Mobile Work Orders App Usage

Job Aid

Revised: 06/27/2018

There are currently 2 Android mobile work order applications available to Tenmast clients. If you are a Winten2+ client, you should be using **Tenmast Work Orders (Winten2+)**. For instructions on how to install the app, see the Job Aid named *JobAid_Mobile Application Install And Update*.

Sections in this Job Aid:

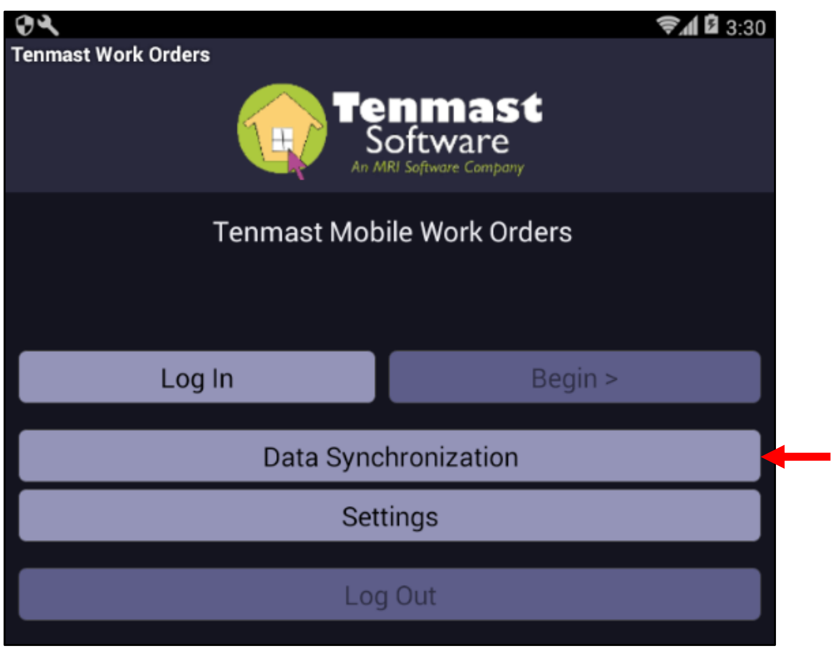
The Images feature is coming soon!

Screenshots for this Job Aid were taken on a Samsung Galaxy S6 Edge device. If you are using another device, some screens may be slightly different.

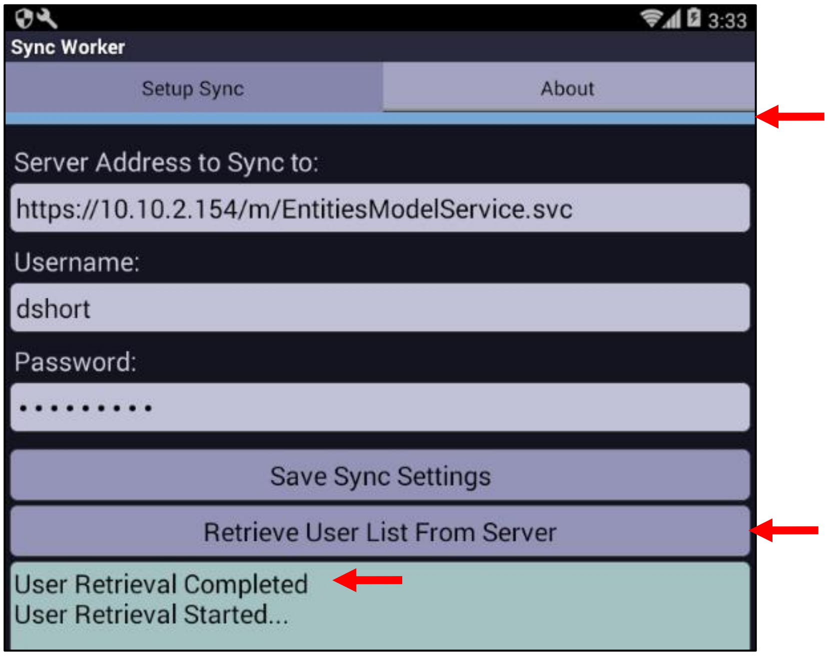
Update Users, Login & Sync Data

1 Open the **Tenmast Work Orders** mobile application.

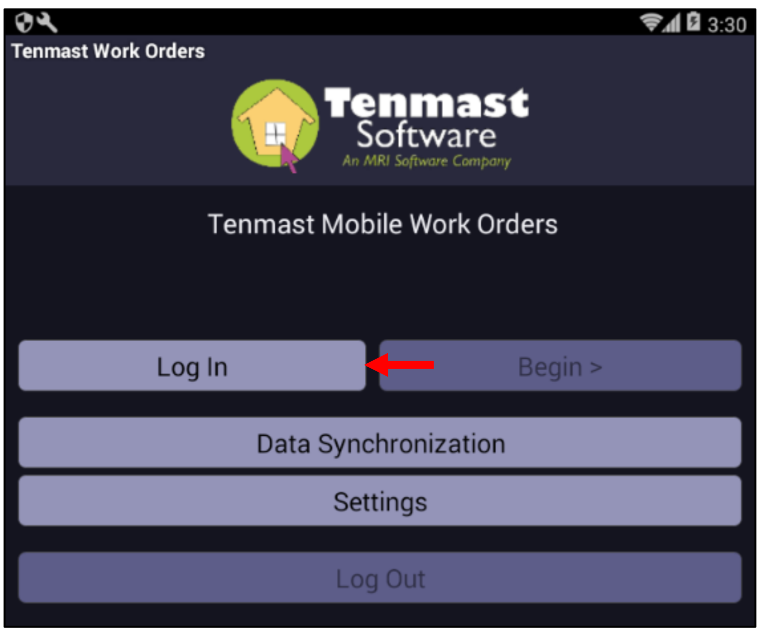
2 If new users have been added since this device was last used, you should update the user list. To do so, click the Data Synchronization button and go to step 3. Otherwise, go to step 4.



