



Astea Frequently Asked Questions

9/22/2014

Frequently Asked Questions

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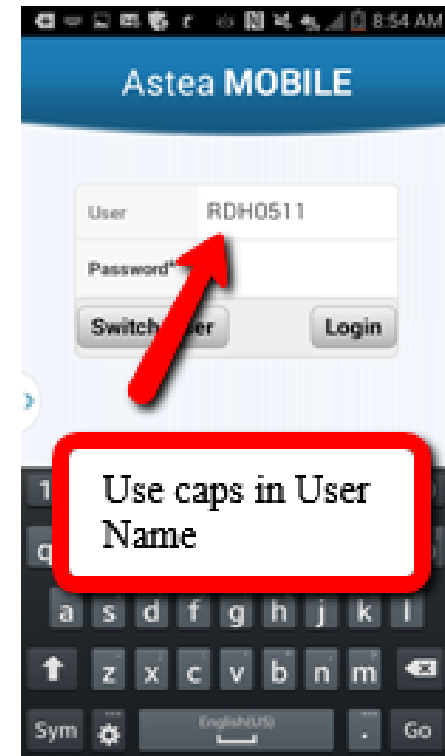
Unable to Log in

Problem: I am entering the correct username and password, but am unable to log into Astea.

Solution: Enter your username in **uppercase**. Astea requires users to log in with an uppercase username. Passwords, though, can contain a mixture of upper and lower case letters.

The account will become locked after 3 unsuccessful login attempts.

Passwords must contain at least one capital letter and one number.



Removing a Service Order from the Device

Problem: I have completed the work on the service order, but cannot remove the ticket from the device.

Solution: Navigate to the Completion tab, and select **Check Status** to display the status of the service order. Items with a status of open will need to be resolved before the ticket can be closed.

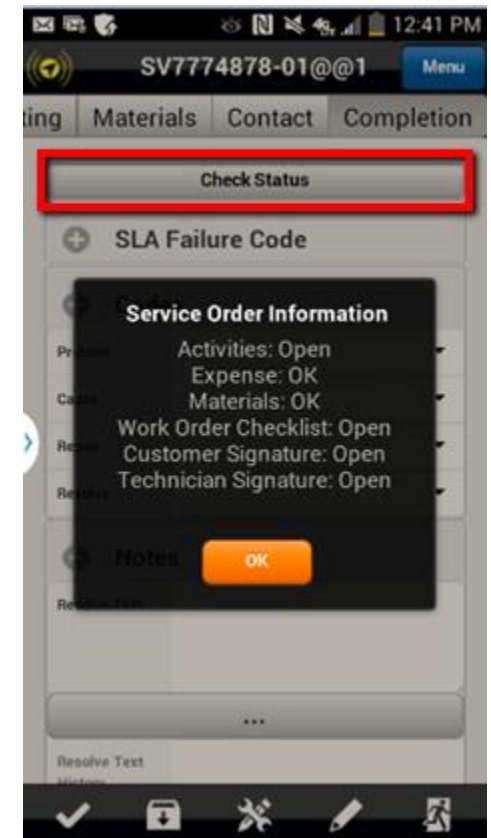
Activities – Ensure that Stop Work has been selected on the activities associated with the service order.

Materials – Ensure the default trip charge has been fulfilled.

Work Order Checklist – Ensure all questions on the work order checklist on the Completion tab have been answered.

Customer Signature – Ensure the customer has signed the service order.

Technician Signature – Ensure I have signed the service order.



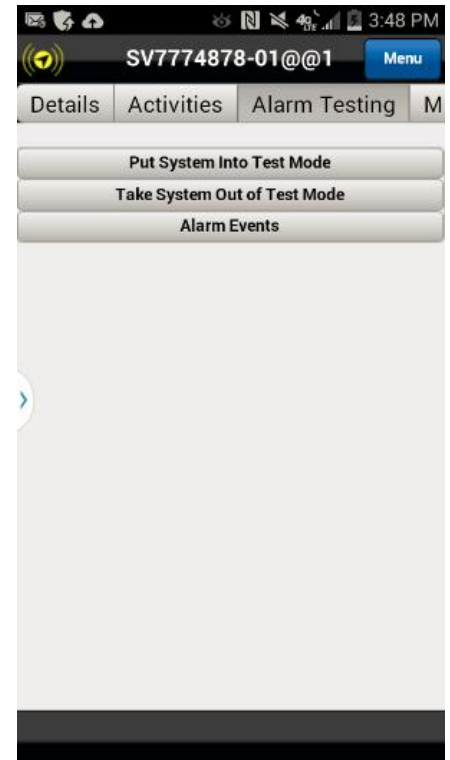
Stop Work Button Doesn't Appear on the Screen

