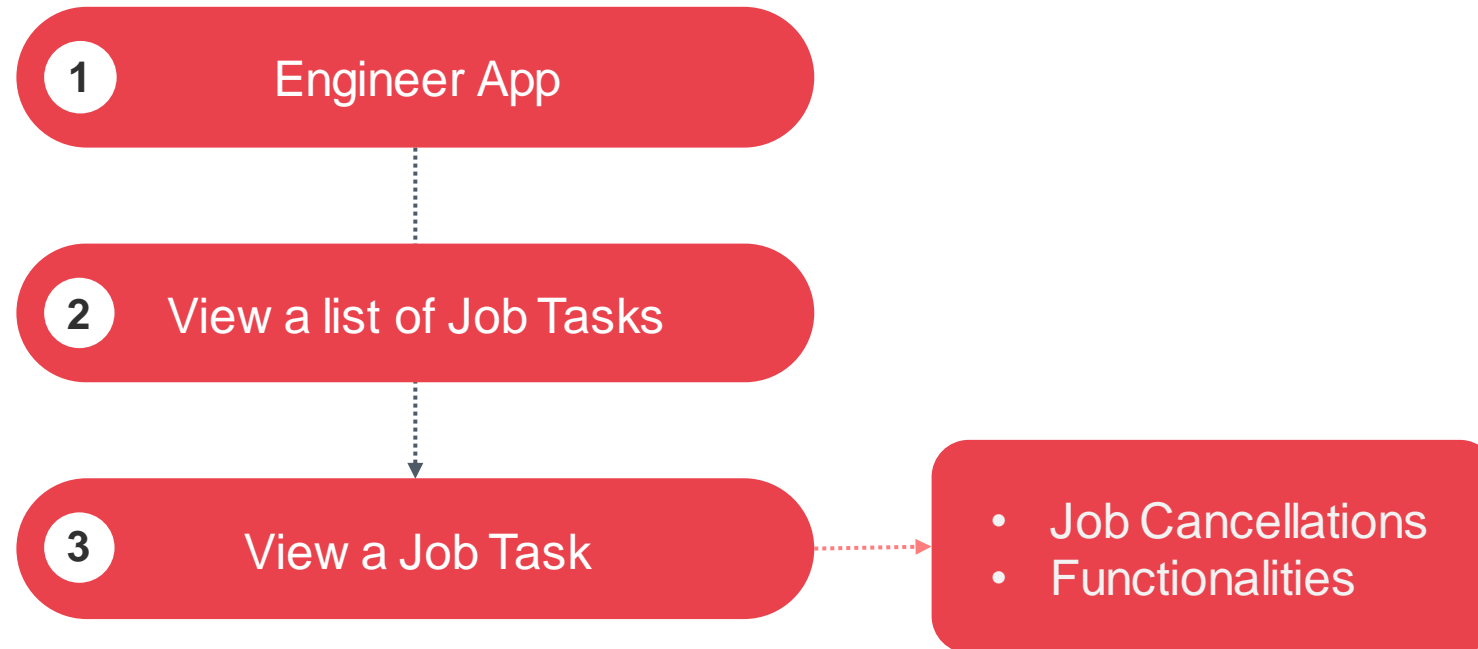


SDS 2.0

Smart Digital Systems

User Guide for Engineer App | How to access the Engineer App

Agenda



Engineer App

- How to Login
- Homepage
- Menu List

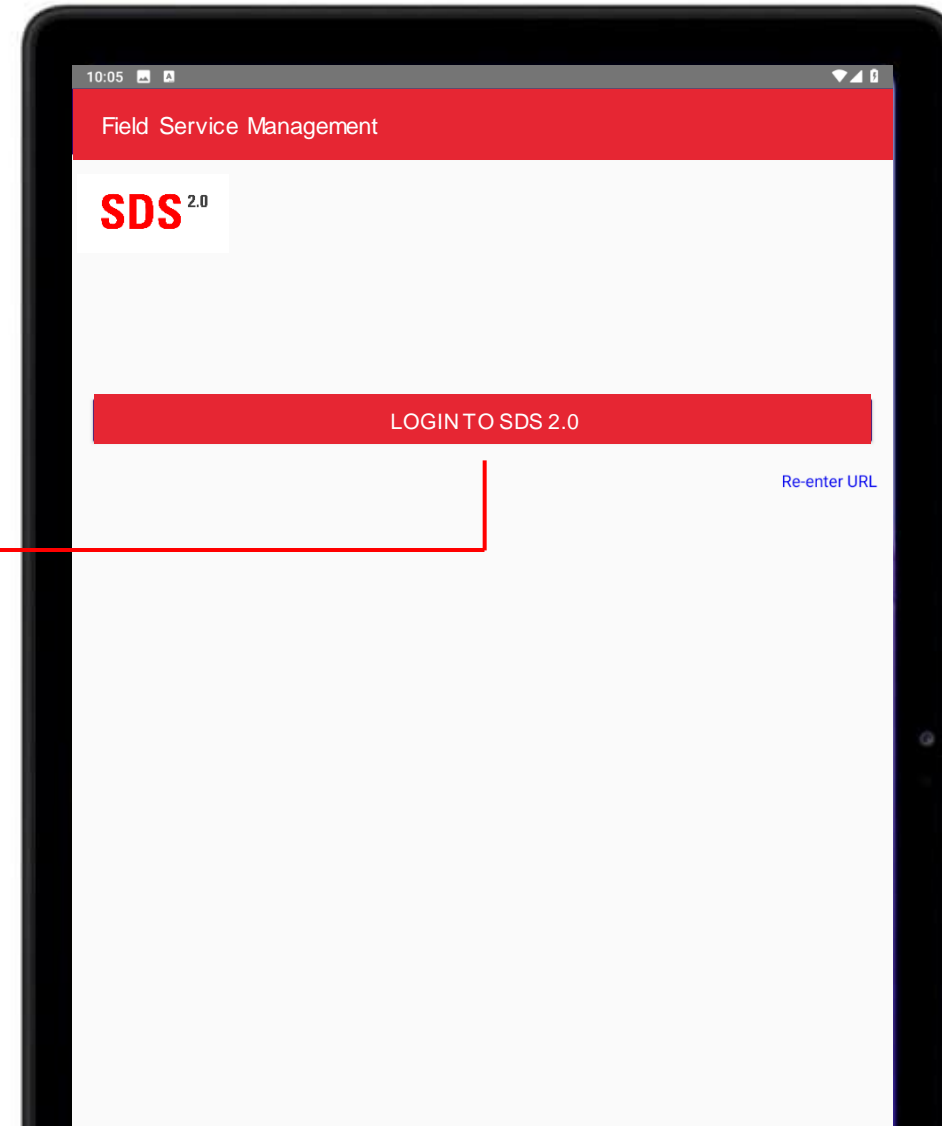
How to Login (1)

Launch the installed SDS 2.0 mobile app from home screen.



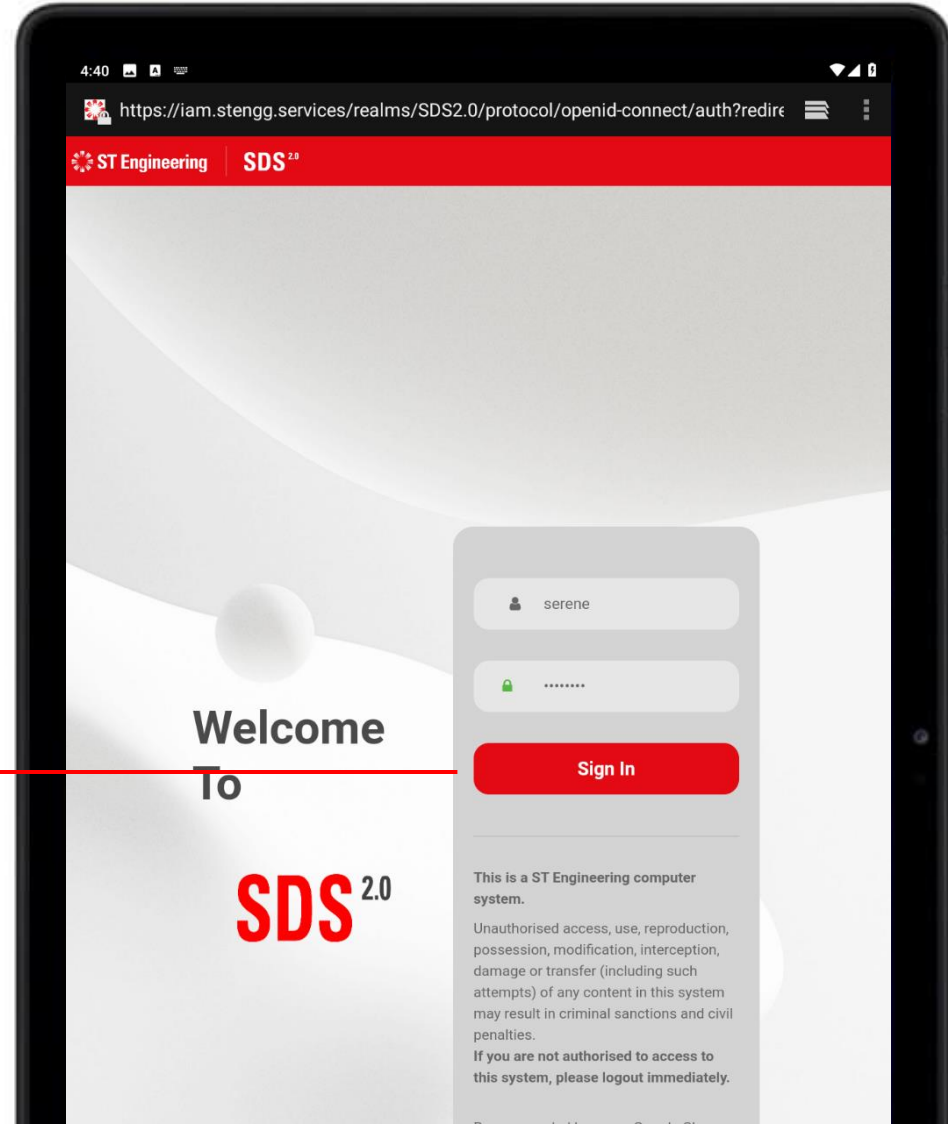
How to Login (2)

Launch SDS 2.0 App, continue with **[LOGIN TO SDS 2.0]**. It will redirect you to a login page on a web browser.



