This tutorial will cover the basics of managing a reactive maintenance (RM or Non-PM) work order through the Asset Essentials mobile app. Reactive maintenance work orders are generated by a requester. Click the Asset Essentials icon to open the app.

NOTE – We have a detailed help page that can be found HERE. Also, support contact information is located on the bottom of each page.
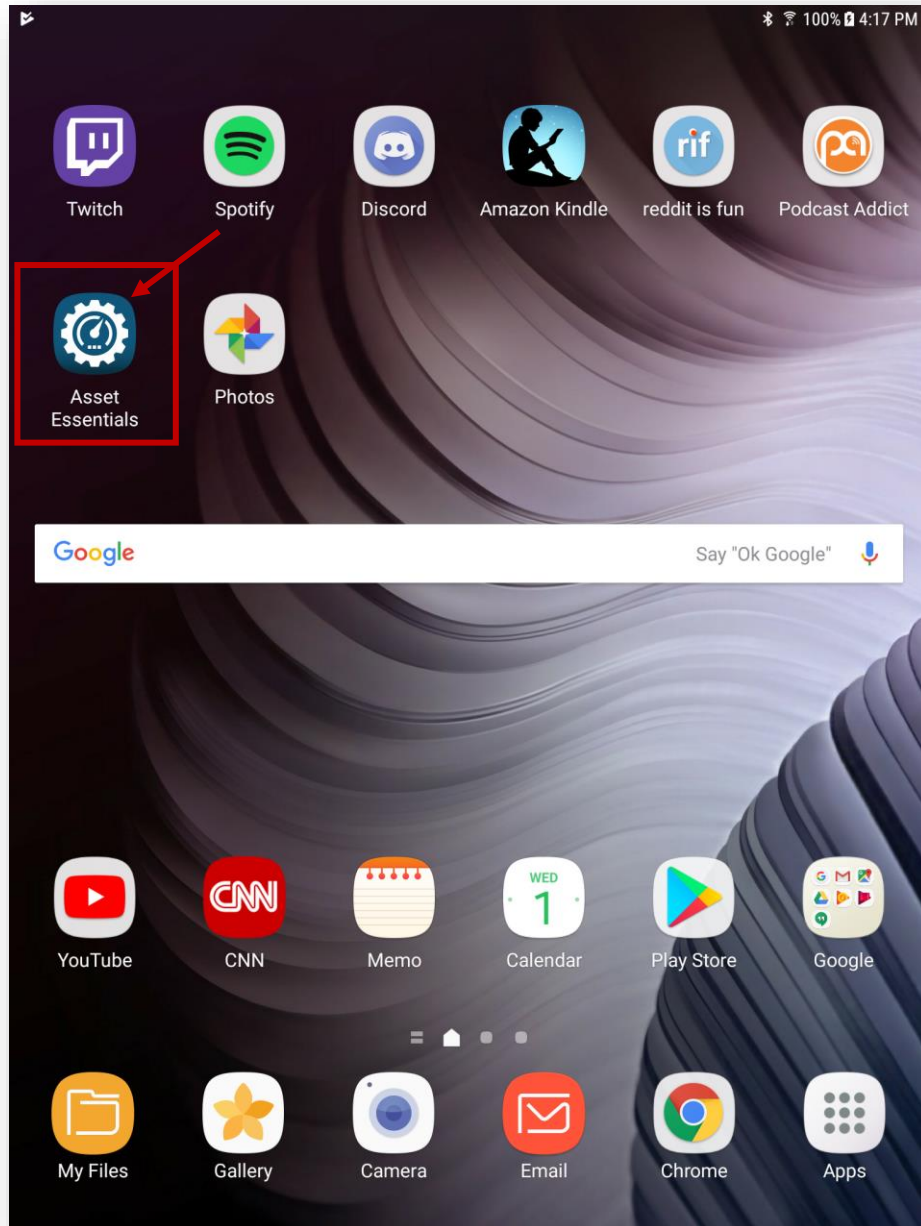
The below image is a screenshot of the work orders home screen. You will only see work orders that are assigned to you.

In order to view a work order, click the work order on the tablet. In this case, we are going to click on the water leakage work order.
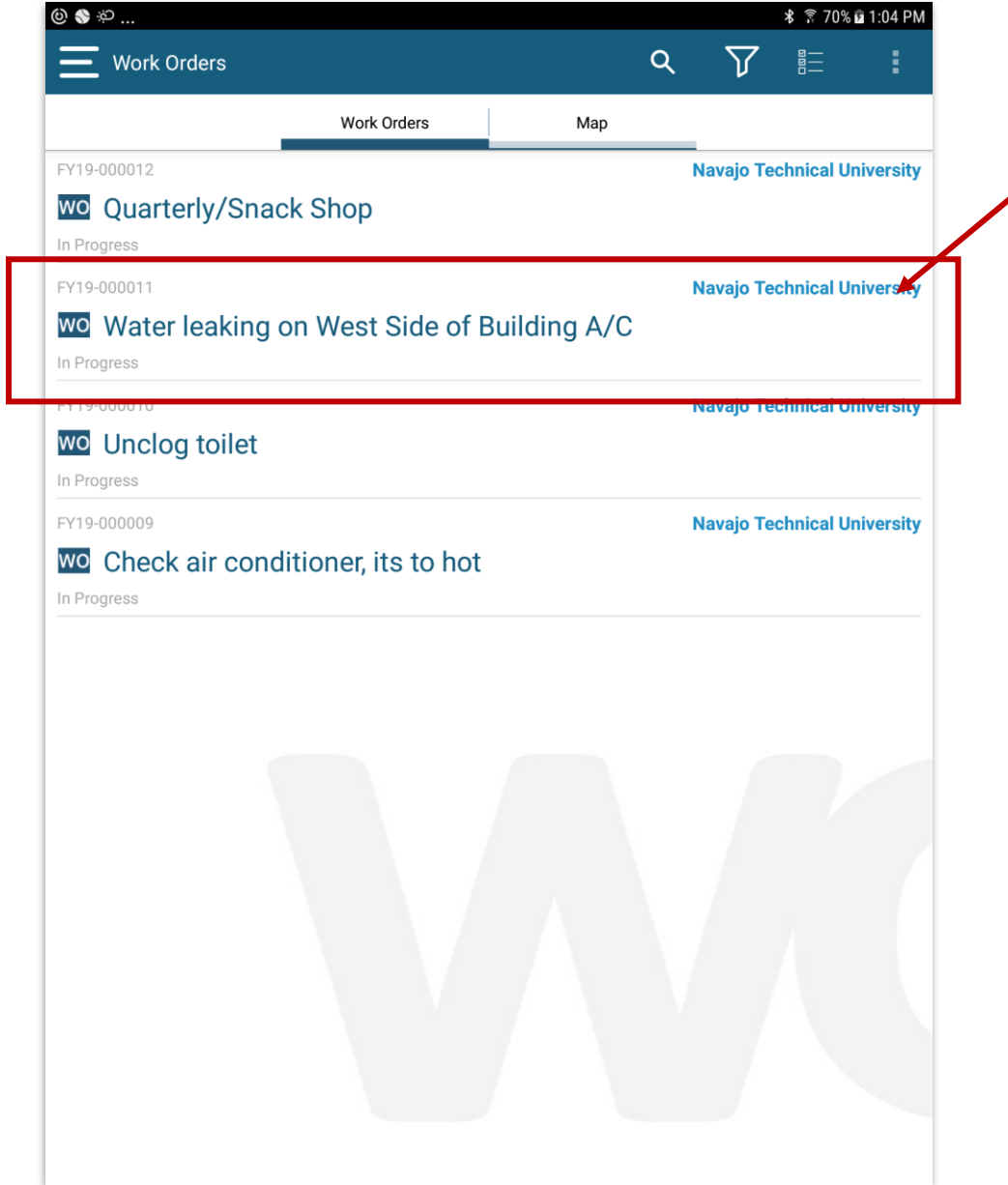
After you click on the work order, the app will take you into the work order details page. This is where you will be able to fill out the details of the work order. Each blue section listed below is clickable. We'll start with the general tab outlined in the image below. Click the section titled "general".
