

Bellrock App Engineer User Guide



Reactive jobs

Reactive jobs begin with RRDC...

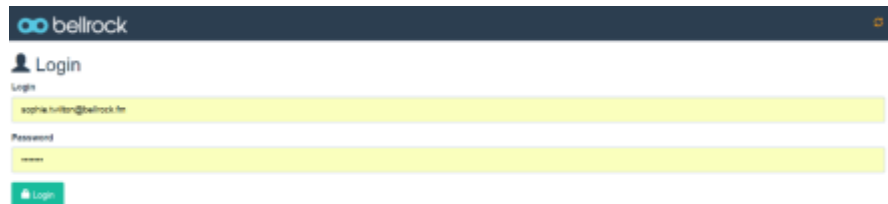
To access the app

<https://concerto.bellrock.fm/app/order-app/index.aspx#>

Please note: you will not need to download the App from your device App store, to access the App please use the above URL.

Step 1- Logging into the App

1. Go to URL <https://concerto.bellrock.fm/app/order-app/index.aspx#>
2. Enter your Concerto Username & Password, then click 'Login'.



The screenshot shows the Bellrock login interface. At the top, there is a dark blue header with the Bellrock logo and a user icon. Below the header, the word "Login" is displayed. There are two input fields: one for the username, which contains "sophie.hill@bellrock.fm", and one for the password, which contains "*****". A green "Login" button is located at the bottom left of the form.

Step 2 - Sync

Once logged in, you will be directed to the below page, where you will see a list of jobs currently assigned to yourself (the engineer).



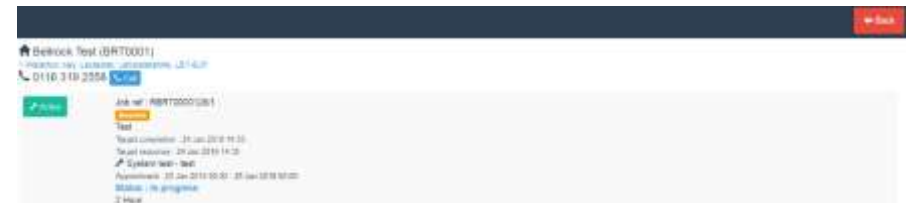
The screenshot shows the Bellrock job list interface. At the top, there is a dark blue header with a "Sync" button and a "Logout" button. Below the header, the word "Sites" is displayed. There is a list of jobs, with the first job highlighted. The job details include: "Bellrock Test (BRT0001)", "0110 319 2554", "Job ref: BRT0001(01)", "Test", "Start completed: 29 Jan 2019 11:33", "Setup received: 29 Jan 2019 14:33", "System test: test", "Approved: 29 Jan 2019 09:01 - 29 Jan 2019 10:00", "Status: In progress", and "2 Hour".

In order to refresh this page, click 'Sync'. (Your device will require internet access to Sync data).

Step 3 - Start the job;

When you (the engineer) have arrived on site, you will need to 'Start job'. To do this:

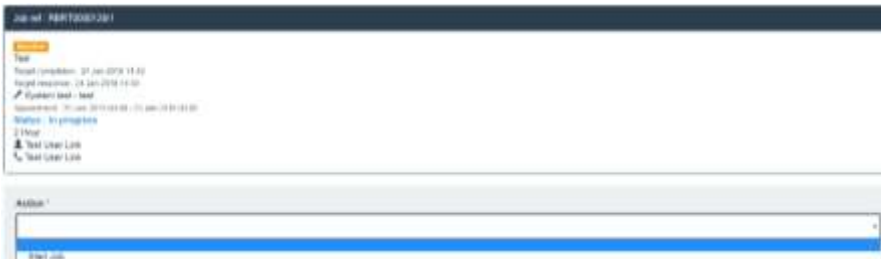
- 1 - Sync your device & find the required job.
- 2 - Click into the job & the select 'Action'.



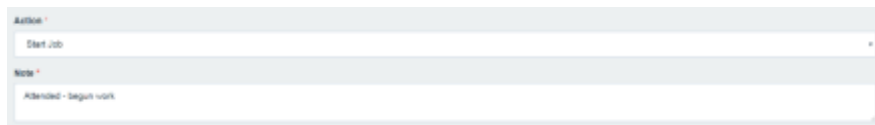
The screenshot shows the Bellrock job details interface. At the top, there is a dark blue header with a "Sync" button and a "Logout" button. Below the header, the job details are displayed. The job title is "Bellrock Test (BRT0001)". The job ref is "BRT0001(01)". The job status is "In progress". The job details include: "Test", "Start completed: 29 Jan 2019 11:33", "Setup received: 29 Jan 2019 14:33", "System test: test", "Approved: 29 Jan 2019 09:01 - 29 Jan 2019 10:00", "Status: In progress", and "2 Hour".

