

Raxar App User Guide

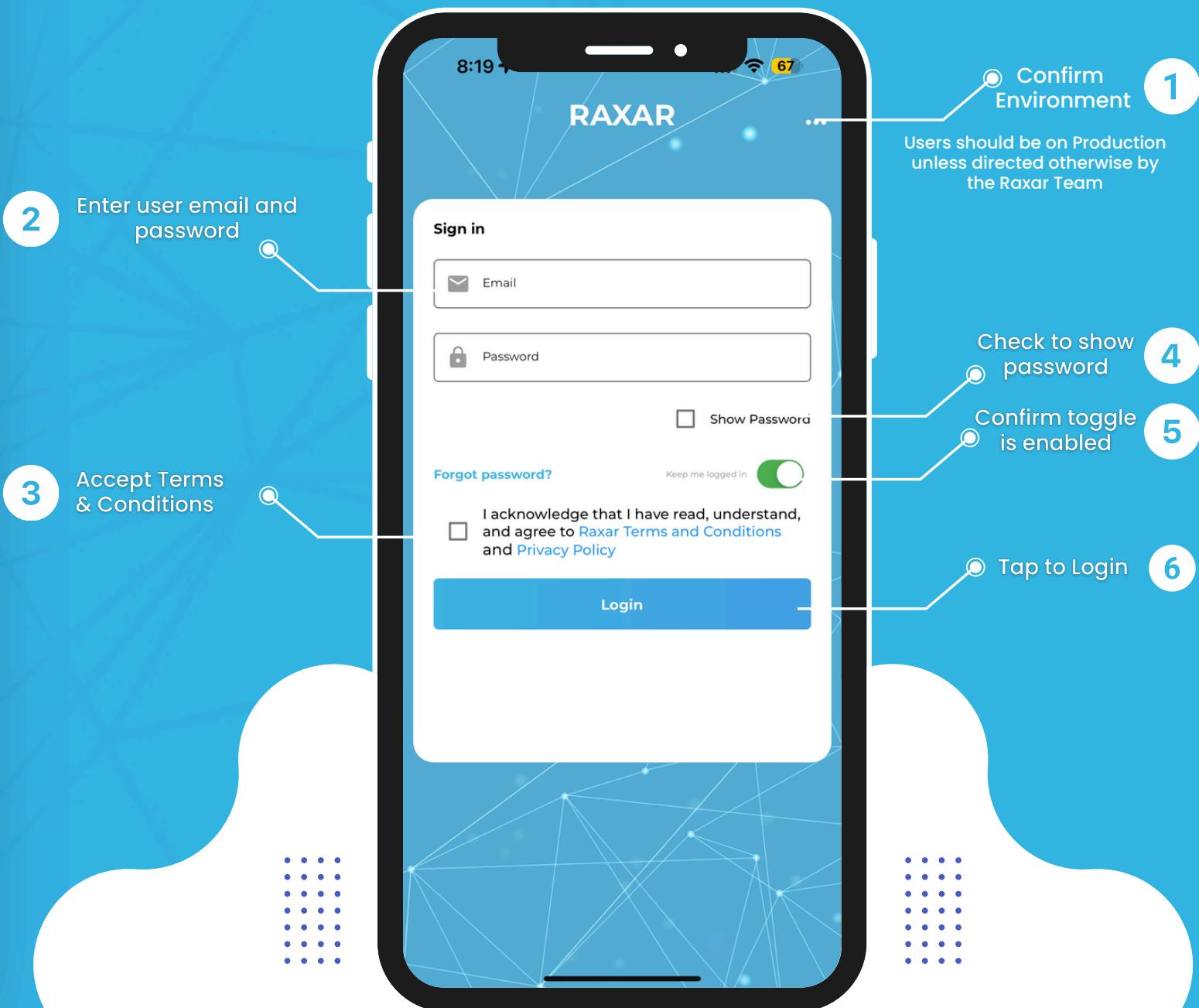
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Raxar App Login

When logging in for the first time or after resetting the cache, all data for the selected Projects will sync, potentially causing a longer sync time. As long as the user stayed logged in, only updates will sync when the app is opened, shortening the initial load time.

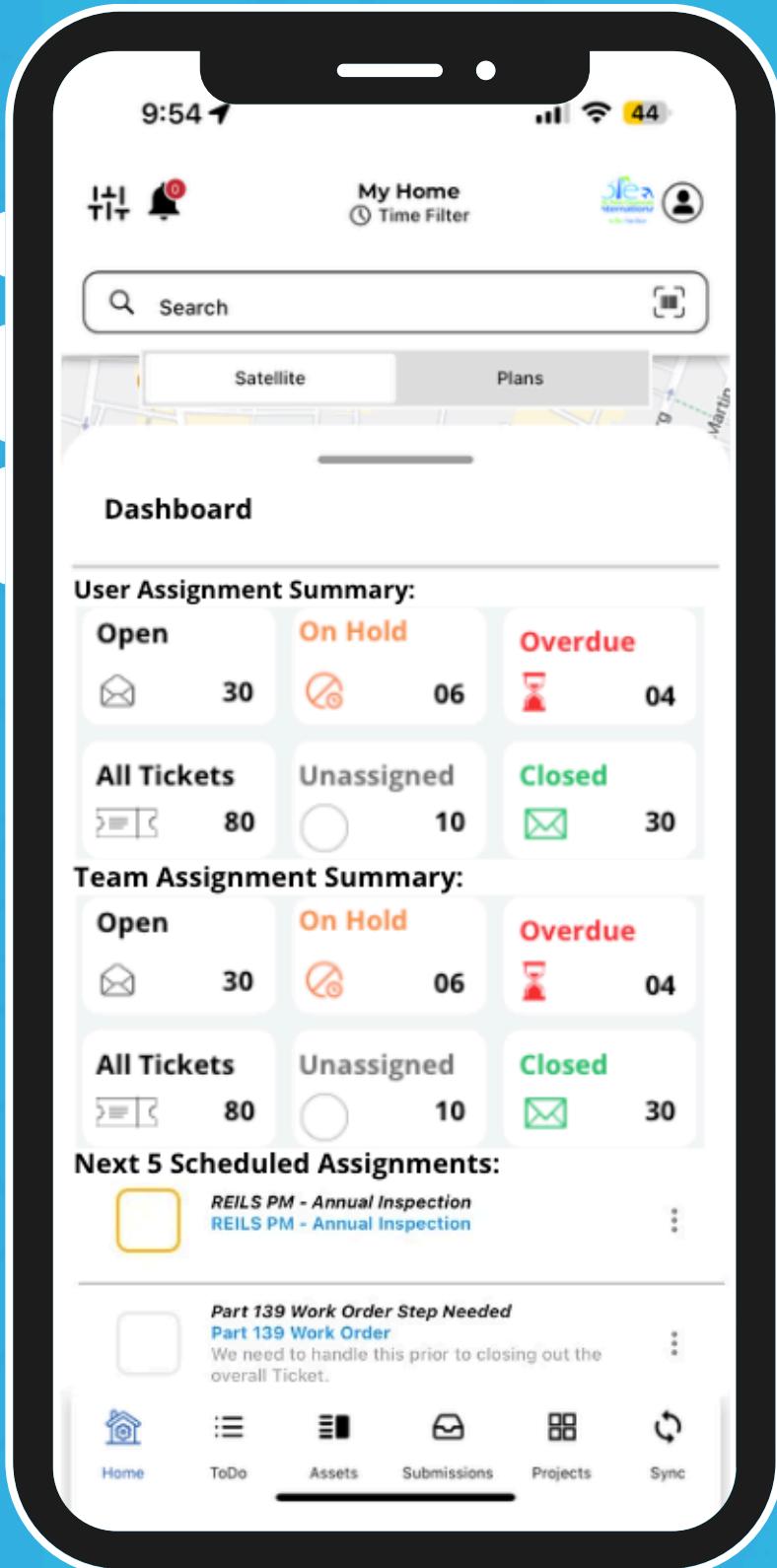


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Home Module: Dashboard Navigation Guide



Ticket Assignment Overview

This section provides a quick summary of the user's assigned tickets.

It is divided into different statuses:

- **Open:** Displays the count of tickets currently open.
- **On Hold:** Shows tickets that are paused or awaiting action.
- **Overdue:** Indicates tickets that have exceeded their expected completion date.
- **Unassigned:** Tasks that have not yet been allocated to any user or team member and are awaiting assignment.
- **Closed Tickets:** Tasks that have been completed and marked as finished, indicating they require no further action.
- **All Tickets:** Shows the total count of tickets.

Next 5 Schedule Assignments

- This section lists the next five tasks scheduled for completion.
- Each task includes a title and may have additional details such as priority or due dates.

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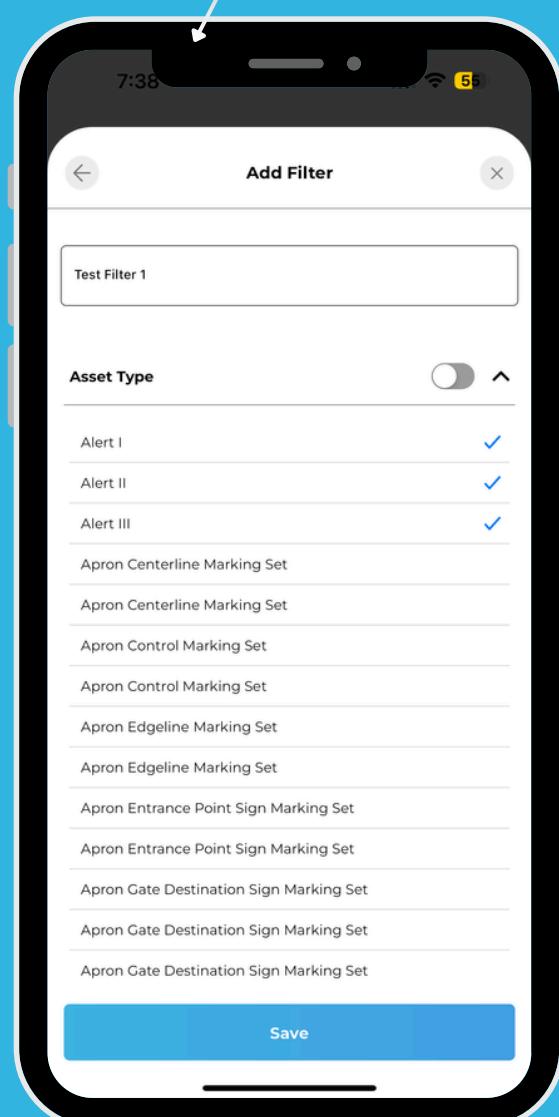
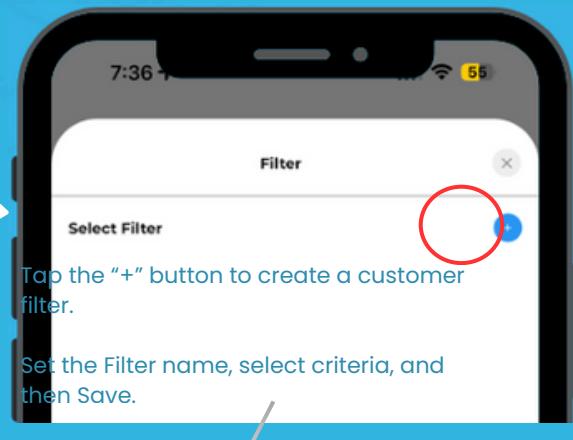
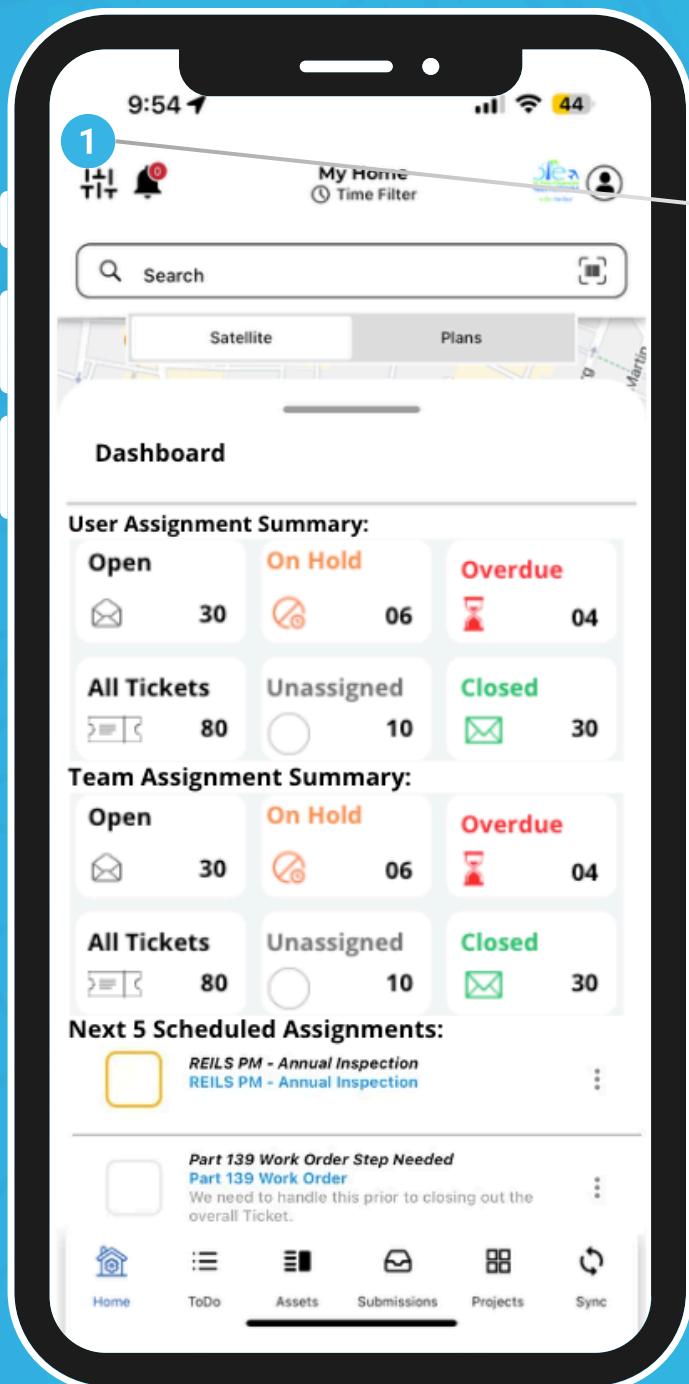


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Home Module

1. Filtering

Use this button to create and apply custom filters to streamline your view. You can save filters based on various criteria, such as asset type, ticket status, ticket type, or assignee. This feature lets you quickly access the most relevant information according to your needs.



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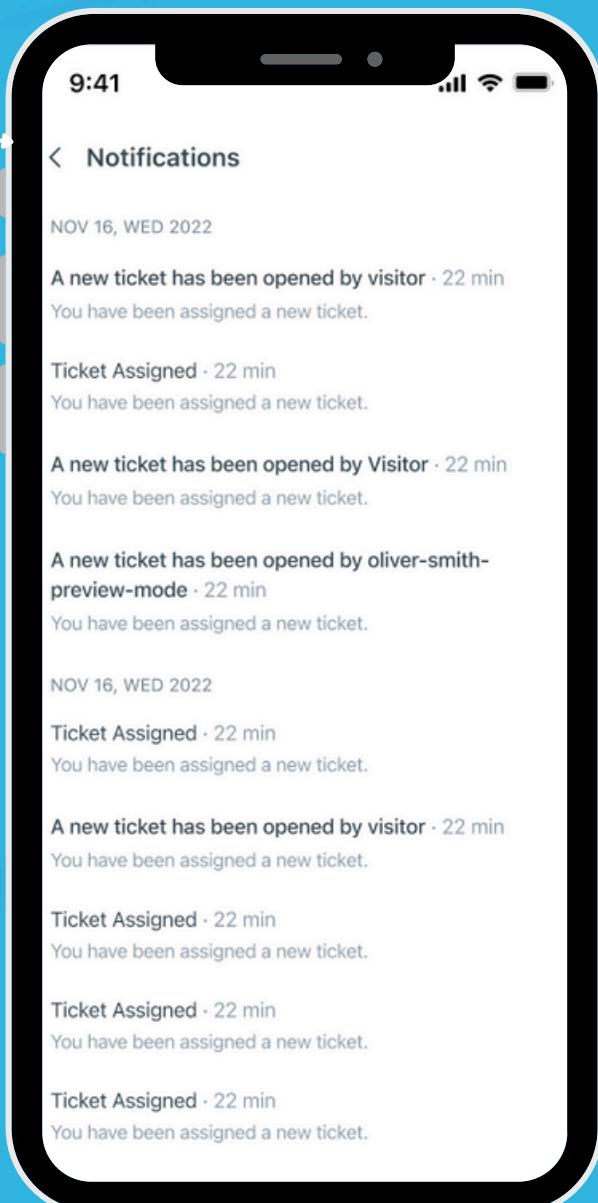
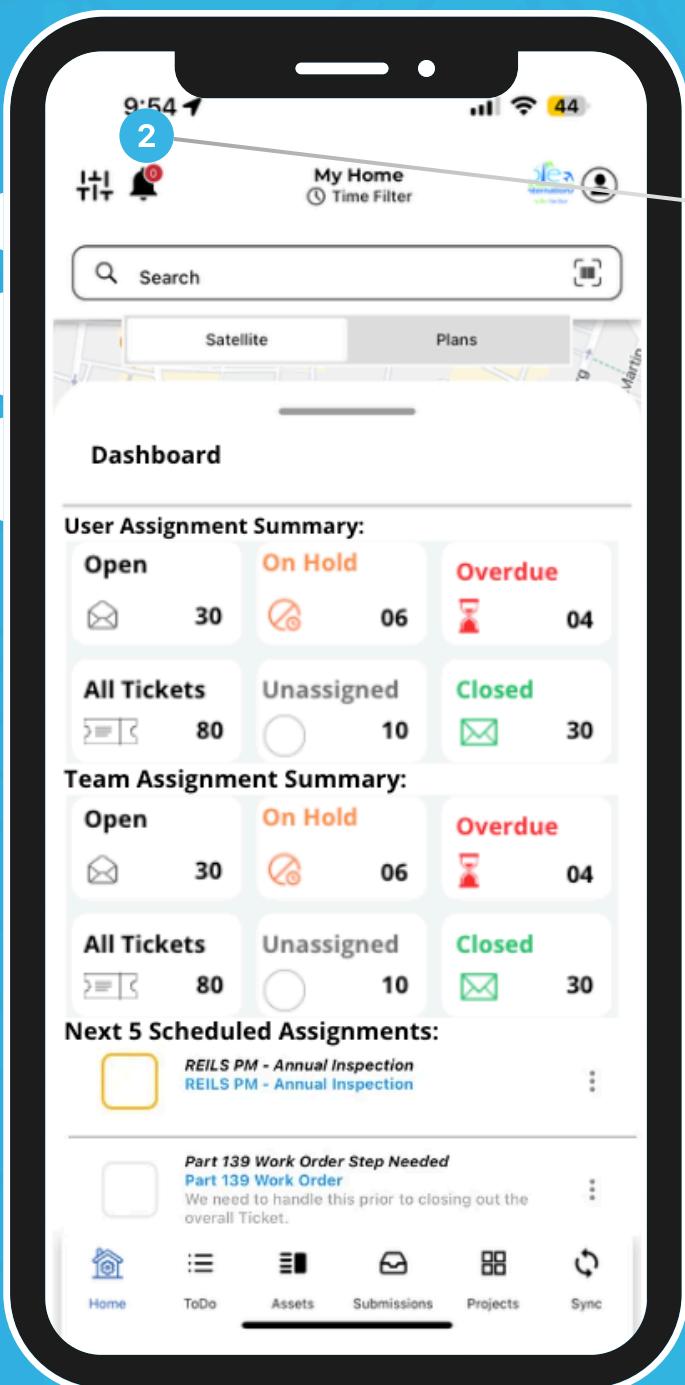


