NodeOne

How to Use the Deviance Logger: Deviances Overview

19 steps | 6 parts | Nov 6, 2026

Watch the Ep 5 video on YouTube

The Deviance section of the NodeOne Deviance Logger is where you can view, search for and log deviances: spillage, infrastructure damage, resident falls, water leaks and more. From the home screen, you can browse deviances as cards, in a table, in a calendar or on a map. You can also sort, filter, export to Excel and add a new deviance. This guide follows Ep 5 – Deviance Logger – Deviances Overview from NodeOne Group.

Parts	Steps	Helpful Tips	Need to Know
6	19	5	3

Things You'll Need

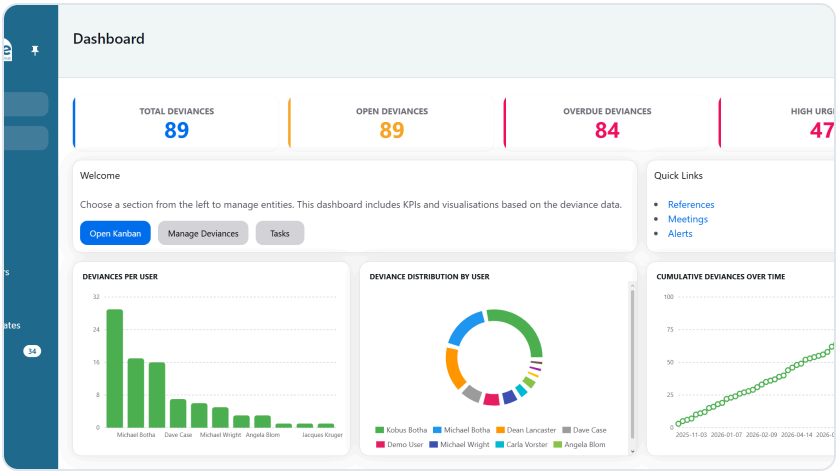
- A Deviance Logger App or Desktop login to view the Deviance section
- To log a new deviance: a description, its type, category, severity, impact, urgency, location and due date
- A photo of the deviance (optional)
- Excel or similar to open exports (.xlsx)

PART 1: OPENING THE DEVIANCE SECTION

1

Sign in and view the Dashboard

At the top are four totals: Total Deviances, Open Deviances, Overdue Deviances and High Urgency. Below them are three charts: Deviances per User, Deviance Distribution by User, and Cumulative Deviances over Time.

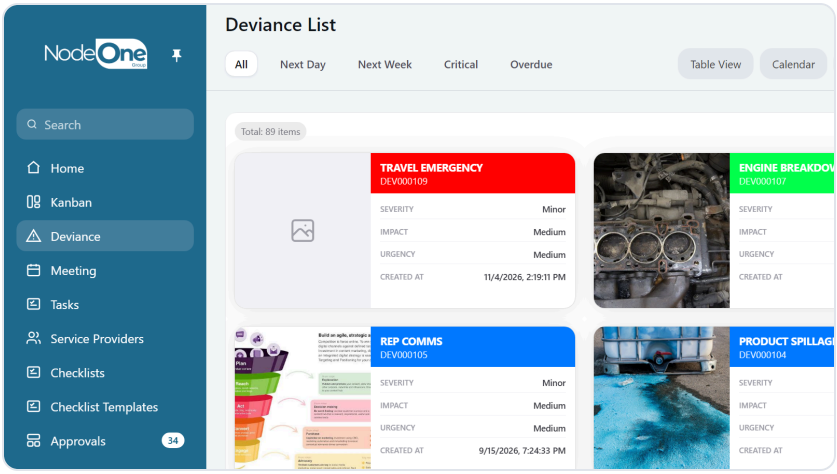


In the demo, the four totals read 89 (Total Deviances), 89 (Open Deviances), 84 (Overdue Deviances) and 47 (High Urgency).

2

Select Deviance from the left sidebar

The Deviance List opens as a grid of cards, and the total item count shows at the top left. This view can also be accessed from the Dashboard's Welcome panel by selecting "Manage Deviances".



