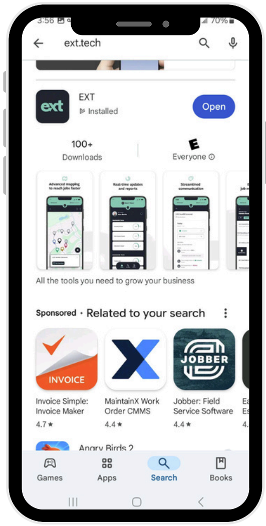
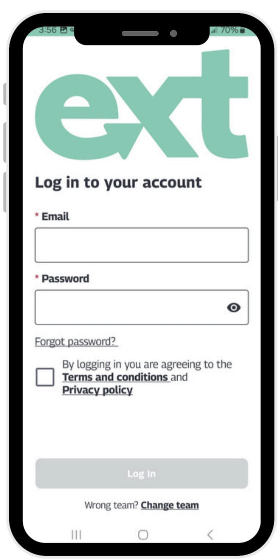
Get the EXT App



Go to where ever you download apps. Search ext.tech and download.

Enter in your team name. Check with your supervisor if you are unsure



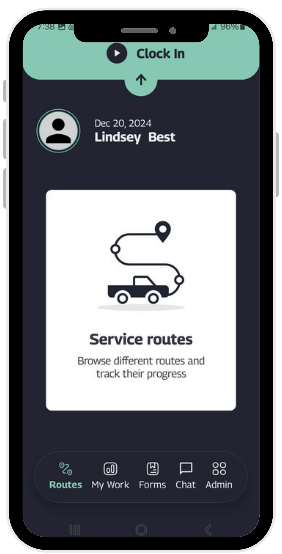
Enter your email address and the password

***Note:** If you forget your password hit ‘forgot password’ and you should receive an email. Follow the steps in the email. Still having trouble? Chat with your supervisor to reset your password for you.

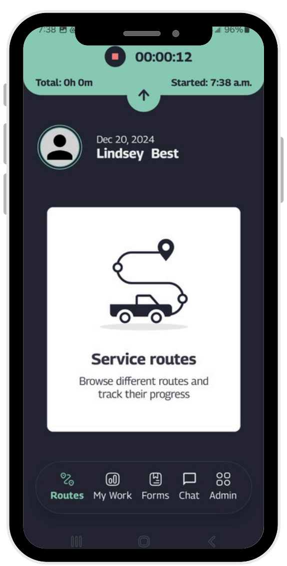
Get Paid - Clock In

Clock in to **get paid**

- click the down arrow at the top of the screen



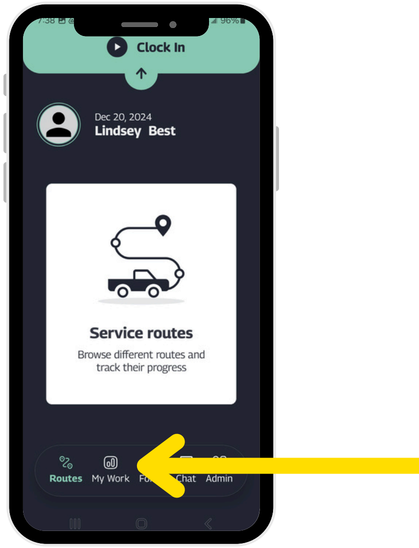
Click ‘clock in’



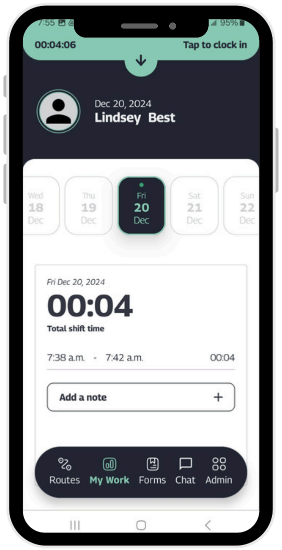
Clock out by clicking the arrow and hitting the stop button

***__Note:__** Repeat these steps for breaks and lunches

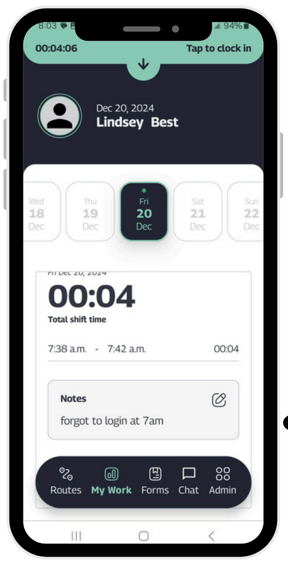
Get Paid - Clock In



Click ‘my work’ to go to your current days timesheet

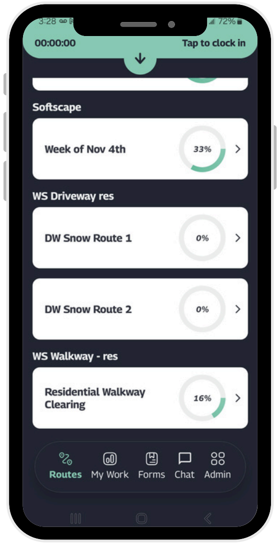


Hit the ‘+’ sign to leave a note for the office. Add the note and hit send.



