

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:

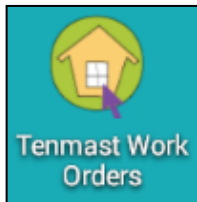
- **Update Users, Login & Sync Data** – page 1
- **Complete An Existing Work Order** – page 4
- **Create A New Work Order** – page 11
- **Upload Images For A Work Order** – page 14
- **Sync Data & Logoff** – page 17

The Images feature is coming soon!

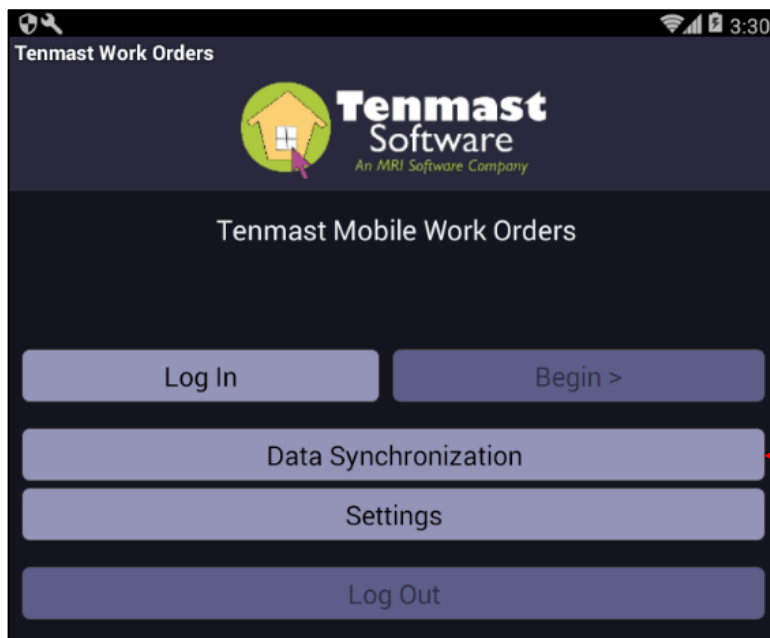
*i* Screenshots for this Job Aid were taken on a Samsung Galaxy S6 Edge device. If you are using another device, some screens may be slightly different.

## Update Users, Login & Sync Data

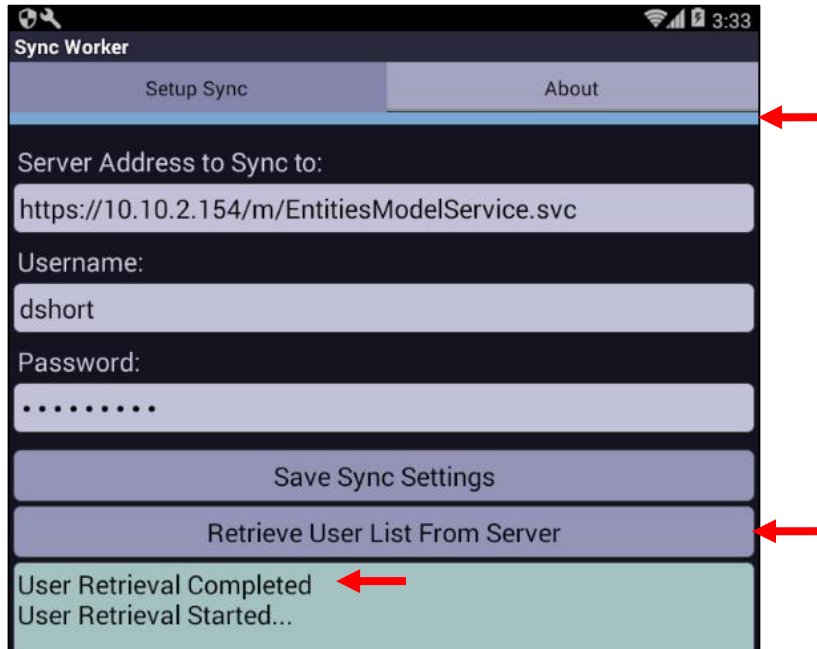
- 1 Open the **Tenmast Work Orders** mobile application.



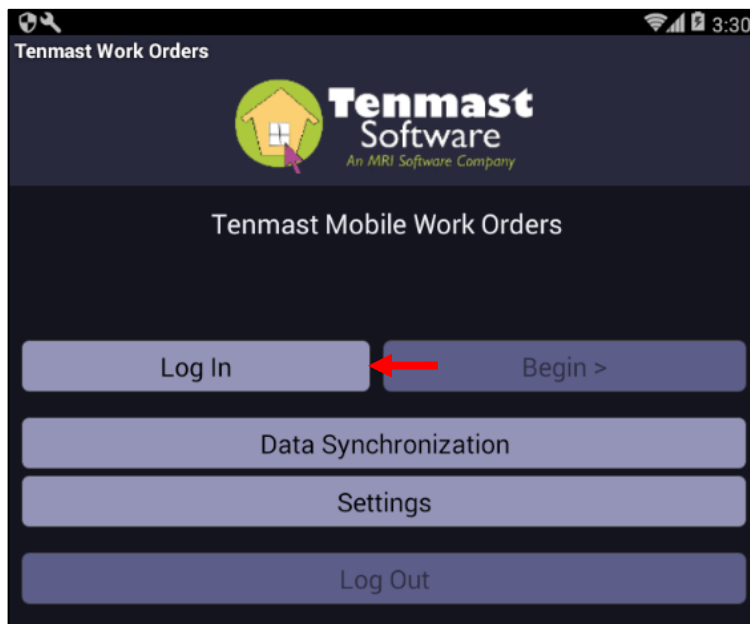
- 2 If new users have been added since this device was last used, you should update the user list. To do so, click the **Data Synchronization** button and go to step 3. Otherwise, go to step 4.



