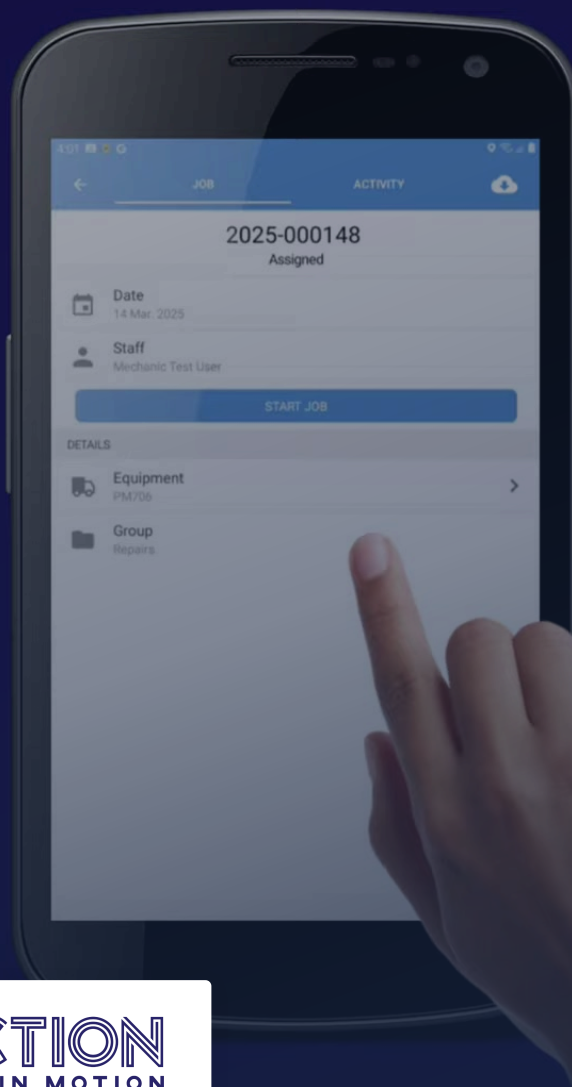




KYNECTION
KNOWLEDGE IN MOTION

MODULE OVERVIEW

KYNECTION • ASSET MANAGEMENT (GEAR) • MAINTENANCE MODULE

Managing Your Maintenance Workflow *on Mobile*

The module overview. One pass through the whole maintenance workflow on the Kynnection mobile app, from the job dashboard to closing out a repair. Each chapter here has its own short feature video and guide in the knowledge base if you need the detail.

7 CHAPTERS

5 MIN 48 SEC

MAINTENANCE

MOBILE USERS • MECHANICS

MODULE OVERVIEW • 5 MIN 48 SEC

What this module overview covers

Seven chapters take a mechanic from the job dashboard through to closing out a repair. Chapters 1 to 3 cover the daily run. Chapters 4 to 5 cover service forms and cost capture. Chapters 6 to 7 cover faults raised on the spot. Each is broken out as its own feature guide in the asset management knowledge base.

CH 01	Navigate the job dashboard The dashboard is the mechanic's home screen. It sorts every allocated job by status so the current shift is one tap away.	00:00–00:36
CH 02	Manage scheduled and optional repairs Once a job is started, every repair and service sitting against that equipment is listed in one place, split by whether it was scheduled for today or is simply available to complete.	00:36–00:59
CH 03	Complete a fault repair A fault repair captures what was fixed, when, and at what reading. Notes and photos recorded on the pre-start carry through, so the mechanic sees what the operator reported.	00:59–01:19
CH 04	Perform equipment service workflows A service follows the same shape as a repair but adds a service form. The form is built from the equipment record, so it varies between individual assets and equipment groups.	01:19–02:20
CH 05	Record labour and parts expenses Labour and parts are recorded against the equipment before the job is closed. Labour hours also populate timesheet data automatically, which is why accuracy here matters more than anywhere else in the workflow.	02:20–04:23
CH 06	Raise new equipment faults manually The last piece of the workflow is the fault that has been spotted but never reported. This is raised from the equipment record rather than from an allocated job.	04:23–05:31
CH 07	Allocate and start maintenance jobs A fault does not have to be repaired by the person who raised it. Deallocating puts it back in the queue for scheduling.	05:31–05:48

- **Read this first.** This is the overview of the whole maintenance module. It shows how the pieces fit together rather than every field on every screen. The feature guides go deeper.
- **Before you start.** You need a job allocated to your mobile user. Service form content varies by equipment and equipment group, so the checklist you see may differ from the one shown here.
- **Why labour times matter.** Labour records feed timesheets. They must run in order with no gaps or overlaps, or the timesheet will not reconcile.

