Synergy Order App - Staff PIN Sign-in

Set up staff sign-in so each staff member uses their own PIN. Their role decides what they can do.

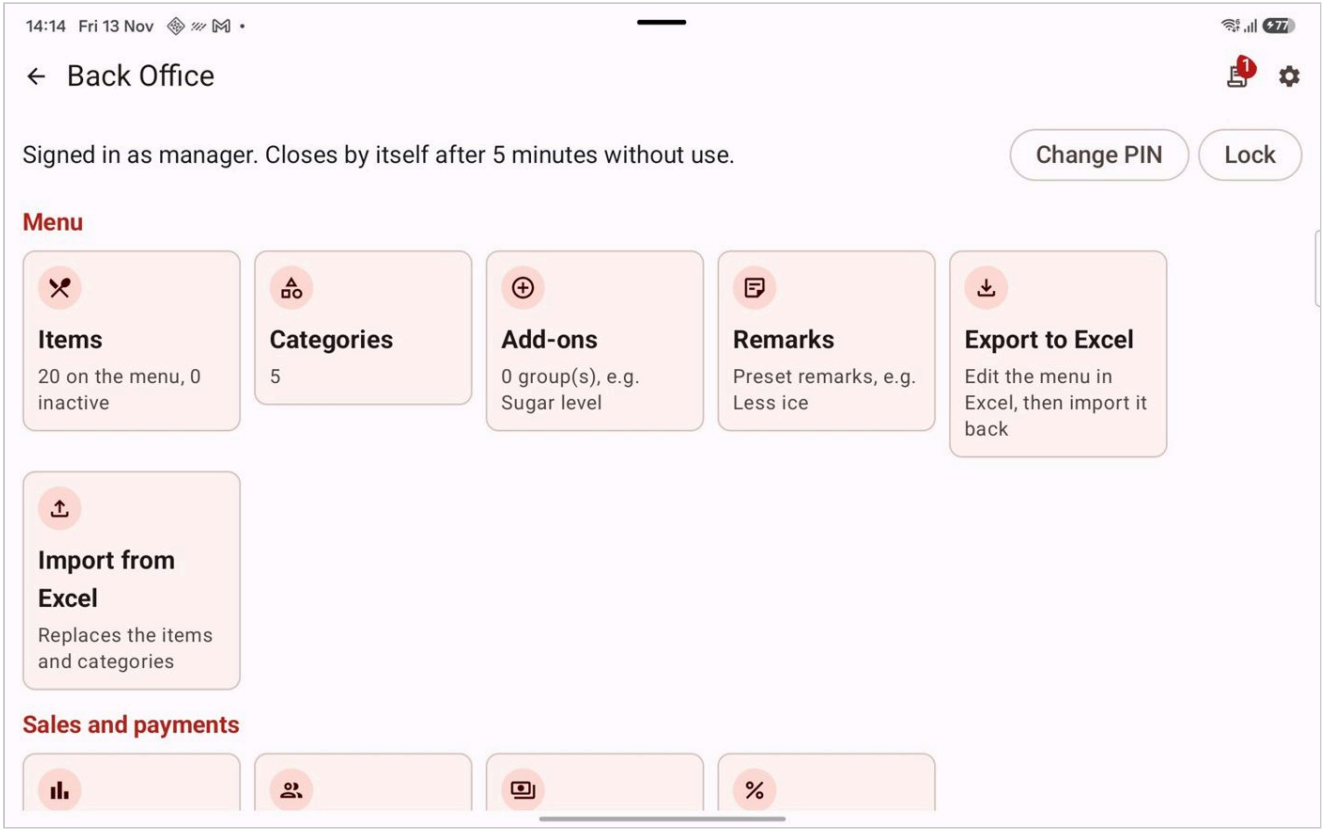
Before you start

- You need the Back Office PIN (the manager PIN) to open Back Office.
- Keep at least one Manager with a PIN when Staff sign-in is on.

