How to Use the Deviance Logger: New Service Provider

21 steps | 6 parts | 9 November 2026

Watch Episode 4 on YouTube

This guide follows Episode 4 – Deviance Logger: New Service Provider from NodeOne Group. It explains the complete service provider workflow, including creating portal login credentials, logging and approving a deviance, assigning work to a service provider, accepting the assigned job through the mobile portal, inspecting the completed work, and moving the deviance record to Complete.

The guide includes screens from both the desktop back-end platform and the service provider's mobile portal.

Things You'll Need

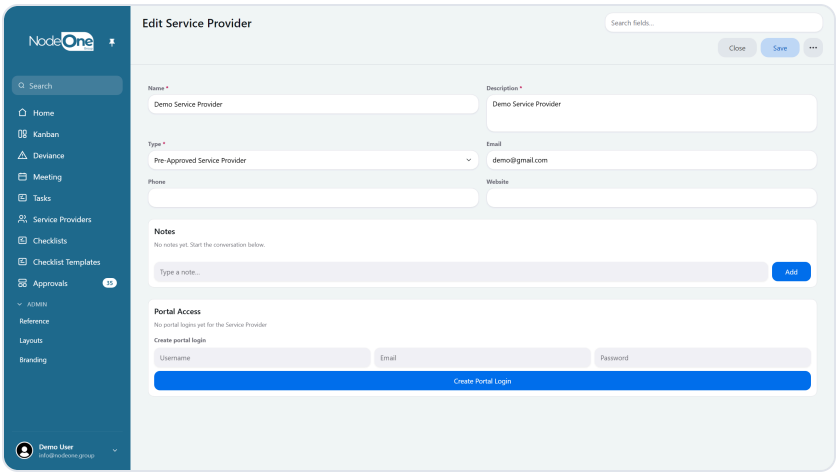
- Your NodeOne login credentials with access to Service Providers, Deviance, and Kanban.
- The service provider's name, email address, and a password for their portal login.
- The information required to log a deviance, including its description, type, category, severity, impact, urgency, location, and due date.
- A mobile device that allows the service provider to receive notifications and access the mobile portal.

PART 1: PROVIDER ACCESS

1

Open the Service Provider Record

In the left-hand sidebar, select Service Providers and open the record of the service provider you wish to grant portal access to. This guide uses Demo Service Provider as an example. The Edit Service Provider form displays the provider's name, description, type, email address, phone number, website, and portal login information.

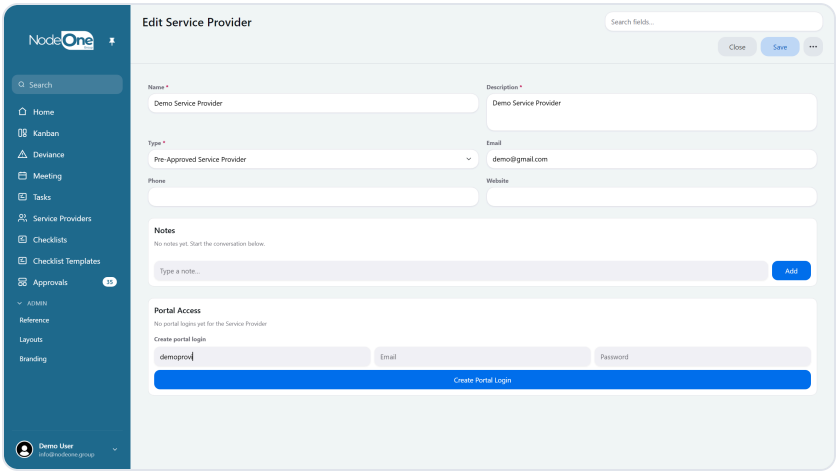


In the demonstration, Type is set to Pre-Approved Service Provider, and the Portal Access section displays "No portal logins yet for the Service Provider."

2

Review the Service Provider Details

Before creating a portal login, verify that the Name, Description, Type, and Email fields contain the correct information. The Name, Description, and Type fields are mandatory. Enter a phone number or website address, if available, and use the Notes field to record any additional information that may be useful to other users.

