



USER GUIDE

SWYFT

Service Provider

iOS app
available on
the Apple
App Store



Android app
available on
the Google
Play Store



SIEMENS



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SWYFT Important Links

Important Links Web:

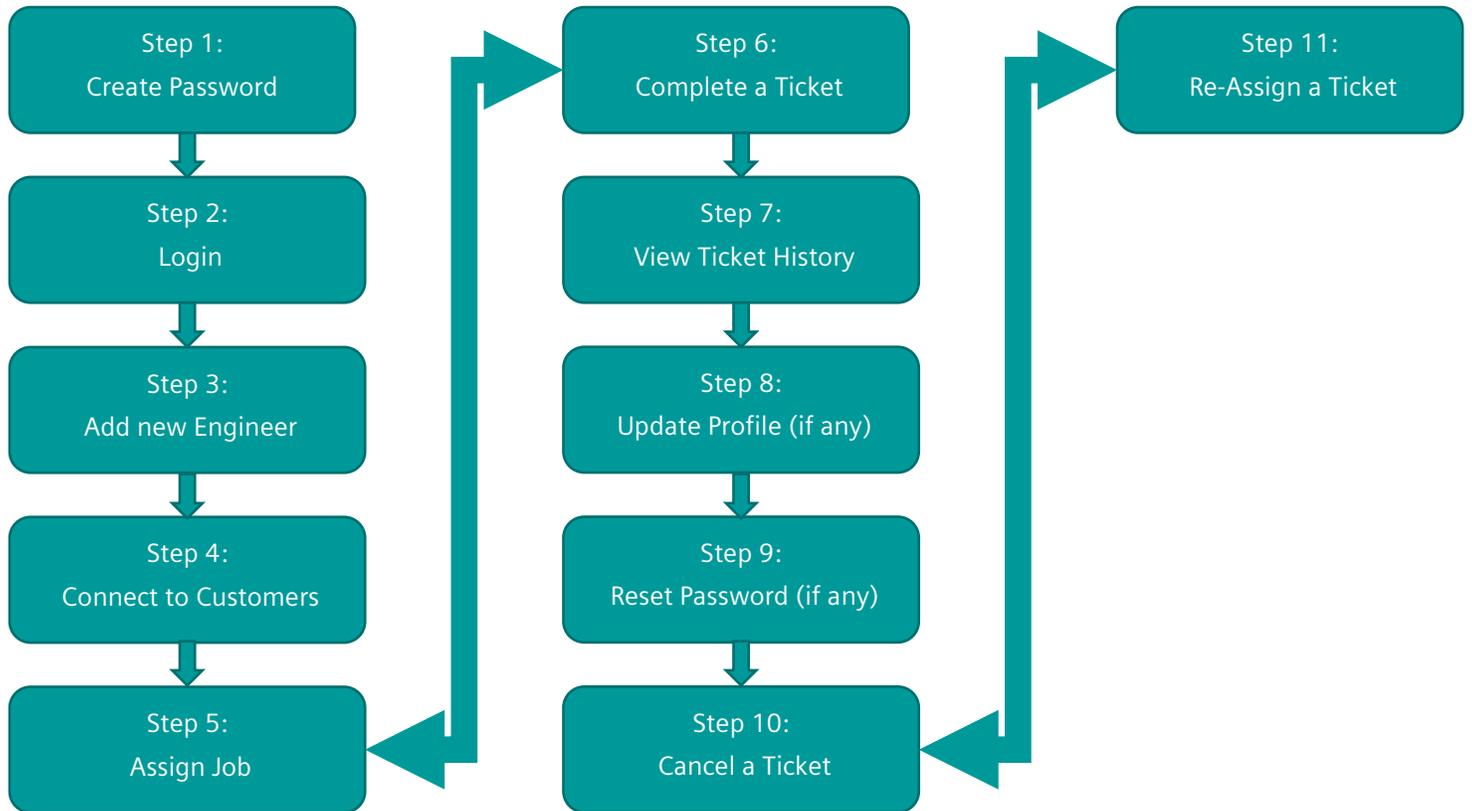
Login CMS Account: <https://sg-swyft.siemens.com/externalcms/login.aspx>

Login Engineer Account Web: <https://sg-swyft.siemens.com/webportal/engineer/Login>





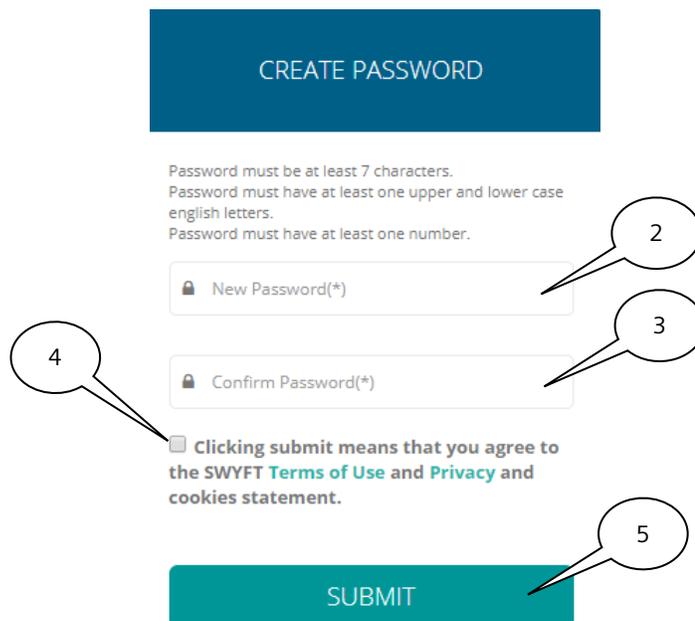
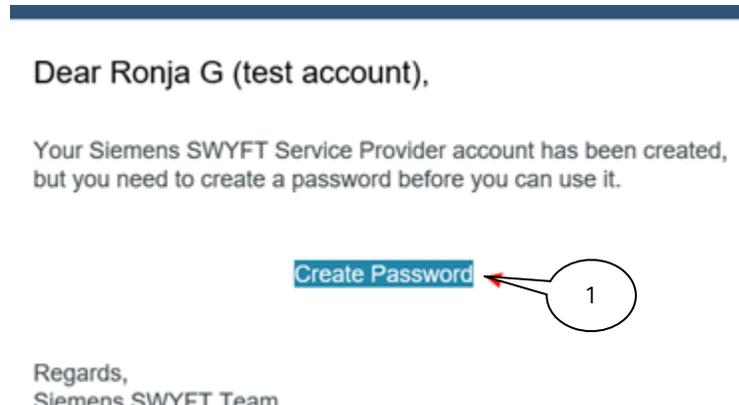
Working with SWYFT Provider CMS Flow Chart:



SWYFT Service Provider CMS – First Steps

Step 1: Create Password

After your SWYFT CMS account has been created, check your email inbox. You should have received an email from SWYFT CMS (noreply@swyft.siemens.com). Also check your Junk/Spam folder.



- 1) Click on the 'Create Password'.
- 2) Set a new password.
- 3) Confirm Password.
- 4) Check "Term of Use and Privacy.
- 5) Click on 'Submit'.

After setting a new password, the login page will appear.



Step 2: Login

1) Go to the SWYFT Website (<https://sg-swyft.siemens.com/externalcms/login.aspx>).

- 2) Enter your email address
- 3) Enter password
- 4) Select the applicable country
- 5) Click on 'Login'.

6) The following page will occur:

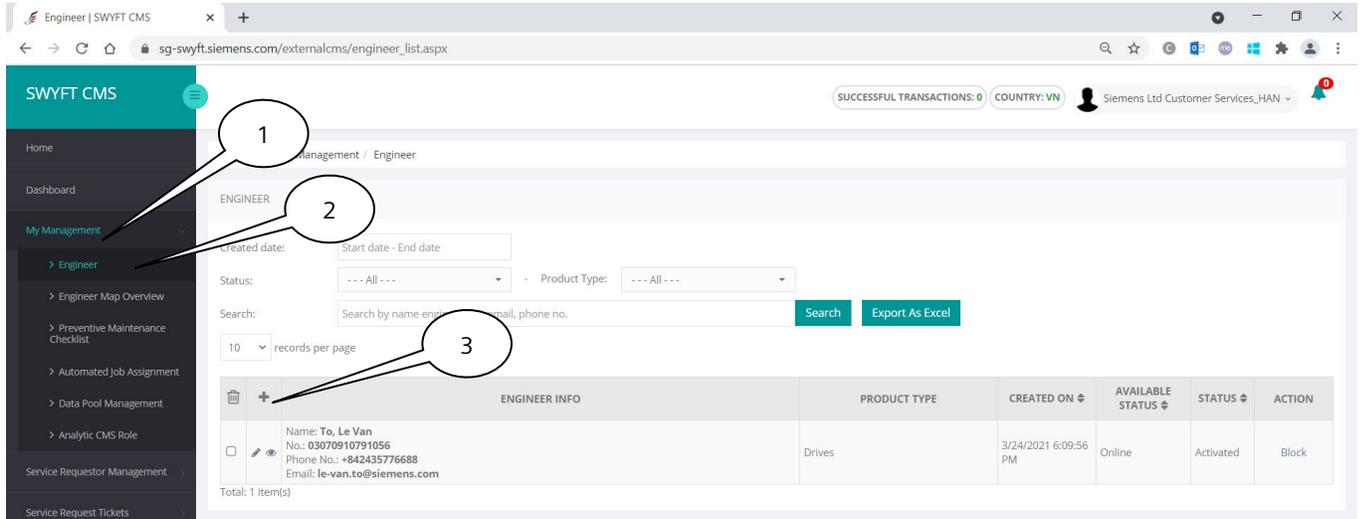
NAME / ID	URGENCY LEVEL	TYPE	ACTION
DIVN000000000000032 Pending: Service Provider Assigned	Critical	Ad-hoc	Action
DIVN000000000000031 Pending: Engineer Confirmed	Critical	Ad-hoc	Action
DIVN000000000000030 Pending: Engineer Confirmed	High	Ad-hoc	Action

REPAIR DATE	JOB ID	JOB TYPE	URGENCY LEVEL	ENGINEER	STATUS
26 Mar 2021 10:00 AM	DIVN000000000000030	Ad-hoc	High	To, Le Van	Pending
30 Mar 2021 08:00 AM	DIVN000000000000031	Ad-hoc	Critical	To, Le Van	Pending
-	DIVN000000000000032	Ad-hoc	Critical	-	Pending

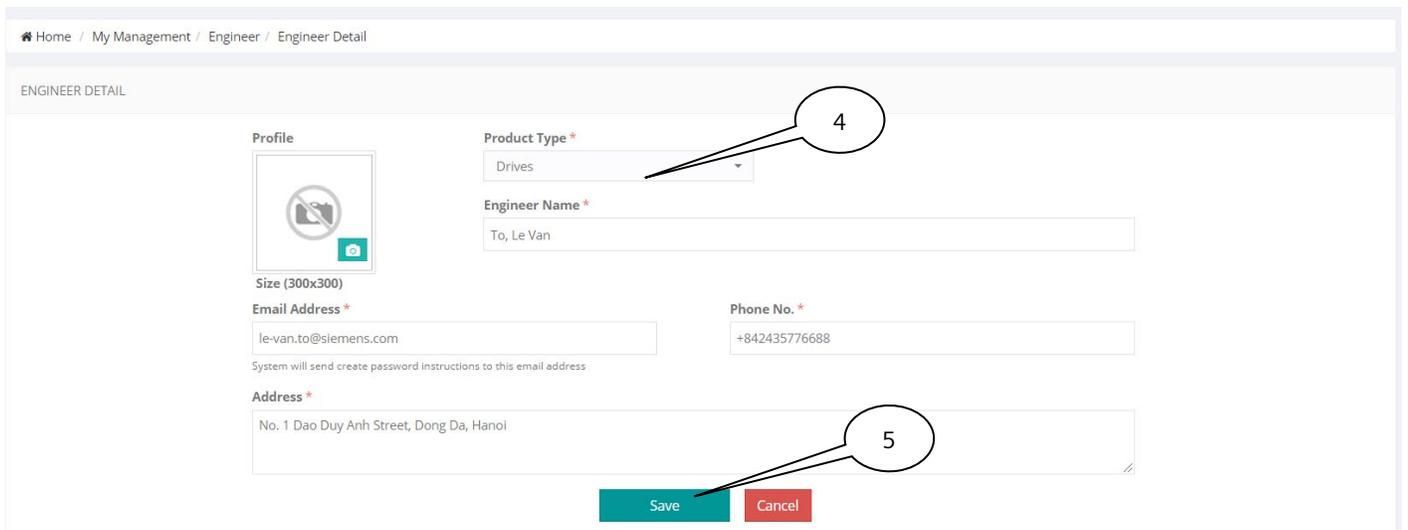


Step 3: Add new Engineers to your CMS Webpage

Add the Engineers of your company into your SWYFT CMS account in order to assign jobs to them.



