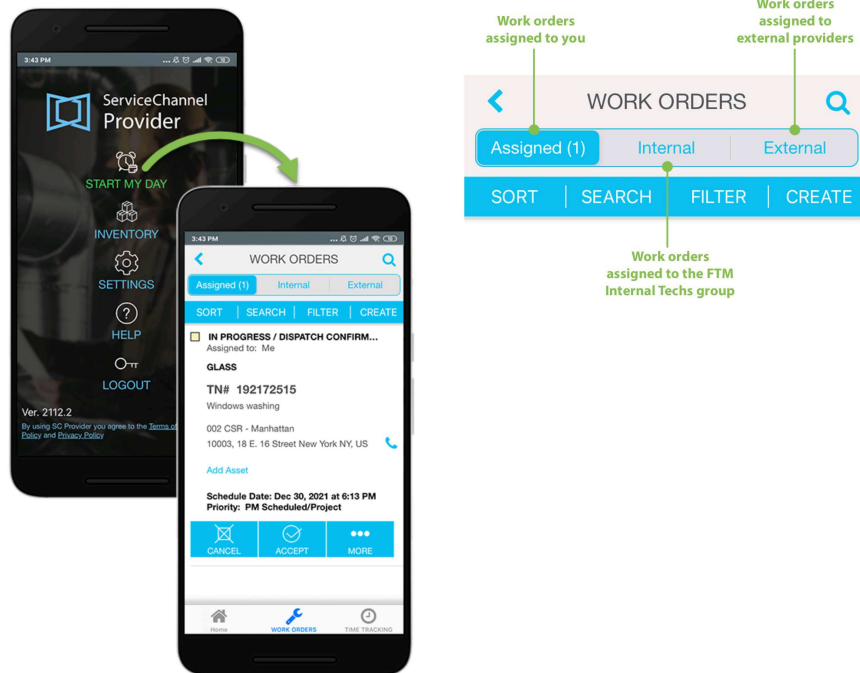


Checking in and out of Work Orders in ServiceChannel Provider Mobile

Checking Into a Work Order Using ServiceChannel Provider

Technicians log in to ServiceChannel Provider Mobile using their **email and password combination**. Following login, technicians are prompted to **Start Their Day**.


Technicians are then taken to the work order screen where they can toggle between work orders assigned to them, all work orders assigned to the FTM internal techs group, and work orders assigned to external providers.



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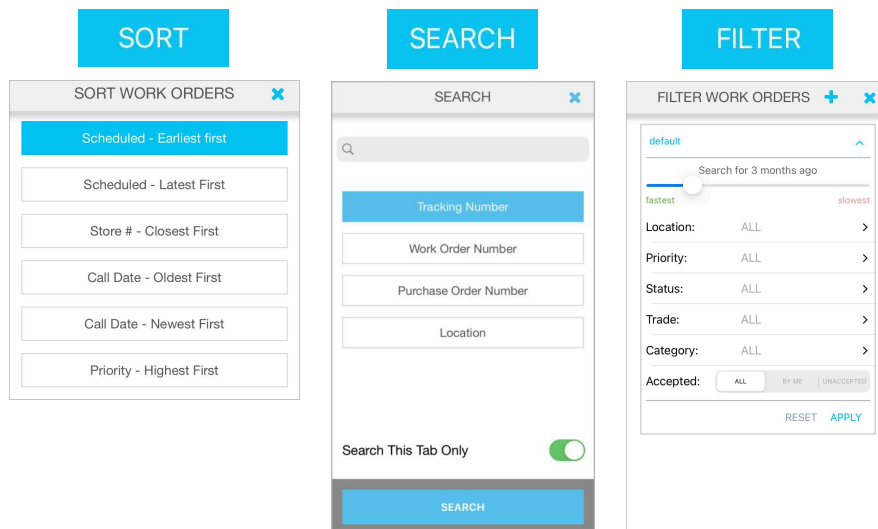
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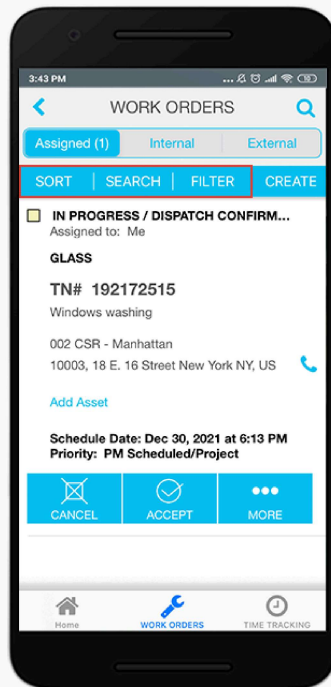
Additionally, technicians can **Sort**, **Search for**, **Filter**, and **Create** work orders, using the tools along the top of the work orders list view.



How to Check Into a Work Order in ServiceChannel Provider

1. Locate the **Work Order** you want to check into by:
 - a. Scrolling through the available list
 - b. Using the **Sort** tool

- c. Using the **Search** tool
- d. Using an existing **Filter** or creating a new search filter



2. Tap the **Accept** button on the desired work order.
3. Once you arrive onsite, tap **Log Time**.

ⓘ Prevent Check-in Outside Radius
 If you are not within the specified radius (usually within 1 mile), you might get a pop up screen preventing you from logging in until you are within the specified area.

4. Select the **type of activity** from the list provided, then tap **Done**, which starts the clock for that work order.

Checking Out of a Work Order Using ServiceChannel Provider

Once you have completed work on a service request, you can check out.

🕒 How to Check Out of a Work Order in ServiceChannel Provider

1. Locate the **work order** you are currently checked into.
2. Tap **Stop** to stop the clock on the work order.
3. Choose a status from the list, and tap **Done**.

✅ If you check out with the *Completed* status and the work order belongs to the trade where [resolution and root cause codes](#) are used, you need to pick the codes right after selecting the *Completed* status for the work order. If no appropriate resolution code or root cause is listed, you can select **Add New Resolution Code / Add New Root Cause Code** at the bottom of the screen and enter your understanding of the resolution or root cause in the text field that appears. You can specify up to three resolution codes and one root cause — either standard or custom. If you add an erroneous code, you can [edit it in Provider Automation](#) at a later time.

➤ [Click here to see how to add resolution and root cause codes.](#)

4. Add a description of the work done in the **Work Summary** field, then tap **Submit**.

Adding Required Electronic Signatures for Work Orders

Clients can require electronic signatures during the check-out process of a work order. This means as part of the completion process, you must add the signature of a work order. If a signature can't be added, a reason must be given as to why you are not able.

Starting and Stopping the Repair Clock Work Order Using ServiceChannel Provider

There may be times when a technician will need to stop the work order clock before they have completed the work required. This could be due to a more pressing repair needed or the need to travel for a part. In either case, a technician can stop the clock on a work order, then resume working on that work order at a later time.

🕒 How to Stop and Then Restart the Repair Time Clock

1. Find the **work order** you are logged into.
2. Tap **Stop** to stop the clock on the work order.
3. Select *Incomplete* or *Stop Repair* as the status. This will allow the technician to resume work on the work order.