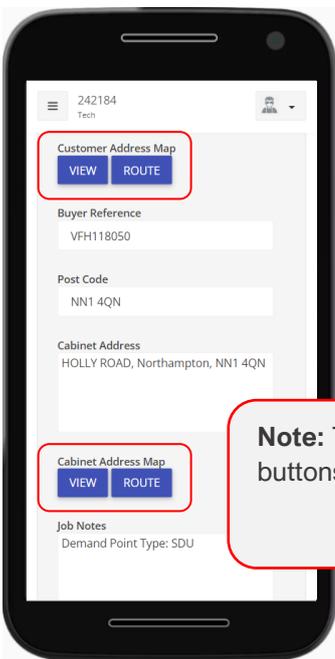
Note: Job returns you to the main screen.

- Service ID
- Cabinet Port
- Provider
- Line Profile

- Access Restrictions
- Hazards
- Time Slot
- Customer Name
- Contact No.
- Customer Address



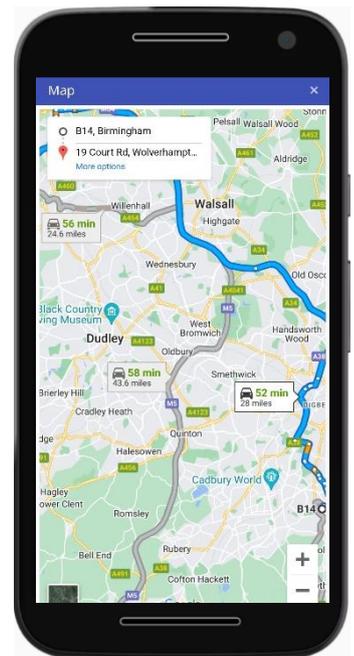
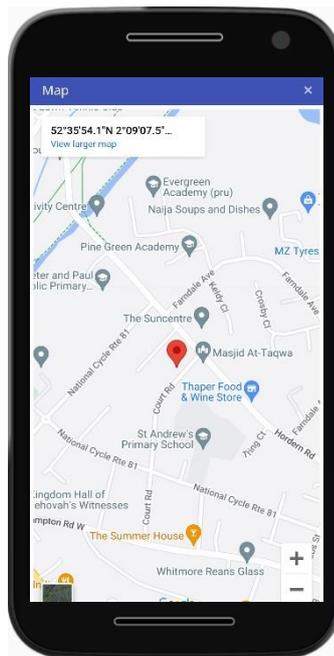
2) Keep scrolling and locate **Customer Address Map** and **Cabinet Address Map**



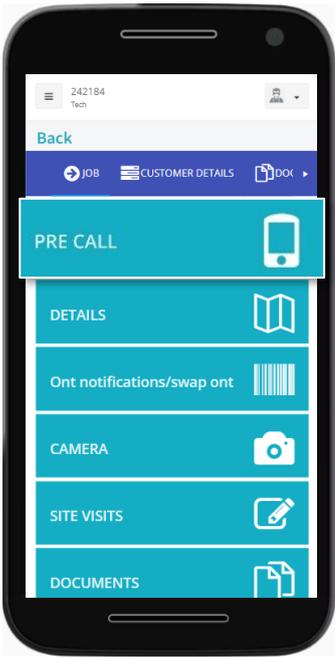
Note: The View and Route buttons open Google Maps.

3a) **View** displays the location of the customer or cabinet address

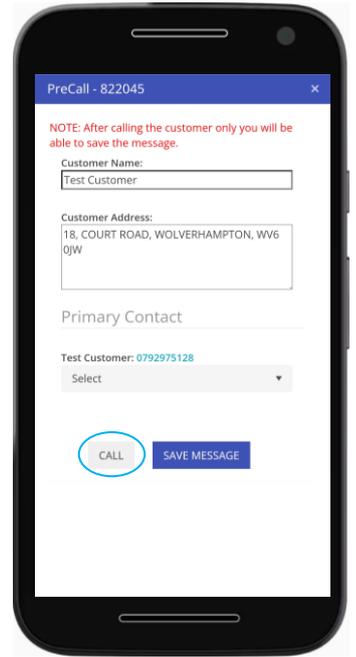
3b) **Route** displays the route from your current location to the customer or cabinet



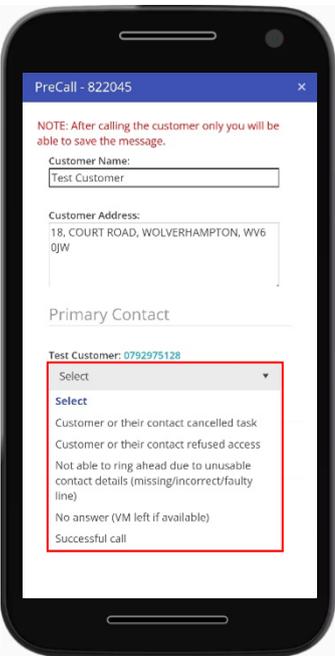
Pre-Call



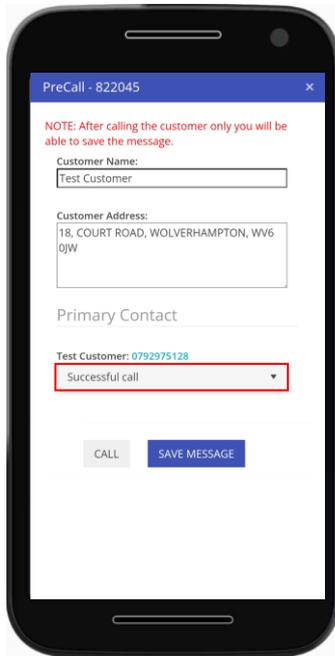
1) Tap **PRE-CALL**



2) Select **CALL**



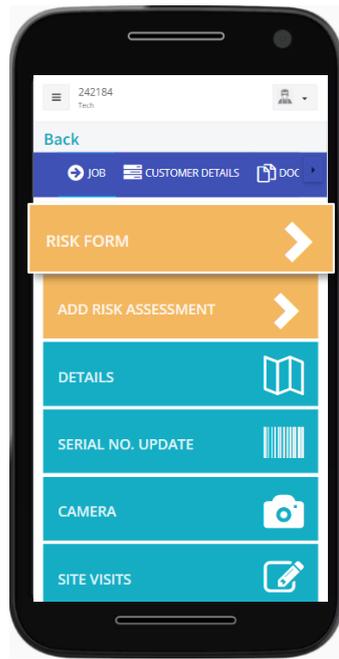
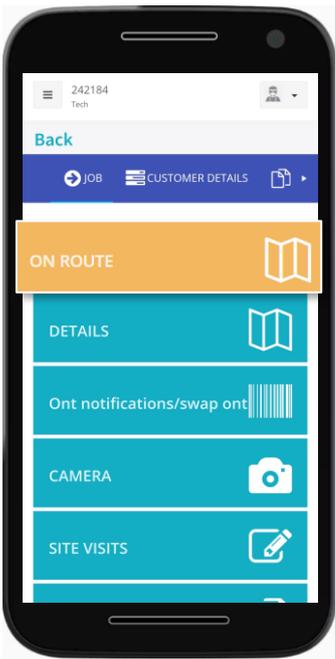
3) Use the dropdown menu and choose an **appropriate outcome**



4) Now **Save Message** and the main screen will update to **On Route**

SAVE MESSAGE

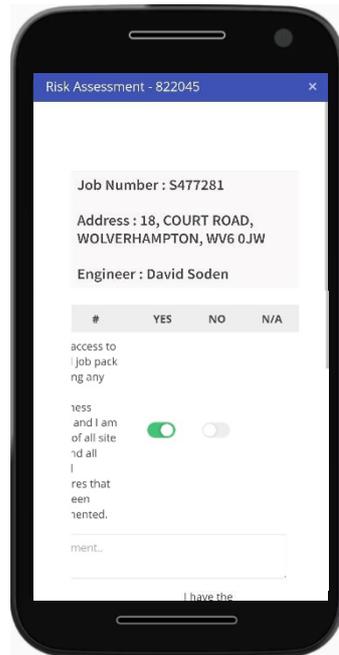
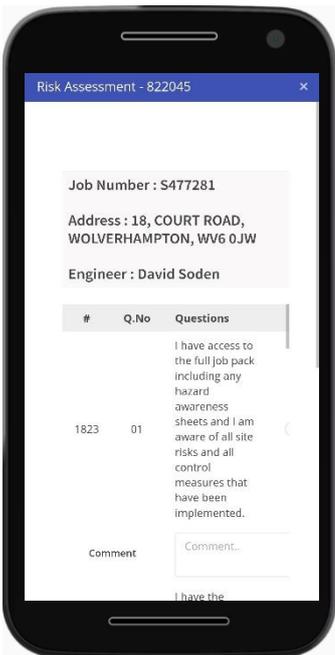
Risk Assessment & On Site



1) Tap **On Route** when you arrive at the job and the **Risk Assessment** will be made available to you

2) Tap **Risk Form**

Note: You can complete an additional **Risk Assessment** if something changes on the job.



