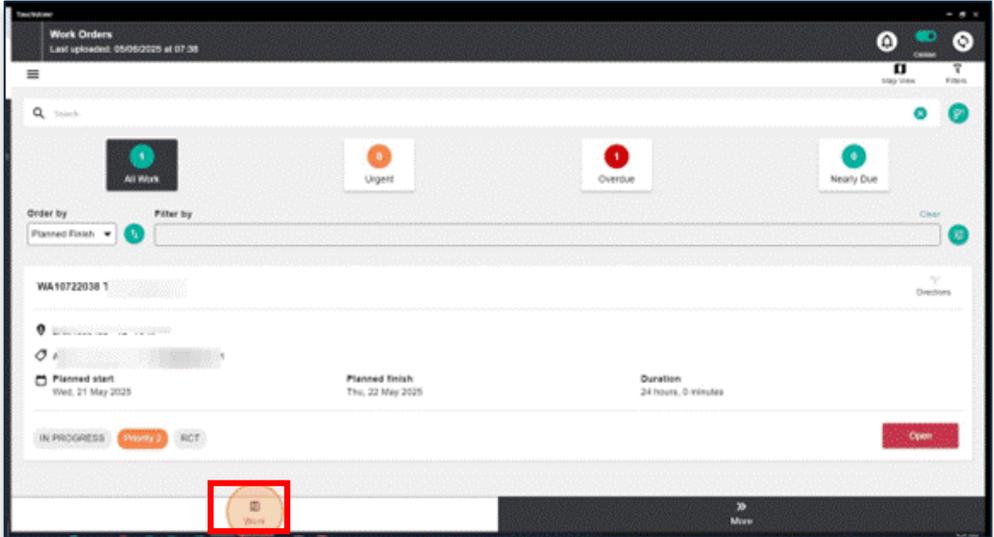
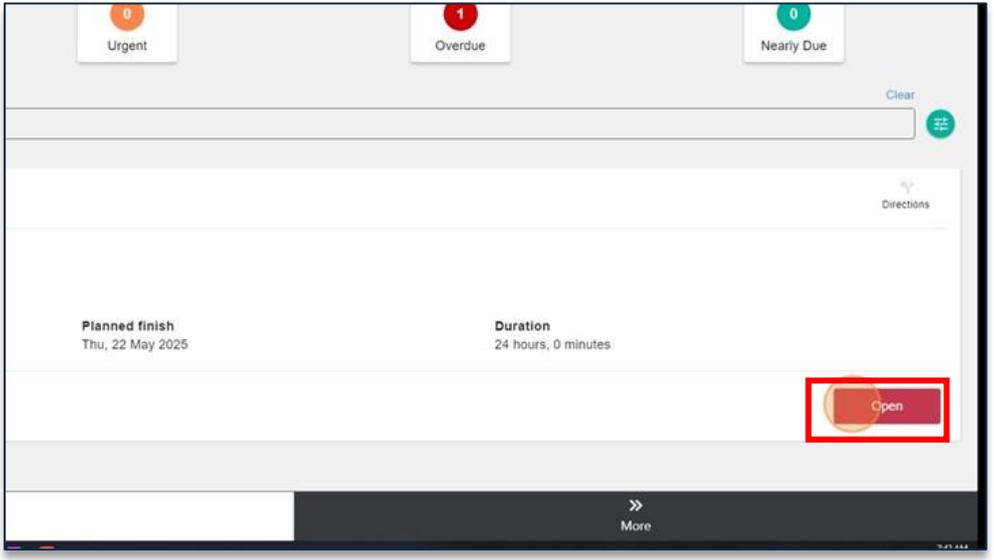


# Touchstone Mobile Application Work Order Management

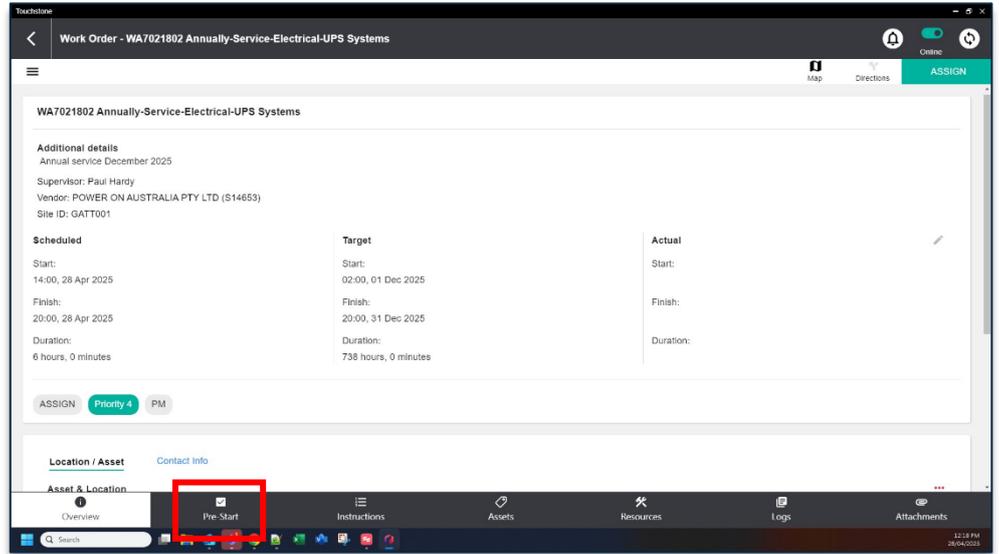
Role: Technicians

TSMob-WI-0030-Work Order Management (Technicians)

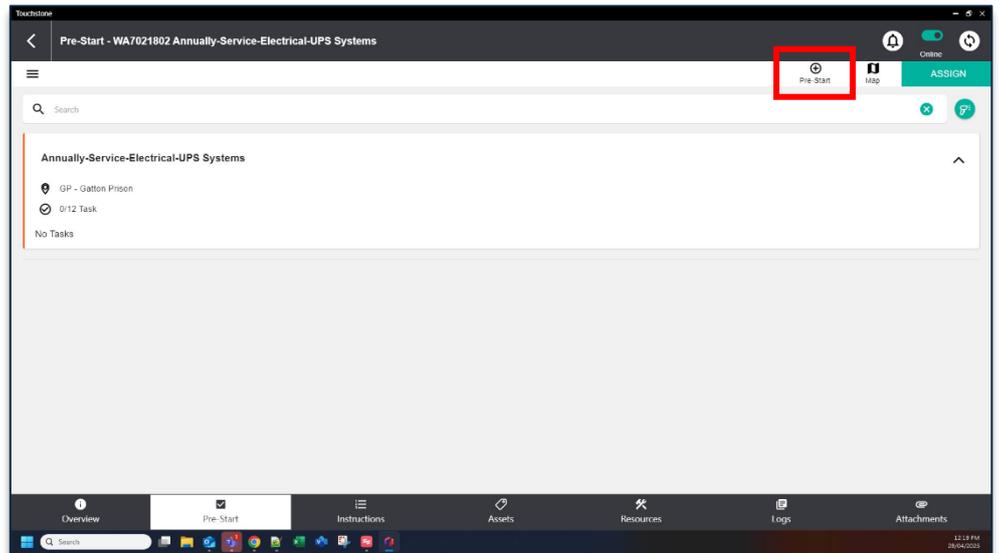
### Open & Start a Work Order

Explanation	Screenshot
<p>1. From the main screen, click on <b>Work</b>.</p>	 <p>The screenshot shows the 'Work Orders' main screen. At the top, there are filters for 'All Work', 'Urgent', 'Overdue', and 'Nearly Due'. Below these are sorting options: 'Order by' (set to 'Planned Finish') and 'Filter by'. A search bar is also present. The main content area displays a work order card for 'WA10722038 1'. The card shows 'Planned start' as 'Wed, 21 May 2025' and 'Planned finish' as 'Thu, 22 May 2025'. The status is 'IN PROGRESS' with a 'Priority 3' indicator and 'RCT' label. A red 'Open' button is visible at the bottom right of the card. A red box highlights the 'Work' button at the bottom center of the screen.</p>
<p>2. Open the Work Order by clicking on <b>Open</b>.</p>	 <p>This is a close-up screenshot of the work order card from the previous step. It shows the 'Planned finish' as 'Thu, 22 May 2025' and the 'Duration' as '24 hours, 0 minutes'. A red box highlights the 'Open' button at the bottom right of the card.</p>

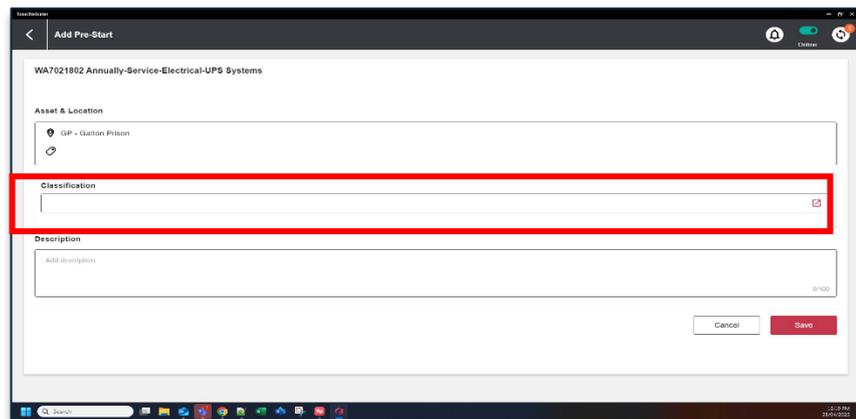
- Once the Work Order has been opened, click on **Pre-Start**.



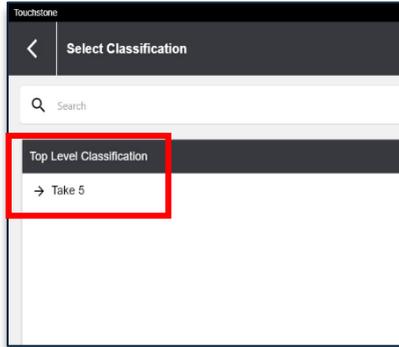
- To enter a **Take 5**, click on **Pre-Start** again.



