



JOB STREAM

PART 1 – THE COMPUTER

For the office: owners, managers and supervisors

Version **2.14 – 2026-10-07** · This manual is updated as the app changes.
Check the version before you follow it.

What is in here

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What this part is for

The computer side of Job Stream.

Job Stream has two sides. The phone and the computer.

Crew use the phone. They go live, take photos, and work jobs.

The office uses the computer. You set up sites. You make jobs. You add your people. You watch what is happening right now.

This part covers the computer. It is called the **console**.

WHO THIS PART IS FOR

Owners, managers and supervisors. Crew do not use the computer side. If you are crew, go to Part 2 instead.

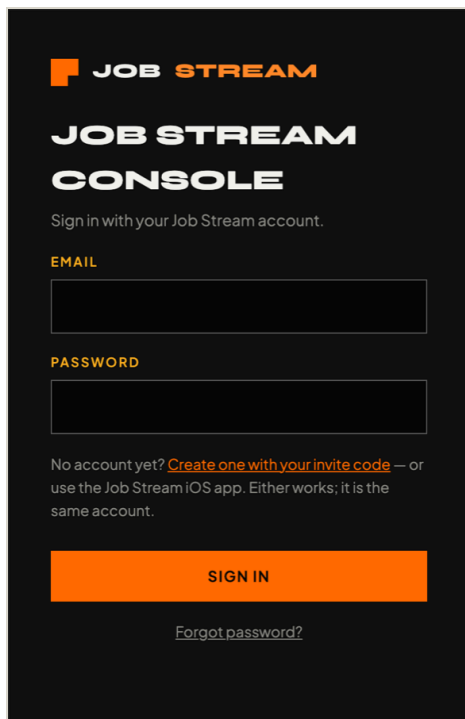
What you need

- A computer with a web browser. Chrome, Safari or Edge all work.
- Your email and password.
- That is all. There is nothing to install.

Get signed in

This takes one minute.

- 1 Open your browser.**
Type **admin.hydroxapp.com** in the address bar. Press Enter.
- 2 Type your email.**
Use the same email your invite came to.
- 3 Type your password.**
- 4 Click** Sign in.

A screenshot of the Job Stream Console sign-in interface. The background is dark grey. At the top left is the Job Stream logo (an orange square with a white 'J') followed by the text 'JOB STREAM' in white. Below this is 'JOB STREAM CONSOLE' in large white capital letters. Underneath is the instruction 'Sign in with your Job Stream account.' in small white text. There are two input fields: the first is labeled 'EMAIL' in orange and the second is labeled 'PASSWORD' in orange. Both fields are empty. Below the password field is a link in orange text: 'No account yet? [Create one with your invite code](#) — or use the Job Stream iOS app. Either works; it is the same account.' At the bottom is a large orange button with the text 'SIGN IN' in white. Below the button is a link in small white text: 'Forgot password?'.

The sign-in screen. Your email goes in the top box.

I do not have a password yet

It depends on what your invite email said.

If your email had a **link**, click it. Pick a password. You are done.

If your email had an **invite code**, do this instead:

- 1** On the sign-in screen, click Create one with your invite code.
- 2** Type your full name.

- 3 Type your email. It must be the same email the invite came to.
- 4 Type your invite code. Copy it from the email so you do not make a typo.
- 5 A phone number is asked for, but you can skip it. It is only used to text you a sign-in code.
- 6 Pick a password. It needs at least 8 letters or numbers.
- 7 Click **Sign in**.

I forgot my password

Click **Forgot password?** on the sign-in screen. We email you a code. Type the code and pick a new password.

THE EMAIL DID NOT COME

Check your junk or spam folder first. Most missing emails are there.

If it is not there, ask your manager to send it again. If it still does not come, your company's email system may be blocking us. Email **support@hydroxapp.com** and we will help.

Make sign-in safer

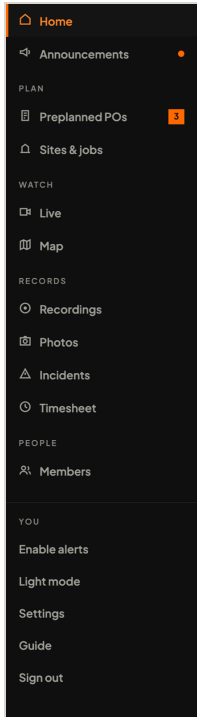
You can turn on a second step. After your password, we text or email you a short code.

- 1 Click **Settings**. It is at the bottom of the left menu, under **You**.
- 2 Click **Two-Factor Auth**.
- 3 Type your password again.
- 4 Click **Turn on**.

We remember your computer for 30 days. You will not be asked every day.

The menu down the left

Ten places to go, in four groups. Here is what each one does.



The menu sits down the left. Click one to open it.

YOUR BUTTONS MAY BE A DIFFERENT COLOUR

Job Stream uses your company's own colour and logo. The pictures here come from a practice company, so the colours may not match yours.

The buttons sit in the same places either way.

MENU ITEM	WHAT IT DOES
Home	What is happening right now, and what is waiting on you. This is the screen you land on. Every number on it opens the place that number came from.
Preplanned POs	Purchase orders (POs) that have come in but have not gone out yet. Type the address and the numbers in early. One press sends it out.
Sites & jobs	Make your work places. Make jobs at them. Put crew on a job.
Members	Your people, and the subcontractors you use. Add them, change their role, turn them off.
Live	Video from crew who are live right now.
Map	A map with a dot for each crew member sharing their spot.
Photos	Every photo your crew took, with the time and place stamped on it.
Recordings	Video we saved from past streams.
Incidents	Things that went wrong. You can build a claim package here.
Timesheet	Hours. You can save them to a spreadsheet.

Light or dark

The screen starts out dark. Some people find a light screen easier to read.

1 Look at the bottom of the menu, under You.

2 Click **Light mode**.

The screen turns light right away.

To go back, click **Dark mode** in the same spot.

This computer remembers your pick. It does not change anyone else's screen. Live video always plays on a dark screen.

Home

Announcements

PLAN

Preplanned POs

Sites & jobs

WATCH

Live

Map

RECORDS

Recordings

Photos

Incidents

SITES & JOBS

OPENCOMPLETEDARCHIVE

NEW SITE

Find a job, address or number...

