SedonaFSU iOS Edition

PERENNIAL SOFTWARE
Makers of SedonaOffice and AlarmBiller

Table of Contents

Overview

The Purpose of this guide is to provide Users of SedonaOffice an understanding of the SedonaFSU iOS Edition (Field Service Unit) functionality and features. SedonaFSU iOS Edition is an app you download to your iPhone or iPad device in the App store. The field service device allows your technicians to work through service tickets, inspections and jobs. Technicians now have the ability to view and update inventory, record statuses, collect payments methods and much more in real time while they are working in the field. Any information the technician records will immediately update the customer's SedonaOffice company database.

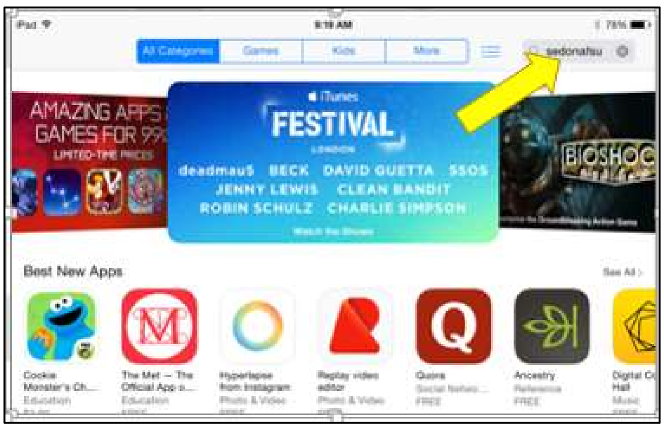
Requirements

The SedonaFSU iOS Edition can run on any iPad, iPhone 6/6+ or iPad mini using iOS 9.2.1 or above. We recommend that your device is **NOT** set to automatically download and install new iOS so that we can test the App with new versions and make sure there are not any issues. Please note that iPad's with retina display are **NOT** necessary when searching for devices.

Download

The SedonaFSU iOS Edition is an App that is downloaded from your iPad's App store.
On the Home Screen of your iPad, select App Store.

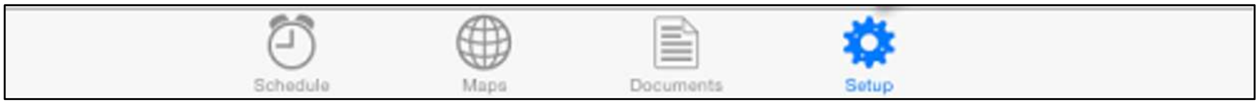
In the top right search for SedonaFSU and select install. If SedonaFSU is already installed it will say Open to the launch the app.



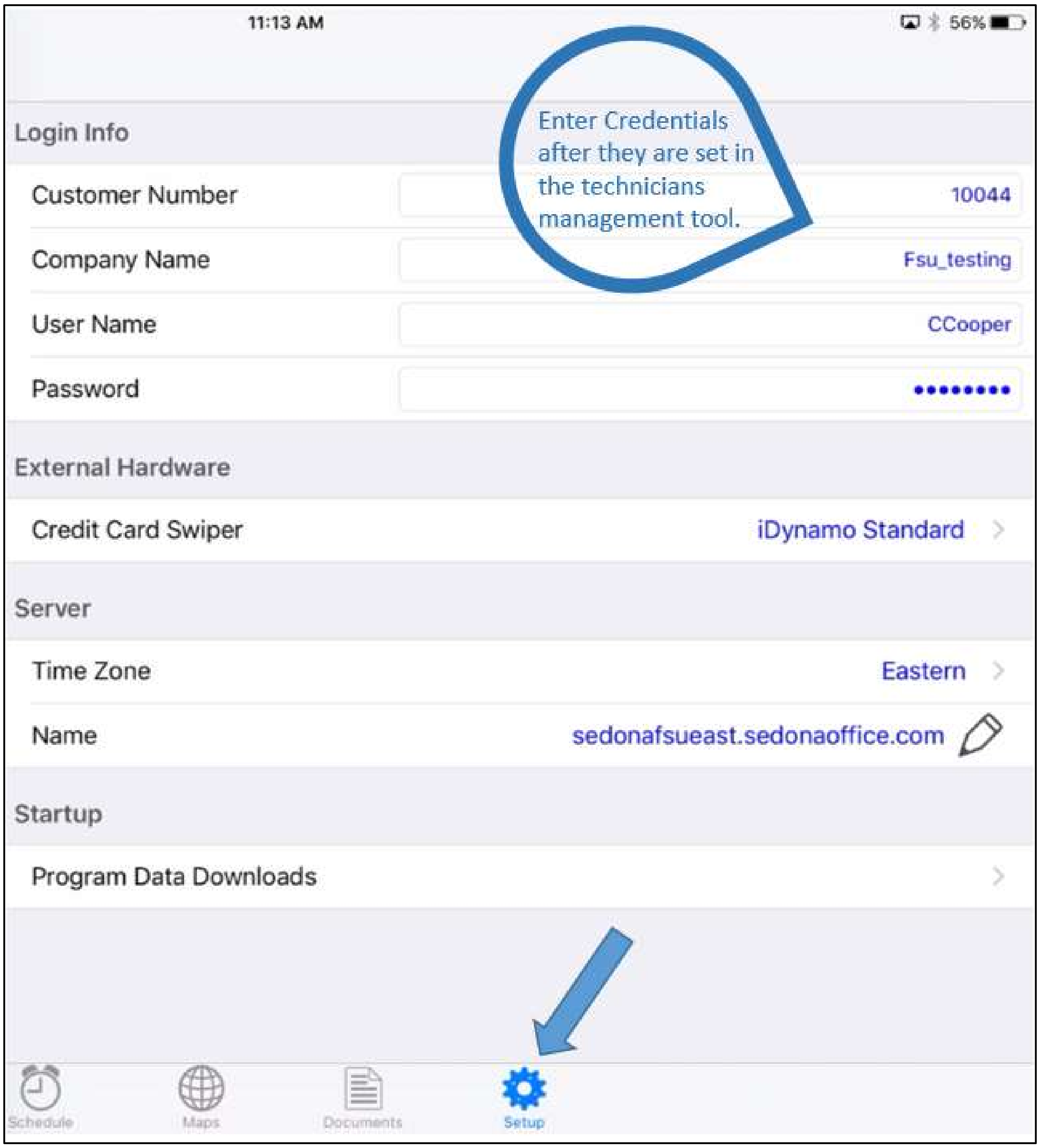
After you type in your Apple ID password and download the app. The App will appear on your home page. To login into the SedonaFSU app, touch the SedonaFSU icon to open the app.

Login & Setup

After you open the app for the first time; select Setup at the bottom.



Each iPad will require login credentials for each technician accessing their schedule.



Login Info

Login Information needs to be filled out for each technician on each individual iPad. Technician may access their schedule and only their schedule using the login credentials. Note: All login information is case sensitive. The login credentials are created in the technician management tool by a user with SedonaOffice locally installed.

Customer Number

Your customer number provided by SedonaOffice

Company Name

The Company Name activated through the management tool

User Name

Technician user name created through the management tool associated with a technician in your Sedona database

Password

The password created through the technician tool associated with the appropriate technician

External Hardware

Credit Card Swiper

This device must be purchased through a third party vendor and allows credit card payments to be entered from the field. Contact support@sedonaoffice.com for more information and to obtain the SedonaOffice encryption key number for the device.

Server

Time Zone

Select the appropriate time zone your company is in.

Name

Select the appropriate URL based on the time zone you are in.

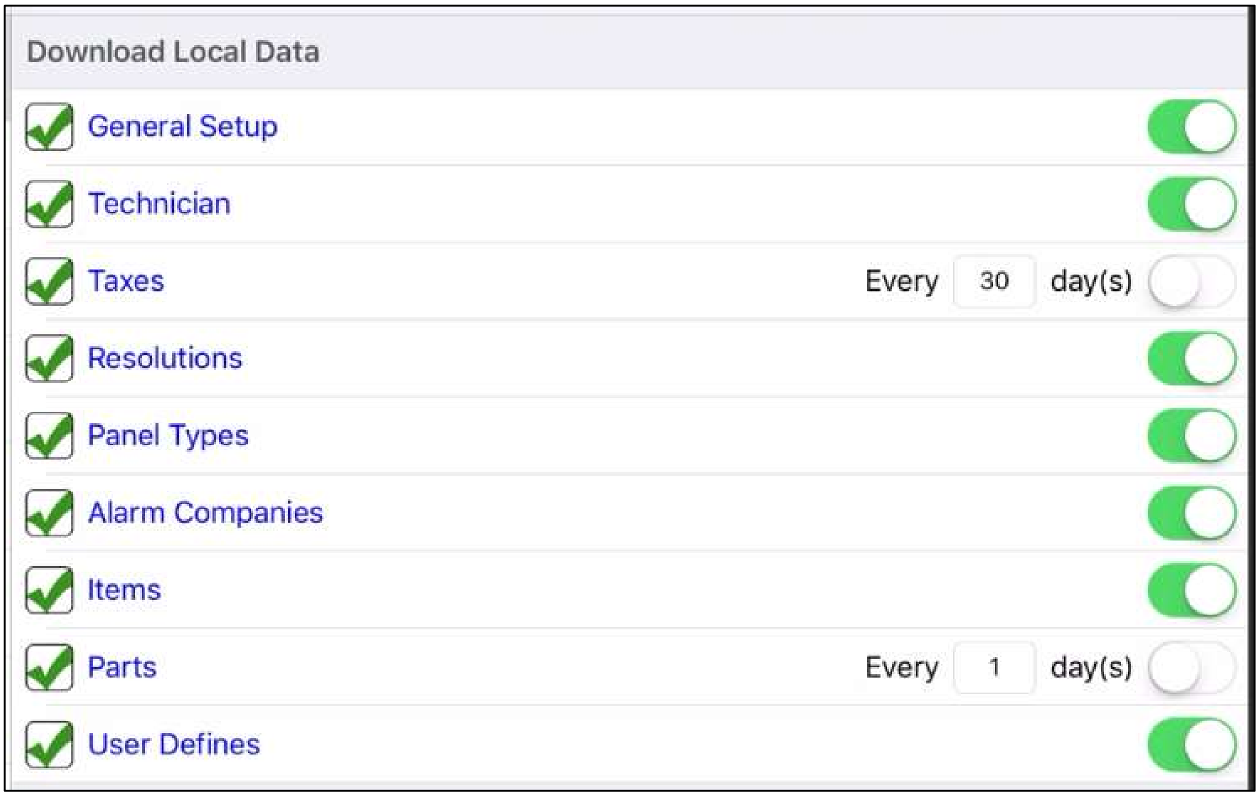
https://sedonafsuatlantic.sedonaoffice.com
https://sedonafsueast.sedonaoffice.com
https://sedonafsucentral.sedonaoffice.com
https://sedonafsumountain.sedonaoffice.com
https://sedonafsuarizona.sedonaoffice.com
https://sedonafsupacific.sedonaoffice.com
https://sedonafsuhawaii.sedonaoffice.com

Startup

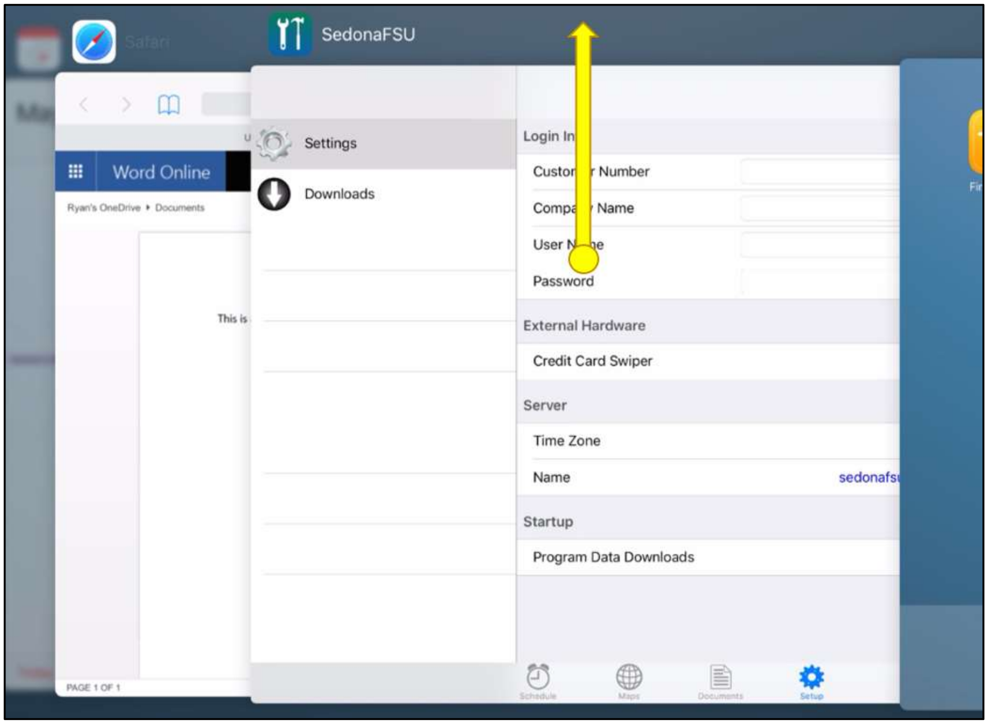
Program Data Downloads

This section controls when the FSU updates startup data from Sedona (this is specifically for FSU startup settings. This is not data the FSU sends to Sedona, that data updates automatically). Selecting this option shows a list of all downloadable setup data the FSU uses. Select the switch to make green any data you want to update every time you refresh. Or leave the switch off and instead enter how often you want that data type to refresh as a number of days.

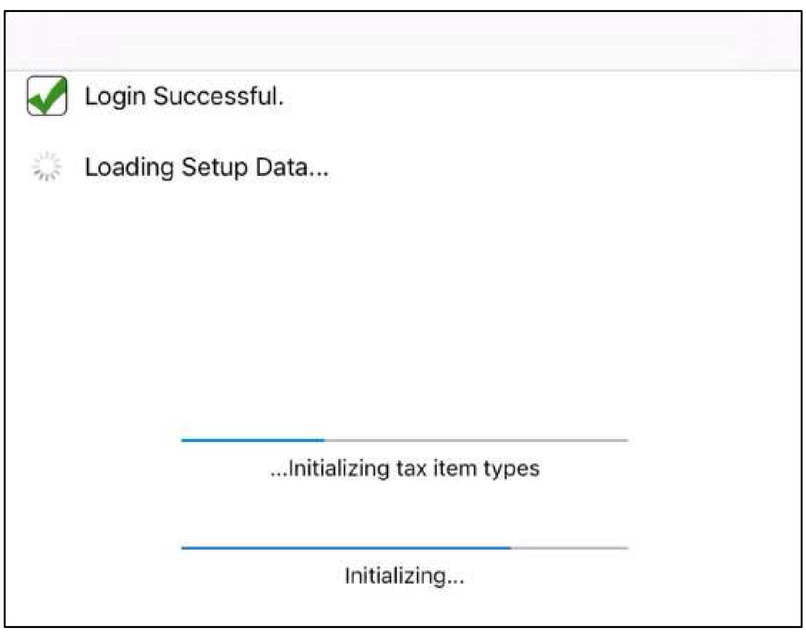
- **In the example below all data will update every time you refresh, except parts which will update only once each day and taxes which will update every 30 days.**



After all of the information is entered close the app and re-open it to login. You can close the app by double clicking on the iPads only button and swiping up on the FSU window.



As the FSU loads it will put a green check mark next to Login and Load data to let you know you have successfully logged in.

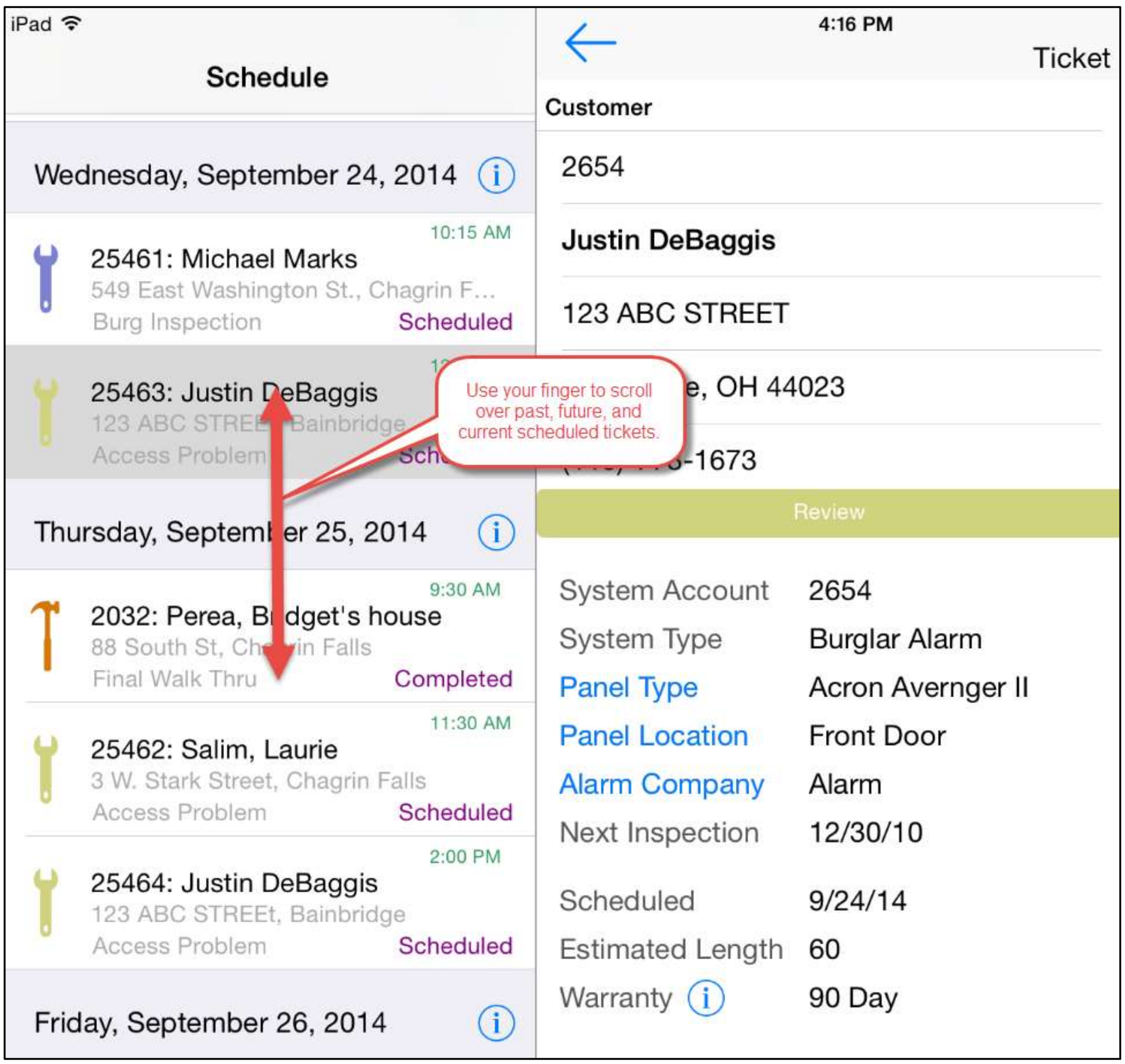


Schedule View

After successfully logging in select Schedule on the bottom left.

Schedule Dates

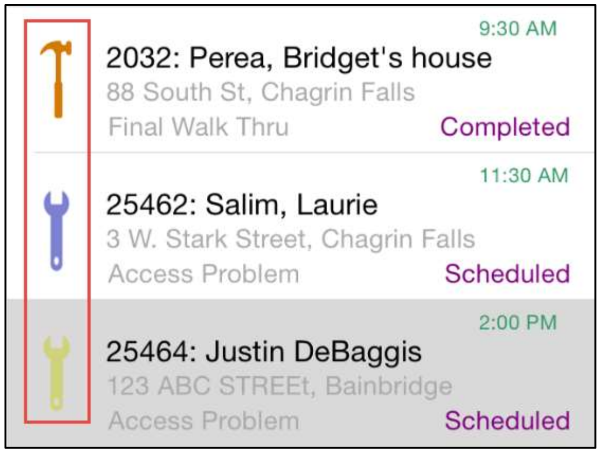
- **View the list of appointments for a specific number of days forward and in the past. Days forward and back are set through the management tool.**
- **Select the appropriate appointment to bring up the ticket/job details on the right side of the screen. The selected ticket will turn gray in the left hand column.**



Type of Ticket

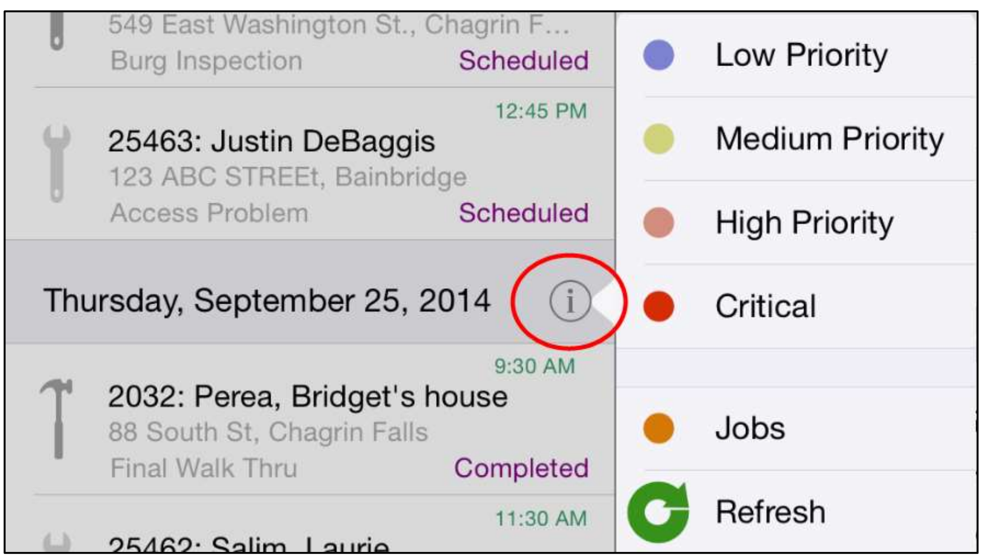
The appointment list on the schedule shows a colored icon followed by the ticket/job number, the site name, the site address, the scheduled time, and ticket status. For the icons:

- **Hammer: Indicates a Job (installation) Ticket**
- **Wrench: Indicates a Service/Inspection Ticket**



Priority

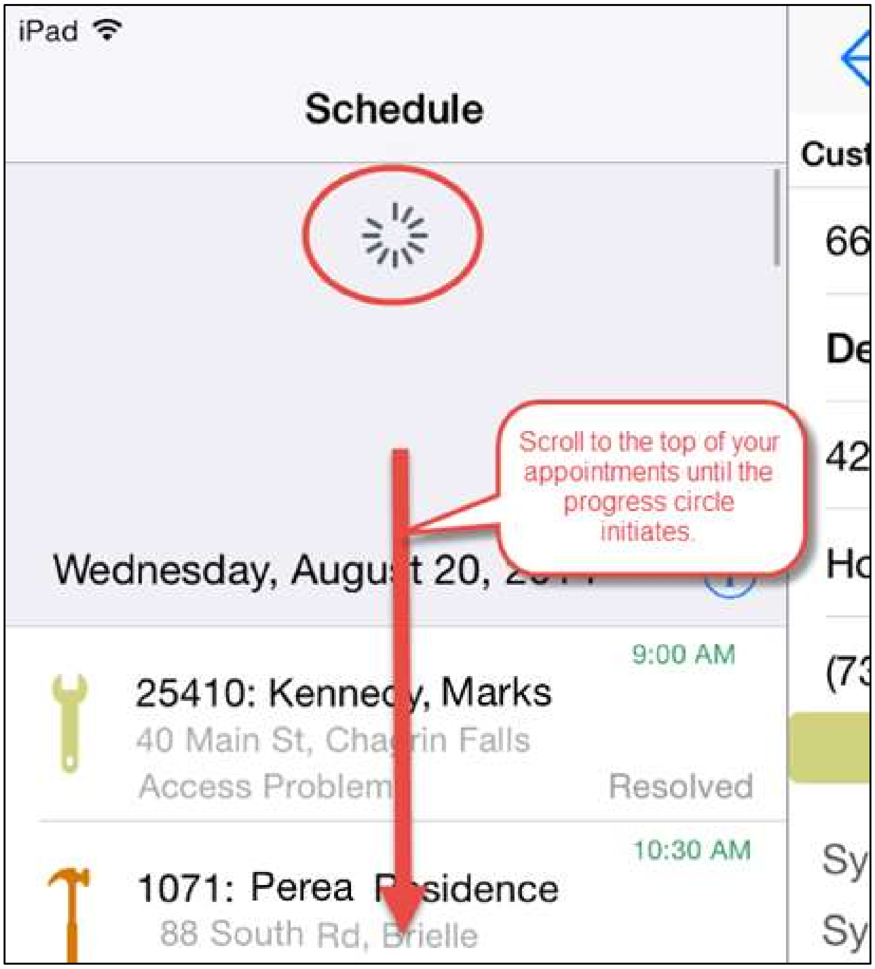
The color of the icon tells the priority of the appointment. You can see what the colors mean by selecting the blue 'i' beside each header date. Click on one of the priorities here and the schedule will rearrange the order of tickets for that day listing the selected priority at the top and descend down based on the time scheduled.



.

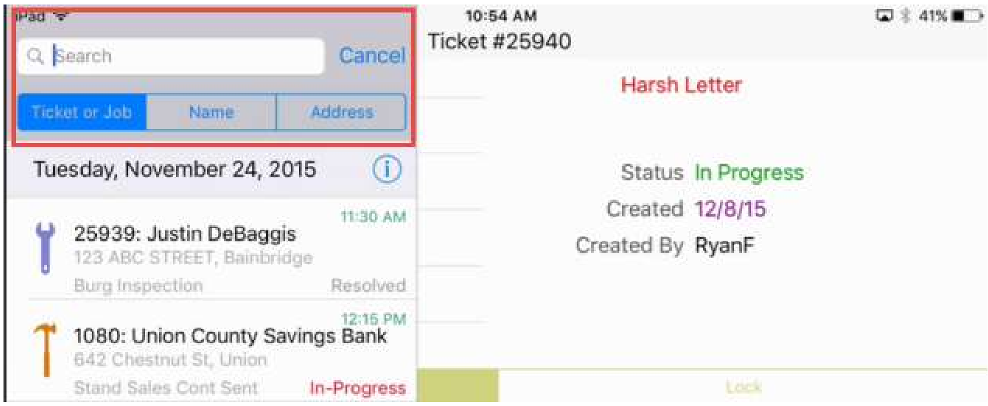
Refresh the Schedule

To refresh the schedule scroll to the top of the schedule and Pull down on the schedule until progress circle starts to spin. Let go of the schedule and wait for your schedule to load. You must manually refresh this way in order to see any changes made in SedonaOffice.
Note: Refreshing the schedule does not refresh your setup data. To refresh setup data you must close and re-open the app.



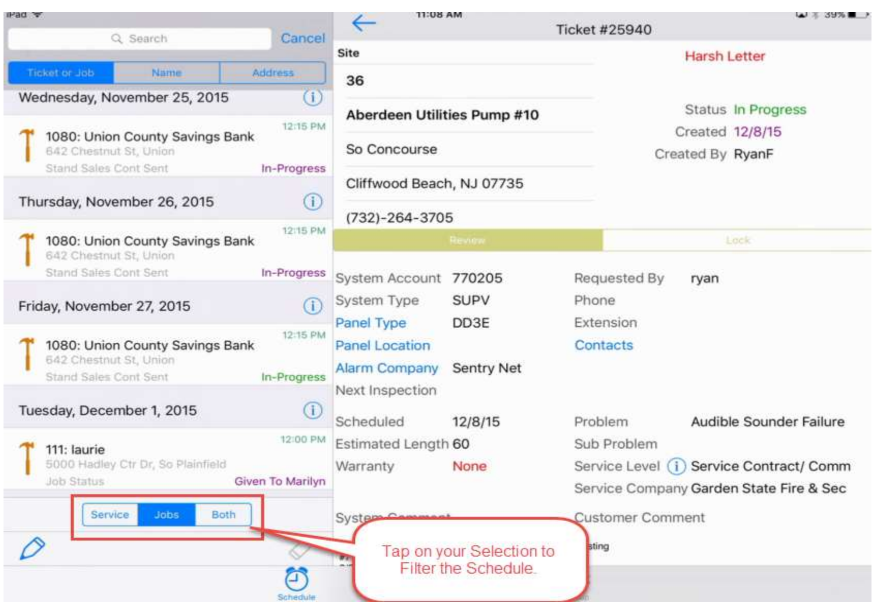
Searching

Tapping within the Search Field you will have the ability to search for service tickets or job tickets using the Ticket/job Number, Name of the Customer Site, or the Site Address.



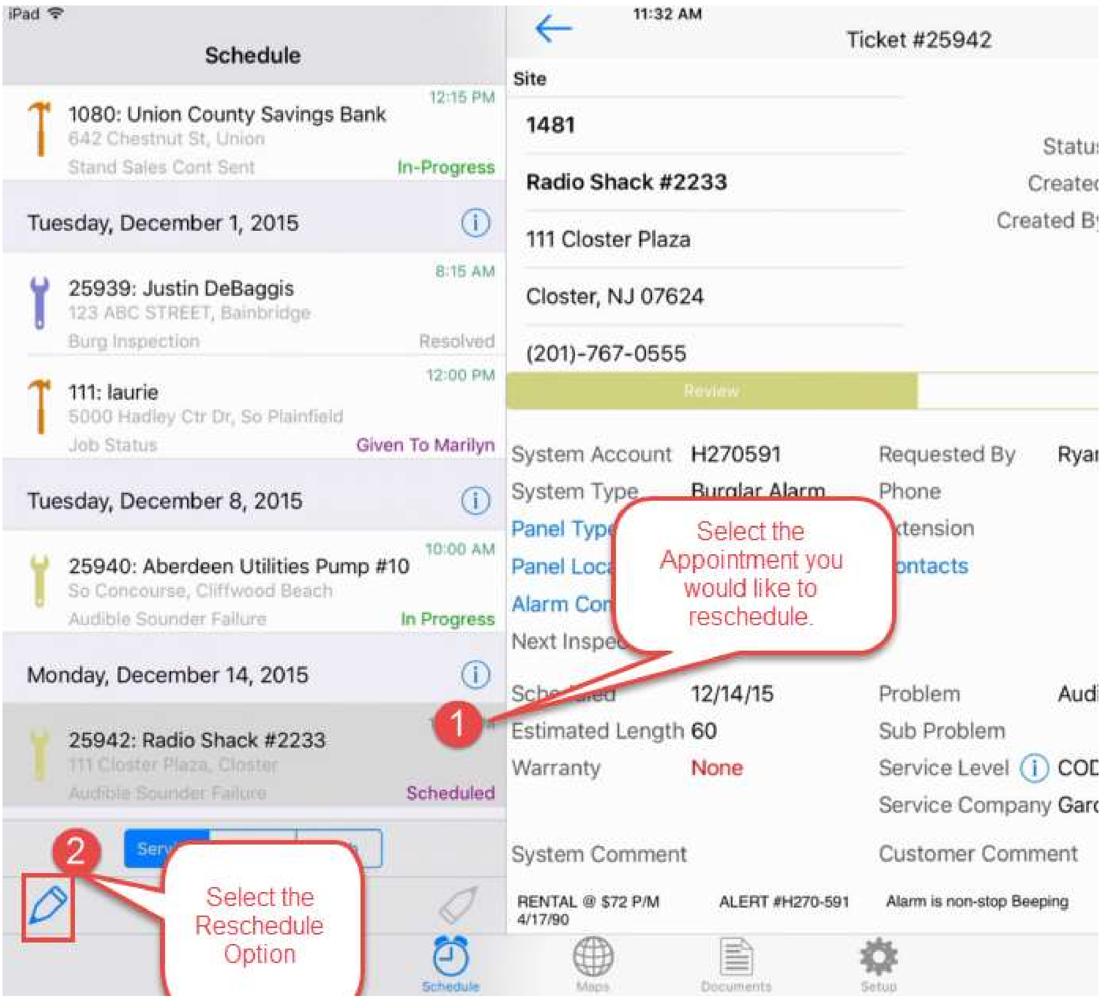
Service Tickets/ Job Ticket Filter Option

This feature is located at the bottom of the Schedule. Taping on your Selection to filter the schedule to show only Service Tickets, Job Ticket, Or Both Service/Job tickets. This Feature also works within the search Option where you may filter only the service tickets and perform a search to see only the service tickets with that search criteria.

