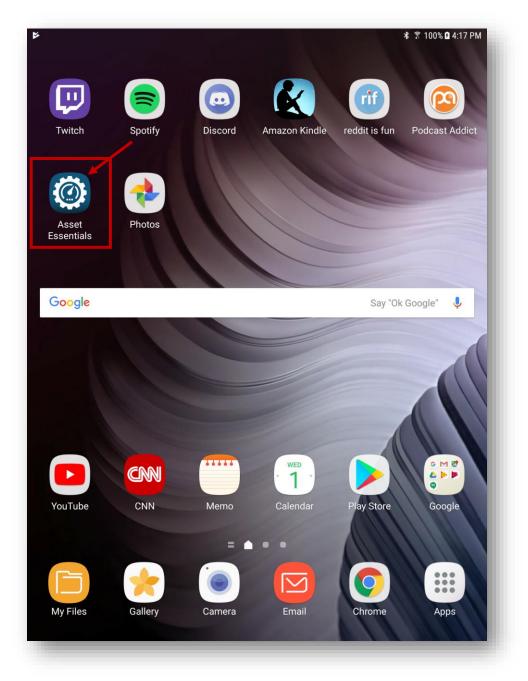


This tutorial will cover the basics of managing a reactive maintenance (RM or Non-PM) work order through the Asset Essentials mobile app. Reactive maintenance work orders are generated by a requester. Click the Asset Essentials icon to open the app.

NOTE – We have a detailed help page that can be found <u>HERE</u>. Also, support contact information is located on the bottom of each page.





The below image is a screenshot of the work orders home screen. You will only see work orders that are assigned to you.

In order to view a work order, click the work order on the tablet. In this case, we are going to click on the water leakage work order.

¢ 🔅				考 🗊 70%	1:04 PM
Work Orders		۵			
_	Work Orders	Мар			
Y19-000012 VO Quarterly/Snac	k Shop		Navajo To	echnical Ur	iversity
Y19-000011 VO Water leaking o Progress	n West Side of E	Building A/C	Navajo To	echnical Ur	iversity
VO Unclog toilet			Navajo T	ecimicai Or	iversity
FY19-000009 Check air condi In Progress	tioner, its to hot		Navajo To	echnical Ur	iversity



After you click on the work order, the app will take you into the work order details page. This is where you will be able to fill out the details of the work order. Each blue section listed below is clickable. We'll start with the general tab outlined in the image below. Click the section titled "general".

<ul> <li>Address</li> <li>▲ Location</li> <li>▲ Assigned To</li> <li>➡ Documents</li> <li>♥ Parts</li> <li>♥ Labor Entries</li> <li>♥ Tasks/Steps</li> <li>♠ Safety Program</li> <li>♥ Map</li> </ul>	Navajo Technical University WO Water leaking on West Side of Building A/C	
<ul> <li>Location</li> <li>Assigned To</li> <li>Documents</li> <li>Parts</li> <li>Labor Entries</li> <li>Tasks/Steps</li> <li>Safety Program</li> <li>Map</li> </ul>		-
Assigned To         Image: Documents         Image: Documents         Image: Parts         Image: Documents	• Address	
<ul> <li>Documents</li> <li>Parts</li> <li>Labor Entries</li> <li>Tasks/Steps</li> <li>Safety Program</li> <li>Map</li> </ul>	D Location	
<ul> <li>Parts</li> <li>② Labor Entries</li> <li>☑ Tasks/Steps</li> <li>☑ Safety Program</li> <li>☑ Map</li> </ul>	Assigned To	
B       Labor Entries         Image: market interval and the second	🗐 Documents	
<ul> <li>□ Tasks/Steps</li> <li>① Safety Program</li> <li>② Map</li> </ul>	(IIII Parts	
Image: Safety Program       Image: Safety Program       Image: Safety Program	😕 Labor Entries	
옷 Map	≔ Tasks/Steps	
	🕐 Safety Program	
BO Custom Field	ည် Map	
	□O □◇ Custom Field	



To start editing the work order, click the pencil icon in the right hand corner of the screen.

NOTE – if you ever want to go back to a previous page, click the left facing arrow on the upper left hand corner of the screen.

* @	≉ 🔋 100% 🖬 2:41 PM
General	Ø
itie	Water leaking on West Side of Building A/C
Vork Requested	
Vater leaking on West Side of Building A/C	
Action taken	
comments	
Vork Order #	FY19-000011
Source Type	Location
NO Status	In Progress
Drigin	Non-PM
Vork Type	
Nork Category	Heating/Ventilation/Air Conditioning
Priority	
Project	
Cost Center	
Driginator	Admin Admin
Driginated	07/31/2018 03:05:00 PM
Assigned	08/01/2018 11:04:00 AM
Expected	
Completed	
Other Hrs	0
Other \$	0
Est Hrs	0



Now you will be able to edit the work order. The title is the subject of the work order. This section is entered by the requester. Next is the work requested, which is the details of the work order request. The title is broad, whereas the work requested is more detailed.

Action taken is a very important section of the work order. This is where you need to be as descriptive, and as clear as possible with what actions were taken to complete the work order. Please keep in mind that the action taken will be seen by the requester.

TIP – You can click the microphone icon on your tablet to use the voice to text feature instead of typing out the action taken.