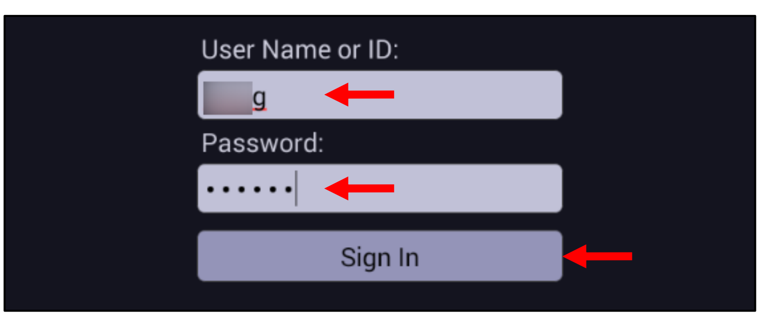
3 Click the Retrieve User List From Server button. When finished, the progress bar will be completely filled and you will see a *User Retrieval Completed* message. Click the Back button on the device.



4 Click the Log In button.

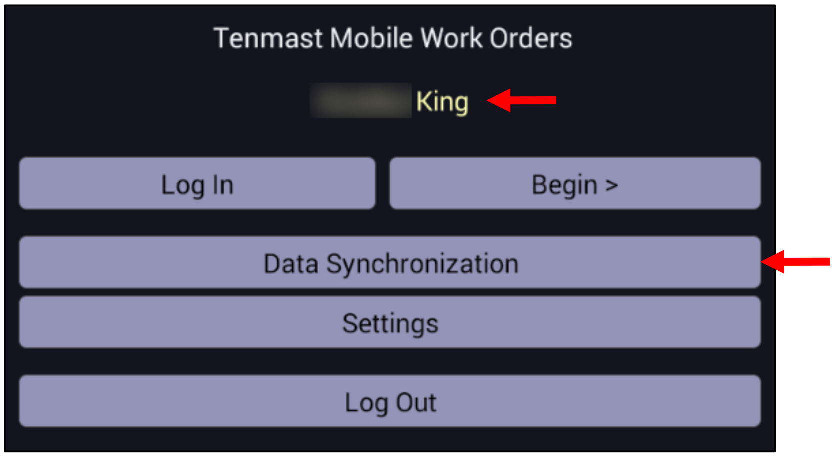


5 Enter your **User Name** and **Password**, then click the Sign In button.



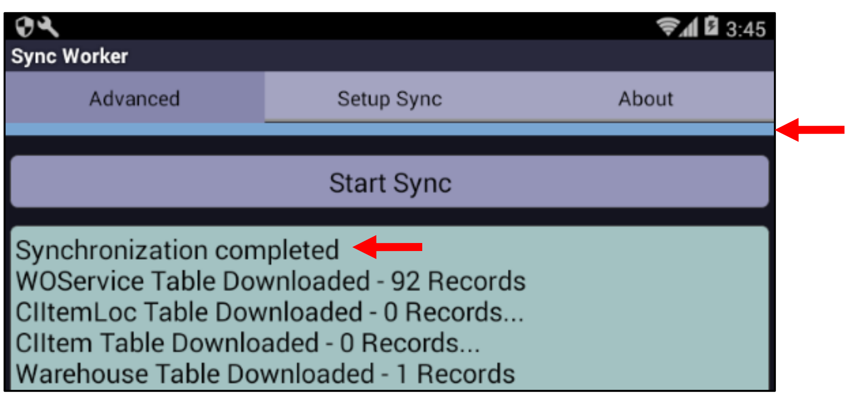
6 Your name now appears at the top of the screen. Click the Data Synchronization button.

__Remember:__ Synchronization is what makes the mobile app and desktop app communicate with each other. If you assign or unassign a work order to a user from the desktop, the mobile app will not know it until the mobile user syncs again. Likewise, if a work order is done on the mobile app, the desktop will not know it until the mobile app is synched back to the desktop. If there is an emergency work order, the office staff must call the technician in the field. Otherwise, the mobile user will not know about the order until they sync again. We recommend mobile users sync at the beginning of their shift, before and after lunch, and at the end of their shift.



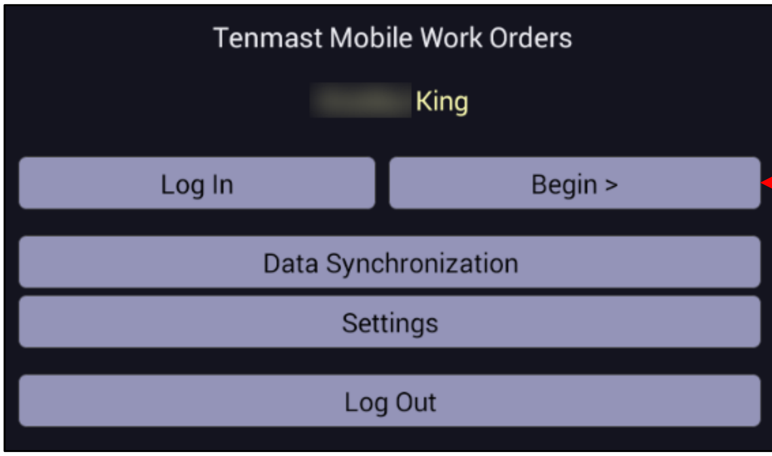
7 Click the Start Sync button under the **Advanced** tab to synchronize your assigned work orders.

8 Once the sync has finished, the progress bar will be completely filled, and you will see a *Synchronization completed* message. Click the Back button on the device.

