

ACS

A DIVISION OF ALTRON

ACS TMS Mobile Application User Guide

Powered by Whitewalkers 2019

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ACS TMS (task Management System)

The ACS TMS mobile App gives the employees of ACS in the Cybertech and ITS Division an easy way for their employees to create new incidents, view their tasks, tack incidents and notifications. This App works hand in hand with ACS TMS webapp. In this Application each user will be able to:

- Sign in with their employee credentials.
- View their newly assigned tasks
- View the current tasks there are working on (filter according to Priority level Normal, Urgent or Low)
- View the status of the tasks submitted for review
- Log new Incidents
- Track the Logged Incidents Status
- View their notification

Compatibility

ACS TMS mobile app is compatible with all android devices that have an Operating system of Android 8.1(Google APIs) Preferred Specifications.

- Android 8.1 (Google APIs) and higher
- API 27and higher
- 1440 x 2960: 560dpi Resolution and higher
- 5.0" pixel and higher
- You can use a tablet for absolute view

Help

Any queries, questions, concerns or issues regarding the mobile app may be resolved by escalating to the ACS TMS system Administrator (Admin or HR senior management) or the System APP Support of Whitewalkers.

- System Administrator (On site)
- System App Support (Contact, WhatsApp)
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Splash with Services Infomercial

When you launch the App you are greeted with the Splash Screen (Figure 1) with the ACS logo.

- At the bottom they are two buttons, first button is Skip and second button is Next.
 - Skip – This button skips the next five Service views to login page
 - Next- This button navigates through
- Figure 1 is the First Service view, at the bottom there are three buttons.
 - Back navigates back to the previous view
 - Skip -navigates you to the login view
 - Next navigates to the next service view
- Figure 2 is the last service view, at the bottom there are three buttons.
 - Back navigates back to the previous view
 - Skip -navigates you to the login view
 - Finish does the same thing as Skip



Figure 1: App Splash



Figure 2 First Service view

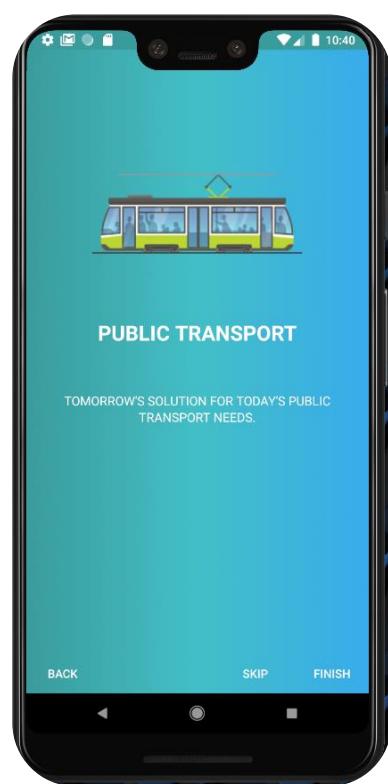


Figure 3: Last services view

Logging in.

This app does not provide any new user account creation because all user are employees of ACS therefore all users should be given access by the system administrator on site.

If you are already given access, there can get access by logging in using their employee credentials.

- Username – is the employee's work address, example username@acs.co.za
- Password – is the personalized password known by the user. *****

