



Work Mobile[®]
OUTSIDE DATA | INSIDE KNOWLEDGE



User Guide for Blackberry

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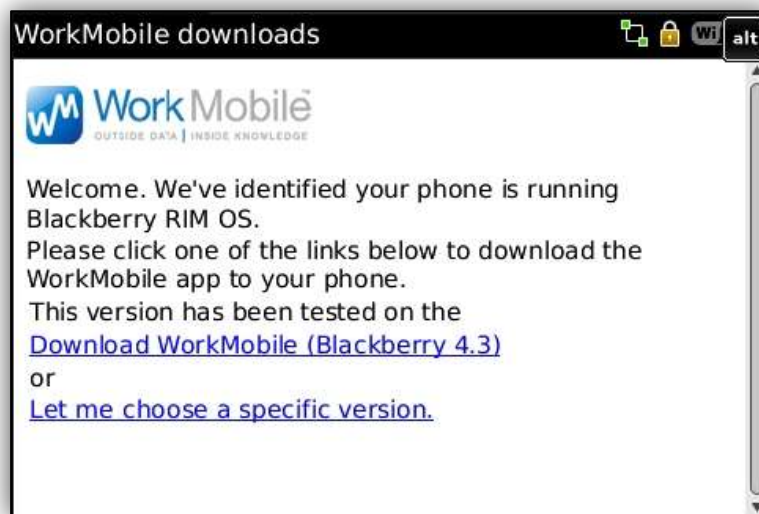
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Installation

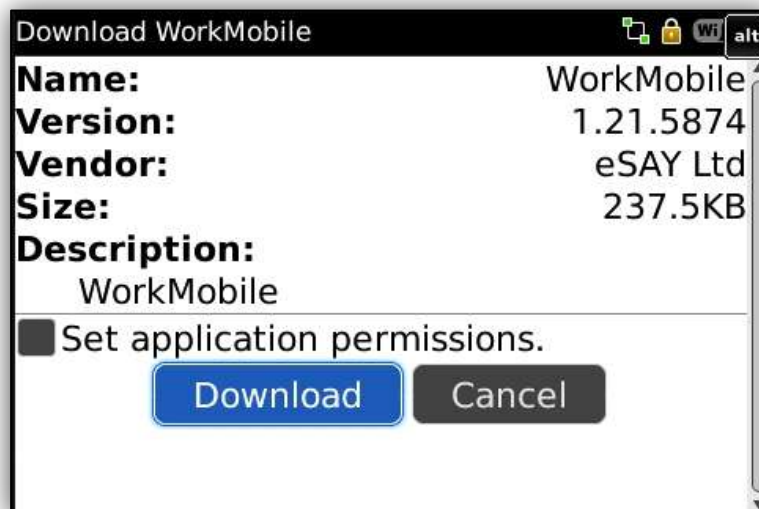
When you are added as a new mobile user, you will receive the following text message:

Please download the WorkMobile app. Either click <http://esay.mobi> or go to <http://esay.mobi> in your phone's web browser, then follow the simple steps.

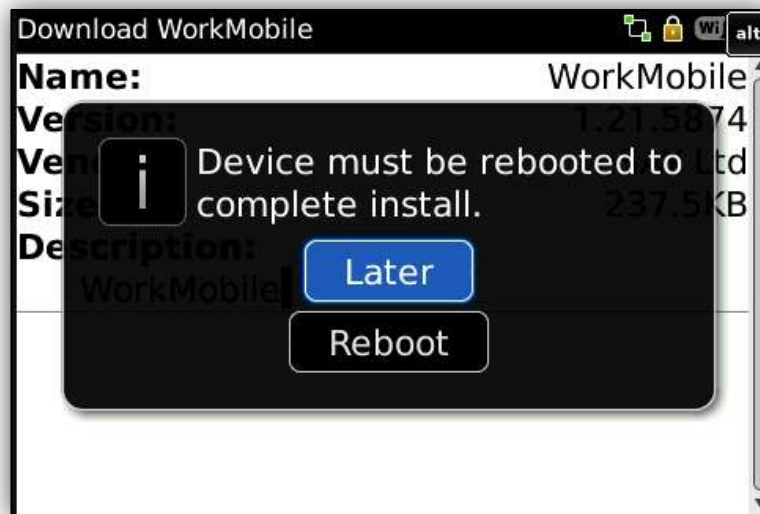
Click on the link, which opens in your phones web browser. Then click on the relevant link – Download WorkMobile (Blackberry).