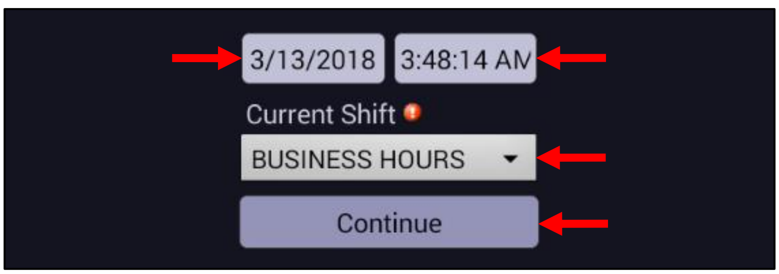


Complete An Existing Work Order

1 Click the Begin > button.



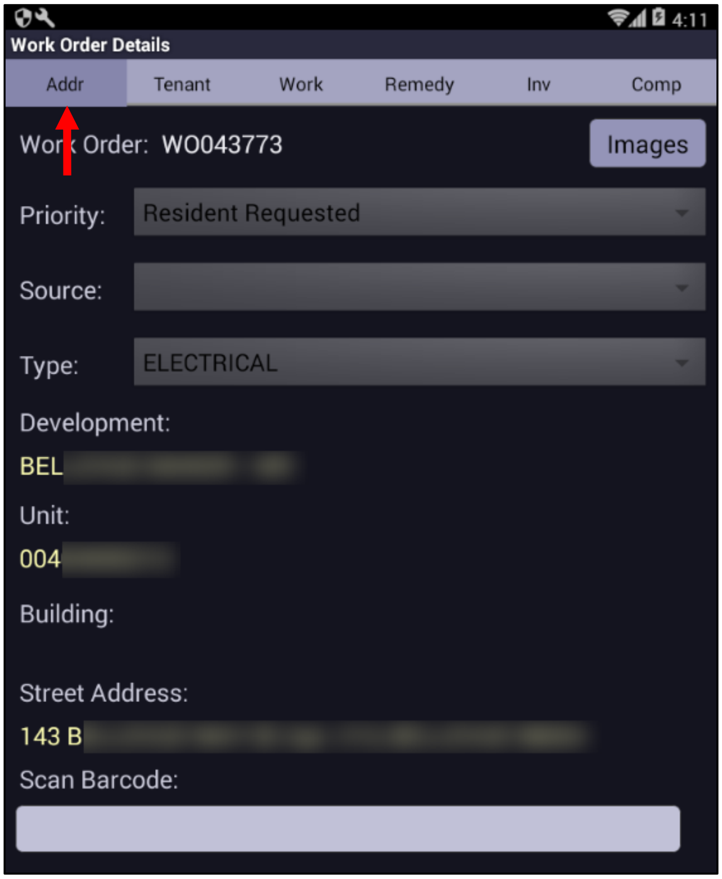
2 Verify the date and time, then select your **Current Shift**. *Business Hours* is the default, but there may be other options such as *Overtime Hours*. Click the Continue button.



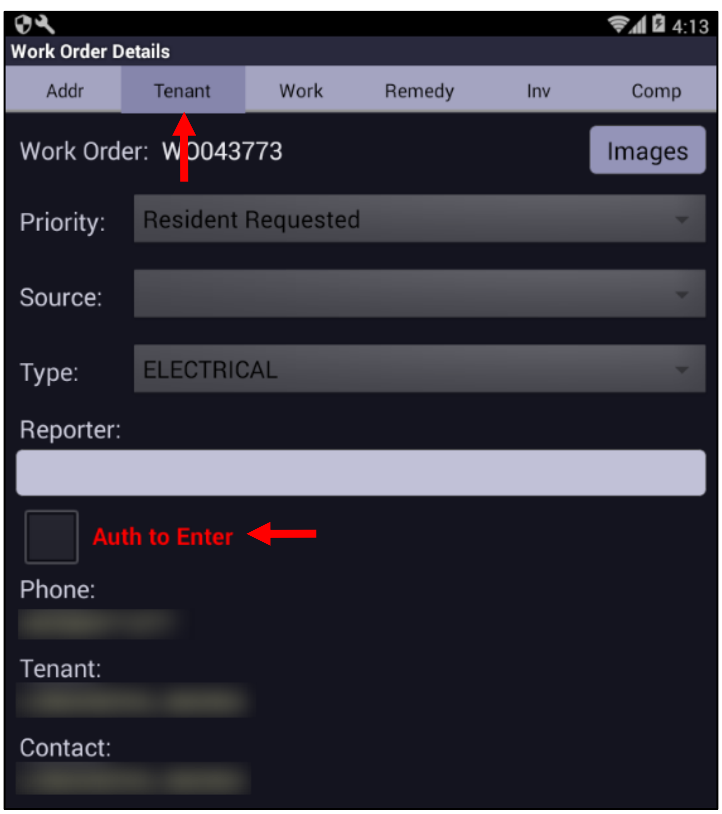
3 The **Work Order Summary** screen opens, displaying all work order jobs assigned to the logged in user. Different people can be assigned to a single work order, but only the jobs assigned to the logged in user appear. Select the desired work order, then click the Continue button. You can narrow the search for the work order in several ways:

- Check or uncheck the **Only show Developments that have jobs** box.
- Select a **Development** and/or **Priority** from the drop-down lists.
- Enter the work order number or a keyword/phrase in the search box.

