

A modern office interior featuring a long, white conference table surrounded by white chairs. The room has a high ceiling with recessed lighting and a patterned carpet. A glass partition with a logo is visible in the background.

Work Order Entry / Approval

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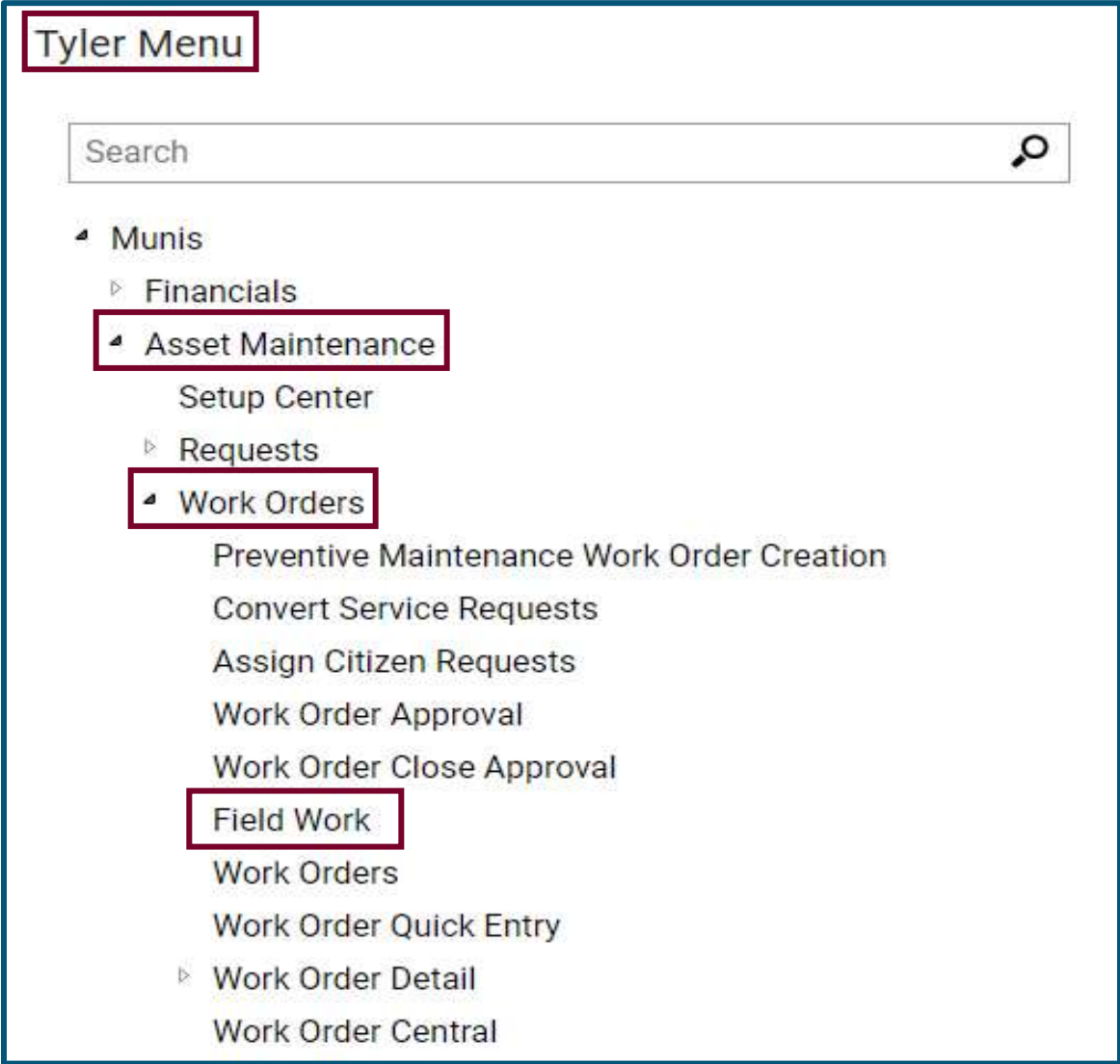
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 Field Work Program 16

Field Work Entry

The **Field Work** program manages work orders from one central location, allowing you to create work orders. When you open the program, Field Work displays a list of existing work orders, along with the activity, requesting department, and status for each item.

1. Login to **Tyler Hub** at <https://tylerhubtrain.claytoncountyga.gov> and open **Tyler Menu > Asset Maintenance > Work Orders > Field Work**



2. Click  to start a new work order.
3. Select **Asset**.
4. Enter a brief description/location to filter the **Assets**.