READ AS Screens are captured from the walkthrough video at the timestamp shown on each step. Values such as job numbers, equipment codes and dates are demonstration data.

Navigate the job dashboard

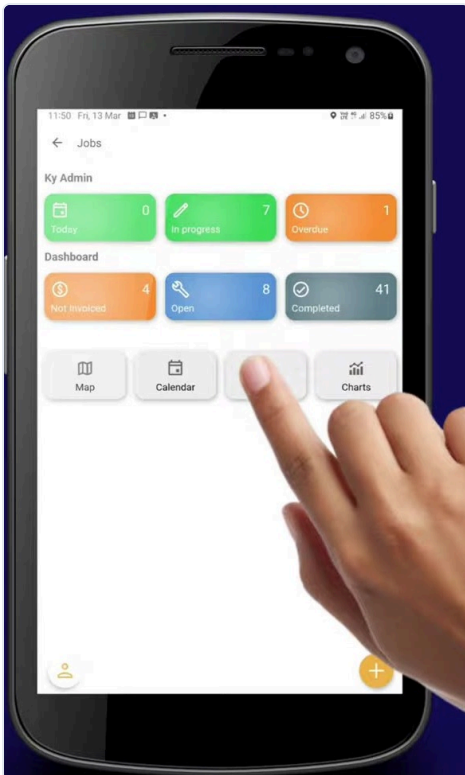
The dashboard is the mechanic's home screen. It sorts every allocated job by status so the current shift is one tap away.

STEP 1 • 00:10 IN THE VIDEO

Open the job dashboard

Select **View Jobs** to see everything allocated to this mechanic. Jobs are grouped by status: **Today**, **In progress**, **Overdue** and **Completed**. The lower tiles give a wider view of the workload, including **Not invoiced** and **Open**.

CHAPTER 01 • STEP 1 OF 3

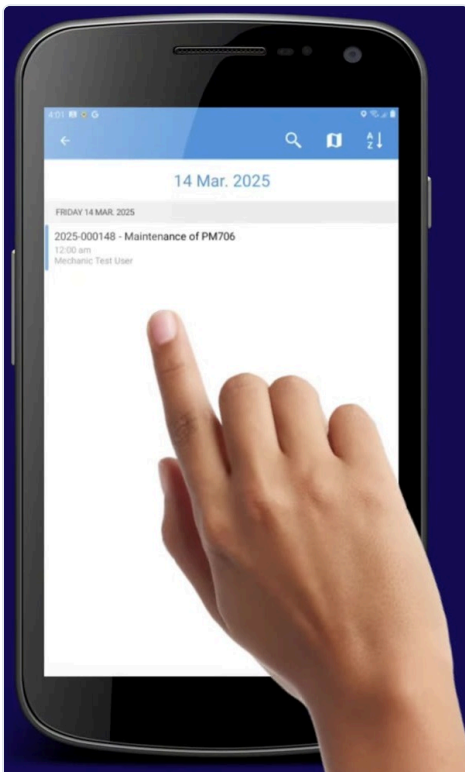


STEP 2 • 00:22 IN THE VIDEO

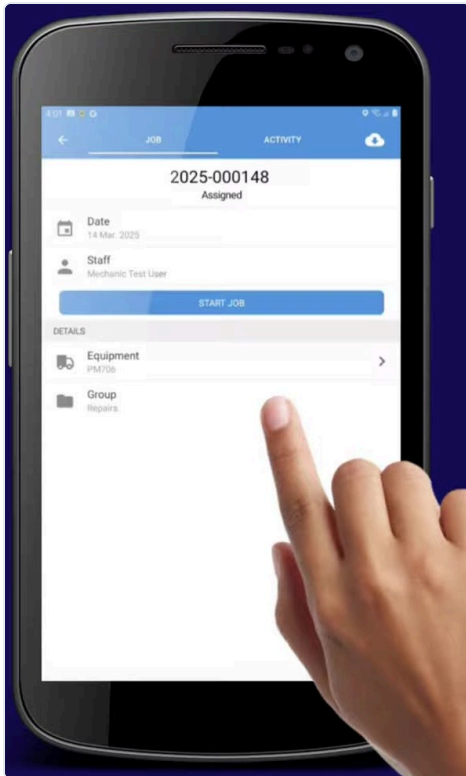
Open the Today tab

The **Today** tab lists the maintenance jobs allocated for the current shift. If more than one job is scheduled, each appears here with its job number, equipment and start time.

CHAPTER 01 • STEP 2 OF 3



Navigate the job dashboard



STEP 3 • 00:30 IN THE VIDEO

Open the job and start it

Opening a job shows the equipment details, date, staff member and group. Select **Start Job** to begin the workflow. Nothing is recorded against the equipment until the job is started.

