



Los Angeles Unified School District

Maintenance & Operations

Work Force Manager Mobile Application Guide

Version History	What's New
3/8/18	- Added Cancel Assignment button (pg. 7) - Added Type of Repair Work Performed comment when changing work order status to FCOMP (pg. 10-11) - Added Mileage Justification (pg. 13-14) - Added Check In / Check Out button (pg. 20-21)
5/3/18	- Follow-Up Work Order - New Service Call Work Order - Attachments - Search for Work Order (by work order number)
8/24/18	Expanded instructions on how to generate a new Service Call Work Order
9/26/18	Added a screenshot on WIFI settings (pg. 2)
2/12/19	- Changed URL to secure connection (pg. 3) - Changed "Cancel Assignment" label to "Remove Assignment" (pg. 7) - Added View Location Map (pg. 8) - WMATL Comments are emailed to Senior/Supervisor (pg. 12) - Added Man on Site (MOS) option on New Service Call Work Order (pg. 29)
2/13/19	Added Long Description button to view Long Description on Work Order (pg. 9)



LAUSD Maintenance and Operations Work Force Manager Mobile Application Guide

Background: The **Work Force Manager Mobile Application** is designed for craft technicians to easily receive, status and time report against daily work assignments. The application also allows the craft technicians to Check-In and Check-Out of a site, generate follow-up/new work order and add/view photos on work orders.

Application Accessibility: In order to utilize the application, you must establish a Wi-Fi connection to the District Wi-Fi network (LAUSD).

On your device (e.g. Smartphone or Tablet), perform the following:

1. **Turn on the Wi-Fi.** If you have an Android device, simply swipe down from the top of your screen. A Wi-Fi icon will appear, press this icon to turn on Wi-Fi. If that is unsuccessful or if you have an iOS (Apple device), simply go to the Settings application and select Wi-Fi.
2. **A list of available Wi-Fi networks will appear.** Select **LAUSD**
3. **Connect.** Connect to the LAUSD network per the following:

Network name:	LAUSD
Security:	No Change
EAP Method	PEAP
Phase 2 authentication	No Change
CA certificate:	Do not validate
Identity:	Your single sign on username
Anonymous identity:	Leave blank
Enter password:	Your single sign on password

The network name, identity and password will be saved to your device. All district sites share the same network name (LAUSD), as a result, your device will connect automatically without having to establish a new connection.

If you experience any issues with establishing a connection, please contact the FTS helpdesk at 213-241-4642 for assistance.

LAUSD

EAP method

PEAP

Phase 2 authentication

None

CA certificate

Do not validate

No certificate specified. Your connection will not be private.

Identity

danny.lu

Anonymous identity

Password

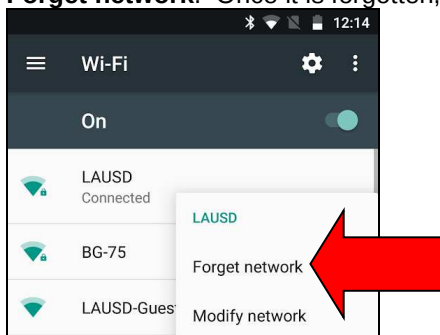
.....

☐ Show password

Advanced options

CANCEL CONNECT

Note: If you update/change your password, you will need to update your Wi-Fi settings. Go to your device settings, select Wi-Fi, hold down on the **LAUSD** network. A popup will appear (see screen shot below). Select **Forget network**. Once it is forgotten, you can re-establish connection per the instructions above.





Step 1: Access the web application

In your web device browser (e.g. Chrome/Safari), enter the following URL:

<https://facapps.lausd.net/wfmmobile>



You will then be taken to a login screen.

Use single sign-on. Do not include @lausd.net

Username

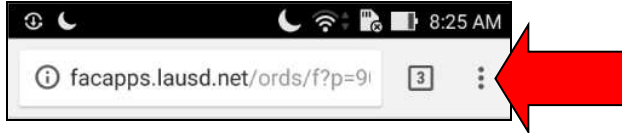
Password

Log In

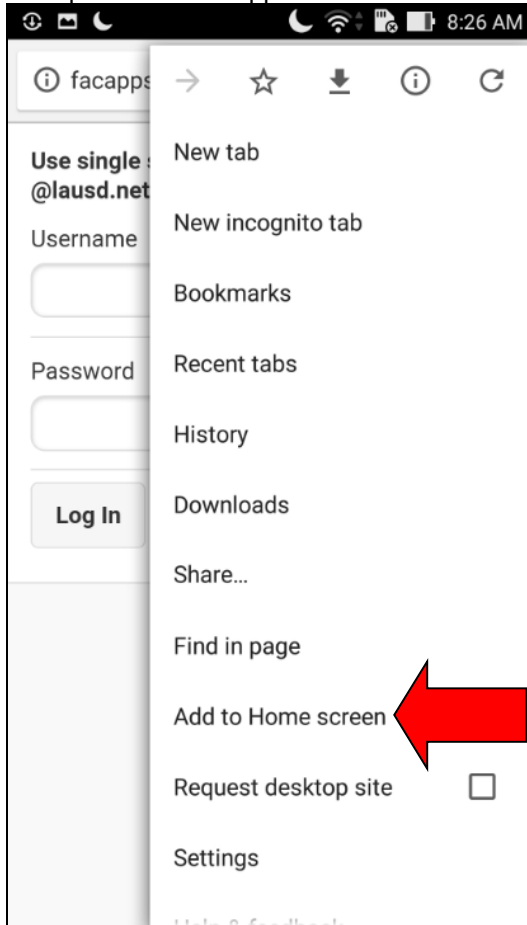


Tip: Create a shortcut icon to this webpage on your device. This will allow you to access the inspection application without having to re-enter the URL address everytime.

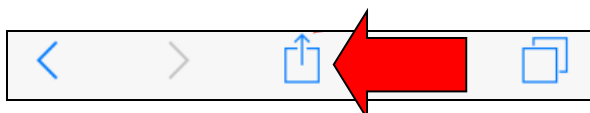
Android Device: Press the 3 dot icon located on the top right corner.



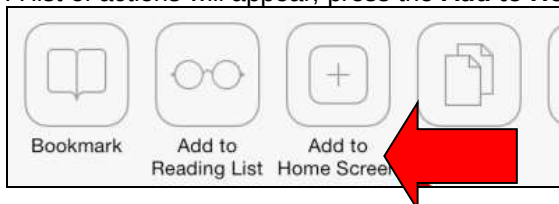
A dropdown list will appear. Press the **Add to Home screen** button.



iOS (iPhone) Device: Press the menu icon.



A list of actions will appear, press the **Add to Home Screen** button.





Step 2: Logging In

Log in with your District Single Sign-on username and password and click the **Login** button.

Use single sign-on. Do not include @lausd.net

Username
Danny.lu

Password
.....