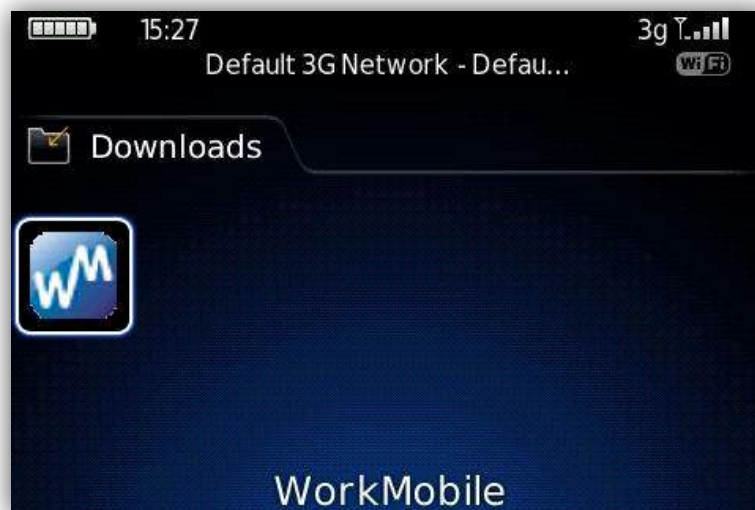
Click on the Download button to begin downloading the WorkMobile® app.



Choose to reboot your phone or to do it later to complete the installation process.



Once your device has rebooted, the WorkMobile® app will be found in your phone's 'Downloads' folder.



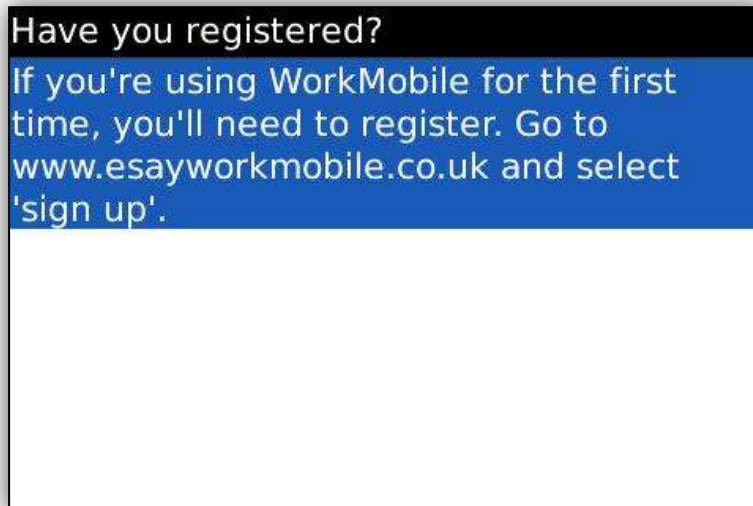
Using the WorkMobile® App

Logging In

After clicking on the WorkMobile® app, the open page will appear.



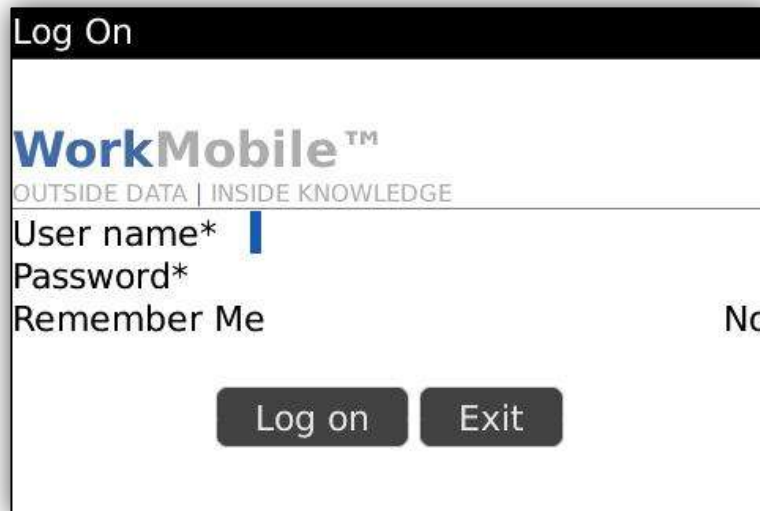
There may be a page that warns you that you need to register if you are using WorkMobile® for the first time and do not already have a username or password. Click to continue to the login page.



