

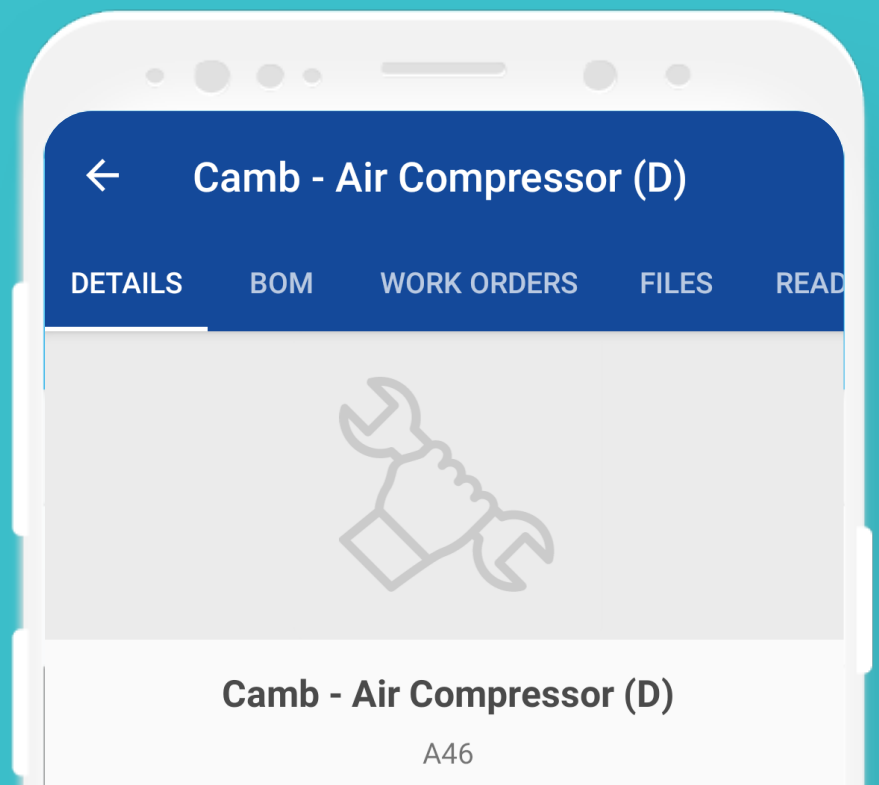
ANDROID



Fiix mobile quick-start guide

The Fiix CMMS mobile app lets you manage your work orders and assets from your phone or tablet.

The app even works offline, so you can still use it if you're in an area with limited or no internet connection.



Topics:

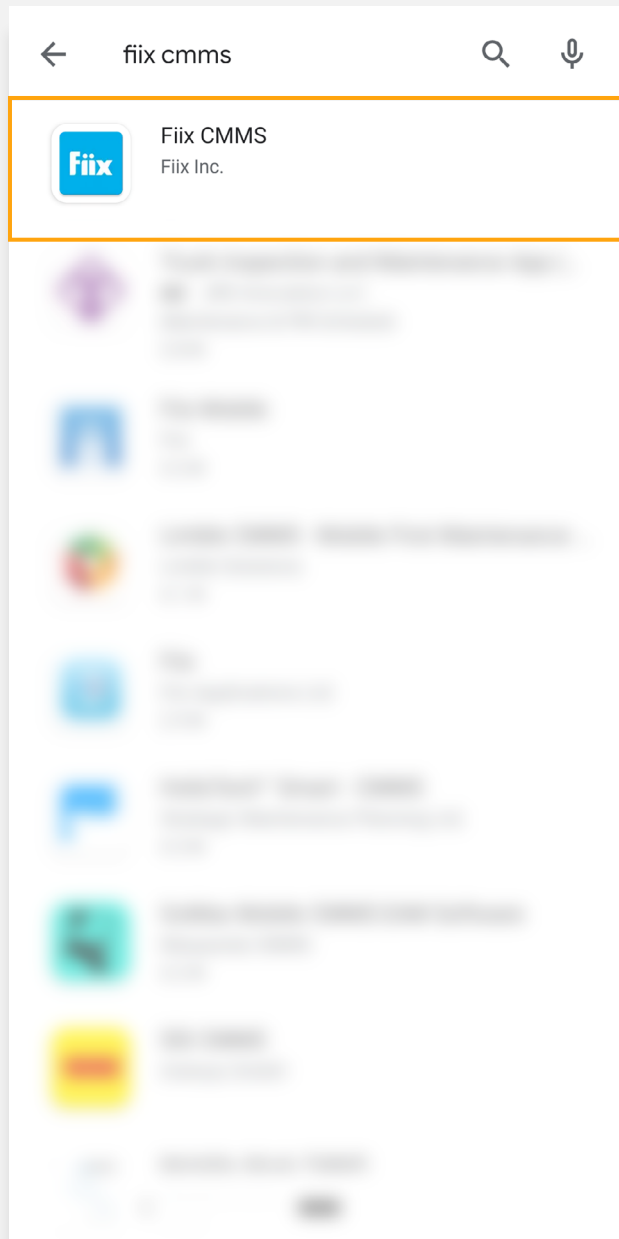
Download the app	3
Log in	4
Navigate the app	5
View your work order list	6
Log work against work orders	7
Log work against labor tasks	8
Asset details	9