CHAPTER 01 • STEP 3 OF 3

Manage scheduled and optional repairs

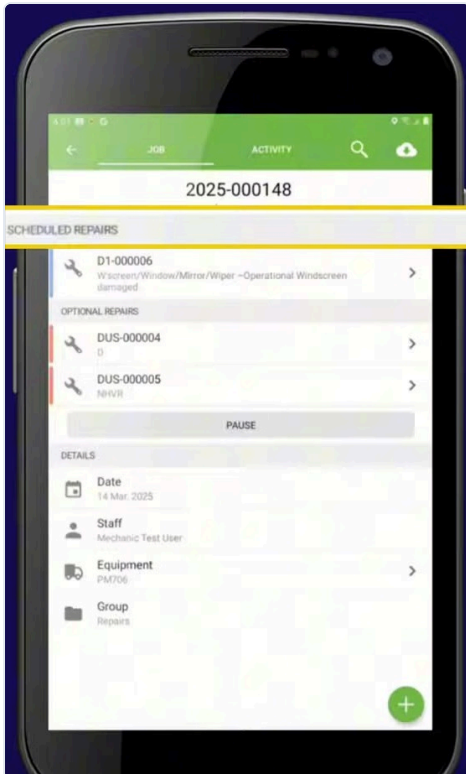
Once a job is started, every repair and service sitting against that equipment is listed in one place, split by whether it was scheduled for today or is simply available to complete.

STEP 1 • 00:40 IN THE VIDEO

Read the two repair groups

Items under **Scheduled Repair** are the ones booked for today. Items under **Optional Repair** are other work you could complete against this equipment while you have it. In this example a fault repair is scheduled, with a D service and an NHVR service available as optional items.

CHAPTER 02 • STEP 1 OF 2

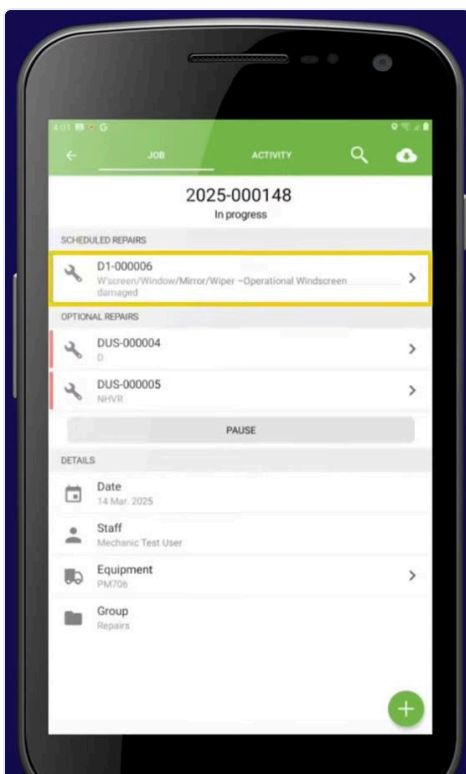


STEP 2 • 00:48 IN THE VIDEO

Pick up the scheduled item

Tap the scheduled repair to open it. The job header moves to **In progress**. You can also **Pause** the job from this screen if you need to stop work and come back to it.

CHAPTER 02 • STEP 2 OF 2



Complete a fault repair

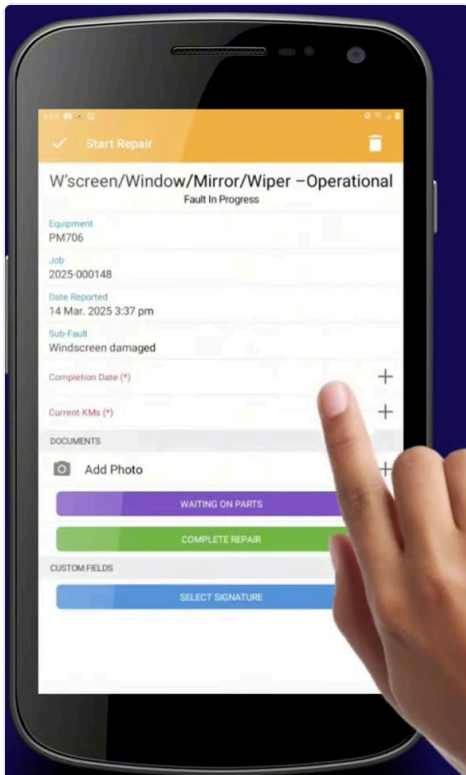
A fault repair captures what was fixed, when, and at what reading. Notes and photos recorded on the pre-start carry through, so the mechanic sees what the operator reported.

STEP 1 • 01:02 IN THE VIDEO

Start the repair, or flag it as waiting on parts

Choose **Start Repair** to work the fault now. If the parts are not on hand, select **Waiting on Parts** to pause the item and keep the job open. Fill in **Completion Date**, **Current Kilometres** and add any photos as you go.

