

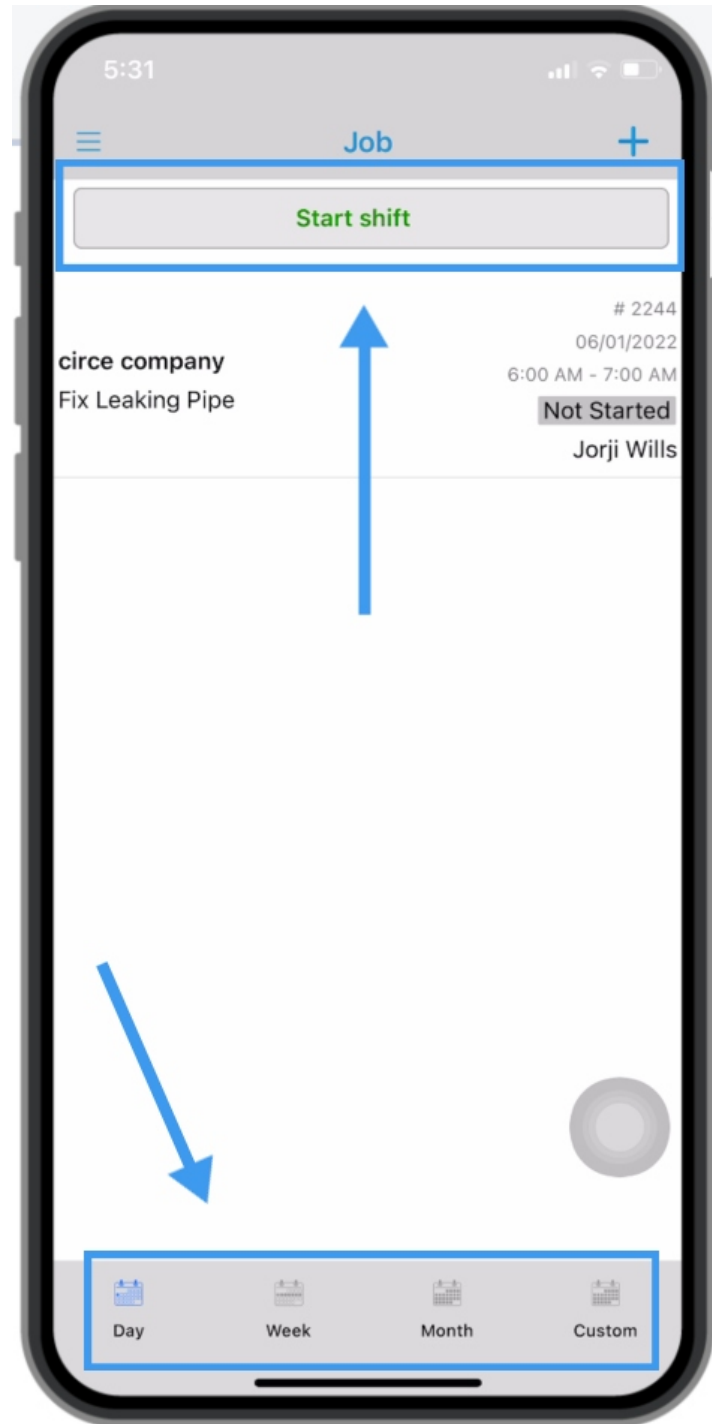
# Dispatched Jobs

The IndusTrack Mobile Application for Scheduling Jobs for Field Employees.

## Start your Shift

Inside the Jobs page, you will see Four tabs namely Day, Week, Month, and Custom which will show you the list of Jobs on the currently selected tab.

Tap the **Start Shift** button to clock in and select a **Job** listed below.



After selecting the job, it will take you to the job details page. All the basic information about the job will be provided such as contact information, crew members, etc.

2:05

<

Job

Start Travel

Start Job

Location/ Bill To

ABC Company

History

Contacts

John Wilson

6127464017

sales@industrack.com

Job #

Not Started

2811

20/05/2023 3:00 AM - 4:00 AM

Change Air Filter

Please check and change filters if necessary.

