



JOB STREAM

PART 3 – THE PHONE: MANAGERS

For managers and supervisors

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

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What this part is for

Running your crew from your phone.

You can do most of your job from the phone. Watch live video. See where everyone is. Make jobs. Approve finished work.

The computer side does more, and it does it on a bigger screen. Use the phone when you are out. Use the computer when you are in.

WHO THIS PART IS FOR

Managers and supervisors. Your two home screens look exactly the same.

You also see the same things: every job, person, photo and hour in the company, and every live stream and recording. A manager can do a few more things. See **Supervisor or manager?**

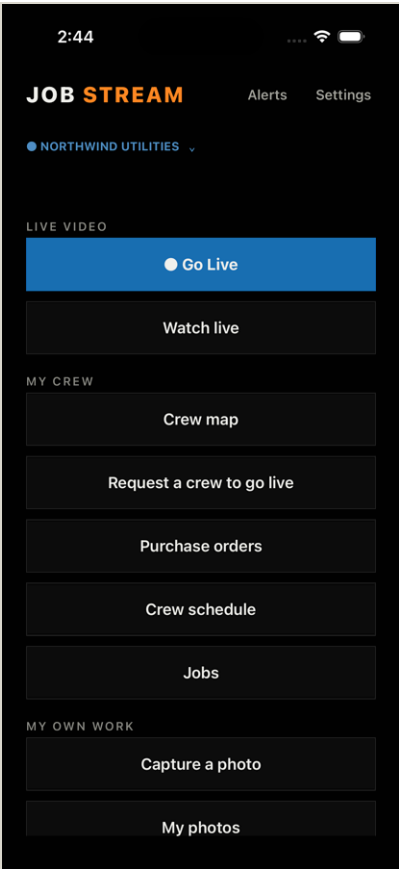
Get set up

Setting up your phone is the same as it is for crew. Get the app. Make your account with your invite code. Say yes to notifications, location and camera.

All of that is in Part 2, pages 2 and 3. Do that first, then come back here.

Your home screen

Three groups of buttons.



A manager's home screen. A supervisor's looks the same.

LIVE VIDEO

● Go Live	Stream from your own camera.
Watch live	Watch your crew. The number beside it is how many are on right now.

MY CREW

Crew map	Everyone's spot on a map.
Request a crew to go live	Ask somebody to turn their camera on.
Crew schedule	Who is meant to be where.
Jobs	Make jobs. Put crew on them. Approve finished work.

MY OWN WORK

Capture a photo	Take a stamped photo yourself.
My photos	Photos you took.
My hours	Your own hours.

There is also a **Share my location** switch. You show on the map too when it is on.

Watch your crew

Tap **Watch live**.

You get a list of everyone streaming right now. Tap one to watch.

You can hear them. They can hear you if you hold the talk button.

The buttons on the live screen

BUTTON	WHAT IT DOES
▶ Incident	Marks this moment as an incident. Tap once to start, again to end.
The shutter	Takes a full-size photo out of the live video.
◎ Follow crew	Keeps the map on them as they move.

MARKING AN INCIDENT SAVES THAT PIECE OF THE VIDEO

It does not save a copy somewhere else. It locks the real one so nothing can remove it while the incident is open.

You build the claim package on the computer. See Part 1.

Ask somebody to go live

You do not have to wait for them.

- 1 Tap .
- 2 Pick a site, or pick one person.
- 3 Send it.

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

Did you pick a site? If they are on a job there they have not started, going live starts it.

SITE OR PERSON?

Pick a **person** when you want that person.

Pick a **site** when you just need eyes there. Everyone on that site gets asked. The first one to go live answers it for the rest.

Somebody raised their hand

This is the alert that matters most.

Crew have a **Get attention** button. When they press it, an orange banner shows up at the top of your home screen with their name on it.

1 Tap the banner.

It opens their stream if they have one.

2 That also tells them you saw it.

A green line appears on their phone with your name.

3 Then do something about it.

Call them, or send help.

THE BANNER DOES NOT GO AWAY ON ITS OWN

It stays until a supervisor or manager taps it. That is on purpose.

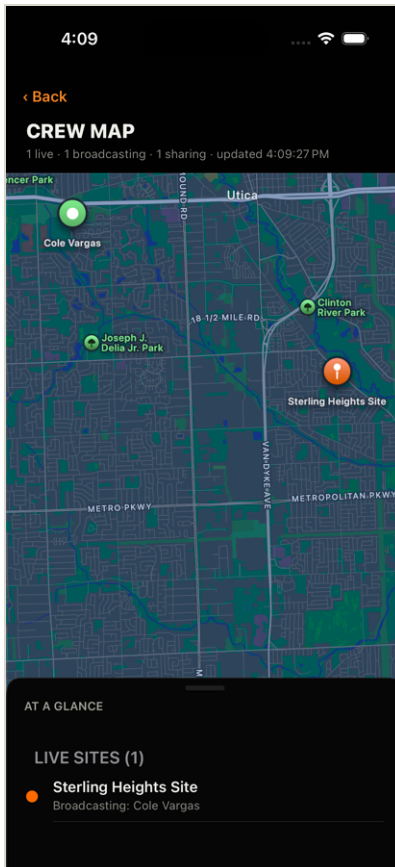
Until somebody taps it, the crew member has no idea anyone saw them.

