Web Portal User Guide

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Logging On:

Username & Password:

A username and a password are required to access to the SCAN COIN Web Portal.

The username is a unique 6-digit code that identifies your Company and the address where the equipment is located. The password is linked to the username and can only be changed by our Service Control Centre.

The URL is:- http://siclops.scancoin.co.uk/SiclopsWeb_CL_UKLive/login.aspx
Please bookmark this to make future connections easier.

Enter your username and password, then click on the [Login] button. The username and password are case-sensitive.

'Home' Screen:

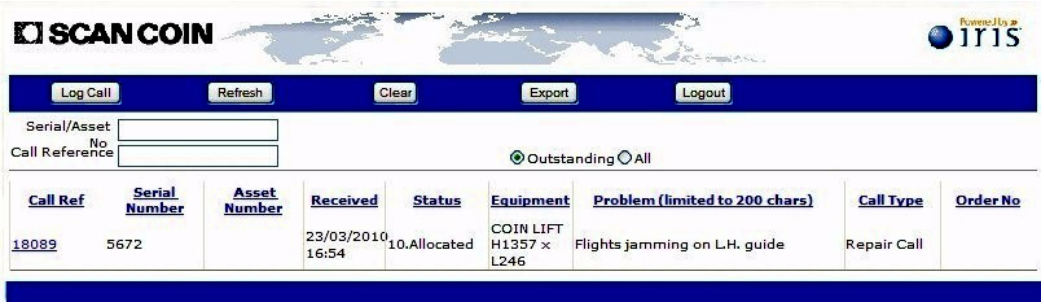
This screen can show just your current, or all your previous, calls. This is selected using the 'Outstanding' or 'All' buttons just below the 'Export' tab. After making a change, click on the [Refresh] button to update the screen.

Call Status: 'New'

This example shows an outstanding repair call for a coin lift, serial number 5672 which has a problem with it's flights jamming. The call was created at 16:54 on the 23rd of March. Because the status is shown as 'New', it has not been passed to an engineer yet. The reference number for this repair call is 18089.

Call Status: 'Allocated'

When a call with the status of 'New' is passed to an engineer by staff in our Service Control Centre, the status of call is changed to 'Allocated' on the Web Portal. The call will also appear on the list of 'Outstanding Calls' on the engineer's PDA.



Call Status 'In Transit'

The field service engineer changes the status of the call on his PDA when he accepts your service call and starts his journey to your premises. The Web Portal status is updated in real time to 'In Transit'.

Call Status 'On Site'

When a service engineer arrives on-site and is about to start work on your machine, he reports this via his PDA. The Web Portal is automatically updated in real time to show 'On Site/Start'.

Call Ref	Serial Number	Asset Number	Received	Status	Equipment	Problem (limited to 200 chars)	Call Type	Order No
18089	5672		23/03/2010 16:54	30On Site/Start	COIN LIFT H1357 x L246	Flights jamming on L.H. guide	Repair Call	

When the service engineer completes the call and leaves your premises, the job will no longer appear on your calls list as an outstanding call unless he has been unable to complete the repair successfully. If this is the case, it will show the status of 'Parts Required', 'Further Action', etc.

'Home' Screen:

This is the first screen shown when you log in and it is the screen you return to if you press on the [Back] button several times from any screen within the Web Portal. The example screen below shows that you have no outstanding calls.

To list all your completed and all your outstanding calls at the same time, click on the button to the left of [All] in the centre of the screen, then click on the [Refresh] tab.

Call Ref	Serial Number	Asset Number	Received	Status	Equipment	Problem (limited to 200 chars)	Call Type	Order No
18089	5672		23/03/2010 16:54	99.Complete	COIN LIFT H1357 x L246	Flights jamming on L.H. guide	Repair Call	
18088	16922		23/03/2010 16:00	99.Complete	SC 22 MICROSORTER	Mixing coins	Repair Call	
18087	506		23/03/2010 15:23	99.Complete	SC 4000 COIN SORTER	Machine keeps showing "Check Belt" message	Repair Call	P20079
18086	1780		23/03/2010 15:09	95.Cancelled	SC 22 MICROSORTER	Machine mixing coins	Repair Call	
17812	80131		25/11/2008 08:30	95.Cancelled	SORTOVIT MS10 DB	Belt snapped and spring broken on £1 drawer	Repair Call	
17244	7337820		18/11/2008 11:07	99.Complete	COIN SCALE	WEIGHING INCORRECTLY	Workshop Repair	

Viewing a Completed Call:

To view any of the calls listed on the above screen, click on a Call Reference number in the left-hand column. This will open up a page showing the call details:-

