# WILMA iOS Application User Guide





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Welcome to the iOS 6 SEI WILMA iPhone Application. The following documentation will detail exactly how to use the application in its entirety. To begin we must download and install the WILMA Application.

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#### Installation

IMPORTANT: Before installing the WILMA Application, ensure you have the latest version of Apple iOS on your iPhone. Click the link below for instructions on how to update your iPhone:

#### https://support.apple.com/kb/ht4623

Also make sure that you perform the update where you have access to a WiFi connection (at home, McDonald's, etc.). **Do not do this over 3G as you will use up a lot of data transfer!** 

#### **WILMA Application**

SEI is hosting the application in-house and to download it you need to open up the Safari browser. Look for the icon below on your iPhone:



Once your browser is open you will need to enter this URL <u>app.wilma.ca</u> and tap on the "Install WILMA App" link. You will see the following screen:



Tap Install. The application will then install to your iPhone's desktop. Look for this icon:



Tap the WILMA icon to launch the application. You will see the following screen the first time you run the app.:



Simply tap continue to move on.

# Logging In

When the application has launched you will see this screen. Sign in with your usual User Name and Password.



## **Location Services**

## Use of location data (geo tagging)

Data obtained through the WILMA app is only received under specific conditions:

- When a technician dispatches on a job
- When a technician completes a job
- When a technician incompletes a job (XSA, XSR, XPOS, etc.)
- When pictures are taken, geo tags are incorporated in image file metadata

The WILMA application does not transmit location data at any other time.

#### **Advantages**

The ability to retrieve location data at specific times provides the following advantages:

- Enables assignment of "same day" orders and reassignment of other orders more efficiently, potentially reducing useless mileage driven by technicians
- When Bell questions incompleted jobs (XSA, XPOS, etc.), we can easily prove the validity of reasons invoked and also the fact the technician actually went on site prior to changing the status of the order

#### **Enabling Location Serivces**

When you change settings in your iPhone, you will use the "on/off" buttons as follows:

Active service or application: (button at right)

Inactive service or application: OFF (button at left)

The first time you start the WILMA application for iOS, there are two possible scenarios:

#### Step 1 - Your Location Services are not enabled

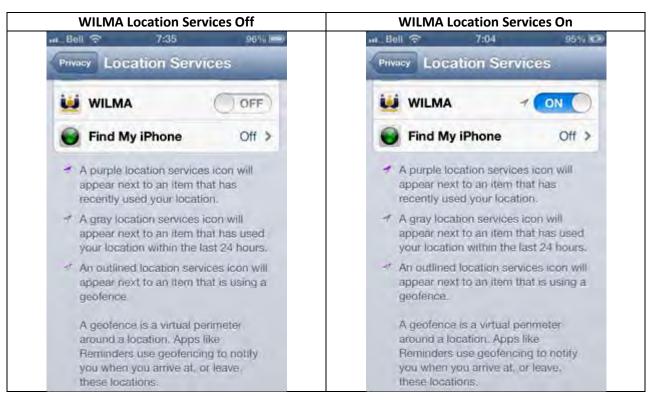
You will see the message shown below if location services are not enabled on your iPhone. Tap on "Settings" to proceed directly to the Location Services screen.

Dell 😒	Home	-
Active Wo	ork Orders	3
Work Ord	ers	>
Turn Or	Location S WILMA" to E	the second se
	Your Locatio	

You will see the disabled Location Services screen on the left below. Once you slide the OFF or button to the right to enable on location services, your screen will change to what you see on the right. You will note that a menu of installed applications with their On/Off switch status is also visible.

Disabled Location Services	Enabled Location Services
Privacy Location Services	Privacy Location Services
Location Services	Location Services
Location Services uses GPS along with crowd-sourced Wi-Fi hotspot and cell tower locations to determine your approximate location.	Location Services uses GPS along with crowd-sourced Wi-Fi hotspot and cell tower locations to determine your approximate location.
	AppZilla 2 OFF
	Camera ON
	Compass CON

If you scroll to the bottom of the screen, you will see the WILMA application. Slide the On/Off button to the right turn on location services on for WILMA. You can then close the Settings menu and restart the WILMA app. (If you do not activate location services for WILMA at this point, you will be prompted to do so when you restart WILMA at step 2 below).



