Domebox

User manual — how to use every feature, with pictures

For everyone on the team: the people who do the work, and the team leads who check it.

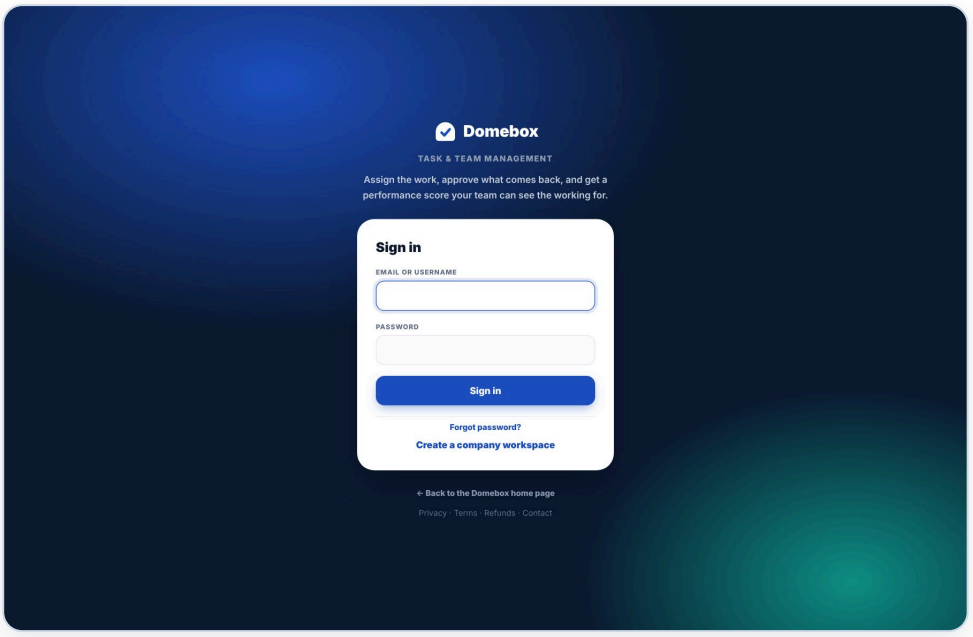
1 Getting started
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6 Priority — what to do first
7 Projects
8 Your score
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10 Goals and key numbers
11 The weekly meeting
12 Bell and email reminders
13 For team leads
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www.domebox.in · help: info@biscsindia.com

1 Getting started

Sign in

1. Open **www.domebox.in** and press **Sign in**.
2. Type the email (or username) and password your company gave you.
3. Press **Sign in**.



The sign-in screen.

Forgot your password? Press **Forgot password?** next to the password box. We email you a link. It works **once** and only for **one hour**.

> Your very first sign-in can take a few seconds longer than usual. That is normal.

Who can do what

Everyone has one of three roles. Your role is written under your name, top right.

Doer

Does their own tasks. Can ask their manager or a department head for help, but cannot give work to a colleague.

HOD

(head of department) Gives work to people, checks and closes it, sees the team's scores.

Admin

Runs the company's account. Sets up people, plans and settings.

A Doer only sees work that touches them: given to them, raised by them, waiting on them, or offered to them.

The tabs along the top

Tab	What it is for
Tasks	Your board — every task, in columns by where it stands.
Priority	One list: what to do first, and why.
Projects	Big jobs done in stages, one after another.
Meetings	The weekly review meeting.
Goals	Company purpose, values, goals and key numbers.
Leaderboard	Who is on top this month.
Reports	Scores and trends (team leads).
Team	The people and who reports to whom.

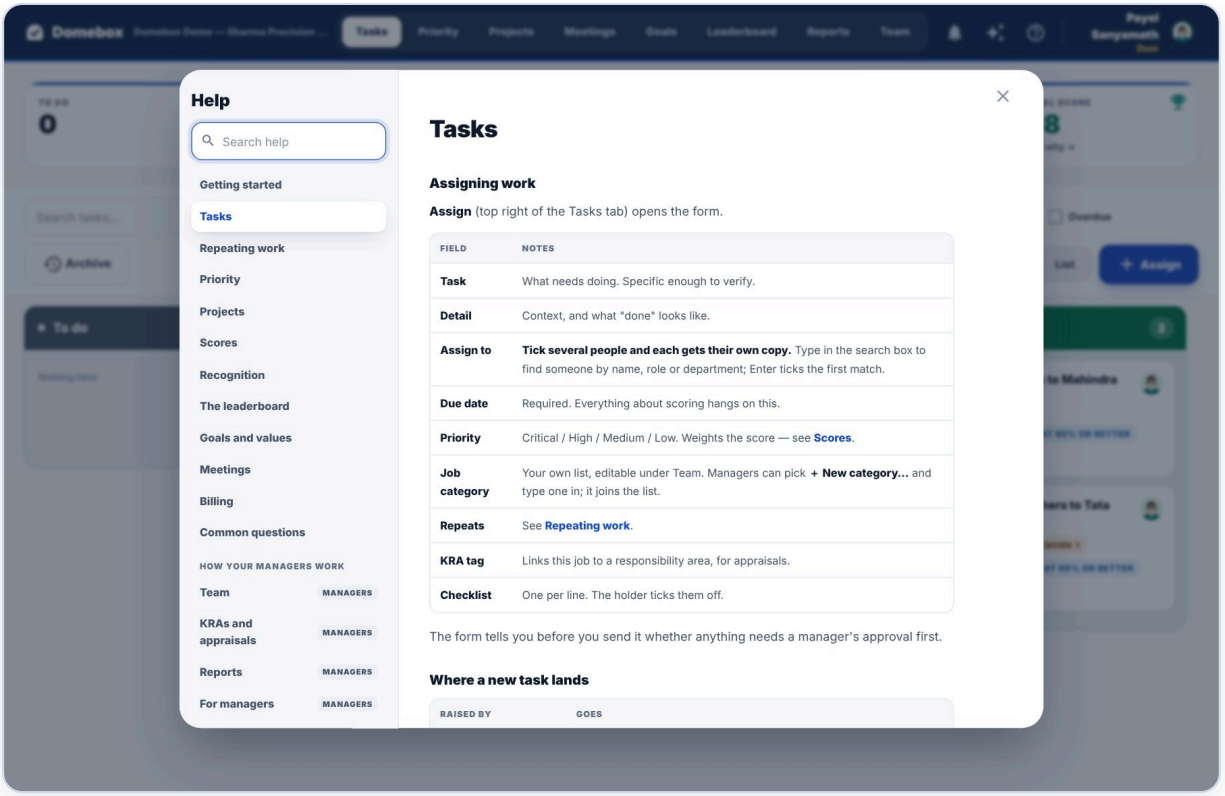
The tabs run in the order you use them: your work first, then the weekly meeting and the company's goals, then the leaderboard, then the tabs for team leads.

Next to the tabs: the **bell** (your notifications), the **sparkle** (ask questions about the numbers, where your plan includes it), the **?** (help) and your name (your account).

Help is always one key away

Press the `?` key, or the **?** button in the top bar. Help opens on the page for the tab you are on. Type in the search box to find anything.

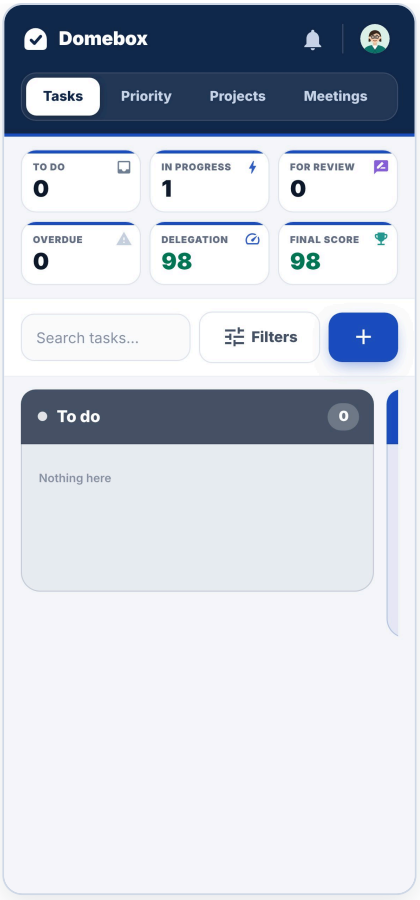
The **User manual (PDF)** button under the list downloads this book.



Help. The download button is under the list of topics on the left.

On your phone

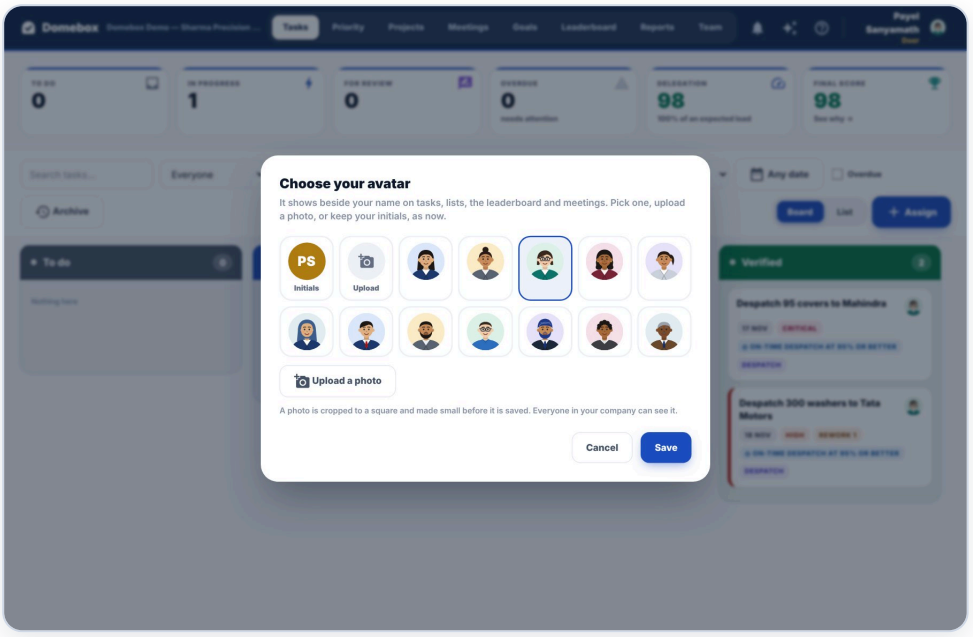
Domebox works in the phone's browser — no app to install. The tabs sit in a row under the top bar; swipe it sideways to reach the rest. The board shows **one column at a time**: swipe left for the next. The filters fold behind one `Filters` button, and the `+` button assigns a task.



The same board on a phone.

Your picture

Press your name (top right), then **Choose avatar**. Pick one of the twelve avatars, upload a photo of yourself (it is made small and square for you), or keep your initials. Everyone in the company sees it on your cards.



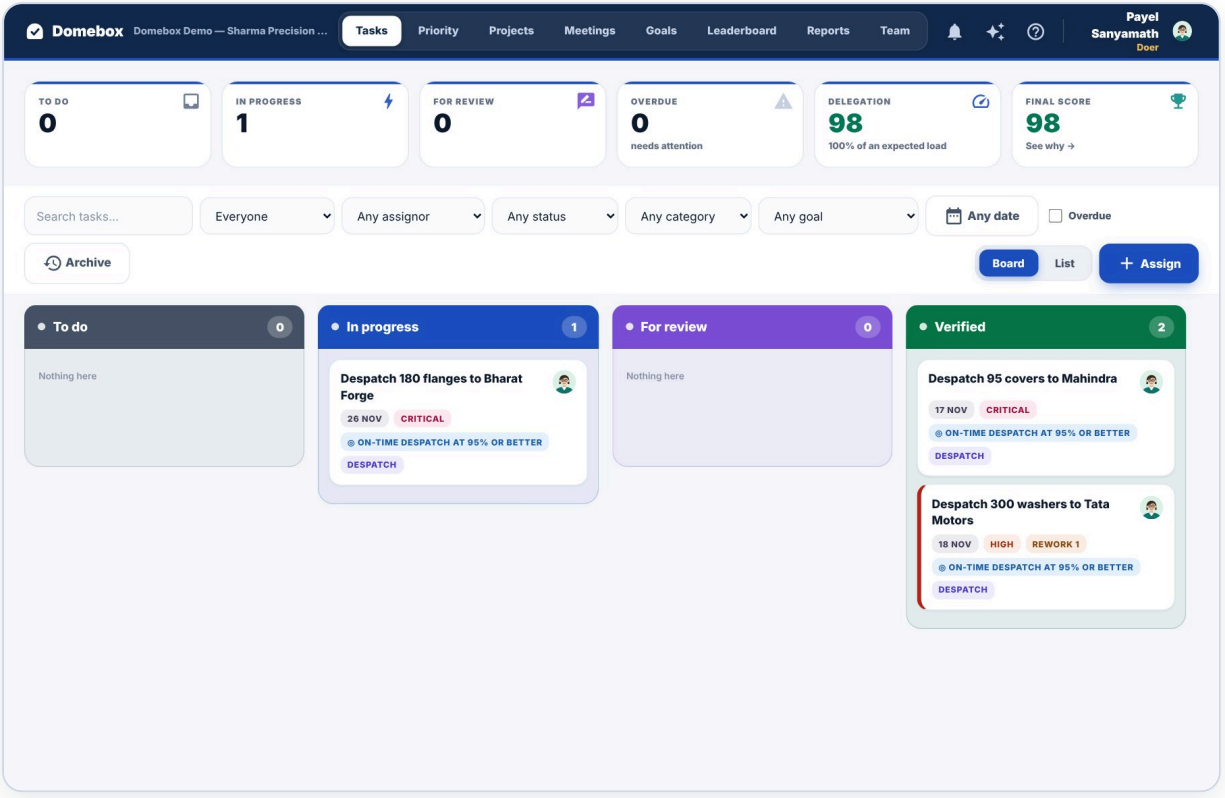
Initials, your own photo, or one of the avatars.