Quick Add Work Order

What's your subject of service?

Asset

Address / Parcel

None

CLOSE

Assets

Type	Code	Description	Is Maintenance Area
BLDG	1285.1	COMPUTER CENTER BUILDING	No
HRDSCP	1285.2	COMPUTER CENTER HARDSCAPE	No
LAND	1285.3	COMPUTER CENTER LANDSCAPE	No
SITE	1285	COMPUTER CENTER SITE	No

4 of 4 Rows per page: 25 CLEAR FILTER CANCEL

5. Select an **Asset** to return to the **Quick Add Work Order (asset)** screen.

Quick Add Work Order (asset)

Asset*
 (1285.1) COMPUTER CENTER BUILDING ...

Servicing Department* (6200) BUILDINGS AND MAINTENANCE ...

Requesting Department* (6200) BUILDINGS AND MAINTENANCE ...

Work Order Number* 927 +1

Activity* Choose Activity... ..

Description*

Assign To
 None

BACK SAVE SAVE AND ADD ANOTHER CLOSE



- The **Work Order Number** is automatically generated by Munis.
- Servicing Department** and **Requesting Department** is pre-filled with Buildings and Maintenance. Click the field help icon (•••) for **Requesting Department** to locate and select your department.
- Tab to the **Activity** field and select the field help icon (•••) to choose an **Activity Code** from the **Activities** list.

Activities

Code	Servicing Department	Description	General Category
APPLIANCE PM	6200	APPLIANCE PREVENTIVE MAINTENANCE	APPLIANCE PREVENTIVE MAINTENANCE
ELECTRICAL PM	6200	ELECTRICAL PREVENTIVE MAINTENANCE	ELECTRICAL PREVENTIVE MAINTENANCE
HVAC PM	6200	HVAC PREVENTIVE MAINTENANCE	HVAC PREVENTIVE MAINTENANCE
ICE MAKER PM	6200	PREVENTIVE MAINTENANCE ICE MAKER	ICE MAKER PREVENTIVE MAINTENANCE
PLUMBING PM	6200	PLUMBING PREVENTIVE MAINTENANCE	PLUMBING PREVENTIVE MAINTENANCE
ROOF PM	6200	ROOF PREVENTIVE MAINTENANCE	ROOF PREVENTIVE MAINTENANCE
WATER HEATER PM	6200	PREVENTIVE MAINTENANCE HOT WATER HEATER	WATER HEATER PREVENTIVE MAINTENANCE

2 of 2 Rows per page: 25 CANCEL

Note: Choose **Evaluate** from the **Activities List** if you are not sure what the issue is.

9. The **Activity Code** selected will also appear in the **Description** field. Feel free to modify it.
10. Skip the **Assign To** field.
11. Click **Save**.

Quick Add Work Order (asset)

Asset*
[1285] COMPUTER CENTER SITE

Servicing Department* [6200] BUILDINGS AND MAINTENANCE
Requesting Department* [1300] INFORMATION TECHNOLOGY

Work Order Number* 328
Activity* (ELECTRICAL PM) ELECTRICAL PREVENTIV

Description*
*For Training Purposes Only**ELECTRICAL PREVENTIVE MAINTENANCE

Assign To
None

SAVE CLOSE

12. Review the details of your Work Order and click **Submit**. This will release your Work Order into workflow for approval.

Field Work Search on Work Order #

Return Advanced Search Clear Search Add Work Order Delete Work Order Duplicate Work Order Map Attach Convert Estimates **Submit** Cancel Work Order

676 New
(ELECTRICAL PM) ELECTRICAL PREVENTIVE MAINTENANCE

GENERAL TASKS & RESOURCES COMMENTS IMAGES

Identification

Asset
[6200] BUILDINGS AND MAINTENANCE

Location

Assignment / Dates
[6200] BUILDINGS AND MAINTENANCE

Contacts

Safety

Custom Data

Identification

Servicing Department* [6200] BUILDINGS AND MAINTENANCE
Service Priority

Requesting Department* [6200] BUILDINGS AND MAINTENANCE
Request Priority Master W

