Synergy Order App - Back Office: Change Log

See who changed what in the menu and the shop setup, and when. Use it to find out why something is different today.

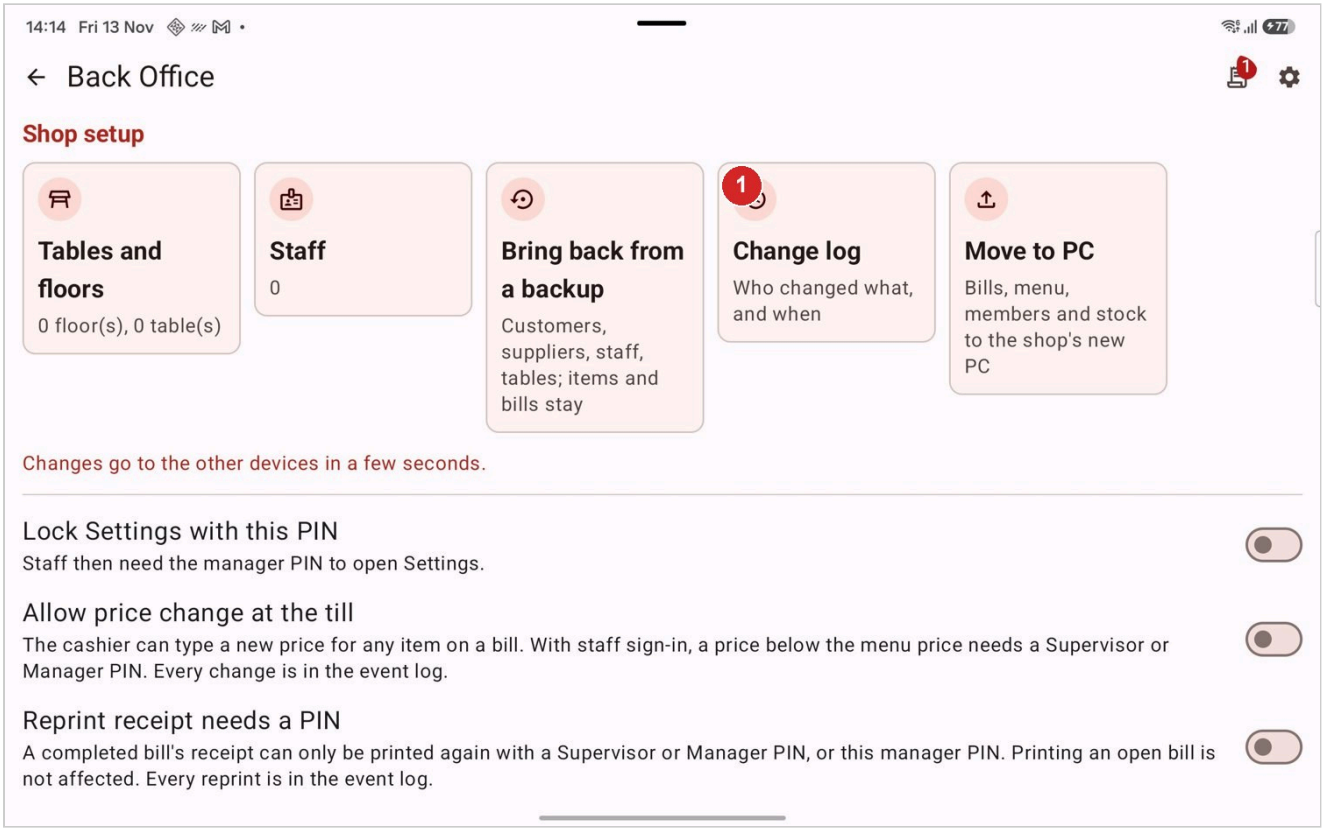
Before you start

- Open Back Office with the Back Office PIN.
- The log is read-only: you can look, not edit.