The images in this guide show the [Android](#) app. If you're using the [iOS](#) app, you might notice very slight differences in appearance.

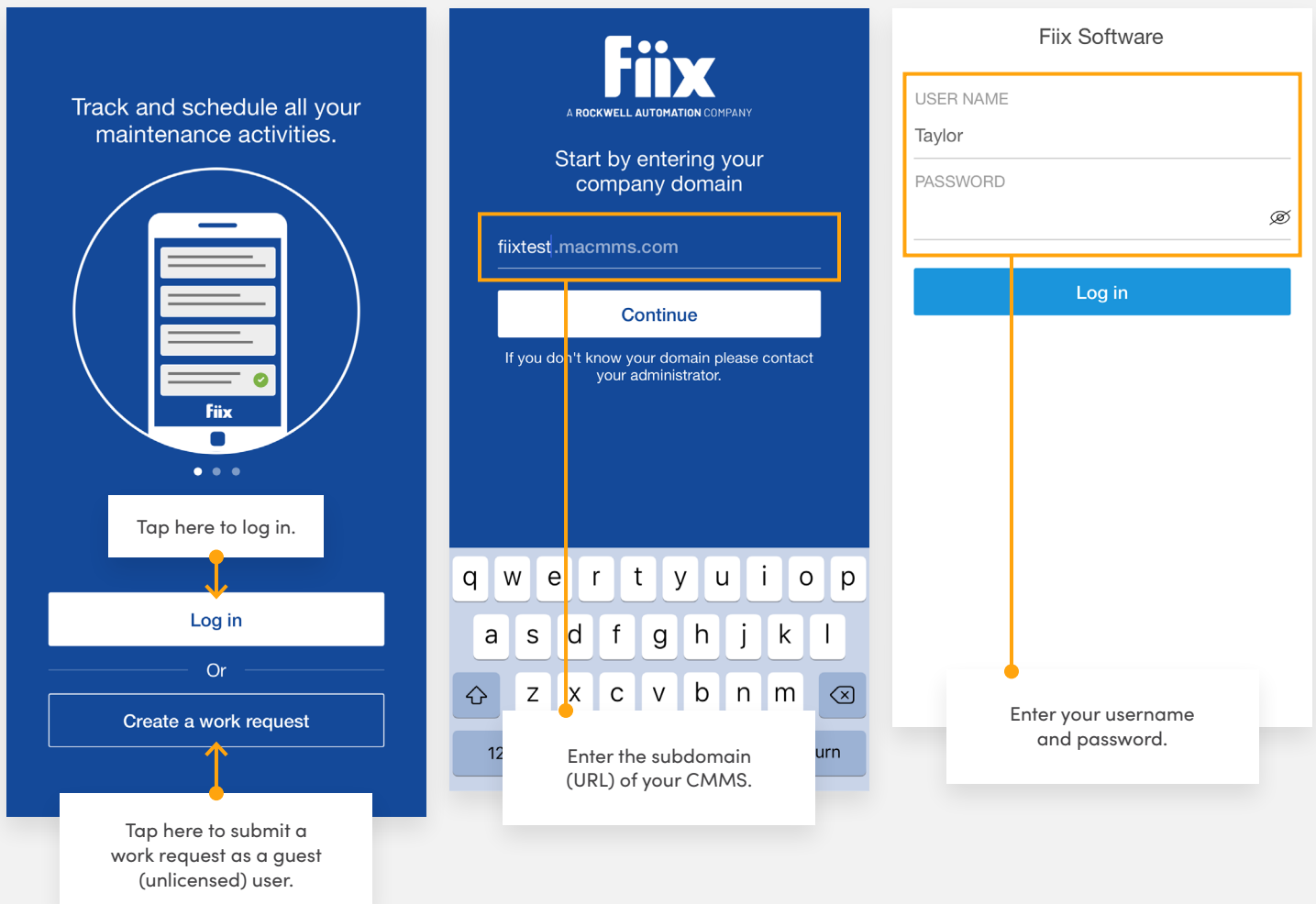
Download the app

To download the app, search for “**Fiix CMMS**” in the **Google Play Store** (if you’re using an Android device)



Log in

Before you get started, you'll need your login information. You should have received an email with your username and the subdomain (URL) to access the CMMS. If you haven't, please check with your administrator.



- Username and password are case sensitive.
- For instructions on how to submit a work request, please refer to the *Work Request Portal Getting Started Guide* in our Help Center

Navigate the app

Once you're logged in, you can use the feature menu to navigate within the app. Use the **More** tab to log out, switch between sites, manage parts, or manage the app sync.

The screenshot shows the 'More' menu of the app. At the top is a blue header with the word 'More' and a refresh icon. Below this is a user profile section for 'Taylor the Technician' with a 'Last Sync' time of 5:34 PM. A callout points to the refresh icon, stating: 'Tap here to manually sync your app information. The app automatically syncs your data every 15 minutes.' Below the profile is a 'Site' section showing 'Cambridge' and '(No Site)'. A callout points to the 'Cambridge' site name, stating: 'If your organization has multiple sites, tap here to select a site.' Below the site section is a list of features: 'Cambridge', 'Waterloo', 'Parts', 'Cycle count', 'Fiix support', and 'Log out'. A callout points to