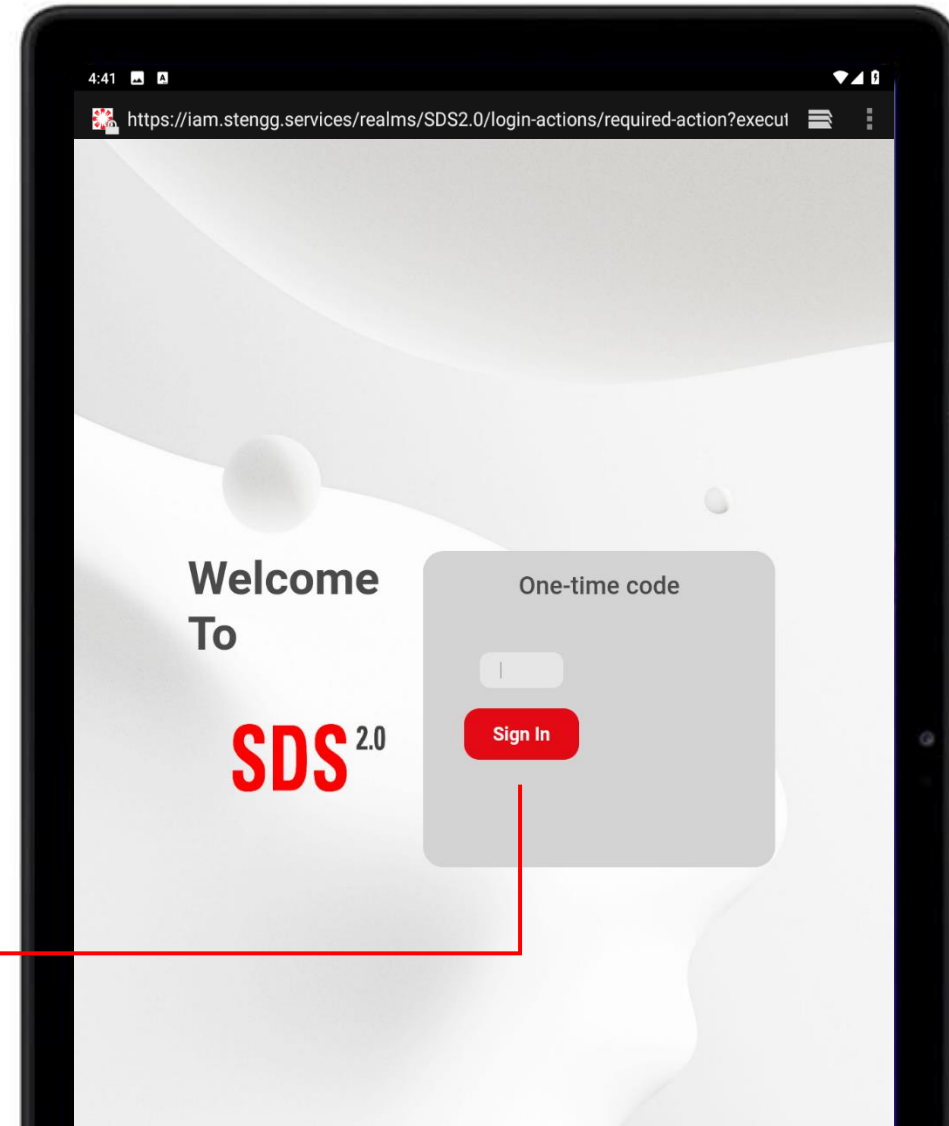
How to Login (3)

Enter your username and password and tap **[Sign In]**.



How to Login (4)

Enter the one-time code sent to your mobile app Google or Microsoft Authenticator and tap **Sign In**.

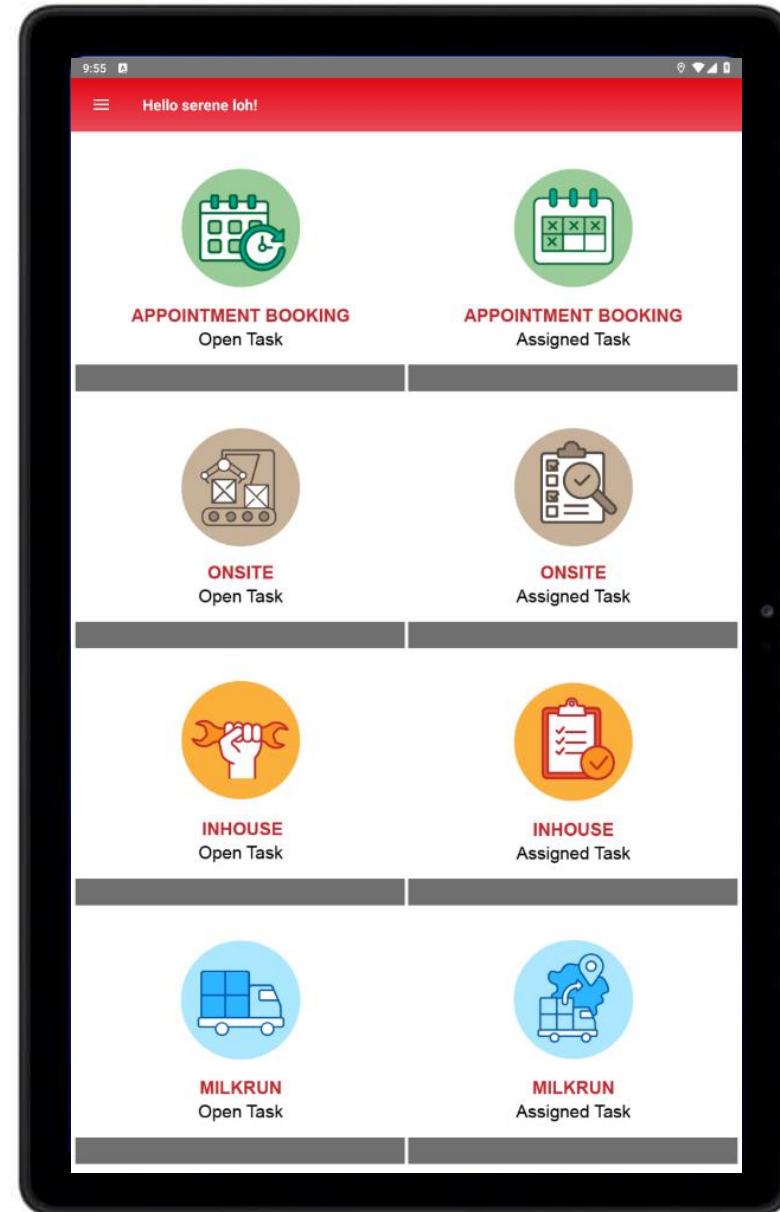


Homepage

You will be directed to the homepage that allows you to make appointment booking; View and manage onsite, inhouse and milk-run tasks.

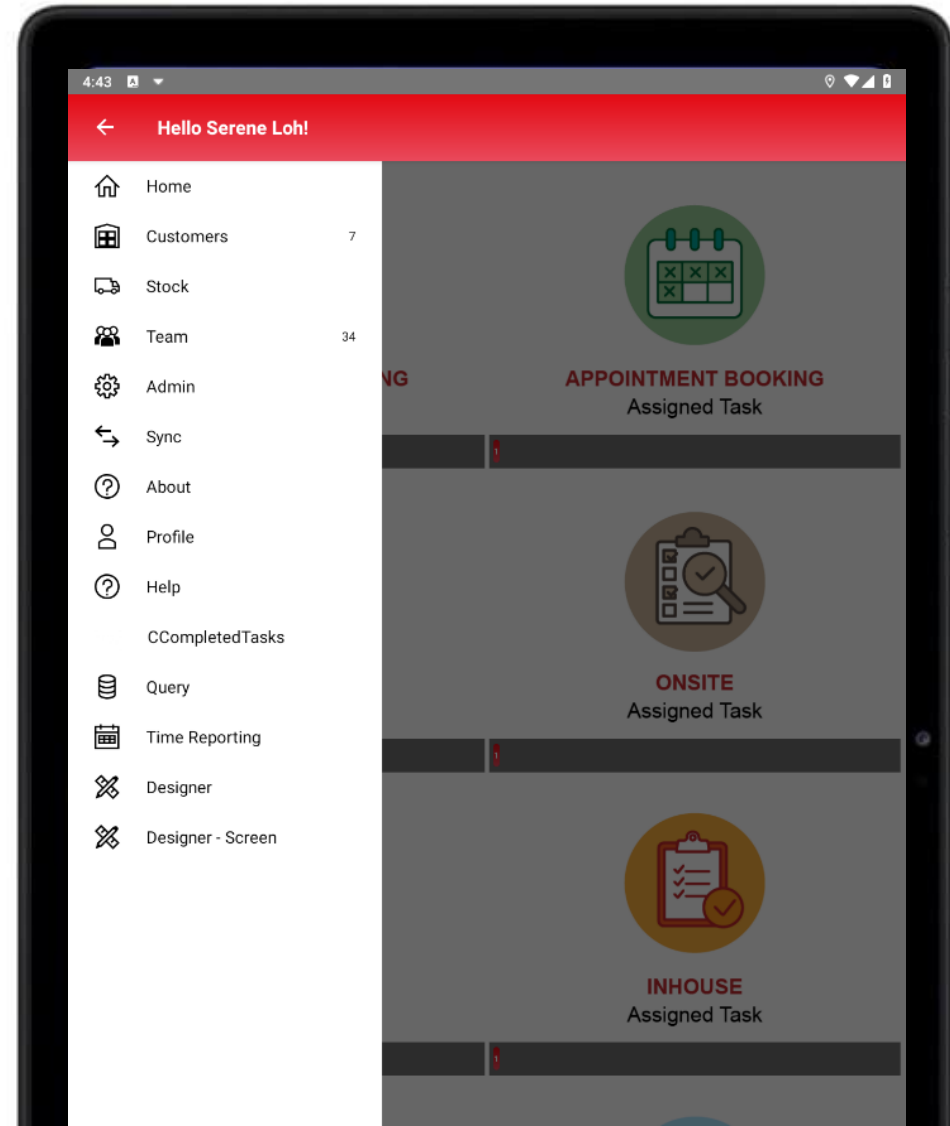
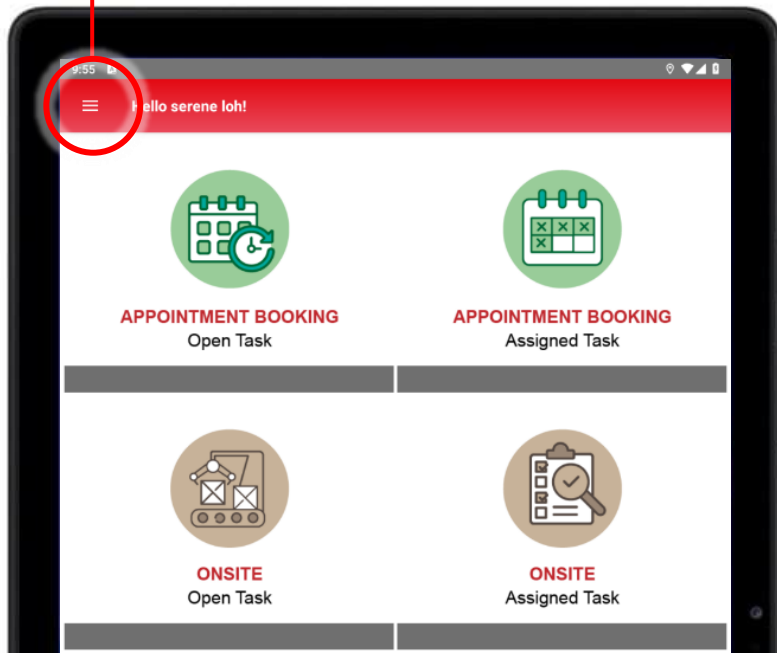
Open Tasks: New Tasks not assigned to any engineers

