Confirm®
ConfirmConnect User Guide
Version v5.20.0
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September 06, 2017
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ConfirmConnect™

ConfirmConnect is the 'in the field' offering for Confirm. It provides the ability to perform 'in the field' tasks quickly and easily.

This documentation will take Administrators through the requirements to install and configure the web server and Confirm host aspects of Confirm-Connect. It will also provide users basic information required to install and use ConfirmConnect.

In this section

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User Guide

The User Guide section will help users to both Install and get started with using ConfirmConnect.

How to Install and Sign In to ConfirmConnect

All details required for URL's, QR codes and login details will be provided by your Confirm Administrator.

How do I install for the first time?

Android and iOS

ConfirmConnect can be installed onto devices via the iTunes App Store or Google Play Store by searching for ConfirmConnect in the relevant store.

Windows

ConfirmConnect can be installed to a Windows 7 and above devices/desktops by performing the following steps:

1. Download and install the Microsoft Visual C++ 2010 Redistributable
2. Download the ConfirmConnect.zip file from the supplied URL
3. Extract the Contents of the Zip file to a folder of your choice
4. Double click the ConfirmConnect.exe contained within your chosen folder.

How do I Sign In?

Tap on the ConfirmConnect icon to launch the application which will then present you with a Sign In screen.
• **URL** Enter the ConfirmConnect url.
• **username** and **password** Enter your Confirm user details. Not the Action Officer.
• **tenant** Enter the Confirm database Tenant name.

  **Note:** Tenant was historically referred to as database profile.

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**How do I upgrade?**

**Upgrading to v3.10.0 from any earlier version**

Follow the instructions below for your chosen platform:

1. **Android**
   - Install from the Google Play Store. Either browse the store or use the Android QR Code from the supplied URL.
2. Windows
   • Ensure that you complete any outstanding transfers, sign out and close ConfirmConnect.
   • Use the QR code from the supplied URL to download the ConfirmConnect.zip file.
   • Replace the contents of the previous install with the contents of this zip file.

3. iOS
   Versions pre-v3.10.0 are not compatible with the iTunes App Store release of ConfirmConnect. Follow the steps below:
   • Go to Menu > About and make a note of the Installation ID, pass the installation ID to your Confirm administrator.
   • Ensure that you complete any outstanding transfers and sign out.
   • Browse the iTunes store for ConfirmConnect and install.
     Note: This will install a second copy of ConfirmConnect on your device.
   • Remove the old version of ConfirmConnect.
   
   Note: Uninstalling ConfirmConnect should only ever be done if advised to do so by Pitney Bowes as it can cause a device licence to be made redundant in Confirm.

Upgrading from v3.10.0 and above
   Upgrading from version 3.10.0 to any later versions will be driven by the web service, unless otherwise specified. Once the web service has been updated, devices will react in one of the following ways:
   ConfirmConnect will notify you once your server has been upgraded, follow the steps below:

1. When a user is already logged in.
   • A warning message will appear on the transfer screen indicating an update is available.
   • Complete any outstanding transfers and sign out.
   • Refer to "When a user is signed out" below.

2. When a user is signed out.
   • On the sign in screen, when you tap away from the URL field or when the sign in button is pressed a version check will occur and ConfirmConnect will be updated to the same version as the web service if required.
   • Once the update completes, the sign in screen will be displayed again with an updated version number displayed below the sign in button.
   • Sign in once more to continue working.

Menu and Refresh
This section covers the Menu and the Refresh buttons.

Menu
The Menu button will show a list of available actions and will vary depending on which modules your User has been granted. It also displays the number of unread Risks identified for the Tasks contained on your task list.
Risks

The count displays the number of unread Risks.

Tapping on this option will display a list, alphabetically ordered, of all the Risks associated with the Tasks on your task list.

Once you have viewed a Risk, the number will be updated.

Start of Day / End of Day

(Requires Cost Capture on page 33)

- **Start of Day** is used to set the Gang members and which Plant items are required for the day’s work.
- **End of Day** is used at the end of the working day, to track travel time back to the depot.

