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.

Launch FSM through your browser.

Type the username and password, and click Login.

Use the username and password that matches the work order's sales channel.
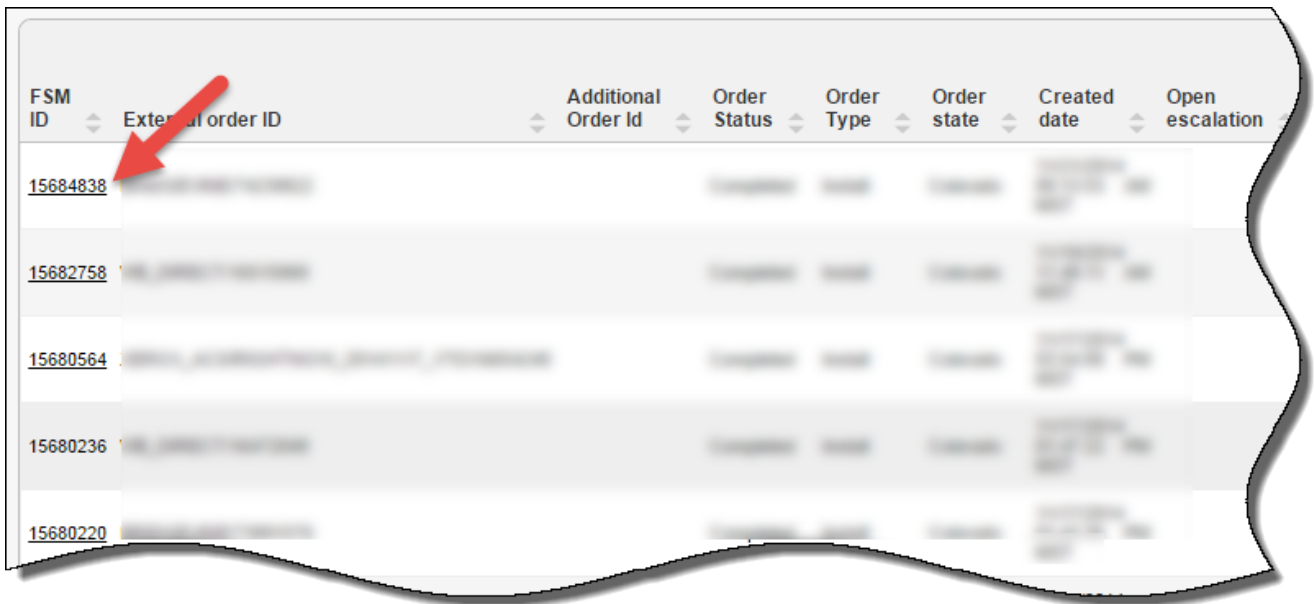
From the FSM menu, select **Browse Orders**.

Use **one of these methods** to locate the work order

- FSM ID number
- Service Agreement number (40XXXXXXX)
- Customer phone number
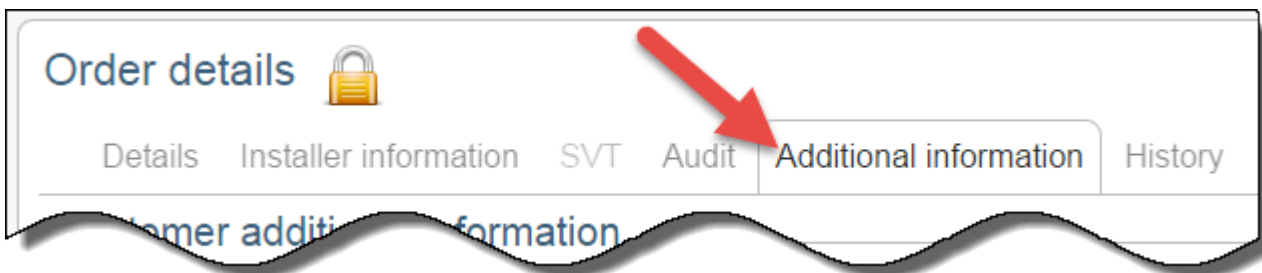
Click **Search** at the bottom of the page.

In the search results list, locate the desired work order, and click the **FSM ID** link.

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.

Scroll to the bottom of the page, and locate the **Attachments** section.

