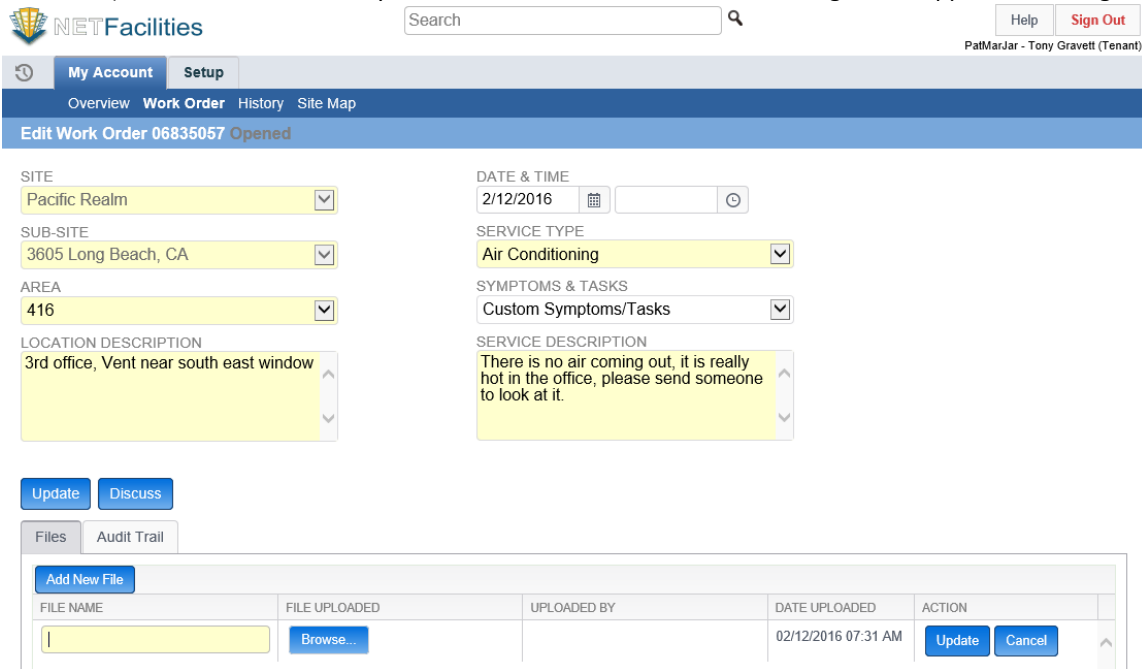


Basic User Create Work Order Page for PC, Tablet, or Laptop

1. Go to **My Account > Work Order**
2. Choose a **Site > Sub-Site**: For single site users, the system will automatically display your assigned location
3. Choose an **Area**: Required if an area exist
4. **Location Description**: Required field, enter the exact detailed location
5. Select a **Date & Time**: Enter a current date or future date (Time is optional)
6. Select a **Service Type**
7. Choose a **Symptom & Task** from the drop-down menu if available. If none is listed, or a task does not meet your needs, begin typing the **Service Description** of the task to be performed inside the available text field
8. If the **Priority Level** control has been enabled, choose the value of **Normal, Medium or High**
9. Press the **Submit** button to save the work order, system will refresh to Edit WO page for additional options
10. **Files**: Press on the **Files** tab
 - a) Press **Add New File** > browse to search for your file
 - b) **File Name**: enter a name of the file
 - c) Press **Update** button link to save entry.
 - d) Press the **Edit** button next to its entry in the list. Once you've made your changes, press the **Update** button to save them. To abandon your changes, press the **Cancel** button
11. **Discuss**: To discuss the work order
 - a) Enter your message inside the **Outgoing Message** text field
 - b) Select the **E-mail Recipient** (Optional copy others by highlighting their names inside drop down)
 - c) **Save Button** : Saving notes and sending out e-mail (leaving discussion box open to create another)
 - d) **Save & Close**: Saving notes and sending out e-mail notifications and closing the discussion box.

NOTE: Users that appear within the E-mail Recipient or CC options are

- a) All Admin users who have access to the site (Administrators, District Admin, Regional Admin & Site Admins)
- b) Users who are directly involve with the work orders such as Originator, Approver or Assignee



NETFacilities Search Help Sign Out
PatMarJar - Tony Gravett (Tenant)

My Account Setup
Overview **Work Order** History Site Map

Edit Work Order 06835057 Opened

SITE: Pacific Realm
SUB-SITE: 3605 Long Beach, CA
AREA: 416
LOCATION DESCRIPTION: 3rd office, Vent near south east window

DATE & TIME: 2/12/2016
SERVICE TYPE: Air Conditioning
SYMPTOMS & TASKS: Custom Symptoms/Tasks
SERVICE DESCRIPTION: There is no air coming out, it is really hot in the office, please send someone to look at it.

