

Installing Invida Mobile

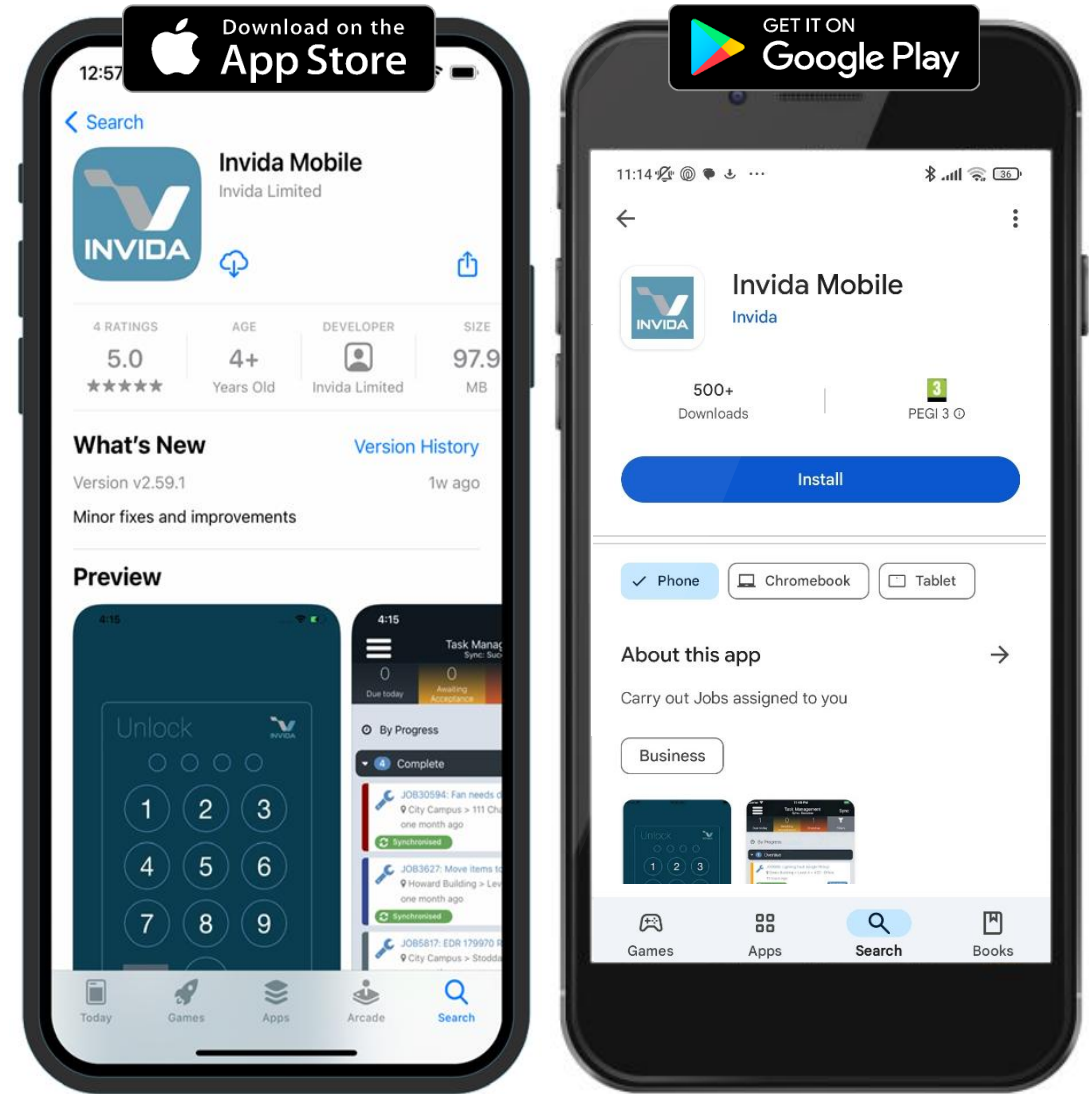
Search for and install the free *Invida Mobile* app from your device's app store.

(Make sure you choose *Invida Mobile*, not *Invida Resolve*.)

Once installed, the app icon will appear on your device:



Invida Mobile



Logging in to INVIDA

Enter the *Customer Code: UOC*

Sign in with the email and password configured within your INVIDA *User Account*.

When logging in for the first time you will be asked to set a 4-digit PIN, which is all that is needed in future.