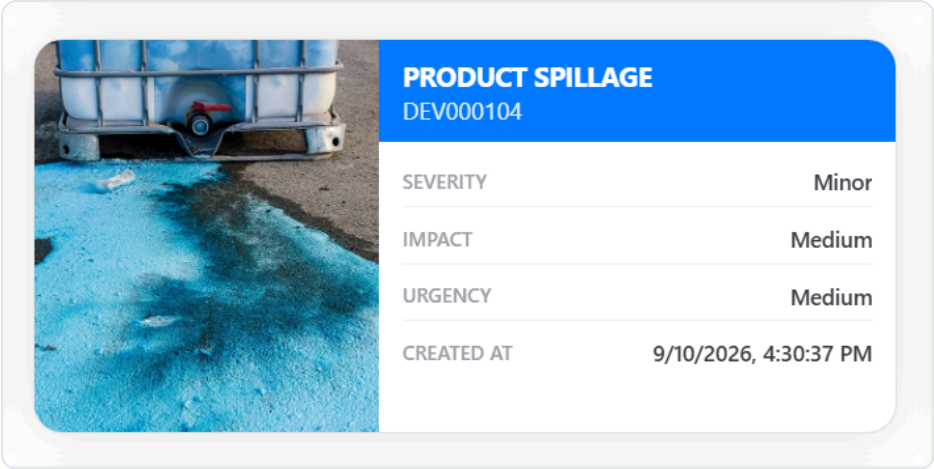
In the demo, the list shows Total: 89 items at the top left.

PART 2: READING A DEVIANCE CARD

3

Identify a deviance by the banner colour

It shows the deviance type (for example, Product Spillage) and its unique ID (for example, DEV...). Each deviance type is represented by its own colour.

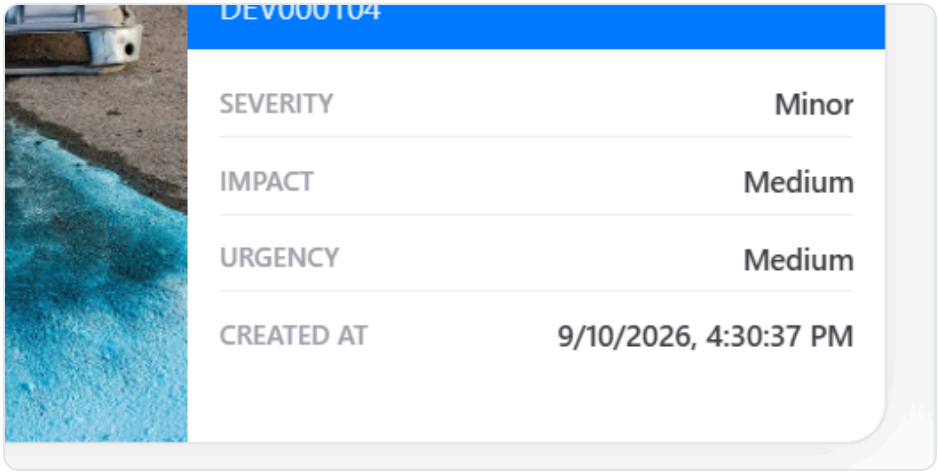


In the demo, DEV000104 is Product Spillage on a blue banner.

4

View the deviance priority

Each card displays the deviance's Severity, Impact, Urgency, and creation date.

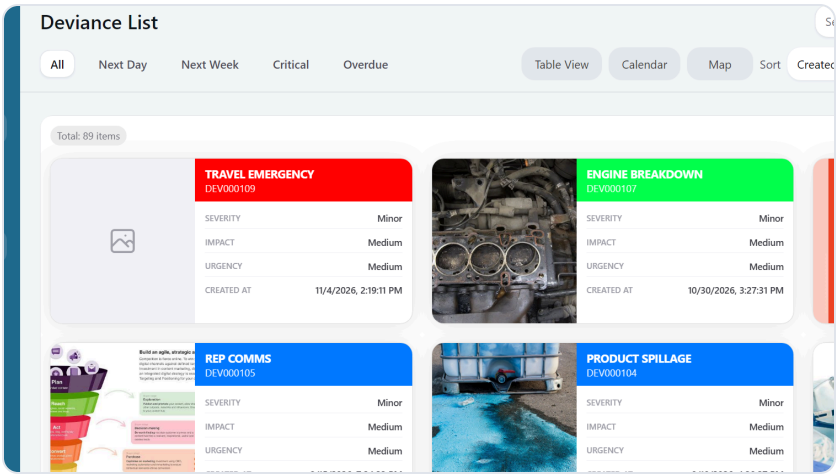


In the demo, DEV000104 shows Severity Minor, Impact Medium, Urgency Medium and Created At 9/10/2026.

