

User guide: Photo functionality in Repairs Hub

August 2024



Why we are introducing photo functionality

- We will be able to understand the repair more easily - what's needed and what's already been done
- It will increase the chance of first time fix - operatives will know what to expect and can come prepared
- People will know where to find and organise photos - there's one place to store them, rather than on individuals' phones or computers
- Photos are important evidence to collect consistently, particularly for things like investigating complaints

Summary of new functionality

- You can add photos
 - When closing a work order
 - Directly onto a work order
- You can view photos
 - On the 'Photos' tab of a work order on Repairs Hub desktop
 - On work orders received on Repairs Hub mobile

Adding a photo to a work order (Desktop)

1

Open the work
order



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Work order: 10004789

+ Update



Boiler breakdown

BoilerHouse

[Boiler House 1-93 Pitcairn House St
Thomass Square
E9 6PT](#)

● Status: In Progress

Priority: [E] EMERGENCY

Raised by Abby Burns
30 Jul 2024, 14:43

Target: 31 Jul 2024, 14:43

Caller: First name last name
0123456789

Appointment details

Not applicable

Assigned to: HH Boiler House Heating

Tasks and SORs

Notes

Pending variation

Work orders history

Photos

Tasks and SORs

Latest Tasks and SORs Added on 30 Jul 2024, 14:43

SOR	Description	Quantity (est.)	Unit cost	Cost (est.)	Total SMV
48000000	BREAKDOWN UNDER WARRANTY - NIL	1	£1.02	£1.02	72
			Total	£1.02	72

2

Click on the new
tab 'Photos'



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Work order: 10004789

[+ Update](#)

Boiler breakdown

BoilerHouse

[Boiler House 1-93 Pitcairn House St](#)

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Appointment details

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[Tasks and SORs](#)[Notes](#)[Pending variation](#)[Work orders history](#)[Photos](#)

Photos

Upload a photo (maximum 10)

[Choose file\(s\)](#)

