AISX / HELP CENTRE

Your guide to AISX.

Practical steps. Clear answers.
For owners, managers, workers and crew.

64 how-to guides · 128 questions · 16 topics

Reviewed 17 November 2026

Use the controls available in your account. Account features require the right role and enabled module. Setup-required tools need a verified connection or configuration. Pilot, planned and closed features are clearly labelled.

This guide describes documented workflows. It does not activate access, confirm every organisation’s live setup or replace your agreed service terms. Exact screen labels may change during rollout.

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Find your way

Use the PDF bookmarks or select a topic below. Each guide gives a starting point, numbered steps, a result to check and common questions.

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Availability labels

Account feature: documented functionality, subject to role and module access.
Setup required: a configuration or provider connection must be verified.
Pilot / preview: restricted trial scope; follow its stated limits.
Planned: intended workflow, not a verified released feature.
Closed: not accepting live activity.

01 / HOW TO USE AISX

Getting started

Accounts, access and the right workspace

Activate your account and sign in

Account feature · all

Start here: Open apps → Property or Marine → Sign in

1. Ask AIS or your authorised account manager for access using the email address you will use at work.
2. Open your personal AIS activation link, set your own password and sign in with that same email. Keep the activation link private.
3. Choose the approved business or workspace and open the relevant Property, Marine, Community or Workforce area.
4. Check that the expected assets are visible before entering work. Ask AIS to correct the assignment if they are missing.

Check the result: You can open only the business and assets assigned to your account.

Can anyone register themselves as an administrator?

No. The documented Property/Marine account flow uses approved invitations. An account, contact card or role description does not grant administration rights.

My invitation expired. What do I do?

Ask AIS for a replacement link for the same approved email. Existing users should request password recovery instead of creating another account.

Choose the right portal for your role

Account feature · all

Start here: AISX website → Open apps; signed-in portal navigation

1. Owners and clients start with Property or Marine for their authorised assets, service requests and released reports.
2. Property managers use the Property Management add-on; captains and fleet managers use Fleet Management when enabled.
3. Cleaners, maintenance workers and crew use their assigned tasks, My day or crew checks. Workers use Work Connect for the workforce pilot.
4. Use Community Connect for local participation, Trade for supplier enquiries and Hire for equipment. An independent business software account is a separate offering.

Check the result: You reach the correct area without granting yourself a different role.

I am both an owner and a business operator. Do I need duplicate accounts?

Use the same approved email where supported and ask AIS to attach the correct memberships. Separate Hire or Trade flows may still use their own verification.

Does choosing Owner, Agency or Supplier give me access immediately?

Self-selection must not grant access to private assets. Expanded role-based signup routing is being developed; until enabled, AIS confirms the membership and destination.

Use your shared dashboard

Account feature · all

Start here: My AISX / AISX app

1. Open the shared dashboard after signing in and check the selected workspace.
2. Review your due and overdue tasks, items awaiting review, conversations and relevant module shortcuts.
3. Open an item to see the asset, responsible person, status and next action. Use the detailed module for its full record.
4. Return after saving work. If an expected change is missing, refresh once and check the correct workspace and filters.

Check the result: You can identify what needs your attention without reviewing every business record.

Why do two staff members see different dashboards?

Dashboard content follows account permissions, teams, assets and assignments.

Are dashboard counts proof someone received a notification?

No. A saved item and an email or device alert are separate. Check the record and enabled notification settings.

Add AISX to your phone, tablet or desktop

Account feature · all

Start here: Property app launcher; Fleet → Install app; AIS Messages

1. Open the correct app in a supported browser while online and sign in.
2. Use Install app if shown. On iPhone or iPad Safari, use Share → Add to Home Screen, then open the new icon.
3. Confirm the installed app opens the intended module and your authorised workspace.
4. For supported message alerts, enable notifications from inside the installed app. Prepare offline data separately where supported.

Check the result: The icon opens the same account and records as the browser version.

Is this an App Store app?

These are installable web apps. Installation depends on your browser and device.

Does installing an app activate a paid plan or offline access?

No. Paid modules need an agreed entitlement, and supported offline work needs preparation on that device.

Use owner access and priority requests

Setup required · owner, manager

Start here: Property / Marine → assigned asset; Tasks or service requests

A separate Owners Portal and top-level priority messaging are requested enhancements; their release was not verified in this review.

1. Open the asset your organisation has shared with you and review the released information.
2. For a normal request, use the permitted request or conversation route and describe the required outcome, timing and supporting evidence.
3. If a priority-owner channel has been enabled for your organisation, select it only for an issue needing senior attention and explain why.
4. Check the responsible person and acknowledgement. If the priority channel is absent, contact the designated manager directly.

Check the result: The request reaches an authorised person and remains attached to the asset.

Can an owner edit all maintenance and staff records?

No. Owner/read-only assignments can be limited to viewing and export. Basic client request permissions and management permissions are separate.

Does priority automatically reach the top of management?

The dedicated owner-priority route needs implementation and organisation-specific recipient rules. Do not assume it is active because a task is marked urgent.

02 / HOW TO USE AISX

Teams & permissions

Connect people to the assets they look after

Create a team with people and assets

Account feature · manager, admin

Start here: Teams & assets

1. Choose the business, name the team and select Property, Vessel, Both or General.

2. For an asset team, select all properties and/or vessels the team will look after. General teams are for shared tasks without asset assignment.

3. Select existing approved members and the authorised lead/reviewer. For a mixed team, members need suitable roles in both modules.

4. Save, then review the team’s asset links and members. Confirm each worker sees the intended assets.

Check the result: Members work within the combined assets of their active teams.

Can two teams look after different groups of properties or boats?

Yes. Use separate asset selections and memberships; a person in multiple active teams receives the union of their permitted asset scopes.

Does adding someone to a team create their account or make them captain?

No. Accounts and underlying roles must already be approved. Team membership does not grant billing authority or promote a crew role.

Change access, reviewers or team membership

Account feature · manager, admin

Start here: Teams & assets; Property Users & access; Fleet team access

1. Open the correct business and review the person’s current role and asset assignments.

2. Edit the team members, selected assets or reviewer roles as required. Team business and type are fixed after creation.

3. Reassign open tasks or reviews affected by the change. A removed person may leave work flagged for reassignment.

4. Archive a team when no longer needed and keep its history. Use the relevant access screen to revoke an account’s underlying permissions.

Check the result: Access changes apply to subsequent requests while historical records remain.

