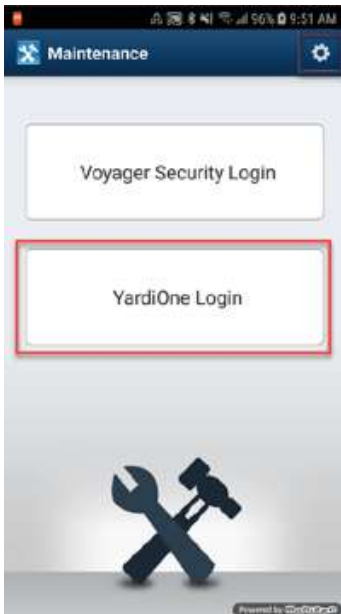


Notes About Mobile Maintenance App Functionality

Please note that the Mobile Maintenance App is designed for technicians to view and pick up work orders, log their time, materials, and notes, and capture photos and tenant/owner signatures. The information presented and functions available in the App are not equivalent to Voyager as the App was designed to supplement Voyager, not replace it. It is also not intended for Maintenance Supervisors, as the App does not allow a user to assign work orders to another user/technician.

Login using YardiOne Credentials

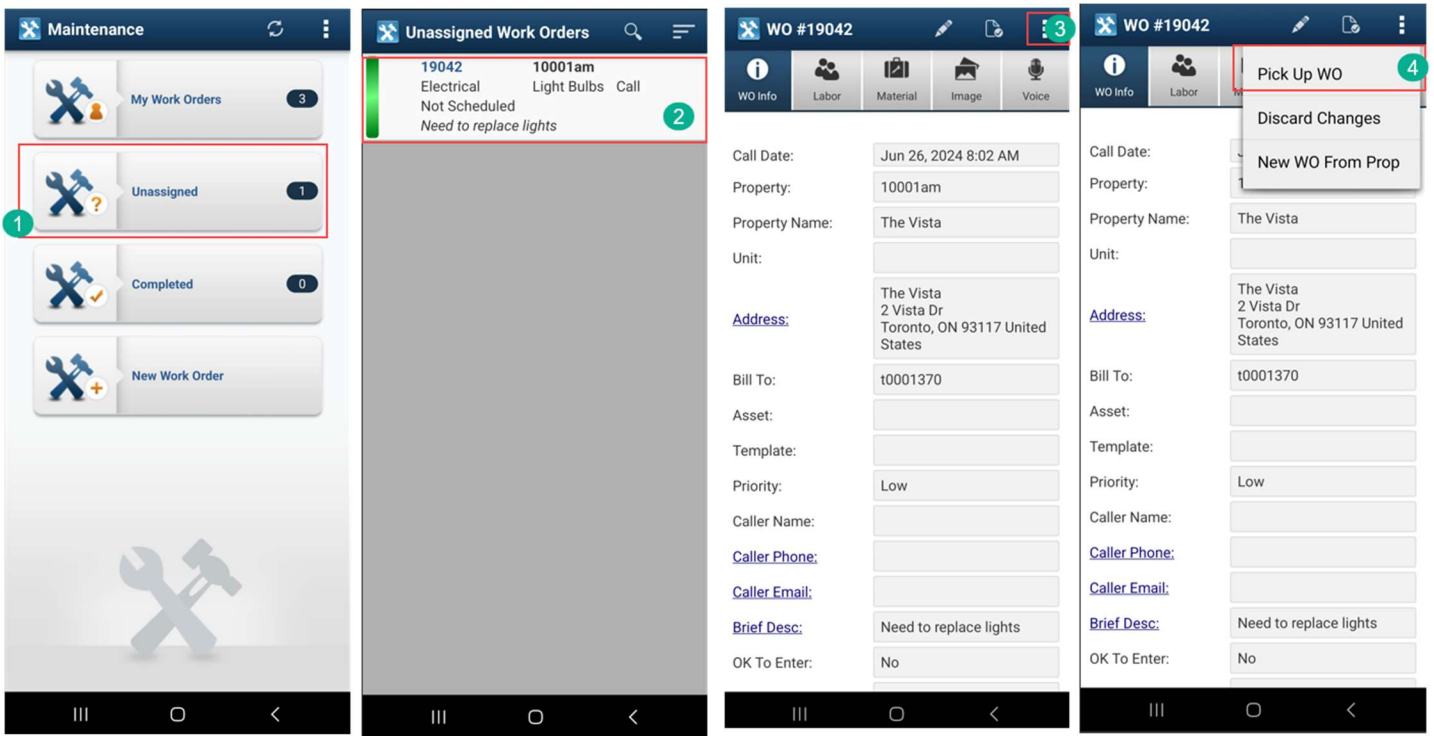
**Users must click on the YardiOne icons on the app to navigate to the YardiOne login Page. Users will login with their YardiOne credentials.*



