



Online Maintenance Scheduling

Rapid Service Alert

Administrator User Guide
V2.0



Logging into the Service Alert System


WELCOME TO MyRapid PORTAL

Email

Password

Confirm Password



Need help? [Click here](#) to contact us for assistance.

RapidGlobal 
SOFTWARE

When you are added as an administrator in Service Alert, you will be sent an email to register with MyRapid.


The email will ask you to enter and confirm a password to register your account.

WELCOME TO MyRapid PORTAL

Click here to complete your registration with the system and use the email address you provided. Click here to access the MyRapid Portal with your email address and password.

Need help? [Click here](#) to contact us for assistance.

RapidGlobal 
SOFTWARE

When logging in, please select the **Administrator** option in the MyRapid Portal.

You will then be required to enter your **Email Address** and **Password**, then click Login

TASKS

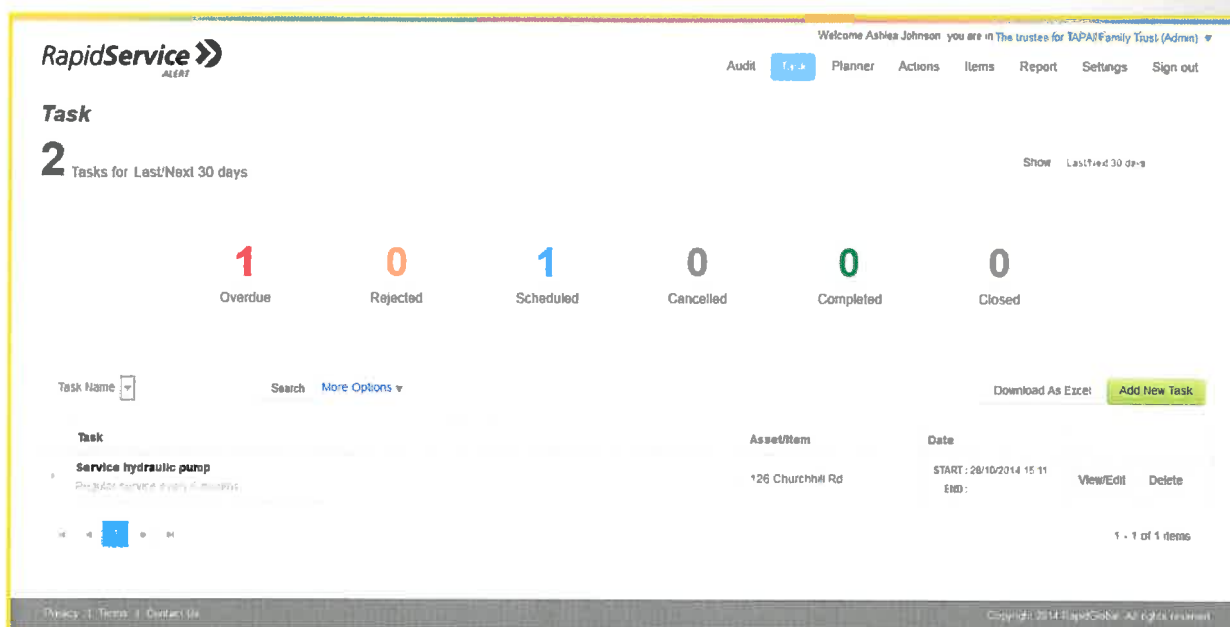
Using the Task function in Service Alert

RapidService 
ALERT

TASKS

Rapid Service Alert enables you to create personalised Tasks, relevant to your company.

Tasks could be for equipment maintenance, general administrative needs, contract renewals or other tasks specific to your company.



The screenshot displays the 'Task' management page in the RapidService ALERT system. At the top, a navigation bar includes links for Audit, Planner, Actions, Items, Report, Settings, and Sign out. A welcome message for Ashlea Johnson is visible. The main section shows a summary of tasks for the last/next 30 days, categorized by status: Overdue (1), Rejected (0), Scheduled (1), Cancelled (0), Completed (0), and Closed (0). Below this, a search bar and a 'More Options' dropdown are present. A table lists tasks, with the first entry being 'Service hydraulic pump' for '126 Churchill Rd', scheduled for '28/10/2014 15:11'. The interface also includes a 'Download As Excel' button and an 'Add New Task' button. The footer contains links for Privacy, Terms, and Contact Us, along with a copyright notice for 2014 RapidGlobal.

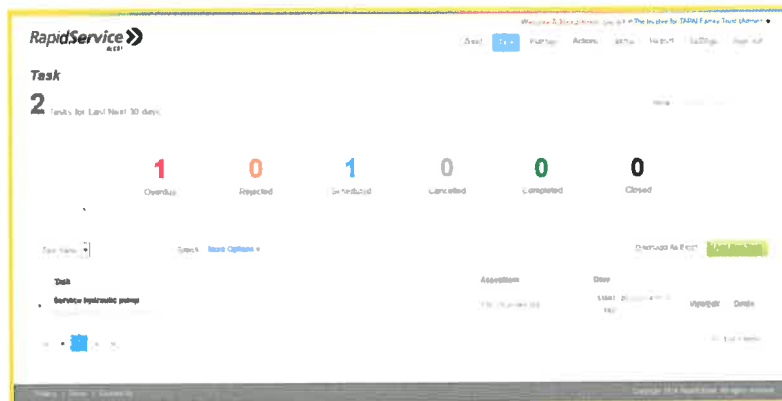
Task	Asset/Item	Date
Service hydraulic pump	126 Churchill Rd	START: 28/10/2014 15:11 END:

