



Version 2.0.0

15.09.2025

USER MANUAL

# Gym Operator

# Table of Contents

---

## 1. Account Settings

---

- [1.1 Edit your Account](#)
- [1.2 Change Password](#)
- [1.3 CC Emails](#)
- [1.4 Preferred Time Meas...](#)
- [1.5 Colour Themes](#)
- [1.6 Company Details](#)
- [1.7 Member Feedback](#)
- [1.8 XP \(Experience Points\)](#)
- [1.9 Notifications](#)
- [10 Locations](#)

## 2. Member Feedback

---

- [2.1 Configuration](#)
- [2.2 Find your Club QR code](#)
- [2.3 User Submissions](#)
- [2.6 Viewing Feedback](#)

## 3. Asset Register

---

- [3.1 Overview](#)
- [3.2 Creating an Asset](#)
- [3.3 Max Spend Budgets](#)
- [3.4 Asset Data](#)
- [3.5 Product Maturity](#)
- [3.6 Service Cost History](#)
- [3.7 Ticket History](#)
- [3.8 Checklist History](#)

## 4. Ticket Manager

---

- [4.1 Overview](#)
- [4.2 Page Settings](#)
- [4.3 Creating a Ticket](#)
- [4.4 Tags](#)
- [4.5 Internal vs External](#)

# Table of Contents (cont.)

---

## 4. Ticket Manager

---

**4.6** Ad-hoc Tickets

**4.7** Ticket View

**4.8** Ticket Workflow

**4.9** Upload Documents

**10** Status: Handover

**11** Status: Parts Required

## 5. Checklist Module

---

**5.1** Creating a Template

**5.2** Template Builder

**5.3** Adding a Checkbox

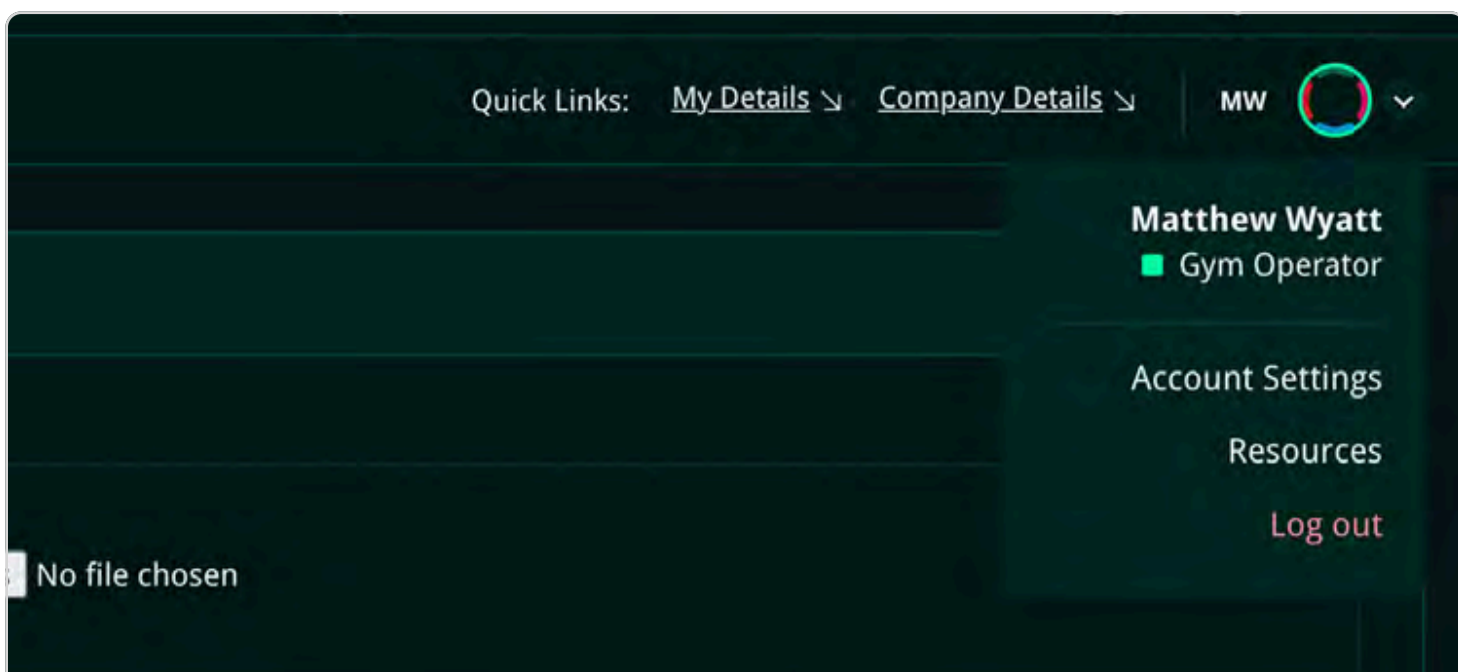
**5.4** Publish a Template

**5.5** Completing a Checklist

# 1. Account Settings

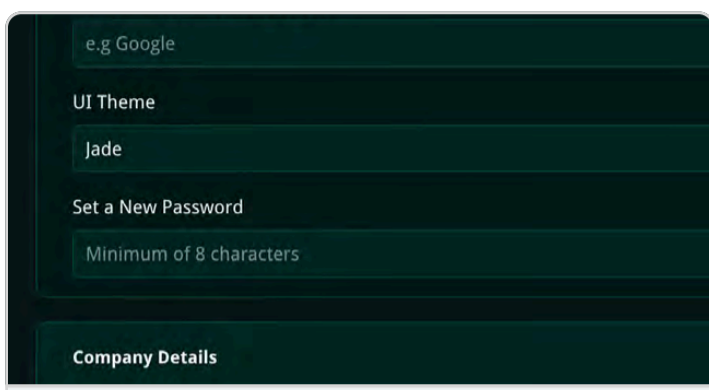
## 1.1 Edit your Account

Using the Navigation in the Avatar dropdown, go to *Account Settings*.



Click the Avatar dropdown and select Account Settings

## 1.2 Change Password



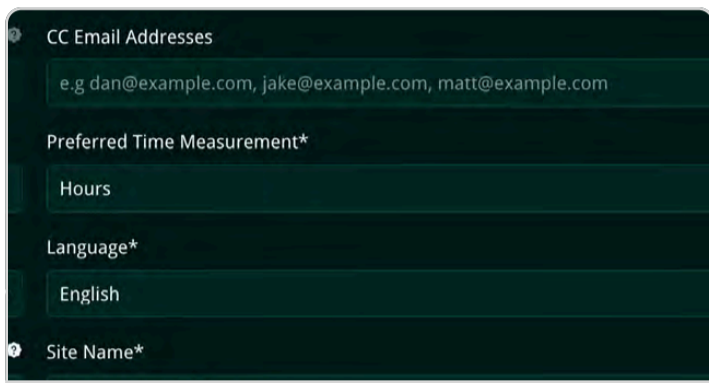
**My Details:** Set a New Password

## 1.3 CC Emails



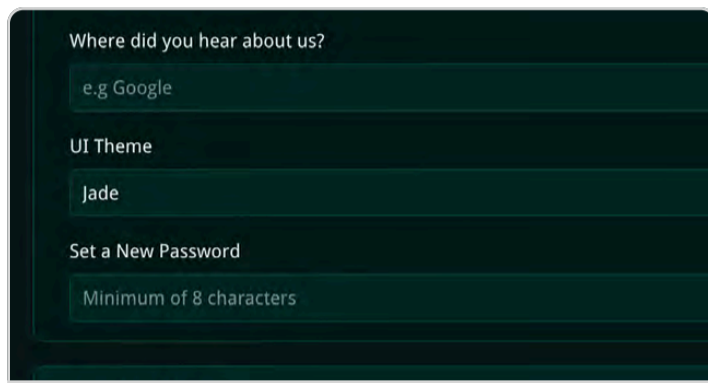
Include notifications to other users

## 1.4 Preferred Time Display



Show Ticket SLA in days or hours

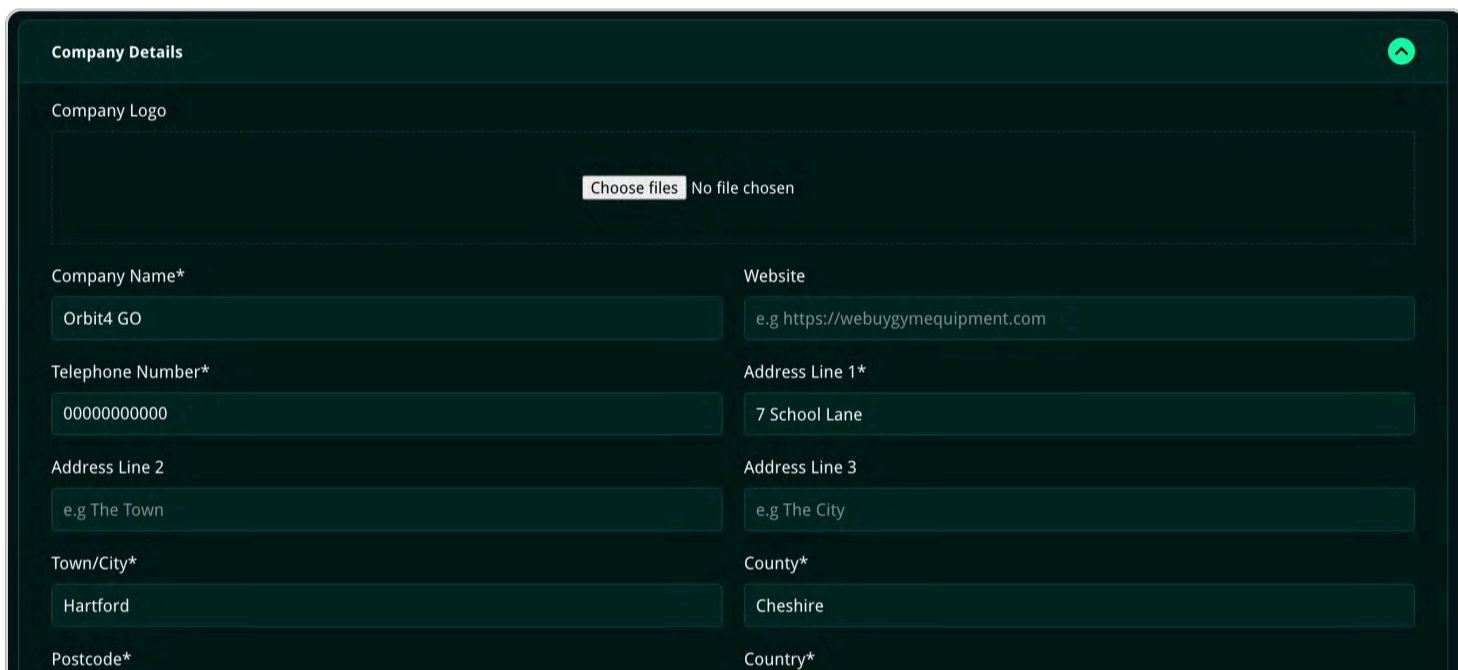
## 1.5 Color Themes



Choose from Dark, Light, Jade, or Midnight.

