# Oracle Real-Time Scheduler

Hybrid Mobile Application User's Guide

Release 2.3.0.0.0

**E72775-01**

March 2016

ORACLE®

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# Chapter 1

## About the Mobile Application

The Oracle Real-Time Scheduler mobile application supports crew members as they perform work in the field.

Users log on to the application from their mobile device, also referred to as a mobile data terminal (MDT), which may be a laptop, tablet or other hand-held device. Once logged on to the application, they start their shift and receive the tasks assigned to them. Your system configuration determines whether the crew receives all tasks at once or is drip-fed tasks throughout the day.

## Tasks

Tasks appear on the list of tasks on the crew's MDT. Once the crew has received their tasks, they can work them offline if connectivity is not available.

As the crew works each task, they can record their progress. For example, the crew can indicate when they begin traveling to the task location, when they arrive, and when they have completed work. Once a task is completed, it is removed from the list of tasks and appears on the **Completed Task List**, along with other completed tasks.

Meetings (referred to as crew-related periods of unavailability or POUs), non-productive tasks, and breaks are considered tasks. A crew can take or cancel a break. Likewise, they can attend or not attend a meeting. The system can track a crew's travel to and attendance at these non shift tasks, just as it tracks their progress on a work task.

If advanced dispatching is set for a shift, the crew can preview tasks before logging on or starting their shift so that they can better plan ahead for the start of their work day. The number of tasks and the amount of time prior to shift start that the preview is available is set on the crew shift.

## Connectivity

If the crew is connected, task updates are sent to the server immediately and can be viewed by the dispatcher and other authorized users. These updates are also sent to the scheduler so it can update and optimize the schedule based on the crew's current state and location.

If the crew is not connected, the details are sent when a connection is reestablished.

In cases where the crew knows that they are going to an area with no wireless or network coverage, or as otherwise needed, they can request to go offline on their mobile device. While offline, the MDT can store normal actions and it does not try to send or receive messages until it goes back online. When the MDT is offline, the scheduler assumes that the crew is on track.

# Toolbar

The mobile application displays a toolbar below the application title bar. The toolbar is available from every application screen, but the buttons that are displayed at any time vary depending on the current application screen you are viewing.

# Crew Leader

The user who logs on to start a shift or the last user to change the shift's allocation is considered the crew leader.

The crew leader is responsible for overseeing procedure completion as applicable, managing attachments modifying shift details (including crew allocation), updating the status of tasks, entering completion details (including timesheet verification as applicable), and ending the shift.

The system provides security measures to ensure that only one device at a time can have the shift data. When a crew logs on to a shift, the system links both the MDT and the user ID to that shift.

The system will allow any member of the crew to log on to the shift from this MDT, but will only allow the crew leader to log on from a different device.

If an MDT device breaks or is lost during a shift, the dispatcher can forcibly log the device off the shift. The crew leader can then log in from another device and request shift details from the server.

If a device dies and the crew leader is unavailable to log back on, then a user with administrative privileges must revoke the crew leader's password and create a new one, then communicate the new password to another crew member so they can log in from a different device.

# Chapter 2

## Getting Started

This section describes how to start the mobile application, register a mobile device the first time it is used to log in to the application, and log on to start a shift.

## Registering a New Device

Use this to register your mobile device to use the locally installed mobile application.

This is required the first time you log on to the mobile application from a new device. Once the device is registered, you will be able to log on to the mobile application from the device without further prompting.

**Prerequisites**: The device you are registering must have been defined on the server. You must know the unique device tag for the MDT and the URL of the server application. The device tag would have been assigned when the MDT record was created on the server.

Note: If the MCP client can detect the ID it will automatically use that ID as the device tag. If the MCP client cannot detect the ID for the hardware, it will prompt for the ID on the registration screen. Any ID can be used to identify the MDT as long as it is only used on that given MDT.

1.  From your mobile device, select the desktop icon or program menu option to start the mobile application. The first time the app is launched, you will be presented a license agreement they you will need to **Accept**.

2.  Enter the URL for the server application.
    For example:
    http://[yourserver].com:port/ouaf/mobility/main

3.  On the **MDT Registration** screen, enter the MDT Tag.

    Select **Download**.