TASKS

Using the Task function in Service Alert

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Task Dashboard

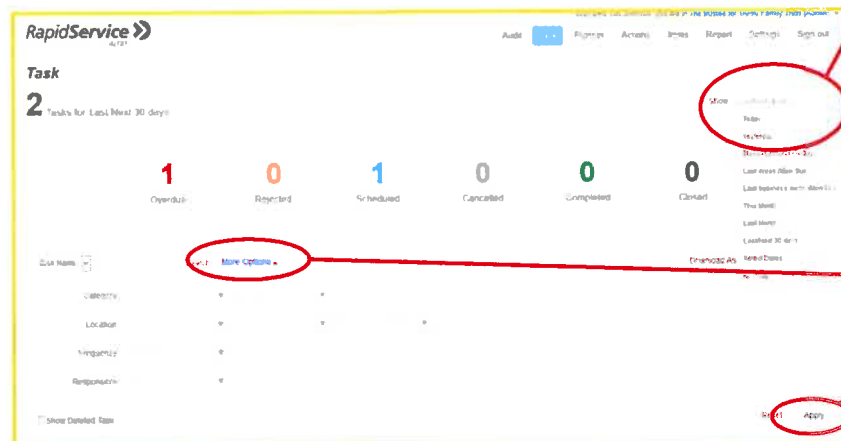


The Task Dashboard is displayed.

From here you can see a summary of the tasks created and their status in the system.

To filter tasks by date, click on the 'Show' filter.

This will filter by the scheduled due date of the task.



To apply additional filters, click on 'More Options'. Here you can filter by Category, Location, Frequency and Responsible Worker.

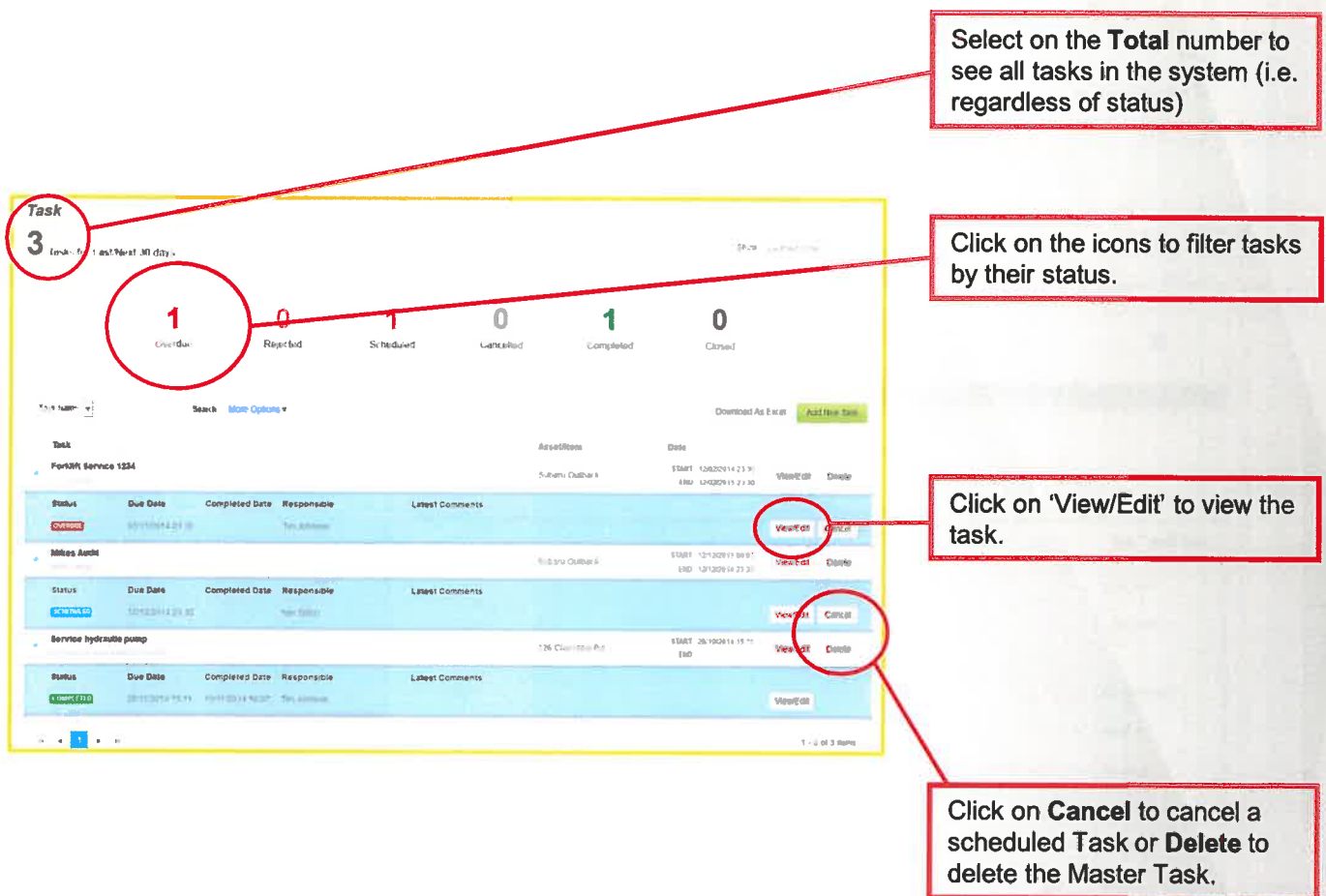
Click 'Apply' to search using new filter options.

TASKS

Using the Task function in Service Alert

RapidService 
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Task Dashboard (Cont.)