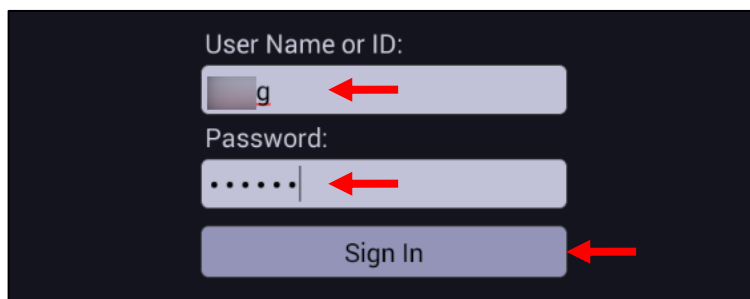
- 3 Click the **Retrieve User List From Server** button. When finished, the progress bar will be completely filled and you will see a *User Retrieval Completed* message. Click the **Back** button on the device.



- 4 Click the **Log In** button.

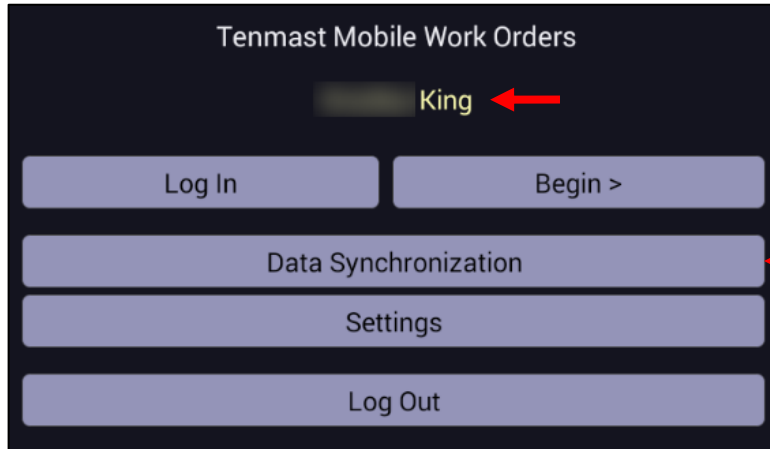


- 5 Enter your **User Name** and **Password**, then click the **Sign In** button.



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

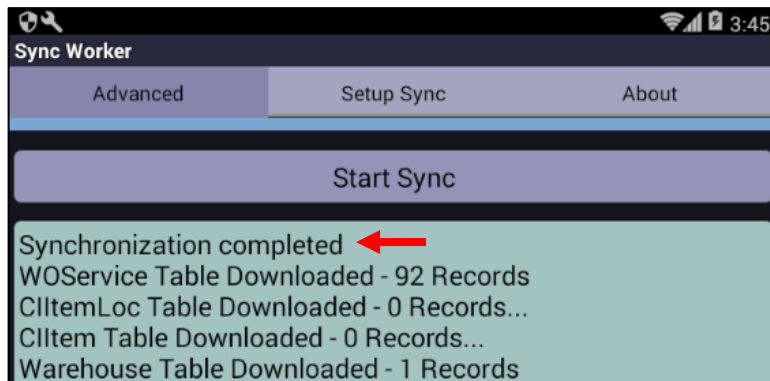
**Remember:** Synchronization is what makes the mobile app and desktop app communicate with each other. If you assign or unassign a work order to a user from the desktop, the mobile app will not know it until the mobile user syncs again. Likewise, if a work order is done on the mobile app, the desktop will not know it until the mobile app is synced 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.

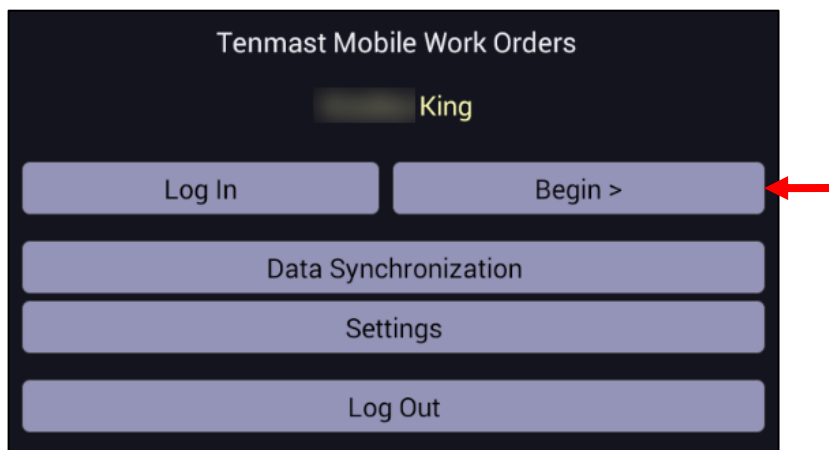


8 Once the sync has finished, the progress bar will be completely filled, and you will see a *Synchronization completed* message. Click the **Back** button on the device.

