Comark Kitchen Checks
Registration and Setup

Nov 2019

Region - EMEA & APAC

Contents

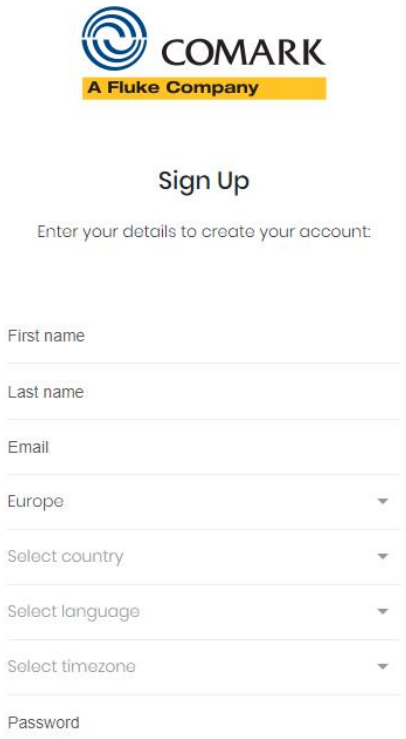
Instructions 3
Sign-Up 3
Complete Registration 3
Welcome & New Client Setup Tips 4
My Profile 4
Company Settings 4
Support 4
Setup Comark Kitchen Checks 5
Installing the Checks App on my Phone or Tablet 5
PIN Number for Checks App 5
Site and Sub-Site Setup 5
Setup your Users 6
Setup your Checks 7
Cooking Checks 7
Cooking Checks - Corrective Actions 8
Reheat Checks 9
Reheat Checks – Corrective Actions 9
Cold Hold Checks 10
Cold Hold Checks – Corrective Actions 10
Hot Hold Checks 11
Hot Hold Checks – Corrective Actions 11
Hot Hold to Cool Checks 12
Cook to Cool Checks 13
Delivery Checks 14
Thermometer Calibration 15
Cleaning Checks 16
Food Storage Setup 18
Suppliers Setup 21
Products 22
Reports – Activity Log 23
Hubs and Devices 23
You're all set 24

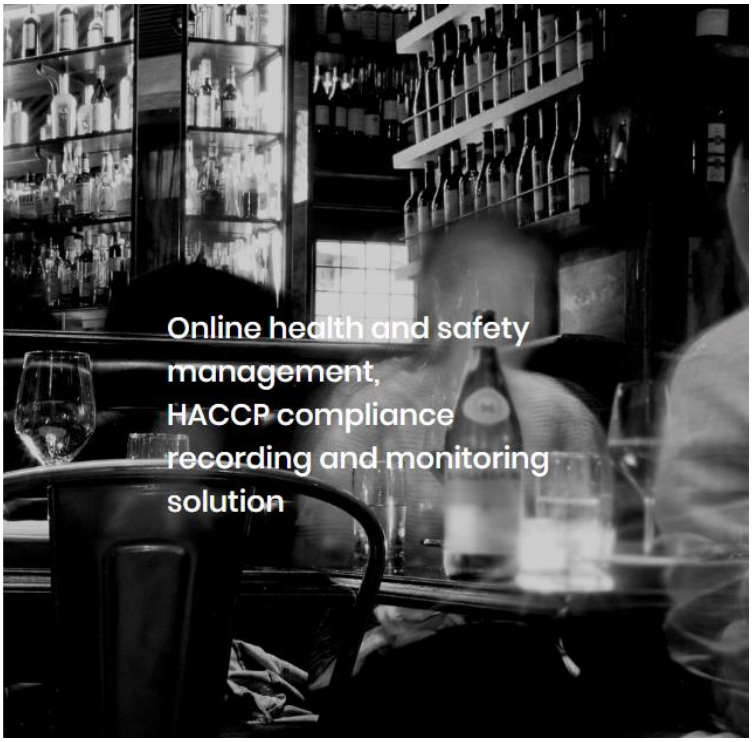
Instructions

Please follow the instructions below carefully. Allow an hour or so to get setup.

Sign-Up

Click Here to begin the sign-up process for Comark Kitchen Checks.





Enter the following details into the form…

First Name – Main User of the Account

Last Name

E-mail address – This is the e-mail address of the main account holder. You will be able to add more users later.

Select your region, either Europe or Americas – This is very important as it cannot be changed later

Select your exact Country

Select the Language you want

Select the appropriate Time Zone for your location – Hint; you can type in the drop down to speed up discovery, i.e. London

Enter a password for the Account

Enter a Company Name for the Account

Select the Industry that best represents you from the drop down

When ready click Sign-Up to register for an Account.

Sign-up is now complete, and you will receive a registration e-mail to confirm it was you.

Complete Registration

Click on the link in the e-mail to confirm registration and log in to the Comark Dashboard.

Important Note: The Dashboard is also the place for the New Comark Manager Monitoring System, so there are references on the Dashboard that refer to Monitor and not Comark Checks App.

Comark Manager Monitoring System will be launched later in 2019 – further details to follow.

Welcome & New Client Setup Tips

This page provides some useful tips for using the site and can be reached anytime by hovering the mouse over the letter in RED top right of the screen next to the Account Name and selecting…. "? Quick Start" from the drop down.

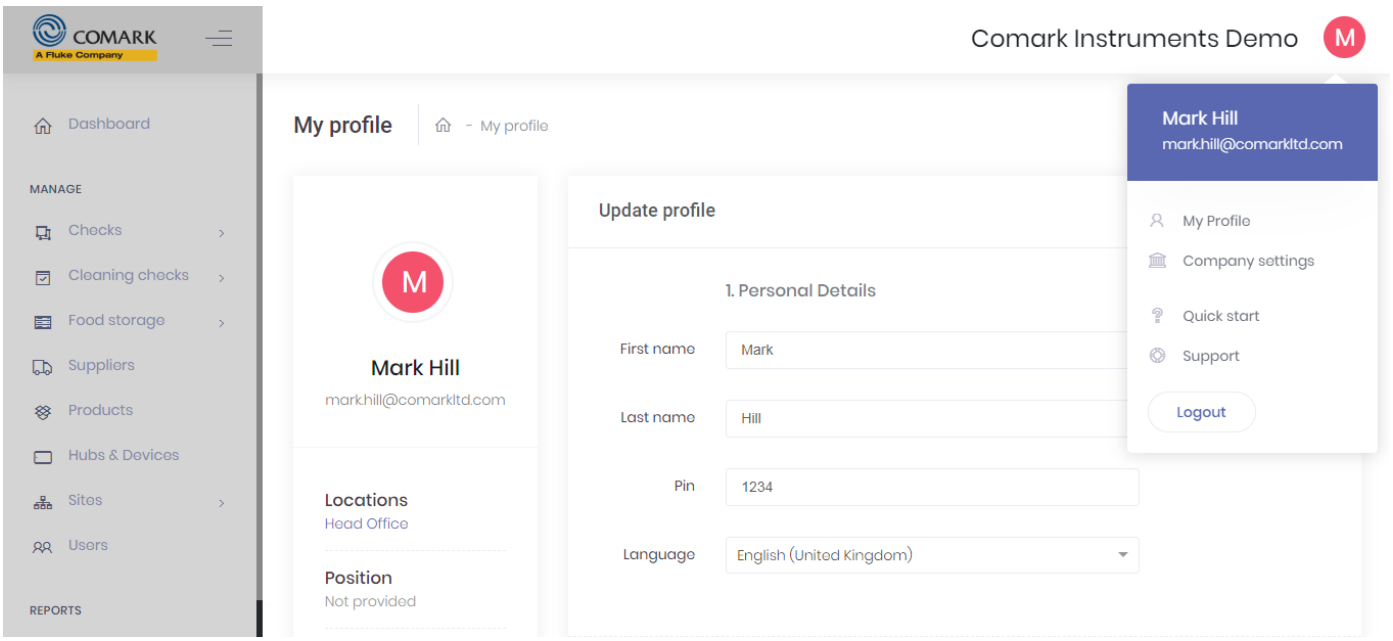


There are some useful items in this menu….

My Profile

Clicking on My Profile will open up the My Profile page, which provide some key information for Kitchen Checks.

Under Personal Details there is a PIN Number, this is the log in PIN number for your Checks App. You can change the PIN number here to any 4-digit number.



Company Settings

Clicking on Company Settings will take you to the Client Information page. Here you will see the Country, Language, Time Zone, Temperature Units selected and Status of the Account.

If any of the settings are wrong or need to change, click on the Edit Symbol  top right to make changes and then click on Save Changes to save or Cancel to exit without making changes.

Support

If you need additional support the Support Link will open up a contact us form on the Comark website where you can submit a request for support.

Setup Comark Kitchen Checks

To setup Comark Kitchen Checks there are a number of steps to complete. They can be completed in any order but moving from step to step usually works best.

Installing the Checks App on my Phone or Tablet

If you have not done already, now is a good time to install the Comark Kitchen Checks App on your phone or Tablet. Visit the PLAY Store or APP Store to download and install. The apps are free of charge.

PIN Number for Checks App

Visit the My Profile link, and note down the PIN number.

Site and Sub-Site Setup

The Comark Kitchen Checks System runs based on Sites Groups, Sites and Sub-Sites……

A “Site Group” is defined as an area or other criteria that defines the Sites at the top level, for example; Europe/UK/ROW or California/Arizona/Texas

A “Site” is defined as a main location or premises. This could be a Restaurant or Hotel or just the main site.

A “Sub-Site” is defined as an area where Checks will take place, e.g. the Kitchen

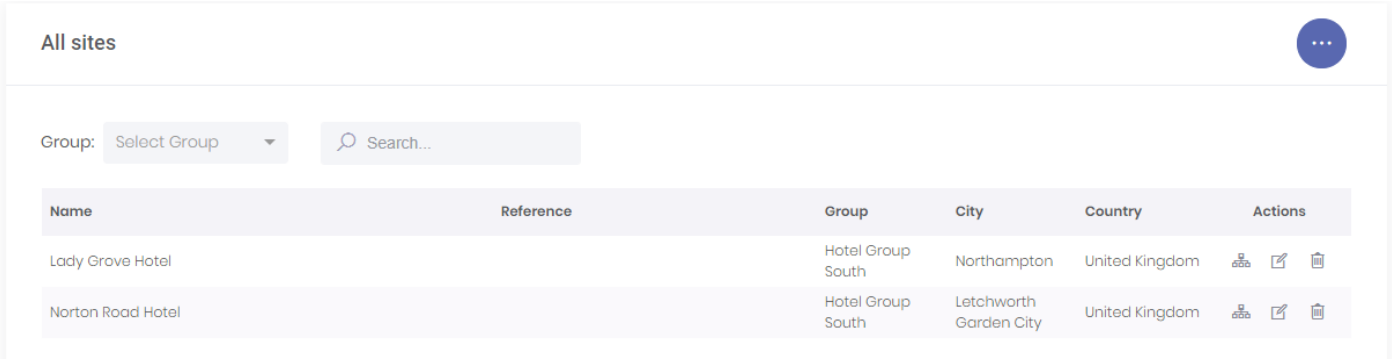
Setup should start from Sites Groups, then Sites and finally Sub-Sites.

Click on “Sites Groups” then select ··· and Create Group. Enter a new Sites Group Name and click save changes.

Now select “Site” and select ··· and Create Site. Enter a new Site Name, select the Sites Group from the drop-down. Optionally please enter a Description and Reference. Address information can also be entered but this too is optional. Select Save Changes.

