



TBOP Information Sheet

1. Go to <https://kitsafe.tectohire.co.uk/login>

2. Log in to your account.

If it is your first time logging in, please watch this tutorial showing you how:

<https://share.vidyard.com/watch/MCRA5wzgLqnZz8CzHec3K5>? If you receive any errors, please contact service@tecto.co.uk or call us on 0344 567 7423.

3. From your dashboard, you can look at the users for your company under '**My Team**'. If you notice someone on there that has left the business or you'd like us to set up another user under your company, please let us know.

Company Dashboard

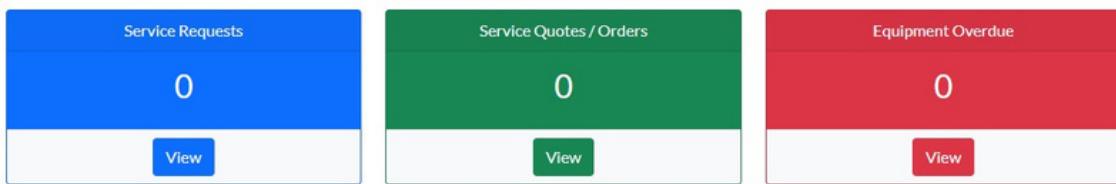
Test Company



4. You can also view all equipment registered under your company under '**My Equipment**'. Kit is company specific, not user specific. This means anyone registered on TBOP under your company can access this data.

My Equipment

Test Company



TectoGroup®

Unit 2 Spinney View,
Round Spinney Ind Est
Northampton NN3 8RF

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E info@tectogroup.co.uk
W www.tectogroup.co.uk

Registered in England & Wales No: 07923637

01604 961 961

<https://tectogroup.co.uk/protections-and-coverages>



5. 'Service Requests' shows you any pending service requests you have submitted before they are converted by Tecto to a service quote.

6. 'Service Quotes/Orders' allows you to track your outstanding quotes and orders. From here, you can:

- 1)** View the quote (pending) - download the packing document if you have arranged a collection & leave a copy in the box ready for collection, check costs and see if your kit requires any spare/replacement parts.
- 2)** Accept the quote (on hold) – to accept the quote, you must provide a valid PO number to authorise the quote.

We ask you follow your purchasing procedure correctly, to avoid issues with invoicing further down the line.

- 3)** Once the quote has been accepted, it will be converted to a Service Order while we work on the service.
- 4)** The order will then disappear once we have shipped and invoiced it, and **the most recent service certificate will be available from the items detail card for you to download.**

7. 'Equipment Overdue' lets you view all kit with its service date due to expire in the coming month and all kit that has already expired, all in one place. You can then add the required kit to your basket to create a new Service Request.

How to Create a Service Request

1. Log into your TBOP account and go to '**My Equipment**'.
2. You can either add items straight to the basket from the table at the bottom of the page or you can go to '**Equipment Overdue**', to see the filtered version.

My Equipment
Test Company

Service Requests: 0 [View](#)

Service Quotes / Orders: 0 [View](#)

Equipment Overdue: 0 [View](#)

Service An Unregistered Item

Show: 50 entries

Serial No	Item No	Description	Last Service Date	Next Service Due	Location
07438	ID0000825	GSE230 Tripod, Standard	Not Set	Not Set	
14548	ID0001782	GWInch 250kg MWL 20m Galvanised Steel Rope Galvanised Steel Karabiner	Not Set	Not Set	
3201	ID0002632	GSE230 Tripod, Standard	Not Set	Not Set	
KA414-1064722	ID0006156	BW MicroClip XL Gas Monitor (4 Gas) 2year warranty MCXL-XWHM-Y-UK	Not Set	Not Set	
KA416-1005643	ID0006511	BW MicroClip XL Gas Monitor (4 Gas) 2year warranty MCXL-XWHM-Y-UK	Not Set	Not Set	
BRUN-0068	ID0012222	DRAEGER CF15 Escape Set (Hooded) - 15 mins	23 Aug 2022	23 Aug 2023	
BRSD-1904	ID0012249	DRAEGER CF10 Escape Set (Hooded) - 10 mins	23 Aug 2022	23 Aug 2023	
BRXK-0335	ID0014302	DRAEGER CF15 Escape Set (Hooded) - 15 mins	23 Aug 2022	23 Aug 2023	
00007217	n/a	MSA Altair 4XR c/w charger 4 GAS 4yr warranty 10211185	Not Set	Not Set	

