Go Work Management 10.2

AiM

2020

Table of Contents

What is GO Work Management 10.2?

What –

- Formerly Fire O&M, GO WM is the mobile app for iPhones and iPads that connects to the AiM web application.
- Allows access to Daily Assignments
- Access to update Work Order/Phase notes and statuses
- Access to add Material Requests to a Phase
- Access to add Related Documents to Work Order/Phase
- Create Timecards against Work Order/Phase

App Icon -

What Appears in GO App?

- Work Order/Phase information is sent to the GO app by assigning a technician to the Phase as a Shop Person.
- The Phase must be in one of the following statuses –
    - o Open
    - o Assigned
    - o In Progress
    - o External Resources
    - o Awaiting Materials

Settings

Available options found under the device settings –

Click on Settings

Scroll to the bottom list of apps.

Look for

- Camera – Set to YES (green)
- Notifications – How the phone notifies the technician of new Work Order Assignments
- Background App Refresh – Should the app refresh while the user is not activily in the app
- Remember Login – Will remember the Username and password when the app is closed
- Launch Browser – Can the user access the full AiM application from the GO app
- Server – https://sscaimapp.assetworks.com/fmax
- Max rows – how many Work Orders will show on the screen at one time
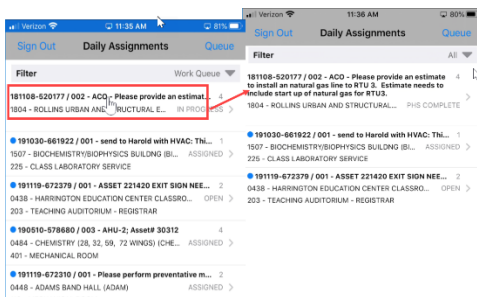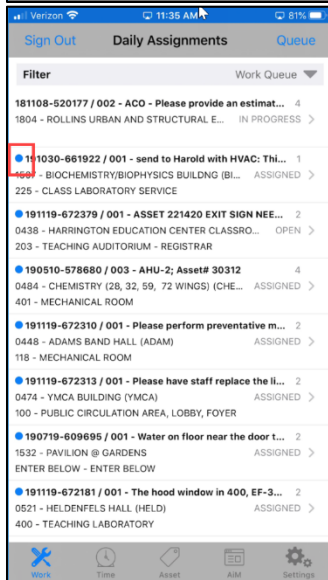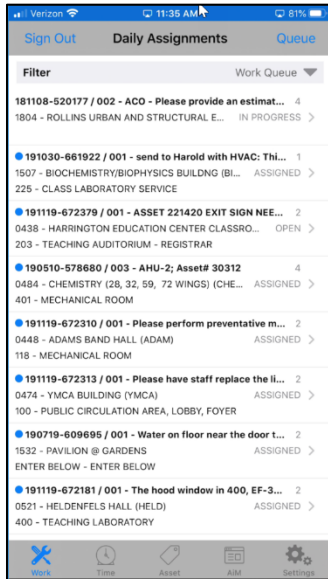
How-To

Login to GO
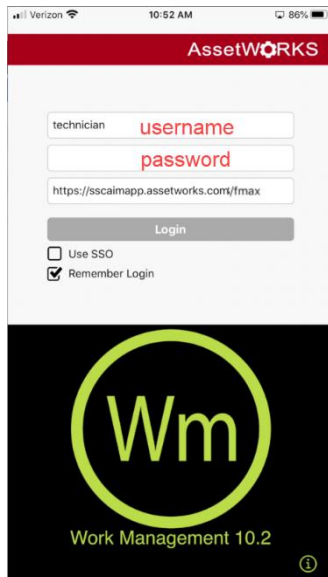
- Click on the GO app icon on the iPhone screen.
- User name = Compass ID number
- Password – first initial last initial and last 4 digits of phone number
  - Ex: ab1234
- Click [Login]

Daily Assignment Screen

- The first screen will list Work Order/Phases on the Daily Assignment.
- There are 2 Filter options
  - Work Queue – Non Completed phases on
  - All Phases on the Daily Assignment including ones in PHS COMPLETE

- The Blue Dot ● indicates a WO/Phase has not been opened.
- Once a WO/Phase has been looked at on the phone, the Blue Dot will disappear.
- Swipe the line to the Right to bring the Blue Dot back.

- Touch on the **BOLD** WO/phase description and the text will expand to show complete description.
- Touch again to collapse the text

- This can be done throughout the app to expand clipped text.