No file chosen

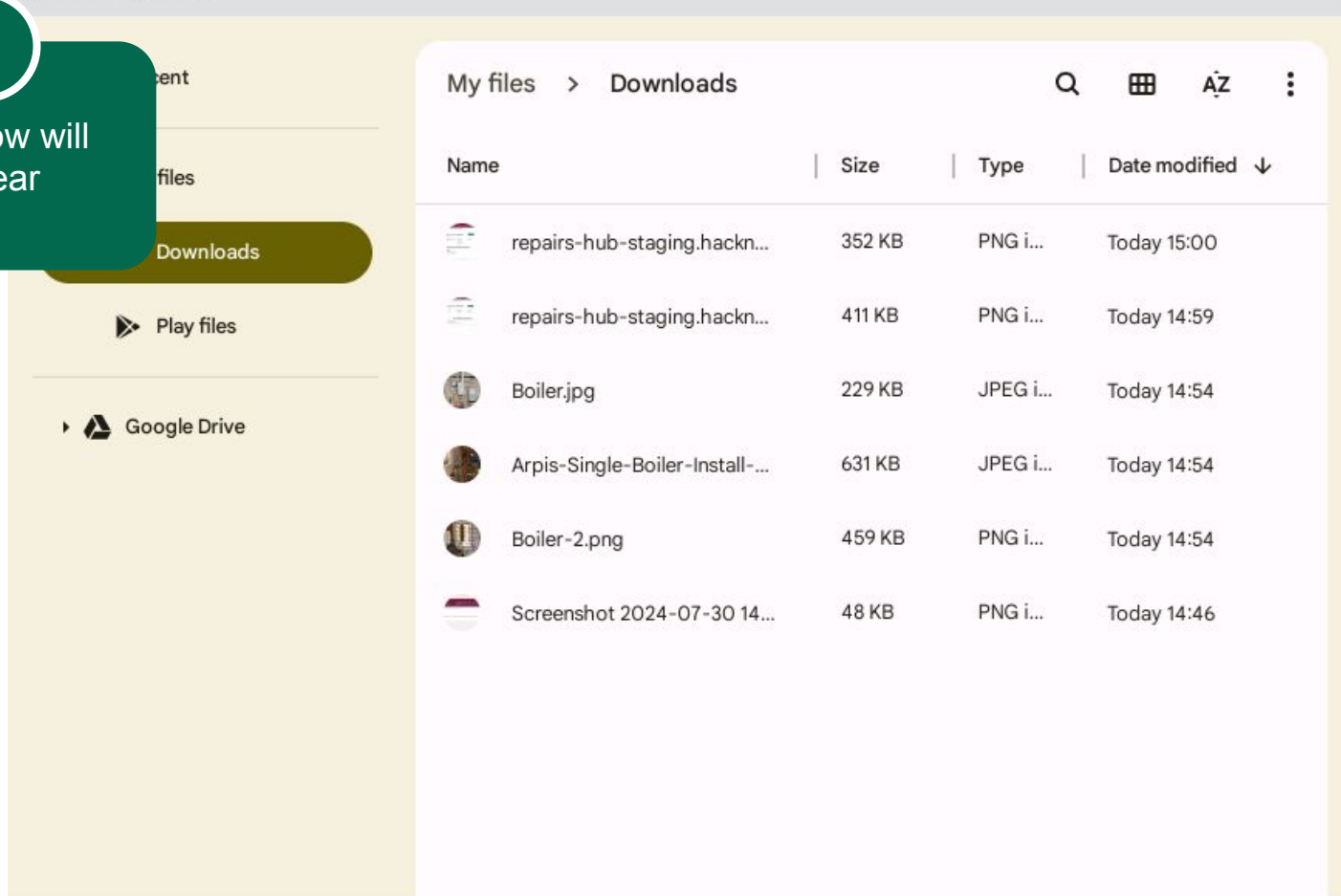
3

Click
'Choose file(s)'

4

A window will
appear

Select one or more files



5

Select the photos you want - you can select multiple by holding down the Shift key

You can add up to 10 photos in one go

Select one or more files

Recent






Files

Downloads

Play files

Google Drive

2 files selected

Name	Size	Type	Date modified ↓
 Screenshot 2024-07-30 15....	64 KB	PNG i...	Today 15:01
 repairs-hub-staging.hackn...	352 KB	PNG i...	Today 15:00
 repairs-hub-staging.hackn...	411 KB	PNG i...	Today 14:59
 Boiler.jpg	229 KB	JPEG i...	Today 14:54
<input checked="" type="checkbox"/> Arpis-Single-Boiler-Install...	631 KB	JPEG i...	Today 14:54
<input checked="" type="checkbox"/> Boiler-2.png	459 KB	PNG i...	Today 14:54
 Screenshot 2024-07-30 14...	48 KB	PNG i...	Today 14:46

6

Click 'Open'


7

You can see a preview of the photos you selected

8

You can remove any photos you incorrectly selected by clicking 'Remove'

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Work order: 10004789

+ Update

Boiler breakdown

BoilerHouse
[Boiler House 1-93 Pitcairn House St Thomass Square](#)
[E9 6PT](#)

Status: In Progress

Priority: [E] EMERGENCY

Raised by Abby Burns
30 Jul 2024, 14:43

Target: 31 Jul 2024, 14:43

Caller: First name last name
0123456789

Appointment details
Not applicable
Assigned to: HH Boiler House Heating

Tasks and SORs

Notes

Pending variation


Work orders history

Photos


Photos

Upload a photo (maximum 10)

Choose file(s) 2 files



Remove



Remove

Description

Write a description...

Upload

Hint: Double check you have the right photos selected before clicking 'Upload', as once they are on the work order record they can't be removed (you'll need to contact IT to remove a photo)

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Work order: 10004789

[+ Update](#) [v](#)

Boiler breakdown

BoilerHouse

[Boiler House 1-93 Pitcairn House St](#)
[Thomass Square](#)
[E9 6PT](#)**Status: In Progress**
Priority: [E] EMERGENCYRaised by Abby Burns
30 Jul 2024, 14:43

Target: 31 Jul 2024, 14:43

Caller: First name last name
0123456789

Appointment details

Not applicable

Assigned to: HH Boiler House Heating

Tasks and SORs

Notes

Pending variation

Work orders history

Photos

Photos

Upload a photo (maximum 10)

[Choose file\(s\)](#) 2 files[Remove](#)[Remove](#)

Description

Photos of boiler house repair

[Upload](#)