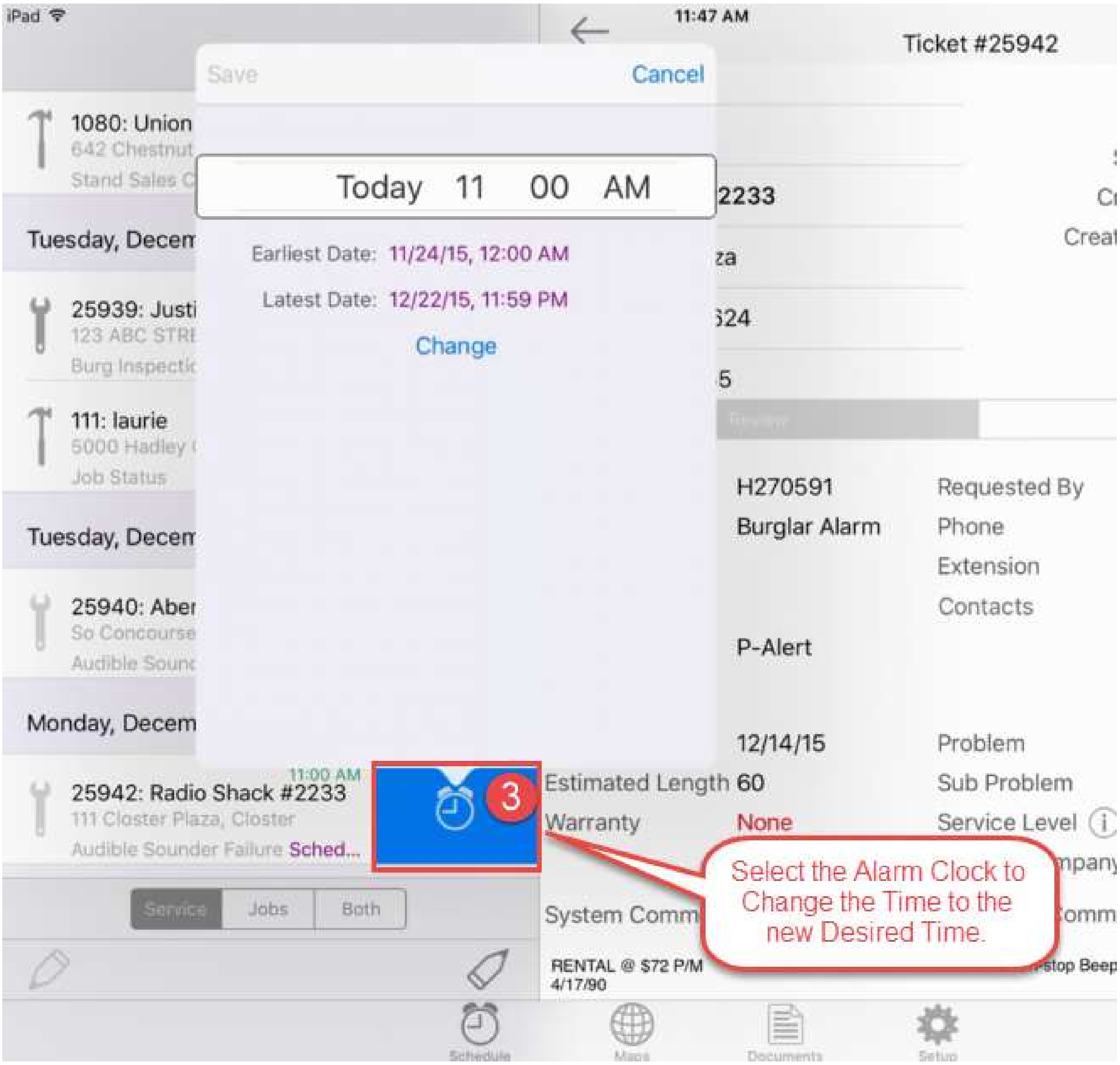


Rescheduling Previous Appointments

Select the appointment to be rescheduled, then Select the Pencil Icon to the bottom left of the schedule.

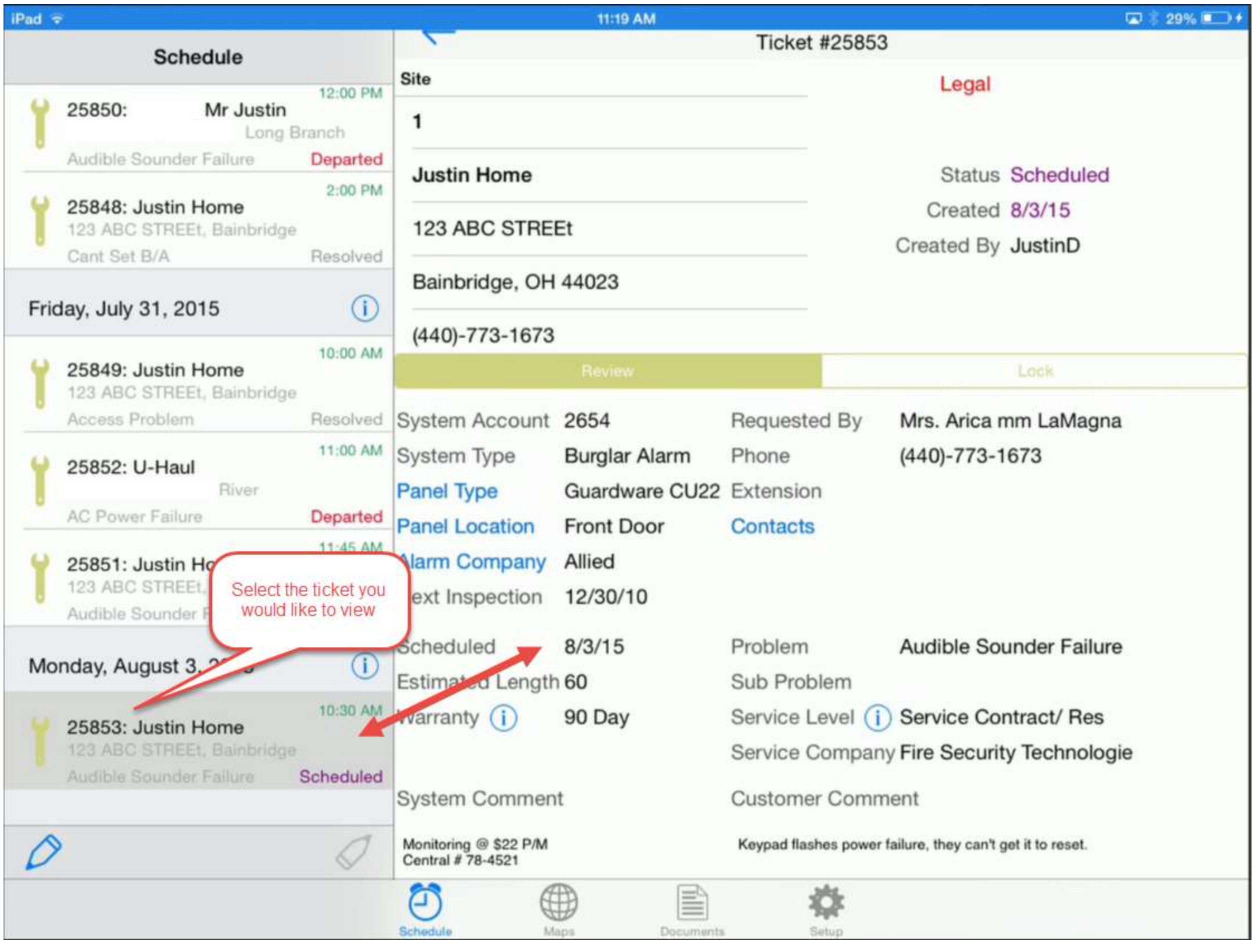


A clock icon will appear, click this and you can edit the appointments date and time.The Earliest date and the Lastest Date fields show the Soonest and the lastest this Particular Appointment can be rescheduled.



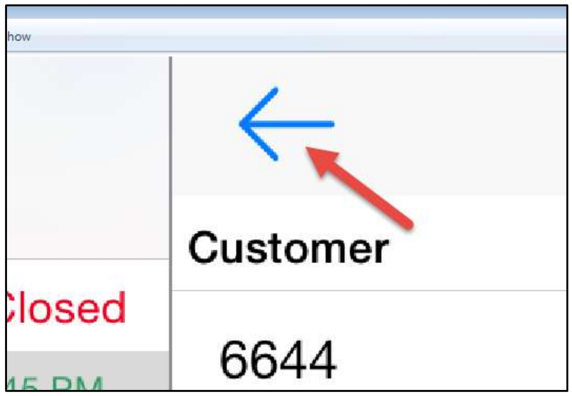
Ticket View

Select the ticket on the schedule you would like to view.

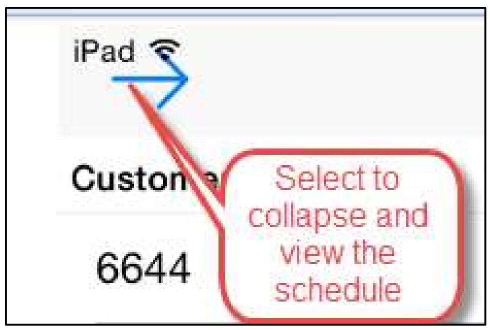


Show/Hide Ticket

To show the ticket in Full Screen mode press on the blue arrow facing left.

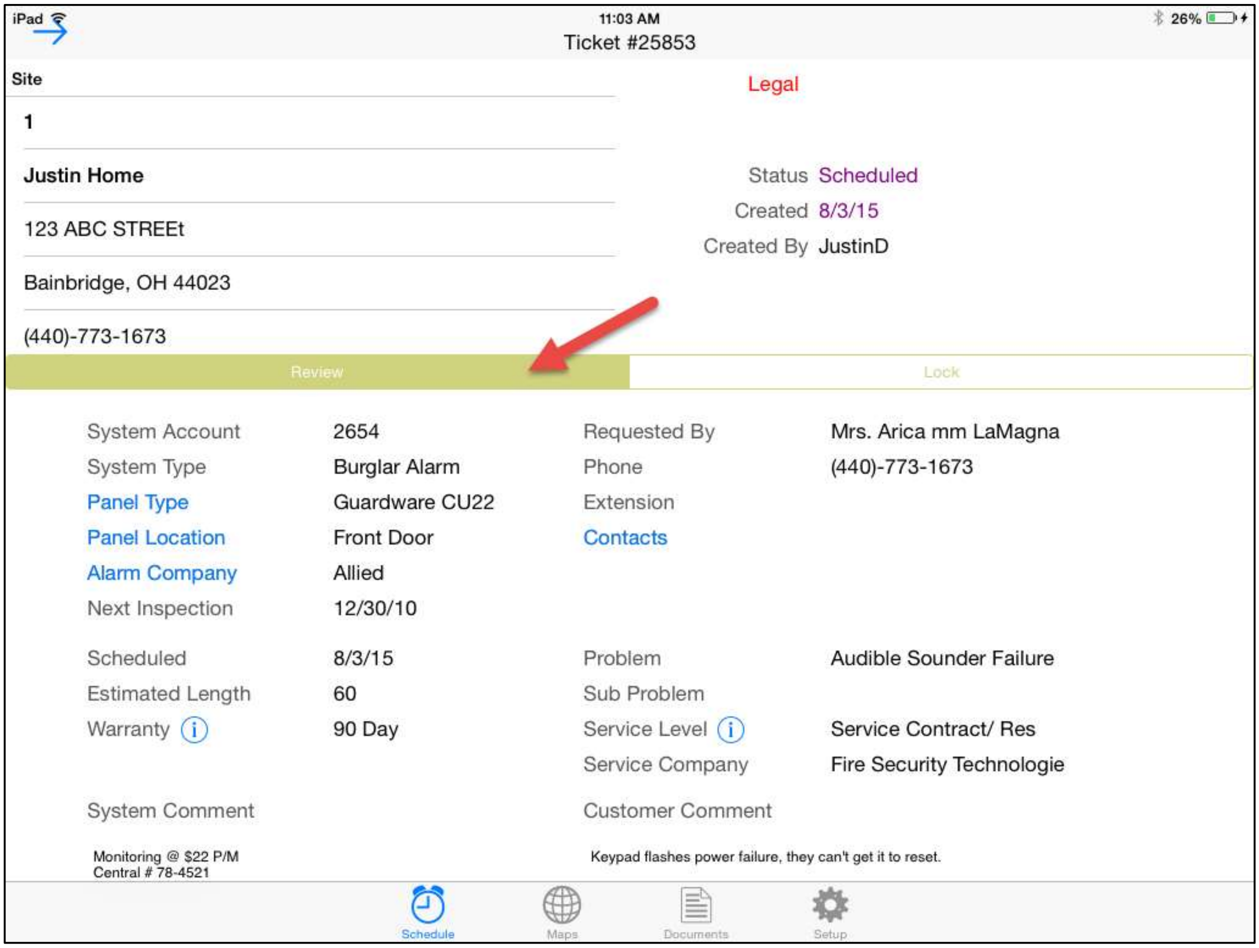


To hide the ticket and return to the schedule press on the blue right facing arrow.



Review Tab

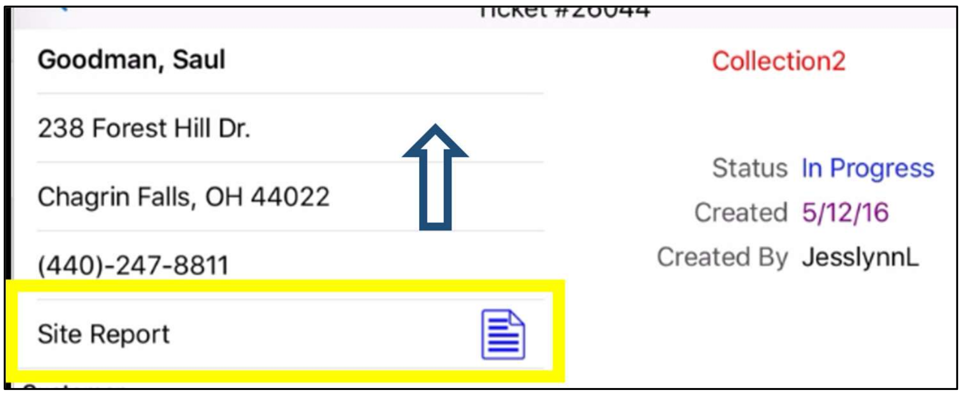
After you have selected the ticket and minimized the schedule board you will have more room to navigate the Review tab. The Review tab will provide general information such as Site & System Information, Customer Contact, etc. There are also various fields that can be updated and added.

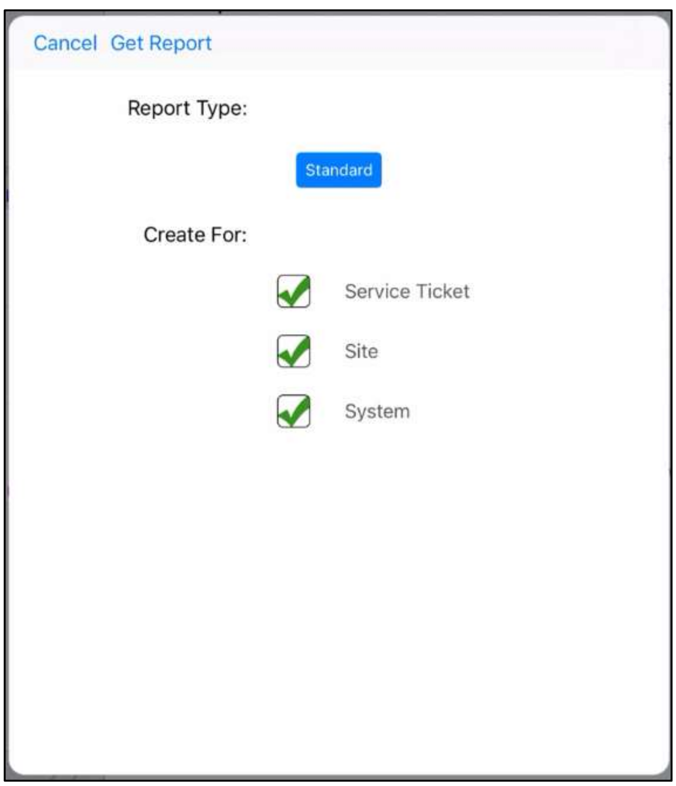


Customer Summary

In the top left of the Review tab the customer site billing address and Site Report will be displayed. The site address will be located **above** the customer billing address. Scroll down with your finger to view the billing address and Site Report. Site Report

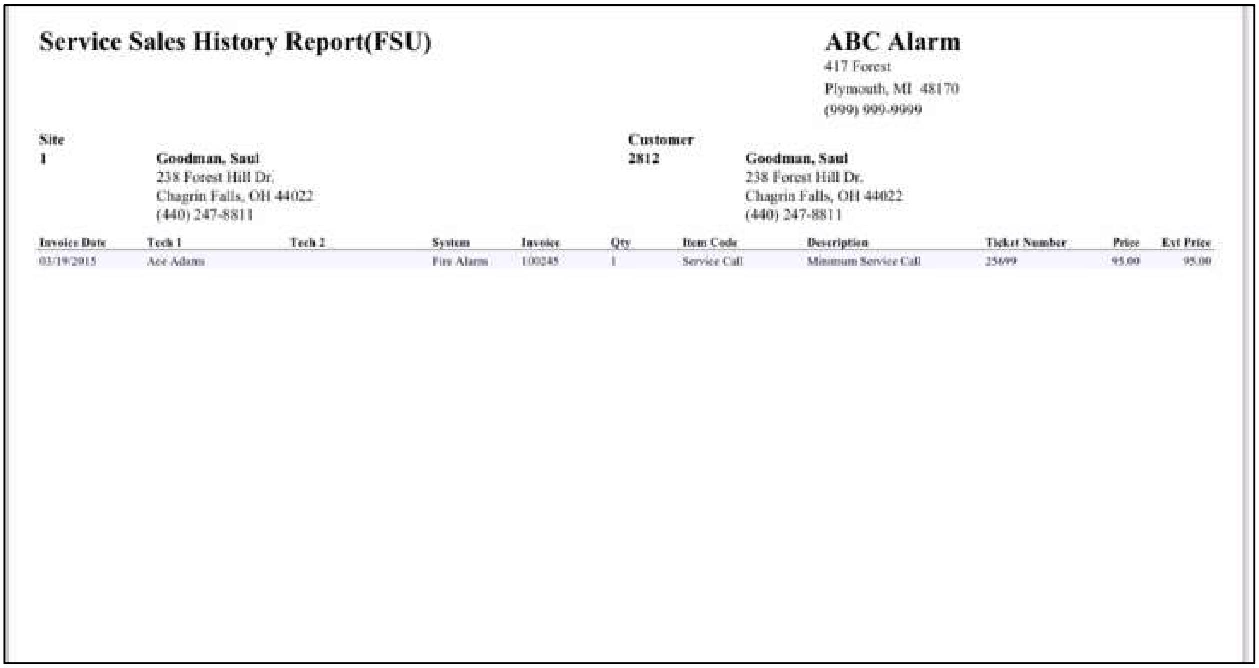
The Service Sales Summary Report (FSU) is a custom report made to the specifications of one customer. It can be generated for the ticket, site, or system. As with the other FSU reports users can make their selections and then hit 'Get Report'. See the help section on documents for more information on managing documents in the FSU.





.

Example Report. Options Selected – Service Ticket



Service Sales History Report(FSU)

ABC Alarm
417 Forest
Plymouth, MI 48170
(999) 999-9999

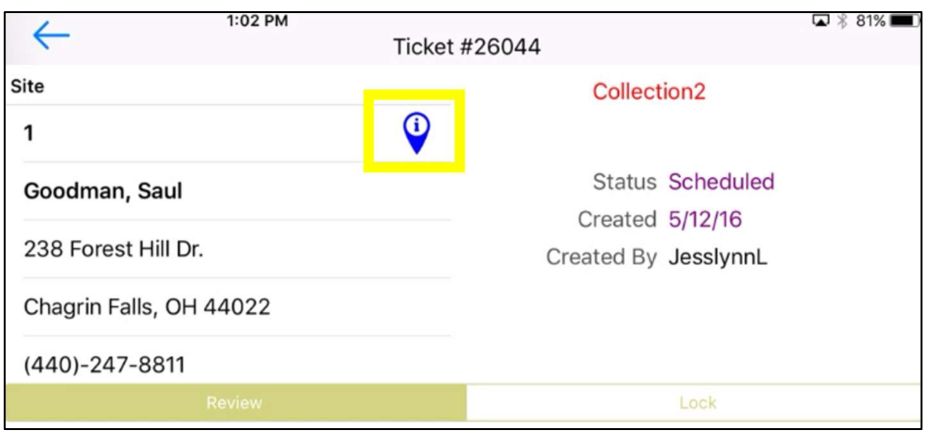
Site
1
Goodman, Saul
238 Forest Hill Dr.
Chagrin Falls, OH 44022
(440) 247-8811

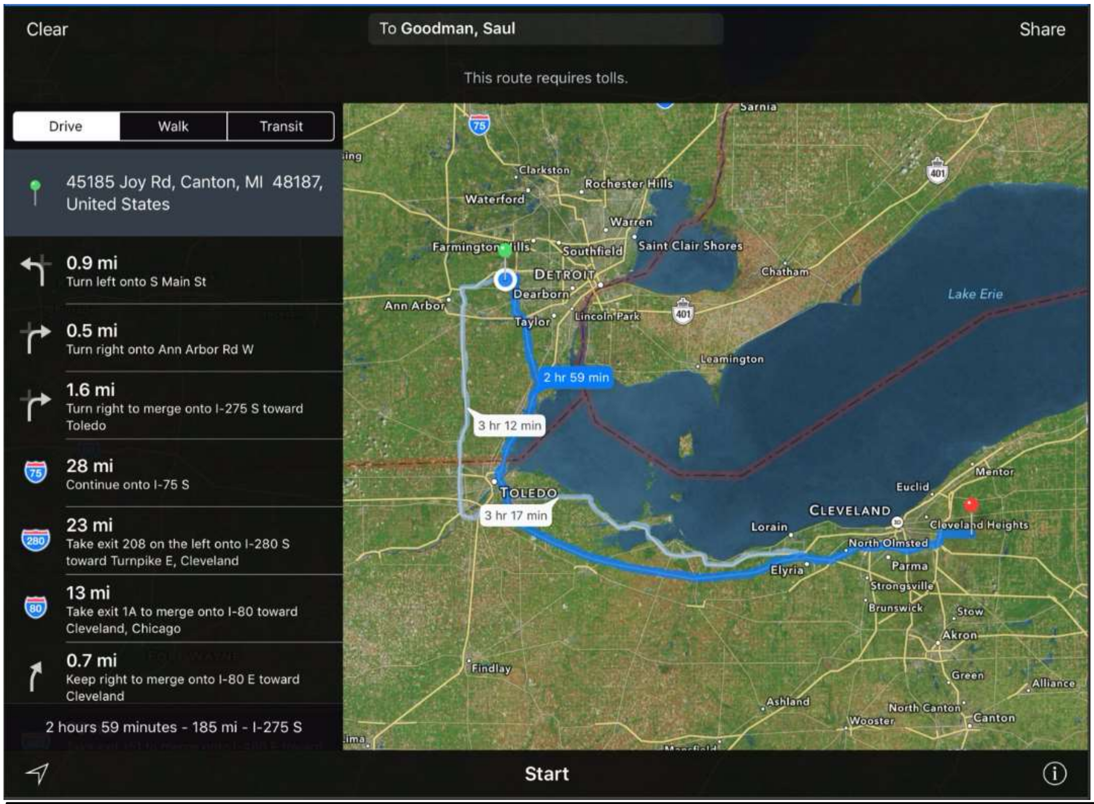
Customer
2812
Goodman, Saul
238 Forest Hill Dr.
Chagrin Falls, OH 44022
(440) 247-8811

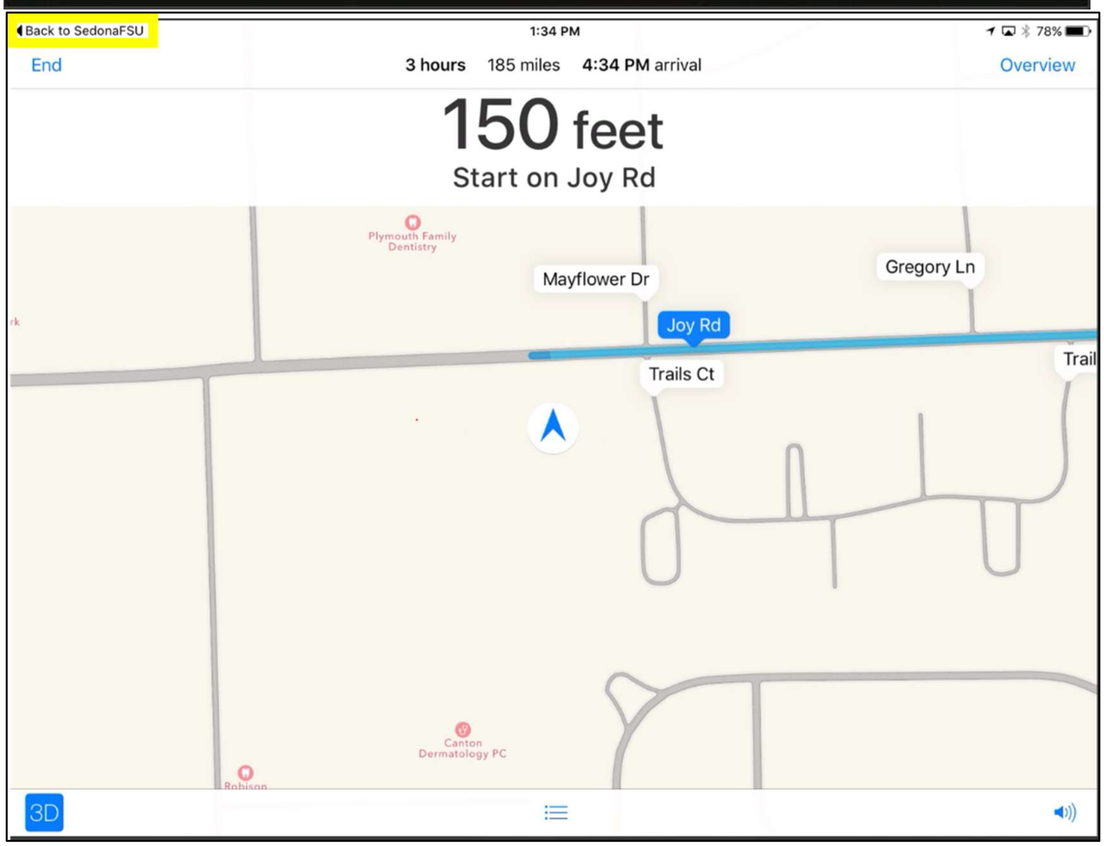
Invoice Date	Tech 1	Tech 2	System	Invoice	Qty	Item Code	Description	Ticket Number	Price	Ext Price
03/19/2015	Ace Adams		Fire Alarm	100245	1	Service Call	Minimum Service Call	25699	95.00	95.00

Maps and Directions

Users can click on the blue 'i' in the ticket summary to get directions to that ticket's site address. A map appears at right, and written directions appear at left. Selecting start at the bottom begins GPS navigation. Users can select 'Back to SedonaFSU' in the top left corner to return to the app.

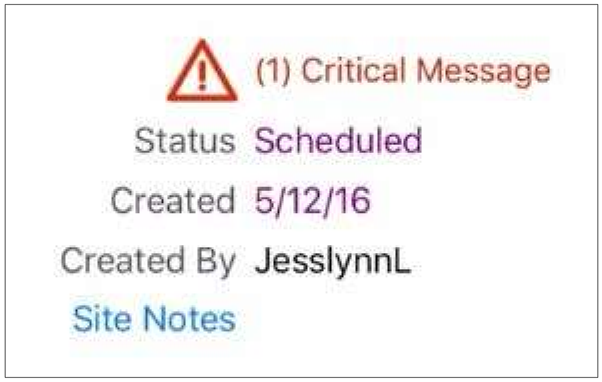



Clear
To Goodman, Saul
Share
This route requires tolls.
Drive
Walk
Transit
45185 Joy Rd, Canton, MI 48187, United States
0.9 mi
Turn left onto S Main St
0.5 mi
Turn right onto Ann Arbor Rd W
1.6 mi
Turn right to merge onto I-275 S toward Toledo
28 mi
Continue onto I-75 S
23 mi
Take exit 208 on the left onto I-280 S toward Turnpike E, Cleveland
13 mi
Take exit 1A to merge onto I-80 toward Cleveland, Chicago
0.7 mi
Keep right to merge onto I-80 E toward Cleveland
2 hours 59 minutes - 185 mi - I-275 S
2 hr 59 min
3 hr 12 min
3 hr 17 min
Lake Erie
Detroit
Toledo
Cleveland
Start


Back to SedonaFSU
1:34 PM
78%
End
3 hours 185 miles 4:34 PM arrival
Overview
150 feet
Start on Joy Rd
Mayflower Dr
Gregory Ln
Joy Rd
Trails Ct
Trail
3D

Creation Information

Navigate to the top right of the Review tab.



In Collection Queue

This is a warning message that comes over for the Collection Queue in SedonaOffice notifying you this customer has an outstanding balance due.

Status

Ticket status or the progress of the ticket to show where it stands. (Scheduled, Dispatched, Resolved, etc.)

Created

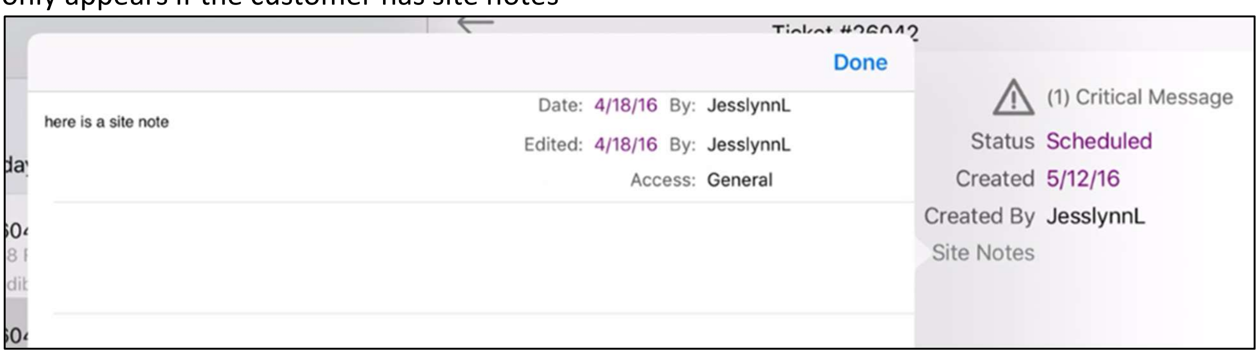
Date the ticket was created on.