Update Discuss

Files Audit Trail

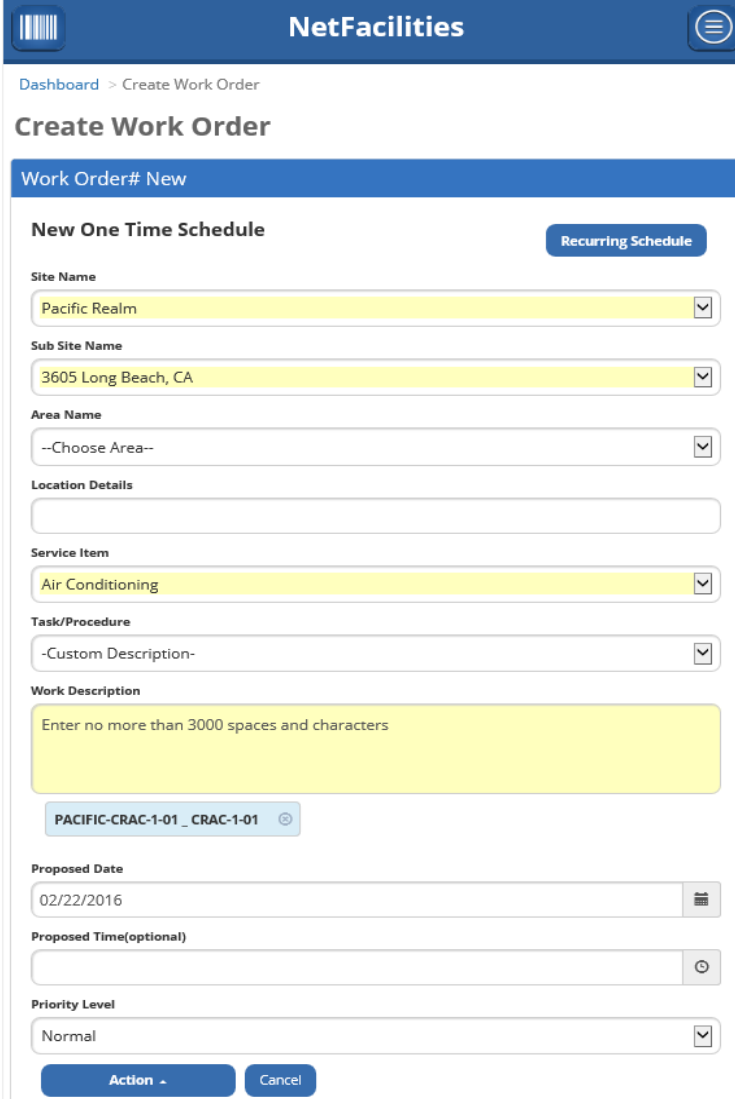
Add New File

FILE NAME	FILE UPLOADED	UPLOADED BY	DATE UPLOADED	ACTION
	Browse...		02/12/2016 07:31 AM	Update Cancel

Example Fig 1:1

Create a Work Order in Mobile Net Facilities

1. Go to **New Work Order**
2. Choose a **Site > Sub-Site**
3. Choose an **Area Name** (Optional)
4. **Location Description:** Enter exact detailed location inside text field
5. Select a **Service Type**
6. Choose a **Symptom & Task** from the drop-down menu if available. If none is listed, or a task does not meet your needs, begin typing the **Work Description** of the task to be performed inside the available text field
7. **Attached an Asset:** Optional
8. **Proposed Date:** Enter a past date, current date or future date
9. **Proposed Time:** Time is option
10. If the **Class** control has been enabled, choose the selection available
11. If the **Priority Level** control has been enabled, choose the value of **Normal, Medium** or **High**
12. Press the **Action** button to open the following options.
 - Submit:** to save the work order and continue to Dashboard View
 - Approve & Output** to approve work order and submitted to a technician or dept. **NOTE: Approve & Output** does not displayed for Basic Users
13. **Cancel:** to cancel transaction and reset fields to new



NetFacilities

Dashboard > Create Work Order

Create Work Order

Work Order# New

New One Time Schedule Recurring Schedule

Site Name
Pacific Realm

Sub Site Name
3605 Long Beach, CA

Area Name
--Choose Area--

Location Details

Service Item
Air Conditioning

Task/Procedure
-Custom Description-

Work Description
Enter no more than 3000 spaces and characters
PACIFIC-CRAC-1-01_CRAC-1-01

Proposed Date
02/22/2016

Proposed Time(optional)

Priority Level
Normal

Action **Cancel**

Example: Fig 2:1

Attach an Asset:

Choose an Asset to associate corrective work order
Press Attach Asset button to save entry

Dashboard > Overview

Workorder - 6868559

Description Attach an Asset Attachments Labor Tracking Material Usage Billed Services

Attach an Asset

Assets listed are from the location of this work order.

PACIFIC-CRAC-1-01 : CRAC-1-01 **Attach Asset**

Assets ID	450463
Display Name	CRAC-1-01
Make	Liebert
Model	D5077HSA000565A
Serial/VIN	C09A8G0058
Barcode No.	

Example: Fig 2:2

Attachments:


To Access Gallery, press Select image, select Image and save

Dashboard > Overview

Workorder - 6868559

Description Attach an Asset **Attachments** Labor Tracking Material Usage Billed Services

Attachments

Select Image 

Example: Fig. 2:3