RapidService 〉〉
ALERT

Online Maintenance Scheduling

Rapid Service Alert

Administrator User Guide
V2.0

Logging into the Service Alert System

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.

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

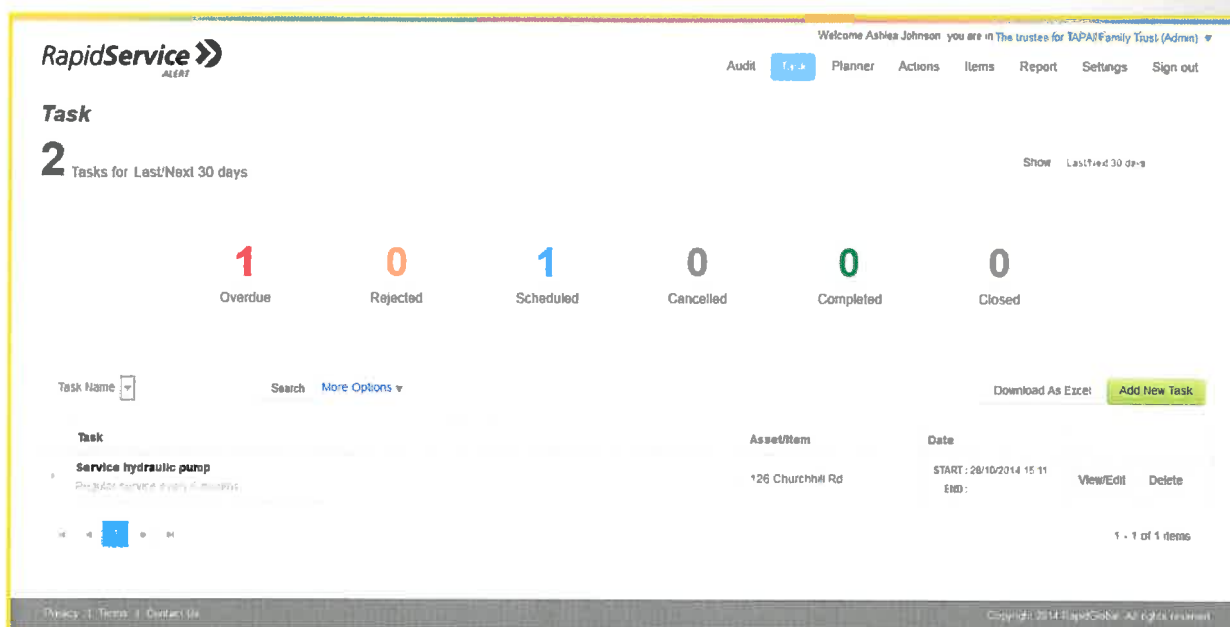You will then be required to enter your **Email Address** and **Password**, then click **Login**

TASKS

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.

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Welcome Ashlea Johnson you are in The trustee for TAPAR Family Trust (Admin) ▼

Audit Task Planner Actions Items Report Settings Sign out

Task

2 Tasks for Last/Next 30 days

Show Last Next 30 days

1	**0**	**1**	**0**	**0**	**0**
Overdue	Rejected	Scheduled	Cancelled	Completed	Closed

Task Name ▾   Search More Options ▾   Download As Excel **Add New Task**

Task	Asset/Item	Date		
Service hydraulic pump Requires service every 6 months	126 Churchhill Rd	START : 28/10/2014 15 11 END :	View/Edit	Delete