Created By

The user in SedonaOffice who created the ticket.

Site Notes

Selecting this option allows users to read notes on the customer site from the FSU. This option only appears if the customer has site notes



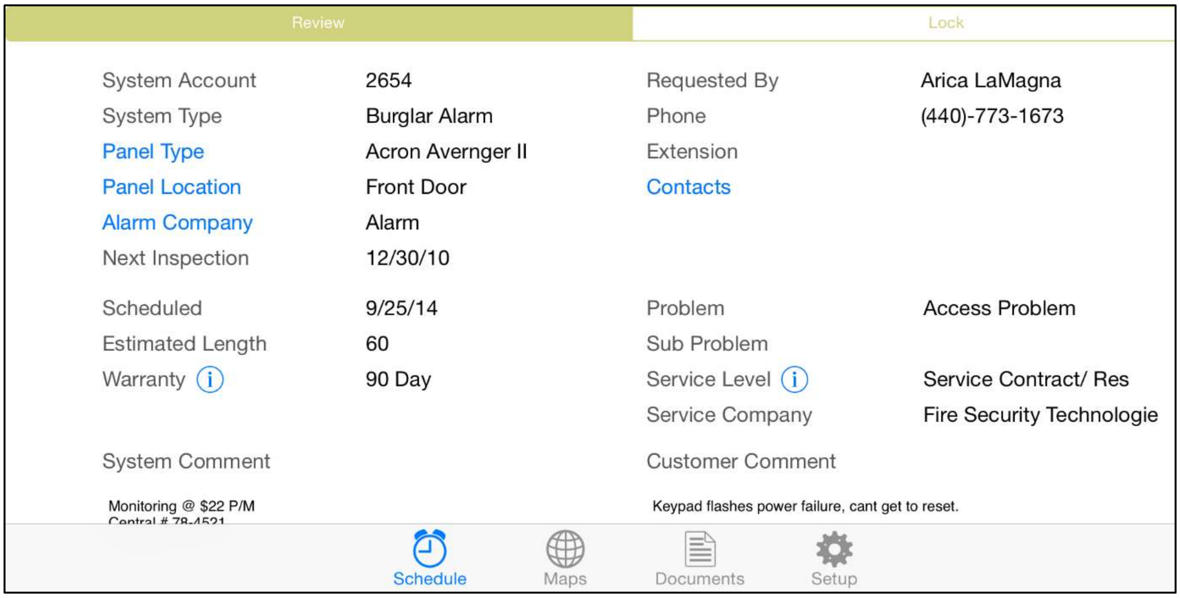
.

Critical Message

Critical messages set for a system will appear flashing in red in the top right of the Review tab. They only appear if they have been entered into SedonaOffice. Critical Messages are entered and saved on the customer system or the primary/secondary service company.

Touch (#) Critical Message, to drill in and view the notes provided for the message. To exit the critical message click on any area outside of the message box.

System Information
Review and edit specific information pertaining to the customers Site & System.

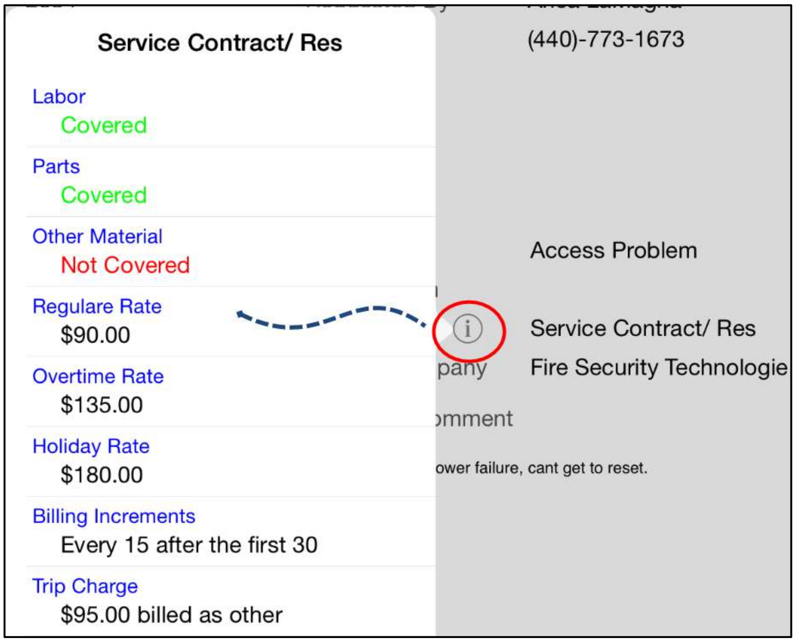


Non-Editable Fields

- **System Account: System Account number associated with this system in SedonaOffice**
- **System Type: Identifying the system installed being serviced.**
- **Next Inspection: Next inspection date for the system.**
- **Scheduled: The date the ticket was scheduled for the service to be worked on.**
- **Estimated Length: Estimated length the service will take.**
- **Warranty: Warranty provided for the system. If there is not warranty it will say None, if there was a warranty provided you may click on the information button to view what was covered. If the warranty is still in effect it will say Covered; if it expired it will list the date it expired on.**

- **System Comments: Comments saved at the system level in SedonaOffice.**
- **Requested By: The contact provided in SedonaOffice that is requesting service.**

- **Phone: Phone number of the contact provided.**
- **Problem: Problem code assigned to the ticket describing why the customer is requesting service.**
- **Sub Problem: This field is optional in SedonaOffice, but may list more detailed information on the reported issue.**
- **Service Level: What your company will charge the customer for service performed. Touch the information notification button to view charges (see below).**



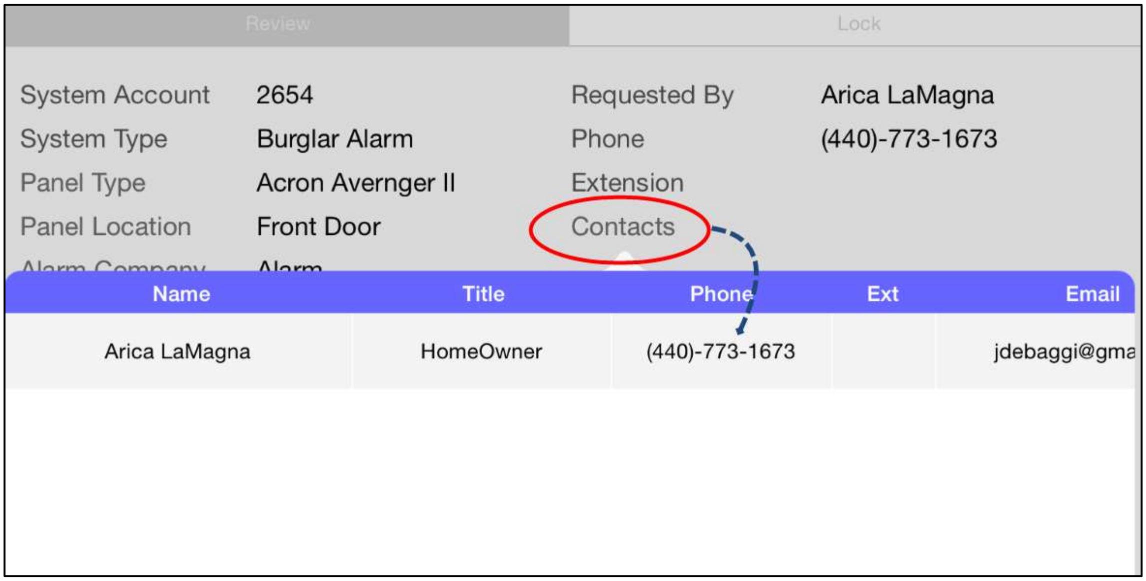
- **Service Company: The Company whom is providing service for the installed system.**
- **Customer Comment: Comments from the customer input into SedonaOffice when the initial ticket was created.**

Editable Fields

- **Panel Type: Main control panel for the system installed. If a panel is not selected or is the wrong panel, select on the Panel Type button to select the appropriate panel. This will update the system in SedonaOffice and list the updated panel for future tickets.**
- **Panel Location: The location where the main panel type is located. To edit/add a panel location, click on the Panel Location button and enter/edit the existing location.**
- **Alarm Company: The alarm company monitoring the system.**
- **Contacts: If system updates are enabled for the technician, they can add or edit site contacts. They cannot select a contact for the ticket.**

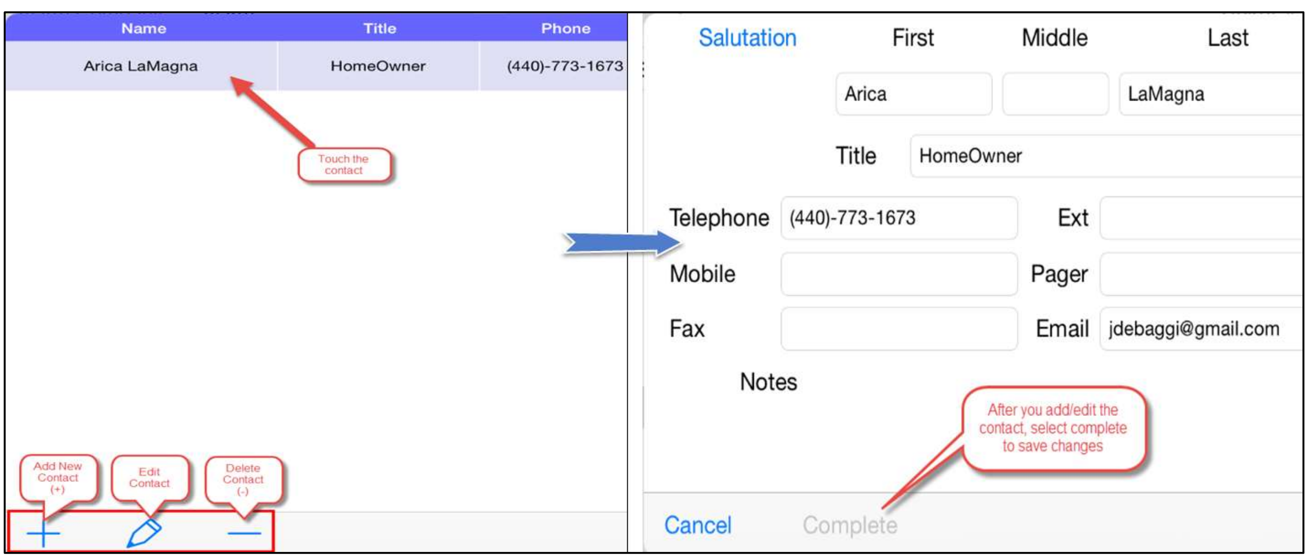
Contacts

If system updates are enabled in the technician management tool, you can add or edit site contacts in the SedonaFSU. When on a contact is edited or added in the field, the changes will reflect in SedonaOffice. Access a ticket's contacts by selecting Contacts.



Edit Contacts

- **Touch to highlight the contact you would like to edit.**
- **Touch the pencil located in the bottom left of the picture below.**
- **Add/edit the necessary information and select Complete.**

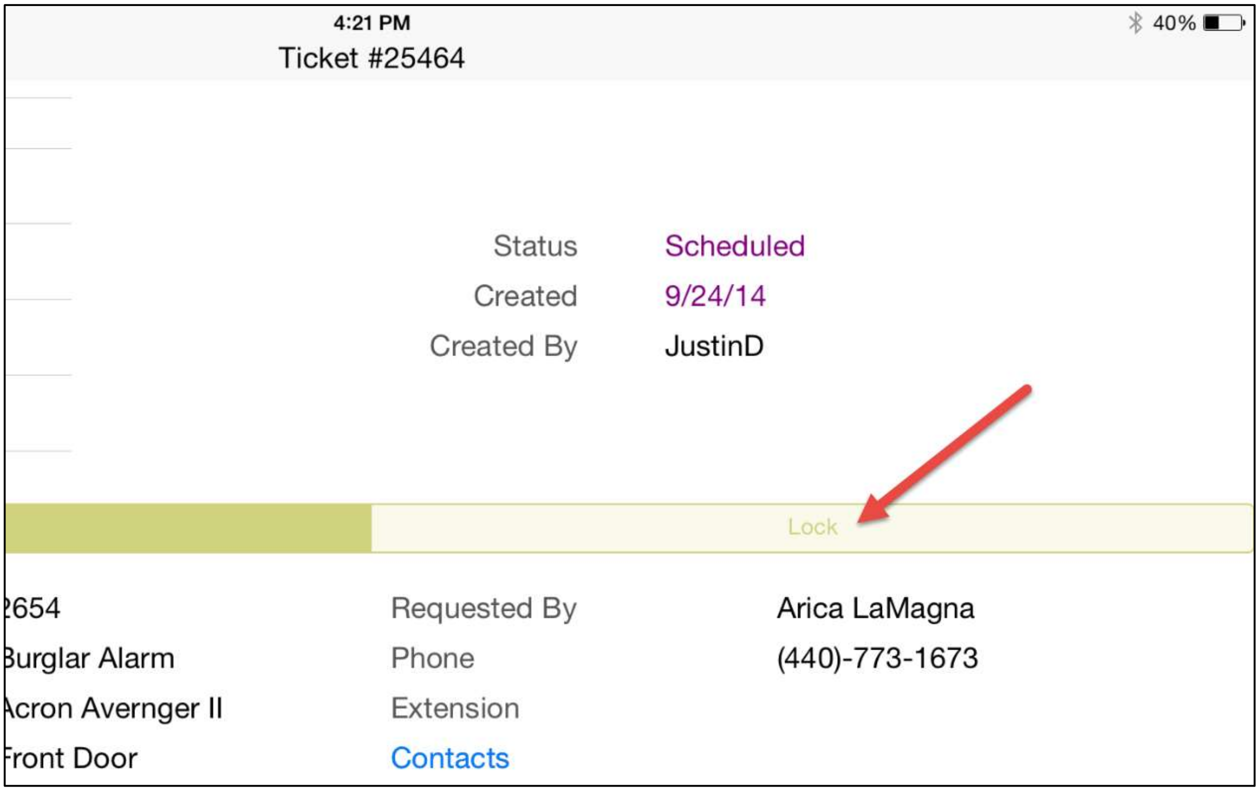


Add Contacts

- **Touch the + button in the bottom left.**
- **Enter in the contact information and touch Complete.**

Ticket Tabs

To view and enter ticket details the ticket must be Locked. As long as the ticket is Locked no other User will be able to access the ticket until you select Unlock. To Lock a ticket touch the Lock tab. When a ticket is Locked you will see a toolbar with Review – Appointment – Notes, etc… on the tabs.

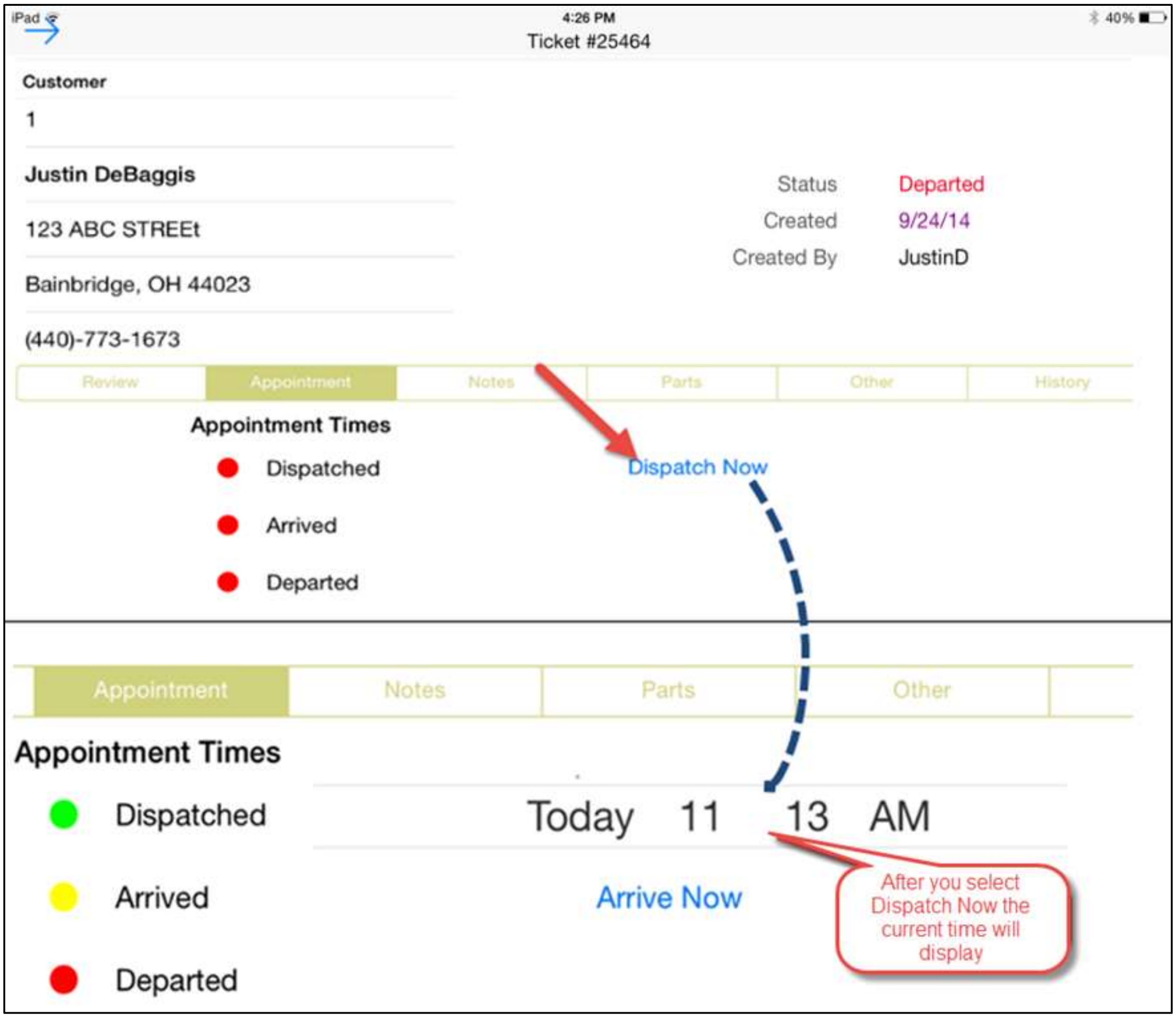


Appointment Tab

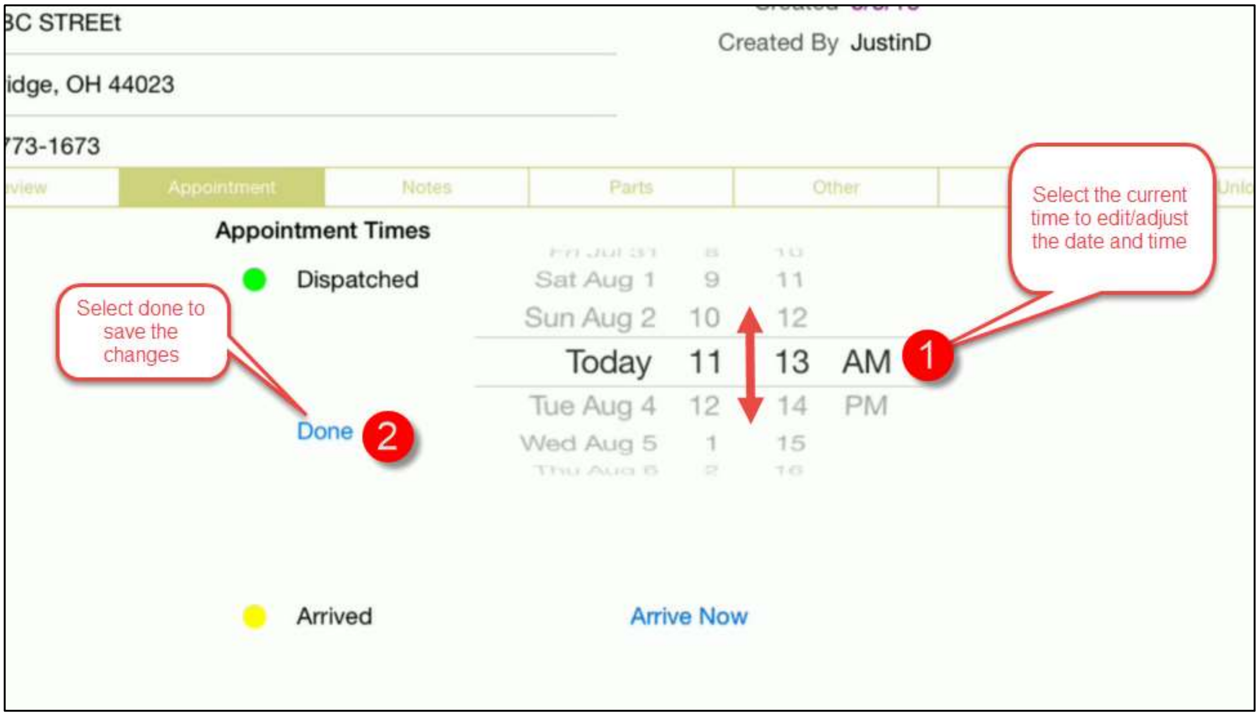
The appointment tab allows you to easily configure the hours that were spent on site.

Appointment Times

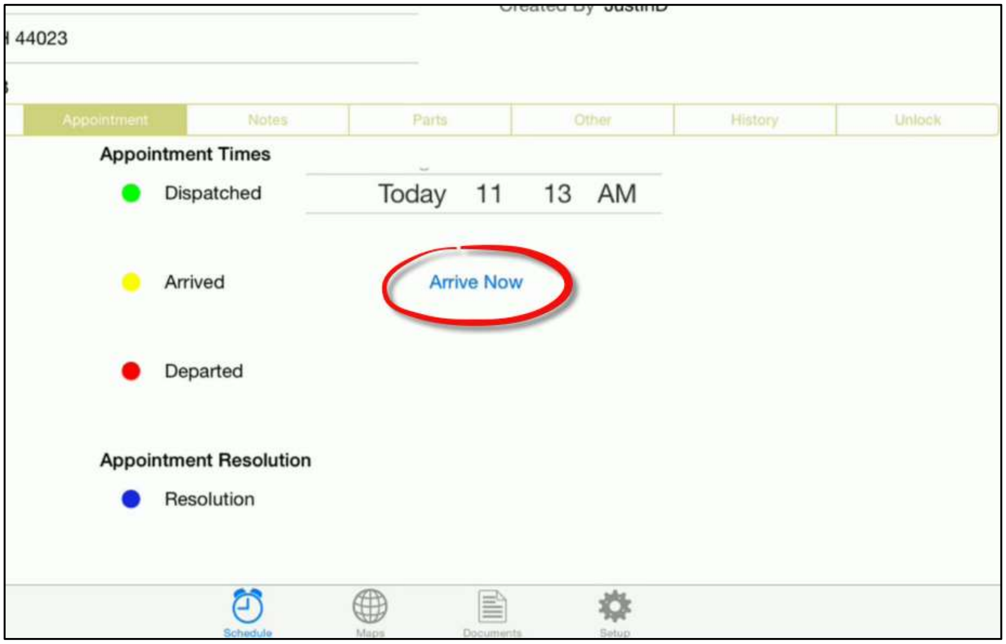
By touching the Dispatch Now button the current time will be entered into the dispatched field. Dispatching would be when you leave one location to the next. Ex: Touch Dispatch Now when you leave the office for your first appointment.

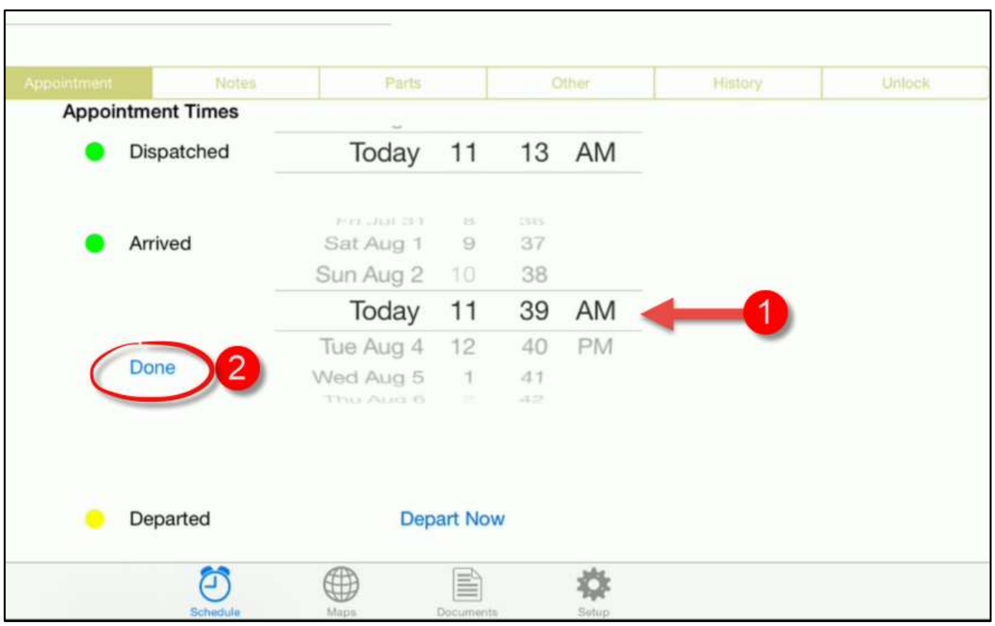


Should you need to manually change your Dispatch time, touch the time and adjust.
Select Done to the left of the date/time under Dispatched to save the adjusted date/time.



When you arrive on site (at the physical site location) touch Arrive Now. The arrival time may be changed by touching the time and updating the time of your arrival. To save the time, touch Done underneath Arrived.



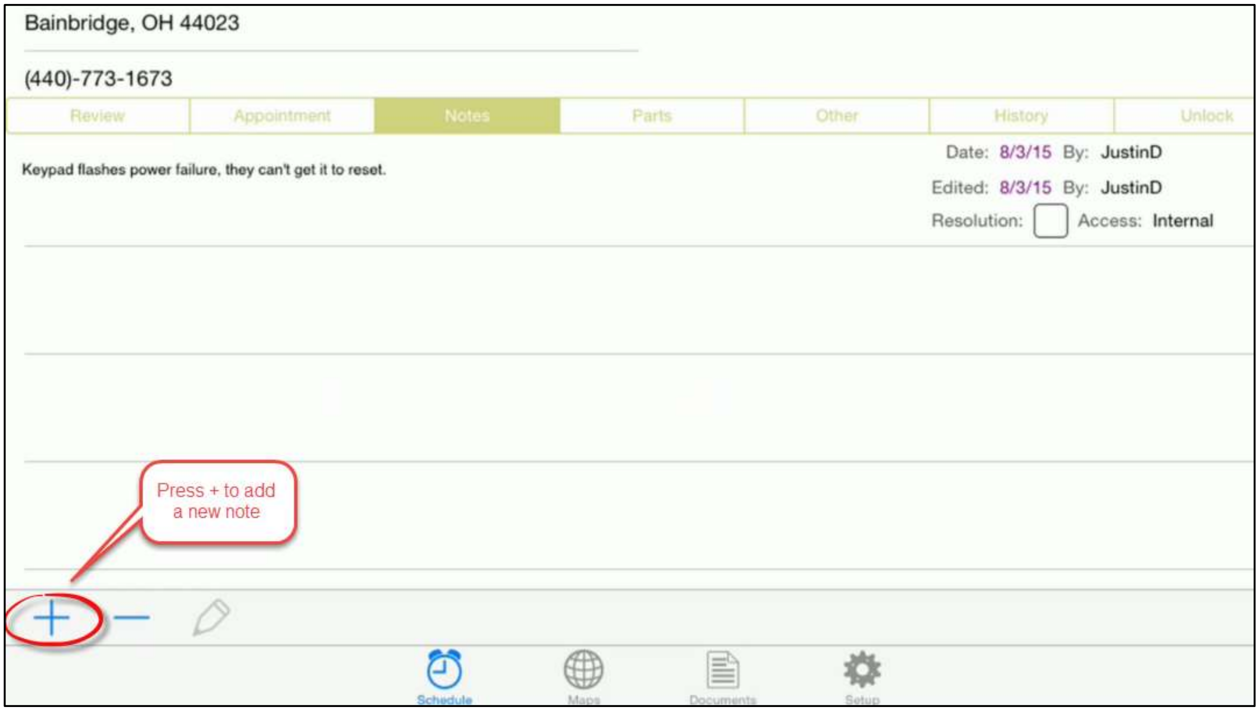


Notes Tab

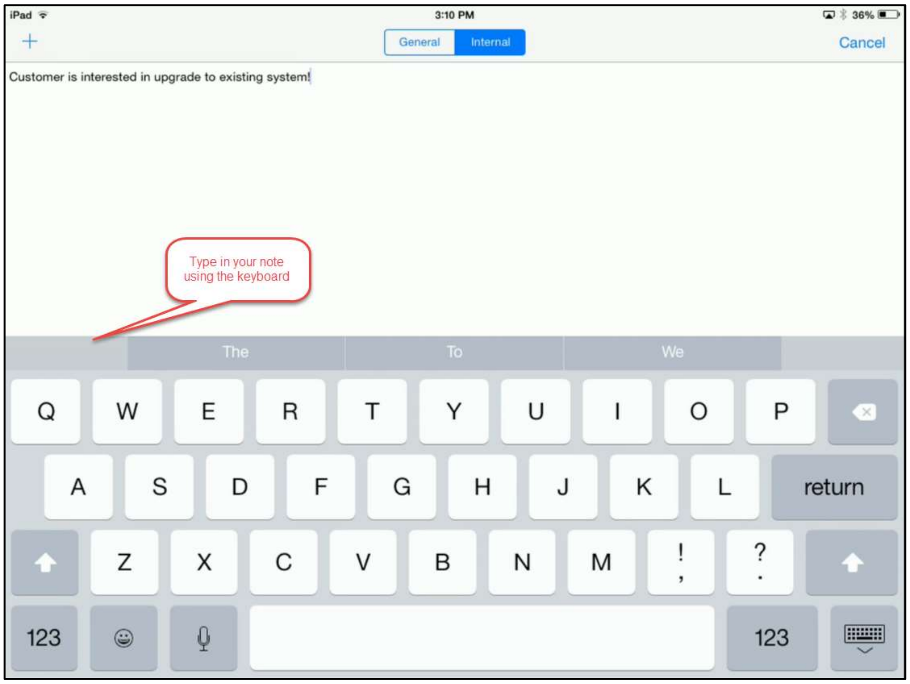
The Notes tab shows all of the Notes recorded for the open service ticket you are in. This can be very useful should a ticket take a long time to resolve, or has more than one technician involved. Notes that have been created for this ticket in SedonaOffice will appear in the Notes tab. Notes created from the field will also show in the Notes tab in SedonaOffice.

Create a New Note

- **To create a new note select the + button in the bottom left of the Notes tab.**



Type the note in using your iPad's keyboard.



Note Access

Each Note must be given an access level, General or Internal. Technicians may view or add Notes based on the access level granted in the Technician Management Tool. I.e. a technician may only be able to see General.