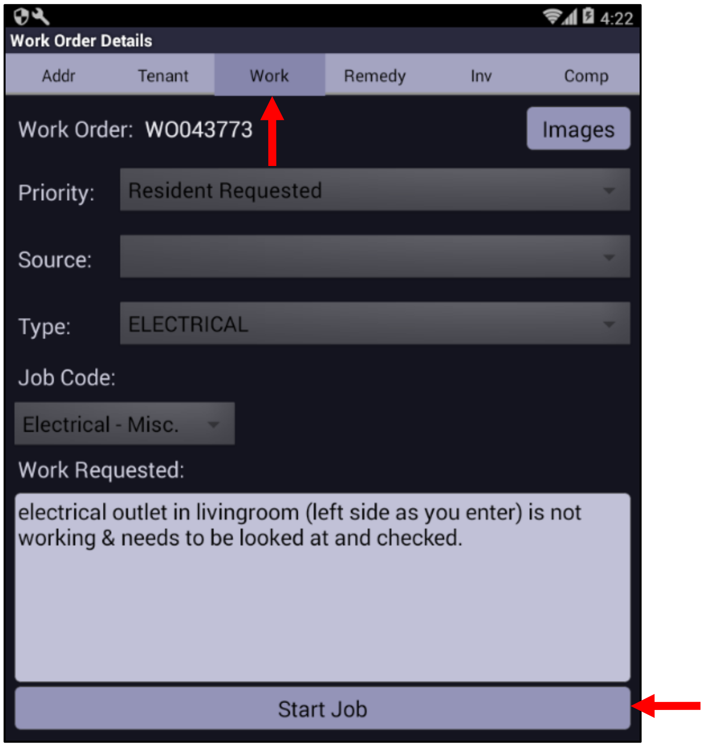
4 The **Work Order Details** screen opens. Select the **Addr** tab to view the location.



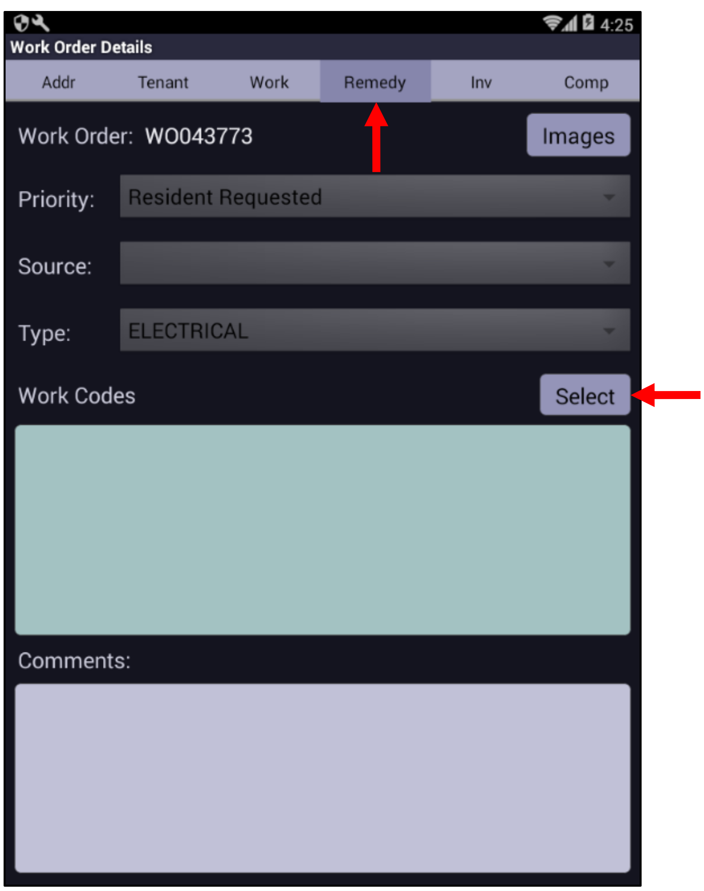
5 Select the **Tenant** tab to view tenant information. If the **Auth to Enter** box is checked, you have authorization to enter the unit. If unchecked, you do not have authorization to enter.



6 Select the **Work** tab to start the job. You cannot add any information to the work order until you click the Start Job button on this screen. This starts tracking your time spent to complete the job.

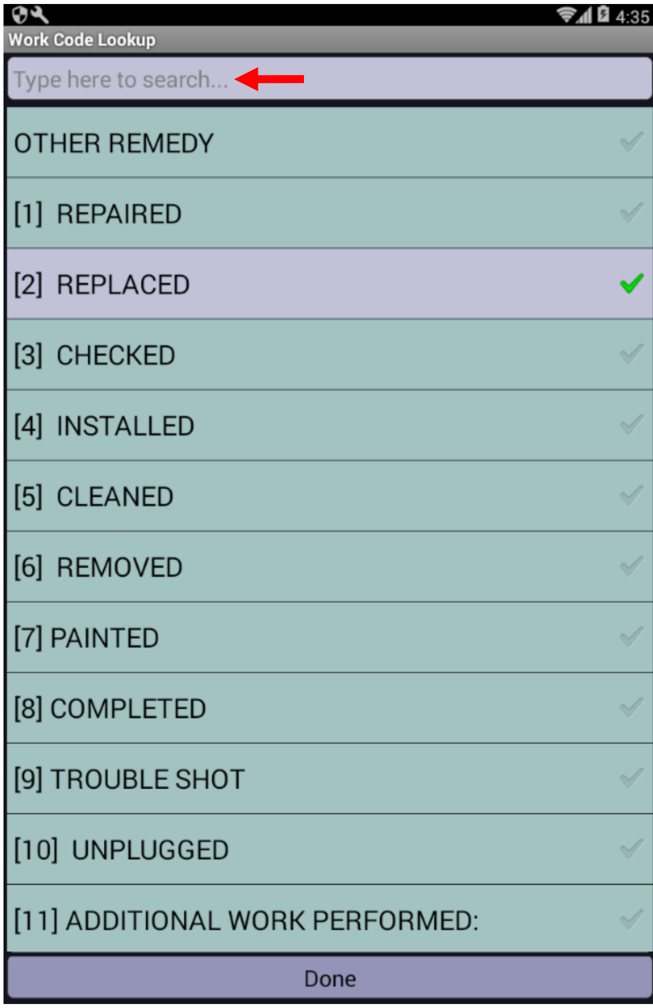


7 Select the **Remedy** tab to add work codes done to resolve the work order issue and to add comments. To add a **Work Code**, click the Select button

