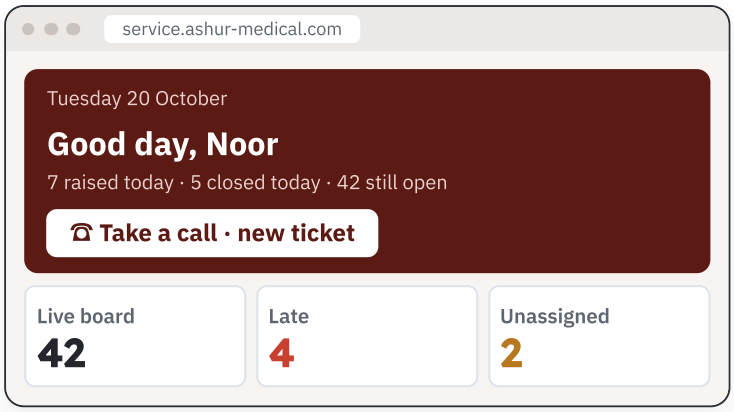
Every call, a ticket in the system

From the phone ringing to the right engineer, and from the visit — on site or online — to the hospital's rating.



Sign in, in three steps

Open the address

service.ashur-medical.com — or the Service tile on the home screen **ashur-medical.com**.

Your code and password

Employee code **ASH-0000** and the temporary password from the system administrator.

Choose your password

8 characters or more, not the temporary one — then "Save and continue".

What the call centre does

Takes the call

Every call from a hospital becomes a written ticket.

Assigns

Picks the engineer by hand — nothing is assigned by itself.

Chases

What is late first, and engineers' requests from site.

Keeps the records right

Hospitals, devices and contracts.

The menu follows the road of a job

Call · ticket → **Assign · plan** → **Visit** → **Close**

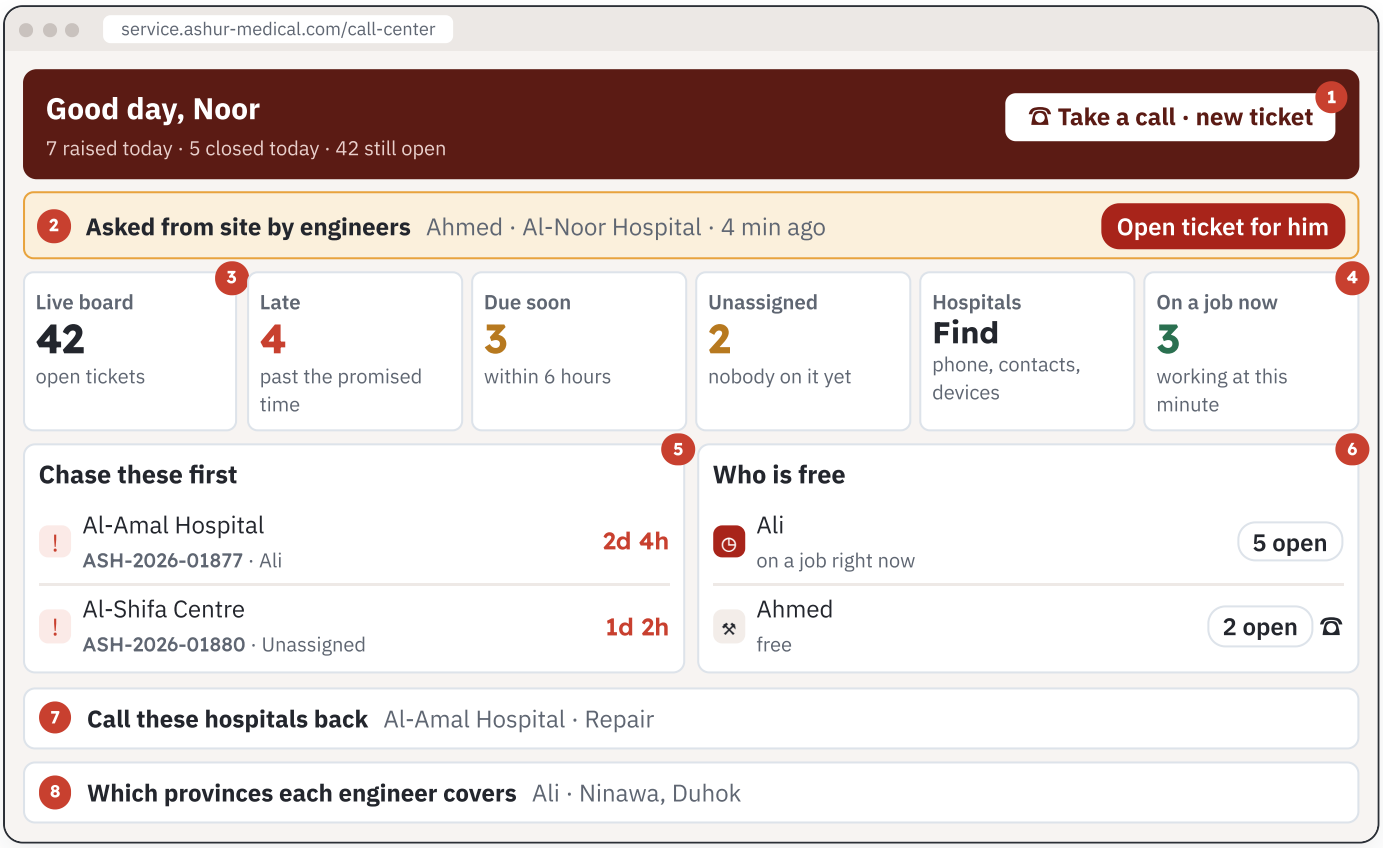
then: Fleet · Team & numbers · Money · Setup