'Pickup' Work Orders in the Mobile Maintenance App

You cannot assign work orders to other technicians in the Mobile Maintenance App. You can only assign work orders to yourself, or 'pick up' a work order. To pick up a work order in the Mobile Maintenance App:

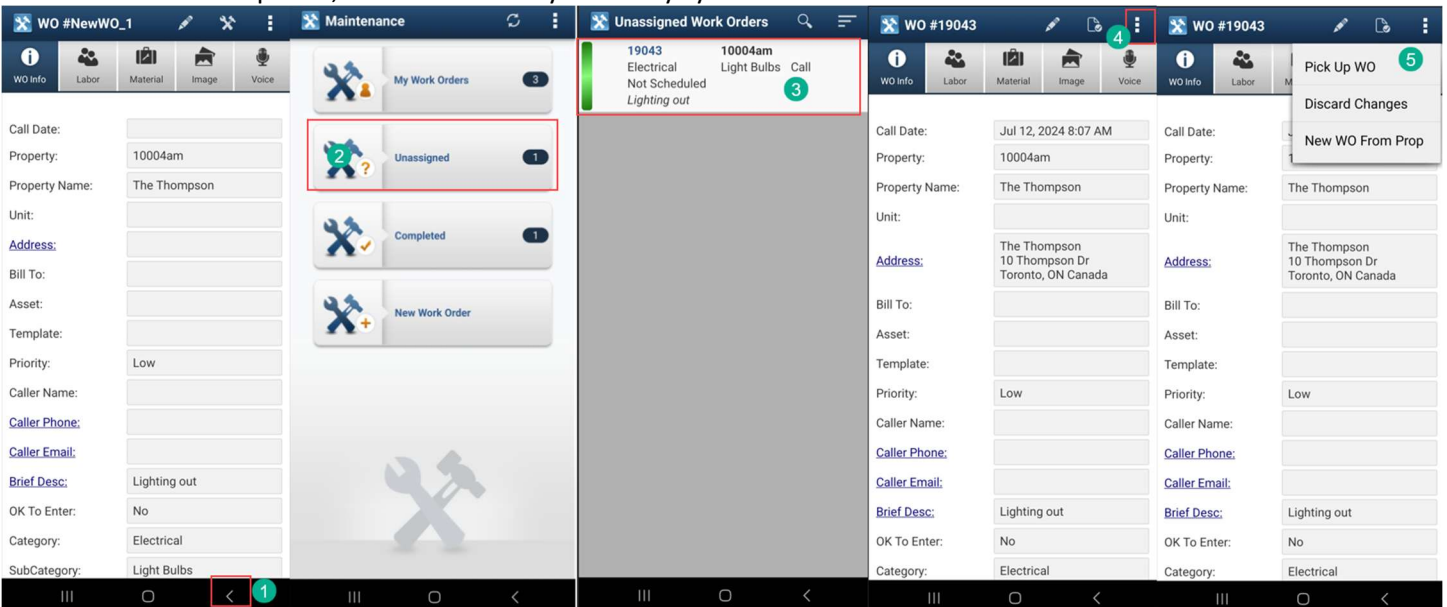
1. Select the 'Unassigned' queue
2. Select the work order you want to assign to yourself/pickup
3. Select the 'ellipses' icon in the top right corner (three dots).
4. Select 'Pick Up WO', Then immediately manually sync the device.



Assigning a Newly Created WO to Yourself in App

Prior to synchronization, the WO on the device will be labeled as 'NewWO_'.

