

Custr / E-Reception Guide & FAQ

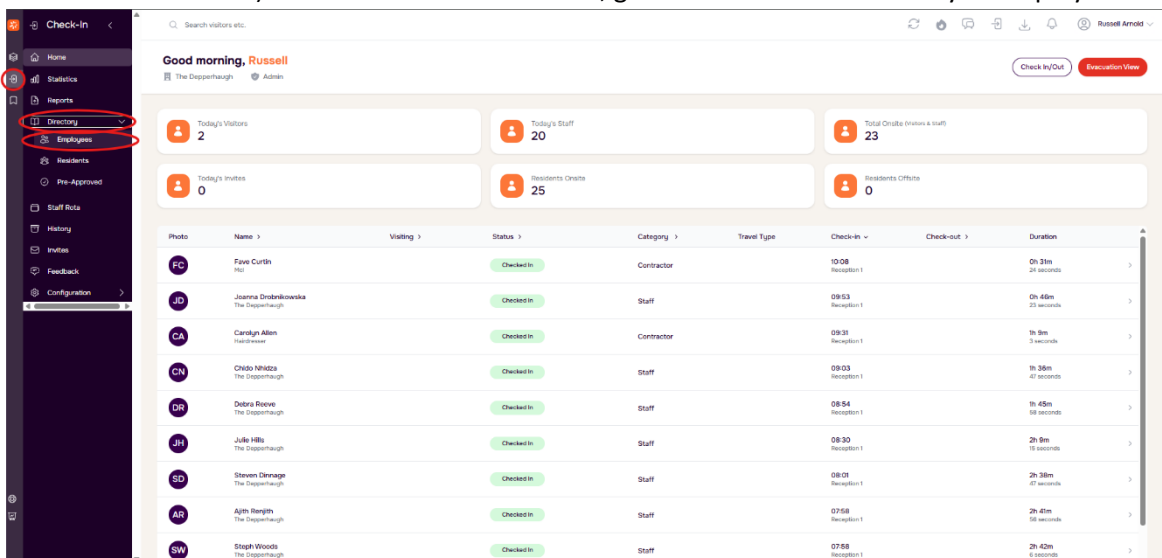
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1. Adding New Employees who are not on Nourish

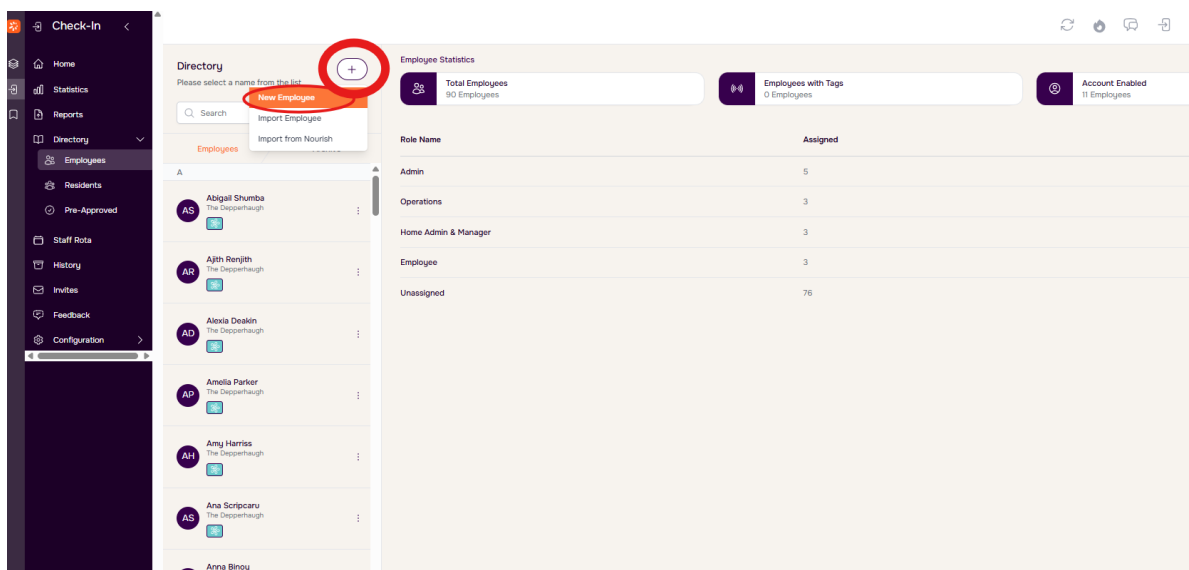
- For staff to appear on the iPad to sign in, they will need to be on Custr.
- Custr will import employees from Nourish, so if a new nurse is added on there, they will then appear on Custr within the hour.

