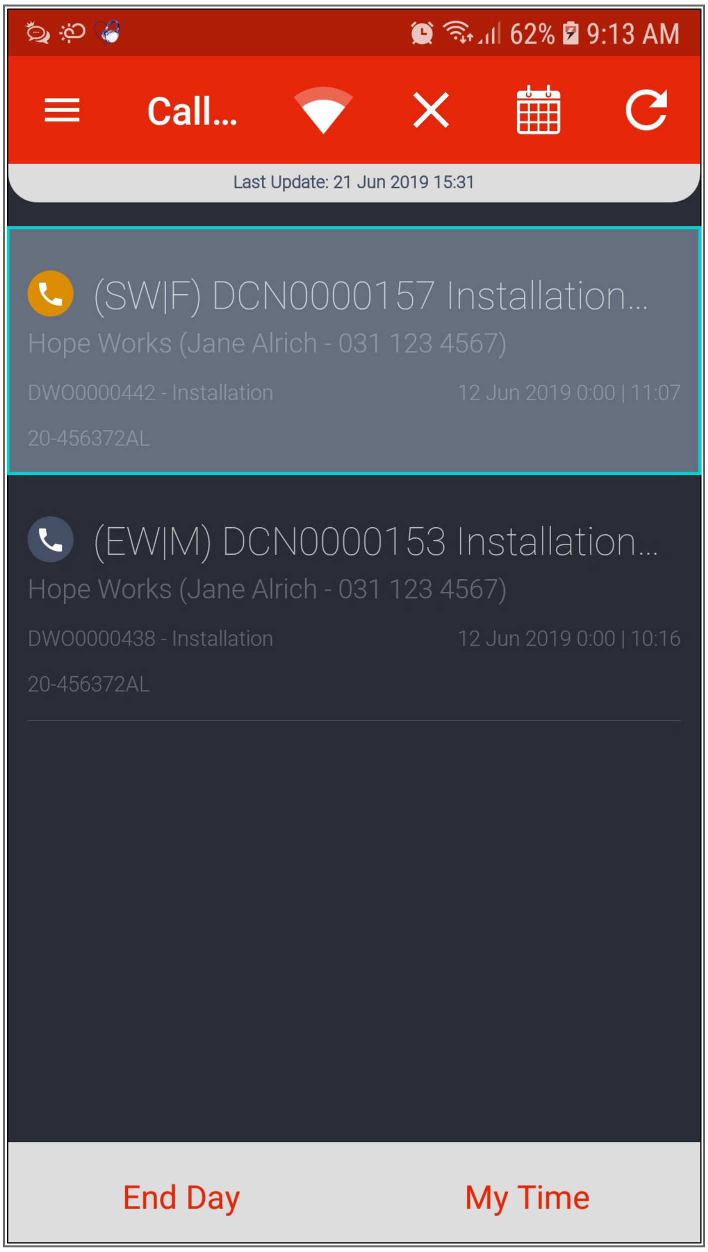
# TECHCONNECT

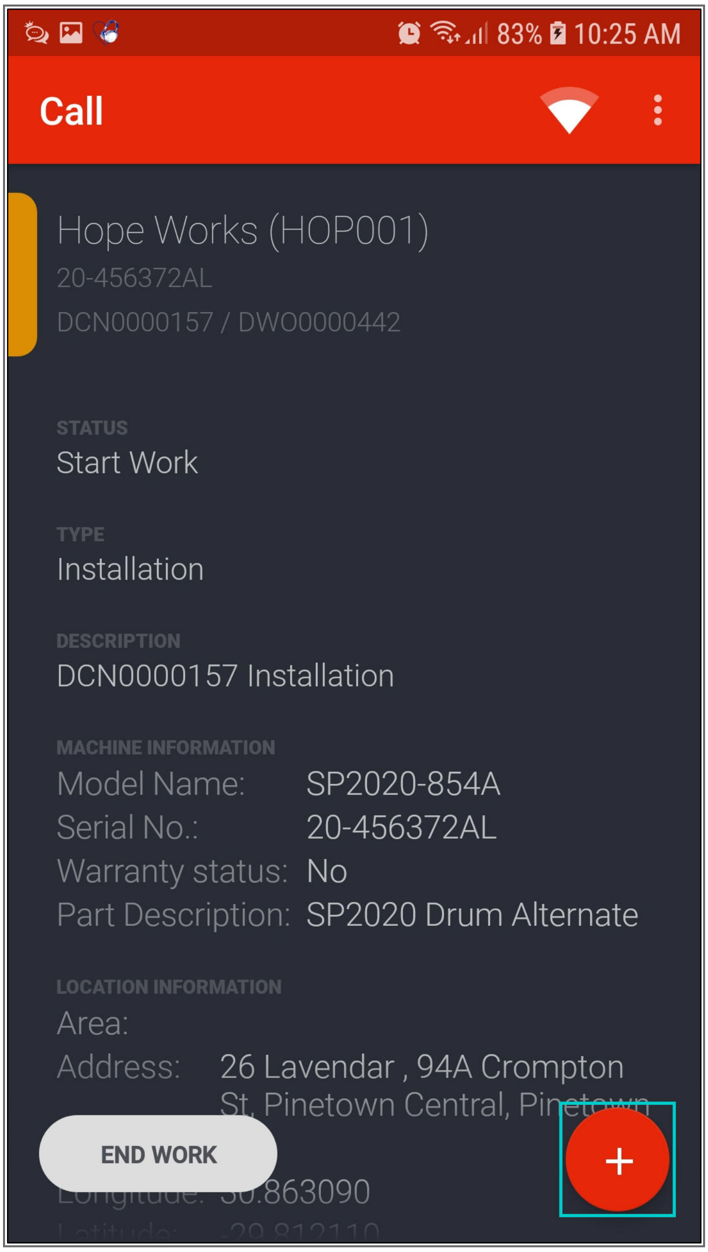
## WORK OPTIONS

### CALL OPTIONS

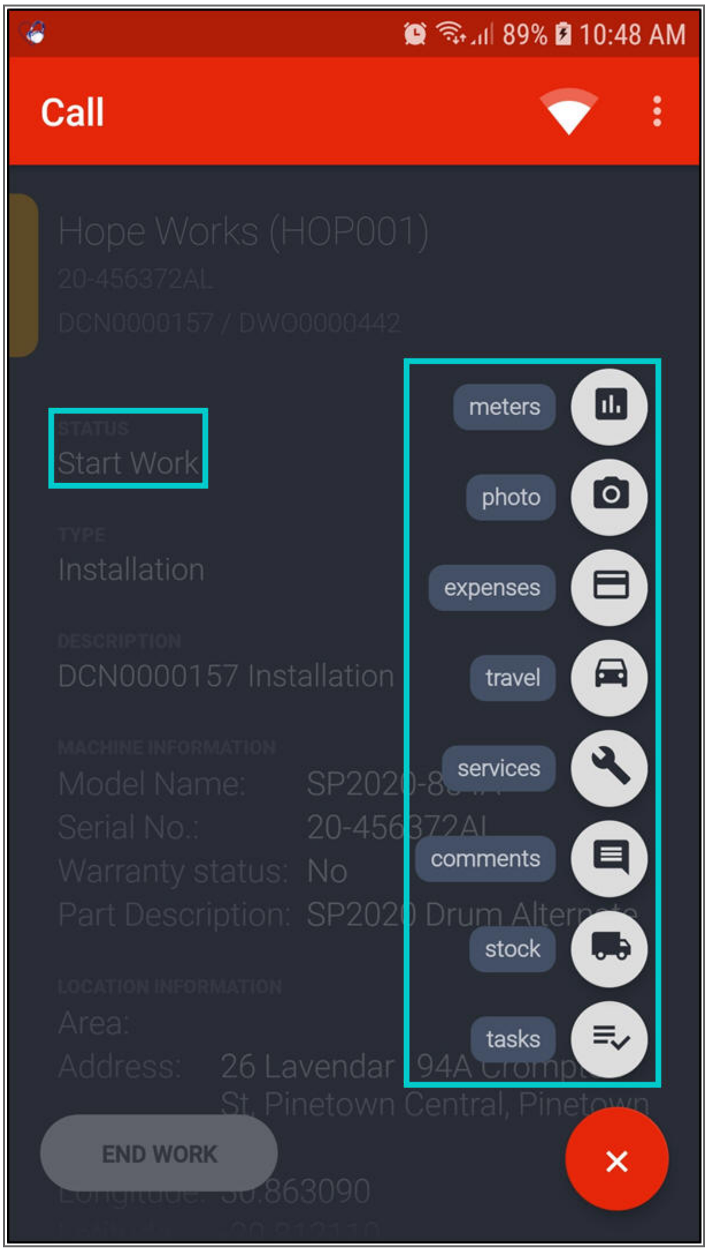
- All the call options are available in Status - ***Start Work***. In other statuses, you can only access some of the call options.
- In the ***Calls List*** screen, click on the call / project you wish to work on.




- The ***Call*** screen will be displayed.
- Click on the '***+***' button.

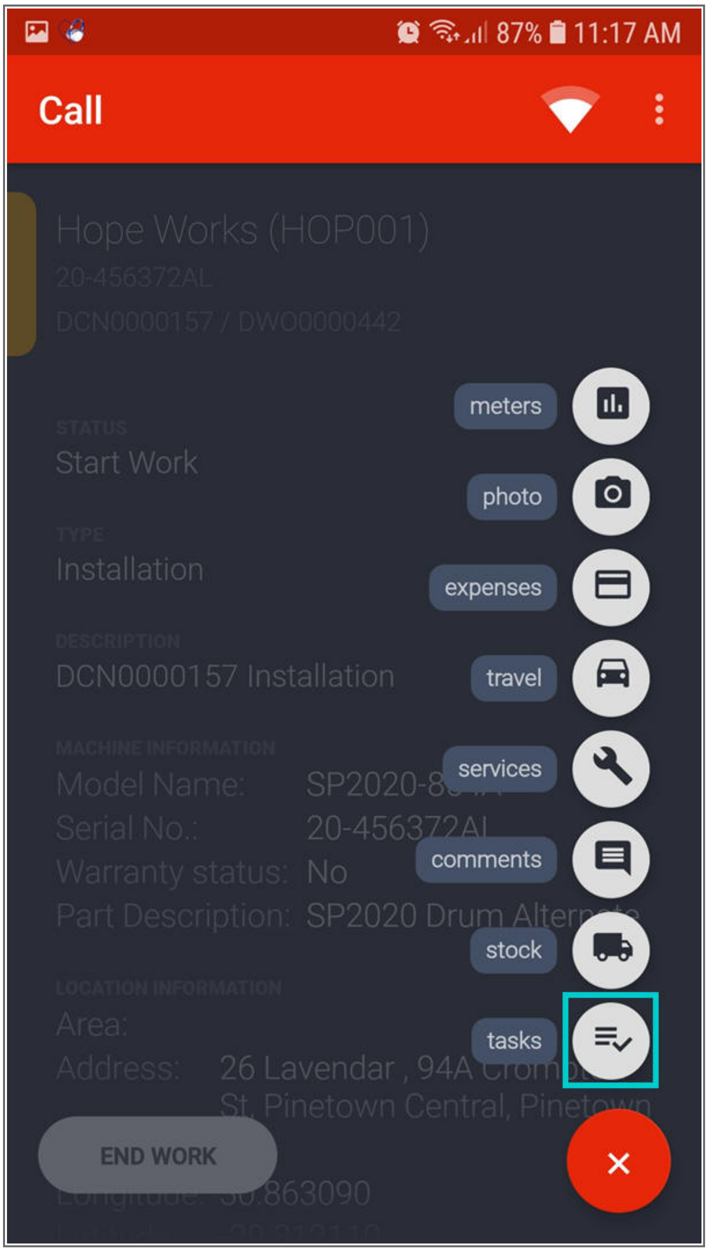



- A call options ***menu*** will be displayed.
    - ***Note***: All call options are only displayed in status - ***Start Work***.




## TASKS / INSTRUCTIONS

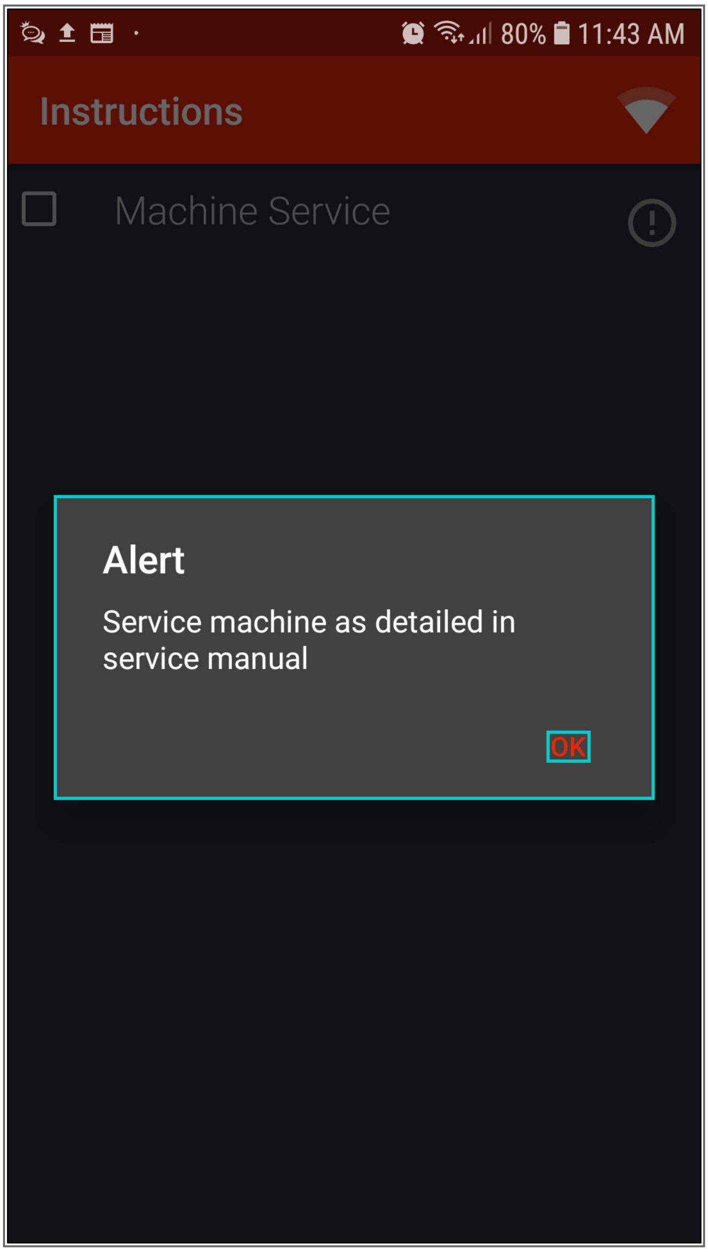
- Click on ***Tasks***.




- The ***Instructions*** screen will be displayed.
- If the call / project was generated from a scheduled maintenance task, a list of work instructions will display.


- Click on the '!' - Information icon to view more details regarding the instruction.


- An ***Alert*** message box will be displayed with more details regarding the instruction.
- Click on ***Ok*** when you are done with the instruction details.




- To mark the task / instruction as done, click in the ***check box***.

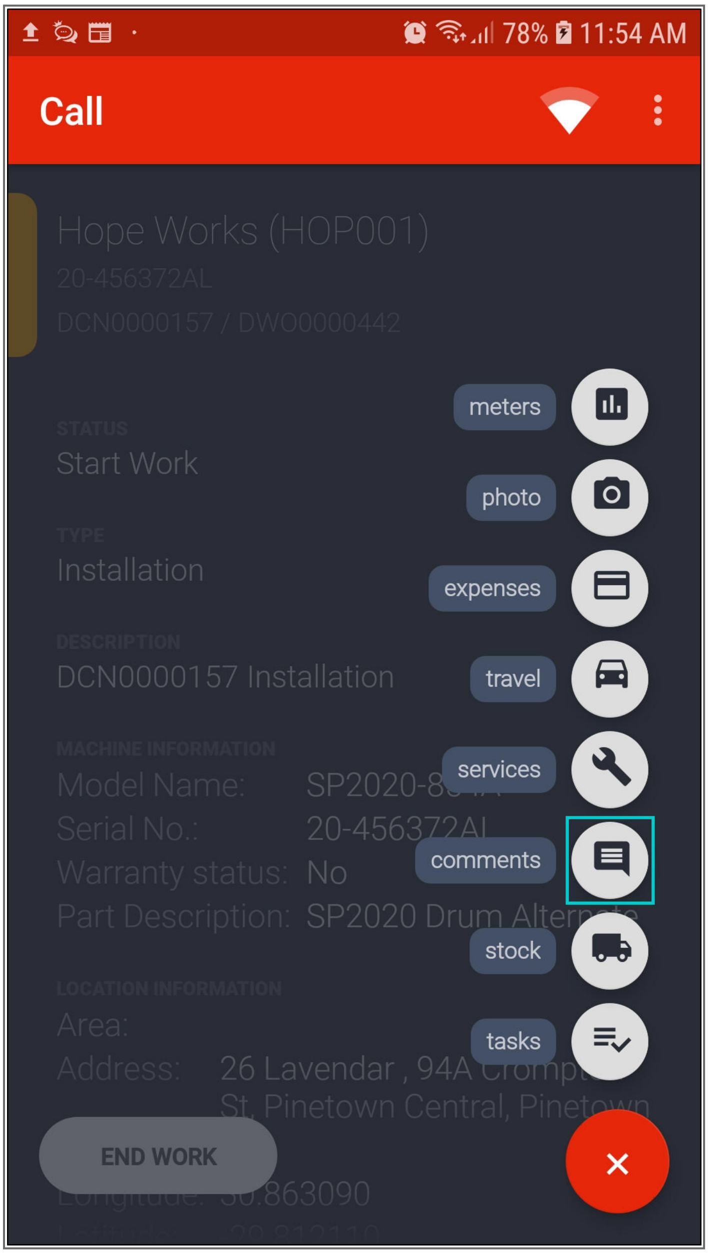

- The ***check box*** will now be marked.
- The ***check box*** colour will now ***red***.