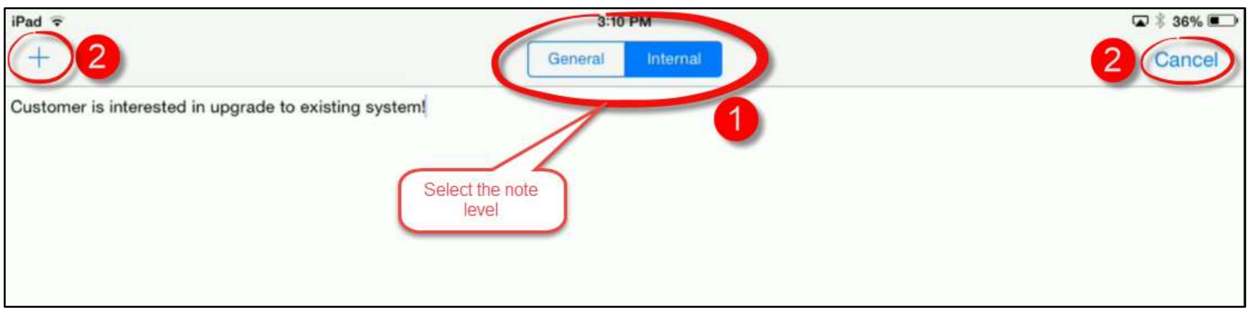
General

General Notes will be visible for any user that has access to Level 1 notes. This is typically information useful for a customer, or justifies work done on site should be classified as general. A customer will be able to view these notes if using SedonaWeb add-on module.

Internal

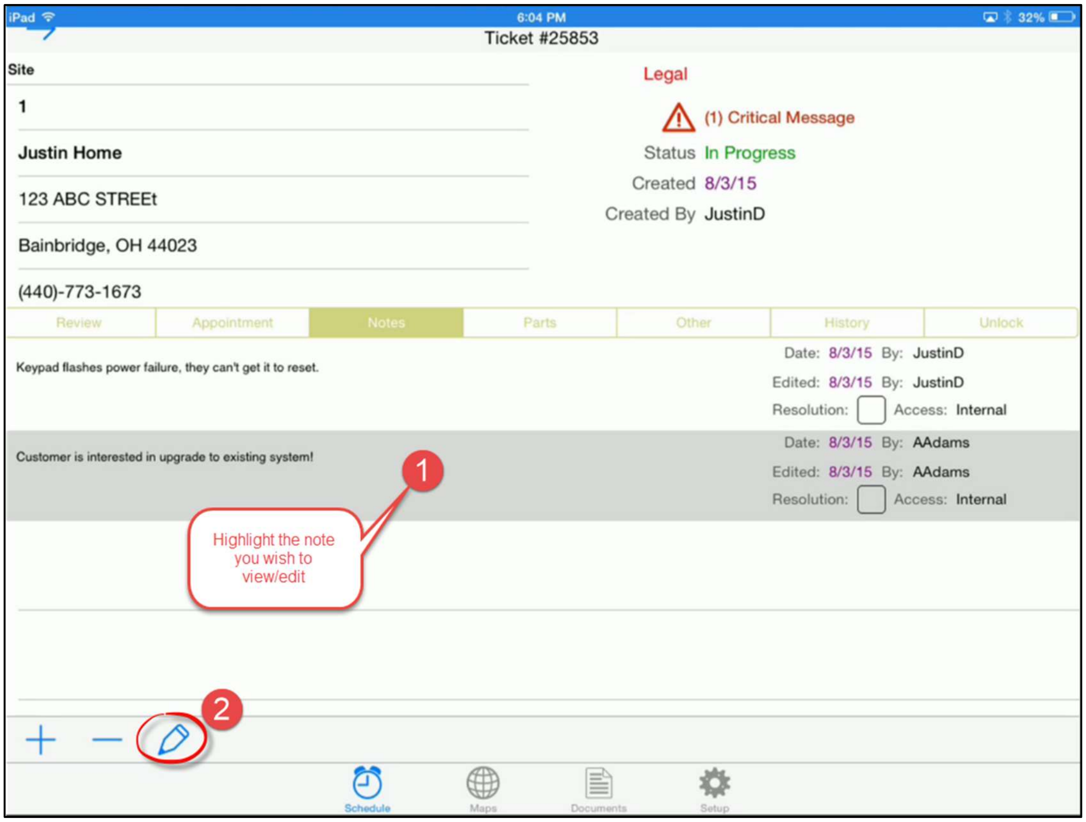
Internal Notes create a note that is available to your employees only. Internal notes may be used for technical insight, passwords, or property information.

- **Save the note by touching the + button in the top left.**
- **Cancel the note by selecting cancel in the top left.**

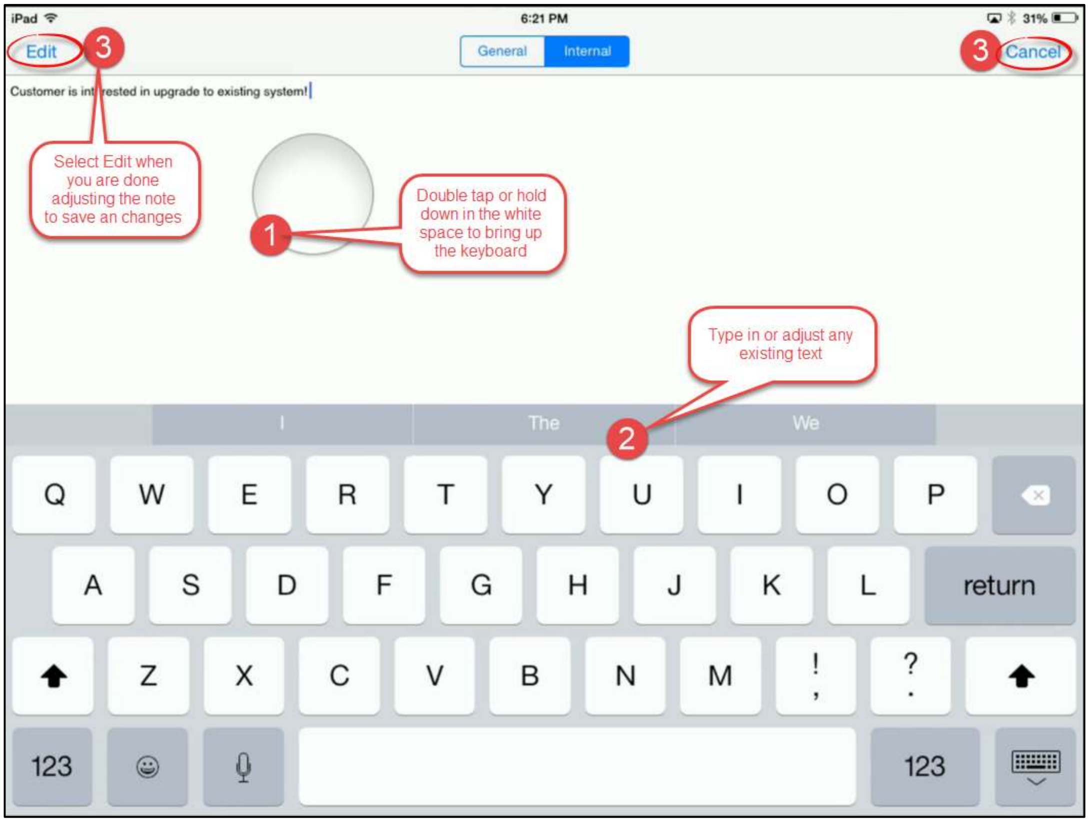


Edit Note

- **To review or edit a note, touch which note you would like to access and select the pencil in the bottom left labeled 2. If you make any changes to the note be sure to save them by touching the Done button in the top left.**



Double tap or hold down in the white space or on the existing note.
The keyboard will appear and you are then able to edit the existing note or add any new text.
Select Edit in the top left to save the changes or Cancel in the top right to cancel the changes.



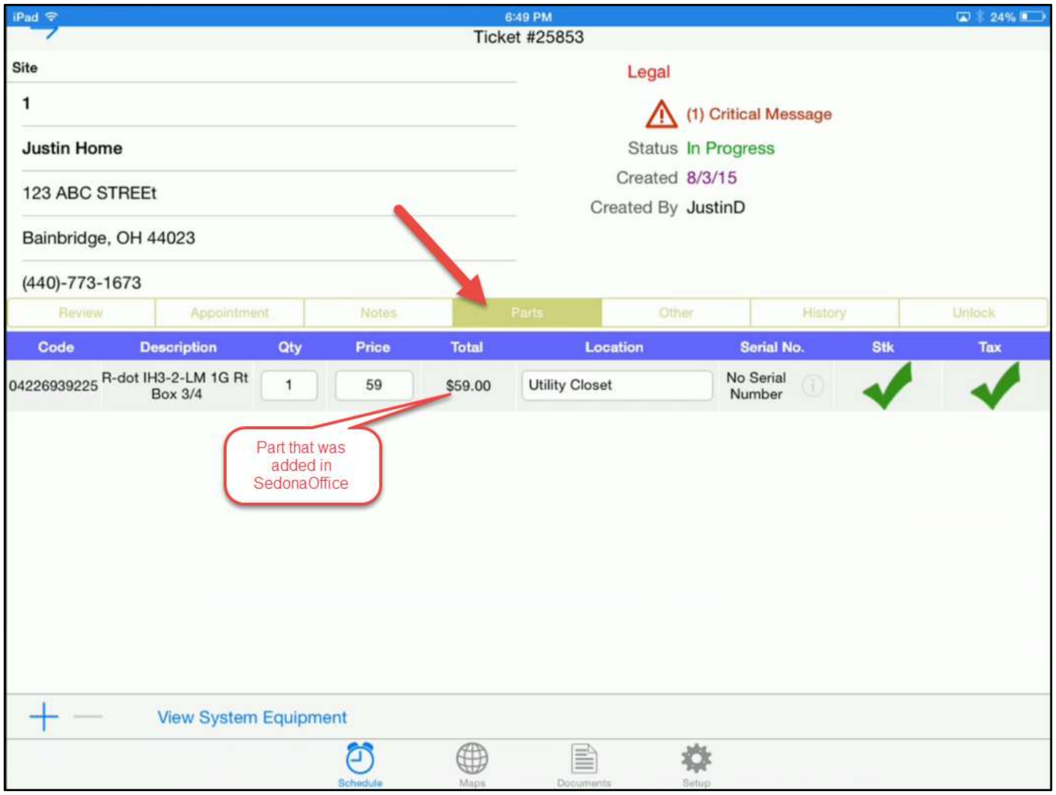
Delete Note

Highlight the note you wish to delete.

Select the – button in the bottom left to delete the selected note.

Parts Tab

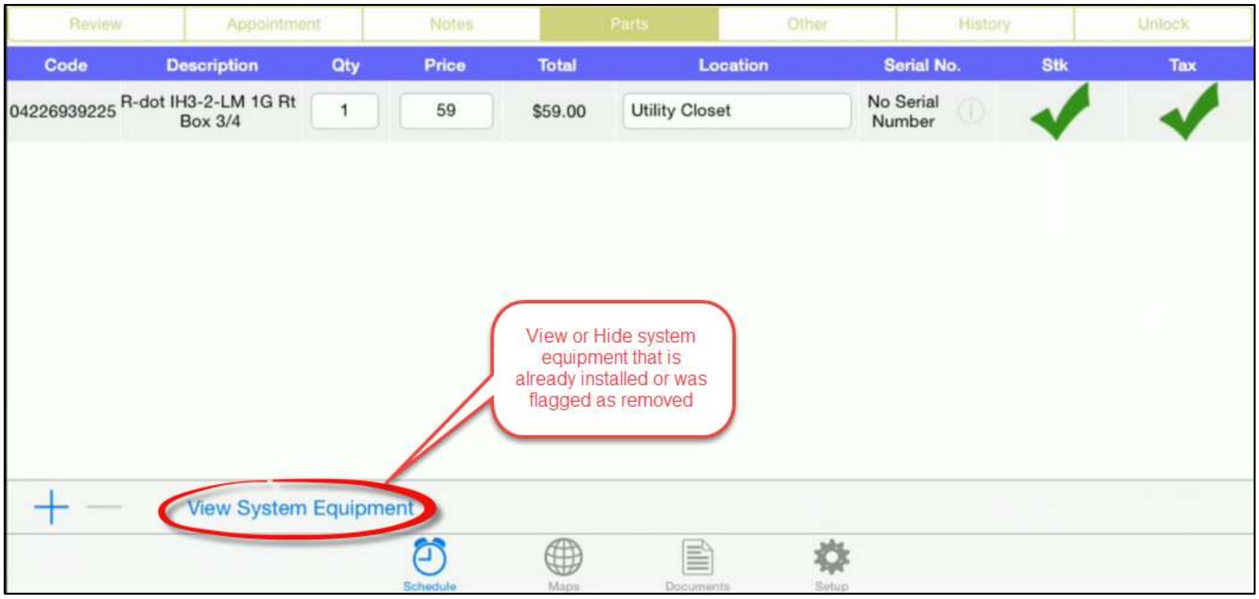
When you open the Parts tab any parts that have already been added to the ticket from within SedonaOffice will be listed. It is possible that no parts will be listed.

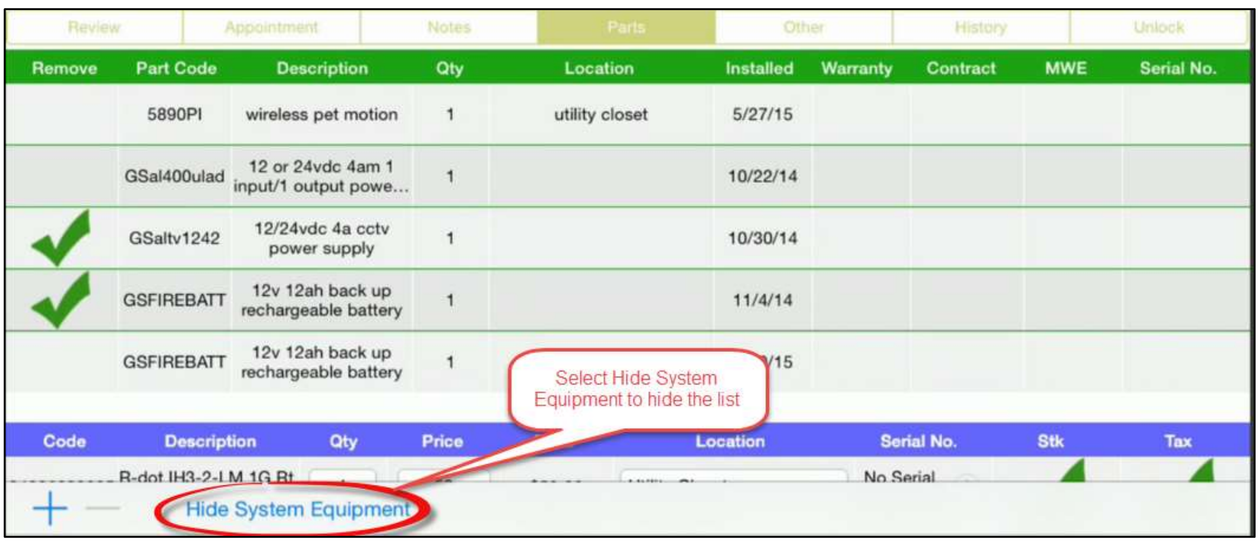


Equipment

View Equipment

The View System Equipment button on the bottom left opens up a list that displays all equipment previously installed on the site & system assigned to that ticket.



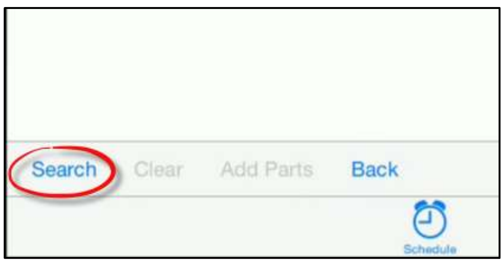


Add Part(s):

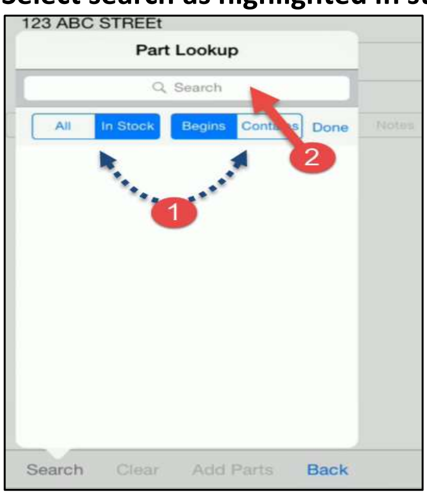
Before adding a part YOU MUST ENTER A DISPATCH TIME on the SedonaFSU iOS Edition. Touch the + button in the bottom left of the Parts tab.

Search for a Part

1. **Select Search**



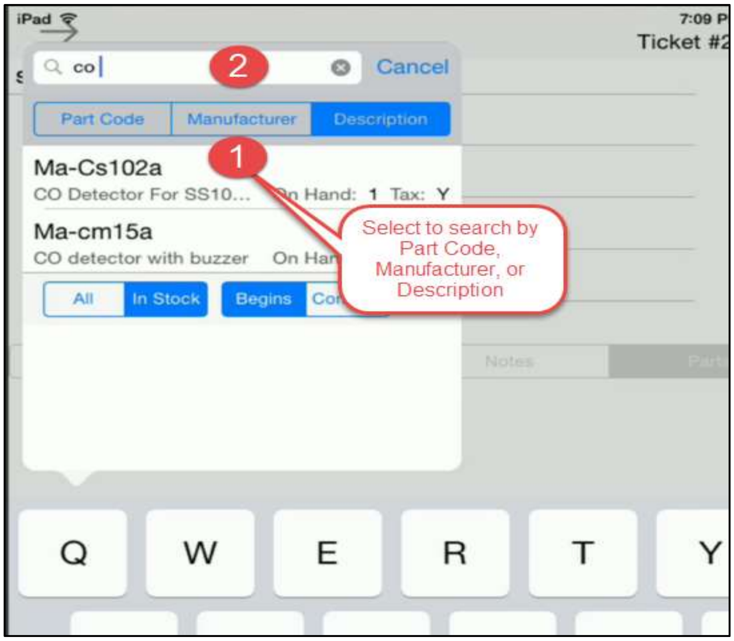
2. **Touch one box from each of the following groups of buttons:**
   All or In Stock
   All: All parts in your warehouse.
   In Stock Only: parts with a positive quantity in your warehouse.
   Begins or Contains
   Begins with the letter or number
   Contains the letter or number
3. **Select search as highlighted in step 2**



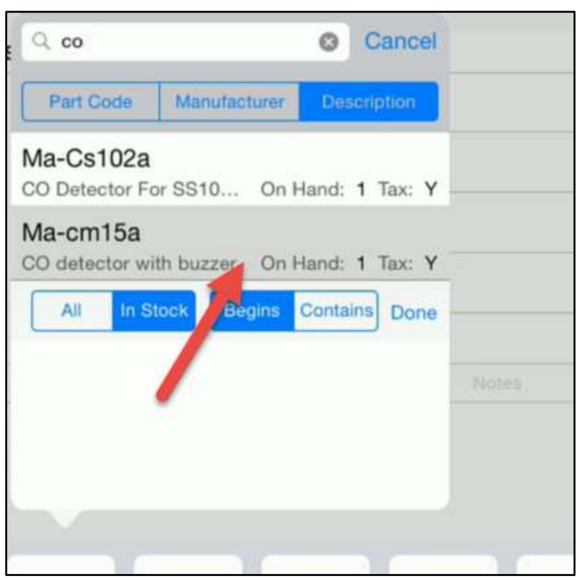
Part Code of MFG Code (select one)

4. **Part Code**
5. **MFG Code (Manufacturing Code)**
6. **Description**

7. **Type the search criteria for the part that you are looking for in the search bar.**



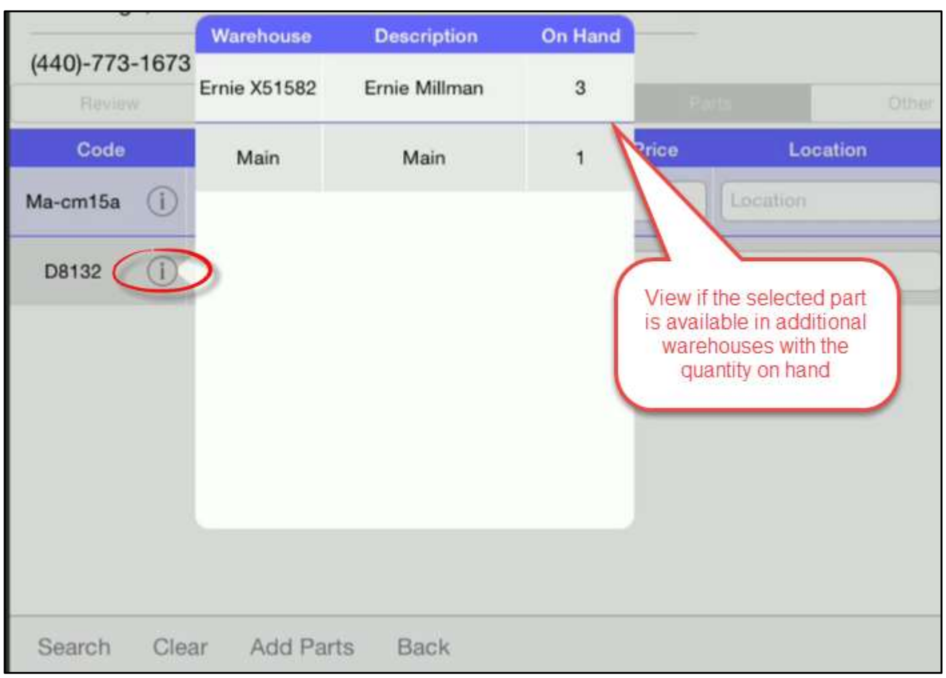
8. **After you have identified the part you would like to add, select the part. You can repeat steps 1-8 and add as many parts as needed.**



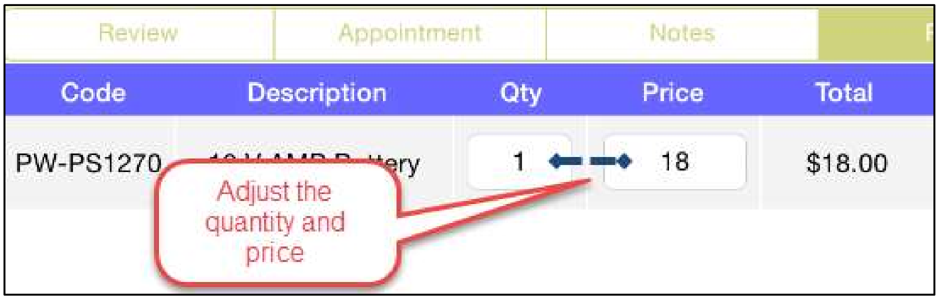
Select Part

Highlight the list of selected parts and select add parts.

View if this part is available in other warehouses and the quantity on hand in that warehouse by selecting the information button.

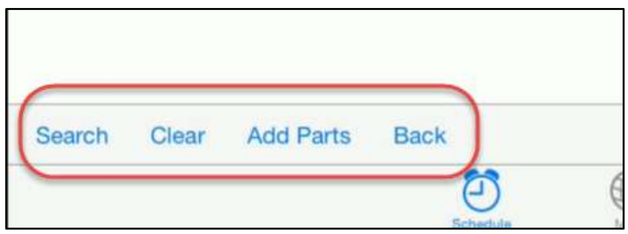


Quantity and Price may be adjusted, if necessary, dependent on the rights given to a technician in the Technician Management Tool.



Add Part

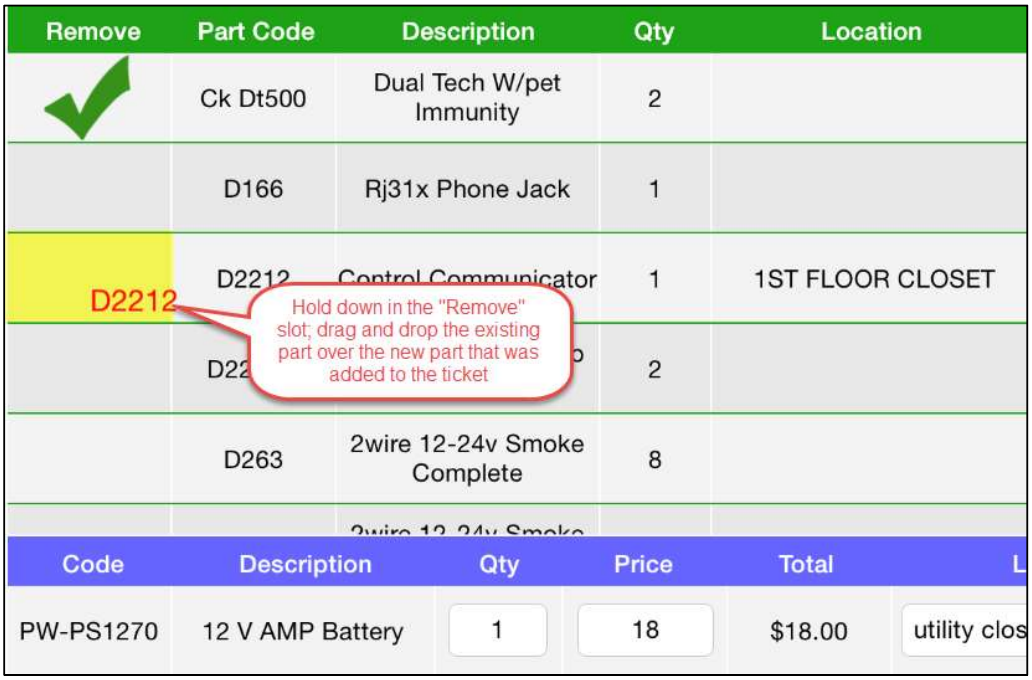
After selecting the part touch Add Parts in the bottom left. You may also clear out the parts you have added, search for additional parts or go back to the parts home screen.

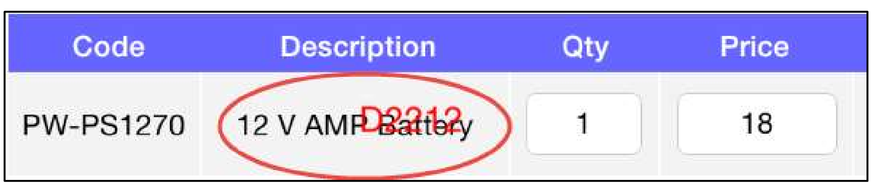


Replace Equipment

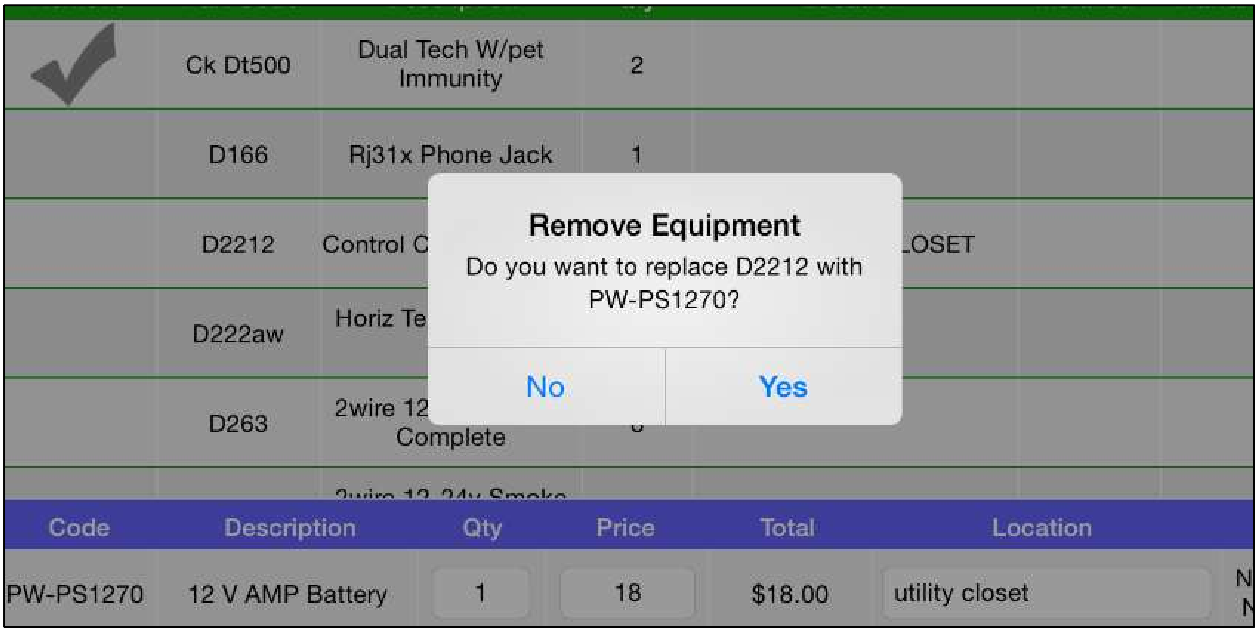
If you are going to replace a part on a system (with a comparable or same) you must make sure the View System Equipment button has been selected.

Touch and hold on the box in the Remove column for the part you are trying to replace. After the Part Code turns red drag and drop it on the new part that was added to the ticket. Release your finger.



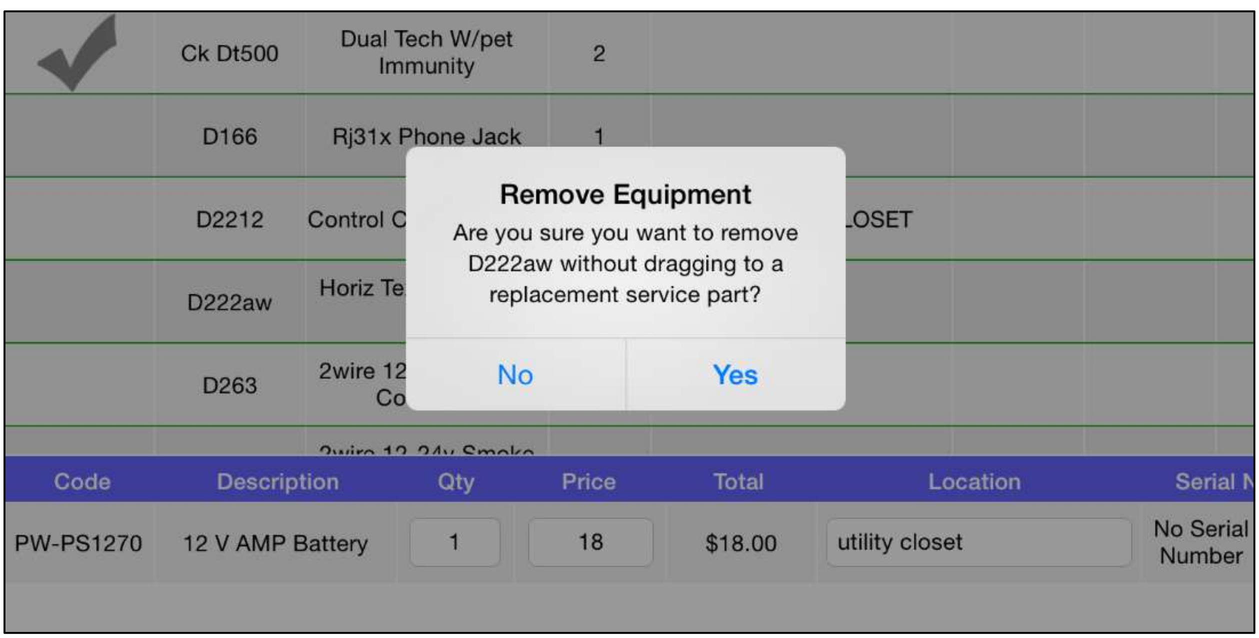


The message below will then show. Select Yes or No depending on whether you want to replace the existing part with the new part.