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Home Module

2. Notifications

This button shows notifications related to any updates or changes in tickets and assets. It helps keep you informed about the latest activities, ensuring you don't miss important updates on tasks or assets within the app.



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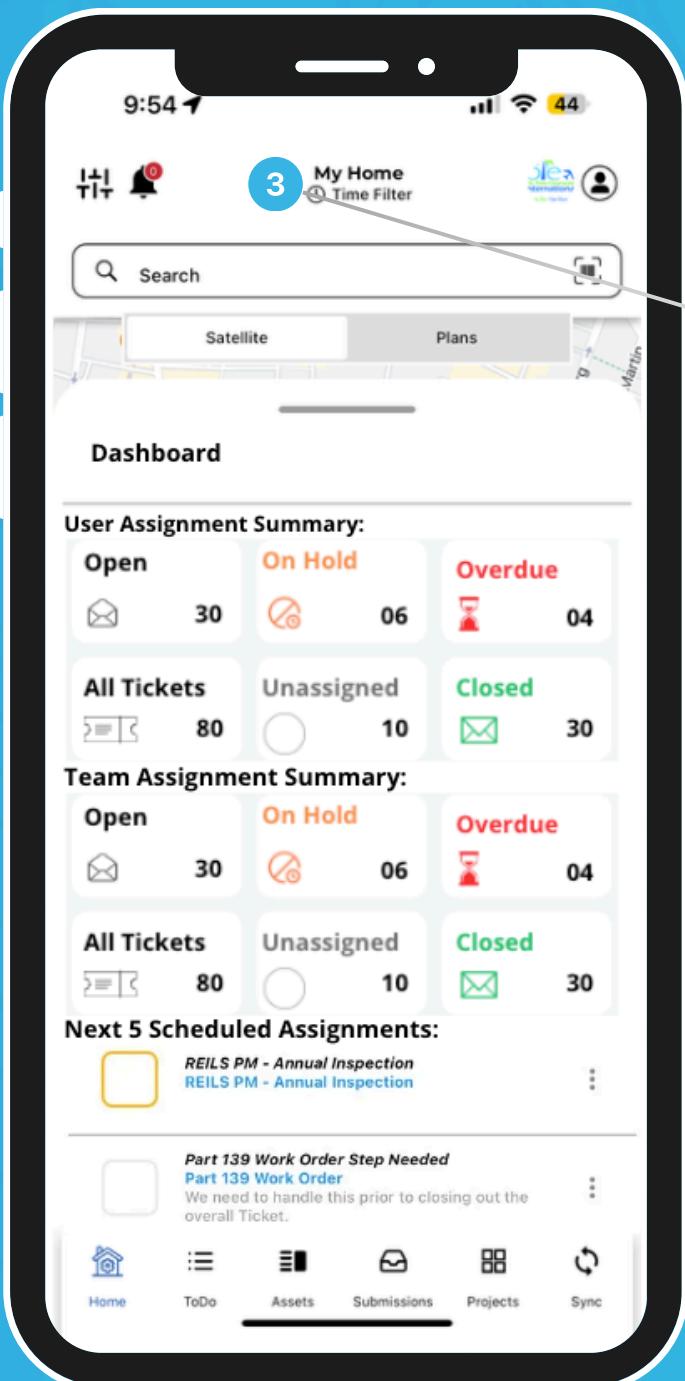


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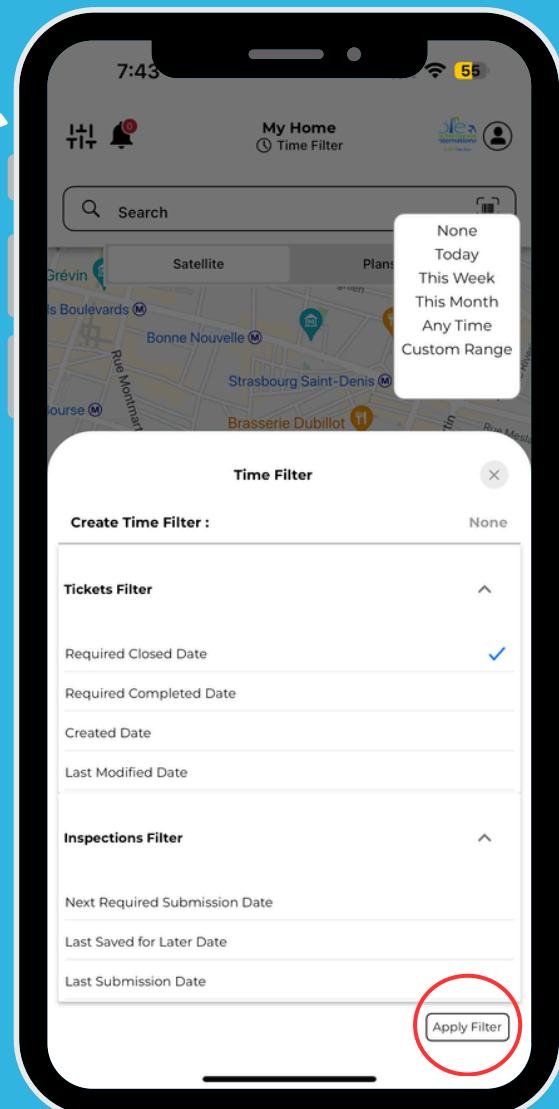
3. Time Filter

This feature lets you create filters based on specific timeframes. You can set filters for ticket required dates or submission dates for inspections, allowing you to view only those tasks and tickets relevant to a specific period.



Tap Time Filter and then select the desired date range.

Tap any of the applicable criteria and then tap the Apply Filter button at the bottom.



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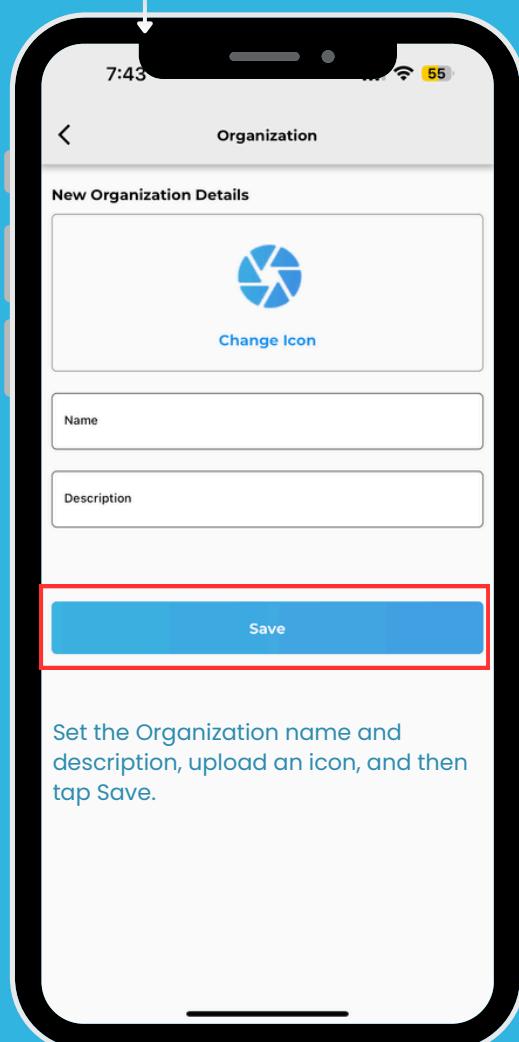
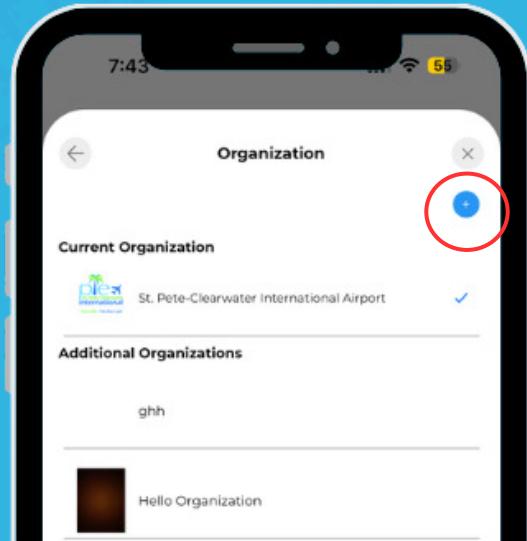
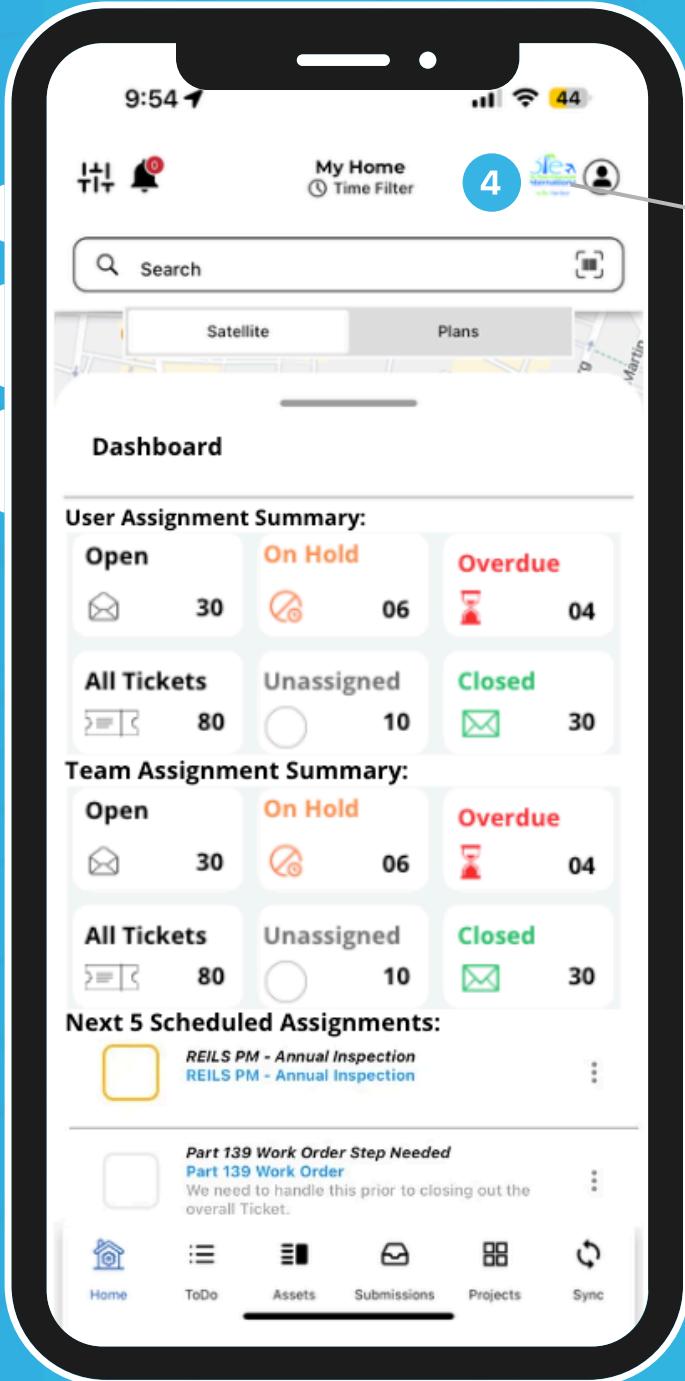


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Home Module

4. Organization

Tap this icon to switch between different organizations. If you're a part of multiple organizations, this feature makes it easy to toggle between them, so you can manage tickets and tasks across various groups. New Organization can also be created on this page by tapping the "+" icon.



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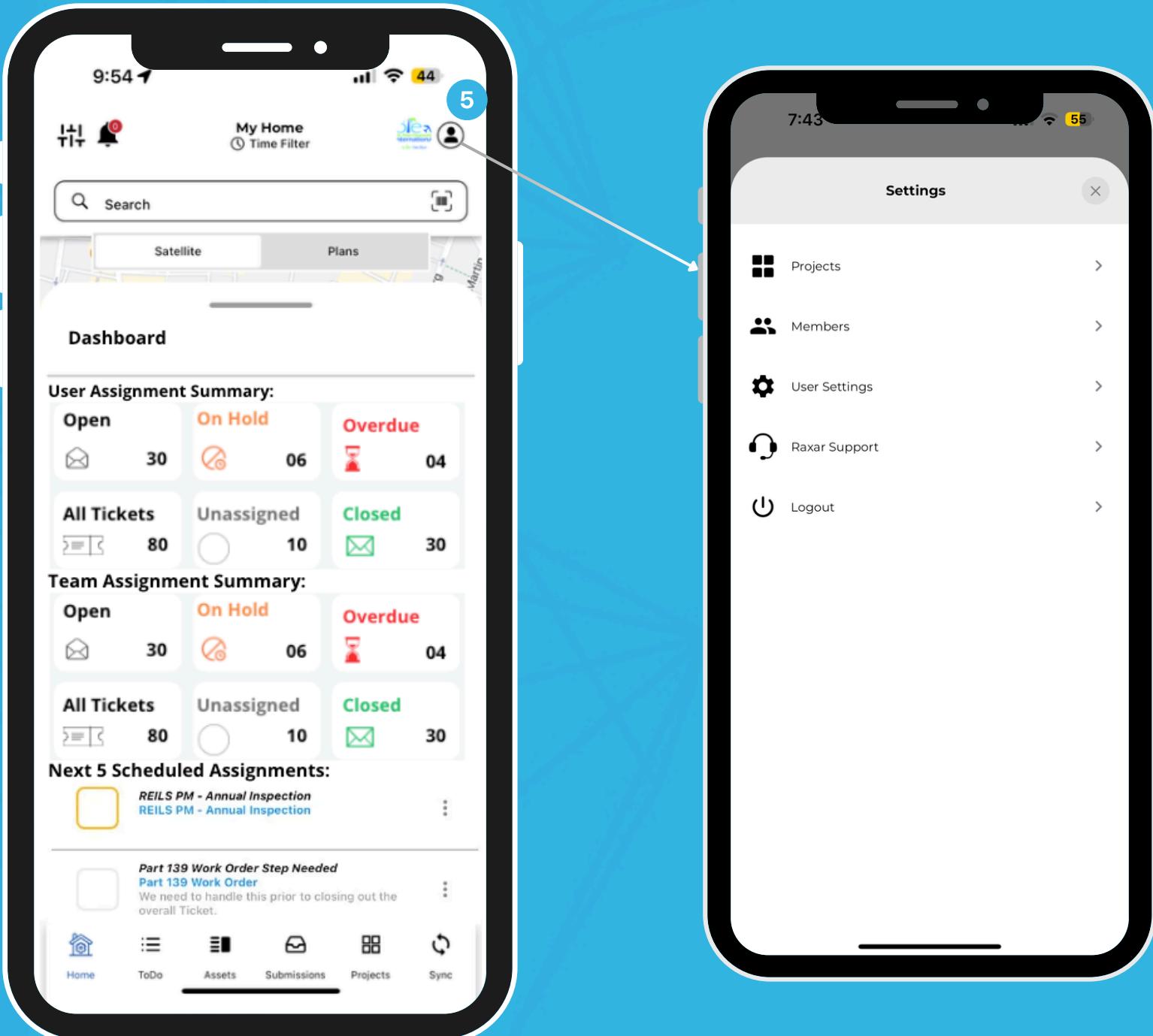
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Home Module

5. Settings

This button provides access to several important options:

- **Projects:** Create new projects or select existing ones within the organization.
- **Members:** View the list of users and teams associated with the organization.
- **User Settings:** Modify profile information, change your password, reset the app cache, and adjust sync settings.
- **Raxar Support:** Access the knowledge base, submit a support ticket, or view existing support tickets for assistance.
- **Logout:** Log out of the app securely when you're finished.