the 'Parts' item, stating: 'View the parts list based on the site you are viewing.' Another callout points to the 'Cycle count' item, stating: 'If your administrator has enabled this feature, tap **Cycle count** to complete an inventory cycle count.' Below the feature list is the version number 'Version 1.26.0 (99)'. At the bottom is a navigation bar with four icons: 'Work orders', 'Assets', 'Scan', and 'More'. A callout points to the 'More' icon, stating: 'This is your feature menu. You can use this to navigate throughout the app as you are using it or add new items.' To the left of the screenshot is a box titled 'Use the feature menu to navigate throughout the app:' which lists four items: 'View and update work orders.' (with a clipboard icon), 'View and update asset information.' (with a truck icon), 'Scan a QR code or barcode to quickly open an asset, work order, or part.' (with a barcode icon), and 'Access this screen to switch between sites, log out, and more.' (with a three-dot icon).

If your organization has multiple sites, tap here to select a site.

Use the feature menu to navigate throughout the app:

- View and update work orders.
- View and update asset information.
- Scan a QR code or barcode to quickly open an asset, work order, or part.
- Access this screen to switch between sites, log out, and more.

More

Taylor the Technician
Last Sync 5:34 PM

Site: Cambridge
(No Site)

Cambridge

Waterloo

Parts

Cycle count

Fiix support

Log out

Version 1.26.0 (99)

Work orders Assets Scan More

Tap here to manually sync your app information. The app automatically syncs your data every 15 minutes.

