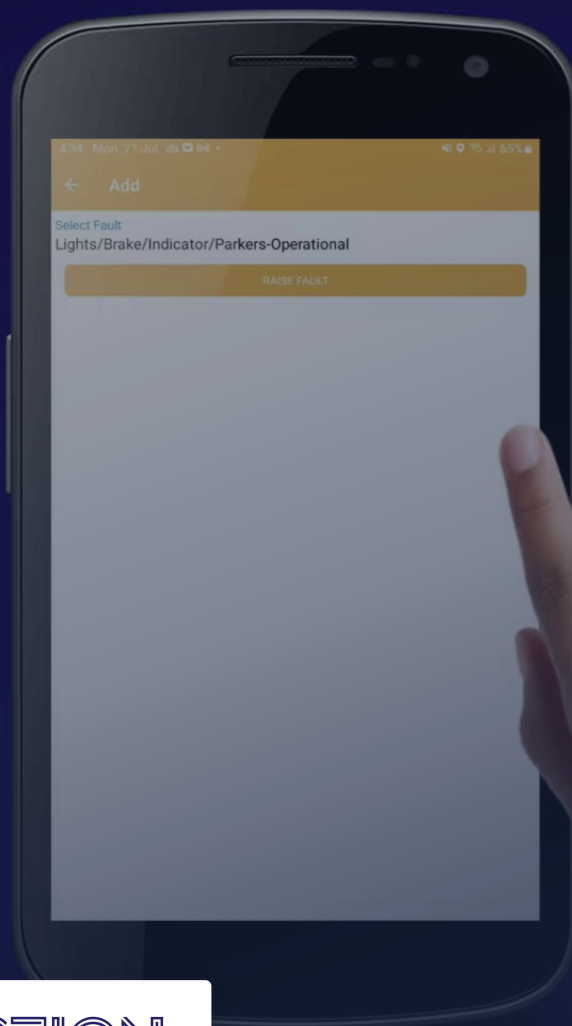




KYNECTION
KNOWLEDGE IN MOTION

FEATURE GUIDE

KYNECTION • ASSET MANAGEMENT (GEAR) • PART 6 OF THE MAINTENANCE MODULE

Schedule Faults and *Allocate Repairs*

Raising a fault against equipment from scratch, describing it properly, then deciding whether you repair it yourself or hand it back to the scheduling queue for someone else.

3 CHAPTERS

1 MIN 5 SEC

MAINTENANCE

MOBILE USERS • MECHANICS

FEATURE GUIDE • 1 MIN 5 SEC

What this feature covers

Three stages, six steps: raising the fault, adding the detail that makes it actionable, and scheduling or rescheduling the repair.

CH 01	Raise the fault Allocation creates the container, then a category turns it into a real fault record.	00:00–00:18
CH 02	Add the detail A fault without a sub fault, notes and a photo is hard for the next person to action. This is the part worth doing properly.	00:18–00:41
CH 03	Schedule or reschedule the repair Reporting and repairing are separate decisions. Deallocating hands the item back to the queue.	00:41–01:05

- **You own what you raise.** When repair items are created they are automatically assigned to the user who created them. Deallocate if you are reporting rather than fixing.
- **Nothing is lost by deallocating.** A deallocated item is categorised as **Unscheduled** and can be allocated back to a mobile user at any time.
- **Part of a series.** Part 5 ends at **Perform Maintenance**. This guide picks up from **Begin Allocation**.

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

Raise the fault

Allocation creates the container, then a category turns it into a real fault record.

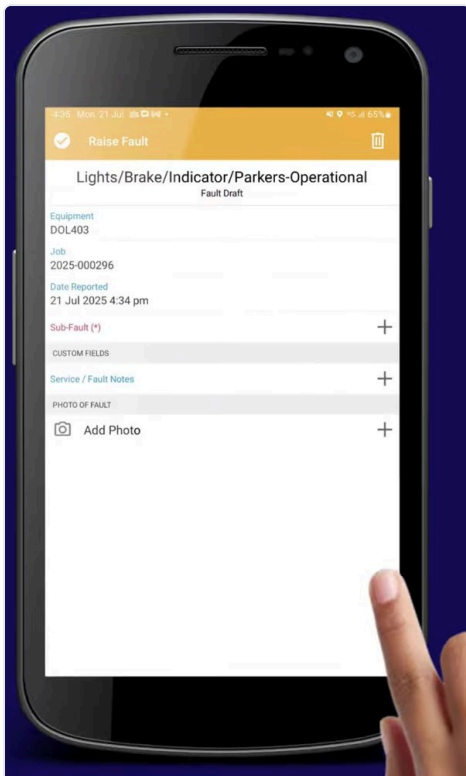


STEP 1 • 00:05 IN THE VIDEO

Begin allocation and add the fault

Select **Begin Allocation** to create a fault, then select the **Add** button to create the fault you wish to repair.

