

# mCare User Guide

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# 1 COINS Mobile mCare

Take complete control of your plot based QA inspections with our care management app.

For house builders and developers, managing field-based QA inspections and Customer Care appointments using paper-based work processes can be a challenge.

Whether you're looking to increase the productivity of your mobile workforce, improve the integrity of your field sourced data or give your customers a better experience, mCare removes paper from the process, making your business more efficient, more customer focused and more competitive.

## 1.1 What does mCare allow me to do?

Send detailed plot inspection appointment information directly to your field-based staff's mobile devices.

### **Full details of the inspection appointment**

The nature of the inspection and any history are stored in one place, on the device making it easy to assign work without the need for paperwork or to be briefed in person.

Ensure that all plot inspection data is recorded in a consistent manner using the configurable inspection checklist, the operator records a pass/fail for each pre-defined inspection item. This ensures that all data is recorded in a format that is easy to consolidate and analyse.

### **Send Customer Care tasks and appointments directly to your staff's mobile devices.**

Full details of the customer care tasks, issues and appointment along with plot history are sent to the operatives' device making it easy to assign work without the need for paperwork or to be briefed in person.

The operative can update task progress without the need to leave site. Vital information such as photographs, comments and signatures can be captured and stored.

### **Conduct live customer care surveys.**

Customer feedback can be sought there and then in the form of a questionnaire on the operative's smart phone or tablet. Updates can be fed back to COINS in real time, ensuring timely and relevant information.

#### **Record all kinds of additional useful information**

Supplementary information such as meter readings, notes and photographs can also be captured to enhance the information gathered.

#### **Prove completion of work.**

Operators can update Progress on the task, complete the task and even obtain customer signatures as proof that the work has been completed satisfactorily.

## **1.2 What will mCare mean for my business?**

#### **Increased efficiency and productivity.**

Removing paperwork from the process entirely ensures efficiency and improves productivity.

Your QA inspections managers and Customer Care operatives can focus on the task at hand rather than dealing with paperwork which can be mislaid, is prone to rekeying errors, and can result in delays while the information is being processed.

#### **Better data quality and insight.**

mCare synchronises seamlessly with the Inspections Management and Customer Care COINS modules that are used to record issues and coordinate activity.

The app makes it easy to record inspection and customer care task data accurately and in a consistent manner, allowing for consolidation and analysis of the data which can aid better management decisions.

#### **Improved customer experience and service delivery.**

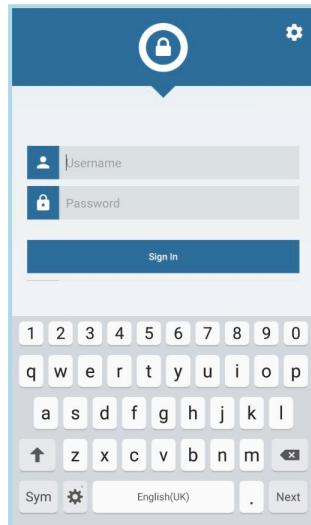
A smooth, paperless QA process that focuses on customer service helps to ensure a positive experience for every end customer.

Intelligent data capture makes identifying quality improvements easy that can benefit future customers.

Efficiency cost savings can also be passed onto the end customer.

## 2 Log In

Locate and open the mCare application from the application menu. The Login page will be displayed where the user will need to enter their User name & Password.



First the user will need to configure the application which they can do by tapping on the setting icon on the top-left of the screen.

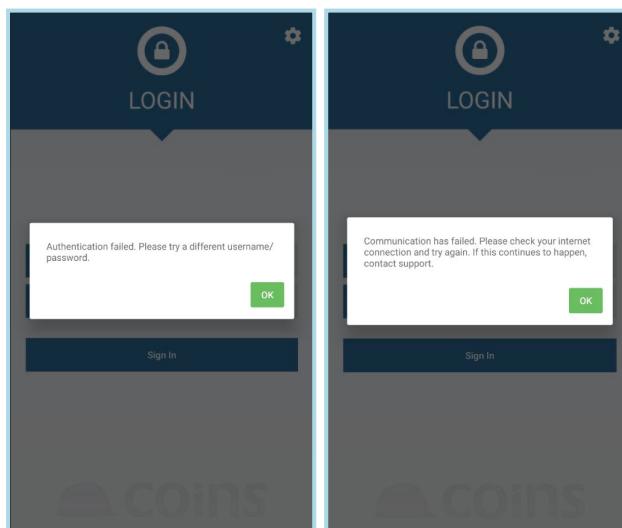
From the setting menu, the user will be able to configure the application settings.



- 'Master Host' is an editable field and will need to be set before the user can begin to use the app.
- 'Domain' is also an editable field and will need to be set and pointing to the correct domain.
- If the user taps on 'Update Frequency' they will be able to set the refresh rate of the app.
- If the user taps on 'Clear Stored Data', the app will clear the data that is stored locally on the device.
- If the user taps on Clear Buffered Submissions, the app will remove all pending submissions.
- 'Version' is not editable field and will always display the current version of the application.

If the user inserts incorrect details or if nothing is entered, the following alert messages will be displayed.

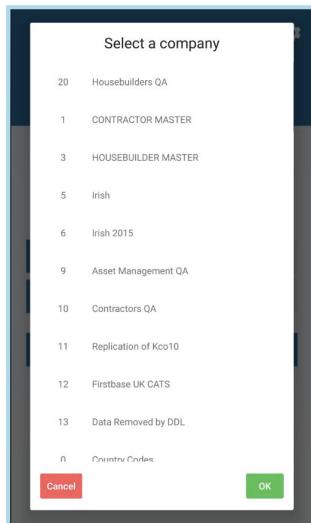
An error alert will be prompted if there is no internet connectivity or if the device has not been configured correctly.



## 2.1 Selecting KCO

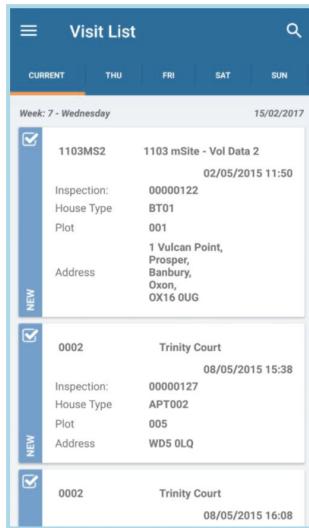
Once the internet connection is active, the user is then authenticated. This will result in successful log on and subsequently the 'Menu' screen is displayed.

- The user will then be prompted to select the KCO that they wish to work on and then confirm their action (Cancel or OK).



## 3 Visit List

Tapping on "Visit List" from the main menu will take the user to the Visit List screen

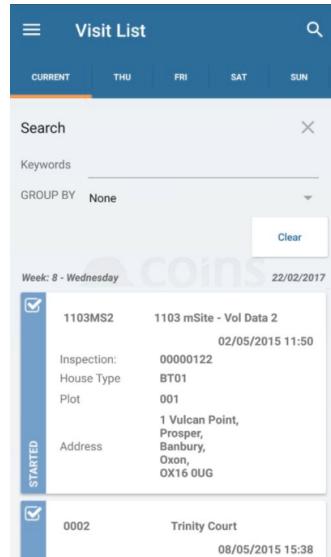


If configured to do so in COINS, the operative can view future visits by swiping left or tapping onto the day of the week that they wish to view.



Tapping on the search icon located in the top right corner of the "Visit List" screen will show the search features. Here the operative can do the following:

- Search via keywords. This can be both number and letters

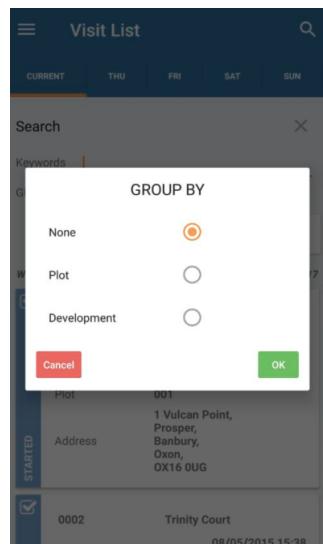


The screenshot shows the 'Visit List' screen in COINS mCare. At the top, there's a search bar with 'Keywords' and a 'GROUP BY' dropdown set to 'None'. Below that, a date range 'Week: 8 - Wednesday' and '22/02/2017' are displayed. The main area lists two visits:

- 1103MS2**: Status 'STARTED'. Details: 1103 mSite - Vol Data 2, 02/05/2015 11:50, Inspection: 00000122, House Type: BT01, Plot: 001, Address: 1 Vulcan Point, Prosper, Banbury, Oxon, OX16 0UG.
- 0002**: Status 'NEW'. Details: Trinity Court, 08/05/2015 15:38.