**Note:** End of day replaces Start of Day in the menu once the first Task of the day has been started.

**Note:** A warning icon will appear on the End of Day option if a Task needs to be completed/paused before the End of Day information can be logged.

New SW Inspection

Create a new unattributable Street Works Inspection (requires ConfirmConnect module 7040).

**Note:** This option will also be available if you have access to the Enquiry or Condition Survey modules but will be limited to Defective Apparatus category types.

New Enquiry

Create a new Enquiry (requires ConfirmConnect module 7000).
New Defect  Create a new Defect (requires either Enquiry or Condition Survey ConfirmConnect modules 7000, 7010).

New Feature  Create a new Feature (requires Asset Survey module 7020).

Refresh Lookups  Will re-download all lookups applicable to the user. This can be used if lookup information has been changed within the Confirm host software.
Note: When you sign in to ConfirmConnect, the lookups are downloaded automatically.

Select Routes  Allows an Action Officer to assign all unassigned features on an entire Inspection Route to themselves (requires either Condition 7010 or Asset Survey 7020 ConfirmConnect modules).

Settings / About  Settings
• Text Size: Use the + or - buttons to increase or decrease the font size used by ConfirmConnect.
• Allow Map Rotation: On by default, turn off to prevent maps from rotating.

About ConfirmConnect  Displays information pertaining to ConfirmConnect, used for support purposes.

Sign Out  Sign out of ConfirmConnect, any outstanding task transfers will be completed first before the sign out.
This can be used to :-
• free up module licenses in the Confirm host software.
• sign in as a different user (sharing of devices).
• upgrade to a new version.
• Apply new module access. If you have been granted access to a new ConfirmConnect module, you will need to sign out and sign in again to receive these changes.

Note:  There is no need to sign out of ConfirmConnect unless the above is required.

Refresh Button
The refresh button will re-download all tasks associated to the user. This should be used when a fresh list of tasks is required.

New SW Inspection
If you need to record a Street Works Inspection but cannot find the works in Confirm using the What’s Going On Here on page 36 functionality, you can create an unattributable works by selecting Menu then New SW Inspection.
A list of Inspection Categories to choose from will be displayed.

Filling in a New Street Works Inspection Works
Locate / Relocate on page 40 allows you to specify the location of the Works against which you are logging the Inspection.

**Note:** Once an Inspection has been located, this option will be renamed to Relocate.

Select Site (required) Presents a list of Sites within 100 metres of the located Inspection.

**Note:** This list is only populated once a Locate / Relocate on page 40 action has been performed.

**Note:** This will send a query to the server to get a list of possible Sites. If the Site you need isn't already in the list and you have no connectivity then you may need to save the task as a draft and come back to it later once the query has completed.

Select Promoter Choose the promoter who you believe is responsible for the works you are inspecting.

**Inspection**

Category Set to the chosen category when creating the Works and can be changed if required. Changing the Category will also re-validate the specified Outcome or Inadequacy.

Outcome You need to make sure that the outcome selected is consistent with the Inspection Item results that have been recorded. If there is a problem then this will be explained in a warning above the Complete button.

Inadequacy The list of options will vary with the selected outcome. Again, the item selected must match this Inspection Item results.

Inspection Items A list of all applicable Inspection Items will be shown allowing you to mark each one as Pass, Fail or Unseen. The All Acceptable button will set all items as Acceptable.

Photo Camera (left) button - Activates the camera allowing a photo to be linked with the Street Works Inspection.

Folder (right) button - Allows the selection of a photo from the device's gallery.

**Save Draft**

At any time you may save the Inspection and return to your tasks by using this button.

**Complete**

Send the completed Inspection Confirm. This option will be disabled if any of the required fields have not been populated or the Outcome / Inadequacy is inconsistent with the Inspection Item results.
Delete
This will remove the inspection if it was raised in error.