Problem: I have started travel and started work on a service order. Once the work is completed, I do not have access to the Stop Work button.

Solution: Astea will not display the Stop Work button if a system has been put into test, *but not taken out of test*. Navigate to the Alarm Testing tab.

If the Take System Out of Test option is bold, the system is still in test.

Select Take System Out of Test and save the options as they appear on the screen. Once the system is out of test, the Stop Work button will be active on the Activities tab.

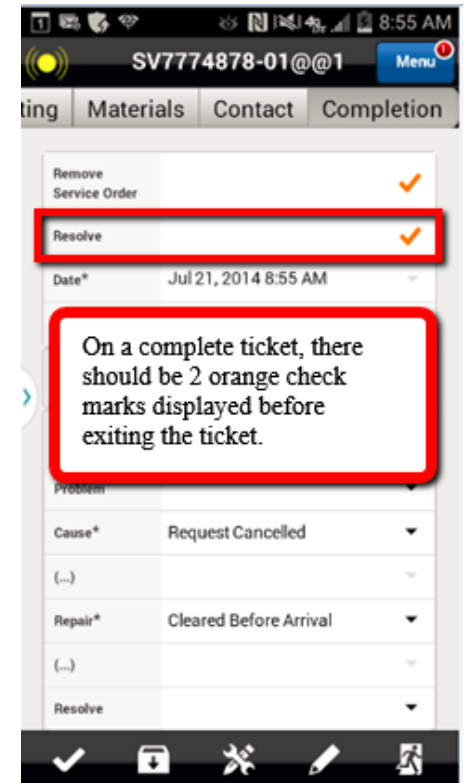


Completed Service Orders Showing Update Status in SBN

Problem: I have completed the service order and removed it from my device, but the service order is not showing as completed in SBN.

Solution: Once the service order has been removed from the device, no further action can be taken. The service order will need to be updated to COMP status manually in SBN.

To prevent this in the future, always check the Resolve checkmark on the Completion tab before selecting the running man icon.

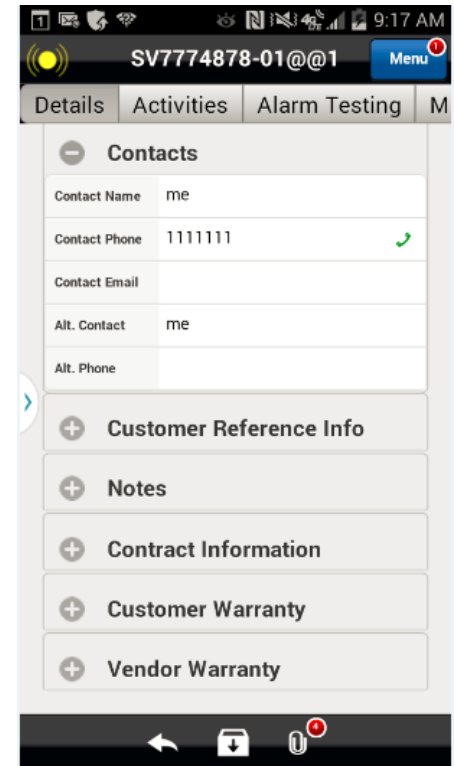


Technician and/or Customer Signature Shows Open

Problem: I have provided the technician signature, and the customer has signed the service order, but Astea reports that one or both signatures are still required.

Solution: Astea will report that the signatures are still required after they have been provided if I navigated away from the Completion tab, or out of the service order completely.

While the previous signatures are saved with the service order, the customer and I will need to sign the service order again.