The operative can also "GROUP BY" the following filtering option:

- None
- Plot
- Development



The screenshot shows the 'Visit List' screen with a 'GROUP BY' dialog box open over it. The dialog box has three options: 'None' (selected), 'Plot', and 'Development'. At the bottom of the dialog are 'Cancel' and 'OK' buttons. The background visit list shows the same two entries as the previous screenshot, with the first entry having a 'STARTED' status.

All Visits will have the status 'NEW' if they have not yet been started. For visits that have already been started and not yet submitted then they will have the status 'STARTED' against them on the 'Visit List' screen.



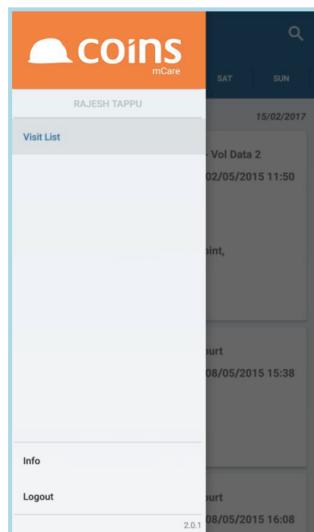
The operative can start multiple visits and complete them at a later stage during their log-in session.

**Note:** If the operative logs out without submitting any task data, the app will buffer the data onto the device allowing the user to submit the data in a later log-in session. Clearing scripts will remove all buffered data from the device.

### 3.1 Visit List - Main Menu

When the operative taps onto the main (hamburger menu icon) from the "Visit List" screen they will be able to view the following:

- Coins logo and name of the application
- Name of the operative
- Visit List
- Info - Details of the user connection and configuration
- Logout



## 4 Inspections - Visit List

Once the operative has successfully logged into the app, they will be shown the "Visit List" screen.

The "Visit List" screen will show the following:

- Hamburger menu in the top left corner
- The name of the screen ("Visit List")
- Search/ filter icon (magnifying glass)
- Weeks of the Calendar year and the day of the week
- Current date
- Visit list



There are two types of visits that will be displayed on the screen,

- Inspections - shown with a tick box against the visit
- Repair tasks - shown with a clock against the visit

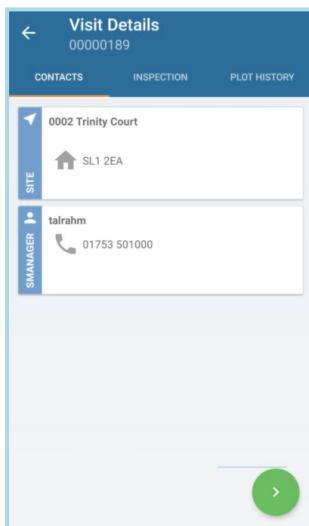
The status is also displayed on the side of the visit card.

- 
- NEW
  - STARTED

## 4.1 Inspection - Visit Details

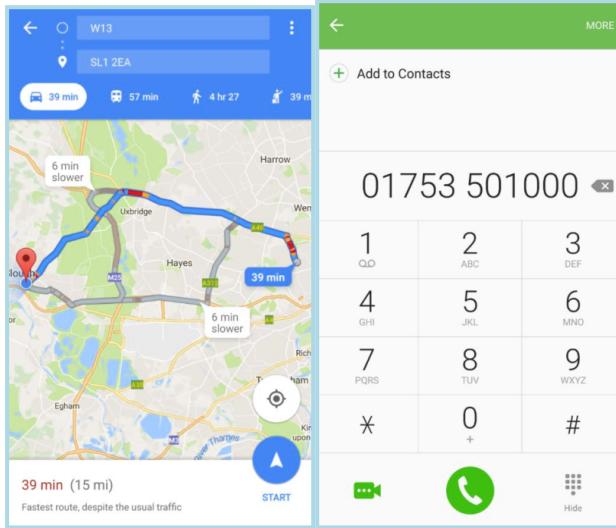
When an operative selects an inspection they will be taken to the "Visit Details" screen. This will contain the following:

- Back arrow
- Name of the screen
- Visit reference number
- Tab names (CONTACTS, INSPECTION, PLOT HISTORY)
- Site details
- Site Manager details
- Green proceed button

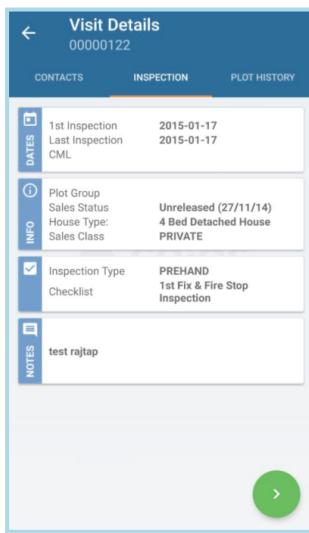


**Note:** The operative can tap on the green proceed button at any point in the Visit Details screen, doing so will navigate the user to the "On Route to Site" screen.

Tapping on the site information will launch the devices default navigation app and selecting the site managers contact number will launch the device's phone screen which will be populated with the site managers contact number.



Swiping left from the "CONTACTS" screen will move the operative to the "INSPECTIONS" screen.



The inspections tab will display the following information:

- First Inspection Date
- Last Inspection Date
- CML Date
- Plot Group
- Sales status
- House Type
- Sales Class
- Inspection Type
- Checklist
- Notes



The history tab will display the following historical information:

- Inspections reference number
- Inspector
- Number of Issues
- Number of closed issues
- Inspection Date

If the operative taps onto the historical visit then they can view additional information such as the notes and issue details.



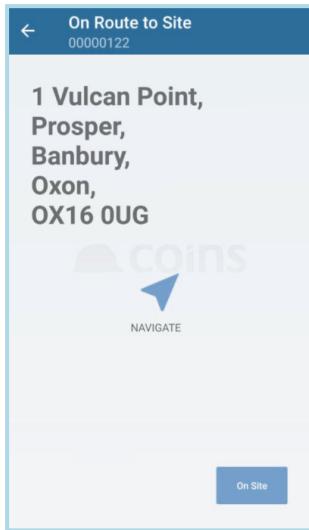
After the user taps the list item on the previous screen the app will display additional read only information regarding this inspection:

- Inspection reference number
- Inspectors name
- Inspection date
- Inspection checklist description
- List of issues reported on this inspection

If there is no historical information for this inspection then a blank screen with 'No Items' will be displayed



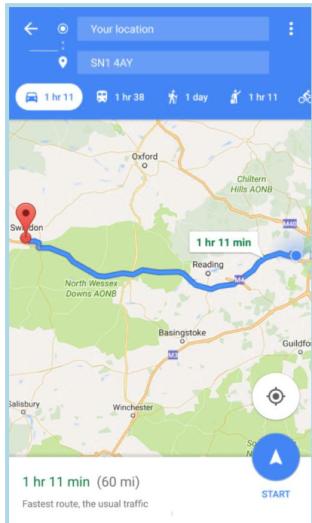
## 4.2 Inspection - On Route to Site



The "On Route to Site" screen is shown only if the task is not active i.e. the user is not on site (they have not started the inspection). If the user has already started the inspection (on site) then the app will not show the "On Route to Site" screen.

- In order to start the inspection the user will tap the On Site button. This will set this inspection visit as active task i.e. work in progress.

