



Step-by-Step User Guide

Technicians App



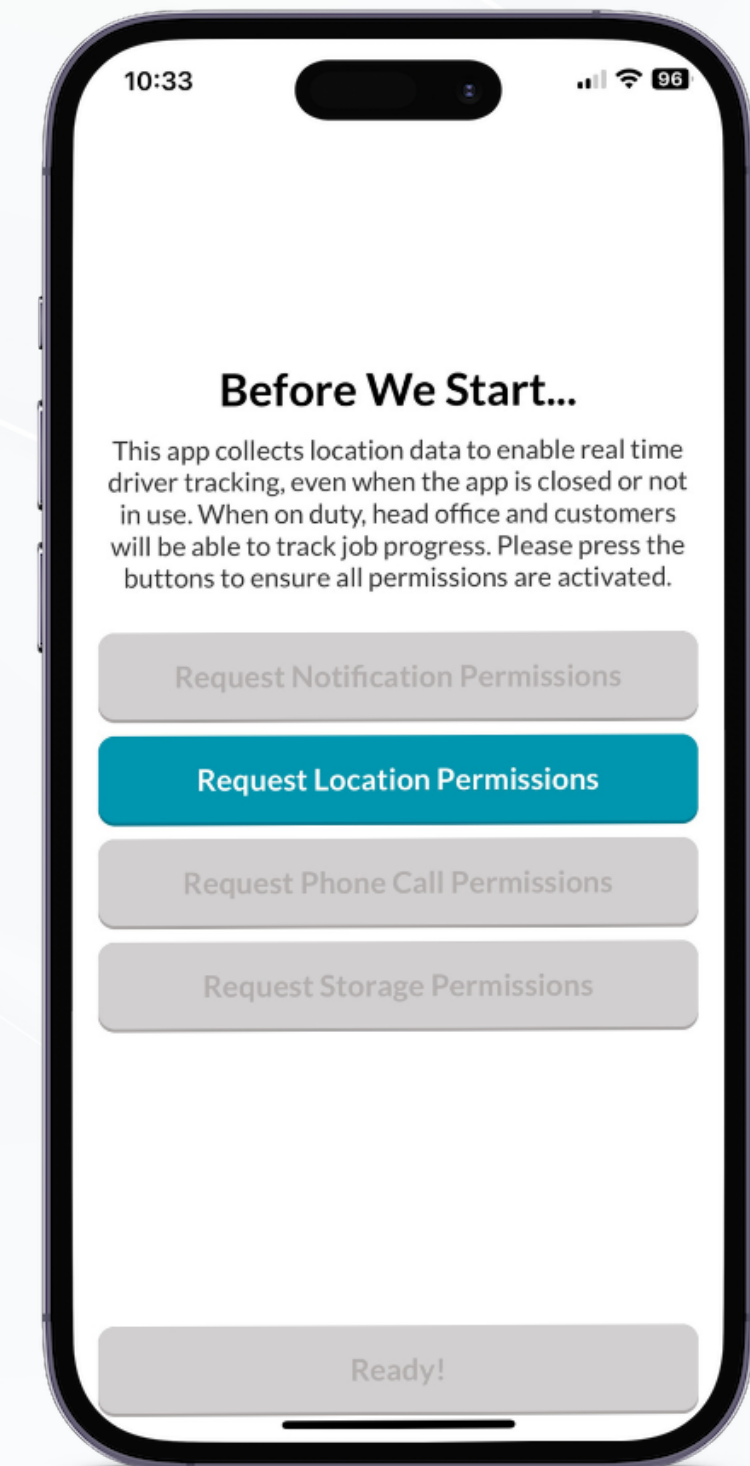
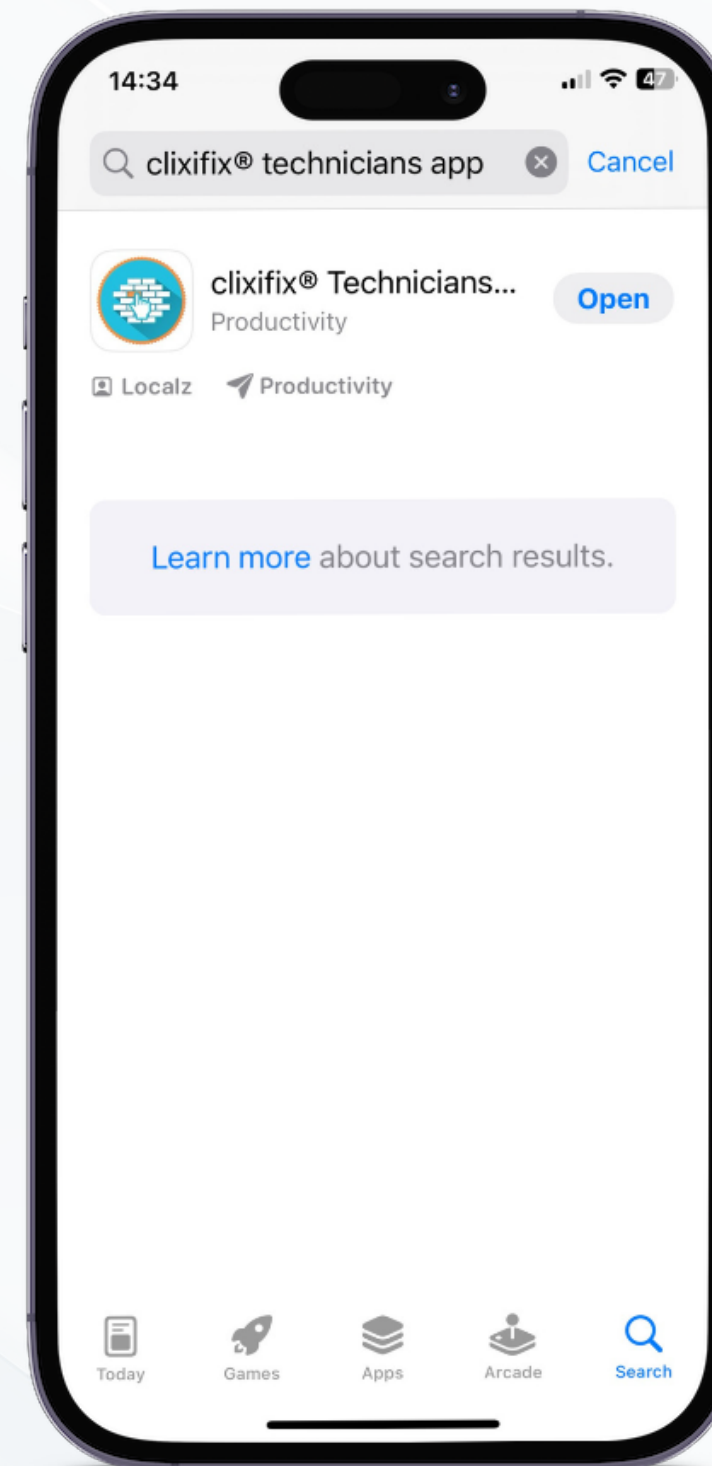
03 Installing the Technicians App