Steps

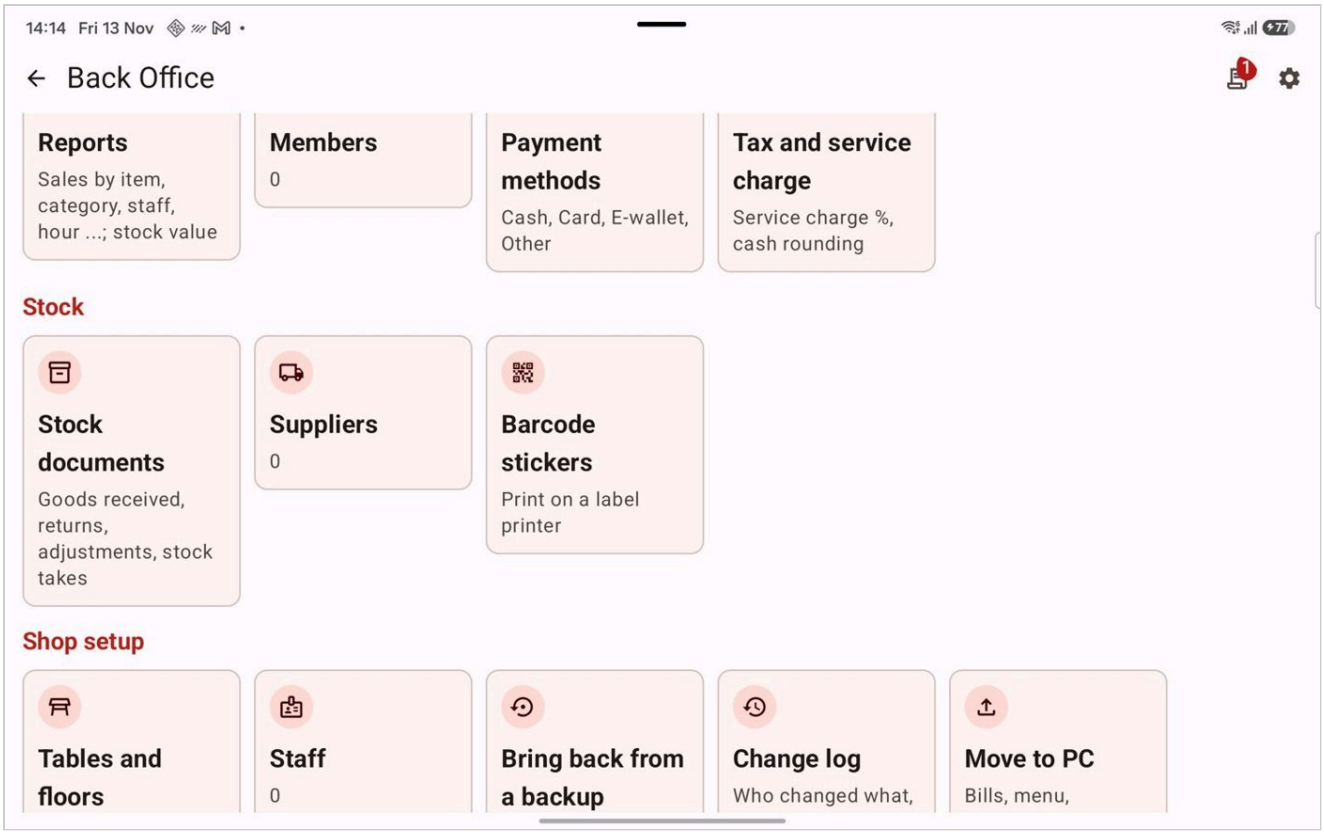
1. Open Back Office

Tap the Back Office icon (the storefront) and type the Back Office PIN.



