FastFlowTrack

Machine Shop Work Order Tracking Software

USER MANUAL

Complete Setup & Operations Guide
Version 2.0 | 2026

fastflowtrack.com
hello@fastflowtrack.com

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1. Getting Started

1.1 System Requirements

FastFlowTrack is a web-based application. There is nothing to install on any computer, phone, or tablet. All you need is:

Web Browser	Chrome, Firefox, Safari, or Edge — any modern version. Works on desktop, laptop, tablet, and phone.
Internet Connection	Required for all users. A standard broadband or mobile data connection is sufficient.
Screen Size	Optimized for desktop use in the admin panel. The shop floor scan page is designed for phones.
Printer	Required only for printing job travelers with QR codes. Any standard printer works.

1.2 First-Time Setup

When your account is first created, you will receive an email with your login link and temporary password. Follow these steps to get your shop configured:

- Log in to your admin panel at your FastFlowTrack URL
- Go to **Admin** → **Settings** and enter your shop name, timezone, and email address for notifications
- Go to **Admin** → **Operators** and add your machine operators by name. Optionally assign a 4-6 digit PIN for each.
- Go to **Admin** → **Machines** to verify your machine list matches your shop. The default list can be edited to match your equipment.
- Add your customers under **Admin** → **Customers** or enter customer names when creating your first work orders.
- Optionally set up your raw materials inventory under **Admin** → **Inventory**

■ **TIP** Start with just a few work orders to get familiar with the system before entering your full backlog. Most shops are fully operational within 2 hours of first login.

1.3 Logging In

Navigate to your FastFlowTrack URL in any web browser. Enter your email address and password and click Sign In. If you forget your password, contact your administrator or email hello@fastflowtrack.com.

■ **NOTE** Your session stays active for 8 hours. If you close the browser tab and come back later, you may need to log in again. Operators using the QR scan page use a separate, simpler session and do not need an account.

2. Understanding the Interface

2.1 The Shop Floor View

The main page of FastFlowTrack is the Shop Floor View — a live display of every active work order in your shop. It is the command center for your operation and the first thing you see when you log in.

The interface has three main areas:

Left Sidebar	Navigation and status filters. Click any status to show only jobs in that state. Badges show the count for each status.
Main Area	The job card grid. Each card represents one work order with its status, priority, customer, due date, and operation progress.
Detail Panel	Opens when you click a job card. Shows full work order details, operations, materials, and action buttons. Appears as a centered overlay. Click outside or press × to close.

2.2 Status Colors & Badges

Every work order and operation uses a consistent color system throughout the app:

Color	Status	Meaning
Gray	Queued	Job is waiting — not started yet
Blue	Setup	Machine is being set up for this job
Green	Running	Parts are actively being made
Purple	QC	Parts are at quality inspection
Red	Hold	Job is stopped — waiting on material, tooling, or decision
Teal/Green	Complete	All operations done, parts finished
Bright Green	Shipped	Parts delivered to customer

2.3 Sidebar Navigation

The left sidebar contains status filter buttons with live counts, plus links to key sections:

- Click a status name to filter the main view to only those jobs
- **All Jobs** — returns to showing every work order
- **+ New WO** button at the top creates a new work order
- ■ **Admin** in the navigation bar opens the full admin panel

2.4 Kanban Board View

Switch between Grid view and Kanban view using the view toggle buttons in the toolbar. Kanban view shows columns for each status and allows you to drag job cards between columns to change their status quickly.

> ■ **TIP** Kanban view is best for a wall-mounted monitor showing the shop floor status. Grid view is better for finding and working with specific jobs.

3. Work Orders

3.1 Work Order Types

FastFlowTrack supports two types of work orders, selected when you create a new job:

Job Shop	A customer order. Parts are made to spec for a specific customer, tracked from quote to ship. Supports RFQ (Request for Quote) to material vendors.
Production Run	An internal production order. Parts are built to stock your product line inventory. When marked complete, finished goods are automatically added to your product line stock.