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The clixifix® Technicians App can be downloaded onto your iOS or Android device from the App Store/Google Play Store




When installed you will be prompted to allow access to your device's location settings.

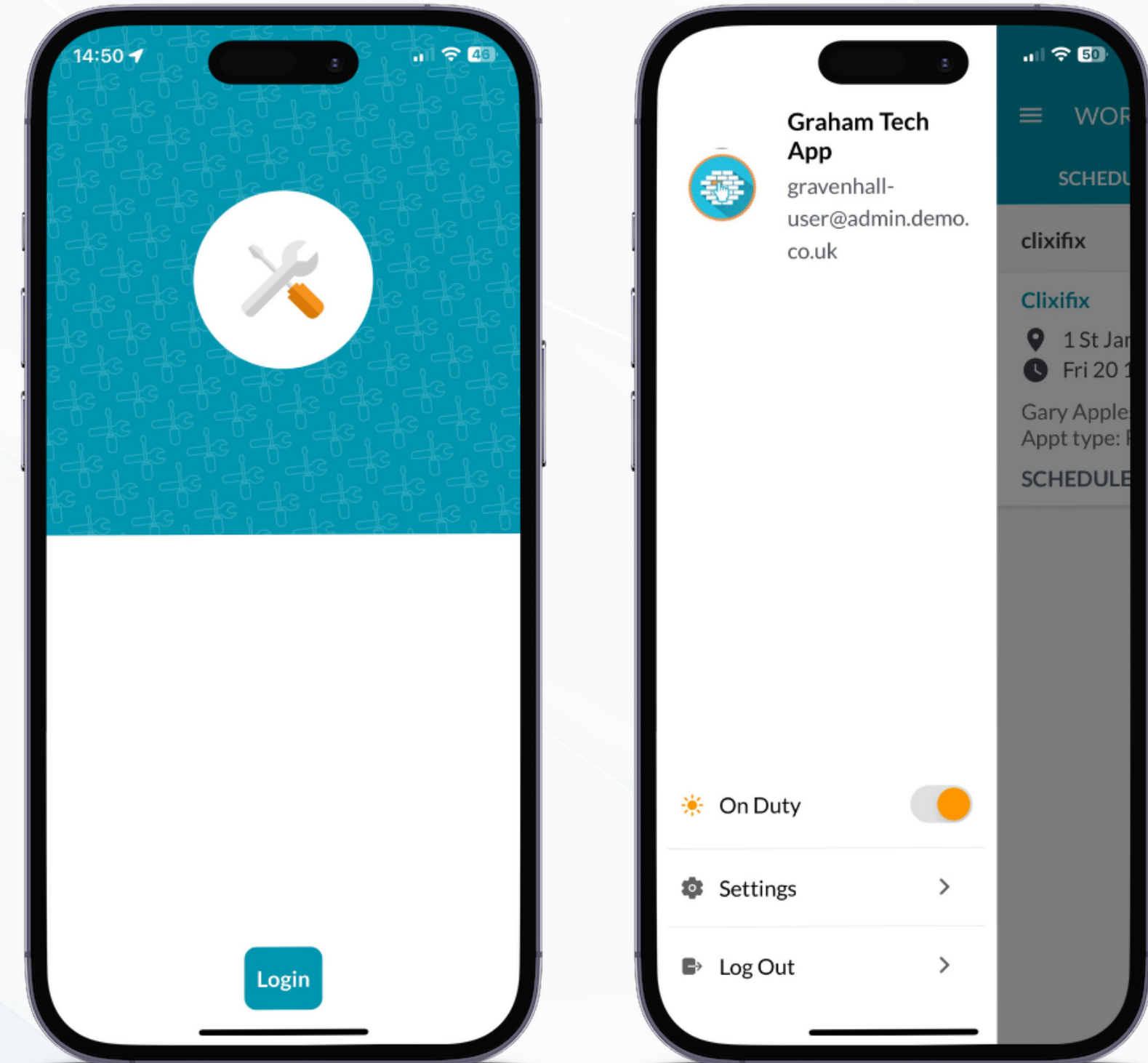


04 Logging in