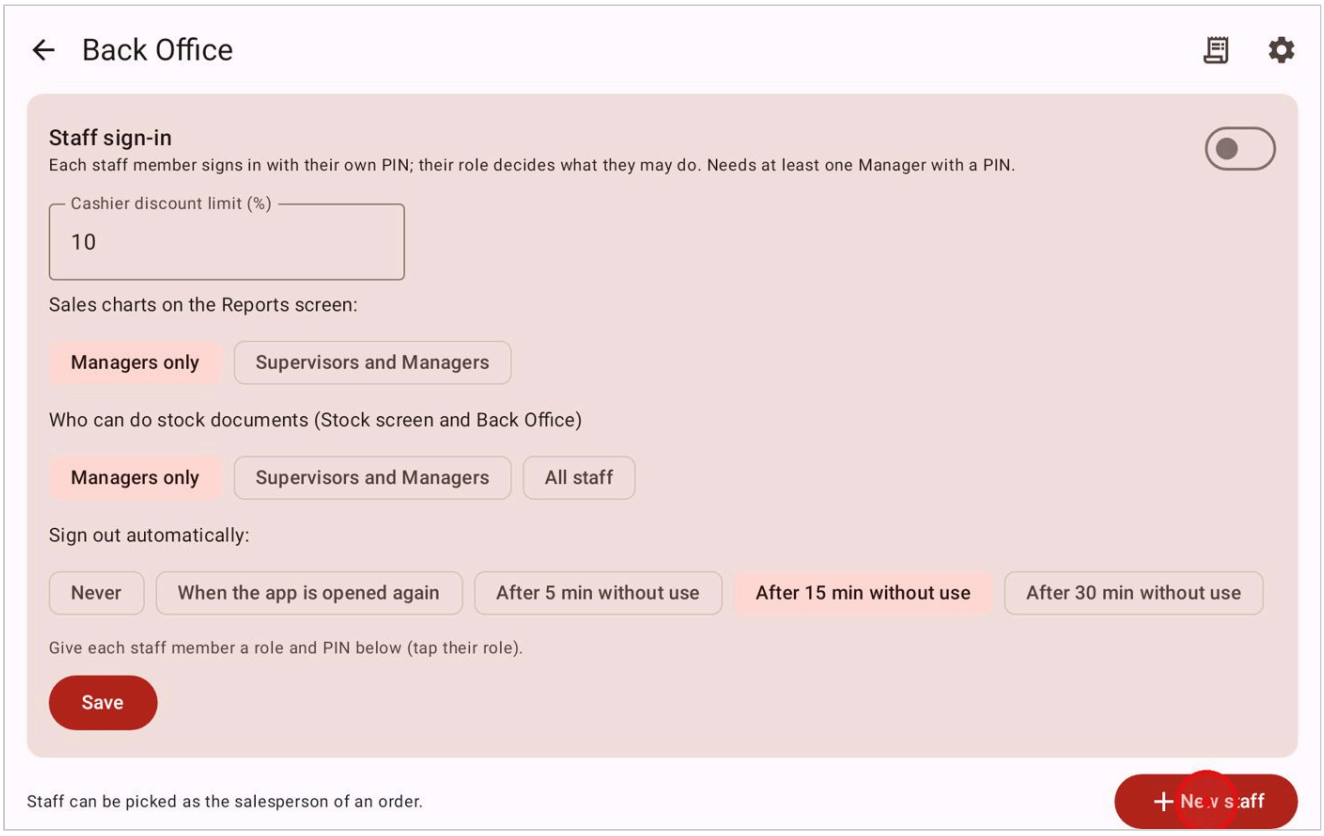
2. Open Staff

Tap Staff.