Showing 1 to 9 of 9 entries

3. Once you've added all required kit to your basket, you can '**Go To Basket**'.

To add an item you have that is due a service that doesn't appear on the list, please select '**Service An Unregistered Item**' or add it directly from the '**Service Quote Basket**' page.

My Equipment
Test Company

Service Requests: 0 [View](#)

Service Quotes / Orders: 0 [View](#)

Equipment Overdue: 0 [View](#)

Service An Unregistered Item

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4. Review your kit, delete anything added accidentally, add any unregistered items and then click 'Book Service'.

Service Quote Basket

Service Lines

		Registered	Serial No	Description
		<input checked="" type="checkbox"/>	07438	GSE230 Tripod, Standard
		<input checked="" type="checkbox"/>	12345	

Add Unregistered Item For Service

Serial Number	Description	
serial no	description	

5. Follow the onscreen prompts to book your request. You can either send or drop the kit off to us or book an on-site visit.

Book Service for Items In Basket

What type of service do you require

Send / Drop kit to Tecto
 On site visit

6. To book a service, but you **send the kit in yourself**, select the first option and follow the steps shown on your screen.

Book Service for Items In Basket

Who is to send in the equipment

You arrange delivery to Tecto
 Tecto will arrange UPS collection from you
 You will take kit to Tecto to be serviced while you wait

7. To book a service and have UPS **collect** from your site, select the second option and follow the steps.

Book Service for Items In Basket

Who is to send in the equipment

You arrange delivery to Tecto
 Tecto will arrange UPS collection from you
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8. To book the collection with UPS, click 'Yes' on the pop up asking if you would like to book the collection now.



Request WQ000035 has been created

Do you want to book your collection now?

9. To book the collection at a later date, you can always go to your Service Requests and book the collection from there.

10. Enter in all of the collection details as accurately as you can and click 'Book Collection'.

Book A Collection for WQ000035

Items on this order

07438 - GSE230 Tripod, Standard
12345 -

Collection Details

37 Tenter Road, Northampton, Northants, NN3 6JB
Contact : Test Company, 0344 567 7423

Please use the form below to book your collection.

How many packages are you sending?

These will be charged at £15 per package

1

What are the approximate sizes of the packages (choose average size)?

- Small (30 x 30 x 30cm, 5kg)
- Medium (50 x 50 x 50cm, 10kg)
- Large (80 x 80 x 80cm, 20kg)

Where will the packages be located, e.g. reception?

reception

Collection date

Sep 29, 2022

11. To book a service and drop it off at Tecto to be **serviced while you wait**, select the third option and follow the steps.

Book Service for Items In Basket

Who is to send in the equipment

- You arrange delivery to Tecto
- Tecto will arrange UPS collection from you
- You will take kit to Tecto to be serviced while you wait

12. To book a service where Tecto **come to your site**, select the On Site Visit option and follow the steps on your screen. We will then be in touch to get this organised with you.

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TBOP Information Sheet

Tecto are no longer sending paper copies of certificates when returning kit to our customers. All service certificates are now available on TBOP electronically.

You can access your certificate one of two ways. The first way is to log into TBOP, go to **Item Details** from your Equipment List and click on the PDF button on the most recent service line (you can also view historic service certificates here).

Service History

Document No

WFT101414



The second way to access the calibration certificate is by scanning the QR code on the service tag on the item, example below.



The QR Code will take you directly to a URL for the calibration certificate.