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Once the Technicians App is installed you can **Log In** using your clixifix® user credentials.

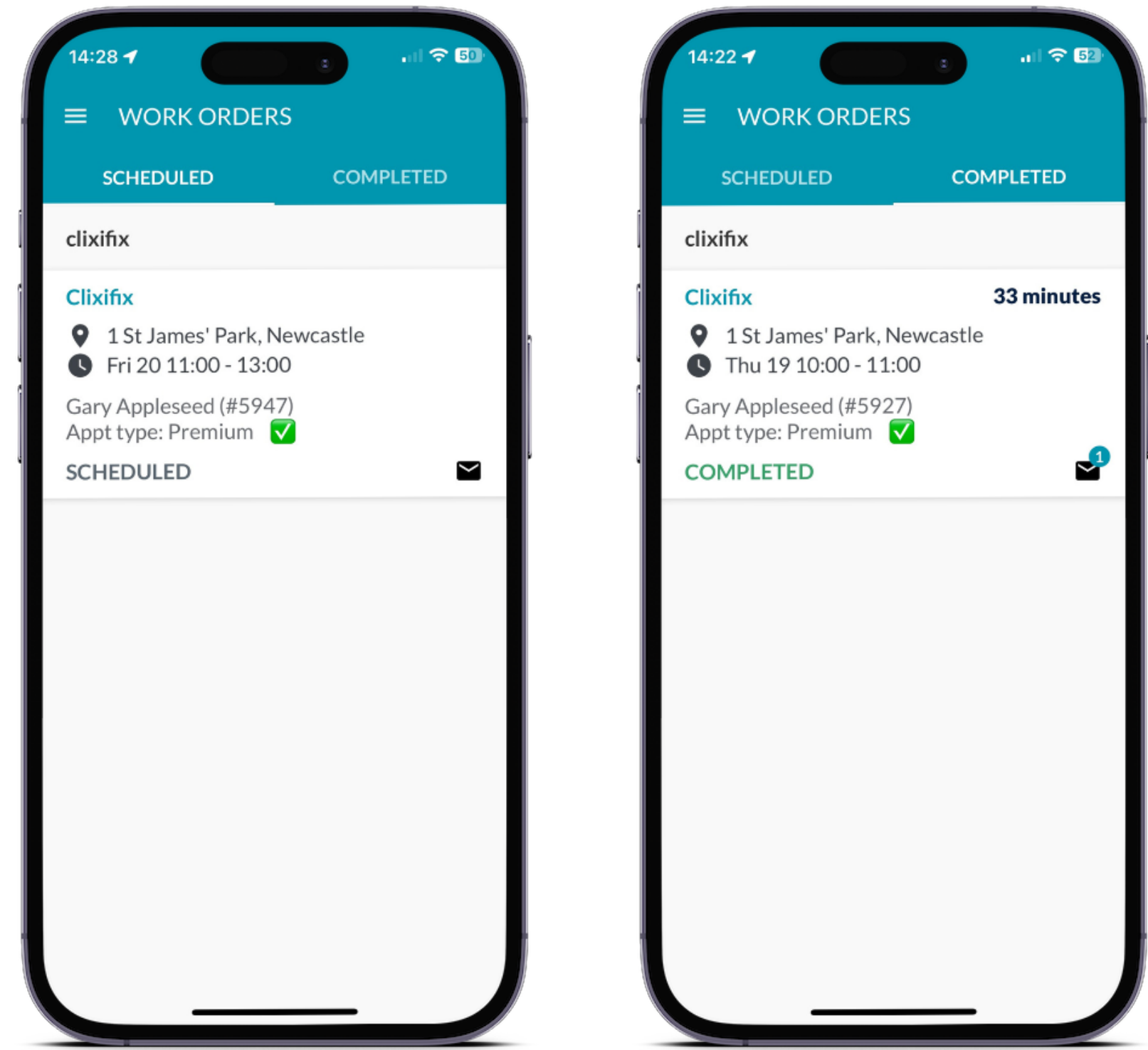
Clicking the  opens the ability for you to add your profile photo. This is recommended so the relevant appointment contact knows who is attending the appointment



