

Field Flex for Maximo v12 Technical Guide

What is Field Flex?

ISS Engineers use Samsung Active Tab 5 devices for frontline work. These tablets support various administrative functions, including Outlook, Teams, and Learning & Development (L&D), alongside the Fieldflex app.

Fieldflex App:

- A robust mobile application designed for facilities management.
- Each user has a unique login to access and manage their assigned tasks.
- Ensures an organized workflow and effective task tracking.

Real-Time Usage:

- Crucial for accurate hour logging.
- Timesheets are generated based on the data entered in the app.

How to access Field Flex

How to install the app:

- Go to Play Store
- Search 'FieldFlex V12'
- Click 'Install'

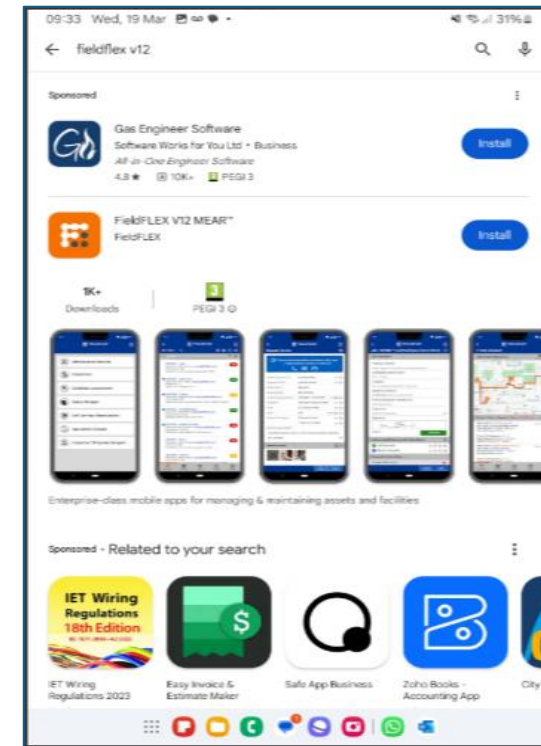
Not optimised and not supported on Apple.

How to request access

To request a Fieldflex login, the line manager must submit a JIRA request. The request must include T1, T1/2, and T2 rates.

Login Setup:

- IT sets up the login, including a labour code.
- The information is sent to the place maker's ISS email with server details.



Field Flex server details

Once installed, you will be presented with the server screen. Please follow these steps:

1. Enter Server Details:

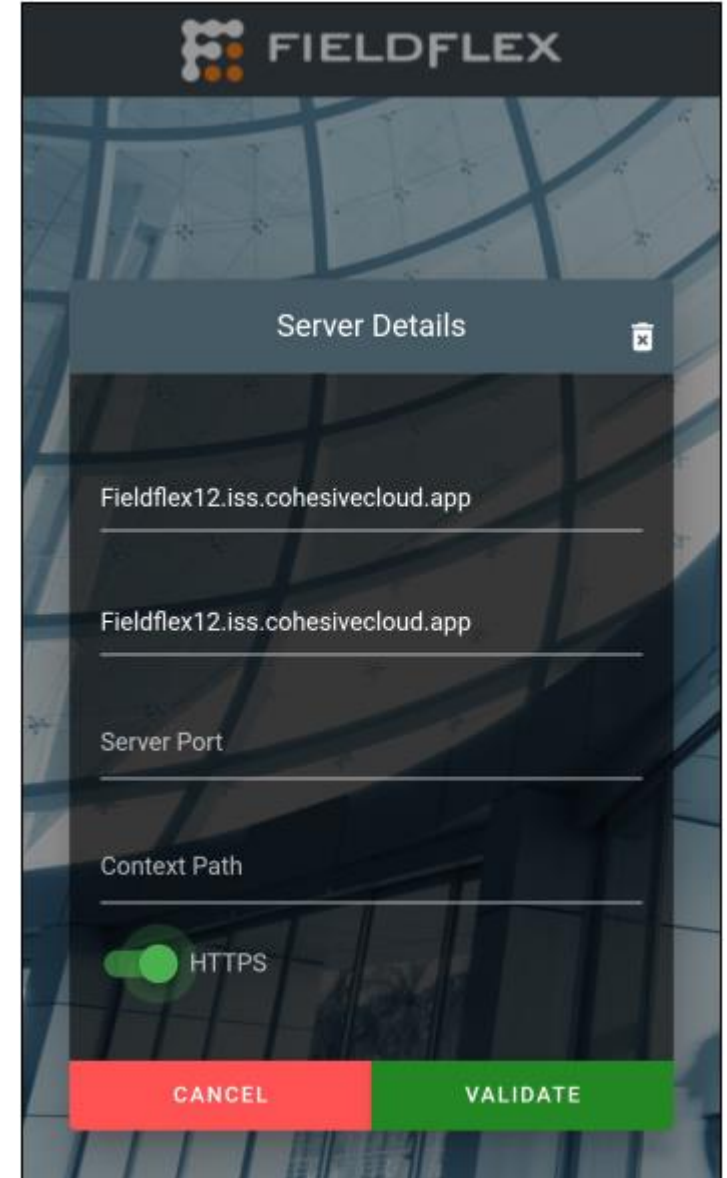
- In the top box enter FieldFlex12.iss.cohesivecloud.app
- The data will then default into the next field.

2. Ensure HTTPS:

- Make sure 'HTTPS' is ticked and green.

3. Validate:

- Click 'Validate'

A screenshot of the FieldFlex mobile application interface. At the top, the 'FIELD FLEX' logo is displayed. Below it, a 'Server Details' dialog box is shown. The dialog has a title bar with a close icon. It contains four text input fields, each with the text 'Fieldflex12.iss.cohesivecloud.app' entered. Below these fields are labels for 'Server Port' and 'Context Path', each followed by an empty input line. At the bottom of the dialog, there is a green toggle switch labeled 'HTTPS' which is currently turned on. At the very bottom of the screen, there are two large buttons: a red 'CANCEL' button and a green 'VALIDATE' button.

FIELD FLEX

Server Details

Fieldflex12.iss.cohesivecloud.app

Fieldflex12.iss.cohesivecloud.app

Server Port

Context Path

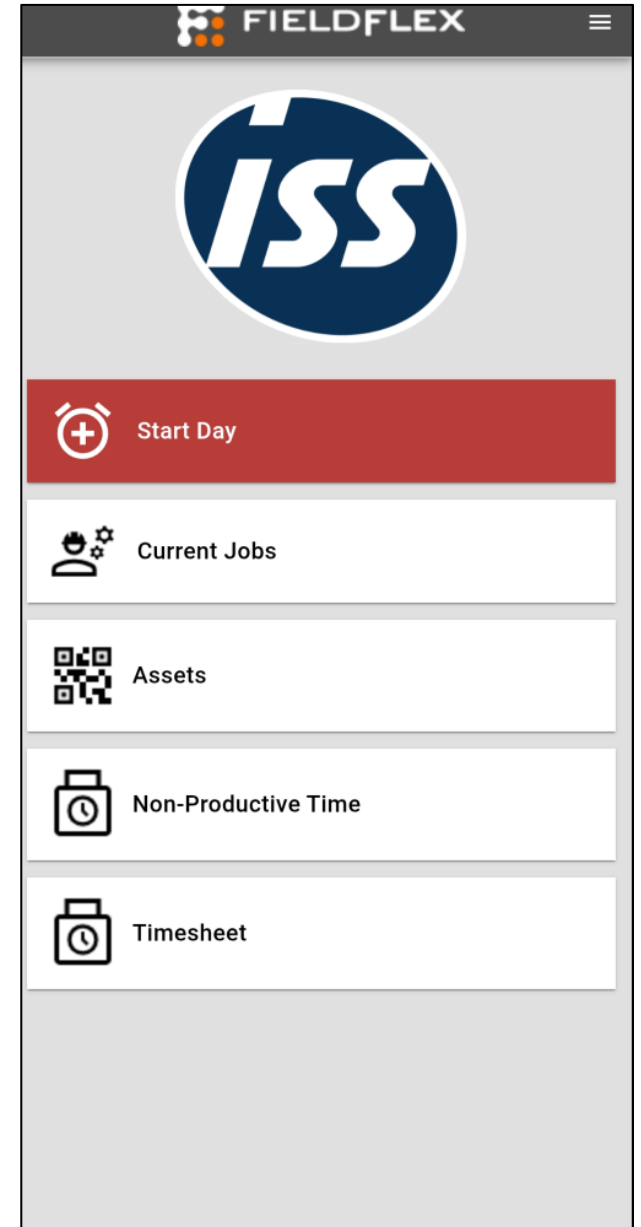
☒ HTTPS

CANCEL VALIDATE

Field Flex Landing Page

When logging into the app, the first step is to complete the "Start Day."