## STOCK

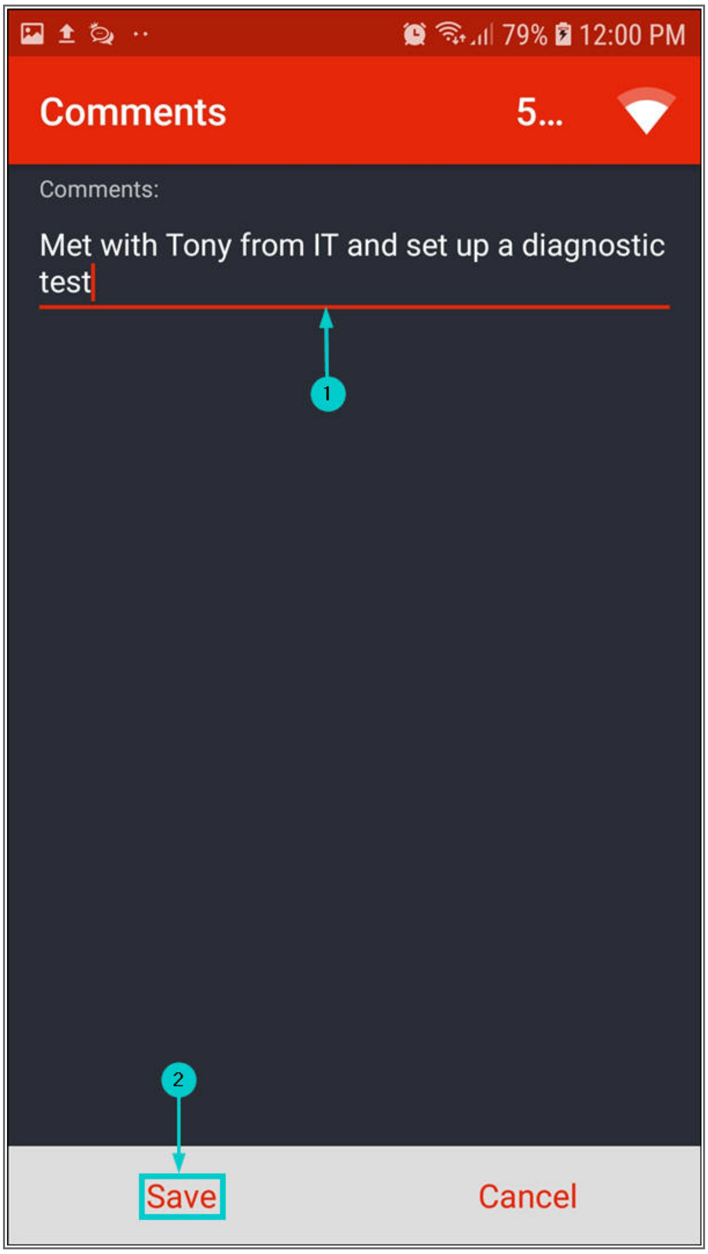
(refer to Work options - Stock)

## WORK COMMENTS

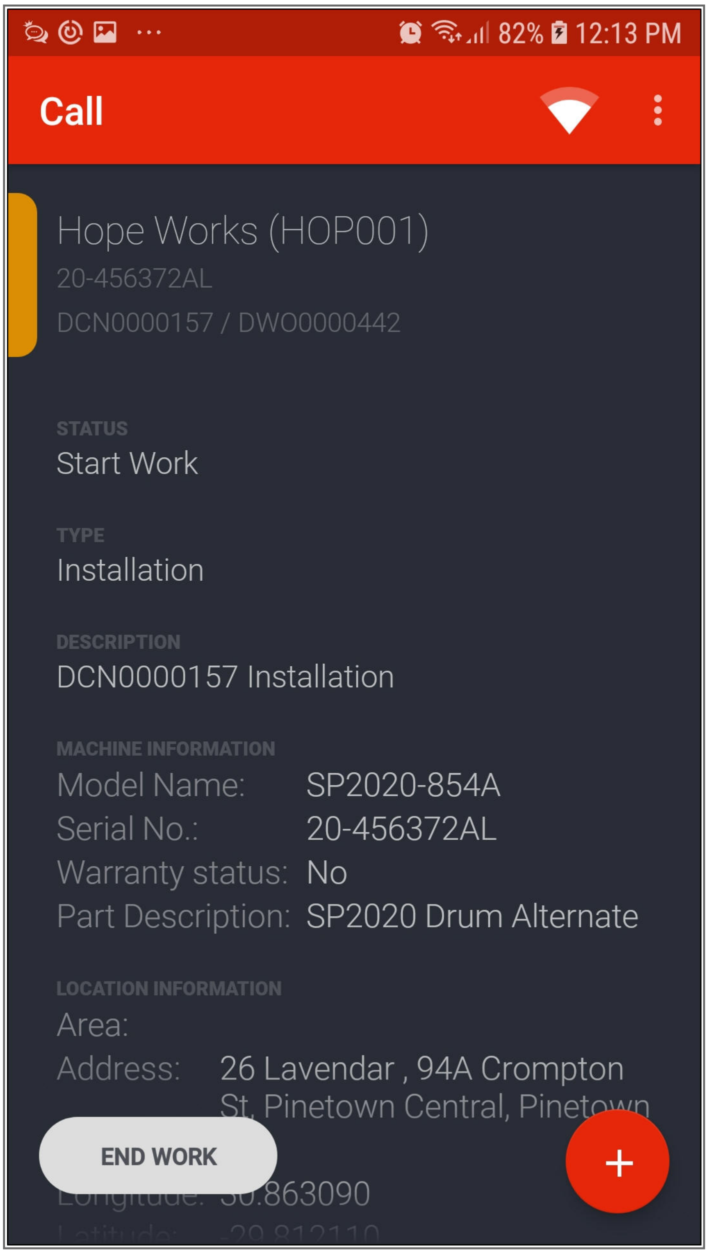
- You can add work comments whilst work is in progress. These comments will pull through to the Technician end work rectification comments field.
- Click on ***Comments***.



- The ***Comments*** screen will be displayed.
    1. Type in your comment.
    2. Click on ***Save***.

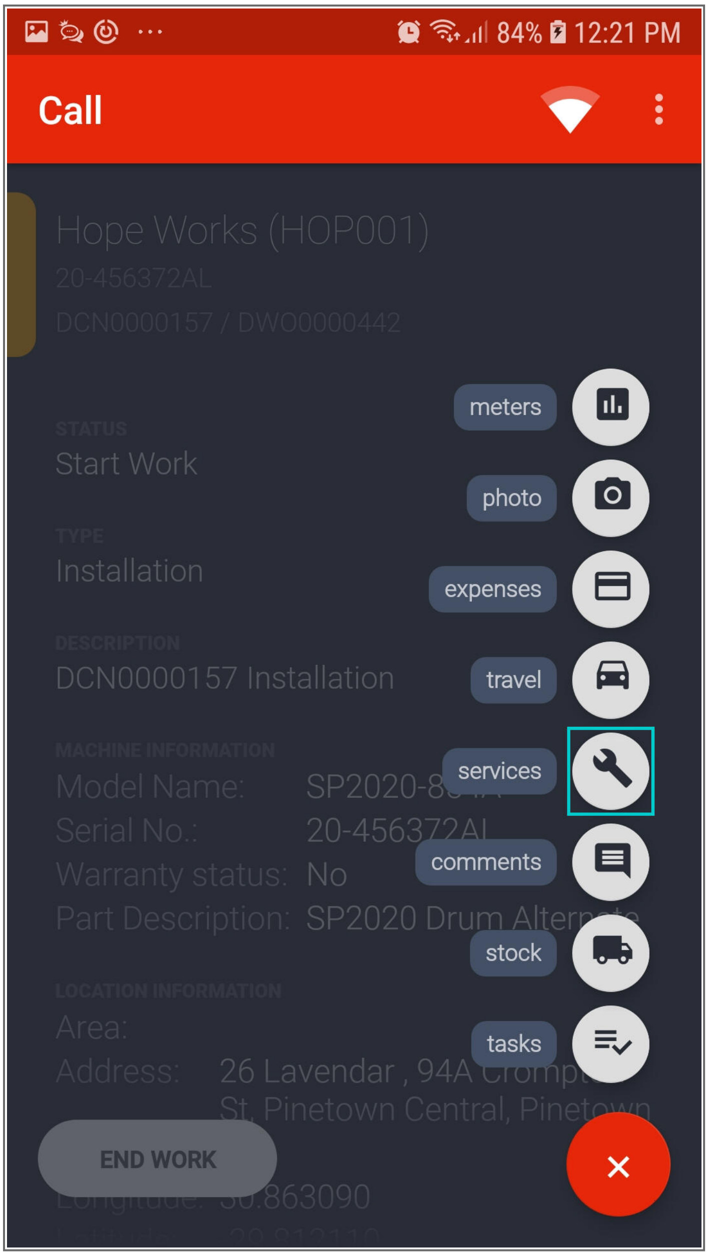



- You will return to the ***Call*** screen.

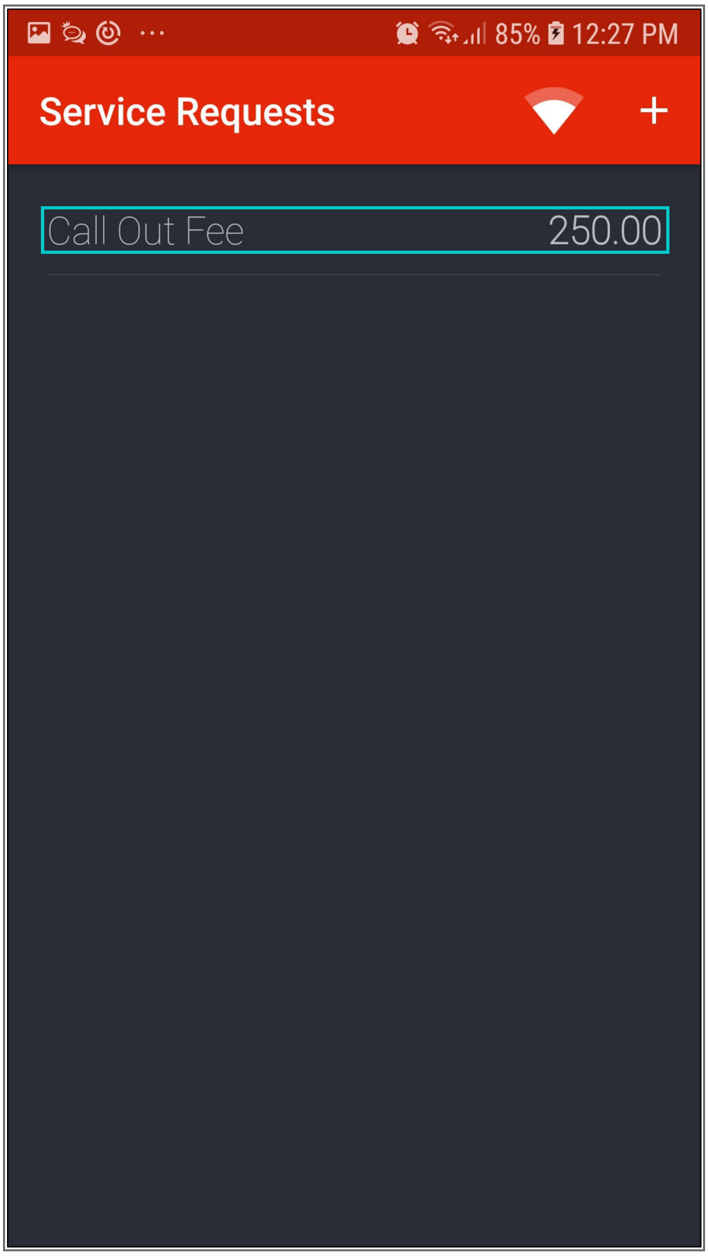



## THIRD PARTY SERVICE REQUEST

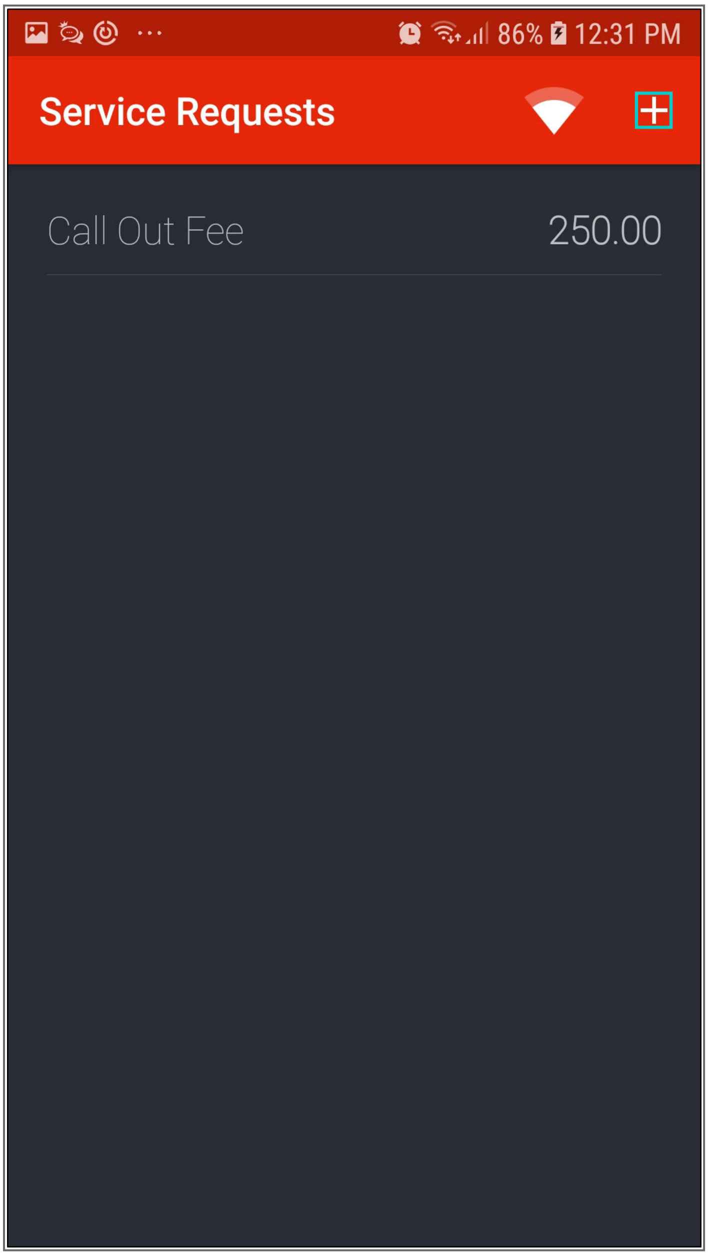
- If a Third Party Sub-contract is required for work that must be done, a ***Service Request*** must be raised.
- Click on the ***Services***.




- The ***Service Requests*** screen will be displayed.
- Any services that have already been requested will be displayed in this screen.

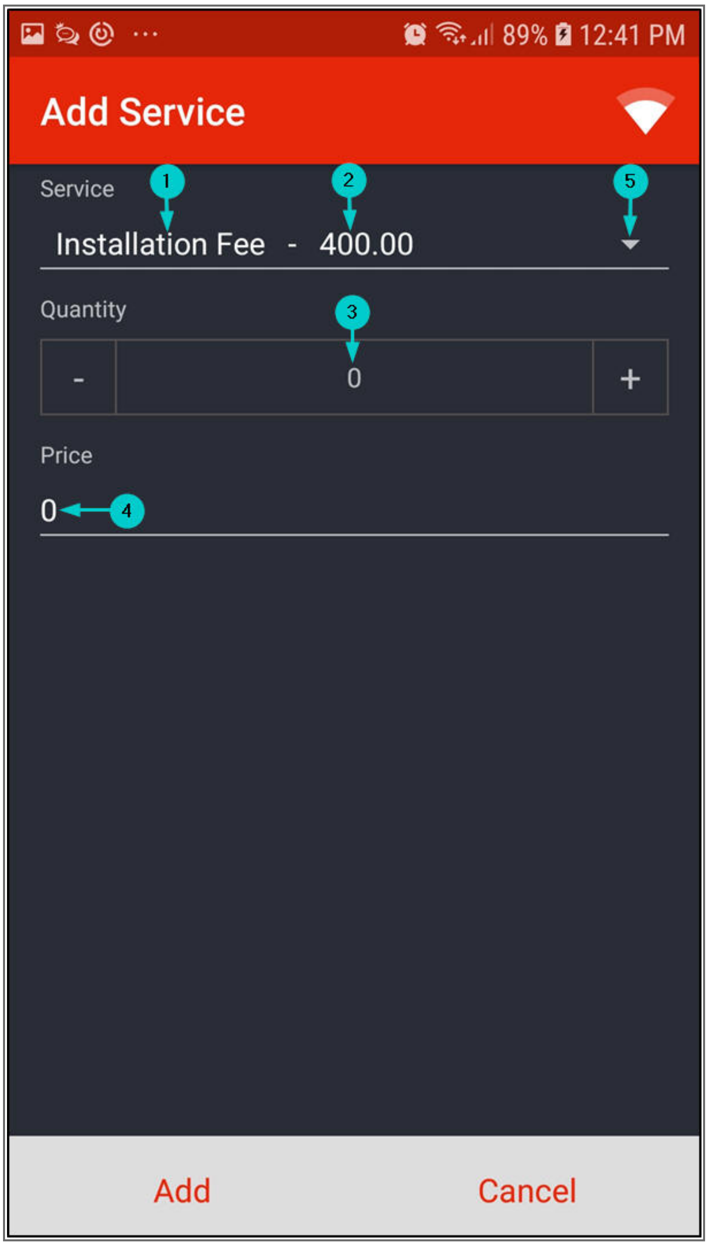



- To add a Service Request, click on the '**+**' icon.



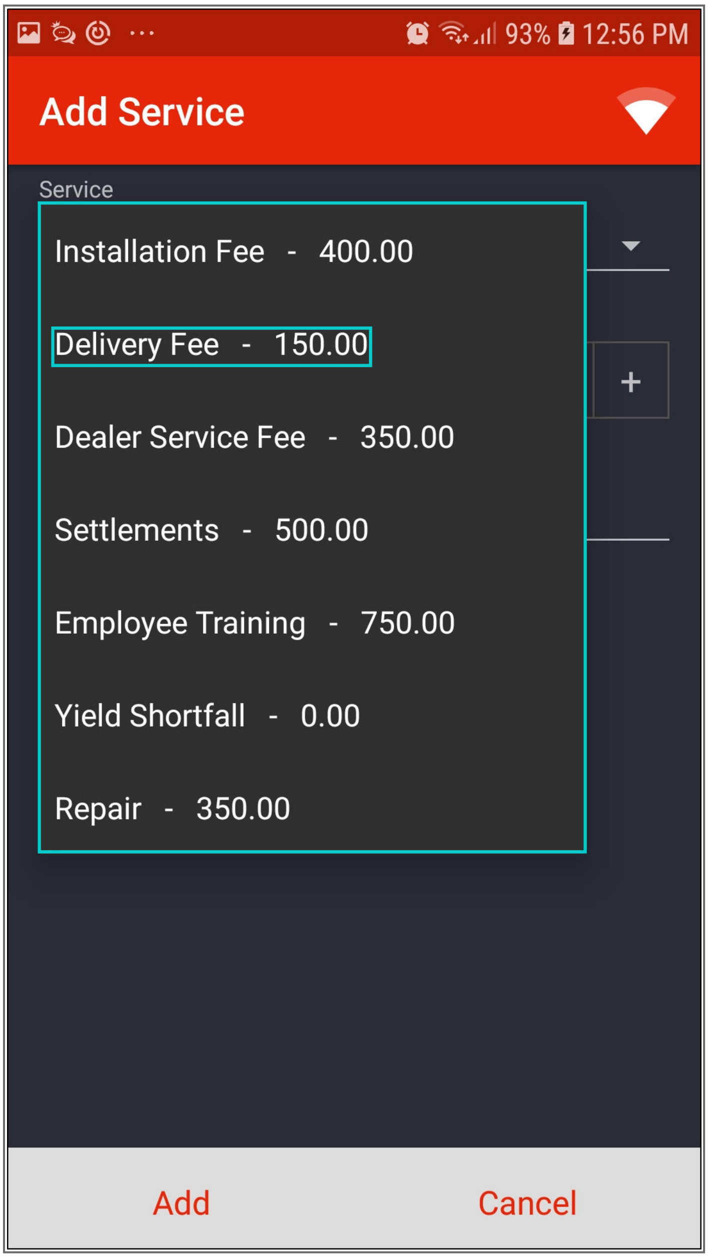

- An ***Add Service*** screen will be displayed.
  1. A service and the
  2. service fee will auto populate.
  3. The Quantity will default as ***0***.
  4. The Price will default as ***0***.

5. You can change the service by clicking on the ***down arrow*** and selecting the required service.
    - ***Note***: The price shown for each service is based on the ***Service Unit Cost***.



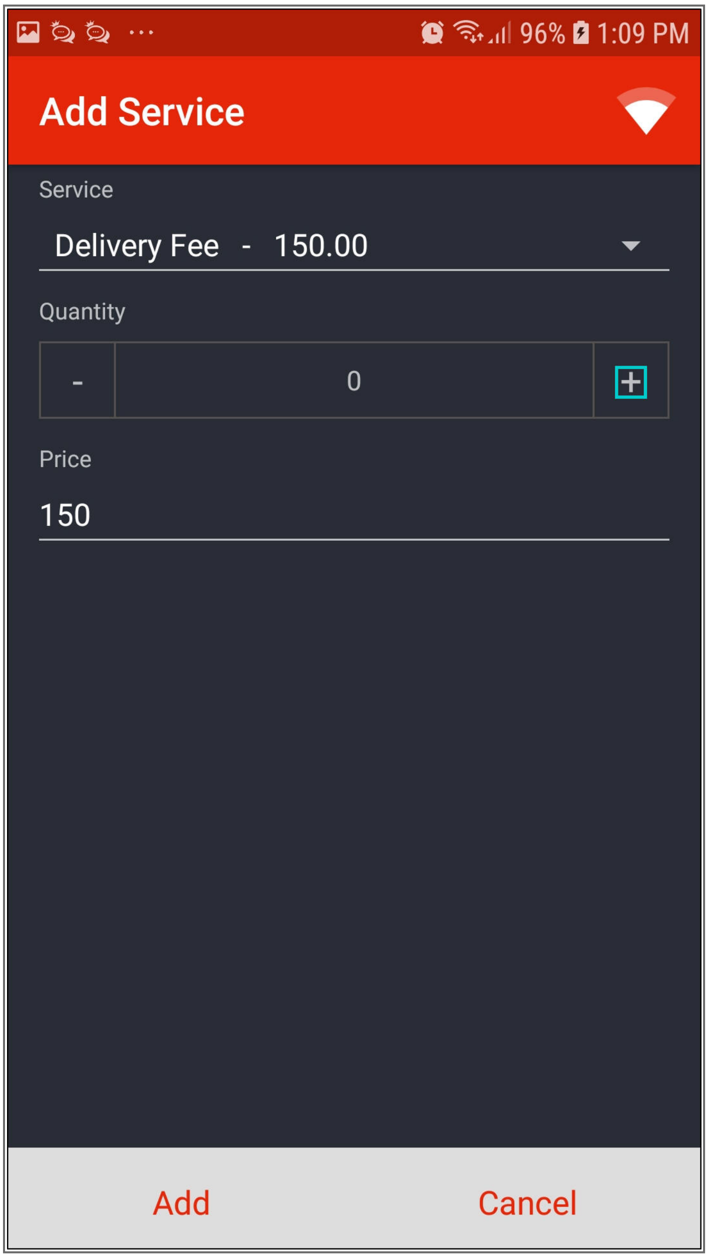

- A ***menu*** will be displayed.
- Select the required service.

