5.0 User Guide

Mobile Dispatch

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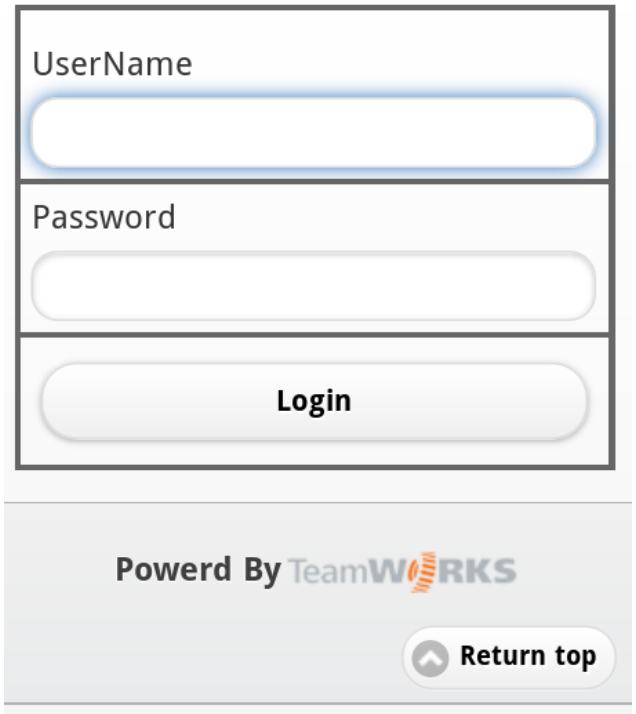
Mobile Dispatch

The TeamWORKS Mobile Dispatch is a tool for technicians to view and complete their assigned Work Orders. Using a standard browser, simply login to the TeamWORKS Mobile Dispatch web page and field users can manage and complete their existing Work Orders instantly.

Mobile User Instructions

Login to TeamWORKS Mobile Dispatch. After login your will be directed to the Work Order List Page.



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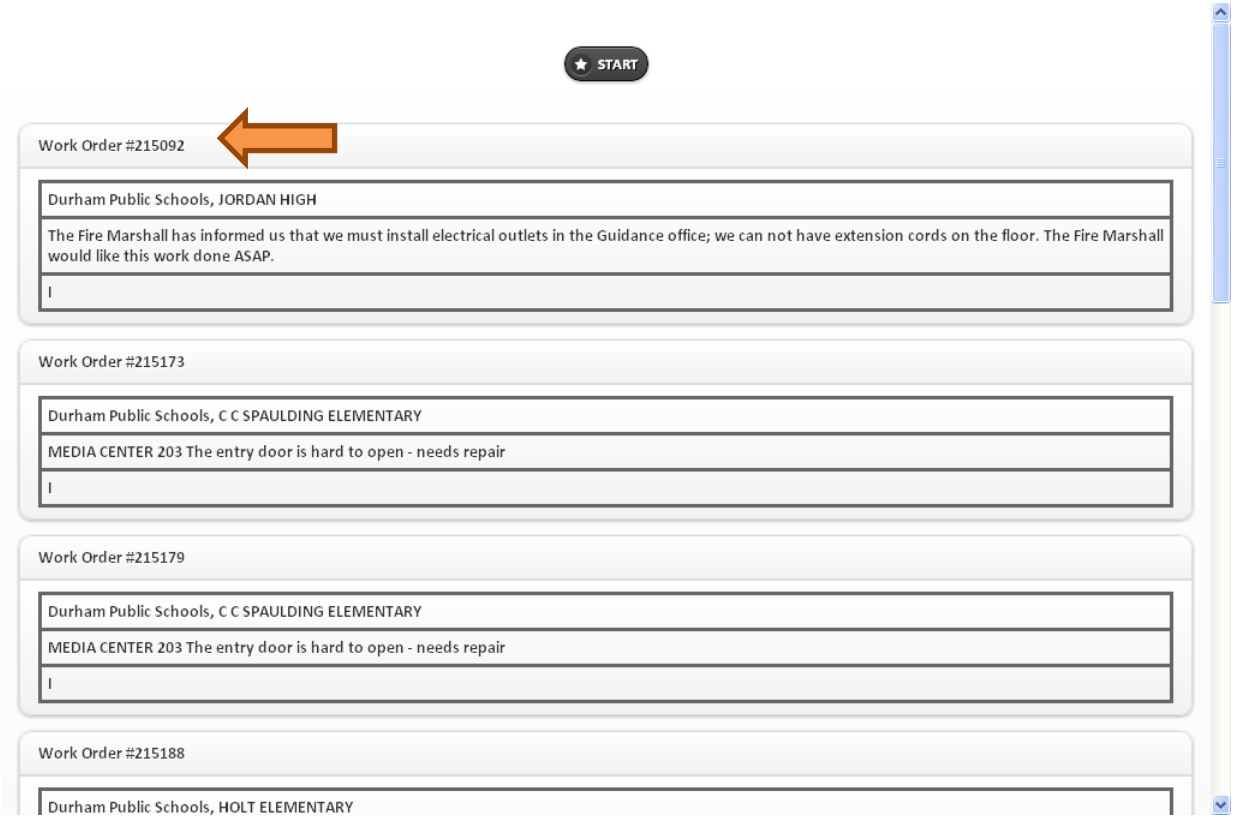
Work Order List Page

After login you will be directed to the Work Order List page. Here you will need to press the START button. Once you click the start button it will select the Work Order placed TOP in the list automatically and display its details allowing you to perform more functions against the work order.



