

Logging In on a BlackBerry

To install Cingular Field Service Automation on the BlackBerry, open its browser and go to: <http://ota.corrigo.com/RIM/5.2/corrigomj.jad> and follow instructions.



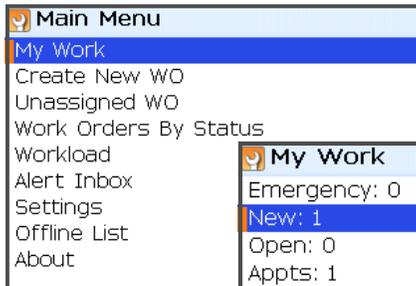
1. Use the trackwheel to scroll to the Applications folder, and click.

2. Scroll to the wrench icon (labeled Corrigo MJ) and click.

3. On the Login As screen, highlight New User and click Select.

4. On the Login screen, enter your User ID, Password, and Company name. Click the trackwheel and choose OK.

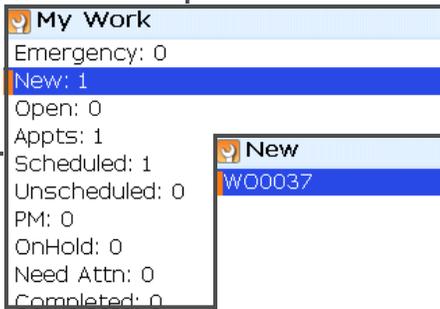
Navigating to Your Work Order



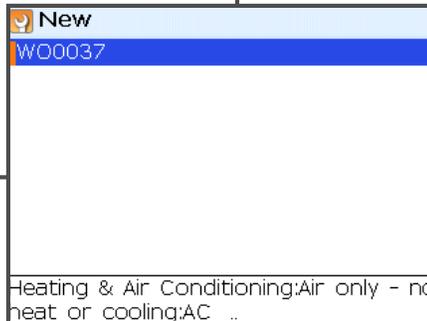
1. After logging in, the Main Menu opens. Highlight My Work, click the trackwheel, and choose Select.

4. The Work Order details screen opens. Scroll up and down to view all of it.

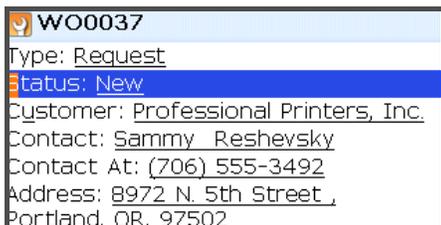
2. Highlight the New line, click the trackwheel, and choose Select.



3. On the New list, highlight the work order, click the trackwheel, and choose Select.



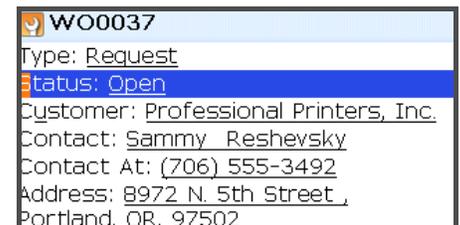
Picking up and starting the Work Order (Status New to Open: In Progress)



1. Scroll to the Status line, near the top of the work order details screen, click the trackwheel, and choose Select.



2. On the Action Menu, highlight Pickup and Start, click the trackwheel, and click Select.



3. The Work Order displays again with the status of Open.

Quick Start Guide

Completing the Work Order (& Adding Labor, Materials and Repair Categories)

1. Open Complete WO

WO0037
 Type: Request
 Status: **Open:InProgress**
 Customer: Professional Printers, Inc.
 Contact: Sammy Reshevsky
 Contact At: (706) 555-3492
 Address: 8972 N. 5th Street,
 Portland, OR, 97502
 Description:

Action Menu
 Open:InProgress 0:00 REG
 Select your new action:
 Split Time
Complete
 Pause
 Needs Attention
 On Hold

Complete WO
 WO0037
RepairCode : Select RPR Category
 Labor : 0h 13m
 Materials : 0.00
 AllCosts : ...
 Comments : ...

Highlight the status line, click the trackwheel, and choose Select. On the Action Menu, highlight Complete and Select.

On the Complete WO screen, you can enter Repair Codes and add Labor and Materials before submitting the work order.

2. Add Repair Code

Complete WO
 WO0037
RepairCode : Select RPR Category
 Labor : 0h 13m
 Materials : 0.00
 AllCosts : ...
 Comments : ...

Highlight Repair Code, click the trackwheel, and Select.

Repair Cat
HVAC

Highlight the Repair Category, click the trackwheel, and choose Select.

Repair Cat
 Replaced compressor
 Adjusted temperature
Repaired compressor
 Replaced component
 Called vendor
 Repaired thermostat

Choose the Repair Code, click the trackwheel, and choose Select.

3. Add Labor

Labor Costs
 Labor - 0h 13m
REG (Active) - 0h 13m

Select
Add Labor
 Delete Item
 Back
 Minimize
 Exit

On the Complete WO screen, highlight and Select Labor, then click the trackwheel and choose Add Labor.

Labor
 Start date: Mar 27, 2007 12:00 AM
 Duration: 0:20
 Labor Code:
 REG
 OT
 WE

Edit the labor Start date, Duration, and Labor Code as needed, then click the trackwheel and choose Save.

Labor Costs
 Labor - 0h 38m
REG (Active) - 0h 18m
 REG - 0h 20m

Select
 Add Labor
 Delete Item
Back
 Minimize
 Exit

Verify the labor totals, then click the trackwheel and choose Back.

4. Add Materials

Material Costs
 Materials - \$0.00

Select
Add Materials
 Delete Item
 Back
 Minimize
 Exit

On the Complete WO screen, highlight and Select Materials, then click the trackwheel and choose Add Materials.

Materials
 Product: <Select material>
 Cost: 0.00
 Quantity: 1

Save
 Back
Search Materials
 Minimize
 Exit
 Select

Click the trackwheel and choose Search Materials.

Partial Search
 Partial Name: sw
 Partial Manufacturer:
 Status: Ready.
 Found Materials:

Enter a few letters of a part or material name, click the trackwheel, and choose Start Search.

Partial Search
 Partial Name: sw
 Partial Manufacturer:
 Status: Search is done.
 Found Materials:
 Switch
 SWITCH-DEFROST TERMINATION
 SWITCH-LIMIT
 SWITCH-PRESS LO "LPS" R-22

Highlight the correct item and select it with the space key, then click the trackwheel and choose Select Location.

Material Location
 Product Name: SWITCH-DEFROST TERMINATION
 Available at Locations:
 Truck 1
 Truck 2

Save
 Back
 Minimize
 Exit
 Select

Highlight the stock location, then click the trackwheel and choose Save. Add more materials, or click Save to finish.

5. Submit the Work Order

Complete WO
 WO0037
RepairCode : Repaired comp
 Labor : 0h 45m
 Materials : 0.00
 AllCosts : ...
 Comments : ...

Select
Submit
 Back
 Minimize
 Exit

When you're done, click the trackwheel and choose Submit.