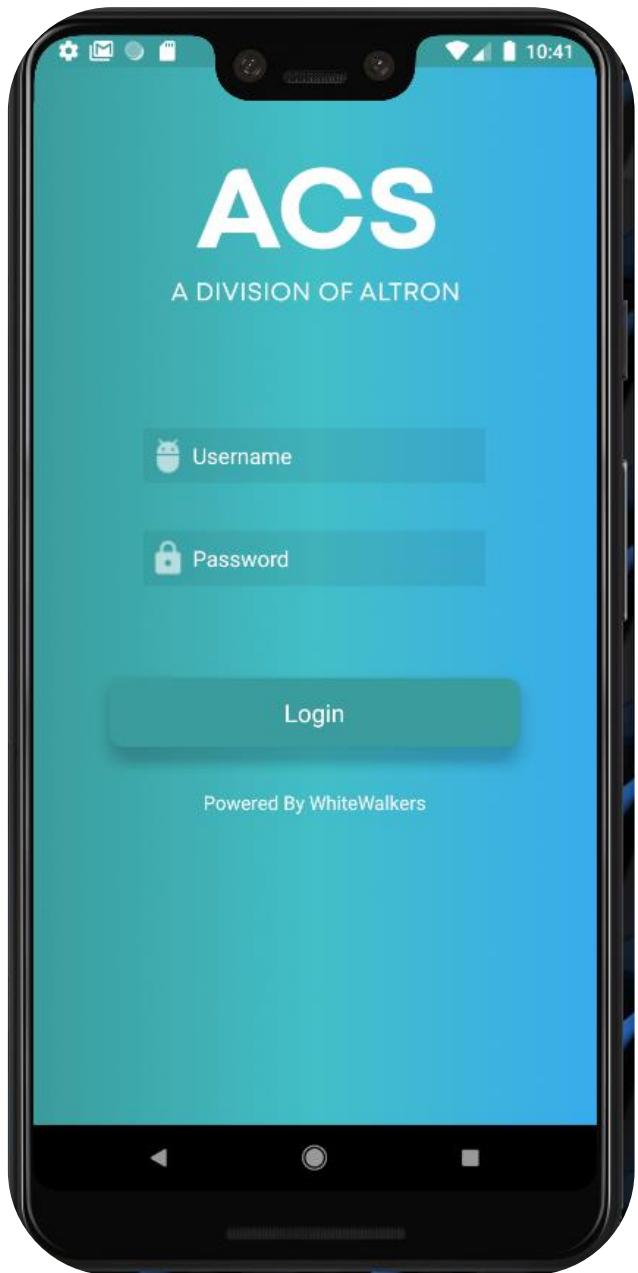


Figure4: Login

Home Dashboard

(Figure 5) After logging in you are welcomed by the home dashboard that is tabbed for filtering tasks assigned which are:

- New tab views the task that are newly assigned to the logged in user
- Urgent, Normal, Low are the task that the user is currently working on filtered according to the Task Priority level
- Sent for review are the tasks that submitted to the assigner for review.

Figure 6 shows when you select one of the new tasks, a pop up appears showing the priority level of the task then the Task title, followed by Task description. At the bottom is a button to begin (Begin Task) the task, it is then moved to either Low, Normal or Urgent.

In Figure 7 it is when you select an active task either Low Normal or Urgent, at the bottom is a button to submit the task for review (Submit Task)/

Figure 8 is viewing one of the tasks sent for review, here you can see the status of the task, the task Title and the Description of that task.

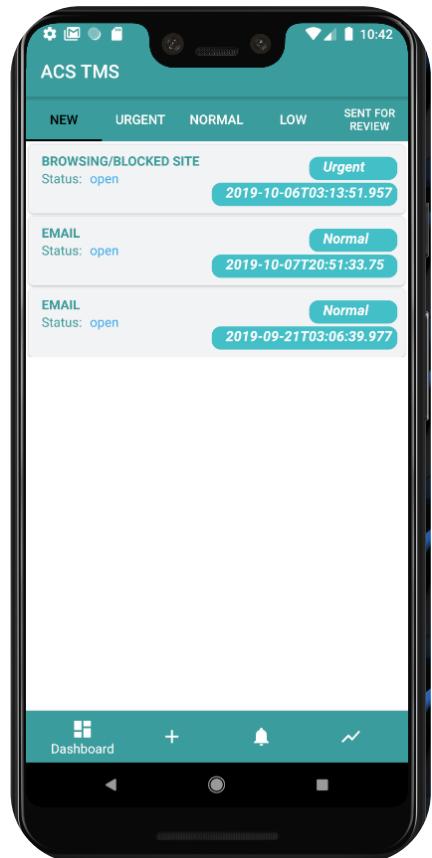


Figure 5: Home dashboard (Newly)