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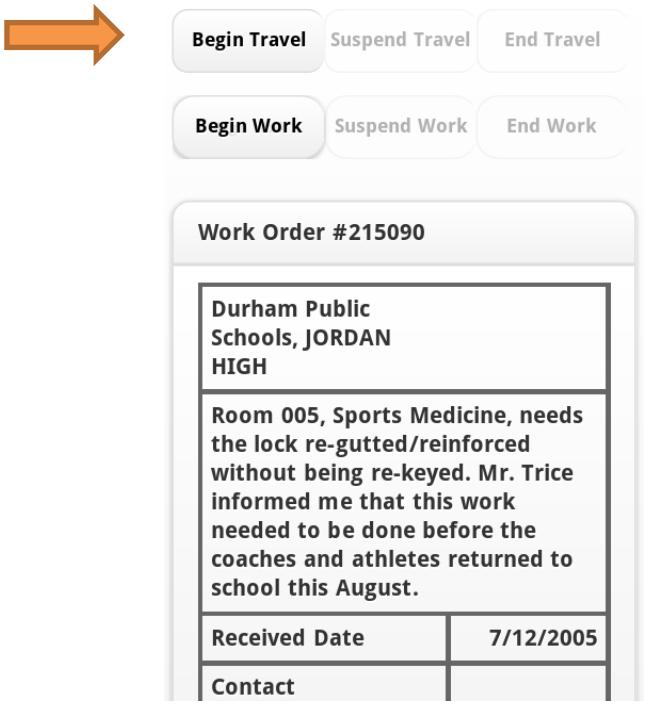
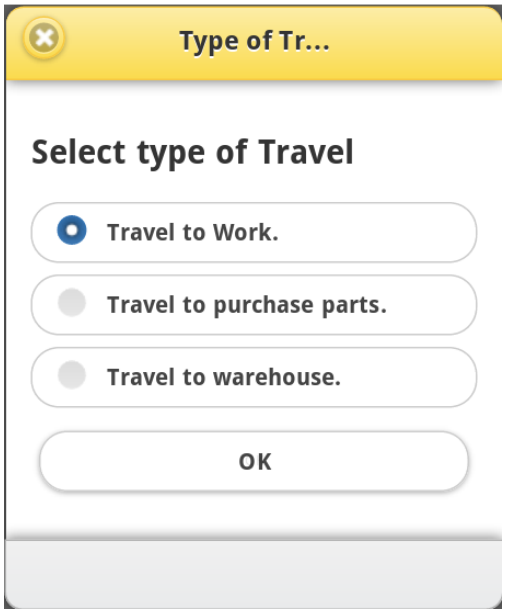
Once you select the WORK ORDER you can perform BEGIN TRAVEL or BEGIN WORK functions against that specific work order.



When you select BEGIN TRAVEL it will ask you to select options as shown in the below screen shot. You will need to select any one of these three options before you press BEGIN TRAVEL>



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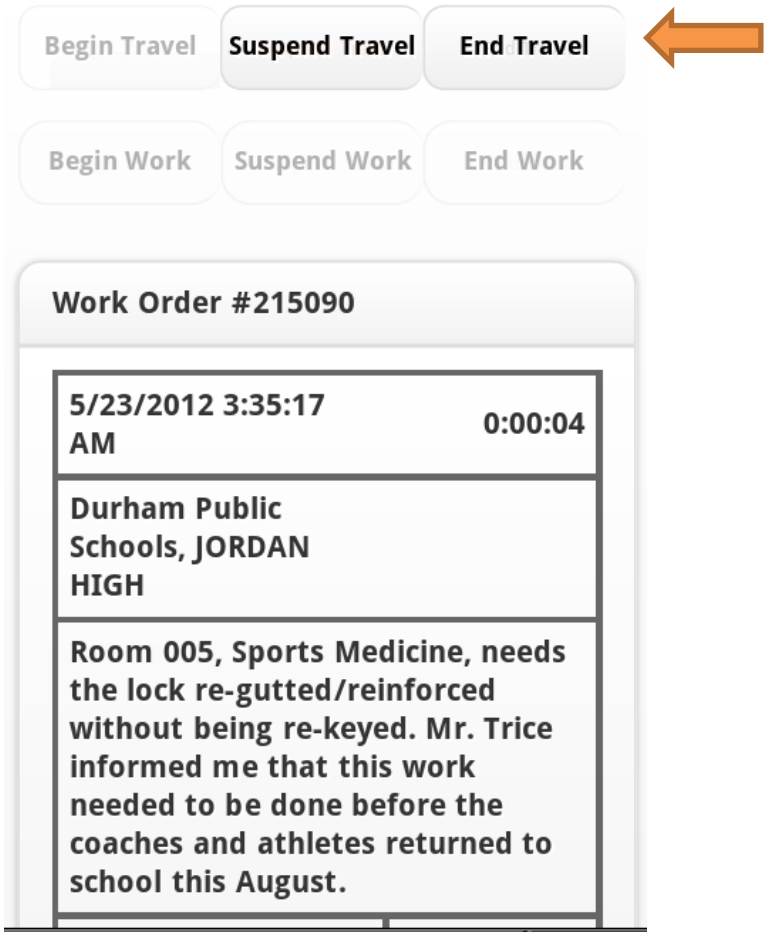
Once your selection is made and you press BEGIN TRAVEL, the system will start counting the time for each option until you press either SUSPEND TRAVEL or END TRAVEL .