2 Your task board

The **Tasks** tab is where you spend most of your day. It has two parts.

- **The boxes on top** count your work: To do, In progress, For review, Overdue — plus your **Delegation** score and **Final score**.
- **The columns below** hold one card for each task. Each has a coloured heading with its count.

When you scroll down through your tasks, the boxes on top fold away to give the cards the room, and the column headings stay at the top so you always know which column you are in. Scroll back up and the boxes return.



A doer's board. Each card shows the task, due date, priority and category.

The columns

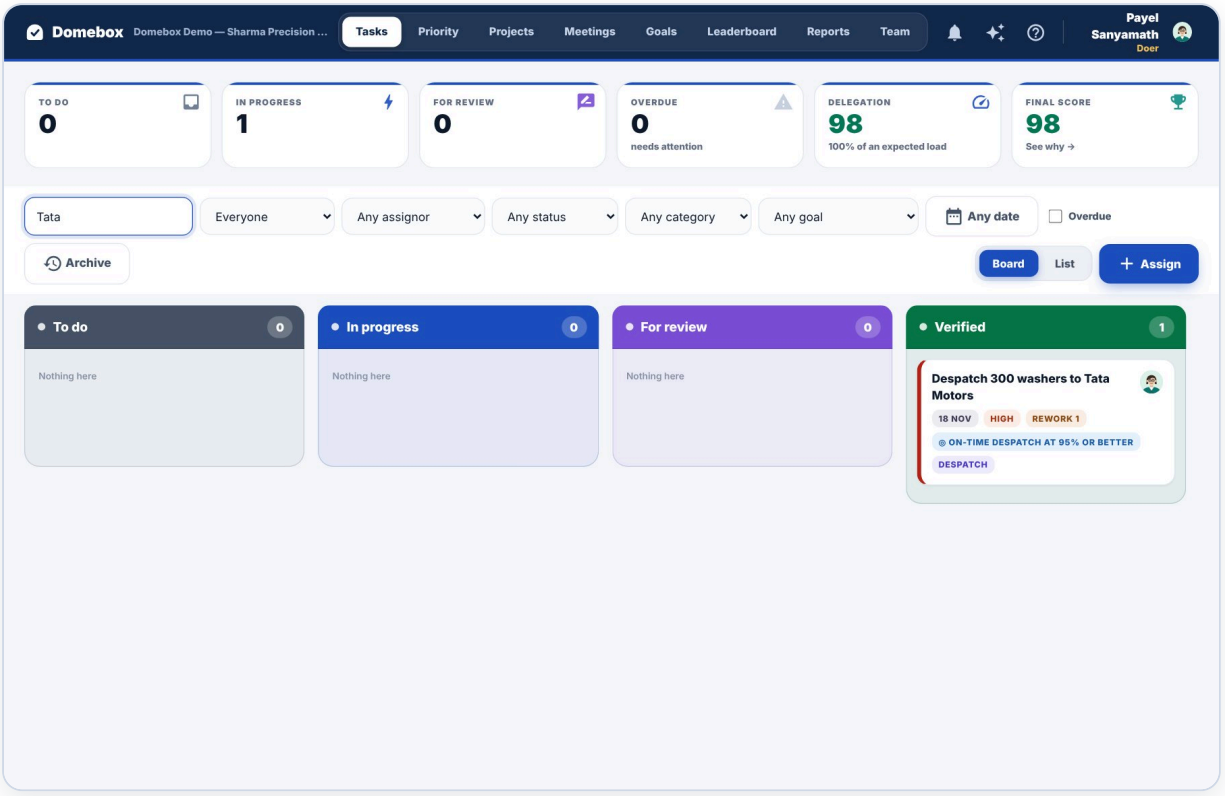
Column	Means
Needs approval	Someone asked for this work and a manager must say yes first. This column only appears while something is waiting for approval.
To do	Accepted. Not started yet.
In progress	Being worked on.
For review	Handed in. Waiting for someone to check it.

Verified	Checked and closed. Well done.

A **red line** on the left of a card means it is late or close to late. Small tags on a card show the due date, the priority, the category, a goal it serves, and **REWORK 1** if it was sent back once.

Find a task fast

- **Search tasks…** — type any word from the title.
- **Everyone** — pick one person to see only their cards.
- **Any status / Any category / Any goal** — narrow it down.
- **Overdue** — tick to see only late work.
- **Board / List** — cards in columns, or one table.



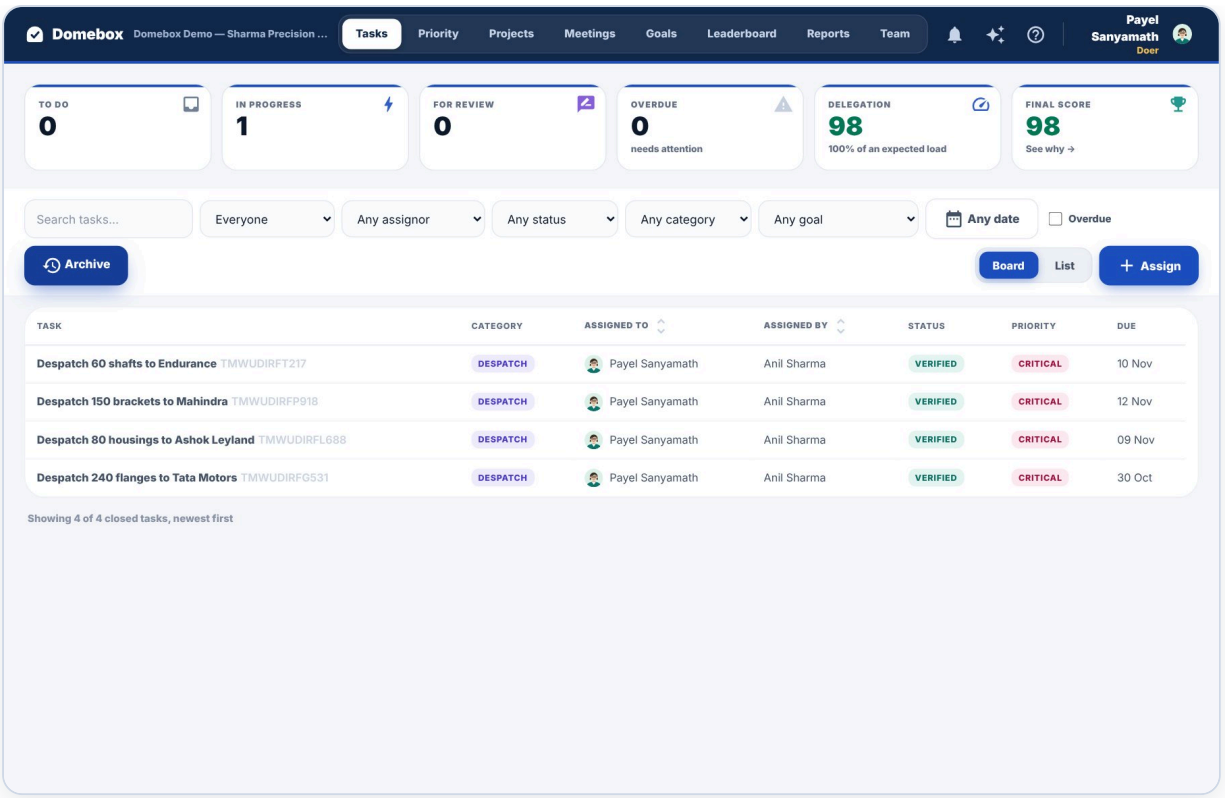
Typing "Tata" shows only the tasks with Tata in the title.

When a column gets long

Each column shows its **20 most urgent** cards — late ones first, then the nearest due date. Press **Show all** at the bottom of the column to see the rest, and **Show fewer** to fold it again. The number at the top of a column always counts every card.

Old work: the Archive

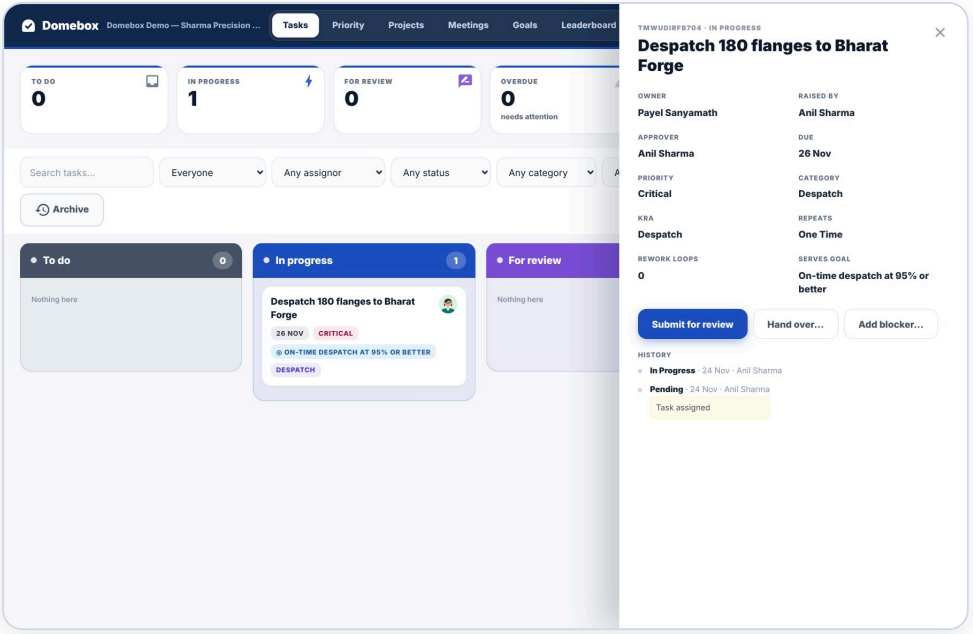
A closed task leaves the board **7 days** after it closed, so the board stays about live work. It is not lost. Press **Archive** to see closed work, newest first, 50 at a time. Press **Load 50 more** at the bottom for older ones. Search and filters work on the whole archive.



The Archive. Press Archive again to go back to the live board.

3 Working on a task

Click any card. A panel opens on the right with everything about that task.



An open task: the details, the buttons, and the history at the bottom.

The life of a task

To do → Start work → **In progress** → Submit for review → **For review** → checked → **Verified**

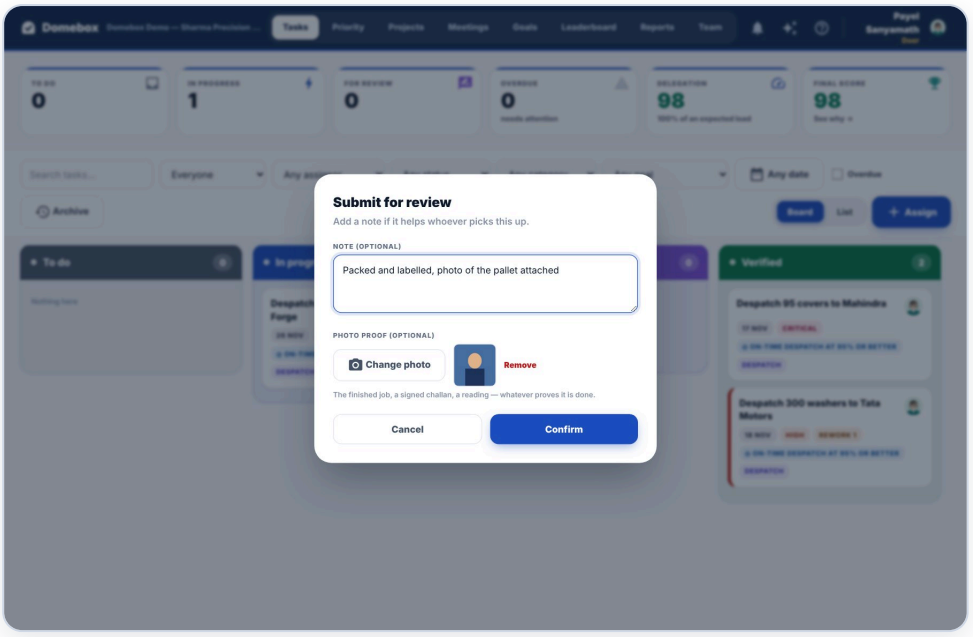
If the checker is not happy, they **send it back**. It returns to *In progress* with a new deadline and a note saying what to fix. That is called a **rework loop**.

