

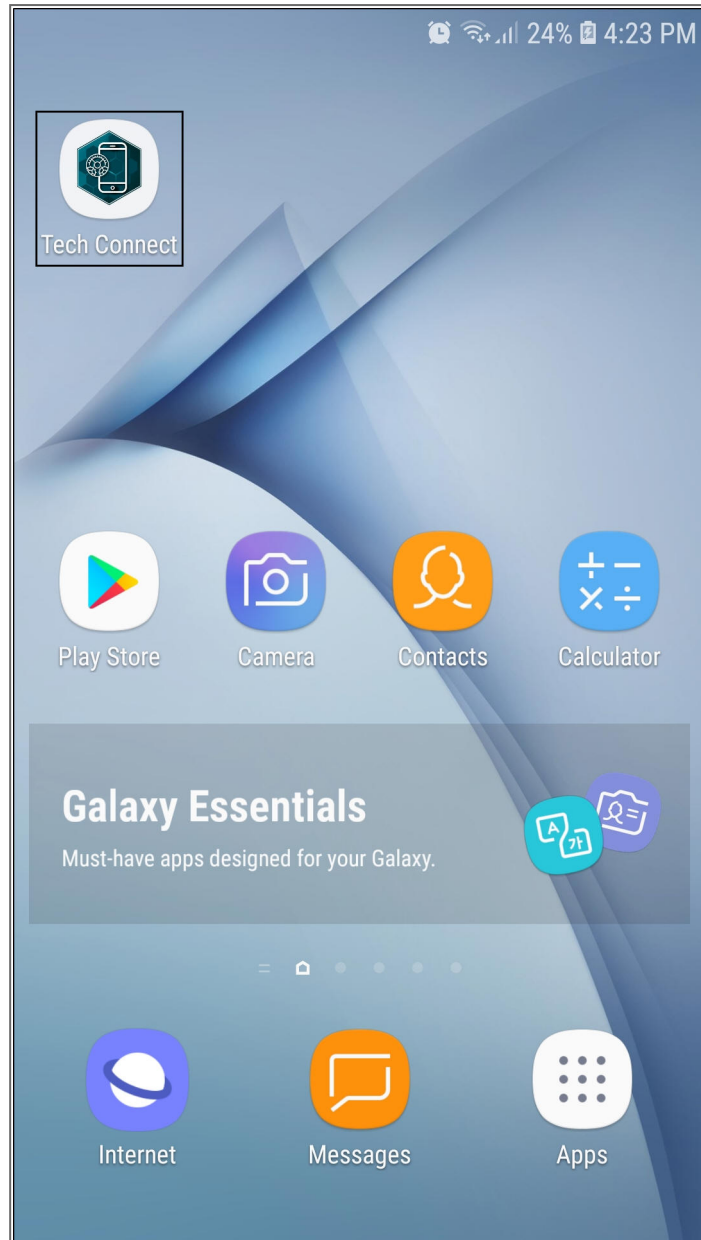
We are currently updating our site; thank you for your patience.

TECHCONNECT

OVERVIEW AND LOG IN / OUT

OPEN APP

- If you do not have the **app** yet, download **Tech Connect** from the **Google Play Store** (search for **CO3 TechConnect**).
- After installation, click on the **Tech Connect icon** on your device.

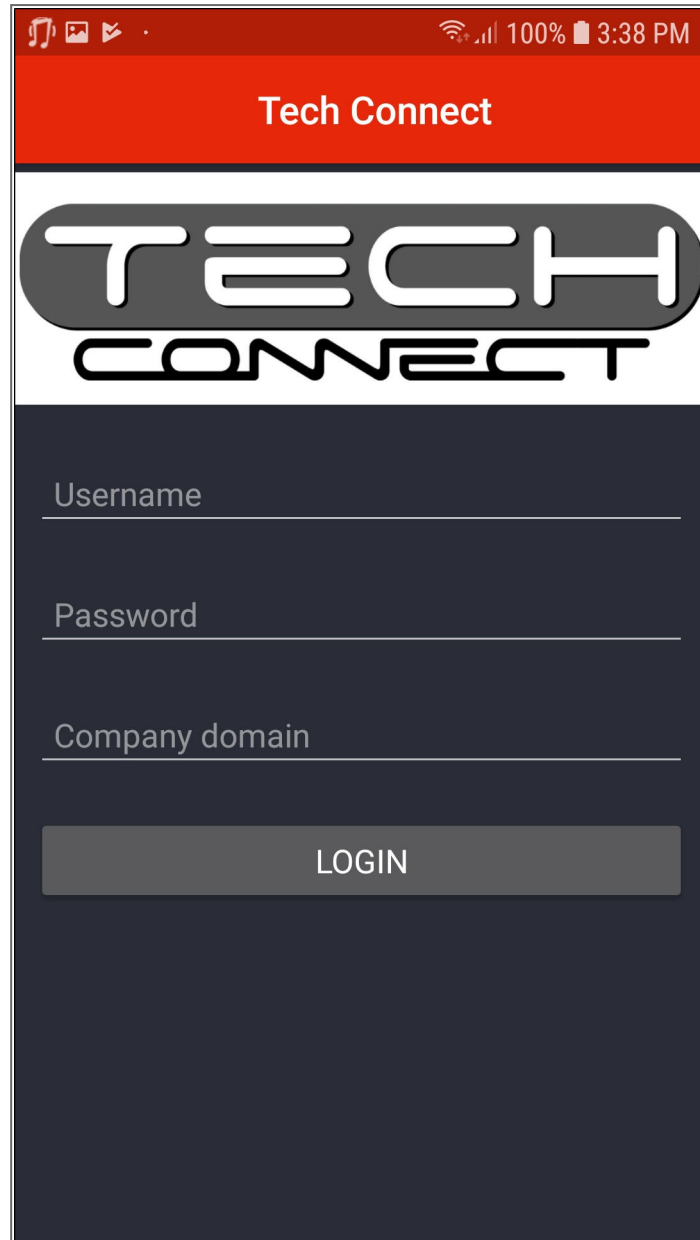


- The **Tech Connect** start up screen will come up.



INITIAL LOG IN

- Speak to your system administrator with regards to initial **Tech Connect** setup.

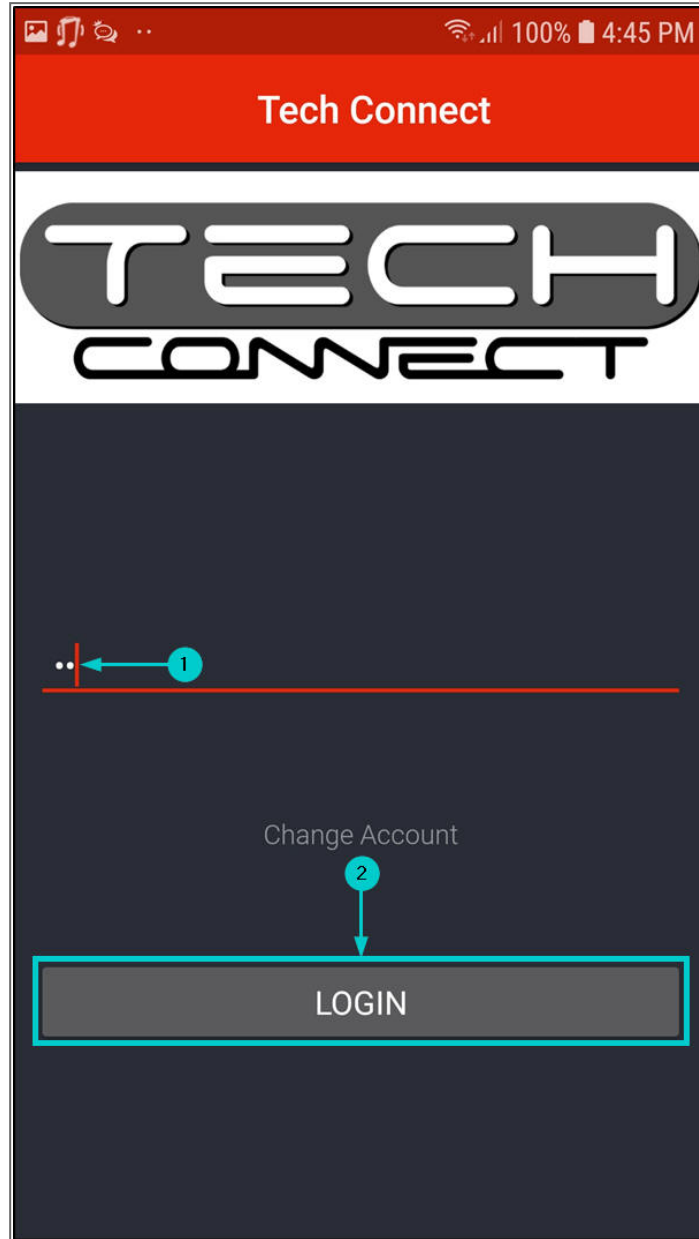


The screenshot shows a mobile application interface for 'Tech Connect'. At the top, there is a red header with the text 'Tech Connect'. Below the header is a large logo for 'TECH CONNECT' in a stylized, blocky font. Underneath the logo are three input fields: 'Username', 'Password', and 'Company domain'. At the bottom of the form is a grey button labeled 'LOGIN'. The status bar at the top of the phone shows the time as 3:38 PM, 100% battery, and signal strength.

SUBSEQUENT LOG IN

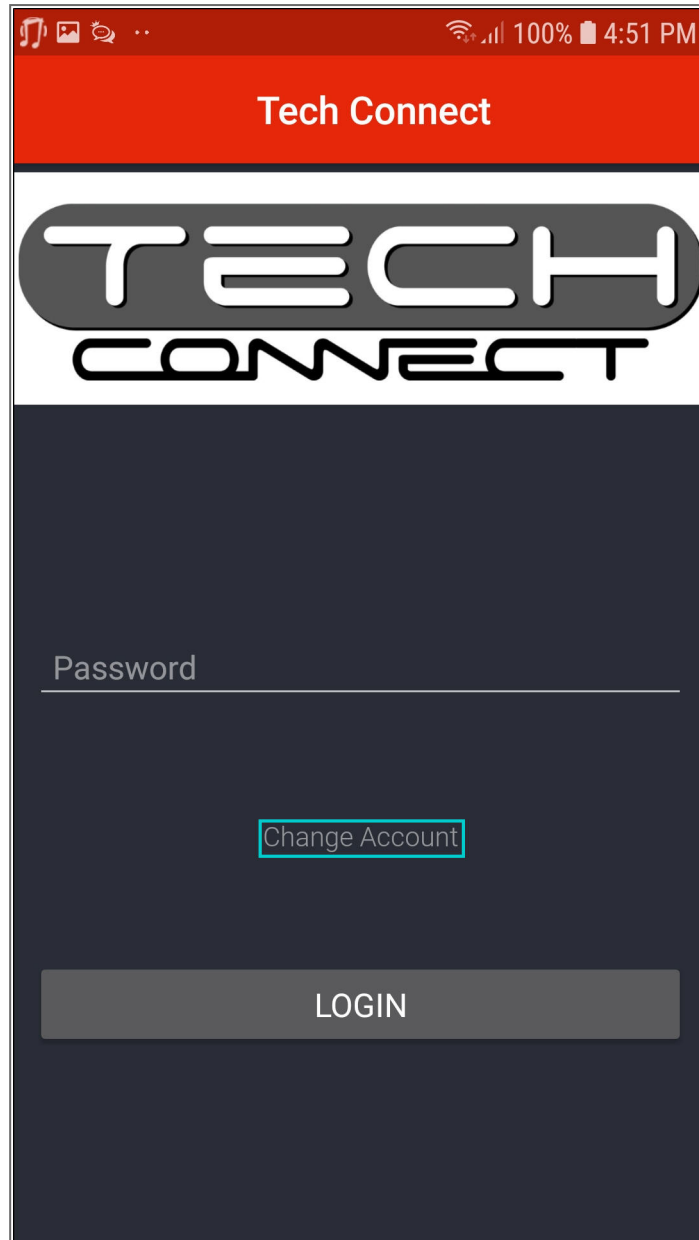
1. After your initial log in, **Tech Connect** will keep your login details, you just need to type in your password.
2. Click on **Login**.

- **Note:** If you need to log in as another user, refer to [Change Account](#).



CHANGE ACCOUNT

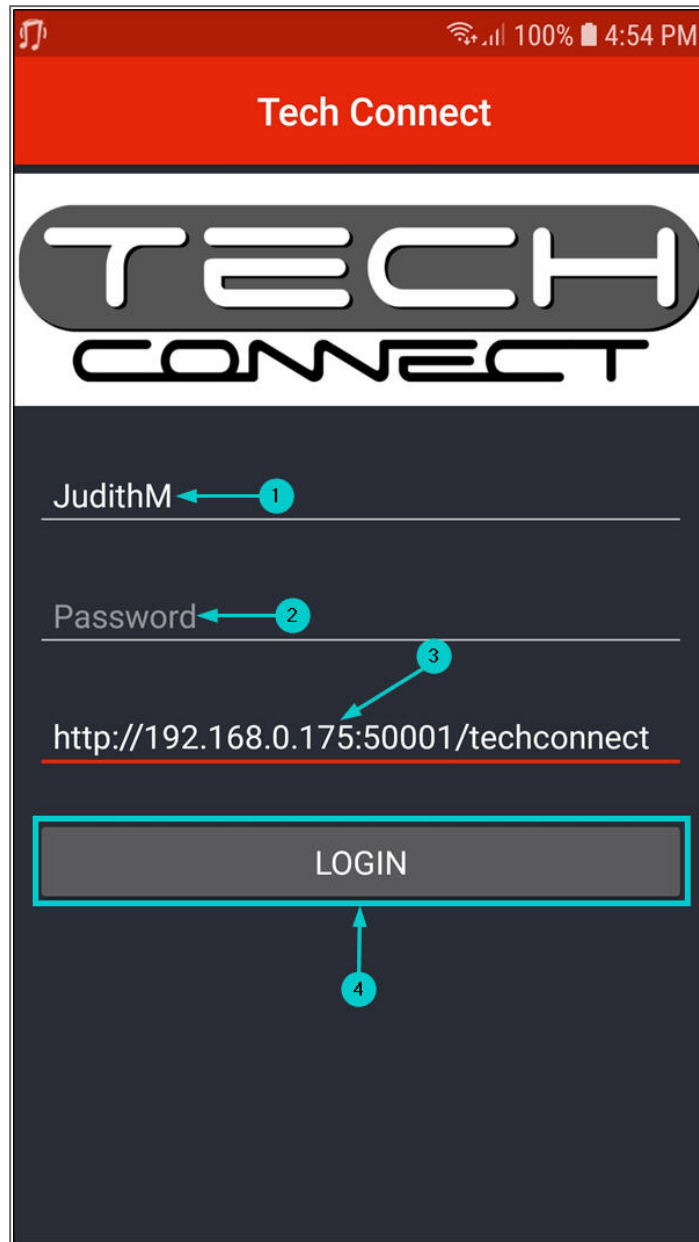
- If you need to log in as another user, click on **Change Account**.



- An initial log in screen will be displayed. The previous user's details will auto populate except the password.
 1. **Username:** Delete and type in your username.
 2. **Password:** Type in your password.
 3. **Company Domain:** Delete and type in the company domain

if it's different from what the previous user was using.

