LockNet Tech App Usage Guide – Android Phones

The LockNet Tech App can be downloaded for free from the Android Marketplace or by clicking on the following link: Install LockNet Tech App for Android.

Log in using your Technician Number (located on any work order or check), and your Password. Your default password is your zip code. Enter your name and click Login. See Figure 1.

To view service call information and/or make updates, click on the button "Open Service Calls – Work Not Completed," then click on the appropriate service call. See Figures 2 and 3.
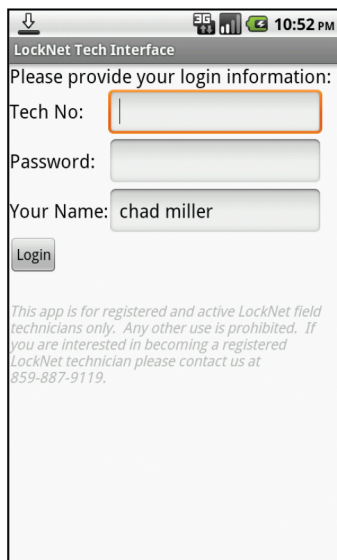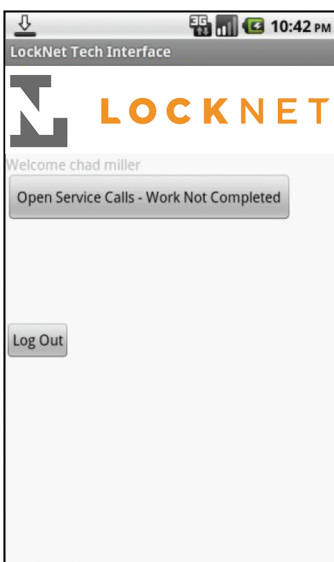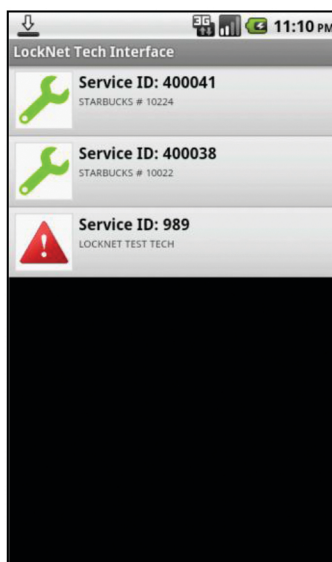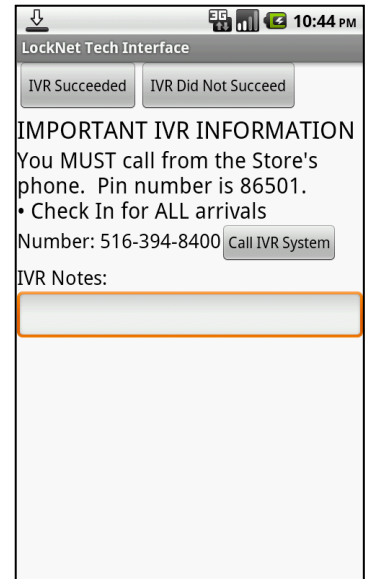
Figure1

Figure 2

Figure 3

Once you are in the service call, you can:

- Call the store, LockNet Pod, or LockNet Originator by clicking on the phone icon next to each contact
- Check In/Out by clicking the Check In/Out button at the top of the page
- Add a picture by clicking the Add Picture at the top of the page
- View Workorder Instructions by clicking the Instructions tab at the bottom of the page
- View all parts on the call by clicking the Parts tab at the bottom of the page
- View all images on the call by clicking the Images tab at the bottom of the call
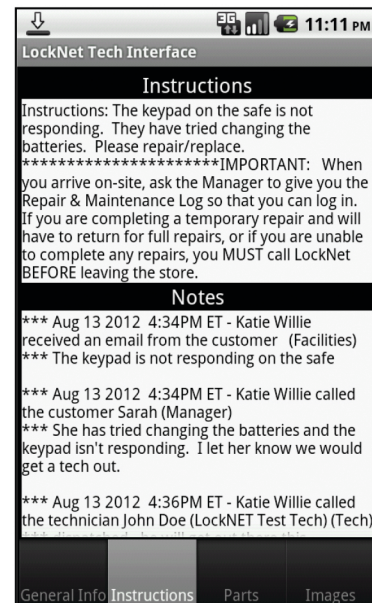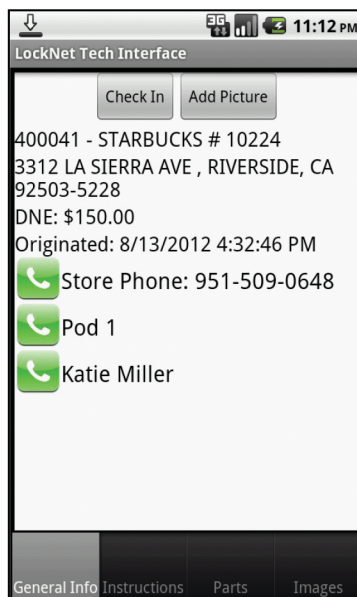
IVR:

If the customer you are servicing requires IVR, you will be notified of this and all pertinent information when you check in/out. If you are allowed to call in the IVR from your phone as opposed to the store's phone, you can do so by clicking "Call IVR System." Upon calling in IVR, you must click IVR Succeeded or IVR Did Not Succeed. If there is any information you would like us to know regarding IVR, enter it in the IVR notes before clicking the button and it will notify us.
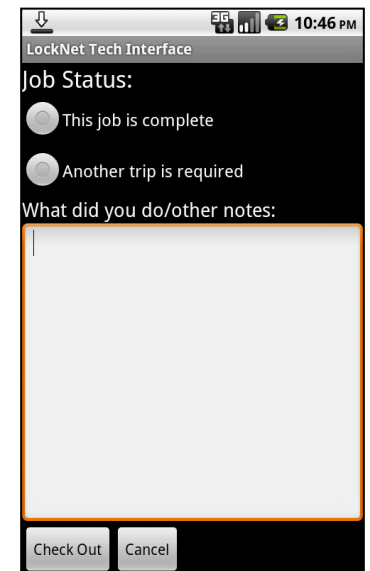
Checking Out:

When you check out, you must indicate whether the work is completed in its entirety, or if another trip is required. You also must enter a note regarding what work was done while on-site.

Uploading Images:

To upload a picture, click the Add Picture button at the top of the main work order screen. From there, you can either upload an image that you have already taken by clicking Select From Library, or take a picture directly in the service call by clicking Take Picture.