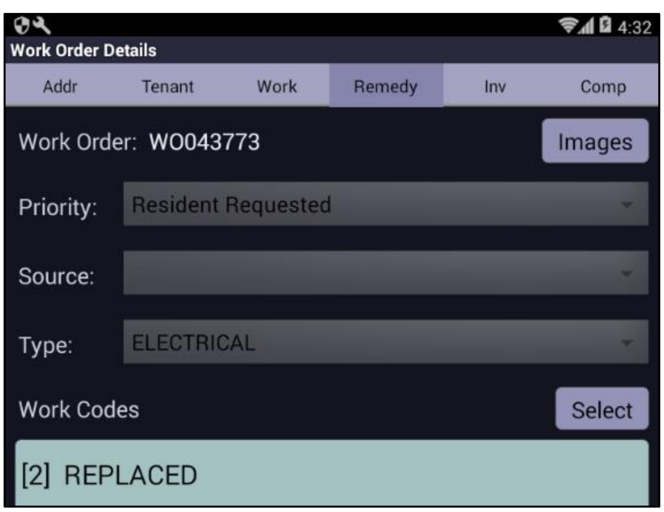


8 A list of applicable work codes is displayed. Select the code(s) you want to enter. You can filter a long list of codes by entering keywords in the search box. When finished, click the Done button.

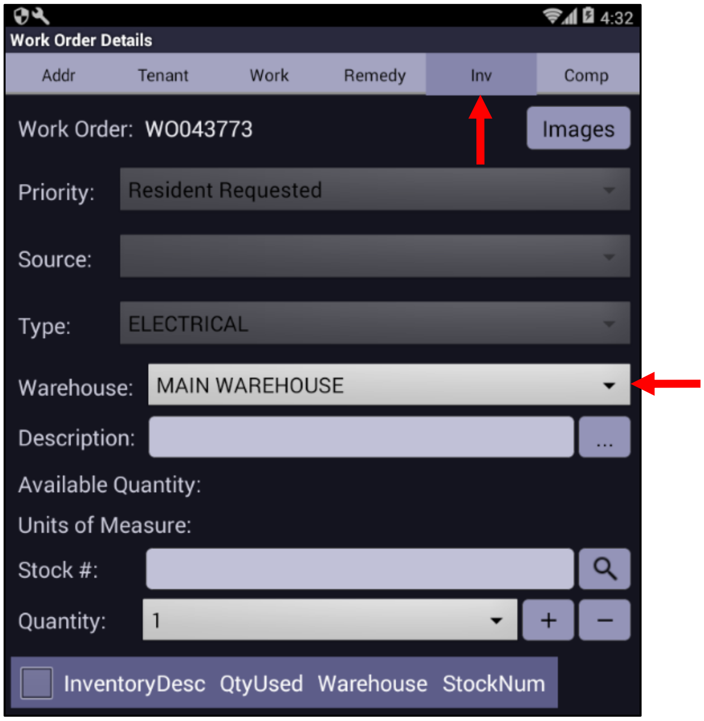
*If the work code you need is not set up in the list, use the **Comments** field on the **Remedy** tab to indicate what was done to resolve the issue. Once the information is synched back to the desktop app, the desktop user will set up a new work code so that it is available in the future.*



9 The work code now appears on the **Remedy** tab. If you need to remove a work code that was chosen by mistake, click the Select button again, deselect the incorrect code, and click the Done button.

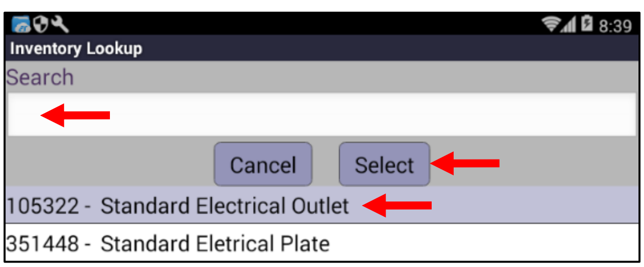


10 Select the **Inv** tab to add stock that was used to resolve the work order issue. Select the **Warehouse** from which the inventory was pulled. Only warehouses available to the logged in user appear.



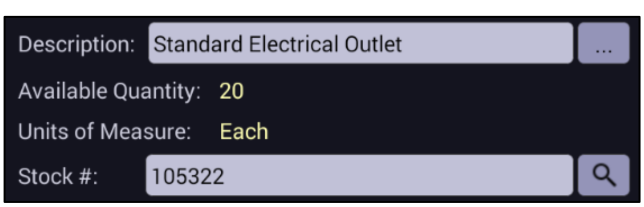
11 There are 2 ways to select stock items used for the job: by the item's description or its stock number. To select the item by its description, click the ... button to the right of the **Description** field.

A list of available items is displayed. Select the desired item in the list. You can filter a long list of items by entering keywords in the search box. When finished, click the Select button.



To select the item by its stock number, enter the stock number in the **Stock #** field, then click the magnifying glass button to the right.

Once a description or stock number is selected, the other fields on the screen are filled in automatically.

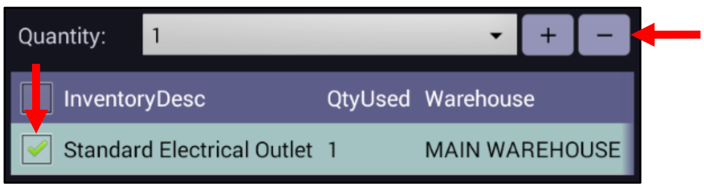


12 In the **Quantity** field, select how many of the specified item you used. Then click the [+] button to add the selected inventory to the work order.

The item now appears in the grid at the bottom of the screen.

