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**CorrigoNet Mobile Technician Application
Release Notes for Android Devices**

Release 7.8 July 2013

Contents

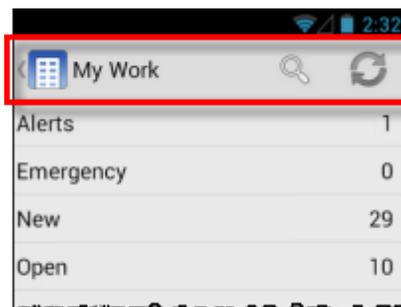
- Action Bar at the Top of Screens 1**
 - Overview 1
 - Key Components 1
- Asset Tag Check In/Out Feature 2**
 - Prerequisites 2
 - Background 2
 - New TagID Field on Asset Details Screen 2
 - Using the New Scanning Feature 3
 - TagID Field in Reports and Import/Export Actions 4
 - Offline Usage 5
- Asset Warranties Information on Work Order Details Screen 5**
- Addition of an All Pending Screen 7**
- Progressive Scrolling on List Screens 7**
- My Work Option Removed from Work Order Details Menu 7**
- Get Route Button Moved to Address Screen 8**
- New Way to Assign and Reassign Work Orders 8**
 - Assign an Unassigned Work Order 9
 - Reassign a Work Order 9

Action Bar at the Top of Screens

Overview

To improve the usability of the Mobile Technician app, a new Action bar has been added to the top of most application screens, as shown on the right for the My Work screen.

Note: The Action bar does not add new functionality to the application, rather it serves as a shortcut to actions that are already available on each screen.



Key Components

The appearance of the Action bar varies according to the particular screen that you are on, with any or all of the following buttons displayed:

Button	Name	Description
	Up	Returns you to the next higher level screen in the informational hierarchy.
	Work Order Search	Brings up the Find Work Order screen where you can search for a work order by work order number, customer, and/or requestor.
	Refresh	Refreshes the current screen.
	Scan	Appears only on the Work Order Details screen. Initiates the asset tag scanning functionality that is discussed in detail later in these notes.
	Filter	Provides a list of filter criteria for the information that appears on the screen.
	Add	Appears only on the Notes screen. Used to add a new note to a work order.
	Reassign	Appears only on the Provider Details screen. Brings up the Assign WO screen where you can reassign the current work order to a different user or vendor.
	Asset History	Appears only on the Asset details screen. Brings up a list of previous work orders that have included the asset.
	Sort by	Appears only on the All Pending screen. Brings up a list of all the ways you can sort the work orders in the list: by work order number, customer name, increasing priority, due by date, or scheduled start date.
	Change Scope	Appears only on the WOs by Status screen. Brings up a list of the different scopes you can apply to the work orders in the list: My Teams, Team, Work Zone, or Portfolio.

Button	Name	Description
	Send WO	Appears only on the Provider Details screen when a provider has been selected but before the work order has been assigned to them. If the provider is a connected provider in WorkTrack, tapping the icon opens the Send Work Order screen. If the provider is not a connected provider, tapping the icon brings up a notification that the Send WO feature is only available for connected providers.
	Accept	Appears only on the Sign Work Order screen. Tapping this icon adds the customer's signature to the work order.
	Clear	Appears only on the Sign Work Order screen. Tapping this icon erases the customer's signature and allows them to sign their name again.
	Warranty Information	Appears only on the <Asset> Historical screen. If an asset has a warranty, tapping this icon opens a Warranties screen that displays the warranty details. If the asset does not have a warranty, the screen displays the message, "There are no active warranties for this asset."
	Menu	Appears only if your Android device does not have a built-in Menu button. Brings up a list of actions that can be carried out on the current screen.

Asset Tag Check In/Out Feature

This feature enables the scanning of a known graphical asset tag—such as a barcode or QR code—to initiate a work order action. It is the first step in a series of features that will be added to the mobile apps to leverage asset tagging.

Prerequisites

The following actions must be completed prior to the use of the Asset Tag check in/out feature:

- The system has been configured with assets containing a TagID.
- Mobile users who need to be able to access the scan feature have been assigned a role that has been granted the *Mobile – Scan Actions* privilege.

Background

Asset tags such as barcodes permanently affixed to specific locales and/or equipment will be available for Smartphone scanning by users who have been granted the *Mobile – Scan Actions* privilege. This is designed to give a high degree of certainty that a user was physically present at a designated location when he or she started, paused, and/or completed a work order.

The process of confirming a user's presence via asset tags is similar to checking in and out using the vendor IVR or GPS Smartphone, but in this case, instead of confirming a *vendor's* presence, the scan action confirms an *employee's* presence and it allows for a degree of precision indoors not possible with most current positioning systems.

