



IssuTrax Mobile User Manual

Version 6

COPYRIGHT NOTICE:

Copyright © 2003-2014 by Onboard Software All rights reserved.

IssuTrax™ is copyrighted and all rights are reserved by Onboard Software. This document may not, in whole or in part, be copied, photocopied, translated, or reduced to any electronic medium or machine-readable form without prior consent, in writing, from Onboard Software.

Information in this manual is subject to change without notice and does not represent a commitment on the part of the vendor. The software described and referenced in this manual is furnished under a license agreement and may be used or copied only in accordance with the terms of the License Agreement.

Table of Contents

COPYRIGHT NOTICE:	2
Table of Contents	3
Introduction	4
IssuTrax Setup	5
IssuTrax Mobile Operations	6
Assigned Issues	Error! Bookmark not defined.
View Issue Details and Start Task	9
Add Comments	Error! Bookmark not defined.
Add More Actions	10
Syncing	Error! Bookmark not defined.
Sorting Issues	Error! Bookmark not defined.
Filter	Error! Bookmark not defined.

Introduction

IssuTrax™ is used to manage facility maintenance tasks, guest requests, complaints, incidents, and more. It has been designed to work on passenger cruise ships but can be accommodated to work in various environments to manage facilities maintenance tasks or a system that required the creation and management of work orders. The core of the system is a work order management tool with user definable workflows.

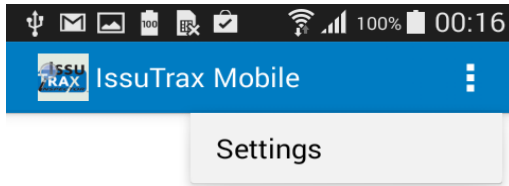
IssuTrax Inspector™ is a module available with the IssuTrax system. Inspector™ is a tablet based (currently Android) audit/inspection application designed to help cruise ship operators effectively and efficiently carry out virtually any kind of inspection or audit onboard their vessels.


IssuTrax Inspector allows you to define all your questions or inspection items, define the appropriate response, and assign a point value to each question. When creating an inspection a user will select the location being inspected, the responsible person for that location, the primary inspector and other additional inspectors. During the inspection process in addition to responding to the question the user can add notes, photos, and automatically create a service ticket in IssuTrax for items that do not pass inspection. IssuTrax Inspector keeps track of the number of questions remaining and allows you to save an unfinished inspection to be completed at a later time. At the end of the inspection the system will calculate a total score and allow for signature of the inspector and responsible person for the location.

IssuTrax Inspector works in a connected and disconnected Network. Each Inspector™ tablet has its own database which periodically syncs with the shipboard centralized IssuTrax database via a Wireless connection.

IssuTrax Setup

After launching the mobile application, the log in screen below will open. From this screen, system administrators can access the **Settings** page using a secure password.



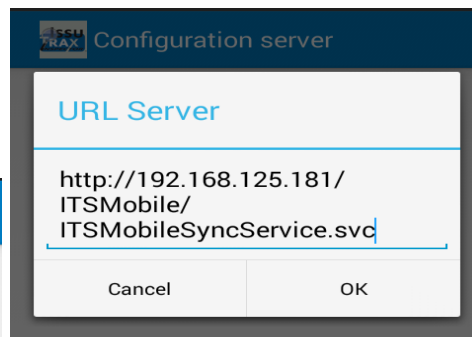
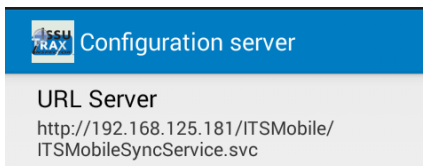
On the top right corner of the application, Settings can be accessed by touching .

In the prompt for password, the administrative password must be entered to proceed.

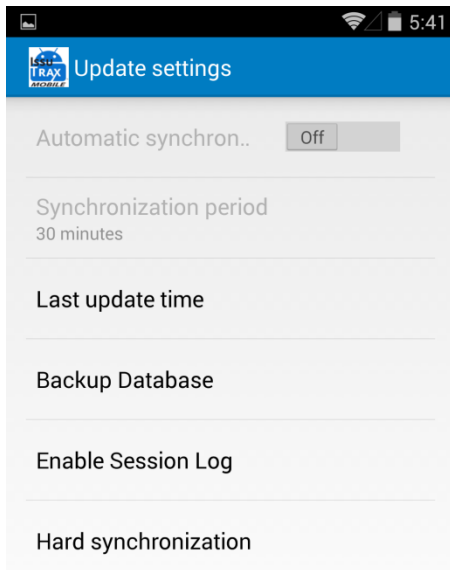
A screenshot of the IssuTrax login screen. It features the IssuTrax logo at the top. Below the logo are two input fields: 'Username' and 'Password'. At the bottom is a blue 'Login' button.