See next section on how to Navigate the Work Order/Phase information.
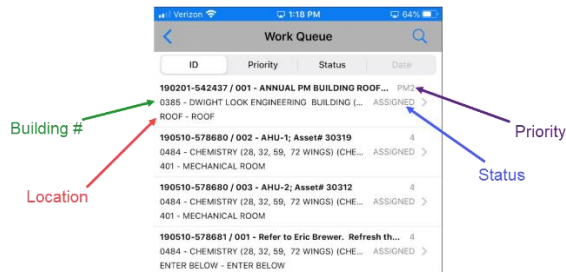
Work Queue
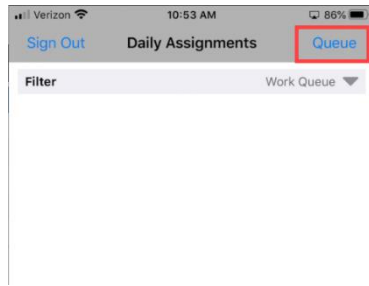
- Touch Queue to open the full list of assigned Work Order/Phases
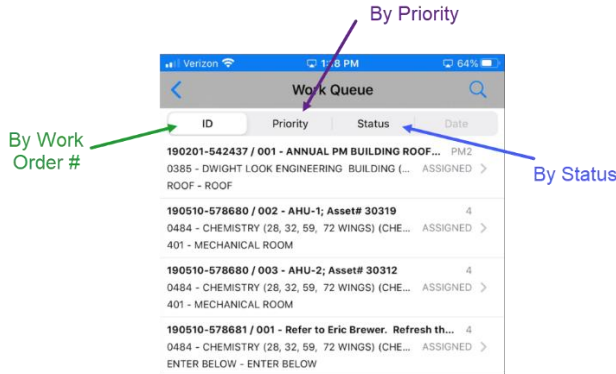
- The top bar allows the Work Order/Phase information to be sorted in different ways
  - ID = Sorted by the Work Order number; oldest first
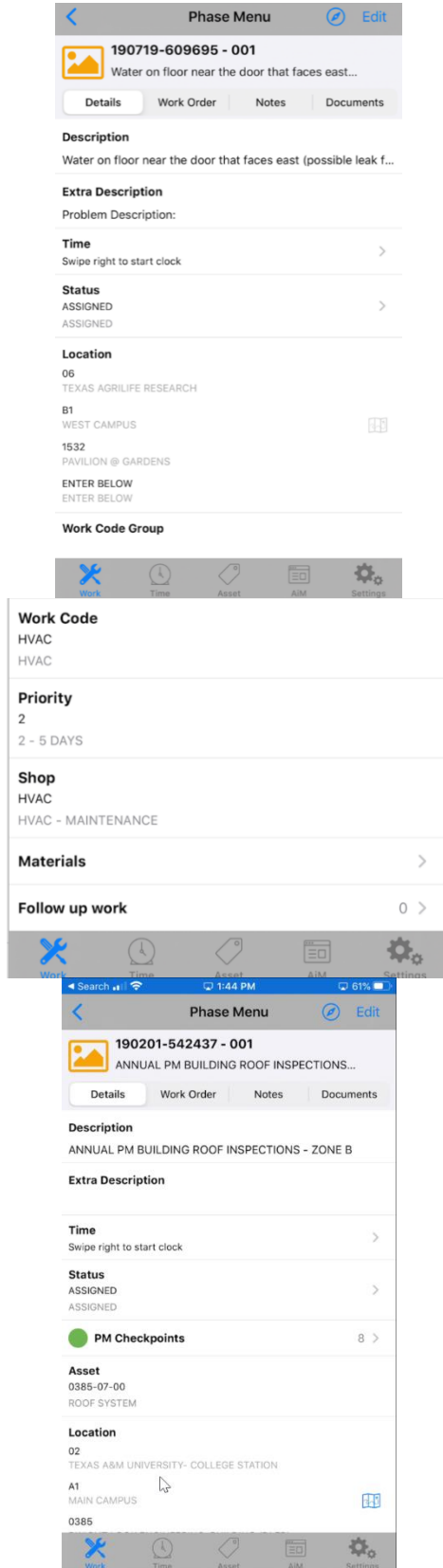 - Priority
  - Status

- Each line of Work Order information includes
  - Work Order #
  - Phase #
  - Phase Description
  - Building #
  - Location
  - Priority
  - Current Status

Touching the ⟩ at the end of the line, will open the Phase detail

Navigating the Phase Detail

Lines with ❯ at the end of the line, indicate another screen will open and a change can be made.

- Description – Touch on the line to expand the description
- Extra Description – Touch to expand and see all information submitted by the customer
- Time – Shows if time is running
- Status – Current status of Phase; touch arrow to change the status
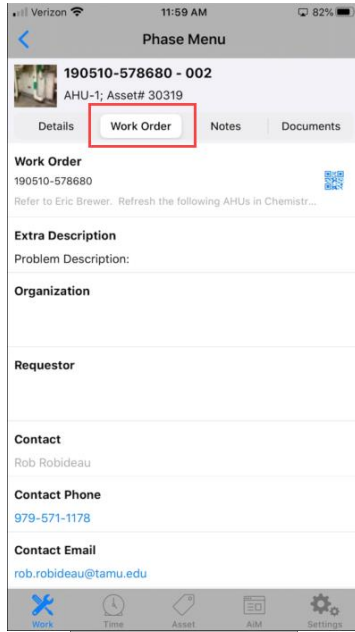- Location – Block with all Building and location information.

