

*MyMobileWorkOrder.com*

## **Client Installation Manual**

The client installation manual is aimed at employees who will receive mobile work order send by administrator, from My Mobile Work Order application to their handheld device.

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# Receive work orders on your handheld device

## 1. Your user name and password

To start receiving the mobile work orders you should download the Client Software onto his/her handheld device and access the application via PDA by using the login name and password that has been created for you in the administrator area.

The e-mail with your account information has been **sent** to your mailbox. If you did not keep the e-mail confirmation, the administrator of the application can retrieve your account information from the administrator area.

## 2. System requirements

- PocketPC2003 (or latest versions), Windows Mobile 5.0 and 6.0 (or latest versions), Windows XP (SP2) (or latest versions).
- To download the Client Software the handheld device of an employee should connect to the internet via Microsoft ActiveSync (usb-cable), WiFi (wireless) or GPRS/UMTS (wireless).

## 3. Install the Client Software on your handheld device

Step 1

Start the internet browser on your handheld device and go to

[www.mymobileworkorder.com/en/download\\_centre](http://www.mymobileworkorder.com/en/download_centre)

Download the file (+/- 2 MB), that is applicable for operating system of your handheld device.

**Note!** You can find information regarding the operating system of your handheld device at:

Start -> Settings / Tab -> System / Icon About

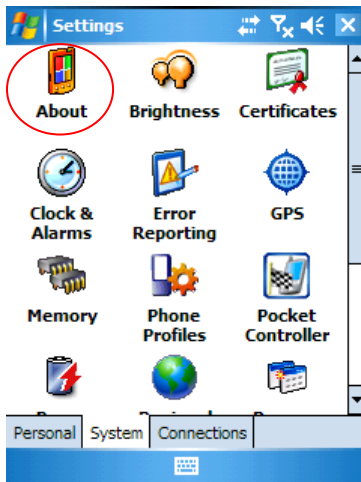


Image 1

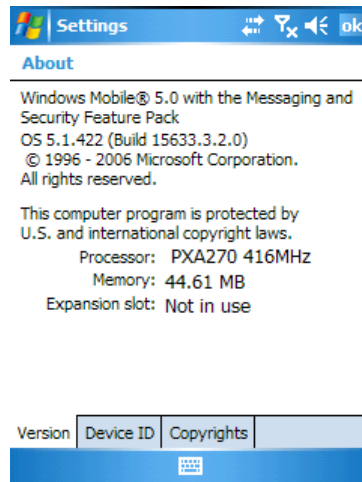


Image 2

## Step 2

While downloading the file, you need to press on [Open file after download] and then [Yes].

The download process has been started.

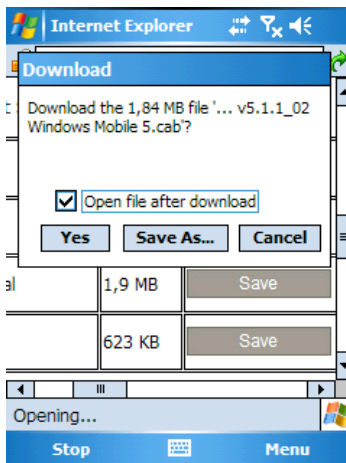


Image 3

After the installation is completed, select the folder with Navara Client and select [unzip]. Then [open] the unzipped file with Navara Client. The installation has been started. When the installation is completed press [ok] to finish.

### Step 3

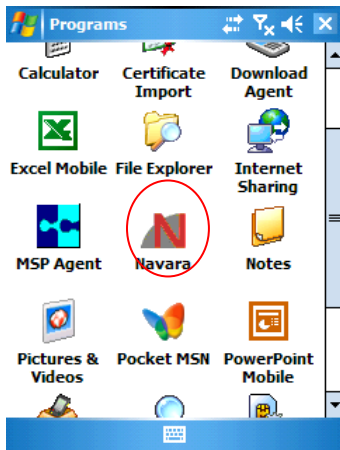


Image 5

When the file is installed on your handheld device you should go to Start -> Programs and press the "Navara".

## 2. Add your account on the handheld device

### Step 1

Click on [New] to connect with the account that has been created by the administrator of the application.

Please note: the user name and password are case sensitive!



Image 1

Press Menu -> New (This is only necessary the first time when you use the application). When you will use it another time you will be able to enter the application just after filling in your login credentials.

