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Touchstone Mobile Application
Work Order Management

Role: Technicians

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

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Open & Start a Work Order

Explanation	Screenshot
1. From the main screen, click on **Work**.	
2. Open the Work Order by clicking on **Open.**	
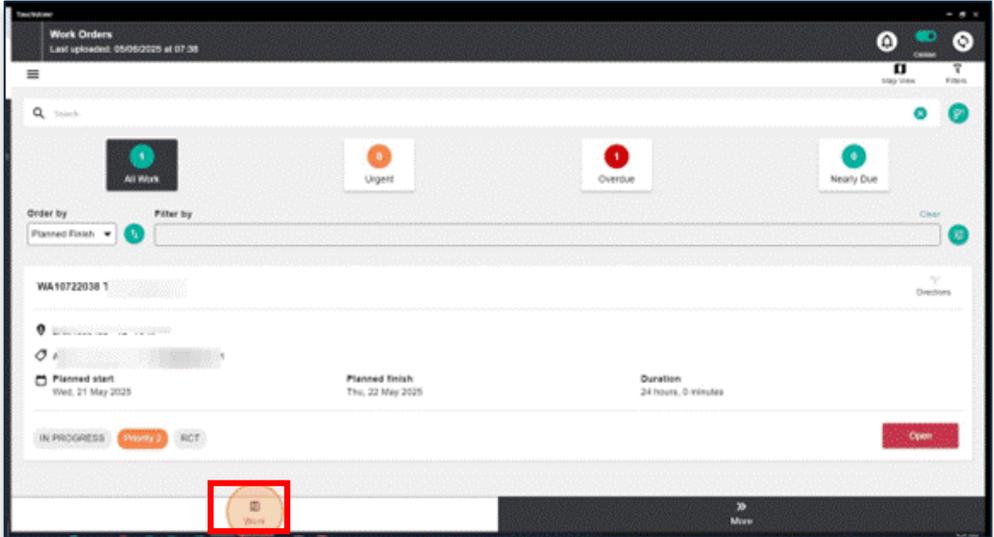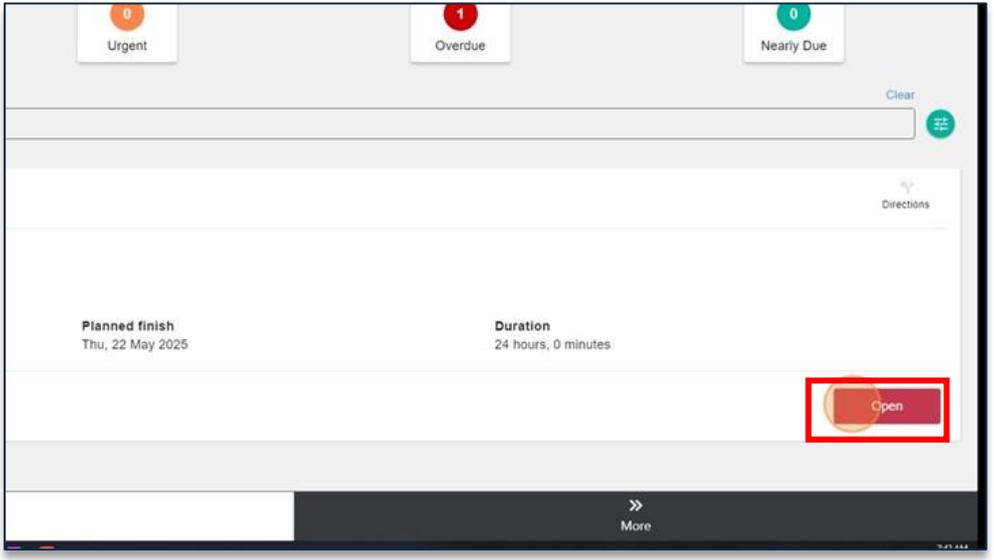
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3. Once the Work Order has been opened, click on **Pre-Start.**	
4. To enter a **Take 5**, click on **Pre-Start** again.	
5. Click on **Classification.**	
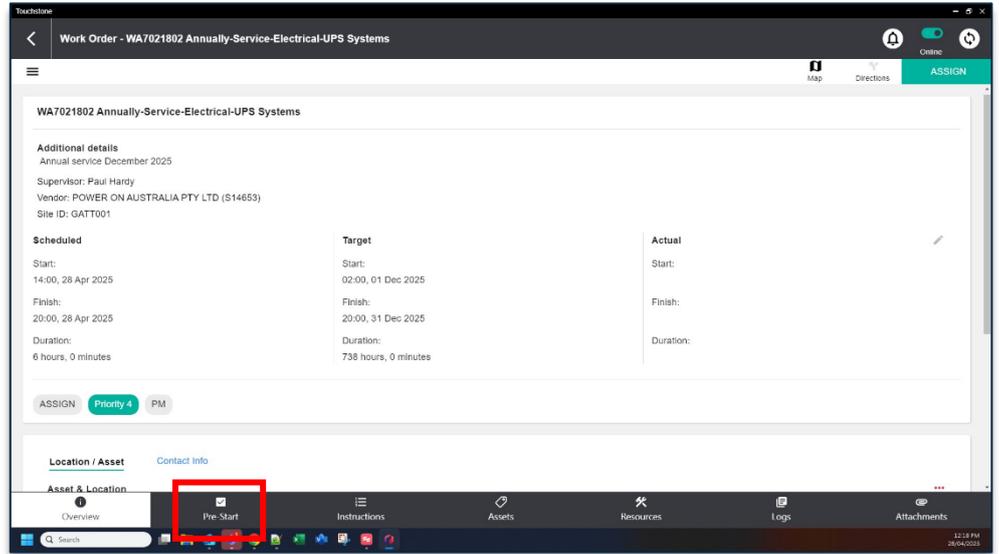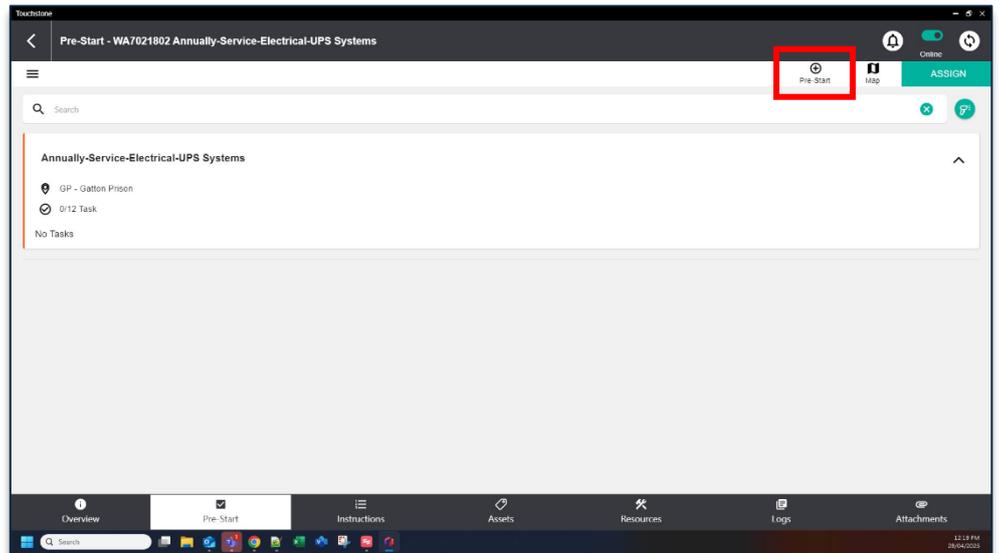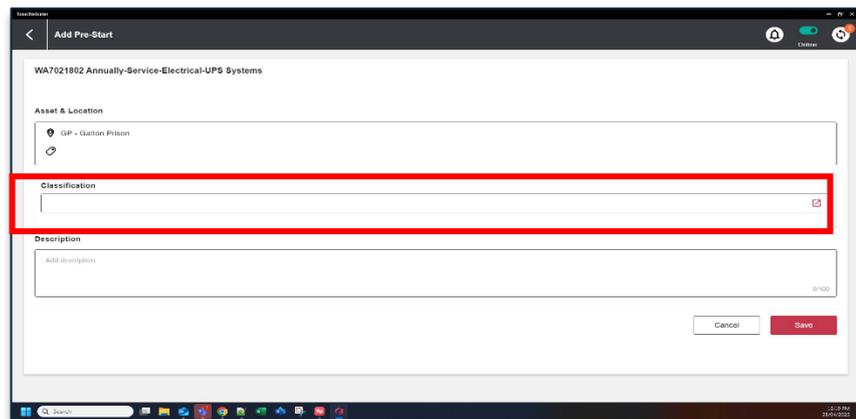
6.	Select **Take 5.**	
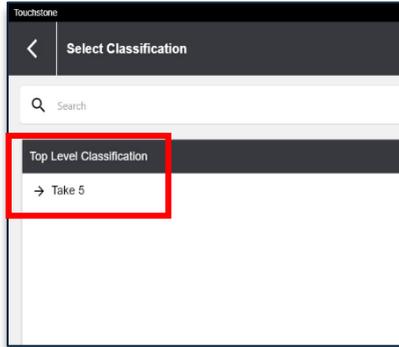
7.	Complete the **Take 5** safety check**. Scroll down** the screen to ensure all checks are completed.	
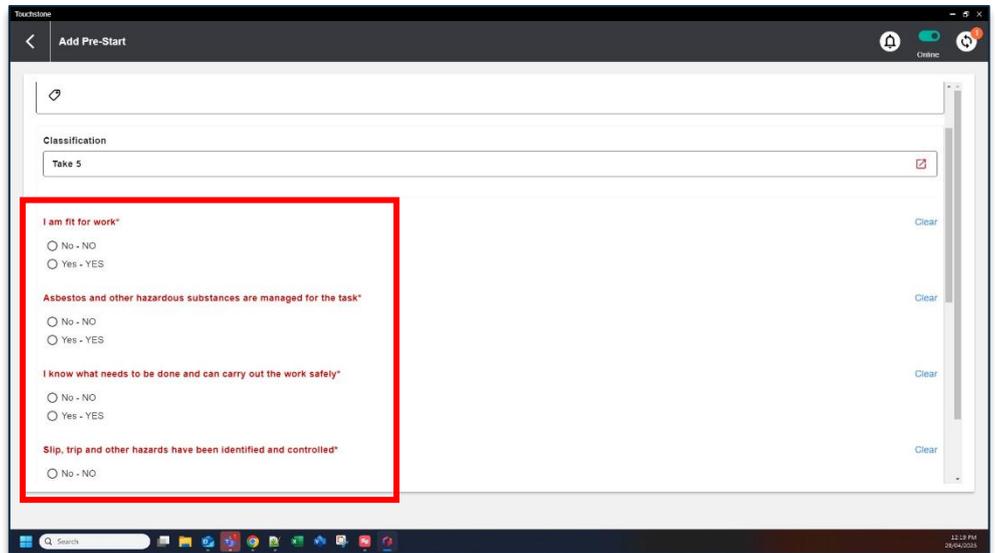
| 8.	Once complete, click **Save** and then click on **Sync.**	