The buttons

Button	When to press it
Start work	When you begin. The card moves to In progress.
Submit for review	When it is done. Add a short note — and, if it helps, a photo of the finished job. Your on-time score is counted from **this moment**, not from when somebody gets round to checking it.
Hand over	When someone else should do it. Pick the person and give a reason. Your manager decides — the task does not just vanish from your list.
Add blocker	When something is stopping you. It can be another task, or anything else — see *Blockers* below.

Photo proof

When you press **Submit for review** you can add a photo: the cleaned machine, the packed pallet, a signed challan, a gauge reading. On a phone, **Add a photo** opens the camera. It is made small before it is sent, so it is quick even on mobile data. It is optional — hand in without one whenever there is nothing to show.



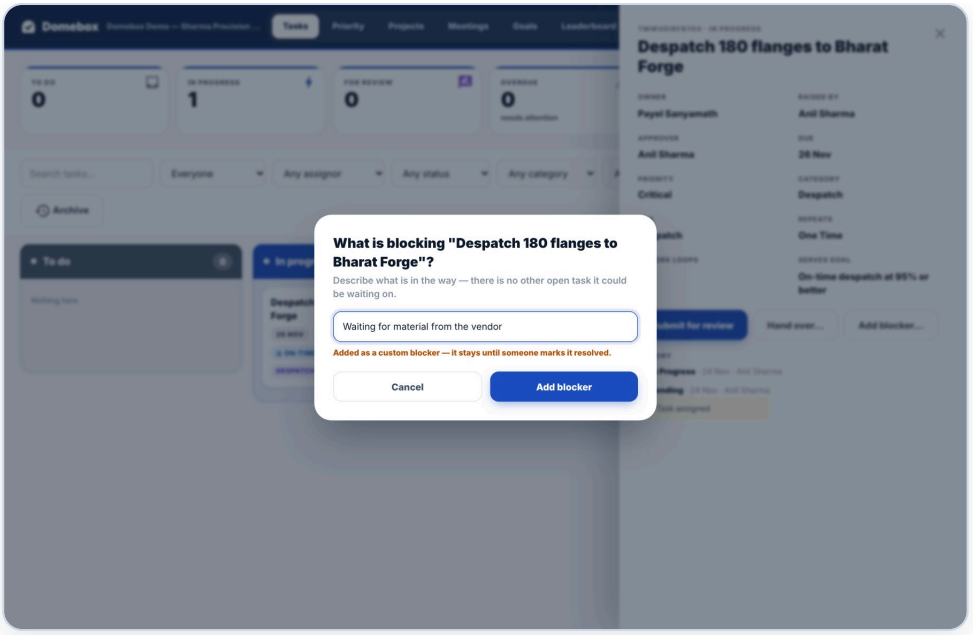
A short note and a photo of the finished job.

The person checking your work sees **View photo** in the task's history.

Blockers

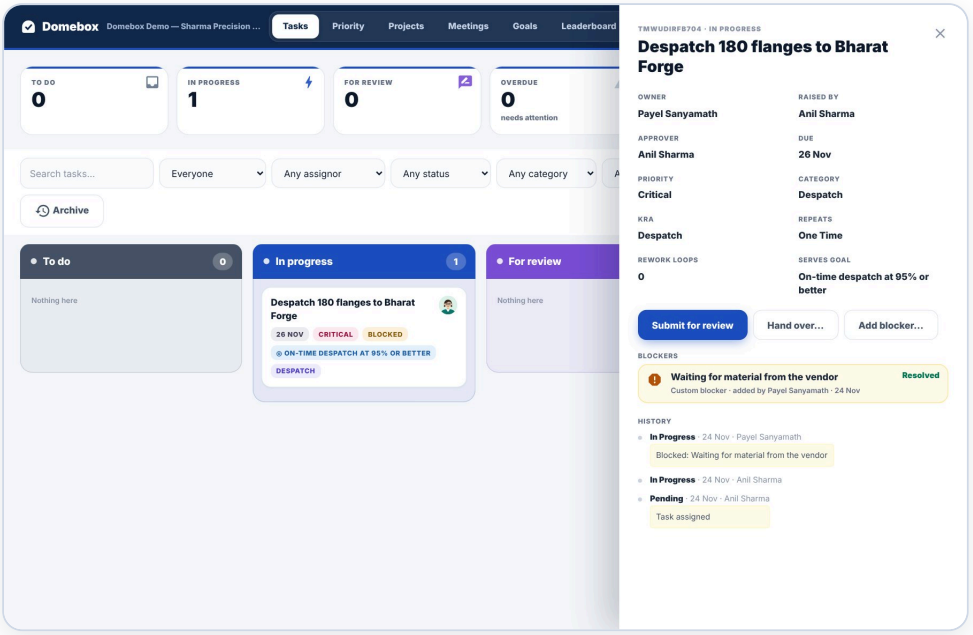
Press **Add blocker…** and start typing. If what is stopping you is another task, pick it from the list: this task says *Blocked by…* and clears itself when that task is verified.

If it is not a task — *Waiting for material from the vendor*, *Machine under repair* — just type it and press **Add blocker**. It becomes a **custom blocker**.



Nothing on the board matches, so it is added as a custom blocker.

While a blocker is open, the card says **BLOCKED** and the task cannot be started. When the problem is sorted, open the task and press **Resolved** next to it. Adding and resolving are both written in the task's history.



The blocker, who added it and when, and the Resolved button.

Checklist

Some tasks come with a checklist. Tick each line as you finish it. The card shows how many are done, like **3/5**. You can still hand in with lines unticked — it is a reminder, not a lock.

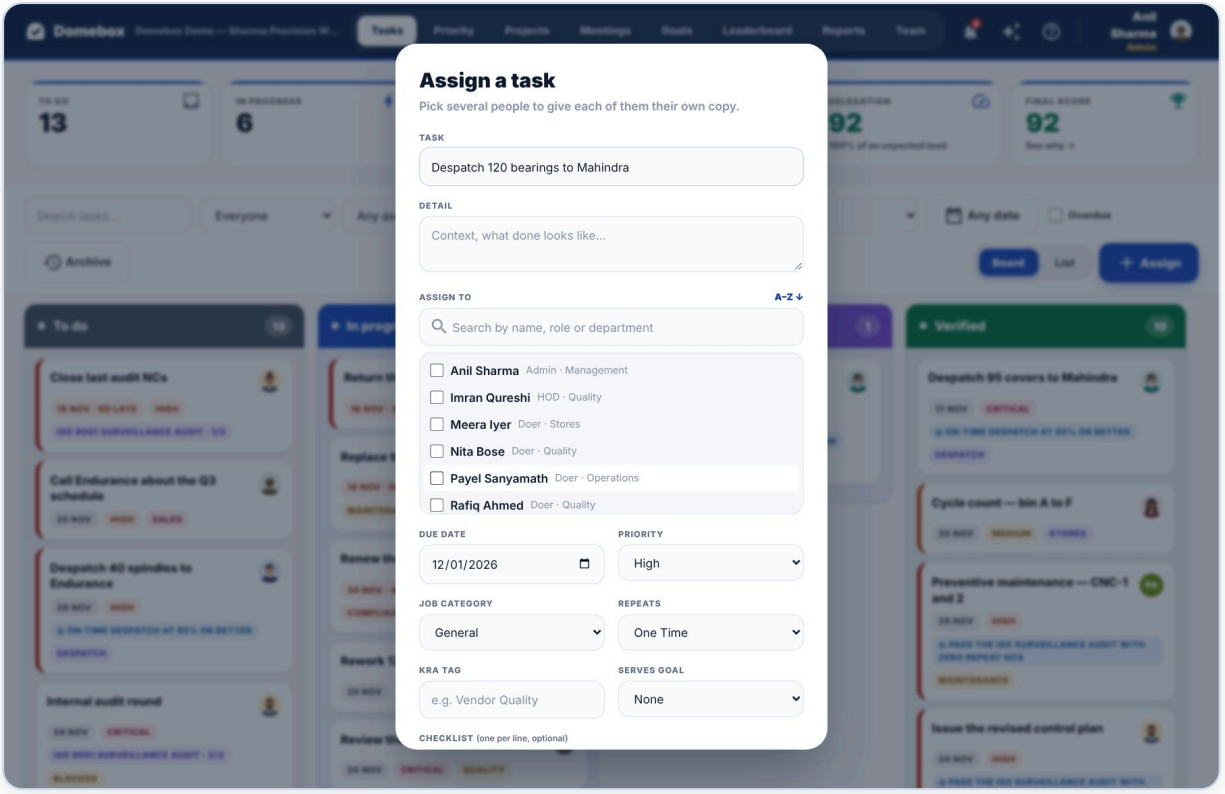
History

At the bottom of every task is its full history: every change, who made it, when, and their note. If you ever think a score is wrong, the history is your proof.

You cannot check and close your own work. If you raised a task for yourself, someone else signs it off.

4 Giving work to someone

Press **+ Assign** on the Tasks tab. Fill in the form.



The Assign form.

Box	What to write
Task	What needs doing. Clear enough that anyone could check it is done.
Detail	Extra facts, and what “done” looks like.
Assign to	Tick one person or **several**. Each person gets their own copy.
Due date	Must be filled. Scores depend on it.
Priority	Critical, High, Medium or Low. Important work counts for more.
Job category	The kind of work, e.g. Despatch, Quality.
Serves goal	The company goal this task helps (optional).
Repeats	For work that happens again and again — see chapter 5.
Checklist	One step per line (optional).

Before you send, the form tells you whether a manager must approve it first.

Where does the task go?

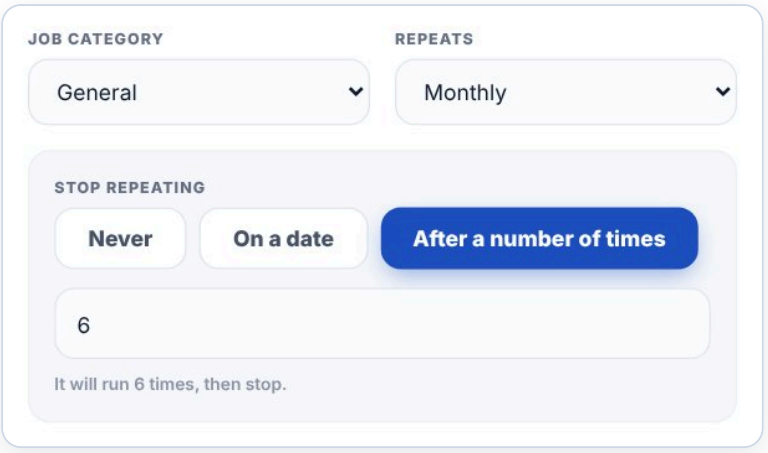
Who gave it	What happens
Your own manager, or an Admin	Lands straight on your board.
You, for yourself	Lands straight on your board.
A Doer asking their manager for help	The manager accepts or declines it themselves.
Anyone else	Goes to **Needs approval**. The person's manager says yes or no.

Why can a Doer not give work to a colleague? Work dropped on you by a colleague, with no manager involved, is how people end up with eleven jobs and no way to say no. Ask your manager instead, or use **Hand over** on the task.

5 Repeating tasks

For work that comes back on a schedule — a daily stock count, a weekly report, a monthly calibration.

1. In the Assign form, open **Repeats**.
2. Choose how often: Daily, Weekdays (Monday to Friday), Weekly, Fortnightly, Monthly, Quarterly, Half-Yearly or Yearly.
3. Choose when it should **stop**.



"After a number of times": this one will run 6 times, then stop by itself.

Stop repeating	Means
Never	Keeps going until someone stops it.
On a date	No new copy after that date.
After a number of times	Stops after that many copies.