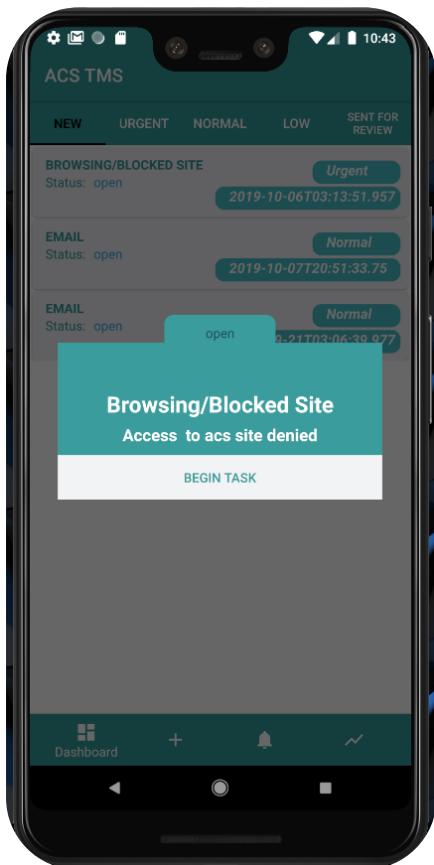


Figure 6: New Task View (New)

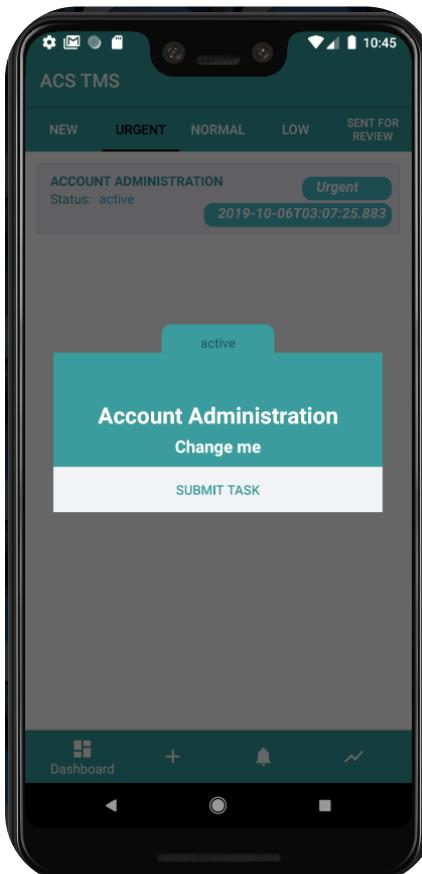


Figure 7: Active Task View

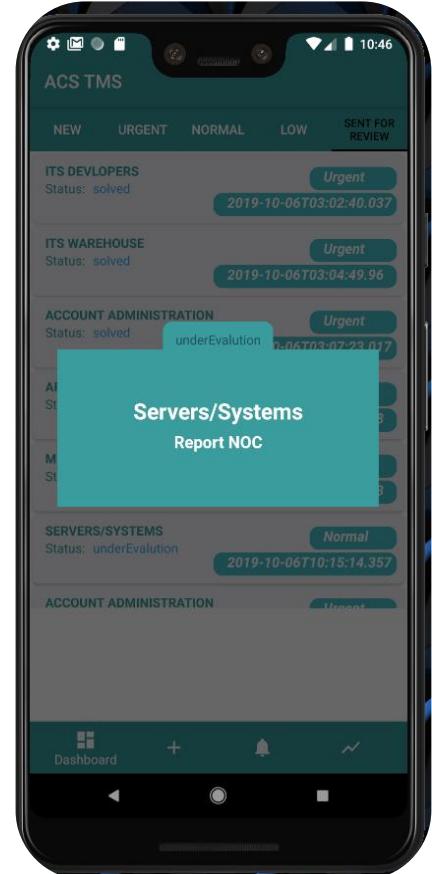


Figure 8: Task Sent for Review

Logging a new Incident

After logging in at the bottom there is a navigation panel with four icons, looking from the left the first one navigates to the home page. The second one navigates to the logging of new incident.