- In this image, ***Delivery Fee*** was selected.

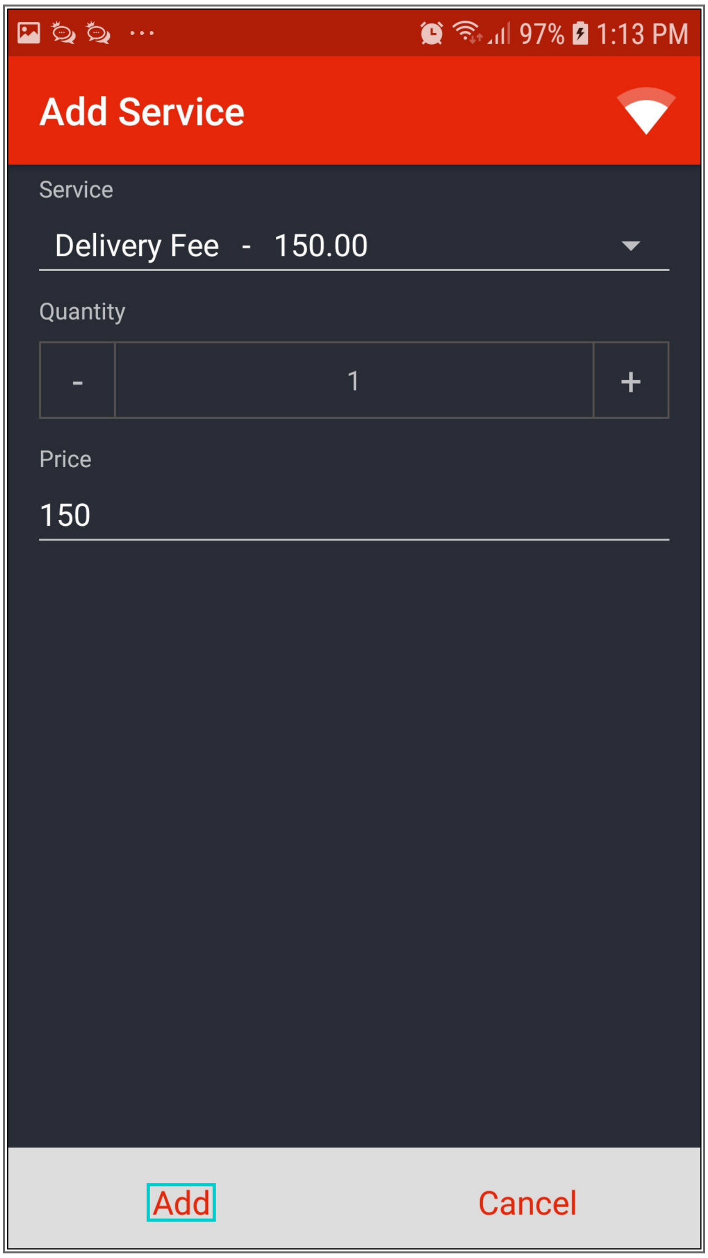



- The selected service will now be displayed.
- Click on '***+***' icon to add the required quantity.
    - ***Note***: Use '***+***' icon to increase the quantity and '***-***' icon to decrease the quantity.

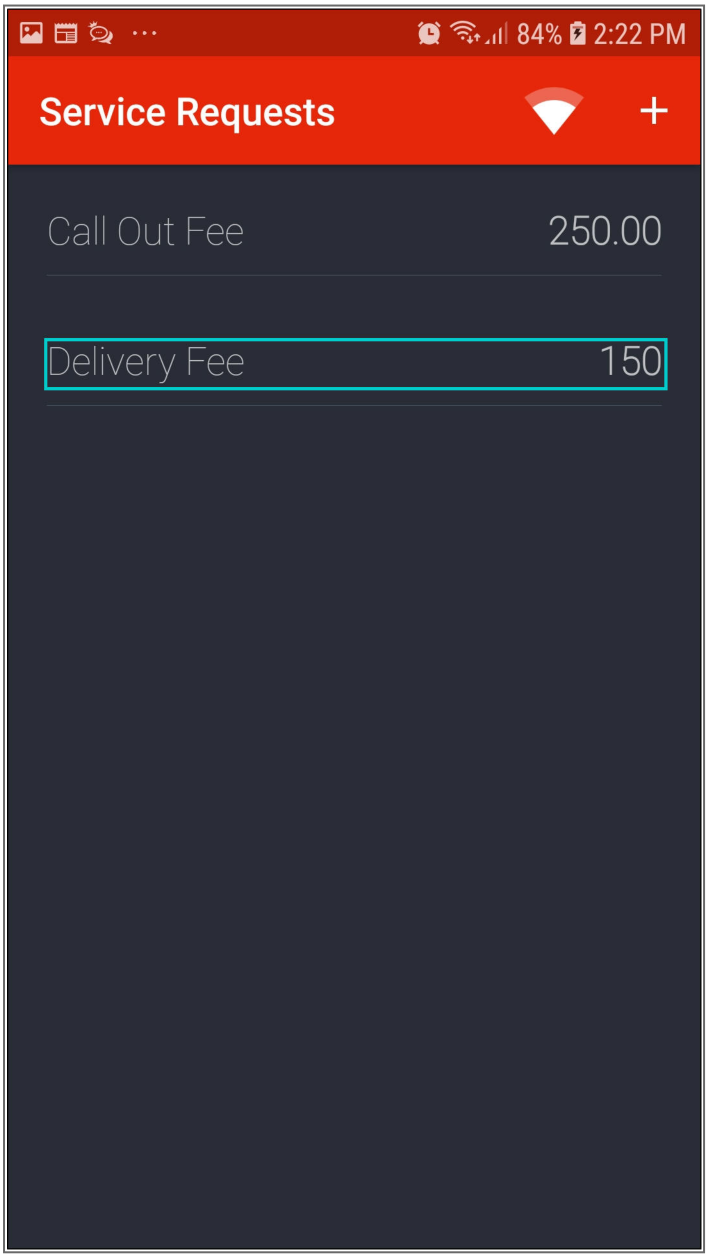
- The price will auto populate but you can change this by deleting the price and typing in a new price.




- Click on ***Add***.

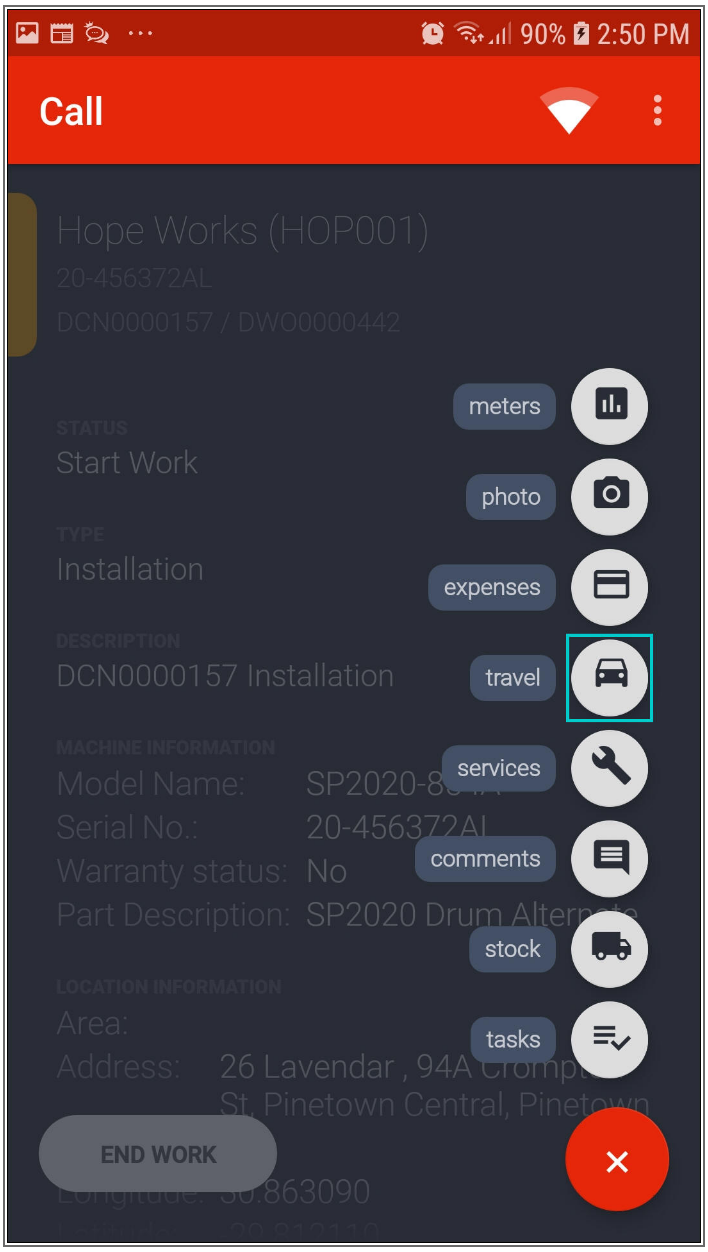



- The service request will now be displayed in the ***Service Requests*** screen.
- The ***Call Centre*** can then follow up by creating a ***Service Requisition*** and completing the Third Party Non - Stock Procurement Process.

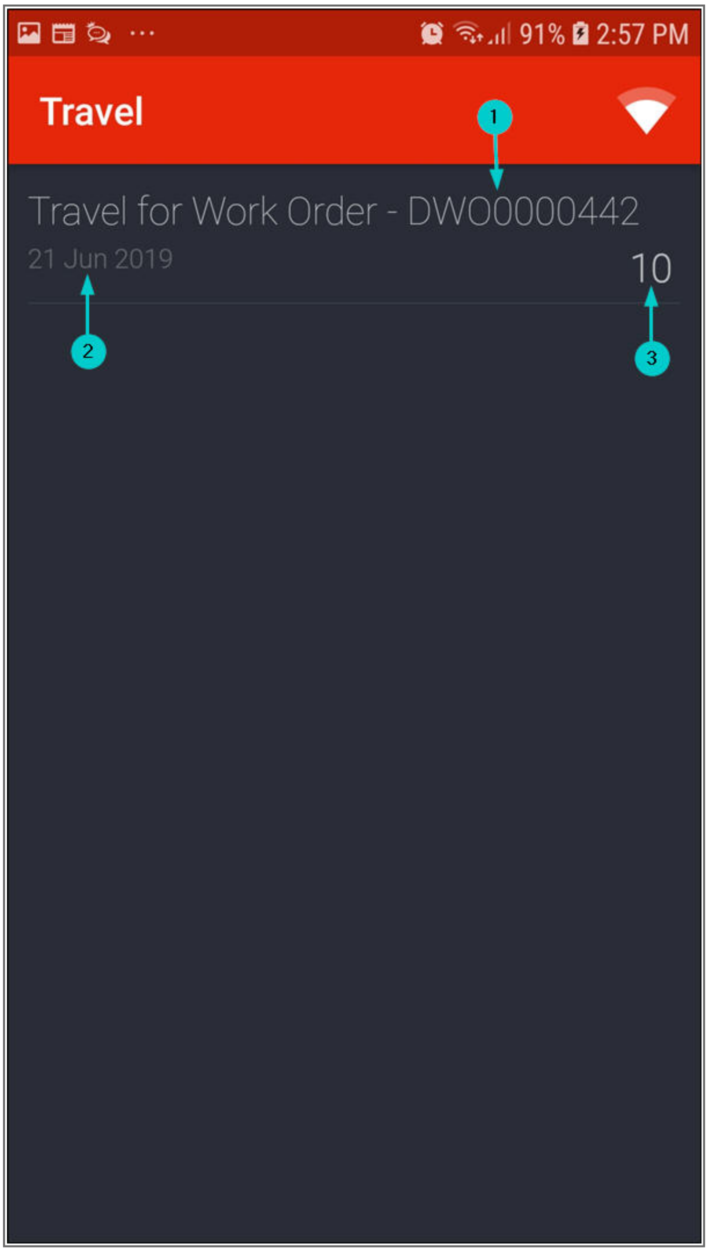



## TRAVEL

- You can view or edit travel done on the call you are working on.
- Click on ***Travel***.

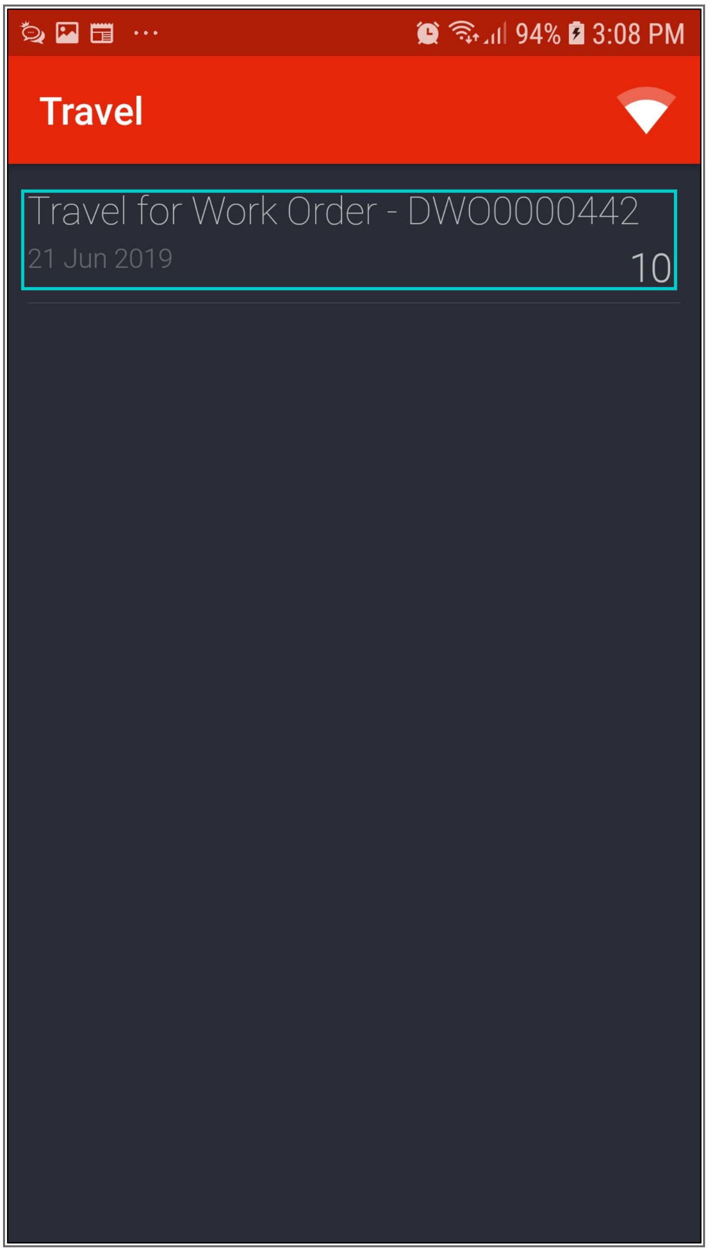



- The ***Travel*** screen will be displayed.
- Any travel linked to the call you are working on will be displayed in this screen showing the;
    1. work order number,
    2. date the travel was logged and the
    3. distance travelled in km(s).

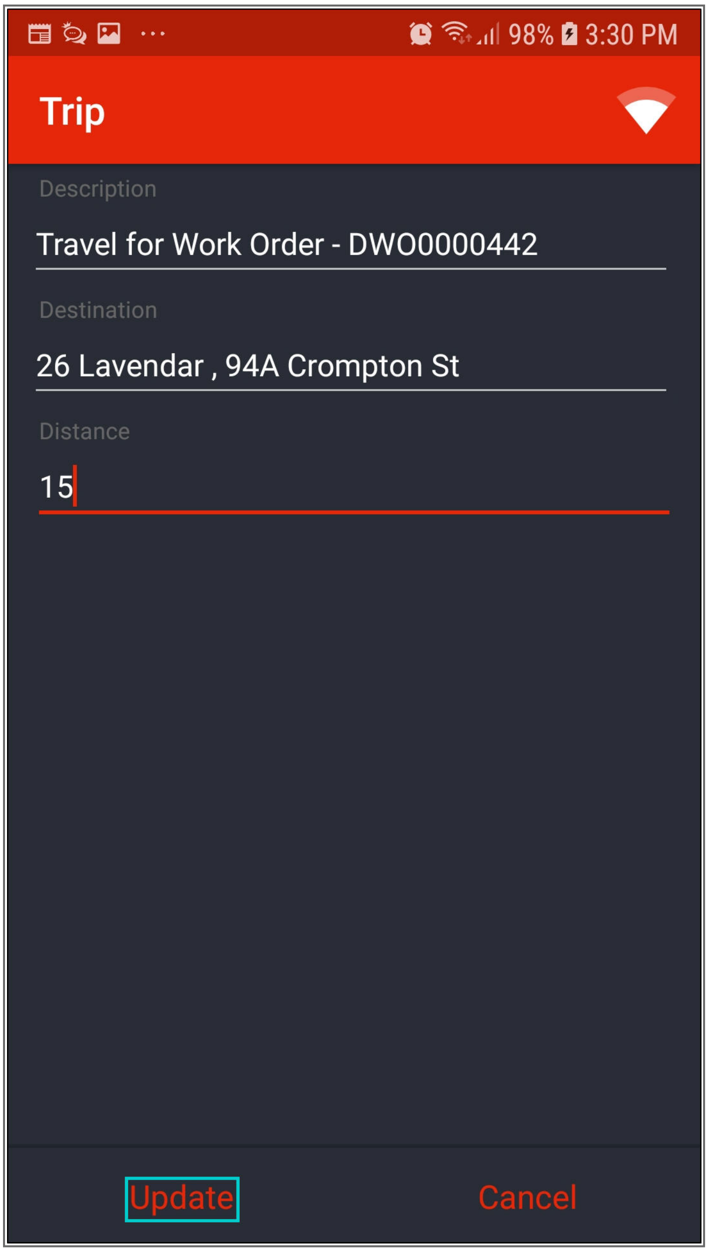



## TRAVEL ENTRY:

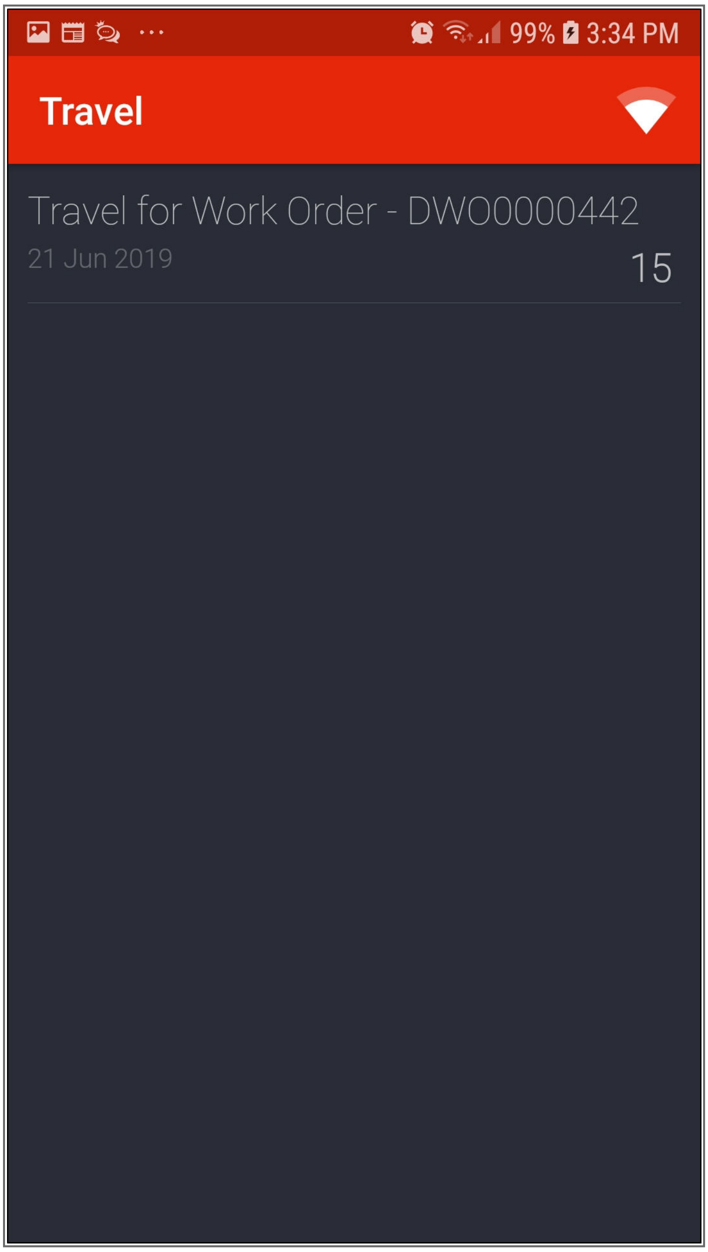
- To edit the travel record, click on the travel record you wish to edit.