Field Notes

Location

Unit Number: Suite 1000M400 S 4th St,  
Minneapolis MN 55415

Service Type

HVAC-

Images

Items

Forms

Equipment

Tasks

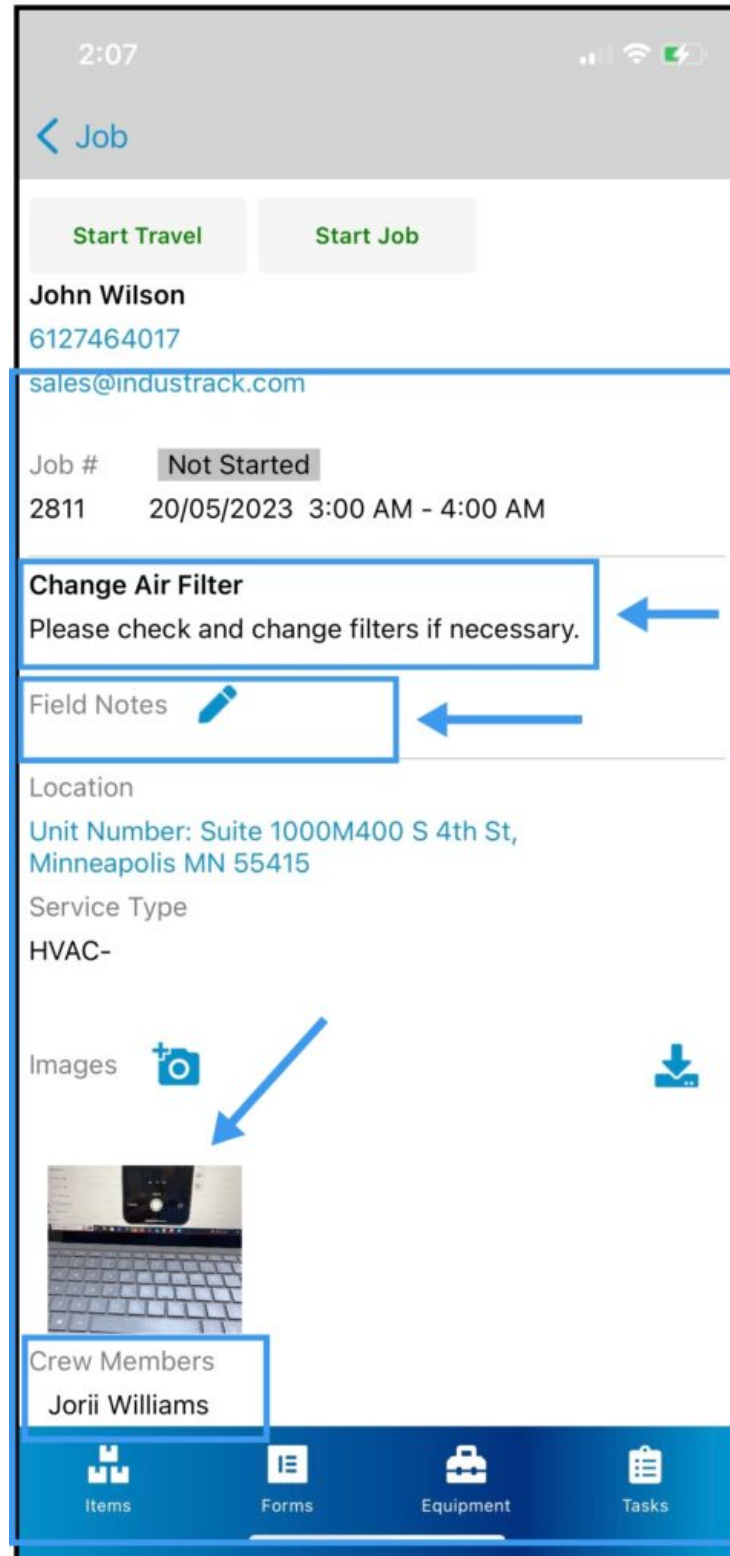
## Job Notes / Details

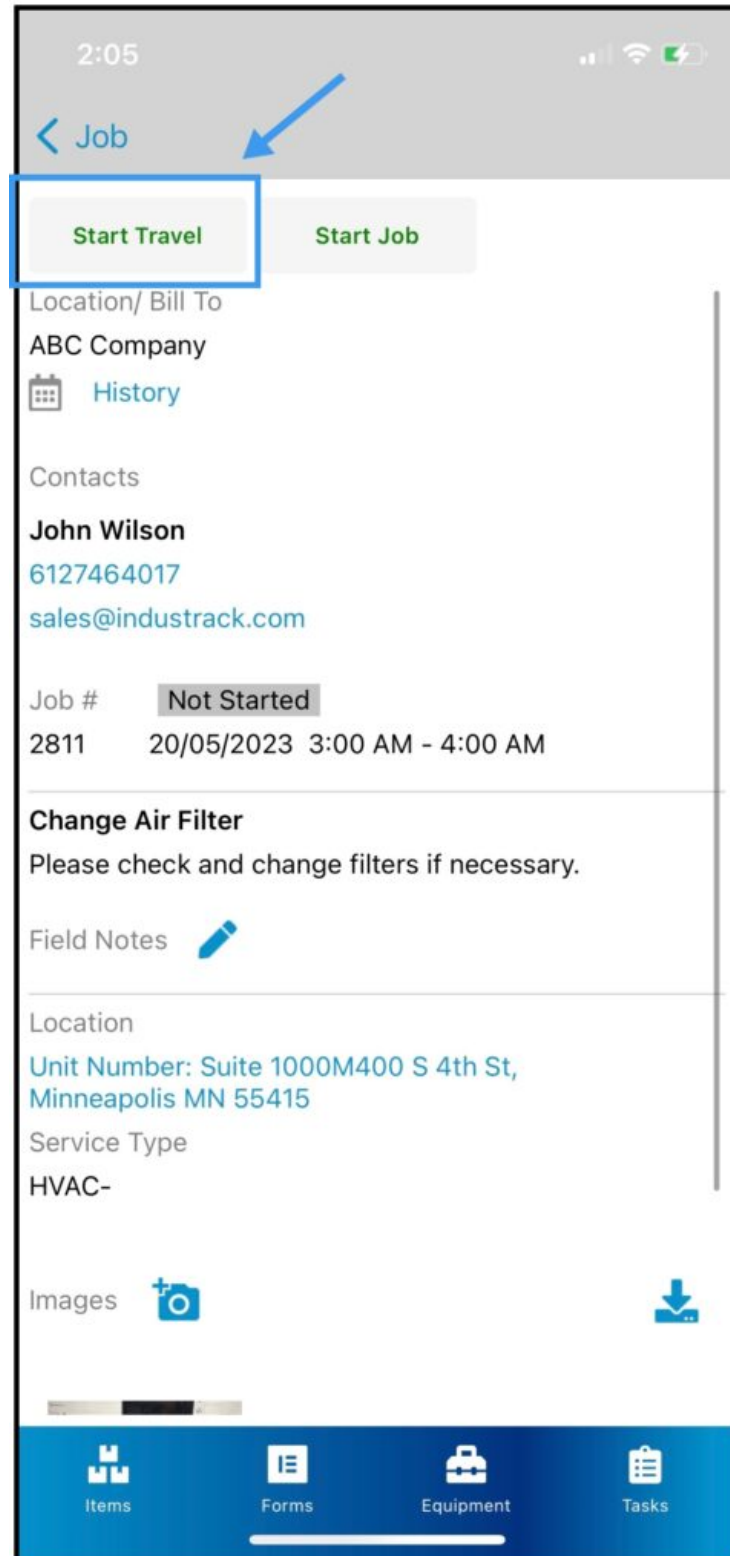
You can review the job details. **Office Notes** are available if the office user who dispatches the job has an important note for the field employee. The office note cannot be edited.

**Field Notes** is where the field employee can add notes when in the field, office users will be able to see the field note.

**Images**- once you open a job and there are already images attached to it, the office user who dispatched the job has attached it.

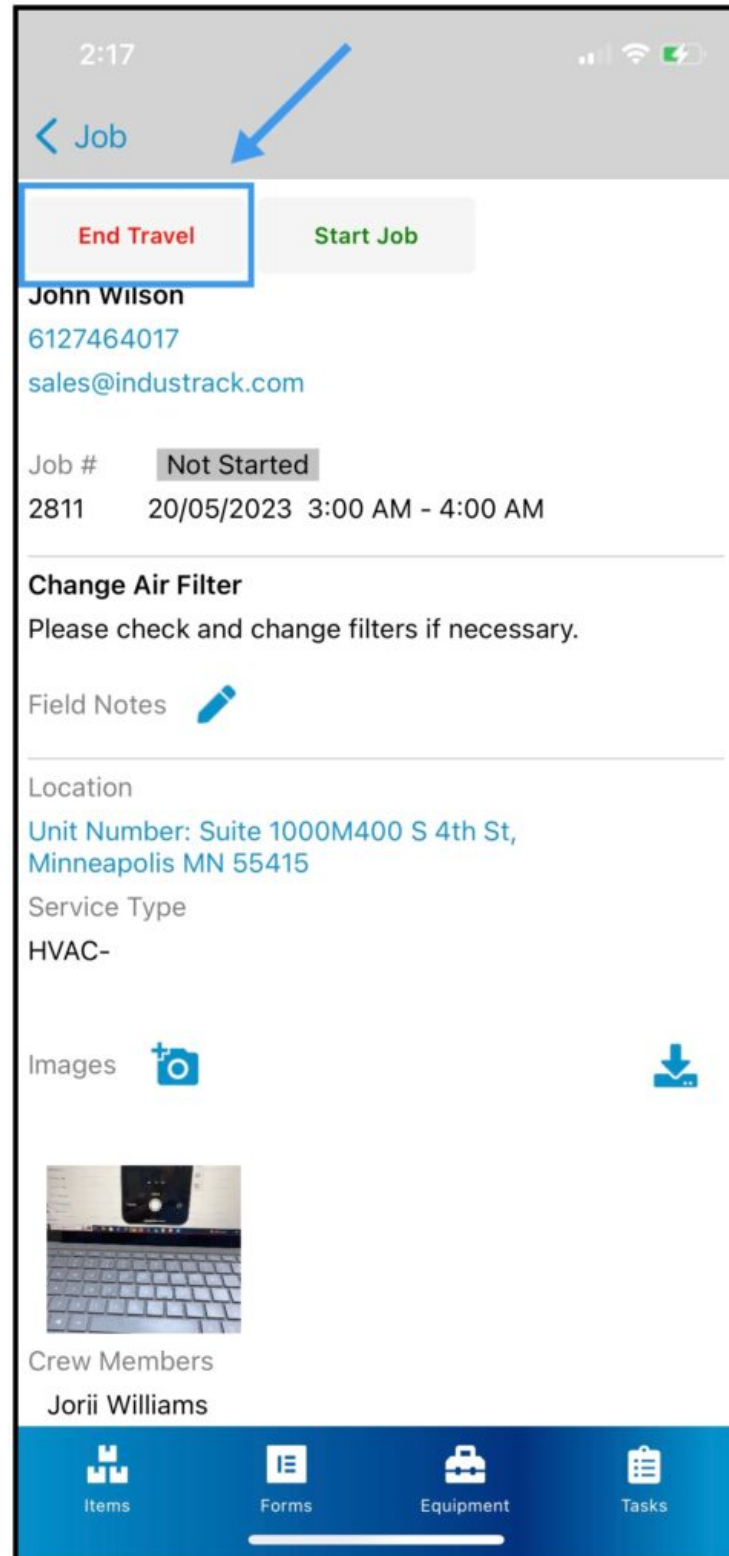
**Crew members** – you will be able to see all the crew members assigned to this job.