## Step 2 - Your Location Services are enabled

If Location Services are already enabled on your iPhone, or if you did not enable them for WILMA as described above, you will see the following screen. Tap on "OK" to enable Location Services. You will then be taken to the WILMA app Home screen. This is a vital component that must be activated when you are working.

	961-102
Home	_
rk Orders	>
	>
A" Would Like Current Loca	
llow C	К
	rk Orders A" Would Like Current Loca

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## **Settings**

On the home screen you can enter Settings and set the "Remember Me" toggle to ON. This way you will not have to enter your User Name and Password every time you launch the WILMA application.

Important: If anyone else uses your iPhone, do not activate this option and ensure you quit WILMA "Logout" in order to keep the application and our systems secure.



Tapping the left facing directional Home arrow will bring you back to the Home menu where you can select the Active Work Orders list.

#### **Updates**

Periodically there will be updates to the application. In the settings screen there is an Update button. Tapping the "Update" button will check to see if an update is available. If there is an update you will be brought to <u>app.wilma.ca</u> where you can download the updated application. Otherwise you will see:



## **Active Work Orders**

AM		
OMXB73E84U7	NEW ORDER	
Complete	ES	ġ
444 Moreau App 3, 3. Saint-Eusta	che, Quebec, J7P2M7	
OMXB72Y36C9	NEW_ORDER	
XCANC-DUE TO BELL	ES	1
2 Deerfield Dr Apt 103, 103, Otta	wa, Ontario. K2G3R6	
OMXB72V49Y5	NEW_ORDER	
	WB	3
5 Pl Northern, Ch		
OMXB72X32C2	NEW_ORDER	
	WB	3
123 York St Apt 1, 1, Kingstor	, Ontario, K7K1R1	
OMXB72X86U7	NEW_ORDER	
Complete	WB	3

In the Active Work Orders list you are presented with today's jobs separated by Intervals (AM, PM, and Evening). Each job will contain the following information:

OM Number Order Type Address Job Status Priority Flags such as WB (Win Back) or HVC (High Valued Customer)

Tapping the right facing arrow in the middle/right of each job will bring you to the Work Order screen that will contain the rest of the jobs information.

## **Past Work Orders**

Should you ever need to go back into a previous Work Order, tap Work Orders (see below):

Active Work Orders	>
Work Orders	>
Inbox	<b>6</b> >

This will display a list of your past work orders (only the past 4 weeks are displayed):

m Boll \$0	10:04 AM	1 10
Home Wo	rk Orders	1.5
Thursday	1	
OMXB93F33N Active - Active 553 Mario St Apt 2, 2, 4	7 NEW_ORDER	>
Complete - Walt	3 CHANGE_ORDER ling to be Locked cobdan, Ontario, K0J1K0	÷
Tuesday		
OMC5555919 Active - Active	ASSURANCE	>
353 Avenue 88e, Ch	nomedy, Quebec, H7W3E7	7
Complete - Save	9 NEW_ORDER ed with Errors sville, Quebec, J2K2L2	>
Nov 15, 2012		
OMC5561646	ASSURANCE	1

## **Work Order Screen**

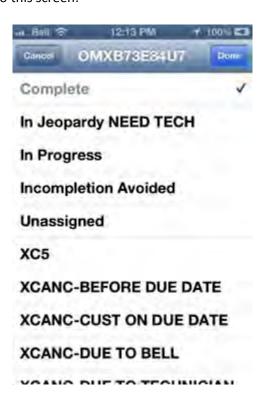
The Work Order screen contains all the important information split into different sections. We will now go through each section and explain what you are looking at and how to use it.

The first section shows the order number, account number (if present), due date and order type.