3.2 Creating a Work Order

Click **+ New WO** in the top navigation bar or sidebar. The New Work Order form opens:

Field	Required	Notes
WO Type	Yes	Job Shop or Production Run
Customer / Product Line	Yes	Start typing to search. New customers are created automatically.
Part Name	Yes	The name of the part being made
Priority	Yes	Urgent, High, Normal, or Low. Controls sort order in the shop floor view.
Quantity	Yes	Total number of parts to make
Due Date	No	When the parts must be complete. Shown red if overdue on active jobs.
Material	No	Raw material specification (e.g. 6061-T6 Billet)
Finish	No	Surface finish specification (e.g. Hard Anodize Black)
Tolerance	No	Print tolerance (e.g. ±.001)
Notes	No	Internal notes visible to admins and operators
Operations	Recommended	Add the operation sequence (Saw, Turn OP1, Mill OP1, etc.) in the operations builder at the bottom of the form

■ **TIP** If you have made this part before for the same customer, the system will auto-fill the operations, tool lists, setup sheets, and fixtures from the last time it was run. Verify the details and adjust as needed.

3.3 Work Order Statuses

Work order status is derived automatically from the status of its operations. You can also set it manually by editing the WO. The status flows naturally through the shop:

Queued → **Setup** → **Running** → **QC** → **Complete** → **Shipped**

If any operation is on Hold, the WO shows as Hold. If all operations are done, the WO is Complete. Shipped is set manually when you confirm delivery.

3.4 The Work Order Detail Panel

Click any job card to open the detail panel. It slides in as a centered overlay showing the full work order. Key sections:

- **Header** — WO number, part name, customer, priority badge, and status
- **Action Buttons** — Edit WO, Print Traveler, Upload Drawing, Share Customer Link
- **Work Order Info** — all fields in a clean two-column layout
- **Materials** — (production runs only) raw material requirements and deduction status
- **Operations** — every operation with its status, machine, time estimates, and action buttons
- **WO Notes** — editable notes field

Each operation row in the detail panel has its own buttons:

■ **QR Scan**	Opens the operator scan page for that operation in a new tab. Print or share this URL.
■ **Tools**	Opens the tool list editor for this operation.
■ **Setup Sheet**	Opens the setup sheet editor for this operation.
■ **Fixtures**	Opens the fixture editor for this operation.
Delete Op	Removes this operation from the work order.

3.5 Editing & Deleting

Click **Edit WO** in the detail panel to modify any field on the work order. To delete a work order, click **Delete** in the detail panel. Deleting a WO also removes all its operations, time logs, and linked materials.

■ **NOTE**	Work order deletion is permanent and cannot be undone. For completed jobs, consider leaving them in place for your historical records rather than deleting them.

4. Operations

4.1 Adding Operations

Operations are the individual steps that make up a work order — Saw, Turn OP1, Mill OP1, Deburr, QC, etc. You can add operations when creating the WO or afterward from the detail panel.

To add an operation from the detail panel, click **+ Add Op** in the Operations section header. Each operation has:

Name	The operation name. Type freely or pick from common presets (Saw, Mill OP1, Turn OP1, QC/CMM, Pack & Ship, etc.)
Machine	Which machine this operation runs on. Used in the Machine Schedule in the admin panel.
Est. Hrs/Part	Estimated hours per part. Used to calculate total estimated job time and compare against actual.
Notes	Visible to operators on the scan page. Good for special instructions or cautions.

4.2 Operation Statuses

Change an operation's status directly from the detail panel by clicking the status button on the operation row. Statuses advance in sequence:

Status	Set When	Effect on WO
Pending	Default — not started	WO shows Queued if all ops are pending
Setup	Machine is being configured	WO shows Setup
Running	Parts are actively being machined	WO shows Running
QC	Parts are at inspection	WO shows QC
Done	All parts complete for this op	Advances to next operation automatically
Hold	Stopped — needs attention	WO shows Hold with red indicator
Skipped	Operation not needed on this run	Treated as complete for WO progress

4.3 Reordering Operations

In the detail panel, drag and drop operation rows to change their sequence. The sequence number updates automatically. This is useful when the machining order changes between jobs or revisions.