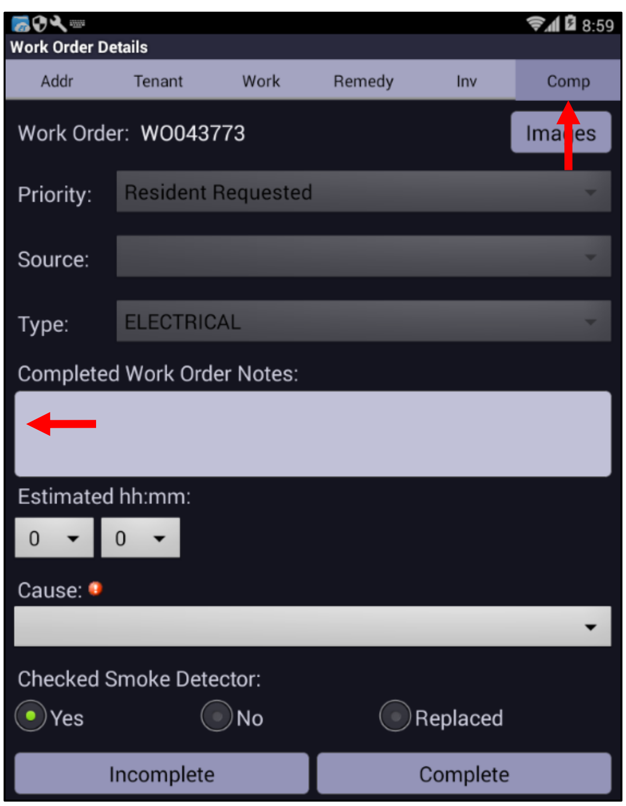
13 Repeat steps 10-12 until all stock items used have been added to the grid.

14 If you need to remove an item that was added by mistake, check the box to the left of the item in the grid, then click the [–] button.



At the confirmation, click the [Yes] button.

15 Click the **Comp** tab to complete the job. Enter **Completed Work Order Notes**, if any.



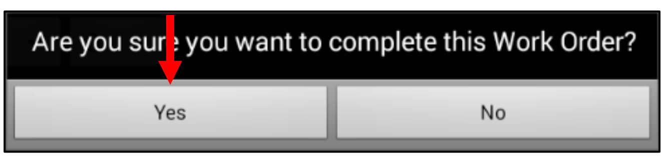
16 You have the option to enter an **Estimated** time (flat rate) if you do not want the system to calculate your time based upon when you clicked the Start Job and Complete buttons. To do so, select the number of hours and minutes.

17 In the **Cause** field, select how the issue arose. This determines whether or not the tenant is charged for repairs.

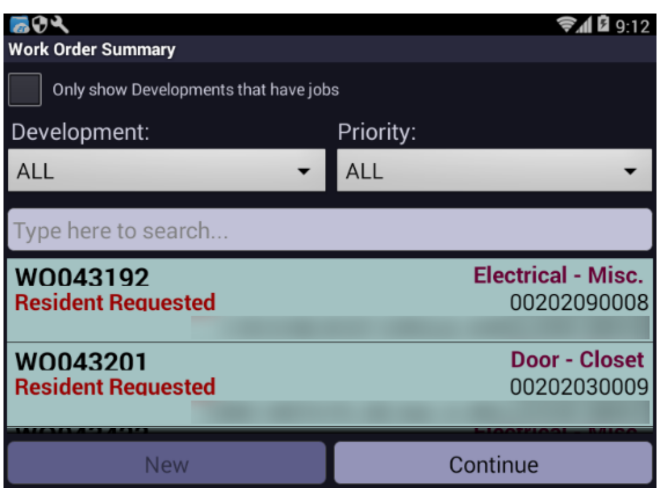
18 Select whether or not you checked or replaced smoke detectors while onsite for the work order.

19 If you are leaving the site but are not done and will be returning later to finish the job, click the Incomplete button. Time will stop being tracked for this job. If you are finished with the job, click the Complete button.

20 If you clicked Complete, a confirmation will appear. Click the Yes button.



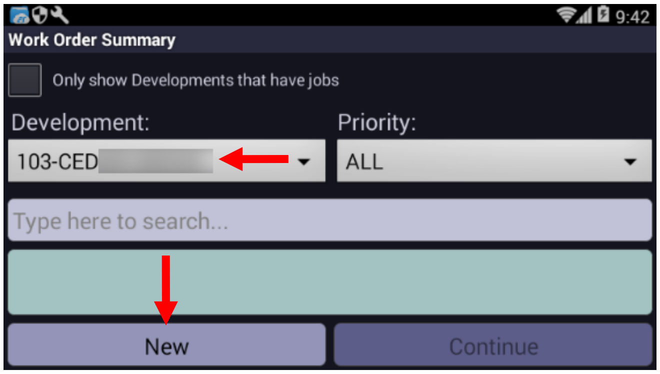
21 The **Work Order Summary** screen re-opens. The completed job no longer appears in the list. You can select another work order and continue working.



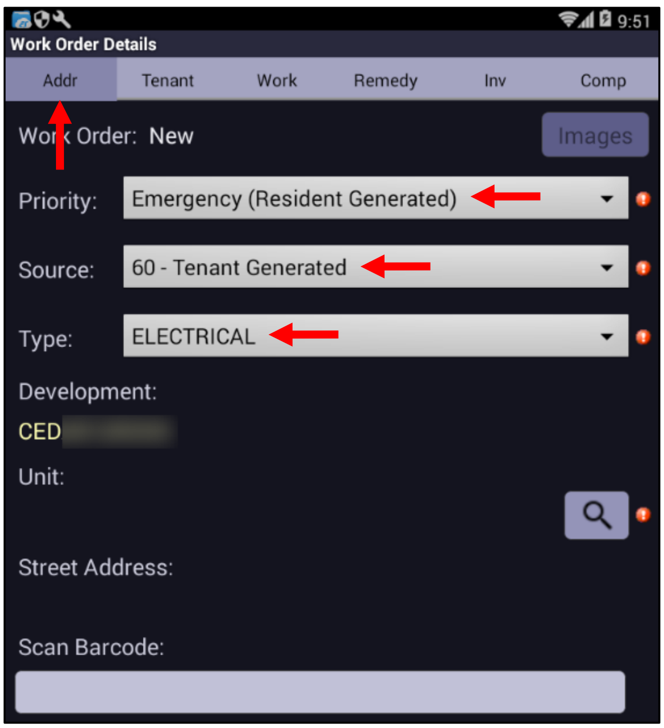
Create A New Work Order

1 If you have not already begun your shift, complete steps 1-2 of the previous section (page 4) to do so.

2 On the **Work Order Summary** screen, a list is displayed of all existing work order jobs assigned to the logged in user. To start a new work order, select the **Development**, then click the New button.