The screenshot shows the Task Dashboard interface. At the top, there is a 'Task' summary section with a total count of 3 tasks. Below this, a status filter bar shows counts for various task statuses: Overdue (1), Rejected (0), Scheduled (1), Unassigned (0), Completed (1), and Closed (0). The main table lists tasks with columns for Status, Due Date, Completed Date, Responsible, Latest Comments, Assigned To, Date, and Action buttons (View/Edit, Cancel, Delete). Annotations with red boxes and lines point to specific elements:

- Task 3**: Select on the **Total** number to see all tasks in the system (i.e. regardless of status)
- 1 Overdue**: Click on the icons to filter tasks by their status.
- View/Edit**: Click on 'View/Edit' to view the task.
- Cancel/Delete**: Click on **Cancel** to cancel a scheduled Task or **Delete** to delete the Master Task.

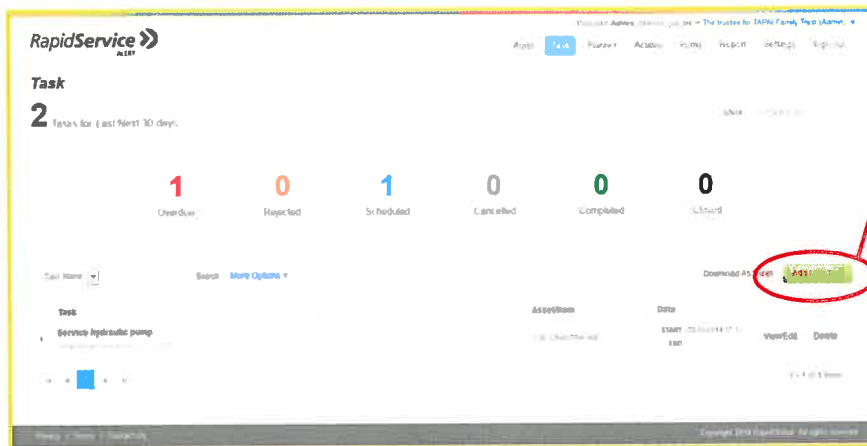
Status	Due Date	Completed Date	Responsible	Latest Comments	Assigned To	Date	Action
Overdue	2017/04/28 00:00		Tom Johnson		Subaru Outback	START: 12/02/2014 21:31 END: 12/02/2014 21:30	View/Edit Delete
Scheduled	2017/04/28 00:00		Tom Johnson		Subaru Outback	START: 12/12/2014 00:00 END: 12/12/2014 23:59	View/Edit Delete
Completed	2017/04/28 00:00	2017/04/28 00:00	Tom Johnson		Subaru Outback	START: 26/10/2014 15:11 END: 26/10/2014 15:11	View/Edit Delete

TASKS

Using the Task function in Service Alert

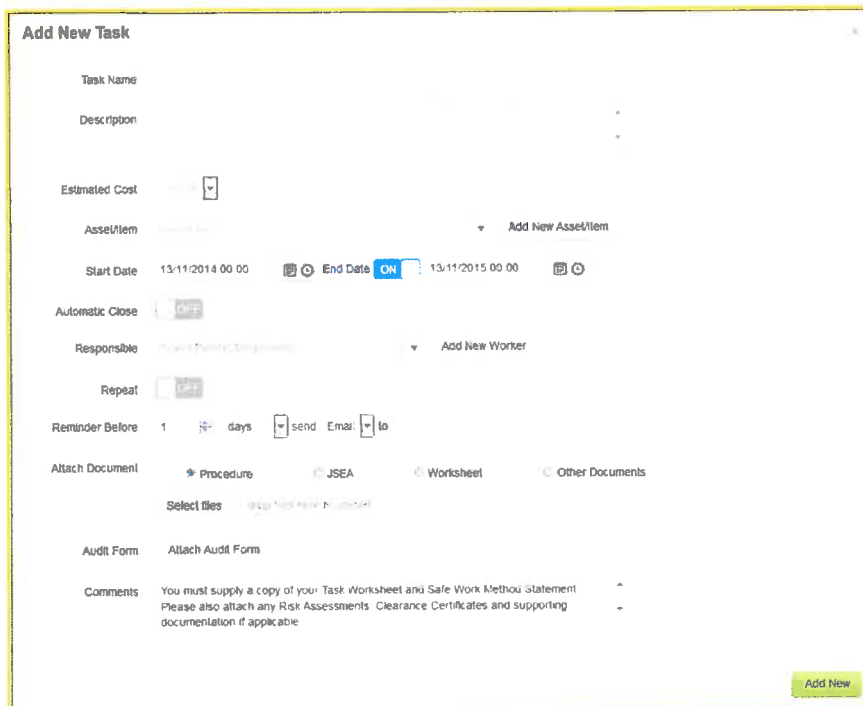
RapidService 
ALERT

Adding a New Task



The screenshot shows the 'Task' dashboard in the RapidService ALERT system. At the top, there are navigation tabs: Alerts, Task, Planner, Assets, Forms, Reports, Settings, and Logout. The 'Task' tab is selected. Below the navigation, there is a summary section titled 'Task' with a sub-header 'Tasks for last 30 days'. This section contains six colored boxes representing task status counts: Overdue (1), Reported (0), Scheduled (1), Cancelled (0), Completed (0), and Unstarted (0). Below this, there is a search bar and a 'More Options' link. A table lists tasks, with the first task being 'Service hydraulic pump'. The 'Add New Task' button is highlighted with a red circle and a callout box.