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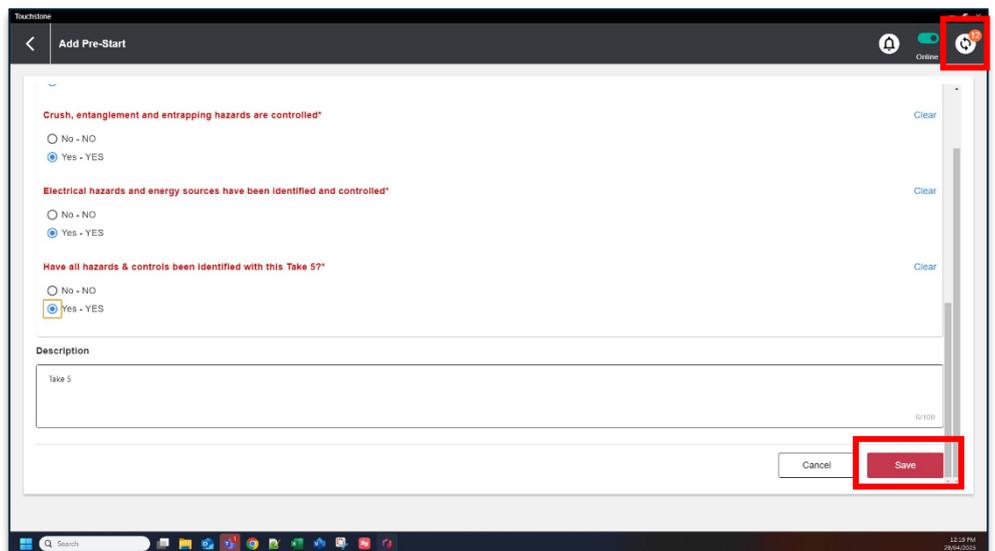
9. To start the work order, click on **Assign** and then click on **Start.**

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

11. Click on **Overview** to see more information about the Work **Order**.
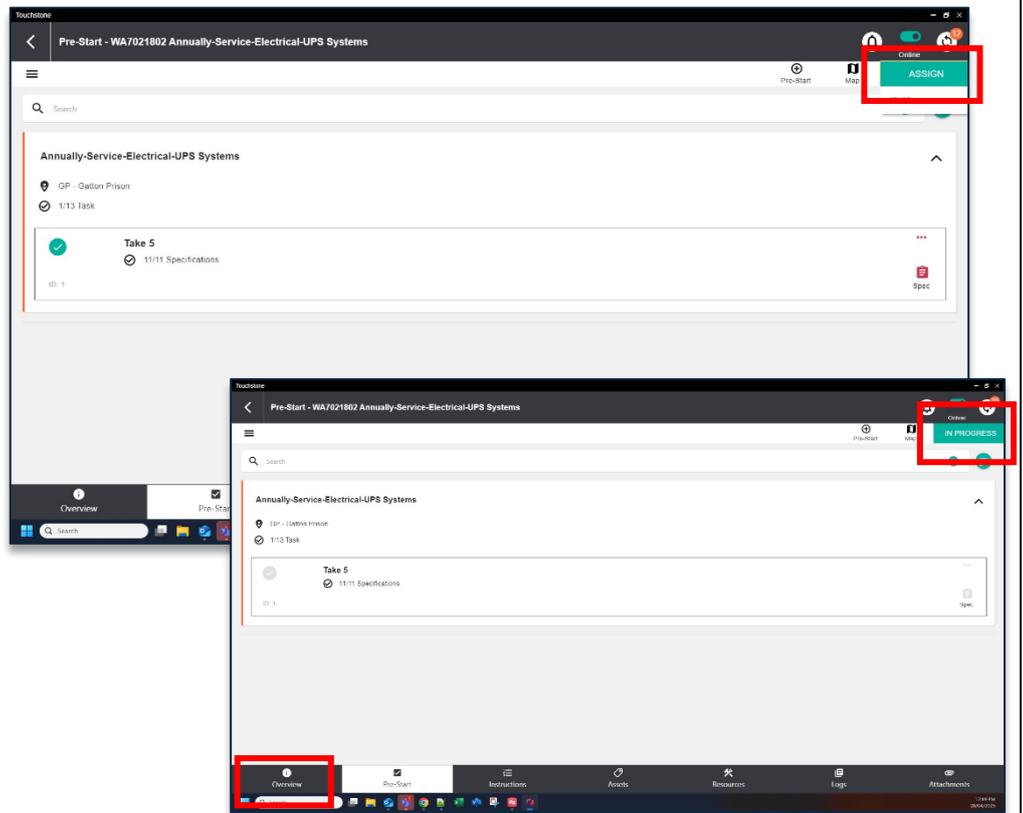
12. **Additional Information** about the **Work Order** is displayed, including scheduled start and finish times.

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.

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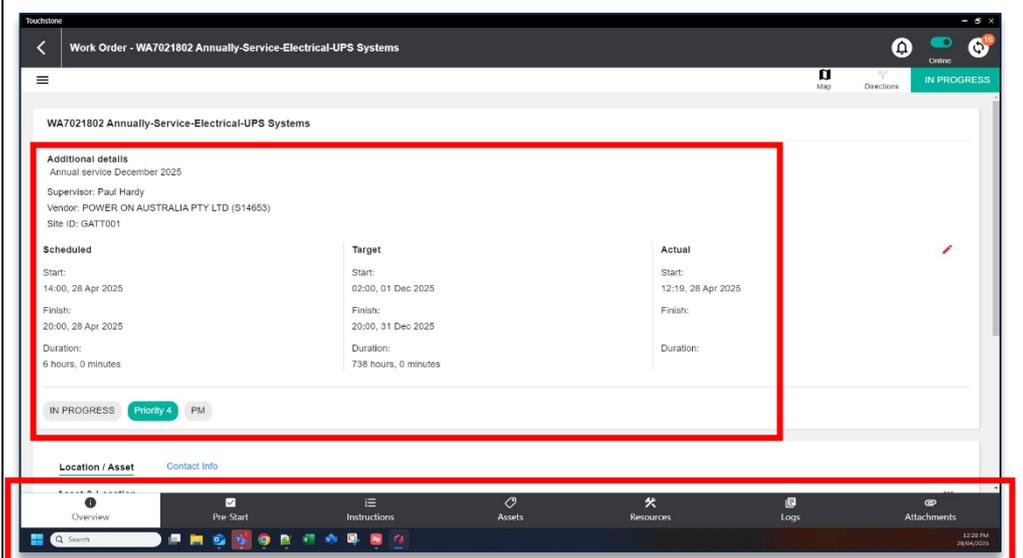
Search Work Orders