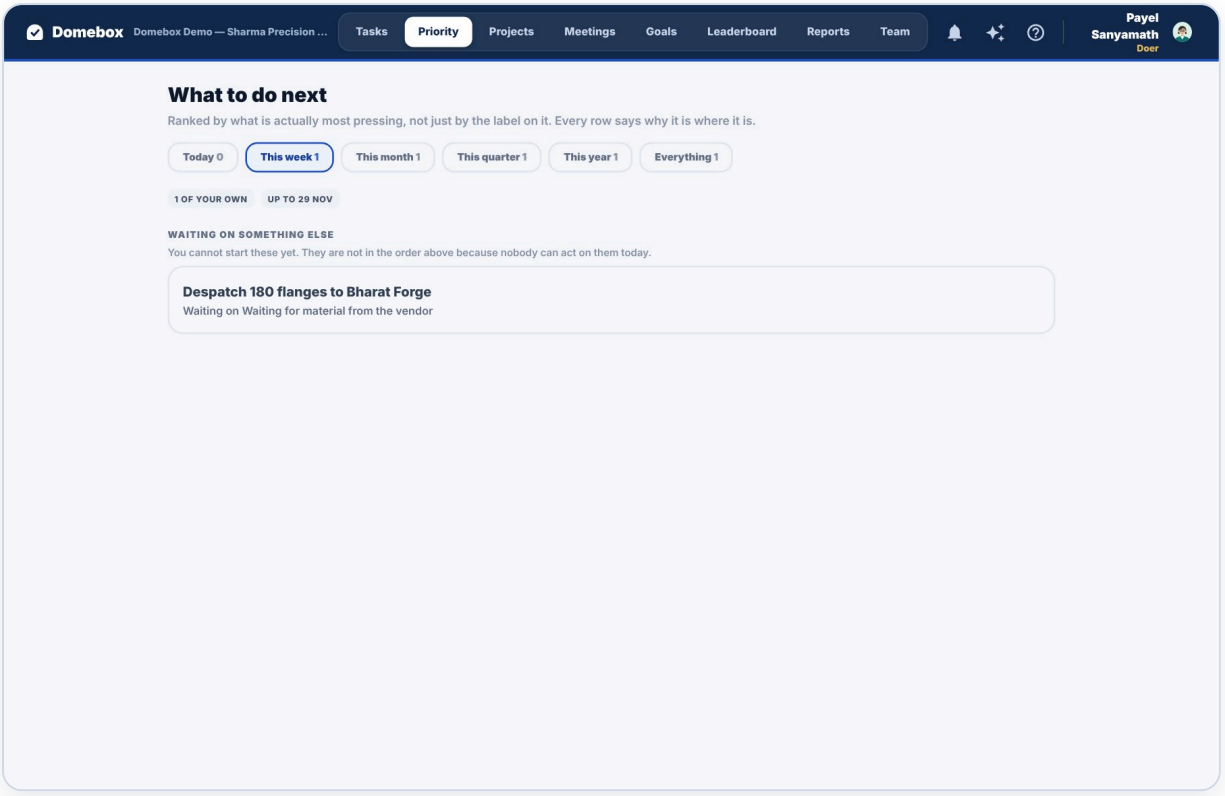
Each new copy appears on time, even if the last one has not been checked yet. The card shows how far along it is, like **Monthly · 3 of 6**.

Monthly work set for the 31st lands on the last day of shorter months (28th or 30th) instead of slipping into the next month.

To end a series early, open any copy and press **Stop repeating**.

6 Priority — what to do first

The **Priority** tab answers one question: **what should I do next?** It puts all your open work in one list, most pressing on top, and every line says **why** it is there.



Every row has its reason: overdue, due today, someone is waiting on it, and so on.

What pushes a task up the list:

- **It is late** — and it climbs a little more each day it stays late.
- **It is due today**, tomorrow, or this week.
- **Other people are waiting on it** — their task is blocked by yours.
- **You have already started it** — finishing beats starting.
- **Its priority** — a Critical task outranks a Low one with the same date.

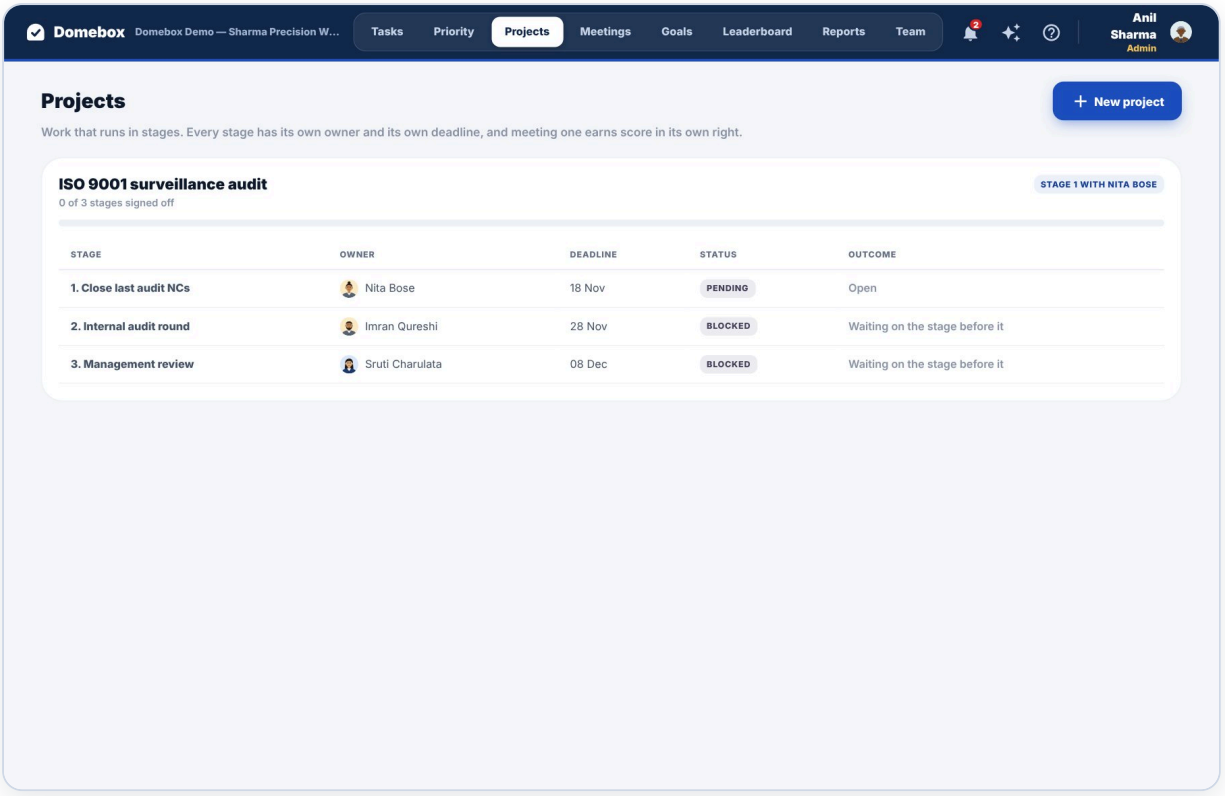
Use the **horizon** buttons — Today, This week, This month, This quarter, This year, Everything — to look further ahead. Late work shows in **every** horizon, even Today.

Below the main list:

- **Waiting** — blocked on someone else. Not your move yet.
- **Decisions** — things waiting for **you** to approve or check.
- **Handed in** — your work waiting to be checked.

7 Projects

A project is a big job done in **stages, one after another** — an audit, a new-part approval, a machine install. Each stage has its own owner and its own deadline.



A three-stage project. Stage 1 is live; stages 2 and 3 wait for the one before.

- Every stage is a normal task on its owner's board.
- Only **stage 1** is live at the start. The others say *Blocked*.
- When a stage is verified, the **next stage starts by itself** and its owner gets an email. Nobody has to remember to pass it on.

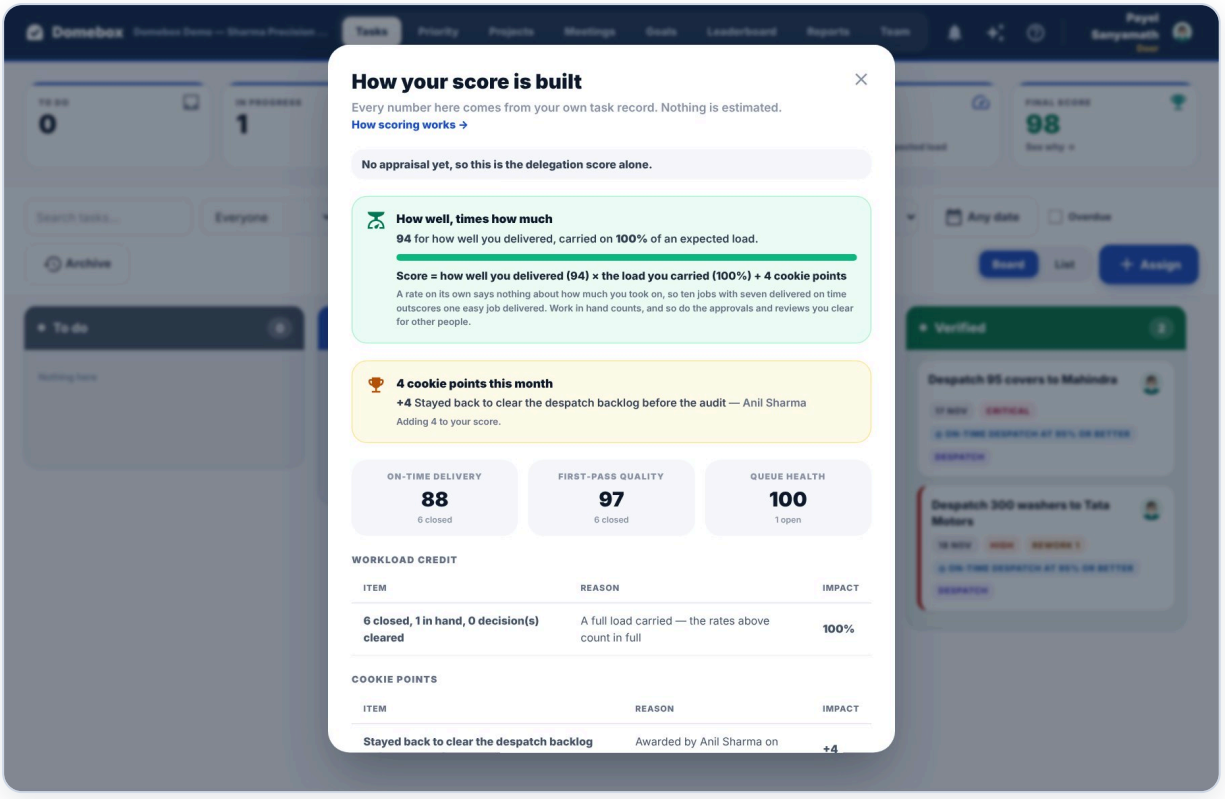
> **Tip** If the stage before yours finished late, **your deadline moves by the same number of days**. You get back the time that was planned for you. You are never marked late for someone else's delay.

To start one: **Projects → New project**. Give it a name, then add at least two stages — title, owner, deadline and priority for each.

8 Your score

Your score is between **0 and 100**. Click **See why** on the Final score box to see exactly how it was worked out, task by task. There are no hidden marks.

It is **this month's** score: the work you closed this month and what you are still holding. The leaderboard, Reports and your appraisal all use the same number. Until you close something in the month it says **no data yet** — that is not a zero.



"See why" shows every part of the score and the tasks behind it.

Three things are measured

Part	Share	The question it asks
On time	45%	Did you hand it in by the due date?
First-time right	30%	Was it accepted without being sent back?
Nothing left late	25%	Is any work you are still holding overdue?

On a project, a part of the score also comes from meeting each stage's deadline.

- Each **working day late** takes **10 points** off that task (weekends and approved leave are not counted). Ten working days late = zero for that task.
- Each **send-back** (rework) takes **25 points** off that task.
- Critical tasks count for more than Low ones.

Doing more work counts

Someone who does one easy task on time should not beat someone who carries ten and delivers seven on time. So the score also looks at **how much work you carried** compared with what is normal for your job. Ten jobs with seven on time scores far higher than one easy job.

If you had very little work in a month, the score is marked **provisional** — too little to judge, not a bad mark.

These never count against you

1. **Approved leave and holidays.** Late days do not add up while you are on leave your manager has recorded.
2. **A slow checker.** You are timed until you press *Submit for review* — not until someone checks it.
3. **Work out of your hands.** Tasks waiting for review or approval do not count as late on you.

Bands

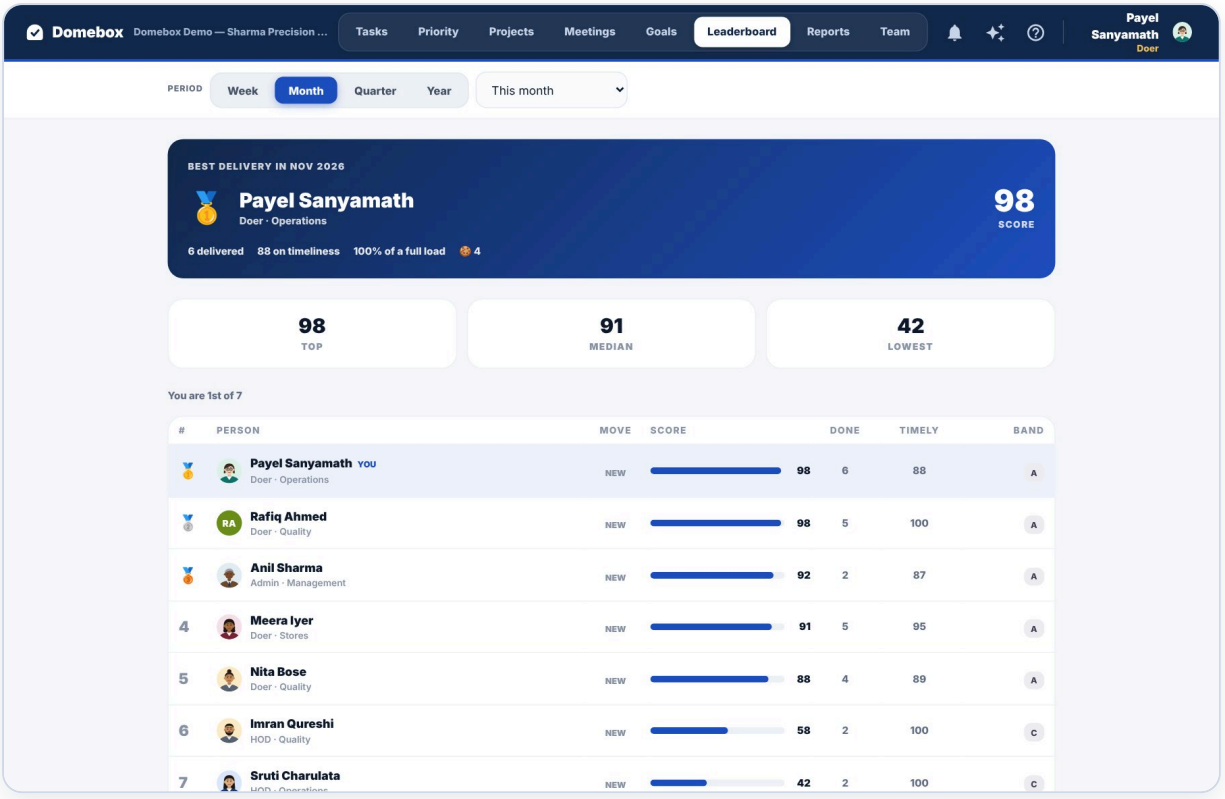
Band	Score	Means
A	85 and above	Top performer
B	60 to 84	Solid, can get sharper
C	below 60	Needs help

Think your score is wrong? Open See why, find the task, and look at its history. Then talk to your manager. A due date changed only by word of mouth is not in the system — ask for it to be changed in the task, with the reason.