Description*
ELECTRICAL PREVENTIVE MAINTENANCE
Maintenance Type

Cause
User Status Project

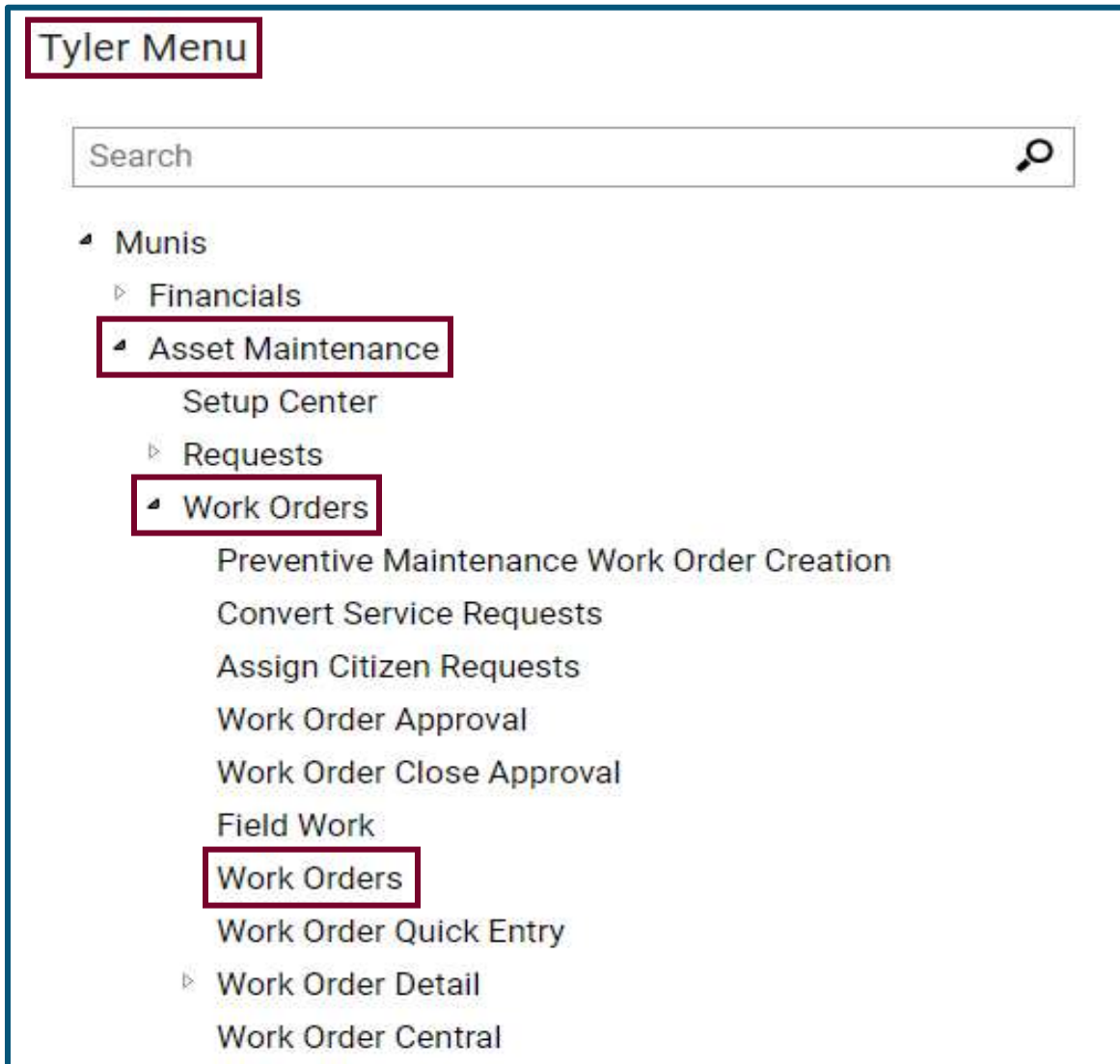
Emergency
Accident


Created by
tyler.training3

Work Order Entry

The Work Orders program manages the work order process by allowing you to create and maintain work orders.

1. Login to **Tyler Hub** at <https://tylerhubtest.claytoncountyga.gov> and open **Tyler Menu > Asset Maintenance > Work Orders > Work Orders**




2. Click  to start a new work order.
3. **Requesting Department** and **Servicing Department** is pre-filled based on your department. Click the dropdown for each, if change is needed.
4. Select the **Asset Category** field help icon (•••) to choose an **Asset** from the **Asset Category Help** list.


Work Orders [TRAIN DATABASE Jul 23 2019]

Back Accept Cancel

Work Order

Asset category ... 

Asset group

Asset ... 

