Web Work Order Administrator's Guide

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Overview

Web Work Order runs on your network and over the web. There is no need to install hardware or software.

This program allows users to create and track work orders and assign work to staff who then can accept the orders and update progress. Clients may be given access to enter orders and view the progress of work or they may be limited to view only. Managers have full access to update and delete orders.

As a web application, users can read, search, write, and update work orders from any location via the Internet or through your local network. The program works on any platform supporting a web browser, including UNIX machines, PCs and Macs.

Software Requirements

Operating Systems:
· MS Windows 95/98/ME/NT/XP or 2K
· Linux
· Sun
· Mac O/S

A self-contained system is provided for the Windows platform. It installs a web server and Web Work Order modules. Other platforms can run from a variety of web servers. We recommend the open source Apache Web Server http://httpd.apache.org/. In addition, the PHP http://www.php.net/ module needs to be added to the web server. Some PHP extensions are required. Contact us for more information.

Browser Requirements

The program works and looks best with Microsoft Internet Explorer 5 or higher. The following browsers are supported: Netscape 4x and higher, IE 4 and higher, as well as Opera.

Installation

If you plan to use the on-line version, skip the installation and start your browser using URL http://www.officeview.com/x/home.php.

For Windows platforms, download the WWO.ZIP file from our web site. After expanding the zip file, run the setup program (WWOsetup.exe) to begin the installation. The program adds a Web Work Order folder to the Programs menu on the Desktop Start button. This software is provided for evaluation purposes. You need to purchase a software license to enable the password checking feature.

Preliminary Testing

As a last step, the Setup program will start the Web Work Order program and launch your web browser so that you can test the system. The screen below should appear.