3) Answer **Yes, No** or **N/A**

Note: If you answer 'No', **comments** are required.

Risk Assessment - 822045

Job Number : S477281
Address : 18, COURT ROAD,
WOLVERHAMPTON, WV6 0JW
Engineer : David Soden

#	No	Questions	YES
32	10	Do you need to use ladders or steps	<input checked="" type="checkbox"/>
Comment: <input type="text"/>			
33	10a	I am tetra trained and have all the equipment available, and it is fit for purpose	<input type="checkbox"/>
Comment: <input type="text"/>			

Risk Assessment - 822045

Job Number : S477281
Address : 18, COURT ROAD,
WOLVERHAMPTON, WV6 0JW
Engineer : David Soden

#	No	Questions	YES
33	10a	I am tetra trained and have all the equipment available, and it is fit for purpose	<input checked="" type="checkbox"/>
Comment: <input type="text"/>			
34	10b	Where ladder works are required at the customers premises, then Tetra has been deployed. No	<input checked="" type="checkbox"/>

Answering 'Yes' to some questions reveals **additional related questions**.

For example, if ladders are being used you must acknowledge you are **Tetra trained** and **Tetra has been deployed**, or work cannot be carried out.

Risk Assessment - 822045

All of the statements are true and correct to the best of my knowledge. I have escalated any concerns to a supervisor or manager, prior to commencing work. These concerns have been addressed and it's "Safe to Work"

1897 30

Comment:

Engineer : David Soden
Engineer Signature:

Longitude:

Risk Assessment - 822045

knowledge. I have escalated any concerns to a supervisor or manager, prior to commencing work. These concerns have been addressed and it's "Safe to Work"

1897 30

Comment:

Engineer : David Soden
Engineer Signature: 

Longitude:
Latitude:

SUBMIT

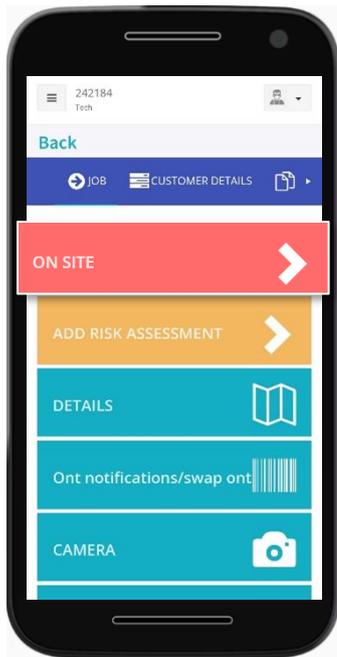
4) The final question asks you to **acknowledge all statements are true and correct**

5) Now **Sign and Submit**

SUBMIT

Note: Once submitted, the main screen will update to **Onsite**.

Successful Installation: ONT & Second Technician



1) Tap **On Site**

Note: It is possible to **change the second technician** if the wrong person has been inadvertently selected for the job. To do this, go to the main screen and tap **Workers** from the dark blue bar across the top.

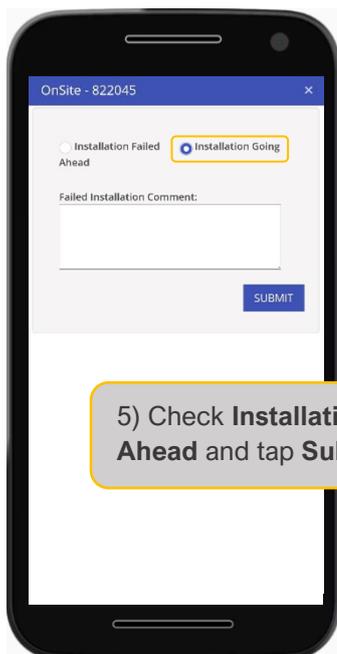
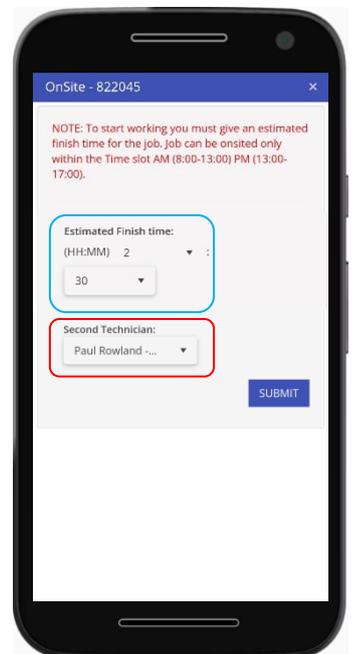
2) Select the **Estimated Finish time** (duration of the job in hours and minutes)

3) Select the **Second Technician**

4) Tap **Submit**

Note: It is possible to **update the estimated finish time**, by returning to the main screen and selecting **Duration Update**.

Duration Update



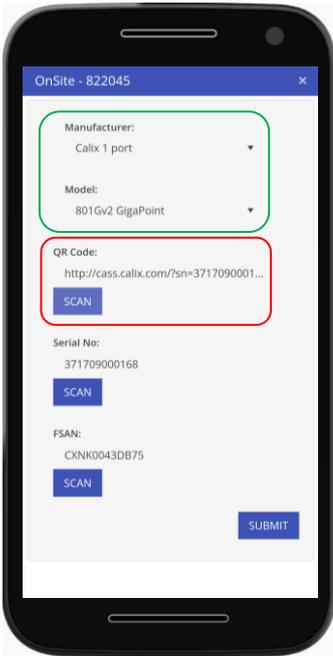
5) Check **Installation Going Ahead** and tap **Submit**

SUBMIT

Important: Always **double check** you have selected the **correct Second Technician**.

Note: Choosing the wrong second tech could potentially affect their payments.

Advice: Search using the second Technician's Resource ID No. (Tech ID).



Tip: Take the **ONT out of the box and scan the back.** Occasionally the details are incorrect on the box.

6) Select the **ONT Manufacturer & Model**

7) Scan the **QR code** on the back of the ONT SCAN

Note: If the QR scan is successful, the **Serial No. & FSAN** fields will auto-populate.

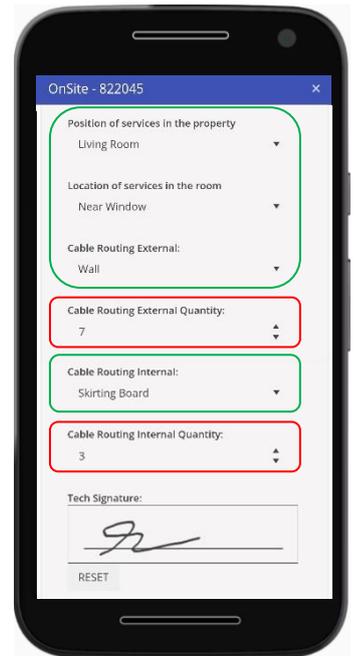
8) Tap **Submit** SUBMIT



12) **Customer Signature**

13) Check the **agreement box**

14) Tap **Submit** SUBMIT

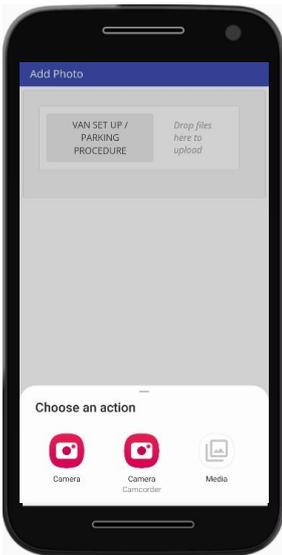


9) Select the **Position of Services** internally and externally

10) Input the **Cable Quantity** in meters

11) **Tech Signature**

Successful Installation: Submit Photos



1) Select the **button** for each photo

2) Choose an **action**

Camera: Take the photo live
Camcorder: Not used
Media: Upload from your camera roll