- **Field Flex Landing Screen:** The Placemaker has five screens to choose from:
- **Start Day:**
 - This is a vehicle check that must be completed before any other activity on the app.
 - If this section is red (as shown in the screenshot), it has not been completed, and the app will not let you proceed.
- **Current Jobs:**
 - Displays all work orders (WOs) assigned to the Placemaker.
- **Assets:**
 - Shows all assets associated with the locations on the WOs assigned to the Placemaker.
- **Non-Productive Time:**
 - Allows the Placemaker to log any non-productive time, such as training or administrative tasks.
- **Timesheet:**
 - Enables the Placemaker to view and accept their timesheet, detailing all hours worked within the week.
 - This can be actioned before the Start Day is processed.



Start of day

Initial Question: "Is a Vehicle Available?"

1. Dropdown Options: "Yes" or "No"

If "No" is Selected:

1. No further questions appear.
2. Checks are concluded.

If "Yes" is Selected:

1. The Placemaker is presented with mandatory questions related to the vehicle.

The screenshot shows a mobile application interface for 'FIELD FLEX'. At the top, there is a back arrow and the 'FIELD FLEX' logo. Below this is a header bar labeled 'Start Day'. The main content area features a dropdown menu with the text 'Is a Vehicle Available*' and a downward arrow. The rest of the screen is a large, empty light gray area. At the bottom right, there is a blue button labeled 'SUBMIT'.

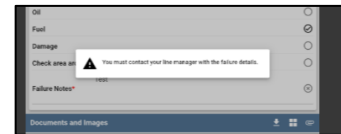
Start of day

- **Place Maker Task:**
 - Fill in each question.
- **Checkbox System:**
 - **Ticked:** Indicates a 'PASS' for the inspection (e.g., 'Tyre Tread').
 - **Unticked:** Indicates a 'FAIL' for the inspection.
- **Failure Protocol:**
 - If a check is marked as 'FAIL' (unticked), the Placemaker must:
 - Enter "Failure Notes".
 - Add a photo.
- **Pass Protocol:**
 - If all checks are marked as 'PASS' (ticked), the "Failure Notes" and photo are not required.
- **Form Submission:**
 - Placemaker clicks "Submit" to complete the form.
 - If there is a failure, a pop-up advises the Placemaker to contact their line manager/team leader.
- **Completion:**
 - Once 'Submit' is clicked, the start-of-day status turns green, allowing the Placemaker to proceed with their work.

The screenshot shows the 'FIELD FLEX' mobile application interface. At the top, the status bar displays '14:05 Thu, 4 Sept' and '29%' battery. The app header is 'FIELD FLEX'. Below it, the section is titled 'Start Day'. The form contains the following fields and status indicators:

Field	Status
Is a Vehicle Availab...Yes	Dropdown arrow
Vehicle Registratio... HY73KSN	Refresh icon
Odometer Reading* 8000	Text input
Tyre Tread	Checked (Ticked)
Lights	Unticked
Warning Lights	Unticked
Water	Checked (Ticked)
Oil	Checked (Ticked)
Fuel	Checked (Ticked)
Damage	Unticked
Check area around and underneath the vehicle to ensure all are clear	Unticked
Failure Notes*	Text input area

Below the form is a 'Documents and Images' section with a large grey area for photo uploads. At the bottom right of the form area is a 'SUBMIT' button. The bottom of the screen shows the Android home indicator and various app icons.



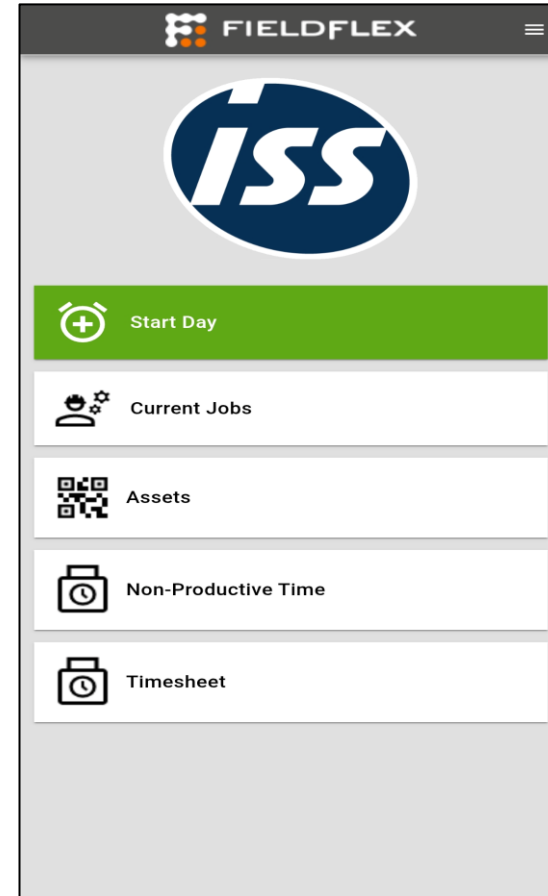
Start of day

After submitting the form, the app will return the Placemaker to the landing page.

The start-of-day status should now be green, indicating completion, as shown in the screenshot. If the status is red, please contact the IT Team via JIRA using this link.

If you are unable to log the issue via JIRA, ask your team leader or line manager to log it on your behalf.

<https://jira.issworld.com/plugins/servlet/desk/portal/45/create/1092>



Operational Start of day

Major Issues:

- If the vehicle is not drivable, immediately contact your line manager/team leader and the job management dispatch team.
- Your team leader will guide you to contact Ayvens to book the van for repair.

Timing for 'Start of Day' Check:

- Complete the 'start of day' check no earlier than 2 hours before your shift starts.
- If completed outside this window, jobs will need to be manually assigned by dispatch.

Work Order Status:

- Work orders will change to 'commit' status and appear on your device 45 minutes before the start of travel time.
 - If no work orders are assigned by 8 AM, call the job management dispatch team.
-
- This streamlined process ensures that all necessary steps are clear and easy to follow, helping Placemakers efficiently start their workday

Starting a Work Order

New Work Order Notification:

- When a new work order (WO) is assigned, you will receive a pop-up notification.
- The new job will appear in your "Current Jobs" list.

Accessing Work Orders:

- Click "Current Jobs" from the landing page to view your work orders.
- If jobs are not visible as expected, perform a "Reload All Data" (refer to slide 33 for steps).

Viewing Assigned Work Orders:

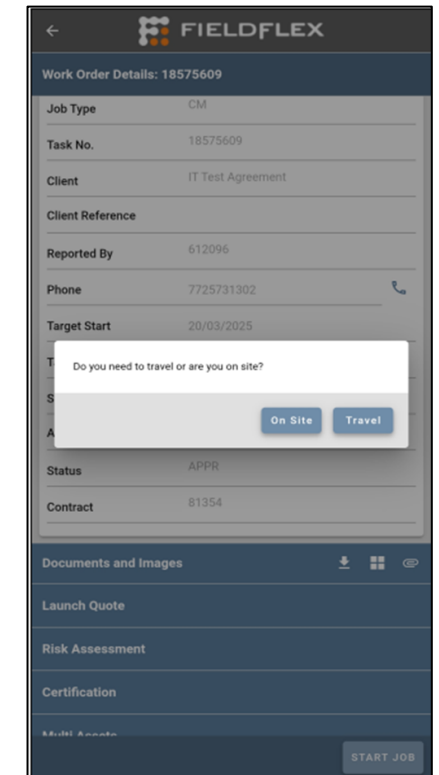
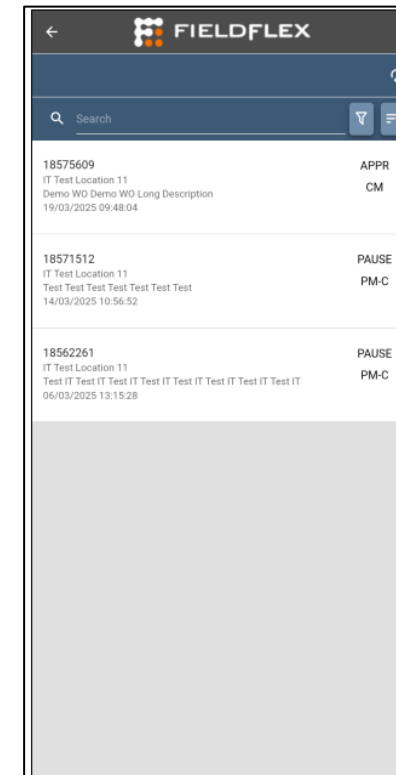
- You will see a list of work orders assigned to you.
- Click on the WO you need to attend.

Starting a Job:

- The screen will display full information about the WO.
- Click 'Start Job'.
- Choose whether you are 'On Site' or need to 'Travel'.

Address Note:

- Ensure you make a note of the address, as it will disappear once you start travel.



Travelling and arriving to a work order

Choosing 'Travel':

- If you select 'Travel', the next screen will prompt you to add the estimated travel time.
- Once entered, click 'Enroute'.

Suspending Travel:

- If you need to suspend travel for any reason (e.g., redirected to a Priority 1 task), click 'Suspend' and enter the reason for suspension.
- Ensure you communicate with your team leader or operations manager.

