

## Using GoServicePro Mobile To Check In/Out While On-Site

*This process is completed by Service Partners and Customer Trainers using the GoServicePro Mobile App.*

*This article reviews the steps to check in upon arrival on-site, and check out before leaving site.*

Some customers require notification when their display is being worked on. Daktronics may also be required to report our actual arrival time to our customer to ensure we are meeting our response time. In the past, this was accomplished by having the technician call Daktronics when arriving or leaving site and checking in/out with a Services Coordinator.

Recent enhancements in GoServicePro and the introduction of the GoServicePro mobile app enables technicians to enter their Timestamps in real time and check in and out of site by changing the Work Order Status in GoServicePro. Completing this process in GoServicePro reduces call volume and on-site time and improves the consistency and timeliness of customer alerts.

**Note:** Use the process below to update the Work Order Status upon arrival on-site and when leaving site **for all service calls.**

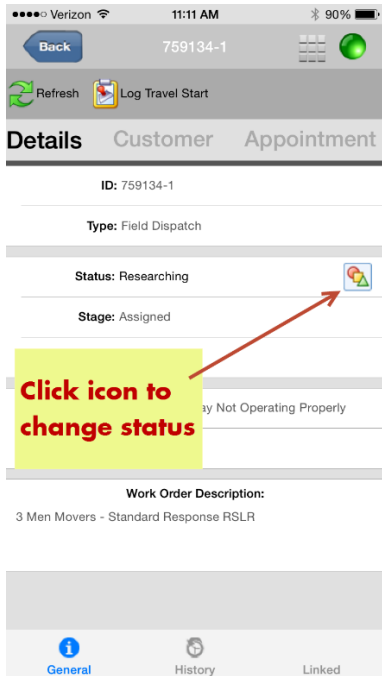
### Change Work Order Status to Check In/Out

The recommended process for checking in and out is to log your timestamps *as they occur* and change the Work Order Status *after* logging the On-Site and Leave Site timestamps. See steps below:

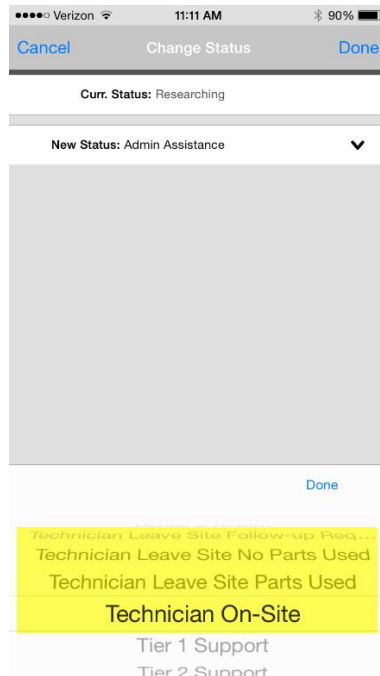
1. Locate the Work Order.
2. Enter appropriate On-Site/Leave Site Timestamps as you arrive or depart from site. See Log Timestamps and Lunch in GoServicePro Mobile for further information.
3. Under **Details**, locate the **Status** Field.
4. Tap the **Shapes** icon to view the Change Status screen.

Alternately, the Change Status screen can be accessed by tapping the **9-box icon** in the top-right corner and selecting **Change Status**.

5. Tap the **dropdown arrow** in the **New Status** field to view New Status options.



iOS: Work Order Status



iOS: Change Status



Android: Change Status

6. Select the appropriate status. See descriptions below:

- **Upon Arrival On-Site:**

Change the Work Order Status to **Technician On-Site**.

- **When Leaving Site:**

Change the Work Order Status to:

- **Technician Leave Site No Parts Used:** When the technician has left site and did not use parts.
- **Technician Leave Site Parts Used:** When the technician has left site and used parts while on-site.
- **Technician Leave Site Follow-Up Required:** When the technician has left site and further action is required.