05 Work Orders

When you log into the clixifix® Technicians App you are greeted with the **Work Orders** screen. It is here where you will find populated any **Scheduled** work you have been allocated. This only shows work for the next 5 calendar days.

You can also view your recently completed **Work Orders**.



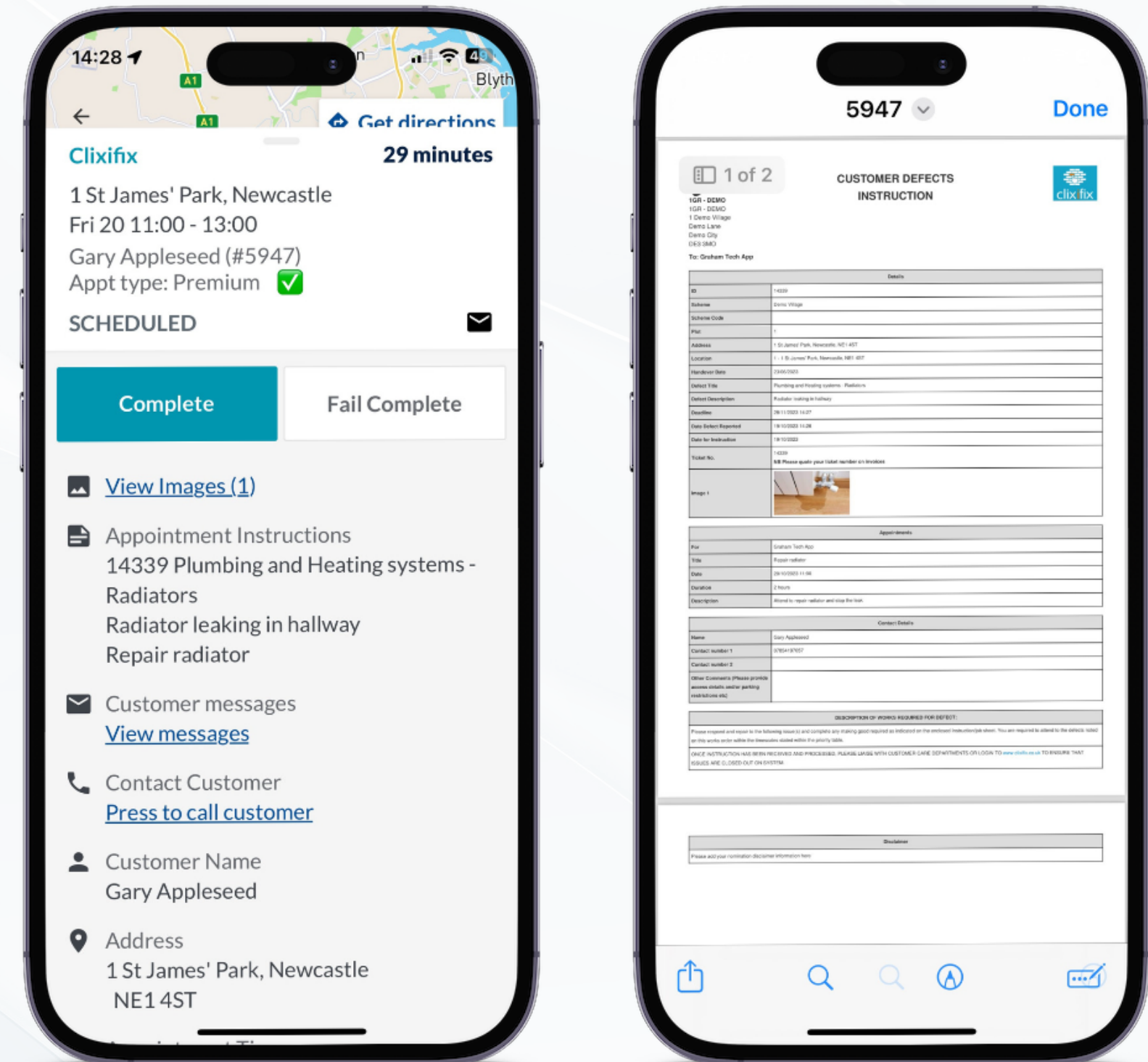
06 Understanding Your Work Order Information