Bell 🗢 12:13 (	PM 7 100%	5
Active Work Orders	ork Order	¢
Order No		1
OMXB73E84U7		
Account No		
Due Date	_	
Oct 15, 2012 - AM		
Order Type		
SFU - NEW_ORDE	R - XVU	
Real Time Status		1
Complete		2
Customer		
Michel Alary		
Address		
444 Moreau Ann 3 3 Saint-Euro	inche Ousban D	>

#### **Real Time Status List**

The second section is an important one as it is where you set your Real Time Status. Clicking the arrow Real Time Status
will bring you to this screen:



Select one of the Real Time Statuses and tap "Done" to return to the Work Order Screen. Otherwise tap "Cancel" to return to the Work Order Screen without changing the Real Time Status.

On the following page you will find a list comparing Real Time Statuses used by Bell and WILMA.

IMPORTANT: The "Dispatch" status in DART Evo does not exist in the WILMA app. You must therefore make sure you follow the steps outlined below:

- For DART Evo: Dispatch on the job once you are about 15 minutes from your estimated time of arrival at the customer's residence (so that Bell can advise the customer)
- You do not need to Dispatch in WILMA
- <u>Once you are at the customer's residence and about to begin work</u>: Open the work order, go to the Real Time Status screen and select "In Progress"



DART Evo Job Status	WILMA Application Real Time Status (RTS)
Dispatched	
Undispatched	
	In Progress
XC4 – Route to self same day	XC4 – Route to self-same day
Completed (i.e. completion codes)	Complete
XC5 – Incomplete Geo. Coding	XC5 – Incomplete Geo. Coding
XCANC – Already Installed	XCANC – Already Installed
XCANC – Cancelled for Order Modification	XCANC – Cancelled for Order Modification
XCANC – Contract Issues	XCANC – Contract Issues
XCANC – Cosmetic Installation Issues	XCANC – Cosmetic Installation Issues
XCANC – Customer cancelled because fishing of wires needed	XCANC – Customer cancelled because fishing of wires needed
XCANC – Customer cancelled because pole or tripod needed	XCANC – Customer cancelled because pole or tripod needed
	XCANC – Customer Cancelled before Due Date
XCANC – Customer changed their mind	XCANC – Customer Cancelled on Due Date
XCANC – Customer Claims did not order	XCANC – Customer Claims did not order
XCANC – Customer not aware dish was needed	XCANC – Customer not aware dish was needed
XCANC – Customer not willing to pay additional charges	XCANC – Customer not willing to pay additional charges
XCANC – Customer refused save offer	XCANC – Customer refused save offer
XCANC – Customer Service Issue	XCANC – Customer Service Issue
XCANC – Customer wants Fibe TV	XCANC – Customer wants Fibe TV
XCANC – Customer was misinformed about pricing	XCANC – Customer was misinformed about pricing
XCANC – Customer was misinformed about	XCANC – Customer was misinformed about
programming	programming
XCANC – Customer was misinformed about promo/offer	XCANC – Customer was misinformed about promo/offer
XCANC – Customer will call back to Redate	XCANC – Customer will call back to Redate
XCANC – Duplicate Work Order	XCANC – Duplicate Work Order
XCANC – Existing Customer / Not Eligible	XCANC – Existing Customer / Not Eligible
XCANC – Incorrect Address / Number out of service	XCANC – Incorrect Address / Number out of service
XCANC – Incorrect Promotion Ordered	XCANC – Incorrect Promotion Ordered
XCANC – Landlord Permission	XCANC – Landlord Permission
XCANC – Line of Sight	XCANC – Line of Sight
XCANC – Source System Cancellation	XCANC – Source System Cancellation
XMAT – Missing Material	XMAT – Missing Material
XPF – Facilities not available	XPF – Facilities not available
XPL2 – Wire Drop not completed	XPL2 – Wire Drop not completed
XPL – Missed by Installer	XPL – Missed by Installer
XPO – Missed Other Reasons	XPO – Missed Other Reasons
XPOS – Unsafe Conditions	XPOS – Unsafe Conditions
	XSA – Can't find address
XSA – No Access to Customer Premises	XSA – Customer not home
	XSA – Wrong Date
	XSR – Customer Not Ready for Service
	XSR – Permission/Access Needed
XSR – Customer Not Ready for Service	XSR – No Line of Sight
As a customer not nearly for service	XSR – Special Equipment Required

As you can see, there are slight differences between what you code for in DART Evolution. The largest being that WILMA IOS has the extra **In Progress** status. The **In Progress** status must be set after you have dispatched and you are actually starting your current job.

