# CivicSiteService

## Mobile App User Guide

# Overview

CSS mobile is a new mobile app for mechanics that talks directly to the core CSS desktop software used by dispatchers.

With CSS mobile, you can use your phone to view your maintenance route, see building history, see contract and device details, and submit work tickets directly to your dispatchers back in the office.

Future versions of the app will add callbacks and other features.

## Key features

CSS mobile can do the following:

- Show your route (as programmed within CSS desktop) and allow you to submit maintenance tickets for each location on your route

- Show your work history as collected on the app

- Show critical information about each location on your route, such as how to navigate there, how many devices are there, what kind they are, and their maintenance history

- Capture time spent on each maintenance visit (time tracking from the field) and mechanic location data

- Capture photos and customer signature within tickets

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# Using the app

# Manage my route

After logging in, the first page you will see is **My route**. It lists every location on your route (as configured in CSS desktop), each as a clickable card.

**1** **Search for a building:** Tap the magnifying glass to search for a specific location by typing in the address or name

**2** **Sort your route:** Tap the sort control to re-order the location cards by distance, by time since your last visit, or alphabetically

**3** **Get more info:** Tap any card to see more information about that building & start a maintenance ticket
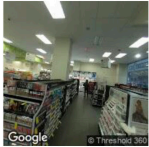
My Route 🔍  **1**

8 buildings | 91 devices  ↕ Sort  **2**

**498 7TH AVENUE**

| Devices | Last Serviced |
| --- | --- |
| 25 | Dec 29, 2021 |

713.15 miles away  **3**

**469 Seventh Avenue**

| Devices | Last Serviced |
| --- | --- |
| 8 | Jan 12, 2022 |

713.17 miles away  **3**

**1440 BROADWAY**

| Devices | Last Serviced |
| --- | --- |
| 19 | Jan 12, 2022 |

713.29 miles away  **3**

**1450 BROADWAY**

| Devices | Last Serviced |
| --- | --- |
| 11 | Jan 10, 2022 |

713.29 miles away  **3**

📍 My Route      〰 Work Summary      ⚙ Settings

# Get more info

Tap any building card to see key details about each route location.

1. **Nickname and building address**: If a route location has a nickname, it will be listed as the card title. Otherwise, the card title is the building address.

2. **Devices**: the number of devices under contract at the location

3. **Last serviced**: the date of the most recent ticket submitted for the location

4. **Miles away**: the approximate number of miles you are from the location

5. **Photo**: a Google Street View photo of the location
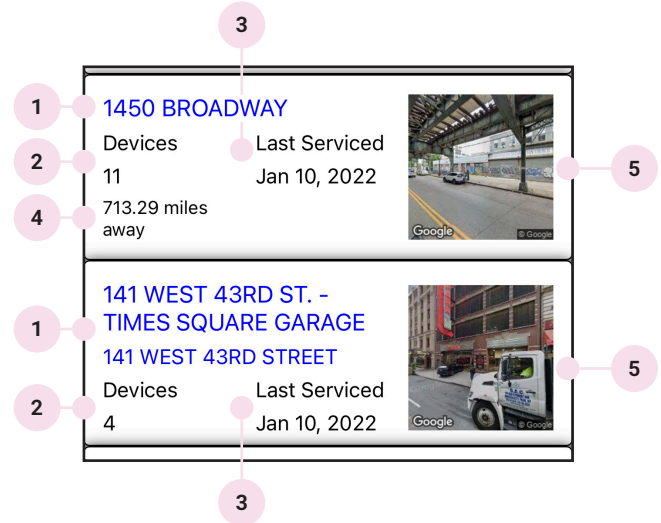
# View building info