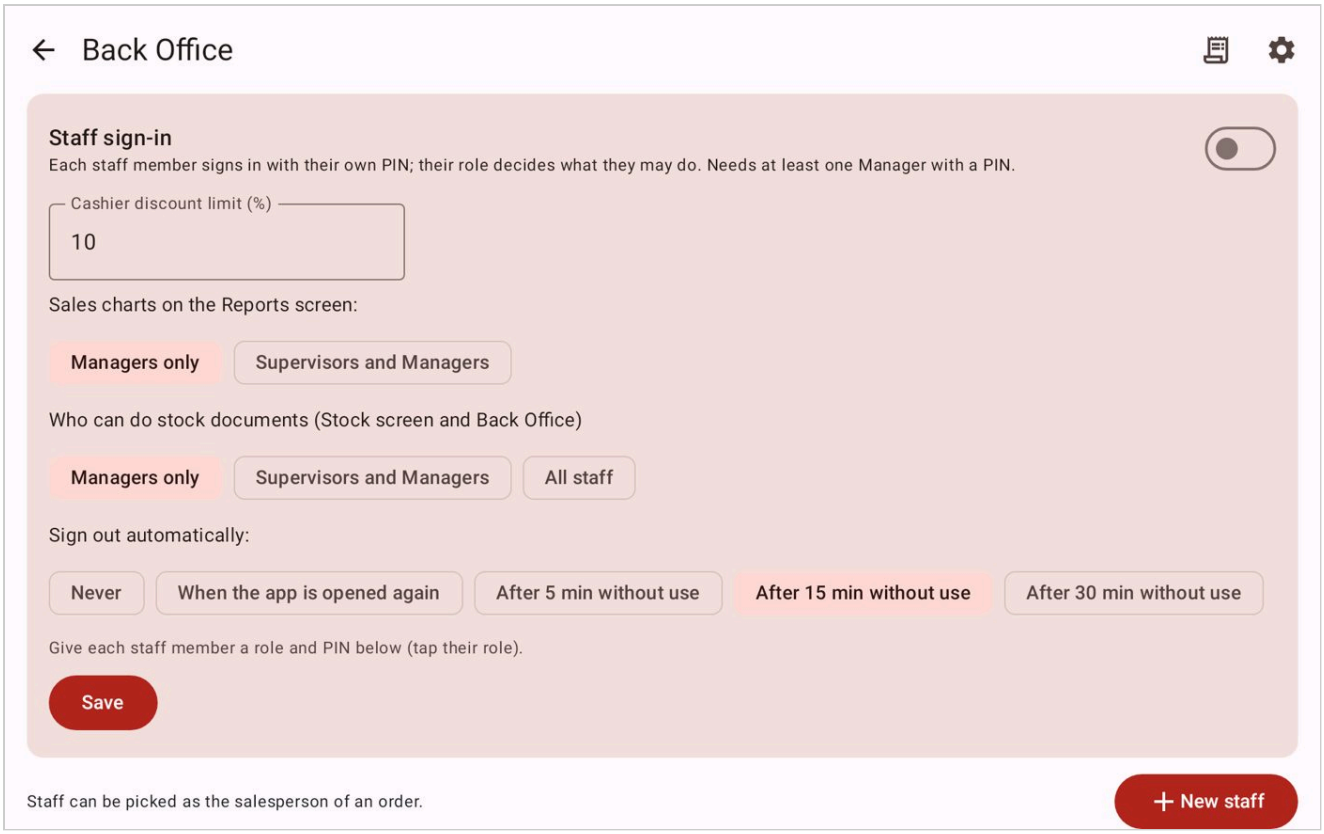
3. Add a new staff member

Tap New staff.