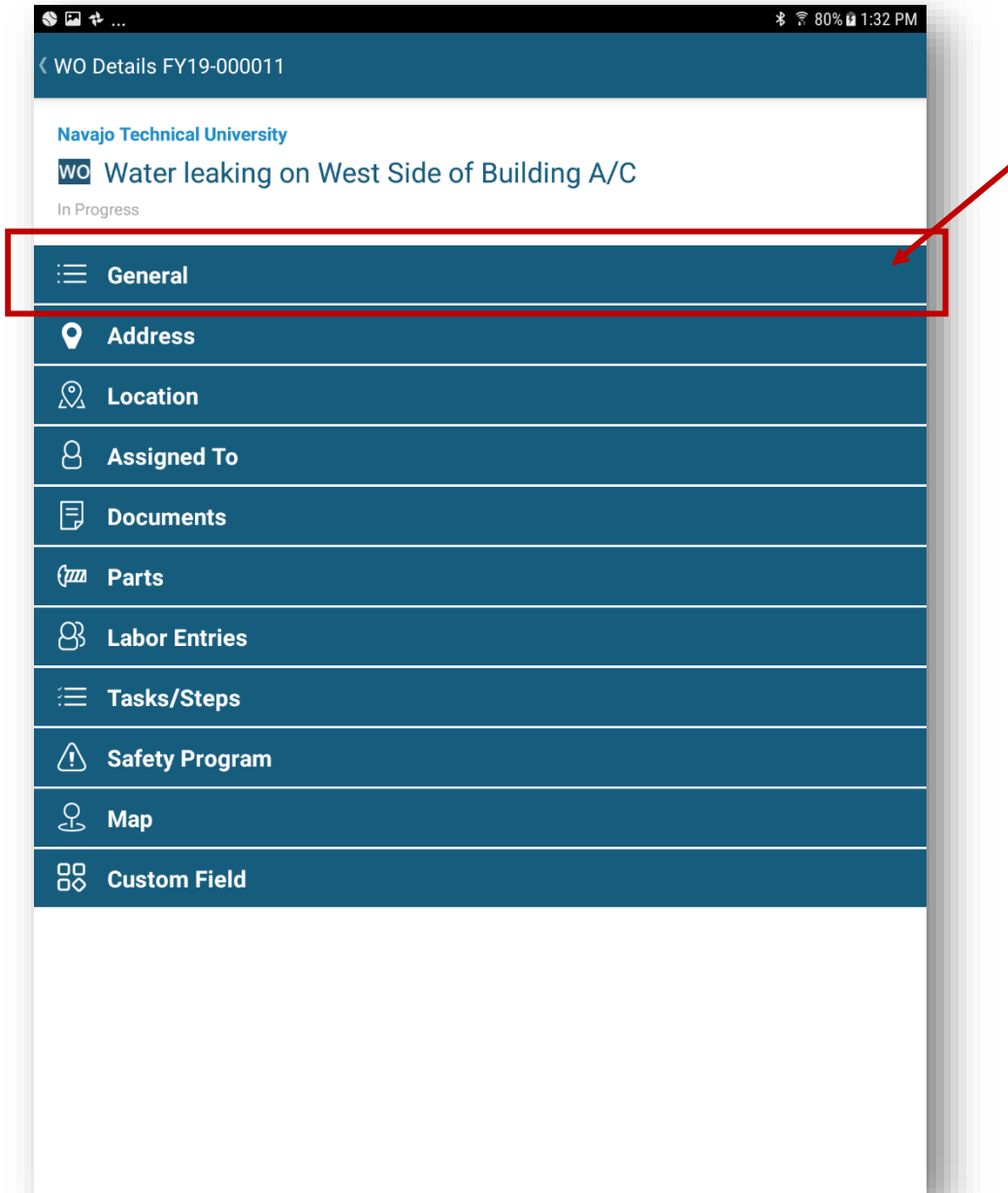
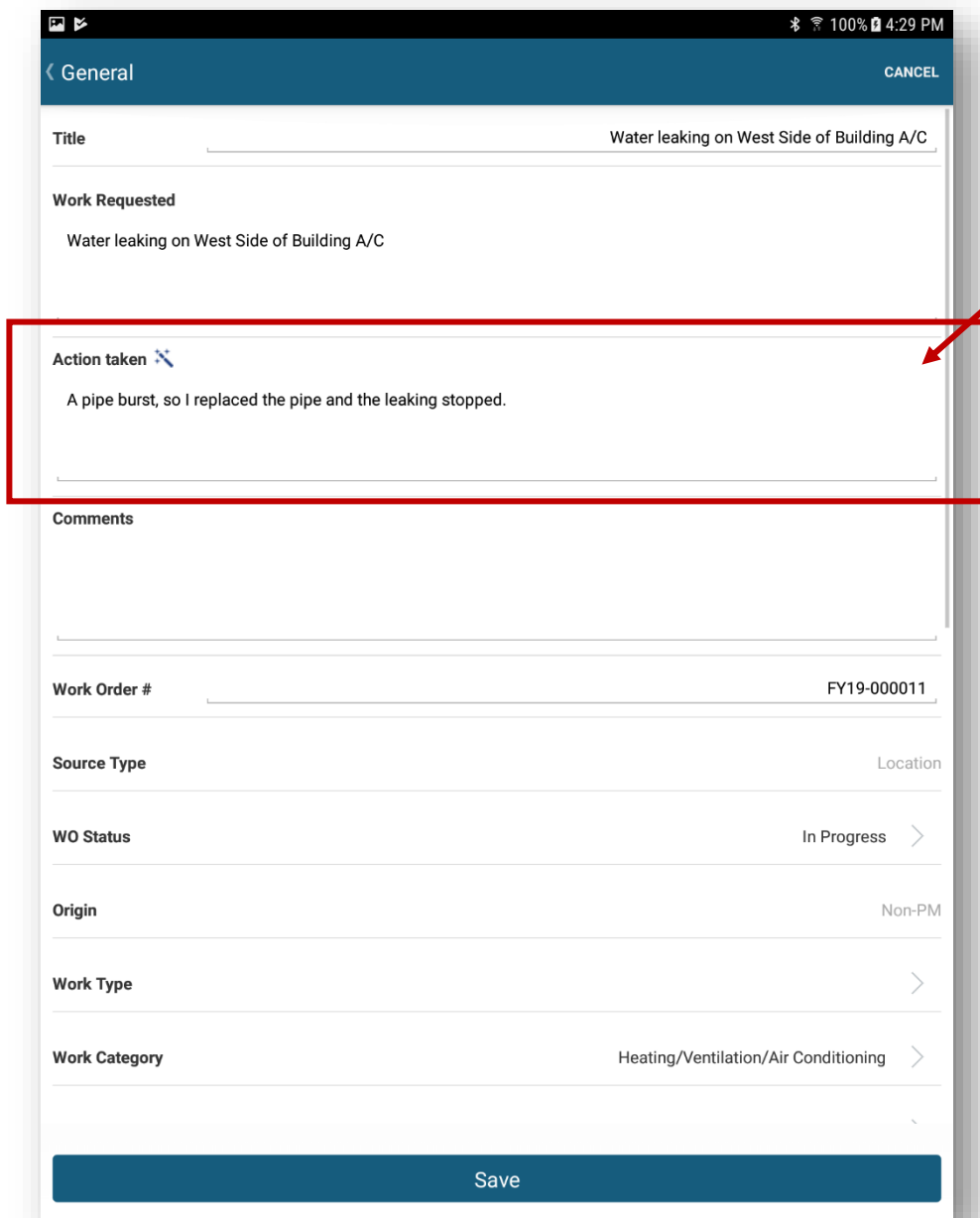To start editing the work order, click the pencil icon in the right hand corner of the screen.