Sterling Heights Site

1 open · 1 total

42.61000, -83.03000 · on-site within 200 ft · 75 Example Avenue, Anytown, MI 48000

MANAGE

Pole Down

Cole Vargas

open

MANAGE

New job name

mm/dd/yyyy

mm/dd/yyyy

ADD JOB

The same screens in light mode.

Add your people

Everyone gets in by invite. Nobody can sign themselves up.

The four roles

Pick the role that matches the job the person really does.

ROLE	WHAT THEY CAN DO
Crew	Works on site. Goes live. Takes photos. Accepts jobs. Uses the phone only.
Supervisor	Everything crew can do. Plus: make sites and jobs, watch live video, see the map, invite crew, and approve finished work. Sees everyone in the company, like a manager.
Manager	Everything a supervisor can do. Can invite anyone.
Co-owner	Shares every company you own. Can do almost everything an owner can. Cannot make new companies or delete one.

SUPERVISOR OR MANAGER?

A supervisor sees the jobs, hours and photos of the crew who report to them. A manager sees everyone's. Both can watch every live stream and every recording.

If you are not sure, pick supervisor. You can change it later in one click.

Send an invite

1 Click **Invite member**.

It is at the top of the **Members** screen.

2 **Type their email.**

Check the spelling twice. A wrong letter means the invite goes nowhere.

3 **Pick their role**

from the list.

4 Click **Send invite**.

INVITE TO YOUR COMPANY

They'll get an email with their invite code and a link to the app.

EMAIL

ROLE

Crew — works on site and streams for

▼

CANCEL

SEND INVITE

The invite box. The role list says what each one can do.

You will see **Invite sent** in green. The person shows up in your Members list right away. Their row says **pending** until they sign in for the first time.

BAD EMAIL ADDRESSES

If an email bounces once, we stop sending to that address. We do this so our mail keeps working for everyone else.

When that happens, the invite is refused right away and you are told. Fix the spelling and send it again.

Take back an invite

Sent it to the wrong person? Find their row in Members, in the **Invited** group at the bottom. Click

Cancel invite

. The code stops working.

How your people are grouped

Members has two tabs of its own: **People** and **Subcontractors**.

People puts everyone in groups. Click a group name to open or close it.

- **Management** holds your own managers and supervisors.
- Then one group for each **subcontractor** you work with.

- **Field crew** holds your crew who are not with a subcontractor.
- **Invited** is last. It holds people you invited who have not made their account yet. Each row says the job they were invited for and whether the email got there.

The grey words on a subcontractor say how many people it has, and who can send them out.

Put the groups in the order you like. On a computer, drag a group by the handle at its left. Or click the handle and press the up or down arrow key. The order is yours alone. Other people keep their own.

To add one, open the **Subcontractors** tab. Type a name under **Add a subcontractor**. Click **Create team**. Then put people on it with **Manage** on their own row.

On that tab, **Move up** and **Move down** put a subcontractor where you want it. That order shows everywhere subcontractors are listed, on a phone too.

Change what someone can do

Find their row in Members. Click **Manage**. A card opens with everything about that person: their role, who they report to, their subcontractor and their map colour. Change what you need. Each change happens at once.

The row itself only *tells* you things. It shows their role, who they report to and their team under their name, and it says what is happening to them right now — asked to go live, live now, sharing their spot, or reporting to nobody.

Turn someone off

Click **Manage** on their row, then **Deactivate** at the bottom of the card. They can no longer sign in or share their spot. Their old photos, video and hours all stay. Nothing is lost.

Send someone a new password

Click **Manage**, then **Send password link**. They get an email with a link to pick a new one, and they are signed out everywhere straight away. The link lasts 14 days.

Managers can do this for supervisors and crew. Supervisors can do it for any crew member. Nobody can do it for someone at their own level.

What your new person gets

Two kinds of email go out. Know which one so you can help.

YOU INVITED A...	THEY GET	THEY SHOULD
Crew, supervisor or manager	An email with an invite code	Get the app, or use the browser. Make an account with that code.
Co-owner	An email with a link	Click the link. Pick a password. Sign in at admin.hydroxapp.com.

Both emails come from us, not from your own email account.

TELL THEM TO CHECK JUNK MAIL

This is the number one reason an invite "never came". Say it when you send the invite and you will save yourself a phone call.

Preplanned POs

Type the address in before the phone rings.

Work comes in all week. A purchase order lands in your email. The job starts later.

Type it in now, while you are sitting down. Then on the day it goes out, dispatch picks a row. Nobody types an address with somebody waiting on the phone.

You need to be a supervisor or higher to add one or send one out.

Type one in

- 1 Click the tab.**
It is the first tab.
- 2 Click .**
- 3 Type a job name.**
This is the only box you must fill in.
- 4 Type the street address.**
Then click . A pin drops on the map. Drag it to the exact spot.
- 5 Type your numbers.**
There are three boxes. One is the purchase order. One is the work order. One is the order request. Fill in the ones you have. Leave the rest empty.
- 6 Tick who goes.**
You can tick one person, or a whole team. You can also leave it empty and pick people later.
- 7 Set the alarm time.**
It starts at 60 minutes, or at whatever you used last time. Leave it empty for no alarm.
- 8 Click .**

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Each waiting row shows the job name, the address, the numbers, and who goes.

Every row has one button, **Manage**. The card it opens has **Send it out** at the top, **Edit** under it, and **Delete this purchase order** alone at the bottom.

Load a whole list at once

Got a lot of them? Put them in a spreadsheet and load them all in one go.

- Click **Download the template**.**
 It is a link under the title of this tab. You get an Excel file.
- Put one job on each row.**
 Row 1 has the names of the boxes: Job name, Purchase order #, Work order #, Order request #, and Address. Row 2 is an example. Delete it, or leave it. A left example is skipped.
- Put the whole address in the one Address box.**
 For example: 123 Main St, Anytown, MI.
- Save the file.**
 Then click **upload the sheet** and pick your file.
- Read the list.**
 Nothing is saved yet. You see every row. It says which rows got a map pin, which did not, and which were left out and why.
- Check the alarm time.**
 One box sets it for every row.
- Click **Load 3 purchase orders**.**
 The number is how many rows will go in. They show up in this tab.

UPLOAD PURCHASE ORDERS

Northwind purchase orders.xlsx: 3 to load — 2 with a map pin, 1 without one (pin those by hand later; the tab marks them). **1 left out**, listed first.