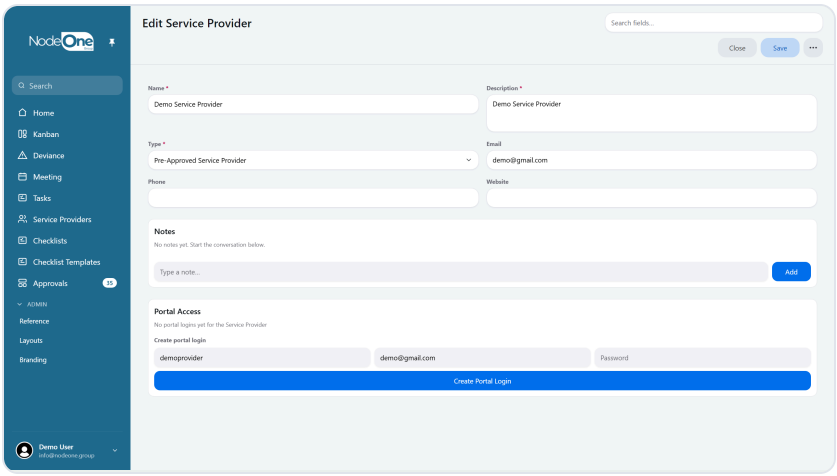


In the demonstration, Name and Description are both set to Demo Service Provider, Type is Pre-Approved Service Provider, and Email is demo@gmail.com. The Username field is being completed.

3

Create the Portal Login

Under Portal Access, enter a Username, the service provider's Email address, and a Password. Once the required information has been entered, click Create Portal Login. These credentials will allow the service provider to access the mobile portal. Ensure that the login details are shared securely with the intended user.

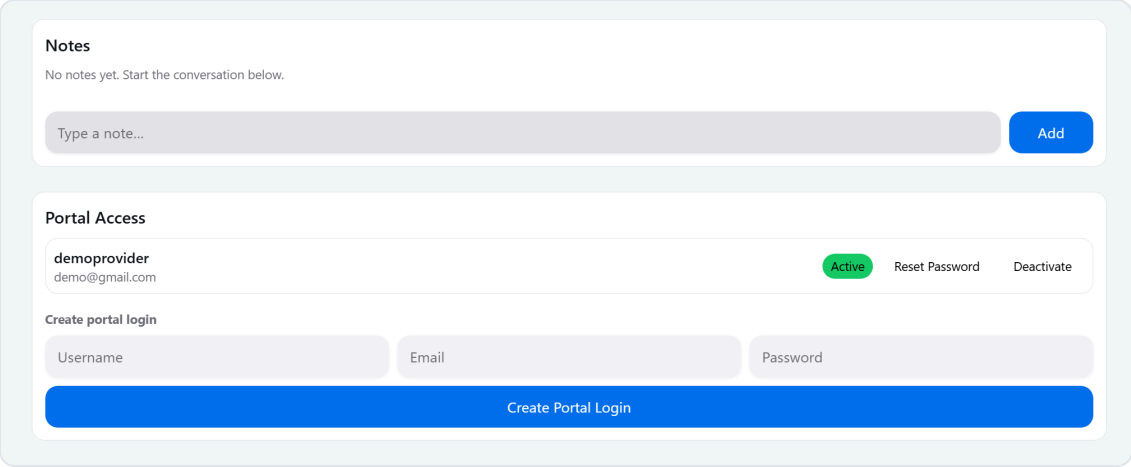


In the demonstration, Username is entered as demoprovider, and Email is set to demo@gmail.com. The Password field is still empty at this stage.

4

Save the Service Provider

Once the portal login has been created, it appears under the Portal Access section with a green Active status indicator. The system also provides options to Reset Password or Deactivate the login if access changes are required. Click Save in the top-right corner to save the service provider's details and portal access information.



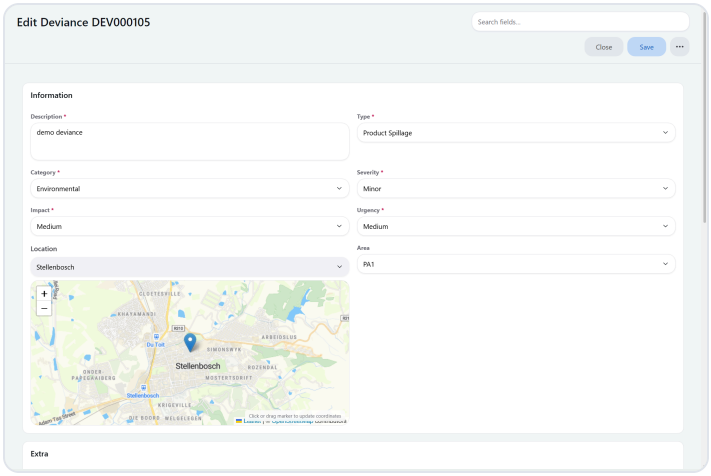
In the demonstration, the demoprovider login is marked as Active, and Demo Service Provider is available for selection when assigning a deviance.

