

SOP 29 | Advanced administration

Publish phase guidance and change a shift phase

Maintain phase-specific notes and choose a phase for an eligible shift.

For Web · Administrator / Supervisor

Before you start The property must have configured phases. Confirm no active run is being rewritten.

Open Manage > Route guidance

Step 1 Select property and phase

Open Route guidance and choose the property phase in the guidance form.

Step 2 Write and publish guidance

Enter Route notes, Tracked areas and Tricky areas as requested. Add Publication reason and select Publish guidance version.

Step 3 Change an eligible shift phase

If needed, use Change assigned shift phase. Choose the shift, New property phase and Operational reason.

Step 4 Verify both results

Select Record phase change and check the saved guidance and shift. Active and historical sessions retain their captured configuration.

Check your result Future applicable work uses the saved guidance and the selected eligible shift has the intended phase.

If something goes wrong If no eligible shifts or phases are offered, review configuration and run status. This action does not create, move or cancel a shift.

See the picture reference on the next page.

SOP 29 Picture reference

Publish phase guidance and change a shift phase

DK WORKFORCE
DK Valet

MANAGEMENT
Setup & administration
Setup & administration
Property readiness
Service defaults
People administration
Master units & checkpoints
Route guidance
Run requirements
Data collection (admin)
Device & research tools
← Back to operations
Help & SOPs
AUTHORIZED PROPERTIES ONLY

Route guidance
Phases and field instructions

Connected · RLS scoped

OPERATIONAL CONFIGURATION - VERSIONED

Property phases and route guidance

Publish phase-specific route and tricky-area guidance, then record a reasoned phase change for an already assigned shift without editing its schedule.

Viewing property
Lakeside Commons Showcase ▾

All information below is scoped to this property.

LAKESIDE COMMONS SHOWCASE

Publish phase guidance

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Property phase
Late service recovery ▾

Route notes
Operational route guidance; do not store access codes

Tracked areas, one per line
Building A lobby
North breezeway

Tricky areas, one per line
State the operational caution without claiming exact phone positioning

Publication reason

Step 2 · Property phases and route guidance: use the property selector and the task controls shown.

Application screenshot with training data.