Can a team lead add users or administer the company?

Only if they independently hold that management permission. Task review authority alone is insufficient.

Can an administrator read my private task list?

The documented private-list rules restrict it to its owner, including against office-admin reads.

03 / HOW TO USE AISX

Tasks, review & escalation

Give every action an owner and an outcome

Create private and shared to-do lists

Account feature · all

Start here: Tasks & to-do lists

1. Create a list and choose private or the available team/business/asset scope.
2. For shared work, select the correct team and asset so authorised colleagues can find it.
3. Give the list a clear name, then add tasks with an owner, due date, priority, notes and checklist as needed.
4. Save and check the list audience before placing customer or operational detail in it.

Check the result: Private reminders and shared work stay in their chosen scopes.

Can I turn a private list into a team list later?

The list scope is fixed. Create a correctly scoped list and deliberately copy only the work that should be shared.

Does assigning a task grant access to the property?

No. The recipient must already have the required list and asset permissions.

Complete, reopen and hand over a task

Account feature · worker, manager

Start here: Tasks → task details

1. Read the saved instructions, checklist, asset link and due date. Acknowledge the instructions if required.
2. Save progress and useful findings; identify a blocker instead of marking incomplete work finished.
3. Complete the checklist, then mark done or submit for review according to the task's controls.
4. For a handover, record what is complete, what remains and who needs to act. Reopen a completed task if further work is required.

Check the result: The saved status and history reflect the actual work and next responsible person.

What does Upcoming mean?

The general task dashboard uses tomorrow through the following seven days. Date boundaries use Queensland time.

Will every task automatically repeat or send an email reminder?

No. General task lists do not imply recurrence or guaranteed reminders. Operational recurring maintenance and notification rules are separate.

Submit work for review and escalate it

Account feature · worker, manager

Start here: Shared task → review controls

1. When setting up the task, choose an authorised reviewer and require review where needed.
2. The assigned worker saves completed checks and submits the task. Any required acknowledgement must be current.
3. The reviewer checks the evidence and approves, returns it with a note, or escalates it with a note to another authorised reviewer.
4. If returned, the worker makes the requested changes and resubmits. Record a clear outcome before closing the work.

Check the result: The worker's submission and reviewer's decision are recorded separately.

Can a deckhand send an issue to the captain, and the captain to operations?

Yes, through the authorised review or dedicated crew-flag workflow. Each recipient must have access and the appropriate review role.

Can I approve my own work or edit it while pending?

Self-approval is rejected. Pending work is locked until returned; editing approved work reopens it for a fresh sign-off.

Confirm you have read and understood instructions

Account feature · worker, manager

Start here: Task → acknowledgement

1. Read the current instructions in your preferred language and open the original if wording is unclear.
2. Ask the sender about any uncertainty before confirming understanding.
3. Use the read-and-understood control when satisfied, then carry out the checklist.
4. If instructions change, read them again and renew the acknowledgement before completion or review submission.

Check the result: The receipt relates to the current wording, worker and language.

Does a tick prove the work is complete?

No. Acknowledgement confirms receipt and understanding; task completion and approval remain separate.

Can I acknowledge a required task for the first time offline?

No. Required acknowledgement must be recorded online before the offline completion workflow can rely on it.

04 / HOW TO USE AISX

Messages & contacts

Keep the conversation with the work

Start a work conversation and assign responsibility

Account feature · all

Start here: AIS Messages / Messages

1. Choose the correct business and, where relevant, the property or vessel.

2. Start the conversation, give the issue useful context and check who can read it.

3. Select an authorised responsible person. Follow only conversations for which you need updates.

4. Use My conversations, Unassigned or All conversations to find work within your permissions. Hand over responsibility explicitly when needed.

Check the result: The thread has a clear audience, responsible person and recorded history.

Does everyone in the business receive every message?

No. Responsibility, following, shared phone-response teams and permissions govern alerts. Managers can retain oversight without following every thread.

What happens when a conversation is resolved?

It leaves the open list; a new message reopens it. The history is retained.

Share useful photos and troubleshooting details

Account feature · worker, manager, supplier

Start here: Messages → permitted conversation; or an asset finding

1. Describe the symptom, when it appeared, which equipment or area is involved, and what you have already checked.

2. Attach a clear photo using the conversation’s upload control and wait for it to finish.

3. For supported Fleet findings, attach video or other evidence directly to the relevant finding and link the discussion to that record.

4. State the question or next action you need, then verify the message is present in the thread.

Check the result: The next person can assess the issue without repeating the initial questions.

Can I send any video or start a FaceTime-style call?

General AIS Messages currently documents photos, not native voice/video calls or general video messaging. Some Fleet findings support video files.

Will unsent drafts survive a reload?

Message drafts remain only in the open session. Send or copy needed wording before closing; private messages are not an offline outbox.

Separate an internal note from an external reply

Setup required · manager, admin

Start here: Messages → connected SMS / WhatsApp thread

1. Confirm the selected business sender, external number and channel.
2. Choose Internal note for your team or Reply for the external recipient.
3. Check consent and any channel restrictions. Outside the supported WhatsApp reply window, use an approved template where required.
4. Send once and check the delivery state. Ask the office to review an unconfirmed result before sending again.

Check the result: Only the intended reply is sent externally; internal notes stay in AISX.

Is WhatsApp or SMS connected automatically?

No. The business-owned provider account, number, routing, incoming test and reply activation must be completed.

Do portal photos and translated notes automatically go out by WhatsApp?

No. The documented phone integration is text/template based; private photos and internal notes are not automatically sent externally.

Add or import business contacts

Account feature · manager, worker, supplier

Start here: Messages → Contacts → Add or Import

1. Choose the correct business and add the person’s work details, category, specialties and useful service-area notes.
2. For a file import, choose a work-only CSV/TSV or vCard, map columns if needed and select the people to include.
3. Review the destination and duplicate preview before confirming the selected contacts.
4. Use Call, Email, Message contact or Discuss with the team as appropriate. Review the draft before sending.

Check the result: Only selected work contacts are shared with the authorised business directory.

Does a contact import invite people or sync my whole phone forever?

No. It is a reviewed import, not continuous address-book sync, and does not send invitations or messages.

Will imports overwrite existing contacts?

Existing duplicates and repeated imports are skipped rather than blindly overwriting saved contacts.

Invite an external specialist into a limited discussion

Planned · manager, owner, supplier

Start here: Guest “buzz-in” conversation access

This article describes the intended workflow and current fallback, not a live invitation feature.