To add a new task,
click on 'Add New Task'



The screenshot shows the 'Add New Task' form. It contains several fields and sections: 'Task Name' (text input), 'Description' (text input), 'Estimated Cost' (text input with a currency symbol), 'Asset/Item' (dropdown menu with 'Add New Asset/Item' link), 'Start Date' (calendar icon) and 'End Date' (calendar icon) with a date range of 13/11/2014 00:00 to 13/11/2015 00:00, 'Automatic Close' (checkbox), 'Responsible' (dropdown menu with 'Add New Worker' link), 'Repeat' (checkbox), 'Reminder Before' (text input) and 'days' (text input) with a 'send Email' checkbox, 'Attach Document' (radio buttons for Procedure, JSEA, Worksheet, and Other Documents), 'Select files' (file upload area), 'Audit Form' (text input), and 'Comments' (text input). An 'Add New' button is located at the bottom right.

You will then be required to fill
out the relevant details for the
new task.

Using the Task function in Service Alert

RapidService 
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ALERT

Adding a New Task (Cont.)

Add New Task

Task Name	
Description	
Estimated Cost	
Asset/Item	▼ Add New Asset/Item
Start Date	13/11/2014 00:00 [icon] End Date [ON] 13/11/2015 00:00 [icon]
Automatic Close	[icon]
Responsible	▼ Add New Worker
Repeat	[icon]
Reminder Before	1 [icon] days [icon] send Email [icon]
Attach Document	<input checked="" type="radio"/> Procedure <input type="radio"/> JSEA <input type="radio"/> Worksheet <input type="radio"/> Other Documents
	Select Files [icon] Attachments [icon]
Audit Form	Attach Audit Form
Comments	You must supply a copy of your Task Worksheet and Safe Work Method Statement. Please also attach any Risk Assessments, Clearance Certificates and supporting documentation if applicable.

Add New

An asset/item can be selected using the drop down list of existing assets/items.

To add a new asset/item, click on **'Add New Asset/Item'**.

Add New Asset/Item

Asset/Item No

Asset/Item Name

Category

Location

Add New

Enter an Asset/Item Number and Name.

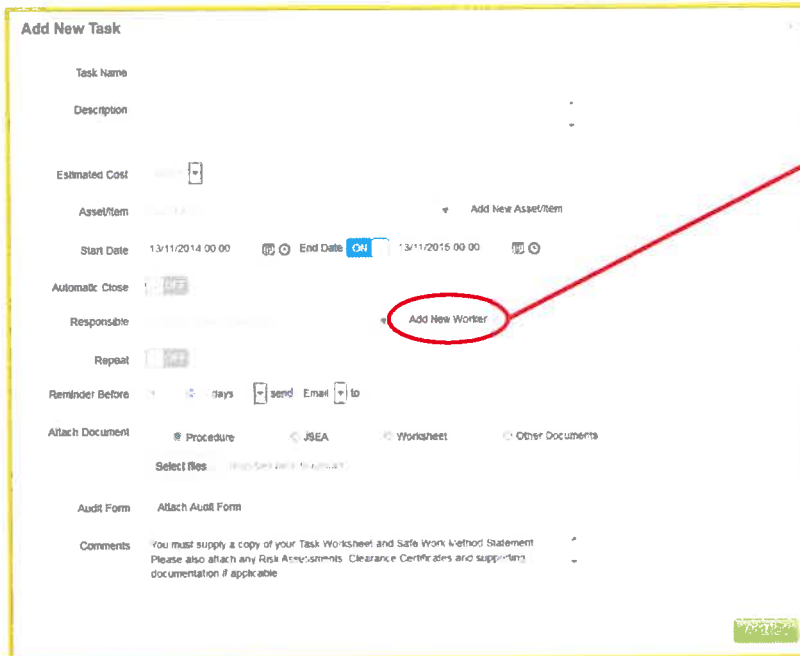
Select a **Category** and **Location** for the Asset/Item

TASKS

Using the Task function in Service Alert

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Adding a New Task (Cont.)



Add New Task

Task Name

Description

Estimated Cost

Asset/Item

Start Date: 13/11/2014 00:00 End Date: 13/11/2016 00:00

Automatic Close

Responsible: **Add New Worker**

Repeat

Reminder Before: days send Email to

Attach Document: Procedure JSEA Worksheet Other Documents

Select files

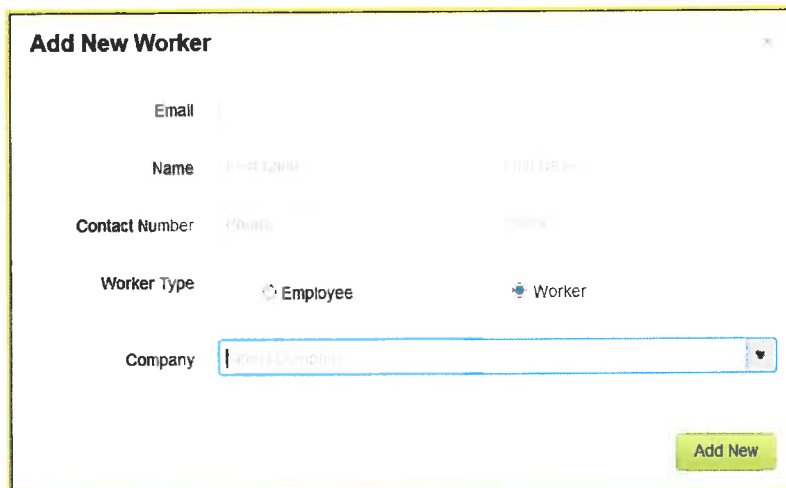
Audit Form: Attach Audit Form

Comments: You must supply a copy of your Task Worksheet and Safe Work Method Statement. Please also attach any Risk Assessments, Clearance Certificates and supporting documentation if applicable.