Log In

Step 3: Homepage

After logging in, you will be taken to your homepage. In this screen, you will see your Name on the top of the screen and 7 buttons:

Button Name	Description
Assignments	To view open assignments made through the Work Force Manager desktop app.
Daily Time	To view labor hours that have been reported.
WOs for Person Group	To view/search for open work orders assigned to a Person Group.
Past Work Orders	To view a list of work orders where you have labor transactions.
New Work Orders	To generate a new Service Call work order or view one that you have created.
Check In	To Check-In to a particular site.
Check Out	To Check-Out of a particular site.

Logout WFM Mobile

Danny Lu

NO CHECK IN/OUT DATA FOR TODAY

Assignments

Daily Time

WOs for Person Group

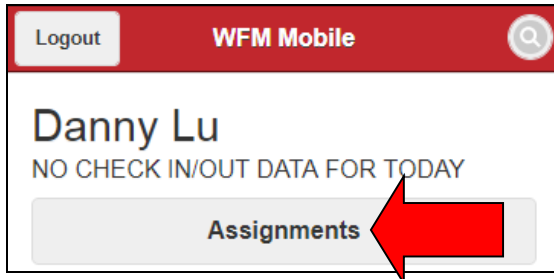
Past Work Orders

New Work Orders

Check In Check Out

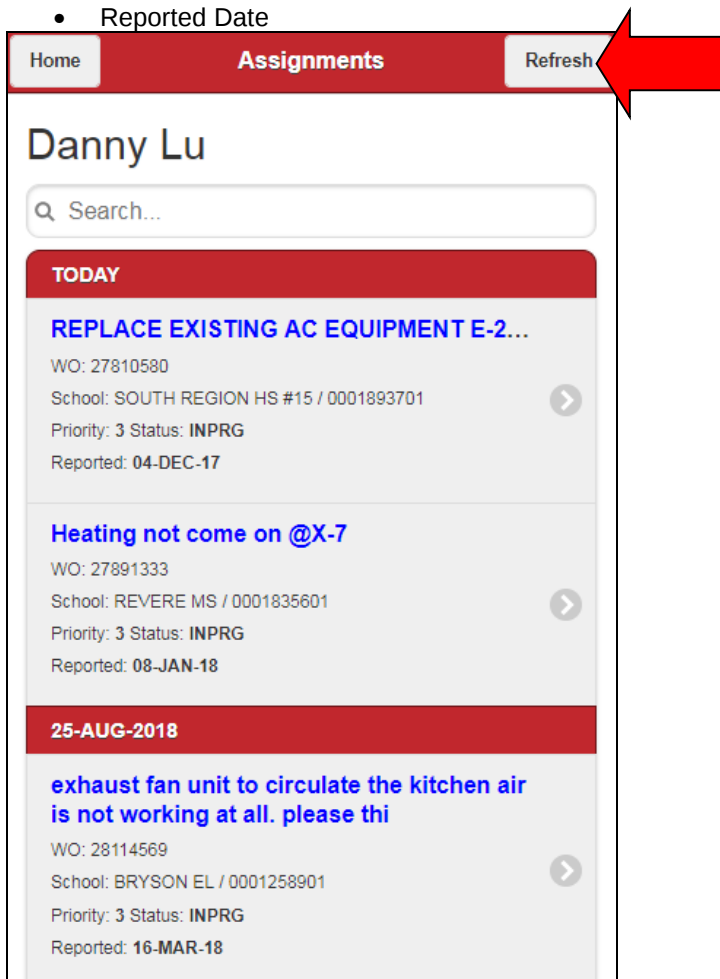


BUTTON 1: ASSIGNMENTS



When you select **Assignments**, the page will display a list of open assignments that are assigned to you. The assignments will be listed in the order of execution. Future day assignments will also be displayed on this page. The assignment will display the following details:

- Work Order Description
- Work Order Number
- School Name / Cost Center
- Priority
- Current Status
- Reported Date



Note: It is recommended that you press the refresh button to ensure that you have the latest assignments.



Start Assignment/View Work Order Details

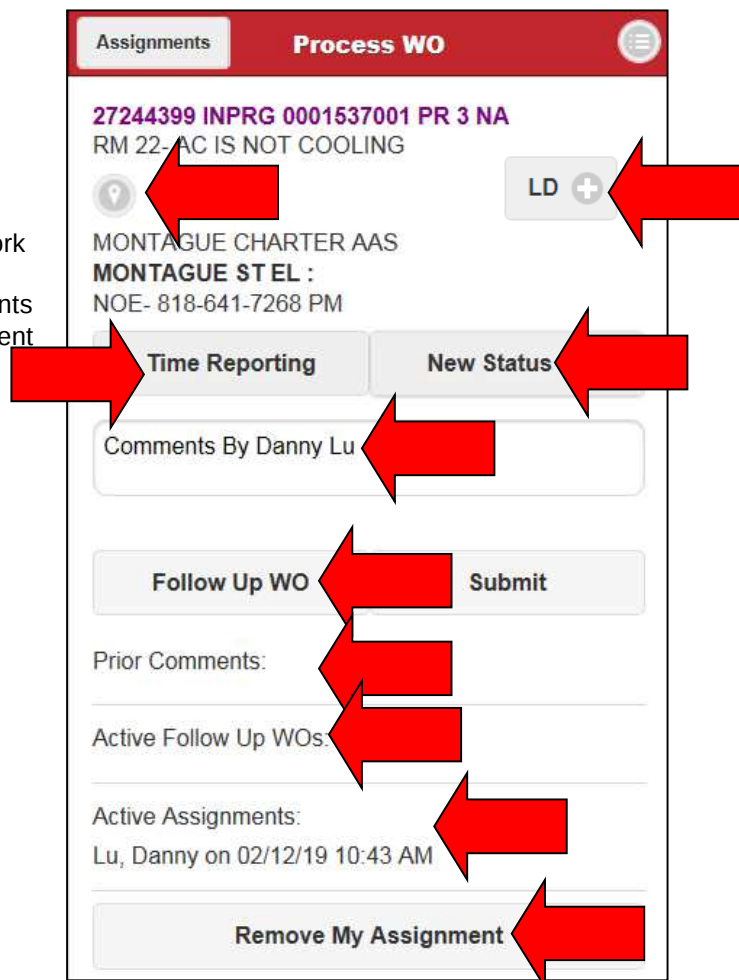
To start an assignment or view details of the work order, press the right arrow on the assignment that you wish to start.



The page will refresh and display additional details and available actions for the assignment.