5

Identify the issue quickly with a photo

The photo uploaded for the relevant deviance fills the left side of the card. Cards without a photo display a placeholder image.



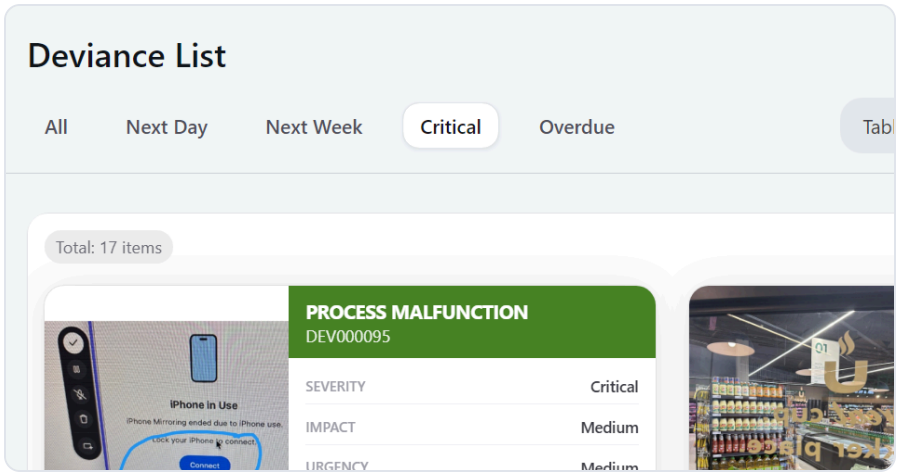
In the demo, TRAVEL EMERGENCY DEV000109 shows a placeholder, and ENGINE BREAKDOWN DEV000107 shows its photo.

PART 3: NARROWING THE LIST QUICKLY

6

Choose a quick-filter tab

Use a pre-configured filter to manage deviances. The tabs above the list are All, Next Day, Next Week, Critical, and Overdue. For example, Next Week shows only deviances due within the next week.

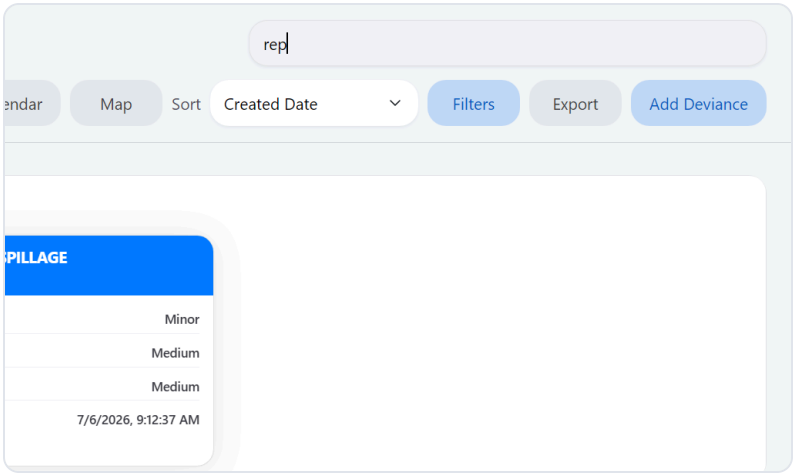


In the demo, Critical is selected and the list shows Total: 17 items.

7

Search by keyword

Use the Search Deviance box in the top-right corner to search. The list of deviances updates as you type your search.



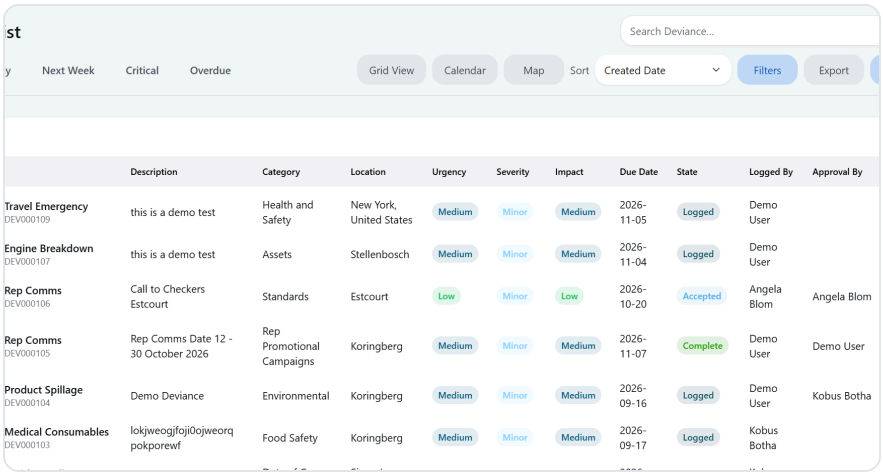
In the demo, typing “rep” narrows the list to matching cards.