New Enquiry
To create a new Enquiry select Menu then New Enquiry.
A list of Enquiry subjects to choose from will be displayed, select the required subject to continue.

<table>
<thead>
<tr>
<th>Cancel</th>
<th>Select Subject</th>
<th>None</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Filter items...</td>
<td></td>
</tr>
<tr>
<td>Abandoned Vehicles (REPO)</td>
<td>&gt;</td>
<td></td>
</tr>
<tr>
<td>Abandoned Vehicles</td>
<td>&gt;</td>
<td></td>
</tr>
<tr>
<td>Surrender a vehicle (SURR)</td>
<td>&gt;</td>
<td></td>
</tr>
<tr>
<td>Abandoned Vehicles</td>
<td>&gt;</td>
<td></td>
</tr>
</tbody>
</table>

Note: The None button will cancel the New Enquiry and return to the previous screen.

Filling in a New Enquiry
The New Enquiry form will be displayed allowing you to enter details of the Enquiry.

Enquiry Subject
Can be changed from the default Enquiry Subject chosen when creating the New Enquiry.

Note: The None button will delete the New Enquiry and return to the Task, Map or Transfer screen (depending on which screen you were on when raising the New Enquiry).

Locate
Locate / Relocate on page 40 allows you to specify the location of the Enquiry.

Note: Once an Enquiry has been located, this option will be renamed to Relocate.

add location... and add description...
Free text fields to enter information on the Enquiry.

Select Feature (required)
Presents a list of Features within range. Please see Locating Features for further details.

Note: This list is only populated once a Locate action has been performed.

Note: This will send a query to the server to get a list of possible features. If the Feature you need isn't already in the list and you have no connectivity then you may need to save the task as a draft and come back to it later once the transfer has completed.
Select Status  
Drop down list of available Enquiry Statuses. You only need to specify a status if you know that the default status for the Subject is not the one you want.

add notes...  
Free text field to enter information on the Enquiry.

Photo  
Camera (left) button - Activates the camera allowing a photo to be linked with the Enquiry.
Folder (right) button - Allows the selection of a photo from the device’s gallery.

Assign To  
Assign this Enquiry to your chosen user.

Attributes  
Tapping the Add Attributes button will display a list of All Operational Attribute Types.
• Attributes specified against the Enquiry Subject will be automatically added to the Enquiry.
• Mandatory Attributes will be shown with an *.
• The value will be shown in yellow if the default value must be changed.

Note: You will not be able to complete the Enquiry until the default value has been changed.

• Attributes may only be deleted if they have been added to the Enquiry, those which are linked to the Enquiry Subject may not be deleted.

Offences  
Create one or more Offences against the Enquiry.
Select the appropriate Offence Type and enter the details. Fields highlighted in Yellow are mandatory. The "set offender email..." field must be in a valid email format, e.g. examplename@exampleemail.com

Save Draft  
At any time you may save the Enquiry and return to your tasks by using this button.

Send  
Send the completed Enquiry to Confirm. This option will be disabled if any of the required fields have not been populated.

New Defect  
To create a new defect select Menu then New Defect.
A list of Defect Types to choose from will be displayed, select the required Defect Type to continue.
Note: External Defect Types are displayed with (E) appended to the Defect Type name.

A second list may appear allowing you to select one of the available SOR groups. Tapping the None button will not include any SOR Groups.

Note: The SOR Group list will only present itself if the Defect Type you selected contains one or more SOR Groups. Additional SOR Groups/Items may be added later. Also, should you change the defect type at a later time, this action will not display the SOR Group list and you will need to change the SOR Items as required.

Recent Defects
Once you have created other defects, the Recent Defects tab will be populated with up to 20 of these previous defects. This allows you to create multiple similar defects without needing to manually populate all of the defects details.

Filling in a New Defect
The New Defect form will be displayed allowing you to enter details of the Defect.

Locate: Locate top right of the summary map, allows you to specify the location of the Defect.