Arrival Confirmation:

- Upon arrival, click 'Arrived' and confirm that you have reached your destination.

FIELD FLEX

Work Order Details: 18575609

Travel Details [Jobs List](#)

Travel Details

Date/Time of Departure 19/03/2025 09:55

Estimated Time of Travel* 01:15

Estimated Time of Arrival 19/03/2025 11:10

Instruction Test Notes

ENROUTE

FIELD FLEX

Work Order Details: 18575609

Travel Details [Jobs List](#)

Travel Details

Date/Time of Departure 19/03/2025 09:55

Estimated Time of Travel* 01:15

Estimated Time of Arrival 19/03/2025 11:10

Instruction Test Notes

SUSPEND ARRIVED

FIELD FLEX

Work Order Details: 18575609

Travel Details [Jobs List](#)

Travel Details

Date/Time of Departure 19/03/2025 09:55

Estimated Time of Travel* 01:15

Estimated Time of Arrival 19/03/2025 11:10

Instruction Test Notes

Confirm that you have arrived at Wed Mar 19 2025 09:56:01 GMT+0000 (Greenwich Mean Time)

No Yes

SUSPEND ARRIVED

Work order information screens

Confirmation Pages:

The app will guide you through several pages of details.
You need to click 'Confirm' on each one.

Access Notes:

Provides any site access instructions.

Job Details:

Offers full details on the required work.

Job Plan:

Provides the complete job plan for any Planned Preventive Maintenance (PPM) work orders.

Task Description:

Details the specific task you are on site to complete.

Location Confirmation:

Finally, confirm that you have accessed the location.

Please confirm that you have read the Task Description

Task Description

Demo WO

Please confirm that you have read the Access Notes

Access Notes

Test Notes

Please confirm that you have read the Job Details

Job Details

Demo WO Long Description Demo WO

Please confirm that you have read the Job Plan Description

Job Plan

FIELD FLEX

Work Order Details: 18575609

Job Type	CM
Task No.	18575609
Client	IT Test Agreement
Client Reference	
Reported By	612096
Phone	7725731302
Target Start	20/03/2025
Status	APPR
Contract	81354

Confirm that you have access: Wed Mar 19 2025 09:56:23 GMT+0000 (Greenwich Mean Time)

No Yes

Documents and Images

Launch Quote

Risk Assessment

Certification

SUSPEND PAUSE DELAY COMPLETE SAVE

Risk Assessment

Asbestos Register:

- Ensure you have checked the asbestos register.
- Contact your line manager/team leader for guidance on how to obtain it.

Risk Assessment:

- Complete a risk assessment, including all hazards and controls.
- Add the most appropriate hazard and associated control.
- You can add up to 20 hazards.

Risk Alert:

- The 'Risk Alert' field identifies any risks.
- If 'Yes' is selected, the work order (WO) will be suspended, and you cannot proceed until the risk is resolved.
- Speak to your team leader/manager before selecting 'Yes' for a risk.

Reactive Work Orders:

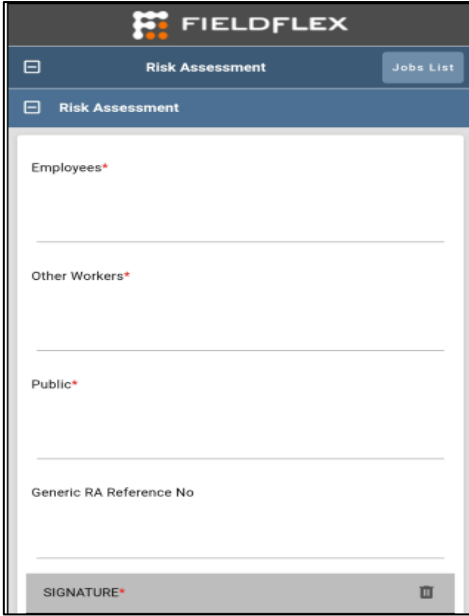
- For reactive WOs, add a photo to the risk assessment and the estimated duration of the task.
- You will be prompted to add this information if required.

Generic Risk Assessment Reference:

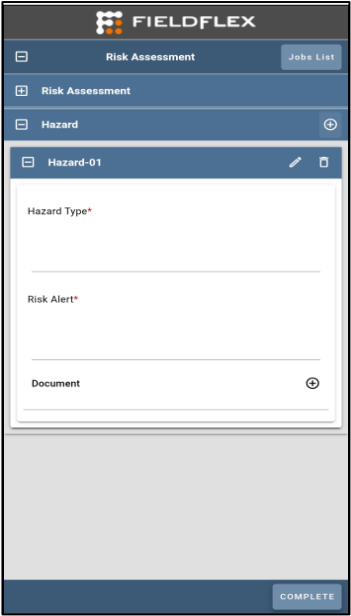
- Refer to the KAN Noticeboard for task-specific generic risk assessment references.

High-Risk Activities:

- If you believe the task is a high-risk activity, escalate to your team leader/manager before commencing work.



The screenshot shows the 'Risk Assessment' form in the FIELDFLEX mobile app. The form has a blue header with the FIELDFLEX logo and a 'Jobs List' button. Below the header, there is a 'Risk Assessment' section with a 'Jobs List' button. The form contains several input fields: 'Employees*', 'Other Workers*', 'Public*', and 'Generic RA Reference No'. At the bottom, there is a 'SIGNATURE*' field with a camera icon.



The screenshot shows the 'Risk Assessment' form in the FIELDFLEX mobile app, specifically the 'Hazard' section. The form has a blue header with the FIELDFLEX logo and a 'Jobs List' button. Below the header, there is a 'Risk Assessment' section with a 'Jobs List' button. The form contains several input fields: 'Hazard Type*', 'Risk Alert*', and 'Document'. At the bottom, there is a 'COMPLETE' button.

DWP Change- Before/after photo on every job

Mandatory Photo Documentation for Every Job

To improve traceability and ensure quality assurance, engineers are now required to capture photographic evidence before and after completing each job.

Before Photo Requirement

Immediately after completing the Risk Assessment screen, the system will prompt the engineer to take a “**Before Photo.**”

This step is mandatory — the engineer cannot proceed with the job until a photo is provided.

The captured image is automatically saved to the Work Order (WO) and becomes part of the job record.

After Photo Requirement

Upon job completion, the system will require an “**After Photo**” to be uploaded.

This ensures visual confirmation of the completed work and supports accountability and service quality.

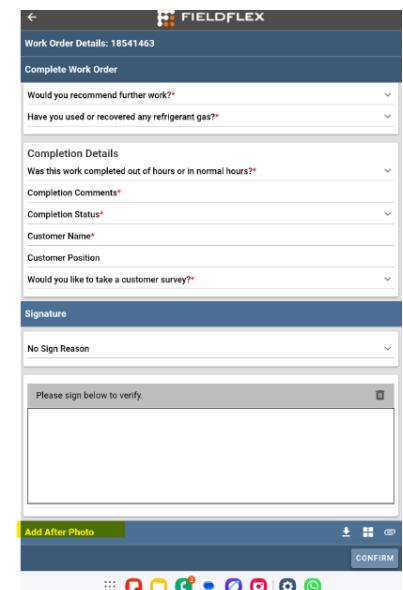
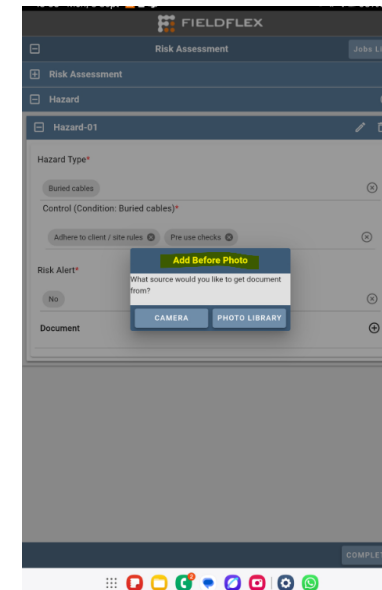
Why This Matters

Helps verify that work was carried out as expected.

Supports audits, customer queries, and internal reviews.

Enables comparison between the asset’s condition before and after the job.

Assists in identifying recurring issues or incomplete resolutions.



Work order in progress screen

Work Order Details:

- The main 'INPRG' screen displays all the details of the work order (WO).
- You can add additional documents here, including:
 - Additional Risk Assessments
 - Quotes
 - Certifications
 - Asset Changes

Planned Maintenance (PM) Jobs:

- The "Job Plan" section provides most of the information and steps required for the job.
- The "Job Details" section is usually more generic.

Adding Risk Assessments:

- **If further hazards are identified, you can add risk assessments at any time, not just in the opening section.**

The screenshot shows the 'Work Order Details' screen for work order 18575609. The screen is divided into several sections: 'Job Details' (containing 'Demo WO Long Description', 'Demo WO', 'Demo WO', and 'Demo WO'), 'Task Description' (containing 'Demo WO'), 'Access Notes' (containing 'Test Notes'), 'Job Plan' (empty), 'Job Address' (containing 'IT Test Service Address 11 IT Test Service Address IT Test Service Address IT Test Service Address 81354 DE1 ONQ'), 'Job Type' (containing 'CM'), 'Task No.' (containing '18575609'), 'Client' (containing 'IT Test Agreement'), 'Client Reference' (empty), 'Reported By' (containing '612096'), 'Phone' (containing '7725731302' with a call icon), 'Target Start' (containing '20/03/2025'), and 'Target Finish' (containing '28/03/2025').