Explanation	Screenshot
There are various ways to search for a Work Order, depending on the Work Order Status: **Assigned Work Orders** The **Work** 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.	
14. Click on **Search**, and Type the Work Order number you want to Search. A dynamic list of Work Orders will be displayed that match the **Search criteria**. 15. If you don't know the Work Order number, use the **Filter by** option.	
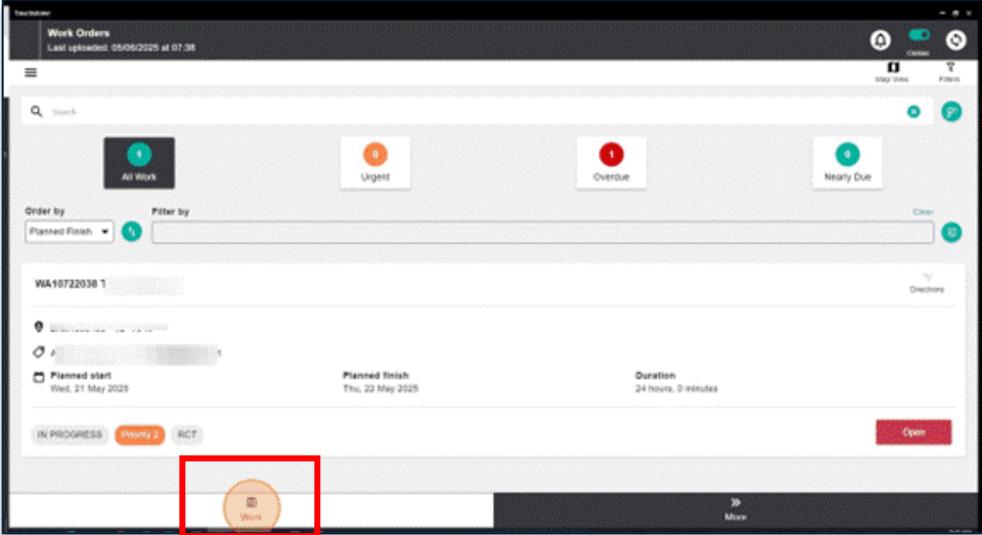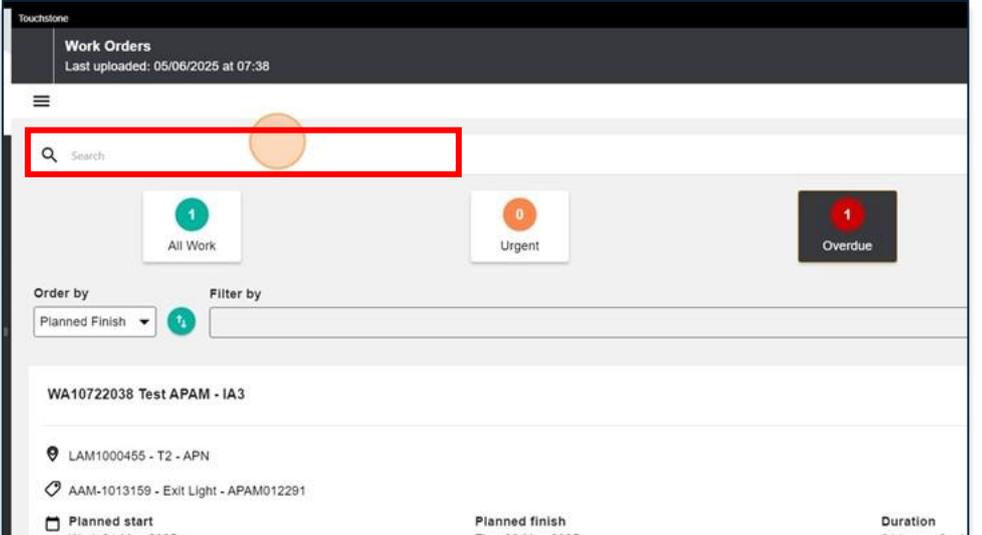
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16. By clicking on the **Filter by** option, a list of different filters are available. Choose a filter, and click on **Save.**	
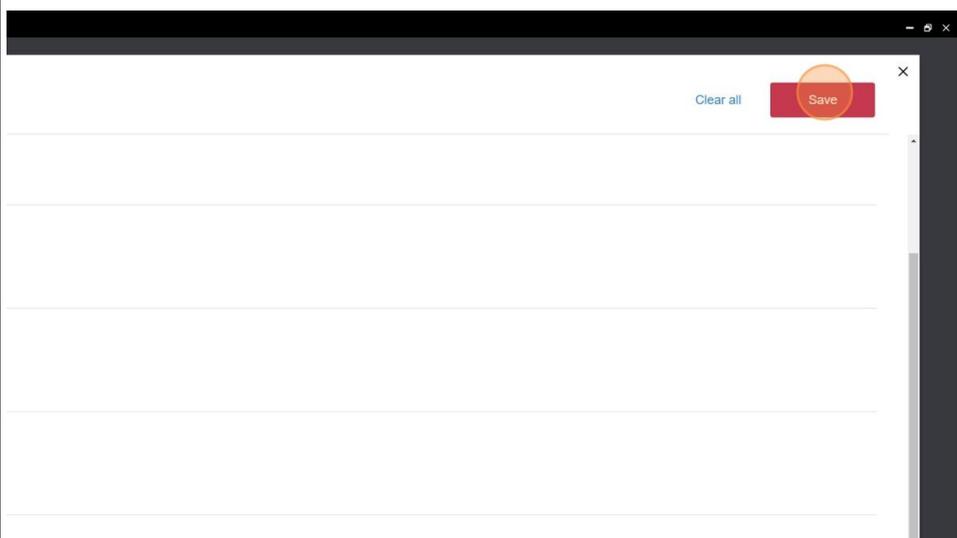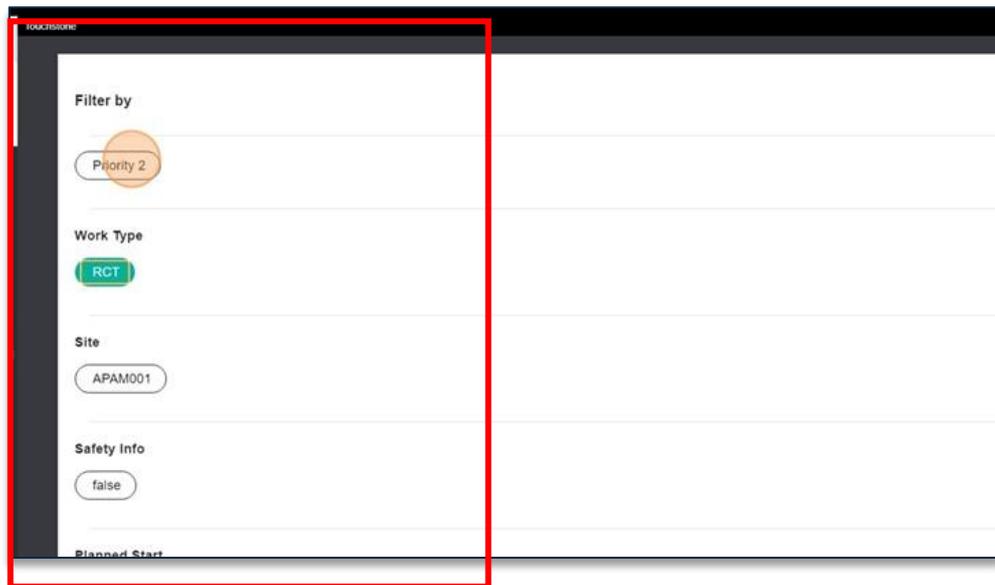
View, Edit & Update Work Orders

