



## Getting started with Fonn

### Creating Issue Categories

Issue categories help to organise issues within projects. You can add up to 25 categories altogether for projects in your organisation.

Your default categories are listed on the left-hand side under System.

You can tick/untick to enable/disable the default categories.

If you wish to add custom categories, simply click + Add Custom Categories on the right-hand side.

The screenshot shows the 'Issue categories' management page. At the top, the title 'Issue categories' is displayed in a large, dark font. Below the title, a brief description states: 'Issues categories helps to organise issues in projects. You can enable 25 categories altogether for projects in your organisation. You have 8 categories enabled.' The interface is divided into two main sections: 'System (8)' and 'Custom (0)'. The 'System (8)' section contains a vertical list of eight categories, each with a checked checkbox and a text label: 'Change', 'Deviation', 'Docs', 'General', 'Handover', 'HSE', 'Material', and 'Quality'. The 'Custom (0)' section is currently empty, showing the text 'Currently you have 8/25 active categories' and a prominent orange button labeled '+ Add custom category'.

## Creating Issues

To create an issue within your project, follow the below steps

1. Select your project
2. From the left-hand menu, select Issues
3. Click the + Add Issue button
4. A pop up will appear like below

### New issue

---

**TITLE** \*

e.g. Broken window on 2nd floor

**DESCRIPTION**

e.g. Cracked glass on SWW wall, dormitory, bottom left, needs replacement.

**CATEGORIES**

Click to select category

**MEMBERS** +

You, Project managers, Supervisors and the Owner will be added by default.

Alyda Waterworth
🔒

**RELATED ATTACHMENT**

None
  Upload image
  Existing document

Create issue

Cancel

**VISIBILITY**

🔒 **Private**  
Only issue members

🌐 **Public**  
Any project member

Title = Add a title of the issue – this will be used for searching in future

Description = Add a detailed description of the issue

Categories = Assign the categories relating to this issue – these can be used for searching in future

Members = By default your issue will be marked as private (only the issue creator, Admins, Project Managers & Supervisors have access)

You can add members by clicking the + icon and selecting your members from the list.

**Related Attachments:**

None = Attach no documents

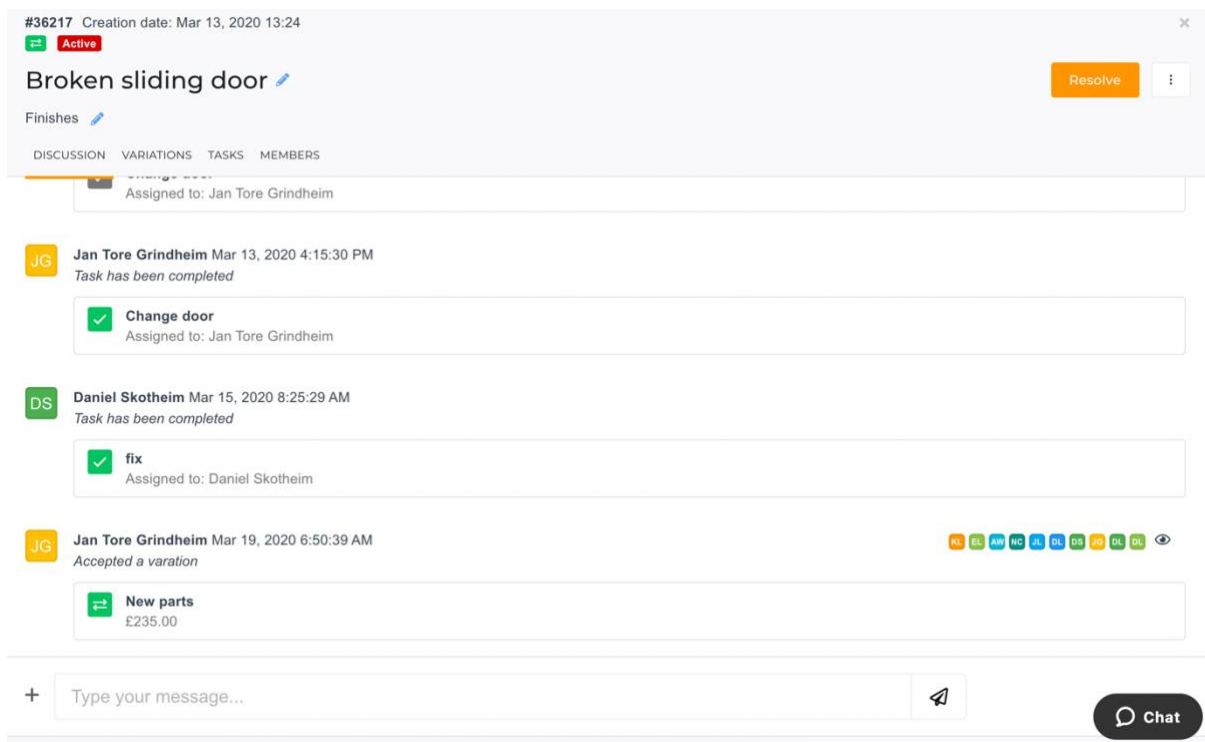
Upload Image = Add images relating to this issue

