

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.

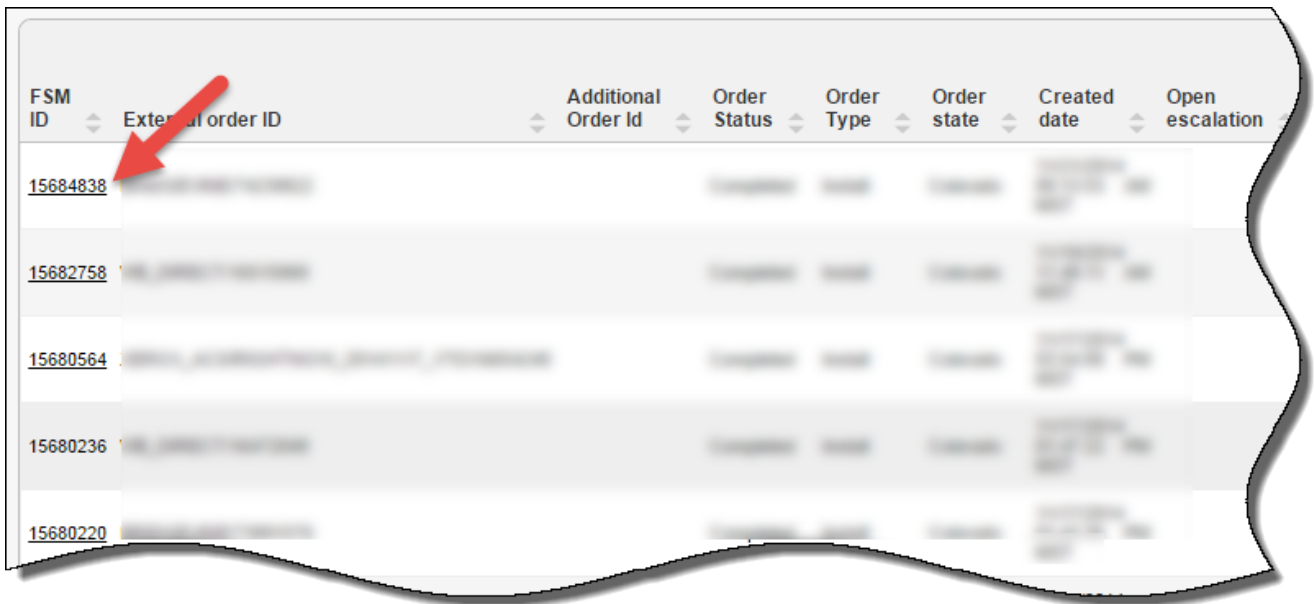
From the FSM menu, select **Browse Orders**.

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.

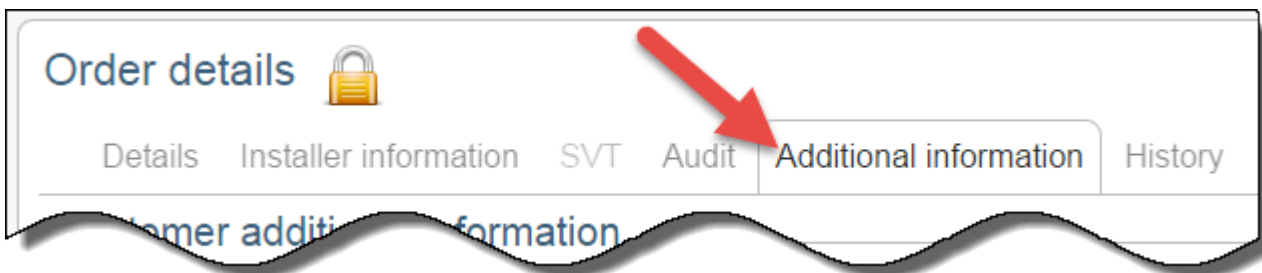
In the search results list, locate the desired work order, and click the **FSM ID** link.



A screenshot of a search results table. The table has columns: FSM ID, External order ID, Additional Order Id, Order Status, Order Type, Order state, Created date, and Open escalation. A red arrow points to the 'FSM ID' column header. The first row of data has the FSM ID '15684838' which is a clickable link. Other rows show IDs like 15682758, 15680564, 15680236, and 15680220.

FSM ID	External order ID	Additional Order Id	Order Status	Order Type	Order state	Created date	Open escalation
15684838							
15682758							
15680564							
15680236							
15680220							

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.