The crew map

Where everybody is.

Each dot is one person. Square pins are your sites. The circle around each pin is that site's on-site area.

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



Tap a dot to see who it is.

SOMEBODY MISSING FROM THE MAP?

They have to switch on **Share my location** on their own phone. It starts off.

It switches itself on when they accept a job.

Jobs

Make work, hand it out, sign it off.

Make a job

- 1 Tap **Jobs**.
- 2 Tap the plus button at the top.
- 3 Pick which site the job is at.
- 4 Type the job name.
Add a note if it helps.
- 5 Tap **Create**.

A JOB NEEDS A SITE FIRST

If you have no sites yet, the app tells you so. Sites are made on the computer. See Part 1.

Put people on it

- 1 Tap the job in the list.
- 2 Tap **Crew on this job**.
- 3 Pick a person, or a whole team.

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

The words on a job row

IT SAYS	IT MEANS
Open	Handed out. Nobody has finished it.
Working now	Somebody is on it right now.
Paused	They stopped for now.
Sent in — waiting for review	Waiting on you.
Approved	Finished and signed off.

Quick actions

Swipe a job row left. You get **Done** and **Archive**.

Archiving hides an old job. It deletes nothing. Jobs do not archive themselves. To put many old jobs away at once, use **Auto Archive** on the computer.

Approve finished work

A crew member sends the job in. You say yes or no.

- 1 Tap **Jobs**,
then tap the job. It says **Sent in — waiting for review**.
- 2 Tap **Review the work**.
- 3 **Watch the video**
they sent. Look at the photos.
- 4 **Pick one:**

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

WRITE A REAL NOTE WHEN YOU SEND IT BACK

Your note is the only thing they see. "Not good enough" sends somebody back to a site without telling them what to do.

"The seal on the north duct is not finished" gets it fixed in one trip.

SENDING IT BACK REMOVES THAT ROUND'S VIDEO

The photos stay. Anything tied to an incident stays. Only the proof video from the round you turned down goes, because they are going to shoot a new one.

No video came through

A stream's video file takes about 3 minutes to build after the stream ends. An empty list right after a job comes in usually means "still uploading".

Wait a few minutes and look again before you send it back.

The crew schedule

Who is meant to be where.

The board shows each crew member, the site they are down for, and whether they have actually turned up there.

JOBS ARE REPLACING THIS

Putting somebody on a job already tells them where to go and when. Most companies do not need the schedule at all. We are removing it in a later version.

Choose which alerts reach you

Settings, then Notification settings.

You can mute four kinds of alert.

ALERT	FIRES WHEN
Crew live & off-site	A crew member starts streaming, or streams away from the site.
Get-attention	A crew member asks for eyes on their stream.
Go-live answered	Somebody you asked actually goes live.
Location & photos	A crew member starts sharing their spot, or adds a photo.

A muted alert still shows up in your bell. It just does not buzz.

THINK BEFORE YOU MUTE GET-ATTENTION

That is a crew member asking for help. If you mute it, you find out when you next open the app.

Supervisor or manager?

Same screens. Same lists. A manager can do a few more things.

	SUPERVISOR	MANAGER
Sees on the map	Everyone	Everyone
Sees jobs, hours and photos from	Everyone	Everyone
Sees live streams from	Everyone	Everyone
Sees recordings from	Everyone	Everyone
Makes sites and jobs	Yes	Yes
Approves finished work	Yes	Yes
Invites new people	Crew and supervisors	Anyone
Deletes an incident	No	Yes, once resolved

Everyone in the company shows up in the people list. A supervisor can do the same things for anyone's crew. Only a manager can change another supervisor or a manager.

When something looks wrong

Four quick answers.

WATCH LIVE SAYS NOBODY IS ON

Nobody is streaming, or you have no signal. Pull the list down to refresh it.

A CREW MEMBER HAS NO DOT

They have not switched on **Share my location**, or their phone's location is set to **While Using** instead of **Always**.

THE JOB WILL NOT LET ME APPROVE IT

A job under review leaves only through a verdict. Open the job and tap Review the work. Marking it done from the list will not work.

SOMEBODY SAYS THEY NEVER GOT THE JOB

Check they are actually on it. Open the job, tap **Crew on this job**, and look at the list. Adding somebody is what sends the alert.

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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