If you need to add a member of staff that would not be on Nourish, I.e. maintenance or chef, then you can add them manually instead.

a) On the Custr home screen, go to -> Check In -> Directory -> Employees.



b) Click on the '+' symbol -> New Employee



c) Enter their details as necessary

The screenshot shows a web application for managing employee details. On the left is a sidebar with navigation options: Check-In, Home, Statistics, Reports, Directory, Employees, Residents, Pre-Approved, Staff Rota, History, Invoices, Feedback, and Configuration. The main area is split into two panels. The left panel, titled 'Directory', shows a list of employees with their initials and names. The right panel, titled 'Personal Information', is for updating an employee's details. It includes fields for First Name, Surname, Email address, Phone number, Vehicle registration, and Custom Field. Below these is an 'Account Settings' section with 'Assigned Role' (set to 'Employee') and 'Account Access' (set to 'No'). At the bottom is an 'Employee Settings' section with a 'Copy to additional sites' checkbox. The 'Save' button at the bottom right is circled in red.

- Keep the 'assigned role' as 'Employee'
- 'Account Access' option is if they need to login to use the companion app or Web app. Only the Admin, Manager, Deputy and 'Fire-Call' Login need to have this.
- If they are an 'employee' then you don't need to enter any email.
- You can ignore the bottom section which has details about rota and working days.

d) ***If this is not already done, please set up a generic account that will be used for a Fire Evacuation. You can use one of the work emails such as nurses/care/staff etc for this "allonsfield.nurses@kingsleyhealthcare.co.uk".*** You will then need to click the link in the email sent to this email to activate the account and set up a password. Keep in mind that this password may be used in an emergency, so should not be overly complicated and all staff members should be able to recall this.

2. Admin/Manager/Deputy/Fire-Call accounts.

To be able to do a fire drill/evacuation or to view the web app, the logged in user needs to have 'Account Access'. When we first moved to Custr, we set up Admin, Manager and Deputy accounts, but each home is responsible for (adding new) or (removing old) admins/managers/deputies. There should also be a generic Fire-Call login, if you do not have this, please contact IT.

a) On the Custr home screen, go to -> Check In -> Directory -> Employees.

The screenshot shows the Custr home screen. On the left sidebar, the 'Check-In' menu is expanded, and 'Employees' is highlighted. The main content area displays a dashboard with statistics and a table of employees.

Statistics:

- Today's Visitors: 2
- Today's Staff: 20
- Total Onsite (visitors & staff): 23
- Today's Invites: 0
- Residents Onsite: 25
- Residents Offsite: 0

Employee List:

Photo	Name	Visiting	Status	Category	Travel Type	Check-in	Check-out	Duration
FC	Faye Curtin Hd		Checked in	Contractor		10:08 Reception 1		0h 31m 24 seconds
JD	Joanna Drobniakowska The Depperhaugh		Checked in	Staff		09:53 Reception 1		0h 46m 23 seconds
CA	Carolyn Allen Hawthorn		Checked in	Contractor		09:31 Reception 1		1h 9m 3 seconds
CN	Chido Nkizwa The Depperhaugh		Checked in	Staff		09:03 Reception 1		1h 38m 47 seconds
DR	Debra Reeve The Depperhaugh		Checked in	Staff		08:54 Reception 1		1h 45m 58 seconds
JH	Julie Hills The Depperhaugh		Checked in	Staff		08:30 Reception 1		2h 9m 15 seconds
SD	Steven Dinnage The Depperhaugh		Checked in	Staff		08:01 Reception 1		2h 38m 47 seconds
AR	Ajith Rengith The Depperhaugh		Checked in	Staff		07:58 Reception 1		2h 41m 56 seconds
SW	Steph Woods The Depperhaugh		Checked in	Staff		07:58 Reception 1		2h 42m 6 seconds

b) Search for the employee and click on them -> click on the edit button near the top right.