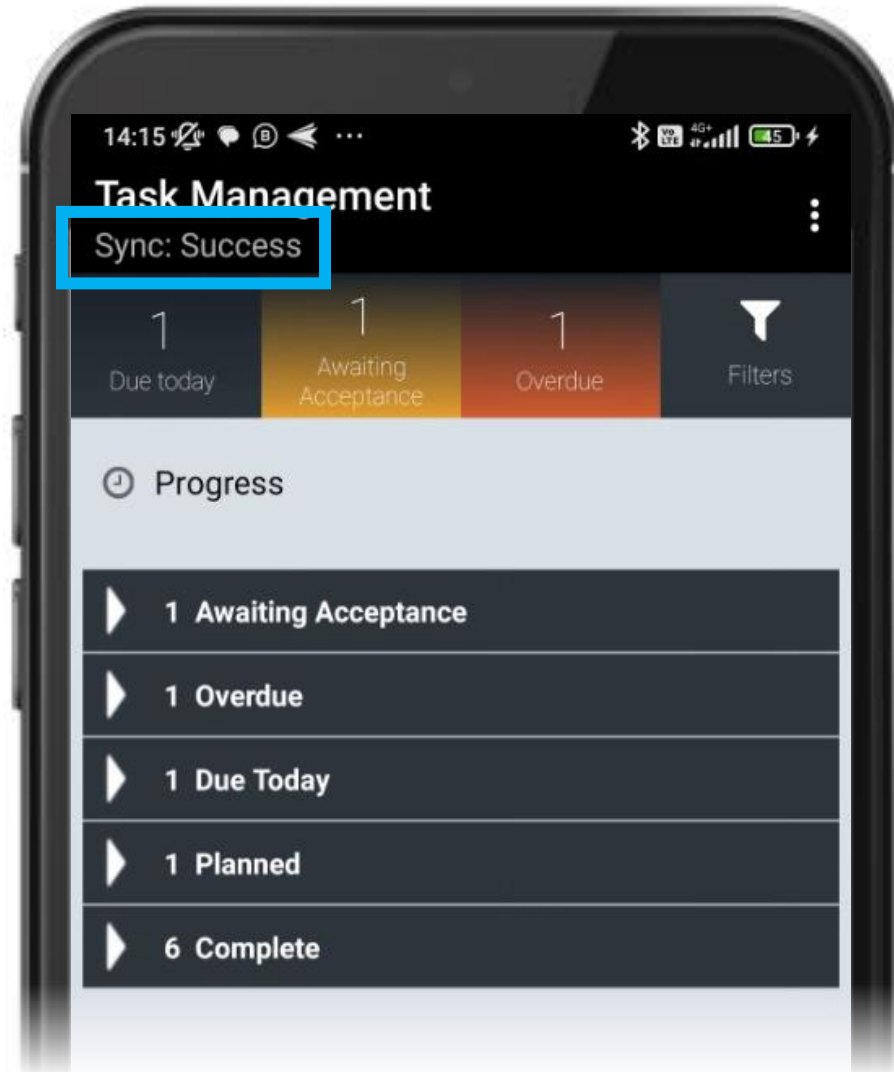
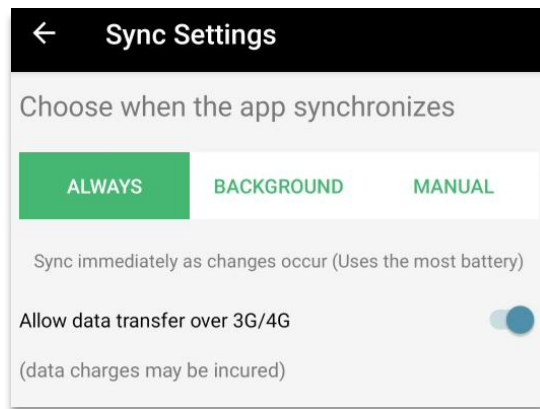


Task Management

Sync

Success: Device is in sync with the Invida cloud and other *Users*.

Tap  (or iPhone lines) to access *Sync Settings*:



iPhone layout has lines top left, instead of dots top right.

Task Management

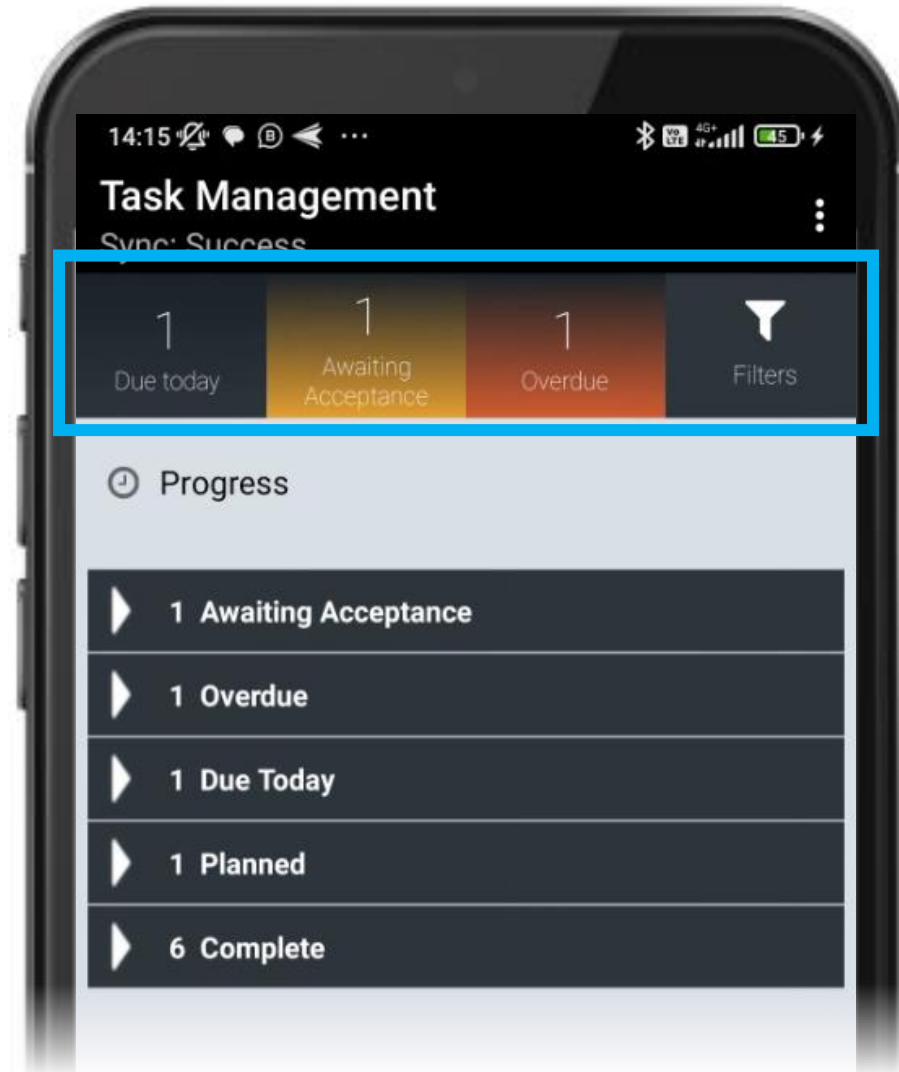
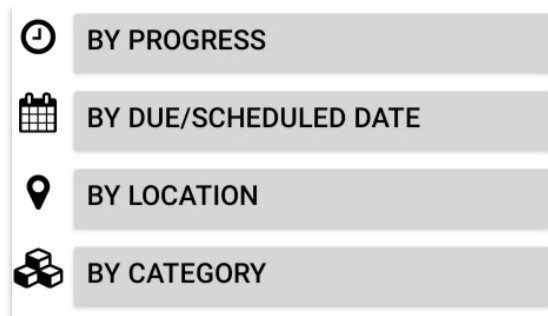
Status bar

Summary of *Jobs* assigned to you.

