

#### **USER GUIDE**



#### Service Provider

iOS app available on the Apple App Store

Android app available on the Google Play Store









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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: <u>https://sg-swyft.siemens.com/webportal/engineer/Login</u>







#### 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.

	Dear Ronja G (test account),
	Your Siemens SWYFT Service Provider account has been created, but you need to create a password before you can use it.
	Create Password
	Regards, Siemens SWYFT Team
	CREATE PASSWORD
	Password must be at least 7 characters. Password must have at least one upper and lower case english letters. Password must have at least one number.
4	New Password(*)      Gonfirm Password(*)
	Clicking submit means that you agree to the SWYFT Terms of Use and Privacy and cookies statement.
	SUBMIT

- 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 (<u>https://sg-swyft.siemens.com/externalcms/login.aspx</u>).

LOGIN	
le-van.to@siemens.com	2
A	3
Vietnam	4
Remember me     Forgot Password?	$\frown$
LOGIN	5

- 2) Enter your email address
- 3) Enter password
- 4) Select the applicable country
- 5) Click on 'Login'.
- 6) The following page will occur:

Je Home Page   SWYFT CMS X	+				• - • ×
$\leftarrow \rightarrow$ C $\triangle$ $\bullet$ sg-swyft.si	emens.com/externalcms/Default.aspx				ର୍ 🖈 🎯 📴 📾 📫 🗯 🏩 :
SWYFT CMS					: VN Siemens Ltd Customer Services_HAN -
Home	# Home				All 🗸
Dashboard	3 TASKS			ALL TASK	CANCELLED JOB (0)
My Management	NAME / ID	ι	JRGENCY LEVEL	ТҮРЕ	ACTION
Service Requestor Management	DIVN000000000032 Pending: Service Provider Assigned		Critical	Ad-hoc	Action 👻
Service Request Tickets	DIVN0000000000031 Pending: Engineer Confirmed		Critical	Ad-hoc	Action 👻
	DIVN000000000030 Pending: Engineer Confirmed		High	Ad-hoc	Action 👻
	JOBS SUMMARY			NEXT 10 JOBS	FLAGGED JOBS (0)
	REPAIR DATE	JOB ID	JOB TYPE	URGENCY LEVEL ENGI	NEER STATUS
	26 Mar 2021 10:00 AM	DIVN0000000000030	Ad-hoc	High To, Le	Van Pending
	30 Mar 2021 08:00 AM	DIVN000000000031	Ad-hoc	Critical To, Le	Van Pending
	*	DIVN000000000032	Ad-hoc	Critical -	Pending



### **Step 3: Add new Engineers to your CMS Webpage**

Engineer | SWYFT CMS × + 0 \_ o × ← → C ☆ 🌢 sg-swyft.siemens.com/externalcms/engineer\_list.asp \* 2 : Q 🕸 🕜 🔂 📾 🚦 SWYFT CMS SUCCESSFUL TRANSACTIONS: 0 COUNTRY: VN Siemens Ltd Customer Services\_HAN 1 agement / Engineer 2 art date - End date Status ---- All --- Product Type: - - - All Search: Search by name 3 AVAILABLE STATUS \$ ENGINEER INFO PRODUCT TYPE CREATED ON \$ STATUS \$ ACTION Name: To, Le Van 3/24/2021 6:09:56 PM Online No.: 03070910791056 Drives Block Activated Phone No.: +842435776688 Email: le-van.to@siemens.co Total: 1 item(s)

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.