View the parts list based on the site you are viewing.

If your administrator has enabled this feature, tap **Cycle count** to complete an inventory cycle count.

This is your feature menu. You can use this to navigate throughout the app as you are using it or add new items.



The app does not log you out automatically after a certain period of time. You must log out manually.

View your work order list

When you log in to the app, you will see a list of work orders assigned to you. To help with prioritization, the list is sorted by work order due date and priority.

Work Orders

WORK ORDERS WORK REQUESTS

Filters

My Work Priority Status

DUE: WED., AUG. 11, 2021

Change filter Tt

Camb - Air Compressor (D) (A46)

0:00 hrs left of 0:00 hrs

73 MEDIUM

NO DUE DATE

Annual inspection Tt

Camb - Forklift 2 (A43)

0:00 hrs left of 0:00 hrs

74 HIGH

+

Work orders Assets Scan More

Callouts:

- Tap here to view your work order list or, if your administrator has enabled this feature, a list of work requests.
- Search for a work order by number, description, asset, or more.
- By default, the work order list shows only your work orders.
- You can add additional filters by clicking the filters button.
- You can apply other common filters using the quick filter controls.
- What do the icons by your work order mean?
 - Icon of circle with letters:** Tt
The work order is assigned to an individual with these initials.
 - Icon of group with one colored:**
Labor tasks in this work order are assigned to a group or several individuals. One or several tasks are assigned to you.
 - Icon of group:**
Labor tasks in this work order are assigned to a group you belong to.
- Tap any work order to open it.
- Tap to create a new work order.

Log work against work orders

Open up a **work order** and you will be able to quickly review its details to get an understanding of what needs to be done. Remember to log work against your tasks and close the work order status when you have completed your work.

The screenshot shows a mobile app interface for a work order. At the top, there is a blue header with a back arrow and the number '73'. Below the header is a tab bar with five tabs: 'DETAILS' (selected), 'TASKS', 'PARTS', 'BUSINESSES', and 'FILES'. The main content area displays the following information:

- Open** (with a dropdown arrow)
- Due**: Aug. 11, 2021 (with a right arrow)
- Time left**: 0:00 hrs
- Description**: Change filter (with a right arrow)
- Priority**: Medium (with a right arrow)
- Maintenance type**: Preventive (with a right arrow)
- Assigned to**: Taylor the Technician
- More details** (with a right arrow)
- Work order notes**: A text input field with a plus icon and the text 'Add Note'.

Callouts provide additional information:

- Change the work order status.** Points to the 'Open' dropdown.
- Tap each tab to view and update additional information such as tasks, parts usage, or files.** Points to the tab bar.
- > Indicates that you can tap to open and update this field.** Points to the right arrow next to the 'Description' field.
- Tap **Add Note** to add a completion note.** Points to the 'Add Note' button in the notes section.



To update the **Assigned to** field on the work order, navigate to tasks and update the assigned user through the tasks.

Log work against labor tasks

Your work order details will automatically update when you log work against **labor tasks**. Once all of your labor tasks are marked as complete, the app will automatically remind you to close off the work order.

If you have a multi-asset work order, tap here to view tasks for different assets.

Tap here to set the asset online or offline and view asset details

Swipe left on a task to quickly close it off. Tap any task to open it and edit task details.

Depending on your configuration, you might also be able to click a Quick Complete button to quickly close all of your general and text tasks. To learn more, see the Complete tasks on a work order article in our help center.

Tap **Log work** to log notes and time spent against your tasks

Tip: The colored bar next to each task indicates its status

- Overdue
- Started
- To do
- Done

Tap here to add a task.

View a log of work previously recorded against this task. If the task was incorrectly set to complete, you can undo the task completion by clicking on the task history.

Remember to save your changes.

Use this toggle to set your task as complete or incomplete.

Asset details

Navigate to the **Asset** feature to find information about your assets, such as their work order history and meter readings. To help you locate your assets easily, we have organized them in an asset hierarchy. When you click an asset, the app opens the asset's details.

