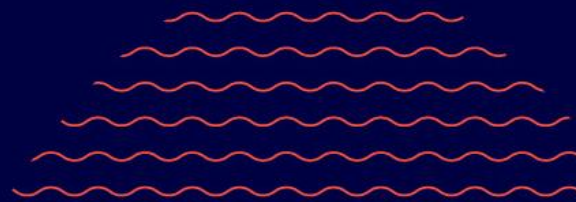


# **Checkit App Best Practice Guide (for Operators)**

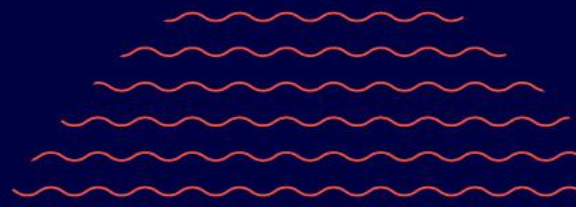
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## 1. Introduction

### What is Checkit?

The Checkit App is a mobile application used to complete digital checklists. Your organisation may use mobile devices provided by Checkit such as the [Motorola G75](#) or you can download the app on your own phone or tablet. Checklists are assigned to locations and teams. Depending on the type of checklist, they may be configured to be completed at scheduled intervals, for example, daily cleaning checklists, or as and when necessary, for example, checklists to record deliveries.

### Checkit Kit & Tools

You will have the following Checkit kit on site:

- **The Checkit App:** a mobile application used to complete digital checklists
- **Probes:** which are used to measure the temperature of food and send the reading directly to the Checkit App via Bluetooth

## 2. Using the Checkit App

Follow the steps below using the Checkit App.

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### Best Practice

- Ensure the device is charged and ready for use at all times
- Log in using your own account and do not share login details
- If you forget your PIN, ask a Supervisor to find it for you in the Control Centre
- Complete all scheduled work on time
- Complete unscheduled work as and when necessary
- Follow any instructions provided in checks
- Review your answers before submitting to avoid errors
- If there are any issues with the mobile device, inform your Supervisor

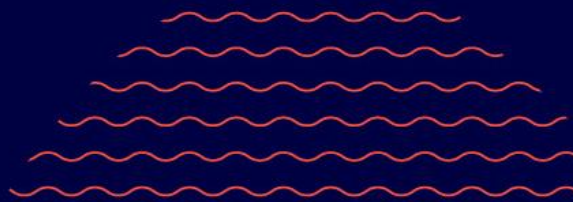
### 3. Using Probes

Follow the steps below when using probes.

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#### Best Practice

- Use the probes only when a check requires you to do so
- If a check displays a blue or red probe icon, use the corresponding probe.
- If the check displays a grey probe icon, you can use any colour probe
- Ensure the probe is clean and sanitised before and after each use
- Wait for the temperature reading to stabilise before submitting
- Replace the battery in the probe when necessary
- If there are any issues with a probe, inform your supervisor



## 4. Service Interruptions

Checkit is designed to be highly reliable and is available 99.9% of the time. However, there may be rare occasions where the system is temporarily unavailable due to either planned maintenance or unplanned outages.

### Planned Outages

From time to time, scheduled maintenance may be required to maintain system performance and security. We aim to keep planned outages as infrequent and as short as possible.

- Planned outages are communicated at least 30 days in advance.

### Unplanned Outages

In rare cases, an unexpected outage may occur

- You will be notified as soon as possible if an unplanned outage occurs
- Our teams will work to restore service as quickly as possible

### What Happens During an Outage

Checkit has a robust architecture with redundancy built in to protect your data.

- You can continue to complete checklists on the Checkit App
- Work data is stored locally on mobile devices while the cloud service is unavailable

### What Happens When Checkit Comes Back Online

Once the service is restored:

- You will be notified as soon as Checkit is back online
- All work stored on mobile devices will be automatically uploaded to the cloud
- No data is lost during the outage

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### Best Practice

- Follow your organisation's SOP for operating during Checkit service interruptions.