

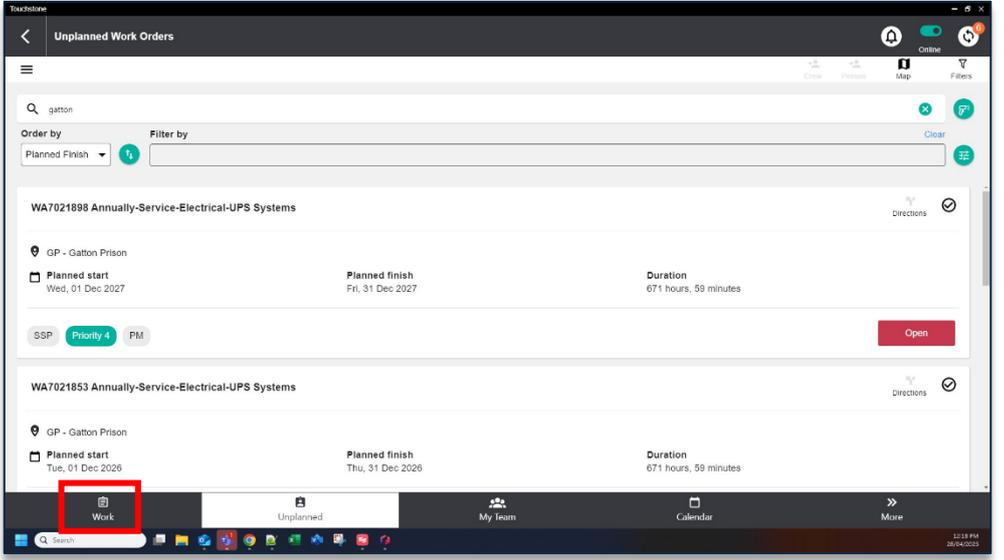
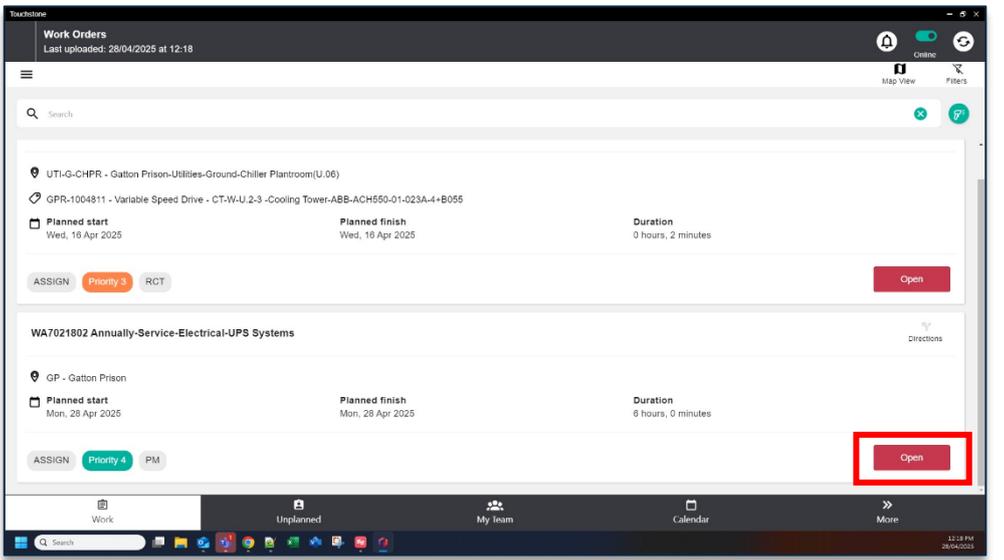


Touchstone Mobile Application Work Order Management

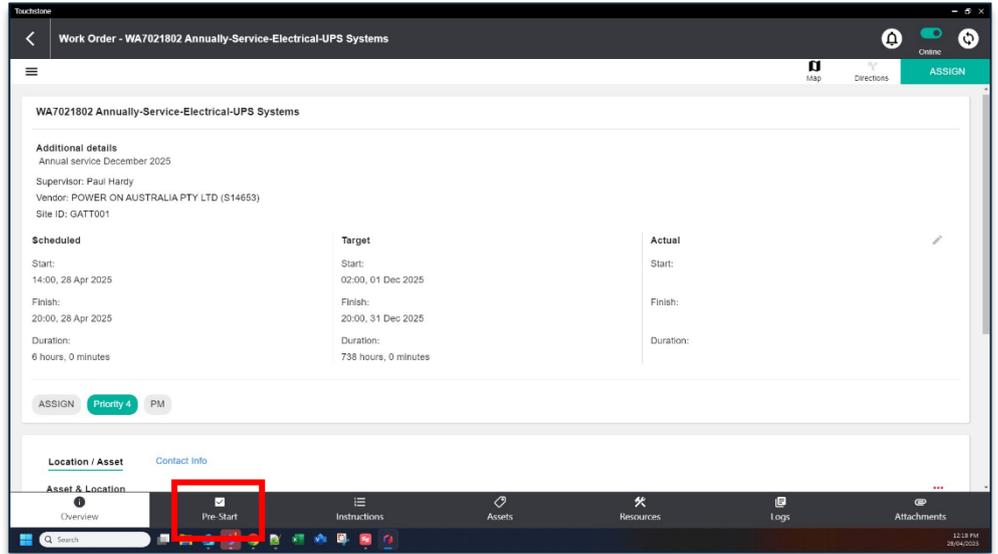
Role: Supervisors & Administrators

TSMob-WI-0020-Work Order Management (Supervisors)

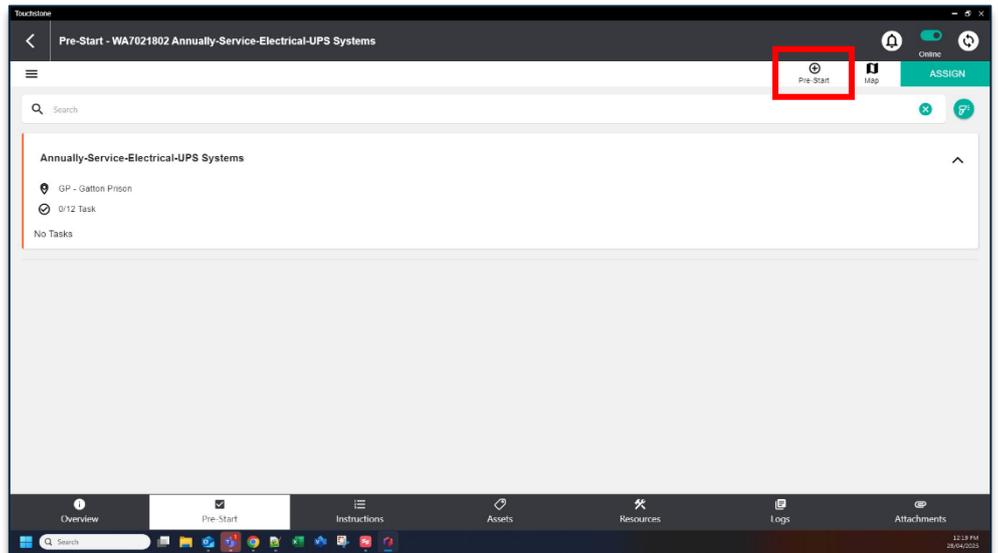
Open & Start a Work Order

Explanation	Screenshot
<p>1. From the main screen, select Work.</p>	 <p>The screenshot shows the 'Unplanned Work Orders' interface. At the top, there's a search bar with 'gatton' entered. Below it, there are filter options for 'Order by' (set to 'Planned Finish') and 'Filter by'. Two work order entries are visible: 'WA7021898 Annually-Service-Electrical-UPS Systems' and 'WA7021853 Annually-Service-Electrical-UPS Systems'. Each entry shows location, planned start/finish dates, and duration. At the bottom, a navigation bar contains 'Work', 'Unplanned', 'My team', 'Calendar', and 'More'. The 'Work' button is highlighted with a red box.</p>
<p>2. Open the Work Order by selecting Open.</p>	 <p>The screenshot shows the 'Work Orders' interface. At the top, it says 'Work Orders' and 'Last updated: 28/04/2025 at 12:18'. There's a search bar. Two work order entries are visible: 'UTI-G-CHPR - Gatton Prison-Utilities-Ground-Chiller Plantroom(U.06)' and 'WA7021802 Annually-Service-Electrical-UPS Systems'. The second entry shows location, planned start/finish dates, and duration. At the bottom, a navigation bar contains 'Work', 'Unplanned', 'My team', 'Calendar', and 'More'. The 'Open' button for the second work order is highlighted with a red box.</p>

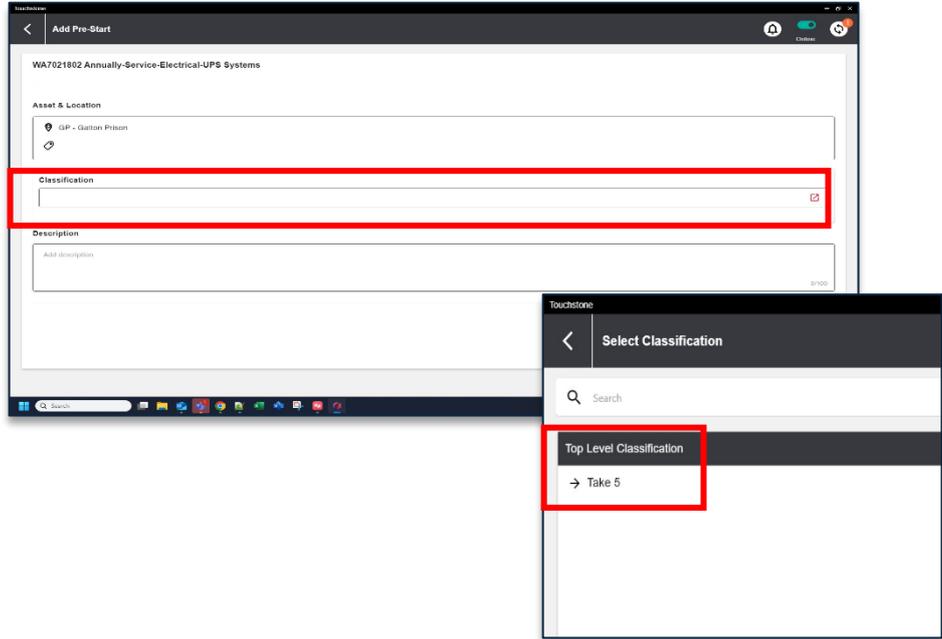
- Once the Work Order has been opened, select **Pre-Start**.



- To enter a **Take 5**, select **+Pre-Start**.

