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Trail

1. What is Trail?

An electronic version of the Duty Manager Log Books.

2. Is it an app?

No, it's web-based, meaning you can access it on either the back office PC or the tablets provided. Trail works best on Chrome on the PC.

3. What is the web address of Trail?

<https://web.trailapp.com> – add this link as a bookmark/favourite on your back office PC.

4. Do I still need to complete the paper DMLBs?

No, remove them from the kitchen, bar, hotel and cellar before you begin using the tablets, and store in the back office. Paper DMLBs will no longer be issued.

5. What if I forget my password?

Click the *Lost Password* link on the log in screen.

6. Is there any training?

Yes, here: <http://answers.trailapp.com/jd-wetherspoon-onboarding-video>.

7. Is there any other online support?

Yes – you can speak to Trail using the intercom button in the bottom right corner of the screen. There is also a help section on the Trail website at <http://answers.trailapp.com/>.



8. How do I provide feedback on using Trail?

Email eDMLB Feedback (edmlbfeedback@jd-wetherspoon.co.uk).

9. I have one tablet for the kitchen and one for front of house and cellar – how do I show the appropriate tasks on each tablet?

Use the filter button at the top of the screen.

 FILTER

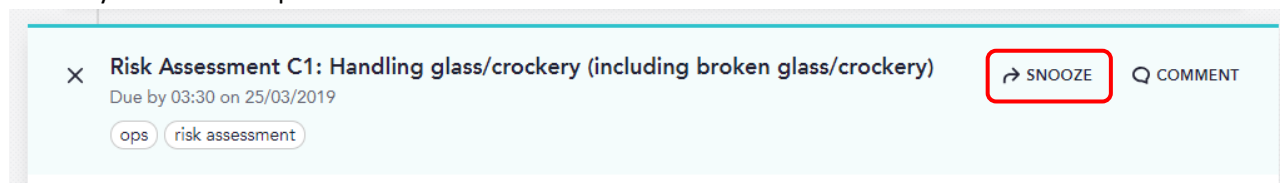
10. There are sections of the paper DMLB that I can't find on the daily list, where are they?

All regular tasks will appear at the date and time you need to complete them. Some pages, eg. A&I Reporting and Food Complaint Forms (Acoura), Supplier Telephone Numbers, Wisdom Job Tracker, Permit to Work in Pub Premises and more are 'On Demand' on Trail. To add them, tap the *Add Task* button in the top right corner of the screen and choose from the list.

 + ADD TASK

11. Snoozing tasks.

Certain tasks that can be carried out over a period of days can be snoozed until the due date, when you should mark *Done*. While the task is being snoozed, any data you enter will be saved within the task without the need to mark *Done*. If you don't touch the task, it will keep automatically appearing the next day until it is completed or it reaches its due date.



12. Can I edit a task that I have marked Done?


Yes, for up to 30 minutes after its due time. Click *Reopen* at the bottom of the task. After this, on the same day the task was marked done, you need to ask a manager to unlock it (see 15). After the day the task was locked you need to ask an administrator to unlock it - email edmlbfeedback@jd-wetherspoon.co.uk.

13. I have completed all the checks but am still missing the tasks.

Don't forget to mark *Done* when you have finished the checklist or entering data.

 DONE

14. What is the manager log in to Trail for?

Managers can unlock tasks after their due time has passed and they have been marked Done, on the day they have been locked. They can also use the flag to mark sub-tasks as never applicable. 

The manager log in user name is the Pub Manager email address (eg. pm1234@jdwhetherspoon.co.uk).

Do **NOT** log in as the manager on the tablets – this account is for use on the back office PC by pub management teams only.

You will receive your invitation to Trail into the Pub Manager email account. If you don't know the Pub Manager log-in password to access the email, you need to contact the IT Helpdesk.

15. How do I get back from viewing a SOP to Trail?

Press the white square on the black toolbar at the bottom to switch between apps.

16. What do I do with the ERP, the rota and Line Cleaning Plan now that I am using the eDMLB?

Keep the ERP and the rota in a folder behind the bar. Fix the Line Cleaning Plan to the cellar noticeboard.

17. Where can I find the Hotel Personal Emergency Evacuation Plan (PEEP)?

This is now available on [WIS](#).

18. We don't do pizza so why do we have pizza tasks on our Trail?

The intention is to roll out pizza to the entire estate – for now just mark the tasks as done.

The Tablet

19. What if I break or lose a tablet, or the tablet is faulty?

Contact the tablet supplier Peak-Ryzex on **0845 1262810**, and use the other tablet or the back office PC.

20. Where do I store the tablets when they're not in use?

Kitchen - in the SOP holder in your kitchen. This needs to be within three metres of a charging socket for the lead to reach.


Front of House/Cellar – in a secure place behind the bar, and in the back office charging overnight.

Hotel – in a secure place out of public reach.