1. Prepare the specific issue: asset, symptoms, permitted photos and troubleshooting history.
2. Identify the intended specialist and any owner, captain or manager who needs the same discussion.
3. Ask the account manager whether limited guest access has been enabled. Agree the precise discussion scope and expiry before an invitation.
4. Until available, use an approved existing channel and copy the agreed outcome back into the authorised AISX record.

Check the result: The intended guest workflow shares a bounded discussion without broad portfolio access.

Can I currently buzz a stranger into AISX by text without onboarding?

That lightweight guest flow is a requested enhancement; this review did not verify a released invitation control.

Will an SMS thread give an external trade access to our workspace?

No. One-to-one phone messaging does not create a portal account or a group workspace membership.

05 / HOW TO USE AISX

Language & assistance

Understand instructions in your preferred language

Choose a language and read two-way translations

Setup required · all

Start here: Account settings or floating language selector

1. Select your preferred language and enable automatic incoming-text translation if wanted.

2. Open a saved task, checklist or supported message. Each person reads in their own preference while the original stays stored.

3. Use Show original to check wording. Write replies naturally in your own language.

4. If translation is unavailable, keep the original visible, retry when connected or ask the sender to clarify.

Check the result: Supported text is presented in the reader’s language without changing the original record.

Does a Spanish reply appear in English for an English-speaking manager?

That is the documented two-way behaviour when the translation service is active and within its usage limits.

Does the setting translate absolutely everything?

No. The shared portal supports 40 reader-language choices, but provider activation and coverage matter. Images, attached documents, voice, outbound phone messages and separate marketing websites do not inherit full translation. Some specialist labels may remain English.

Use “Need a hand?” for guidance

Setup required · all

Start here: Need a hand? / AIS Assistant

1. Select the relevant Property, Marine or Trade topic and your authorised workspace.

2. Use the built-in topic guides, or accept the AI notice and ask a concise question if chat is active.

3. Review the suggested answer and open the relevant form to make a change.

4. If offered a new-asset draft, check every field before explicitly applying it.

Check the result: Guidance helps you reach the right workflow; changes still use reviewed controls.

Can the assistant approve spending, send messages or clear a vessel restriction?

No. It does not autonomously execute those actions.

Why is chat unavailable?

AI needs administrator activation, an active provider connection and remaining usage allowance. Built-in guides can remain available.

06 / HOW TO USE AISX

Property & cleaning

Requests, inspections, turnovers and records

Request work at a property

Account feature · owner, manager

Start here: Property → authorised workspace → property / service request

1. Choose the correct property and service, then describe the issue and desired outcome.

2. Add relevant photos and a preferred work/access window. Keep access codes in their dedicated protected fields.

3. Review the scope and submit once. Save the request reference and check it appears in your workspace.

4. Wait for AIS to confirm scope, price and attendance. Return to the request for updates and released reports.

Check the result: The request is recorded against the property; attendance remains subject to confirmation.

Does submitting book the team for that time?

No. A preferred window is a request until AIS confirms it.

Will an AIS request automatically become an independent Trade job?

No. AIS service delivery and independent Trade referrals are separate workflows.

Set up a property and reveal access details

Account feature · manager, admin

Start here: Property setup / Edit property; Quick details · Access & contacts

1. Record the actual bedroom, bathroom, living-area and kitchen counts, plus selected extra areas.

2. Add property instructions and contacts in the appropriate fields; leave unknown details marked unknown.

3. Use Quick details and Show access to reveal protected entry information only when needed.

4. An authorised editor checks the information and chooses Save & verify. Use ordinary Save if it is not yet verified.

Check the result: New checklist starters reflect the property, and access details remain deliberately protected.

Can cleaners see private owner details?

Only if the authorised editor enables owner-contact sharing. Staff normally receive business/urgent contacts and permitted entry information.

Are door codes included in exports or notifications?

No. The documented quick-details controls keep access codes out of portfolio exports, notifications and completion PDFs, and require an online reveal.

Run an inspection or cleaning checklist

Account feature · worker, manager

Start here: Property Management → Inspections or Cleaning & turnover

1. Create the record for the property and choose pre-arrival, routine, post-departure, standard turnover, deep clean or an approved custom template.
2. Review and tailor the generated checks before work. Record the assignee, planned time and instructions.
3. Assess each item, add notes for anything needing attention, save and attach item-specific photos.
4. Save all changes before marking the visit complete. Review unresolved attention items and create a handover where follow-up is needed.

Check the result: The visit retains its own findings and photos; new repeat visits start with fresh results.

Does completing the inspection clear every maintenance issue?

No. Attention items remain flagged until appropriately followed up.

Will changing the property setup rewrite old reports?

No. New starters use the updated setup; saved jobs and visit snapshots retain their existing checklist and results.

Send a cleaning issue to maintenance, or back again

Account feature · worker, manager

Start here: Property Management → Team handovers

1. Choose the property, receiving team, title, location, observations and appropriate priority.
2. Attach useful evidence and select an eligible recipient if the correct person is known.
3. Save the handover. If there is no single eligible recipient, check the receiving team queue and ask a manager to assign it.
4. The receiving team updates and completes the linked maintenance or turnover record; the reporter follows its status.

Check the result: A real linked work item is created without giving the reporter unrelated team access.

Can a cleaner report damage outside their own checklist?

Yes. Use a property handover or the permitted maintenance-needed workflow.

Does reporting automatically book a contractor?

No. A handover records and assigns internal work; contractor appointment and approval remain separate.

Connect occupancy and plan a work window

Setup required · manager, admin

Start here: Property Management → Connections / occupancy

1. Select the exact property, supplying agency, provider label and supported feed or import method.
2. Connect the authorised HTTPS iCalendar feed or preview the complete ICS/CSV snapshot before confirming it.
3. Check last successful refresh, date coverage and any warnings. Confirm actual access with the property manager.
4. Plan the maintenance or turnover window and review overlaps. Resolve source problems before relying on apparent gaps.

Check the result: Occupancy helps plan work while the original booking system remains authoritative.

Does selecting Guesty, RMS or Lodgify connect its direct API?

No. The provider label identifies the source; compatible feeds/files or separately authorised API setup are still required.

Why can the departure day look blocked?

Date-only feeds lack precise arrival/departure times. The property workflow conservatively includes the departure day; use verified timed data when accurate turnover windows are needed.