NOTE – if you ever want to go back to a previous page, click the left facing arrow on the upper left hand corner of the screen.
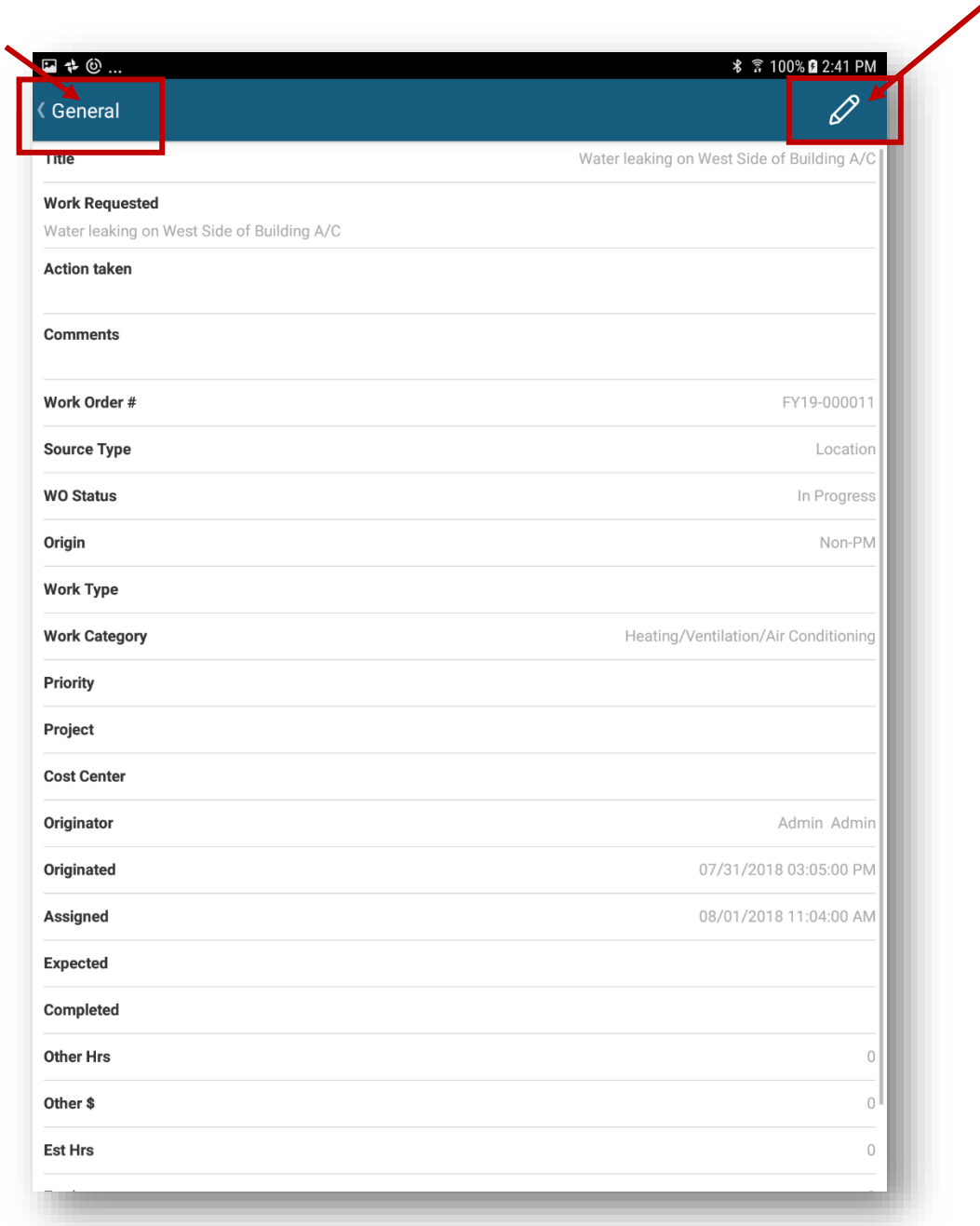
Now you will be able to edit the work order. The title is the subject of the work order. This section is entered by the requester. Next is the work requested, which is the details of the work order request. The title is broad, whereas the work requested is more detailed.

Action taken is a very important section of the work order. This is where you need to be as descriptive, and as clear as possible with what actions were taken to complete the work order. Please keep in mind that the action taken will be seen by the requester.

TIP – You can click the microphone icon on your tablet to use the voice to text feature instead of typing out the action taken.