    Enter your credentials and select the **Logon** button. See Logging On to the Mobile Application for more information about the logon process.

# Logging On to the Mobile Application

Use this procedure to log on to the mobile application.

**Prerequisites**: The mobile application must be installed and your device registered on your system. You must have a valid user ID.

1. Launch the application.

2. Enter your user ID and password.

3. Select a language, if prompted.

4. Select **Login**.

    The system authenticates your credentials and verifies that the status of the device is set to Active.

    If authenticated, the system looks for the most recent version of all active, qualified deployments based on the user group, language, and MDT type.

    If only one deployment exists for your MDT's type, it is automatically downloaded. If your MDT type is associated with more than one deployment, the **Select Deployment** screen displays a list of available deployments. Select the deployment you want to use, and select **Download**.

    > **Note**:
    >
    > If unprocessed data exists on the device when you attempt to download a new deployment, the system warns that the unprocessed data will be deleted if you continue. You might receive a warning message if the system finds that the selected deployment is out of date. You can continue, however you should contact your administrator to resolve the issue.

    When the download is complete, the system will look for the current shift associated with your user ID.

    If your shift has already been started, the system takes you directly to the list of tasks. Otherwise; the Shift Logon screen appears so you can preview or start your shift. See Starting Your Shift (Shift Logon) for more information.

# Previewing Your Scheduled Shift

Use this procedure to preview your shift prior to actually starting your shift.

If you are working variable shifts you can use this some time prior to the earliest time your shift is planned to start to learn when your shift is scheduled to start. The lead time for this information to be available to you is configured as per your company's business practices.

**Prerequisites**: You must be connected to the server.

1. Log on to the mobile device. The **Shift Logon** screen is displayed.

2. Select **Preview**.

    The first few tasks on the shift are displayed. The number of tasks that are sent is designated in shift settings. The **Preview Task** list is displayed allowing you to browse but not act upon any task on the list.

3. Select **Home** to return to the **Shift Logon** screen when you are ready to start your shift.

# Starting Your Shift (Shift Logon)

Use this procedure to start a new shift. You can view shift details and make adjustments to the crew allocation and primary function before starting the shift.

**Prerequisites**: You must be connected to start your shift and retrieve the tasks you are scheduled to work. Once you have received your tasks, you can work the tasks while you are offline.

> **Note**: The user who starts the shift or was the last user to change its crew allocation is considered the crew leader.

1. From the **Shift Logon** screen, review the default shift details.

   - To change the primary function of the crew, select a different service class of work from the drop-down.

   - To change the mobile worker allocation, use the + or - buttons to add or remove mobile workers. Each mobile worker must have a valid system user ID.

   - To change the vehicle allocation, use the + or - buttons to add or remove vehicles. For each vehicle, enter the starting odometer reading if applicable.

2. When the shift details are correct, select **Start**.

   If there are any prerequisite procedures that need to be completed before you can start the shift, you will be prompted to complete the steps.

   **Warning**: If data for a non-finalized crew shift exists on the device you are using, the system warns that starting a new shift will cause the existing shift to be deleted. If you cancel the action, a member of the previous crew shift can log on and finalize the shift. If you continue, the previous shift's data will be deleted.

   Once the shift has started, the system either dispatches all tasks at logon or drip-feeds them to you throughout the shift, depending on your system configuration.

   The tasks are displayed on the list of tasks in work sequence order. You can now begin working the first task. The status of the shift is Out of Service until you start a task or manually change the status to In Service.

# Using the Task Lists

Before you start your shift, you can preview your first few scheduled tasks in the **Preview Task List**. Once the shift is started, the mobile application displays two tasks lists:

- your open tasks are displayed in the **Open Task List**
- completed tasks are in the **Completed Task List**

Use the appropriate list to view open and completed tasks.

From either list, you can select a task and view its details. You can update the status of open tasks, but previewed and completed tasks cannot be changed.