PART 2: LOG AND APPROVE A DEVIANCE

5

Log a New Deviance

Open Deviance and click Add Deviance to create a new entry. Enter a clear Description of the incident, then select the appropriate Type, Category, Severity, Impact, and Urgency. Set the Location using the map, then navigate to the Extra section to complete the Due Date and Logged By fields. Once the required information has been entered, click Save to create the deviance record.

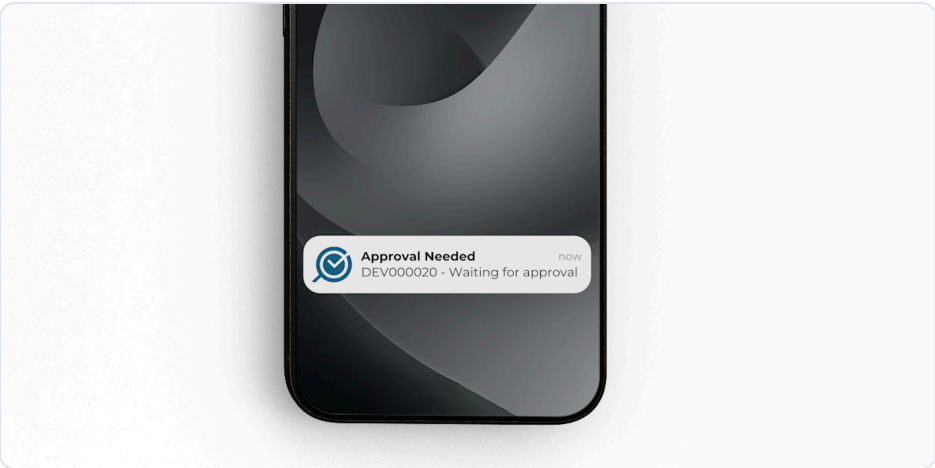


In the demonstration, a new deviance is created with reference number DEV000105, the description "demo deviance", Type set to Product Spillage, and Severity set to Minor.

6

Receive the Approval Notification

Once a deviance has been logged, the deviance manager receives a push notification through the mobile application. The notification identifies the deviance record and indicates that it is awaiting approval.

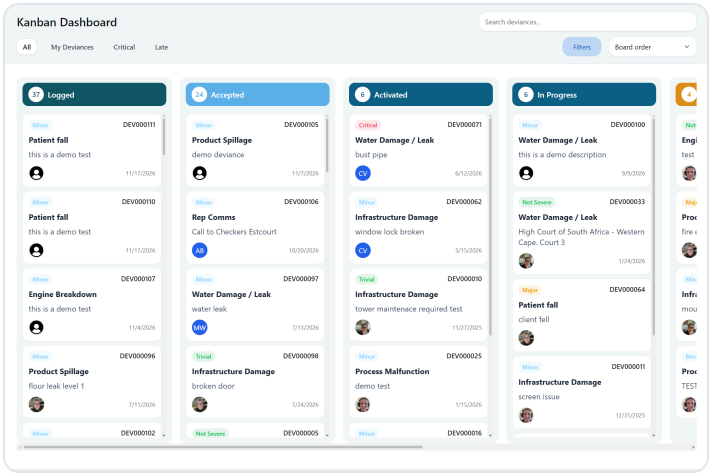


In the demonstration, the notification reads “Approval Needed — DEV000020 — Waiting for approval.” The notification reference differs from the desktop record, which displays DEV000105.

7

Approve the Deviance

Open Approvals in the desktop back-end platform and locate the newly logged deviance. Select the relevant record and approve it. Once approved, the deviance card automatically moves from the Logged column to the Accepted column on the Kanban board.



