

Technician Mobile Quick Start Guide

for Apple iOS 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 the detailed [CorrigoNet Mobile Technician Application User Guide: For Apple iOS](#).

Installation & Log In.....	2
Home Screen.....	2
Managing Assigned Work.....	2
Processing Work.....	3
Picking Up a Work Order.....	3
Starting a Work Order.....	5
Putting a Work Order On Hold.....	7
Reassigning a Work Order.....	8
Adding Notes to a Work Order.....	11
Completing a Work Order.....	12
Creating a New Work Order.....	15

Installation & Log In

To install the CorrigoNet Mobile app for Apple iOS devices, do the following:

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

itunes.apple.com/us/app/apple-store



2. Enter your login name, password, and company name.
3. At the prompt, “CorrigoNet would like to use your current location,” tap OK.

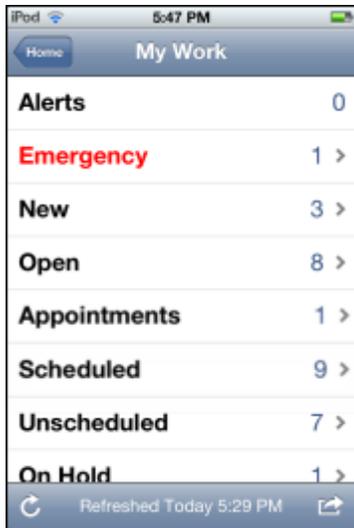
Home Screen

When you log in, you are taken to the CorrigoNet Home screen, which contains the following links:

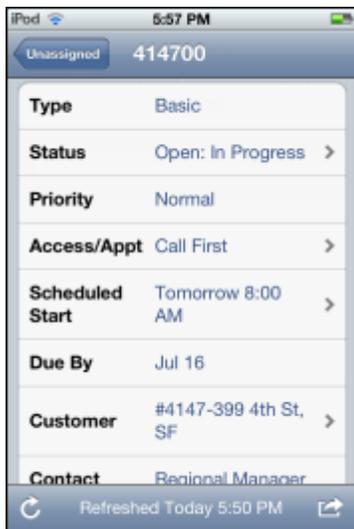
- | | |
|-------------------|----------------------------------------------------------|
| A. My Work | Displays work assigned to you |
| B. Unassigned WOs | Displays Work Orders not assigned to anyone |
| C. Providers Work | Displays Work assigned to third-party (external) Vendors |
| D. Workload | Displays workload details for each member of your team |
| E. WOs by Status | Displays All outstanding Work Orders 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.



2. 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.
3. To view exact details of a Work Order, tap a Work Order in the list.

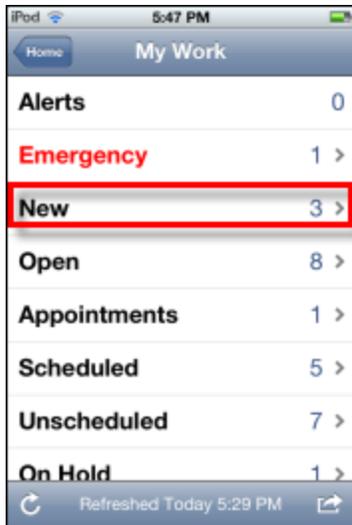


Processing Work

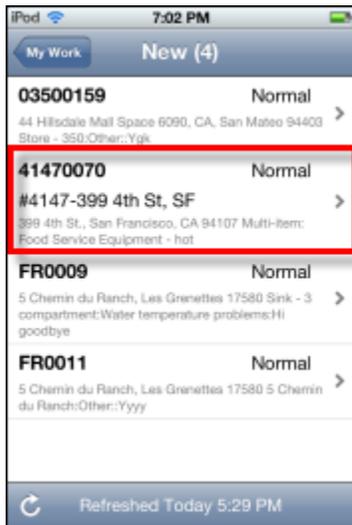
Picking Up Work

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

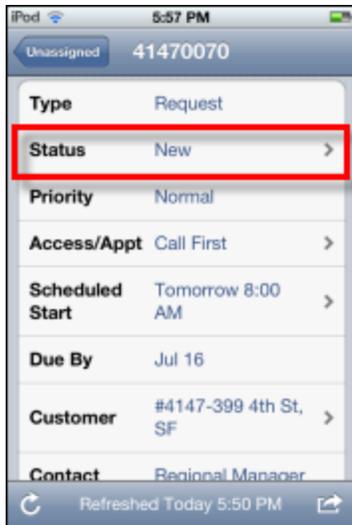
1. Go to the **My Work** screen.
2. Tap the **New** row.



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.



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 **Yes** to confirm your decision.