After your first sign-in tap **Turn on** — or the Bell → "Turn on phone notifications". On iPhone: from the Home Screen icon only.

The **EN** and **ع** buttons switch the language — the same ticket reads in both. For another system go back to **ashur-medical.com**.

Your desk on one screen

The Call desk page: what is open, what is late, who is free — and the big button for a new ticket.



1 Take a call · new ticket
Opens the New ticket form — next page.

2 Asked from site by engineers
An engineer at a hospital is waiting for you — answer in minutes.

3 The tiles
Each tile opens its list. A tile with nothing in it is hidden.

4 On a job now
Who is working this minute — on site or “online”.

5 Chase these first
The most past their promised time — call the engineer or reassign.

6 Who is free
Open and late per engineer, with a “Call” button.

7 Call back
Every ticket you gave a “Call back on”.

8 Provinces
Keep it current when an engineer moves or takes long leave.

✓ **Dashboards show only what needs you.** A card with nothing in it is hidden; when nothing waits you read “Nothing needs you right now”.

A new ticket in a minute

While the hospital is on the phone: from the number to the engineer, in one window.



1. **The number finds the hospital**
   Type 4 digits or more — the hospitals with that number, or a contact with it, appear. Or any part of the name, city or province.
2. **The photo**
   The error on the screen is the fastest way for the engineer to see the fault.
3. **Kind of call**
   FMI for a normal call — the table is on the next page.
4. **At the hospital or online?**
   If it can be solved with no trip, choose "Online".
5. **The device**
   One or more. The yellow line only reminds you — it never blocks a new ticket; check it is not the same call twice.
6. **Fault and priority**
   "Urgent" = the machine is down and needed now.
7. **You choose the engineer**
   The hospital's own engineer first, then the same province, then the lightest load. The first owns the job; the others you tick help.
8. **What did they say?**
   In the hospital's words — required (optional only for PM).

After "Raise the ticket": the ticket page opens, and the engineer gets "New job for you" on his phone with the hospital, city and what they said.

Kinds of call and online jobs

A fault that can be fixed by phone, video call or remote connection? Raise it as “Online”: it saves a whole trip.