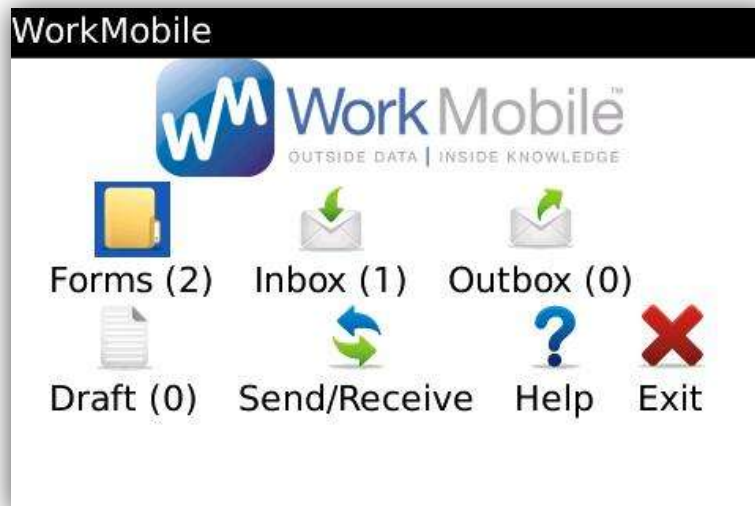
Enter your username and password into the fields.

(Your username and password will be provided by your company or the person that set up your account).

Choose Yes or No on the Remember Me setting if you want your username and password to be remembered and you are automatically logged on to WorkMobile® in the future. Click on the Log on button.



You have then successfully logged on to WorkMobile® and the home screen will appear as below.



Forms

Initially, you will not have any forms in the forms folder, so all folders will have (0) next to them. Press the Send/Receive button to receive forms or jobs and they will appear in the Forms folder.



Press on Forms to go to the Forms Menu. All of your forms will be listed here for you to access.

In this example, there is a form called Proof of Delivery and one called Repair. Press the form you wish to open.



Once you have a form open, you can complete the details as requested.

A screenshot of a mobile application form titled "Proof of Delivery". The title is in a black header bar. Below the header, the form contains several fields with labels and values. The labels are "Customer Name*", "Address*", "Date*", "Number of Parcel*", and "Parcel Condition*", all in a dark grey font. The values are "19 Oct 2011", "One", and "Good", also in a dark grey font. A blue vertical bar is visible next to the "Customer Name*" label. The form is contained within a white rectangular area with a thin black border.

Pressing your BlackBerry's Menu button while in a form provides extra options:

Save as Draft - Save uncompleted forms to your Drafts folder for completion later.

Next - If the form has more than one page, pressing the Next button takes you to the next page of the form.

Back - Returns you to the previous page. A message will appear that warns you that the form will not be saved. Press OK to go back without saving or Cancel to return to the current page of the form.



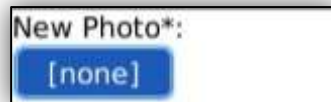
The next step is to complete the form. For text answers, move the text cursor to the required place and type in the details.

Proof of Delivery	
Customer Name*	John Smith
Address*	
Date*	20 Oct 2011
Number of Parcel*	One
Parcel Condition*	Good

For dates and multiple choice answers, use the Trackpad to scroll to the correct day, month, year or correct answer choice.

Proof of Delivery	
Customer Name*	John Smith
Address*	111 Park Street
Date*	19 Oct 2011
Number of Parcel*	One
Parcel Condition*	Good

New Photo



A photo can be taken and included in the form. Press the Menu button on your Blackberry for more options to appear and click 'Take Photo' for the camera function to appear.



The phone camera is then ready to use; point and capture the image by pressing the camera button:



While on this screen, pressing the Menu button on your Blackberry gives you more options:



Once you have taken a picture it will appear on screen for you to preview and the following buttons will appear below your image:




1. To take another picture.
2. To set the picture as a caller ID picture or Home screen background.
3. To rename and save the picture to the phone.
4. To send the picture to a contact.
5. To delete the picture.

