

*MyMobileWorkOrder.com*

## **Administrator Manual**

The administrator manual is aimed at the person within the company who assigns the activities to the field employees. This person will manage the accounts of the employees and send to them mobile work orders.

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## My Mobile Work Order – general information

### 1. What is My Mobile Work Order?

My Mobile Work Order is a web based application developed specifically to provide advanced mobile work order processing at an affordable price. With My Mobile Work Order, you can send, process and complete work orders by simply using a web browser and a PDA (personal digital assistant) or Smartphone.

#### 1.1 Benefits of My Mobile Work Order

- You can access your work orders from anywhere at anytime.
- Eliminate paper based workflow. Work orders are created and completed electronically.
- Minimize lost, illegible or incomplete work orders.
- Your employees get work orders instantaneously. You create them and your employees receive them within moments.
- Minimize delays associated with getting the completed work orders.
- The moment they are completed you know it. Generate invoices and get paid faster.

#### 1.2 Features

- Complete mobile work order management solution.
- Website for creating and managing work orders.
- Personal Digital Assistants (PDA) or Smart Phones for receiving work orders.
- Always up-to-date information about the status of assigned tasks.
- Affordable monthly fee.
- Optional: Integrated route navigation (PTV or GPS navigation).

#### 1.3 My Mobile Work Order Schematic



Working with My Mobile Work Order

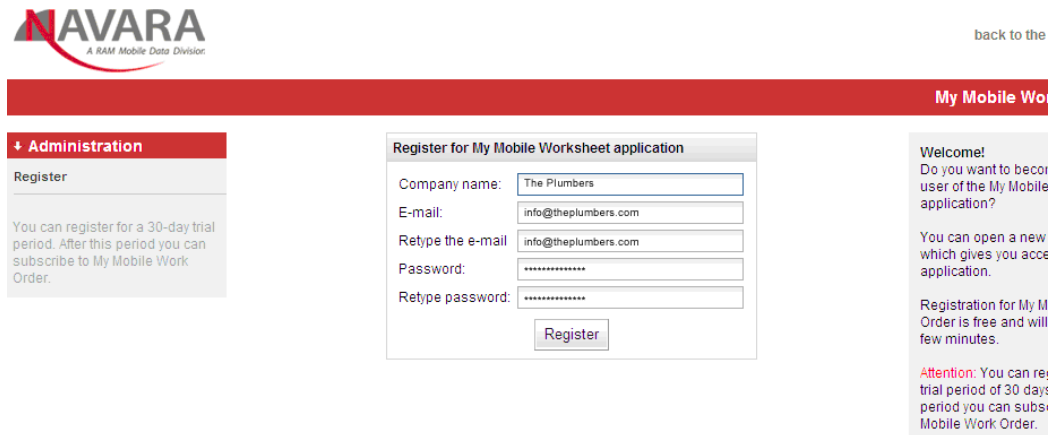
### 3. Create your 30 days trial account

Click on the “Register here for free” button on the website [www.mymobileworkorder.com](http://www.mymobileworkorder.com).



Image 1

The image below appears (image 2). Here you can enter your data and password. Entering your data will create a 30-days trial account.



back to the

My Mobile Wo

Administration

Register

You can register for a 30-day trial period. After this period you can subscribe to My Mobile Work Order.

Register for My Mobile Worksheet application

Company name:

E-mail:

Retype the e-mail:

Password:

Retype password:

Register

Welcome!  
Do you want to become user of the My Mobile application?

You can open a new which gives you access application.

Registration for My M Order is free and will few minutes.

Attention: You can register trial period of 30 days period you can subscribe Mobile Work Order.

Image 2

Press “Register” to submit. You will receive e-mail confirmation with your user name and password.

Now you are logged on the My Mobile Work Order – administrator area. Here you can do the following:

- Edit your account
- Add users
- Access the application to [create work order]

## 4. Administrator area

Once you have registered for the 30-days trial account, you will go automatically to the administrator area (image 3) where you can edit your account and add accounts of your employees.