Van Set Up



Site Set Up



Pole Markings



Existing DW Height Over Carriageway



Pole Pre Climb Label



Tetra Ladder Setup Pole



Secondary Node Reading @ 1310



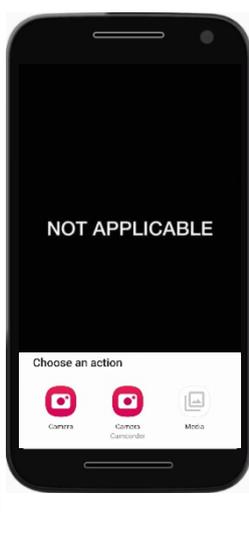
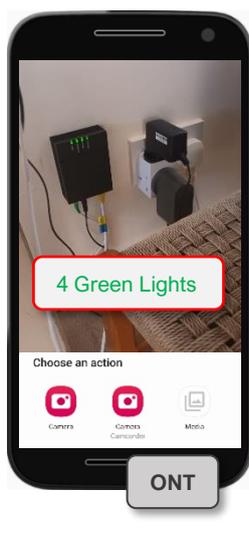
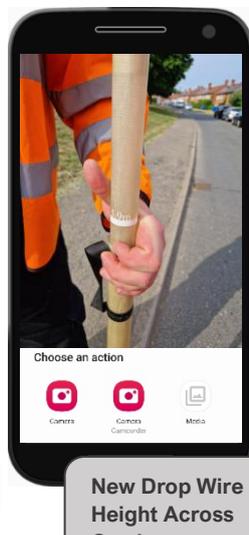
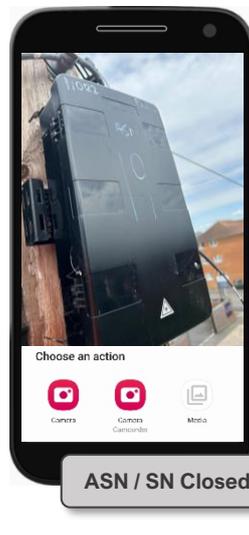
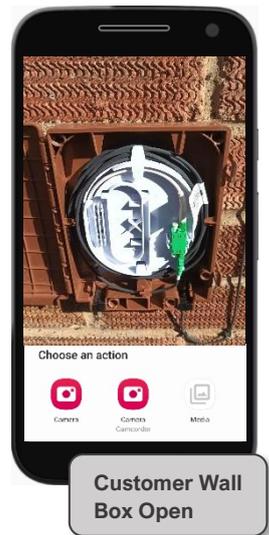
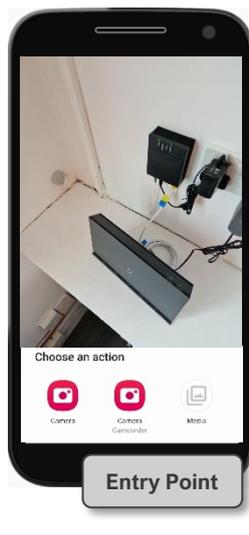
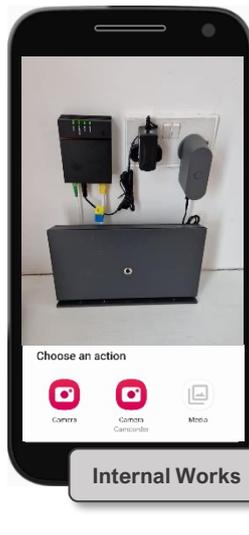
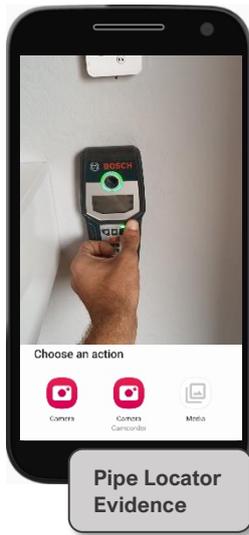
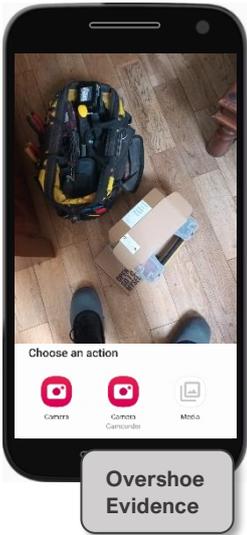
Secondary Node Reading @ 1550



Safe System Work Evidence



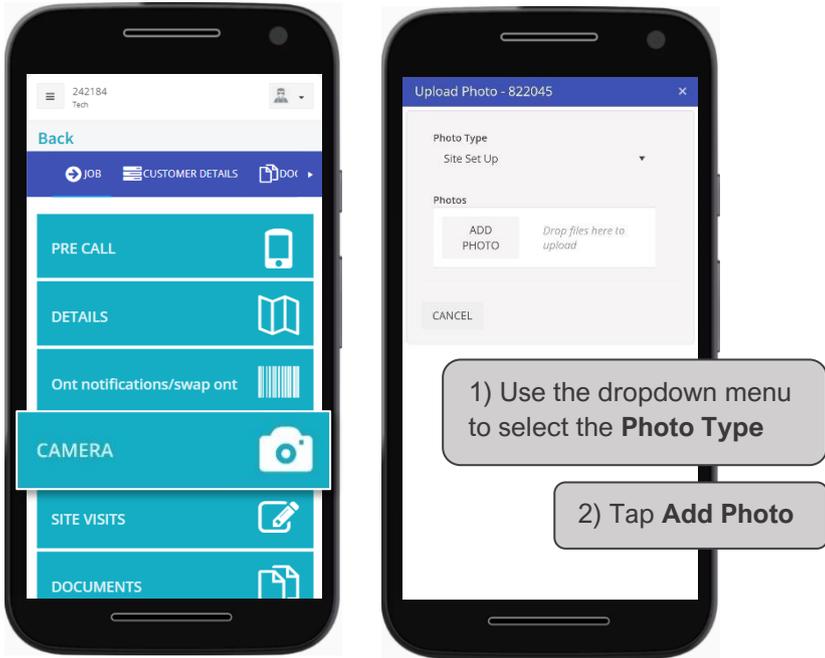
Tetra Ladder Setup Property



Note: If the photo is **Not Applicable** to the job, simply upload an N/A image, as shown here, which will be provided by your Team Manager.

Camera

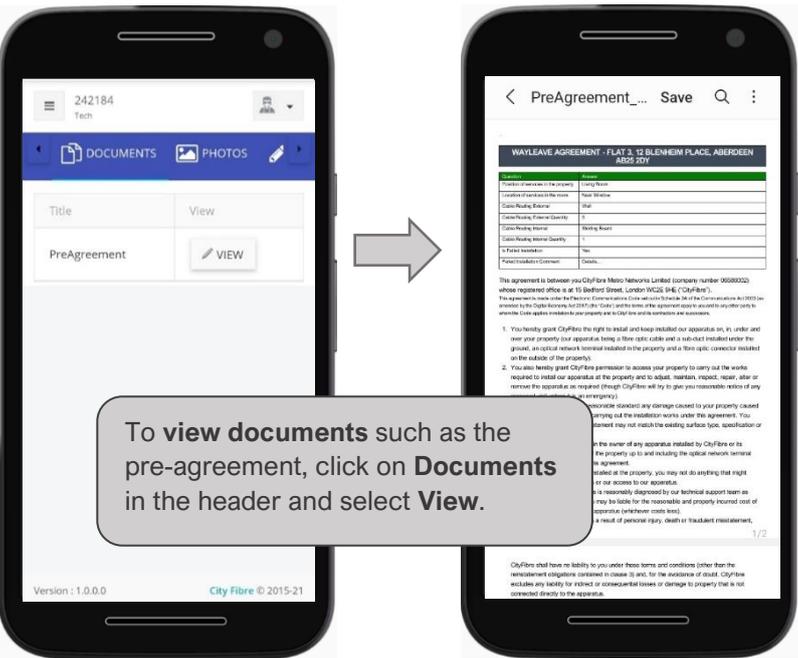
Note: You can add as many photos as you wish.



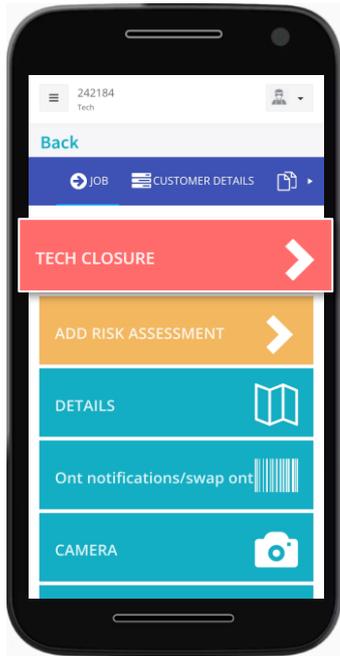
Advice: If you notice any **damage to property**, take a picture before starting the work.