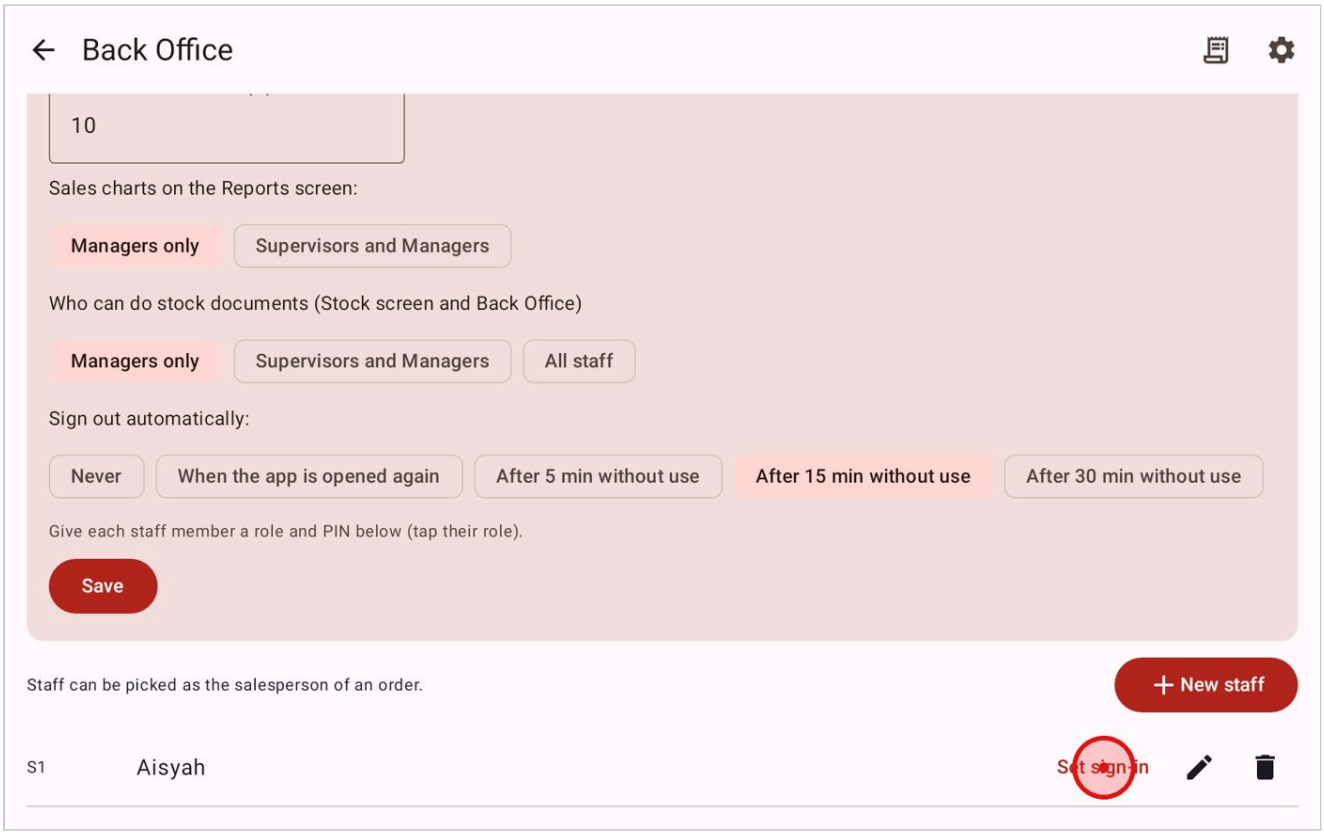
4. Enter the staff details

Type the staff code and name, then tap Save.



5. Set sign-in

In the list, tap Set sign-in next to the staff member.



6. Pick a role and PIN

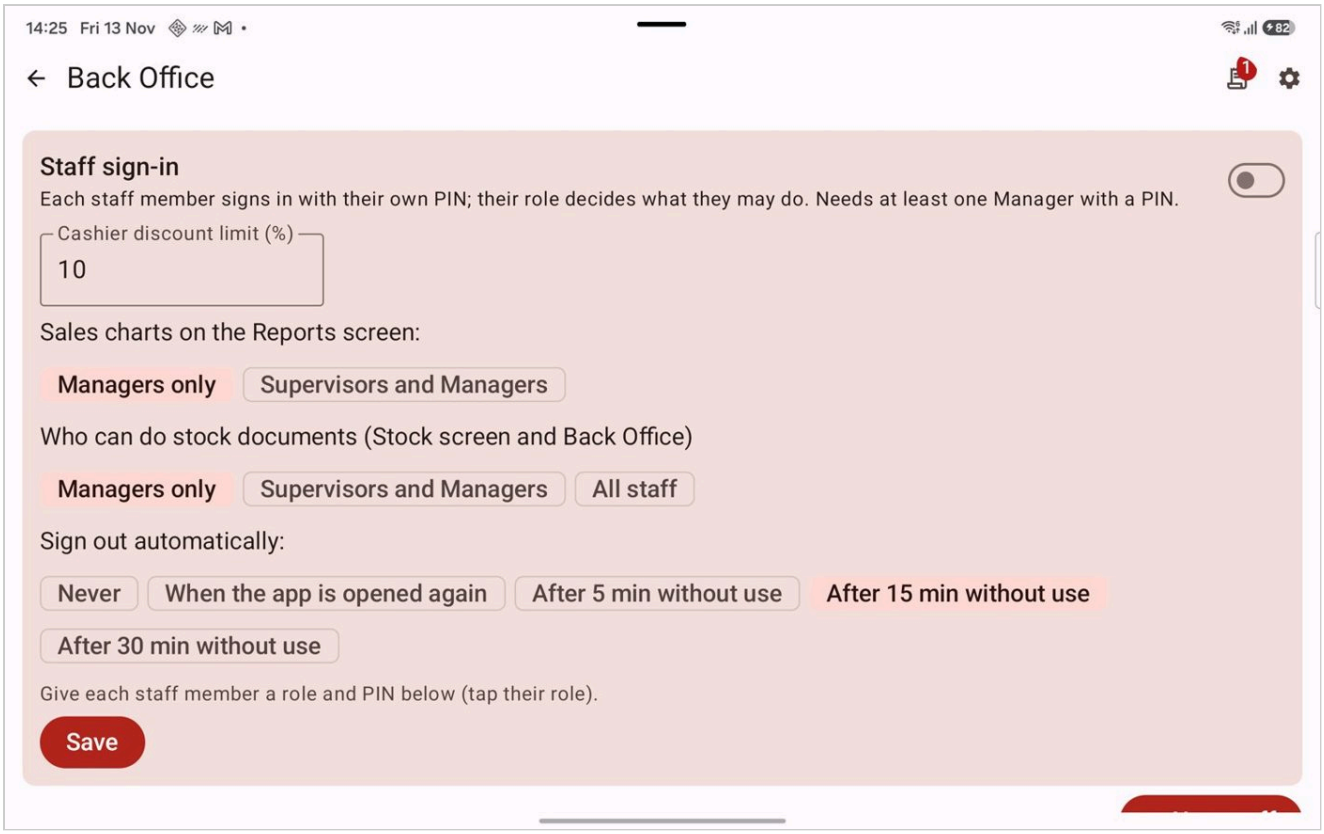
Give the staff member a role and a PIN.



