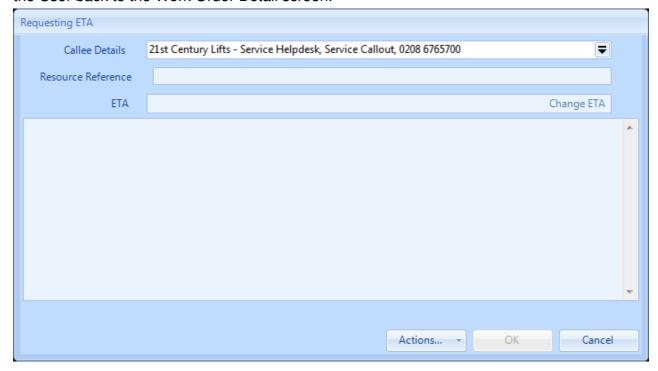
Request ETA

Once a Work Order has been accepted by a Resource the User will want to know the ETA for their attendance at site. If the User would like to request an ETA then follow these steps: From Call Out – Resource on the ribbon menu:

- 1. Enter the name of the person at the Resource who was contacted by clicking on the drop-down arrow on the "Callee Details" field. This will allow the user to choose from a list of contact at the Resource or add a new one.
- 2. Enter the reference number provided by the Resource for this Work Order.
- 3. Enter the ETA provided by clicking on the Change ETA button. This will invoke the scheduler screen where the ETA can be chosen.
- 4. Any additional notes can be added in the notes field.
- 5. Once all the relevant details has been completed, click on the OK button. This will then take the User back to the Work Order Detail screen.



Online URL: https://ostarasystems.knowledgebase.co/article.php?id=307