The screenshot shows the 'Documents and Images' section for work order 18575609. It lists two documents: 'InspectionReport_Risk Assessment_1742379138853.pdf' and 'InspectionReport_Risk Assessment_1742383589187.pdf', both with checkmarks indicating they are complete. Below the documents are buttons for 'Launch Quote', 'Risk Assessment', 'Certification', and 'Multi Assets', each with a plus icon. At the bottom are buttons for 'SUSPEND', 'PAUSE', 'DELAY', 'COMPLETE', and 'SAVE'.

Operational C urrent jobs

How to know which job you are meant to be on?

- The WO will be in “Commit” status so engineers can look out for commit – Next page explains what each status means
- Please be aware this screen can include any OOH jobs or planned in jobs that Placemaker is attending in the future and Placemaker will already be aware of

WO's requiring RAMS

- If you come across a WO with RAMS requirements, check your emails as a date for attendance should have been provided by Job Management team, if not please contact them to discuss.

Travel ETA / Estimated duration of work

- You can use maps to check if you are not aware of the travel time, try to make as accurate as possible so the office are aware.
- If you need to call Job Management for any reason, the 8 digit WO Reference number at the top of each screen is the number that needs to be quoted.

The screenshot shows the FIELD FLEX mobile application interface. At the top, there is a back arrow and the FIELD FLEX logo. Below the header, the text "Work Order Details: 18575609" is displayed. The main content area is divided into sections: "Job Details" and "Task Description". Under "Job Details", there are four lines of text: "Demo WO Long Description", "Demo WO", "Demo WO", and "Demo WO". Under "Task Description", there is one line of text: "Demo WO". At the bottom of the screen, there is a section labeled "Test Notes".

Operational Status Definitions

APPR (Approved):

Indicates the work order is in the 360-scheduling system and waiting to be allocated.

COMMIT (Committed):

Means the work order is committed to an engineer's timeline.

WORKSUSP (Work Suspended):

Indicates the work order has been suspended.

PAUSE (Pause):

Means the work has been paused.

RISK (Risk):

Indicates the work order has been suspended due to a risk found on site.

INPRG (In Progress):

Means the work order has been logged onto by an engineer and is being worked on.

JOBCOMP (Job Complete):

Indicates the work order has been completed.

SUBREQ (Subcontractor Required):

Means the work order is waiting to be allocated to a subcontractor.

Operational Photos

Lifecycle Photos:

- Where possible, take photos throughout the lifecycle of a work order.
- At a minimum, take before and after photos to show the asset's condition before and after repair. These are mandatory on the Field Flex App.

Work-in-Progress Photos:

- Attach photos to the work order while working on the job to document the work being done.
- For example, if you are repairing a condenser on an AC unit, take a photo of the AC unit stripped down to show that the condenser has been replaced.

DWP Change- Procedure steps

Completing the Procedure Steps Section in a Work Order

The Procedure Steps section within the Work Order (WO) screen is a critical part of the job process. It ensures that all required checks and actions have been properly reviewed and documented before the WO can be closed. Not all WOs will have this but ensure you check.

Step-by-Step Instructions:

- Within the WO screen, locate and click on the “Procedure Steps” section.
- Review and Respond to Each Step:

For every listed procedure step, you must select one of the following responses:

Yes – The step has been completed.

No – The step was not completed.

N/A – The step is not applicable to this job.

Finalise the Section:

Once all steps have been addressed, click “Complete” to confirm and save your entries.

Important Notes:

This section must be completed in full before you are allowed to finalize and close the Work Order.

Incomplete procedure steps will prevent the WO from being marked as complete.

Accurate responses help maintain compliance, support audits, and ensure consistent service quality.

The image displays two screenshots of the FieldFlex mobile application interface. The left screenshot shows the 'Procedure Steps' section, which lists four steps. Each step has a 'Step description' field, radio buttons for 'Yes', 'No', and 'N/A', and a 'Comments' field. The right screenshot shows the 'Work Order Details' screen, which includes fields for 'Client Reference', 'Reported By', 'Phone', 'Target Start', 'Target Finish', 'Scheduled Date', 'Asset No.', 'Status', and 'Contract'. Below these fields are 'Documents and Images' and a 'Launch Quote' button. At the bottom of the right screenshot, there are buttons for 'SUSPEND', 'PAUSE', 'DELAY', 'COMPLETE', and 'SAVE'. The 'Procedure Steps' section in the right screenshot is highlighted with a red circle, and the 'COMPLETE' button is also highlighted with a red circle.

Pause/Resume and Delays

1. Pausing a Work Order:

- If the Placemaker needs to pause the work order, they can click the 'Pause' button.
- Once paused, the Placemaker can work on another job if necessary.
- To resume the paused job, click 'Resume'. The job status will change back to 'INPRG' (In Progress), allowing the Placemaker to continue working on it.

2. Delaying a Work Order:

- If the job is taking longer than expected, the Placemaker can click 'Delay'.
- Add an estimated delay timescale, which will be reflected in the relevant systems.

The screenshot displays a mobile application interface for managing work orders. At the top, a form contains the following fields: 'Target Start' (20/03/2025), 'Target Finish' (28/03/2025), 'Scheduled Date' (19/03/2025), 'Asset No.' (blank), 'Status' (INPRG), and 'Contract' (81354). Below this form is a section titled 'Documents and Images' with a download icon, a grid icon, and a link icon. It lists two PDF files: 'InspectionReport_Risk Assessment_1742379138853.pdf' and 'InspectionReport_Risk Assessment_1742383589187.pdf', both with checkmark icons. Below the documents are three expandable sections: 'Launch Quote' with a plus icon, 'Risk Assessment' with a plus icon, and 'Certification' with a plus icon. The 'Risk Assessment' section is expanded, showing two entries, each with the text 'Risk Assessment' and 'Completed' in green. The 'Multi Assets' section is also expanded with a plus icon. At the bottom of the screen is a navigation bar with five buttons: 'SUSPEND', 'PAUSE' (highlighted in yellow), 'DELAY' (highlighted in yellow), 'COMPLETE', and 'SAVE'.

Asset on a workorder

Viewing Associated Assets:

- When you log onto your Work Order, the associated assets will appear at the bottom in the 'Multi Assets' section.

Planned Maintenance (PM):

- You can only view and update an asset.

Corrective Maintenance (CM):

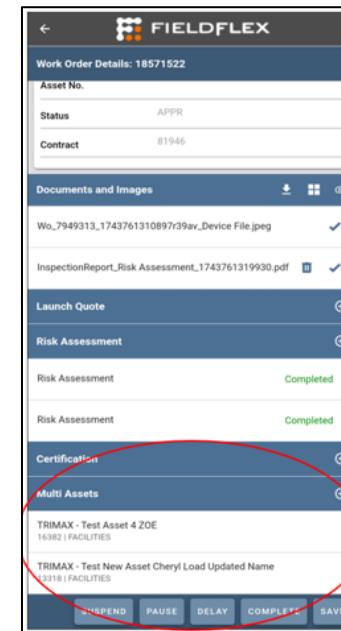
- You can view, update, or create an asset.

Creating a New Asset:

- To copy an existing asset, click 'Copy' while on the existing asset.
- To create a new asset, click the '+' button.

Important Fields:

- When creating a new asset, review all fields as required, including:
 - Asset Condition
 - Asset Criticality



FIELD FLEX

Work Order Details: 18571522

Asset No.

Status: APPR

Contract: 81946

Documents and Images

Wo_7949313_174376131089739av_Device File.jpeg ✓

InspectionReport_Risk Assessment_1743761319930.pdf ✓

Launch Quote

Risk Assessment

Risk Assessment: Completed

Risk Assessment: Completed

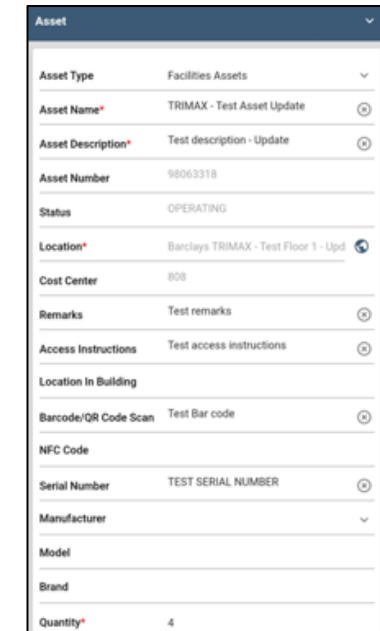
Certification

Multi Assets

TRIMAX - Test Asset 4 ZOE
16382 | FACILITIES

TRIMAX - Test New Asset Cheryl Load Updated Name
16318 | FACILITIES

EXPEND PAUSE DELAY COMPLETE SAVE



Asset

Asset Type: Facilities Assets

Asset Name*: TRIMAX - Test Asset Update

Asset Description*: Test description - Update

Asset Number: 98063318

Status: OPERATING

Location*: Barclays TRIMAX - Test Floor 1 - Upd

Cost Center: 808

Remarks: Test remarks

Access Instructions: Test access instructions

Location In Building

Barcode/QR Code Scan: Test Bar code

NFC Code

Serial Number: TEST SERIAL NUMBER

Manufacturer

Model

Brand

Quantity*: 4



Documents and Images

COPY CLOSE SAVE

Multi Assets

TRIMAX - Test Asset 4 ZOE
16382 | FACILITIES

Adding/Managing Certificates

Adding a Certificate:

- Click the '+' sign next to 'Certification' to add a certificate.
- Search the list to find the certificate you need to complete.