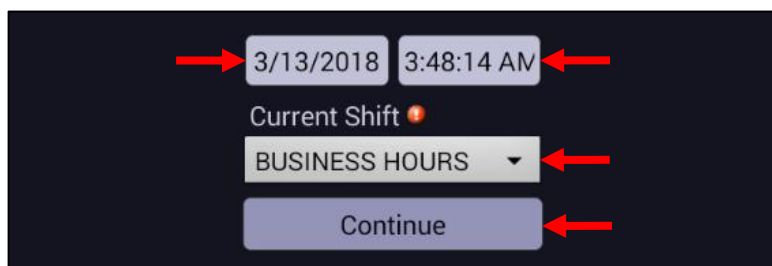


## Complete An Existing Work Order

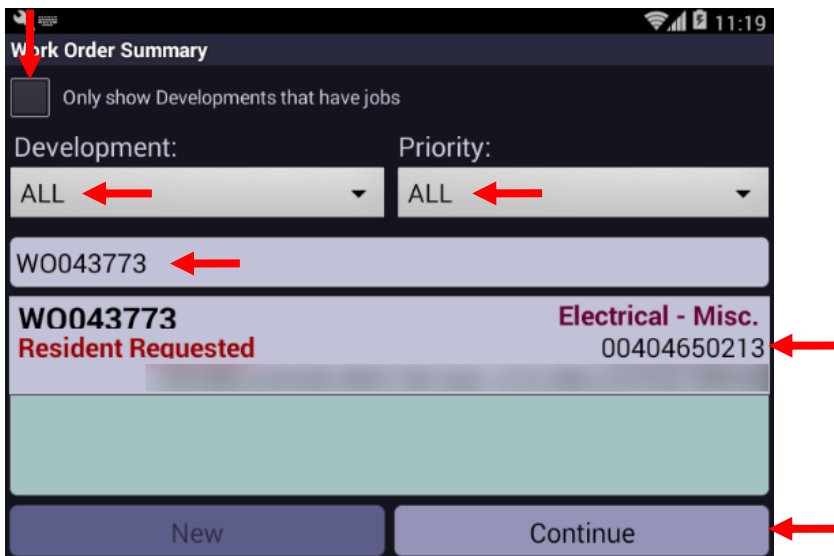
- 1 Click the **Begin >** button.



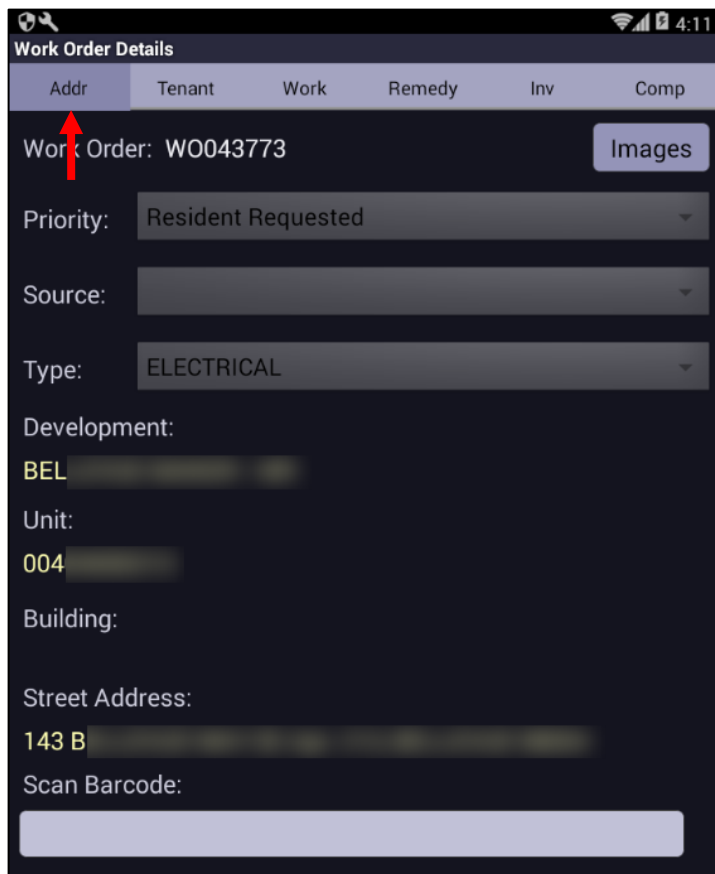
- 2 Verify the date and time, then select your **Current Shift**. *Business Hours* is the default, but there may be other options such as *Overtime Hours*. Click the **Continue** button.



- 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.



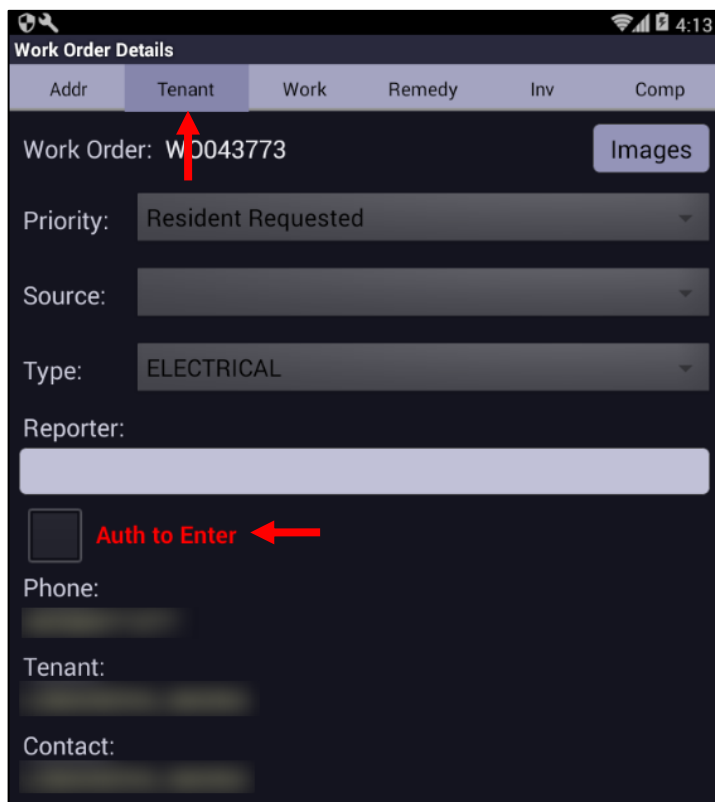
- 4 The **Work Order Details** screen opens. Select the **Addr** tab to view the location.