The screenshot shows the Custr Directory page. The left sidebar has 'Employees' selected. The main content area displays a search bar with 'russ' entered, and a list of employees. The employee 'Russell Arnold' is highlighted. The right side of the page shows the details for Russell Arnold, including an 'Edit' button.

Search Results:

- Russell Arnold
The Depperhaugh

Employee Details:

- RA Russell Arnold** (The Depperhaugh)
- Details** | Attendance | Activity
- Forename: Russell
- Surname: Arnold
- Email: russell.arnold@kingsleyhealthcare.co.uk
- Phone Number: --
- Vehicle Registration: --
- Nourish Status: Active (Thorp House)

Account Settings:

- Assigned Role: Admin
- Account Access: Yes
- Additional Recipients: --
- Hide from Rota: No
- Working Days: None

- c) Enter their
 - Work Email address, i.e. allonsfield.deputy@kingsleyhealthcare.co.uk
 - Assigned Role = 'Employee' or 'Home Admin & Manager'. (Admin, Manager and Deputy are the only people allowed "Home Admin & Manager")
 - Account Access = 'Yes'
- d) They will then receive an email with a link to activate their Custr account and create a password. They will then use their email address and password to login to the Custr Companion app or web app.
- e) ***You may have to edit their email in Nourish if the user is imported from there***

3. Looking at historical data & exporting it.

If you need to look at staff or visitor history you can view and export this to excel very easily.

a) Check In -> History.

The screenshot shows the 'Check-In' interface with the 'History' tab selected in the sidebar. The main area displays a summary of today's visitors and staff, followed by a table of check-in records.

Photo	Name	Visiting	Status	Category	Travel Type	Check-in	Check-out	Duration
DW	Denise Wales	Patricia Smith Resident	Checked In	Visiting a Relative/Friend		10:44 Reception 1		0h 18m 35 seconds
FC	Fave Curtin MCI		Checked In	Contractor		10:08 Reception 1		0h 54m 48 seconds
JD	Joanna Drobnikowska The Depperhaugh		Checked In	Staff		09:53 Reception 1		1h 9m 47 seconds
CA	Carolyn Allen Handreaser		Checked In	Contractor		09:31 Reception 1		1h 32m 27 seconds
CN	Chida Nhidza The Depperhaugh		Checked In	Staff		09:03 Reception 1		2h 0m 11 seconds
DR	Debra Reeve The Depperhaugh		Checked In	Staff		08:54 Reception 1		2h 9m 22 seconds
JH	Julie Hills The Depperhaugh		Checked In	Staff		08:30 Reception 1		2h 32m 39 seconds
SD	Steven Dinnage		Checked In	Staff		08:01		3h 2m

b) Use the search button, date selector or the filter button to select your parameters.

The screenshot shows the 'Site History' interface. The search bar, date selector, and filter buttons are highlighted with red circles. The table displays historical check-in records.

Photo	Name	Category	Visiting	Travel type	Check-in	Check-out	Duration	Badge Number	Reason	Accompanied by	Please select a reason for your visit	Visit Reason
AS	Ana Scripcanu The Depperhaugh	Staff			16/11/2025 22:50 Reception 1	02:44 Reception 1	3h 54m					
BN	Blessing Nhidza The Depperhaugh	Staff			16/11/2025 19:56 Reception 1	08:12 Reception 1	12h 15m					
AH	Amy Hariss The Depperhaugh	Staff			16/11/2025 19:50 Reception 1	08:14 Reception 1	12h 23m					
PY	Poonam Yadav The Depperhaugh	Staff			16/11/2025 19:44 Reception 1	--	15h 22m					
MF	Marina Featherby The Depperhaugh	Staff			16/11/2025 18:19 Reception 1	16/11/2025 20:36 Reception 1	2h 16m					
MF	Marina Featherby The Depperhaugh	Staff			16/11/2025 14:14 Reception 1	16/11/2025 14:15 Reception 1	0h 0m					