- ✓ Site Set Up
- ✓ Internal Works
- ✓ Fibre Routing in Secondary Node
- ✓ Secondary Node Reading @1310
- ✓ Secondary Node Reading @1550
- ✓ Toby Before
- ✓ Garden Before
- ✓ Customer Wall Box Open
- ✓ ONT
- ✓ Speed Test Results
- ✓ Site Clear Aspect External
- ✓ Toby After
- ✓ Wayleave Agreement
- ✓ Meter Readings @1310
- ✓ Meter Readings @1550
- ✓ Router Cables
- ✓ Signed Wayleave
- ✓ Light Readings
- ✓ Toby
- ✓ Property Potential Route
- ✓ External Potential Route
- ✓ Internal Potential Route
- ✓ Entry Point
- ✓ Area to install CTB
- ✓ During work 1
- ✓ During work 2
- ✓ Tetra Ladder Setup Pole
- ✓ New Drop Wire Height across Carriageway
- ✓ ERS Test Fail
- ✓ ASN / SN CLOSED
- ✓ ASN / SN OPEN
- ✓ Tetra Ladder Setup Property
- ✓ Pole Pre Climb Label
- ✓ Property Fibre Fixing
- ✓ Van Set Up / Parking Procedure
- ✓ Site Aspect Panoramic
- ✓ Pre-Climb Label
- ✓ Pole Markings
- ✓ DP NUMBER
- ✓ ASN Meter Reading @1310
- ✓ ASN Meter Reading @1550
- ✓ ASN Fibre Routing
- ✓ Telescopic Rod Drop Wire Height
- ✓ Photo of Roof Crawl Boards in Place
- ✓ Anchor Bolt Fitted
- ✓ Site Clear Aspect Support
- ✓ Meter Readings @1310 Lockbox
- ✓ Meter Readings @1550 Lockbox
- ✓ ASN Closed
- ✓ Existing DW Height over Carriageway
- ✓ Pipe Locator Evidence
- ✓ Safe Sytem Work Evidence
- ✓ Overshoe Evidence

Documents



Successful Installation: Tech Closure

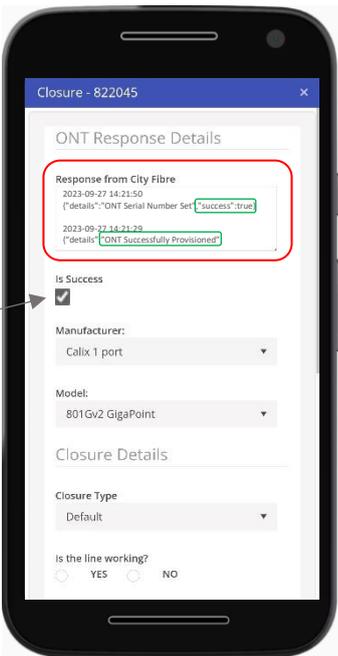


1) Tap Tech Closure

The **Response from City Fibre** field is linked to scanning the **barcode** and selecting the **model and manufacturer** earlier in the process, when the ONT is activated. A response will be received from City Fibre.

2) You simply check the **Is Success** box, if the City Fibre Response says Success.

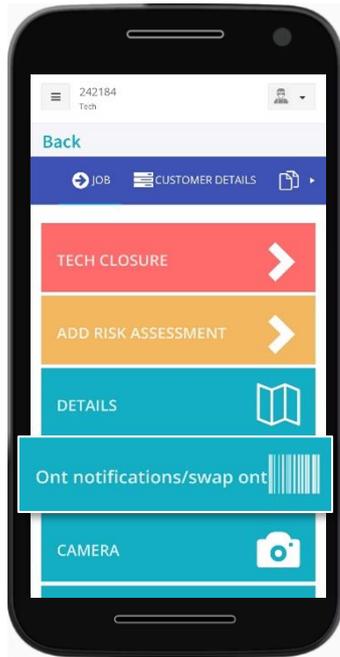
Important: Call your TM if the response does not come back as successful.



ONT Notifications / Swap ONT

Note: It is possible to swap the ONT details

1) Return to the main screen and tap **Swap ONT**



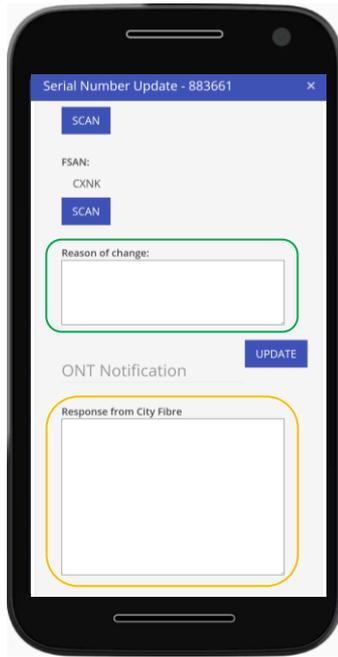
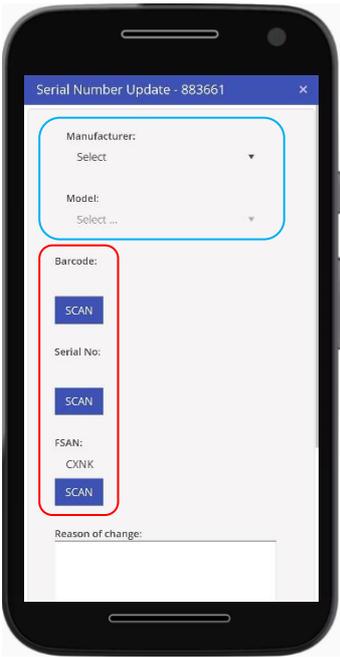
2) Manufacturer and Model

3) Re-Scan

4) Reason of change

5) Update

Response from City Fibre



Successful Installation: Tech Closure

Note: Continuing with Tech Closure...

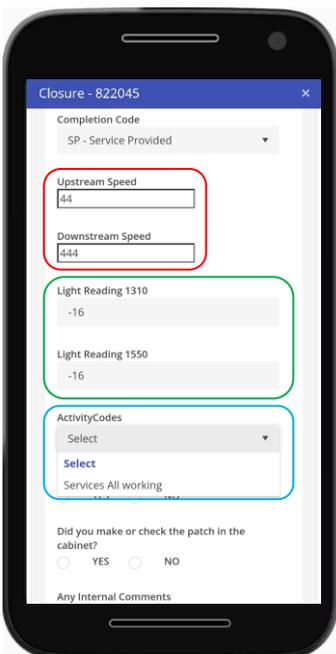
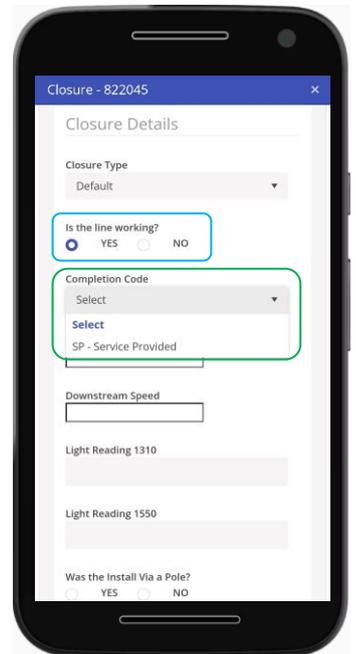


Note: Support Closure Type is used to put a job on hold but keeps it in progress. Either to ask for a **Support Crew** to come and help you or if you were unable to gain access.

Note: Selecting 'Yes' to questions may reveal additional fields, selecting 'No' may require **Comments**

3) **Is the line working?**
Select 'Yes' and additional questions will be revealed

4) Select the **Completion Code – SP Service Provided**

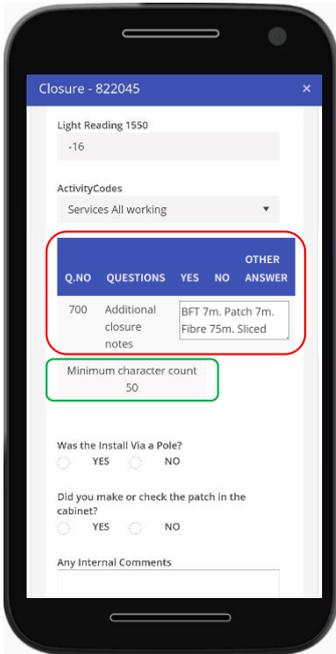


5) Input the **Upstream** and **Downstream** speed

6) Input the **Light Readings**

7) Select the **Activity Code – Services All working**

Important: The information you provide on this screen goes to the Internet Service Provider (ISP).

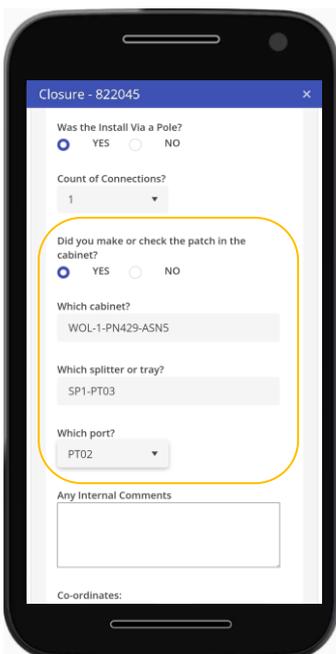


8) **Important:** Input closure notes

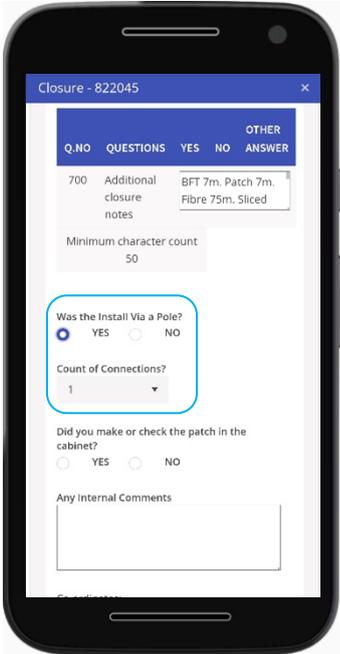
Note: Closure notes must be at least **50 characters**

Closure Notes Example: *BFT 7m. Patch 7m. Fibre 75m. Spliced grass and lifted slabs to bury BFT to wall box. Drilled out from living room and cleated patch lead along wall-to-wall box. ONT running. Speed test complete.*

Closure Notes should essentially detail how you made the installation a success.