### Step 2

Fill in your User Name (REMOVE [here] here e-mail address) and Password

**Other data:**

IIP address = [navara3.ram.nl](http://navara3.ram.nl)

Port no = 28000

Division = Nav2Work

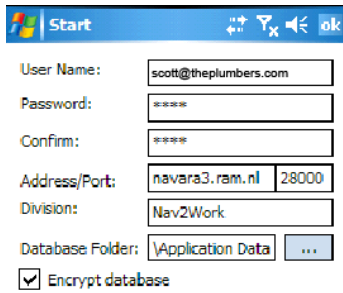


Image 7

### 3. Receive work orders assigned to you

**Note!** Steps 6 and 7 are for GPRS/UMTS users only.

Step 7

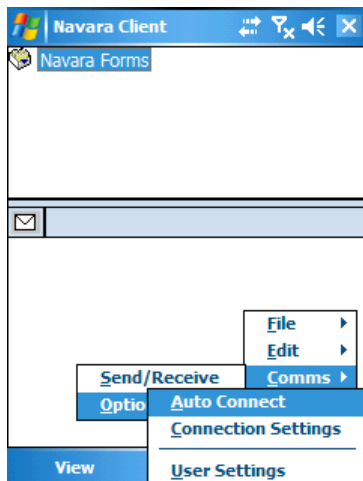


Image 8

Go to Menu -> Comms -> Options -> Auto Connect (Image 8).

Step 8

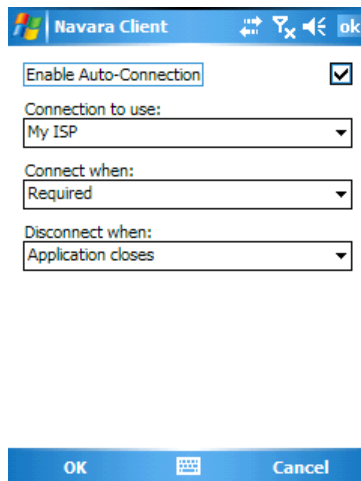


Image 9

Click Enable Auto-Connection and select GPRS/UMTS connection that is used for connecting with the internet. Press OK.

Step 9

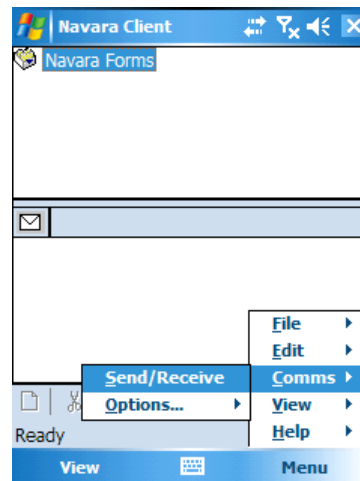


Image 10

Then press on Menu -> Comms -> Send/Receive  
Press Navara Forms and the My Mobile Work Order appear.

### Step 10

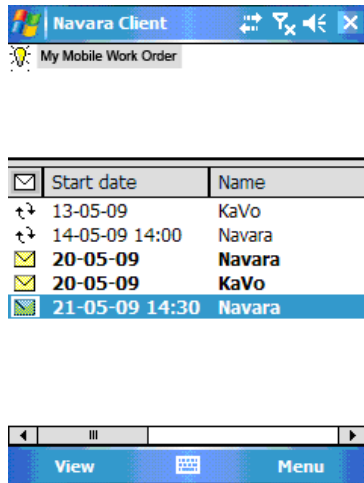


Image 11

Go to [My Mobile Work Order](#) to see your tickets.  
Click on the work order twice to view the details of the work order.

### Step 11

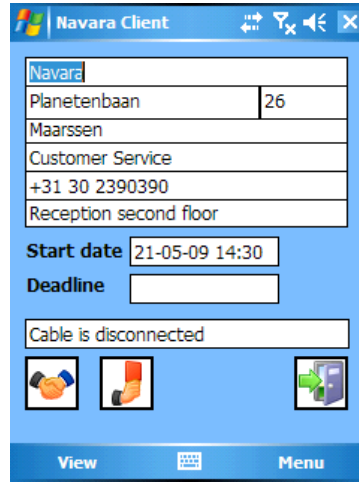


Image 12

☑ This is a new work order. ↕ This is a work order you already opened. You can also hide the lower taskbar when you want a better view of the work order.

### Step 12

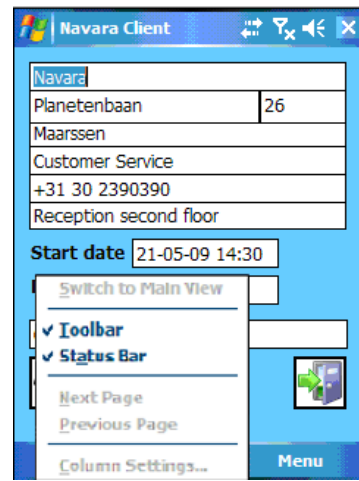


Image 13

Go to Menu -> View and then deselect Toolbar and Status Bar.

### Step 12

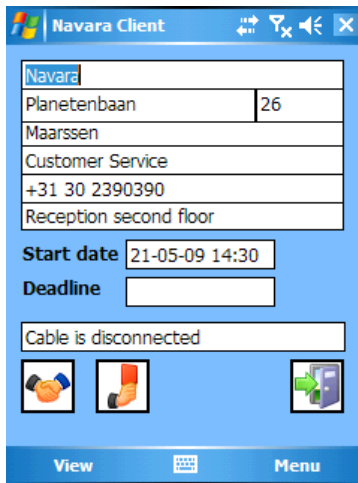




Image 14

Here the mobile user can either accept  or refuse  the activity.