- 1) Click on 'My Management'.
- 2) Click on 'Engineer'.
- 3) Click on the '+-' button to create new Engineer.



- 4) Enter: Product Type, Engineer Name, Email Address, Phone No. and Address.
- 5) Click on 'Save' to add the Engineer to the list.



6) The new entry will appear like in the list shown below:

The screenshot shows the SWYFT CMS interface. The left sidebar contains navigation options: Home, Dashboard, My Management (with sub-items: Engineer, Engineer Map Overview, Automated Job Assignment, Data Pool Management, Analytic CMS Role), Service Requestor Management, and Service Request Tickets. The main content area is titled 'ENGINEER' and includes filters for 'Created date', 'Status', and 'Product Type'. A search bar is present with 'Search' and 'Export As Excel' buttons. Below the filters is a table with columns: ENGINEER INFO, PRODUCT TYPE, CREATED ON, AVAILABLE STATUS, STATUS, and ACTION. A single entry is shown for 'Ronjas Engineer' with details: No.: 03060910165124, Phone No.: +654385720, Email: ronja.gabler@siemens.com. A callout bubble with the number '6' points to the 'Send email' link in the ACTION column.

7) click on the 'Send email' to send Engineer SWYFT Account

Step 4: Connect to your Service Requestors/ Customers

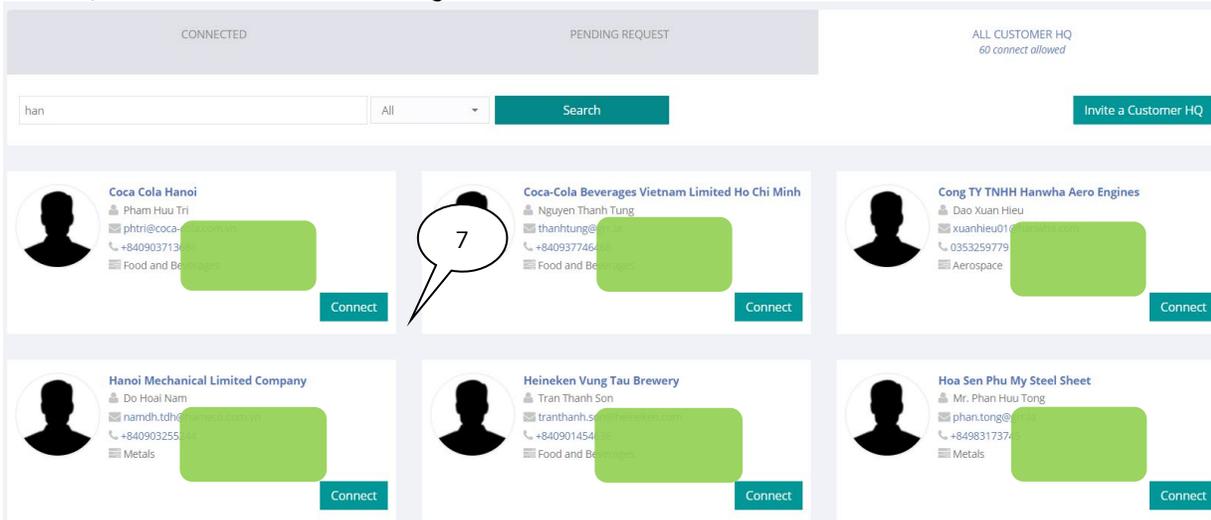
To get assigned for services from your customers you need to connect with their companies:

The screenshot shows the 'Connections' page in SWYFT CMS. The left sidebar has 'Service Requestor Management' selected, with sub-items: Connections and Contract Management. The main area shows a list of connections with columns for 'CONNECTED' and 'PENDING REQUEST'. A search bar is at the top. Below the list are six customer cards, each with a profile picture, company name, and a 'Connect' button. Numbered callouts are placed as follows: 1 points to 'Service Requestor Management', 2 to 'Connections', 3 to 'Contract Management', 4 to the user profile 'Siemens Ltd Customer Services_HAN', 5 to the search bar, 6 to the 'Search' button, and 7 to the 'Connect' button on the first customer card.

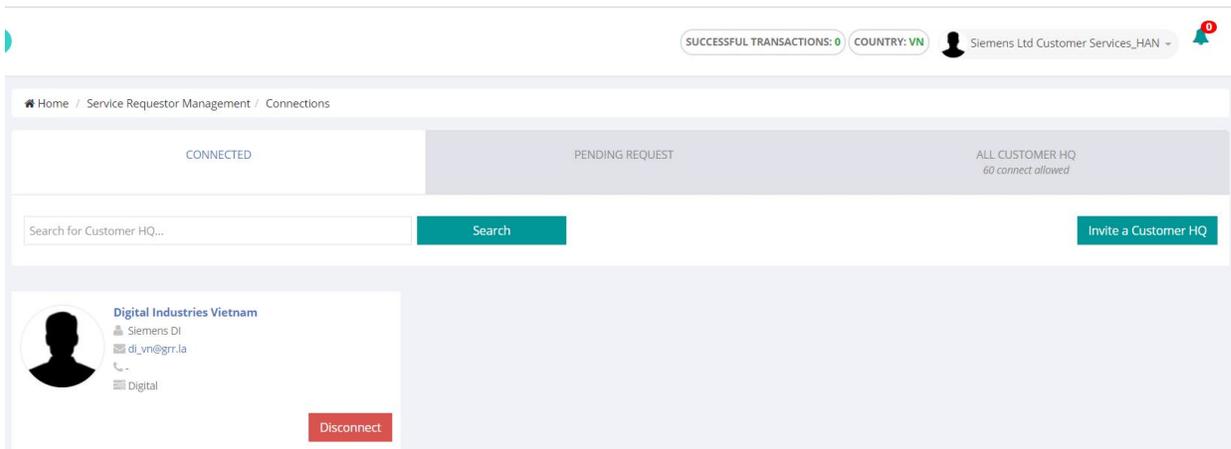
1) Click on 'My Management'.



- 2) Click on 'Service Requestor Management'.
- 3) Click on 'Connections'.
- 4) Click on 'All Customer HQ'.
- 5) Typing at least 3 characters to search.
- 6) Click on Search to View Engineer.



- 7) Click connect to send invitation to the Service Provider. After the other party has accepted, you will find this company under the 'Connected' - Tab.





Step 5: Assign a Job to an Engineer

To assign a Job to one of your Engineers:

The screenshot shows the SWYFT CMS interface with a sidebar on the left and a main content area. The main content area has a '3 TASKS' section with a table. Callout 1 points to the 'Action' button in the 'ACTION' column of the first row. Callout 2 points to the 'Assign Job to an Engineer' option in the dropdown menu that appears after clicking the 'Action' button.

NAME / ID	URGENCY LEVEL	TYPE	ACTION
DIVN000000000000032 Pending: Service Provider Assigned	Critical	Ad-hoc	Action
DIVN000000000000031 Pending: Engineer Confirmed	Critical	Ad-hoc	Assign Job to an Engineer Decline Job
DIVN000000000000030 Pending: Engineer Confirmed	High	Ad-hoc	Action

- 1) Click on the 'Action'.
- 2) Choose the option 'Assign Job to an Engineer'.

The screenshot shows the 'ASSIGN JOB TO AN ENGINEER' dialog box. It has a search field and a table of search results. Callout 3 points to the selected engineer 'To, Le Van' in the table.

#	Name	Phone No.	Product Type
1	To, Le Van	+842435776688	Drives

- 3) Choose Engineer (If you want to see a list of all your Engineers enter '?' into the search field).

The screenshot shows the 'ASSIGN JOB TO AN ENGINEER' dialog box with the search results table. Callout 4 points to the 'Assign Job' button at the bottom right of the dialog.

- 4) Click on 'Assign Job'.

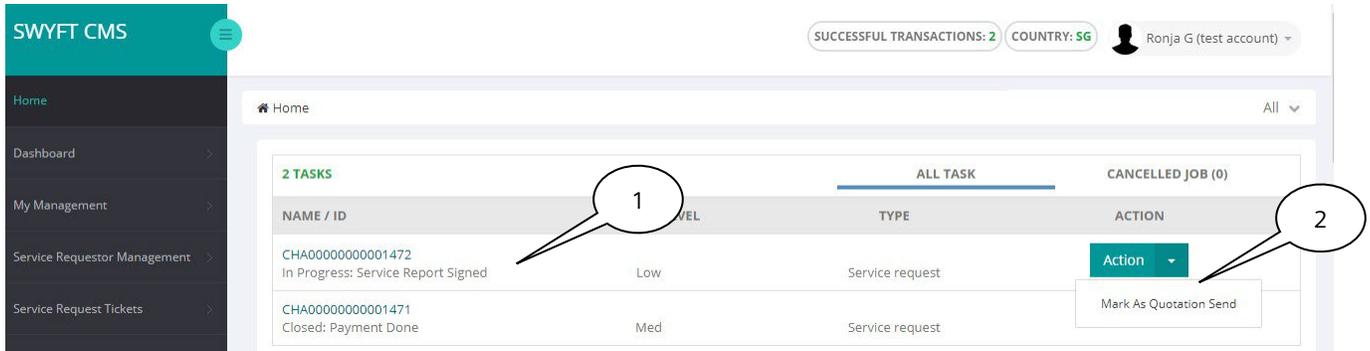
The screenshot shows the '3 TASKS' section in the SWYFT CMS interface. Callout 5 points to the 'Action' button for the task with status 'Pending: Engineer Assigned'.