PART 4: SWITCHING VIEWS

8

Click Table View to display the deviances as a list

The list contains the columns: Type, Description, Category, Location, Urgency, Severity, Impact, Due Date, State, Logged By and Approval By. The State column indicates each deviance's current workflow stage: Logged, Accepted, In Progress, Awaiting Final Signoff or Complete. To return to the card view, click the same button, now labelled Grid View.

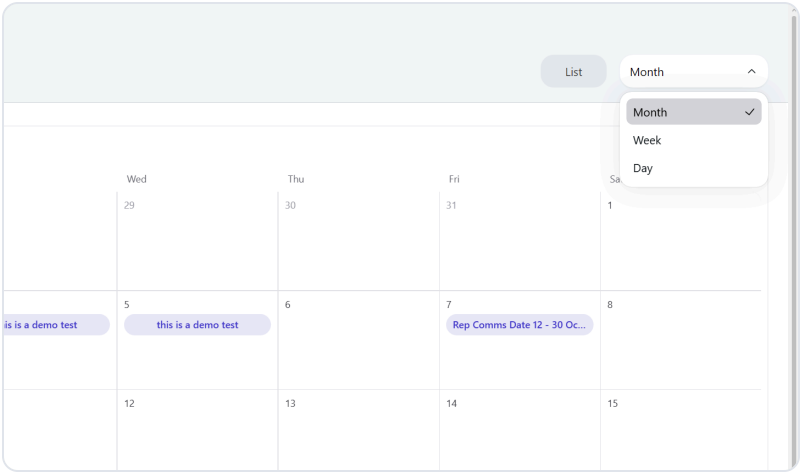


In the demo, the table shows Total: 89 items, with State values such as Logged, Accepted, Complete and In Progress.

9

Click Calendar to view deviances by due date

The Deviance Calendar opens in Month view. Use the dropdown at the top right to switch to Week or Day. Move between dates with the arrows, or click Today. Click List to go back.

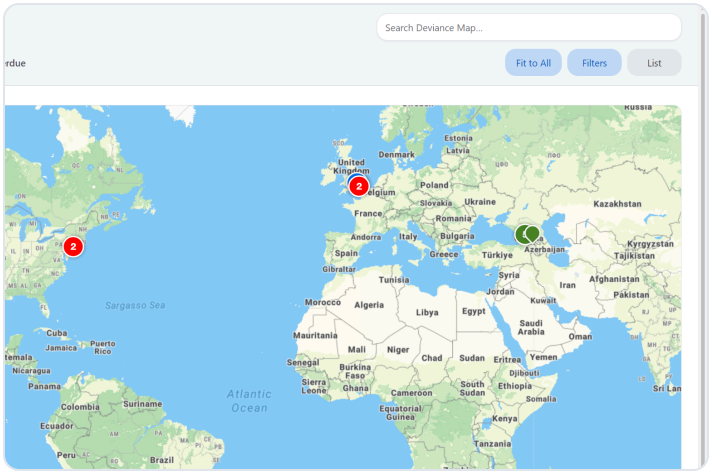


In the demo, November 2026 shows several records, including "this is a demo test" and a Rep Comms item.

10

Click Map to see where deviances occurred

The Deviance Map marks each deviance's location with a pin. Use + and – to zoom in and out, or click Fit to All to view all pins. The quick-filter and Filters work as well. Click List to return.