New TagID Field on Asset Details Screen

A TagID field has been added to the Asset Details screen, which allows users with access to edit asset attributes via the Asset Builder the ability to associate an asset with a specific ID. This field supports codes embedded in 2D QR images as well as standard barcodes. Although the TagID

appears on the Assets > Asset Details screen, the TagID field is not displayed in the Asset Details section of the Work Order Details screen, nor does it appear when the barcode or QR image is scanned by a user's mobile device. The ID is hidden from view to prevent users from being able to spoof the system to make it appear that a user was present at a designated location and scanned an asset when in fact they were not there at all. The image below shows the TagID field on the Asset Details screen under the Assets tab.

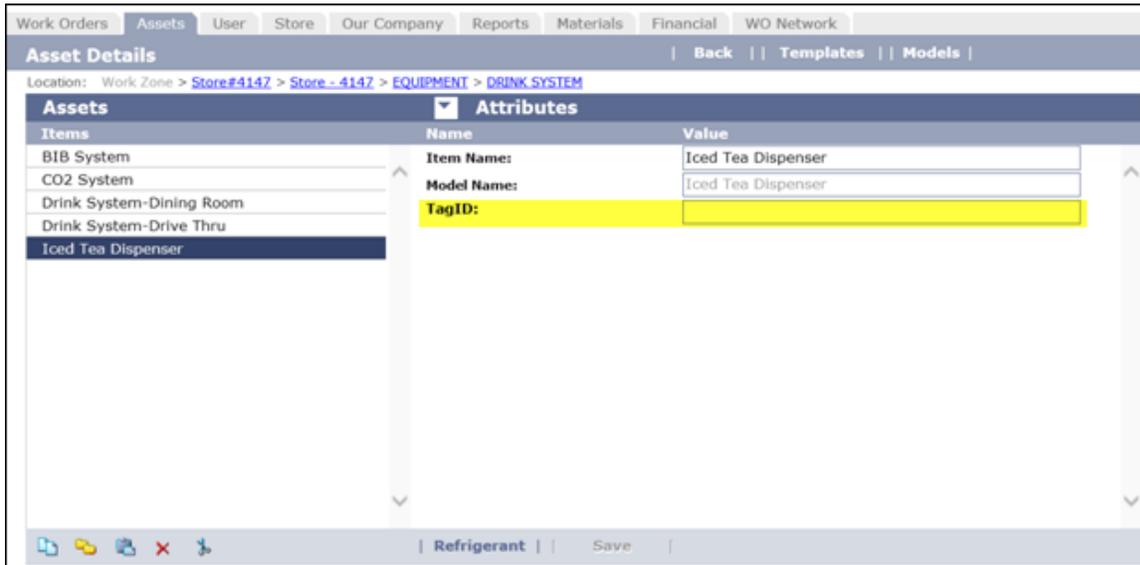
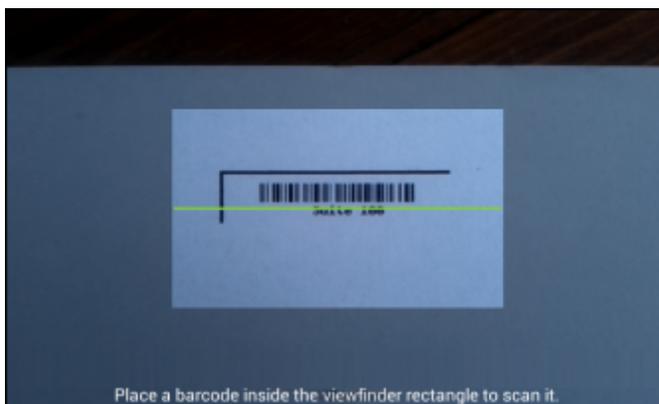


Figure 1.1 TagID attribute for assets associated with the asset tag check in/check out feature

Using the New Scanning Feature

Note: The following is a general discussion of how to use the new scanning feature with an Android device. For detailed instructions, refer to the *CorrigoNet Mobile Technician Application User Guide for Android Devices*.

To use the new scanning feature on your mobile device, you open a work order and navigate to the work order details screen. After it opens, you then either tap the **Scan icon** in the Action bar and use the scanner feature to scan the tag.



When you are ready to complete or pause the work order, you repeat the process, locating and scanning the same tag or another one if the location where you are finishing the work order is different from where you started.

After the second scan, you are given the choice of tapping **Complete** or **Pause**, if you need to stop working on the work order for a time.