21. What if the kitchen SOP holder is further than three metres from the charging point?

You need to move it, or order and fit a new one.

22. How do I access the tablet settings?

Press the wheel icon in the top left corner of the tablet home screen. 

The Cloud Wi-Fi

23. What if the pub's Wi-Fi goes down?

You should still be able to complete tasks as long as you have loaded that day's Trail in the morning – they will sync back up once you regain connectivity. Periodically connect to Wi-Fi if you can so that your changes are synched back up. Sky Wi-Fi issues should continue to be reported through the usual channels. See also *How do I supply records to Acoura* below in cases where you have to revert to paper.

24. I am connected to The Cloud but Trail won't load – error message.


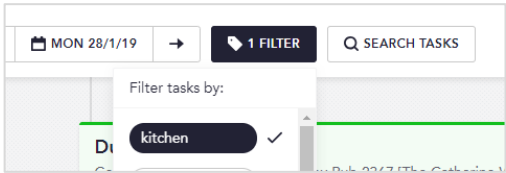
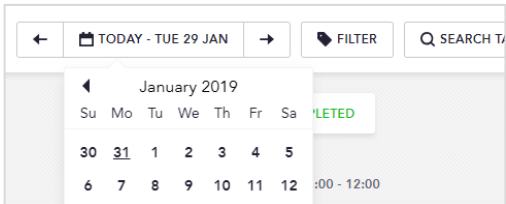

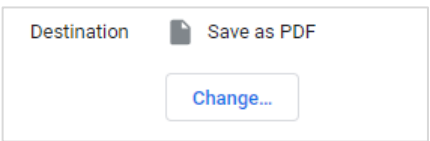
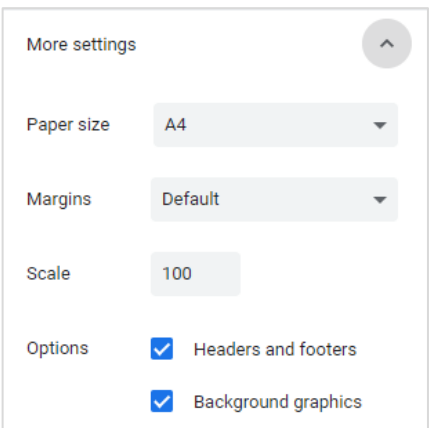
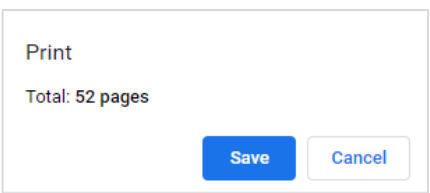
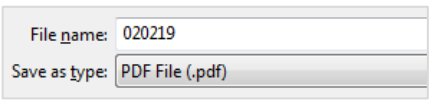
First, check that it is a connection problem, and not just Trail – try loading the Acoura website from the home screen. If this doesn't load either, there is a problem with the connection to the internet. Check on another device that The Cloud Wi-Fi is actually working (i.e. connect to The Cloud and browse to a new web page), and if it is not follow the advice in 23 above and find an alternative method of connecting the tablet to the internet and loading Trail.

25. When I reconnect to the Wi-Fi, the data in the tasks doesn't save.

The data is saved on the server, but does not appear on the tablet. If this occurs, to view it, refresh the page while you are online and check again.

How do I supply records to Acoura?

Note that you can also use this method to print out the day's Trail if you ever need to revert to paper – just print out the PDF for today's tasks with Trail in table view. **You must use Chrome to do the below.**

a) On the back office PC, open the Chrome browser, go to https://web.trailapp.com and log in.	
b) Set the filter to <i>kitchen</i> (unless you need any Ops or Cellar records).	
c) Using the date picker in the top-left corner, select the first date for which you need records.	
d) Wait for the page to fully load, then right click on the background and select <i>Print</i> from the menu.	
e) Wait for the preview to load, then check that <i>Destination</i> is set to <i>Save as PDF</i> . If not, click <i>Change</i> and select it (you won't need to do this again).	
f) Click the down arrow next to <i>More Settings</i> , and tick the <i>Headers and Footers</i> and <i>Background Graphics</i> boxes (you won't need to do this again).	
g) Click <i>Save</i> . The first time you do this, you may see an error box titled <i>Restrictions</i> at this point. If so, just click OK (you won't need to do this again).	
h) Change the file name to the date of the day you are saving, ensure <i>Save as type</i> is <i>PDF file</i> , choose a destination and click <i>Save</i> .	
i) Repeat from Step c) above for each day for which you need records.	

