

# LockNet Tech App Usage Guide – iPhone

The LockNet Tech App can be downloaded for free by clicking on the following link: [Install LockNet Tech App for iPhone/iPad](#)

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 Work Orders,” then click on the appropriate service call. See Figures 2 and 3.

Figure1

Carrier 10:59 AM

Please provide your credentials:

User Name:

Password:

Name:

Login

This app is for registered and active LockNet field technicians only. Any other use is prohibited. If you are interested in becoming a registered LockNet technician please contact us at 859-887-9119.

Figure 2

Carrier 10:57 AM

Logout LockNet Tech App

**LOCKNET**

Welcome chad miller

Open Work Orders

A newer version of this app is available

Upgrade to the latest version

Figure 3

Carrier 1:12 PM

Back

Service Calls

400041 - STARBUCKS # 10224

400038 - STARBUCKS # 10022

989 - LOCKNET TEST TECH

Once you are in the service call, you can:

- Call the store, LockNet Pod, or LockNet Originator by clicking on the call button 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 Pic 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 Pics tab at the bottom of the call
- To exit this screen, click Back at the top of the screen

Carrier 1:15 PM

Back Check In Add Pic

400041 - STARBUCKS # 10224  
3312 LA SIERRA AVE , RIVERSIDE, CA 92503-5228  
DNE: \$150.00  
Opened: 08/13/2012

Katie Miller

Pod 1

Call

Call

General Info Instructions Parts Pics

Carrier 1:15 PM

Back Check In Add Pic

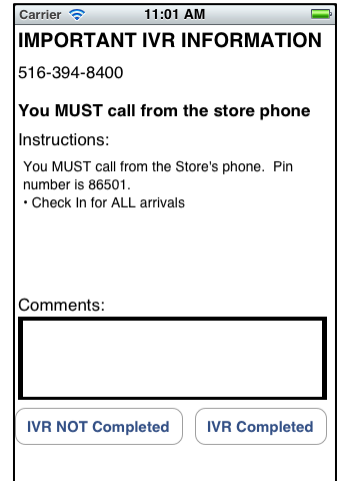
**Work Order Instructions/Notes**  
The keypad on the safe is not responding. They have tried changing the batteries. Please repair/replace.  
\*\*\*\*\*IMPORTANT: When you arrive on-site, ask the Manager to give you the Repair & Maintenance Log so that you can log in. If you are completing a temporary repair and will have to return for full repairs, or if you are unable to complete any repairs, you MUST call LockNet BEFORE leaving the store.

Notes:  
\*\*\* Aug 13 2012 4:34PM ET - Katie Willie received an email from the customer (Facilities)  
\*\*\* The keypad is not responding on the safe  
\*\*\* Aug 13 2012 4:34PM ET - Katie Willie called the customer Sarah (Manager)  
\*\*\* She has tried changing the batteries and the

General Info Instructions Parts Pics

## 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 Completed or IVR Not Completed. 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.



Carrier 11:01 AM

**IMPORTANT IVR INFORMATION**

516-394-8400

**You MUST call from the store phone**

Instructions:

You MUST call from the Store's phone. Pin number is 86501.

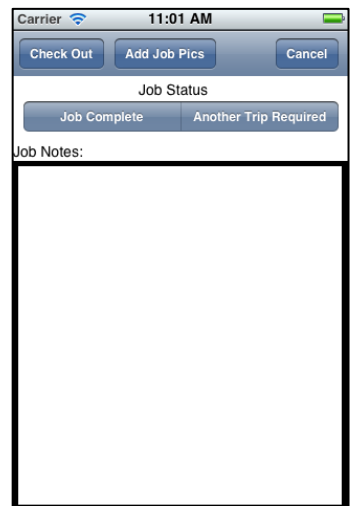
- Check in for ALL arrivals

Comments:

IVR NOT Completed IVR Completed

## Checking Out:

To check out, click the Check Out button at the top of the main service call screen. 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.



Carrier 11:01 AM

Check Out Add Job Pics Cancel

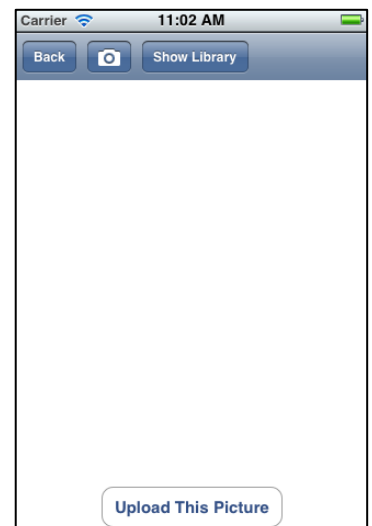
Job Status

Job Complete Another Trip Required


Job Notes:

## 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 Show Library, or take a picture directly in the service call by clicking the camera icon. Once you have selected the picture, click Upload This Picture at the bottom of the screen.



Carrier 11:02 AM

Back  Show Library

Upload This Picture