CHAPTER 03 • STEP 1 OF 2

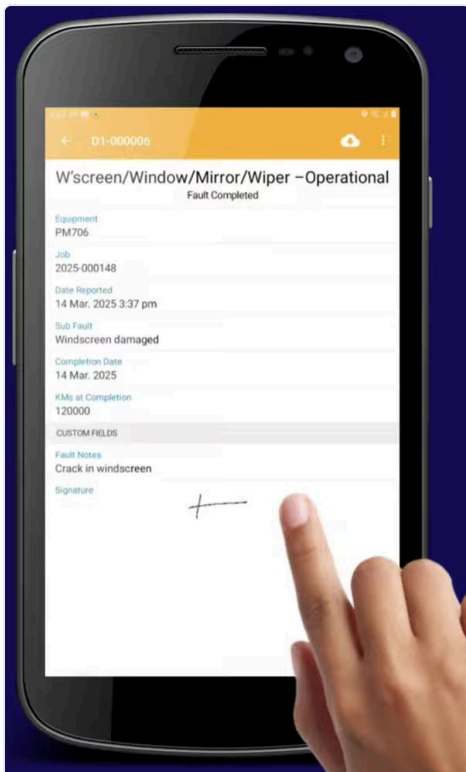


STEP 2 • 01:10 IN THE VIDEO

Sign off and go back

Add a comment, capture the signature, then submit. Use the back arrow in the top left to return to the equipment. Completed items appear greyed out in the repair list, so it is obvious what is left.

CHAPTER 03 • STEP 2 OF 2



Perform equipment service workflows

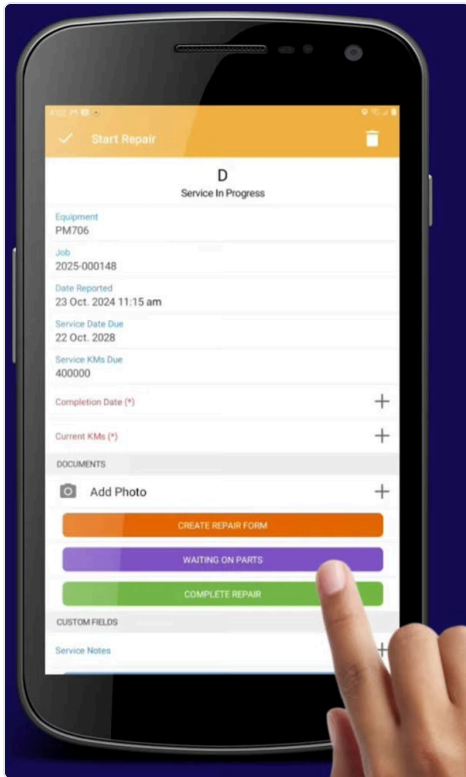
A service follows the same shape as a repair but adds a service form. The form is built from the equipment record, so it varies between individual assets and equipment groups.

STEP 1 • 01:25 IN THE VIDEO

Start the service and create the form

Open the optional service item and select **Start Repair**. Enter the date and current kilometres, then tap **Create Service Form** to generate the checklist for this equipment.