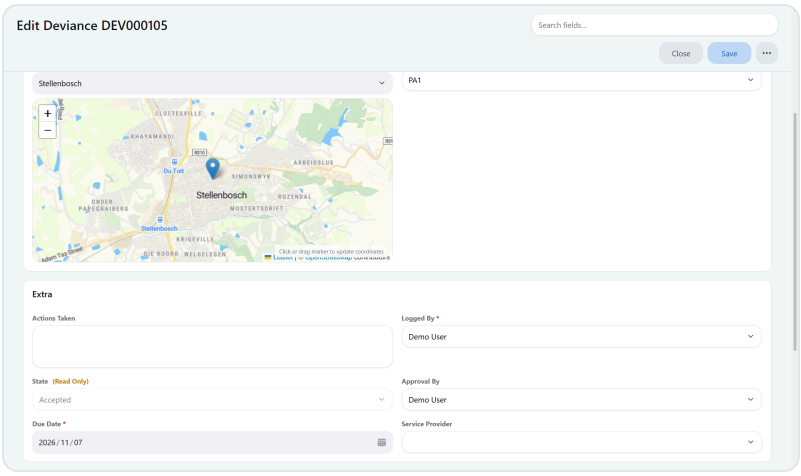
In the demonstration, DEV000105 appears in the Accepted column, which displays a total of 24 items.

PART 3: ASSIGN AND ACTIVATE THE WORK

8

Complete the Work Details

Open the accepted deviance card to review and update its information. In the Extra section, enter any relevant details in the Actions Taken field, if applicable. Review the Logged By, Approval By, and Due Date fields to ensure that the information is correct. The Logged By and Due Date fields are mandatory. Supporting photographs can also be attached using the Images upload area located below the Due Date field.

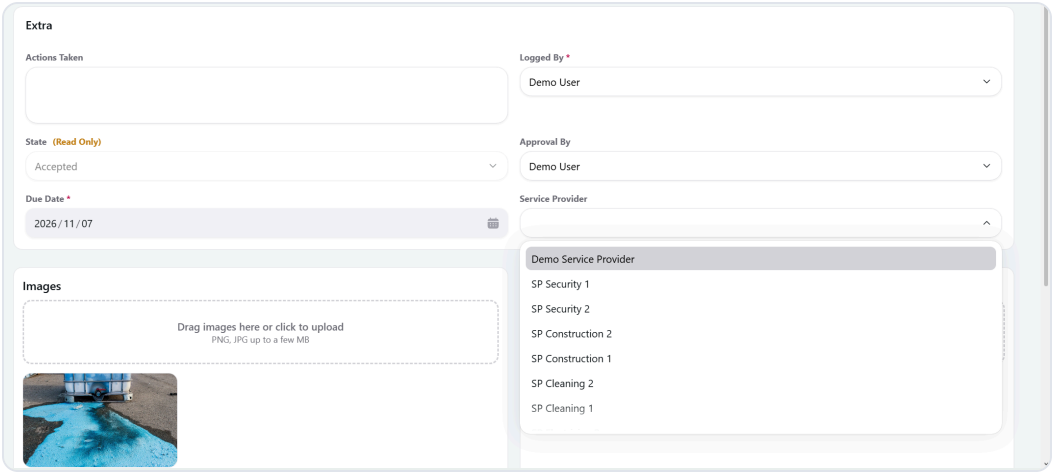


In the demonstration, Logged By and Approval By are both set to Demo User, the State is Accepted and is read-only, and the Due Date is 2026/11/07.

9

Assign the Service Provider

Locate the Service Provider field and open the dropdown menu. Select the service provider created or configured in Steps 1 to 4. For this demonstration, select Demo Service Provider. The dropdown menu also displays other service providers configured within the platform.

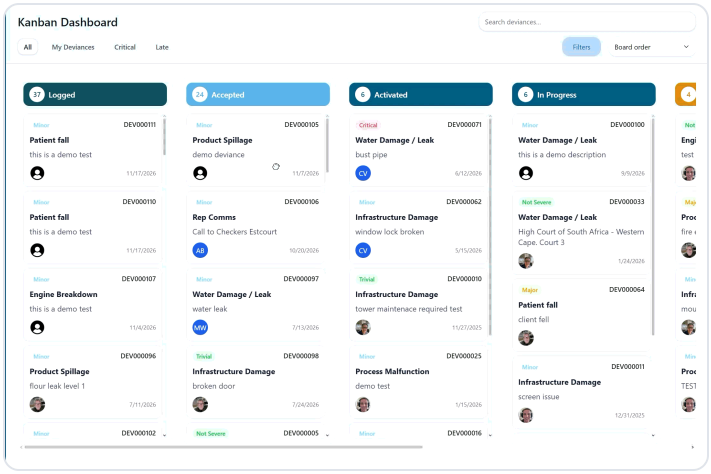


In the demonstration, Demo Service Provider appears at the top of the list, followed by SP Security, SP Construction, and SP Cleaning.