State
ZIP+4

Attachments

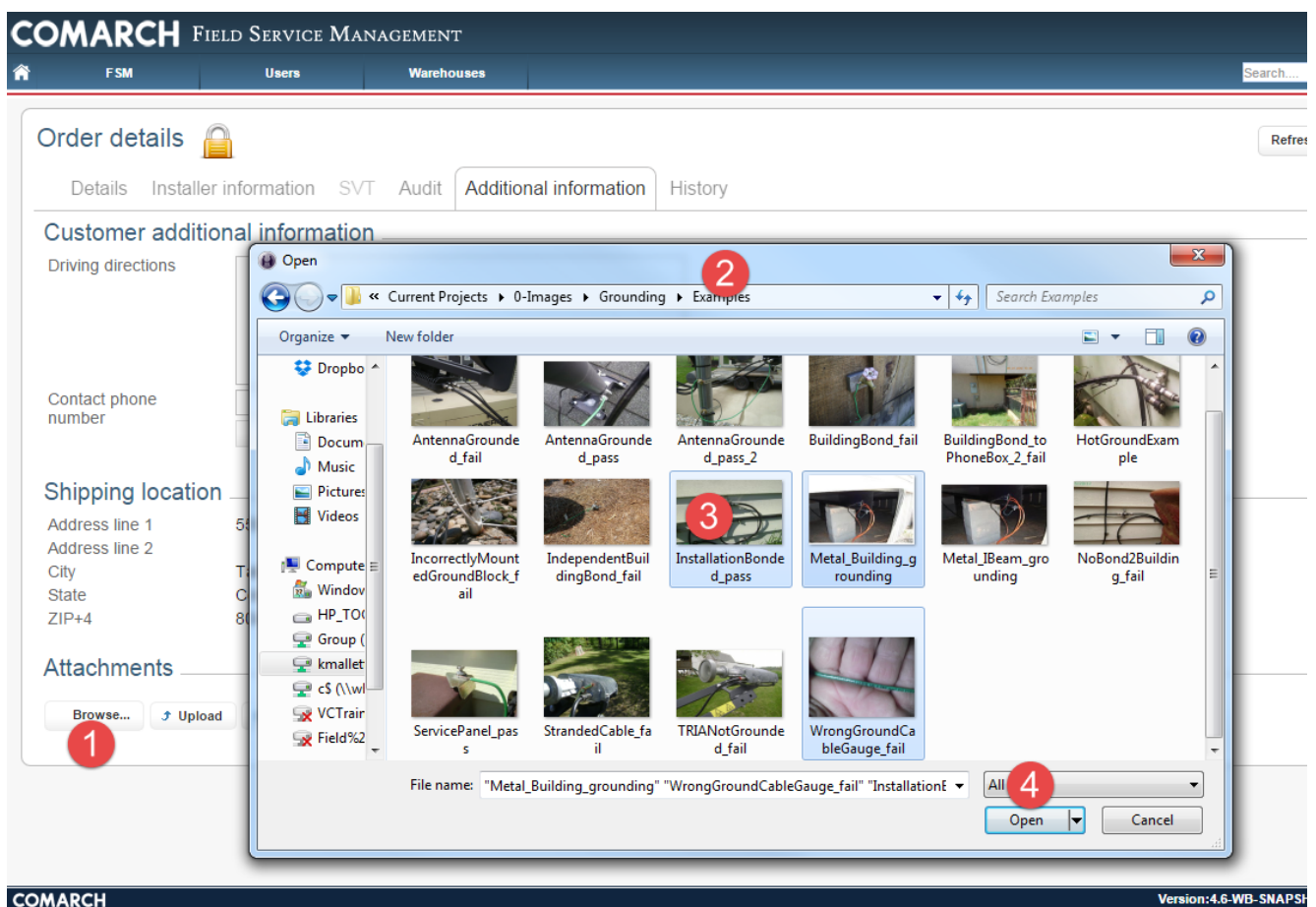
Browse... **Upload** **Cancel**

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.

Attachments

Browse...


Upload


Cancel



InstallationBonded_pass.jpg


64.48 KB






Metal_Building_grounding.png


70.04 KB





WrongGroundCableGauge_fail.png

349.95 KB



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	WrongGroundCableGauge_fail.png	349954 B		
11/21/2014 01:29:58 PM MST	Mallette Karen	Metal_Building_grounding.png	70043 B		
11/21/2014 01:29:58 PM MST	Mallette Karen	InstallationBonded_pass.jpg	64478 B		



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

ser	File name	File size		
	<u>WrongGroundCableGauqe fail.png</u>	349954 B	✕	
	<u>Metal Building grounding.png</u>	70043 B	✕	
	<u>InstallationBonded_pass.jpg</u>	64478 B	✕	