NAME / ID	URGENCY LEVEL	TYPE	ACTION
DIVN000000000000032 Pending: Engineer Assigned	Critical	Ad-hoc	Action

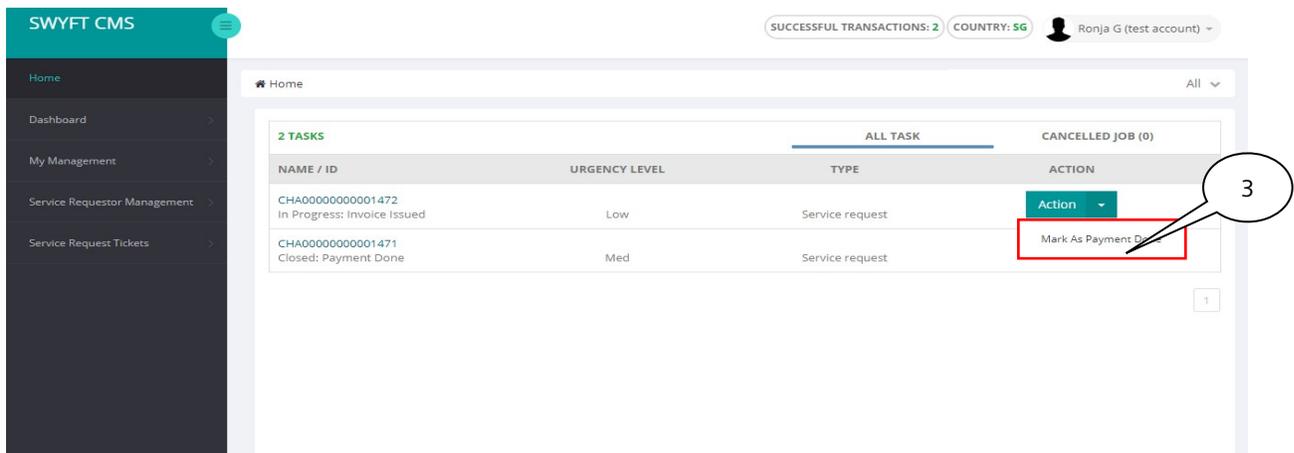
- 5) Now your Engineer has received your job assignment. Find the status 'Engineer assigned' below the ticket number.



Step 6: Complete a ticket



- 1) After the Engineer has completed his job and signed the Service Report the job will appear with the status 'In Progress: Service Report Signed'.
- 2) click on the 'Action' button and click on 'Mark as Quotation send'.



- 3) After that click on 'Mark as PO received' then on 'Mark as invoice issued' and on 'Mark as Payment done'.



- 4) Now a window will open where you can insert the amount of the payment or just click on 'Skip'. If you have entered a payment amount, click on 'Save Amount'.

- 5) Ticket Closed as 'Closed: Payment Done'.



Step 7: View Ticket History

a) Navigate to ticket list

SWYFT CMS

Home | Dashboard | My Management | Service Request Tickets | Ad-hoc Ticket List | Preventive Maintenance Ticket List

AD-HOC TICKET LIST

Date: Start date - End date | Request Date | Repair Date

Progress: --- All ---

Search: Search by service request no., site name, end user name, end user phone no., end user email, e | Search | Export As Excel

3 Pending | 0 In Progress | 0 Closed

JOB INFO	SITE INFO	END USER INFO	SERVICE REQUESTOR	ENGINEER	REPAIR ON	STATUS	ACTION
No.: DIVN000000000000032 Type: Automation Brand: ABB	Critical	DI Vietnam Phone No.: +84 28 3825 190 Email: di_vn1@grr.la	Digital Industries Vietnam	Name: To, Le Van Phone No.: +842435776688 Email: le-van.to@siemens.com		Pending Engineer Assigned	Action
No.: DIVN000000000000031 Type: Automation Brand: Siemens	Critical	DI Vietnam Phone No.: +84 28 3825 190 Email: di_vn1@grr.la	Digital Industries Vietnam	Name: To, Le Van Phone No.: +842435776688 Email: le-van.to@siemens.com	3/30/2021 8:00:00 AM	Pending Engineer Confirmed	Action
No.: DIVN000000000000030 Type: Automation Brand: Siemens	High	DI Vietnam Phone No.: +84 28 3825 190 Email: di_vn1@grr.la	Digital Industries Vietnam	Name: To, Le Van Phone No.: +842435776688 Email: le-van.to@siemens.com	3/26/2021 10:00:00 AM	Pending Engineer Confirmed	Action

Total: 3 item(s)

- 1) Click on the 'Service Request Ticket'
- 2) Click on 'Ad hoc Ticket List' or on 'Preventive Maintenance Ticket List'.

b) How to open a ticket

Click on the blue colored ticket number.

Home / Service Request Tickets / Preventive Maintenance Ticket List / Job Information

END USER INFORMATION	SERVICE REQUESTOR INFORMATION	SERVICE PROVIDER INFORMATION	ENGINEER INFORMATION
 DI Vietnam DI Vietnam di_vn1@grr.la +84 28 3825 190	 Digital Industries Vietnam Phát Dung Quất Bình Thuận,...	 Siemens Ltd Customer Services_HAN To, Le Van / Duy, Nguyen Thanh le-van.to@siemens.com +842435776688 No. 1 Dao Duy Anh Street, Dong D...	 To, Le Van - le-van.to@siemens.com +842435776688 No. 1 Dao Duy Anh Street, Dong D...

JOB SUMMARY | JOB ACTIVITIES | JOB TASK | JOB EQUIPMENT | JOB MATERIAL



c) How to see the data

1) Details of all the parties connected to the job: End User (Customer), Service Requestor, your Engineer.

Home / Service Request Tickets / Preventive Maintenance Ticket List / Job Information

END USER INFORMATION	SERVICE REQUESTOR INFORMATION	SERVICE PROVIDER INFORMATION	ENGINEER INFORMATION
<p>DI Vietnam</p> <p>DI Vietnam</p> <p>dj_vn1@grr.la</p> <p>+84 28 3825 190</p>	<p>Digital Industries Vietnam</p> <p>Phát Dung Quất</p> <p>Đình Thuận,...</p>	<p>Siemens Ltd Customer Services_HAN</p> <p>To, Le Van / Duy, Nguyen Thanh</p> <p>le-van.to@siemens.com</p> <p>+842435776688</p> <p>No. 1 Dao Duy Anh Street, Dong D...</p>	<p>To, Le Van</p> <p>★ -</p> <p>le-van.to@siemens.com</p> <p>+842435776688</p> <p>No. 1 Dao Duy Anh Street, Dong D...</p>

Navigation: JOB SUMMARY | **JOB ACTIVITIES** | JOB TASK | JOB EQUIPMENT | JOB MATERIAL

2) Detailed Job Summary.

Navigation: **JOB SUMMARY** | JOB ACTIVITIES | JOB TASK | JOB EQUIPMENT | JOB MATERIAL

Job Information

No.:	DIVN000	Job Type:	Ad-hoc
Created Date:	Mar 25 2021 10:16:00	Repair On:	Mar 30 2021 08:00
SAP No.:	Add	Urgency:	Critical
Status:	Pending	Progress:	Engineer Confirmed
Payment Amount:		Rating:	-
Description:	PLC có lỗi truyền thông		
Feedback:	-		

Asset Information

Asset Name:	2	Location:	-
Product Type:	Automation	Model:	-
Product Brand:	Siemens	Part No.:	-
Issue:	-		

Report Information

PDF:	-	Engineer Media:	-
End User Media:	-	Engineer Video:	-
End user Video:	-		

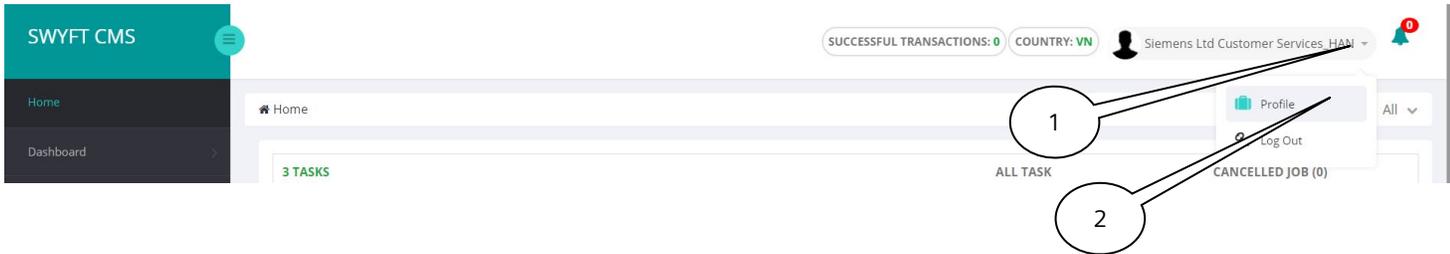
3) Information on the Job Activities, the Job Task, the Equipment and the Material used.

Navigation: JOB SUMMARY | **JOB ACTIVITIES** | JOB TASK | JOB EQUIPMENT | JOB MATERIAL

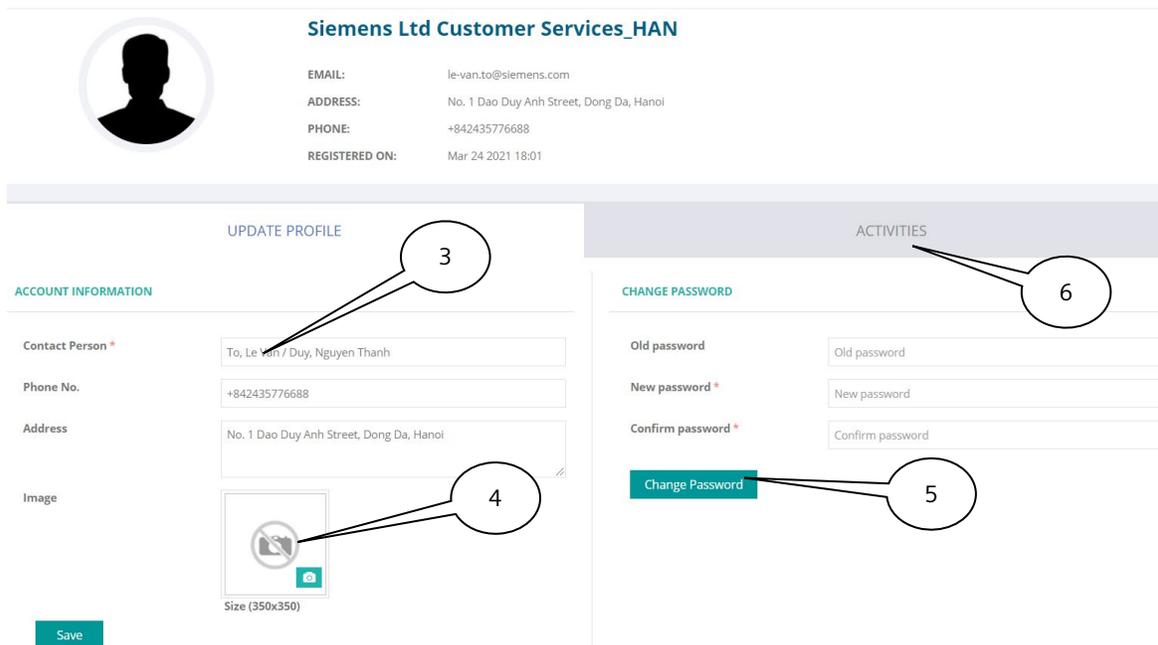
- Mar 25 2021 10:16:00 **Job created.**
- 1 min 46 secs Mar 25 2021 10:17:46 **Job assigned to Siemens Ltd Customer Services_HAN service provider.**
- 5 mins 9 secs Mar 25 2021 10:22:55 **Job assigned to To, Le Van engineer.**
- 3 mins 48 secs Mar 25 2021 10:26:43 **To, Le Van engineer confirmed job.**



Step 8: Update Profile



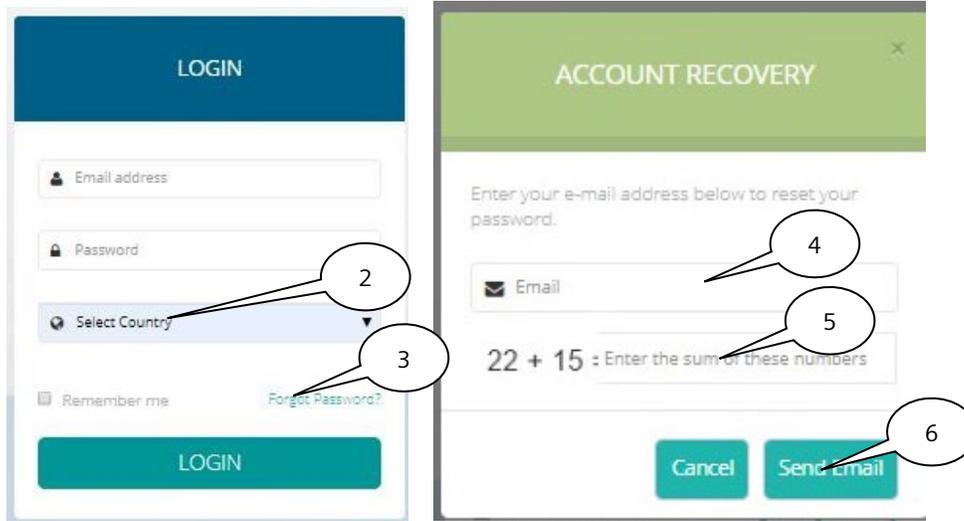
- 1) To update your profile just click on the icon or your name on the top right corner.
- 2) Click on 'Profile'.