Kind of call	When	Online?
FMI — service call	A normal call from a hospital (the default).	Yes
Repair	A known fault to repair.	Yes
Periodic maintenance	The planned visit under the contract; choose the devices.	No
Workshop (Baghdad office)	Repaired in the Baghdad workshop; for the Baghdad engineers.	No
Inspection	A check of a device.	Yes
Installation	Installing a new device.	No
Administrative	Paperwork; name the contract so the expenses land on it.	Yes

Choose “Online” when...

- ✓ the software freezes or needs a restart
- ✓ there is an error message the user can read out
- ✓ it is a settings, operating or training question
- ✓ it is a network, printer or image-sending problem

Keep it “At the hospital” when...

- ✗ it is mechanical, broken, or makes a strange noise
- ✗ a part must be replaced or measured
- ✗ the machine is completely dead
- ✗ PM, installation and workshop — the choice does not appear

What happens to an online job

You

“Online”

The job carries an “Online job” tag. Give it to an engineer like any job.

The engineer

“Start working online”

The same clock runs, and his location is saved on the job.

Fixed

“Job finished”

It closes and counts in “Fixed online” — a trip saved.

Not fixed

“Needs a site visit”

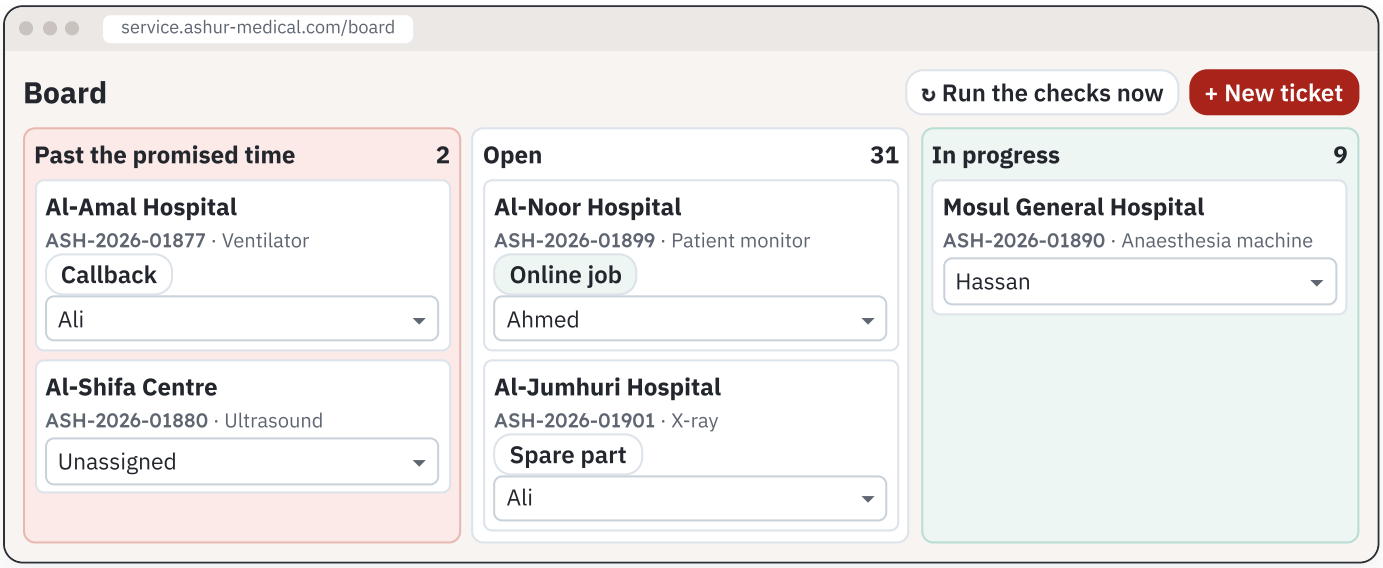
It turns back to on-site and you are told — read his note, call the hospital, give it to a field engineer.

Changed your mind? On the ticket page, “Where will it be done?” switches between “At the hospital” and “Online” any time before the job is closed.

Assign by hand

The Board shows everything open, worst first — and you move each job to an engineer.

No job is ever given to an engineer automatically — not even periodic maintenance. Every job waits on the board until you give it. The one exception: a ticket you open from an engineer's site request goes to that engineer.