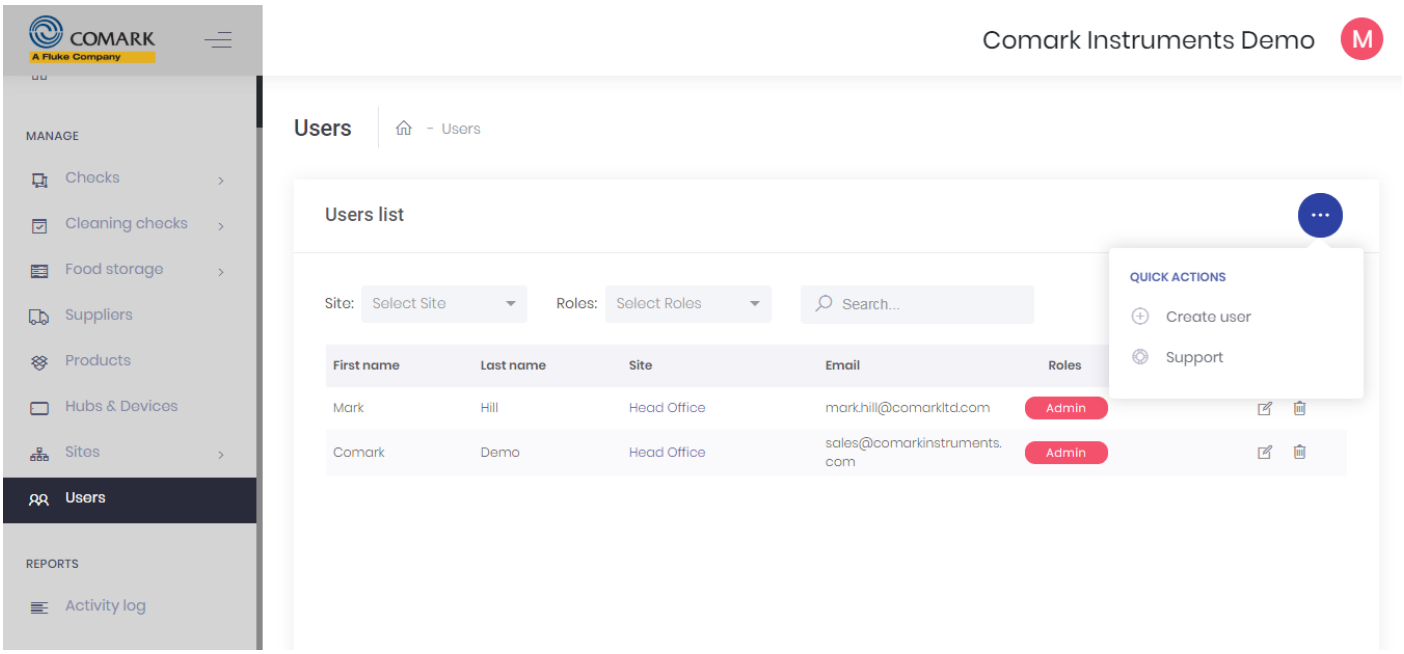
Once you have your “Sites Groups” and “Sites” setup you can now edit the Sites and enter the “Sub-Site” information.

From your list of Sites, use this button to add/edit your Sub-Sites.



Setup your Users

Navigate to the Users Setup, see menu on the left-hand side of the screen. If the menu is hidden click on this link top left….  to open the menu. Look for Users towards the bottom of the list.



Under the list of Users will be you and you alone, until you add more users.

Hover over this button  and select Create User to add another User to the System.

Please complete the following sections….

1. Personal Details

   First Name

   Last Name

   Language

   Sites

   Sub-Site

   If Web Log in is allowed for this User, ensure that the Box is ticked.

   Enter their e-mail address.

   Phone No is optional

   Enter a PIN number for the User, else leave blank and let them locate/edit it using the My Profile Instructions when they have logged into the Dashboard.

2. Job Details are optional

3. Permissions

   Select from either User or Admin

   User can only view, Admin can edit

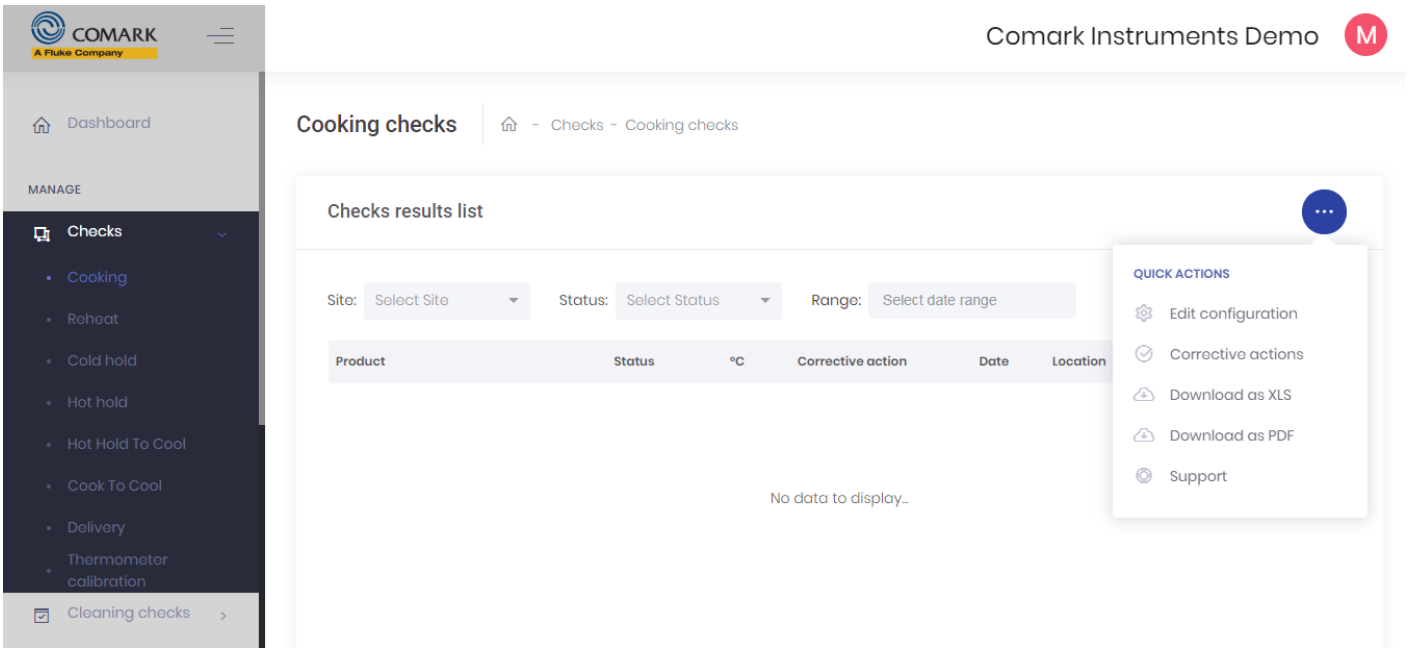
4. Notifications – Can be ignored for Comark Checks App setup

Click on Save Changes to save the user. Repeat as above for all your Users.

Setup your Checks

Look for the checks in the left-hand menu of the screen. When you click to enter a Check, you will see the current list of completed checks. At this stage of setup that is most likely none. Hover over this button  top right to make your choice from….

- Edit Configuration
- Corrective Actions
- Download as XLS
- Download as PDF
- Support



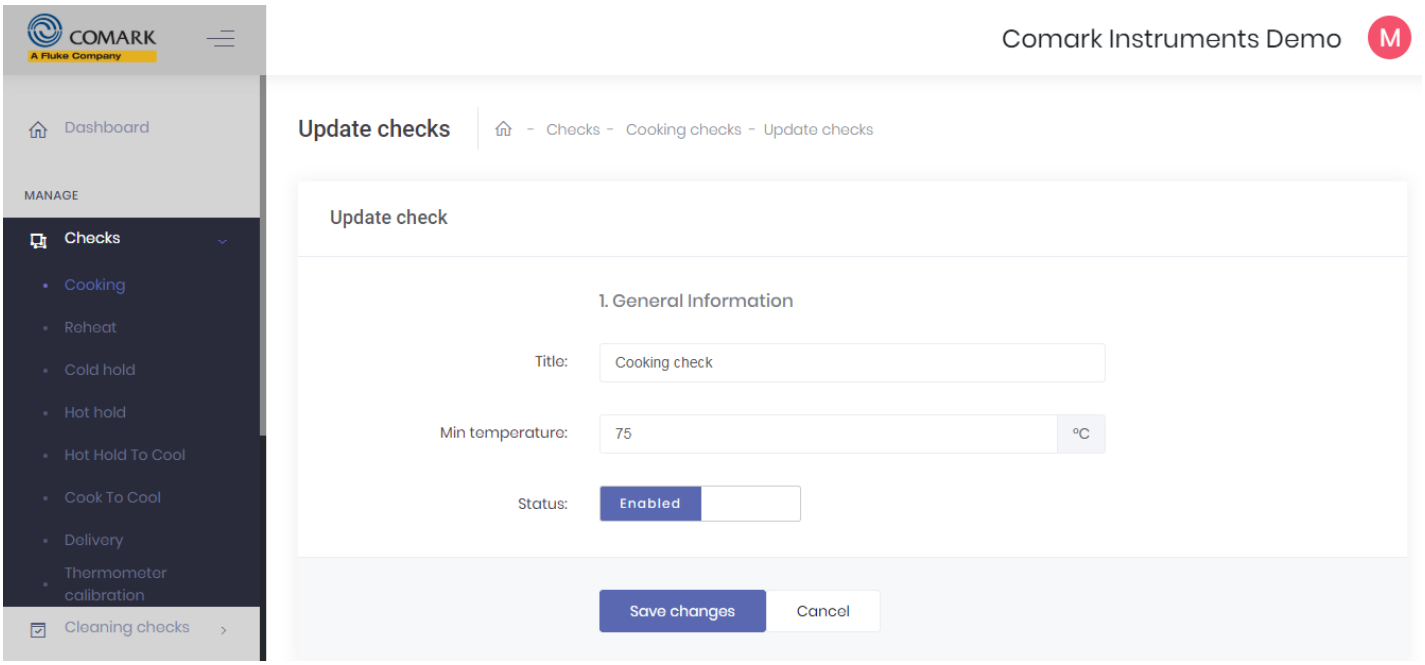
All of the following checks have the same menu options, but different choices underneath, see below…

Cooking Checks

Select Cooking Checks and click on  and select Edit Configuration…. you will be presented with the following options….

