

# Technician Mobile Quick Start Guide

## *Android & iPhone Devices*

This guide is intended to get you going quickly with the CorrigoNet Mobile App and only details some of the essential functions. For a detailed look at the application please refer to complete Android & iPhone User Guide.

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## Installation & Login

To install the CorrigoNet Mobile app for Android phones, do the following:

1. Download the CorrigoNet Mobile app from the Google Play Store for Android:

<https://play.google.com/store/search?q=corrigo-net>

**OR**

1. Download the CorrigoNet Mobile app from the Apple Store:

[itunes.apple.com/us/app/apple-store](https://itunes.apple.com/us/app/apple-store)



2. Enter your login name, password, and company name.

Company Name = CBRE Sprint

4. At the prompt, "CorrigoNet would like to use your current location," select OK.

## Home Screen

1. When you login, you will be taken to the CorrigoNet Home Screen where you will see a list of sections:

- |                     |   |
|---------------------|---|
| A. My Work –        | Work assigned to you                            |
| B. Unassigned WOs – | Work Orders not assigned to anyone              |
| C. Providers Work – | Work assigned to third party (external) Vendors |
| D. Workload –       | View your teams workload                        |
| E. WOs by Status –  | All outstanding Work Order grouped by status    |

## Managing Assigned Work

1. The "My Work" screen is where as a technician you should be spending your time while mobile. Work Orders assigned to you are broken out in a variety of sub-sections depending upon the status of the Work Order.

My Work	
Alerts	0
Emergency	0
New	2 >
Open	0
Appointments	0
Scheduled	0
Unscheduled	3 >
On Hold	1 >
Need Attention	0
Completed Today	0
Requests	3 >
PM	0

- Each of the sections listed under “My Work” contains Work Orders presented in a list view with a high level description of the Work Order.
- To view the details of a Work Order, tap into a Work Order from the list view and you will see the exact details of the specific requests.

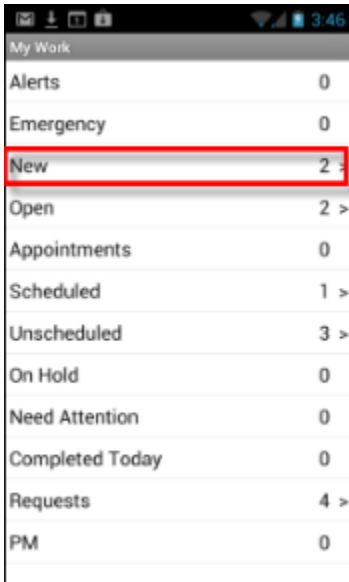
OPHW000002	
Number	OPHW000002
Type	Corrective Maintenance
Status	New >
Priority	P2-Urgent, 1st Available
Access/Appt	Not Applicable >
Scheduled Start	--/--/-- >
Due By	Today 3:00 pm
Customer	KSOPHW-11500 Outlook-JP Morgan >
Contact	joe
Contact Info	555-555-5555 >
Address	11500 Outlook, Overland Park, KS 66251
Assigned To	Mark B >

## Processing Work

### *Picking-Up Work*

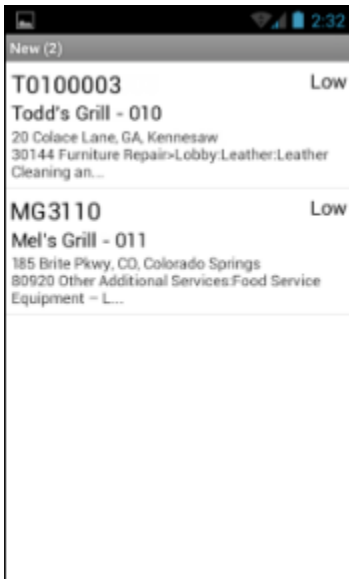
To pick up a new work order, do the following:

1. Go to the **My Work** screen.
2. Tap the **New** row.



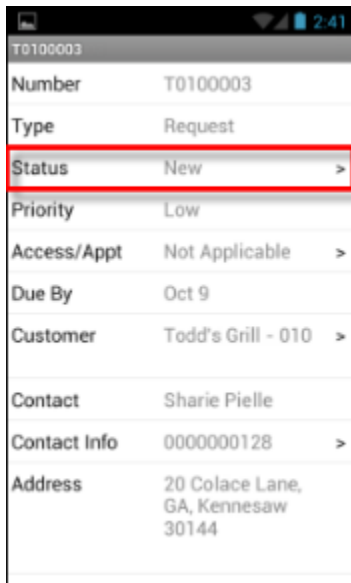
My Work	
Alerts	0
Emergency	0
<b>New</b>	<b>2</b>
Open	2 >
Appointments	0
Scheduled	1 >
Unscheduled	3 >
On Hold	0
Need Attention	0
Completed Today	0
Requests	4 >
PM	0

A list of all new work orders assigned to you appears, along with the work order number, street address, and problem that needs to be worked on.

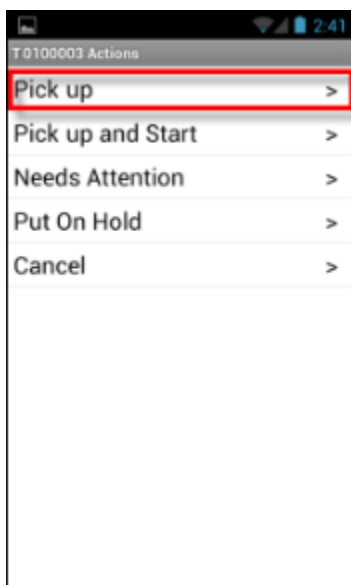


New (2)	
<b>T0100003</b>	Low
Todd's Grill - 010 20 Colace Lane, GA, Kennesaw 30144 Furniture Repair>Lobby:Leather:Leather Cleaning an...	
<b>MG3110</b>	Low
Mel's Grill - 011 185 Brite Pkwy, CO, Colorado Springs 80920 Other Additional Services:Food Service Equipment - L...	

3. Tap a work order to select it.
4. Pick up the work order by tapping the Status row on the work order details screen.



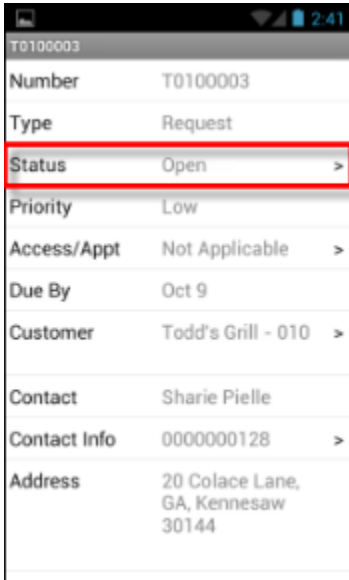
5. Tap **Pick up** to have the work order assigned to you and then tap **OK** on the popup screen that appears.



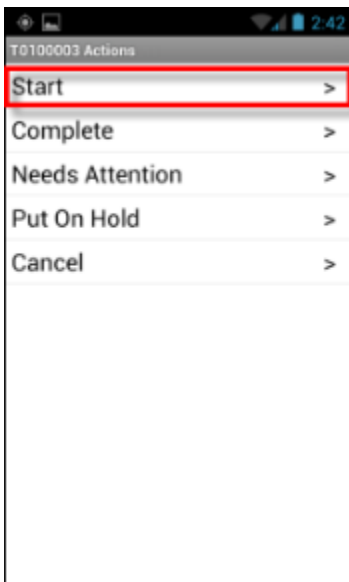
## Starting Work

After you have picked up a work order and are ready to begin working on it, do the following:

1. On the work order details screen, tap the **Status** row.

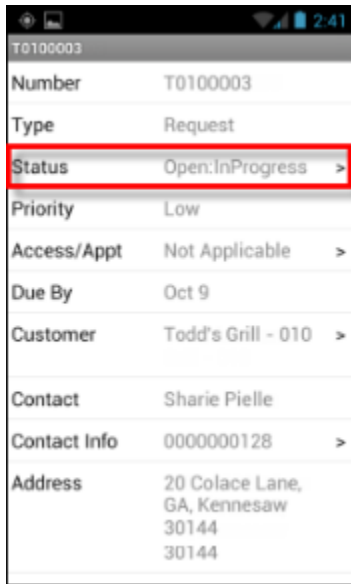


2. On the Actions screen that appears, tap **Start**.



3. At the prompt, confirm that you want to start the work order by tapping the **OK** button.

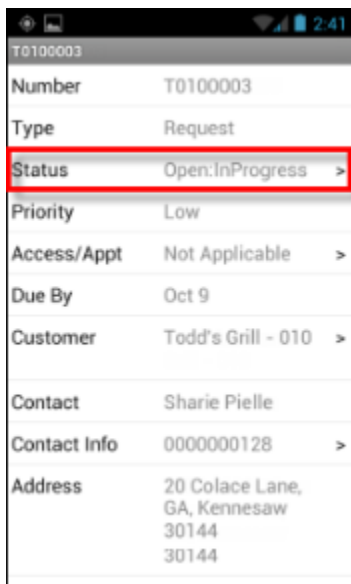
The status of the work order changes to Open: In Progress and the system starts recording the time you are spending on the work order.



T0100003	
Number	T0100003
Type	Request
Status	Open:InProgress >
Priority	Low
Access/Appt	Not Applicable >
Due By	Oct 9
Customer	Todd's Grill - 010 >
Contact	Sharie Pielle
Contact Info	0000000128 >
Address	20 Colace Lane, GA, Kennesaw 30144 30144

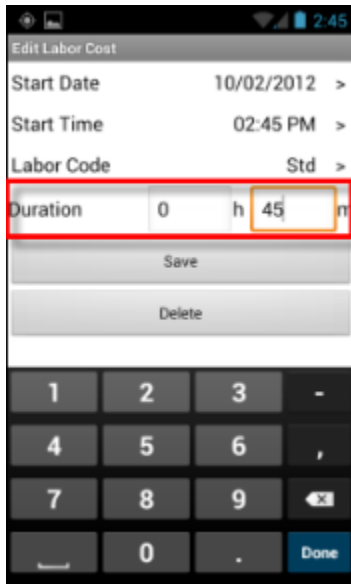
### *Putting Work on Hold*

1. To pause a work order that is already in progress, tap the **Status** row on the work order details screen.



T0100003	
Number	T0100003
Type	Request
Status	Open:InProgress >
Priority	Low
Access/Appt	Not Applicable >
Due By	Oct 9
Customer	Todd's Grill - 010 >
Contact	Sharie Pielle
Contact Info	0000000128 >
Address	20 Colace Lane, GA, Kennesaw 30144 30144

2. Select Pause from the list of options.
3. The Edit Labor Cost screen that appears displays all of the work you have done on the work order so far. If you need to edit the number of hours or minutes, tap the **Duration** field and then make the changes you want.



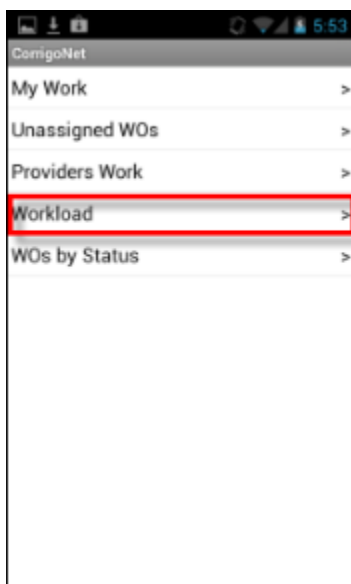
5. When you are done, tap the **Save** button at the bottom of the screen.

