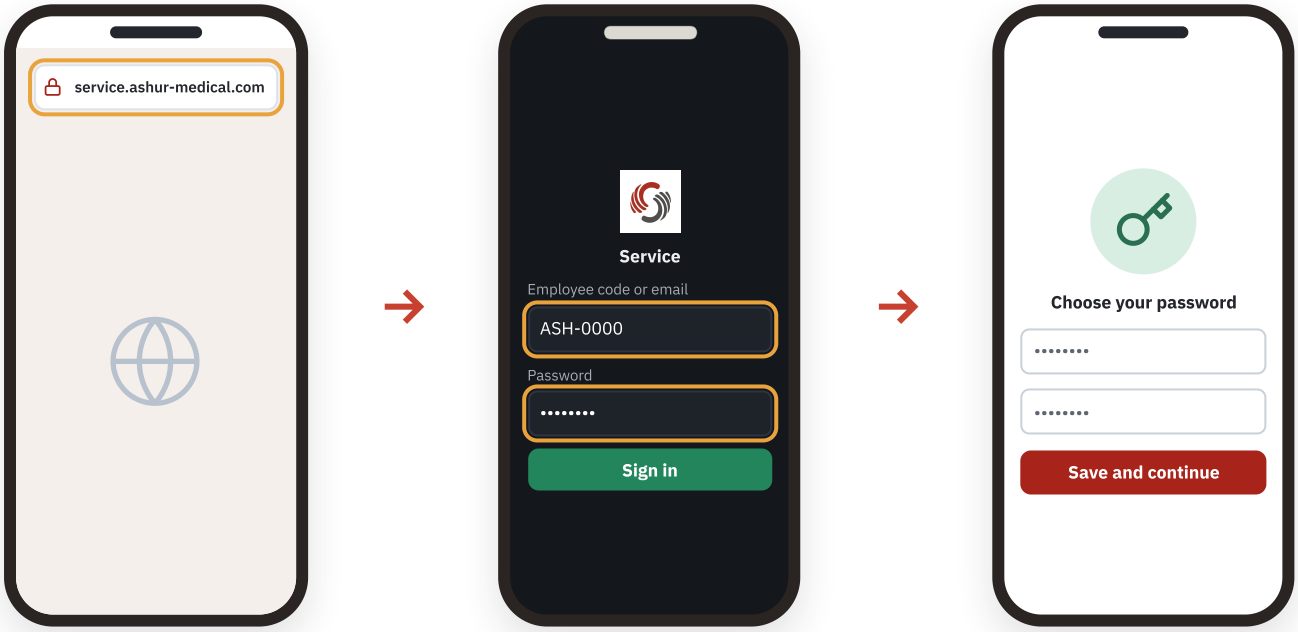
# Every visit, in your phone

From arriving at the hospital to closing the job and the hospital's rating — and the time is counted for you and everyone with you.



