MPK Tech Roles

Clock In and Clock Out.

Log in to MPK using your Tech login and password (usually the same for all techs).
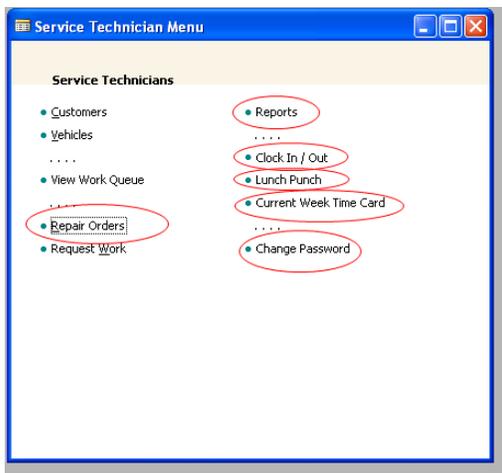

Fig 1.

You will then see the main menu.

Fig 2.

Mouse click on "Clock In / Out" if you are just starting for the day or ending your day, use "Lunch Punch" if you are punching in or out for lunch.
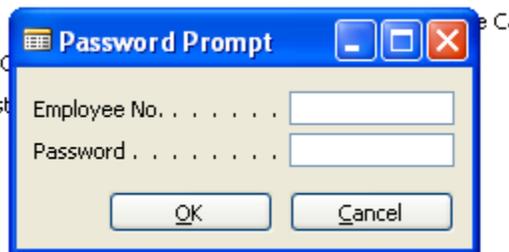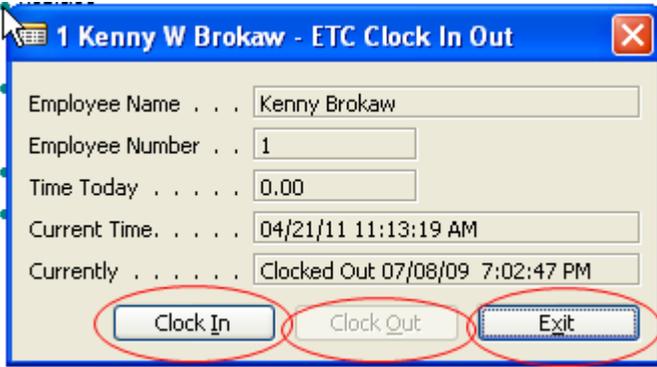

Fig 3.

Enter your employee number and password (your default password is the same as your employee number – change by clicking on "Change Password" on main menu).

If you do not complete the login process - in about 20 seconds the password prompt will close and you will need to start over

Now you may Clock In, Clock Out or Exit. Select carefully what you would like to do. If you see an error (i.e. you want to Clock out and you forgot to Clock In after lunch) advise your manager to correct the error. Complete Clock In or Clock out so there is a time clock entry to correct.

Now you are back to the main menu and ready to work.
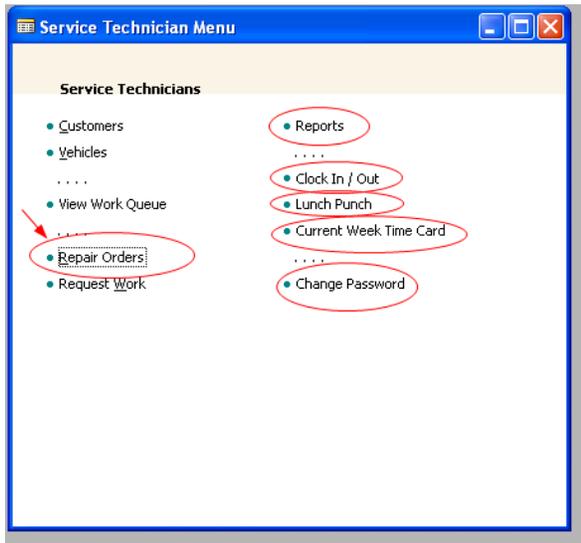
Click on "Repair Orders" – you will be prompted again for your Login and password every time you enter "Repair Orders" so that the system knows who you are.

Finding a Repair Order (RO) that is assigned to you.

Once you enter "Repair Orders" you will be presented with one of possibly many ROs that have been assigned to you. You must now find the correct RO so you can put yourself to work on the task you want to be working on.

You can find the Ro you want by searching for it. Click on a area you wish to search by, if you have an RO number – click one time on the RO number to give the RO number "Focus", this lets the computer know what you are looking up. Just start typing and this RO will come to the top. If you want to look up by a Tag number, then give focus to the tag number and just type the tag number and your RO will come up.

Stop – You should practice this a few time until it becomes easy for you to find your RO's.