🖀 Home / My Management / Eng	gineer / Engineer Detail			
ENGINEER DETAIL			$\frown$	
	Profile Size (300x300) Email Address *	Product Type * Drives Engineer Name * To, Le Van	Phone No. *	
	le-van.to@siemens.com System will send create password instruct Address * No. 1 Dao Duy Anh Street, Dong Da	ions to this email address a, Hanoi Save	+842435776688 5 Cancel	

- 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:

SWYFT CMS		SUCCESSFUL TRANSACTIONS: 0 COUNTRY: SG Ronja G (test account) *
Home	Home / My Management / Engineer	
Dashboard >	ENGINEER	
My Management 🛛 🗸 🗸	Created date: Start date - End date	
> Engineer	Status: All Product Type: All	
> Engineer Map Overview	Search: Search by name engineer no., email, phone no.	Search Export As Excel
> Automated Job Assignment		
> Data Pool Management		PE CREATED ON $\Leftrightarrow$ AVAILABLE STATUS $\Leftrightarrow$ ACTION
Service Requestor Management >	Name: Ronjas Engineer No.: 03060910165124 Phone No.: +654385720 Email: ronja.gabler@siemens.com	3/17/2020 2:27:07 PM Offline Pending Send email
	Total: 1 item(s)	

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:



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.

	CONNECTED		PENDING REQUEST	ALL CUSTOMER HQ 60 connect allowed
han		All 👻	Search	Invite a Customer HQ
1	Coca Cola Hanoi A Pham Huu Tri B phrif (coca - an activity) - 484090371360 Food and Bernstees	rect	Coca-Cola Beverages Vietnam Limited Ho Chi Minh Couper Tranh Tung Couper Tranh Tung Couper Transport Couper Transport Connect	Cong TY TNHH Hanwha Aero Engines Dao Xuan Hieu Cog 353259779 Aerospace Connect
1	Hanoi Mechanical Limited Company ▲ Do Hoal Nam ⊠ namdh.tdh@mmec.com.wn ≪ +840903255 ist ■ Metals Con	nect	Heineken Vung Tau Brewery  Tran Thanh Son  Tran Thanh Son  Tran Thanh Son  Frod and Beer regist	Hoa Sen Phu My Steel Sheet Mr. Phan Huu Tong Phan.tong@@rfile \$4849331737. Metals Connect

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.

		UNTRY: VN 🔮 Siemens Ltd Customer Services_HAN 🚽 🧳
Home / Service Requestor Management / Connections		
CONNECTED	PENDING REQUEST	ALL CUSTOMER HQ 60 connect allowed
Search for Customer HQ	Search	Invite a Customer HQ
Digital Industries Vietnam A Siemens DI di uneger.la C. Digital Digital		



### **Step 5: Assign a Job to an Engineer**

To assign a Job to one of your Engineers:

SWYFT CMS				SUCCESSFUL TRANSACTION	IS: 0 COUNTRY: VN	Siemens Ltd Customer Services_HAN +
Home	# Home					All 🗸
Dashboard >>	3 TASKS			ALL T/	ASK .	CANCELLED 1
My Management	NAME / ID	L	JRGENCY LEVEL	ТҮРЕ		ACTION
Service Requestor Management	DIVN000000000032 Pending: Service Provider Assigned		Critical	Ad-hoc		Action
Service Request Tickets	DIVN0000000000031 Pending: Engineer Confirmed		Critical	Ad-hoc		Assign Job to an Engineer
	DIVN0000000000030 Pending: Engineer Confirmed		High	Ad-hoc		Action -
						2
	JOBS SUMMARY				NEXT 10 JOBS	FLAGGED JOBS (0)
	REPAIR DATE	JOB ID	JOB TYPE	URGENCY LEVEL	ENGINEER	STATUS
	26 Mar 2021 10:00 AM	DIVN0000000000030	Ad-hoc	High	To, Le Van	Pending
	30 Mar 2021 08:00 AM	DIVN0000000000031	Ad-hoc	Critical	To, Le Van	Pending
		DIVN000000000032	Ad-hoc	Critical	-	Pending

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

ASSIGN JOB TO	O AN ENGINEER			×
Engineer: *	Search by name, phone no., p	roduct type or key-in question mark (?)	to get full list.	-
	# Name	Phone No.	Product Type	
032 rovider Assigned	To, Le Van	+842435776688 D	rives	

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

AN ENGINEER		:
To, Le Van	+842435776688 Drives	Cancel Assign Job
	AN ENGINEER	AN ENGINEER           To, Le Van         +842435776688         Drives

4) Click on 'Assign Job'.