## Sign in, in three steps




**1**

**Open the browser and type the address**

**2**

**Your code + the temporary password from the admin**

**3**

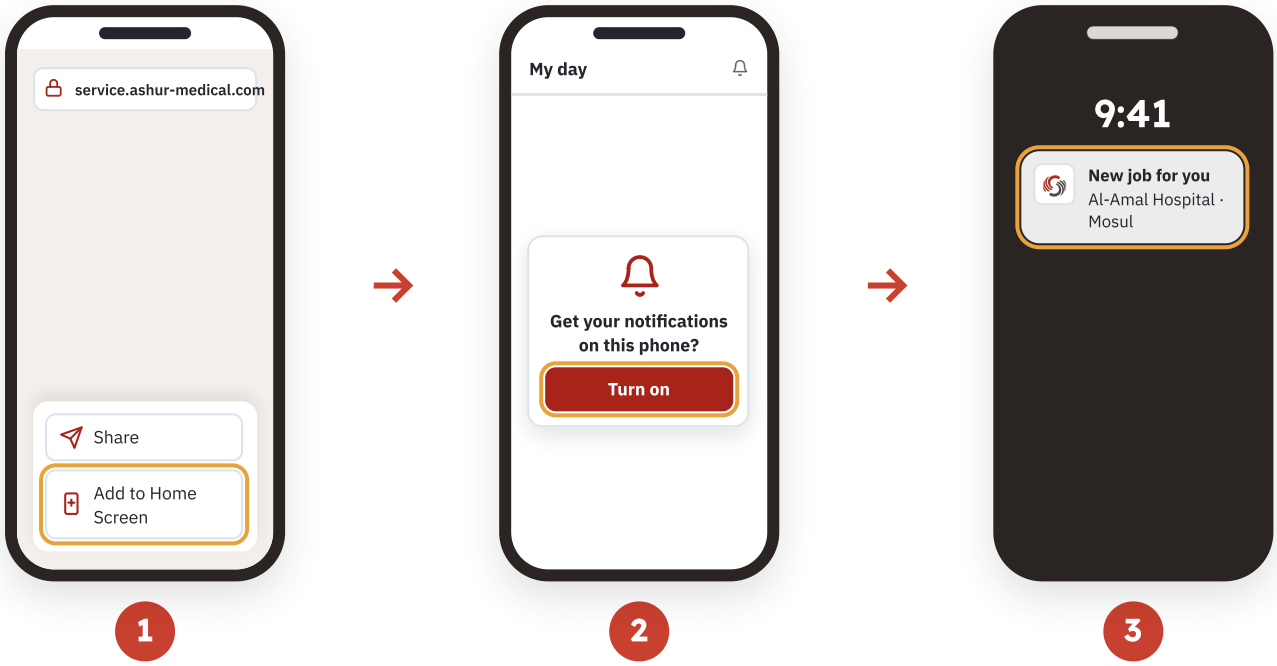
**8 characters or more, only you know it**

After signing in turn on **phone alerts** — new jobs reach you at once. Next page.

Add Service to your phone's **home screen** — it opens with one tap.

# Put it on your phone and turn on alerts

Five minutes, once. After that the system opens with one tap and every new job reaches your phone, even with the app closed.




**1**

**“Add to Home Screen” and open Service from the icon**

**2**

**After your first sign-in: “Turn on” then allow it when the phone asks**

**3**

**Jobs reach you even with the app closed**

| Phone | How |
|---|---|
| **Android (Chrome)** | Open the address, tap the ⋮ menu → “Add to Home screen” (or “Install app”). |
| **iPhone (Safari)** | Open it in Safari, tap “Share” → “Add to Home Screen”. Alerts work only from that icon (iOS 16.4 or newer). |
| **Missed the question?** | The Bell at the top → “Turn on phone notifications”. “Notifications are blocked”? Allow them for this site in settings. |

### EN / ع

Switches the language — the same job reads in both.

### Another system?

Go back to **ashur-medical.com** and open it from there.

### A newer version is ready

Tap it; the page reloads with the latest one.

### The Feedback button

Something wrong? Say what happened, with a picture.