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

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

    - Break
    - Waiting Parts
    - Waiting Access
    - Field Complete

22. Enter a **Reason**, click **OK.**
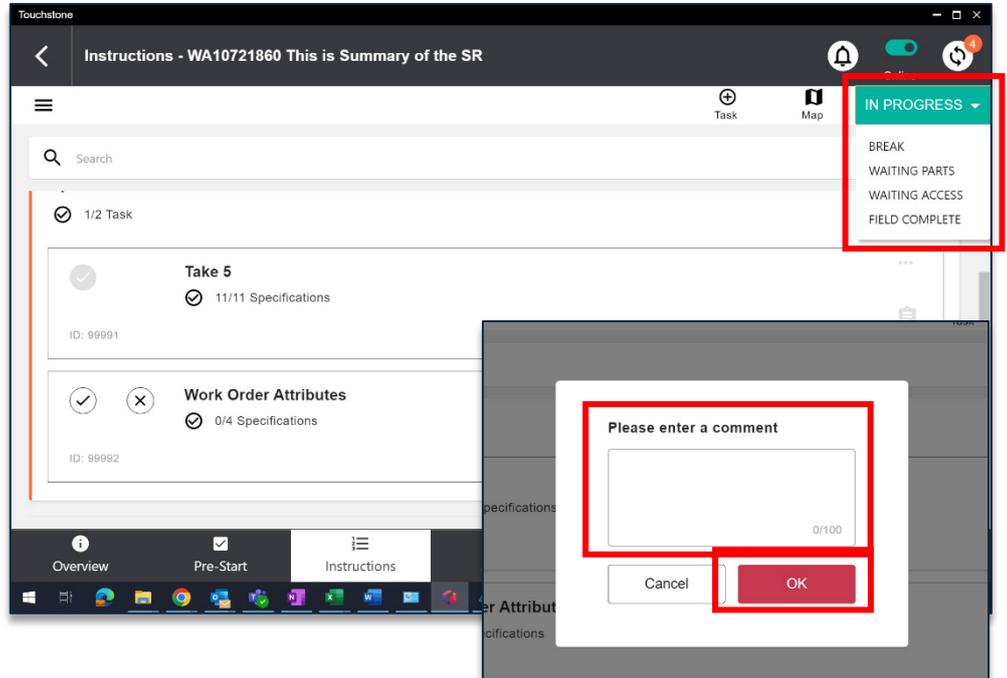
23. The **Status** of the Work Order will change accordingly.
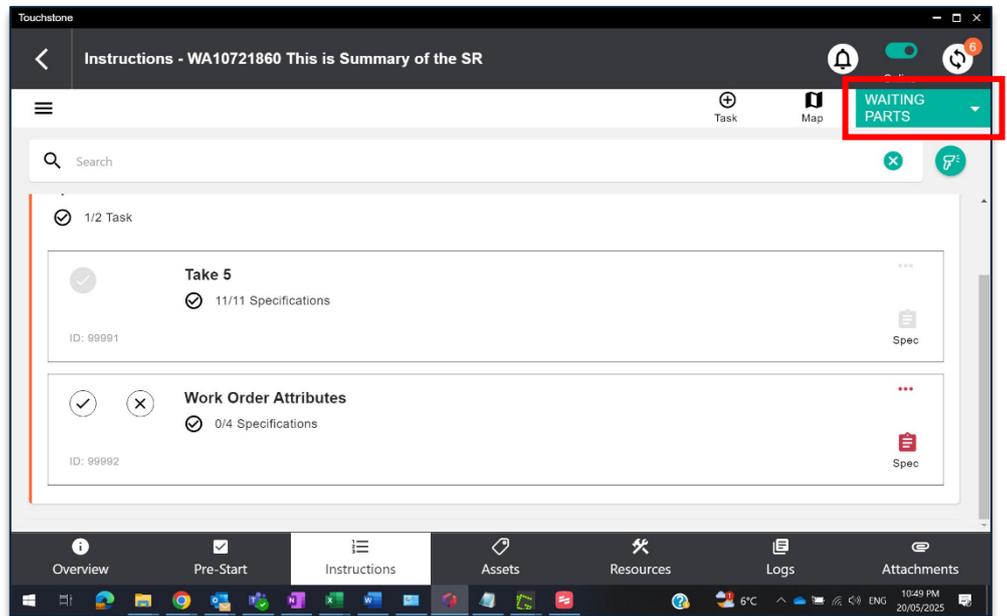
24.	To commence work, select **Work Order Status > Start.**	
25. 26.	The system will require the completion of a **Take 5** once again. Click **Pre-Start** and select **Take 5.**	
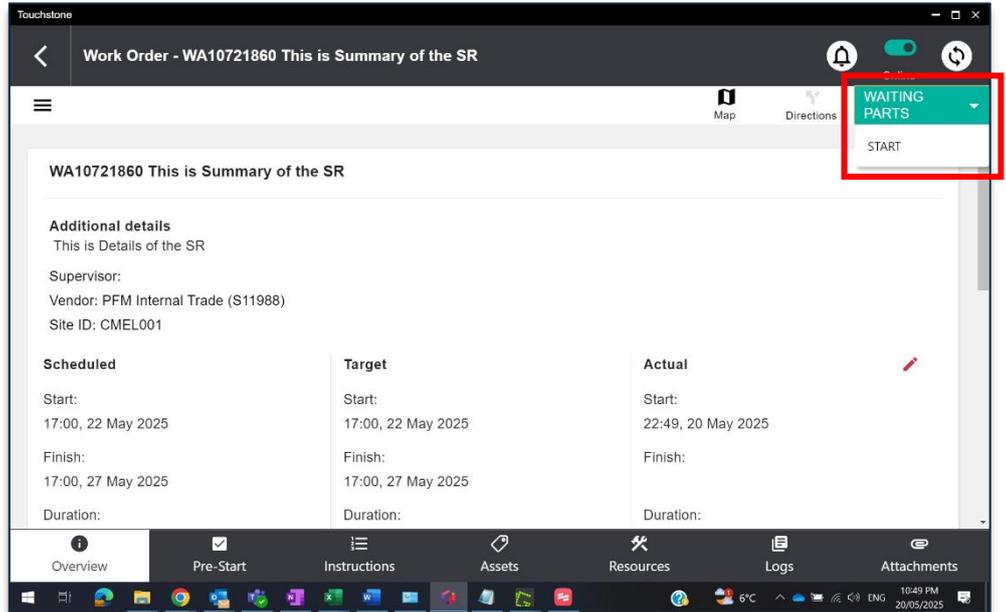
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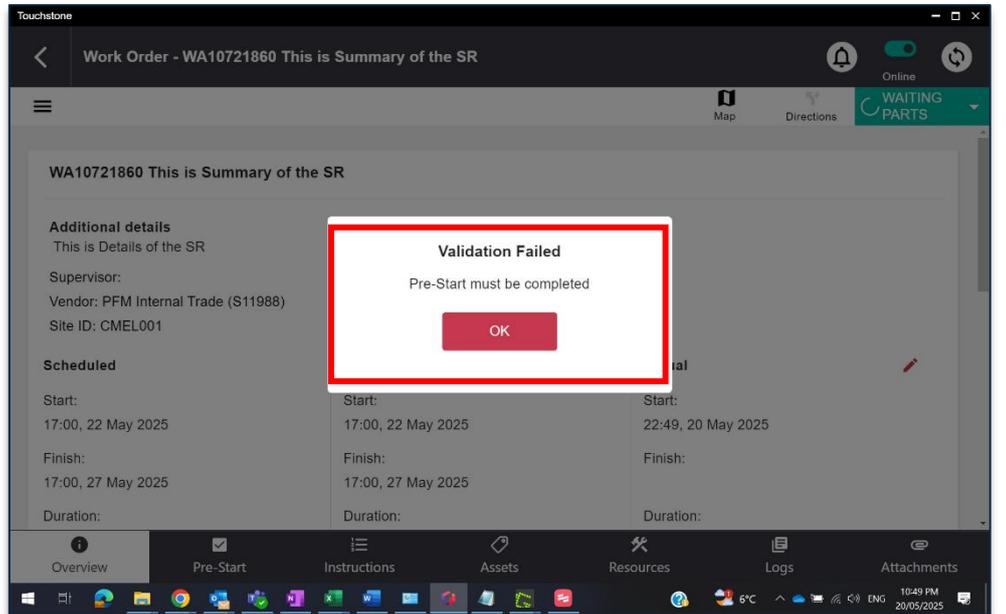
|	
27. Once the Work Order has been completed, click **Work Order Status** > **Field Complete**.	
28. If not already completed, the system will prompt you to enter the required notes before proceeding. 29. Click **OK** if this prompt is displayed.	
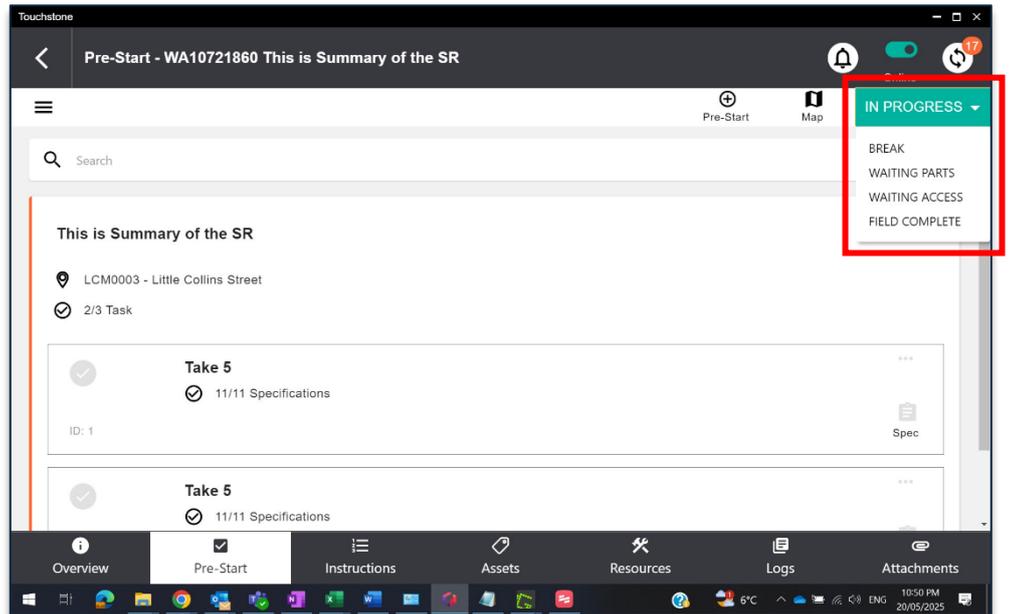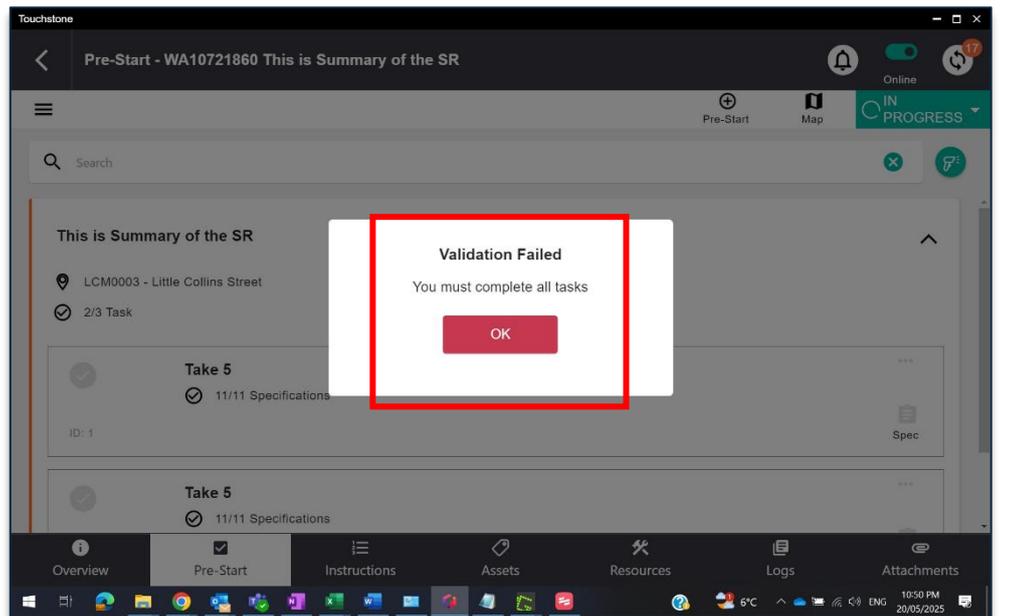
30. To enter the required notes, navigate by scrolling down in the Work Order and find **Work Order Attributes.**