From the card

Change the engineer on the card itself, or on the ticket page "Give this job to". He is notified at once.

Many at once

Jobs → "Select the open jobs shown" → "Engineer..." → "Assign". Useful for a batch of PM jobs.

The promised time

Every ticket has a time we promised the hospital. Past it? It moves to "Past the promised time".

Card tags

Online job solved with no trip

Spare part waiting for it — do not push the engineer

Needs a site visit sent back — a time and a field engineer

Callback back within 30 days of a repair — tell the engineer

A helper? One engineer owns the job. A helper is added in "People on this job" → "Add an engineer" — "Helps on site" or "Helps online". He sees the job in any province and it counts for him.

The engineer asks for a ticket

Engineers do not open tickets. One who finds a fault nobody reported taps “Ask for a ticket” — it comes to you with his photos, position and what he found.

The engineer
“Ask for a ticket”

→

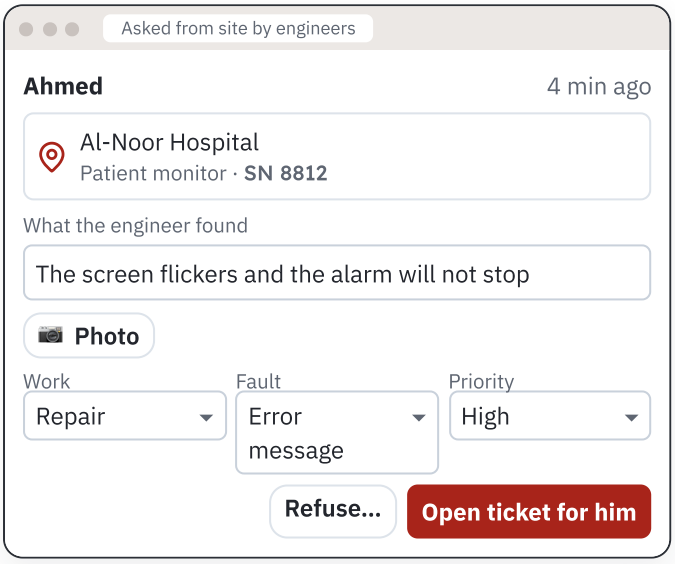
You
within minutes

→

Opened in his name
the one exception to hand assignment

→

He starts at once
while he is at the hospital



1. **Open ticket for him**
   Choose Work, Fault and Priority. The ticket opens in his name — he can start at once.
2. **Add to this job**
   Shown when “A job is already open on this machine” — never two tickets for one fault.
3. **Refuse...**
   Only with a reason in “Why is it not opened?” — e.g. a sales matter, passed to the sales team. He is told the reason.

The engineer is standing at the hospital, waiting for you. Answer within minutes — the notification opens the request directly. He phoned instead? Raise it yourself from “New ticket” and give it to him.

The hospital — before you raise anything

Search by phone or name

The name in Arabic or English, the city, or any contact’s number.

Its devices and history

Every device, its warranty, contract and recent visits — so you know before you ask.

Not there?

“New hospital”, then raise the ticket on it — page 10.

Opened after hours — check

After 4 PM until 8 AM, and all day Friday and Saturday, the engineer waits for nobody: his request opens as a ticket at once and is given to him. In the morning you check it.

The engineer
"Ask for a ticket" after hours

→

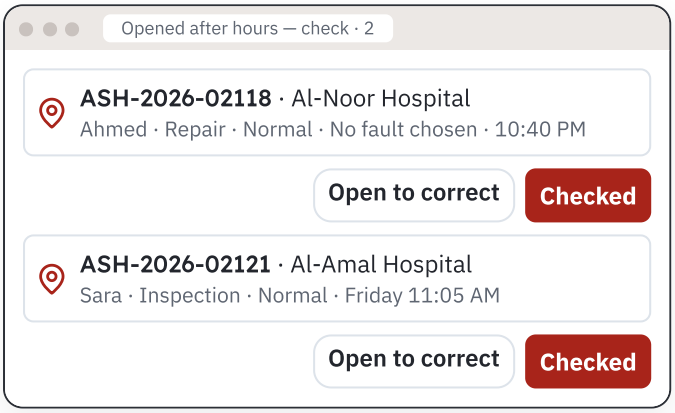
Opens at once, his
"Opened automatically (after hours)"

