Oracle Real-Time Scheduler

Mobile Contractor Application User's Guide

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Contents

Chapter 1

About the Contractor Mobile Application 1-1

Tasks 1-1
Connectivity 1-1
Toolbar 1-1

Chapter 2

Getting Started 2-1

Registering a New Device 2-1
Logging On to the Mobile Application 2-2
Using the Task Lists 2-2
Viewing Maps and Getting Directions 2-2

Chapter 3

Managing Your Work 3-1

Requesting Your Tasks 3-1
Logging Off (Closing) the Application 3-1
End of Work 3-1

Chapter 4

Working Tasks 4-1

Displaying Task Details 4-1
Completing an Activity 4-1
Declining an Activity 4-1
Managing Attachments 4-2

Chapter 1

About the Contractor Mobile Application

The Oracle Real-Time Scheduler contractor mobile application supports external contractor workers as they perform work in the field. Work assigned to an external contractor's work capacity may be managed by their workers using the contractor mobile application.

Workers 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, workers use the mobile application to request a list of tasks to work on and enter the completion information needed to complete the work.

Tasks

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

As the worker completes work for a task, they fill out the necessary completion information and mark the task complete. 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.

Connectivity

If the worker is connected, task updates are sent to the server immediately and can be viewed by the dispatcher and other authorized users.

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

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.

Chapter 2

Getting Started

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

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 application will request tasks assigned to you by your manager.

Using the Task Lists

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 complete open tasks.

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:

- appointment
- an activity with attachments

Viewing Maps and Getting Directions

From the list of tasks you can select the map icon on the application toolbar to view your tasks as well as 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.

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 Work

This section describes common tasks related to managing your work.

Requesting Your Tasks

Tasks assigned to you by your manager appear on your mobile device when you initial launch the application and on demand thereafter.

You need to select the **Home** menu option to keep your list of tasks up to date.

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 clear your tasks.

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 worker uses the device when it contains unprocessed data, the previous data will be deleted.

When you log back in to the application, the system automatically requests the latest list of tasks assigned to you.

Use the **End of Work** menu option to clear all data from your device when you are done working for the day.

End of Work

Use this to clear up all data from your device when you are done working so as to not accumulate data over time.

Prerequisites: Connection to the server is not required for this step.

1. Select the task list menu.
2. Select **End of Work** option on the menu.

   All 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.

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 already on the device.

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).

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

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 displays in the Completed Tasks List.

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, contact your manager to reassign the activity.

Once your manager makes the assignment change, select the **Home** menu option to refresh the list of tasks on your device. The activity should no longer be in the list

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 worker 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.