6. The work order status then updates to **Open**.

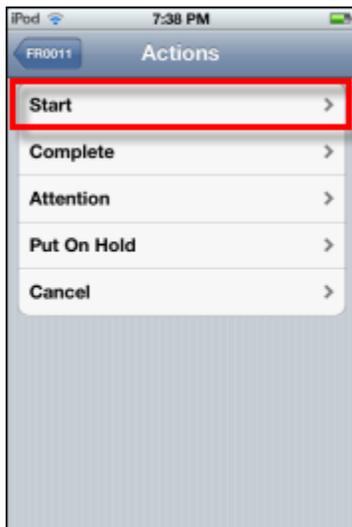
Starting a Work Order

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 **Yes** 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.



Putting a Work Order on Hold

1. To pause a work order that is already in progress, tap the **Status** row on the work order details screen.
2. Select Pause from the list of options.



3. On the popup screen that appears, tap **Yes** to confirm that you want to pause the work order.
4. 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.

The number of hours completed so far is then added to the total number of hours that appears in the **Labor** field on the default work order details screen.

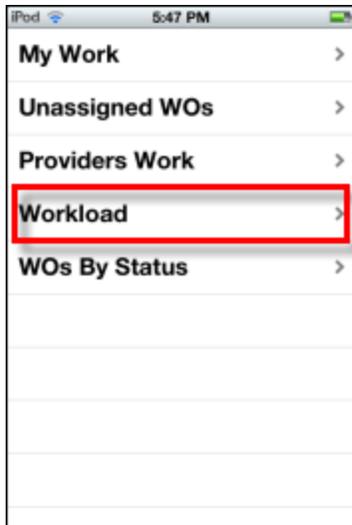


Reassigning a Work Order to Another Technician

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:

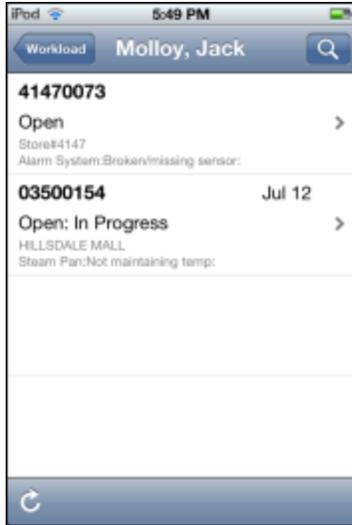
1. Go to the **home** screen of the application.
2. Tap the **Workload** row.



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.



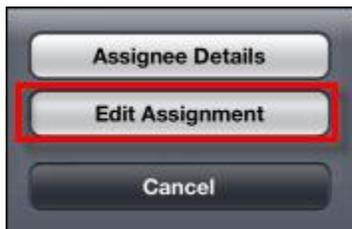
3. Tap a member's name to view a list of each of his or her work orders.



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, scroll down and tap the Assigned To row.



6. On the popup screen that appears, tap the **Edit Assignment** button.

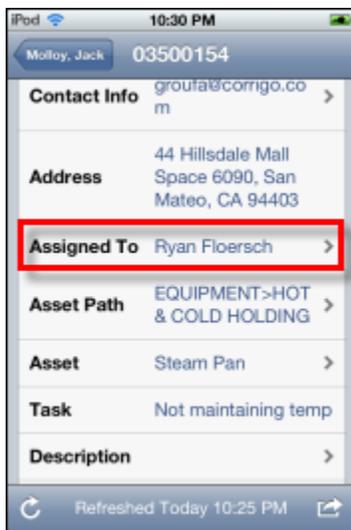


7. On the Assign WO screen, if it is not already active, tap the **Techs** button at the top of the screen.
8. (Optional) Tap the **Team** row to select a different team.
9. Tap the name of the tech to whom you want to assign the work order.



10. Tap the Save button in the top right corner of the screen to assign the work order to the newly selected tech.

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.



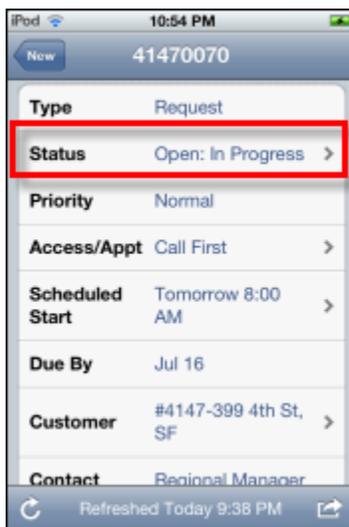
2. In the text-box on the Add Text Note screen, enter a note about the work order.