10

Move the Deviance to Activated

On the Kanban board, locate the deviance card in the Accepted column. Drag the card from Accepted and drop it into the Activated column. This activates the assigned work and makes the job available to the selected service provider through the mobile portal.



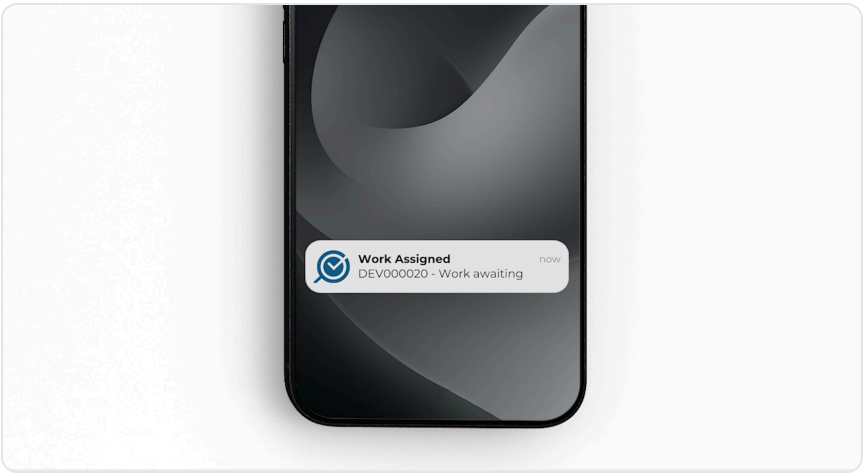
In the demonstration, DEV000105 moves from Accepted to Activated. The Activated column increases from 6 to 7 items, while Accepted decreases from 24 to 23 items.

PART 4: ACCEPT THE ASSIGNED JOB

11

Receive the Work Assigned Notification

Once the deviance has been activated, the assigned service provider receives a push notification indicating that new work is awaiting attention. The notification identifies the relevant deviance record and its current work status.

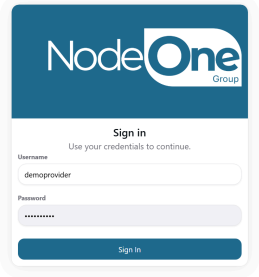


In the demonstration, the notification reads “Work Assigned — DEV000020 — Work awaiting.”

12

Sign In to the Service Provider Portal

Open the Deviance Logger mobile portal. Enter the Username and Password created in Step 3, then tap Sign In to access the service provider's assigned work.

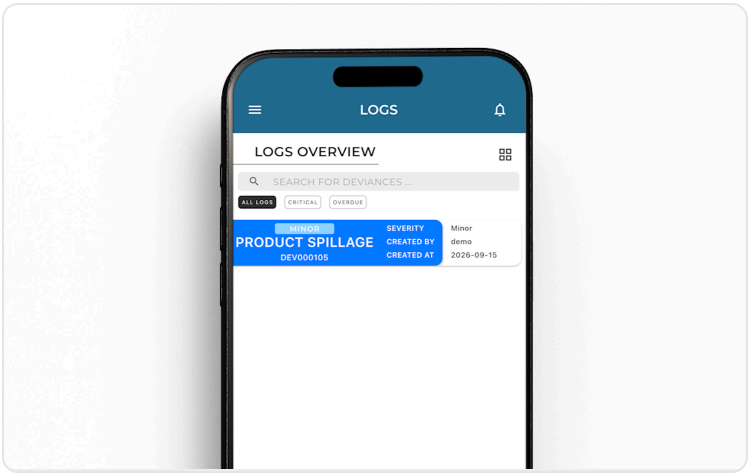


In the demonstration, the username is entered as demoprovider, while the password is displayed as masked dots for security purposes.