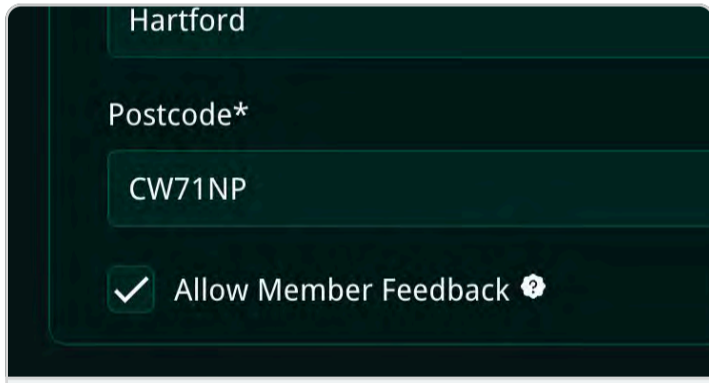
## 1.6 Company Details

Within *Account Settings*, scroll down to *Company Details*



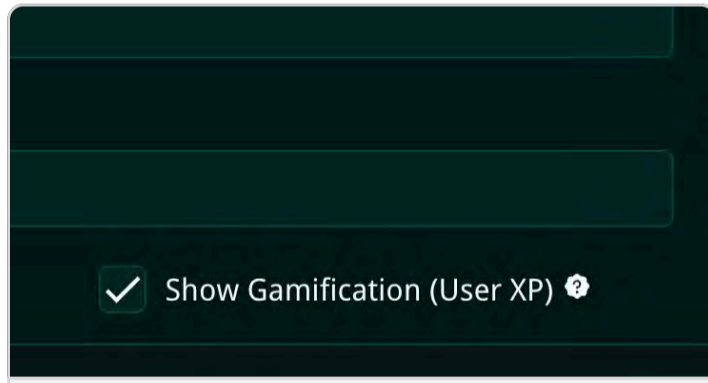
All basic Company information can be found and edited here

## 1.7 Member Feedback



**Optional:** Allow Gym Members to submit Feedback via a QR Scanner

## 1.8 XP (Experience Points)

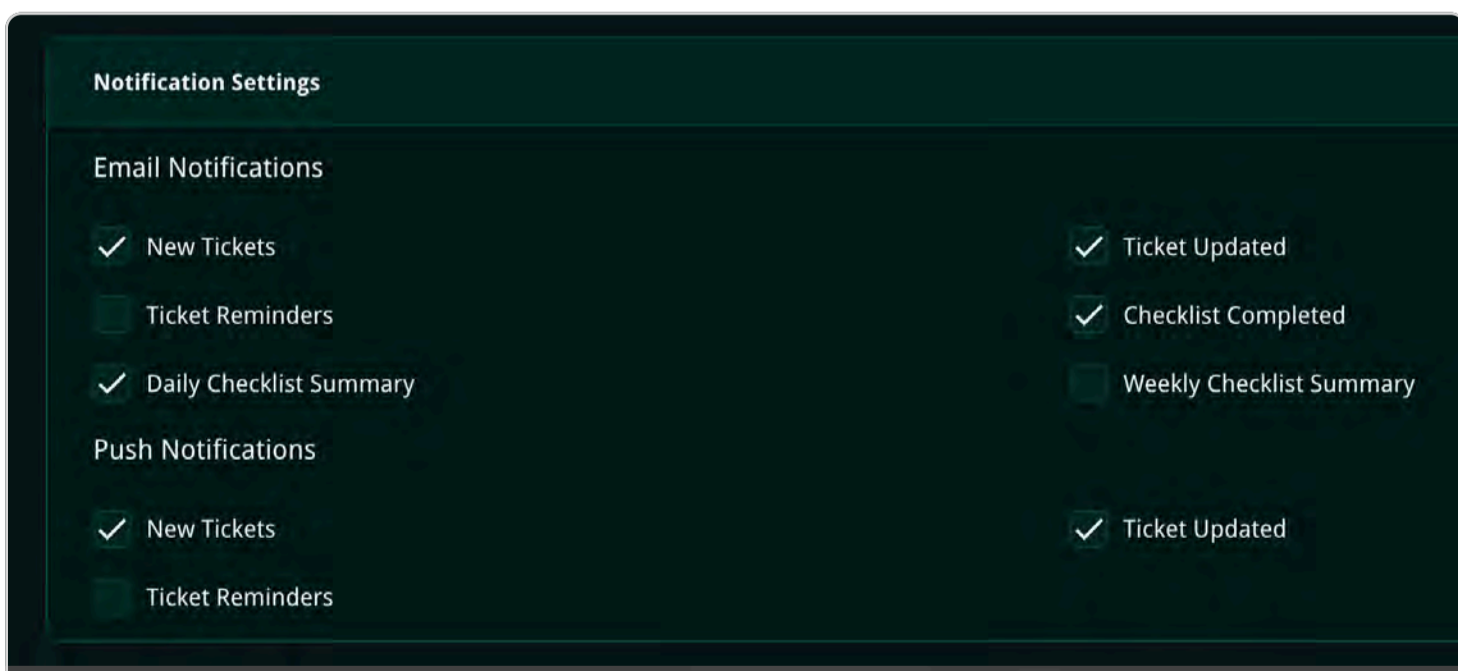


**Optional:** Allow users to gain experience by using the platform and performing tasks.

**i** **What's Member Feedback?** Please see the *Member Feedback* section for a more detailed breakdown of this feature.

## 1.9 Notifications

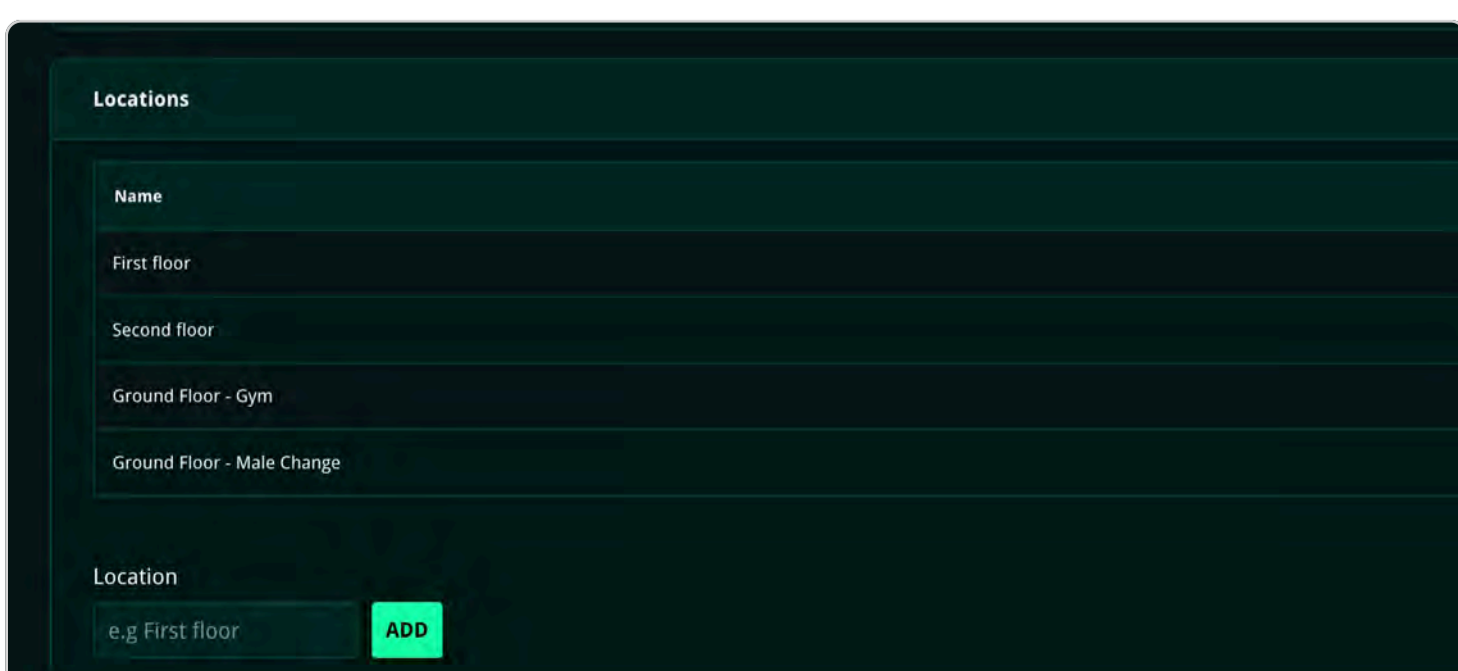
Within *Account Settings*, scroll down to *Notifications*



All of your Email and Push Notifications can be found and edited here

## 1.10 Locations

Within *Account Settings*, scroll down to *Locations*



This will allow you to group your Assets by location, making them easier to track and manage.