5. Tool Lists & Setup Sheets

FastFlowTrack stores complete machining documentation per operation — tool lists, setup sheets, part drawings, and fixture requirements. This information appears on the operator's phone when they scan the QR code, eliminating the need for paper setup sheets.

5.1 Tool Lists

Each operation can have a complete tool list. Click ■ **Tools** on any operation row in the detail panel to open the tool list editor.

Tool list columns:

Column	Description	Example
Number	Tool position number in the machine	T01, T02, 1, 2
Type	Type of tool	End Mill, Drill, Tap, Insert, Grooving
Description	Full tool description (required)	3/4" 4-Flute Carbide End Mill
Comment	Additional notes or instructions	Roughing pass — 40% stepover
Diameter	Tool cutting diameter	0.750
Flute Length	Length of cutting flutes	1.250"
Length Below Holder	Tool stickout from holder face	3.500"

5.2 CSV Import

If you have tool lists in a spreadsheet, you can import them directly rather than entering each tool manually. Click ■ **Import CSV** in the tool list editor and select your file.

The CSV must have columns in this order:

```
Number, Type, Description, Comment, Diameter, Flute Length, Length Below Holder
```

A header row is detected automatically and skipped. Only the Description column is required — all others are optional. Click ■ **Download Template** to get a pre-formatted CSV you can fill in with your tool data.

■ TIP Tool lists are saved per operation and automatically carry over to the next time you run the same part for the same customer. You will not need to re-enter them.

5.3 Setup Sheets

Each operation can have a setup sheet with step-by-step instructions for the operator. Click ■ **Setup Sheet** on any operation to open the editor. Fields:

Machine Zero / Work Offset	Which G54/G55 offset to use and where datum is set. Example: "G54 — X/Y zero on part corner, Z off top face."
Fixture & Part Loading	How to load the part — which vise, parallels, torque values, orientation, and how to verify seating.
First Part Checks	What to measure or verify on the first part before running the full batch. Critical dimensions, hole positions, CMM features.
Cycle Notes	Anything the operator needs to know while running. Feed rates to watch, coolant requirements, tool wear indicators, common problems.
Reference Document	Upload a PDF or image (drawing, setup photo, inspection sheet) or paste a link to a Google Drive file. Maximum 20MB. Displayed on the scan page.

5.4 Part Drawings

Upload a part drawing to the entire work order (not per-operation) by clicking ■ **Drawing** in the WO action buttons. Accepted formats: PDF, PNG, JPG, DXF, and most image types up to 20MB.

The drawing appears as a tab on the operator scan page for every operation on that job. PDFs are rendered using Google's document viewer and work on all phones without any app. Images display inline.

■ **TIP** Alternatively, paste a Google Drive, Dropbox, or OneDrive share link directly into the URL field instead of uploading the file. This works well if your drawings are already stored in cloud storage.

5.5 Fixtures

Click ■ **Fixtures** on any operation to add the fixtures, vises, soft jaws, and tooling required for that specific operation. Each fixture entry includes:

- Name — what the fixture is (e.g. "Kurt 6\" Machine Vise", "Op10 Soft Jaws")
- Fixture ID / Tag # — your internal identification number (e.g. "VIS-003")
- Quantity needed
- Location in shop — where to find it (e.g. "Shelf B-4", "Tool Crib Drawer 3")
- Notes — any special handling or setup instructions

Fixtures are shown on the operator scan page for that operation, so the operator knows exactly what to pull and where it is before they start setting up the machine.

