

Broadspectrum has dispatched a work order. You can either accept or reject the work order.

How to accept work order?

Step	Instruction	Screen									
1.	Open Google Chrome and go to <u>www.connect.broadspectrum.com</u> , enter your username and password, then click 'Login'.	Broadspectrum									
	Click the 'Accort or Princt' tile	Username Password Password Login Lost password! Click here for Home Page.									
2.		B Book Home Home Home									
		Accept Or Reject Acknowledged Made Safe On-Site On-Hold Completed Image: Site Site Site Site Site Site Site Site									
		Work Order Manager									
	If accepting one work order at a time, follow Step 3.										
	If accepting more than one work order at a time, follow Step 7										



3.	Click on the work order number to accept.	Work Order Manager V										
		^ case-sensitive search text										
		Items (5)									ît 🕲 🛓	
			Work Order	Op atic	r Operation Status	Operation Description	Customer Priority	Customer Work Category	Address	Actual Onsite Date	Actual Onsite Time	
			114642193	001	0 Dispatched	EU05.001=PLUMB ING-GAS HOTWATER SYSTEM	Routine	Requested	Pika Street, RAAF BASE EDINBURGH EDINBURGH 5111 SA AU		>	L
			114642540	001	0 Dispatched	EU03.006.001=FIR E- EXTINGUISHER,S PRINKLER	Routine	Requested	MARINER ROAD, RAAF BASE EDINBURGH EDINBURGH 5111 SA AU		>	L
			114642543	003	0 Dispatched	EU05.001=GEN- CARP- DOOR(NON- AUTO),WINDOW,	Routine	Requested	Smithfield Avenue, RAAF BASE EDINBURGH EDINBURGH 5111 SA AU		>	
			114642545	001	0 Dispatched	EU05.001=GEN- LOCKSMITH,REPL ACE LOCK	Routine	Requested	SMITHFIELD AVENUE, RAAF BASE EDINBURGH EDINBURGH 5111		>	
			114642550	003	0 Dispatched	EU03.007.001=FU EL-POL REPAIRS(FUEL TANK,	Routine	Requested	SA AU SMITHFIELD AVENUE, RAAF BASE EDINBURGH EDINBURGH 5111		>	
									SA AU			
4.	Click on the operation to accept.	10000000000000000000000000000000000000				114642193 / RAA	Work Order	s ∽ DT WATER - TEST (ORDER			
	Note: there could me more than											
	one operation to choose from. In			Customer R	ference: 100045369	0						
	this example, there is only Operation		Cu	Custome	Priority: Routine ategory: Requested							
	10.			Functional	alpment: 10234033	V-EDP-0939-D0483-ES Hot Water Unit-Electri	HYHW - HEATED 1 cal-Domestic-No.0	NATER IN 0939/D048	3			
				S	e Name: RAAF Base	Edinburgh RAAF BASE EDINBUR	GH EDINBURGH	5111 SA AU				
					ocation:							
		1 OPE	1 RATIONS ATT	ACHMENT								
		Open	ations (1)									
		No.	Description	SI	itus	Resource Name	Sched	uled Start Sci	heduled Finish	SLA Start	SLA Finish	
		10	GAS HOTWA	ren pi	patched	Cindy Jonquille					>	
												_
5.	Click the dropdown next to 'Status',						EU05.001=	PLUMBING-G	AS HOTWATEI	R SYSTEM - 1	14642193 10	
	then select 'Acknowledged' to											
	accept the job.							Here	you are in	Operation	ו 10	
				Schedule	Current Sta	ime: 5/14/19,	ed 6:08 AM	and Dispa	the operat atched.	tion status	is	
			1	Scheduled	Finish Date & T	ime: 5/14/19,	7:44 AM					
				SL	A Start Date & T	ime: 5/20/19,	3:37 PM					
				SLA	Finish Date & T	ime: 6/10/19, atus: <i>Enter Ne</i>	3:37 PM					
					Date / T	ime: Acknow	ledged					
			Wo	rkOrder O	peration Commo	ents: Rejecte	d					
		SE	RVICES	0 SLA D	of 0	2 ATTACHME	NTS					
		Lin	e s	ervice				Quantity Plar	ned	Comments		
		10	F	0027196	VEEKDAY			1.600 H		f		
		20	N 3	0036471	COST 51-100,4	UD		1 EA		T		