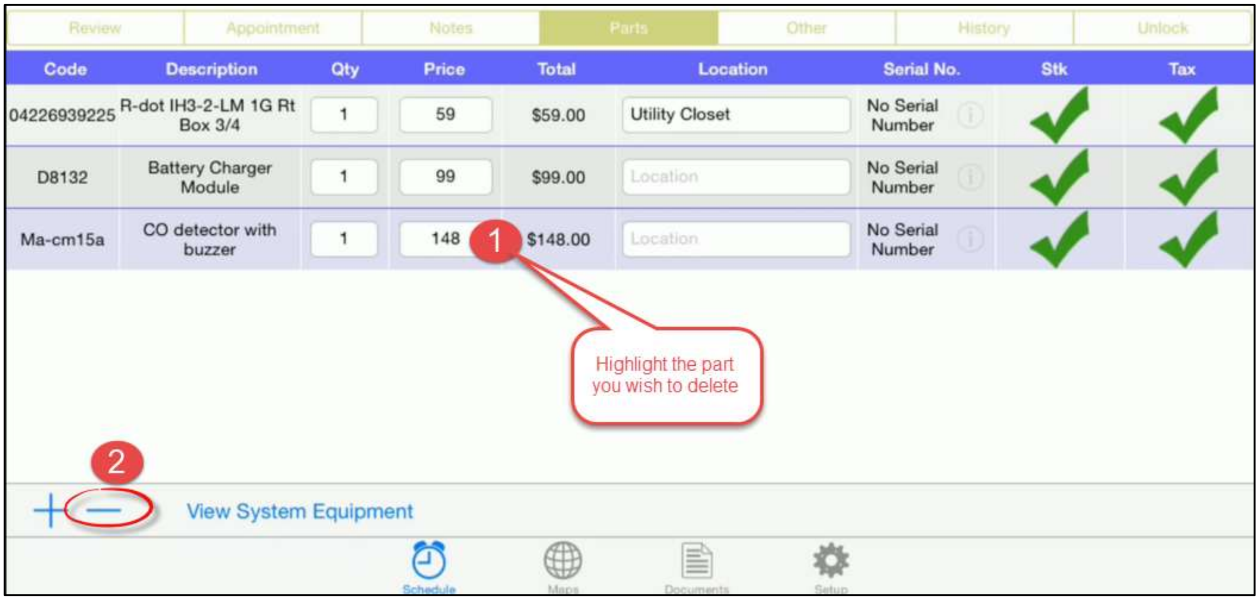
Remove Equipment

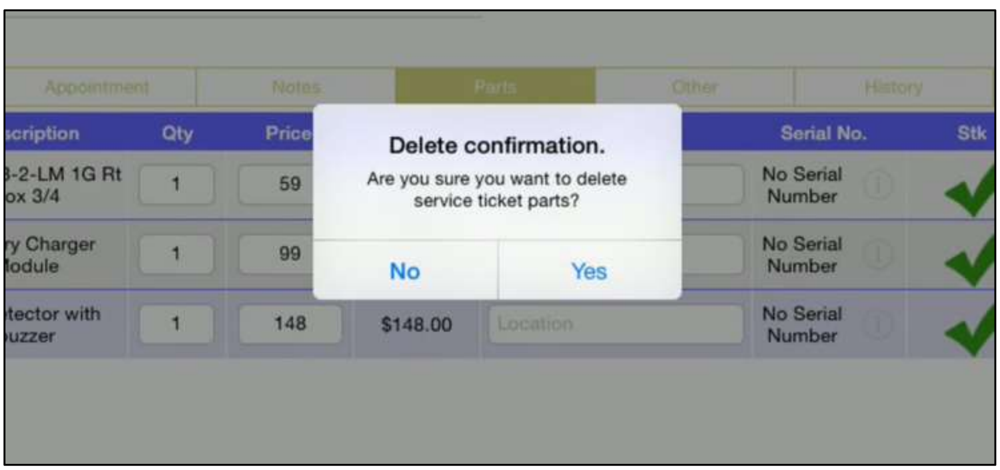
To remove a part with no replacement, touch the box in the Remove column on the appropriate part, you do not need to hold your finger on the box. The message below will then show. Select Yes or No to remove the part.



Delete Existing Equipment

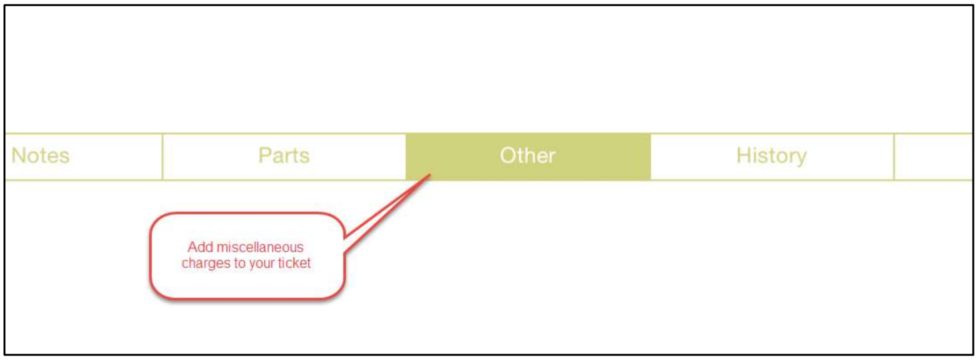
If the service does not require a part listed, you can remove it by touching the part and then the (–) button in the bottom left of the Parts tab. You will then be asked, *Are you sure you want to delete service ticket parts?*





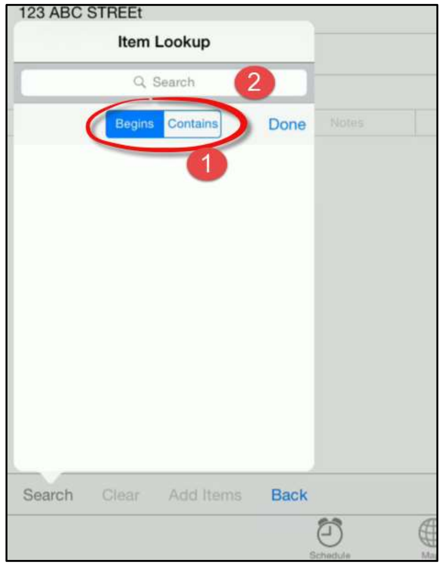
Other Tab

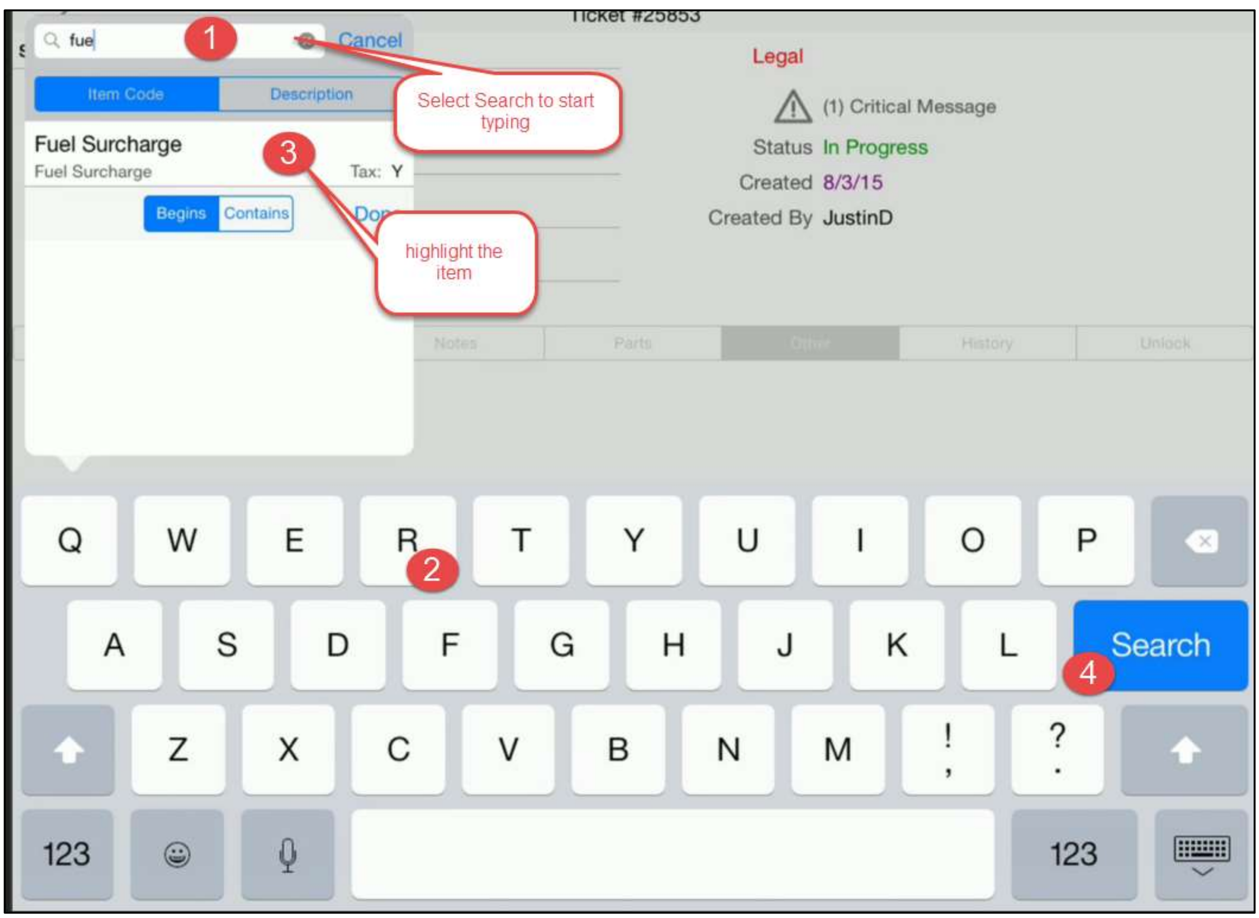
The Other tab allows you to add any other miscellaneous charges.



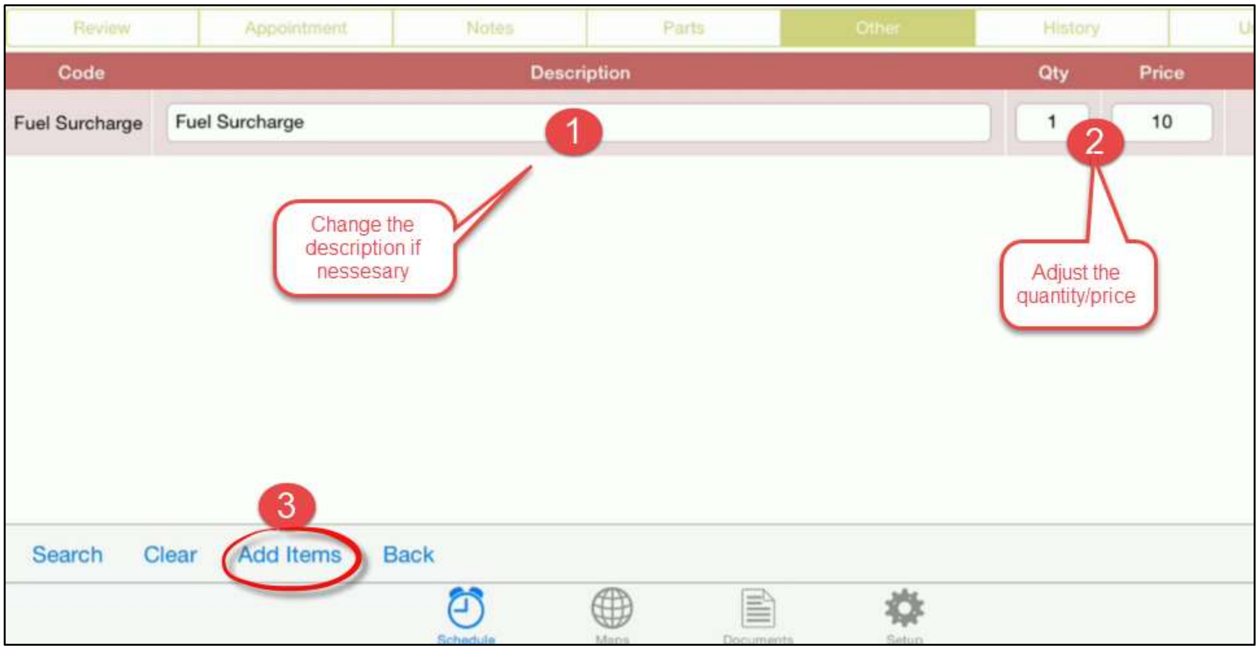
To Add Other Charges touch the + button in the bottom right.

A search bar will appear at the bottom of the page. To the left of the search bar select Item Code or Description. After selecting Item Code or Description and entering your search term touch Search to retrieve a list of charges. When you select a charge, both the description and price may be edited.



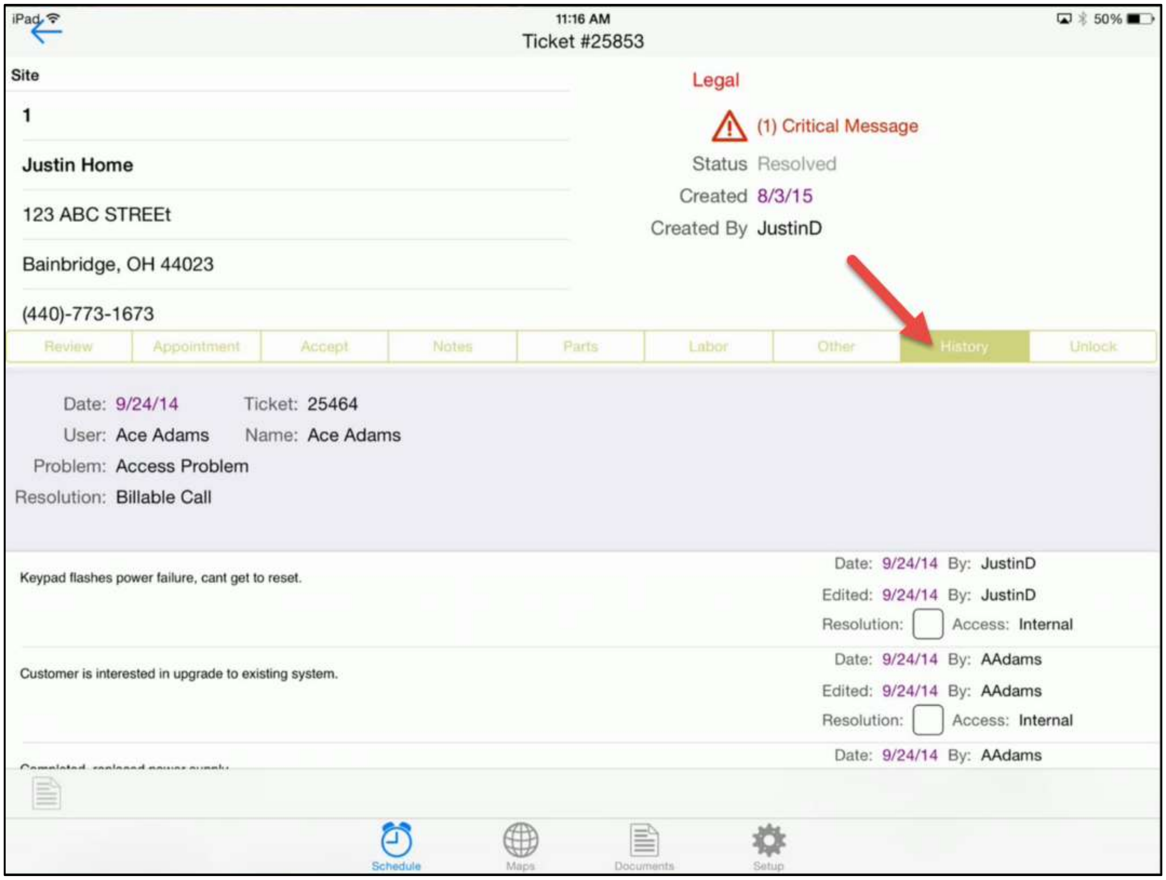


Select the appropriate item and touch Add Items in the bottom right.



History Tab

The History tab shows all service history for the customer including the Ticket Number, Creation Date, Problem code, Resolution code, and the Technician that worked on each ticket.



Search Tickets and Notes

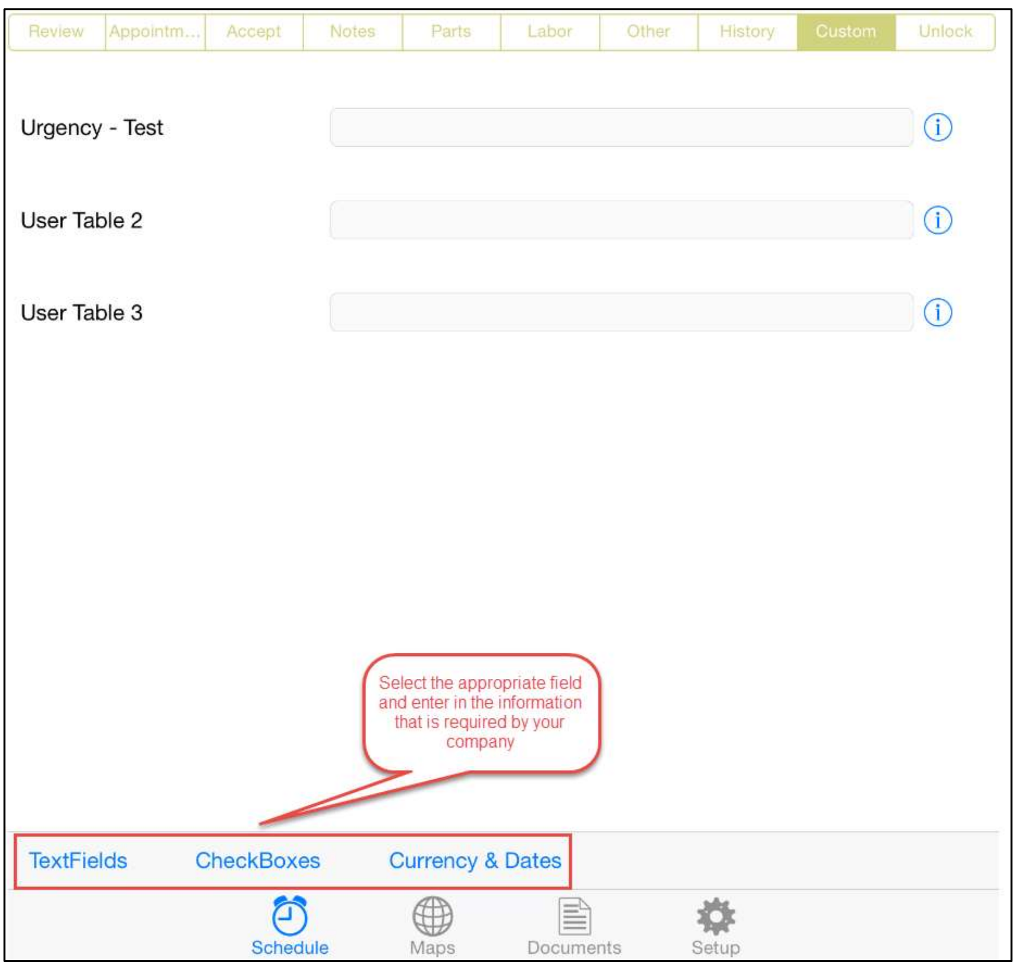
Scroll through the various tickets to view the history of notes and service calls for the customer. To drill into a specific note simply highlight as shown in step 2 and press the icon in step 3.

Select the note you would like to view. Select cancel in the top right when you are finished viewing.

Custom Fields

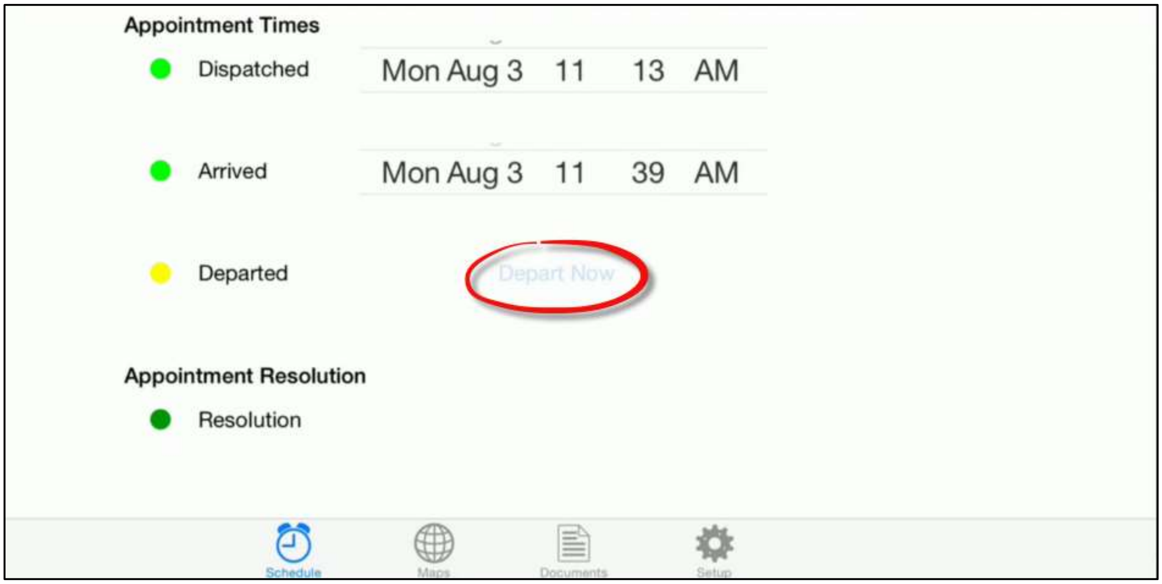
For the purpose of tracking any additional information that you need where a field is not provided in the application.

Select the appropriate fields located in the bottom left and enter in the information as required by your company in the Service Ticket Custom Fields.



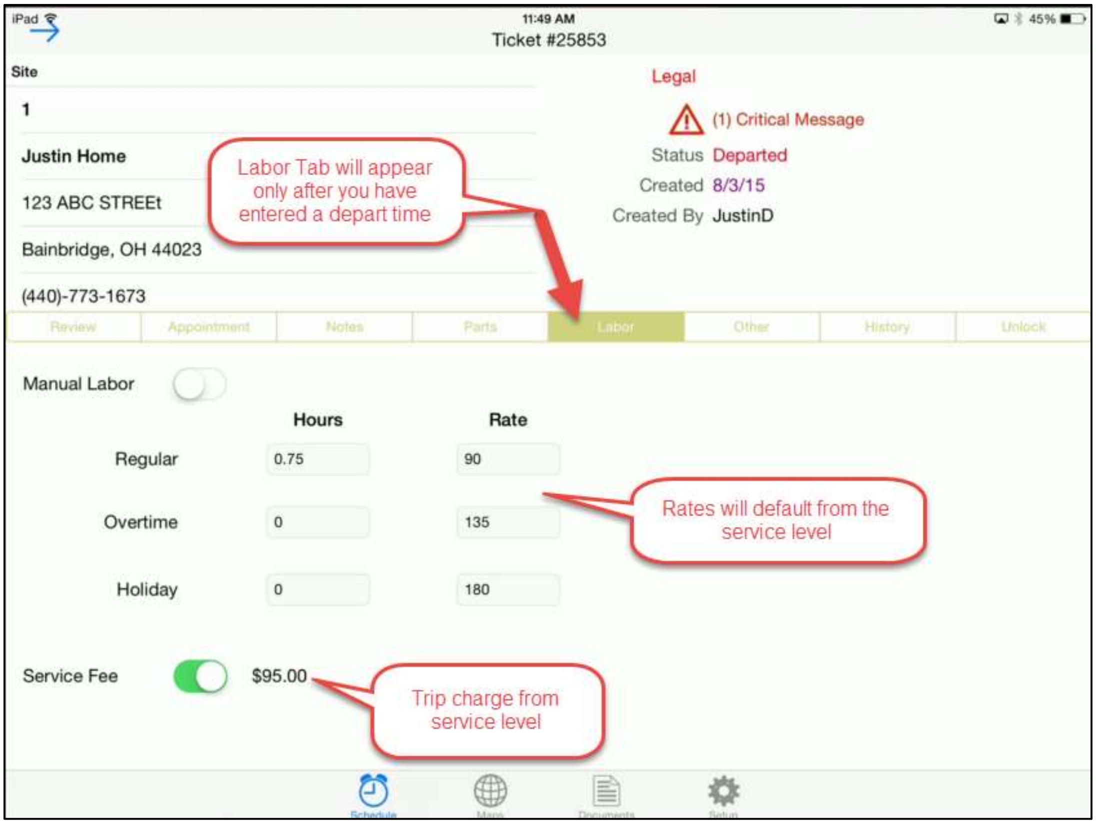
Labor Tab

When your work is complete and you are ready to leave the site, go to the Appointment tab and enter your Departed time. After you enter the Departed time the labor hours will automatically be calculated and a new tab called Labor will be available.



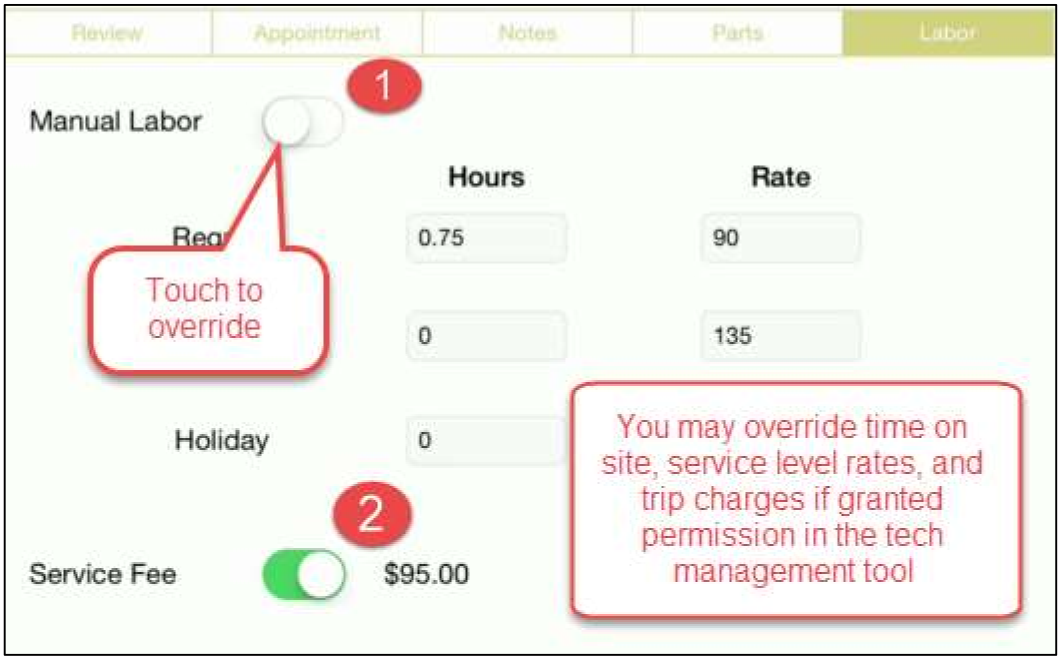
Service Level Rates

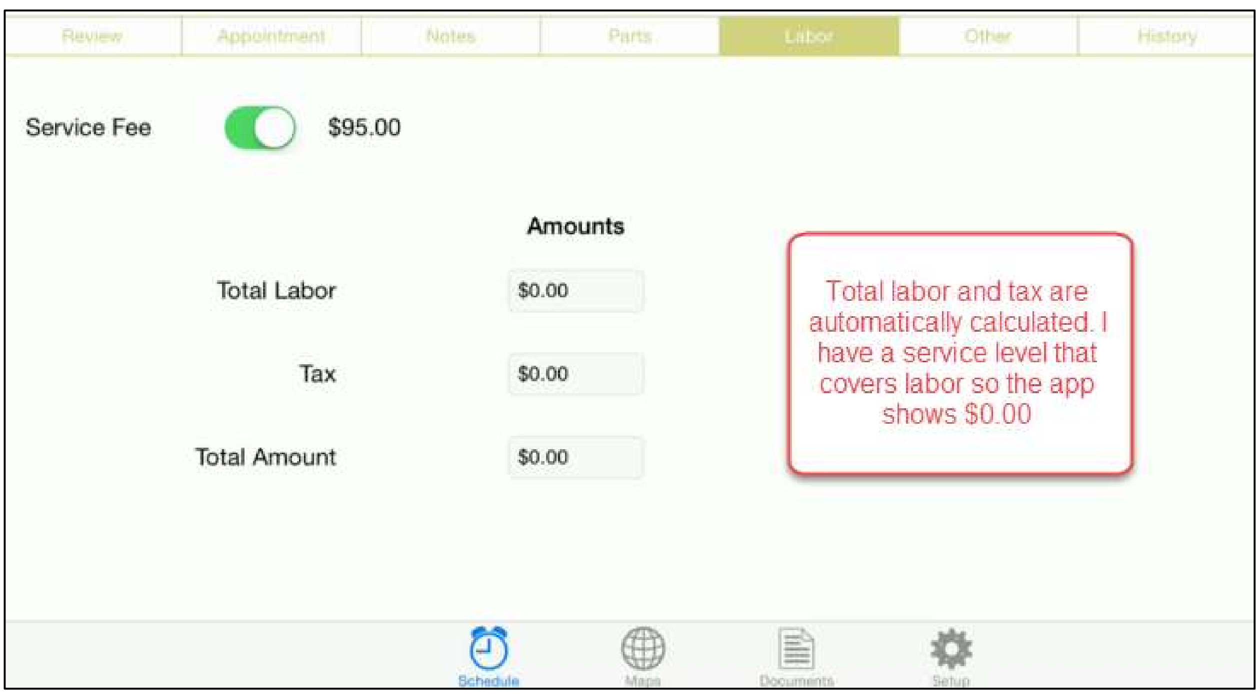
After touching the Labor tab the rate fields will be populated based on the service level provided for the system that was assigned in SedonaOffice. The hours on site will be calculated based on the set up of your service level and the hour/day you are working on the ticket. If there is a trip charge it will show on the ticket in the bottom left.



Override Charges

Touch the button next to Manual Labor to override the calculated hours and rate. Touch the Service Fee off (so it is not green) to turn off the trip charge. Based on the permission set up in the Technician Management Tool, you may/may not be able to override the trip charge, rate and hours.