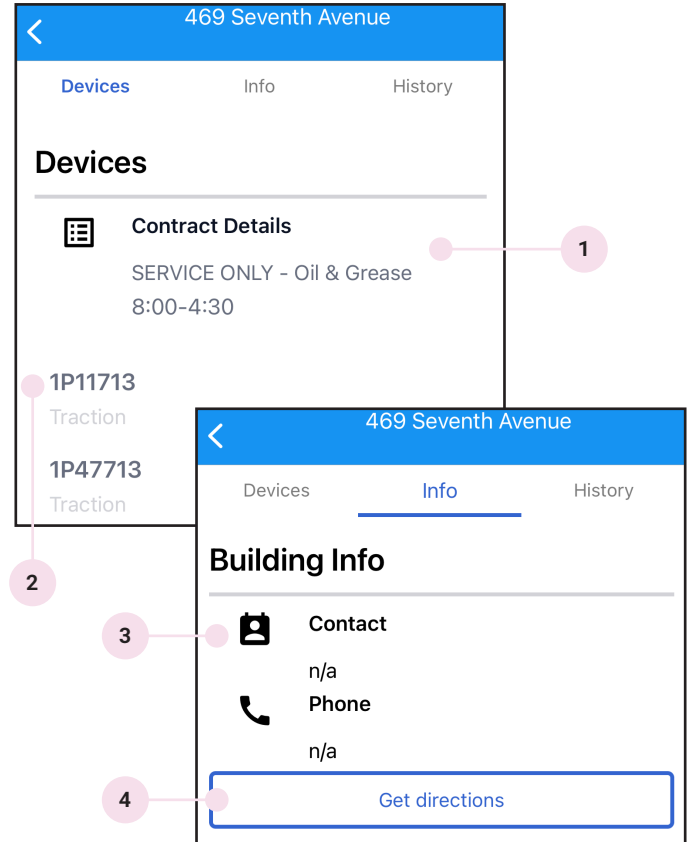Once you tap on a building card, you can view details about that route location, or start a maintenance ticket. Building details are made up of 3 different tabs.

## Devices

**1** **Contract details**: this section shows the contract coverage, as configured in CSS desktop

**2** **Device list**: a list of known devices in the building, by their municipal ID, with device type listed underneath

## Info

**3** **Contact**: a contact name and phone number for a customer at this route location

**4** **Get directions**: a button that opens a map application & shows directions from your current location to the route location

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469 Seventh Avenue

Devices    Info    History

### Devices

Contract Details

SERVICE ONLY - Oil & Grease
8:00-4:30

1P11713
Traction

1P47713
Traction

1

2

---

469 Seventh Avenue

Devices    Info    History

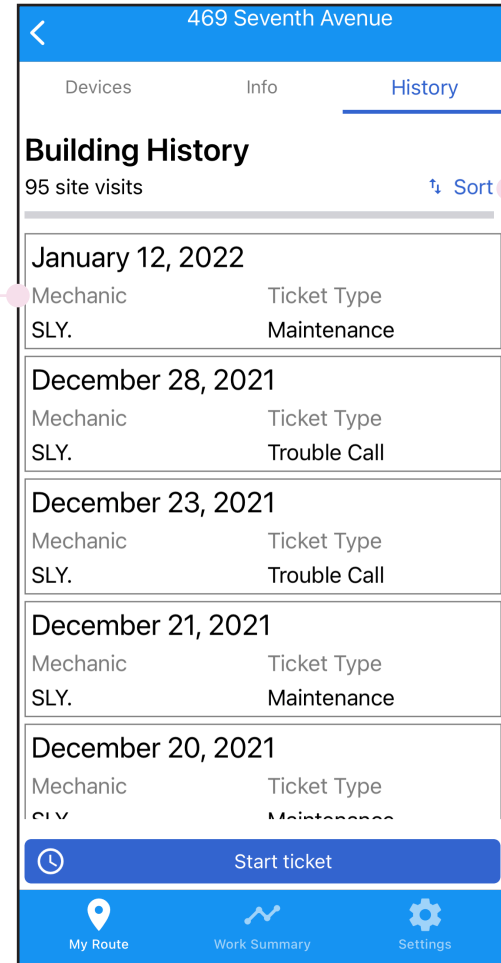### Building Info

Contact
n/a

Phone
n/a

Get directions

3

4

# View building info

## History

The history tab is a list of tickets that have been sent back from this location.