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Clicking into a **Work Order** will open a preview of key information relating to this nomination, this includes:


- Appointment address and contact name
- Appointment instructions

Clicking on **View Images** will open the **Customer Defect Instruction** which contains all of the information relating to the work order.




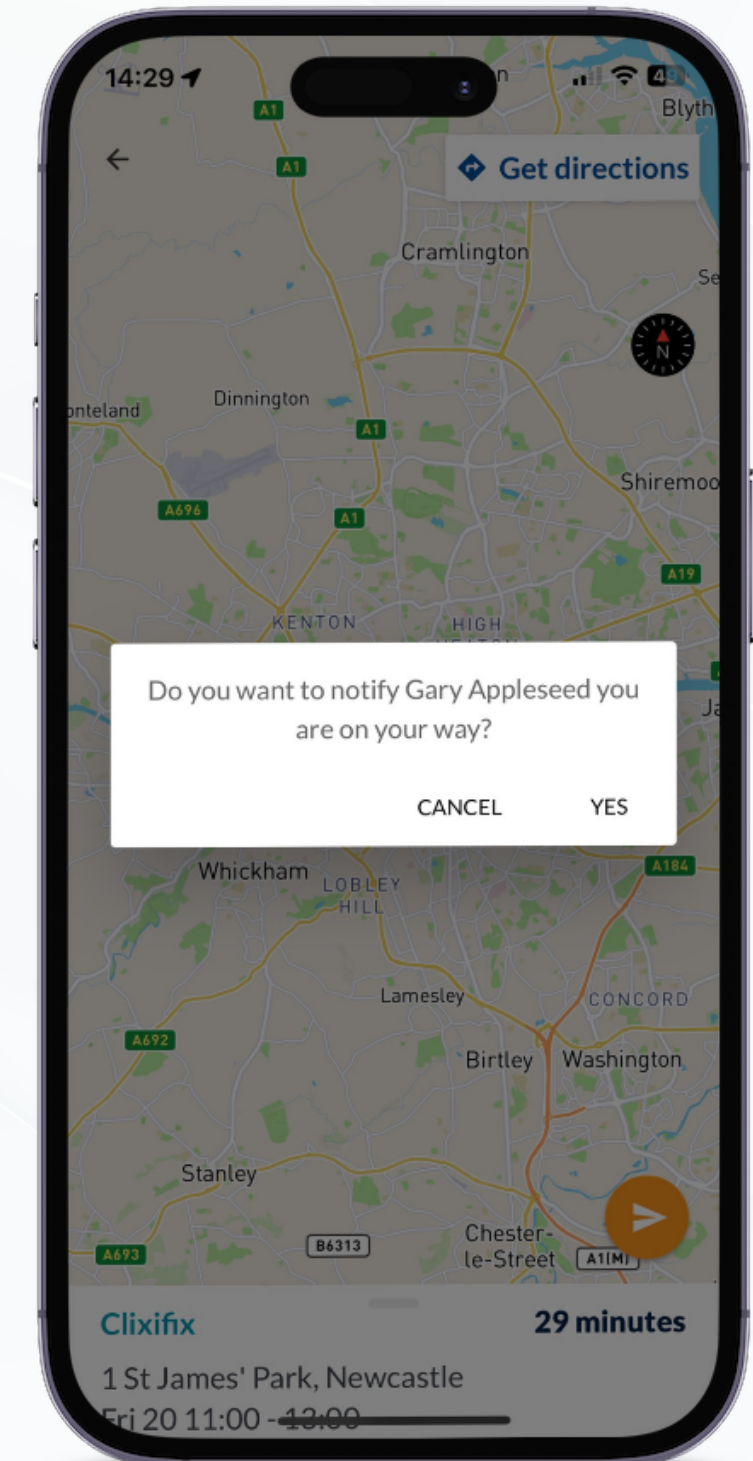
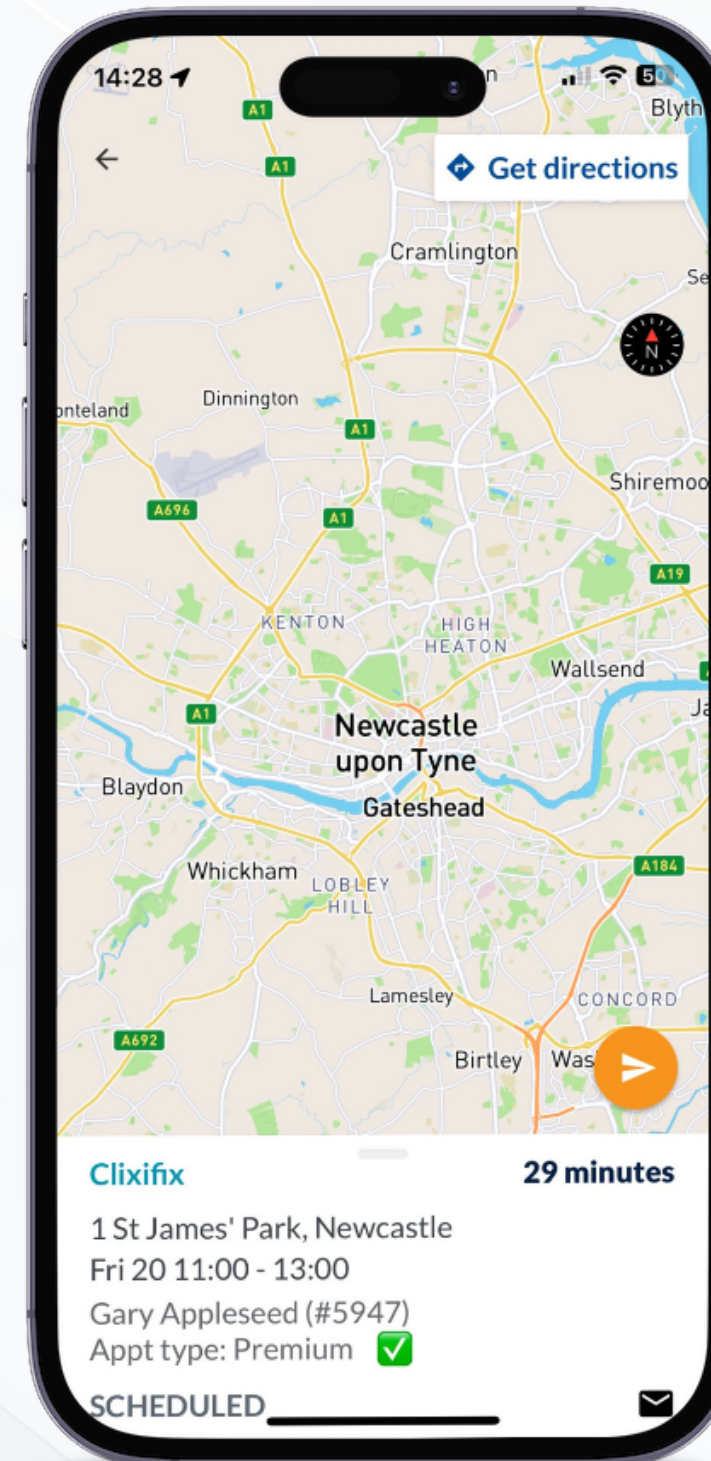
07 Notifying the Appointment Contact