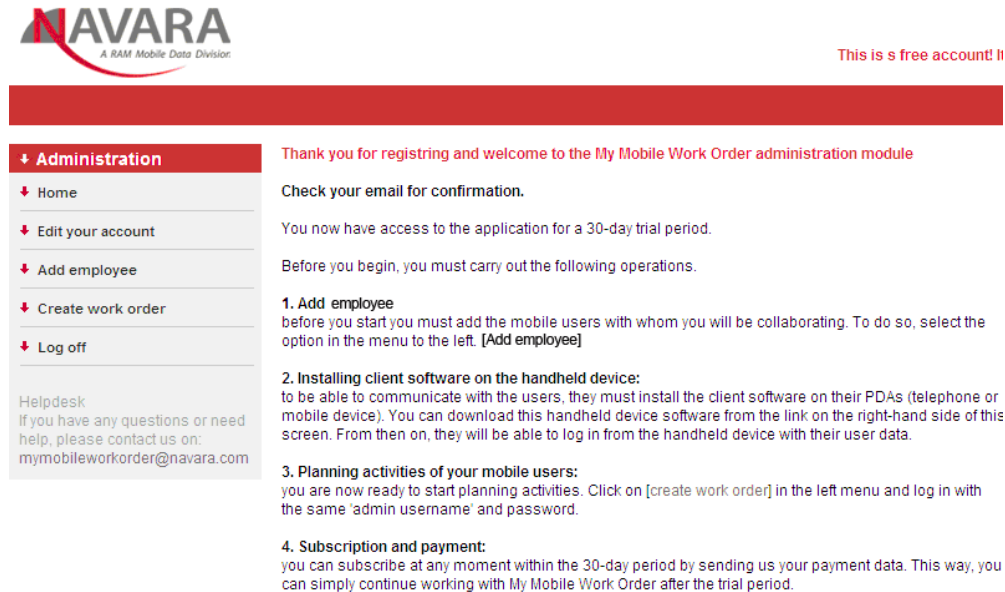
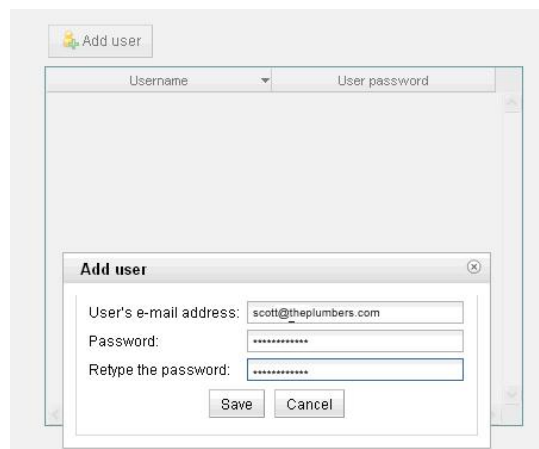


Image 3

### 4.1 Add employees

Every employee needs an e-mail address and password to log in on his/her handheld device to receive, accept or refuse work orders.

In [add employees] section (image 4), you can create the accounts of your employees who will receive the work orders on their handheld device. Enter valid e-mail addresses and choose password to add a new employee. Every mobile user will receive a confirmation e-mail with his login credentials.



+

Add user

Username User password

**Add user**

User's e-mail address: scott@theplumbers.com

Password: \*\*\*\*\*

Retype the password: \*\*\*\*\*

Save Cancel

Image 4

After you have created an account of your employee, you can go to [help your employee to download software on his PDA] (image 5). This link will redirect you to the Download Center where you will find the Client Software and the Client Software Installation Manual:

[http://www.mymobileworkorder.com/en/download\\_center](http://www.mymobileworkorder.com/en/download_center)



Image 5

## 4.2 “This user already exist’ alert

If during creating the account of your mobile employees you received an ‘alert this user already exists’ it means

Option 1

The employee with this email addresses has already been added to your list with the employees.

Option 2

The employee with this email addresses has already been added in the account of your company which you might have created before. In that case please use either different email addresses of your mobile employee or call Efficient Business System to remove the account of your mobile employee from the old account so you can add him again in the new account.