As with previous mobile application work order tasks, all actions you take on the work order are tracked and are visible through the Action Log tab on the Work Order Details screen in CorrigoNet. In the example below, you can see when the work order was picked up, when the first asset tag (TranCo #100) was scanned to start the work order, and when the second asset tag (TranCo #210) was scanned to complete the work order.

Service History		Attachments	Notes	Logs/Lists	Add'l Fields	Financial	Completion
Action Log		Punch List	ToDo List	Communication Log			
Action Time	Performed By	Action		Comments			
06/18/2013 03:11 PM	System Administrat	Completed		User checked out on: TranCo #210			
06/18/2013 03:09 PM	System Administrat	Started		User checked in on: TranCo #100			
06/18/2013 03:09 PM	System Administrat	Picked Up					
05/06/2013 11:58 AM	System Administrat	Assignment Changed					
05/06/2013 11:58 AM	System Administrat	Created					

TagID Field in Reports and Import/Export Actions

In order to capture the TagID information in reports, a TagID field has been added to the Asset Details section of the Asset report wizard.

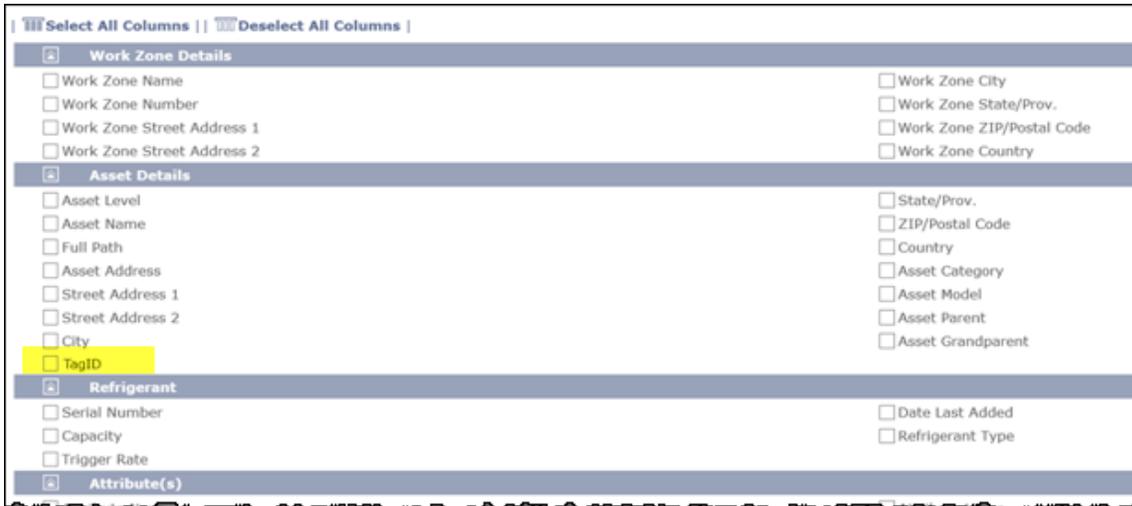


Figure 1.2 TagID option on Reports Wizard screen

In addition, an optional column called TagID has been added to Equipment Import/Export Excel spreadsheets, as shown below:

ID	Action	WorkZoneNumber	Path	EquipmentName	EquipmentModel	TagID	Attri
optional	optional	required	required	required	required	optional	option
46408	Update	349	Store 349 Interior	Fryer #1	MBR331001	2256	
46411	Update	349	Store 349 Interior	Fryer #2	MBR331001	1143	
46413	Update	349	Store 349 Interior	Walk-In Freezer	JEX74659-200	3439	
46414	Update	349	Store 349 Interior	Chiller	990-3344-331	7397	
46415	Update	349	Store 349 Interior	Main Sink	BLAS-014	0545	

Figure 1.3 TagID column within the Equipment Import/Export spreadsheet

Offline Usage

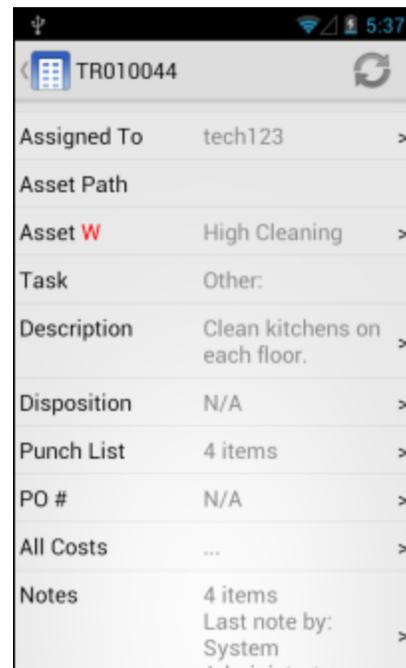
The scan feature is designed to function in offline usage when necessary. When offline, the system supports the scan actions, but like other actions taken offline, the scanned value is stored locally as part of the action until the app can communicate with the server, look up the asset, and insert asset information into the action log comments as part of the synchronizing process when the device comes online.