Columns used: Job name, Purchase order #, Work order #, Order request #, Address. Nothing shows on the map or on any phone until you press Send it out.

Row 2 · Pole swap — Main St

123 Main St, Anytown, MI 48000 ·

left out: the example row from the template

Order 4700001234

Work order 88213

Request R-1902

Row 3 · 4700001101

40555 Utica Rd, Sterling Heights, MI, 48313, USA · © pinned

Order 4700001101

Row 4 · Pole swap — Oakwood

20900 Oakwood Blvd, Dearborn, MI, 48124, USA · © pinned

Order 4700001102

Work order 88301

Row 5 · Service drop

100 Main St, MI · **no pin — two towns have this address: Clarkston and Memphis**

Order 4700001103

Request R-2210

ALARM IF THE CREW IS NOT THERE WITHIN (MINUTES) — FOR EVERY ROW

60

CANCEL

LOAD 3 PURCHASE ORDERS

Every row is shown before anything is saved. Rows left out say why.

GOOD TO KNOW

The job name can be the purchase order number. Job Stream adds the street to it. Then two jobs with one number still look different.

If the job name and the purchase order are two different numbers, that row is left out. Check which one is right, then load it again.

Loading the same sheet twice is safe. A row that is already here is left out.

If the map is not sure where an address is, the row still goes in. It says no pin yet. Click

Manage

Edit

, to drop the pin yourself.

Your own spreadsheet works too, if its columns have names like Job name, PO #, Address, Street or City. Excel files (.xlsx) and .csv files both work. Save an old .xls file as .xlsx first.

A SAVED ROW SHOWS NOWHERE YET

This surprises people, so read it twice. A new row just sits and waits.

It is not on the map. It is not in any crew member's site list. It is not in the box you pick a place from when you ask someone to go live.

Nothing goes out until you press **Send it out**. That is on purpose. Paperwork is not a work place yet.

Two screens do show it. This tab, and a Purchase orders screen on a manager's phone.

Send it out

Do this on the day the work really goes out.

1 Find the row.

The search box finds a job name, an address, or any of the three numbers.

2 Click **Manage** on the row, then **Send it out**.

3 Read the box that pops up.

It names the job and each person who will be told. Click **Send it out** again to go.

That one press does four things:

- Opens a job at that address.
- Puts the crew you ticked on that job. Their phone buzzes once, not twice.
- Tells each person to head there and go live. Each one gets their own clock, because they all start from different places.
- Turns the address into a real site, so it shows on the map.

When a person goes live from that alert, their job starts by itself. They do not have to tap Accept. Their job clock starts then.

That last step is the one that counts. If anything breaks before it, the row stays right here and the button still works. Press it again.

THE ROW LEAVES THIS TAB

That is meant to happen. Work that has gone out is not work that is waiting.

Look in the **Sites & jobs** tab instead. The address is a site there now, with the new job under it. It is on the **Map** too, and on the phone of everyone you put on it.

Where your numbers show up

We print them wherever that work shows up. They read like this: **PO 4471 · WO 88213 · PR R-1902.**

- On the site row in **Sites & jobs**.
- On every job row under it.
- On the same rows on the **Completed** and **Archive** tabs.
- On the customer package, with the words spelled out in full.

The message that buzzes the crew member's phone is shorter. It carries the purchase order number and the job name, and nothing else.

A number you left blank is not printed at all. A site that never came from a purchase order looks exactly the way it always did.

THINGS THAT CAN STOP YOU

You need somebody to pick. Crew, supervisors and managers can all go on a job. If nobody is on the list yet, it says so. You can still save the row and send it out.

Somebody who has left gets dropped. We tell you on screen. We give their name when we still have it, and how many otherwise. Take them off the row, or invite them again from **Members**.

No pin means no alarm. The row says so in amber. We will not set an alarm that can never ring.

Pressing twice is safe. The same job cannot open two times.

One person may miss the message. The rest still go. The screen tells you who missed it, so you can send it again from **Members**.

Make a site

A site is a place you work. Do this before you make jobs.

A site needs a name and a pin on the map. The pin is the important part. It is how we know whether someone is really at the job.

1 Click the **Sites & jobs** tab.

2 Click **New site**.

3 **Type a site name.**

Use a name your crew will know. "Elm St Tower" beats "Site 4".

4 **Type the street address.**

Then click **Find**. A pin drops on the map.

5 **Check the pin.**

Drag it to the exact spot if it is off. You can also click the map. Click **Satellite** at the top of the map to see a photo from above. It helps you find the right pole or building. Click **Map** to go back.

6 **Set the on-site radius.**

This is a circle around the pin, in feet. 500 feet is a good start.

7 Click **Save site**.

NEW SITE

SITE NAME

North Yard

ADDRESS

Sterling Heights, MI, USA

FIND

ON-SITE RADIUS (FEET)

500

HEADS-UP DISTANCE (MILES) — OPTIONAL

off

Crew on the job show as "coming in" once they are this close. It does not count as time on site.

Drag the pin to the exact spot. The address is only a label. The pin is the truth.

What the radius does

Two things happen with that circle.

- Work done inside the circle counts as **on-site hours**. You will see a check mark on the timesheet.
- If someone goes live outside the circle, the person they report to gets an alert.

DO NOT MAKE THE CIRCLE TOO SMALL

Phone location is not perfect. It can be off by 30 to 100 feet on its own.

A small circle will say someone is off-site while they stand on the job. Start at 500 feet. Make it bigger for a large yard, not smaller.

A site with no pin

A site without a pin still works. But on-site hours and off-site alerts are both switched off for it. The site row will say so. Click **Manage** on the site row, then **Pin location**.

The three tabs

Sites & jobs has three tabs across the top. A site sits on the tab its jobs are on, and moves with them.



Open, Completed, Archive. Sites move between them as their jobs finish.

TAB	WHAT IS ON IT
Open	Work still being done. A new site starts here.
Completed	Jobs sent in for review, and jobs you approved. The tab pulses while a job waits for review.
Archive	Work filed away. Jobs come here only when someone archives them. Nothing is deleted. Reopen a job and its site comes straight back.

When every job at a site is sent in or approved, the site moves to **Completed**. When every job at it is filed, the site moves to **Archive**. A site with no jobs at all sits on Archive too, unless you keep it on Open.