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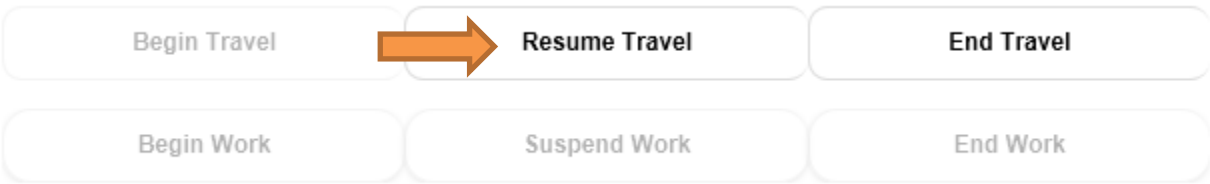
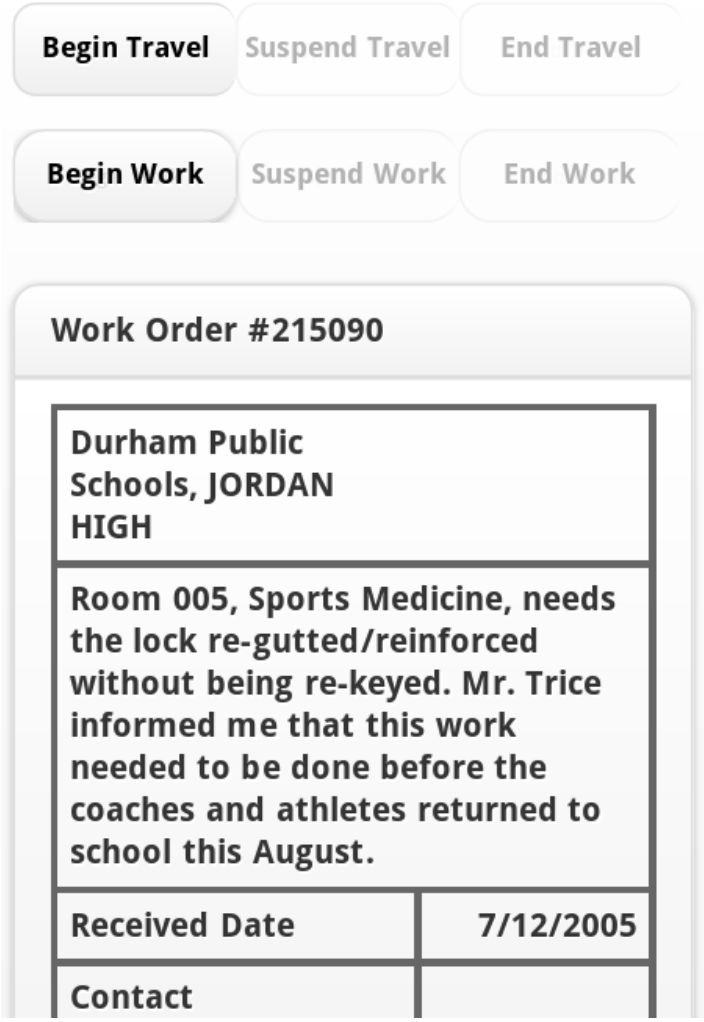
SUSPEND TRAVEL will make a “RESUME TRAVEL” link the only selectable link. When selected Resume Travel adds continues the count for the travel transaction. “End Travel” completes the travel transaction and brings the user back to the main work order form.



After completion of TRAVEL you can BEGIN WORK. Once you click the BEGIN WORK button the timer starts counting time spent on work against your selected work order until you press END WORK.



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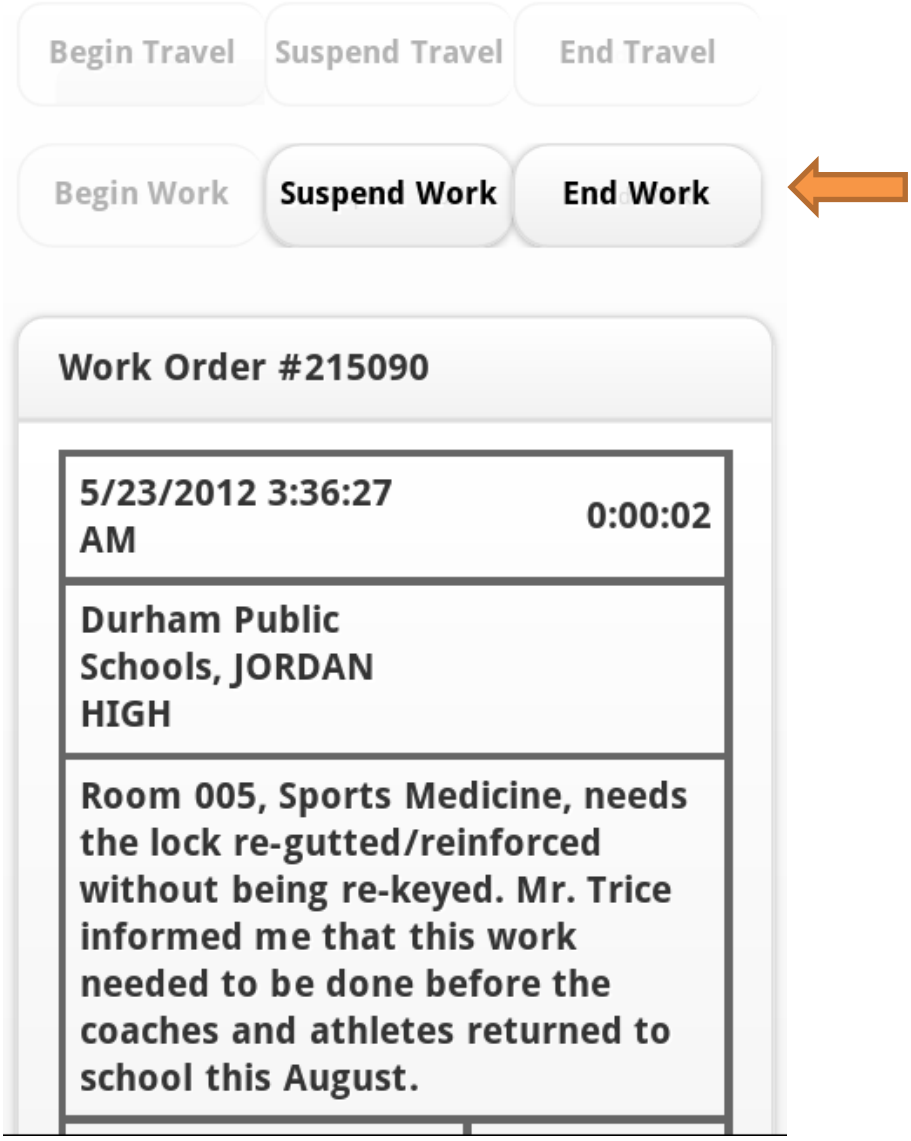
NOTE: Once you finish the work you need to press END WORK to put more details against the work done such as Inventory,Purchase,resolution and status.



