



Job Tracker Mobile User's Manual





Job Tracker Mobile User's Manual



Support

Thank you for choosing Job Tracker Mobile. Unlimited* support is available to contracted customers. Please call us on 01255 830113 for support or email support@job-tracker.co.uk

Job Tracker Mobile can be used only with Job Tracker Professional and the Job Tracker Server.

The Android mobile application can be downloaded from Google Play™ by searching for “Job Tracker Mobile” or “Sherwin Business Systems Ltd”

Please refer to your mobile devices user manual for instructions on how to download and install applications.

Job Tracker Mobile is licenced on a per device basis, licences can be leased by contacting Sherwin Business Systems Ltd on 01255 830113.

* We operate a fair use policy; please see our terms and conditions at www.job-tracker.co.uk/terms.html specifically section 17

Getting Started

Once the Job Tracker Mobile app has been installed an icon will appear on your mobile home page.

The Job Tracker Mobile icon



Figure 1

To start the application, simply touch the icon.

When the application starts you will see the following screen. We'll go through the buttons later but for now we need to assign the device and set up your username and password.



Figure 2

This icon shows you whether you're online or not. If it's colourful, as in this picture, you're online. If you're offline it looks like this.



Find your Android Menu Button.

Just before we start you need to find the menu button on your device. All Android devices have this button. Its normally located somewhere just below the screen. Although most Android devices use the same icon, there are a few variations of the design in circulation. See Figure 3 for an example of how it can look.

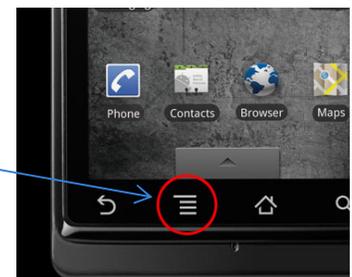


Figure 3

Going online with Job Tracker Mobile Step 1.



Figure 4

You first need to connect Job Tracker Mobile to your office.

From the front screen of Job Tracker Mobile touch your Android menu button. A menu will appear, one of the options is "Networking" touch it.

You will be presented with the networking screen where you can specify a server address and port number.

If you don't know the server address or port number, please contact your manager for this information.

The Networking Screen

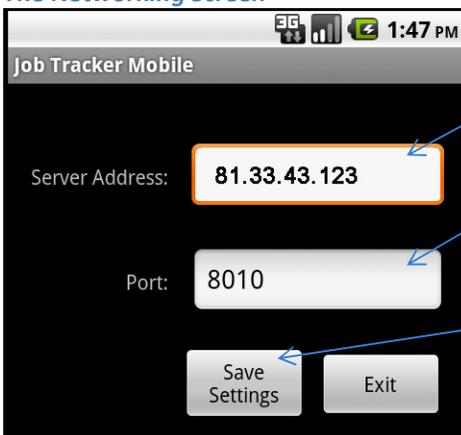


Figure 5

The following 3 steps require Job Tracker Mobile to be restarted. You can perform all 3 steps then restart the App. You DO NOT need to restart 3 times.

The Server Address can either be entered as an IPV4, IPV6 or domain address.

The port is normally 8010 however this can be changed as per your company requirements.

Once you've entered the details touch the "Save Settings" button.

You will need to either restart Job Tracker Mobile or touch the "Connect" option in the menu for the device to connect.

Providing the server details are correct Job Tracker Mobile will connect automatically upon start-up.

Going online with Job Tracker Mobile Step 2. (continued)

The next step to going online is assigning a username and password to the device. Each time Job Tracker Mobile communicates with your office it authenticates the device using a username and password. Without these login details, no communication can take place. If the username and password is wrong a message will be displayed telling you so.