CHAPTER 04 • STEP 1 OF 4

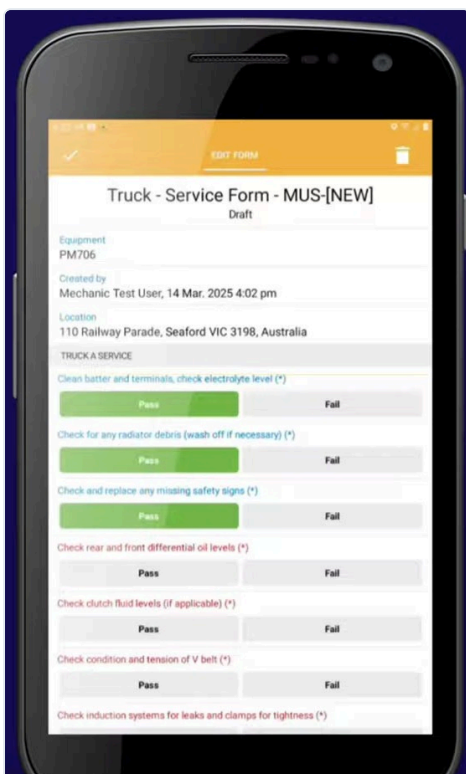


STEP 2 • 01:45 IN THE VIDEO

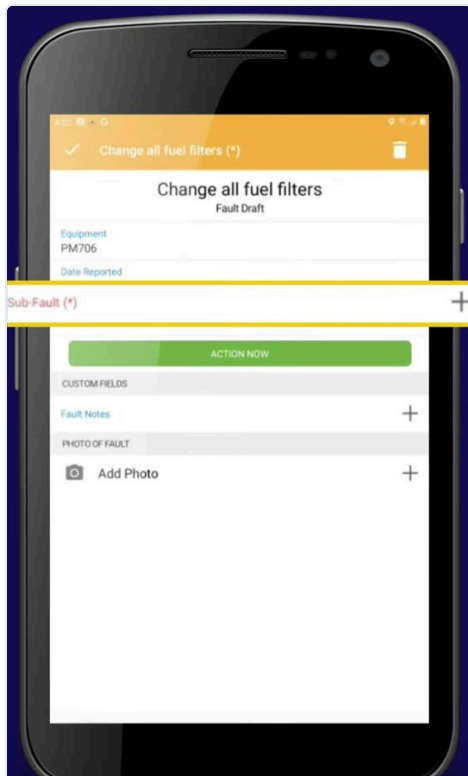
Work through the checklist

Tap **Pass** against each item as it is completed. The checklist shown here is the truck service form; yours will reflect the form configured against the equipment or its group.

CHAPTER 04 • STEP 2 OF 4



Perform equipment service workflows

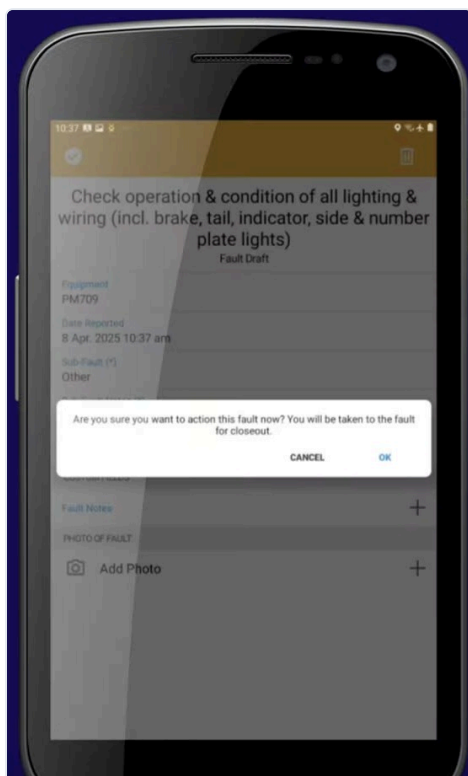


STEP 3 • 01:58 IN THE VIDEO

Log a fault straight from the checklist

Selecting **Fail** raises a new fault against the asset without leaving the service. Enter the fault details, choose the **Sub Fault**, and add a photo for context. Tap the tick icon to save it against the equipment for later.

CHAPTER 04 • STEP 3 OF 4



STEP 4 • 02:12 IN THE VIDEO

Or repair the new fault on the spot

Select **Action Now** to close the fault out immediately. A confirmation prompt appears first. Complete the fault repair form as normal, then **Complete Repair**. The service form header turns blue once all items are done, ready for signature and submission.

CHAPTER 04 • STEP 4 OF 4

Record labour and parts expenses

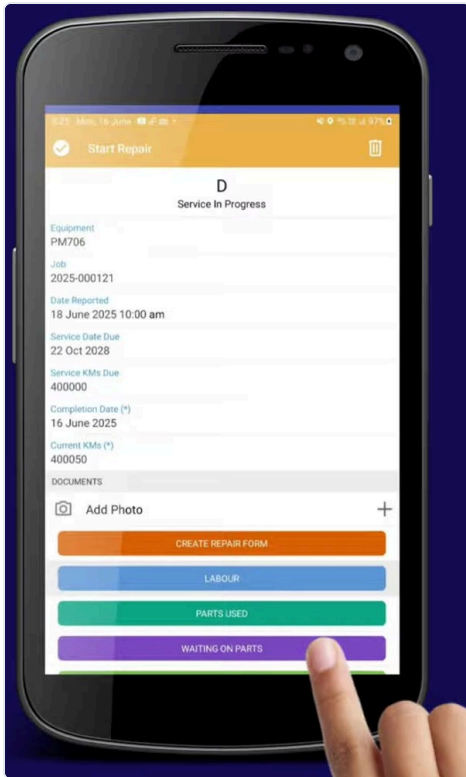
Labour and parts are recorded against the equipment before the job is closed. Labour hours also populate timesheet data automatically, which is why accuracy here matters more than anywhere else in the workflow.

STEP 1 • 02:45 IN THE VIDEO

Open the Labour tab

If your site is configured for expense capture, add labour and parts **before** completing the job. Select the **Labour** tab from the service screen to begin.