Manage property equipment, stock, documents and costs

Account feature · manager, worker

Start here: Property Management → relevant record category

1. Choose the property and add equipment, rooms, inventory or documents using the matching category.
2. Record actual quantities, condition, warranty or expiry dates rather than assumed values.
3. Receive, use or recount stock through the adjustment control, enter a reason and check the resulting balance.
4. Keep financial records and sensitive documents in the appropriate manager-only areas. Review alerts and use authorised exports when needed.

Check the result: Records and quantity changes retain a clear history within role permissions.

Can stock go below zero?

The documented property stock controls reject negative usage balances.

Do cleaners receive purchase prices and all financial records?

No. Restricted staff permissions exclude financial modules and structured purchase/unit-cost fields.

Arrange scheduled AIS property checks

Account feature · owner, manager

Start here: Property → Scheduled property care

1. Choose Weekly Property Watch, Monthly Property Care Check or Annual Property Review to define the proposed checklist scope.
2. Select a separate one-off or recurring frequency and preferred starting date.
3. Review the property details and submit through an authorised manager. AIS confirms price, scope and approval before activating recurrence.
4. Review each visit request and report. Pause or cancel recurrence if needs change, and separately review already-created visits.

Check the result: Activated plans generate separate visit records without overwriting previous reports.

Does this need a paid Property Management subscription?

The AIS property-care booking flow is separate from the paid management add-on; the service itself is quoted.

Does cancelling a recurring plan cancel jobs already created?

No. It stops future generation; existing requests and appointments need their own cancellation review.

07 / HOW TO USE AISX

Marine & fleet

Logs, crew, maintenance and vessel information

Set up a vessel and its operating templates

Account feature · manager, admin

Start here: Fleet → Vessel details → Equipment & maintenance setup

1. Confirm vessel particulars, propulsion-engine count and fitted systems using real vessel information.

2. Select relevant activities, crew roles and maintenance packs. Review the generated draft checklists.

3. Tailor wording, assignments, daily-log placement and recurrence to the vessel and operator procedures.

4. Activate only the applicable reviewed schedules. Pause or archive obsolete drafts explicitly.

Check the result: Active checks reflect the actual vessel; template generation preserves existing history.

Do templates prove safe manning or vessel compliance?

No. Size, crew count and activity selections suggest editable prompts. The operator remains responsible for vessel-specific requirements.

Does unticking equipment delete its old maintenance history?

No. Existing customised schedules and history remain; pause or archive obsolete schedules deliberately.

Record pre-start, voyage legs and shutdown

Account feature · worker, manager

Start here: Fleet → Onboard / daily log

1. Select the correct vessel and date. If working out of coverage, first confirm Ready offline on this device.

2. Enter actual engine/generator hours, fuel, oil observations and any required gauge photos. Review weather and the active pre-start checks.

3. Record each leg, people, destination, times and relevant observations. Raise faults or incidents when they occur.

4. Complete shutdown readings and checks, then save. When back online, keep the app open until entries and attachments have synced.

Check the result: The completed day retains readings, legs, checklist findings and linked follow-up records.

Should I copy yesterday’s hours as today’s reading?

No. Previous readings are hints; enter the actual current reading.

Can two skippers use the same date?

Multiple shift logs can share a date when their time intervals do not overlap. An open log reserves its interval until shutdown.

Issue crew checklists and report captain flags

Account feature · worker, manager

Start here: Fleet → Crew checks & captain flags

Crew-check shifts are online-only; they are separate from the onboard offline daily-log system.

1. A captain or manager reviews role-based templates, edits or pastes approved instructions and issues the shift.
2. Assign every checklist to a personal crew account. Review any unassigned duties.
3. Each crew member records their own results. Action or Fail needs an observation; an issue outside the list can be raised as a separate flag.
4. The captain acknowledges, resolves appropriately or hands the issue to authorised management with instructions and a due date.
5. Close the shift only after all duties and related flags meet the completion rules.

Check the result: Crew findings, captain review and management handover remain connected.

Does changing a result to Pass clear the earlier flag?

No. The flag remains until resolved through its workflow.

Can we use a shared vessel tablet account as each crew member?

Dedicated device accounts cannot replace named crew assignments. Personal accounts preserve who performed each check.

Record a fault, incident or near miss

Account feature · worker, manager

Start here: Fleet daily log, checks, Maintenance or Safety & SMS

1. Select the relevant vessel and original checklist item or daily log where possible.
2. Describe what happened, observation time, location, immediate actions and the work needed.
3. Attach clear photos or supported short video evidence. Choose the appropriate maintenance priority/readiness impact within your authority.
4. Save, check the linked follow-up and ensure the captain or manager reviews it. Record rectification and retesting before closure.

Check the result: Evidence stays with the original finding and follow-up record.

Does completing one repair clear all vessel warnings?

No. Other unresolved faults and review requirements remain independent.

Who can clear a critical stand-down?

The authorised fleet manager/full-access role must record the required rectification or reassessment. A worker’s offline edit cannot clear a server stand-down.

Manage recurring maintenance and engine servicing

Account feature · manager, worker

Start here: Fleet → Maintenance / Scheduled checks / Service templates

1. Create or select the vessel/equipment-specific schedule and review its source, tasks and assignment.

2. For manufacturer templates, verify engine model, serial applicability and manual revision.

3. Enter real next-due dates and hours; activate the schedule after review.

4. Record completed work, actual readings and evidence. Confirm the next occurrence and any outstanding findings.

Check the result: Each engine and schedule follows its own verified calendar/hour deadlines.

Does AISX invent the last service date or interval?

No. New drafts are paused and require actual service information and source review.

Will editing a base template rewrite completed services?

No. Vessel copies and completed history remain unchanged; review existing copies separately when a template changes.

Maintain equipment, spares and vessel documents

Account feature · manager, worker

Start here: Fleet → Equipment, stock, Documents and Safety & SMS

1. Create records for actual installed equipment and spares, including location and condition.

2. Enter real quantities, service information, document versions and expiry dates.

3. Link relevant items to maintenance or reviewed checks so findings are traceable.

4. Review low-stock, expiry and replacement alerts; update records after physical checks or authorised work.

Check the result: The vessel record reflects what is actually aboard and the supporting documents.

Are template quantities proof equipment is onboard?

No. Generated placeholders and required quantities must be checked against actual stock.

Are external document links available offline?

Not automatically. The vessel download prepares supported private attachments; external URLs are not downloaded.