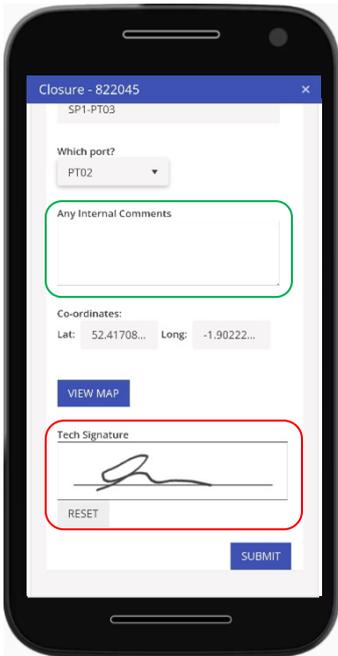


11) **Did you make or check the patch in the cabinet?**
 If you select 'Yes', you must acknowledge **which port**.
 If you select 'No', a **comments** box will be revealed.



9) Select 'Yes' if the Install was Via a Pole

10) Select the **Count of Connections**

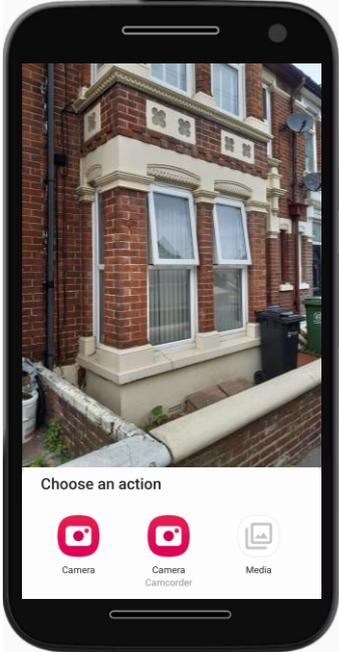


Note: Internal Comments
will not be seen by the ISP.

12) Tech Signature

13) Now **Submit**

14) Finally, upload a **Site Clear Aspect External** photo



Closure Codes - FTTH	Code Description	Code Additional Information
SP	SERVICE PROVIDED	WHOLE JOB COMPLETED
HAZ	HAZARD (END USER ISSUE)	ANY ACCESS ISSUE ON THE CUSTOMER BOUNDARY I.E SCAFFOLDING, LOW DROP WIRE
RNA	ROUTE NOT APPROVED (FAILED WAYLEAVE)	CUSTOMER DOESN'T AGREE TO CABLE ROUTE IN, DIGGING WORKS, DRILLING WORKS, WAYLEAVE
NA	NO ACCESS	NOBODY HOME, UNCONTACTABLE
ASQ	SALES ISSUE	CUSTOMER CANCELLED, RESCHEDULED, WRONG ADDRESS, NOBODY OVER 18 IS PRESENT
UNF	UNFORSEEN CIRCUMSTANCES E.G. ASBESTOS	NO ACCESS TO CF PLANT LINE, COVID, POLICY D POLES, EMERGENCY SERVICES IN ADVANCE ETC
MBORC	MATTERS BEYOND REASONABLE CONTROL	DO NOT EXPECT THIS SCENARIO UNLESS BRIEFED OUT BY CITYFIBRE / MANGEMENT TEAMS - BUT IT WILL BE FOR EXTREME WEATHER CONDITIONS
FTA	FAILED TO ATTEND	DO NOT EXPECT THIS SCENARIO - BECAUSE ALL JOBS NEED TO BE ATTENDED
CON	FAULT AT NODE (OR BETWEEN TOBY AND NOBE) BLOCK DUCT OPEN NOTICE REQUIRED	BLOCKAGES, INCOMPLETE BUILD OF NETWORK, LOS (LINE OF SIGHT) ISSUE I.E. TREE CUTTING
POP	FAULT AT POP (OR NODE AND POP)	LIGHT ISSUES AT - CAB, POLE, MDU
ONT	FAULT AT ONT (OR TOBY AND ONT)	ONT ISSUES - UNABLE TO BE PROVIDED INTERNAL ISSUE WITHIN CITYFIBRE
CPR	CHERRY PICKER REQUIRED / HOIST /MUPE	JOB REQUIRES HOIST TO FINISH INSTALL THIS WILL COME BACK TO US AT SOME POINT AS HOIST ASSIST / REVIST REQUEST
SR	SURVEY REQUIRED	LONGER LENGTH CABLE REQUIRED BUT CAN'T GET ONE TO SITE ON THE DAY (OVER 80M CABLE IS ADDITIONAL LENGTH)
NAPUV	NO ACCESS POSSIBLE HAZARD	NO ACCESS TO CF LINE PLANT DUE TO RESTRICTIONS - AKA CAR PARKED ON TOP OF TOBY/ IN FRONT OF POLE/CAB
ASS	ADDITIONAL ASSISTANCE REQUIRED	SPECIALIST ENGINEER REQUIRED (FLAT ROOF ENGINEER FOR EXAMPLE)
Closure Codes - WAYLEAVE	Code Description	Code Additional Information
WAYCOM	WAYLEAVE OBTAINED	
WAYFAIL	WAYLEAVE NOT OBTAINED	
Closure Codes - MDU SURVEY	Code Description	Code Additional Information
IODSURASQ	MDU SURVEY SALES ISSUE	CUSTOMER CANCELLED, RESCHEDULED, WRONG ADDRESS, WAYLEAVE
IODSURCON	MDU SURVEY CONSTRUCTION	BLOCKAGES, INCOMPLETE BUILD OF NETWORK, LOS (LINE OF SIGHT) ISSUES & D-POLES
IODSURPOP	MDU SURVEY LIGHT ISSUE	LIGHT ISSUES AT - CAB, POLE, MDU
IODSURCOM	MDU SURVEY COMPLETE	WHOLE JOB COMPLETE

Closure Codes - MDU ENABLEMENT	Code Description	Code Additional Information
IODENBASQ	MDU ENABLEMENT SALES ISSUE	CUSTOMER CANCELLED, RESCHEDULED, WRONG ADDRESS,
IODENBCON	MDU ENABLEMENT CONSTRUCTION	BLOCKAGES, INCOMPLETE BUILD OF NETWORK, LOS (LINE OF SIGHT) ISSUE
IODENBPOP	MDU ENABLEMENT LIGHT ISSUE	LIGHT ISSUES AT - CAB, POLE, MDU
IODENBCOM	MDU ENABLEMENT COMPLETE	WHOLE JOB COMPLETE
Closure Codes - PREPROOF	Code Description	Code Additional Information
PRECAN	PREPROOF CANCEL	
PRECON	PREPROOF CONSTRUCTION	
PRECOM	COMPLETE	
Closure Codes - REVISITS	Code Description	Code Additional Information
REVCOM	REVIST COMPLETE	WHOLE JOB COMPLETED
REVFAIL	REVSISIT FAILED	SHOULD SEE THIS AS WE SHOULD HAVE REATTEND
Closure Codes - NIC	Code Description	Code Additional Information
NICCOM	MDU SURVEY COMPLETE	WHOLE JOB COMPLETE
NICCON	MDU SURVEY CONSTRUCTION	BLOCKAGES, INCOMPLETE BUILD OF NETWORK, LOS (LINE OF SIGHT) ISSUE
NICPOP	MDU SURVEY LIGHT ISSUE	LIGHT ISSUES AT - CAB, POLE, MDU
NICASQ	MDU SURVEY SALES ISSUE	CUSTOMER CANCELLED, RESCHEDULED, WRONG ADDRESS,

Failed Installation: On Site

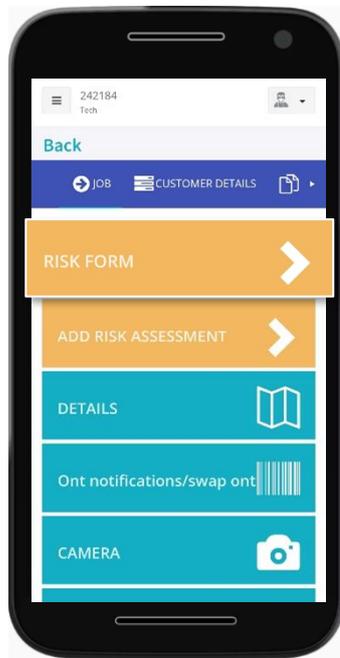
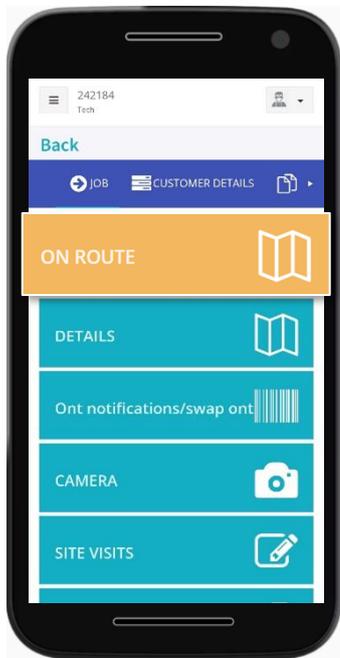
Note: See pg.17-18 for the full list of closure/failed install codes.