Scroll to the bottom to find –
- Work Code
- Priority
- Shop
- Materials – View and create Material Requests

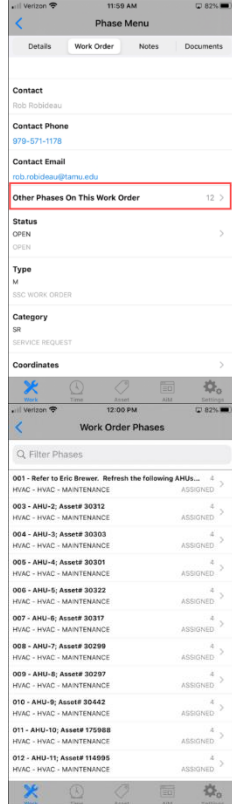The following will appear on this screen if data has been entered.
- PM Checkpoints
- Asset
- Contractor Information

Navigating the Work Order Tab

Touch the Work Order tab to see information about the Work Order
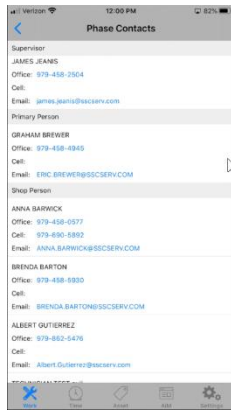
- Lists the contact information for the customer

Scroll to the bottom to find –
- A list of any additional phases
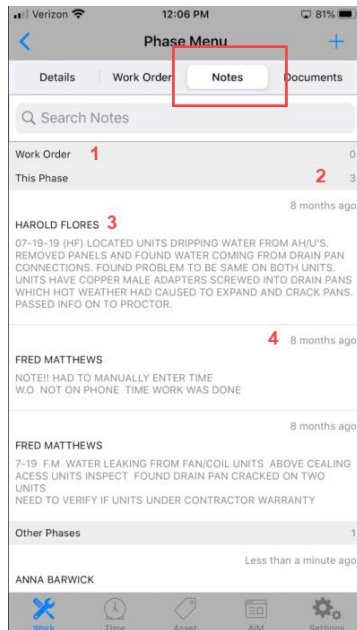- Touch the ❯ to open a list of the phases

Shows
- Phase description
- Phase Priority
- Phase Status
- Touch the ❯ to open more information

- Screen shows the contact information for the supervisor and the technicians assigned to that phase
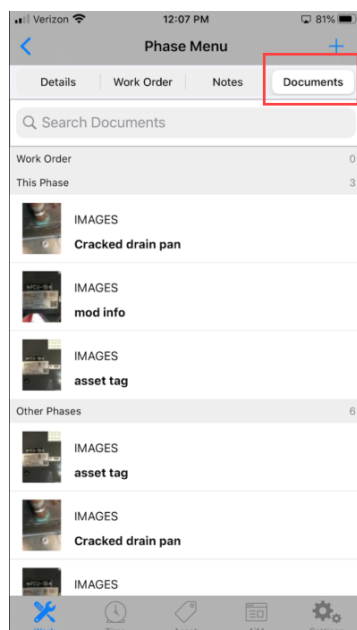
Navigating the Notes Tab

The Notes tab shows all notes on the Work Order. Information shown
1. Where the note is saved
2. How many notes there are
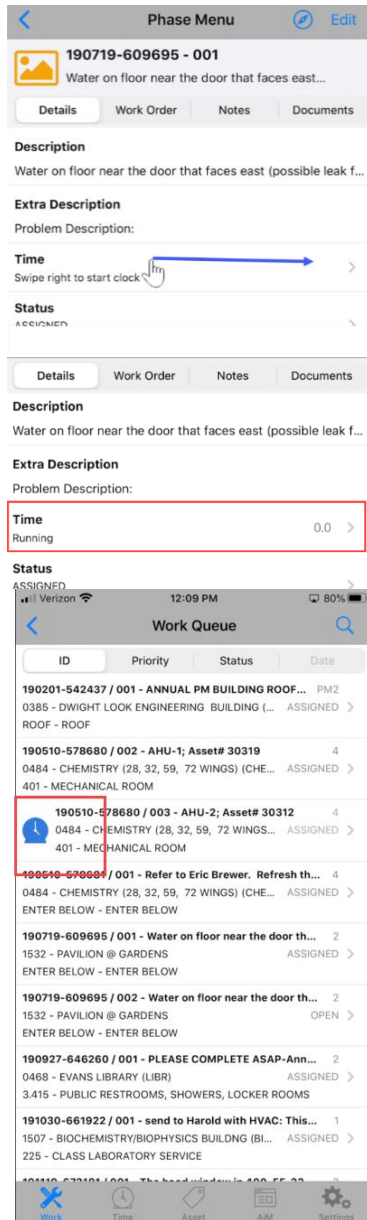3. Who created the note
4. How old the note is

Navigating the Documents Tab

The Documents tab shows all Related Documents on the Work Order.

# Recording Time Using Start/Stop Function

Should be used when possible

- When starting a job, find the Time line on the Phase Detail screen
- The words "Slide right to start clock" will appear if the clock is not running
- With finger, slide across the screen on the Time line
-

- Once the clock has been started, the line will say RUNNING and show the amount of time.

Time can only be running on 1 work order at a time.