Click the **Browse** button. (Step 1 in the image below)

In the Open dialog, **locate the photographs** on the hard drive. (Step 2 in the image below)

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)

When all photographs are selected, click **Open**. (Step 4 in the image below)
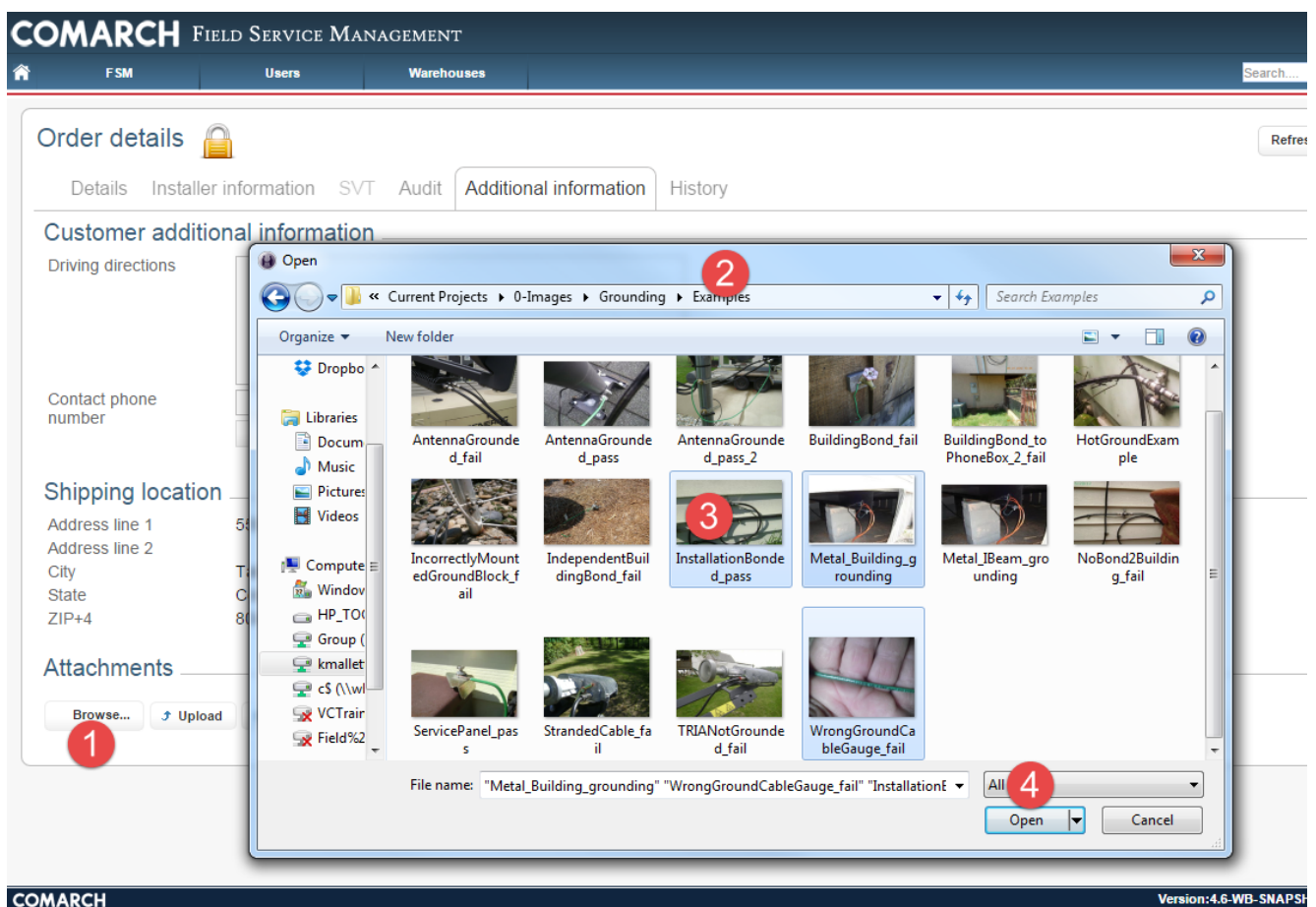
Click the **Upload** button. If an image has been selected in

error, click the blue null sign next to the image, or click
the Cancel button to end the upload entirely.

The uploaded images look like this

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

Do you want to delete attachment?

Yes   No

rier

Tracking #
Delivery date

ser	File name	File size		
	WrongGroundCableGauge_fail.png	349954 B	⊗	
	Metal_Building_grounding.png	70043 B	⊗	
	InstallationBonded_pass.jpg	64478 B	⊗	