Plan work around trips and booking calendars

Setup required · manager

Start here: Fleet → Work & booking calendar

1. Map each authorised source to the exact enrolled vessel and review source coverage and freshness.
2. Choose the planning range, work duration, daily hours and turnaround buffers.
3. Review candidate windows and warnings, link the open maintenance item and save the agreed work window.
4. If bookings must be closed, use the separately confirmed supported provider action or close them in the source system and record it.
5. Check new overlaps and independently finish/cancel the work window and maintenance record.

Check the result: Planned work has an explicit window without assuming a calendar gap is clearance.

Does saving a work window stop all future bookings?

No. Supported Rezdy closure applies to verified existing sessions, after explicit manager confirmation. It is not a permanent blackout rule.

Does finishing work automatically reopen the provider calendar?

No. Reopening is manual in the booking system and should be recorded.

Search and export the logbook

Account feature · manager, worker, owner

Start here: Fleet → Logbook & fuel

1. Choose a permitted vessel and filter by year/date range, skipper, keywords, incidents or maintenance findings.
2. Open the full saved log and related evidence within your access.
3. Choose PDF, CSV or JSON for the authorised matching records, or download an individual log.
4. Check unsent device entries have synced before relying on the export as complete.

Check the result: The export covers saved matching logs, including history retained by archiving.

Are downloads limited to the 30 rows visible on screen?

The documented log exports include all matching logs, independent of display pagination.

Are attachment files embedded in every export?

PDF/CSV provide an attachment index; original files remain accessible in the app. Keep needed originals separately.

Review vessel requirements and readiness information

Account feature · manager

Start here: Fleet → Compliance → Requirements from vessel details

1. Confirm the actual vessel particulars and choose the applicable source profile.

2. Review each draft’s source, edition, applicability and review date; check any vessel-specific conditions.
3. Link real equipment, quantities, documents and checklist items. Record the assessment before activating a rule.
4. Review changed or overdue requirements and unresolved maintenance separately. Escalate uncertainty to the responsible operator or adviser.

Check the result: The displayed result describes the configured reviewed rule and its evidence.

Does “Meets configured rule” certify the whole vessel?

No. It describes only that configured rule and is not legal or operational clearance.

Is a critical compliance severity the same as a vessel stand-down?

No. Compliance severity and explicit maintenance/operating restrictions are separate; review the actual restriction and responsible manager’s decision.

Use vessel tracking and weather information

Setup required · manager, worker

Start here: Fleet → Vessel tracking; daily pre-start weather

1. For tracking, ask a manager to configure an approved source and verify the exact vessel identity.
2. For onboard-device sharing, confirm the device is aboard, start sharing and grant location permission only when intended.
3. Check the position’s source, observation time and age. Keep the tracking screen visible for foreground device sharing.
4. For weather, record actual observations and review the current authoritative forecast through the provided route. Treat unavailable or demo data as such.

Check the result: You can distinguish current observations, last-known information and illustrative data.

Is the vessel map a navigation system or continuous background tracker?

No. Device sharing is explicit and foreground based; coverage and hardware matter. The map supports awareness, not navigation.

Is live BOM weather already auto-filled?

The documentation says the live licensed BOM connection is not activated. The weather demo is fictional and does not update the operational log.

08 / HOW TO USE AISX

Boat sales, charter & hire

Listings, enquiries, contracts and payment records

Submit a boat for sale and make a buying enquiry

Account feature · owner, manager

Start here: Marine → Boat catalogue / Manage listings

1. An approved seller records actual specifications, asking price or POA, public location and description.

2. Add authorised photos and confirm the authority to submit. Save privately, then submit to AIS for review.

3. AIS checks the listing before publication. Review edits carefully: changes to a published listing return it for review.

4. A buyer opens an available listing and submits its linked enquiry. AIS verifies participants before sharing a deal.

Check the result: Public listing information remains separate from private seller and buyer records.

Does publishing a listing expose all buyer enquiries to the seller?

No. AIS must explicitly admit the seller to a relevant deal after checking authority and sharing.

Does an enquiry reserve the vessel or move money?

No. It records interest; negotiation, contract and verified settlement are separate.

Follow a charter, hire or boat-sale deal

Account feature · owner, manager

Start here: Marine → Marine enquiries & deals

1. Open your assigned deal and check the vessel, parties, current stage and agreed details.

2. Record shared updates and review quotations, conditions, payment summary and required documents.

3. For a sale, submit an offer where permitted and follow the recorded response, survey/inspection and settlement steps.

4. Complete the required checks and verified payment/handover stages with AIS. Keep private internal notes separate from shared evidence.

Check the result: All admitted parties can follow the recorded progress within their permissions.

Does a recorded receipt transfer or hold the buyer’s money?

No. Receipts/refunds record checked external transactions. They are not escrow or money movement.

Can a boat be marked sold just because an offer is accepted?

The documented controls require the linked sale to complete its checks and verified financial stages first.

Review contracts and sign an assigned document

Account feature · owner, manager

Start here: Assigned Marine deal → Contracts

1. Open the signing request in your own AIS account and check your stated signing capacity.

2. Download and read the exact original PDF, including all conditions and attachments.

3. If you intend to sign, enter your full name and complete the stated consent yourself.

4. Check whether other required parties are still outstanding. Retain the original and final signing record together.

Check the result: The document is complete only after every required signatory has signed the same version.

Does AISX provide legal review of the contract?

No. The portal records authenticated typed-name signing; the parties must obtain any advice they need before signing.

What happens if AIS replaces the document?

Superseding it cancels an open signing request and requires the new reviewed version to follow the appropriate signing process.

Pay an approved charter or hire request

Setup required · owner, manager

Start here: Assigned Marine deal → payment request

1. Confirm the saved agreed total, deposit/balance, collecting merchant and applicable booking terms.

2. Open only the live payment request belonging to your deal and review the hosted checkout.

3. After payment, return to the deal and wait for its verified payment state.

4. If status is delayed or uncertain, keep the receipt and ask AIS to reconcile it before paying again.

Check the result: The deal records verified payment rather than relying on the return-page redirect.

Does the AIS Hire Stripe connection automatically activate Marine payments?

No. Marine has separate setup and verification requirements.

Can boat-sale proceeds be paid through this charter/hire checkout?

No. Sale proceeds remain outside that automatic checkout flow.