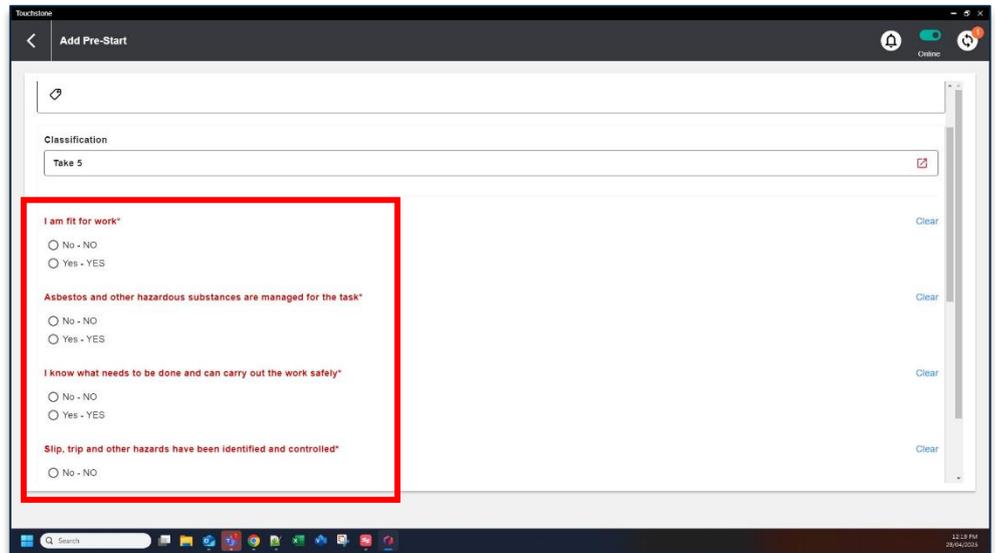


5. Click the **Classification** icon.

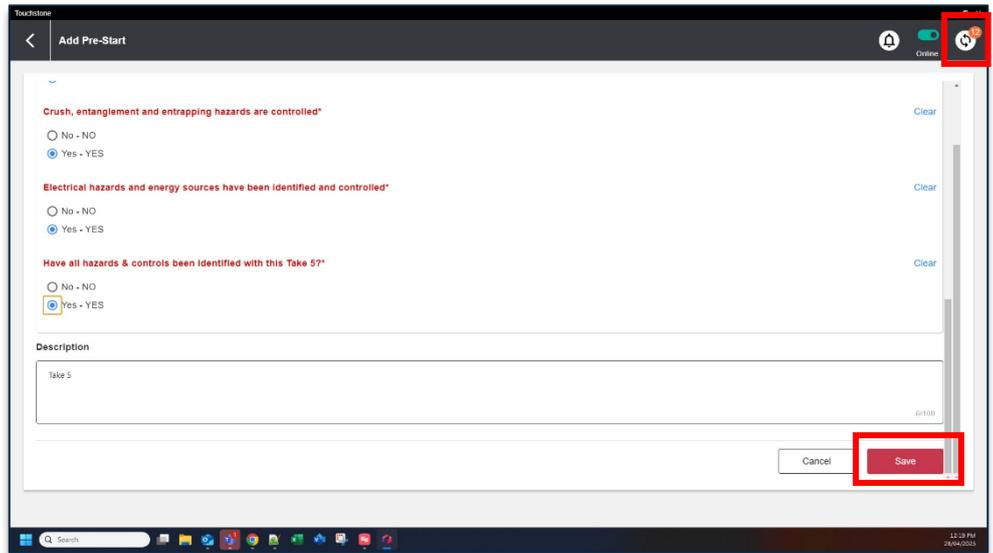


6. Select **Take 5**.

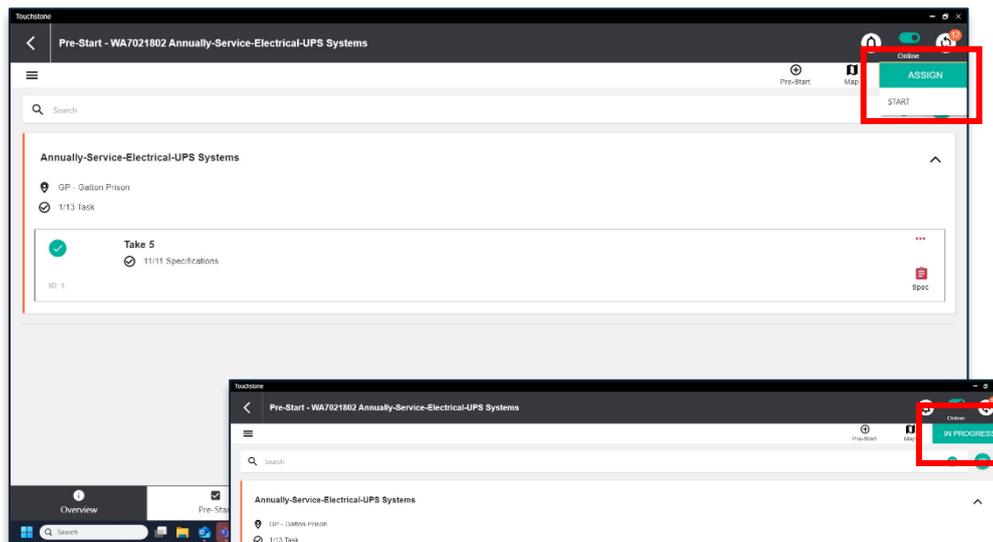
7. Complete the **Take 5** safety check. **Scroll down** the screen to ensure all checks are completed.



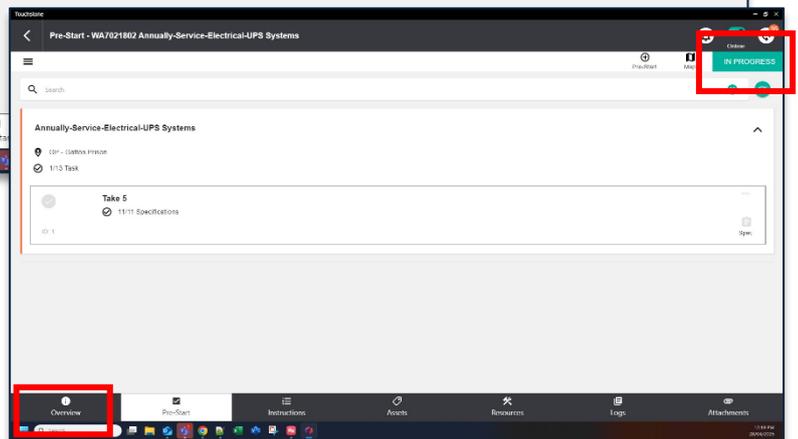
8. Once complete click **Save** then **Sync**.



9. To start the work order, select **Assign > Start**.



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



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

Work Instruction

TSMob-WI-0020-Work Order Management (Supervisors)

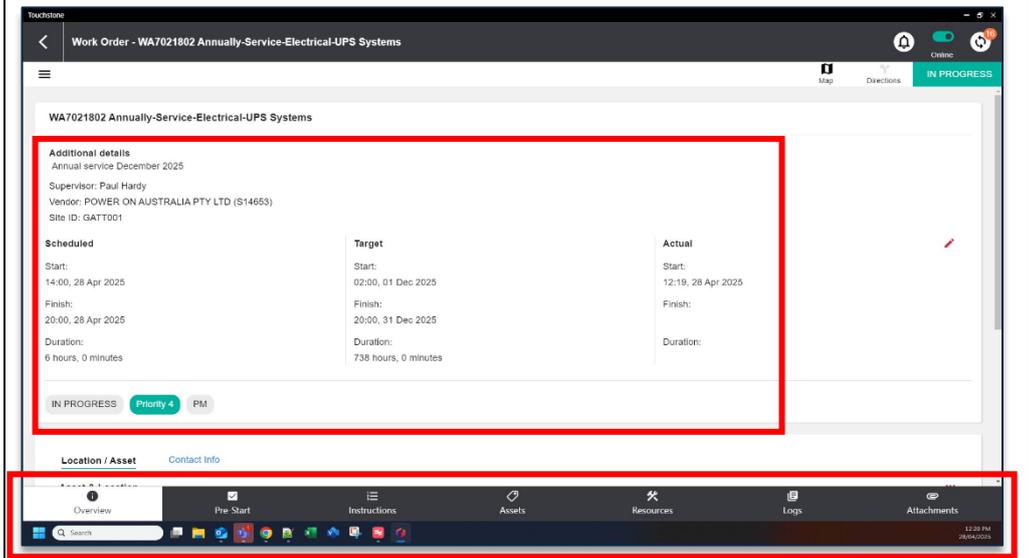
Project NextGen

Igniting change, uniting teams.

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

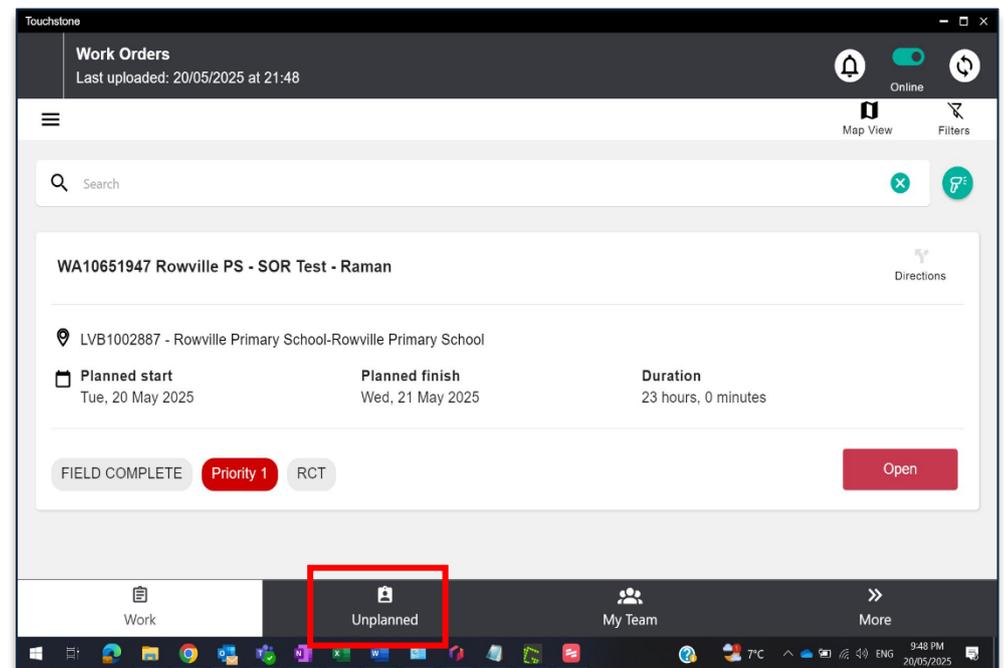
There are several ways to search for Work Orders:

New Work Orders (Unassigned)

14. To search for a newly created Work Order which has not yet been assigned, click **Unplanned**.

*Note - The Unplanned Tab is only Available to Users with **Supervisor Role**.*

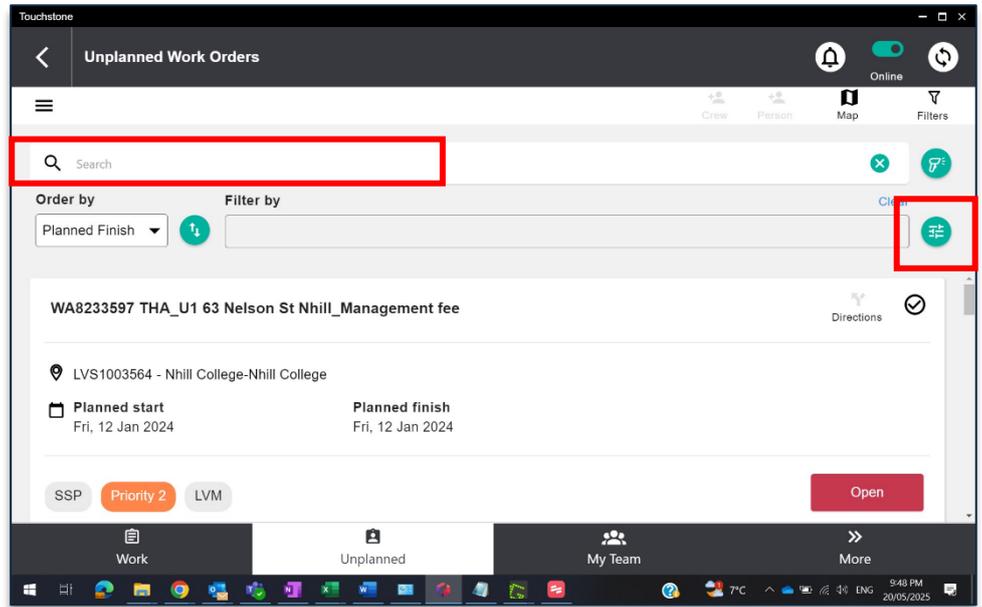
Screenshot



15. In the **Search field**, enter the Work Order number.

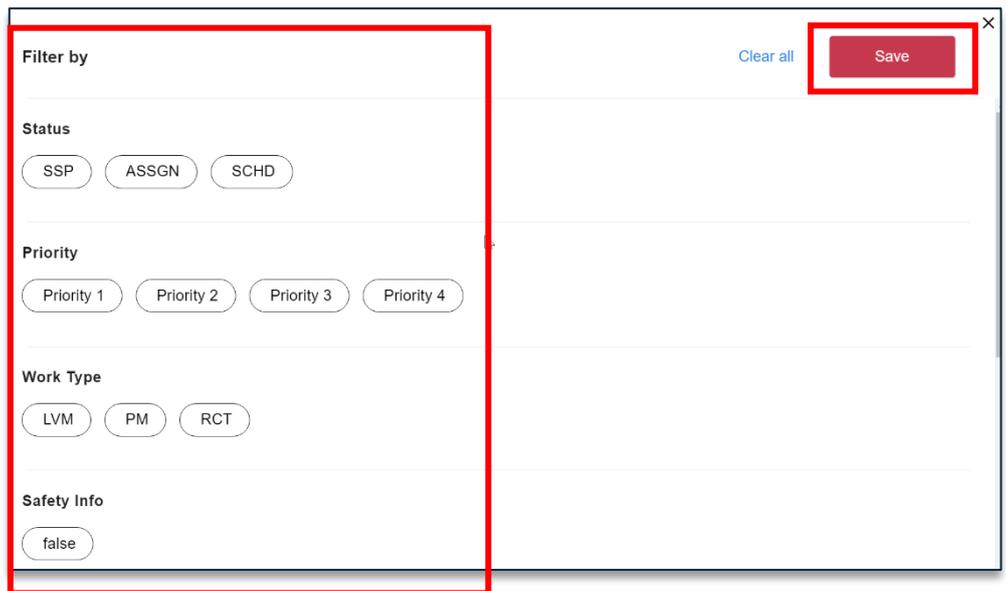
A dynamic list of Work Orders will be displayed that match the **Search criteria**.

16. If the Work Order number is unknown, use the **Filter by** option to search for a Work Order.



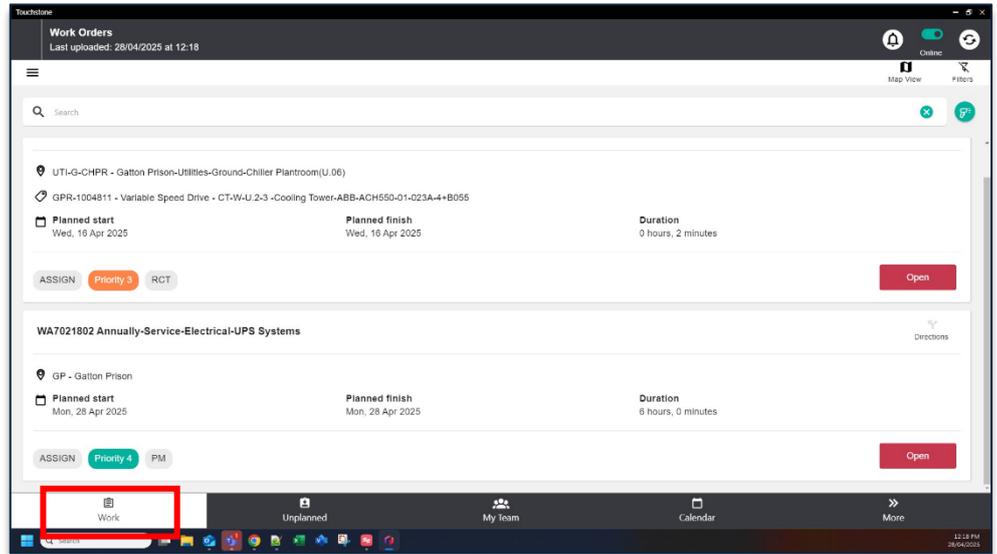
17. By clicking the **Filter by** option, a list of different filters are available.