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

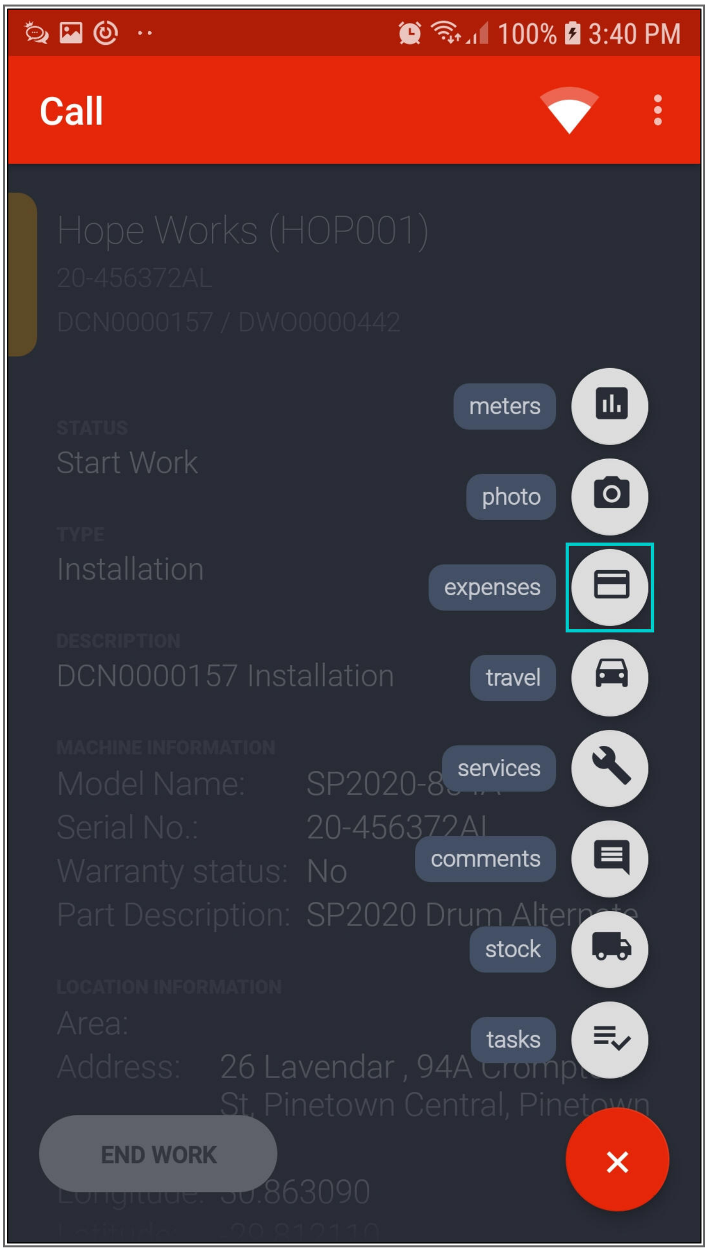



- The updated travel record will now be displayed in the ***Travel*** screen.

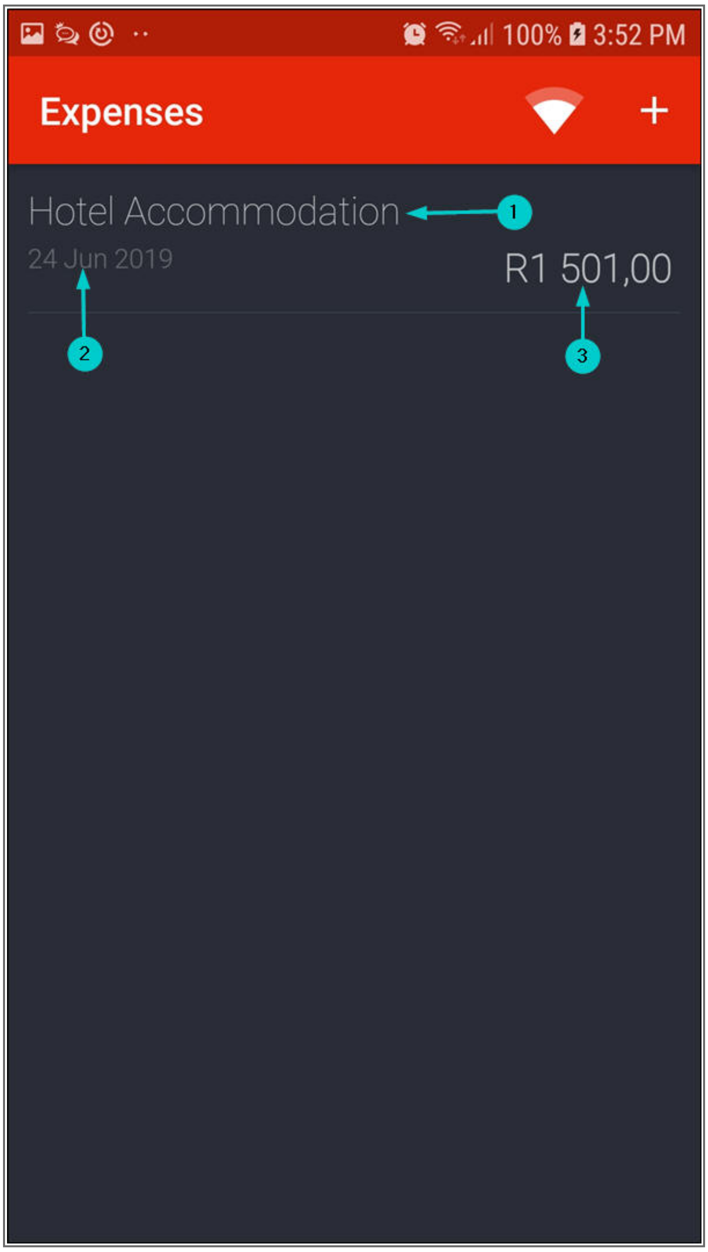



## EXPENSES

- You can view or add expenses on the call you are working on.
- Click on ***Expenses***.



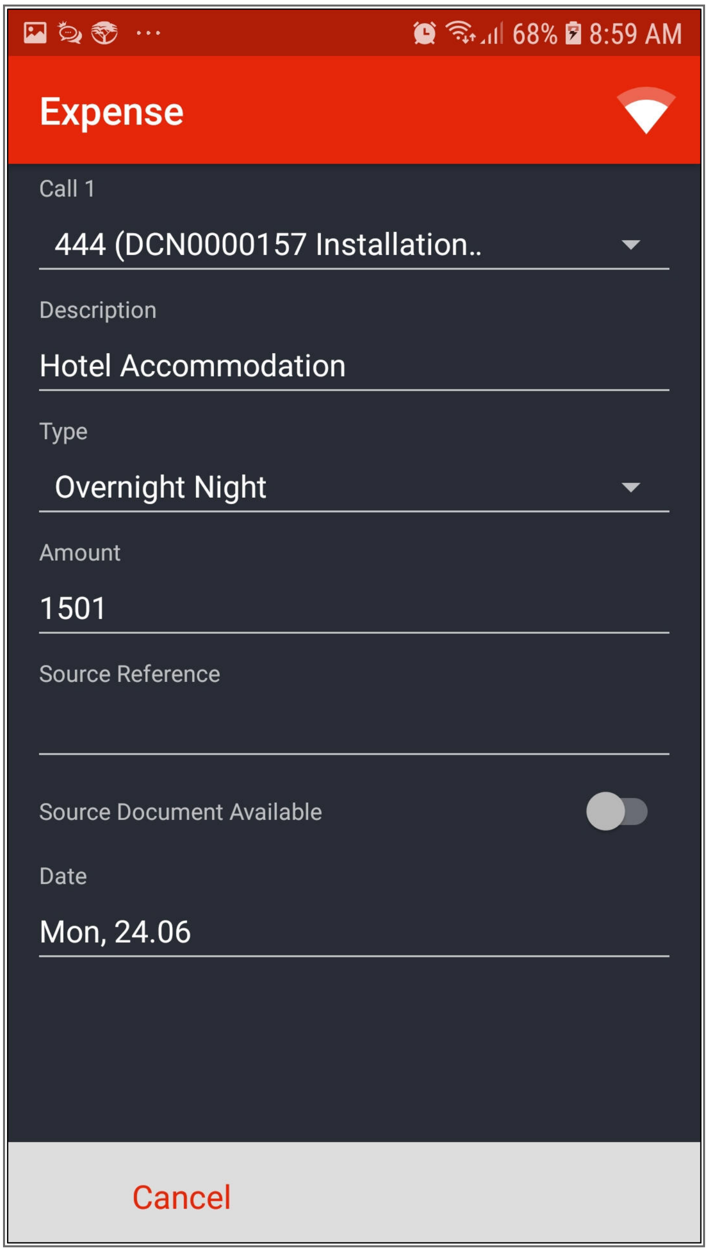

- The ***Expenses*** screen will be displayed.
- Any expenses linked to the call you are working on will be displayed in this screen showing the;
  1. expense description, the
  2. date when the expense was logged and the
  3. expense cost.




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

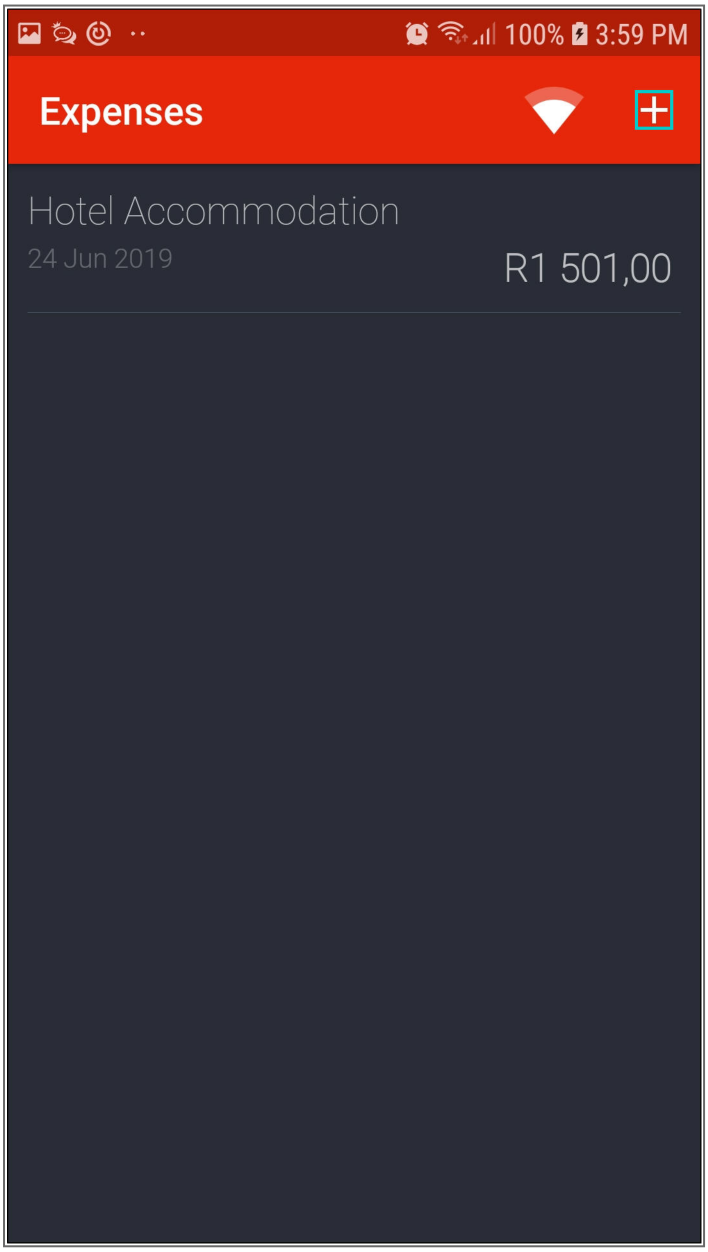

- The ***Expense*** screen will be displayed.
    - ***Call [ ]***: This will auto populate with the call number you are currently working on.
    - ***Description***: This shows the call / project description.
    - ***Type***: This shows the expense type.
    - ***Amount***: This shows the expense 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***, it means the source document is not available.
    - ***Note 2***: When the ***Toggle*** button is to your ***right*** and ***red***, it means the source document is available.
- ***Date***: This shows the date the expense was logged.

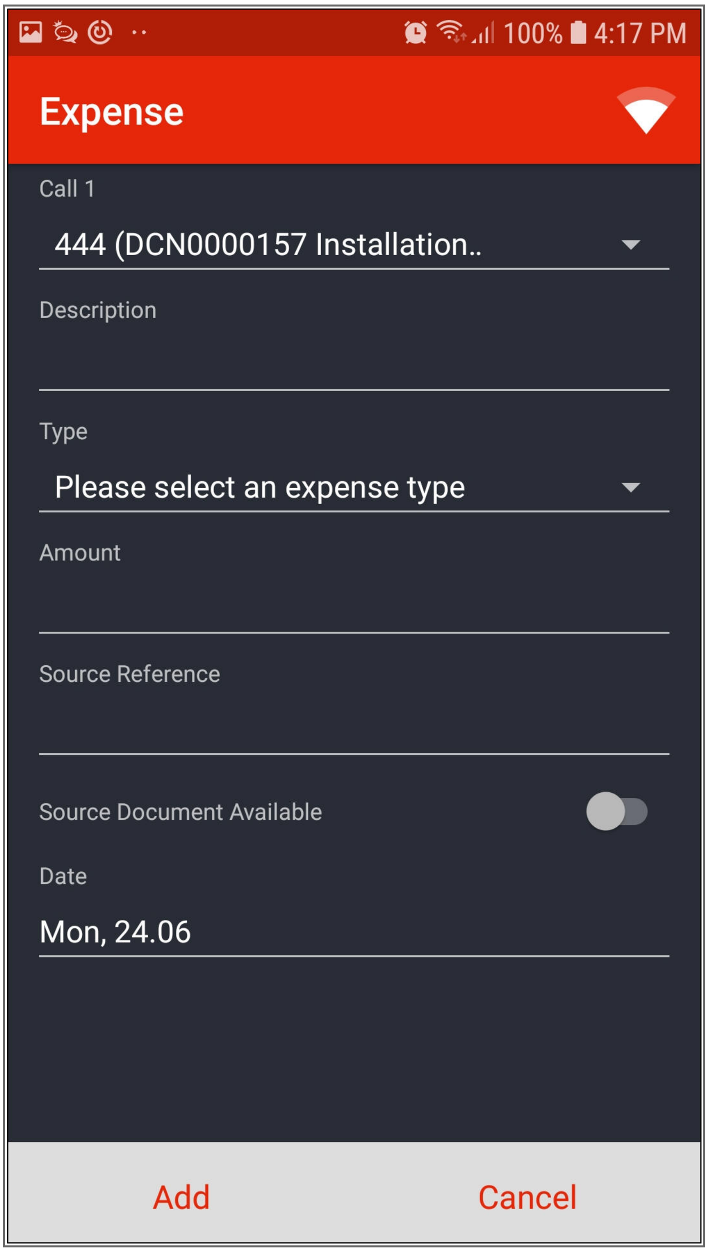



## ADD AN EXPENSE

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




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

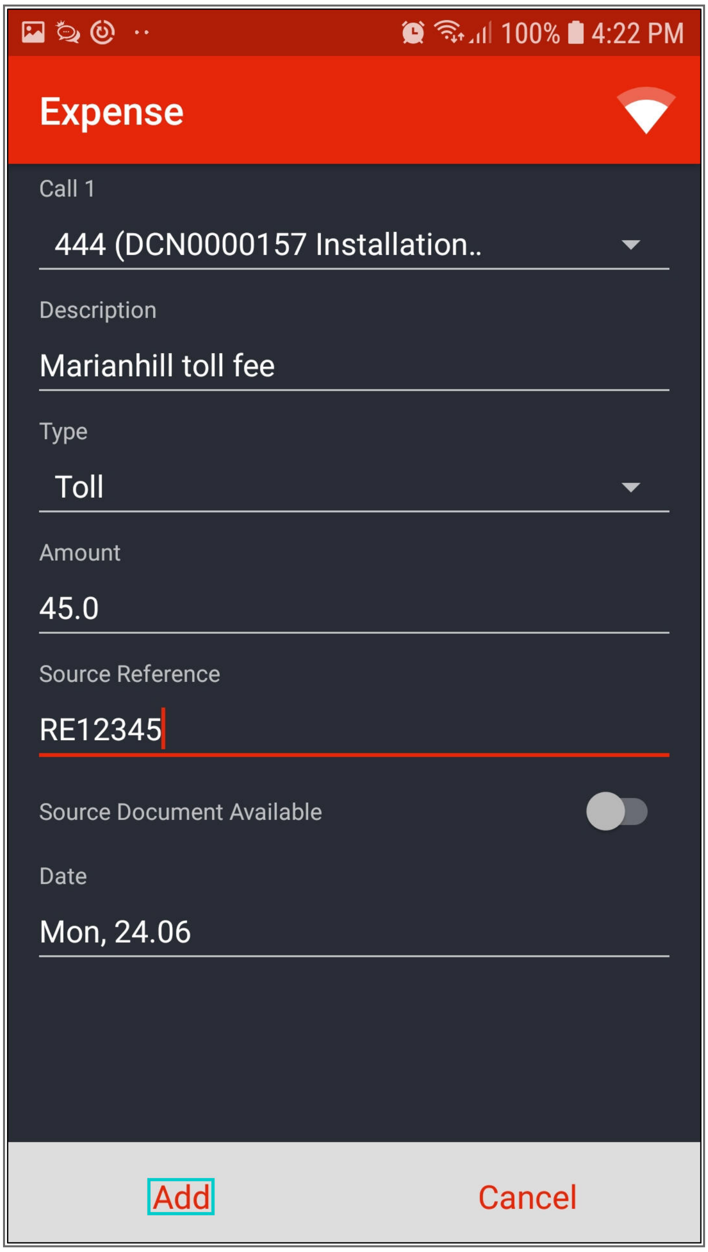



- ***Call [ ]***: This will auto populate with the call number you are currently working on but you can change this by clicking on the ***down arrow*** and selecting a different call.
  - ***Note***: If you choose a different call from the one you are

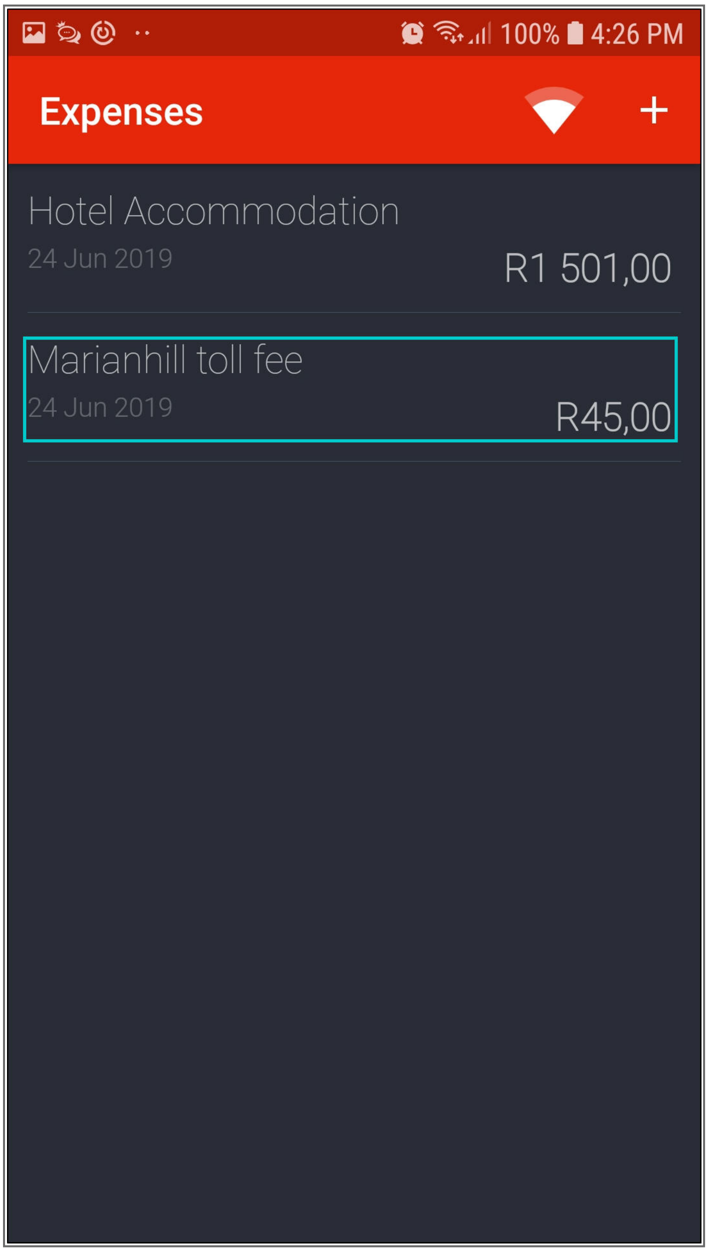
working on, on save, the expense will not be displayed in this screen but in Expenses - Basics.