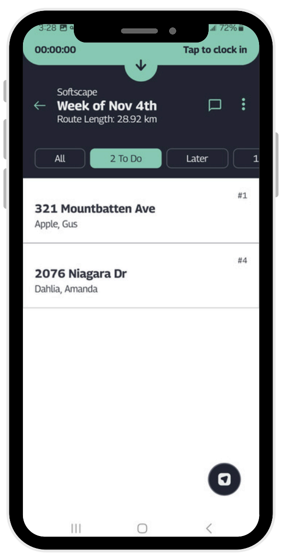
Your note will appear at the bottom. Hit the edit symbol to change the note.

Using the EXT App

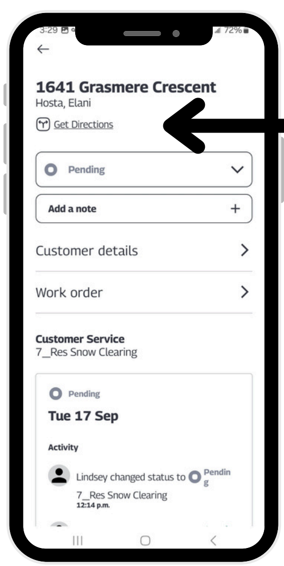


Choose Your Route

- information provided by your supervisor

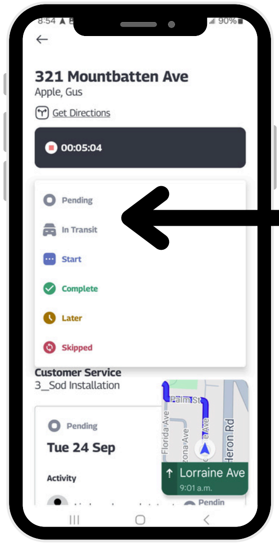


Select the address

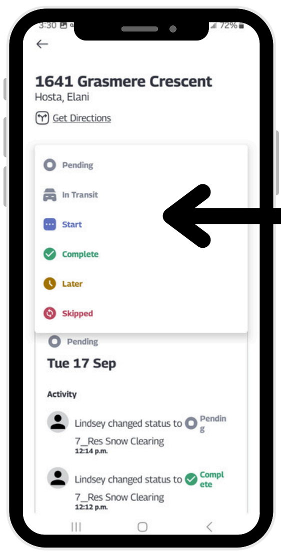


Click ‘Get Directions’

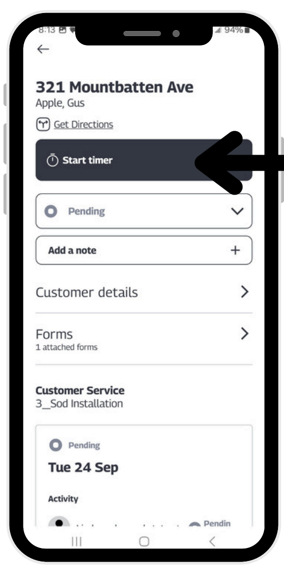
Using the EXT App



Before you start driving, from the drop down menu change the status from ‘Pending’ to ‘In Transit’



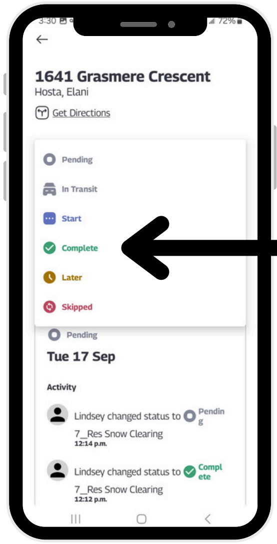
When you get to the address, from the drop down menu change the status from ‘In Transit’ to ‘Start’



If applicable, hit ‘start timer’

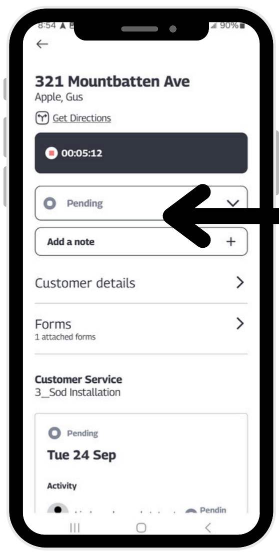
*****Note:** everyone on the job site hits start timer. Only one person changes the status from in-transit, start, complete. etc

Using the EXT App



When you are done the work change the status from ‘Start’ to ‘Complete’

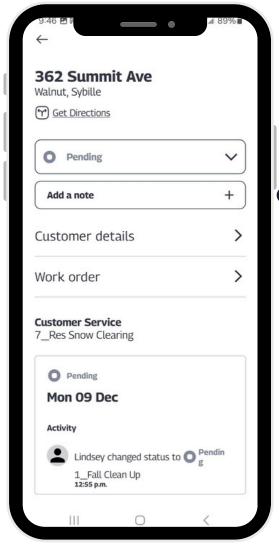
- Once a job is set to ‘complete’ it will move it to a different tab. Go to the next address and repeat the steps above