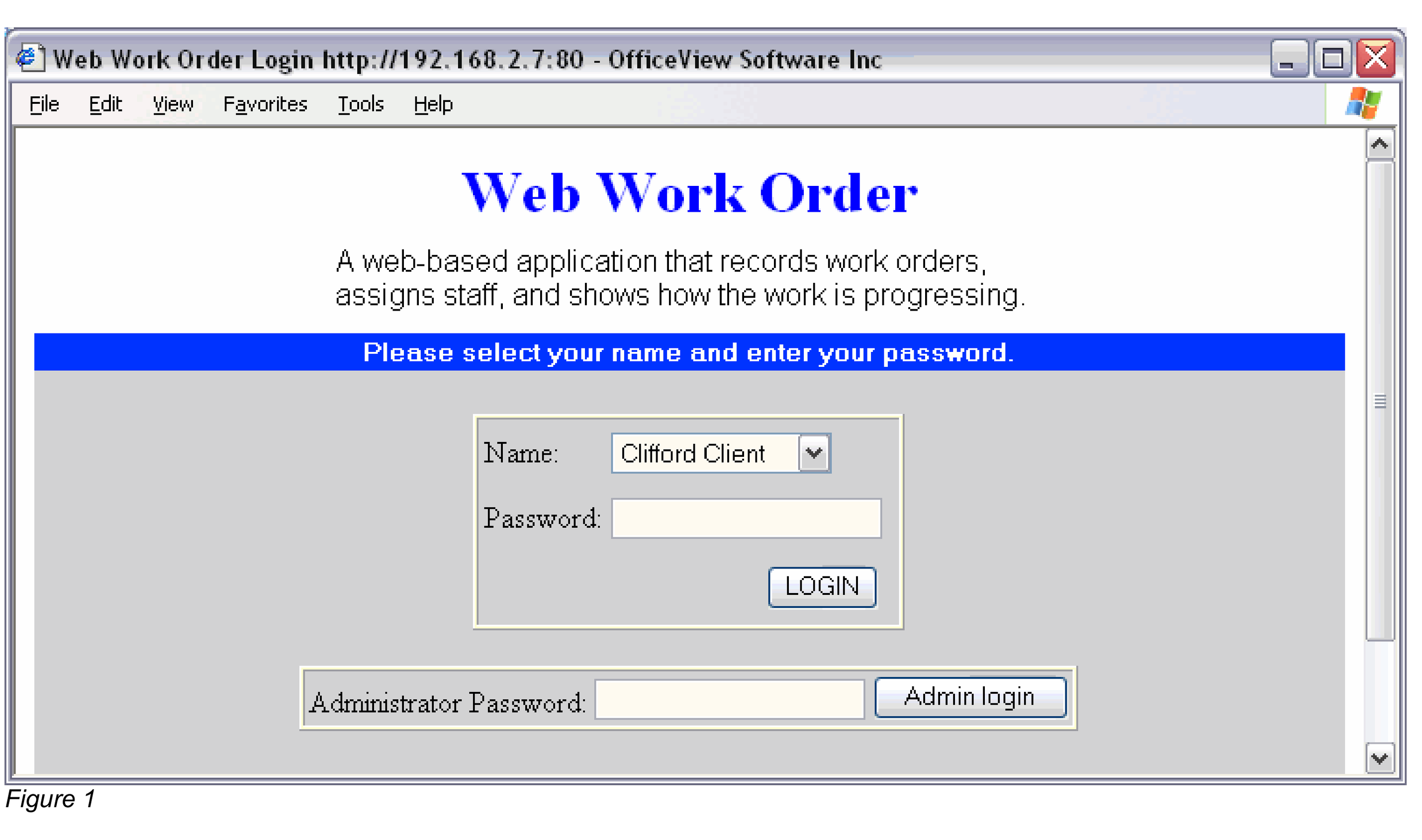
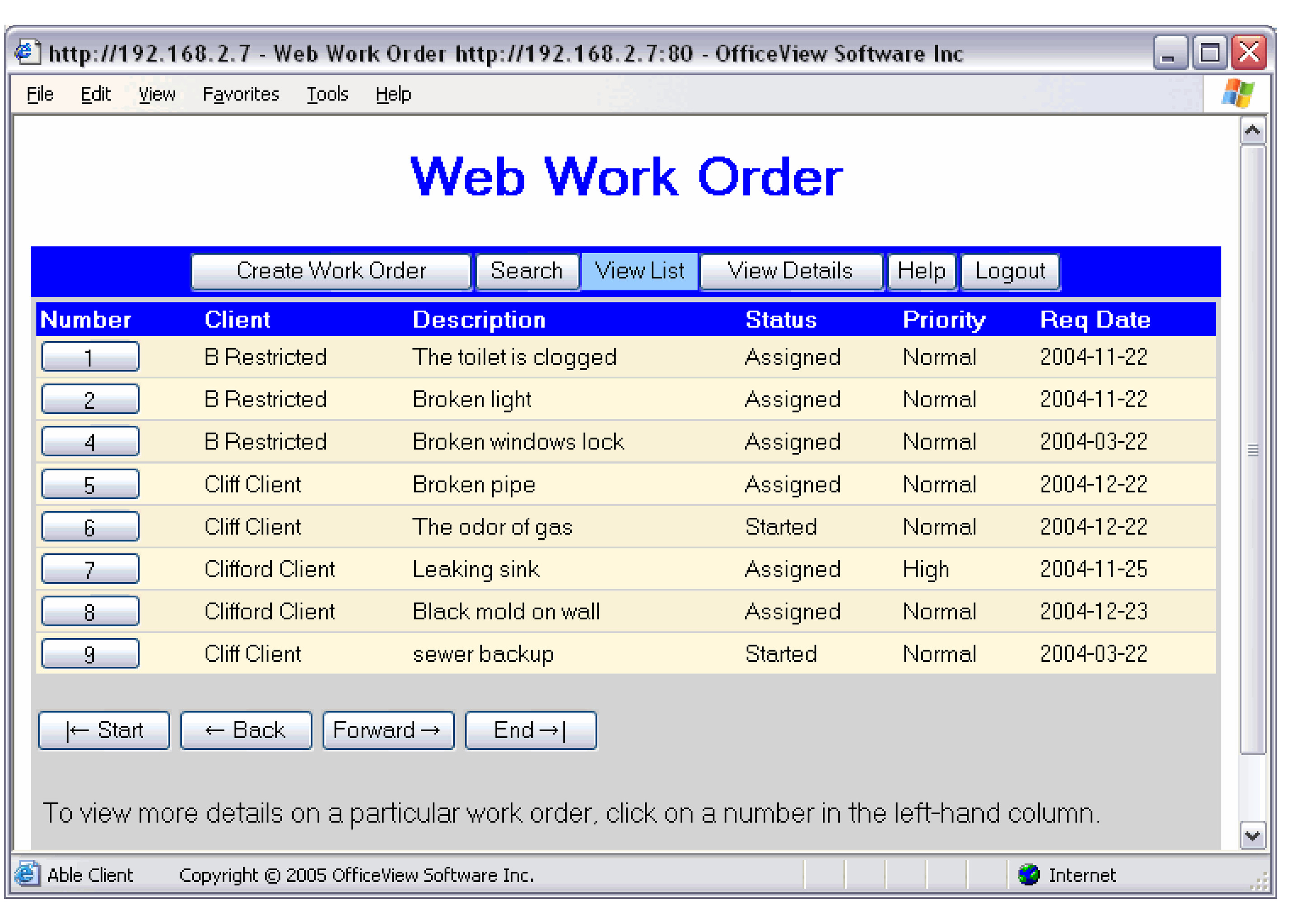


Figure 1

On the Internet Explorer Favorites menu, click Add to Favorites so you can open Web Work Order from the Favorites menu. Netscape Navigator has a similar feature called Bookmarks.