The screenshot shows the 'Work Order Details' screen with the 'Addr' tab selected. A red arrow points to the 'Addr' tab. The screen displays the following information:

- Work Order: WO043773
- Priority: Resident Requested
- Source:
- Type: ELECTRICAL
- Development: BEL
- Unit: 004
- Building:
- Street Address: 143 B
- Scan Barcode:

- 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.



The screenshot shows the 'Work Order Details' screen with the 'Tenant' tab selected. A red arrow points to the 'Tenant' tab. The screen displays the following information:

- Work Order: WO043773
- Priority: Resident Requested
- Source:
- Type: ELECTRICAL
- Reporter:
- ☐ Auth to Enter
- Phone:
- Tenant:
- Contact:


- 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.

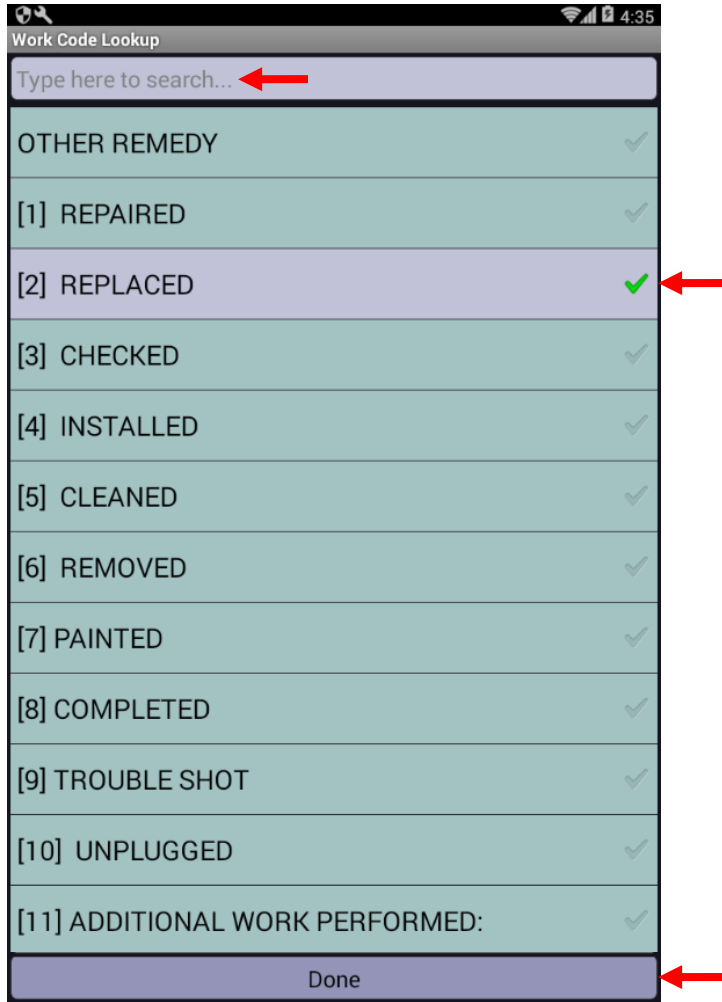
The screenshot shows the 'Work Order Details' screen with the 'Work' tab selected. The top navigation bar includes 'Addr', 'Tenant', 'Work', 'Remedy', 'Inv', and 'Comp'. The 'Work' tab is highlighted. Below the tabs, the 'Work Order' is 'W0043773'. There is an 'Images' button. The 'Priority' is 'Resident Requested', 'Source' is empty, and 'Type' is 'ELECTRICAL'. The 'Job Code' is 'Electrical - Misc.'. The 'Work Requested' section contains the text: 'electrical outlet in livingroom (left side as you enter) is not working & needs to be looked at and checked.' At the bottom, there is a 'Start Job' button. A red arrow points to the 'Work' tab, and another red arrow points to the 'Start Job' button.

- 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

The screenshot shows the 'Work Order Details' screen with the 'Remedy' tab selected. The top navigation bar includes 'Addr', 'Tenant', 'Work', 'Remedy', 'Inv', and 'Comp'. The 'Remedy' tab is highlighted. Below the tabs, the 'Work Order' is 'W0043773'. There is an 'Images' button. The 'Priority' is 'Resident Requested', 'Source' is empty, and 'Type' is 'ELECTRICAL'. The 'Work Codes' section has a 'Select' button. Below this is a large text area for 'Comments'. A red arrow points to the 'Remedy' tab, and another red arrow points to the 'Select' button.