**Every phone you use needs its own “Turn on”.** A new phone? Turn alerts on again.

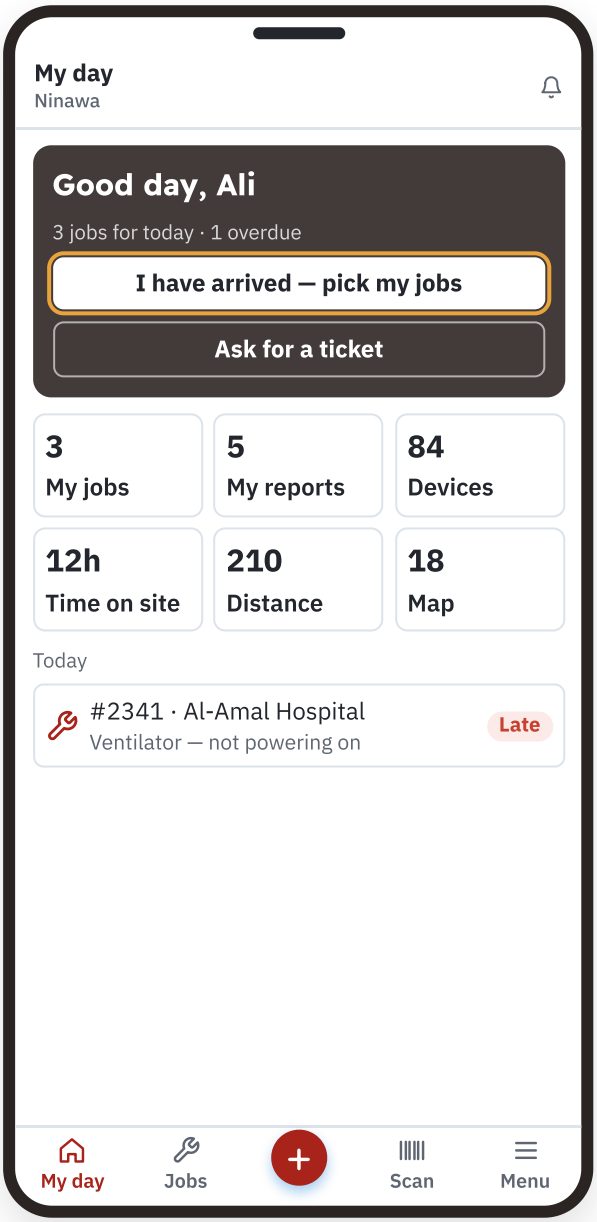
# Your day on one screen

"My day" shows today's jobs, and the big button starts the visit. A tile with nothing in it is hidden.

**My day**
Arrive, start, close

**Jobs**
Your jobs, and your provinces' tickets

**The + button**
Scan a serial · Ask for leave · Ask to be paid back




**Scan**
Photograph the nameplate to open its record

**Menu**
Schedule, map, daily reports, expenses, leave, inbox

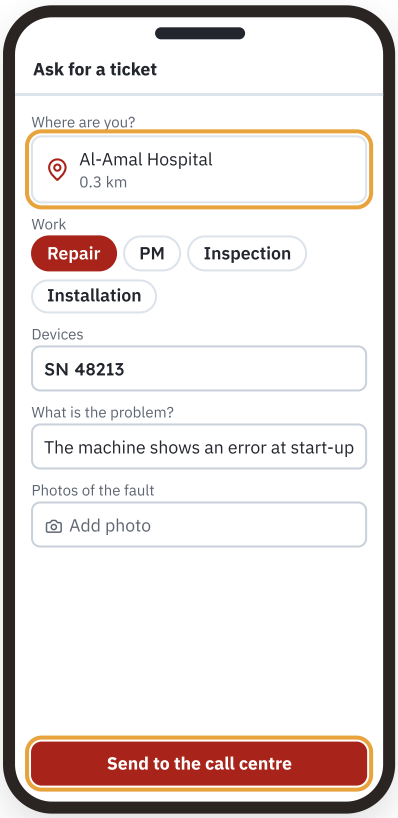
**Bell**
New job for you, a part on its way, a signature

+ Remember one button: **"I have arrived — pick my jobs"** at the hospital door. Every visit starts there.

# How does a job reach you?

The call centre opens the ticket and gives it to you by hand. Found a fault yourself? Ask for a ticket.

**The hospital** reports a fault → **Call centre** opens it, picks the engineer → **Given to you** "New job for you" → **You** visit and fix




## Found a fault nobody reported?

1. **"Ask for a ticket"** on "My day"
2. "Where are you?" — the nearest hospitals from your position, then **Work** and the device
3. Write the problem and add **Photos of the fault**
4. **"Send to the call centre"** — they open it and it comes back to you

Waiting for the call centre → Ticket opened

Follow it under "My ticket requests". If it is refused you are told why.

**After hours — after 4 PM until 8 AM, and all day Friday and Saturday:** it opens at once and is yours; the call centre checks it next morning. A job already open on the device? It waits for the call centre.

### Nothing arrives by itself

Every job — even periodic maintenance — is given out by the call centre by hand.

### Another province?

A job given to you is yours in any province — you always see its hospital and details.