Assigned Tasks: Tasks assigned to you



Menu List

Open the **Menu bar** icon to open the menu list.



View a List of Job Tasks

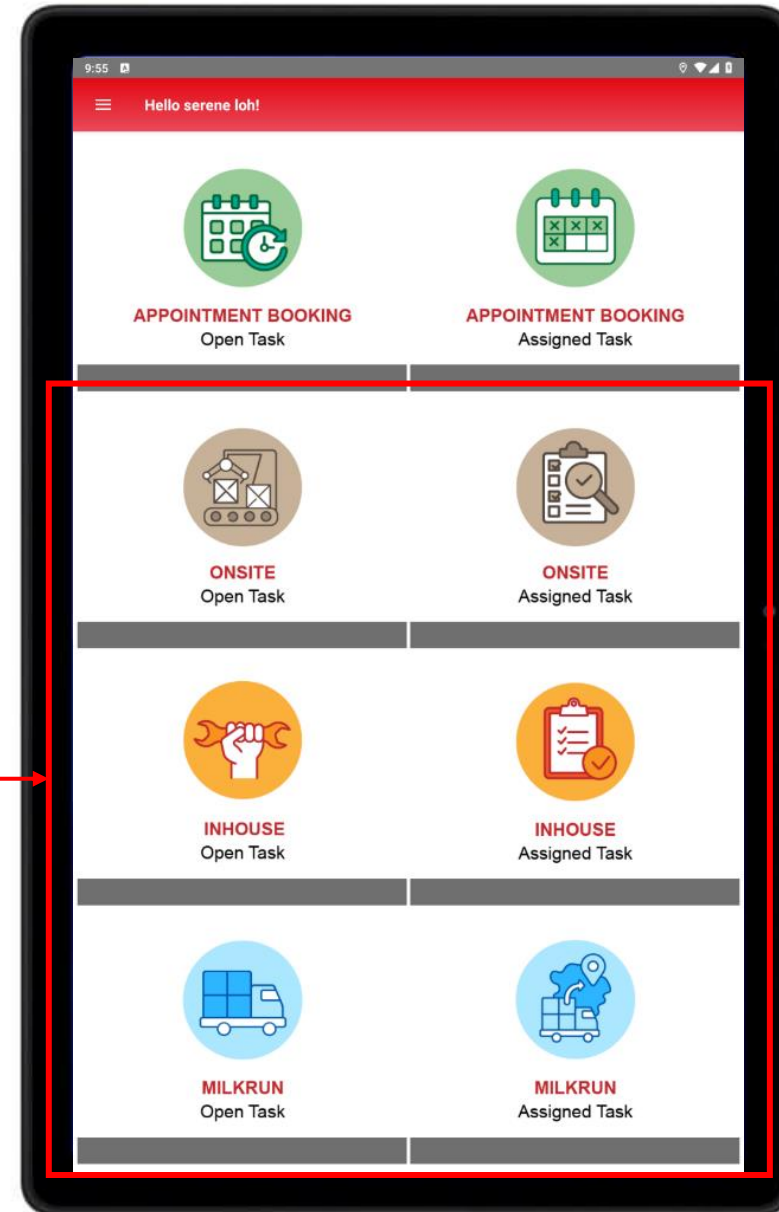
- For Onsite, Inhouse and Milk-run
- Job Tasks

VIEW A LIST OF JOB TASKS

For Onsite, Inhouse and Milk-run

Tap on the type of job task (Onsite, Inhouse or Milkrun) and whether it is an unassigned task or tasks assigned to you.

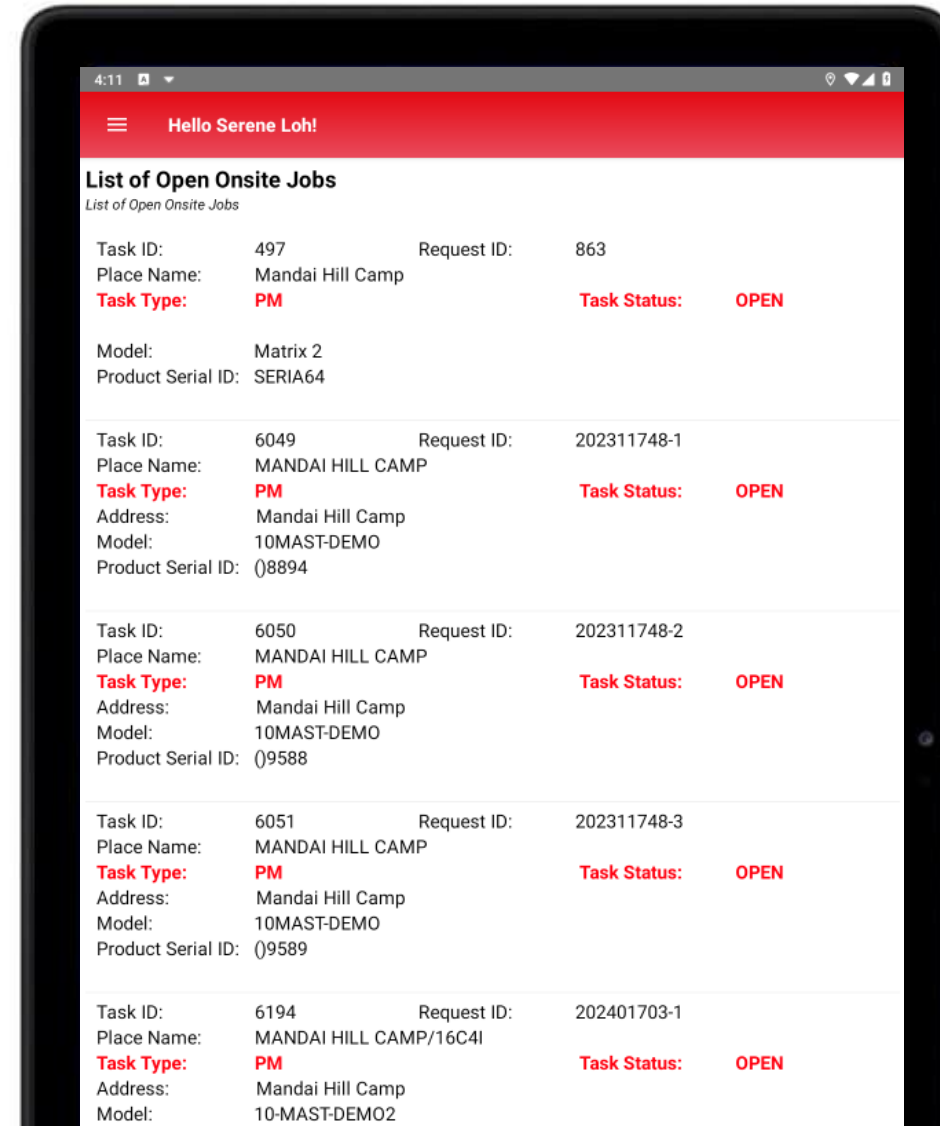
For Appointment Booking guides, please refer to:
User Guide for Engineer Booking System



VIEW A LIST OF JOB TASKS

Job Tasks

You will be able to view a list of job tasks for the category selected.