- On the Work Queue screen, a large BLUE clock will appear by the Work Order the clock is running on.
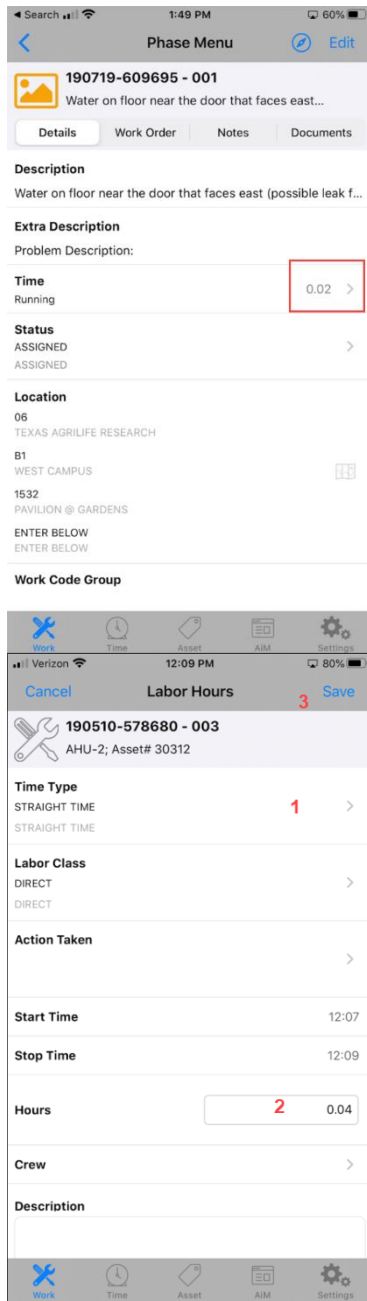
- To stop the timer, touch ⟩ at the end of the line
- The Labor Hours screen will appear
- Confirm the hours
- Change the Time Type if needed
  o Straight Time
  o Overtime
- Touch Save

- The Labor Hours screen will appear
  1. Change the Time Type if needed
       a. Straight Time
       b. Overtime
  2. Confirm the hours
  3. Touch Save
- Once saved, the Phase Detail screen will reappear.

Recording Time without Start/Stop

- If you were unable to use Start/Stop, touch ❯ at the end of the line to open the Timecard Detail screen
- Confirm the Time Type
- Enter the Hours
- Touch Save

Recording Time for Coworker without the GO app

If you have a coworker without access to GO, do the following to add their time BEFORE SAVING YOUR TIMECARD.

- Before Saving, Touch Crew
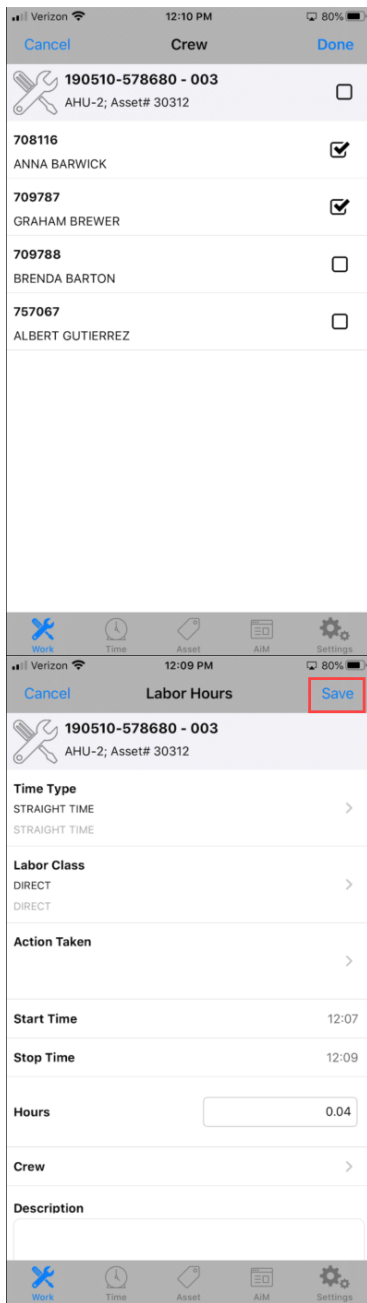
- The list of other technicians assigned on the Work Order/Phase will appear
- Check the names of the technicians working
- Click Done
- This will enter the same amount of time on a timecard for the other technician.