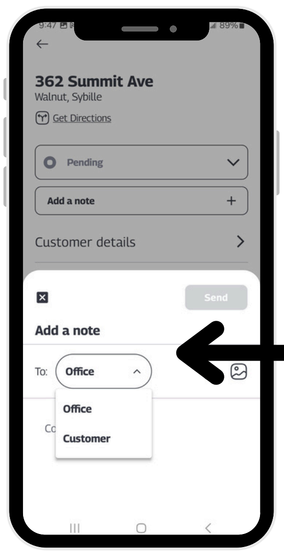
If applicable, when you are done on the job site for that day you need to stop the timer.

***Note:** everyone on the job site hits start timer. Only one person changes the status from in-transit, start, complete. etc

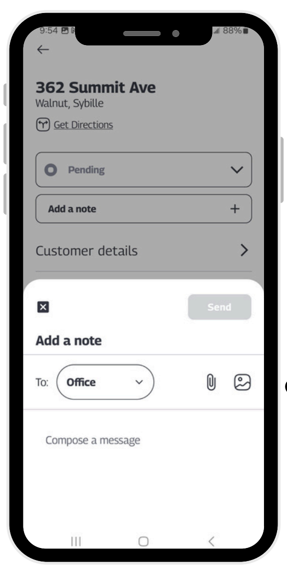
Site Specific Pictures & Notes

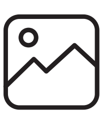


When you click into an address you can leave a note/picture for the office or the client. Hit the '+' symbol by 'Add Note'

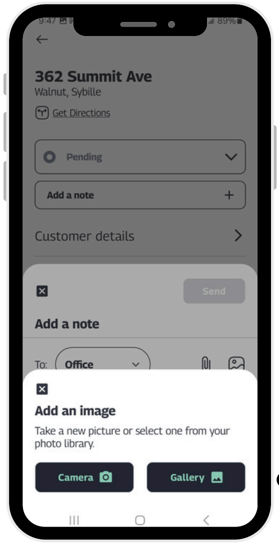


From the drop down menu choose 'Office' or 'Customer'

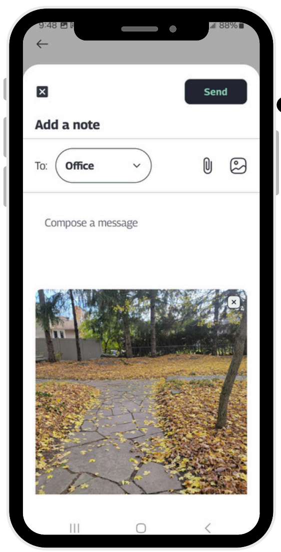


For a picture click on the picture icon 

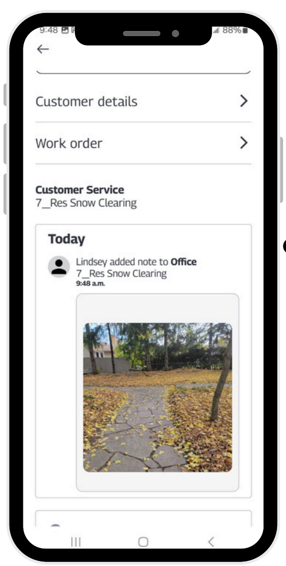
Site Specific Pictures & Notes



Choose to take a picture with your camera or select a picture from your gallery



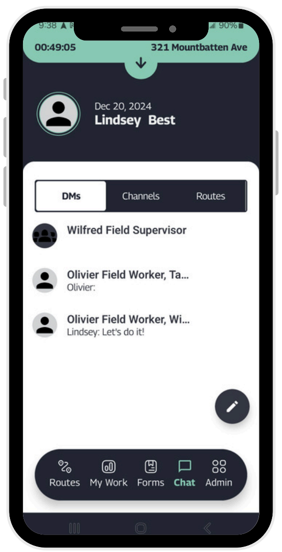
Once you have the picture and or note hit ‘send’



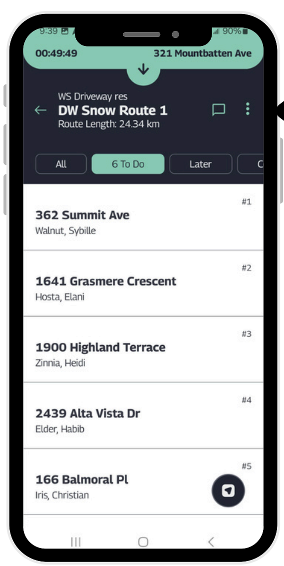
It will appear in the customer service history for that client.

