

Getting started

Signing in, your profile, finding your way around, and why you see what you see.

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Signing in

“ **Audience:** anyone using the console for the first time.

Signing in

You sign in with your **employee identifier** — the same one your company uses for you, not an email address — and your password.

If you don't have a password yet, you cannot create one yourself. Someone with employee management rights sets it for you; point them at [Employees - Password](#).

Two things the console may tell you at sign-in

Your account has an expiry. Employee accounts expire, and as the date approaches you are told how many days remain. This is a warning, not an error — you can still work. Ask whoever manages employees to extend it before it runs out, because once it does you cannot sign in to ask.

Your password may be flagged as weak. If it doesn't meet the strength rules you are told so, and you should change it — see [Your profile and password](#).

Neither message blocks you. Both are worth acting on the day you see them rather than the day they become a problem.

If you can't sign in

Work through these in order:

Check	What to do
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Is the identifier right?	It is your employee identifier, not an email
Do you have a password at all?	A new employee has none until someone sets it
Has your account expired?	Ask for it to be extended — you can't do this yourself
Right customer/environment?	The console is per customer; confirm you are on the right address

If all four are fine and it still fails, ask whoever manages employees to confirm your record exists and is active — see [Finding an employee](#).

After you're in

- **Set a password you'll keep** if yours was assigned to you — [Your profile and password](#).
- **Get your bearings** — [Finding your way around](#).
- **Understand why you see what you see** — [What you can see, and why](#).

Your profile and password

“ **You need:** nothing beyond being signed in. Your profile is your own record.

What your profile shows

Your own details as held in your employee record: your identifier, name, and contact details such as email, phone, city, address and date of birth where they are filled in.

It is a view of **your** record — the same record an employee manager sees in the Employees area, from your side.

“ If something here is wrong, you generally cannot correct it yourself. Ask whoever manages employees — see [Editing an employee](#).

Changing your password

You can change your own password whenever you like, and you should if it was assigned to you by someone else.

The rules are narrower than most systems, so read them before choosing:

Rule	Value
Minimum length	8 characters
Maximum length	10 characters
Must contain	At least one uppercase letter

The maximum is the one that catches people out. A long passphrase will be rejected — you need something between 8 and 10 characters with at least one capital.

Within that, favour something unpredictable over something memorable-but-guessable, and don't reuse a password from elsewhere.

If you're told your password is weak

The console flags a password that doesn't meet the rules at sign-in. That flag doesn't lock you out, so it is easy to ignore for months.

Change it when you see it. It takes a minute and you already have the screen open.

If you've forgotten it

There is no self-service reset. Someone with employee management rights sets a new one for you — see [Employees - Password](#). They cannot tell you your old password; they can only replace it.

Related pages

- [Signing in](#) — first access and what the warnings mean
- [What you can see, and why](#) — your roles and scope
- [Employees - Password](#) — for whoever is setting it

Finding your way around

“ **Audience:** anyone finding their way around for the first time.

The areas

The console is organised by what you are doing, not by which team owns it.

Area	What you do there	Chapter
Hub	Work live orders: assign, cancel, log incidents	The Hub: what it is and who can do what
Delivery	Configure how orders get assigned: zones, carriers, stores, the dispatcher	What the dispatcher does
Marketing	Issue promotions, vouchers, subscriptions, wallet credit	Marketing: the five areas
CMS	Maintain content customers see, and the complaints tree	CMS: what it covers
Reports	Read performance data	Reports and Metrics: which to use
Metrics	Investigate a specific order	Order logs and timelines
Employees	Maintain staff records and drivers	Employees: what this area covers
Roles	Decide who can do and see what	Roles and scope: the two ideas

You will not see all of these. The menu reflects what your roles allow — see [What you can see, and why](#).

Brands

If your company runs more than one brand, most screens work **within one brand at a time** and offer a brand selector. With a single brand, the selector usually doesn't appear at all.

This matters more than it looks:

- Data is per brand. A report, an employee list, a promotion — all scoped to the brand you are in.
- **Switching brand changes what you are editing.** Creating a promotion in the wrong brand is easy and not always obvious afterwards.

Check the selector before creating or changing anything.

Live versus historical

A recurring distinction across the console, and choosing wrongly wastes the most time:

You want to...	Go to
Act on something happening now	Hub
Understand something that already happened	Metrics
See how a period went	Reports
Change how things will behave	Delivery, Marketing, CMS

Language

The console is available in more than one language, and the documentation exists in parallel: every page here has a twin in the other language.

Note that **content** language is separate from **interface** language. Banners and documents are stored per language and must each be filled in — see [Resources and sources](#).

Two pages worth bookmarking

- [Glossary](#) — what brand, source, scope, hub and business date actually mean here.
- [FAQ](#) — the questions that come up across every area.

When a screen isn't there

An area missing from your menu is almost always a permission, not a fault. [What you can see, and why](#) explains how to tell, and who can change it.

What you can see, and why

“ **Audience:** anyone wondering why their console looks different from a colleague's.

Two separate things decide what you get. Almost every "why can't I..." question is one of them.

	Decides	Set by
Your roles	What you can do	Whoever manages employees
Your scope	What data you can see	The same person, separately

They are independent. You can have full rights over a narrow slice of data, or read-only rights over everything.

Why a menu item is missing

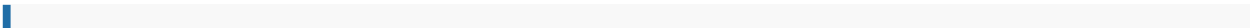
Because your roles don't include that area. The console shows what you can act on; it doesn't list things and then refuse them.

If you need an area, ask for the role that covers it — the catalogue is in [The role catalogue](#), and most real jobs are two roles combined rather than one perfect fit.

Why you see fewer rows than a colleague

Because your scope is narrower. Scope filters every screen to the brands, stores and sources you are allowed to see.

This is expected behaviour, and both of you are seeing the correct answer for yourselves. A store manager's report *should* differ from a regional manager's.



This is the single most reported "the report is wrong", and it usually isn't. See [How scope works in practice](#).

Why you can do something in one place but not another

Because permissions are granular. Being able to view orders in the Hub does not mean being able to cancel one; those are separate permissions, deliberately, so that critical actions can be given to fewer people.

[Access by section](#) is the full grid of who can reach what.

Getting something changed

You need	Ask for
A whole area you don't have	A role — The role catalogue
One specific ability	An individual exception — Individual permission exceptions
To see more data	A wider scope — Setting an employee's scope

Whoever manages employees can do all three. A brand-new role definition is rarer and goes through a request — see [Requesting a new or changed role](#).

Before you ask

Check whether it is scope rather than permission: can you see the screen but not the data, or not the screen at all? The first is scope, the second is a role. Saying which saves a round trip.