The next difference is that Bell has a Customer has changed their mind status; WILMA has broken up that status into two choices:

1) XCANC- Customer cancelled before due date. Either the customer has cancelled before the current due date (ie. the night before).

2) XCANC – Customer changed their mind on Due Date. The customer has changed their mind when you have shown up to begin the job.

For XSA – No Access to Customer Premises, we have broken up that status into 3 choices:

- 1) XSA Can't find address (address does not appear on maps, etc...)
- 2) XSA Cx not home
- 3) XSA Wrong date

For XSR – Customer not ready for service, we have 5 choices:

- 1) XSR- Customer Not Ready For Service
- 2) XSR Permission/Access needed
- 3) XSR No Line of Sight
- 4) XSR Special Equipment Required
- 5) XSR Rebooked Before Due Date

If you have any questions about these Real Time Status Codes, feel free to ask your supervisor.

#### **Customer Information**

The third section contains Customer Information. Following the Customer name you will see the Address. Clicking on the Address will show you the Customers address in Google maps:

#### **Customer Location**



Clicking on the right arrow (circled in picture above) will open up directions. If you allow the application to use your location, you can get directions by clicking the arrow (pictured below).



This will give you turn by turn directions to the Customers house.

#### **Customer Phone Number**

In the "Customer" section, you will see up to three (3) phone numbers to reach the customer.

n Bell ବ	11:36 AM	100%
Active Work Ord	Work Orde	er C
Real Time Sta XCANC-BE		• •
Customer Customer X		
Address 1 Downing St,	Ottawa, ON, K2K, 4I3	>
Phone No 1 (613) 222-222		>
Phone No 2		
Phone No 3		>
Booking N	otes	

If you wish to call the customer, tap the desired phone number. A confirmation window will appear and you can either tap "Call" to place the call or "Cancel" to return to the work order.

(819) 87	9-7951
Cancel	Call

## **Booking Notes**

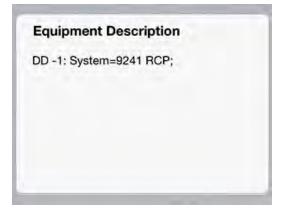
Booking notes (if they exist) will appear here.

Clicking the arrow will bring you to the next screen where you can enter your own booking notes as you would normally into WILMA. (See next image).



## **Equipment Description**

This box presents to you the equipment necessary for the current job.



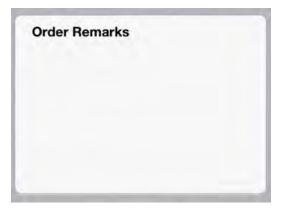
#### **Call Out Team Remarks**

These are the notes that Bell CSR's have left that may be useful for the current job.

Call	Out Team Remarks
	0: 2012-06-25 assigned via script -
user	log of the script please contact the

## **Order Remarks**

Order remarks are presented here.



#### **Work Order Forms**

Here is where you come to take the photo of your Work Order Form and upload it to SEI/ISE's servers. Please note that in the event that you have a secondary OMX for an additional receiver, you can do one of two things:

- 1) We recommend that you reference two OMX's on the same work order and upload it twice. Once to each of the jobs on your active list.
- 2) Or write out another individual work order and upload those to their respective OMX's on your active list.



Selecting Upload Work Order Form will bring you to this screen:



#### **Taking the Picture**

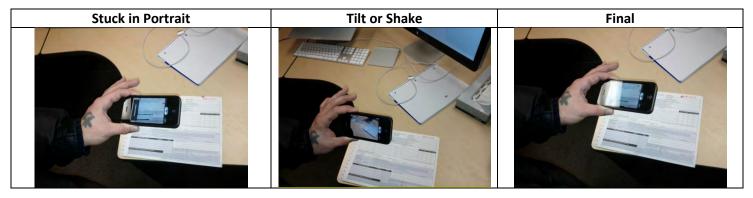
Tap the Take Photo button to activate your camera so that you can take a photo of your work as you can see in the next picture. Make sure to rotate your phone into the landscape mode and line up the work order in between the four corners. It is very important that the image encompasses both the **Form Number** at the top right of the screen and the **Signature** at the bottom right of the screen. If you are not in landscape mode you will see warning "Landscape Mode Only" as shown in the display below. This means that your picture (like the one below) will be rejected and you will have to upload another image properly.