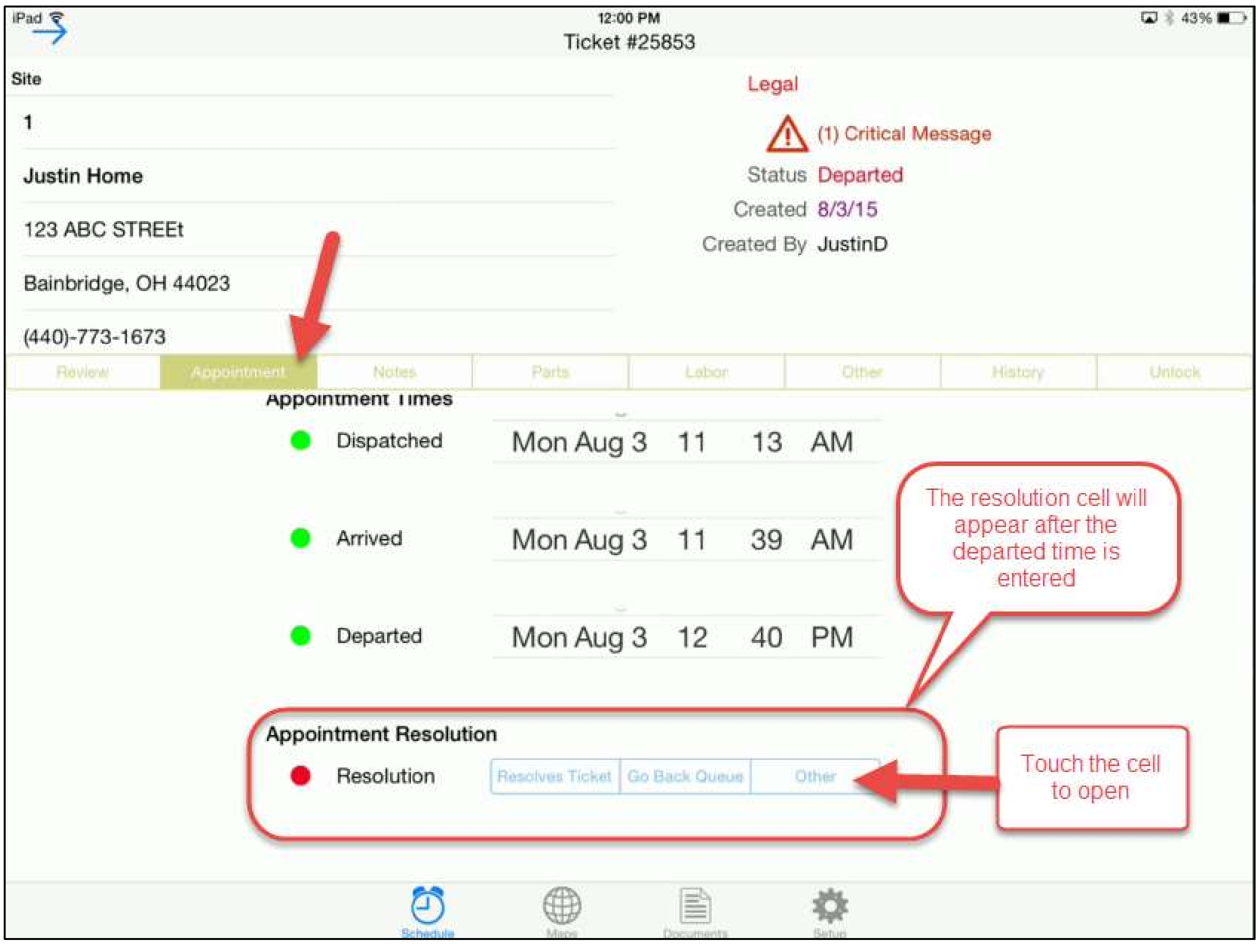




*The total and tax are both $0.00 because the service level covers labor. If labor was not covered the tax and total would automatically be calculated.

Resolution

All tickets need a Resolution to determine the course of action after the appointment site visit. The Resolution Code sits in the Appointment Tab. Once you touch to open the Departure time and touch to save the time, the resolution cell will appear.

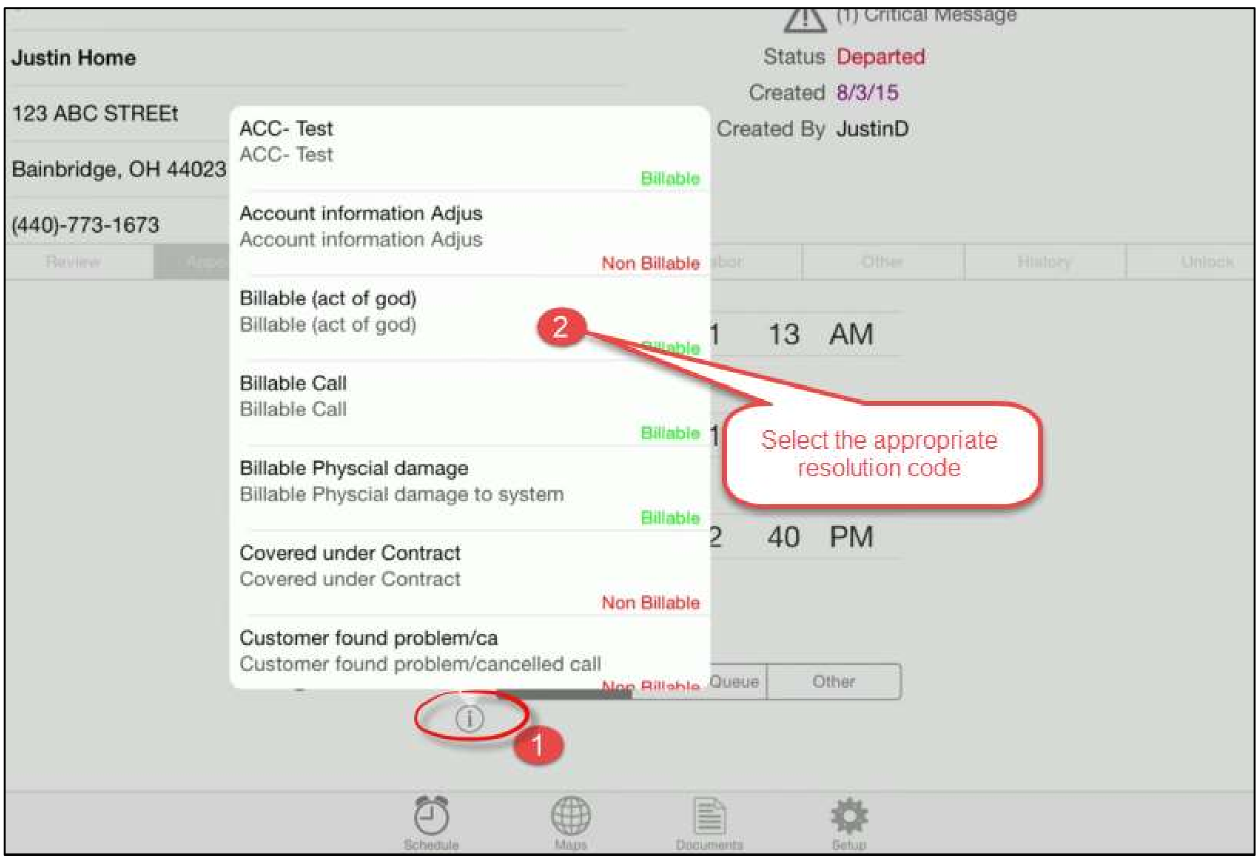


Resolve Ticket

You may resolve a ticket using the SedonaFSU iOS Edition, but the ticket must be **closed** in SedonaOffice.

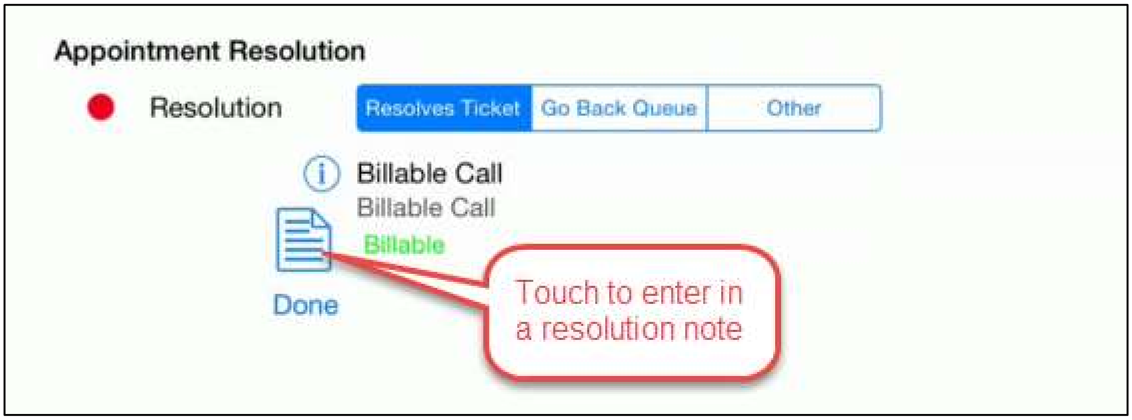
Resolution Code

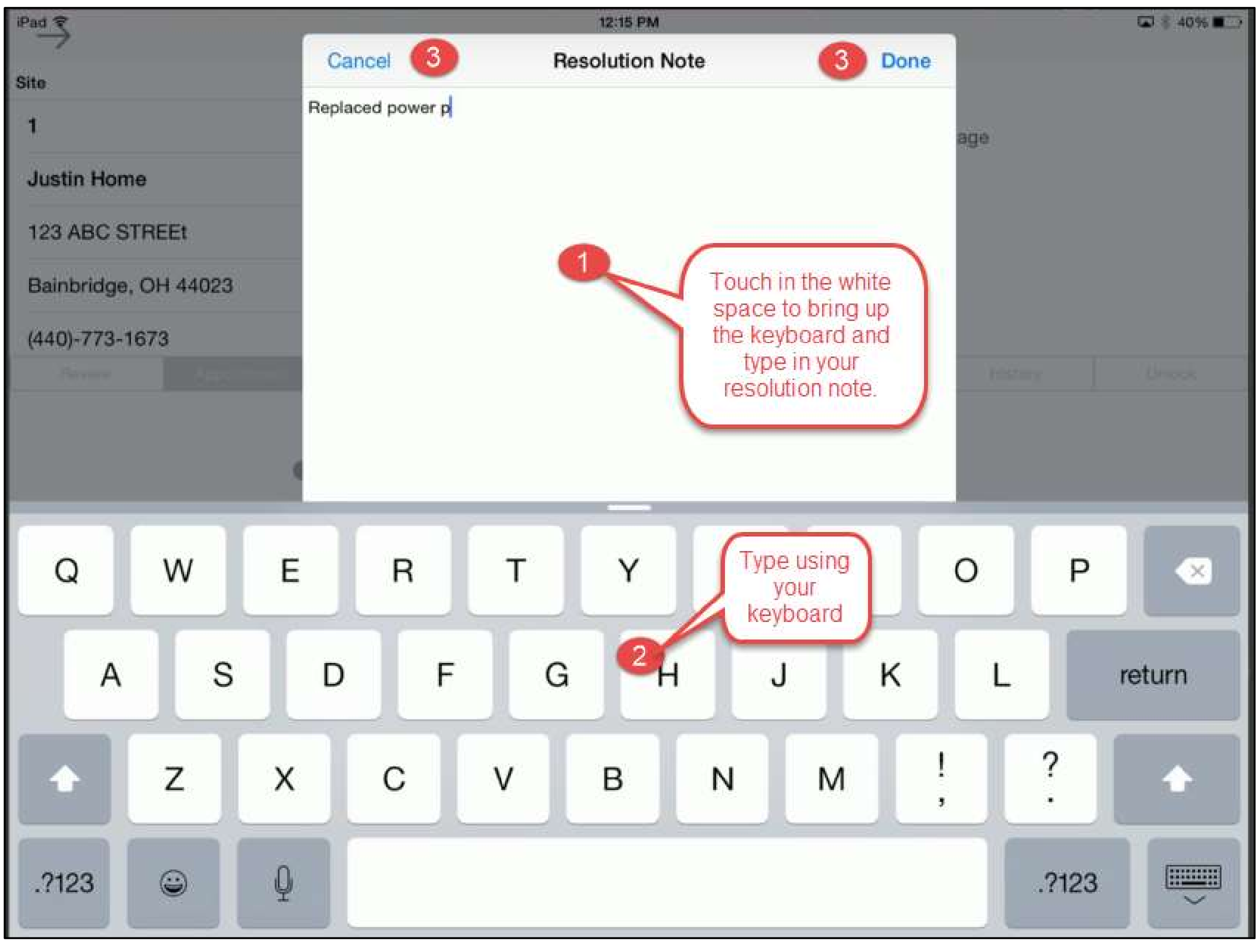
The Resolution Code must also be selected. The Resolution Codes and their description are created for each company's service levels. Resolutions codes vary by company. Certain resolution codes are billable, while others are not.

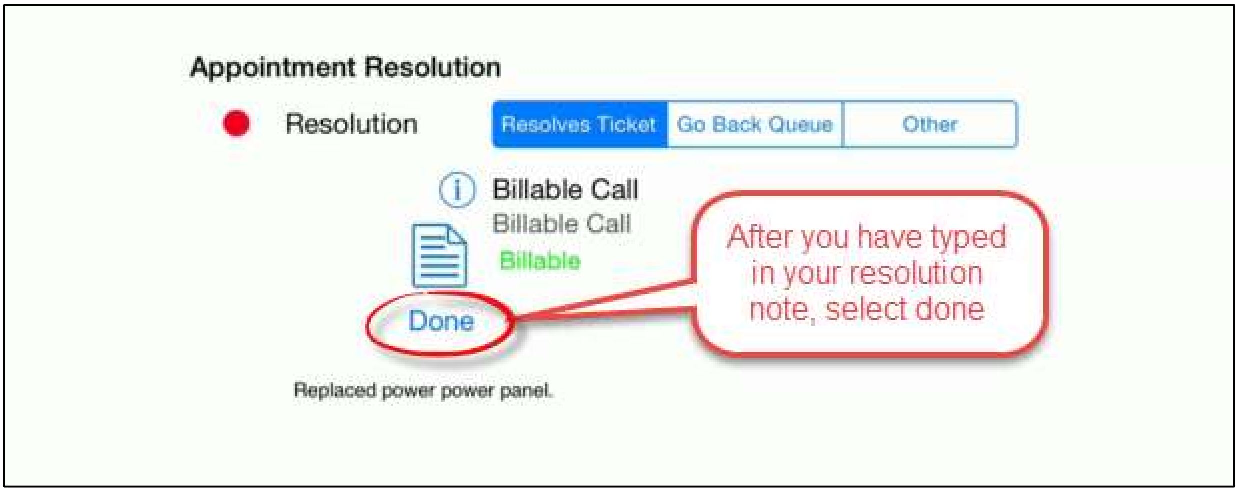


Resolution Note

Enter in the resolution note, which may be seen on the invoice for the customer depending on how your billing is set up in SedonaOffice.

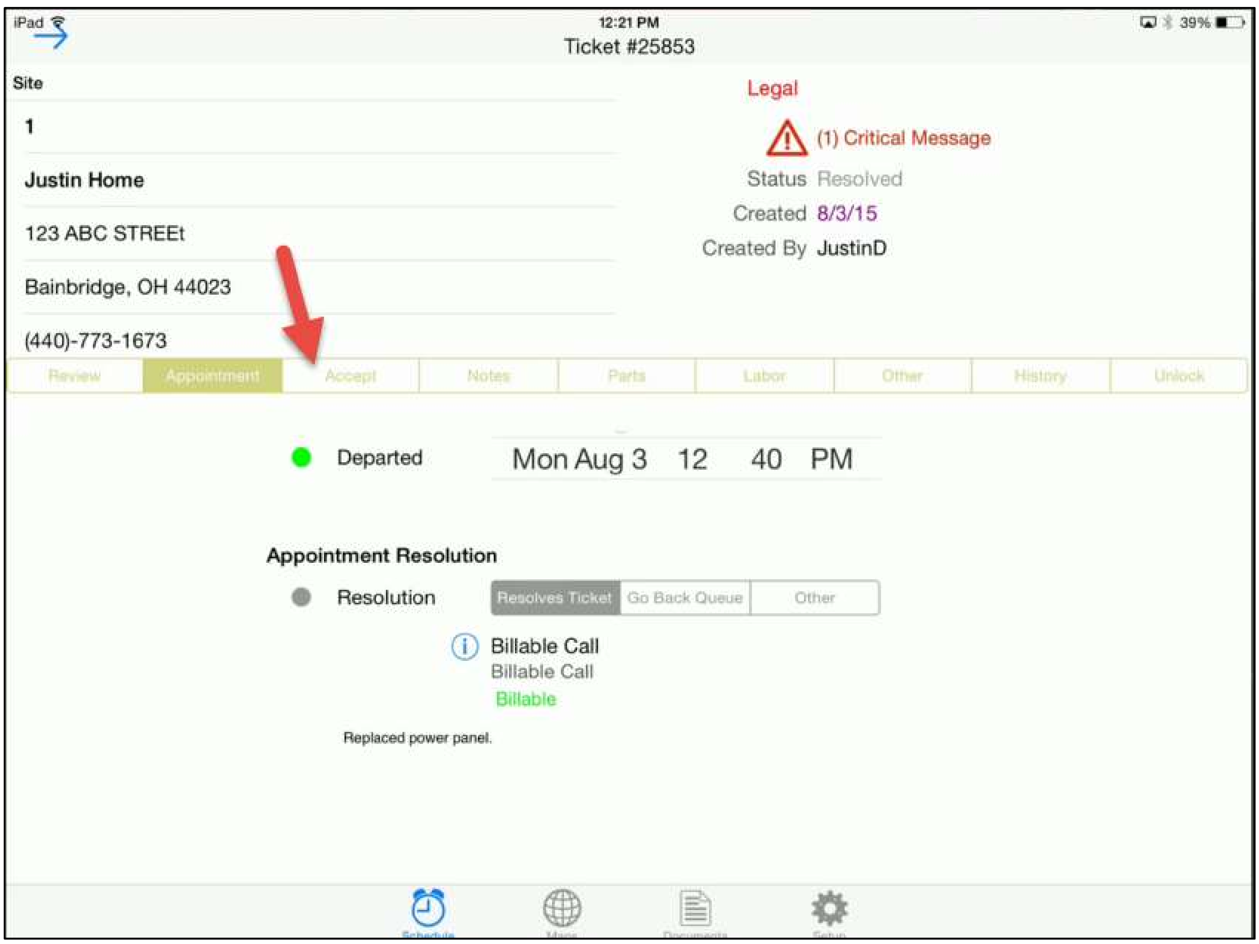






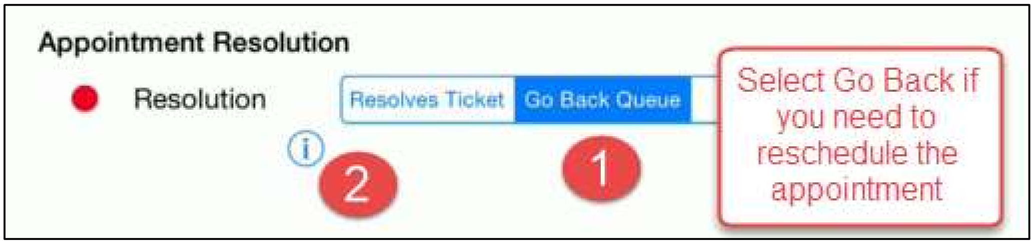
Resolve Appointment

After you select Done, the Accept tab will become an option.



Put in Go Back Queue

Resolves the appointment, but must be rescheduled in SedonaOffice. This will calculate the information completed in the ticket, but will remain in the Go Back Queue until the ticket is changed to resolved or rescheduled for a future appointment.

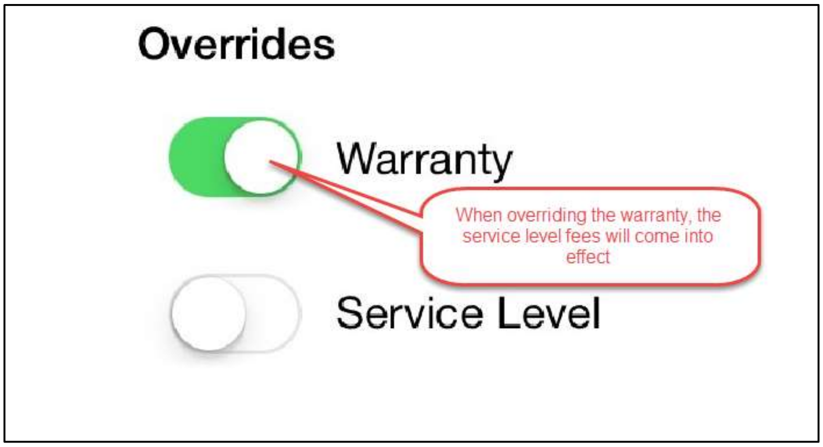


Acceptance Tab

This tab is created to record a customer's acceptance of work. The customer may view all charges, sign and submit a payment to their account.

Overrides

To override the charge exemption on Parts, Other Equipment, or Labor based on a Service Level or Warranty move the button to the left of Warranty so that green appears on the slide. For example, if the customer's service level covers Parts and Labor, but the customer should actually be paying for parts on the service ticket, selecting the Service Level override checkbox will result in the customer being charged for Parts and Labor (if no warranty is in effect.)

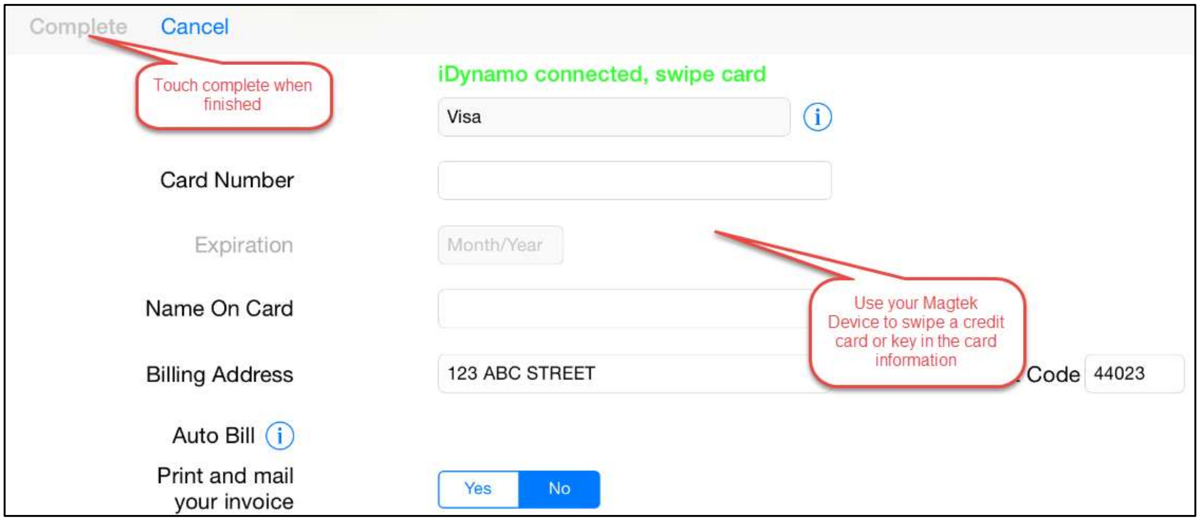


Payment Method

Touch the (+) button. Key in the credit card information or use a Magtek Credit Card device (must be purchased through third party vendor with a SedonaOffice encryption key) to capture the credit card information.

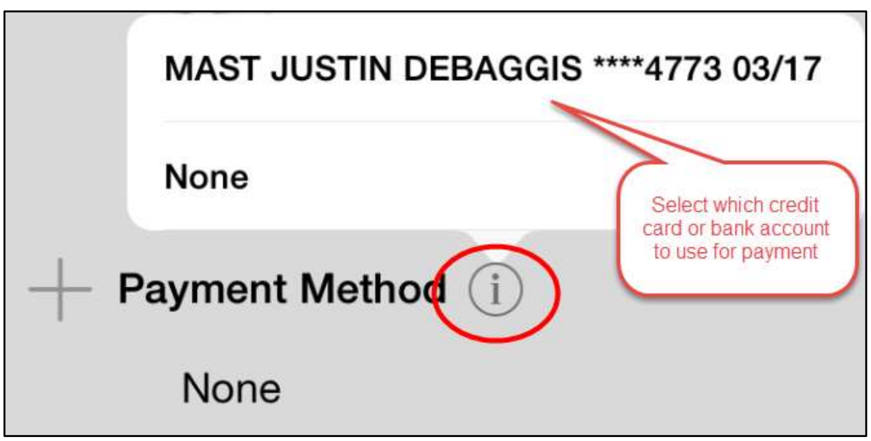
New Credit Card

If the card being used for payment is not on the list use the Magtek Credit Card Device or enter the credit card information manually then select Complete to save the card to the customer's account.



Existing Account on File

Touch the information button to the right of the Payment Method field to view all credit cards and bank accounts on file. After you add a credit card using the (+) button, select the payment method the customer would like to use (credit card you added or an existing bank account/credit card on file).

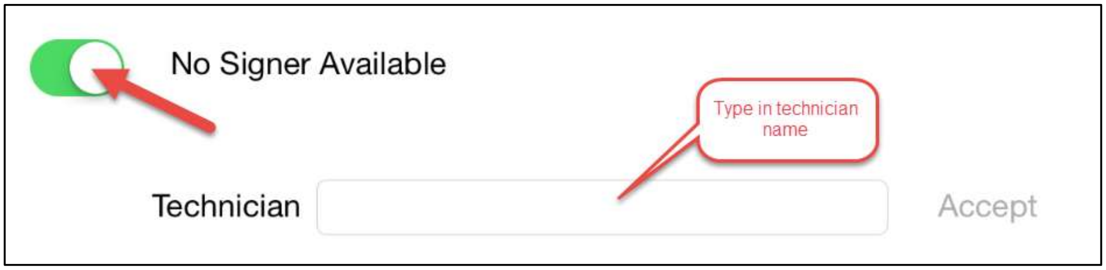


***This will flag in SedonaOffice that the customer would like to use this card. This will NOT create a live transaction from the field.**

Signature

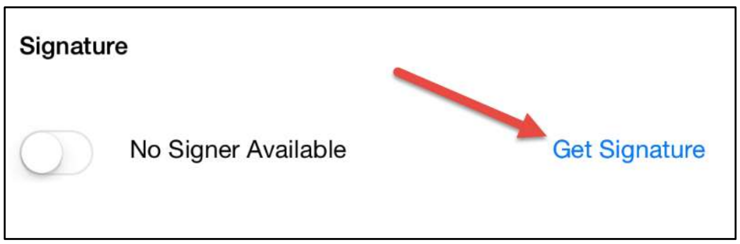
No Signer Available

Enter in your name (Technician Name) accepting the completed the ticket.

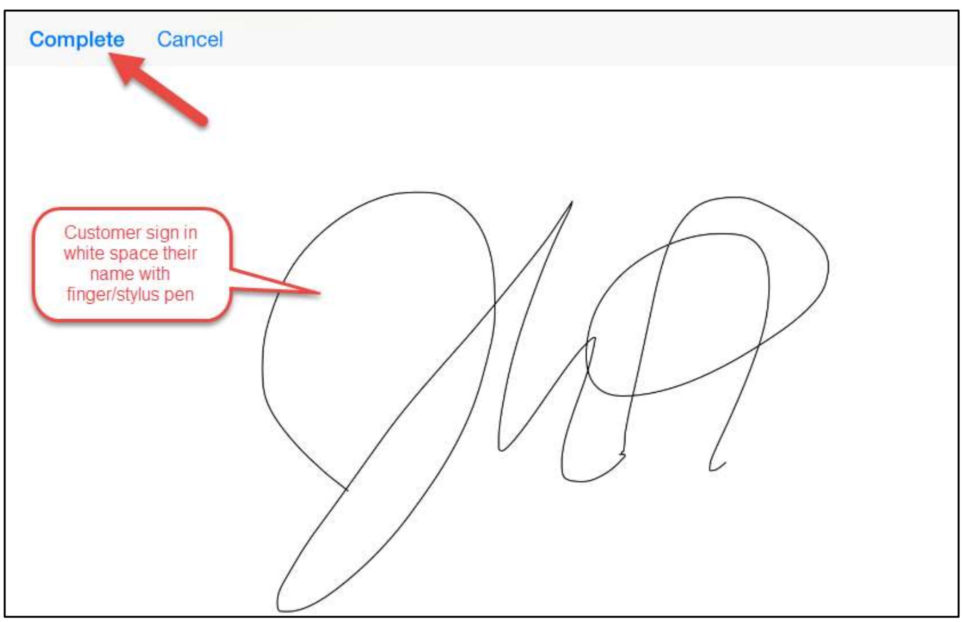


Signer Available

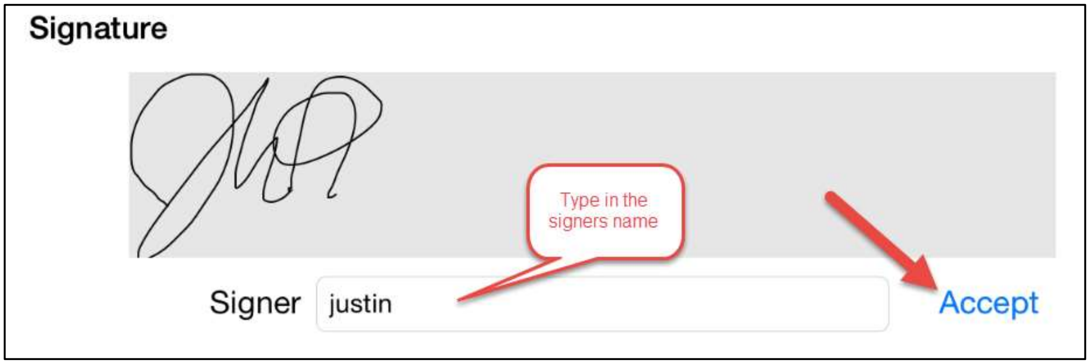
Touch the Get Signature button.



Have the customer sign with their finger or stylus pen. Then select Complete in the top left.

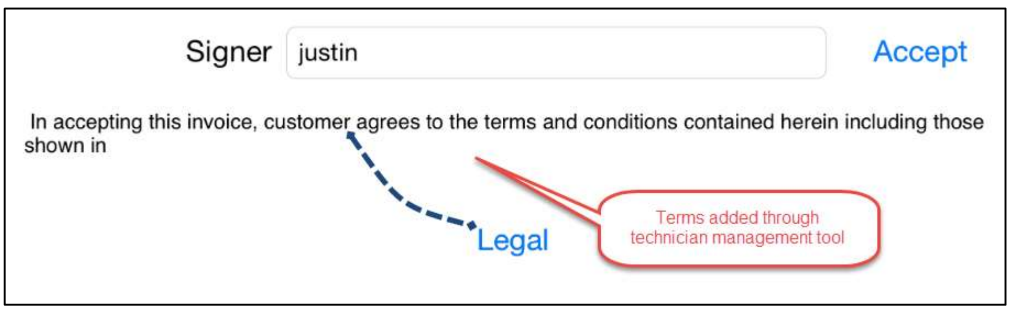


Type the Signer's name in the Signer field and touch Accept. By selecting Accept all changes that pertain to billing may only be edited within SedonaOffice. The ticket is now resolved and you may still enter notes to a resolved/accepted ticket.