CHAPTER 05 • STEP 1 OF 5

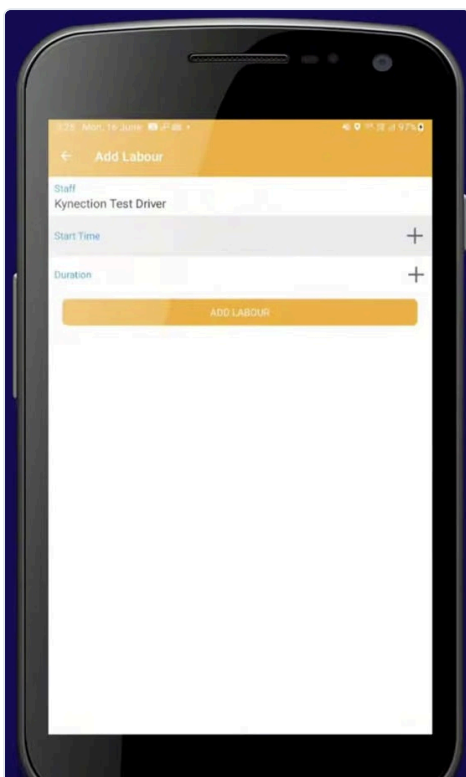


STEP 2 • 03:02 IN THE VIDEO

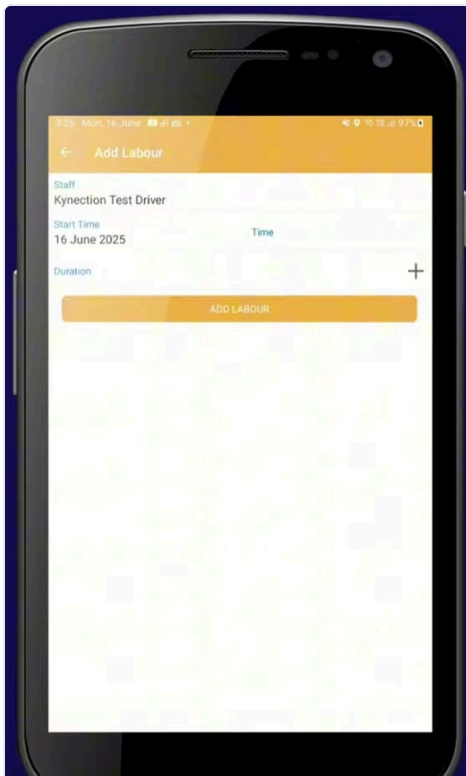
Add a labour record

Tap the plus icon to create a labour record. Add as many as the job needs. The **Start Time** field opens a calendar for the date. On Apple devices the date and time pre-fill and can be edited.

CHAPTER 05 • STEP 2 OF 5



Record labour and parts expenses

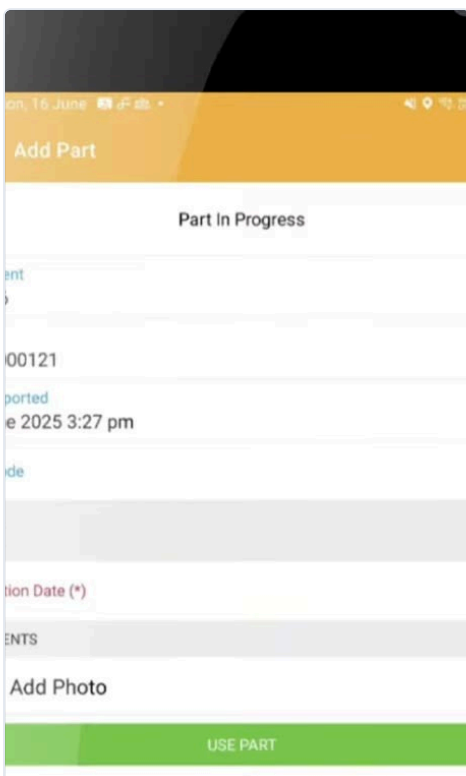


STEP 3 • 03:20 IN THE VIDEO

Set the start time and duration

Tap the field to set the exact start time, then set **Duration**, then **Add Labour**. The first labour record of the shift creates the shift start time for timesheets. Records must run in sequence: a job started at 1:30pm and worked for one hour means the next record starts at 2:30pm.

CHAPTER 05 • STEP 3 OF 5



STEP 4 • 03:48 IN THE VIDEO

Record the parts used

Use the back arrow to return to the job, then select **Parts Used** and tap the plus icon. Choose the part from the drop-down list. Fields for quantity and unit of measure appear once a part is selected. Add the completion date and use the plus icon again for further parts.

