

Authorisation Jobs Introduction

Fri, Jan 19, 2024 [Authorisation Jobs](#)

The Portal also provides authorisers with ability to view and to authorise/refuse jobs. Viewing and authorising jobs on the Portal as an authoriser is a slightly different process and requires the use of the "Jobs" tab (this is explained in more detail on the [Jobs Tab](#) page). To view a job that requires authorisation, click the "Jobs" tab and select "Authorisations" from the Type menu. This will display all the outstanding jobs that are awaiting the authorisers approval/refusal. This can show a number of details such as the type of job, the Building it is for and the value of the job.

On Hold	Info Rqd	Building	Building N°	Work Order N°	Type of Work Order	Rule	Equipment/Service Attendance Type	ETA	Resource	Status Description	Value	Authoriser(s)
	No	(00006) Tower Bridge Demo	00006	7610039	Reactive		Fire Alarm Panel	07/07/2018 12:30	Fred Fire	Pending Assign	£0.00	ABM, BMC
	No	(00006) Tower Bridge Demo	00006	7610019	Reactive		Fire Alarm Panel	30/06/2018 17:00	Internal Maintenance Team	Pending Assign	£0.00	ABM, BMC
	No	(00006) Tower Bridge Demo	00006	7459388	Reactive		Sink	08/02/2014 08:00	Ostara Contractor 2 Ltd	Job completed - in invoice process	£792.64	Demo_Comm
	No	(00006) Tower Bridge Demo	00006	7458644	Quote		Goods Lift	21/02/2014 17:30	Pickering Lifts	Pending Assign	£122.00	Demo_Comm
	No	(00006) Tower Bridge Demo	00006	7230798	Reactive		Electrical wiring issues	10/01/2014 18:00	365 ODS Ltd	Job completed - in invoice process	£0.00	Demo_Comm

Selecting a job will display the authorisation in more detail. Each job will be displayed with similar details to a regular job except there is a field specifying the Authorisation Status of the job. An example of this is shown below:

Jobs > Job (7610039) >

Reactive Job 7610039 for (00006) Tower Bridge Demo | Refresh

Job Status: 1.00 - Pending Assign

Escalation: FIRE, Fire Detection and Alarm, Fire Alarm Panel, Alarm Activation

Job Description: FIRE, Fire Detection and Alarm, Fire Alarm Panel, Alarm Activation

Reason: Wear and Tear Breakdown

Authorised?: In Authorisation

Caller: Resource, Bob Builder, 01908 123456 / bob.builder@ostarasystems.com

Who's Attending?: Fred Fire (FRE101)

Response (SLA): before 07/07/2018 12:30

Value For Authorisation: £0.00

(00006) Tower Bridge Demo (00006)

Asbestos Details: Boiler Housing: Ground Floor, Back Of House, Plant Room (Confirmed)
Ceiling Tile: Ground Floor, Back Of House, Staff Room, Above Door (Confirmed)
Toilet Cistern: Ground Floor, Back Of House, Male Staff Toilets (Confirmed)

Listed Building: No

Conservation Area: No

Job History

Event	Date
Agent - Automatic Action Evaluated	26/06/2018 14:55
Agent - Schedule Changed	26/06/2018 14:55
Agent - Authorisation - Authorisation Required	05/07/2016 10:42
Agent - Resource Allocated and Schedule Set	05/07/2016 10:42
Agent - Resource Unable to Accept Work - Deallocated	05/07/2016 10:41
Agent - Accepted - No ETA Provided	05/07/2016 10:41
Agent - Assigned by Email	05/07/2016 10:41
Agent - Resource Allocated and Schedule Set	05/07/2016 10:41
Agent - Work Order Created	05/07/2016 10:41

Job Event Detail

Outcome: Agent - Automatic Action Evaluated

Date: 26/06/2018 14:55

Event: Automatic Action Evaluation

Event Creator: Ostara

Action: Assign Job - By Email

Result: Not possible

Along with the job detail, there are also a number of different actions that can be performed by the User (depending on their permissions set) that affect the job in some.

Below is list of actions that can be performed on an authorisation job:

- [Add Notes for Authorisations](#)
- [Authorise](#)
- [Further/No Further Information Required](#)
- [Place On/Take Off Hold](#)
- [Refuse](#)
- [Request Re-valuation](#)
- [View Documents](#)
- [View Quote Details](#)