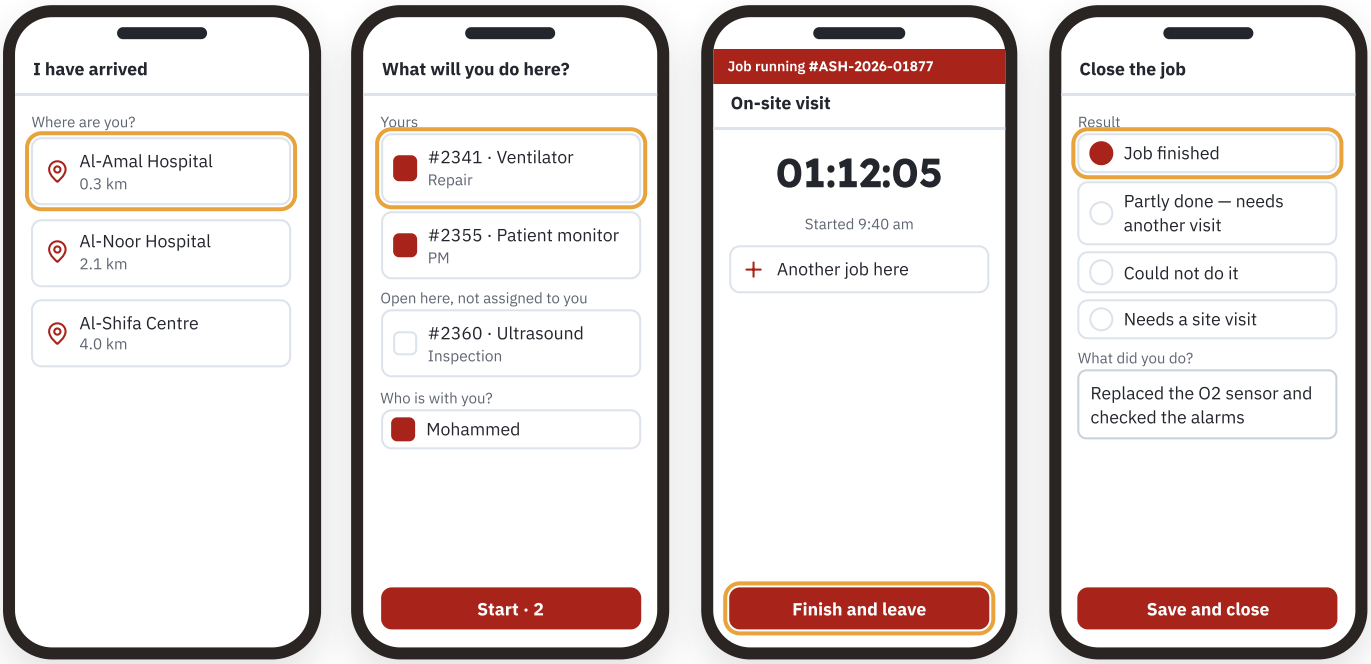
### "New job for you"

Arrives with the hospital, its city and what the hospital said — read it before you go.

**Periodic maintenance:** the system opens it from the device's cycle when it is due, and the call centre gives it to you; closing it opens the next one.

# The visit: arrive, start, close

The clock runs from start to close — there is no pause. Start when you arrive; close before you leave.




1. **"I have arrived" — the nearest hospital is chosen**
2. **Tick the jobs and who is with you, then "Start"**
3. **Work... the clock runs. then "Finish and leave"**
4. **The result, the devices, what you did, "Save and close"**

| Result | What it does |
|---|---|
| **Job finished** | The job closes; ask the hospital to rate the visit. |
| **Partly done** | The visit is saved and the job stays open. Next time: "Start the job here". |
| **Could not do it** | Saved with your note; the job stays open. |
| **Needs a site visit** | Write "What has to be done at the hospital?" (required). The job goes back on the board and the call centre is told. |

### Several jobs, one visit

Tick all your jobs at the same hospital — one clock.

### The devices

"Which devices did you work on?" — not listed? "It is not in the list".

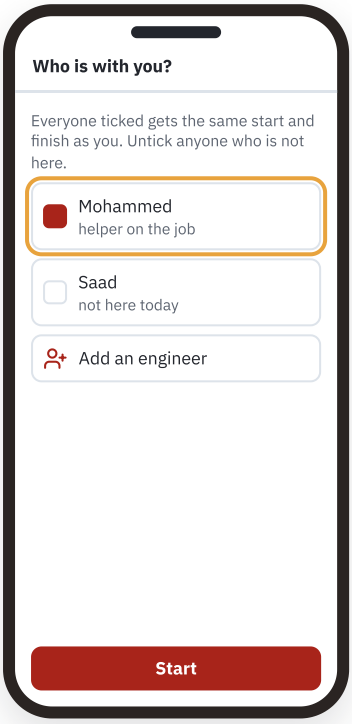
### Cancelled by the call centre?