Steps

1. Open Change log

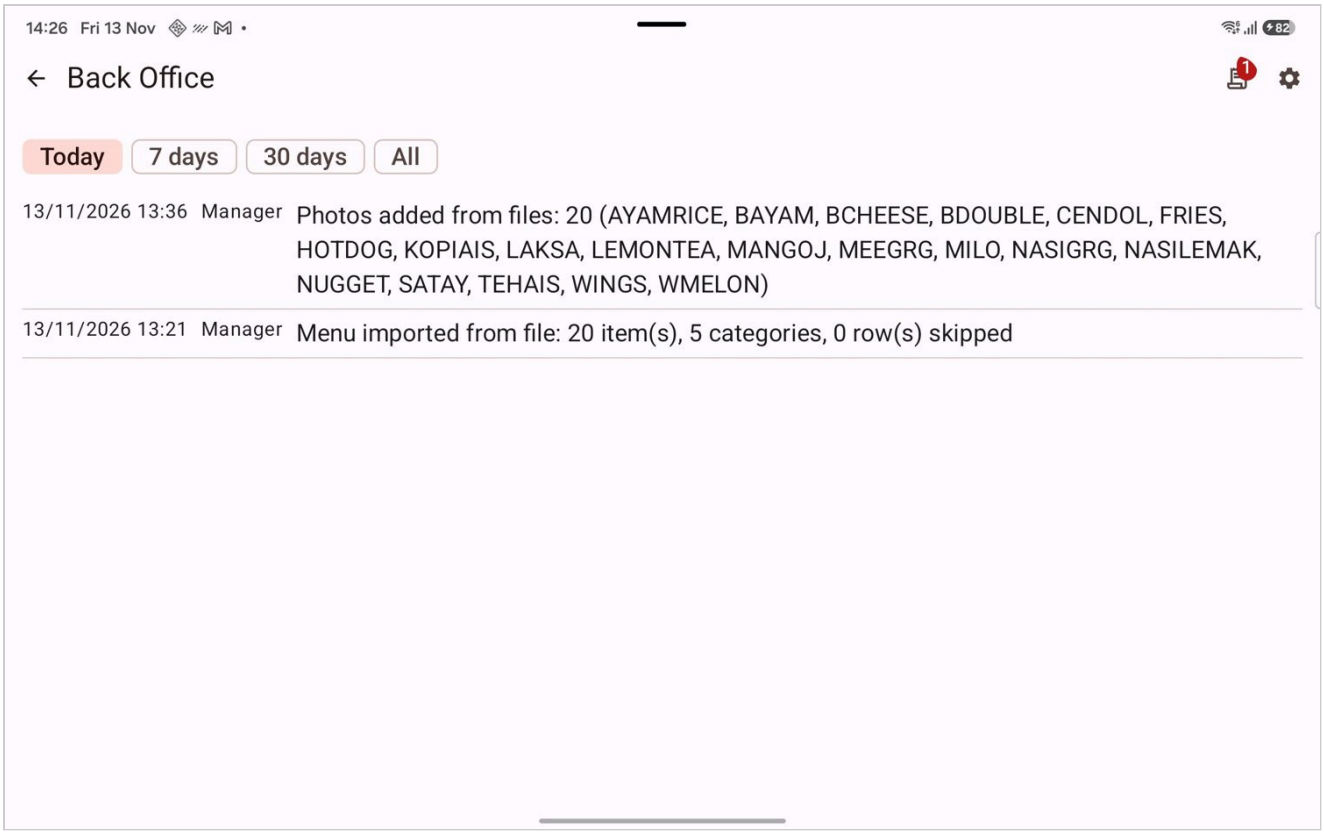
Open Back Office. In the group Shop setup, tap Change log. Under the name it says Who changed what, and when.



Step	What to do
1	Tap Change log.