Chat Feature

Click on the chat icon to go to the main chat area

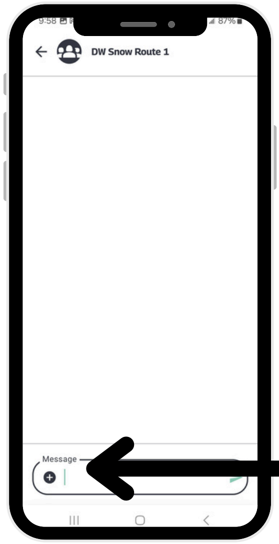


You can see DM (direct messages), channels, and route chats from here.

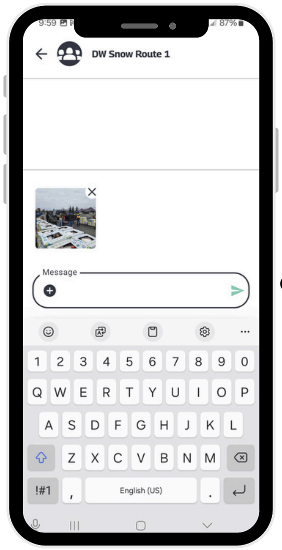


When you click into a route list there is a chat icon on the top that is specific to that route list.

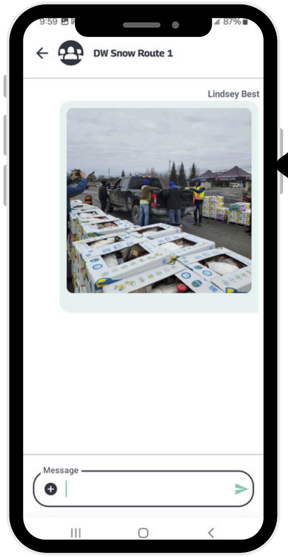
Chat Feature



You can add a picture in a chat by clicking on the ‘+’ symbol



Take a picture or choose from your gallery and hit the send icon



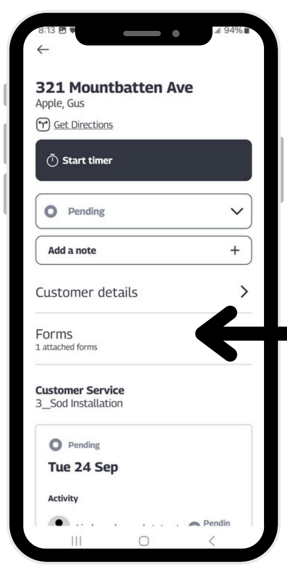
The picture will show up and be in the chat area only

Note: Add pictures to specific clients by using add notes in their address in the route list - see previous 7 and 8

Forms

Forms can be found in two places

Found on the bottom menu - all forms are listed here



When you click into an address if there is a form(s) required to be filled out it will be listed here by clicking on forms

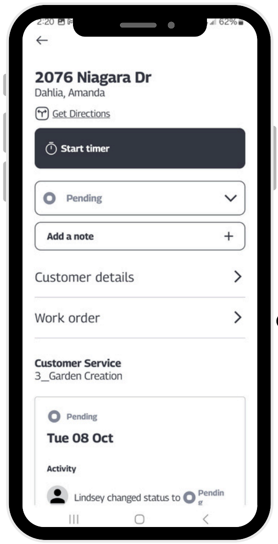
Each form has different requirements

Hit the '+' Symbol to add an image

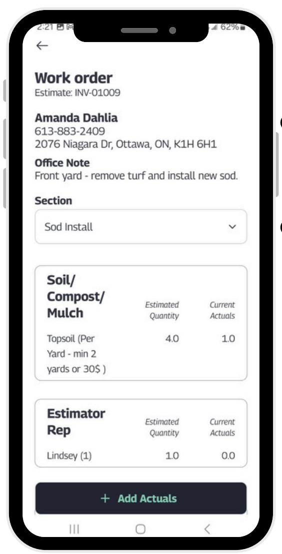
Any required field has a red star-like symbol *

Hit the '+' Symbol to add your signature

Work Orders



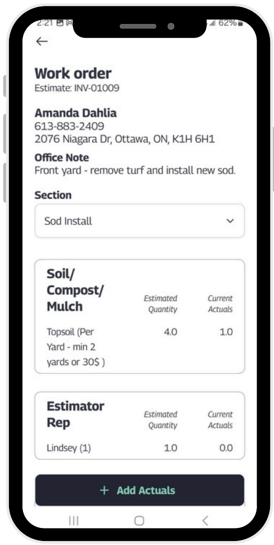
If there is a work order it will be listed here. Click into it.



