

Work Instruction

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

 **PROGRAMMED**
by PERSOL

Project NextGen

Igniting change, uniting teams.



Touchstone Mobile Application Work Order Management

Role: Technicians

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

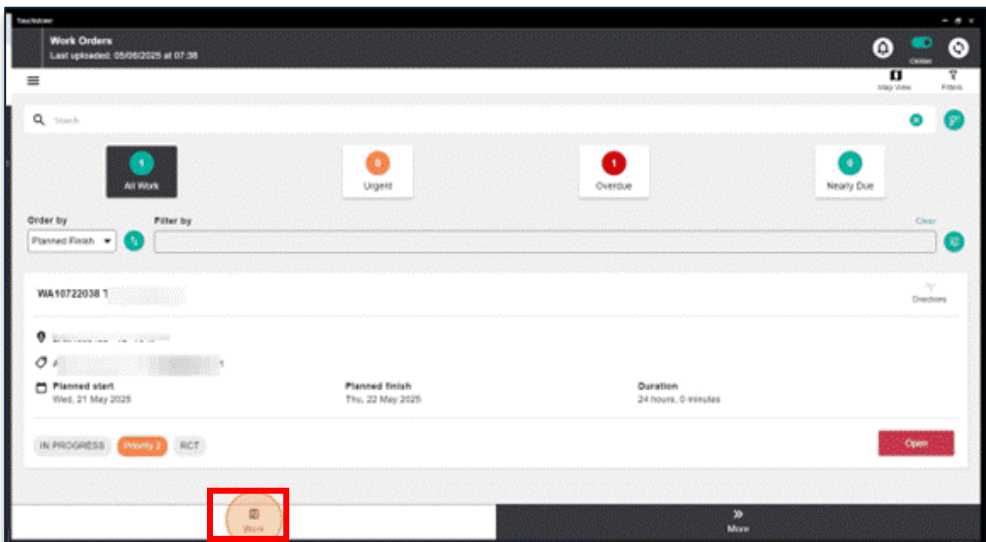
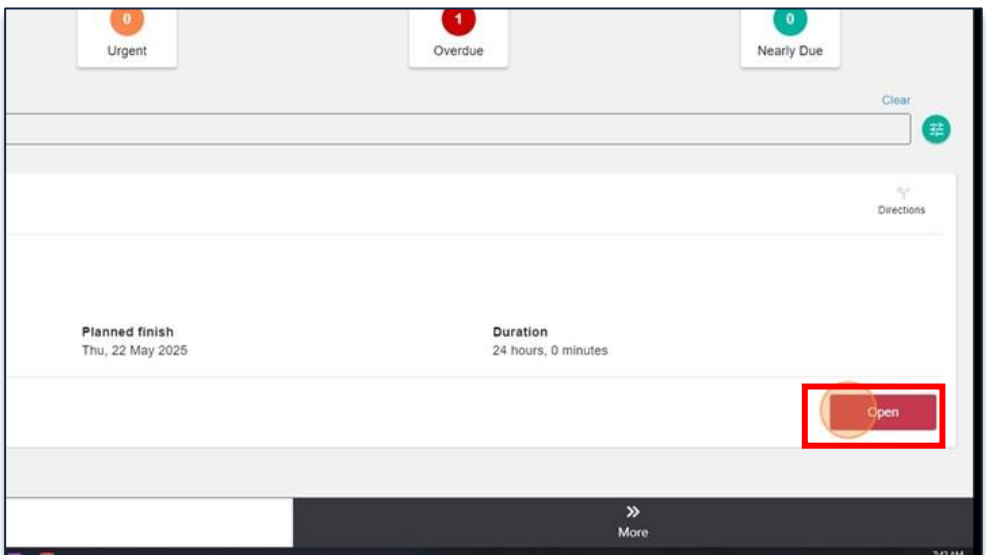
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Open & Start a Work Order

Explanation	Screenshot
1. From the main screen, click on Work .	 A screenshot of the 'Work Orders' application interface. At the top, there's a header with 'Work Orders' and a timestamp. Below the header, there are four filter buttons: 'All Work' (green), 'Urgent' (orange), 'Overdue' (red), and 'Nearly Due' (teal). A search bar is present. Below the filters, there's a section for a specific work order with details like 'Planned start' and 'Planned finish'. At the bottom, there's a red 'Open' button. The 'Work' button in the top navigation bar is highlighted with a red box.
2. Open the Work Order by clicking on Open .	 A screenshot of the 'Work Order' details screen. It shows the same filter buttons at the top. The main content area displays the work order details, including 'Planned finish' and 'Duration'. At the bottom right, there's a red 'Open' button, which is highlighted with a red box.

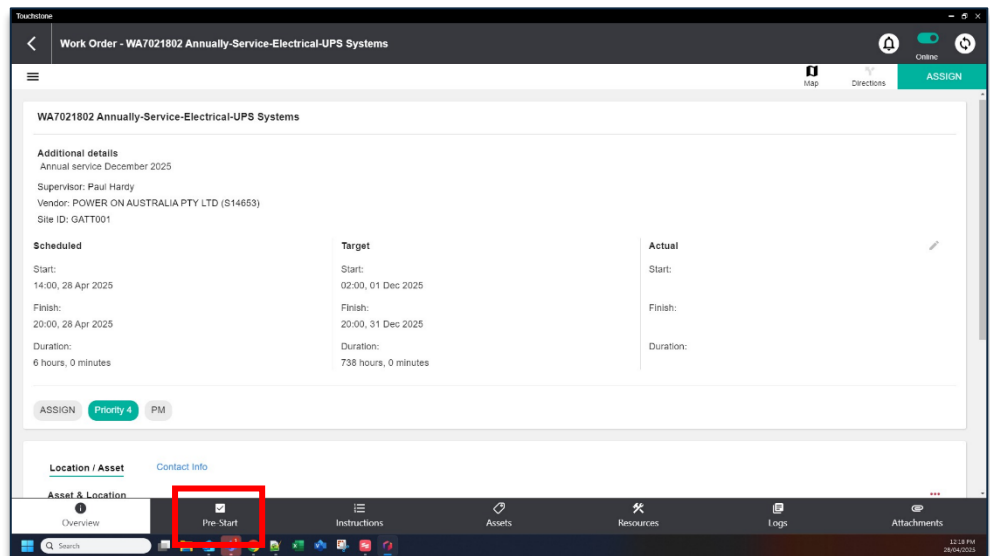
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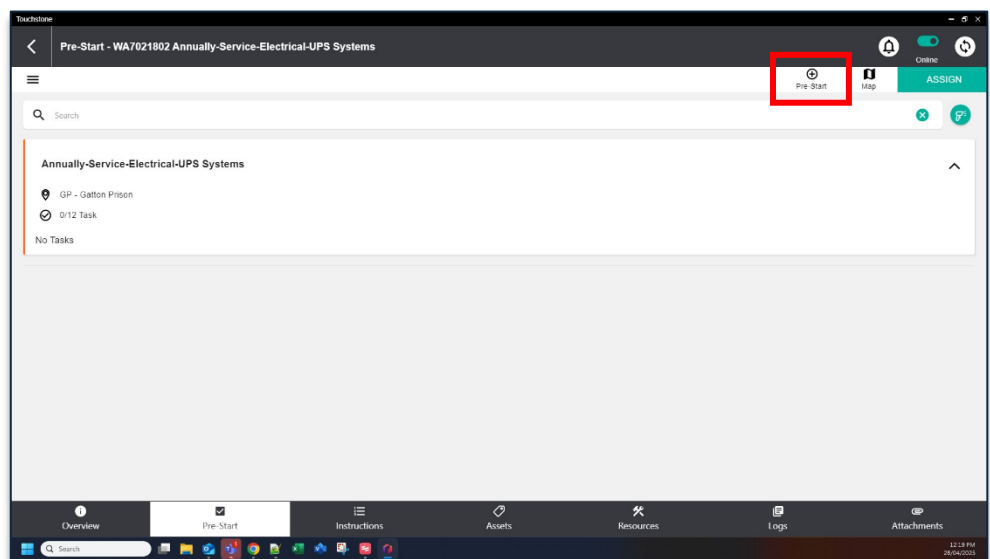
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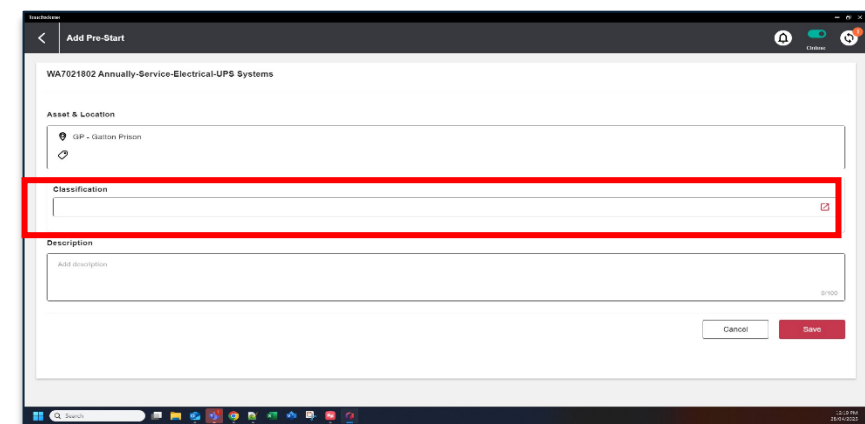
- Once the Work Order has been opened, click on **Pre-Start**.



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



- Click on **Classification**.