⏮ ◀ **1** ▶ ⏭   1 - 1 of 1 items

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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.
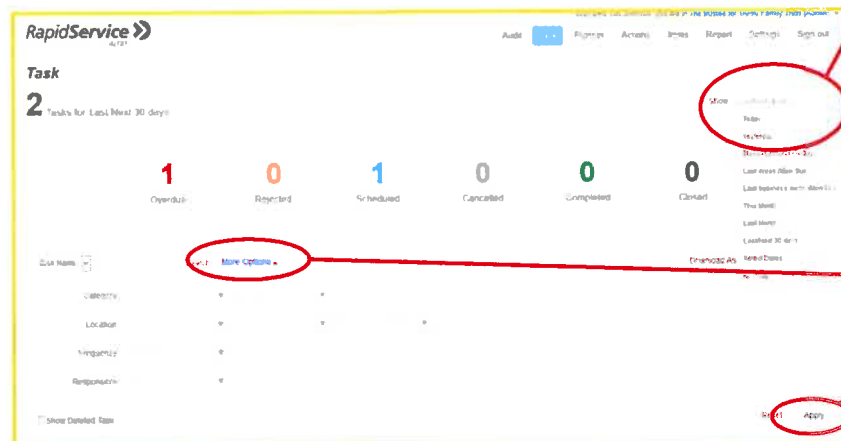
To apply additional filters, click on **'More Options'**.
Here you can filter by **Category**, **Location**, **Frequency** and **Responsible Worker**.
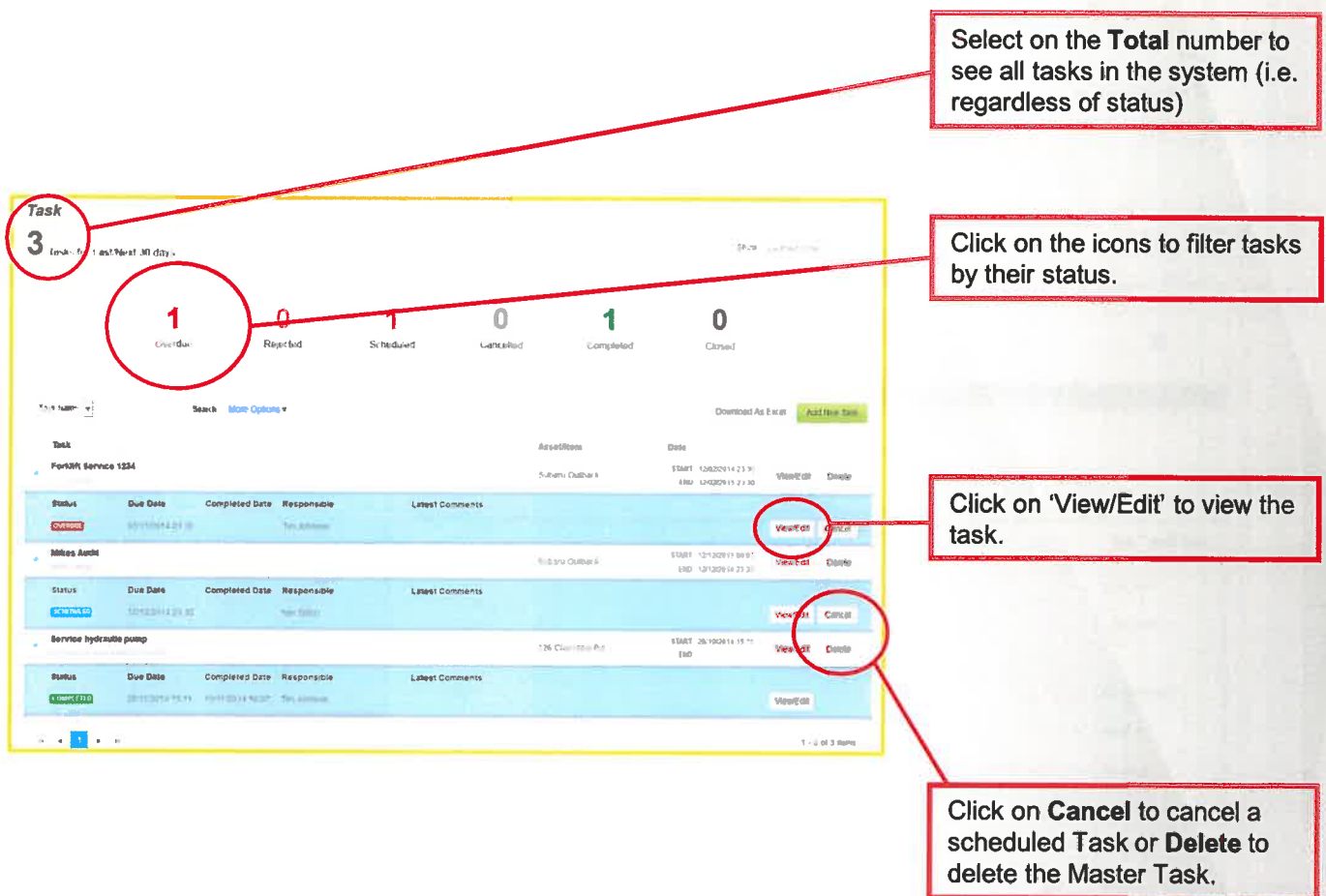
Click **'Apply'** to search using new filter options.

Task Dashboard (Cont.)