→

8:00 in the morning
one notice with the count

→

You
correct, then "Checked"



1. **Open to correct**
   On the ticket page correct the kind of work, fault, priority and machine — or cancel it if it is not a ticket.
2. **Checked**
   It leaves the list and the job's history says "Checked by the call centre".
3. **Held after hours**
   If the machine (or the hospital, when no machine is named) already has an open job, nothing opens: the request stays in "Asked from site by engineers" and you decide as usual.

After 4 PM until 8 AM, and all day Friday and Saturday — Baghdad time. Public holidays are not included. The notice reaches you once at 8:00 (after Friday and Saturday: Sunday morning).

The hours are changed in Settings — Settings → Promised times → "After hours" (service manager). Nothing else is ever assigned automatically: the ticket goes only to the engineer who asked.

Periodic maintenance opens by itself, you give it out

The contract says how many months between visits for each machine. The system opens the job when it is due — unassigned — and you choose the engineer.

The contract
"PM every (months)"

→

The date
installation (or last PM) + the months

→

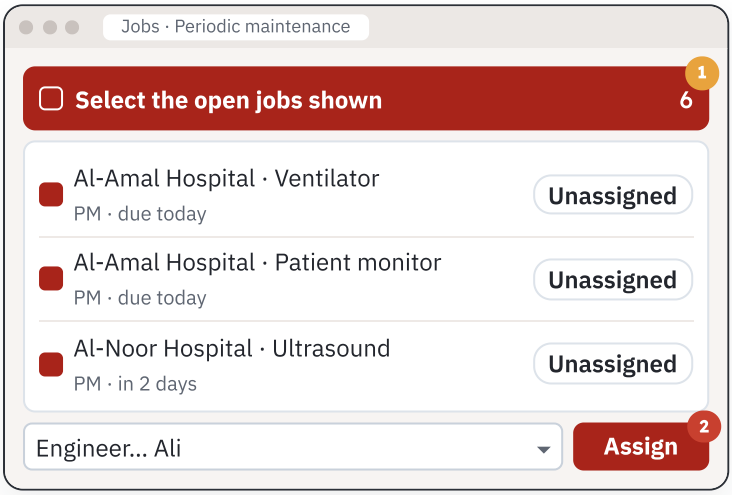
The job opens
unassigned

→

You give it out
from the Board or Jobs

→

It closes
and the next one opens



1. **Select**
   In Jobs filter "Periodic maintenance" and "Unassigned", then "Select the open jobs shown".
2. **Engineer... → Assign**
   Everything selected goes to him at once, and he is notified.

Run the checks now
On the Board: raises the PM jobs that are due, sends late warnings and call-back reminders.

Changing the cycle

On the contract: "Maintenance cycle" → "Save and re-plan". Leave "PM every (months)" blank when there is no PM.

The installation date

Warranty and the first PM date come from it. Correct it on the device or contract, then "Recalculate PM & warranty".

Which provinces each engineer covers at the bottom of your desk helps you choose — but it never assigns anything by itself.

After the visit the loop closes with you

The engineer closes the job, the hospital rates it — and you make sure the machine really works.

The engineer

Closes and sends the rating link

WhatsApp or a code on his screen. Two taps, no login.

The hospital

“How was the visit?”

A score, whether the device works now, and a note.

The ticket page

Rating

“The hospital confirms the device is working” — or “says the device is still down”.

You

Still down?

The service manager is told. Call the hospital, and raise a new ticket if needed.

On the ticket page — what the call centre changes

Give this job to

Choose or change the engineer; he is told at once, with the hospital, city and what they said.

Priority

Raise it when the machine is down.

Call back on

Every promise to call a hospital back — it shows on your desk.

Where will it be done?

