

Disclaimer

Legal disclaimer

This guide and its contents (the "Guide") are provided by NXGEN. All rights to the Guide and to the intellectual property embodied in it — including, without limitation, trademarks, trade names, logos and similar marks appearing in or on it — are protected by law. All right, title and interest in the Guide and in any related intellectual property rights belong to and remain with NXGEN and its licensors.

The Guide is provided free of charge, "as is" and for informational purposes only, without warranty of any kind. It is neither intended nor suitable to establish any legal relationship between the reader and NXGEN or its affiliates, including, without limitation, any obligation of NXGEN or its affiliates toward the reader.

The obligations of NXGEN and its affiliates in respect of NXGEN products or services purchased by a customer are governed exclusively by the terms of the agreement under which those products or services were purchased.

For clarification

The reader bears the entire risk as to the use, results and performance of the Guide. To the fullest extent permitted by applicable law, NXGEN disclaims and excludes all warranties, whether statutory, express or implied — including, without limitation, implied warranties of merchantability, fitness for a particular purpose, title and non-infringement of third-party rights — as well as any liability or warranty arising from suggestions, specifications or samples related to the Guide.

Invite an Operator

Updated 23 September 2026

Setting up a new team member on the GC Surge platform involves three simple stages: sending the invite, completing the profile setup, and scheduling their shifts. Here is how to get an operator ready for live duty.

Image unavailable — BwiMlFpcBuNvjeuOxJGBbg.mp4

I. Creating the Operator Account

As a Super Admin, you must first provision the new user's account from the dashboard.

1. Go to Users & Shifts Management in the sidebar.
2. Click + Invite New User .
3. Fill in their personal details:First & Last Name Email Address Phone Number (Optional; pick the correct country code, such as Jordan +962).Profile Photo (Optional): click Upload Photo to add one — a square image, at least 200×200px.
4. Set the account settings:GC Surge Role: Choose Operator .Shift: Assign them to a shift (e.g., Default, A).
5. Click Send Invitation .

image-20260721-092849.png

2. The Operator's Welcome Journey

Once the email invite is sent, the operator needs to take over to set up their workspace:

1. Activate the Account: Click the Set Password & Verify Email link in the welcome email sent by NXGEN Technology AG.
2. Secure the Login: Create a strong password and click Reset Password .
3. Onboarding: On the welcome page, click Get started to view a quick summary of daily responsibilities.
4. Personalize: Confirm or edit the Display name (how the operator appears to teammates), optionally click Add photo , and click Continue .

5. Launch: Review the Your sites step, then click Enter Surge on the All set screen to open the operator dashboard.



Screenshot 2026-07-16 153950.png

3. Organizing Schedules & Shifts

Super Admins can organize shifts on the backend for cleaner reporting, tracking, and structure.

A. Creating a Shift

1. Navigate to Users & Shifts Management and click Configure shifts .
2. Under Add a shift , define the parameters:Shift name (e.g., Shift A, Night Shift).Start time and End time .Time zone — set with the Time zone dropdown before you add the shift; each shift stores its own zone.
3. Click Add shift .

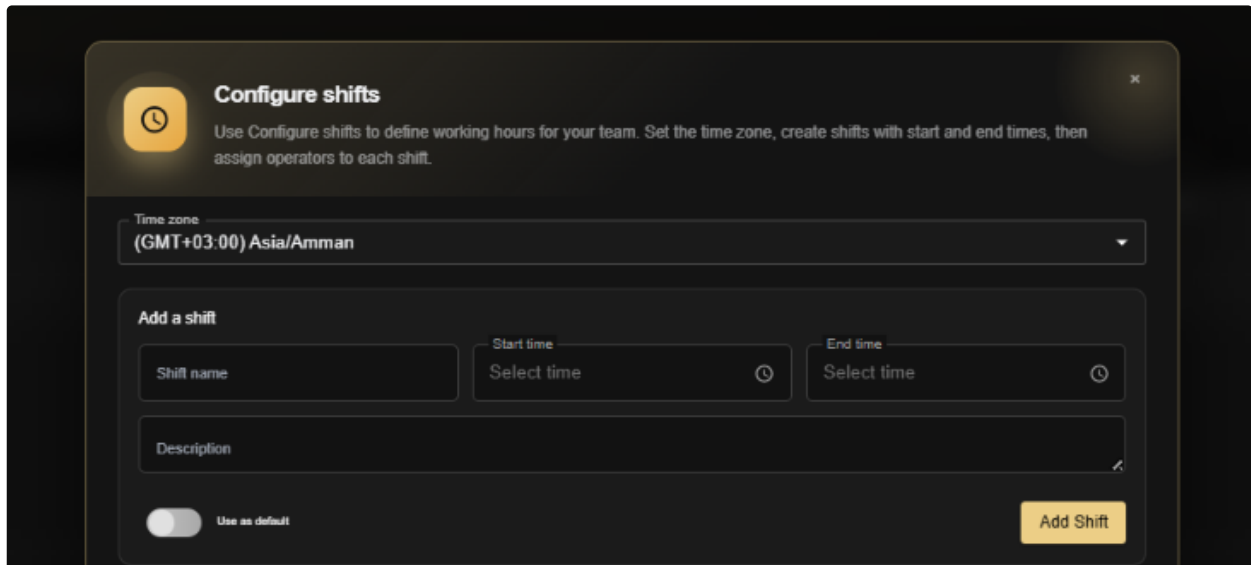


image-20260721-092925.png

B. Grouping Operators into Shifts

1. Find your newly created shift in the Configured shifts list and click the Manage shift operators icon (person-with-gear) on its row.
2. Click on the operator's name to select them (a gold border and checkmark will confirm they are selected).
3. Click Save assignments .

Note on Shift Swapping: If an operator is already assigned to a different shift, a pop-up will ask: "Move operators to this shift?" Simply click Move and save to transfer them instantly.