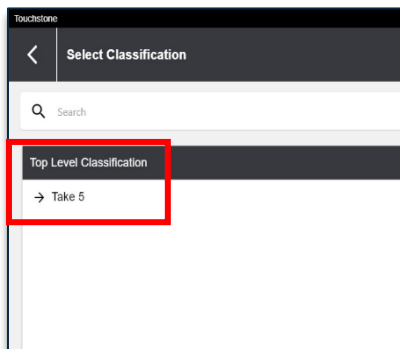
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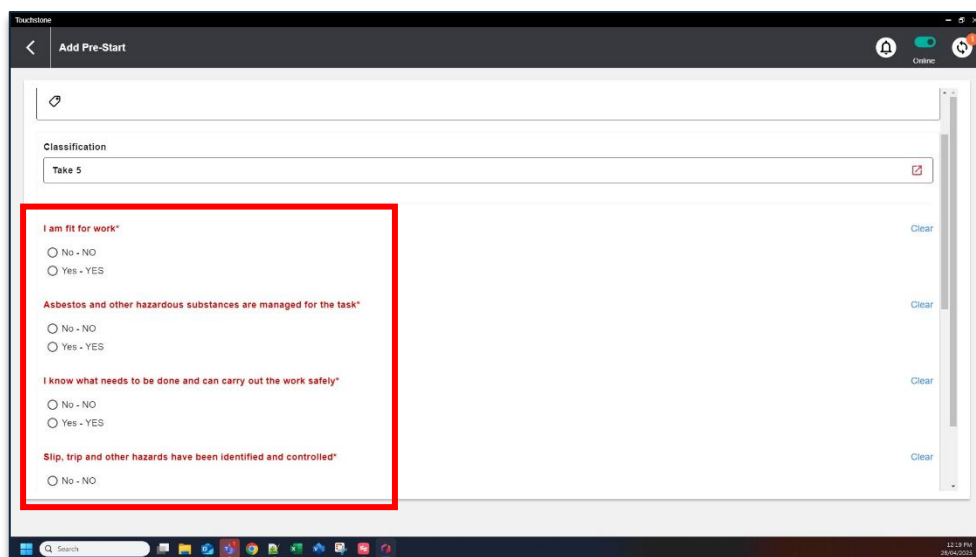
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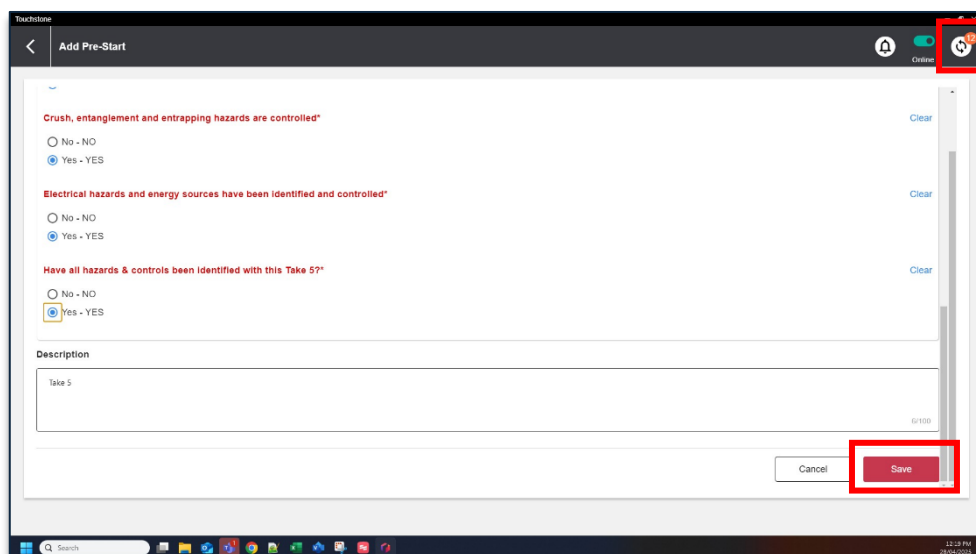
6. Select **Take 5**.



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**.



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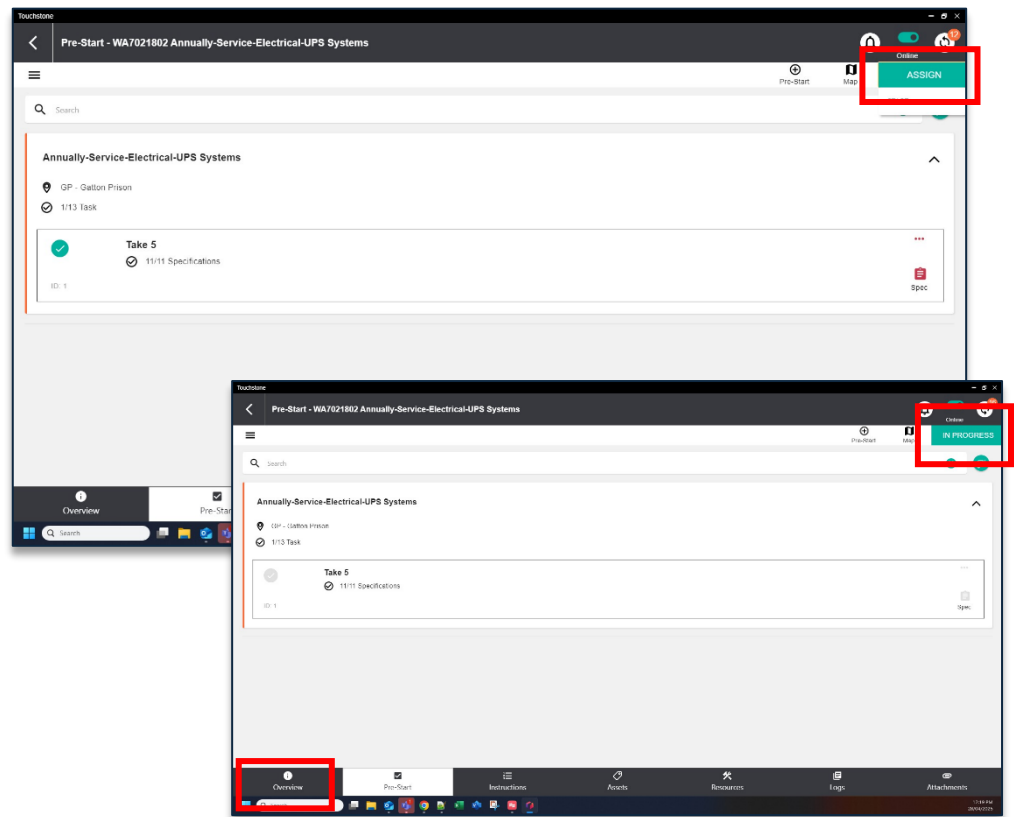
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9. To start the work order, click on **Assign** and then click on **Start**.

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

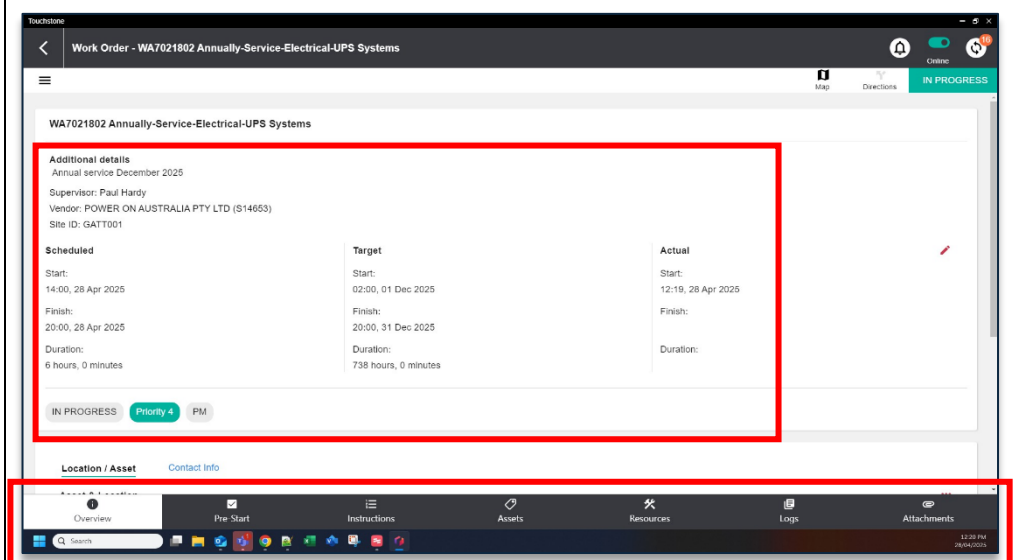
11. Click on **Overview** to see more information about the Work Order.



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.



