

Clocking into Work Orders/Tickets

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After clicking on the appointments button

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a screen will pop up that looks similar to this image. As you can see, this screen, looks very familiar to your schedule in SedonaOffice/FSU.

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Everything that you schedule in your database should populate here for your techs to be able to clock into like they regularly do. If you double click on the appointment that shows up, a task pane like this will populate:

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Your technicians will use this appointment screen to clock their dispatch, arrival, and completed time for any of their tickets/appointments that are scheduled. By entering their times here, not only will time be updated in SedonaOffice/FSU, but their time will also be recorded on their timesheets in T&A for payroll.

When you press the 'now' button next to dispatch, this will clock a dispatch time on your work order or ticket, and change the paycode that they are clocked into to the paycode that shows up to the right of the 'now' button. After you enter a dispatch time, this will also change the color of the appointment, indicating that a time has been entered on the appointment as shown below:

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When clocked into an appointment, the home screen of Time and Attendance will look like this. The work order/ticket that you are clocked into will show up as a task:

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Click on the blue link in the task code line to open up the appointment and finish placing in the 'arrival' or 'completed' time on the ticket.

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Once you place a completed time in your appointment through Time and Attendance, you will then see resolution options populate that you will have to complete in order to complete the appointment in T&A.

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If you have techs that are going to be clocking time on jobs that are not scheduled as appointments, they will have to clock into those jobs by changing their task paycode first to a SedonaJob paycode. (For more information on SedonaJob paycodes, view [Setup Step 3 - Pay Codes](#)) After you select a SedonaJob paycode, you will have multiple options that will pull from your Sedona database. The job dropdown will give you a list of all the jobs from your database and job/labor task dropdowns that are also being pulled from Sedona. Select something for each of these dropdowns and then press 'start task' to clock time.

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