## 2.1 Configuration

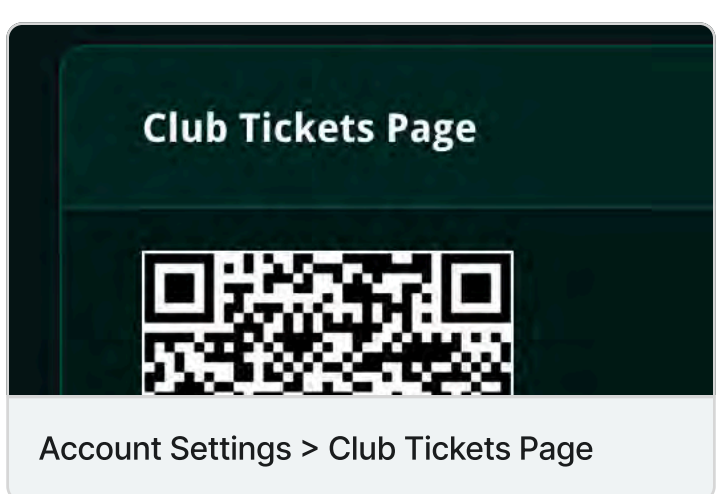
Using the Navigation in the Avatar dropdown, go to *Account Settings*.

000000000000 7 School Lane  
Address Line 2 Address Line 3  
e.g The Town e.g The City  
Town/City\* County\*  
Hartford Cheshire  
Postcode\* Country\*  
CW71NP United Kingdom  
 Allow Member Feedback  Show Gamification (User XP)

Ensure *Allow Member Feedback* is toggled on for your Club

## 2.2 Find your QR code

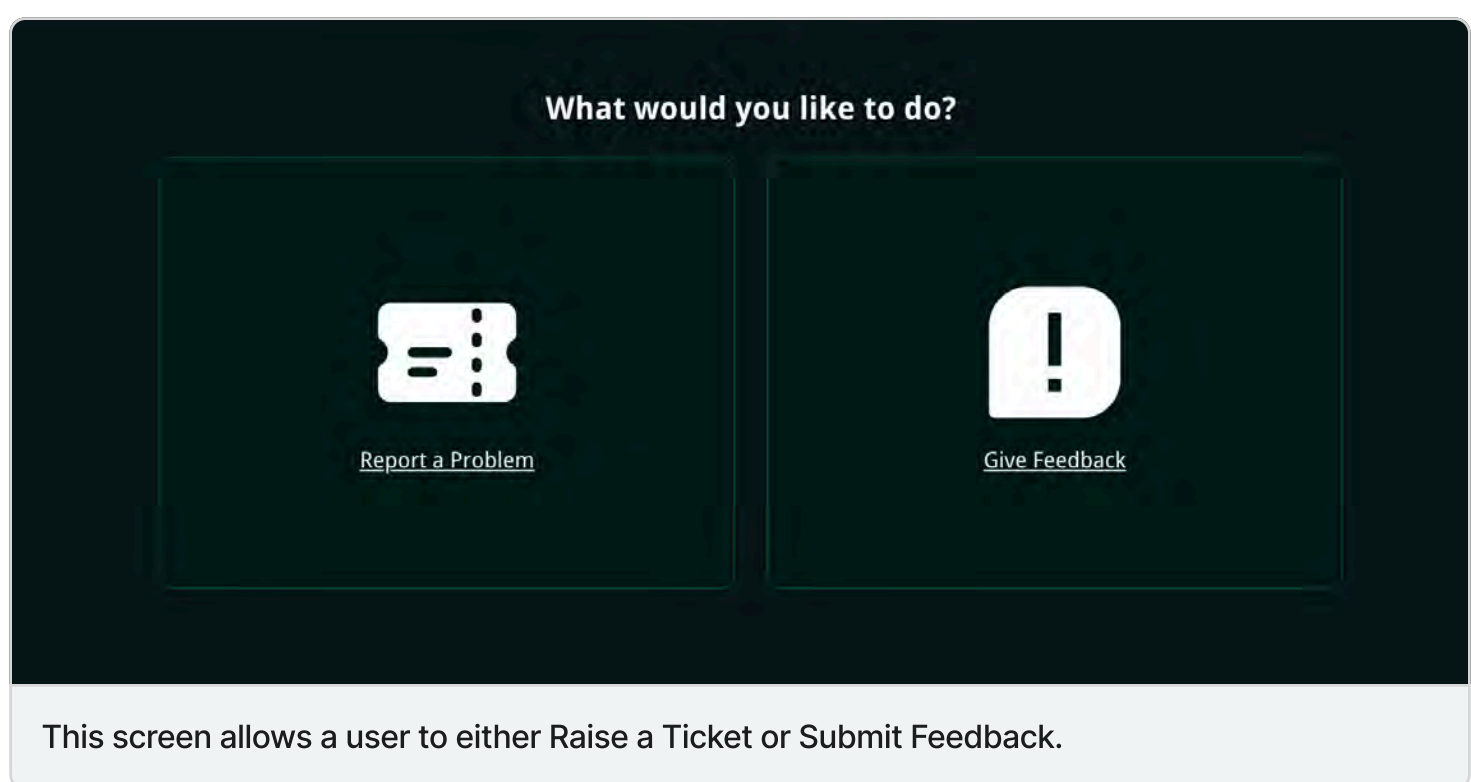
At the bottom of *Account Settings* you will see the QR scanner that will enable Gym Members to access the submission area. Members can either raise a Ticket for a particular Asset or submit direct feedback to the Club.



**i** This QR code can then be printed and shown around your Gym, prompting members to submit feedback. They can also scan Asset QR codes to raise Tickets for that Asset.

## 2.3 User Submissions

When a Member scans the above QR code, they will see the below screen.



**i** **Note:** Members do not need accounts to submit feedback, they can do so anonymously.

## 2.4 Report a Problem

Enter your name (optional)  
Type your name.  
Location\*  
Please select  
Enter a description of the fault\*  
Type a description of the fault. The more in depth the better. e.g 'Belt has snapped and the fan is loud.'  
CREATE TICKET

Users can scan an Assets QR code and add images of the issue. Or just describe it.

## 2.5 Give Feedback

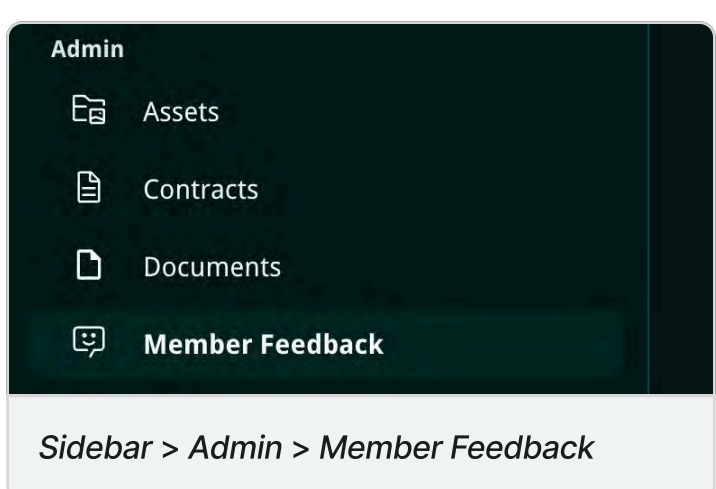
← Back  
Thanks for wanting to give feedback on this club. Please select a star rating 1-5 per category below.  
Your Name  
Enter your name...  
Cleanliness ★★★★★  
Friendliness ★★★★★  
Helpfulness ★★★★★  
Knowledge ★★★★★

Users can optionally provide their name, and any additional comments

## 2.6 Viewing Feedback

Feedback can be found using the *Sidebar > Admin > Member Feedback*.

Tickets raised by Members will automatically fall into the Clubs Tickets area, for more information please see Ticket Manager.



# 3. Asset Register

## 3.1 Overview

Using the *Sidebar*, go to *Admin > Assets*

Product	QR Code	Serial Number	Installation Date	Warranty / Contract End Date	Life Remaining	Unit Price	Current Spend	Max Spend	Residual Value	
Concept 2 - Model E - Rower	04-115701	431537923	10/01/2014	15/12/2025	CONTRACT LEASE	£899.16	£676.94 (80.33%)	£112.20	£145.45	VIEW, EDIT, ARCHIVE
Concept 2 - Model E - Rower	04-115699	431538253	10/03/2014	15/12/2025	CONTRACT LEASE	£899.16	£844.72 (95.07%)	£112.20	£145.45	VIEW, EDIT, ARCHIVE
Concept 2 - SkilFg - Upper Body Cardio	04-115703	0903140-2715-4300059	10/01/2014	15/12/2025	CONTRACT	£583.33	£1,902.20 (326.07%)	£208.38	£199.69	VIEW, EDIT, ARCHIVE
Primal Strength - Performance Series - Olympic Flat Bench	04-115709	34545565	01/01/2018	15/12/2025	CONTRACT	£1,000	£1,478.24 (147.82%)	£750	£140	VIEW, EDIT, ARCHIVE
Primal Strength - Pro Series - V3 Adjustable Folding Bench	04-140736	1095214179308000-020	01/01/2018	17/07/2026	CONTRACT	£350	£870 (248.57%)	£1,200	£49	VIEW, EDIT, ARCHIVE

The Asset Register table is a great place to see a complete overview of your Assets.

You can see which Assets are in/out of Contract, part of a Lease Contract, and their Maturity.

Within each Asset > View you can see a detailed breakdown of Ticket History, Service Cost History, Checklist History, Odometer Readings, etc.