9

You can write a
description of the
photos in the text
box

10

Once you've
confirmed the
photos are
correct, click
'Upload'

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Work order: 10004789

+ Update

Boiler breakdown

BoilerHouse

[Boiler House 1-93 Pitcairn House St](#)
[Thomass Square](#)
[E9 6PT](#)

Status: In Progress
Priority: [E] EMERGENCY

Raised by Abby Burns
30 Jul 2024, 14:43

Target: 31 Jul 2024, 14:43

Caller: First name last name
0123456789

Appointment details

Not applicable

Assigned to: HH Boiler House Heating

Tasks and SORs

Notes

Pending variation

Work orders history

Photos

Photos

Upload successful

2 photos have been added to the workOrder

Upload a photo (maximum 10)

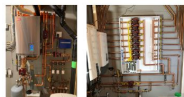
Choose file(s)

No file chosen

Uploaded directly to work order

30 July 2024, 15:02

Uploaded by Abby Burns (abby.burns@hackney.gov.uk)



Photos of boiler house repair

[Edit description](#)

11

The green
success message
tells you your
upload worked

12

You can see that these images were uploaded directly to the work order, who uploaded them, what time and date, and the description

You can edit the description

Uploaded directly to work order

Uploaded by Abby Burns (abby.burns@hackney.gov.uk)

30 July 2024, 15:02



Photos of boiler house repair

[Edit description](#)

Viewing a work order with photos (Mobile)

If there are any
photos on a work
order, you can
see these on the
work order

You can click on a
photo to expand it

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No appointment

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WO 10004789

Emergency

Description

Boiler breakdown

Address

Boiler House 1-93
Pitcairn House St
Thomass Square E9
6PT

Contact

First name last name

Telephone no


[0123456789](#)

Photos

Uploaded directly to work order

30 July 2024,
15:02

Uploaded by Abby Burns (abby.burns@hackney.gov.uk)



Tasks and SORs

Qty	SOR	Description	SMV
1	48000000	BREAKDOWN UNDER WARRANTY - NIL	72

SMV total 72

Add new SOR

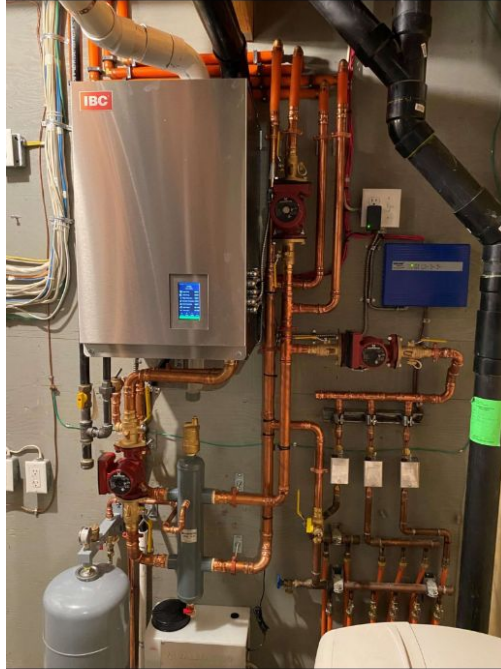
Add operatives

Start my job

1 / 2

×

Click the 'X' to
close the photo
and return to the
work order




Closing a work order and adding photos (Mobile)

1

When you are ready to close the work order, click 'Confirm'

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No appointment

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WO 10004791

Emergency

Description

Test

Started At

30 Jul 2024, 16:13

Address

Boiler House 1-93
Pitcairn House St
Thomass Square E9
6PT

Contact

First name last name

Telephone no

[011111111](#)

Tasks and SORs

Qty	SOR	Description	SMV
1	48000000	BREAKDOWN UNDER WARRANTY - NIL	72

SMV total 72

Payment type

☒ Bonus calculation

☐ Overtime work order

SMVs not included in Bonus

Add new SOR

Add operatives

Confirm

2

This takes you to
the Close work
order form

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Close work order form

Select reason for closing

☐ Visit completed

☐ No access

Add photos

Upload a photo (maximum 10)

Choose file(s)

No file chosen

Final report

Close work order

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Close work order form

Select reason for closing

☒ Visit completed

☐ No access

Add photos

Upload a photo (maximum 10)

