

Summary:

Once logged into Sockeye, each user has access to their specific team’s schedule and information associated within their team (employees, crafts, work orders, etc.) that has been assigned.

Tools / Resources:

- Sockeye Login Page: <https://app.getsockeye.com>
- Sockeye Login ID and Password – Any Sockeye ‘Administrator’ user can provide these details.
- User Guide and videos can be found at the following link:
<https://www.getsockeye.com/support/sockeyeintro>

Revision Log:

Revision	Date	Reason/Update	Updated By:
Rev 8	2023-08-21	Forgot password option added	C. Banham
Rev 7	2023-07-31	View password option and delay within failed login attempt	C. Banham
Rev 6	2023-04-12	Added Spanish Translation Feature & Annual Review	C. Banham
Rev 5	2022-05-13	Updated Document	C. Banham

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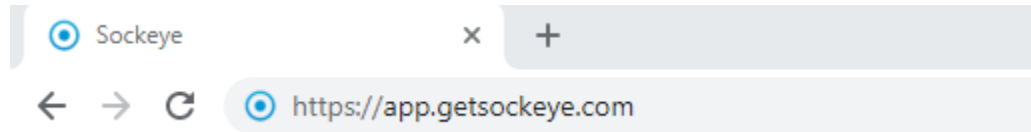
Access Sockeye



Login:

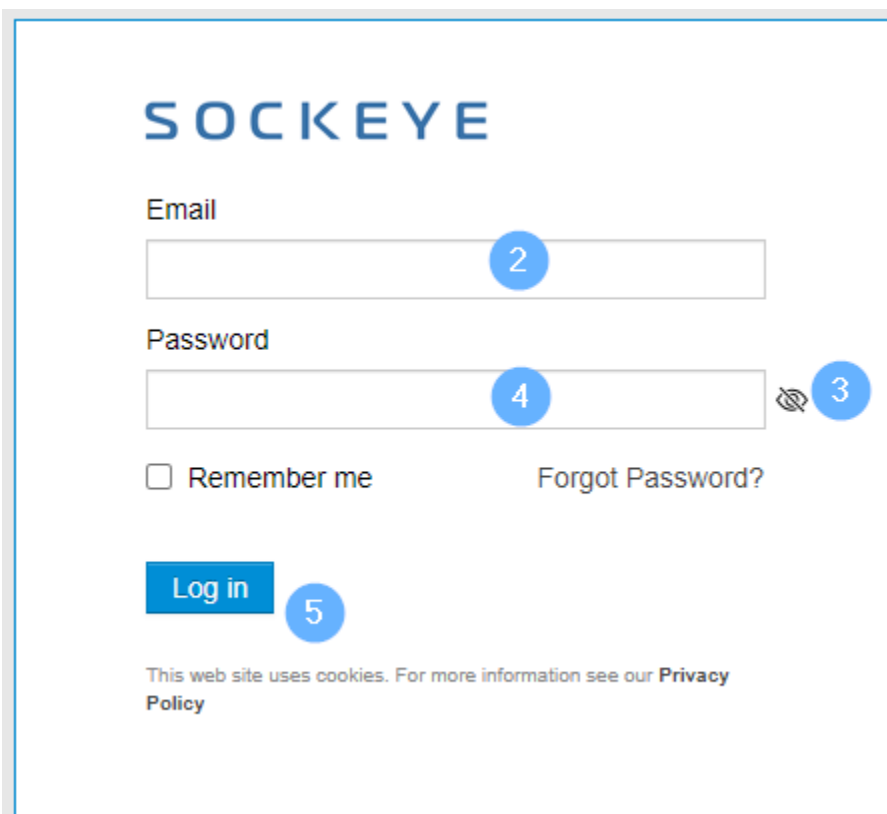
Video Link: [Login](#)

Access Sockeye through Chrome and or Microsoft Edge.

1. **Open** Sockeye's login page – <https://app.getsockeye.com/>




2. Enter **email address**.
3. Click  **eye icon** to view the password field.
4. Enter **password**.
5. Click 

A screenshot of the Sockeye login form. The form is titled "SOCKEYE" in large blue letters. Below the title are two input fields: "Email" and "Password". The "Email" field has a blue circle with the number "2" next to it. The "Password" field has a blue circle with the number "4" next to it, and an eye icon with a blue circle with the number "3" next to it. Below the "Password" field are two checkboxes: "Remember me" and "Forgot Password?". Below the checkboxes is a blue "Log in" button with a blue circle with the number "5" next to it. At the bottom of the form, there is a small text link: "This web site uses cookies. For more information see our [Privacy Policy](#)".

Trouble Shooting Access

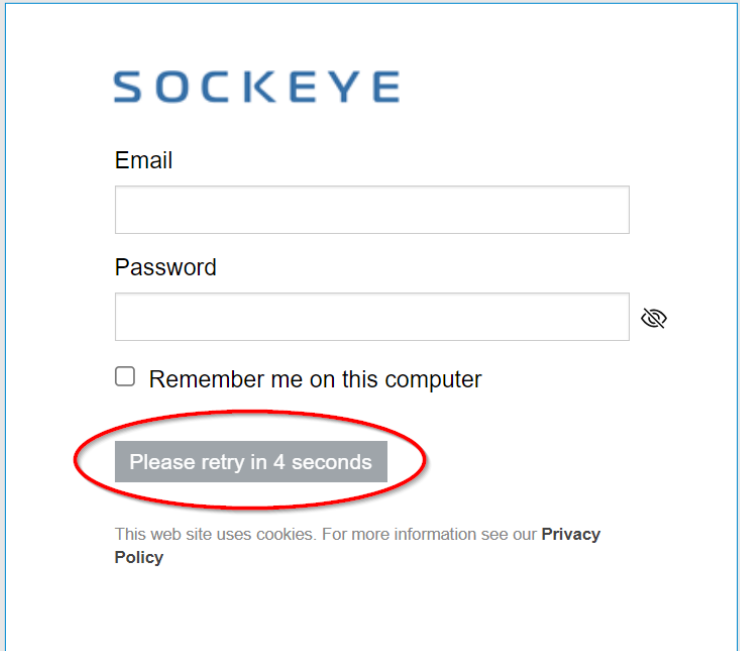
Error and Delay Login:

Video Link: [Login](#)

If the username and or password is incorrect an error will generate and a 10 second countdown delay will occur. Once the  button is available try again.