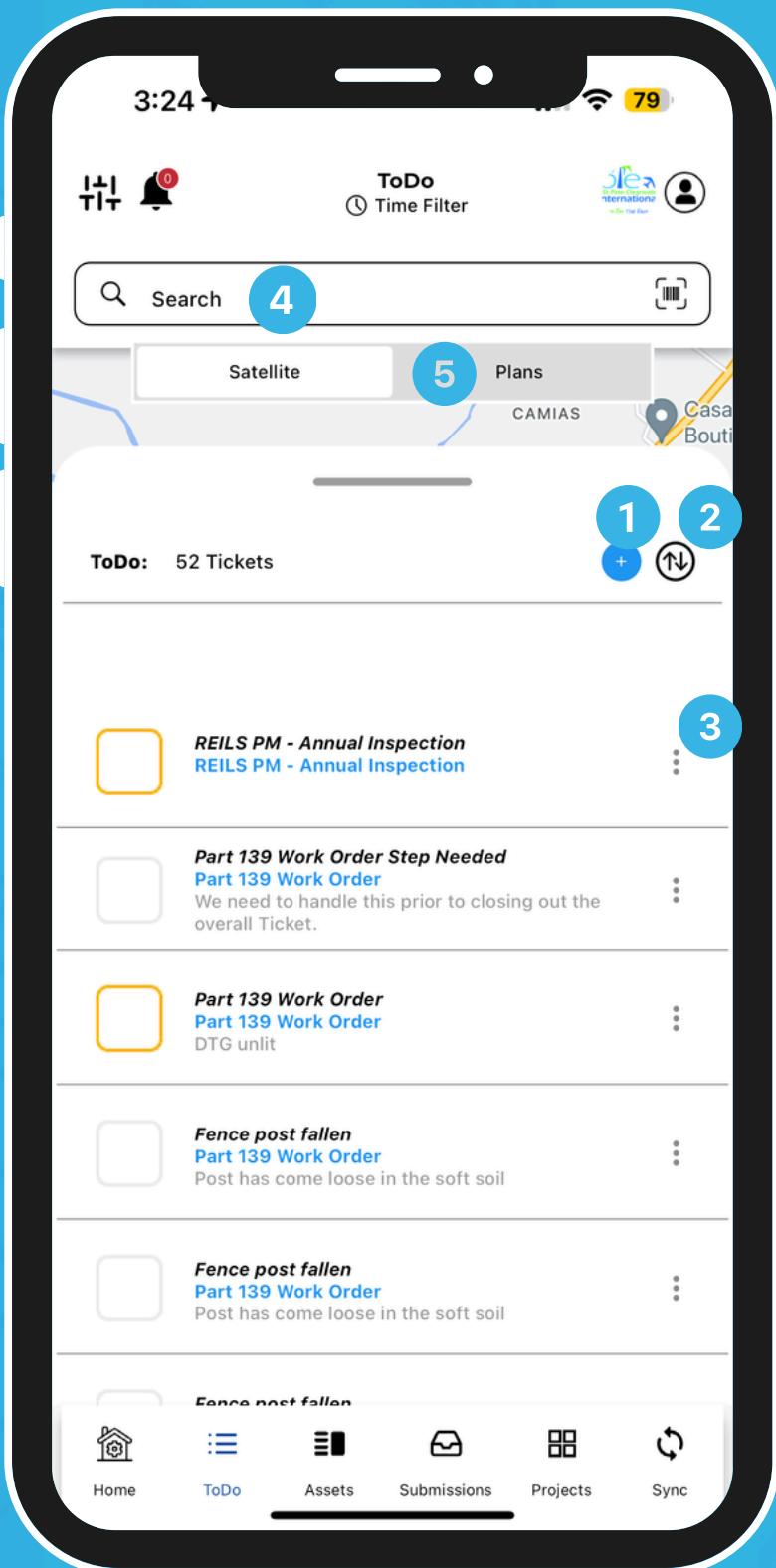


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ToDo Module



The ToDo tab displays all tickets, allowing you to manage tasks efficiently. You can view a list of tickets containing details such as the title, description, and type.

- 1. Create Ticket**
- 2. Sort Tickets**
- 3. Edit/Delete Ticket**
- 4. Search**
- 5. Views**

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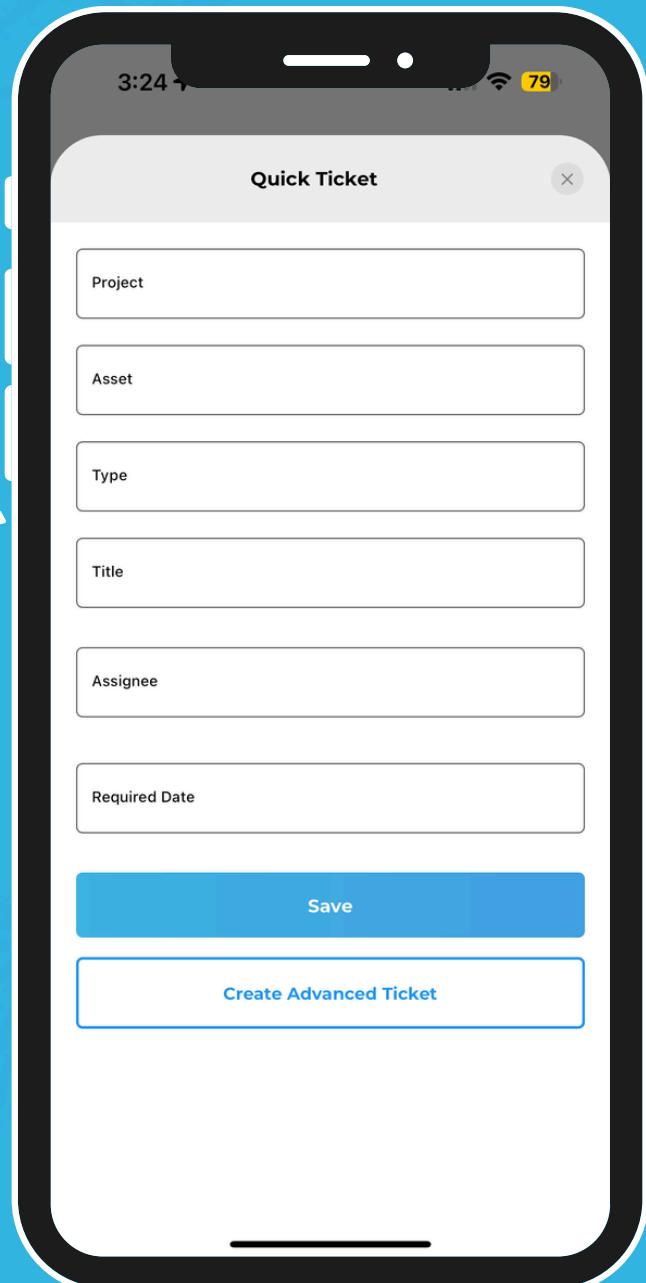
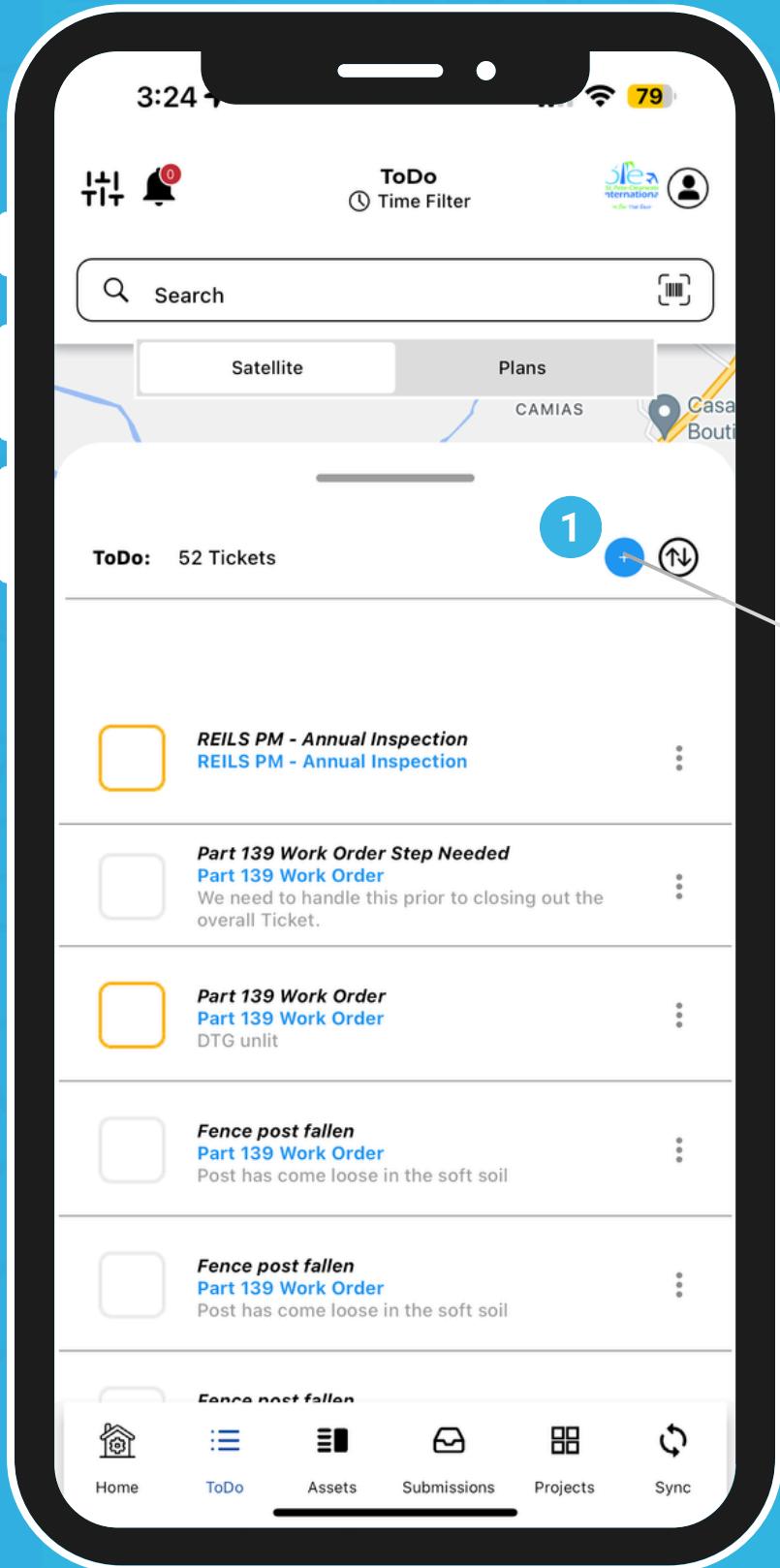


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ToDo Module

1. Create Ticket

Tap the + icon to add a new ticket. Select a Project, Asset, Type, and set a Title. The Assignee and Required Date are optional and can be set later on. Tap “Create Advanced Ticket” if you need to add more information to the ticket. Tap Save to complete the action.



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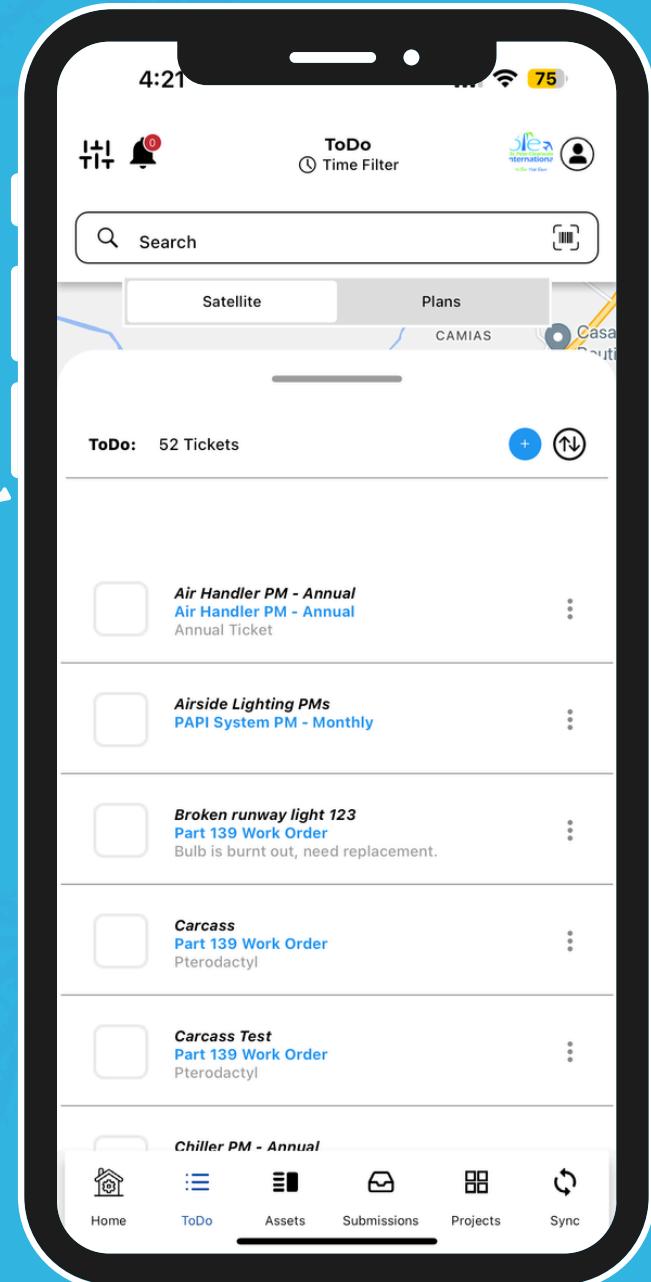
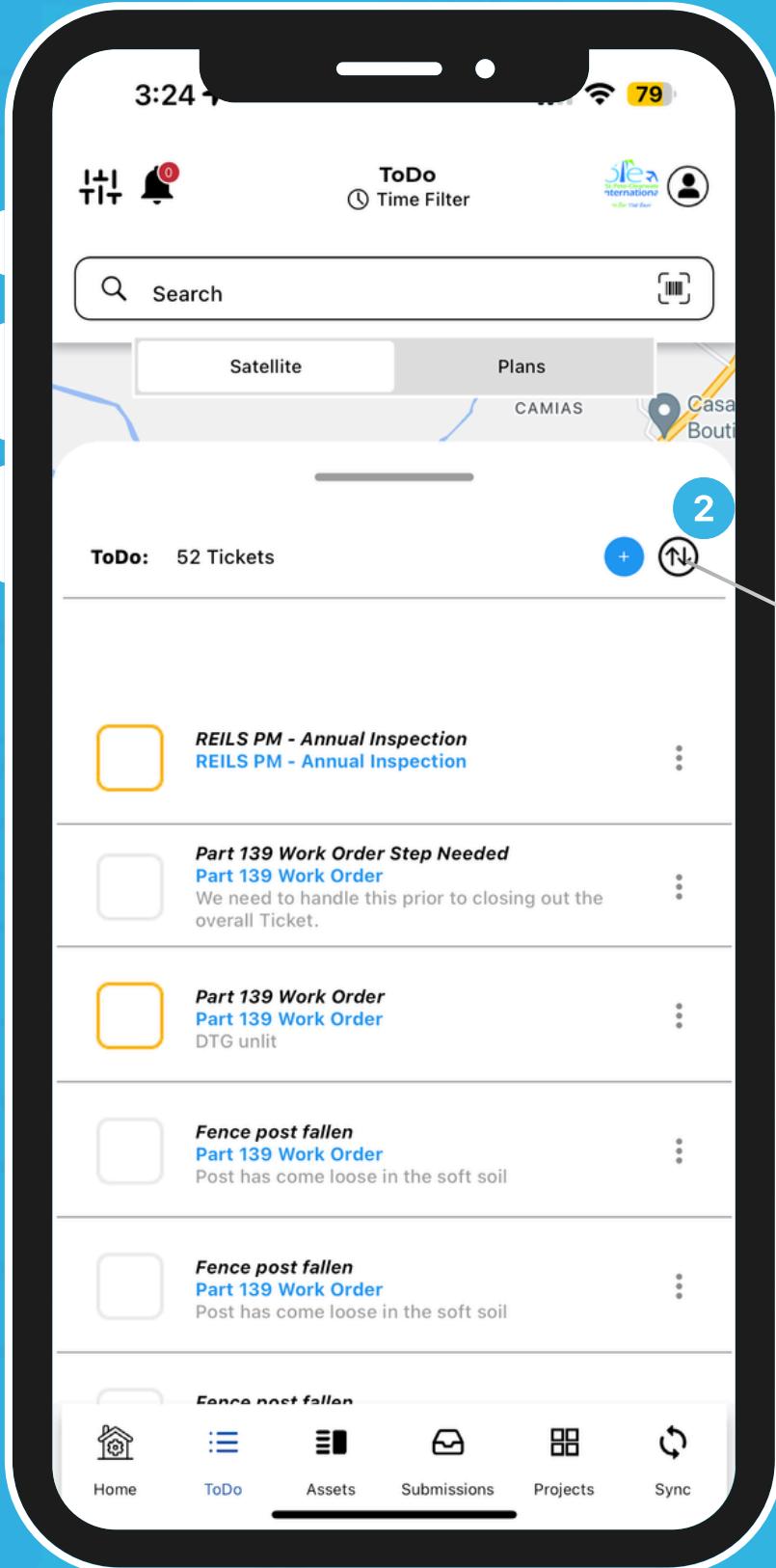


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ToDo Module

2. Sort Tickets

Use the up and down arrow icon to sort tickets from A to Z or Z to A.



