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Self-paced courses and certifications designed by experts to level up your learning.

TECHNICIAN

Technician for Beginners — 1 HR 30 MIN

1. Navigation - Logging In and Basics
2. Navigation - Technician Portal Tabs, Work Order Action Button & Notes
3. Create a Work Order
4. Work Orders - Direct and Indirect Time
5. Work Orders - Request/Issue Parts
6. Finish a Work Order
7. Reference: Technician Portal Icons

Technician for Advanced Users — 45 MIN

1. Service Requests
2. Work Order Postings
3. Advanced Task Management
4. Technician Reports Overview

SYSTEM ADMINISTRATOR

Systems Administration for Beginners — 1 HR 30 MIN

1. Basic User Interface Overview
2. Screen Launcher
3. User Management
4. Employee Management
5. Web Reporting Management
6. Customizing the Environment
7. Home Screen Configuration

Systems Administration for Advanced Users — 1 HR

1. Advanced User Management
2. Customizing Screens with Screen Launcher
3. Introduction to MAXQueue

Ad hoc Reporting — 30 MIN

1. Ad hoc Reports Overview
2. Data Sources and Fields
3. Report Designer Basics
4. Charts and Gauges
5. Sharing Reports

SUPERVISOR

Work Management for Supervisors — 1 HR 30 MIN

1. Navigation - Work Management Portal
2. Work Management Portal Configuration
3. Service Requests Portal
4. Work Order Overview
5. Work Order Assignments
6. Creating Multi-asset Work Orders
7. Shop Calendar
8. Supervisor Reporting Overview
9. Historical Costs

STOREKEEPER

Inventory Management for Storekeepers — 1 HR 30 MIN

1. Navigation - Storekeeper Portal
2. Creating and Managing Parts
3. Parts Requests Handling
4. Direct Issue Parts
5. Part Transfers
6. Purchase Orders
7. Bin Creation

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EAM

Self-paced courses and certifications designed by experts to level up your learning.

TECHNICIAN

Work Order Overview for Field Technicians — 1 HR 30 MIN

1. Navigation - Logging in and Basics
2. Navigation - Technician Portal Tabs, Work Order Action Buttons & Notes
3. Create a Work Order
4. Work Orders - Direct and Indirect Time
5. Work Orders - Request/Issue Parts
6. Finish a Work Order
7. Reference: Technician Portal Icons

SUPERVISOR

Supervisor for Beginners — 1 HR

1. Navigation - Work Management Portal
2. Service Requests Portal
3. Work Order Overview
4. Work Order Assignments
5. Creating Multi-asset Work Orders
6. Crew Management

Supervisor for Advanced Users — 30 MIN

1. Work Management Portal Configuration
2. Supervisor Reporting Overview
3. Shop Calendar
4. Historical Costs

ASSET MANAGER

Asset Manager for Beginners — 30 MIN

1. Introduction to Assets
2. Asset Onboarding
3. Asset Filters and Map Display

MOBILE APP

AssetWorks Connect for Field Technicians — 1 HR

1. Navigation
2. Work Orders and Tasks
3. Asset Management
4. Map Screen
5. Time Management
6. Test Results

MICROLESSONS

Property Service Request — 15 MIN

1. Portal Setup
2. Submit a Request

Work Planning Projects — 15 MIN

1. Gadget Setup
2. New Project
3. Manage Project

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