In Figure 9 you see the tabs at the top which are ITS and Cybertech, ITS navigates you to Figure 10 and Cybertech navigates you to Figure 11.

When choosing Incident Type for ITS, the drop down in Figure 10 and for Cybertech the drop down in Figure 11 shows. After you can enter the description of the Incident you are logging. Then you can submit the incident by clicking the Submit button.

After Submitting you are redirected to Logged Incidents.

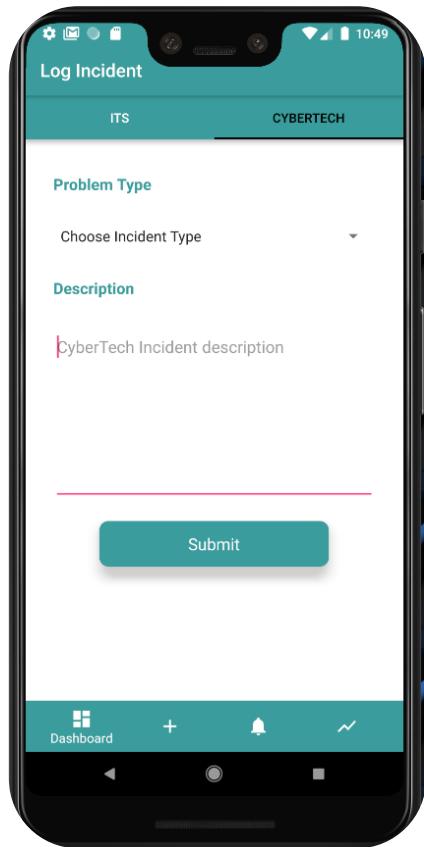


Figure 9: New Incident Logging

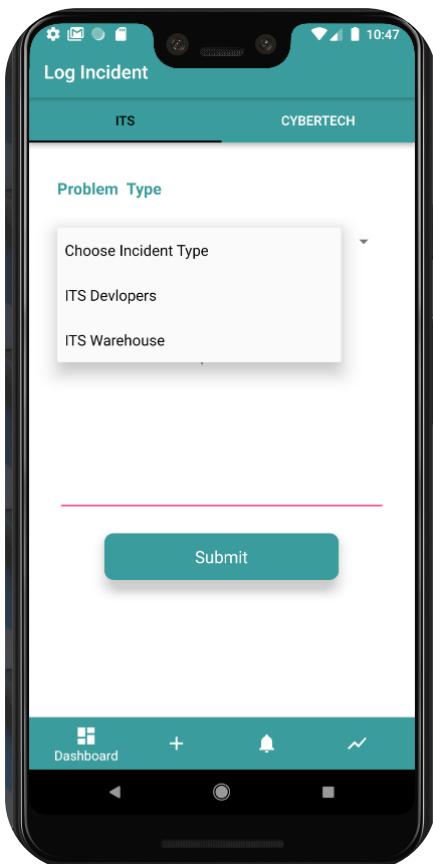


Figure 10: ITS new Incident

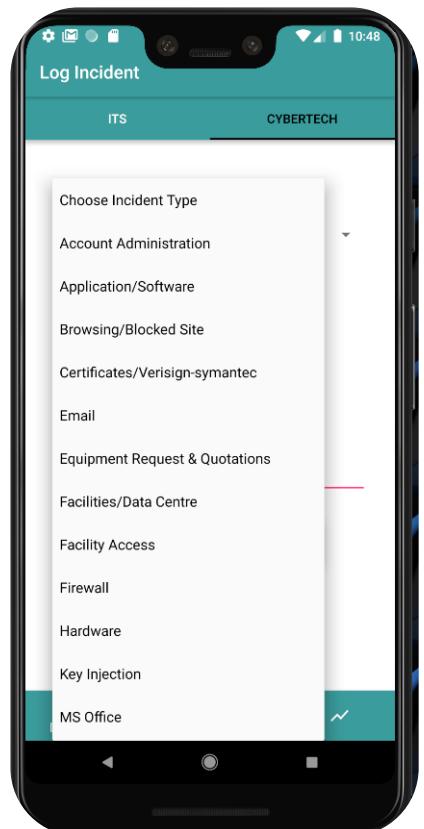


Figure 11: Cybertech

Logged Incidents

When you select the fourth icon from the left you are redirected to Logged Incidents (Figure 12). This is where you track the Incidents that you have logged. On Figure 12 you see the incident type and the status of the Logged Incident. The status could be WaitingforRespond, Seen, Open as Task and Solved.