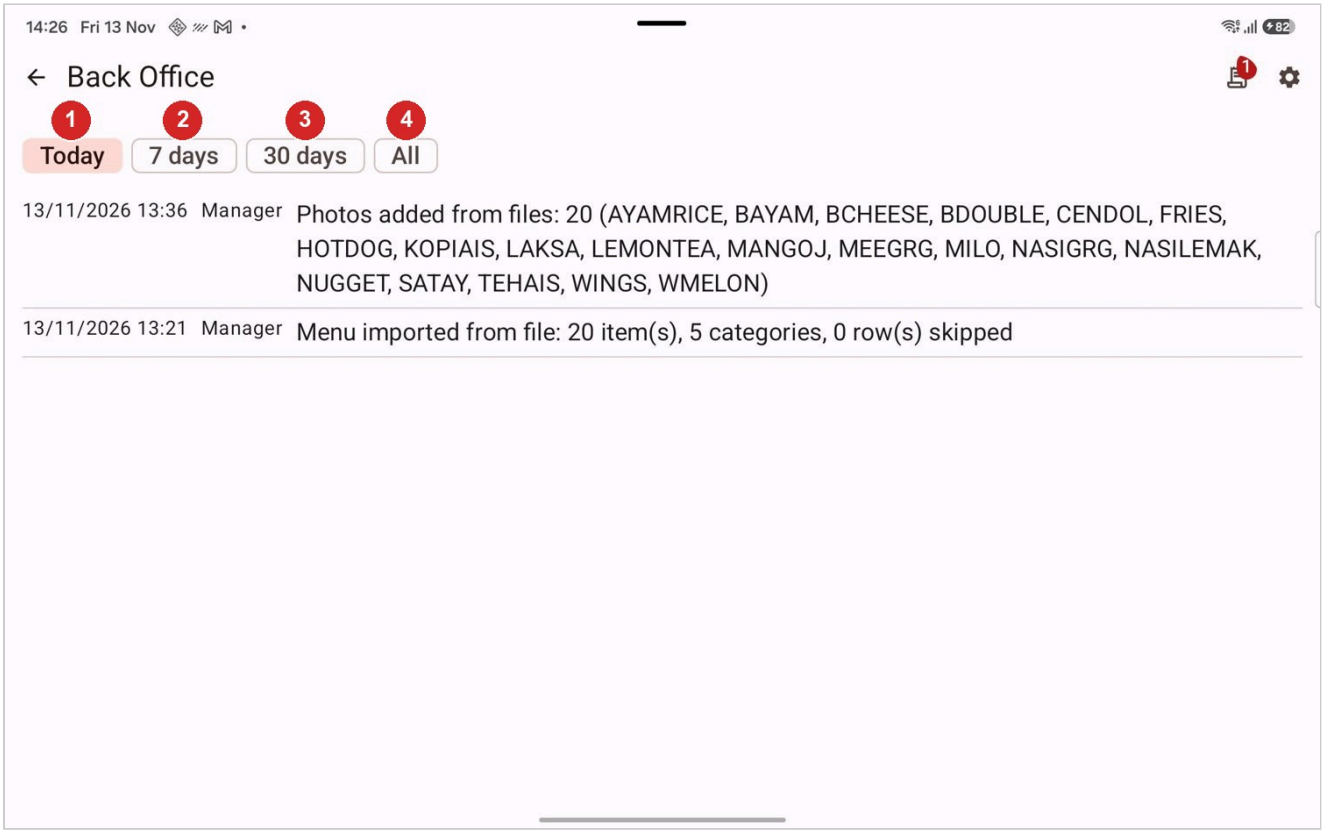
2. Read a line

Each line has three parts: the date and time, who made the change (for example Manager), and what was changed. The newest line is at the top. In the picture, the menu was imported from a file and then 20 photos were added.



3. Choose the period

At the top tap Today, 7 days, 30 days or All. Today shows the changes since midnight; 7 days and 30 days count today as the first day; All shows every line that is kept. If nothing was changed, it says No changes in this period.