Select on the **Total** number to see all tasks in the system (i.e. regardless of status)

Click on the icons to filter tasks by their status.

Click on 'View/Edit' to view the task.

Click on **Cancel** to cancel a scheduled Task or **Delete** to delete the Master Task.

TASKS
Using the Task function in Service Alert
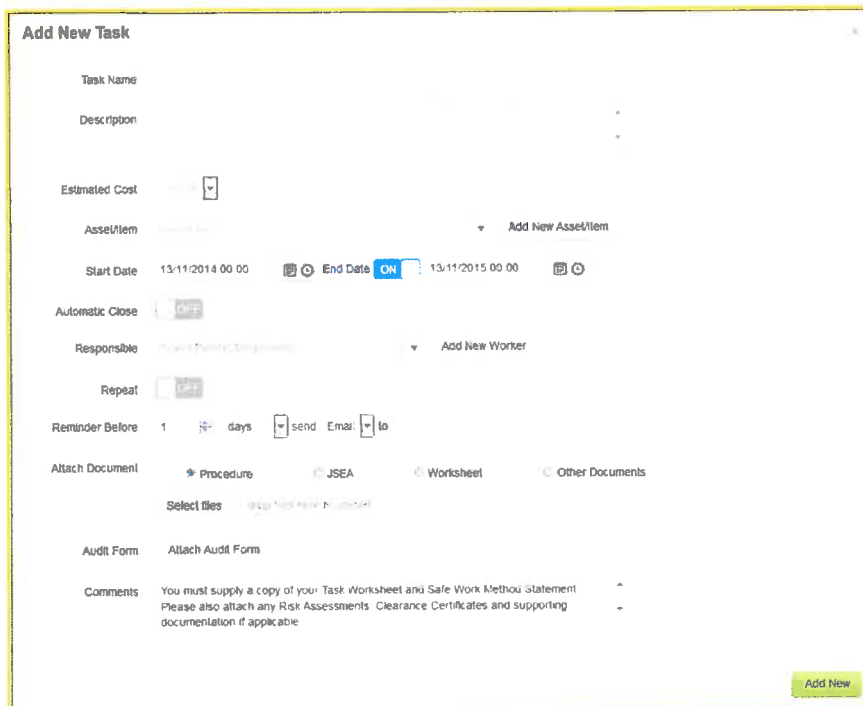
Adding a New Task

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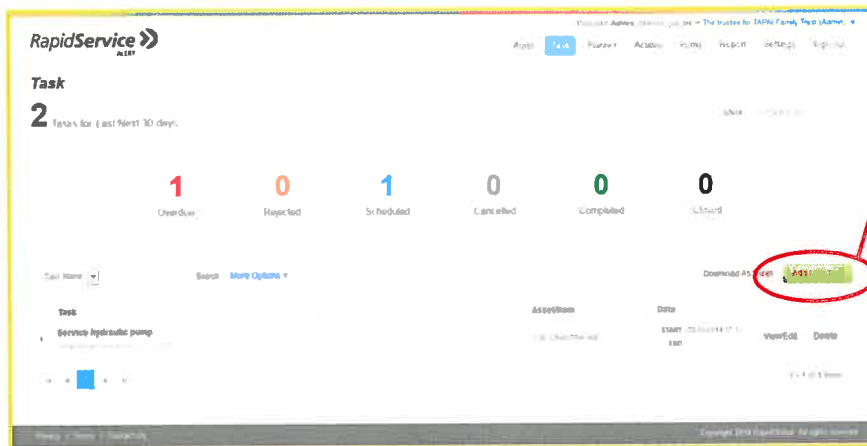click on **'Add New Task'**

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

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 ON 13/11/2015 00:00
Automatic Close	
Responsible	▼ Add New Worker
Repeat	
Reminder Before	1 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

