

Updating Work Order Details

The Work Order details section is located to the left of a work order. This section contains basic information input by a tenant or employee, such as whom it was requested by, the location and details of the request.

The screenshot shows a web application interface for a Work Order. The left sidebar is titled "Work Order (Open)" and contains several sections: "REQUESTED BY" with fields for Contact (John Smith) and Tenant (Anderson and Friedman), an "Edit" link, "LOCATION" with fields for Property (Hillview Towers), Building (Hillview Towers I), Floor (2), and Suite (202), an "Edit" link, and "DETAILS" with fields for Request Type (Housekeeping), Priority (5), Description (Spill in reception area.), Received (Mar 29, 2010 at 11:54 am), and Required (As Soon As Possible), with an "Edit" link. The main content area on the right shows "Assigned To: (none)", "Instructions: Same as the Work Order description", and an "Edit" link. Below this is a "History" table with columns for Date, Event, Employee, Time Taken, and Updated By, containing one entry for "Mar 29 at 11:54 am" with event "Open" and updated by "Bill Mironov". At the bottom, there is a "Services" section with a table for adding services, including columns for Service, Billable, External, Quantity, and Total.

1. To edit a section of the work order details, click on its associated **Edit** link, as highlighted below.

This is a close-up view of the "Work Order (Open)" details section. The "Tenant" field "Anderson and Friedman" has an "Edit" link highlighted with a red box. The "Location" section, including "Property: Hillview Towers", "Building: Hillview Towers I", "Floor: 2", and "Suite: 202", has an "Edit" link highlighted with a red box. The "Details" section, including "Request Type: Housekeeping", "Priority: 5", "Description: Spill in reception area.", "Received: Mar 29, 2010 at 11:54 am", and "Required: As Soon As Possible", has an "Edit" link highlighted with a red box.

2. A popup window will open, allowing you to modify the details (the example below shows the Location popup). Modify the information as needed, then click **Save** to update the information.

The screenshot shows a "Location" popup window. It contains four dropdown menus: "Property" (Hillview Towers), "Building" (Hillview Towers I), "Floor" (2), and "Suite" (202). At the bottom of the window, there are two buttons: "Save" (with a green checkmark icon) and "Cancel" (with a red X icon). The "Save" button is highlighted with a red box.