6. QR Code Shop Floor Check-In

The QR scan system allows operators to clock into operations directly from their phone — no app download required, just a phone camera and a browser. This is the primary way time is tracked in FastFlowTrack.

6.1 Printing the Job Traveler

The job traveler is a printed document that follows the physical parts through the shop. It contains a QR code for each operation that links directly to that operation's scan page.

To print a traveler:

- Open the work order detail panel
- Click ■ **Traveler** in the action buttons
- A printable page opens in a new tab showing all job details, operations, and QR codes
- Print using your browser's print function (Ctrl+P or Cmd+P)

■ **TIP** Print the traveler on cardstock or laminate it for jobs that will run over multiple days. Attach it to the job tote or work-in-progress bin so it stays with the parts.

6.2 How Operators Scan In

When an operator is ready to start an operation, they scan the QR code on the traveler with their phone camera. This opens the scan page in their mobile browser. No login or app is required.

On the scan page the operator will see:

- Job number, part name, customer, quantity, due date, and material
- The operation name, machine, and estimated time per part
- Info tabs for any tool list, setup sheet, drawing, or fixtures attached to this operation
- A name field (auto-fills from their last visit) and optional PIN field
- ■ **Start Run** and ■ **Setup** buttons

6.3 Setup Timer vs Run Timer

FastFlowTrack tracks setup time and run time separately, giving you accurate data on how long jobs actually take versus how long machines are actually cutting.

■ **Setup Button**	Starts a blue setup timer. Use this when the operator is configuring the machine — loading fixtures, setting offsets, running first articles. Setup time is logged as non-cutting time.
■ **Start Run Button**	Starts a green run timer. Use this when the machine is cutting production parts. This is the time that counts toward your parts-per-hour and efficiency metrics.

Operators can run setup first, then switch to the run timer when production starts. Both sessions are logged independently and visible in the admin Time Logs report.

6.4 Logging Parts & Ending the Session

At the end of their shift or when the operation is complete, the operator taps **End of Day — Log Out**. They enter how many parts they completed during that session. The system records the elapsed time, parts count, and updates the WO progress automatically.

If setup is completing, the operator taps **Setup Complete — Ready to Run** and can enter setup notes (tool offsets recorded, first article results, any issues encountered).

> ■ **INFO** An operator can pause mid-session with the Pause button and resume later by scanning the same QR code again. The system will show their existing open session and ask them to continue.

When parts done reaches the total quantity on the WO, the operation automatically advances to Done status and the next operation's status advances to Running.

7. Customer Tracking Links

FastFlowTrack can generate a private tracking link for each work order or for a customer's entire account. Send this link to your customer so they can check job status themselves — no calls required.

7.1 Generating a Tracking Link

Open any work order detail panel and click ■ **Share Link** in the action buttons. A modal appears with two options:

This Job Only	A link that shows the status and operation progress for this specific work order. Best for one-off jobs or when you only want to share one job at a time.
All Jobs for Customer	A single link that shows all active work orders for that customer on one page. Best for customers who regularly send you work. They bookmark it once and use it every time.

Each link has a simple human-readable password (e.g. "mill47" or "steel82") that is auto-generated and stays the same for the lifetime of that job or customer account.

7.2 The Customer View

When the customer opens their tracking link and enters the password, they see a clean status page designed for non-technical users. It shows:

- Job status badge (Queued, In Setup, In Progress, Quality Check, Complete, Shipped)
- Quantity done vs total ordered
- Due date (highlighted if the job is running late on active jobs)
- Priority level
- Material and finish specification
- Overall completion percentage with a progress bar
- Each operation listed with its current status (✓ done, ■ in progress, or pending)

On the All Jobs view, each job card is expandable — the customer taps a job to see the full operation-by-operation breakdown. The first in-progress job expands automatically when the page loads.

■ **NOTE**	The tracking page does not show internal notes, pricing, time logs, operator names, or any other internal information. Only the fields listed above are visible to customers.