CHAPTER 01 • STEP 1 OF 2



STEP 2 • 00:13 IN THE VIDEO

Choose a category and raise it

Use the drop-down list to choose the fault category you wish to create. With the category selected, click **Raise Fault**. The fault now exists, but its details still need to be entered.

CHAPTER 01 • STEP 2 OF 2

Add the detail

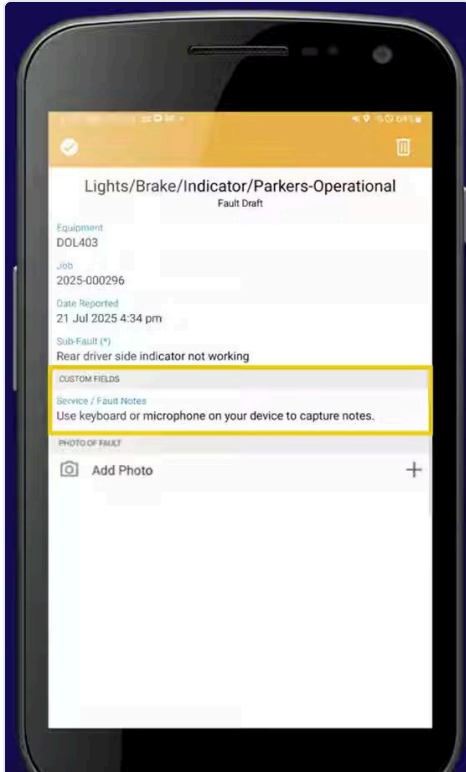
A fault without a sub fault, notes and a photo is hard for the next person to action. This is the part worth doing properly.

STEP 1 • 00:24 IN THE VIDEO

Add the sub fault and the notes

Navigate to the field labelled **Sub Fault** and tap it. If the sub fault type you need is not listed, select **Other**. Record the fault details using the keyboard or the microphone on your device.