- ***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.
    - ***Note 1***: When the ***Toggle*** button is to your ***left*** and ***grey***, it means the source document is not available.
    - ***Note 2***: When the ***Toggle*** button is to your ***right*** and ***red***, it means the source document is available.
- ***Date***: The current date will auto populate but you can change this by clicking on the date and selecting the relevant date.

- Click on ***Add***.

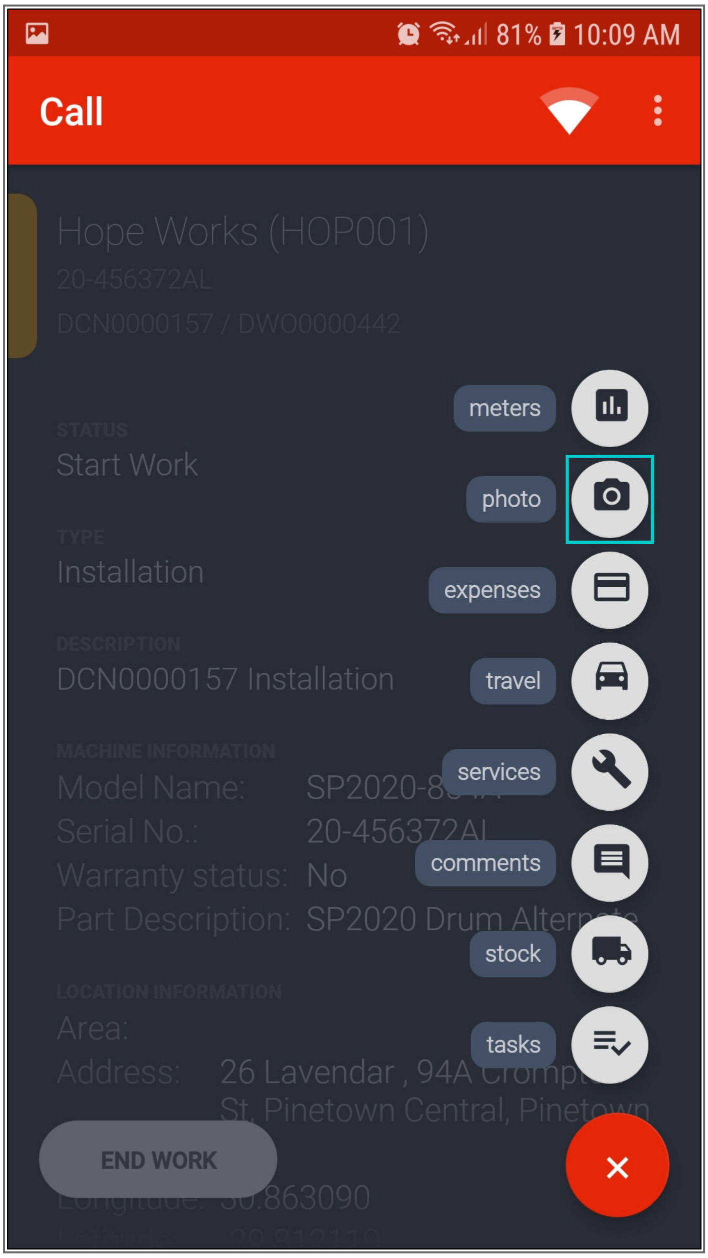



- The expense record will now be displayed in the ***Expenses*** screen.

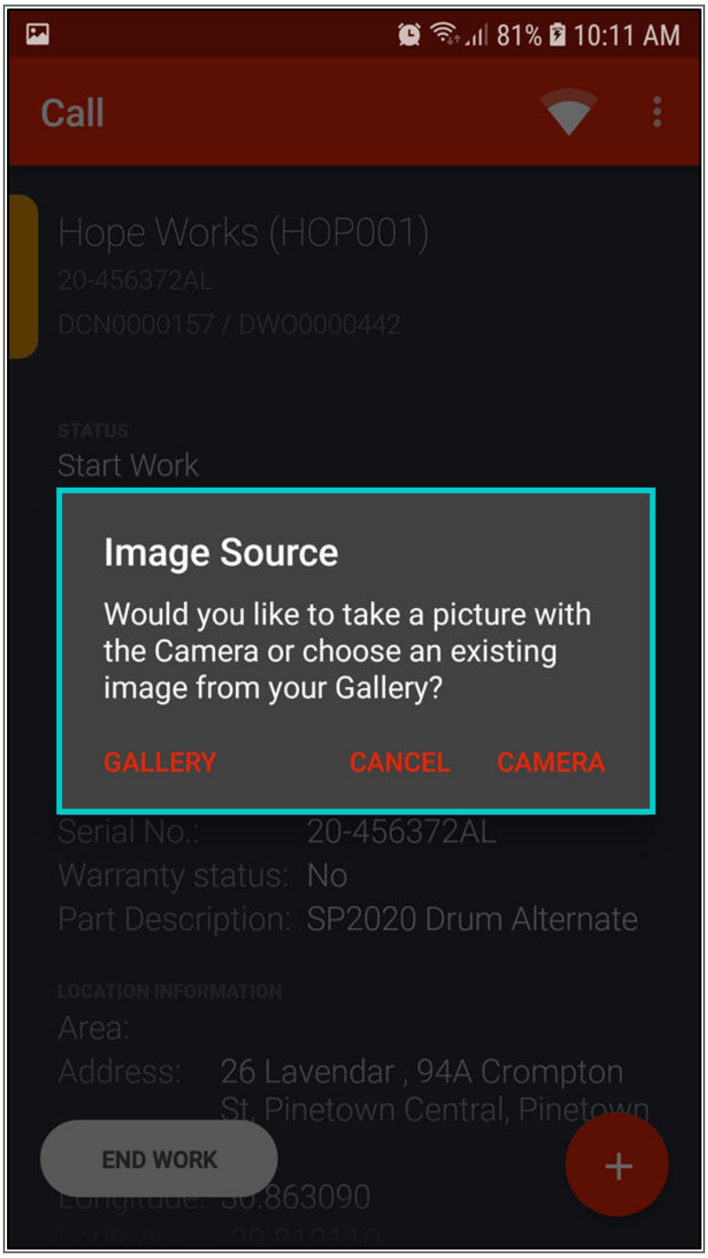



## SAVE IMAGE TO WORK ORDER

- Click on ***Photo***.

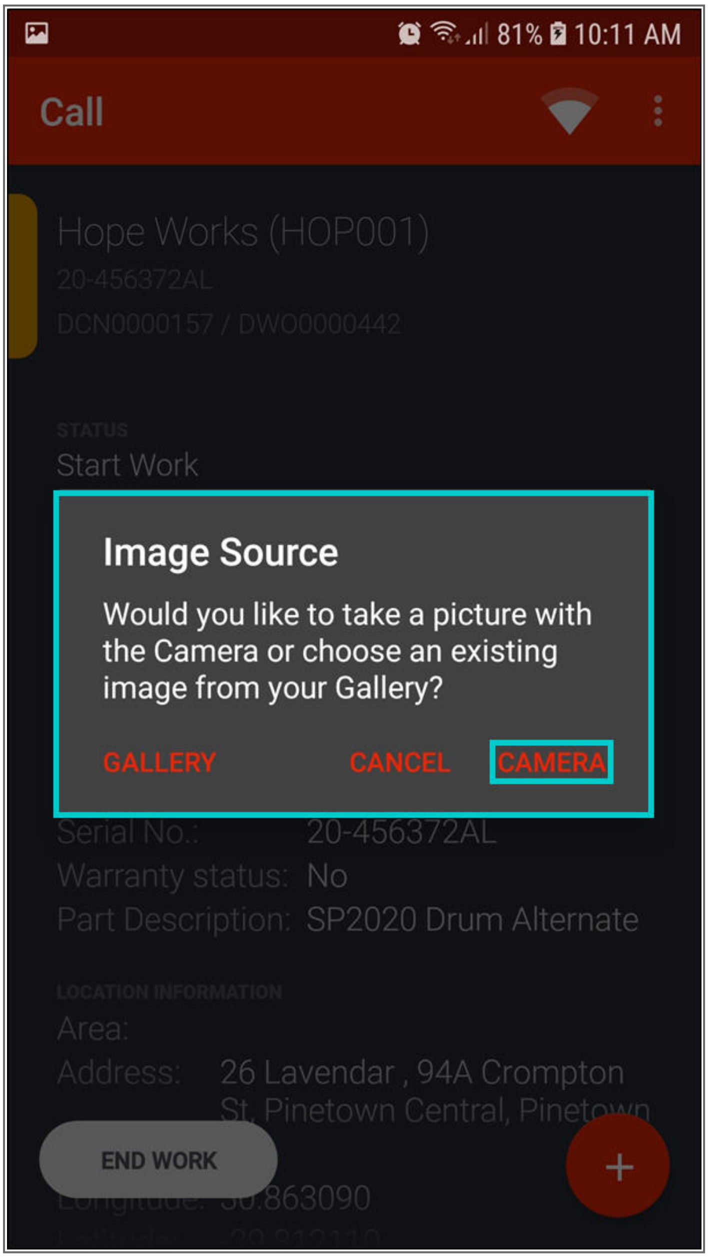



- An ***Image Source*** message box will pop asking you;
    - ***Would you like to take a picture with the Camera or choose an existing image from your Gallery?***
- You can either click on ***Gallery*** or ***Camera***.

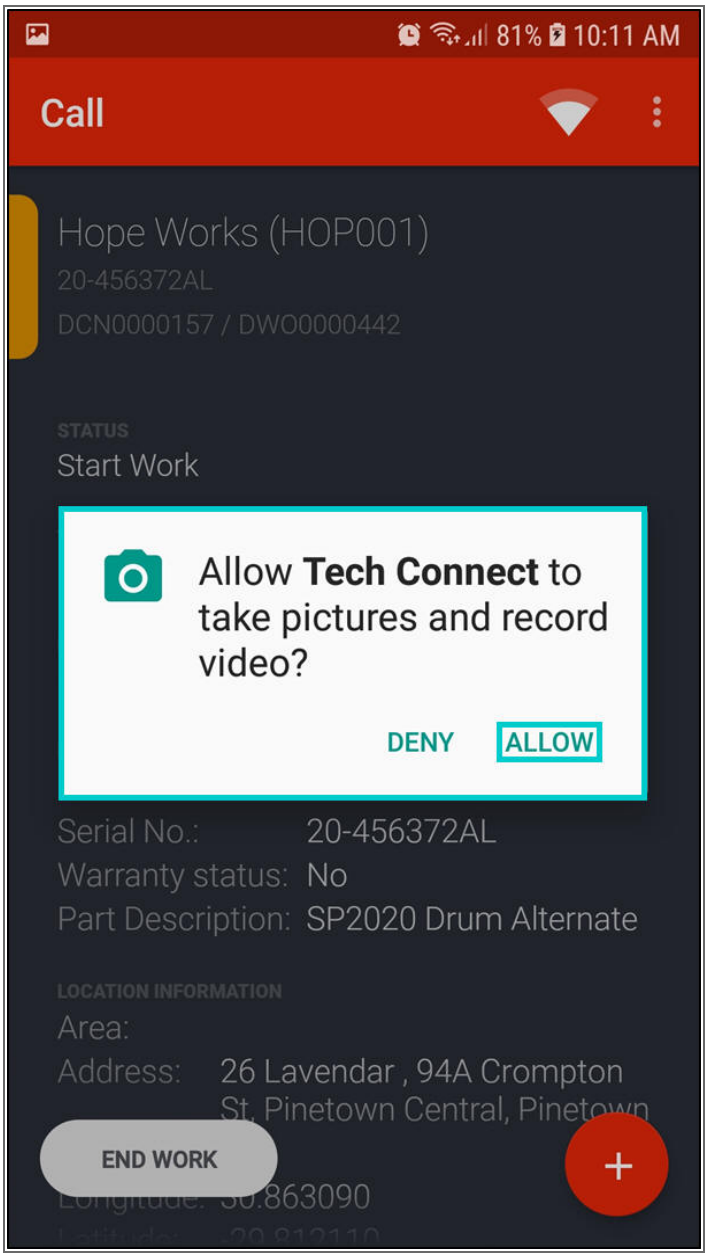



## *Image Source - Camera*

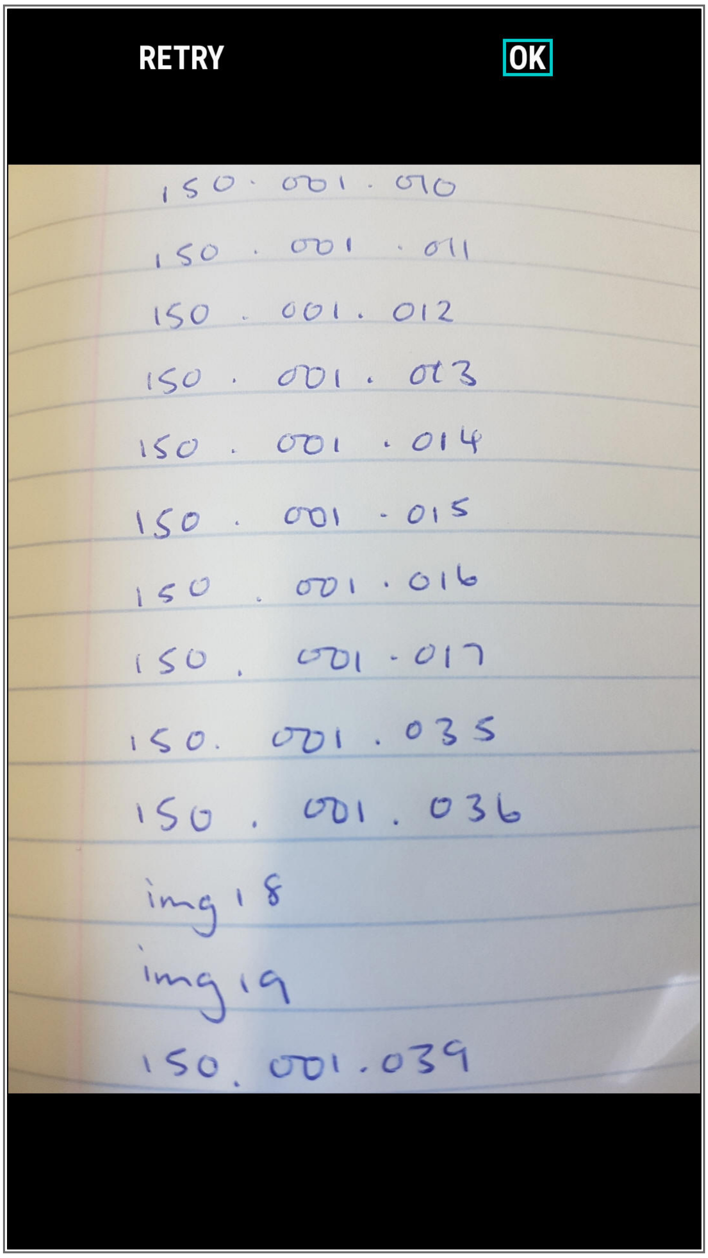
- Click on ***Camera***.



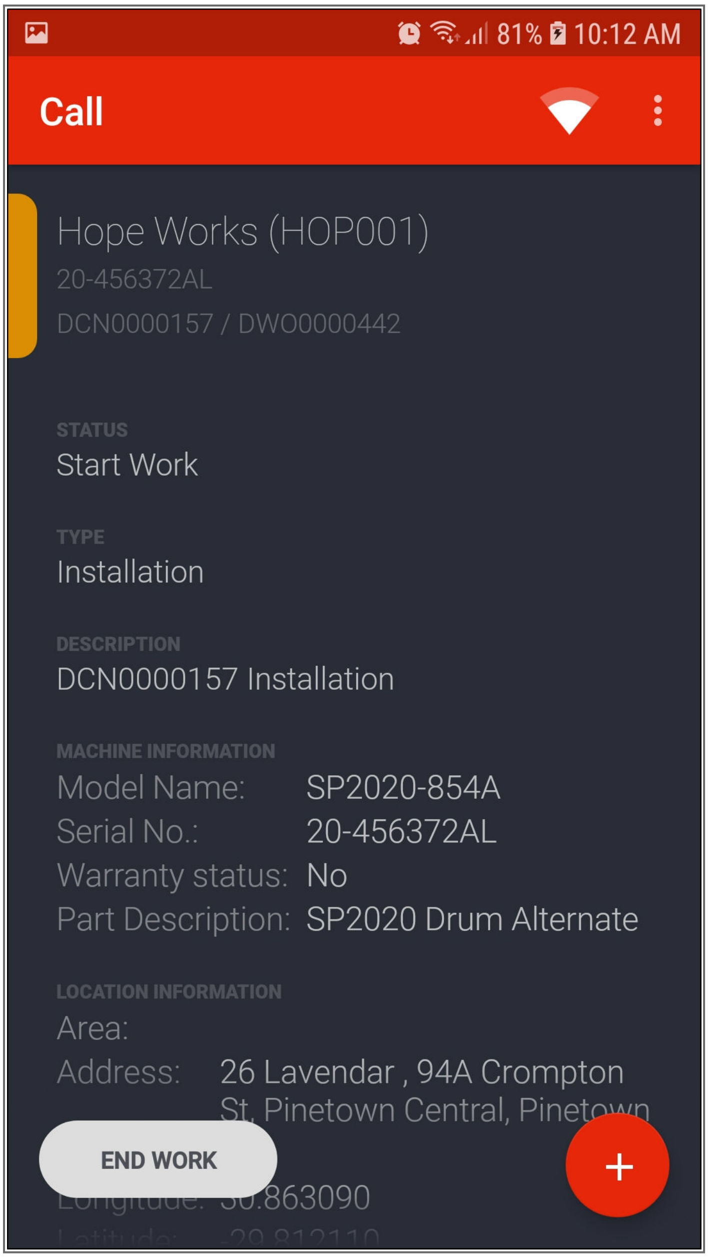

- A message box may pop up asking you;
    - ***Allow Tech Connect to take pictures and record video?***
- Click on ***Allow***.




- The application will open the camera app. This may look different depending on your phone / tablet.
- Take the photo.
- Click on ***OK*** if you are satisfied with the photo or click on ***Retry*** to retake the photo if you are not satisfied with the photo.
- For the purpose of this manual, ***OK*** was selected.

