Oracle Real-Time Scheduler

Mobile Application User's Guide (HTML5-based)

Release 2.2.0.3

E64164-01

May 2015

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.

Log on to the application from you 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, you can start your shift and receive the tasks assigned to you. Your system configuration determines whether the crew receives all tasks at once or is drip-fed tasks throughout the day.

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.

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.

There are a few actions in the system that require network connectivity such as "Get Shift" or "Start Shift". You cannot perform these actions without having network connectivity to the server.

Icons on the indicator bar of the device indicate whether the network connection is working, down, or disabled.

Application Modes

The Oracle Real-Time Scheduler Mobile Application is installed and accessed via one of two modes: compiled application or the browser based application.

Compiled Application

The compiled application is downloaded from a USB connection, an App Store, a URL download location, a Mobile Device Management Software or install via USB. It is considered the "client based" mobile application as it resides on the mobile device. The application includes a local database which allows you to work offline or in disconnected mode.

Browser Based Application

The browser based application is accessed via a regular web browser on any device such as a phone, tablet, laptop or desktop. There is nothing to install or "get" to use the browser based application. It is simply accessed via a URL.

Functions such as capture picture or bar code reading require access to native device functions and therefore require a full compile into an application archive. As a result, such features are not available in browser based mode.

Note: You cannot use the browser based application without network connectivity.

Supported Features by Application Mode

The following table lists the features supported by application mode.

Feature	Compiled	Browser Based
GPS	✓	✓
Capture Picture	✓	X
Capture Signature	✓	X
Capture Sound	X	X
Barcode Scanning/Reading	✓	X
Download Attachments from MDT (All File Types)	✓	X
Upload Attachment from MDT to Server (Only Captured Picture and Signature)	✓	X
Maps	✓	✓

Tasks

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 tasks are completed, they are removed from the list of open tasks and appears under 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.

New tasks can be allocated and dispatched to the crew throughout the day. Whenever a new task is received, the **Task List** page is automatically refreshed to display the new task.

Upon opening the **Task List page,** a maximum of 5 tasks are displayed by default. To load more tasks, the mobile worker can use the **Show More** button.

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 crew leader 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.

Indication Bar

Icons displayed across the top of the screen provide visual indicators for application conditions and status. For example, you may see icons to show network connectivity, shift status, panic button, mail and so on.

Page Menu

The mobile application displays a selection menu which is available from every application screen. The buttons that are displayed at any time vary depending on the current application screen you are viewing.

There are some global actions such as **Logoff** that are accessible from all the screens in the application.

Settings

The settings menu allows you to complete advanced debugging actions such as setting logging, debugging levels, viewing the deployment ID or setting a jQuery Mobile theme. Please refer to the implementation guide for more information on these functions.

Themes

The mobile application is delivered with a selection of themes which control the displayed colors and styles. Your organization may also implement custom themes which can be selected.

Addresses, Phone Numbers and Email Addresses

If supported by the mobile device and your business processes, most addresses and phone numbers display as hypertext values that when accessed automatically launch the appropriate application (such as your map, email client or phone).

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

You must know the unique device tag (IMEI Number) for the mobile application and the URL of the server application to access the mobile application on a device. Please note the following:

- If the mobile client can detect the Hardware ID, it will automatically use that Hardware ID.

- If the mobile client cannot detect the ID for the hardware, it will prompt for the Hardware ID on the Login screen.

- Any ID can be used to identify the device as long as it is only used on that given device. Technically it is better to issue out pre-generated unique IDs to mobile workers in case they are using the browser based version.

- If an MDT record exists in the system for the device's hardware ID, then it is returned. If not, a new MDT record is created with the hardware ID stamped on it.

At least 1 MDT record with the Restful Device MDT Type Platform must be created as an administrative action. This MDT record will be used to create new MDT Records when an existing MDT record is not found for a hardware ID.