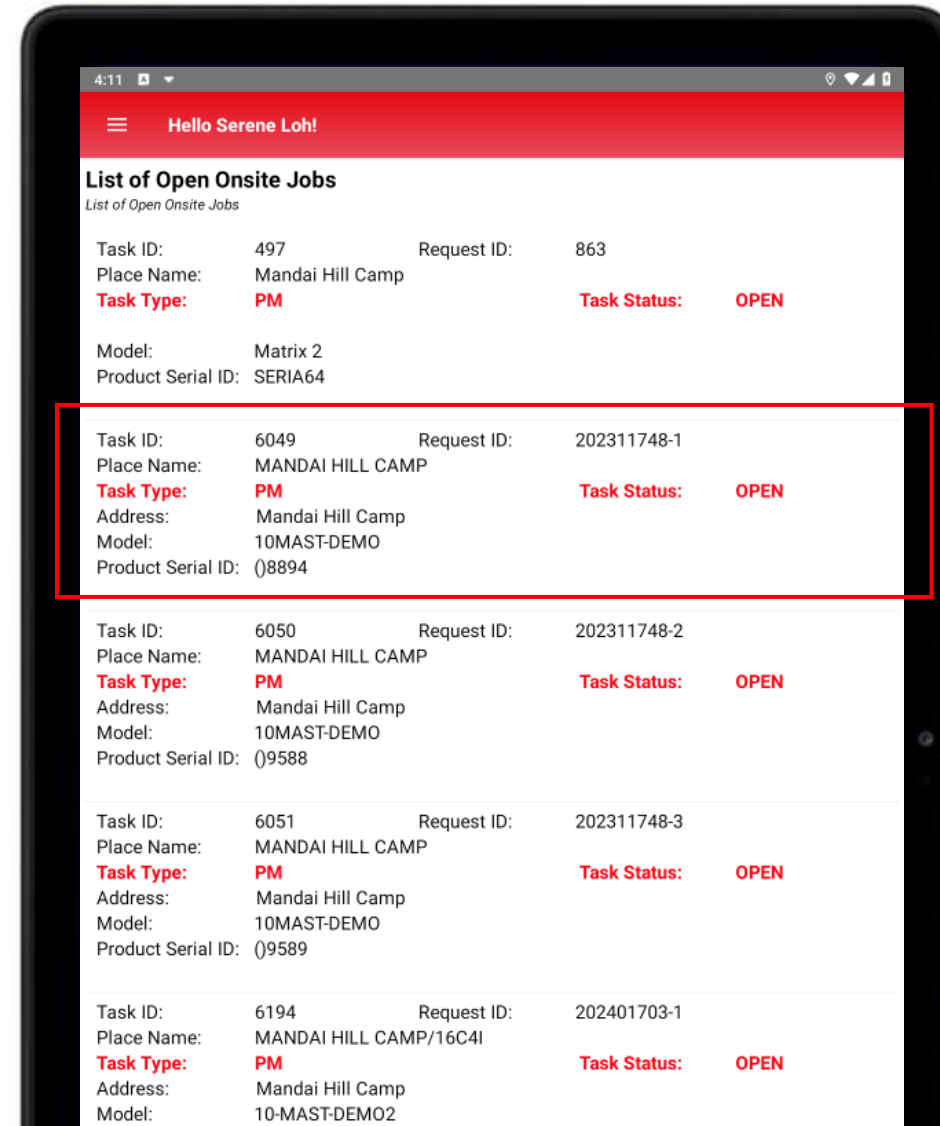
View a Job Task

- Select a Job Task from the List
- View Job Task

VIEW A LIST OF JOB TASKS

Select a Job Task from the List

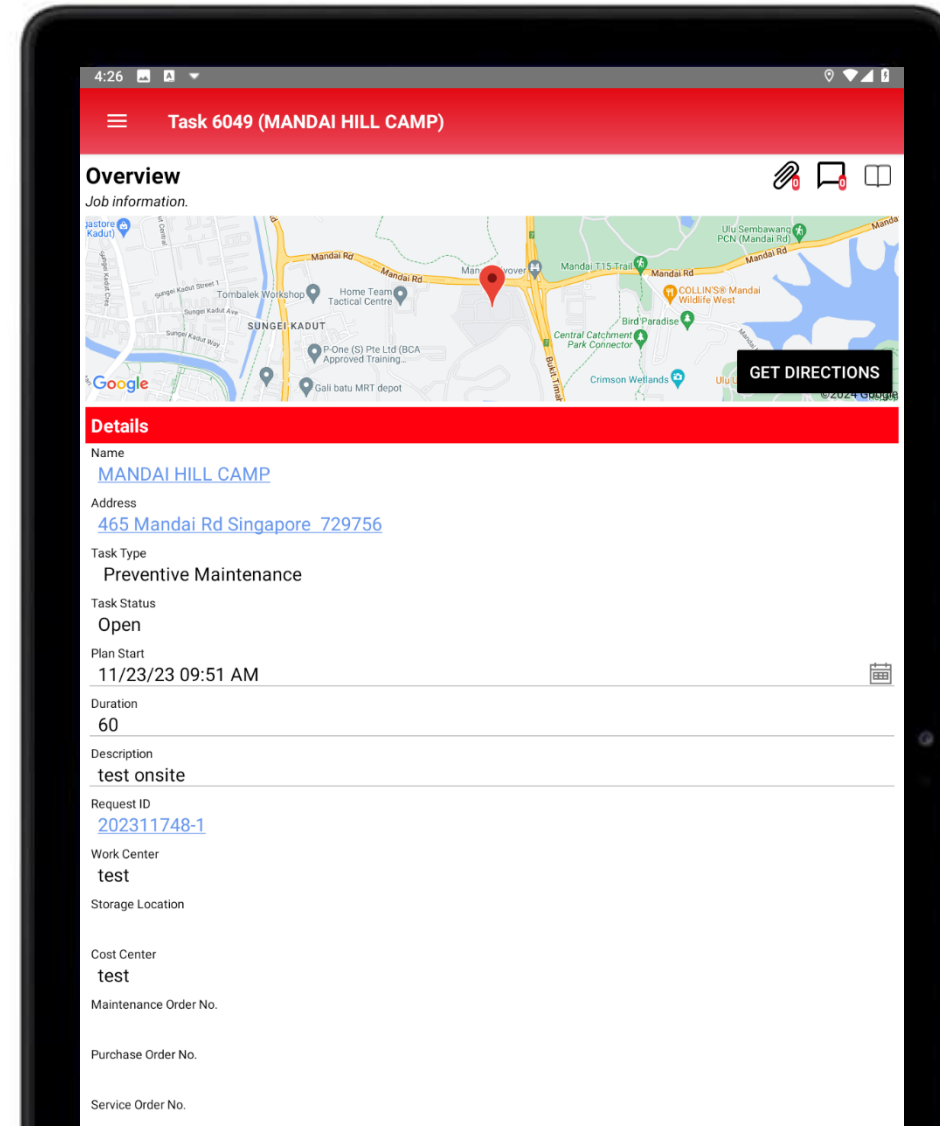
To view a job task, tap on a job task with reference by its **Task ID** or **Request ID**.



VIEW A LIST OF JOB TASKS

View Job Task

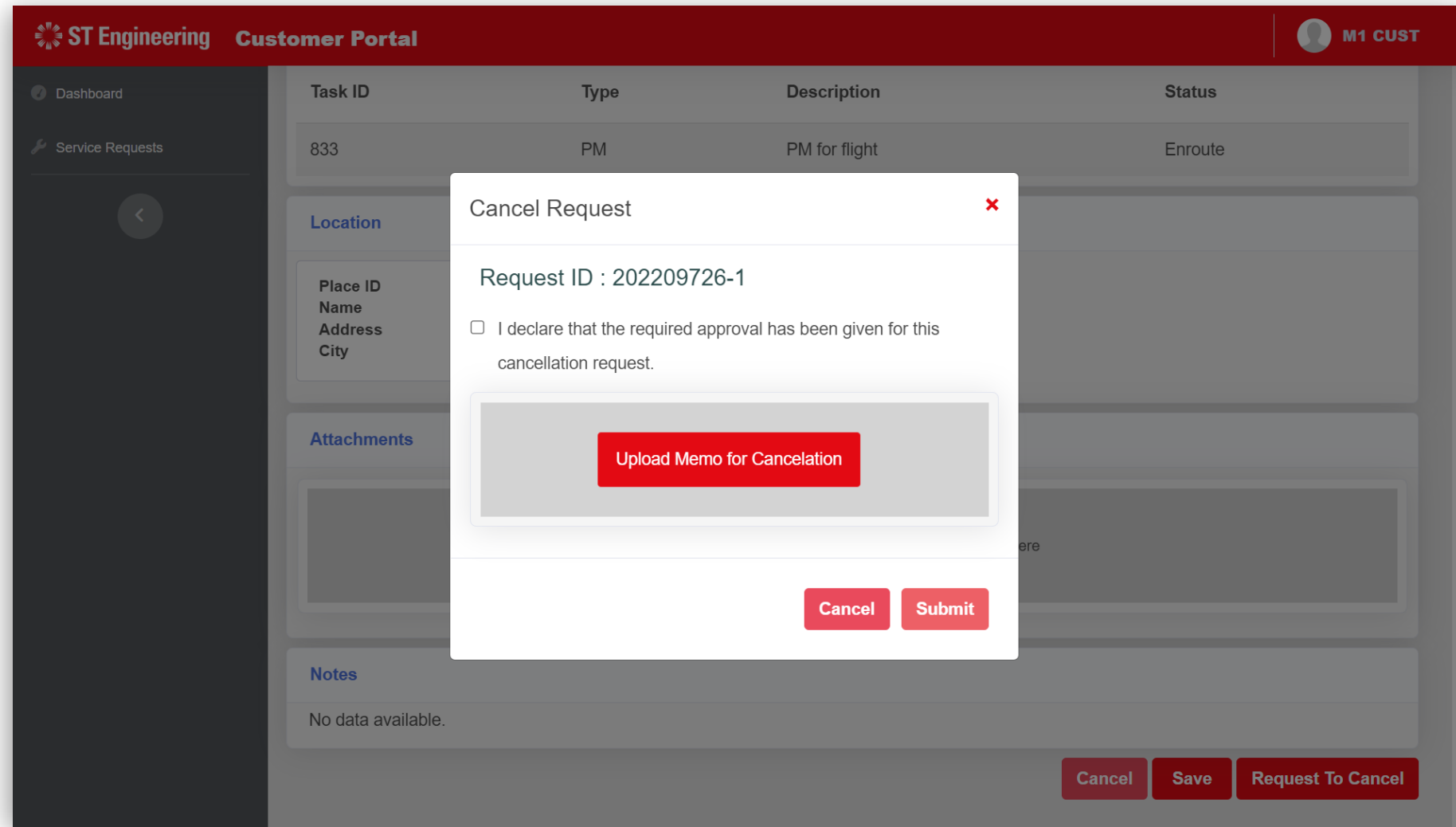
You will be able to view the information about the job task and create updates after accepting the task.