9 Leaderboard and cookie points

The leaderboard

The **Leaderboard** tab ranks the team from top to bottom for a week, month, quarter or year. It uses the same score as your dashboard. ▲ and ▼ show movement since last time.



The leaderboard for the month.

- **Nobody is ranked on nothing.** If you closed no work in the period (for example, you were on leave), you are listed under **Not ranked** with the reason — not at the bottom.
- **One easy task cannot win it**, because workload counts.
- People with the same score share a rank.

Your company decides who sees the whole table. You always see your own place.

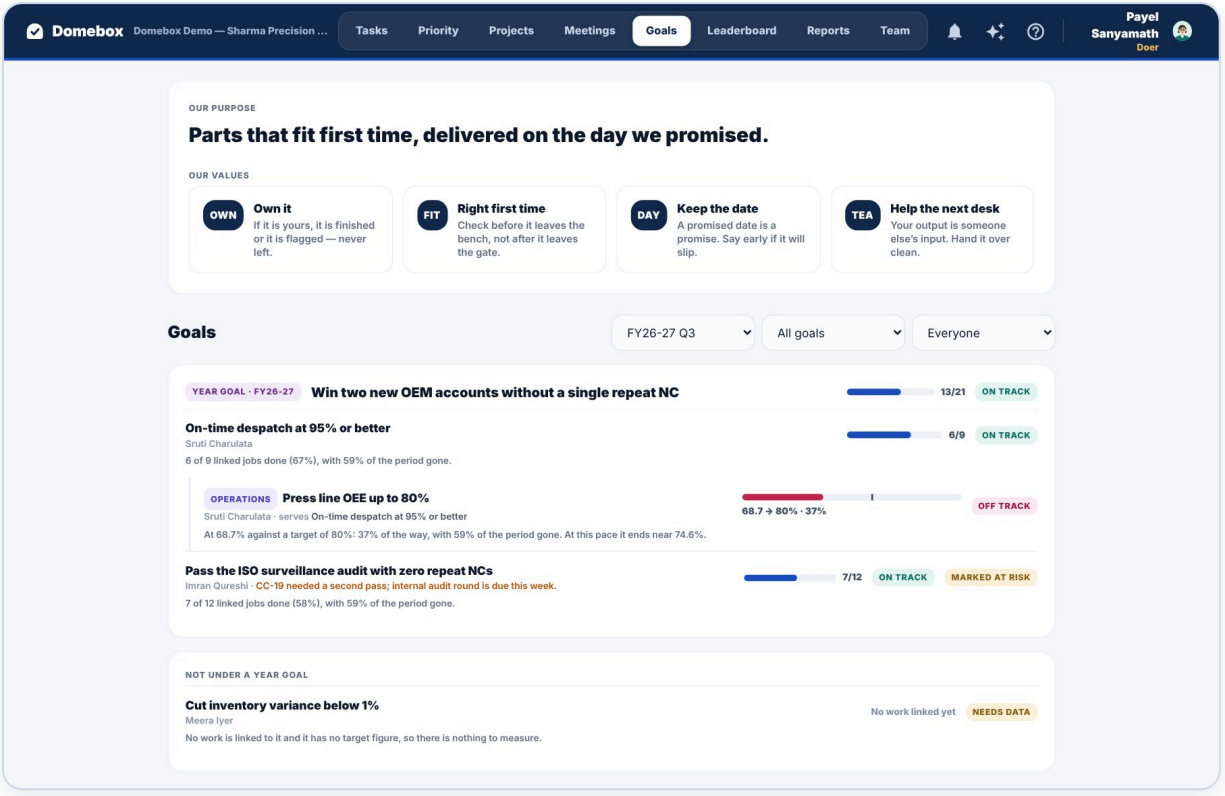
Cookie points

Some good work does not show in a score: staying late to clear a backlog, catching a mistake nobody saw, helping a colleague finish. Managers can thank you for it with **cookie points**.

- 1 to 5 points each time, always with a written reason.
- You get an email when you receive them.
- They can lift your score by **10 points at most**, however many you get.

10 Goals and key numbers

The **Goals** tab shows where the company is going and how it wants to get there.



Purpose and values at the top; goals below, each with its owner, progress and status.

- **Our purpose** — one sentence: why the company exists.
- **Our values** — how we behave. Each has a short code that people say out loud.
- **Year goals** — what the company will achieve this financial year (April to March).
- **Quarter goals** — the few things this quarter that move a year goal. Q1 is April to June.

Progress is counted, not guessed

The bar shows how much of the work linked to the goal has been **verified** — for example **6/9**. To link your task to a goal, choose it under **Serves goal** when you assign the task.

Goal status

Status	Means
On course	Will be done in time.
At risk	Might not be. You must write one line saying why.
Done	Finished.
Dropped	No longer being chased.

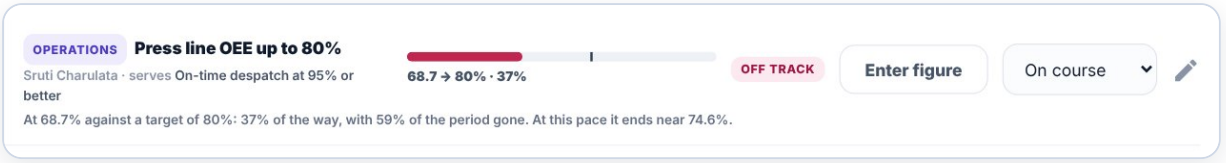
If you **own** a goal, you can change its status yourself — the person closest to the work knows first when it is at risk.

Company goals and department goals

Company goals are for everyone. Each department can also have its own goals, set by its head, and each one says which company goal it **serves** — so you can see how your team's work moves the company. A department's goals are shown only to that department, its head and the company's leadership.

Enter your figure

Some goals have a **target figure** — for example rejections from 4% down to 1.5%. If you own one, press **Enter figure** once a week, type where it stands today and, if you like, a short note on what moved it. Enter it again the same day and the new figure replaces the old one.



A department goal: the bar shows how far along it is, the black tick where it should be by now.

On track or not?

Domebox compares how far along the goal is with how much of the quarter has gone, and says what will happen at this pace — in plain words, under the goal.

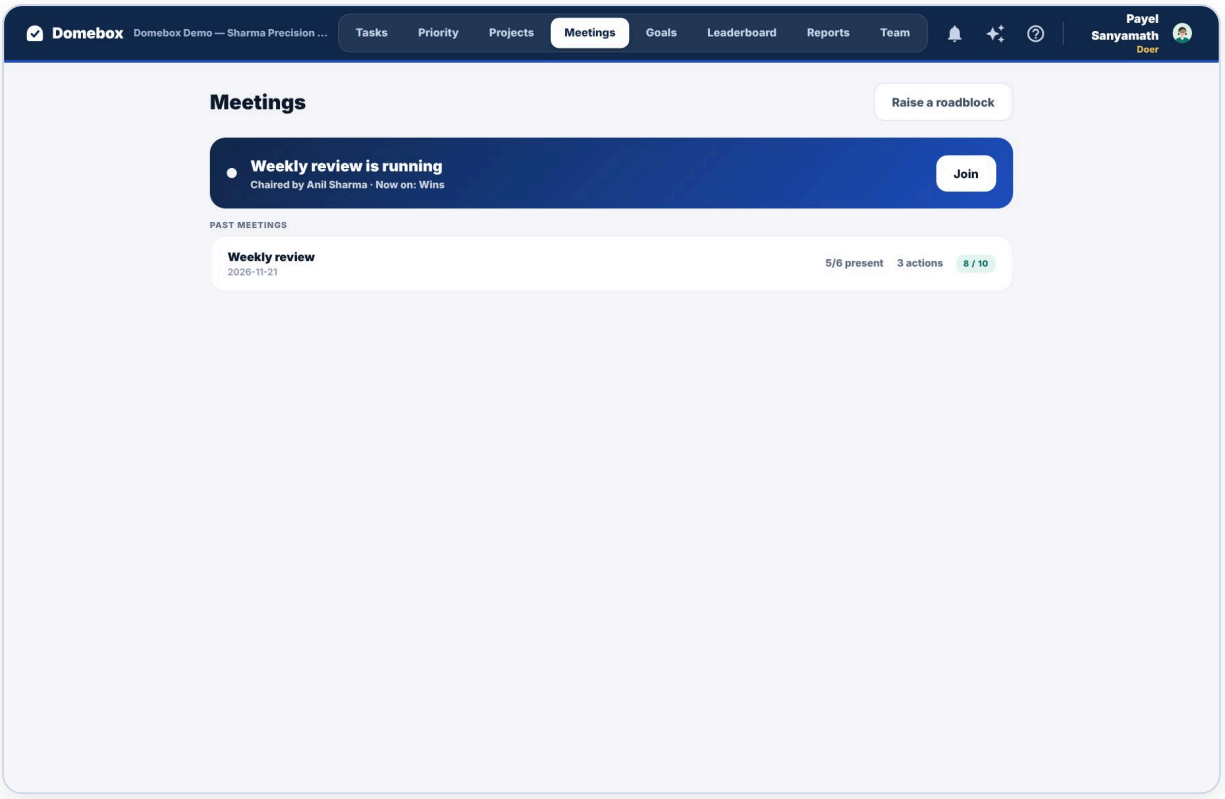
Verdict	Means
On track	Far enough along for the time gone.
At risk	Close, but at this pace it falls a little short.
Off track	At this pace it ends well short. Raise it as a roadblock.
Achieved	The target is reached.
Needs data	No figure entered yet. Enter one — weekly, so an old good number never hides a bad month.

Key numbers

Further down are the few weekly numbers that say if the week went well — despatches, rejections, collections. Each has an owner and a target. If you own one, enter this week's figure. A miss shows in red and should be raised as a roadblock in the weekly meeting.

11 The weekly meeting

The **Meetings** tab runs your weekly review. One person — usually a manager — **chairs** it. Everyone else opens the same meeting on their own screen, and it follows the chair by itself.



When a meeting is live, press it to join.