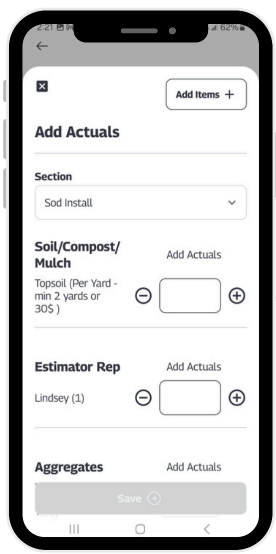
Description of work here

If there are multiple sections to the work order it will be listed here. Click the drop down menu to see any other sections. Select the appropriate section to ‘add actuals’

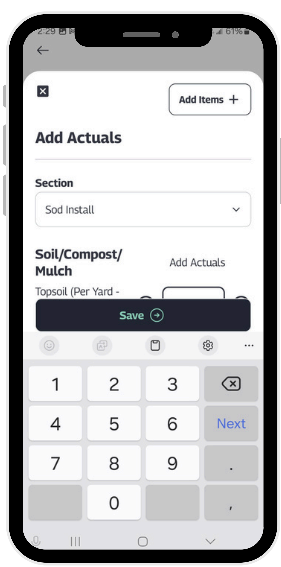
Work Orders



Hit 'Add Actuals'

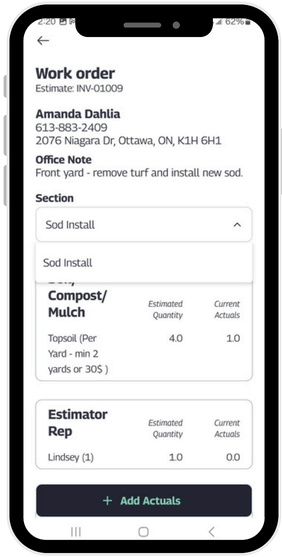


Enter the amount with numbers or hit the '+' or '-' sign. You can enter multiple quantities at once.

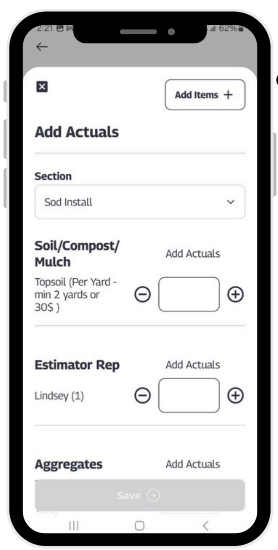


Hit 'save'

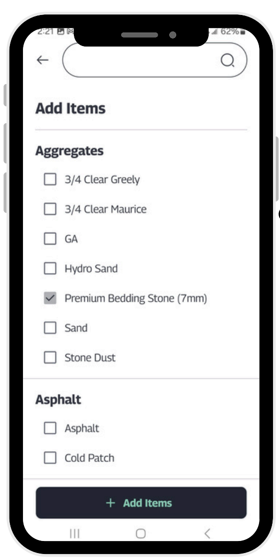
Work Orders



You will see the quantities update once saved.



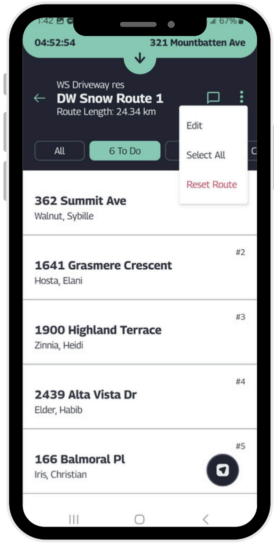
You can add an material not listed on the work order. Click ‘add actuals’ and hit ‘add item’



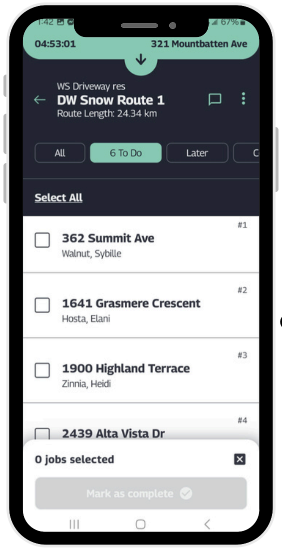
Choose the item you would like to add then hit ‘add items’ **AND** then add in the quantity used for that new item. If you do not enter a quantity it will not save the item in the list.

*Repeat as needed

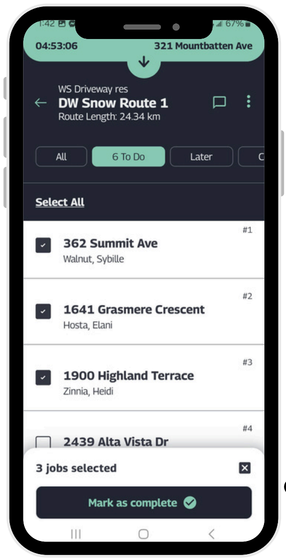
Tips and Tricks
Multi Select Addresses to Complete



While in a route click on the three dots and hit 'edit' to select multiple address
or
hit 'select all'



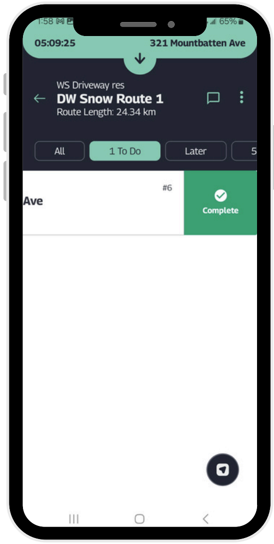
Multi select address



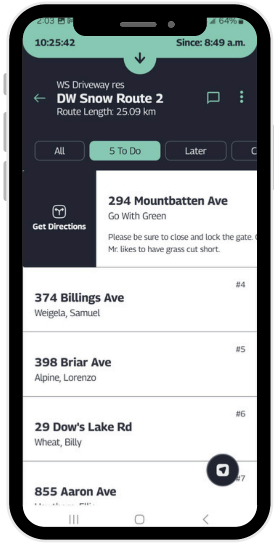
Mark as 'Complete'