On this screen, you can perform the following:

- **View Location** – Display Map of WO Location
- **View Long Description** – Display Long Description of Work Order
- **Time Reporting** – Report Time
- **New Status** – Change Work Order Status
- **Comments** – Add/view Work Log/Comments
- **Follow Up WO** – Generate/view Follow-up Work Orders
- **Active Assignments** – View Active Assignments
- **Remove My Assignment** – Remove Assignment



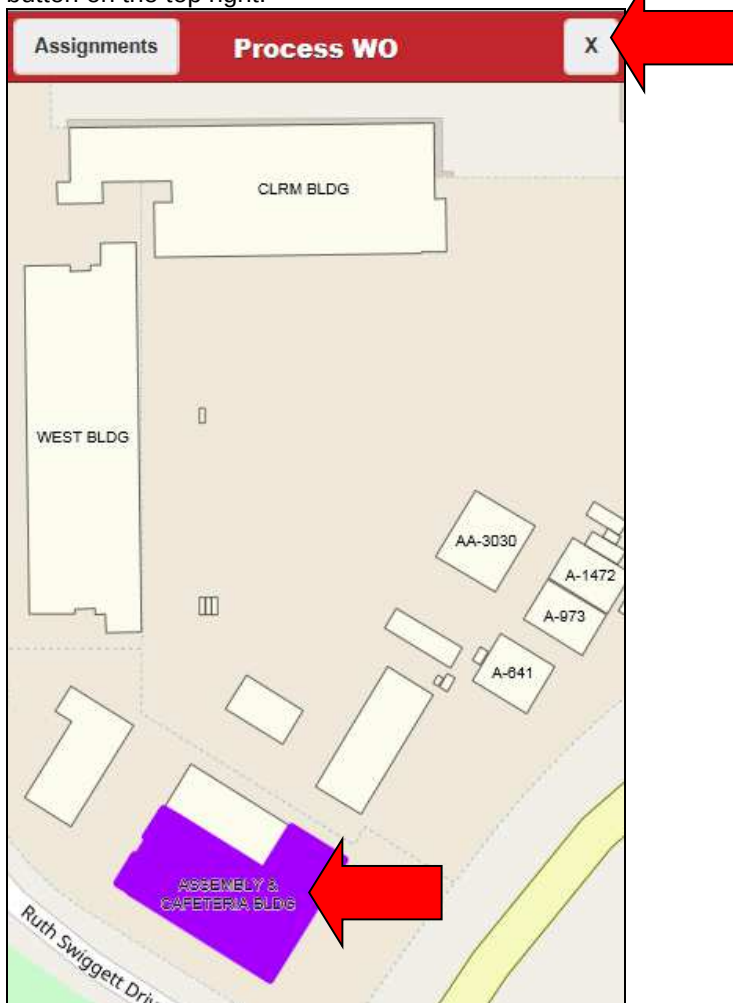


VIEW LOCATION

If the work order is created against a specific building/location at the school site and you want to see where it is located in a map view, click on the location icon right above the school name.



A new page will appear with the school map and the building highlighted. To close the window, click on the X button on the top right.



Note: If a pop-up appears asking you to allow location, please click Allow/Okay.



VIEW LONG DESCRIPTION

If the work order has a long description, you will see a button labeled **LD** in the top right corner of the Process WO page. Click on the **LD** button to expand and view the long description.

Assignments Process WO

28934389 APPR 0001374001 PR 3 AA
Door sweep needs repair@rm 41

FARMDALE EL
KINDERGARTEN BLDG : FARMDALE EL :
Sosa, Miguel PLANT MANAGER I

Time Reporting New Status

LD +

Assignments Process WO

28934389 APPR 0001374001 PR 3 AA
Door sweep needs repair@rm 41

Problem Type:01
Problem Description:Door sweep needs repair
Location Details:rm 41
FARMDALE EL
KINDERGARTEN BLDG : FARMDALE EL :
Sosa, Miguel PLANT MANAGER I

Time Reporting New Status

LD +

REMOVE MY ASSIGNMENT

If an assignment has been completed or assigned to you by mistake, you can remove the assignment by pressing the **Remove My Assignment** button. You will have to provide justification on why you are removing an assignment.

Assignments Process WO

27244399 INPRG 0001537001 PR 3 NA
RM 22- AC IS NOT COOLING

MONTAGUE CHARTER AAS
MONTAGUE ST EL :
NOE- 818-641-7268 PM

Time Reporting New Status

Comments By Danny Lu

Follow Up WO Submit

Prior Comments:

Active Follow Up WOs:

Active Assignments:
Lu, Danny on 02/12/19 10:43 AM

Remove My Assignment

Reason for Assignment Removal

Remove My Assignment

Note: If you remove an assignment, your Senior/Supervisor will receive an email indicating that you have removed the assignment with the reasoning you provided.



CHANGE WORK ORDER STATUS

The current status is displayed in the title of the assignment. For the example below, “**27671620 INPRG**”; the current status is INPRG (In Progress). The status sequence is as follow:

- APPR (Approved) → INPRG (In Progress)
- INPRG (In Progress) → WMATL (Waiting for Material) or FCOMP (Field Complete)
- WMATL (Waiting for Material) → INPRG (In Progress) or FCOMP (Field Complete)

The screenshot shows the 'Process WO' screen with the title '27671620 INPRG 0001813701 PR 3'. A red arrow points to the 'INPRG' status in the title. Below the title, the problem type is '01 Problem', the description is 'Exhaust Air Motor needs to be replaced. Location Details: Mechanical Room C Bldg.', and the location is 'CLASSROOM BUILDING #2 : FROST MS : Monreal, Jose PLANT MANAGER III'. There are buttons for 'Report Time', 'New Status', 'Follow Up WO', and 'Submit'. A comment box shows 'Comments By Danny Lu'. At the bottom, it says 'Assigned to Cooper, Jeffrey Scott on 11/14/17 02:04 PM' and a 'Cancel My Assignment' button.

- If you have started work on the assignment, you must change the status to INPRG (In Progress).
- If you are waiting for material, you must change the status to WMATL (Waiting on Material).
- If you are done with assignment, you must change the status to FCOMP (Field Complete).

To change the status, simply press the **New Status** button. The next available status will appear. Select the appropriate status.

The screenshot shows the 'Process WO' screen with the title '27671620 INPRG 0001813701 PR 3'. A red arrow points to the 'New Status' button, which has a dropdown menu open showing the options 'FCOMP' and 'WMATL'. The rest of the screen content is the same as the previous screenshot.



The selected status will now appear. Press **Submit** to finalize the status change.

Assignments **Process WO**

27671620 INPRG 0001813701 PR 3
Problem Type:01 Problem
Description:Exhaust Air Motor needs to be replaced. Location Details:Mechanical Room C Bldg.
CLASSROOM BUILDING #2 : FROST MS :
Monreal, Jose PLANT MANAGER III

Report Time **WMATL**

Comments By Danny Lu

Follow Up WO **Submit**

The record will refresh and the new status will be reflected.