Entering your username and password

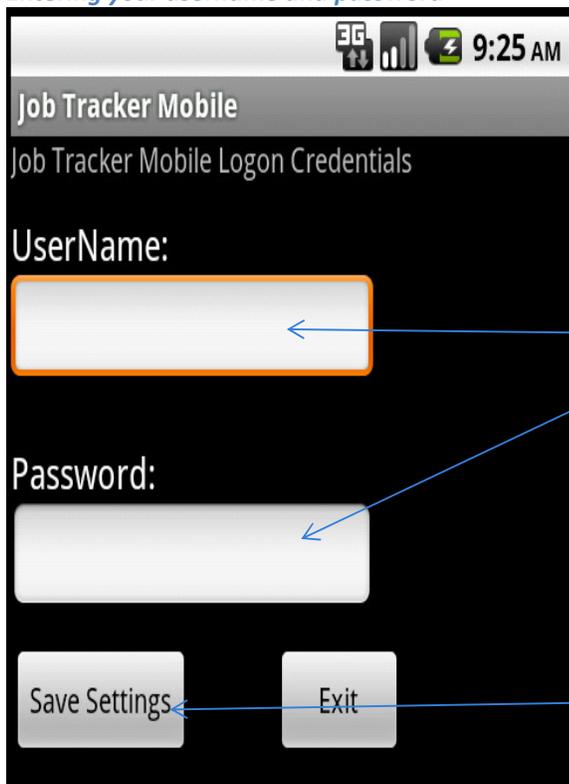


Figure 6

From the front screen touch the menu button then touch the “more” button and finally touch the “settings” button.

You will be presented with a screen where you can enter your username and password.

Note: The username and password are case sensitive.

The username and password will have already been set up in Job Tracker Professional and should have been provided to you. If you don't know these details please contact your line manager.

Once you're happy with the login details click the “Save Settings” button. You will need to restart Job Tracker Mobile or click Connect.

Line Managers: *Usernames and Passwords are assigned to mobile engineers via the “Staff Members” screen in Job Tracker Professional. At the bottom right of the screen are three boxes labelled Username, Password and Confirm Password.*

Going online with Job Tracker Mobile Step 3. (continued)

You should now be online but you may still not be able to see your jobs, this depends on your company's policy and how they use Job Tracker Professional.

The last step is to assign an engineer to the device.



You must be online to carry out this process.

From the front screen touch the Android menu button. Then touch "Assign Engineer"

You will be presented with the Assign Engineer screen.

At the top of the screen you'll see who the device is currently assigned to. If it's not assigned to anyone it will read "Unassigned"

Providing you're online you will see a list of all mobile engineers.

Find your name in the list, touch it and touch the "Assign" button.

If you wish to un-assign the device simply touch the "Clear" button.

Figure 3

Going online with Job Tracker Mobile. (continued)

Making Job Tracker Mobile Labels the same as Job Tracker Professional.



Figure 6



Figure 4



Figure 5

As Job Tracker Professional is very flexible it enables end users to changes the captions for the various boxes it uses to store data. We need to make sure Job Tracker Mobile uses the same language as in your office. We do this by telling the mobile device to ask the office database for a list of the latest labels and captions used in the office.

These labels and captions are used in the Jobs Screen; in the example above we can see "Customer Ref". Your company might use the term "Customer Number" instead. Refreshing the labels ensures the mobile shows the same labels as used in the office.

From the front screen touch the Android menu button and touch "Refresh Labels".

That's it. The next time you look at the Jobs screen it will reflect the labels and captions used within your office.

Managers: - If you make changes within Job Tracker Professional please remember to tell your mobile staff to "Refresh Labels" on Job Tracker Mobile.

Finding Your Jobs.



Figure 7

Job Tracker Mobile works on the philosophy that the engineers wants to see the jobs they need to do today. You can of course have a look at historic and future jobs but by default it will show you what jobs have been assigned for you to work on today.

You can find todays jobs with the press of two buttons.

First:- From the front screen touch the "Search Jobs" button.

You will be presented with the "Search Jobs" screen shown below.