7.3 Emailing the Link

In the Share Link modal, enter the customer's email address and click **Send This Job** or **Send All Jobs**. FastFlowTrack sends a branded HTML email containing:

- A large green button linking directly to the tracking page

- The password displayed clearly below the button
- The tracking URL in text form for customers who want to bookmark it

> ■ **TIP** The tracking link and password are permanent — send them once and your customer can check status any time without asking you again. The page always shows the current live status.

8. Inventory & Materials

FastFlowTrack includes a raw material inventory system that tracks stock levels, triggers reorder alerts, and can automatically deduct material when production runs complete.

8.1 Adding Materials

Go to **Admin** → **Inventory** and click **+ Add Material**. Enter:

Name	Material name (e.g. "6061-T6 Aluminum Bar 1.5"")
SKU	Your internal stock code or supplier part number
Unit	How you measure it: lbs, feet, pcs, kg, meters, etc.
Qty On Hand	Current stock level
Reorder Point	When stock drops to this level, a low-stock alert is triggered
Reorder Qty	How much to order when reordering
Cost Per Unit	Used for job costing on production runs
Supplier	Supplier name (links to vendor list)
Location	Where in the shop it is stored (e.g. "Rack A-1")

8.2 Stock Adjustments

To add or remove stock, click on a material in the inventory list and use the adjustment buttons:

- **Stock In** — record incoming material (purchase order received, transfer from another location)
- **Stock Out** — manually remove stock (scrap, damage, transfer out)
- **Adjust** — set the quantity directly for a cycle count or correction

Every adjustment is logged with a timestamp, quantity, and optional reference number for full traceability.

8.3 Linking Materials to Work Orders

For production run work orders, link the raw materials the job will consume by clicking the work order detail panel, then the Materials section. Specify quantity per part and total required. When the job is marked complete, FastFlowTrack can automatically deduct the consumed material from inventory.

> ■ **INFO** Material auto-deduction on job completion can be enabled or disabled in Admin → Settings. When enabled, completing a production run WO will subtract the linked material from stock automatically.

9. Vendors & RFQ

9.1 Adding Vendors

Go to **Admin** → **Vendors** and click **+ Add Vendor**. Enter the vendor name, contact name, email, phone, and your account number with them. You can add multiple email addresses for quote recipients.

9.2 Sending an RFQ

A Request for Quote (RFQ) can be sent directly from a work order to one or more vendors. Click ■ **RFQ** in the work order detail panel action buttons (available on Job Shop WOs).

The RFQ form lets you:

- Select one or more vendors to receive the quote request
- Specify the material, quantity, and required delivery date
- Customize the email body (a professional template is pre-filled)
- Set a quote-needed-by date

FastFlowTrack sends a professional HTML email to each selected vendor. When quotes come back, record them in **Admin** → **Vendors** → **RFQ Log** — enter the quoted price and lead time. This builds a pricing history for each vendor over time.

■ **TIP**	Attach material specifications or print tolerances in the RFQ notes field so vendors have everything they need to quote accurately without a follow-up call.

10. Product Lines

Product lines are the finished goods your shop manufactures and sells from stock — as opposed to custom job shop work made to order for a specific customer. If your shop makes parts that you sell repeatedly from inventory, set them up as product lines.

Go to **Admin** → **Products** to manage your product lines. Each product line has:

Name & SKU	Product name and your internal part number
Unit	How the product is sold: pcs, sets, kits, etc.
Qty On Hand	Current finished goods inventory
Reorder Point	Low stock alert threshold
Sale Price	Your list price — used in sales tracking
Cost to Make	Your internal cost per unit — used for margin calculation

When you create a Production Run work order, you link it to a product line. When that WO is marked complete, the finished quantity is automatically added to the product line's on-hand inventory.

■ **INFO** Product lines appear in the sales tracking system as well, letting you record outbound sales and track margin over time.