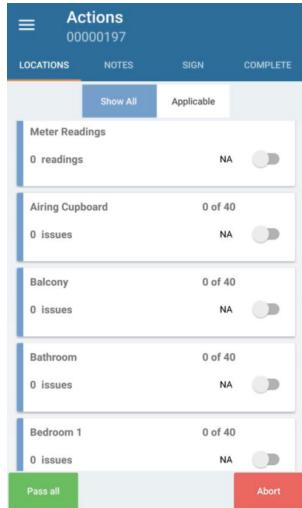
If the user taps on "NAVIGATE" then the mCare app will launch the default navigation app that is stored on the device and use this to navigate the user to the site.



Once the operative has arrived and selected "On Site" the application will show the "Actions" screen.

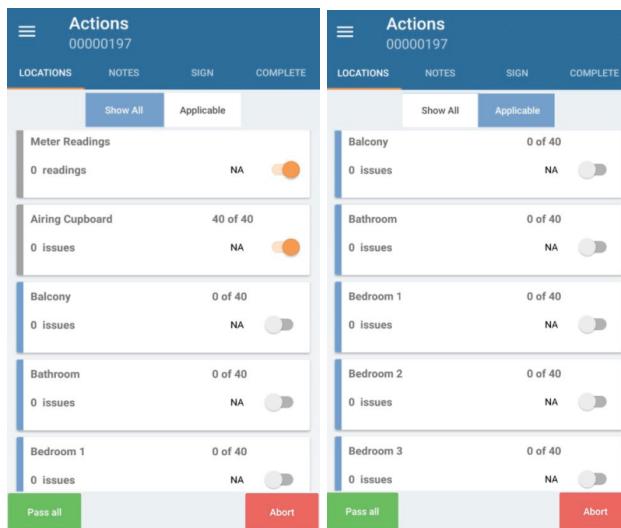
## 5 Inspections - Actions

The "Actions" screen will show a list of locations for the operative to inspect.



The "Actions" screen will show a list of locations with the number of check list items within each location. The Operative can select N/A if not applicable to carry out an inspection for that location. The toggle button will change to orange against the location where N/A has been selected.

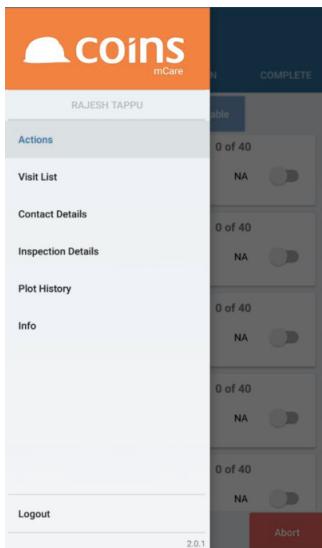
If the operative taps on the 'applicable' tab then the app will show only those that have not been set as N/A.



If the operative wishes to return back to the main menu ("Visit List" screen) then they can do so by tapping on the hamburger menu button at the top-left of the screen (hamburger menu icon). This can be done at any part of the "Actions" screen.

This will give the operative quick access to the following screens:

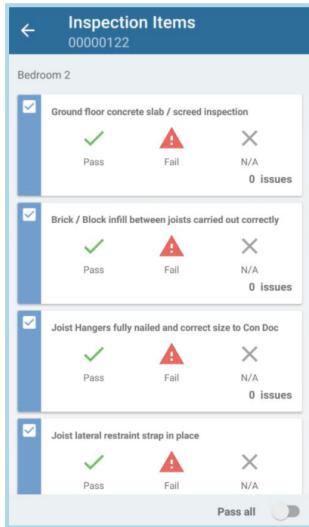
- Actions
- Visit Details
- Contact Details
- Plot History
- Info



**Note:** All inspections must have a status in order for the operative to close this task .

## 5.1 Inspections - Actions - Inspection Items

When the Operative selects a location from the "Actions" screen i.e. Bedroom, Kitchen, Bathroom etc. the operative will be taken to the "Inspection Items" screen where they can see the checklist items for the location.



The top of the screen will display the name of the screen ("Inspection Items") followed by the inspection reference number ("00000122"), name of the location ("Bedroom"), the check list items and at the very bottom a pass all toggle button.

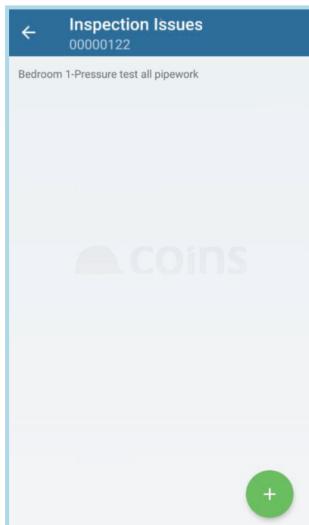
Each item can have one of the following status:

- Pass
- Fail
- N/A
- Subject-To

Selecting "Pass all" will allow the operative to pass all items for the location. The "Pass" status will be highlighted and the "Pass all" toggle button will change to orange.



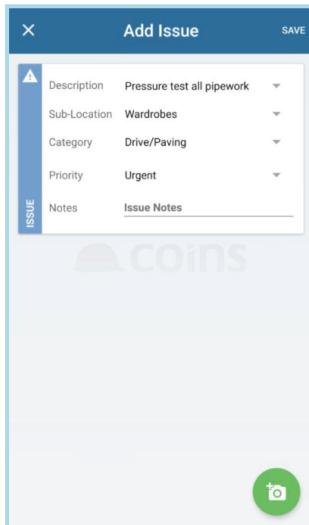
If the operative taps on the "Fail" status, they will be taken to the "Inspection Issues" screen where they will need to add an issue.



Tapping on the add button will load the "Add Issue" screen where the operative can do the following actions:

- Add description, this can be done by tapping on the drop down list and selecting the pre-populated selections, one of which will allow the user to enter a description manually.
- Select a sub-location from the drop down list

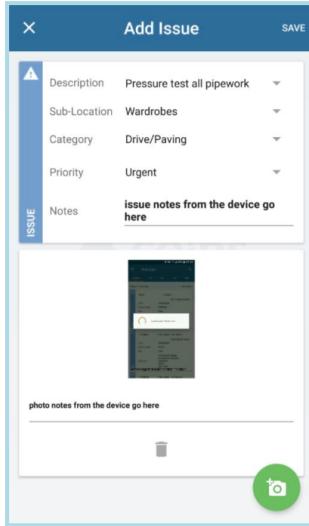
- select a category
- Select Priority
- Add issue notes
- Save
- Discard
- Capture a photo



Tapping on the photo icon will give the operative the option to either attach an image from the gallery or to capture a photo using the camera. If the user selects to use the camera then the app will launch the default camera from the device. Notes can also be added against the photo.

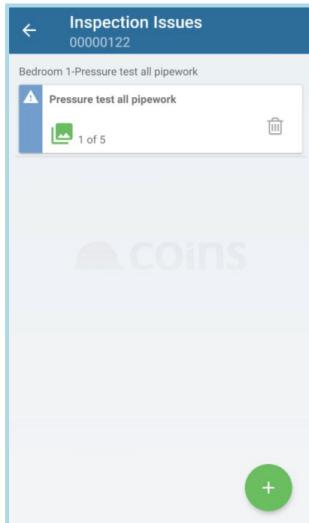
The operative can delete the photo and note that they have captured by tapping on the delete icon.

The operative can continue to add photos depending on the limit that has been set in the configurations.



The screenshot shows the 'Add Issue' interface. At the top, there's a header with 'Add Issue' and a 'SAVE' button. Below the header are four dropdown fields: 'Description' (Pressure test all pipework), 'Sub-Location' (Wardrobes), 'Category' (Drive/Paving), and 'Priority' (Urgent). A note field below these says 'issue notes from the device go here'. Below the form is a preview area showing a note with a photo thumbnail. At the bottom are a trash bin icon and a camera icon.