Existing Document = Link a document from your project folders to this issue

**Privacy:**

You can change the privacy of the issue on the right hand side by selecting Private or Public.

5. Click Create Issue to save
6. Your Issue will then expand to a discussion board, allowing you to discuss the issue with your fellow project members.



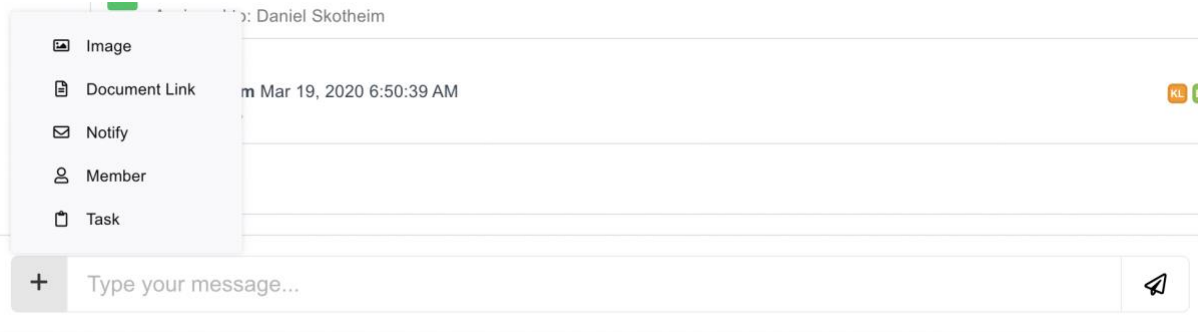
The screenshot shows a project issue titled "Broken sliding door" with ID #36217, created on Mar 13, 2020 at 13:24. The issue is marked as "Active". The discussion board shows the following updates:

- Assigned to:** Jan Tore Grindheim
- Jan Tore Grindheim** (Mar 13, 2020 4:15:30 PM): Task has been completed.
  - Change door** (Assigned to: Jan Tore Grindheim)
- Daniel Skotheim** (Mar 15, 2020 8:25:29 AM): Task has been completed.
  - fix** (Assigned to: Daniel Skotheim)
- Jan Tore Grindheim** (Mar 19, 2020 6:50:39 AM): Accepted a variation.
  - New parts** (£235.00)

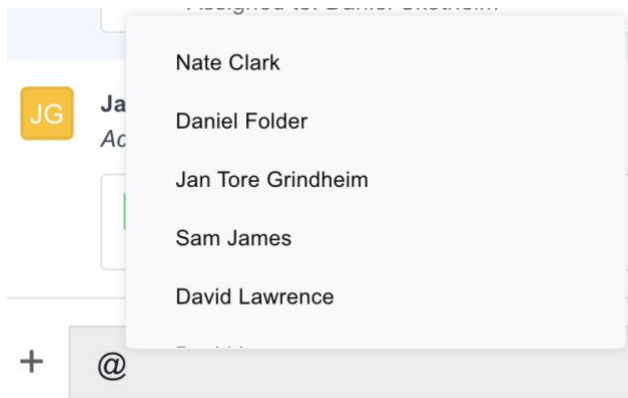
At the bottom, there is a message input field with a "+" icon for attachments and a "Chat" button.

You can use the + icon next to the message bar to attach different elements such as images and documents.

You can use the Notify button to remind users about the Issue & the Task button to create a task relating to this issue.