Choose a filter and select **Save**.

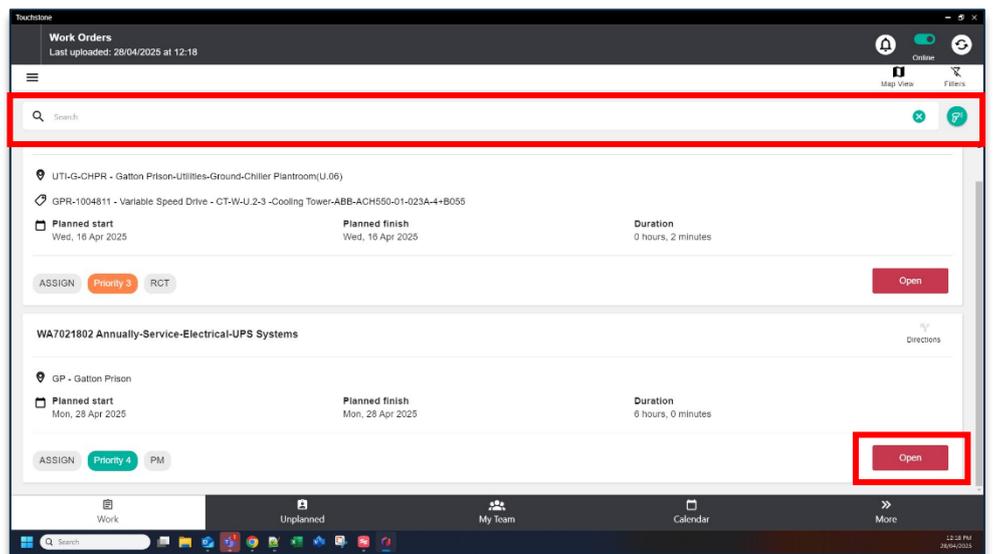


Assigned Work Orders

18. Work Orders can also be located via the **Work** tab. This 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.



19. Use the **Search** field to search for Work Orders.



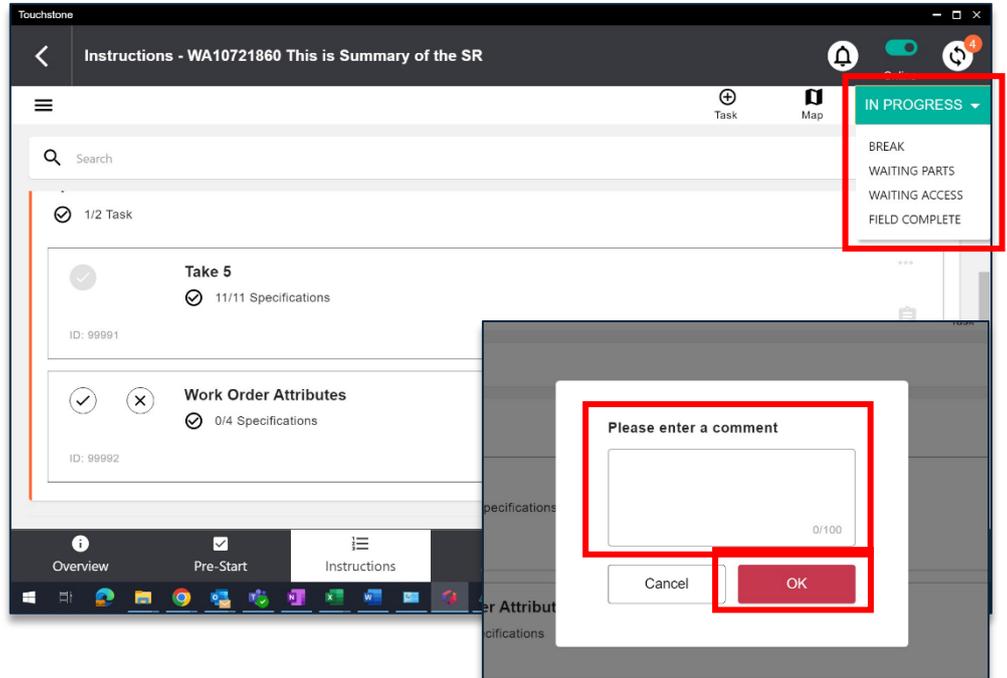
View, Edit & Update Work Orders

Explanation	Screenshot
<p>20. Once a Work Order has been located, click on Open to display the Work Order details.</p> <p>21. Once changes have been made to the Work Order, remember to click on Sync.</p>	
<p>22. To add Instructions to the Work Order, such as Waiting for Parts, or Take Break, click on Instructions from within the Work Order.</p> <p>23. Drop down on In Progress.</p>	

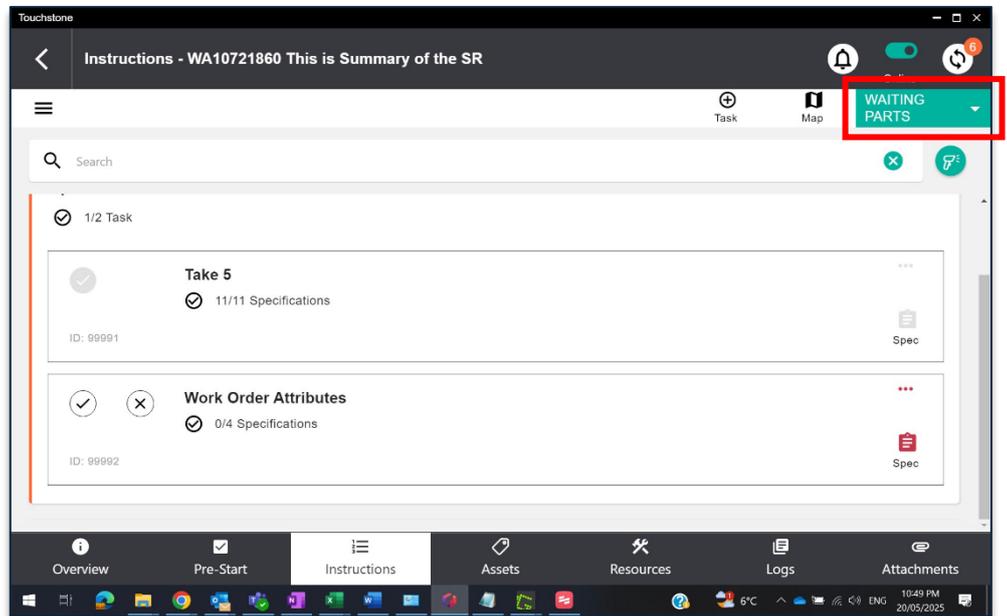
24. Select from the options available:

- Break
- Waiting Parts
- Waiting Access
- Field Complete

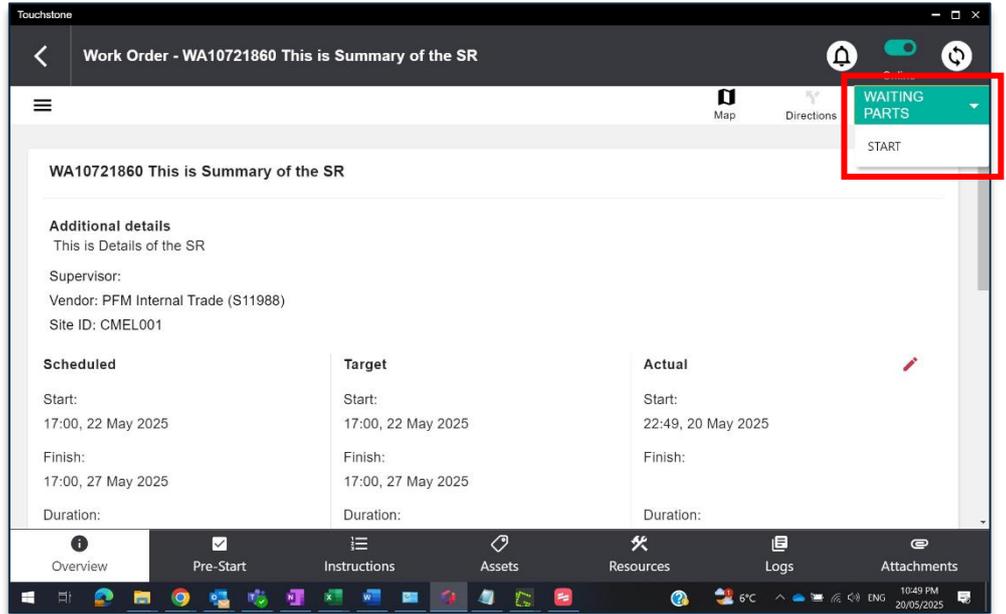
25. Enter a **Reason**, and click **OK**.