Mandatory Certificates for PPMs:

- For Planned Preventive Maintenance (PPM) work orders with mandatory certificates, the certificate must be completed before you can complete the work order.
- If you try to complete the work order before the certificate is completed, the app will prompt you and confirm which certificates are required.

Adding Certificates for Reactive Jobs:

- To add a certificate for a reactive job, go into the 'Certificate' section and manually add it.

Paper Certificates:

- You will be issued paper certificates as part of the Business Continuity Plan (BCP).
- If you are unable to upload a certificate, contact your line manager/team leader while on task.

FIELDFLEX

Work Order Details: 18575609

Job Details: Demo WO Long Description, Demo WO, Demo WO

Task Description: Demo WO

Access Notes: Test Notes

Job Plan

Job Address: IT Test Service Address 11 IT Test Service Address IT Test Service Address 81354 DE1 0NQ

Job Type: CM

Task No.: 18575609

Client: IT Test Agreement

Client Reference

Reported By: 612096

Phone: 7725731302

Target Start: 20/03/2025

Target Finish: 28/03/2025

Scheduled Date: 19/03/2025

Asset No.

Status: INPRG

Contract: 81354

Documents and Images

Launch Quote

Risk Assessment

Certification

Multi Assets

SUSPEND PAUSE DELAY COMPLETE SAVE

FIELDFLEX

Certificate

Certificate Type*

Chlorination

Cold Water Storage

Electrical Minor Work

Emergency Light

Fire Alarm

Fire Door

Gas Safety Record Template

Gas Testing Purging

START CLOSE SAVE

Property box checks
Seasonal condition form
Minor elec works
Fire door
PAT
Gas safety record
Chlorination
Microwave Emission
Emergency lighting
Gas testing and purging
Meter readings
Refrigeration and Aircon inspection
Fire alarm
Outlet flushing
Temp monitoring
FGAS
Cold water storage tanks
Shower head changing
Monthly tap temps
Gas safety record
Warning advice notice

Completing/Suspending a job

Options:

- You now have the option to suspend or complete the work order (WO).

Mandatory Fields:

- Mandatory fields are marked with an * (details on the next tab).

Photo Requirement:

- All WO completions require a photo.

Refrigerant Gas:

- If you select 'Yes' to 'Have you used or recovered any refrigerant gas?', you will be required to complete the Fgas certificate.

Electrical Work Certificate:

- If you select 'Yes' to 'Electrical minor work certificate required', you will be required to complete the minor electrical work certificate.

Additional Questions:

- If you select 'Yes' to 'Have you used materials?' or 'Would you recommend further work?', you will be prompted with further questions.

Travel Home Option:

- After suspending or completing the WO, you will always be asked if you want to travel home.
- Click 'No' unless it is your last job of the day, then click 'Yes'.

Dispatcher Communication:

- Wait 10 minutes after the WO has been suspended/completed. If no new job has been received, call your dispatcher.
- Ensure you check with dispatch that there are no more jobs for the day before traveling home.

The image displays two side-by-side screenshots of the FieldFlex mobile application interface, showing the process of completing or suspending a work order (WO).

Left Screenshot (Suspend Job):

- Header:** FIELD FLEX logo, Work Order Details: 18575609.
- Section: Suspend Job**
- Suspend Details:**
 - Susp. At: 19/03/2025 10:13
 - Susp. Reason* (dropdown)
 - Susp. Notes* (text input)
 - Have you used or recovered any refrigerant gas?* (dropdown)
- Asset Details:**
 - Call out reason* (dropdown)
- Completion Details:**
 - Was this work completed out of hours or in normal hours?* (dropdown)
 - Customer Name* (text input)
 - Customer Position (text input)
- Signature:**
 - No Sign Reason (dropdown)
 - Please sign below to verify. (signature area)
- Bottom:** CONFIRM button.

Right Screenshot (Complete Work Order):

- Header:** FIELD FLEX logo, Work Order Details: 18575609.
- Section: Complete Work Order**
- Work Details:**
 - Have you used materials?* (dropdown)
 - Electrical minor work certificates required?* (dropdown)
 - Would you recommend further work?* (dropdown)
 - Have you used or recovered any refrigerant gas?* (dropdown)
- Completion Details:**
 - Was this work completed out of hours or in normal hours?* (dropdown)
 - Completion Comments* (text input)
 - Completion Status* (dropdown)
 - Customer Name* (text input)
 - Customer Position (text input)
 - Would you like to take a customer survey?* (dropdown)
- Signature:**
 - No Sign Reason (dropdown)
 - Please sign below to verify. (signature area)
- Bottom:** Add After Photo button, CONFIRM button.

Operational Suspension

Approval Process:

Before suspending a work order (WO), the engineer should call their team leader (TL) or manager for approval.

If both are unavailable, contact the neighbouring sector.

Shift Ending:

If you are ending your shift and need to return the next day, ensure you call dispatch to schedule the re-attendance.

Suspend Reasons and When to Use Them:

Asset Not on Site: The asset related to the job is not on site.

Awaiting Materials: Unable to complete the job until materials are purchased.

Client Requested Delay: The client has refused access and asked you to return at a different time.

Duplicate Job: There is already a job raised for this issue; this is a duplicate.

Health and Safety: Unsafe to proceed due to a health and safety risk (e.g., asbestos present).

Incorrect Engineer Classification: Your skill set cannot complete the required work; an alternate in-house engineer is needed.

Job Requires 2-Man Operation: You need to return to the job with another engineer.

New Priority Job: You have been asked to leave the current job and are redirected to urgent work.

Quote Required: The job cost will exceed the contractual spend limit, so a quote must be built and submitted to the client before proceeding.

Required to Be Scheduled Out of Hours: Work cannot be completed during open hours and needs to be scheduled outside of working hours.

Shift End: You have finished for the day but need to return first thing in the morning.

Sub-Contractor Required: A specialist contractor is needed to assist with the work.

Temporary Fix: The job has been temporarily fixed/made safe while the permanent fix is being worked on.

Wrong Location: The job has been logged to the wrong location due to an administrative error.

Operational Suspension Questions

Suspend Reason:

Choose the reason for suspending the job based on the previous slide.

Suspension Notes:

Provide clear, concise notes detailing what has been actioned on site and why the job requires suspension.

Refrigerant Gas:

If you have recovered any refrigerant gas, select 'Yes'. You will be prompted to complete the 'Fgas' certificate before suspending the work order.

Call Out Reason:

Additional Works Request: Client has requested ad hoc additional work.

Beyond Economical Repair: Asset cannot be fixed and needs to be replaced.

Misuse and Abuse: The asset has been purposely damaged.

Normal Wear and Tear: The asset has become damaged over time.

Out of Scope: The asset is out of scope and ISS is not responsible.

Vandalism: The asset is damaged due to vandalism.

Work Hours:

Indicate whether the work was completed out of hours or during normal hours. If outside standard hours (08:00-17:00), select 'Out of Hours'.

Customer Information:

Customer Name: Name of the site contact signing off the work.

Customer Position: Job title of the site contact signing off the work.

Signature: Signature of the site contact signing off the work. If no one is available to sign, choose from the dropdown "No sign reason".

Operational – Timesheet

Work Hours:

Indicate whether the work was completed out of hours or during normal hours. If outside standard hours (08:00-17:00), select 'Out of Hours'.

Completion Comments:

Provide clear, concise notes detailing the work carried out, including any access issues faced.

Completion Status:

Populate this field for all Planned Maintenance (PM) work orders with either 'PM Fail' or 'PM Pass', depending on the outcome of the inspection.

Customer Information:

Customer Name: Name of the site contact signing off the work.

Customer Position: Job title of the site contact signing off the work.

Customer Survey:

Ask the site contact if they would like to complete a customer survey. If 'Yes' is selected, the following two questions will appear, to be rated out of 10:

- What is your level of satisfaction with the job completed?
- Would you recommend ISS as a service provider?