Job Cancellations For a Job Task

Customer to send Cancellation Request

You cannot undo the action if the task status is **In-Process**. Your *customer* will have to login via the **Customer Portal** and go to the request page to send a cancellation request with a memo attached to it.



The screenshot displays the ST Engineering Customer Portal interface. The top navigation bar includes the ST Engineering logo, the text "Customer Portal", and a user profile icon labeled "M1 CUST". A sidebar on the left contains "Dashboard" and "Service Requests" with a back arrow. The main content area features a table with columns for Task ID, Type, Description, and Status. A row shows Task ID 833, Type PM, Description PM for flight, and Status Enroute. Below the table are sections for Location (Place ID, Name, Address, City), Attachments, and Notes (No data available). A modal window titled "Cancel Request" is open, showing "Request ID : 202209726-1" and a checkbox for a declaration. A red button "Upload Memo for Cancellation" is visible in the modal. At the bottom of the page, there are buttons for "Cancel", "Save", and "Request To Cancel".

Task ID	Type	Description	Status
833	PM	PM for flight	Enroute

Location

Place ID
Name
Address
City

Attachments

Notes
No data available.

Cancel Request

Request ID : 202209726-1

I declare that the required approval has been given for this cancellation request.

Upload Memo for Cancellation

Cancel Submit

Cancel Save Request To Cancel

Customer to send Cancellation Request

Manager Portal

Notify your **team lead** to expedite the pending cancellation request and to do a follow-up.














The screenshot shows the 'Onsite Repair Request' interface in the Manager Portal. The request ID is 202209764-1, and the status is 'Pending Cancellation', which is highlighted with a red box. The interface includes fields for Request ID, Place ID, Request Type, Name, Address ID, Address, First Name, Last Name, Work #, Email, Product Search, Serial #, Product ID, Model #, and Family. Below the form, there are tabs for Details, Contacts, Products, Notes, Tasks, Part Needs, Part Usage, Labor and Expenses, Attachments, and Inhou. The Details tab is active, showing fields for Contract ID, Contract Version, Contract Type, Coverage Code, Response Code, Bill To Place, Posting Group, Hold Condition, Pick Complete, In Warranty, Billing Allowed, Check For Billing, Action, Problem Class, ECO ID, Total Price, Currency, Credit Terms, Request Category, Req Class, Access Group, PO Required, PO Number, Created By, Created, Modified By, and Modified.

Job Task Functionalities

- Updating Task Status
- Upload Attachments
- Create Notes

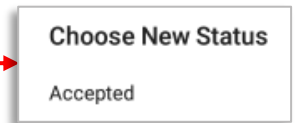
Updating Task Status

Example of task status change for an onsite job

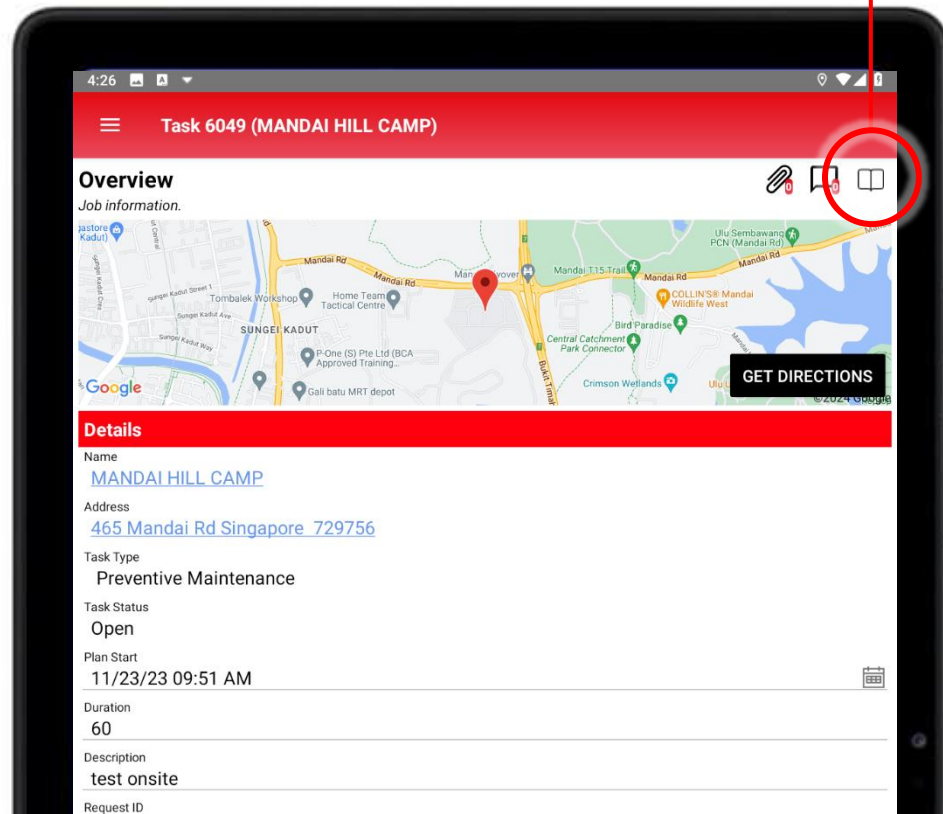
Current Task Status	Current Action	Select type of action to perform	New Task Status	New Action
Open		Accepted	Assigned	
Assigned		Accepted	Accepted	
		Rejected	Open	
Accepted		Scheduled	Scheduled	
		Rejected	Open	
Scheduled		Enroute	Enroute	
Enroute		In Process	In Process	-NA-

Updating Task Status – Open to Assigned

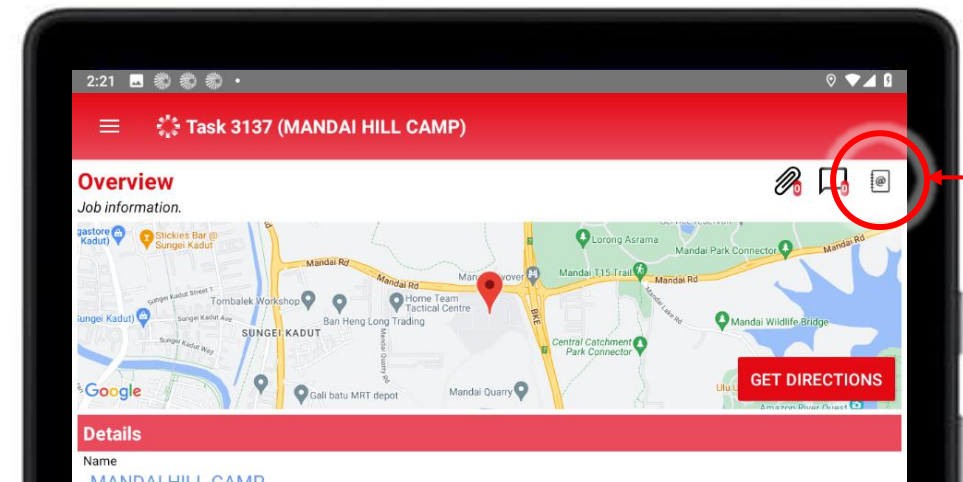
1 To pick up a new job, tap the icon at the top-right corner to invoke a status panel.




Select **Accepted** to change the Task Status from “Open” to “Assigned”