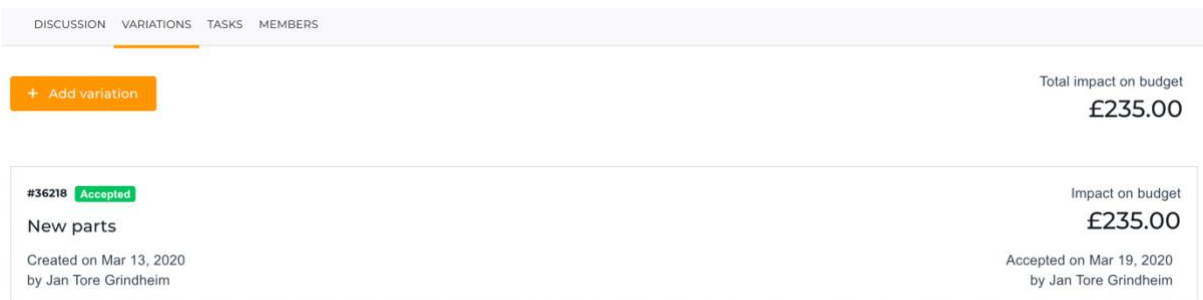


You can use the @ symbol to tag a member into the message:



7. Maybe this issue needs fixing and will impact your budget?  
Click the Variation tab to add a variation.

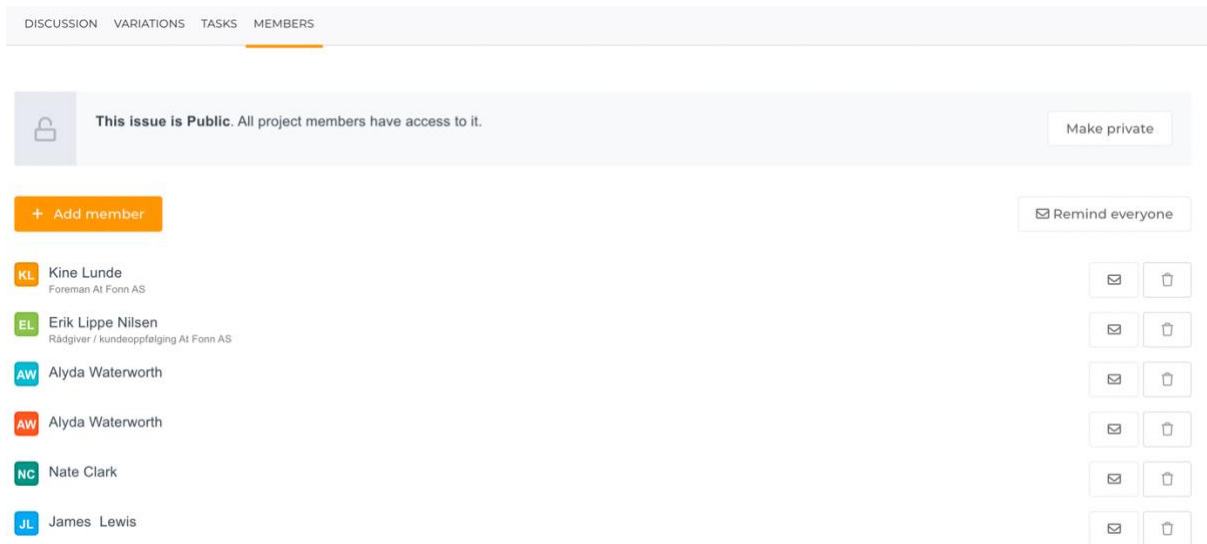
Variations will need either an Admin, Project Manager or Supervisor to approve.



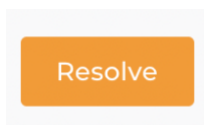
8. The Task tab will show any related tasks, their status, the name, the person responsible and their due dates.



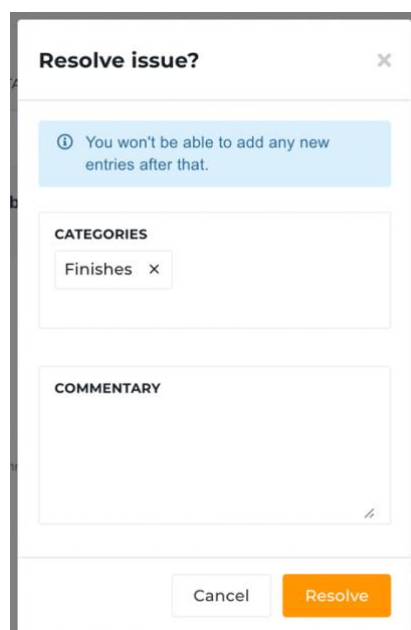
9. The Members tab will enable you to re mind users about the issue, add/delete members or change the issue privacy settings.