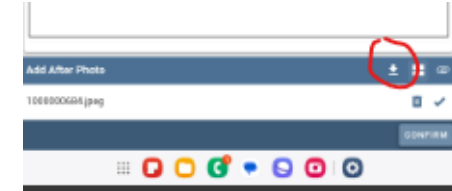
Signature:

Obtain the signature of the site contact signing off the work. If no one is available to sign, choose from the dropdown “No sign reason”.

Operational Completion

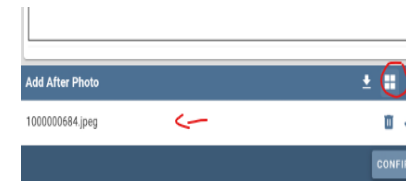
1. Download Attachments:

1. The first icon downloads the attachments on the completion screen.



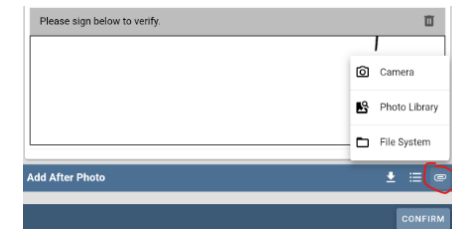
2. Change Attachment Format:

1. The second icon (four squares) changes the format of the completion attachments from a list to images.



3. Attach a File:

1. The third icon (paperclip) allows you to attach a file. When selected, you will receive options to attach from:
 1. Camera
 2. Photo Library
 3. File System



End of day

Travel Home Confirmation:

Once you have completed your last job of the day, **confirmed by dispatch**, you need to complete your “Travel Home” to log your travel time to your timesheet.

Travel Home Prompt:

After every job, you will be asked, “Do you wish to travel home?”

- If you select ‘No’, you can continue as normal.
- If you select ‘Yes’, you can then submit your information.

Starting Travel Home:

Click “Start Travel” when you begin your journey home.

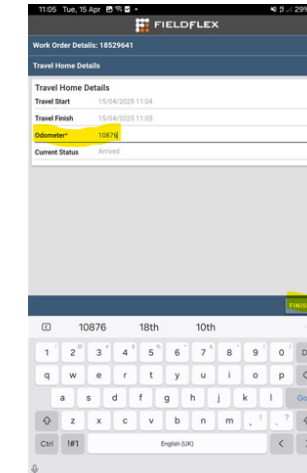
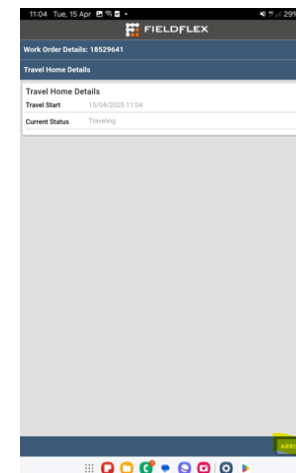
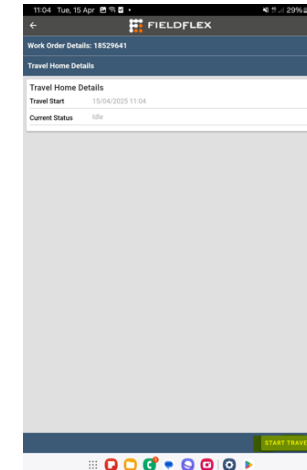
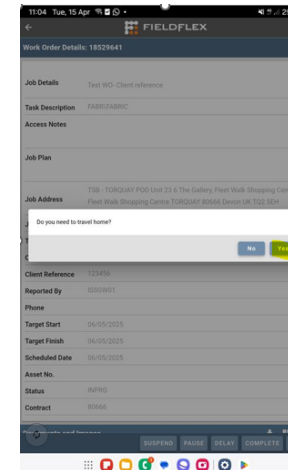
Arrival at Home:

Once you arrive home, select “Arrived”.

Final Steps:

You will be taken to the final page to enter your mileage (into the Odometer field) and click “Finished”.

Always log out of the app once you have travelled home.



Assets

Viewing/Editing Assets:

In the assets section, Placemakers can see any assets associated with the locations of the work orders (WOs) assigned to them.

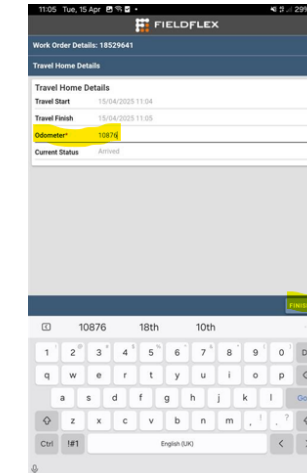
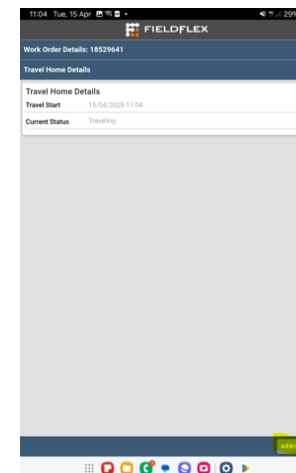
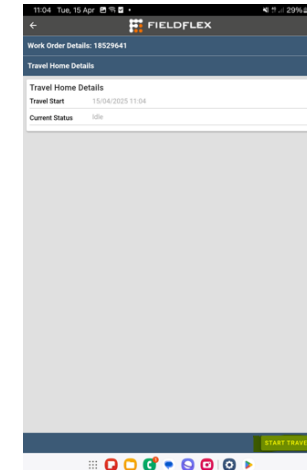
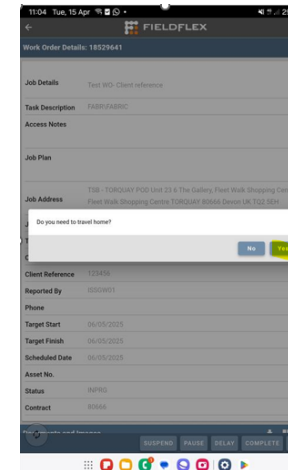
Placemakers can view, edit, copy, or create assets in this section if required.

Creating a New Asset:

To create a new asset, click the '+' button to 'Add New'.

Copying an Asset:

To copy an asset, click on the asset and then click 'Copy'.



DWP Change- Asset – Last 3 Wos associated

When viewing a Work Order (WO), if you navigate to the associated asset via the “Multi Asset” section, you’ll be able to see the **last three WOs** that also included that asset. This feature helps you quickly identify whether the issue is a repeat occurrence.

By reviewing these previous WOs, you can:

- Spot **recurring faults or patterns** linked to the asset.
- Gain insights into **previous resolutions or actions taken**.
- Support **troubleshooting efforts** by referencing historical data.
- Inform **preventive maintenance planning** to reduce future downtime.

DWP Change- Asset Warranty

Once an asset has been created, you can update its warranty information. This process is only applicable when the asset is newly created.

Where to Access the Asset

Navigate to the **“Multi Asset” section** within your current job.
Alternatively, go to the **“Assets” section** of the app.

Warranty Information Fields

Warranty Details:

Free text field

Please enter all relevant warranty information, including coverage period, provider, and any specific terms.

Warranty Status:

Dropdown menu

Select the appropriate status from the available options.

Document Attachment

If applicable, attach warranty documents to support the asset record.

If an asset is within warranty date and is attached to the work order – you will be forced to suspend the work order so that the asset can be replaced via warranty process

DWP Change- Assets – How to make an asset offline

Asset can be accessed from “**Multi asset section**” on your current job, or within the “**Assets**” section of the app.

How to make asset ‘offline’-

Open the asset you want to update.

Scroll to the “**Downtime**” section.

Click the **+** icon to “**Change Status**”.

Start Date: Automatically fills with the current date and time.

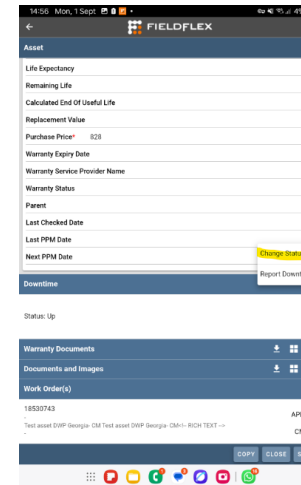
Downtime Code: Select the appropriate reason from the dropdown list.

Operational: Set to “No” to mark the asset as offline.

How to make asset ‘online’

Repeat the “**Change Status**” process.

In the **Operational** field, select “**Yes**” to mark the asset as online.