1. Tap any card to view details about that site visit, including the mechanic's story

2. Sort the cards by time, alphabetical by mechanic, or alphabetical by type

469 Seventh Avenue

Devices | Info | History

**Building History**
95 site visits          ⇅ Sort

January 12, 2022
Mechanic                Ticket Type
SLY.                    Maintenance

December 28, 2021
Mechanic                Ticket Type
SLY.                    Trouble Call

December 23, 2021
Mechanic                Ticket Type
SLY.                    Trouble Call

December 21, 2021
Mechanic                Ticket Type
SLY.                    Maintenance

December 20, 2021
Mechanic                Ticket Type
SLY.                    Maintenance

Start ticket

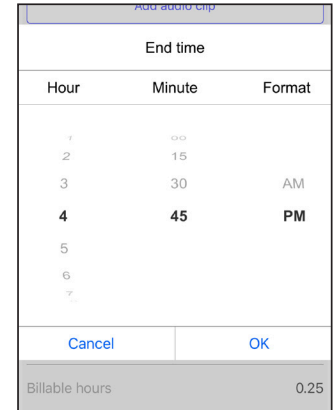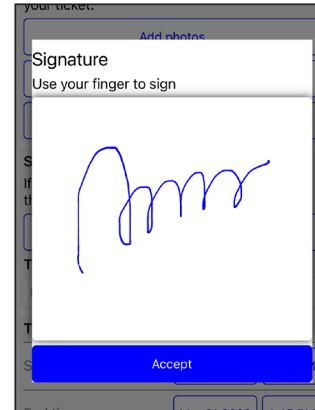My Route     Work Summary     Settings

# Start and submit Tickets

Tapping the "Start ticket" button will initiate a maintenance ticket at that location. An active ticket can be collapsed by tapping the ⌄ and expanded again by tapping the bar at the foot of the page.

- **Indicate which devices you work on**: Selected devices are sent back to the dispatcher through CSS desktop as having completed maintenance.

- **Write work story**: You can type a description of the work you did, or tap the microphone icon in your phone keyboard to dictate your story.This field is required in order to send a ticket.

- **Attach documents**: you can attach photos, audio clips, or files to a ticket.
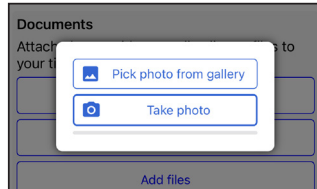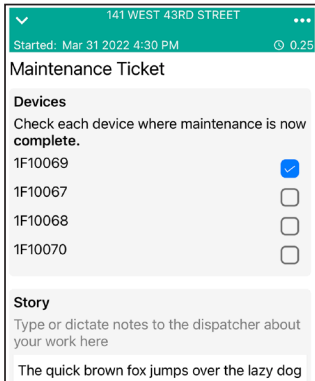
- **Collect signature**: Tap the "Add signature" button to open a signature pop up. The customer can then sign using their finger. Beneath the "Add signature" button is a text field where the customer name can be typed in addition to (or instead of) the digital signature.

- **Submit your time**: When you start a ticket, your start time and date are captured. Both start and end times can be changed before submitting the ticket. To change the time or date, tap the time or date buttons and choose the desired numbers. Billable hours for this ticket are calculated beneath the time buttons.

# Review and send your Ticket

Tap "Next" to review your ticket before sending it. To send your ticket back to CSS desktop and your dispatcher, tap "Complete and send."



## Sending tickets with poor network connectivity

If you are in a place without WiFi internet or cellular service, the active ticket form will show a connection warning message at the top of the page.