## ASSET REGISTER

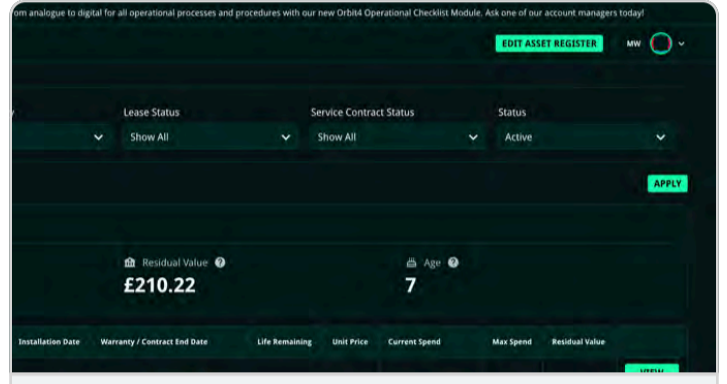
# 3.2 Creating an asset

### Navigate to Assets



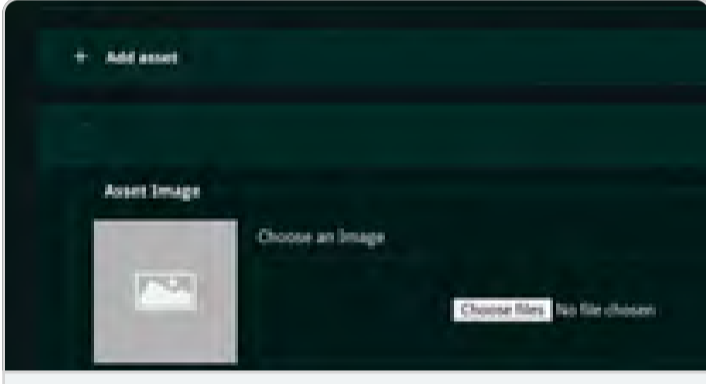
Step 1: Go to Asset Register

### Edit Asset Register



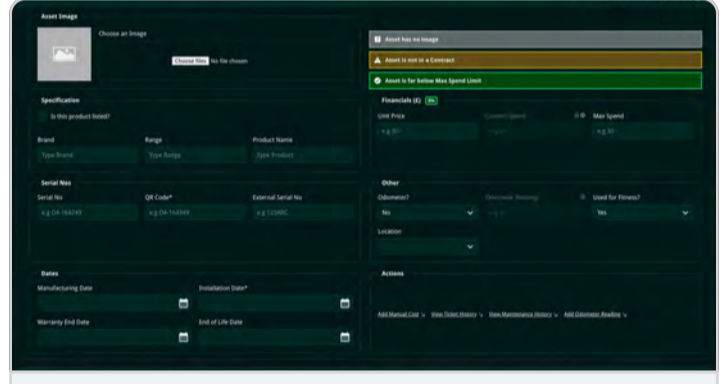
Step 2: Click *Edit Asset Register*

### Add New Asset



Step 3: Click *Add Asset*

### Fill in Asset Information



Step 4: Fill in Asset information

## 3.3 Max Spend Budget

Easily determine a figure that will prompt an alert when the amount spent surpasses it.

Orbit4 will prompt you to sell or trade this product when the max spend is surpassed.

**Note:** Remember to click *Save* when done editing your *Asset Register*

## ASSET REGISTER

# 3.4 Asset Data

### 3.5 Product Maturity



A comparison of the Current Spend vs the Max Spend of the Asset

### 3.6 Service Cost History

Ticket	Contract	Category	Cost	Date	Details	
WS561929-008	WS562082	Automatic	£76.92	8 May 2025	Year 7 Average Fix Cost	EDIT, DELETE
WS562083-010	WS562083	Automatic	£46.86	23 January 2024	Upkeep/Yearly Year 4 Average Fix Cost	EDIT, DELETE
WS562083-011	WS562083	Automatic	£46.86	23 January 2024	Upkeep/Yearly Year 4 Average Fix Cost	EDIT, DELETE
WS562083-012	WS562083	Automatic	£46.86	23 January 2024	Upkeep/Yearly Year 4 Average Fix Cost	EDIT, DELETE
WS562083-013	WS562083	Automatic	£46.86	23 January 2024	Upkeep/Yearly Year 4 Average Fix Cost	EDIT, DELETE

All Costs associated with the Asset  
**Optional:** Manually *Add a Cost*

### 3.7 Ticket History

All Tickets associated with the Asset

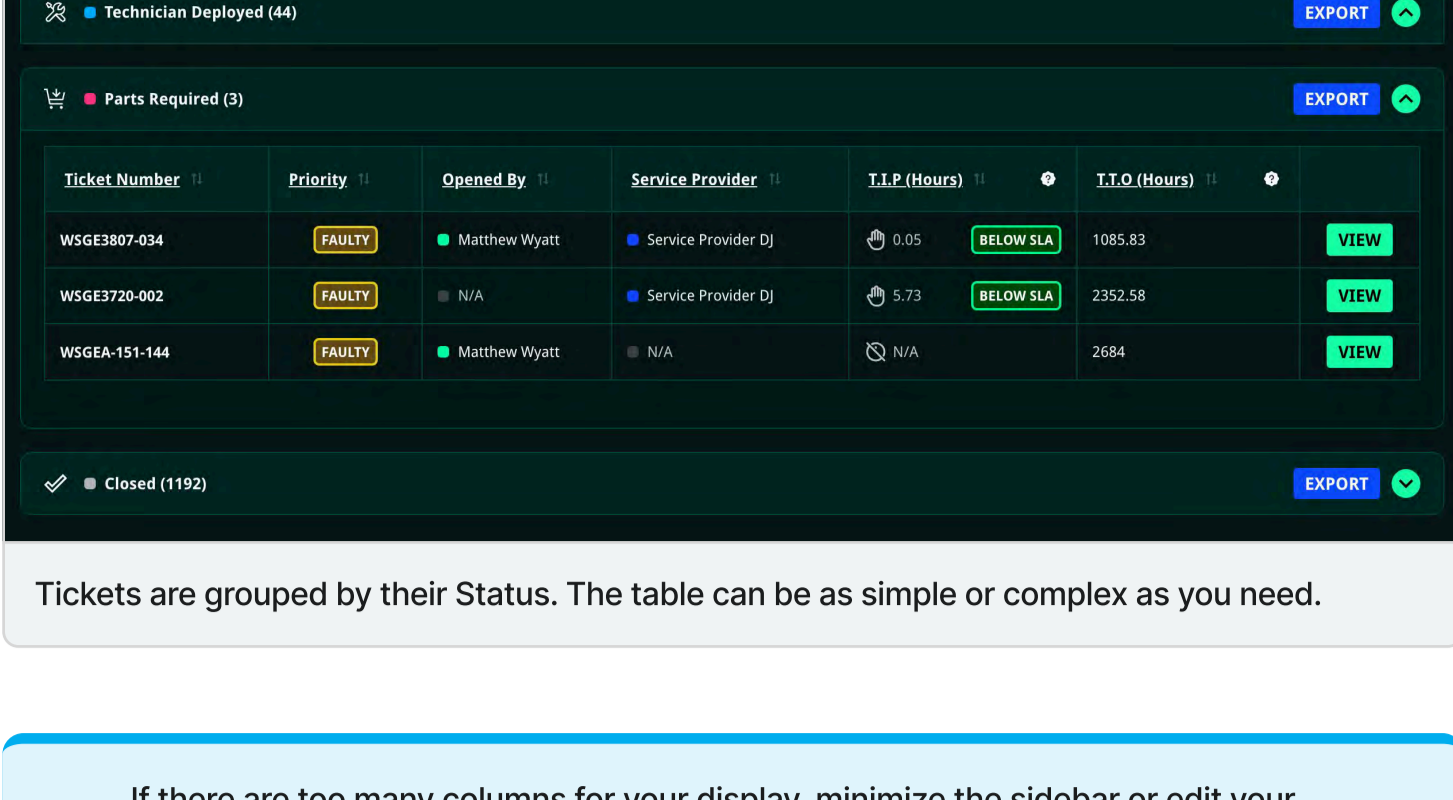
### 3.8 Checklist History

All Checklists associated with the Asset

# 4. Ticket Manager

## 4.1 Overview

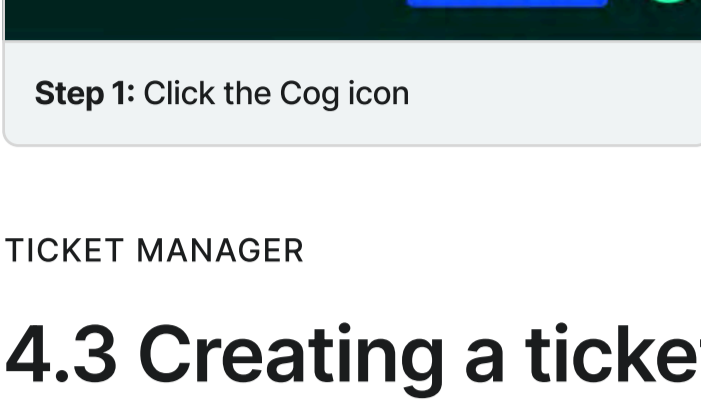
Using the *Sidebar*, go to *Admin > Tickets*



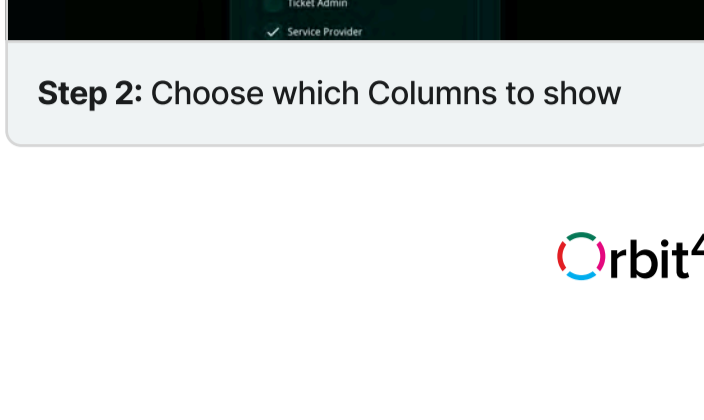
Tickets are grouped by their Status. The table can be as simple or complex as you need.

**i** If there are too many columns for your display, minimize the sidebar or edit your *Table Columns* in the *Page Settings*.

