

SERVICE

MY WORK - VIEW, ADD METER READINGS

Confirm with your supervisor as to whether you will log the meter readings, or whether call centre administration will do this.

For clients using <u>Tech Connect</u>, the meters can be <u>logged via the mobile app</u>.

Ribbon Access: Service > My Work



My Work - View, Add Meter Readings

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The *My Work* listing screen will be displayed.



VIEW METER READINGS

- Click on the *row selector* in front of the *work order* that you wish to *view* the meter readings of.
- Click on *Edit*.



My Work - View, Add Meter Readings

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- The *Maintain WO Ref []* screen will be displayed.
- Click on the *Meters* tab.



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- 1. The *Meters* frame will be expanded.
- 2. Here you can view the latest meter readings for each meter type.



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ADD A METER READING

 In the *row* of the meter that you wish to *add* a reading to, click in the *Meter Reading* field.



My Work - View, Add Meter Readings

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• Type in the *new* reading.



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- 1. Click in the *Reading Date* field. (This will be populated with the current date.)
- 2. A drop-down arrow will be displayed.
 - Either highlight over the date and type in the correct reading capture date,
 - or click on the arrow and use the calendar function to select the correct date.



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- 1. Click in the *Reading Time* field. (This will be populated with the current time.)
- 2. Directional arrows will be displayed.
 - Either highlight over the time and type in the correct reading time,
 - or use the directional arrows to select the correct time.



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- Click in the *Period* field.
 - Highlight over the period and type in the correct period.



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- Click in the *Roll Count* field.
 - Highlight over the count and type in the correct roll count.



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- Click in the *Comments* field.
 - Type in any comments relevant to this meter reading as required.



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- 1. When you have finished adding details to the editable fields in the meter row,
- 2. click on *Save*.



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• The details will be *saved* and you will return to the *My Work* listing screen.

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