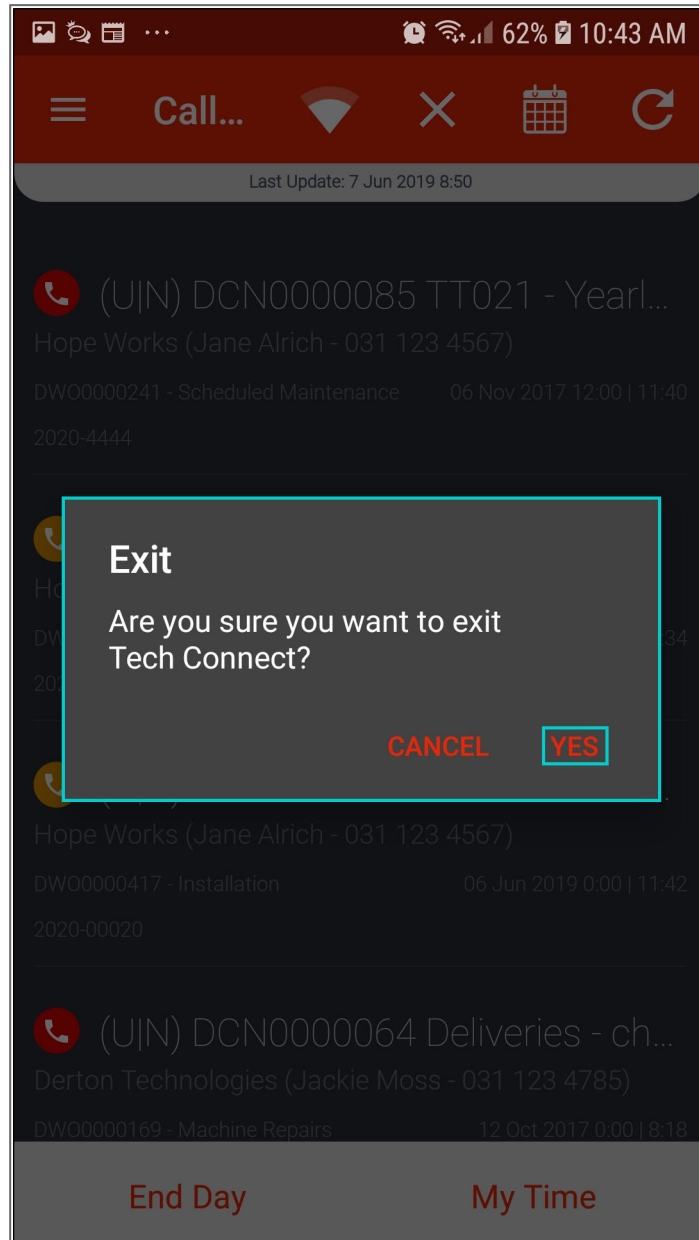
4. Click on **Login**.



EXIT

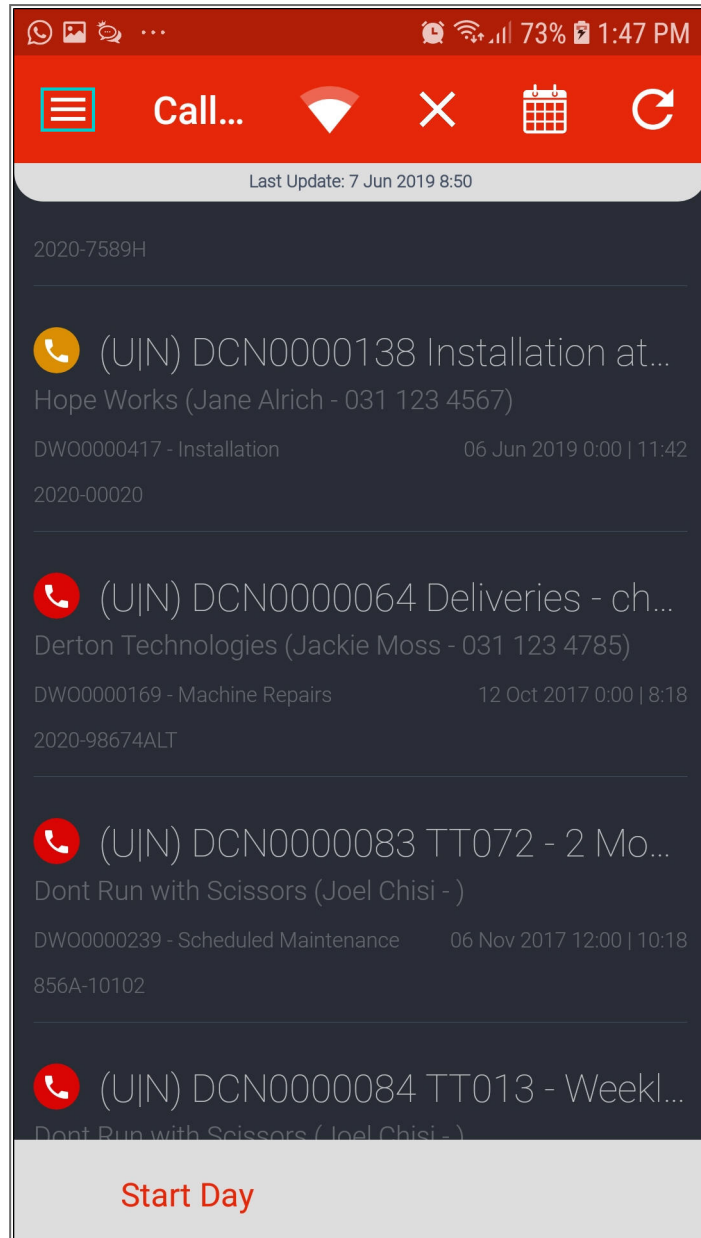
- To exit the application, click on **Back** on your device until an **Exit** message box pops up asking you;

- Are you sure you want to exit this app?
- Click on **Yes**.

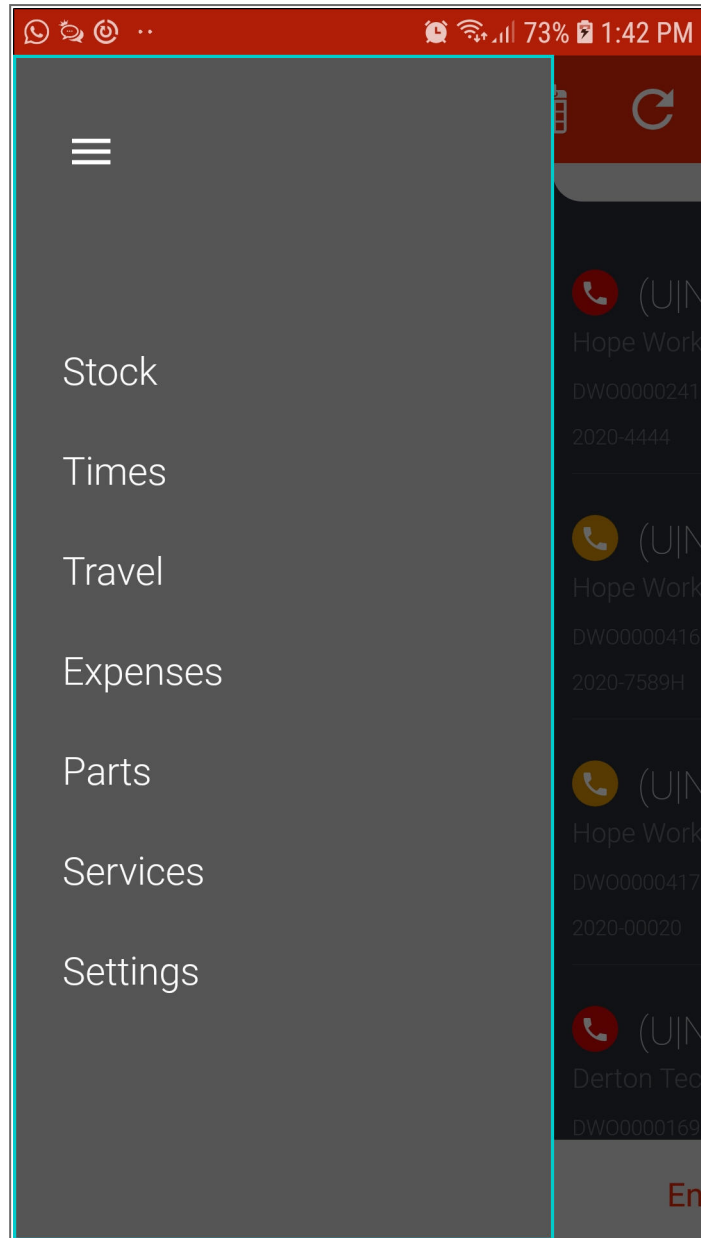


CONFIGURATION

- Click on the **Side Menu** button.

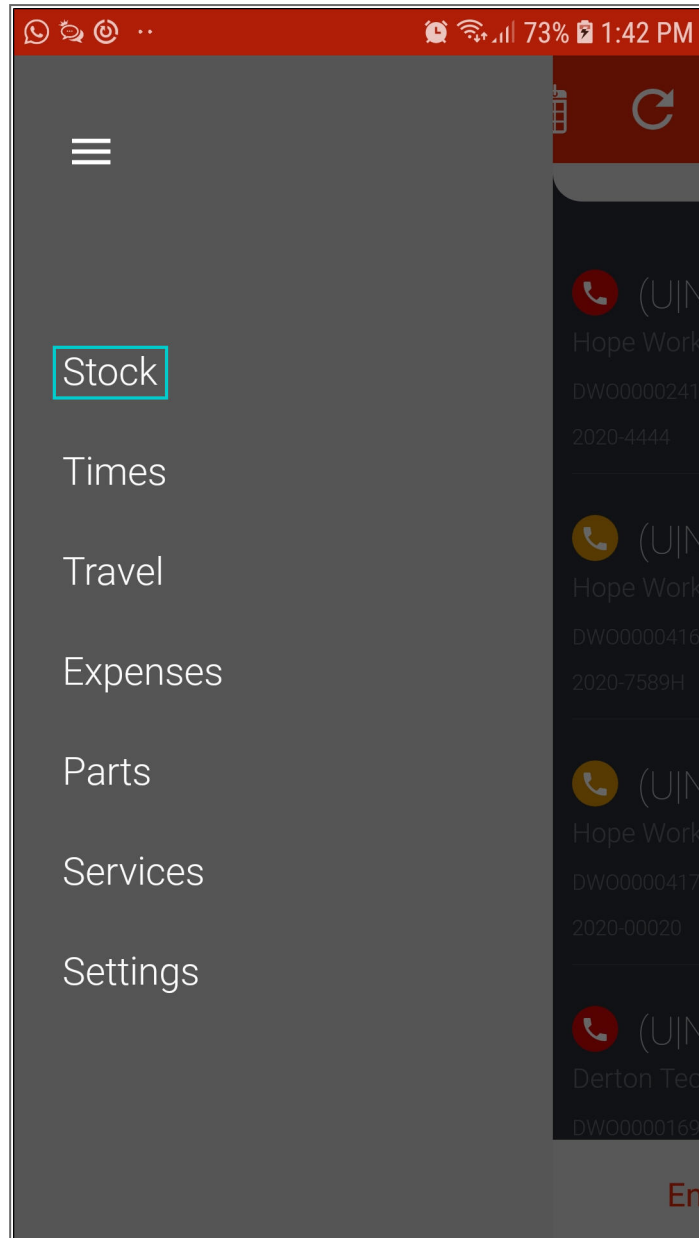


- The **Side Menu** will be displayed.



CONFIGURATION - BOOT STOCK DATABASE

- To update the boot stock information from **BPO** initially or if there has been stock movement in **BPO** and or you were unable to connect to the internet for some time,
- click on **Stock**.



- The **Boot Stock** screen will be displayed.
- A list of items in your boot stock will be displayed.
 1. The **Last Update:** [] will show the date and time the boot stock was last updated.
 2. The **Search** field is used to search for a part by either typing in the part description or part number.

3. This shows the **part description**.
4. This shows the **part code**.
5. This shows the **quantity** in stock, this is specific to **C** class items.
6. For **A / B** class items - a **serial number** is displayed instead of the quantity.
 - In this image, part code **2020-147M** has a total quantity of **8** before the boot stock information is updated.
7. Click on the **Refresh** button to update the boot stock information.

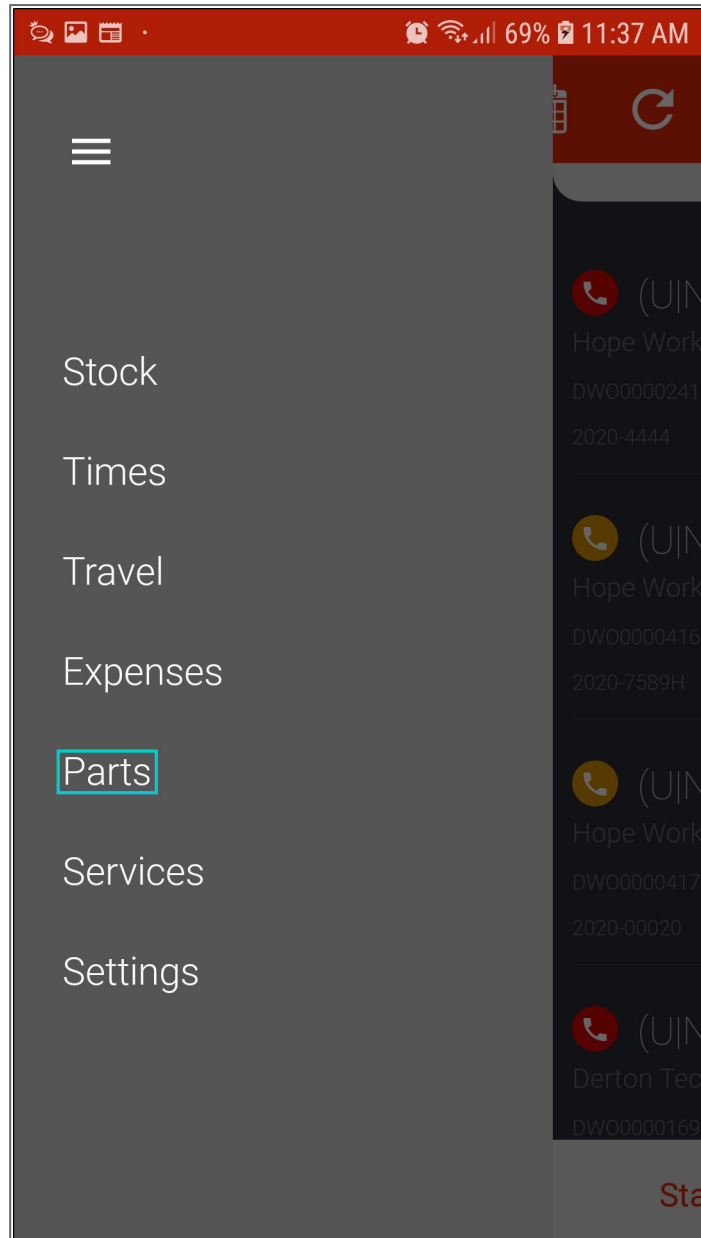


- An updated list of items in your boot stock will be displayed.
 1. The **Last Update: []** will change to the time the boot stock information was updated.
 2. In this image, part code **2020-147M** now has a total quantity of **18** after the boot stock information was updated.