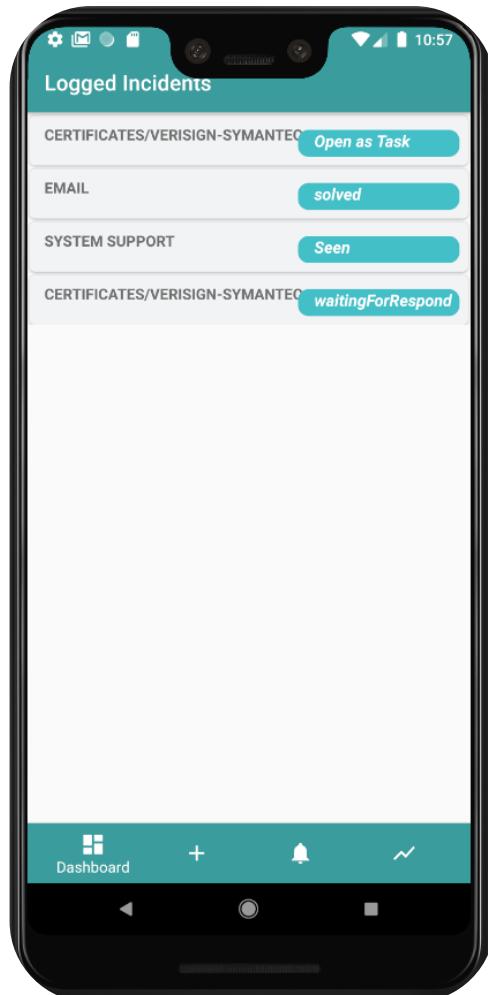


Figure 12: Logged Incidents

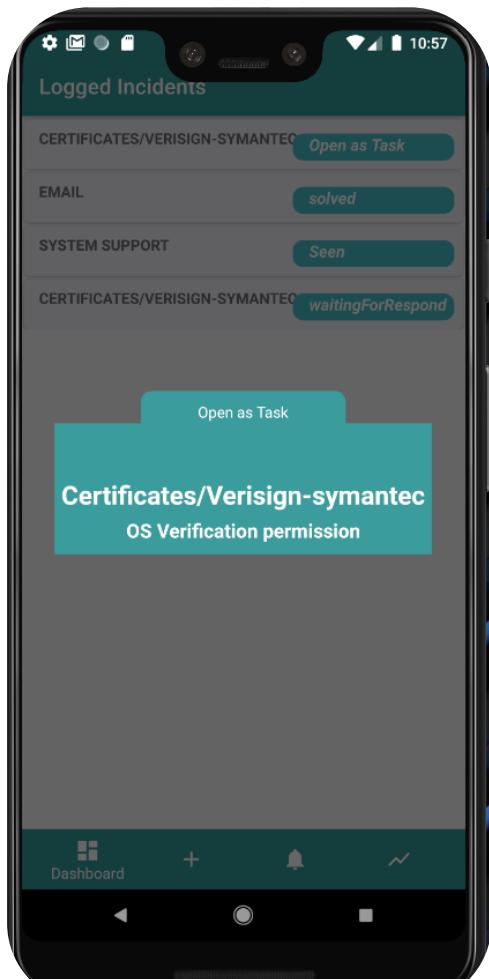


Figure 13: Logged Incident View

When you select one of the incidents on Logged Incidents (Figure 12), You will see the pop up on Figure 13.

On the pop up at the top you see the status of the Incident, followed by the Incident title that you selected when you were logging incident, after that the Description of the incidents.