Add New

The person responsible for the task can be selected using the drop down list of existing administrators/workers.

To add a new worker, click '**Add New Worker**'



Add New Worker

Email

Name

Contact Number

Worker Type: ☒ Employee ☐ Worker

Company: Rapid Global

Add New

Enter an **Email** and **Name** for the new worker.

Select the worker type as either '**Employee**' or '**Worker**'.

If you select worker, you will need to select the company the worker is employed under.

TASKS

Using the Task function in Service Alert

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Adding a New Task (Cont.)

Add New Task

Task Name

Description

Estimated Cost

Asset/Item

Start Date 13/11/2014 00:00 End Date 10/11/2015 00:00

Automatic Close OFF

Responsible

Repeat OFF

Reminder Before 1 days send Email to

Attach Document Procedure JSEA Worksheet Other Documents

Select files

Attach Form Attach Audit Form

Comments You must supply a copy of your Task Worksheet and Safe Work Method Statement. Please also attach any Risk Assessments, Clearance Certificates and supporting documentation if applicable.

Cancel Save

Select to make the task reoccurring by turning the Repeat 'on'.

Recurrence

Repeat Frequency Daily

Every 1 Day

Recurrence Summary Repeat every Day

Cancel Save

Set the repeat **Frequency** to daily, weekly, monthly or yearly.

Once the Frequency is set, you can then add more specific details for the recurrence of the task.

Repeat OFF

Reminder Before 1 days send Email to

Set an alert **Reminder** to be sent to remind the worker the audit is due to be completed.

TASKS

Using the Task function in Service Alert

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ALERT

Adding a New Task (Cont.)

Add New Task

Task name

Description

Estimated Cost

Asset/Item Add New Asset/Item

Start Date 13/11/2014 00:00 End Date 13/11/2015 00:00

Automatic Close ☐

Responsible Add New Worker

Repeat

Reminder Before 1 days send Email ☐

Attach Document ☐ Procedure ☐ JSEA ☐ Worksheet ☐ Other Documents

Select Des... Attach Item (link to document)

Audit Form ☐ Attach Audit Form

Comments You must supply a copy of your Task Worksheet and Safe Work Method Statement. Please also attach any Risk Assessments, Clearance Certificates and supporting documentation if applicable.

Attach a file to the Task

Add comments to the Task for administrators to view (note: a default comment has been inserted)

Attach Document *drop files here to upload*

Audit Form

Comments You must supply a copy of your Audit Worksheet and Safe Work Method Statement. Please also attach any Risk Assessments, Clearance Certificates and supporting documentation if applicable.


ACTIONS

Tracking Actions in Service Alert

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ACTIONS

Rapid Service Alert allows you to create and track corrective actions. These actions can be stand alone or they could link to a Task or an Audit.



AuditTaskPlanner**Actions**ItemsReportSettingsSign out

Actions
35 Actions

10
Awaiting Approval

15
In Progress

3
Completed

0
Rejected

7
Closed





Action Title/No

Search

More Options

Download As Excel

Add New Action

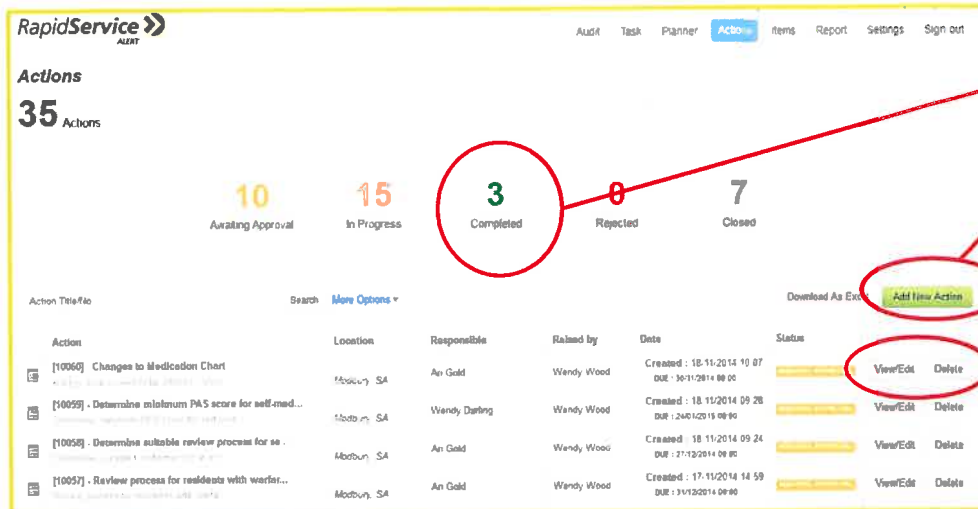
Action	Location	Responsible	Raised by	Date	Status		
 [10060] - Changes to Medication Chart Allergy details need to be added to Med...	Modbury SA	An Gold	Wendy Wood	Created : 18/11/2014 10 07 DUE : 30/11/2014 00 00	Awaiting Approval	View/Edit	Delete
 [10059] - Determine minimum PAS score for self-med... Determine minimum PAS score for self-med	Modbury SA	Wendy Darling	Wendy Wood	Created : 18/11/2014 09 28 DUE : 24/01/2015 00 00	Awaiting Approval	View/Edit	Delete
 [10058] - Determine suitable review process for se... Determine suitable timeframes for reass...	Modbury SA	An Gold	Wendy Wood	Created : 18/11/2014 09 24 DUE : 27/12/2014 00 00	Awaiting Approval	View/Edit	Delete
 [10057] - Review process for residents with warfar... Review process for residents with warfar	Modbury SA	An Gold	Wendy Wood	Created : 17/11/2014 14 59 DUE : 31/12/2014 00 00	Awaiting Approval	View/Edit	Delete