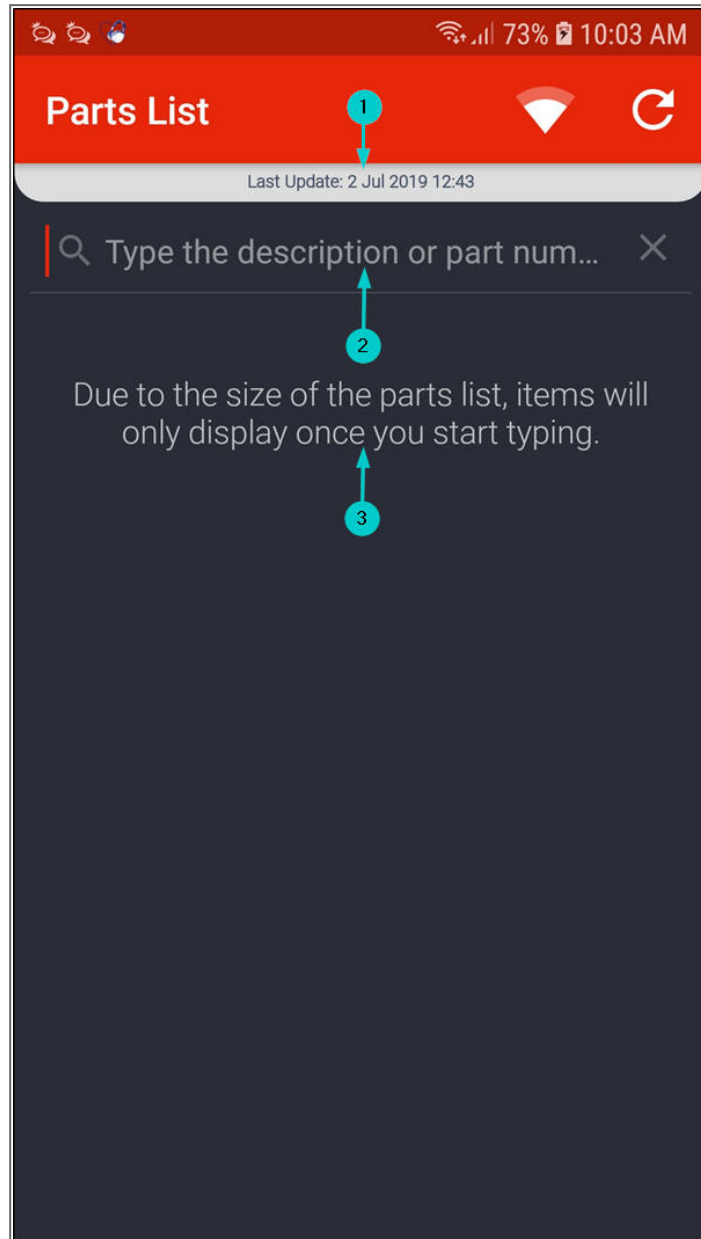
CONFIGURATION - PARTS DATABASE

- To refresh the part list from **BPO** initially or refresh if required e.g. new parts added to **BPO**,
- click on **Parts**.



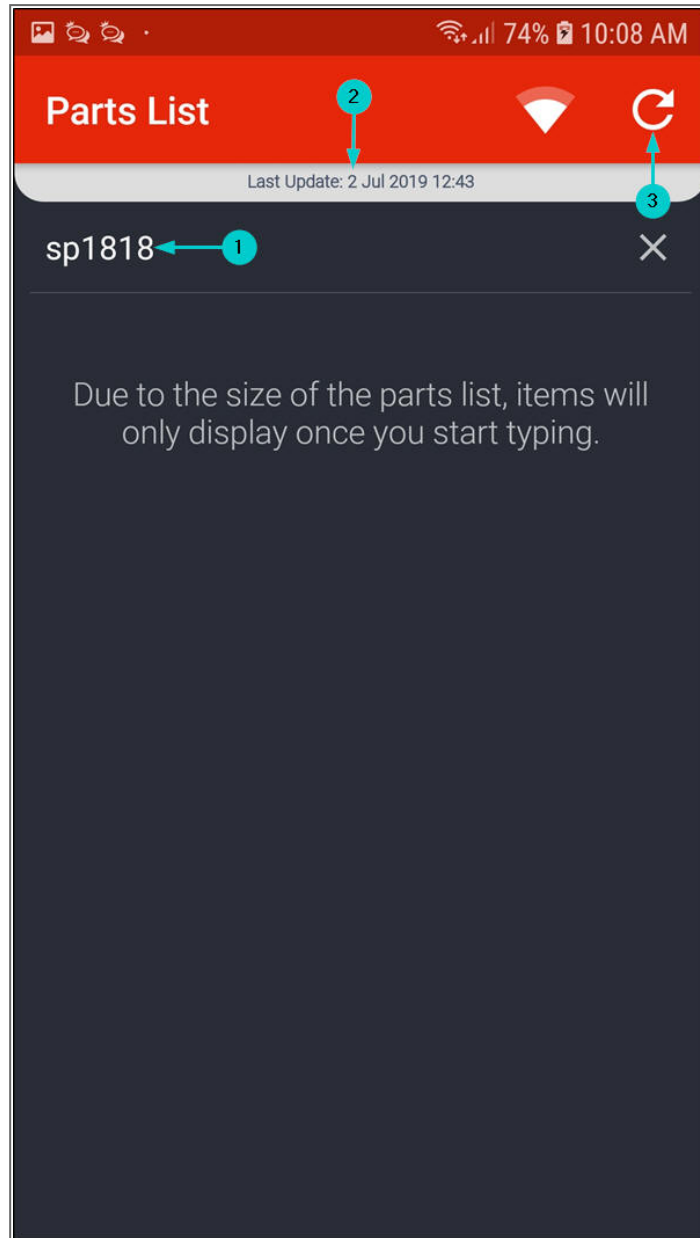
- The **Parts List** screen will be displayed.
 1. The **Last Update:** [] will show the date and time the parts list was last updated.
 2. The **Search** field is used to search for a part by either typing in the part description or part number.
 3. A message will be displayed telling you;

- Due to the size of the parts list, items will only display once you start typing.

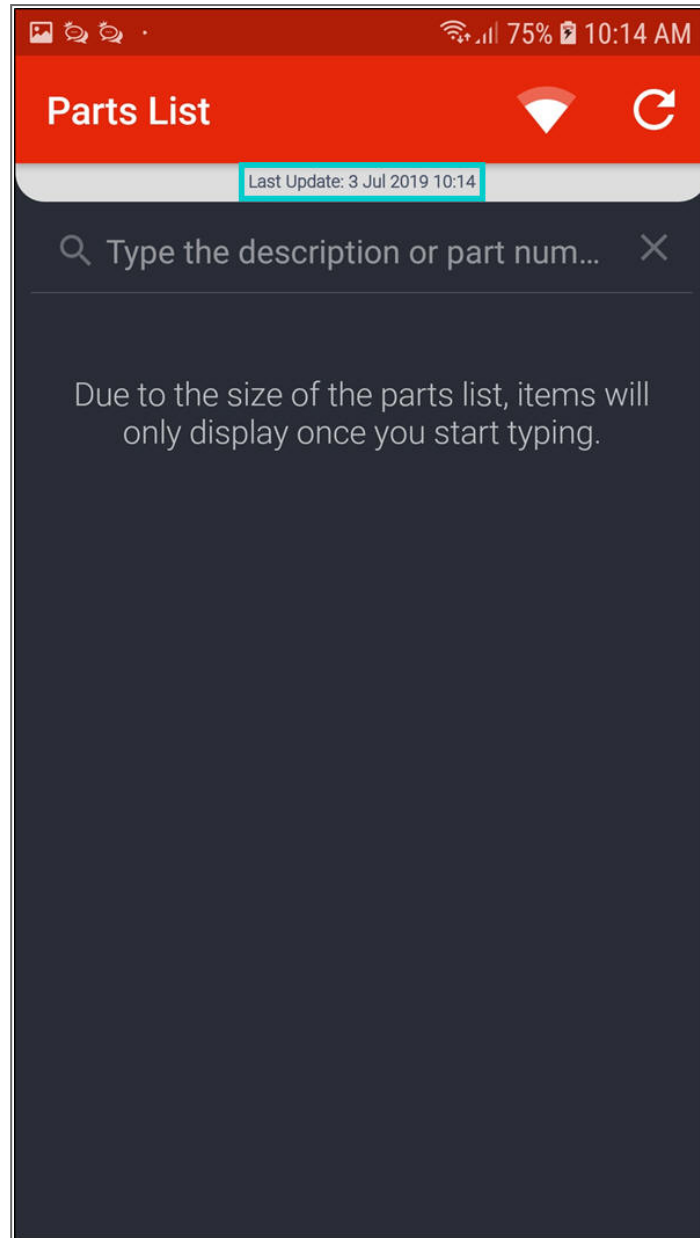


1. In this image, searching for part **SP1818** which was added after the
 2. **Last Update: 2 Jul 2019 12:43**
- returns no results.

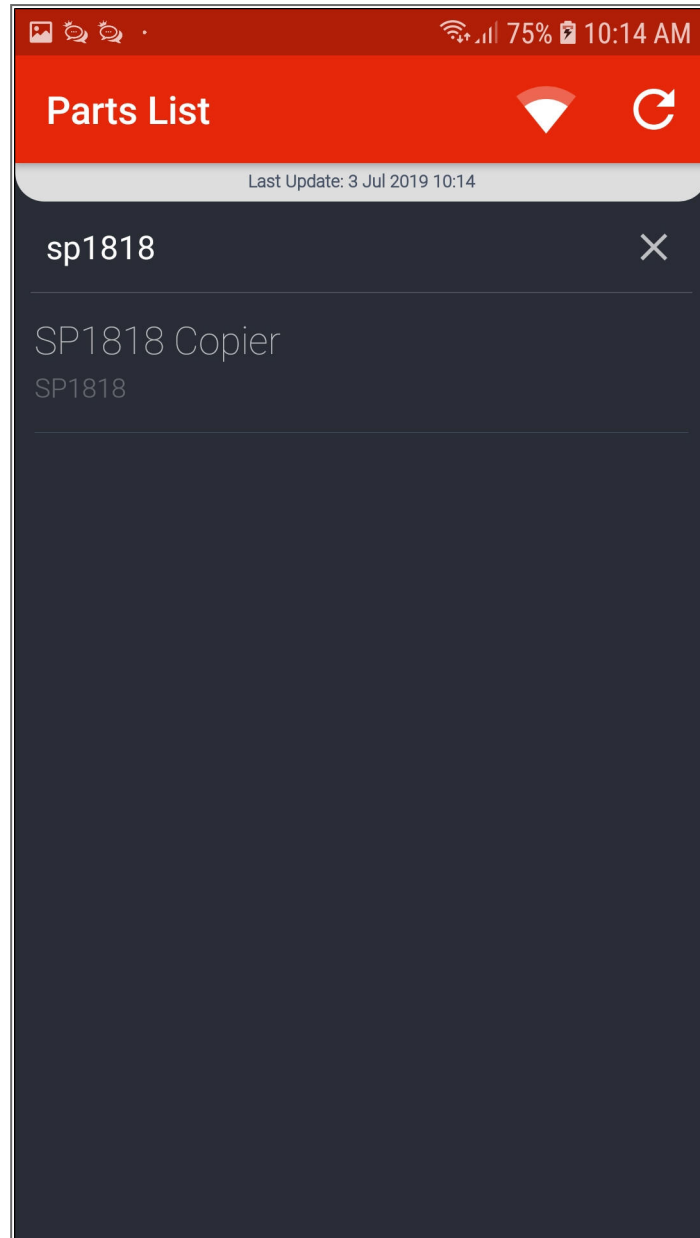
3. Click on **Refresh** to update the parts list information.



- The **Last Update: []** will change to the date and time the parts list information was updated.

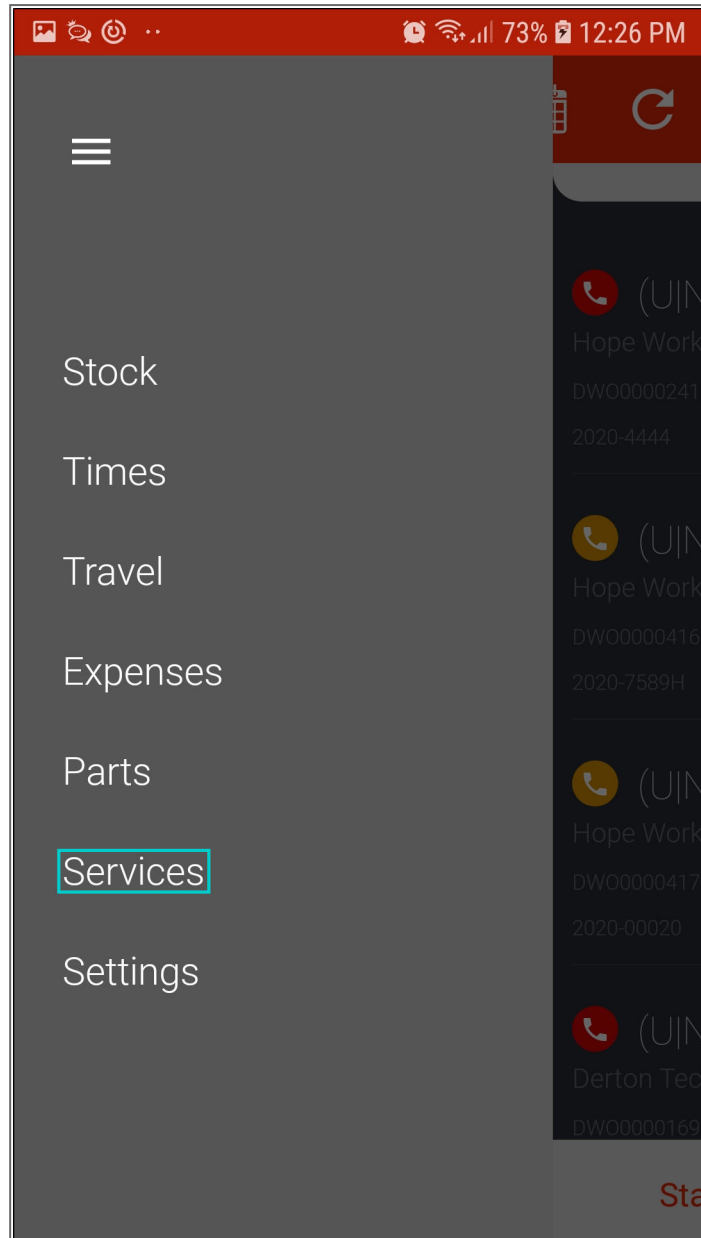


- In this image, searching for **SP1818** now returns results.