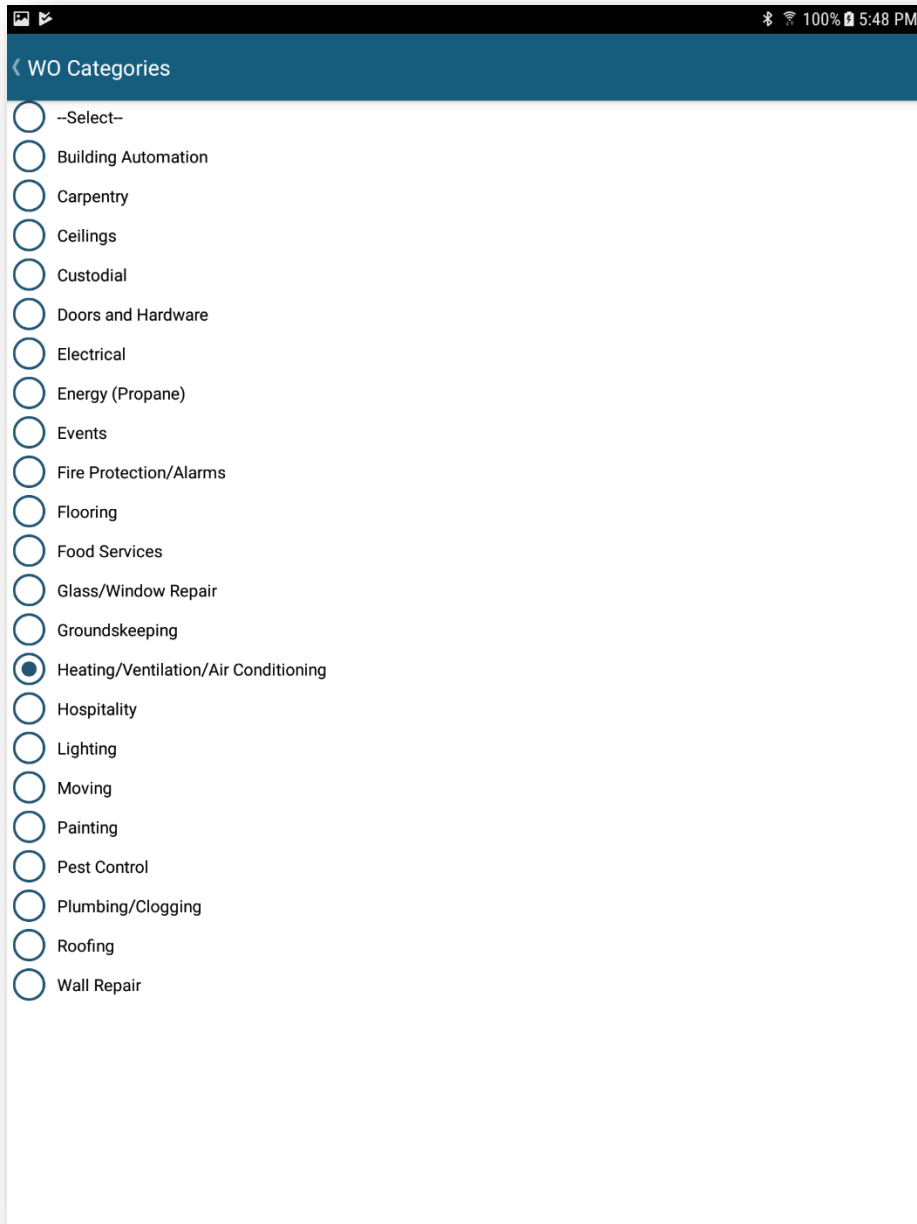
This is the list of Work Order Categories. Again, if the category on the request is inaccurate, change it to a more approprate category.
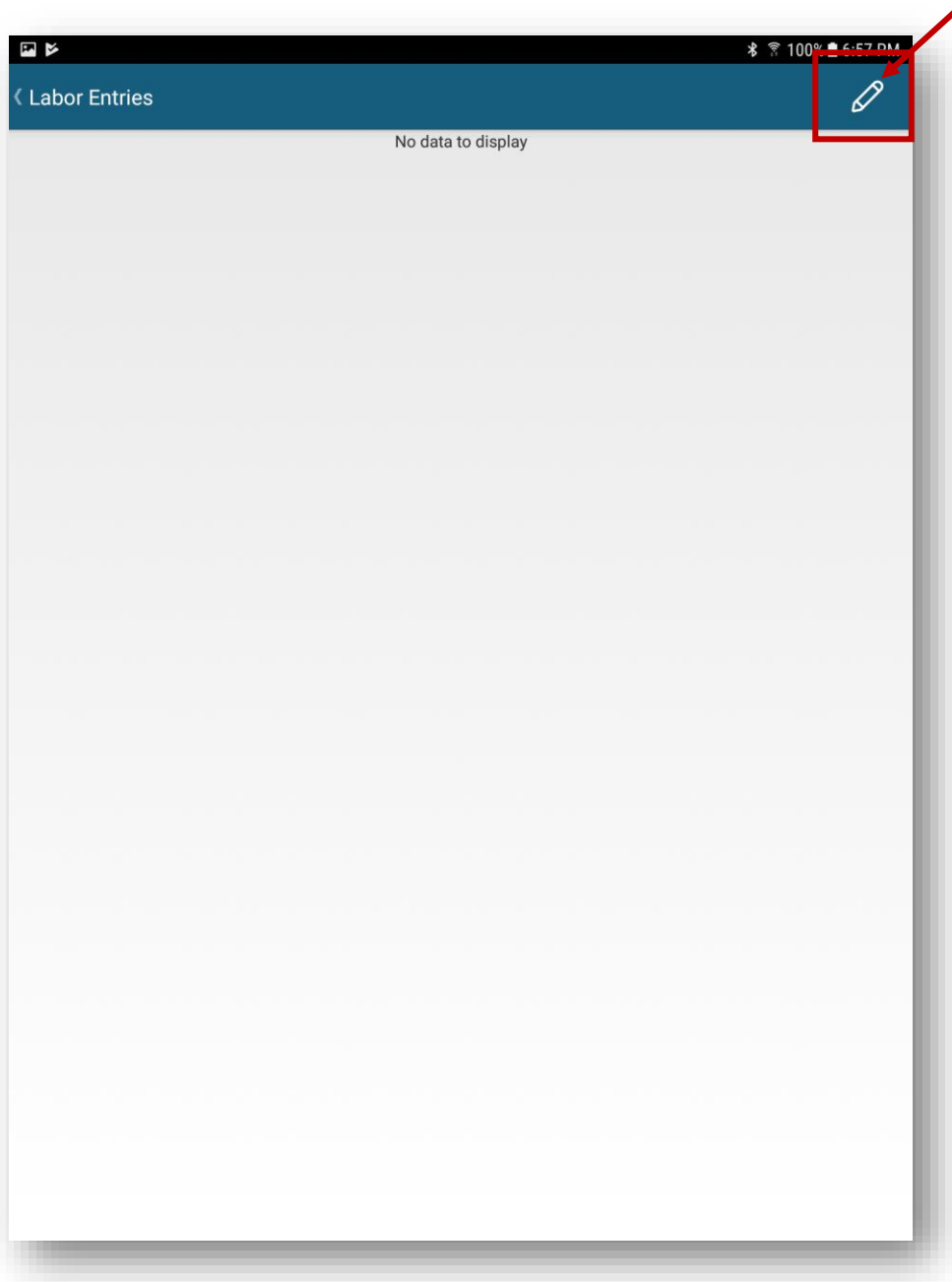
The next step is to add your labor. Click on "Labor Entries" as you see in the image below.