CHAPTER 05 • STEP 4 OF 5

Record labour and parts expenses

Expense	Quantity	Unit Price	Total Amount	Category	Linked To	Date
Service C	0	\$0.00	\$75.00	Labour Expense	DOZ06	Today
Spill kit	0	\$0.00	\$0.00		DOZ06	Today
Spare Parts	0	\$0.00	\$45.00		DOZ06	Today
Ryco Oil Filter Z79A	0	\$0.00	\$12.99		DOZ06	Today
(6a) Hacketts FCR Pavement	0	\$0.00	\$831.85		DOZ06	Today
Service C	0	\$0.00	\$889.84	Service Expense	DOZ06	Today
Spill kit	0	\$0.00	\$0.00		DOZ06	Today
Spare Parts	0	\$0.00	\$45.00		DOZ06	Today
Ryco Oil Filter Z79A	0	\$0.00	\$12.99		DOZ06	Today
(6a) Hacketts FCR Pavement	0	\$0.00	\$831.85		DOZ06	Today
Service C	0	\$0.00	\$889.84	Service Expense	DOZ06	Today
Service C	0	\$0.00	\$889.84	Service Expense	DOZ06	24 Sep 2024
Service B	0	\$0.00	\$889.84	Service Expense	DOZ06	24 Sep 2024

STEP 5 • 04:03 IN THE VIDEO

Everything lands under Expenses

All service expenses, labour included, are recorded against the equipment under the **Expenses** tab for full cost oversight. The time recorded on the maintenance job also creates the timesheet entry, so the record keeping happens once.

CHAPTER 05 • STEP 5 OF 5

Raise new equipment faults manually

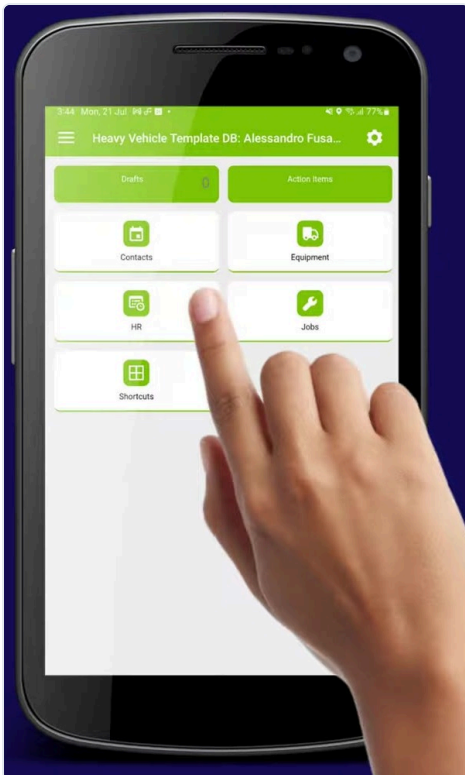
The last piece of the workflow is the fault that has been spotted but never reported. This is raised from the equipment record rather than from an allocated job.

STEP 1 • 04:30 IN THE VIDEO

Find the equipment

Navigate to the **Equipment** section and open the **Equipment** tab. Choose the asset you want to create a maintenance job against, scroll down and select **Perform Maintenance**, then **Begin Allocation**.