Assignments **Process WO**

27671620 WMATL PR 3
Problem Type:01 Problem
Description:Exhaust Air Motor needs to be replaced. Location Details:Mechanical Room C Bldg.
CLASSROOM BUILDING #2 : FROST MS :
Monreal, Jose PLANT MANAGER III

Report Time **New Status** ▼

Comments By Danny Lu

Follow Up WO **Submit**



WAITING FOR MATERIAL (WMATL) STATUS AND COMMENTS

When the status is at or soon to be changed to WMATL, any comments submitted will be emailed to your Senior/Supervisor. This allows you to send material lists or any other comments to your Senior/Supervisor.

Assignments **Process WO**

27244399 INPRG 0001537001 PR 3 NA
RM 22- AC IS NOT COOLING

MONTAGUE CHARTER AAS
MONTAGUE ST EL :
NOE- 818-641-7268 PM

Time Reporting **WMATL**

Materials needed:
Thermostat
Wires
Electric Meter

53 of 100

Follow Up WO **Submit**

FIELD COMPLETE (FCOMP) STATUS CHANGE

When you change the status of a work order to Field Complete (FCOMP), the comment field is required. In this field, please describe what you did to resolve the work order. The comments will be sent to the Plant Manager/Principal in their end of day service call completion emails.

Assignments **Process WO**

27671620 WMATL 0001813701 PR 3
Problem Type:01 Problem Description:Exhaust Air Motor needs to be replaced. Location Details:Mechanical Room C Bldg.
CLASSROOM BUILDING #2 : FROST MS :
Monreal, Jose PLANT MANAGER III

Report Time **FCOMP**

What was done to resolve problem?

Follow Up WO **Submit**

Assignments **Process WO**

27671620 WMATL 0001813701 PR 3
Problem Type:01 Problem Description:Exhaust Air Motor needs to be replaced. Location Details:Mechanical Room C Bldg.
CLASSROOM BUILDING #2 : FROST MS :
Monreal, Jose PLANT MANAGER III

Report Time **FCOMP**

Replaced Exhaust Air Motor

26 of 100

Follow Up WO **Submit**

Note: If you have physically completed the work assignment, it is recommended that you first change the status **FCOMP** before you report time against the work assignment.



ADD WORK LOG

To add a work log on what you have performed on the assignment, type in the your comments in the **Comments** section and press **Submit**.

Assignments Process WO

27671620 FCOMP 0001813701 PR 3
Problem Type:01 Problem Description:Exhaust Air Motor needs to be replaced. Location Details:Mechanical Room C Bldg.
CLASSROOM BUILDING #2 : FROST MS :
Monreal, Jose PLANT MANAGER III

Report Time

Comments By Danny Lu

Follow Up WO Submit

Assignments Process WO

27671620 FCOMP 0001813701 PR 3
Problem Type:01 Problem Description:Exhaust Air Motor needs to be replaced. Location Details:Mechanical Room C Bldg.
CLASSROOM BUILDING #2 : FROST MS :
Monreal, Jose PLANT MANAGER III

Report Time

Ordered replacement part, will install after receiving material.

65 of 100

Follow Up WO Submit

GENERATE FOLLOW UP WORK ORDER

To generate a Follow-Up Work Order, press the **Follow Up WO** button.

Assignments Process WO

27671620 WMATL 0001813701 PR 3
Problem Type:01 Problem Description:Exhaust Air Motor needs to be replaced. Location Details:Mechanical Room C Bldg.
CLASSROOM BUILDING #2 : FROST MS :
Monreal, Jose PLANT MANAGER III

Report Time FCOMP

What was done to resolve problem?

Follow Up WO Submit



You will be taken to the **Create Follow Up WO** screen. Fill out the appropriate fields and press **Submit**.

- Work Order Description
- Category Code
- Routine Code

Back to WO FollowUp WO

Create Follow Up WO

ALL FIELDS REQUIRED

Description*

Enter description for new WO

Category Code*

Select Category

Routing Code*

Select Route

Submit

Back to WO FollowUp WO

Create Follow Up WO

ALL FIELDS REQUIRED

Description*

Patch and paint mechanical room where exhaust motor was replaced. Northwest corner.

85 of 100

Category Code*

PAINT

Routing Code*

Other Painting Repairs

Submit

The **Follow Up WO number** and description will appear in the Process WO screen.

Assignments Process WO

28509299 FCOMP 0001374001 PR 3 NA

No heat in auditorium @ Auditorium

FARMDALE EL

ASSEMBLY-CAFETERIA BLDG. : FARMDALE EL : N.CASTRO Sr Office Technician

Time Reporting

Comments By Danny Lu

Follow Up WO Submit

Prior Comments:

N.CASTRO on 01/29/19 misc comments...

N.CASTRO on 01/29/19 replaced thermostat

N.CASTRO on 01/29/19 need thermostat

Active Follow Up WOs:

28509300 on 01/29/19 - patch paint needed

28509301 on 01/29/19 - followup work



ADD ATTACHMENTS (PHOTOS/DOCUMENTS)

To add an attachment (e.g. Photos, Document) to a work order, click on the icon on the top right corner of the work order details page.

The screenshot shows the 'Process WO' screen. At the top, there is a red header bar with 'Assignments' and 'Process WO' tabs. On the right side of the header bar, there is a circular icon with three horizontal lines, which is highlighted by a red arrow. Below the header bar, the screen displays work order details: '27671620 FCOMP 0001813701 PR 3', 'Problem Type:01 Problem Description:Exhaust Air Motor needs to be replaced. Location Details:Mechanical Room C Bldg.', 'CLASSROOM BUILDING #2 : FROST MS :', and 'Monreal, Jose PLANT MANAGER III'. There are buttons for 'Report Time', 'Follow Up WO', and 'Submit', and a text field for 'Comments By Danny Lu'.

You will be taken to the **Select Image** page. Here you can choose an existing file from your device and/or take a photo.

The screenshot shows the 'Select Image' page. At the top, there is a red header bar with 'Back to WO' and 'Select Image' tabs. Below the header bar, there is a 'Description*' section with a text field labeled 'Describe Image (4 Chars Min)'. Below this is a 'Choose File' button and a text field showing 'No file chosen'. There is a row of 10 small square icons for selecting an image type. Below this is an 'Image Type' section with a dropdown menu showing 'Small Photo'. At the bottom, there is a 'Submit Image' button.



Describe the image and press the **Submit Image** button. The image is automatically defaulted to Small Photo, however you can change the image type/size from the drop down.

Back to WO

Select Image

Description *

Dead grass

10 of 250

Choose File 20161010_065318.jpg

Image Type

Small Photo

Small Photo

Large Photo

Standard Document

Enhanced Doc (Slow)

Submit Image

Note: If you are taking a photo of a serial number or barcode, select **Large Photo**. If you are taking a photo of a document, select **Standard Document**.

After clicking on the **Submit Image** button, you will be taken back to your work order details screen. To view the image press the View Attachments button.

Assignments

Process WO

27250809 APPR 0001065601 PR 3

View Attachments



REPORT TIME

To report time on a work order, go to the work order details page and press the **View/Report Time** button.