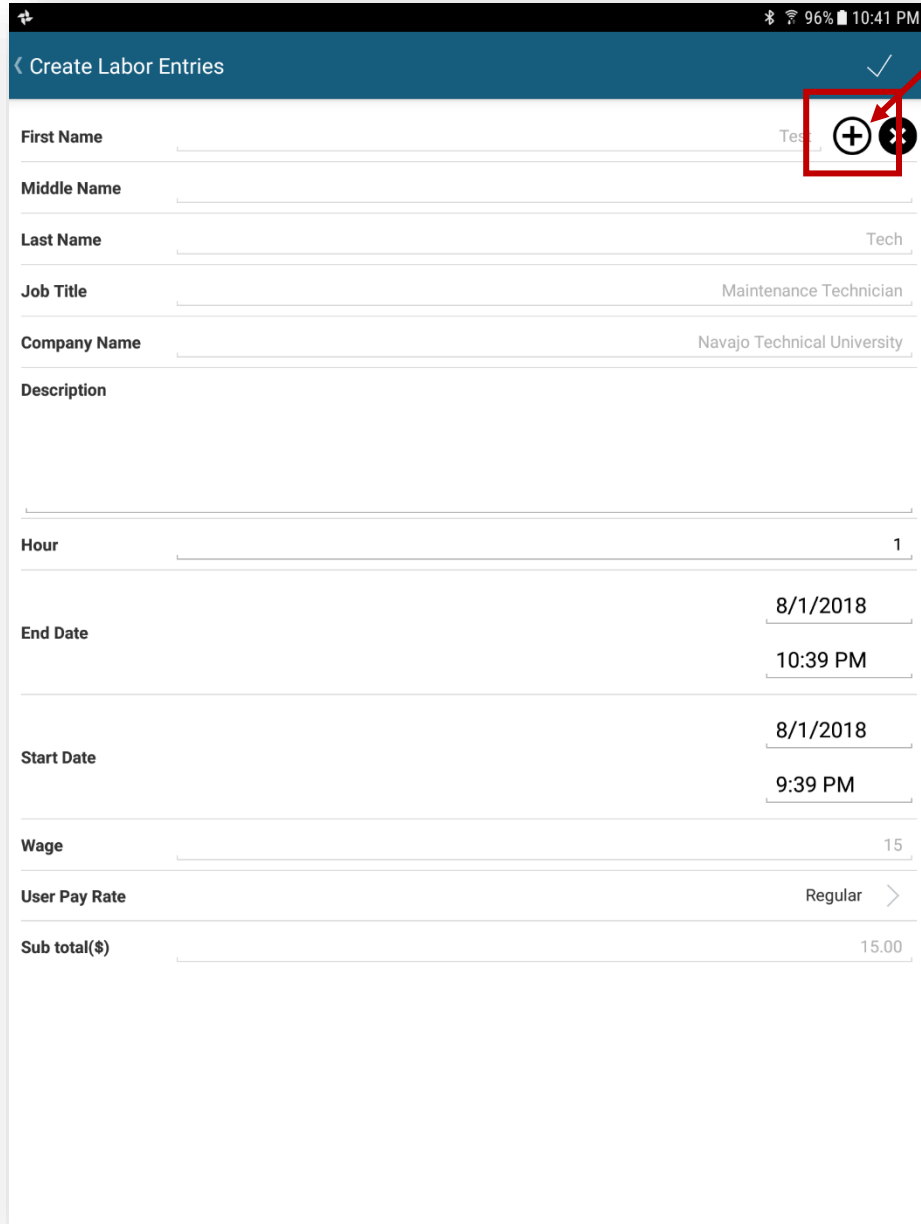NOTE – You have to add your labor entries before you complete the work order, so be sure to do this first.
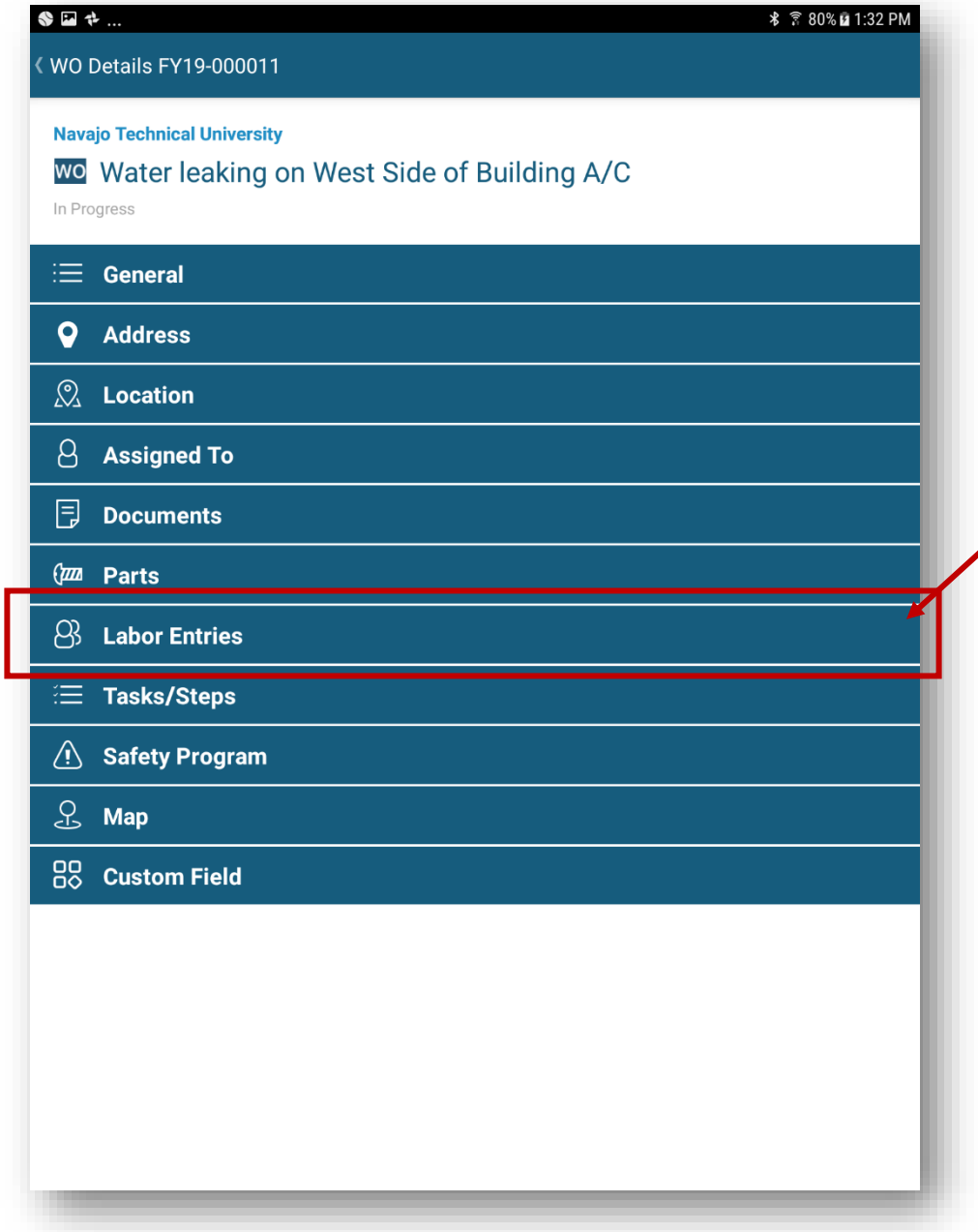
Once "Labor Entries" is clicked, the following screen will be presented. To start adding your labor, click the pencil icon in the upper right hand corner.

