# LCO Challenge & Refusal - Support Documentation

Updated August 7, 2019

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Challenge and Refusal Store Staff Help Documentation v1.3
Updated August 7, 2019

| How To Use Gifs | |
|---|---|
| How To Delete Users | https://lcbonext.blob.core.windows.net/cr-assets/Add-_-Delete-User.gif |
| How To Log Instances of Challenge Refusal | https://lcbonext.blob.core.windows.net/cr-assets/Challenge.gif |
| How to View Report History | https://lcbonext.blob.core.windows.net/cr-assets/Summary-and-Reports.gif |

**This document will walk through the Challenge and Refusal application functions:**

The Challenge and Refusal PWA was a joint effort project between LCBOnext and LCBO IT that focused on digitizing the challenge and refusal process conducted by LCO stores. The application is both an interface for recording instances of Challenge and Refusals as well as a tool for reporting purposes. The URL to log into the Challenge Refusal App is: https://lcochallengerefusal.lcbonext.ca/ alternatively you can scan the QR code on the cover with your mobile device camera.

1. Installation of the Application
2. Using the Challenge & Refusal Application
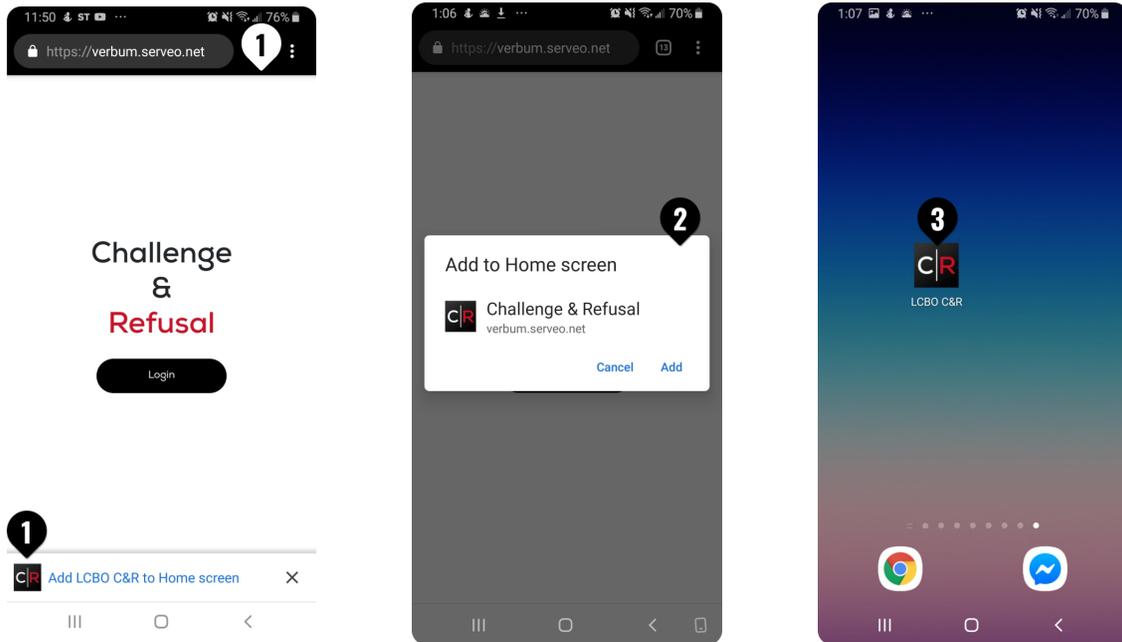3. Activity Summary
4. FAQ & Troubleshooting

# Installation

The Challenge and Refusal Application is a progressive web app with offline compatibility. This means that although first access of the application is through your device's native browser, the C&R can be saved to your homescreen and "installed" as a native app. Navigate to your to the chrome browser on an android device, if you do not have the chrome browser installed, you can still use the native browser on your device, however you will not be able to install the C&R app by saving it to your device home screen. It Is strongly advised you install and use the Chrome browser for android.

