

Gold Service

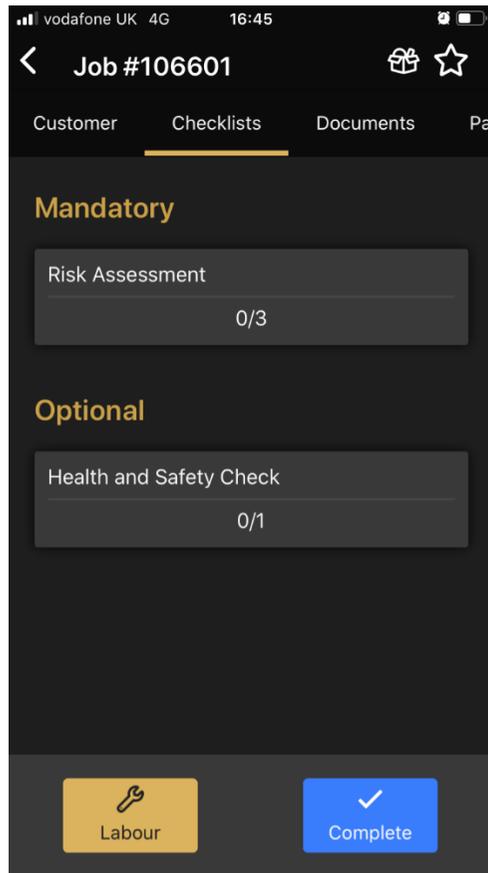
Engineers Checklist Instruction Manual

Version 0.1
25th August 2020

Overview of the Checklists in the App

The Checklist Tab

When you open the job in the App, you will see a new tab called 'Checklists'. Here, you can see all Checklists that have been assigned to that job. It will be split into 2 sections: Mandatory and Optional.



Mandatory

This section will hold all Checklists which have been configured as mandatory completion within the Portal.



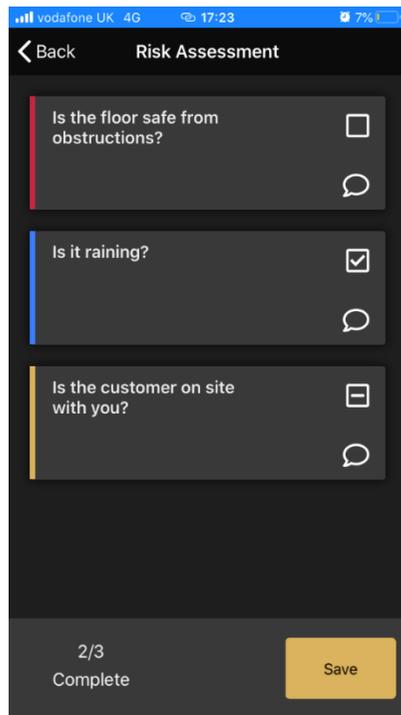
Optional

This section will hold all Checklists which have been configured as non-mandatory completion within the Portal.

How to show the Checklist item has been actioned

When you click on the Checklist, it will open it in a new screen and display all the questions / tasks within it. Next to each item you will see a 'tick box' icon, and a 'speech bubble' icon. This page focusses on the 'tick box' icon.

You can use the tick box to show that an action has been taken against that specific Checklist item. To use it, press anywhere on the Checklist item. Pressing more than once will change the status of the item:



No action taken:

If you have not pressed on the Checklist item, the tick box will be empty, and the colour bar will be red. This indicates that you have not completed that item yet.

Press once:

If you press on the Checklist item once, a tick will appear in the tick box, and the colour bar will turn blue. This indicates that you have completed this item.

Press twice:

If you press on the Checklist item twice, a line will appear in the tick box, and the colour bar will turn gold. This indicates that this item is 'not applicable'.

The numbers at the bottom of the screen indicate the number of Checklist items that have been actioned.

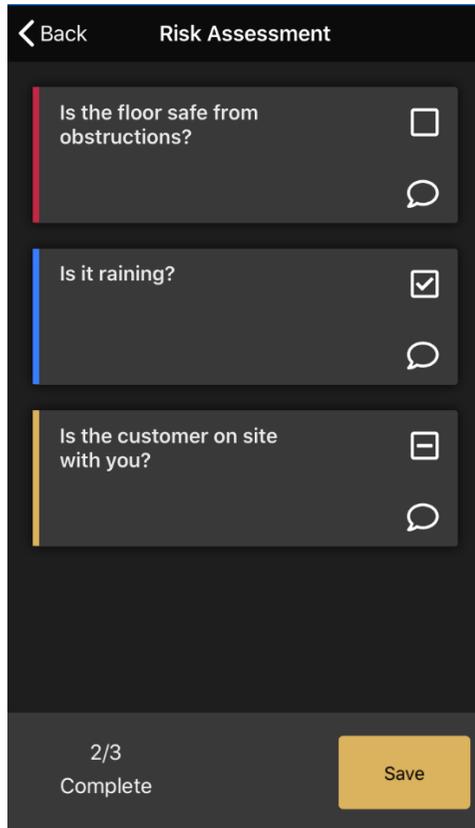


Did you know?

You can press the Checklist item for a third time to reset it to its original state of 'no action taken'.