Maintenance area

Requesting department * 1300 - INFORMATION TECHNOLOGY

Servicing department * 1300 - INFORMATION TECHNOLOGY

Number * +1

Activity * ...


Template ...


Description *

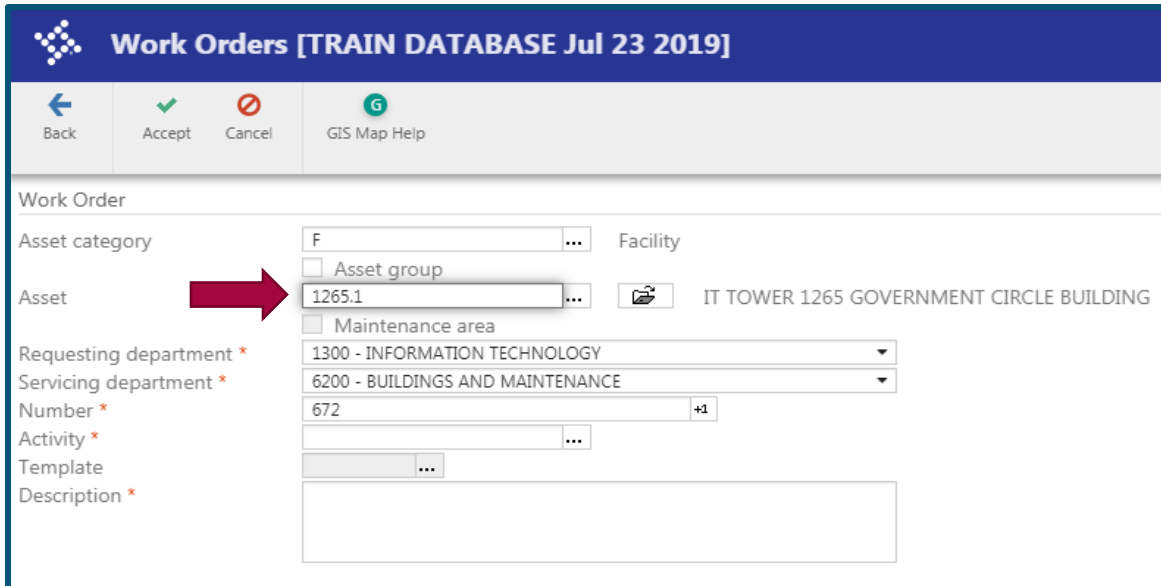
Asset Category Help

Back Accept Cancel Search Output Print Display

Code	Description	Is System Code
E	Equipment	Yes
F	Facility	Yes
I	Infrastructure	Yes
M	Utility Metered	Yes
S	Street	Yes
T	Technology	Yes
U	Utility Unmetered	Yes

- Click  and tab the **Asset** field.
- Select the **Asset** field help icon (...) to choose an **Asset** (or Location) from the **Location Help** list.

- Click  and tab down to the **Activity** field.
- The **Work Order Number** is automatically generated by Munis.



Work Orders [TRAIN DATABASE Jul 23 2019]

Back Accept Cancel GIS Map Help

Work Order

Asset category: F Facility

Asset: 1265.1 IT TOWER 1265 GOVERNMENT CIRCLE BUILDING

Requesting department *: 1300 - INFORMATION TECHNOLOGY

Servicing department *: 6200 - BUILDINGS AND MAINTENANCE

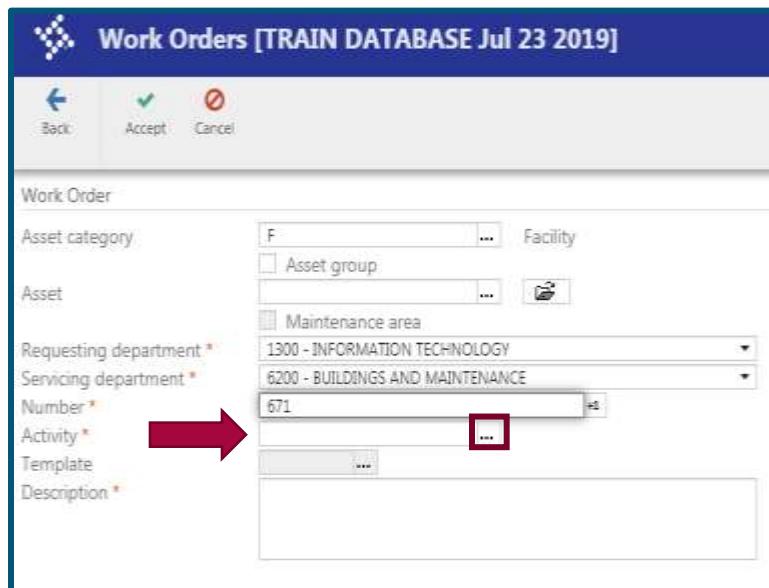
Number *: 672 +1

Activity *: ...