6.	Click 'Save'.	EU05.001=PLUMBING-GAS HOTWATER SYSTEM - 114642193 - 10									
		Current Status: Biopatched Scheduled Sunt Date & Time: 514/35, 608 AM Scheduled Finish Date & Time: 52/35, 3.37 M Status: Stat Finish Date & Time: 50/35, 3.37 FM Status: Stat Finish Date & Time: 1005/0319 15:19 Date / Time: 1005/0319 15:19 C Status: 1005/0319 15:19 C									
		10 PLIMBER WEEKDAY 1.600 H									
		20 MATERALS COST 31-100,AUD 1EA 1									
		Con Internet in the Internet i									
	If accepting more than one work orde	er at a time, follow Step 7.									
7.	Click the selection box to select the individual work orders to accept. <u>Tip</u> : You can also click on the Select All selection box.	Work Order Manager ~ Dispatched O O Work Order Manager ~ Personnel Muniter Rescurse Name Contract Number Operation Status Field Worker Created Date Address Max Results Operation Status Field Worker Created Date Address Max Results Operation Status Field Worker Created Date Address Max Results View Order Operation Status Created Date Address Max Results Exect Status Operation Status Status Operation Status									
8.	Click 'Accept' and the operation status will be changed from 'Dispatched' to 'Acknowledged'.	Work Order Manager Dispatched O Dispatched Interme Reference * Personnel Kunteer Operation Status Personnel Kunteer Centract Name Centract Name Verw (%) Personnel Kunteer Centract Name Centract Name * - use exemptive search met Personnel Kunteer Centract Name Centract Name * - use exemptive search met Personnel Contract Name Resonneer Centract Name * - Use exemptive search met Personnel Contract Name Resonneer Resonneer Resonneer * - State Contract Name Resonneer Resonneer Resonneer Resonneer Resonneer * - State Contract Name Resonneer Resonneer Resonneer Resonneer Resonneer Resonneer * - State Contract Name Resonneer Resonneer Resonneer									



How to reject work order?

Step	Instruction	Screen								
1.	Open Google Chrome and go to www.connect.broadspectrum.com,	▶ Broadspectrum × + ← → C ▲ https://id.breadspectrum.com/idp/SSO.saml2 Image: Strate								
	enter your username and password, then click 'Login'.									
2.	Click the 'Accept or Reject' tile.	B Home Work Orders Claims Information Admin								
		Accept Or Reject Acknowledged Made Safe On-Site On-Hold Completed Image: Solution State Image: Solutiot								
		Work Order Manager								
3.	Click on the work order number to	Work Order Manager ~								
	reject.	^ case-sentitive search text Terms (5)								
		Work Order Oper Operation Status Operation Customer Customer Address Actual Onsite Time 114642293 0010 Dispatched EVG.001=PLUMB Routine Requested Pix Street, RAAF >								
		HOTWATER EDIRBURG/051311 114642540 0010 Dispatched E. U03.006.001-FIR Routine Requested AAU 114642540 0010 Dispatched E. U03.006.001-FIR Routine Requested AAER BASE > ExtTMOUSHER.5 EXTMOUSHER.5 EDIRBURGH >								
		PRINCLER EURBLANDERS 111 114642543 0010 Dispatched EURS 001-0EH- Routine Requested Routers > CARP- DOR(NON- EDRBURGH 5111 AUTO;MINGCOW, EDRBURGH 5111								
		114642545 001D Dispatched EUX5.001.40EH- LOCKSMTH.REPL ACE LOCK Requested SMTHFELD AVENUE, RAPE ACE LOCK > DIMBURGH EDMBURGH EDMBURGH EDMBURGH >								
		114642550 0010 Dispatched EU01.007.001+FU Requested SMITHFIELD > LL POL EL POL EL POL EL POL YOTHUE EL POL YOTHUE								