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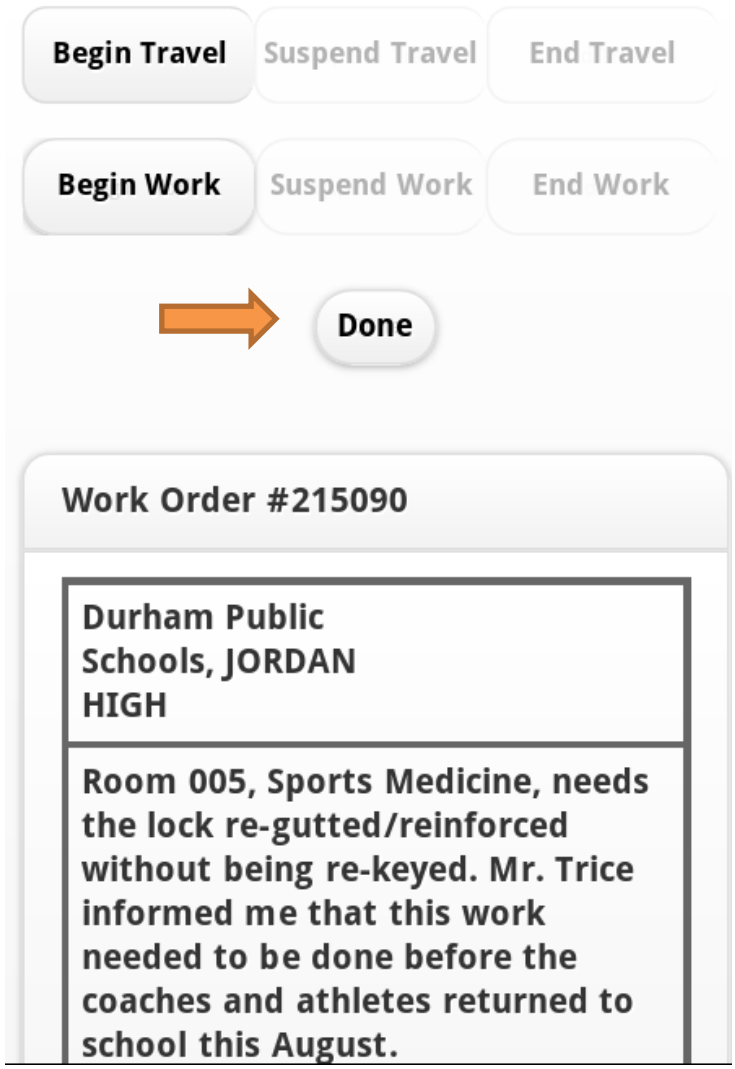
Once you press the END WORK button the screen will display the DONE button. This will finalize the work as complete and TIME spent on TRAVEL AND WORK. This will take you to the Resolution page.



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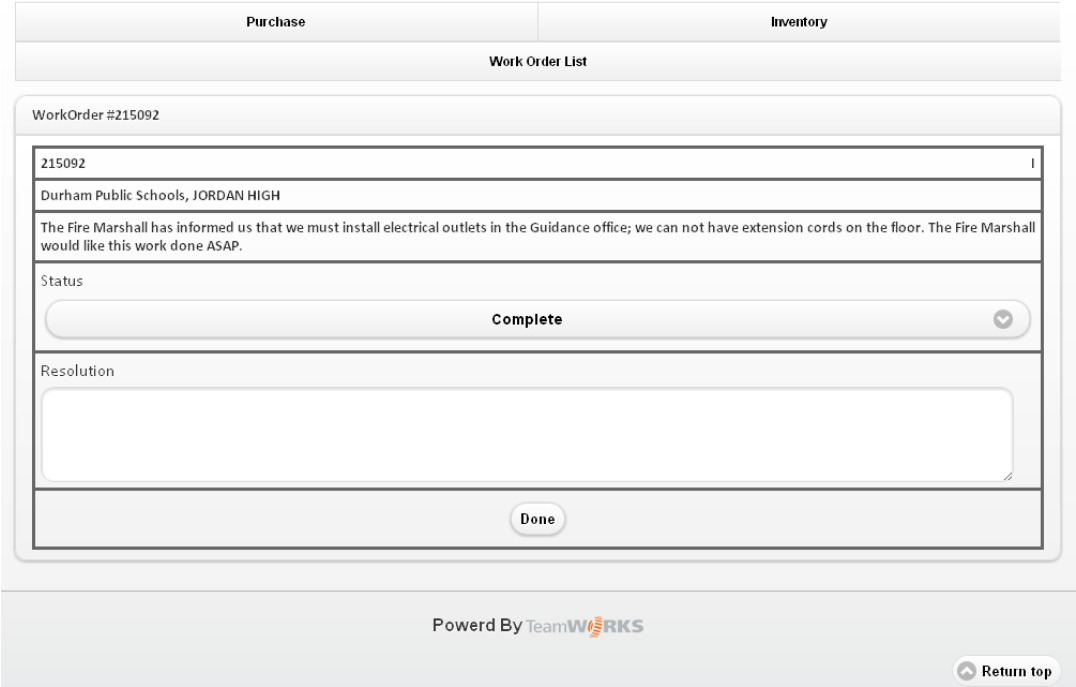
Work Order Resolution form