Note: sometimes you have to exit and re-enter the route for it to move the addresses

Tips and Tricks
Multi Select Addresses to complete

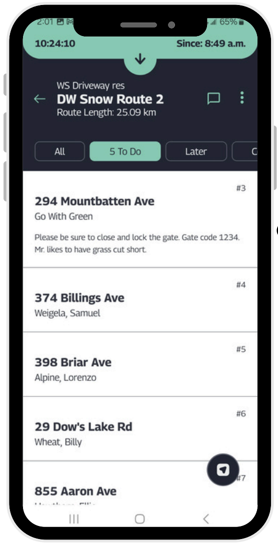


While in a route swipe left on an address and hit ‘complete’ to quickly update a status to complete

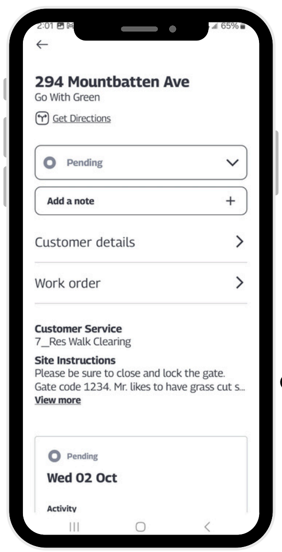


While in a route swipe right and hit ‘get directions’ to quickly get directions

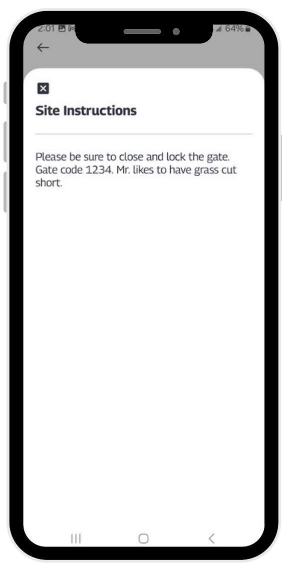
Tips and Tricks
Site Instructions



When you enter the route list site Instructions can be seen

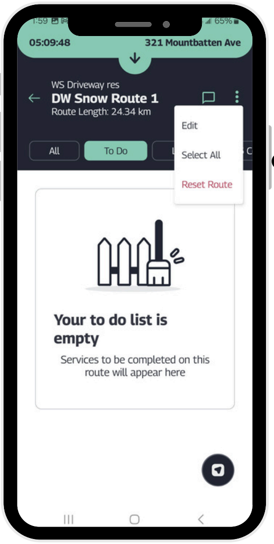


Site Instructions can also be seen when you click into the client

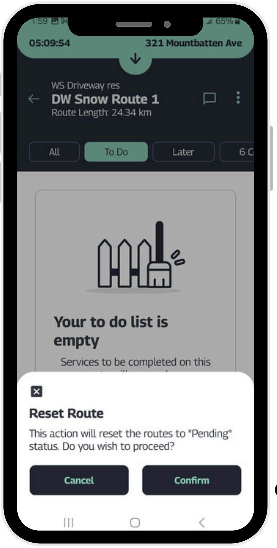


If some of the instruction is hidden hit ‘view more’ and another window will open. Hit ‘x’ to go back to the client

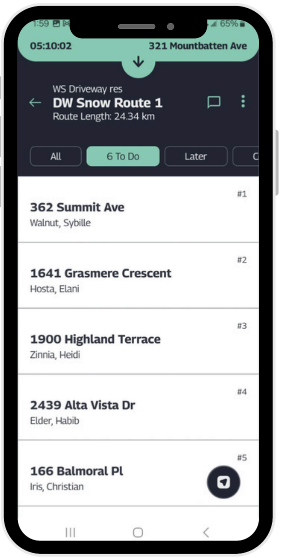
For Supervisors
Resetting Route Lists



Click on the three dots and hit ‘Reset Route’