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Open the Assigned Job from Logs Overview

After signing in, the service provider is directed to the Logs Overview screen. Assigned work appears as individual cards displaying information such as severity, title, deviance reference number, creator, and creation date. Locate the relevant job and tap its card to open the detailed view.

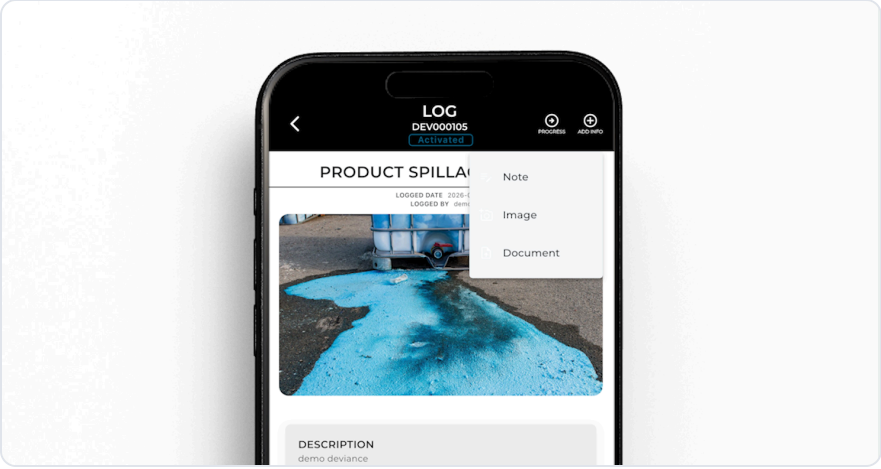


In the demonstration, the card displays Minor, PRODUCT SPILLAGE, DEV000105, and indicates that the record was created by demo on 2026-09-15.

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Add Notes, Images or Documents

On the deviance detail screen, tap Add Info in the top-right corner. A menu appears with three options: Note, Image, and Document. Use these options to document the investigation, record observations, or attach supporting evidence before accepting the assigned work. Adding relevant information helps maintain an accurate record of the incident and any actions taken.

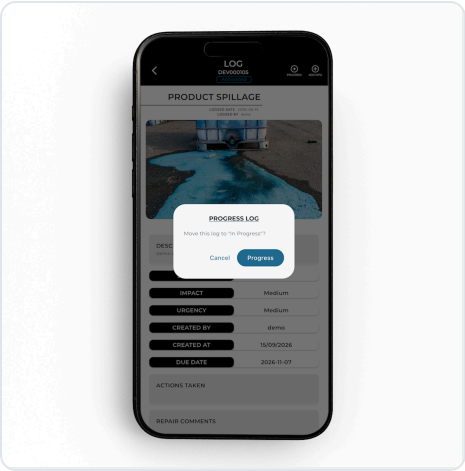


In the demonstration, the Add Info menu displays the options Note, Image, and Document.

15

Accept the Work and Move It to In Progress

Tap Progress at the top of the deviance detail screen. A confirmation dialog appears, asking whether you want to move the log to In Progress. Tap Progress again to confirm the action. The deviance status changes from Activated to In Progress, and the relevant manager is notified of the status change.



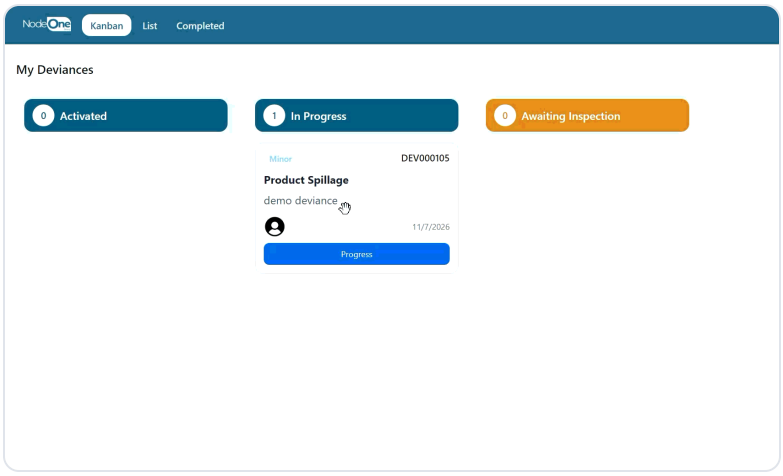
In the demonstration, the confirmation dialog displays “Move this log to In Progress?” with Cancel and Progress options. The record remains in Activated until the action is confirmed.

