



Authorisation Jobs Introduction


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.


Jobs (Authorisations) Refresh													Filter Layout Export
Total: 5													Show 10 , 15 , 25 , 50 , 75 , 100 per page
On Hold	Info Rqd	Building	Building N°	Work Order N°	Type of Work Order	Rule	Equipment/Service Type	Attendance	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	10/01/2014 17:00	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:































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

Job Status: 1.00 - Pending Assign

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

Event

Date

Agent - Automatic Action Evaluated26/06/2018 14:55

Agent - Schedule Changed26/06/2018 14:55

Agent - Authorisation - Authorisation Required05/07/2016 10:42

Agent - Resource Allocated and Schedule Set05/07/2016 10:42

Agent - Resource Unable to Accept Work - Deallocated05/07/2016 10:41

Agent - Accepted - No ETA Provided05/07/2016 10:41

Agent - Assigned by Email05/07/2016 10:41

Agent - Resource Allocated and Schedule Set05/07/2016 10:41

Agent - Work Order Created05/07/2016 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](#)

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