Summary information about each task is displayed on the task list. This information varies, depending on the type of task. Select a task to display information and action buttons relevant to its current state

Icons are displayed to the left of certain tasks to convey important information using visual cues. These icons may be customized during implementation. Standard icons display to provide information such as:

- emergency activity
- appointment
- an activity with attachments

- a break is scheduled to be taken while you are on site working this activity

# Viewing Maps and Getting Directions

From the list of tasks you can select the map icon on the application toolbar to view your remaining scheduled route from your current location on a map. When you click the icon the map opens to show the route from your current location to the location of the task. You can also choose to get driving directions for the route.

Depending on how your system is configured, you can also select themes or layers to display on the map.

> **Note**: The mapping capability has to be enabled by mobile application configuration and you also need to be connected for this feature to be available.

# Chapter 3

## Managing Your Shift

This section describes common tasks related to managing your shift.

## Changing the Primary Function

Use this procedure to change the primary service class of work for your current crew shift.

**Prerequisites**: You must be connected to the server to change your primary function.

> **Note**: If you change the primary function during an active shift, one or more of the tasks previously assigned to the crew may no longer be appropriate. The system will automatically reschedule any such tasks that have not yet been dispatched. If a task has already been dispatched or queued for dispatch, the crew can decline the task, or the dispatcher can manually reassign it to another crew (which will cause the task to be returned).

1. Select the **Shift Actions** option from the task list menu.

2. Select **Change Primary Function** from the menu.

3. Select the service class of work that you want to use as the primary function for this crew shift.

4. Select **OK**.
   If there are any prerequisite procedures that need to be completed when the primary function on the shift changes, you will be prompted to complete them.

## Changing the Crew Allocation

Use this procedure to change the mobile worker or vehicle allocation for your current crew shift.

**Prerequisites**: You must be connected in order to change the crew allocation.

> **Note**: If you change the crew allocation during an active shift, one or more of the tasks previously assigned to the crew may no longer be appropriate. The system will automatically reschedule any such tasks that have not yet been dispatched. If a task has already been dispatched or queued for dispatch, the crew can decline the task, or the dispatcher can manually reassign it to another crew (which will cause the task to be returned).

1. Select the **Shift Actions** option from the task list menu.

2. Select **Change Crew Allocation** from the menu.

3. Use the **+** or **-** buttons to add or remove mobile workers from this crew shift. You must enter a valid user id or employee id.

4. Use the **+** or **-** buttons to add or remove vehicles from the shift.

When adding a vehicle, you must enter a valid vehicle ID. A starting odometer reading may also be required, based on your system's configuration. If a starting odometer value was entered, the system will require an ending odometer reading.

5. Select **OK**.

The system will access the server to validate and update the shift details. If successful, the shift details are updated and you are returned to the **Actions** menu. Otherwise, the system presents you with an error, allowing you to correct the information.

If there are any prerequisite procedures that need to be completed when making resource allocation changes, such as utilizing a new vehicle, you will be prompted to complete them.

# Going Out of Service

Use this to indicate that you are going out of service.

**Prerequisites**: Connection to the server is not required to go out of service. The system will automatically send the update message once you are back in range.

> **Note**: If you attempt to go out of service while a task is currently in progress, the system will prompt you to either Suspend or Postpone the current task first.

1. Select the **Shift Actions** option from the task list menu.

2. Select **Change Service State** from the menu.

3. Enter a **Status Reason** for going out of service.

4. Enter an **Estimate Duration** that the crew will be out of service.

5. Select **OK**.

# Returning to Service

Use this to indicate that you are returning to service.

**Prerequisites**: Connection to the server is not required to return to service. The system will automatically send the update message once you are back in range.

1. Select the **Shift Actions** option from the task list menu.

2. Select **Change Service State** from the menu.

3. Select **OK**.

# Requesting to Go Offline

If you know you are heading to an area with poor or no connectivity for a long period of time you may want to get all your scheduled work dispatched to your device and let the system know to not send you more work before going offline. Use this procedure to take your mobile device offline.

**Prerequisites**: MDT is connected to the server.

1. Select **Network Communication** from the task list menu.

2. Select the **Offline** button.

This action closes your shift's schedule if not already closed and requests to dispatch all tasks to your mobile device. Once all tasks are dispatched to your device you should get a confirmation pop-up message notifying you that can now work your schedule offline and the indication bar should show that your network connectivity has been disabled.