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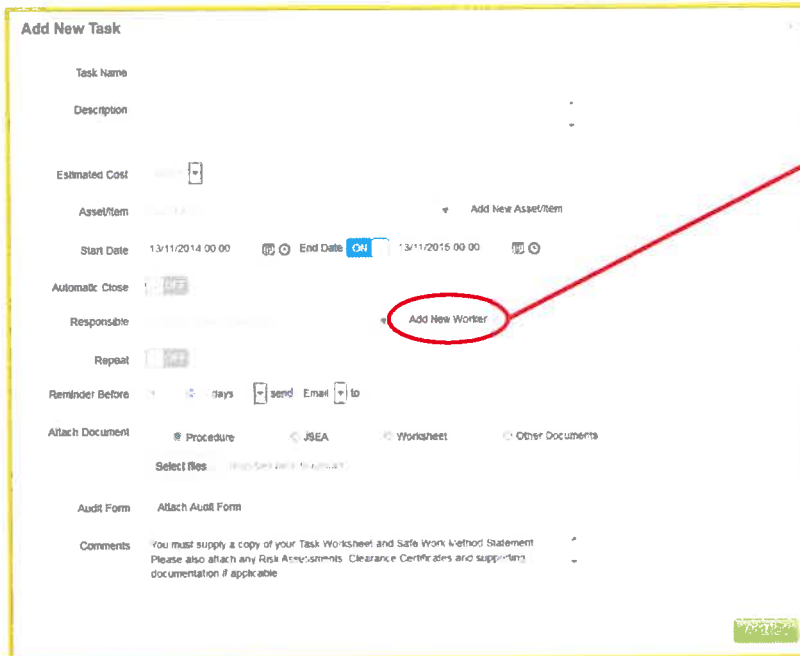
Select a **Category** and **Location** for the Asset/Item

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 ON 13/11/2015 00 00
Automatic Close	OFF
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

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	First name Last name
Contact Number	Phone Mobile
Worker Type	Employee Worker
Company	Select Company

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.

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 **ON**   13/11/2015 00:00

Automatic Close   **OFF**

Responsible   Add New Worker

Repeat   **OFF**

Reminder Before   1   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

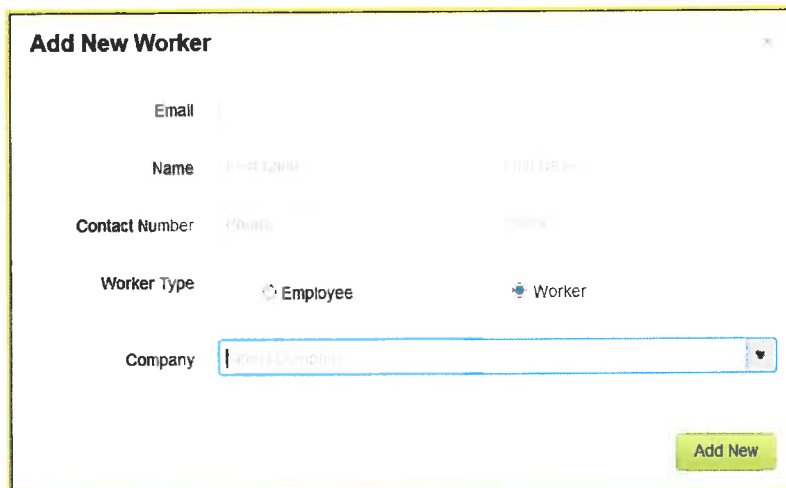> Select to make the task reoccurring by turning the **Repeat** 'on'.

Recurrence

Repeat Frequency   Daily

Every 1   Day

Recurrence Summary   **Repeat every Day**

> 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.

Cancel   Save

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.

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   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

Attach a file to the Task

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

Attach Document	Select files...	drop files here to upload
Audit Form	Attach 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

RapidService »
ALERT

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.

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Audit Task Planner Actions Items Report Settings Sign out

Actions

35 Actions

10	15	3	0	7
Awaiting Approval	In Progress	Completed	Rejected	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 Medi	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 review	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

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ACTIONS
Tracking Actions in Service Alert