Comments Do Not Pass To SBN

Problem: I entered comments on the service ticket but when I resolved the service ticket, the comments did not appear in SBN.

Solution: Enter comments in the Notes section on the Completion Tab.

Astea will send SBN my notes entered in the **Notes** section on the **Completion Tab**.

Comments entered in the comments section of the Activity tab *will not be sent* to SBN.



Alarm Events Not Appearing

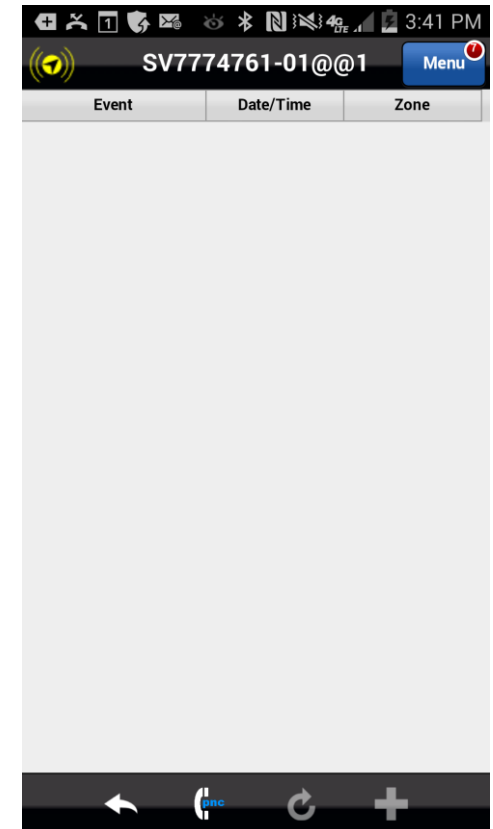
Problem: I click on **Alarm Events** in the **Alarm Testing** tab, but no alarm events appear.

Solution: This is due to a connectivity issue. You must have data service to view the Alarm Events

Check the icon in the upper left-hand corner. If it is red, there is no connection to the server.

Also, try checking your data connectivity by opening a web browser and searching for something on a search engine.

If you are able to search items on a browser and your icon is not red, it is a phone issue. Please call the ServiceNow helpline.



CID Location

Problem: I cannot find the **CID #** on the Service Order.

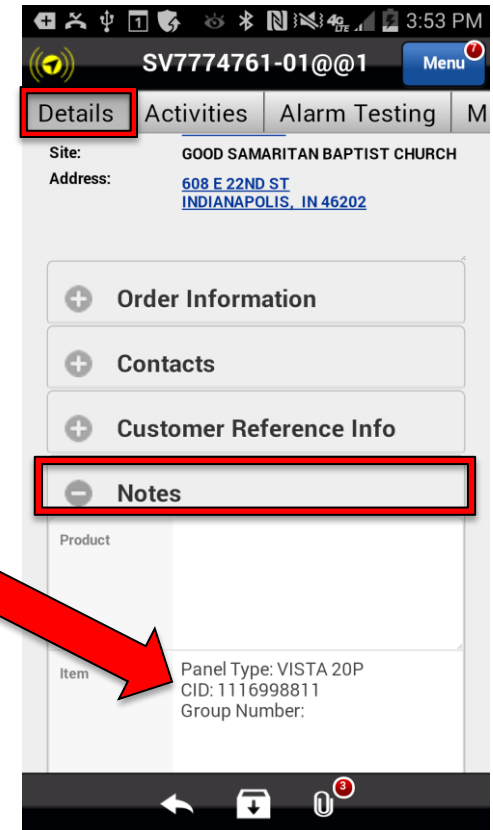
Solution: The CID is located in the **Details** tab in the **Notes** section.

Click the **Orange Arrow**  to open the desired Service Order.

Select the **Details** tab.

Expand the **Notes** section.

You will find the **CID #** in the **Item** field



Cannot Find the Proper Stop Code

Problem: I cannot find the proper **Stop Code** pertaining to the status of my Service Call.

Solution: After selecting **Stop Work**, you are navigated to a screen asking for a **Stop Code**. If the Service Call is **not Resolved**, select the **Stop Code** most appropriate Stop Code.