Log in was unsuccessful. Please correct the errors and try again.

- The user name or password provided is incorrect.



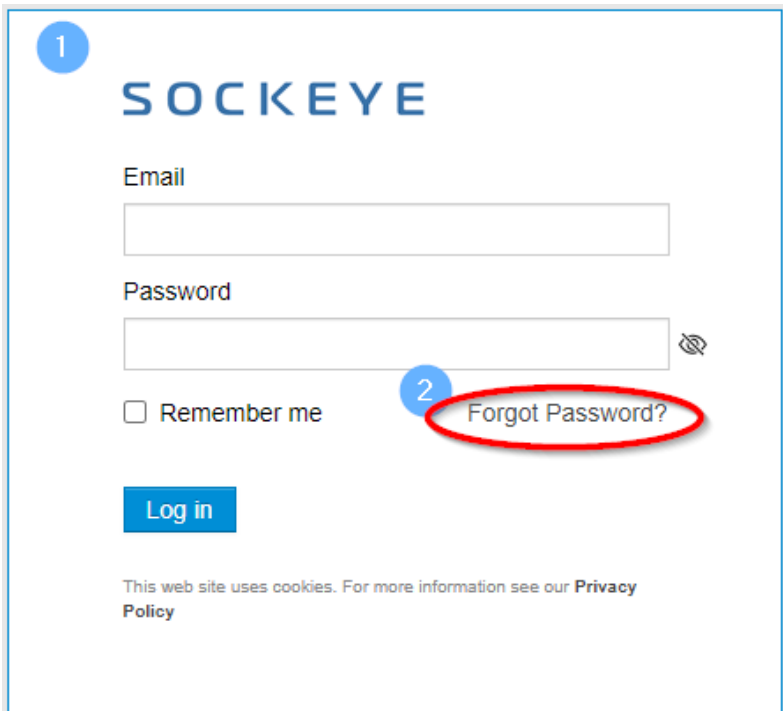
The screenshot shows the Sockeye login page. At the top, the word "SOCKEYE" is displayed in blue. Below it are two input fields: "Email" and "Password". The "Password" field has a small icon to its right. Below the input fields is a checkbox labeled "Remember me on this computer". A grey button with the text "Please retry in 4 seconds" is circled in red. At the bottom, there is a link to the "Privacy Policy".

Forgot Password:

Video Link: [Forgot Password](#)

Allows Sockeye users to reset their own password if forgotten or needs to be reset.

1. **Open** Sockeye's login page – <https://app.getsocketeye.com/>
2. Click **Forgot Password**.



The screenshot shows the Sockeye login page with a blue circle containing the number "1" in the top left corner. The "SOCKEYE" logo is at the top. Below it are the "Email" and "Password" input fields. The "Password" field has a small icon to its right. Below the input fields is a checkbox labeled "Remember me". A link labeled "Forgot Password?" is circled in red and has a blue circle containing the number "2" next to it. Below the "Forgot Password?" link is a blue button labeled "Log in". At the bottom, there is a link to the "Privacy Policy".

3. A **Forgot Password** dialog box will appear.
4. Input **email** address.
5. Click **Submit**.

3

Forgot Password

To reset your password, enter your email address and we'll send you an email with instructions.