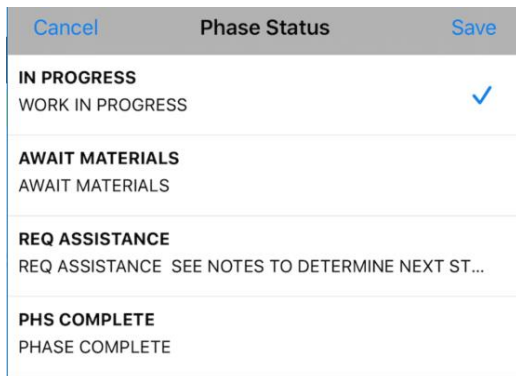- On the Labor Hours screen, touch Save

Change Status
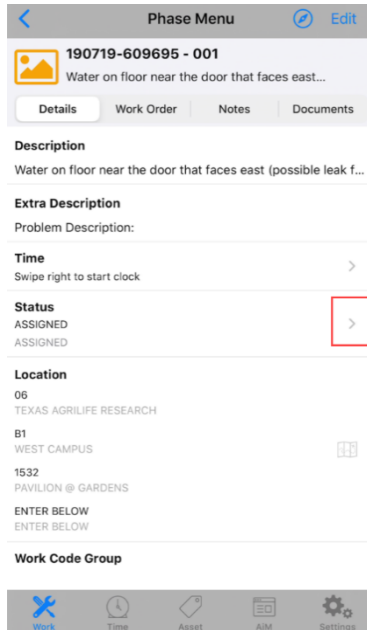
- Primary person on the Work Order should update the Phase Status
- Touch the Status line to choose the new status
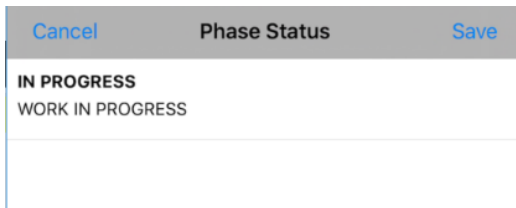
- Choose the New Status
- A check mark will appear at the end of the line.
- Touch Save

- Remember Phase must be marked as IN PROGRESS before any other statuses will be available
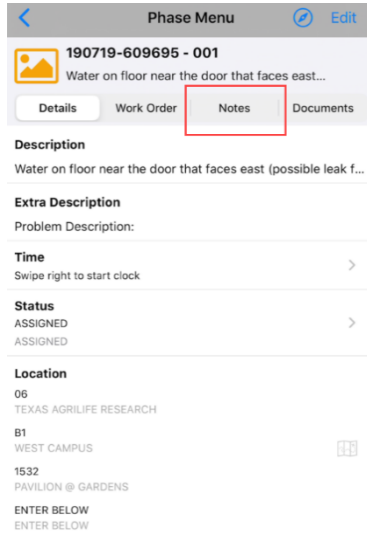
Other available statuses

- ASSIGNED – Sends the Work Order information to the phone
- IN PROGRESS – Actual labor has begun on the Phase
- AWAIT MATERIALS – Materials ordered that will delay the progress of the work
- REQ ASSISTANCE – Indicates tech has evaluated the job & entered notes as to the resources needed
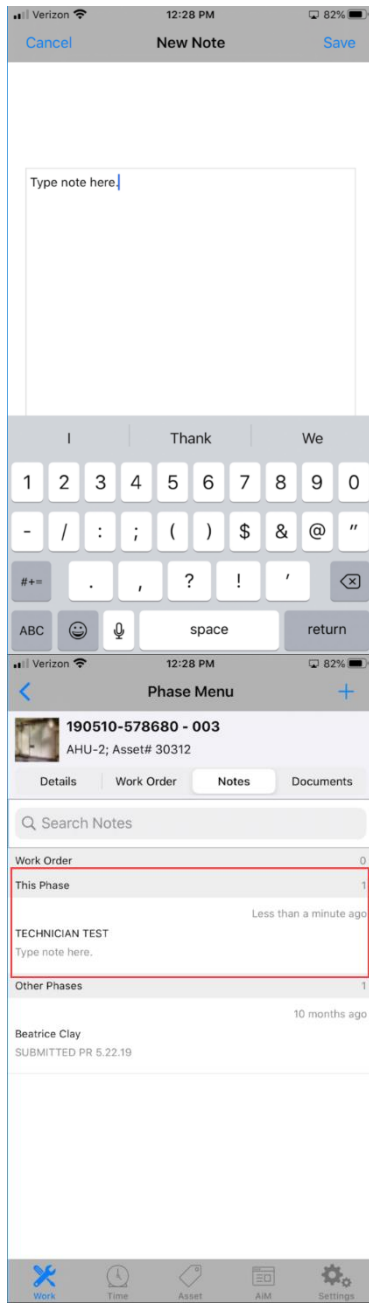- PHS COMPLETE – Work is done on the Phase