Template: ...

Description *: ...

- In the **Activity** field, select the field help icon to choose an **Activity Code** from the **Activity Help** list.



Work Orders [TRAIN DATABASE Jul 23 2019]

Back Accept Cancel

Work Order

Asset category: F Facility

Asset: ...

Requesting department *: 1300 - INFORMATION TECHNOLOGY

Servicing department *: 6200 - BUILDINGS AND MAINTENANCE

Number *: 671 +1

Activity *: ...

Template: ...

Description *: ...


Activity Help

Back Accept Cancel Search Output Print Display PDF Save Excel Word

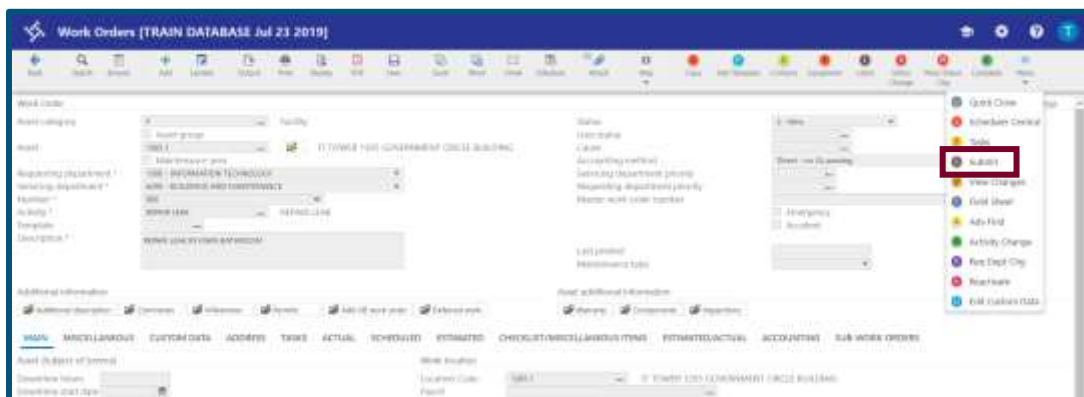
Code	Short Desc	Description	Gen Cat	Start Month	End Month
ROOF PM	ROOF PM	ROOF PREVENTIVE MAINTENANCE	ROOFPM	1	12
HVAC PM	HVAC PM	HVAC PREVENTIVE MAINTENANCE	HVACPM	1	12
ELECTRICAL PM	ELECTRICAL PM	ELECTRICAL PREVENTIVE MAINTENANCE	ELECPM	1	12
APPLIANCE PM	APPLIANCE PM	APPLIANCE PREVENTIVE MAINTENANCE	APPLPM	1	12
PLUMBING PM	PLUMBING PM	PLUMBING PREVENTIVE MAINTENANCE	PLUMPM	1	12
ICE MAKER PM	ICE MAKER PM	PREVENTIVE MAINTENANCE ICE MAKER	ICMKRP	1	12
WATER HEATER PM	WATER HEATER PM	PREVENTIVE MAINTENANCE HOT WATER HEATER	WHTRPM	1	12
REPAIR LEAK	REPAIR LEAK	INVESTIGATE, TROUBLESHOOT, REPAIR LEAK		1	12
REPAIR LIGHTING	REPAIR LIGHTING	INVESTIGATE, TROUBLESHOOT, REPAIR LIGHT		1	12
REPAIR ELECTRIC	REPAIR ELECTRIC	INVESTIGATE, TROUBLESHOOT, REPAIR ELECTR		1	12
REPAIR HVAC	REPAIR HVAC	INVESTIGATE, TROUBLESHOOT, REPAIR HVAC		1	12
REPAIR PLUMBING	REPAIR PLUMBING	INVESTIGATE, TROUBLESHOOT, REPAIR PLUMB		1	12
REPAIR CARP	REPAIR CARP	REPAIR CARPENTRY		1	12
REPAIR LOCK	REPAIR LOCK	REPAIR LOCKS		1	12
REPAIR ALARMS	REPAIR ALARMS	REPAIR ALARMS		1	12
REPAIR GATE	REPAIR GATE	REPAIR GATE		1	12
REPAIR GENERATO	REPAIR GENERATO	REPAIR GENERATOR		1	12
REPAIR FLOOR	REPAIR FLOOR	REPAIR FLOORING		1	12
REPAIR ELEVATOR	REPAIR ELEVATOR	REPAIR ELEVATOR		1	12
REPAIR APPLIANC	REPAIR APPLIANC	REPAIR APPLIANCE		1	12
REPAIR MASON	REPAIR MASONARY	REPAIR MASONARY		1	12
RENOVATE	RENOVATE	RENOVATE		1	12
EVALUATE	EVALUATE	EVALUATE		1	12
MOVE	MOVE	MOVE		1	12
BUILD	BUILD	BUILD		1	12
ASSIGN	ASSIGN	ASSIGN		1	12
CUT KEYS	CUT KEYS	CUT KEYS		1	12
DEMOLISH	DEMOLISH	DEMOLISH		1	12
TRAINING	TRAINING	TRAINING		1	12
REPLACE	REPLACE	REPLACE		1	12
CLEAN	CLEAN	CLEAN		1	12
INSTALL	INSTALL	INSTALL		1	12
UNINSTALL	UNINSTALL	UNINSTALL		1	12
REMOVE	REMOVE	REMOVE		1	12
HANG	HANG	HANG		1	12
RETROFIT	RETROFIT	RETROFIT		1	12
CONSTRUCT	CONSTRUCT	CONSTRUCT		1	12
TROUBLESHOOT	TROUBLESHOOT	TROUBLESHOOT		1	12
SECURE	SECURE	SECURE		1	12
CHANGE	CHANGE	CHANGE		1	12
PAINT	PAINT	PAINT		1	12

