

# BYU Dining Services

## Standard Operating Procedures

### Eatec Mobile Setup

**Business Process ID:**

**SOP Collection:** [Eatec SOPs](#)

**Last Updated:** 10 February 2025

**URL:** </policy/eatec/mobile>

**SOP Owner:** Phoenix Team

**Accountable Group:** Dining Technology Group

#### Purpose

This Standard operating procedure outlines the process for setting up and using Eatec on a mobile device.

#### SOP User Guide

#### Contents

Purpose .....	1
SOP User Guide .....	1
Mobile Setup .....	1
Honeywell Scanners .....	2

#### Mobile Setup

Follow these steps to set up Eatec on your phone, Honeywell scanner, iPad, or other mobile device.

##### 1. Download the App

- Open the App Store (iOS) or Play Store (Android).

- Search for “Eatec Mobile IP” and select Install or Download.

## 2. Enter Host & Tenant Information

- Open the app after installation.
- When prompted, enter:
  - **Host:** <https://eatec-mobile.onagilysys.com/>
  - **Tenant:** BYU
- If asked to download a file, select Accept or OK.

## 3. Log In

- At the login screen, choose “Login as Azure AD User”.
- This will redirect you to the BYU login page.
- Follow the **Duo Push** instructions to complete authentication.
- If Duo Push reroutes you back to the first login screen, select “Login as Azure AD User” again.

## 4. Select Your Site & Role

- After logging in, select:
  - **Site:** BYU Dining Services
  - **Role:** (choose your role from the list)
- Tap OK to confirm.

## 5. Complete Setup

- A popup may appear stating:  
*“Eatec Mobile offline support for master database import is in progress. Please do not turn off Internet until the data import is complete.”*
- Tap OK and wait for the process to finish.

## 6. Device Limits

- BYU has a limited number of Eatec mobile licenses available. If you receive a notification that says “Device Limits Reached,” please email [phoenixteam@byu.edu](mailto:phoenixteam@byu.edu)

## Honeywell Scanners

The handheld Honeywell scanning devices are set up using the mobile setup instructions above. Useful features include a scanner that is much faster and more responsive than a mobile camera.

To use the scanner:

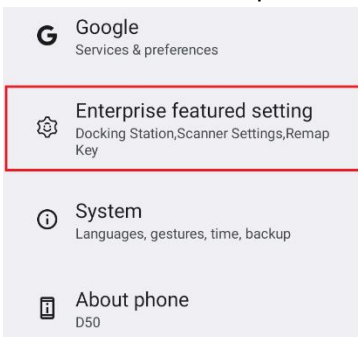
- Open any module that includes searching by Eatec number (Inventory, Receiving, Physical Inventory, etc.)
- Click in the search box. Do NOT click the small orange barcode symbol in the search box, as this will just open the camera.
- Click one of the two scanner buttons on the side of the device and aim the laser at the barcode.
- To scan the next item, click on the search bar again.

By default, the scanner will not scan short barcodes on items like candy bars. To enable this feature follow these steps:

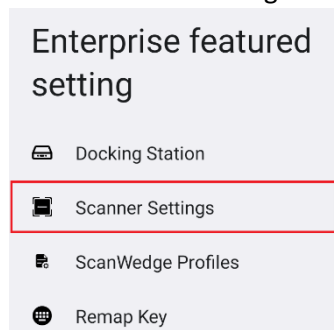
- Go to the Device Settings



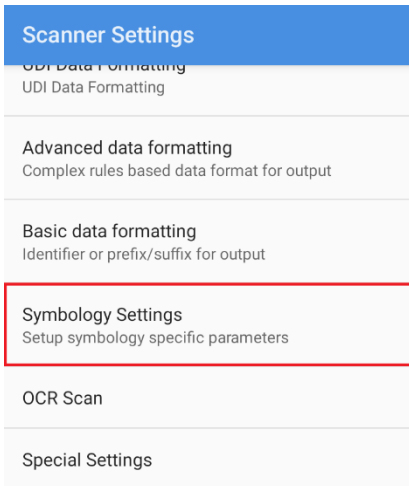
- Scroll down to “Enterprise featured setting”



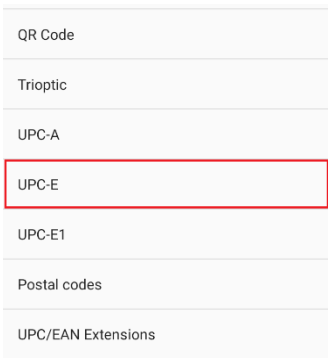
- Select “Scanner Settings”



- Scroll down to “Symbology Settings”



- Scroll down to “UPC-E”



- Toggle the “Enable” switch to on