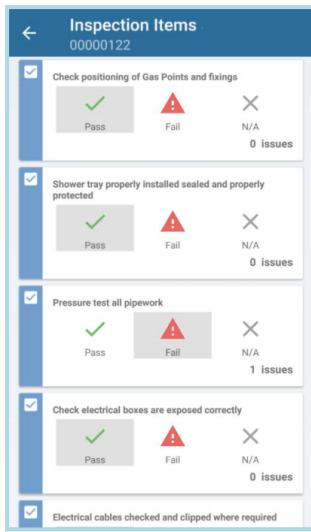
Once the operative has added an issue and taps "SAVE", they will be taken back to the "Inspection Issues" screen where the new issue that they logged will be displayed.



The screenshot shows the 'Inspection Issues' screen. At the top, it says 'Bedroom 1-Pressure test all pipework' and '00000122'. Below this is a list of issues. The first issue is 'Pressure test all pipework' with a photo thumbnail and the text '1 of 5'. At the bottom is a green '+' button.

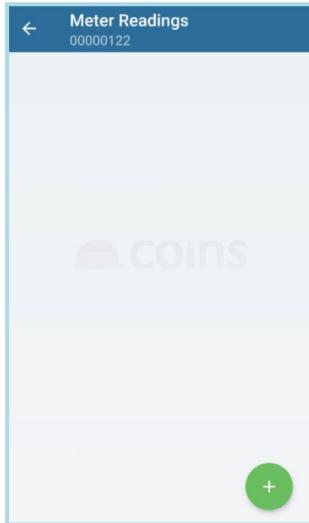
Here the operative can add another issue, view, amend or delete the issue that they had added or go back to the "Inspection Items" screen by tapping on the back button.

The Inspection Item screen will now show the "Failed" status for the respective checklist item and will also display the number of issues that were logged against the failed item.

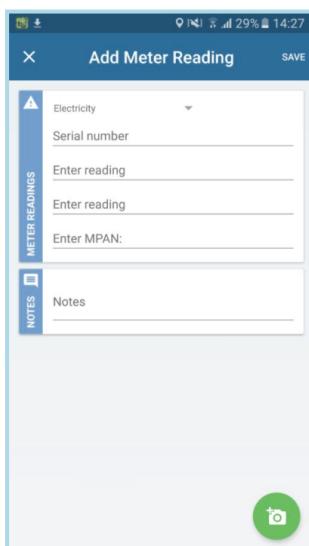


## 5.2 Inspections - Actions - Meter Readings

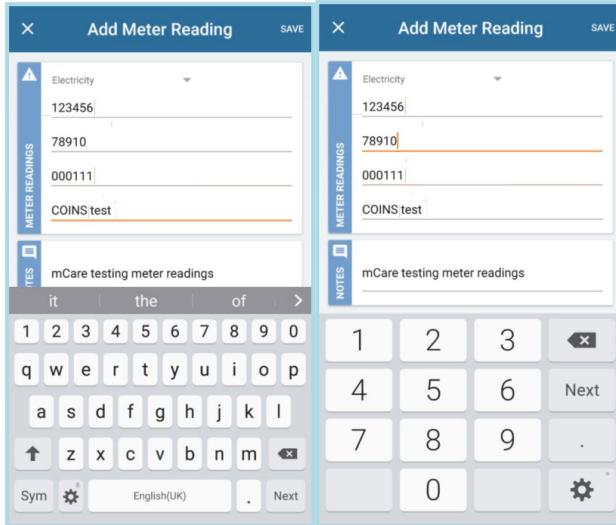
The operative selects Meter Readings. To add a meter reading the operative will need to tap onto the green add (+) button



After the operative has selected to add a meter reading the "Add Meter Reading" screen will be displayed where the user can select the meter reading type. The fields displayed will change in accordance to the meter reading type that has been selected.

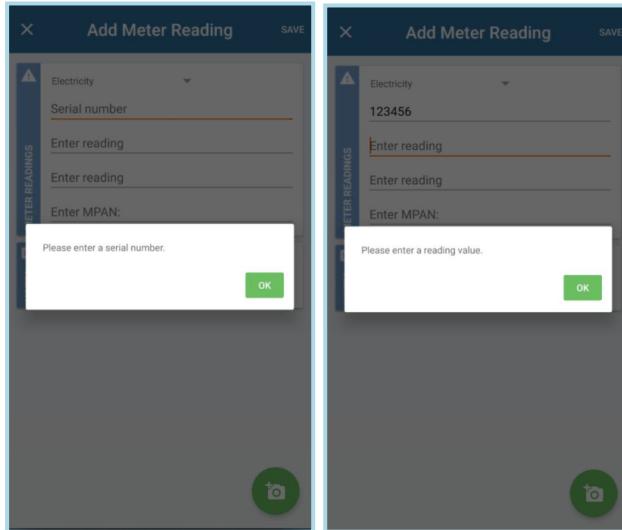


The keyboard will appear when the user taps on the field that they wish to enter data against. The app will either display a numeric or qwerty keypad depending on the character type of the field.



The screenshots show the 'Add Meter Reading' screen. On the left, the 'Serial number' field is active, showing a QWERTY keyboard. On the right, the 'Enter reading' field is active, showing a numeric keypad. Both screens have dropdowns for 'Electricity' and 'MPAN', and a 'Notes' section at the bottom.

The user will not be able to proceed unless all mandatory data has been provided.



The screenshots show the 'Add Meter Reading' screen with validation errors. The left screen shows an error message 'Please enter a serial number.' in the 'Serial number' field. The right screen shows an error message 'Please enter a reading value.' in the 'Enter reading' field. Both screens have dropdowns for 'Electricity' and 'MPAN', and a 'Notes' section at the bottom.

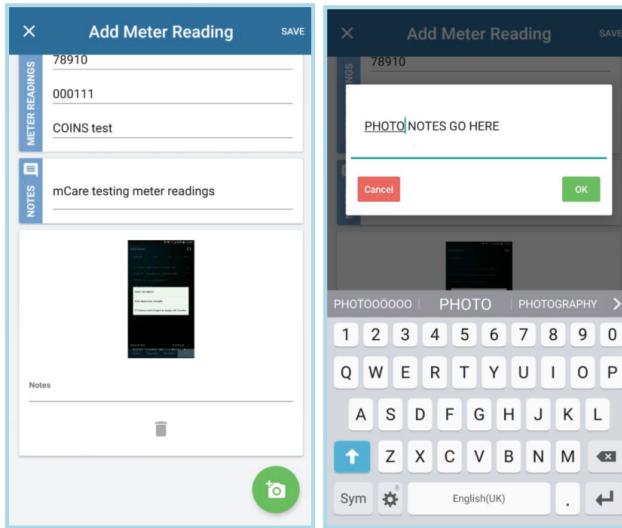
The following details are mandatory (if not completed the user cannot continue):

- Select meter reading type
- Serial number
- Enter reading

The operative will also be able to add a photo. The user can either capture a photo using the camera from the device or choose an existing one from the gallery.

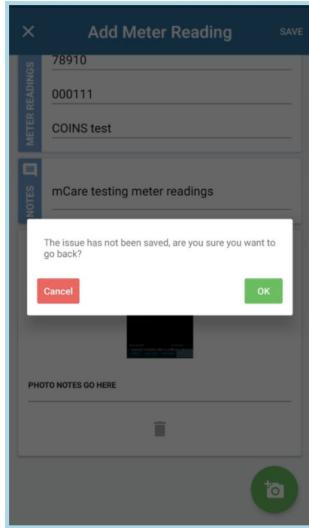
Notes can also be added against each photo that is captured.

- The maximum number of photos that can be captured depends on what is set in the OA configuration (CCPHOTOMAXNUMBER)



If the operative wishes to discard the meter reading, They can do so by tapping onto the "X" located in the top left corner of the screen. if/when selected, the following message will be prompted to the operative to confirm their action.

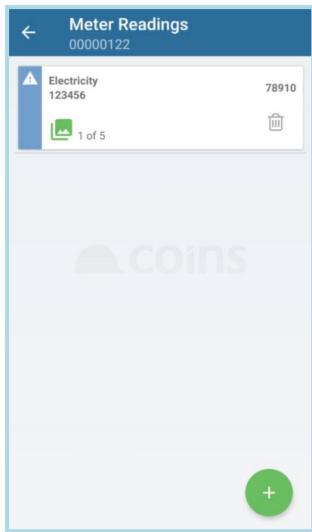
- Selecting "OK", the Meter Reading will be canceled and the operative will taken back to the previous screen
- Selecting "Cancel", the operative will be able to continue to edit or save their readings.