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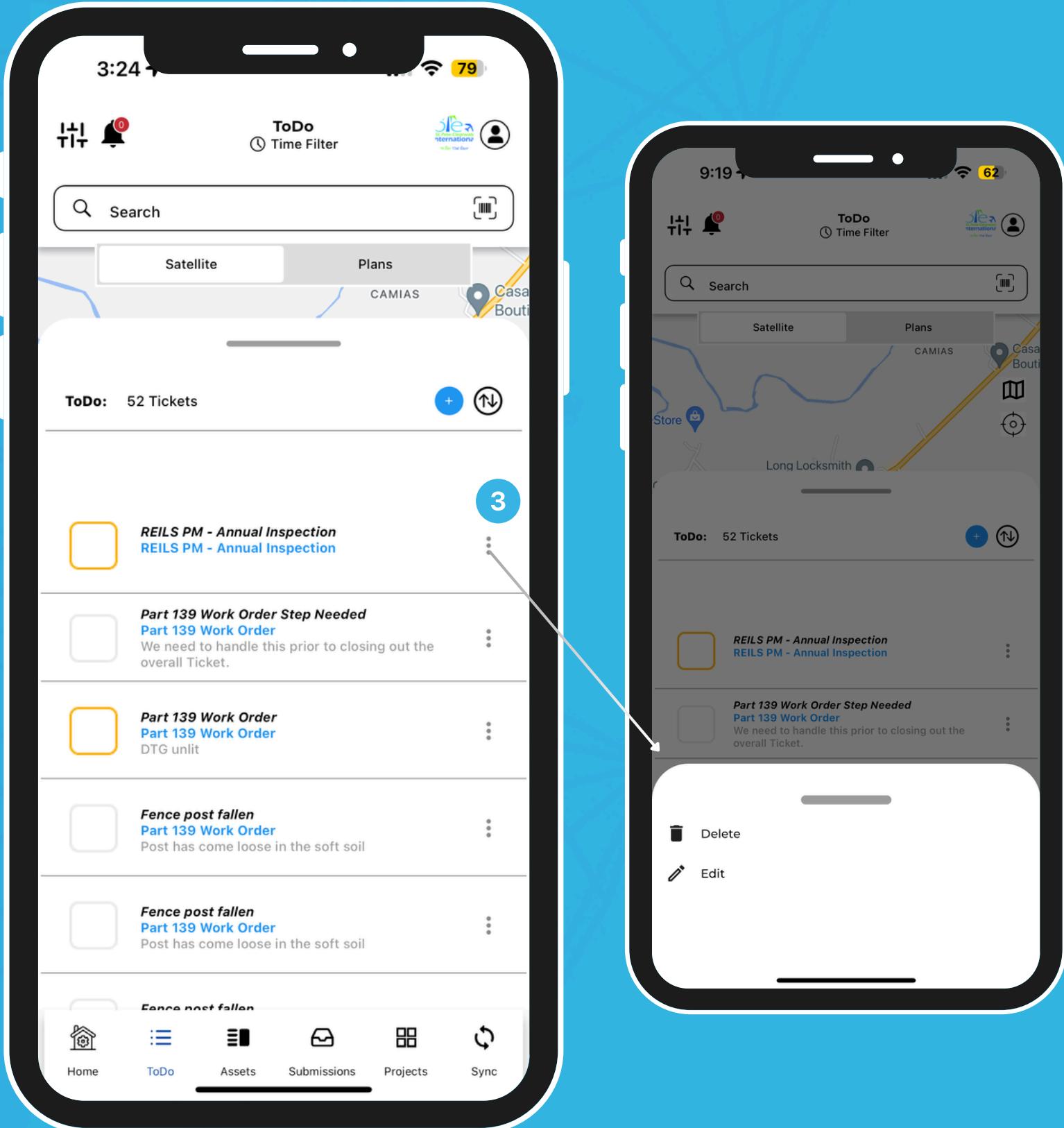


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ToDo Module

3. Edit or Delete Ticket

Tap the ellipsis (three dots) next to a ticket to edit or delete it. You can also slide the three dots to the left to have another option or a way to delete.



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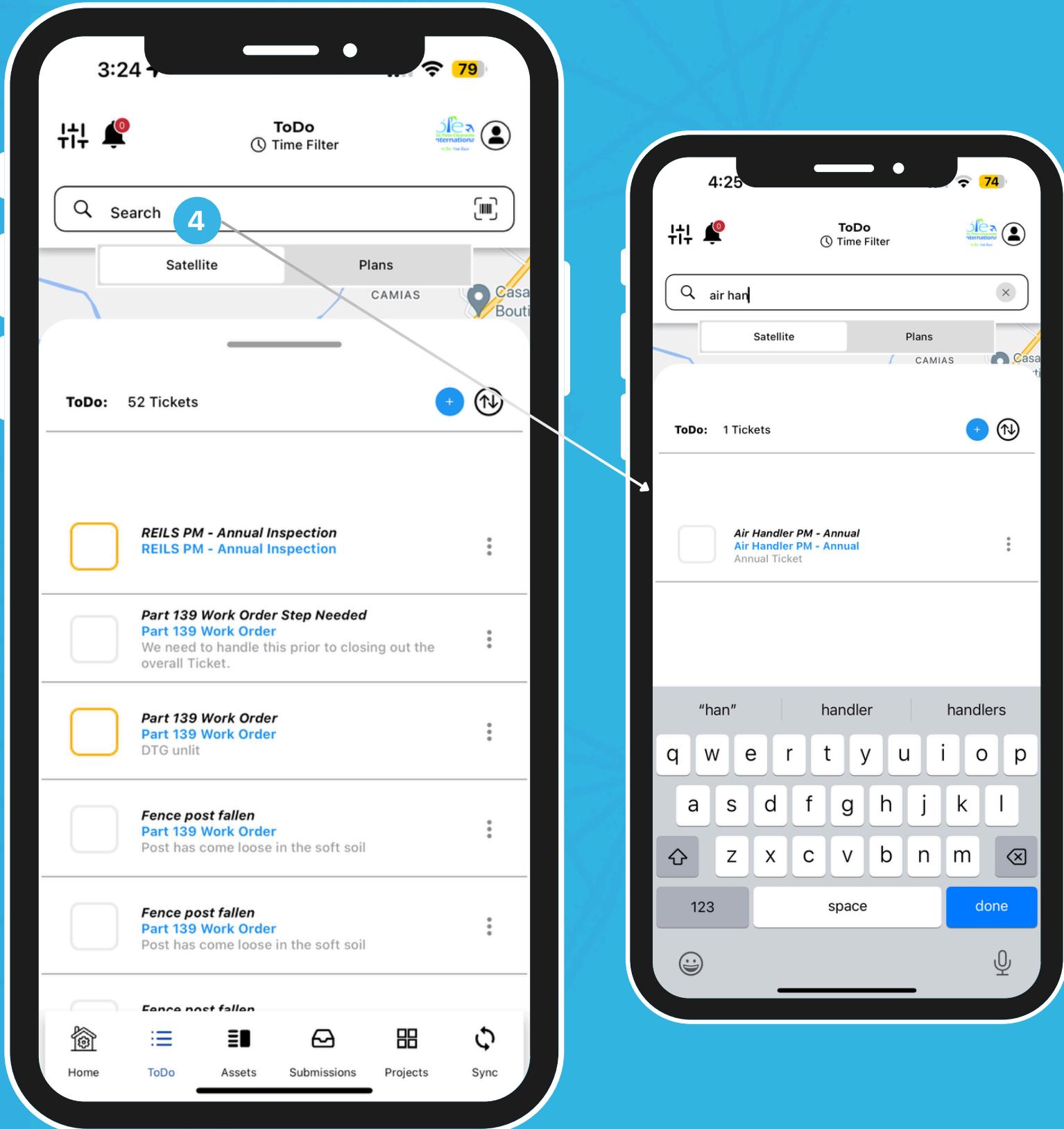


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ToDo Module

4. Search

Use the Search box to look for a specific Ticket within the Module. Search is keyword-enabled, and does not require exact matching. This feature is available for all views.



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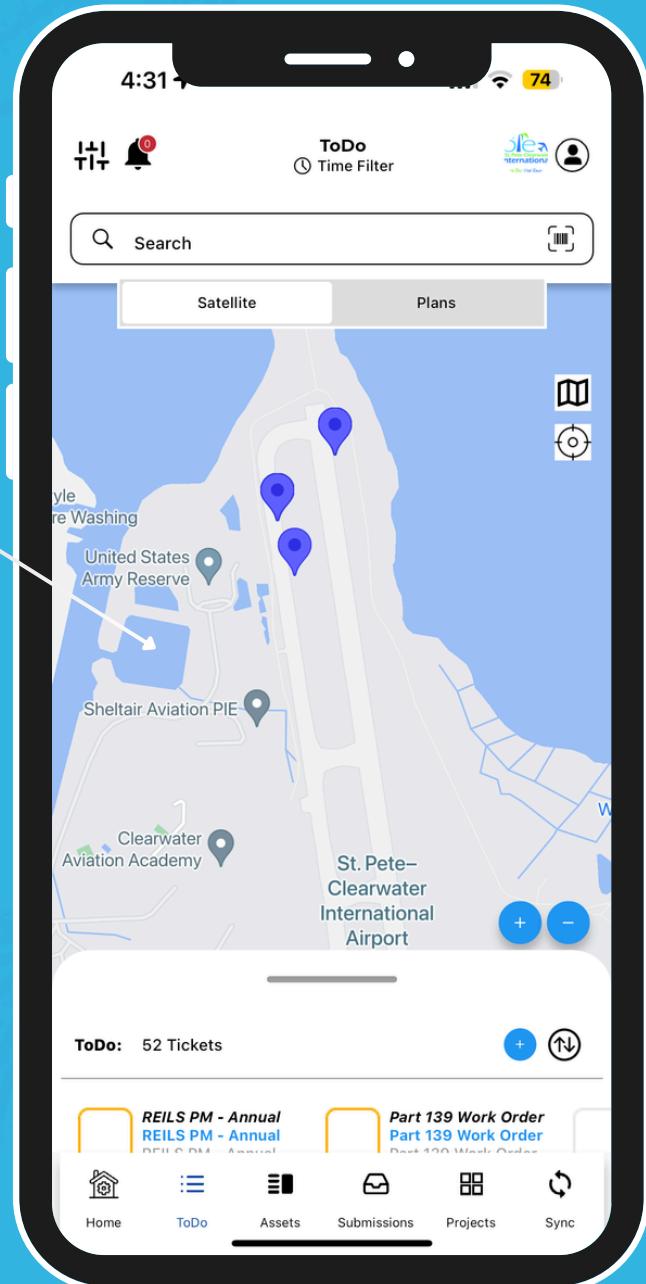
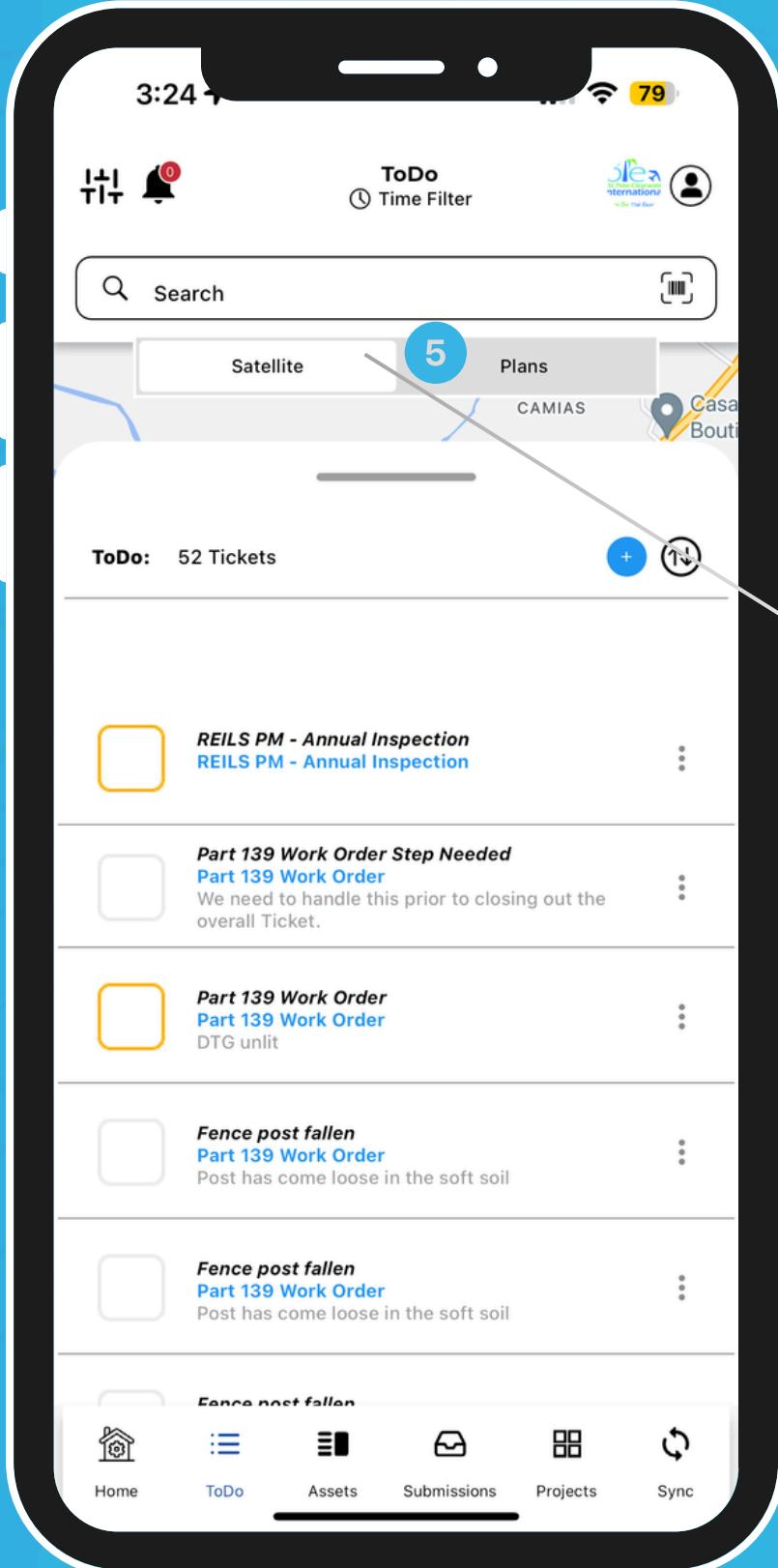


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ToDo Module

5. Views

The available views are the Satellite and Plans. Satellite view is the default view that lets you navigate tickets that have coordinates assigned to them. On the other hand, Plans show tickets that are manually plotted on a floor plan.