Email

4

5

Submit Cancel

6. A **Check your email for a reset link** dialog box will generate.

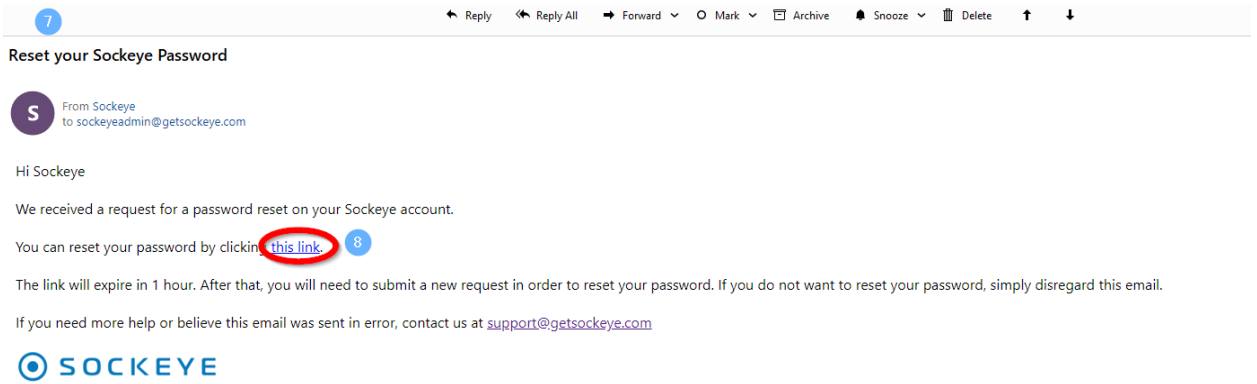
6



Check your email for a reset link

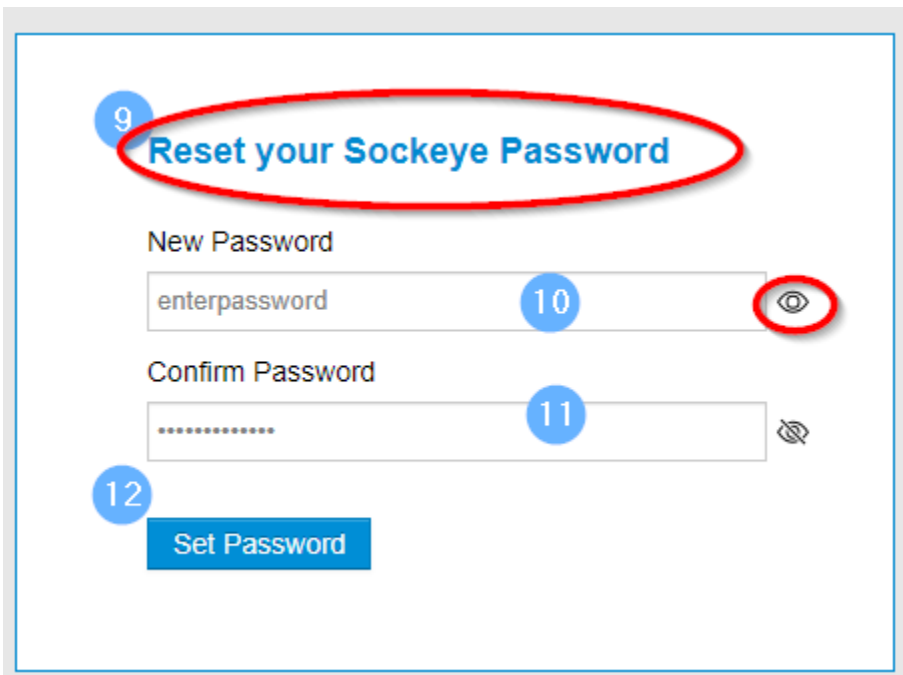
If you don't find the email in your inbox, check your spam folder. If you don't have an account, you won't get an email.

[Click here to login](#)

7. Check **email**.
8. Select the **link** provided within the email to reset password.



9. A **Reset your Sockeye Password** dialog box will appear in the web browser.
10. Enter **New Password**, click on the  icon to see the new password.
11. Input **New Password** under the Confirm Password, click on the  icon to see the entry.
12. Click **Set Password**.



13. A dialog box will appear confirming **Your Sockeye password has been updated** and an email will be sent to confirm the password has been reset.
14. Click on the [Click here to login](#).
15. Input new login details by following the [Login](#) steps.

13

Your Sockeye password has been updated.

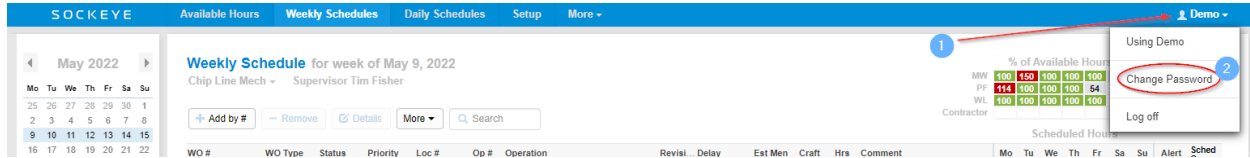
14

[Click here to login](#)

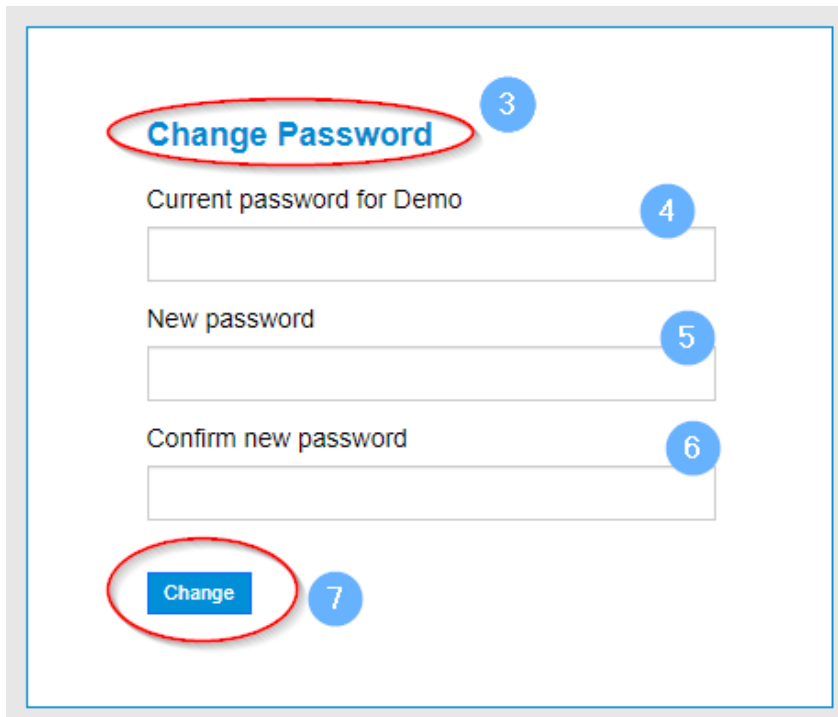
Change Password:

Video Link: [Change Password](#)

1. Click **username** on the top right corner of the screen.
2. Select **Change Password**



3. A **Change Password** dialogue box will appear.
4. Enter **current** password.
5. Enter **new** password.
*** Note: No special character requirements.
6. **Reenter** new password.
7. Click on **Change**.