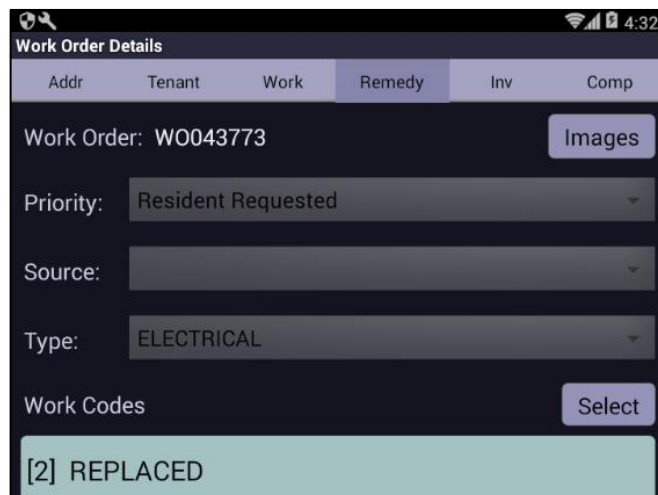
- 8 A list of applicable work codes is displayed. Select the code(s) you want to enter. You can filter a long list of codes by entering keywords in the search box. When finished, click the **Done** button.

 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.



Work Code Lookup	
Type here to search...	
OTHER REMEDY	<input type="checkbox"/>
[1] REPAIRED	<input type="checkbox"/>
[2] REPLACED	<input checked="" type="checkbox"/>
[3] CHECKED	<input type="checkbox"/>
[4] INSTALLED	<input type="checkbox"/>
[5] CLEANED	<input type="checkbox"/>
[6] REMOVED	<input type="checkbox"/>
[7] PAINTED	<input type="checkbox"/>
[8] COMPLETED	<input type="checkbox"/>
[9] TROUBLE SHOT	<input type="checkbox"/>
[10] UNPLUGGED	<input type="checkbox"/>
[11] ADDITIONAL WORK PERFORMED:	<input type="checkbox"/>
Done	

- 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.



Work Order Details					
Addr	Tenant	Work	Remedy	Inv	Comp
Work Order: W0043773			Images		
Priority:	Resident Requested				
Source:					
Type:	ELECTRICAL				
Work Codes			Select		
[2] REPLACED					

- 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.

The screenshot shows the 'Work Order Details' screen. At the top, there are tabs: 'Addr', 'Tenant', 'Work', 'Remedy', 'Inv', and 'Comp'. The 'Inv' tab is selected, indicated by a red arrow. Below the tabs, the 'Work Order' is 'W0043773'. There is an 'Images' button. The 'Priority' is 'Resident Requested'. The 'Source' is a dropdown menu. The 'Type' is 'ELECTRICAL'. The 'Warehouse' is 'MAIN WAREHOUSE', with a red arrow pointing to the dropdown arrow. Below this is the 'Description' field with a search icon. The 'Available Quantity' and 'Units of Measure' are also shown. The 'Stock #' field has a search icon. The 'Quantity' is '1' with '+' and '-' buttons. At the bottom, there is a table with columns: 'InventoryDesc', 'QtyUsed', 'Warehouse', and 'StockNum'.

- 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.

The screenshot shows the 'Description' field with a search icon to its right. A red arrow points to the search icon.

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.

The screenshot shows the 'Inventory Lookup' screen. At the top, there is a 'Search' box with a red arrow pointing to it. Below the search box are 'Cancel' and 'Select' buttons, with a red arrow pointing to the 'Select' button. Below the buttons is a list of items: '105322 - Standard Electrical Outlet' and '351448 - Standard Eletrical Plate'. A red arrow points to the first item in the list.

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.

The screenshot shows the 'Stock #' field with the value '105322' and a search icon to its right. A red arrow points to the search icon.

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

The screenshot shows the 'Work Order Details' screen with the 'Description' field filled with 'Standard Electrical Outlet'. Below it, the 'Available Quantity' is '20', the 'Units of Measure' is 'Each', and the 'Stock #' field is filled with '105322'.



- 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.



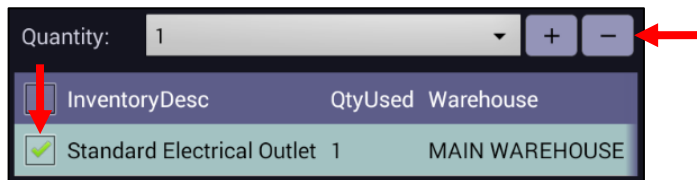
Quantity: 1   **+** **-**


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

<input type="checkbox"/>	InventoryDesc	QtyUsed	Warehouse
<input type="checkbox"/>	Standard Electrical Outlet	1	MAIN WAREHOUSE

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

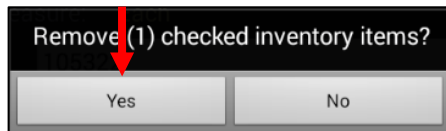
- 14 If you need to remove an item that was added by mistake, check the box to the left of the item in the grid, then click the **-** button.



Quantity: 1 **+** **-** 

<input type="checkbox"/>	InventoryDesc	QtyUsed	Warehouse
<input checked="" type="checkbox"/>	Standard Electrical Outlet	1	MAIN WAREHOUSE