If you see this warning, turn the phone into its landscape position as shown below. (Notice the "Landscape Mode Only" warning has disappeared). Please note how the image is centered in the camera and important information like the **Form Number** and the **signature** are clearly visible and not cut off.

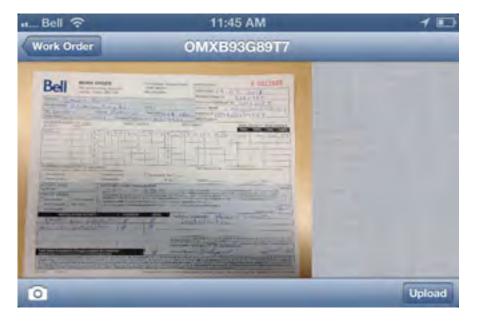


Occasionally you may notice that the phone does not detect that you are in landscape mode and the "Landscape Mode Only" warning remains. Just tilt the phone as shown below or shake your phone slightly and the warning will disappear.



Wait a couple of seconds to allow the camera to autofocus. When the picture appears clear, tap the camera icon  $\square$  to take the picture. If the picture turned out well, press the "Use" button. Otherwise press the "Retake" button and repeat the above steps.

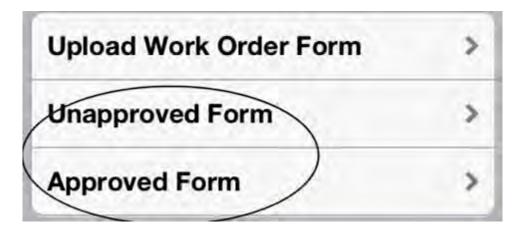
When you have taken a good picture of the Work Order (such as the next image), press the Upload Photo Button. If the image has been uploaded successfully, you will be returned to the Work Order Screen. If you have no connection, you can come back later to the same Work Order Image that you have just taken and upload it.



Once you have uploaded your image, staff at SEI/ISE will then either approve or reject (unapprove) your image. If your image is unapproved (rejected) staff at ISE will notify you which job this was on. Below is an example of a perfect image that the staff will approve:

	WORK ORDER 100 Wyrdant Drive, Suile 300	For customer service contact. 1 666 750-3474	WORK ORDER	E 50128
	Totonto, Cetario, MGC 484	tell ca/satellite	Activity Date 04 0	3 2013
Customer T Chan	is Band		Technician PEIN/Dealer ID	UDSOOT
	Harvey Farry Rd.	April		laladddd
cay London	Perma Orstorrip	Postal Code N 6 K 2 KG		
Home Prove (G+1) 11	13 4563 Dusiness Phone	16131965-4921	MDU Project #	an and the state of the state o
who it is a second second		CARD a REC	EIVER#	SIGNAL LEVELS () 11" BIGNAL LE THUS) TO2(%) THUS
9400	6112134 910	ZYNORORI	8769932	001 000 000100
	al 1 1 1 1 1	I. I. I. H. I. I.		
	81-1111	H H		
	31 1 1 1	I I I MI I I		
	#	A		
	111111	1 1 1 1 1		
Let if equipment priori so Cum - thereas tester (i) ACTIVITY CODE	TY (If applicable) Carry extension reach extension Carry extension Malinus calch CUSTOMER ACKNOW		bgrater	na kal ka estanos kasi kasi ka ban p
Life if experiment years as them density law total Remove and to	Customer and term of separate     Customer and terms     Custom	Mutati	Esperature	Com-
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Let it expension in potentia de Caren- de many les mais (a). ACTIVITY CODE ing IND-KCI TYPE OF ORDER Disease Accesses Accesses Tennes (Carenes) Many Expension INSTALLATION	And Area Alex and Area an	EDGEMENT ST TOTAL Technology	Togradure Togradure Allow 30 forwards, would not an owned allow 30 forwards of the second of the second of the second of the second second of the second of the second of the second of the se	Com-
Control of the second sec	de offen de la carde de la carde participa de la carde de la	EDGEMENT ST TOTAL Technology	Experience	Come the Freimed the come with all of the co- ting and the second of the come of the location by the is in particular installation of the location by the fu- in its particular installation of the come Constrained Freimil
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Control of the second sec	de offen de la carde de la carde participa de la carde de la	EDECHARGE SECONTROL STATUS SECONTROL SEC	Experience	Construction of the second sec
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This is to make sure that all relevant information on your work order is readable. You can check (after uploading) whether or not your image has been approved or unapproved by selecting one of the following menu items under Upload Work Order Form:



"Unapproved Form" will display images rejected by Admin staff.

"Approved Form" will display images approved by Admin staff.

# Photos

Just like the DART Evo application, you will be required to take pictures of your jobs.

**Conditions:** You must take the six (x 6) pictures that are required for each New or Move Orders. For Service Calls or Change Orders, you only need to take (before and after) pictures of what you altered.

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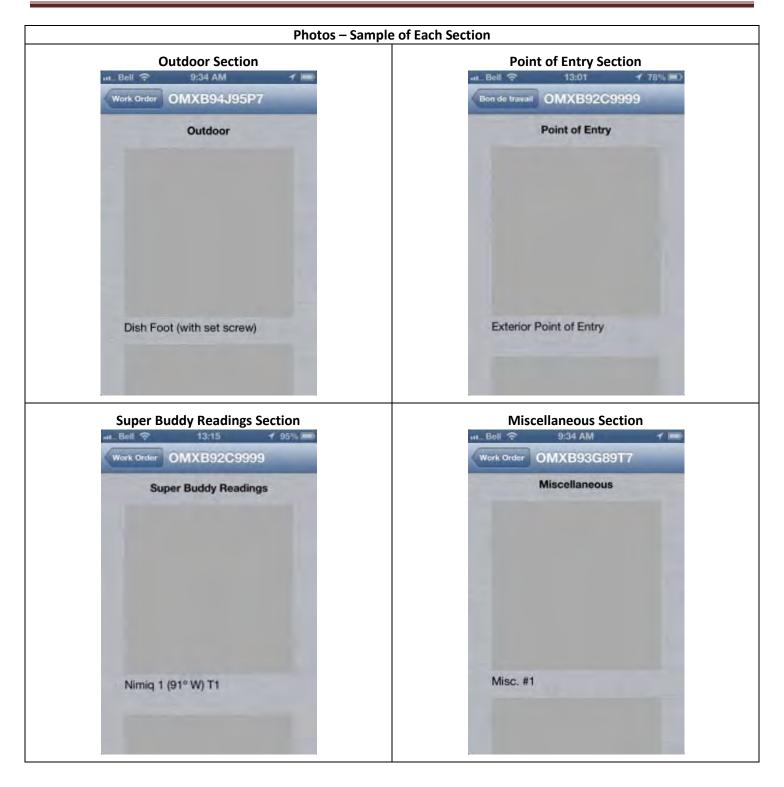
**New:** You must also take pictures (x 4) of Super Buddy readings at the receiver for Nimiq 1 & 2, Transponders 1 & 32 on all service calls. The good news is you no longer need to enter the readings when completing the work order section of WILMA. <u>Readings must still be written on the paper work order</u>.

See table below:

Section	Location	Description	New/Move	Service/Change	Remarks
	Dish Foot	Foot, including set screw	Required	If altered	
O U T	Dish Overview	Dish, include the set screw and switch when installed	Required	If altered	
D O O	Grounding Overview	Picture or explanation in Tech Notes as to why not grounded	Required	If altered	Take picture at minimum distance of 5 feet
R	Cabling Overview	Global view of cabling, including dish and entry point	Required	If altered	Take picture at sufficient distance to view entire house
P. of E	External Point of Entry	Caulked entry point and Drip Loop	Required	If altered	Take picture at minimum distance of 5 feet
N T R Y	Internal Point of Entry	View of entry point hole and face plate	Required	If altered	Take picture at minimum distance of 5 feet
Signal	Super Buddy Readings (x4)	Pictures of readings: Nimiq 1 (91W) Transp 1 Nimiq 1 (91W) Transp 32 Nimiq 2 (82W) Transp 1 Nimiq 2 (82W) Transp 32	Not Req'd	Required for all Service calls	Ensure full display of Super Buddy is visible in picture and in focus so that readings are legible.
Misc	Misc (x3)	At technician's discretion. Add Tech Notes	Optional	Optional	As required and to support extra charges or dangerous conditions

