

Mobile Work Request - User Guide



Registration Screen

Summary

The **Registration Screen** is the 1st page a user will see when they Install the Application for the 1st time. A device must be registered to a database in order to login and get your site's data

How to Register

1. In the **Customer ID Field** type in your **Customer ID**
2. In the **Site ID Field**, type in your **Site/Property's ID**
3. Tap **Register Button** to register your device.

You may also scan the Registration QR Code if you have one available. Registration QR Codes are found inside the Transcendent Web Reporting Dashboard for printing out.

Register Device

All fields are mandatory

Customer ID

1

Site ID

2

3

 Scan Registration QR Code

Application Mode Selection Screen

Summary

The “**Select App Mode**” screen will ONLY display if your database has it enabled. Otherwise, you will be taken right to the **Login Screen after Registering**. Here, a user will select what application mode they want to set the Application to.

Detail

Two Options:

1. Perform Work:

- Allows user access to the full application (performing work, assets, documents, dashboard, AE, etc.)
- Consumes a License Subscription

2. Request Work Only:

- Only contains Work Request List Pages and Ability to Submit Requests. No other functionality enabled.
- Does NOT consume a License Subscription.
- Can have unlimited devices

Select App Mode

☒ Perform Work

This mode allows the user to perform work such as maintenance, rounds and inspections. This provides access to the entire application, including work, assets and documents. A purchased mobile license is required.

☐ Request Work Only

This mode allows the user to exclusively view and request Work Orders. This is a free module for Transcendent Users and replaces the Work Request Application.

Continue

Login Screen

Summary

The **Login Screen** will appear after Registering a Device (if App Mode is disabled) or after Selecting an Application Mode (If App Mode is Enabled) Here a user will be able to login to their specific account to access their details. This will also be the landing page every time a user logs out of the application.

How to Login

1. In the **Username Field** type in your **User ID**
2. In the **Password Field**, type in your **Password**
3. Tap **Login Button** to login to the application.
4. If your database has App Mode Enabled, you can easily adjust and change your mode by tapping **Change Mode**. This will display the App Mode Selector Page and you can select the proper mode for your application.

Login to Trdev

4 Current Mode: Request Work Only [Change Mode](#)

Username

1

Password

2

3

Login

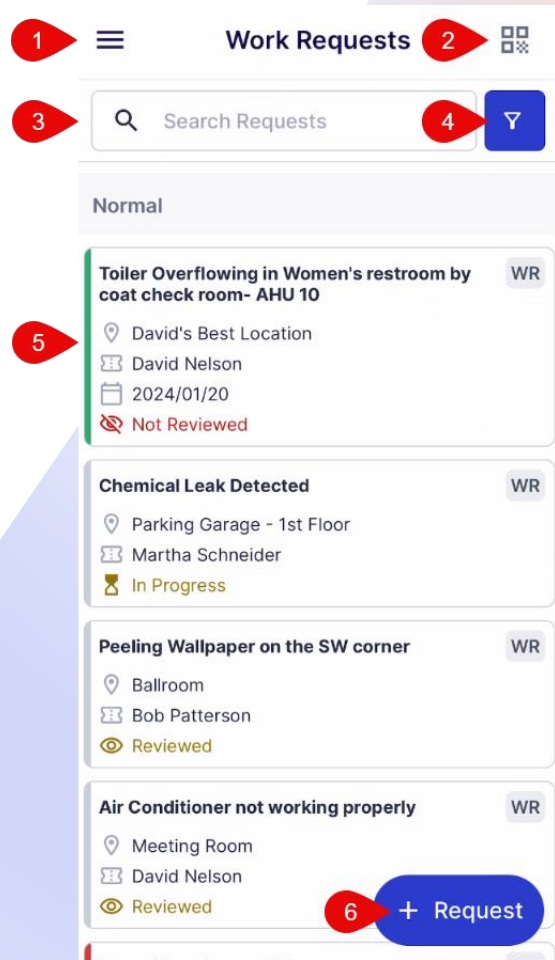
Work Request List

Summary

The **Work Request List** will be the landing page once your login to the application in **Request Work Mode**. This will display a list of ALL, OPEN, Work Requests at your property.