If the operative selects "Save", the Meter Reading screen will now display the Meter Reading/s that was captured. The following brief Meter Reading information will be displayed against each reading:

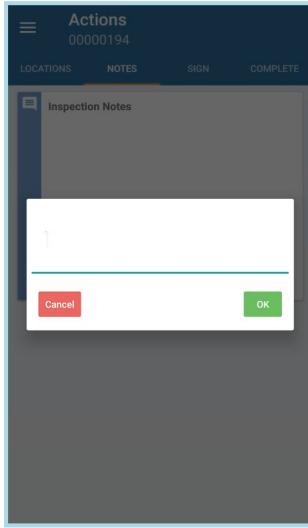
- Meter Reading Type
- Serial Number
- Reading
- Number of photos captured
- and the option to delete.

The Operative will also have the option to add another Reading by selecting the green add (+) button. Tapping on the back button

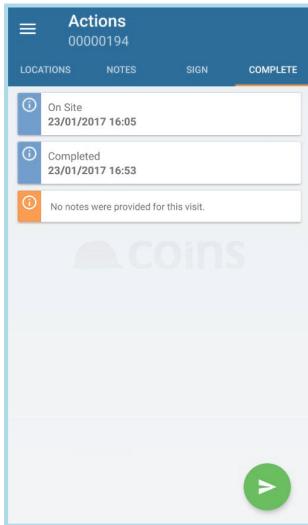


## 5.3 Inspections - Actions - Notes

Swiping left or tapping on the "NOTES" tab will display the "NOTES" screen.



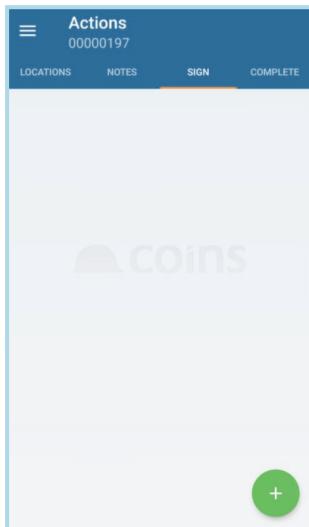
Notes are not mandatory, however, if the operative wishes to continue without any notes then this will be highlighted in the 'COMPLETE' screen before submission.



This warning will not prevent the operative from continuing. Once this has been confirmed the operative can proceed to the next screen ('Visit List').

## 5.4 Inspections - Actions - Sign

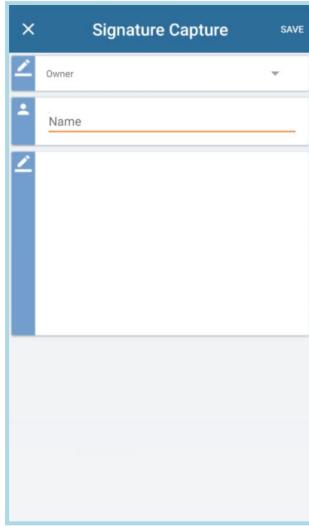
Swiping left or tapping "SIGN" will display the "SIGN" screen.



At this screen the operative can add a signature against the inspection by tapping on the green add ("+") button.

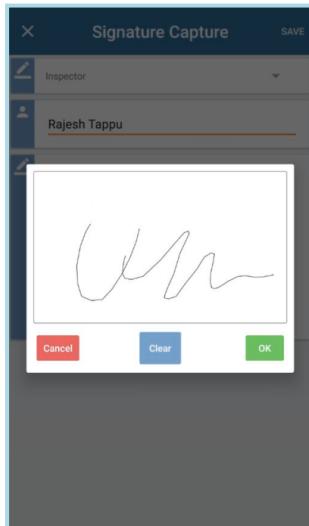
The "Signature Capture" will be displayed, here the operative can do the following:

- Select obtained from
- enter a name
- add a signature
- Cancel
- Save



Tapping onto the field will bring up the signature pad where the operative can capture a signature. The operative will also have the following options:

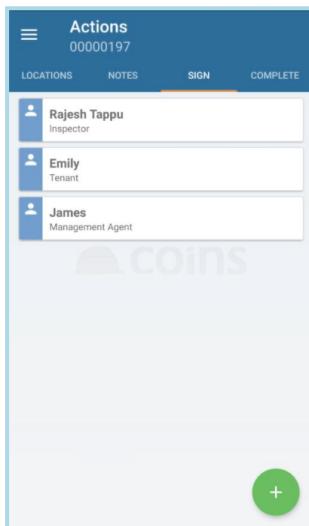
- Cancel
- Clear (will clear the signature entered, allowing the operative to re-capture the signature)
- OK (proceed with captured signature)



After the signature has been captured and the operative taps to save, they will be taken back to the initial signature screen and the captured signature will be displayed.

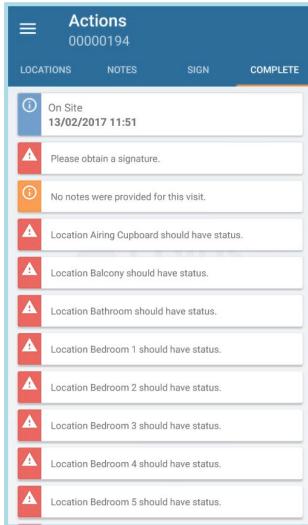
The operative can capture more than one signature, each signature will be listed with the following details:

- Obtained by (Inspector, Tenant, Management Agent... etc,)
- Name



## 5.5 Inspections - Actions - Complete

From the previous screen, if the operative selects "COMPLETE" or they swipe to the left they will be able to view the summary of the task.



This will display the tasks that have been done along with the number of issues that were found.

- Blue Information signs will identify "On Site" and "Completed" visit details
- Red warnings will indicate mandatory fields/tasks that need to be completed.
- Orange warnings will identify non-mandatory that were not complete

By tapping on a warning, the application will take the operative to the screen where the required information can be captured. After all tasks have been updated the user can proceed to the "COMPLETE" screen where they a green submit button will be displayed.

Tapping on submit will send the task data back to COINS and will be removed from the visit list screen.



## 6 Repairs

### 6.1 Repairs - Contacts Tab

From the Visit List screen, the repairs task visit card will display the following:

- Development Reference number
- Development Name
- Date & Time of the appointment
- Task Reference number
- House Type
- Plot Number
- Address



When the operative taps onto the repairs visit, they will be taken to the visit "Details" screen where they can view the following:

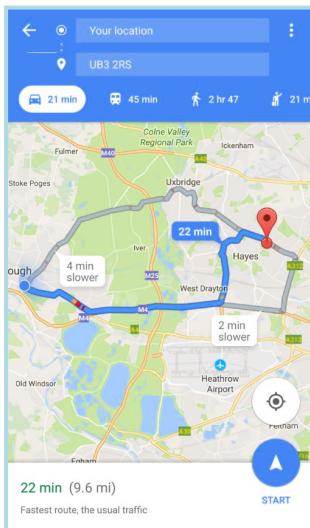
- Contacts
- Task information
- Plot history



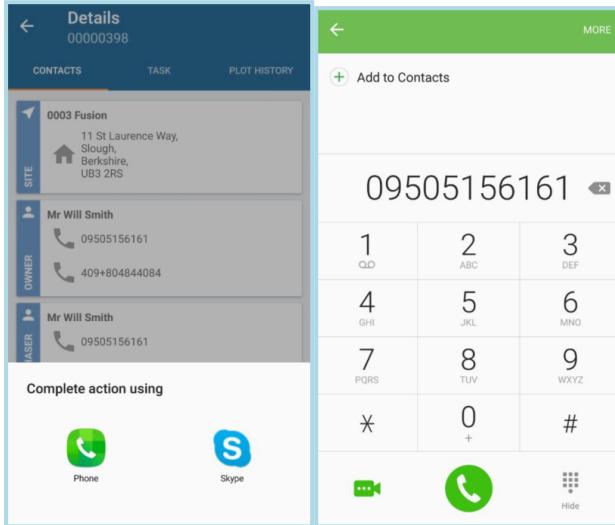
If the data is available in COINS, then the app will display the following site information and contact details:

- Site Name, Number and address
- Owner name and contact numbers
- Purchaser contact information
- Site Manager (SMANAGER) contact details
- Tenants contact details

Tapping on the site address will launch the navigation app from the device.



