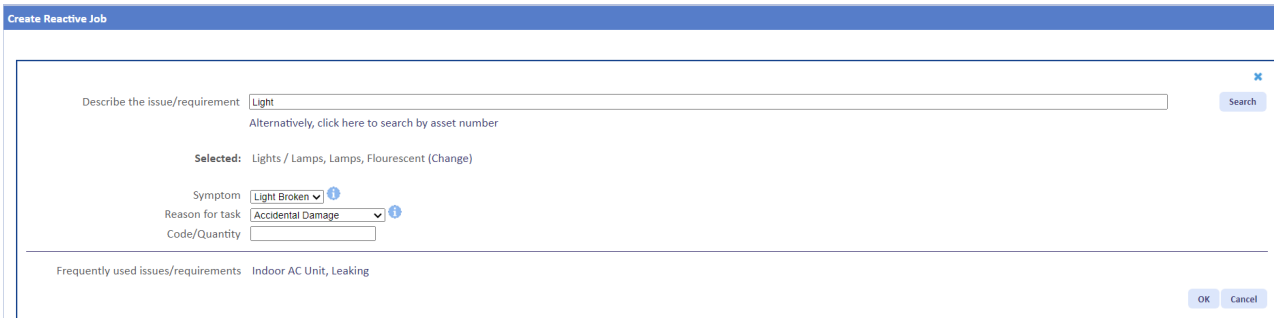
Create Job - Asset Available

Fri, Jan 19, 2024 Create Job Tab

During the Create Job process, it is possible that the fault/issue that the job is being created for is related to a particular Asset. If that is the case, then follows these steps to ensure the Asset is selected during job creation:

1. Clicking the "Create Job" tab will display the first step of the Create Job process: the Building tab. Select the Building as per usual but this time tick the "Asset number available?" tick box. Once ticked, and the Building has been selected, click the "Next" button to proceed.

2. Since the "Asset number available?" tick box was ticked, the Asset(s) tab is displayed. This tab will replace the Fault/Issue and Location tabs as the fault/issue is selected in this tab and an Asset already has a location set against it. In the "Search" field, enter the Asset number and click the "Search" button. This will display a list of Assets relating to the search criteria in which the User must select the correct Asset or Assets that are causing the problem (as there maybe multiple).



Once an Asset is selected, it will be highlighted and the "Working?" column will become visible along with a tick box. This tick box is used to indicate whether the Asset is still operational (as stating in the pop up that appears). Tick to say that it is operational or leave it unticked to say it is not operational.

Once the Asset(s) has been selected, proceed with the normal job creation process.

If the "Asset number available?" tick box was not ticked but an Asset is present, this will be picked up once the fault/issue of the job has been selected. Once chosen, the Asset(s) tab is displayed along with any Assets relating to the fault/issue entered. Selecting the Asset or Assets that are related to the issue and progress the job creation as normal.

Online URL: https://ostarasystems.knowledgebase.co/article.php?id=523

Powred by PHPKB (Knowledge Base Software)