- Title – Edit the Title of the Check if necessary
- Min Temperature - Change the Minimum Temperature Required – Default is set to 75°C and TBC °F
- Status – Enabled or Disabled. If Disabled, then the Check will not appear on the app

(Specific Product cooking temperatures can be set later in the setup process)



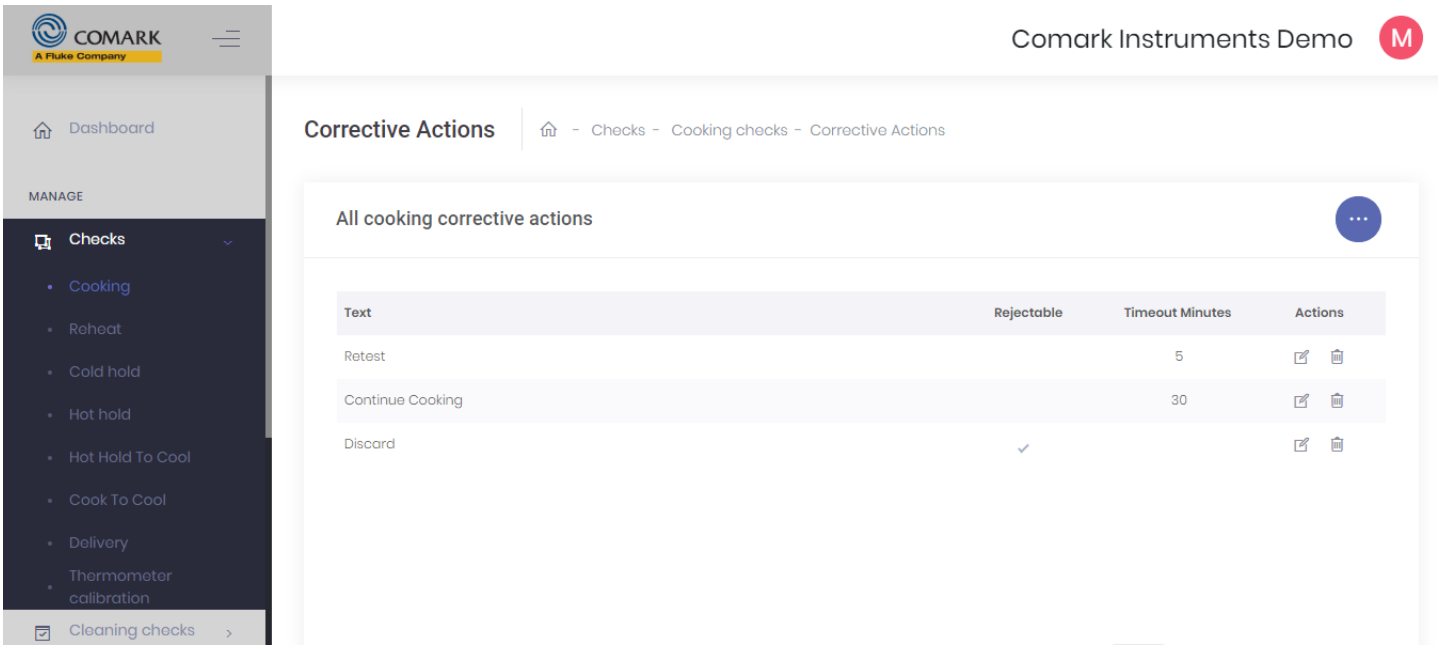
Click Save Changes or select Cancel to return without saving.

Cooking Checks - Corrective Actions

Return to ··· and select Corrective Actions….

The system has a number of default Corrective Actions that you can choose to keep, edit or delete.

- **Retest** – This will record a Corrective Action of Retest and give you 5 minutes (editable) before you must re-take the temperature
- **Continue Cooking** – This works in the same way as Retest, only this time you have 10 minutes (editable) before you must re-take the temperature
- **Discard** – This means that you have discarded the product completely



Note: This section applies to all types of Checks.

Using the Actions Tools and to Edit or Delete a Corrective Action.

To add another Corrective Action, select and chose Create Corrective Action.

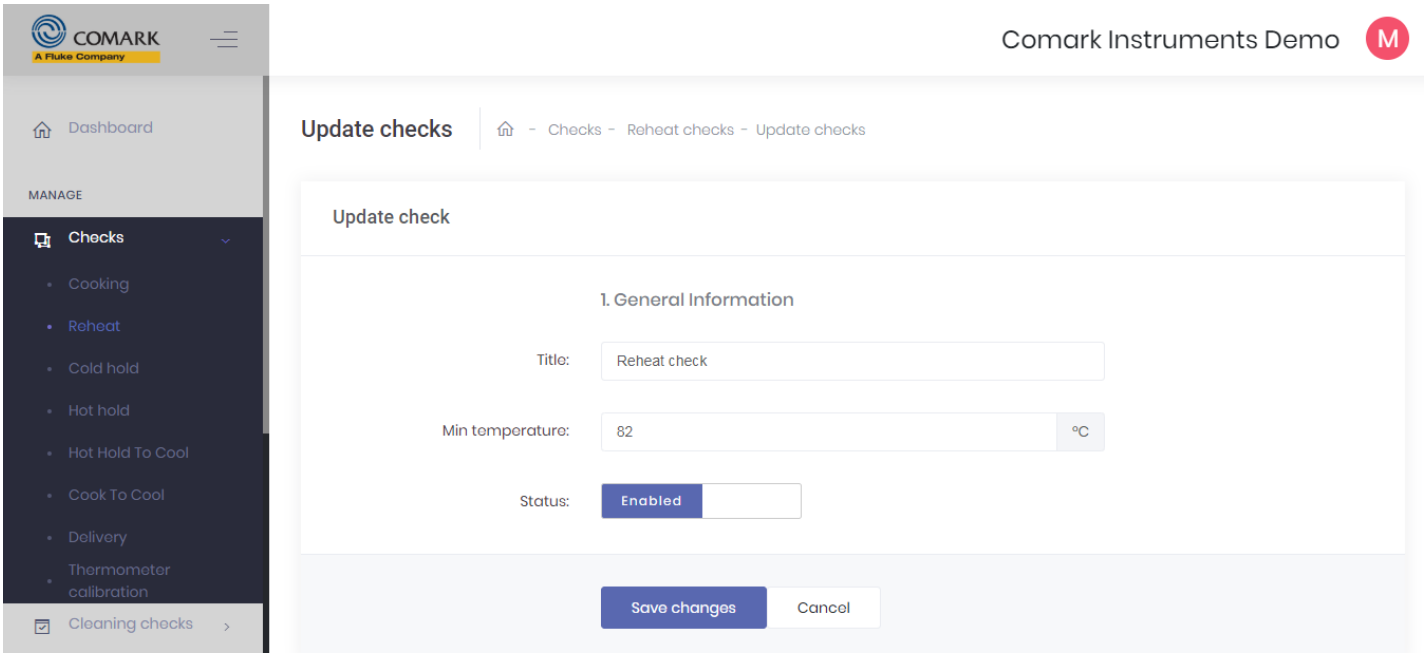
When products are 'discarded or rejected' this completes/closes the check.

Click Save Changes or select Cancel to return without saving.

Reheat Checks

Select Reheat Checks and click on and select Edit Configuration…. you will be presented with the following options….

- Title – Edit the Title of the Check if necessary
- Min Temperature - Change the Minimum Temperature Required – Default is set to 82°C and TBC °F
- Status – Enabled or Disabled. If Disabled, then the Check will not appear on the app



Click Save Changes or select Cancel to return without saving.

Reheat Checks – Corrective Actions

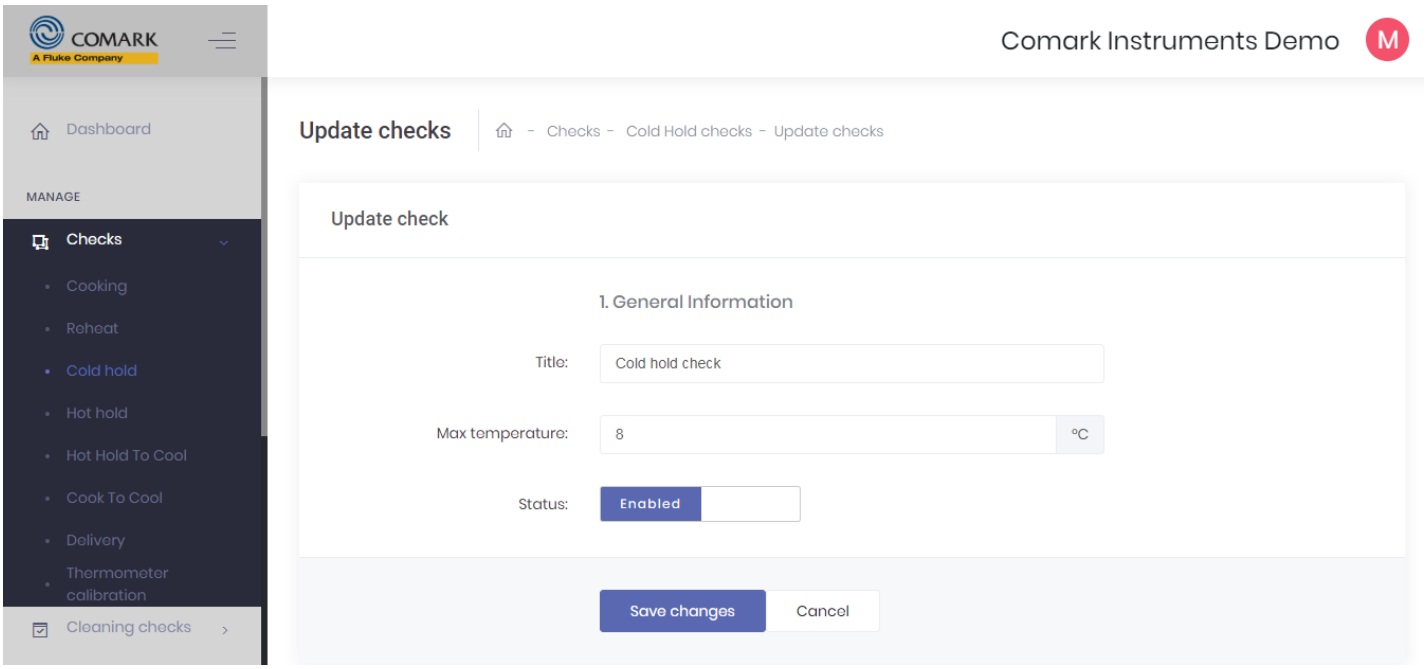
Return to and select Corrective Actions…. You will be presented with the following options…

- Retest – This will record a Corrective Action of Retest and give you 5 minutes (editable) before you must re-take the temperature
- Continue Reheating – This works in the same way as Retest, only this time you have 10 minutes (editable) before you must re-take the temperature
- Discard – This will record a Corrective Action of Discard and the Check will be closed.

Cold Hold Checks

Select Cold Hold Checks and click on ··· and select Edit Configuration…. you will be presented with the following options….

- Title – Edit the Title of the Check if necessary
- Max Temperature - Change the Maximum Temperature Required – Default is set to 8°C and TBC °F
- Status – Enabled or Disabled. If Disabled, then the Check will not appear on the app



Click Save Changes or select Cancel to return without saving.

Cold Hold Checks – Corrective Actions

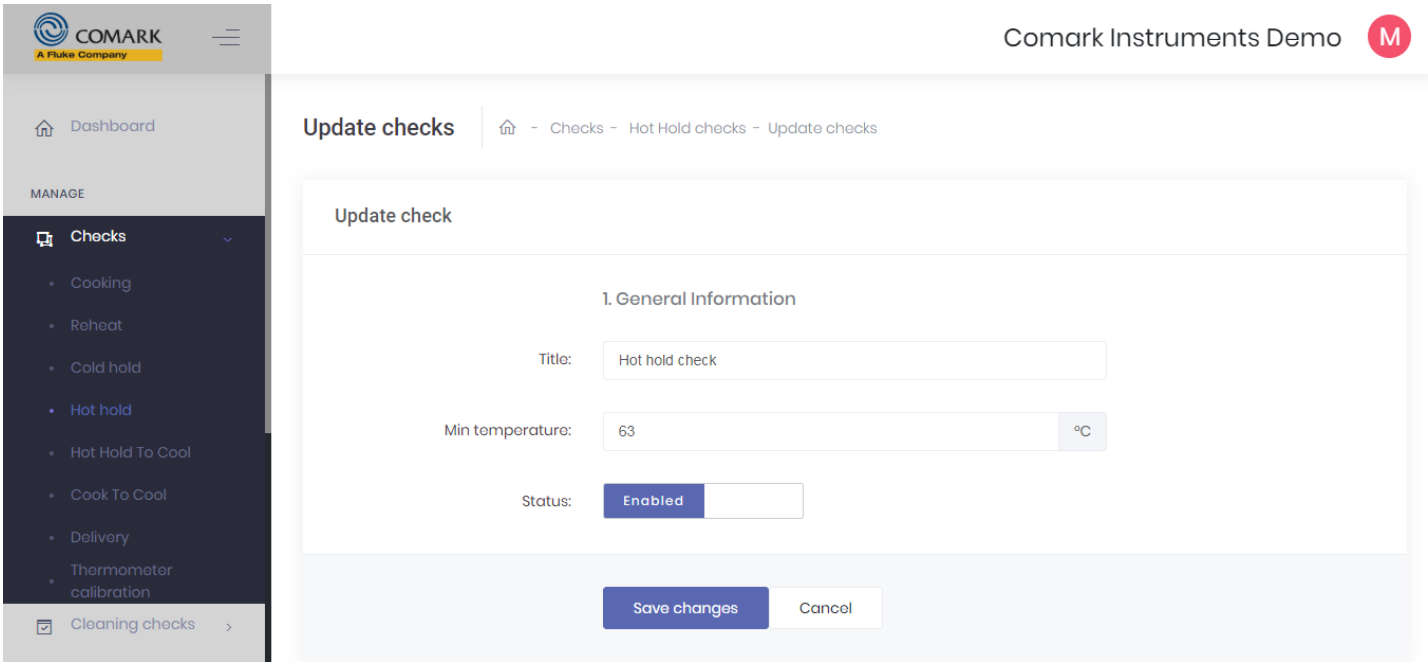
Return to ··· and select Corrective Actions…. You will be presented with the following options…

- Retest – This will record a Corrective Action of Retest. There is no timer option on Cold Hold Re-Test.
- End of Service Discard – This will record a Corrective Action of Discard and the Check will be closed.