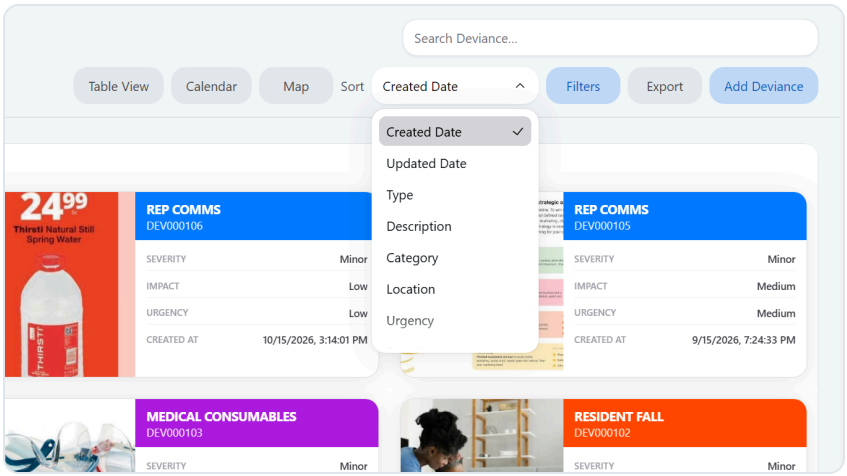
In the demo, pins are spread across several countries, with a cluster in South Africa.

PART 5: SORTING, FILTERING AND EXPORTING

11

Choose a sort order

Open the Sort dropdown and pick Created Date (the default), Updated Date, Type, Description, Category, Location or Urgency.

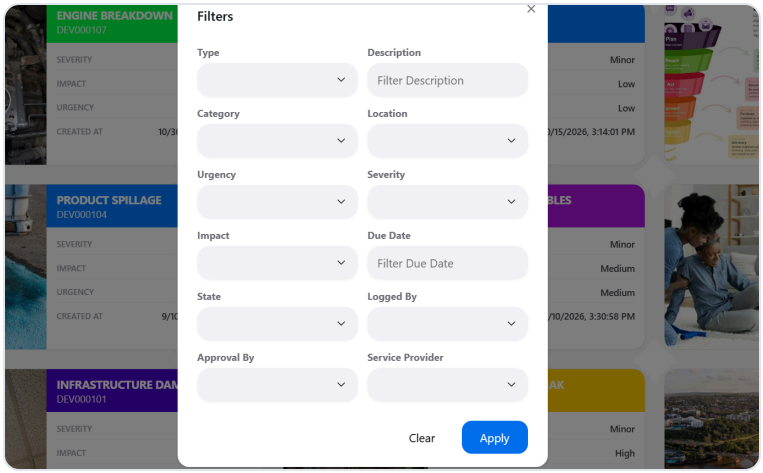


The Sort dropdown lists Created Date, Updated Date, Type, Description, Category, Location and Urgency.

12

Open Filters for detailed criteria

Click Filters to open the panel, then filter by Type, Description, Category, Location, Urgency, Severity, Impact, Due Date, State, Logged By, Approval By and Service Provider. Under Type you can select multiple values at the same time, for example, Rep Comms, Infrastructure damage and fire damage.

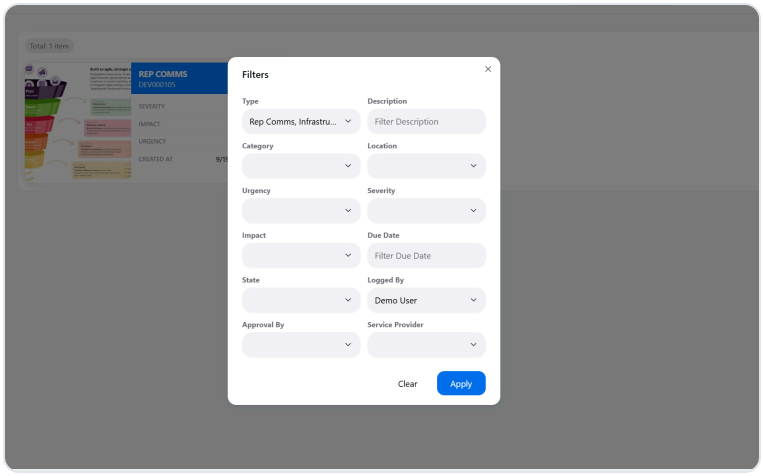


In the demo, the Filters panel shows all twelve filter fields, from Type to Service Provider.

13

Apply filter criteria

Click Apply to show only the matching deviances. To reset the filters, reopen Filters and select Clear.