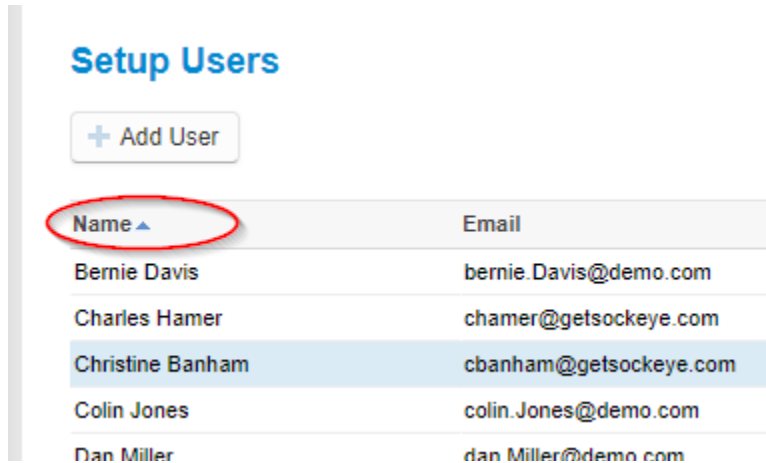
A screenshot of the 'Change Password' dialog box. The title 'Change Password' is circled in red and has a blue circle with the number '3' next to it. Below the title are three text input fields: 'Current password for Demo' (with a blue circle '4' at the end), 'New password' (with a blue circle '5' at the end), and 'Confirm new password' (with a blue circle '6' at the end). At the bottom left, there is a blue 'Change' button circled in red, with a blue circle '7' next to it.

Reset Password:

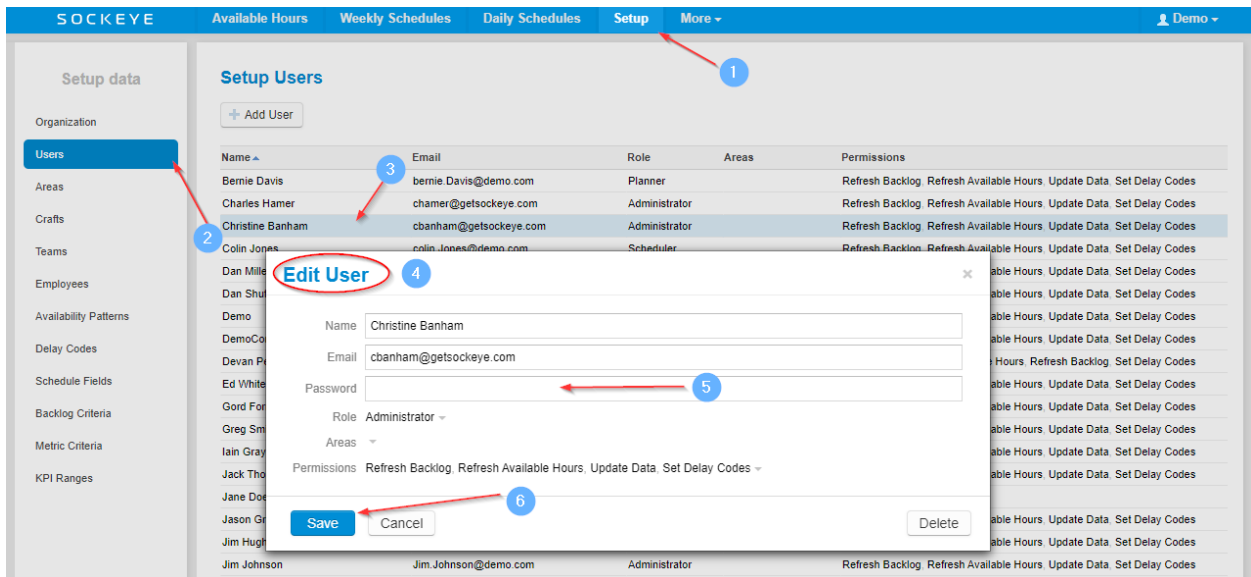
Video Link: [Reset Password](#)

Those that have an 'Administrator' role in Sockeye will have access to reset another user's password.

1. Click on **Setup** in the blue-ribbon at the top of the screen.
2. Select **Users** under the Setup data menu on the left-hand side.
3. Click on the **Sockeye User** under the Setup Users.
 - a. **NOTE:** Click on the **NAME** field, the list of fields will update in alphabetical order.



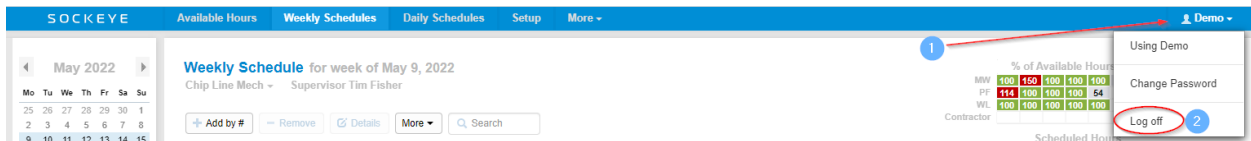
- An 'Edit User' dialogue box will generate.
- Click on **Password** and Enter a new password.
- Click **Save**.