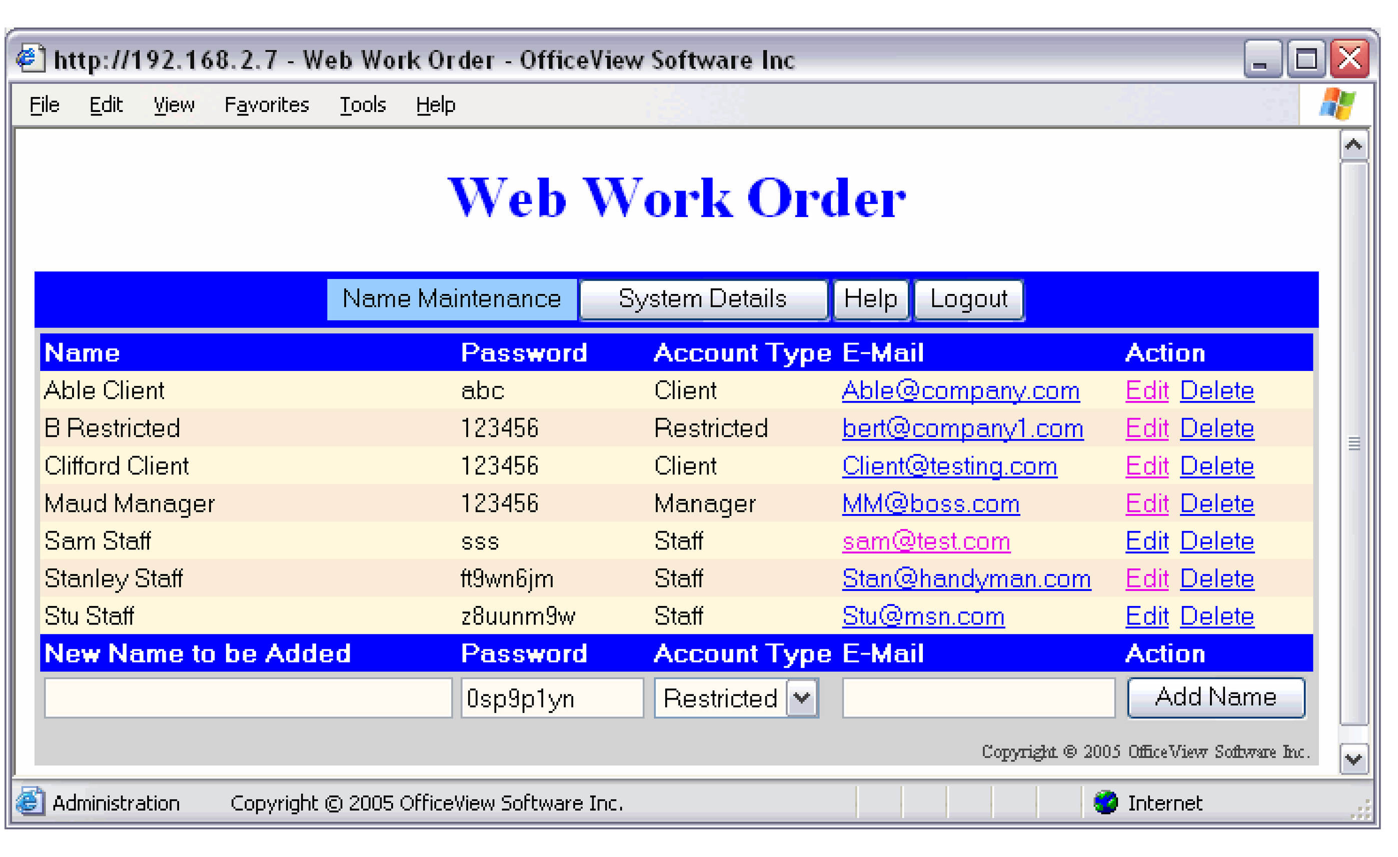
First, test to see if you can log onto the system and view the main screen. A few names appear in the Name drop-down list for you to try. No passwords are required in the evaluation version. Click on the Login button to view the main screen:



One click on a button in the top row transfers you to a new page.

Customizing the System

To customize the system for your needs, return to the login page and log in as the Administrator by entering the Administrator password (initially set to abc) and clicking on the Admin login button. The following screen should appear:



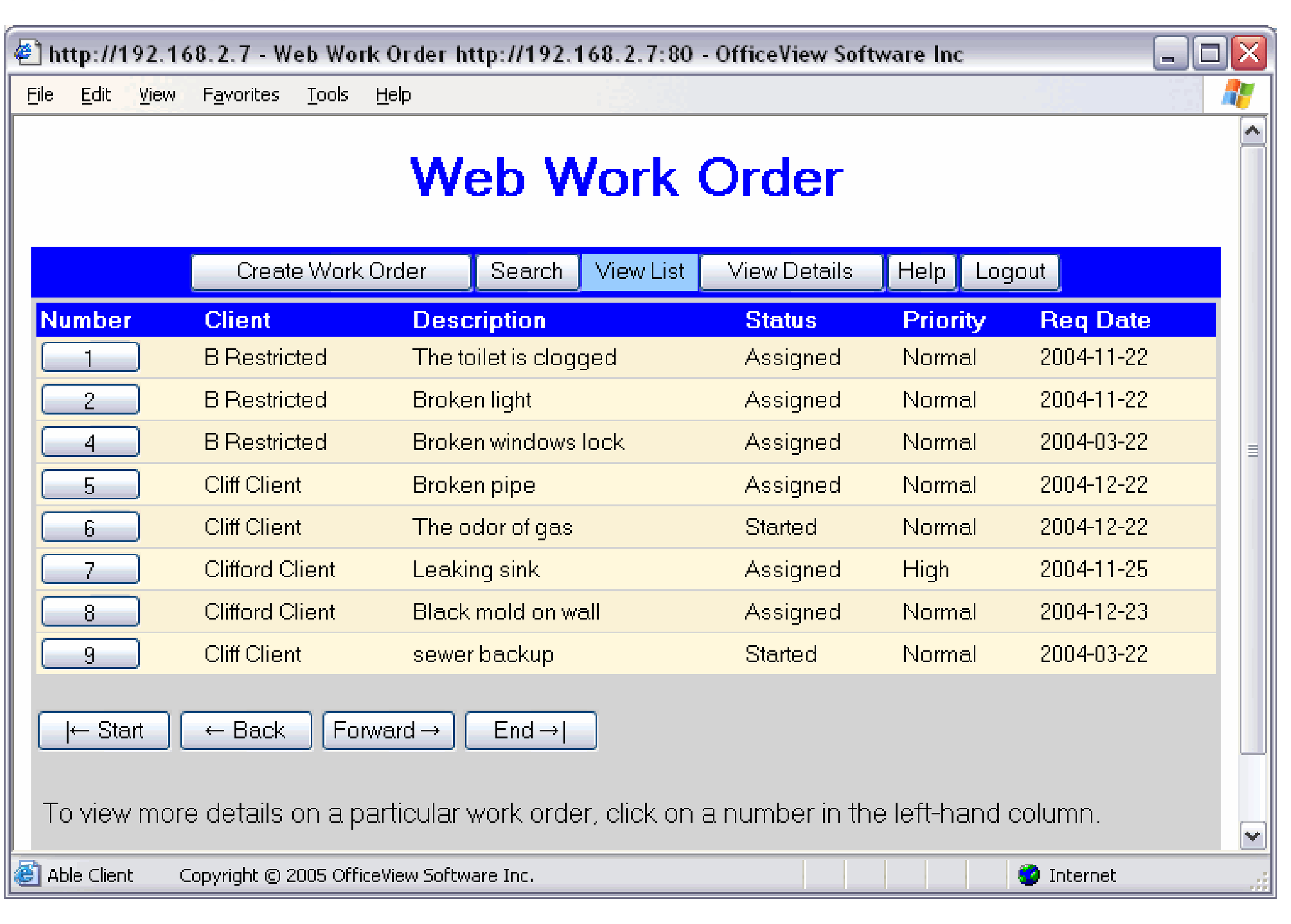
There are four types of users (Account Types), each having access to different features of the program:
Clients are normally given "Restricted" or "Client" accounts.
1) "Restricted" can only view, create or edit their own works orders
2) "Clients" can view, create work orders, or edit work orders.
3) "Staff" can view, create, edit or accept work.
4) "Managers" can view, create, edit, or delete work. Note: Only managers can delete orders.

Account	View	Create	Edit	Delete	Accept work
Restricted	✓	✓	✓		
Client	✓	✓	✓		
Staff	✓	✓	✓		✓
Manager	✓	✓	✓	✓	

To add a new name, fill in the fields on the bottom row and click on the Add Name button. To remove a name, click on the Delete link in the same row as the name. To make changes to any field in a row, click on the Edit link. A row of fields will appear for your editing with Update and Cancel buttons in the Action column. Use these buttons to save or cancel the edited information.

Client Interface

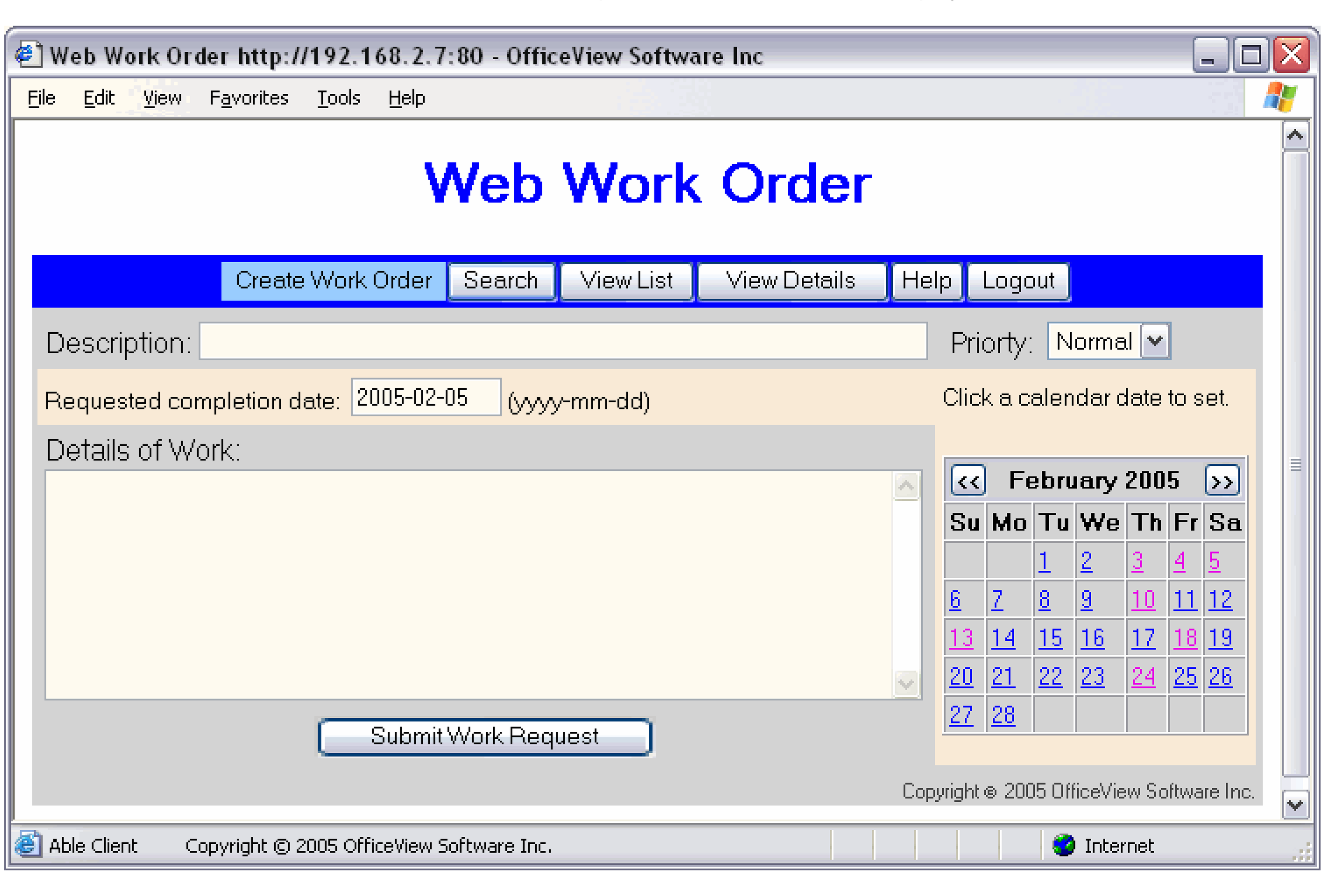
When your clients login, they will see a list of work orders as appears below:



The top row of buttons provides one-click access to most of the available functions. This page lists summary information on all the work orders. To view more details on a particular work order, click on the number in the left-hand column.

Create Work Order

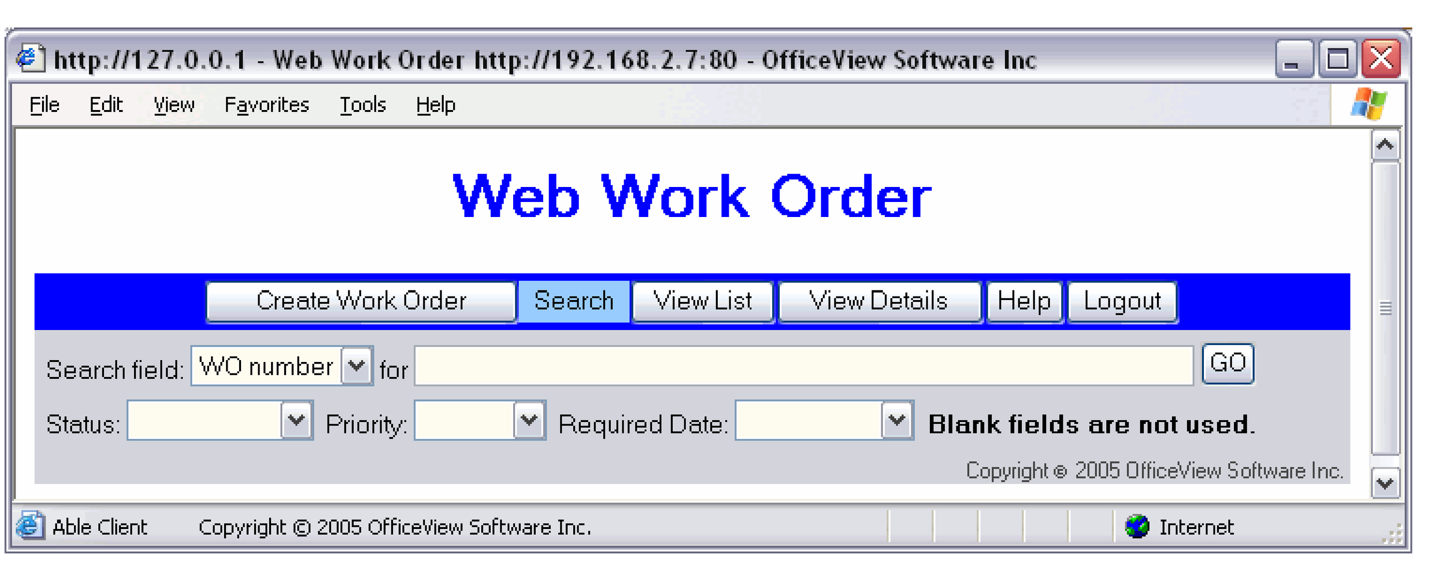
Click on Create Work Order to enter a new work order request. The screen below will display:



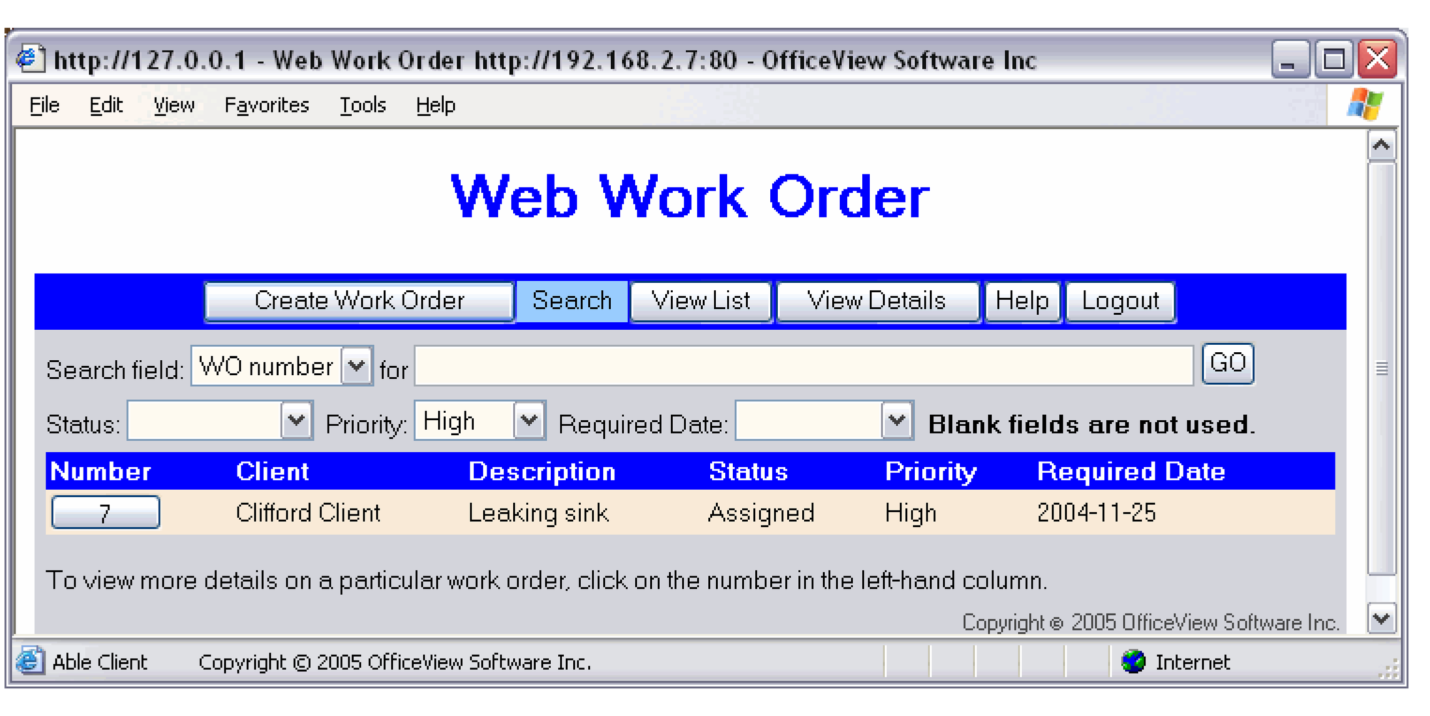
To create a work request, enter information into the fields: Description, Priority, and Details of Work. You can set the Requested completion date by clicking on a date in the calendar. Click on Submit Work Request.

Search

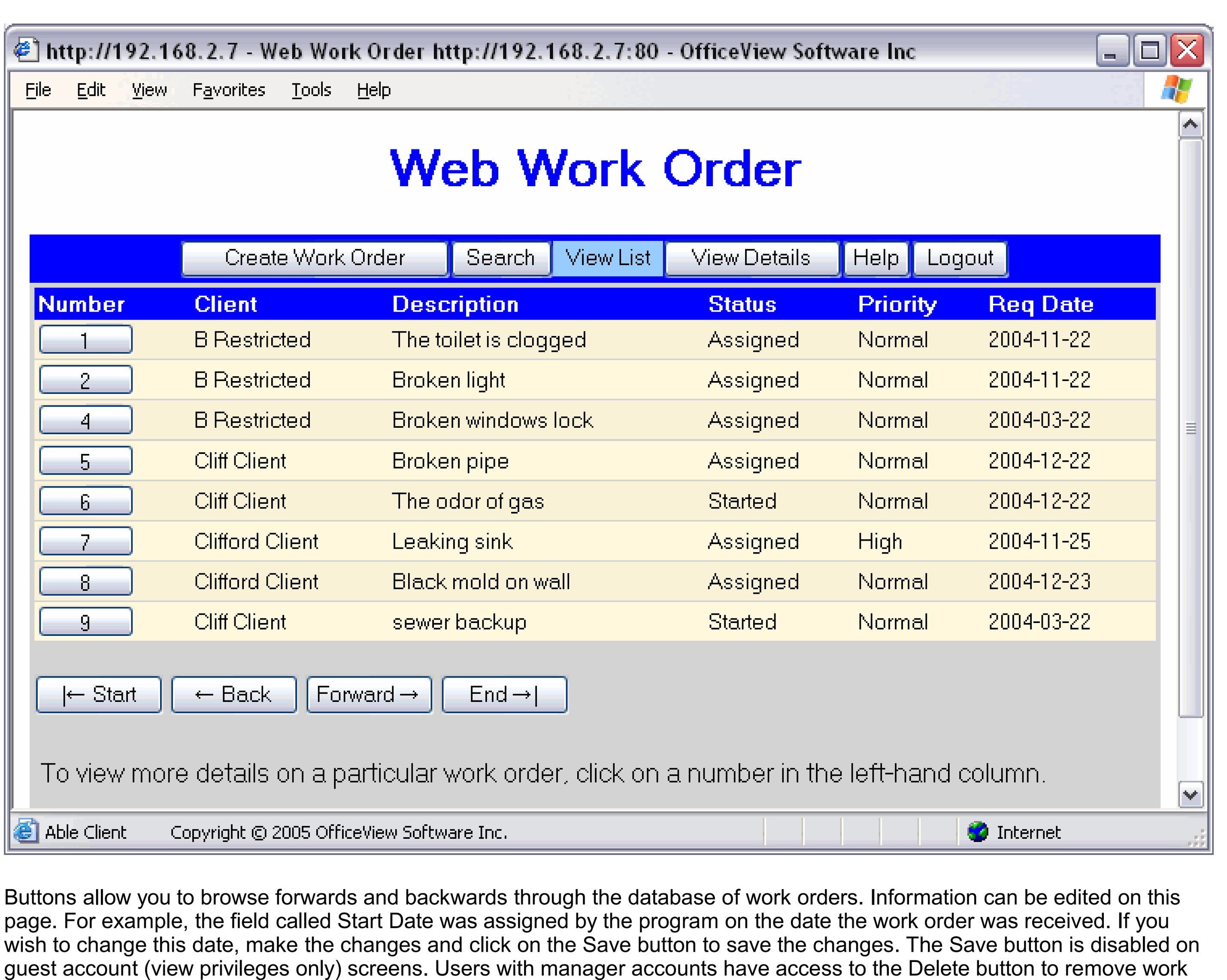
Here is the Search Page:



To find details about a particular work order, search for the work order by the reference number or the contents of a specific field. The search will report all work orders that match a number, a few letters or a phrase. The fields that can be searched are the work order number, summary description, detailed description, or the client name. The search results can be further restricted by one or more of the following search criteria:
1) Status of New, Assigned, Started, Overdue or Completed;
2) Priority of Normal, Urgent, High or Low;
3) Requested completion date of Today, Yesterday, Past 7 days, This month, Last month or This year.
Click on the Go button to initiate the search. For example, search for all work order that have High priority by selecting "High" in the Priority list and clicking on Go.



Clicking on the work order number button brings the full work order details into view. See below.



Buttons allow you to browse forwards and backwards through the database of work orders. Information can be edited on this page. For example, the field called Start Date was assigned by the program on the date the work order was received. If you wish to change this date, make the changes and click on the Save button to save the changes. The Save button is disabled on guest account (view privileges only) screens. Users with manager accounts have access to the Delete button to remove work orders from the system.

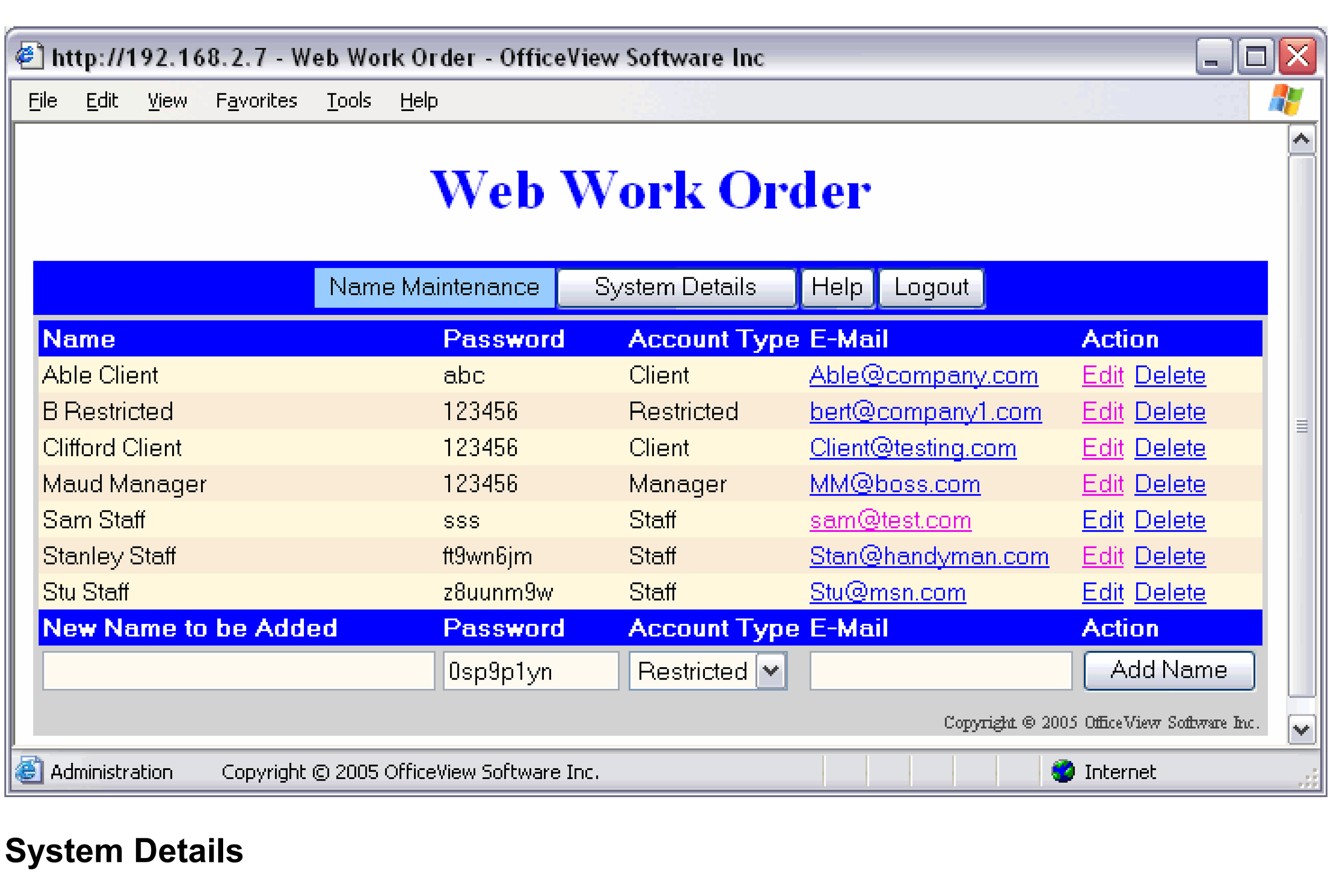
Click on the Logout button on the top menu to log off. You should exit the browser whenever you have finished using Web Work Order. If the browser is left running another user can use your account by clicking on the browser back button.