Asset Warranties Information on Work Order Details Screen

With the latest version of the CorrigoNet Mobile Technician application, iPhone and Android users can now view asset warranty information, if there is any, for both single and multiple line item work orders.

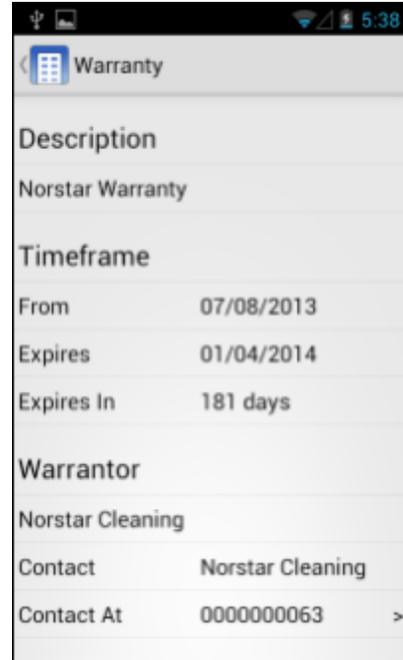
If there is an active warranty associated with an asset, a red **W** appears beside the Asset heading on the Work Order Details screen.

Note: If there is more than one asset associated with the work order, the asset row is renamed Multiple Items. Tapping on this row brings up a list of assets, with the red “W” displayed beside each one that has an associated warranty.



The Warranty screen that is accessed through the Assets row displays the following warranty-related fields:

- *Description*—The details in this field are particularly useful when there are multiple warranties associated with the work order items and you need to make sure you are reviewing the correct warranty.
- *Timeframe*—Displays the initial warranty coverage date and the expiration date along with a countdown of the number of days left in the warranty.
- *Warrantor*—Displays the company that is acting as warrantor and provides the name and telephone number or email address of the contact at the company.



Top half of Warranty screen

- *Additional Info*—Displays any additional information that was listed when the warranty was entered into CorrigoNet. If nothing was added, this field does not appear.
- *Coverages*—Displays each of the coverage types, such as Labor and Materials, associated with the warranty along with the coverage status, duration, and expiration date.

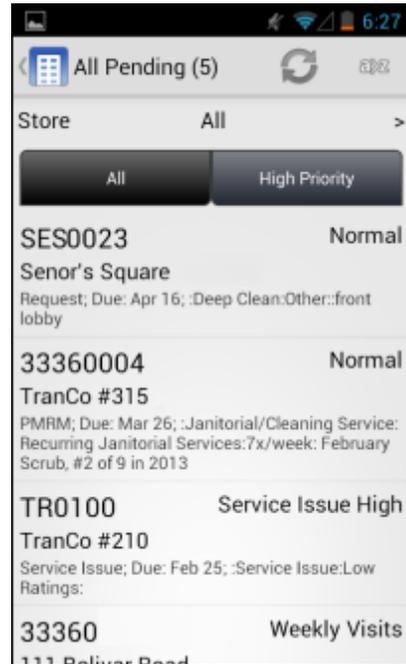


Bottom half of Warranty screen

Addition of an All Pending Screen

A new screen, called *All Pending*, has been added to the mobile app and is access by tapping the All Pending row on the My Work screen. The screen shows all of your active work orders in a single list. Tapping the  (**Sort by**) icon opens a popup screen that allows you to sort the work orders according to any of the following criteria:

- Work order number
- Customer name
- Increasing priority
- Due by date
- Scheduled start date



Progressive Scrolling on List Screens

On the work order list screens, you now have the ability to scroll throughout entire lists without having to first filter the results. The new progressive scrolling feature works in the following manner:

- The first 50 results are downloaded.
- As you approach the end of the 50 results, an additional block of 25 results is downloaded, with the list continuing to expand in this manner until all of the results are displayed.

