

# Work Order Help

How to access Sytewise Work Orders

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# Open Work Orders Page

Once you log in you will see the Open Work Orders page.

- Any Work Orders listed here have not been completed in the system.
- Each line in the list is an individual Work Order.
- You can see the Work Order Number in [Brackets] listed just before the location.
- Any Work Orders that you have **rejected** will also be listed in **Yellow**.
- The name of the location is listed along with the address.
- The date the of requested completion is listed in the blue bar just below the Work Order Number.
- Click on the arrow to the right to see the work order.

The Navigation bar at the bottom of the image below consists of the following

- The Home or Work Orders Page
- The Gear is your Vendor Portal Profile
- The arrow will allow you to log out.

For this example we are going to use the Work Order 12502 for the Ollies location in Toccoa Georgia. Once you locate the Work Order you are looking for, click the Right Arrow to see the full Work Order.

Click [here](#) to see a work order with explanation of all of the features.

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# Open Workorders

Welcome, Elemental Air

 Rejected

Completed

[12501] **032 Cookeville TN** 📍 560 S Jefferson Ave #4, Cookeville, TN 38501, USA →

Dec 4, 2020 (5 Days from now)

[12502] **Toccoa Georgia Ollies 996** 📍 1524 Big A Rd, Toccoa, GA 30577, USA →

Dec 4, 2020 (5 Days from now)



# Work Orders

## Info you will find on a work order

- Work Order Number
- The Work Order Title
- The work location associated with this Work Order
- The Client Company Name, Address, and Phone Number
- Specific Notes and Instructions regarding this Work Order
- An active map with the GPS coordinates of the property and fixture
- A list of the fixtures that need service along with photographs and documents
- The ability to reject the Work Order
- Work Order Notes and Completion Button.

## Here's what you will find at the top of the Work Order:

### Workorder #12502

Welcome, Elemental Air

**Ollie's Toccoa Quarterly HVAC Service Units 1,2,7,8**

**Property:** Toccoa Georgia Ollies 996  
1524 Big A Rd, Toccoa, GA 30577, USA

**Management:** Big Ole Company (615) 555-1212  
123 Main Street Nashville TN 37206

Please conduct the quarterly service on HVAC Units 1,2,7, and 8. Clean the coils, Change the filters, Inspect the heat exchangers, and adjust the belts. Estimate the cost before starting repairs. Call me with any questions. Jeff 615-319-8277.

Click on this work order and touch or click on the work order and moves it to your

to go to the work site, just click on the

## Here's the Active Map or Drawing of the property:

Confirm completion of Workorder #12502 at Toccoa Georgia Ollies 996.

Enter notes here, then click all complete below.

**All Complete**

Click on the location and can be hidden or

Map.

Click on the fixture

## Below the Fixture map is a list of all of the fixtures that need service

Next to the Fixture Name is a small blue plus sign (+). Click this to reveal:

OR: Check all items that are NOT complete and provide further information as to why.

**SERVICE** - part requires repair. **REPAIR** - part failed and was repaired.

**Fixture: HVAC 2 (EMS 10) SN 5612E02457**  
2 part to repair 2012 Lennox 5 TON GAS PACK RTU

**Fixture: HVAC 8 (EMS 4) SN 5412E03097**

- Parts or services that this Fixture requires

- Thumbnail photographs or files related to this fixture
- indicators of which part requires repair

+ Fixture: HVAC 2 (EMS 10) SN 5612E02457
📍

2 part to repair 2012 Lennox 5 TON GAS PACK RTU

OK
Needs Service
Repair Complete

**HVAC 2 (EMS 10) SN 5612E02457** 2012 5 TON GAS PACK RTU.  
MFG: Lennox Model: KEA50094933G

OK
Needs Service
Repair Complete

**Quarterly Cleaning** Clean Coils, Change Filters, Adjust Belts

◦ In the example above, **HVAC UNIT 2** needs the **Quarterly Cleaning** done and the **Filters** changed.

◦ In each of those lines you will notice that the **Needs Service** button is highlighted






- There may be several parts listed in each fixture.
- Only those with the **Needs Service** button highlighted are meant serviced on this work order.
- In the example above, **HVAC UNIT 2** needs the **Quarterly Cleaning** done and the **Filters** changed.
- In each of those lines you will notice that the **Needs Service** button is highlighted
- Click on any of the photographs to show a full size image in greater detail.

**And, If you aren't available to conduct the work as requested:**

- Type a note in the field labeled **I reject Workorder...** and click on the reject button.
  - This will notify the sender so the Work Order can be assigned to another vendor.

Any notes you would like to make about this Work Order can be entered in the **Add a Note** section **before** or **after** completion of the Work.

I reject Workorder #12502 at *Toccoa Georgia Ollies 996.*

Reason for rejection

Reject

# Sample Work Order

Congratulations! You made it! Here is a sample of a Sytewise Work Order.

Click [here](#) for a full explanation of all of the features.