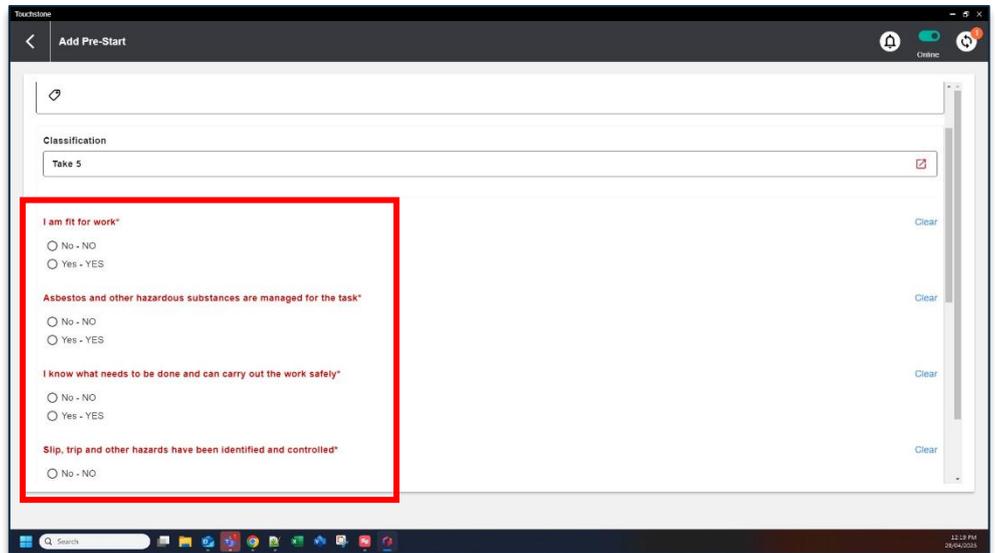
- Click on **Classification**.



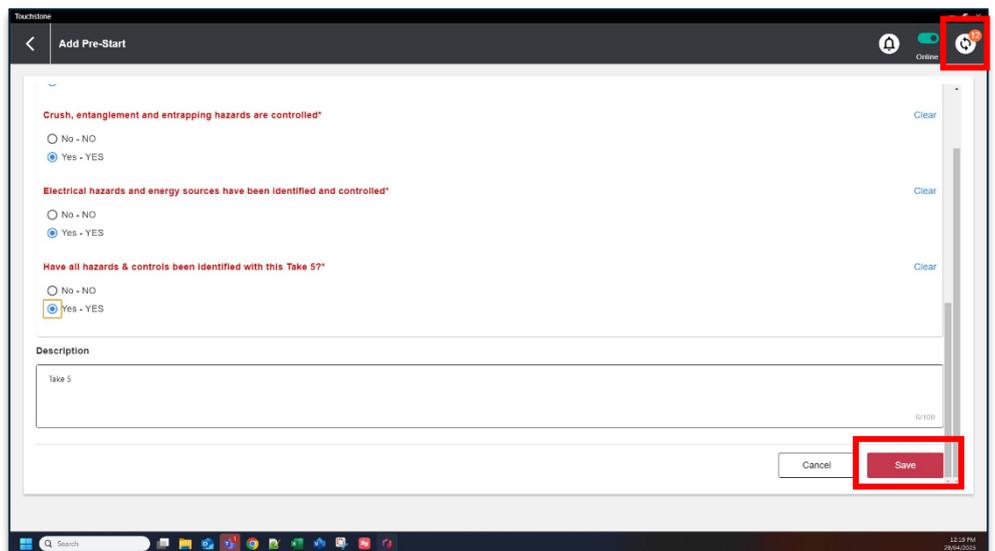
6. Select **Take 5**.



7. Complete the **Take 5** safety check. **Scroll down** the screen to ensure all checks are completed.



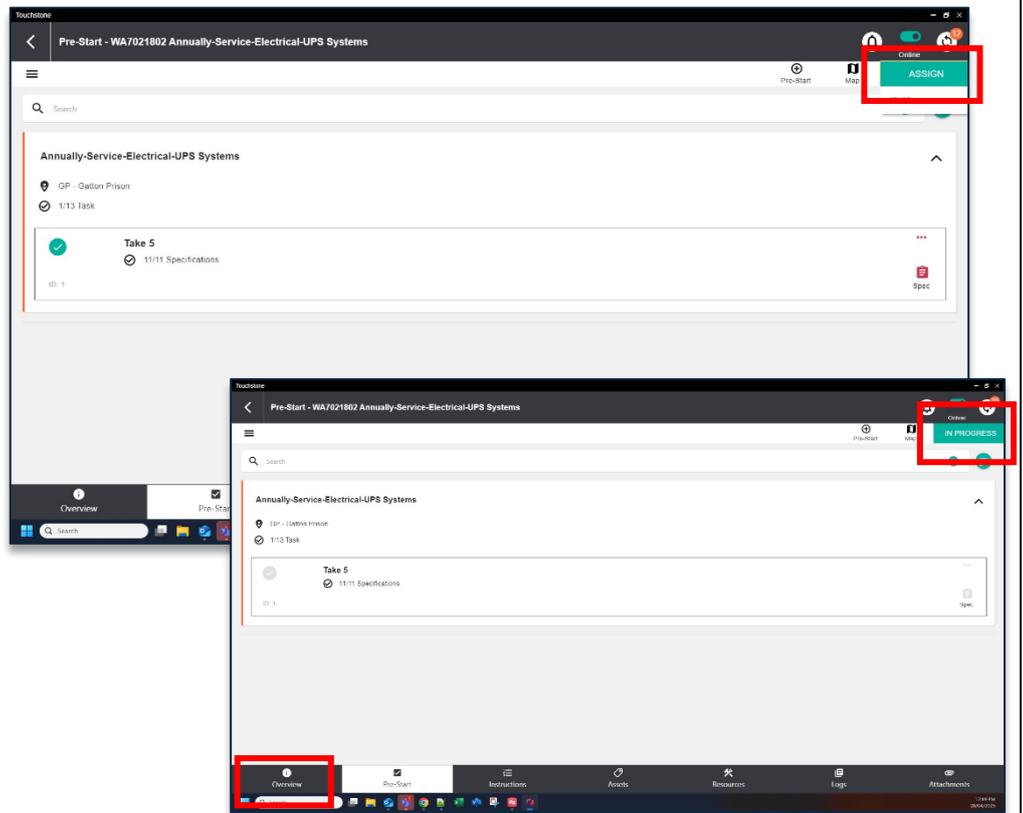
8. Once complete, click **Save** and then click on **Sync**.



9. To start the work order, click on **Assign** and then click on **Start**.

10. The Work Order status will change to **In Progress**.

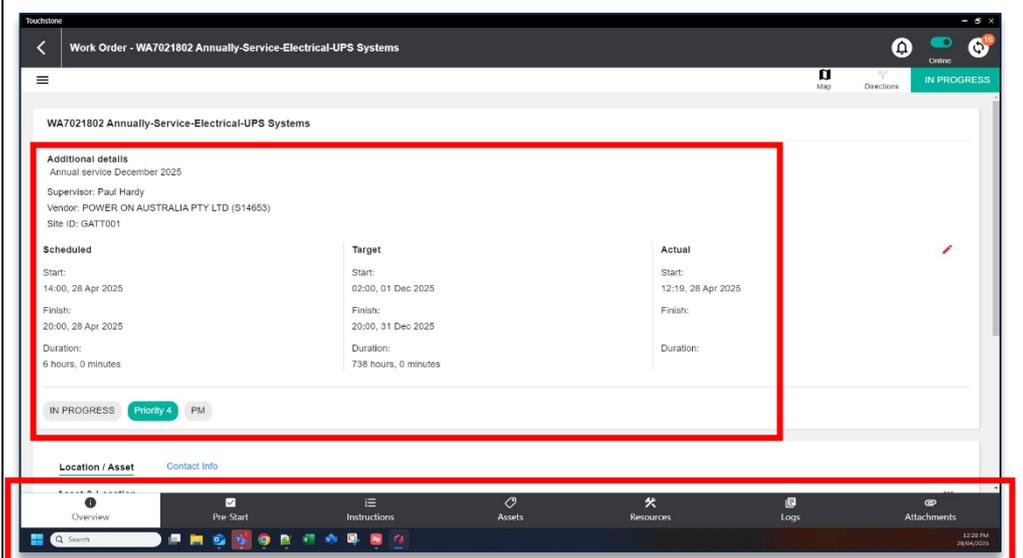
11. Click on **Overview** to see more information about the Work Order.



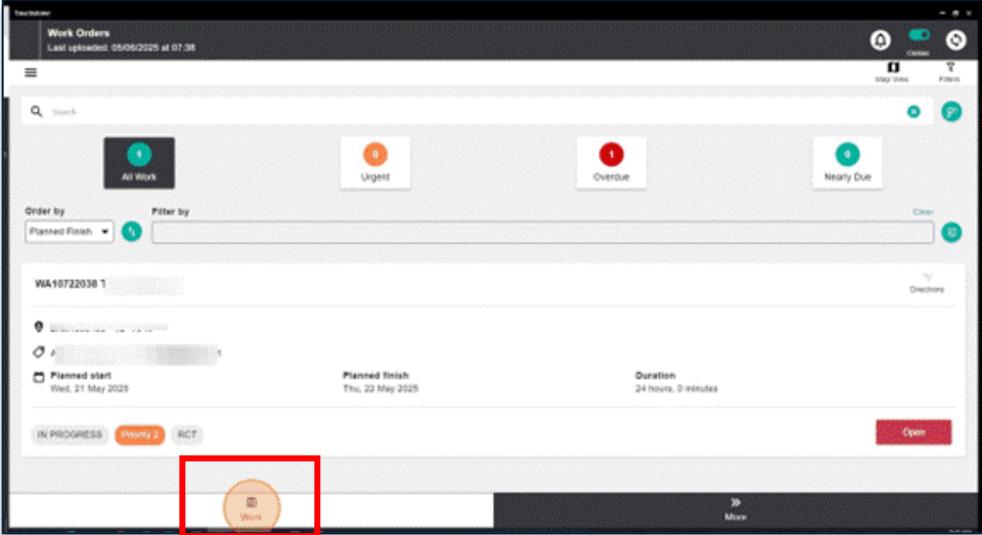
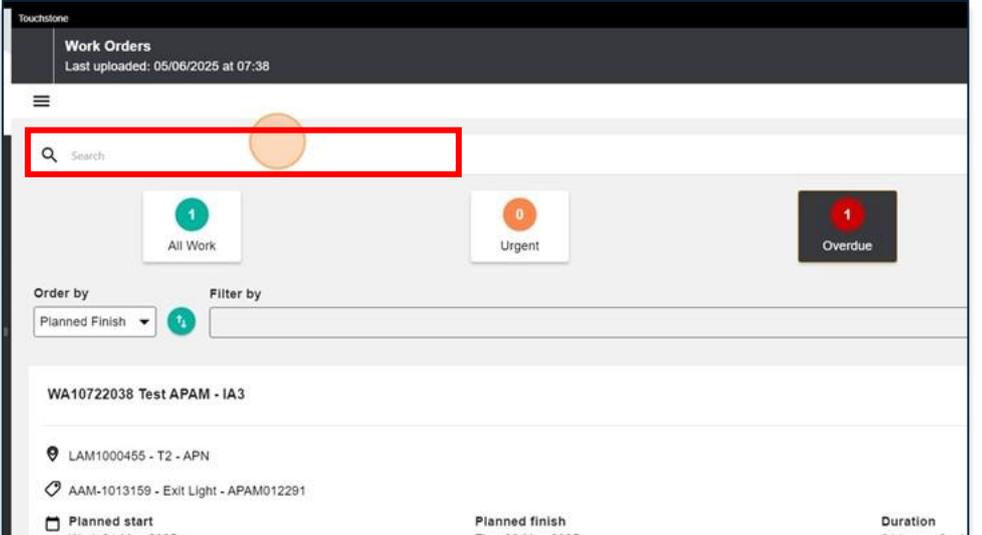
12. **Additional Information** about the **Work Order** is displayed, including scheduled start and finish times.