Click on the drop down arrow  next to “**Stop Code***”.

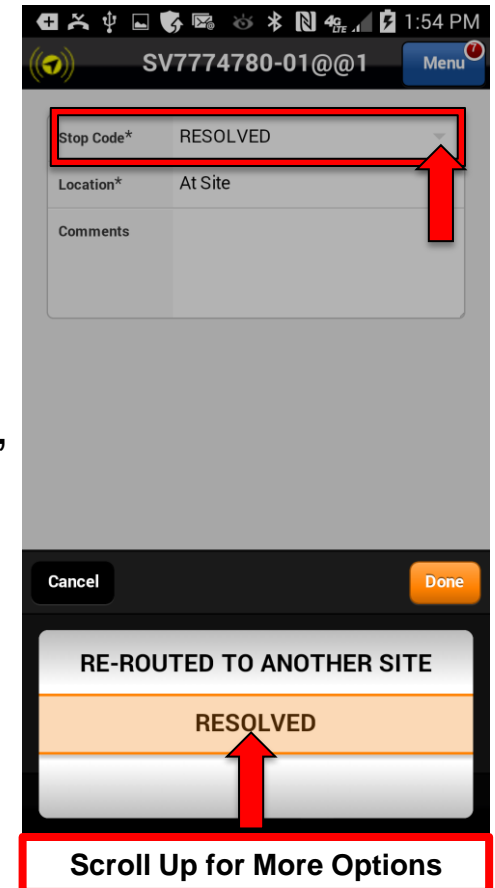
Scroll up to see all of the available options (13 total).

Select the appropriate **Stop Code**.

-e.g. Resolved, Add'l Time Req'd, Add'l Equip Req'd, Cust Not Avail, etc.

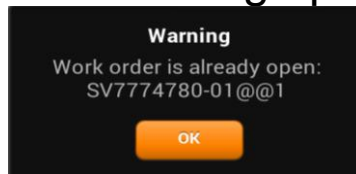
Select **Done**.

Click the **Save** icon  to navigate back to the **Activities** tab.




Cannot Access More than One Ticket

Problem: I am trying to look at future service tickets and have not closed my current ticket, but an error message prevents me from doing so.



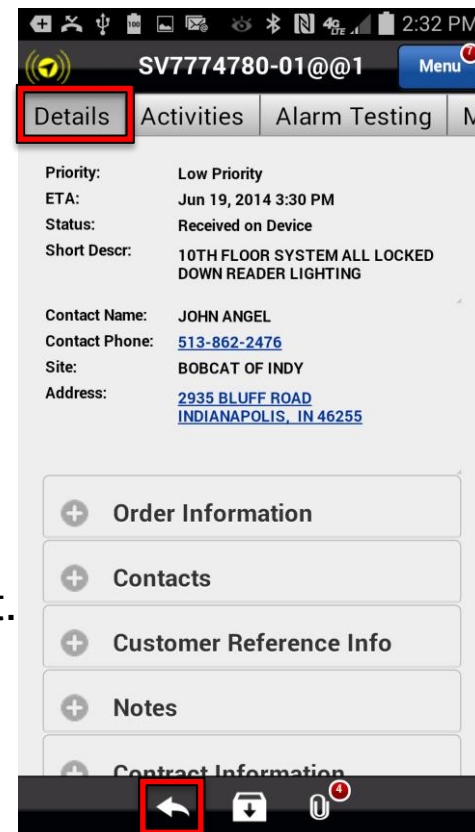
Solution: In order to view other service tickets while one is open, you must exit your current ticket.

While in the **Work List**, click the **Orange Arrow**  next to the open ticket.

Select the **Details** tab.

Click the **Back Arrow**  at the bottom of the screen.

You may now open any service ticket on your Work List.



I Have Two Labor Activities and Only Need One

Problem: I accidentally added a second **Labor** activity that I do not need, and I am not sure how to get rid of it.

Solution: Activities **cannot** be deleted in Astea, so you must change the **Labor** activity you are **not** using to a **Checklist Incomplete** activity. This will nullify that activity.

Select the **Activities** tab.