11. Sales Tracking

FastFlowTrack includes a lightweight sales tracking module to record what you shipped, to whom, at what price, and calculate gross margin. It is not a full accounting system but provides the job-level revenue visibility most shops need.

Go to **Admin** → **Sales** to view and add sales records. Each record captures:

Sale Date	When the sale occurred or was invoiced
Customer	Which customer purchased the parts
Part Name	Description of what was sold
Qty Sold	Number of pieces shipped
Unit Price	Price per piece
Total Revenue	Auto-calculated (qty × unit price)
Material Cost	Your material cost for this job — used for margin calculation
Labor Cost	Optional — your estimated labor cost
Gross Margin	Optional — your calculated margin
Invoice Number	Your invoice reference for cross-referencing your accounting system

The Sales page shows a summary of revenue by date range and by customer. Use it alongside your accounting software to spot which customers and parts are most profitable.

■ **TIP** For production run WOs that shipped, you can link the sale directly to the work order. This gives you a complete history connecting the manufacturing job to the revenue it generated.

12. Admin Panel

The admin panel is accessible via the ■ **Admin** link in the top navigation bar. It contains management tools for your shop's machines, time logs, operators, reports, and more. Only admin-role users can access the admin panel.

12.1 Machine Schedule

Go to **Admin** → **Machines** to see a live view of every machine in your shop. For each machine, the schedule shows:

- Currently running operation (WO number, part name, operator)
- Today's completed operations
- Parts made today on that machine
- Active setup sessions

This view is ideal for a wall-mounted monitor in the office or shop showing the real-time status of every machine. It refreshes automatically.

■ **TIP** The machine list is configured in Admin → Settings. Add or remove machines to match your shop. Machines are also available as a dropdown when adding operations to work orders.

12.2 Time Logs

Go to **Admin** → **Time Logs** to see every clock-in and clock-out session across all operators, machines, and jobs. The time log shows:

Operator	Who was clocked in
WO / Operation	Which job and which step they were working on
Session Type	Setup (blue) or Run (green)
Start / End	Clock-in and clock-out timestamps
Duration	Calculated automatically
Parts Done	Parts completed during that session
Notes	Any notes entered at clock-out, including setup notes

Use filters to narrow by date range, operator, or work order. Export to CSV for payroll or reporting in external systems.

12.3 Operators

Go to **Admin** → **Operators** to manage your shop floor operators. Each operator has a name and optional PIN. The PIN is entered on the scan page to verify identity before clocking in.

Operators do not need FastFlowTrack accounts — they only interact with the QR scan page using their name and PIN. Admin accounts are for office staff and managers who need access to the full system.

■ **NOTE** If you enable PIN verification for operators, they must enter their PIN every time they scan in. PINs are stored as secure hashes — administrators cannot look up a forgotten PIN, only reset it.

12.4 Reports

Go to **Admin** → **Reports** for key shop performance metrics. Reports include:

On-Time Delivery	Percentage of jobs shipped on or before due date, by date range and customer
Parts Per Hour	Actual production rate by operation, machine, and operator
Operator Performance	Hours logged, parts made, and efficiency by operator
Machine Utilization	Run time vs setup time by machine
Job Costing	Estimated vs actual hours by work order
Revenue Summary	Sales totals by customer, product, and date range
Overdue Jobs	All active jobs past their due date with days overdue

■ **INFO** Reports pull from actual time log data and parts-done counts entered by operators. The more consistently operators use the scan system, the more accurate your reports will be.

13. User Management & Roles

Go to **Admin** → **Users** to add, edit, or deactivate user accounts. FastFlowTrack has four user roles:

Role	Access Level	Typical User
Superadmin	Full access to everything including settings and user management	Shop owner, IT administrator
Admin	Full access except user management and settings	Shop manager, lead machinist
Viewer	Read-only access to all data — cannot create or edit	Customer service, estimating
Operator	Redirected to the shop floor view — cannot access admin panel	Machine operators (use scan page instead)

To add a new user, click **+ Add User** and enter their name, email, and role. An invite email is sent with a link to set their password. To deactivate a user (e.g. a departed employee), click their name and toggle the Active switch.