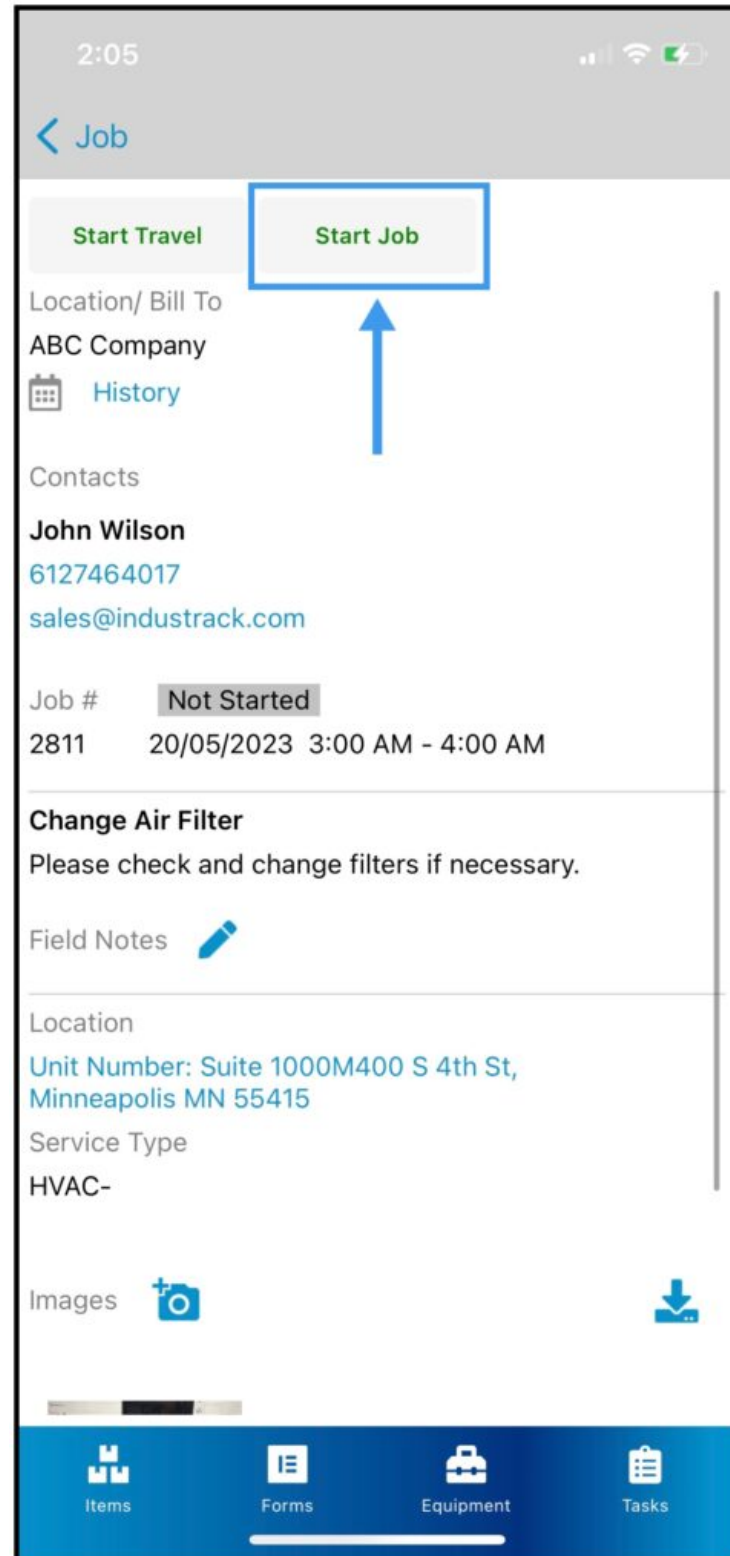
## Start Travel

When you are ready to travel on the job, tap on the **Start Travel** button. If you tap the **Address** on the job details, Google Maps will open up and route you to the destination.



## End Travel

Once you have arrived, you need to tap the **End Travel**.



## Start the Job

Inside the **Details Tab** hit the **Start Job** button when you are to start the job.

