General Manager Quick Start Checklist

Day 1: Initial Setup

1. Account Setup ✓

- [ ] Log in via LINE authentication
- [ ] Verify Manager role access
- [ ] Complete profile information
- [ ] Set up 2FA (if available)

2. Set Staff Registration Code ✓

- [ ] Navigate to Staff Management tab
- [ ] Click "Change Code" button
- [ ] Enter secure 4-digit code: ____
- [ ] Save and document the code securely
- [ ] Prepare code distribution plan

3. Review Existing Staff (if migrating)

- [ ] Check current staff roster
- [ ] Verify all employee IDs are correct
- [ ] Update any outdated information
- [ ] Deactivate any departed staff

4. Configure Department Settings

- [ ] Review department list
- [ ] Add custom departments (if needed)
- [ ] Set department heads/supervisors
- [ ] Configure notification preferences

Week 1: Staff Onboarding

Monday - Caddies

- [ ] Share registration code with Caddy Master

- [ ] Provide registration URL

- [ ] Schedule group training session

- [ ] Test first caddy registration

- [ ] Verify GPS tracking works

Tuesday - Pro Shop

- [ ] Meet with Pro Shop Manager

- [ ] Share registration code

- [ ] Explain approval process

- [ ] Complete first Pro Shop registration

- [ ] Approve Pro Shop Manager

Wednesday - F&B/Restaurant

- [ ] Meet with Restaurant Manager

- [ ] Share registration code

- [ ] Distribute to F&B staff

- [ ] Test first F&B registration

- [ ] Verify instant access works

Thursday - Maintenance & Others

- [ ] Share code with Maintenance Supervisor

- [ ] Onboard Reception staff

- [ ] Onboard Security staff

- [ ] Test all department registrations

Friday - Review & Audit

- [ ] Review all pending approvals

- [ ] Verify all staff are active

- [ ] Check for any registration issues

- [ ] Document any problems encountered

- [ ] Schedule follow-up training if needed

Weekly Ongoing Tasks

Every Monday

- [ ] Review pending approvals from weekend

- [ ] Check staff attendance reports

- [ ] Address any access issues

- [ ] Plan week's staffing needs

Every Wednesday

- [ ] Mid-week approval check

- [ ] Review staff activity logs

- [ ] Update any staff information changes

- [ ] Check system notifications

Every Friday

- [ ] Weekly staff roster audit

- [ ] Prepare weekend staffing

- [ ] Review week's metrics

- [ ] Address any outstanding issues

Monthly Tasks

First Day of Month

- [ ] **Change Staff Registration Code**

- [ ] Distribute new code to department heads

- [ ] Update internal documentation

- [ ] Log code change in records

Mid-Month

- [ ] Full staff roster audit

- [ ] Review inactive accounts

- [ ] Update employee information

- [ ] Generate monthly reports

End of Month

- [ ] Department performance review

- [ ] Staff metrics analysis

- [ ] Payroll preparation

- [ ] Plan next month's code change

Security Checklist

Daily

- [ ] Check pending approvals

- [ ] Review new registrations

- [ ] Monitor suspicious activity

Weekly

- [ ] Audit active staff list

- [ ] Verify department assignments

- [ ] Check for duplicate accounts

Monthly

- [ ] Change registration code
- [ ] Full security audit
- [ ] Review access logs
- [ ] Update security documentation

Quarterly

- [ ] Complete staff roster audit
- [ ] Review all employee IDs
- [ ] Update security policies
- [ ] Conduct security training

Emergency Procedures

Lost/Stolen Registration Code

1. [ ] Change code immediately
2. [ ] Deactivate any suspicious accounts
3. [ ] Notify all department heads
4. [ ] Distribute new code securely
5. [ ] Document incident

Unauthorized Access Attempt

1. [ ] Identify the account/attempt
2. [ ] Reject pending approval (if applicable)
3. [ ] Change registration code
4. [ ] Review recent registrations
5. [ ] Report to IT/Security

Staff Departure (Sensitive Role)

1. [ ] Deactivate account immediately

2. [ ] Change registration code (if necessary)

3. [ ] Review their recent activity

4. [ ] Document departure date

5. [ ] Update staff roster

System Issues

1. [ ] Check system status page

2. [ ] Try different browser

3. [ ] Clear cache and cookies

4. [ ] Contact technical support

5. [ ] Document issue for reference

Quick Command Reference

Registration Code Management

- **View Code**: Staff Management → Top Section

- **Change Code**: Click "Change Code" button

- **Format**: Exactly 4 digits (0000-9999)

Approve Staff

- **Location**: Staff Management → Pending Approvals

- **Action**: Click "Approve" or "Reject"

- **Who**: Manager, Pro Shop, Accounting only

Add Staff Manually

- **Location**: Staff Management → "Add Staff" button

- **Use Case**: Emergency access or non-LINE users

- **Required**: Name, Employee ID, Department, Phone

View Staff

- **Location**: Staff Management → Staff List

- **Filters**: Department dropdown

- **Search**: Name or Employee ID

Performance Metrics to Track

Staff Management

- [ ] Total active staff count

- [ ] Staff by department breakdown

- [ ] Average time to approve new staff

- [ ] Staff turnover rate

System Usage

- [ ] Daily active users

- [ ] LINE authentication success rate

- [ ] Failed registration attempts

- [ ] Support ticket volume

Security

- [ ] Pending approval response time

- [ ] Registration code change frequency

- [ ] Suspicious activity reports

- [ ] Access audit completion rate

Contact Information

Technical Support

- **Email**: support@mcipro.com

- **Phone**: [Your support number]

- **Hours**: [Your support hours]

Department Heads

- **Caddy Master**: _____

- **Pro Shop Manager**: _____

- **Restaurant Manager**: _____

- **Maintenance Supervisor**: _____

Emergency Contacts

- **IT Security**: _____

- **HR Manager**: _____

- **Owner/Director**: _____

Training Resources

For General Managers

- Complete GM Guide

- Security Policies

- Troubleshooting

For Staff

- Staff Registration Guide

- Caddy Guide

- Pro Shop Guide

Video Tutorials (Coming Soon)

- Setting up registration code

- Approving new staff

- Managing staff roster

- Running reports

Notes Section

Use this space to track your progress and notes:

Registration Code History:

```
Date        | Old Code | New Code | Changed By
------------|----------|----------|------------
YYYY-MM-DD  | ----     | ----     | _____
YYYY-MM-DD  | ----     | ----     | _____
YYYY-MM-DD  | ----     | ----     | _____
```

Staff Onboarding Progress:

```
Department    | Total Staff | Registered | Pending | Notes
------------- |-------------|------------|---------|-------
Caddies       | __          | __         | __      | _____
Pro Shop      | __          | __         | __      | _____
F&B           | __          | __         | __      | _____
Maintenance   | __          | __         | __      | _____
Management    | __          | __         | __      | _____
```

Issues & Resolutions:

```
Date       | Issue | Resolution | Follow-up
-----------|-------|------------|----------
_____  | _____ | _____  | _____
_____  | _____ | _____  | _____
```

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