Assignments Process WO

27671620 FCOMP 0001813701 PR 3
Problem Type:01 Problem Description:Exhaust
Air Motor needs to be replaced. Location
Details:Mechanical Room C Bldg.
CLASSROOM BUILDING #2 : FROST MS :
Monreal, Jose PLANT MANAGER III

Report Time

Comments By Danny Lu

Follow Up WO Submit

You will be taken to the **Report Time** page. In this page, fill out the appropriate fields.

- Work Date
- Will Return checkbox
- Start Time (Start Hours and Start Minute)
- Regular Time (Regular Hours and Regular Minutes)
- Overtime (OT Hours and OT Minutes)
- Miles
- Tools
- Lead
- Short Differential
- Memo

Will Return Checkbox

If the assignment is not complete and you will return to the assignment on a later time/date. Check the **Will Return** button. By checking this box, the assignment will remain on your assignment list. If unchecked, the assignment will be removed from your assignment list.

Back to WO Report Time

Danny Lu
Work Date

05/10/2018 ☐ Will Return



Reporting Mileage

If mileage is reported, you will have to identify the **From** and type of **Route** (To) of the claimed mileage. When a value is entered in the Miles field, the **From** and **Route** box will require a value in order to save the record.

Miles

10

From

Route

First, identify the **From** value, click on the down arrow and you will see three possible selections (**Site**, **Area**, and **Home**). Select the appropriate value of where you came from, either from a different school **Site**, from your M&O **Area**, or from your **Home**.

From

From

SITE

AREA

HOME

After selecting a **From** value, the memo will automatically populate.

HOME

Route

Memo

--from HOME to BASSETT EL, --

Next, click on the down arrow from the **Route** box. Here, you will have 7 options:

Route

Route

ONE WAY

ROUND TRIP

AREA STOP

VENDOR STOP

MULTIPLE STOPS

LAST + AREA

LAST + HOME



Route Type	Definition
One Way	The mileage reported is for one way (e.g. Home to Site or Site to Home)
Round Trip	The mileage reported is for the round trip (e.g. Home to Site and Site to Home)
Area Stop	The mileage reported included a stop to the M&O Area
Vendor Stop	The mileage reported included a stop to a Vendor Note: This selection requires that you add the details in the memo.
Multiple Stops	The mileage reported includes Multiple Stops (e.g. Stop to Vendor and M&O Area/Sites) – Note: This selection requires that you add the details in the memo.
Last + Area	The mileage reported is the last Site you are at and you are driving back to the M&O Area
Last + Home	The mileage reported is the last Site you are at and you are driving back Home

After selecting the appropriate **Route** value, the memo will refresh and populate.

HOME

LAST + HOME

Memo

--from HOME to BASSETT EL, LAST + HOME--

You can add to the memo by typing after the "--".

HOME

LAST + HOME

Memo

--from HOME to BASSETT EL, LAST + HOME-- I also stopped at a vendor before driving home.

95 of 120

Sample completed time entry. Press **Report Time** to save the entry.

Back to WO WO# 27649711

783916

Danny Lu

Work Date

03/08/2018 Will Return

Start Time

7 AM 00

Regular Time

8 Hrs 00

Overtime

OT Hours OT Minutes

Tools

7 - Unit E Car

Lead

Short Diff

Miles

10

HOME

LAST + HOME

Memo

--from HOME to BASSETT EL, LAST + HOME-- I also stopped at a vendor before driving home.

94 of 120

Report Time



After pressing the **Report Time** button, the reported labor transaction will appear on the bottom of the **Report Time** page under **Reported so far**. Repeat steps if you want to report additional time to this assignment.

An unapproved labor transaction will be generated. Your Senior/Supervisor will be able to view, modify and/or approve the labor transaction in the WFM Desktop/Maximo application.

Back to WO WO# 26086239

Short Desc

Memo

Report Time

Reported so far

Reg Hrs 08:00 OT Hrs 00:00 Miles 20
Tools Lead SD

Details

07:00 AM WO# 26086239
NIMITZ MS
touch up paint needed on doors and jams...
Reg Hrs: 08:00 OT Hrs: 00:00
Miles: 20 Tools: Lead: SD:

If your Senior/Supervisor has approved the labor transaction, the acronym "APPR" will appear to the left of the right arrow. If the field is blank, you still have the ability to **edit** the labor transaction by pressing the right arrow.

Reported so far

Reg Hrs 08:00 OT Hrs 00:00 Miles 20
Tools Lead SD

Details

07:00 AM WO# 26086239
NIMITZ MS
touch up paint needed on doors and jams...
Reg Hrs: 08:00 OT Hrs: 00:00
Miles: 20 Tools: Lead: SD:

Reported for Today

Reg Hrs 08:00 OT Hrs 00:00 Miles 0
Tools Lead SD

Details

07:00 AM WO# 27331415
GLEDHILL ST EEC
(4) RAISE LIP IN THE CONCRETE IN TODDLER PL APPR
Reg Hrs: 08:00 OT Hrs: 00:00
Miles: 0 Tools: Lead: SD:



The **Edit Time** window will appear. Here you can make changes to your labor transaction. Press **Submit** to save. To cancel, press on the X icon on the top right corner of the window.

Edit Time

783916

Danny Lu

NIMITZ MS
touch up paint needed on doors and
jams@138 - 300s Bungalows
Date 2017-08-22 WONUM 26086239

Start Time
7 AM Start Minu...

Regular Time
8 Hrs Reg Minutes

Overtime
OT Hours OT Minutes

BUTTON 2: DAILY TIME

To view your unapproved and approved labor transactions, press the **Daily Time** button.

WFM Mobile

Logout

Danny Lu
NO CHECK IN/OUT DATA FOR TODAY

Assignments

Daily Time

WOs for Person Group

Past Work Orders

Create New WO

Check In Check Out



Press the **Refresh** button. The page will default to today's date with all unapproved and approved labor transactions. You have the option to change the **Work Date** if you wish to see labor transactions in the past or future. You also have the option to make any changes to the labor transactions if it has not been approved.

Home Daily Time Refresh

Danny Lu

05/10/2018 Change

Day's Total
Reg Hrs 08:00 OT Hrs 00:00 Miles 10
Tools Lead SD

Details

07:00 AM WO# 27671620
FROST MS
Exhaust Air Motor needs to be replaced.@Mechanical Room ...
Reg Hrs: 08:00 OT Hrs: 00:00
Miles: 10 Tools: Lead: SD:

BUTTON 3: SEE WORK ORDERS FOR PERSON GROUP

To view open work orders for your person group, press the **WOs for Person Group** button.

Logout WFM Mobile

Danny Lu
NO CHECK IN/OUT DATA FOR TODAY

Assignments
Daily Time
WOs for Person Group
Past Work Orders
Create New WO
Check In Check Out



You will be taken to a new page that will display all open service call work orders for your Person Group. All schools with open service calls will appear. The count to the left of the right arrow is the total number of open service calls for the particular school.