## Steps to install for an Android Device (Tablets and Phones):

1. Using the Chrome Browser on your mobile or tablet device navigate to this url: https://lcochallengerefusal.lcbonext.ca/. A notification will appear at the bottom, asking you to add the C&R app to your home screen. If this button
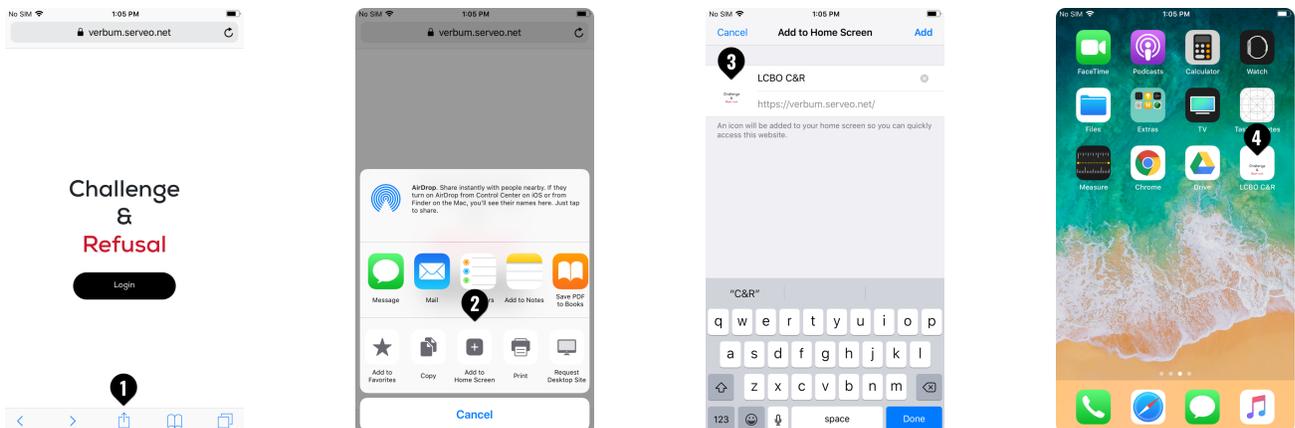
does not appear, navigate to the options menu on chrome, as indicated by the 3 vertical dots, then click add to home screen there
2. A notification will pop up, tap "Add" to confirm
3. Navigate to your home screen, after a minute the application will have successfully installed on your device, tap on the icon to access the app



## Steps to install for an IOS Device (iPhones and iPads):

1. Using the Safari Browser on your mobile or tablet IOS device, navigate to this url: https://lcochallengerefusal.lcbonext.ca/
2. Tap the bottom centre icon and a menu will pop up, scroll through the options until you find the option "Add to Home Screen"
3. Tap that option and confirm
4. Navigate to your home screen, after a minute the application will have successfully installed on your device, tap on the icon to access the app

# Using the C&R App

This section will detail how to use the C&R application. If you have any further questions please review the help section of the app
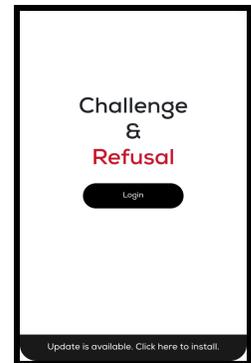
## Logging In

To login to the C&R Application please use your username that has been provided to you by the LCBO (it is NOT your personal or business email). It will be as follows: as12345@lcbo.com where the number 12345 is your Operator #. If you have forgotten your password, please contact LCBO IT Service Desk 416-864-2550 to have your password reset. Upon clicking on login, you will be directed to an LCBO Page to login securely. Make sure you are connected to a network when logging in.
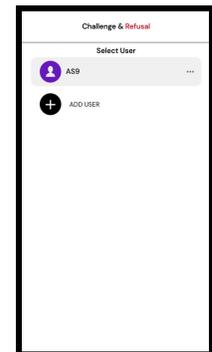
## Updating