Your visit closes and the job stays cancelled.

**Walked 400 m away with the job open?** The bar turns red: "You left with the job open". Close it, or go back — the clock never stops by itself.

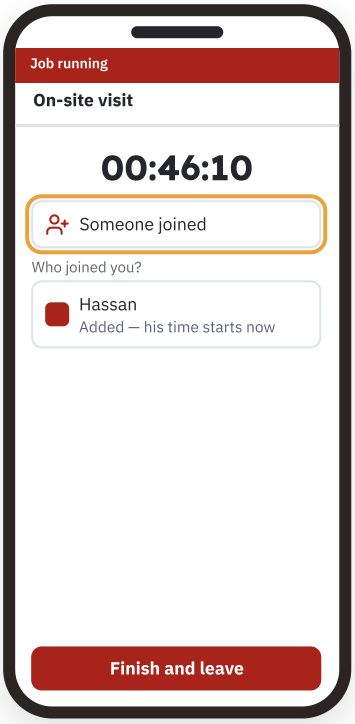
# Who is with you? one clock, hours for everyone

When engineers work the same job together, everyone's hours count — with one clock, started by the lead.



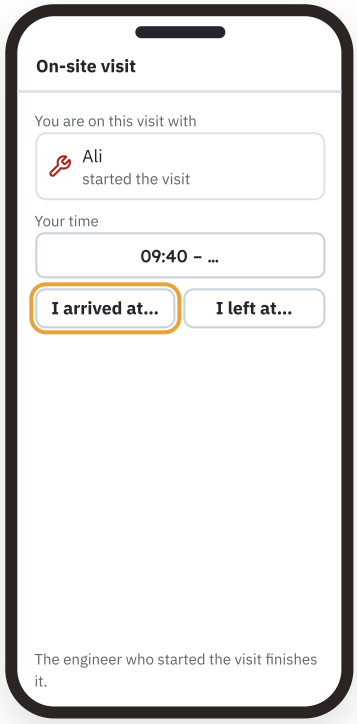

1

**The lead ticks who is with him then "Start"**




2

**Someone came later? "Someone joined" — his time starts then**




3

**A crew member corrects only his own time — it is recorded**

## The lead

presses Start

- The job's helpers are already ticked; "Add an engineer" for anyone else.
- When he finishes, everyone's time stops with his.

## Each crew member

sees "Your time"

- Late or leaving early? "I arrived at..." / "I left at..." — inside the lead's visit.
- He cannot finish the visit.