System Administrator

Only Administrators can:
1. enter and delete the names of users who have access to the system;
2. assign the users' account type to assign users access to create, modify or delete work orders;
3. set passwords if users forget their passwords; and
4. set the selection of words that can be used to describe priorities and account types.

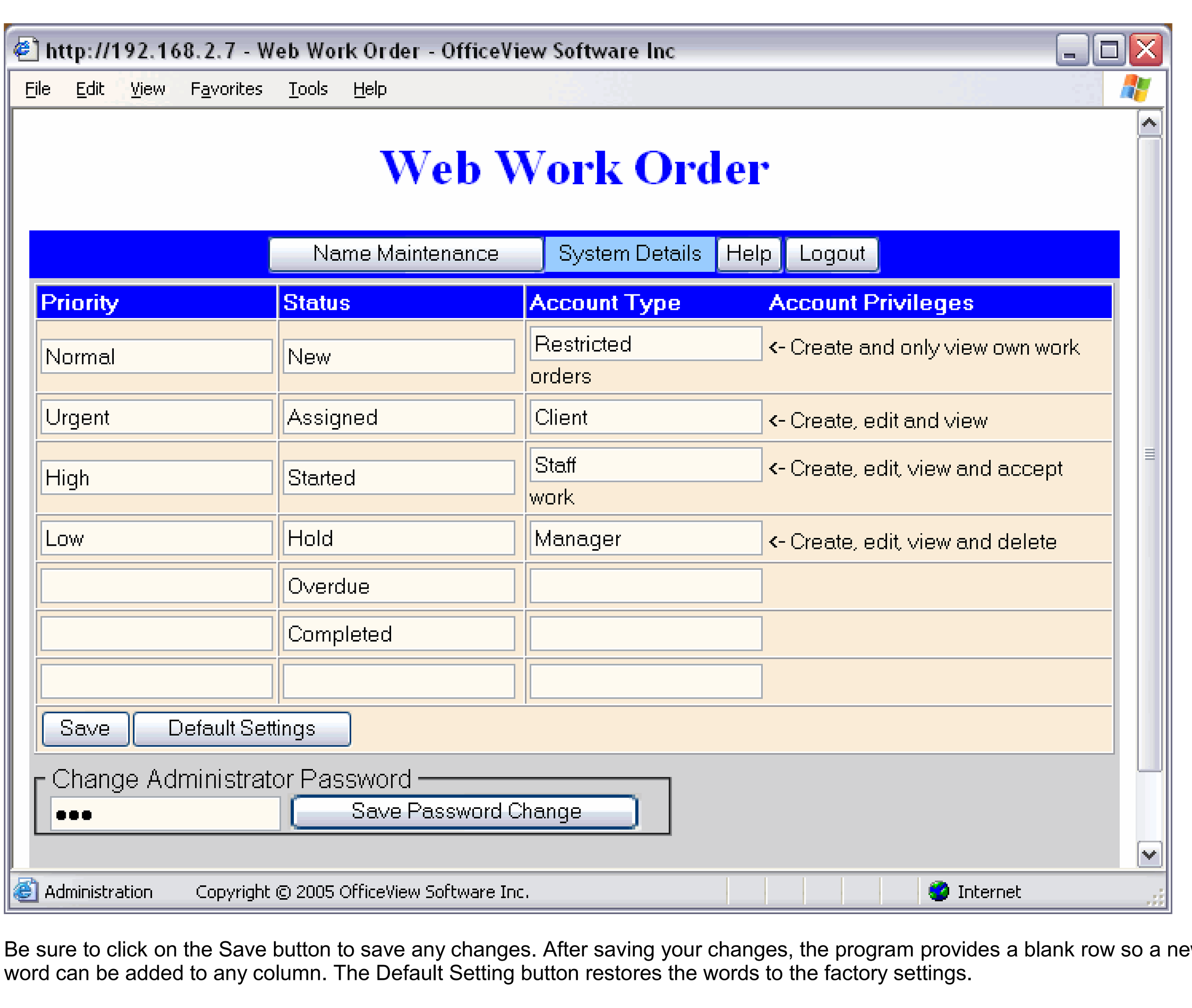
Name Maintenance

The System Administrator can enter and delete the names of users who will have access to the system. This page displays the names of users and indicates the account type assigned to users. There are links to edit and delete names and a button to add a new name.



System Details

The System Administrator can modify the words used to describe the available priority, work order status and account type names.



Be sure to click on the Save button to save any changes. After saving your changes, the program provides a blank row so a new word can be added to any column. The Default Setting button restores the words to the factory settings.

To change the administrator password, type in a new password and click on Save Password Change.