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

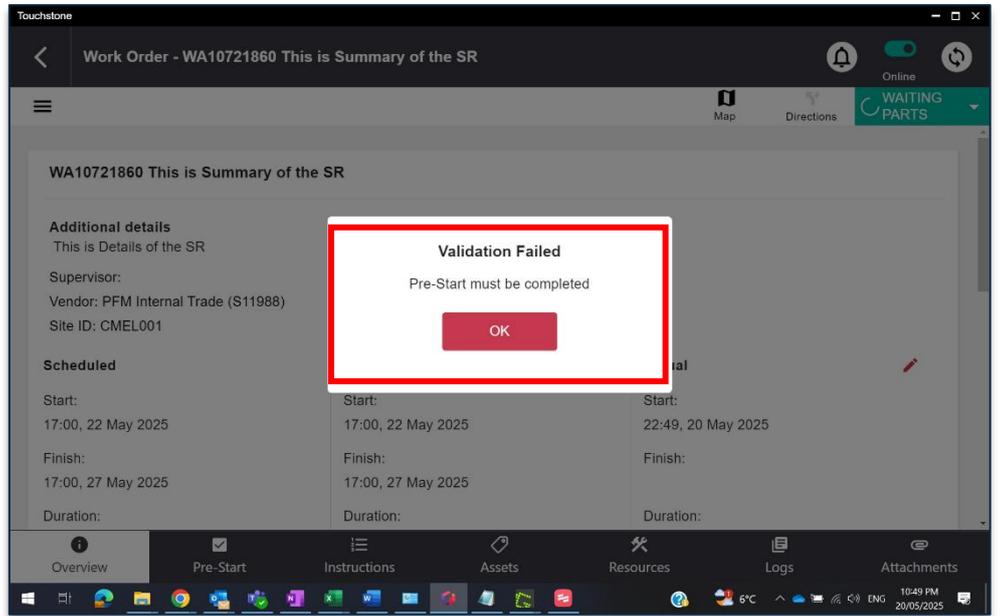


27. To commence work, click the **Work Order Status > Start**.

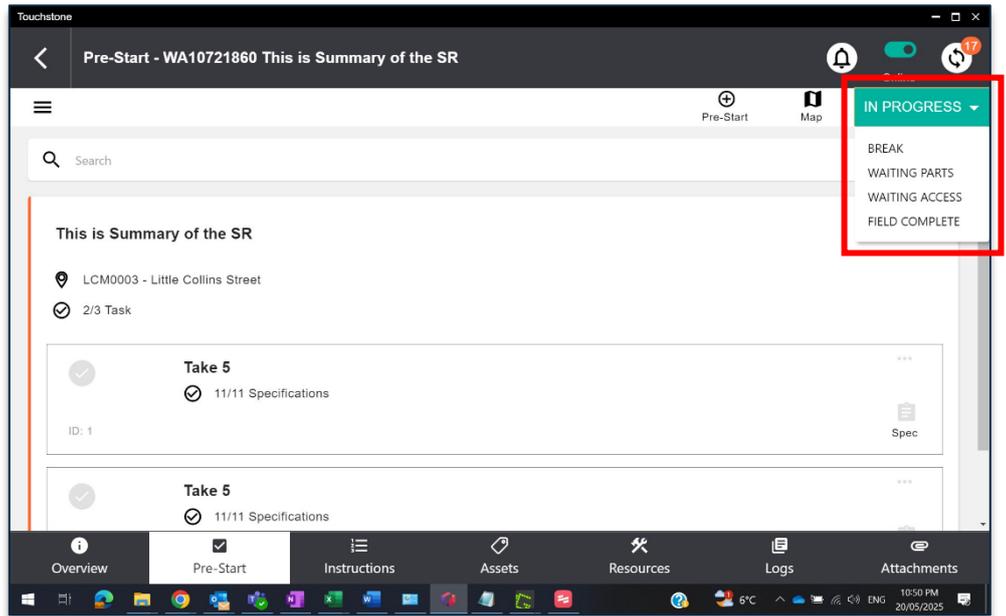


28. You will be prompted to complete a **Take 5**.

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

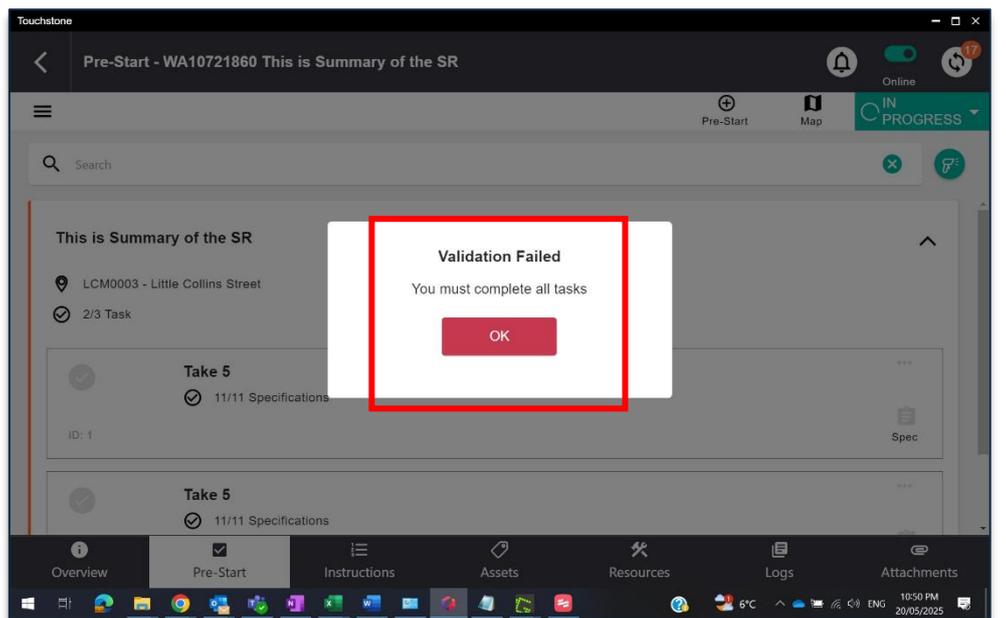


30. Once the Work Order has been completed, select the **Work Order Status > Complete**.



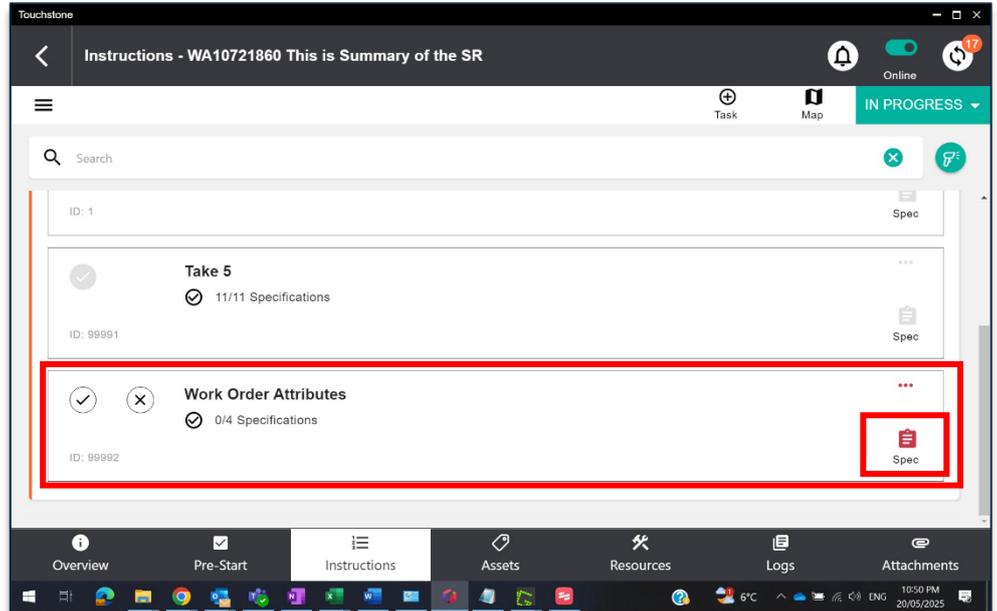
31. If not already completed, the system will prompt you to enter the required notes before proceeding.

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



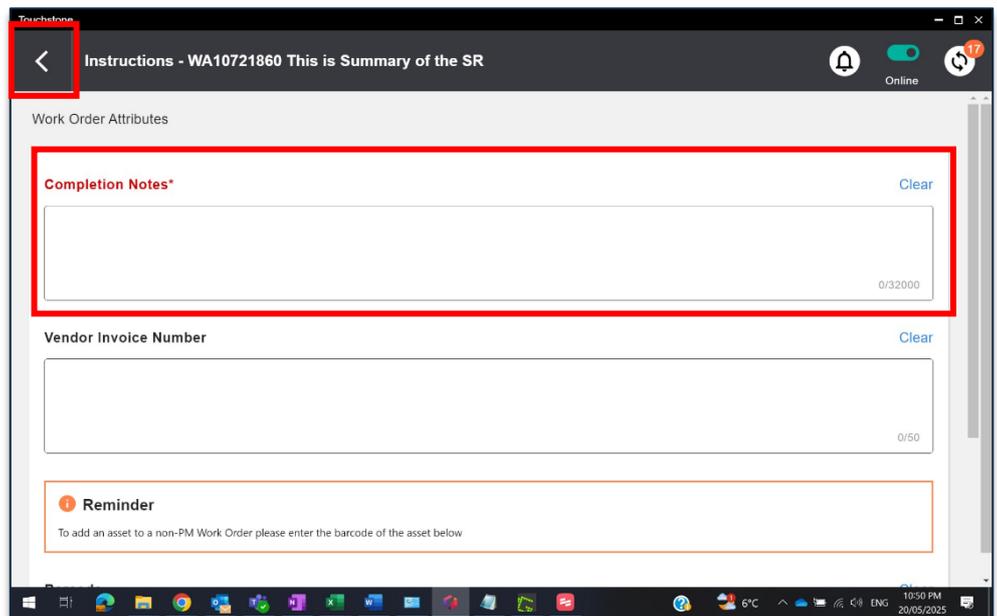
33. To enter the required notes, scroll down to the **Work Order Attributes**.

34. Click on the **Spec** icon.



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

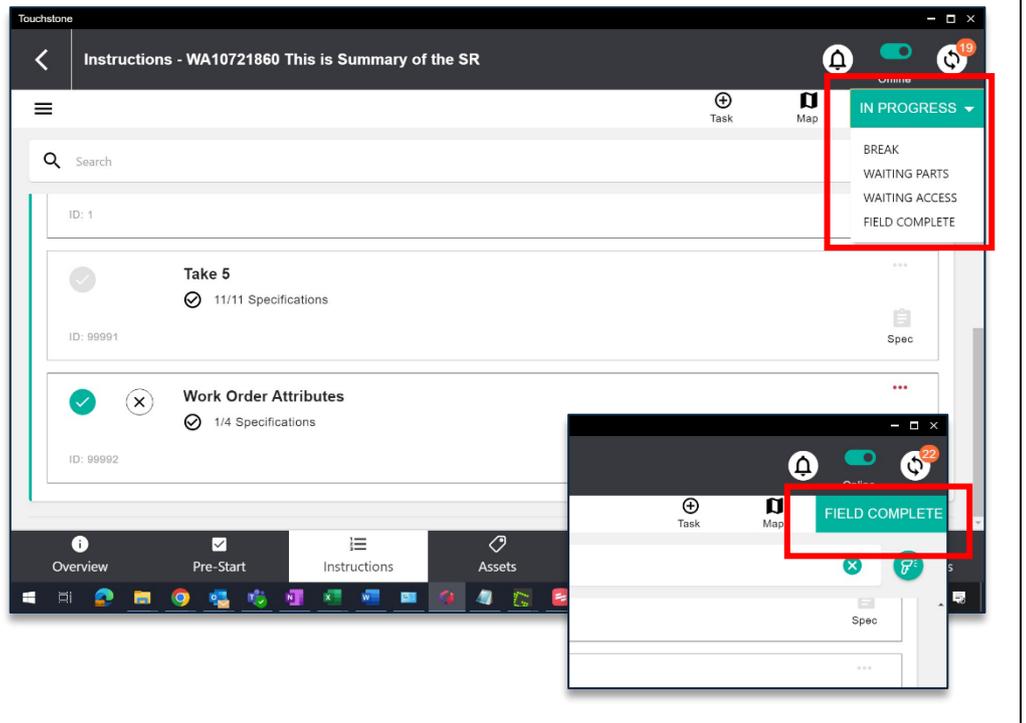
36. Once complete, click on the **Back Arrow** to return to the previous screen.



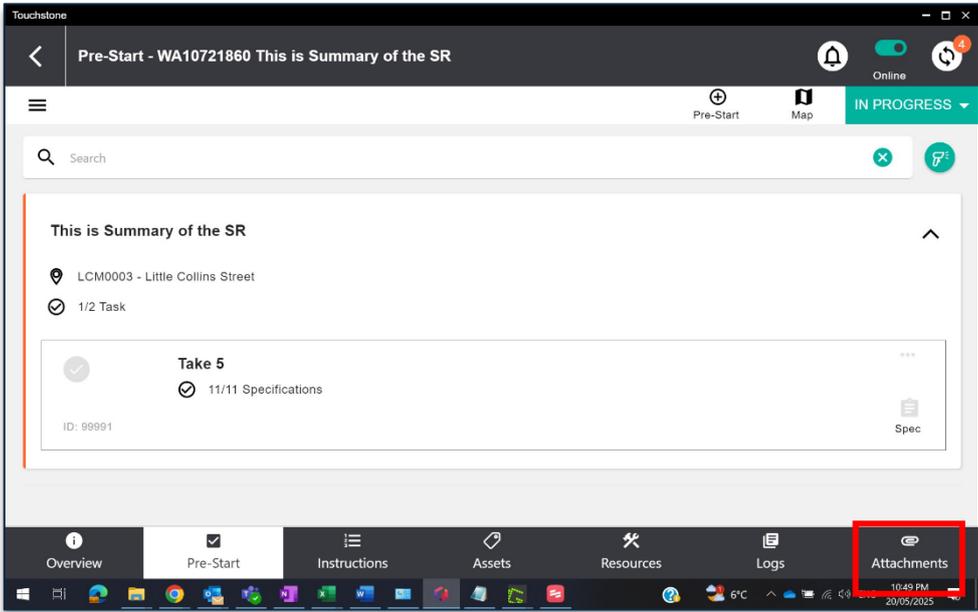
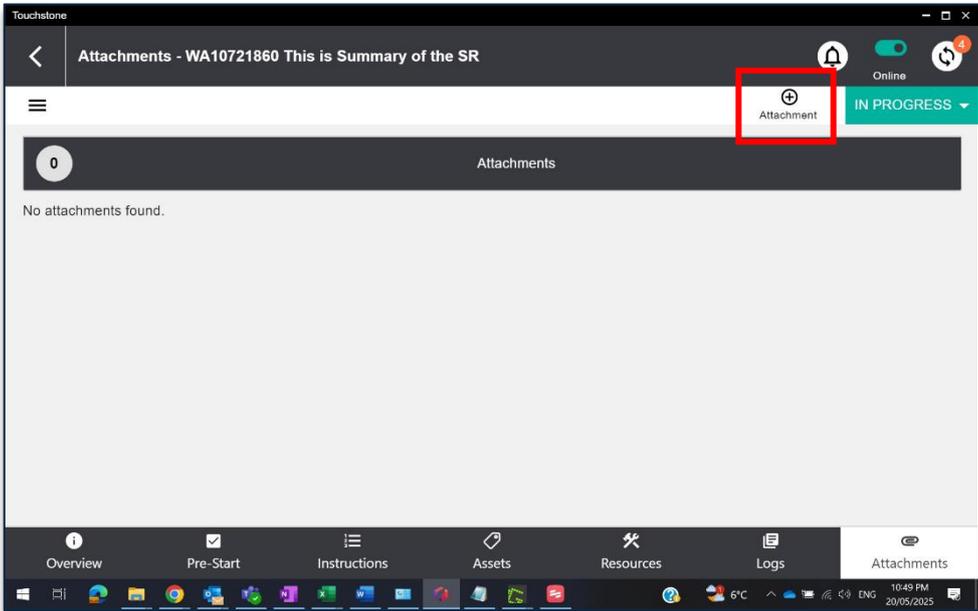
37. Once all information is validated, click the **Work Order Status > Field Complete**.