The confirmation message also indicates if the dispatched activities have attachments associated with them. You have to be connected to download attachments so it is recommended that you review the list of attachments and download those you would need

before you lose connectivity. Use the **Attachments** option on the task list menu to review and download attachments.

The dispatcher can see that you are offline in the CDI portal.

While offline none of the updates you make locally are sent to the server. They are queued up until you are back online.

# Resuming Online Status

To go back online you must select **Network Communication** from the task list menu and then select on the **Online** button. Once connectivity is reestablished, locally queued updates are sent to the server.

# Issuing a Panic Alert

Certain emergency situations may arise where you need immediate attention in the field. In these cases, the mobile application provides the ability to issue a panic alert to a dispatcher. Selecting the **Panic** button on the mobile device alerts the dispatcher that the crew is in distress. If supported on the device, the crew's current GPS is also sent with the panic alert. This can assist the dispatcher in finding the current location of the crew on the map.

Use this procedure to issue a panic alert to the dispatcher.

**Prerequisites**: You must be logged on to issue a panic alert.

1. Select the **Panic** button on the mobile device.

   The device shows a countdown of seconds before the alert will be sent. There are also **Send Now** and **Stop** buttons.

2. Send the alert immediately by selecting **Send Now**.

   If you do nothing, the alert is sent after the countdown timer runs out. Select **Stop** to cancel sending the alert.

   The dispatcher receives the alert on the CDI portal. The MCP device shows a message indicating that the panic alert was successfully sent.

# Logging Off (Closing) the Application

You can close the mobile application at any time by selecting the **Exit** option on the menu. This effectively logs you off the application, but does not complete a started shift.

The system does not require you to complete your shift in order to log off the application. However, it warns you if unprocessed data exists.

> **Note**: If another crew starts a new shift on a device that contains unprocessed data, the previous shift's data will be deleted. Once a new shift is started on a device, you cannot access the previous shift.

When you log back in to the application, the system automatically logs you back on to your current shift.

Use the **End of Shift** menu option to complete your shift.

# Ending (Completing) your Shift

Use this to complete your shift and indicate that you are done working. You may be required to provide shift completion details, depending on your system's configuration.

**Prerequisites**: Connection to the server is not required to end your shift.

You can end a shift at any time. Any resources allocated to the shift are considered logged off from the shift, and any scheduled tasks that were not finalized are automatically returned. Returned activities are automatically rescheduled.

If you attempt end a shift while a task is currently in progress, the system will prompt you to either Suspend or Postpone the current task first.

1. Select the task list menu.

2. Select **End of Shift** option on the menu.

3. Enter shift completion details, which may vary depending on your system configuration and your business practices.
   For example, ending odometer readings are required if you have specified starting odometer readings, or you may need to create related activities or include attachments.

4. Select **Complete**.

   All shifts and task completion details are sent to the server, and you are logged off the mobile application. If you are currently out of range, the system attempts to resend the message automatically once you are back in range.

   If your organization requires you to verify timesheet information as part shift completion, you will be prompted to review time worked on the shift and approve or correct as applicable.

   The system automatically sends shift completion information to the server. Any unfinalized tasks are returned and rescheduled.

# Reviewing Timesheet Information

Use this process to review and accept completed timesheet information on your mobile device at the end of your shift.

**Prerequisites**: Your organization must have configured settings so that timesheet review is required as part of your completion process.

1. Select "**Yes**" at the "**Review Timesheets on Device**" prompt. Set it to "No" if you want to review your timesheet information later at the office.

2. When timesheet information is displayed verify information such as start time, end time, User IDs and status, as required by your business practices.

3. Make any necessary changes as required by your business practices.
   Select **Reviewed** once the review is complete.

4. Select the **Complete** button.
   Any updated values should be reflected on the timesheet record on the server.

# Chapter 4

## Working Tasks

This section describes procedures related to working individual tasks.

## Displaying Task Details

Use this to display detailed information about any task listed in the task list.

**Prerequisites**: Connection to the server is not required to view details of tasks that were already dispatched to you.

1. Select the task in the task list.

   The screen that appears next depends on the type and status of the selected task (and also your system's configuration, as these screens can be customized). For example, if you are en route to the selected task, you will see the Enroute screen. If you are on site to the task, you will see the maintenance screen with more details about the task.