ACTIONS

Tracking Actions in Service Alert

RapidService 
ALERT

Adding and Viewing Actions

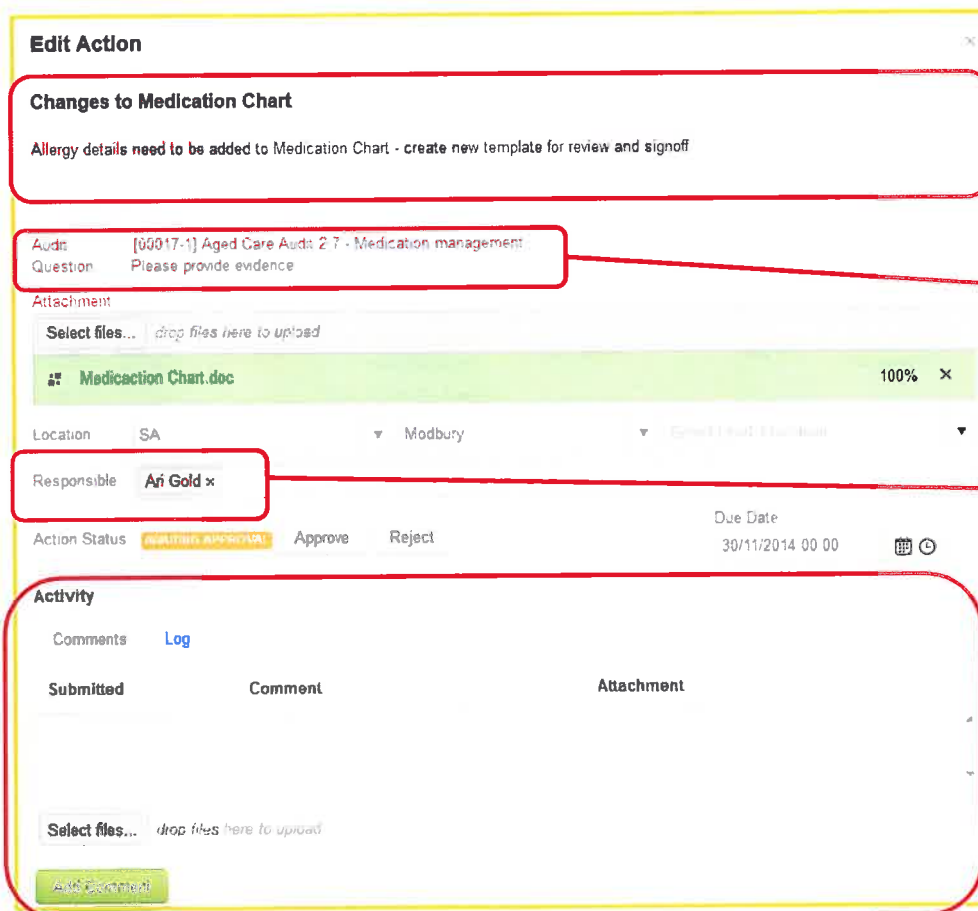


On the **Actions Dashboard**, the action status can be tracked using the icons.

Click to **Add New Action**

Click 'View/Edit' to view the details of the action and make any changes.

Click 'Delete' if the action is not required.



The 'Edit Action' form shows details for the action 'Changes to Medication Chart'. It includes fields for Audit, Question, Attachment, Location, Responsible, Action Status, and Due Date. The 'Responsible' field is circled in red. Below the form is an 'Activity' section with a 'Log' button and a table for activity logs.

Changes to Medication Chart
Allergy details need to be added to Medication Chart - create new template for review and signoff

Audit: [60017-1] Aged Care Audit 2.7 - Medication management
Question: Please provide evidence

Attachment: Medication Chart.doc (100%)

Location: SA Modbury
Responsible: Ari Gold

Action Status: Awaiting Approval (Approve, Reject)
Due Date: 30/11/2014 00:00

Activity
Comments: Log

Submitted	Comment	Attachment

Select files... drop files here to upload
Add Comment

Here, the **Action Title** and **Description** can be viewed. Click on either of these fields to enable editing.

If the action was created during an audit, refer to the **Audit Question** here.

Update the **Responsible Worker(s)** here

Note: More than one responsible worker can be assigned.

View the **Action Activity Log** and add any files/comments.

ACTIONS

Tracking Actions in Service Alert



Filtering Actions

Actions
35 Actions

Awaiting Approval: 8, In Progress: 15, Completed: 3, Rejected: 1, Closed: 8

Search: More Options

Download As Excel

Action	Location	Responsible	Raised by	Date	Status	View/Edit/Delete
[10050] - Changes to Modbury SA	Modbury SA	An Gold	Wendy Wood	Created : 24/11/2014 13:08 Due : 26/11/2014 00:00	In Progress	View/Edit/Delete
[10050] - Determine milestone PAS score for self-m...	Modbury SA	Wendy Darling	Wendy Wood	Created : 18/11/2014 09:28 Due : 24/11/2014 00:00	In Progress	View/Edit/Delete
[10050] - Determine suitable review process for se...	Modbury SA	An Gold	Wendy Wood	Created : 18/11/2014 09:24 Due : 27/11/2014 00:00	In Progress	View/Edit/Delete

Select 'More Options' to filter the actions.

If the action is linked to an audit, you can view the Audit Task by clicking on the audit icon next to the action.