Tap tiles to filter.

Tap  to close filter and return to home screen.

Tap *Filters* to search, or filter *Jobs* ...

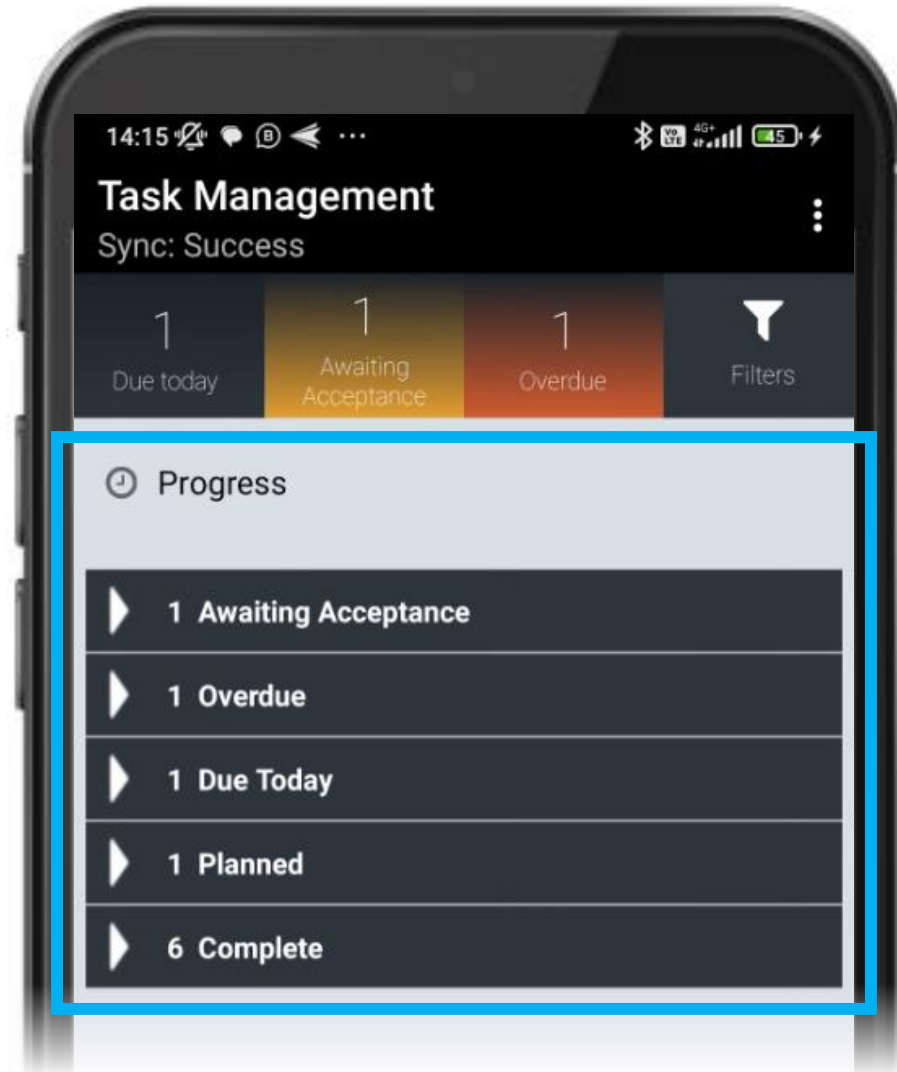


Task Management

Progress groups

Tap on a heading to expand and show *Jobs*.

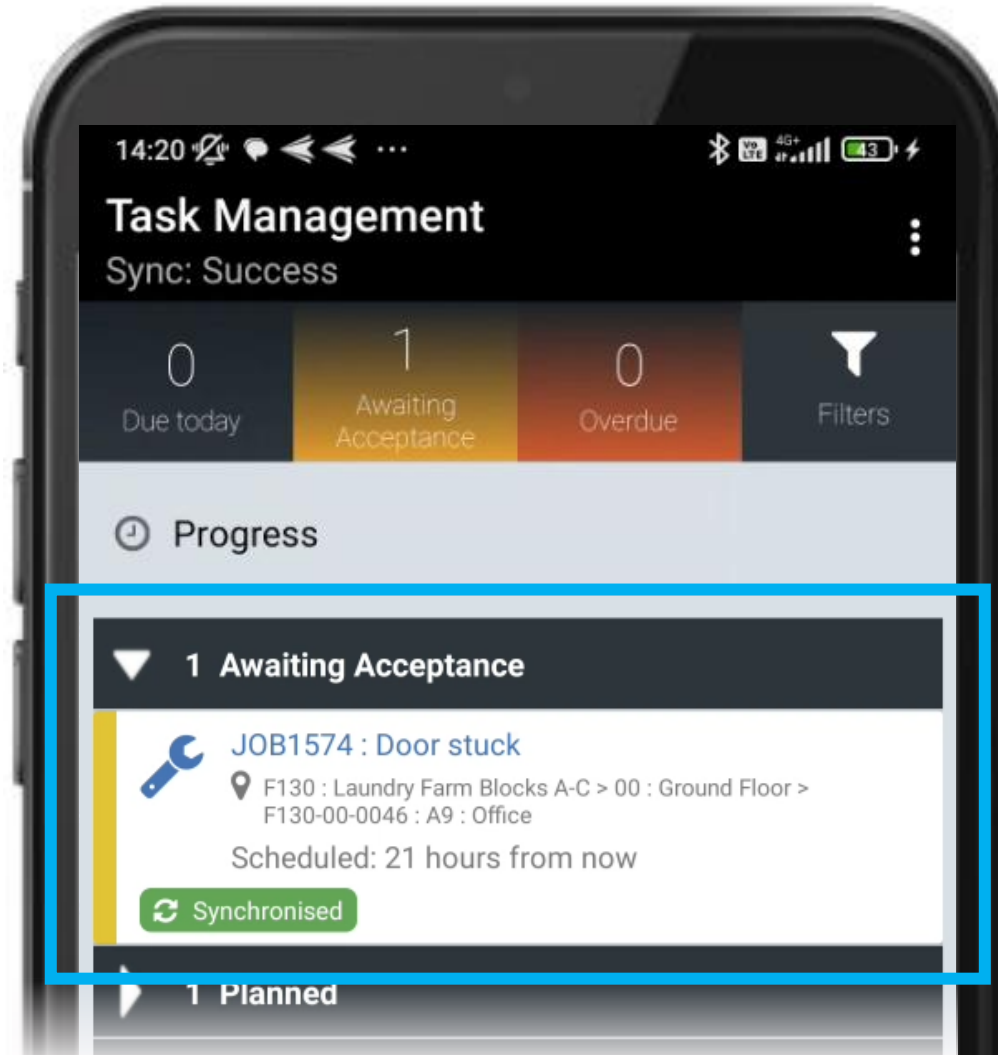
Use Filters (previous page) to change groupings.