1.0.13.23-TEST

On the settings screen, the **Configuration Server** page holds the URL of the inspector server. The URL listed should match the path provided by OnboardD. This path will begin with your application server IP address. Administrator's can update the URL by touching the field to open the edit box. After editing, touch OK to save and continue.



The second page within the settings screen is **Update Settings**. On this screen, the administrator can configure the Automatic synchronization settings or preform a Hard synchronization.



Touch any of the following to adjust the setting:

- Automatic synchronization** will be Enabled or disabled by toggling ON/OFF.

- Synchronization period** will adjust the amount of time between automatic synchronizations for this device in minute intervals of: ½, 1, 10, 20, 30, or 60

- Last update time** displays the data and time of the last synchronization.

- Backup Database** will

- Enable Session Log** will

- Hard Synchronization** will remove the current data from the device and download new data from the server. A warning message will appear when selected. Touch OK to proceed.

IssuTrax Mobile Operations

The following section provides instructions on how to navigate through the issues on the IssuTrax Mobile device.

[Logging in and Navigating](#)

[Issue Listing](#)

[View Issue Details and History](#)

[Updating an Issue](#)

Logging in and Navigating

After launching the tablet application, the login screen below will open allowing any mobile user to log in.



Username

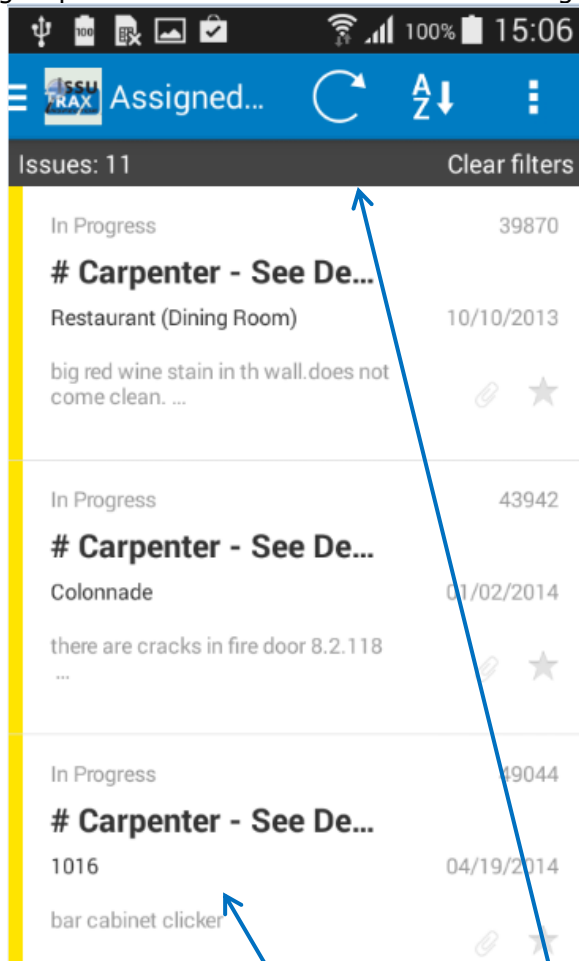
Password

Login

Touch the Username field to open the keyboard and enter the username. Do the same for the Password field.

Touch the Login button to enter the application.

After logging in, the main screen will open and allow users to select an issue from a predefined group as well as sort and filter issue listings.



Android Notification bar:

This bar displays information on the Sync indicator, Wireless signal strength, Device battery level, and current time.

IssuTrax Status bar:

This area of the screen allows users to open the folder listings, displays, the name of the view, displays the next sync time with the manual sync button, and contains the sort and filter buttons.



Opens the list of folders: Assigned to me, Assigned to my departments, Created by me, Created by my departments, and Starred.

Assigned... This section of the status bar will display the name of the current screen. Assigned to me is the default screen after logging in.



The next sync time is based on the interval setup by the system administrator and will display how many more minutes there are before the device will automatically attempt to synchronize.

The manual sync button can be touched at any time to allow a user to force sync. The sync process will send all inspection data to the main system, as well as download scheduled inspections.



Allows users to reorder the current list of issues by in descending or ascending order by: Date, Location, Issue ID, or Priority.



Allows users to filter the current list of issue by: Priority, Status, Type, Section, Deck, Department, Fire Zone, Location Group, and Alert.