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

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

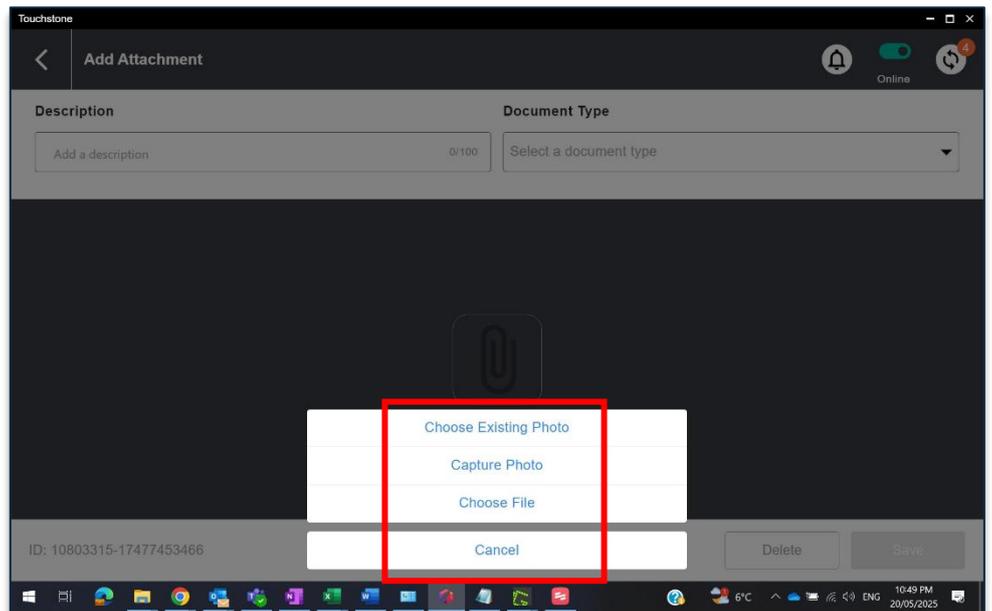


Upload Attachments to Work Orders

Explanation	Screenshot
<p>39. From within the Work Order, click on Attachments.</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 a summary of the work order, including the location 'LCM0003 - Little Collins Street' and a task 'Take 5' with '11/11 Specifications' and 'ID: 99991'. At the bottom, a navigation bar contains several icons: Overview, Pre-Start, Instructions, Assets, Resources, Logs, and Attachments. The 'Attachments' icon is highlighted with a red rectangular box.</p>
<p>40. 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 a header with '0 Attachments' and the text 'No attachments found.' At the top right of the main content area, there is a button with a plus sign and the text 'Attachment', which is highlighted with a red rectangular box. The bottom navigation bar is the same as in the previous screenshot.</p>

41. Select the type of attachment to be uploaded. You can choose from:

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

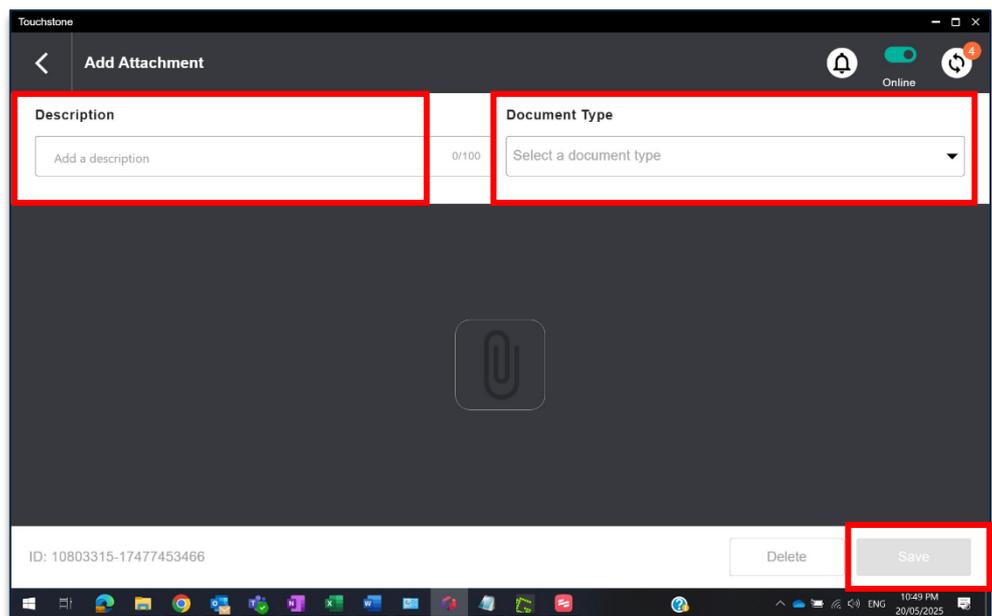


42. Enter a description for the **attachment**.

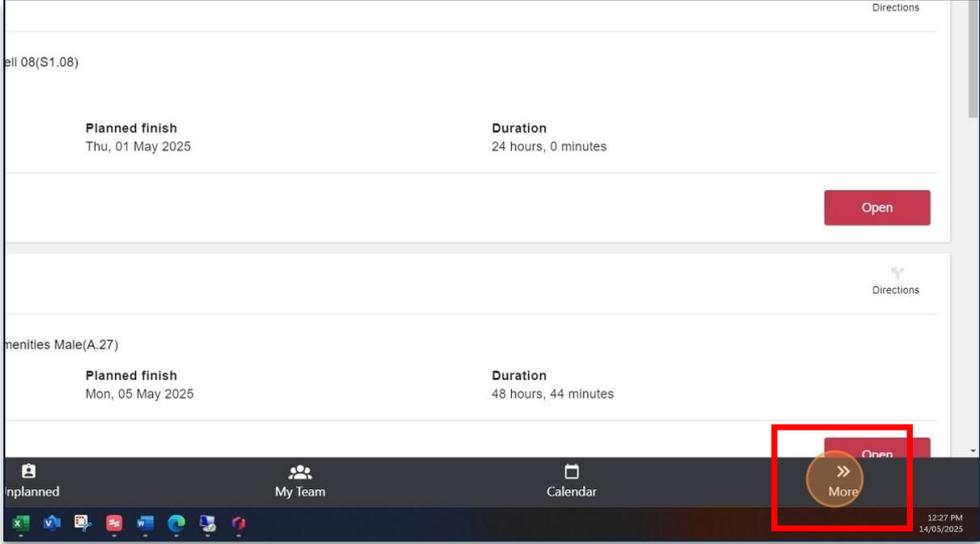
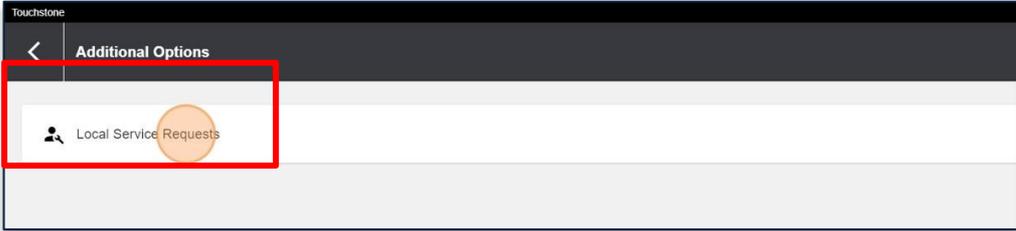
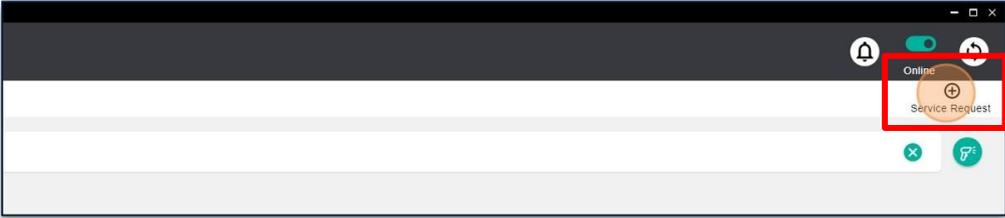
43. Using the drop-down menu, select the **Document Type** being attached.

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

44. Once all Attachments are selected, click **Save**.



Create a Service Request from within a Work Order

Explanation	Screenshot
<p>45. From within the main screen, click More.</p>	 <p>The screenshot shows a mobile application interface with a list of work orders. Each item displays 'Planned finish' and 'Duration'. A red box highlights a circular 'More' button with a double arrow icon located at the bottom right of the list.</p>
<p>46. Click Local Service Requests.</p>	 <p>The screenshot shows a mobile application interface with a menu titled 'Additional Options'. A red box highlights the 'Local Service Requests' option, which is accompanied by a person icon.</p>
<p>47. Click + to add a new Service Request.</p>	 <p>The screenshot shows a mobile application interface with a list of service requests. A red box highlights a '+' icon in the top right corner, used to add a new service request.</p>

48. 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)'. A red box highlights a small icon in the top right corner of the Site field, which is used to select a contract from a list. 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.

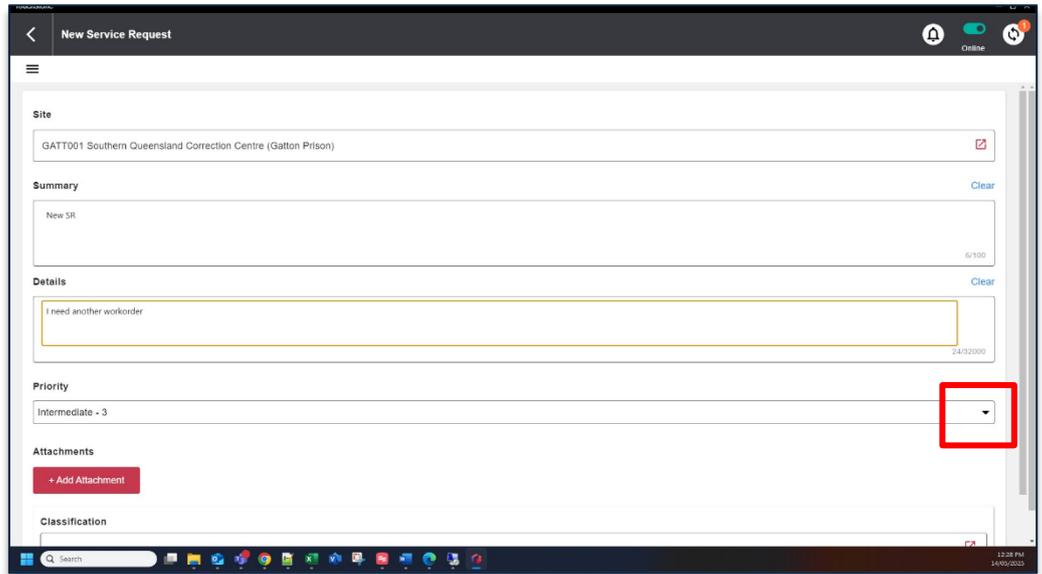
49. Click **Save**.

This screenshot shows the bottom portion of the form. A red box highlights a red 'Save' button. To the left of the Save button is a 'Clear' button. Above the Save button are several status indicators, including a green 'Online' indicator and a green '77%' indicator.

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

This 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 large orange circle overlaid on it. The 'Details' field contains the placeholder text 'Enter Details'. The 'Site' field is set to 'GATT001 Southern Queensland Correction Centre (Gatton Prison)' and the 'Priority' dropdown is set to 'Intermediate - 3'.

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



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



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

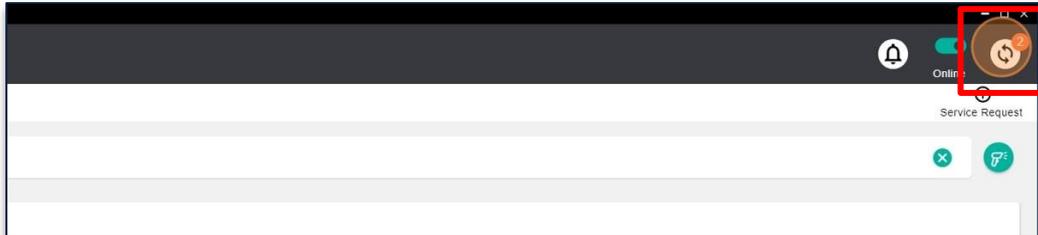


54. Click **Save**.



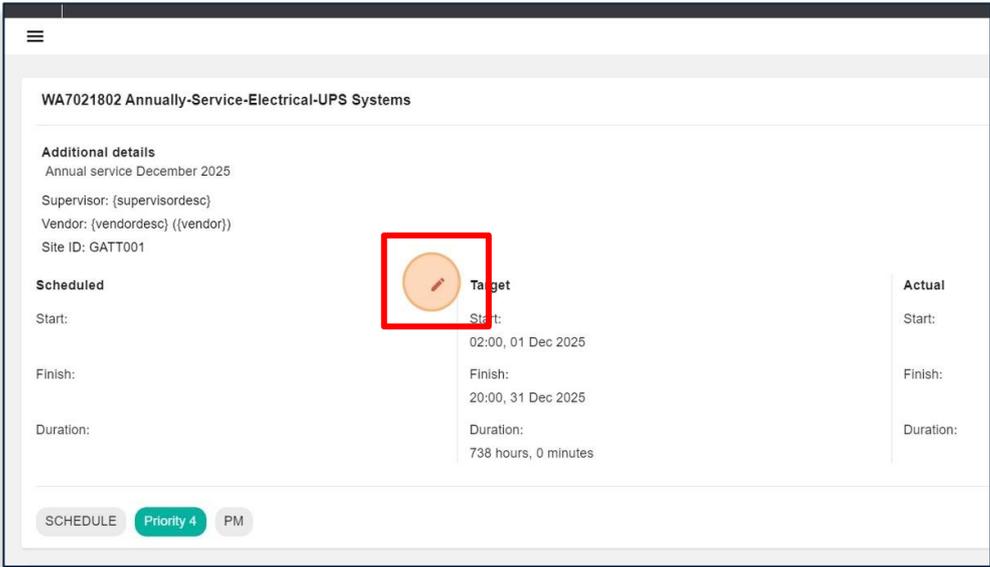
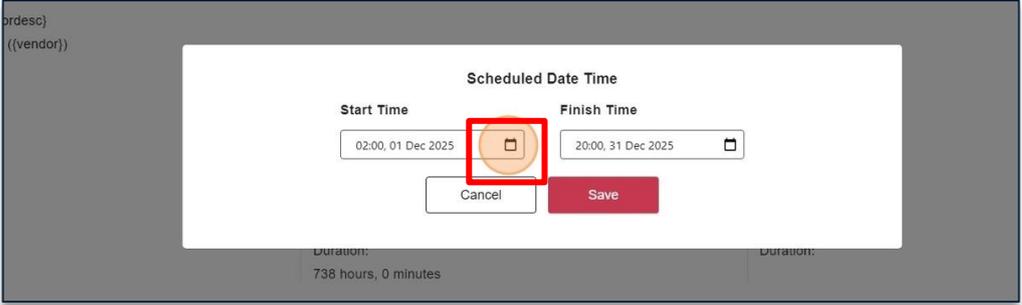
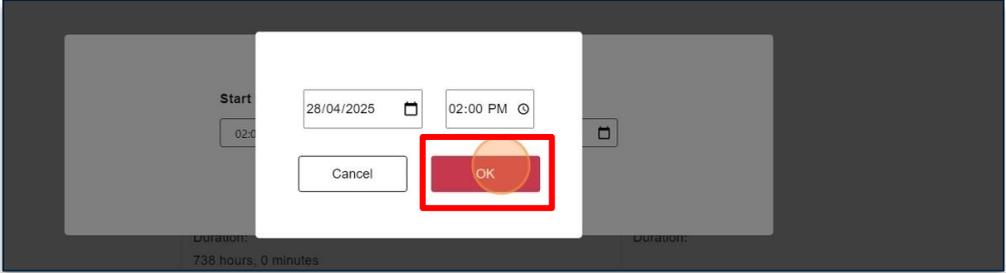
55. Click the **Sync** icon to send the Service Request to MAS.