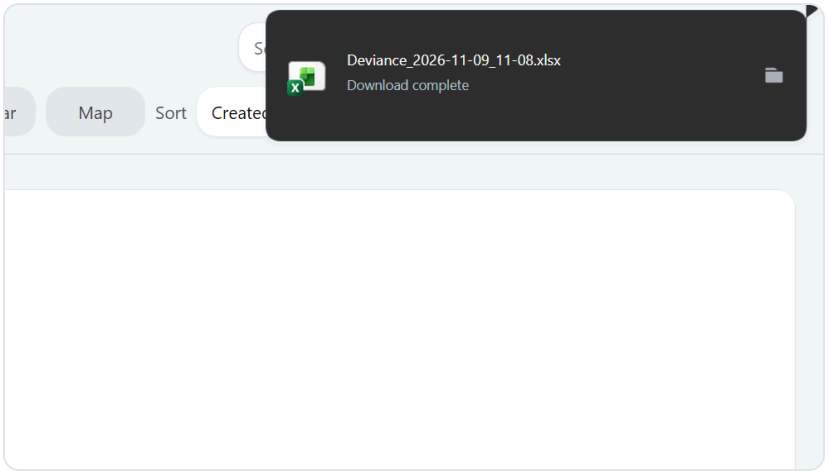


In the demo, Type has several values ticked and the list narrows to Total: 1 item.

14

Click Export to download the list

An Excel file is downloaded with a name like Deviance_2026-11-04_11-38.xlsx. In the video, the export came straight after filtering the list down to one deviance



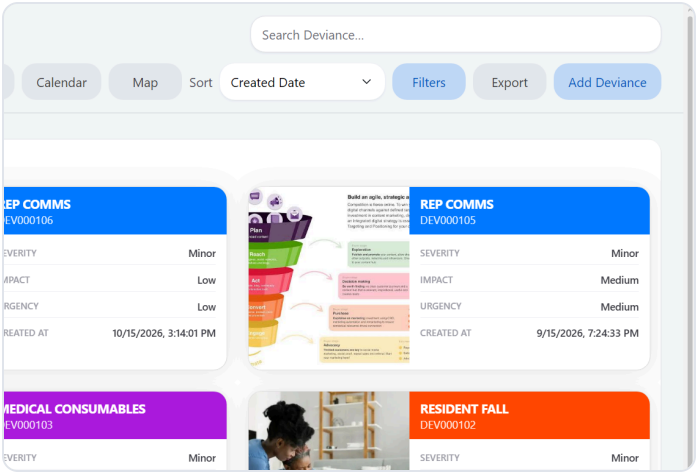
In the demo, the download notice reads Deviance_2026-11-09_11-08.xlsx and Download complete.

PART 6: ADDING A NEW DEVIANCE

15

Click Add Deviance at the top right of the list

Use the button at the top right of the Deviance List. The form has an Information section and an Extra section.

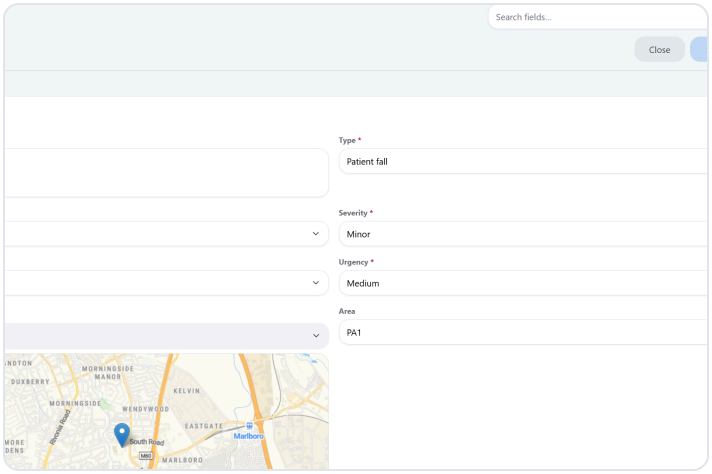


In the demo, Add Deviance is at the top right of the list.

16

Complete the Information section

Required fields in the form are marked with an asterisk (*) : Description, Type, Category, Severity, Impact and Urgency. Severity ranges from Not Severe through Trivial, Minor and Major to Critical.

