Reopening Checklist

We've created the following administrative checklist to ensure your point-of-sale software and hardware are all set for when you reopen. Follow the steps below, sorted by administrative tasks to do from home and system checks to complete on site.

The following checklist is specifically designed for existing Lightspeed accounts that may have been closed due to COVID-19 and are now reopening. If you are new to using Lightspeed, check out our onboarding Practise-run checklist.

NOTE: Tasks marked with an asterisk (*) are required only if your business uses this device or service.

Verify your account set up from Restaurant Manager

☐ PRODUCTS: Audit your products, modifiers, combos and/or choices, categories and menus, along with their associated prices or tax rates. The products and prices you offer may have changed, so make sure these changes are up-to-date for when you reopen.

☐ USERS: Go through your users and make sure all users are current and assigned to their appropriate user groups and/or individual permissions.

☐ FLOOR PLANS: Verify your floor plan(s). Based on the COVID-19 guidelines, you might want to redesign your floor plan and/or table types to account for takeaway and delivery workflows. If your business uses the takeaway table type, create a separate floor for your takeaway table button(s).

☐ TABLES: Make sure your floor plan contains table buttons sorted by order type. If your business is offering more Takeaway and Delivery options, create Takeaway and Delivery table-type buttons for the POS. See Using tables for takeaway and delivery orders for more info.

☐ QUICK SERVICE MODE: If your business is shifting to quick service workflows, enable the Quick Service mode POS app setting. In this order mode, tables and coursing are removed for a faster checkout experience.

Verify any add-on products or integrations

☐ [DELIVERY](): Make sure your menus and business hours are up-to-date with your Delivery integration, especially if this info has changed since reopening.

☐ [DELIVERY](): Send a test order though Lightspeed Delivery to confirm your connection between the POS and delivery platform(s).

☐ [LOYALTY](): Use the [email marketing feature]() to let customers know when you are reopening and/or to offer a [one-time reward]() for their first purchase after lockdown.

☐ [SELF-ORDER MENU](): If your workflows now focus on quick service, make sure your Self-Order Menu is configured to [Kiosk Mode]()instead of [Table Mode]().

Check your hardware

☐ ROUTER - Confirm a working network/WiFi connection. Verify your network connection on every device by confirming which WiFi network you are connected to. All Lightspeed devices need to be connected to the same network to communicate with one another. Should you have issues with your network connection, please contact your Internet Service Provider or installer.

☐ [iOS DEVICES]() - Confirm that the Lightspeed Restaurant POS app is running the most current app version on your iOS device(s). Go to the App Store, tap your profile icon at the top right of the screen and scroll down to view any pending updates. If Lightspeed Restaurant POS displays on screen, tap *Update*.

☐ [PRINTERS]() - Make sure all Bar, Kitchen, Receipt, and/or Fiscal printers are turned on and still connected to your iOS device and network. Open the Lightspeed Restaurant POS app on your iPad. From the User/PIN Login screen, tap *Tools > Print Test* to see a list of connected printers. Validate that all your printers are listed and that their IP Addresses match what has been inputted on Restaurant Manager.

☐ [PAYMENT TERMINALS]() - Make sure all payment terminals are powered on and properly connected to your network, whether Bluetooth, WiFi, or by Ethernet (LAN) cable. Since payments terminals vary by region and processor, refer to the [Payment Processor]() page for more set up information on each terminal type.

☐ ***LITESERVER** - Confirm your LiteServer's connectivity by logging in to *Restaurant Manager > Support >* and viewing your LiteServer connectivity status. If your LiteServer is offline, ensure the LiteServer is powered on by pressing once on the device's square power button. Wait for the Liteserver to boot up (this can take up to five minutes). Refresh the Restaurant Manager *Support* page until the connectivity status reads *Online*. If you encounter any problems, see *Troubleshooting tips* below.

☐ ***SCANNERS** - If your business uses scanners to add products to an order, ensure the scanner is charged and connected. The Socket Mobile Scanner connects to the iOS device through a Bluetooth connection. To confirm pairing, navigate to your iOS Settings and ensure Bluetooth is on and paired to the scanner.

☐ ***CUSTOMER FACING DISPLAY (CFD)** - Confirm the Customer Facing Display device is properly connected to the POS device. If you see a red dot at the bottom of the screen while launching the Lightspeed CFD app, you'll need to repair the CFD device.

☐ ***KITCHEN DISPLAY SYSTEM (KDS)** - Log in and test your Kitchen Display before reopening to make sure it's still connected to your network and receiving orders. Clear any old tickets by tapping the Hamburger menu at the top left and then **Clear all tickets**.

☐ ***SELF ORDER MENU** - Ensure your Self-Order Menu device is connected to the same network as the POS device. Verify that your Menu app is connected by performing a test transaction.

Test run your Restaurant POS app

☐ Login to the Lightspeed Restaurant POS app to verify that all users can login
☐ Confirm floorplan access for each user type
☐ Verify your menus, categories and products by adding items to a receipt
☐ Send an order to a Bar and/or Kitchen printer
☐ Print a receipt
☐ Complete a test transaction on a payment terminal
☐ Finalize a receipt
☐ Void a payment or finalized receipt
☐ If you use Z Reports, run a Z Report (Day and User) before starting your first shift to clear your totals.
☐ Send your staff the Practise-run checklist as a useful tool for learning (or brushing up on) Lightspeed POS workflows.

Troubleshooting tips

☐ The error message *Request timed out* while logging in to Restaurant POS - This means the POS is unable to reach our Cloud or LiteServer servers. If you operate on Cloud, check your internet connection by launching another app or browser window. If you use a LiteServer, the device might be offline.
- If the Liteserver is offline, this means it is either powered off, disconnected from your network or it's IP Address may have changed. Check the LiteServer's connectivity status in the Support page of Restaurant Manager. If the connectivity status says *Offline*, check the cables and power cycle the device. If the connectivity status says *Online*, note the LiteServer's IP Address and update this by tapping *Configure Server* on the POS login screen.

☐ The error message *Invalid user credentials* while logging in to Restaurant POS - This means your username and/or password is incorrect. Note that both are case sensitive.
- Select **Forgot Password** on the [Restaurant Manager Login Page](#) to reset your admin login credentials.
- If a POS user has forgotten their credentials, an admin user can reset it by going to *Restaurant Manager > Users* and selecting the user to reset the credentials for.

☐ The error message *Time out trying to connect to the printer* - This means the iOS device sending the print job is unable to connect to the printer. Either the IP Address of the printer changed and needs to be [updated in Restaurant Manager,](#) or your iOS device is on the wrong WiFi network.