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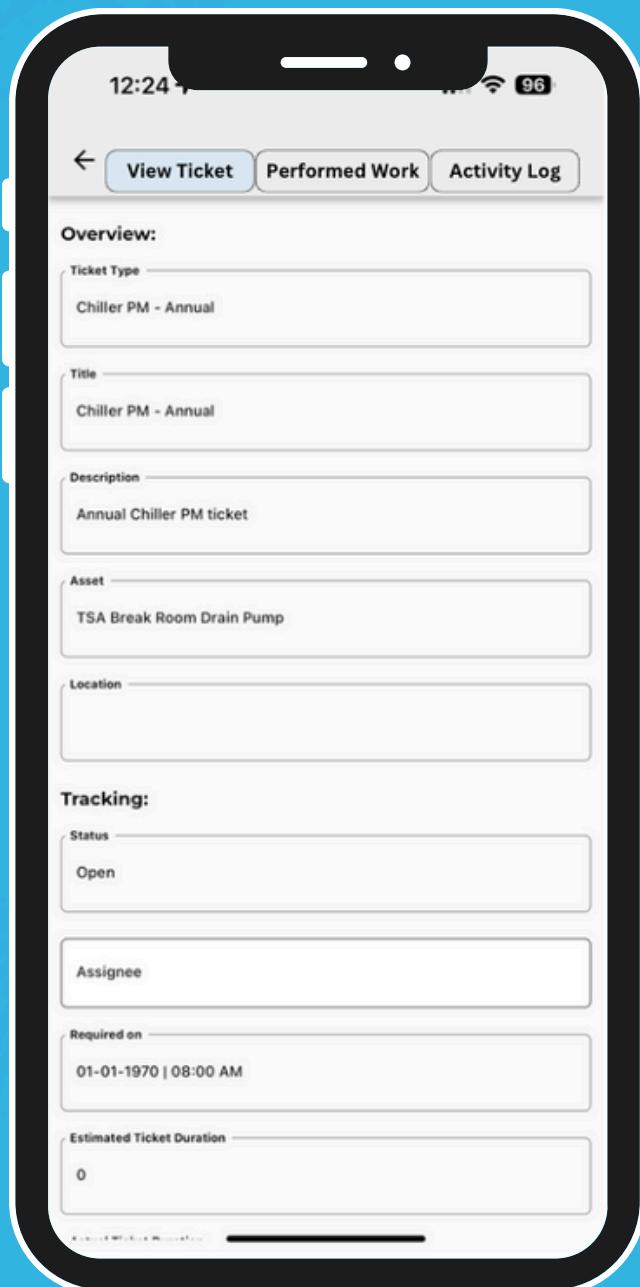
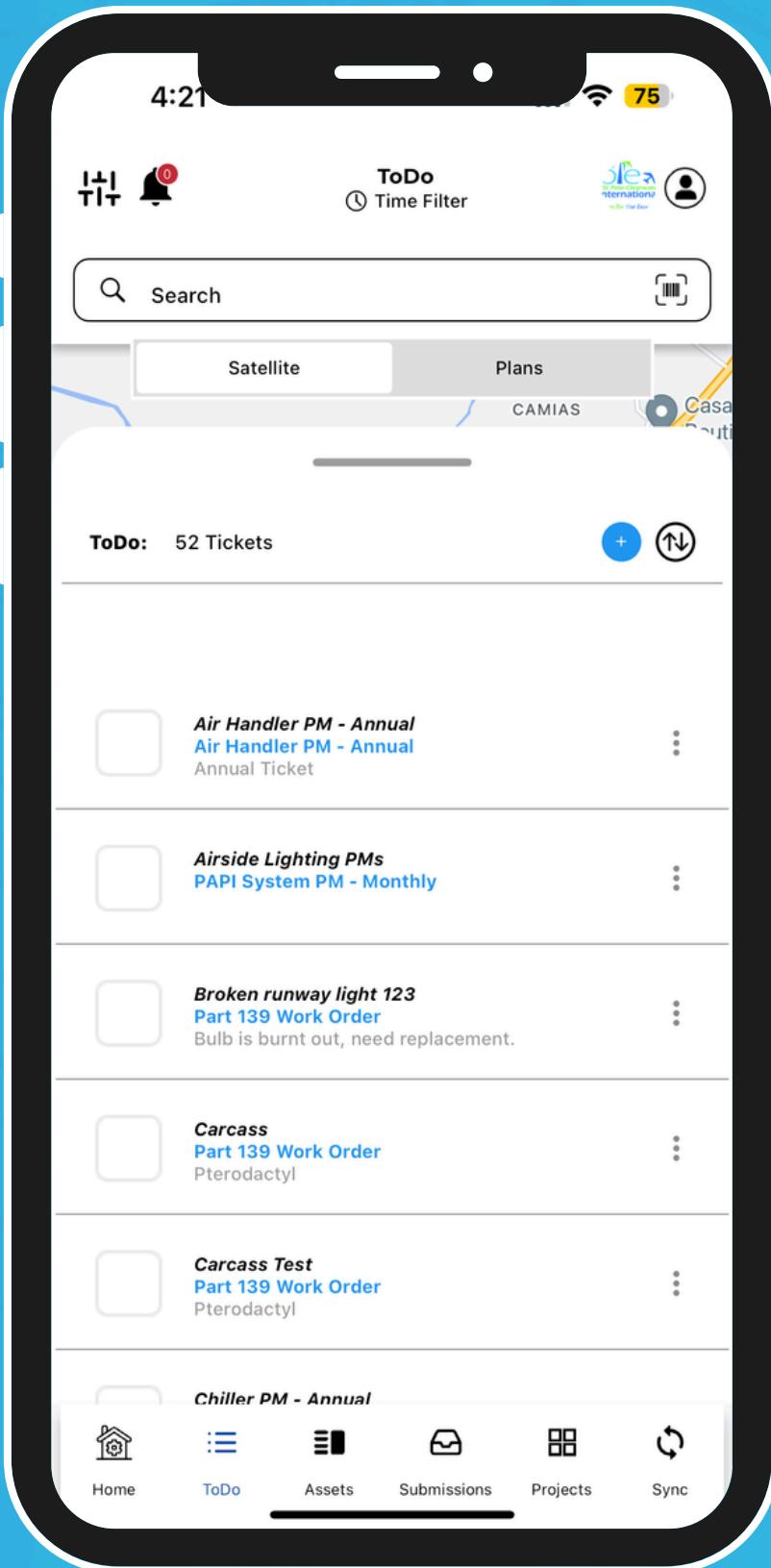


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ToDo Module

View Ticket

The View Ticket tab displays the ticket information including the Ticket Type, Title, Description, Asset, Location, and Tracking.



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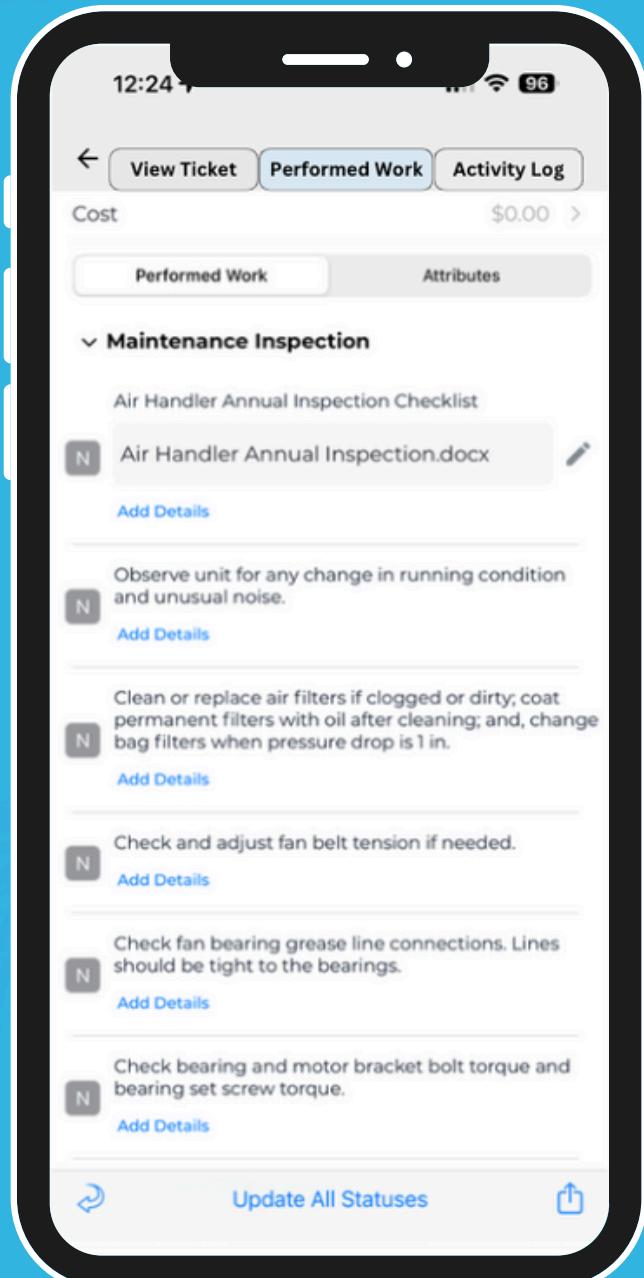
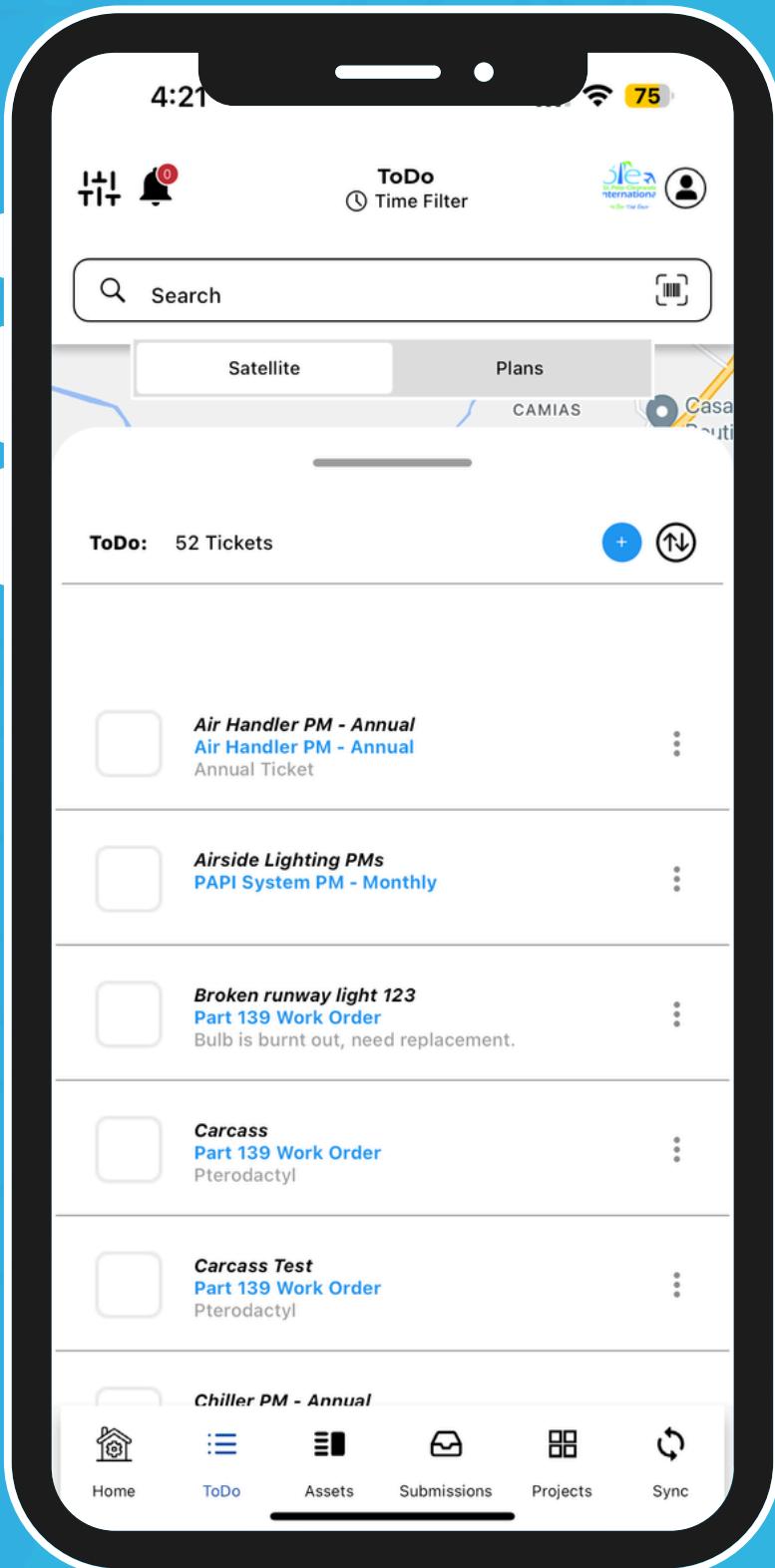


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ToDo Module

Performed Work

This screen displays a Maintenance Inspection Checklist where inspectors can review and complete tasks by updating the status, adding notes, or attaching files for each item. The checklist items guide the inspector through specific actions, like observing conditions or adjusting equipment. With the Update All Statuses button, inspectors can efficiently mark multiple tasks as complete, ensuring thorough documentation of the inspection process.



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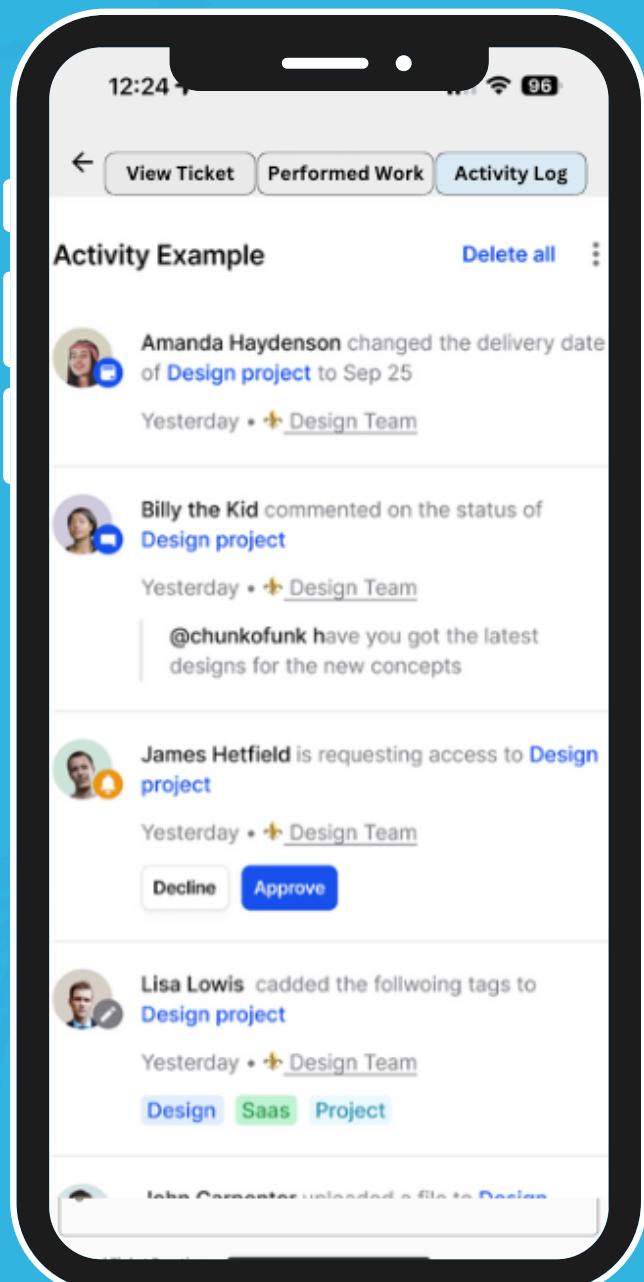
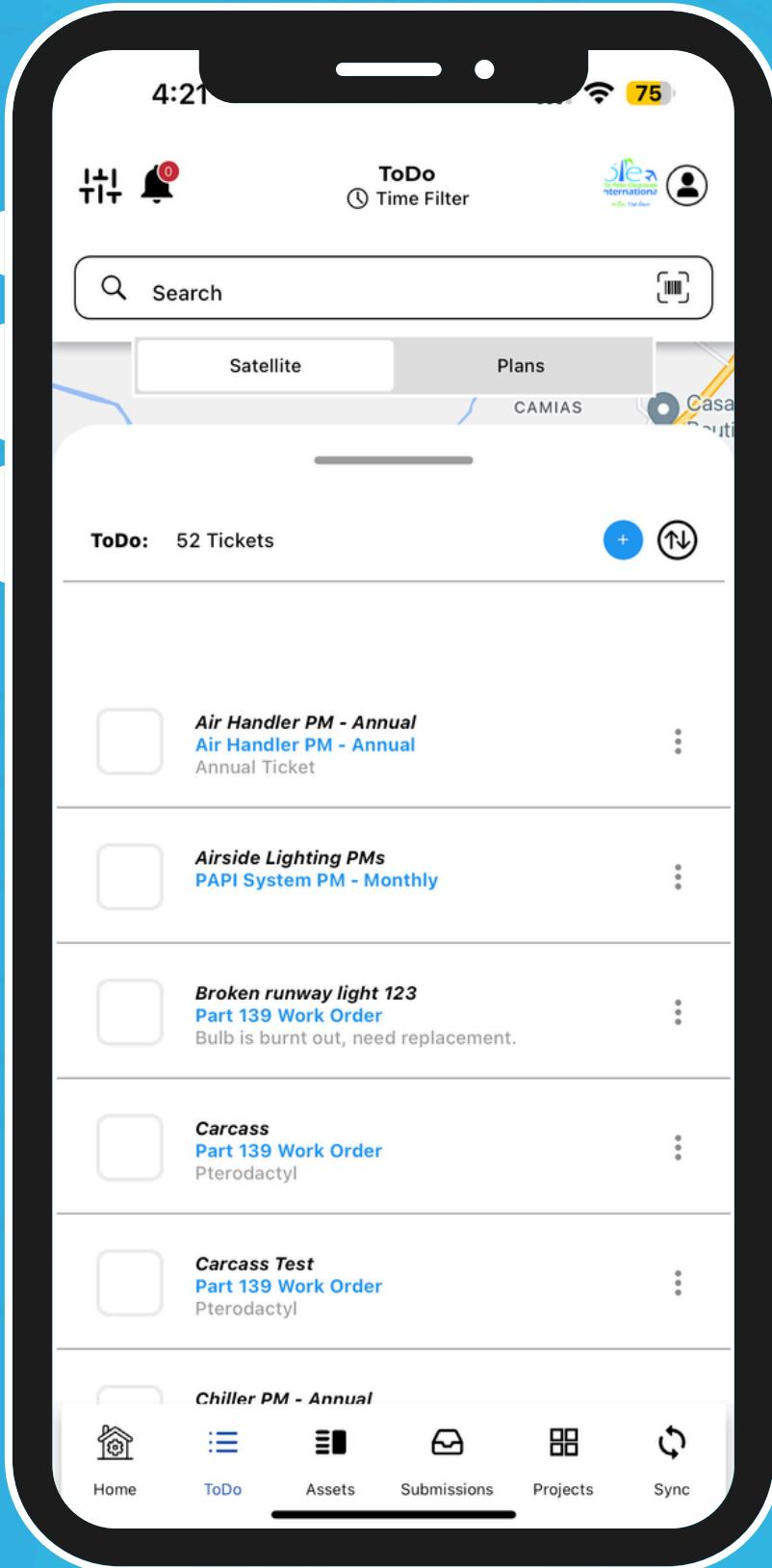


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ToDo Module

Activity Log

This Activity Log provides a record of recent updates and interactions within a ticket, helping teams track changes and maintain accountability. Each entry shows the action taken (e.g., status updates, comments, etc.) along with the user involved, date, and relevant details.