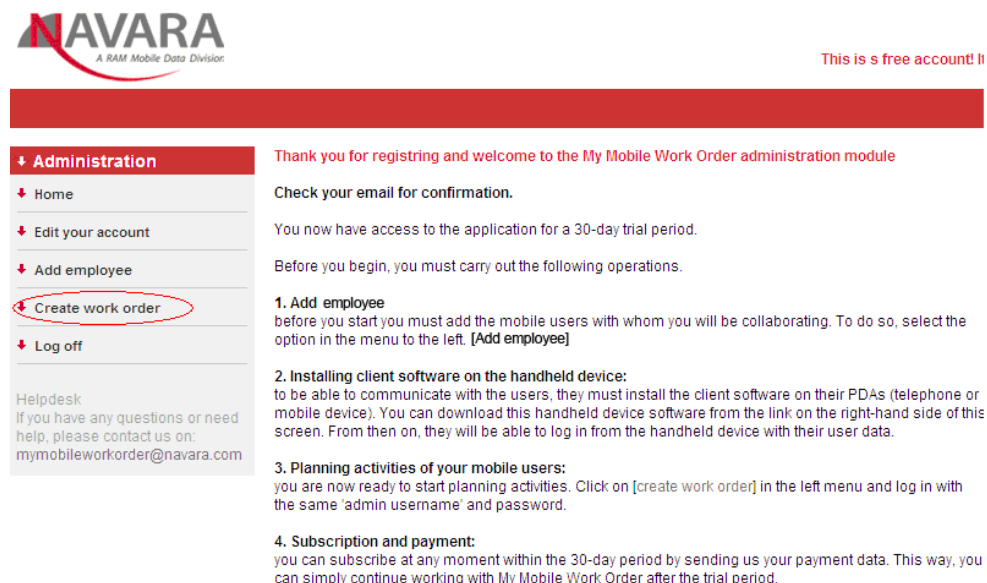
### 4.3 Delete accounts of the employees

If you want to delete accounts of the employees, contact helpdesk by phone: 949-600-6970 (x101) or email: hvac@efficientbusiness.net

When you add a user, they will receive an e-mail notification with their user data. The user will be entering his user name and password every time they want to connect with the application and start receiving work orders on the handheld device.

### 4.4 Create Work Order

Click on [create work order] and log in to the application and send work orders to your employees. Go to point 5 to see how to create work orders.



**NAVARA**  
A RAM Mobile Data Division

This is a free account! It

**Administration**

- Home
- Edit your account
- Add employee
- Create work order**
- Log off

Helpdesk  
If you have any questions or need help, please contact us on: mymobileworkorder@navara.com

Thank you for registering and welcome to the My Mobile Work Order administration module

Check your email for confirmation.

You now have access to the application for a 30-day trial period.

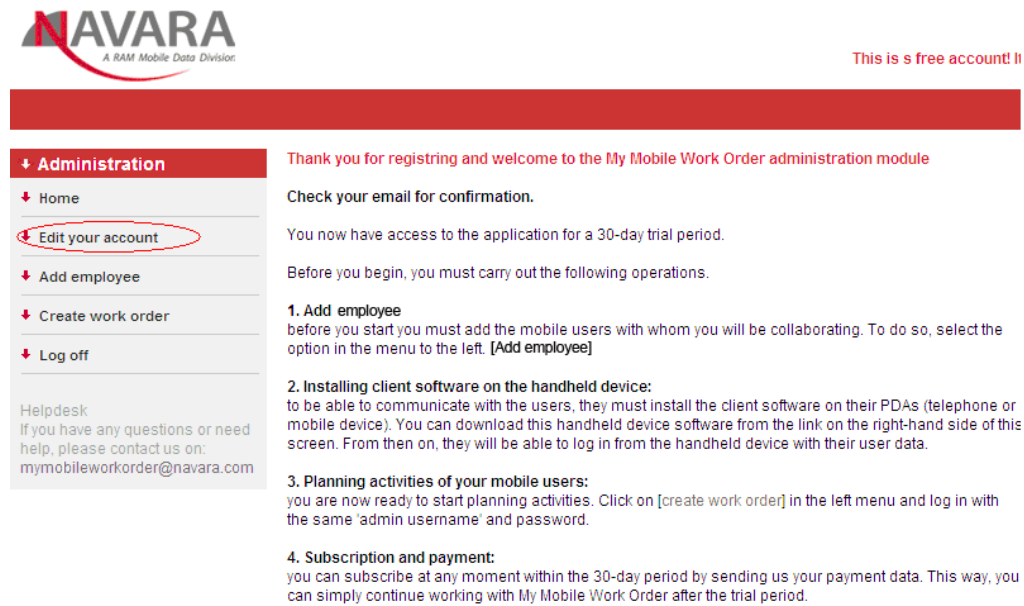
Before you begin, you must carry out the following operations.

- 1. Add employee**  
before you start you must add the mobile users with whom you will be collaborating. To do so, select the option in the menu to the left. **[Add employee]**
- 2. Installing client software on the handheld device:**  
to be able to communicate with the users, they must install the client software on their PDAs (telephone or mobile device). You can download this handheld device software from the link on the right-hand side of this screen. From then on, they will be able to log in from the handheld device with their user data.
- 3. Planning activities of your mobile users:**  
you are now ready to start planning activities. Click on [create work order] in the left menu and log in with the same 'admin username' and password.
- 4. Subscription and payment:**  
you can subscribe at any moment within the 30-day period by sending us your payment data. This way, you can simply continue working with My Mobile Work Order after the trial period.