Hot Hold Checks

Select Hot Hold Checks and click on ··· and select Edit Configuration…. you will be presented with the following options….

- Title – Edit the Title of the Check if necessary
- Min Temperature - Change the Minimum Temperature Required – Default is set to 63°C and TBC °F
- Status – Enabled or Disabled. If Disabled, then the Check will not appear on the app



Click Save Changes or select Cancel to return without saving.

Hot Hold Checks – Corrective Actions

Return to ··· and select Corrective Actions…. You will be presented with the following options…

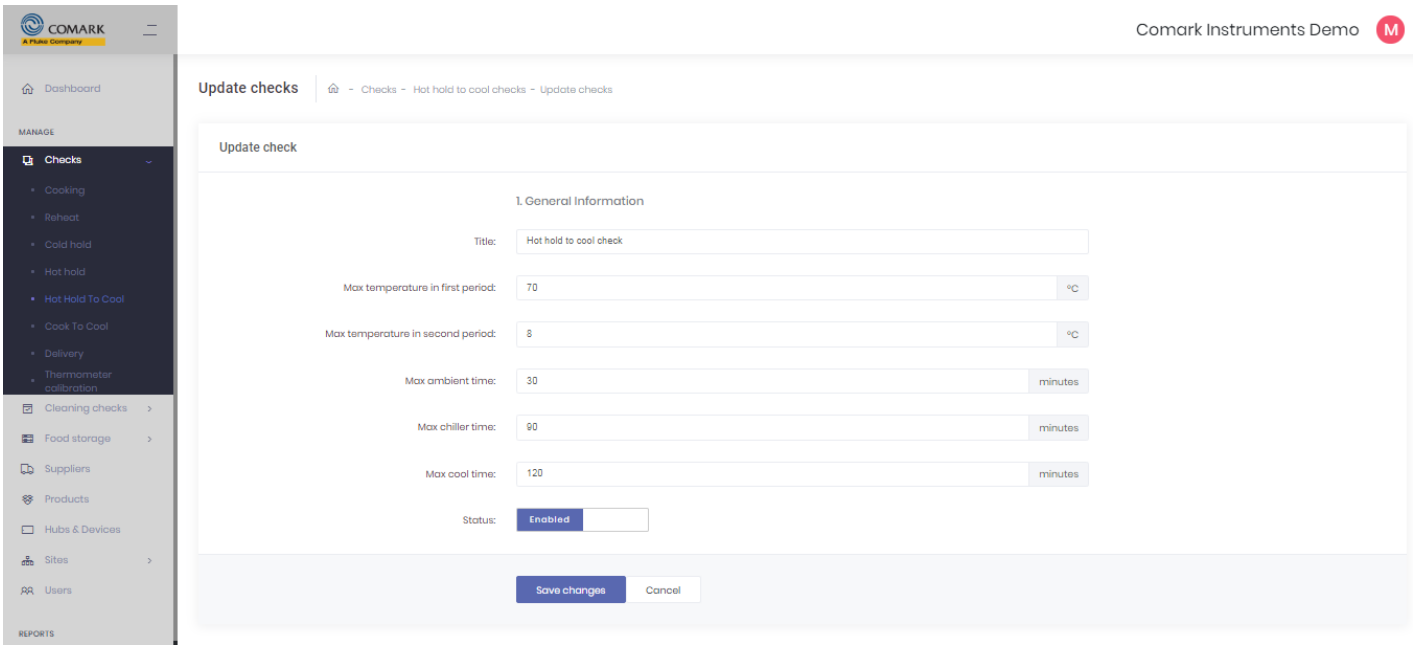
- Retest – This will record a Corrective Action of Retest. There is no timer option on Hot Hold Re-Test
- End of Service Discard – This will record a Corrective Action of Discard and the Check will be closed.

Hot Hold to Cool Checks

Hot Hold to Cool is an essential part of any working Kitchen and Comark Kitchen Checks App can help you monitor product that you are cooling.

Select Hot Hold to Cool and click on  and select Edit Configuration…. you will be presented with the following options….

- Title – Edit the Title of the Check if necessary
- Max Temperature in first period - Change the Maximum Temperature Required – Default is set to 70°C and TBC °F
- Max Temperature in second period - Change the Maximum Temperature Required – Default is set to 8°C and TBC °F
- Max Ambient Time - Change the Maximum Ambient Time Required – Default is set to 30 minutes
- Max Chiller Time - Change the Maximum Chiller Time Required – Default is set to 90 minutes
- Max Cool Time - Change the Maximum Cool Time Required – Default is set to 90 + 30 = 120 minutes. This figure should be the combined total cooling time
- Status – Enabled or Disabled. If Disabled, then the Check will not appear on the app



Cook to Cool Checks

EU Version - Cook to Cool is an essential part of any working Kitchen and Comark Kitchen Checks App can help you monitor product that you are cooling, with Cook to Cool and Hot Hold to Cool functions.

The Cook to Cool process consists of up to two stages….

Stage 1 – Ambient Cooling

Here the item is placed somewhere safe at Ambient temperature while the initial heat can dissipate. This period is usually no more than 30 minutes.

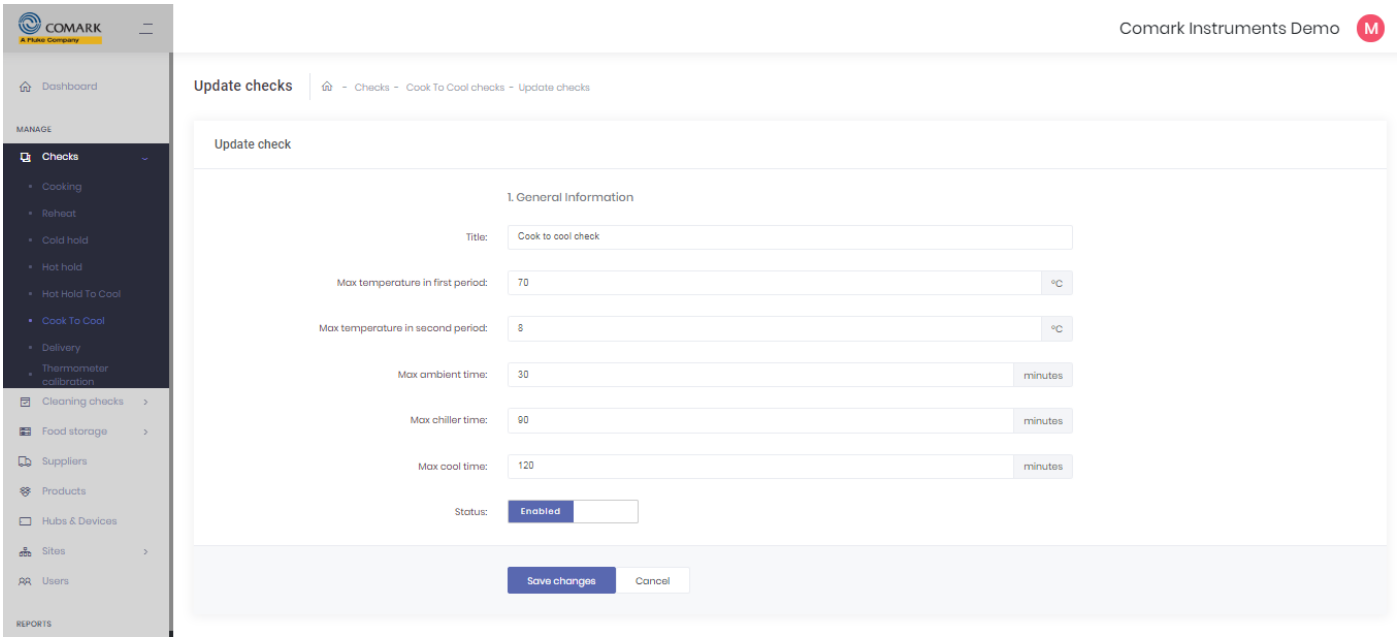
Stage 2 – Forced Chilling

The second stage is usually a Forced Chill Stage whereby the product is placed inside a Chiller designed for Chilling Food. The second stage cooling is normally 90 minutes, but your own procedure will define the time.

The Ambient Cooling Stage is optional and you can jump straight to Stage 2. The App will allow you to do this on a per item basis. Selecting multiple items on the app and you will always be directed to the Two Stage solution.

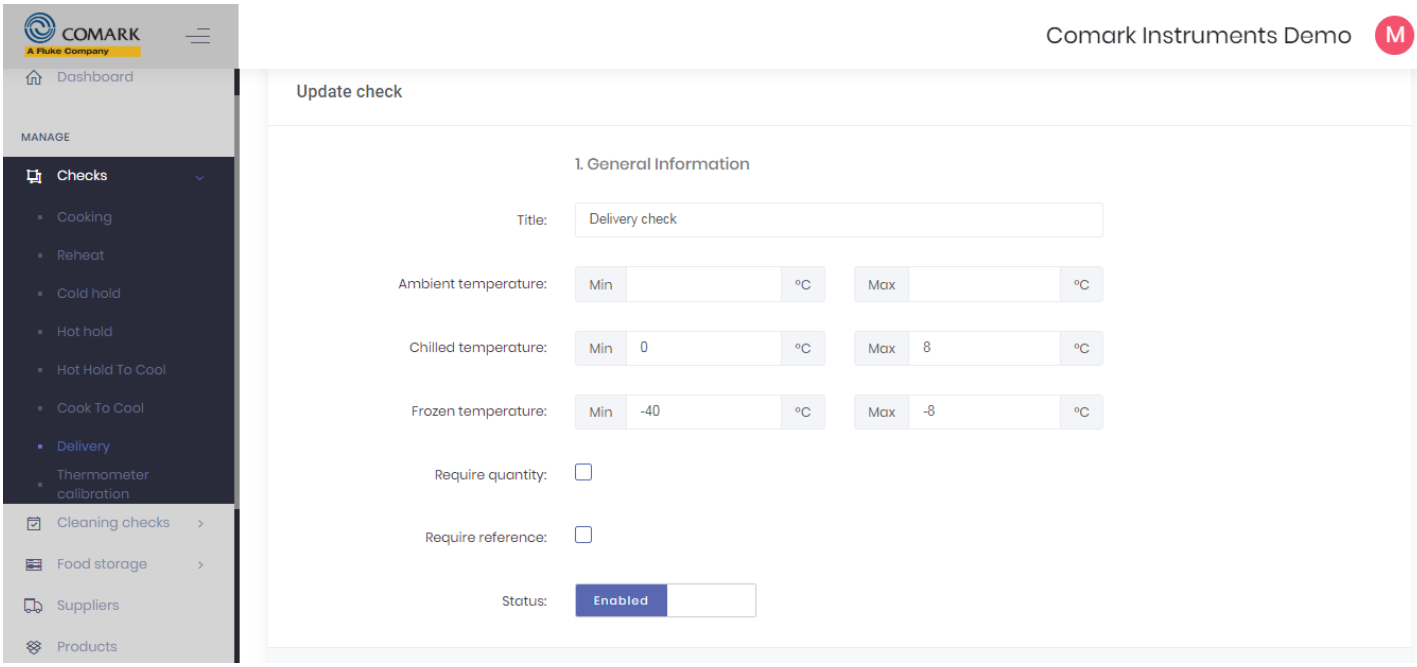
Select Cook to Cool and click on  and select Edit Configuration…. You will be presented with the following options….

