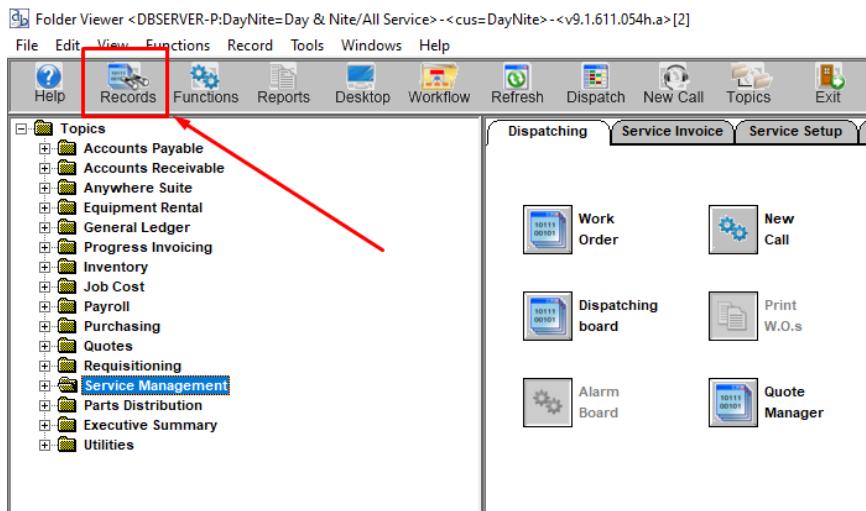




Technician Certification Maintenance (SamPro)

How to add certifications to a technician

- Go to Records.



- Go to View Technicians.

204 | **View Technician**

1. Enter technician ID to update.
 - a. You will now be in the technician profile.

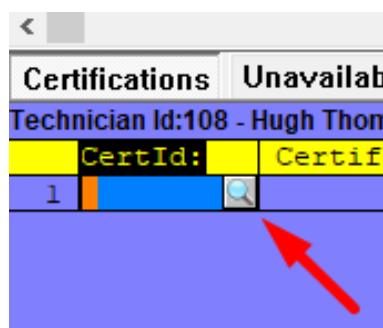
Technician Id:	108	Technician Name:	Hugh Thomas
Primary Phone #:	(516)924-4532	Email Address:	hthomas.108@wearetheone.com
Cell Phone#:	(516)924-3105	Email to Text:	FIELD SERVICE MANAGER (ALL ZONES)
Pager:	(516)924-3105	Email2 to Text:	5169243105@vzwtxt.com
Employee Id:	108	Notes:	
Vendor Id:			
Start Time:		Insurance?	
Quit Time:		Special Skills?	
RAQ Group:		Technician Street Address:	
Technician User1:			
Supervisor Name	Cory Stuart		
Marketplace Trained	Y		
MP Train Date	2019-11-10		
ZONE		City:	
Technician User6:		State:	
Technician User7:		Zip Code:	
Technician User8:		<input checked="" type="radio"/> Active <input type="radio"/> Inactive	
Technician User9:			
Technician User10:			

Certifications [Unavailable](#) [TimeSlots](#) [Service Zones](#) [Dispatch Boards](#) [Evaluation Summary](#) [TechAnywhere](#)

Technician Id:108 - Hugh Thomas

CertId:	Certification Description:	Date Earned:	Expiration:	Registration:
1				

2. Click the magnifying glass to pull up all certifications.



3. You will see all certifications available and grouped by service category.



Each service category will start with "HVAC" - "KIT" - "PLUMBING" - "REF"

Selecting the certification

1. Find the certification that the technician has earned and double click on that certification.
2. That certification will now appear in the technician's certifications.

- a. Add the date earned in the "Date Earned" field.

The screenshot shows the SamPro Technician Certification Maintenance interface. The 'Certifications' tab is selected at the top. The main area displays various technician details such as Id, Name, Phone numbers, Email, Notes, and Street Address. Below this, there are tabs for 'Unavailable', 'TimeSlots', 'Service Zones', 'Dispatch Boards', 'Evaluation Summary', and 'TechAnywhere'. The 'Certifications' tab shows a list of certifications for technician Hugh Thomas. One certification is highlighted with a red border: CertId: 1, Certification Description: HVAC-PM, Date Earned: 01011900, and Registration Number: 5169243105. The 'Inactive' checkbox is also visible.

3. After you have added all certifications that are needed to update the technicians, Click Save.