How to add a comment to a Checklist item

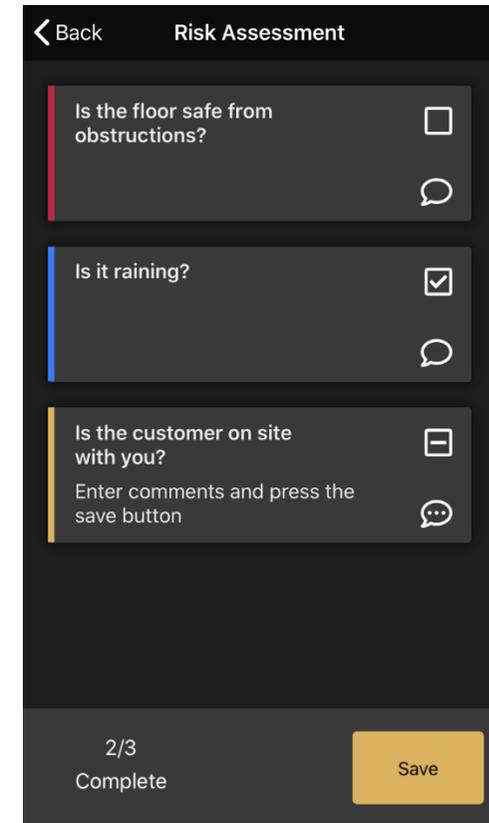
You can add comments to Checklist items which will be sent back to the Portal as soon as they are saved.



To add a comment, press the speech bubble icon next to the relevant Checklist item. This will open a new page



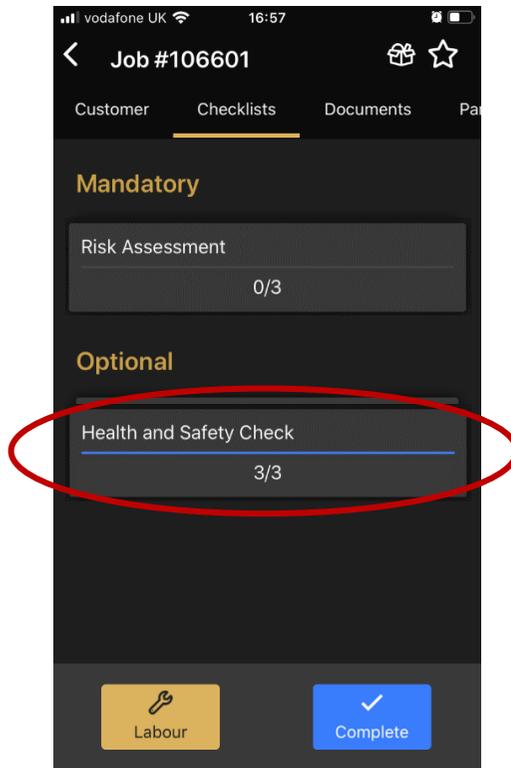
When the comments have been entered, press the 'save' button to save the text, or the 'delete' button to remove the text



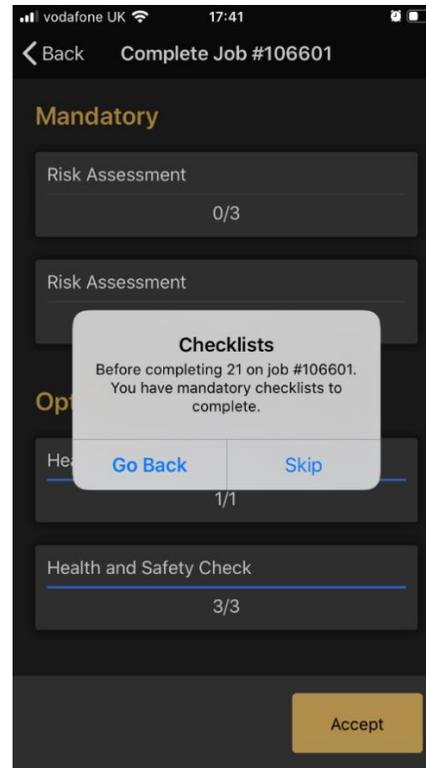
You will see that the speech bubble icon now has 3 dots through the middle and the comments entered are shown

Completing Checklists on the App

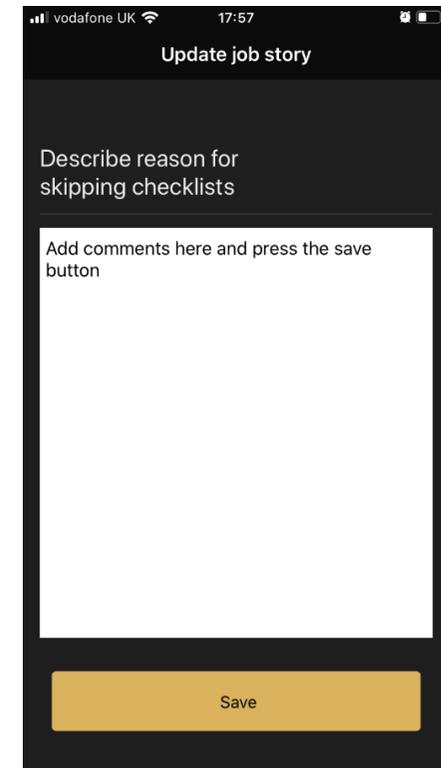
When you have completed the Checklist on the App, the status of the Checklist will change to show it has been completed. If you try to complete the job with mandatory Checklists outstanding, you will be prompted to 'Go Back' to complete it, or 'Skip' it altogether.



When you have completed a Checklist, it will show on the Checklist tab with a solid line through it, and the 'total' will reflect that all items have been done. You can go into completed Checklists and amend them if necessary



If you try to complete the job with mandatory Checklists outstanding, you will be prompted to complete the items. If you press the 'accept' button from this page, a notification asks if you want to 'go back' to the Checklists, or 'skip' to complete the job



If you choose to 'skip' the Checklist, you will be asked to add a reason for the decision. Once you enter your comments and press the 'save' button, you will be taken through the usual job completion flow