This form allows you to update the status of the work done and its resolution. Before updating the resolution you can make entries against purchase and Inventory.

NOTE: Once you submit resolution the system will not allow you to make entries against Purchase and inventory as it will be considered complete.



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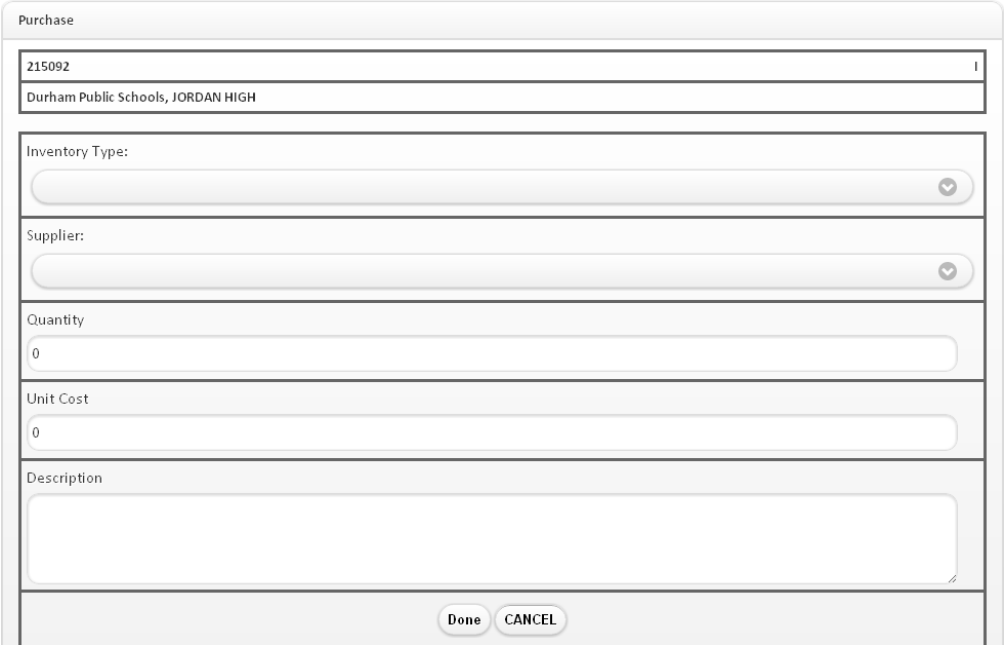
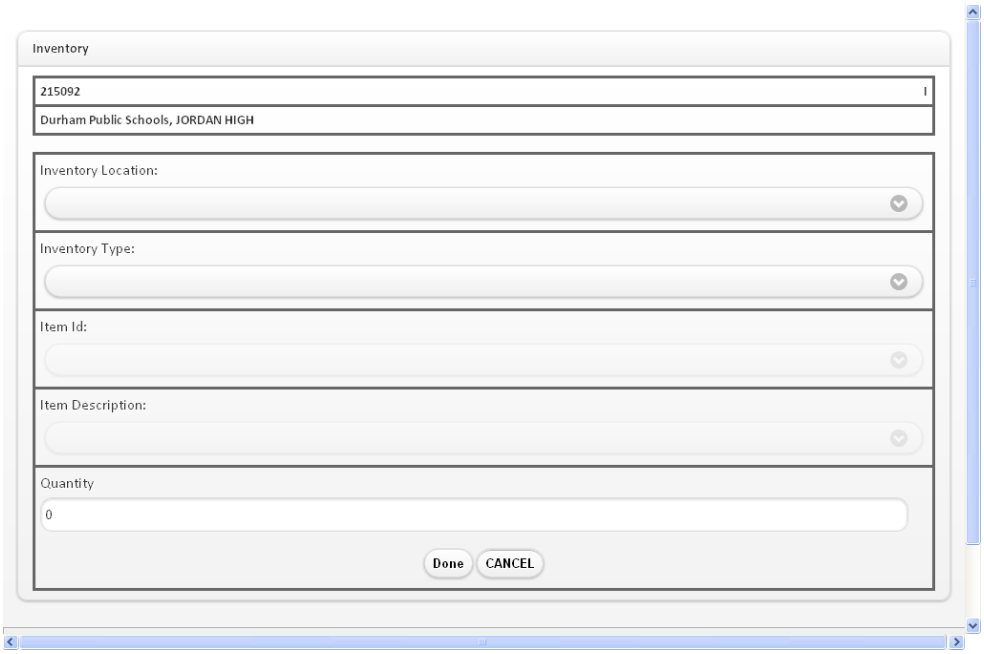
Purchase Form – This form allows you to make entries for purchase transactions.