Choose file(s)

No file chosen

Final report

Close work order

3

Select the reason
for closing

4

To add photos
click 'Choose
file(s)'

5
Select where you
want to add
photos from

5:02
repairs-hub-staging.hackney.gov.uk

Hackney Repairs Hub MENU

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Close work order form

Select reason for closing

☒ Visit completed

Add photos

- Photo Library
- Take Photo
- Choose Files

Upload a photo (maximum 10)

Choose file(s)

Final report

Close work order

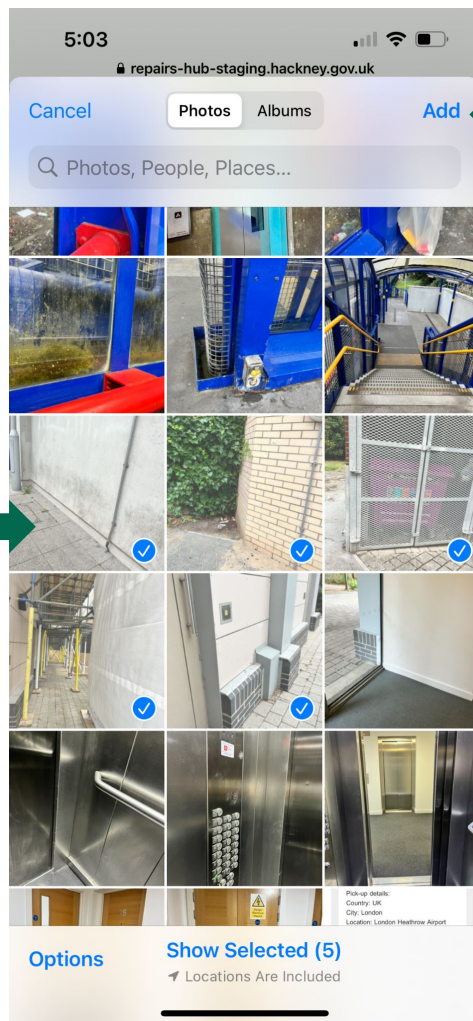
6
If you choose photos
from Photo Library
you can add up to 10

If you choose to take
a photo, you can only
add one

Hint: Take photos of
the work as you go
(eg. before, during
and after) and can
then easily add the
photos from your
Photo Library

7

Select all the
photos from your
Library you want
to add





8

Click add

9

You can see a preview of the photo(s) you selected

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Close work order form

Select reason for closing


☒ Visit completed

☐ No access

Add photos

Upload a photo (maximum 10)

[Choose file\(s\)](#) Boiler.jpg



[Remove](#)

Photo description

Write a description...

Final report

[Close work order](#)


10

Click 'Remove' if you've selected the wrong photo


11

You can add a description to the photos

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Close work order form

Select reason for closing

☒

 Visit completed

☐

 No access

Add photos

Upload a photo (maximum 10)

Choose file(s)

Boiler.jpg[Remove](#)

Photo description

Details of boiler after repair



Final report

Close work order

12

Write the final report

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Close work order form

Select reason for closing


☒ Visit completed

☐ No access

Add photos

Upload a photo (maximum 10)

Boiler.jpg



[Remove](#)

Photo description

Details of boiler after repair

Final report

Fully repaired as per request

Hint: Double check you have the right photos selected before clicking 'Close work order', as once they are on the work order record they can't be removed (you'll need to contact IT to remove a photo)

13

Click 'Close work order'

14

You will see a loading screen as the photos upload and work order completes

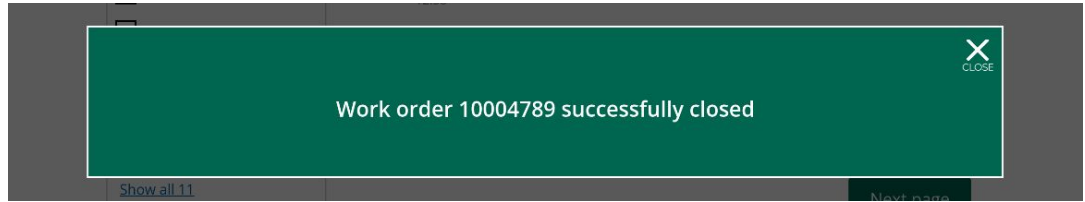
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Completing workorder