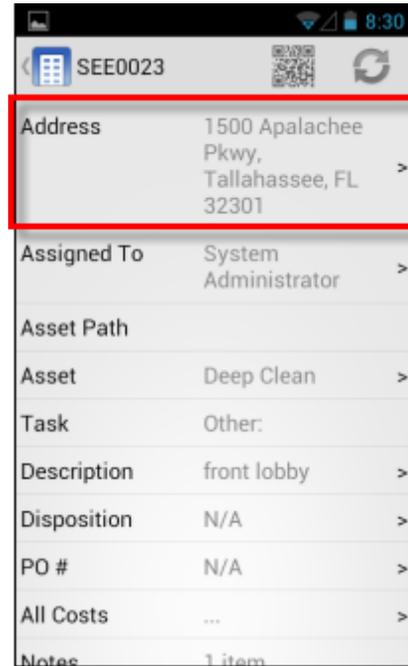
My Work Option Removed from Work Order Details Menu

With the introduction of the  (**Up**) button on the Action bar, there is no longer a need to have a separate My Work option within the Work Order Details screen menu. Tapping the Up button on the Work Order Details screen takes you to the My Work screen automatically.

Note: If you tap the Up button on a screen where information has not been saved, a warning message appears, telling you that any unsaved edits you made will be lost if you continue. At that point you can click **Proceed** to go up or **Cancel** to return to the screen where you can save your edits.

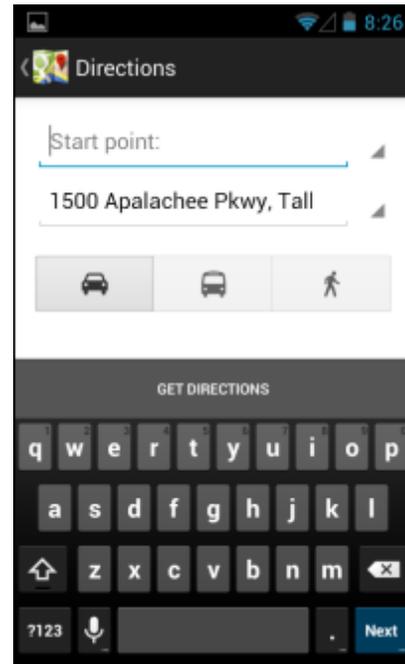
Get Route Button Moved to Address Screen

The Get Route menu item has been removed and routes are now accessed through the **Address** field in a work order.



Tapping the Address field opens the Google Maps Directions screen, with the work order location already filled in.

To view directions to the work site, simply fill in your starting point, then click the **Get Directions** button.

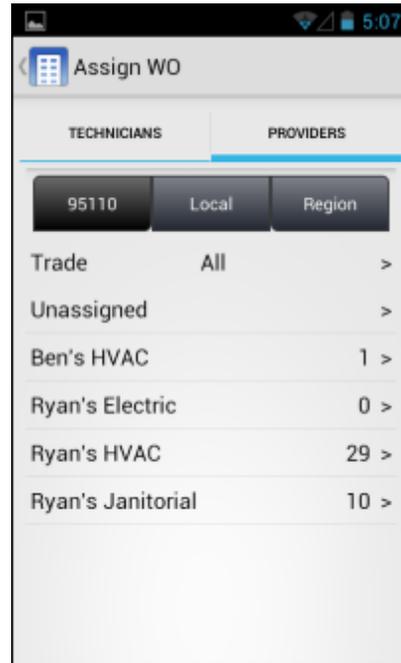


New Way to Assign and Reassign Work Orders

The Assign/Reassign menu option has been moved from the Work Order Details menu to the Assignee Details screen.

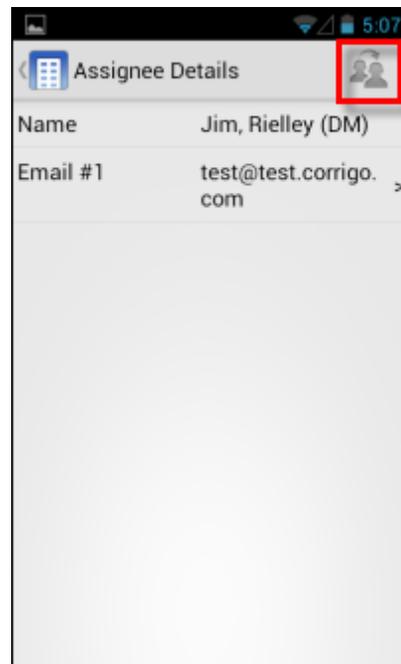
Assign an Unassigned Work Order

To assign an unassigned work order, tap the **Assigned To** row on the Work Order Details screen, then on the **Assign WO** screen (shown on the right), tap the name of the person you want to assign to the work order.



Reassign a Work Order

To reassign a work order, tap the **Assigned To** row on the Work Order Details screen, then on the **Assignee Details** screen (shown on the right), tap the **Reassign** button in the Action bar.



The Assign WO screen appears, allowing you to select a different technician or provider/vendor for the work order.