09 / HOW TO USE AISX

Trades & equipment hire

Find help and arrange the equipment

Create a useful trade brief and review a quote

Pilot / preview · owner, manager, supplier

Start here: Trade preview; permitted Property/Marine Trade connection

1. Select the asset and describe the scope, location, access window and desired outcome.

2. Share only the notes and evidence relevant to the supplier.

3. When live referrals are enabled, review the supplier’s scope, price, exclusions and terms before approval.

4. Use the job conversation for variations and progress, and check the completion evidence.

Check the result: The brief, quote decision and outcome stay with the job.

Does a preview request authorise real work?

No. Independent referrals remain subject to launch checks; sandbox activity authorises no work, contract or payment.

Is joining the trade network the same as buying business software?

No. Supplier participation and an independent business-management subscription are separate arrangements.

Request, pay for and return equipment

Account feature · all

Start here: AISX Hire → catalogue; connected Equipment hire tab when enabled

1. Choose the equipment, dates, times and quantity. Review current availability, rates, any bond and listing terms.

2. Use the store’s email verification or approved account flow and enter the required contact and collection details.

3. Submit the request, then follow approval and secure payment instructions. Verify the booking’s confirmed state.

4. Arrange collection/return, complete any required checks at handover and report damage or a return change promptly.

Check the result: The hire is confirmed only through the store’s approval and verified payment workflow.

Is an unpaid request a guaranteed booking?

No. Follow the booking’s current status and confirmation requirements.

Can I list my own equipment and receive automatic payouts now?

Community-owned listings and owner payouts require their own launch approval. Public owner onboarding is not yet represented as open.

10 / HOW TO USE AISX

My day & people onsite

Coordinate visits and handovers

Check your day and update your attendance

Account feature · worker

Start here: My day

1. Review your identified visits, next stop and assigned/private tasks.

2. Open the visit’s permitted checklist and property details. Check times and any change notice.

3. Record On the way, On site and Finished when those states are true.

4. Use a work update such as On track, Running late, Can’t access or Maintenance needed to explain progress separately.

Check the result: Attendance and work progress show who reported them and when.

Does a booking or running job timer prove I am physically onsite?

No. Planned attendance, job status and personal check-in are distinct.

Will changing my work status automatically reschedule the job?

No. Record the update and coordinate with the manager; change the source schedule through its proper controls.

See relevant people onsite and message them

Account feature · worker, manager

Start here: Who’s on site / On-site board / selected asset

1. Choose the authorised property or vessel and review the date, scheduled people and reported attendance.

2. Check timestamps and whether a person’s visit is planned, checked in or historical.

3. Use Message for a direct site discussion or the site group for relevant shared coordination.

4. Keep the message about the work and confirm any important handover in the linked task or visit.

Check the result: People working at the same permitted asset can coordinate without exposing whole calendars.

Can managers see direct site conversations?

The documented site audience includes the two participants and authorised site managers. Check the stated audience before sending.

Is this GPS tracking or a public staff map?

No. The board uses authorised schedules and manual attendance. Matching addresses do not automatically connect unrelated businesses.

Coordinate cleaners and trades working together

Account feature · manager, worker

Start here: On-site board → visit work coordination

1. Leave visits independent when the cleaner and maintenance worker can work in parallel.
2. If one specific task or room truly depends on earlier work, have a manager link the two visits and describe the dependency.
3. The first worker reports Ready for cleaning / next trade, or records a blocker with useful detail.
4. The manager resolves the issue, adjusts the plan or records why work can proceed. Recheck links after schedule or assignee changes.

Check the result: Only genuinely dependent work waits; unrelated work can continue.

Does any overlapping visit block a cleaner?

No. Parallel work is the default. Explicit links are advisory for the specified work and do not prevent check-in or unrelated tasks.

Who gets a blocker alert?

Relevant dependent workers and the authorised responsible site manager, according to configured routing. Unresolved escalation depends on the site settings and notification delivery.

11 / HOW TO USE AISX

Work Connect

Profiles, qualifications and roster connections

Create a worker profile and availability

Pilot / preview · worker

Start here: Work Connect / Workforce

1. Use your invited account, provide your real name and complete the required identity-check process.

2. Tick Work I can do separately from Qualifications I hold; enter only accurate capabilities.

3. Set weekly availability, exceptions and private busy periods. Reconfirm the profile when it becomes stale.

4. Choose optional directory/location preferences deliberately and review how your profile appears.

Check the result: The pilot can assess suitability using current availability and declared/verified information.

Does ticking a skill verify a qualification?

No. Declared skills, uploaded documents and verified credentials are distinct.

Does a pilot shift approval mean I can start paid work?

No. Workforce remains a private rehearsal pilot with live shifts prohibited in the documented release.

Share qualifications and review a staffing requirement

Pilot / preview · worker, manager

Start here: Workforce → qualifications / business requirements

1. Upload the permitted qualification evidence privately and consent to any verification you request.

2. An employer describes the actual role, location, dates and requirements in the pilot.

3. The worker reviews the proposed arrangement and selectively consents to employer document access when applying.

4. The employer checks the actual certificate class, conditions, expiry and suitability before any separately authorised real engagement.

Check the result: Qualification evidence is shared only through the relevant permission flow.

Can employers see all my other shifts and private busy periods?

No. The documented matching interface shares suitability, not the raw private schedule.

Does a match guarantee a job or replace employer checks?

No. It is a starting point for suitability review and does not guarantee work.

Connect your own roster or import busy times

Setup required · worker

Start here: Workforce → Roster connections

1. Save your worker profile, then choose an available personal Deputy connection or compatible calendar/file method.
2. Authorise only your own roster account and review the requested access. The provider email must match the verified AISX identity where required.
3. For an import, preview the complete personal ICS/CSV snapshot and confirm dates, time zone and cancellations.
4. Check the first refresh and known shifts. Reconfirm willingness to work separately from imported busy times.

Check the result: Private busy periods improve matching without publishing your full roster.

Is Deputy already live for every worker?

No. AIS application setup, worker consent and a successful live account check are required.

Does AISX edit Deputy shifts or payroll?

The documented roster connector reads the worker’s own times. It does not write provider shifts, payroll or bookings.

12 / HOW TO USE AISX

Community Connect

Local notices, events, marketplace and freebies

Use notices, jobs, forum, marketplace and freebies

Account feature · all

Start here: Community Connect / Community Connexions

1. Choose the local area and the relevant board: jobs, discussion, marketplace or freebies.

2. Search existing posts before creating a clear, accurately categorised notice.

3. Complete identity and moderation requirements shown by the board, and check the intended audience.

4. Respond through the permitted private conversation and update the post when filled, sold, collected or no longer relevant.