10. Click .

11. Enter a brief detailed description in the **Description** field.

12. Click  to save the Work Order.

13. Review the details of your Work Order and click **Submit** to release it into workflow for approval. (If you do not see the Submit button, click on **Menu** and **Submit** should be in the dropdown listing.)



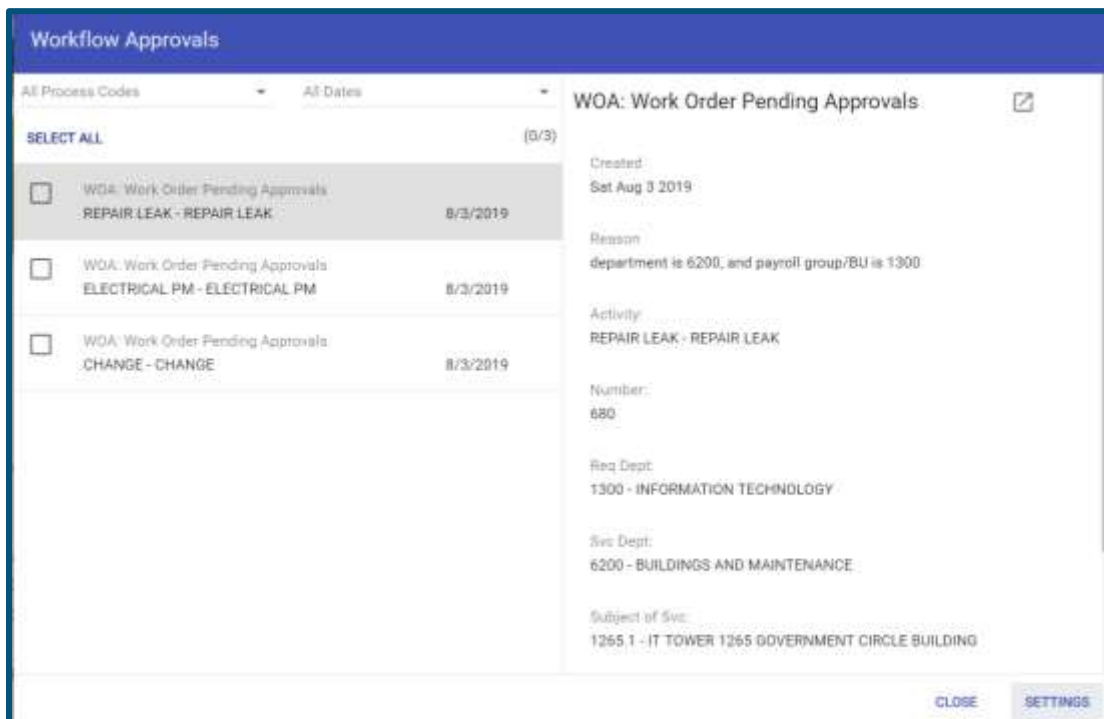
Approve a Work Order

Once a Work Order is submitted into workflow, it needs to be approved by a department head or other approving authority.