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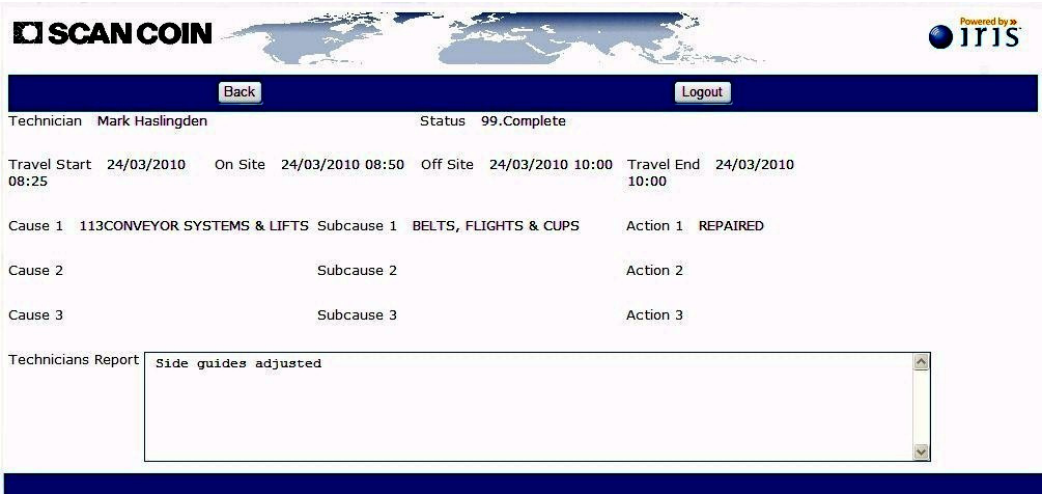
Completed Call Summary:

Clicking on the [Summary] tab will show the following screen. This displays the data received from the engineer's pda giving his travelling & on-site times and his report.

Engineer's Report:

Clicking on the date / time in the left-hand column will load the detailed engineer's report page:



Click on [Back] three times to return to your calls list.

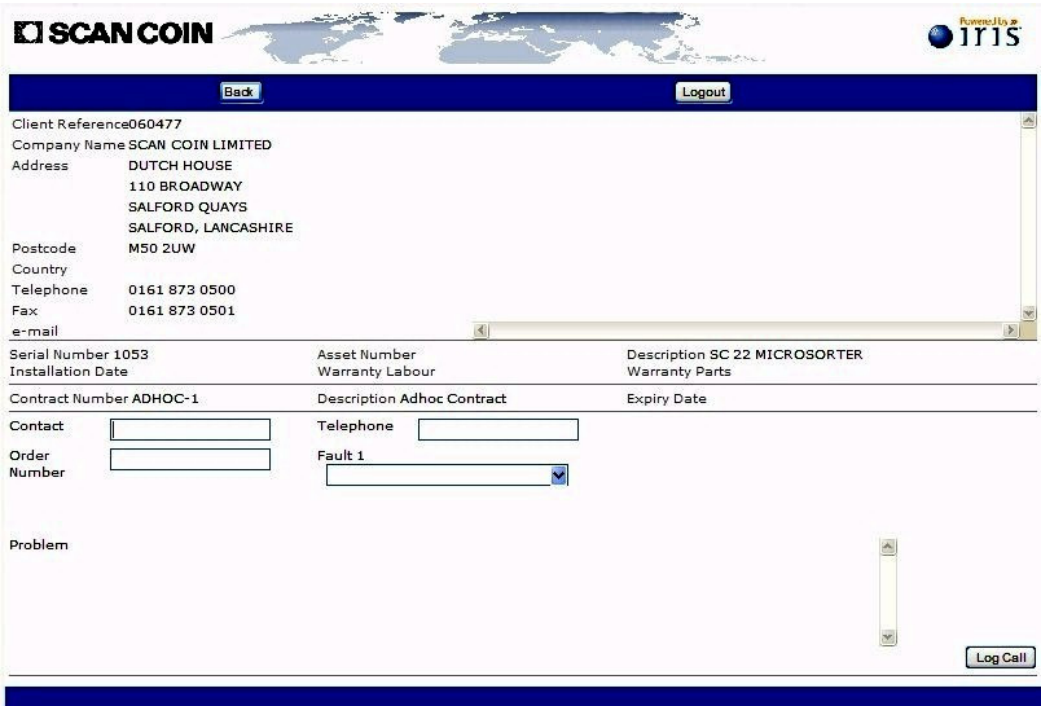
Logging a New Service Call:

To log a new service call, click on the [Log Call] tab below the SCAN COIN logo at the left-hand end of the menu bar:

Click on [Log a Service Call]:

Click on the serial number of the faulty item of equipment:

Enter a contact name and the site telephone number. Using the drop-down tab at the side of the ‘Fault 1’ window, select an option which best describes the fault. Finally, type in a description of the fault in the ‘Problem’ window, then click on [Log Call].



If the call has been logged successfully, the [Log Call] button will no longer be shown in the bottom right hand corner of the screen.

Click the [Back] button to return to your list of calls. The call you have just logged will be at the top of the list:

Call Ref	Serial Number	Asset Number	Received	Status	Equipment	Problem (limited to 200 chars)	Call Type	Order No
18090	1053		24/03/2010 11:28	00.New	SC 22 MICROSORTER	Coin counter is mixing coins,	Repair Call	
18089	5672		23/03/2010 16:54	99.Complete	COIN LIFT H1357 x L246	Flights jamming on L.H. guide	Repair Call	
18088	16922		23/03/2010 16:00	99.Complete	SC 22 MICROSORTER	Mixing coins	Repair Call	
18087	506		23/03/2010 15:23	99.Complete	SC 4000 COIN SORTER	Machine keeps showing "Check Belt" message	Repair Call	P20079
18086	1780		23/03/2010 15:09	95.Cancelled	SC 22 MICROSORTER	Machine mixing coins	Repair Call	

If you need any help when using our Web Portal please call 0161-873 0550.