Note: Once a Defect has been located, this option will be renamed to Relocate.
Defect Type
Can be changed from the default Defect Type chosen when creating the New Defect.

Select Feature (required)
 Presents a list of Features within range. Please see Locating Features for further details.

The selected Feature will be displayed on the New Defect Map along with the Defect task.

Note: This list is only populated once a Locate action has been performed.

Note: This will send a query to the server to get a list of possible features. If the Feature you need isn't already in the list and you have no connectivity then you may need to save the task as a draft and come back to it later once the transfer has completed.

add location... add description...
Free text fields, enter location and description details.

Attributes
Tapping the Add Attributes button will display a list of All Operational Attribute Types.

• Attributes specified against the Defect Type will be automatically added to the Defect.
• Mandatory Attributes will be shown with an *.
• The value will be shown in yellow if the default value must be changed.

Note: You will not be able to send the Defect until this value has been changed.

• Attributes may only be deleted if they have been added to the Defect, those which are linked to the Defect Type may not be deleted.

Select Priority
Sets the priority for the Defect and subsequent Job, which is raised when uploaded and entered into Confirm.

Defaults from Confirm and can be changed as required.

Photo
Camera (left) button - Activates the camera allowing a photo to be taken and linked with the Defect.

Folder (right) button - Allows the selection of a photo from the device's gallery.

Assign To
This will assign the Job raised for this Defect to the chosen Action Officer. Leave this blank to assign the Job to yourself.

Select Contract
Sets the Contract on the Job raised for this Defect.

Select Cost Code
Sets the Cost Code on the Job raised for this Defect. You do not need to specify this if you want the default Feature / Overriding Cost Code to be used.

SOR Items
Add any required SOR items or Groups to the Defect.

The list of available Items or Groups are filtered based on the chosen Feature, Priority and Contract.

If the Defect contains existing SOR Items, changing the Feature, Priority or Contract can cause these items to be invalid for the defect. A message will indic-
ate they are invalid and these items will need to be discarded prior to sending the defect or parent task.

Fix Now
(requires ConfirmConnect Job module 7030)
Closes and Sends the Defect as well as immediately creating a Job Task based on the Defect details. After the Defect is closed the new Job task will be opened automatically. See Job tasks for more details on “Fix Now”.

Send
Sends the completed Defect to Confirm. This option will be disabled if any of the required fields have not been populated.

New Feature
To create a new Feature select Menu then New Feature.
A list of Feature Types to choose from will be displayed, select the required Feature Type to continue.

Recent Features
Once you have created or edited other Features, the Recent Features tab will be populated with up to 20 of these previous Features. This allows you to create multiple similar Features without needing to manually populate all of the Feature details.

Filling in a New Feature
The New Feature form will be displayed allowing you to enter details of the Feature.

Feature Type
Can be changed from the initial Feature Type chosen, but only to another Feature Type in the same Feature Group.

Note: The None button will delete the New Feature and return to the Task, Map or Transfer screen (depending on which screen you were on when raising the New Feature).

Locate
Locate allows you to specify the location and create a digitization of the Feature. From Confirm v14.00 this can be a Point, Line or Polygon.

Note: Once a Feature has been located, this option will be renamed to Relocate.

Select Site (required)
 Presents a list of Sites within 100 metres of the located Feature.

Note: This list is only populated once a Locate action has been performed.

Note: This will send a query to the server to get a list of possible Sites. If the Site you need isn’t already in the list and you have no connectivity then you may need to save the task as a draft and come back to it later once the transfer has completed.
Photo

Camera (left) button - Activates the camera allowing a photo to be taken and linked with the Feature.
Folder (right) button - Allows the selection of a photo from the device's gallery.

All other details the same as when completing an Asset / Condition Survey on an existing Feature

Save Draft
At any time you may save the Feature and return to your tasks by using this button.

Complete
Send the completed Feature to Confirm. This option will be disabled if any of the required fields have not been populated.