3 TASKS	$\bigcirc$	ALL TASK	CANCELLED JOB (0)
NAME / ID	5 URGENCY LEVEL	ТҮРЕ	ACTION
DIVN0000000000032 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**

SWYFT CMS			SUCCESSFUL TRANSACTIONS: 2	NTRY: SG Ronja G (test account) 👻
Home	<b>希</b> Home			All 🐱
Dashboard	2 TASKS	$\frown$	ALL TASK	CANCELLED JOB (0)
My Management	NAME / ID		ТҮРЕ	ACTION 2
Service Requestor Management	CHA000000001472 In Progress: Service Report Signed	Low	Service request	Action -
Service Request Tickets	CHA0000000001471 Closed: Payment Done	Med	Service request	Mark As Quotation Send

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'.

SWYFT CMS	<b>e</b>		SUCCESSFUL TRANSACTIONS: 2	NTRY: SG Ronja G (test account) -
Home	# Home			All
	2 TASKS		ALL TASK	CANCELLED JOB (0)
	NAME / ID	URGENCY LEVEL	ТҮРЕ	ACTION
	CHA0000000001472 In Progress: Invoice Issued	Low	Service request	Action -
	CHA0000000001471 Closed: Payment Done	Med	Service request	Mark As Payment D
				1

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'.

PAYMENT DONE	×
Payment Amount(In SGD) *	4
Save Amount Ski	р

- 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



- 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 Main	ntenance Ticket List / Job Information		
END USER INFORMATION	SERVICE REQUESTOR INFORMATION	SERVICE PROVIDER INFORMATION	ENGINEER INFORMATION
DI Vietnam	Digital Industries Vietnam	Siemens Ltd Customer Services HAN	To, Le Van
⊠ di_vn1@grr.la	Bình Thuận,	☑ le-van.to@siemens.com	☑ le-van.to@siemens.com
€ +84 28 3825 190		<ul> <li>+842435776688</li> <li>No. 1 Dao Duy Anh Street, Dong D</li> </ul>	<ul> <li>+842435776688</li> <li>♀ No. 1 Dao Duy Anh Street, Dong D</li> </ul>
JOB SUMMARY	JOB ACTIVITIES JOB 1	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.

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

#### 2) Detailed Job Sumary.

JOB SUMMARY	JOB ACTIVITIES	JOB TASK	JOB EQUIPMENT	JOB MATERIAL
Job Information No.: Created Date: SAP No: Status: Payment Amount: Description: Feedback:	DIVINOR 2 Mar 25 2021 10:1- Add Pending PLC có lồi truyện thông	Job Type: Repair On: Urgency: Progress: Rating:	Ad-hoc Mar 30 2021 08:00 Critical Engineer Confirmed -	
Asset Information Asset Name: Product Type: Product Brand: Issue:	z	Location: Model: Part No.:	·	
Report Information PDF: End User Media: End user Video:	5	Engineer Media: Engineer Video:		

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

JOB SUMMARY	JOB ACTIVITIES	JOB TASK	JOB EQUIPMENT	JOB MATERIAL
Mar 25	2021 10:16:00 Job created.	3		
1 min 46 secs Mar 25	2021 10:17:46 Job assigned to Siemer	ns Ltd Customer Services_HAN service provider		
5 mins 9 secs Mar 25	2021 10:22:55 Job assigned to To, Le	/an <b>engineer</b> .		
3 mins 48 secs Mar 25	2021 10:26:43 To, Le Van engineer co	nfirmed job.		