Division: Audit

Audit Name/Ref No

Category, Location, Company, Responsible, Start Date, End Date

Download As Excel

Reset Apply

TIP:

When filtering actions, always select the **Division** as either **Task** or **Audit**.

This will allow you to search in way that is tailored to each division in Service Alert.

When filtering actions by **Audit**, you can also search via the **Audit Name** or **Reference Number**.

ACTIONS

Tracking Actions in Service Alert

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Approving Actions

Edit Action

Changes to Medication Chart

Allergy details need to be added to Medication Chart - create new template for review and signoff

Audit [00017-1] Aged Care Audit 2.7 Medication management
Question Please provide evidence

Attachment
Select files... drop files here to upload

Medication Chart.doc 100% x

Location SA Modbury
Responsible Ari Gold x
Action Status **Waiting Approval** **Approve** **Reject** Due Date 30/11/2014 00:00

Click to **Approve** or **Reject** an action.

Note: All actions need to be approved by an administrator before a worker can complete them.

Action Status **IN PROGRESS** Complete

Action Status **COMPLETED** Close Re-Open

Confirm

Please comment and confirm that you have completed the action.

Please provide further details to notify.

Cancel Confirm

When the action is approved, the status will change to 'In Progress'.

The action can then be completed by a worker. When completing, the worker will be asked to provide comments for the administrator.

Action Status **CLOSED** Re-Open

The action can then be closed by an administrator.

ACTIONS

Tracking Actions in Service Alert

RapidService 
ALERT

Rejecting Actions

Edit Action

Changes to Medication Chart

Allergy details need to be added to Medication Chart - create new template for review and signoff

Audit: {00017-1} Aged Care Audit 2.7 - Medication management
Question: Please provide evidence

Attachment

Select files... drag files here to upload

 Medication Chart.doc 100% 

Location: SA  Modbury  

Responsible: Ari Gold 

Action Status:  Approved  Approve  Reject

Due Date
30/11/2014 00:00  

Click to **Approve** or **Reject** an action.

Note: All actions need to be approved by an administrator before a worker can complete them.

Confirm

Please confirm that your reason for rejection and provide details what steps worker need to take.

Please provide further details to notify.

Cancel

Confirm

If the action is rejected, the administrator will be required to provide details regarding the steps the worker needs to take.

The action can then be closed by an administrator.

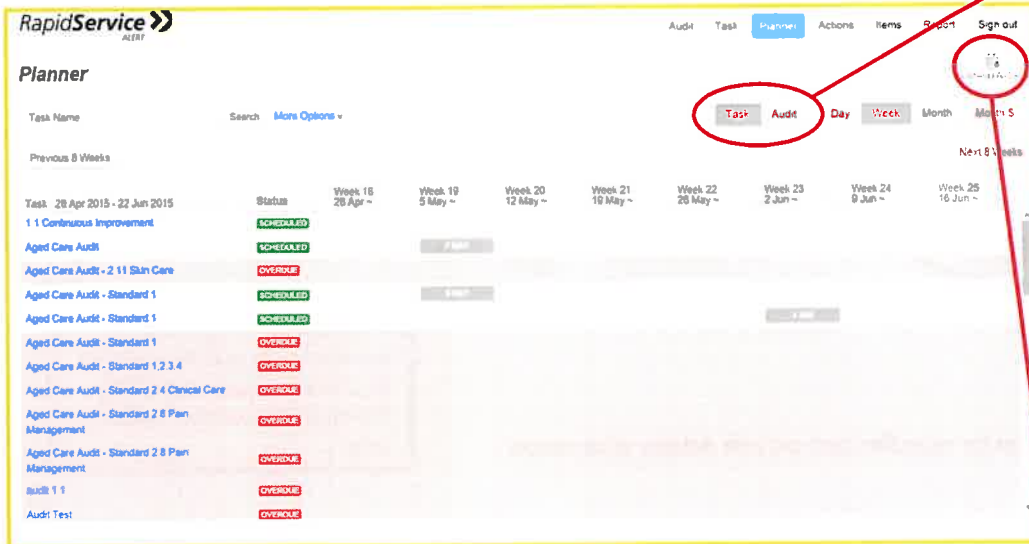
PLANNER

Using the Planner in Service Alert

RapidService 
ALERT

Using the Planner

The **Planner** allows you to see a calendar view of tasks or audits that are scheduled.



The screenshot shows the 'Planner' section of the RapidService ALERT interface. It features a navigation bar with 'Audit', 'Task', 'Planner', 'Actions', 'Items', 'Report', and 'Sign out'. Below the navigation bar, there are tabs for 'Task', 'Audit', 'Day', 'Week', 'Month', and 'Month 5'. The 'Task' tab is selected. The main area displays a calendar view of tasks and audits, with columns for weeks and months. A red circle highlights the 'Task' tab, and a red arrow points to the 'Download' icon in the top right corner.