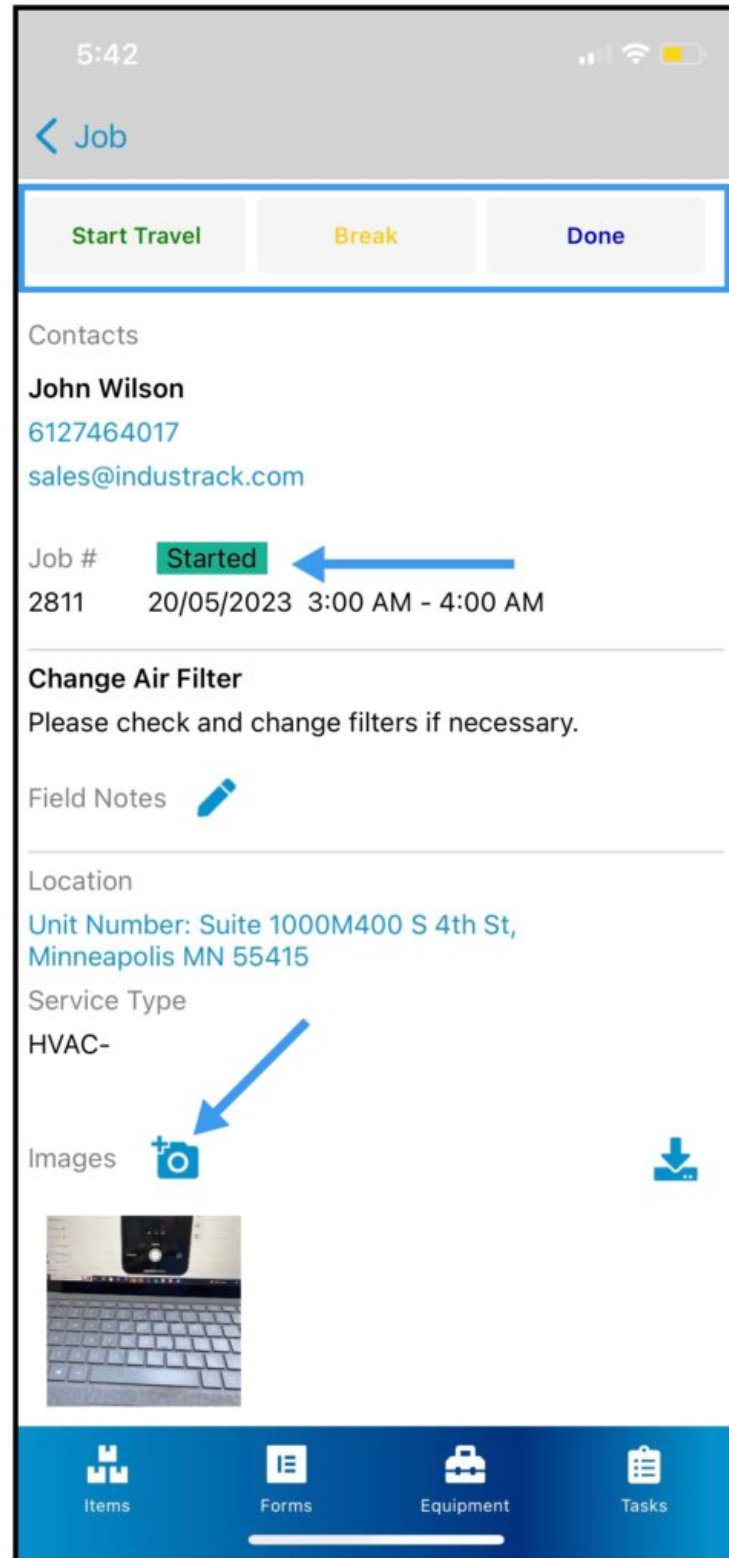
Once you are on the job, beside the **Job #** the **Job Status** will change accordingly.

Once you started the Job, notice that the **Break Button** popped up.


The Job status changed to **Started** highlighted in green.

If you need to take a **break** just tap on the **break button** and the Job Status will be changed to **Paused** highlighted in yellow.

**Camera Icon** – click on the camera icon to attach Photos you took at the job. You will also see here all photos the office user attached to the job



5:42

 Job

Start Travel

Break


Done

Contacts



**John Wilson**  
6127464017  
sales@industrack.com

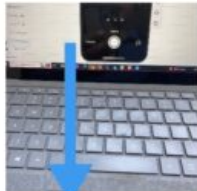
Job # **Started**  
2811 20/05/2023 3:00 AM - 4:00 AM


**Change Air Filter**  
Please check and change filters if necessary.


Field Notes 


Location  
Unit Number: Suite 1000M400 S 4th St,  
Minneapolis MN 55415  
Service Type  
HVAC-


Images 



  
Items

  
Forms

  
Equipment

  
Tasks

## Items

**In the Items Tab**, if the office user attached items or inventory parts to the job you will be able to see here all inventory items such as inventory part, non-inventory parts, services, and equipment that is attached to this job.



5:52

< Back

Parts

→

+

SKU

Name

Desc.