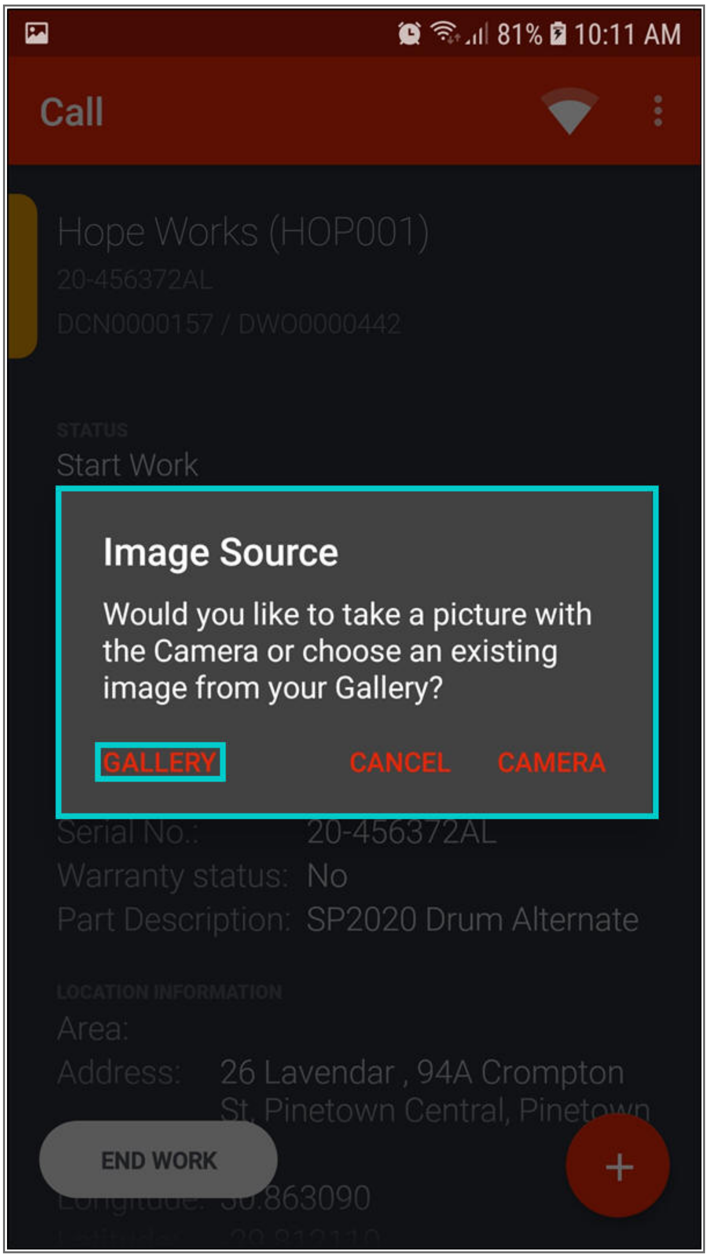



- You will return to the ***Call*** screen.

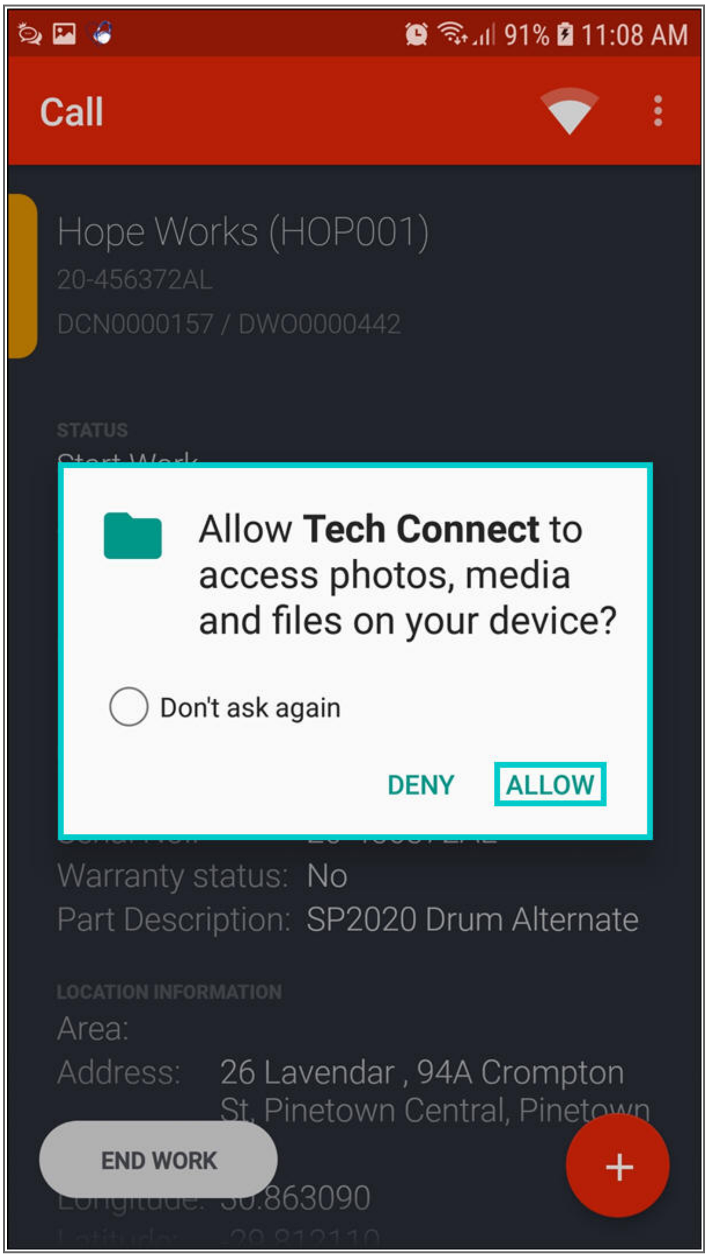



## *Image Source - Gallery*

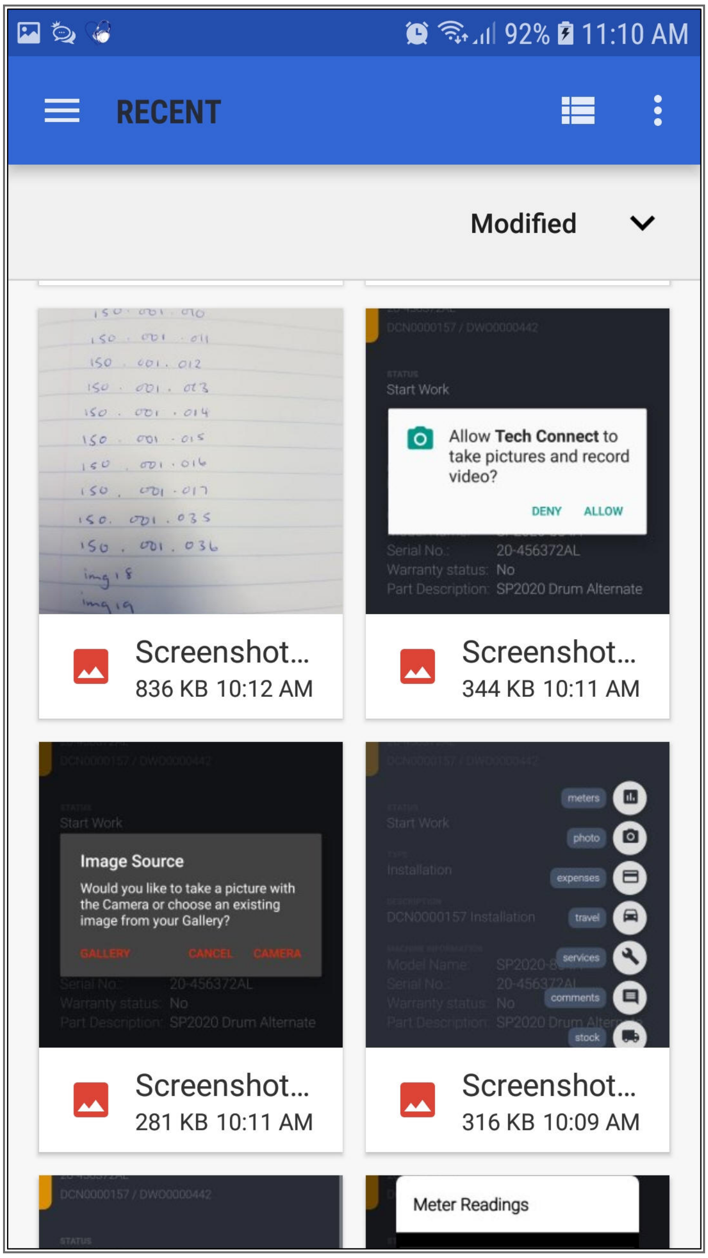
- Click on ***Gallery***.



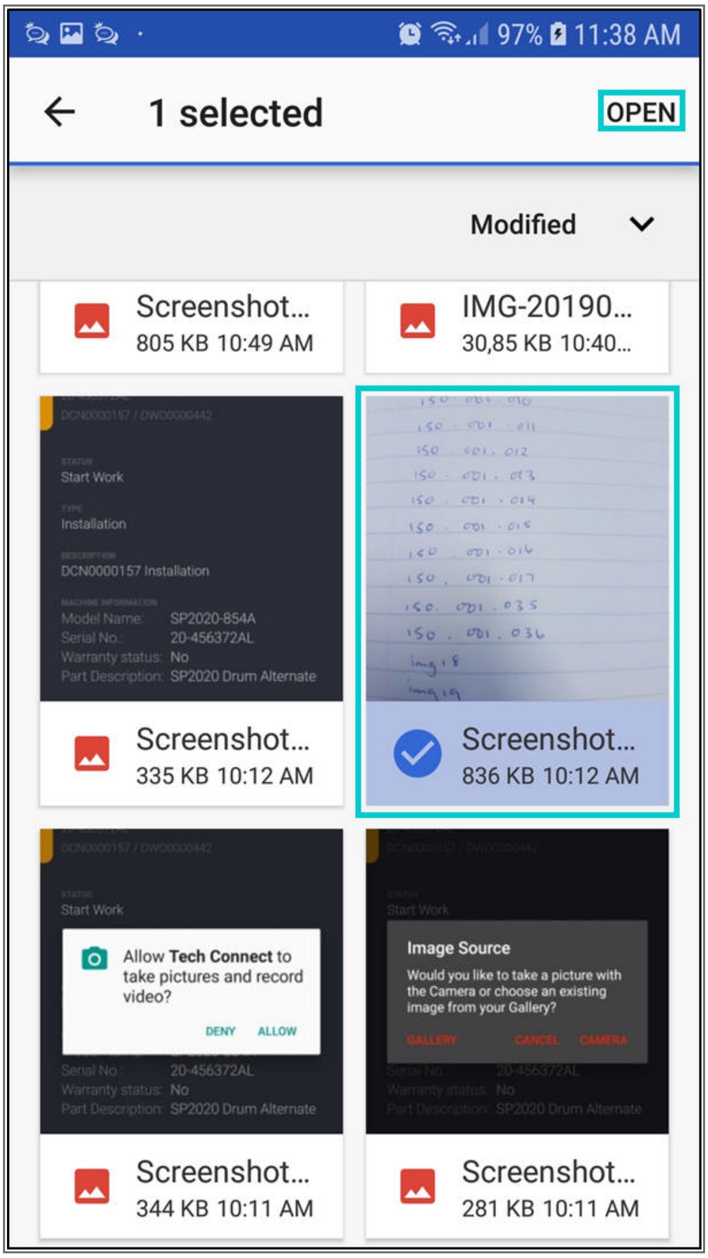

- A message box may pop up asking you;
  - Allow TechConnect to access photos, media and files on your device?
- Click on ***Allow***.



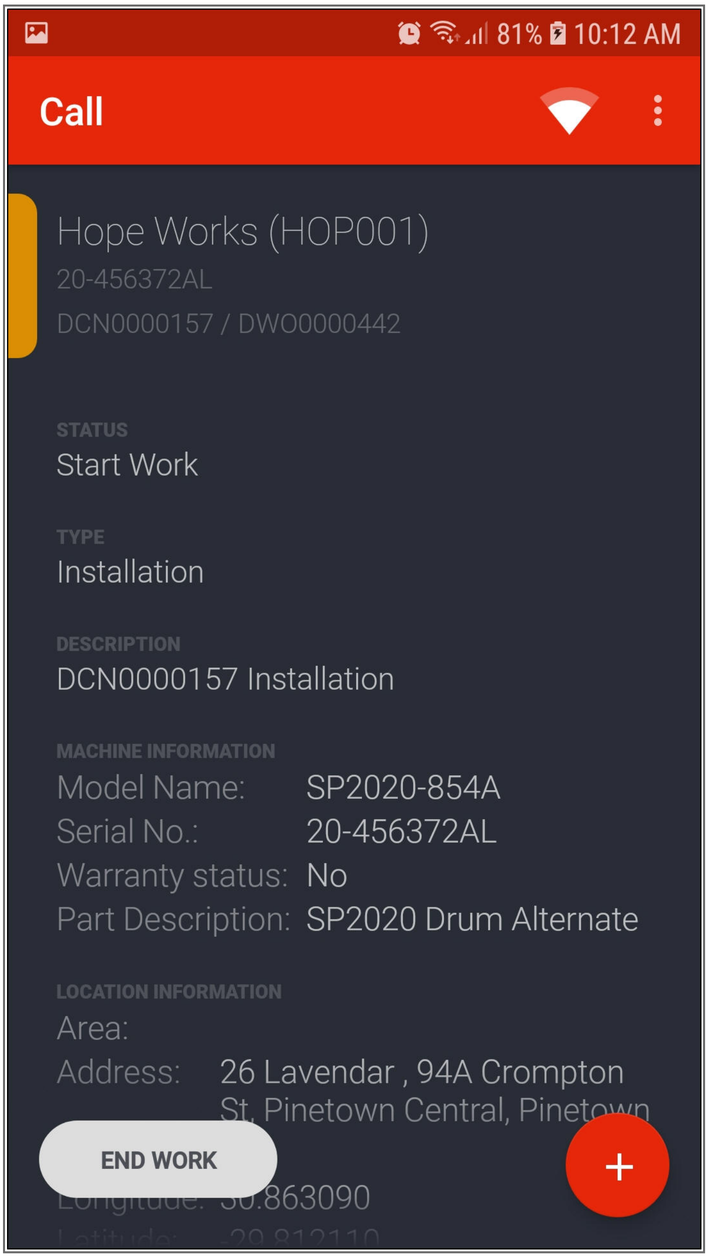

- The application will open the ***Gallery***. This may look different depending on your phone / tablet.




- Select a photo.
- Click on ***Open***.

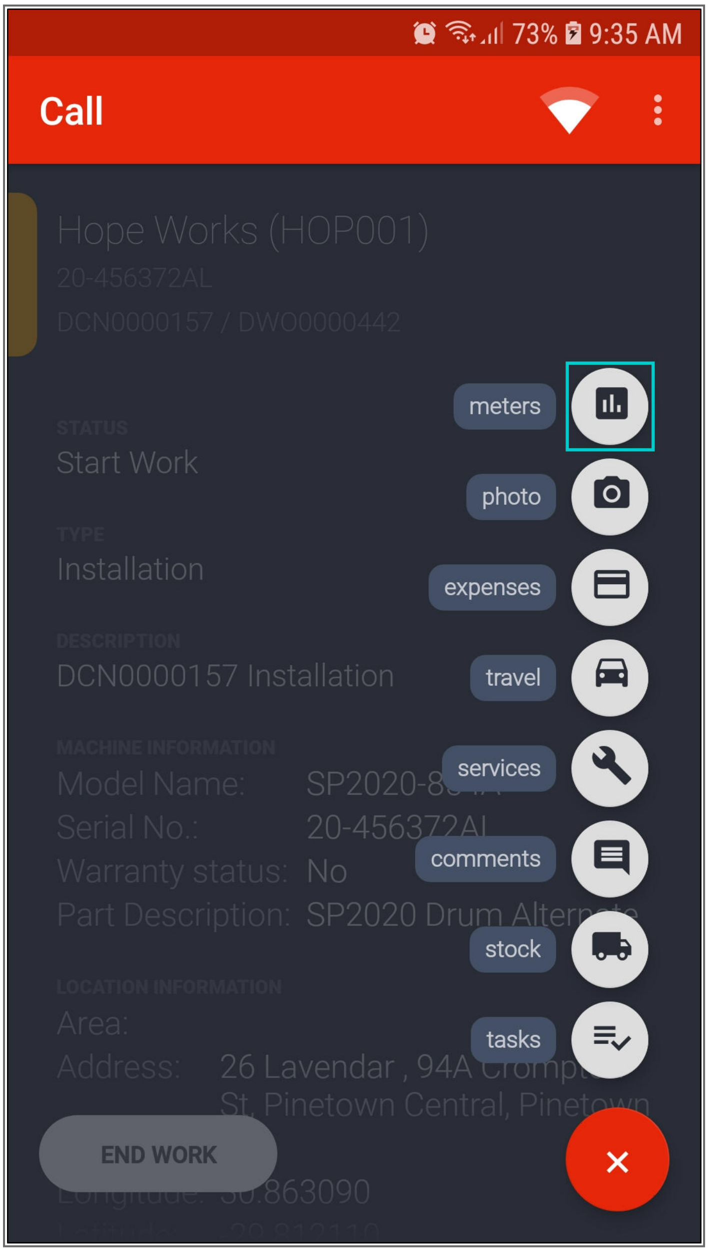



- You will return to the ***Call*** screen.

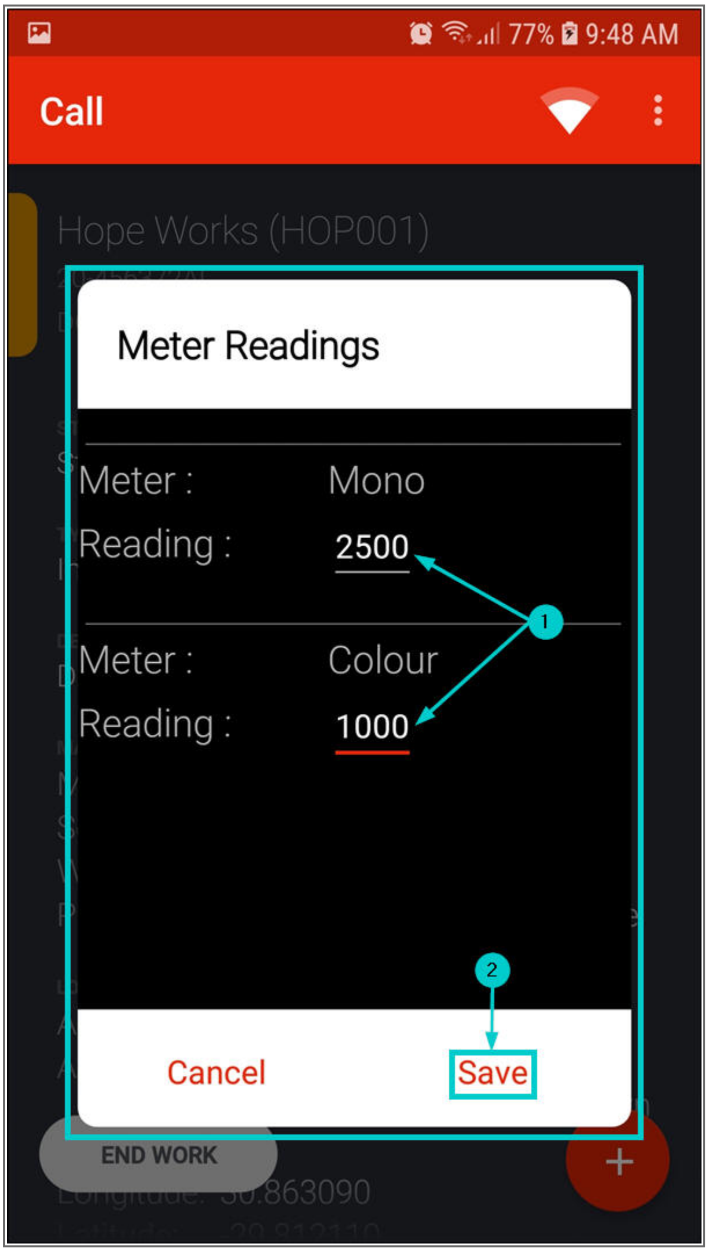



## ADD A METER READING

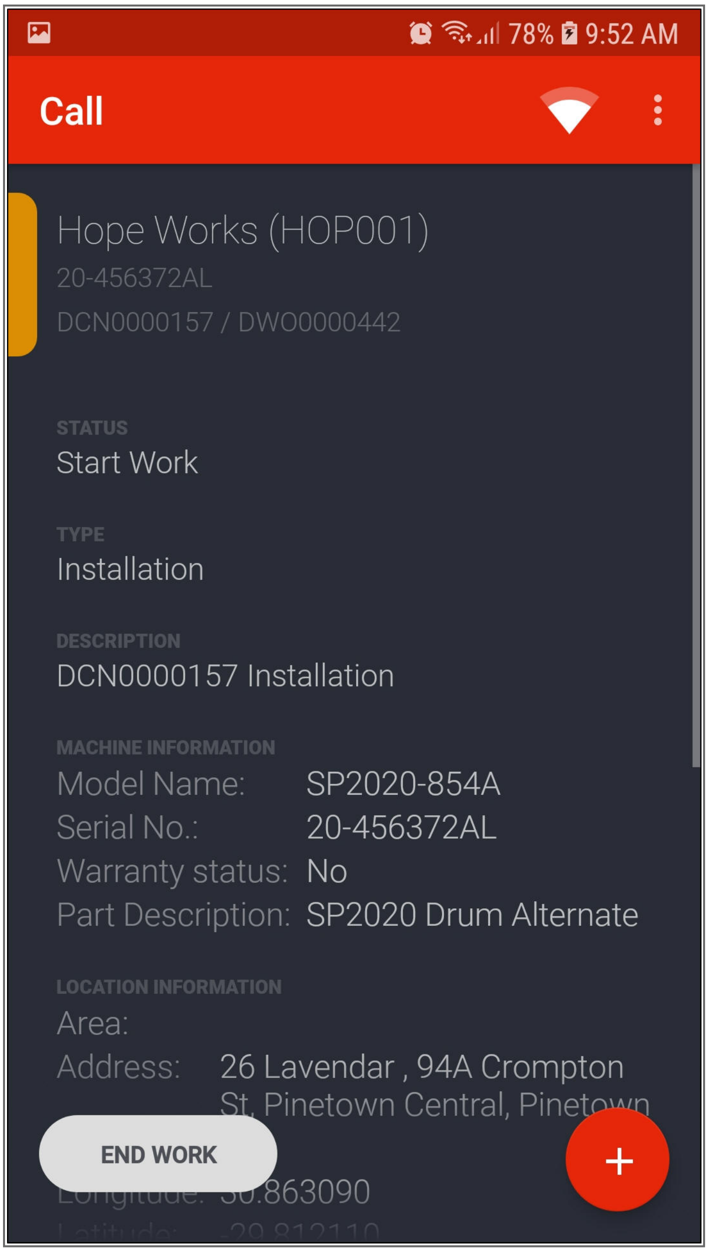
- Click on ***Meters***.