Highlights

1. Tap the **Hamburger Menu** to access the Main Menu
2. Tap the **QR Code Icon** to display the Asset Scanner to view a specific asset
3. The **Search Bar** allows you to filter the list of Requests by a keyphrase
4. Tap the **Filter Icon** to display the filter page to adjust what requests the list displays. (see next slide) The list is set to ALL OPEN requests by default.
5. The **Work Card** will display some basic information about the work order. Tap it to view much more detailed information.
6. Tap **+ Request** to submit a brand new request to the Transcendent system



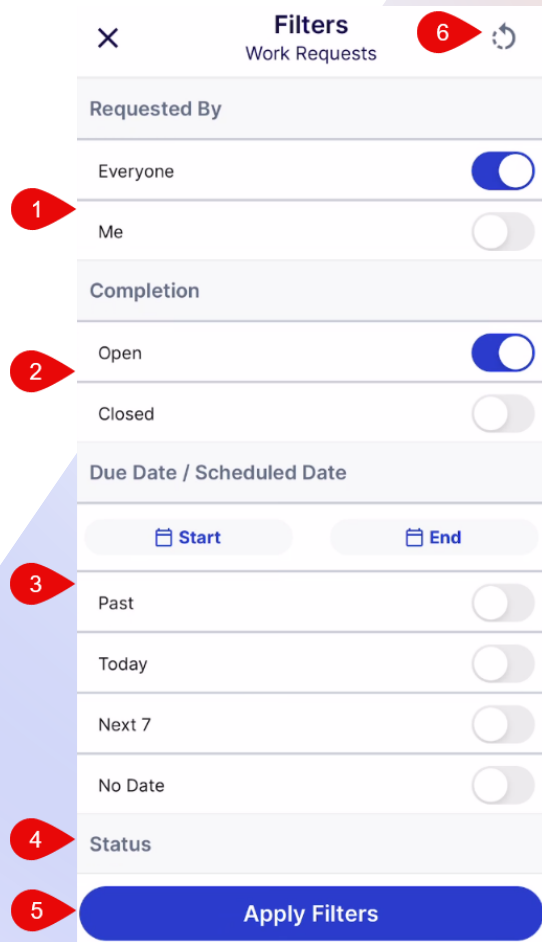
Filter Page

Summary

The **Request Filter Page** allows you to control what Requests you see on the List. By default, All Open Requests display.

Highlights

1. Control what requests you see by **who requested them**. By default, the list shows All requests, but you can also choose to filter it down to only YOUR requests
2. You can also choose to view either **Open or Closed Requests**. By default, Open requests display on the list.
3. Filter down the list of requests by **Due and Schedule Dates**. Chose a customer range or select from a quick date
4. Finally, you can also filter by status. Say you want to view only requests that are open and Not Reviewed. Or maybe open and In Progress
5. Tap **Apply Filters** to apply the desired filters and return to the Request List
6. Tap the **Reset Icon** to reset the filters to their default state



The screenshot shows the 'Filters' page for 'Work Requests'. It includes a close button (X), a title 'Filters', and a 'Work Requests' label. A red circle with the number 6 highlights a reset icon. The filters are organized into sections: 'Requested By' (with 'Everyone' selected and 'Me' as an option), 'Completion' (with 'Open' selected and 'Closed' as an option), 'Due Date / Scheduled Date' (with 'Start' and 'End' date pickers, and 'Past', 'Today', 'Next 7', and 'No Date' as date range options), and 'Status'. A red circle with the number 3 highlights the 'Due Date / Scheduled Date' section. A red circle with the number 4 highlights the 'Status' section. A red circle with the number 5 highlights the 'Apply Filters' button at the bottom. A red circle with the number 1 highlights the 'Requested By' section, and a red circle with the number 2 highlights the 'Completion' section.