31. Click on the **Spec** icon.
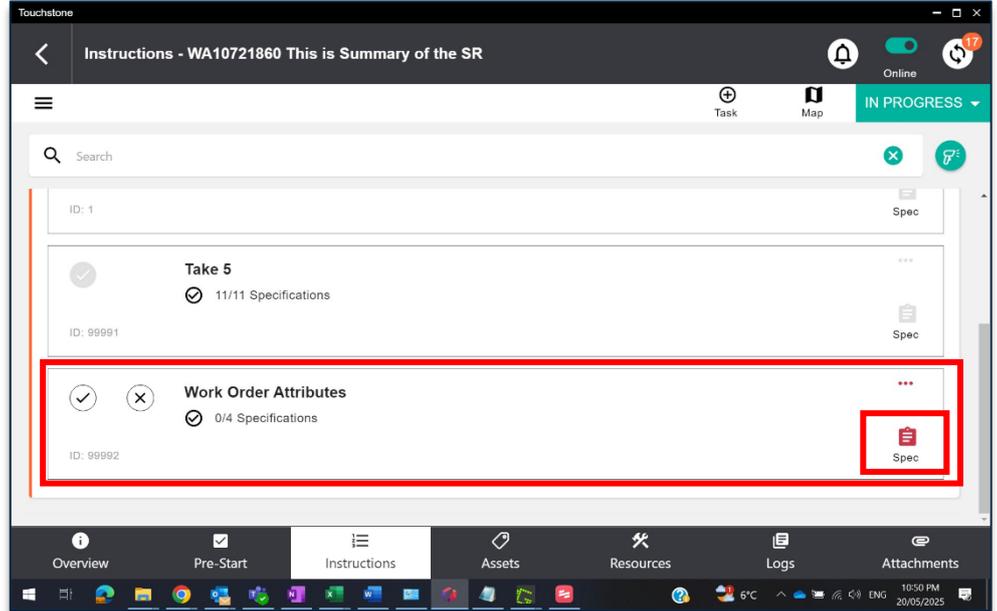
32. Enter the required **Completion Notes** (this is a mandatory field).

33. Once complete, click on the **Back Arrow** to return to the previous screen.
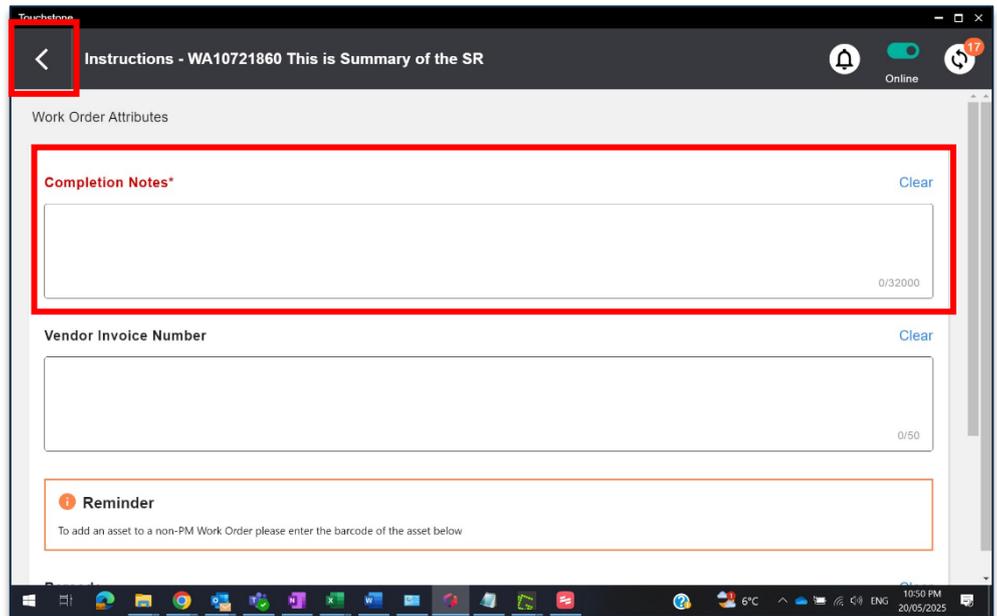
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34. Once all information is validated, click **Work Order Status > Field Complete.**	
35. The Work Order Status will change to **Field Complete.** *Note – Ensure you click Sync to record all updates to the Work Order.*	
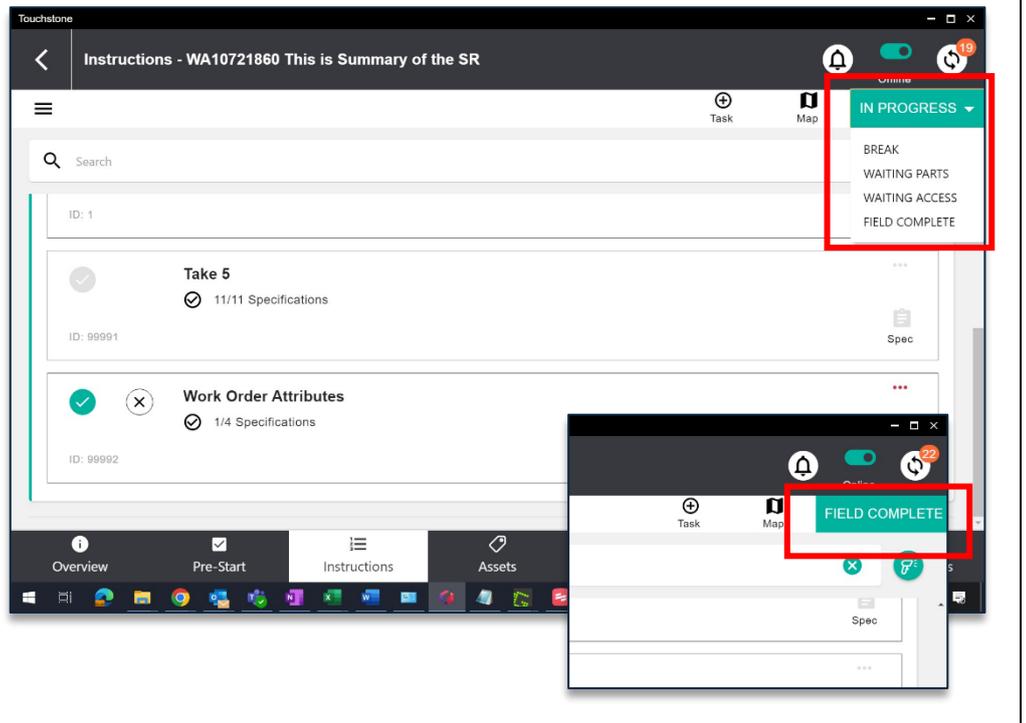
Upload Attachments to Work Orders

Explanation	Screenshot
36. Open a Work Order. From within the Work Order, click on **Attachments.**	
37. Click on add **+ Attachment.**	
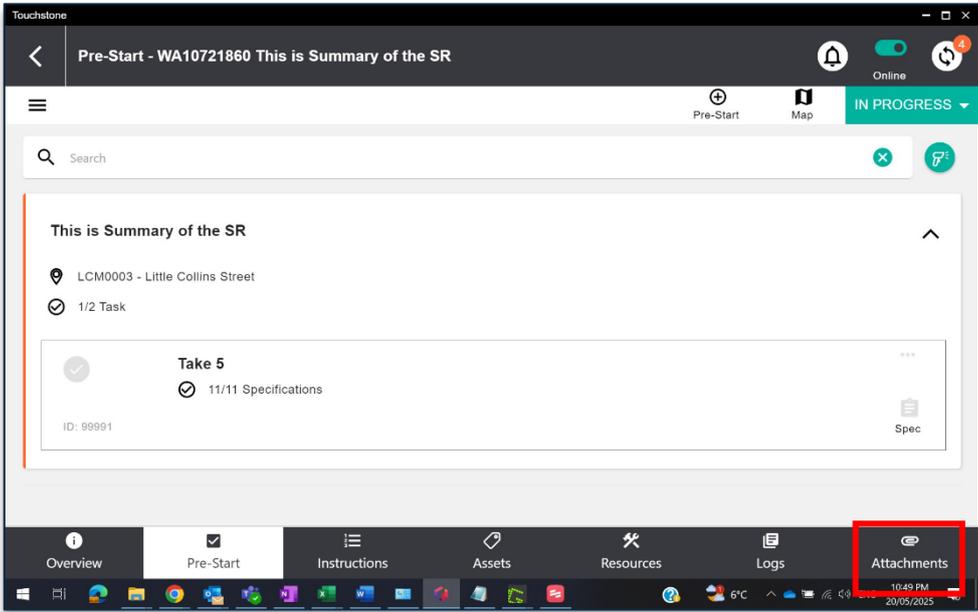
38. Select the type of attachment to be uploaded:

    - Existing photo
    - Capture a new photo
    - Choose a file
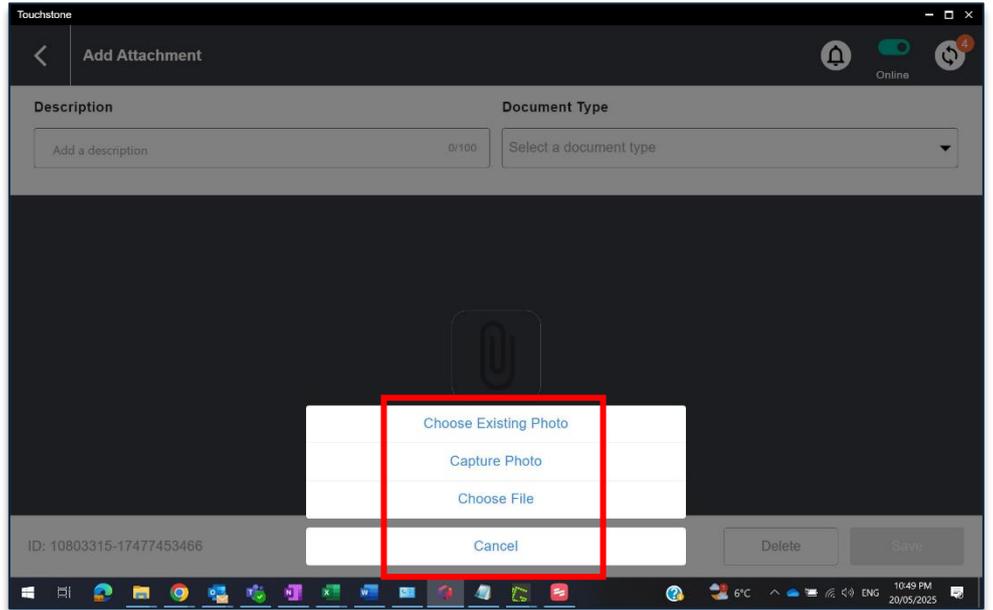
39. Enter a **Description** for the attachment.