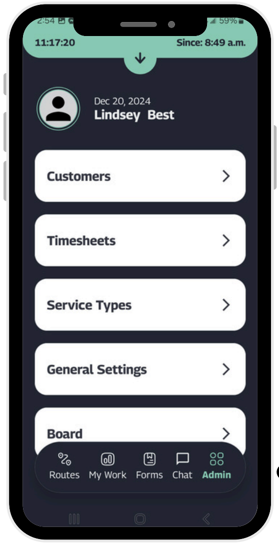


Hit confirm

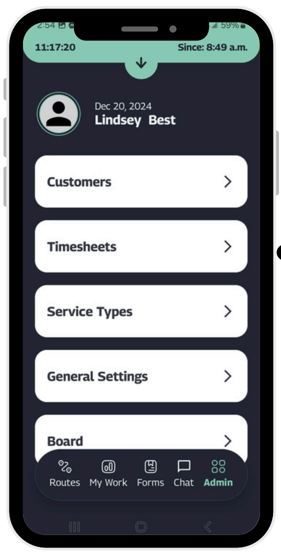


All addresses will reload into the ‘To Do’ list

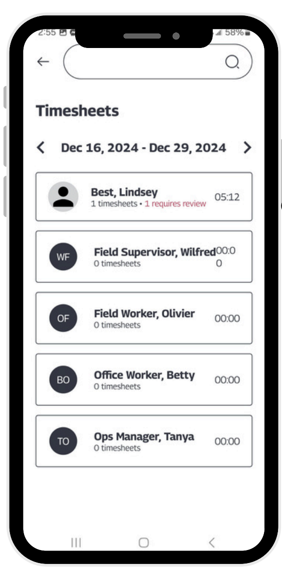
For Supervisors
Adjust Timesheets



Click on ‘Admin’

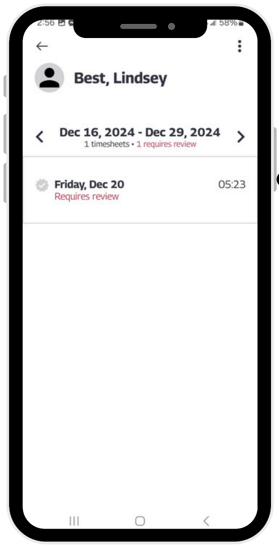


Choose ‘Timesheets’

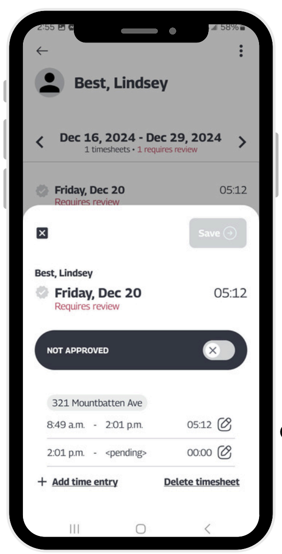


Choose the person you need to adjust the timesheet for

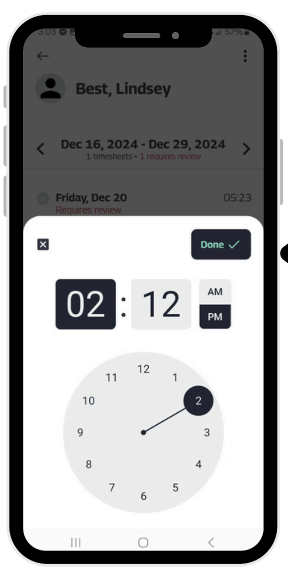
For Supervisors
Adjust Timesheets



Choose the day

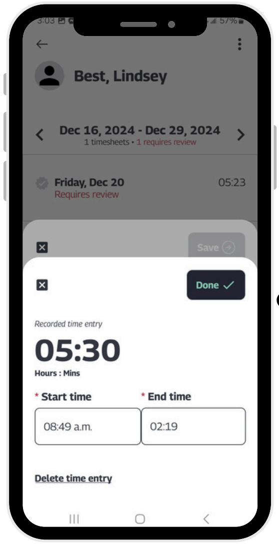


Hit edit icon on the time slot

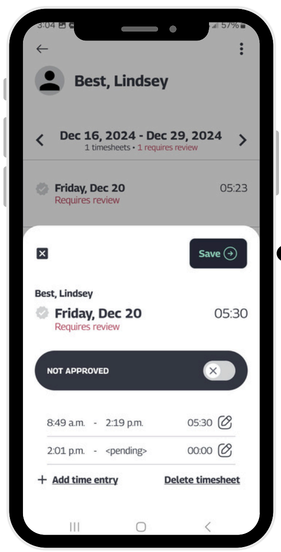


Change the time as needed and hit ‘done’

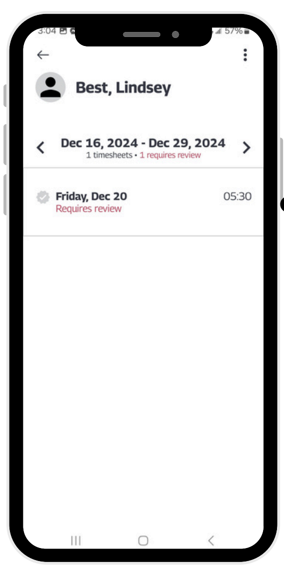
For Supervisors
Adjust Timesheets



It will show you the update and hit ‘done’ again

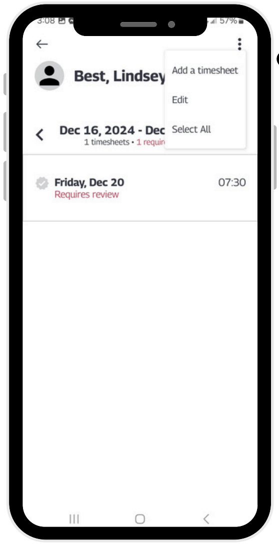


Hit ‘save’

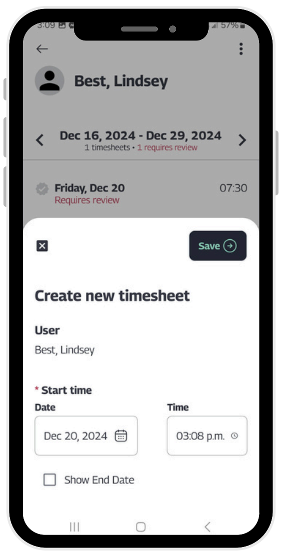


Then you will see it updated for that day.