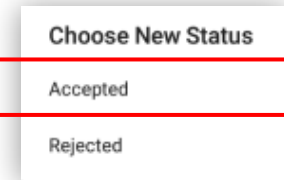


2 The icon will change to Action 

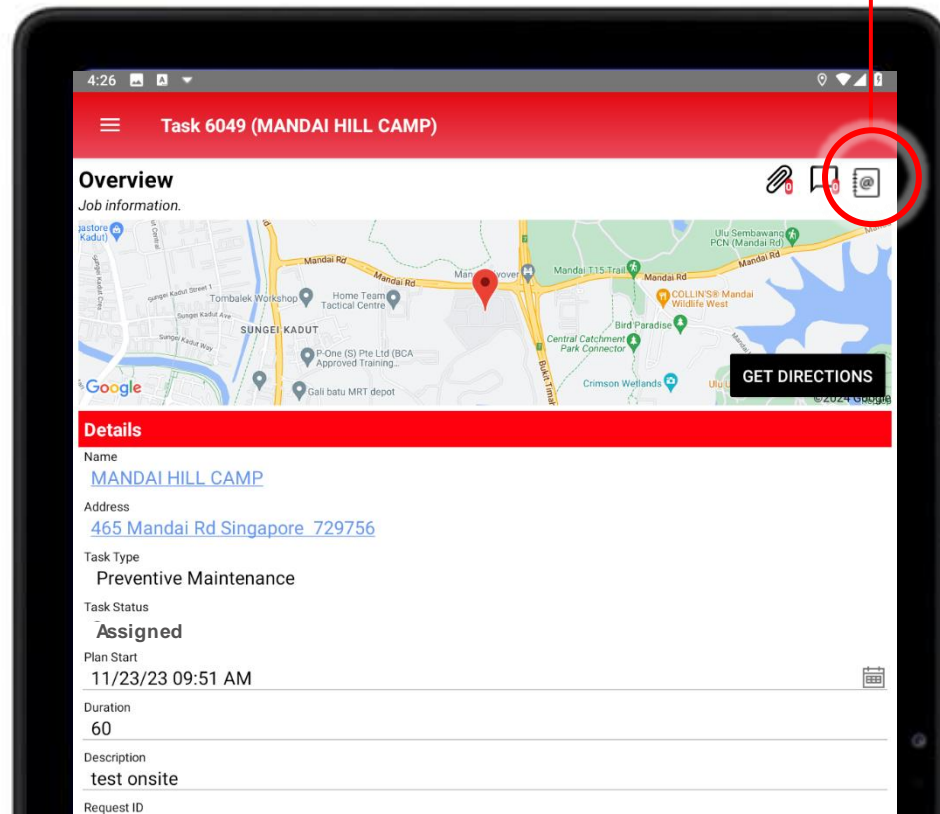


Updating Task Status – Assigned to Accepted

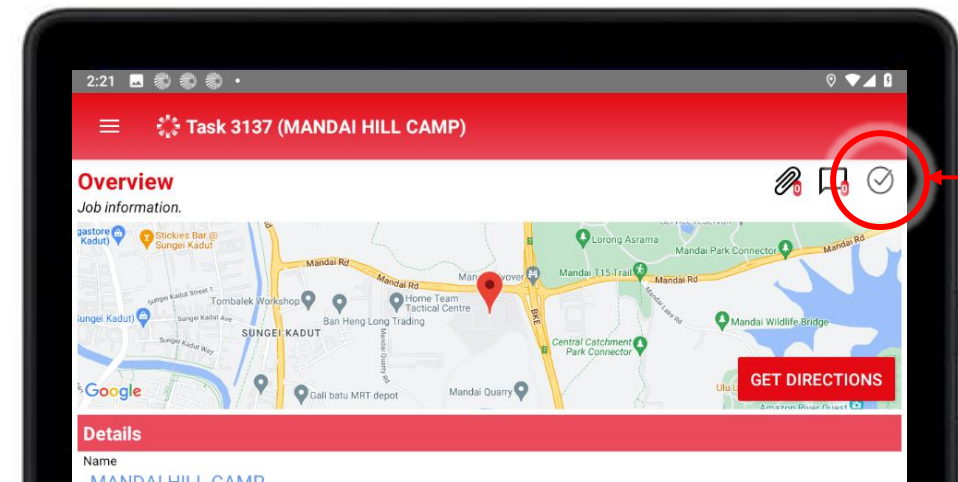
3 Engineers can accept assigned jobs by tapping the icon 



Select **Accepted** to change the Task Status from “Assigned” to “Accepted”



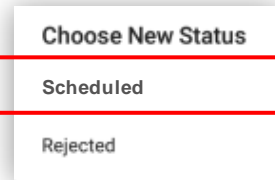
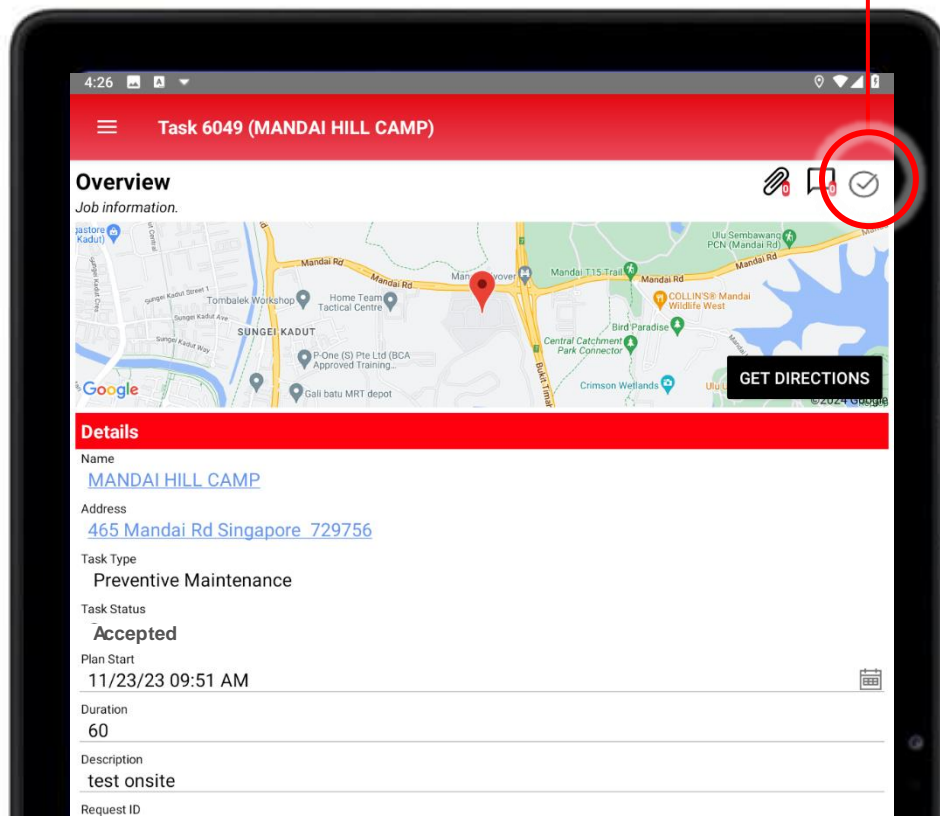
4 The icon will change to Action 



Updating Task Status – Accepted to Scheduled

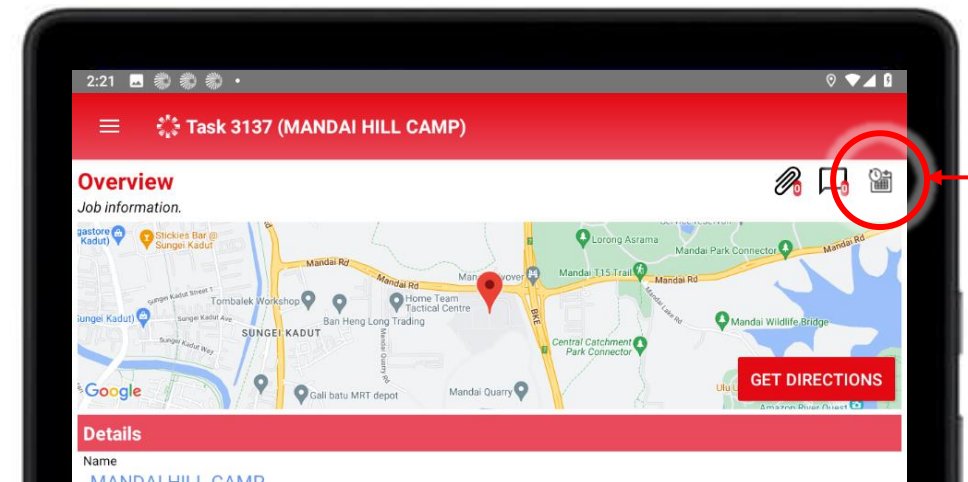
5 Engineers can confirm date & time scheduled

with the customer by tapping the icon 





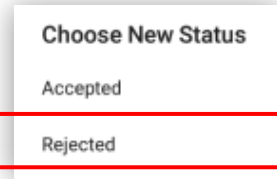
Select **Scheduled** to change the Task Status from “Accepted” to “Scheduled”

6 The icon will change to Action 

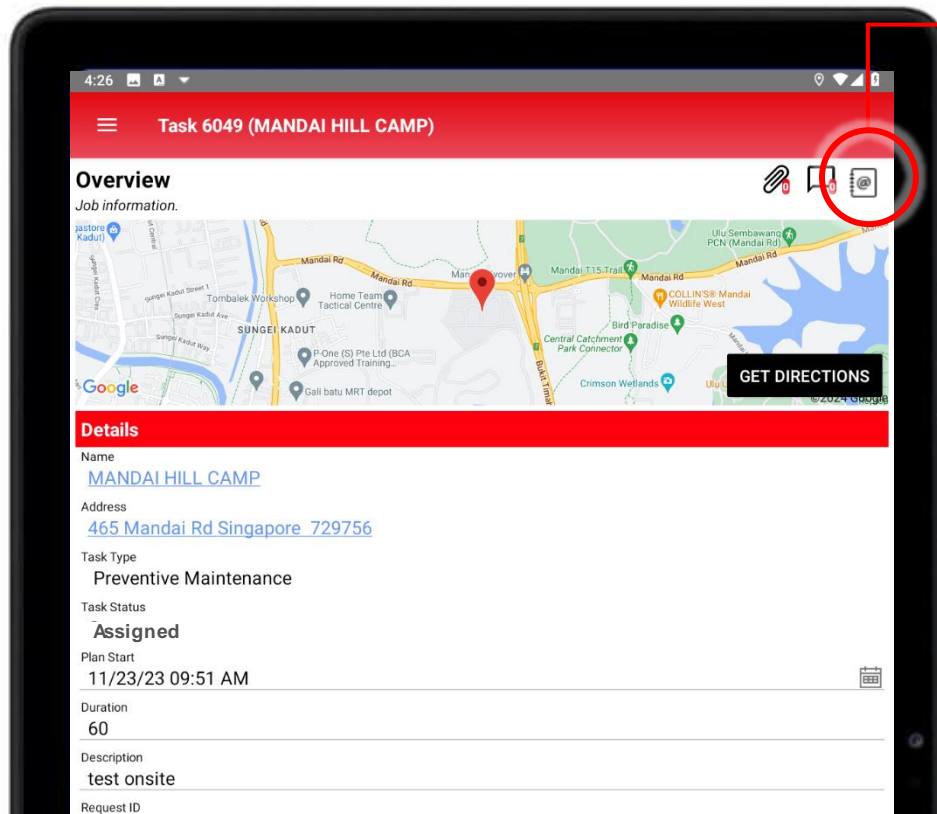


Updating Task Status – Assigned/ Scheduled to Rejected

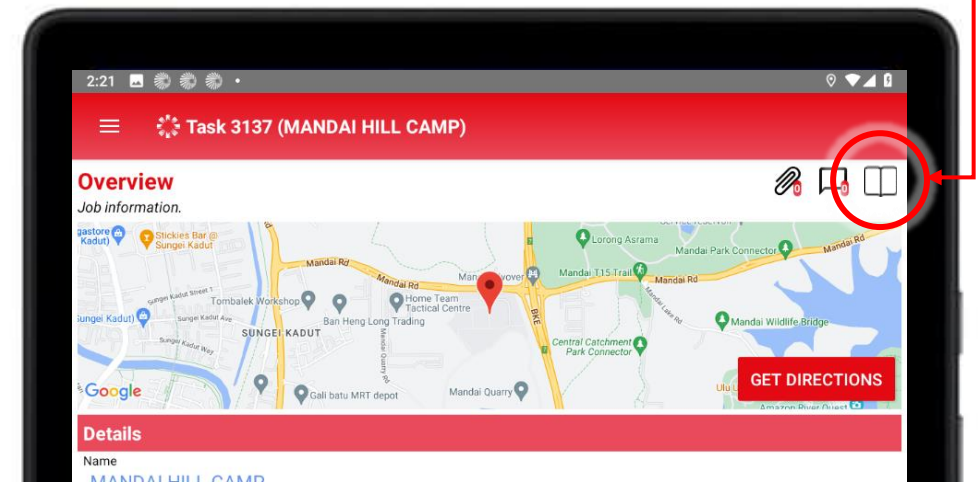
Engineers can **reject assigned jobs** OR reject **accepted jobs** by tapping the icon  / 