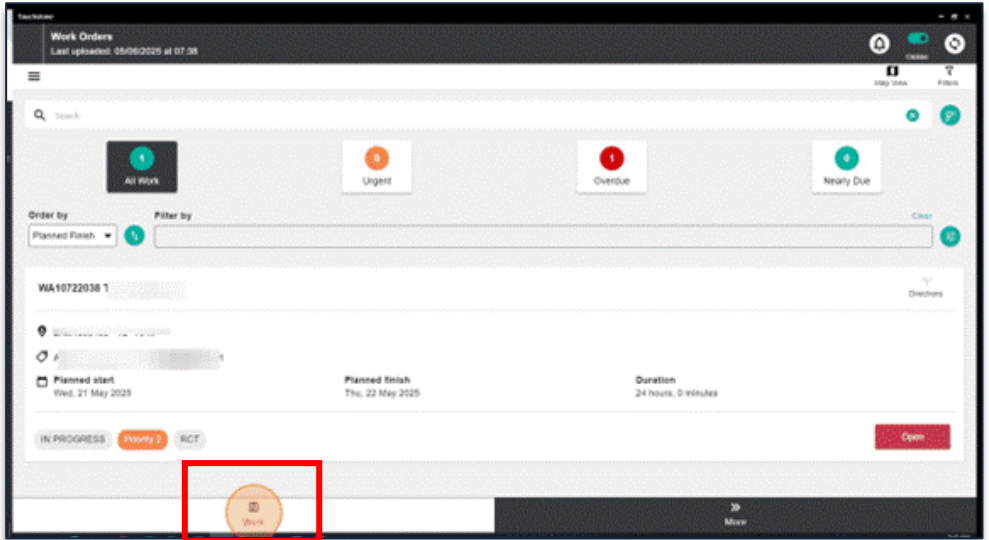
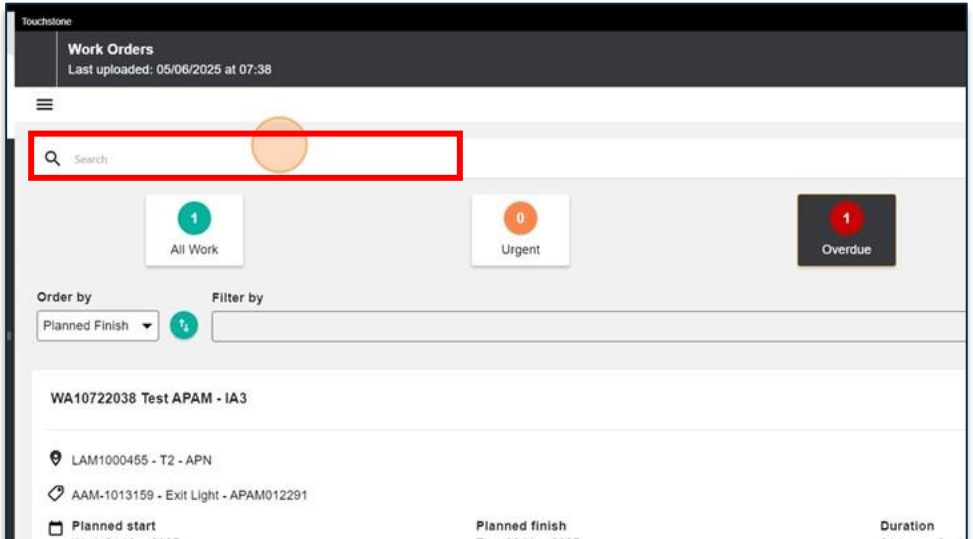
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Search Work Orders

Explanation	Screenshot
<p>There are various ways to search for a Work Order, depending on the Work Order Status:</p> <p>Assigned Work Orders</p> <p>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.</p>	
<p>14. Click on Search, and Type the Work Order number you want to Search.</p> <p>A dynamic list of Work Orders will be displayed that match the Search criteria.</p> <p>15. If you don't know the Work Order number, use the Filter by option.</p>	

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

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

TOUCHSTONE

Filter by

Priority 2

Work Type

RCT

Site

APAM001

Safety Info

false

Planned Start

Clear all

Save

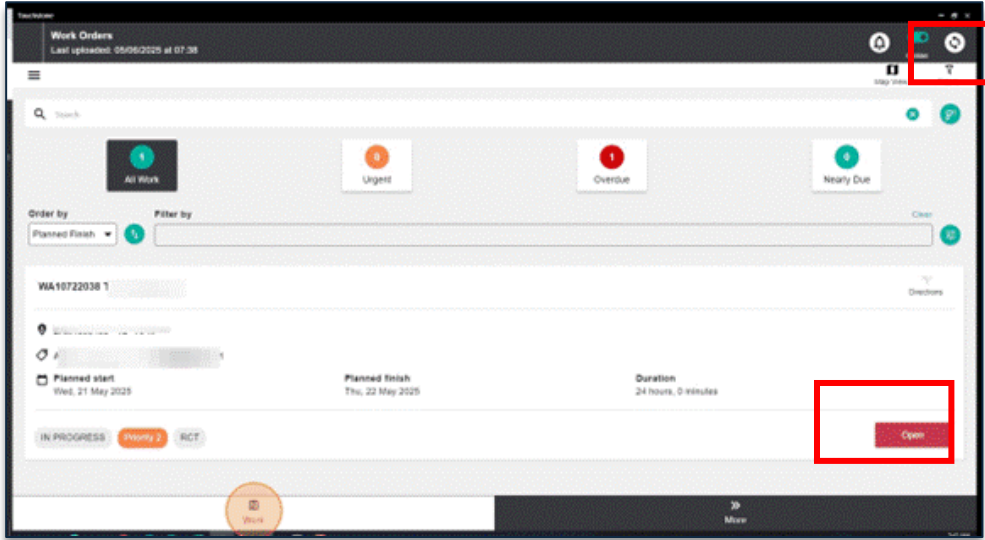
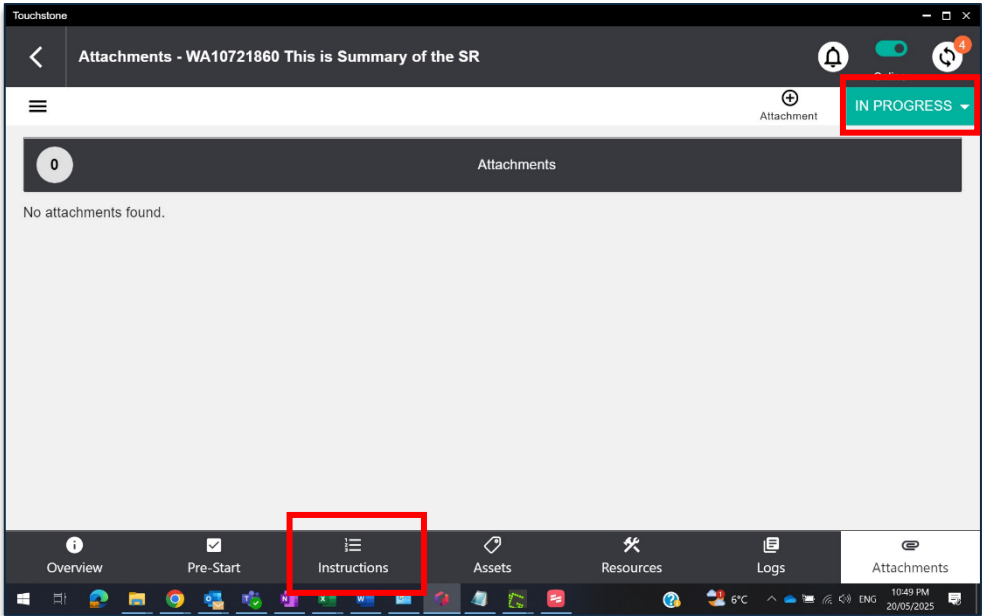
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View, Edit & Update Work Orders

Explanation	Screenshot
<p>17. Within a Work Order, click Open to display the Work Order details.</p> <p>18. Click Sync after any changes have been made.</p>	
<p>19. 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>20. Drop down on In Progress.</p>	

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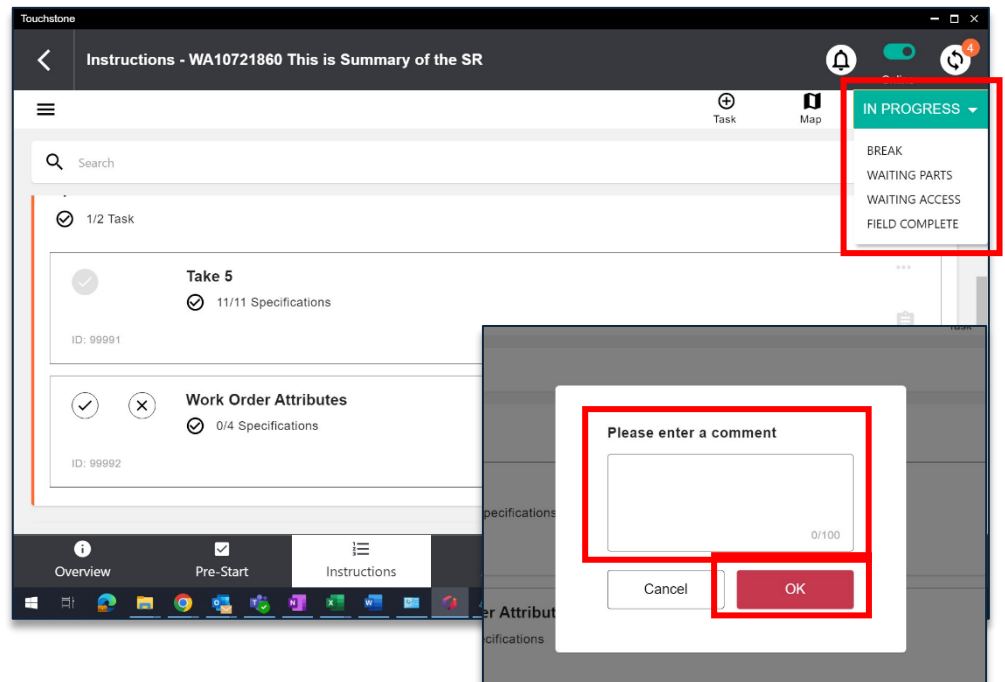
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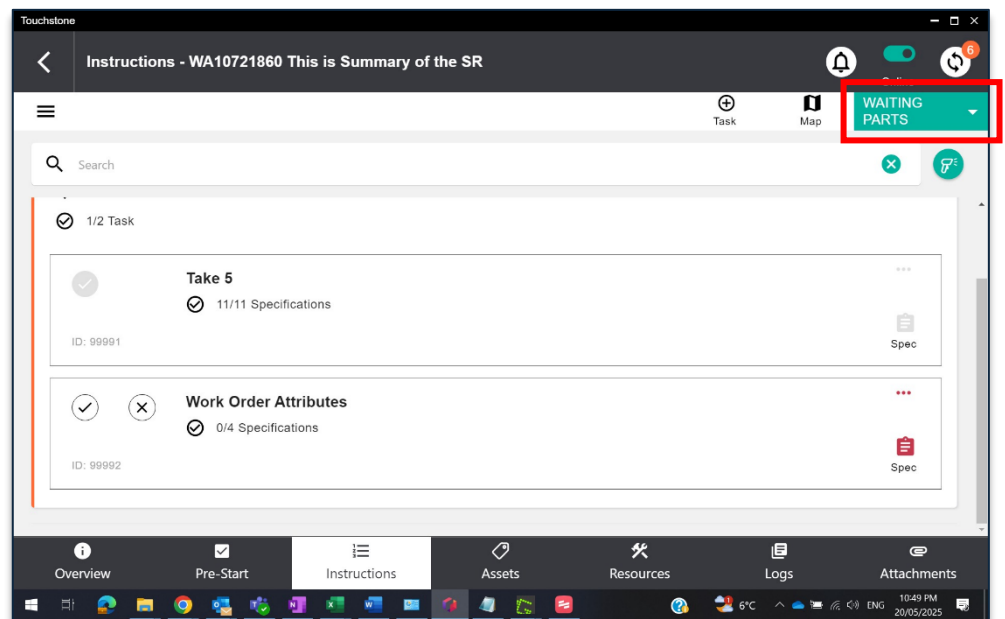
21. From the **In Progress** drop down, make a selection:

- Break
- Waiting Parts
- Waiting Access
- Field Complete

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



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



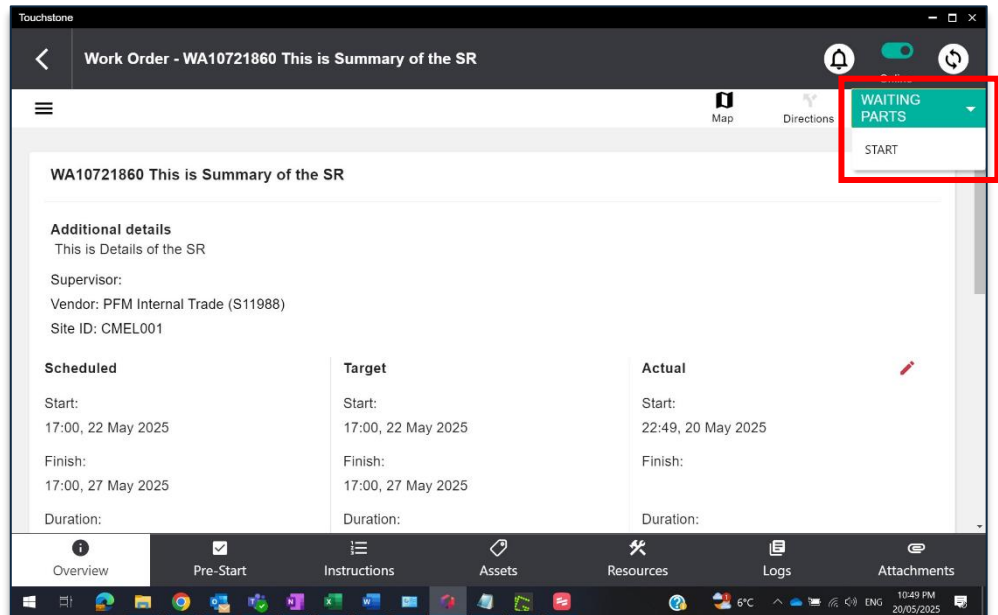
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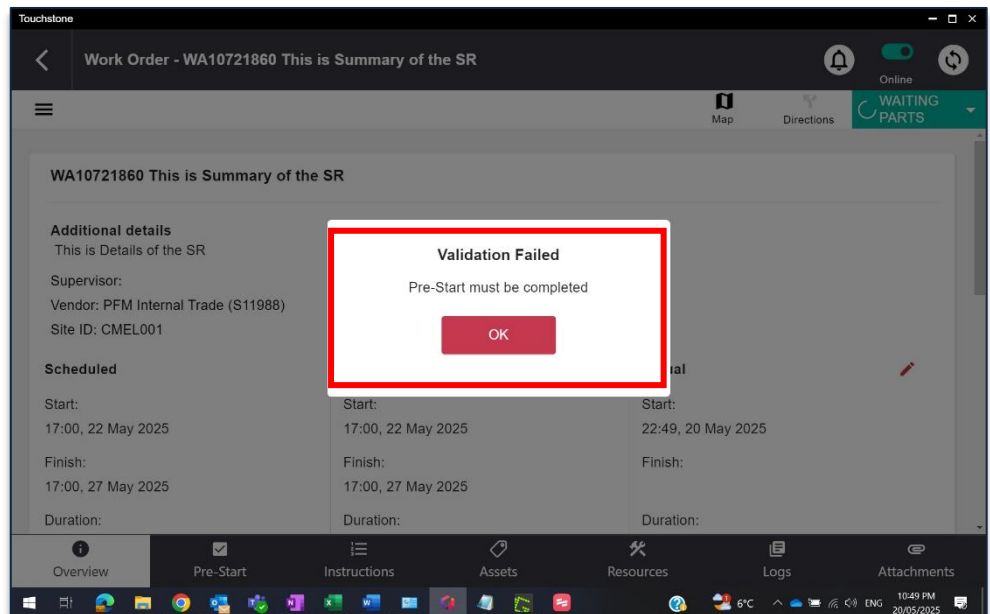
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24. To commence work, select **Work Order Status > Start**.



25. The system will require the completion of a **Take 5** once again.
26. Click **Pre-Start** and select **Take 5**.



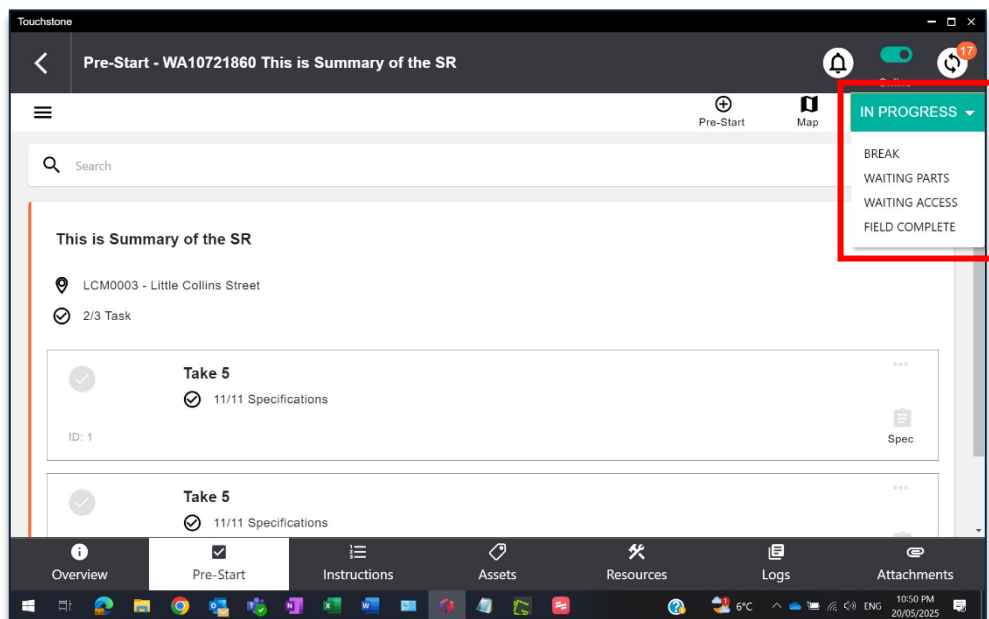
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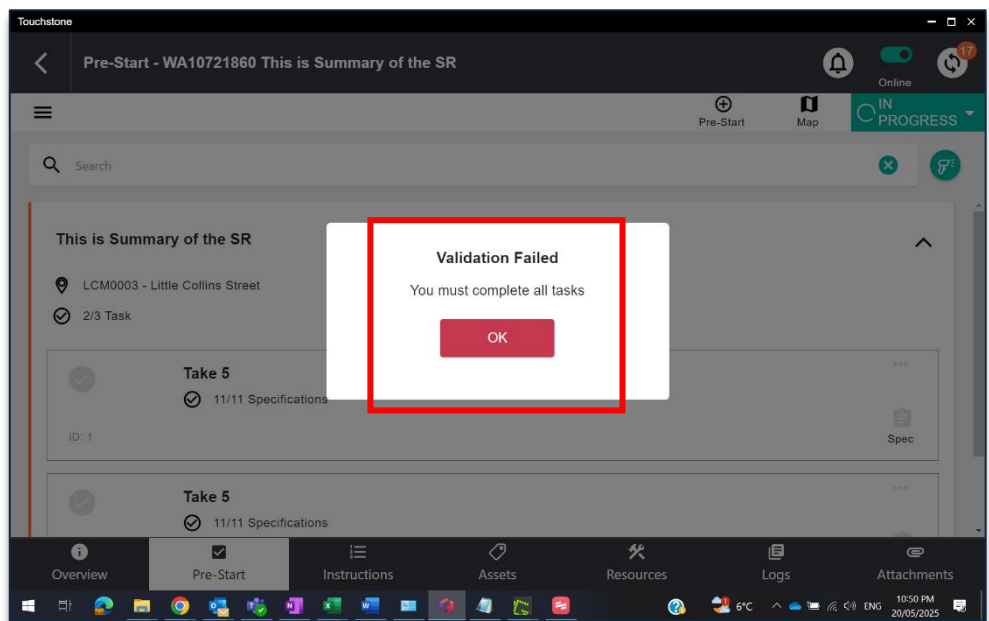
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27. Once the Work Order has been completed, click **Work Order Status > Field Complete**.