Submitting New Request

Summary

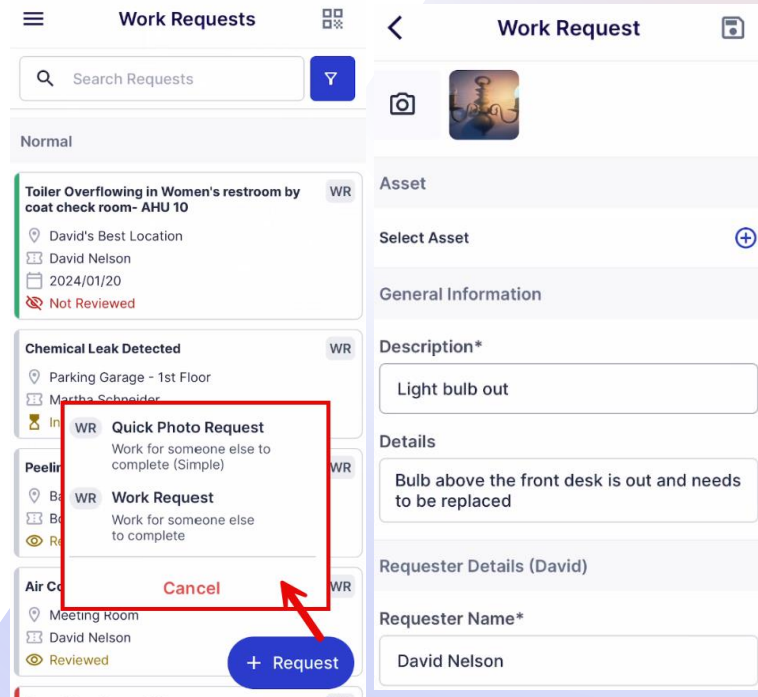
In addition to reviewing existing requests, users can also easily create and submit brand new requests right from their mobile application. On the **Work Requests List** tap on

+Request

Highlights

When creating a new request, there are **two options** available to the user:

- Quick Photo Request:** A streamlined flow that allows the user to simply take a photo, give it a caption, and submit it without requiring all the detailed information. This is geared towards managers or someone who is walking the property and wants to submit multiple requests in a quick action
- Work Request:** The more traditional form to fill out when submitting new requests. Data includes:
 - Photos
 - Description
 - Details
 - Location
 - Asset
 - Needed By
 - Priority
 - Notification Settings



The image shows two screenshots from a mobile application. The left screenshot displays the 'Work Requests' list with a search bar and a list of requests. A red box highlights the 'Quick Photo Request' and 'Work Request' options. A red arrow points to the '+ Request' button at the bottom right. The right screenshot shows the 'Work Request' form with fields for Asset, Select Asset, General Information, Description*, Details, Requester Details (David), and Requester Name*.

Work Requests

Search Requests

Normal

Toiler Overflowing in Women's restroom by coat check room- AHU 10 WR

David's Best Location

David Nelson

2024/01/20

Not Reviewed

Chemical Leak Detected WR

Parking Garage - 1st Floor

Martha Schneider

Quick Photo Request WR

Work for someone else to complete (Simple)

Work Request WR

Work for someone else to complete

Cancel

+ Request

Work Request

Asset

Select Asset

General Information

Description*

Light bulb out

Details

Bulb above the front desk is out and needs to be replaced

Requester Details (David)

Requester Name*

David Nelson

Main Menu

Summary

As a Work Requester, or an App In Request Mode, the Main Menu is stripped down to only the basic necessities. Let's take a look.

Highlights

1. **User Options:** Allows user to manage information about their user account
2. **Switch Site:** If a user works at multiple sites, tap here to switch mobile visibility
3. **Sync:** perform a refresh sync and get the latest data (**Users can also Pull-to-Refresh on the Request List**)
4. **Announcements:** Displays a list of announcements from your Corporate Team or Transcendent
5. **Work Requests:** Navigates the user back to the Work Request List
6. **Feedback:** Relay any information to the Transcendent Mobile Team
7. **About:** General information about the application and device
8. **Logout:** Logs out of the application and returns user to the Login Page