The Search Jobs Screen

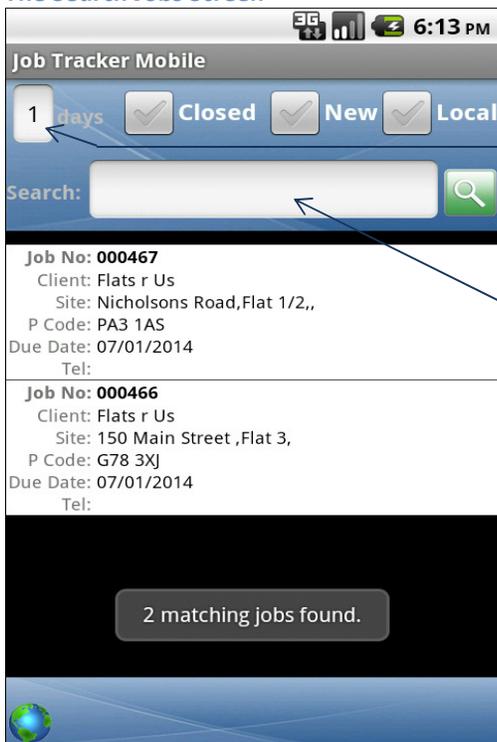


Figure 8

Second:- Touch the green search button.

You will now be presented with all the jobs, up to a maximum of 100, assigned to you that have a start date of today.

You can scroll through the list of by swiping your finger up or down. To load a job, simply touch it. You will be taken to the jobs screen.

The "days" box is the number of days' worth of jobs you want to see. 1 means show me jobs due today i.e. within 1 day. E.g. 2 would show you tomorrows work, 3 would show you jobs due in 3 days etc. If you put a 0 (zero) in the box it shows you all jobs in the systems that are assigned to you.

To search for a specific site address you can enter the address details in the "Search" box.

By default you will only be shown open jobs. If you want to search historic jobs, place a tick in the "Closed" tick box.

The "New" tick box shows you only jobs that have not had a job sheet printed.

"Local" this shows any jobs that are waiting to be uploaded. e.g. If you're not online and you update a job, it's stored locally waiting until you go back online.

Updating Your Jobs (The Jobs Screen)



Figure 9

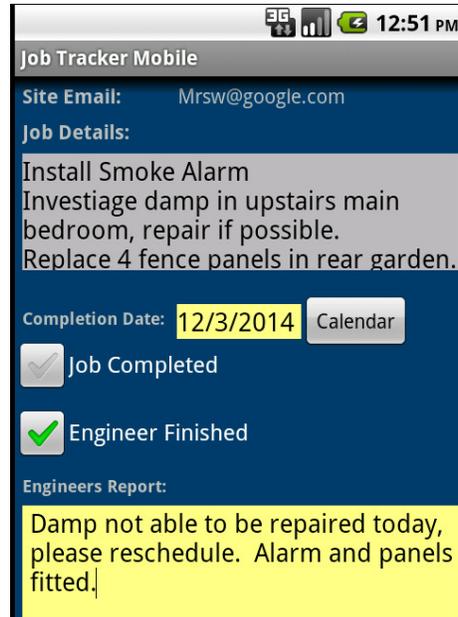


Figure 10

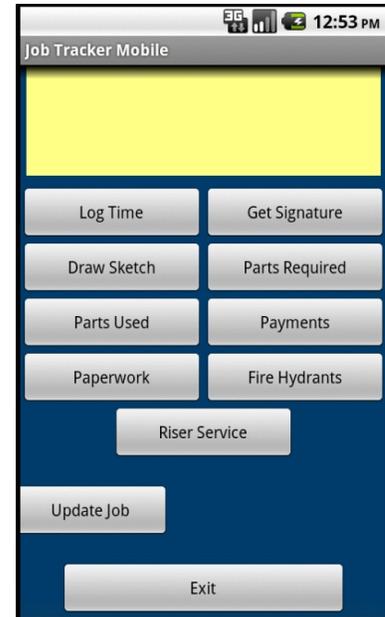


Figure 11

Note: Your screen may look different. Some buttons and information may be missing while others may be called something else.