## The numbers

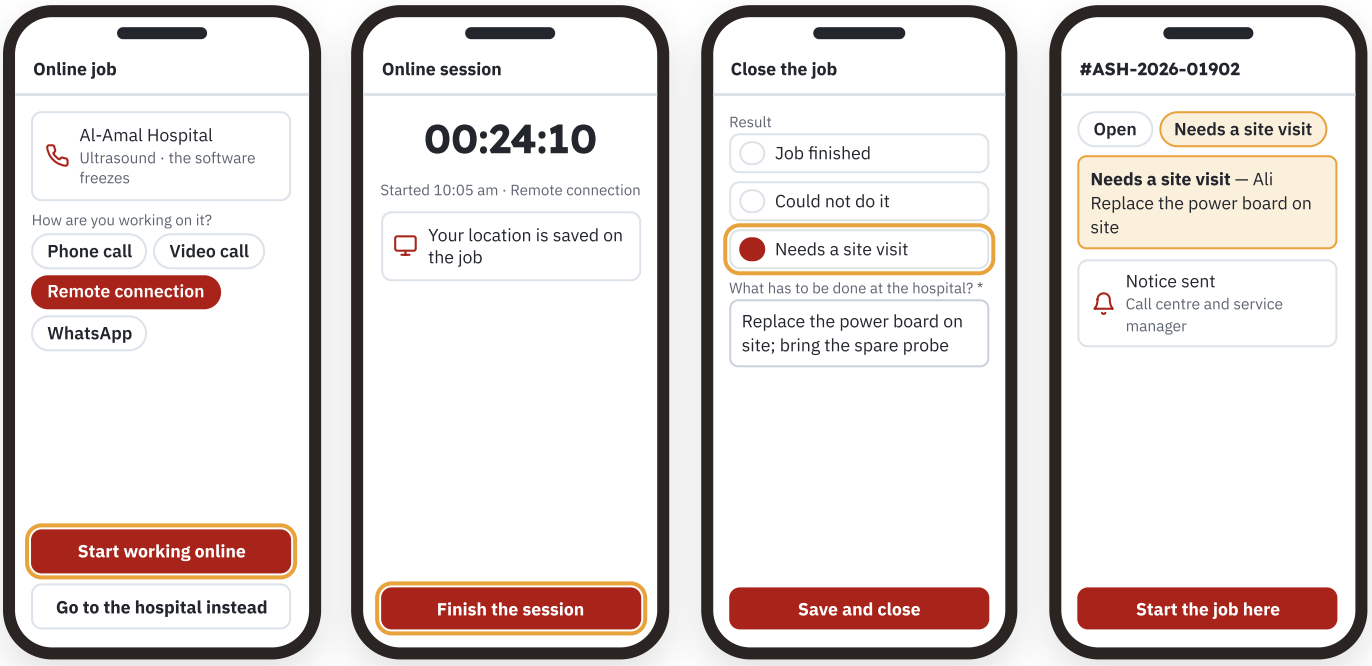
as they happened

- The job's time is counted once.
- Each engineer is credited his own full hours.

**A colleague helping from another place?** On the job page "People on this job" → "Add an engineer" → "Helps online" or "Helps on site". He sees the job in any province and it counts for him.

# The online session

Some faults are fixed by phone, video call or remote connection. The same clock runs with no trip, and your location is saved on the job.




**1**

**Choose how you work, then “Start working online”**

**2**

**Work while the clock runs, then “Finish the session”**

**3**

**Not fixed? Choose “Needs a site visit”**

**4**

**The job goes back on site, and the call centre is told**

### A normal job?

Under the start button: “Solve it online instead”. Not on PM, installation or workshop jobs.

### Time online

Counted on its own — never in “Time on site” or distance. Jobs solved with no trip count in “Fixed online”.

### A colleague helping online

In “People on this job” choose “Helps online”. The job counts for him too.

**Never run the on-site clock from the office.** It counts as a visit, with your position far from the hospital. To work online: “Start working online”.

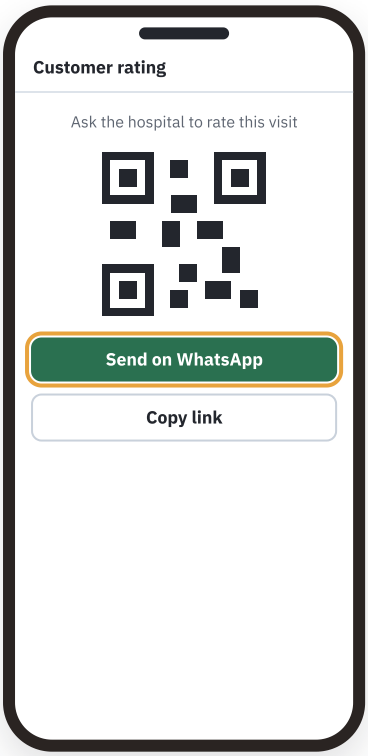
# The signed report and the hospital's rating

Every job ends with a paper signed by the customer, and their rating of the visit.

Raised → Given to → On site → Closed → **Rating**



1 Print — 2 Both sign — 3 Photograph it — 4 "Attach" in Files




On the job page: "Print" or "Share" — the job sheet has two signature boxes: engineer and customer.

**Files** → "Service reports & photos" → "Attach": the signed report as a PDF or a photo, and photos of the work.

**Rating** → "Get the link" → "Send on WhatsApp", or let them scan the code. Two taps, no login.

A job closed **without the signed report** is listed for the office for 14 days — attach it the same day.

