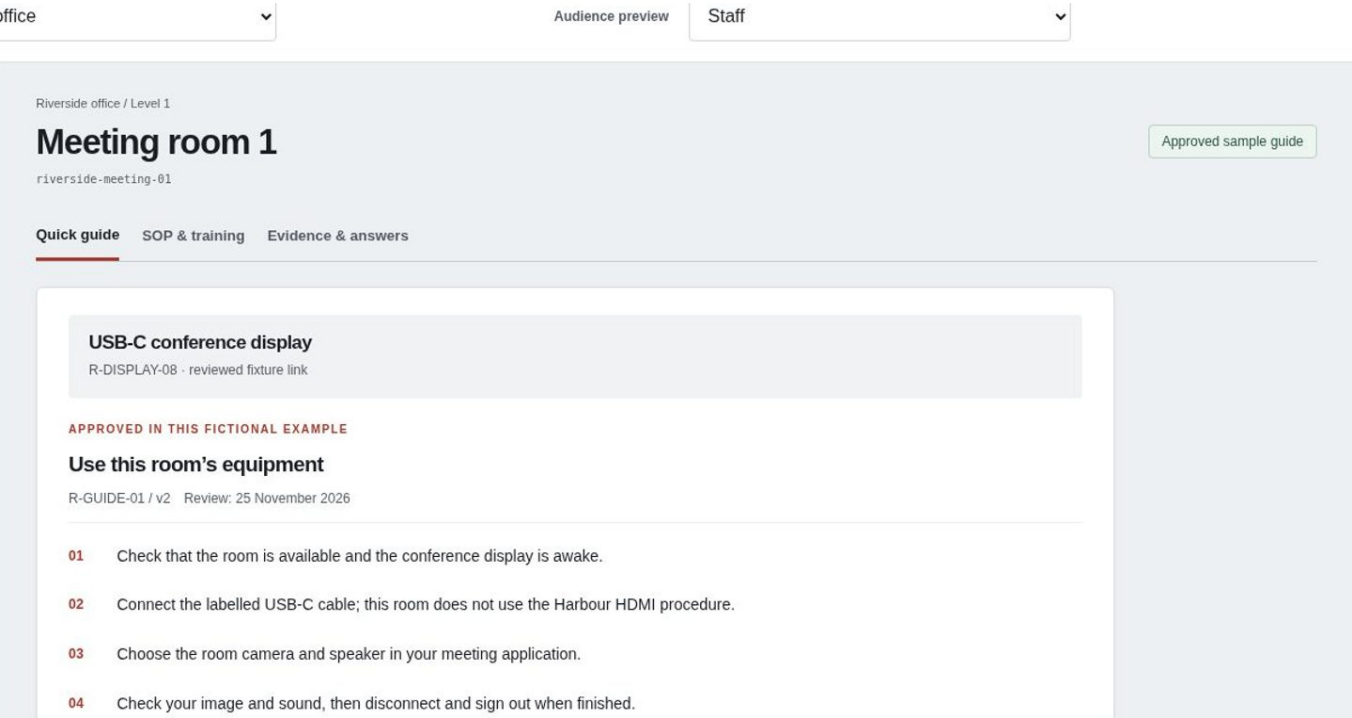


Working with site-specific instructions

A practical handbook for finding the correct room guide, checking its evidence and handling changes without guessing.



Actual interface capture of the fictional Wayrest workspace.

What you will practise

Choose a site and room, distinguish HDMI from USB-C instructions, recognise blocked guidance and prepare a useful support handover.

CONTENTS AND PREPARATION

Know what good looks like

This manual teaches a defined workflow in the accompanying fictional demonstration. It is not a universal equipment manual and does not establish that any real workplace has adopted this system.

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Before the session

Open the example workspace in a browser. Leave the data in its default sample state. The facilitator should explain that audience switching is illustrative, that answers use fixed rules, and that no accounts, equipment or external systems are connected.

FIND THE CORRECT RECORD

Same room name. Different setup.

Start with the site selector. Choose Riverside office, then Meeting room 1. The record ID is riverside-meeting-01, and its equipment is the USB-C conference display R-DISPLAY-08.

Office

Audience preview

Staff

Riverside office / Level 1

Meeting room 1

riverside-meeting-01

Approved sample guide

Quick guide

SOP & training

Evidence & answers

USB-C conference display
R-DISPLAY-08 - reviewed fixture link

APPROVED IN THIS FICTIONAL EXAMPLE
Use this room's equipment
R-GUIDE-01 / v2 Review: 25 November 2026

01

Check that the room is available and the conference display is awake.