1. Go to the main screen and manually sync the device, allowing it to receive a Work Order ID.
2. Select the 'Unassigned' queue
3. Select the newly synced work order you want to assign to yourself/pickup
4. Select the 'ellipses' icon in the top right corner (three dots).
5. Select 'Pick Up WO', Then immediately manually sync the device.



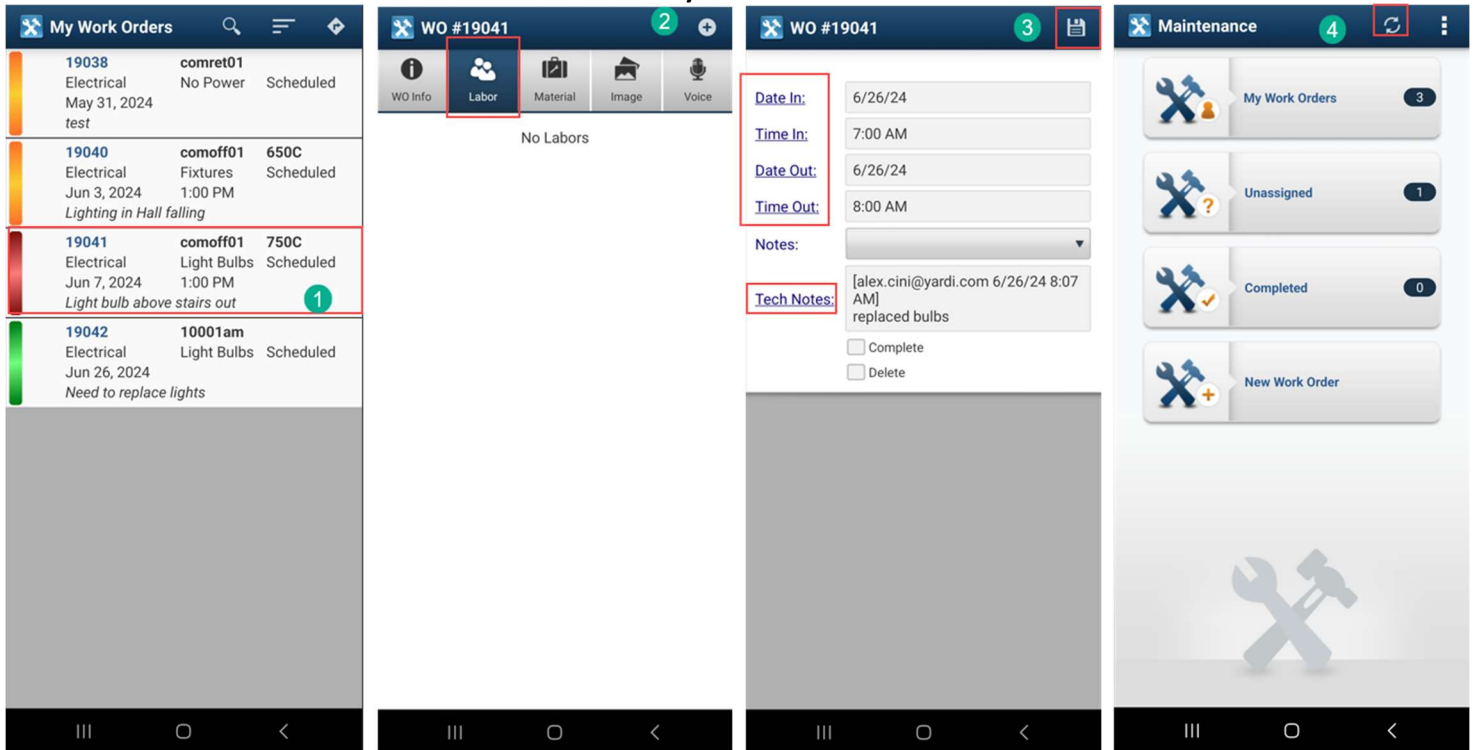
Add Technician Notes in Mobile Maintenance App

To enter Technician notes in the Mobile Maintenance App, you must add a New Time Log on a WO:

1. Find a WO and select **Labor Tab**
2. Select the **+ / Clock** sign at the top right to add a New Time Log
3. Select **Tech Notes**

You can enter technician notes at the bottom (Add Additional Notes). We recommend using the Add Additional Notes section since it displays the username, date, and time of when the note was added in. Ensure to Save your changes.