CHAPTER 06 • STEP 1 OF 4

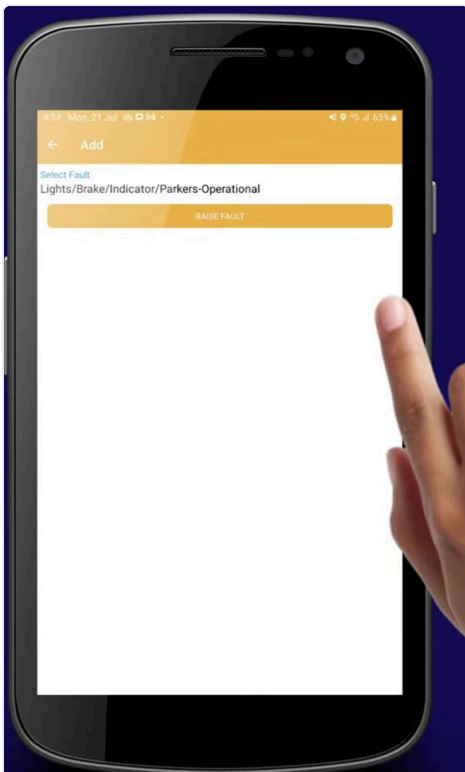


STEP 2 • 04:48 IN THE VIDEO

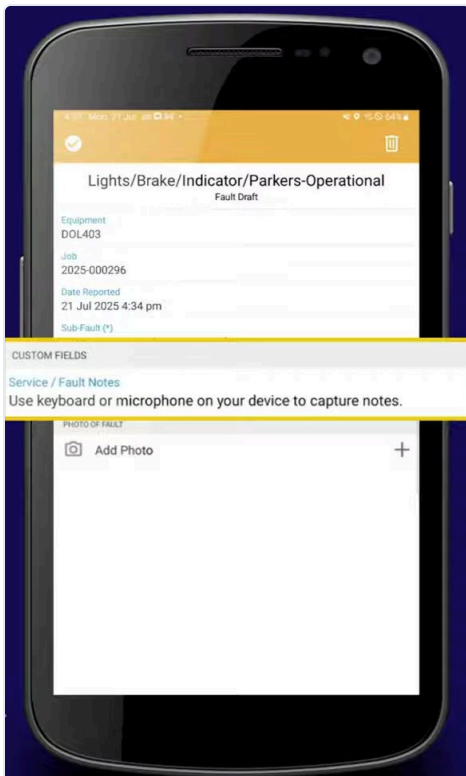
Raise the fault

Select **Add** to create the fault, use the drop-down to choose the fault category, then **Raise Fault**. The fault now exists but has no detail against it yet.

CHAPTER 06 • STEP 2 OF 4



Raise new equipment faults manually

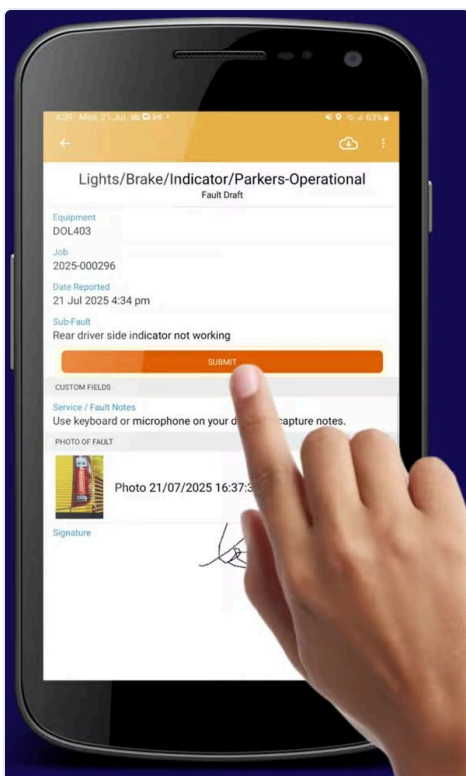


STEP 3 • 05:05 IN THE VIDEO

Add the fault detail

Tap the **Sub Fault** field and choose the type. If the one you need is not listed, select **Other**. Record the fault notes using the keyboard or the microphone on your device.

CHAPTER 06 • STEP 3 OF 4



STEP 4 • 05:15 IN THE VIDEO

Photo, signature, submit

Upload a photo of the fault. The signature field becomes available once the photo is added. Use the pen icon to edit anything, then submit. Repair items are automatically assigned to whoever created them.

CHAPTER 06 • STEP 4 OF 4

Allocate and start maintenance jobs

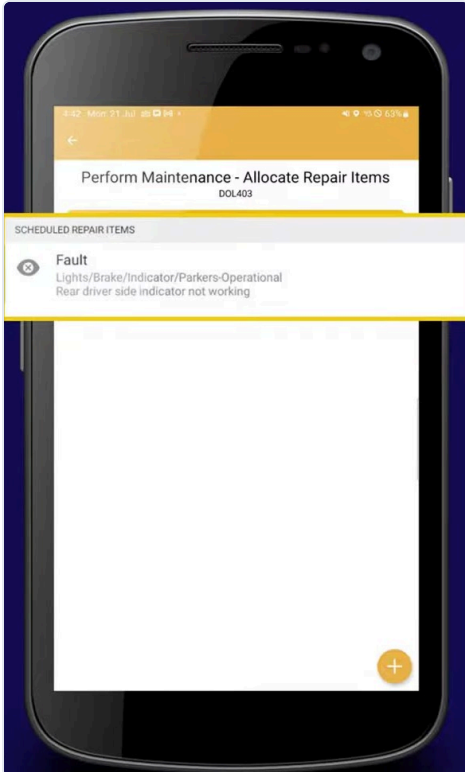
A fault does not have to be repaired by the person who raised it. Deallocating puts it back in the queue for scheduling.

STEP 1 • 05:36 IN THE VIDEO

Deallocate to report without repairing

To report a fault without proceeding with the repair, select **Deallocate Item**. This removes the job from the scheduling queue and categorises the item as **Unscheduled**.

CHAPTER 07 • STEP 1 OF 2



STEP 2 • 05:40 IN THE VIDEO

Allocate it back and start

Tapping an unscheduled repair in the mobile app gives the option to **Allocate** it, which schedules the repair back to the mobile user. When ready, select **Start Job** and the workflow runs as normal.

CHAPTER 07 • STEP 2 OF 2

