TC TEKS Diagnostics System

Define User Page

- The user that is chosen from this page sets the session for that user
    - Attempts to reach any page after a session has expired will result in the user being re-directed back to this page
- After a user has been selected, any additions or updates he/she makes to the system will be recorded under that user (so you can tell who did what)
- To add a new user, check the "Add New" box
    - After adding a new user, his/her name will show up until it is removed by selecting the name and clicking "Remove User"
- By removing a user, you still keep the user's history. It simply removes the name from the list (you would probably remove a user when he/she doesn't work there anymore)

Computer Tracking Page

- Shows a list of all computer repairs in the system
    - The list is default sorted by status – showing the repairs that are furthest from being done first
    - However, you can sort the table by clicking on any of the headers. After clicking on the headers, you will see a sorting arrow that shows up to the right of the text.

- By putting your cursor over the MORE buttons found in the computer column, you can see a pop-out of all of the other information relevant to that computer.

Computer		Current Status	Entered In Syst
Laptop / Windows Vista	MORE	Waiting For Customer Approval	05/01/12
Laptop / Mac OS			

Processor: Intel I7
Primary HDD: 320 GB
Secondary HDD:
Entered By: Tommy Jones
Problem: Blue screens immediately after startup
Solution:

- By putting your cursor over the MORE buttons in the "Days In Shop" column, you will be able to track the status updates of the computer as it progresses through the system

		Current Status	Entered In System	Picked Up	Days In Shop ▾	
ista	MORE	Waiting For Customer Approval	05/01/12		1	MORE
	MORE	Waiting For Diagnostics				MORE

Entered On: 05/01/12
Running Diagnostics: 05/01/12
Waiting For Cust. Approval: 05/01/12
Waiting For Part:
Extra Testing:
Performing Repair:
Waiting For Pickup:
Picked Up:

- The filters on the top of the page can be used to find a particular repair record
- The "Only Current Computers" checkbox will exclude all computers that are finished and picked up
- Inside the table, there are links to the Invoices page (via invoice number) and the diagnostics page (via the computer text)

Invoice Number	Customer Name	Computer		Current Status	Entered In System	
123875456	Tony Kornheiser	Laptop / Mac OS X	MORE	Waiting For Diagnostics	05/02/12	

- This page links to the "Add a New Invoice" page via the "Add New Invoice" button
- This page also links to the Invoices page via the breadcrumbs in the upper right corner

Home → Invoices

Computers on Invoice Page

- Shows the details for each computer that has been entered for a particular invoice
- The text that says "Computer #" links to that particular computer's diagnosis page
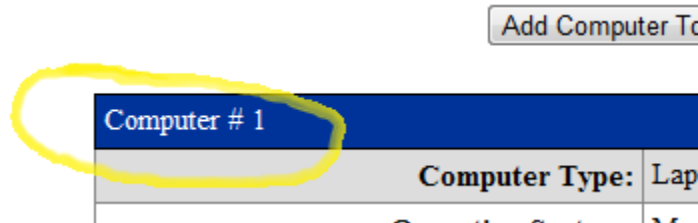
- You also have the option to add an invoice from this page
- If you made a mistake and want to delete the computer or edit it, you have the option to do that as well
- The "Customer Contact Attempts" and "Recommendations" nodes are expandable when you click on them.
- When a recommendation is made during the diagnostics process, it will automatically show the recommendation on this page, so it is easy to see when you are calling the customer. The recommendations are grouped by the computer, so you can easily tell them apart if the customer has more than one computer on his/her invoice.
  - You can only see the recommendations on this page. If you want to add them, you will have to go to the diagnostics page.
- When talking with the customer, you can run down the list of recommendations and change the "Customer OK" select boxes (which automatically save)

Computer Diagnostics and Repair Tracking Page

- On the top of the page, there is an area where the technicians will have to manually update the status of the computer throughout the repair process
  - We have it set up so you cannot go backwards with statuses.
  - The "Submit Status Change" button should only be enabled if you have changed the status.
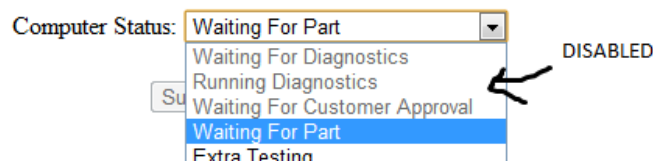

- In the diagnostics section, there are 4 expandable nodes that mimic the worksheet that is used to track computer diagnostics
  - Comments from the "Enter Details" links by the hard drive and memory tests will be added to the General Comments node.
- For each of these nodes, you can either SAVE the information or ADD a new occurrence of each by clicking the button in the upper right of the section
- Once a section has been saved, you will see who saved it and the time it was last saved

- If the section is saved multiple times, you can hover over the *Last Saved By* text to see a history of who has saved that particular section
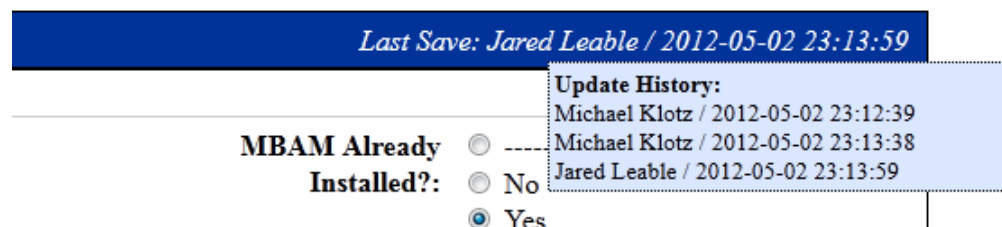
- After the 4 diagnostics sections have been completed, I think you would typically click the link to return to the "computer page" so you can get the customers phone information and see all of the recommendations you made.

- The repair section has expandable nodes that behave the same way as the diagnosis nodes.

* Note: All of the fields for deleting malware bytes change dynamically based on whether or not it was marked as already installed. For example, if the technician marks MBAM as already installed, the checkbox for "Uninstall MBAM" will change to "Do not uninstall MBAM."

Uninstall MBAM: Do not uninstall!