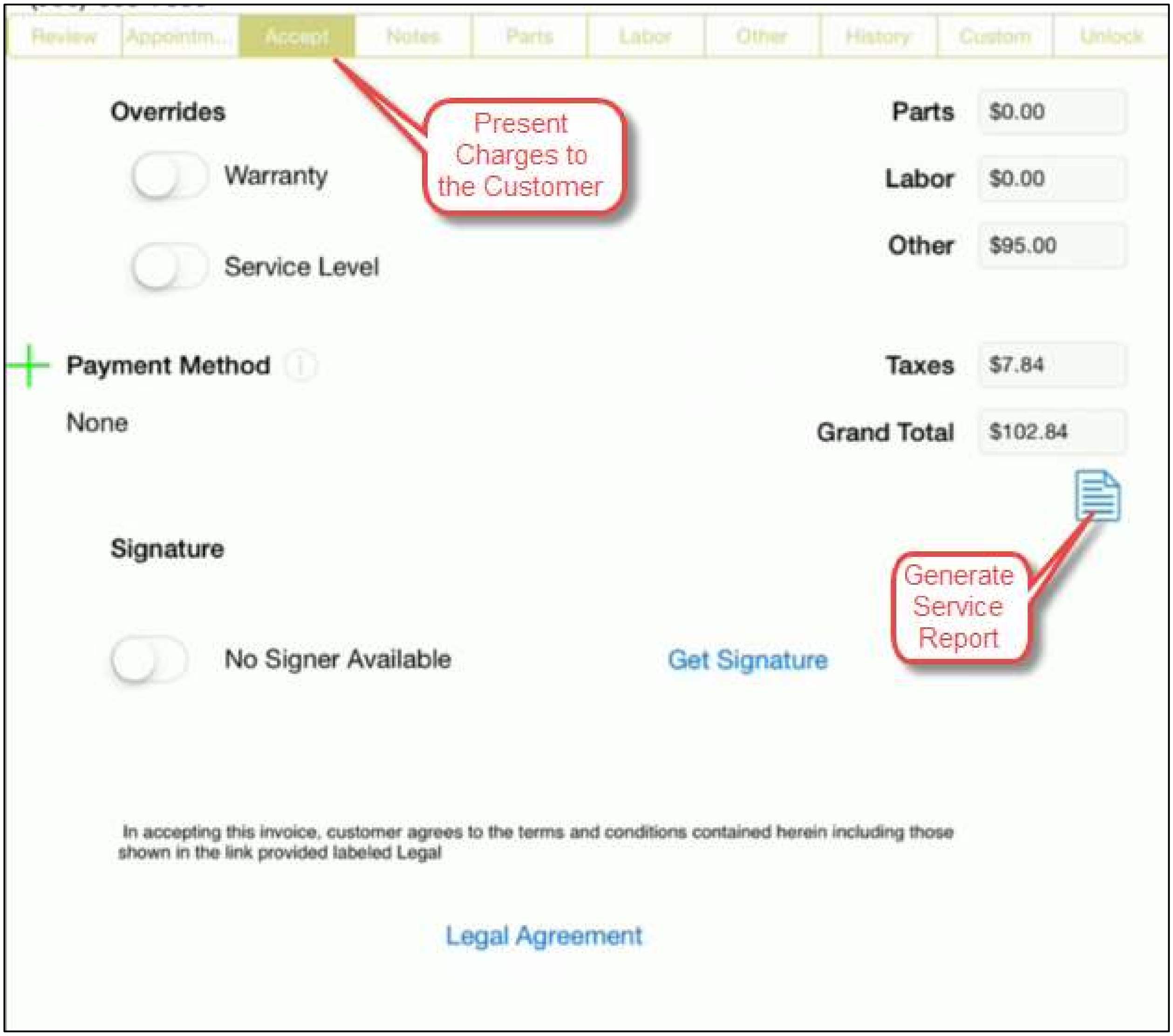
Terms and Conditions

Must be added through the Technician Management Tool.

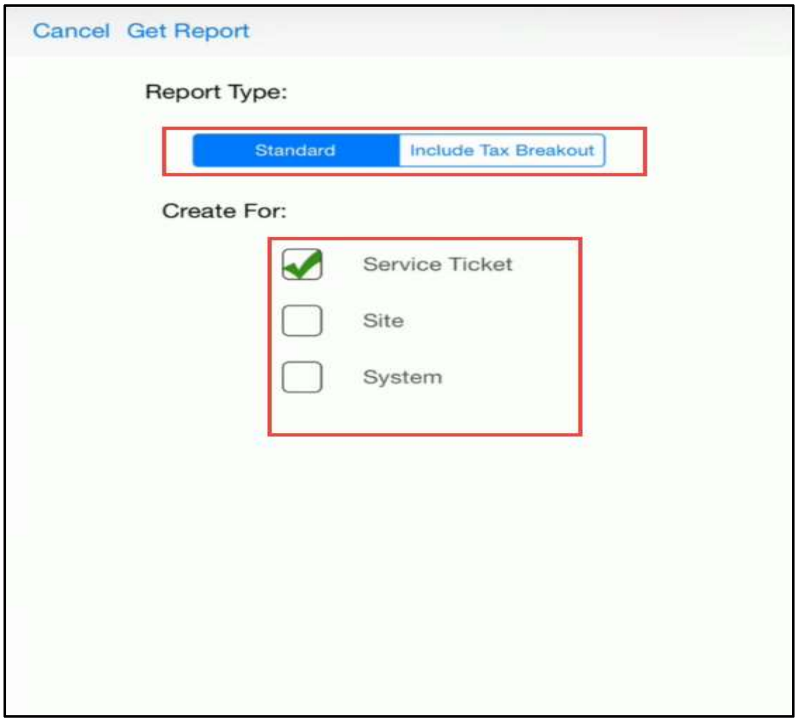


Generate Service Report

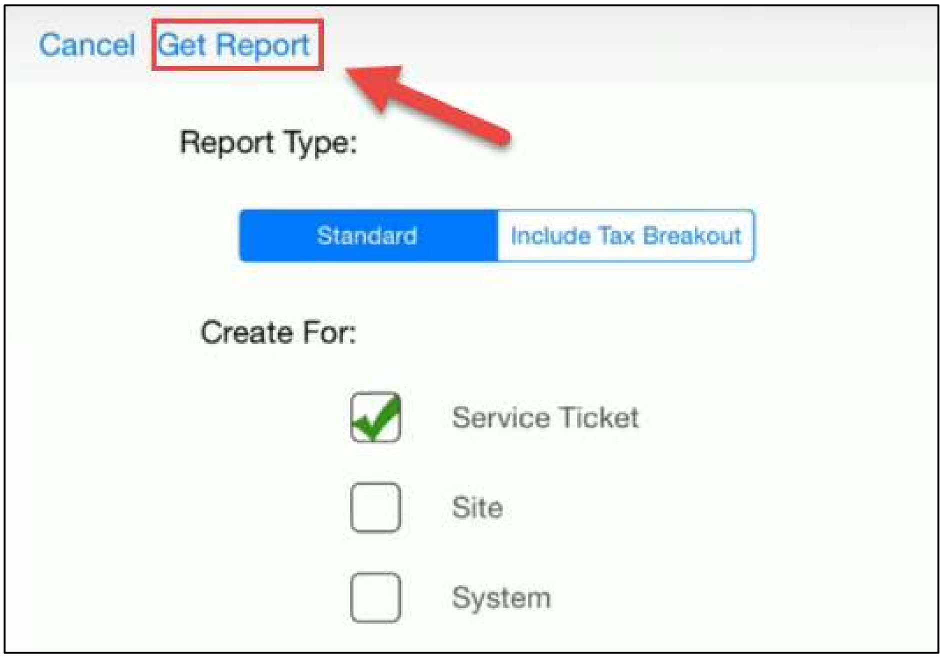
To generate a Service Report from the iOS Device. Select the paper note icon within the acceptance tab.



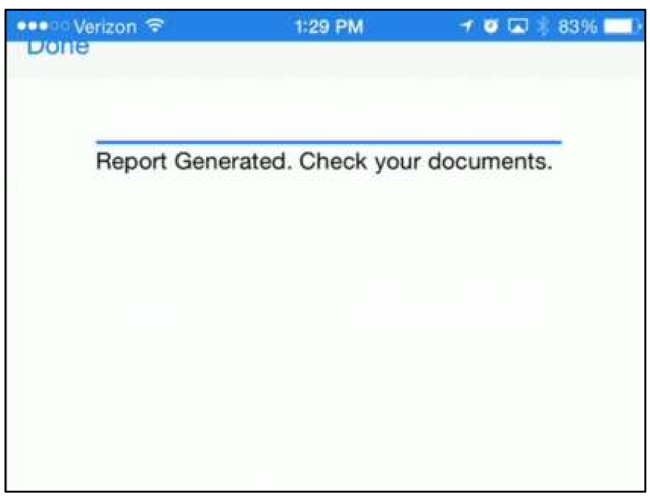
You may select from the Standard report or a report that will include tax breakout.
Select if you would like to save this report to the service ticket, site or system. You may select to save it to multiple locations (ex: site and system).



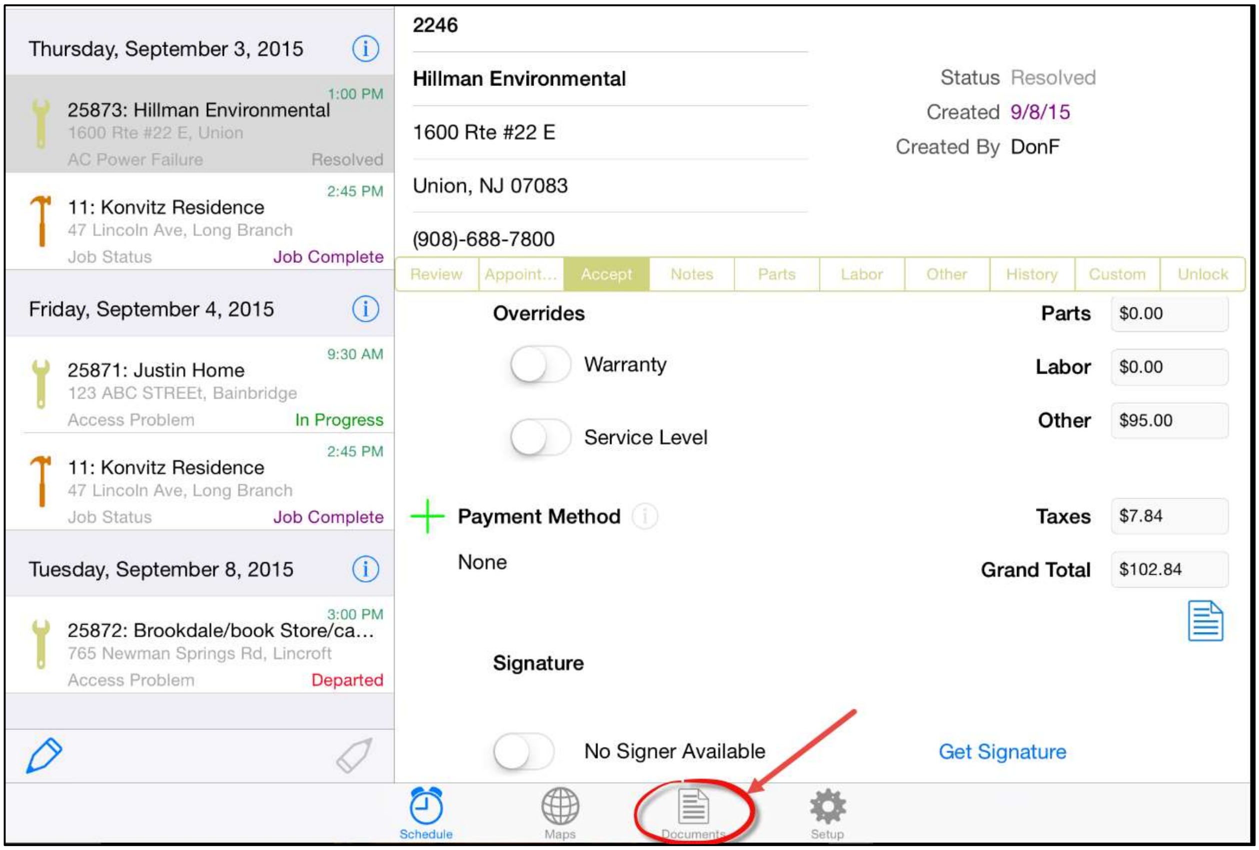
After the criteria has been selected touch Get Report.



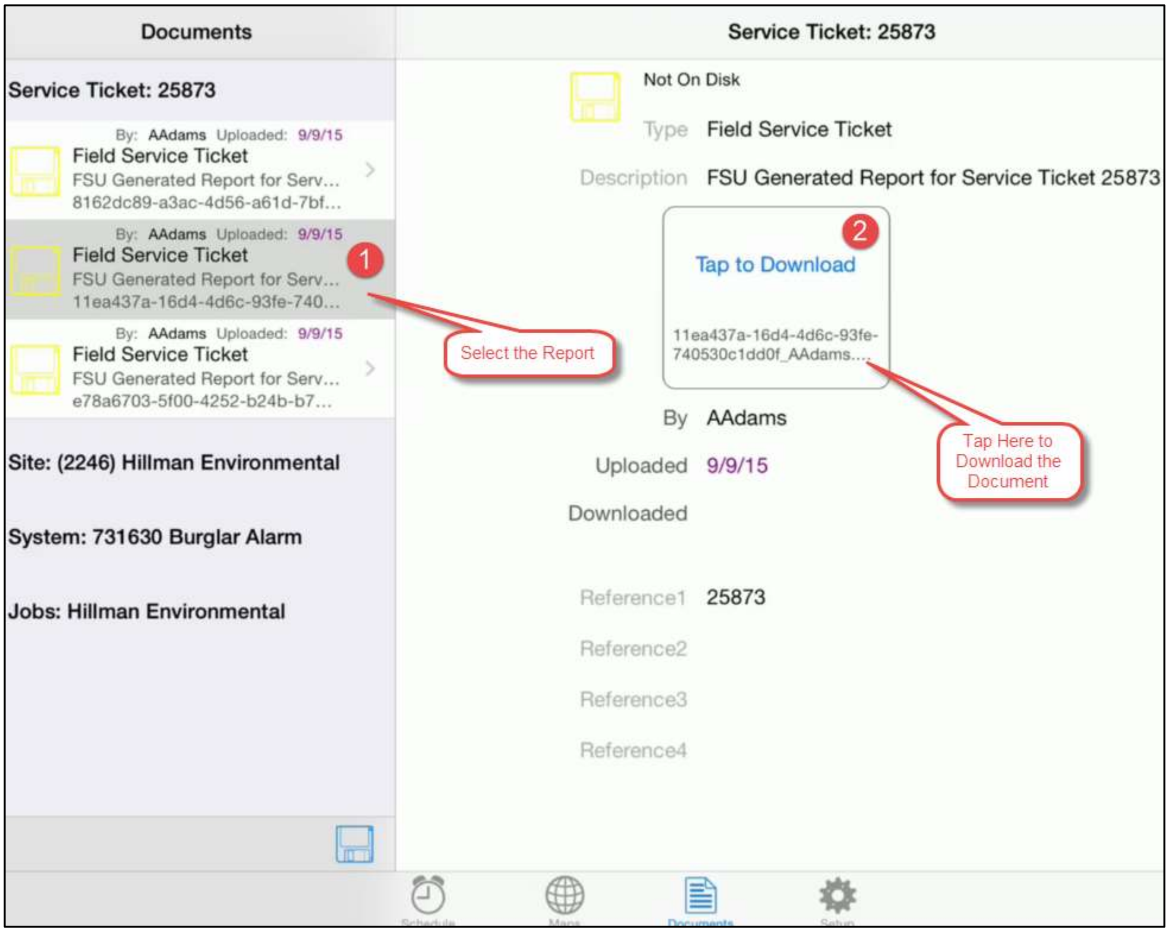
Touch Done. The report will now be generated and saved within your documents on the device.



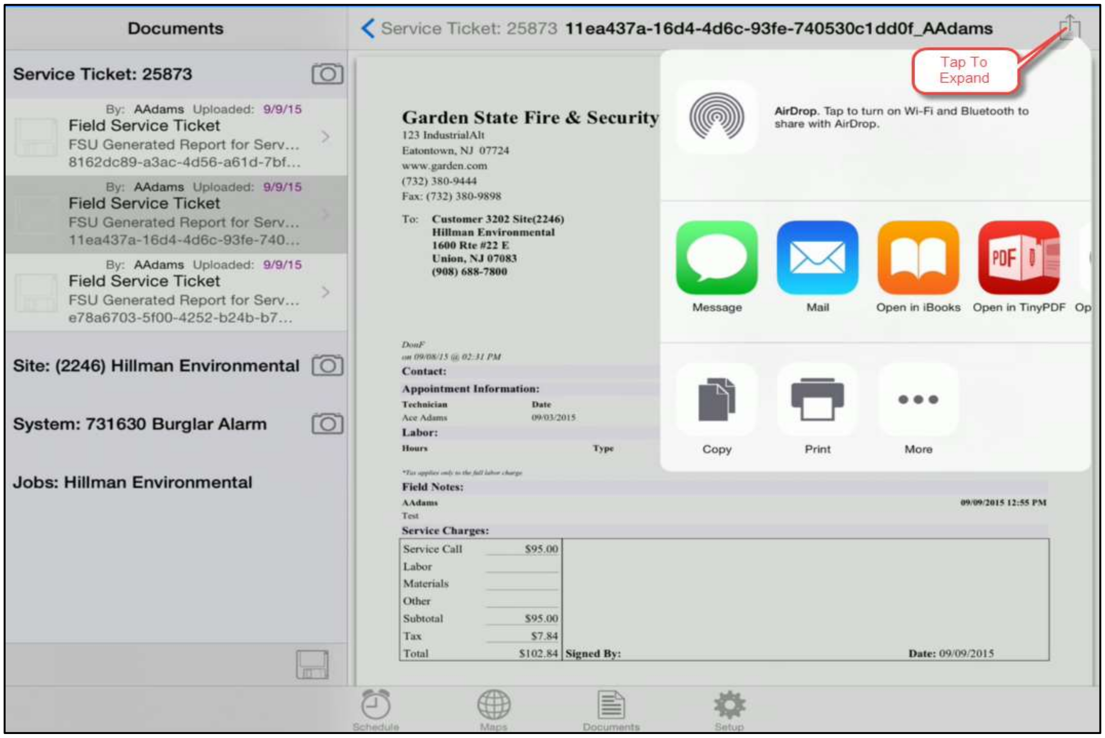
After the report is generated select Documents at the bottom of the app.



1. **In the documents tab select the report you would like to view.**
2. **Tap download to view the report.**



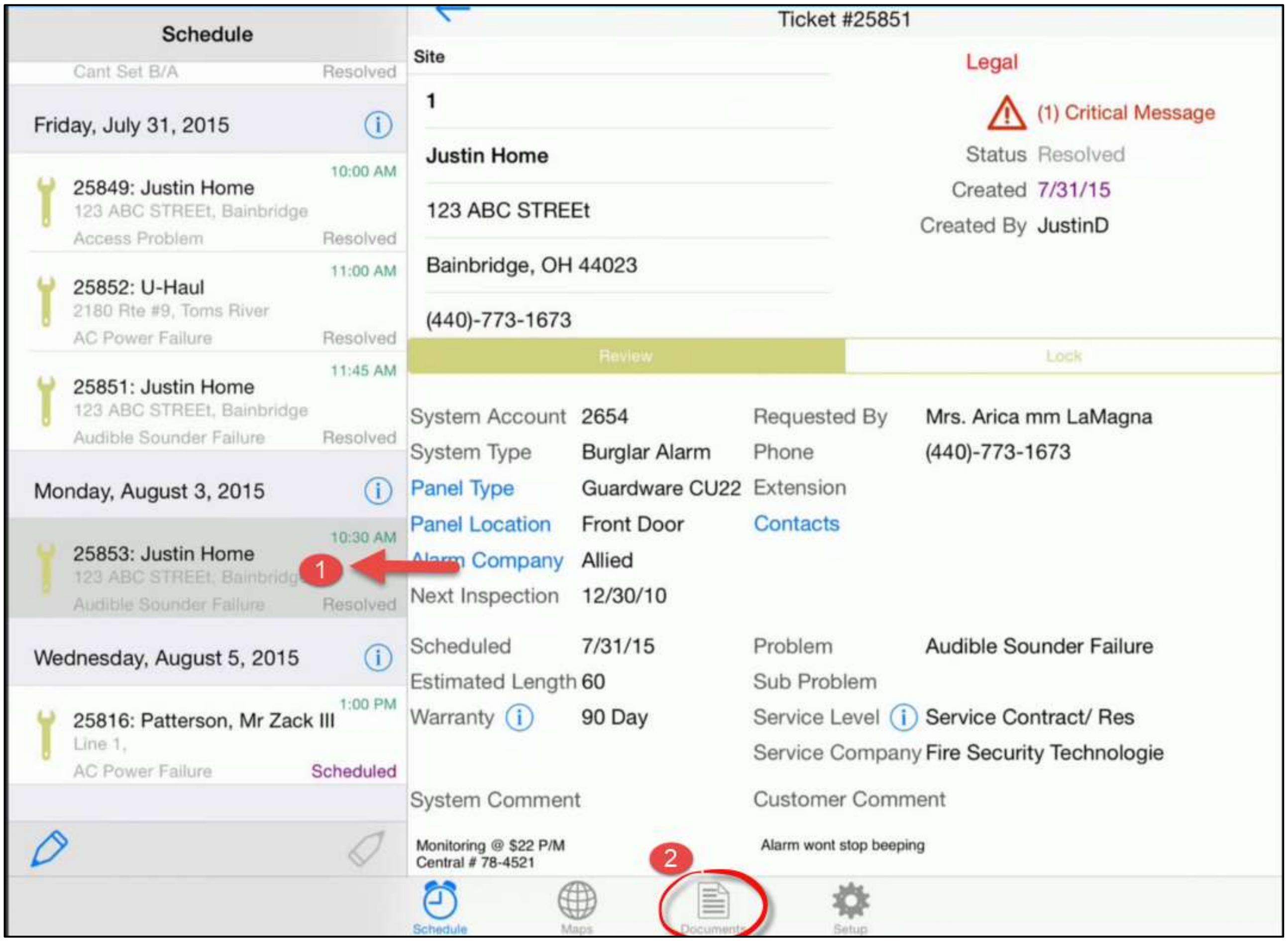
Once the report has been downloaded, select to open the report. In the top right select the icon to expand the pop up with different options. These options include sending the Invoice Report to the customer using email from the device.



Documents

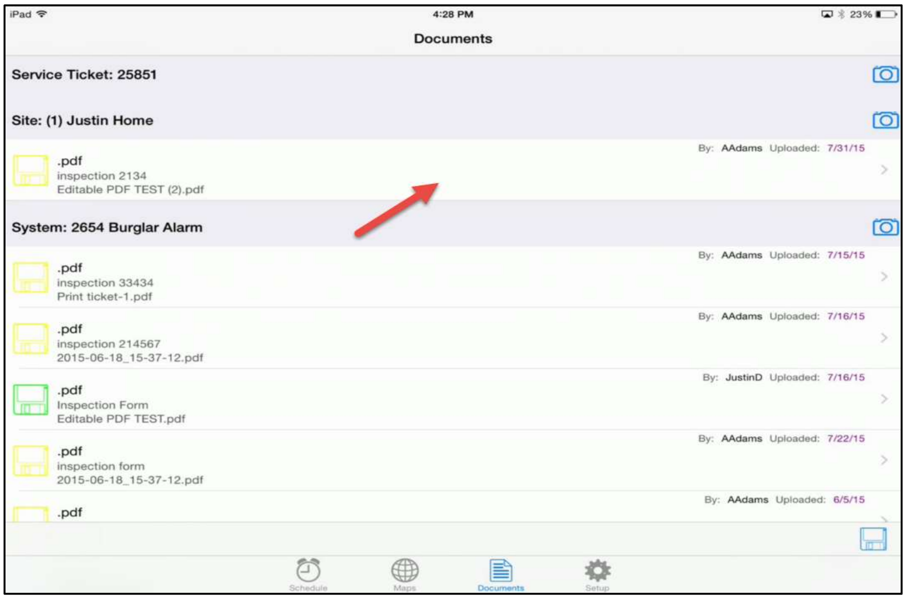
For customers using SedonaDocs Add-On Module. Listed documents may be added in the field or within SedonaOffice.

First select the ticket you would like to access. Click on the Documents tab next to Maps and Setup. By selecting the ticket for the customer you will be able to view all Service Ticket, System, Site or Job documents based on the users granted permission level.

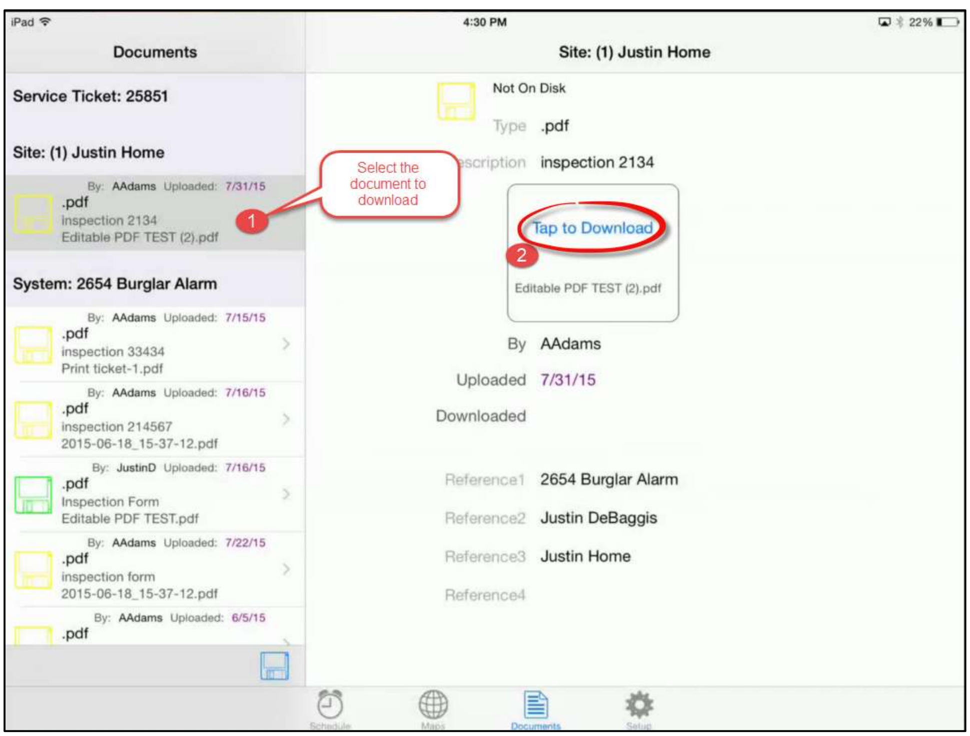


View Documents

Select a specific document from the service ticket, site, system or job.

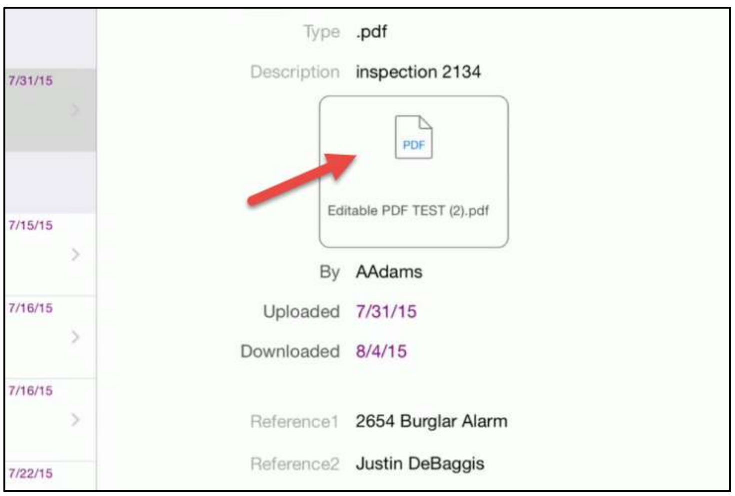


Touch the document you would like to view and select Tap to Download.



You will then be prompted to download the document from the server to your iPad's local storage.

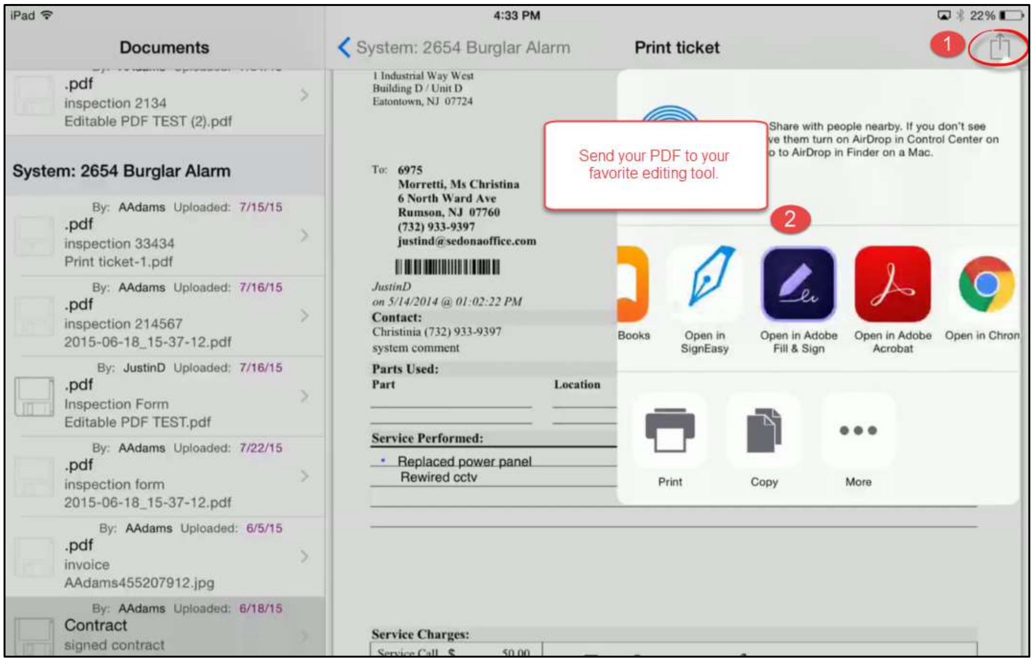
After selecting yes you will be able to access the document. Select the document to view.



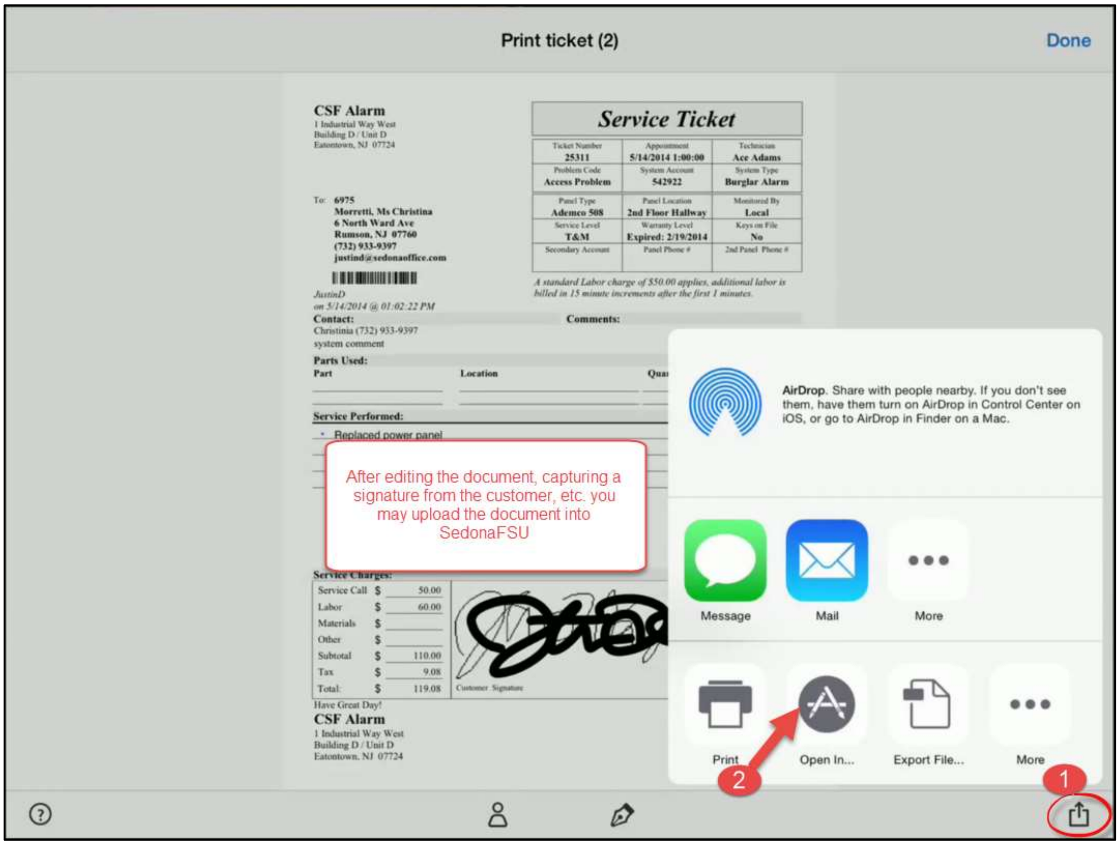
Export Documents

If you would like to export the document to a third party application of your choice follow the steps. You can send a pdf over to your favorite editing tool, change it, and send it back to be uploaded to a service ticket, job, customer site, or customer system.