13. **Scroll down** to see information related to **Locations and Assets**.

Alternatively, use the navigation bar at the bottom of the screen to view more information.

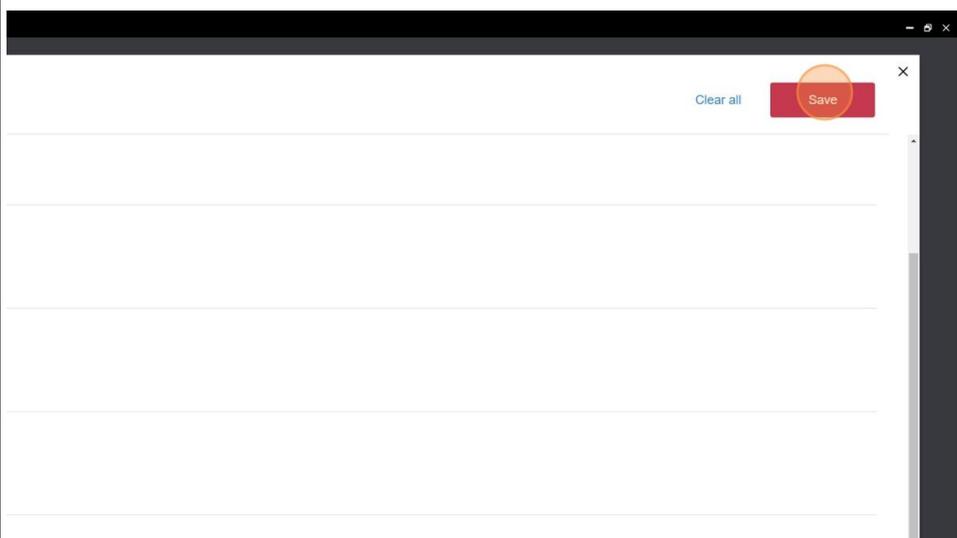
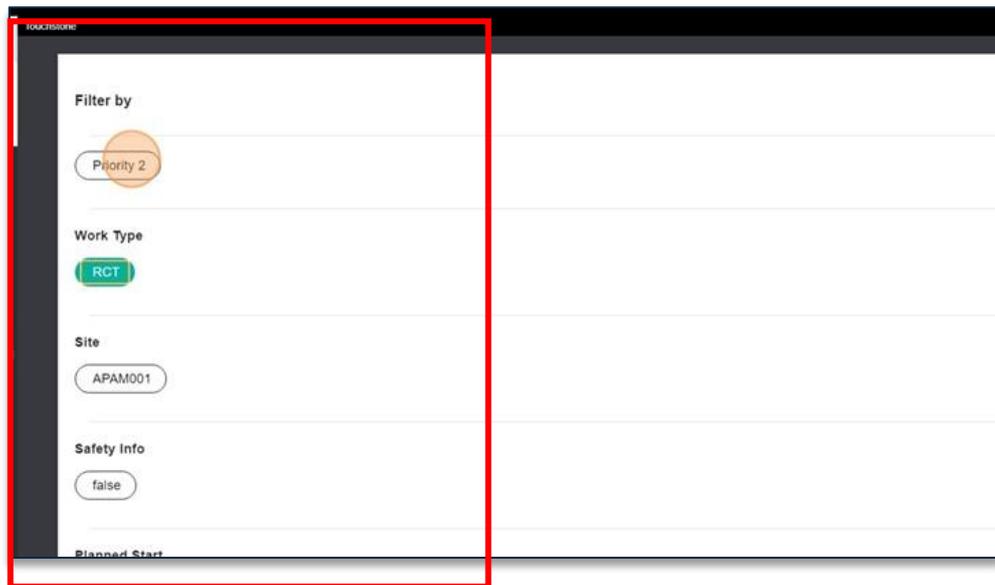


### Search Work Orders

Explanation	Screenshot
<p>There are various ways to search for a Work Order, depending on the Work Order Status:</p> <p><b>Assigned Work Orders</b></p> <p>The <b>Work</b> tab displays all Work Orders that have been allocated or assigned to you. It serves as a central location to view and manage your assigned tasks.</p>	 <p>The screenshot shows the 'Work Orders' app interface. At the top, there are four tabs: 'All Work' (1), 'Urgent' (0), 'Overdue' (1), and 'Nearly Due' (4). Below the tabs, there are filters for 'Order by' (Planned Finish) and 'Filter by'. A search bar is visible at the top. The main content area shows a list of work orders, with the first one being 'WA10722038 1'. The 'Work' tab at the bottom is highlighted with a red box.</p>
<p>14. Click on <b>Search</b>, and Type the Work Order number you want to Search.</p> <p>A dynamic list of Work Orders will be displayed that match the <b>Search criteria</b>.</p> <p>15. If you don't know the Work Order number, use the <b>Filter by</b> option.</p>	 <p>The screenshot shows the 'Work Orders' app interface. The search bar at the top is highlighted with a red box. Below the search bar, there are three tabs: 'All Work' (1), 'Urgent' (0), and 'Overdue' (1). The 'Filter by' section is also visible. The main content area shows a list of work orders, with the first one being 'WA10722038 Test APAM - IA3'. The search bar is highlighted with a red box.</p>

16. By clicking on the **Filter by** option, a list of different filters are available.

Choose a filter, and click on **Save**.



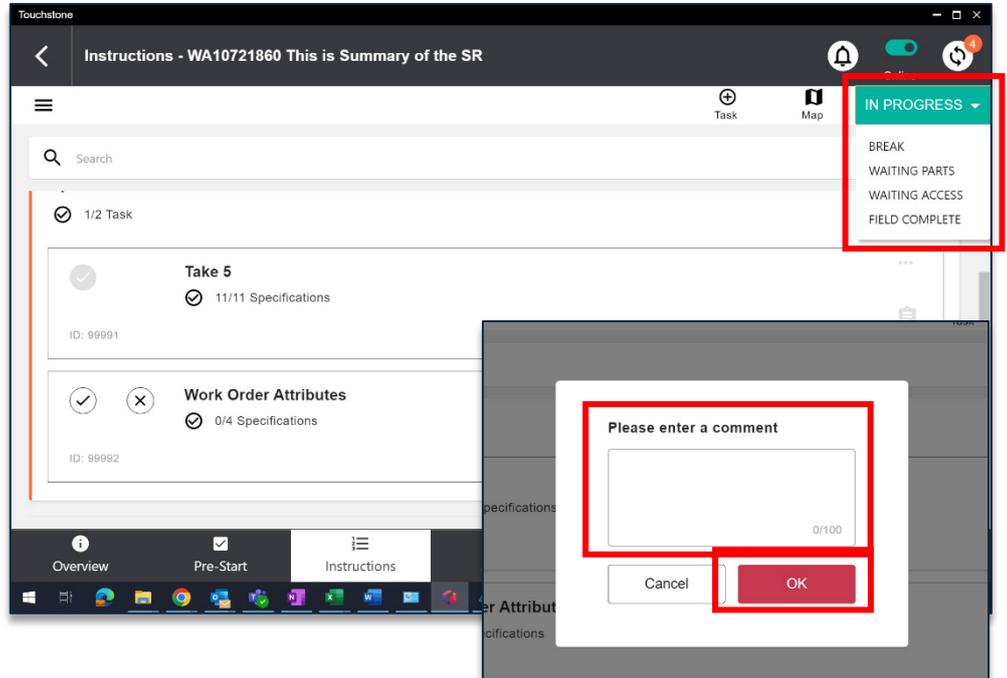
### View, Edit & Update Work Orders

Explanation	Screenshot
<p>17. Within a Work Order, click <b>Open</b> to display the Work Order details.</p> <p>18. Click <b>Sync</b> after any changes have been made.</p>	
<p>19. To add Instructions to the Work Order, such as <b>Waiting for Parts, or Take Break</b>, click on <b>Instructions</b> from within the Work Order.</p> <p>20. Drop down on <b>In Progress</b>.</p>	

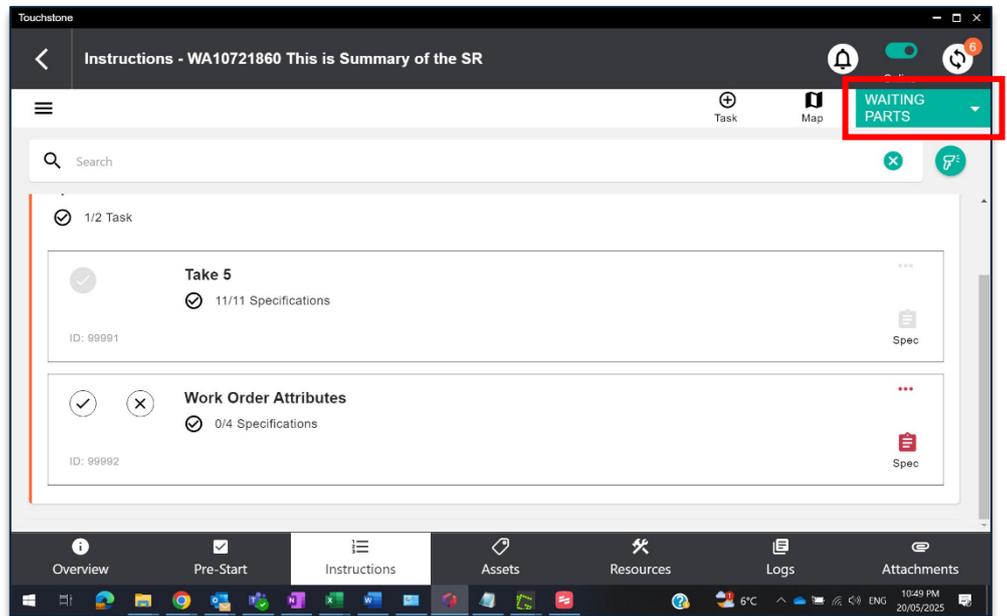
21. From the **In Progress** drop down, make a selection:

- Break
- Waiting Parts
- Waiting Access
- Field Complete

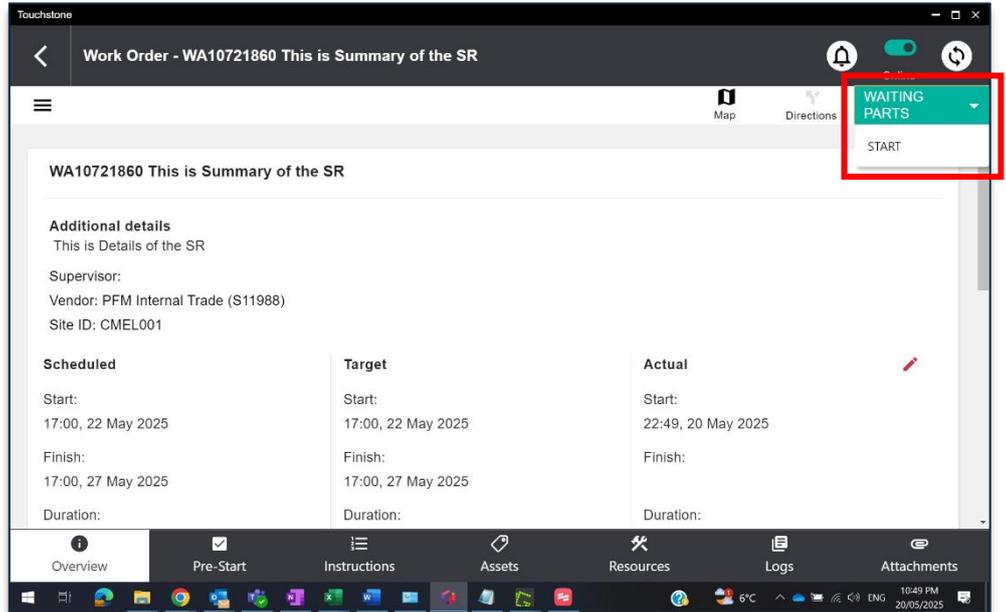
22. Enter a **Reason**, click **OK**.



23. The **Status** of the Work Order will change accordingly.

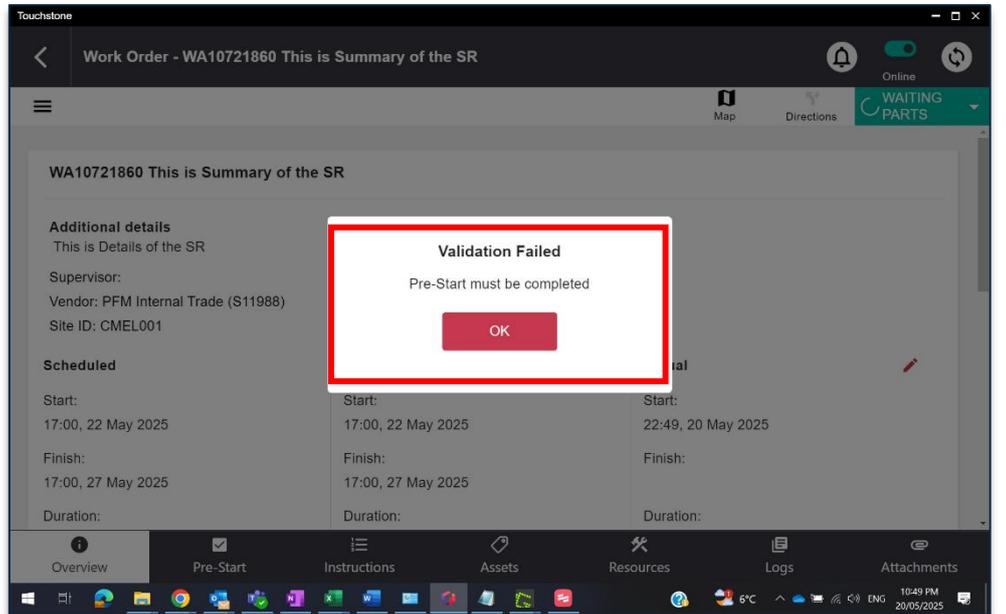


24. To commence work, select **Work Order Status > Start**.

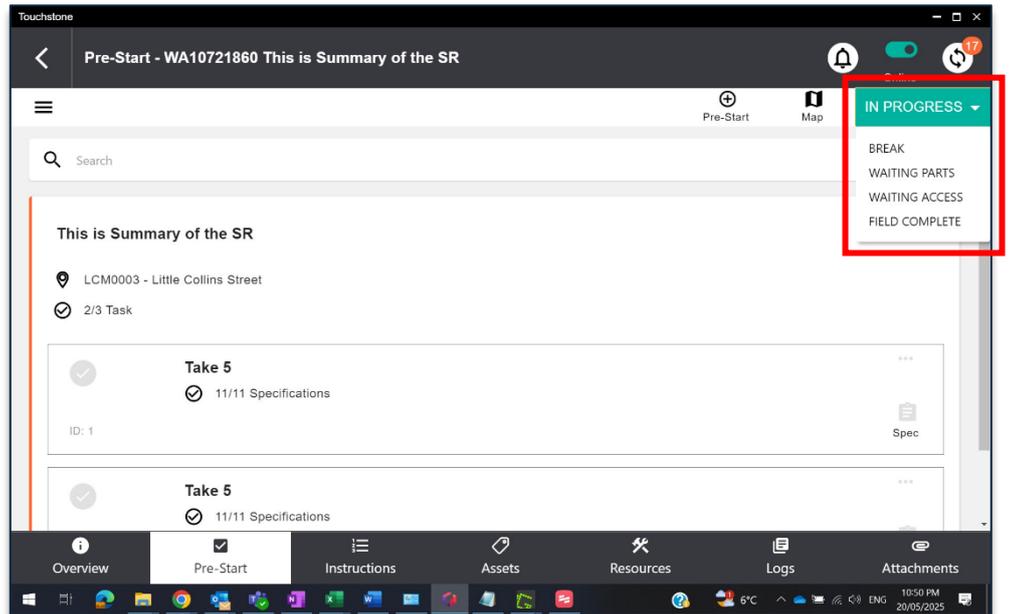


25. The system will require the completion of a **Take 5** once again.

26. Click **Pre-Start** and select **Take 5**.

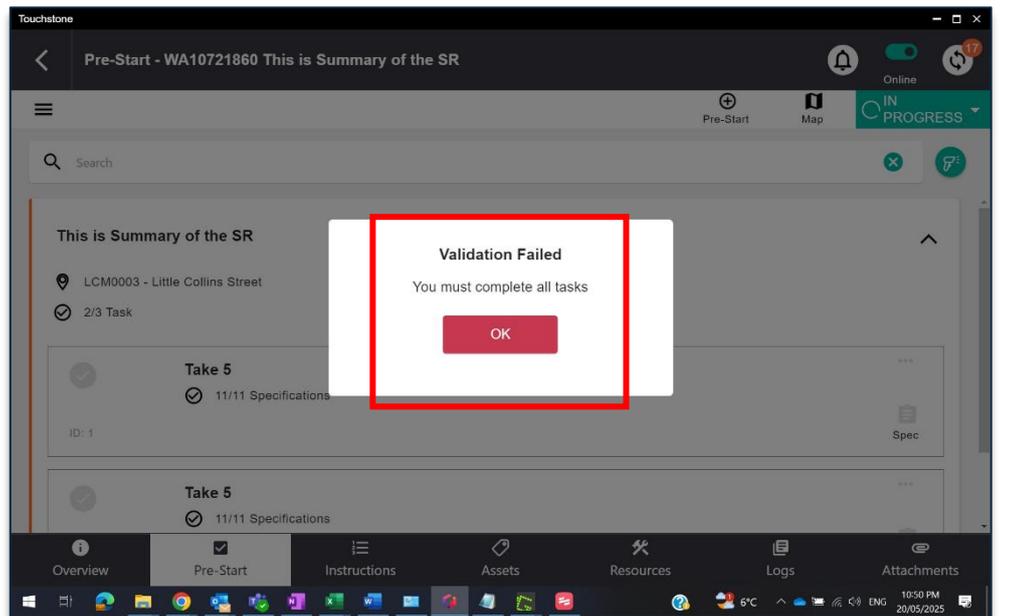


27. Once the Work Order has been completed, click **Work Order Status > Field Complete**.



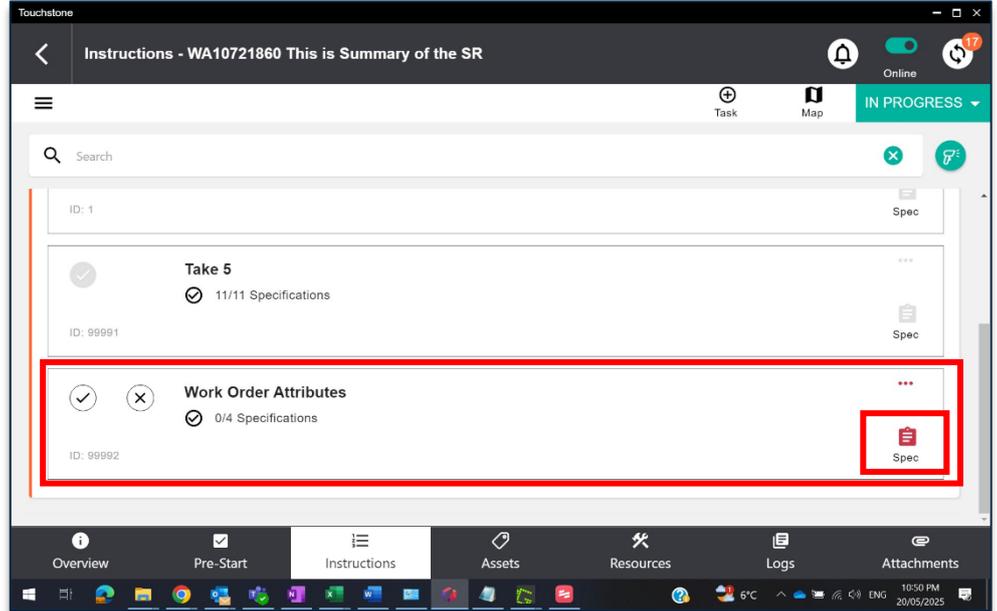
28. If not already completed, the system will prompt you to enter the required notes before proceeding.