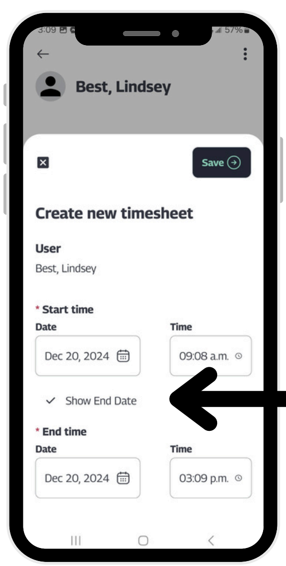
For Supervisors
Add Timesheets



Add a timesheet by clicking on the three dots and hit 'add timesheet'

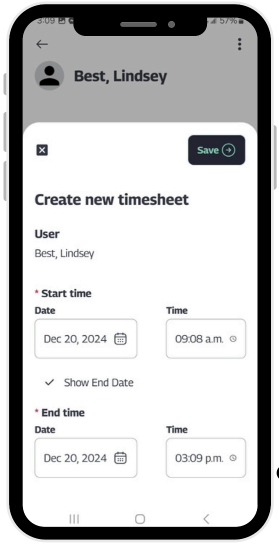


Enter in the date and start time

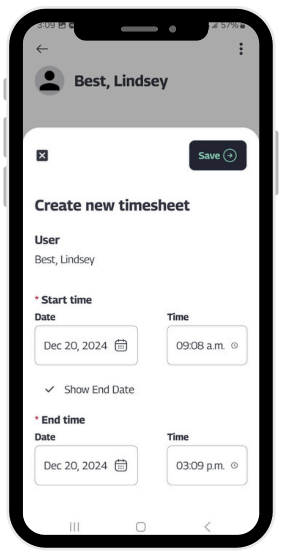


Check the box 'show end date' if you want to enter the end of shift time too

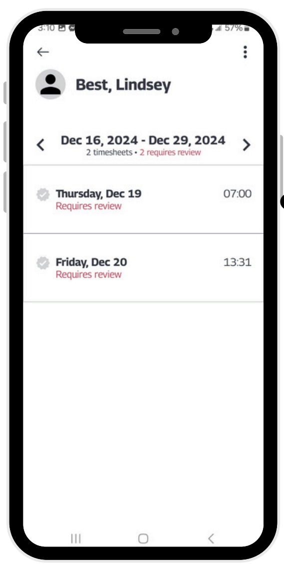
For Supervisors
Add Timesheets



Enter in the day and time for the end of the shift

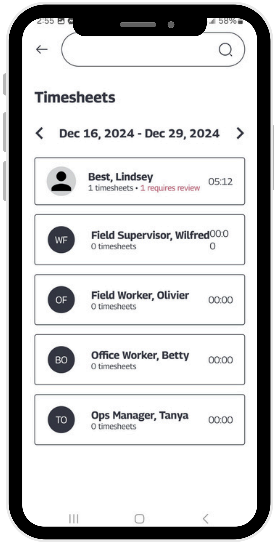


Hit ‘save’

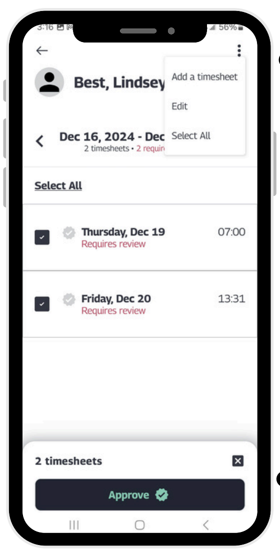


Then you will see an added date for that employee

For Supervisors
Approve Timesheets

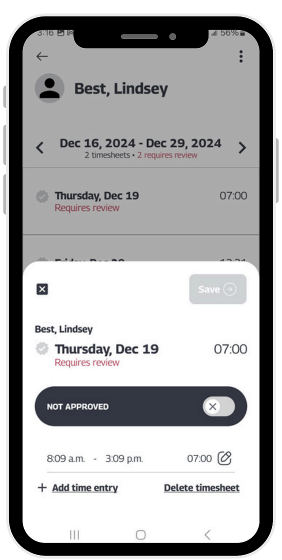


Choose the employee to review



Hit the three dots and hit 'select all'

Click approve



Click into a specific day

Toggle on the approve button