

Disclaimer

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Invite an Operator

Updated 8 October 2026

experience — not included in the PDF

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.

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1. 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 .

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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 .

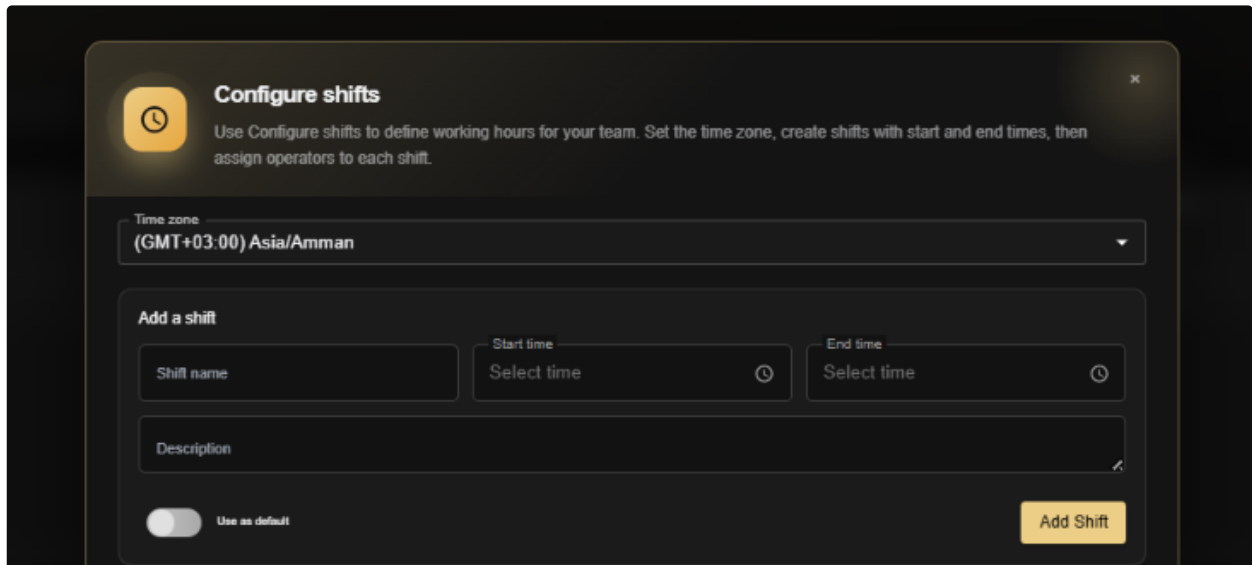


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B. Grouping Operators into Shifts

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.