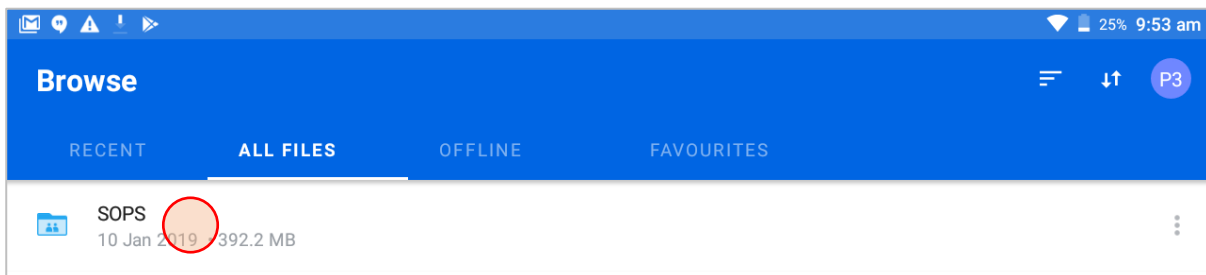
How do I access SOPs on the tablet?

Note: - retain your SOPs folders in their usual locations until advised otherwise.

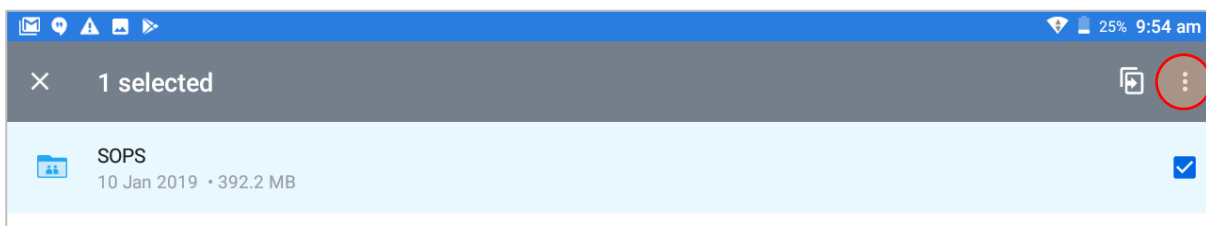
- Tap the Box icon on the home screen.
- Tap *LOG IN* at the bottom left of the screen.
- Enter your full pub email address (eg. p1234@jdewetherspoon.co.uk), and press and hold on the address to copy it (you will need it for the next step). Press *Next*.
- You will be redirected to a Microsoft log in page, where you need to re-enter your pub email address (press and hold to paste it in if you copied at step c). Press *Next*.
- Enter your office PC password, and Press *Sign in*.
- When asked if you want to stay signed in at the last page, press *Yes*.

To make SOPs available when the tablet is offline, follow the steps below. Note: - the tablet needs to be online when you do this.

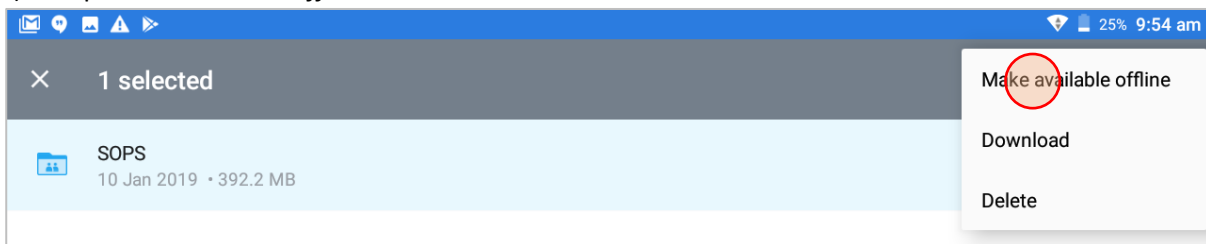
- Open Box using the home screen icon. Under *All Files*, press **and hold** on the SOPs folder.



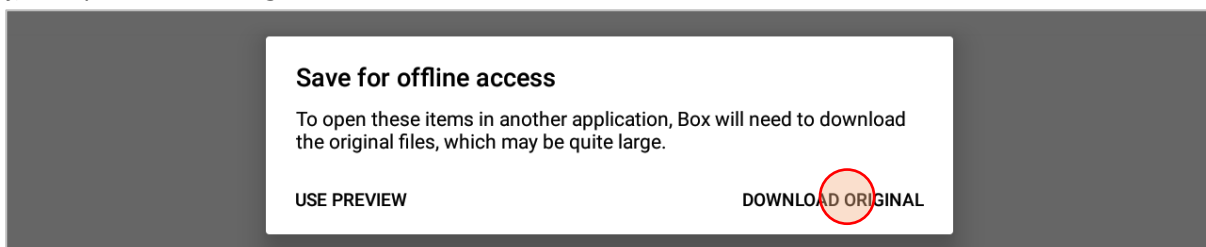
- On the next screen, tap the three dots in the top-right corner.



- Tap *Make available offline*.



- Tap *Download original*.



- A circle will appear around the double arrow icon in the top right corner. Once this circle disappears, your files are available offline.