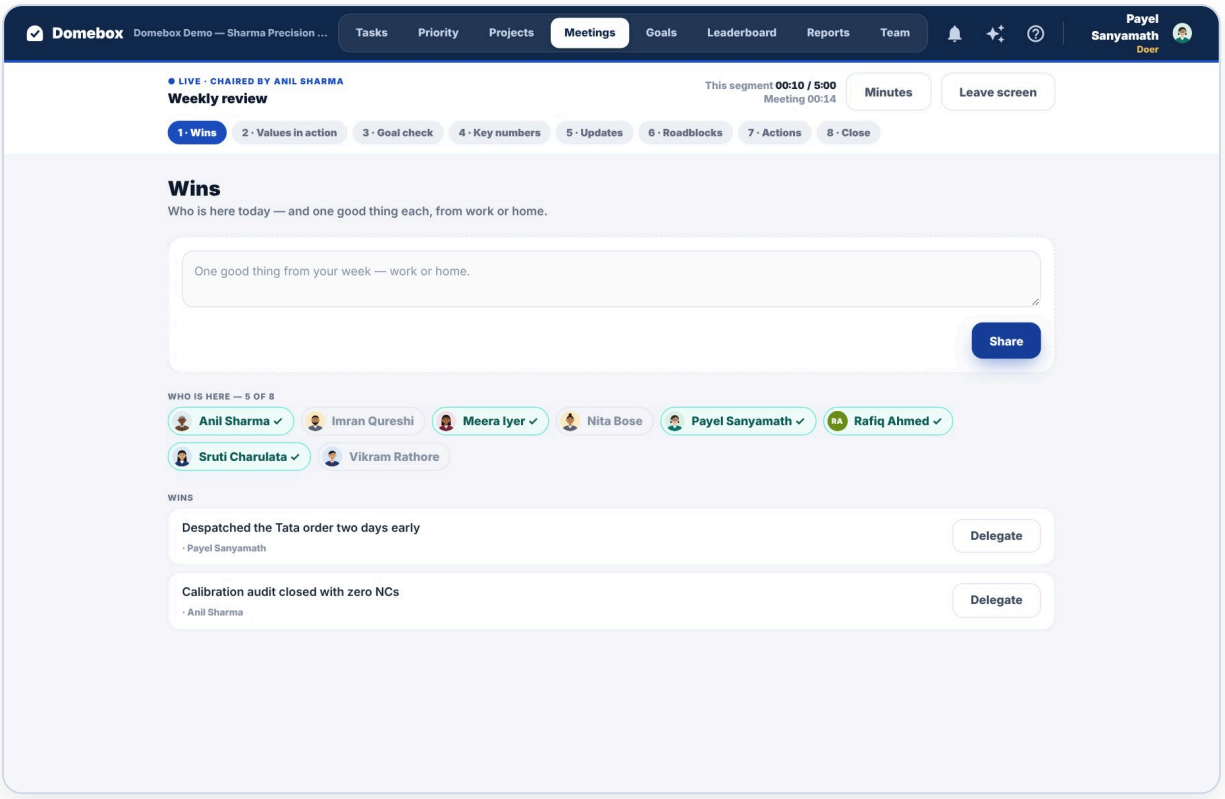
The eight parts, always in this order

Part	What happens
1 · Wins	Who is here, and one good thing each — from work or home.
2 · Values in action	A short story of someone living one of the company values. It must name the value.
3 · Goal check	Each quarter goal: on course, at risk or done. No discussion here.
4 · Key numbers	This week's figures against their targets.
5 · Updates	Anything everyone should know. One line each.
6 · Roadblocks	Problems and chances, solved one at a time.
7 · Actions	Last week's actions — done or not? This week's: who, what, by when.
8 · Close	Everyone rates the meeting from 1 to 10.

A clock shows how long each part is taking. It turns red when a part runs over.

Share a win, a story or an update

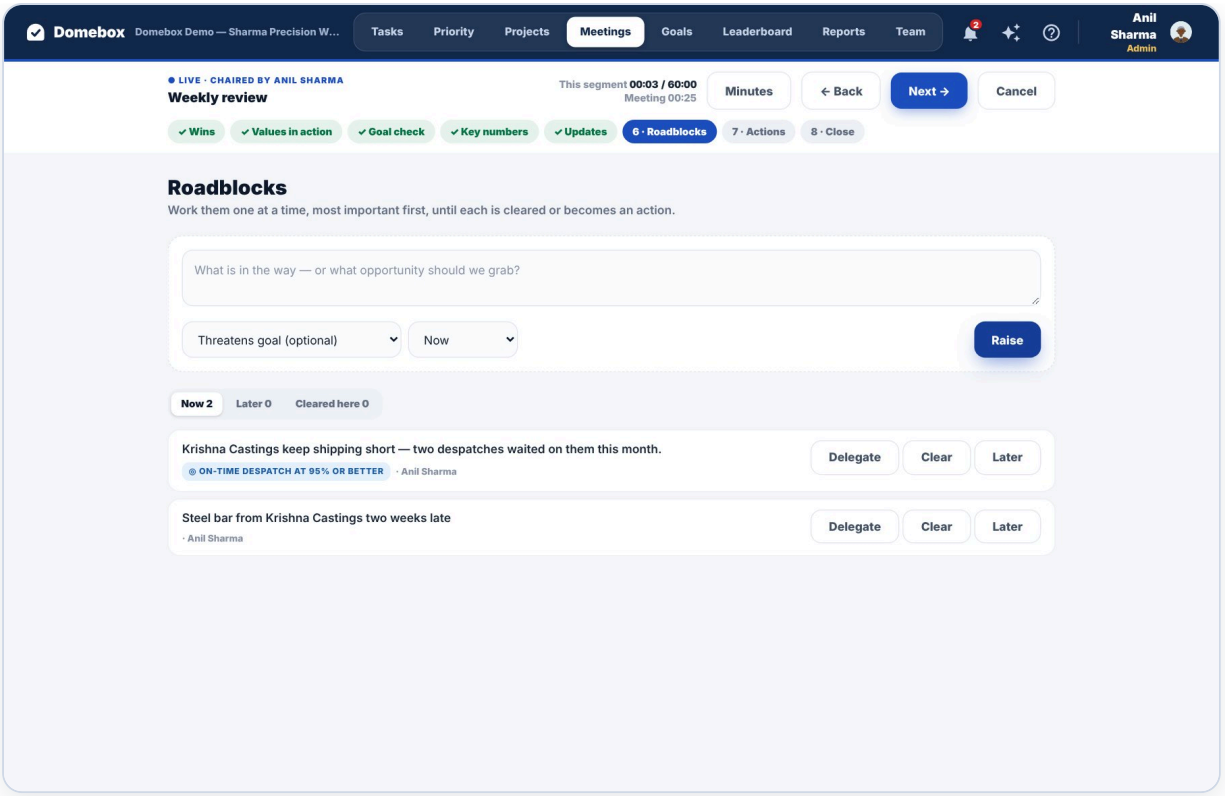
Type in the box and press **Share**. Your point appears for everyone straight away.



Wins: who is here (ticked), and the wins shared so far.

Roadblocks

Raise a problem in part 6. It stays on the list from one week to the next until someone clears it. You can also raise one between meetings: **Meetings → Raise a roadblock**.



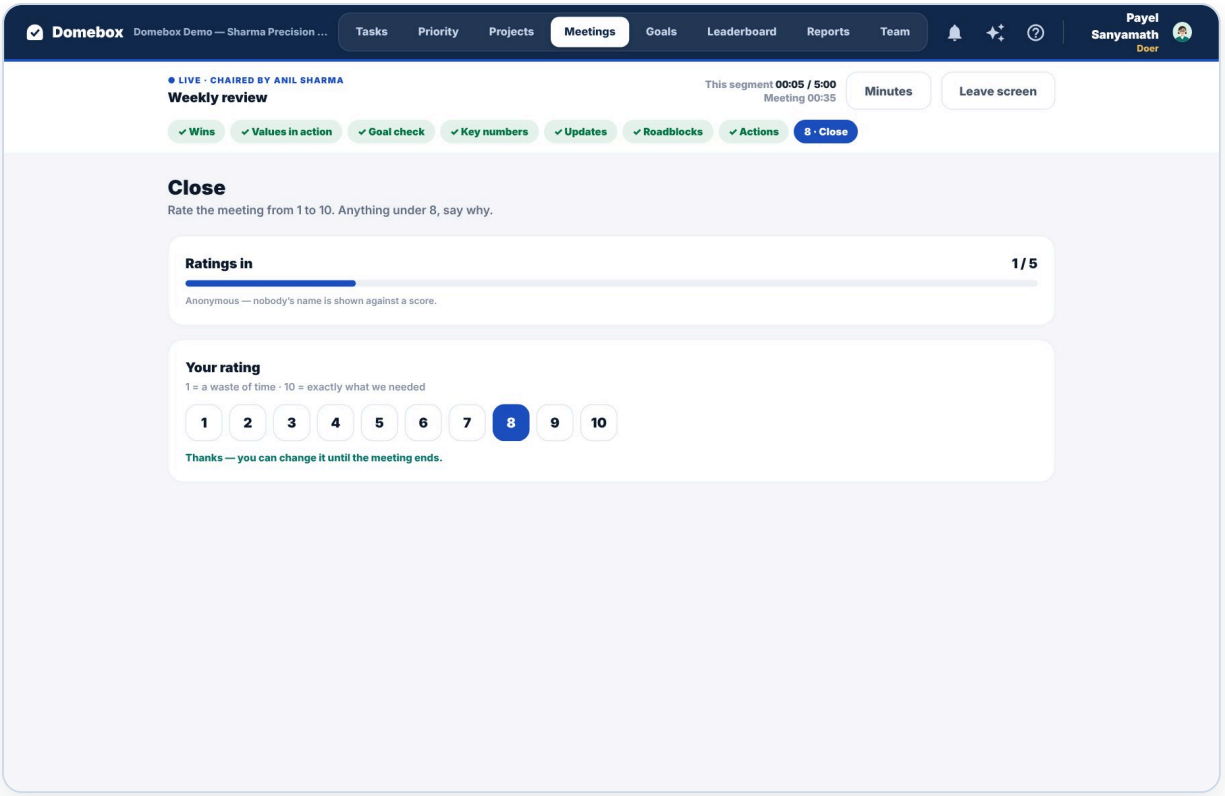
Roadblocks are worked one at a time.

Turn any point into a task — Delegate

Every point in the meeting has a **Delegate** button. Press it, write what will be done, tick **who** (one person or several), and set the due date. Each person gets a real task on their board, with reminders, and it counts in their score. The point then shows who it went to and how far it has got, so nobody hands out the same job twice. Next week's meeting opens with every open action on the list.

Close — rate the meeting

Press a number from 1 to 10. If you give less than 8, say why. Ratings are **anonymous**: everyone sees how many have rated, nobody sees who gave what.



Your rating. 1 = a waste of time, 10 = exactly what we needed.

When the chair ends the meeting, everyone who was there gets a summary by email, with **their own actions at the top**.

Press **Leave screen** to go back to your other work; you can come back while the meeting is live.

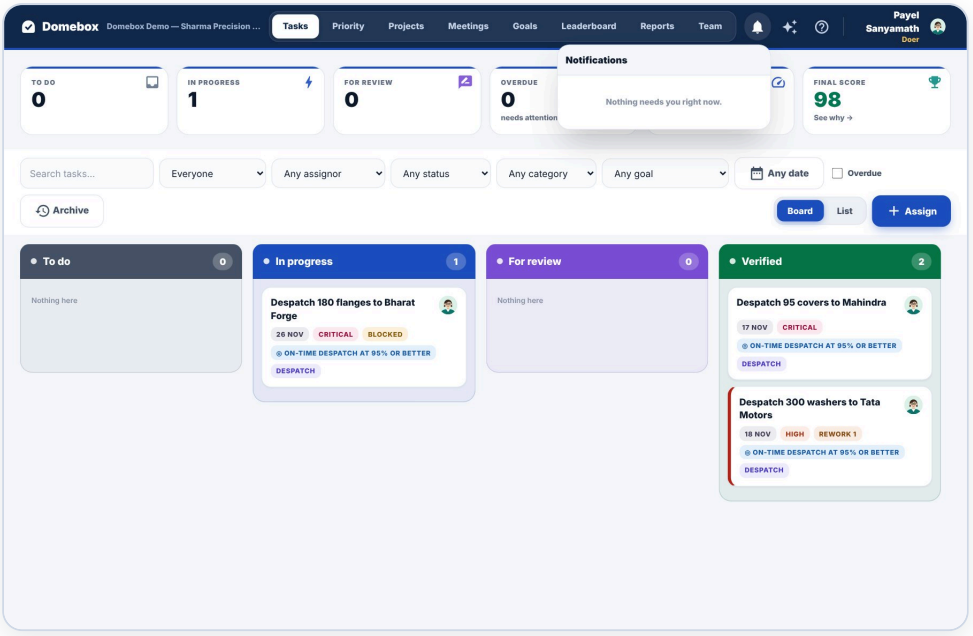
Department meetings

Your department head can run your team's own weekly meeting, even while the company review is running. You see only the meetings you are invited to — what is said in one, its roadblocks and its actions stay with the people who were in it. If two meetings you are invited to are running, both are listed; press the one you want.

12 Bell and email reminders

The bell

The **bell** at the top shows a red number when something new needs you: a task given to you, a task sent back, a request for approval, cookie points, and so on. Click it to see the list; click a line to open that task.



Your notifications.

Email reminders

Domebox emails you about your **open** tasks (To do or In progress) at **9 am, 3 pm and 5 pm**, most urgent first:

- on the **day the task is given** to you,
- **2 days before it is due** (the Friday before, if that falls on a weekend),
- and **every working day while it is late**.

Hand the task in and the reminders stop. Nothing is sent about work waiting for review or approval, about closed work, or while you are on approved leave. On a day with nothing to say, nothing is sent at all.