Android Navigation bar:

This bar contains buttons for navigating the device.

Back button- Touch to return to previous screen unless user is already on Home screen, in which case touch again to exit.

Home- Touch to display home page

Open Windows- Touch to display other open applications.

Issues: Issue Count displays all issues in current view.

Clear filters Clear filter buttons turns off any selected filters.

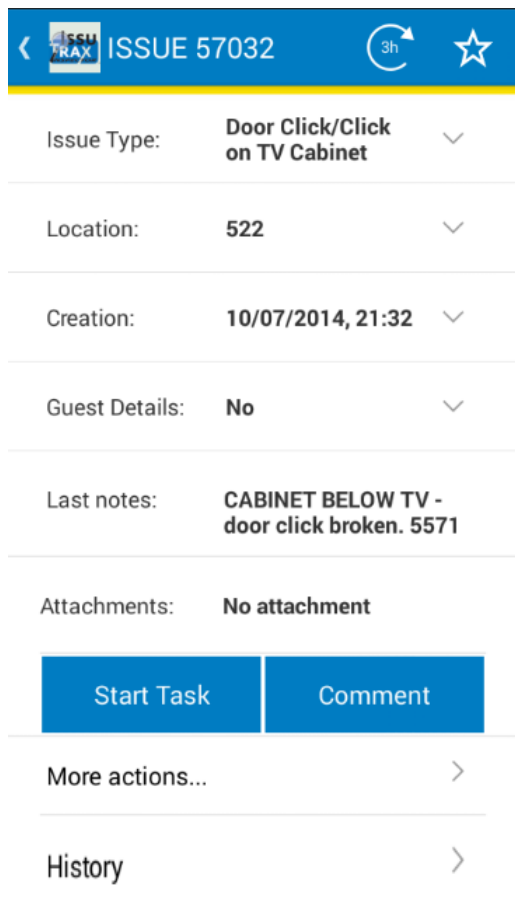
List of issues for the current folder.

View Issue Details and History

After selecting an Issue the user will be able to view the following detail categories:

- Issue Type
- Location
- Creation Information
- Guest Details
- Last Notes
- Attachments
- More Actions
- History

Each of these categories can be expanded to view more details by touching that section.



Issue Type:	Door Click/Click on TV Cabinet	▼
Location:	522	▼
Creation:	10/07/2014, 21:32	▼
Guest Details:	No	▼
Last notes:	CABINET BELOW TV - door click broken. 5571	
Attachments:	No attachment	
<div>Start Task</div> <div>Comment</div>		
More actions... >		
History >		

IssuTrax Status Bar:

< The back button takes you to the previous screen.

ISSUE 57032 Displays the current Issue's ID

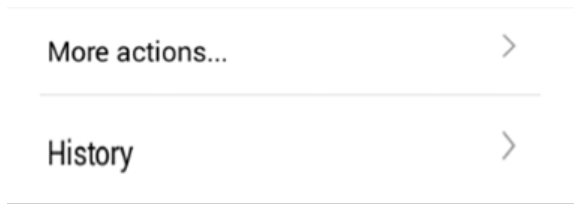
3h The Sync button allows users to manually sync.


☆ Touching this button marks this issue as starred and moves the issue to Starred folder for easy access.

Issue Details:

The details listed inside the issue provides the user with a complete description of the task. By touching ▼, the user can drill-down and view more details for that category. For example, touching ▼ for Location will display the following:

Deck:	Deck 5
Transverse:	Port
Section:	Forward




By touching  on the History section will open a screen (such as shown below) showing all previous actions and notes that coincide with that issue.

Priority:	3 - Medium Priority
Assigned Department:	Carpenter
Assigned User:	Unassigned
Update By:	Assistant Housekeeper
Notes:	CABINET BELOW TV - door click broken. 5571

Updating an Issue

An issue can be updated using one of the preferred actions displayed on the Issue Detail page, or by selecting more actions from the same screen. Preferred actions, such as Start task and Comment in the example above, are the most common actions that would be used based on the current status of the issue. Additional actions can be selected by touching "More actions".

By touching  on the More Actions section, you will be able to update the issue with different actions which are available. Depending on the last action that was added for the issue, the available actions will vary.

"Start Task" is almost always the first action that you will want to add for a new issue. To get accurate timing of how long it takes to complete an issue from start to finish, it is VERY important that you do the "Start Task" action at the exact time you begin working the issue.

Some actions will require that you type notes when updating.

The completed action requires you select a "Cause" or the reason the issue occurred.

Touch OK after selecting an action, then the sync to send your update to the main database.