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.**

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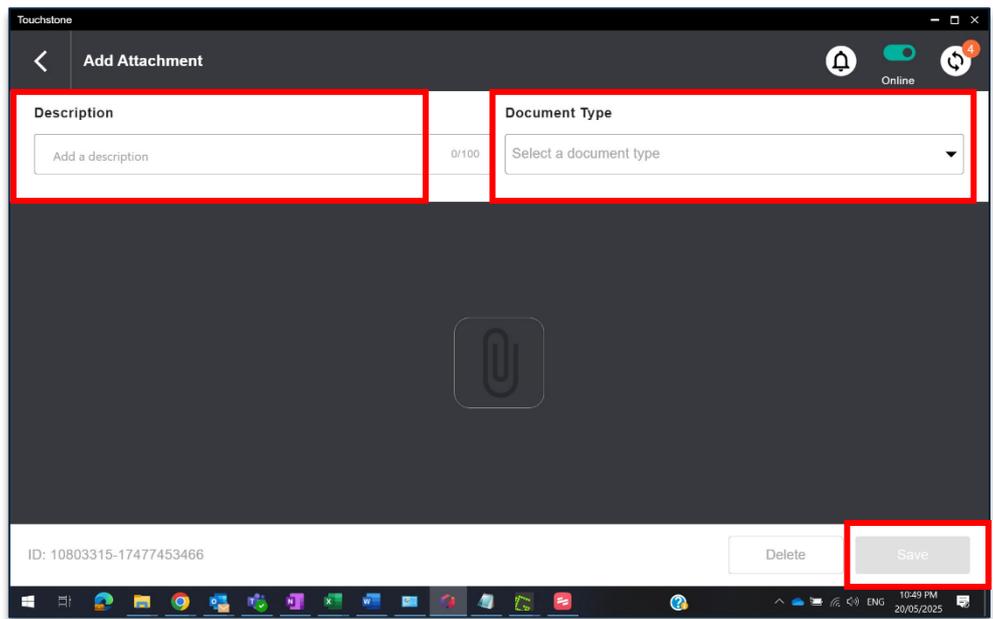
Create a Service Request from within a Work Order

Explanation	Screenshot
42. From within the main screen select **More**.	
43. Click **Local Service Requests**.	
44. Click **+** to add a new **Service Request**.	
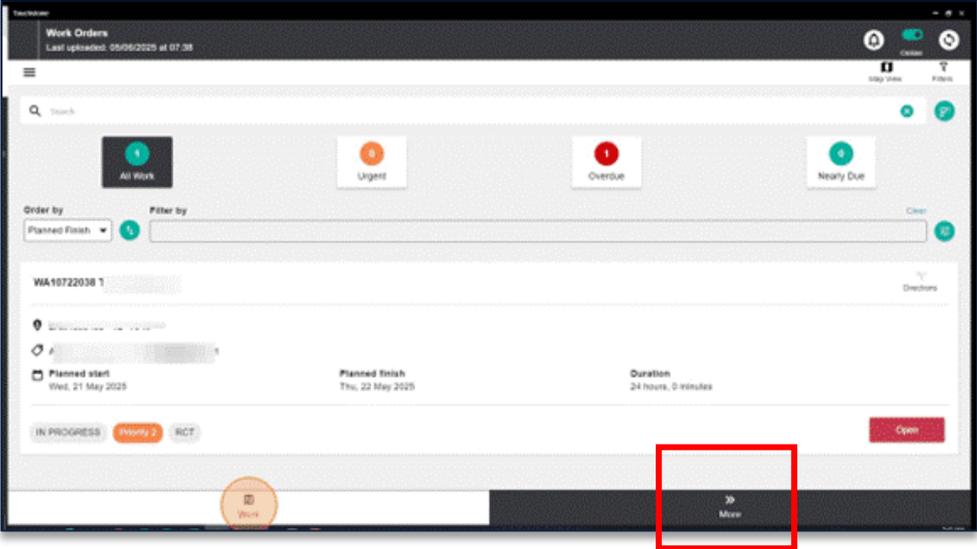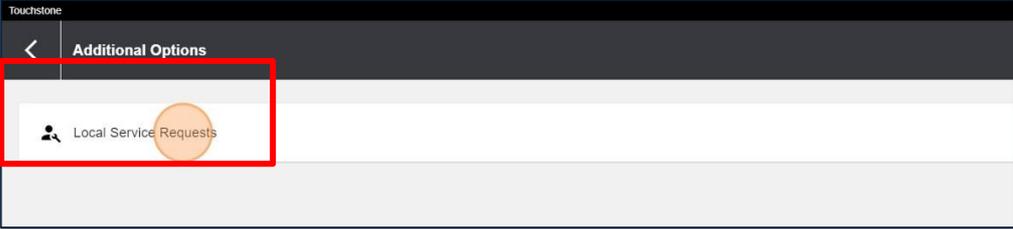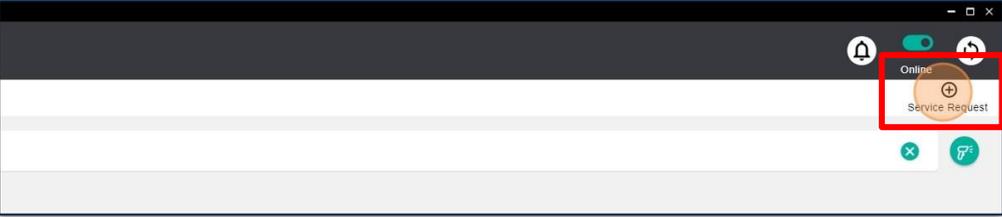
45. In the **Site** field, click on the icon to select a contract from the list.	
46. Click **Save**.	
47. Enter **Summary** and **Details** information for the Service Request.	

48. In the **Priority** field, click on the drop-down arrow.	
49. Select a **Priority** for the Service Request.	
50. **Add Attachment** (if applicable).	
51. Click **Save.**	

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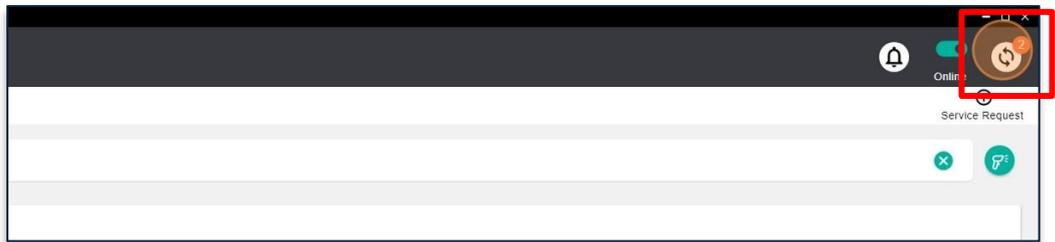
## Request for Extension of Time (EOT) within a Work Order

Explanation	Screenshot
53. Open the work order, click on **Instructions** tab.	

