SchoolDude WorkCenter v1.3

Downloading the WorkCenter App

- Access the app store on your smartphone or tablet.
- Search for SchoolDude WorkCenter.
- Install the app on your device.

Logging into the WorkCenter App

- Tap on the WorkCenter app icon on your smartphone or tablet.
- Enter your Email Address, Accept the Terms of Use, and tap Continue.
- Your User Name will populate for you. Enter your Password.
- Tap Login.

My Open Work Orders

The home screen of the WorkCenter app is the My Open Work Orders screen. You will see all of your assigned New Request and Work In Progress work orders with the most urgent work orders at the top of the list.

- Swipe a New Request work order to the right to Start a work timer. This marks the work order as In Progress and helps you keep track of your labor hours as you complete the job.
  - To pause the timer at any point, tap on the work order from the list and then tap Pause. In Progress and Paused work orders will be highlighted when you look at them on the My Open Work Orders list.
- To Complete an In Progress work order, swipe to the right to enter an Action Taken description and adjust the work timer if necessary. Tap Complete at the bottom of this screen to record the labor hours from the timer and mark the work order Complete.
- Swipe any work order to the left for More options. From this screen, you can place the work order on hold, decline the work, or mark it as a duplicate request. You can also contact the Requester or Supervisor from this screen.
- You can also tap on a work order from the list to view more information about it. You will see the same options to start the work timer, complete the work order, and access more options at the bottom of the screen.
Menu Options

Tap the menu icon (≡) in the top left corner of your screen.

- **Search By Work Order ID** - Type a Work Order ID number in this field to bring up the work order details.
- **New Work Order** - Tap this to access a new work order form.
- **My Open Work Orders** - View a list of your assigned new and in progress work orders.
- **My On Hold Work Orders** - View a list of your assigned work orders that have been placed on hold.
- **My Finished Work Orders** - View a list of the work orders that you have marked as completed, declined, or duplicate.
- **My Team's Work Orders** - This option is only available to Administrators and Supervisors and shows a list of work orders assigned to users that report to them. *Note: These Reports To assignments are made under the User Profiles in MaintenanceDirect.*
- **Unassigned Work Orders** - This option is only available to Administrators and Supervisors and shows a list of work orders that need to be assigned to a technician for completion. You can assign the work to a user directly from this screen.
- **Tutorial video** - View a tutorial video on how to use the WorkCenter app.
- **Logout** - Tap this to log out of the WorkCenter app.

Entering a New Work Order

- Tap **New Work Order** on the menu screen.
- Tap the plus sign icons (➕) to select the **Location**, **Building**, **Area**, **Area Number**, and **Equipment** if needed.
- Enter the **Problem Description**. You can use voice-to-text to enter this information as well.
- Select the **Priority**.
- Your information will appear as the **Requester** info, but you can tap your name to change the requester to an existing user in the list.
- Select an **Assigned To** (available only to Administrators and Supervisors), **Craft**, and **Purpose** for this work request.
- Click **Create** to submit the work order.
- Click **Create & Complete** to enter an **Action Taken**, adjust the timer, and mark the work order complete.
Assigning a Work Order

- Tap **Unassigned Work Orders** on the menu screen.
- Swipe the work order you want to assign to the right ➔.
- Select the **User's name** from the list.
- You can also reassign a work order to different user if needed.
  Tap to open the work order and scroll down to the **Assigned To** field. Tap the assigned user's name and select a new user from the list.

Completing a Work Order

- From your **My Open Work** list, swipe to the right ➔ on the **In Progress** work order you would like to complete.
- Or tap on the work order from the list and tap **Complete**.
- Enter an **Action Taken** description. *Note: You can use voice-to-text to enter information in the Action Taken field.*
- Adjust the **Time on Task** timer if necessary.
- Tap **Complete** at the bottom of this screen to record the labor hours from the timer and mark the work order Complete.
- Once you mark a work order complete, it will move from the My Open Work Orders screen to the My Finished Work Orders screen.

**CONTACT US**

Got questions? Answers are what we’re here for.
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