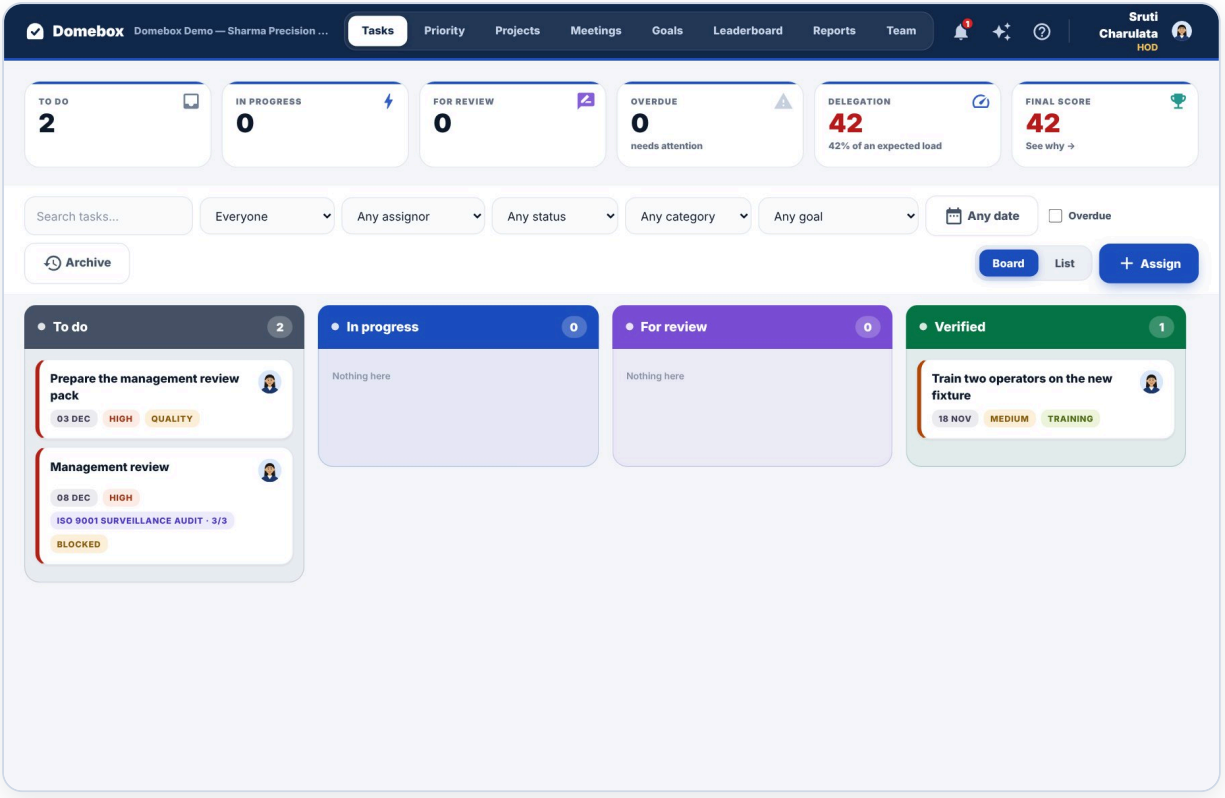
If other people are waiting on **your** decision — an approval or a check — you also get one short email each morning listing them.

> **Tip** All emails come from **info@biscsindia.com**. If you cannot find them, look in Spam and mark them “Not spam”.

13 For team leads

HODS AND MANAGERS

As a team lead, your board also shows your team's work. Work waiting on **you** sits in **For review**, and in **Needs approval** whenever someone asks for your person's time (that column appears only then).



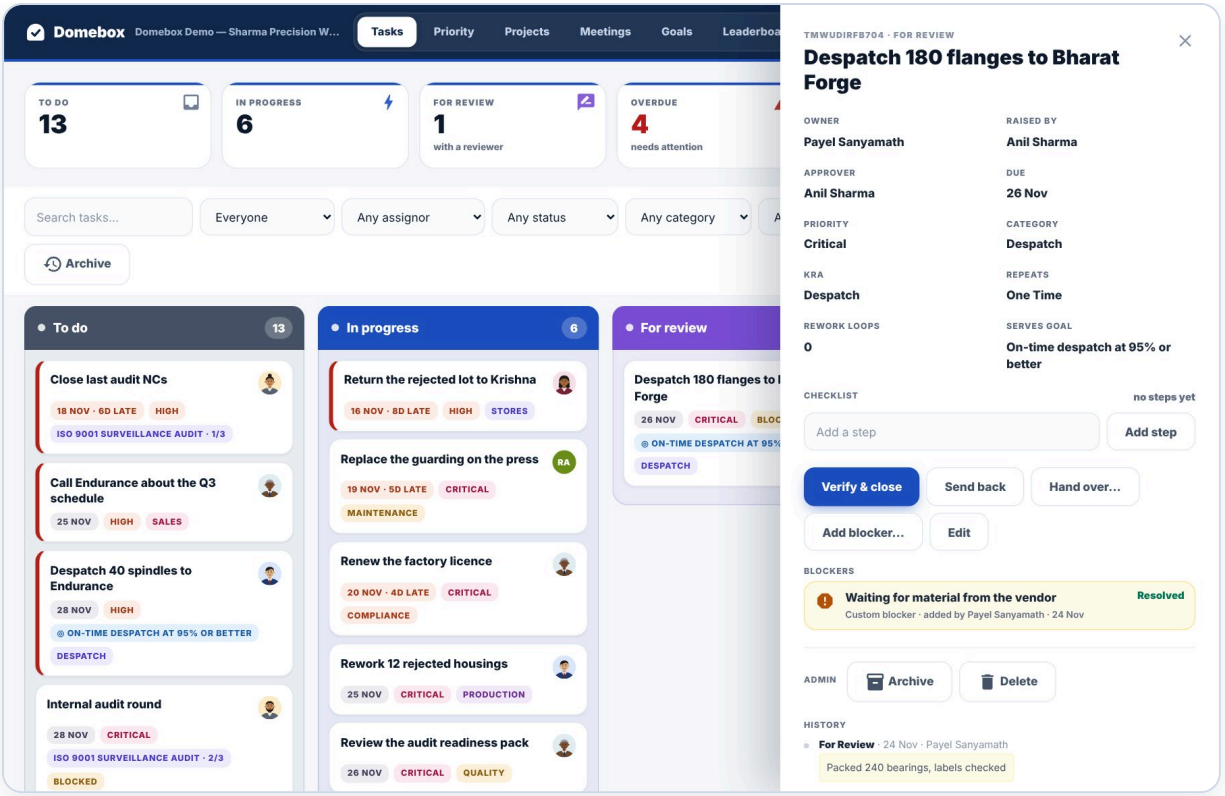
A team lead's board. Payel's packed bearings are waiting in For review.

Approve or refuse new work

A card in **Needs approval** is someone asking for your person's time. Open it and press **Approve** to put it on their board, or **Reject** with a reason.

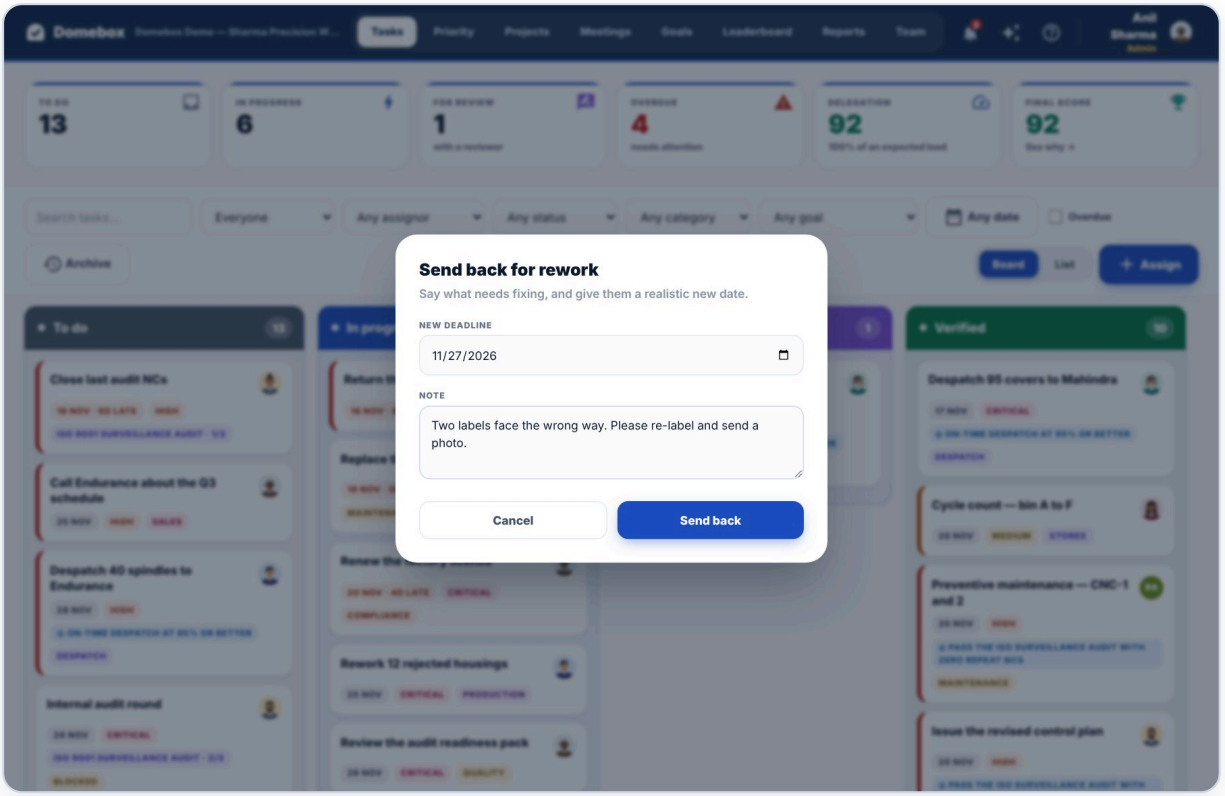
Check handed-in work

Open a card in **For review**. Read the note and look at the proof.



A task waiting for your check.

- Happy with it? Press **Verify & close**.
- Not right? Press **Send back**. Say what to fix and give a **new deadline**.

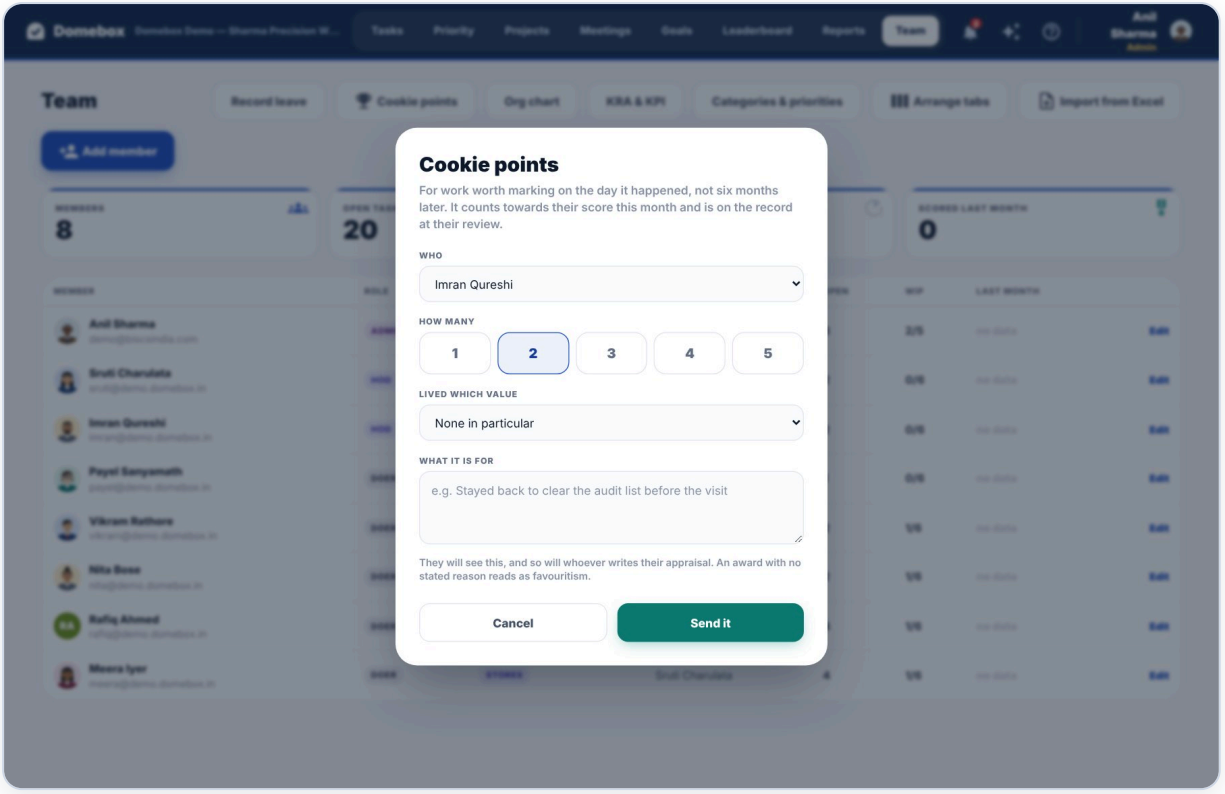


Sending work back: a clear note and a fair new date.

> **You are timed too.** Try to approve or check within **2 working days**. After that, your own score loses a little each working day (never more than 20 points in total). Your team is never marked late for your slow check.