c) Select the sign in data you wish by ticking the box on the left hand side, you can select all by clicking the box at the top. (Tip: If you select all, it only selects what is currently shown. For example if you have 88 bits of data to select, but it currently only displays 25, it will only select the 25 you can see, and not the other 63. Scroll to the bottom and it will give you an option to select all records)

d) Next, with the data points selected, click on the 'options' button and click "Export Selected". (If you have 5 rows selected, it will say "Export 5 Selected" etc)

The screenshot shows the 'Staff History' interface. On the left is a dark sidebar with navigation options: Check-In, Home, Statistics, Reports, Directory, Staff Rota, History (selected), Invites, Feedback, and Configuration. The main area displays a table of staff history. The first row is selected, indicated by a red circle around the checkbox. The table has columns: Photo, Name, Category, Travel type, Check-in, Check-out, Duration, Badge Number, Reason, Accompanied by, Please select a reason for your visit, and Visit Reason. The table lists 15 staff members. In the top right corner, there is a date range selector set to '11/10/2025 - 11/16/2025'. Below it is a dropdown menu with the number '5' and a list of actions: Select All, Delete 151 Selected, Export, Export 151 Selected (highlighted with a red circle), and Approve 151 Selected.

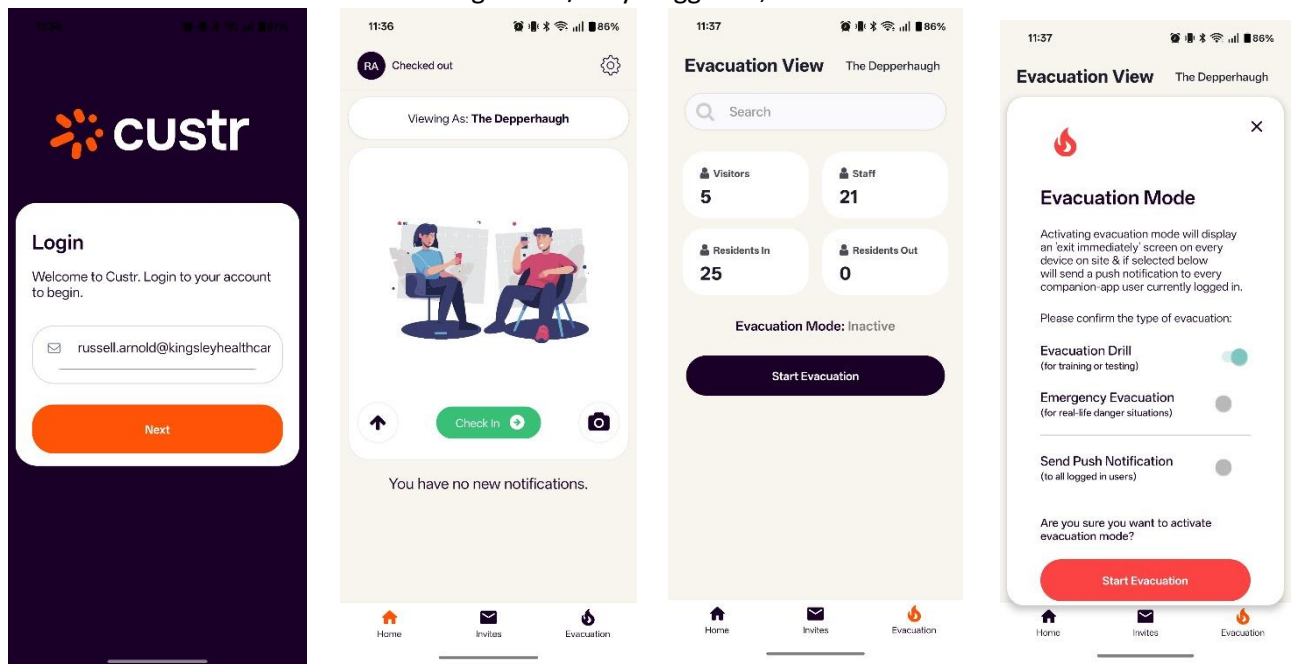
Photo	Name	Category	Travel type	Check-in	Check-out	Duration	Badge Number	Reason	Accompanied by	Please select a reason for your visit	Visit Reason
<input checked="" type="checkbox"/>	AS	Ana Scripcianu The Depperhaugh	Staff	16/11/2025 22:50 Reception 1	02:44 Reception 1	3h 54m					
<input checked="" type="checkbox"/>	BN	Blessing Nkhata The Depperhaugh	Staff	16/11/2025 19:56 Reception 1	08:12 Reception 1	12h 15m					
<input checked="" type="checkbox"/>	AH	Amy Harris The Depperhaugh	Staff	16/11/2025 19:50 Reception 1	08:14 Reception 1	12h 23m					
<input checked="" type="checkbox"/>	PY	Poonam Yadav The Depperhaugh	Staff	16/11/2025 19:44 Reception 1	---	15h 43m					
<input checked="" type="checkbox"/>	MF	Marina Featherby The Depperhaugh	Staff	16/11/2025 18:19 Reception 1	16/11/2025 20:36 Reception 1	2h 16m					