CONFIGURATION - SERVICES DATABASE

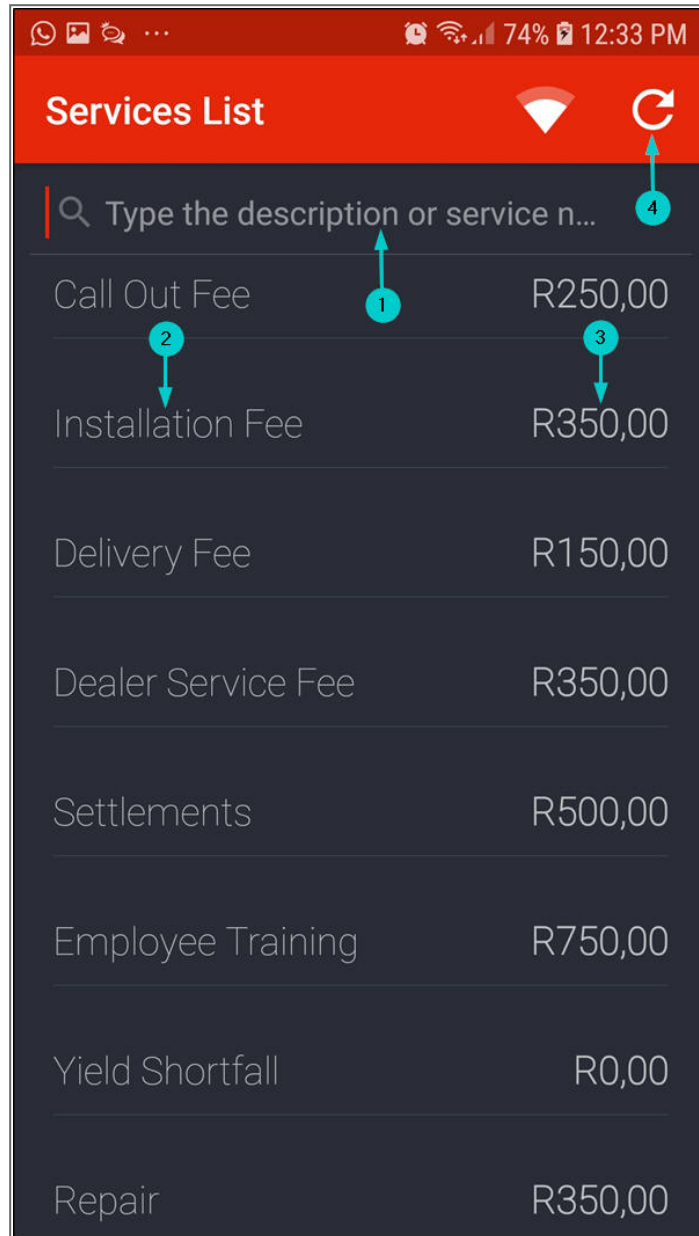
- To refresh the non stock service list from **BPO** initially or to refresh if required, e.g. new services added to **BPO** or a service fee has been changed in **BPO**,
- click on **Services**.



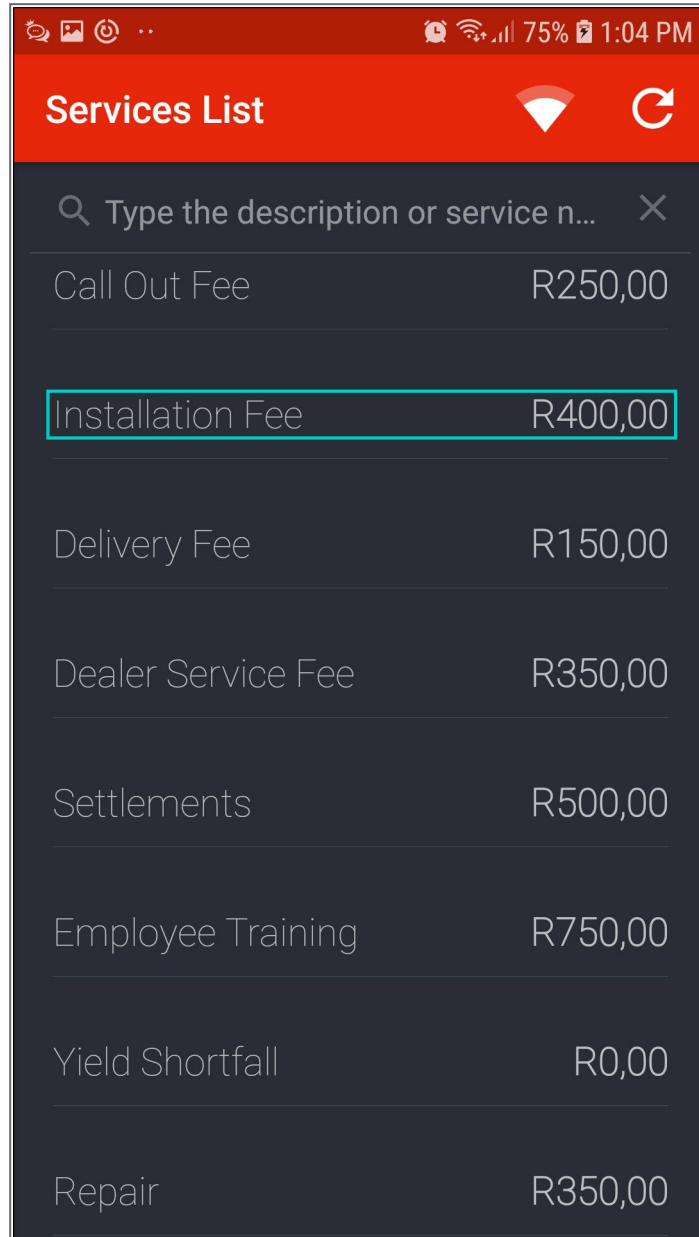
- The **Services List** screen will be displayed.
 1. The **Search** field is used to search for a service by either typing in the service description or service number.
 2. This shows the **service description**.
 3. This shows the **service fee**.

- In this image, the **Installation Fee** is **R350** before the services list information is updated.

4. Click on the **Refresh** button to update the service list information.



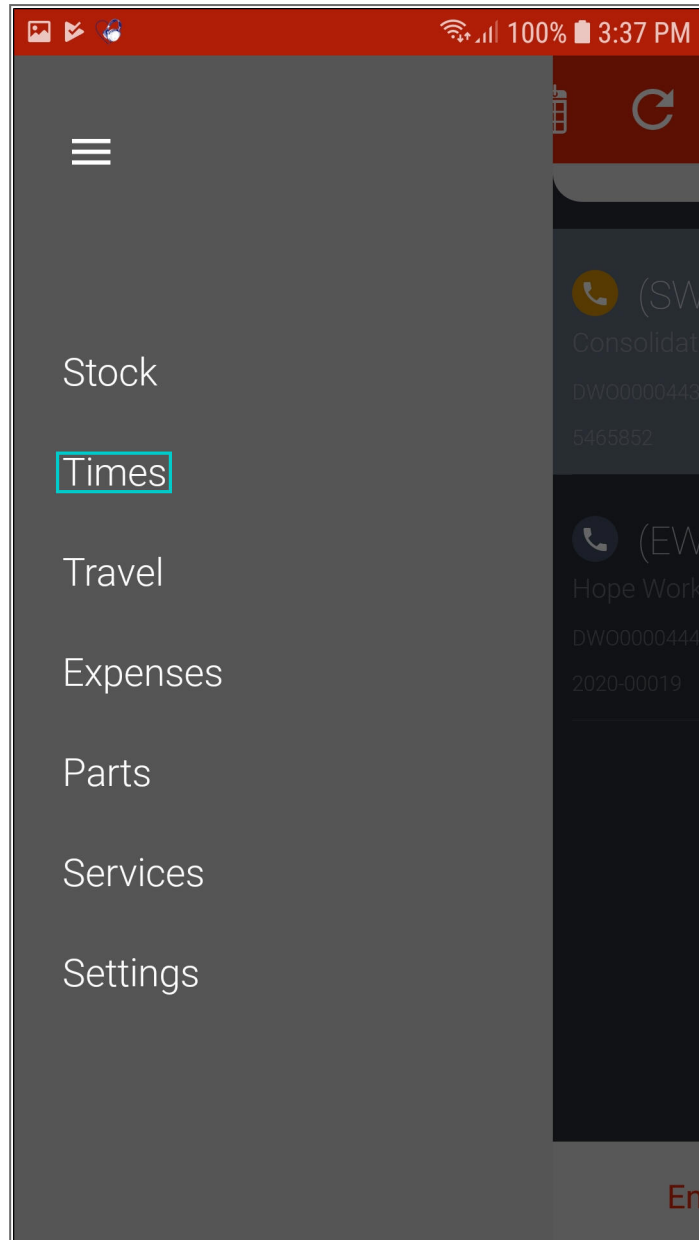
- An updated list of services will be displayed.
 - In this image, the **Installation Fee** is now **R400** after the services list information was updated.



Services List	
Call Out Fee	R250,00
Installation Fee	R400,00
Delivery Fee	R150,00
Dealer Service Fee	R350,00
Settlements	R500,00
Employee Training	R750,00
Yield Shortfall	R0,00
Repair	R350,00

TIMES

- Click on **Times**.

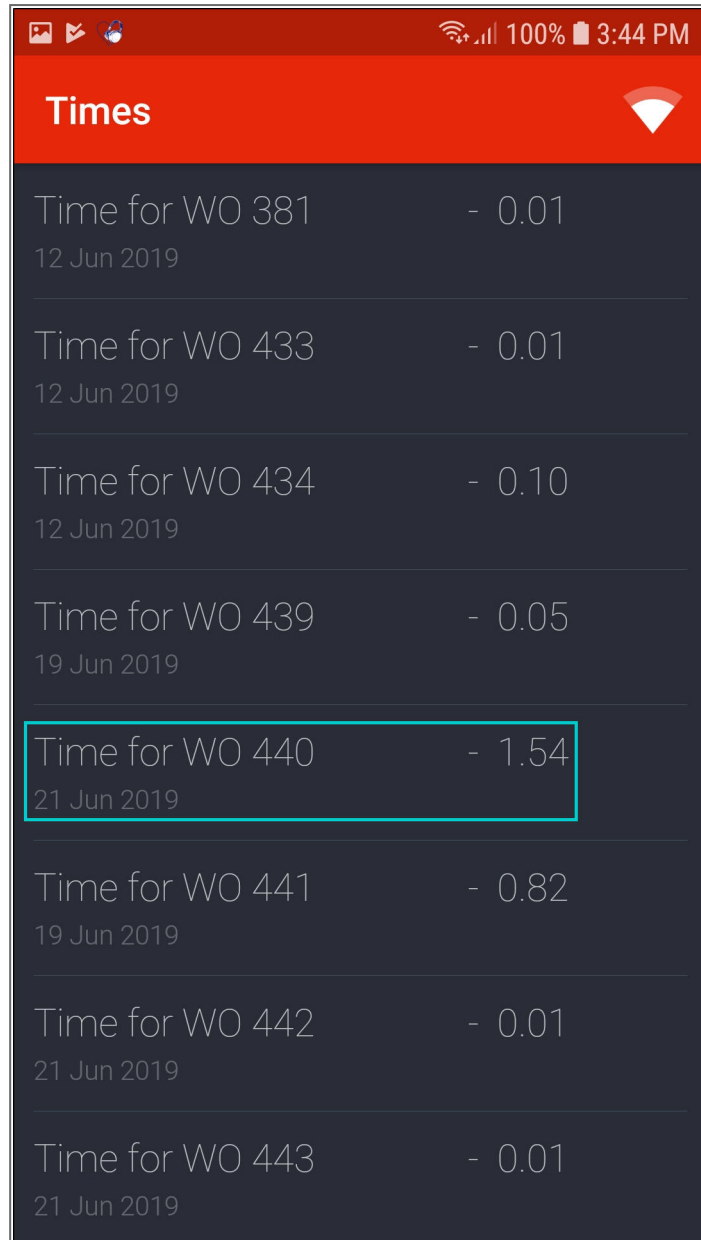


- The **Times** screen will be displayed.
- All your time records will be displayed in this screen showing the;
 1. work order number the time was booked for,
 2. the time duration of the task and
 3. the date the time was logged.

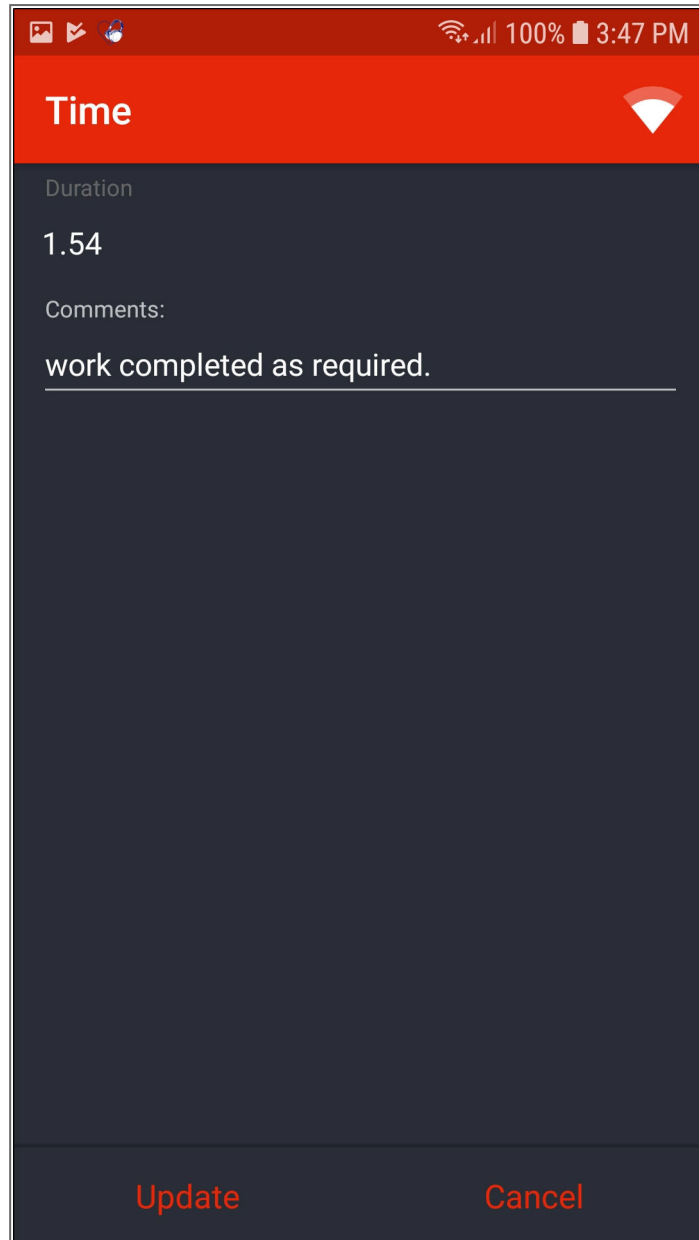


Time for WO	Duration	Date
Time for WO 381	- 0.01	12 Jun 2019
Time for WO 433	- 0.01	12 Jun 2019
Time for WO 434	- 0.10	12 Jun 2019
Time for WO 439	- 0.05	19 Jun 2019
Time for WO 440	- 1.54	21 Jun 2019
Time for WO 441	- 0.82	19 Jun 2019
Time for WO 442	- 0.01	21 Jun 2019
Time for WO 443	- 0.01	21 Jun 2019

- You can view more details by clicking on the time record you wish to view more details for.

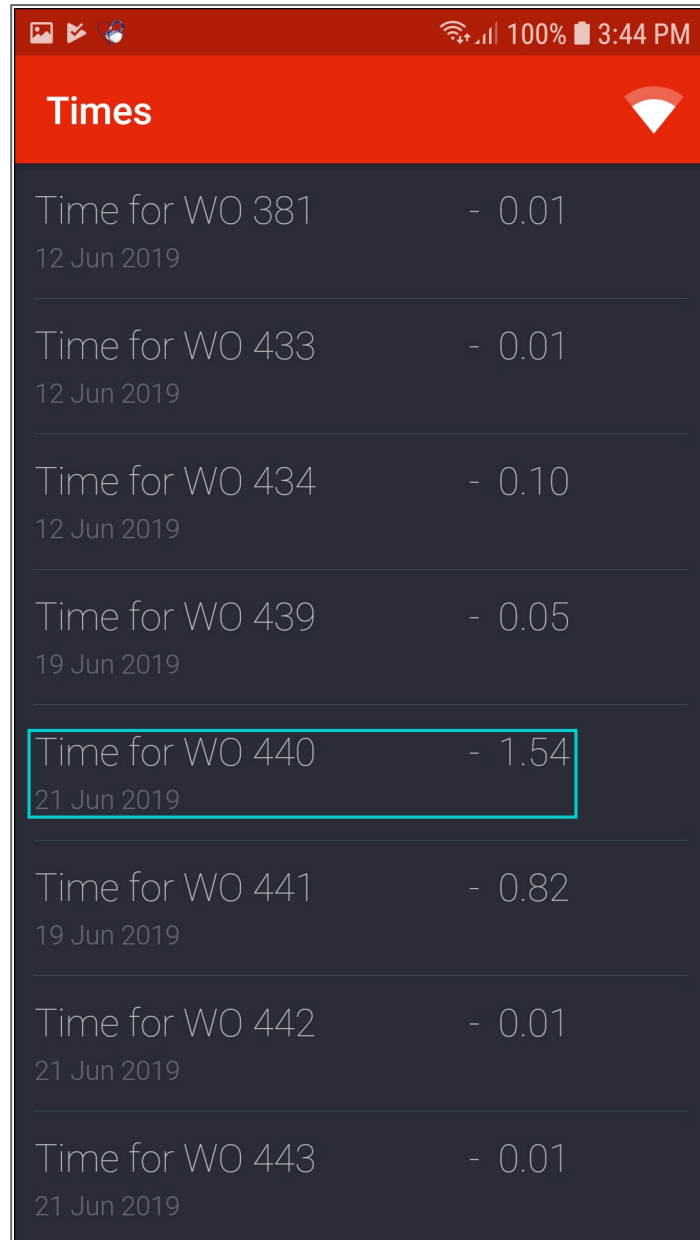


- The **Time** screen will be displayed.
- From this screen, you can view the time duration and comments related to the selected time record.