General	CANCEL
tie	Water leaking on West Side of Building A/C
ork Requested	
Water leaking on West Side of Building A/C	
ction taken 📉	
A pipe burst, so I replaced the pipe and the lea	iking stopped.
omments	
ork Order #	FY19-000011
ource Type	Location
ource Type O Status	Location
0 Status	In Progress
0 Status igin	In Progress
O Status igin ork Type	In Progress >
	In Progress > Non-PM



This is the list of Work Order Categories. Again, if the category on the request is inaccurate, change it to a more approprate category.

A 10	∦ 🔋 100% 🛿 5:48 PM
VO Categories	
-Select-	
Building Automation	
Carpentry	
Ceilings	
Custodial	
O Doors and Hardware	
C Electrical	
Energy (Propane)	
O Events	
Fire Protection/Alarms	
Flooring	
Food Services	
Glass/Window Repair	
Groundskeeping	
Heating/Ventilation/Air Conditioning	
Hospitality	
Lighting	
Moving	
Painting	
Pest Control	
Plumbing/Clogging	
Roofing	
Wall Repair	



The next step is to add your labor. Click on "Labor Entries" as you see in the image below.

NOTE – You have to add your labor entries before you complete the work order, so be sure to do this first.

♥ III +	¥ 🔋 80% 🖬 1:32 PM
《 WO Details FY19-000011	
Navajo Technical University	
WO Water leaking on West Side of Building A/C	
😑 General	
O Address	
Location	
Assigned To	
Documents	
(ﷺ Parts	
🛞 Labor Entries	
≅ Tasks/Steps	
🕐 Safety Program	
🖓 Мар	
Custom Field	



Once "Labor Entries" is clicked, the following screen will be presented. To start adding your labor, click the pencil icon in the upper right hand corner.

∎ ⊭ Labor Entries		* 🕆 100*****
	No data to display	V



The next screen you'll see will now have a + symbol in the upper right hand corner. Click the symbol to add your labor hours.

E Contraction of the second se		\$ ि 100% ■ 6:57 PM
Labor Entries		CANCIL +
	No data to display	
	Save	



Next, we'll be able to fill out the labor entry form. Click the + icon in the upper right hand corner of the page. From there, you'll have the option to "Select Me". Once all of the key fields are filled out, click the check mark on the upper hand corner of the screen.

t	⊀ 🔋 96% 🛢 10:41 PM
Create Labor Entries	
First Name	Tes 🕂
Middle Name	
Last Name	Tech
Job Title	Maintenance Technician
Company Name	Navajo Technical University
Description	
L	
lour	1
	8/1/2018
End Date	10:39 PM
	8/1/2018
Start Date	9:39 PM
Nage	15
Jser Pay Rate	Regular
Sub total(\$)	15.00



As you can see from the screenshot below, the labor has been entered.

NOTE – do not forget to save the labor entry by clicking "Save" on the bottom otherwise the labor entry will be lost.

37 t	≉ 🕈 95% 🖬 10:47 PM
Labor Entries	cancel 🕂
Test Tech	0
08/01/2018 10:47:00	1.00/15.00
Save	



The "WO Status" is another important field. The status will default to "In Progress" when you first click on the work order. When you complete the work, and add the action taken information, you'll be able to change the status of the work order. Go ahead and click where it says "In Progress".

	考 🔋 100% 🛿 4:29 PM
General	CANCEL
Title	Water leaking on West Side of Building A/C $\_$
Vork Requested	
Water leaking on West Side of Building A/C	
Action taken 📉	
A pipe burst, so I replaced the pipe and the leaking stopped.	
Comments	
Vork Order #	FY19-000011
Source Type	Location
VO Status	In Progress
vo status	
Drigin	Non-PM
Vork Type	$\rightarrow$
Vork Category	Heating/Ventilation/Air Conditioning
• •	···· g. · · · · · · · · · · · · · · · ·
Save	



After you click "WO Status", the app will allow you to change the status of the work order. There might be situations where you don't have the parts necessary to complete the work order, so you can change the status to "Parts on Order" or "On Hold". Once you have completed the work order, changed the status to "Completed".

ک ا	≉  ி 100% 🖻 4:26 PM
《 WO Statuses	
In Progress	
Parts on Order	
On Hold	
Completed	



Notice that the work order is now marked as "Completed".

Also, make sure the "Work Category" is accurate based on the request title and work requested. You can change the work category that better matches the type of work that needs to be done. This will ensure that all reporting is accurate.

This particular work order is related to the A/C, so "Heating/Ventilation/Air Conditioning" is an appropriate work category.

NOTE – you must add your labor hours before you mark the PM work order as "Completed".

	∦ இ 100% ◘ 5:39 F
General	CANCE
ïtle	Water leaking on West Side of Building A/C
Vork Requested Water leaking on West Side of Building A/C	
Action taken 📉 A pipe burst, so I replaced the pipe and the leaking stopped.	
Comments	
Nork Order #	
	FY19-000011
	EY19-000011
Source Type	
Source Type VO Status	Locatio
Source Type VO Status Drigin Vork Type	Location Completed
Source Type VO Status Drigin	Location Completed
Source Type VO Status Drigin Vork Type	Locatio Completed > Non-Pl