> Note: Downloading a deployment (especially if it includes attachments) can take time, especially if you are working on a non-optimal network connection. We recommend that you ensure you have a good network connection when downloading a deployment. Once the deployment is downloaded, multiple users (one after the other) can continue to use the same deployment without having to re-download the same deployment again If a new deployment is created, the application prompts for re-download.

Accessing the Mobile Application

In most cases the mobile application URL is derived using your organization's server URL with "mobility" appended. Your organization must provide you with access to the mobile application or browser URL.

To be able to access the browser based application. The URL format is

http://[yourserver]:[port]/ouaf/mobility/www/index.html

For installed (Compiled Application), the URL format is

http://[yourserver]:[port]/ouaf/mobility/

Logging On to the Mobile Application

To log in, you must supply a valid user name and password. You must also have a planned shift assigned to your crew. Valid planned shifts are assigned to any crew where the mobile worker is tied to the user name that you are using to log in with on the mobile device.

When you log in, you also have the option to select a language, as applicable.

Once the system verifies your credentials it looks for the most recent version of all active, qualified deployments based on your user group, language, MDT Type and the Client Version of the MDT client.

If only one deployment exists for your device type, that deployment is automatically downloaded. If your device type is associated with more than one deployment, the **Deployment List** screen displays a list of available deployments. Select the deployment you want to use.

> You might receive a warning message if the system finds that the selected deployment is out of date. While this is not recommended, 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.

After login, the Shift screen opens. If your shift has already been started, the Tasks page opens. Refer to Starting your Shift for more information.

Previewing your Shift

You can preview your shift prior to actually starting by reviewing the Shift page after login. Here you can view shift details, add workers or vehicles and make adjustments to the crew allocation and primary function as allowed by your business practices.

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.

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

Starting your Shift

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. Once the shift is started, communication with the server regarding the shift and its tasks must be done using this user ID. Refer to the Crew Leader section for more information about the role of the crew leader.

- 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, as applicable.

    - To change the mobile worker allocation, use the **Add Worker** action to add or the **Remove From Shift** action from within the list of existing workers to remove. Each mobile worker must have a valid system user ID.

    - To change the vehicle allocation, use the **Add Vehicle** action to add or the **Remove From Shift** action from within the list of existing vehicles to remove. For each vehicle, enter the starting odometer reading if applicable.

- 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.

    - 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 status of the shift is Out of Service until you start a task or manually change the status to In Service.

Viewing Maps and Getting Directions

Select the map option to view your remaining scheduled route from your current location on a map. You can also choose to get driving directions for a route.

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

Chapter 3

Working on the Mobile Device

This section describes the primary activities you perform on the mobile device to work your shift and to complete tasks and activities. This includes:

- Managing Your Shift

- Managing Tasks

- Managing Mail Messages

- Managing Attachments

Managing Your Shift

This section describes common tasks related to managing your shift.

Changing the Primary Function

You can change the primary function on a shift by selecting it on the Shift page. You must be connected to the server to change the 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).

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

You can change the mobile worker or crew allocation for your current crew shift on the **Shift** page. Select **Mobile Worker** or **Vehicle** and make updates as needed. 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).

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.

The system will access the server to validate and update the shift details If successful, the shift details are updated and Shift screen will be displayed. Otherwise, the system presents 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

You can indicate that you are going out of service by selecting **Change Service State** from the **Shift** menu. Typically when you go out of service you must change your service state and also enter a status reason. Depending on your business practices, you may also be required to enter an estimated amount of time that you plan to be out of service.

The connectivity icon indicates whether you are in service or out of service, and whether or not you are connected to the network.

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.

Returning to Service

You can indicate that you are returning to service by the appropriate option after clicking the connectivity icon. Typically when you return to service you change your service state.

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.

Offline Mode

If you do not have network connectivity, you can still continue working in offline mode on the mobile device using the native application. While offline no local updates are sent to the server, but they are queued up and are sent when the you go back online.

Note: You cannot use the browser based application without network connectivity.

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. You must be logged in to issue a panic alert.