Log Out:

Video Link: [Log Out](#)

- Click the **username** on the top right corner of the screen.
- Click **Log off**



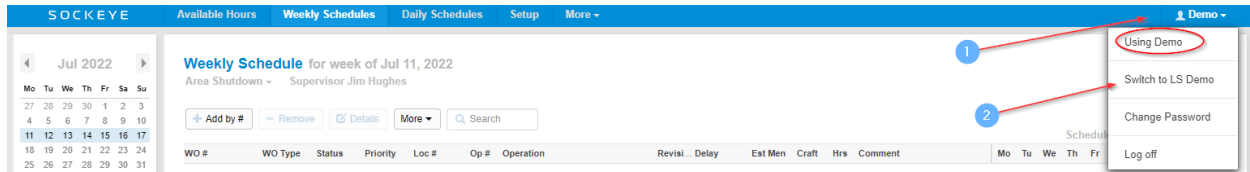
Access to Multiple Sockeye Accounts:

Video Link: [Access Multiple Accts](#)

In some cases, a user may have access to 2 or more Sockeye accounts and can be toggled between the different accounts.

1. Click on the **username** in the blue ribbon top right corner of the screen.
2. Select the applicable location.

Note: the location currently reviewing is identified at the top indicating 'Using.'



Single Sign On (SSO):

Video Link:

This feature may have been added to your account. To access or setup Sockeye through SSO follow internal business processes along with setting up a Sockeye User under the Setup > User tab. Refer to Sockeye's Setup User Guide to Add a new user.

Sockeye Introduction

Navigation Bar:

Video Link: [Navigation Bar](#)

The navigation bar will take you to different sections of the Sockeye system. Click on a different tab in the navigation bar to determine the information to be displayed.




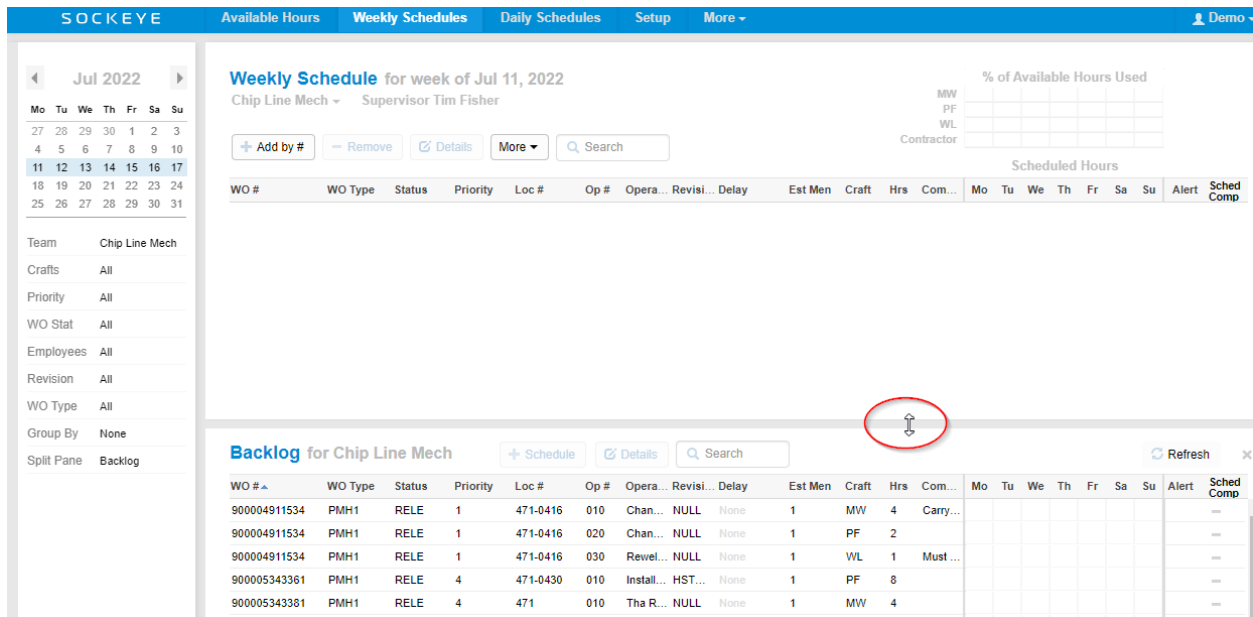
- **Sockeye** – Removes the filter pane and allows access to the filter as a pop up when clicking on 'Sockeye'.
- **Available Hours** – Generates the total hours by craft and resources to effectively assign work to available resources.
- **Weekly Schedules** – Views and create weekly schedules at the craft level.
- **Daily Schedules** – Views and assign work orders to available resources to a specific day.
- **Find Task** – Completes a search on specific work orders to identify if it has been scheduled in the past or future.
- **Setup** – Core details of Sockeye's setup for scheduling purposes.
- **More** – Access to KPI's, printing, exporting and hiding filters.
- **Username** – Sockeye user settings.

Adjusting Backlog Section by Dragging and Dropping:

Video Link: [Adjust Backlog Section](#)

The Backlog section of Sockeye under the Weekly and Daily Schedules tabs can be adjusted to allow more visibility on the screen.

1. Hover the mouse on the grey line separating the schedule and the backlog.
2. The mouse will change to show an arrow pointing up and down .
3. Press and hold down the left mouse button
4. Move the grey line up or down on the screen.
5. Release the mouse button when the grey line is in a better placement.



