

Adding and Viewing an Attachment linked to the Work Order in GoServicePro

This process is completed by anyone creating or closing out a work order using GoServicePro.

The purpose of this KB is to provide information to and from the onsite field technician (both Field Engineer and Service Partner tech) linked to the work order within GSP. This is replacing emailing documentation back and forth. Anyone setting up a work order will be expected to include an attachment to the work order being assigned rather than emailing it to the technician. The field technician is responsible for reviewing all attachments and uploading any attachment that is required per work order instructions (pictures, completed checklists, etc.).

When documents will be attached to work orders:

1. Service coordination, RSS, SES, ASM, etc.

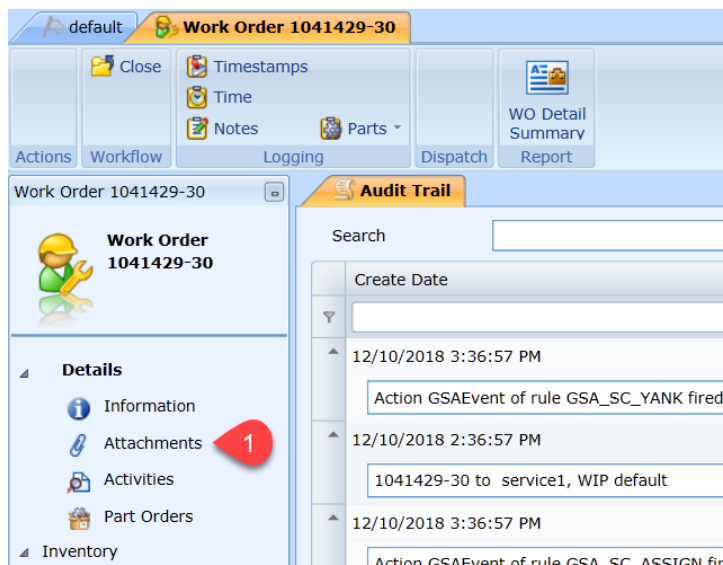
- Additional Paperwork/documents
- Plan of Action
- Documents, such as Quick Guides, Manuals, etc.
- Jotforms
- Word document with special instructions regarding billboard, Service Channel, and Verisae

2. Service Partner Tech/ Field Engineer

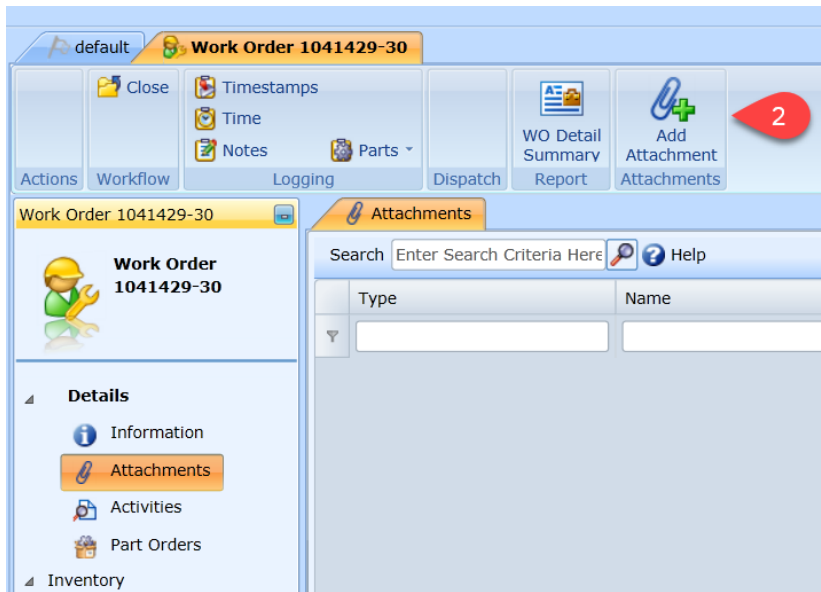
- Photos
- Completed documents

To Add an Attachment from Work order

1. Click on the Attachment tab under the Work Order Details.



2. Click the Add Attachment Box

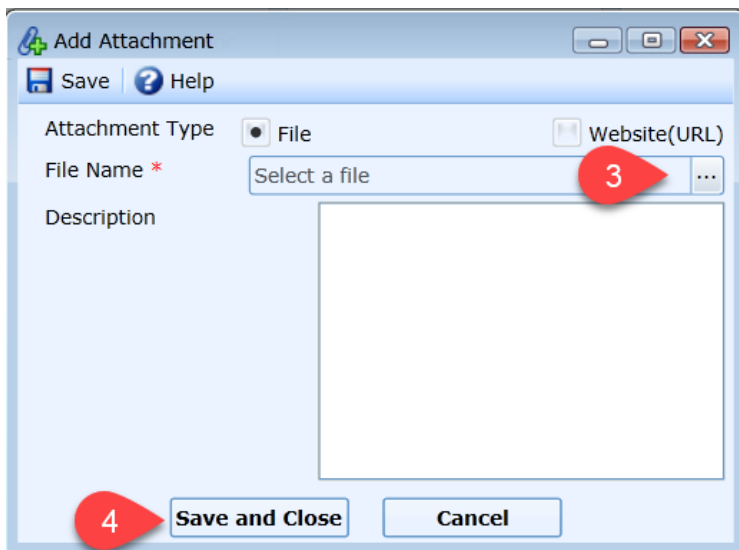


3. From Add Attachment click on the 3 dots by the File Name field.

1. Select the file from your computer – file must be saved prior to selecting

1. File Name should consist of Task (aka Checklist, Pic1, Pic2) Note File name cannot be more than 25 characters
2. Description should be the Work Order Number (this is used to identify the work order linked at case level)

4. Once file is selected click Save and Close



5. For all attachments attached to the Work order the user must also select Sync with Mobile User? Box located at the far right after uploading attachment.



6. To view an attachment simply click the attachments button under Work Order Details and click the hyperlink under the Name column. A new internet browser will pop up with the contents of the attachment.

7. To view and add an attachment in Mobile, see [GoServicePro Mobile: Using the App](#), then scroll down to the LINKED Section.