



QUICK START GUIDE FOR SERVICE TECHNICIAN

How to Enter and Complete a Work Order

Complete info in the *Entering and Completing a Work Order* document via the [Clients](#) link at www.quicktracsw.com

Note: It is important that **immediately** after completing a job you enter it into the QuickTrac system to allow real time viewing of your numbers.

1. Once logged into ***Technician Main page***, click on your technician bar graph. You will be taken to your ***Personal Technician page***.
2. Click on the Work Order Number from the **AVAILABLE WORK** box on the upper left hand side which displays Work Orders which you have been assigned. That WO will disappear from the Available Work box when all hours are completed.
3. If you have not completed a WO but want to update the system to show what you have completed up to this point, click on the Work Order Number and enter your hours produced in the **HOURS PRODUCED** box in the center of the page, then click on the **DONE** button. Do not click the **MARK AS COMPLETE** checkbox since you still have work remaining to complete. The WO order will return to the **AVAILABLE WORK** box with the remaining hours adjusted by what you have already completed.
4. When you have completed **ALL** of the work assigned to you and the time shown in the **WORK PRODUCED** box is correct, click on the **MARK AS COMPLETE** checkbox, then click on the **DONE** button.
5. Click on the Home menu to return to the ***Technician Main page***.

What you see on the rest of the page: **On the right panel** -The **WORK WEEK HISTORY** box on the right side of the page has a horizontal column for each day and the daily goal hours remaining to be done on that day will display in the center of the bar. A colored bar will appear as you enter completed work. A red bar graph means that 60% or less of your daily goal has been met. A yellow bar graph means that 60% to 80% of your daily goal has been met. A green bar graph means 80% to 100% of your daily goal has been met. And, work produced above 100% of your daily goal will be dark green.

The **bottom of the page** contains the weekly totals both numerically (on the left) and graphically (on the right). Your goal for the week is displayed in the second box on the bottom and in the far right corner. Actual hours completed will appear in the first box and in the bar graph on the top right, using the same color system as above. The light green area of the PROD bar graph is work already assigned but not yet completed and is shown by the number to the right of the bar. Optimal is displayed in the fifth box numerically and as a blue bar graph on the right. Optimal is where you need to be at this time in the work week in order to hit your goal by the end of the day on the last work day. Average Work Order (AVG/WO) is the average of all WO's you have completed to this time.