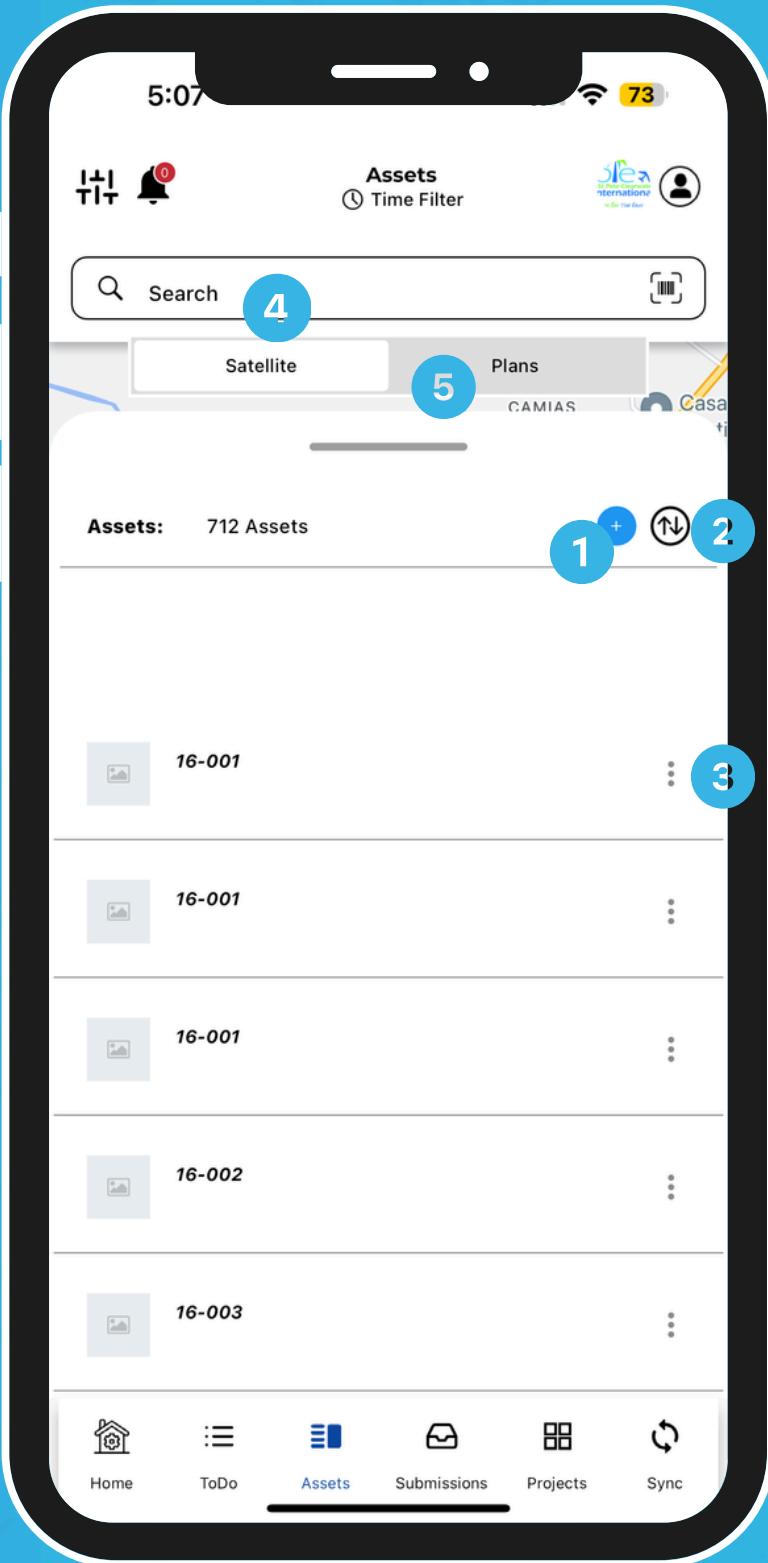


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Assets Module



The Asset tab displays all instances, allowing you to manage assets efficiently. You can view a list of assets containing details such as the title, description, and type.

1. **Create Assets**
2. **Sort Assets**
3. **Edit/Delete Assets**
4. **Search**
5. **Views**

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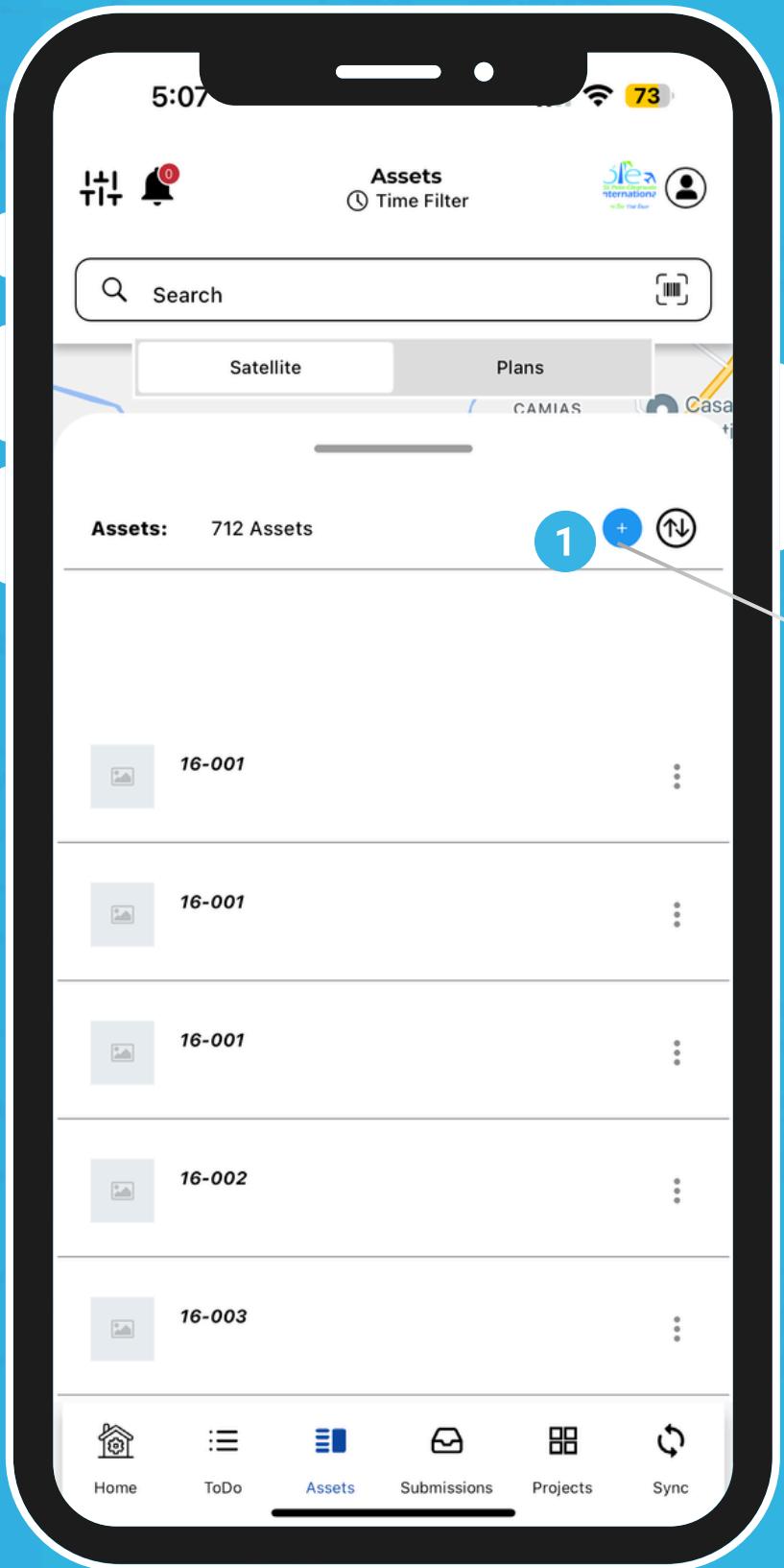


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Assets Module

1. Create Asset

Tap the + icon to add a new asset. Select a Name, Description, YRL, and more.



This screenshot shows the 'Asset' creation form. It has a back arrow at the top left and a title 'Asset' at the top right. The form is divided into several sections: 'General' (with fields for Name, Description, and URL); 'Photos' (with a camera icon); 'Location' (with fields for Address, Plan, Container, and a map icon); and 'Barcode' (with a barcode icon). There are also sections for 'Attributes' (with two input fields) and a large empty area at the bottom.

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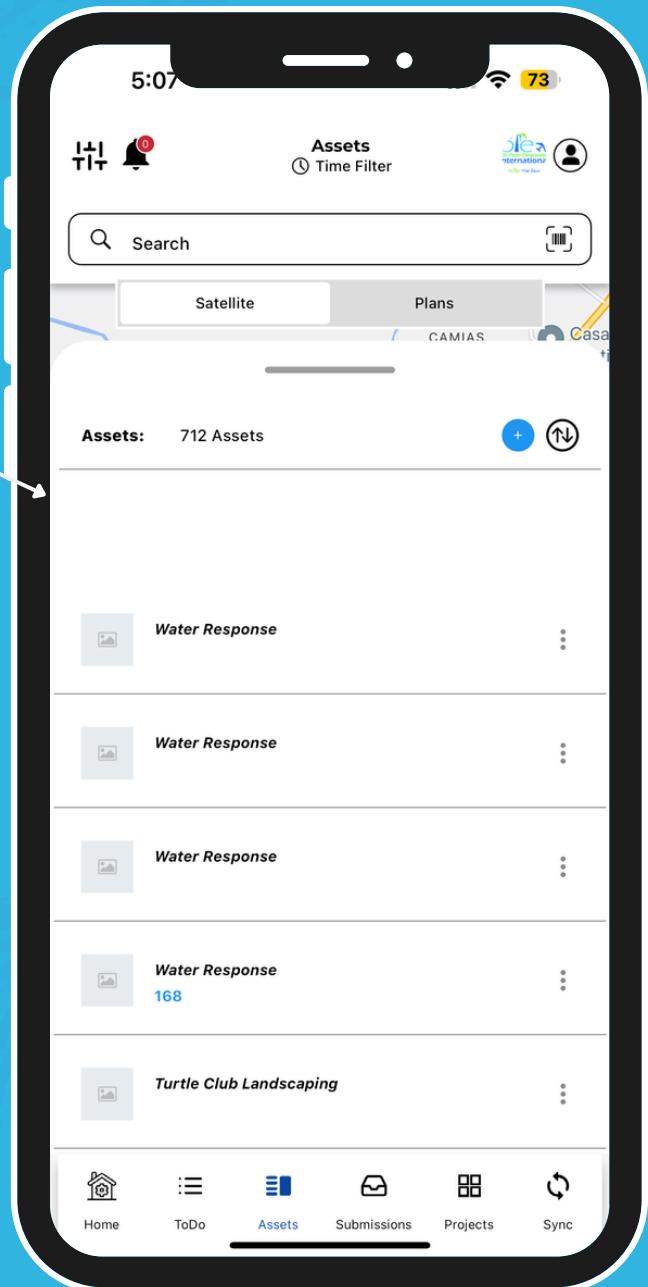
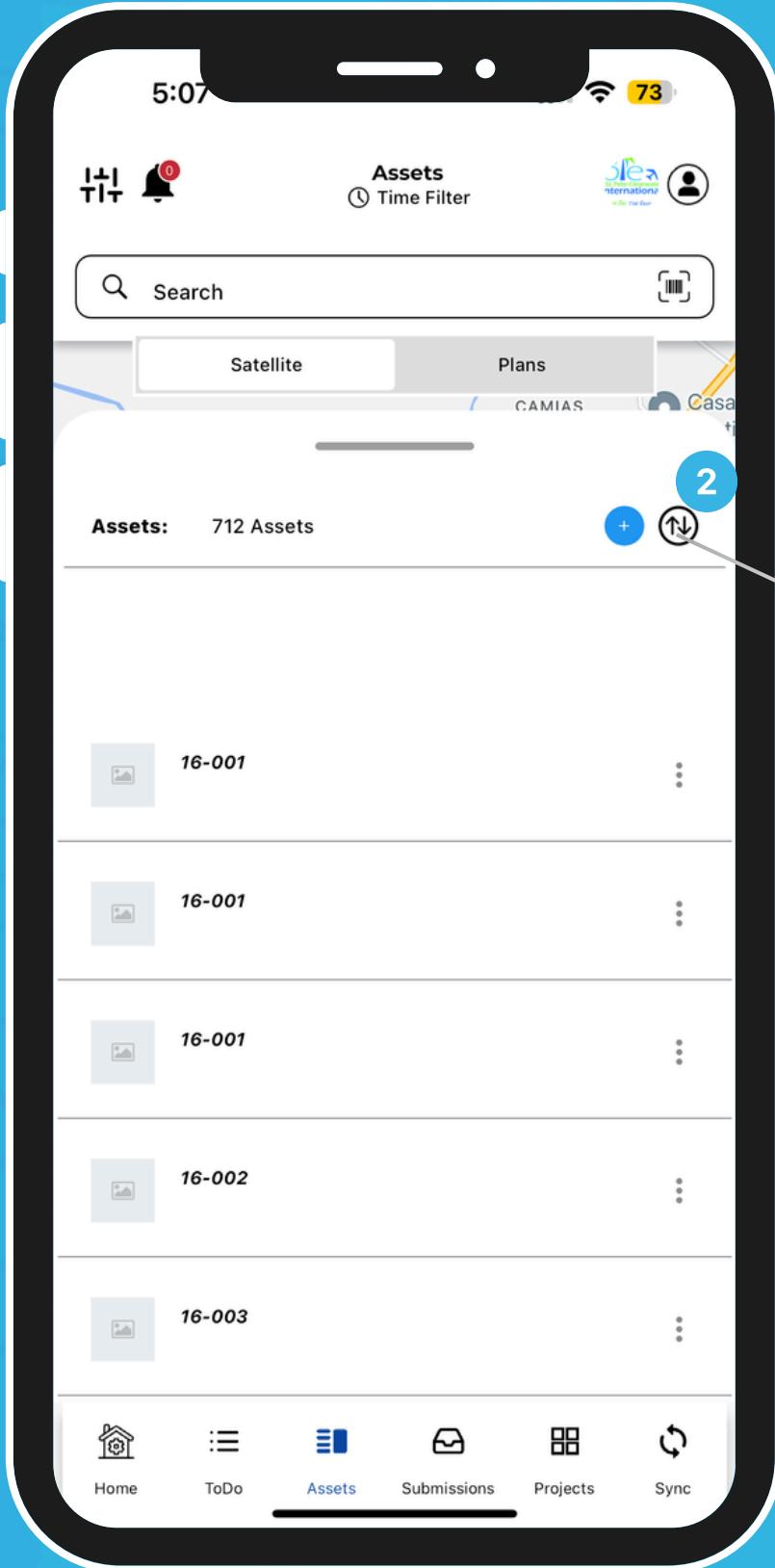


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Assets Module

2. Sort Assets

Use the up and down arrow icon to sort assets from A to Z or Z to A.