Find a job

Type in the box under the **Sites & jobs** title. You can type a purchase order number, an address, a town, a job name or a person's name. The list shows only what matches.

Clear the box to see everything again.

List jobs by purchase order

One purchase order can cover many addresses. You may want one line for each job, not a box for each site.

Click **By purchase order**, next to the search box. Each job gets one line. The line starts with the purchase order number. Then it gives the street and the town. The lines go in number order. Jobs with no number go last.

Click **By site** to go back. This computer remembers your pick.

The two buttons show only once a site that went out has a purchase order number.

A site's own buttons are still there. Click **Manage** on a job, then **Manage site**.

SITES & JOBS		OPEN	COMPLETED	ARCHIVE	NEW SITE
Find a job, address or number...		BY SITE		BY PURCHASE ORDER	
4700100200 · 6500 Sample Mile Rd, Warren		open		MANAGE	
Sam Ruiz					
● live now					
4700100200 · 28800 Example Dr, Warren		open		MANAGE	
Nobody on it					
4700100355 · Maple and Example, Roseville		open		MANAGE	
Ana Beltrán					
Maple and Example - Roseville					
4700100501 · 900 Sample Ave, Algonac		open		MANAGE	
Ana Beltrán					

By purchase order: one line for each job, in number order.

Keep a site on Open

Some sites you go back to every week. Keep those on Open so they never move.

Click **Manage** on the site row, then **Keep on Open**. The site's bar shows a **pinned** chip. A site you make with **New site** starts pinned. A site that came in as a purchase order does not.

To let it move again, click **Manage**, then **Unpin**.

Archive old jobs at once

Jobs never move to the Archive by themselves. You choose when.

1 Click the **Completed** tab.

2 Click **Auto Archive**.

3 Type how many days old.

It starts at 30. The days count from when each job was approved. Type 0 for every approved job.

4 Read the count.

It tells you how many approved jobs will move.

5 Click the button that says how many.

For example, **Archive 18 jobs**.

It only moves approved jobs. Work that is still open, or waiting for review, stays put. Nothing is deleted. Supervisors and managers can use it.

AUTO ARCHIVE

Moves approved jobs to Archive once. The days count from when each job was approved. Jobs set to Skip Auto Archive stay put. Nothing is deleted.

OLDER THAN (DAYS)

30

2 approved jobs older than 30 days will move to Archive.

CLOSEARCHIVE 2 JOBS

Type the days. The box tells you how many jobs will move before anything moves.

Keep a job out of Auto Archive

Click Manage on the job. Then tick **Skip Auto Archive**. The job's row shows **skips auto archive**, and Auto Archive leaves it alone.

You can still archive that job by hand. Use its own Archive button.

Make a job

A job is one piece of work at a site.

Think of a job as a work order. "Replace the roof unit." "Third floor rough-in." A site can have many jobs.

- 1** Go to `Sites & jobs`.
- 2** Find your site.
Its jobs sit right under it.
- 3** Type the job name
in the box at the bottom of the list.
- 4** Add dates if you want them.
Two date boxes sit next to the name. Both are optional. Leave them blank and the job stays undated.
- 5** Click `Add job`.

The screenshot shows a dark-themed interface for a site named "Sterling Heights Site". At the top right, it says "1 open · 1 total". Below this is a grey bar containing coordinates and address: "© 42.61000, -83.03000 · on-site within 200 ft · 75 Example Avenue, Anytown, MI 48000". To the right of this bar is a "MANAGE" button. Below the grey bar is a job row for "Pole Down" by "Cole Vargas". To the right of the job name is a green "open" status indicator and another "MANAGE" button. At the bottom of the interface is a form with three input fields: "New job name", "mm/dd/yyyy", and "mm/dd/yyyy", followed by an "ADD JOB" button.

Jobs sit under their site. The grey bar shows how many are open.

What a job row tells you

A job row is a report. It has one button, `Manage`. Everything you can do to the job is inside the card that button opens.

The row itself says:

- **Who is on it**, and whether each person is working, paused or not started.
- **Nobody on it**, when the job has no crew yet.
- **Live now**, with names, when someone is streaming at that site.

- **Needs attention**, when a crew member there has asked for help.
- Its state: **open**, **waiting for review** or **done**. Its dates and its subcontractor too, if it has them.

The Manage card on a job

Click **Manage** on the row. Not every job shows every button. Some change their words as the job moves along.

BUTTON	WHAT IT DOES
Review work	Shows up at the top when crew send the job in. Approve it or send it back.
Crew	Choose who works on this job.
Add pictures	Put pictures on the job that the crew texted or emailed to you. The steps are in Photos . Supervisors and managers have it.
Package	Builds a proof-of-work file you can show a customer. It reads Review package once the job is done.
Dates and subcontractor	A start date, an end date, and which subcontractor runs the job. All three are optional. Click Save after a change.
Mark done	Closes the job by hand. It reads Reopen on a job you already closed.
Archive	Hides an old job from the list. Nothing is lost.
Skip Auto Archive	A tick box. Auto Archive leaves this job alone. Its own Archive button still works.
Manage site	Opens the card for the job's site. That is where you change its pin, keep it on Open, or delete it.
Delete this job	Takes the job away for good. It sits alone at the bottom of the card. Managers and owners only.

Approved jobs stay on **Completed** until someone archives them. To put many away at once, use **Auto Archive** on the Completed tab.

Give a job to a subcontractor

You can hand a job to another company. Their own boss then picks who goes.

1. Click **Manage** on the job row.
2. Under **Dates and subcontractor**, pick the company from the list.

3. Click **Save**.

Their supervisors get an alert, and the job shows their name. Every supervisor can still see it and help staff it.

Leave it set to — **anyone** — and the job works the way it always has.

WHO CAN HAND OUT A JOB?

Managers and owners. A supervisor cannot.

ARCHIVE AND DELETE ARE NOT ALIKE

Both are on the Manage card. **Delete** sits alone at the bottom, under a line, so it is hard to press by mistake. Still, know the difference.

Archive keeps every part of the job. The hours stay. The photos stay. The customer package stays.

Delete takes the job away for good. There is no way back.

When in doubt, archive. That is the safe one.

Delete a job

Use it on a job somebody made by mistake. Little else.

DELETE HAS NO UNDO

The job goes for good. Its name, its dates and its crew list go with it.

There is no bin to fish it back out of. We cannot bring it back for you.