2. Information may be organized in sections that you may expand or collapse as needed. Below is a sample list of common activity information. Your system may support additional information.

   - **Activity Information** includes basic summary information plus the host ID and any comments associated with the activity.

   - **Customer Information** includes the customer name and contact information.

   - **Scheduling Information** includes the sequence of this activity within the crew shift's schedule and displays either calculated or actual values (depending on the task's status) for arrival time, completion time, travel time and distance.

   - **Common Completion** allows you to enter common completion data, which typically include standard completion remarks and free-form comments.

## Going En Route to a Task

Use this procedure to indicate that you are travelling to a location.

**Prerequisites**: Connection to the server is not required to update a task's status to En Route.

1. Select the task in the list of tasks.

2. Select **En Route**.

   The system displays the task address and updates the available actions based on the new status.

# Starting a Task

Use this procedure to indicate that you have arrived on site to the task's location and are ready to start work.

**Prerequisites**: Connection to the server is not required to update a task's status to Started.

1. If the En Route screen is not already displayed, select the task in En Route status on the task list.

2. Select **Start**.

   If this is an activity that cannot be started, please refer to Delaying the Start of an Activity for instructions on how to proceed if you have arrived on site, but cannot start work.

   The system displays the maintenance screen for this activity.

   If there are any prerequisite procedures that need to be completed before work can start you will be prompted to complete them.

# Delaying the Start of an Activity

Use this procedure to indicate that you have arrived on site to the activity but cannot start work. For example, you may have arrived on site but need to wait for someone to provide access to the work location, which delays the actual start of the task.

**Prerequisites**: Connection to the server is not required to update a task's status to Arrived.

1. If the En Route screen is not already displayed, select the task in En Route status on the task list.

2. Select **Arrived** and select the reason for not being able to start work.

   This notifies the dispatcher that you are waiting and cannot start work.

3. Select **Start** when you are ready to start work.

   Selecting **Start** at a time later than the scheduled start time prompts the scheduler to calculate a revised estimated completion time for the task.

# Updating the Duration of an Activity

Use this procedure if you have started the activity and determine that the job will take more or less time than what was estimated by the scheduler.

1. If the activity maintenance screen is not already displayed, select the task in Started Status on the list of tasks.

2. Adjust the duration by entering the time remaining, in minutes, in the appropriate field.

   The value entered should reflect the amount of time remaining to complete the activity.

   The system calculates the new activity duration.

3. Select **Send Now**.

   The updated duration is sent to the server so that the scheduler can adjust the crew's schedule accordingly.

# Completing an Activity

Use this procedure to indicate that you are done working on the activity and have entered all required completion information.

**Prerequisites**: Connection to the server is not required to complete a task.

1. If the activity maintenance screen is not already displayed, select the task in the list of tasks.

2. If you have not already done so, enter the completion details in the applicable sections as required.

3. Select **Complete**.

   The task is removed from the list of tasks and will remain on the Completed Tasks List until you end the shift.

# Postponing an Activity

Use this to procedure to postpone an activity that you have not yet arrived to.

**Prerequisites**: Connection to the server is not required to postpone a task.

> **Note**: You can only postpone an activity if its status is Dispatched or En Route.
> If you are already on site to a task, you must suspend rather than postpone it.

1. From the list of tasks, select the activity you want to postpone. (If you are en route to the activity and the Enroute screen is already displayed, skip to the next step.)

2. Select **Postpone**.

3. Enter the following information:

   • Postpone Date

   • Postpone Time - An actual time, not duration. Date Time combination must be in future.

   • Status reason (optional)

   • If allowed for the activity, you can select "Stay with Crew" to ensure that the activity is assigned to your future shift.

4. Select **Ok**.

   The task remains in the list of tasks. When you are ready to work the activity, set its status to **En Route**.

# Declining an Activity

If you are not able to work the activity for any reason, such as you are unable to reach the activity site, or if you do not have the required capabilities to work on the activity, then you can decline the activity from your mobile device.

1. Search for the activity in the list of tasks.

2. Select the activity.

3. Click the Decline button.

   The system opens Decline Assignment pop-up window.