### *Reassigning a Work Order to another Technician*

**Note:** A work order cannot be reassigned if it has a status of Open:In Progress.

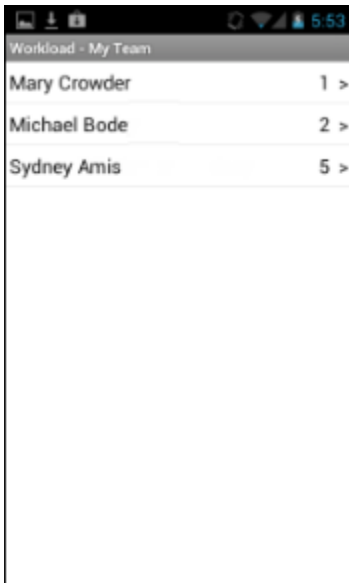
To assign or reassign work orders to members of your team, do the following:

1. Go to the **home** screen of the application.
2. Tap the **Workload** row.

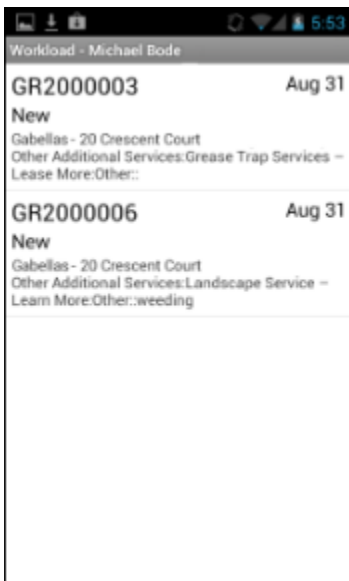




The Workload screen that opens lists the names of all members of your team who have at least one work order assigned to them. Beside each name is the number of work orders they are assigned to in the system.

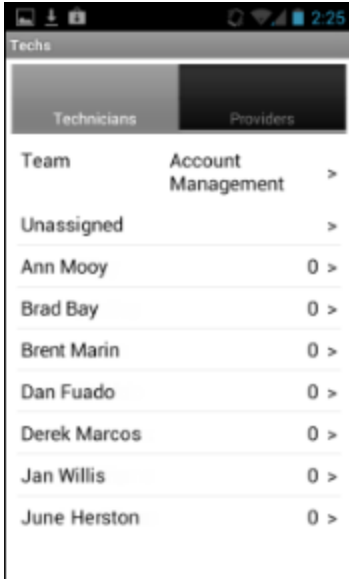


3. Tap a member's name to view a list of each of his or her work orders.

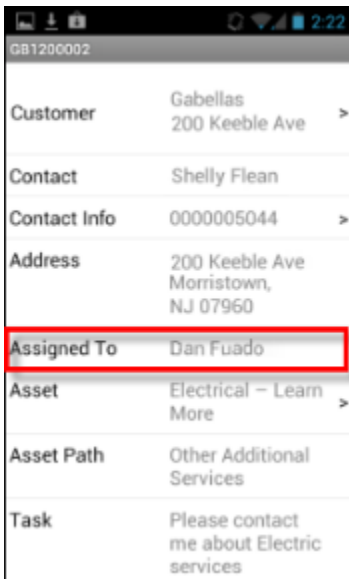


4. To remove a work order from the member's list and assign it to another team member, tap the work order.
5. On the work order details screen, tap the **menu** button on your phone.
6. Tap the **Reassign** button.

The Techs screen appears, with the Technicians tab displayed by default.



7. If the user you want to reassign the work order to is not part of the default team that is displayed, tap the **Team** row and then select the user's team on the popup screen that appears.
8. On the Techs screen, tap the name of the user you want to reassign the work order to. The work order details screen updates automatically and displays the new tech's name in the Assigned To row.



## *Adding Notes to a Work Order*

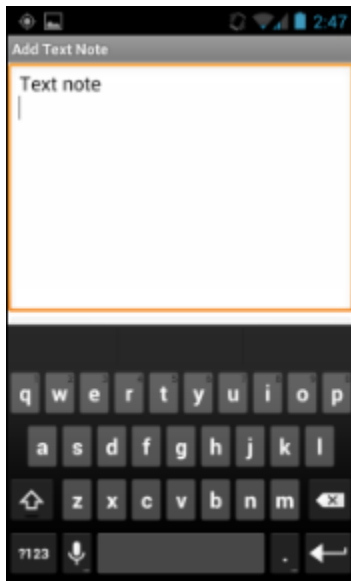
**Note:** These regular notes are separate from the Completion Notes that you add at the end of the task. As such, they can be added at any time, even when the work order has a status of Complete.