<input checked="" type="checkbox"/>	MF	Marina Featherby The Depperhaugh	Staff	16/11/2025 14:14 Reception 1	16/11/2025 14:15 Reception 1	0h 0m					
<input checked="" type="checkbox"/>	LP	Louise Perkins The Depperhaugh	Staff	16/11/2025 10:51 Reception 1	16/11/2025 14:01 Reception 1	3h 9m					
<input checked="" type="checkbox"/>	JR	Jay Reeve The Depperhaugh	Staff	16/11/2025 08:58 Reception 1	16/11/2025 20:02 Reception 1	11h 4m					
<input checked="" type="checkbox"/>	MF	Melody Ferrer The Depperhaugh	Staff	16/11/2025 07:55 Reception 1	16/11/2025 14:04 Reception 1	6h 9m					
<input checked="" type="checkbox"/>	KN	Keerthana Nimishakavi The Depperhaugh	Staff	16/11/2025 07:54 Reception 1	16/11/2025 20:00 Reception 1	12h 6m					
<input checked="" type="checkbox"/>	MB	Mariana Bourne The Depperhaugh	Staff	16/11/2025 07:53 Reception 1	16/11/2025 20:37 Reception 1	12h 44m					
<input checked="" type="checkbox"/>	PS	Priya Sajj The Depperhaugh	Staff	16/11/2025 07:53 Reception 1	16/11/2025 20:03 Reception 1	12h 9m					

e) This then gives you a downloaded excel spreadsheet with the data in that you can format.

4. Fire Evacuation from Mobile device.

All android Camascope, Maintenance and Manager phones and tablets have the Custr Companion app installed (This is different to the Custr app installed on the iPads). In a drill or a real emergency situation, you can use any of these devices to do a roll-call and Staff, Visitors and residents safe.

- Press on the Custr Companion app open
- Login with the email and password (TIP: only those users who have 'account access' can login, please refer back to parts 1. and 2. for a how-to on this. You should have a generic account that all staff can login into / stays logged in, in an event of a fire.



- Press on the Evacuation button in the bottom right.
- Select the correct home -> confirm
- Start Evacuation -> Drill or emergency
- You can then press on residents/visitors/staff and mark them safe by tapping on their name.
- We highly encourage every home to do a fire drill with this system or at the very least a 'tabletop' evacuation where staff can simulate a fire evacuation and roll call with this software without the need to physically move anyone.

5. Additional

- If you find that your staff are signing each other in/out, we can activate the camera when employees sign in so that you can make sure it's really who it is.