## 4.2 Page Settings: Table Columns



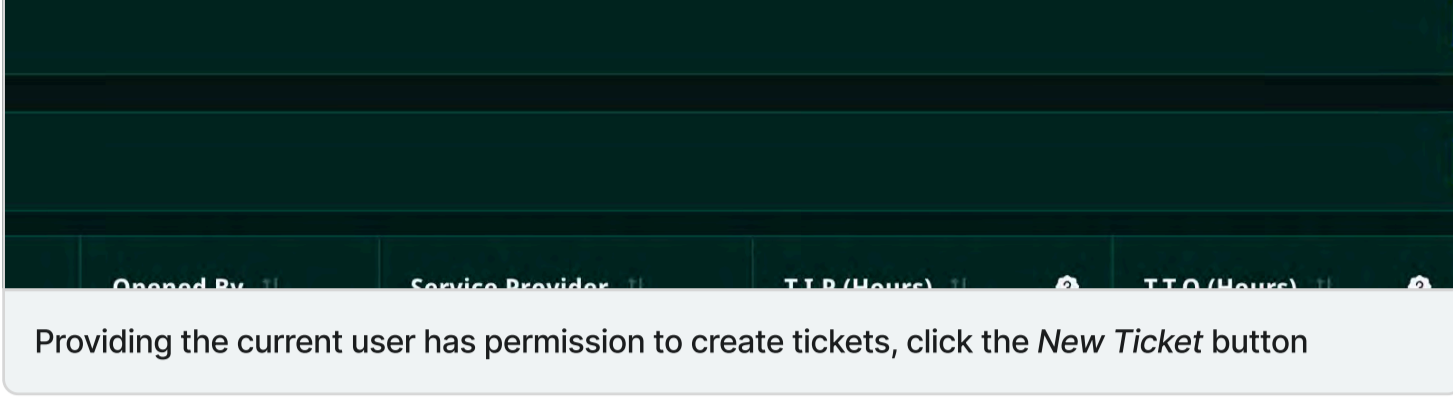
**Step 1:** Click the Cog icon



**Step 2:** Choose which Columns to show

## TICKET MANAGER

# 4.3 Creating a ticket



Providing the current user has permission to create tickets, click the *New Ticket* button

## Filling in details

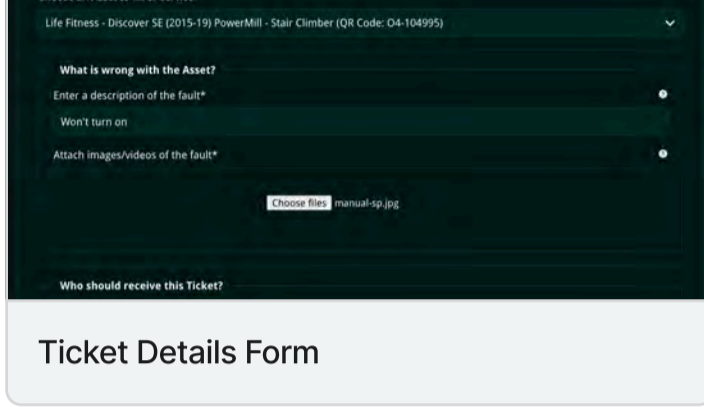
**Step 1:** Select an Asset  
In the mobile app, a user can scan the Asset's QR code with the camera.

**Step 2:** Enter a Description  
The more descriptive, the better.

**Step 3:** Attach Image of the Fault

**Step 4:** Priority, Tags & Schedule

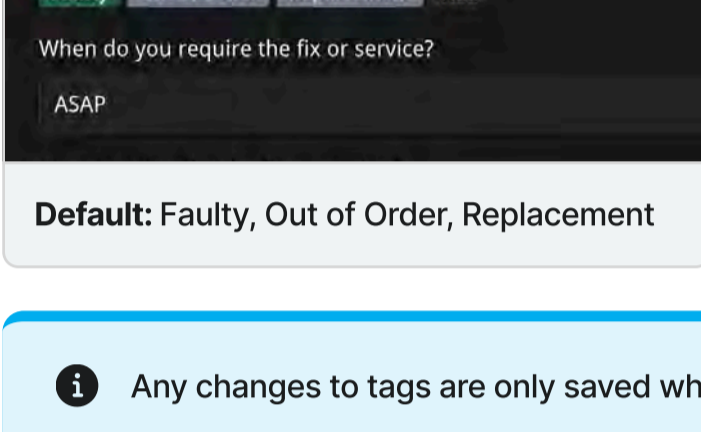
**Step 5:** Assign



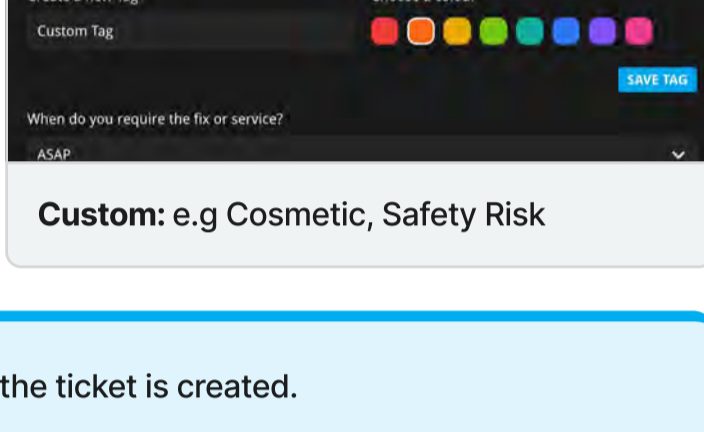
Ticket Details Form

## 4.4 Tags

Tags can be used throughout your Club. Paired with Priority, this helps categorise Tickets.



**Default:** Faulty, Out of Order, Replacement

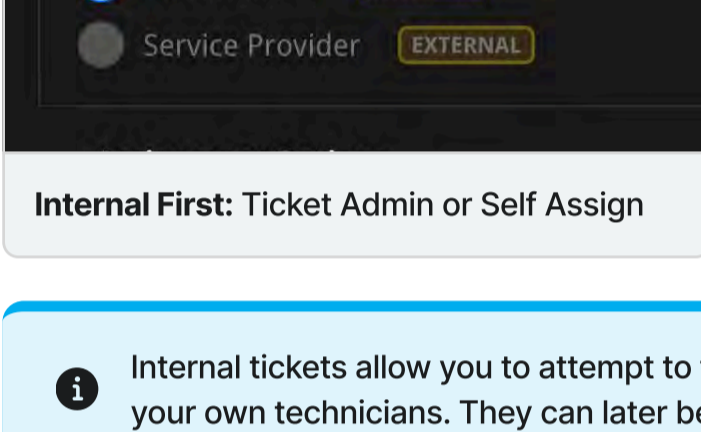


**Custom:** e.g Cosmetic, Safety Risk

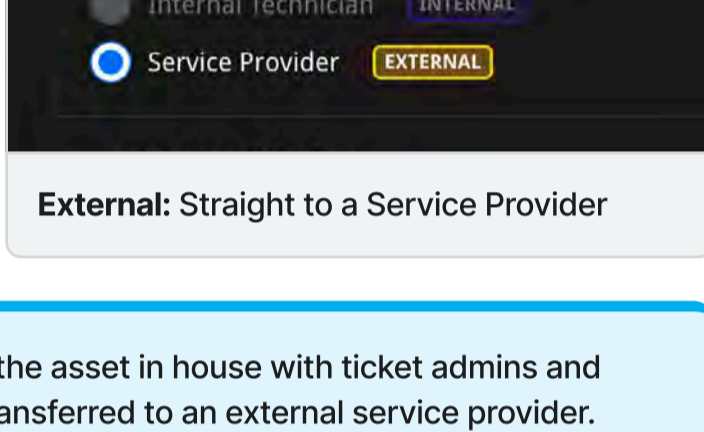
**i** Any changes to tags are only saved when the ticket is created.

## 4.5 Internal vs External Tickets

Depending on your assignment options, you will see various end users who can receive the ticket.



**Internal First:** Ticket Admin or Self Assign

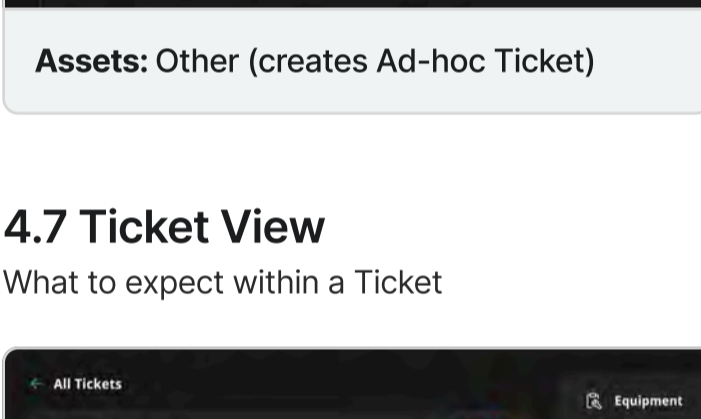


**External:** Straight to a Service Provider

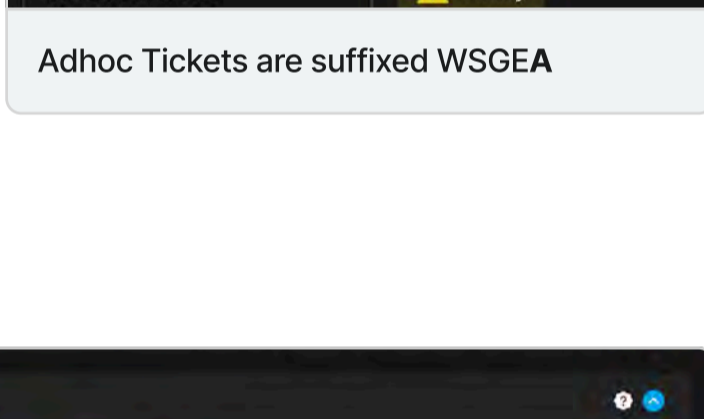
**i** Internal tickets allow you to attempt to fix the asset in house with ticket admins and your own technicians. They can later be transferred to an external service provider.

## 4.6 Ad-hoc Tickets

Selecting "Other" at the bottom of the Assets dropdown allows you to submit Tickets that aren't tied to an Asset. i.e a door handle or paper towels.