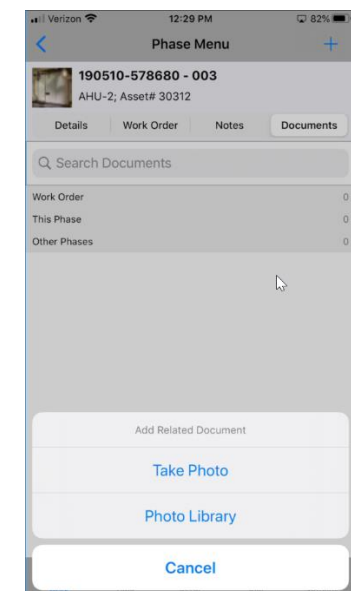## Add Notes

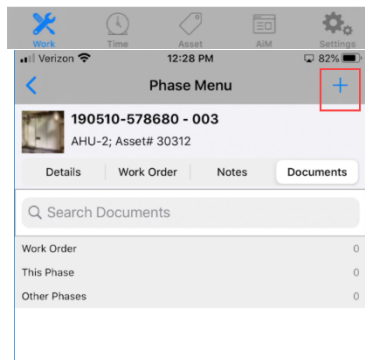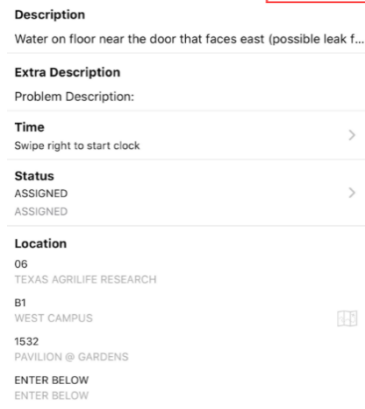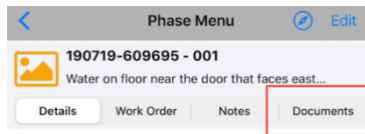- At the top of the Phase Menu screen, touch Notes.
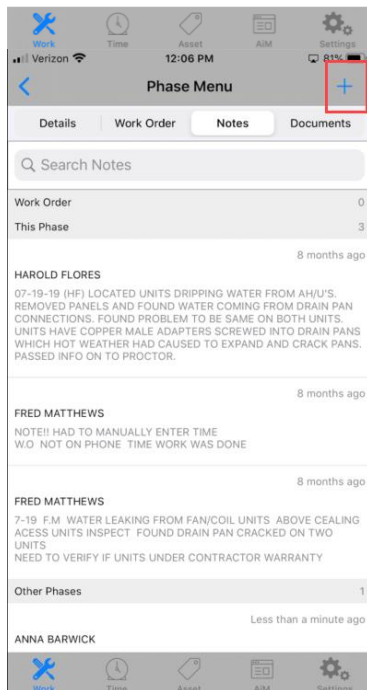
- Touch the Blue Plus sign to add a new note.

- Type in the note or use the microphone on the keyboard to enter the note.
- Read over the note before saving it. You cannot make changes once saved.
- Touch SAVE in the top right corner.

- New note will appear on the screen

Add Pictures (Related Documents)

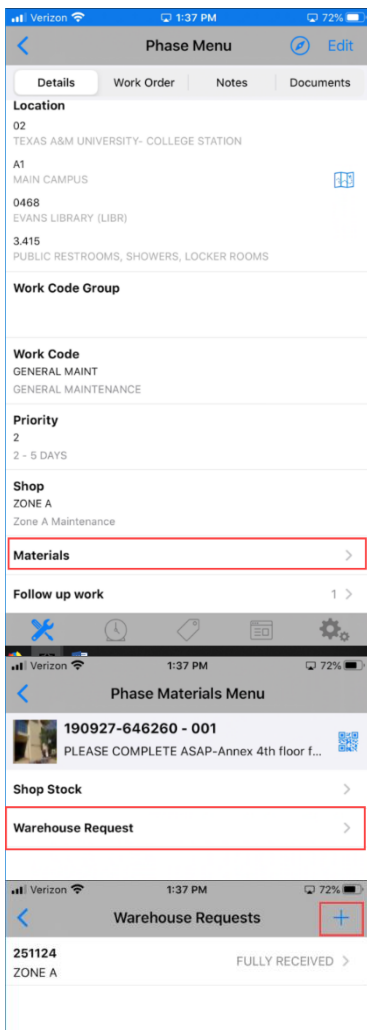- To add a picture, touch the document tab at the top of the Phase Menu screen

- Touch the Blue plus sign to add a new Document

- Choose to Take a Photo or choose one from the Photo Library

- After taking or choosing the photo, you will be asked to Choose or Use Photo

Create a Material Request

- At the bottom of the Phase Menu screen, Choose Materials

- Choose Warehouse Request

- Touch the Blue Plus sign

- Touch on Needed By to open the date selector
- Choose a future date/time
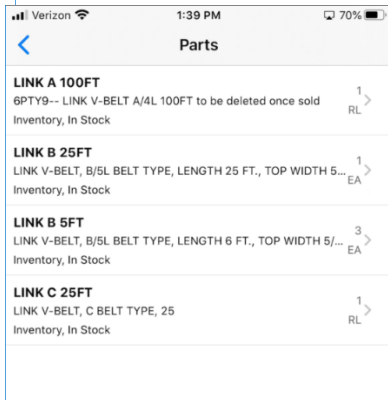- Touch back on Needed By to close the selector