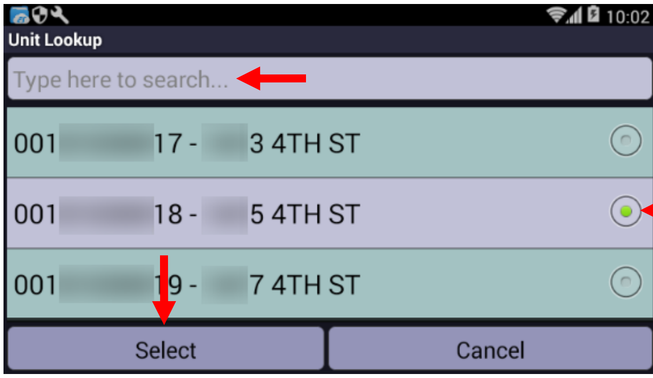


3 The **Work Order Details** screen opens. Select the **Addr** tab, then select the **Priority**, **Source** and **Type**. Exclamation points indicate required fields.

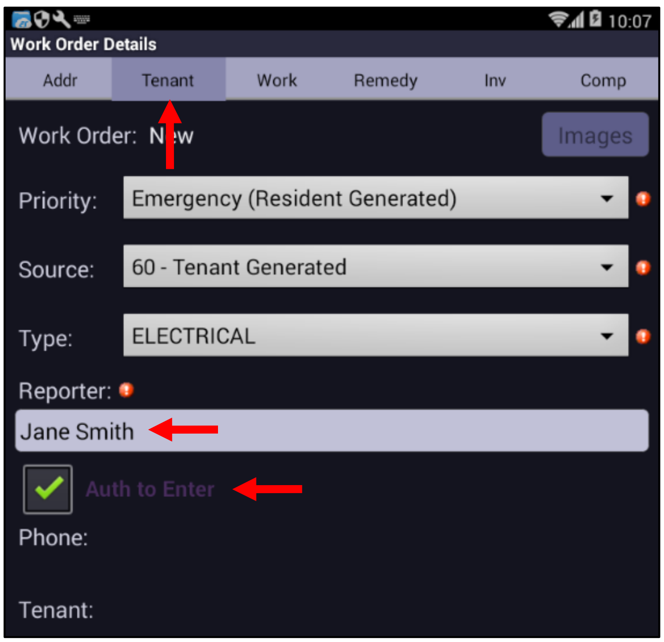


4 Although the **Unit** field is marked as required, it is optional. There may be times when a work order applies to a common area and not a specific unit. If you are selecting a unit, click the magnifying glass button to the right and go to step 5. Otherwise, go to step 6.

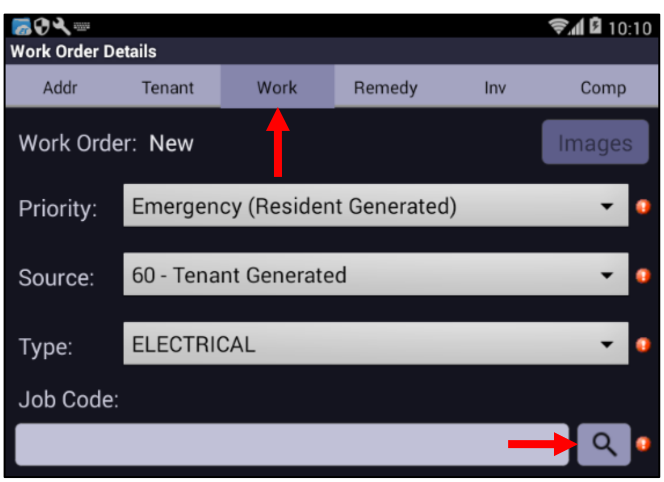
5 A list of units for this development is displayed. Select the desired unit in the list. You can filter a long list of units by entering keywords in the search box. When finished, click the Select button. The **Unit** and **Street Address** fields will be filled in on the **Addr** tab automatically.



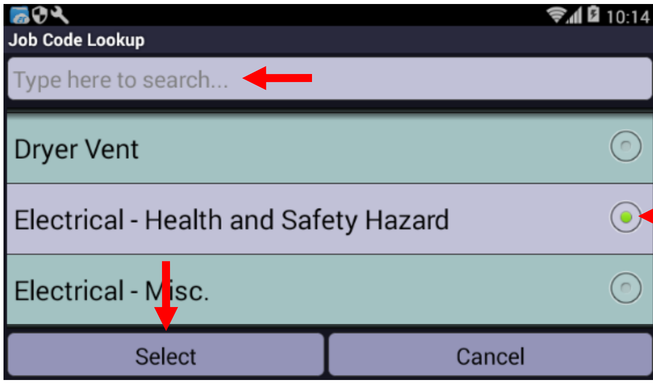
6 Select the **Tenant** tab to view tenant information (if any). In the **Reporter** field, enter the name of the person who reported the issue. If you selected a unit and the **Auth to Enter** box is checked, you have authorization to enter the unit. If unchecked, you do not have authorization to enter.