- 3) Change information.
- 4) Add a profile picture.
- 5) Change your password.
- 6) Check Activities.

Step 9: Reset password

- 1) Open the Login page (<https://sg-swyft.siemens.com/externalcms/login.aspx>).



- 2) Select country.
- 3) Click on 'Forgot Password'.
- 4) Insert your email address.
- 5) Calculated number.
- 6) click on 'Send Email'.
- 7) You should now have received an email from SWYFT to replace your password.
- 8) Open the email and click on 'Recovery Password'.

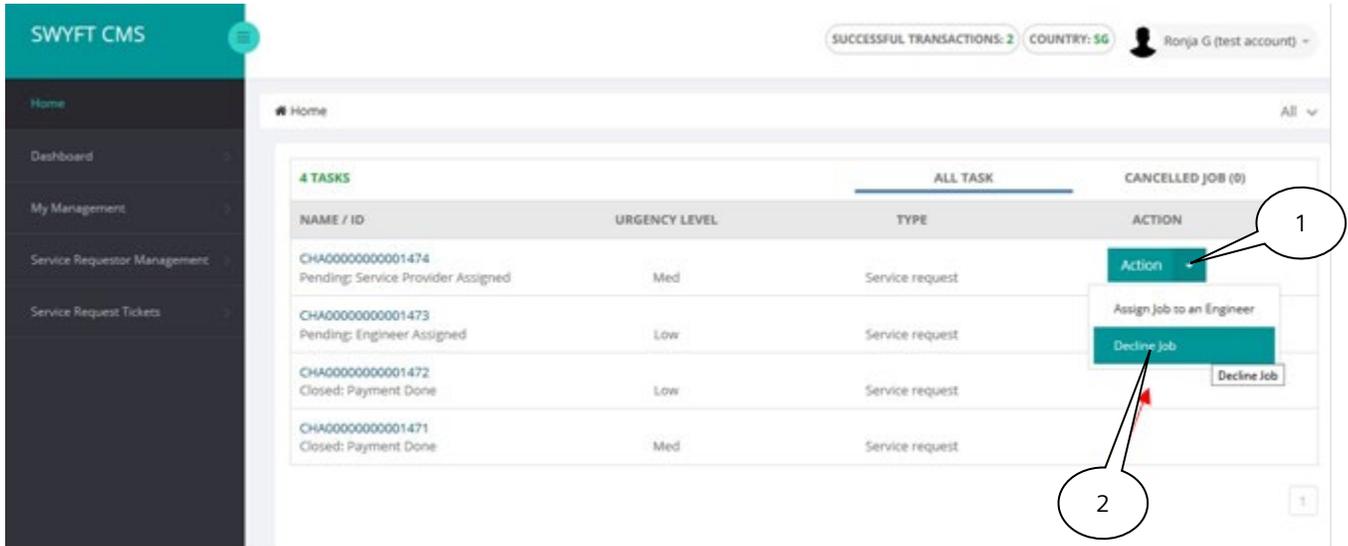


- 9) Enter the verification code as well as the new password you want to enter.
- 10) Confirm the password and click on 'Submit'.



Step 10: Decline a job

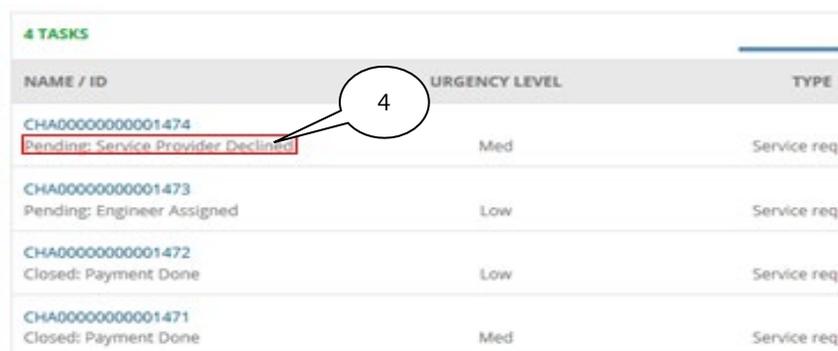
If you are not able to assign a Job to one of your Engineers, you can decline the Job.



- 1) click on the 'Action'.
- 2) Click on 'Decline Job'.



- 3) Choose an option from the drop-down menu and click on 'Submit'.



- 4) The Status is actualized as 'Pending: Service Provider Decline'.



Step 11: Reassign a Ticket to another Engineer

Home All ▾

3 TASKS ALL TASK CANCELLED JOB (0)

NAME / ID	URGENCY LEVEL	TYPE	ACTION
DIVN000000000000032 Pending: Engineer Assigned	Critical	Ad-hoc	Action ▾
DIVN000000000000031 Pending: Engineer Confirmed	Critical	Ad-hoc	Reassign Job to an Engineer
DIVN000000000000030 Pending: Engineer Confirmed	High	Ad-hoc	Action ▾

- 1) Click on the 'Action'.
- 2) Click on 'Reassign Job to an Engineer'.

REASSIGN JOB TO AN ENGINEER ✕

Engineer: * To, Le Van le-van.to@siemens.com +842435776688

Reassign Reason

#	Name	Phone No.	Product Type
	To, Le Van	+842435776688	Drives

- 3) Click on the Engineer you want to assign the job.

REASSIGN JOB TO AN ENGINEER ✕

Engineer: * To, Le Van +842435776688 Drives

Reassign Reason

Cancel
Assign Job

- 4) Click on Assign Job.

3 TASKS ALL TASK CANCELLED JOB (0)

NAME / ID	URGENCY LEVEL	TYPE	ACTION
DIVN000000000000032 Pending: Engineer Reassigned	Critical	Ad-hoc	Action ▾

- 5) Status has now changed to: 'Pending: Engineer Reassigned'.



Working with SWYFT Engineer App Flow Chart:



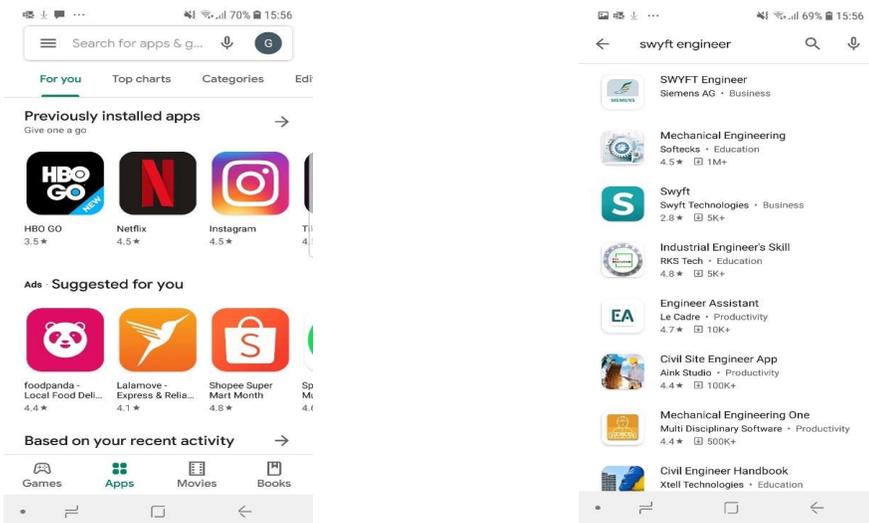


SWYFT Engineer Application – First Steps

Step 1: Download & Install the Engineer App

a) Android

Go to your Play Store → Search 'swyft engineer' → Download and Install App.



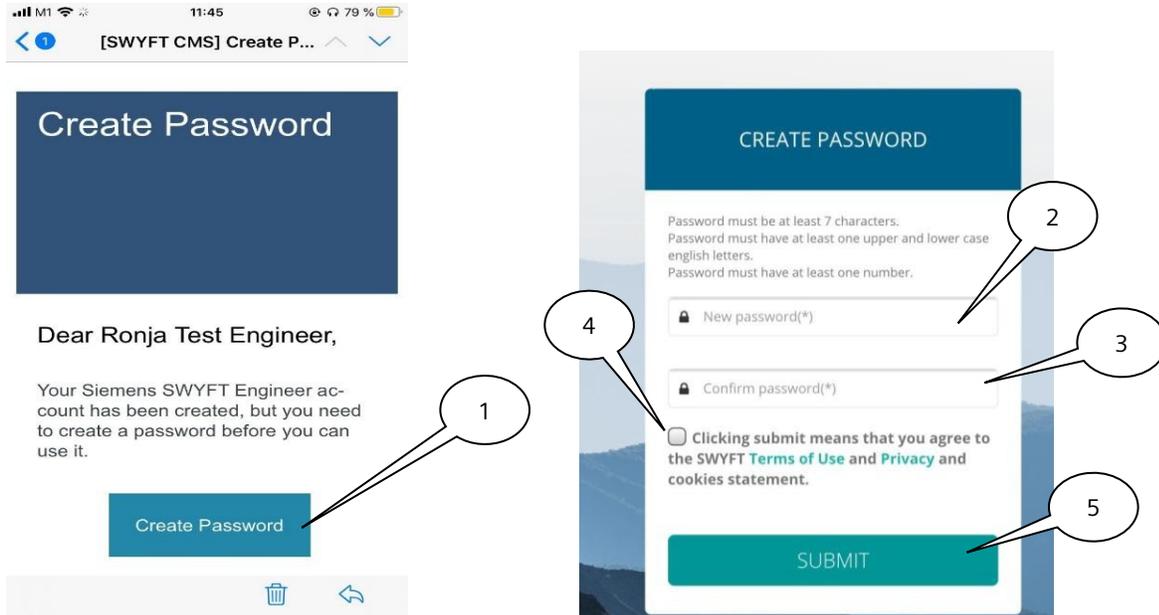
b) iOS (iPhone)

Open your Appstore -> Search Line 'SWYFT engineer' → Download and Install App.



