

# Adding Attachments to an FSM Work Order

## Summary

This Job Aid covers:

[Adding Photographs](#)

[Uploading Attachments](#)

This Job Aid supports the **Fulfillment and Retail Dealer Technician** audiences.

## Adding Photographs

Follow these steps to add photographs to a work order in FSM.

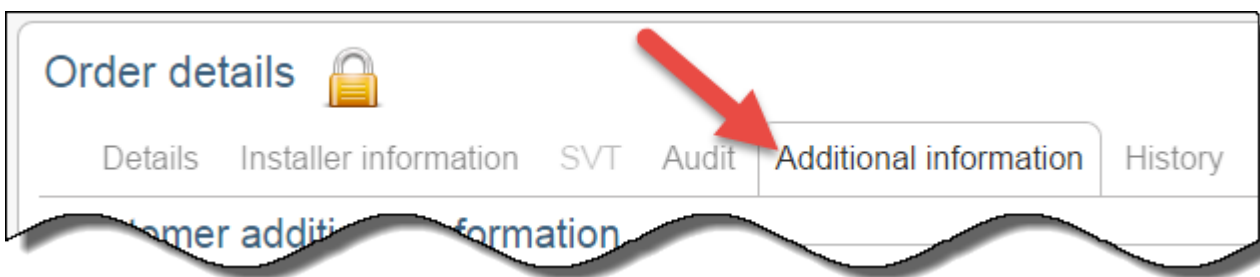
1. Launch FSM through your browser.
2. Type the username and password, and click Login.

Use the username and password that matches the work order's sales channel.

1. From the FSM menu, select **Browse Orders**.
2. Use **one of these methods** to locate the work order
  - FSM ID number
  - Service Agreement number (40XXXXXXX)
  - Customer phone number
1. Click **Search** at the bottom of the page.
2. In the search results list, locate the desired work order, and click the **FSM ID** link.

FSM ID	External order ID	Additional Order id	Order Status	Order Type	Order state	Created date	Open escalation
<a href="#">15684838</a>							
<a href="#">15682758</a>							
<a href="#">15680564</a>							
<a href="#">15680236</a>							
<a href="#">15680220</a>							

1. When the work order opens, click the **Additional Information** tab.




## Uploading Attachments







FSM supports uploading several different file types, which are all called attachments. Follow these steps to add photographs to the work order.

1. Scroll to the bottom of the page, and locate the **Attachments** section.
2. Click the **Upload** button. If an image has been selected in error, click the blue null sign next to the image, or click the Cancel button to end the upload entirely.

## Attachments

Browse... Upload Cancel









	InstallationBonded_pass.jpg	64.48 KB	
	Metal_Building_grounding.png	70.04 KB	
	WrongGroundCableGauge_fail.png	349.95 KB	