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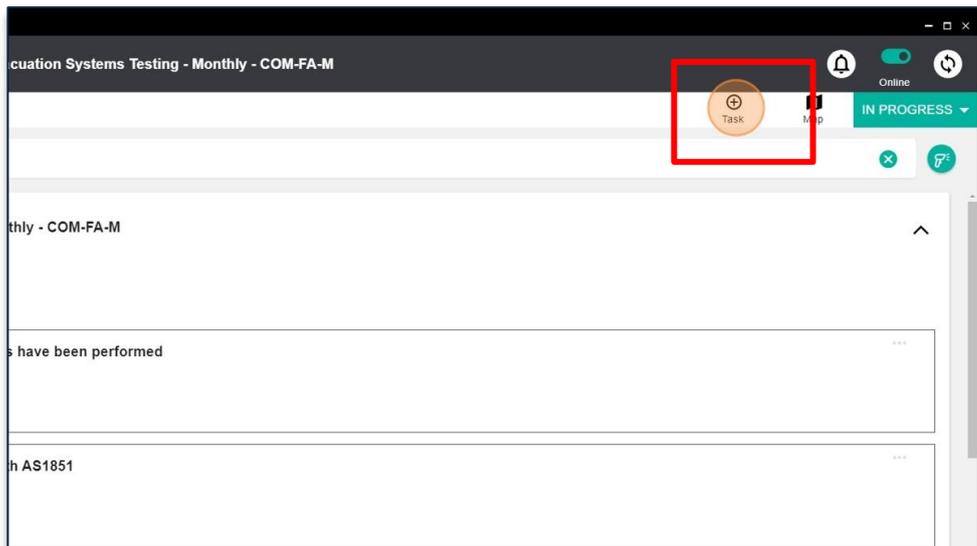
54. Click **Task.**	
55. Click the **Classification** icon.	
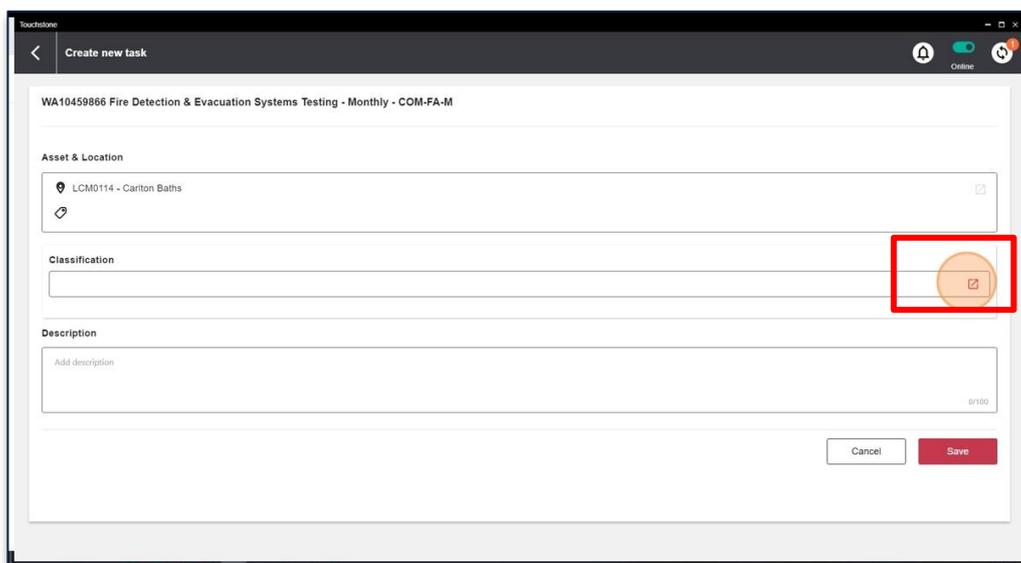
56. Click **Work Order Forms.**	
57. Select **Extension of Time** from the list.	
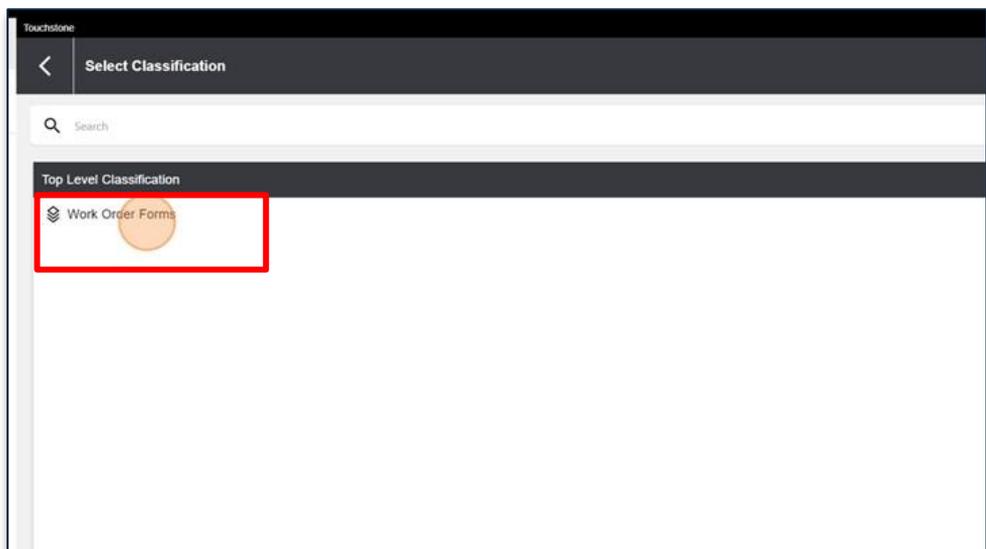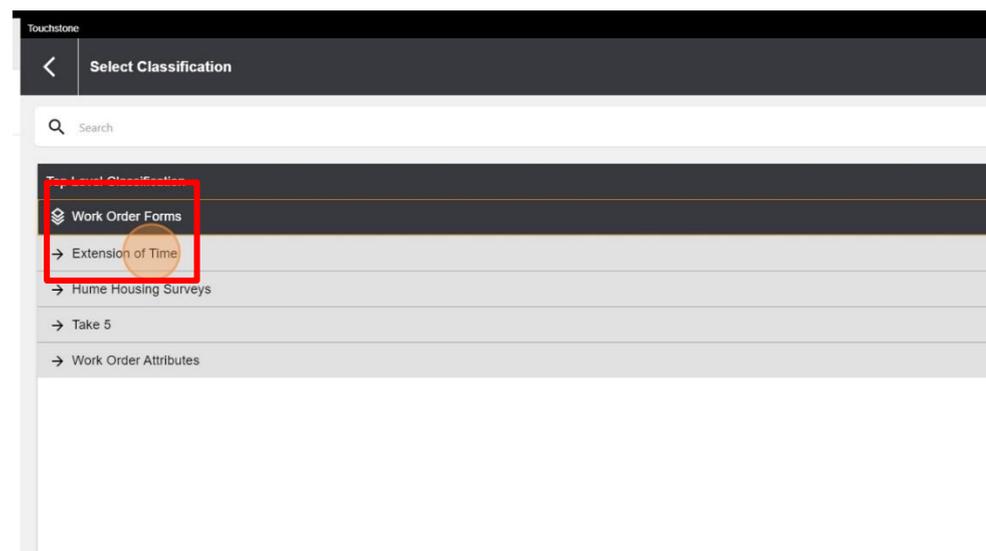
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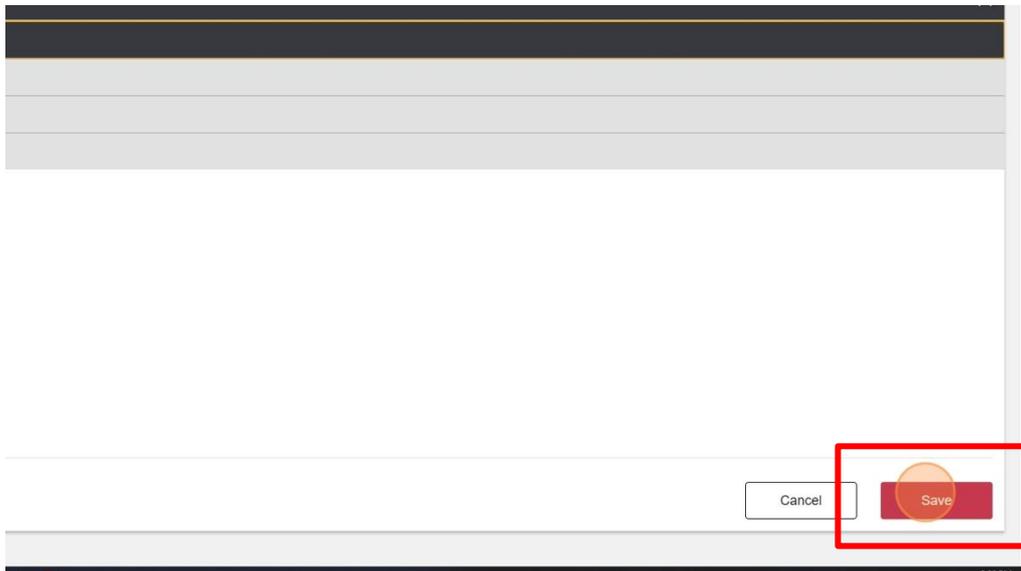
58. Click **Save**.	
59.In the **New Target Finish Date Requested** field, enter a date.	
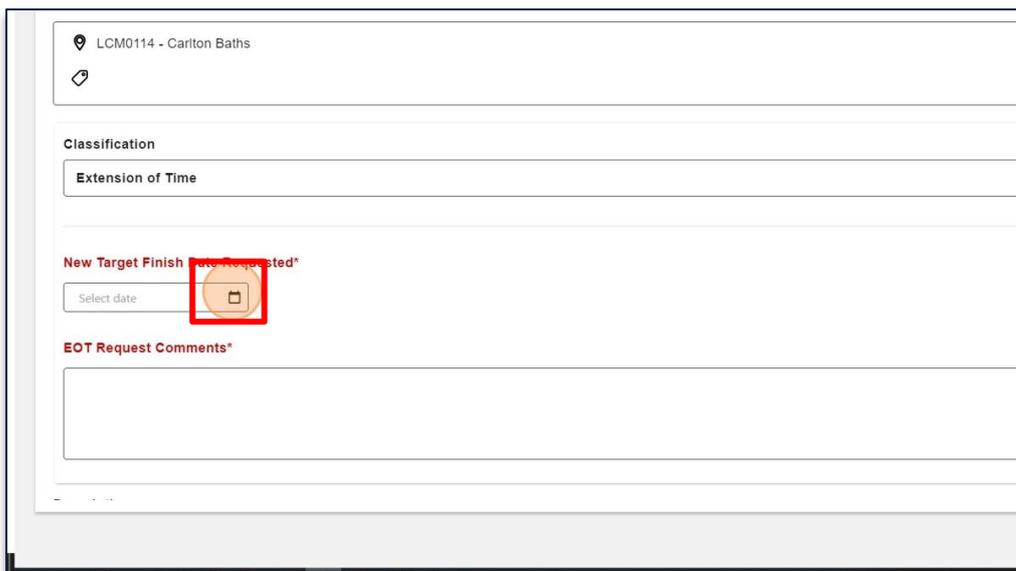
59. Click **calendar** icon.	Evacuation Systems Testing - Monthly - COM-FA-M 04/06/2025 Cancel OK ted*
60. Select a date.	04/06/2025 June 2025 Mo Tu We Th Fr Sa Su 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 1 2 3 4 5 6
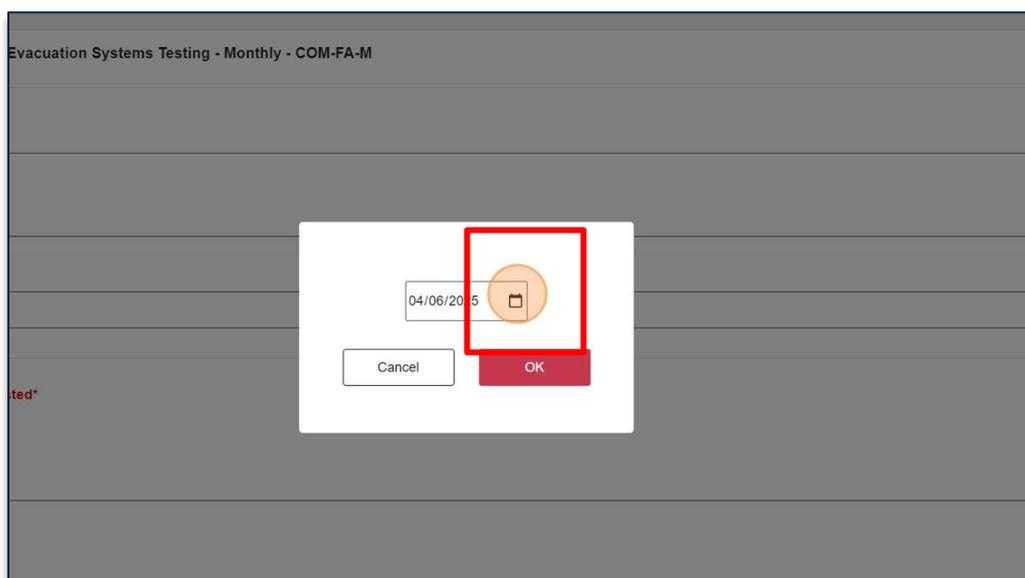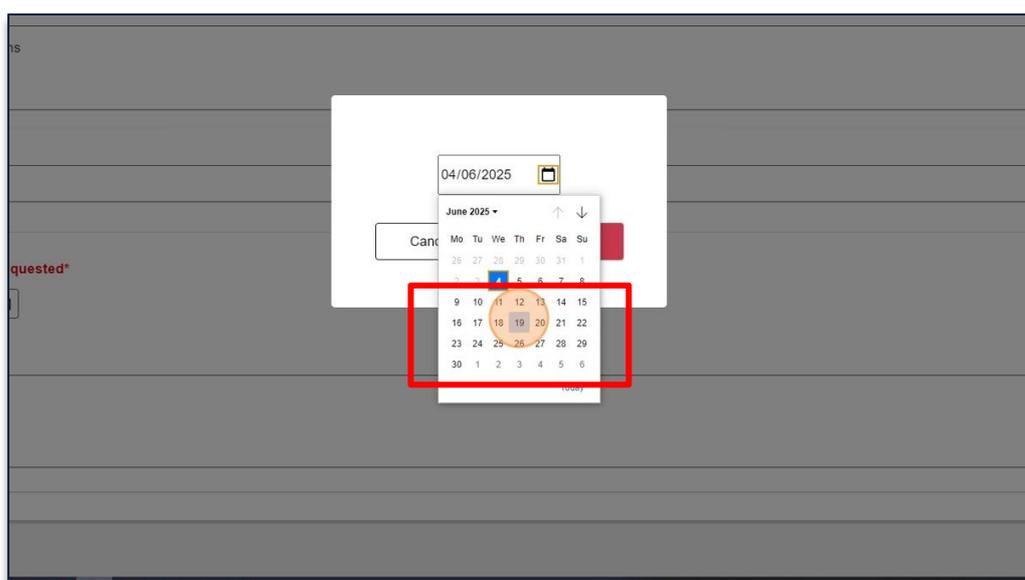
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61. Click **OK.**	
62. Add **EOT Request Comments**.	