Once you have taken a photo, the image will be saved automatically to your WorkMobile® form and you will be returned to the form screen.

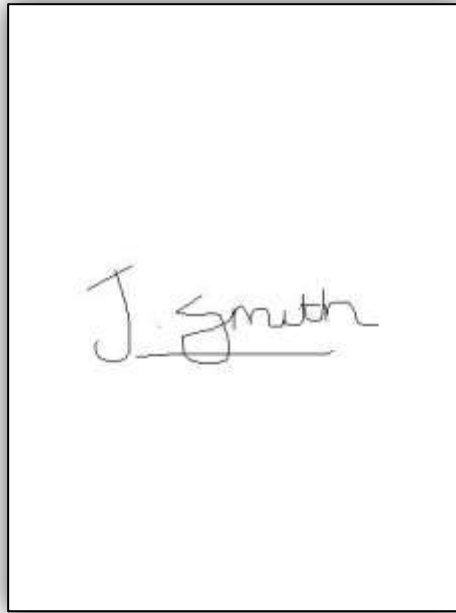
New Signature

Please note: Your BlackBerry will need to be touchscreen enabled to use the signature feature.

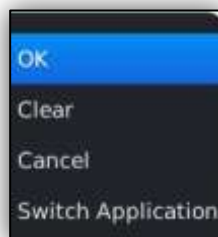
A rectangular button with rounded corners and a light gray gradient background. The text "Take Signature" is centered in a dark gray, sans-serif font.

If your BlackBerry is a touchscreen device, a signature can be taken and included in the form. Press Take Signature for the signature function to appear.

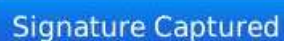
The signature taker can use the touch screen to sign their name.



Press the Menu button on your phone, and you have the options; OK, Clear and Cancel. Press Clear to clear the screen and start again; OK to save the signature and return to the form or Cancel to go back to the form screen without saving a signature.



Once you are happy with the signature you have captured, click OK. You will returned to the form and the button will display as Signature Captured. You are still able to press this button and repeat the process if you need to override the signature.

A rectangular button with rounded corners and a blue gradient background. The text "Signature Captured" is centered in a white, sans-serif font.

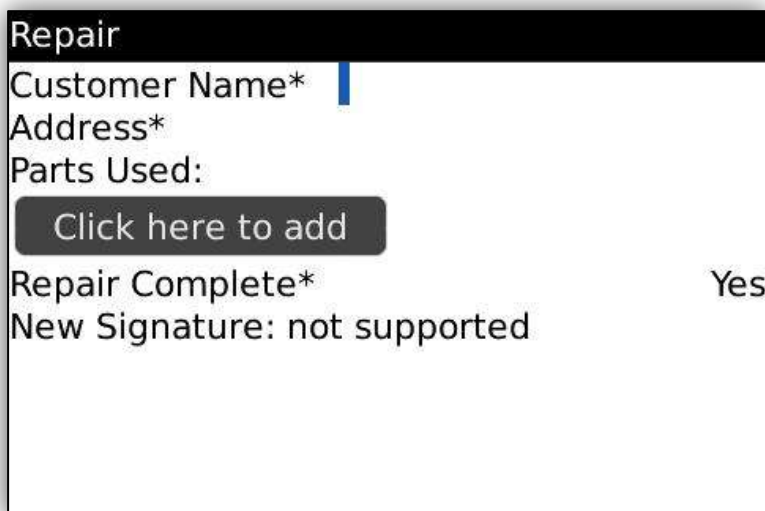
Sub Forms

You may receive a form that allows you to fill in repeating data within the same form. In this example, there is a form in the Forms Menu called Repair.



The screenshot shows a mobile application interface with a black header bar labeled "Forms". Below the header, there are two menu items, each with a document icon on the left. The first item is "Proof of Delivery" and the second item is "Repair", which is highlighted with a blue background. The rest of the screen is empty.

When the form is opened, if the form has a sub-form you will see a button; 'Click here to add'. If you press on this section, you will be able to add the information required.