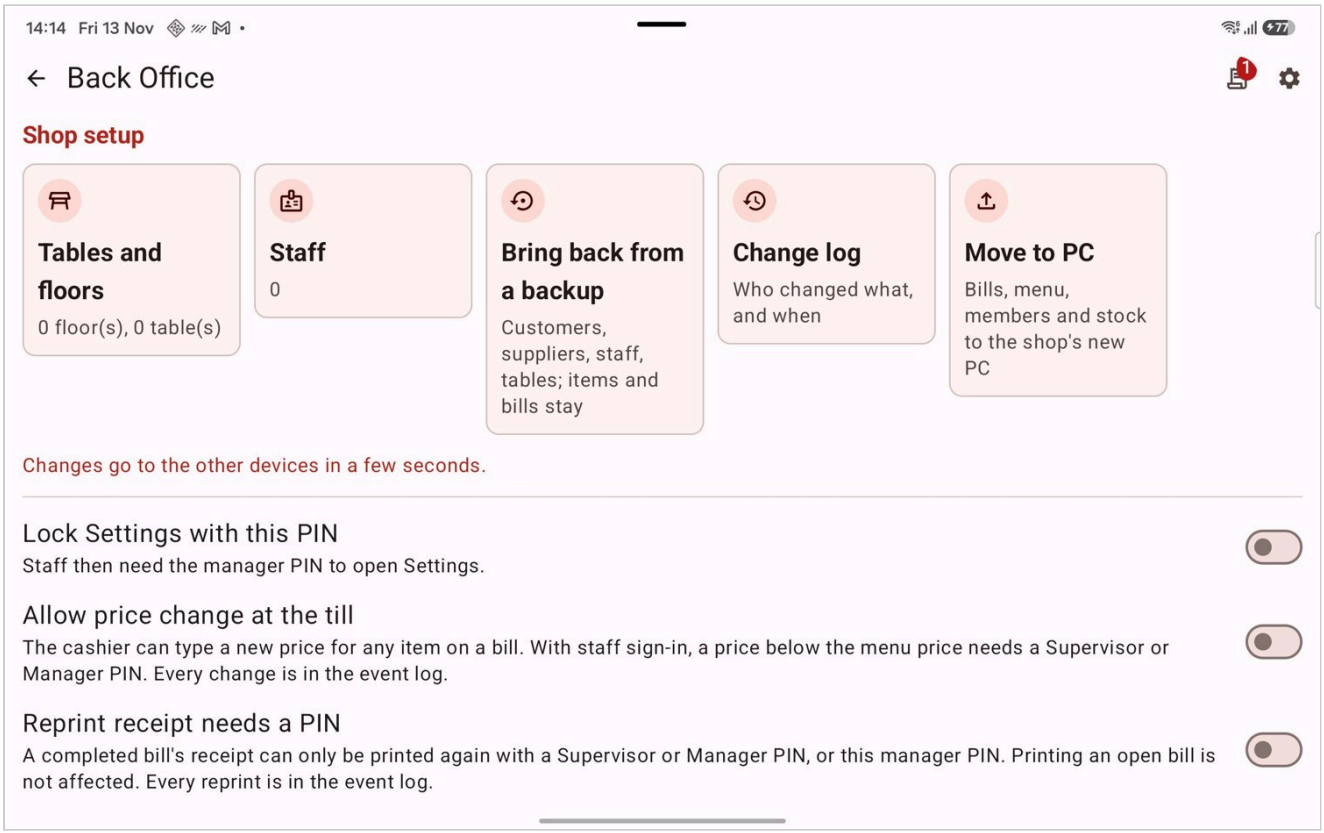
Step	What to do
1	Today
2	7 days
3	30 days
4	All

4. What is written here

Changes to the menu and the shop setup: items, categories, add-ons and remarks, floors and tables, staff and their sign-in, suppliers and members, payment methods, the service charge, menu import and export, photos added, goods received posted or voided, the StockTake app connected or removed, and changes made remotely by Synergy support.

5. Price change and reprint

The two switches Allow price change at the till and Reprint receipt needs a PIN are written here when you change them. The reprints and the new prices typed at the till are not on this page: each one goes into the event log of the device.



6. How long it is kept

The log stays on this device. It keeps the newest 3000 lines, and older lines are dropped. It is not a backup.

Tips

- Open the log first when a price, a switch or a menu item is not what you expect: the line shows who changed it and when.

- Each manager and staff member should sign in with their own name, so the Who column is useful.

Common problems

The page says No changes in this period.

Tap 7 days, 30 days or All. Today shows only the changes since midnight.

I cannot find a reprint or a price I typed at the till.

Those go into the event log, not this page. This page shows the changes made in Back Office and the shop setup.

An old change is missing.

The log keeps only the newest 3000 lines.

Order App (build 2026-11-13A) - Guide date 2026-11-13.