Failed Installation Scenarios:

- Scenario 1: Sales Issue.
- Scenario 2: RNA – Route not approved.
- Scenario 3: CON, POP, ONT - Fault

Scenario 1: Sales Issue

Note: In this scenario we have called the customer, and they cancelled the job because they don't want the install to take place today.

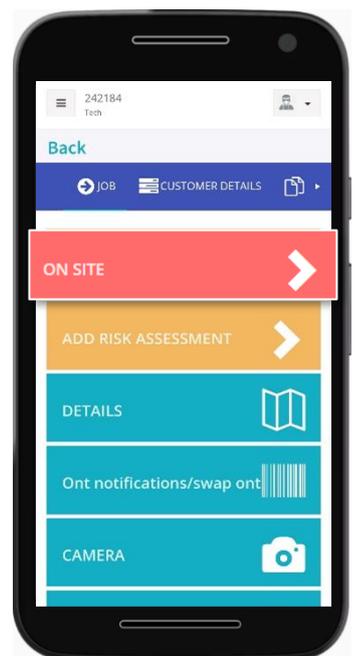


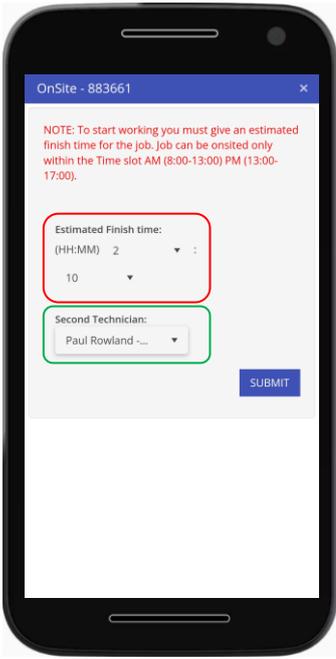
1) Tap **On Route**

2) Complete the **Risk Assessment**

Note: In this scenario, many of the Risk Assessment answers will be **N/A**.

3) Tap **On Site**





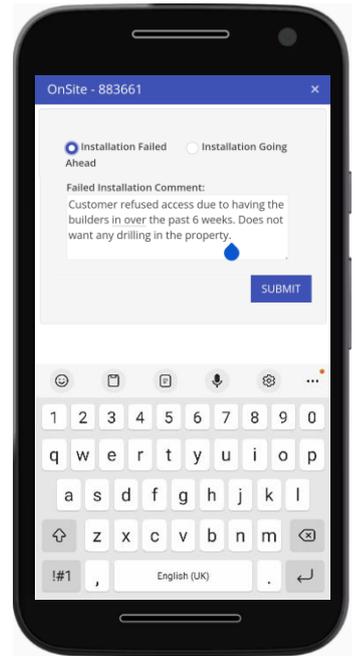
4) Select the **Estimated Finish time**

5) Select the **Second Technician**

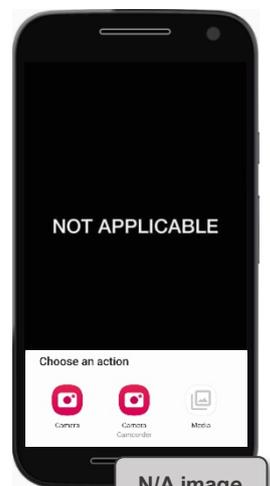
6) Select **Install Failed**

7) Enter detailed **Failed Installation comments**

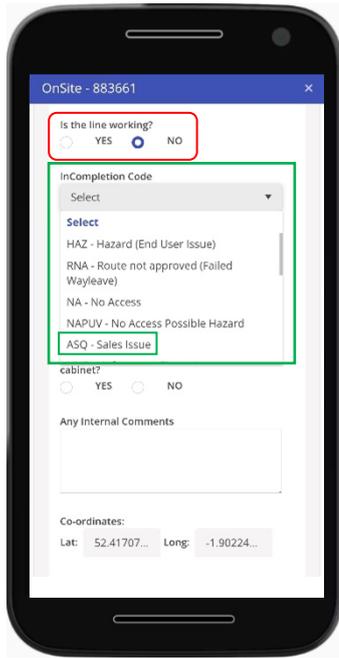
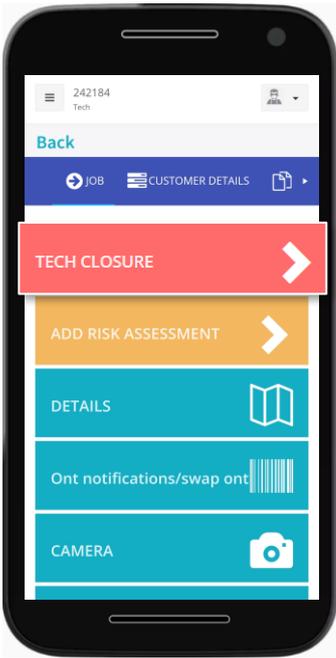
Failed Installation Comment Example:
Customer refused installation due to having the builders in over the past 6 weeks. Does not want any drilling to take place in the property.



8) Upload any **appropriate photos** and/or use the **Not Applicable** image



Failed Installation: Tech Closure



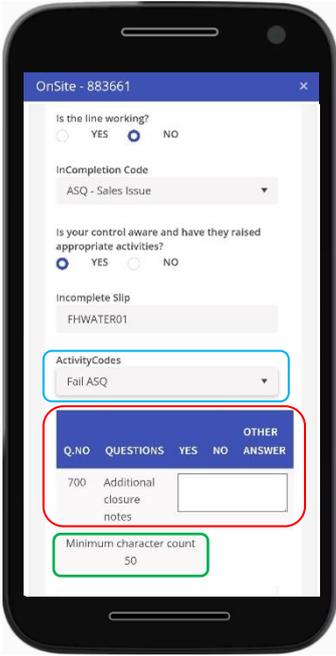
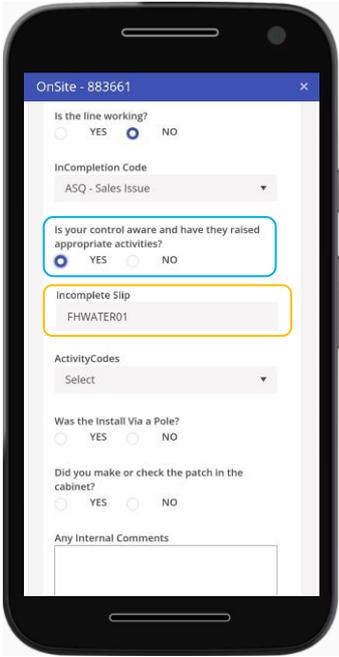
1) Tap **Tech Closure**

2) Scroll to **Is the line working?**
Select **'No'**

3) Select an **In Completion Code** –
in this example, **ASQ – Sales Issue**

4) **Is your control aware and have they raised appropriate activities?**
Select **'Yes'** and **call your TM**

5) Your TM will give a **word of the day**, for example **FHWATER01**



6) Select the **Activity Code**

7) **Important:** Input **closure notes**

Note: Closure notes must be at least **50 characters**

Important: Crews must select the correct **Incompletion Code & Activity Code**, or the job will be put back on - we can't close them with an incorrect code. Refer to pg.17-18 and call your TM for guidance when needed.