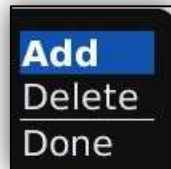


The screenshot shows the "Repair" form with a black header bar. The form contains the following fields and elements: "Customer Name*" with a blue cursor, "Address*", "Parts Used:" followed by a grey button labeled "Click here to add", "Repair Complete*" with a "Yes" label to its right, and "New Signature: not supported".

The screen is blank if no information has been added to it.

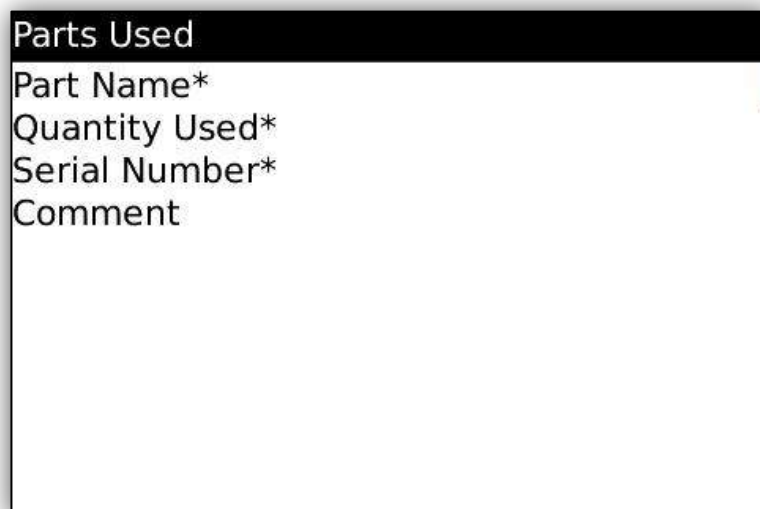


Press the Menu button and you have the options Add, Delete and Done.

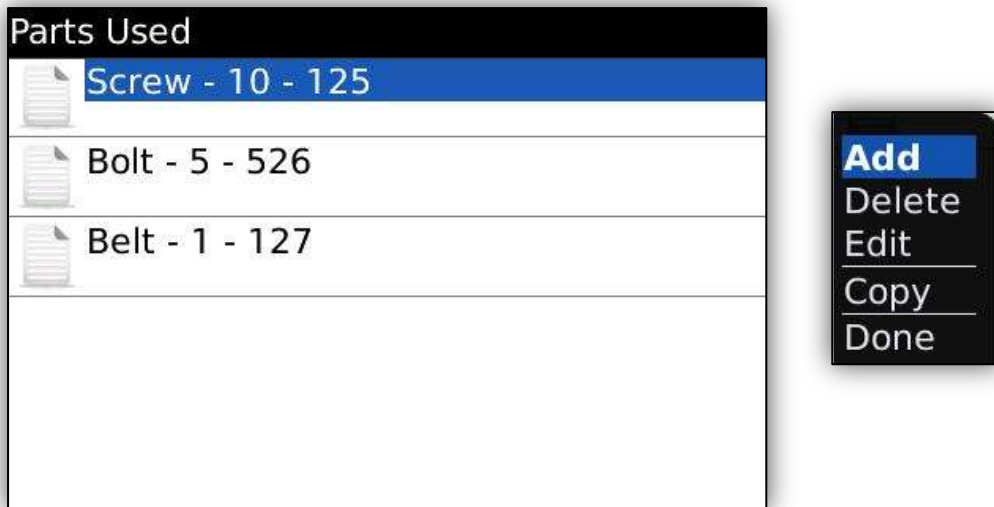


Press on the Add button to add data.

You are then taken to the sub-form to input the details. When complete, press on the Save button on the Menu.



You are then taken back to the previous screen, where the sub-forms are listed. To add more sub-forms to the list, press the Menu button and then Add. In the example, three different sections have been added in the sub-form. Once all of the details have been added, press the Menu button and then the Done button to return to the main form page.



In the example, if we return to the main Repair form, we can now see that the sub-form section has (3) next to it. When the rest of the form is completed, press Save on the Menu.



Outbox

Once a form is complete press the Save button on the Menu. The form is then saved to the Outbox. If you are in the Forms Menu press the Back button to return to the Main Menu.

From the Main Menu you can see how many forms are in the Outbox.