To enter a new note, do the following:

1. Tap the **Notes** row at the bottom of the default work order details screen.



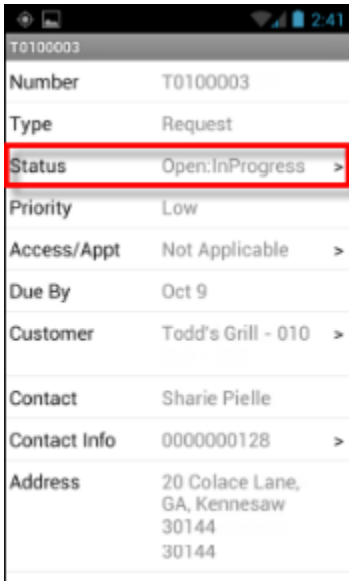
2. In the text-box on the Add Text Note screen, enter a note about the work order.



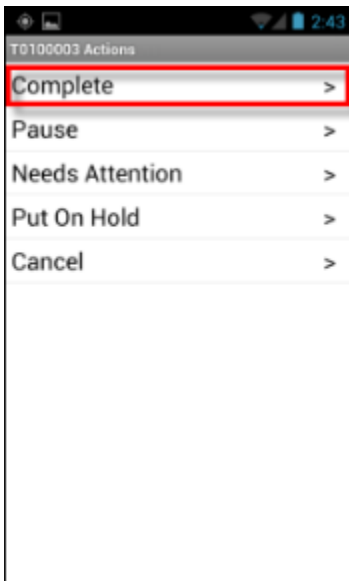
3. When you have finished, tap the **Save** button at the bottom of the screen.

## Completing a Work Order

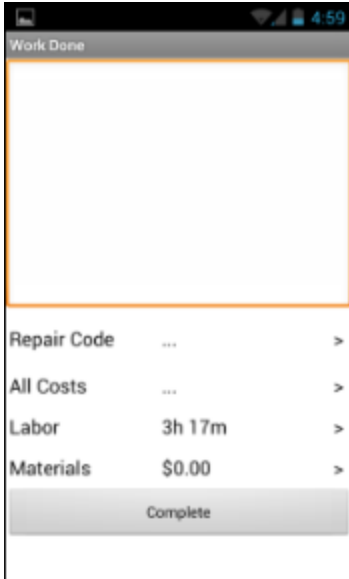
1. When you are finished working on the work order, tap the Status row on the work order details screen.



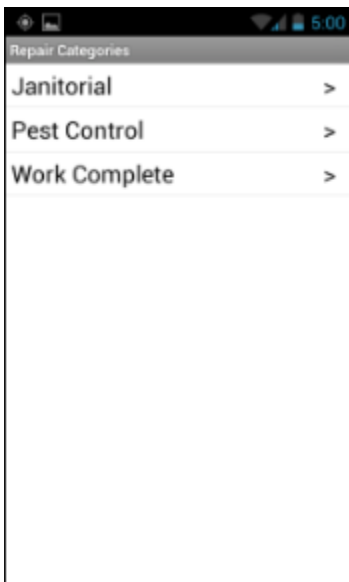
2. Select **Complete** from the list of options that appears.



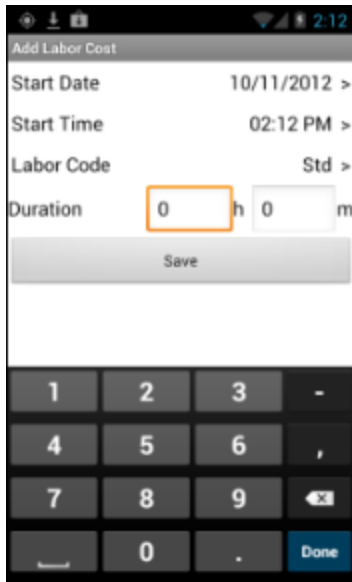
3. (Mandatory) On the Work Done screen, tap the text field at the top and then enter any completion notes you have for the work order.



4. (Mandatory) Tap the **Repair Code** field to select the repair category related to the work order.