Give cookie points

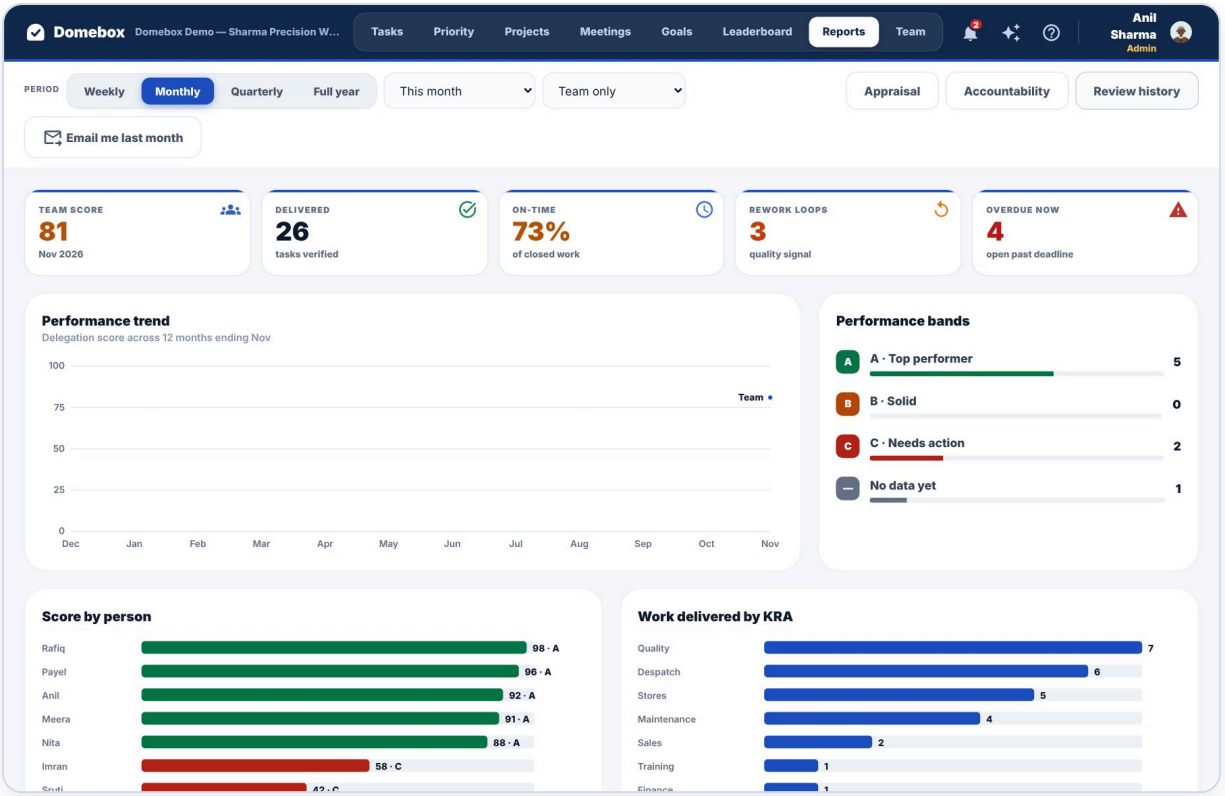
Open the cookie panel, pick the person, give 1 to 5 points and write why. They get an email.



Cookie points — always with a written reason.

Reports

The **Reports** tab shows your team for a week, month, quarter or year: the team score, work delivered, the on-time share, rework loops and late work, the trend over twelve periods, how many people sit in each band, and each person's score.

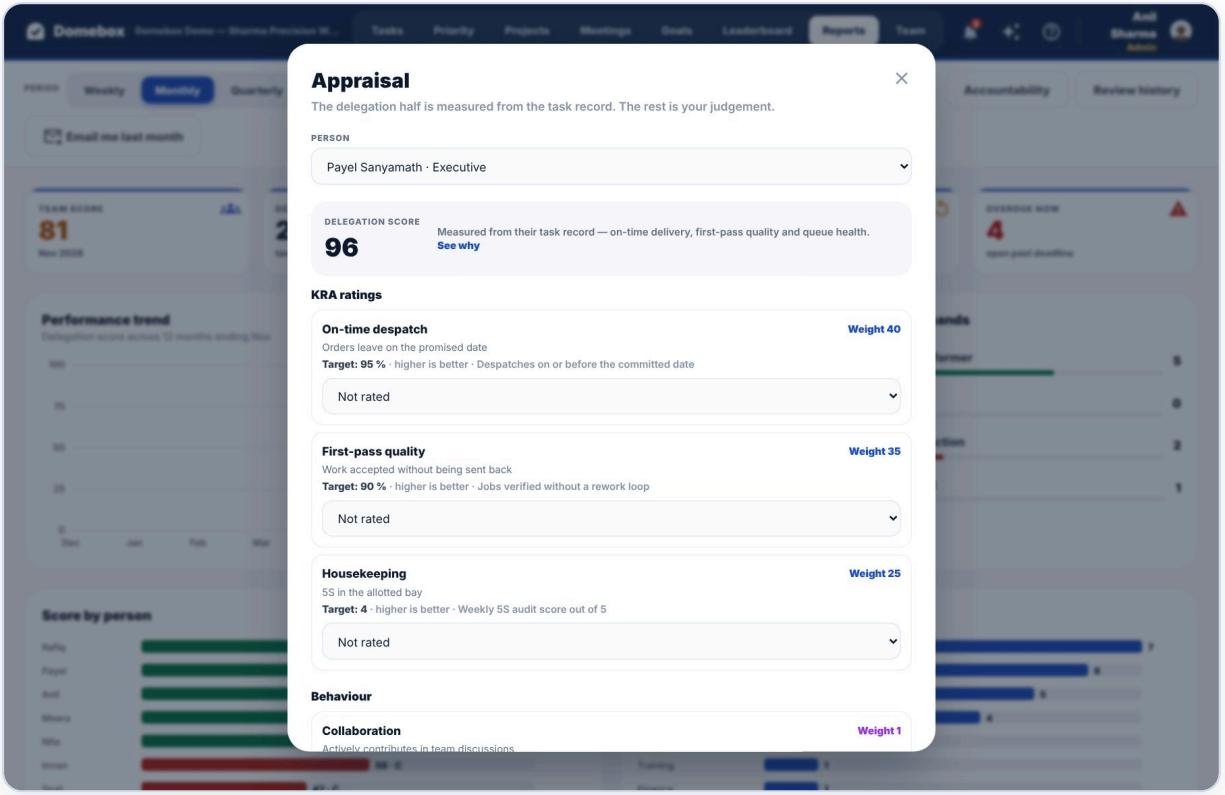


Reports for the month.

Accountability shows rework by person and who is holding work up. **Review history** lists past appraisals.

Appraisal

Reports → Appraisal. Pick the person. Rate each responsibility area (KRA) and each behaviour from 0 to 5, add up to 5 bonus points if deserved, and write your remarks.



The appraisal: half your judgement, half the task record.

The final appraisal score is half your ratings and half the person's score from their task record. A new joiner with no closed work is judged only on your ratings — a new joiner is not a poor performer.

Set goals for your team

Goals → + Goal. The goal is for your department. Under **Serves**, pick the company goal it moves. Give it to someone in your team, and if it can be measured, fill in where it starts, the target and the unit — then the owner enters the figure each week and Domebox tells you if it is on track. At the top of the goals you see **Are we on track?**: how many of your goals are on track, at risk or off track, and which need attention.

If you cannot add a goal, your department has not been set on your profile yet — ask your administrator.

Run your team's meeting

Meetings → Start a meeting. Your team is ticked already and the meeting is named after your department. Only the people you invite can see it. The goal check shows the company's goals and your department's, each with its figure and verdict.

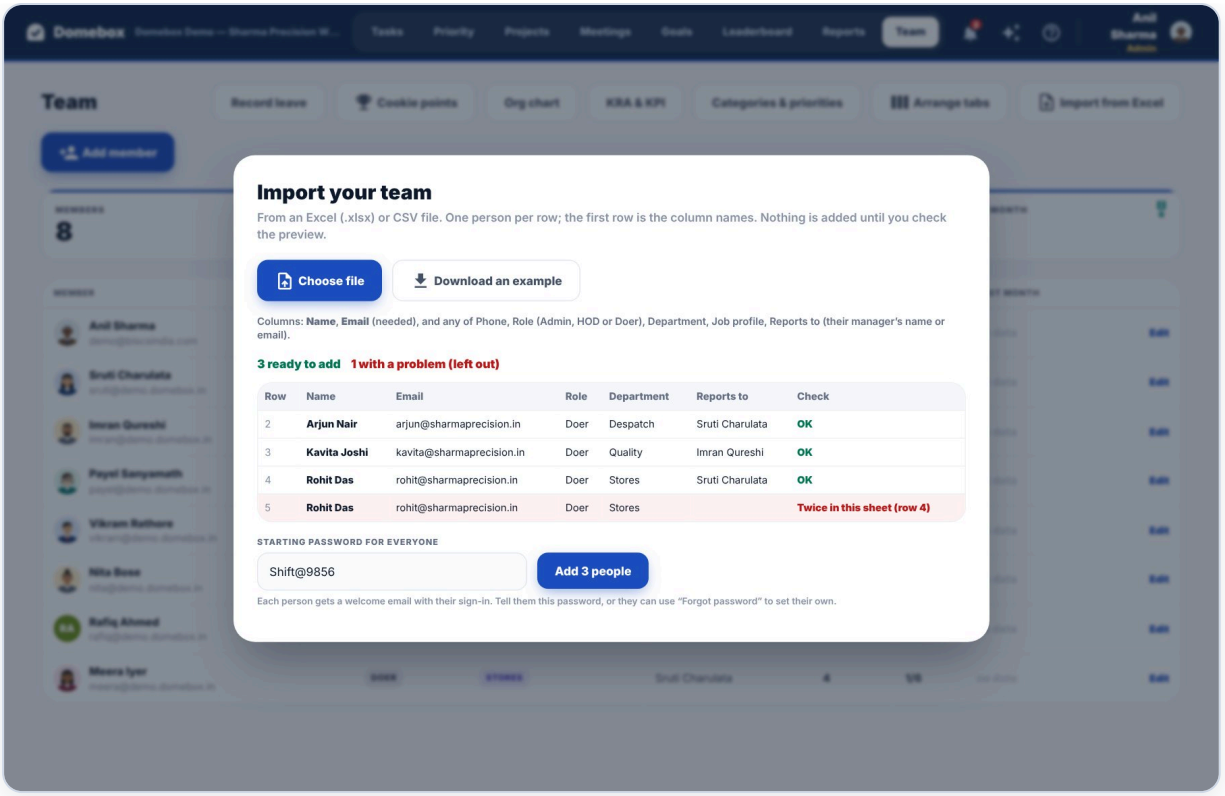
Reading a score fairly

- **Provisional** means too little work to judge.
- Good on-time work but a low “nothing left late” part usually means **too much work**, not slow work.
- Many rework loops are usually about **unclear briefing**, not effort.
- Open **See why** together before any performance talk.

> Leave must be recorded in Domebox (**Team → Leave**) so late days stop counting for that person. Adding people, setting up categories and changing company settings are done by your Admin.

Add your team from Excel

Setting up a department? On the **Team** tab press **Import from Excel** and choose a sheet with one person per row: **Name** and **Email**, and if you have them Phone, Role, Department, Job profile and **Reports to**. **Download an example** gives you the layout.



Every row is checked before anything is added; problems are marked and left out.

Choose a starting password for everyone and press **Add**. Each person gets a welcome email, and can use *Forgot password* to set their own.

14 Common questions

I cannot give a task to my colleague.

That is on purpose. Ask your manager to assign it, or raise it to them. If a task you hold should go to a colleague, use **Hand over**.

Why can I not close my own task?

A job nobody checked is not really closed. Someone else signs it off.

My task disappeared from the board.

Closed work leaves the board 7 days after it closed. Press **Archive** to find it.

My due date was changed, but it still says late.

Only a change made inside the task counts. Ask the person who gave it to change the due date in the task, with the reason.

I was on leave and it still says I was late.

Your leave must be recorded in Domebox. Ask your manager to add it.

I am not on the leaderboard.

You closed no work in that period, so you are listed under **Not ranked**. That is not last place.

A task says “Blocked”. What do I do?

Open it to see what it is waiting on. If it is another task, you can start when that one is verified. If it is a custom blocker (“Waiting for material…”), press **Resolved** once it is sorted. If it is stuck, raise it with your manager or as a roadblock in the weekly meeting.

A blue box says “Notice”. Is something broken?

No. A **Notice** explains why something cannot be done yet — for example “Finish the checklist first”. Do what it says and try again. If a box says **Connection problem**, your internet dropped for a moment: check it and try again.

I am not getting any emails.

Look in Spam for mail from **info@biscsindia.com**. Still nothing? Tell your Admin.

I forgot my password.

Press **Forgot password?** on the sign-in screen. The email link works once, for one hour.

Still stuck? Press **?** and choose **Contact support** at the foot of any help page, or write to **info@biscsindia.com**. We reply within one working day.