At the hospital or online — until the job is closed.

Rating

Follow it after every visit.

Cancel job

Withdrawn, or raised twice — choose the reason. A running visit ends; undo within 24 hours.

“Callback”

A ticket on the same device within 30 days of an earlier repair is marked “Callback” by itself, linked to the earlier one. Tell the engineer this machine came back — so he reads what was done last time.

The signed report — a job closed without the signed report is listed for the service office for 14 days. Remind the engineer to attach it the same day.

Cancelling a job with a reason, undo for 24 hours

When something goes wrong — a duplicate, the hospital called it off, it was solved on the phone — cancel the job with the Cancel job button on the job page, or from the card menu (⋮) on the Board.

Cancel job
on the job page or the card menu

→

Reason + note
a reason is required; Other needs a note

→

Cancel the job
the engineer and his helpers are told why

The reasons	What the cancel does
Duplicate ticket · Customer cancelled · Solved by phone	Open or assigned with no visit running: cancelled at once; it leaves My Day, the Board and the map.
Wrong hospital or device · Device not ours / out of contract	A visit running: it ends now and the engineer keeps his time so far (no 1 km rule); its result reads “Stopped — the job was cancelled”.
Opened by mistake · Other (with a note)	Spare parts not sent yet: cancelled. A part already issued: becomes a return to the store, and the store is told. PM: the next visit is opened on its schedule.

Undo within 24 hours

On the cancelled job: Undo cancel — the status and engineer come back. An ended visit does not restart. After 24 hours: open a new ticket.

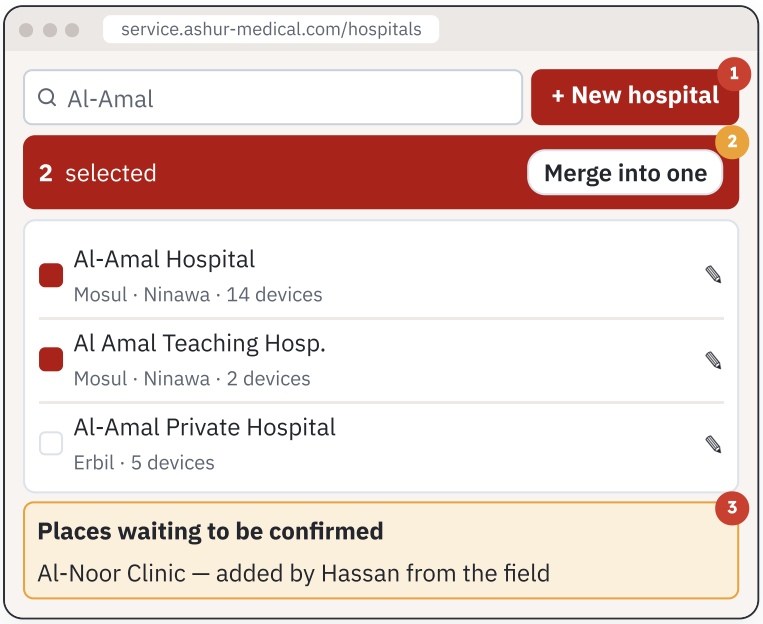
Cancelled jobs

Jobs → status Cancelled: every job with its reason, who cancelled it and when, and a count per reason.

Not cancelled A finished job cannot be cancelled — reopen it or open a new ticket. An engineer does not cancel a job. A cancelled job counts in no hours, first-time fix, on-time, response or repair time.

The fleet records you may correct them

The call centre adds and edits hospitals, devices and contracts. Deleting stays with the service manager.



1. **Search before you add**
   By the name in Arabic or English, or by phone. “New hospital” warns you if a similar name exists. The pencil “Edit”: both names, province, contacts.
2. **Merge the duplicates**
   Tick 2 or more → “Merge into one” → choose the card to keep. Devices, jobs, contacts and papers move to it — this cannot be undone.
3. **What engineers added**
   Confirm the place, or merge it into an existing hospital.