The screenshot shows the 'N1-NA Schools' page with a red header bar containing 'Home', 'N1-NA Schools', and 'Refresh' buttons. Below the header is a 'Select School for N1-NA' section with a text input field containing 'N1-NA' and a 'Change' button. A search bar with a magnifying glass icon and the text 'Search...' is also present. The main content area lists three schools with their details and a count of open service calls next to a right arrow button:

School Name	Cost Center	First Reported	Max Priority	Count
31ST DISTRICT PTSA	0001126501	02-OCT-17	3	1
AGGELER HS	0001850701	08-SEP-17	3	2
ALFRED B. NOBEL CHARTER MIDDLE	0001827201	03-JAN-11	3	14

Note: You have the ability to change the Person Group if the value is incorrect or if you want to find work orders outside of your assigned Person Group. Overtyping the existing Person Group value and clicking on the **Change** button to submit the change.

You have the option to scroll or type in the school name in the search field to search for a school. To view the service call(s), press the right arrow button.

The screenshot shows the 'N1-NA Schools' page with the search field containing 'Nobel'. The school 'ALFRED B. NOBEL CHARTER MIDDLE' is highlighted in the list. Red arrows point to the search field and the right arrow button next to the count '14'.

School Name	Cost Center	First Reported	Max Priority	Count
ALFRED B. NOBEL CHARTER MIDDLE	0001827201	03-JAN-11	3	14



A detailed list of the service call(s) will be displayed. The number to the left of the arrow shows the number of individuals who has this work order as an assignment. If you wish to work on a particular call, press the right arrow button and you will be taken to the details page where you can self-assign, change status, report time, generate follow up work order and add work log(s).

Other School **WOs for N1-NA** Refresh

ALFRED B. NOBEL CHARTER MIDDLE

27821843
Repair broken HAVC pulley by room 11@Air room by room 11
Reported: 11-DEC-17 Status: INPRG
Lead Craft: NA 2 >

27803441
COOLING TOWER- MONTHLY TREATMENT
Reported: 01-DEC-17 Status: WSCH
Lead Craft: BE 0 >

27802846
Building to warm@2 story Building
Reported: 01-DEC-17 Status: INPRG
Lead Craft: NA 2 >

School WOs **Process WO**

27803441 WSCH 0001827201 PR 3
COOLING TOWER- MONTHLY TREATMENT
NOBEL MS :
Barcode: 3513722 COOLING TOWER

Report Time New Status

Comments By Danny Lu

Follow Up WO Submit

Assigned to

Self Assign

BUTTON 4: PAST WORK ORDERS

To view past work orders where you have time reported against. Press the **Past Work Orders** button. One usage of this list is to see if you have any work orders that you may have missed statusing to FCOMP (Field Complete).

Logout **WFM Mobile**

Danny Lu
NO CHECK IN/OUT DATA FOR TODAY

Assignments

Daily Time

WOs for Person Group

Past Work Orders

Create New WO

Check In Check Out



Press the **Refresh** button. The page is default to display the last 15 days of actuals, but you may expand the days up to 90. Here you can go to the work order by pressing on the right arrow to see the work order details and/or take action.

The screenshot shows the 'Past Work Orders' screen. At the top, there is a red header bar with 'Home', 'Past Work Orders', and 'Refresh' buttons. Below the header, the user's name 'Danny Lu' is displayed, followed by 'How Many Days Back?' and a dropdown menu set to '15'. A search bar is present. Two work order cards are listed. The first card has a blue title 'Exhaust Air Motor needs to be replaced.@Mechanical Room C Bldg.', details including 'WO: 27671620', 'School: FROST MS / 0001813701', 'Priority: 3 Status: FCOMP', and 'Last Reported: 10-MAY-18'. The second card has a blue title 'REPLACE 4 POLE INTERLOC RELAY FOR CAFE EXH/COOLER SYSTEM', details including 'WO: 27654133', 'School: HENRY MS / 0001817401', 'Priority: 3 Status: COMP', and 'Last Reported: 01-MAY-18'. Red arrows point to the 'Refresh' button, the '15' dropdown, and the right arrow on the first work order card.

The screenshot shows the 'Process WO' screen. At the top, there is a red header bar with 'Past WOs' and 'Process WO' buttons. Below the header, the work order number '27671620 FCOMP 0001813701 PR 3' is displayed. The problem description is 'Problem Type:01 Problem Description:Exhaust Air Motor needs to be replaced. Location Details:Mechanical Room C Bldg. CLASSROOM BUILDING #2 : FROST MS : Monreal, Jose PLANT MANAGER III'. There is a 'Report Time' button, a text area for 'Comments By Danny Lu', and 'Follow Up WO' and 'Submit' buttons at the bottom.

BUTTON 5: CREATE NEW WORK ORDER

To create a new Service Call Work Order, press the **New Work Orders** button.

The screenshot shows the 'WFM Mobile' home screen. At the top, there is a red header bar with 'Logout', 'WFM Mobile', and a search icon. Below the header, the user's name 'Danny Lu' is displayed, followed by 'NO CHECK IN/OUT DATA FOR TODAY'. A list of buttons is shown: 'Assignments', 'Daily Time', 'WOs for Person Group', 'Past Work Orders', 'New Work Orders', 'Check In', and 'Check Out'. A red arrow points to the 'New Work Orders' button.



You will be taken to the New Work Orders page. In this screen, you can either create a new work order or view work orders you have created in the last 30 days through the mobile application.

To create a new Service Call work order, click on the **Create New Work Order** button.

Populate the required fields:

- Work Order Description
- Job Type
- Barcode (Optional)
- Area/School
- Building List/Map
- Location Detail
- Category Code
- Route Code
- Site Based/Area Based
- Potential Warranty



Enter the description of the service call in the **Work Description** box.

A screenshot of the 'New WO' form showing the 'Work Description' field. The text 'Replace toilet seat in boys restroom' is entered into the text box. A red asterisk is next to the label.

Next, enter the **Job Type**. Click on the value list and select the appropriate Job Type.

A screenshot of the 'New WO' form with the 'Job Type' dropdown menu open. The menu lists several options: REPAIR OF BUILDINGS, REPAIR OF PORTABLE EQUIPMENT, MOVING EQUIPMENT, VANDALISM - MAINTENANCE, FIRE DAMAGE - MAINTENANCE, and UPKEEP OF GROUNDS/PLAYGROUNDS. A red arrow points to 'REPAIR OF BUILDINGS'.

A screenshot of the 'New WO' form showing the 'Job Type' dropdown menu with 'REPAIR OF BUILDINGS' selected. A red arrow points to the selected option. The 'Barcode (optional)' field is visible below.