The screenshot shows the Sockeye software interface. At the top, there is a navigation bar with tabs for 'Available Hours', 'Weekly Schedules', 'Daily Schedules', 'Setup', and 'More'. The 'Weekly Schedules' tab is active, showing a weekly schedule for the week of July 11, 2022, for 'Chip Line Mech' under supervisor 'Tim Fisher'. Below the schedule, there is a table with columns for 'WO #', 'WO Type', 'Status', 'Priority', 'Loc #', 'Op #', 'Opera...', 'Revisi...', 'Delay', 'Est Men', 'Craft', 'Hrs', 'Com...', and a grid for 'Scheduled Hours' (Mo, Tu, We, Th, Fr, Sa, Su). A 'Backlog' section is visible below the schedule, with a red circle highlighting a vertical double-headed arrow icon on the grey line separating the two sections. The backlog table has columns for 'WO #', 'WO Type', 'Status', 'Priority', 'Loc #', 'Op #', 'Opera...', 'Revisi...', 'Delay', 'Est Men', 'Craft', 'Hrs', 'Com...', and a grid for 'Scheduled Hours' (Mo, Tu, We, Th, Fr, Sa, Su).

Search Fields:

Video Link: [Search](#)

Search fields are available for both the scheduling and backlog section. Any keyword from the visible fields can be searched.

1. Click in the search field
2. Enter a specific detail
3. Click the enter key
4. A list of work orders will appear based on the search criteria

SOCKEYE Available Hours Weekly Schedules Daily Schedules Setup More ▾

Jul 2022

Mo Tu We Th Fr Sa Su
27 28 29 30 1 2 3
4 5 6 7 8 9 10
11 12 13 14 15 16 17
18 19 20 21 22 23 24
25 26 27 28 29 30 31

Team Chip Line Mech
Crafts All
Priority All
WO Stat All
Employees All
Revision All
WO Type All
Group By None
Split Pane Backlog

Weekly Schedule for week of Jul 11, 2022
Chip Line Mech - Supervisor Tim Fisher

+ Add by # - Remove Details More ▾ Search

WO #	WO Type	Status	Priority	Loc #	Op #	Operation	Revisi...	Delay	Est Men	Craft	Hrs	Comment
900005521286	PMH1	RELE	4	551-0476	010	Replace Belts And Noisy Fan Bearings	NULL	None	1	MW	4	
900005902416	PMH1	RELE	4	471-0356...	010	Replace Rotating Assembly Bearing Fault	NULL	None	1	MW	4	
B009087	BRK	RELE	1	310	010	Replace failed B14 bearing	None	None	1	ME	2	Must be done on Friday!

Backlog for Chip Line Mech + Schedule Details Search Bea

WO #	WO Type	Status	Priority	Loc #	Op #	Operation	Revisi...	Delay	Est Men	Craft	Hrs	Comment
900005521286	PMH1	RELE	4	551-0476	010	Replace Belts And Noisy Fan Bearings	NULL	None	1	MW	4	
900005902416	PMH1	RELE	4	471-0356...	010	Replace Rotating Assembly Bearing Fault	NULL	None	1	MW	4	
B009087	BRK	RELE	1	310	010	Replace failed B14 bearing	None	None	1	ME	2	Must be done on Friday!

Sort field Numerically or Alphabetically:

Video Link: [Sort fields numerically or alphabetically](#)

The Backlog and Setup sections of Sockeye can sort fields or columns in numerical or alphabetical orders based on the data within that field.

1. Select and click the backlog field to put in order
2. A blue triangle ▲ will appear.
 - a. If the triangle is pointing upwards ▲ the order is A to Z or lowest to highest.
 - b. The triangle pointing downwards ▼ puts the order Z to A or highest to lowest.

SOCKEYE Available Hours Weekly Schedules Daily Schedules Setup More ▾

Jul 2022

Mo Tu We Th Fr Sa Su
27 28 29 30 1 2 3
4 5 6 7 8 9 10
11 12 13 14 15 16 17
18 19 20 21 22 23 24
25 26 27 28 29 30 31

Team Chip Line Mech
Crafts All
Priority All
WO Stat All
Employees All
Revision All
WO Type All
Group By None
Split Pane Backlog

Weekly Schedule for week of Jul 11, 2022
Chip Line Mech - Supervisor Tim Fisher

+ Add by # - Remove Details More ▾ Search

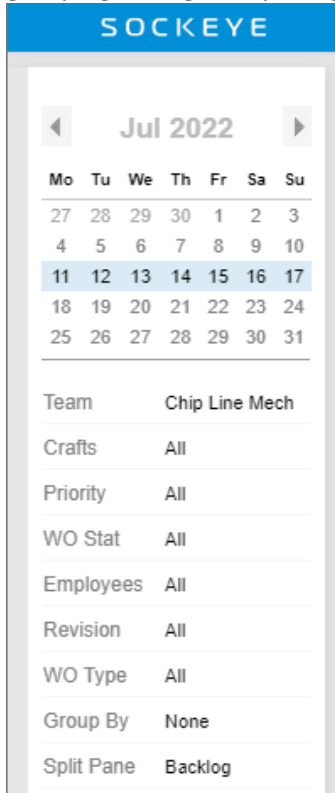
WO #	WO Type	Status	Priority	Loc #	Op #	Operation	Revisi...	Est Men	Craft	Hrs	C...
900005345934	PMH1	RELE	3	475-0011	010	-Rebuild Tmp 34" Post Refiner 1540-0131	NULL	1	MW	4	J...
900005614243	PMH1	RELE	3	310-0306	010	310-0306 Chip Belt 6 Backside Chip Guide	NULL	1	MW	4	
900005737834	PMH1	RELE	4	471	010	471 Tmp Re & Re Blanks For Lockout	HTM...	1	PF	4	
900005907211	PMH2	RELE	2	471	010	471D1003 Mv Mech Pm Mezzanine Floor	NULL	1	MW	8	*...
900005907212	PMH2	RELE	2	471	010	471D1004 Mv Mech Pm Roof Fans & Chip Ga	NULL	1	MW	3	
900005918004	PMH2	RELE	2	471	010	475C1001 Mv Mech Pm Ground Floor N. End	NULL	1	MW	4	T...
900005911535	PMH1	RELE	4	471-0416	010	Adjust Rubber Bumpers On Bridge - Out Of	NULL	1	MW	8	j...
900005344853	PMH2	RELE	4	475-0007	010	Annual Post Refiner Pm Inspection No.1 T	NULL	1	MW	2	

Filters

Filters Overview

Video Link: [Filters](#)



The filter pane allows user(s) to display specific information within the page that meets the selected criteria. Click on any of the filters located on the left side of the screen. These filters can be found under the Resource Availability, Weekly Schedules, Daily Schedules and KPI tabs and offers specific layouts and groupings along with pulling specific details.