To clear an old job off the list, use **Archive**.

Only managers and owners can delete a job. A supervisor cannot.

A supervisor does not see the button at all. It is not greyed out. It is simply not on the card. Ask a manager instead.

1 Find the job

in **Sites & jobs**. Or on the **Archive** tab, if you put it away.

2 Click **Manage**, then **Delete this job**.

It is alone at the bottom of the card.

3 Read the box.

It names the job.

4 Click Delete job.

There is nothing to type. That press is final.

What stops a delete

We only let you delete an empty job. If the job holds work, we say no and tell you why.

WHAT STOPS IT	THE BOX STARTS WITH	WHAT TO DO
Time on the clock	"This job has 42 minutes on the job clock (see Timesheet, set Period to All time)."	Archive it. Those hours are pay, and they live nowhere else.
Photos	"This job has 3 photos (see Photos)."	Archive it. The photos stay with the job.
Video	"This job has video (see the job's Work package)."	Archive it. Video still going up counts too.

The box says more than that first line. It tells you the work is copied nowhere else, and that the archive keeps it readable for ever. If two of these apply, it names both.

The clock starts the moment a crew member accepts the job. No camera has to come on. So a job somebody tapped by mistake can still hold time. Going live when you asked them to at that site accepts the job too.

A site will not delete while it has jobs

This comes up a lot now. Every purchase order you send out makes a job.

Click Manage on a site row, then Delete this site, and you may get this back:

"2 jobs still at this site. Archive them first — archived jobs stay readable, and crew stop being asked to accept them."

The phone says it shorter, in a box titled **Couldn't delete**.

FINISHING A JOB DOES NOT UNBLOCK THE SITE

Only archiving does. A job marked **done** still blocks. So does one waiting for review.

The grey bar counts open jobs, so it can read **0 open** while a finished job is still holding the site. Read the **total** and **archived** counts instead. They have to match.

1 Find the site

in **Sites & jobs**.

2 Click **Completed**.

The list starts on **Open**, which hides finished jobs — and those still block you.

3 Click **Manage** on every job listed, then **Archive**.

4 Check the grey bar.

The archived count should now match the total.

5 Click **Manage** on the site again, then **Delete this site**.

This time it goes.

Supervisors and managers can both archive. A manager can delete an empty job instead, but archiving is the one that always works.

WHY WE DO NOT DELETE THE JOBS WITH THE SITE

The jobs hold the hours, the photos and the customer package. Nothing else holds a copy.

Archiving keeps all of it. An archived job carries the site name itself, so you can still read it after the site is gone.

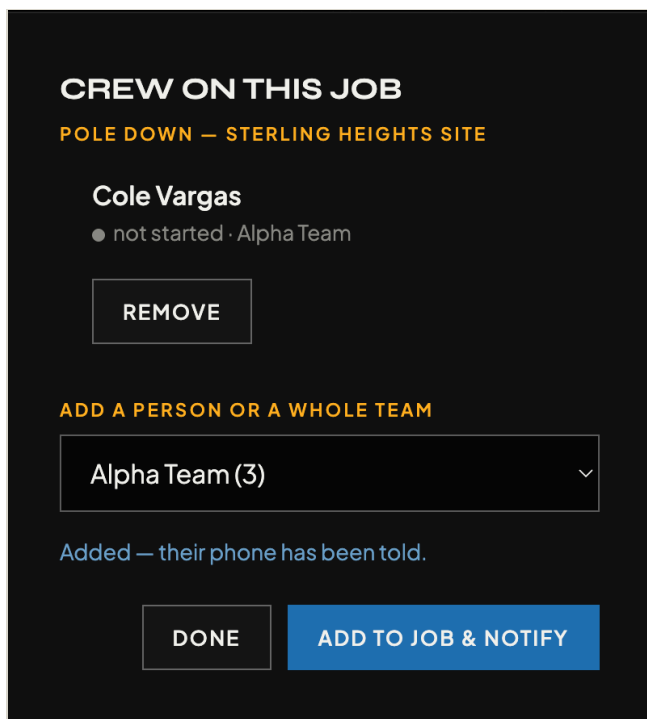
An orphan job is worse. It shows on no screen here, and it goes on asking a crew member to accept it.

Put people on a job

This is what makes a job show up on a crew member's phone.

- 1 Find the job**
in the Sites & jobs tab.
- 2 Click `Manage` on its row, then `Crew`.**
- 3 Pick a person**
from the list. You can pick a whole team instead.
- 4 Click `Add to job & notify`.**

Their phone buzzes right away. The job shows up under **My work**.



Pick one person, or a whole team at once.

What happens next

- 1** The crew member opens the job and taps **Accept this job**. Or they go live when you ask them to at that site. That accepts it too.
- 2** Their location starts being shared. They cannot switch it off while the job runs.

3 They work. They can pause and start again as many times as they need.

4 When it is done they go live, show the work, and tap
Send in for review

5 You get an alert. The job row shows **Review work**.

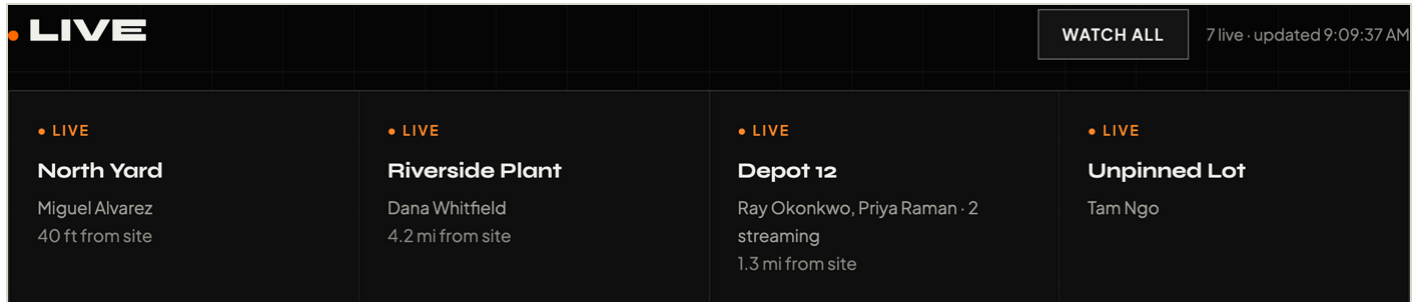
THE JOB STAYS OPEN UNTIL YOU APPROVE IT

Crew cannot close their own job. That is on purpose. Somebody has to look at it.