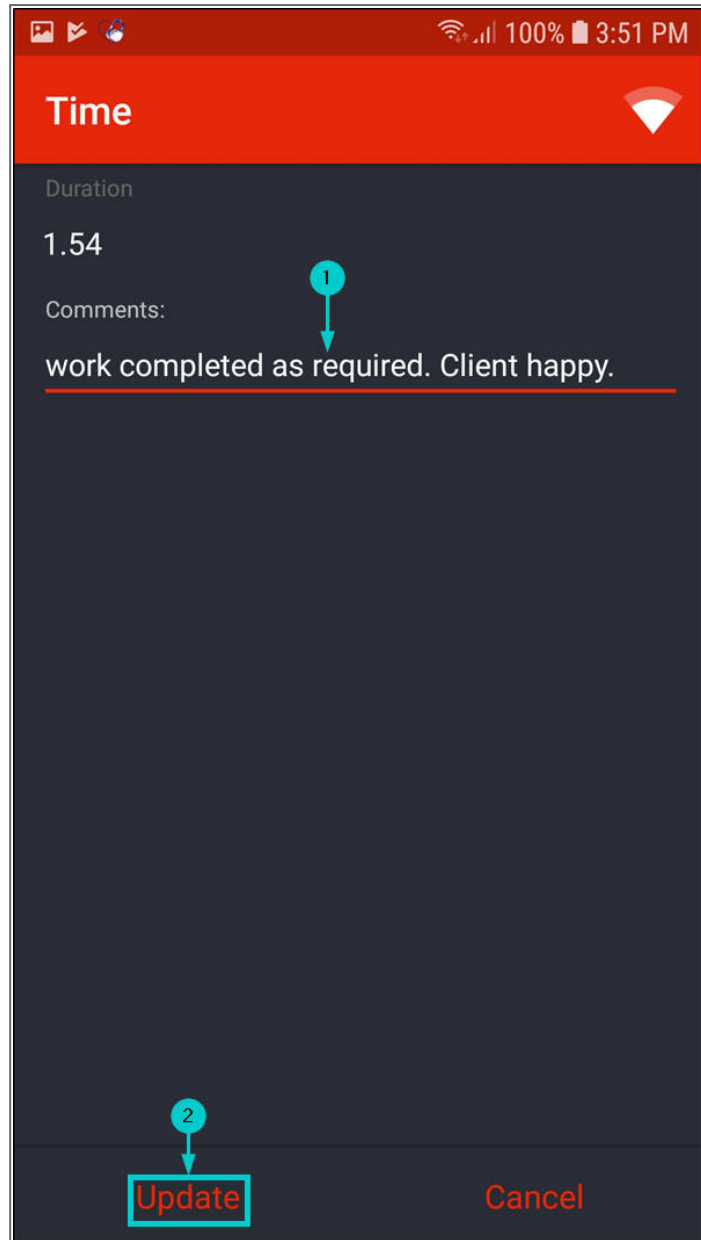
Update Time Comments

- Click on the time record you wish to amend.

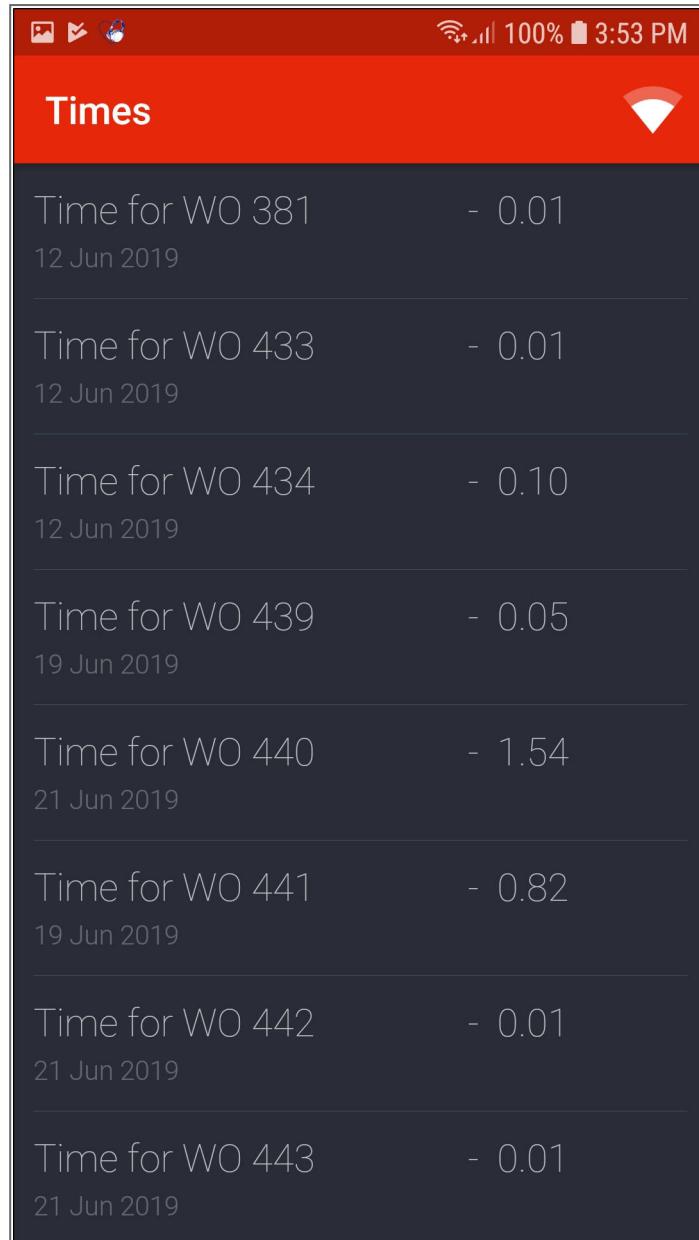


Work Order	Time Duration	Date
Time for WO 381	- 0.01	12 Jun 2019
Time for WO 433	- 0.01	12 Jun 2019
Time for WO 434	- 0.10	12 Jun 2019
Time for WO 439	- 0.05	19 Jun 2019
Time for WO 440	- 1.54	21 Jun 2019
Time for WO 441	- 0.82	19 Jun 2019
Time for WO 442	- 0.01	21 Jun 2019
Time for WO 443	- 0.01	21 Jun 2019

- The **Time** screen will be displayed.
 1. Update the comments accordingly.
 2. Click on **Update**.
 - **Note:** The system does not allow you to update the time duration from this screen.



- You will return to the **Times** Screen.

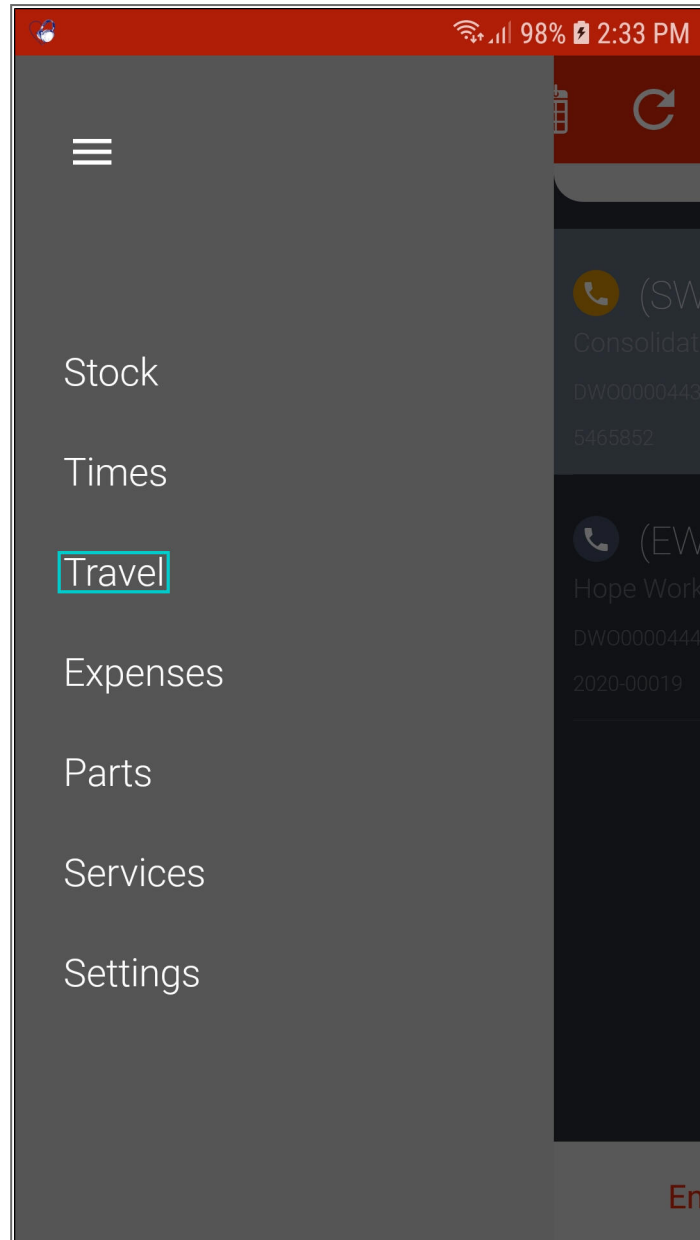


The screenshot shows a mobile application interface with a red header titled "Times". Below the header is a list of work orders, each with a date and a time value. The data is as follows:

Work Order	Date	Time
WO 381	12 Jun 2019	- 0.01
WO 433	12 Jun 2019	- 0.01
WO 434	12 Jun 2019	- 0.10
WO 439	19 Jun 2019	- 0.05
WO 440	21 Jun 2019	- 1.54
WO 441	19 Jun 2019	- 0.82
WO 442	21 Jun 2019	- 0.01
WO 443	21 Jun 2019	- 0.01

TRAVEL

- You can view or edit travel done on all your work orders.
- Click on **Travel**.

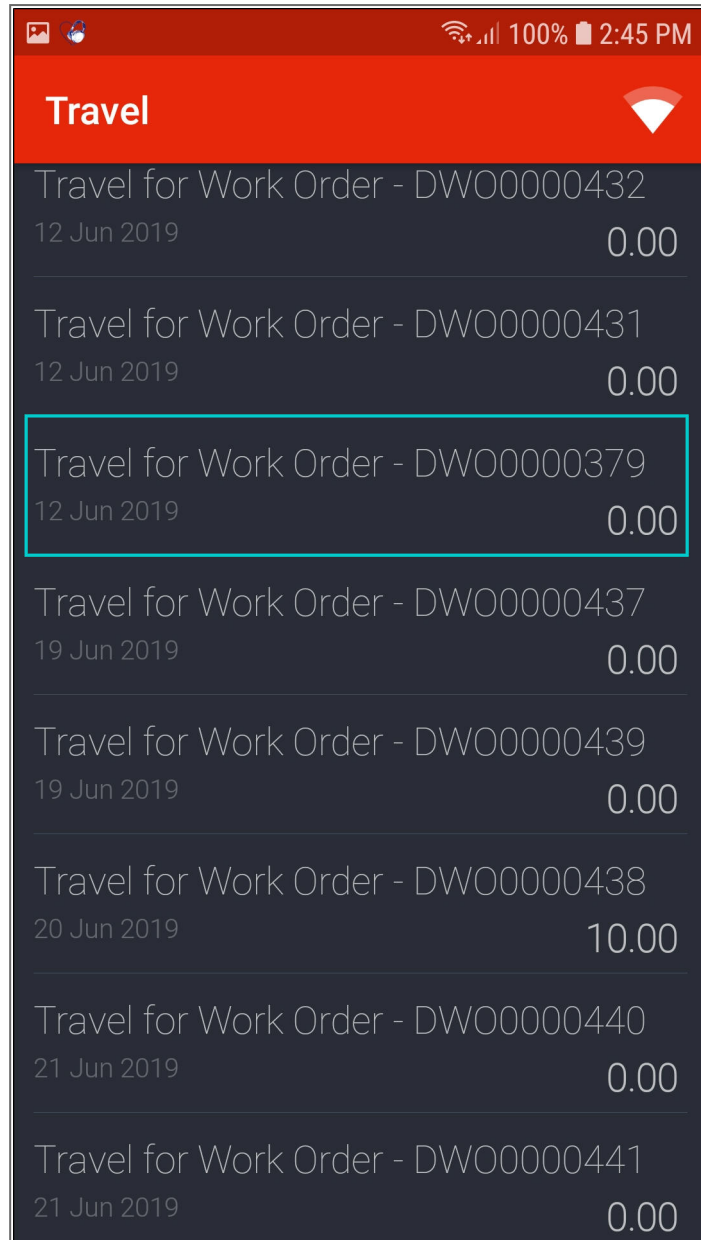


- The **Travel** screen will be displayed.
- A list of travel records for all your work orders will be displayed in this screen showing the;
 1. work order number,
 2. date the travel was logged and the
 3. distance travelled in km(s).