Step 2: Create Password

You should receive an email from the SWYFT account. Check your email inbox & Open it



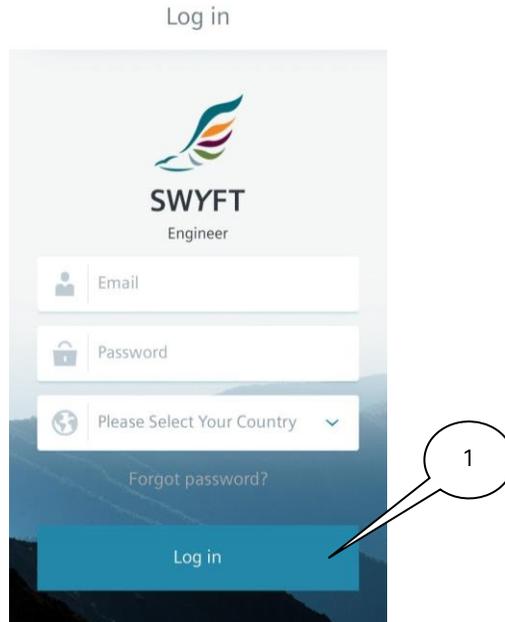
- 1) Tap on the button 'Create Password'.
- 2) Enter a new password.
- 3) Confirm password.
- 4) Tick the box to agree with the Terms of use and Privacy.
- 5) Tap on 'Submit'.

Now you can Login app.

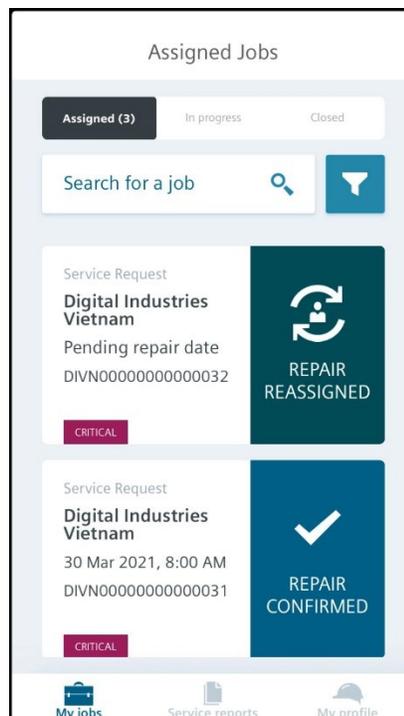


Step 3: Login

Open the Application SWYFT Engineer and the following login page will open:



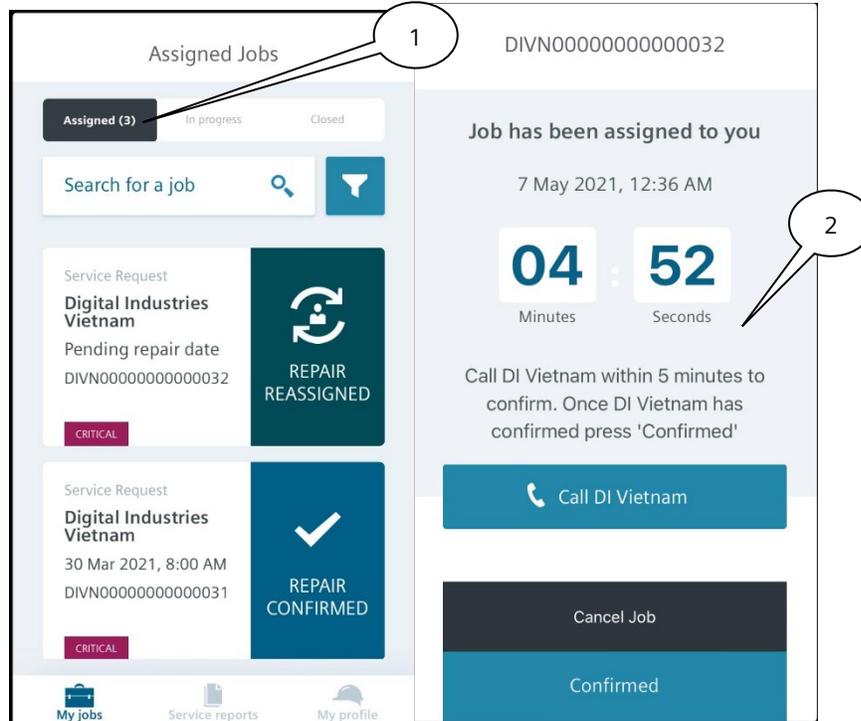
Enter your email address, your password and select your country. Tab on 'Log in'. If you have not been assigned to a job the landing page will look like the left image, otherwise you will see your assigned jobs displayed as in the right screenshot.



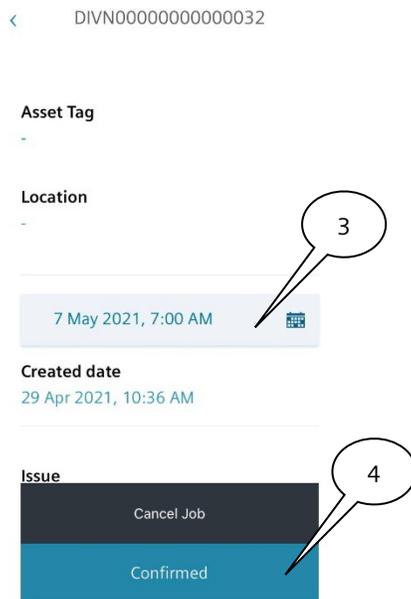


Step 4: Complete a Service Request Ticket

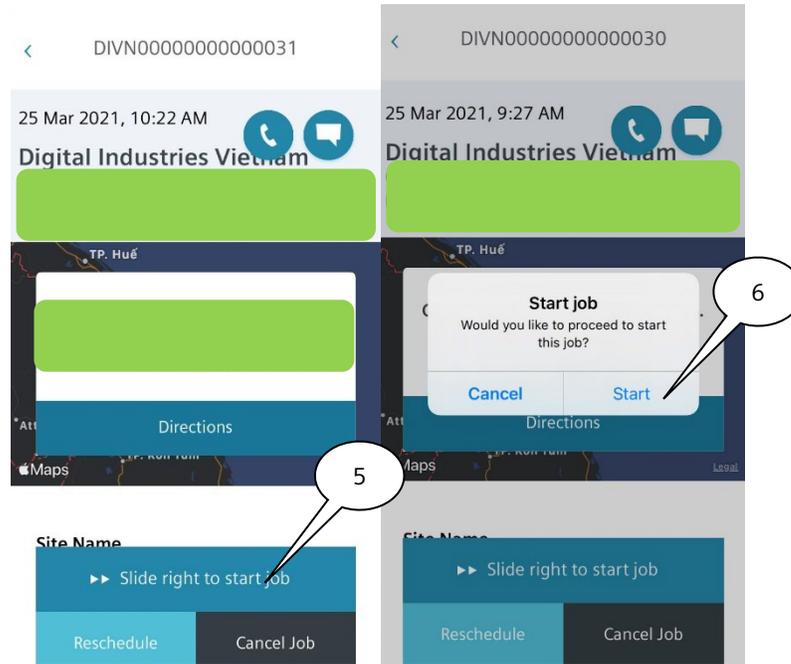
a) Start and End a Job



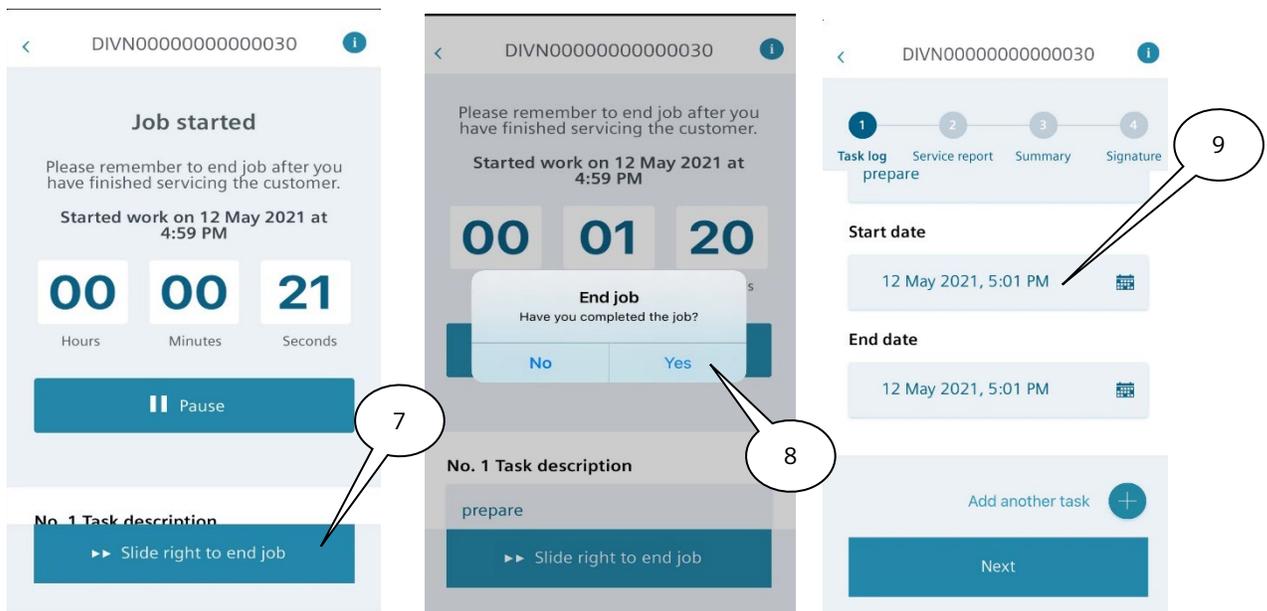
- 1) Click on Tab 'Assigned'.
- 2) Call your customer to confirm a date.



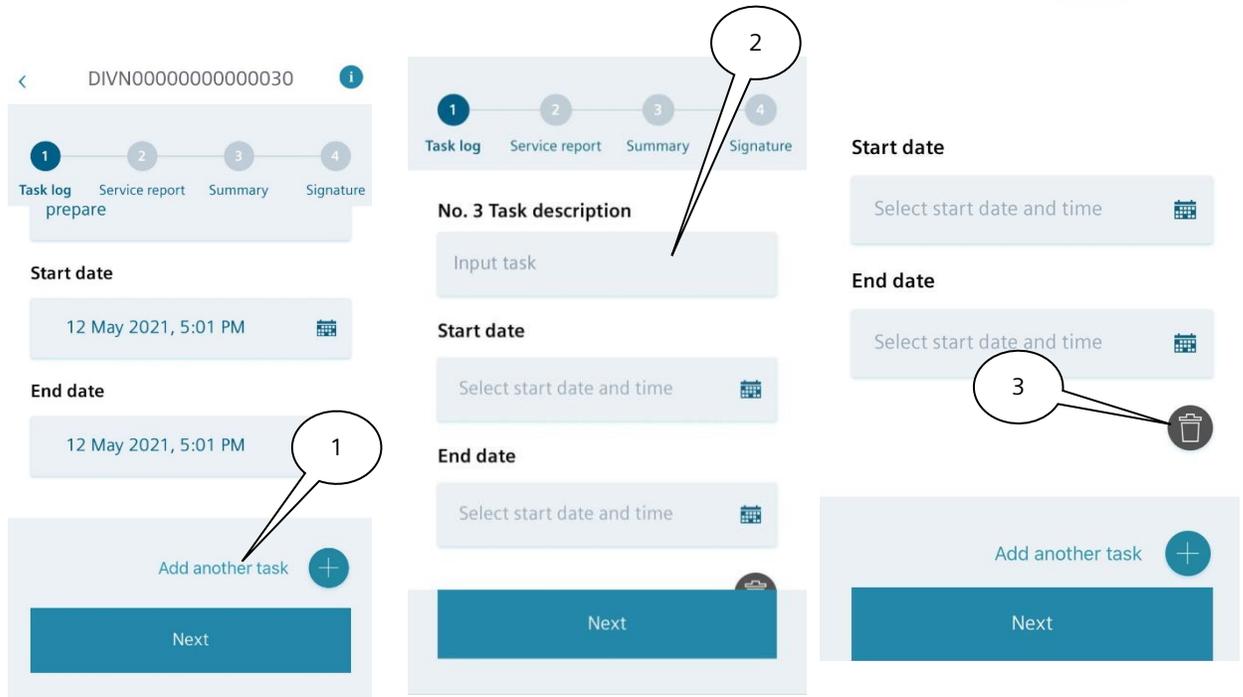
- 3) Estimate Date and Time.
- 4) After that tab on 'Confirmed'.