Devices

“Add device” — one device at a time

- Category, model, manufacturer, serial number, hospital, contract, installation date, PM interval (months), warranty end → “Save device”.
- Select several to “Link to contract” or “Move to hospital…”.

Contracts

“New contract”

- “Contract PDF” (optional — filed in Documents; type the details yourself), contract number, device type, title, customer.
- “Sales contract (CT number)”, warranty years, start and end, “PM every (months)” → “Save contract”.

Correct a record the moment you see it wrong. Deleting is for the service manager only — ask him.

Ministry of Health contracts and their cost

The service contract is linked to the sales contract it came from (the CT number) — so every service cost counts on that contract in Finance.

1

Link the CT number

Open the service contract → “Edit contract” → “Sales contract (CT number)”. “Not linked” if there is none.

2

Put the devices on, one by one

“New device on this contract”, or “Add devices” → tick → “Link to contract”.

3

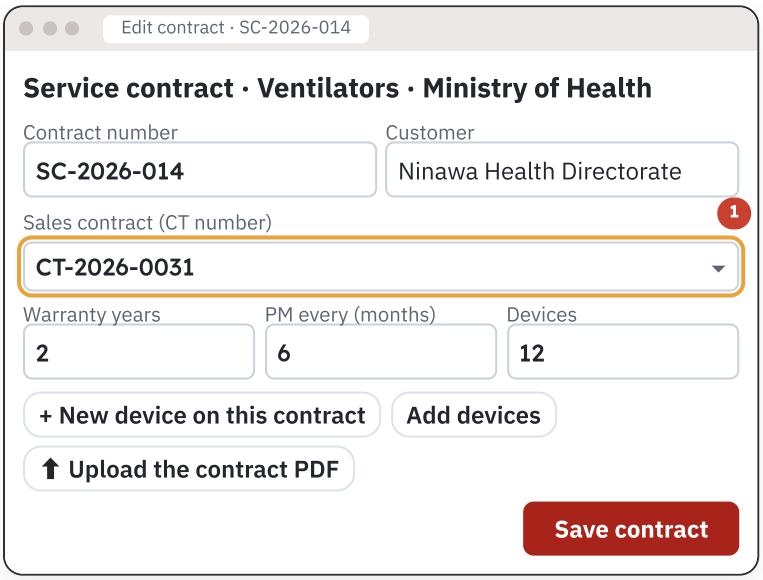
Installation date

“Set installation date”; warranty and PM come from it (“Recalculate PM & warranty”).

4

Upload the signed contract

“Upload the contract PDF” on the contract page or the hospital card — it shows under Documents.



The cost story

- The tender’s own costs
- + devices and jobs under the service contract
- + spare parts — the day the engineer confirms arrival
- + field expenses — once approved
- = the sales contract’s cost in Finance

One device at a time

Each machine with its own serial and installation date — no pasted lists.

The signed contract

Under the contract’s Documents tab — for anyone who opens the contract or the hospital.

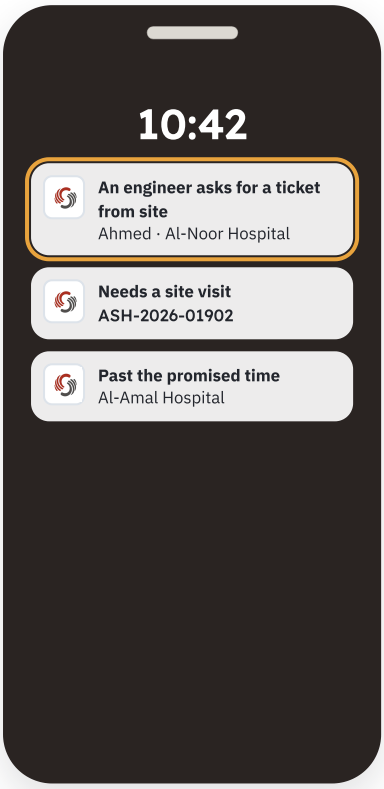
In Finance

The cost shows on the sales contract — and the service manager sees it in the “Contract spend” report.

Every Ministry of Health service contract is linked to its CT number. An unlinked contract = a cost that shows on no sales contract.