### Step 13

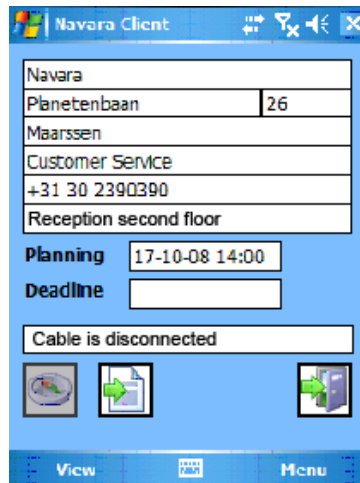


Image 15

This is the work order that you accepted. You can see details, contact information, address, REMOVE [and] and phone number, planning and deadline. Below you can also see the work order name which briefly informs you about the activity.

### Step 14

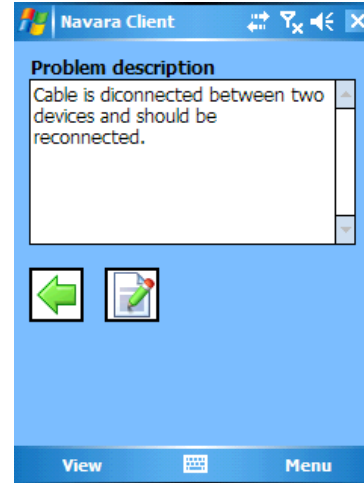



Image 16

View the full description of work order by pressing on .

Step 15

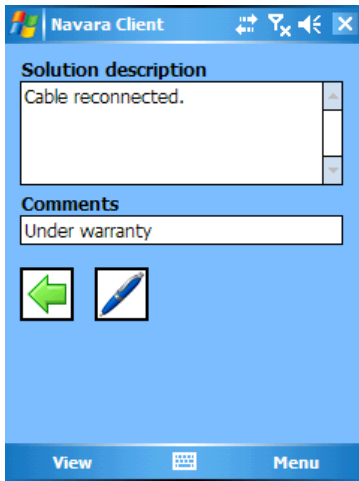




Image 17

When the activity is completed, you can press  to enter the problem description and comments.

Then the customer should sign on the digital ticket.

Press on:  and let the customer sign.

Step 16

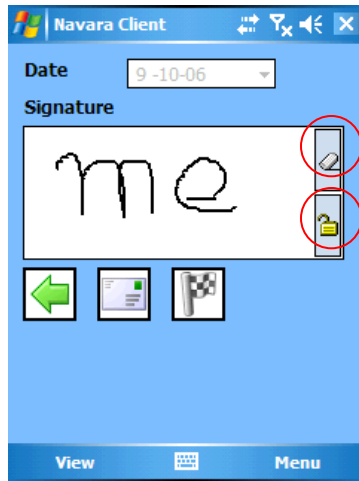



Image 18

After signing, the signature should be saved. Press on the lock button. In case the customer wants to rewrite his signature, you can press the eraser before locking it REMOVE [!]  
If needed, you can send confirmation of the task by e-mail. Press  to send

Step 17

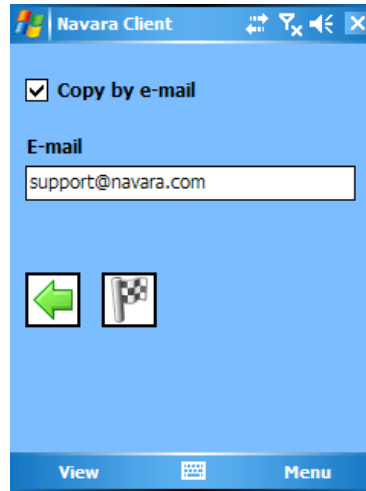



Image 19

Then the work order with its details and customers signature is sent by e-mail as a pdf file.  
To complete the task you can press on . Now the field employee can receive new work orders and drive to the next customer.

#### 4. Removing the Client Software from your handheld device

In order to remove the Client Software from your handheld device go to Start/Installments/System/Remove programs. Select [Navara NavaraClient] from the list and click on [remove]. Now the Client Software is removed from your handheld device.

## 5. Removing my accounts from the handheld device

Although you have removed the Client Software from your handheld device, the system keeps all the accounts you created saved. This means in case you would like to install the Client Software on your device again you don't need to add **your** account(s) again.

If REMOVE [next to the Client Software] you REMOVE [also] want to remove all your accounts from the handheld device go to My Device/Application Data/Navara. If you want to delete all the users that have been created on your device, remove the [Navara] folder. If you want to remove only one account open [Navara] folder and deleted wished account. After you deleted the selected account you will not be able to login on this account anymore.