> **Note**: The application will enable network communication to send a panic alert even if you have manually taken it offline.

After you select the **Panic** button, the device displays a countdown of seconds before the alert will be sent. There are also **Send Now** and **Stop** buttons. 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 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 'x' in the upper right-hand corner of the application window. 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 function to complete your shift.

Ending (Completing) your Shift

To indicate that you are finished working you must "end" your shift on the mobile device. You may be required to provide shift completion details, depending on your system's configuration. 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. In the task manu, select the option to end the shift.

Enter shift completion details, which may vary depending on your system's 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.

 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.

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

Multiple Users on a Single Shift

The mobile application supports multiple users on a single shift. This functionality is used in scenarios such as where a shift has two users, user#1 and user#2. If user#1 logs out and user#2 logs in, the shift data is preserved when user#2 logs in. No data is deleted.

Managing Tasks

This section describes procedures related to working with activities, breaks, and periods of unavailability (POUs). Menu options change dynamically depending on where you are within the application and the states or status of your work.

Select the various options such as Open, Completed or Returned to view tasks at these stages. Connection to the server is not required to view details of tasks that were already dispatched to you.

Task Details

From any 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.

Task Filtering

You can filter tasks by typing criteria into the filter field. Use filters to find activities by specific criteria such as address or according to the type of activity.

Task List

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 actions relevant to its current state.

Icons are displayed next to 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

Use the task list to manage standard tasks as dictated by your business practices such as:

- **POUs**: the system displays the POU details and actions to update the POU status or cancel.

- **Breaks**: the system displays the break details and actions for starting, cancelling, or completing the break, depending on its current status.

- **Activities**: the screen that appears next depends on the 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 Assignment screen. If you are on site to the task, you will see the Assignment Maintenance screen.

  Below is a list of common activity information. Your system may support additional information.

  - **Activity Information** includes basic summary information 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.

- **Depot Tasks**: The system displays the depot task information and links to loading the activities as well as delivering the activities. It includes actions to load all the items in the depot and complete/decline the loading assignment as well as completing/declining the loading of the depot task itself.

- **Depot Related Activities**: Depot Related Activities are activities related to items needing to be delivered to customers after the items have been loaded in the depot. In addition to the above common activity information, you will see additional sections showing:

  - **Depot Information** includes basic summary information associated with the depot task including activity type and address of depot.

  - **Item Information** includes list of items and or package items associated with the delivery. This list may include an item identifier, barcode, description and so on. Clicking on the list takes you to an Item Details view, if they are individual items.

    If the list shows a package item, clicking on the package item shows the list of items inside the package.

    Clicking on individual items within the package list shows further details about individual items.

    Use **Show More** to retrieve more items, if available.

  - **Loading List**: Clicking the **Load** button navigates to the Loading activity and clicking on the activity itself takes you to the activity page. This loading list may include an item identifier, barcode, description and so on. Clicking on the list takes you to item details section. For package items or items with sub items under them, the entire package is loaded or declined.

  - **Item Attachments**: Clicking on the attachment icon at the item level will navigate to the attachments page and show any attachments specific to the item. You can reference attached instructions, diagrams, photos, videos as needed. Using the camera icon on the attachment page, you can also take pictures as part of delivering an item. This can be used for auditing purposes or to simply record what was delivered.

  - **Items List/Checklist**: The mobile device allows you to check off items as they are delivered or declined either manually or by scanning the barcode. Use the camera on the mobile device or an attached scanning device and the relevant application on the device to scan and process items as they are delivered. Items can be filtered. The scanning feature is available on mobile devices at different levels if bar coding is enabled and the item has a barcode:

    - Item list page with icon on each item to scan

    - Item Details page

    - Scan Any from the Page Menu

  - **Declined Items**: If an item is declined, you must enter a decline reason. When an item is declined your business practices determine how to handle the item, but in most cases you would return the item to the depot.

- **Completed Delivery**: Once all items are delivered or declined, indicate that you are finished by selecting **Item Delivery Complete** on the list if items.