- 5) "Slide right to start job" button to the right to start.
- 6) Push "Start" to Confirm.



- 7) Pause or slide right after ending your job on the 'Slide right to end job' button.
- 8) Confirm completed the job already tab on 'Yes'.
- 9) Select the start date and time as well as the end date and time for the performed job.

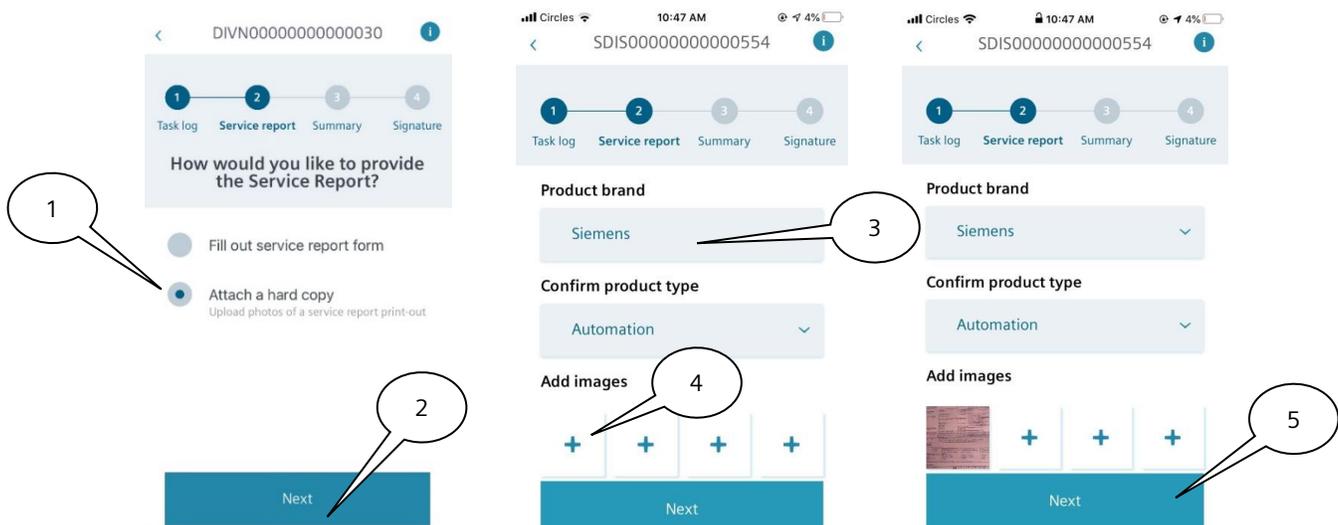


b) Add Tasks

- 1) Tab on 'Add another task' to add a performed task, its description and task log to appear later in the report.
- 2) Enter the task description, the start date and time as well as the end date and time.
- 3) You are also able to delete the additional task fields again by tabbing on the trash can button on the bottom right corner of your screen.

c) Hard Copy Report

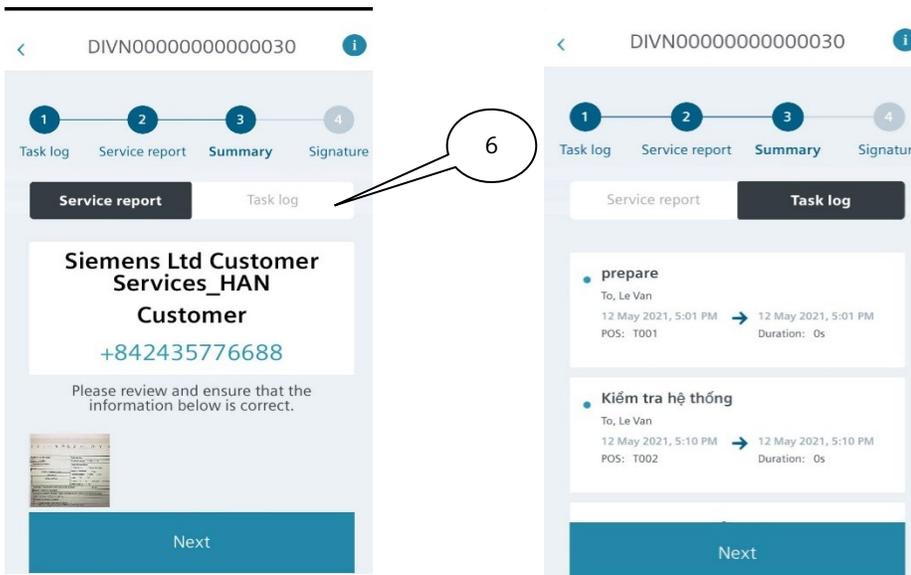
Create a Service Report as Hard Copy



- 1) After ending a job, you will get to the following view. Select 'Attach a hard copy'.
- 2) Tab on "Next".



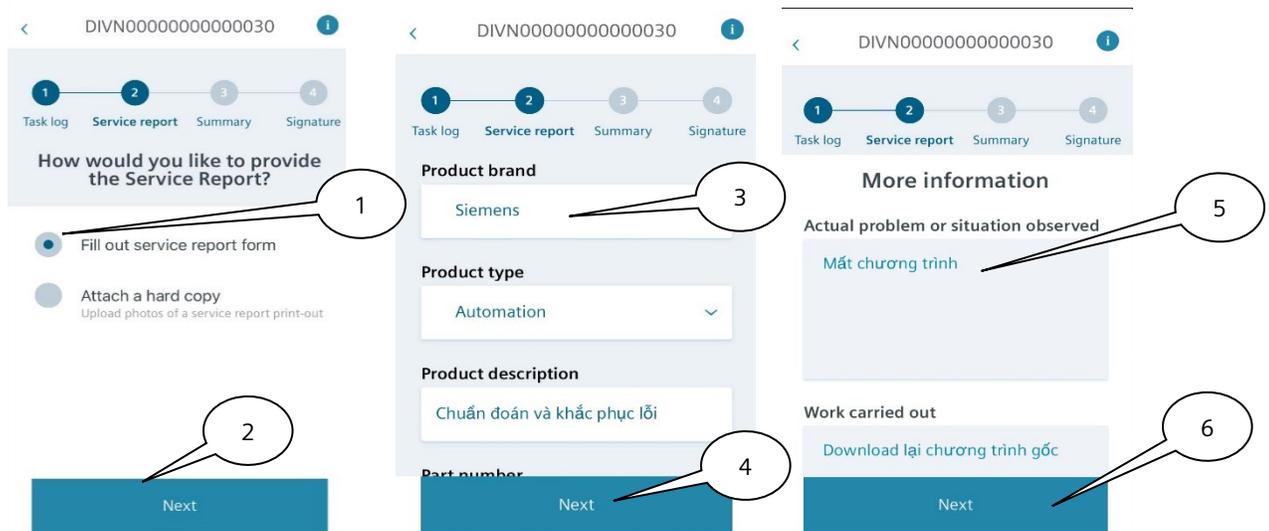
- 3) Fill in the following fields: Product Brand, Product Type.
- 4) Add an image of the Service Report.
- 5) Tab on “Next” to view Summary.



- 6) Now you will get to the following view. Press the ‘Task Log’ Tab to review the task log.

d) Form Based Report

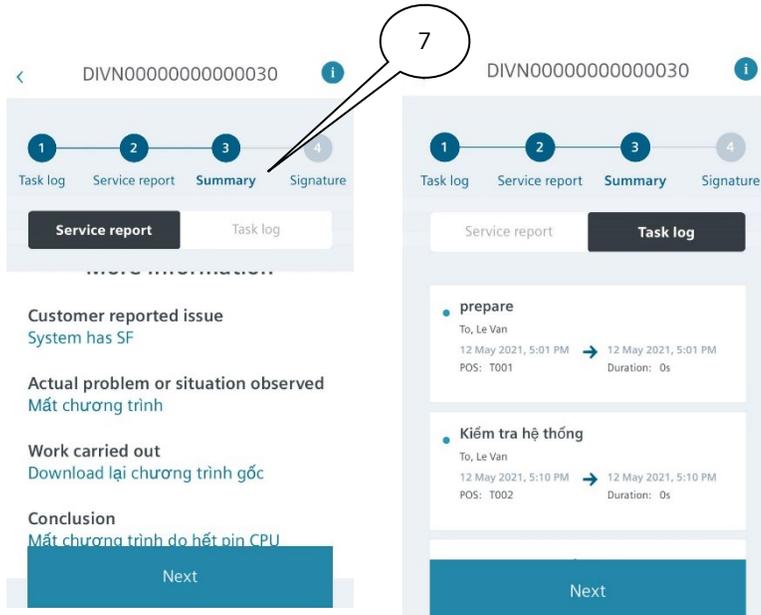
Create a Service Report is to use the Form based report:



- 1) Select the option ‘Fill out service report form’.
- 2) Tab on ‘Next’ to continue.
- 3) Select the **Product Brand** & the **Product Type** and enter a **product description**.
- 4) Tab on “ Next”.
- 5) Enter the **‘Actual problem or situation deserved’**, the **‘Work carried out’** and the **‘Conclusion’**. Scroll down to continue.



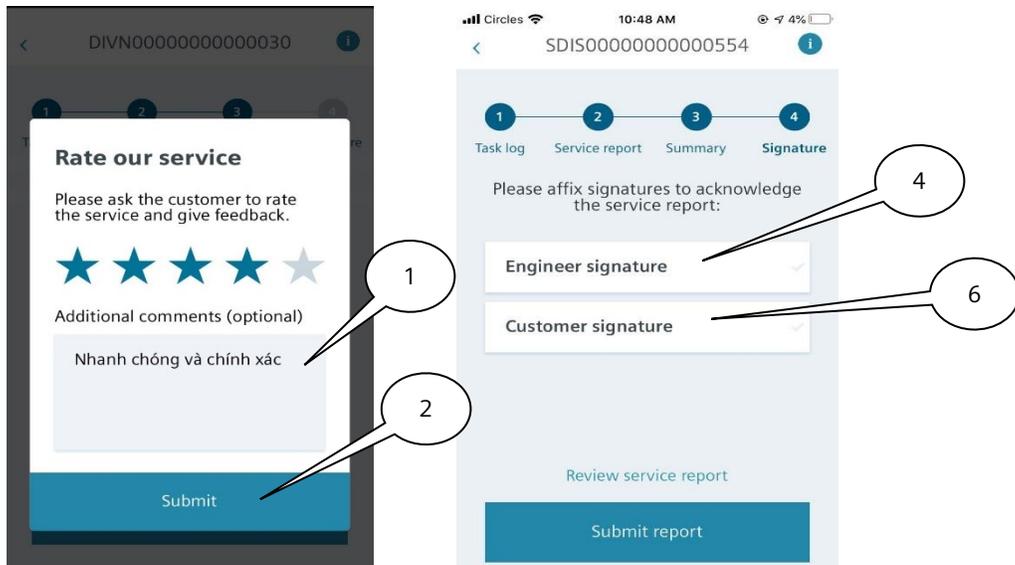
- 6) Tab on "Next" to view Service Report Summary.
- 7) Switich to Task log tab to view Task information.