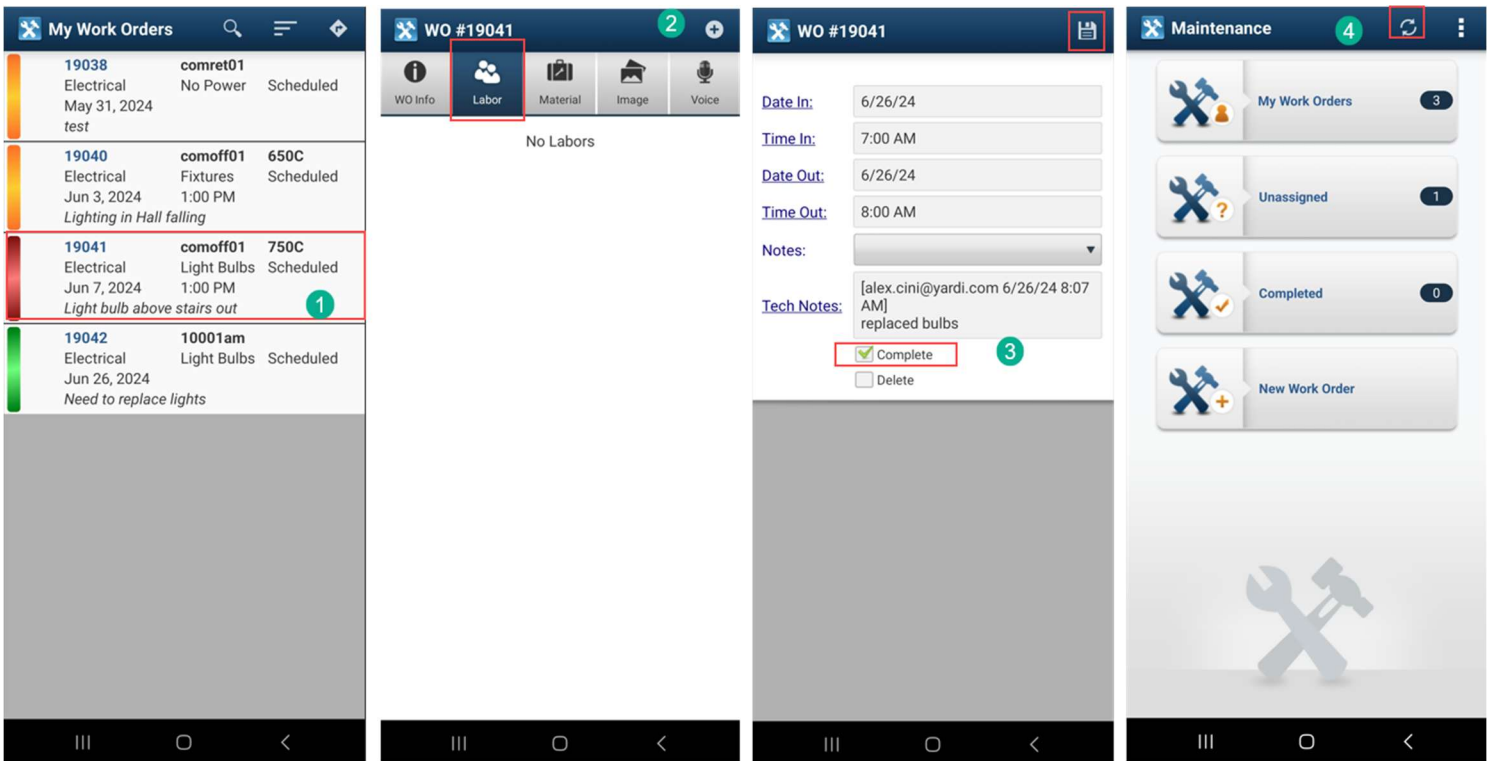
4. Go back to the Main Menu and select the **force-sync** button.