29. Click **OK** if this prompt is displayed.



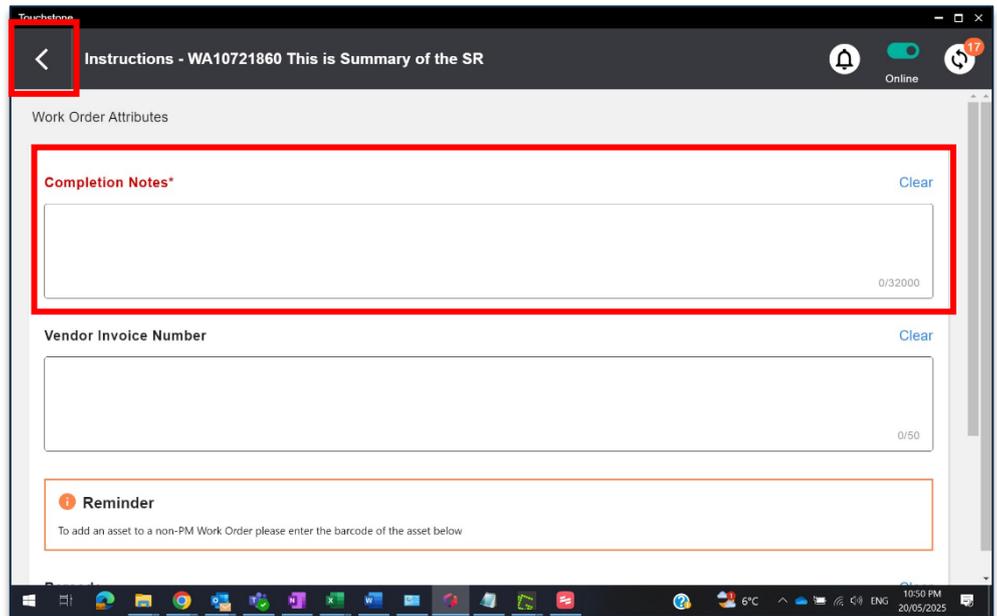
30. To enter the required notes, navigate by scrolling down in the Work Order and find **Work Order Attributes**.

31. Click on the **Spec** icon.



32. Enter the required **Completion Notes** (this is a mandatory field).

33. Once complete, click on the **Back Arrow** to return to the previous screen.



# Work Instruction

TSMob-WI-0030-Work Order Management (Technicians)

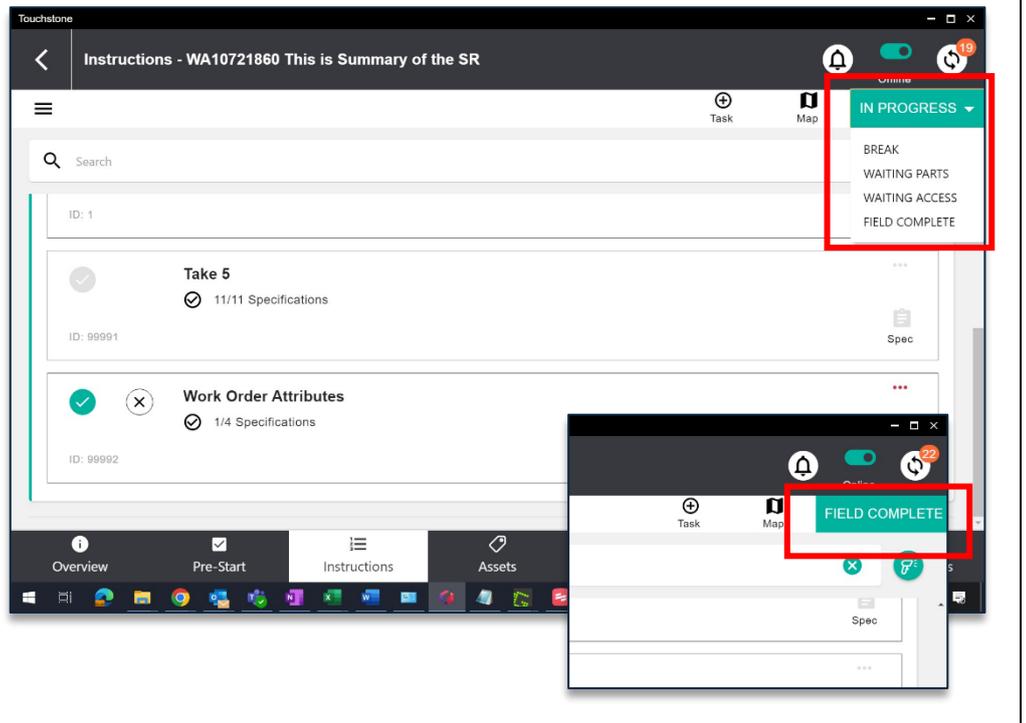
## Project NextGen

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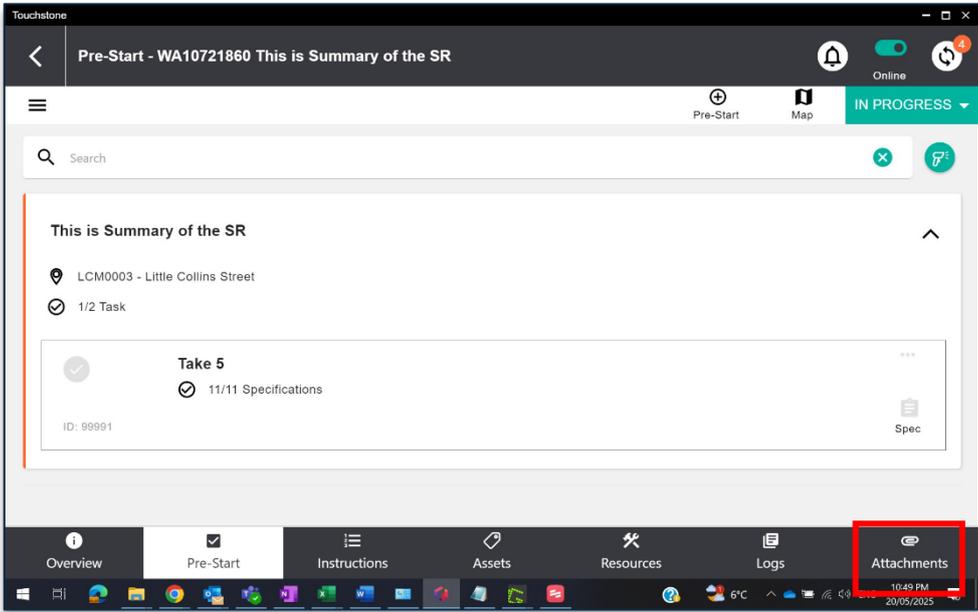
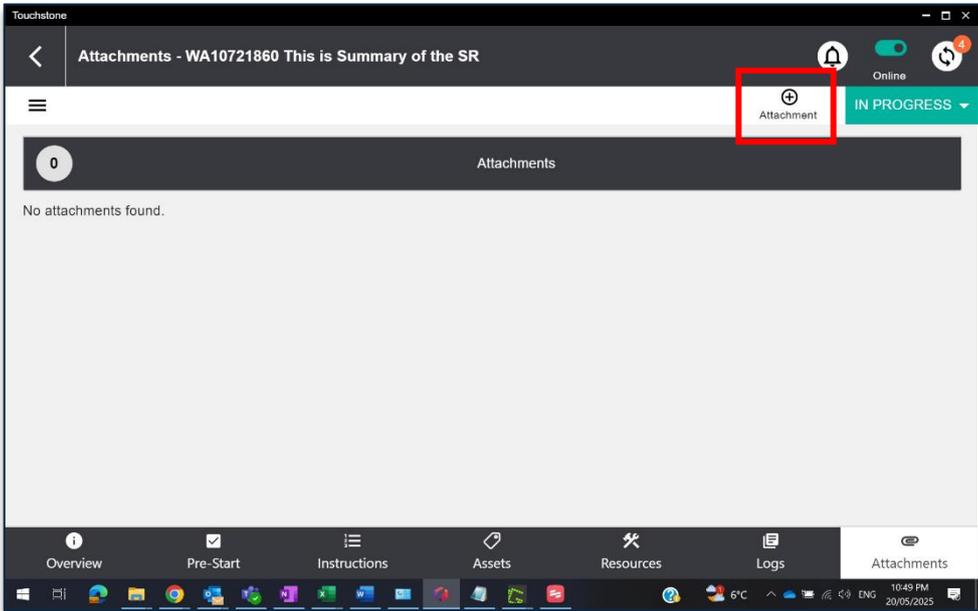
34. Once all information is validated, click **Work Order Status > Field Complete**.

35. The Work Order Status will change to **Field Complete**.

**Note** – Ensure you click Sync to record all updates to the Work Order.



### Upload Attachments to Work Orders

Explanation	Screenshot
<p>36. Open a Work Order. From within the Work Order, click on <b>Attachments</b>.</p>	 <p>The screenshot shows the Touchstone mobile application interface. At the top, the title bar reads 'Pre-Start - WA10721860 This is Summary of the SR'. Below the title bar, there is a search bar and a status indicator 'IN PROGRESS'. The main content area displays 'This is Summary of the SR' with location 'LCM0003 - Little Collins Street' and '1/2 Task'. A task card for 'Take 5' is visible, showing '11/11 Specifications' and 'ID: 99991'. At the bottom, a navigation bar contains icons for Overview, Pre-Start, Instructions, Assets, Resources, Logs, and Attachments. The 'Attachments' icon is highlighted with a red rectangular box.</p>
<p>37. Click on add + Attachment.</p>	 <p>The screenshot shows the Touchstone mobile application interface for the 'Attachments' screen. The title bar reads 'Attachments - WA10721860 This is Summary of the SR'. Below the title bar, there is a search bar and a status indicator 'IN PROGRESS'. The main content area displays '0 Attachments' and 'No attachments found.'. At the top right, there is a '+ Attachment' button, which is highlighted with a red rectangular box. The bottom navigation bar is the same as in the previous screenshot.</p>

# Work Instruction

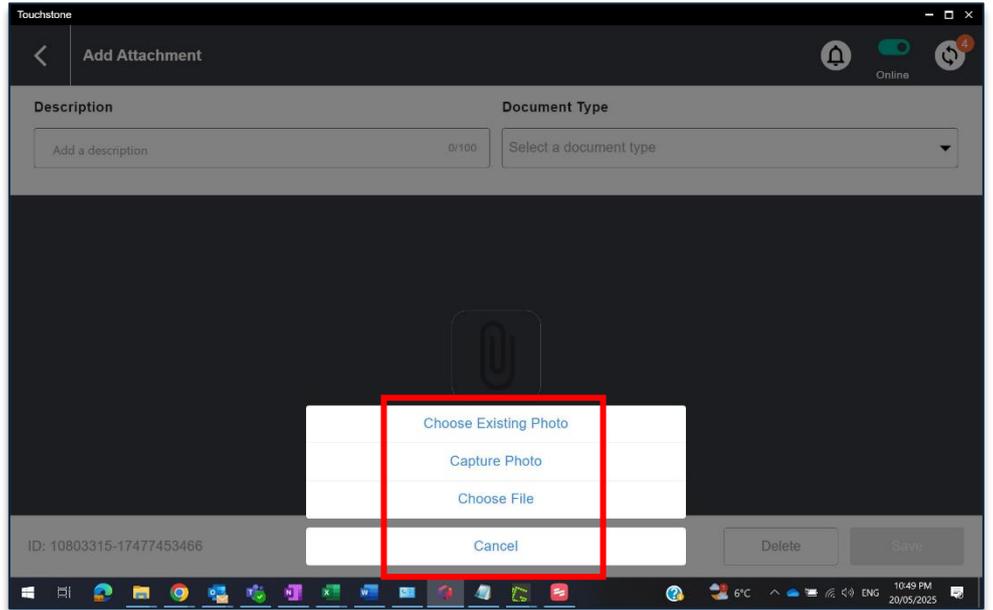
TSMob-WI-0030-Work Order Management (Technicians)