- The ***Meter Readings*** message box will pop up.
  1. On the meter you wish to update, e.g. '***Mono***', type in the meter reading in the ***Reading*** field.
  2. Click on ***Save***.
     - In this image, ***Mono*** and ***Colour*** meter readings were updated.

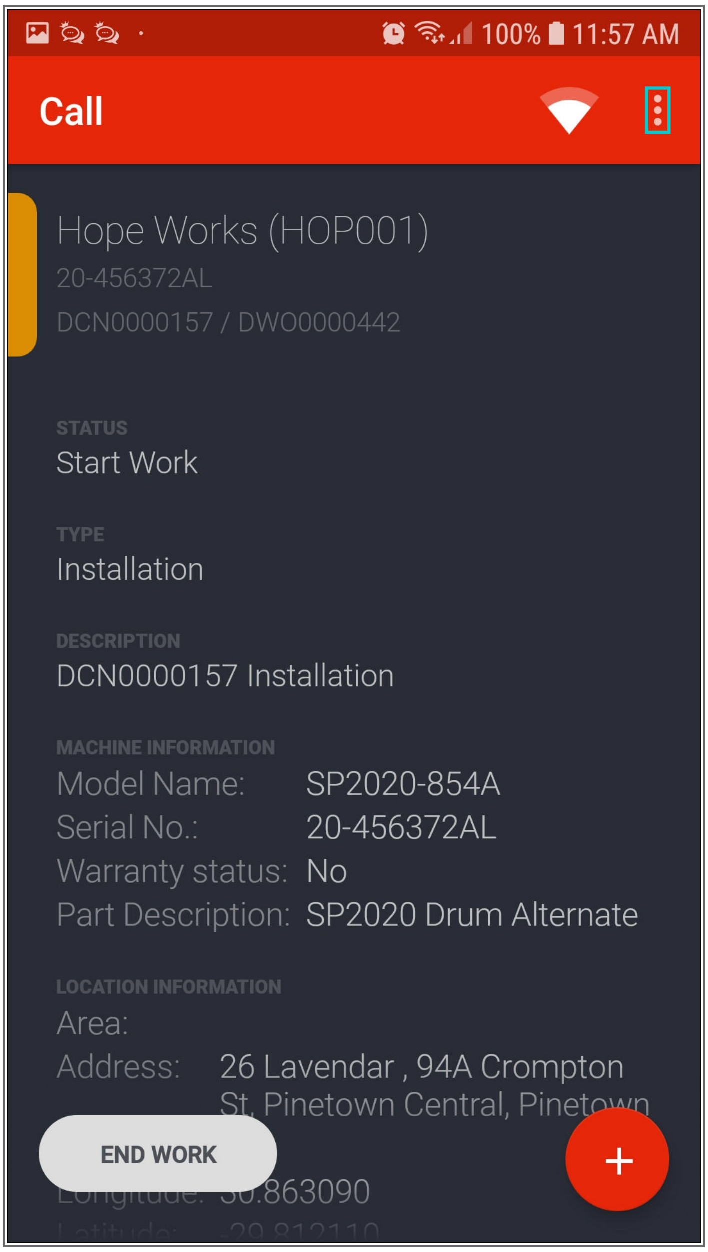



- You will return to the ***Call*** screen.

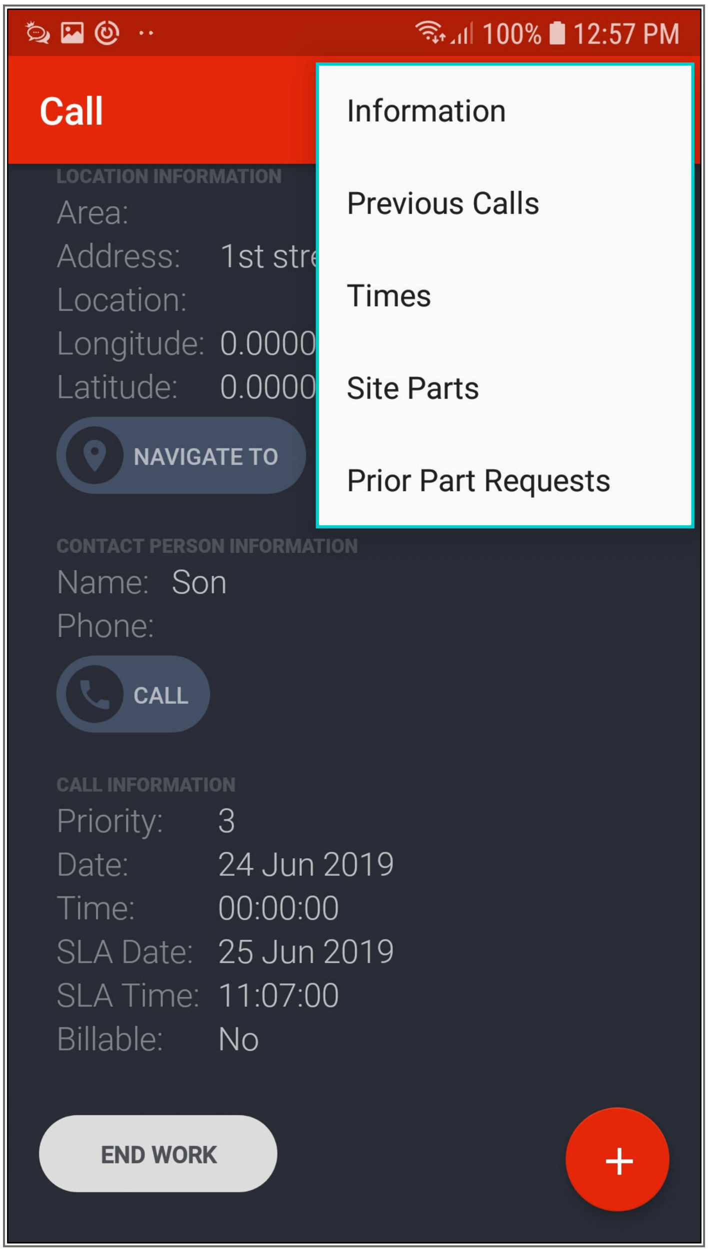



## MORE CALL OPTIONS

- In the ***Call*** screen, click on the ***Side Menu***.

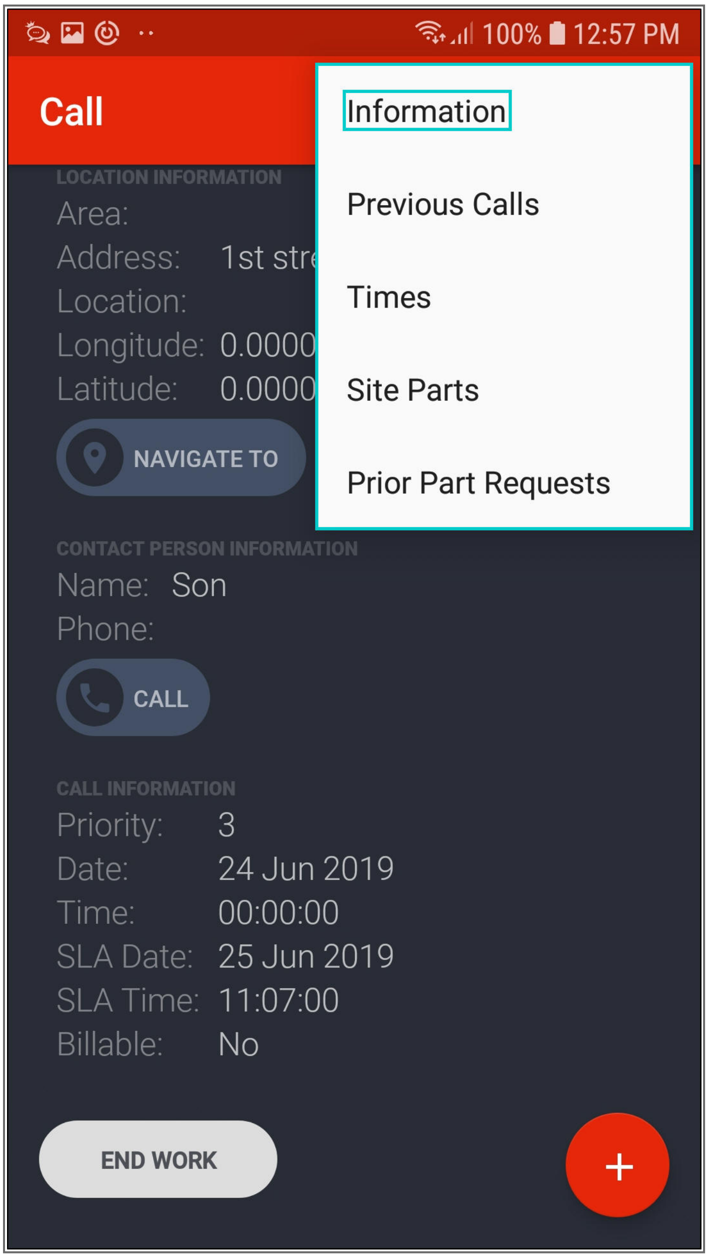



- A ***menu*** will be displayed.

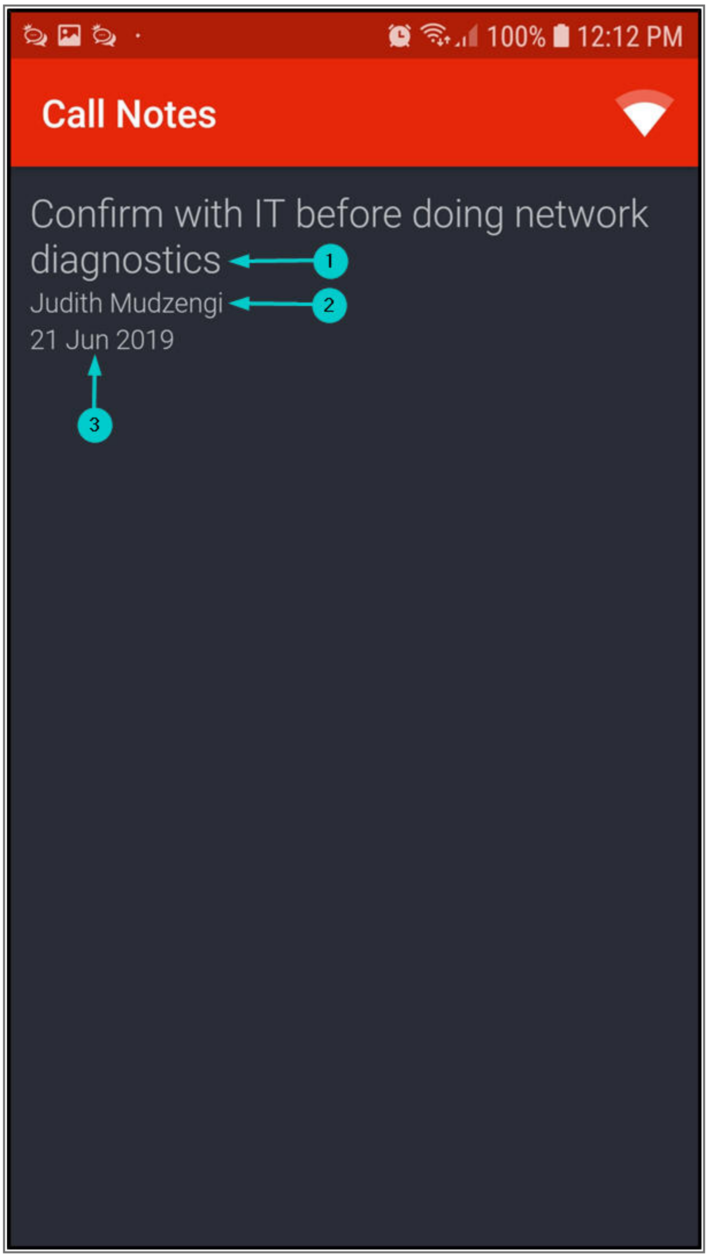



## INFORMATION / CALL NOTES

- Click on ***Information***.

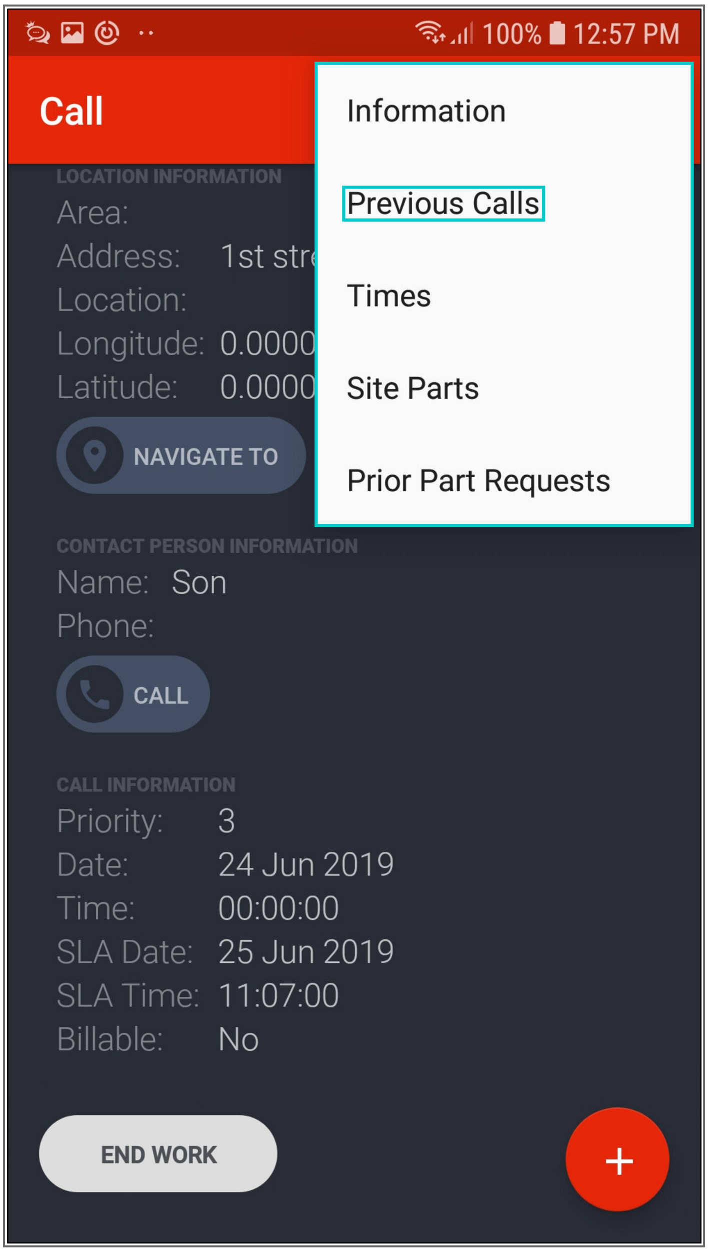



- The ***Call Notes*** screen will be displayed.
- You can now view the
    1. notes that were added to the call,
    2. the name of the person who added the notes and
    3. the date the notes were added.

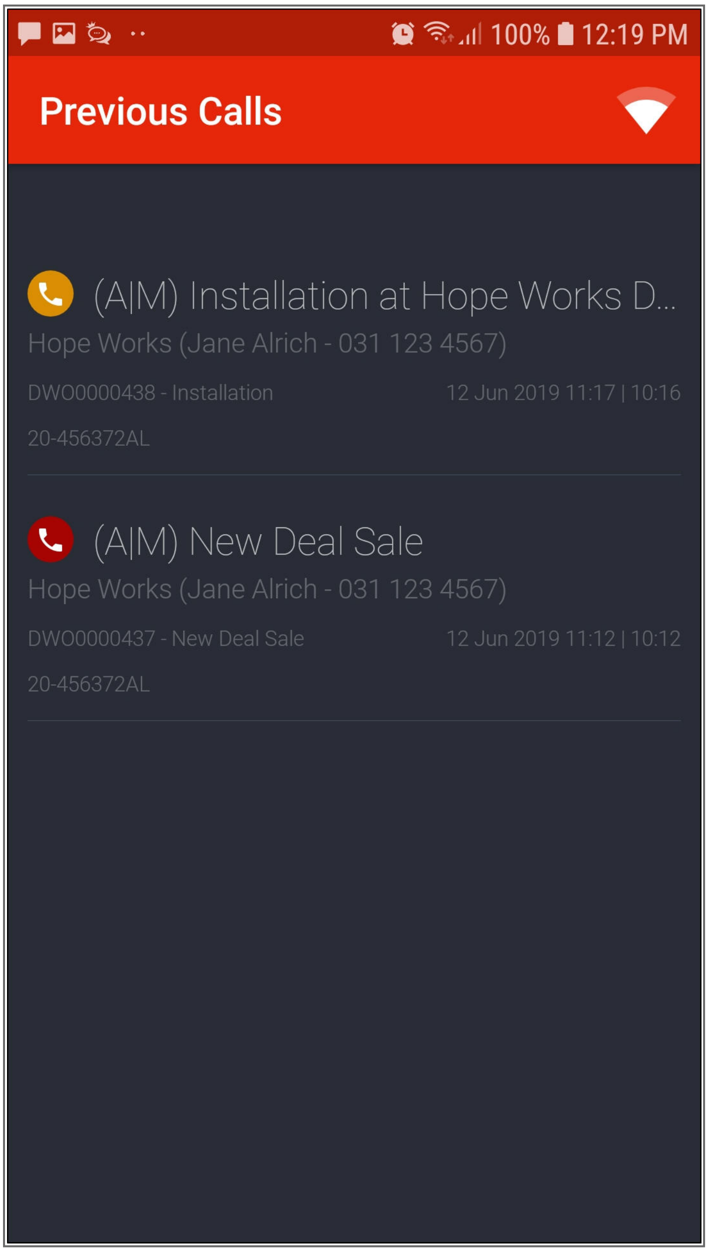



## PREVIOUS CALLS

- Click on ***Previous Calls***.