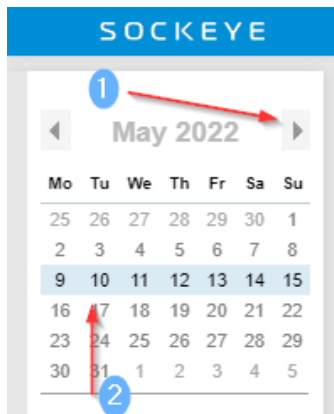


Change Week or Day:

Video Link: [Toggle Weeks/Days](#)

Use the calendar in the filter section on the far-left side of the screen to change date ranges. The Weekly Schedule and Available Hours will Select the week and the Daily Schedule tab will allow a single day selection.


1. Click on the  or  to toggle from month to month.
2. Change the schedule week or day by clicking on the desired date in the calendar.
 - a. The week or day will be highlighted in blue.

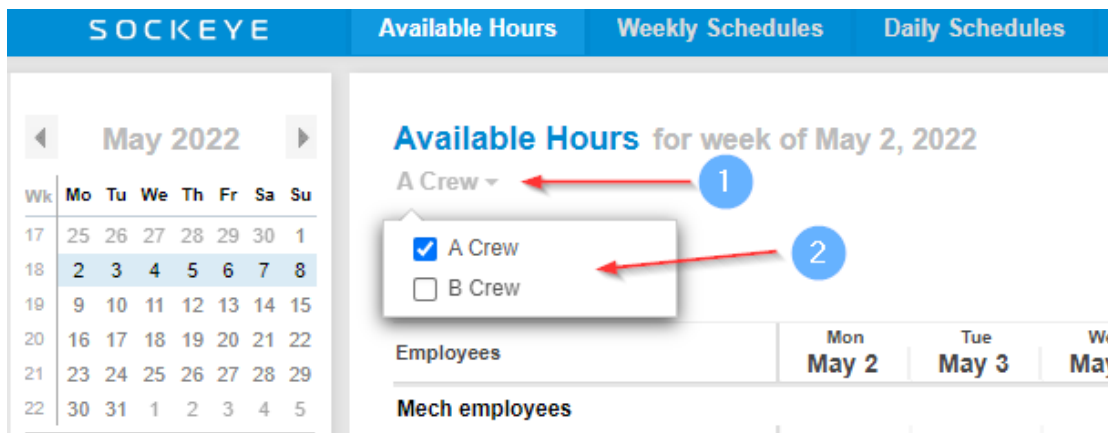


Teams:

Video Link: [Select a Team](#)

Teams allows flexibility on the number of schedules to build each week and the detail required. This can be broken up by crafts, shifts, and or groupings. Toggle between multiple teams and schedule details.

1. Click on the  under the menu tab header (Available Hours, Weekly Schedules, and Daily Schedules).
 - a. A drop-down box will appear with a list of fields.
2. Select the applicable team.
 - a. The drop-down box will disappear.



Group By:

Video Link: [Group by Filter](#)

Allows work orders in both sections to group by a specific field.

1. Click on **Group By** **None** in the filter pane.
 - a. A drop-down box will appear with a list of fields.
2. Select the criteria required to sort the work orders by.
 - a. The drop-down box will disappear.
3. All work orders will be grouped by the field selection.

SOCKEYE Available Hours Weekly Schedules Daily Schedules Setup

May 2022

Mo Tu We Th Fr Sa Su

25 26 27 28 29 30 1

2 3 4 5 6 7 8

9 10 11 12 13 14 15

16 17 18 19 20 21 22

23 24 25 26 27 28 29

30 31 1 2 3 4 5

Team Chip Line Mech

Crafts All

Priority All

WO Stat All

Employees All

Revision All

WO Type All

Group By Day

None

Employee

Sched. Comp.

Complete Checkmark

Day

WO #

WO Type

Description

Pln Grp

Loc Desc

Equip Desc

Weekly Schedule for week of May 9, 2022

Chip Line Mech Supervisor Tim Fisher

+ Add by # - Remove Details More Search

WO #	WO Type	Status	Priority	Loc #	Op #	Opera.
▼ Monday						
900004911534	PMH1	RELE	1	471-0416	010	Chan...
900004911534	PMH1	RELE	1	471-0416	020	Chan...
900004911534	PMH1	RELE	1	471-0416	030	Rewel.
900005343528	PMH2	RELE	3	471-0366	010	Repla...
900005343567	PMH1	RELE	3	471-0169	010	Monit..
900005343950	PMH1	RELE	3	471-1512	010	Repla..
900005345840	PMH1	RELE	3	471-0254	010	Set U..
▼ Monday and Tuesday						
900005343361	PMH1	RELE	4	471-0430	010	Install.
900005343491	PMH2	RELE	3	471-0062	010	Chan...
900005343584	PMH2	RELE	4	500-0403	010	OPEN.
900005345938	PMH1	RELE	4	475-0102	010	Rebuil.
▼ Tuesday						
900005343520	PMH1	RELE	3	471-0488	010	Bleac..
900005343381	PMH1	RELE	4	471	010	Tha R..