Inventory – This form allows you to make entries for Inventory transactions.



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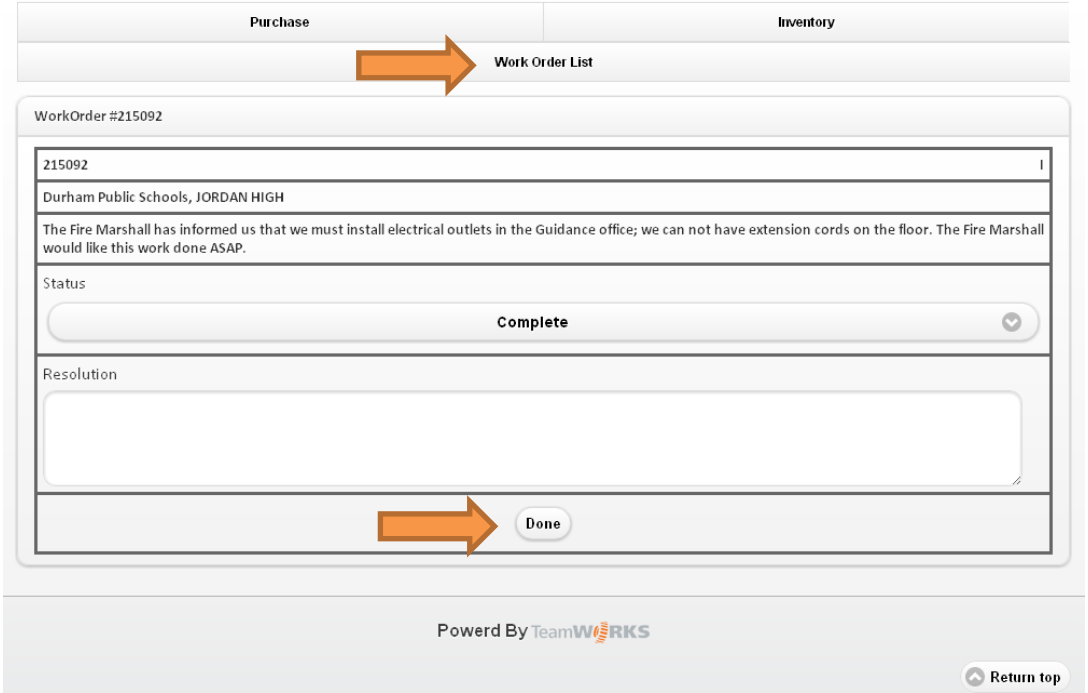
Work Order Form

This takes you to the work order list page without updating the resolution. The Work ORDER LIST or DONE button will take you to order list where you can choose another work order.



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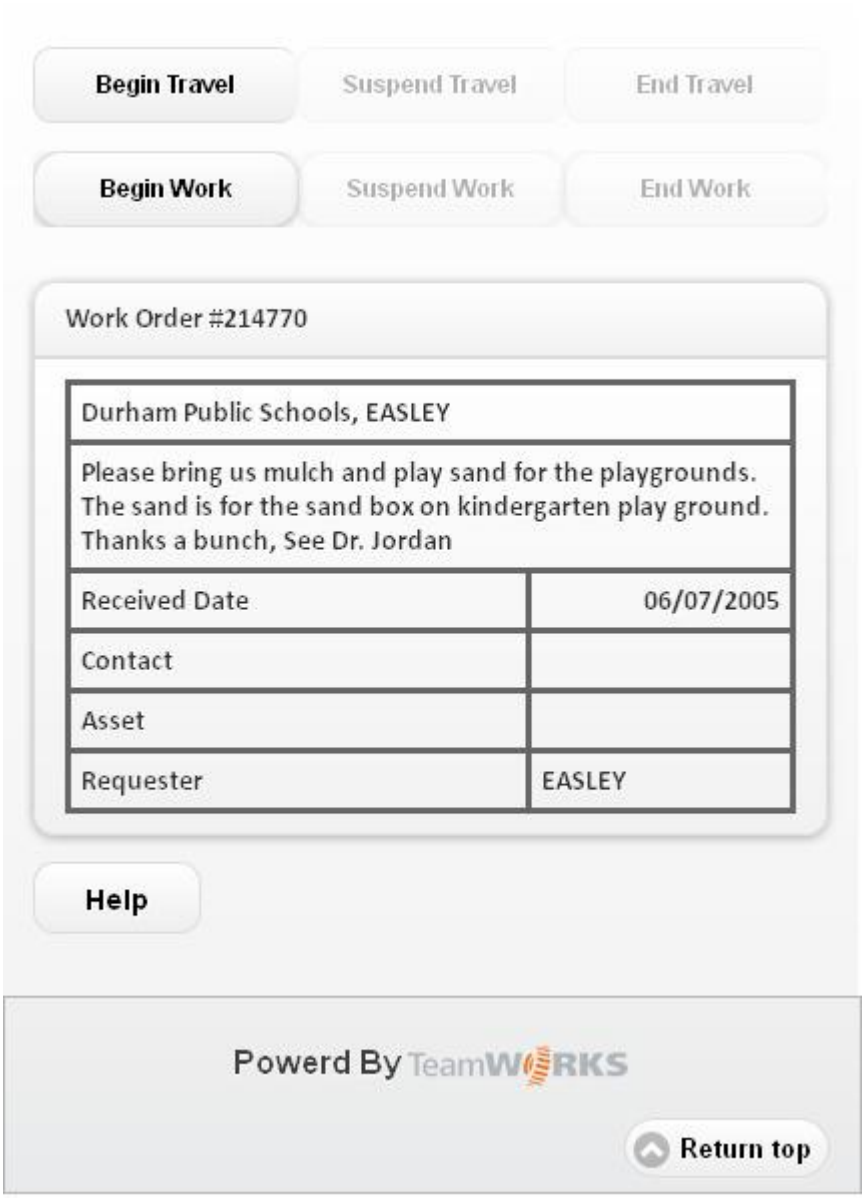
Help