PART 5: INSPECTION

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Move the Work to Awaiting Inspection

Once the service provider has completed the assigned work, open the deviance card in the In Progress section. Tap Progress to move the record to the next stage. The deviance moves to Awaiting Inspection, indicating that the work is ready to be reviewed. The available action button changes to Submit for Approval.



In the demonstration, DEV000105 is the only card in the In Progress column. After tapping Progress, the Awaiting Inspection column displays 1 item.

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Receive the Inspection Notification

When the deviance reaches the Awaiting Inspection stage, the approvals manager receives a notification indicating that the work is ready for inspection. The manager can then review the completed work and assess whether it meets the required standards. Following a successful inspection, the manager can communicate the outcome to the service provider through a note.

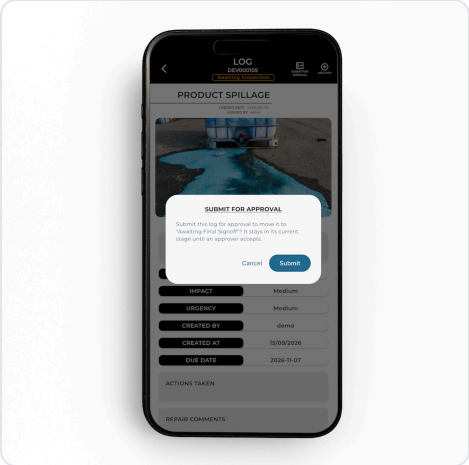


In the demonstration, the notification reads “Inspection — DEV000020 — Awaiting Inspection.”

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Submit the Job for Final Approval

On the deviance detail screen, tap Submit for Approval in the top-right corner. A confirmation dialog appears, indicating that the record will be submitted for final approval. The dialog explains that the deviance is being submitted to Awaiting Final Sign-off and will remain in its current stage until an authorised approver accepts the submission. Tap Submit to confirm.



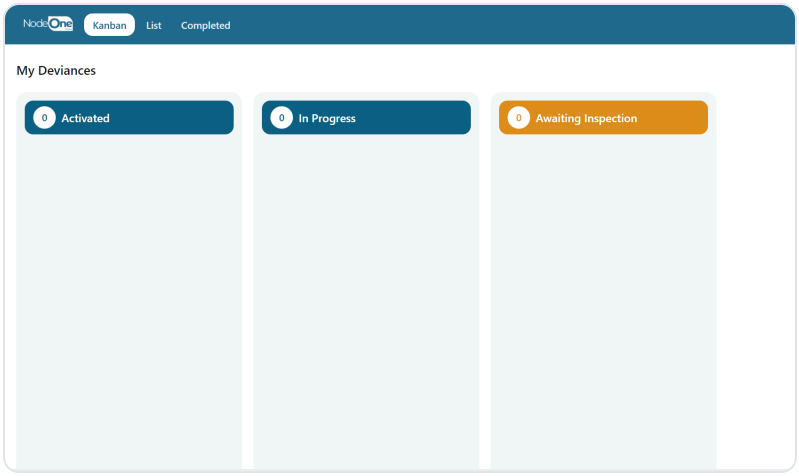
In the demonstration, the screen displays Awaiting Inspection, and the confirmation dialog provides Cancel and Submit options.

PART 6: FINAL SIGN-OFF AND COMPLETION

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Review the Provider's Remaining Work

Once the job has been submitted for final approval, it is removed from the service provider's active work columns. The deviance no longer appears under Activated, In Progress, or Awaiting Inspection. Authorised management users can continue reviewing the relevant records through the desktop back-end platform.