Task Management

Progress groups

Tap on a heading to expand and show *Jobs*.



Job Summary overview

Job Priorities & SLAs



JOB1574 : Door stuck
📍 F130 : Laundry Farm Blocks A-C > 00 : Ground Floor >
F130-00-0046 : A9 : Office
Scheduled: 21 hours from now
 Synchronised

Priority	contain before	attend before	complete before
1 – Emergency	1 hr		1 day
2 – Urgent		4 hrs	1 day
3 – Routine		7 days	14 days
4 – Routine – Specialist		7 days	21 days
5 – PPM Remedial			30 days
6 – Proactive			30 days
7 – Minor Works			90 days
8 – PPM			per schedule

days =
working
days

Job Summary overview

Job Type



Reactive



Planned



Follow on



JOB1574 : Door stuck



F130 : Laundry Farm Blocks A-C > 00 : Ground Floor >
F130-00-0046 : A9 : Office

Scheduled: 21 hours from now



Synchronised

Job Summary overview

Job Ref



JOB1574 : Door stuck

 F130 : Laundry Farm Blocks A-C > 00 : Ground Floor >
F130-00-0046 : A9 : Office

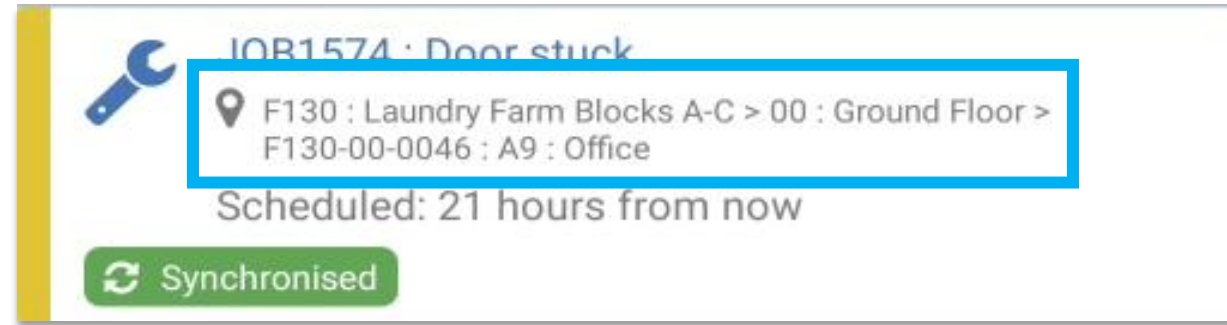
Scheduled: 21 hours from now

 Synchronised

Job Summary overview

Location

A – Old Schools
B – Old Press
C – Scroope House
D – Downing Site
E – Old Addenbrookes
F – North West Sector
H – Addenbrookes Site
K – North City
L – South City
M – New Museums Site
N – Eddington
Q – Out of Cambridge
R – Lords Bridge
S – Sidgwick Site
T – Maddingly Rise Site
W – West Cambridge Site



Site	Building	Floor	Room/Space
↓	↙	↘	↓
E 0 5 2 - 0 6 - 0 0 0 4 : W 6 . 1 6 Office			

Job Summary overview

Scheduling

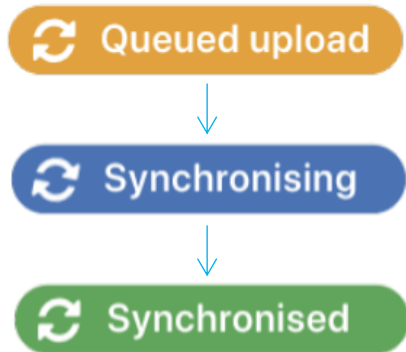
 **JOB1574 : Door stuck**
 F130 : Laundry Farm Blocks A-C > 00 : Ground Floor >
F130-00-0046 : A9 : Office