4		Net Order 1						
4.	Click on the operation.	114642193 / RAAF EU REPAIR HOT WATER - TEST ORDER						
	Note: there could me more than							
	one operation to choose from. In	Customer Reference: 1000153990						
	this example, there is only Operation	Customer Priority: Routine						
	10	Customer Work Category: Requested Functional Location: AU-DEF-CW-EDP-0939-D0483 ESHYHW - HEATED WATER IN 0939:D0483						
	10.	Equipment: 10234033 - Hot Water Unit-Electrical-Domestic-No.01						
		Site Name: IVAA Base Eonburgh Address: Pika Street, RAAF BASE EDINBURGH EDINBURGH 5111 SA AU						
		Location:						
		1 1 OPERATIONS ATTACHMENT						
		Corrations (1)						
		No. Description Status Resource Name Scheduled Start Scheduled Finish SLA Start SLA Finish						
		EU05.001=PLUMBING- 10 GAS HOTWATER Bispatched Clindy Jonquille						
		3121EW						
-								
5.	Click the dropdown next to 'Status',	EU05.001=PLUMBING-GAS HOTWATER SYSTEM - 114642193						
	then select 'Rejected.							
		Here you are in Operation 10						
		Current Status: Dispatched and the operation status is						
		Scheduled Finish Date & Time: 5/14/19, 7:44 AM						
		SLA Start Date & Time: 5/20/19, 3:37 PM						
		SLA Finish Date & Time: 6/10/19, 3:37 PM						
		*Status: Enter New Status						
		Date / Time: Acknowledged						
		0 of 0 >> 2 SERVICES SLA DOCUMENTS ATTACHMENTS						
		Line Camine Quantity Planned Commante						
		PLUMBER WEEKDAY						
		10 1.600 H						
		MATERIALS COST 51-100,AUD 1 EA						
		300304/1						
٨	You must enter a reason for							
0.	rejecting the job Click the	EU05.001=PLUMBING-GAS HOTWATER SYSTEM - 114642193 - 10						
	drandown novit to (Bogson Code)							
	dropdown next to Reason Code	Common Exclusion Distributed						
	and select the reason.	Scheduled Start Date & Time: 5/14/19, 6:00 AM						
		Schedulted Finish Date & Time: 5/14/19, 7:44 AM SLA Start Date & Time: 5/20/19, 3:37 PM						
		SLA Finish Date & Time: 6/10/19, 3:37 PM						
		Date / Time: 1605/2019 15:31						
		WorkOrder Operation Comments:						
		Attending meetings Oct O 2 Manager Record						
		SERVICES SLA DOCUMENTS ATTACHMENTS Material/Equipment Not Availab						
		Line Service Quantity Planned Comment Do not cover this service						
		10 30027196 Isotrett Skill						
		20 MATERIALS COST \$1.100,AUD 1EA						
		Careet Sec						
		_ :						



7.	Click 'Save'.	<		EU05.001=PLU	IMBING-GAS HO	TWATER SYSTEM - 114642193 - 10	V A
			Current Status: Scheduled Start Date & Time: Scheduled Finish Date & Time: SLA Start Date & Time: SLA Finish Date & Time: Bate Status: Date / Time: T WorkOrder Operation Comments:	Dispatched 5/14/19, 6:08 AM 5/14/19, 7:44 AM 5/20/19, 3:37 PM Rejected 0 10/09/20/19 15:31 (>	*Reason Coder Insufficient Resources V	
		SERVICES	0 of 0 >> 2 SLA DOCUMENTS ATT	TACHMENTS			
		Line	Service	Qu	uantity Planned	Comments	
		10	PLUMBER WEEKDAY 30027196	1	1.600 H	6	
		20	MATERIALS COST 51-100,AUD 30036471	1	1 EA	6	
							Cars Save