Image 6

## 4.5 Edit your account

In [edit your account] section you can edit administrator's data and password.



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**Administration**

- Home
- Edit your account**
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- Log off

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Thank you for registering and welcome to the My Mobile Work Order administration module

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Image 7

## 5. Sending work orders to the employees

### 5.1 Log in

Click on [create work order] in the menu (Administrator area). Then you will be redirected to the My Mobile Work Order application from which you will be sending work order to your employees. Log in with the administrator's account you created.

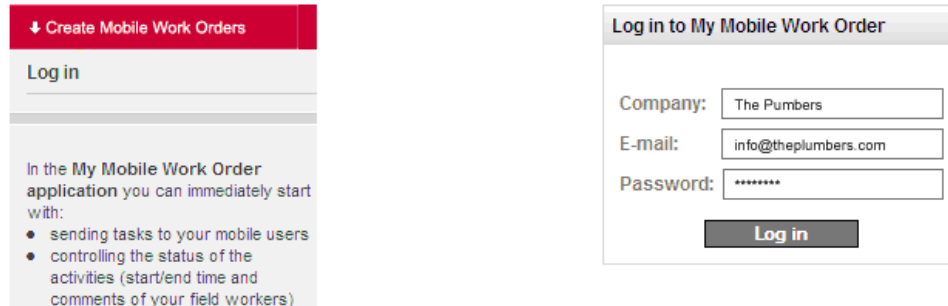


Image 8

In My Mobile Work Order application you can do the following:

- create work orders
- search work orders by work order number
- search work orders by customer name
- search employees and work orders assigned to them
- view all work order assigned to the employees
- create your contact list so you can easily select an address when starting a new work order
- export work orders to excel spread sheet

**Note!** To start receiving the mobile work orders, your employees should download the Client Software onto his/her handheld device and access the application via handheld device by using the login name and password you created for them in the administrator area. Download Client Software installation manual for more information.

The Client Software can be downloaded from the website:

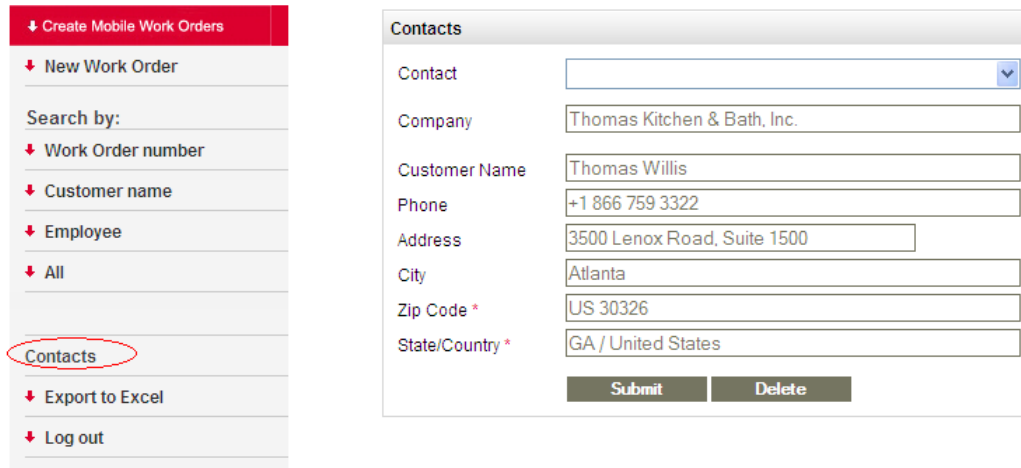
[www.mymobileworkorder.com/en/download\\_center](http://www.mymobileworkorder.com/en/download_center)

Go to the installation manual to see how to install the Client Software on the handheld device:

[www.mymobileworkorder.com/en/download\\_center](http://www.mymobileworkorder.com/en/download_center)

## 5.2 Create your contact list

Before you start to create work orders to send them to your employees, we recommend that you create your contact list. This will also allow you to select an address easily from a drop down menu.