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.



Work Instruction

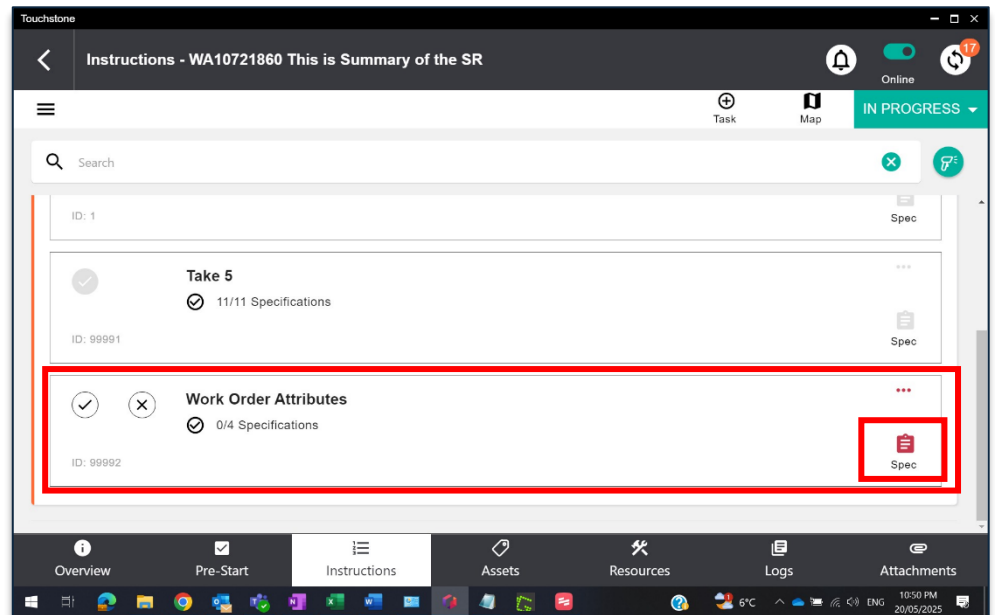
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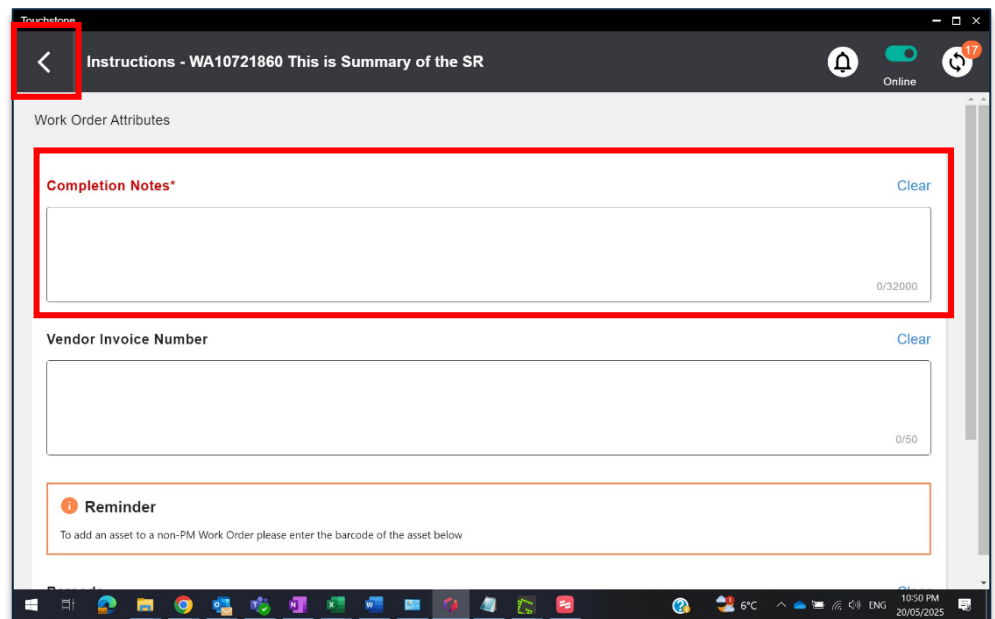
30. To enter the required notes, navigate by scrolling down in the Work Order and find **Work Order Attributes**.

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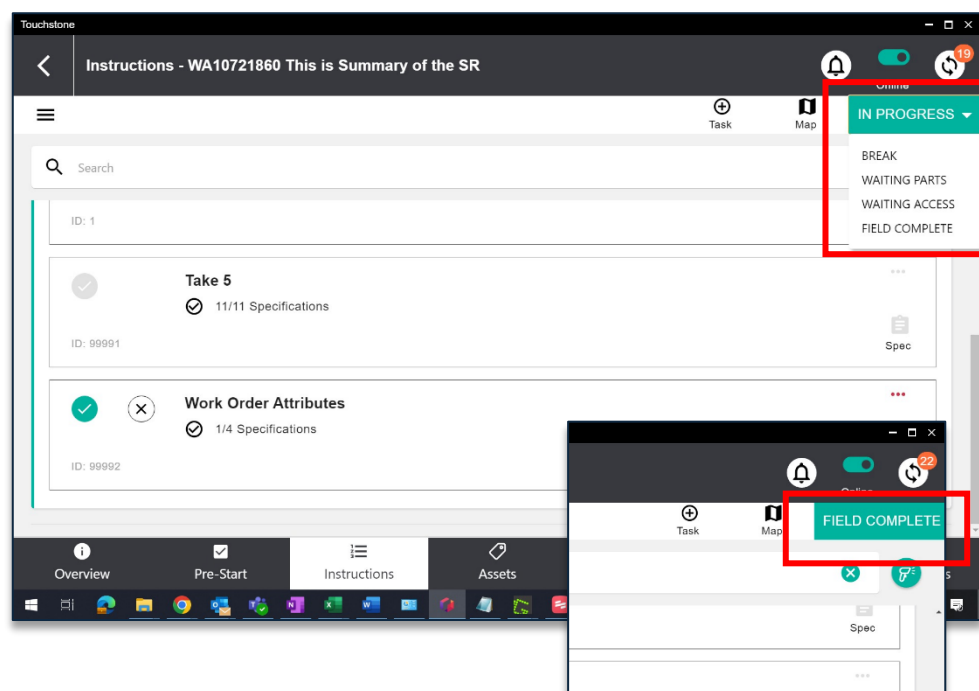
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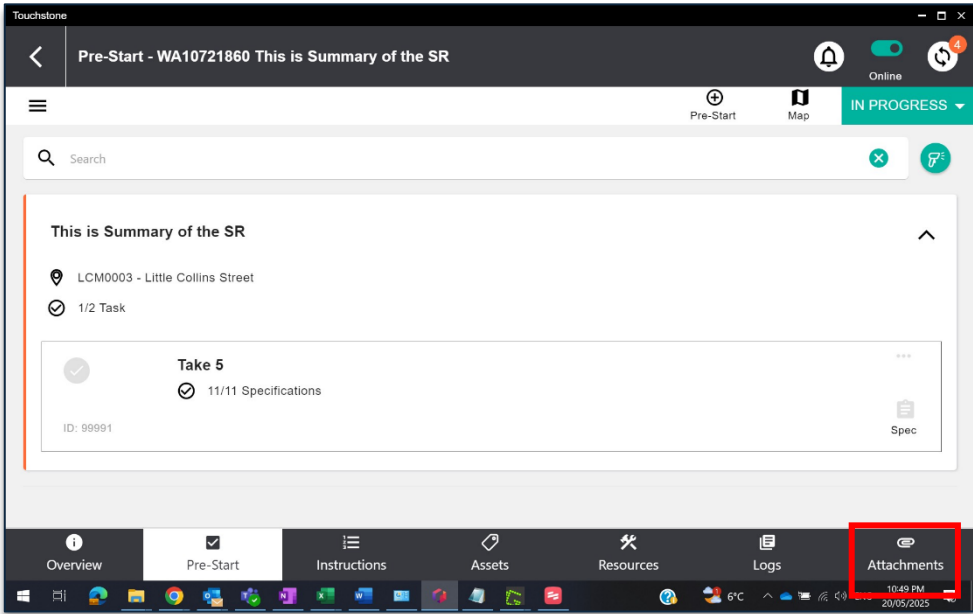
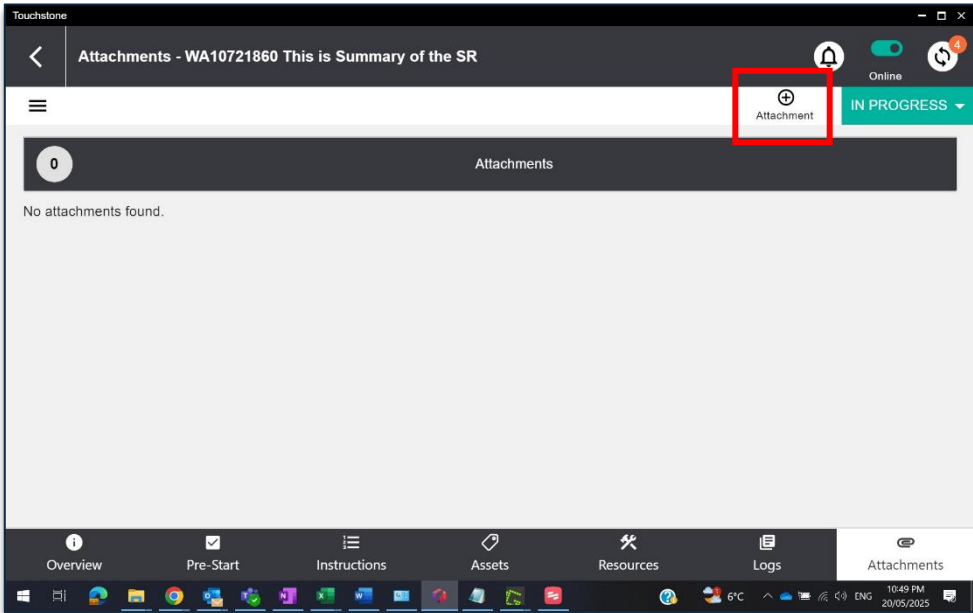
34. Once all information is validated, click **Work Order Status > Field Complete**.