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

Completing a Work Order

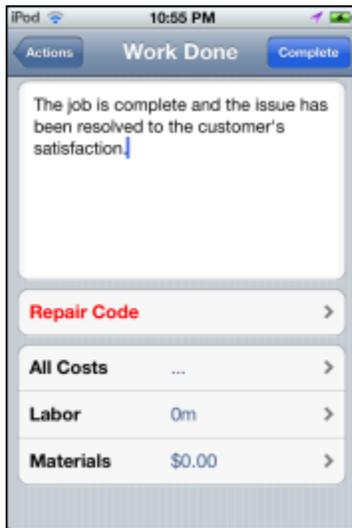
1. When you are finished working on the work order, tap the **Status** row on the work order details screen.



2. On the Actions screen that appears, select **Complete** from the list of options.



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 Labor Cost** row.
 - c. (Optional) In the Labor Code field, change the labor code if the default value is not correct. Tap the Done button in the top right corner of the screen to save the new labor code and return to the Add Labor screen.



- d. Tap the **hour** field within the Duration row 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 in the top right corner of the screen.

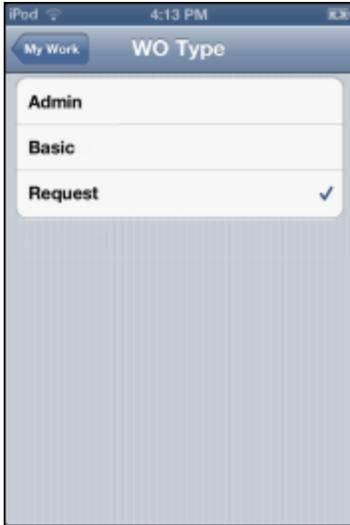
- g. On the Labor Costs screen, review the total amount of time you have recorded for the job. If everything is okay, tap the **Work Done** button in the top left corner of the screen.
6. Tap the **Complete** button at the bottom of in the top right corner of the screen to return to the work order details screen.
The status of the Work Order changes to Completed.

Creating a Work Order

1. On the Home screen, tap the **My Work** row.
2. Tap the **menu** icon in the bottom right corner of the screen.
3. Tap the **Create WO** button.



4. In the options list, tap the type of work order you want to create: **Basic**, **Request**, or **Admin**.



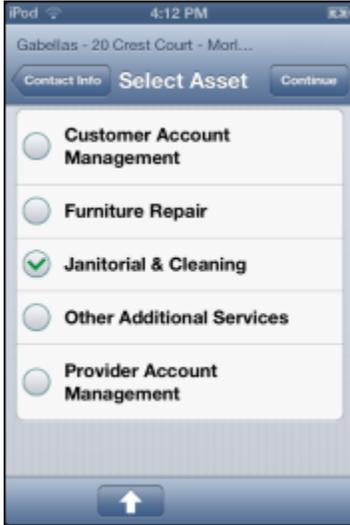
5. Enter the name of the Work Zone for the work order or search for it by entering at least two characters in the Work Zone search field.



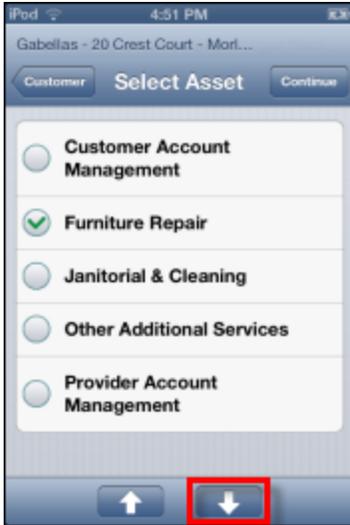
6. Select the **Customer** the work order applies to and, if the customer contact details are not already in the system, enter a contact email or phone number for that customer.



7. On the Select Asset screen, tap the **Asset** that you want to assign to the work order.



8. (Optional) If the asset you select has additional levels of detail, a **Drill-Down** button appears at the bottom of the screen. Click the button and drill down until you reach the specific level of asset detail you want to include in the work order.



9. Select a task related to the asset you choose.



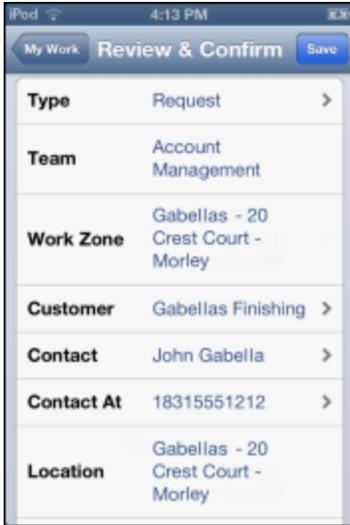
10. Enter a **description** of the item you have selected.



11. Click **Continue** in the top right corner of the screen.
12. Select from the following list of access/appointment options for the work order: Not applicable, Call first, PTE, Appointment.



13. Review the work order parameters on the Review & Confirm screen.



14. If everything is okay, tap **Save** to enter it into the system.