QTY

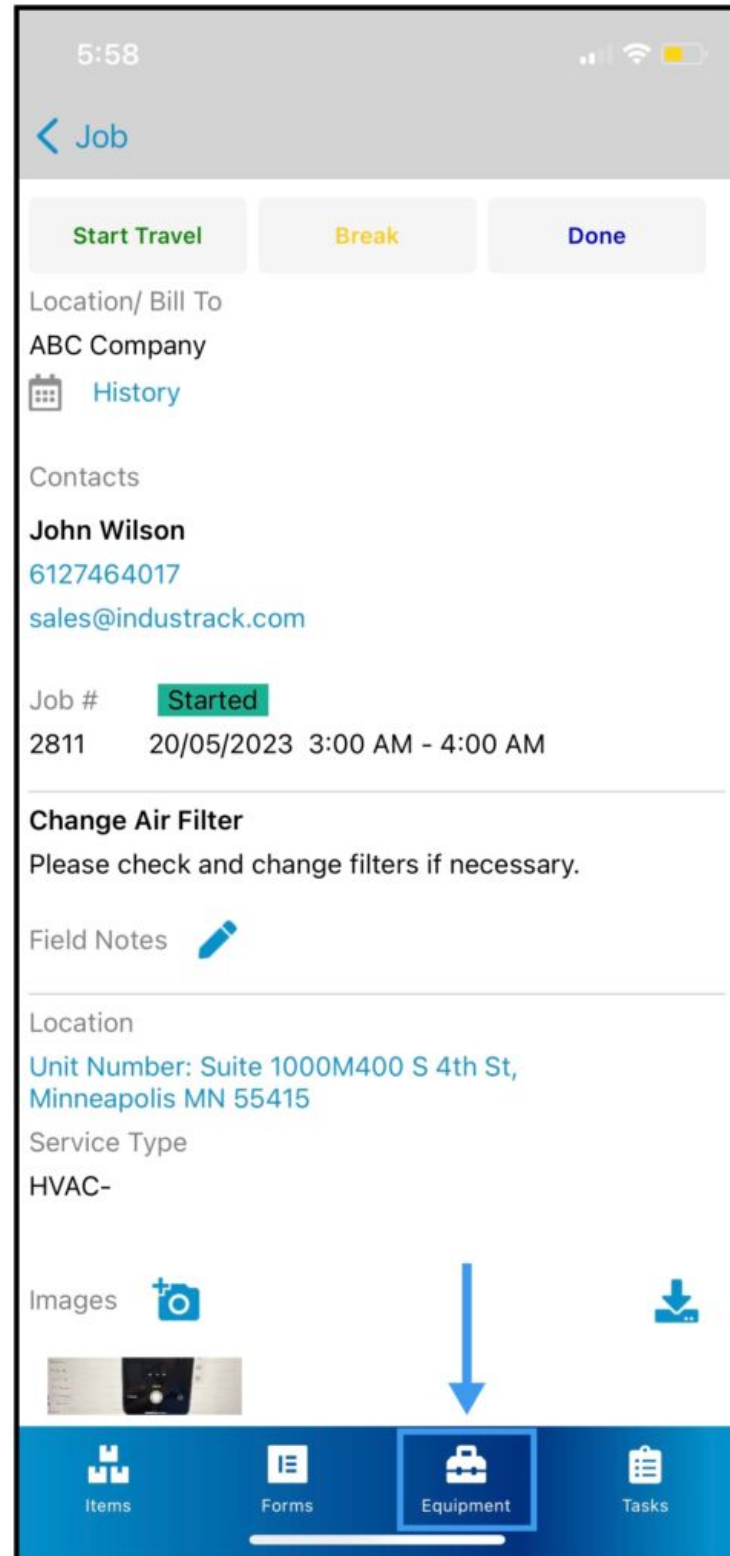
L1-Filter Change

Level 1 Service: Filter Change

1

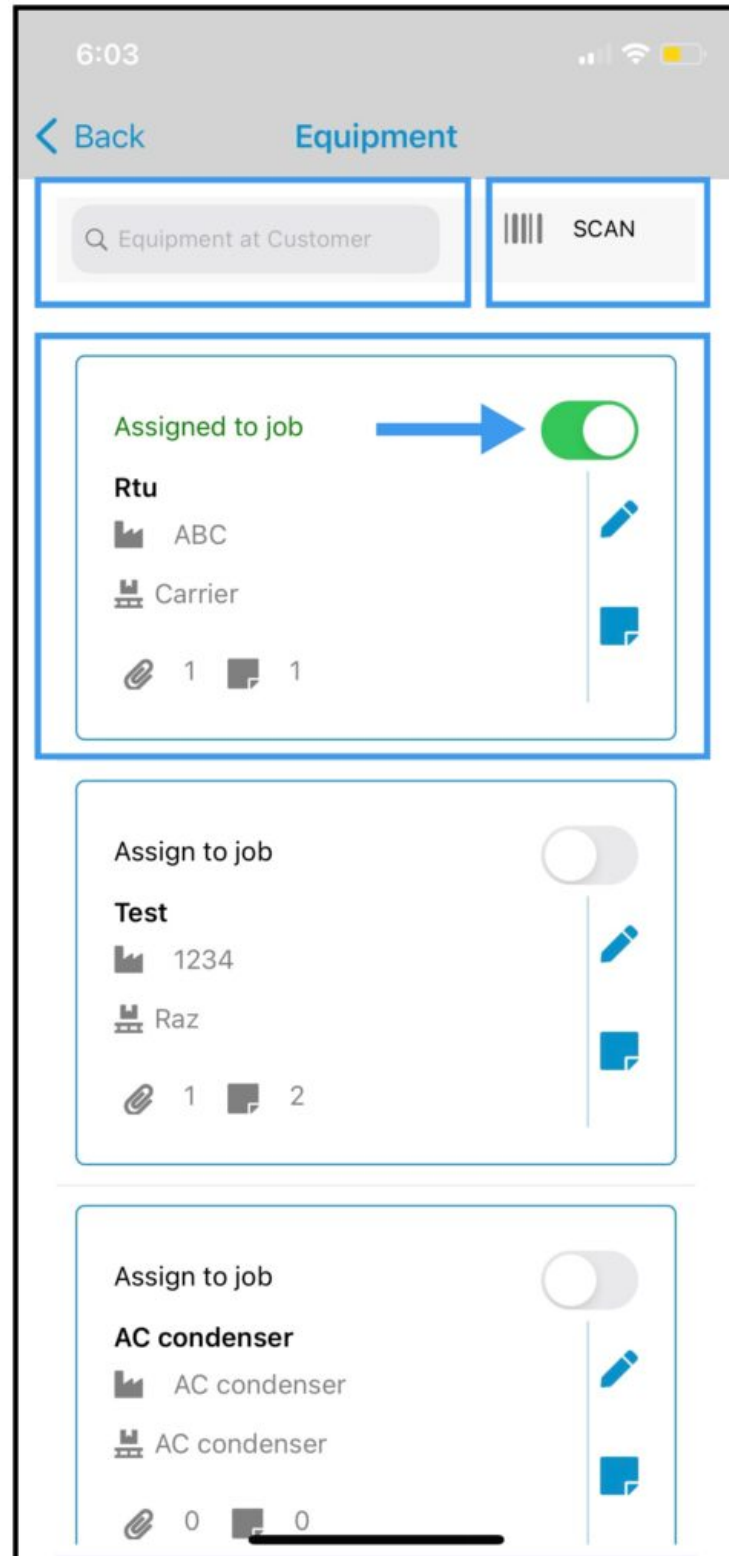
Items

Plus Icon – For instance, the office user forgot to attach certain items to the job. Field employees will also be able to add inventory items here.



## Existing Customer Equipment

In the Equipment tab, **you will be able to see here all of the customer's existing equipment and all of its service history.**



## Existing Customer Equipment

**Search Bar** – field employees can search for a piece of customers existing equipment and assign it to the job.

**Scan Existing** – field employees can scan a code of equipment and it will be automatically added to the job.

**Toggle Icon**- assign equipment to the job by toggling on the toggle icon. If it is already toggled on that means the equipment is already assigned to the job.

## Mobile Forms

A list of pre-configured **Forms** that is assigned to his job will be listed here.

Field employees or customers can fill out this form.

5:58

[<](#) Job

Start Travel

Break

Done

Location/ Bill To  
ABC Company  
 History

Contacts  
**John Wilson**  
6127464017  
sales@industrack.com

Job # **Started**  
2811 20/05/2023 3:00 AM - 4:00 AM

**Change Air Filter**  
Please check and change filters if necessary.

Field Notes

Location  
Unit Number: Suite 1000M400 S 4th St,  
Minneapolis MN 55415  
Service Type  
HVAC-