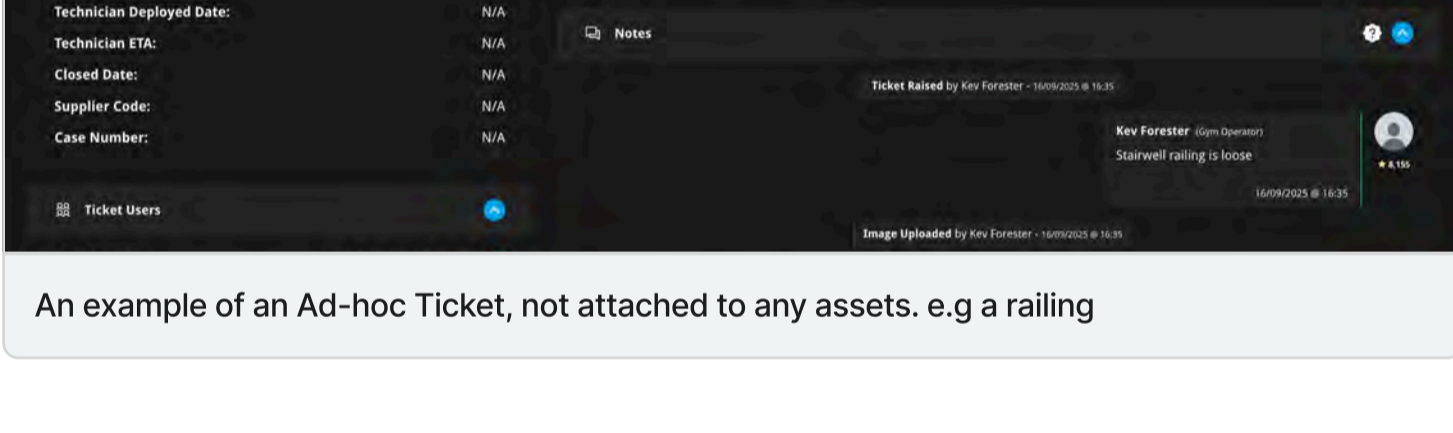
**Assets:** Other (creates Ad-hoc Ticket)



Adhoc Tickets are suffixed WSGEA

## 4.7 Ticket View

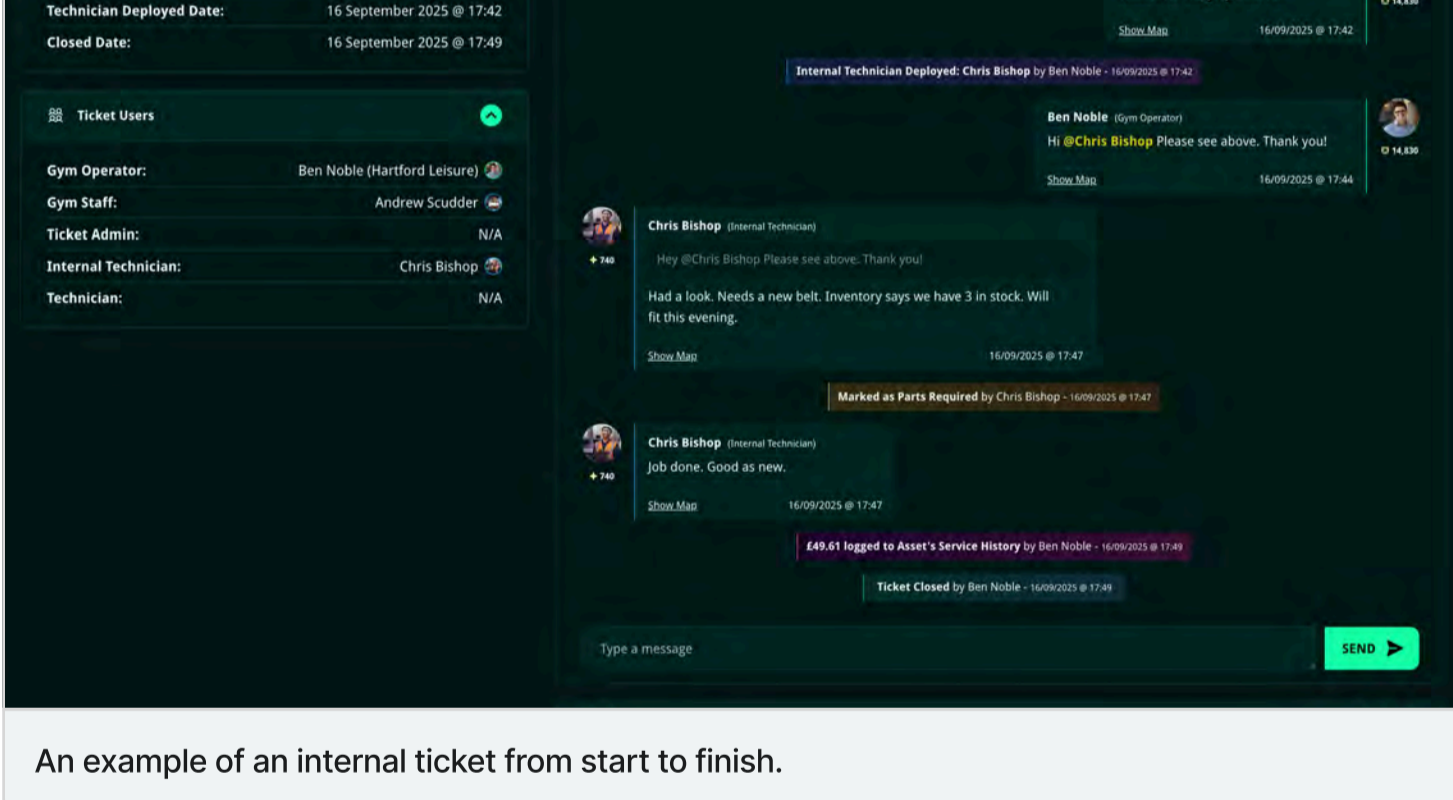
What to expect within a Ticket



An example of an Ad-hoc Ticket, not attached to any assets. e.g a railing

## 4.8 Internal Ticket Workflow

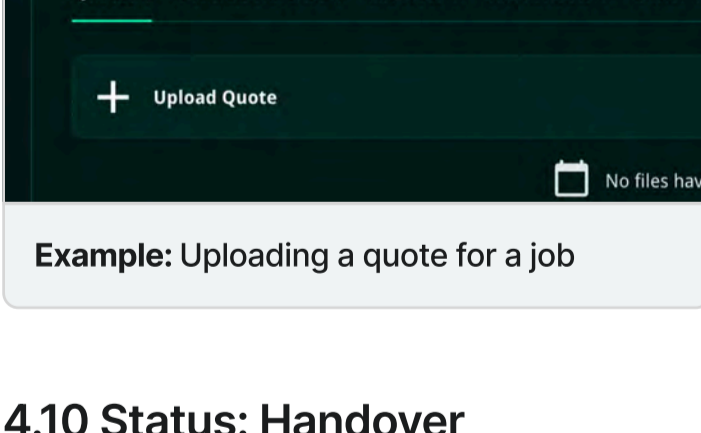
In this example, a Ticket was raised by Gym Staff, then the Gym Operator assigned it to an Internal Technician. The Internal Technician needed parts, so they updated the status to Parts Required. Once complete, the Gym Operator closed the ticket.



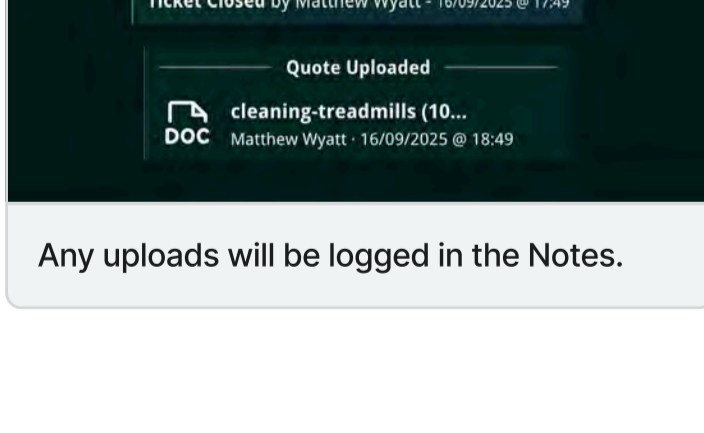
An example of an internal ticket from start to finish.

## 4.9 Upload Documents

Various types of documents can be uploaded to a ticket.



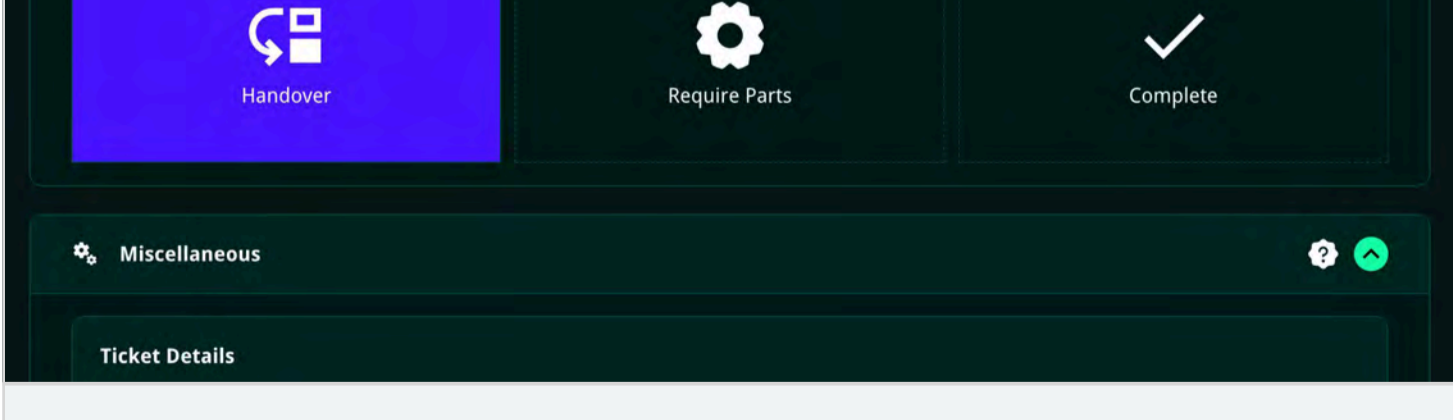
**Example:** Uploading a quote for a job



Any uploads will be logged in the Notes.