RapidService » ALERT

Adding and Viewing Actions

RapidService » ALERT

Audit   Task   Planner   Actions   Items   Report   Settings   Sign out

Actions

35 Actions

10	15	3	0	7
Awaiting Approval	In Progress	Completed	Rejected	Closed
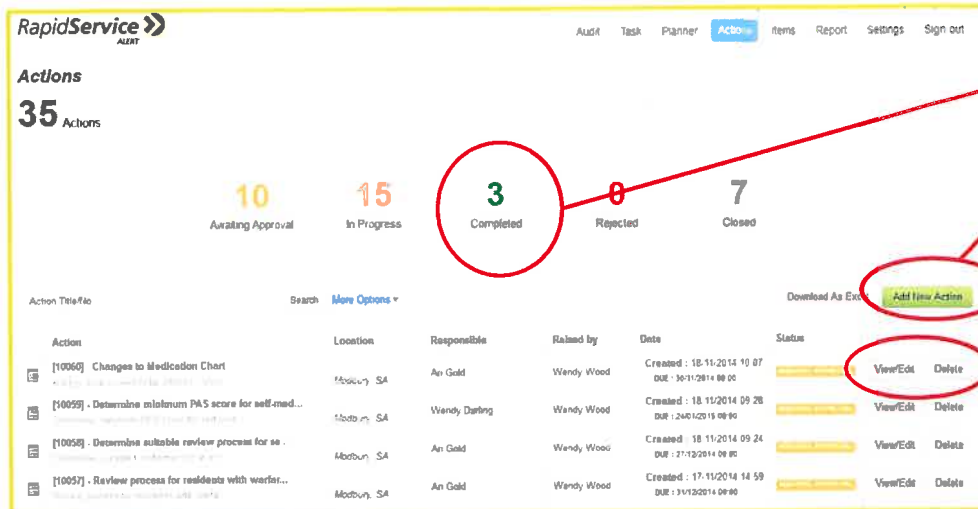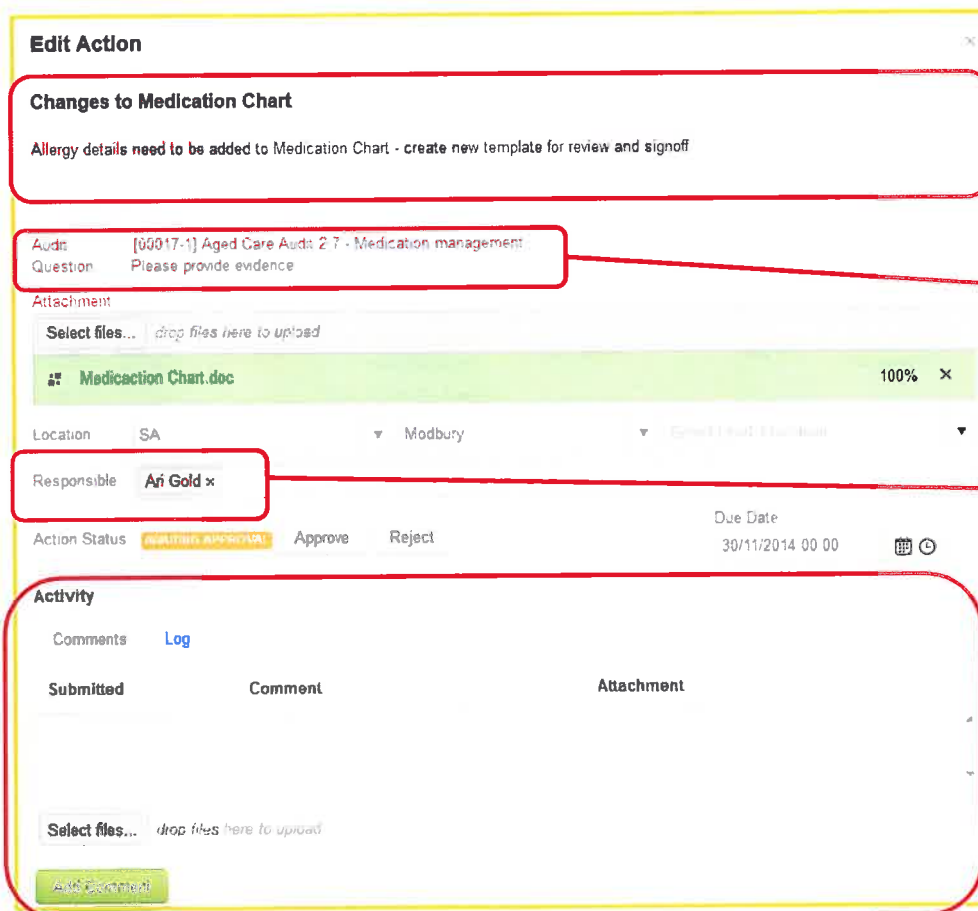
> On the **Actions Dashboard**, the action status can be tracked using the icons.

Action Title/No   Search   More Options ▼   Download As Exc...   Add New Action

> Click to **Add New Action**

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

> Click 'View/Edit' to view the details of the action and make any changes.
>
> Click 'Delete' if the action is not required.