Notifications

When you select the third icon from the left on the bottom navigation you are redirected to the Notifications view where you see all the notifications you receive , the notifications you see the person who generated the notification and the type of notification that it is.

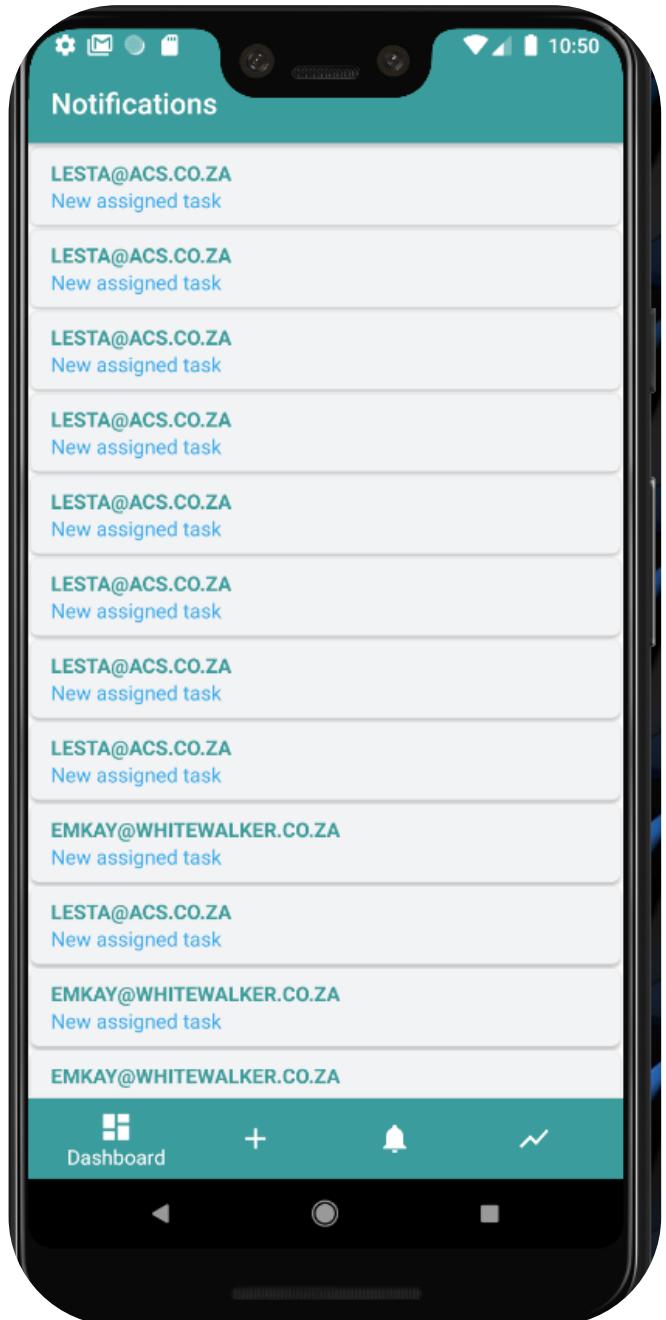


Figure14: Notification