## 4.10 Status: Handover

Details on the stages of a ticket's lifecycle



Preview of the Handover, Require Parts, and Complete status actions

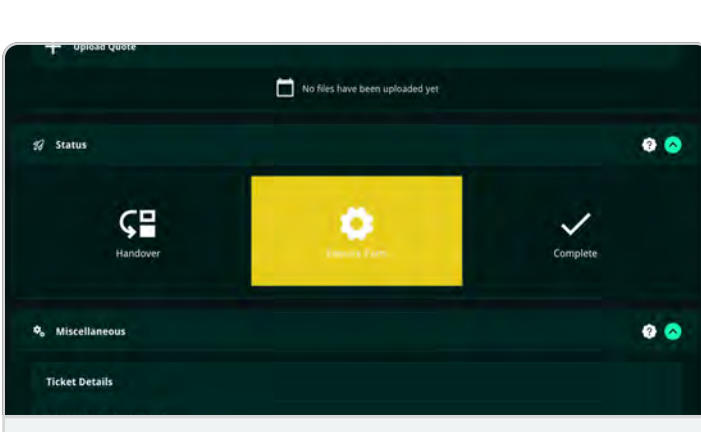


**Handover:** Assign ticket admins, internal technicians, or contractors to a ticket

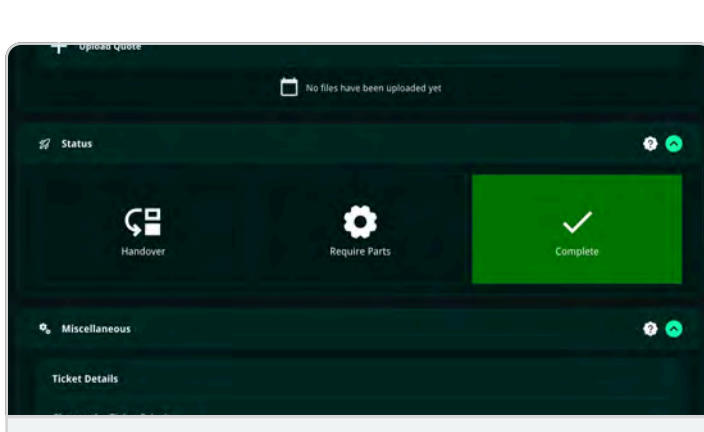
**i** Internal tickets can also be transferred/handed-over to an external service provider. This creates a new external ticket to track the SLA separately.

## 4.11 Status: Parts Required, Closed

Various types of documents can be uploaded to a ticket.



**Require Parts:** Pauses SLA

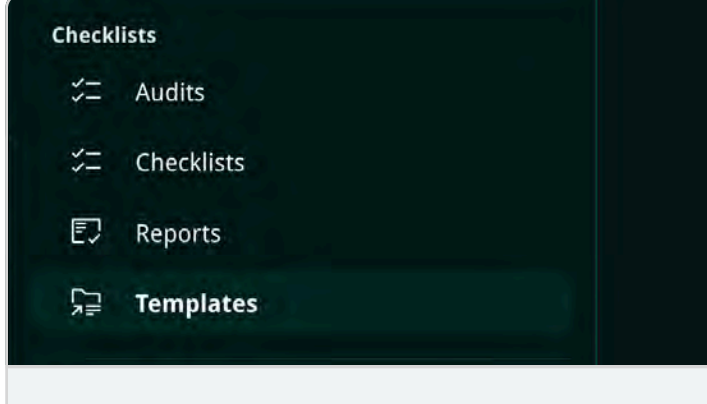


**Complete:** Closes the Ticket

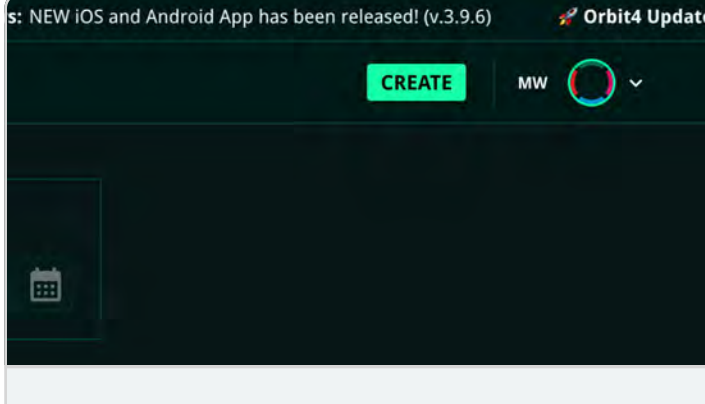
# 5. Checklist Module

## 5.1 Creating a Template

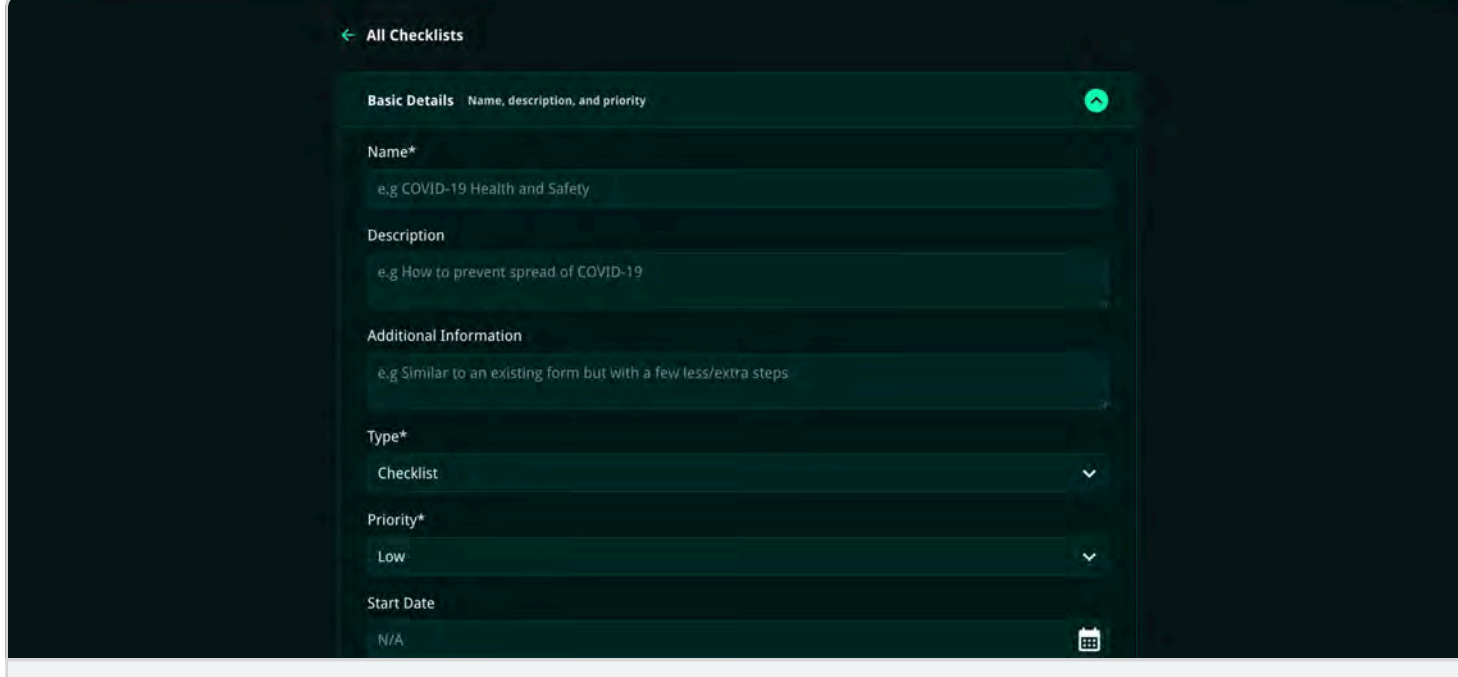
A template is essentially a custom-built form with text fields, dropdowns, checkboxes, etc.



Step 1: Sidebar > Checklists > Templates



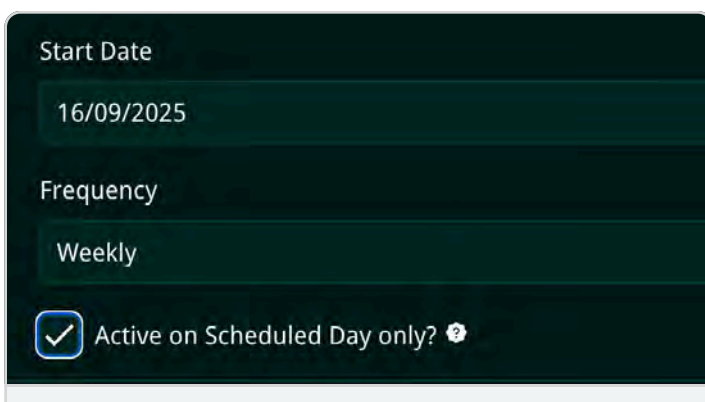
Step 2: Click Create



Step 3: Fill in the Basic Details form

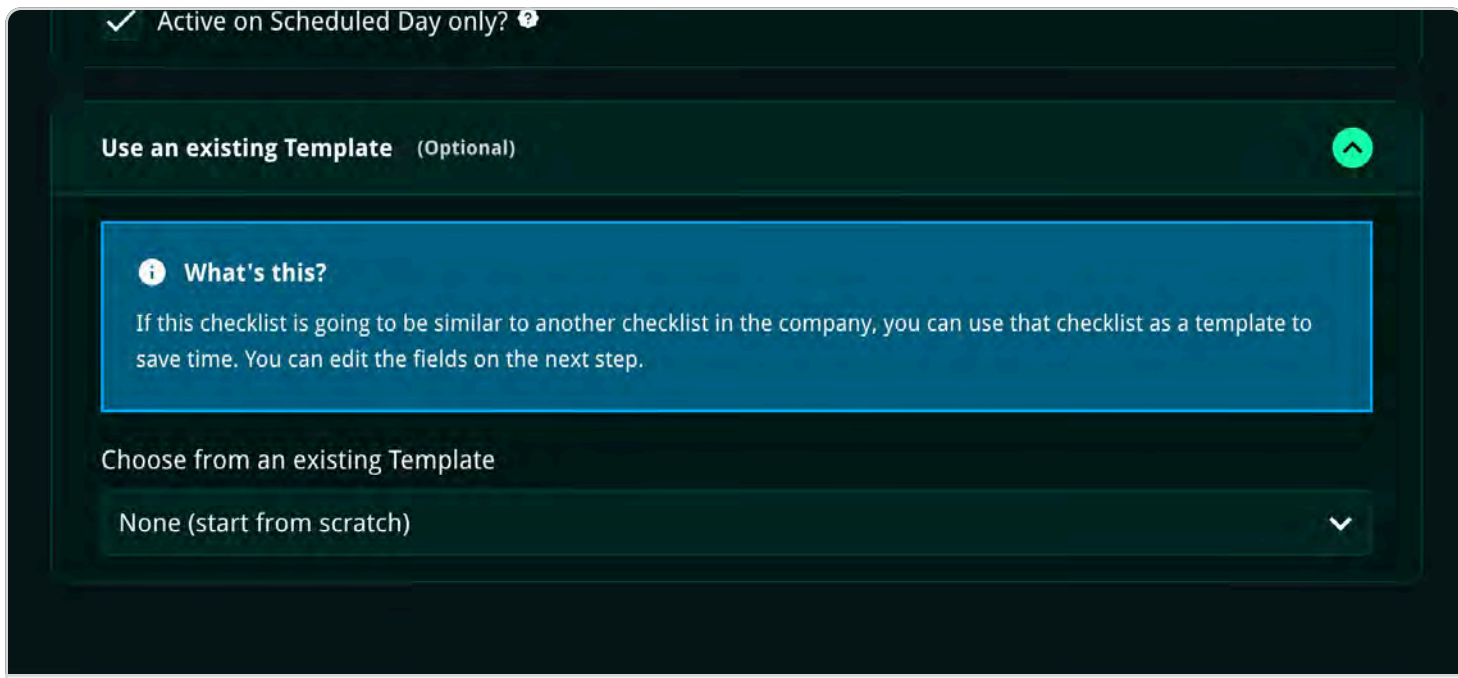


Step 4: Set a Frequency



Step 5: Select the active window

**Active on Scheduled Day only?** e.g If set to Tuesday, and this box is checked, this Checklist will only be available on Tuesdays. If unchecked, it will be available all week.



