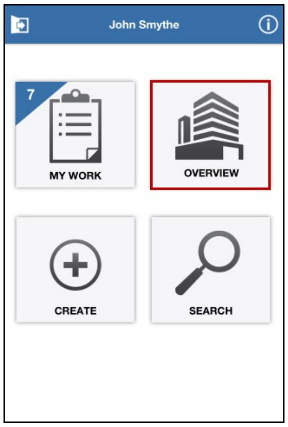
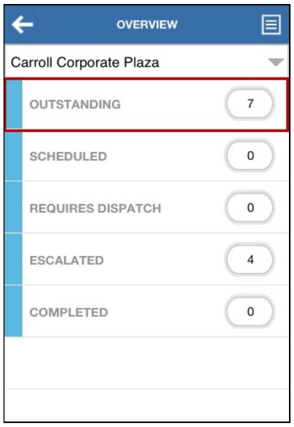
Viewing and Dispatching Work Orders

Viewing and Dispatching Work Orders:

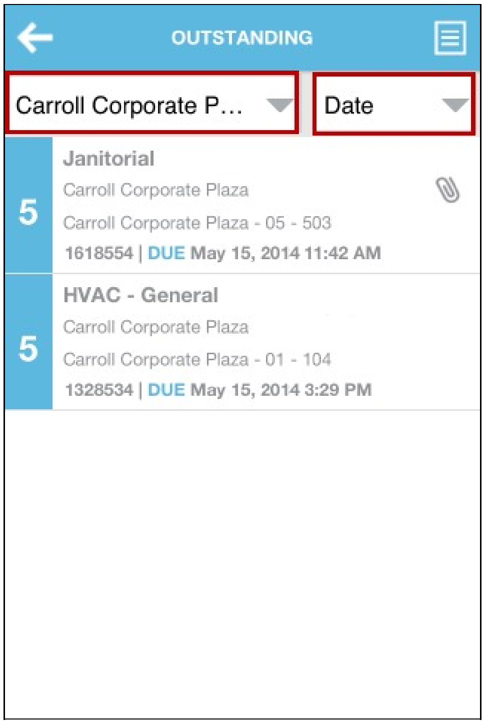
You can only dispatch work orders if you are able to see the **Overview** menu option. See The Home Screen for further details.

1. Select **Overview**, then the status type that you want to view (e.g. Outstanding).


John Smythe
7
MY WORK
OVERVIEW
CREATE
SEARCH


OVERVIEW
Carroll Corporate Plaza
OUTSTANDING 7
SCHEDULED 0
REQUIRES DISPATCH 0
ESCALATED 4
COMPLETED 0

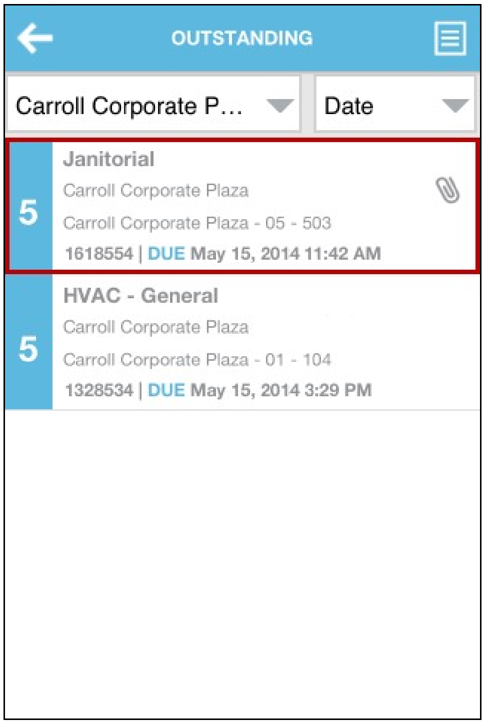
2. The work order list is displayed.
   - You can filter the list using the dropdown menu near the top-left screen and selecting a property (or **All Properties**) from the list.
   - You can also sort the list using the dropdown menu near the top-right and selecting a sort method from the menu that appears.