Select the icon in the top right and send the document to your editing tool of choice.



After you are done editing the document you may now upload it back into SedonaOffice.

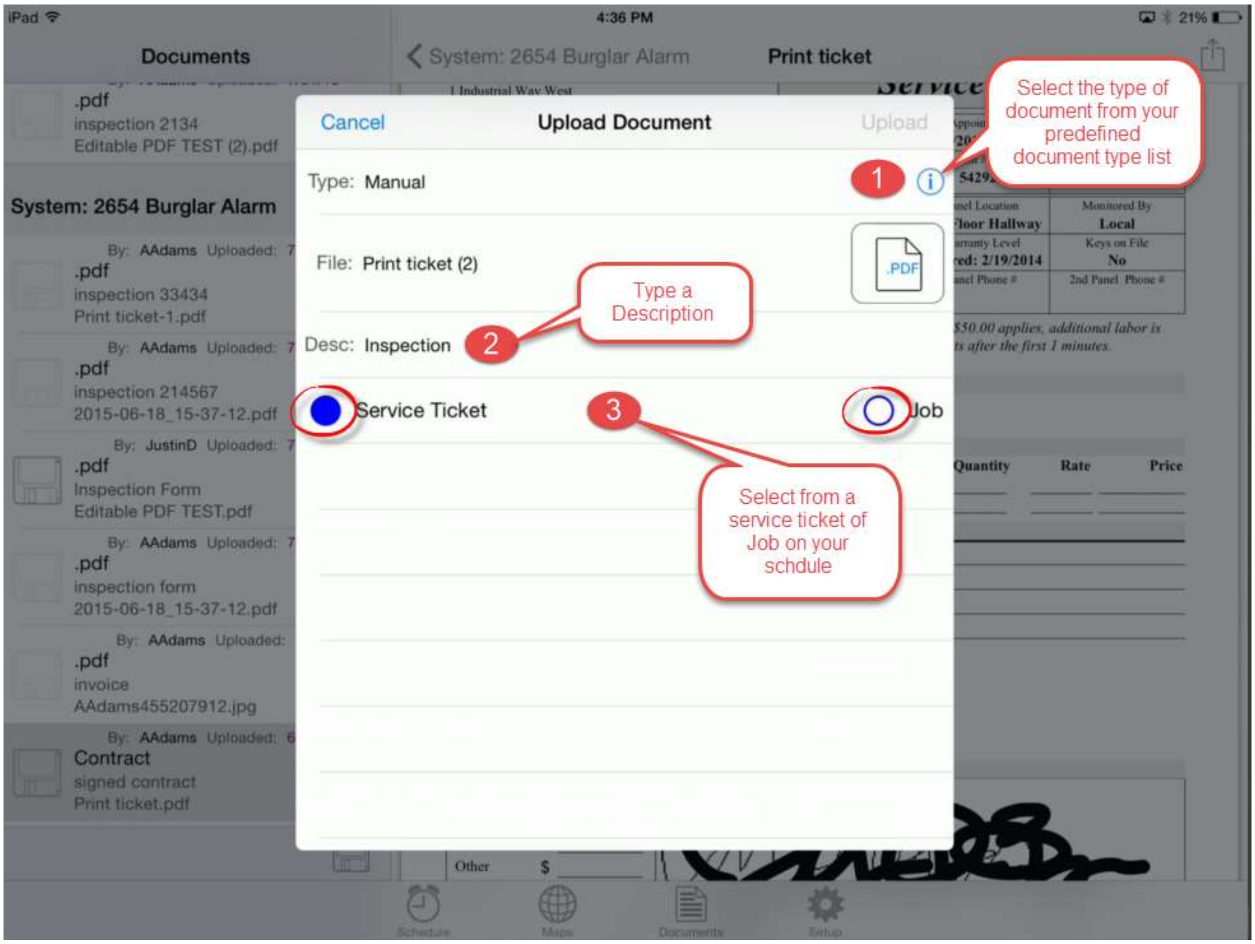


Import Documents

Select from a document of service ticket that you will upload the document to.
Type: Select the information button in

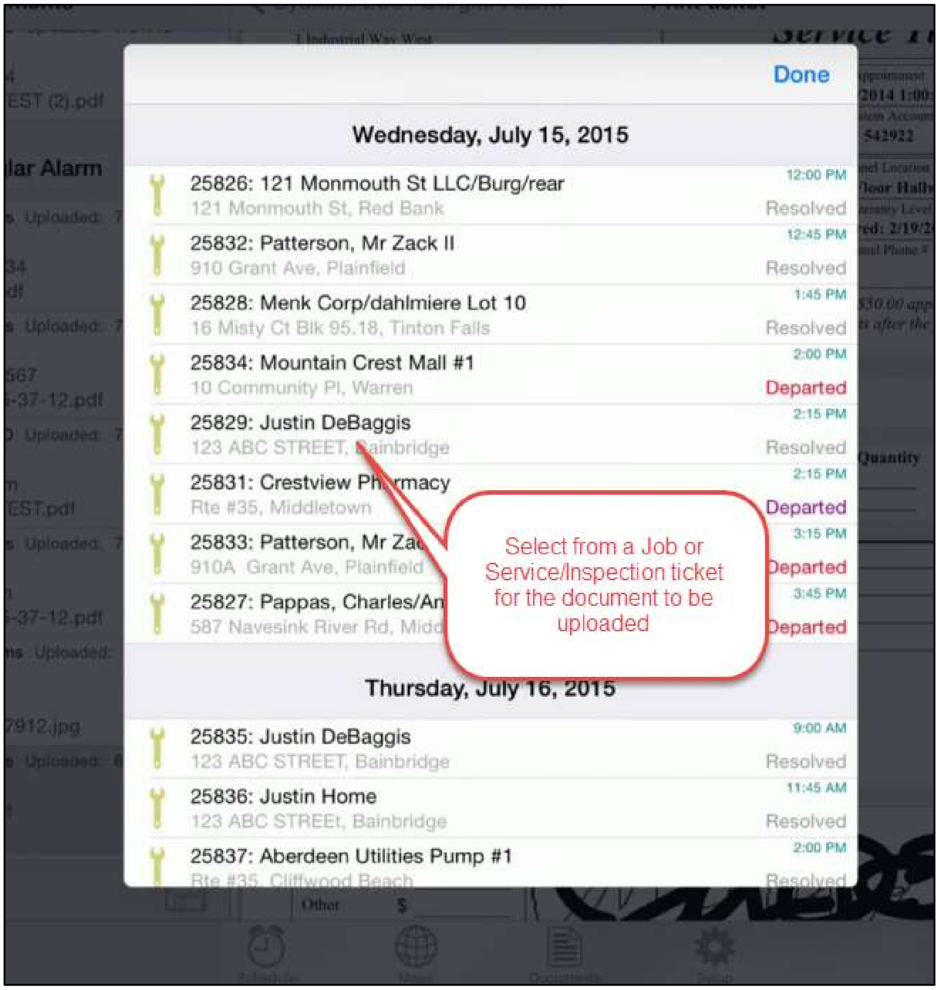
1. **Type: Document types are predefined and are setup in SedonaOffice. Select the information button and pick the type of document being uploaded.**
2. **Desc: Type in a description of the document being uploaded.**

Select Service Ticket to bring up the corresponding site and system. If you are uploading to a job select Job.

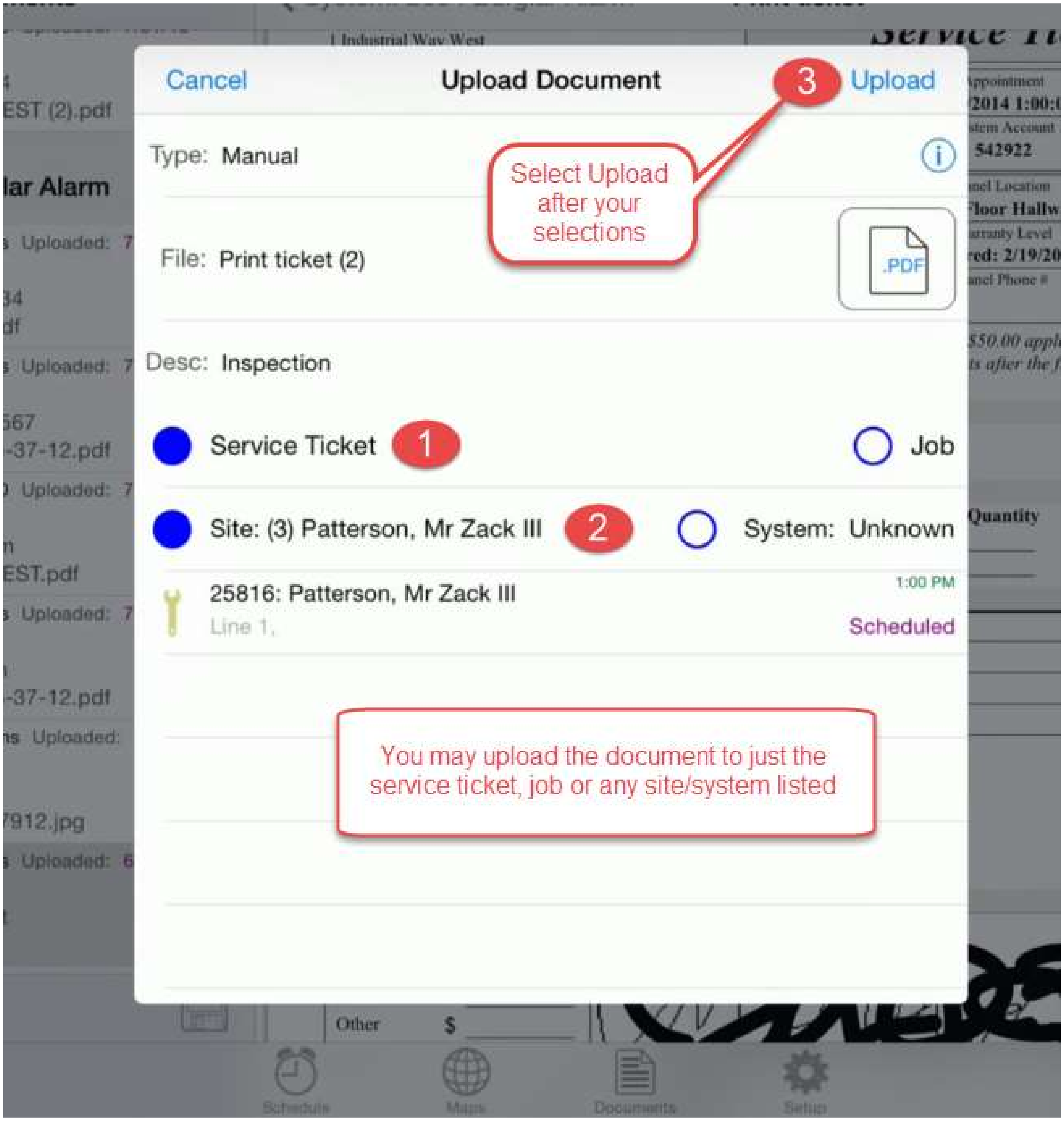


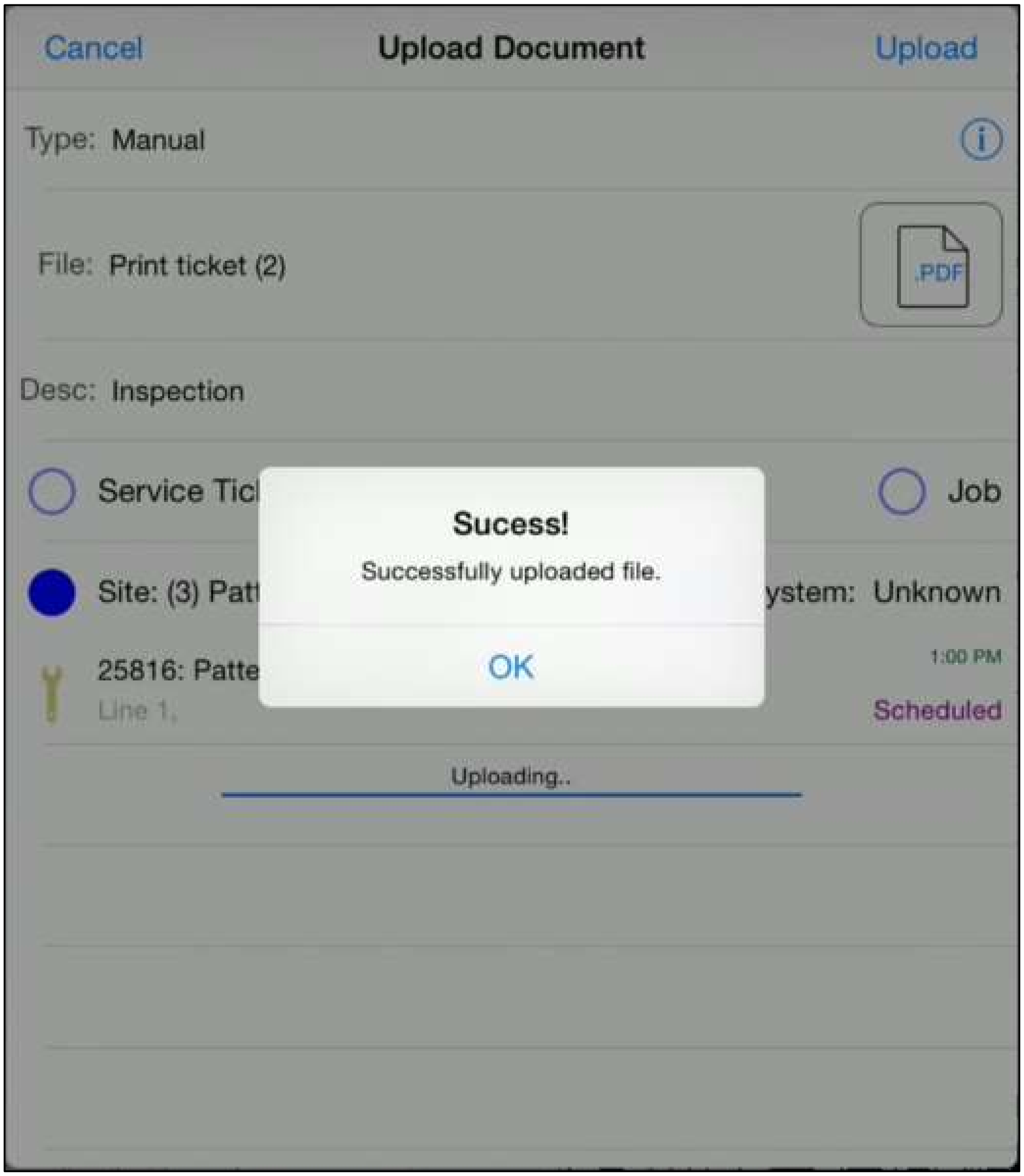
***The document you upload will never override the original so it is always protected.**

After you select Service ticket or Job you will be able to scroll through all Job, Inspection & Service tickets on your schedule. For example if you are saving to a customer's system you will only be able to select from the customer which you have a service ticket scheduled for.



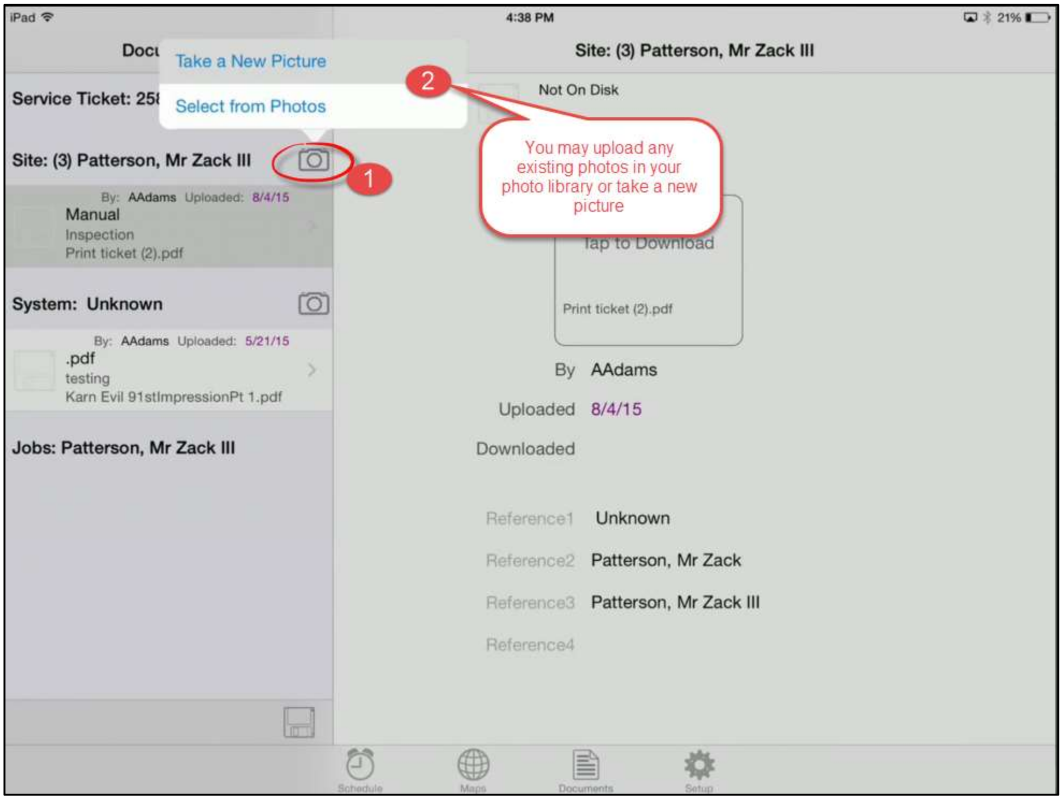
Since a service ticket was selected, choose if you would like to upload to the service ticket by selecting upload. If the document is to be saved on a site or system select from the site or system below service ticket in step 2. Select upload in step 3 to upload the document and save.




Cancel
Upload Document
Upload
Type: Manual
File: Print ticket (2)
.PDF
Desc: Inspection
Service Tic
Job
Site: (3) Pat
ystem: Unknown
25816: Patte
Line 1,
1:00 PM
Scheduled
Sucess!
Successfully uploaded file.
OK
Uploading..

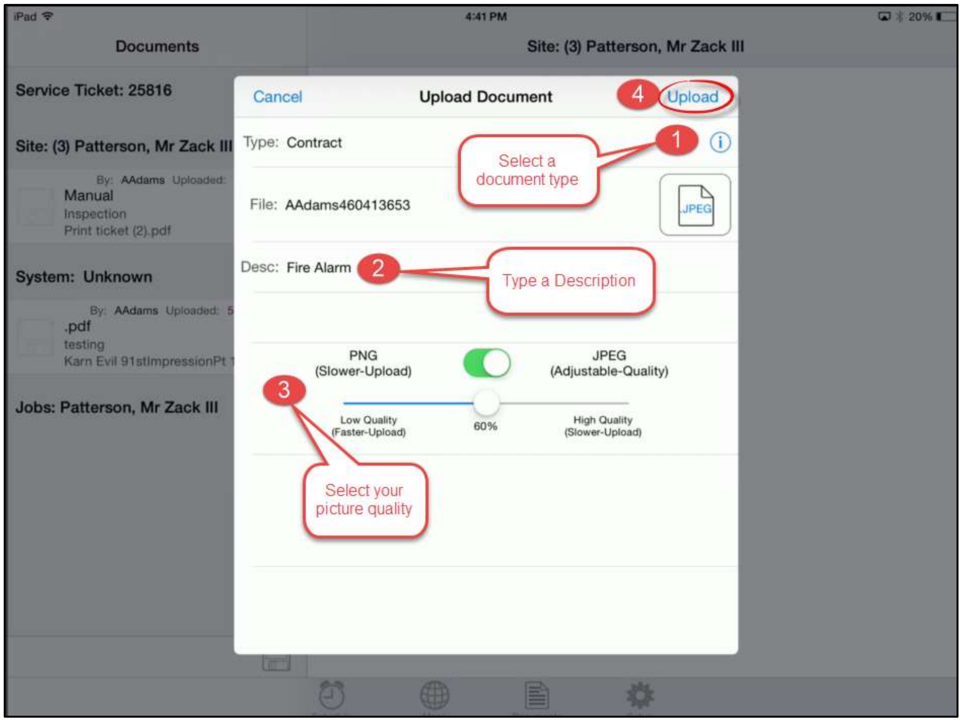
Photos

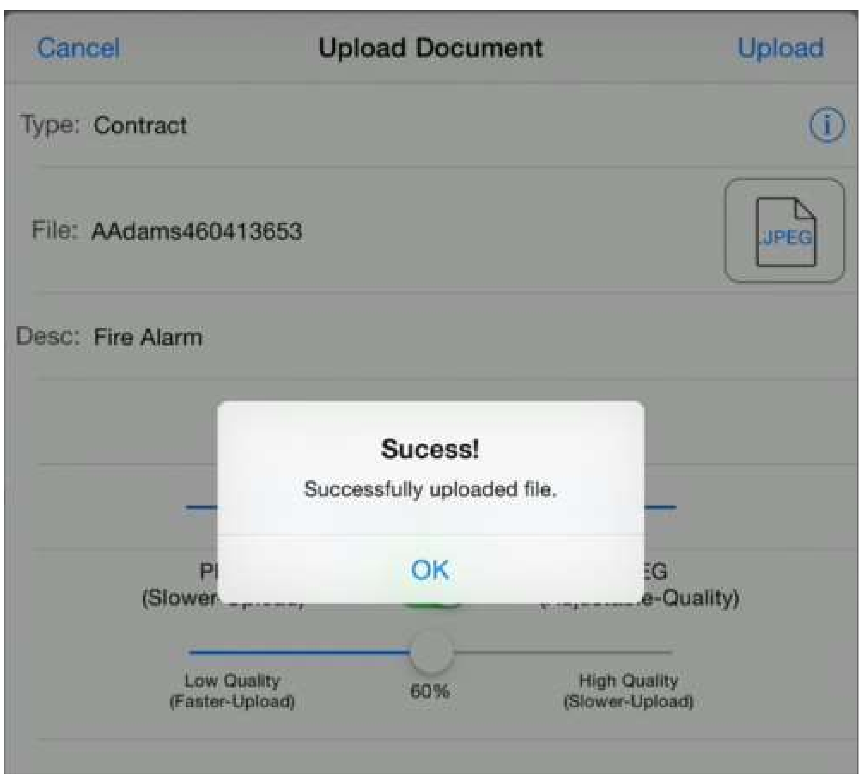
After you have selected a ticket in your schedule. If you are adding a photo select from Service, System, Site or Job document then touch the camera. Touch Take a New Picture or Select from Photos (exiting photos on the iOS device).



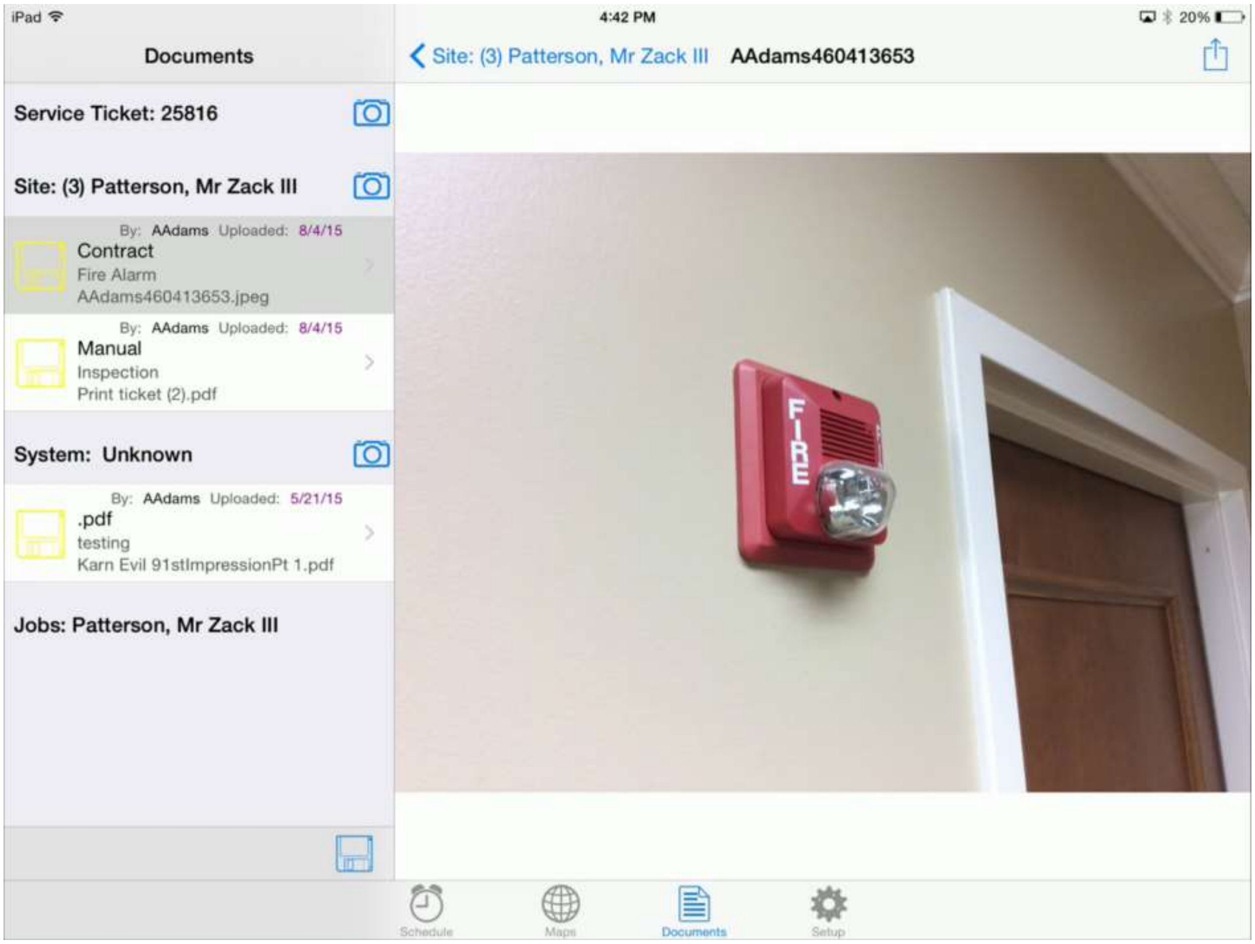
After you take a picture select Use Photo in the bottom left.

1. Select a document type from the information button.
2. Type in a description.
3. 3. Select the quality and type of photo you are uploading.
4. Select Upload

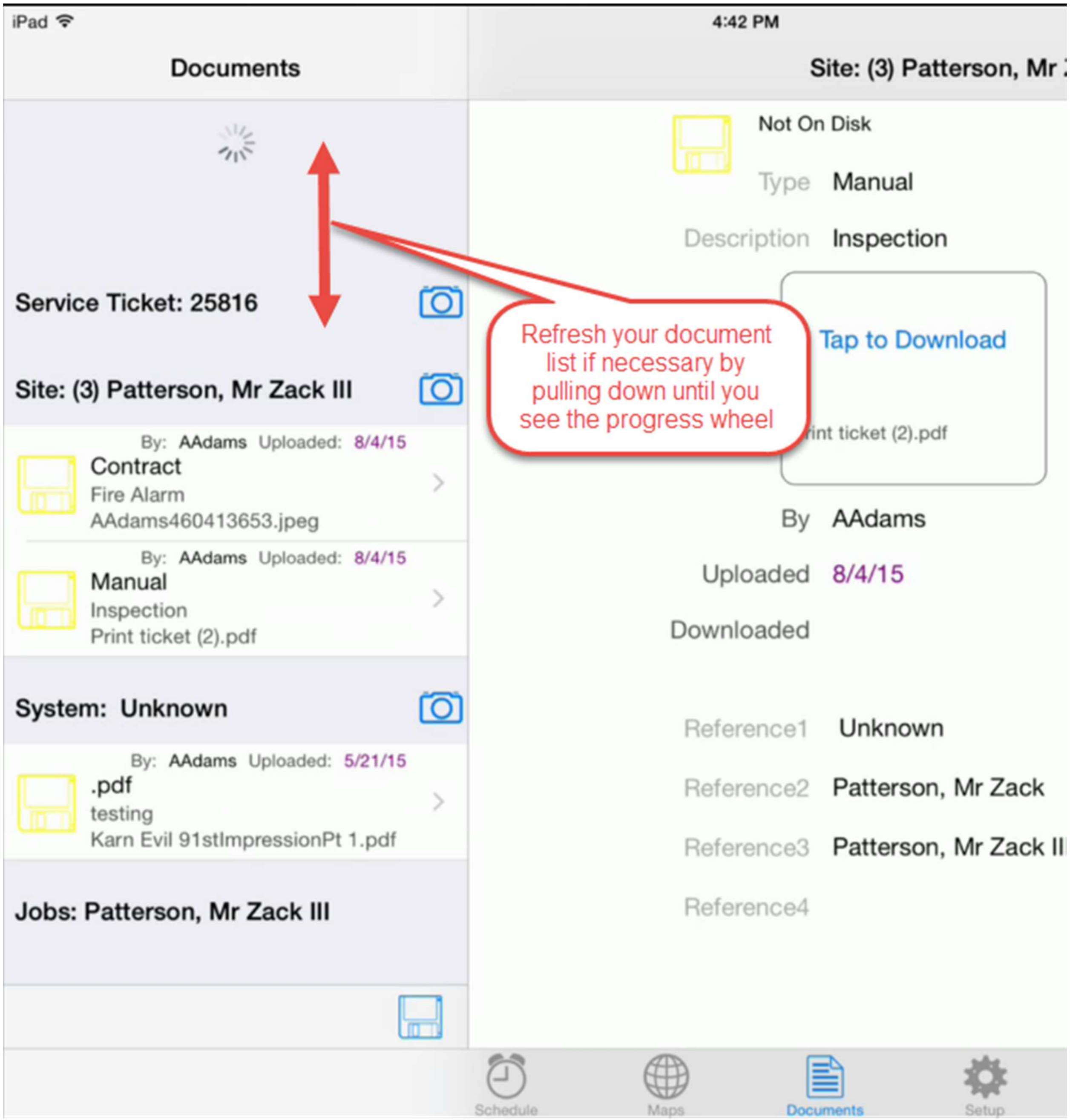




View the document that was successfully added!



Refresh the list of documents at any time by pulling down under Documents until the progress wheel is activated.



Force App to Close

Should you encounter an issue with the SedonaFSU iPad Edition, it may be helpful to close and restart the App.

- **Double-click on the Home button**
- **Swipe left or right until you have located the app you wish to close**
- **Swipe the app's preview up to close it**

This can also be used if the app becomes unresponsive or is not functioning appropriately.