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When you are ready to attend a job press the  icon to alert the contact on the appointment you are on your way.

This will provide the option to confirm.

To support you with your journey you can use the  button to load your devices default navigation app to map your journey to the appointment.

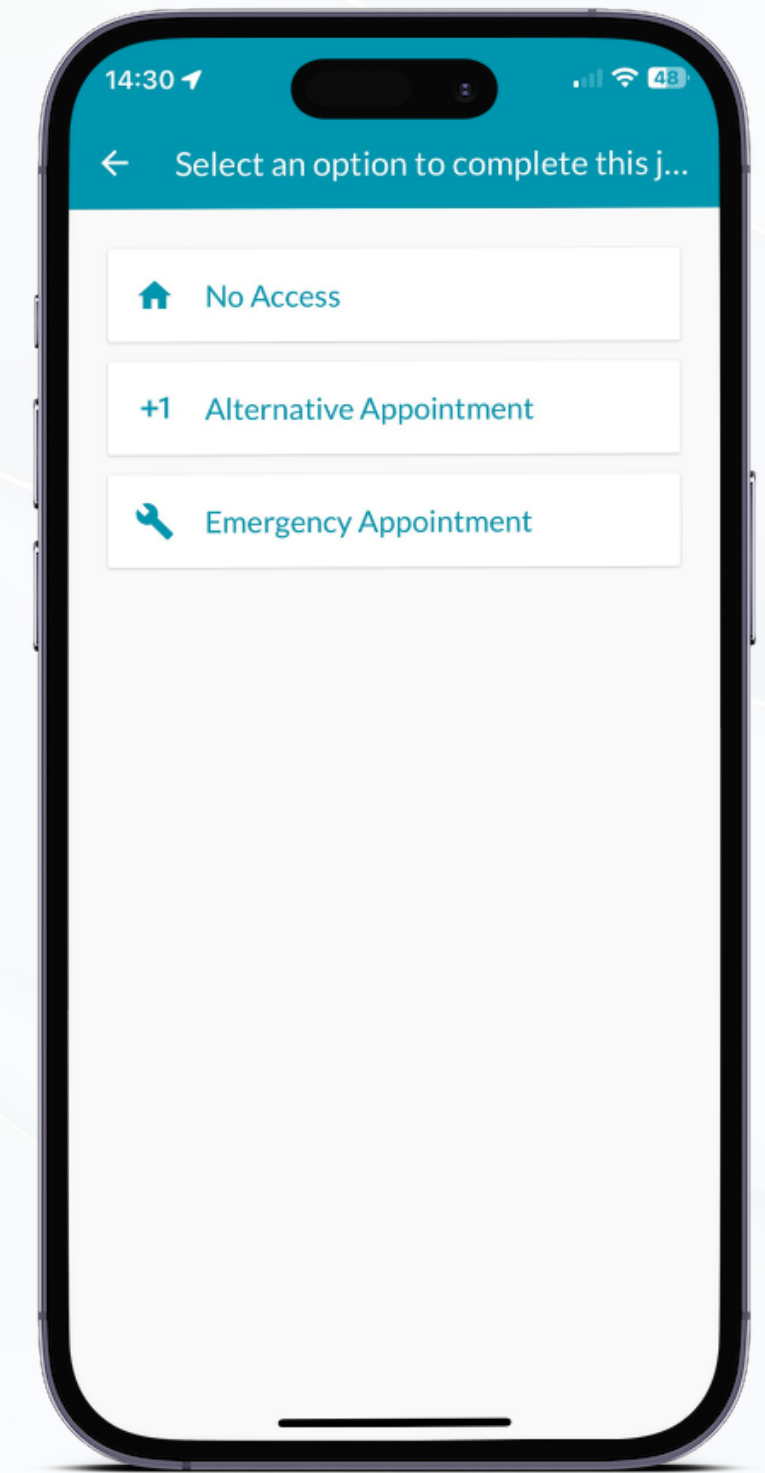
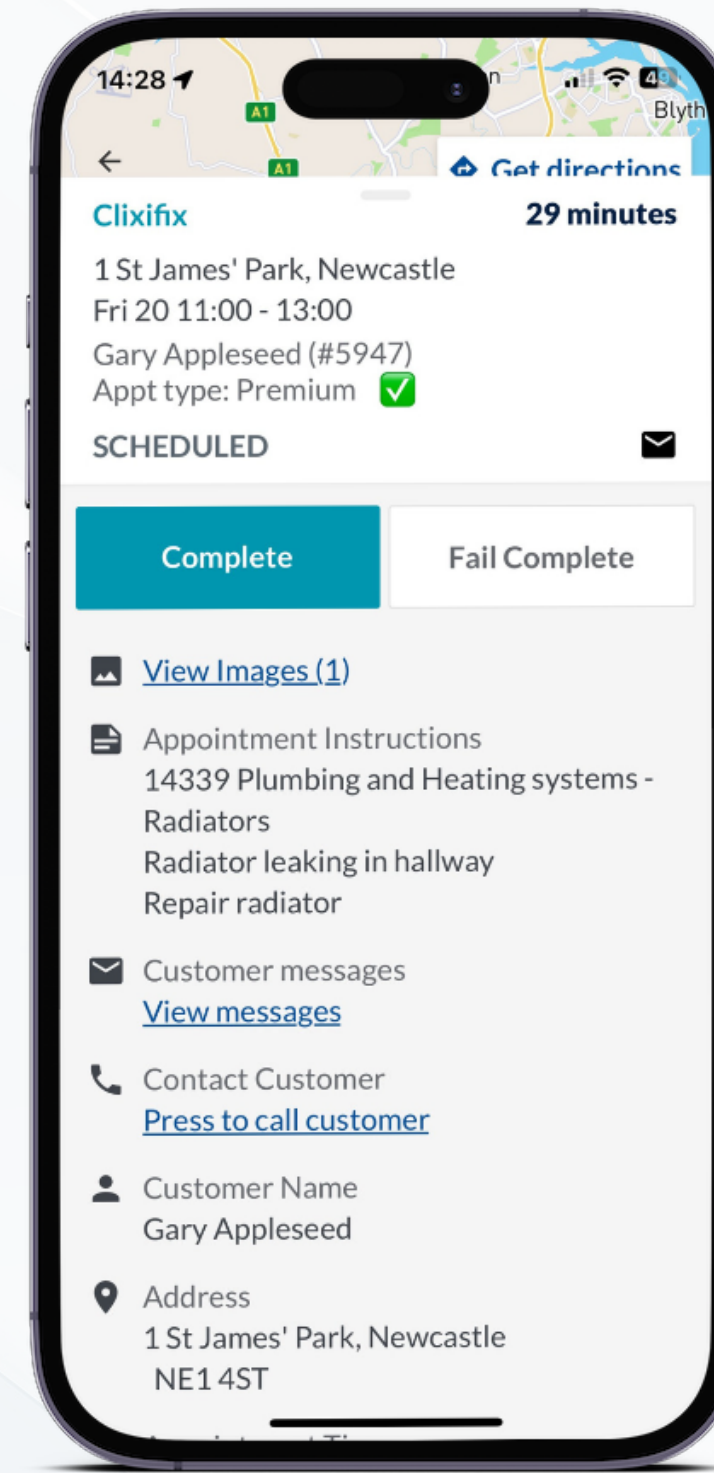