## Canceling or deleting your ticket

You can cancel working on a ticket by tapping the trash can icon at the top right of the form. This will remove any information you've put in the ticket.
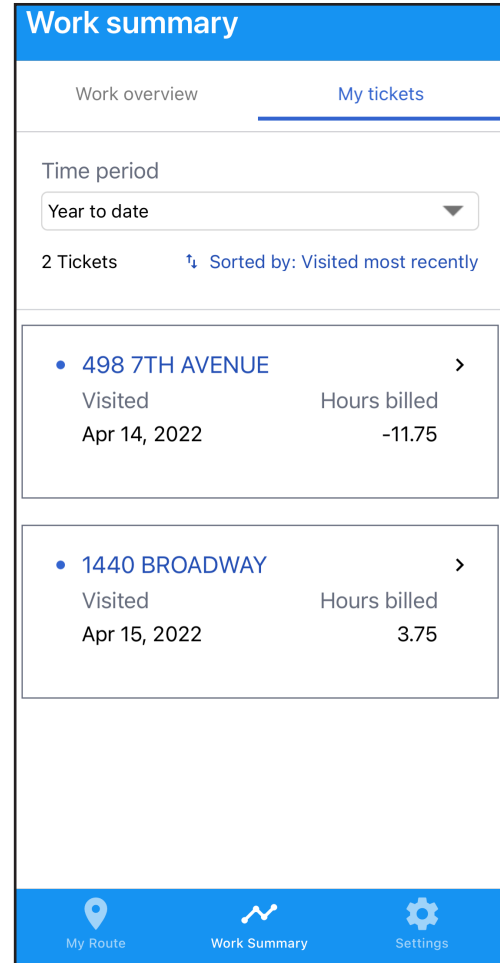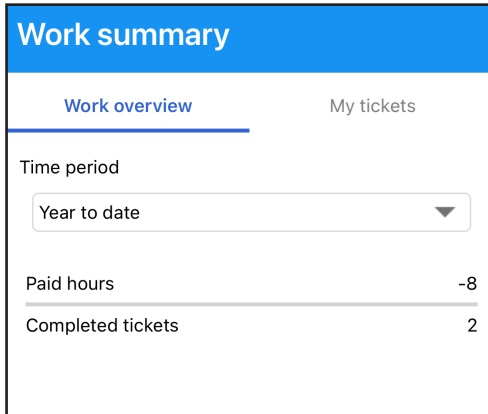
# My work

You can see a summary of your work in the Work summary tab.

In the Work overview tab, select different time periods from the dropdown to see how many hours and tickets you've submitted.

In the My tickets tab, select different time periods from the dropdown to see all of the tickets you've submitted. Tap a ticket to see a review of what it included.

**Work summary**

| Work overview | My tickets |
| --- | --- |

Time period

Year to date ▼

| | |
| --- | --- |
| Paid hours | -8 |
| Completed tickets | 2 |

**Work summary**

| Work overview | My tickets |
| --- | --- |

Time period

Year to date ▼

2 Tickets ⇅ Sorted by: Visited most recently

● **498 7TH AVENUE** ›
| Visited | Hours billed |
| --- | --- |
| Apr 14, 2022 | -11.75 |

● **1440 BROADWAY** ›
| Visited | Hours billed |
| --- | --- |
| Apr 15, 2022 | 3.75 |

My Route   Work Summary   Settings

# Your data

The mobile app requires you to consent to using location data. In the interface, location data is used to communicate your location in proximity to route locations. There are two places in which your location is utilized in this way.

- In the **My Route** list, each card lists how many miles away a location is from you
- On the **Building info tab**, when you tap "Get directions" to open a map app and see how to get to that location from your current location

## When does the mobile app send my location information outside of the app?

Your location data is sent to CSS Desktop at 3 different times:

- When you log in
- When you start a ticket
- When you send a ticket

Your location is sent as latitude and longitude coordinates, based on the GPS location of your device.

# Help

If you run into any errors, deleting the app and re-installing it will often fix an issue.

Visit our support center for more details on configuring CSS desktop, troubleshooting, or reporting any bugs you find.

https://civicelevator.freshdesk.com/support/home

You can also email our support team with any questions or concerns:

help@civicelevator.com

# CivicSiteService

is a product of **CivicElevator**

Maker of enterprise software
for the vertical transportation industry