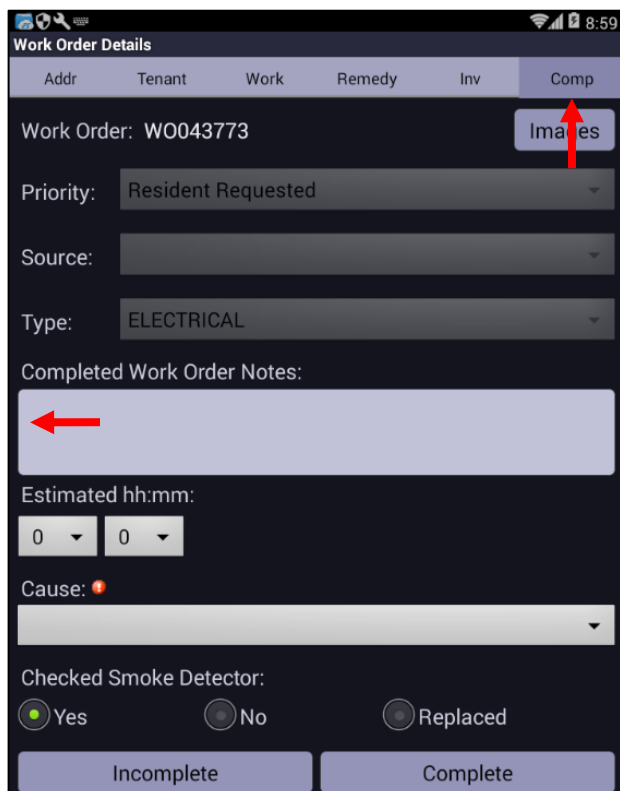
At the confirmation, click the **Yes** button.



Remove (1) checked inventory items?

**Yes** **No**

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



Work Order Details

Addr Tenant Work Remedy Inv **Comp**

Work Order: WO043773 **Images**

Priority: Resident Requested

Source:

Type: ELECTRICAL

Completed Work Order Notes:

Estimated hh:mm: 0 0

Cause:

Checked Smoke Detector: ☒ Yes ☐ No ☐ Replaced

**Incomplete** **Complete**

- 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.



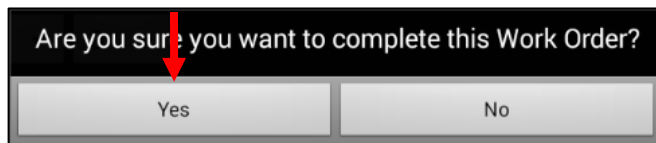
- 18 Select whether or not you checked or replaced smoke detectors while onsite for the work order.



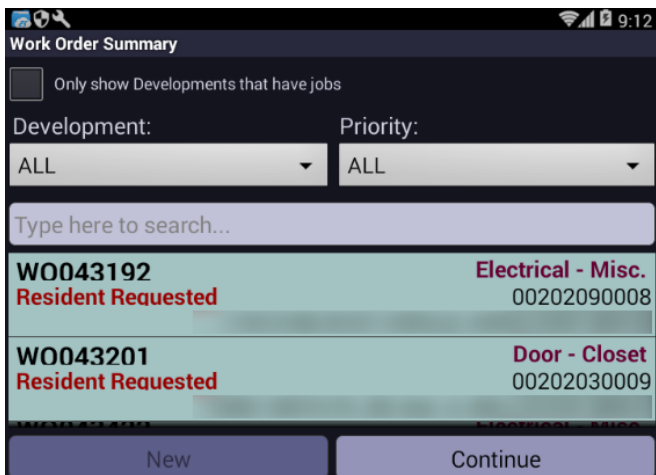
- 19 If you are leaving the site but are not done and will be returning later to finish the job, click the **Incomplete** button. Time will stop being tracked for this job. If you are finished with the job, click the **Complete** button.



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

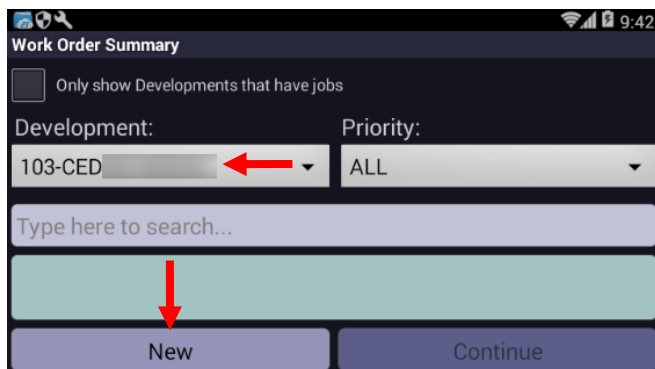



- 21 The **Work Order Summary** screen re-opens. The completed job no longer appears in the list. You can select another work order and continue working.

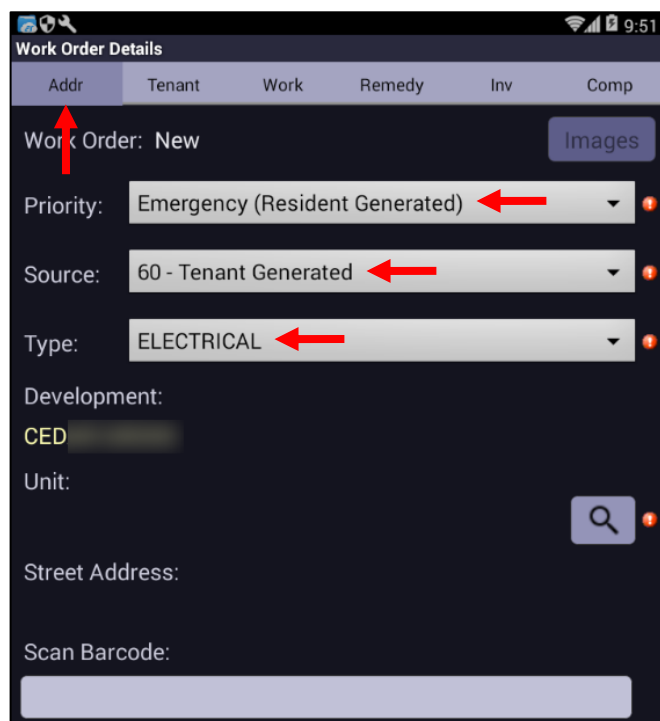


## Create A New Work Order

- 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.