Images

Items

Forms

Equipment

Tasks



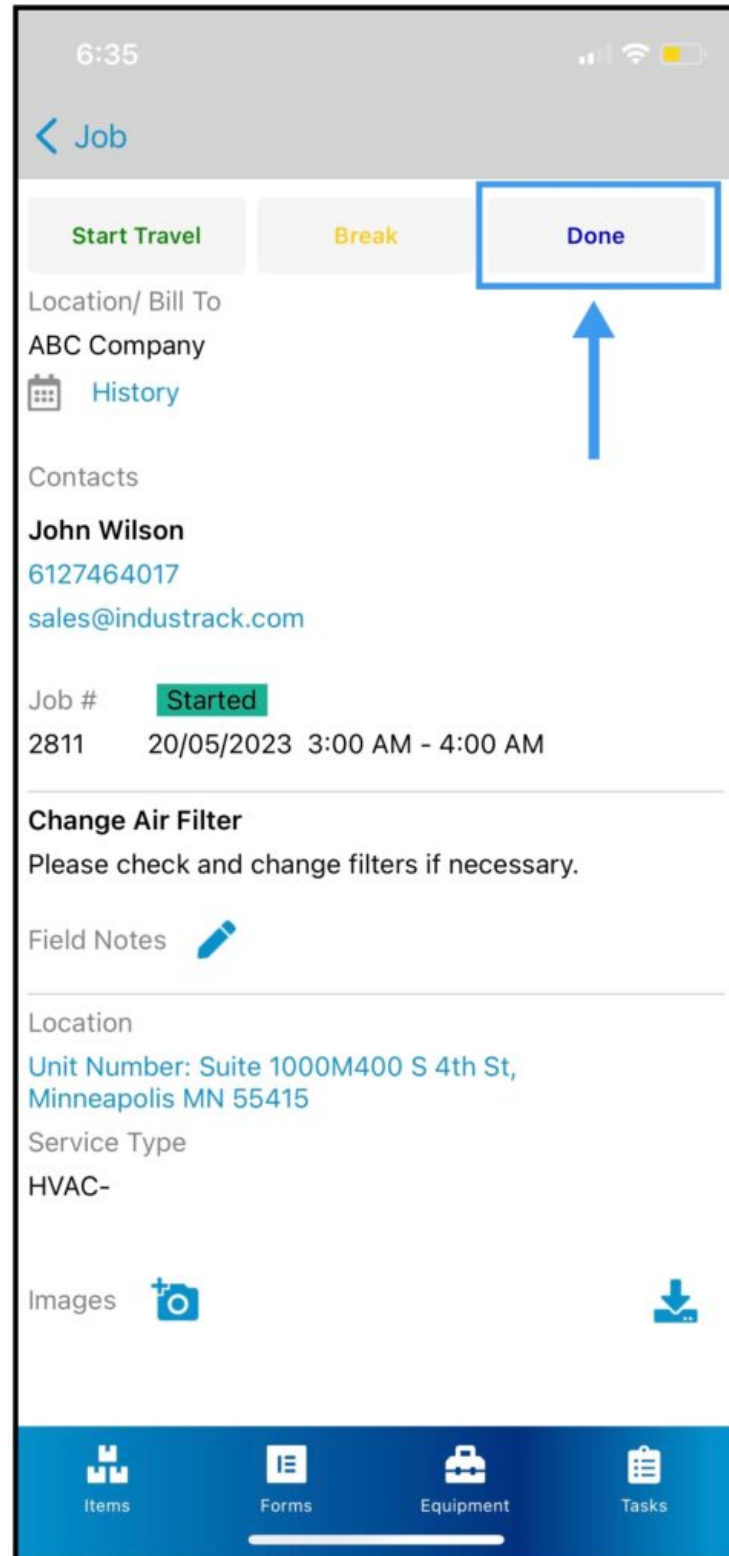
## Forms List

All forms that are assigned to this job will be listed here.

**Plus Icon– A list of pre-configured Forms that can be assign to the job will be listed.** You can pick and fill out the form and it will be assigned to the job as well.

When the form is assigned to the job you can open it up, fill it out and you will have the option to SAVE, SUBMIT, or MAIL.

Saving the form will only save all the info that you fill it. Submitting the form will save the form and submit it to the office side and office users will be able to see it. Mailing the form will ask you input and email address and it will be sent out to the email you input.

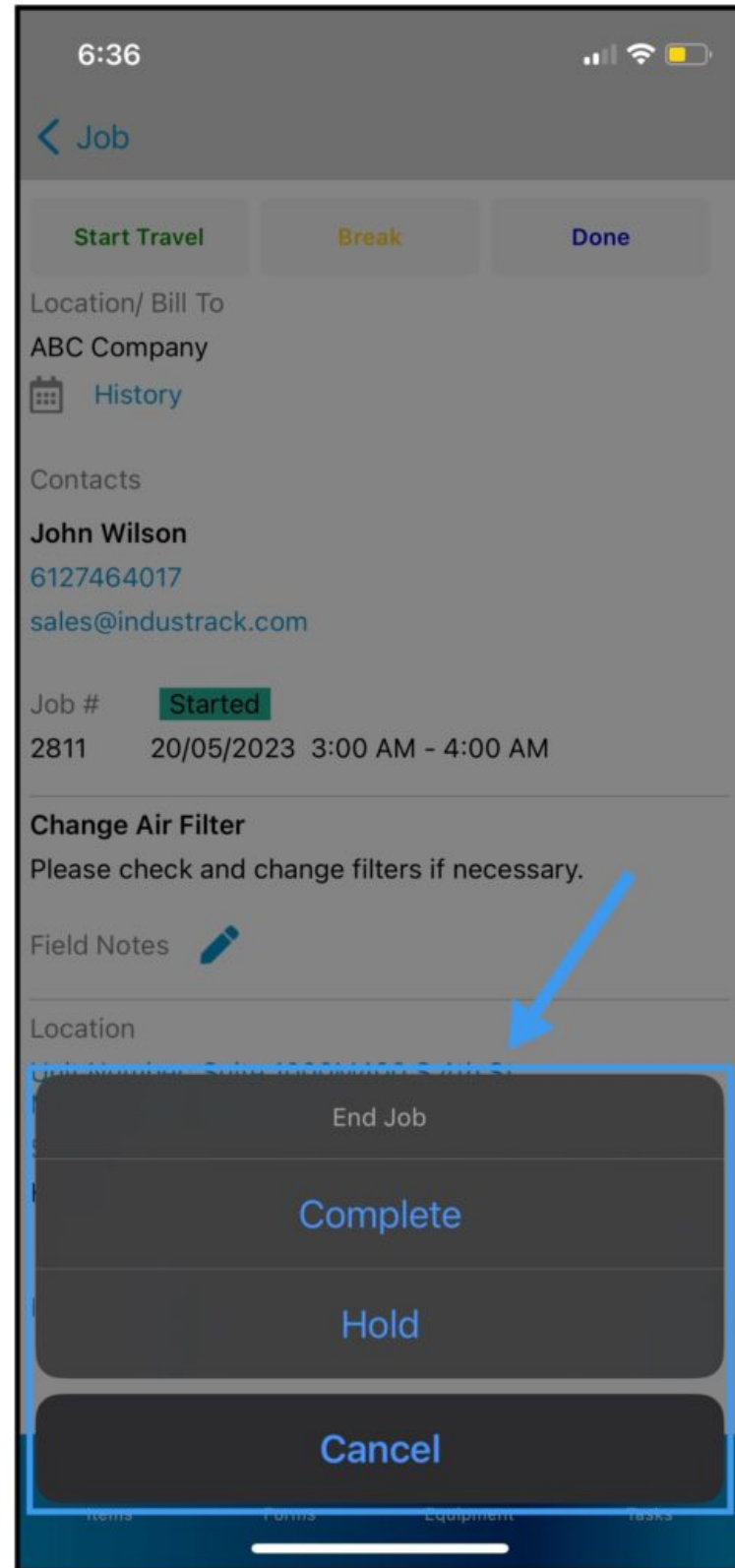


## Finish the Job

Once all is settled, tap on the **Done** and a prompt will appear if you want to **Hold** or **Complete** the job.