Work Instruction
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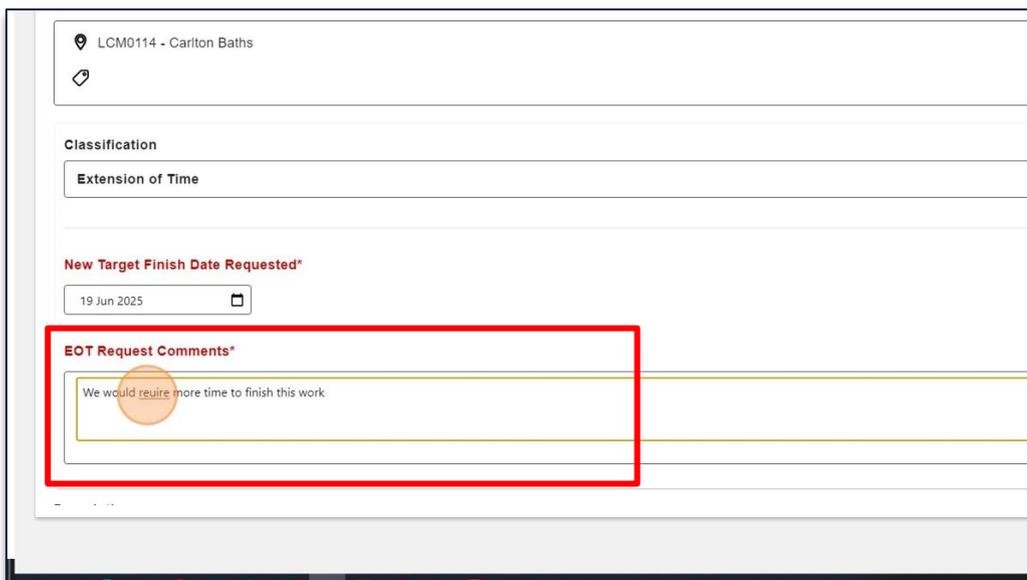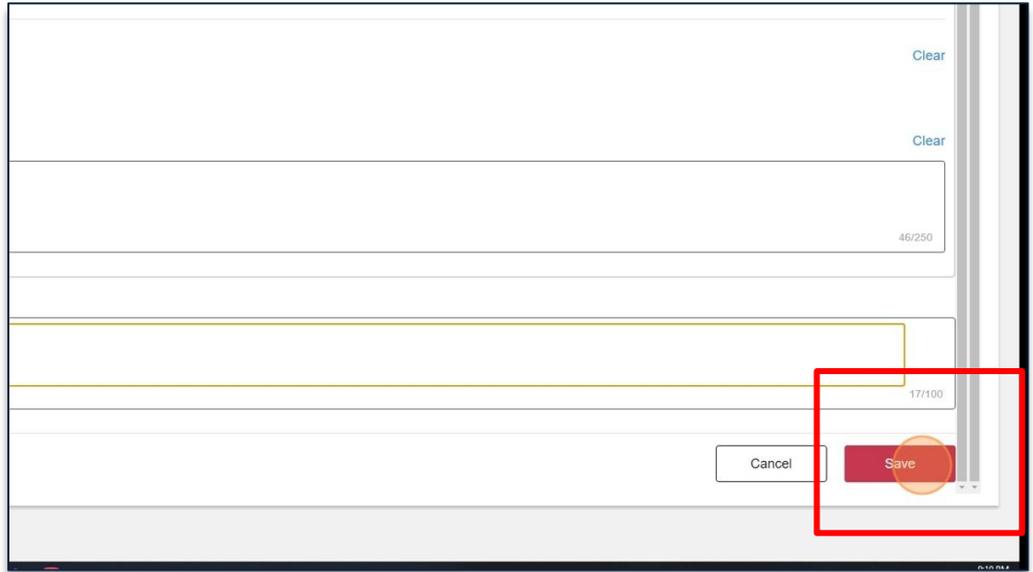
63. Click **Save**.	
64. Click **Sync**. **Result**: The EOT Request has now been sent to the Contracts Admin team for review.	
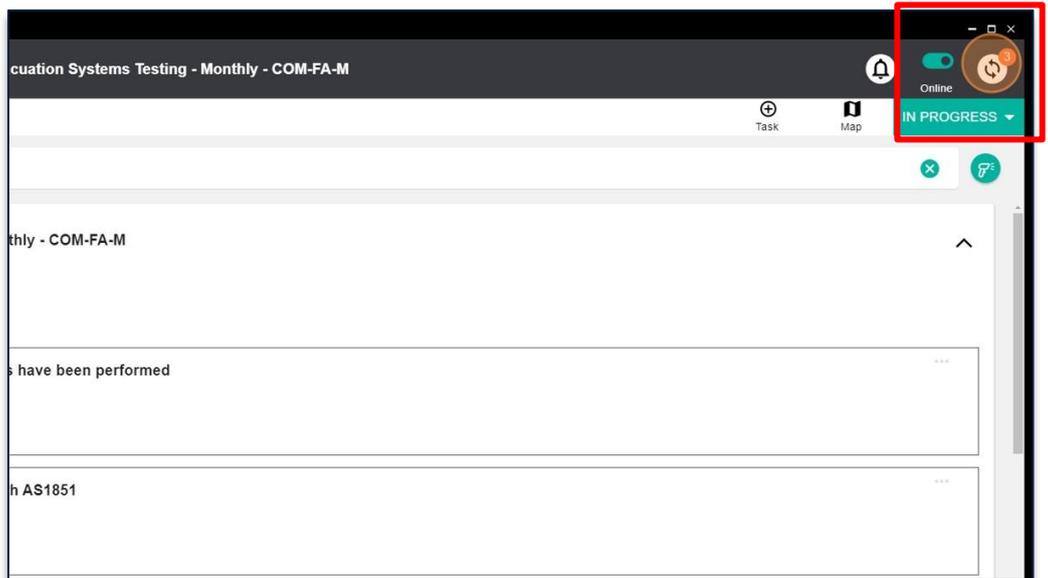
Related Work Instructions or Process Maps:

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

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