10. You can then mark your issue as Resolved once all has been sorted.



Here you will have a last chance to add categories & comments.



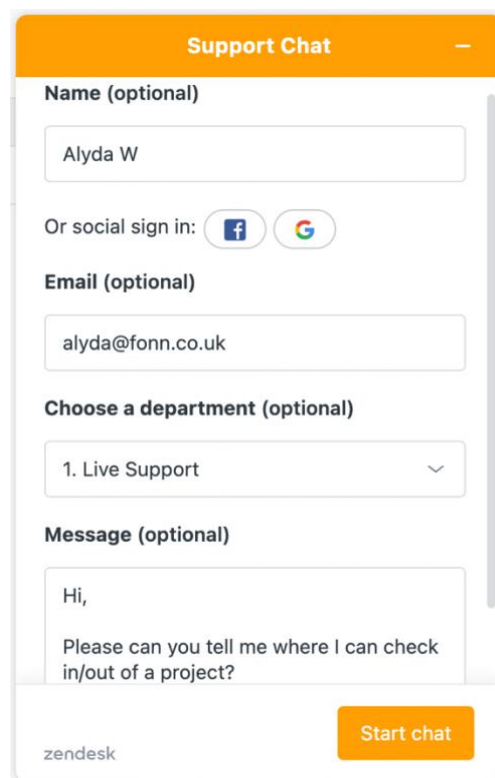
## Need Help / Support

If you need help or have a question regarding Fonn, you can get in touch through the following:



### 1. 24/7 Chat

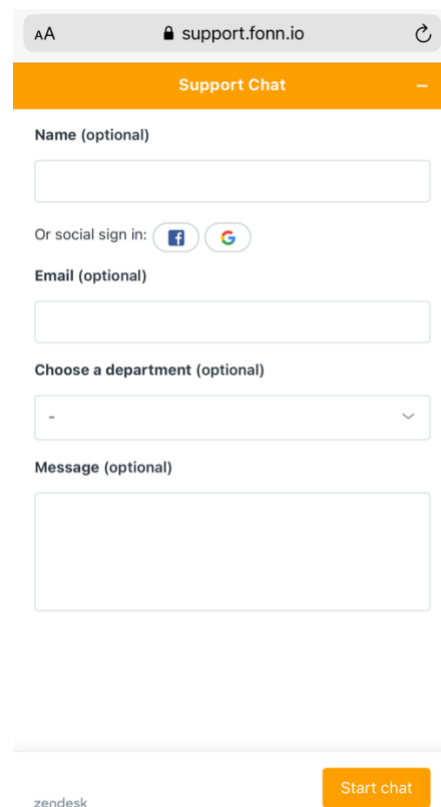


You can click the Chat icon on any screen whilst using Fonn on the web browser. Simply fill out a few details like below > then click 'Start Chat' > a member of support will then assist you as necessary.

A screenshot of a "Support Chat" form. The form has an orange header with the text "Support Chat" and a minus sign. Below the header, there are several sections: "Name (optional)" with a text input field containing "Alyda W"; "Or social sign in:" with Facebook and Google icons; "Email (optional)" with a text input field containing "alyda@fonn.co.uk"; "Choose a department (optional)" with a dropdown menu showing "1. Live Support"; and "Message (optional)" with a text area containing "Hi, Please can you tell me where I can check in/out of a project?". At the bottom left is the "zendesk" logo, and at the bottom right is an orange "Start chat" button.

### For help via the app:



1. Click the  icon
2. Select 'Help'
3. Click the  icon
4. Fill out the chat information as above



AA support.fonn.io

Support Chat

Name (optional)

Or social sign in:  

Email (optional)

Choose a department (optional)

Message (optional)

zendesk [Start chat](#)

### 2. Email

E-mail: [support@fonn.io](mailto:support@fonn.io)

or

E-mail: [alyda@fonn.co.uk](mailto:alyda@fonn.co.uk)

### 3. Freephone

Fonn Support UK: +44 (0)800 520 016