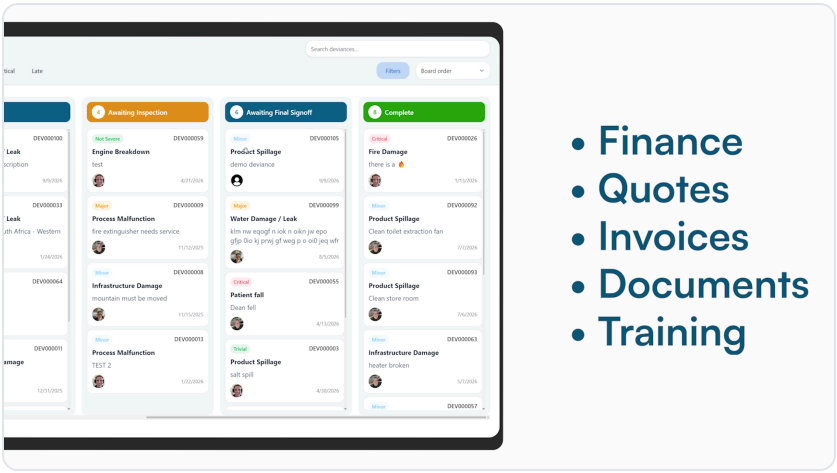


In the demonstration, the Activated, In Progress, and Awaiting Inspection columns each display 0 items, while the Completed tab remains available.

20

Review the Final Sign-off Requirements

In the desktop back-end platform, open the Kanban board and locate the deviance card in the Awaiting Final Sign-off column. At this stage, the record remains pending while any outstanding requirements are reviewed and finalised. These may include finance, quotations, invoices, documentation, and training. Ensure that all necessary requirements have been completed before moving the deviance to its final stage.

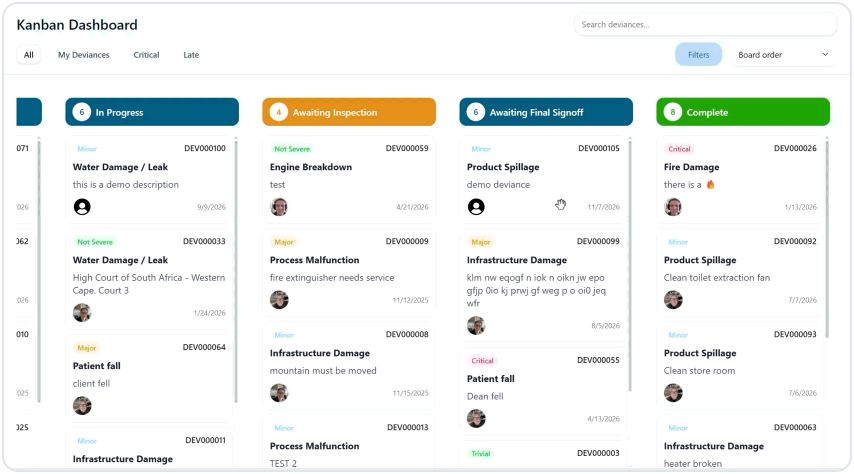


In the demonstration, DEV000105 appears in Awaiting Final Signoff, while the on-screen list identifies Finance, Quotes, Invoices, Documents and Training as items requiring attention.

21

Move the Deviance to Complete

Once the final sign-off requirements have been satisfied, locate the deviance card in the Awaiting Final Signoff column. Drag the card from Awaiting Final Signoff and drop it into the Complete column. This marks the deviance workflow as completed.



In the demonstration, DEV000105 moves to Complete. The Complete column increases from 8 to 9 items, while Awaiting Final Signoff decreases from 6 to 5 items.

Helpful Tips

- Create portal access before assigning work: Ensure that the service provider has an active portal login before assigning a deviance. Without an active login, the service provider may be unable to access the assigned work through the mobile portal.
- Manage access when necessary: Use the Reset Password or Deactivate options under Portal Access whenever a service provider's login credentials or access permissions need to be updated.
- Attach supporting evidence: Encourage service providers to upload photographs and documents while the work is being performed. This information can assist with inspections, reviews, and final sign-off.
- Monitor the provider workflow: Use the Activated, In Progress, and Awaiting Inspection columns to track the status of assigned jobs and monitor their progress at a glance.

Need to Know

- Read-only status field: The State field on the deviance form is read-only and cannot be edited directly. The status changes through workflow actions such as approving the deviance, moving its card on the Kanban board, selecting Progress, or submitting the record for approval.
- Provider portal visibility: Once a job has been submitted for final approval, it is removed from the service provider's active work columns. Authorised management users can continue accessing the relevant records through the desktop back-end platform.
- Final completion: A deviance should only be moved to Complete once all required inspections, approvals, and outstanding administrative requirements have been finalised.