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38. Select the type of attachment to be uploaded:

- Existing photo
- Capture a new photo
- Choose a file

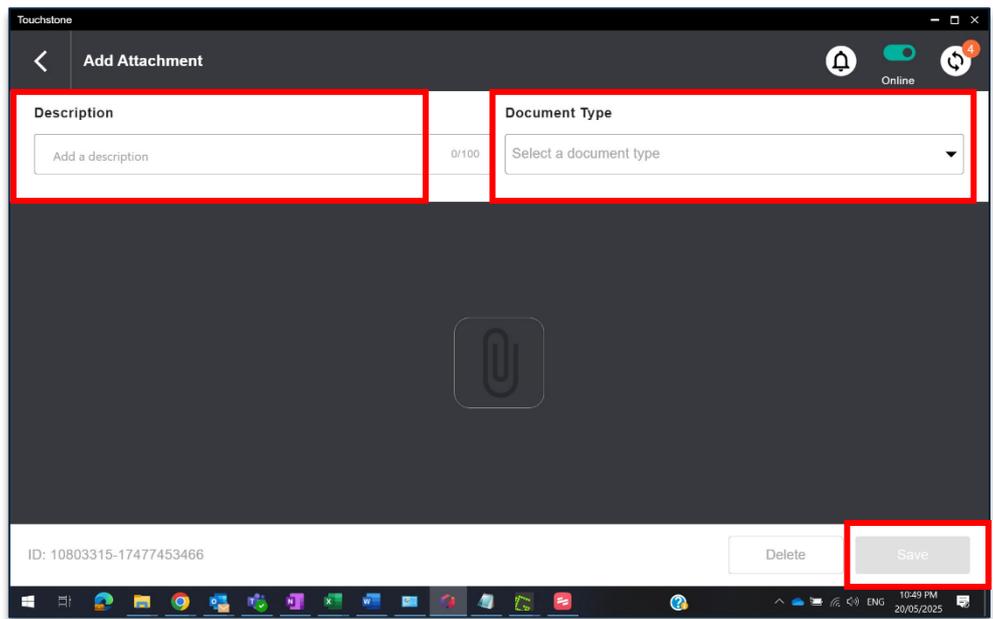


39. Enter a **Description** for the attachment.

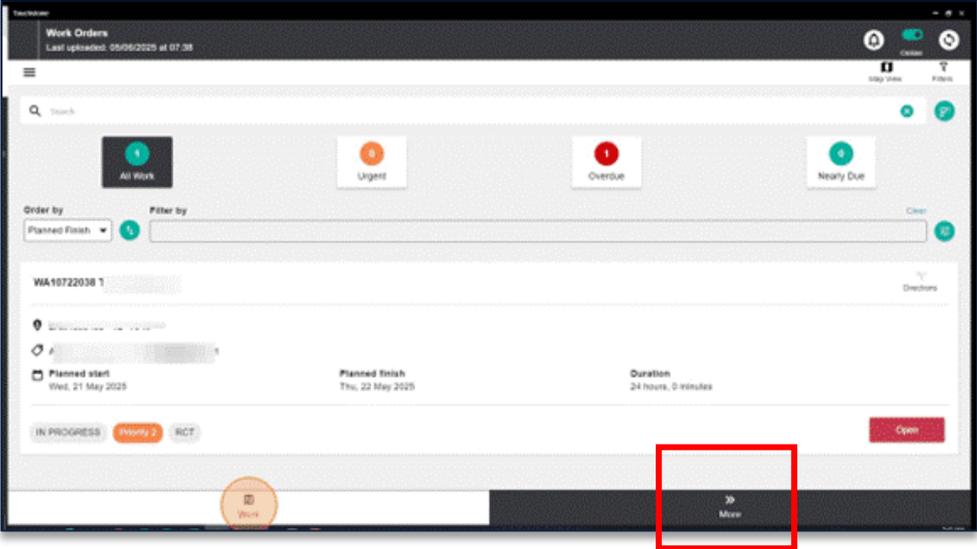
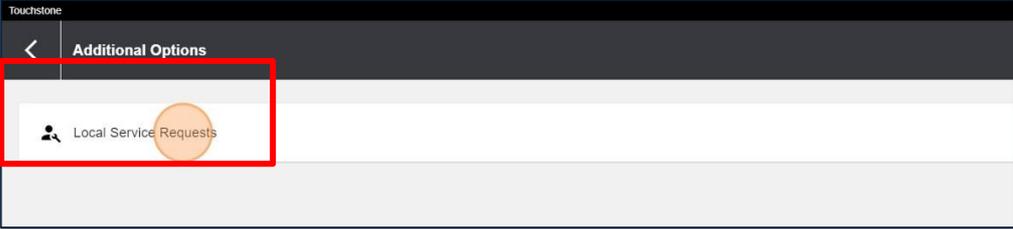
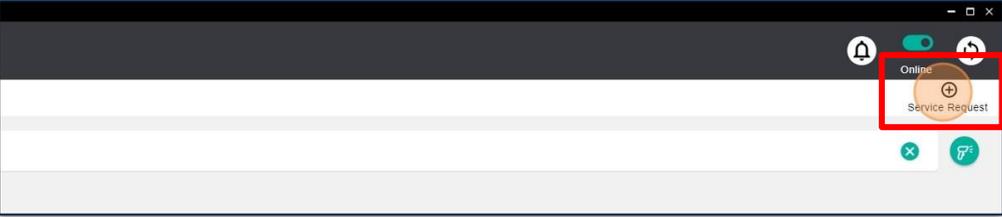
40. Select a **Document Type**.

**Note** The document type must be selected accurately as it will impact on different reporting.

41. Once all Attachments are entered, click **Save**.



### Create a Service Request from within a Work Order

Explanation	Screenshot
<p>42. From within the main screen select <b>More</b>.</p>	 <p>The screenshot shows the 'Work Orders' main screen. At the bottom right, there is a 'More' button with a right-pointing arrow, which is highlighted by a red rectangular box.</p>
<p>43. Click <b>Local Service Requests</b>.</p>	 <p>The screenshot shows the 'Additional Options' menu. The option 'Local Service Requests' is highlighted with a red rectangular box.</p>
<p>44. Click + to add a new <b>Service Request</b>.</p>	 <p>The screenshot shows the 'Additional Options' menu. The 'Service Request' option, which includes a plus sign icon, is highlighted with a red rectangular box.</p>

45. In the **Site** field, click on the icon to select a contract from the list.

The screenshot shows the 'New Service Request' form. The 'Site' field contains the text 'GATT001 Southern Queensland Correction Centre (Gatton Prison)'. To the right of the text is a small square icon with a red border, which is highlighted by a red box. Below the Site field are sections for 'Summary', 'Details', 'Priority', 'Attachments', and 'Classification'. The 'Priority' dropdown is set to 'Intermediate - 3'. There is a '+ Add Attachment' button and a 'Clear' button next to the Summary and Details fields.

46. Click **Save**.

This screenshot shows the bottom right corner of the form. A red 'Save' button is highlighted with a red box. To its left is a 'Clear' button. Above the buttons are several status indicators, including a bell icon, a toggle switch labeled 'Online', and a refresh icon.

47. Enter **Summary** and **Details** information for the Service Request.

The screenshot shows the 'New Service Request' form with the 'Summary' and 'Details' input fields highlighted by a red box. The 'Summary' field contains the placeholder text 'Enter Summary' and has a circular orange cursor. The 'Details' field contains the placeholder text 'Enter Details'. The 'Site' field above contains 'GATT001 Southern Queensland Correction Centre (Gatton Prison)' and the 'Priority' dropdown is set to 'Intermediate - 3'.

48. In the **Priority** field, click on the drop-down arrow.

The screenshot shows the 'New Service Request' form. The 'Priority' field is set to 'Intermediate - 3'. A red box highlights the drop-down arrow on the right side of the field.

49. Select a **Priority** for the Service Request.

The screenshot shows the 'Priority' dropdown menu. The options are: High - 2, Intermediate - 3, Low - 4, Negligible - 5, and Urgent - 1. 'High - 2' is selected, and a red box surrounds the entire dropdown menu.

50. **Add Attachment** (if applicable).

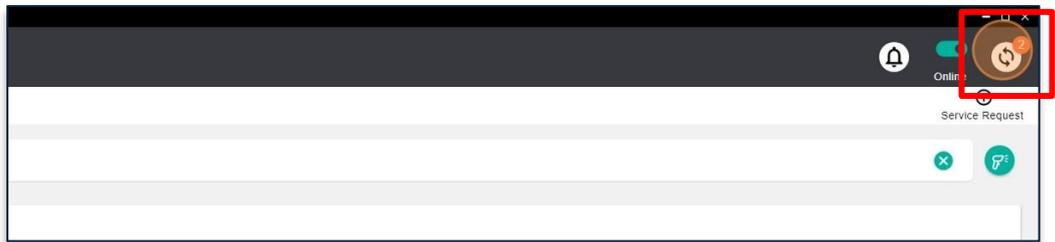
The screenshot shows the 'Attachments' section of the form. A red box highlights the '+ Add Attachment' button.

51. Click **Save**.

The screenshot shows the bottom of the form with 'Cancel' and 'Save' buttons. A red box highlights the 'Save' button.