To take and upload pictures, tap the **Photos** item near the bottom of the Work Order screen. You will then be taken to a window with rectangles indicating where you must insert the appropriate pictures. The order of pictures is:

- Outdoor: Dish foot; Dish Overview; Grounding Overview; and Cabling Overview
- Point of Entry: Exterior Point of Entry; Interior Point of Entry
- Super Buddy Readings: Nimiq 1 and 2 Transponders 1 and 32 for each satellite (4 pictures)
- Miscellaneous: Misc #1, #2 and #3 where you can add extra pictures. This can be quite useful to support extra charges. You can also record dangerous conditions, damages in case of an incident, etc.



To take a picture, tap the grey box above the appropriate picture definition. For example, in the above screenshots, under Super Buddy Readings, you would tap the grey box above **Nimiq 1 (91<sup>o</sup> W) T1** to take the picture of Transponder 1 readings on your Super Buddy.

Once in the picture window shown below, you can do one of two things:



- 1. Tap the camera icon to launch the camera application and take a new picture; or
- 2. Tap on the folder to open your "Albums" to upload a picture you have previously taken.

Note: The first time you access your "Album," WILMA will ask for permission to access your photos. Tap on "OK" to proceed.



Once you have the desired image, tap the "Upload" button to submit your picture to the WILMA server. Do this for every required photo.

## **Complete Screen**

Once you have finished your work, you can complete the job in the WILMA app by tapping "Complete."

Approved Form	>
Photos	~
Complete	>
	/

You will be brought to a screen that has all the information that you need to finish your job just as you would in WILMA in your browser.

#### **Work Order Information**

Here you need to enter the Form Number and the Account Number (if it doesn't exist). You also need to select your Job Start and End Times.

Upper Part	Lower Part (scroll down)
a Bell 3G 10:32 AM I	Work Order OMXB93F33N7
Work Order OMXB93F33N7	Work Order OIVIABSSF33147
Order Status	
Active - Active	Complete Date
	Feb 14, 2013
Order No:	HS No
OMXB93F33N7	HS2013043153960-1
Account No	
8455100610403868	Job Start Time
Form No	-0 -0 -0
	Job End Time
Complete Date	-0 -0 -0
Feb 14, 2013	-0 -0 -0
HS No	
HS2013043153960-1	

#### Work Code Information

Just as in WILMA,	for each line,	you must	enter the	Work Co	de and	Quantity.

nı. Bell 😤	9:44 AM	1 2000
Work Order	OMXB93G8	9T7
1 Work Code	_	
	XND1	0
Quantity		
0		
Previous 1	lext	Done
XLI	N	
XM	D1	
√ XNI	D1	
xo	AR	_
xo	KM	-

Please remember that if you are claiming extra charges such as XOLC, you will still need to provide claim notes. Whenever you have selected one of the extra charges an input box will appear under the Work Code Information section and before the Products used by Technician section:

ech		
C	07	0
		-
1 XOLC		/
9: XBFD		

## **Products Used by Technician**

Just as in WILMA you must select the correct equipment that you used on the job:

a_ Bel	19	10:59 AM	1 BD
Work	Order	OMC556140	9
Produ	icts Used	by Technician	
C	9241 - R	10098128460 - 1	32 🔇
Previo	aus No	None	Done
	9241 -	R0098143886 - 1	32 days old
	9241 -	R0098144271 - 1	32 days old
1	9241 -	R0098128460 - 1	32 days old
	9241 -	R0098141218 - 1	32 days old
-	9241 -	R0098143950 - 1	32 days old

## **Products Owned by Customer**

Record the equipment owned by Customer and if it is a receiver, input the R00 number.