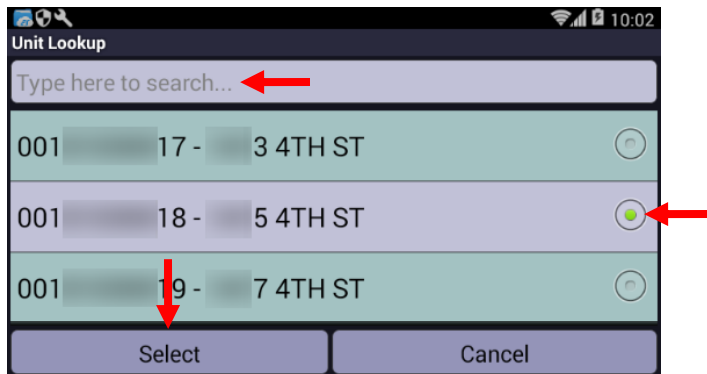
- 3 The **Work Order Details** screen opens. Select the **Addr** tab, then select the **Priority**, **Source** and **Type**. Exclamation points  indicate required fields.



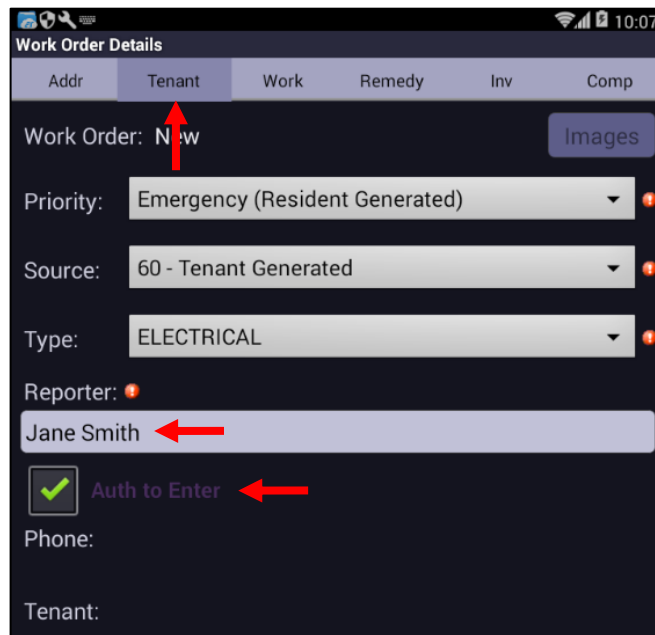
- 4 Although the **Unit** field is marked as required, it is optional. There may be times when a work order applies to a common area and not a specific unit. If you are selecting a unit, click the magnifying glass button to the right and go to step 5. Otherwise, go to step 6.



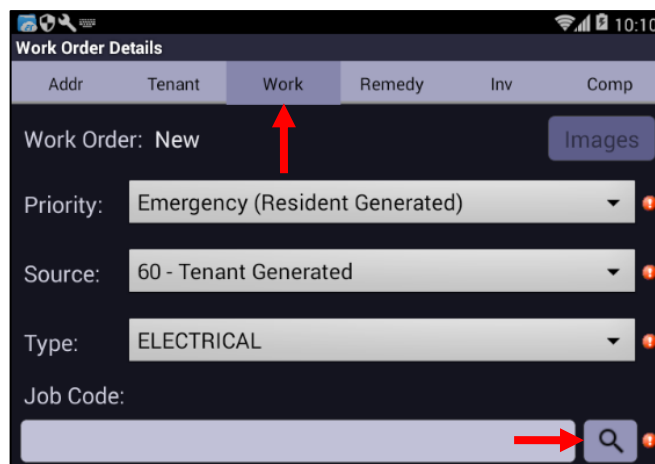
- 5 A list of units for this development is displayed. Select the desired unit in the list. You can filter a long list of units by entering keywords in the search box. When finished, click the **Select** button. The **Unit** and **Street Address** fields will be filled in on the **Addr** tab automatically.



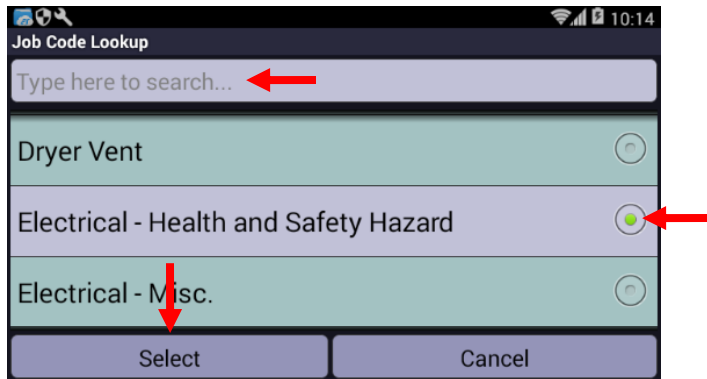
- 6 Select the **Tenant** tab to view tenant information (if any). In the **Reporter** field, enter the name of the person who reported the issue. If you selected a unit and the **Auth to Enter** box is checked, you have authorization to enter the unit. If unchecked, you do not have authorization to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