See who is live

The Live tab is the one you will keep open.

Every crew member who is streaming shows up here. Click a tile to make it big.



One tile per live stream. The name under each one is who is on it.

Ask someone to go live

You do not have to wait. You can ask.

- 1 Click **Request to go live**.
- 2 Pick a site, or pick one person.
- 3 Click **Send request**.

Their phone buzzes. It shows a green banner. One tap puts them live.

If you pick a **site**, everyone on that site gets asked. The first one to go live answers it.

Is the person on a job at that site that they have not started? Going live starts it for them. A paused job stays paused.

Somebody raised their hand

Crew have a **Get attention** button on their phone. When they press it, an orange banner appears at the top of your Live tab.

The banner stays until somebody clicks it. Clicking it tells the crew member that you saw it.

DO NOT IGNORE THE ORANGE BANNER

It is the only way a crew member can reach you without a phone call. They see nothing on their end until one of you clicks it.

Mark a moment

See something go wrong while you watch? Click  **Mark**. Click it again when it is over.

This saves that piece of the video. You can build a claim from it later. See the Incidents part below.

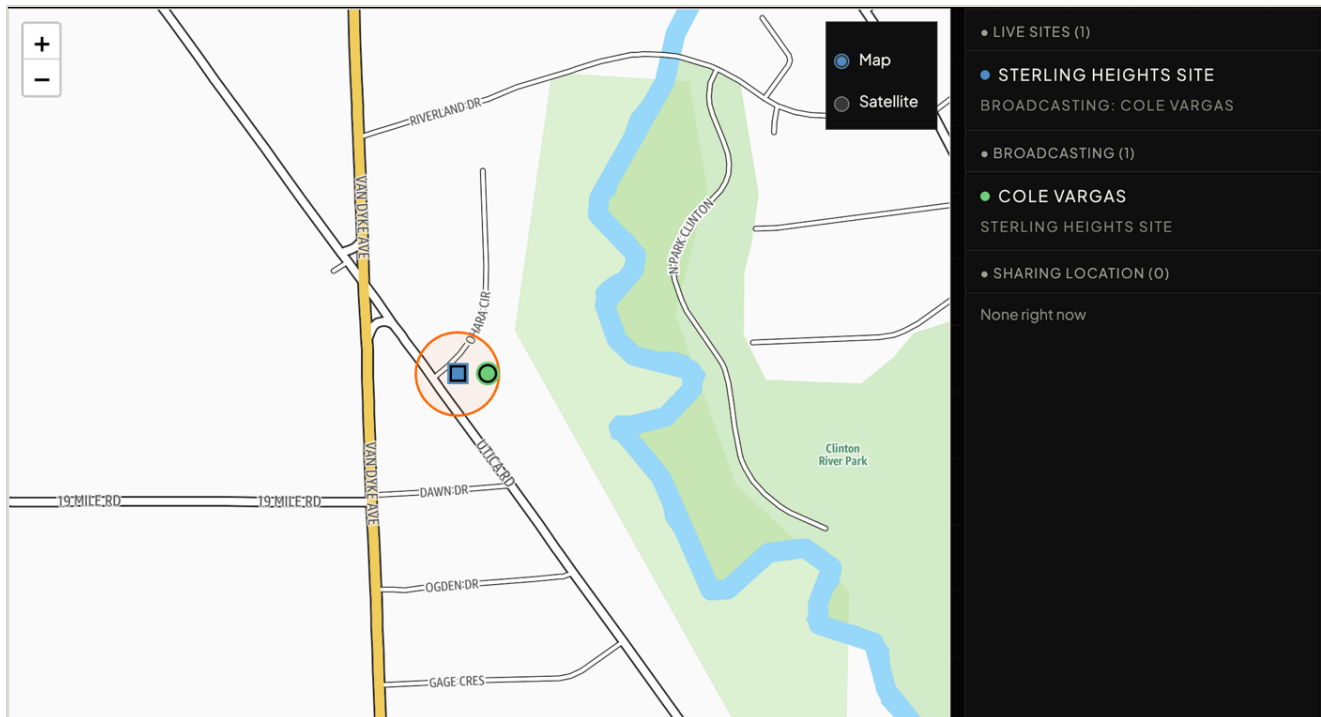
The map

Where everyone is, right now.

Each dot is one person. Square pins are your sites. The circle around a pin is its on-site radius.

Click a dot to see who it is. From there you can watch them, ask them to go live, or get directions.

Click **Satellite** at the top of the map to see a photo from above. Click **Map** to go back.



Dots are people. Pins are sites.

Give your crews different colours

Handy when you run more than one crew, or bring in help from another company.

- Set a colour on a **team**. Everyone on that team gets it.
- Or set a colour on **one person**. That beats the team colour.

Set a team colour on the **Subcontractors** tab. Set one person's colour with **Manage** on their row.

NO DOT FOR SOMEONE?

They have to switch on **Share my location** on their phone. It is off until they turn it on.

It turns itself on when they accept a job, and stays on until they pause it.

Photos

Every photo, stamped with time and place.

Crew take photos in the app. They show up here. Each one carries the time it was taken and where the phone was.

Pictures you add to a job show up here too.

Use the filter box to search by crew name, site or date.

Click a photo to see it full size.

Add pictures to a job

Some crews do not use the app. They text or email their pictures to you. You can put those pictures on the job.

1 Save the pictures to your computer.

2 In **Sites & jobs**, click **Manage** on the job.

3 Click **Add pictures**.

4 Choose the pictures.

You can pick many at one time. Pictures straight from an iPhone work too. In Chrome, each one takes a few seconds to get ready.

5 Check the time on each one.

A picture from a phone fills in its own time. A picture sent by text or email has no time in it. Type the time the crew gave you.

6 If you know where they were taken, paste the place.

Use the **Where they were taken** box. In Google Maps, right-click the spot. Click the two numbers at the top to copy them. Then paste them in the box.

7 Click **Save pictures**.

Nobody gets an alert. A picture keeps the place saved in it. If it has none, it gets the place you pasted. If you left the box empty, it gets the site's pin. The pin shows where the site is, not the spot where the picture was taken.

ADD PICTURES

POLE DOWN
Nobody gets an alert. A picture sent by text or email has no time saved in it, so type when it was taken.