Once you press the Help Button the screen will display two options Request Help and Provide Help.



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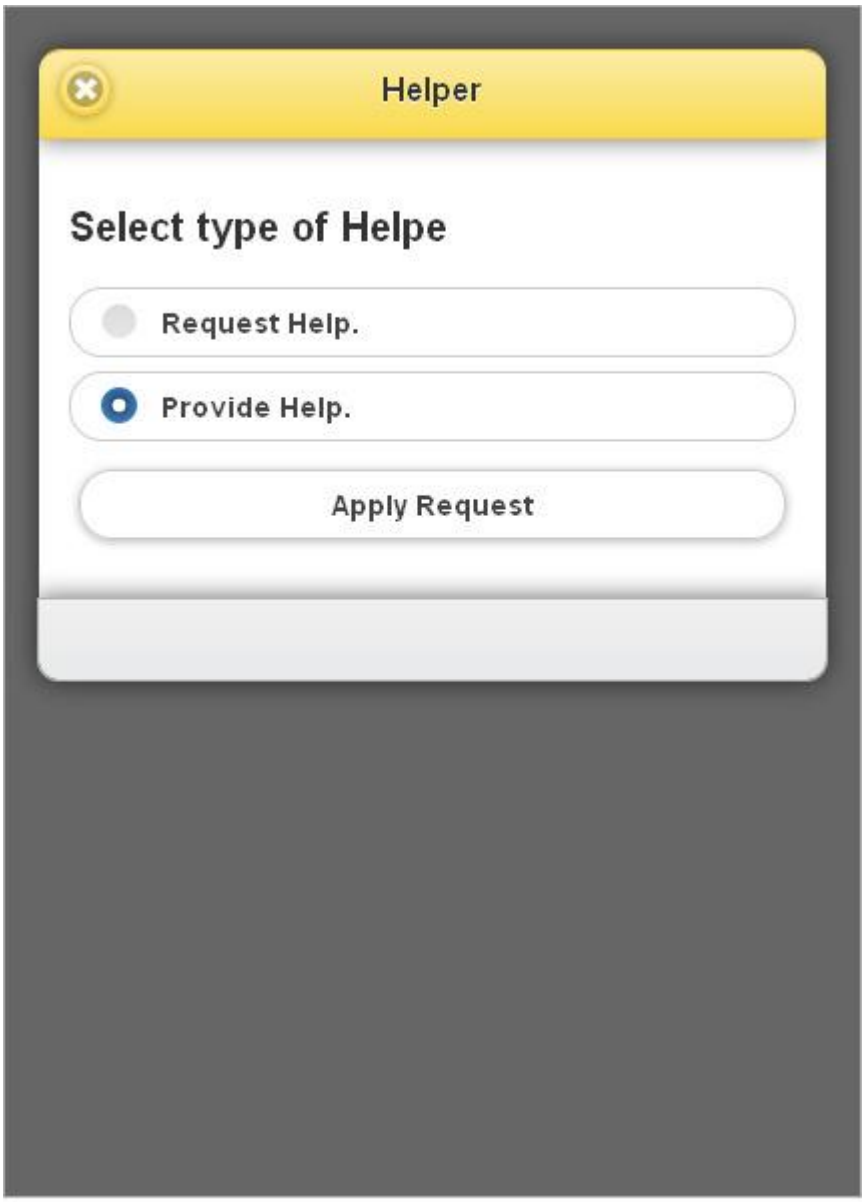
Provide Help allows you to start a new work order.