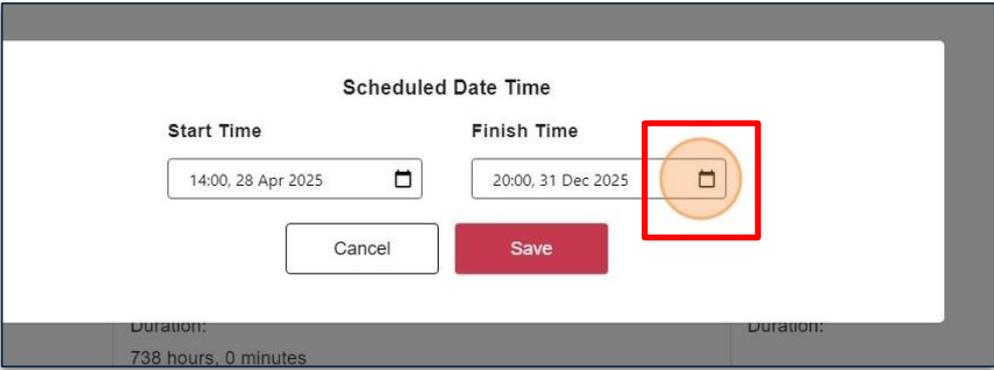
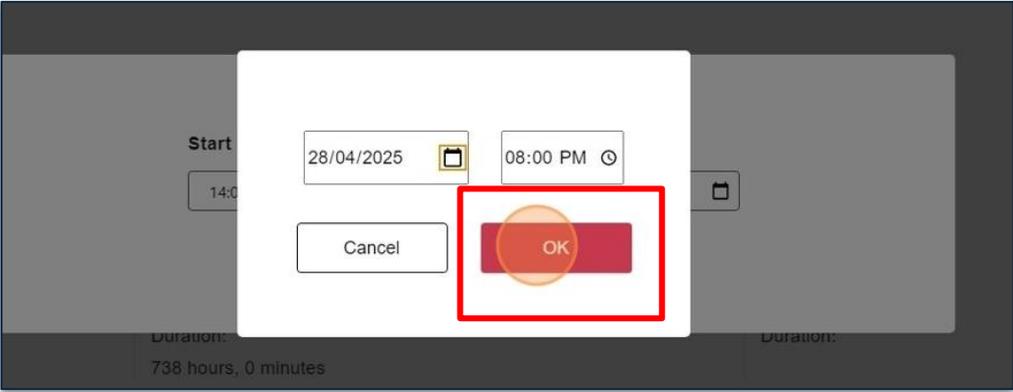
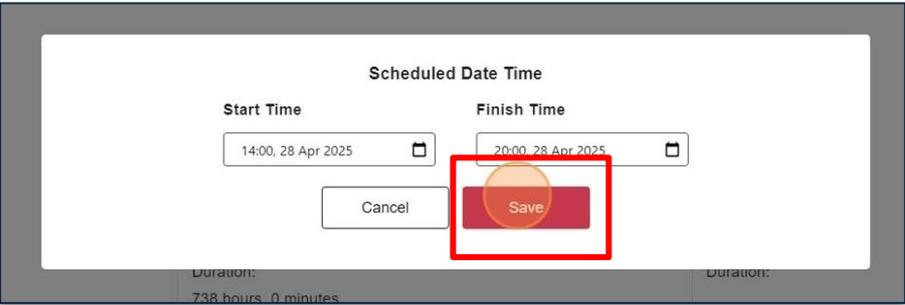
Result: The Service Request has been successfully sent to MAS when it no longer appears in the list.



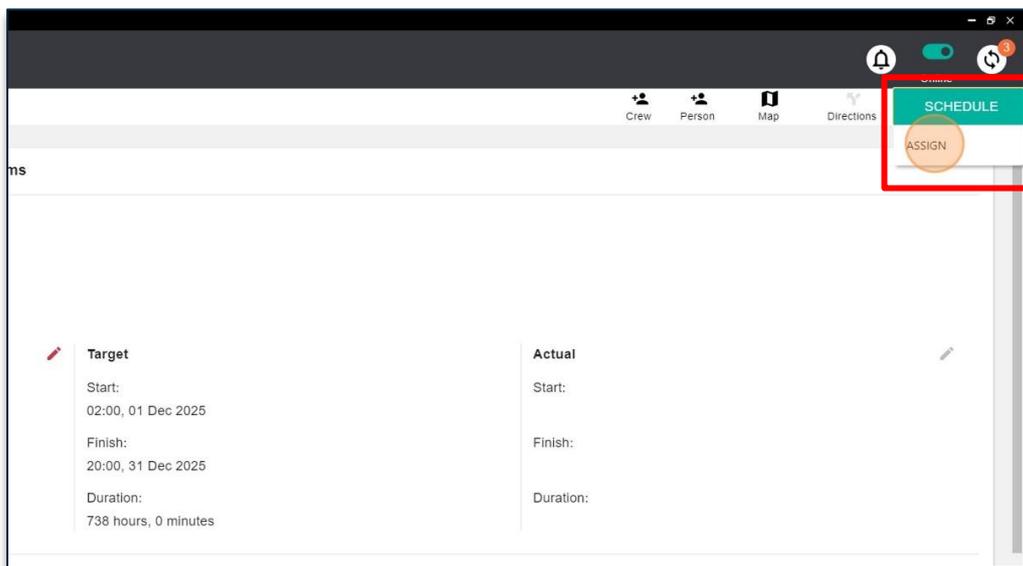
Assign a workorder to a Technician

Explanation	Screenshot
<p>56. Click Unplanned.</p>	
<p>57. Locate the desired work to be assigned and click Open.</p>	
<p>58. Click SSP, then select SCHEDULE from the drop down box.</p>	

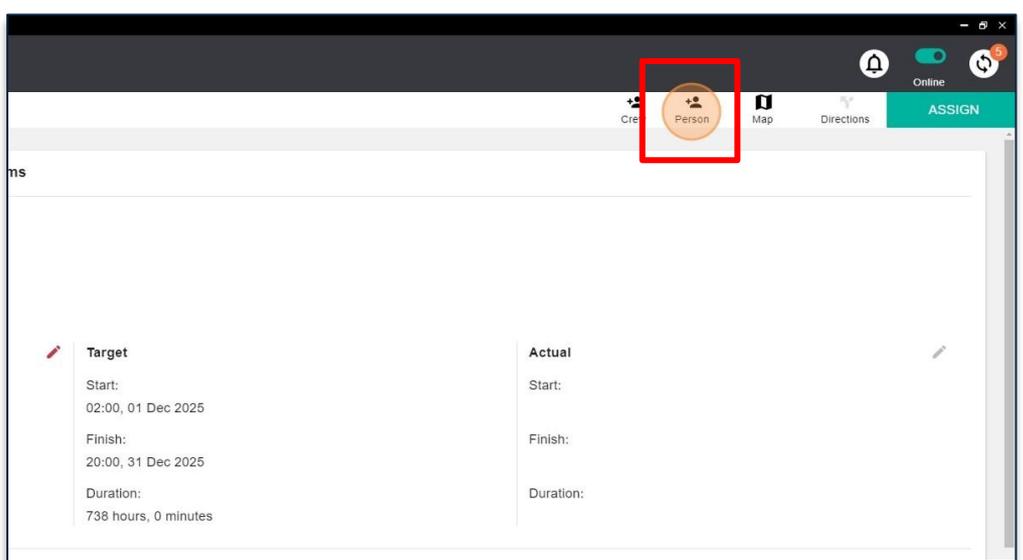
<p>59. Click on the Pencil to edit the record.</p>	 <p>WA7021802 Annually-Service-Electrical-UPS Systems</p> <p>Additional details Annual service December 2025 Supervisor: {supervisordesc} Vendor: {vendordesc} ((vendor)) Site ID: GATT001</p> <p>Scheduled</p> <table border="1"> <thead> <tr> <th></th> <th>Target</th> <th>Actual</th> </tr> </thead> <tbody> <tr> <td>Start:</td> <td>02:00, 01 Dec 2025</td> <td>Start:</td> </tr> <tr> <td>Finish:</td> <td>20:00, 31 Dec 2025</td> <td>Finish:</td> </tr> <tr> <td>Duration:</td> <td>738 hours, 0 minutes</td> <td>Duration:</td> </tr> </tbody> </table> <p>SCHEDULE Priority 4 PM</p>		Target	Actual	Start:	02:00, 01 Dec 2025	Start:	Finish:	20:00, 31 Dec 2025	Finish:	Duration:	738 hours, 0 minutes	Duration:
	Target	Actual											
Start:	02:00, 01 Dec 2025	Start:											
Finish:	20:00, 31 Dec 2025	Finish:											
Duration:	738 hours, 0 minutes	Duration:											
<p>60. Click on the calendar icon to select a start time and date for the workorder.</p>	 <p>Scheduled Date Time</p> <table border="1"> <thead> <tr> <th>Start Time</th> <th>Finish Time</th> </tr> </thead> <tbody> <tr> <td>02:00, 01 Dec 2025</td> <td>20:00, 31 Dec 2025</td> </tr> </tbody> </table> <p>Cancel Save</p> <p>Duration: 738 hours, 0 minutes</p>	Start Time	Finish Time	02:00, 01 Dec 2025	20:00, 31 Dec 2025								
Start Time	Finish Time												
02:00, 01 Dec 2025	20:00, 31 Dec 2025												
<p>61. Click OK once the start date and time has been selected.</p>	 <p>Start</p> <table border="1"> <tbody> <tr> <td>28/04/2025</td> <td>02:00 PM</td> </tr> </tbody> </table> <p>Cancel OK</p> <p>Duration: 738 hours, 0 minutes</p>	28/04/2025	02:00 PM										
28/04/2025	02:00 PM												

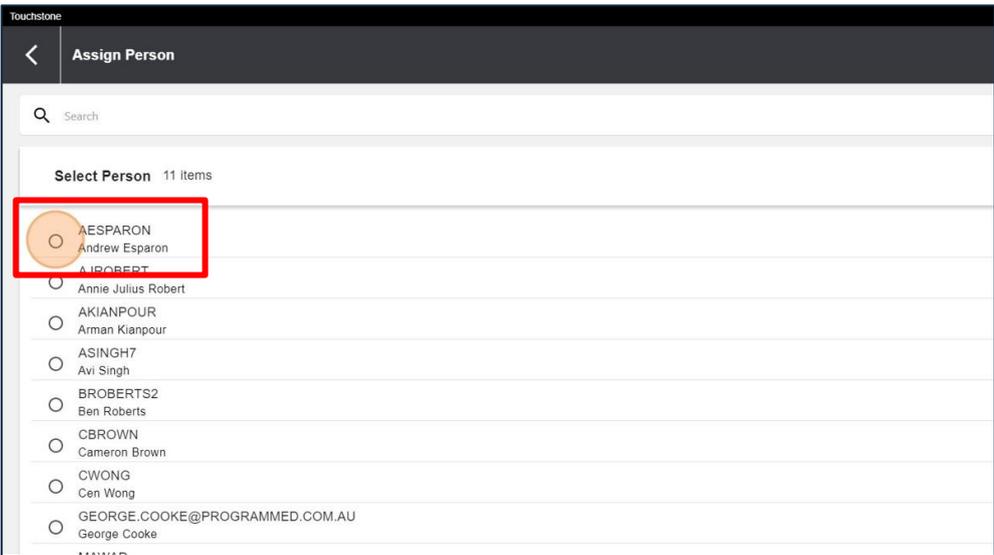
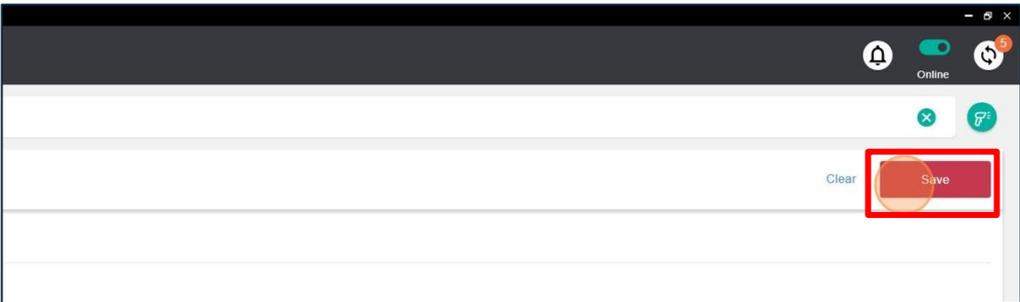
<p>62. Click on the calendar icon to select a finish time and date for the workorder.</p>	
<p>63. Click OK once the finish date and time has been selected.</p>	
<p>64. Click Save.</p>	