4. Enter the decline reason, provide comments as needed.
   If allowed for the activity, you can select "Keep with Crew" to ensure that the activity is assigned to your future shift.

5. Click OK.

# Suspending an Activity

Use this to procedure to suspend an activity after arriving on site.

**Prerequisites**: Connection to the server is not required to postpone a task.

> **Note**: If you are not yet on site to a task, you must postpone rather than suspend it.

1.  Select the task in the task list.

2.  Select **Suspend**.

3.  Enter the time to which you want to postpone the task and a reason for the postponement. The time must be in the future. The reason is optional.

4.  Enter the amount of time you think it will take to complete the task when you resume.

    If allowed for the activity, you can select "Keep with Crew" to ensure that the activity is assigned to your future shift.

5.  Select **OK**.

    When you are ready to resume working on this task, set its status to **En Route**.

# Starting and Completing Breaks

Use this procedure to start or complete a break that appears on your task list. If you decide not to take a break, use the Cancel action.

**Prerequisites**: Connection to the server is not required to start or complete a break.

> **Note**: When you start a break, the shift status automatically changes to Out of Service. When you complete a break, the shift returns to In Service status.
>
> Depending on activity type configuration you may be able to start a planned break while on site. In this situation you do no longer need to suspend the activity to start the break. Starting the break would automatically set the activity state as at break and once the break is completed the activity is set back to started state for you to resume work.

1.  From the list of tasks, select the break you want to start or complete.

    The system displays break details and buttons for available actions.

2.  Select the appropriate button to start or complete the break.

# Cancelling a Break, NPT or POU

If you decide not to take a break or attend a POU, use this procedure to cancel it. Cancelling a task finalizes it and removes it from the list of tasks.

**Prerequisites**: Connection to the server is not required to cancel a break or POU.

1.  From the list of tasks, select the break, NPT or POU you want to cancel.

2.  Select **Cancel**.

    The task is moved to the Completed Tasks list. You can start work on your next task.

# Creating a Field-Referenced Activity (FRA)

Use this process to create an activity on the MDT if the original activity cannot be dispatched due to connectivity problems.

**Prerequisites**: The dispatcher should communicate the activity's details over the phone or radio, and should also give you a short ID to use when you create the activity. This ID is required so that the system can match the field-referenced activity back to the original activity when connectivity is restored.

1. Select **Add Activity (FRA)** option from the task list menu.

2. Select the activity type from the drop-down. The activity type determines the type of completion information you will be able to enter, so be sure to select the correct type.

3. Enter the alternate ID provided to you by the dispatcher.

4. Enter the customer's address and city.

5. Select **OK**.

   A new task is created and added to the top of the list of tasks. You can work this task just as you would any other dispatched task. When the system is able to reconnect to the server application, it will automatically match this activity to the original one on the server using the ID you specified.

# Creating a New Activity by Site Address

Use this procedure if you are in the field and need to create an activity.

1. Select **Add Activity** from the task list menu.
   Note that depending on your organization's business practices, some activity types may not allow the creation of an activity from the field.

2. Select an activity type.

3. Enter the site address and select **OK**.

   The system attempts to validate the address with the server. If the address cannot be validated (geo-coded), an error is returned and an Override box becomes enabled. Check the Override box to accept the non-validated address.

   An activity created with an invalid address is added on the server with a status of "Issues Detected."

4. Select **OK** to create the activity.

   The activity is added and sent to the server.

# Working Emergency Activities

Because of the nature of emergency activities, the system handles them differently from regular tasks.

When an emergency activity is dispatched to a crew, the mobile application displays an alert pop-up screen that prompts the crew to accept or reject the task.

• If the crew accepts the activity, an acknowledgment message is sent to the server. Only then is the emergency activity considered dispatched.

• If the crew rejects the activity, it is returned so it can be reassigned to a different crew. The system also issues an unacknowledged emergency alert to the dispatcher.

- If the crew does not respond in a timely manner or is out of range and the acknowledgment does not reach the server, the system issues an unacknowledged emergency alert to the dispatcher so that appropriate action can be taken.