02

Connect the labelled USB-C cable; this room does not use the Harbour HDMI procedure.

03

Choose the room camera and speaker in your meeting application.

04

Check your image and sound, then disconnect and sign out when finished.

Riverside office / Meeting room 1 / USB-C conference display.

Compare before you act

Switch to Harbour office and choose Meeting room 1. Its identifier is harbour-meeting-01 and its equipment is the wired presentation display H-DISPLAY-01. These are different records even though the room names match.

Check your understanding

Which identifier would you include in a support message? Include both the site and stable room ID, then the equipment ID. A room name on its own is ambiguous.

READ THE INSTRUCTION

A guide must fit the equipment

01

Confirm the record

Read the location ID and equipment description before the operating steps. Stop if either differs from the situation you are supporting.

02

Check the version

The Harbour fixture references H-PRESENT v3. The Riverside fixture references R-PRESENT v2. The version belongs to the source procedure, not merely the date the page was opened.

03

Use the correct sequence

Harbour illustrates an HDMI connection with HDMI 1 selected. Riverside illustrates a USB-C connection and camera/speaker selection in a meeting application. These steps are examples, not interchangeable advice.

04

Verify the result

For a real guide, the expected result should be observable. Here the guide calls for checking picture and sound. The browser demonstration does not verify physical hardware.

New-starter handover

Ask the employee to identify the site, room, equipment and version in their own words. Have them explain when they would stop and which details they would pass to support. Do not count opening the page as proof of competence.

Facilitator prompt

Ask: "What would make these instructions unsuitable?" A different device, unapproved guide, changed equipment or unverified record relationship should all lead to a pause and review.

RECOGNISE THE STOP CONDITIONS

Missing information is not reassurance

Equipment has been replaced

Choose this review scenario and return to Quick guide. The operating steps are withheld. Open SOP & training: all four linked materials are marked Needs review. In a customer workflow, a named owner would check, approve and publish the replacements.

A guide has not been approved

Choose Riverside Training room with normal sample records. No approved guide is available. Do not borrow the Meeting room 1 instructions. Ask the process owner for verified content.

Operational evidence is stale

Choose the Operator view, open Evidence & answers and select a stale source. Ask about recorded issues. The example states that current operational status is unknown. Old tickets describe past observations, not current equipment health.

A source is disconnected or unmapped

Treat these as different gaps: a disconnected source cannot supply new information; an unverified relationship cannot reliably attach a record to the selected room. Both require review before a current-state answer.

What the system may do

Show the source and gap, and prepare a review task where authorised. It should not silently invent instructions, republish materials or change equipment.

PRACTICE TASKS

Use the evidence, not a guess

01

Find the USB-C instructions

A colleague says, "Meeting room 1 needs help." What must you establish before sending instructions? Find the matching record in the example.

02

Spot an unapproved guide

Locate the training room that has no approved guidance. Explain why another room's instructions are not an acceptable substitute.

03

Test an equipment change

Apply the changed-equipment scenario. Name the four linked materials that need review and explain who should approve a replacement.

04

Write a support handover

Prepare three sentences containing the site, room ID, equipment ID, observed symptom/time, attempted steps and anything unknown. Do not add passwords or personal visitor information.

Answer key

1. Resolve the site first. Riverside Meeting room 1 uses R-DISPLAY-08 and R-PRESENT v2. 2. Riverside Training room has no approved guide. A similar room name does not establish an equipment match. 3. The SOP, employee guide, manual section and video storyboard need review by the responsible process owner. 4. The handover must distinguish observations from assumptions and use the approved support path.

FINISH THE HANDOVER

Keep the knowledge useful

Completion check

The learner can select the correct site and room; identify the equipment and procedure version; recognise missing, changed and stale information; and prepare an accurate support handover. Record any step that still requires assistance.

Review record

Learner: _____ Reviewer: _____ Date: _____
Outcome: _____ Follow-up needed: _____

Maintenance checklist

01

Record what changed

Capture the location/equipment identifiers, old and new source versions, change owner and reason.

02

Update the linked formats

Review the SOP, quick guide, manual and recorded training together. Do not assume a written update fixes an old video.

03

Test and approve

Have another staff member follow the revised instructions. Confirm access rules, expected result and escalation path before approval.

04

Publish and retain history

Identify the approved current version and retire superseded instructions from normal use. Retain the change record and agreed source files.

Edition record

WR-MANUAL-01 v1.0 | Original fictional example | 28 October 2026. The customer's process owner and approval date would be recorded in an actual delivery.