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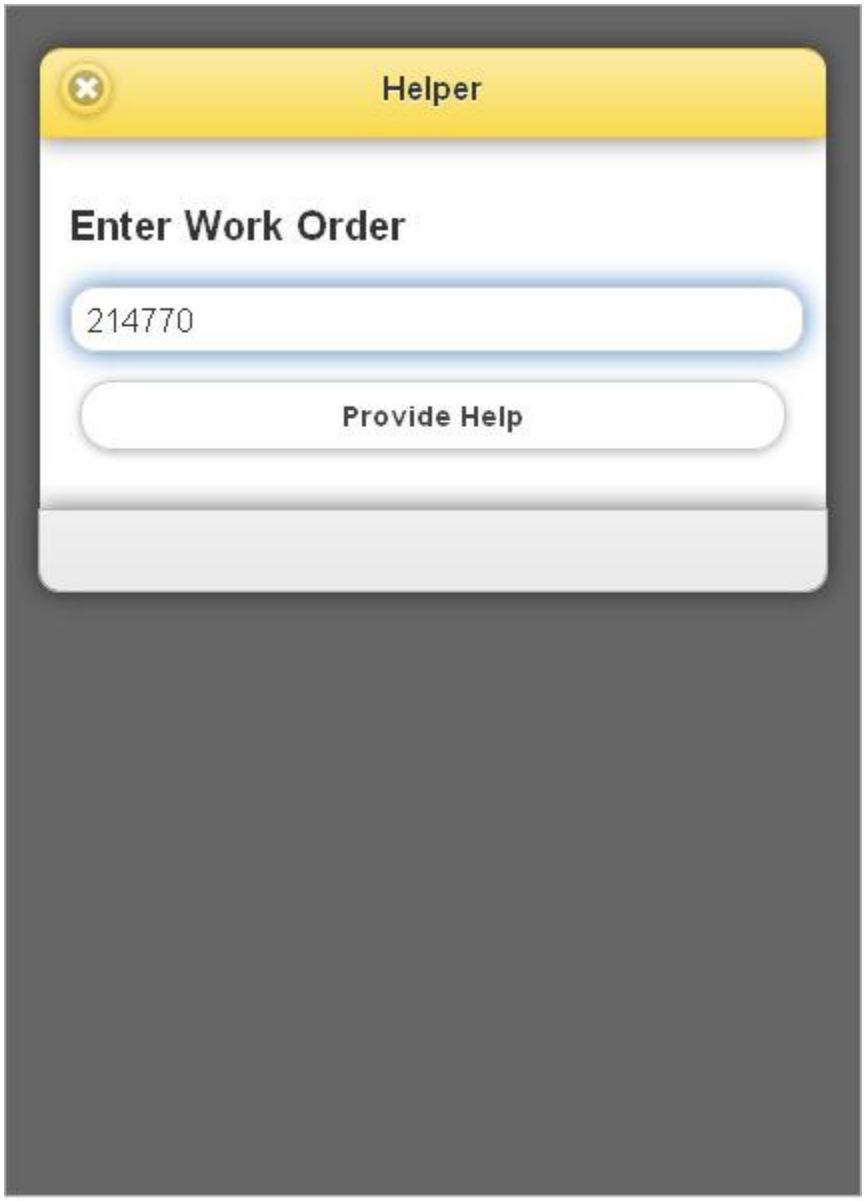

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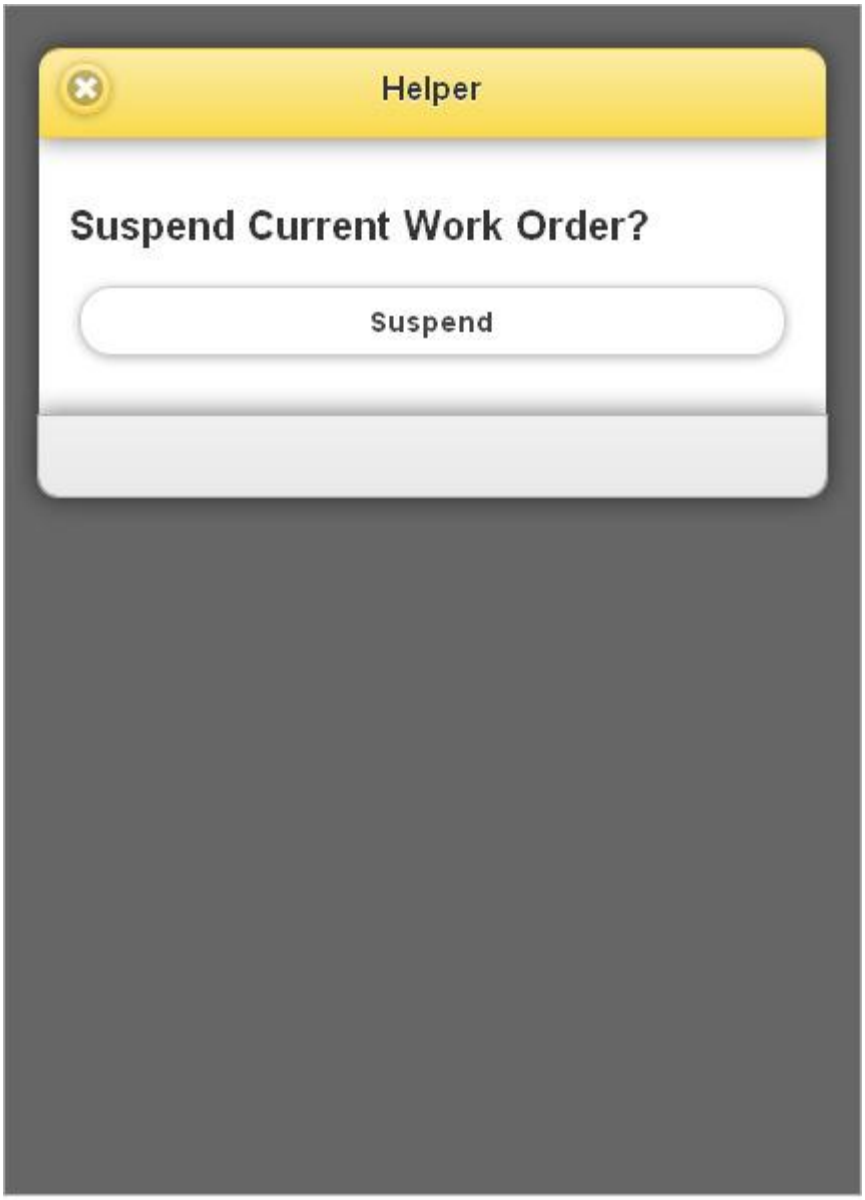
The running work order will be suspended after choosing new one. Press SUSPEND to disconnect the running work order.



Customer Support

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