Start, Hold, CCC and Complete Task
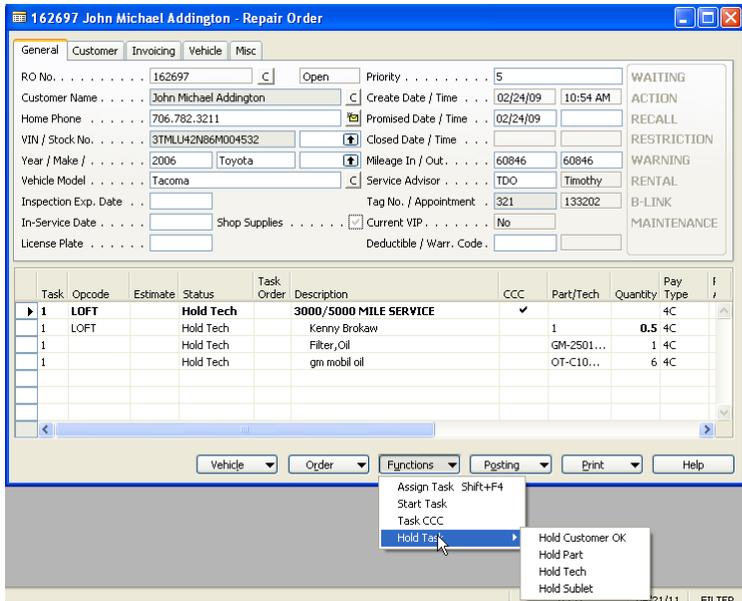
Start Task

On the RO you wish to start working on, click the Functions Button, then select Start. You will then be given a list of tasks that are on this RO. Select the task you wish to start on, click OK and you are now assigned to that task and running time clock for that task as well.

Hold Task

On the RO you wish to Hold working on, click the Functions Button, then select Hold. You will then be given a list of hold options, select the correct one for this situation. You will then be given a list of the open tasks that are on this RO. Select the task you wish to place on Hold, click OK and your assigned task is now on Hold and you are no longer running time clock for that task.

Task CCC
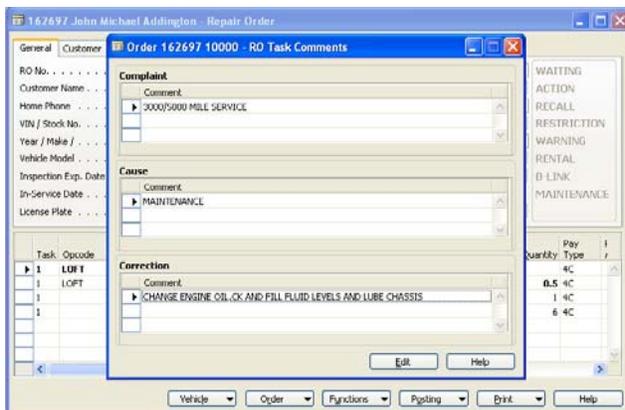
Before you can close or complete a task you must (in most cases) provide a Condition and Correction for that task. On the RO you wish to add or change your CCC on, click the Functions Button, then select Task CCC. You will then be given a list of the open task that are on this RO. Select the task you wish to add or change your CCC, click OK and your CCC box will now pop up, click one time on a Condition or correction box (Give Focus) now Click the edit button and a text box will appear. Type in your Condition or correction (remember what you type will appear on the Repair order and will be saved for all time). When you are done - press save and close CCC box to return to the RO.

Close Task & Reopen Task

On the RO you wish to Close Task on, click the Posting button, then select Close Task. You will then be given a list of task that are on this RO. Select the task you wish to Close, click OK and you have now closed that task and have stopped the time clock for that task. To reopen just repeat the same process but select Re-Open Task under the Posting button.

FAQ

Q. Why can't I work on more than one task at a time?
A. You can – it's up to your shop rules and / or factory policy.

Q. I can't restart or reopen a task I want to get back into?
A. Most likely the service desk has closed the task. You will be unable to make any changes. Just call the writer and have them reopen the task and you can work on the task again.

Q. Why do I have to put the CCC on every task – even simple ones like a LOF?
A. You don't, there are two solutions here, One is to have the manager per fill in the CCC so you don't have to (i.e. simple recalls, LOF, balance and so on) or the manager can change the pay type so no LOP's ever require a CCC. It is the manager's decision on what will work best with your shop.

Q. I can't find my RO?
A. The service desk must pre assign you before you can "see" an RO. Call the desk and have them assign you to that RO.

Q. The guy next to me is looking at my flag time report?
A. Change your default password.

Q. I want to assign myself to a RO and I can't.
A. There is a setting in service that will allow tech's to assign themselves work. This usually works best in very small shops.

Learning curve – expect it to take about 3 days before this becomes a routine.

Draft 04/21/11 J Holden