List
The Task list view displays a list of all tasks currently assigned to you and is the first screen you see when you login for the first time.
Identifying Task types
All task types are uniquely displayed to help distinguish between the different types. They are identified as follows:

- Adhoc Draft Defect
- Route Survey
- Asset / Condition Survey & Feature Monitoring
- Job / Job Inspection & Job Monitoring
- Street Works
- Enquiry
- Routine Works

Task Progress and Priority
In addition to the icons identifying the task type they also indicate the priority and current progress of the task by changing the colour of the icon and also by adding a symbol. Possible values are:

- urgent
- normal
- draft
- done
Filter Tasks...
Filters the tasks shown in the task List on page 17 and the Map on page 33 using both the text contained in the task, the task type, Feature Group, Feature Type and any retrieved What's Going on here tasks.
For example:

- Using the filter of "Job" will show all Job tasks and any other task type containing the text "Job".
- Using the filter of "Job 200" will filter the list so that only the Job (numbered 200) and any task containing the text of both "Job" AND "200" will remain in the list.

Sort
Allows you to sort:

- Alphabetically - By Site name.
- By Due Date - Order will be tasks without dates and then oldest to newest. The Due date will show to the right of each task in the list.
- By Route Order - Tasks which have no route order will be shown at the top of the list, ordered by due date. Survey tasks are ordered by route name and then order number.
- By Schedule Date - Order by the Estimated Start Date of Jobs. Other tasks and Jobs without an Estimated Start Date will be sorted by Due date. The Estimated Start Date will show to the right of each task in the list.

Street Works
Tasks with the Street Works icon relate to Programmed Inspection. Inspections are only shown if they are due in the next 7 days.
There are two general types of inspections, Trench based inspections (e.g. Category C) and whole Works inspections (e.g. category A).

Trenches
These are displayed for trench based inspections only. The top trench is the "primary" trench for the inspection and must have a result recorded against it. Recording results against other trenches is optional.

Inspection History
This shows previous inspections of any kind that have taken place for that works.

Trench
With Trench based inspections the Outcome, Inadequacy and inspection items are listed against each individual trench.

Works
With whole Works based inspections the Outcome, Inadequacy and inspection items are listed on the main screen.

Outcome
You need to make sure that the outcome selected is consistent with the Inspection Item results that have been recorded. If there is a problem then this will be explained in a warning above the Complete button.

Inadequacy
The list of options will vary with the selected outcome. Again, the item selected must match this Inspection Item results.
Photo

Camera (left) button - Activates the camera allowing a photo to be linked with the Inspection.
Folder (right) button - Allows the selection of a photo from the device’s album.

Note: If you also have an Offence on this Inspection, photos taken on the Inspection will also be linked to the Offence.

Offence

Create one or more Offences against the Inspection.
Select the appropriate Offence Type and enter the details. Fields highlighted in Yellow are mandatory. The “set offender email...” field must be in a valid email format, e.g. examplename@exampleemail.com.

Follow Up From and To dates

The Follow Up From and To dates will take their default values from Confirm.
Changing the From date will retain the Inspection window and the To date will move accordingly.
Changing the To date allows you to increase duration of the Inspection window and the From date field will not change.

Save Draft

At any time you may save the Inspection and return to your tasks by using this button.

Complete

Send the completed Inspection Confirm. This option will be disabled if any of the required fields have not been populated or the Outcome / Inadequacy is inconsistent with the Inspection Item results. For Trench based inspection, the complete button will remain disabled until at least one Trench has been inspected.

Enquiries

Selecting an Enquiry from the task list will launch the Enquiry form which gives you the Enquiry details, status history, any commitments, customer details and any Linked documents. If the Enquiry has a Feature associated with it then any Defects not yet actioned for that Feature will be shown.
You will be able to perform the following: -

Relocate

If the Enquiry is in the wrong location you can use the Relocate button (located in the top right corner of the map) to locate it in the correct position.