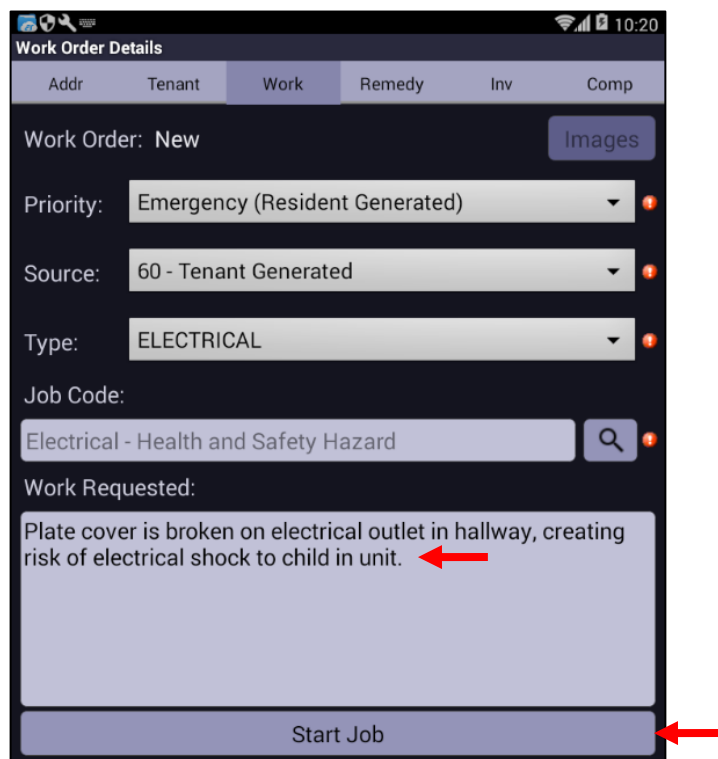
- 7 Select the **Work** tab, then click the magnifying glass button to the right of the **Job Code** field.



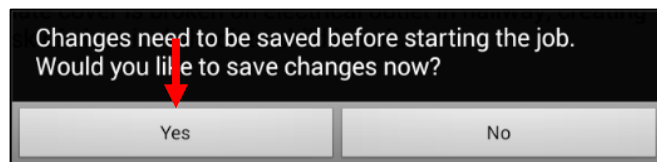
- 8 A list of available job codes is displayed. Select the desired code in the list. You can filter a long list of job codes by entering keywords in the search box. When finished, click the **Select** button.



- 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.

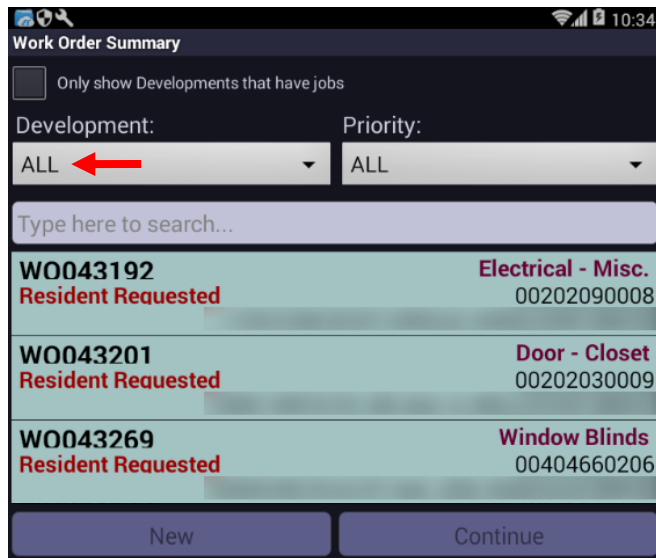


- 10 After clicking the **Start Job** button, save the job by clicking the **Yes** button at the confirmation.



- 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**.



Work Order Summary

☐ Only show Developments that have jobs

Development: ALL Priority: ALL

Type here to search...

WO043192	Electrical - Misc.
Resident Requested	00202090008
WO043201	Door - Closet
Resident Requested	00202030009
WO043269	Window Blinds
Resident Requested	00404660206

New Continue

## Upload Images For A Work Order

The Images feature is coming soon!

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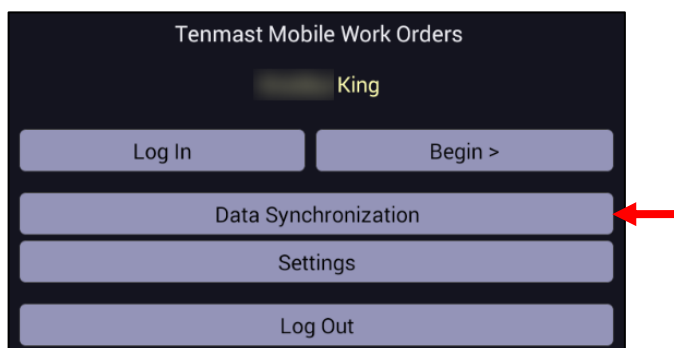
The Images feature is coming soon!



The Images feature is coming soon!

## Sync Data & Logoff

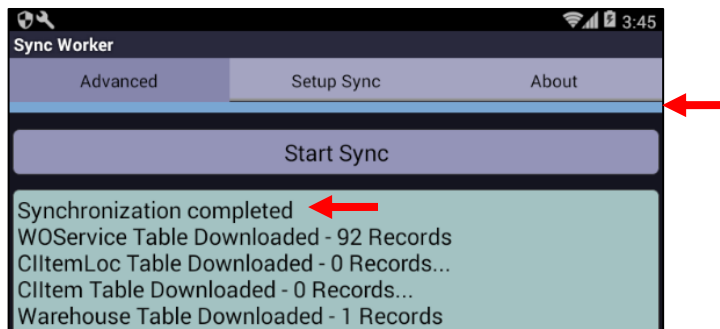
- 1 When you are finished working and ready to turn off the mobile device, click the **Back** button on the device until you return to the **Home** screen. Then click the **Data Synchronization** button.



- 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.

