FSU Internal Help Doc

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FSU Links

Tech Management Tool: Customer access

This is where customers login to manage their technicians. We can login here using our test technicians.

Login info: Cust #: 10044, Password: 87654321

Tech Tool: Admin Access

This is where we login to manage our customers FSU databases

Login info: number: Master, Password: $ed0na

Tech Activate

This is where we login to activate technicians and see some info on cust FSU databases

Login info: number:* name:* username: Master Password: Dell2015

FSU Web Login links

This is where technicians login to the FSU web version, the links are time zone specific

East Coast

Atlantic

Central

Mountain

Arizona

Pacific

Hawaii

Training Guide Links

Technician Management Guide

Their username is their customer number. We can't see their password but we can reset it.

http://www.sedonaoffice.com/wp-content/uploads/SedonaFSU-Management-Tool-CURRENT.pdf

SedonaFSU iPad Edition training guide

http://www.sedonaoffice.com/wp-content/uploads/SedonaFSU-iOS-Edition-Current.pdf

SedonaFSU Web Edition Guide

http://www.sedonaoffice.com/wp-content/uploads/SedonaFSUWeb-Guide-Final-V9.pdf

2.4.5 Release Notes (help doc has not yet been updated to include these)

http://www.sedonaoffice.com/wp-content/uploads/SedonaFSU-iOS-2.4.5-Release-Notes.pdf

Test Tech

You can test FSU issues using the FSU web links, or on an iPad/iPhone. Here is the info for out test technician, connected to the FSU Testing database on our in house Sedona.

Number: 10044

Company Name: FSU_testing

User Name: AAdams

Password: 12345678

FSU Flow

- Customer asks for FSU
- Sales works with customer and when sale is final they create FSU activation ticket
- IT (Ryan) sets up their database for FSUs use

- IT (Ryan) passes ticket to support (Jesslynn) with customers new login and password
- Support (Jesslynn) sends intro email (different emails for enterprise and cloud customers)
- Customers ask tons of questions and generally take forever to actually look at their FSU info
- Customers get their technicians added/send their doc so we can add technicians
- We activate technicians and send a follow up email reminding them about the documentation and asking to schedule training
- Customers ask tons of questions and generally take forever to actually look at their FSU info
- Training is scheduled and performed, usually takes about an hour
- I answer quick follow up questions for about a week before pushing them over to support.

FSU Known Issues

In the same file folder with Anne's known issues doc. Contains known issues, enhancements, release testing template.

FSU enhancements can be added to the list here and then sent to the enhancement queue

FSU defects can be added to this doc and then sent to the FSU issues queue

FSU Fee Schedule

Prices are per technician, some companies have a discounted rate for the first year:

50.00 for 1

40.00 for 2-5

35.00 for 6-15

30.00 for 16-30

<31 25.00

What can they run FSUs on?

- App is available for IPads and Iphones (6 Plus Model is preferred) Running the lastest Versions of IOS.
- Web version can be accessed from any Windows Device using Internet Explorer or Firefox

What card readers can they use?

- Contact us before purchasing so that we can give the key code. Cad readers without our key code will not work with the FSU. Compatible credit card readers: IDynamo, UDynamo, and Cdynamo

Common Issues

Can't login to the FSU

- 99% of the time they entered their credentials wrong. They'll swear they didn't, they did. Ask for the technicians credentials and verify they cannot login. If the login fails reset their password to be whatever password they gave you and try again. This usually works. Email the credentials you used to successfully login to the user. If they claim they still can't login insist that they back out all of the credentials and re-enter them carefully.
- The user may have passed their termination date, check this in the tech tool and if it has passed run the date out a few more years.

Can't login to the tech management tool

- In order to login to the tech management tool they must be using IE, Safari or Firefox. Sometimes they think they are in IE but their default browser pulled up chrome or Edge.
- The machine they are on must also have Sedona office. Sometimes they think they do, but Sedona is on their remote desktop and they are trying to get into the tool from their primary desktop.
- Could be their cookies and form data need to be cleared. To do this, from within the web browser go to settings – Internet Options – Delete – Make sure all options are checked down to Form data – Delete – Apply – Okay – Close down the browser completely and re-open.

Data won't save

- Info truly isn't saving then this is a connection issue and the most frequent complaint we get. Please let Jesslynn know ticket number as she is tracking these. Also tell the customer this:

"To help prevent connection/data loss we recommend technicians unlock their ticket AND hit the home button on the iPad to exit the app whenever they pause working in the FSU. This ensures your session does not timeout without you knowing.