**Complete** – will mark the job as finished and stop clocking your time for that specific job.

**Hold** – this will put the status of the job to hold for a reason.

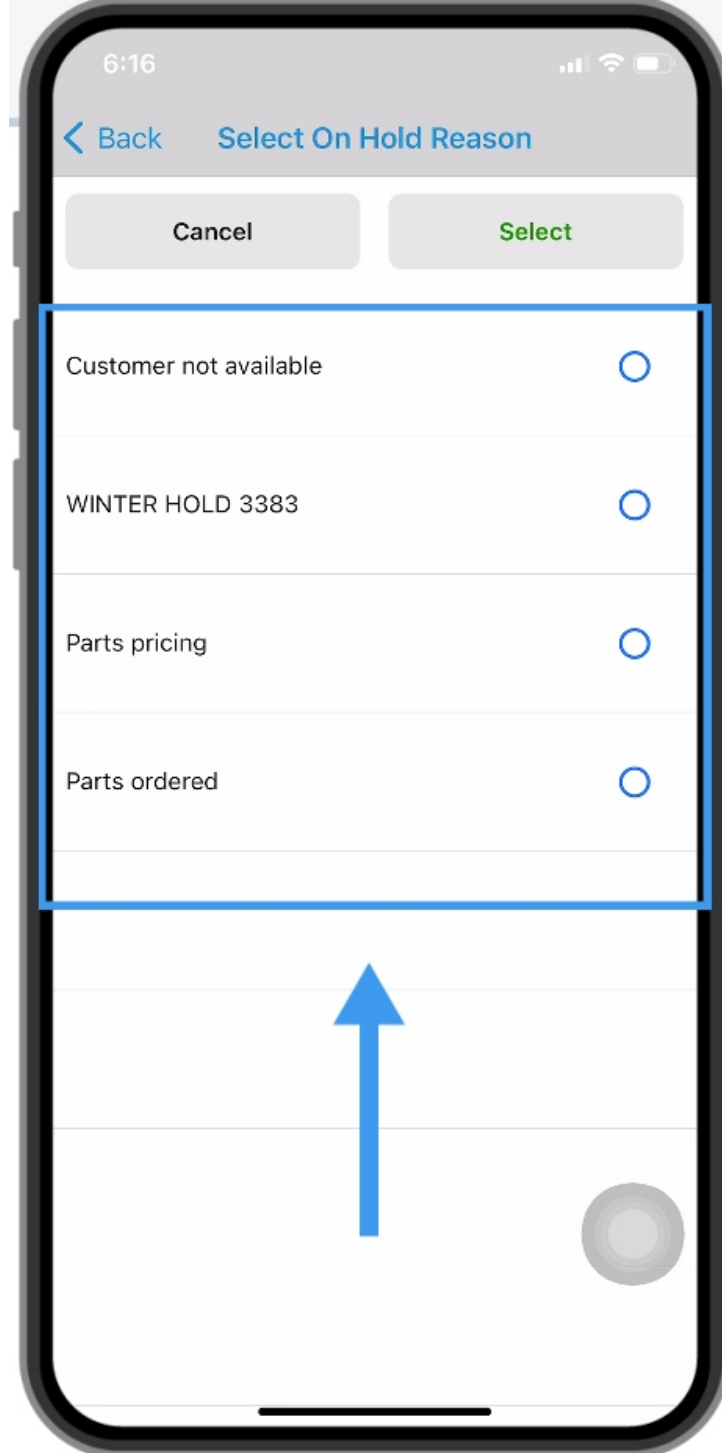


## Job ON HOLD

Once you have decided to put the job on hold, you will be given an option for the reason why it was put on hold.

Pick a reason and tap **Select**.

After you put the job on hold, the Status of the Job will change to HOLD.

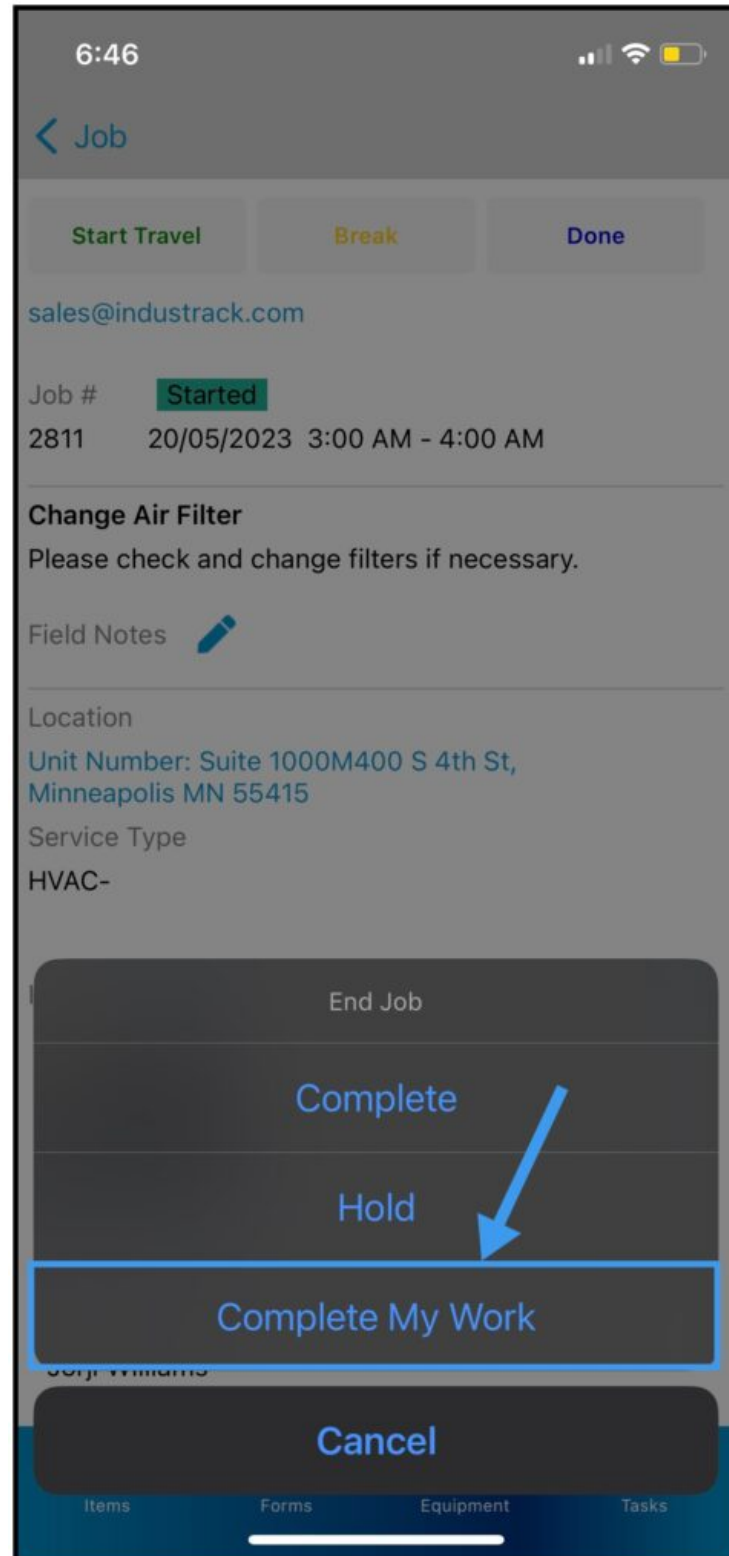




## How to Complete a Job if it is assigned to multiple Field Employees

If you are one of the field techs assigned to the job, to **complete the job for your self only** after you click on the **Done button** an additional option **Complete My Work** in the prompt will be added.

**Complete My Work** – by selecting complete my work, this will only complete your time entries for this job. The other field employee assign to this job will still be able to work on this job and complete it on his own.

