

Logging on to the System

📅 Wed, Jan 17, 2024 📁 ATAS

The first thing that is required is for the User to dial the required number above, depending on who the Client is, to access the ATAS system. A welcome message is then heard providing the name of the system that is currently being called. This will then move onto the Main Menu.

The Main Menu contains 3 options:

- To record the ETA, Press 1
- To record the starting time, Press 2
- To record the completion time, Press 3

After choosing either of the options, Users are then asked to enter the Work Order number that is to be updated, followed by a "#". The system then performs a check with the Ostara servers to make sure that the Work Order entered exists and was entered correctly and whether it is between statuses 2.00 and 4.00. If either of these are incorrect, the system will advise the caller and ask that they re-enter the Work Order number.

When a correct Work Order Number has been entered, the system repeats back the number along with the Client name and the associated Building name. The User is then required to confirm that this is the correct Work Order Number. Here are the options given:

- If correct, Press 1
- To re-enter, Press 2
- For assistance, Press 0

By selecting option 2, the caller will be taken back to the enter Work Order Number stage where a different number can be entered.

By selecting option 0, the caller will be given a number for the helpdesk for further assistance. If there are any questions that need answering, select this option.

By selecting option 1, the caller will be taken to corresponding section chosen earlier. This will either be the ETA Provision section, the Job Attendance section or the Job Completion section.

Note: During down time (i.e. for maintenance or a Live release) a message will be heard stating "System maintenance is scheduled in for this time. The system will not be available during this maintenance period. Please try again later."

Online URL: <https://ostarasystems.knowledgebase.co/article.php?id=416>