Check the result: Useful local information stays current and separate from private business records.

Does joining a community expose my property or employer records?

No. Community membership does not grant access to private workspaces.

Is a marketplace sale the same as an AIS equipment hire?

No. Hire has its own booking, approval, payment and return terms.

Publish an event, weekly activity poster or staff menu

Account feature · manager, all

Start here: Community → What's On

1. Complete the personal identity check and obtain separate approval if representing an employer, club or group.

2. Choose event, weekly programme or staff menu. Enter dates, area, audience and accurate organiser details.

3. Upload a current supported poster and submit the entry for review.

4. After publication, keep it current. Cancel with a notice if needed, or copy to the following week and provide a new poster.

Check the result: Published entries identify the organiser and stop appearing after their date range ends.

Does an organisation badge guarantee entry or endorse the event?

No. It identifies an approved representative; event conditions still apply.

Will a photo of a weekly programme automatically create calendar events?

No. The poster remains an image. Add separately dated entries when individual events need their own listing.

Understand reviews, reports and disputes

Account feature · all

Start here: Completed eligible work / reputation / report controls

1. Confirm the direct arrangement and completion through the relevant eligible work record.

2. Leave factual feedback about your own experience within the available review period.

3. Use the report/dispute route if something needs review and include relevant evidence.

4. Follow the case outcome or appeal route. Keep resolving existing work even while a new-work restriction is reviewed.

Check the result: Feedback is tied to real eligible work and moderation uses a documented review process.

Does falling below three stars automatically ban someone?

No. It is an administration review trigger, not automatic revocation.

Do rehearsal shifts generate ratings?

No. Synthetic workforce rehearsals do not create ratings.

Understand Island Runner and new locations

Closed · all

Start here: Community → Island Runner; location settings

1. Check whether the service and your location have actually opened before relying on them.

2. Island Runner is currently closed to requests and claims while its launch requirements are resolved.

3. Use the existing community boards or a separately agreed professional service for current needs.

4. Ask AIS about a new location or pilot; a listed expansion destination is not confirmation of local service coverage.

Check the result: You can distinguish a future community service from an active booking route.

Can I pay, tip or offer a credit for an Island Runner pickup?

No. The proposed model is free and voluntary, with no tips, barter, IOUs or redeemable credits; it remains closed.

Does it deliver alcohol or fulfil paid AIS concierge orders?

No. Those are excluded from the described model.

13 / HOW TO USE AISX

Job Desk & stock

Quotes, schedules, materials and invoices

Create a job, quote and attention queue

Pilot / preview · admin

Start here: AIS office → Job Desk

1. Check the office business details, staff entries and approved document terms.

2. Create the job, link the correct workspace/property/vessel and record scope, checklist, assigned staff and appointment where known.

3. Add quote lines, using stock items where appropriate, and review the total and tax treatment.

4. Prepare and issue the reviewed quote or record the customer’s approval with evidence.

5. Use To quote, Awaiting approval, To schedule and other attention queues to identify the next action.

Check the result: The office has one job record and an explicit quote/approval state.

Can every supplier use the AIS office Job Desk?

No. The current Job Desk pilot is restricted to AIS office administrators. Independent AISX for Business access is separate.

Do job queues create duplicate manual tasks?

No. They derive from job states. General private/team tasks remain in Tasks.

Reserve stock and create a job-specific order list

Pilot / preview · admin

Start here: Job Desk → Stock; job → Materials

1. Enter accurate opening stock, units, locations, selling prices and minimum/target quantities.

2. Select stock on the quote and review currently available quantities.

3. After approval, check reserved quantities, incoming supply and shortages against that job.

4. Prepare a job-specific draft order or replenish shared stock. Place the supplier order separately, then record it as ordered.

5. Receive deliveries, including partial deliveries, and check the job allocation before scheduling work.

Check the result: Approved work reserves available stock and shortages remain visible by job.

Does approval immediately remove physical stock from the shelf balance?

It reduces available stock through reservation. Physical on-hand changes when the allocation is consumed at completion in this pilot.

Does creating a purchase-order draft send it to the supplier?

No. A draft does not contact the supplier; place and confirm the order separately.

Schedule work, record time and complete the job

Pilot / preview · admin

Start here: Job Desk → calendar / job

1. Review the day, week, fortnight or month view in Queensland time and assign the work.
2. Confirm materials and access, then save the appointment. Exact linked assets and registered staff identities support the onsite board.
3. Record time and checklist progress. Stop the timer and save required checklist results before completion.
4. Complete the job once the work is done and review consumed stock and invoicing attention.

Check the result: Schedule, work status, recorded time and stock allocation remain consistent.

Does scheduling someone create their AISX account?

No. A staff schedule entry does not grant account or asset access.

Will cancelling a job automatically cancel an order already placed with a supplier?

No. Reservations/internal drafts can be released; placed external orders need separate action.

Issue documents and review accounting sync

Setup required · admin

Start here: Job Desk → Documents / invoice / MYOB settings

The pilot has limits for credits, mixed-tax receipts, deposits/part invoices and payment reconciliation; continue those through the established accounting workflow.

1. Prepare the invoice from the completed, reviewed job and check customer details, amounts and agreed terms.
2. Download the PDF or use a configured sender. If sent outside AISX, record that explicitly.
3. Review supplier receipts privately and map the correct customer, supplier, optional job and accounting accounts before enabling sync.
4. Check queued, successful or uncertain sync results. Reconcile uncertain writes before retrying.

Check the result: Customer sales and supplier purchases remain distinct and auditable.

Does a connector screen mean MYOB is already posting correctly?

No. Authorisation, account/contact mappings and a controlled live verification are still required.

Are supplier receipts visible to the customer?

The office receipt and cost records are private. Customer documents are issued separately.

Import ServiceM8 jobs and set up repeat work

Setup required · admin

Start here: Job Desk → Settings / Import / recurring templates

1. Use the supported AIS ServiceM8 export and preview the import before confirmation.
2. Review matched identifiers, stages, duplicate warnings, source pricing and appointment details.
3. Confirm the reconciled import, then review each imported job before issuing a new quote or invoice.
4. For repeat work, create and enable a reviewed recurring template. Check the new unscheduled quote when it becomes due.

Check the result: Migration preserves source references and repeat work starts with review.

Will importing resend invoices, allocate stock or post receipts to MYOB?

