Staff questions

Straight answers to the questions staff ask most

FAQ | For: All staff

Q. I forgot my password. What do I do?

Ask your manager. A GM or administrator opens your user and taps **Reset password**. You get a temporary password and pick a new one when you sign in.

Q. I am locked out.

After 5 wrong passwords, ExpTix locks your sign-in for 15 minutes. Wait, or ask a GM or administrator to **Unlock** you. Check caps lock before you try again.

Q. I lost my phone, and the code app was on it.

Ask an administrator to **Reset MFA**. Then set up two-step sign-in again on your new phone in **My account**.

Q. Why was I signed out?

ExpTix signs you out after 30 minutes of no use. This keeps guest information safe if someone leaves a screen open. Sign in again and carry on.

Q. Do I have to use my own phone?

The hotel decides. ExpTix works on any phone, tablet or computer with a browser, so hotel devices work just as well.

Q. Do I need to download an app?

No. It is a website. You can put it on your home screen so it opens like an app: Safari, Share, **Add to Home Screen** on iPhone, or Chrome, ⋮, **Install app** on Android.

Q. Can my manager see where I am?

No. ExpTix does not track your location. It records what you do in it: which jobs you start and finish, and when.

Q. Can my manager see what I do?

Yes. Your name goes on every job, note and tap, with the time. That is how the next shift knows who did what. Never sign in as someone else.

Q. My phone has no data or the Wi-Fi is weak.

ExpTix needs a connection to save your work. If it says you are offline, move to better Wi-Fi. If you cannot, write it down and log it as soon as you are back.

Q. My phone does not buzz.

Tick **On shift**. On iPhone, open ExpTix from the Home Screen icon. Then **My account**, **Enable push alerts**, **Send a test**.

Q. Will my phone buzz on my day off?

Not if you untick **On shift** when you go home. ExpTix only hands new jobs to people who are on shift.

Q. Who gets my report?

ExpTix reads your words and sends the job to the right team. People on shift in that team get an alert. If no team matches your words, the front desk gets it and sends it on.

Q. Do I need to know which department fixes it?

No. Leave Department blank and describe the problem in plain words. “Toilet running in 512” goes to Engineering by itself.

Q. I cannot see a room or a job.

You see your own department’s jobs. Ask your supervisor, or ask them to assign the job to you. Room attendants see the rooms their supervisor gave them in **My rooms**.

Q. What does the red stripe mean?

Red stripes on **My work** mark the most urgent jobs. Do those first.

Q. What do the room colours mean?

Red is dirty, orange is being cleaned, blue is clean, green is inspected. A gold border means a guest arrives today.

Q. What is the little “Due in 20 min” label?

It is the timer. Tap **Acknowledge** or **Start** to stop the first timer, and **Resolve** when you are done. If time runs out, a supervisor hears about it. It is a safety net, not a punishment.

Q. I tapped the wrong button.

Change it and save, or tap **Cancel** with a reason. A closed job can be reopened with **Resume / reopen**. Everything is kept in the history, so nothing is lost.

Q. Can guests see my notes?

Only if you pick **Message guest**. Internal notes are never shown to guests. Be friendly in guest messages: they read every word.

Q. Is ExpTix in my language?

The screens are in English only today. Translations are planned. The printed guides can be translated now, so ask your manager for one in your language.

Q. Is ExpTix for emergencies?

No. Fire, medical, or someone in danger: call 911 and follow the hotel emergency plan first. Log it in ExpTix afterwards.

Q. The Resolve button warns me.

Some checklist steps are not ticked. Tick them, or resolve anyway and say why in the note.

Q. I need more access.

Ask your manager. A GM or administrator changes your role in **Users**.

Q. Who can I ask for help?

Your supervisor first, then an administrator. The staff how-to guide is also in ExpTix.