■ **NOTE** Deactivating a user prevents login but preserves all their historical data — time logs, work orders created, and activity logs remain intact.

14. Settings

Go to **Admin** → **Settings** to configure your FastFlowTrack installation. Settings are organized into sections:

Shop Information

- Shop name — appears on printed travelers and notification emails
- Timezone — all timestamps use this timezone
- Notification email — where overdue job and low stock alerts are sent

Machine List

Add, remove, or rename the machines in your shop. This list appears as a dropdown when adding operations and in the machine schedule. Keep it current with your actual equipment.

Operation Presets

A list of common operation names that appear as quick-select buttons when adding operations. Customize this to match your shop's terminology. Common defaults: Saw, Face Mill, Turn OP1, Mill OP1, Deburr, QC/CMM, Pack & Ship.

Inventory Settings

Enable or disable automatic material deduction when production run WOs complete. Enable or disable low-stock email alerts and set the email address for those alerts.

Notification Settings

Configure which events trigger email notifications:

- Job overdue alerts — sent when a job passes its due date
- Job complete alerts — sent when a job is marked complete
- Low stock alerts — sent when material stock drops below reorder point

15. Repeat Jobs & Auto-Fill

FastFlowTrack automatically saves job templates for every customer and part combination. When you create a new work order for a customer and part name that already has history in the system, it will offer to auto-fill the entire job from the last time it ran.

Auto-fill carries over:

- All operations in sequence, with their machine assignments and estimated hours
- Tool lists for every operation that had one
- Setup sheets for every operation that had one
- Fixture requirements for every operation
- Material, finish, and tolerance from the last WO for that part

The template updates automatically every time you save or modify a job — it always reflects the most recent revision. If the part changes, update the ops/tools/setup on the new WO and the template will update for next time.

■ **TIP** The repeat job auto-fill is triggered by matching both the customer name and the part name exactly (case-insensitive). Make sure you use consistent part names across jobs to benefit from this feature. For example, always use "UCA — LH" rather than sometimes "Upper Control Arm LH".

16. Troubleshooting

Problem	Likely Cause	Solution
QR scan page shows 500 error	Server configuration issue	Reload the page. If it persists, contact support.
Jobs not loading on main page	Browser cache or session expired	Hard refresh (Ctrl+Shift+R). Log out and back in.
Tool list not showing on scan page	No tools have been added to this operation yet	Open the detail panel, click ■ Tools on the operation, add tools, and save.
Drawing not displaying on phone	PDF viewer issue on mobile	Tap the download link below the viewer to open directly. Or use an image format (PNG/JPG) instead of PDF.
Parts count not updating	Operator forgot to enter parts at clock-out	Admin can manually edit time logs in Admin → Time Logs.
Customer tracking link says password wrong	Wrong password entered, or link was regenerated	Get the current password from the Share Link modal in the WO detail panel.
Email notifications not sending	Notification email not configured	Set up notification email in Admin → Settings.
CSV import shows no tools	Description column is empty or column order is wrong	Ensure column 3 (Description) has data. Download the template for the correct format.
Operations out of order	Operations were added in wrong sequence	Drag and drop operation rows in the detail panel to reorder them.
Material not deducting on complete	Auto-deduction is disabled	Enable in Admin → Settings → Inventory. Then click Deduct Materials on the WO.

Getting Help

If you encounter an issue not covered here, we are here to help:

Email Support	hello@fastflowtrack.com — we respond same business day
Live Demo	demo.fastflowtrack.com — fully interactive demo to test features
Website	fastflowtrack.com — news, updates, and documentation
Feedback	Use the Feedback button in the app footer to report bugs or request features directly from within the system

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