The import itself does not email, write to MYOB or move stock. Source photos and diary binaries remain in ServiceM8.

Does a recurring template automatically approve and invoice the work?

No. It creates a new unscheduled quote for review.

14 / HOW TO USE AISX

Connections & notifications

Understand what is connected and who is alerted

Choose email and device alerts

Setup required · all

Start here: Account settings → Notifications; Messages settings

1. Choose email and push preferences separately, including supported event categories.

2. On each intended device, enable browser notifications through the app and allow the permission prompt.

3. Check the active session and use the available test only when ready to receive a real test alert.

4. Review in-app records even if an alert is missing, and report persistent delivery problems.

Check the result: Your supported alerts follow your saved choices and current permissions.

Does AISX control every Hire, ServiceM8 or travel-provider email?

No. Separate services retain their own notification settings.

Why did push stop after I signed out?

Subscriptions depend on the current login session. Check and re-enable notifications after signing back in when shown as off.

Check whether an integration is actually active

Setup required · manager, admin

Start here: Integrations page; the module’s connection settings

1. Identify the exact module, provider and data direction you need.

2. Confirm the authorised account, mapped assets/people and whether the connection is a live API, calendar feed or file snapshot.

3. Check last successful refresh and any disabled, stale, test or uncertain state.

4. Verify one known item and its update/cancellation behaviour before relying on automated coordination.

Check the result: You know what the connection does and when its data was last verified.

Is a CSV import a two-way live connection?

No. It is a snapshot; later changes need another supported import.

Does connecting one module activate all others?

No. Stripe, calendars, SMS, translation, MYOB, Deputy and booking providers have separate configuration and verification requirements.

15 / HOW TO USE AISX

Offline, backups & recovery

Prepare devices and verify saved work

Prepare a vessel device and sync safely

Account feature · worker, manager

Start here: Fleet → select vessel → Onboard / offline

1. While connected, select the permitted vessel and wait for Ready offline on this device.
2. Check required documents and test the workflow on the actual device before relying on it away from reception.
3. Use the dedicated onboard view and its save control. Confirm entries appear as saved locally/pending.
4. When connected again, sign in as the original account if needed and keep the app open for sync.
5. Wait for an empty queue and confirm key records and attachments in the online dashboard.

Check the result: Saved device work reaches the server once, with pending/conflicted entries visible.

Can I close the app and assume iPad background syncing will finish?

No. Sync relies on the app being open/visible. Reopen and check the queue.

Can I switch boats or clear browser data with pending work?

Do not clear site data or remove the app while work is unsynced. Vessel switching is blocked with waiting entries; export recovery data if needed.

Prepare shared tasks and resolve sync conflicts

Account feature · all

Start here: Shared offline task workspace → Prepare / refresh tasks

1. On a trusted device, open the offline task workspace online and prepare the currently permitted lists.
2. Use downloaded tasks and supported create/complete/reopen actions. Record required acknowledgements online first.
3. Reconnect as the original account and keep the workspace open for sync.
4. If a conflict remains, export waiting work, compare with current records and deliberately correct it rather than discarding it blindly.

Check the result: Offline entries remain visible until accepted or reviewed.

Does this make Property inspections, messages and Hire payments work offline?

No. Shared offline tasks and Fleet onboard are specific workflows; other modules still require a connection.

Will a stale offline edit overwrite someone else’s work?

The documented version checks retain it for review rather than silently overwriting the server record.

Check backup coverage and recovery readiness

Setup required · admin

Start here: Administration → Data protection

1. Review actual local snapshot timestamps, errors and external-destination status.
2. Confirm configured independent destinations have recent verified restore checks, not only uploaded files.
3. Maintain separate coverage for Hire, external systems and credentials outside this portal’s backup scope.
4. Arrange a controlled restore rehearsal in an isolated environment and record recovery results. Keep independent recovery keys secure.

Check the result: Protection claims are based on verified copies and a tested recovery process.

Is saving on a phone the same as having an external backup?

No. Device-only work is not in a server backup until synced.

Can AISX guarantee that no data is ever lost?

No. Failed backups, outages and lost unsynced devices remain possible. Check verified backup age and coverage rather than relying on a blanket guarantee.

16 / HOW TO USE AISX

Plans & troubleshooting

Resolve common problems and get help

Understand free access, add-ons and service charges

Setup required · all

Start here: Pricing; account entitlement; AIS enquiry

1. Identify whether you need basic client/community access, operational management or independent business software.
2. Review the published indicative pricing and request written inclusions, asset/user limits, setup and usage allowances.
3. Confirm service work, hire, bonds, payment processing and third-party charges separately.
4. Activate only the agreed modules. Check expiry and access conditions if a trial or paid entitlement ends.

Check the result: You know what access is included and what is charged separately.

Does clicking a pricing button start a subscription?

No. The website pricing buttons lead to an enquiry; indicative pricing is not automatic billing.

Are Fleet and Property automatically included in Business plans?

Bundle inclusions are not final. Confirm them in the written quote and avoid duplicate entitlements.

Fix missing assets, controls or updates

Account feature · all

Start here: Current workspace, filters and account settings

1. Check you are signed into the intended email, business and module.
2. Clear relevant search/status filters and check whether the asset/list is archived or assigned to another team.
3. Check the module entitlement and your role. Refresh once after a confirmed save.
4. If still missing, send AIS the page, asset reference, approximate time and error text without passwords or access codes.

Check the result: The issue can be traced without creating duplicate accounts or records.

Should I submit the same job again if the page looks slow?

First check for the saved reference or existing record. A delay is not proof submission failed.

Why can I read but not edit?

Your role may be read-only, the module may have expired, a review may be pending or the record may have changed since you opened it.

Get help with uploads, payment status or account access

Account feature · all

Start here: Contact AIS; relevant record or connection settings

1. Capture the exact error text and record/reference number, the time and the steps you took.
2. For an upload, check the file type and size shown by that module, network connection and saved parent record.
3. For uncertain payment or delivery, retain the receipt/reference and ask AIS to reconcile before retrying.
4. Contact enquiries@allislandsolutions.com.au with a concise description and a redacted screenshot if helpful.

Check the result: AIS receives enough context to investigate without unnecessary sensitive data.

Should I send my password, card details or door code to support?

No. Keep passwords, payment details and entry codes out of ordinary support messages.

What if a situation is urgent and nobody has acknowledged it?

Use your organisation’s direct urgent-contact procedure. An app priority flag or unread alert is not confirmation someone is responding.