Field Engineer Manual

Contents

1 Introduction

This manual provides step-by-step instructions for using the Field Engineer application accessible at the URL: 183.82.117.36:8087. The application is designed to manage complaints and Preventive Maintenance Reports (PMR) for depots. It includes features for viewing dashboards, handling open/pending/closed complaints, uploading images and reports, and managing PMR entries.

Key sections include:

- Dashboard

- Status (for complaints)

- PMR (Preventive Maintenance Reports)

Follow the steps below to navigate and use the system effectively. This manual assumes you have valid login credentials.

2 Logging In

1. Open your web browser and navigate to the URL: 183.82.117.36:8087.

2. Enter your username and password in the login fields.

3. Click the "Login" button.

4. Upon successful login, you will be redirected to the **Dashboard** page.

3 Dashboard Page

The Dashboard is the default landing page after login. It provides an overview of key metrics.

3.1 Key Elements Displayed

- **Open Complaints Count**: Total number of unresolved complaints.

- **Pending for Approval Count**: Total number of complaints awaiting approval from the Depot Manager.

- **Closed Complaints Count**: Total number of resolved and closed complaints.

- **Monthly Preventive Maintenance Visits (Depots)**:

  – Open Count: Number of ongoing preventive maintenance visits for depots.
  – Closed Count: Number of completed preventive maintenance visits for depots.

3.2 Navigation Menu (Left Side)

- **Dashboard**: Returns to the Dashboard page (active by default).

- **Status**: Navigates to the Complaints Status page.

- **PMR**: Navigates to the Preventive Maintenance Reports page.

4 Status Page (Complaints Management)

Click on **Status** in the left navigation menu to access this page. It displays toggles for viewing different complaint statuses: **OPEN**, **PENDING FOR APPROVAL**, and **CLOSE**. By default, it shows the **OPEN** tab with all open complaints listed.

4.1 Viewing Open Complaints

1. Select the **OPEN** toggle (default view).

2. A list of all open complaints will be displayed.

3. For each complaint, an **Edit** button is available at the end of the row.

4.1.1 Editing an Open Complaint

1. Click the **Edit** button next to a complaint.

2. A popup window will appear with the following fields (some pre-filled, others editable):

   - **Token**: Unique identifier for the complaint (read-only).
   - **Complaint Date**: Date the complaint was raised (read-only).
   - **Complaint**: Description of the complaint (read-only or editable).
   - **Complaint Cam**: Camera-related details or image (if applicable, read-only).
   - **Before Image**: Upload field for the "before" image (supports JPG, PNG, JPEG only).
   - **After Image**: Upload field for the "after" image (supports JPG, PNG, JPEG only).
   - **Service Report**: Upload field for the service report document (supports JPG, PNG, JPEG only).
   - **Status**: Dropdown or field to update the status.
   - **Category**: Dropdown or field to select the complaint category.
   - **Complaint Issues Type**: Field to specify the type of issue.
   - **Action Taken**: Text field to describe the actions performed.

3. Fill in or upload the required details.

4. Click the **UPDATE** button.

5. The complaint status will change to **PENDING FOR APPROVAL**.

6. The Depot Manager will review and approve/close the complaint, after which it becomes **Closed** permanently.

4.2 Viewing Pending for Approval Complaints

1. Select the **PENDING FOR APPROVAL** toggle.

2. A list of all complaints awaiting approval will be displayed.

3. No editing is available here for Field Engineers; this is for monitoring purposes.

4.3 Viewing Closed Complaints

1. Select the **CLOSE** toggle.

2. A list of all closed complaints will be displayed.

3. For each closed complaint:

   - **View**: Click to see detailed information.
   - **PDF Download**: Click to download a PDF report of the complaint.

5 PMR Page (Preventive Maintenance Reports)

Click on **PMR** in the left navigation menu to access this page. It displays a list of monthly Preventive Maintenance Reports (PMR) assigned to depots under the Field Engineer.

5.1 Key Elements

Each PMR report entry includes:

- An **Edit** button.
- A **Down Arrow** icon beside the Edit button.

5.2 Editing a PMR Report

1. Click the **Edit** button next to a PMR report.

2. A popup window will appear with the following fields:

   - **Monitor Image**: Upload field for an image of the monitored item (supports standard image formats).
   - **PM Report**: Upload or enter the preventive maintenance report details.
   - **Status**: Dropdown or field to update the status (e.g., In Progress, Completed).
   - **Description**: Text field for additional notes or descriptions.

3. Fill in or upload the required details.

4. Click the **UPDATE** button.

5. The PMR report status will change to **Closed**.

5.3 Viewing Depot Complaints via Down Arrow

1. Click the **Down Arrow** icon next to a PMR report.

2. This expands to display all complaints associated with that specific depot.

3. You can view details of these complaints but cannot edit them directly from this view (use the Status page for edits).

6 General Tips and Best Practices

- **File Uploads**: Ensure all uploads (images, reports) are in supported formats (JPG, PNG, JPEG). Invalid formats may cause errors.

- **Status Flow for Complaints**:

  - Open $\rightarrow$ (Edit & Update by Field Engineer) $\rightarrow$ Pending for Approval $\rightarrow$ (Depot Manager Approval) $\rightarrow$ Closed.

- **PMR Closure**: Once updated, PMRs are closed and cannot be edited further.

- **Navigation**: Use the left menu to switch between sections. Always log out when finished.

- **Error Handling**: If you encounter issues (e.g., upload failures), check your internet connection or contact support.

- **Security**: Do not share login credentials. The system tracks all updates for accountability.

7 Logout

1. Locate the logout option (typically in the top-right corner or menu).

2. Click **Logout** to end your session securely.

This manual can be printed or saved as a PDF for offline reference. If you need updates or have questions, contact the system administrator.