Scheduled: 21 hours from now

 Synchronised

Job Summary overview

Sync status

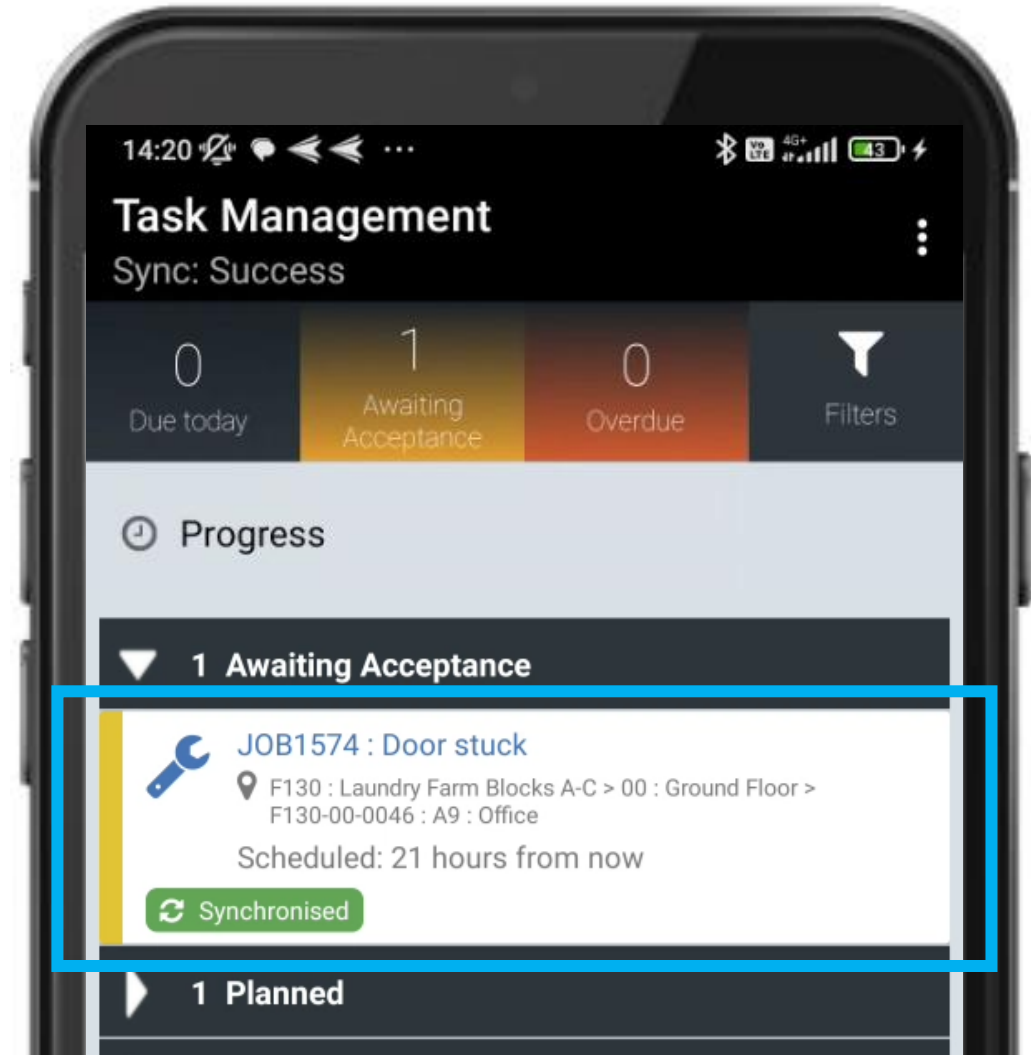


A job summary card for 'JOB1574 : Door stuck'. The card has a yellow vertical bar on the left. It includes a wrench icon, the job title, location details 'F130 : Laundry Farm Blocks A-C > 00 : Ground Floor > F130-00-0046 : A9 : Office', and the schedule 'Scheduled: 21 hours from now'. At the bottom, there is a green 'Synchronised' button with a refresh icon, which is highlighted by a blue rectangular border.

If the Job is not badged as Synchronised, see page 3 above.

Starting a Job

Tap *Job* in the *Awaiting Acceptance* section to open it



Reject Job

Tap *Reject*

iPhone: Choose from list presented or tap 'Other' to enter own reason.

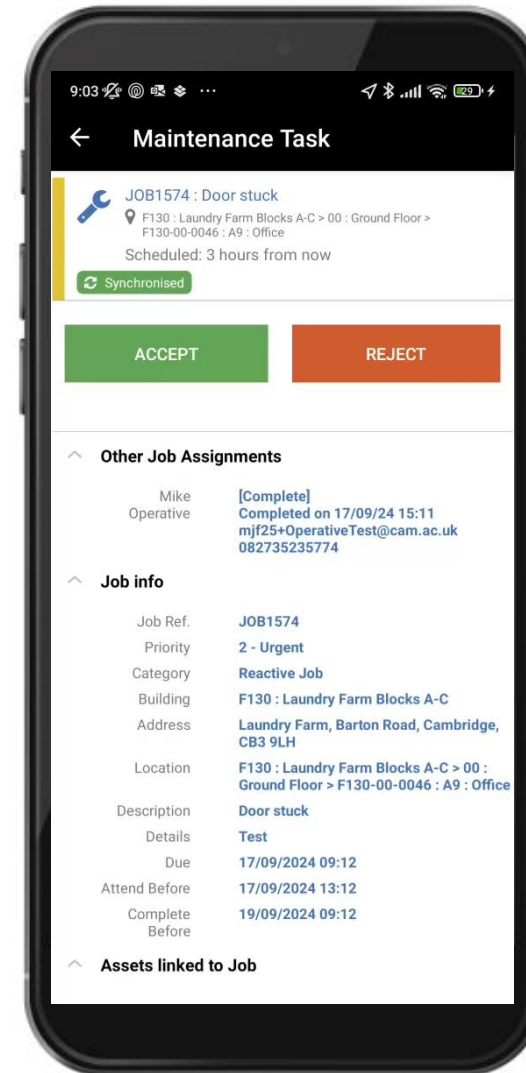
Android: Enter own reason:

Reject Job
Please provide a reason:

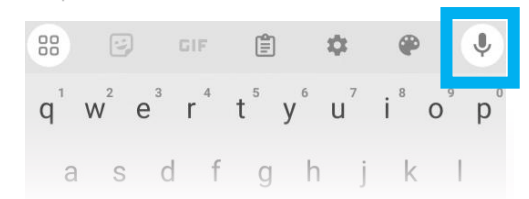
Not available

CANCELREJECT

The *Job* status will then show: **Rejected**



Note:
Inputs can be dictated



Accept Job

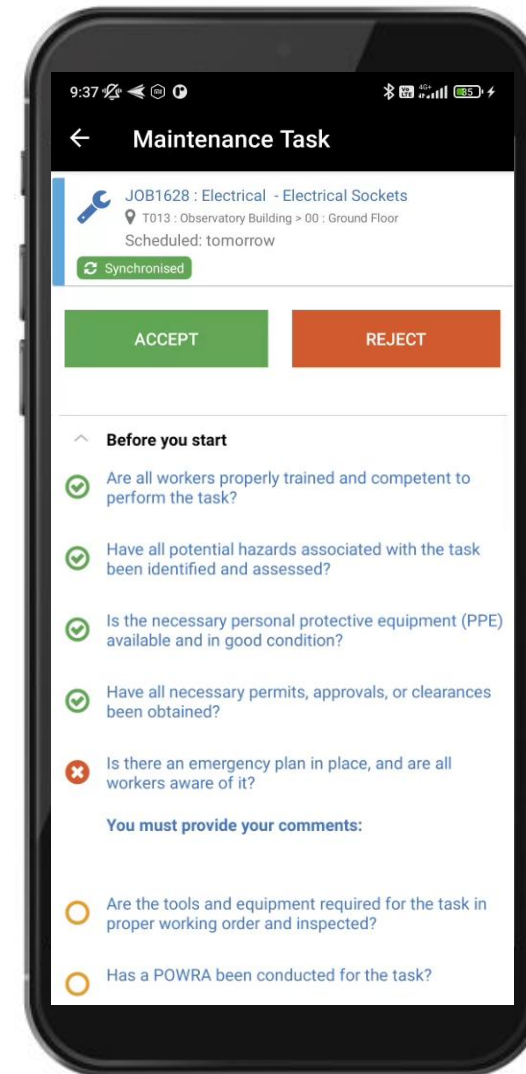
Tap *Accept*

The *Job* status will then show: **Accepted**

Before you start

Tap each question to agree, or tap twice to disagree with comment.

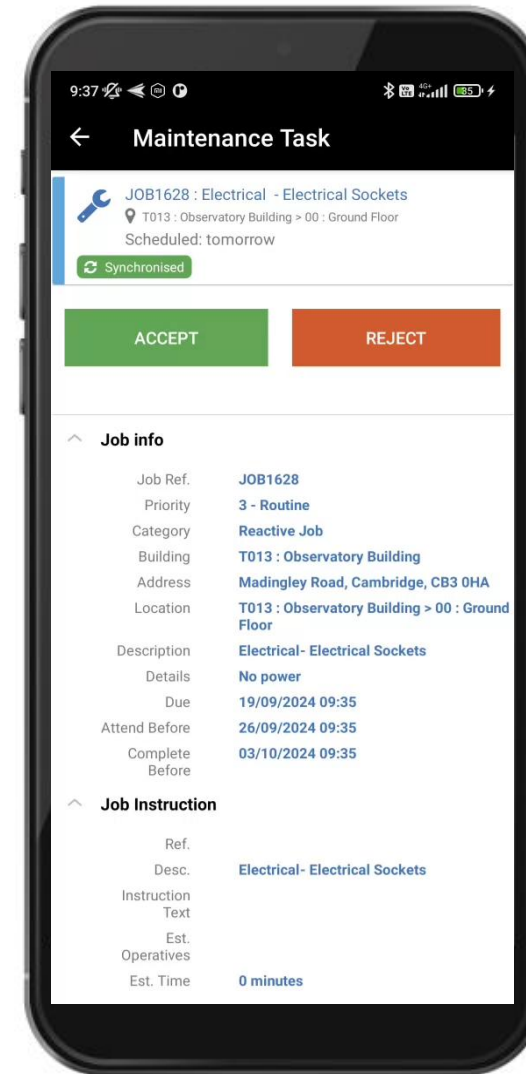
Note: This will need to be done when onsite.



Job & Ticket Info

Find *Job Info* to see details including full address and postcode.

Find *Ticket Info* to see details including contact name, email and phone number.



Portfolio – Elements & Assets

- 1 – Facilitation works (temp.)
- 2 – Superstructure
- 3 – Internal finishes
- 4 – Fittings, furnishings and equipment
- 5 – Services
- 6 – Prefab buildings
- 7 – Works to existing buildings
- 8 – External works
- 9 – Maintenance contractor's management and admin costs
- X - Unclassified

Services

5.4.1.1.3

Water
installations

Mains water
supply

Water meters
(internal)

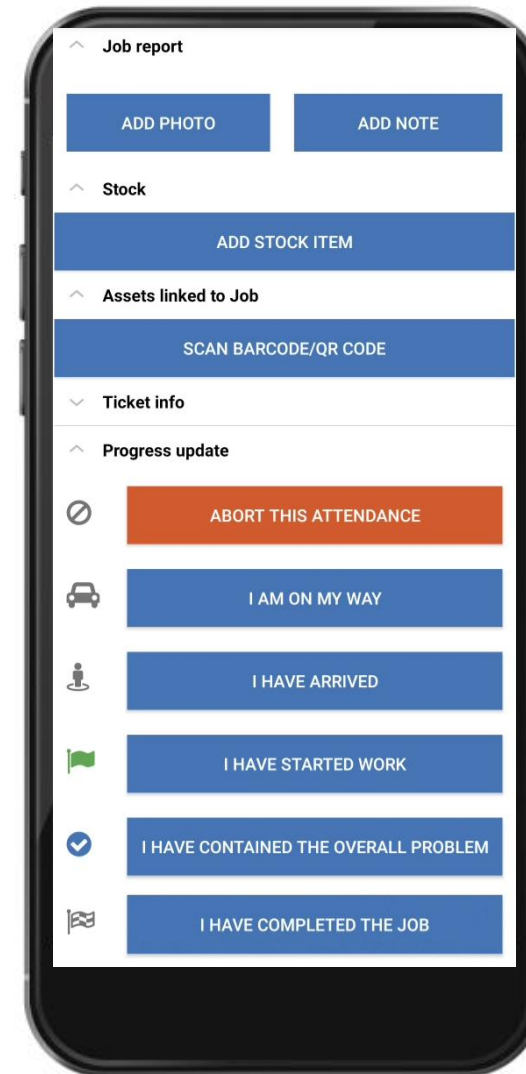


Progress update

Tap: 

