

TaskMan v1.0 setup procedure

RealTime /FM user setup

1. Send new user request form to IT services to have email addresses set up
2. Set up new users on RealTime/FM
 - User Name: First initial first name and surname e.g. aflanagan. User name must be in lower case
 - Enter first name, surname, mobile number and Aramark email address
 - In device ID enter users initials-IMEI number
 - In user roles set the user up as a resolver
 - In staff give user access to all Client Accounts (**Unit is not a term AWS will use daily**) by selecting the tick box and save

Device setup

1. Insert the SIM card into the Android device
2. Go through the set up wizard
 - Choose language: select English (Ireland) select next
 - Tutorial Keyboard: Skip
 - Transfer my stuff: click the transfer my stuff button to copy across all contacts, SMS and calendar events
 - Turn on Bluetooth on old phone
 - Go to the option other and search for the device name
 - Select device and tick the check box for contacts
 - All contacts will copy across
 - Internet connection: select the option for mobile network or wi-fi
 - Standard Email Account should be used
 - Configure Email set up: Go to settings Account & Sync
 - Select Add Account
 - Exchange active sync
 - Manual set up
 - Enter users email address example@aramark.ie
 - Enter server address webmail.aramark.ie
 - Domain leave blank
 - Enter username: First initial first name and surname e.g Aflanagan
 - Password: NEWpass11 for all
 - Check tick box for – this server requires an encryption connection
 - Select Next and finish
 - Scheduled Sync: Automatically sync data
 - Set up wi-fi network (**Probably not need when the engineers get a phone. More for your setup**)
 - Use Google location: Allow Google locations, use location for Google services (**Confirmed with ITS**)
 - Location consent: agree (**Confirmed with ITS**)
 - Select Finish
 - Once the set up wizard is complete go to setting about phone and software updates. Tick the box for scheduled check and check now
 - Once the set up wizard is complete go to settings Accounts & Sync and Sync all to have emails come through
 - Set up unknown source before installing Taskman Application: go to settings applications and check the box for unknown source

Installing Taskman

- Email Taskman application to Aramark email address
- Click on the link to install
- Taskman is now downloaded onto the device
- Username and password for Taskman will be the same as for Realtime/FM

Realtime Password change

- Have each user change their password on RealTime /FM
- To do this login to RealTime /FM from a PC
- Enter the users login details which have been previously set up
- Click on user profiles on the right hand side

- Change and confirm password
- Save

TaskMan v1.0 End user training material

<http://support.realtime-sd.com/redmine/attachments/download/63/logo.jpg>

- When the application has been downloaded onto the device it will appear with the Taskman logo
- To move the logo from the applications screen to the home screen press the icon and hold down then drag to the home screen

<http://support.realtime-sd.com/redmine/attachments/download/64/Login.jpg>

- To login to the application click on the icon
- Enter username and password and press the login button

<http://support.realtime-sd.com/redmine/attachments/download/37/09-TaskMan-TaskListing.jpg>

- Current technician task assignments
- New tasks appear in bold text until such time that the technician has reviewed the task
- By default, tasks are sorted by priority and SLA resolution date
- The colour bar at the left hand side provides the same "traffic light" indicators as the Helpdesk for consistency across all stakeholders

- Selecting a task from the list brings up the complete task details

<http://support.realtime-sd.com/redmine/attachments/download/38/10-TaskMan-TaskDetails.jpg>

- Complete details of task including on going conversation with RealTime/FM and the helpdesk
- To start the task click on the arrow to bring you to the next screen

<http://support.realtime-sd.com/redmine/attachments/download/39/11-TaskMan-TaskMenu.jpg>

- The task menu provides the technician with a set of options relating to the current task
- TaskMan integrates with the powerful capabilities of the Android based smartphone to provide telephony, mapping and satellite navigation functionality to the technician

<http://support.realtime-sd.com/redmine/attachments/download/42/14-TaskMan-TaskReport.jpg>

- Once the task has been accepted you will need to complete the following steps
 - Select the play button on the top right hand corner to start work
 - Complete the following Risk Assessment (if required)
 - Permitted to work
 - Descriptions
 - Recommendations/ Defects/ Further Actions
 - Purchase Orders

<http://support.realtime-sd.com/redmine/attachments/download/41/13-TaskMan-RiskAssessment.jpg>

- The technician carries out a mandatory risk assessment for all tasks undertaken
- Identify Hazards
 - Listed below are the various types of risks that can be identified when completing a risk assessment

Access/egress	Heat	Radiation exposure
Bursting/explosion/over pressurising	Hot or cold surfaces	Sharp/rough edges
Collapse	Manual handling	Slips, trips, falls on same level
Confined space	Moving parts of machinery	Slips, trips, falls on steps/stairs
Drowning	Moving vehicles	Substance/chemical
Dust/flying particles	Noise	Toxic fumes
Electricity	Overturning	Trapping
Falls from height	Oxygen enrichment	Vibration
Falling objects	Oxygen depletion/asphyxiation	Weather
Fire/flammable atmosphere	Protruding objects	Lone working

- Tick the box for each of the hazards you have identified
- Once all the hazards have been identified press OK

- Parts of the body at risk

Whole body
Head
Hands
Feet
Upper/ Lower Limbs
Back
Eyes
Skin
Internal Organs

- Tick the box for each of the parts of the body that may be at risk

- Once all have been selected press OK

- Who is at risk

Self/colleagues
Client staff
Other contractors
Public
Environment
Building

- Tick the box for who may be at risk from the hazard

- Once all have been selected press OK

- What is the risk

- This is a text box where you can enter a description of what the risk is e.g Electrical Shock

- Press OK

- can the risk be

Eliminated
Substituted
Engineering controls
Signage/warnings and/or administrative controls
Personal protective equipment

- Select any options for how the risks can be eliminated/ substituted ect

- Once the options have been selected press OK

- Additional Comments

- This is a text box where you can enter any additional comments you may have about the risk assessment

- Examples may include liaising with client or cordoned off area

- Controls in place to minimise the risk

- This is a text box where you can enter in precautions you may have taken to minimise the risk

- example signage

- Signature of Assessor

- once all checks of the risk assessment have been completed the technician then signs the risk assessment

*The technician signed off risk assessment is sent immediately back to RealTime/FM where is can be viewed as a PDF

<http://support.realtime-sd.com/redmine/attachments/download/65/RiskAssessment.jpg>

Once the risk assessment is completed you return to the Initial task screen to complete the following:

<http://support.realtime-sd.com/redmine/attachments/download/42/14-TaskMan-TaskReport.jpg>

- On arrival on site to undertake a task, the technician immediately starts the clock. Once the task has been completed, the technician stops the clock. Should the technician need to leave the site without completing the task, the start/stop process can be repeated as required. The process of starting/stopping a task is used to determine the working hours of a task.

- The technician is required to provide a detailed description of the steps required to resolve the task

- Recommendations for follow on actions can be captured as required

- Purchase orders associated with the task are displayed for review by the on site delegate before signing off the task.

- Technician and client signatures are displayed alongside the completed electronic site report. This provides a complete picture of all elements relating to the task completion prior to submitting back the RealTime/FM

- Both the engineer and the client must sign off the task

- Once both signatures have been completed click submit

- Once the task has been submitted Realtime/FM receives a copy of the site report

- To print the site report search the task, go to task details and print sign off

<http://support.realtime-sd.com/redmine/attachments/download/66/SiteReport.jpg>