

GoServicePro - Block a Schedule

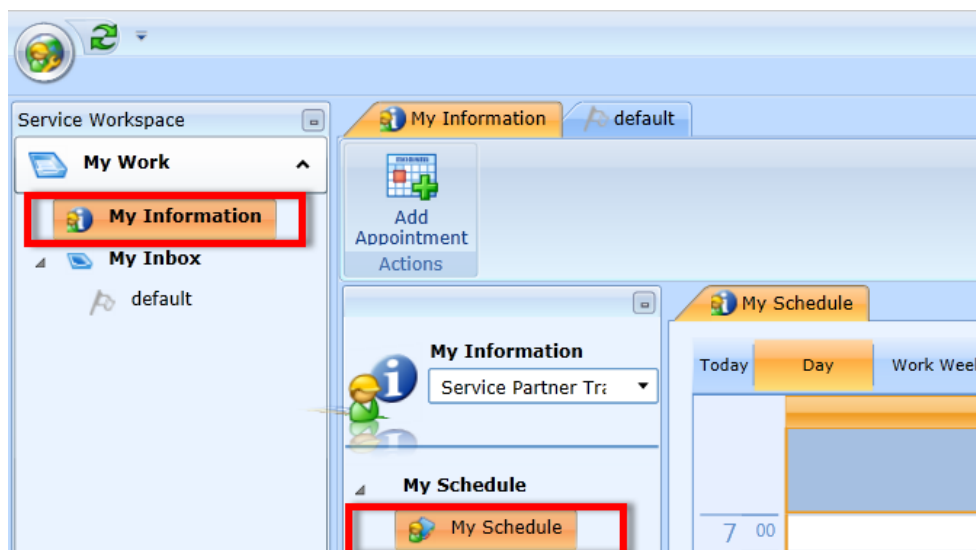
This process is completed by Service Partners using GoServicePro.

This article reviews the steps to block time on a schedule to prevent a technician from being scheduled during a specified time.

Videos: [GoServicePro Mobile App for Field Service: Calendar and New Appointment](#)
[GoServicePro for Field Service: My Information](#)

Accessing Your Schedule

1. Under Service Workspace, expand My Work and click on My Information.

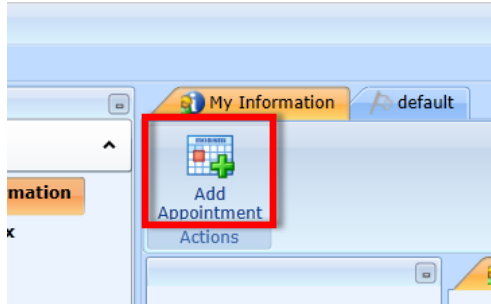


2. Click on My Schedule.

***Note:** Your schedule in GoServicePro will not sync to other calendars.

Adding an Appointment

1. Click the Add Appointment button in the ribbon **or** double-click on a specific day/time on the calendar.



2. Enter appropriate information in the Subject field (required).

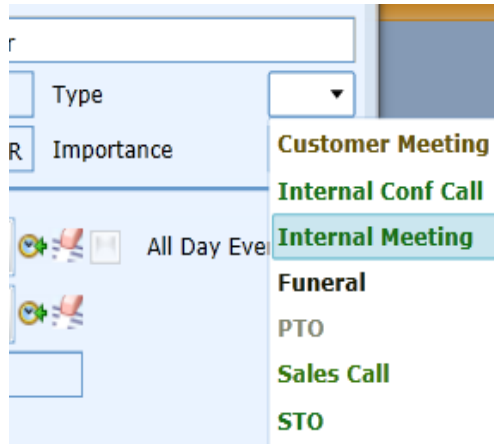
***Note:** Information entered in the Subject field will not be visible on the calendar appointment.

A screenshot of a dialog box titled 'Edit Appointment'. The window title bar includes '(UTC -06:00) My Time (CST)', a warning icon, a downward arrow, a close icon, and a help icon. The dialog contains several fields:

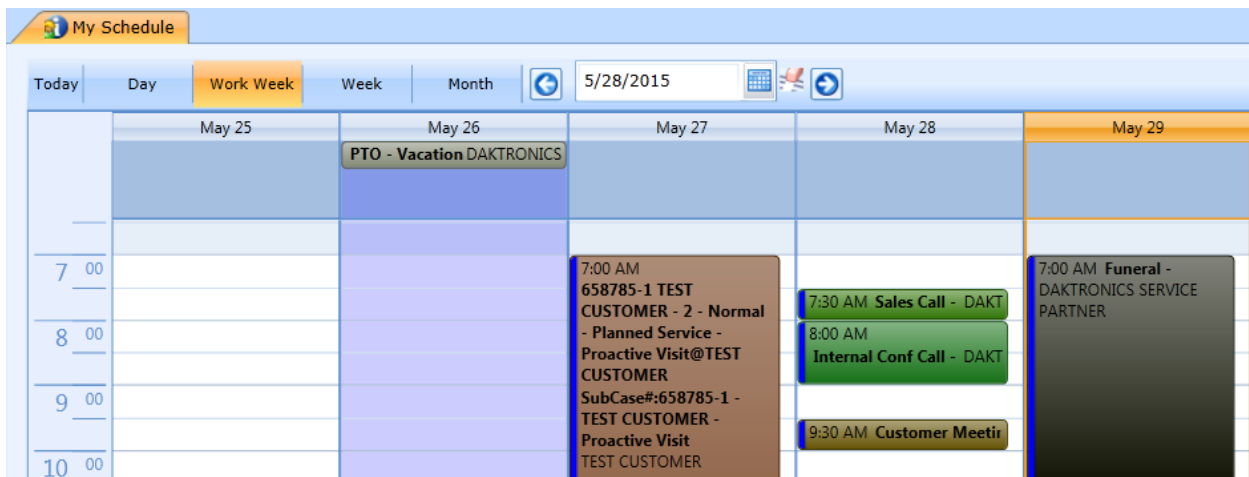
- Subject ***: A text box containing 'Weekly meeting with Supervisor'.
- Resource**: A text box containing 'service1'.
- Type**: A dropdown menu with 'Internal Meeting' selected.
- Location**: A text box containing 'DAKTRONICS SERVICE PARTNER'.
- Importance**: An empty text box.
- Start Time ***: A date and time selector showing '5/18/2015' and '10:15 AM'.
- End Time ***: A date and time selector showing '5/18/2015' and '11:15 AM'.
- Duration**: A text box showing '0 Day(s) 01:00'.
- Appointment Notes**: A text box containing 'Supervisor Meeting'.

At the bottom of the dialog are two buttons: 'SaveAndClose' and 'Cancel'.

3. Select the type of appointment from the Type dropdown menu.



4. Update the Start and End Times via the Calendars and Time field dropdowns.
5. Enter optional notes in the Appointment Notes field at the bottom of the window for visibility on the appointment.
6. Click the Save and Close button.
7. Items on your schedule are **color coded** based on the Type:
 - Customer Meeting = GOLD
 - Internal Conference Call = GREEN
 - Internal Meeting = GREEN
 - Funeral = BLACK
 - PTO (Paid Time Off) = GREY
 - Sales Call = GREEN
 - STO (Student Time Off – unpaid) = GREEN
 - Work Order = BROWN



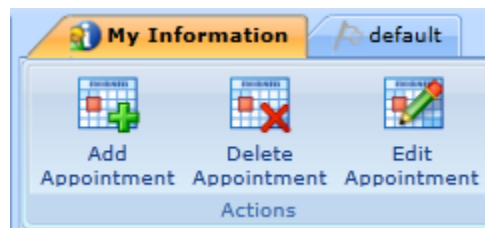
Access Work Order

1. Locate a Work Order on the calendar during the scheduled day/time.

2. Double-click to open Work Order.
3. This is a great tool for accessing your previously closed Work Orders!

Edit a Scheduled Item

1. Double-click on an appointment to edit **or** select the appointment on the calendar and click the Edit Appointment button in the ribbon.
2. Make updates.
3. Click the Save and Close button.



Deleting a Scheduled Item

1. Select the item to be deleted by clicking on the schedule block on the calendar.
2. Click the Delete Appointment button in the ribbon.
3. Click OK on the Appointment Deleted Successfully pop-up.

Accessing a Schedule by Proxy (For Supervisor Use ONLY)

1. Under Service Workspace, expand Administration and select Employees.
2. From the Employees tab in your workspace, search and select the appropriate employee by clicking on the hyperlink in the First Name field.
3. Click Schedule.

The screenshot displays a software interface with a navigation pane on the left and a main content area on the right. The navigation pane includes sections for 'My Work', 'Work Orders', and 'Administration'. Under 'Administration', there are links for 'Employees', 'Sites', and 'Contacts'. The main content area is titled 'Workflow' and contains an 'Employee:' profile section with a 'Details' sub-section. The 'Details' section includes links for 'Information', 'My Part Orders', and 'My Work Orders'. Below this is a 'Schedule' section with a 'Schedule' button highlighted by a red rectangular box. To the right of the 'Details' section is a schedule grid with columns for 'Today', 'Day', 'Work Week', 'Week', and 'Month'. The date '5/2/2014' is displayed in the top right corner of the grid area. The grid rows are labeled with times: 7:00, 8:00, 9:00, 10:00, and 11:00.