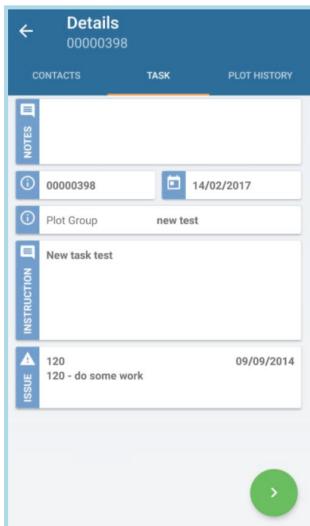
Tapping on the contact's number will launch the device's default phone application. If the user has more than one phone application, the app will prompt the user to select which application they would like to complete this action with.



## 6.2 Repairs - Tasks Tab

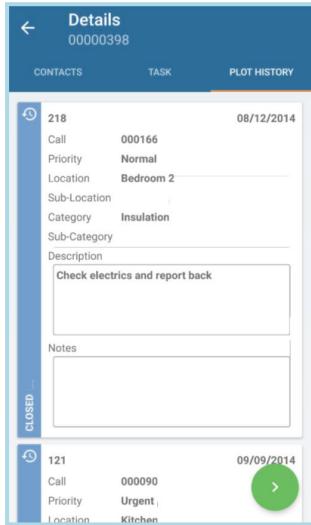
Once the user taps onto the Tasks tab they can see the following task details:

- Notes
- Task Reference Number
- Scheduled dates
- Plot Group
- Task instructions
- issue details



## 6.3 Repairs - Plot History Tab

The "PLOT HISTORY" tab will display a list of issues that have been assigned against the task.



The screenshot shows the COINS software interface with the 'Details' screen open for task 00000398. The 'PLOT HISTORY' tab is selected. Two historical repair tasks are listed:

Call Reference	Date
218 Call: 000166 Priority: Normal Location: Bedroom 2 Sub-Location: Category: Insulation Sub-Category: Description: Check electrics and report back	08/12/2014
121 Call: 000090 Priority: Urgent Location: Kitchen	09/09/2014

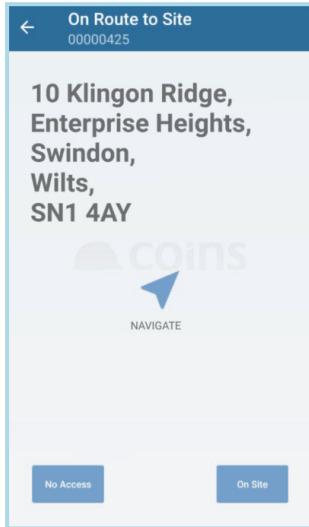
A green circular arrow icon is located next to the second task entry.

Each historical repairs task will contain the following details if captured during the visit:

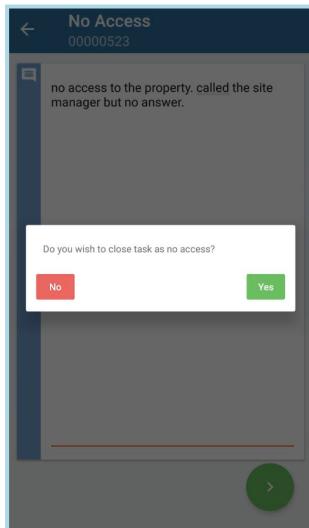
- Call Reference number
- Date of the visit
- Issue reference number
- Priority
- Location
- Sub-Location
- Category
- Sub-Caretgory
- Description
- Notes
- Status

## 6.4 Repairs - On Route to Site

From the "On Route to Site" screen, if the operative has no access then they can log this on the mCare application by selecting "No Access".



Tapping on "No Access" will take the user to the No Access screen where they must enter notes, as this is a mandatory field.

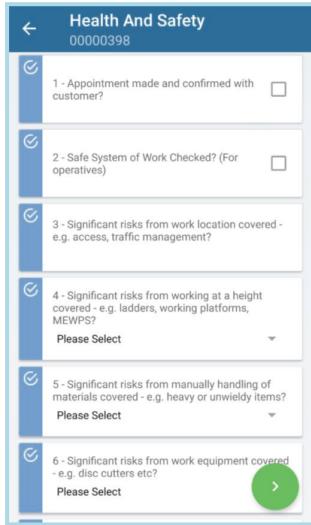


After the notes have been entered the operative will be prompted to confirm their action, Selecting "No" will show the "No Access" screen and selecting "Yes" will send the back to COINS and the visit will be removed from the "Visit List" screen.

Tapping on the navigation icon for the visit, will prompt mCare to launch the default navigation app used by the device. When the operative is at their destination and selects "On Site", the application will launch the "Health And Safety" screen.

## 6.5 Repairs - Health And Safety

When the operative selects "On Site" from the "On Route to Site" screen they will be shown the "Health And Safety" form (if set up and configured to do so).

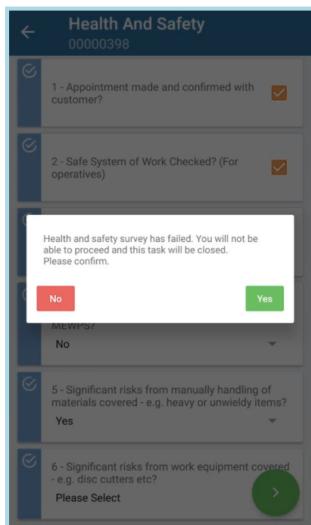


Health And Safety  
00000398

- 1 - Appointment made and confirmed with customer?
- 2 - Safe System of Work Checked? (For operatives)
- 3 - Significant risks from work location covered - e.g. access, traffic management?
- 4 - Significant risks from working at a height covered - e.g. ladders, working platforms, MEWPS?   
Please Select
- 5 - Significant risks from manually handling of materials covered - e.g. heavy or unwieldy items?   
Please Select
- 6 - Significant risks from work equipment covered - e.g. disc cutters etc?   
Please Select

If the operative has not passed the "Health And Safety" form, they will be alerted that they have failed the Heath and safety survey and will not be able to proceed.

The operative can either tap "Yes" which will close the task from the device or the operative can select "No" which will allow them to return to the survey to amend any details that may have been entered incorrectly.



Health And Safety  
00000398

- 1 - Appointment made and confirmed with customer?
- 2 - Safe System of Work Checked? (For operatives)

Health and safety survey has failed. You will not be able to proceed and this task will be closed.  
Please confirm.

No Yes

Please Select

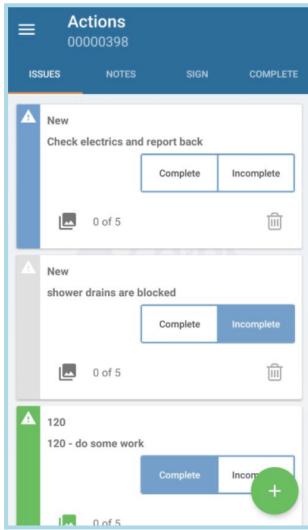
- 3 - Significant risks from work location covered - e.g. access, traffic management?
- 4 - Significant risks from working at a height covered - e.g. ladders, working platforms, MEWPS?   
Please Select
- 5 - Significant risks from manually handling of materials covered - e.g. heavy or unwieldy items?   
No
- 6 - Significant risks from work equipment covered - e.g. disc cutters etc?   
Please Select

Once the operative has passed the survey, they will be able to proceed to the "Actions" screen.

## 6.6 Repairs - Actions - ISSUES

From the "Actions" screen the operative will first see the Issues tab, they can also swipe across to the "NOTES", "SIGN" and "COMPLETE" screens.