65. Click **SCHEDULE**, then select **ASSIGN** from the drop down box.

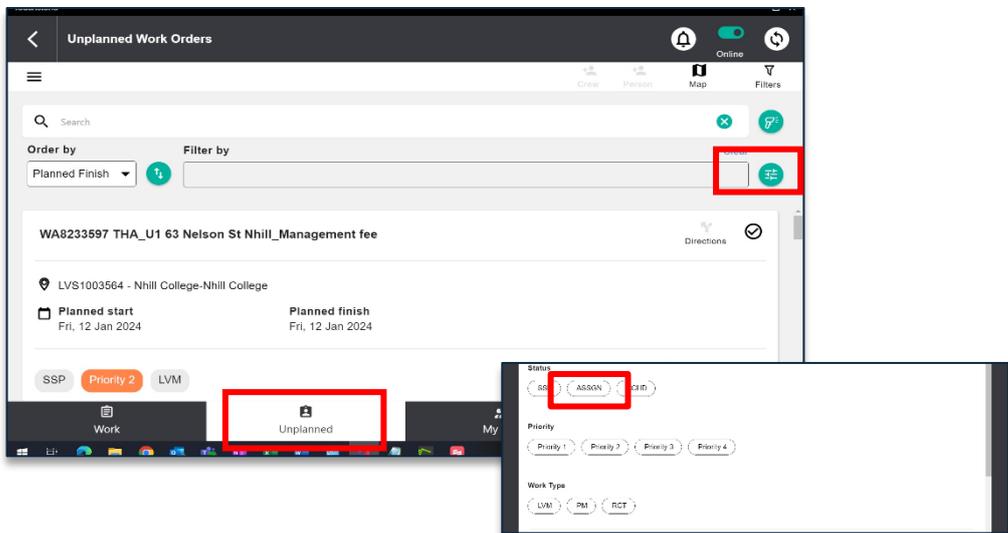


66. Click **Person**.



<p>67. Select a Person in the list to assign a workorder to.</p>	
<p>68. Click Save.</p> <p>Result: The workorder has now been assigned.</p>	

Assign Bulk Work Orders to Technicians

Explanation	Screenshot
<p>Note - In order to Bulk Assign Work Orders, the Work Orders must have a status of Assign. If the Work Order has progressed past this status (ie, has already been assigned to a technician), it must be assigned individually.</p> <p>69. In the Unplanned Work Orders tab, use the Filter By function to select multiple work orders to assign.</p> <p>Tip – Use the search criteria on Status to only show ASSGN Work Orders.</p>	

Work Instruction

TSMob-WI-0020-Work Order Management (Supervisors)

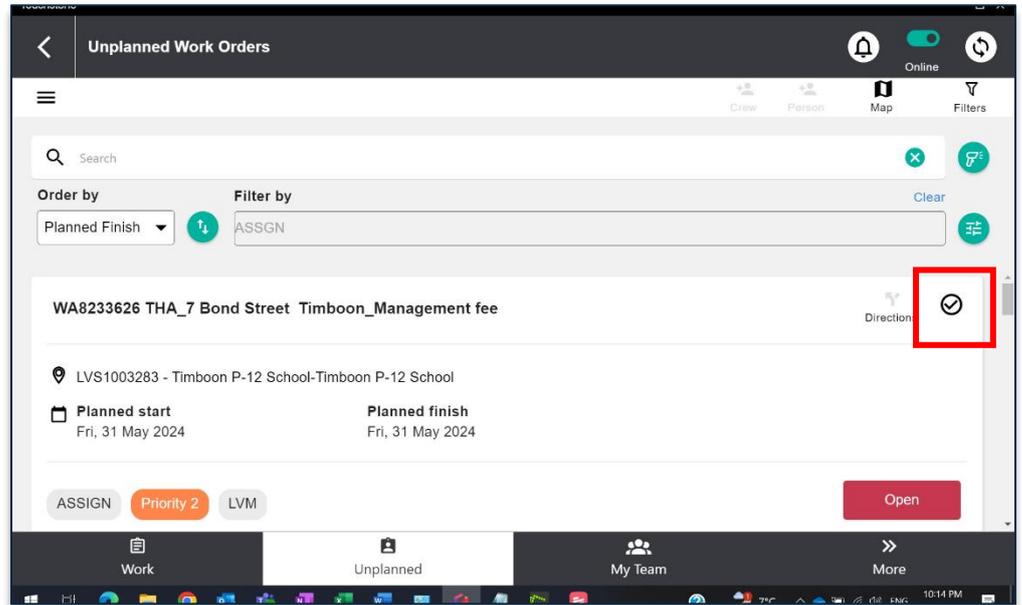
Project NextGen

Igniting change, uniting teams.

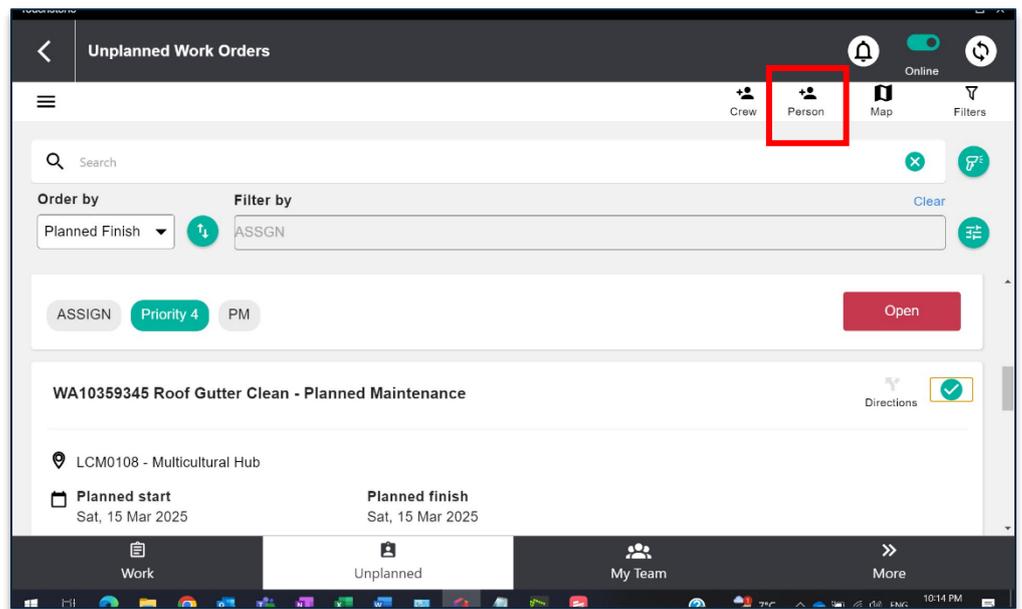
70. Select the **Check Box** for bulk assignment.

Scroll down to add more work orders from the list.

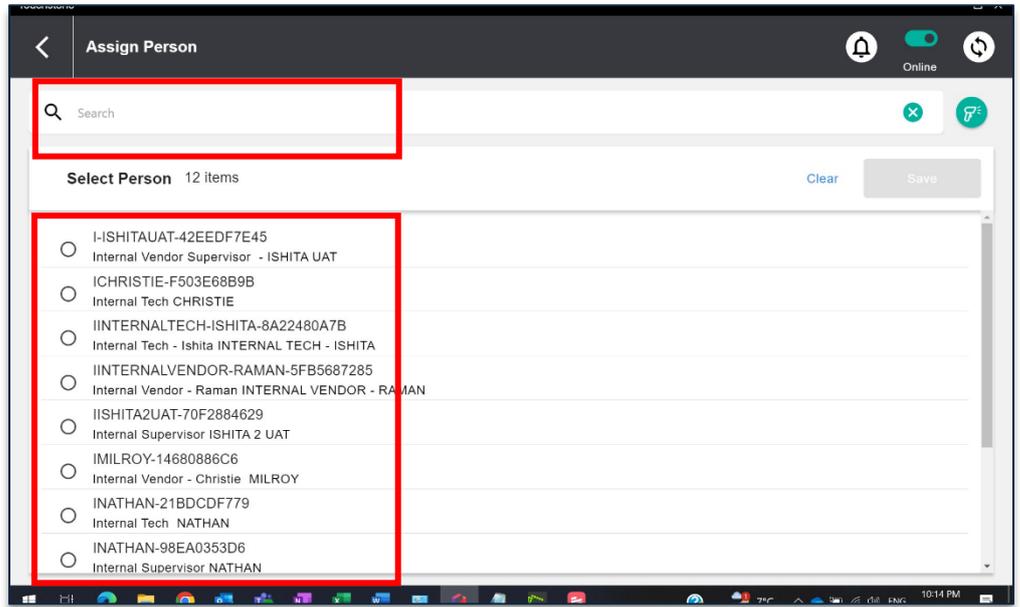
There is no limit on how many work orders can be selected.



71. Once all orders have been selected, click **Person**.

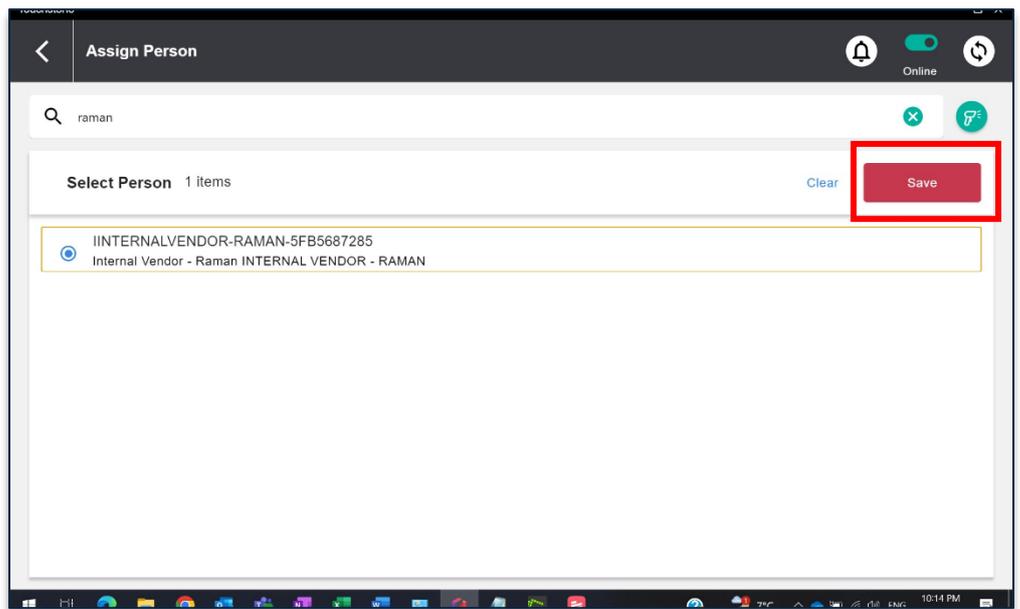


72. Type the name of the **Technician** in the search field, or select a Technician from the list.

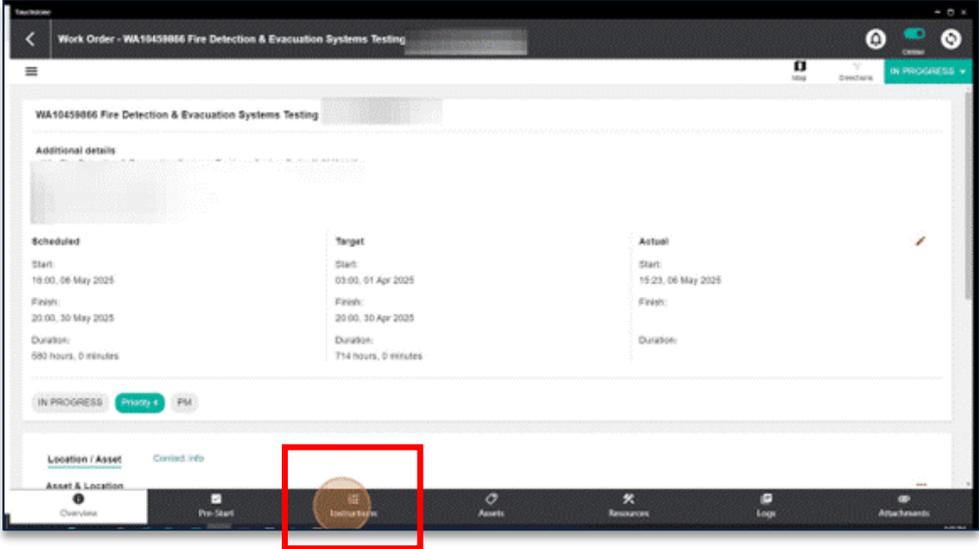
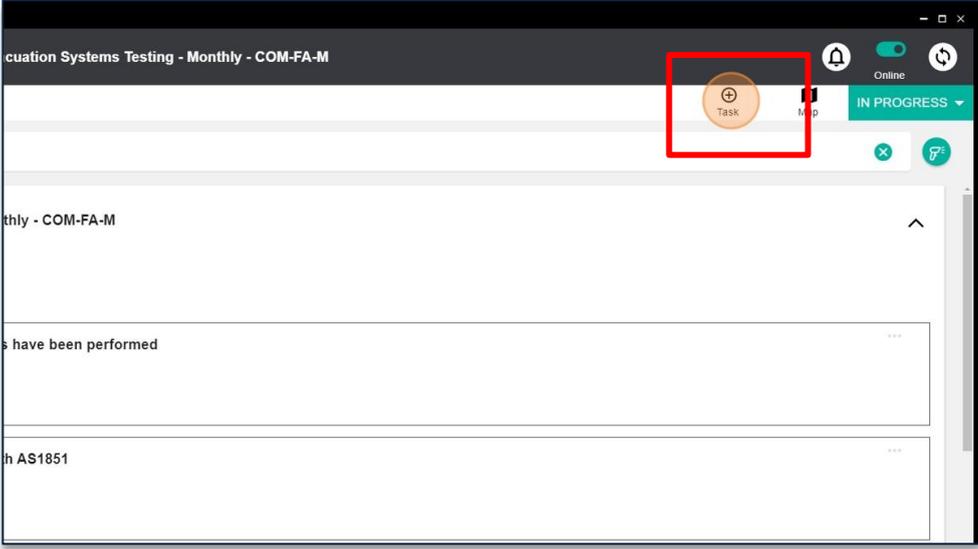