This will give you information on the jobs and also you have the call button which will allow you to call the site directly should you need to.

3 – Select 'Start Job' from the dropdown.



4 – Enter notes



5 - complete the questions and sign in with the site – the site will need to sign to confirm you are on site & the works have started.



Good to know

Save – you can use this button whilst your device has no internet connection, you will however need to sync once you have connected to the internet for Concerto to update with the data.

Save and sync – this will save your progress & update Concerto whilst you are onsite (this can only be done if your device has an internet connection).

6 - Click 'Save' or 'Save and sync'. The Status of the Job will then update to 'Attended'.

Additional Visit Required

At the end of your site visit, you will need to sign out of the job – either by selecting: Additional visit required or Work Complete.

If a further visit is required to complete the works, select 'Additional visit required'. To do this:

1. Click Action against the job & then choose this option from the dropdown.



2 - Add any notes you may have & sign out with the customer on site.

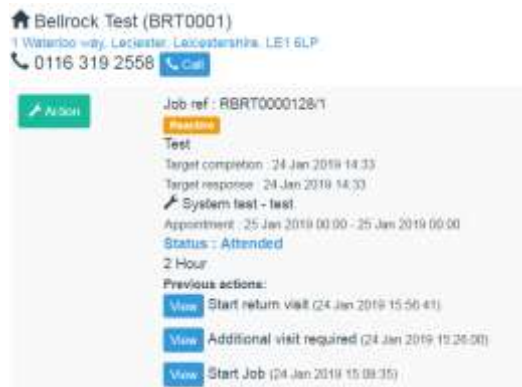
3 - Click 'Save' or 'Save and Sync', depending on whether your device has an internet connection. If your device doesn't, save and then sync when you have an internet connection.

Start Return Visit

For the return visit, complete the same actions above – syncing, start the job and then once all of the necessary visits have been carried out & the works are finished, you will need to mark the order as complete.

To do this:

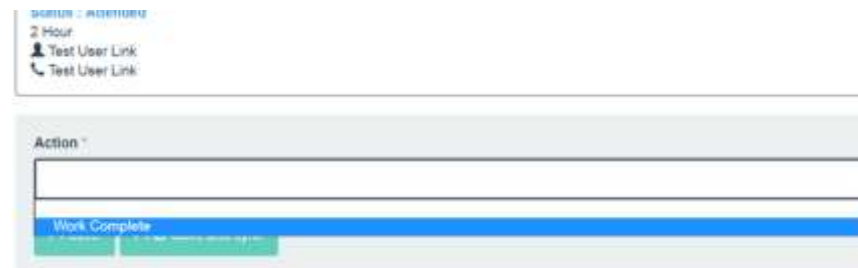
1 - Select 'Action' against the job.



Bellrock Test (BRT0001)
 1 Watnloo way, Leicester, Leicestershire, LE1 6LP
 0116 319 2558 [Call](#)

[Add](#) Job ref: RBRT0000128/1
Reschedule
 Test
 Target completion: 24 Jan 2019 14:33
 Target response: 24 Jan 2019 14:33
 System test - test
 Appointment: 25 Jan 2019 00:00 - 25 Jan 2019 00:00
 Status: **Attended**
 2 Hour
 Previous actions:
[View](#) Start return visit (24 Jan 2019 15:50:41)
[View](#) Additional visit required (24 Jan 2019 19:26:00)
[View](#) Start Job (24 Jan 2019 15:08:35)

2 - Select 'Work complete' from the dropdown.