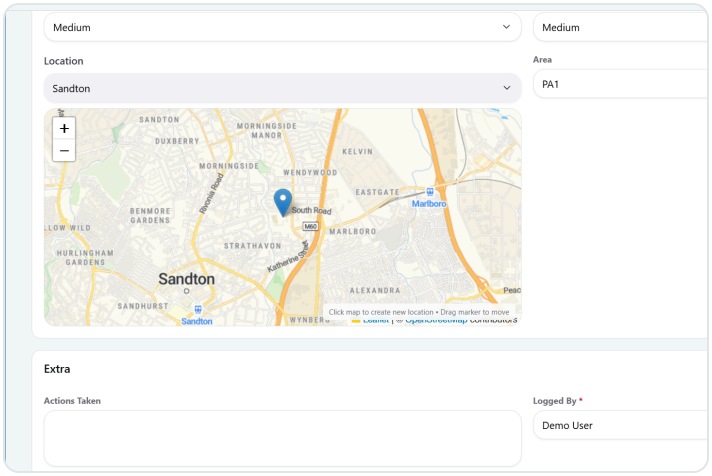


In the demo, the description is “this is a demo test”, the type is Patient fall, and the category is Health and Safety.

17

Set the location

Use the dropdown in the Location box to select a pre-configured location. A marker will appear on the Map. Drag the marker to the exact location. If applicable, use the dropdown to select a pre-configured area.

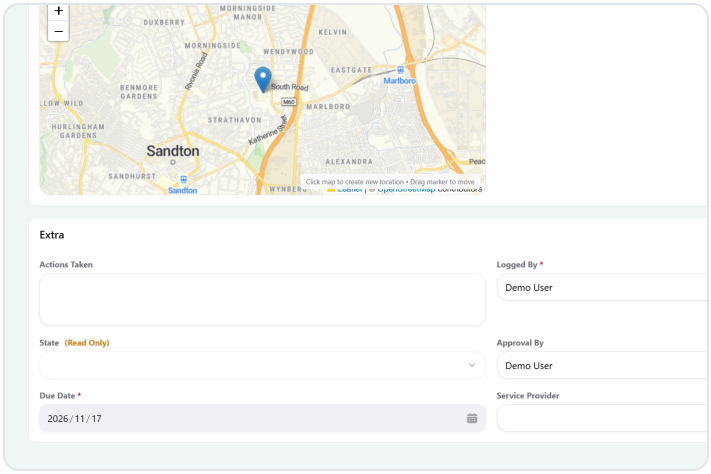


In the demo, the location is Sandton and the area is PA1, with the marker placed on the map.

18

Fill in the Extra section

Choose who the deviance was Logged By and set a Due Date (both are required). If available, add Actions Taken, Approval By and a Service Provider.

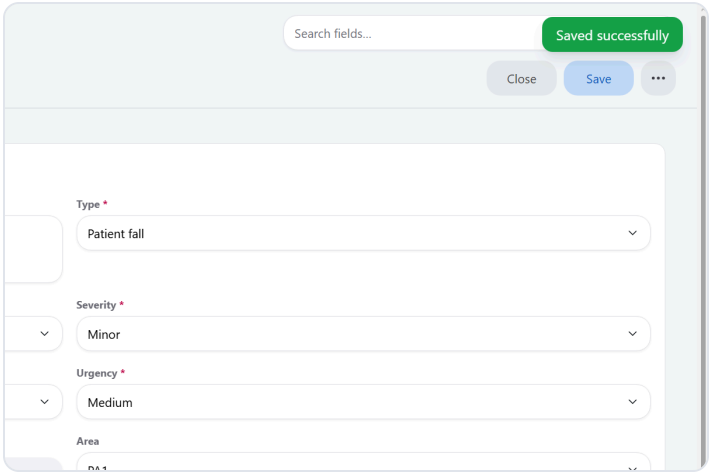


In the demo, Logged By and Approval By are Demo User, and Due Date is 2026/11/17.

19

Click Save

A green “Saved successfully” message appears, and the new deviance shows up at the top of the Deviance List. Click Close instead if you want to leave without saving.



In the demo, the green “Saved successfully” message appears at the top right.

Helpful Tips

- Start each day by checking the Overdue and Critical tabs. They highlight the deviances that need attention soonest.
- To review a single category or team, filter the list first, then export it. You'll get a focused spreadsheet instead of the full list.
- Use the map to identify clusters, such as multiple deviances at the same site.
- When adding a deviance, place the map marker exactly where it occurred. An accurate pin makes the Deviance Map more useful to everyone.
- Add details to Actions Taken as soon as you know them, so others can see what has already been done.

Need to Know

- You can't save a new deviance until every field marked with an asterisk (*) is filled in.
- The State field on the Add Deviance form is read-only. It is set by the workflow, so you can't select or change it yourself.
- Filters remain active until you clear them. If the list appears short, open Filters and click Clear, or select the All tab.