The screenshot shows a web application interface. On the left is a sidebar menu with the following items: 'Create Mobile Work Orders' (highlighted in red), 'New Work Order', 'Search by:', 'Work Order number', 'Customer name', 'Employee', 'All', 'Contacts' (circled in red), 'Export to Excel', and 'Log out'. On the right is a 'Contacts' form with the following fields: 'Contact' (a dropdown menu), 'Company' (text input: 'Thomas Kitchen & Bath, Inc.'), 'Customer Name' (text input: 'Thomas Willis'), 'Phone' (text input: '+1 866 759 3322'), 'Address' (text input: '3500 Lenox Road, Suite 1500'), 'City' (text input: 'Atlanta'), 'Zip Code \*' (text input: 'US 30326'), and 'State/Country \*' (text input: 'GA / United States'). At the bottom of the form are two buttons: 'Submit' and 'Delete'.

Image 9

## 5.3 Create new work order

Image 10 shows an empty form. Here you can fill out the form which will be digitally sent to a field employee.

- Click on [assigned to] to select the employee to who will receive work order
- Click on [contacts] to select from the contact list the address of your customer
- Select [start date] and [time]
- Select [deadline date] and [time]
- Name your work order e.g. “fix the taps in the kitchen on the 2<sup>nd</sup> floor”
- Fill in the details about the problem [problem description]

↓ Create Mobile Work Orders

New Work Order

Search by:

- ↓ Work Order number
- ↓ Customer name
- ↓ Employee
- ↓ All

- ↓ Contacts
- ↓ Export to Excel
- ↓ Log out

New Work Order

Assigned to \*

Contacts

Company

Customer Name \*

Phone

Address \*

City \*

Zip Code \*

State/Country \*

Start date \*   Time  (hh:mm)

Deadline   Time  (hh:mm)

Work Order name \*

Problem description

\* Required fields!

Image 10

You always receive a confirmation when the form has successfully been send.

↓ Create Mobile Work Orders

New Work Order

Search by:

- ↓ Work Order number
- ↓ Customer name
- ↓ Employee
- ↓ All

- ↓ Contacts
- ↓ Export to Excel
- ↓ Log out

New Work Order

Work Order 599 is added and send to

Image 11

## 5.4 Search work order

### 5.4.1 Search work orders by work order number

If you want to find work order by number, go to search [work order number] and type in the work order number.

### 5.4.2 Search work orders by customer name

If you want to find work order by customer name, go to search [customer name] and type in the customer name to which the work order has been sent.

### 5.4.3 Search employees and work orders assigned to them






If you want to find work order by customer name, go to search [employee] and type in the employee name to which the work order has been assigned.

### 5.4.4 View all work order assigned to the employees

If you want to find all work orders go to [all].

## 5.5 How to read the status of the work order

When you have sent several work orders, you can see their status. The color shows if the ticket is, accepted, refused or completed.

-  Accepted
-  Send
-  Refused
-  E-mail queue
-  Completed

## 5.6 Reports

In the My Mobile Work Order application you can export all work orders to Excel file.

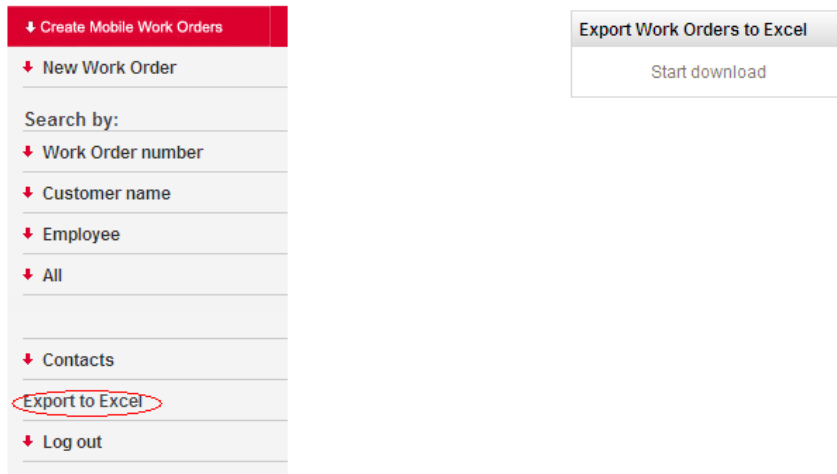


Image 12

## 6. Questions?

For more information you can go to this web page: [www.mymobileworkorder.com](http://www.mymobileworkorder.com).

Or contact our reseller: [hvac@efficientbusiness.net](mailto:hvac@efficientbusiness.net)