Select **Rejected** to change the Task Status to “Open”



The icon will change to Action 

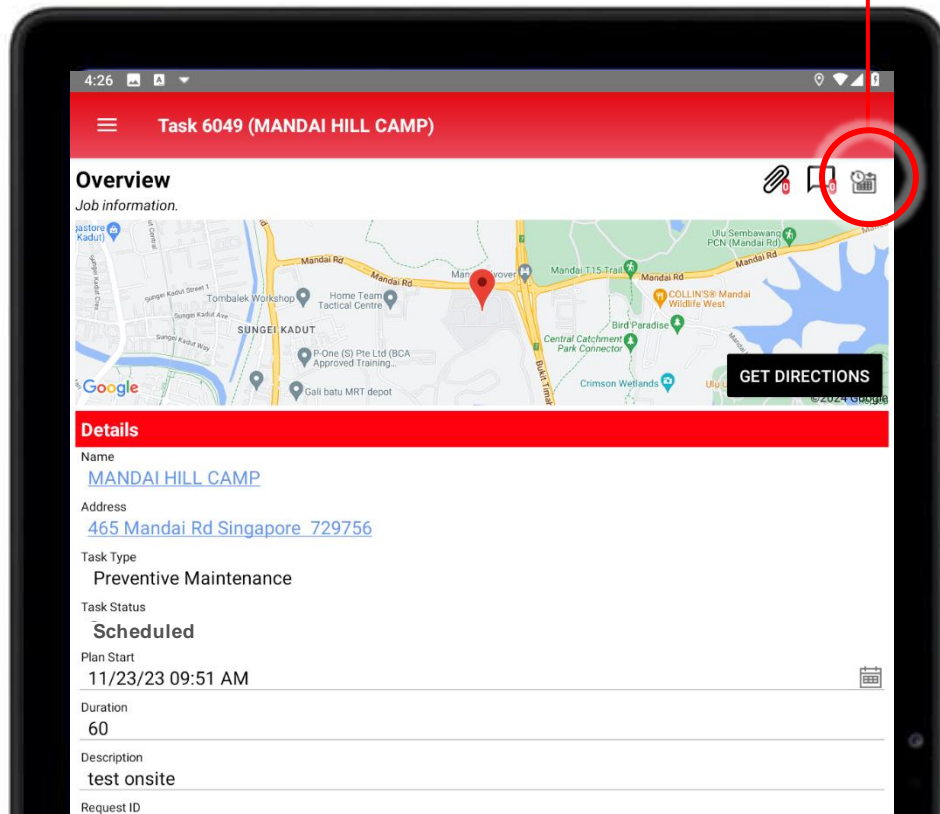


Updating Task Status – Scheduled to Enroute

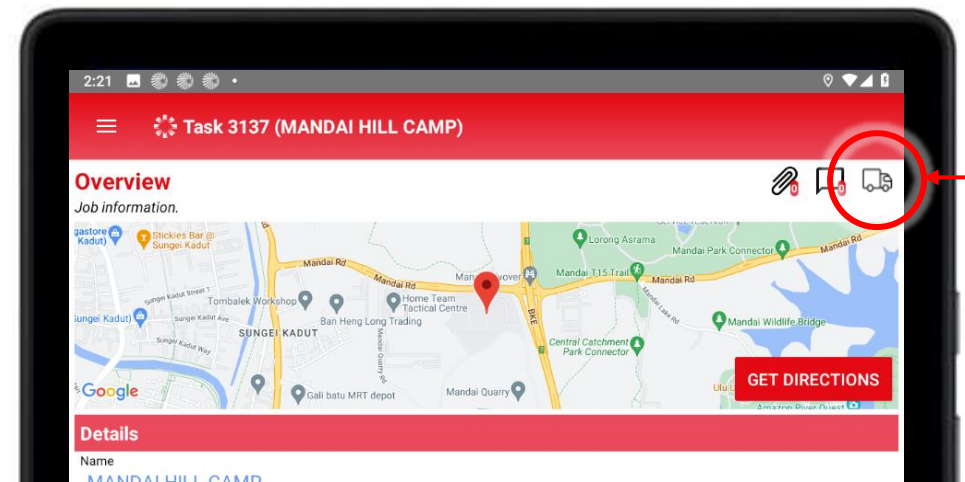
7 Engineers can **enroute** to customer’s site with the necessary information. Select the icon 

Choose New Status
Enroute


Select **Enroute** to change the Task Status from “Scheduled” to “Enroute”

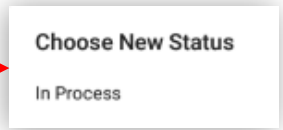


8 The icon will change to Action 

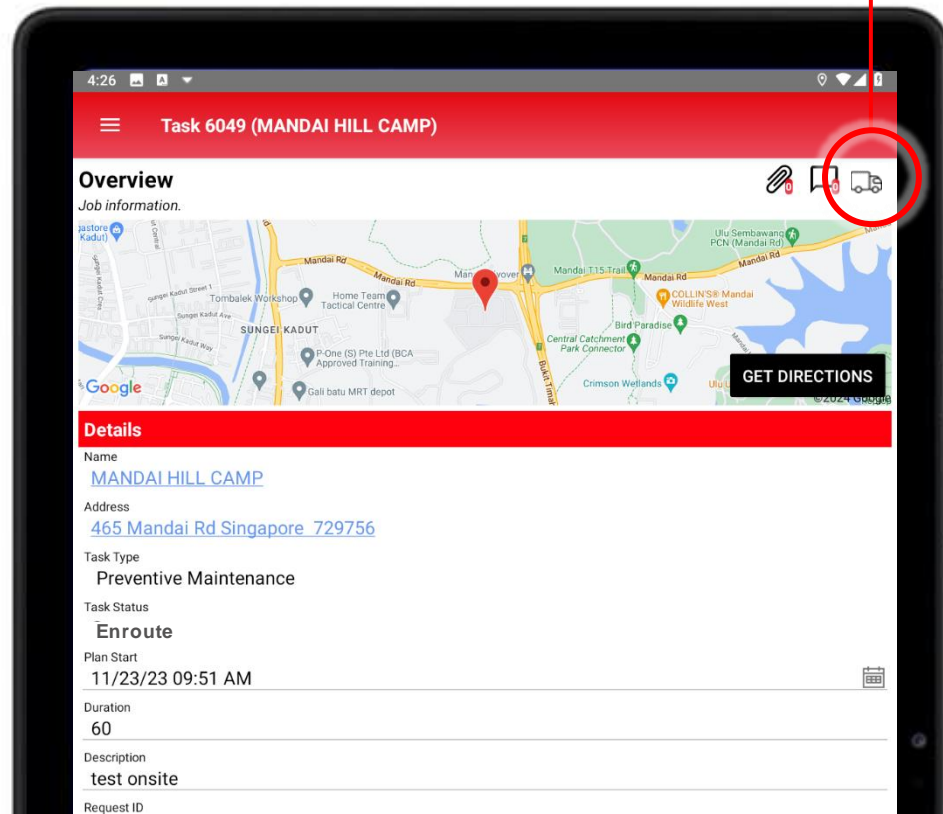


Updating Task Status – Enroute to In-Process

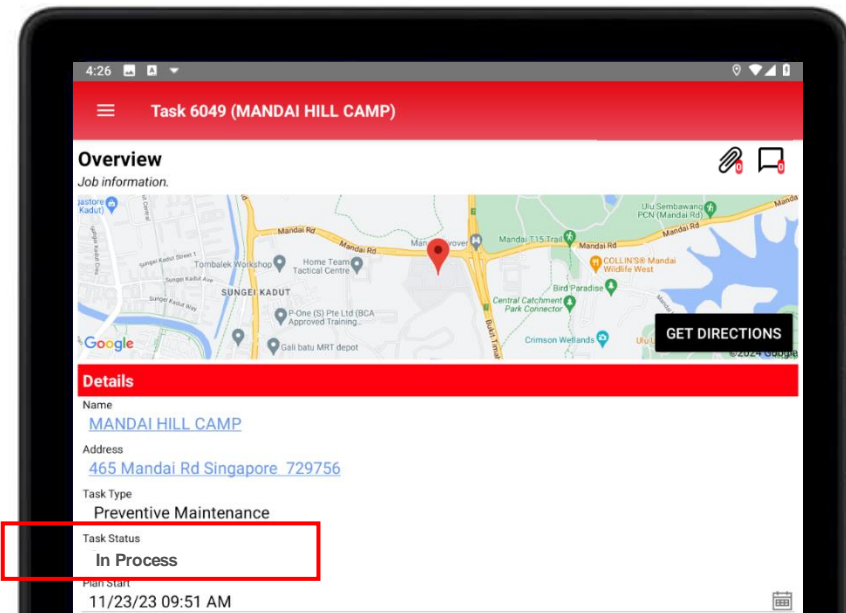
9 When servicing the equipment, engineers can change the status to **In-Process** via icon 