	. Be	11 1	2		11:01	I AM	-		1	839
6	Nor	k Dr	der	ON	1C5	561	409	1		
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#### **Order Modification Screen**

Should your order be modified, this is where you insert that information.

rder Modifica	tion Intermation	
CCT No		
Reason		
_	None	0
Note		

## **Rework Information**

If your job is a rework, you will need to enter the reason and fill out all of the questions just as you would in WILMA.

🗆 Bell 🗢	11:02 AM	-7 81
Work Order	OMC5561409	)
Hework Islann	alibin	-
Reason:		
	Choose	0
(1) What did problem? Be	you find as the cau specific:	se of the
(2) What did Be specific:	you do la resolve ll	he problem?
(3) Was the p customer?	problem caused by	the

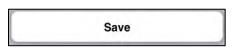
# **Completion Notes**

As with WILMA, you are still required to enter Completion Notes.

Completic	n Notes		
_		Save	 _
		Quit	

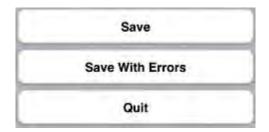
#### Save / Save With Errors / Quit

To complete your job, press the Save button:



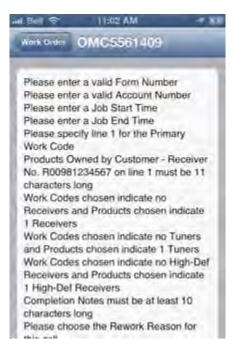
If you have coded any incomplete or wrong information, you will be presented with warnings (<u>see Warnings section</u>). You may fix the errors and press Save again or you may Save With Errors.

A successful Save, or a Save With Errors will bring you to the Work Order Page in the Application as will pressing Quit.



## **Complete Screen – Warnings**

If you have tried to save and you have forgotten to input one or several pieces of information, you will be presented with warnings telling you exactly what you have forgotten or what is wrong in your coding:



## **Message Center**

All of your WILMA mail is accessible in the Inbox of the application as pictured below:

. Bell 3G	9:32 AM	11
_	Home	_
Active Wo	rk Orders	>
Work Orde	ers	>
Inbox		•
Settings		>
Settings		>

Tapping "Inbox" will bring you to this screen where all of your messages are presented:

Message List		Display of selected message	
n Boll 36 10:37 AM	1	n Bolt SG 10,40 AM 🖌 🛏	
Home Inbox (116) C		Inbox (116) 1 of 30 T	
Jim Young Feb 19, 2 NEW PROCESS / NOUVEAU PROC Bonjour.		Jim Young	
		NEW PROCESS / NOUVEAU PROCÉDÉ - P-CODES	
Alex Amaro Feb 17, 2 REMINDER	>	Repensivy (B. 2012 Tela ANd	
		Bonjour,	
Alex Amaro Feb 14, 2	013	Bell exige maintenant que les techniciens	
Fw: Schedules CORRECTION MINIMUM OF 6 HOURS 1 3 HOURS	ot >	suivent une procédure détaillée lorsquune commande se fait attribuer un P-Code. Veuille: Ilre le bulletin ci joint pour les instructions qui	
Alex Amaro Feb 14, 2	013	entrent en vigueur AUJOURDHUI (18 février).	
Feb 18th Family Day	>	Dans tous les cas, vous DEVEZ téléphoner votre inspecteur désigné ou chef déquipe avant	
Alex Amaro Feb 13, 2	013	dattribuer un P-Code à une commande.	
Schedules Good morning	>	Merci,	
		S-more consistent	

## **No Connection**

You may see this image once in a while and it means that you have no connection to the WILMA server at the moment:



There will be times throughout your day that you may lose internet connection. This is fine as the application takes this into account. As long as you have launched the application with internet, your active list will be cached to the phone and the list will remain visible. You will not be able to update your Real Time Status or Booking Notes however.

## **iPhone Resources**

Below is a list of websites that might be of use to you if you are new to the iPhone. Some links contain tip sand tricks to get the most out of your iPhone 4 or 4S.

Apple Website <u>iPhone 4 Tutorial</u> <u>Interactive iPhone Tutorial</u> <u>iOS 6 Features</u> <u>iPhone Camera</u>