52. Click the **Sync** icon to send the Service Request to MAS.

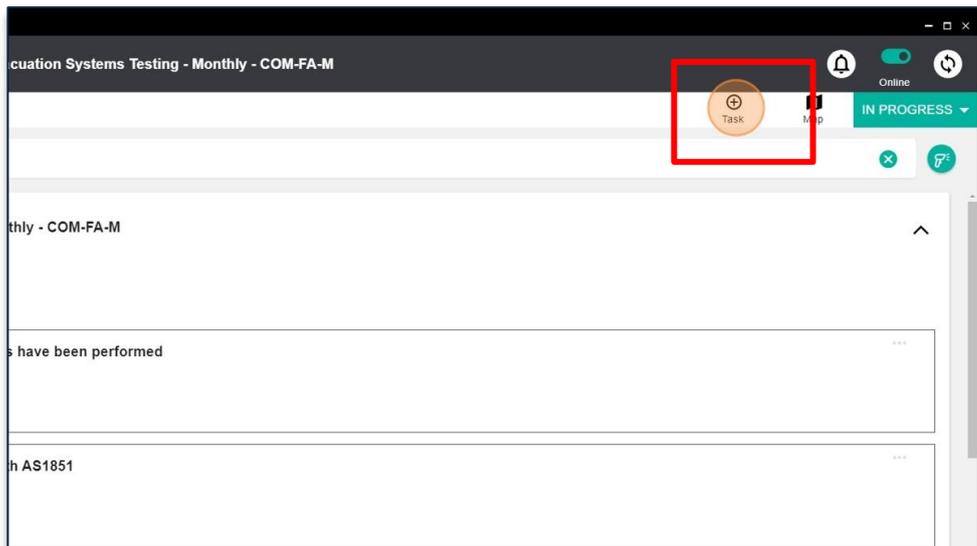
Result: The Service Request has been successfully sent to MAS when it no longer appears in the list.



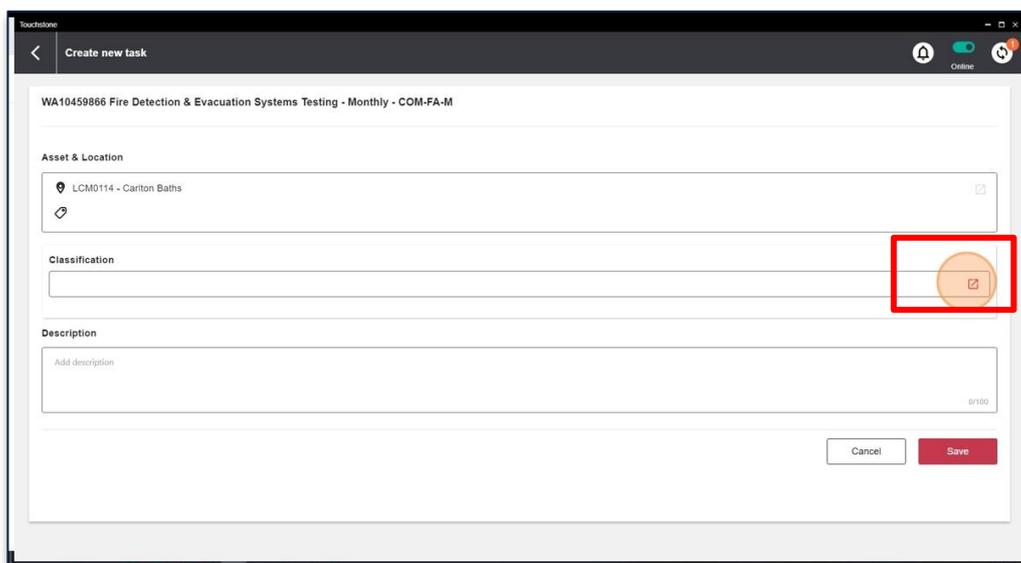
### Request for Extension of Time (EOT) within a Work Order

Explanation	Screenshot
<p>53. Open the work order, click on <b>Instructions</b> tab.</p>	

54. Click **Task**.



55. Click the **Classification** icon.



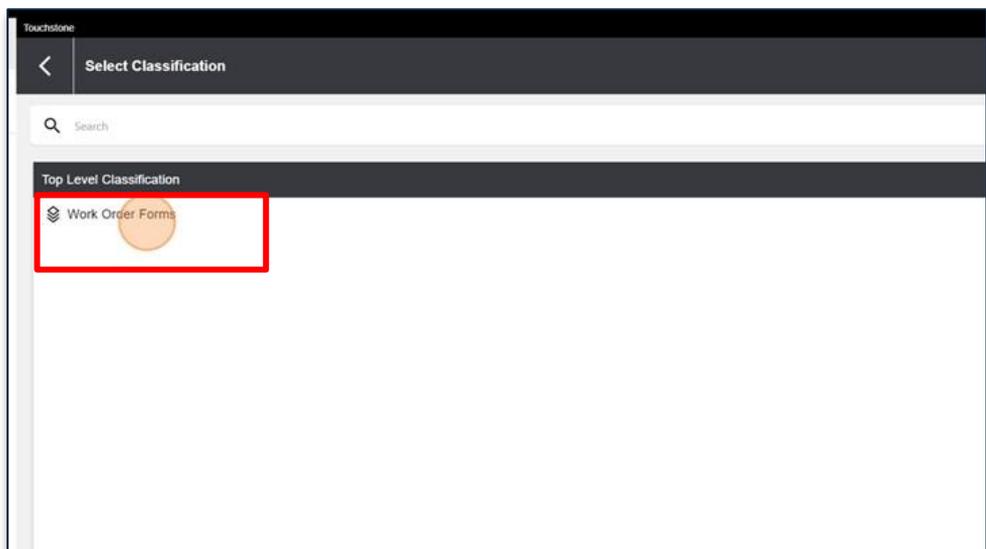
# Work Instruction

TSMob-WI-0030-Work Order Management (Technicians)

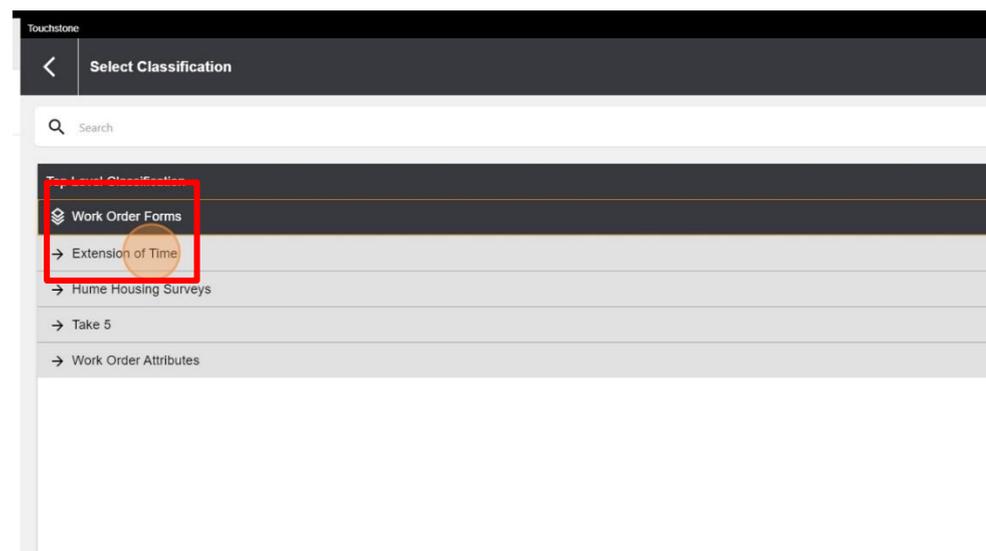
## Project NextGen

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56. Click **Work Order Forms**.



57. Select **Extension of Time** from the list.



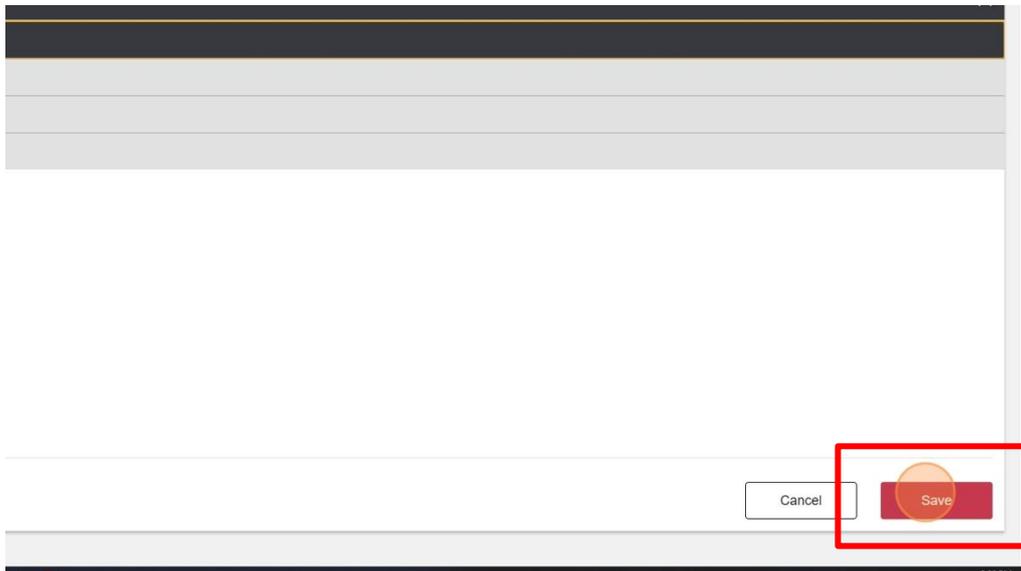
# Work Instruction

TSMob-WI-0030-Work Order Management (Technicians)