Select **In Process** to change the Task Status from “Enroute” to “In Process”






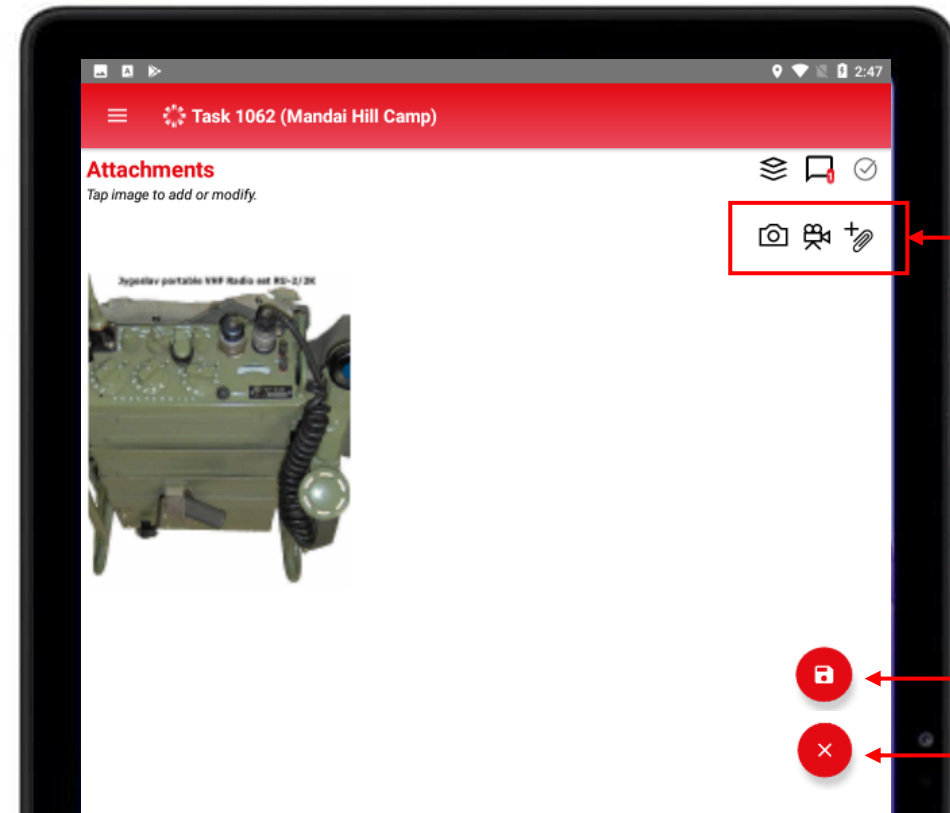
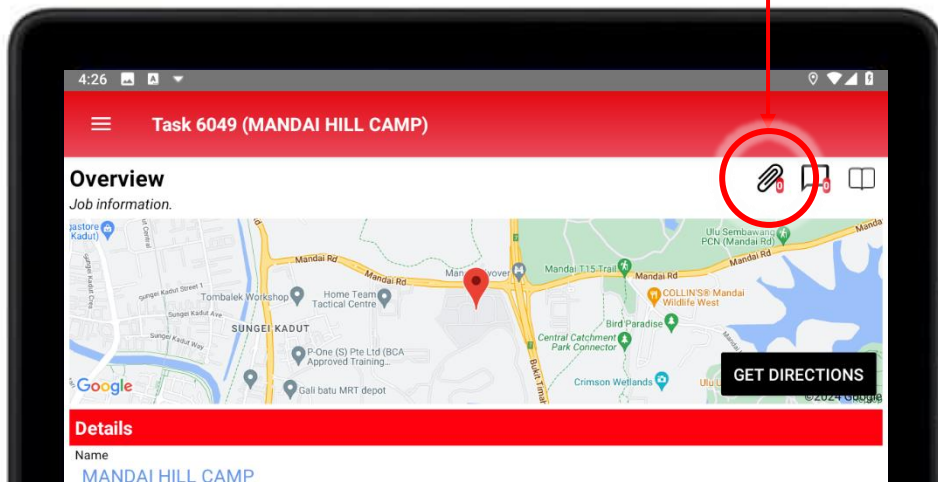
10 The task status will be updated to **In Process**



Upload Attachments

1 Tap on the clip icon, it will display (if any) a list of attachments created and to add new attachments.

- 2 Create new attachment from:
-  Take photo from mobile device;
 -  Take video from mobile device;
 -  Attach file from mobile device.

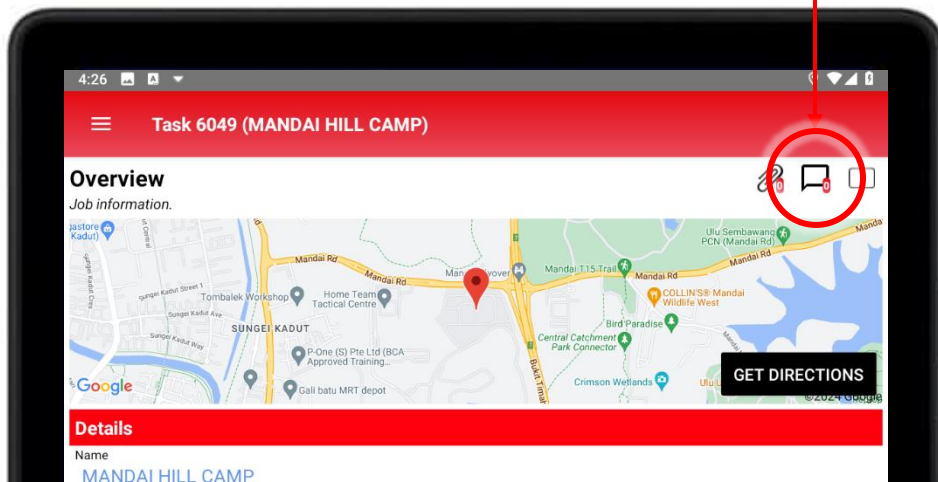


Save

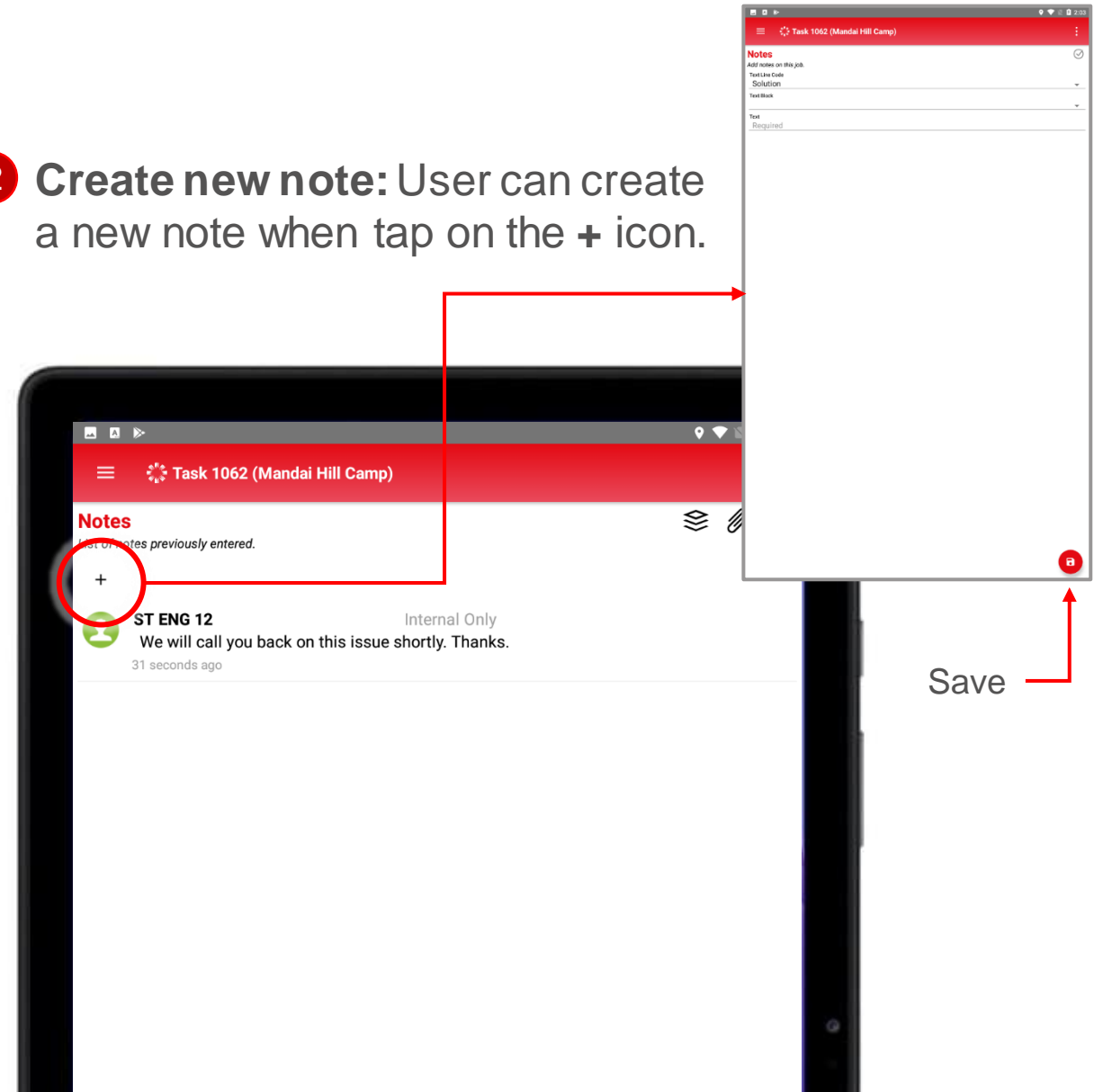
Cancel

Create Notes

1 Tap on the chat box icon and it will display (if any) a list of notes created and to create new notes.



2 Create new note: User can create a new note when tap on the + icon.



Save

Thank You