Edit Action   ✕

Changes to Medication Chart

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

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

Audit   [00017-1] Aged Care Audit 2 7 - Medication management
Question   Please provide evidence

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

Attachment

Select files...   drop files here to upload

▪▪ **Medicaction Chart.doc**   100%   ✕

| Location | SA | ▼ | Modbury | ▼ | | ▼ |

Responsible   Ari Gold ×

> Update the **Responsible Worker(s)** here
>
> *Note: More than one responsible worker can be assigned.*

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

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

Filtering Actions

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.

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.

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*

⁞⁞ Medicaction Chart.doc | 100% | ✕

Location | SA | ▼ Modbury | ▼ Select sub location | ▼

Responsible | An Gold ✕

Action Status | **AWAITING 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

> 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.

Confirm

Please comment and confirm that you have completed the action.

Please provide further details to notify.

Cancel | Confirm

Action Status | **CLOSED** | Re-Open

> The action can then be closed by an administrator.

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... *drop files here to upload*

:: **Medication Chart.doc**   100% ✕

| Location | SA | ▼ | Modbury | ▼ | | ▼ |
| Responsible | Ari Gold ✕ |

| Action Status | AWAITING 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.*

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.
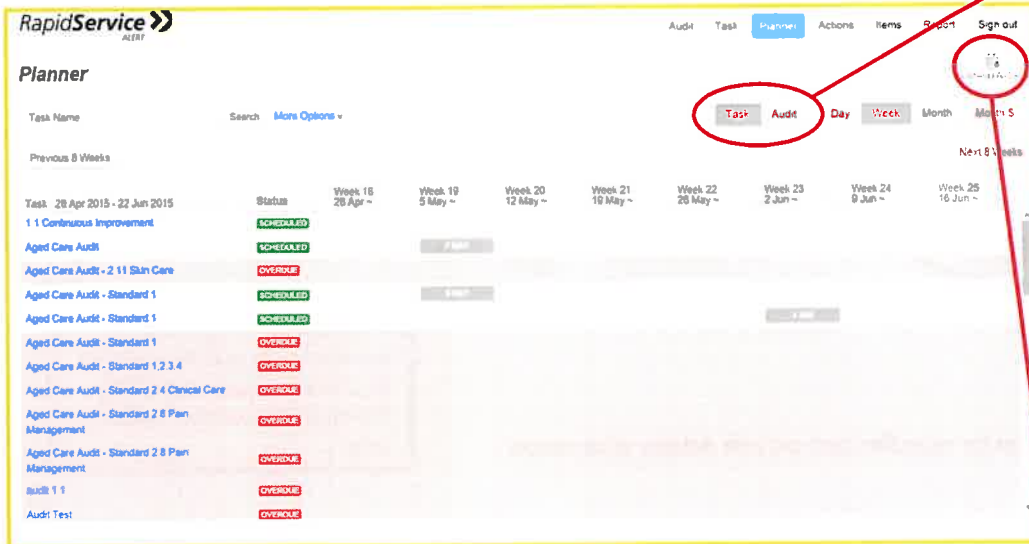
Using the Planner

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

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

Hover over the scheduled task to view task details.

Click on the Task name to be redirected to the task
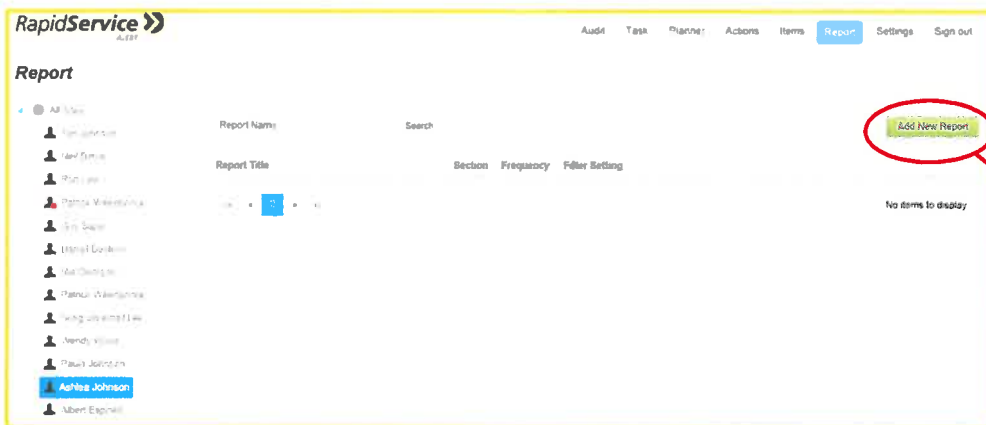
Creating Reports

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 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.