# Using Timed Events

If you feel you may be working in a dangerous area, that the crew is at risk, or any other reason why you might want higher visibility with the dispatcher while on your task, you can create a timed event that prompts the dispatcher to check on the crew once the timed event expires. You can start the timed event for a specified amount of time and stop it when the danger is over or once the work is finished.

Use this procedure to create a timed event.

1. Select **Set Timed Event** from the task list menu.

2. Enter the event duration, in minutes, and select **Start**.

   The system calculates the expiration date and time of the event and updates the crew shift with this information.

3. Once the task is complete, select **Stop** on the mobile device.

   Make sure that you stop the timer to prevent an alert from being sent to the dispatcher.

   If you do not stop the timed event before it expires, the dispatcher is alerted. If GPS is supported on the mobile device, the location is also sent to the dispatcher along with the alert.

# Managing Attachments

Attachments provide additional information related to an activity and can be any file, such as a photo, a document with instructions or specifications, a spreadsheet, or any other supporting documentation.

You can capture pictures or attach existing pictures from the device gallery and associate them with a specific activity in the field. These attachments are later on synchronized and uploaded to the server.

Attachments may be included with dispatched activities. All attachments can be downloaded on all devices, however if the file type is not supported on the device, it cannot be opened or viewed.

Depending on your system settings, attachments might be sent immediately with the deployment, or the attachments can be manually downloaded by the crew when ready. This is to save bandwidth, time and storage space, etc.

In either case, there is a visual cue on the mobile device to indicate that there is an attachment with the activity. Activities with attachments show a paperclip icon next to the activity entry in the mobile device **Task List**.

## Capturing Digital Content and Attaching Documents

Use this procedure to take a picture or record a voice recording on the MDT.

If supported by your device, you can also use this procedure to send attachments associated to activities back to the server to be included with the details for the activity.

**Prerequisites**: An activity must be selected from the task list.

1. Select the **Attachments** option on the activity menu.

2. Select the appropriate icon to attach an existing picture from the gallery or capture a new picture.
   The mobile device opens the application needed to capture the content. For example, if you

are taking a picture, the camera application opens.

The attachment is sent to the server and added to the activity when you are connected.

## Viewing and Downloading Attachments

Activities with attachments show a paperclip icon next to their entry in the mobile device Task List. Attachments may be sent along with the activity or attached to it by you as you work it.

Use this procedure to download attachments sent with the activity to your mobile device as well as manage and open any attachment associated with your activity.

**Prerequisites**: An activity must be selected from the task list, and there must be an attachment available.

1.  Select the **Attachments** option on the activity menu.

2.  If you need to download an attachment to your device, select the **Download** button next to the attachment you want to download.

    The file download process starts and a progress bar is displayed. Once the download is complete you can open the attachment to view on your device.

    You can open any attachment that you created or downloaded.

    You can also delete an attachment you created.

# Chapter 5

## Managing Mail Messages

This chapter describes procedures related to working with mail messages.

## Sending Mail Messages

Use this procedure to use the mobile device to send messages to the dispatcher or other users.

**Prerequisites**: Connection to the server is required to send mail.

1. Select the **Messages** tab.
2. Select **Compose Mail** from the menu.
3. Select a User ID or Group to indicate who you are sending the message to.
4. Enter a subject and message body in the appropriate fields.
5. Select the type of mail delivery from the **Queue** field. You can send the message as normal delivery or as an emergency message
6. Select **Send Mail**.

## Reviewing Mail Messages

Use this procedure to review received messages your mobile device. Once you open a new mail message, it is marked as read on the device.

**Prerequisites**: Connection to the server is required to receive mail.

1. Select the **Messages** tab.

   The device shows a list of messages by subject. Unread messages are indicated in bold and read messages are not bold.

2. Select the message you want to view.

   The message shows an emergency icon if the message was sent as an emergency message.

## Acknowledging Emergency Messages

In emergency situations, the dispatcher can send messages tagged as urgent with a requirement that acknowledge the message manually so that the dispatcher receives immediate confirmation that the crew is aware of the emergency. When the emergency message is sent, the mobile device shows a pop-up message indicating a new emergency message with an **Acknowledge** button. Select the **Acknowledge** button on the message to notify the dispatcher that you have seen the message.