Next, if the service call is against an equipment that is barcoded, enter the barcode number in the **Barcode** field. If barcode is entered, the Area/School selections will pre-populate. If you do not have a barcode, leave this field blank.

A screenshot of the 'New WO' form showing the 'Barcode (optional)' field. A red arrow points to the empty text box. The 'Job Type' dropdown is still set to 'REPAIR OF BUILDINGS'.



Next, select the school where the service is needed. To select a school, you must first select the M&O Area where the school resides. The application defaults to your home Area location. Next, press the **Select School** drop down button.

After selecting a school, you must select the Building, Zone or Site of where the service resides. You may press the **Select Building** dropdown or **Show Map**.

Option 1: Select Building

Area and School*

24TH ST EL

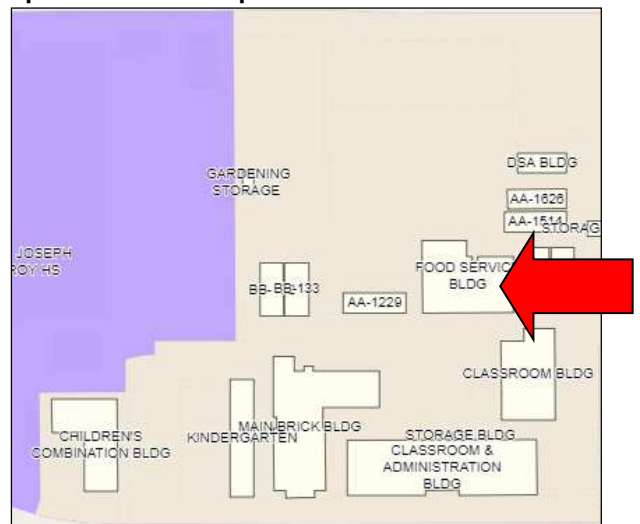
Building, Zone or Site*

Select Building Show Map

Select Building

- B-16209 - AA-1229
- B-16027 - AA-1514
- B-23675 - AA-1626
- B-24036 - AA-2261
- B-24032 - AA-2608
- B-38966 - ARCADE #1
- B-24307 - BB-133
- B-16640 - BB-172
- B-24212 - CLASSROOM & ADMINISTRATION BLDG
- B-23485 - CLASSROOM BLDG
- B-23521 - DSA BLDG
- B-33544 - FOOD SERVICE BLDG
- B-41303 - GARDENING STORAGE
- B-16005 - KINDERGARTEN
- B-16306 - MAIN BRICK BLDG
- B-41302 - STORAGE BLDG
- B-24008 - STORAGE BLDG
- Z-2268 - 24TH ST EL CHILDREN'S COMBINATION CENTR
- Z-2276 - BUILDINGS: CAFETERIA, DSA / RUBBER MAT /

Option 2: Show Map





Next, enter the **Location Detail** of where the service is needed. This information helps the technician to locate the issue.

Area and School*

24TH ST EL

Building, Zone or Site*

FOOD SERVICE BLDG - B-33544

Location Detail*

Last restroom stall

Next, select the appropriate Category this work falls under in the **Category Code** field.

19 of 100

Category Code*

PLUMBING

Next, select the appropriate work type within the select category in the **Route Code** field.

Category Code*

PLUMBING

Route Code*

Toilet Seat Broken

Next, select the appropriate responsible department/individual who will execute the call in the **Select Area or Site Based** field. If the M&O Area department is to execute the call, select Area Based; if it is Man on Site, select Man on Site, if the site assigned Maintenance Worker will execute the call, select Site Based.

Site or Area Based*

Select Area or Site Based

Select Area or Site Based

Area Based

Man On Site

Site Based

Note: Area Based calls are created in the Waiting for Approval (WAPPR) status, where as Man on Site and Site Based Calls are created in the Approved (APPR) status.

Next, if the service may be covered under warranty, check the **Potential Warranty** checkbox. If not, leave it blank. If checked, the call will be routed the Warranty Unit for execution.

☐ Potential Warranty



After all of the required fields are completed, press the **Create WO** button.

Back

New WO

Work Description*

Replace toilet seat in boys restroom

36 of 100

Job Type*

REPAIR OF BUILDINGS

Barcode (optional)

Area and School*

24TH ST EL

Building, Zone or Site*

FOOD SERVICE BLDG - B-33544

Location Detail*

Last restroom stall

19 of 100

Category Code*

PLUMBING

Route Code*

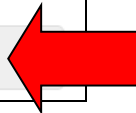
Toilet Seat Broken

Site or Area Based*

Area Based

☐ Potential Warranty

Submit





After clicking on the Submit button, the page will refresh and the work order appear on the New Work Orders page.

Home New Work Orders Refresh

Danny Lu

Create New Work Order

Search...

Replace toilet seat in boys restroom @ Last restroom stall

WO: 28509101
School: 24TH ST EL / 0001730101
Status: WAPPR Reported: 24-AUG-18

OPTIONAL (Attach Photo to new work order): If you want to attach a photo to the work order you just created, click on the right arrow to view details. You will be taken to the Process WO screen where you can attach photos. See page 13 for step by step instructions on how to attach a photo.

Requests Process WO

28509101 WAPPR 0001730101 PR 3

Replace toilet seat in boys restroom @ Last restroom stall

24TH ST EL

FOOD SERVICE BLDG : 24TH ST EL :