08 Completing Your Work Order

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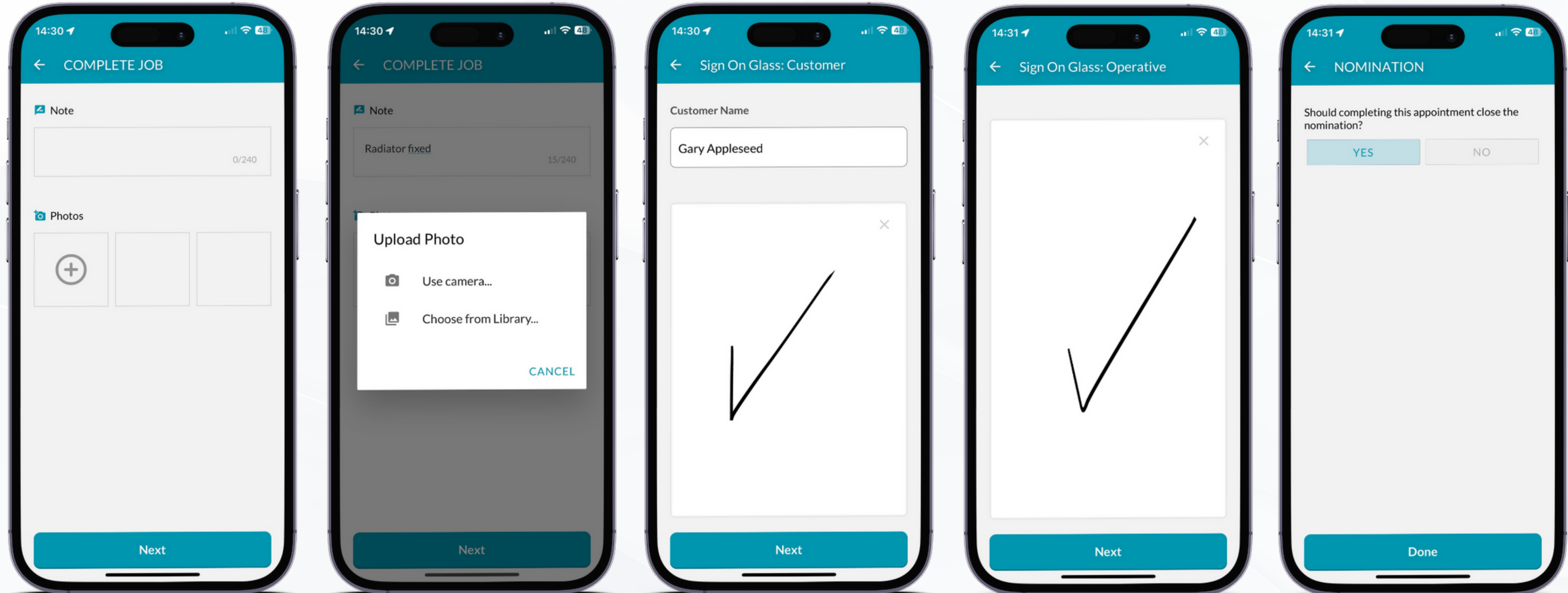
When you have finished an appointment you have two options to finalise this in the Technicians App.

- **Complete** - This will complete the job and update the ticket with this status
- **Fail Complete** - This will prompt you for a reason which will update the ticket in clixifix®.



09 Work Order Completion Steps

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1. Add any notes and images from your devices camera

2. Capture both signature using the Sign on Glass feature

3. Choose if this should close off the nomination



For assistance with using your clixifix® Technicians
App you can contact the clixifix® Success Team below

Support