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.	

Work Instruction

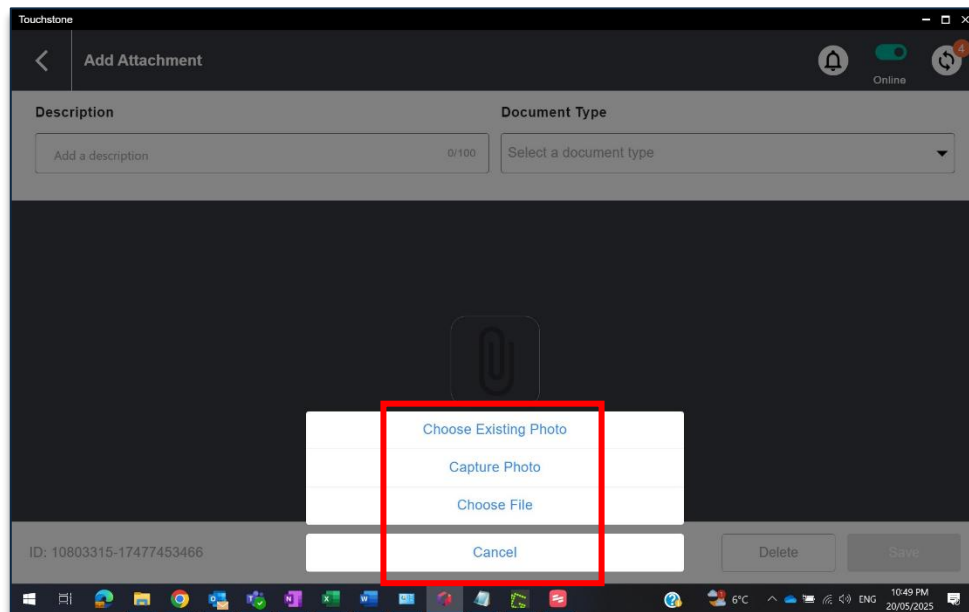
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38. Select the type of attachment to be uploaded:

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

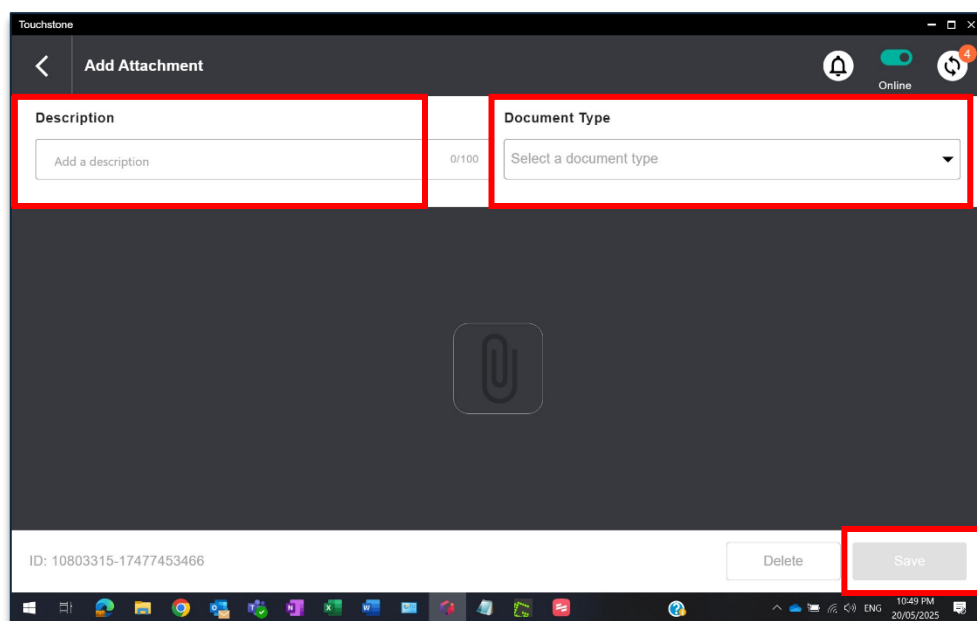


39. Enter a **Description** for the attachment.

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**.



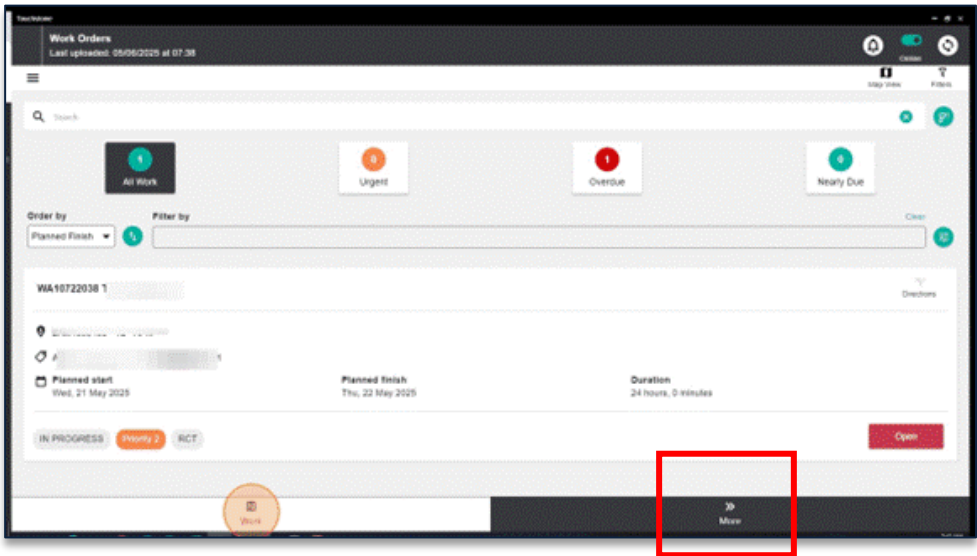
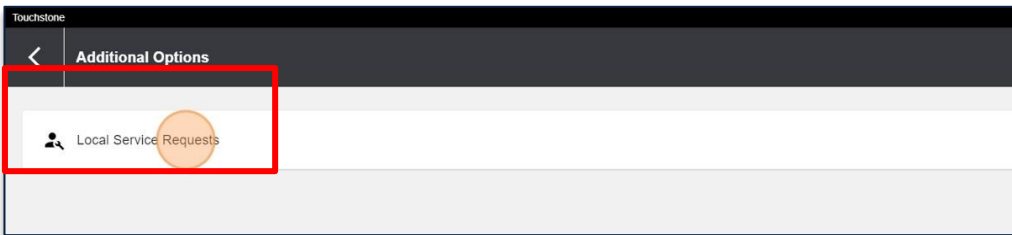
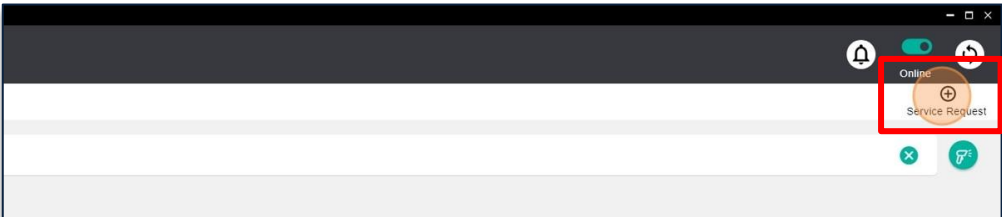
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Create a Service Request from within a Work Order

Explanation	Screenshot
42. From within the main screen select More .	 <p>The screenshot shows the 'Work Orders' main screen. At the bottom right, there is a red box highlighting a button labeled 'More'.</p>
43. Click Local Service Requests .	 <p>The screenshot shows the 'Additional Options' menu. A red box highlights the 'Local Service Requests' option, which is accompanied by a person icon.</p>
44. Click + to add a new Service Request .	 <p>The screenshot shows the 'Local Service Requests' screen. A red box highlights a '+' button in the top right corner, used to add a new service request.</p>

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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 checkmark, which is highlighted by a red rectangular box. Below the 'Site' field are sections for 'Summary', 'Details', 'Priority', 'Attachments', and 'Classification'. The 'Priority' dropdown is set to 'Intermediate - 3'. The 'Attachments' section has a red button labeled '+ Add Attachment'.