Update Enquiry

Enquiry Subject

Change the Subject as required. Note the following: -
• Changing the Subject will automatically update the Service accordingly.
• If the Enquiry is linked to a defect, you may only change the subject type to one which allows defects to be created.
• Changing the Subject to one which doesn't allow creation of defects will remove the defect section from the Enquiry form.

Select New Status Update the status of the Enquiry. You don't have to set this if the status hasn't changed

add notes... Free text field to enter information on the status change.

Photo Camera (left) button - Activates the camera allowing a photo to be linked with the Enquiry.
Folder (right) button - Allows the selection of a photo from the device's album.
Note: If you also have an Offence on this Enquiry, photos taken on the Enquiry will also be linked to the Offence.

Reassign To Assign this Enquiry to your chosen Action Officer. You do not need to set this field to keep the Enquiry assigned to you.

Attributes Update any existing Attributes. You may not add further attributes.

Select Feature

The rules for selecting or changing the Feature are as follows:
• Defaults to the Feature currently linked to the Enquiry, and the Defects list will show all Defects to be actioned for that Feature. When "Select Feature" is displayed the Enquiry is not linked to a Feature and Defects list will be disabled.
• If the Enquiry is linked to an existing Defect it will not be possible to change the Feature (the ... icon will not be visible).
• Changing the Feature will cause the Defect list to display those Defects applicable to the selected Feature.
Note: The Feature on the Enquiry will only be updated if the Enquiry is sent with a link to a new Defect.

Defects Displays existing and new Defects for the Enquiry Feature.
• If no Defects exist against the Enquiry Feature, the first new Defect raised will be automatically linked to the Enquiry.
• Subsequent new Defects can be raised on the Enquiry but they will not be linked. You may change which Defect is linked to the Enquiry prior to uploading to Confirm assuming no Defects were linked prior to downloading the Enquiry.
• An Enquiry may only be linked to a single Defect.
• If the Enquiry Feature already contains a linked Defect, it will not be possible to change the linked Defect.
• It is possible to supersede the linked Defect, in this scenario the superseded defect will be linked to the Enquiry.
• The Defect linked to the Enquiry will be positioned at the top of the list and displays a chain icon.
• For more information see Superseding Defects and New Defect.

Offences
Create one or more Offences against the Enquiry.
Select the appropriate Offence Type and enter the details. Fields highlighted in Yellow are mandatory. The "set offender email..." field must be in a valid email format, e.g. examplename@exampleemail.com.

Save Draft
At any time you may save the Enquiry and return to your tasks by using this button.

Send
Send the Enquiry to Confirm. This option will be disabled until changes have been made.

Job tasks
Opening a Job task will present you a Job screen displaying all the details of that Job.

Feature Attributes
Any Attributes applicable to the Feature will be shown in this list. You are able to edit these Attributes but it is not possible to delete them or add any further Attributes.

Feature Conditions
Any Conditions applicable to the Feature will be shown in this list. You are able to edit these Conditions but it is not possible to delete them or add any further Conditions.

Attributes
Any Attributes applicable to the Job will be shown in this list. You will also be able to add more Attributes and delete those which you have added but you are not able to delete attributes which were downloaded with the Job.

SOR Items
Any SOR Items applicable to the Job will be shown in this list. You will also be able to add more SOR Items and amend or delete existing Items.
Jobs raised via Fix Now

Where the Job has been raised via the "Fix Now" button on a new Defect:

• The title will display "TBA" where the job number would normally be displayed.
• Feature Conditions and Attributes will not be available.
• Linked Documents will not available

Note: If the Officer is the Officer for a Work Crew the Job will have already been allocated to that Work Crew

Note: If Cost Capture on page 33 is enabled for both Jobs and Surveys and you create a Defect from the Survey and use Fix Now then the Survey will be automatically paused while the Job is worked on. In this scenario, when you start the Job you will be prompted to enter the time spent so far on the Survey as it is assumed there is no Travel / Break time between pausing the Survey and starting the Job

Status Buttons

There are four Status buttons at the bottom of the Job screen. When there are more than one Statuses associated with a button, a pop up screen will allow you to choose the appropriate status. Tapping on a status will immediately send the chosen Status update.