1. Login to **Tyler Hub** at <https://tylerhubtrain.claytoncountyga.gov> and view your **Approvals Tile**.



2. To view the details of items waiting for your approval, click on the **Approvals Tile**. **Workflow Approvals** will open in a new window, showing summary details of items to approve.



3. To quickly approve your **Work Order**, click the checkbox of the item and click **Approve**.

Workflow Approvals

All Process Codes: All Dates

WOA: Work Order Pending Approvals

SELECT ALL (1/3)

<input checked="" type="checkbox"/>	WOA: Work Order Pending Approvals: REPAIR LEAK - REPAIR LEAK	8/3/2019
<input type="checkbox"/>	WOA: Work Order Pending Approvals: ELECTRICAL PM - ELECTRICAL PM	8/3/2019
<input type="checkbox"/>	WOA: Work Order Pending Approvals: CHANGE - CHANGE	8/3/2019

Created: Sat Aug 3 2019

Reason: department is 6200, and payroll group/BU is 1300

Activity: REPAIR LEAK - REPAIR LEAK

Number: 680

Req Dept: 1300 - INFORMATION TECHNOLOGY

Svc Dept: 6200 - BUILDINGS AND MAINTENANCE

Subject of Svc: 1265.1 - IT TOWER 1265 GOVERNMENT CIRCLE BUILDING

APPROVE REJECT FORWARD HOLD CLOSE SETTINGS

4. Enter a comment (optional) and click **Submit**.

Approve 1 Item(s)

Comment

Item Approved

13 / 50

CANCEL SUBMIT

5. To view full details of the **Work Order** before approving, click on the view icon. **Work Orders** program will display.

WOA: Work Order Pending Approvals



- Review the full details of the Work Order. Scroll down to the bottom of the page and click **Approve**. You will see the status of the Work Order has changed to **Approved**.

	Work order read	Previous read	
Odometer	<input type="text" value="0.0"/>	<input type="text" value="0.0"/>	Other
Hourmeter	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	Program
Gallons	<input type="text" value="0.00"/>		Assessment
Read date	<input type="text" value=""/>		Employee
			Version

Workflow

Work Orders [TRAIN DATABASE Jul 23 2019]

Back Search Filter Add Update Output Print Duplicate PDF Save Exit Word Email Scheduler Attach Map Copy Contacts Equipment Labor

Work Order

Asset category Status

Asset Asset group Cause


Check Status of Work Order

There are multiple ways to view and check the status of work orders.

Work Order Program


- Login to **Tyler Hub** at <https://tylerhubtrain.claytoncountytga.gov> and open **Tyler Menu > Asset Maintenance > Work Orders > Work Orders**

Tyler Menu

Search 

- ▾ Munis
 - Financials
 - ▾ **Asset Maintenance**
 - Setup Center
 - Requests
 - ▾ **Work Orders**
 - Preventive Maintenance Work Order Creation
 - Convert Service Requests
 - Assign Citizen Requests
 - Work Order Approval
 - Work Order Close Approval
 - Field Work
 - Work Orders**
 - Work Order Quick Entry
 - Work Order Detail
 - Work Order Central


2. Click 




3. Enter search criteria into one of the fields (i.e. **Asset**, **Number**, or **Activity**) and click 

4. Status can be viewed **in Work Order** section of the page.

Status	6 - On Hold	**Training with
User status	<input type="text"/>	...
Cause	<input type="text"/>	...
Accounting method	Direct - no GL posting	▾
Servicing department priority	<input type="text"/>	...
Requesting department priority	<input type="text"/>	...
Master work order number	<input type="text"/>	...
	<input type="checkbox"/> Emergency	
	<input type="checkbox"/> Accident	
Last printed	<input type="text"/>	
Maintenance type	6	▾



Note: To view all activities that have happened on the work order, click  from the **Work Order** screen, and select **View Changes**.