DANNY.LU SR TECHNICAL PROJECT MGR

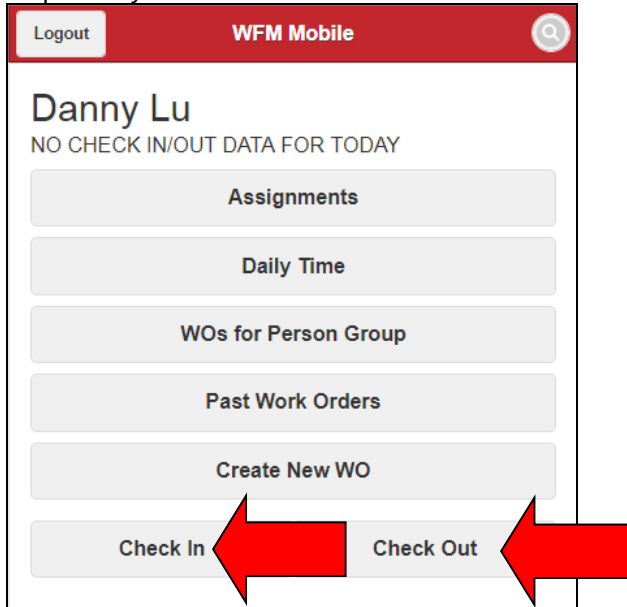
Comments By Danny Lu

Submit



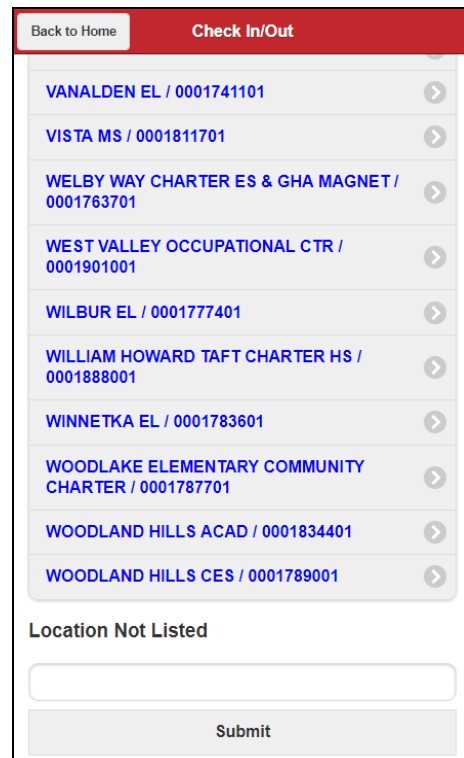
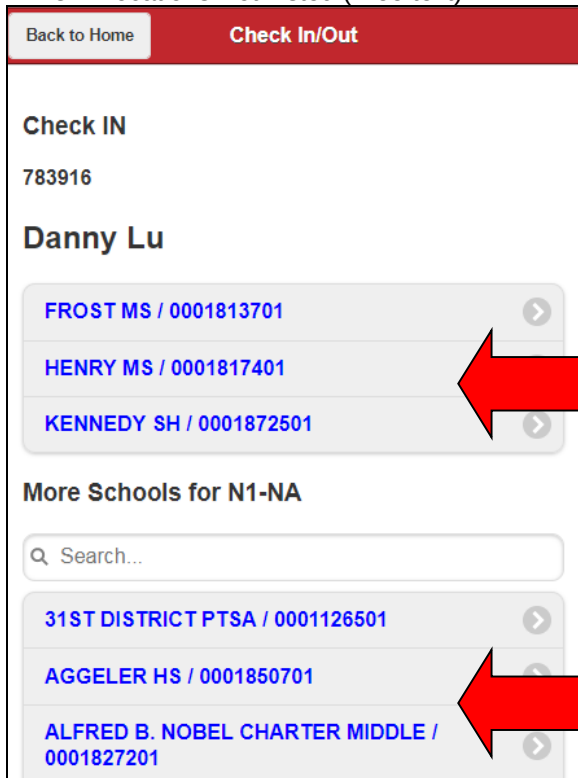
BUTTON 6: CHECK IN / CHECK OUT

To check in and out of a site, in the home screen of the application press the **Check In** or **Check Out** button respectively.



When you press the **Check In** or **Check Out** button, the screen will refresh and display three options:

1. Sites where you currently have assignments for
2. Sites where they have open service calls in your assigned Person Group (e.g. N1 HVAC Department)
3. Locations Not Listed (Free text)





To select a site, simply press the name of the site and it will automatically time stamp and log your selection. Your Check In / Check Out selection will be displayed on both the Work Force Manager Mobile and Desktop application.

If the **Location Not Listed (Free text)** option is used, after you type in your location, you will need to press the Submit button.

Location Not Listed

Going to Home Depot in Cypress Park

Submit

After clicking on the Submit button and/or on a school. Your Check in/out information will appear on the home page of your application.

Logout WFM Mobile

Danny Lu

IN ARAGON EL @ 05/10/18 03:45 PM

Assignments

Daily Time

WOs for Person Group

Past Work Orders

Create New WO

Check In Check Out

SEARCH WO BY WO NUMBER

If you have a work order number and want a quick way to search and/or assign yourself to the work order, click on the magnifying glass icon on the top right corner of your home screen.

Logout WFM Mobile

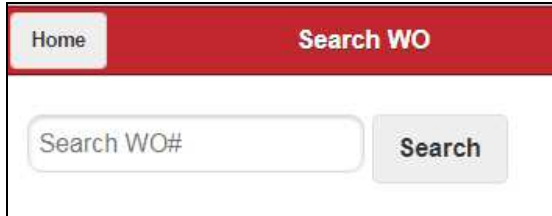
Danny Lu

IN ARAGON EL @ 05/10/18 03:45 PM

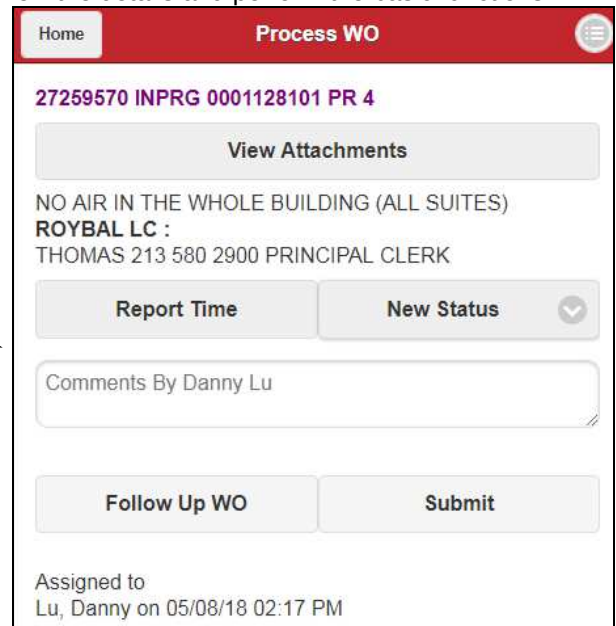
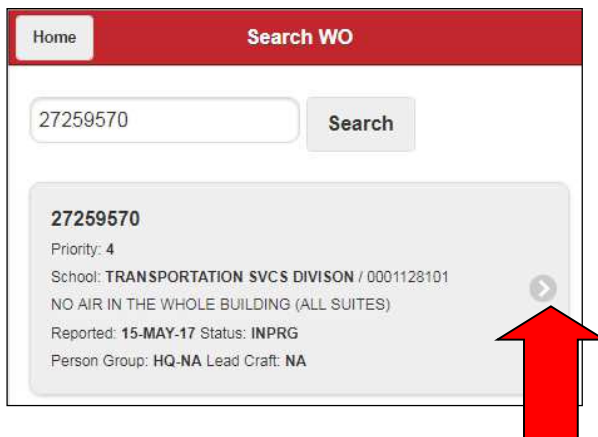
Assignments



You will be taken to the **Search WO** screen. Enter the work order number and click on the **Search** button.



You will be taken to the Work Order where you can view the details and perform the basic functions.



Should you have any questions on this guide, please contact the Danny Lu (danny.lu@lausd.net / 213-241-1121), Mark Merrick (mark.merrick@lausd.net / 213-241-8620), John Herweg (john.herweg@lausd.net / 213-241-1127), Nelson Castro (n.castro@lausd.net / 213-241-8764) or Rick Peterson (richard.peterson@lausd.net / 213-241-6274).