The next screen you'll see will now have a + symbol in the upper right hand corner. Click the symbol to add your labor hours.
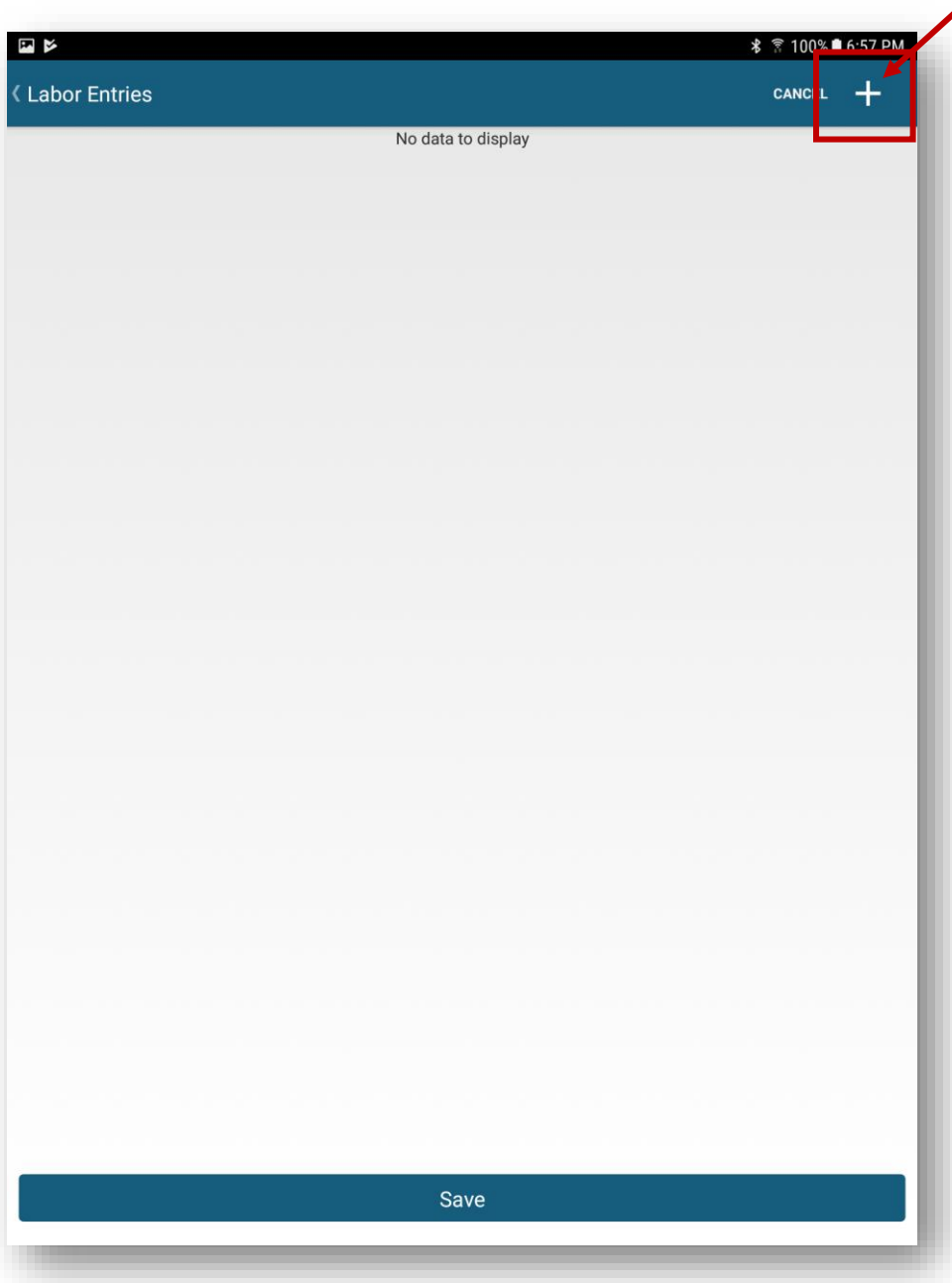
Next, we'll be able to fill out the labor entry form. Click the + icon in the upper right hand corner of the page. From there, you'll have the option to "Select Me". Once all of the key fields are filled out, click the check mark on the upper hand corner of the screen.
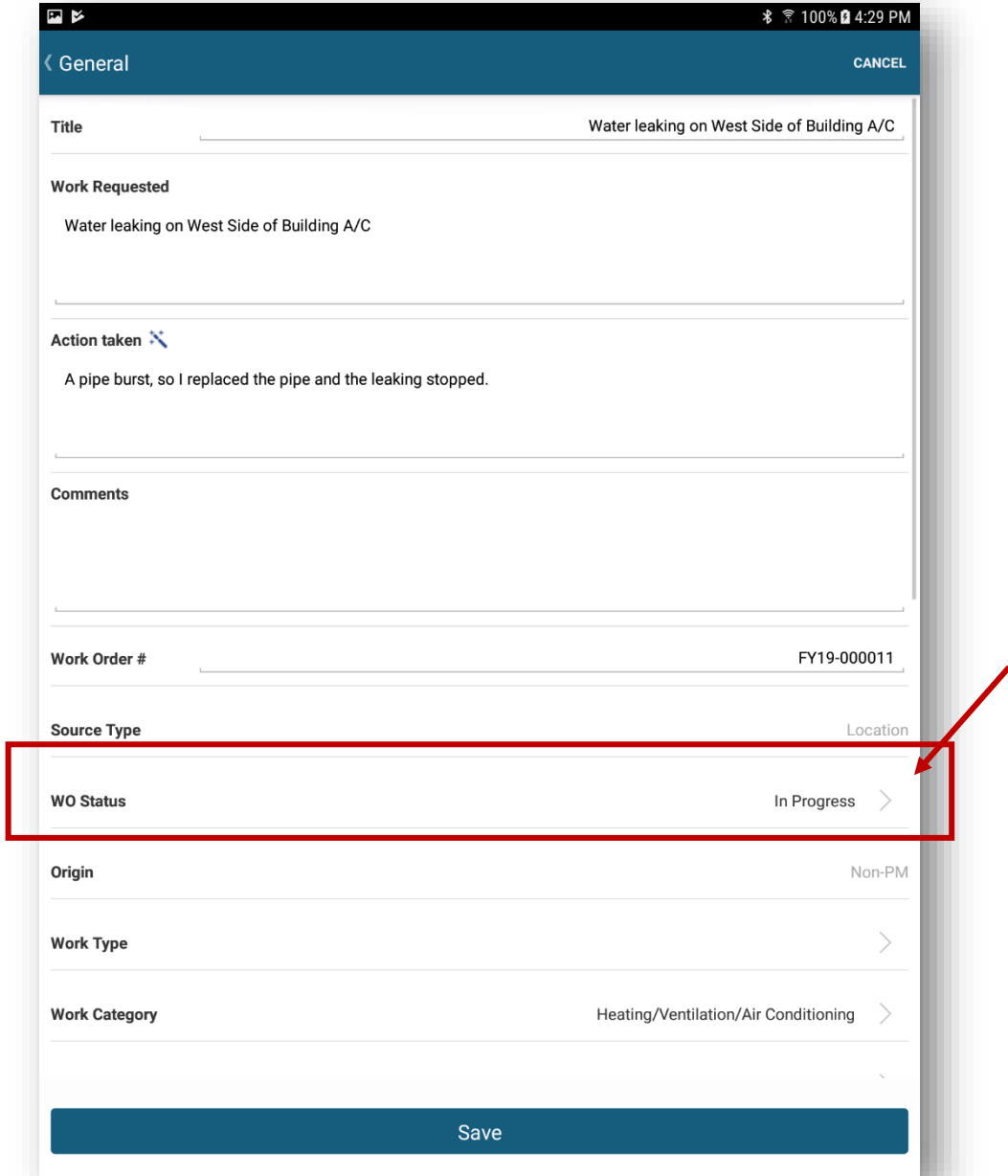
As you can see from the screenshot below, the labor has been entered.