Choose Files

No file chosen

WHERE THEY WERE TAKEN (OPTIONAL)

42.61963, -82.53243

Only for pictures with no place saved in them. Left empty, they get the site's pin. In Google Maps, right-click the spot, click the two numbers at the top to copy them, and paste them here.

 **texted-picture.jpg**
Place: none saved in the picture.
No time saved in it: type when it was taken

mm/dd/yyyy, --:-- --

LEAVE OUT

CLOSE

SAVE PICTURES

This picture came by text, so it has no time. Type one in the box, then save.

Save a photo to your computer

1 Find the photo.

Use the filter box if the list is long.

2 Click Download under it.

The photo saves on your computer, most often in the Downloads folder.

You get the real photo, full size. Nothing is changed.

The file name starts with the day and the time it was taken. Then it says who took it. For example:

Job Stream photo 2026-10-01 22-51-35 Nora Castillo.jpg

The time uses a 24-hour clock. So 22-51 means 10:51 at night.

Recordings

Video we saved from past live streams.

Every live stream is recorded on its own. Nobody has to press record.

Click on a row to watch it. The list under it shows who was on that stream.

A NEW RECORDING TAKES A FEW MINUTES

The video file is built after the stream ends. It takes about 3 minutes.

An empty list right after a stream almost always means "still uploading". It is not lost. Wait, then click .

Save a video to your computer

1 Find the row.

2 Click on the row.

The video saves on your computer, most often in the Downloads folder.

You get the whole video, just as it was recorded. We do not cut it or change it.

The file name starts with the day and the time the stream began. Then it says the site and who was on it.

A big video can take a few minutes to save. Your browser shows how far along it is.

We delete old video after a while (see below). Need one for longer? Save it to your computer first.

A VIDEO IN PARTS

A long stream can be saved in parts. The row says how many, like "2 parts".

Then the button says . Click it one time for each part. Each click saves the next part as its own file.

How long we keep video

We keep site video for **90 days**. After that we delete it.

This used to be one year. We made it 90 days in August 2026.

You never have to guess. Every row shows its own date in small grey text.

WHAT THE ROW SAYS	WHAT IT MEANS
Deletes Nov 14, 2026 · 76 days · company default 90d	Normal. It follows your company's number.
Deletes tonight (Aug 30, 2026)	It goes in the next clean-up.
Due to delete (Aug 2, 2026)	Past its date and still here. This is nearly always incident video, which we keep.
The same line in amber, with a name on it	Somebody set this date by hand. It shows who, when and why.

Change it for your whole company

- 1 Click at the top of the screen.
A box called "Company settings" opens.
- 2 Find "Keep site video for".
Type how many days you want. Any whole number from 7 to 365.
- 3 Click .

A bigger number saves in one click.

Managers and owners can change this. Supervisors cannot.

A SMALLER NUMBER REACHES BACKWARDS

The new number covers video you already have. It is not just for new video.

Say you cut 90 days down to 30. Video from 40 days ago is now too old. It goes in the next clean-up, and it does not come back.

So we ask twice. turns into a second button. It names the exact date. Read it before you click.

Give one video its own date

You can also set a date on one recording. That date beats your company's number. It works both ways. You can keep a video longer, or clear it sooner.

1 Click **Expiry on the row.**

A box called "When this recording expires" opens.

2 Pick a date under "Keep until the end of".

You can go up to one year out.

3 Say why.

The "Why (optional)" box takes a short note, like "open insurance claim".

4 Click **Save.**

The line turns amber. It now shows your name and your note.

Supervisors and managers can both do this.

To go back to the normal rule, open the same box. Click **Use company default**. That button only shows on a video somebody has already set a date on.

WHEN THIS RECORDING EXPIRES

8/28/2026, 8:52:52 AM · Warren Yard · —

KEEP UNTIL THE END OF

 8/26/2026

The recording is deleted overnight after this date, permanently. Maximum one year out.

WHY (OPTIONAL)

e.g. open insurance claim

No one has changed this — it follows the company default of 90 days.

CANCEL

SAVE

Pick a date, say why, and the row will show both.

INCIDENT VIDEO IS NEVER DELETED

Video from a marked incident is kept, at any age. None of the numbers above touch it.

We freeze the whole recording, not a slice of it. If any part of it belongs to the incident, all of it stays.

Marking the incident **resolved** does not release it. The video stays as long as the incident does.

Two steps free it. A manager resolves the incident. Then a manager deletes it.

PHOTOS HAVE THEIR OWN RULE

Photos are kept for one year, not 90 days. Nothing above changes that.

The Photos tab does not print a date on a photo, so there is nothing to read there.

Hours

The Timesheet. Who was on site, on which job, and for how long.

Time counts when two things are true. The person accepted a job at a pinned site. And their phone is inside that site's circle.

Tapping **Accept** accepts a job. So does going live when you asked them to at that site.

A site with no pin counts no time. Pin your sites.

Read the timesheet

1 Click **Timesheet** in the menu.

2 Next to Period, pick how far back to look.

You can pick Last 7 days, Last 30 days, or All time. These count back from today. They are not pay weeks.

3 Each person shows their total hours.

Click a job under their name to see each line.

4 Each line is one stretch of time on site.

The times are Eastern time.

The filter box finds a crew name, a site or a date. **Refresh** loads it again.

The screenshot shows the TIMESHEET application interface. At the top, there's a header with the title "TIMESHEET" and a filter box labeled "Filter by crew, site, da". To the right of the filter box is a "PERIOD" dropdown menu set to "Last 7 days". Further right is a checkbox labeled "Pay drive time (yard to yard)". On the far right are two buttons: "ADD A LINE" and "REFRESH".

Below the header, the main content area displays a list of time entries for a user named "Cole Vargas". The total time for Cole Vargas is "Total 11h 35m · 2 jobs · last 7 days".

The first entry is for "Pole Down · Warren Yard" with a total of "9h 20m · 3 lines". It has a yellow warning icon and text "1 lost" and a green checkmark icon and text "1 added".

Below this, there are two entries for "Sun, Sep 27":

- The first entry is from "10:20 AM - 2:15 PM" with a duration of "3h 55m".
- The second entry is from "7:10 AM - 10:05 AM" with a duration of "2h 55m". It has a yellow warning icon and text "location lost".