Scenario 2: RNA Route Not Approved

Important: Some failed installs, such as **RNA – Route Not Approved**, includes:

- **One Activity Code**
- **A series of questions**

Work your way through the questions, selecting **Next**, before inputting your **Closure Notes**

NEXT

Scenario 3: Fault at the Node, POP or ONT

Important: Some failed installs, such as:

- **CON – Fault at Node**
- **POP – Fault at POP**
- **ONT – Fault at ONT**

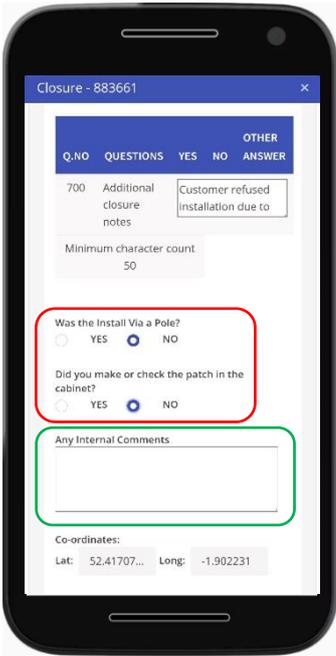
May include:

- **Multiple Activity Codes**
- **A series of questions**

Work your way through any questions, selecting **Next**, before inputting your **Closure Notes**

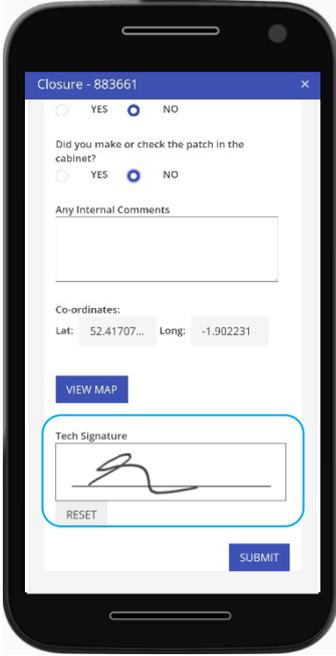
NEXT

- ✓ You must enter good, comprehensive comments with regards to fails.
- ✓ These go back to the ISP, and they need to understand why it's failed.
- ✓ If the notes aren't good, the job could end up being sent back to you to close correctly.



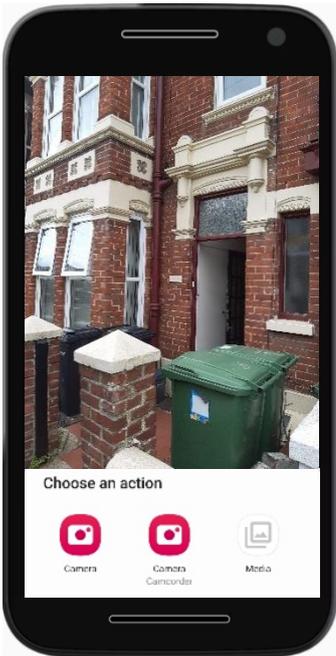
8) Answer the final two questions:
Was the Install Via a Pole?
Did you make or check the patch in the cabinet?

Note: Internal Comments
will not be seen by the ISP.



9) Tech Signature

10) Now **Submit**



11) Finally, upload a **Site Clear Aspect External** photo

Using Google Authenticator with Kelly Apps (City Fibre)



Q: Why do I have to start using Google Authenticator to access Kelly Apps?

A: Businesses worldwide are facing increased threats to cyber security and following a review, Kelly Group has made several changes to ensure all data, including your personal information, is always kept safe and secure.

Install / Set Up Google Authenticator & Change Password (for the first time)

1) First, install Google Authenticator

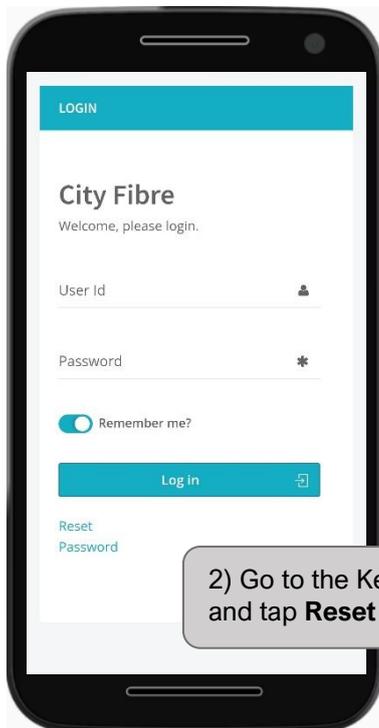
Personal devices:

Go to the **Play Store** or **App Store** and search for **Google Authenticator**.



Company devices:

Go to **Apps@Work** also known as **Mobile@Work**

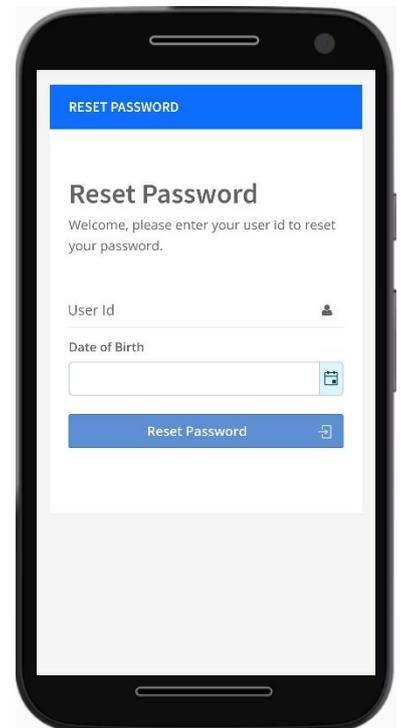


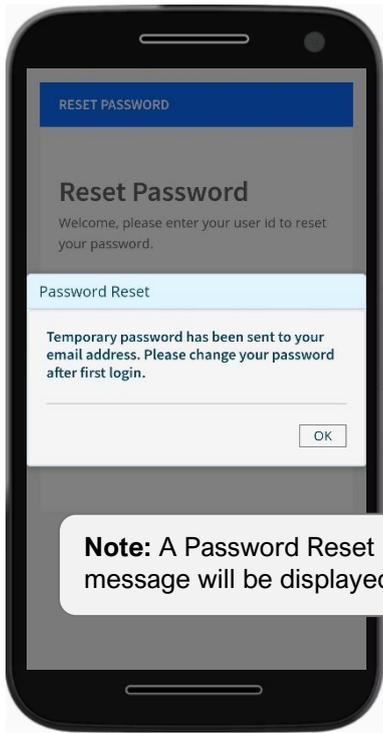
2) Go to the Kelly App and tap **Reset Password**

3) Enter your (User ID)
Resource ID (Tech ID)

4) Enter your **DOB**

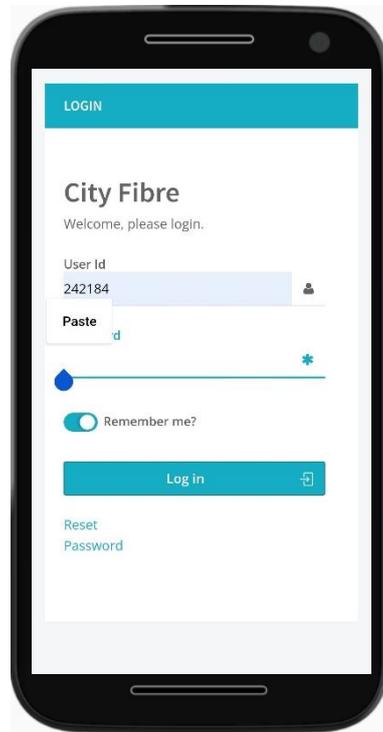
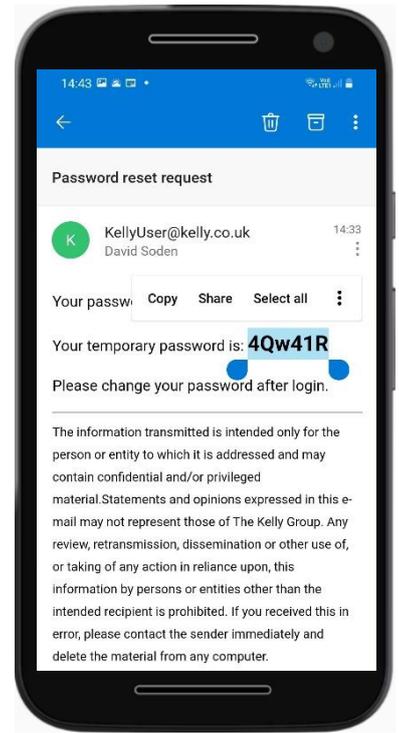
5) Tap **Reset Password**





Note: A Password Reset message will be displayed.