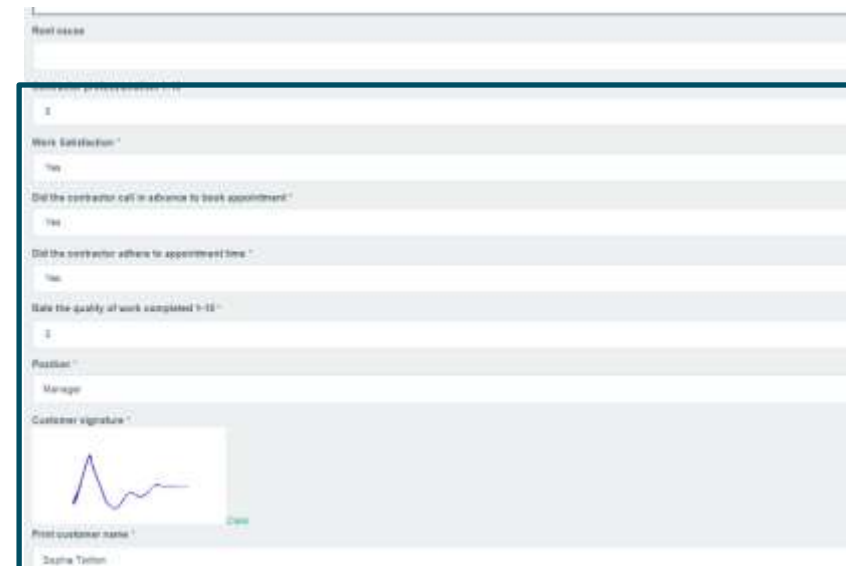
Duration: 2 Hour
 Test User Link
 Test User Link

Action *

Work Complete

3 - Enter any notes you may have. There is then a section for the client on site to complete, before signing to confirm the works are complete.

The section in the blue box below is what needs to be completed by site.



Notes

Work Satisfaction *

Yes

Did the contractor call in advance to book appointment? *

Yes

Did the contractor adhere to appointment time? *

Yes

Rate the quality of work completed 1-10 *

3

Position *

Manage

Customer signature *

Print customer name *

Signature Ticker

If you have any photos of the works carried out, you can attach these by clicking 'Choose file'.

5 - Click 'Save' or 'Save and Sync', depending on whether your device has internet connection. If you do not have connection, save and sync when you do.

Quote Required

If a quote request is required. You will need to mark the order as 'Work Complete – Quote Required'. When completing the job down, you will have this as a drop down –



If you have any photos of the works carried out, you can attach these by clicking 'Choose file'.

5 - Click 'Save' or 'Save and Sync', depending on whether your device has internet connection. If you do not have connection, save and sync when you do.

Planned jobs

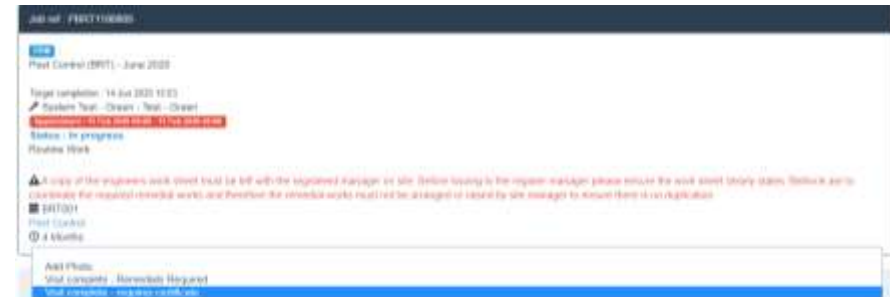
Any job relating to planned works will begin with a PRDC.

Planned orders will need to be started in the same way as a reactive job – see above for steps 1 -3 – Log on, sync, start job.

Completing a planned order down - you will need to mark the order as Complete – Awaiting Certificate.

To do this:

- 1 - Select 'Action' against the job.
- 2 - Select 'Visit complete – requires certificate' from the dropdown.
- 3 - Enter any notes you may have and ask the client to sign to confirm works are complete.

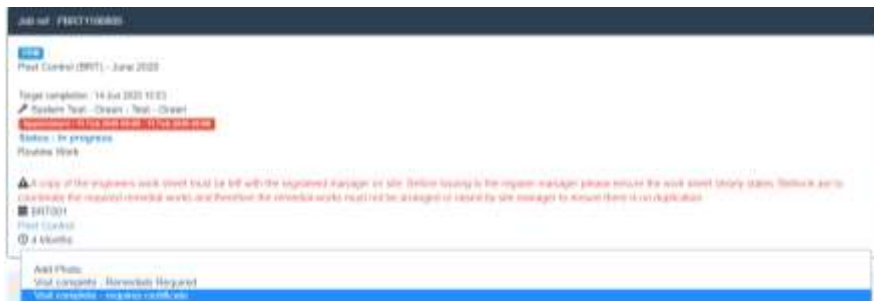


PPM – Remedial Required

When completing a job requiring remedials you will need to mark the order as Complete – Remedials Required.

To do this:

- 1 - Select 'Action' against the job.
- 2 - Select 'Visit complete – Remedials Required' from the dropdown.
- 3 - Enter any notes you may have and ask the client to sign to confirm works are complete.



We have some videos also on how you can use the app - <https://vimeo.com/386183799/a38403aeee>

Any further questions, please not hesitate to get in touch.