In addition, your session can't be refreshed while you are typing a note, so please have technicians save their notes part way through, and then go back in and finish the note. Otherwise they could lose connection while typing. Another work around for users who write long notes is to copy the note before saving it and then double check if the note saved. If not simply paste and save the note again. You should not have this issue with short notes, just long ones.

If you have time, please help us collect data on connection losses by answering the questions below:

- What carrier do you use?
- Do your technicians typically use their data or wifi?
- How many bars do they usually have when using the app?

- Do they ever use their phones as a hotspot to get wifi for the app?
- What device (model type if you can get it) do they use to access the app?
- Do they use more than one device (and what are the others if they exist)?
- Do they ever use more than one device while on the same appointment?
- How frequently do they lose data they have entered?
- What type of data do they typically lose?
- In Sedona, can you see some of the data the technician tried to save or is it all lost?
- What FSU version are they on?
- Do they take special care not to click anything while the load circle is going?
- Do they save notes part way through, or copy notes so they can be re-pasted?
- Do they take special care to unlock tickets and close the app when not using it?"

Some things save while others don't

- This is rarer and means the FSU scripts need to be re-run on their database. Clues that the scripts need to be re-run are things such as the ticket showing resolved, but with n/a as the resolution code. Tickets that show resolved, but there is no resolution note. Ticket shows as resolved but the signature is missing.

Web version errors

- Most errors received on the FSU web version are because the Silverlight cache is full. Before trouble shooting anything else, first try clearing this cache, or have the customer clear this cache. Here's how:

1. Right click anywhere on the grey background of the FSU – Select Silverlight – Select Application Storage tab – Click Delete All – Click Ok – Close and re-open the web browser and re-login to the FSU.

Can't add parts

- We first have to find out at what point they are getting stuck, why can't they add the part.

1. Is the plus button is greyed out? Could be the technician hasn't hit dispatch on the ticket yet, or could be he has no warehouse assigned to him in the Sedona setup tables.

2. Does the part not appear when searched? Usually because the part data needs to be re-loaded:

- Have them open the app and go to Setup – Program Data Downloads – Blue (i) next to parts – Download Now – Try again to add the part.

1. Have the parts been successfully reloaded but the part still doesn't appear when searched? Part may not be

marked as available to the FSU in Sedona. Go to the part edit in Sedona and check this box in the bottom right corner. If the box is greyed out forward to IT to activate.

2. Does the part look like it is added, but then doesn't save? This is probably user error and they are missing the last step where you have to select the part again and hit Add Parts.

Technician can't enter times

- Probably because they are trying to arrive or depart outside of their allowed window, but sometimes this can be a script issue, so I always ask for the credentials and test to be sure

Need to get rid of a technician

- Rather than inactivating we always recommend users delete technicians they no longer need. This helps keep the clutter down since technicians are terminated and new ones hired on a regular basis. When a customer no longer needs a technician have them pull up that technician in the tech tool and hit the delete button. If the delete button is greyed out this means the tech has been inactivated in Sedona. Temporarily re-activate them in Sedona so they can be deleted from the FSU.

Technician Error

- We always say what a customer claims needs to be verified and this is never truer than with the FSU. Technicians are a different breed from office workers and normally their issues are just that they are clicking the wrong buttons. Also remember, even if a technician is clicking the right buttons the issue could be that the touch screen on his iPad is wonky. If you can login as the tech and complete the task on your iPad then it is user error if he can't do it from his.

Quick How Tos

How to add a technician

1. Go to the technician management tool customer access

2. Select a technician from the drop down

3. Fill in all of their permission information
4. Select add at the bottom of the permissions
5. Select add again on the right

How to activate a technician

1. Go to the tech activation tool
2. Find the techs company
3. Select the appropriate database
4. Select the appropriate technician
5. Change the termination date to at least 4 years in the future
6. Check the box for Approved
7. Check the box for collect errors
8. Click Update

How to change a technician's password

1. Go to the tech activation tool
2. Select the company
3. Select the database
4. Select the technician
5. Type in the new password
6. Click update (password can also be updated in the tech management tool)

How to change the tech tool password

1. Go to the technician management tool admin access

2. Select the company

3. Type in new password

4. Click update