# A spare part for the job

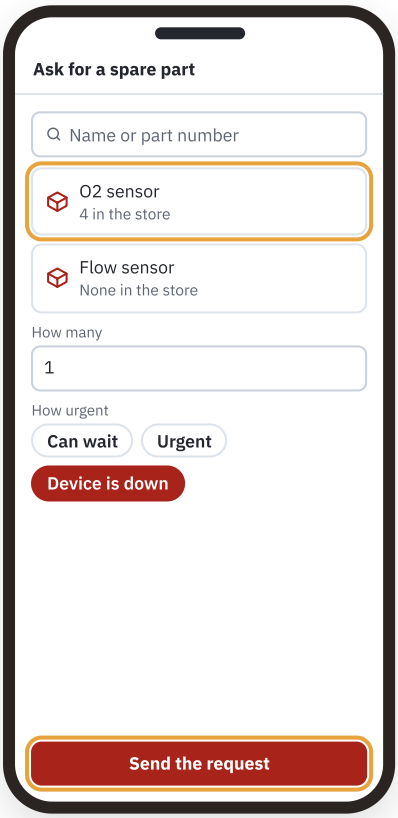
You ask from inside the job; the service manager approves; the store prepares it and sends it to you.

**You** — “Ask for a spare part”

→ **Service manager** — approves, picks the store

→ **The store** — prepares and sends it

→ **You** — “It arrived”




1. The job → **Parts & progress** → **“Ask for a spare part”**
2. Pick the part — the list shows **what fits this machine** and how many the store has
3. How many and how urgent, then **“Send the request”**
4. When you have it: **“It arrived”** — and what you did not use: **“Hand back what was not used”**

**Waiting for approval** → **With the store** → **On its way** → **It arrived**

## Job stuck? Say why

**Waiting for the hospital** · **Cannot reach the device** · **Needs help or a second engineer**

In “Progress and blockers” pick the reason, write “What is happening with this job?” → “Add the note”. Your manager and the call centre see it.

The part is not in the list? “It is not in the list — let me write it”: its name and number. The part counts on the contract the day you press “It arrived”.

# The job page and a device you know

Everything about the job is in its tabs — and any nameplate you scan opens the machine's whole record.

**Overview**
Hospital, fault, what they said, the clock; engineer notes and parts used.

**Parts & progress**
Ask for a spare part; why the job is stuck.

**Visits**
Every visit with its time, place and crew.

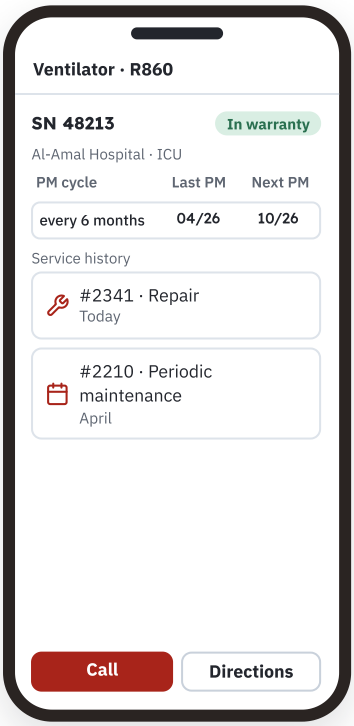
**Machine**
The devices on the job, their accessories and history.

**Files**
The signed report and photos of the work.

**Rating**
The link and code for the hospital.

**Discussion**
Talk about the job with the office.

**At the top**
"Print" and "Share" the job sheet; "Flag an opportunity".




**Scan** in the bottom bar → "Take photo" of the nameplate — its page opens at once.

The device page: **warranty**, contract, **PM cycle** and the next one, accessories, and **Service history**.

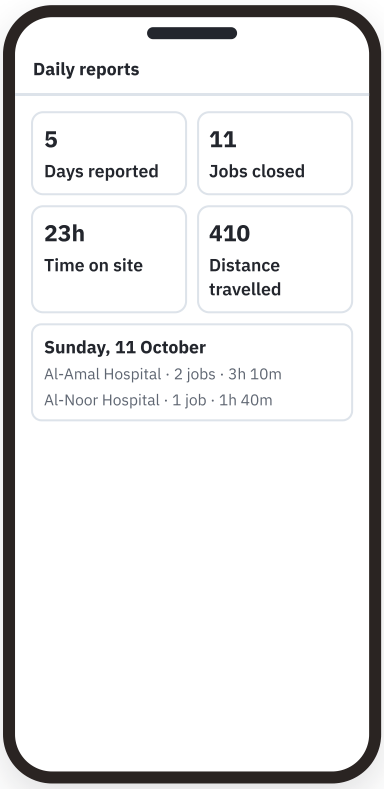
**Serial trace**: where a machine came from and where it is now.