If you press on the Outbox you will see a list of your completed forms.



By pressing on the form, you go back into the form, where you can edit any of the details.

You can delete a form from here if necessary. Select the form you wish to delete, and then press Delete on the Menu button.

Send/Receive



Forms will stay in the Outbox until the Send/Receive button is pressed. When you wish to send all the forms in the Outbox back to the central office system, press Send/Receive.

Pressing Send/Receive will also receive any forms into the Forms folder, and any jobs into the Inbox.

Inbox

Jobs that have been allocated to you will appear in your Inbox.



When you have jobs in your Inbox, you can press on the Inbox to see your list of jobs.

In this example there is one job in the list.

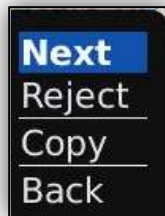


If you press on the job you are given a Summary page.



Job Details
Job ID: 826
Job Type Name: Delivery
Job Type Desc: Courier Job
Description: Delivery of Package
Est. Start Date: 16/09/2011
Start Time: 17:00

If you press the Menu button, you get the options:



Next
Reject
Copy
Back

Next: This takes you to the next page of the form so the job can be completed.

Reject: This rejects the job – see below for details.

Back: This returns you to the previous screen.

By pressing Next, you go into the job form, where the required fields need to be completed.



Proof of Delivery
Customer Name
T Jones
Address
5 Park Road
Salford
Date
2011-09-13
Number of Parcel* One
Parcel Condition* Good

From this page if you press the Menu button you are also given the options:

Save to Drafts: The form will be saved in the Drafts folder for completion later.

Back: This returns you to the previous screen – A message will appear that warns you that the form will not be saved. Pressing Cancel returns you to the current screen; pressing OK takes you back to the previous screen.



Next: This takes you to the next page of the form.

Press Save on the Menu when the form is complete.

The job is now complete and will be in the Outbox ready for you to press Send/Receive to send it to the central office system.

Reject

There may be a reason you are not able to do the job that is sent to you. In this instance, press the reject button, and type the reason into the textbox. Then press the Menu button and choose Reject. The job will then disappear from your inbox.

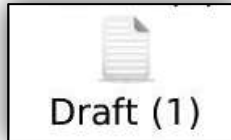
Reject Job

Warning:
Rejecting this job will delete any associated form data. Continue?

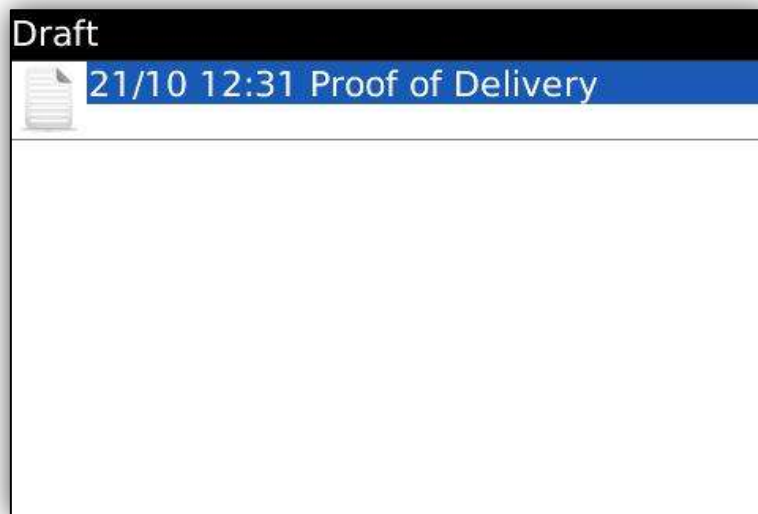
Reason for rejection: |

Drafts

Any forms that are only partly completed are saved into the Drafts folder. You have the option to Save As Draft when in a form from the Menu button. A form must be fully completed for it to appear in the Outbox and sent to the central office system; therefore, forms in your drafts folder will remain there until complete.



When forms are in the Drafts, you have the option to press on the Drafts folder, choose the form you need to complete and continue to fill in the form.



You can delete a form from here if necessary. Scroll to the form so it is selected and click the Menu button. To delete the selected item/s press the Delete button.

Help

Press the Help button to see information about the application.

There are also some basic instructions included in this section.