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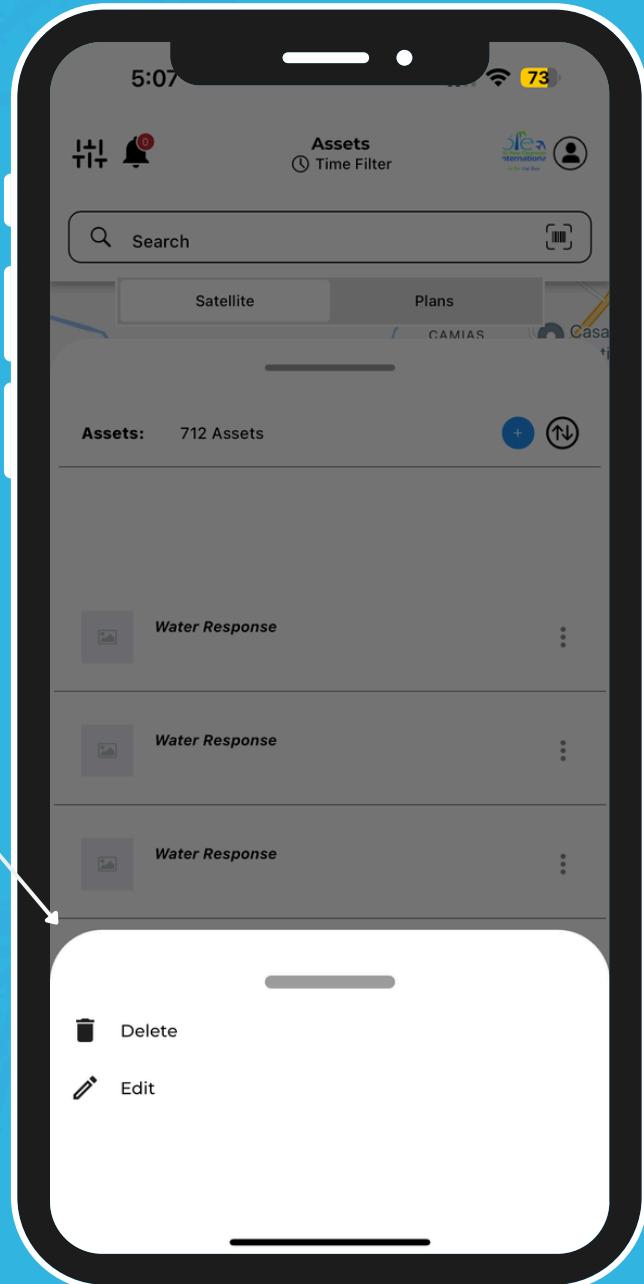
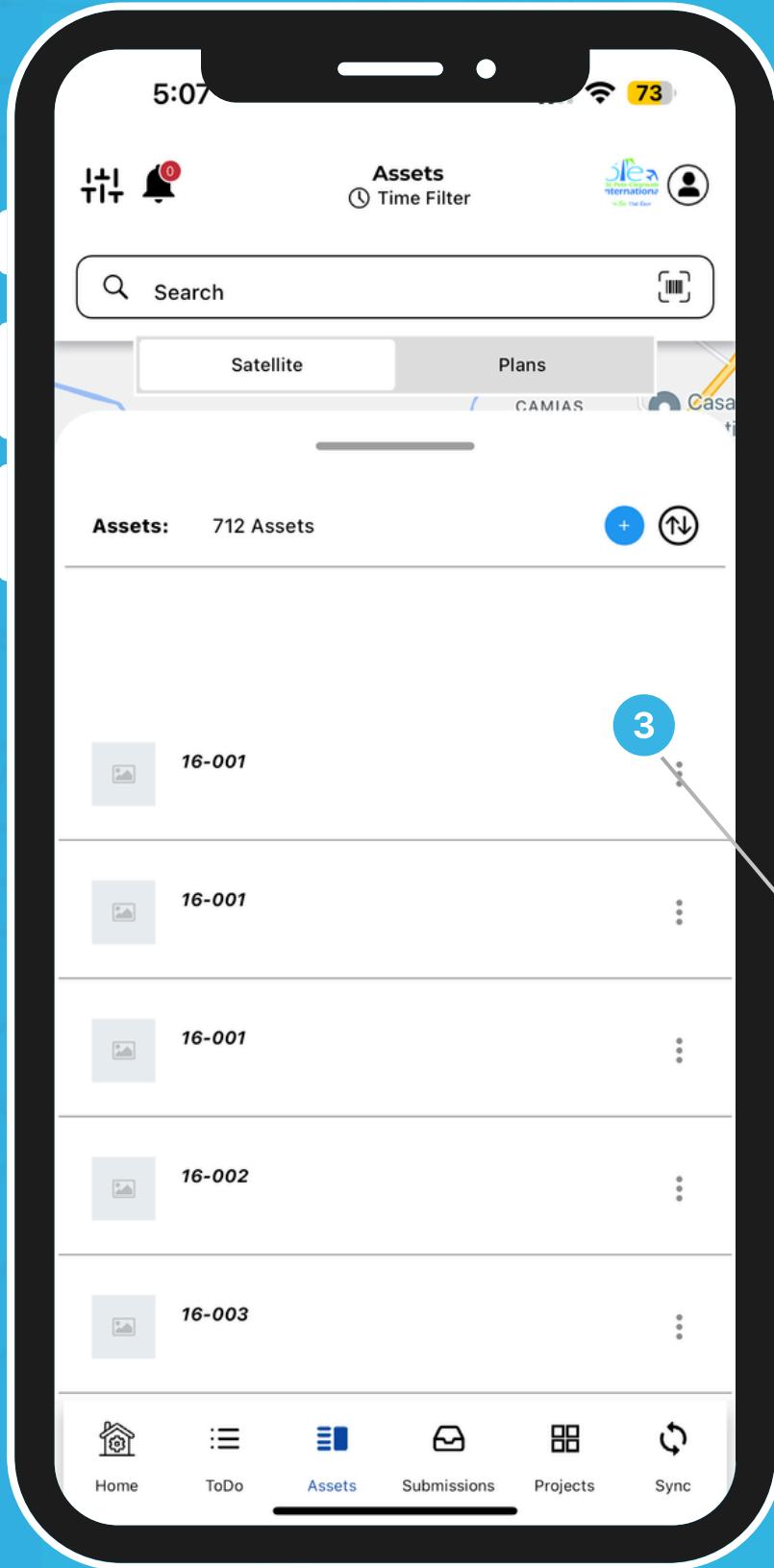


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Assets Module

3. Edit or Delete Assets

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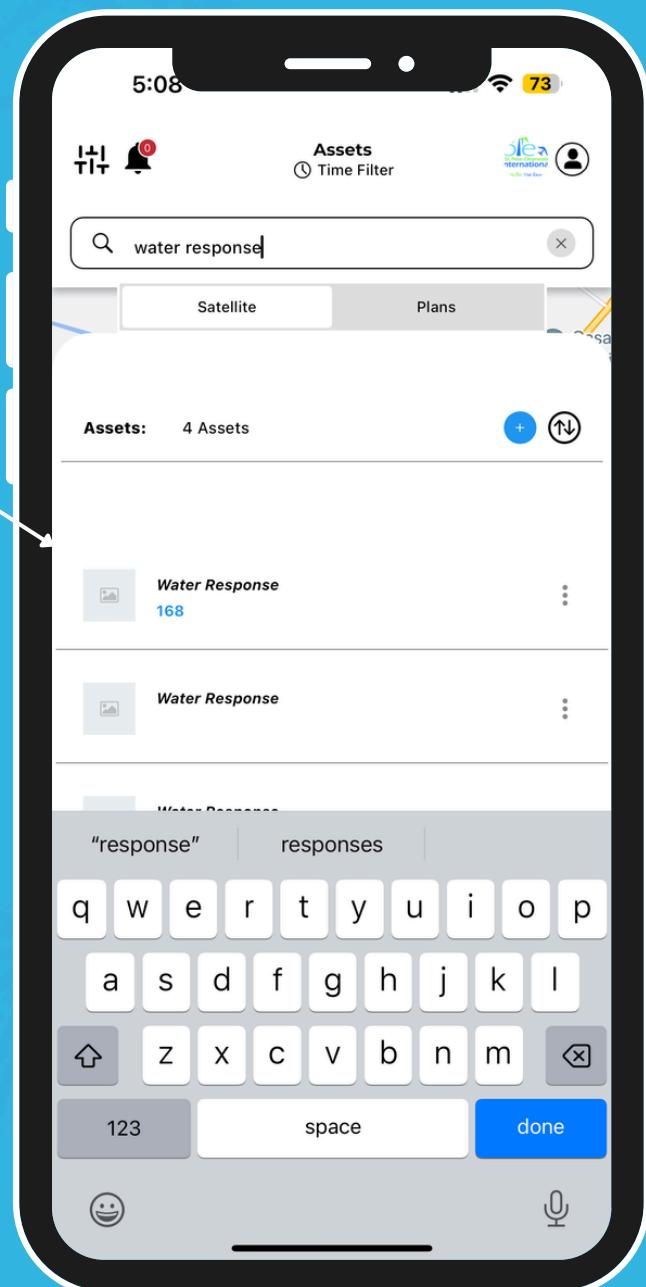
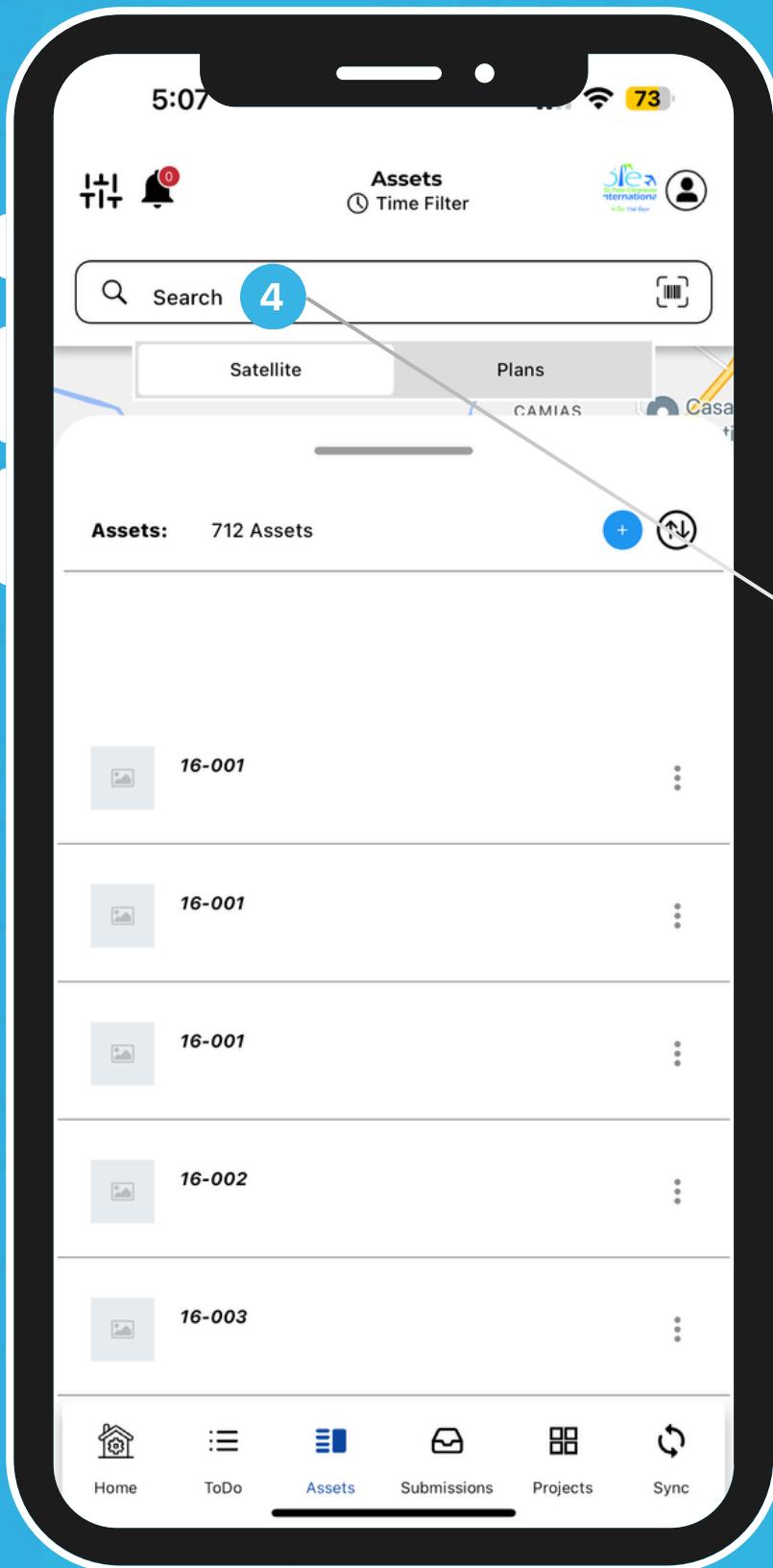


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Assets Module

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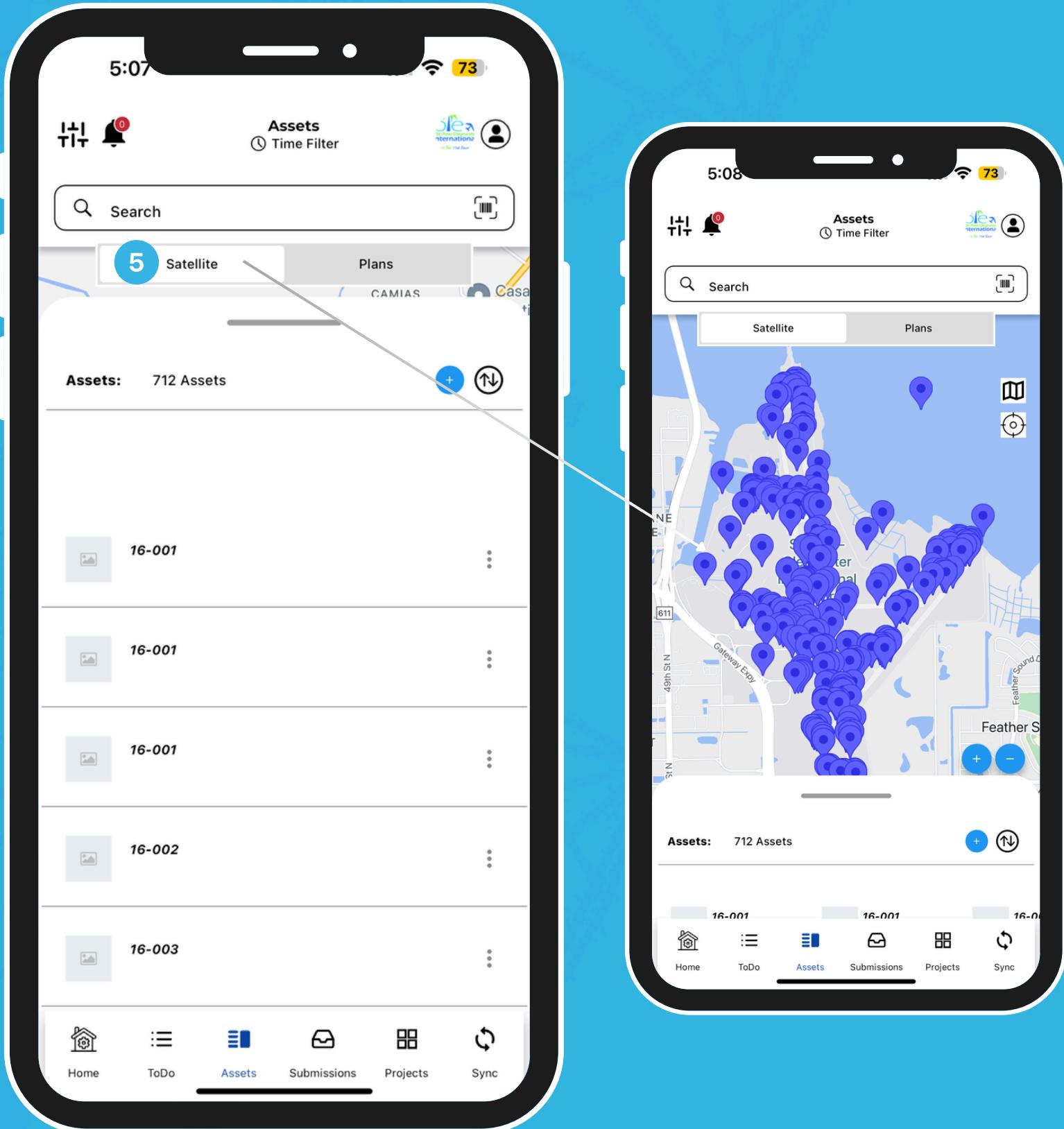