-  Scheduler Central
-  Tasks
-  Submit
-  **View Changes**
-  Field Sheet
-  Adv Find
-  Activity Change
-  Req Dept Chg
-  Svc Dept Chg
-  Edit Custom Data
-  Acct Meth Chg

Changes Audit - History and Detail				
Date	User ID	Field	Action	New Value
07/23/2019	benjamin.hopkins	wmhd_wo_status	Updated	In Progress
07/23/2019	benjamin.hopkins	wmhd_wo_status	Updated	On Hold
07/23/2019	benjamin.hopkins	wmhd_stat_rsn	Updated	Testing
07/23/2019	benjamin.hopkins	wmhd_wo_status	Updated	In Progress
07/23/2019	benjamin.hopkins	wmhd_stat_rsn	Updated	
07/23/2019	Benjamin.Hopkins	wmhd_wo_status	Updated	On Hold
07/23/2019	Benjamin.Hopkins	wmhd_stat_rsn	Updated	Scheduling visit
07/22/2019	benjamin.hopkins	wmhd_wo_status	Updated	In Progress
07/22/2019	benjamin.hopkins	wmhd_stat_rsn	Updated	
07/11/2019	benjamin.hopkins	wmhd_wo_status	Updated	On Hold
07/11/2019	benjamin.hopkins	wmhd_stat_rsn	Updated	Waiting to visit site
07/11/2019	benjamin.hopkins	wmhd_wo_status	Updated	In Progress
07/11/2019	benjamin.hopkins	wmhd_stat_rsn	Updated	
07/11/2019	benjamin.hopkins	wmhd_wo_status	Updated	On Hold
07/11/2019	benjamin.hopkins	wmhd_stat_rsn	Updated	Lunch break
07/11/2019	benjamin.hopkins	wmhd_wo_status	Updated	In Progress
07/11/2019	Benjamin.Hopkins	wmhd_wo_status	Updated	Approved

Field Work Program

1. Login to **Tyler Hub** at <https://tylerhubtrain.claytoncountyga.gov> and open **Tyler Menu > Asset Maintenance > Work Orders > Field Work**

The screenshot shows the Tyler Menu interface. At the top left, the text "Tyler Menu" is enclosed in a red rectangular box. Below this is a search bar with the word "Search" and a magnifying glass icon. A navigation tree follows, with several items highlighted by red boxes: "Munis" (indicated by a small triangle), "Financials" (indicated by a small triangle), "Asset Maintenance" (indicated by a small triangle), "Work Orders" (indicated by a small triangle), and "Field Work" (indicated by a small triangle). Under "Field Work", the following options are listed: "Work Orders", "Work Order Quick Entry", "Work Order Detail", and "Work Order Central".

- ▾ Munis
 - Financials
 - ▾ Asset Maintenance
 - Setup Center
 - Requests
 - ▾ Work Orders
 - Preventive Maintenance Work Order Creation
 - Convert Service Requests
 - Assign Citizen Requests
 - Work Order Approval
 - Work Order Close Approval
 - Field Work
 - Work Orders
 - Work Order Quick Entry
 - Work Order Detail
 - Work Order Central

2. Use the fields above each column to filter and locate the work order you're searching for.

The image shows two screenshots of the 'Field Work' application interface. The top screenshot displays a search filter for 'Repair' in the Activity column. The bottom screenshot displays a search filter for 'inspection' in the Description column and a dropdown menu for the Status column with 'Approved' selected.

Number	Activity	Description
102	REPAIR	REPAIR Flashing
108	REPAIR POTHOLE	
125	INVESTIGATE, TROUBLESHOOT	REPAIR PLUMB
137	REPAIR CARPENTRY	

Number	Activity	Description
774	ANNUAL INSPECTION	ANNUAL INSPECTION
776	ANNUAL INSPECTION	ANNUAL INSPECTION
778	ANNUAL INSPECTION	ANNUAL INSPECTION
780	ANNUAL INSPECTION	ANNUAL INSPECTION
782	ANNUAL INSPECTION	ANNUAL INSPECTION
792	ANNUAL INSPECTION	ANNUAL INSPECTION
865	ANNUAL INSPECTION	ANNUAL SIGNAL INSPECTION

Status dropdown menu options:

- Accounting Complete
- Approved ✓
- Canceled
- Entered
- Field Complete
- In Progress
- New
- On Hold

3. The status of your **Work Order** appears in the list.

Number	Activity	Description	Requesting Dept	Status
	repair			
1000	REPAIR POTHOLE	Pothole on Hynds Springs Rd. @ D...	ROADS COMPLAINTS	New
1002	REPAIR POTHOLE	REPAIR POTHOLEs areas are marked...	ROADS COMPLAINTS	New