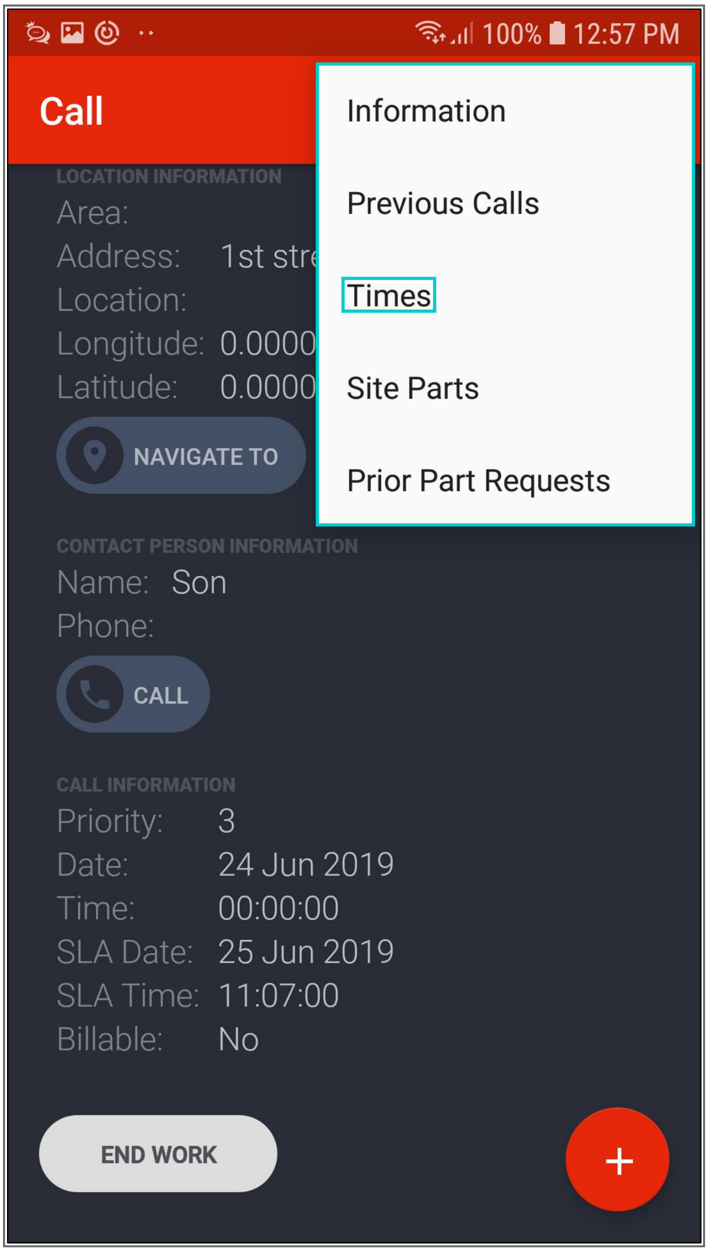



- The ***Previous Calls*** screen will be displayed.
- A list of prior calls linked to the serial number on the call you are currently working on will be displayed.

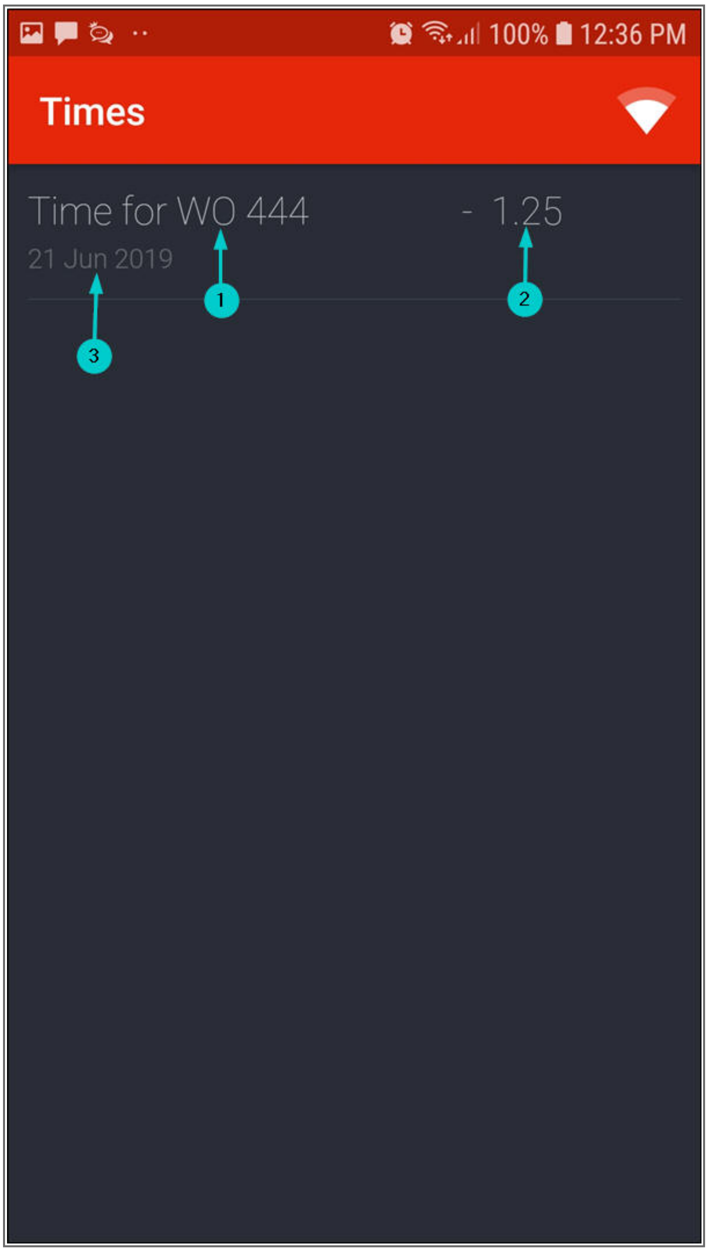



## TIMES

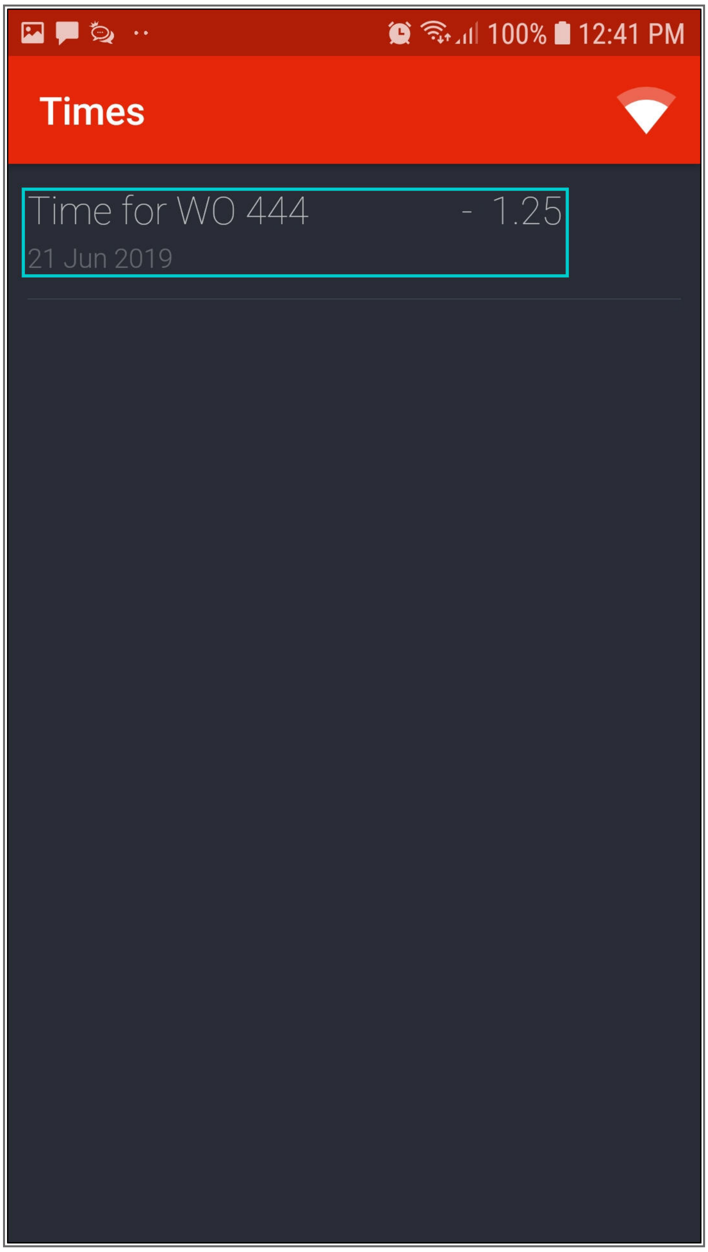
- Click on ***Times***.




- The ***Times*** screen will be displayed.
- Any time logged on the call you are working on 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.



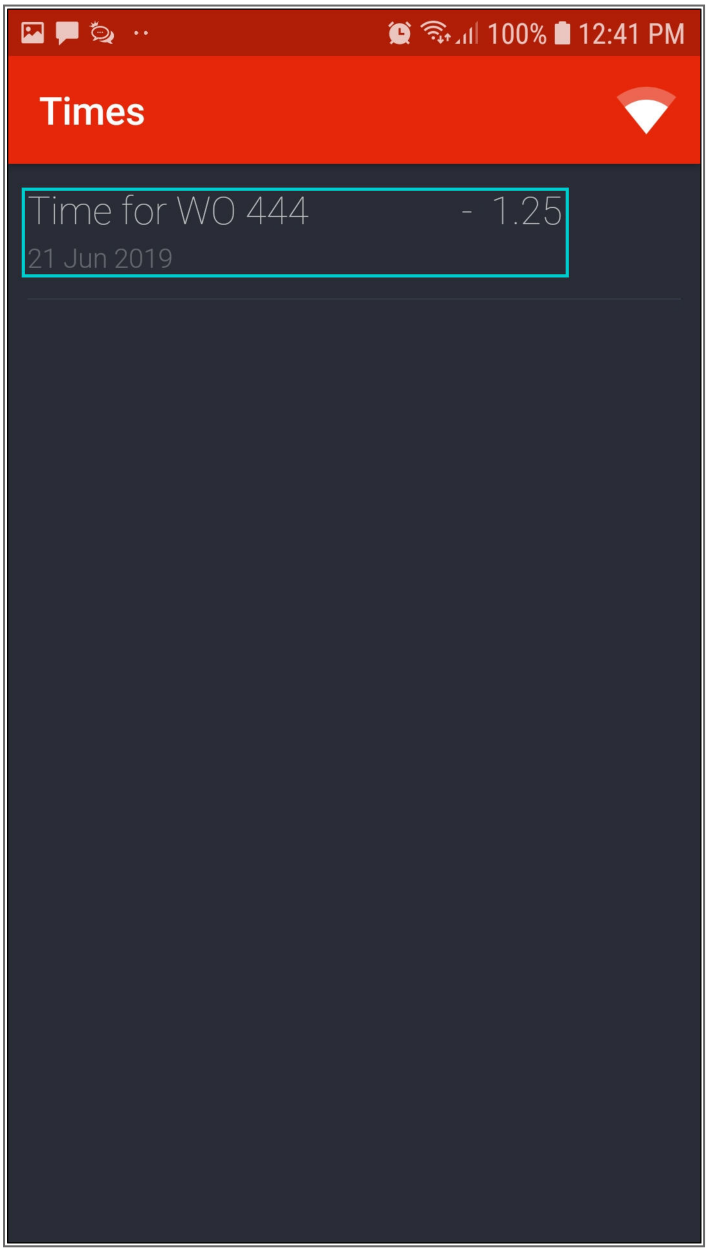

- You can view more details by clicking on the time record you wish to view more details for.



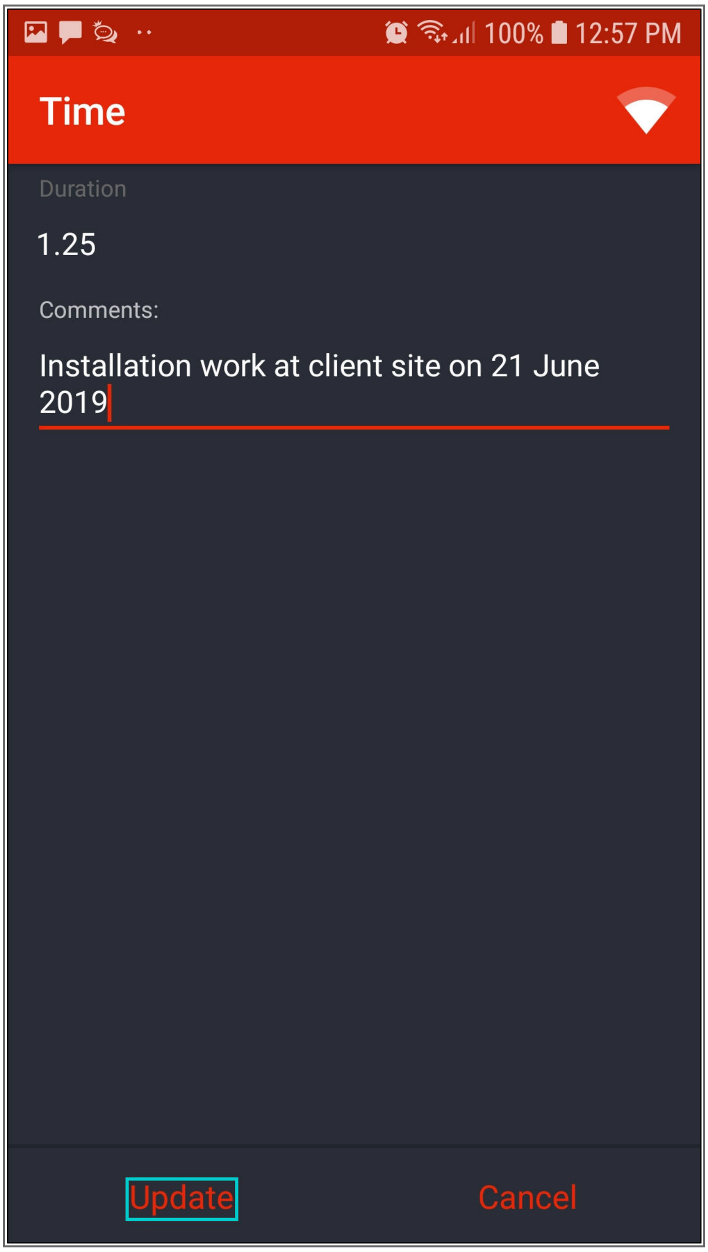

- The ***Time*** screen will be displayed.
- From this screen, you can view the time duration and comments of the selected time record.


## ***Update Time Comments***

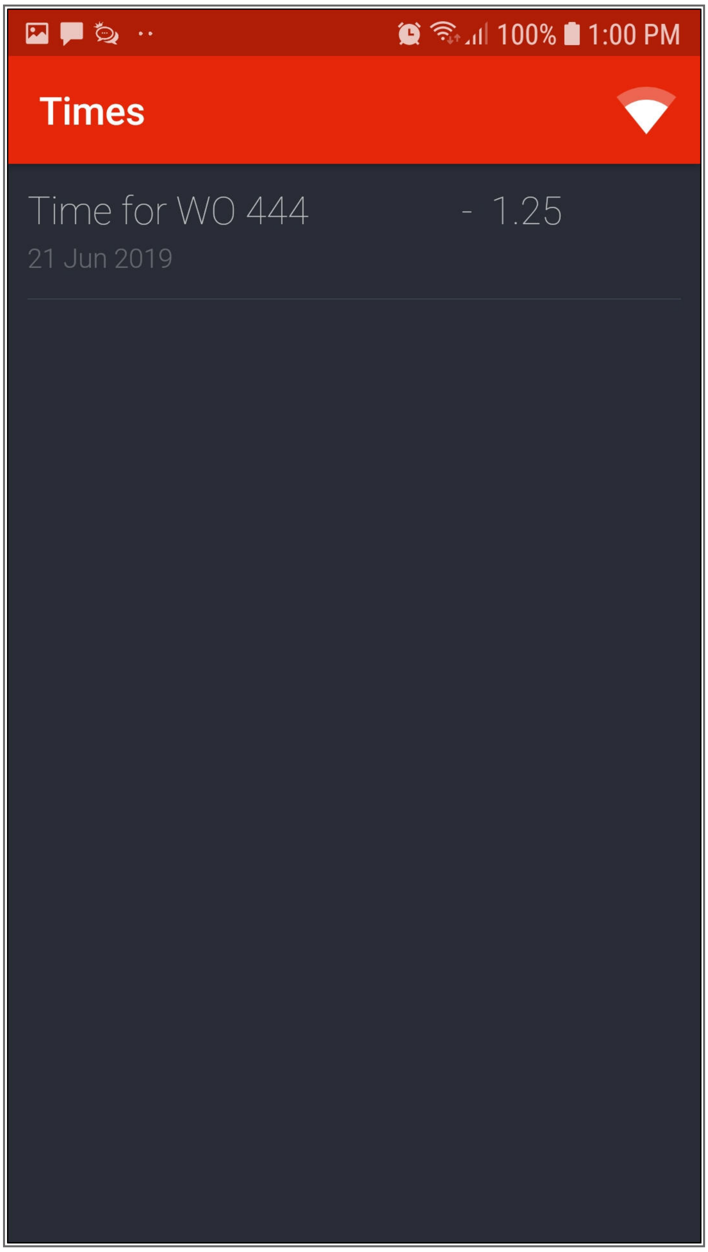
- Click on the time record you wish to amend.




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

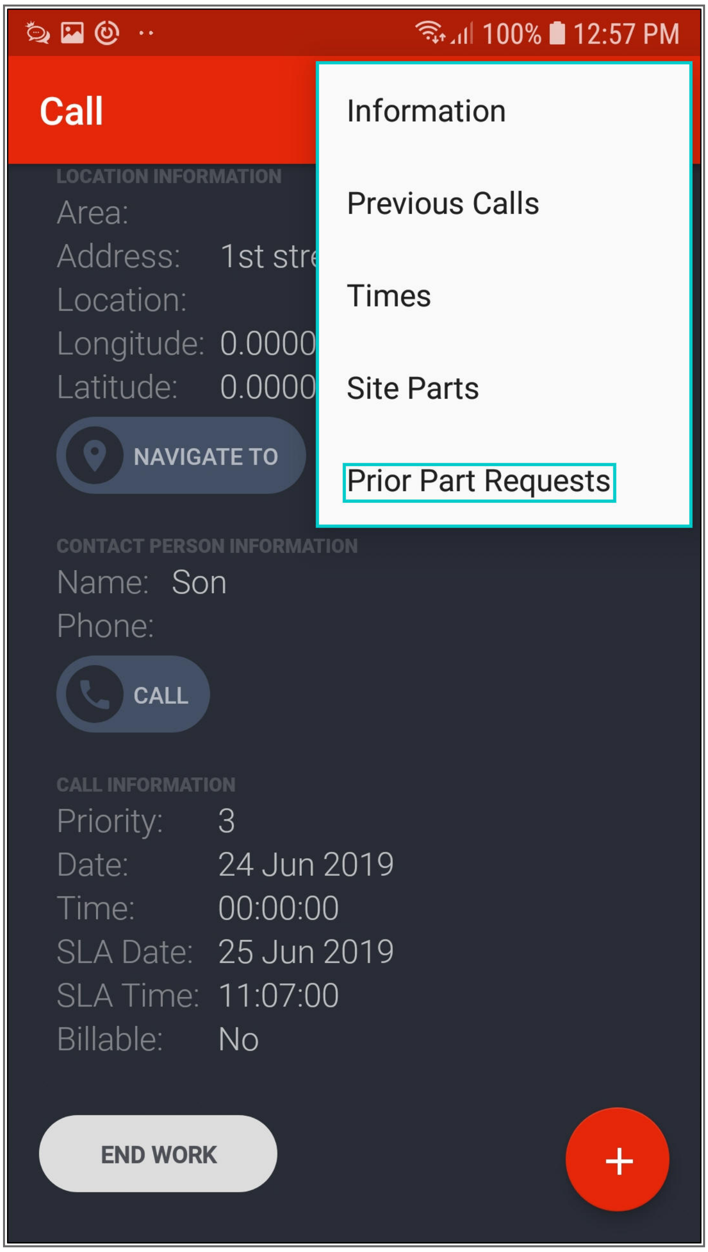



- You will return to the ***Times*** screen.




## PRIOR PART REQUESTS

- Click on ***Prior Part Requests***.




- The ***Prior Part Requests*** screen will be displayed.
- A list of ***Prior Part Requests*** linked to the serial number on the call you are currently working on will be displayed. The last 6 issues will be displayed.


100% 1:12 PM
Prior Part Requests
SP2020 Yellow Toner Alternate
2020-147YA
requested: 1
issued: 0
SP2020 Magenta Toner Alternate
2020-147MA
requested: 1
issued: 0
SP2020 Cyan Toner Alternate
2020-147CA
requested: 1
issued: 0
SP2020 Black Toner Alternate
2020-147KA
requested: 1
issued: 0
SP2020 Drum Alternate
2020-586A
requested: 1
issued: 0

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