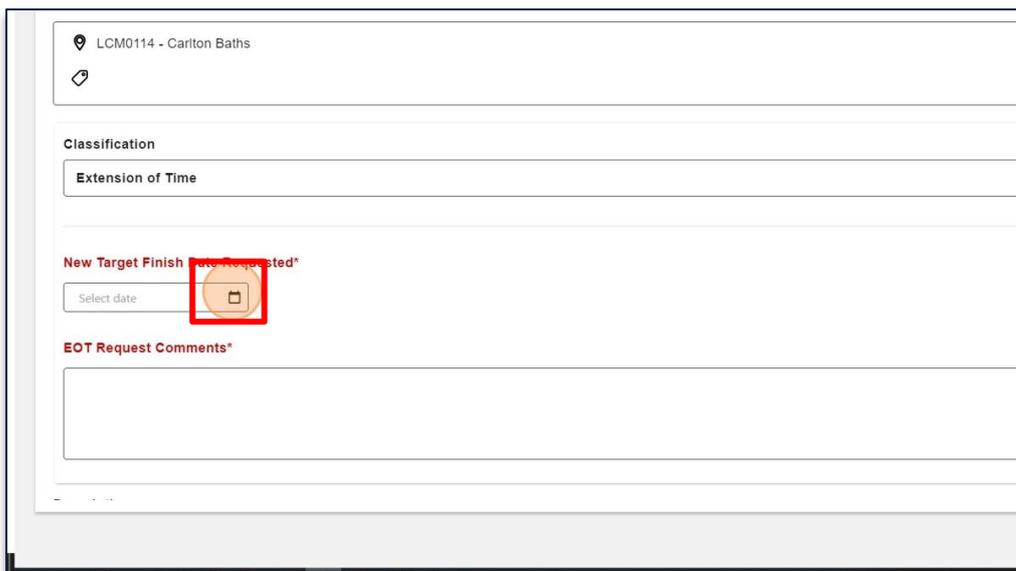
## Project NextGen

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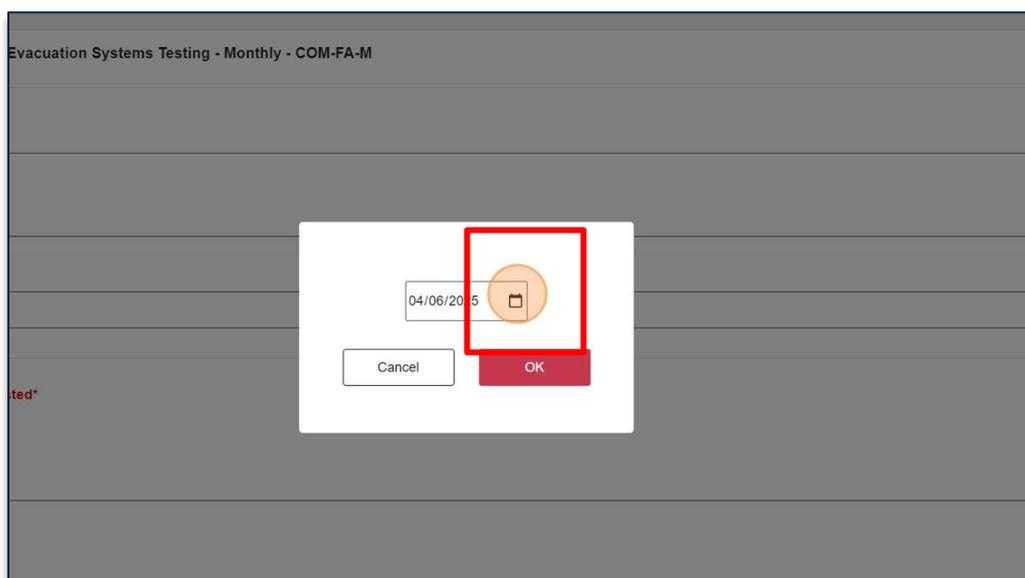
58. Click **Save**.



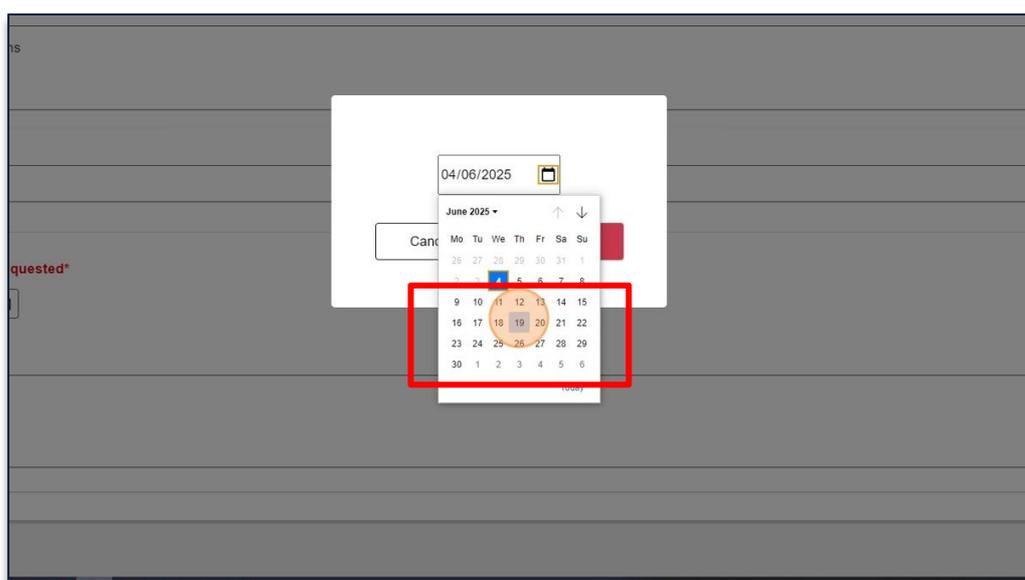
59. In the **New Target Finish Date Requested** field, enter a date.



59. Click **calendar** icon.



60. Select a date.



# Work Instruction

TSMob-WI-0030-Work Order Management (Technicians)

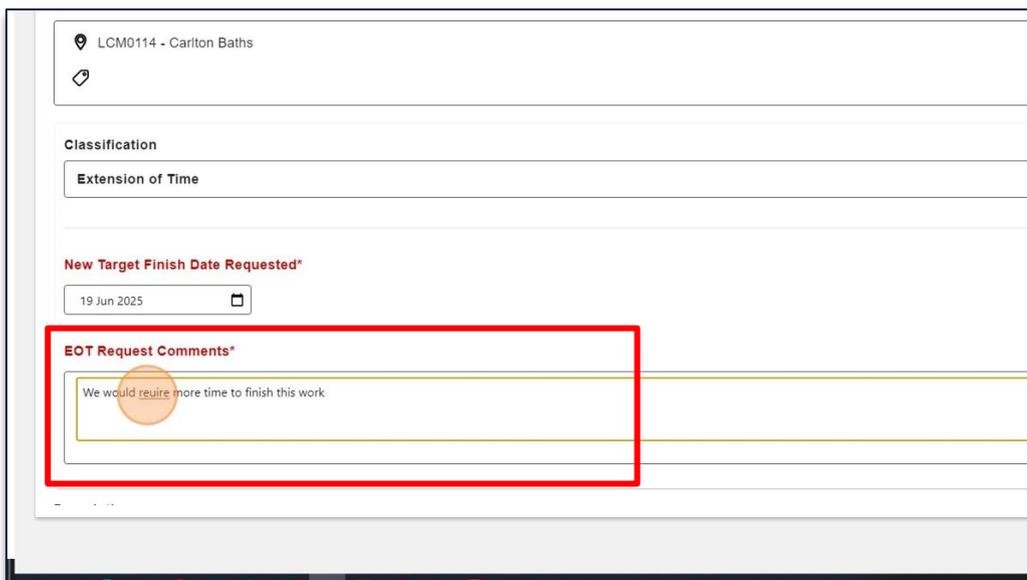
## Project NextGen

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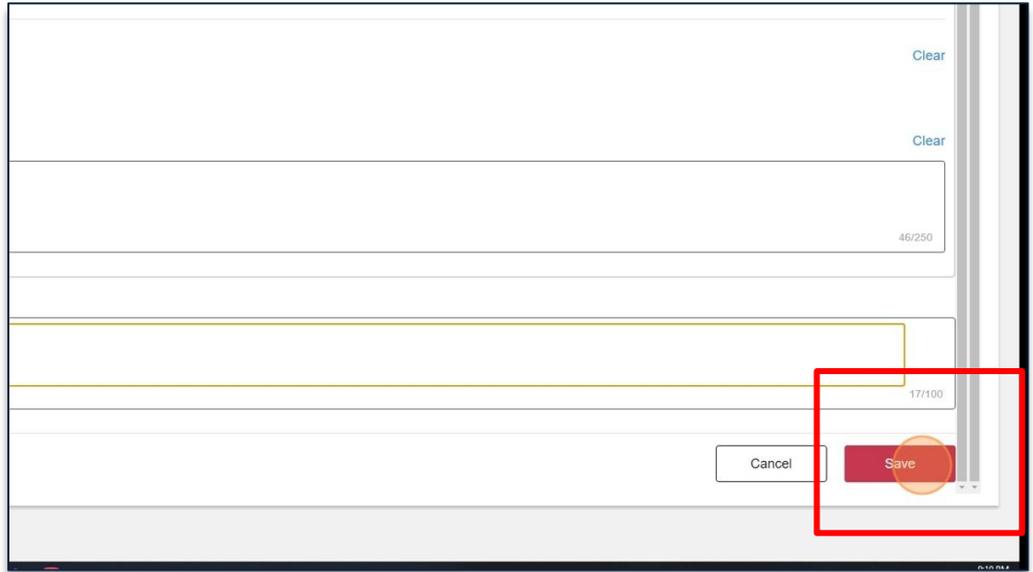
61. Click **OK**.



62. Add **EOT Request Comments**.

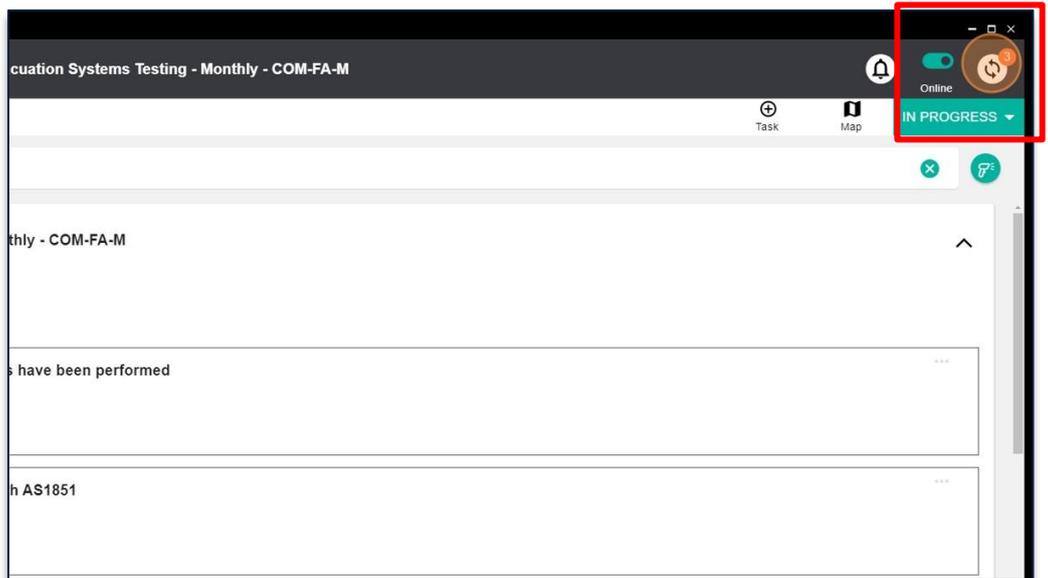


63. Click **Save**.



64. Click **Sync**.

**Result:** The EOT Request has now been sent to the Contracts Admin team for review.



### Related Work Instructions or Process Maps:

- VUM-WI-0010-External User Management
- VUM-WI-0020-Activating & Downloading the Touchstone Mobile Application
- VUM-WI-0030-PFM User Management
- TSMob-WI-0010- Navigation & Overview
- TSMob-WI-0020- Work Order Management (Supervisors)
- TSMob-WI-0040-Create and Submit Claims
- TSMob-WI-0050-Asset Management in Touchstone

# Work Instruction

TSMob-WI-0030-Work Order Management (Technicians)

## Project NextGen

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History			
Description	Reference #	Date	Authority / WI Owner
New Work Instruction		19 <sup>th</sup> May 2025	Programmed Facility Management
Next Review Due		Upon new release	