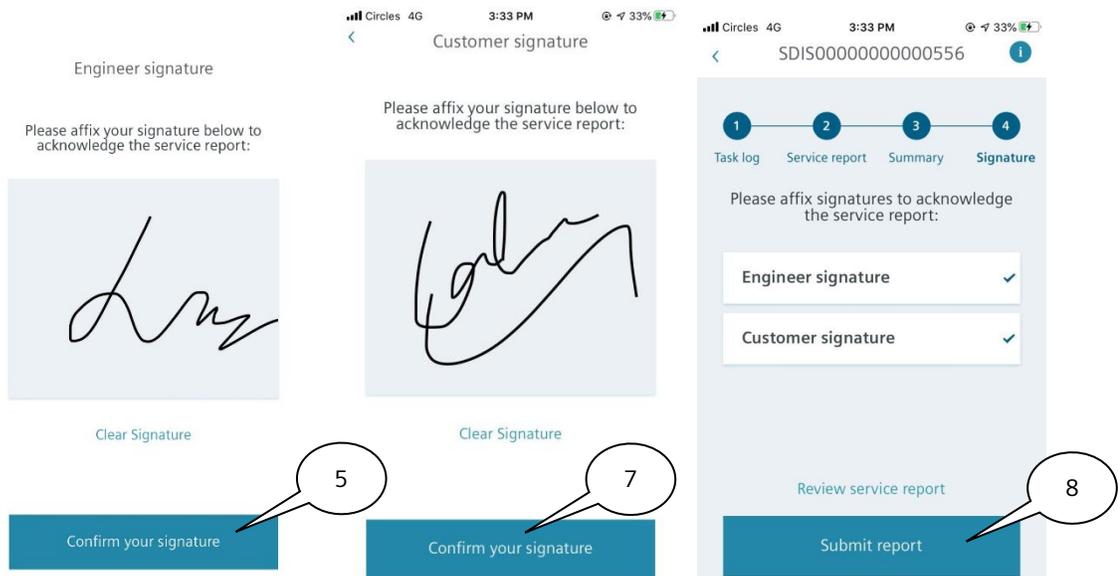


e) Review/ Sign-off

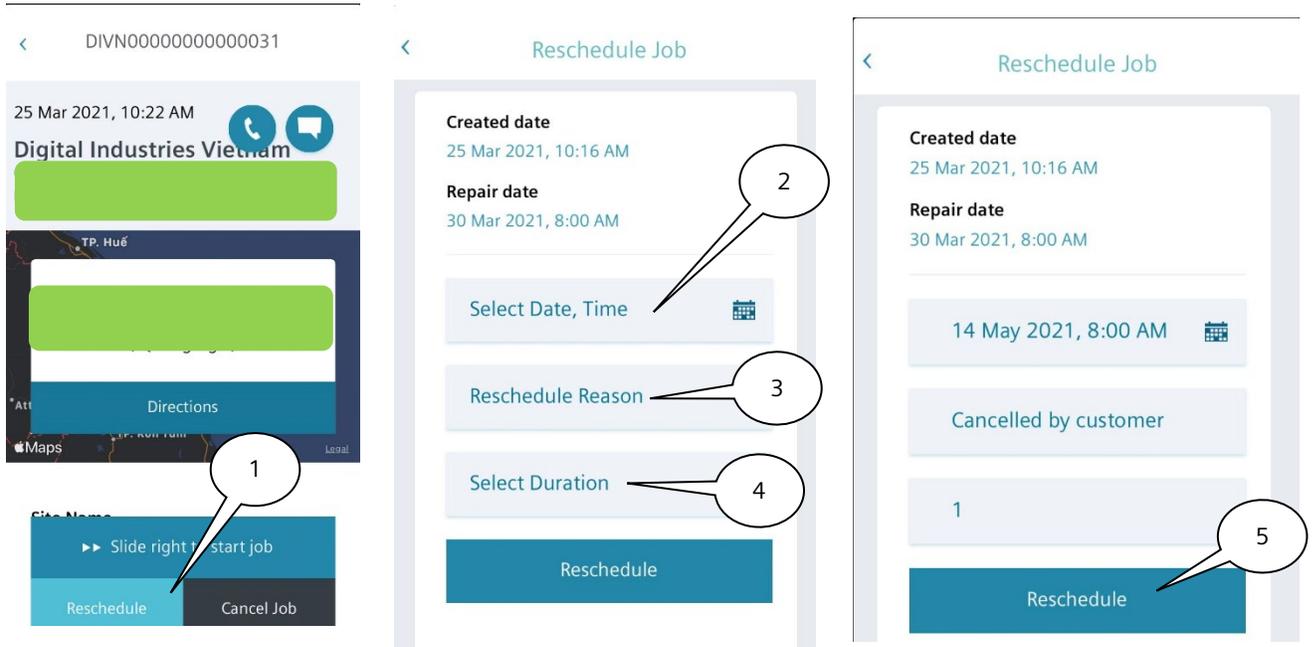
Customer will be able to give feedback and rank the service you have provided.



- 1) You as the Engineer should ask the customer for entering the feedback.
- 2) Tab on 'Submit'.
- 3) Now the customer and you as the Engineer must sign the report to complete the job.

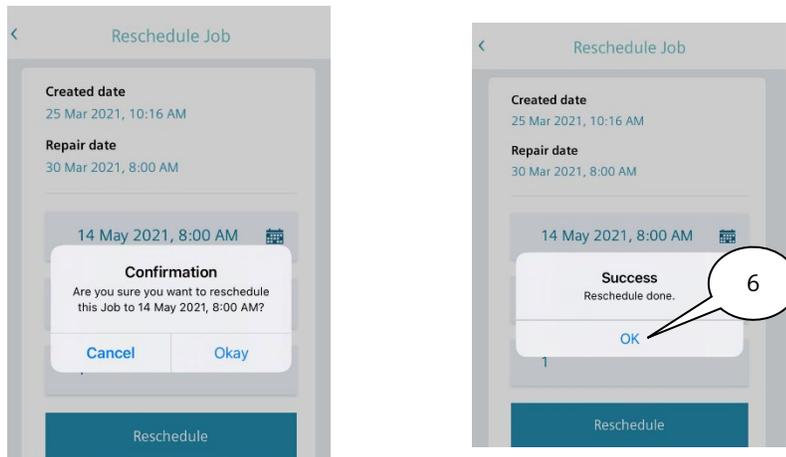


- 4) First, tab on 'Engineer Signature' to sign the report with your fingertip.
- 5) Tab on 'Confirm your Signature' to continue.
- 6) Now your customer should sign the service report using his fingertip.
- 7) Tab on 'Confirm your signature' to continue.
- 8) By tabbing on 'Submit report' you submit the report and complete the job.



Step 5: Reschedule

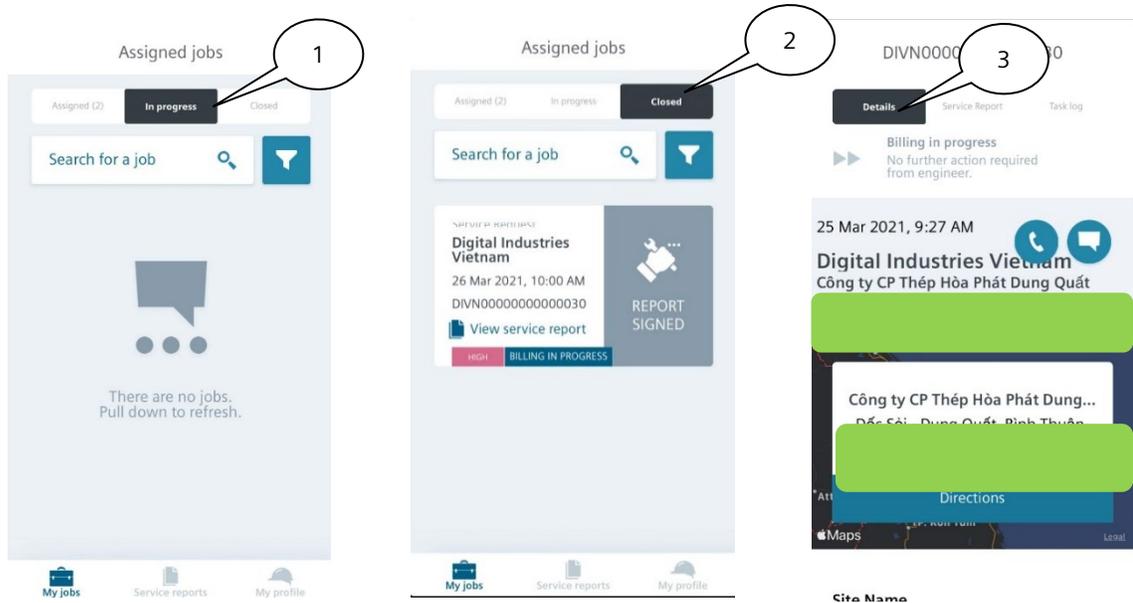
- 1) Tab on the 'Reschedule' button.
- 2) Select a new date and time.
- 3) Enter rescheduling reason and the approximate.
- 4) Duration of the repairment.
- 5) Tab on 'Reschedule' button.



- 6) You will be asked to confirm the rescheduling. Review the new date and if you want to confirm tab on 'Okay'. Otherwise tab on 'Cancel'.
- 7) Your Job has now been rescheduled.



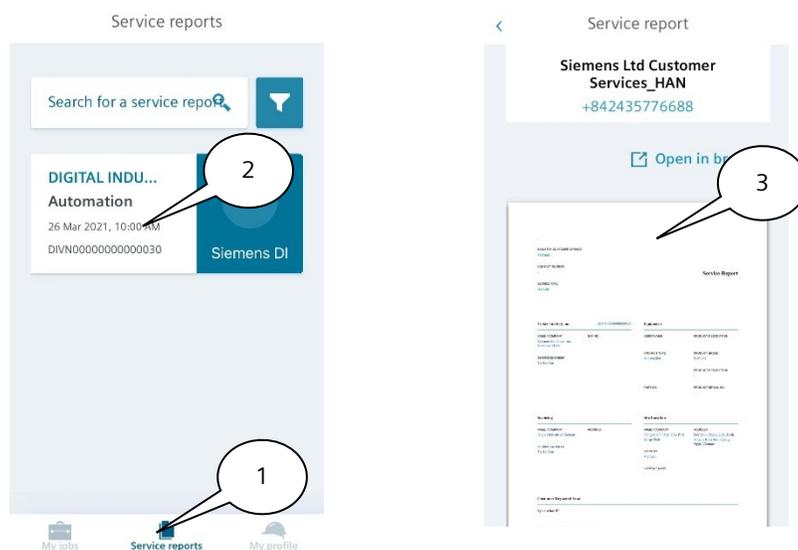
Step 6: Tickets Overview



a) To see data in it.

- 1) Navigate to the 'In Process' job.
- 2) Navigate to 'Closed Tickets' job.
- 3) Tapping on a ticket, you get deeper information on the chosen ticket.