Step	What to do
1	Pick the role (Cashier, Supervisor or Manager)
2	Type a PIN of 4 to 8 digits
3	Tap Save

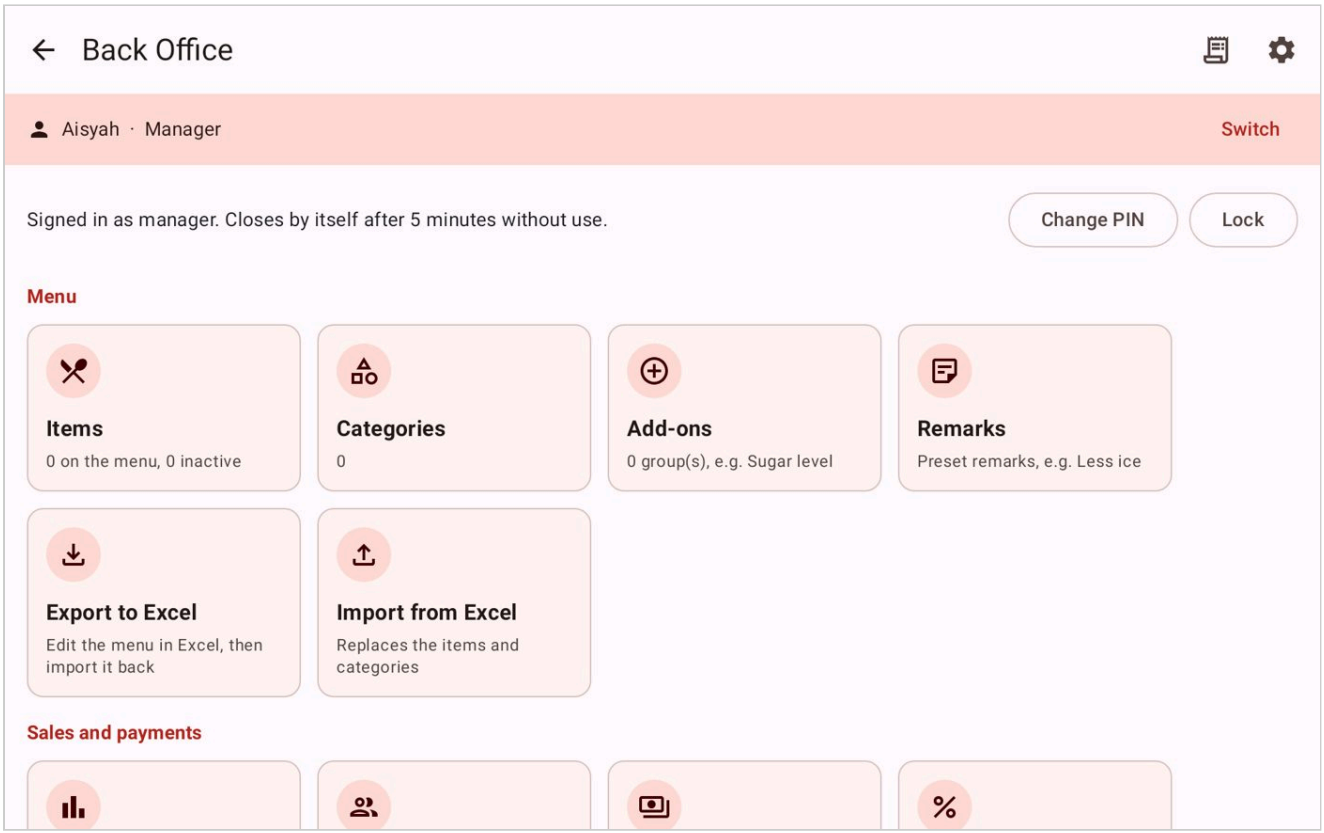
7. Switch on Staff sign-in

Switch on Staff sign-in.



8. Sign in with your PIN

Tap Save. Staff sign-in is now on and the PIN pad appears. Type your PIN on the pad and tap OK.



Tips

- On the PIN pad, tap 'Forgot? Use the Back Office PIN' if a staff PIN is forgotten.
- Back Office closes itself after 5 minutes without a touch.

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