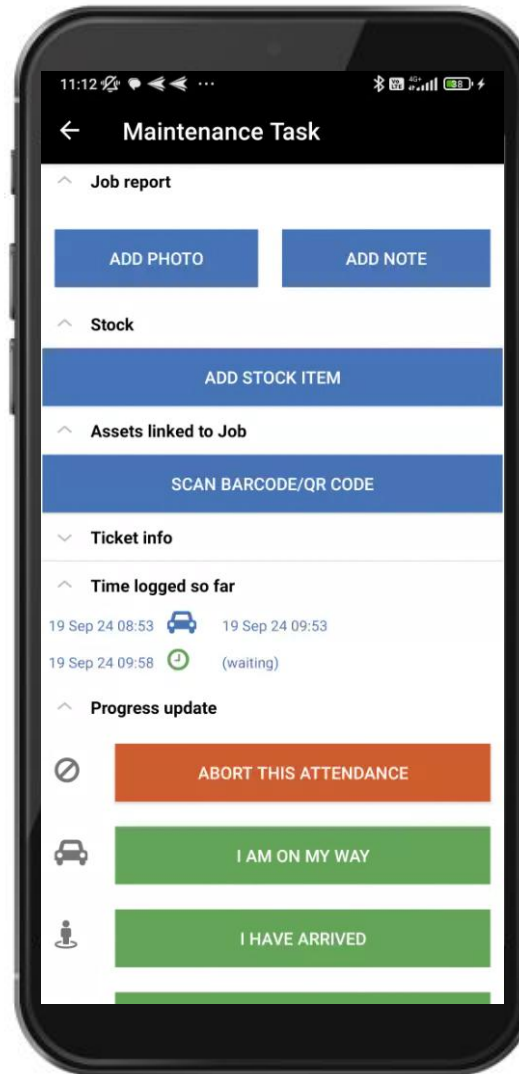
I HAVE STARTED WORK

Note: The *Before You Start* questions will need completing first, when onsite. Travel times can then be changed if necessary.



Carrying out Job

Add photos & notes
(at any point)

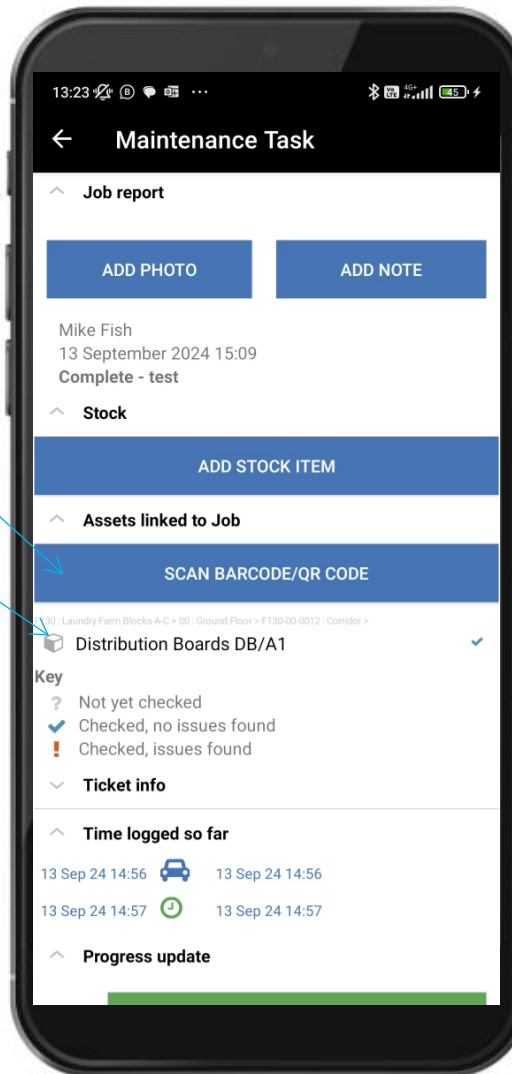


Carrying out Job (cont.)

Link Asset by scanning QR Code

When linked, details will appear

Note: Asset may already have been scanned when ticket was raised, or added by control centre, and so details logged.



Carrying out Job (cont.)

To update the *Asset's* status, tap on its name

Select icon
and add comment

F130 : Laundry Farm Blocks A-C > 00 : Ground Floor > F130-00-0012 : Corridor >

Distribution Boards DB/A1 ✓

Barcode/QR Code: 2022-045295
Manufacturer: Merlin Gerin
Model: MGB16N

REMOVE ? ✓ ! IMPACT

Comments

13:23 4G+ 85%

← Maintenance Task

Job report

ADD PHOTO ADD NOTE

Mike Fish
13 September 2024 15:09
Complete - test

Stock

ADD STOCK ITEM

Assets linked to Job

SCAN BARCODE/QR CODE

F130 : Laundry Farm Blocks A-C > 00 : Ground Floor > F130-00-0012 : Corridor >

Distribution Boards DB/A1 ✓

Key

- ? Not yet checked
- ✓ Checked, no issues found
- ! Checked, issues found

Ticket info

Time logged so far

13 Sep 24 14:56 🚗 13 Sep 24 14:56
13 Sep 24 14:57 🕒 13 Sep 24 14:57

Progress update



Carrying out Job (cont.)