The hamburger menu will always be displayed in the top-left corner of the screen, this will give the user the ability to navigate their way to alternative screens.



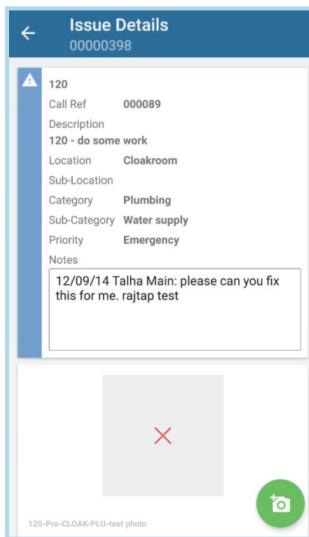
From the above example there are 3 issues. The issue with the reference number 120 is the issue that came from COINS, the two additional issues were added from the device during the visit.

We can see the 3 different colours (blue, grey and green).

- Blue - issues that have not been given a "Complete" or "Incomplete" status.  
The operative will not be able to complete the visit without a status being selected.
- Grey - Incomplete
- Green - Complete

Tapping on the issue that came from COINS will display the issue details. This screen will contain the following information regarding the issue:

- Issue reference number
- Call reference number
- Description
- Location
- Sub-Location
- Category
- Sub-Category
- Priority
- Notes
- Photos captured from previous visit



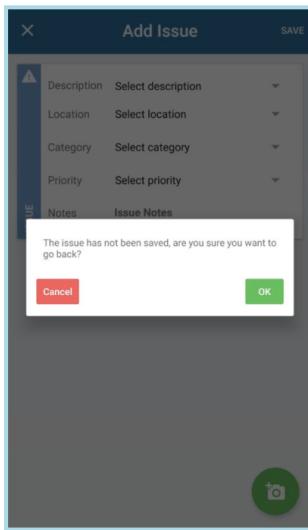
The operative will also be able to capture photo's against the issue in a similar fashion to inspections.

Tapping on the green add issue button will load the "Add Issue" screen. Similar to adding an issue from an inspection when failing an item, the operative will need to enter the following details:

- Description
- Location
- Category
- Priority
- Notes

The operative can also add photos against the issue, save or discard the issue.

Tapping on the back or the cancel ("X") button will display the following message, where they need to confirm their action before proceeding.



If the issue is added it will appear on the "Actions" screen where the operative will have the option to delete it.

The user can continue to add additional issues.

Actions  
00000398

ISSUES NOTES SIGN COMPLETE

New  
shower drains are blocked

Complete Incomplete

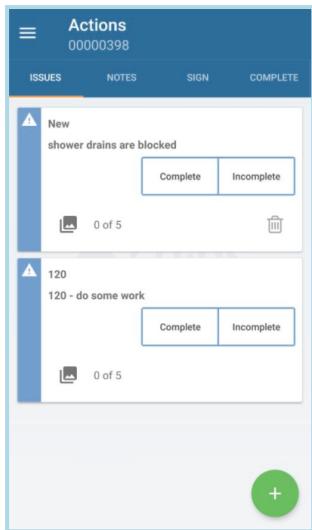
0 of 5

120  
120 - do some work

Complete Incomplete

0 of 5

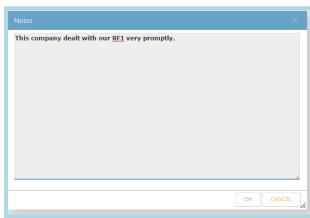
+



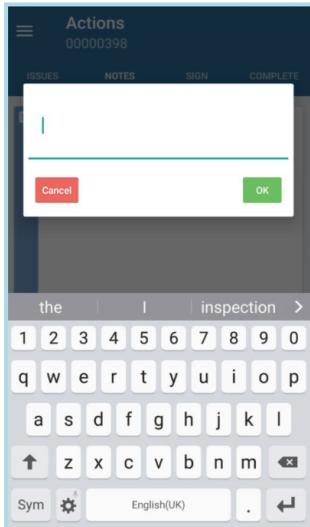
## 6.7 Repairs - Actions - NOTES

Swiping left or tapping onto the "NOTES" tab will take the operative to the "NOTES" screen.

**Note:** Notes are not mandatory



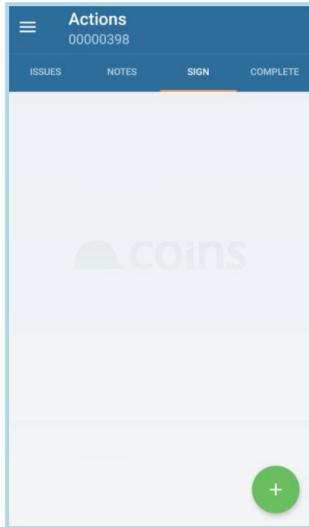
Tapping onto "Visit Notes", the application will launch the on-screen keyboard and text field, allowing the operative to manually enter their notes which will be saved against the visit.



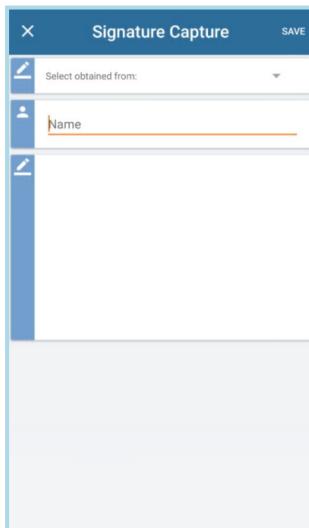
By tapping "Cancel" the application will remove any notes that were entered, tapping "OK" will save the notes entered against the visit.

## 6.8 Repairs - Actions - SIGN

Swiping left from the "NOTES" screen will take the operative to the "SIGN" screen where the signature for the visit can be obtained.

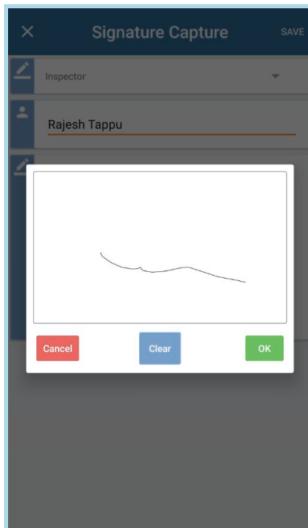


Tapping on the green add (+) button will load the "Signature Capture" screen. The user can select a signatory from the drop down list which will display a list and obtain a signature.



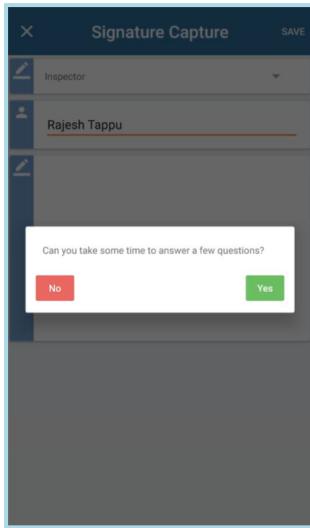
Tapping on the signature field, the operative will be able to capture a signature,  
After a signature has been captured the operative can also do the following:

- Cancel - Will disregard the signature that was captures
- Clear - Remove the signature allowing the operative to re-capture a signature
- OK - Saves the signature that has been captured



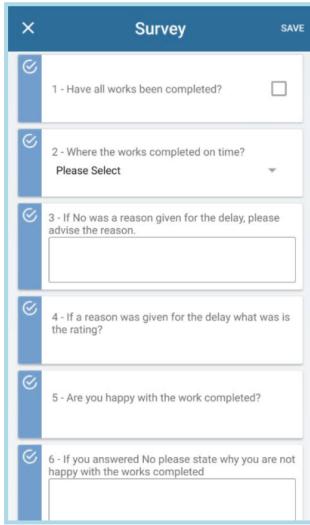
Once the signature has been captured and the operative taps "SAVE", the application will prompt the operative to answer a few questions.

If the operative selects "No", the application will go to the "SIGN" screen where the signatures captured will be listed. However, if the operative selects "Yes" then the application will display the "Survey" for the operative to complete.