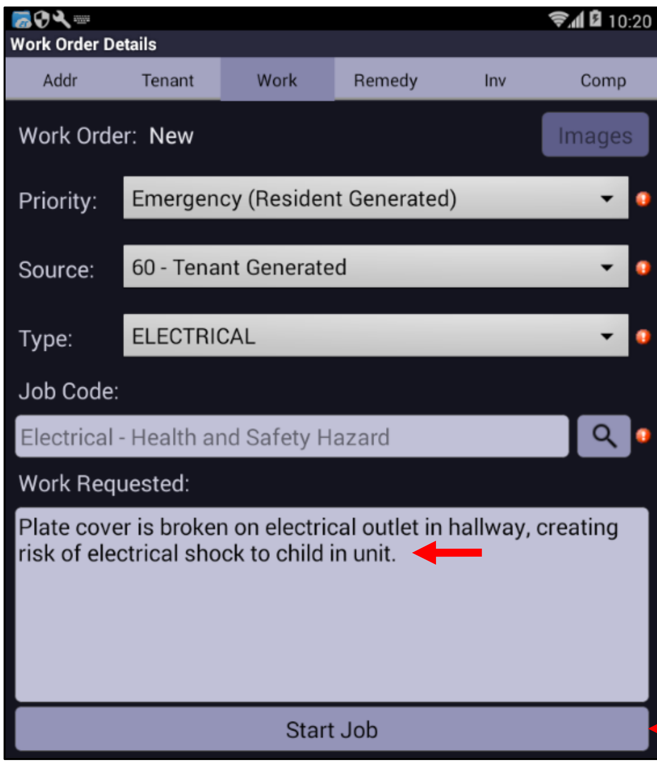
7 Select the **Work** tab, then click the magnifying glass button to the right of the **Job Code** field.



8 A list of available job codes is displayed. Select the desired code in the list. You can filter a long list of job codes by entering keywords in the search box. When finished, click the Select button.



9 Enter a longer description in the **Work Requested** field if desired. You cannot add any other information to the work order until you click the Start Job button on this screen. This starts tracking your time spent to complete the job.

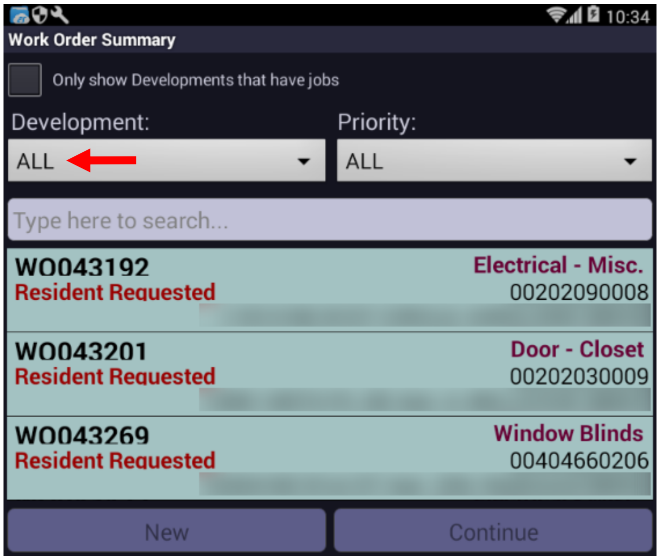


10 After clicking the Start Job button, save the job by clicking the Yes button at the confirmation.

11 Complete steps 7-20 of the previous section (pages 6-10) to:

- Add codes done to resolve the work order issue (**Remedy** tab)
- Add stock that was used to resolve the work order issue (**Inv** tab)
- Complete the job (**Comp** tab)

12 Once the job is completed, the **Work Order Summary** screen re-opens. You can create another new work order by selecting a **Development** and clicking the New button. To display a list of existing work orders assigned to you, select *ALL* for the **Development**.



Upload Images For A Work Order

The Images feature is coming soon!

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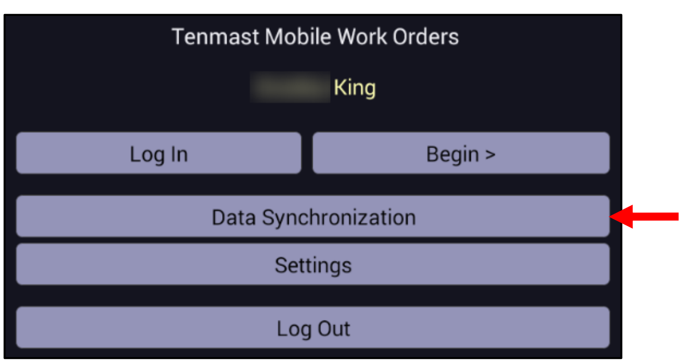
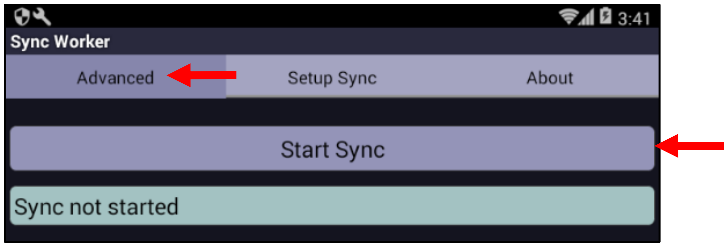
Sync Data & Logoff

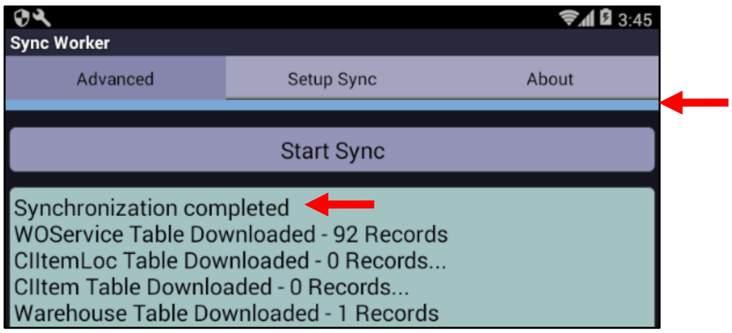
1 When you are finished working and ready to turn off the mobile device, click the Back button on the device until you return to the **Home** screen. Then click the Data Synchronization button.



2 Click the Start Sync button under the **Advanced** tab to synchronize your work back to the desktop application.



3 Once the sync has finished, the progress bar will be completely filled, and you will see a *Synchronization completed* message. Click the Back button on the device.



4 Click the Log Out button and turn off the mobile device.