- Title – Edit the Title of the Check if necessary
- Max Temperature in first period - Change the Maximum Temperature Required – Default is set to 70°C and TBC °F
- Max Temperature in second period - Change the Maximum Temperature Required – Default is set to 8°C and TBC °F
- Max Ambient Time - Change the Maximum Ambient Time Required – Default is set to 30 minutes
- Max Chiller Time - Change the Maximum Chiller Time Required – Default is set to 90 minutes
- Max Cool Time - Change the Maximum Cool Time Required – Default is set to 90 + 30 = 120 minutes. This figure should be the combined total cooling time
- Status – Enabled or Disabled. If Disabled, then the Check will not appear on the app



Delivery Checks

Select Delivery or Receiving and click on  and select Edit Configuration…. you will be presented with the following options….



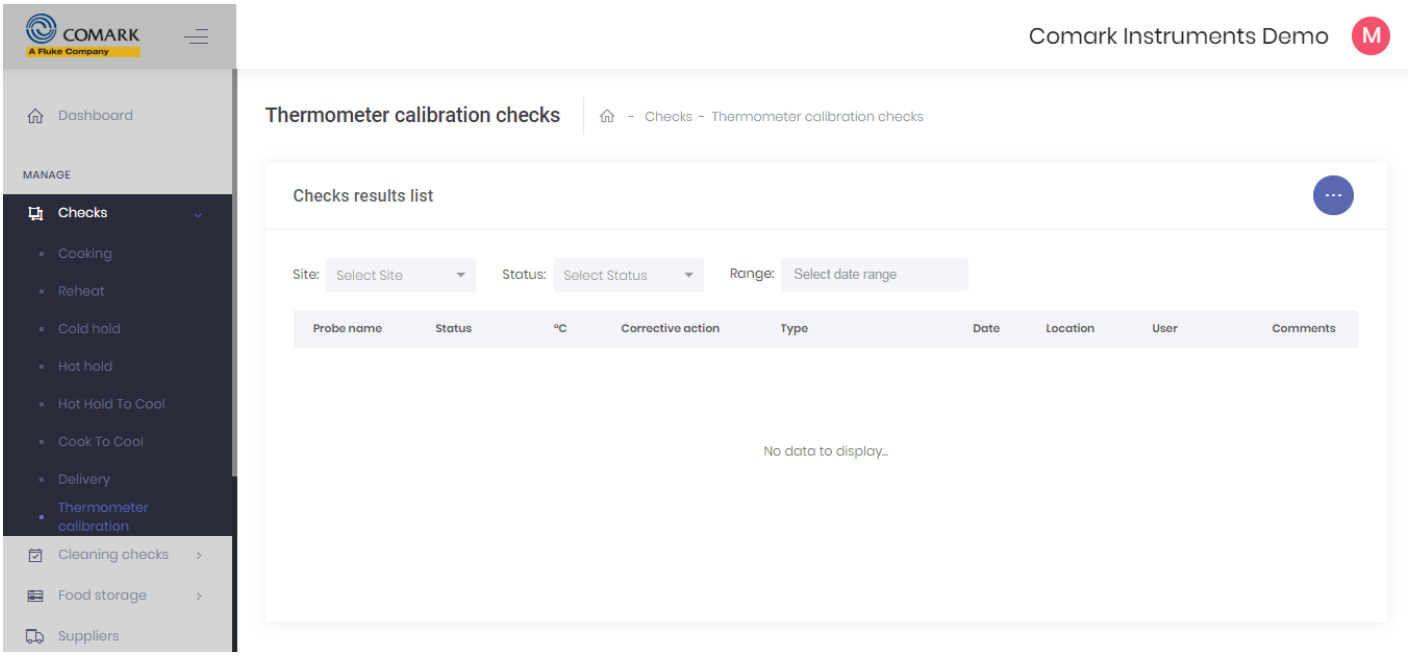
- Title – Edit the Title of the Check if necessary
- Ambient Temperature with a Min and Max – Default is empty, i.e. Ambient Product does not require a temperature value to be recorded.
- Chilled Temperature – Min and Max Temperature; defaults 0°C/31°F and 8°C/41°F
- Frozen Temperature – Min and Max Temperature; defaults -40°C/-40°F and -8°C/17.6°F
- Require quantity tick box – If you need to record quantity of items received tick this box
- Require reference tick box – If you need to record a reference for the items received tick this box
- Status – Enabled or Disabled. If Disabled, then the Check will not appear on the app

Although at this time we would next setup our Suppliers & Products, we will first complete the basic platform setup with Thermometer Calibration, Cleaning Checks & Food Storage.

If you wish to jump to Supplier & Product setup please see pages 22 & 23.

Thermometer Calibration

Thermometer Calibration is a feature whereby you can check the accuracy of your Comark Bluetooth probe. There are two options to select from….



Select Thermometer Calibration and click on ··· and select Edit Configuration…. you will be presented with the following options….

- Status – Enabled or Disabled. If Disabled, then the Check will not appear on the app

Return to ··· and select Corrective Actions…. You will be presented with the following options…

- Inform Comark – This will record a Corrective Action of Inform Comark.
- Retest – Will record that the test should be done again

When conducting the calibration test, the App will automatically collect the Bluetooth probe type and serial number.

Icy Water Test

Make up a crushed Ice solution. If you do not know how to do this please refer to the instructions on the Comark Website, Click Here.

Insert the probe into the Crushed Ice Solution and wait for the reading to stabilise. It should read 0°C (32°F) to within +/-1°C (+/-2°F) or better. Note: only a reading outside the range +/-1°C (+/-2°F) will cause the app to fail the calibration.

Boiling Water Test

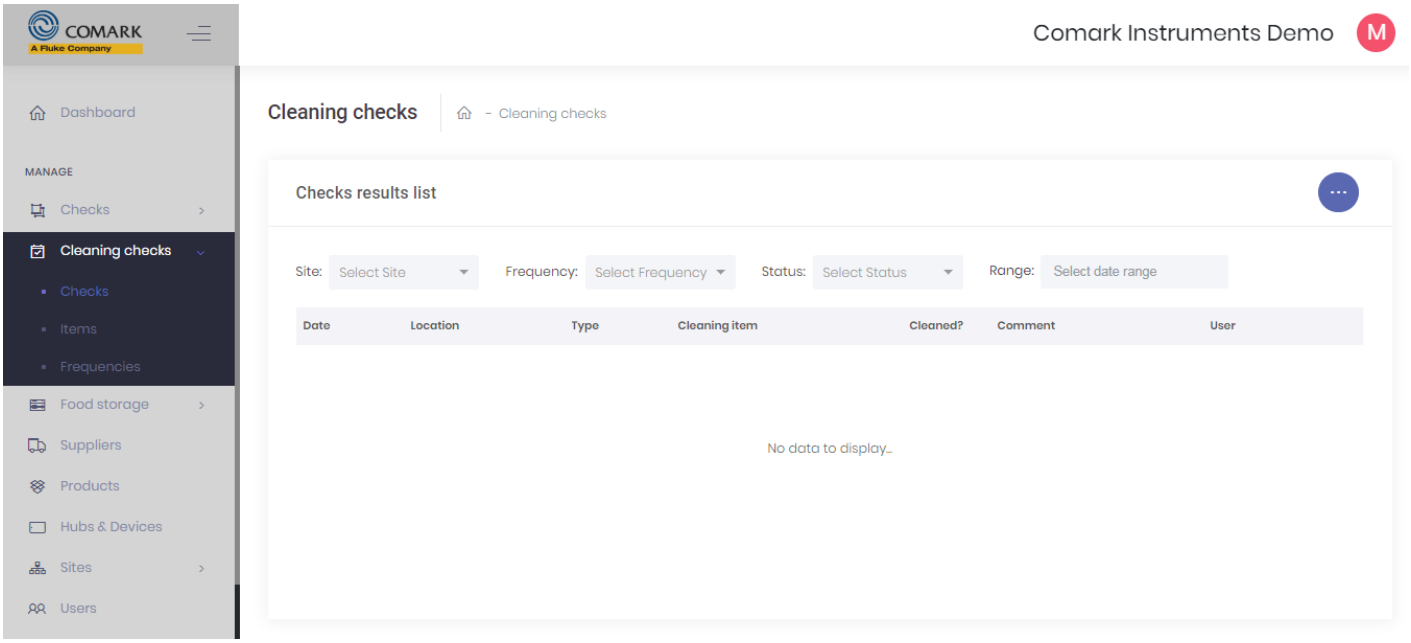
Boil some water in a container or kettle.

Insert the probe into the Boiling Water and wait for the reading to stabilise. It should read 100°C (212°F) to within +/-1°C (+/-2°F) or better. Note: only a reading outside the range +/-1°C (+/-2°F) will cause the app to fail the calibration.

Cleaning Checks

Cleaning checks on Comark Kitchen Checks is very simple. You enter an item to be cleaned and the app will request that it is cleaned Yes/No or you can enter a reason why it is not cleaned.

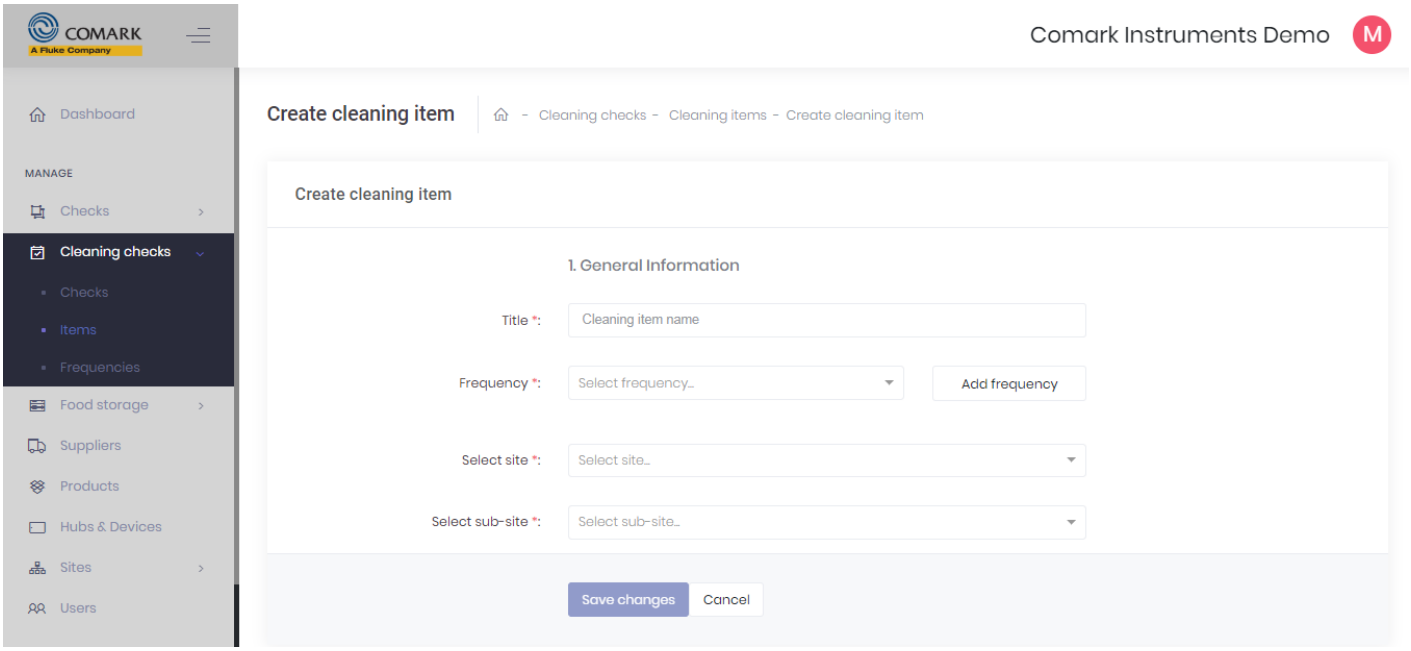
Cleaning checks are entered on a by Site, Sub-Site and Frequency basis meaning that you identify clearly where the item is that was cleaned.