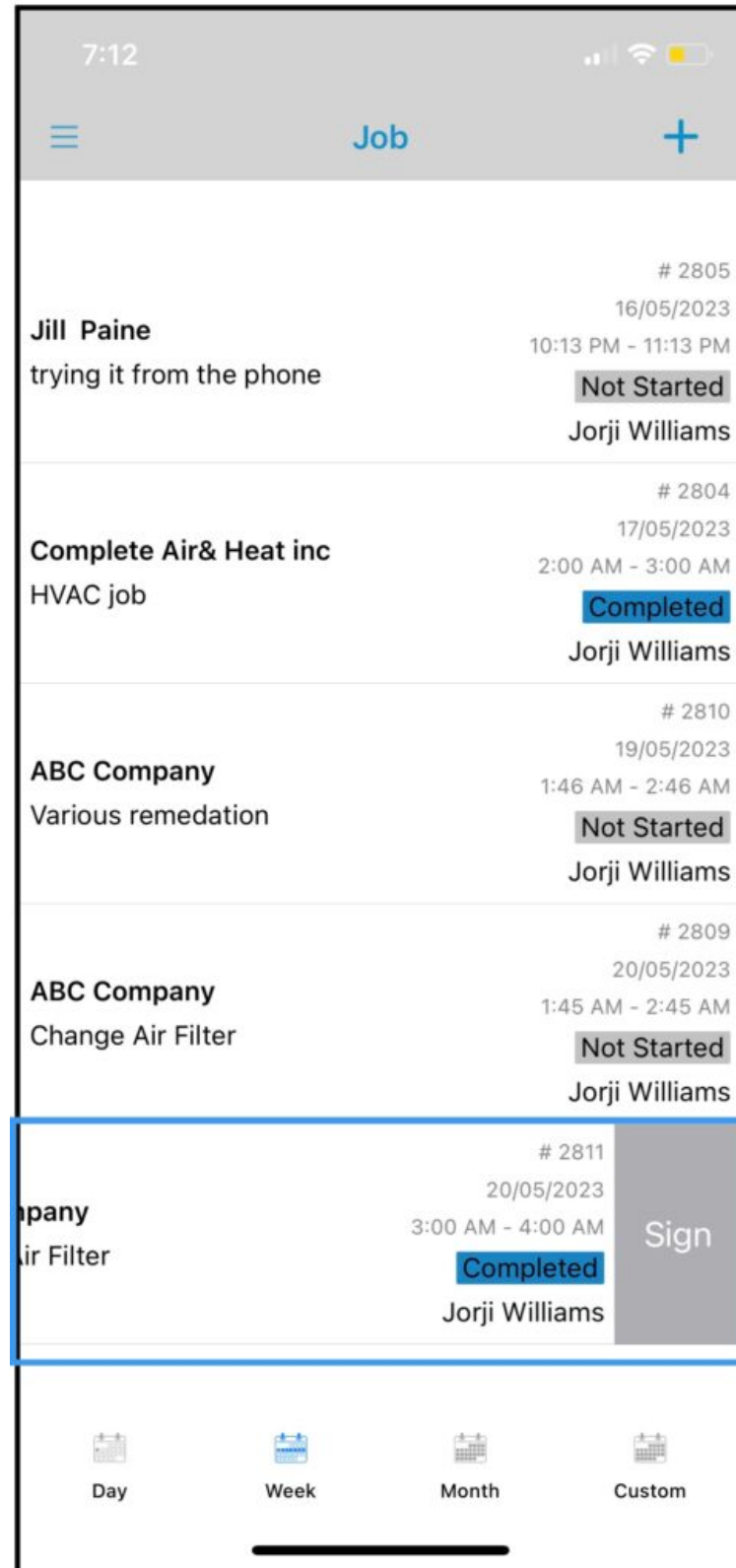


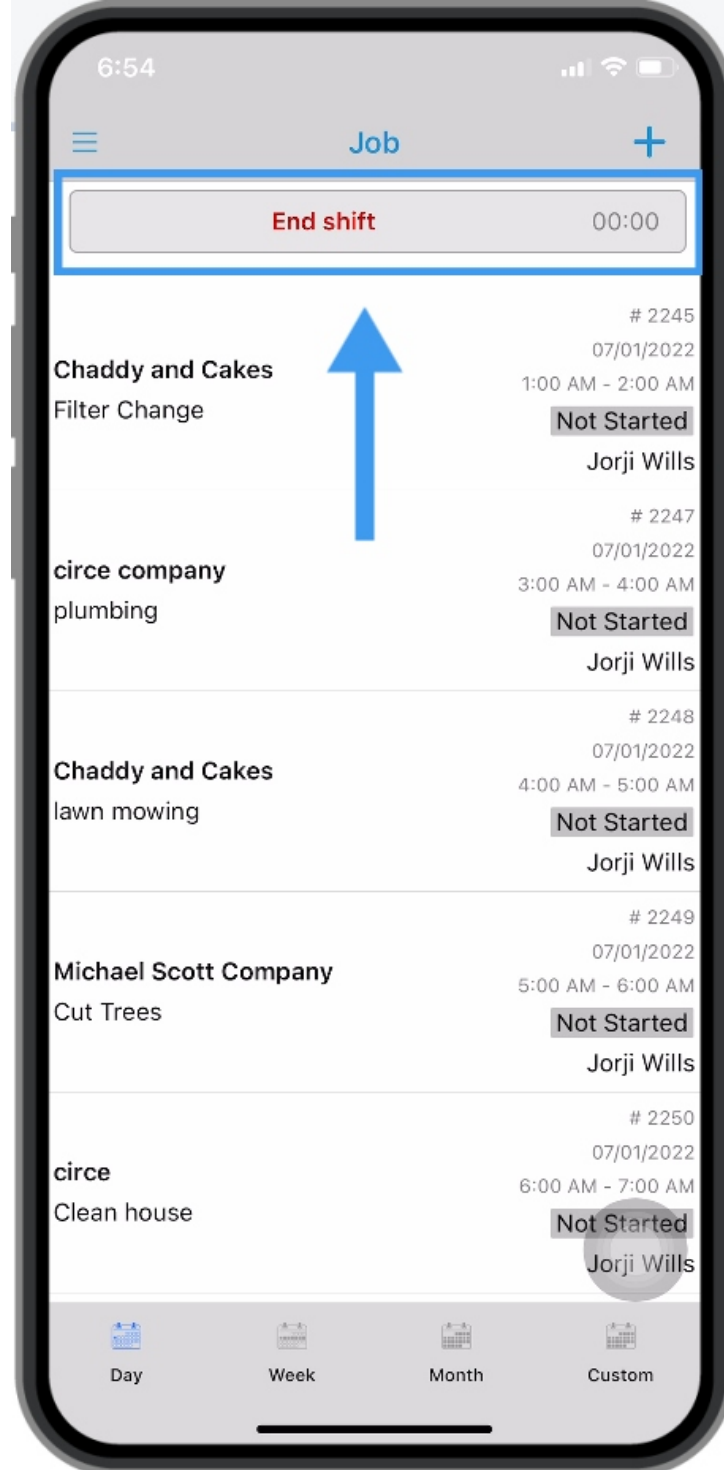
## Getting a Signature after Job is Completed

If you are using an IOS device, **swipe right on the Completed Job to get a signature.**

If using an Andriod device, **click and hold the Job and click on Sign.**

**After clicking on Sign, a signature pad will pop up.** Put your signature or have the customer sign it and click save.





## End your Shift

After a hard day's work hit the End Shift button. Data will be automatically sent and synced to the office as long as you have a network connection or Wi-Fi.