CHAPTER 02 • STEP 1 OF 2

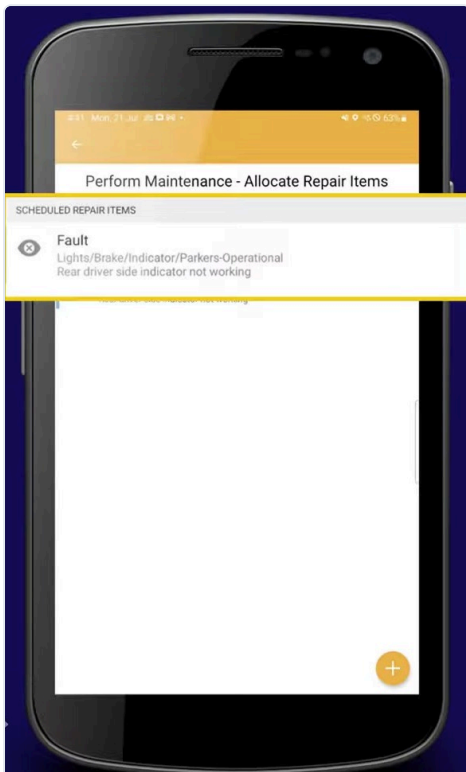


STEP 2 • 00:37 IN THE VIDEO

Add a photo, then submit

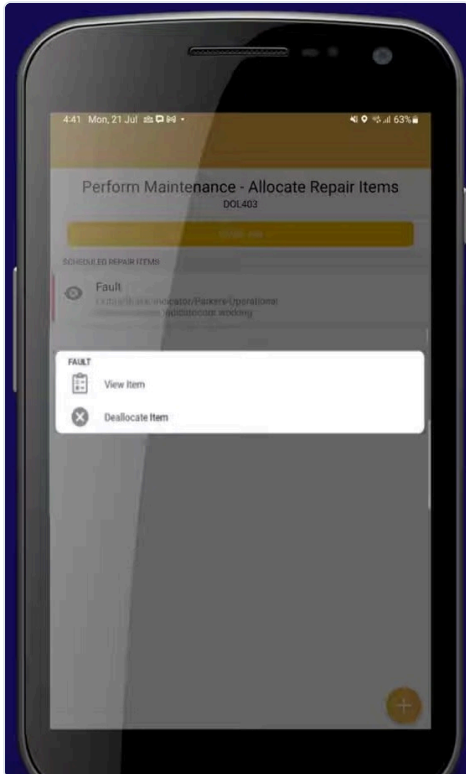
Upload a photo of the fault. Once the photo has been added the signature field becomes available. Use the pen icon to edit anything, otherwise submit. Repair items are automatically assigned to whoever created them.

CHAPTER 02 • STEP 2 OF 2



Schedule or reschedule the repair

Reporting and repairing are separate decisions.
Deallocating hands the item back to the queue.

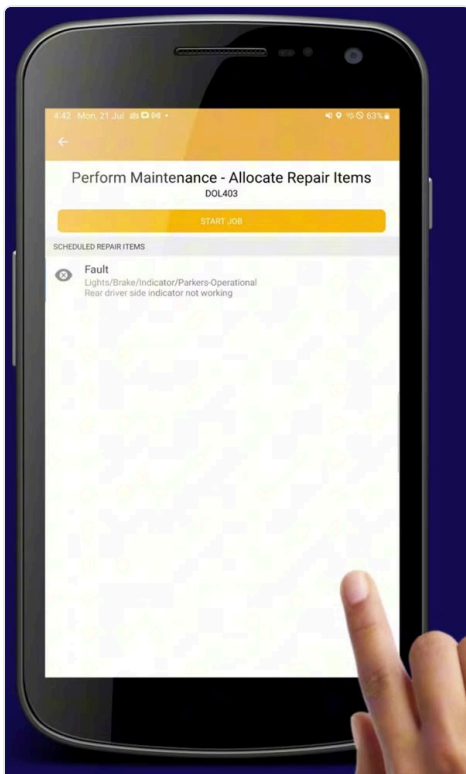


STEP 1 • 00:46 IN THE VIDEO

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 the item is categorised as **Unscheduled**.

CHAPTER 03 • STEP 1 OF 2



STEP 2 • 01:00 IN THE VIDEO

Allocate it back and start the job

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, click **Start Job** and the workflow runs as normal.

CHAPTER 03 • STEP 2 OF 2

Where to go next

That completes the mobile side of the maintenance module. The desktop configuration guides pick up from part 7.

BACK TO PART 5

Log parts and finalise jobs

<https://www.kynection.com.au/knowledge-base/asset-management/part-5-how-to-log-parts-and-finalise-jobs-with-the-kynection-mobile-app/>

ASSET MANAGEMENT KNOWLEDGE BASE

Every guide in the maintenance module, including equipment records, service setup and the scheduler

<https://www.kynection.com.au/knowledge-base/asset-management/>

MORE IN THIS MODULE

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|----------------|--|
| PART 01 | Managing your maintenance workflow (module overview)
/knowledge-base/asset-management/part-1-managing-your-maintenance-workflow-with-the-kynection-mobile-app/ |
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| PART 02 | Complete maintenance jobs and schedule fault repairs
/knowledge-base/asset-management/part-2-how-to-complete-maintenance-jobs-schedule-fault-repairs-using-the-kynection-mobile-app/ |
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| PART 03 | Complete service workflows and submit service forms
/knowledge-base/asset-management/part-3-how-to-complete-services-workflows-submit-service-forms-in-the-kynection-mobile-app/ |
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| PART 04 | Record labour and manage timesheet data
/knowledge-base/asset-management/part-4-how-to-record-labour-and-managing-timesheet-data-with-the-kynection-mobile-app/ |
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| PART 05 | Log parts and finalise jobs
/knowledge-base/asset-management/part-5-how-to-log-parts-and-finalise-jobs-with-the-kynection-mobile-app/ |
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