46. Click **Save**.

This screenshot shows the bottom portion of the form. A red rectangular box highlights a red button labeled 'Save'. To the left of the 'Save' button is a 'Clear' link. Above the 'Save' button are two circular icons: one with a green 'x' and another with a green temperature icon.

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

The screenshot shows the 'New Service Request' form with the 'Summary' and 'Details' sections highlighted by a red rectangular box. The 'Summary' section has a text input field with the placeholder 'Enter Summary' and a circular orange icon to its right. The 'Details' section has a text input field with the placeholder 'Enter Details'. Below these sections, the 'Priority' dropdown is still 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 highlighted with a red box, showing a dropdown arrow. The form includes fields for Site, Summary, Details, Priority, Attachments, and Classification.

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

The screenshot shows the 'Priority' dropdown menu. The menu is open, showing options: High - 2, Intermediate - 3, Low - 4, Negligible - 5, and Urgent - 1. The 'Low - 4' option is highlighted with a red box.

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

The screenshot shows the 'Attachments' section. The '+ Add Attachment' button is highlighted with a red box.

51. Click **Save**.

The screenshot shows the bottom of the form. The 'Save' button is highlighted with a red box. The 'Cancel' button is also visible.

Work Instruction

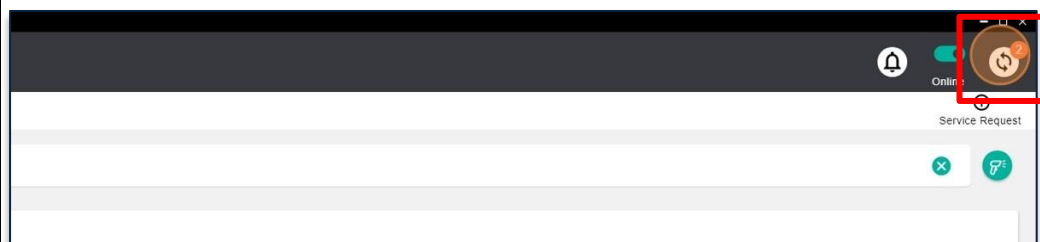
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52. Click the **Sync** icon to send the Service Request to MAS.

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

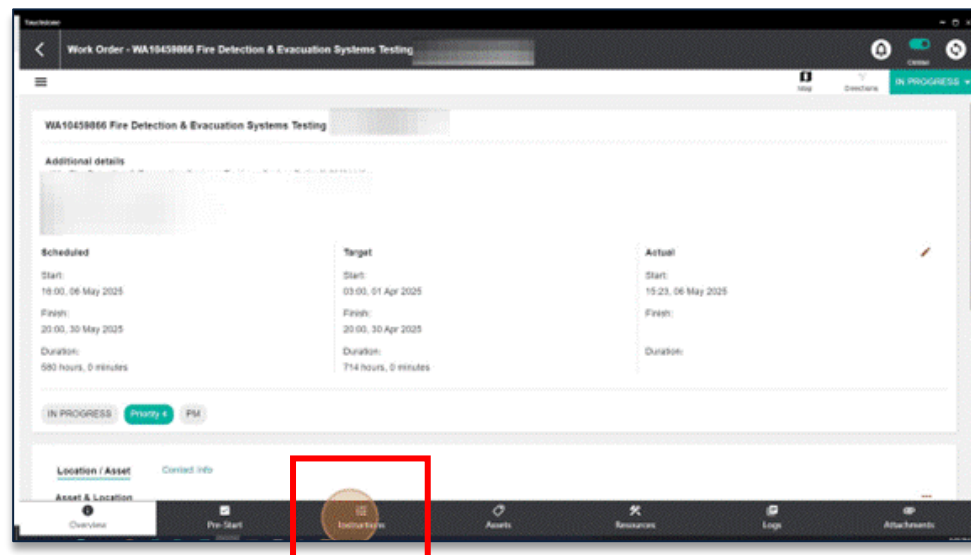


Request for Extension of Time (EOT) within a Work Order

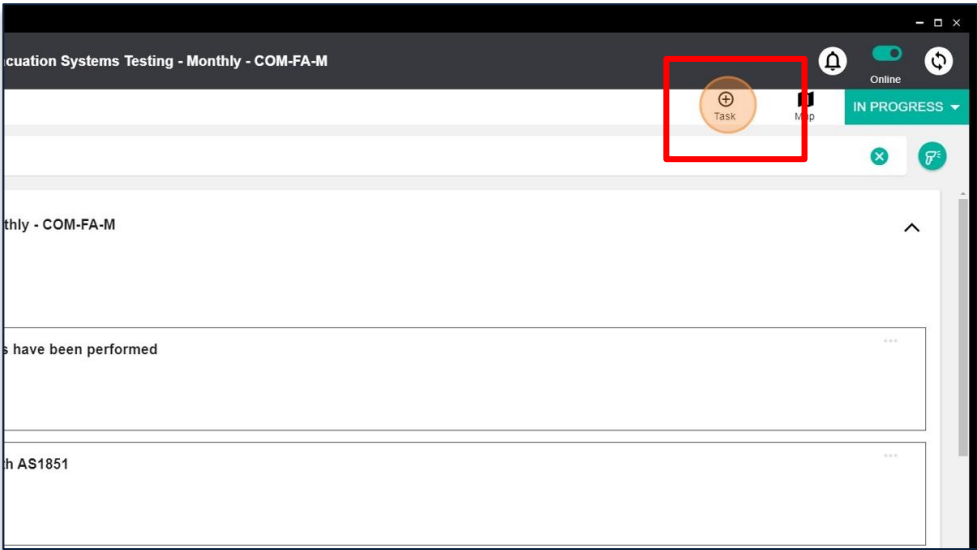
Explanation

Screenshot

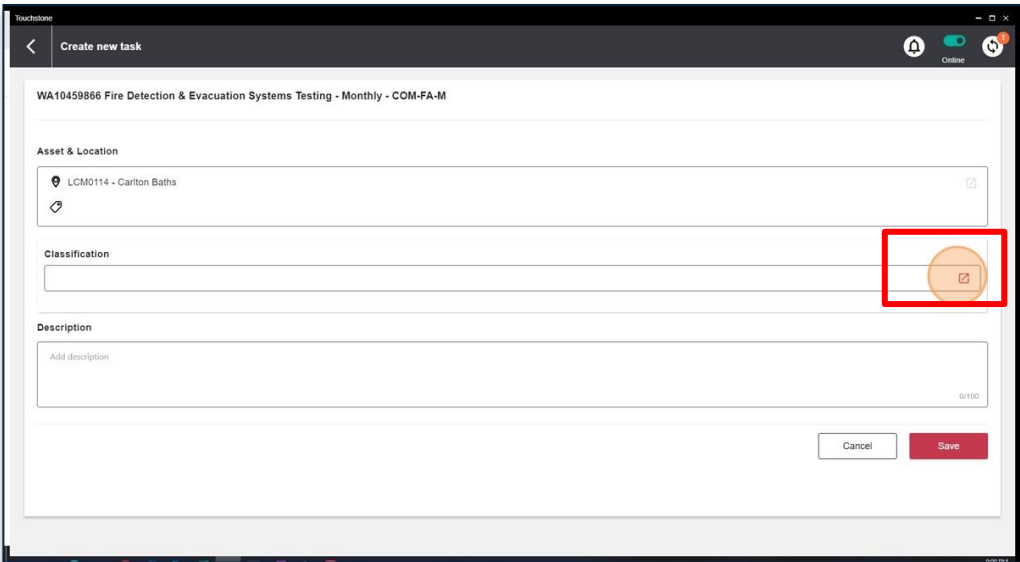
53. Open the work order, click on **Instructions** tab.