NOTE – do not forget to save the labor entry by clicking "Save" on the bottom otherwise the labor entry will be lost.
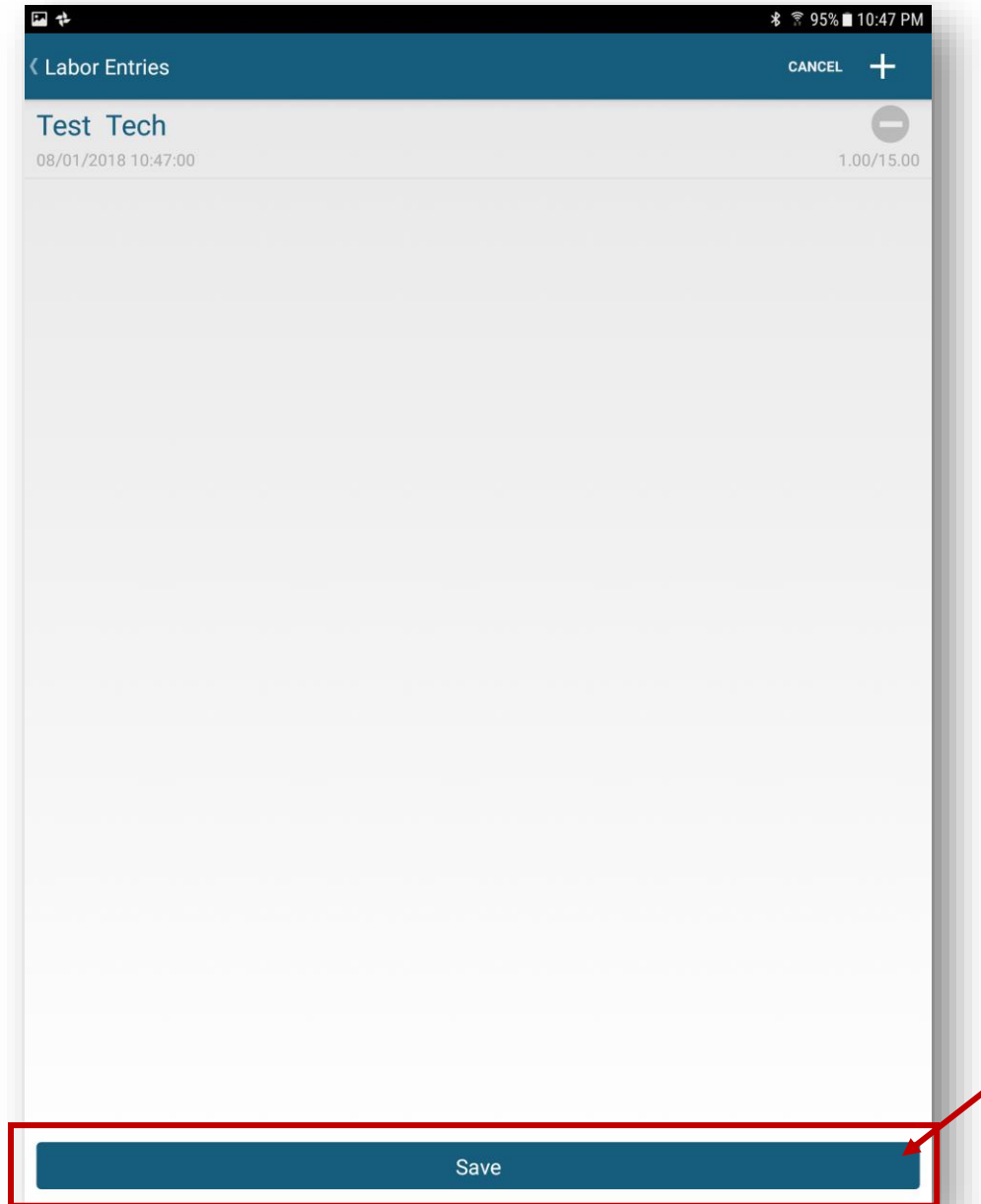
The "WO Status" is another important field. The status will default to "In Progress" when you first click on the work order. When you complete the work, and add the action taken information, you'll be able to change the status of the work order. Go ahead and click where it says "In Progress".

After you click "WO Status", the app will allow you to change the status of the work order. There might be situations where you don't have the parts necessary to complete the work order, so you can change the status to "Parts on Order" or "On Hold". Once you have completed the work order, changed the status to "Completed".