Select ‘Checks’ then click on  and select Edit Configuration…. you will be presented with the following options….

- Title – Edit the Title of the Check if necessary.
- Description – Here you can add a description if required. It does not impact the performance of the app or the Dashboard even if this is left blank.
- Status – Enabled or Disabled. If Disabled, then the Check will not appear on the app

You now need to setup your Cleaning Checks and importantly the type & frequency of those checks.



Click on **Items** to go to the blank list of Items.

Hover over ⋯ and select Create Item and complete the following information…

Title – Name of the Cleaning Item

Frequency – Select Frequency from the Drop Down List

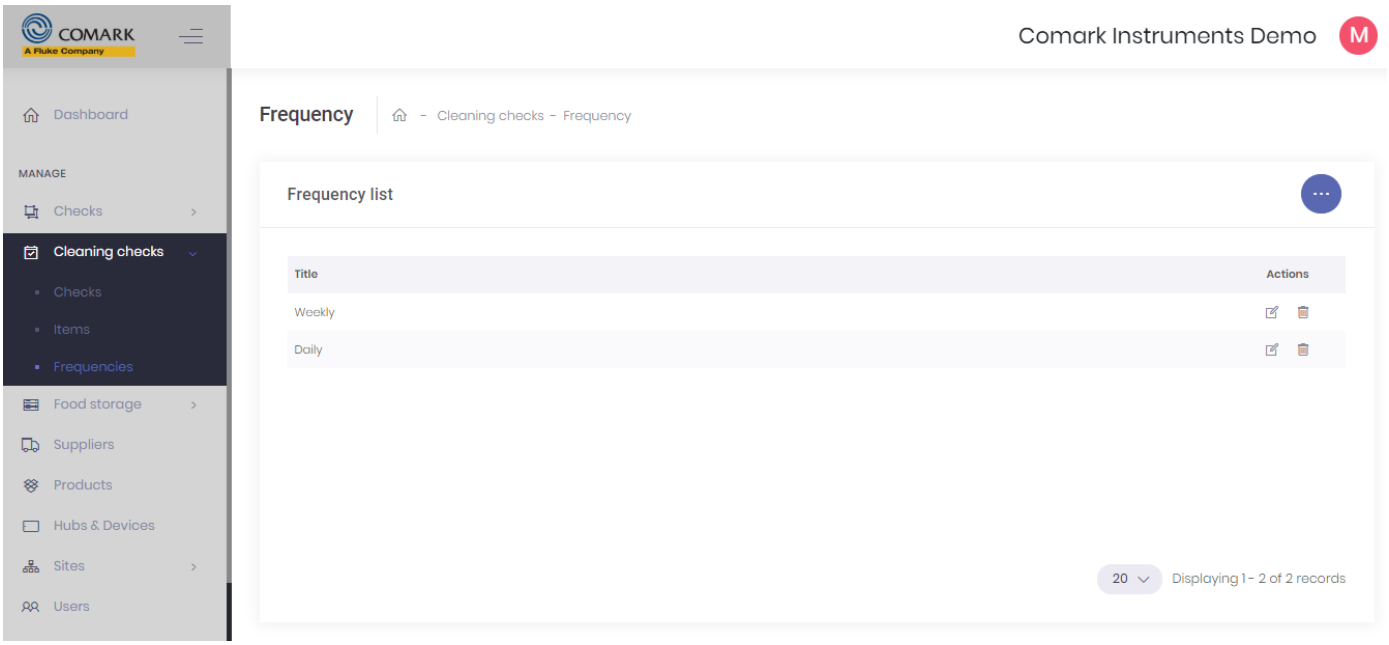
If you need to add a new Frequency, then click on Add Frequency Button to add new.

Select the Site for this Check

Select the Sub-Site for this Check.

Select Save Changes, and repeat the process above to add all of your cleaning checks.

Click on **Frequencies** to see the two default frequencies of Weekly and Daily.



Return to ⋯ and select Create Frequency…. And simply enter the name of the frequency, for example Morning or afternoon or before opening and after closing. These are only Text Titles and do not have a time associated with them.

If you wish to enter more than one new frequency repeat the above process.

Note: The same name for a Cleaning Check can be used over and over so long as either the Frequency/Site and Sub-Site are different. Therefore, you can have 'Confirm Floors Clean' in the Morning/Afternoon and on any/all of your sites or sub-sites.

Food Storage Setup

Food Storage checks is a manual process for checking the temperature of your Refrigerators and Freezers. It involves entering the Asset information, what group it applies too, Site and Sub-Site and finally the temperature range for the item under normal circumstances.

Food Storage checks require that either you enter the temperature manually, from the local read-out (not recommended) or that you have something in the Asset that you can probe manually with a sanitized probe.

If you don't want to manually check your Assets you may wish to consider one of the Comark alternative automatic monitoring systems. Click Here for more details.

Under Food Storage Setup there are three areas….

Checks – Here your Food Storage Checks will be displayed when they are completed

Assets – You need to setup your Assets here, i.e. the name of the Fridges/Freezers, Walk-Ins and so on

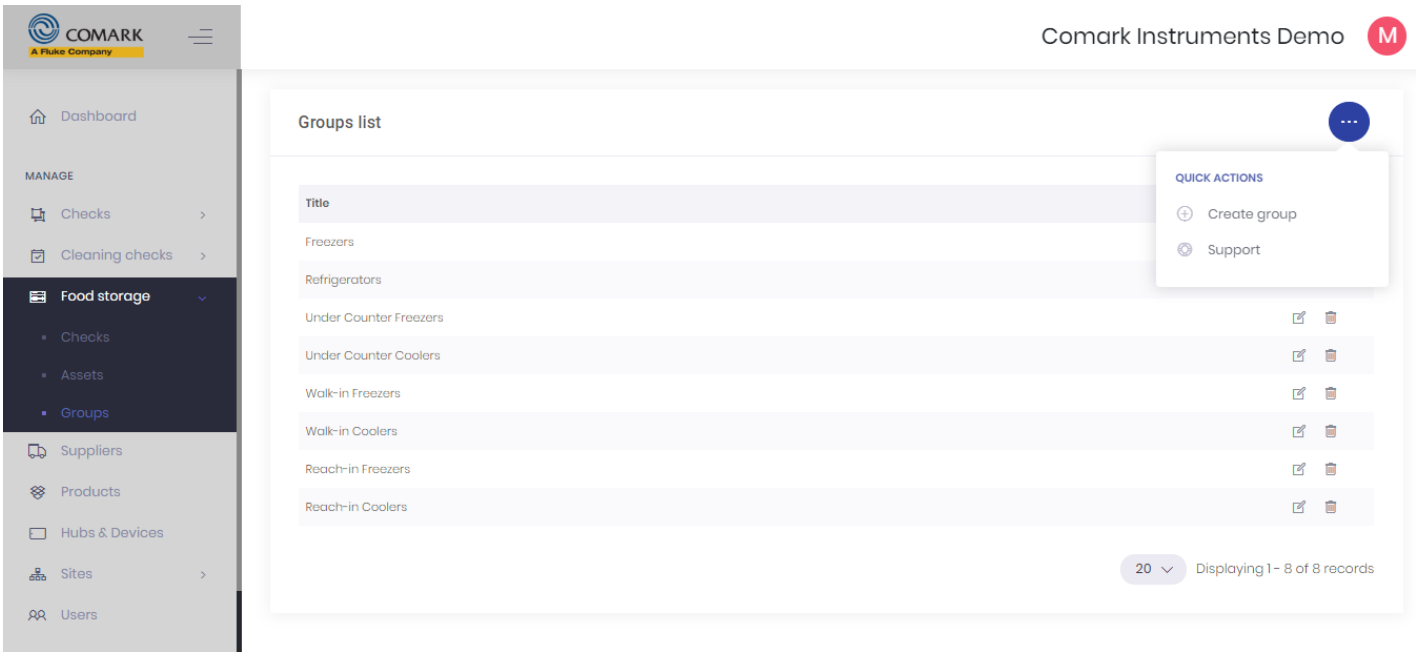
Groups – A group defines the category for the Asset, e.g. it's Refrigerator or Walk-In Freezer. This is a required field when configuring an Assets group.

We will set up Food Storage in reverse order as it makes more sense for initial setup.

Click on Groups and you will be presented with the list of Groups, including…

- Under Counter Freezers
- Under Counter Coolers
- Walk-in Freezers
- Walk-in Coolers
- Reach-In Freezers
- Reach-in Coolers

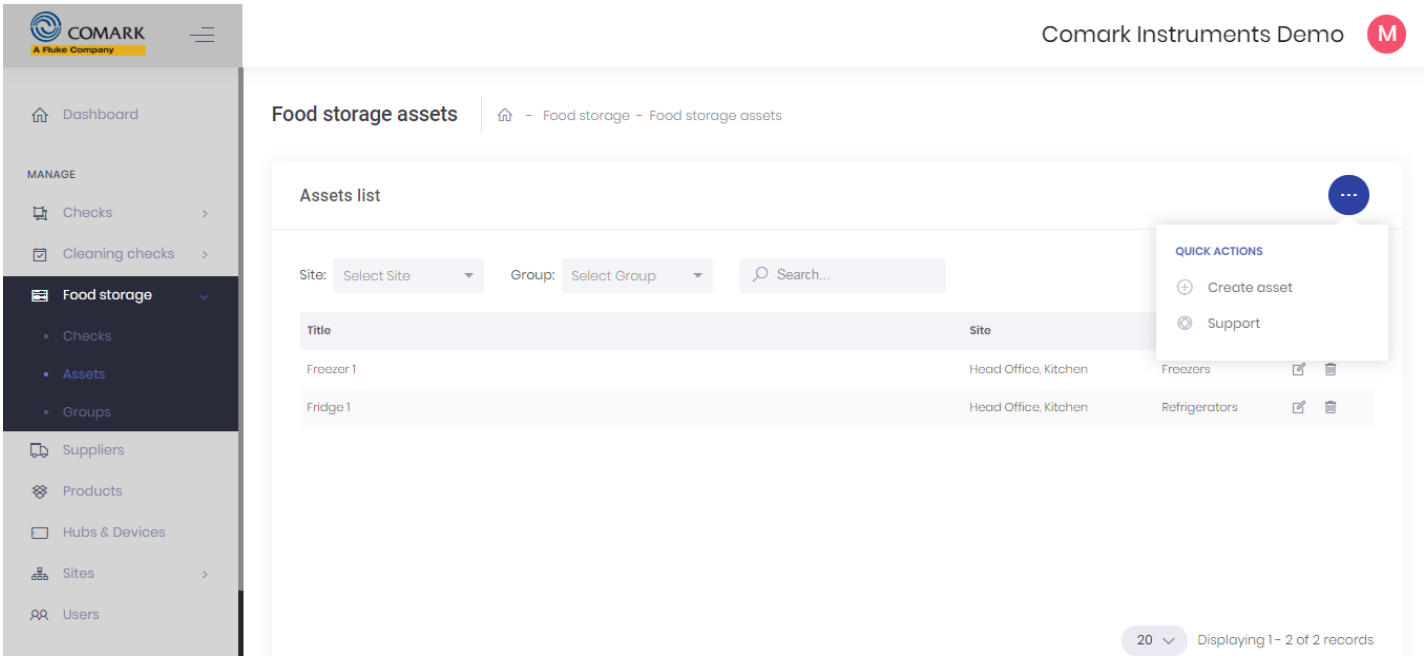
"Groups" is not to be confused with "Sites Groups". In this case it is simply a means to categorise your Food Storage equipment into logical groups, e.g. Freezers or Fridges. You can choose to use these, edit or delete them and create new.