- Scroll to the bottom of the screen and choose Parts

- Start with the plus sign and walk through choosing the Class, Commodity, and Item until you are returned to the Browse Part Screen
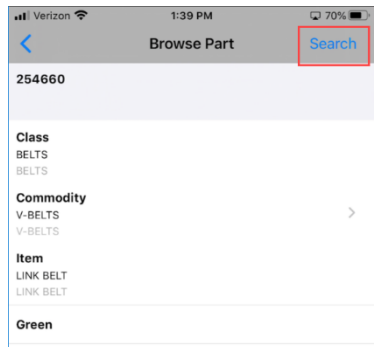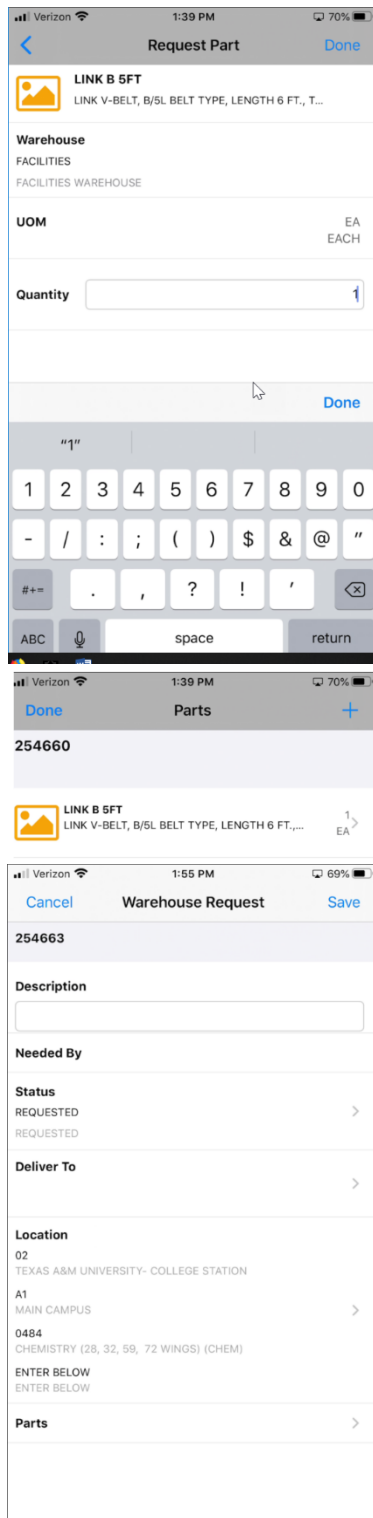

- Choose Search on the Browse part screen

- The list of available parts will appear
- Select a part

❖ *This screen gives you the part number, description, current available and unit of measure*

- Enter the needed quantity and touch Done

- Touch the Plus sign to add more items or Done to return to the Warehouse Request screen

- Change the Status to Requested
- Touch Save to submit the request

Create a Material Request for a NonStock item

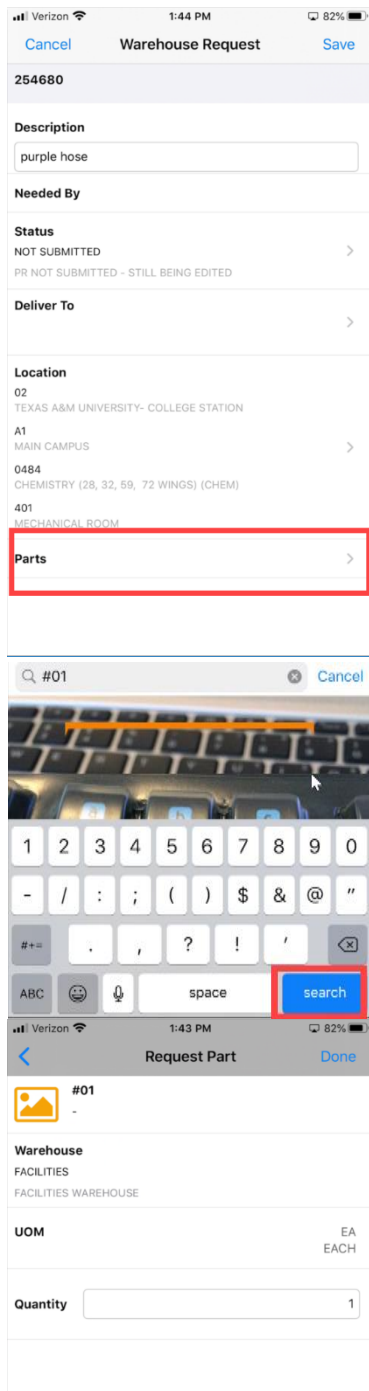❖ *Always check for parts in stock with the warehouse before ordering NonStock*

- At the bottom of the Phase Menu screen, Choose Materials

- Choose Warehouse Request

- Touch the Blue Plus sign

- Enter the description of the item needed
- Touch on Needed By to open the date selector
- Choose a future date/time
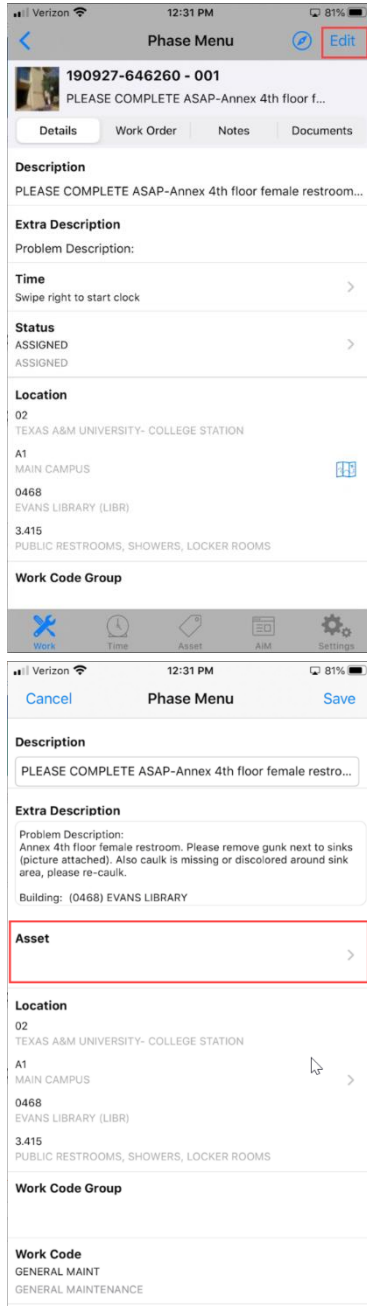- Touch back on Needed By to close the selector