6) Go to your email account, locate the Password reset request email then **select** and **copy** the **temporary password**

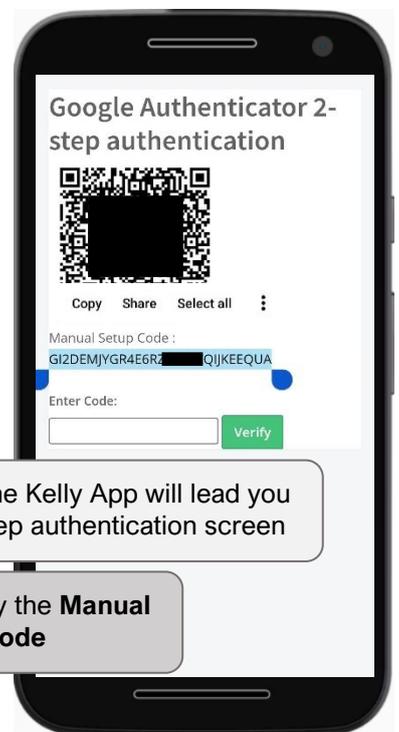


7) Go back to the **login screen**

8) Enter your (User ID) **Resource ID (Tech ID)**

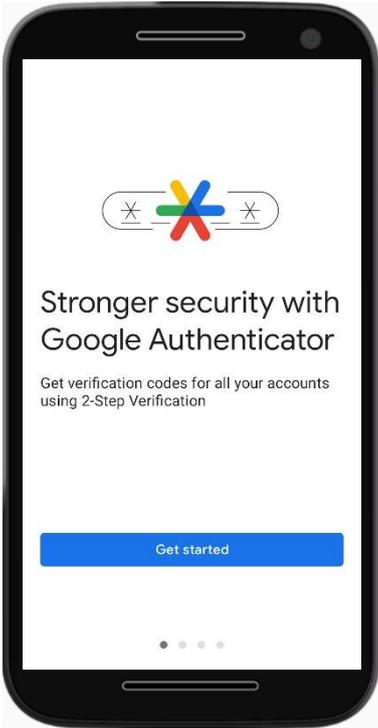
9) Paste the **Temporary Password** you received on the email

10) Tap **Log in**



Note: The Kelly App will lead you to a 2-step authentication screen

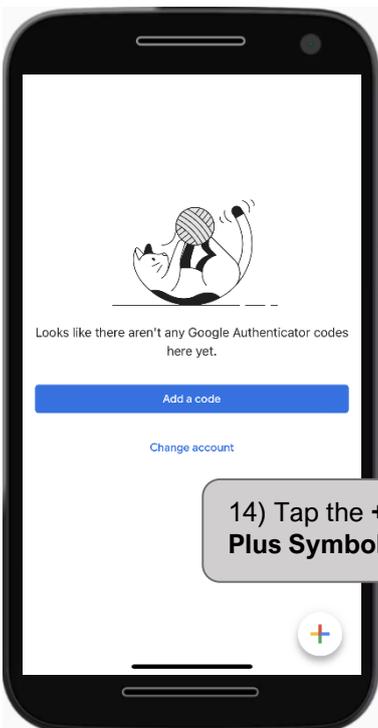
11) Copy the **Manual Setup Code**



12) Now open the Google Authenticator App and tap **Get started**

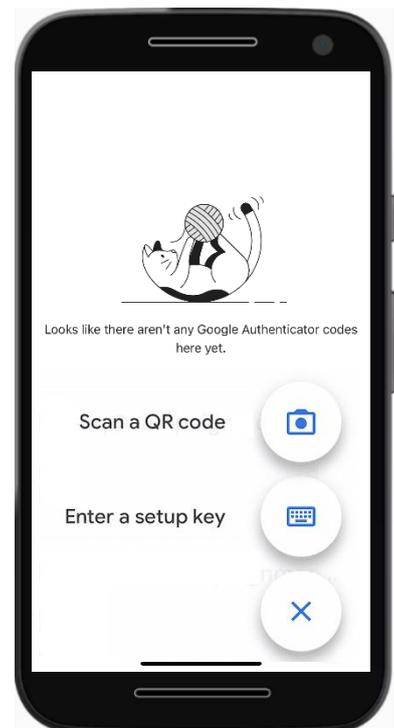


13) Tap **Use Google Authenticator without an account**



14) Tap the **+ Plus Symbol**

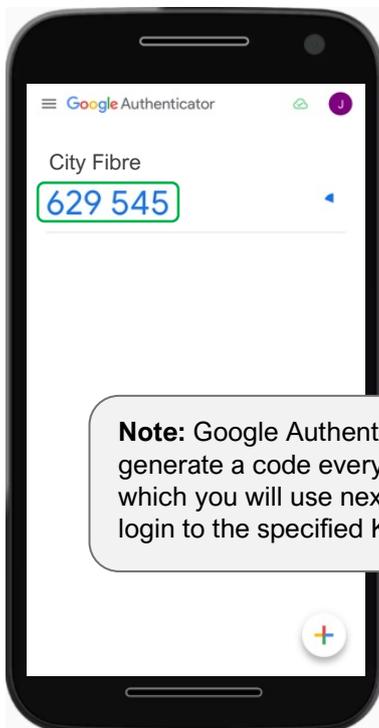
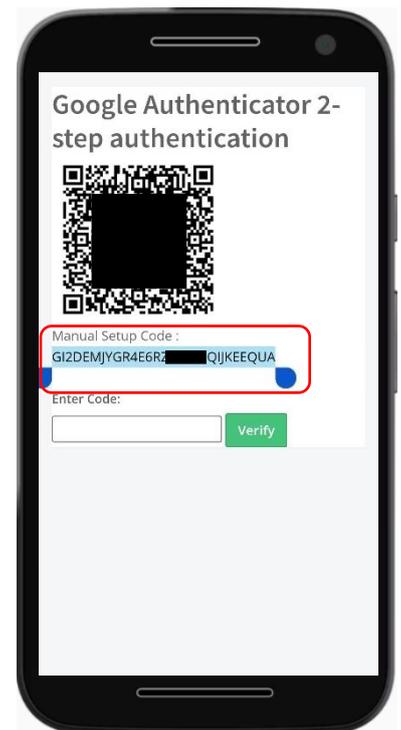
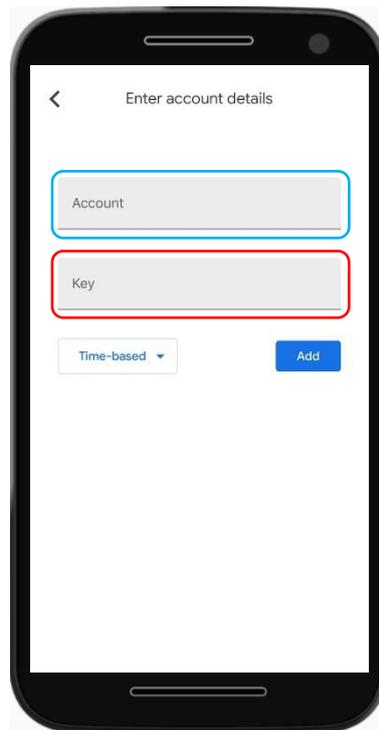
15) Tap **Enter a setup key**



16) Enter the **Account Name**, such as City Fibre

17) Now paste the **Manual Setup Code** in the Key field

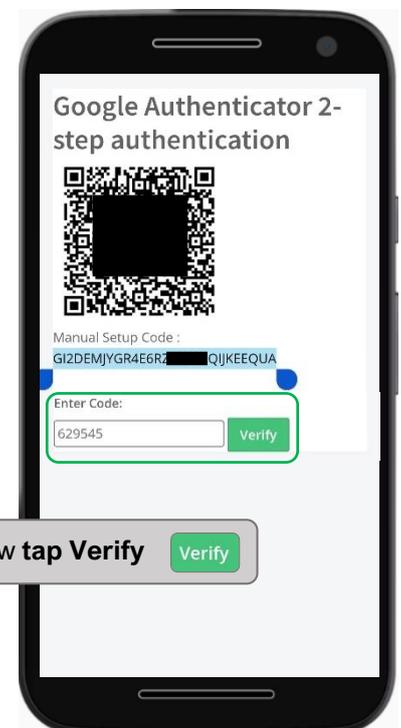
18) Tap **Add**



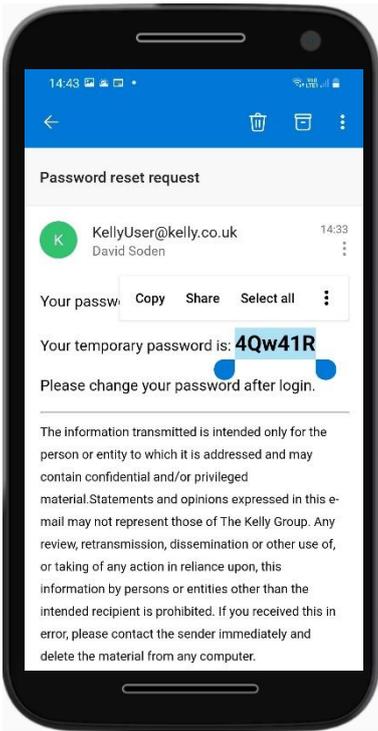
Note: Google Authenticator will now generate a code every 60 seconds, which you will use next time you login to the specified Kelly App

19) **Return to 2-step authenticator screen** where you copied the Manual Setup Code

20) Type **generated code** in the **Enter Code** field



21) Now tap **Verify**



22) Paste the temporary password from the email and enter your new password twice.

23) Finally, tap **Change Password**

Change Password