Tap IMPACT to pick from list:

F130 : Laundry Farm Blocks A-C > 00 : Ground Floor > F130-00-0012 : Corridor >

Distribution Boards DB/A1 ✓

Barcode/QR Code: 2022-045295
Manufacturer: Merlin Gerin
Model: MGB16N

REMOVE ? ✓ ! **IMPACT**

Comments

Pick Impact

- Potential increased running/maintenance costs
- Causing discomfort to people working with/around asset
- Causing increased risk to health and/or safety
- Overloaded/operating beyond capacity
- Fault identified in item
- Loss/reduction in operating performance
- Appearance/finish not to acceptable standard
- Causing risk to business continuity
- Causing increased environmental impact

13:23 4G+ 45%

← Maintenance Task

Job report

ADD NOTE

5:09

ADD STOCK ITEM

Job

BARCODE/QR CODE

F130-00-0012 : Corridor >

DB/A1 ✓

Found

Found

13 Sep 24 14:56

13 Sep 24 14:57



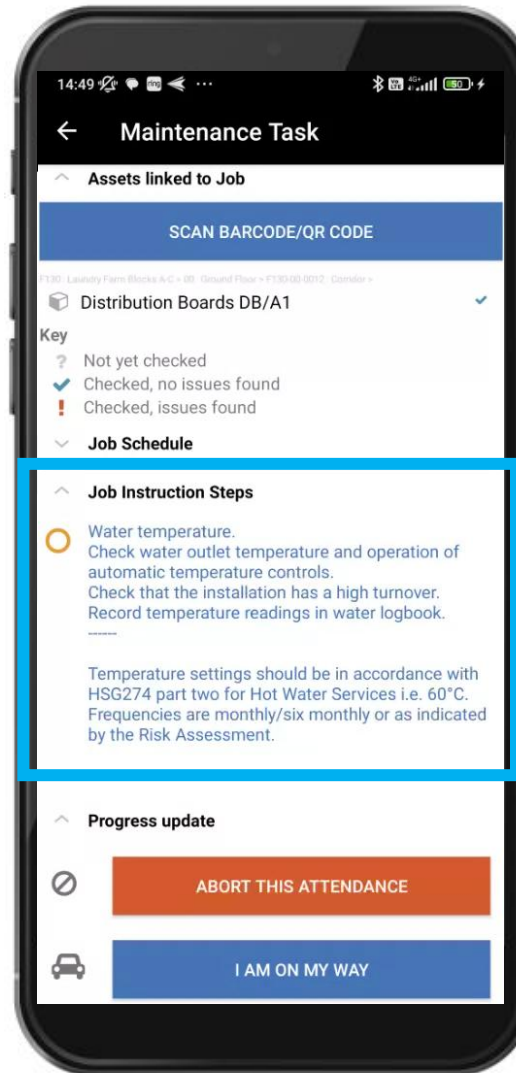
Carrying out Job (cont.)

A *Job* may have *Instruction Steps* listed.

Tap  repeatedly to change to:

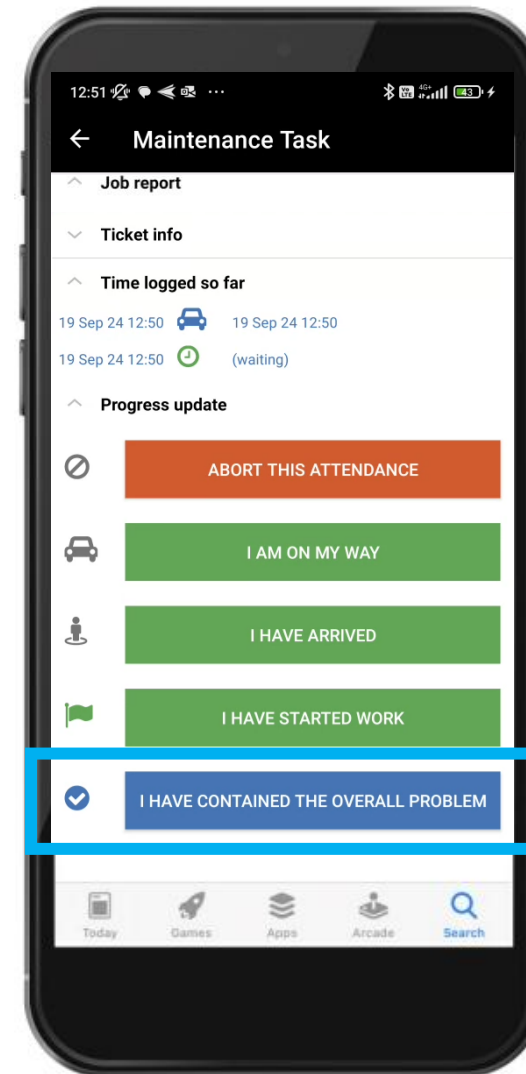
-  Complete
-  Part complete
-  Not started
-  Not applicable

A comment can be added for each



Problem contained (cont.)

You can optionally tap to indicate if the issue (e.g., leak or H&S risk) has been contained.



Completing Job

When finished, check times, select the appropriate option and save, adding comment if needed:

Work start time
- 19 Sep 24 12:55 +

Work finish time
- 19 Sep 24 12:55 +

What should happen next?

☐ I NEED TO COME BACK ANOTHER TIME

☐ SOMEONE ELSE NEEDS TO ATTEND

☒ THE OVERALL JOB IS NOW COMPLETE

CANCEL SAVE

12:51 Maintenance Task

Job report

Ticket info

Time logged so far

19 Sep 24 12:50 19 Sep 24 12:50

19 Sep 24 12:50 (waiting)

Progress update

ABORT THIS ATTENDANCE

I AM ON MY WAY

I HAVE ARRIVED

I HAVE STARTED WORK

I HAVE CONTAINED THE OVERALL PROBLEM

I HAVE COMPLETED THE JOB

Note: End of Task Review questions may need answering.