73. Once the Technician has been selected, click **Save**.

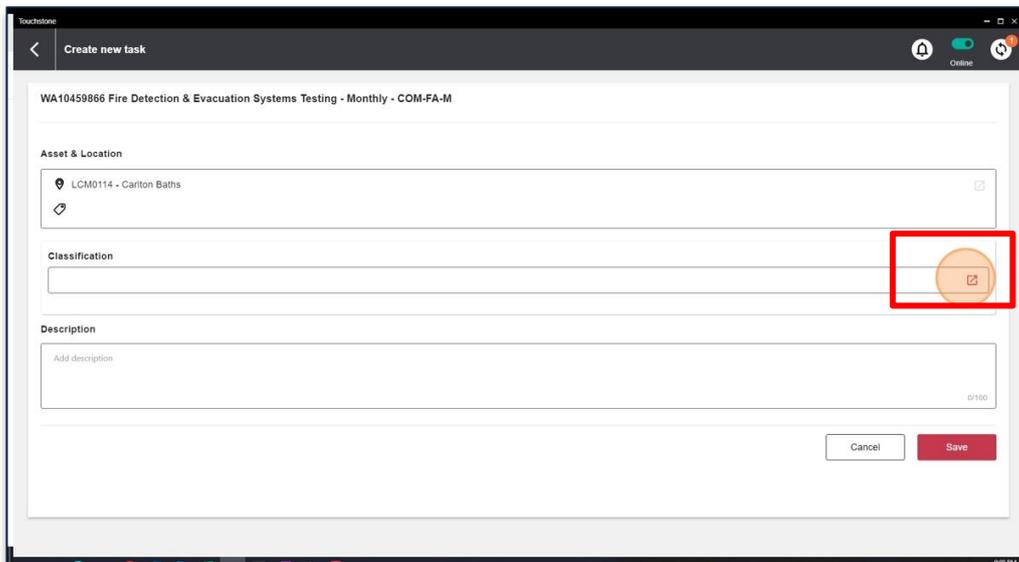
The **Work Orders** will now appear in the **Technicians Work list**.



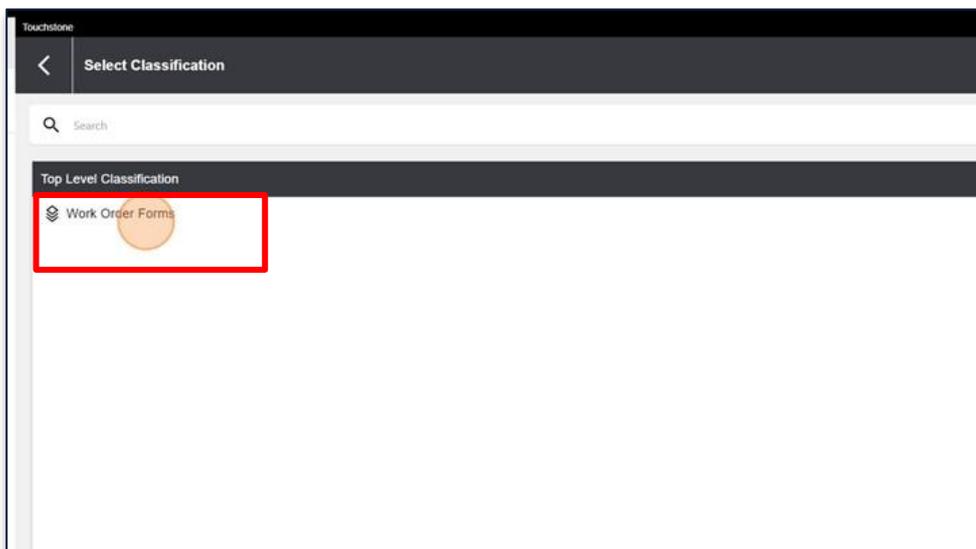
Request for Extension of Time (EOT) within a Work Order

Explanation	Screenshot
<p>74. Within the Work Order, click on Instructions tab.</p>	 <p>The screenshot shows a mobile application interface for a work order. At the top, it says 'Work Order - WA10458866 Fire Detection & Evacuation Systems Testing'. Below this, there are sections for 'Additional details', 'Scheduled', 'Target', and 'Actual' dates and durations. At the bottom, there is a navigation bar with several icons. The 'Instructions' icon, which is a circular icon with a document symbol, is highlighted with a red rectangular box.</p>
<p>75. Click Task.</p>	 <p>The screenshot shows a mobile application interface for a task list. The title is 'Evacuation Systems Testing - Monthly - COM-FA-M'. There are several task entries listed. The 'Task' button, which is a circular icon with a plus sign, is highlighted with a red rectangular box.</p>

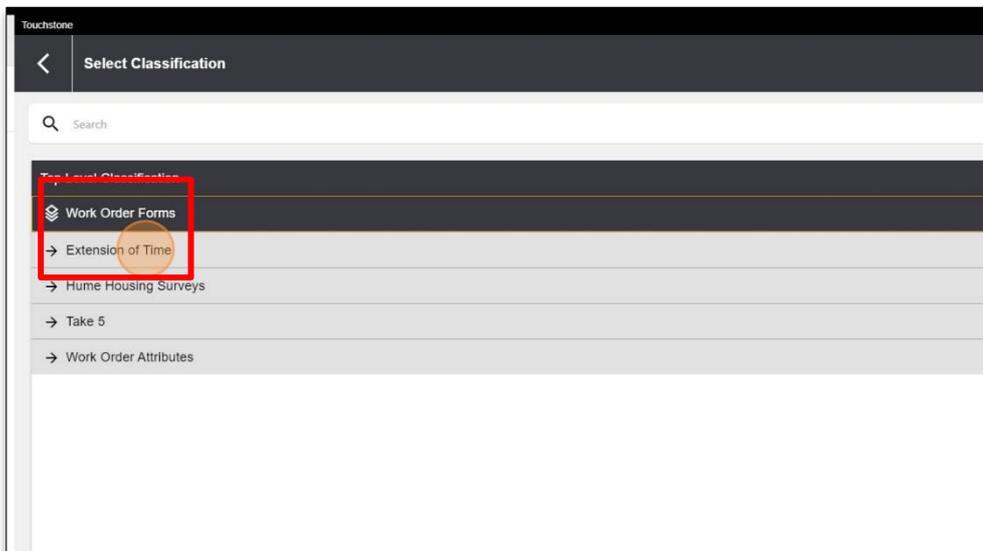
76. Select the **Classification** icon.



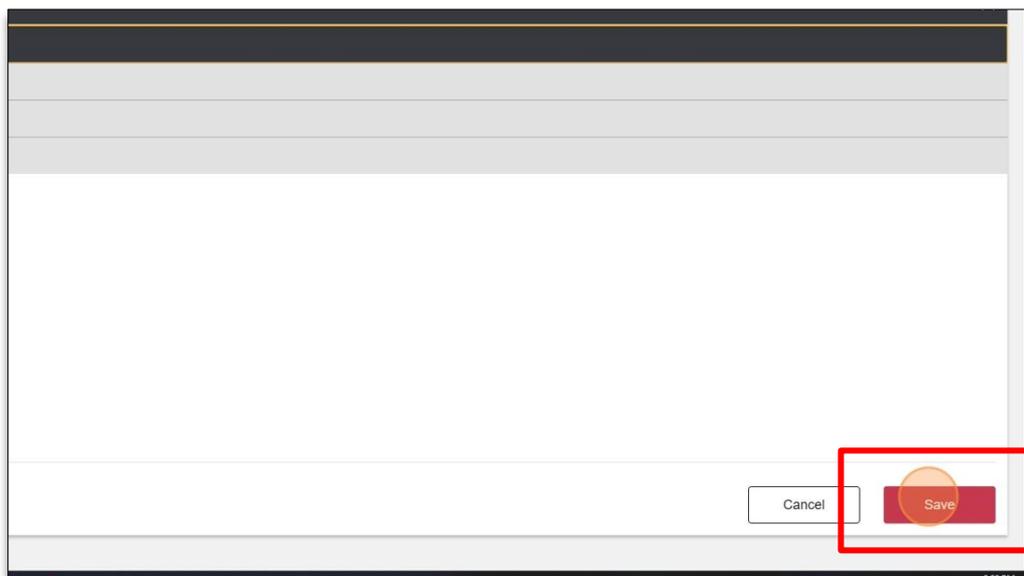
77. Click **Work Order Forms**.



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



79. Click **Save**.



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

LCM0114 - Carlton Baths

Classification
Extension of Time

New Target Finish Date Requested*
Select date

EOT Request Comments*

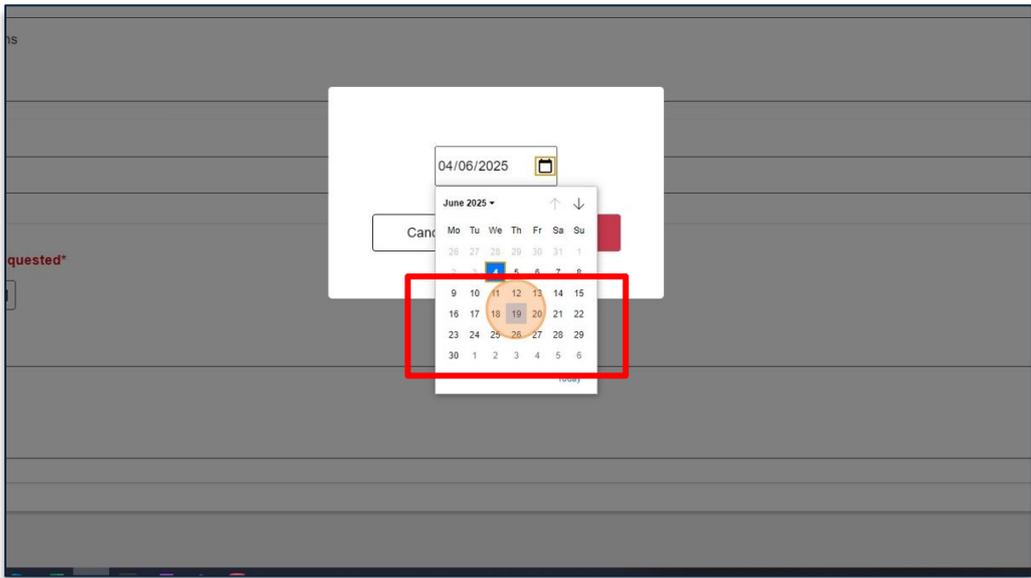
81. Click **calendar** icon.

Evacuation Systems Testing - Monthly - COM-FA-M

04/06/2015

Cancel OK

82. Select a date.



83. Click **OK**.



84. Add "EOT Request Comments"

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Classification
Extension of Time

New Target Finish Date Requested*
19 Jun 2025

EOT Request Comments*
We would require more time to finish this work.

85. Click "Save"

Clear

Clear

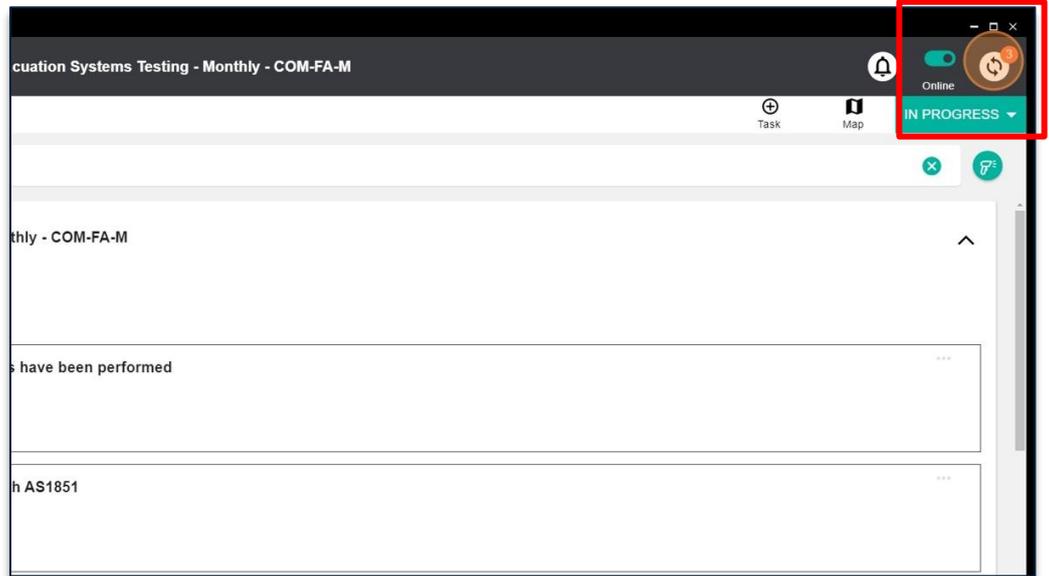
46/250

17/100

Cancel Save

86. 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-0030-Work Orders (Technicians)
- TSMob-WI-0040-Create and Submit Claims
- TSMob-WI-0050-Asset Management in Touchstone

Work Instruction

TSMob-WI-0020-Work Order Management (Supervisors)

Project NextGen

Igniting change, uniting teams.



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