OUTSTANDING
Carroll Corporate P…
Date

5
Janitorial
Carroll Corporate Plaza
Carroll Corporate Plaza - 05 - 503
1618554 | DUE May 15, 2014 11:42 AM

5
HVAC - General
Carroll Corporate Plaza
Carroll Corporate Plaza - 01 - 104
1328534 | DUE May 15, 2014 3:29 PM

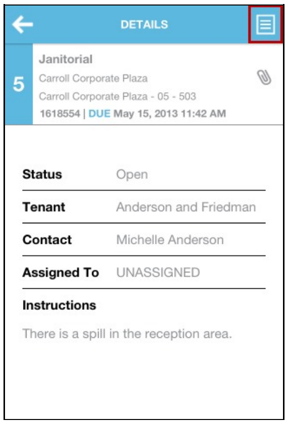
3. Locate and select the work order you would like to view.


OUTSTANDING
Carroll Corporate P…
Date

5 **Janitorial**
Carroll Corporate Plaza
Carroll Corporate Plaza - 05 - 503
1618554 | DUE May 15, 2014 11:42 AM

5 **HVAC - General**
Carroll Corporate Plaza
Carroll Corporate Plaza - 01 - 104
1328534 | DUE May 15, 2014 3:29 PM

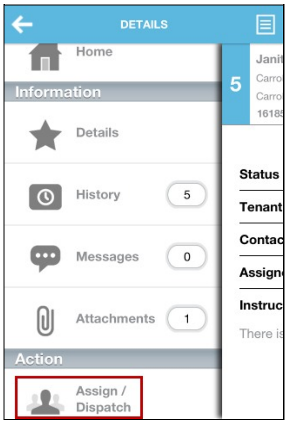
4. The work order details are displayed.
5. Press the **Options** button (▤) in the top-right corner.
6. Select **Assign/Dispatch** assign and dispatch the work order.
    - You can also view the work order history, messages and attachments by selecting **History**, **Messages** or **Attachments**.



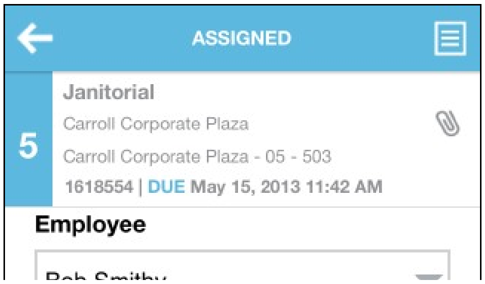
5 Janitorial
Carroll Corporate Plaza
Carroll Corporate Plaza - 05 - 503
1618554 | DUE May 15, 2013 11:42 AM

Status	Open
Tenant	Anderson and Friedman
Contact	Michelle Anderson
Assigned To	UNASSIGNED

Instructions
There is a spill in the reception area.

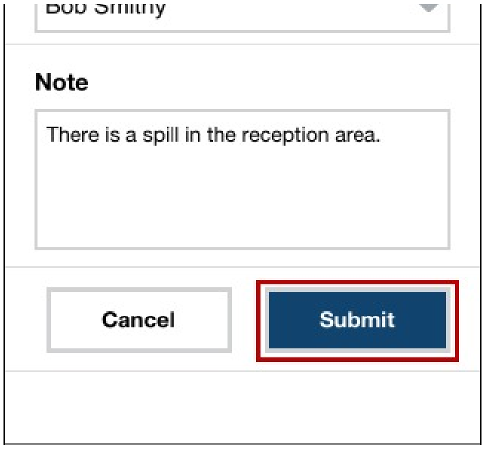

DETAILS
Home
Information
Details
History
5
Messages
0
Attachments
1
Action
Assign / Dispatch

7. Select an **Employee** using the dropdown menu provided.
8. Add any notes to the **Note** section.
9. Press **Submit** to assign and dispatch the work order.



5 **Janitorial**
Carroll Corporate Plaza
Carroll Corporate Plaza - 05 - 503
1618554 | DUE May 15, 2013 11:42 AM

Employee



Bob Smithy

Note

There is a spill in the reception area.

Cancel
Submit