Step 6: Choose if you wish to use an existing Template as a starting point before proceeding.

### CHECKLIST MODULE

## 5.2 Template Builder

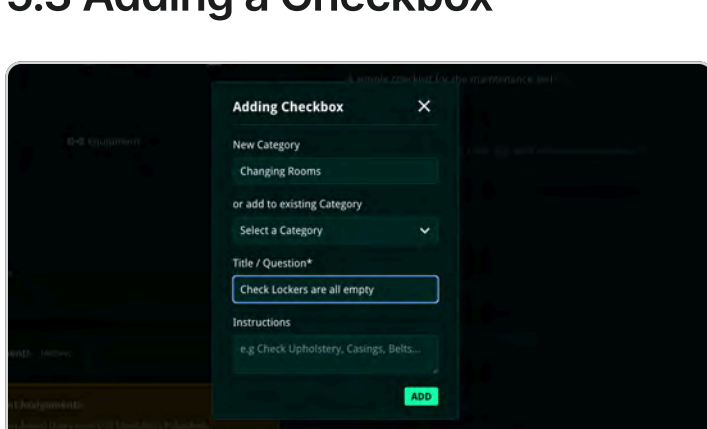
### Toolkit

This is a selection of inputs that you can use to build your form.



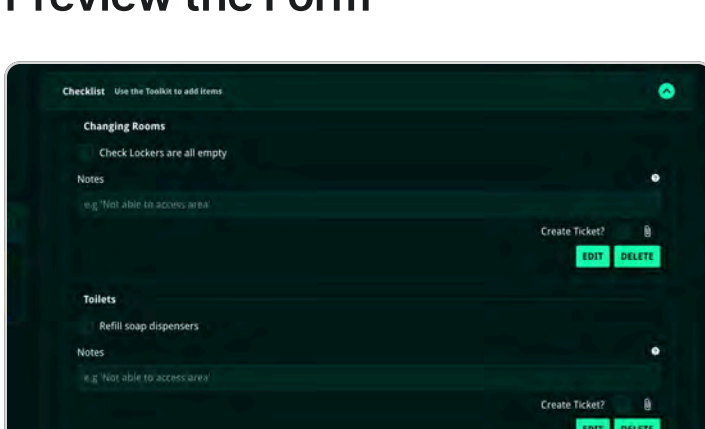
Template Toolkit, Basic Details, Preview

### 5.3 Adding a Checkbox



Category, title, and instructions options

### Preview the Form



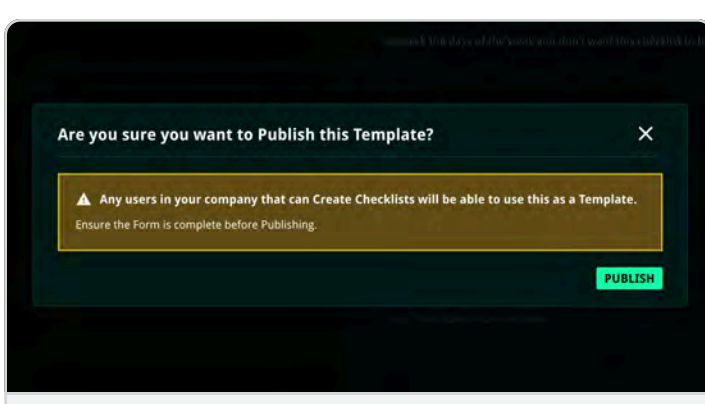
See your Form taking shape

### 5.4 Publish Template

When finished building, publish your template.

This will enable other users to use this template when they are building their own too.

You will now be able to Send/Assign this form.



Ticket Details Form

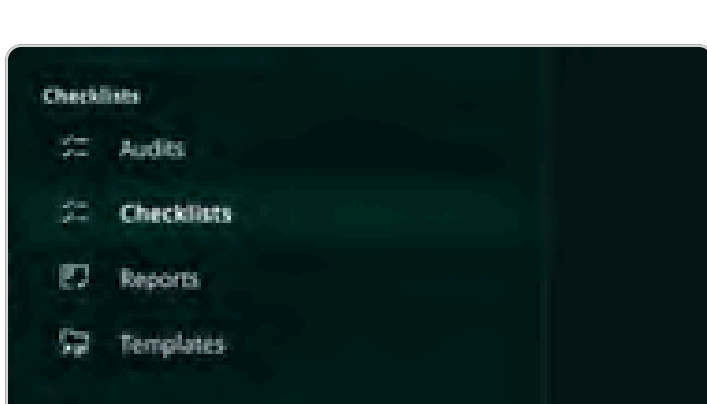
**Once published, a Checklist is created that is only fillable by you.** You can optionally assign this out to other people.

### CHECKLIST MODULE

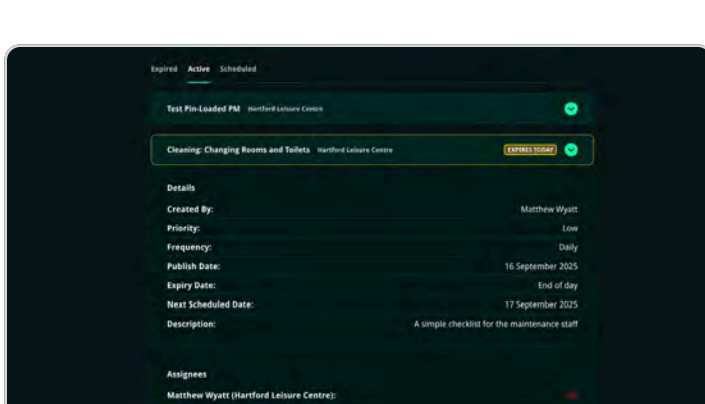
## 5.5 Completing a Checklist

### Active Checklists

Using the Sidebar, go to Checklist Module > Checklists

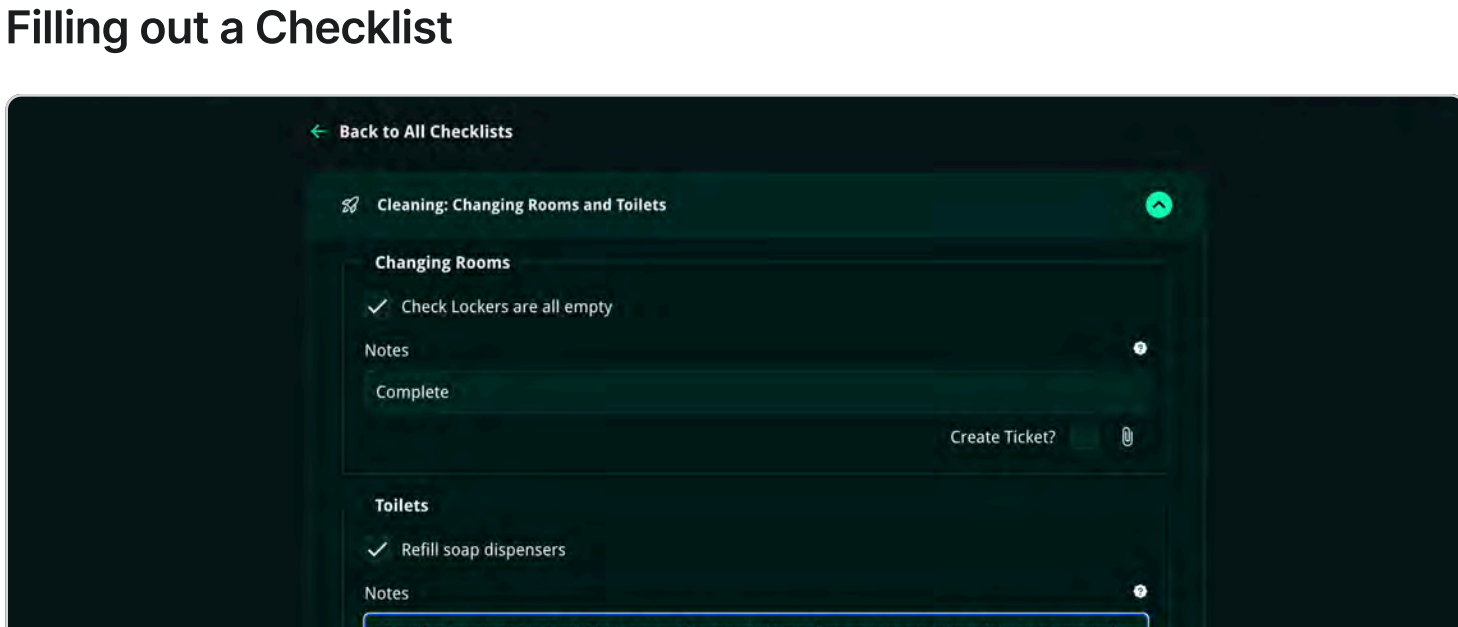


Sidebar > Checklists



View current checklists in the Active tab

### Filling out a Checklist



An example of an Ad-hoc Ticket, not attached to any assets. e.g a railing

**Create Ticket?** This creates an Ad-hoc ticket based on the Notes provided.