



powered by Clearview



Home

Telephone: 0845 60 507 98

# Clearview Engineer Guide

Logging In/Logging out of the App, Update Password, Assigned Jobs, Log On/Off Jobs

Clearview link: <https://phoenix.triosfm.com>



## Login to the Clearview portal

Username

hwilliams1

Password

••••••••

Forgotten Password?

This site uses cookies. To view our cookie policy please click here.  
To view our privacy policy please click here.

By logging into the site you agree to both documents.

Reset Form

Login

## Log In / Log Out

Log in to the Clearview portal using the following link:

<https://phoenix.triosfm.com/users/login>

Username and password will be emailed to you when set up  
Forgotten Password link is located on the log in screen

Click the Menu Button (3 Lines top right)

Key Symbol = Change Password

Arrow Symbol = Log Out

Engineer

Change Password

Signed in as Helen Williams1



Home > Jobs

Engineer

Logout

Signed in as Helen Williams1



# Assigned Jobs



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Engineer -

Job

Search

Signed in as Helen Williams1 🔍 📄

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- Click on the Menu button – 3 white lines in the top right
- Click on Engineer to bring up the Job and Search options
- Click Job to show all jobs assigned to you

| <u>Job No</u>         | <u>Site</u>                       | <u>Asset</u>                    | <u>Logged/Due</u>                        | <u>Priority</u> | <u>Status</u>          |
|-----------------------|-----------------------------------|---------------------------------|--|-----------------|------------------------|
| <a href="#">67403</a> | 1587<br>Marlborough Parade (1587) | Electrical<br>Internal Lighting | 02/Nov/2021, 12:21<br>11/Nov/2021, 23:59 | P4 - 7 Days     | Accepted by Contractor |

# Job Details

Click on the job number to bring up full job details:

- Job reference
- Date & time job created
- Date & time job fails
- Site Address
- Asset and Asset Category
- Job Type (Reactive/Planned/Quoted Works/Recall)
- Priority
- Who requested the job
- Job description
- Site access times

| <u>Job No</u>         | <u>Site</u>                      | <u>Asset</u>                    | <u>Logged/Due</u>                        | <u>Priority</u> | <u>Status</u>          |
|-----------------------|----------------------------------|---------------------------------|--|-----------------|------------------------|
| <a href="#">67403</a> | 587<br>Marlborough Parade (1587) | Electrical<br>Internal Lighting | 02/Nov/2021, 12:21<br>11/Nov/2021, 23:59 | P4 - 7 Days     | Accepted by Contractor |

# Log On / Log Off Jobs

The screenshot shows a user interface for job management. On the left, a dark grey header labeled 'Job Status' is above a white box containing the text 'In Progress'. To the right, a header labeled 'Site Times' is above a dark grey bar with four buttons: 'On Site', 'Off Site', 'Engineer', and 'Remote Fix'. Below these elements is a green horizontal bar with a white checkmark icon and the text 'You are 5169402 metres from the site'. On the right side of this green bar is a blue circular button with a white plus sign (+).

- Click the blue button with the white plus (+) sign in the bottom right of the screen
- This brings up the Sign On window
- Add notes to confirm arrived on site (notes must be at least 8 characters long in order to save)
- When visit complete, click the (+) button again and select Sign Off if return visit required, or Sign Off and Complete.

This screenshot shows a window titled 'Arrived on site'. The main area is a large white text input field. At the bottom of the window is a green bar with the text 'Sign On' in white.

This screenshot shows a window titled 'Job Complete'. The main area is a large white text input field. At the bottom of the window are two stacked buttons: an orange button labeled 'Sign Off' and a red button labeled 'Sign Off & Complete'.