Hover over  and select Create Group to enter the name of a new Group, i.e. Fridges.

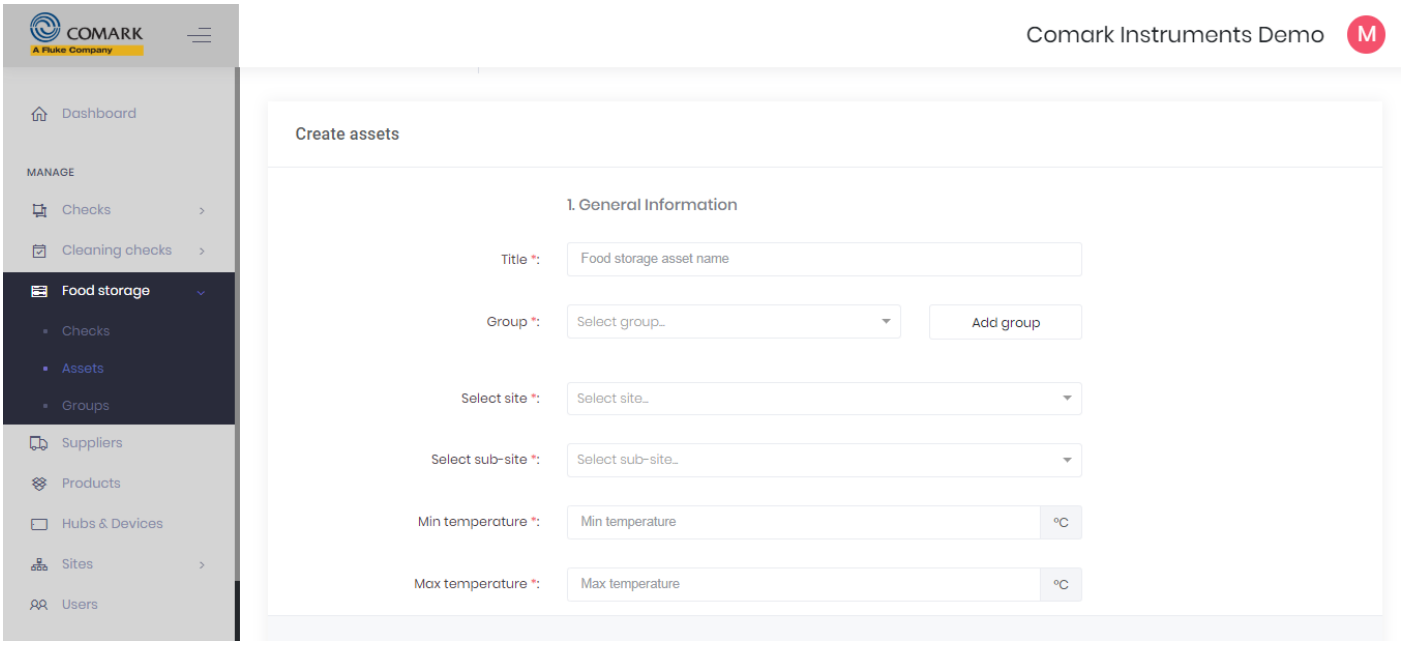
Repeat this as many times as necessary.

Click on Assets and then hover over  and select Create Asset to create a new Asset.



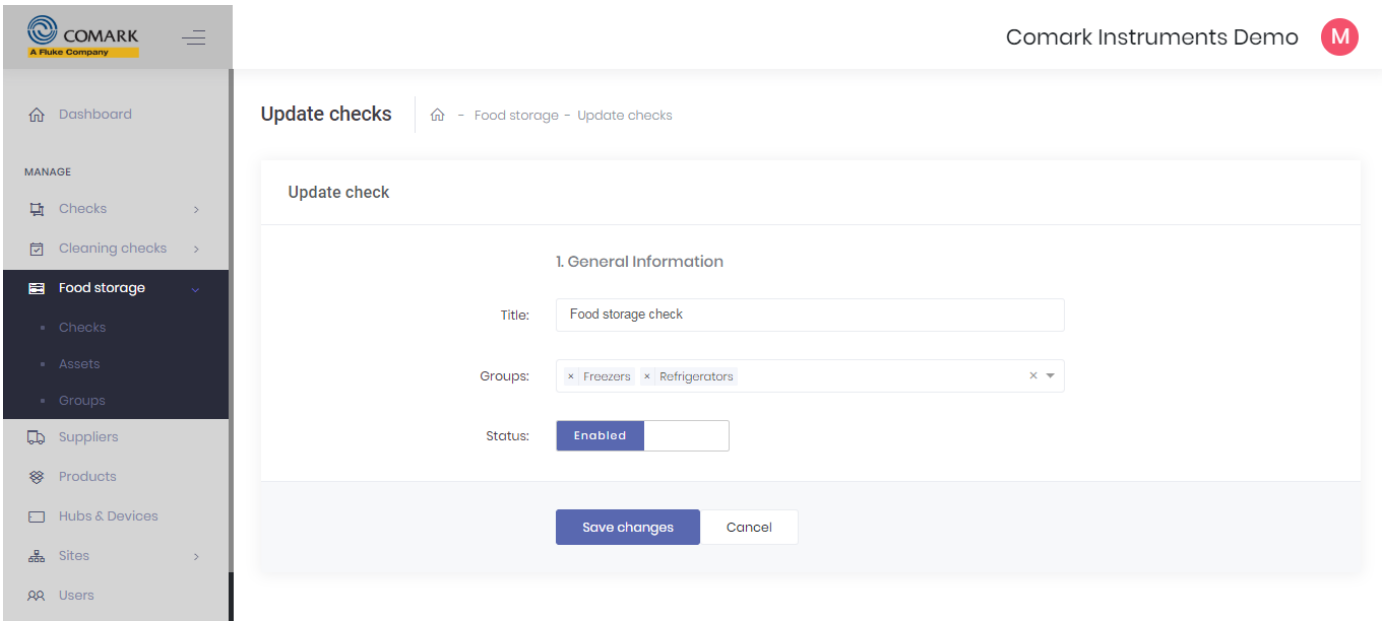
You must complete the following information;

- Title – The Name of the Asset
- Group – Select the Group to which the asset belongs, use the Add Group Button to add another Group if required.
- Select the Site from the Drop Down
- Select the Sub-Site from the Drop Down
- Enter the Min Temperature for the Asset
- Enter the Max Temperature for the Asset

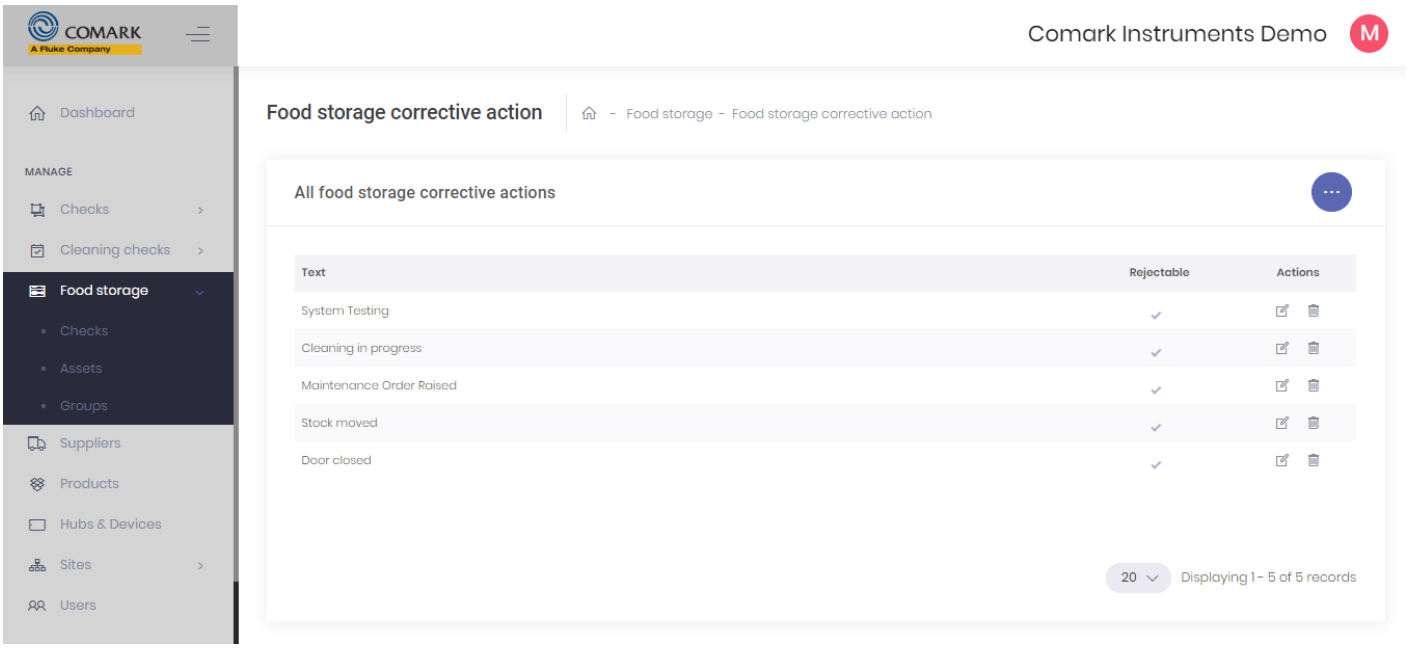


Repeat this process to add all your Assets.

Click on Checks, hover over ··· and select Edit Configuration. Here you can edit the Title of the Food Storage Check and select the applicable Groups for the checks.

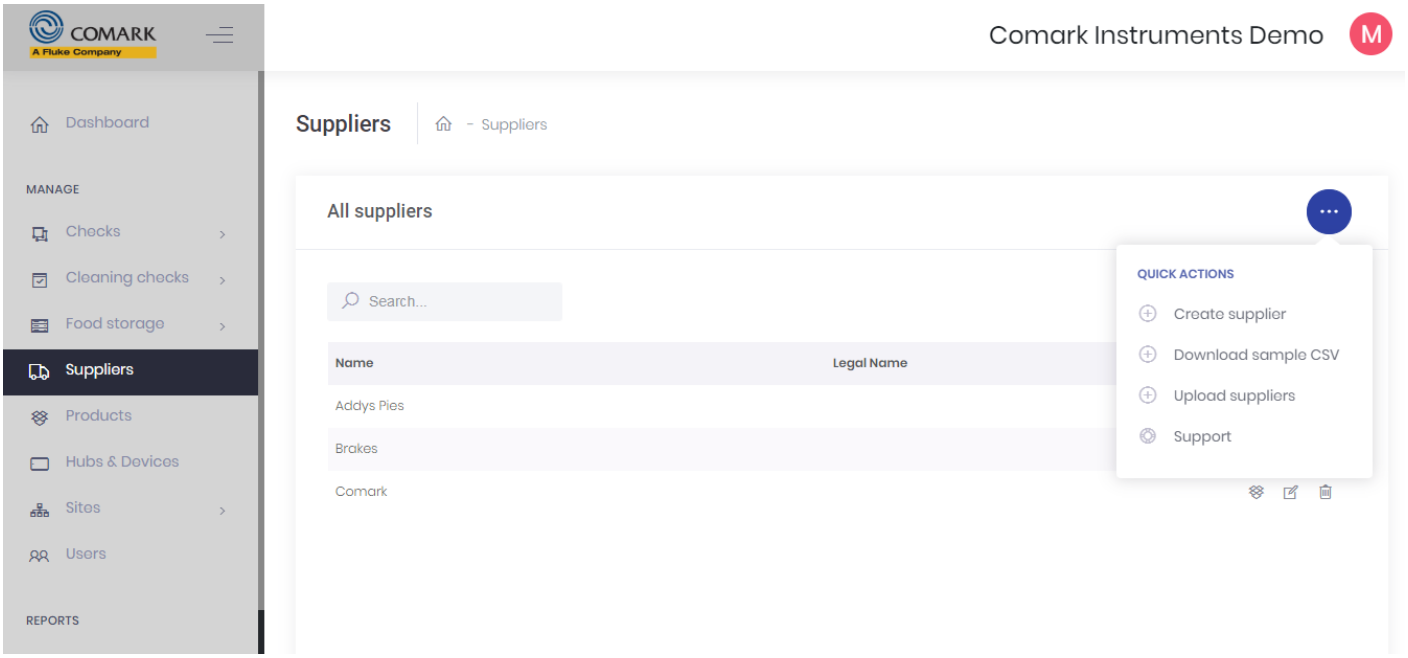


Return to Checks, hover over ··· and select Corrective Actions. Here you can choose to use the Corrective Actions programmed, edit/delete or create new.