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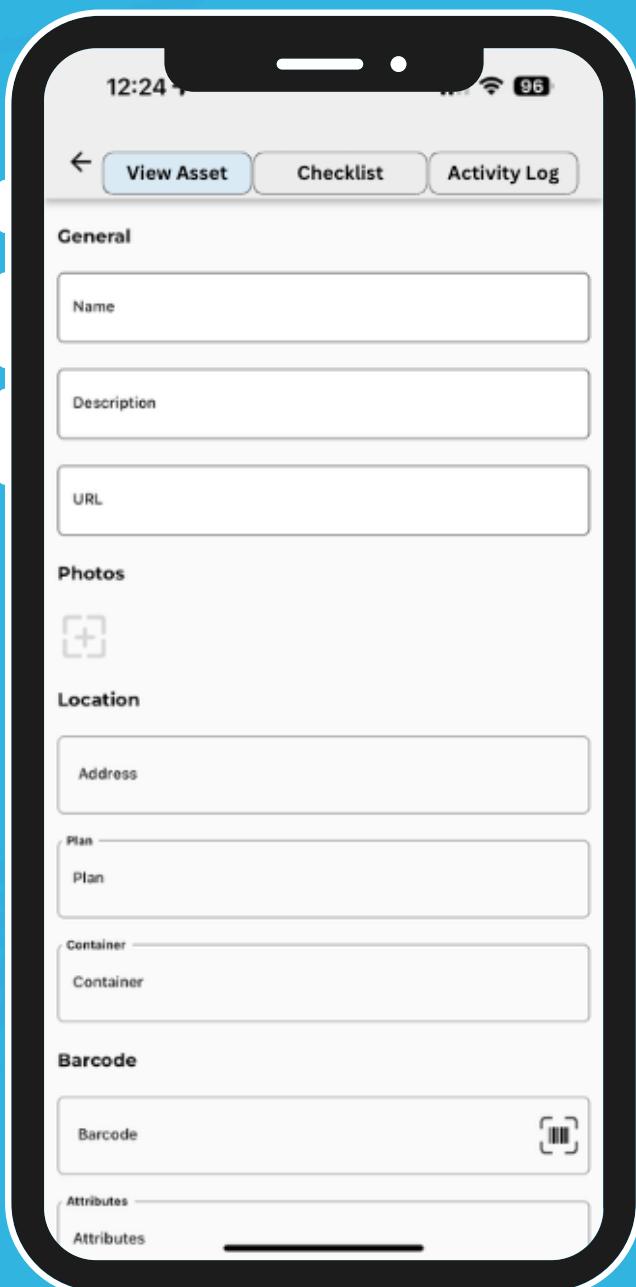
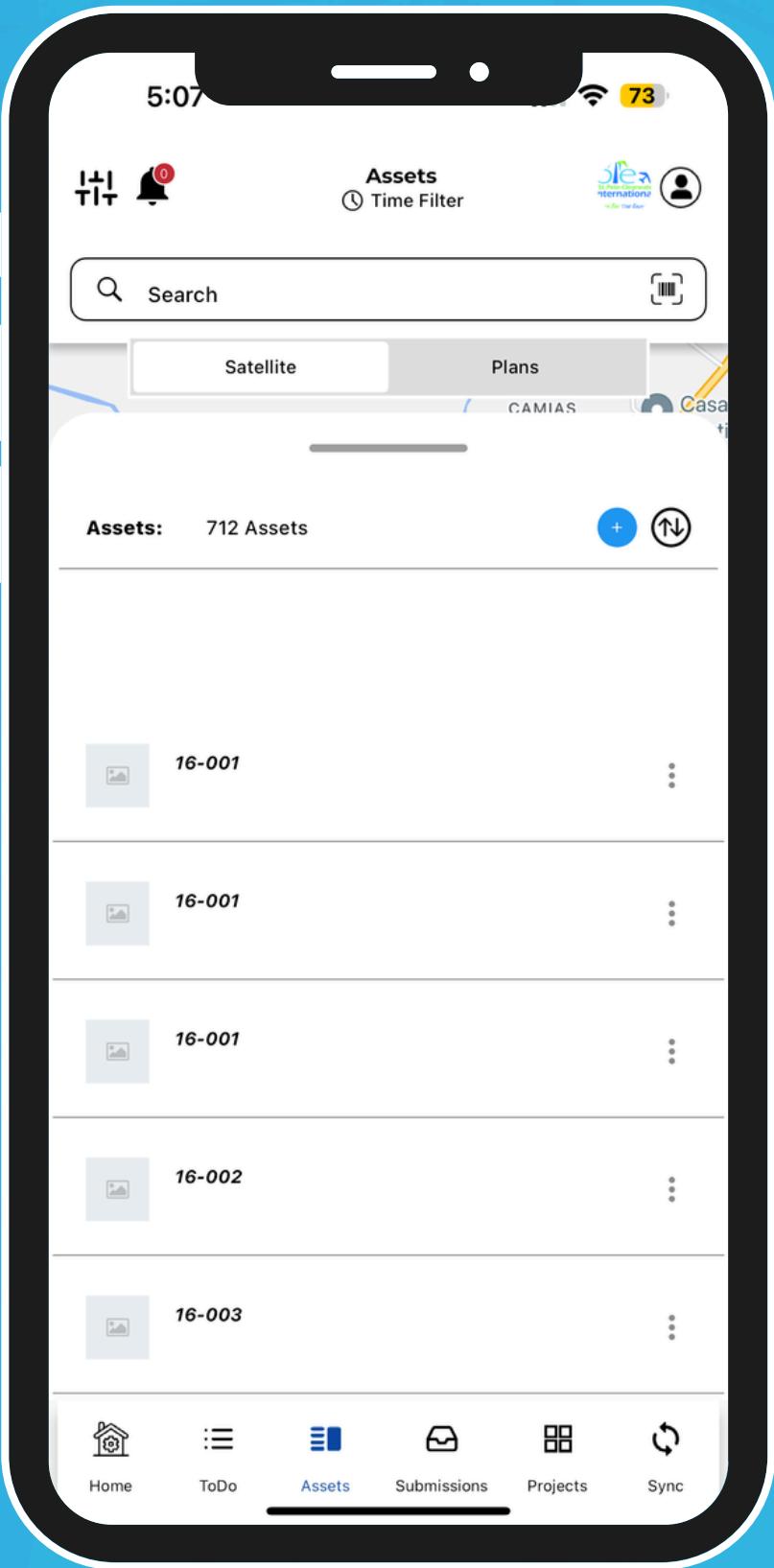


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Assets Module

View Asset

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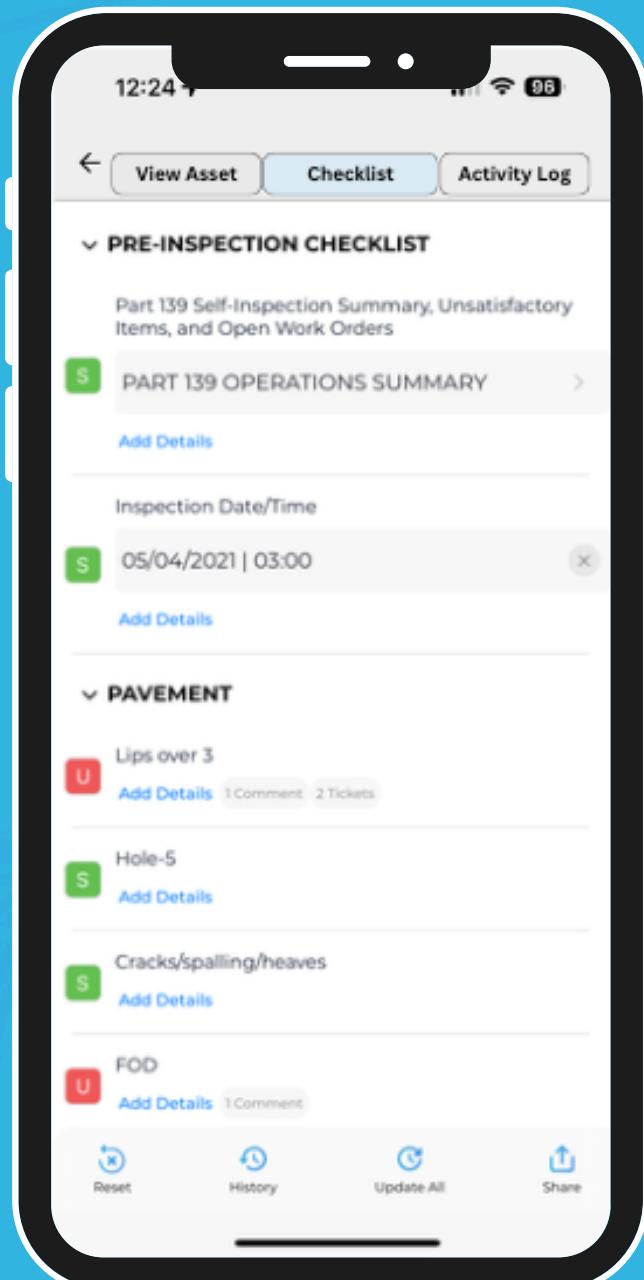
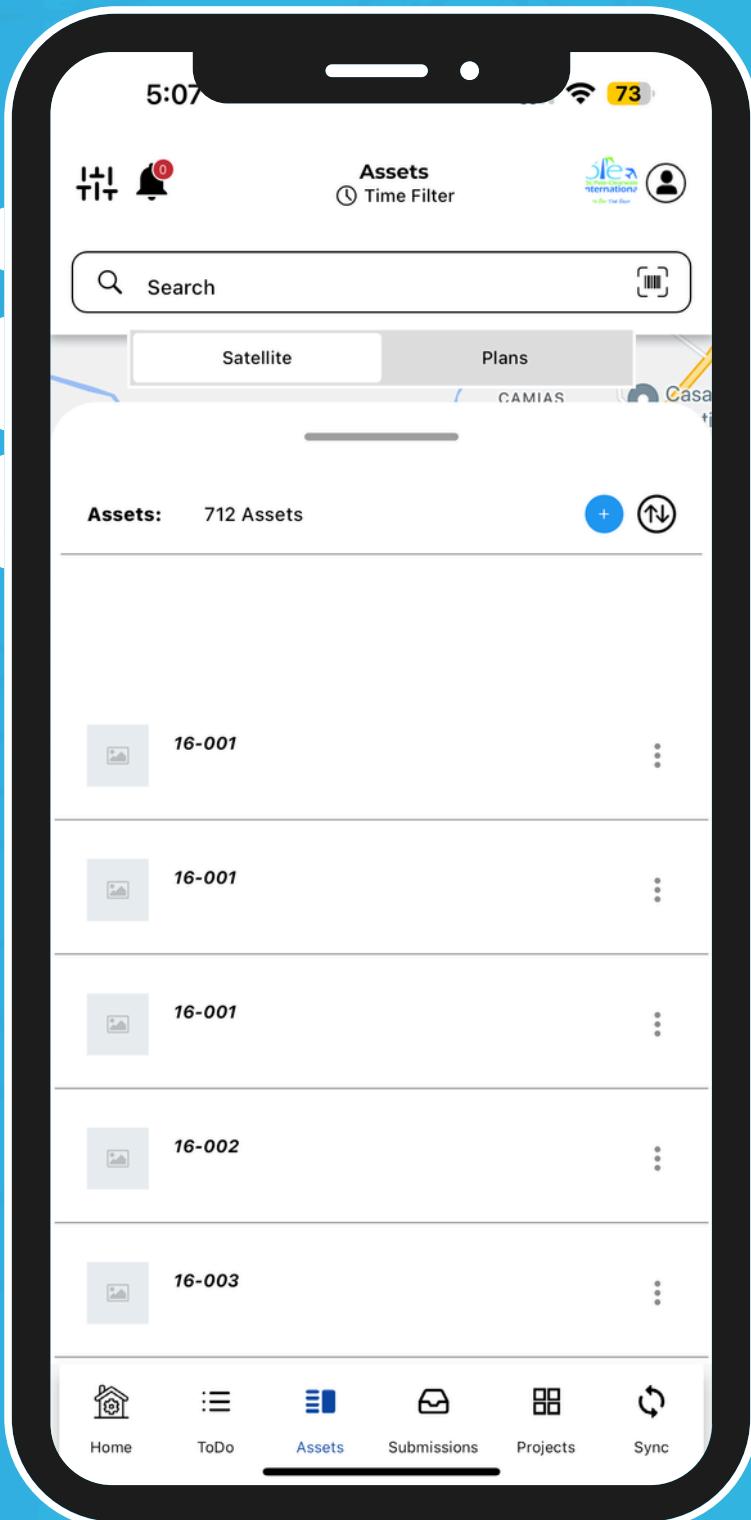


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Assets Module

Checklist

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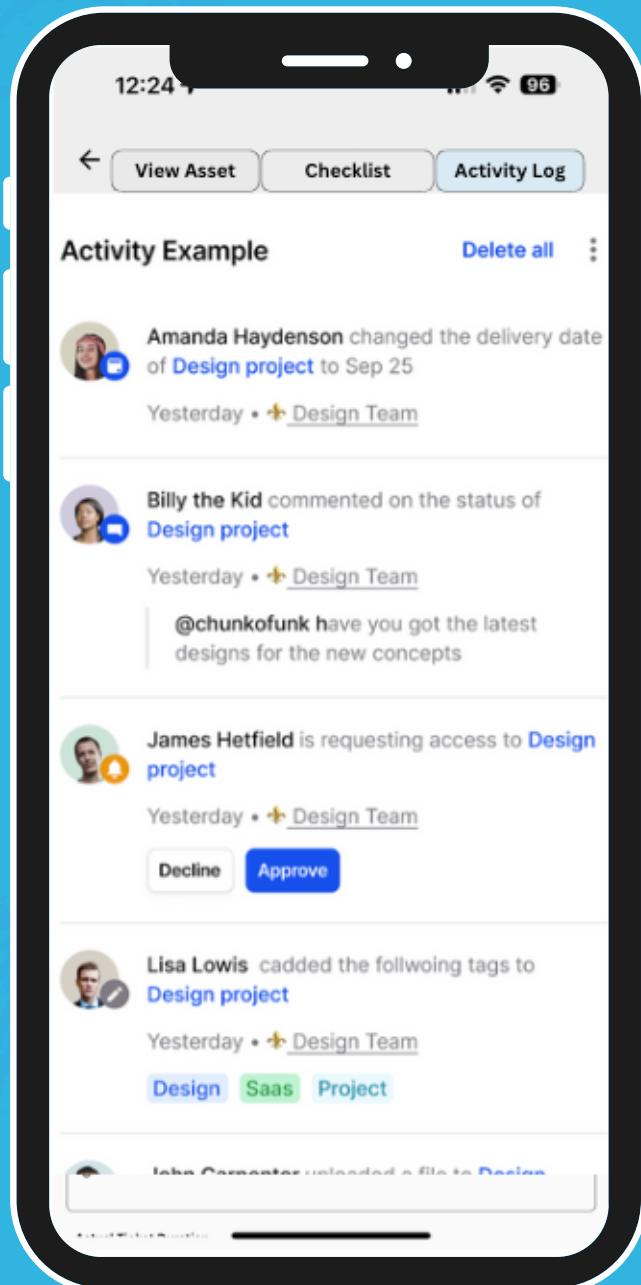
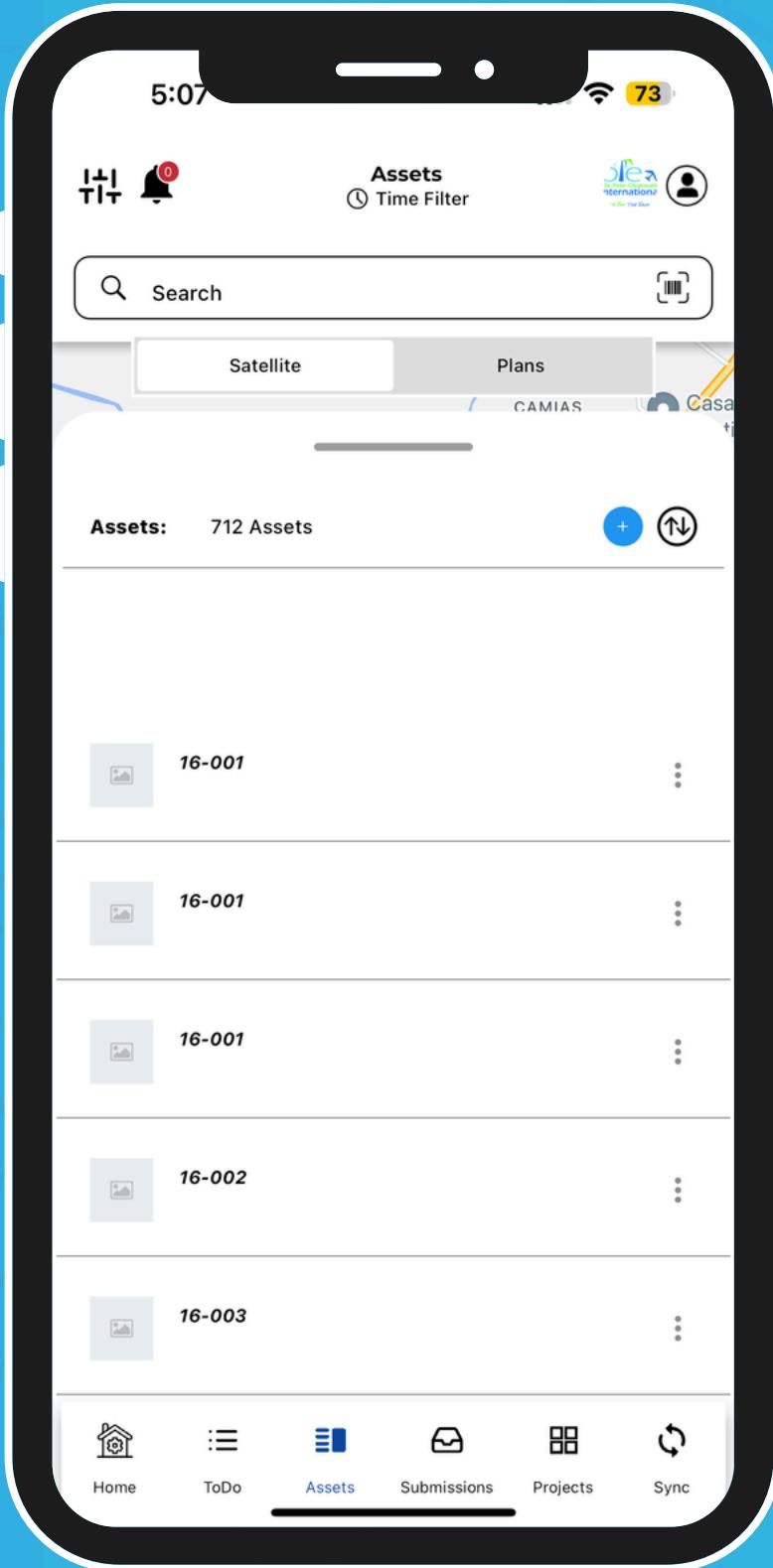


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