### **Step 8: Update Profile**

SWYFT CMS		SUCCESSFUL TRANSACTIONS: 0 COUNTRY: VN Siemens Ltd Customer Services. HABI
Home	# Home	1 Profile All v
Dashboard >>	3 TASKS	ALL TASK CANCELLED JOB (0)

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

	Siemens Lto	d Customer Servi	ices_HAN	
	EMAIL: ADDRESS: PHONE: REGISTERED ON:	le-van.to@siemens.com No. 1 Dao Duy Anh Street, [ +842435776688 Mar 24 2021 18:01	Dong Da, Hanoi	
	UPDATE PROFILE			ACTIVITIES
ACCOUNT INFORMATION		3	CHANGE PASSWORD	6
Contact Person *	To, Le Van / Duy, Nguyen Thanh		Old password	Old password
Phone No.	+842435776688		New password *	New password
Address	No. 1 Dao Duy Anh Street, Dong Da, Ha	anoi	Confirm password *	Confirm password
Image	ر المراجع (150) Size (350x350)	4	Change Password	5

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



### Step 9: Reset password

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

LOGIN	× ACCOUNT RECOVERY
Email address	Enter your e-mail address below to reset your
Password	password. 4
Select Country	Email 5
Remember me Forgot Password?	
LOGIN	Cancel Send amail

- 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'.

RE	ECOVERY ACCO	UNT	
▲ CgG800		/	9
<u>a</u>			
<b>₽</b>			
	SUBMIT		10

- 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.

SWYFT CMS			SUCCESSFUL TRANSACTIONS: 2	NTRY: 56 Ronja G (test account) +
Home	# Home			All 🗸
Deshboard >	4 TASKS		ALL TASK	CANCELLED JOB (0)
My Management	NAME / ID	URGENCY LEVEL	TYPE	ACTION 1
Service Requestor Management	CH4000000001474 Pending: Service Provider Assigned	Med	Service request	Action •
Service Request Tickets	CHA0000000001473 Pending: Engineer Assigned	Low	Service request	Assign job to an Engineer
	CHA000000001472 Closed: Payment Done	Low	Service request	Decline Job
	CHA0000000001471 Closed: Payment Done	Med	Service request	
				$\smile$

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



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

4 TASKS		
NAME / ID	4 URGENCY LEVEL	TYPE
CHA0000000001474 Pending: Service Provider Declined	Med	Service req
CHA0000000001473 Pending: Engineer Assigned	Low	Service req
CHA0000000001472 Closed: Payment Done	Low	Service req
CHA0000000001471 Closed: Payment Done	Med	Service req

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



### **Step 11: Reassign a Ticket to another Engineer**

ome			
3 TASKS		ALL TASK	CANCELLED JOB (0)
NAME / ID	URGENCY LEVEL	ТҮРЕ	ACTION 1
DIVN0000000000032 Pending: Engineer Assigned	Critical	Ad-hoc	Action
DIVN00000000000031 Pending: Engineer Confirmed	Critical	Ad-hoc	Reassign Job to an Engineer Reasign Job to
DIVN00000000000030 Pending: Engineer Confirmed	High	Ad-hoc	Action -

1) Click on the 'Action'.

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

	+842435776688	le-van.to@siemens.com		To, Le Van	Engineer: *
				7	Reassign Reason
$\overline{3}$	Product Type	Phone No.	Name	#	
5	Product Type	Phone No.	Name	#	

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

REASSIGN JOB 1	O AN ENGINEER		×
Engineer: *	L To, Le Van	+842435776688 Drives	× .
Reassign Reason	Write reassign reason		
			Cancel Assign Job
4) Click on Ass	ign Job.	ALL TASK	CANCELLED JOB (0)
E / ID	URGENCY LEVEL	ТҮРЕ	ACTION
ng: 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  $\rightarrow$  Search 'swyft engineer'  $\rightarrow$  Download and Install App.