Backlog for Chip Line Mech

+ Schedule Details

WO #	WO Type	Status	Priority	Loc #	Op #	Opera.
900005603264	PMH2	RELE	4	499-9088	010	REPL..

Split Pane:

Video Link: [Split Pane Filter](#)

Provides different views in the bottom section of the Weekly and Daily Schedules section.

1. Click on **Split Pane** in the filter pane.
 - a. A drop-down box will appear with a list of fields.
 - i. Backlog – Pulls all work orders identified as ready to schedule for that team.
 - ii. Weekly KPIs – Available to view only under the Weekly Schedule Tab. Offers a view of each of the Sockeye KPI's turned on and the status for the week.
 - iii. None – Removes the separation and shows a full Weekly or Daily Schedule.
2. Select the criteria required to sort the work orders by.
 - a. The drop-down box will disappear.
3. The bottom portion will update based on the selection from the Split Pane.

SOCKEYE Available Hours Weekly Schedules Daily Schedules Setup More ▾

◀ May 2022 ▶

Wk	Mo	Tu	We	Th	Fr	Sa	Su
17	25	26	27	28	29	30	1
18	2	3	4	5	6	7	8
19	9	10	11	12	13	14	15
20	16	17	18	19	20	21	22
21	23	24	25	26	27	28	29
22	30	31	1	2	3	4	5

Team: A Crew
Crafts: All
Priority: All
UsrStat: All
Employees: All
Revision: All
Start: All
Group By: None
Split Pane: Weekly KPIs

Backlog
 Weekly KPIs
 None

Weekly Schedule for week of May 2, 2022

A Crew ▾

+ Add by # - Remove Details More ▾ Search

WO #	WO ...	Revision	Pri	Equip #	Start	Finish	Delay
A00301	Re...		1	INJPUMP	Jan 22, 2021	Jan 22, 2021	None
A00302	Re...		1	M-3000-N051	Jan 22, 2021	Jan 26, 2021	Clear
A00406	Lin...	21WEEK04	1	PP-PUMP01	Jan 29, 2021	Jan 29, 2021	None
A00417	Re...	21WEEK02	1	EQVV10122	Jan 11, 2021	Jan 11, 2021	None
A00418	Re...	21WEEK02	1	EQVV10122	Jan 11, 2021	Jan 11, 2021	None
A00419	Re...	21WEEK02	1	EQVV10122	Jan 11, 2021	Jan 11, 2021	None
A00420	Ch...	21WEEK03	1	EQVV10122	Jan 22, 2021	Jan 22, 2021	None
A00420	Ch...	21WEEK01	1	EQVV10122	Jan 22, 2021	Jan 22, 2021	None
A00303	Swi...	21WEEK03	2	DAD-TOOL1	Jan 23, 2021	Jan 26, 2021	None
A00304	Re...	21WEEK02	2	PP-PUMP02	Jan 11, 2021	Jan 11, 2021	None
A00305	Ann...	21WEEK03	2	PP-PUMP01	Jan 25, 2021	Jan 25, 2021	None
A00407	Re...		2	PP-PUMP01	Jan 29, 2021		None
A00408	Up...	21WEEK04	2	E-3000-101	Jan 29, 2021		None
A00409	Re...		2	EQVV10122	Jan 29, 2021		None
A00410	Refi...	21WEEK04	2	EQVV10122	Jan 30, 2021		None
A00411	Ins	21WEEK04	2	EQVV10122	Jan 30, 2021		None

Weekly KPIs for A Crew

● 7% Schedule Complian...
● 6% Schedule Complian...

Schedule Compliance (Hours)

Features:

Change or Toggle Language

Video Link: [Translations in Sockeye](#)

A user can toggle to the appropriate language setup for that specific account.

1. Click **username** on the top right corner of the screen in the blue ribbon.
2. Select **Change Language** from the drop-down menu.
3. A **Language** dialogue box will appear in the middle of the screen.
4. Under the **Language** field click on the **arrow** pointing down ▾
5. A **drop-down menu** will appear, select the applicable **language**.
6. Click **Save**.
7. Sockeye tables will be updated with the selected language.

The screenshot shows the Sockeye software interface. At the top, there is a navigation bar with tabs: TEST, Available Hours, Weekly Schedules, Daily Schedules, Find Task, Setup, and More. The user profile 'Christine Banham' is in the top right. The main content area displays a 'Weekly Schedule' for the week of Jan 23, 2023, with a table of work orders. A 'Language' dialog box is open in the center, showing 'English' selected. A dropdown menu is open on the right, with 'Change Language' highlighted. Red arrows and numbers 1 through 6 indicate the steps: 1 points to the user profile, 2 to 'Change Language', 3 to the dialog box, 4 to the dropdown arrow, 5 to the selected language, and 6 to the 'Save' button.

Status	Op #	Equip Desc	WO #	Op Description	Rank	Sys Cond	Est Hrs	Est Pct	Cost	Basic End	Craft
WSCH	0030	Urf Camier HAB0401	4002790984	Validación de Inocuidad y Calidad Post m	225.998	3	0.2	1	3413.42	Feb 1, 2023	PM001001
WSCH	0010	Urf Camier HAB0401	4002790984	Cambio de Batana	225.998		1	1	3413.42	Feb 1, 2023	PM001001
WSCH	0005	Urf Camier HAB0401	4002790984	Antes de Iniciar Identifique Los Riesgos	225.998	3	0.2	1	3413.42	Feb 1, 2023	PM001001