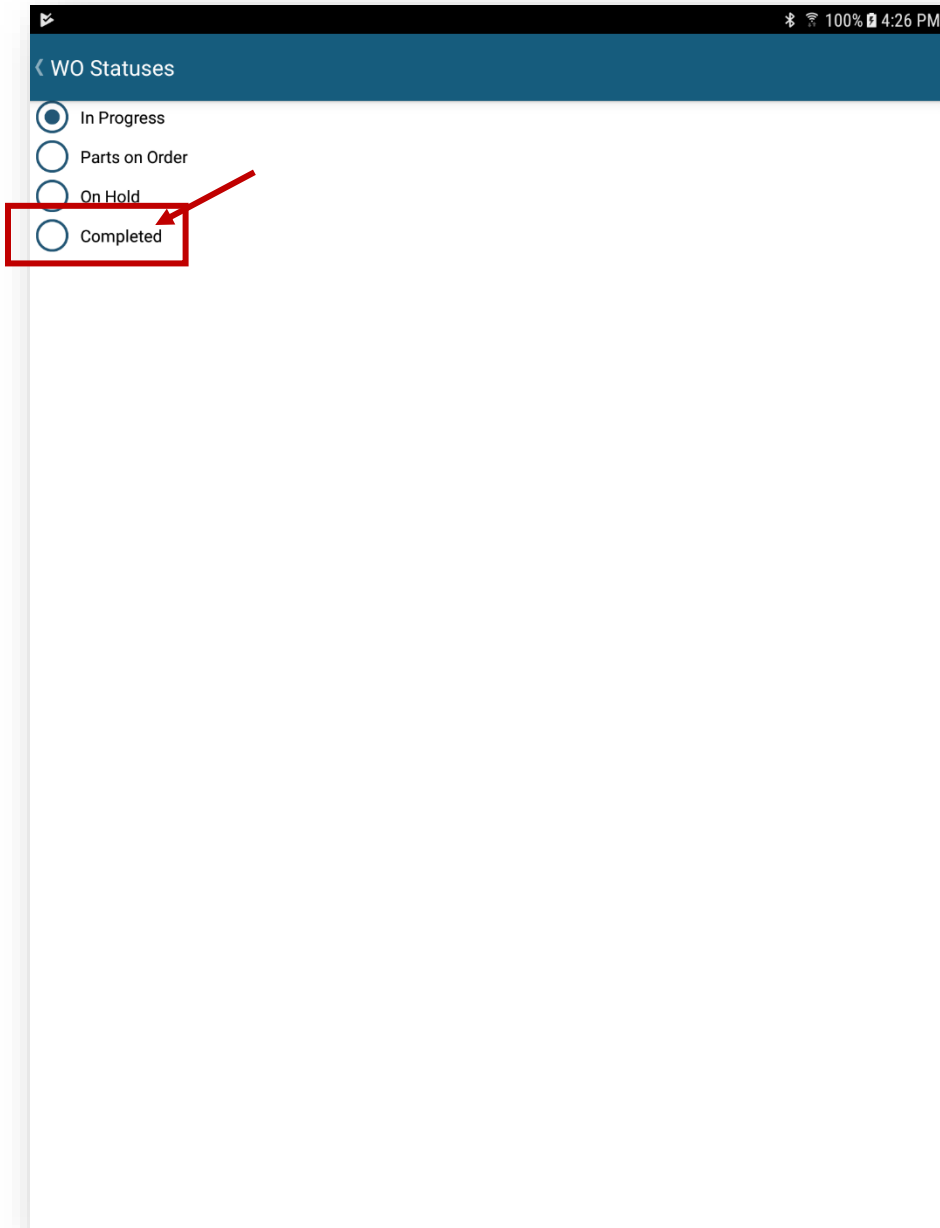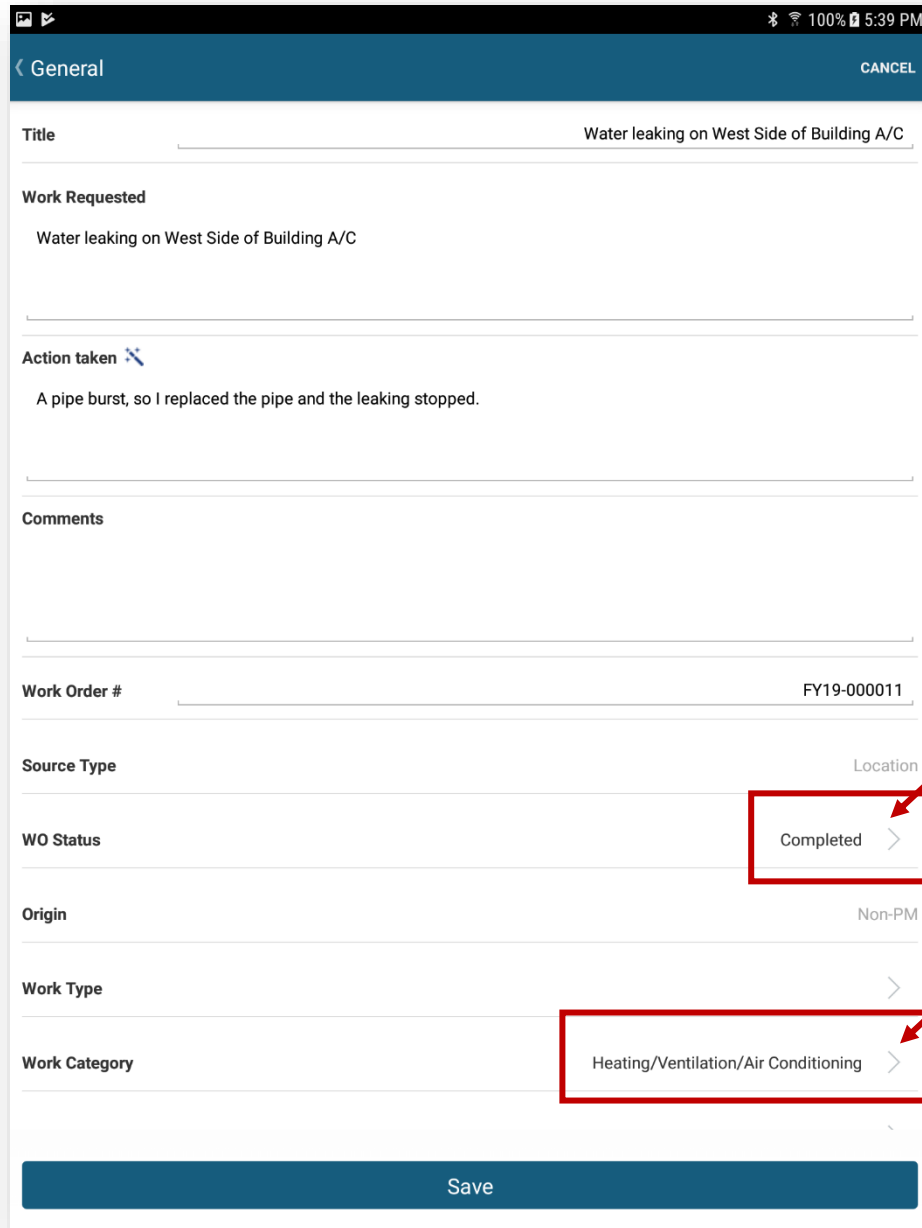
Notice that the work order is now marked as "Completed".

Also, make sure the "Work Category" is accurate based on the request title and work requested. You can change the work category that better matches the type of work that needs to be done. This will ensure that all reporting is accurate.

This particular work order is related to the A/C, so "Heating/Ventilation/Air Conditioning" is an appropriate work category.

NOTE – you must add your labor hours before you mark the PM work order as "Completed".