Travel for Work Order - DWO00000379	12 Jun 2019	0.00
Travel for Work Order - DWO00000437	19 Jun 2019	0.00
Travel for Work Order - DWO00000439	19 Jun 2019	0.00
Travel for Work Order - DWO00000438	20 Jun 2019	10.00
Travel for Work Order - DWO00000440	21 Jun 2019	0.00
Travel for Work Order - DWO00000441	21 Jun 2019	0.00
Travel for Work Order - DWO00000442	21 Jun 2019	15.00
Travel for Work Order - DWO00000444	01 Jul 2019	0.00

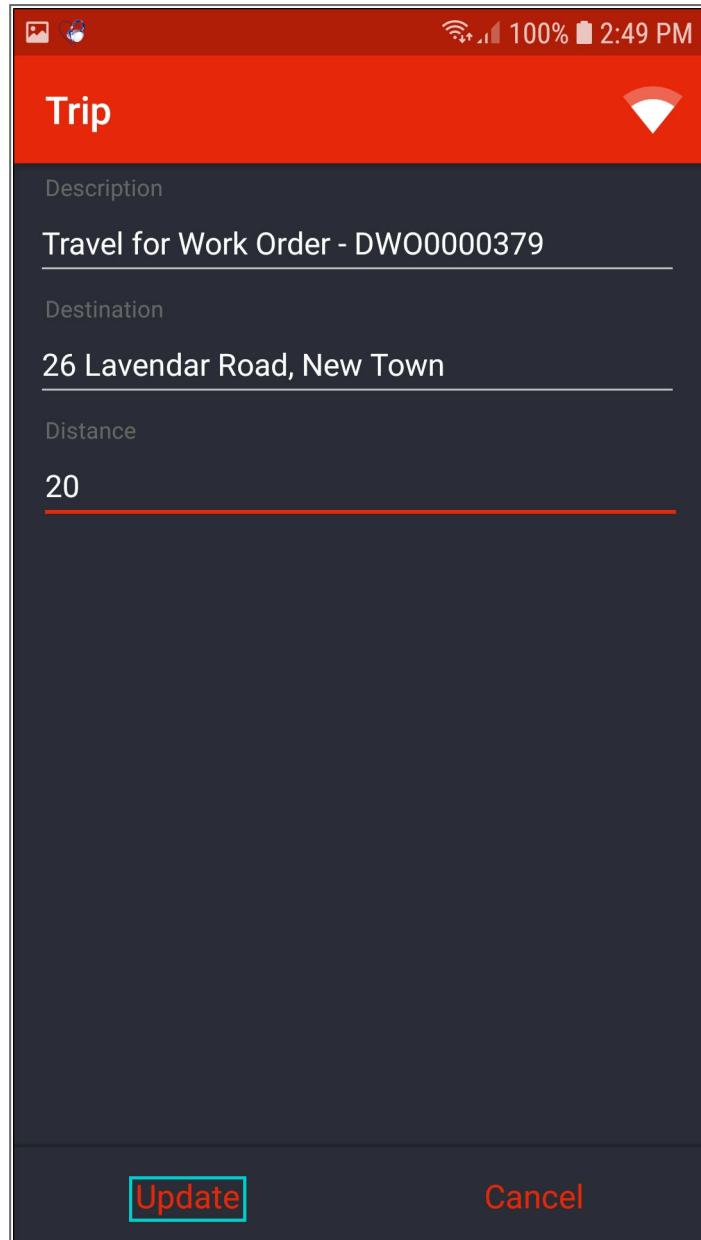
Travel Entry

- To edit a travel record, click on the travel record you wish to edit.



Travel	
Travel for Work Order - DWO0000432	0.00
12 Jun 2019	
Travel for Work Order - DWO0000431	0.00
12 Jun 2019	
Travel for Work Order - DWO0000379	0.00
12 Jun 2019	
Travel for Work Order - DWO0000437	0.00
19 Jun 2019	
Travel for Work Order - DWO0000439	0.00
19 Jun 2019	
Travel for Work Order - DWO0000438	10.00
20 Jun 2019	
Travel for Work Order - DWO0000440	0.00
21 Jun 2019	
Travel for Work Order - DWO0000441	0.00
21 Jun 2019	

- The **Trip** screen will be displayed.
- Edit the relevant details.
- Click on **Update**.
 - In this image, **Distance** field was updated.



Trip

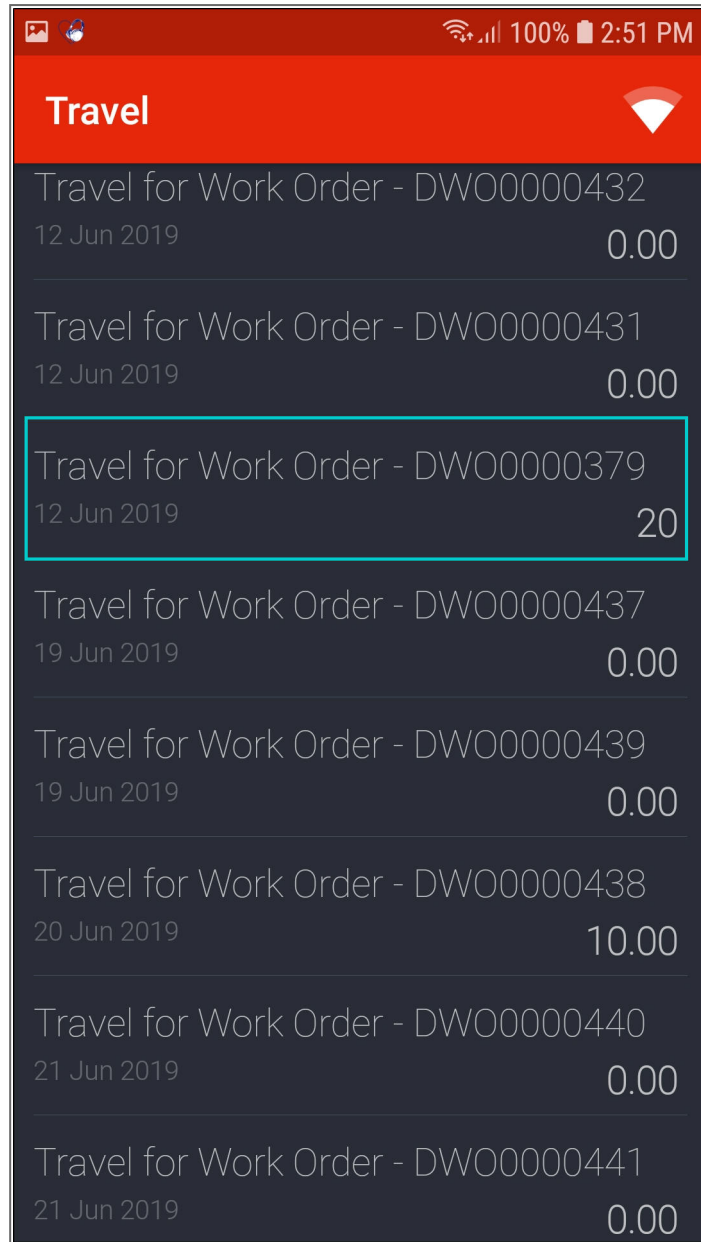
Description
Travel for Work Order - DW00000379

Destination
26 Lavendar Road, New Town

Distance
20

Update **Cancel**

- The updated travel record will now be displayed in the **Travel** screen.

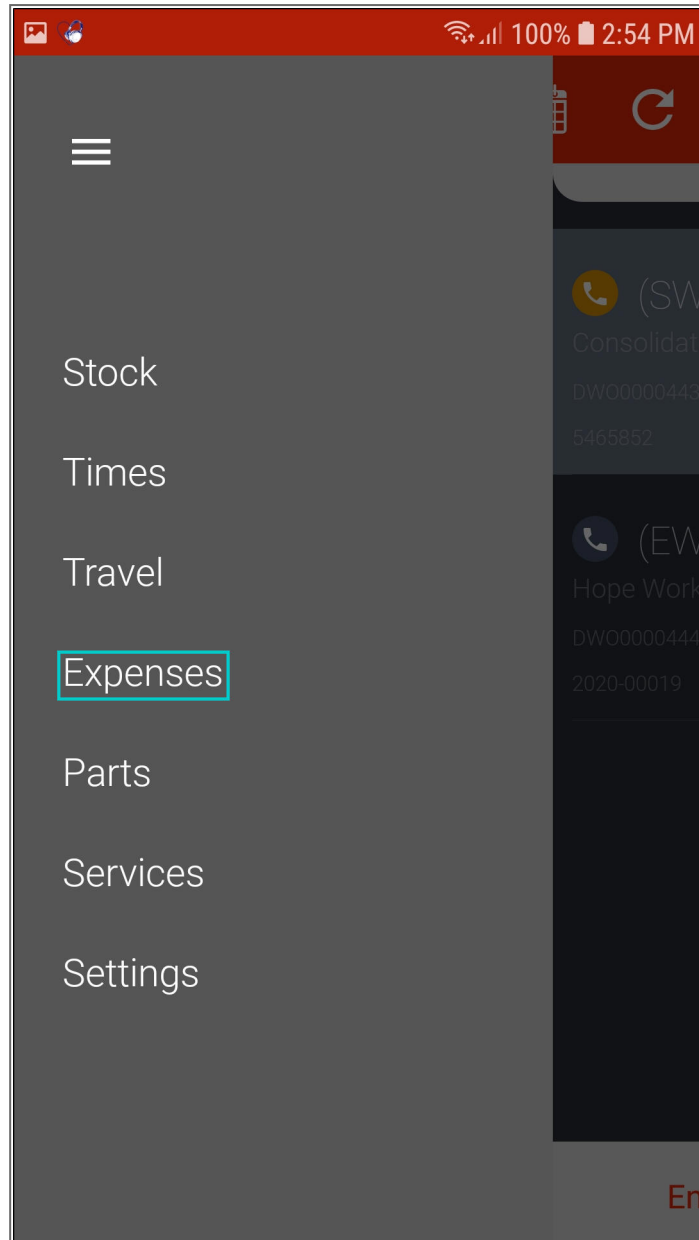


The screenshot shows a mobile application interface with a dark background and a red header. The header contains the word "Travel" and a Wi-Fi icon. Below the header is a list of travel expenses for work orders. Each entry includes the work order ID, the date, and the amount. The entry for work order DW00000379 is highlighted with a red border.

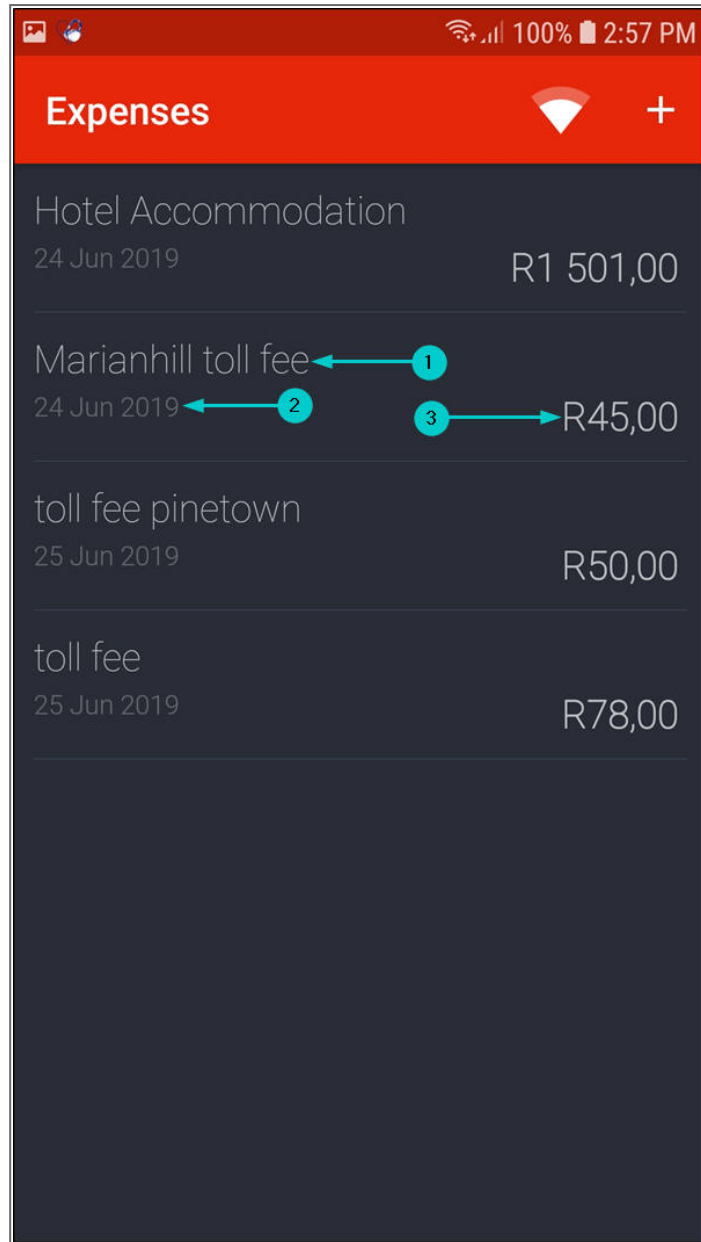
Work Order ID	Date	Amount
DW00000432	12 Jun 2019	0.00
DW00000431	12 Jun 2019	0.00
DW00000379	12 Jun 2019	20
DW00000437	19 Jun 2019	0.00
DW00000439	19 Jun 2019	0.00
DW00000438	20 Jun 2019	10.00
DW00000440	21 Jun 2019	0.00
DW00000441	21 Jun 2019	0.00

EXPENSES

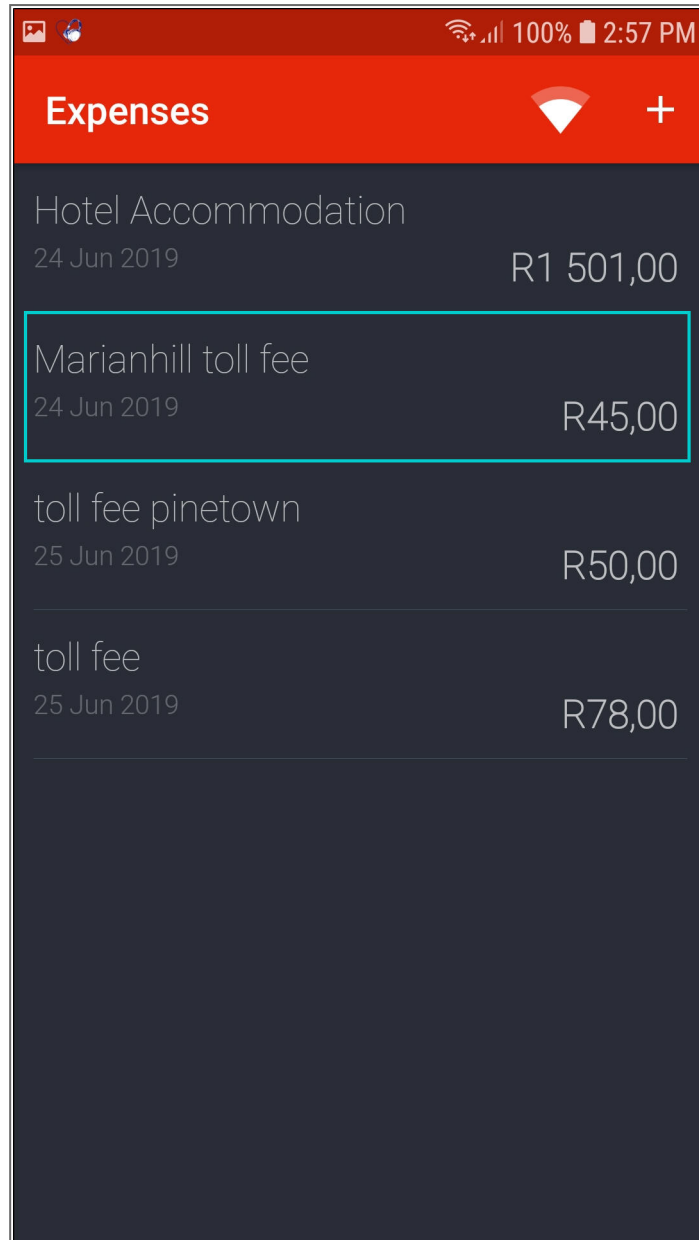
- You can view or add expenses on all your work orders.
- Click on **Expenses**.



- The **Expenses** screen will be displayed.
- A list of all logged expenses will be displayed in this screen showing the
 1. expense description,
 2. date when the expense was logged and
 3. expense cost.