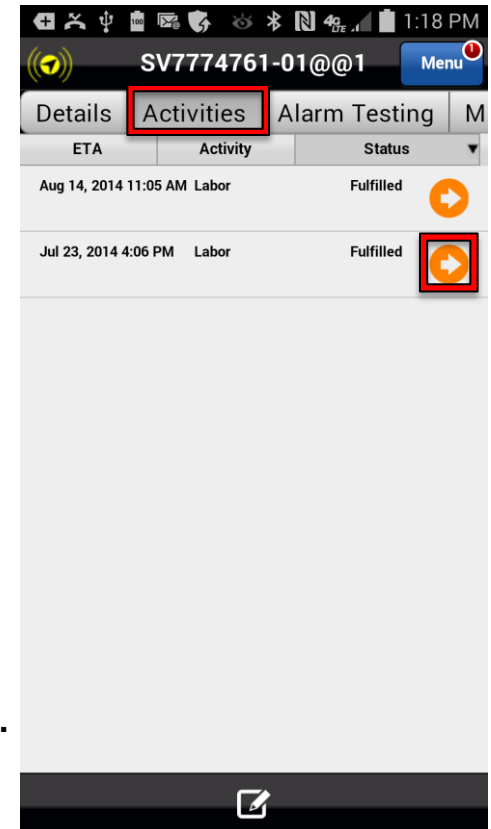
Click the **Orange Arrow**  next to the **Labor** activity you would like to change (does not have your travel and work times).

In the **Edit Activity** screen, click the drop down arrow next to **Activities***.



Select **Checklist Incomplete** and tap the **Done** button.

Click the **Save** icon  at the bottom of your screen.



Service Ticket History

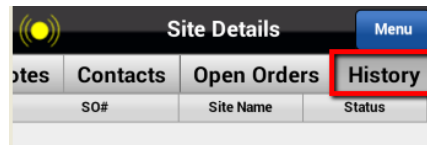
Problem: I am unable to locate service ticket history on an account.

Solution: Service ticket history can be viewed on an account. This includes service tickets worked by other technicians. Only service tickets worked in Astea will display in the history.

Select **Site Details** from the Main Menu.

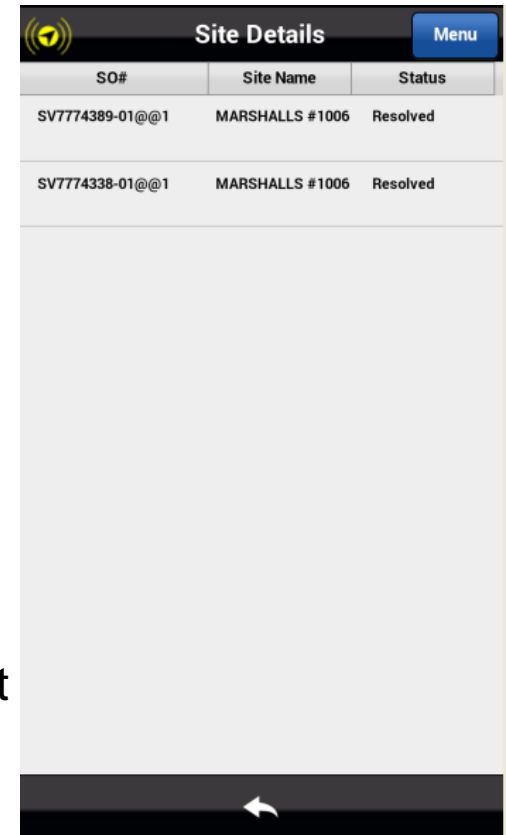
Select the customer using the **Orange Arrow**. 

Select the **History Tab** located to the far right.



Select the **Magnifying Glass** to search. 

Select the **Forward Arrow** to display the service ticket history. 



Cannot find the Alias (A.K.A.) name of the customer

Problem: I am unable to locate the SBN alias (A.K.A.) name of the customer.

Solution: The SBN alias (A.K.A.) can be found on the **Details** tab in the **Notes** section.

Click the **Orange Arrow** to open the desired Service Order. 

Select the **Details** tab.

Expand the **Notes** section.

You will find the **Alias** in the **Item** field