The C&R Application is built on a process of iteration and multiple phases. As we continue improving the app from your feedback we will implement changes, and the C&R App will be updated. The process will be as follows:

1. When an update has been initialized, you will receive a notification at the bottom of the C&R app
2. Tap the notification and you PWA will refresh the page, and update the application.
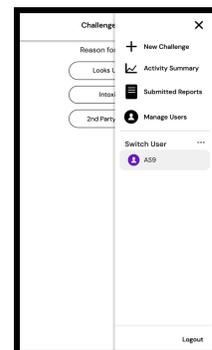
## Challenges Page

The Challenges page is the main page for which instances of Challenge and Refusal will be recorded. After selecting or adding a user, the app will automatically take you to this page:

## Manage Users

The first page when you login will prompt you to either create a user or select one. Once you have made a selection, all cases of C&R will fall under that users ID. The naming convention for users is as follows: Initials of the store staff followed by a number to indicate if there are multiple store staff with the same name e.g JS1, DH2. In

case you want to manage users while logged in, navigate to the top right corner of the page with the user icon. Drop down to the manage user menu and add or switch or delete users from there. You can view how to delete users here: https://lcbonext.blob.core.windows.net/cr-assets/Add-_-Delete-User.gif

## Submitting a Report

After a user is selected the app will automatically reroute to the challenges page. This is the main page for which a challenge is recorded. To record an instance of a challenge, select the appropriate challenge being issued. Next Select the amount of people being served. Following this, if the challenge being issued is based off of Check 25, you will be prompted to record the type of ID produced by the customer. If no ID is produced, select "No ID Produced". Following this you will be asked whether or not the customer was served or rejected. Lastly you may record any other description or information regarding the instance of Challenge Refusal if needed, however this step is optional.



Once you have submitted a report you will receive a report submitted notification. After 5 seconds the application will automatically open a new instance of challenge recording for you, alternatively you can manually click on "new challenge".

# Activity Summary

Reporting will be built in to the application, tracking every instance of C&R for records and investigative usage if necessary. You can view an activity summary in the "Activity Summary" tab, where the number of challenges and refusals will be recorded and organized by day, week and month.

## Exporting Activity Summary Data as a CSV

You can also export comprehensive report data in csv format from the main activity summary screen, located at the bottom of the page.

However this feature is **ONLY** available if you navigate to the url on a browser, if you want to download an export of the activity summary, navigate to this https://lcochallengerefusal.lcbonext.ca/ on a computer or laptop and go to the activity summary page to download the data; you will **NOT** be able to download on your mobile device. When you click the Export feature, you will be asked for a desired date range. The default will be 60 days, moreover you can choose this range based off of the required need. You can filter by month, week, or quarter.

# FAQ and Troubleshooting

| Symptom | Resolution Path |
|---|---|
| The application does not load | Check the bottom of the page to see if there are updates. If there are, please click on the button to reload the page. If there are no updates found, check your internet connection, uninstall the application from your home page and navigate to https://lcochallengerefusal.lcbonext.ca/ from here follow the installation instructions above to reinstall. |
| PWA loads but cannot log in | After attempting to login check for any typos with your password or email address, if you still cannot access your account click the "can't access account" button on the LCBO login page, then follow the prompts to regain access. If you cannot navigate to the LCBO login page, check your internet connection, try connecting to another wifi network if there is one available. |
| Cannot submit challenges | Check your internet access. If you are offline you will not get a challenge submitted notification, however you can still submit challenges, it just won't be verified until you reconnect. Continue using the application and when you regain internet access you should get a challenge submitted notification. |
| How can I see and export report summary data? | This feature is only available on the browser. It is strongly recommended that you do this ONLY on a computer. Navigate to the top right corner of the application, tap on the icon to view the menu. Select "activity summary" and you will be shown a summary of day, week and month. From this page you can then export the data as a CSV file. |
| Cannot create users | Check your internet access. If you are offline you will be able to create a new user profile. Wait until you are reconnected before trying again. |