Asset

Life Expectancy

Remaining Life

Calculated End Of Useful Life

Replacement Value

Purchase Price* 828

Warranty Expiry Date

Warranty Service Provider Name

Warranty Status

Parent

Last Checked Date

Last PPM Date

Next PPM Date

Change Status

Downtime

Status: Up

Warranty Documents

Documents and Images

Work Order(s)

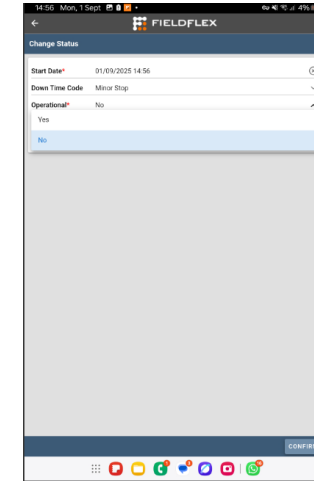
18530743

Test asset DWP Georgia CM Test asset DWP Georgia CM--> RICH TEXT -->

APPR

CM

COPY CLOSE SAVE



Change Status

Start Date* 01/09/2025 14:56

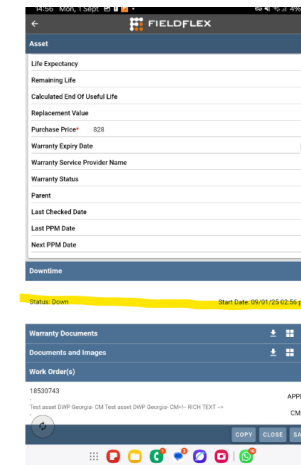
Down Time Code Minor Stop

Operational* No

Yes

No

CONFIRM



Asset

Life Expectancy

Remaining Life

Calculated End Of Useful Life

Replacement Value

Purchase Price* 828

Warranty Expiry Date

Warranty Service Provider Name

Warranty Status

Parent

Last Checked Date

Last PPM Date

Next PPM Date

Change Status

Downtime

Status: Down

Start Date: 09/01/2025 14:56

Warranty Documents

Documents and Images

Work Order(s)

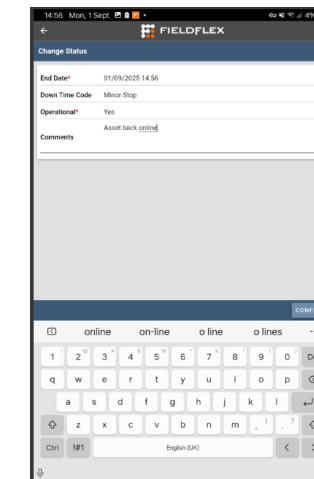
18530743

Test asset DWP Georgia CM Test asset DWP Georgia CM--> RICH TEXT -->

APPR

CM

COPY CLOSE SAVE



Change Status

End Date* 01/09/2025 14:56

Down Time Code Minor Stop

Operational* Yes

Comments Asset back online

CONFIRM

online on-line o line o lines

1 2 3 4 5 6 7 8 9 0 Del

q w e r t y u i o p

a s d f g h j k l

z x c v b n m , . ?

Ctrl 181 English (UK)

DWP Change- Asset documents- View and add

In some instances, documents or images may be attached to an asset. These attachments help provide additional context or supporting information.

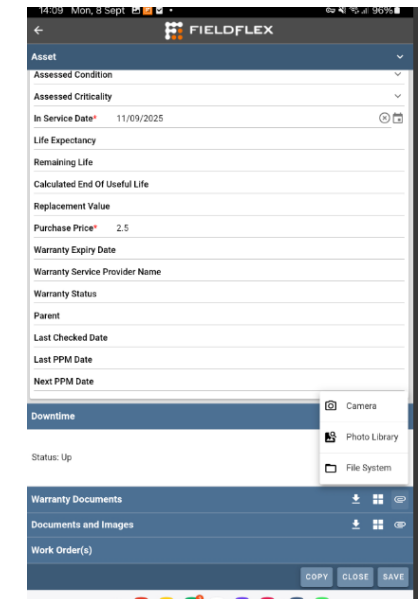
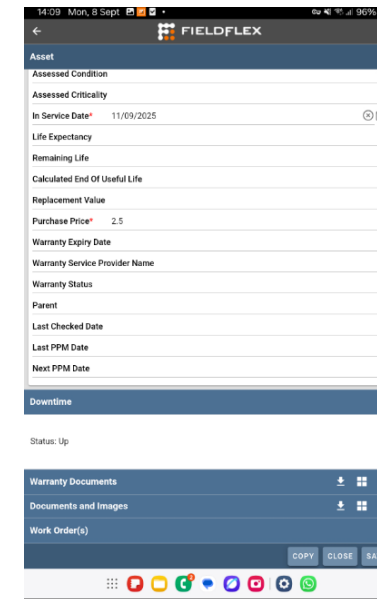
Where to View Attachments

Go to the **“Multi Asset”** section within a work order, or access the asset via the **“Assets”** section of the app.

When you open an asset, you’ll be able to see if any attachments are present in the **Attachments section**.

How to Add an Attachment

To add a document or image, select the **“+” icon** within the Attachments section and chose from camera, photo library or files. Follow the prompts to upload the relevant file.



DWP Change- Root cause analysis- Problem, cause remedy

The Root Cause Analysis section is essential for documenting asset failures and resolutions. It must be completed for every work order and can be updated at any time during the job. This information will also appear on the completion screen.

How to Complete the Section

Use the dropdown menus to select the most accurate options:

•Name

Select the relevant category:

Adhoc, Communications, ISS Assistance, Lack of Staff, Other Staff, Passenger, Technical

For DWP-specific jobs: *Misuse, Wilful Damage, Vandalism, Breakdown*

•Failure ID

Identify the asset involved (e.g. *Battery, Air Filter, Duct*)

•Problem ID

Describe the issue (e.g. *Stuck, Cracked, Broken*)

•Cause ID

Explain the cause (e.g. *Corrosion, Accident*)

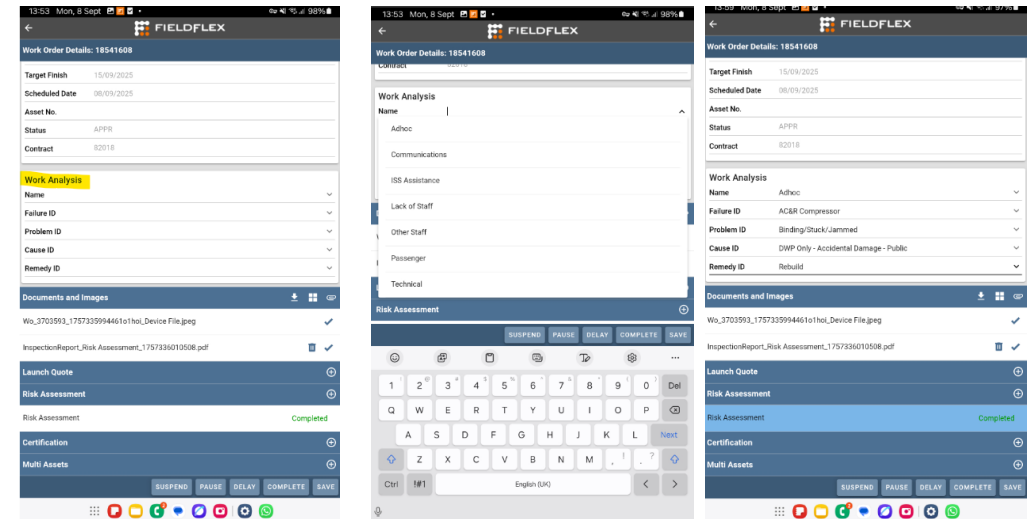
DWP-specific options:

Accidental Damage – Public, DWP, ASCM

•Remedy ID

Record the action taken (e.g. *Repair, Rebuild, Manufacture*)

This section can be revisited throughout the life of the work order. Ensure it is fully completed before closing the job



Non Productive Time

Non-Work Process:

If you are on “Non-Work”, follow the process below by going into “Non Productive time”

Adding New Time:

Click the '+' button to add a new time entry.

Starting Activity:

Select the type of activity and click ‘Start Activity’.

Stopping Activity:

Once the activity is finished, select ‘Stop Activity’.

Travel Home Prompt:

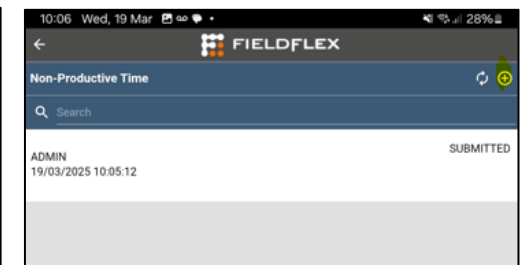
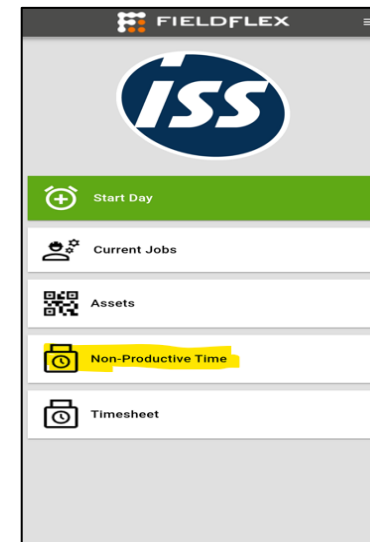
You will be prompted with the 'Do you want to travel home?' question to record travel times if required.