Completing a Work Order in the Mobile Maintenance App

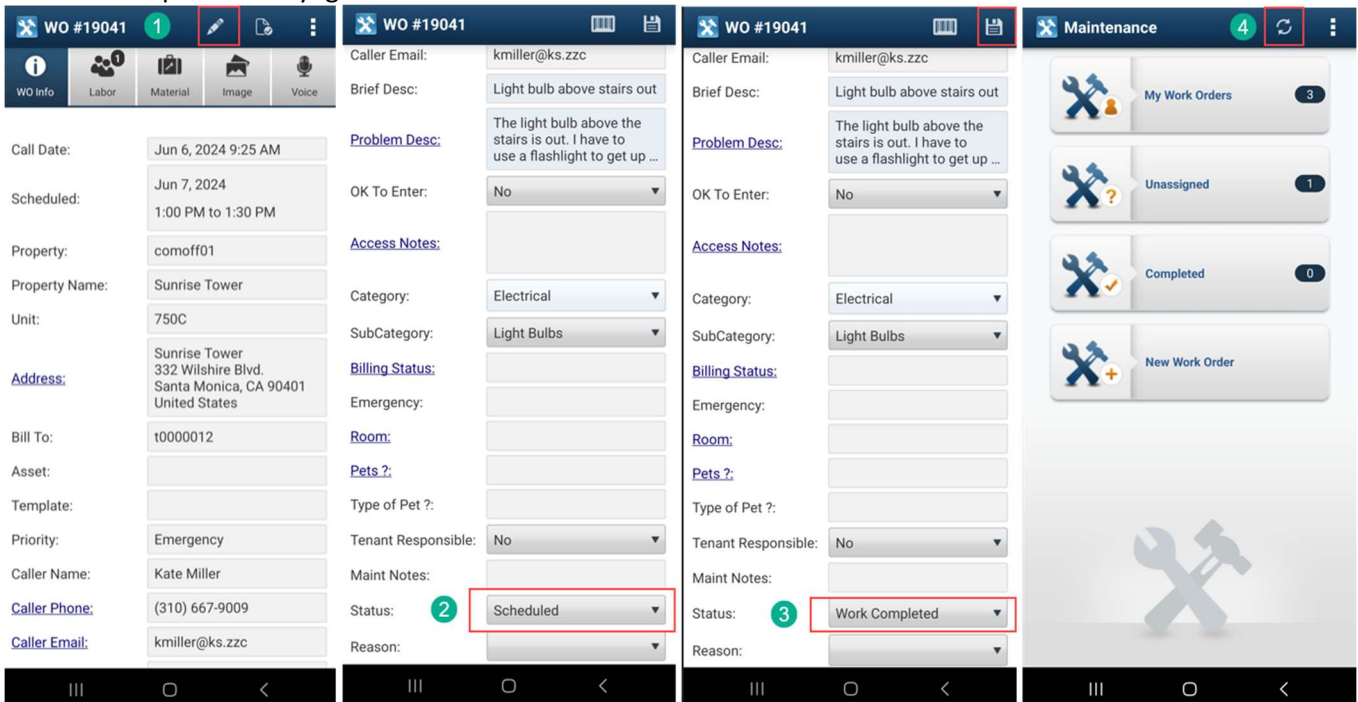
There are two ways to complete a work order in the Mobile Maintenance App:

- Adding a New Time Log and selecting the **Complete** button in the Mobile Maintenance App
 1. Find a WO and scroll down and select **Labor**
 2. Select the **+ / Clock** sign at the top right of the Labor screen
 3. Fill out the Date Out, Time Out, Tech Notes by clicking on the hyperlinks, and select the **Complete** button.
 4. Go back to the Main Menu and select the **force-sync** button. The force-sync button will mark the work order as 'Complete' in Voyager since it transfers data back and forth



➤ Changing the Status to **Work Completed** on a work order in the Mobile Maintenance App