**Map**: where the machines are; overdue ones in red. "Directions" from any pin.

Saw a sales opportunity at the hospital? On the job page: "Flag an opportunity" → "Tell sales" — it reaches the sales team.

# The day is the report

No hand-written daily report: your closed visits are the report. And from the Menu: expenses and leave.




**Time and distance** come from the clock and where you arrived — nothing to type.

A visit with colleagues? Your full hours are yours, and the job's time counts once.

**Schedule**: open jobs on the month, by due date.

## Expenses

Expenses → "Ask to be paid back"

- How much, when, kind, what it was for
- "What was this money spent on?" → "A job" — choose it, so the cost lands on the job and its contract
- **The receipt or invoice is required** — photograph it → "Send for signature"

Waiting for a signature → With Finance → Paid

## Leave

Leave → "Ask for leave"

- Your available days show first
- The kind: annual, sick and the other kinds by Iraqi labour law. First and last day, or half a day
- Who covers (optional); a paper only where the kind asks → "Send for signature". "Withdraw" while it waits

Waiting for a signature → Signed

**Inbox** in the Menu: everything waiting for you or that you sent. Stuck? "My open requests" → open it → "Remind" — once every 4 hours.

# Your location at every start and finish

Every job — at the hospital or online — keeps your phone's position when you start and when you finish. With no location you cannot start or finish. The hospital needs no saved location, and your position is never saved as the hospital's.

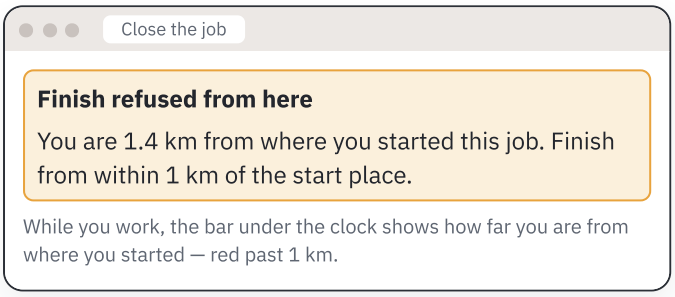
**Start**
his phone's position saved: "Started from..."

→

**Online too**
start and finish saved, no distance check

→

**Finish**
on site: within 1 km of the start place




1. **Start where you work**
   "Start the job here" reads your phone's position. Online: "Start working online" reads it too.
2. **Finish from the same place**
   On site: within 1 km of the start place, or it is refused. Go back, then finish.
3. **Online**
   Start and finish places are saved, with no distance limit.

## Turn location on

**Android:** pull down from the top → Location. In Chrome: the lock by the address → Permissions → Location → Allow.

**iPhone:** Settings → Privacy & Security → Location Services → On; then Safari (or Chrome) → While Using + Precise Location.

## With a colleague · asking for a ticket

A colleague the lead adds carries the lead's position until he presses "I'm here — save my location" on his phone. "I left at..." needs his own position — on site within 1 km of where he started. A ticket request always carries your position.

# Engineer rules and help

What makes your work seen and counted — and where to get help.

## The golden rules

- Start the job at the hospital door, not later
- Tick everyone who is with you — their hours count too
- Every job closes with the signed report attached
- Parts only from inside the job; hand back what you did not use
- Close it on site, before you leave
- No work outside the system — ask for a ticket
- Ask the hospital to rate every visit
- Scan the serial — never type it from memory

## If you need help

### The Feedback button

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

### The call centre

For a ticket, a hospital, or a job that has not reached you

### The service manager

For parts, signatures and stuck jobs

### Forgot your password?

Ask the system administrator for a temporary one

## Your first week

- [ ] Sign in and choose your password
- [ ] Try “I have arrived” at your first hospital
- [ ] A visit with a colleague: tick him in “Who is with you?”
- [ ] Add Service to the home screen and turn on alerts
- [ ] Close a whole job and attach its signed report
- [ ] Send the rating link to one hospital

**If it is not in the system... it did not happen.** Every working hour and kilometre is counted from the clock.