Dispatch Communication:

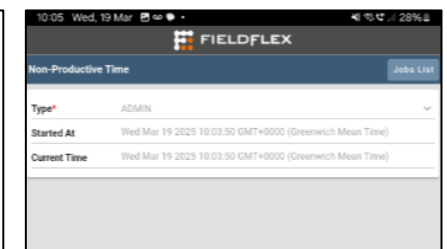
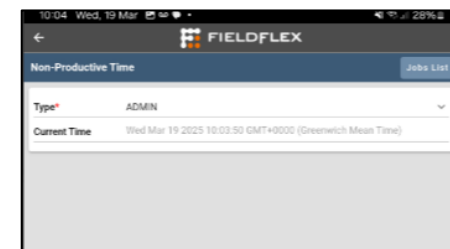
Ensure you call into dispatch every 30 minutes to check if any work needs to be assigned to you.

Manager Approval:

Non-productive time must be pre-approved by your manager.



Admin	Payroll
Medical	Training
Meeting	Vehicle repair
Non-Work	Interview



Timesheet

Viewing Timesheets:

Once a timesheet is at 'APPR' status, it will be displayed on the Placemaker's device.

The Placemaker can then view their hours for the week and, if correct, they can 'Accept'.

Detailed Information:

The 'eye' icon (top right) provides more detailed information about the “week details”.

Clicking on each date on the sheet will give you a breakdown of hours worked per day.

Timesheet Availability:

Timesheets will only be visible until they have been exported by the Timesheet team, after which they will disappear from the device.

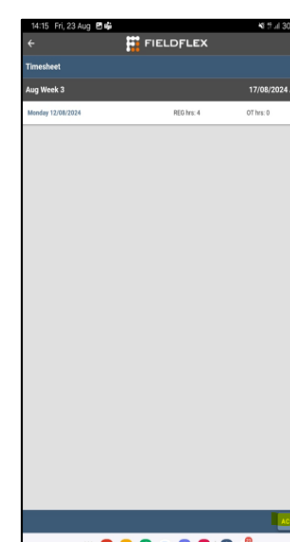
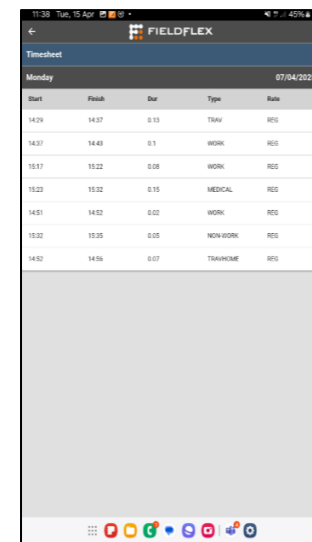
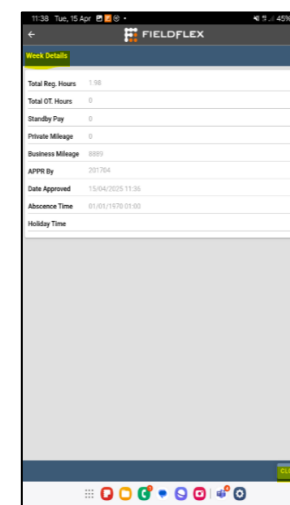
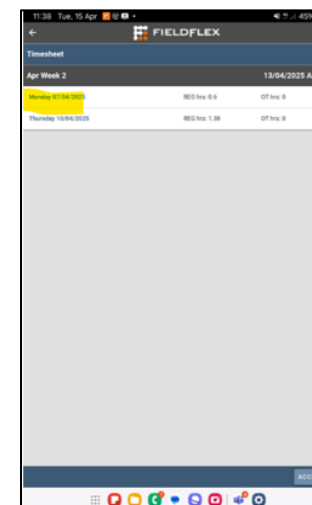
If you require a copy, please take a screenshot.

Timely Acceptance:

Timesheets need to be accepted in a timely manner, within 24 hours of receiving them.

Discrepancies:

If there are any discrepancies with the timesheet, email your line manager, team leader, and the timesheet team.



Operational Timesheet

Hourly Rates-

- **T1**- This is standard hourly rate
- **T1/2**- This is time and a half
- **T2**- This is double time
- **T175**- This is time and 3 quarters

Call out fee can also be seen – If you were on call that week, please ensure this has been added

Work Types-

- **TRAV** – This is your travel time
- **WORK**- This is time spent on site working
- **TRAV HOME**- This is your travel home time

Timesheet Team

The relevant timesheet team to contact will depend on your sector. Please refer to the provided list for the appropriate contact information.

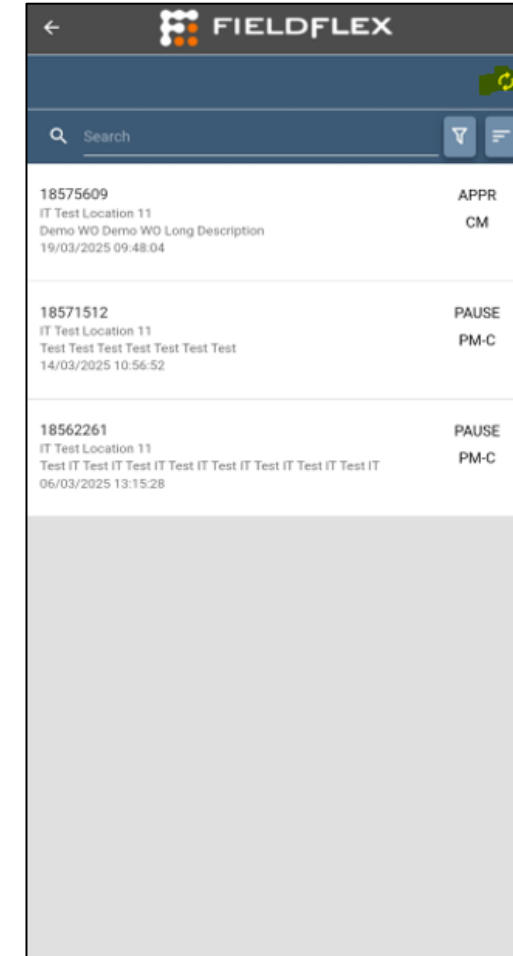
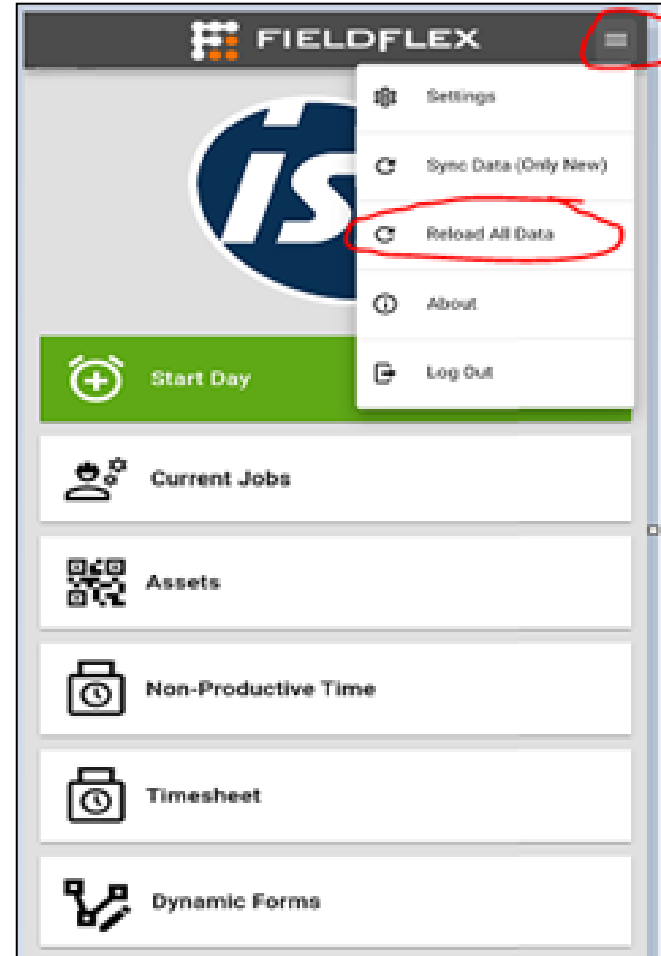
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ISSUK-F-KANTimesheetsControls747@uk.issworld.com
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ISSUK-F-KANTimesheets.Sector8@uk.issworld.com
ISSUK-F-KANTimesheets.Sector9@uk.issworld.com
kantimesheetsvm@uk.issworld.com

Troubleshooting issues

If Placemaker has not received a work order at the committed status or if any information is missing from the work order (e.g., address), they can perform a 'reload all data' action.

1. On the landing page: Click the three lines and select 'Reload all data.'

2. On the current jobs screen: Click the refresh button in the top right corner to reload all data.



Troubleshooting issues

If the app is freezing or you are experiencing major issues, please clear the cache/data:

Press and hold the app icon and click on the 'i' (information) icon.

Click on Storage and select 'Clear Data' and 'Clear Cache.'

After clearing the cache and data, you will need to re-enter the server details (refer to slide 4) and log back into the app with your unique credentials.

If you are currently working on a job, any data will be lost

