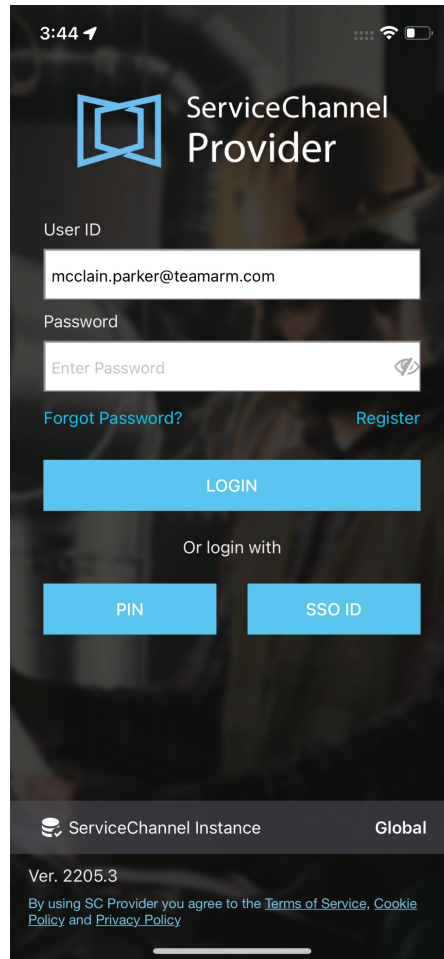


ServiceChannel

[SCUniversity | Providers - Confluence \(atlassian.net\)](#)

Application

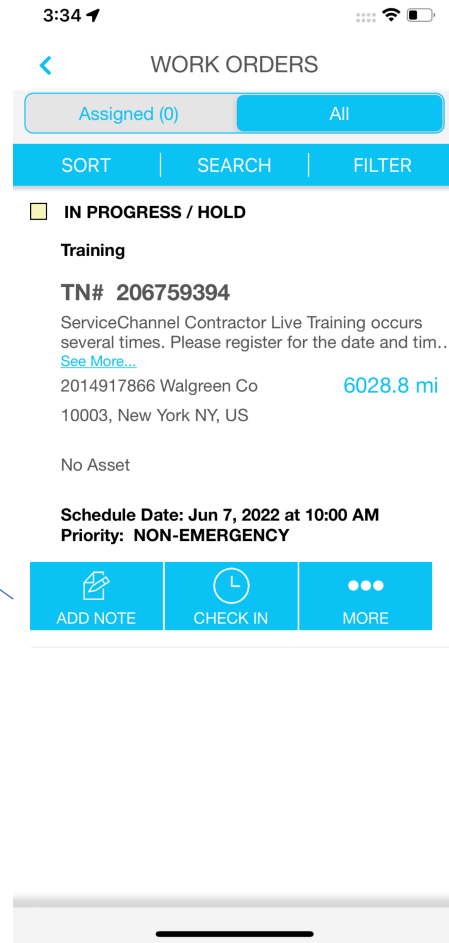
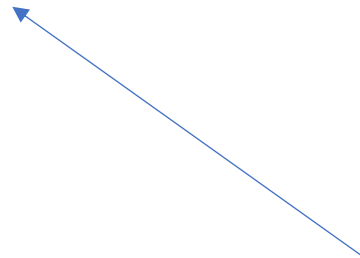
- Service Channel Provider
- Can download through the App Store and Google Play
- [ServiceChannel Provider on the App Store \(apple.com\)](#)
- [ServiceChannel Provider - Apps on Google Play](#)



Login In

- You will need to make sure you registered through the email that was sent you to
- Personal Profile → Photo Upload → UserID and Password
- Make sure you allow for Location capabilities while using the app
- From there you should maintain the Username and Password and save for future access

Adding notes isn't where job notes goes. This is for the store to receive additional information based on our work



WO's

- Click on the WO
- Click Check In (if you are not on site it will not allow you to check in)
- See More option allows you to see WO description
- ...More attaches the media from the phone

Choose a status ▲

🔍

COMPLETED

WAITING FOR QUOTE

PARTS ON ORDER

INCOMPLETE

CANCEL DONE

Checking Out

- You will then be prompted to answer the status of the WO
- As always, its never complete until its complete!

WO# 175093087
Select at least 1 Resolution Code (max 3)

Selected Resolution Codes (2)

- Repair Blower Motor Assembly
- Replace Compressor
- Repair Air Handler
- Replace Air Handler
- Repair Actuator
- Replace Actuator
- Replace Belt
- Replace Blower Motor Assembly
- Replace Capacitor
- Clean Condensate Drain

PREVIOUS NEXT

WO# 175093087
Select at least 1 Resolution Code (max 3)

Replaced thermostat battery

Replace air filters

Walk-Thru

Add New Resolution Code

Repair swactuation fan motor 71 characters left

Repair tandem compressor 76 characters left

Repair safety sensor 76 characters left

PREVIOUS NEXT

WO# 175093087
Select 1 Root Cause Analysis

- Abuse / Vandalism
- Act of Nature (e.g. Storm Damage)
- Age / End of Life
- Design Issue
- Electrical Power Quality Issue
- EMS Controls Issue
- Installation Issue
- Manufacturer Defect / Recall
- Missing Parts
- Negligent or Insufficient Service

PREVIOUS NEXT

WO# 175093087
Select 1 Root Cause Analysis

- Negligent or Insufficient Service
- Normal Wear & Tear
- Power Issues (e.g. surges, spikes)
- Overstocked unit - Air Curtain
- Overstocked unit - Shelf Load
- Add New Root Cause Code
- Preventative Care

Incorrect previous replacement of parts 60 characters left

PREVIOUS NEXT

Checking Out

- Once you check in you are on the clock.
- Check out and there are a couple of questions you'll have to answer
- Resolution Codes (We will see how this goes → You can always add a code)

Sources

- [Pages - SCUUniversity | Providers - Confluence \(atlassian.net\)](#)
- IVR
- [ServiceChannel - Contractor Console](#)