5. In rare cases, you might have additional labor costs you need to add to the work order or the time recorded for the work order is incorrect. When that happens, you can update the time displayed on the Work Done screen by doing the following:
  - a. Tap the **Labor** row on the Work Done screen.
  - b. On the Labor Costs screen that appears, tap the **Add >** link in the Total row.
  - c. (Optional) On the Add Labor Cost screen, if the default value in the Labor Code field is incorrect, tap the row to view the Choose labor code popup screen where you can select the correct code for the job.

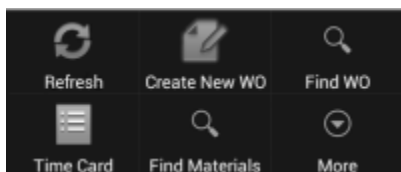


- d. Tap the **hour** field within the Duration row on the Add Labor Cost screen to enter the number of hours you spent on the job.
  - e. Repeat Step d. for the **minute** field.
  - f. Tap the **Save** button at the bottom of the screen.
  - g. On the Labor screen, review the total amount of time you have recorded for the job. If everything is okay, tap the **Back** button on your phone to return to the Work Done screen.
7. Tap the **Complete** button at the bottom of the screen to return to the work order details screen.

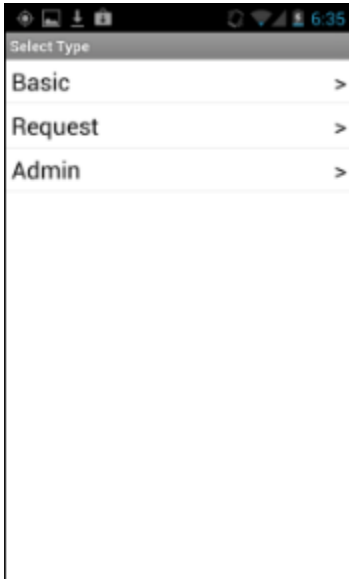
The status of the Work Order changes to Completed.

## Creating a Work Order

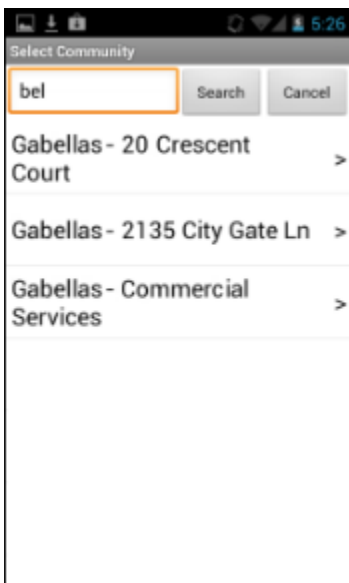
1. Go to the **My Work** screen.
2. Tap the **menu** button.
3. Tap the **Create New WO** button on the popup screen that appears.



4. On the Select Type screen that appears, tap the type of work order you want to create: **Basic**, **Request**, or **Admin**.



5. Search for the Customer you are looking to create a Work Order for



6. Select the Customer
7. If the contact details for the customer you selected are incomplete, a Set Contact screen will appear. Enter the missing information in the Name or Contact At fields.

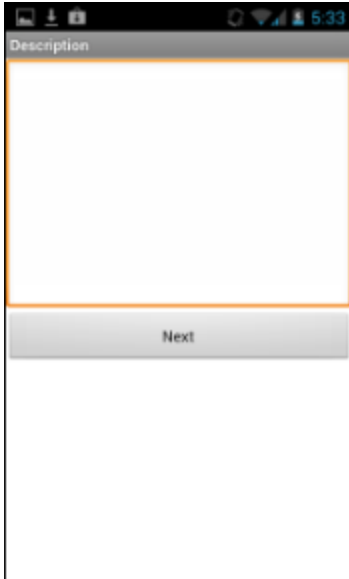


8. Tap the **Next** button at the bottom of the screen.
9. On the Select Asset screen, tap the name of the asset that you want to assign to the work order.



10. On the Description screen that appears, enter a description of the work order.





11. Click the **Next** button at the bottom of the screen.
12. Select from the following list of access/appointment options for the work order: PTE (Permission to Enter), Appointment, Call First, or Not Applicable.
14. On the Create WO screen that appears, review the details of the new work order and if everything is okay, click **Save** to enter it into the system.