



QuickStart Guide

Overriding Technician Log On

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ARKONA QuickStart Guide

Use this QuickStart Guide to learn how to override the technician log on program to make changes to the status of the repair order.

- Dispatching Management can be used to:
 1. Start or end time for a technician
 2. Put lines on hold or take them off hold
 3. Access all of the functionality of the Technician Log On application.

To start or end time for a technician:

- This function can only be performed when a technician has logged on to a repair order.
 1. Take option **5=Dispatching Management** from the Service Department menu and enter you service writer ID.
 2. Position to the repair order and find the job you want to change.
 3. Take option **3=Tech Log** by the line number you want to enter the Technician Log On application.
 4. Use function S_n or E_n to start or end time on line number n .

To put a line on hold:

- This function can only be performed when a technician has logged on to a repair order.
 1. Take option **5=Dispatching Management** from the Service Department menu and enter you service writer ID.
 2. Position to the repair order and find the job you want to change.
 3. Take option **3=Tech Log** by the line number you want to enter the Technician Log On application.
 4. Use any of the hold functions (HAn , HCn , HOn , or HPn) to put line n on hold.

To take a line off hold:

- This function can only be performed when a technician has logged on to a repair order.
 1. Take option **5=Dispatching Management** from the Service Department menu and enter you service writer ID.
 2. Position to the repair order and find the job you want to change.

3. Take option **3=Tech Log** by the line number you want to enter the Technician Log On application.
4. Use function S_n start time on line number n .
5. Or, use function RW_n to take line number n off hold without starting time.

To access any function of the Technician Log On application:

- This function can only be performed when a technician has logged on to a repair order.
 1. Take option **5=Dispatching Management** from the Service Department menu and enter you service writer ID.
 2. Position to the repair order and find the job you want to change.
 3. Take option **3=Tech Log** by the line number you want to enter the Technician Log On application.
 4. Hit F4 to see a list of available functions.