## 6.9 Repairs - Actions - Survey

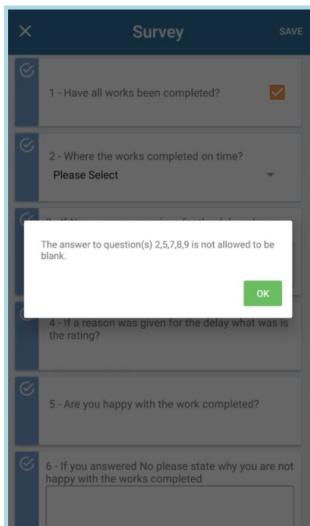
The questionnaire screen will display all questionnaire questions that have been set in COINS.



Survey

- 1 - Have all works been completed?
- 2 - Where the works completed on time?  
Please Select
- 3 - If No was a reason given for the delay, please advise the reason.
- 4 - If a reason was given for the delay what was the rating?
- 5 - Are you happy with the work completed?
- 6 - If you answered No please state why you are not happy with the works completed

If any mandatory questions have not been answered then the application will prompt the operative.



Survey

- 1 - Have all works been completed?
- 2 - Where the works completed on time?  
Please Select
- 3 - If No was a reason given for the delay, please advise the reason.
- 4 - If a reason was given for the delay what was the rating?
- 5 - Are you happy with the work completed?
- 6 - If you answered No please state why you are not happy with the works completed

The answer to question(s) 2,5,7,8,9 is not allowed to be blank.

OK

Once all questions have been answered and the operative taps 'SAVE', the app will show the "SIGN" screen with a list of signatures that were captured.

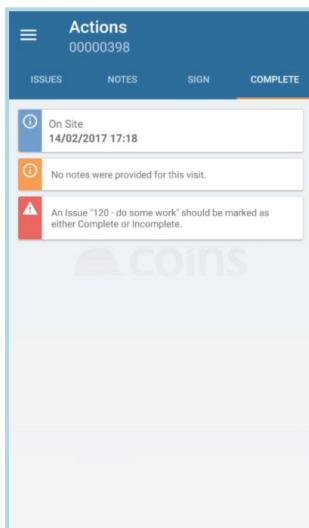
Once the user taps 'OK' they will be taken to the Visit Signatures screen.

## 6.10 Repairs - Actions - COMPLETE

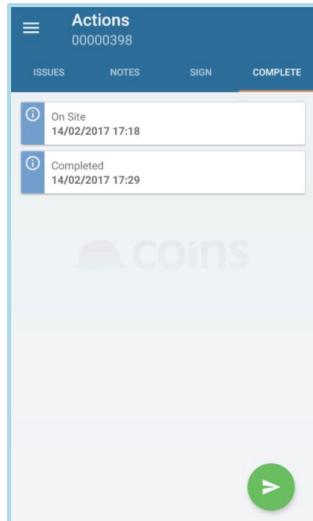
Following the "SIGN" screen if the user swipes left the will be take to the "COMPLETE" screen. Similar to the Inspections, this is the final stage of the repairs task for the visit.

This screen will show the following:

- On Site date and time (in blue)
- Non mandatory warnings (in Orange)
- Mandatory issue/actions that need to be complete



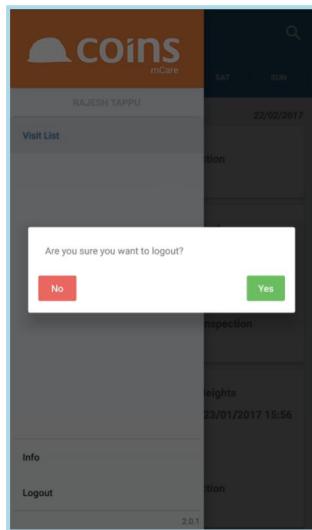
Tapping on the errors will take the operative to the screens where they can complete the mandatory sections. Once this has been done and the user returns to the "COMPLETE" tab, they will now see the on site date and time along with the completed date and time .



The operative will also be able to see a floating green submit button at the bottom right of the screen. Tapping on this will send the visit data back to COINS and the visit will be removed from the Visit List.

## 7 Logout

Tapping on Logout will log the operative out of the device. The operative will be prompted to confirm this action.



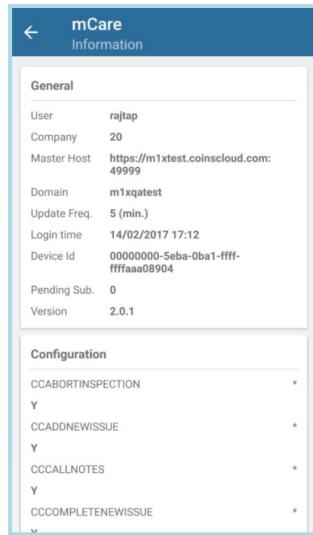
## 8 Features

### 8.1 Info

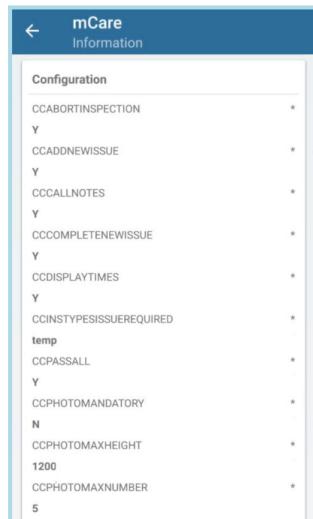
Tapping on "Info" from the main menu will show General setting and Configurations.

The General settings will show the following:

- User - The operative logged into the application
- Company - The company that the user has been given access to in COINS
- Master Host - Connection related information which can be configured from the login screen
- Domain - Connection related information which can be configured from the login screen
- Update Freq - This is the frequency that the application has been set to fetch for updates, This process happens in the background during the login session and can be amended from the login settings screen.
- Login time - The application will display the login date and time
- Device ID
- Pending Sub. - This will list the number of pending submissions from the device. Pending submissions may be caused by a connection issue, in this scenario the application will buffer the information onto the device and send once the connection has been re-established.
- Version - Application version



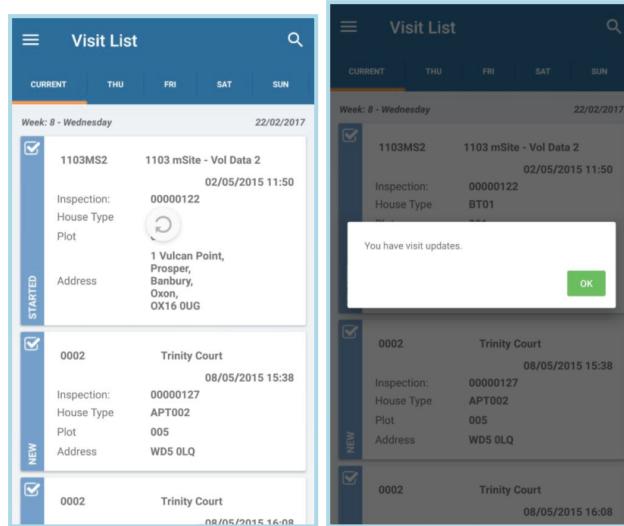
The configuration section will display a list of configurations that have been set in COINS.



## 8.2 Refresh

From the Visit List screen, if the operative swipes down on the screen, the reload icon will appear and start to rotate. This indicates that the mCare app is fetching data from COINS e.g. updates/ new visits.

If no updates are available then the Visit List screen will remain the same. If there any updates then the operative will be notified.



The Visit List screen shows the following visit details:

Visit ID	Address	Plot	House Type	Inspection:	Date
1103MS2	1 Vulcan Point, Prosper, Banbury, Oxon, OX16 0UG			00000122	02/05/2015 11:50
0002	Trinity Court	005	APT002	00000127	08/05/2015 15:38
0002	Trinity Court				08/05/2015 16:08

A modal window for visit 1103MS2 displays:

1103MS2      1103 mSite - Vol Data 2  
02/05/2015 11:50  
Inspection: 00000122  
House Type BT01  
Plot 005  
Address WD5 0LQ

You have visit updates.

OK