Notices and your own requests

Every notice in the bell also reaches each phone where you turned alerts on — even with the app closed.



Notice	What you do
An engineer asks for a ticket from site	Answer within minutes: open it for him, add it, or refuse with a reason.
Needs a site visit	Read the note, call the hospital, give it to a field engineer.
Late warning	Chase it first — call the engineer or reassign.
Call-back reminder	Call the hospital as you promised.
Leave signed or refused	For your own request — the reason is written on a refusal.

1. After your first sign-in: **“Get your notifications on this phone?” → “Turn on”**
2. iPhone: add it to the Home Screen first (iOS 16.4 or newer) and turn alerts on from the icon.
3. “Notifications are blocked”? Allow them for this site in the browser or phone settings.

Your own requests — from the Inbox

Leave

Leave → “Ask for leave” → “Send for signature”. Your manager signs.

My open requests

Inbox → “My open requests”: where each one waits, and with whom.

Remind

Stuck? Open it → “Remind”: the person it waits with is told. Once every 4 hours.

Every phone you use needs its own “Turn on”. A new phone? Open the Bell → “Turn on phone notifications” again.

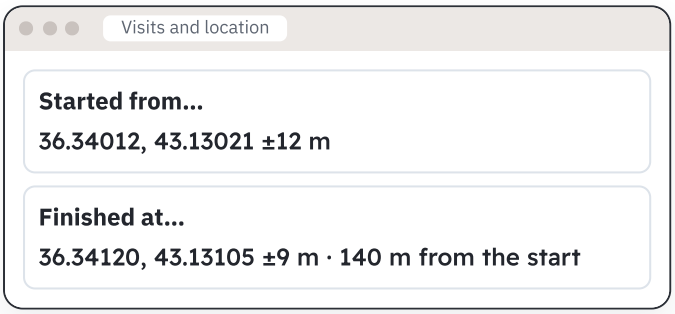
The engineer’s position at start and finish

Raise the ticket as it is: the hospital needs no saved location, and an online ticket may have no hospital. What is kept is the engineer’s phone position when he starts and when he finishes — on site and online.

Start
his phone’s position saved: “Started from...”

Online too
start and finish saved, no distance check

Finish
on site: within 1 km of the start place



1. **The hospital**
   Choose it as usual. For an online job you may choose “Online” with no hospital.
2. **He starts and finishes from his phone**
   With no location he cannot start or finish — his phone shows him how to turn it on.
3. **The 1 km rule**
   On site, a finish more than 1 km from the start place is refused. Online, no limit.

After hours An engineer’s request opens by itself as the rule says (unless a job is already open on the machine or at the hospital) — the hospital’s location plays no part. The request always carries his phone’s position.

The hospital’s location Stays as it is in Customers and on the map. The engineer’s position is never saved as the hospital’s.

Call centre rules and help

What makes a hospital trust us — and where to get help.

The golden rules

- Write what the hospital said, in their words — the engineer reads it first
- “Online” only when the machine need not be in front of him
- Engineers’ requests from site are answered within minutes
- Correct a record the moment you see it wrong; merge duplicates
- Pick the device from the list, or “The device is not in our list”
- No ticket stays “Unassigned” — nothing is assigned by itself
- Every promise to a hospital = a “Call back on”
- Every MOH service contract is linked to its CT number

If you need help

The Feedback button

Something broken? Tap it at the bottom of the screen, say what happened, with a picture

The service manager

A stuck ticket, an angry hospital, an engineer not answering

Forgot your password?

Ask the system administrator for a temporary one

The master guide

ashur-medical.com/guide

Your first week

- [ ] Sign in, choose your password, turn on phone alerts
- [ ] Raise an “Online” ticket for a software fault
- [ ] Answer an engineer’s request from site
- [ ] Raise a ticket for a real call, from start to assignment
- [ ] Give out a batch of PM jobs
- [ ] Merge two duplicate hospitals

If it is not written on the ticket… it was never promised. Every call, every promise and every appointment — in the system.