15

You will see a message that the work order has successfully closed



Any photos you added will now be stored against the work order

Hint: On mobile you can only add one batch of 10 photos when closing a work order

If you need to add more than 10 photos, you can do this on the desktop version

Viewing photos on a work order (Desktop)

1

Open the work
order

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Work order: 10004789

Boiler breakdown

BoilerHouse

[Boiler House 1-93 Pitcairn House St](#)
[Thomass Square](#)
[E9 6PT](#)☒ **Status: Completed**Priority: **[E] EMERGENCY**Raised by Abby Burns
30 Jul 2024, 14:43

Target: 31 Jul 2024, 14:43

Caller: First name last name
0123456789Started at
30 Jul 2024, 15:06Appointment details
Not applicable

Assigned to: HH Boiler House Heating

Completed: 30 Jul 2024, 15:08

Tasks and SORs

Notes

Pending variation

Work orders history

Photos

Tasks and SORs

Latest Tasks and SORs Added on 30 Jul 2024, 14:43

SOR	Description	Quantity (est.)	Unit cost	Cost (est.)	Total SMV
48000000	BREAKDOWN UNDER WARRANTY - NIL	1	£1.02	£1.02	72
			Total	£1.02	72

2

Click on the new
tab 'Photos'

3

You can see all photos added to the work order in chronological order, with the most recent ones at the top

4

You can see how the photos were added - this photo was added as part of closing the work order

These photos were added directly to the work order

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Work order: 10004789

Boiler breakdown

BoilerHouse
[Boiler House 1-93 Pitcairn House St](#)
[Thomass Square](#)
[E9 6PT](#)

Status: **Completed**
 Priority: **SE EMERGENCY**

Started at
 30 Jul 2024, 15:06

Raised by Abby Burns
 30 Jul 2024, 14:43

Appointment details
Not applicable
 Assigned to: HH Boiler House Heating

Target: 31 Jul 2024, 14:43

Completed: 30 Jul 2024, 15:08

Caller: First name last name
 0123456789

Tasks and SORs Notes Pending variation Work orders history Photos


Photos

Upload a photo (maximum 10)

Choose file(s) No file chosen

Closing work order 30 July 2024, 15:08

Uploaded by Abby Burns (abby.burns@hackney.gov.uk)




Details of the fixed boiler

[Edit description](#)

Uploaded directly to work order 30 July 2024, 15:02

Uploaded by Abby Burns (abby.burns@hackney.gov.uk)




Photos of boiler house repair

[Edit description](#)

5

You can click on
a photo to
enlarge it

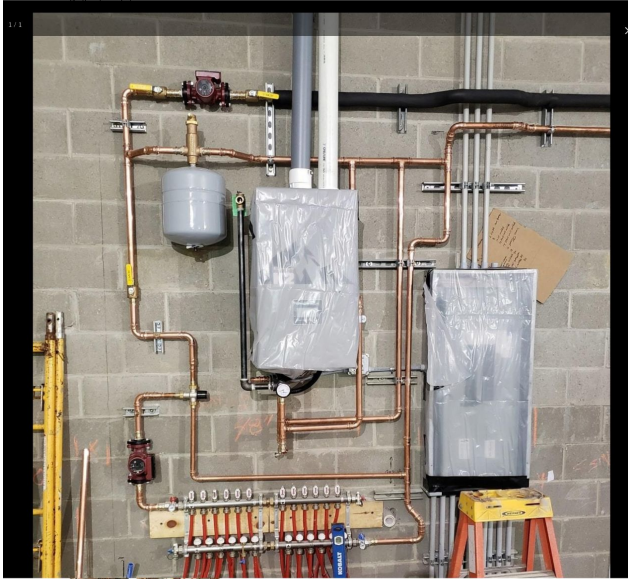
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Work order: 10004789



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Photos of boiler house repair

[Edit description](#)

If you need help or want to give feedback

- If you have any questions about the process, or want to discuss why we need photos, you can talk to your supervisor
- If you have any questions about the technical functionality or how it works, or wish to provide feedback contact our Housing Product team at repairshub.feedback@hackney.gov.uk