- Scroll to the bottom of the screen and choose Parts
- Touch Blue Plus Sign

- At Search Parts – enter #01 then SEARCH

- Add Quantity
- Touch Done twice
- Touch Save

❖ Separate request is required for each Nonstock item
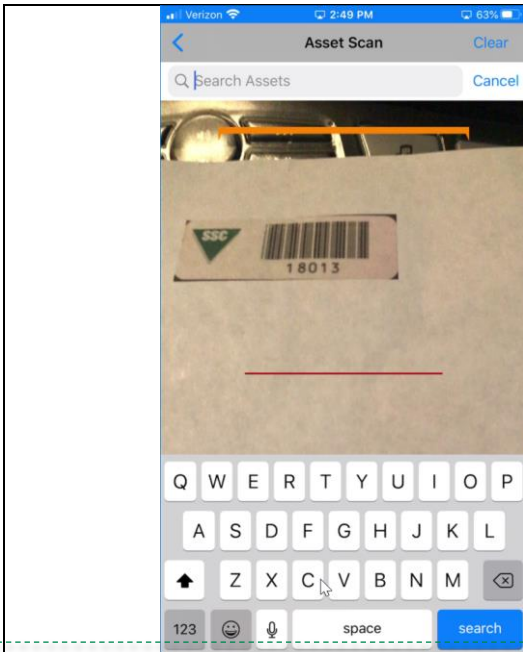
Add Asset to Phase

When working on a specific piece of equipment, the Asset tag should be listed on the Phase.

- Touch Edit on the Phase Manu Detail screen

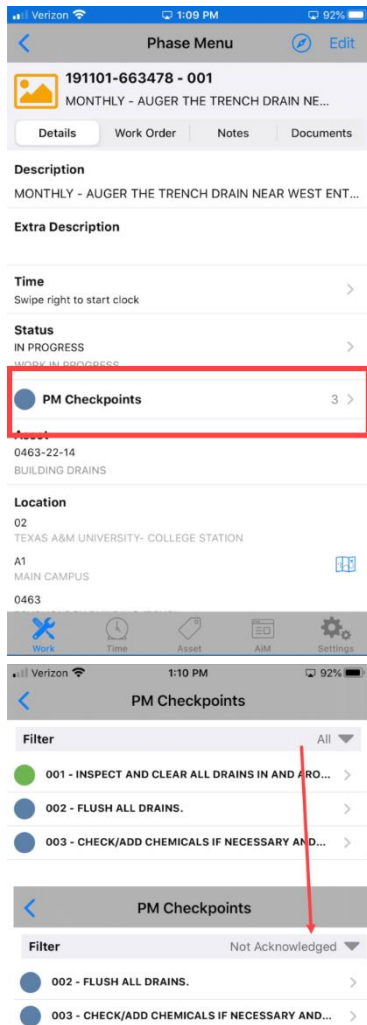- Scroll down to the Asset options and open the line

- Scan the barcode or enter the Asset number in the Search field

* If there is not an Asset Tag, enter the 4 digit building number in the search field.

PM Checkpoints

PM Checkpoints will appear on the Phase Detail screen if they exist.

- The line tells you how many checkpoints there are.
- The colors indicate –
  - 🔵 No checkpoints done
  - 🟡 Checkpoints partially completed
  - 🟢 All checkpoints complete

Swipe to the right on the Checkpoint line to mark it complete.

- Checkpoint list can be filtered to show only the Not Ackowledged items

- Can move between Checkpoints by touching Next in the top right corner

Add Shop Stock

Shop Stock is used to charge material stored on a technicians truck.
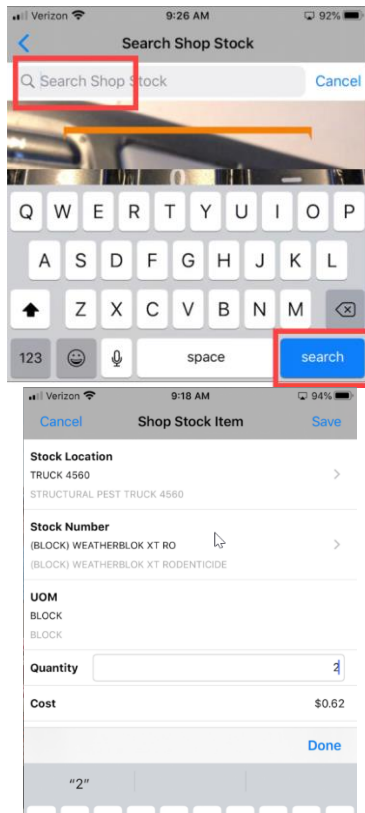
- Choose Material on the Phase Detail screen

- Choose Stock Location
- Choose Stock Number

- On the search screen, touch in the Search bar and then touch Search on the bottom right to bring up the list of items

- Enter quantity and touch Save