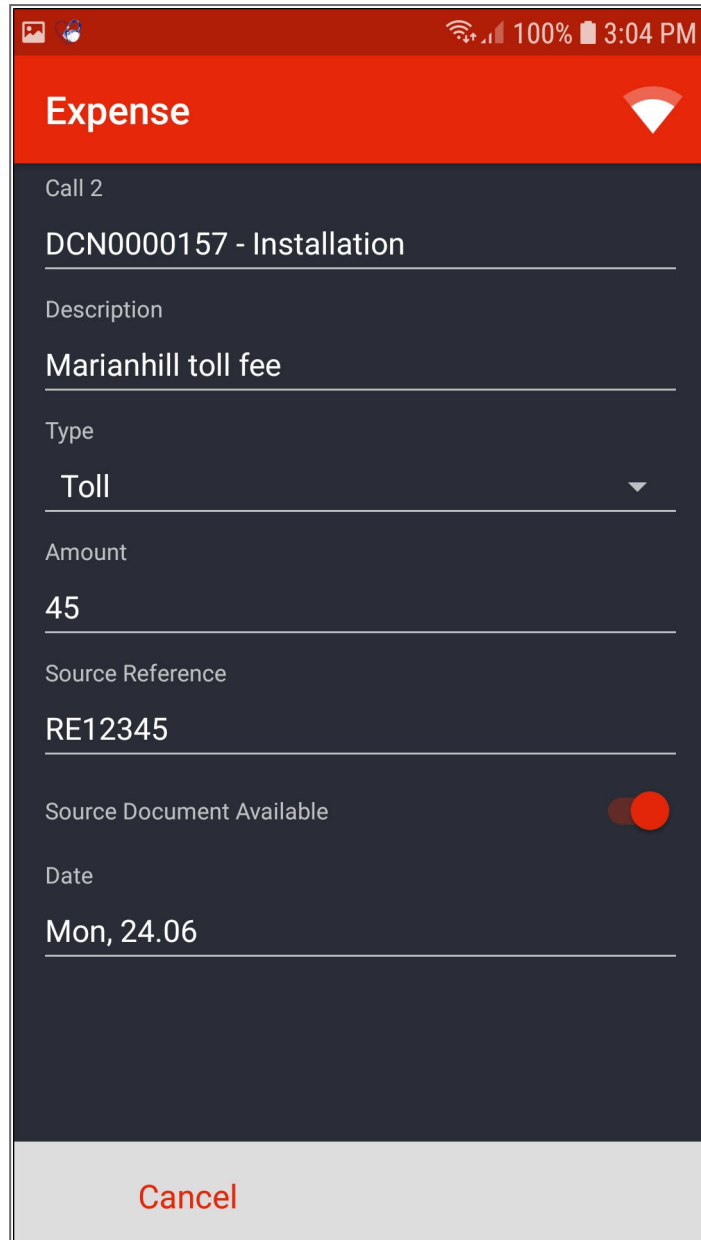


- To view more details, click on the expense you wish to view more details for.



- The **Expense** screen will be displayed.
 - **Call []**: This will auto populate with the call number of the expense you are currently viewing.
 - **Description**: This shows the call / project description.
 - **Type**: This shows the expense type.
 - **Amount**: This shows the expense amount.

- **Source Reference:** This shows the receipt number if applicable.
- **Source Document Available:** This shows whether the source document is available or not.
 - **Note 1:** When the **Toggle** button is to your **left** and **grey** in colour it means the source document is not available.
 - **Note 2:** When the **Toggle** button is to your **right** and **red** in colour it means the source document is available.
- **Date:** This shows the date the expense was logged.



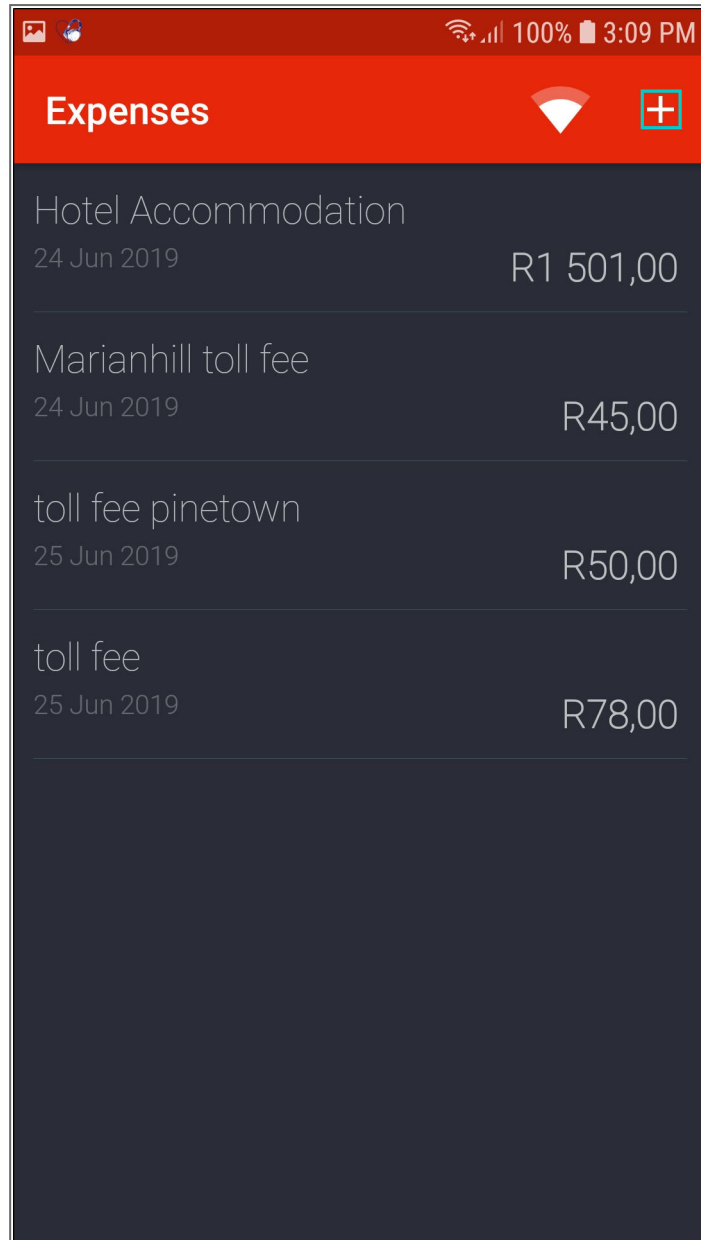
The image shows a mobile application form for adding an expense. The form is titled "Expense" and is set against a dark blue background. The top status bar shows the time as 3:04 PM and 100% battery. The form fields are as follows:

- Call 2**
- DCN0000157 - Installation**
- Description**
- Marianhill toll fee**
- Type**: Toll (dropdown menu)
- Amount**: 45
- Source Reference**: RE12345
- Source Document Available**:
- Date**: Mon, 24.06

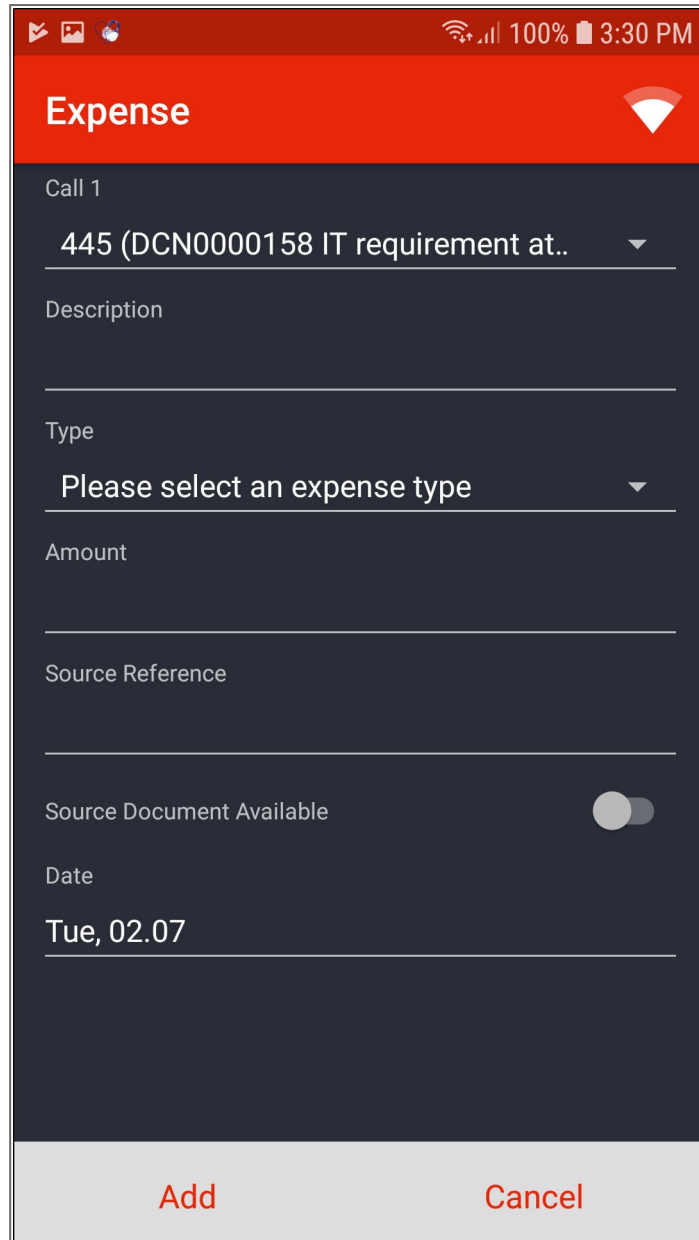
A "Cancel" button is located at the bottom of the form.

Add an Expense

- Click on the '+' icon in the **Expenses** screen.



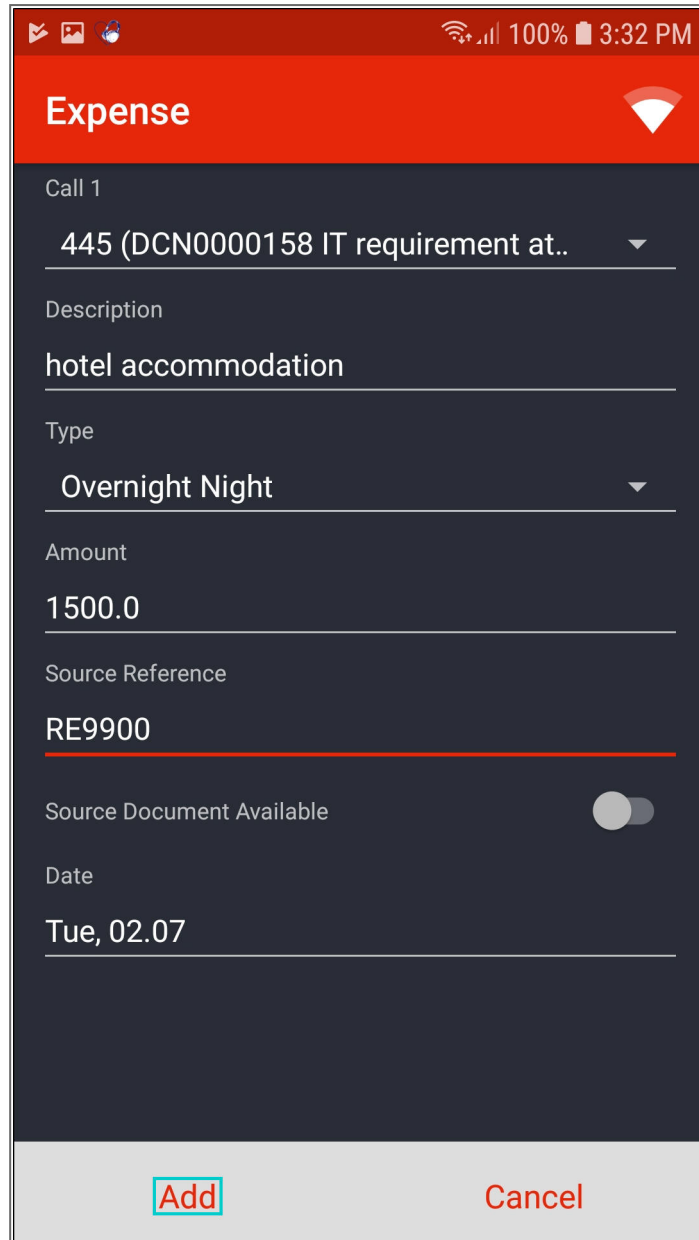
- The **Expense** screen will be displayed.



The image shows a mobile application form titled "Expense". The form is set against a dark blue background with a red header bar. The header bar contains the title "Expense" and a white Wi-Fi icon. Below the header, the form is divided into several sections: "Call 1" with a dropdown menu showing "445 (DCN0000158 IT requirement at.."; "Description" with a text input field; "Type" with a dropdown menu showing "Please select an expense type"; "Amount" with a text input field; "Source Reference" with a text input field; "Source Document Available" with a toggle switch that is currently turned off; and "Date" with a text input field showing "Tue, 02.07". At the bottom of the form, there are two buttons: "Add" and "Cancel", both in red text on a light grey background.

- **Call []:** This will auto populate with the call number you are currently working on but you can change this by clicking on the down arrow and selecting a different call.
- **Description:** Type in the relevant description.

- **Type:** Click on the down arrow and select the relevant expense type.
 - **Amount:** Type in the Expense Amount.
 - **Source Reference:** Type in the Receipt Number if applicable.
 - **Source Document Available:** This is set to **Yes** by default on save. Only change this if you do not have the Receipt / relating document.
 - **Date:** The current date will auto populate but you can change this by clicking on the date and selecting a different date.
- Click on **Add**.

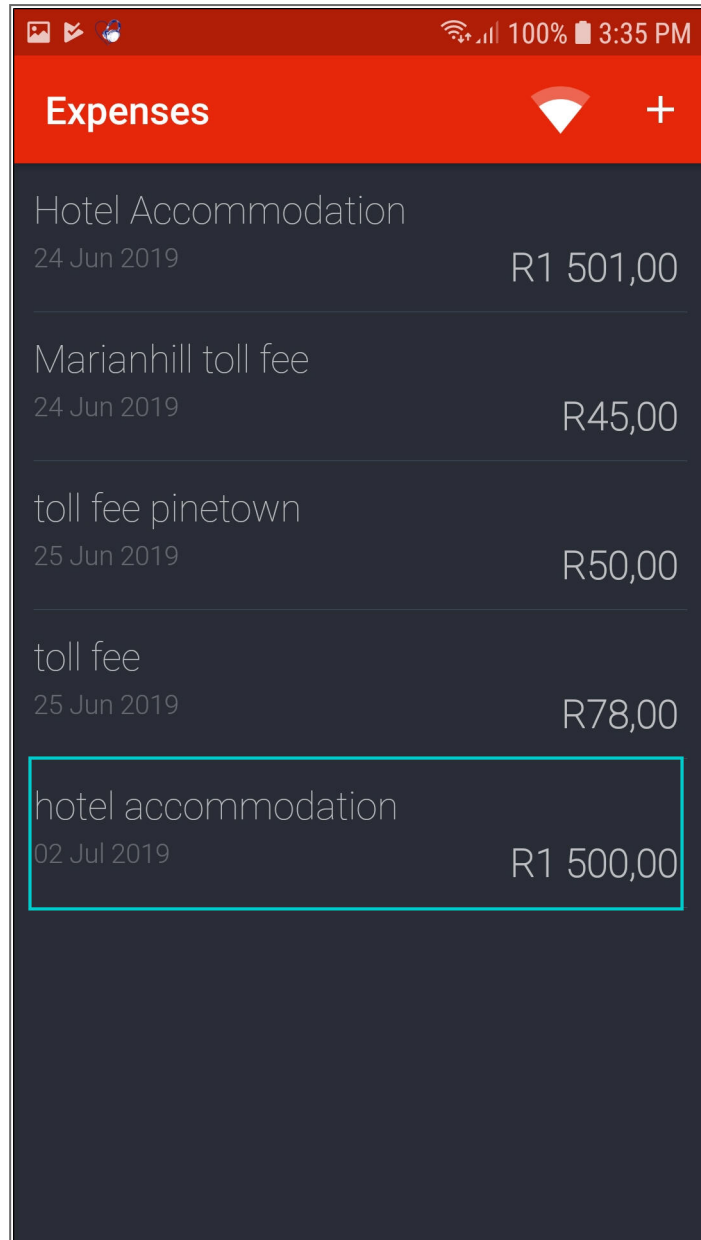


The image shows a mobile application interface for adding an expense. The screen has a dark blue background with a red header bar containing the word "Expense" and a white Wi-Fi icon. The form fields are as follows:

- Call 1**: 445 (DCN0000158 IT requirement at..)
- Description**: hotel accommodation
- Type**: Overnight Night
- Amount**: 1500.0
- Source Reference**: RE9900
- Source Document Available**:
- Date**: Tue, 02.07

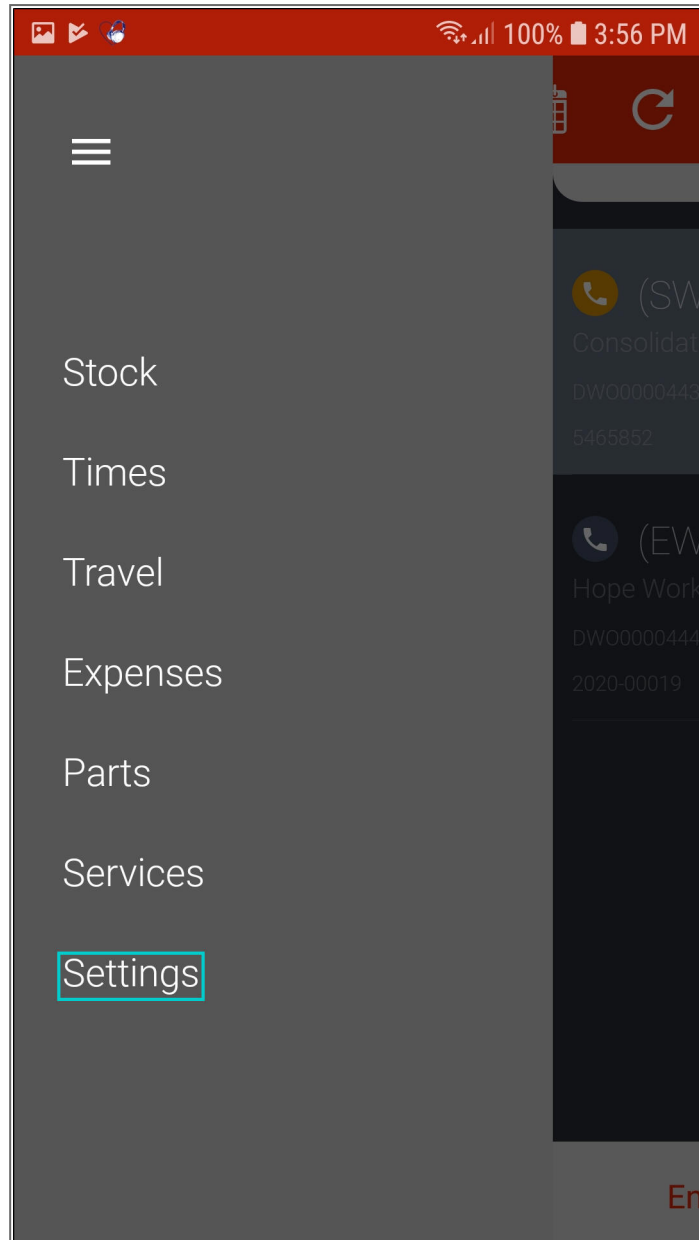
At the bottom of the form, there are two buttons: "Add" (highlighted with a red box) and "Cancel".

- The expense record will now be displayed in the **Expenses** screen.



SETTINGS

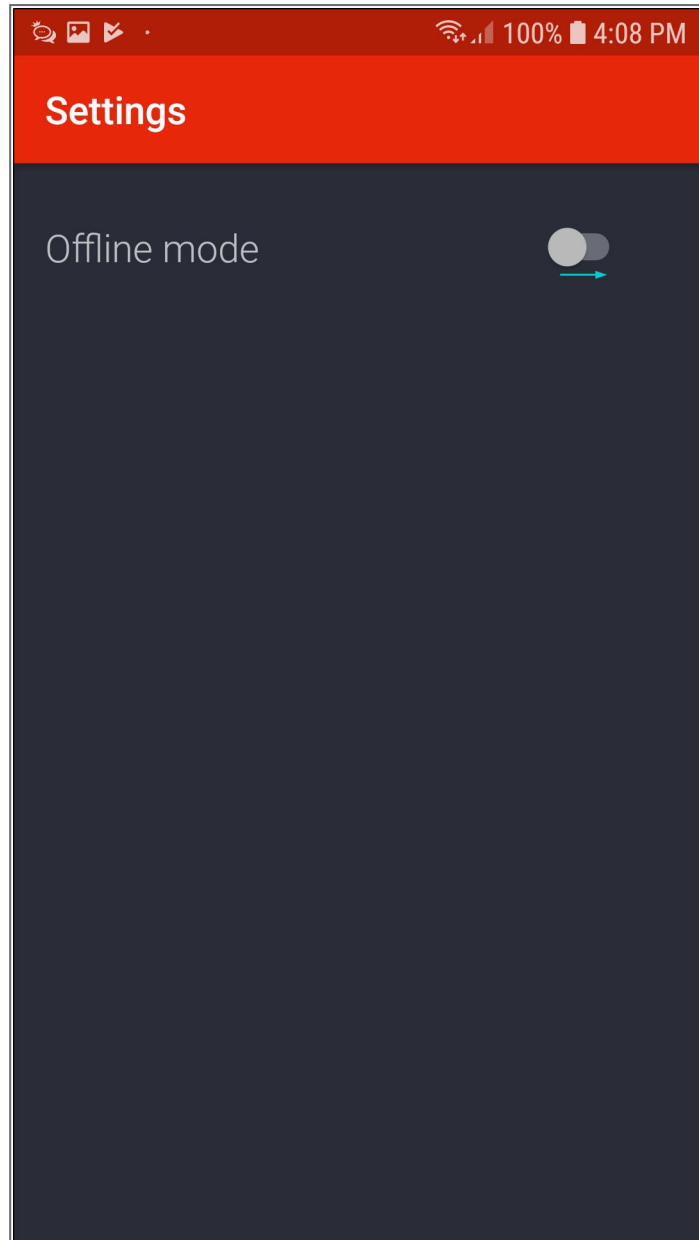
- This allows you to switch to **Online** or **Offline** mode.
- Click on **Settings**.



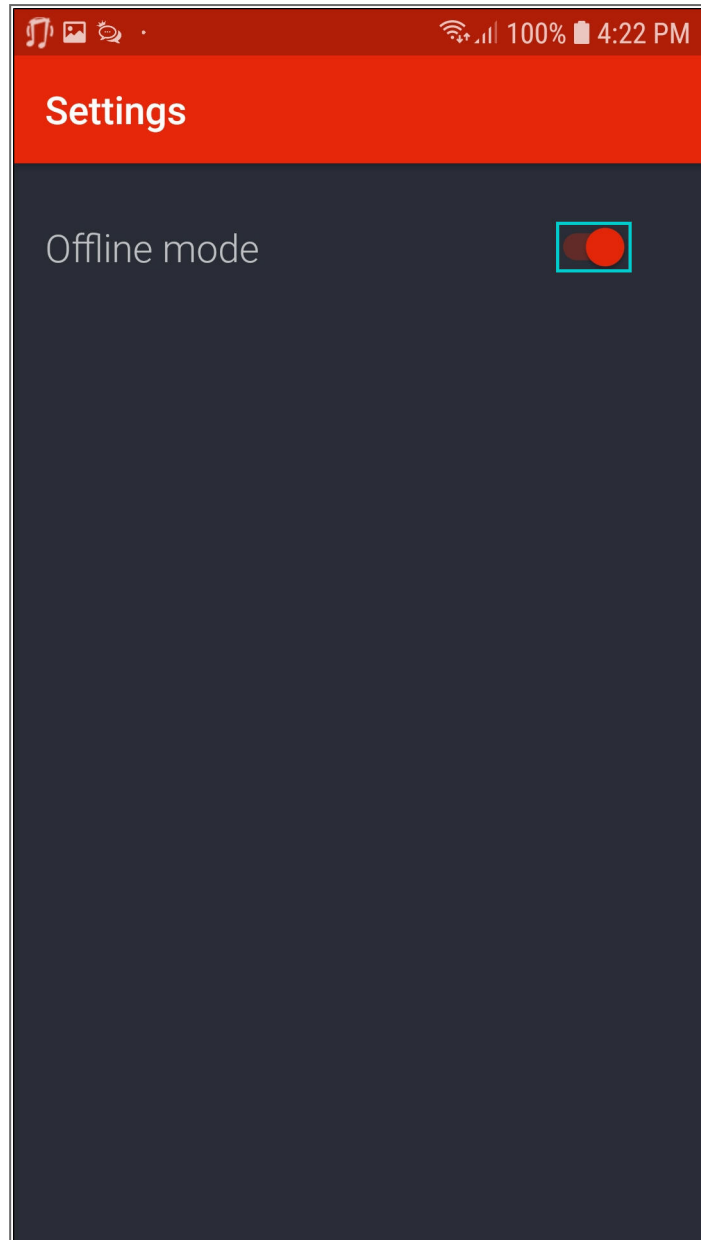
- The **Settings** screen will be displayed.
- By default, **Tech Connect** will be **Online**.
- The **Toggle** button will be to your **left** and **grey** in colour.



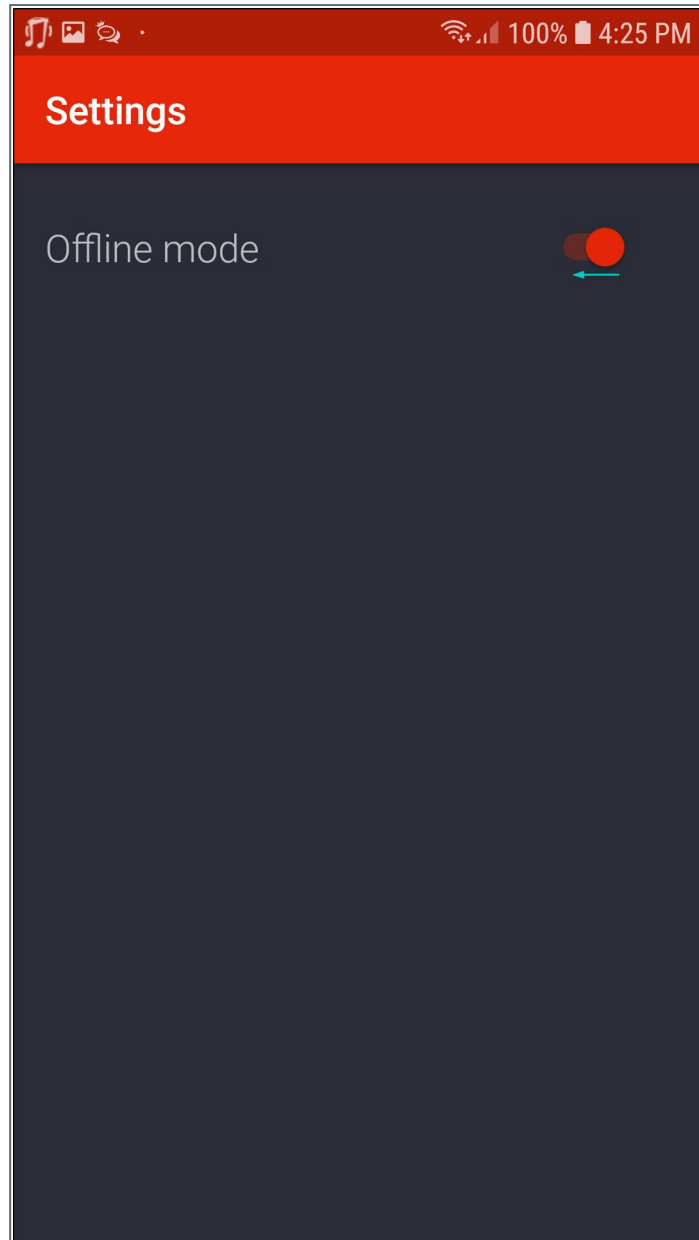
- To switch to **Offline** mode, move the **Toggle** button to your **right**.



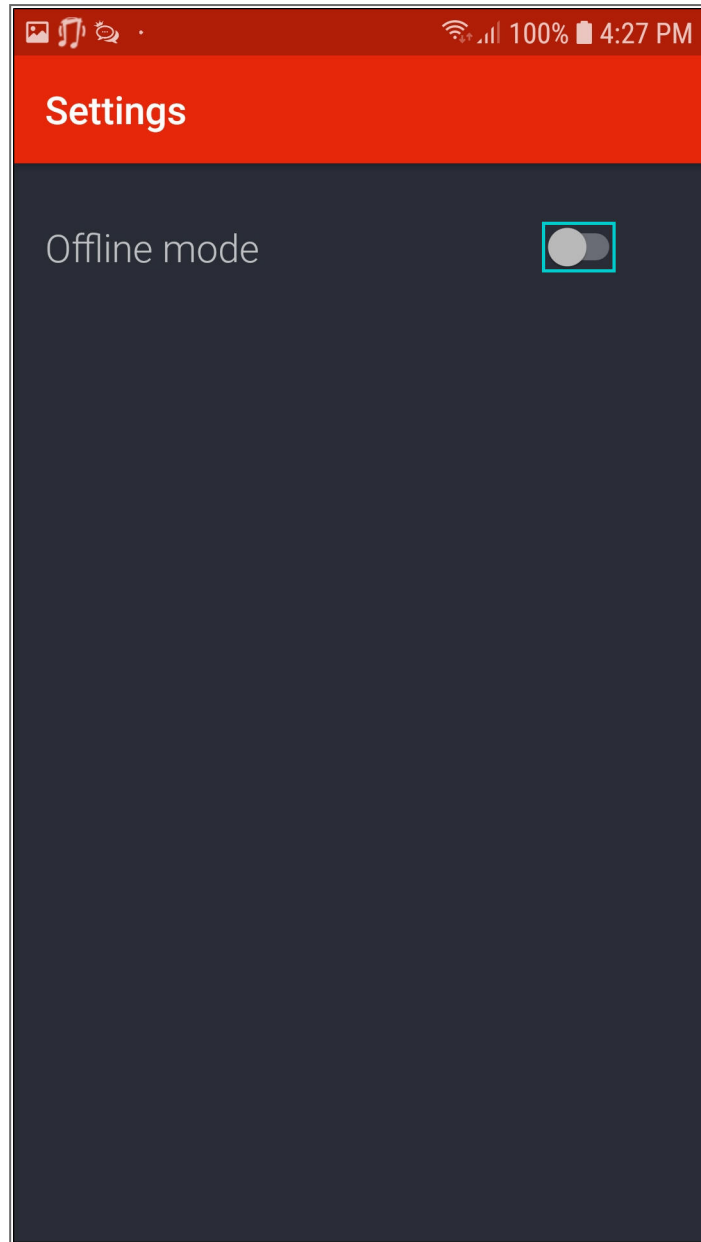
- The **Toggle** button colour will now be to your **right** and **red** in colour.



- To switch to back to **Online** mode, move the **Toggle** button to your **left**.



- The **Toggle** button will now be to your **left** and **grey** in colour.



MNU.150.002