Below these, there is an entry for "Sat, Sep 26" from "1:00 PM - 3:30 PM" with a duration of "2h 30m". It has a note "Vic Moreno: Phone died in the vault" and a "REMOVE" button.

At the bottom, there is a partially visible entry for "Transformer swap · Sterling Heights Site" with a duration of "2h 15m · 1 line".

First the person, then the job, then each line. The marks on the right tell you what to check.

MARK ON A LINE	IT MEANS
● counting	The time is still going. It is not a final number yet.
⚠ location lost	Their phone sent no location for 15 minutes. Check this line. Their phone may have died.
yard to yard	Your company pays all of the job clock, drive included.
✍ name: reason	Someone added this line by hand. It shows who added it, and why.

A job with one of these marks says so on its own row too, like ⚠ 1 lost or ✍ 1 added. So you can spot it without opening every job.

When a line ends

A line ends when the person has been outside the circle for 15 minutes. It also ends when their phone sends no location for 15 minutes.

Either way, the line stops at the last time we saw them inside. It does not run on for the 15 minutes.

Add missing time

Sometimes a phone dies, or a person works in a basement where the phone cannot tell where it is. A supervisor or a manager can add that time by hand.

1 Click .

2 Pick the person and the job.

The person must already be on that job.

3 Pick the date, and the time they started and stopped.

Use Eastern time. If the stop time is earlier than the start time, it means the shift went past midnight.

4 Type a reason.

You must fill this in. The reason shows on the line and in the payroll file.

5 Click .

IF IT SAYS	DO THIS
That person is not on this job	Put them on the job first, in Sites & jobs.
That overlaps time this person already has	They already have time then. Look at their lines.
A line cannot end in the future	Fix the stop time.

To take off a line you added, click its **Remove** button. You can only remove lines that someone added by hand. Job Stream keeps a record of every line added or removed.

Pay drive time

A manager sees a switch next to Period, called **Pay drive time (yard to yard)**.

When it is off, only time inside the site's circle counts. When it is on, the whole job clock counts. That is from **Accept** until the job is paused or sent in, driving included. Going live from your Send it out alert counts as Accept. So if they go live from it, their paid time starts then.

DECIDE THIS ONE TIME

Changing the switch changes the hours for past weeks too. It also changes every payroll file you make after that. Decide it one time, with the owner of your company.

Save it to a spreadsheet

1 Next to Period, pick the time you want.

2 Scroll to the bottom of the page. Click **Export timesheet**.

This saves a file on your computer, most often in the Downloads folder.

3 Open the file in Excel or Numbers.

It has these columns: Crew, Site, Job, Date, In, Out, Hours and Note.

Hours are written as numbers. For example, **7.50** means seven and a half hours.

READ THE NOTE COLUMN BEFORE YOU PAY

If a person's time is still counting, the Out column is empty, and the Note says so.

A line someone added by hand carries its reason in the Note too.

THE PHONE DOES NOT SHOW EVERYONE'S HOURS

On the phone, **My hours** only shows your own. Use the computer to see everyone's.

Review finished work

Crew send work in. You say yes or no.

- 1** Go to **Sites & jobs**.
Jobs waiting on you are counted in amber on the grey bar.
- 2** Click **Review work**
on the job row.
- 3** **Watch the video**
the crew sent. Look at the photos.
- 4** **Make your call.**

BUTTON	WHAT HAPPENS
Approve — job done	The job closes. The crew get a note saying it was approved.
Send back to fix	You write what is wrong. You pick who fixes it. Their phone buzzes and shows your note.

SENDING IT BACK DELETES THAT ROUND'S VIDEO

Not the photos. Not anything tied to an incident. Just the proof video from the round you rejected, because they are going to shoot it again.

Incidents

When something goes wrong, this is where it lives.

An incident is a record of a bad moment. A fall. Damage. A near miss.

Make one

Click [Mark an incident](#) in the Incidents tab. Write what happened in plain words. Insurance adjusters read this box.

You can also mark one while you watch a live stream. Click [▶ Mark](#) at the start and again at the end. That saves the exact piece of video.

Build a claim package

Click [View claim](#) on an incident row. You get one page with:

- What happened, and when.
- The video from that moment.
- Photos from around that time.
- The location trail.

Click [Print / Save as PDF](#) to send it on.

Closing one

Supervisors and managers can mark an incident **resolved**. Only a manager can delete one, and only after it is resolved.

EVIDENCE IS LOCKED WHILE AN INCIDENT IS OPEN

You cannot delete video or photos that an open incident points at. This is on purpose. It keeps your evidence from going missing.

To release it: resolve the incident first, then delete it.

Company settings

Your name and colours on the app.

Click **Branding** on your company. You can set:

- Your logo. It replaces the Job Stream name on your crew's phones.
- Your main colour. It tints the buttons.

Alerts you get on this computer

Click **Enable alerts** the first time. It is at the bottom of the left menu, under **You**. Your browser will ask permission. Say yes. The button goes away once the browser has answered.

Now you get a desktop pop-up when crew go live, when someone raises a hand, and when a job comes in for review.

To turn some of these off, go to **Settings** then **Notification settings**.

When something looks wrong

The five calls we get most, and what fixes them.

THE INVITE NEVER ARRIVED

Check junk mail. Then check the spelling of the address. Then ask your email people to allow mail from hydroxapp.com. See page one of this part for more.

A CREW MEMBER IS NOT ON THE MAP

They have to switch on **Share my location** on their phone. It starts off. It also needs location permission set to **Always** in the phone's own settings, not just **While Using**.

A RECORDING IS MISSING

Wait 3 minutes and click Refresh. The file is built after the stream ends.

HOURS LOOK TOO LOW

Check the site has a pin, and check the circle is big enough. Hours outside every circle still show up, just with a warning mark instead of a check.

SOMEONE SAYS THE APP SAYS "YOU'RE NOT ON A COMPANY YET"

Their invite is still pending, or they made their account with a different email than the one you invited. Check the Members tab. The email must match exactly.

Need a hand?

Two ways to get help.

1 Ask your supervisor or manager first.

Most questions are about your own company's sites and jobs. They set those up, so they know the answer.

2 Email support@hydroxapp.com.

Tell us your name, your company, and what screen you were on. A picture of the screen helps a lot.

About the pictures in this manual

Every picture is from a practice company we made up. The names, sites and addresses are not real. Your screens will show your own company instead.

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