You can enter the jobs screen either via picking a job in the Search screen or touching the “Jobs” button on the front screen.

The large grey box in figure 10 contains the job details or job brief.

Touching the “Calendar” button next to “Completion Date” will bring up a date box where you can specify the date you finished the job.

Ticking “Job Completed” will mark the job as finished within Job Tracker Pro. Based on the configuration the job may disappear from the open jobs list.

Ticking “Engineer Finished “ will keep the job alive on the Job Tracker Pro system but will inform the office staff that you have finished working on it.

The engineer’s report is where you can enter the details of the work you’ve carried out to complete the job.

To send the job data back to the office touch the “Updated Job” button at the bottom of the screen. A message will be displayed informing you if the upload was successful or not. In the event of the upload failing the job will be stored on the local device for you to try again.

The next few pages will take you through each of the buttons available at the bottom of the screen.

Updating Your Jobs (The Jobs Screen) Continued.

Log Time

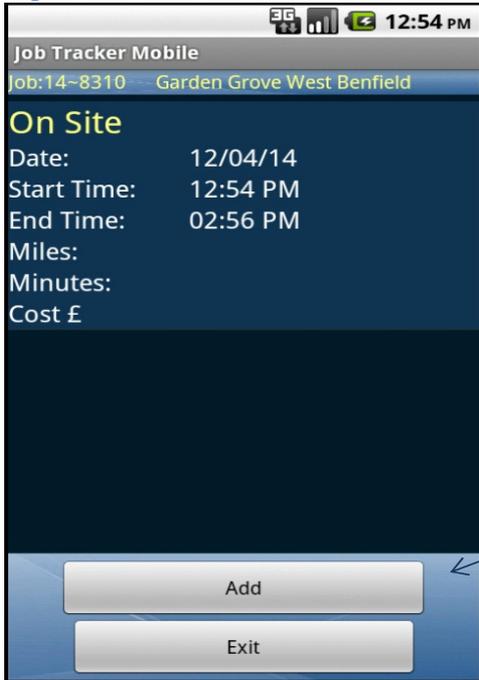


Figure 12

You can use the “Log Time” button to log various aspects of the job such as time on site, time travelling, fixed cost and mileage. What you will record is up to the company you work for. In this example we’ll show you how to record your time spent on site.

On entry to this screen you’ll see a list of any previous entries you’ve made. You can edit an existing entry simply by touching it.

To record a new time click the “Add” button.

Log Time, Edit Screen

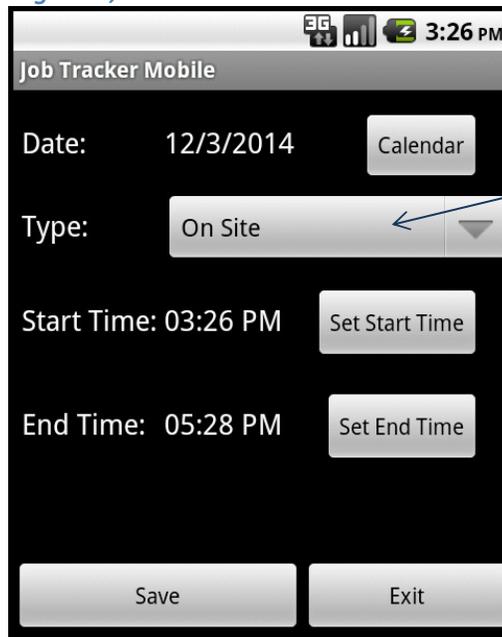


Figure 13

Touch the “Calendar” button to enter the date. Today’s date will automatically be used.

Touch the “Type” field to bring up a list of the different types of data you can record.

To add a start and end time, simply touch the applicable button and select the time.

If needed, you can leave the “End Time” blank and come back and add it later.

Once you’re happy with your choices touch the “Save” button.