Suppliers Setup

Suppliers setup is very simple and can be achieved in two ways….



Option 1 – Hover over ··· and select Create Supplier and enter the information shown on the page. Although the page is asking for lots of information all that is really required is the Name at the top of the page. If you wish to add more information you can do, but it is purely optional.

Option 2 – Hover over ··· and select Download sample CSV. This will download a very simple CSV file that you can now fill out to load all of your Suppliers. Note; It will also load Products as well.

Open the CSV and it will have 5 columns…. see below…

Product	Ambient	Frozen	Chilled	Supplier
Bacon	Y	Y	Y	Supplier1
Bread	Y	Y	Y	Supplier2

You do not need to complete either the Ambient/Frozen or Chilled Columns.

You must complete the first Column for Product and the fifth column for the Supplier. Do not worry if you have multiple products from the same supplier. So long as each supplier is in the list at least once you will be able to use that supplier to receive any product.

Once the file is complete, simply save the file locally on your PC or Laptop.

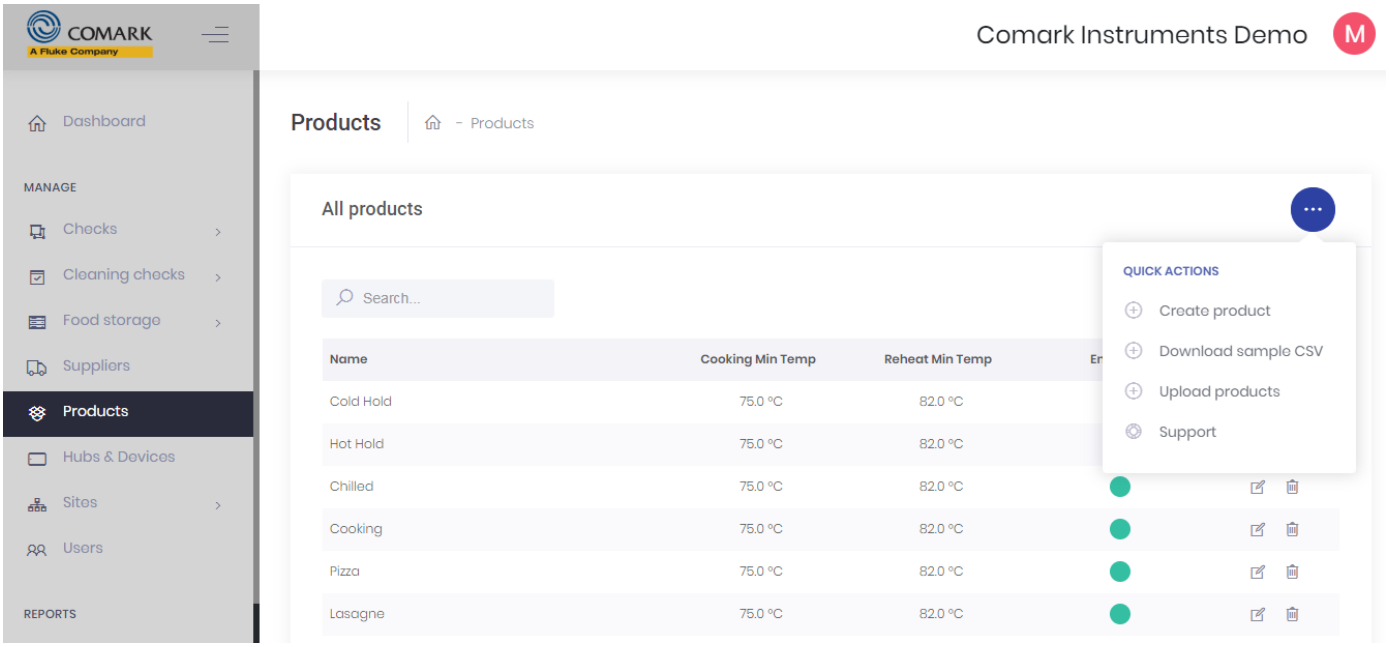
Hover over ··· and select upload Suppliers. A dialogue box will appear on screen, simply navigate to the CSV file you just saved and select it, click Open to upload.

The products and suppliers' lists will be uploaded to the System.

Note: Only upload the Suppliers and Products CSV once, else you will end up with duplicate lists.

Products

Products setup is again very simple and can also be achieved in two ways.



Option 1 – Hover over ··· and select Create Product and enter the information shown on the page. As a minimum you need to enter the Product Name and ensure that the Tick Box is selected so that the product is enabled in the system.

Cooking Min Temperature is optional and refers to cooking this product to a different temperature than the default. For example, Medium Steak is generally cooked to a temperature of 63°C/145°F instead of the default temperature in the app of 70°C/158°F.

The same applies to the Min Reheat Temperature, which can also be programmed individually on a per product basis if necessary.

Option 2 – Hover over ··· and select Download sample CSV. This will download a very simple CSV file that you can now fill out to load all of your Suppliers. Note; It will also load Products as well.

Open the CSV and it will have 5 columns…. see below…

Product	Ambient	Frozen	Chilled	Supplier
Bacon	Y	Y	Y	Supplier1
Bread	Y	Y	Y	Supplier2

You do not need to complete either the Ambient, Frozen or Chilled Columns.

You must complete the first Column for Product and the fifth column for the Supplier. Do not worry if you have multiple products from the same supplier. So long as each supplier is in the list at least once you will be able to use that supplier to receive any product.

Once the file is complete, simply save the file locally on your PC or Laptop.

Hover over ··· and select upload Products. A dialogue box will appear on screen, simply navigate to the CSV file you just saved and select it, click Open to upload.

The products and suppliers' lists will be uploaded to the System.

Note; After using the Suppliers or Products upload via CSV it is still possible to edit the Products to add in the optional Min Cooked Temperature and Min Reheat Temperature, simply use the on-screen tools to edit your products.

Note: If you have already uploaded your Products using the CSV method in Suppliers, do not upload them again as you will simply get a duplicate list of Products on the App

Reports – Activity Log

This part of the Kitchen Checks dashboard is still in development. It will be used to report on 'static assets' within the business for temperature and alarm conditions, typically know as an 'Audit Trail'.

Further information to follow.

Hubs and Devices

You are now ready to setup your Phone or Tablet

Note: Where the word 'Hub' is mentioned, this applies to a part of the Kitchen Checks system currently under development.

Note: Where the word 'Device' is mentioned, this applies to a smart device (Tablet or Phone) running the Kitchen Checks App for gathering data.

Click on Hubs and Devices, hover over  and select Add Device.

At this point you need to enter the following information;

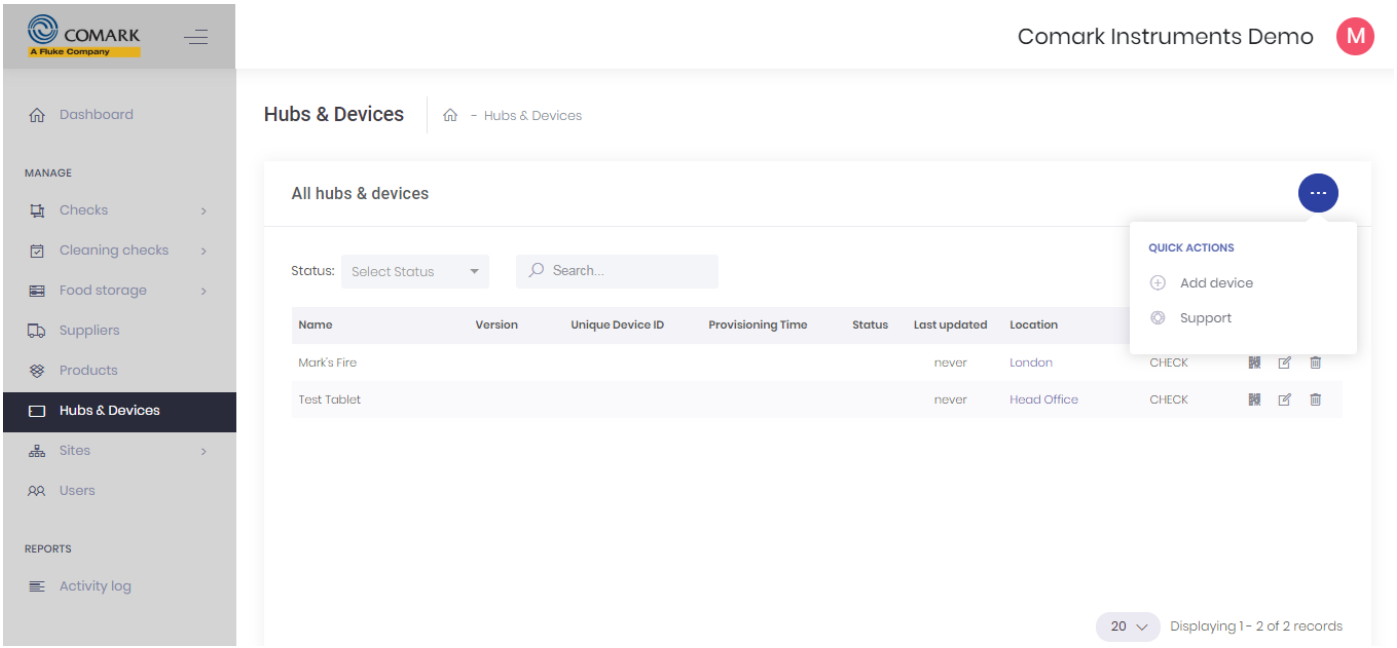
Name – Enter a name for the Tablet or Phone

Serial No – Leave blank

Type – Select 'Check' as the type

Sites – Select the Site that the Device will be used at.

Make sure that the Active Tick Box is selected to ensure that the app works on the device.



Repeat above to add all of the devices you want to add.

Note: The use of more than one device may incur extra annual subscription charges. Please contact Comark directly, or your supplying distributor, to find out more.

At this point the device is unaware of the Dashboard and we need to link them together.

Click on this icon to reveal the QR Code for the Phone or Tablet. It will look like something like this….



Open the app on the Tablet or Phone and click on the QR code icon in the middle of the screen. Follow the on-screen instructions to setup your app.

You're all set

All being well you have now completed setup of the Dashboard and your App and you can begin to record your HACCP data.

Part No. – Issue	Date	Reason
20676-1	25th June 2019	Published
20676-2	7th Nov 2019	iOS App Update