  Partial loading of items is not supported. For example, you cannot mark only a few items as loaded and decline a few items.

  After all loading activities are completed, the depot task can be completed or declined. If the depot task is declined, then the delivery assignments associated with this depot are also returned.

- **Customer Acceptance Information** includes the receipt Option and the signature section. Using the receipt option, you can indicate how the receipt should be sent to the customer later. In some cases, customers may be required to acknowledge delivery of items at receipt. In these situations you may need to obtain a signature on the mobile device, and the activity cannot be completed without a signature. Use the relevant application on your device to capture the signature.

Task Actions

The following lists the possible actions to take on a task. Select the appropriate option from the task menu.

En Route

Indicate that you are traveling to a location by selecting the En Route option from the task list. Connection to the server is not required to update a task's status to En Route. When you select the En Route option the system displays the task address and updates the available actions based on the new status.

Started

Indicate that you have arrived on site to the activity or POU and are ready to start work.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. Hand held devices show links to activity information and the available actions.

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

Activity Actions

The following lists some of the typical actions to take on an activity. Select the appropriate option from the menu.

Delaying the Start of an Activity

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.

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

Indicate that you have started the activity but have determined 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.

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

Indicate that you are done working on the activity and have entered all required completion information.

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 task list.

2. If you have not already done so, enter the completion details now:

   Note: This procedure varies slightly depending on whether you are on a hand-held device or on a laptop. On laptops the information is all on one screen whereas on hand-helds you must navigate to multiple screens.

   • Select the link for each section that allows data to be entered. (Editable sections display a blank check box.

   • Provide the requested information.

   • Use the arrow buttons on the toolbar to navigate back to the main information screen.

3. Select **Complete**.
   The task is removed from the task list and will remain on the list of completed tasks until you end the shift.

Postponing an Activity

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

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. Select the activity you want to postpone from the list.
   (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. Select **Decline**.
   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 "Stay with Crew" to ensure that the activity is assigned to your future shift.

5. Click **OK**.

Suspending an Activity

Suspend an activity after arriving on site. 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 "Stay 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

Start or complete a break that appears on your task list. If you decide not to take a break, use the Cancel action. 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 available actions.

2. Select the appropriate option 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 process to cancel it. Cancelling a task finalizes it and removes it from the list of tasks. 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.

Working Emergency Activities

When an emergency activity is dispatched to a crew, the mobile application does process the emergency activities before normal non-emergency activities.

Managing Mail Messages

You can send or review mail messages on your mobile device. Typically mail is sent and received to and from the dispatcher and other crew members or users. Connection to the server is required to send and receive mail. Select the **Message** button to access mail and mail settings.

Mail Queue

When sending a message you must select the type of mail delivery from the **Queue** field. You can send the message as normal delivery or as an emergency message

Received Mail

When you select the **Message** button, the device shows a list of messages by subject. Unread messages are indicated in bold and read messages are not bold. Once you open a new mail message, it is marked as read on the device. Select the link for the message you want to view.

Managing Attachments

This section describes procedures related to working with attachments on your mobile device.

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 content or attach documents related to a specific activity or an item within the activity in the field. These attachments are later on synchronized and uploaded to the server.

Attachments may be included with dispatched activities. Attachments may also be included at item level of 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.

None of the attachment functionality, including captures, is available when accessing the mobile application via browser.

Capturing Digital Content and Attaching Documents

You can take pictures or capture voice recordings on the MDT.

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

From the **Page** menu, select the **Attachments** option then select the appropriate option to add attachments. Choose whether you want to attach an existing document or capture new content and 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 upon the next synchronization 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. Attachments may also be at item level within the activity.

You can download attachments sent with the activity/item to your mobile device as well as manage and open any attachment associated with your activity. An activity must be selected from the list of tasks, and there must be an attachment available. Select the appropriate option to view attachments and the mobile device opens the attachment in the necessary application.

If you need to download an attachment to your device, select the **Download** link 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 that you created.

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