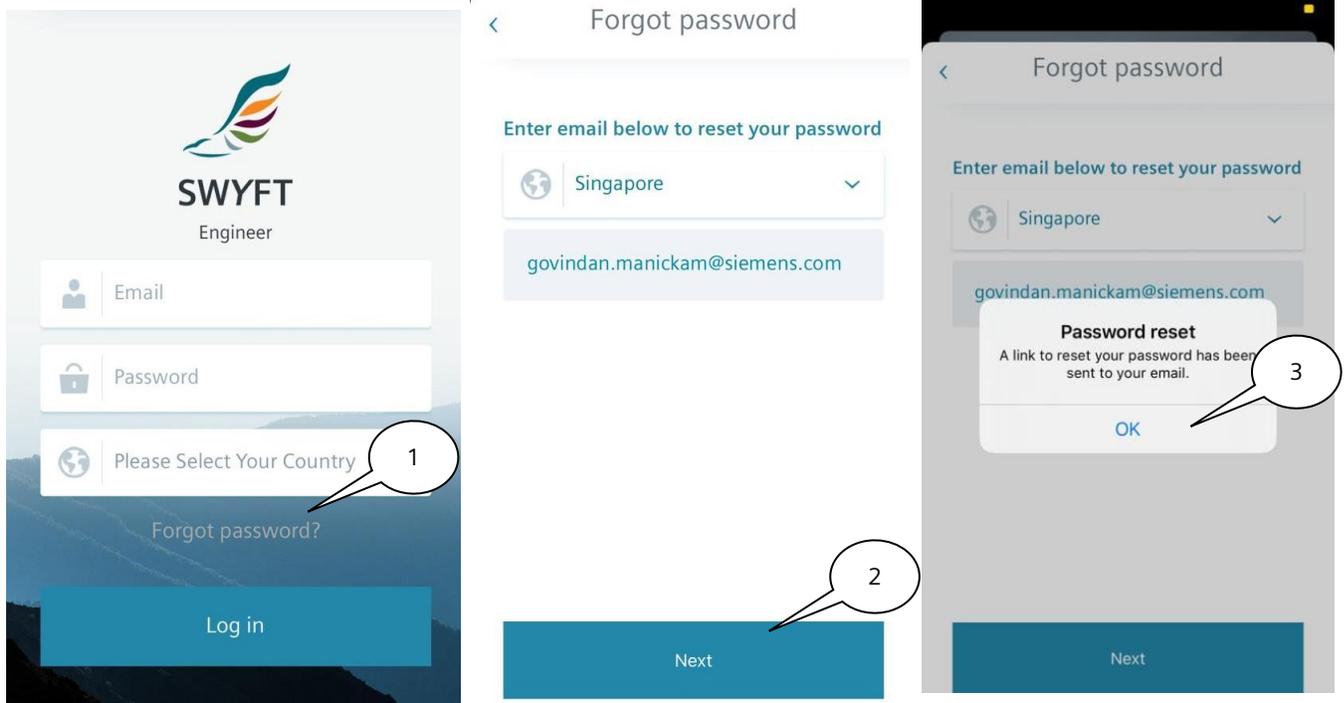
b) How to view the Service Reports.



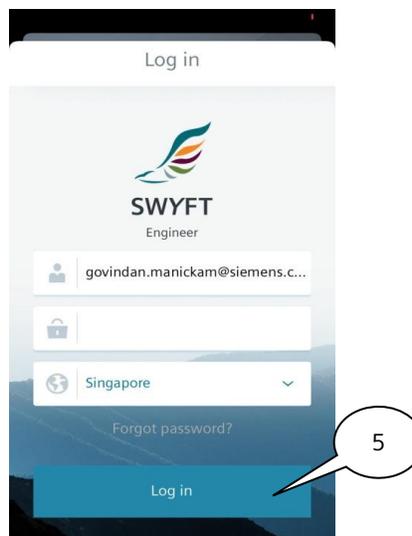
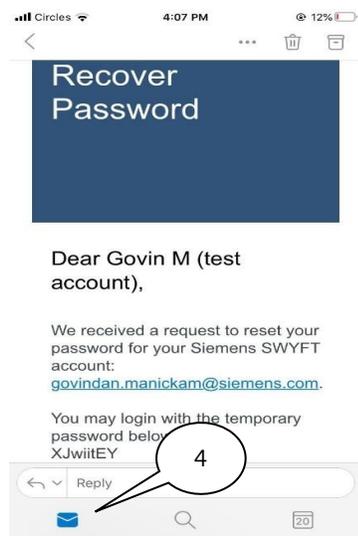
- 1) Tab on the 'Service Report' to view the Service Reports of completed jobs.
- 2) Tab on one to open.
- 3) Report Review is opened.



Step 7: Reset Password

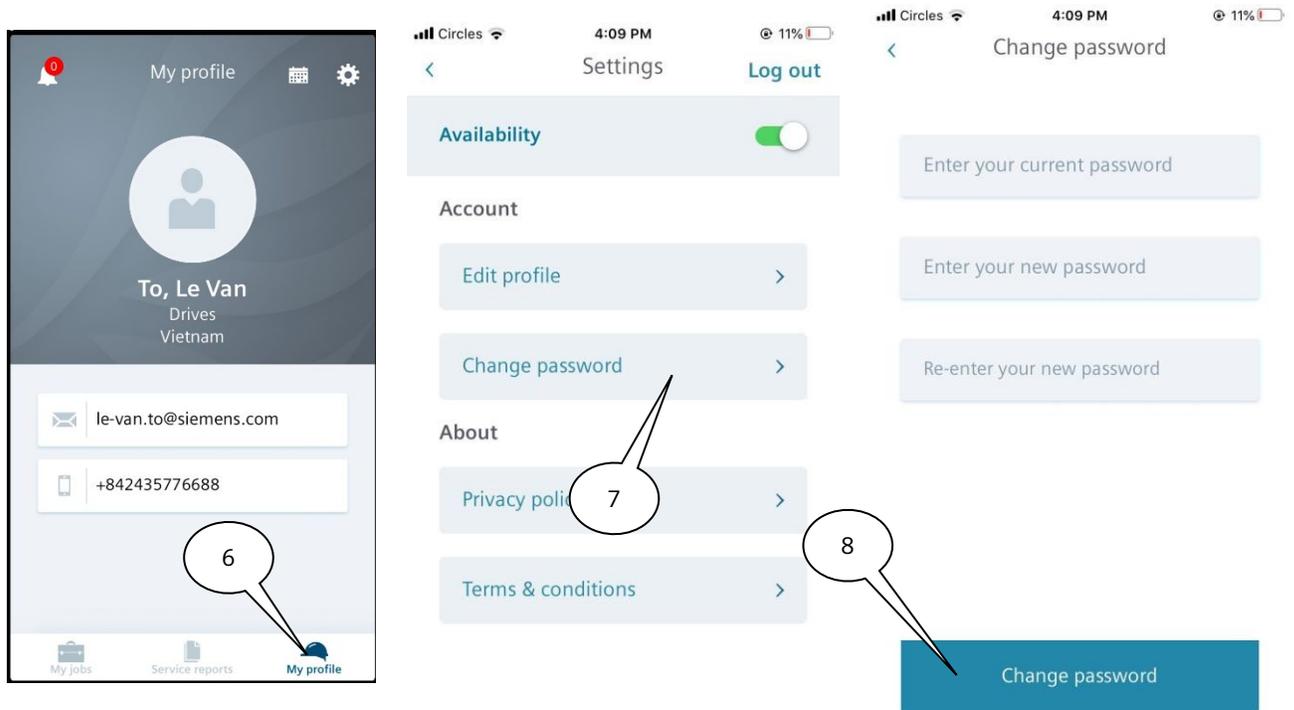


- 1) If you forgot your password and you need to reset it, tab on the button 'Forgot Password?'
- 2) The following page will open. Select your country as well as the email to reset your password. Tab on 'Next'.
- 3) The following notification will open. A link to reset your password has now been sent to your email. Tab on 'OK'.



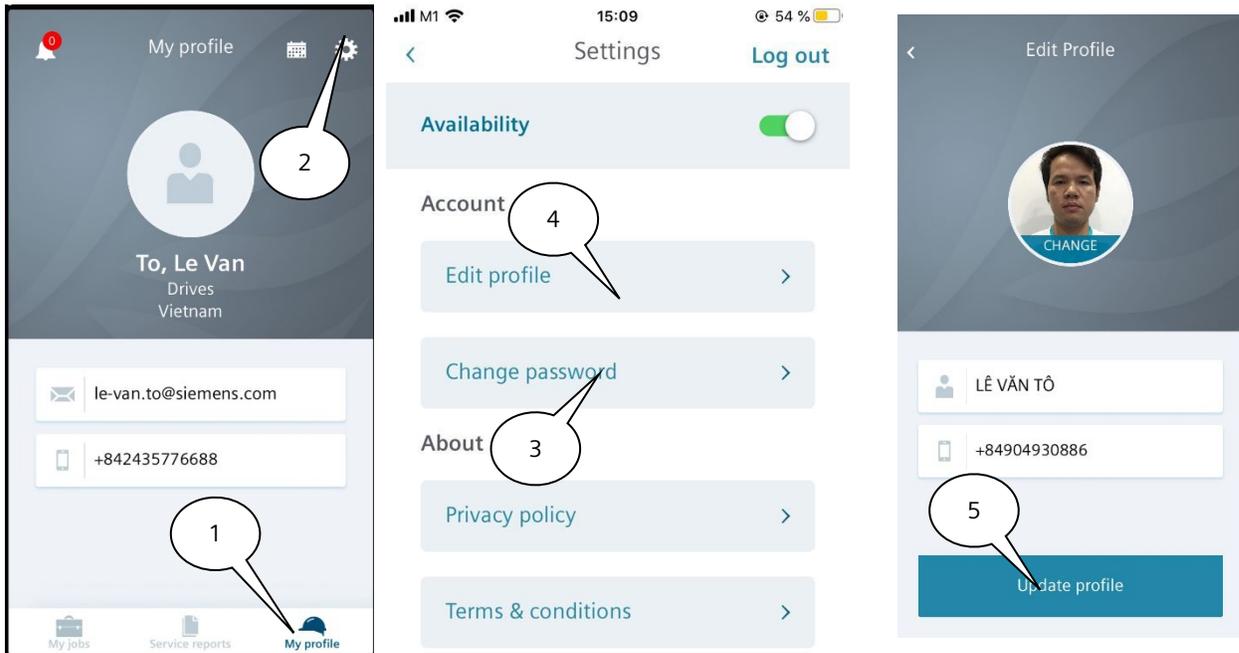


- 4) Check your Email inbox (as well your Spam folder etc.). Open the email. You have received a temporary password to login.
- 5) Go to your Login page of the SWYFT Engineer App. Enter your email address as well as the temporary password. Tab on 'Login'.



- 6) After logging in, go to the 'My Profile' Tab to change the temporary password to a new one.
- 7) Tab on the Settings button on the top right corner of your screen. The following view will appear.
- 8) Tab on 'Change password'. Now enter your current (temporary) password and enter your new one. Tab on 'Change Password'.

Step 8: Edit Profile



- 1) Tab on 'My Profile' button.
- 2) Tab on the Setting button.
- 3) Now you can edit your profile or change your password as well as getting information on Privacy Policy and Terms & Conditions of SWYFT.
- 4) Tab on 'Edit Profile' to change your contact data and profile picture.
- 5) Tab on "Update Profile" to complete.