### b)iOS (iPhone)

Open your Appstore -> Search Line 'SWYFT engineer'  $\rightarrow$  Download and Install App.







### **Step 2: Create Password**

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



- 1) Tab 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) Tab on 'Submit'.

Now you can Login app.



### Step 3: Login

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

Log in	
SWYFT Engineer	
Email	
Password	
S Please Select Your Country 🗸	
Forgot password?	
Log in	

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.

<

Asset Tag	
-	
Location	3
7 May 2021, 7:00 AM	
<b>Created date</b> 29 Apr 2021, 10:36 AM	
lssue	4
Cancel Job	
Confirmed	

DIVN000000000032

- 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.

< DIVN000000000000000000000000000000000000	< DIVN000000000000000000000000000000000000	< DIVN000000000000000000000000000000000000
<b>Job started</b> Please remember to end job after you have finished servicing the customer.	Please remember to end job after you have finished servicing the customer. Started work on 12 May 2021 at 4:59 PM	1 2 3 4 Task log Service report Summary Signature 9 prepare
Started work on 12 May 2021 at 4:59 PM	00 01 20	Start date
00 00 21	End job Have you completed the iob?	12 May 2021, 5:01 PM 🖊 🚋
Hours Minutes Seconds		End date
II Pause 7		12 May 2021, 5:01 PM 💼
	No. 1 Task description 8	
No. 1 Task description	prepare	Add another task
►► Slide right to end job	►► Slide right to end job	Next

- 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.

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< DIVN000000000000000000000000000000000000	2 1 2 3 Task log Service report Summary Signature	Start date
Task log Service report Summary Signature prepare	No. 3 Task description	Select start date and time
Start date	Input task	End date
12 May 2021, 5:01 PM 🗰	Start date	Select start date and time
End date	Select start date and time	3
12 May 2021, 5:01 PM	End date	U
Add another task	Select start date and time	Add another task
Next	Next	Next

#### **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:

< DIVN000000000000000000000000000000000000	< DIVN000000000000000000000000000000000000	< DIVN000000000000000000000000000000000000
1 2 3 4 Task log Service report Summary Signature	1     2     3     4       Task log     Service report     Summary     Signature	1 2 3 4 Task log Service report Summary Signature
How would you like to provide the Service Report?	Product brand	More information
Fill out convice report form	1 Siemens	Actual problem or situation observed 5
	Product type	Mất chương trình
Attach a hard copy Upload photos of a service report print-out	Automation ~	
	Product description	
$\overline{)}$	Chuẩn đoán và khắc phục lỗi	Work carried out
	Part number 4	Download lại chương trình gốc
Next	Next	Next

- 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) Swicth 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.



< DIVN000000000031	< Reschedule Job	< Reschedule Job
25 Mar 2021, 10:22 AM Digital Industries Vietmam	Created date 25 Mar 2021, 10:16 AM Repair date 30 Mar 2021, 8:00 AM Select Date, Time	Created date 25 Mar 2021, 10:16 AM Repair date 30 Mar 2021, 8:00 AM 14 May 2021, 8:00 AM
*Att Directions	Reschedule Reason 3 Select Duration 4 Reschedule	Cancelled by customer 1 5 Reschedule

### **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.

K Re	schedule Job	<	Reschedule Job
Created date 25 Mar 2021, Repair date 30 Mar 2021, H	10:16 AM 3:00 AM		Created date 25 Mar 2021, 10:16 AM Repair date 30 Mar 2021, 8:00 AM
14 May Are you su this Job to	2021, 8:00 AM   Confirmation re you want to reschedule to 14 May 2021, 8:00 AM?		14 May 2021, 8:00 AM Success Reschedule done. 6
Cance	l Okay		OK Z
	Reschedule		Reschedule

- 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) Tabbing 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'.

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- 6) After logging in, go to the 'My Profile' Tab to change the temporary password to anew 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**

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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.