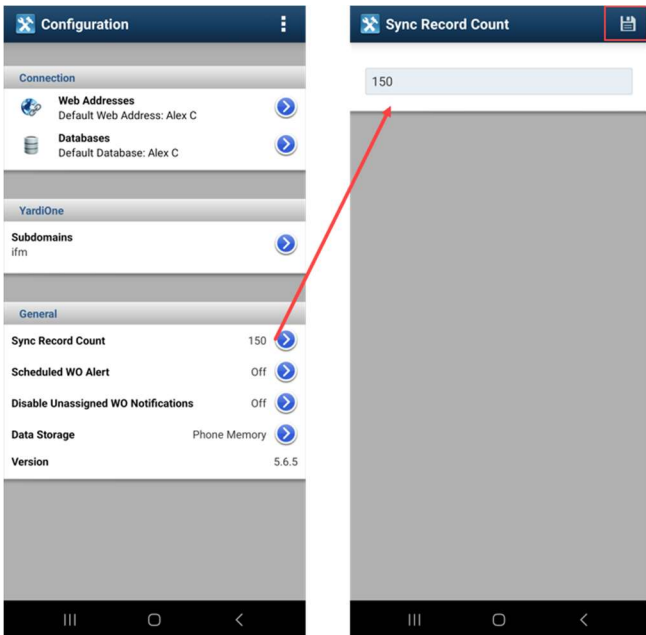
1. Find a WO and select **Edit**
2. Scroll down and find the **Status** field, and select it
3. A list of statuses will display. Select **Work Completed**. Select **Save** on the work order
4. Go back to the Main Menu and select the **force-sync** button. The force-sync button will mark the work order as 'Complete' in Voyager since it transfers data back and forth



Sync Record Count

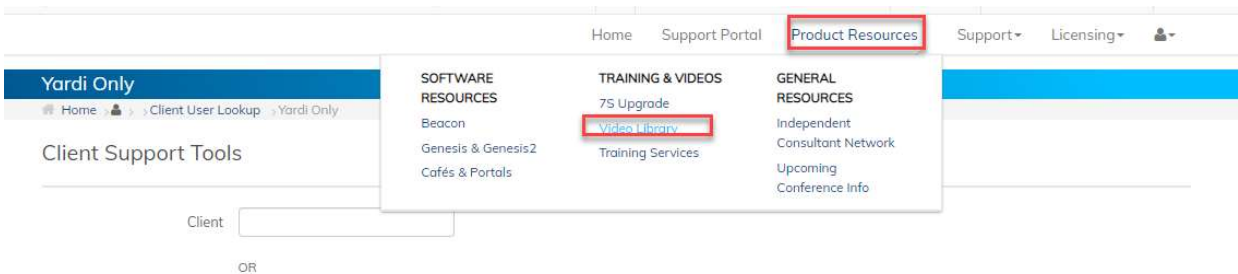
The **Sync Record Count** determines the number of work orders that will display for each queue/list (My Work Orders, Unassigned, Completed) in the Mobile Maintenance App. The default number of records is set to 50. Changing the **Sync Record Count** through the Mobile Maintenance App is user-specific, meaning that each Maintenance technician will have to make these changes in their own Mobile Maintenance App.

This can be changed by navigating to the Setup tab on the Mobile Maintenance App, and selecting **Sync Record Count**:



Additional Support

Client Central contains several videos on how to operate the Mobile app. Navigate to Product Resources>Video Library



Type Mobile Maintenance in search box to see over 20 additional videos on how to use the app.

nobile maintenance

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- Videos & Webinar
- Recordings
- YASC Global

Products:

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Video Library

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Thumbnail	Name	Description
	Maintenance Mobile: Overview & Setup	
	Yardi Maintenance Mobile App Configuration using Email Link (Android)	This video walks you through how to configure the Yardi Mobile Maintenance app using an email link.
	Configuring the Maintenance Mobile App Manually (Android)	This video will walk through how to manually configure the Yardi Maintenance Mobile App on an Android.
	Yardi Maintenance Mobile Login/Main Menu/Logout (Android)	This video gives an overview of the Yardi Maintenance Mobile login and logout process as well as the main menu on an Android.
	Viewing and Filtering Work Orders using the Maintenance Mobile App (Android)	This video walks you through viewing and filtering work orders using the Yardi Maintenance Mobile App on an Android device.
	Picking up Unassigned Work Orders using the Maintenance Mobile App (Android)	This video walks you through the process of picking up unassigned work orders using the Yardi Maintenance Mobile App on an Android.
	Editing Work Orders using the Maintenance Mobile App (Android)	This video walks through the process of editing work orders via the Yardi Maintenance Mobile App on an Android device.
	Creating a New Work Order using the Maintenance Mobile App (Android)	This video walks through how to create a new work order and search for the work order on an Android using Yardi Maintenance Mobile.