54. Click **Task**.



55. Click the **Classification** icon.



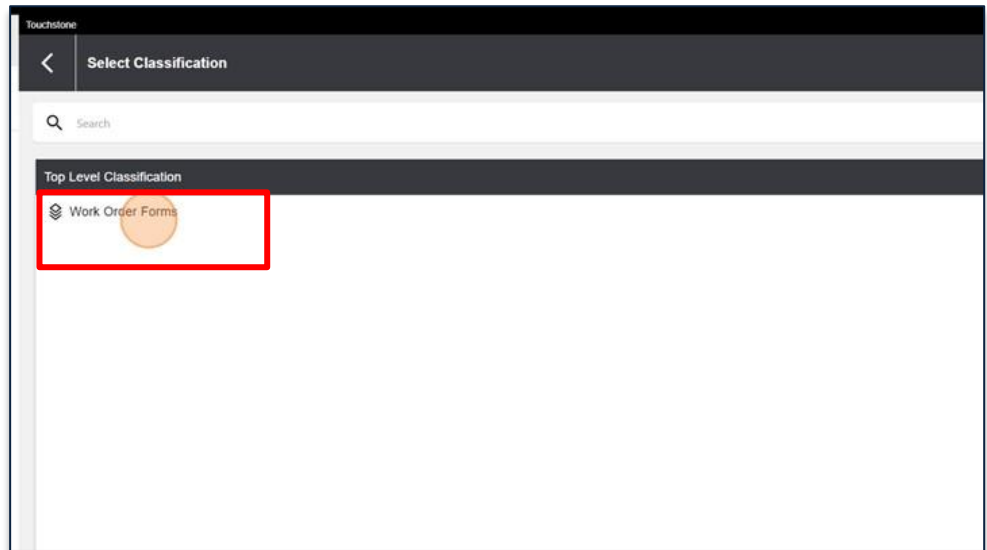
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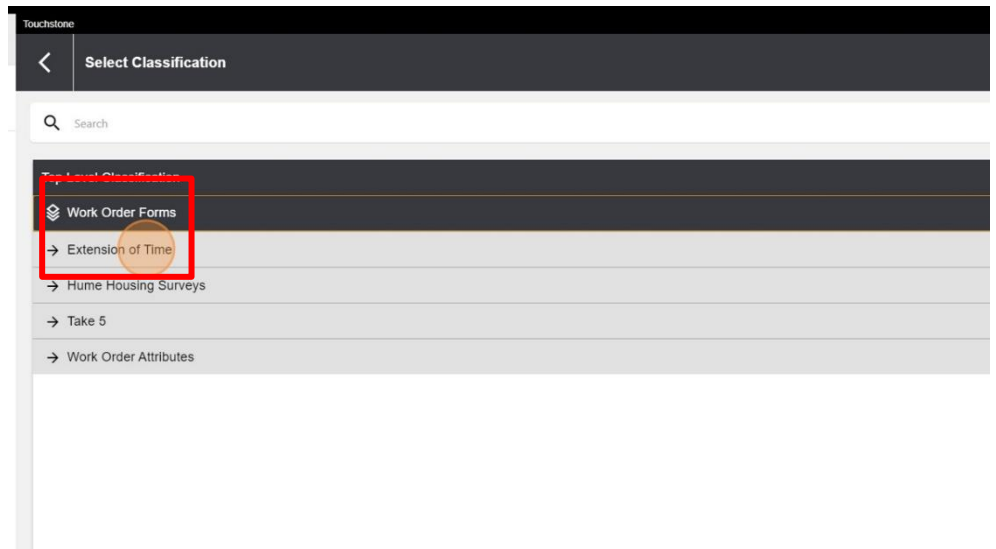
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56. Click **Work Order Forms**.



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



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58. Click **Save**.

The screenshot shows a mobile application interface with a dark header and a light gray body. At the bottom right, there are two buttons: a white 'Cancel' button and a red 'Save' button. The 'Save' button is highlighted with a red rectangular box.

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

The screenshot shows a mobile application interface for a work order. It includes a location field 'LCM0114 - Carlton Baths', a classification field 'Extension of Time', and a 'New Target Finish Date Requested*' field. The date picker icon in the 'New Target Finish Date Requested*' field is highlighted with a red rectangular box. Below this is an 'EOT Request Comments*' text area.

Work Instruction

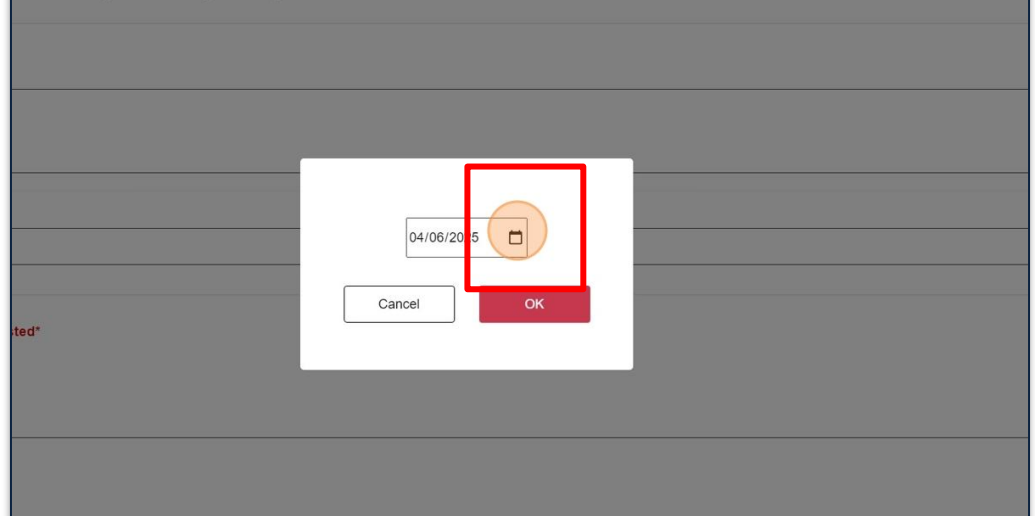
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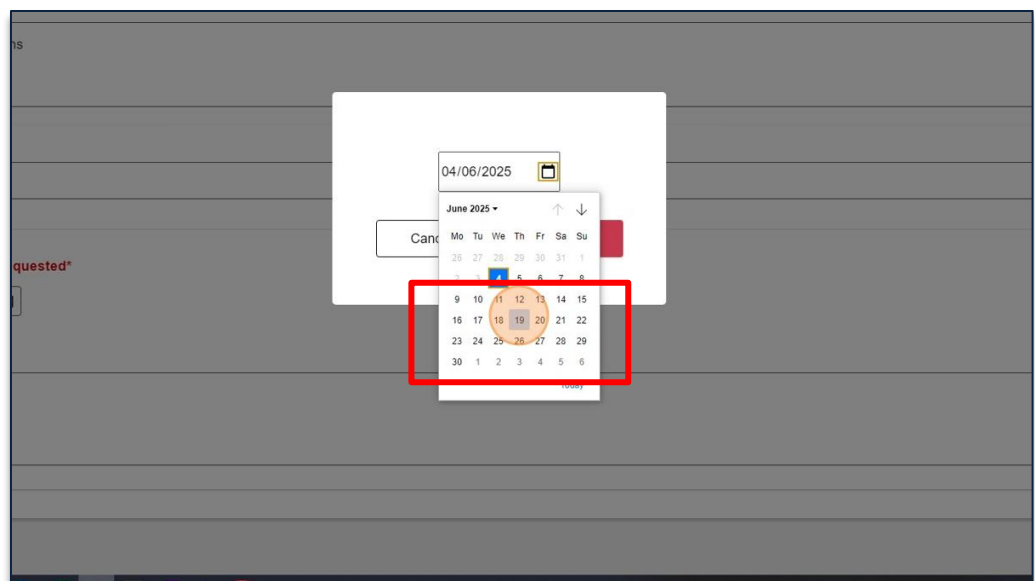
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59. Click **calendar** icon.

Evacuation Systems Testing - Monthly - COM-FA-M



60. Select a date.




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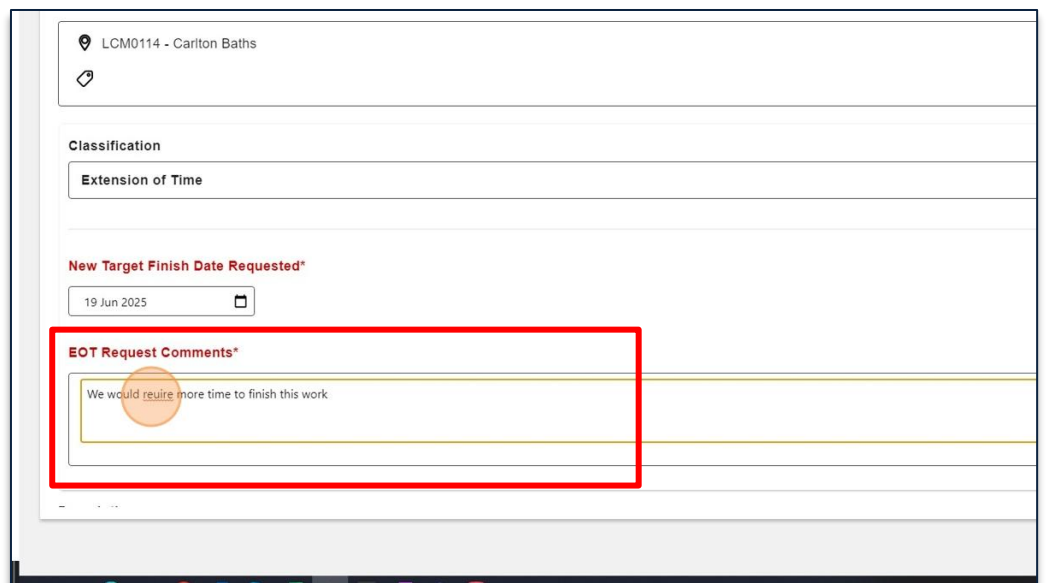
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61. Click **OK**.



A screenshot of a date selection dialog box. The date '19/06/2025' is displayed. The 'OK' button is highlighted with a red rectangle.

62. Add **EOT Request Comments**.



A screenshot of the 'EOT Request Comments' form. The form shows the location 'LCM0114 - Carlton Baths', classification 'Extension of Time', and a new target finish date of '19 Jun 2025'. The 'EOT Request Comments' section is highlighted with a red rectangle, containing the text 'We would require more time to finish this work'.

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63. Click **Save**.

A screenshot of a web form interface. The form has several input fields. At the bottom right, there are two buttons: 'Cancel' and 'Save'. The 'Save' button is highlighted with a red rectangular box. Above the 'Save' button, there is a status indicator showing '17/100'.

64. Click **Sync**.

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

A screenshot of a mobile application interface. The top bar shows 'Education Systems Testing - Monthly - COM-FA-M'. Below the bar, there are icons for 'Task' and 'Map'. On the right side, there is a status indicator showing 'Online' and a 'Sync' button (a circular arrow icon). The 'Sync' button is highlighted with a red rectangular box. Below the status indicator, there is a section titled 'Monthly - COM-FA-M' and a list of items, including 'have been performed' and 'h AS1851'.

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

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