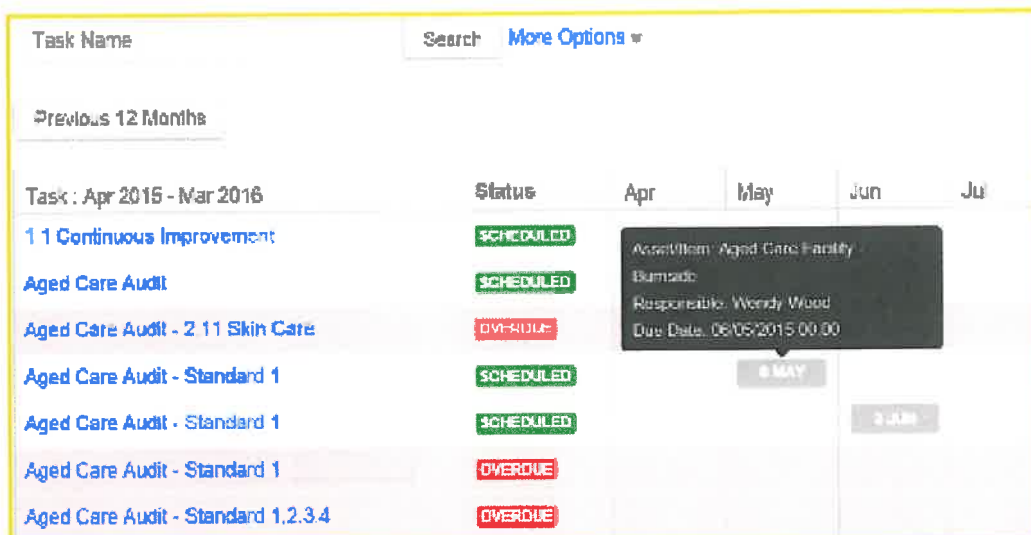
Task Name	Status	Week 16 26 Apr ~	Week 19 5 May ~	Week 20 12 May ~	Week 21 19 May ~	Week 22 26 May ~	Week 23 2 Jun ~	Week 24 9 Jun ~	Week 25 16 Jun ~
1.1 Continuous Improvement	SCHEDULED								
Aged Care Audit	SCHEDULED								
Aged Care Audit - 2.11 Skin Care	OVERDUE								
Aged Care Audit - Standard 1	SCHEDULED								
Aged Care Audit - Standard 1	SCHEDULED								
Aged Care Audit - Standard 1	OVERDUE								
Aged Care Audit - Standard 1.2.3.4	OVERDUE								
Aged Care Audit - Standard 2.4 Clinical Care	OVERDUE								
Aged Care Audit - Standard 2.8 Pain Management	OVERDUE								
Aged Care Audit - Standard 2.8 Pain Management	OVERDUE								
Audit 1.1	OVERDUE								
Audit Test	OVERDUE								

Select Task or Audit

The planner can be viewed by Day, Week, Month or cost per Month (for tasks)

The status of the task can also be viewed.

Download the planner to excel for reporting purposes



The screenshot shows a detailed view of a task in the RapidService Planner. It features a navigation bar with 'Task Name', 'Search', and 'More Options'. Below the navigation bar, there are tabs for 'Previous 12 Months', 'Apr', 'May', 'Jun', and 'Jul'. The 'Previous 12 Months' tab is selected. The main area displays a list of tasks and audits, with columns for status and dates. A red circle highlights the 'Task' tab, and a red arrow points to the 'Download' icon in the top right corner.

Task Name	Status	Apr	May	Jun	Jul
Task : Apr 2015 - Mar 2016					
1.1 Continuous Improvement	SCHEDULED				
Aged Care Audit	SCHEDULED				
Aged Care Audit - 2.11 Skin Care	OVERDUE				
Aged Care Audit - Standard 1	SCHEDULED				
Aged Care Audit - Standard 1	SCHEDULED				
Aged Care Audit - Standard 1	OVERDUE				
Aged Care Audit - Standard 1.2.3.4	OVERDUE				

Hover over the scheduled task to view task details.

Click on the Task name to be redirected to the task

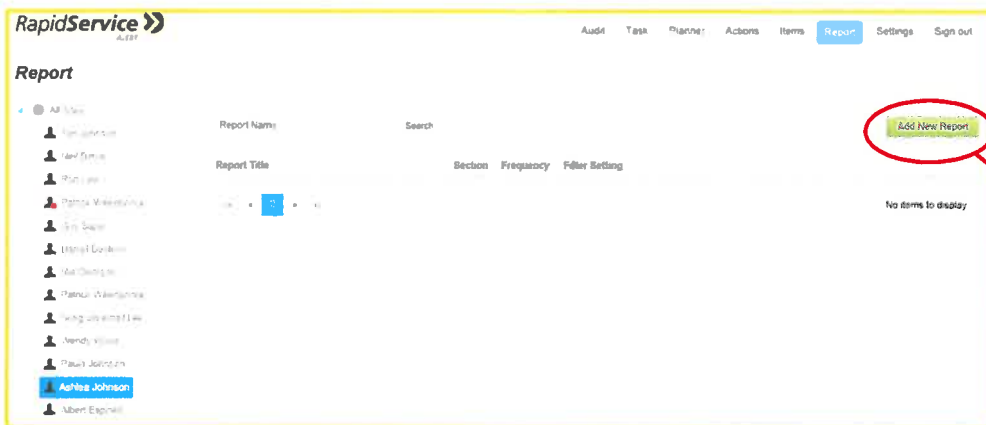
REPORTS

Creating Reports in Service Alert



Creating Reports

Each of the dashboards can be exported to excel for on demand reporting. Alternatively, the reports tab is available for reports to be sent via email at a particular frequency (i.e. daily, weekly, monthly)



Select an admin account name to view/create a report.

Select Add New Report

Add New Report

Report Title	Report_Section_Frequency					
Section	Task	▼				
Send Frequency	Daily	▼				
Category	All Category	▼	All Sub Category			
Location	All State	▼	All Site	▼	All Area	▼
Frequency	All Frequency	▼				
Responsible	All Responsible	▼				

Add New

Add a Report Title

Select a section of Service Alert that you require a report for. This could be Task, Action or Planner

Select the Send Frequency. This could be daily, weekly or monthly

Filter the fields to allow for only the required information to be shown in the report.