1. The uploaded images look like this:

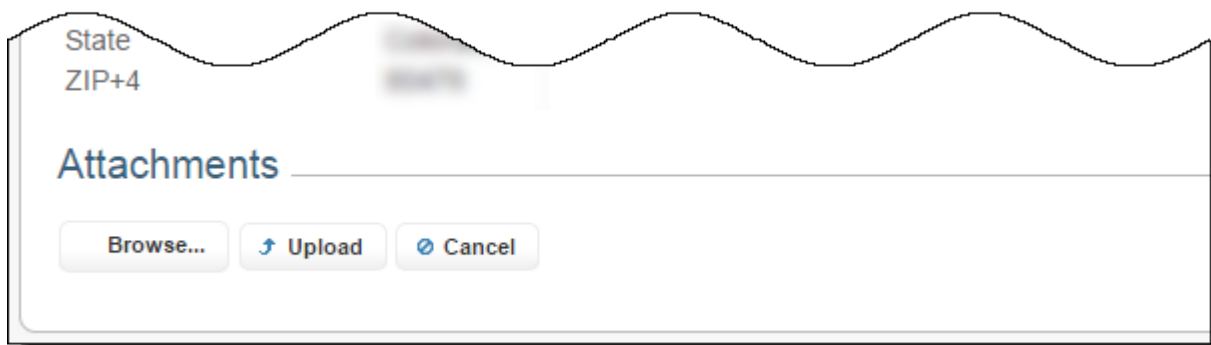
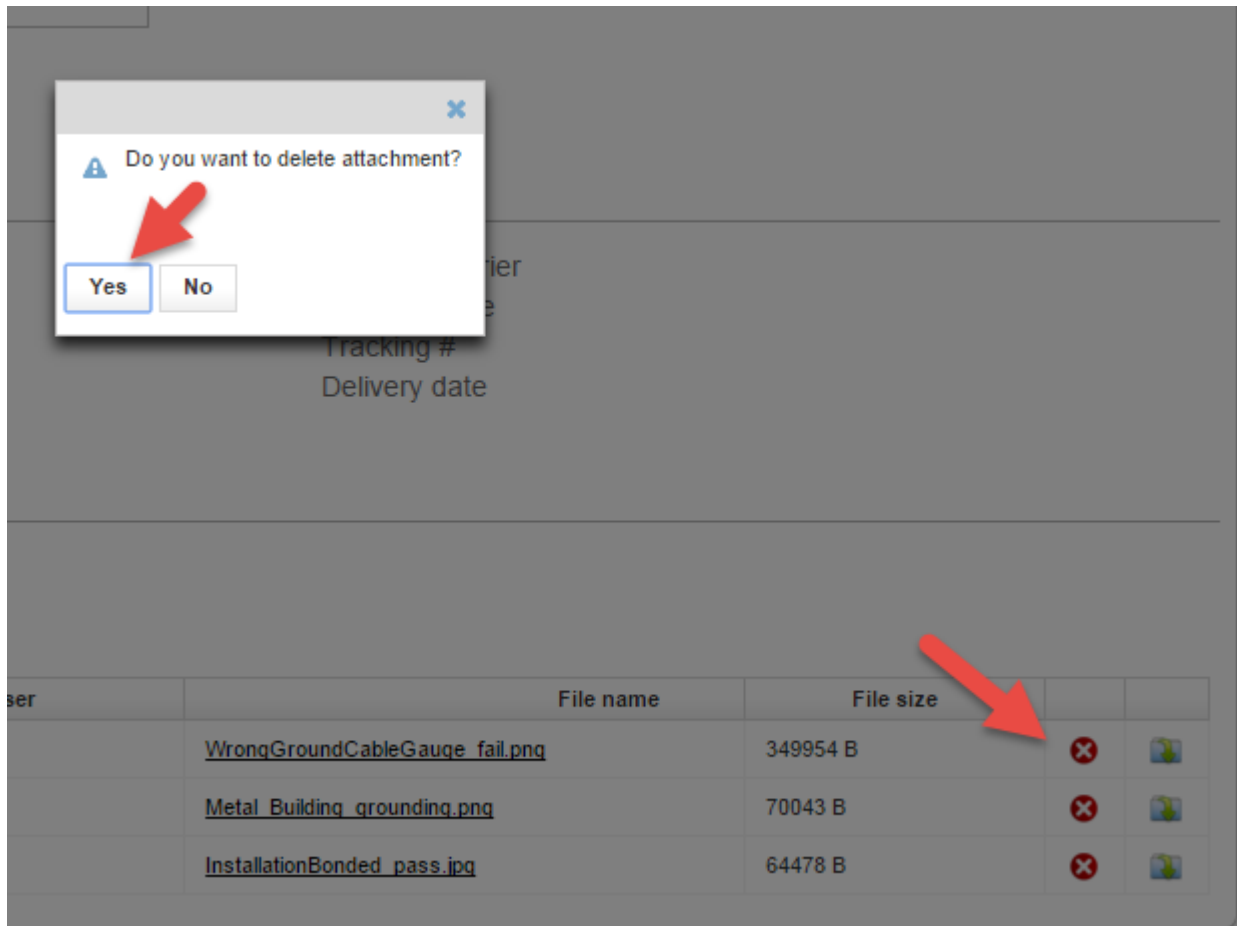
## Attachments

Browse... Upload Cancel

Added new attachment

Add Date	Add User	File name	File size		
11/21/2014 01:29:58 PM MST	Mallette Karen	<a href="#">WrongGroundCableGauge_fail.png</a>	349954 B		
11/21/2014 01:29:58 PM MST	Mallette Karen	<a href="#">Metal_Building_grounding.png</a>	70043 B		
11/21/2014 01:29:58 PM MST	Mallette Karen	<a href="#">InstallationBonded_pass.jpg</a>	64478 B		

1. To delete images uploaded in error, click the red circle/"X" icon. Then click "Yes" to confirm.



1. Click the **Browse** button. (Step 1 in the image below)
2. In the Open dialog, **locate the photographs** on the hard drive. (Step 2 in the image below)
3. Click the **file name (photograph)**. To select multiple photographs, hold down the CTRL key and click the additional photographs. (Step 3 in the image below)
4. When all photographs are selected, click **Open**. (Step 4 in the image below)



## Order details

Refresh

[Details](#) [Installer information](#) [SVT](#) [Audit](#) [Additional information](#) [History](#)

## Customer additional information

Driving directions

Contact phone number

## Shipping location

Address line 1

Address line 2

City

State

ZIP+4

## Attachments

Browse...

Upload