Note: Tapping a button except for the "Other" button when only one status is associated with it, will immediately send that Status and a pop up will not be displayed. A pop up will always be displayed for the "Other" button

Note: Ensure you enter any notes required in the notes field before tapping the chosen status button.

Start / Pause / Resume

The Start button will send a start status update and will change to "Pause" after it has been tapped. The Job screen will remain open and the Job remains on the device. A warning to take a before photo is displayed until a photo is taken or the Start button is first tapped.

Pause is displayed if the Job is already in progress and tapping this button will show statuses that stop the Job from being in progress but leave the Job on your device. Once this button has been tapped it's text will change to Resume.

Resume behaves in the same way as Start except that the Actual Start Date of the Job will not be changed.

If any Attributes are set to 'On Start' on the 'Mandatory on ConfirmConnect™ Jobs' setting on the Operational Attribute Type screen in Confirm Client then these will be blanked when the Job is first downloaded and you will be prompted to set a value before the Job is first Started or Resumed. If the setting is 'On Start and Resume' then these will also be blanked whenever the Job is Started or Resumed, e.g. after a Pause.

If Cost Capture on page 33 is enabled for Travel / Breaks then clicking Start / Resume will prompt you to record what you were doing up to the point that you started / resumed work on this Job. Clicking Pause will prompt you to enter the costs incurred to date on the Job

Note: You cannot start / resume one Job if another Task has already been started for Cost Capture
Other
The Other button is linked to those Job Statuses which will leave the Job on the device and assigned to you but will not change the In Progress state of the Job. The Job screen will remain open when a status update is sent using this button.

Remove
The Remove button is linked to those Job Statuses that are not Completing Statuses but will remove the Job from the device. The Job screen is closed and the Job is removed from the device after a Remove status has been sent.

If Cost Capture on page 33 is enabled and you have started the Job you will be prompted to enter the costs incurred to date on the Job. No costs are recorded if the Job is removed without being started.

Complete
The Complete button is linked to the Job Complete Statuses and is disabled until the Job has been Started (a start status has been sent). The Job screen is closed and the Job is removed from the device after a Complete status has been sent. A warning to take an after photo is displayed once the Start Status has been sent. This is displayed until a photo is taken or the Job has been Completed.

If Cost Capture on page 33 is enabled you will be prompted to enter the costs incurred on the Job.

Job Inspection tasks
Opening a Job Inspection task will present you a Job screen displaying all the details of that Job.

Feature Attributes  Any Attributes applicable to the Feature will be shown in this list. You are able to edit these Attributes but it is not possible to delete them or add any further Attributes.

Feature Conditions  Any Conditions applicable to the Feature will be shown in this list. You are able to edit these Conditions but it is not possible to delete them or add any further Conditions.

Attributes  Any Attributes applicable to the Job will be shown in this list. You will also be able to add more Attributes and delete those which you have added but you are not able to delete attributes which were downloaded with the Job.

Status  Update the Status of the Job. You don't have to set this if the status hasn't changed

Reassign To  Assign this Job to your chosen Action Officer. You do not need to set this field to keep the Job assigned to you.

add notes...  Free text field to enter information on the status change.

SOR Items  Any SOR Items applicable to the Job will be shown in this list. You will also be able to add more SOR Items and amend or delete existing Items but only on Jobs that are not linked to an Order.
Save Draft
At any time you may save the Job Inspection and return to your tasks by using this button.

Send
Sends the updated Job to Confirm. This option will be disabled if no changes have been made. The Job will remain on the Task List if the update eaves the Job Inspection assigned to you and the Job still requires inspecting.

Job Monitoring tasks

Opening a Job Monitoring task will present you a Job screen displaying all the details of that Job.

Outstanding Payment Requests
The Payment Request Reference, Request Header Notes and Request Job Notes are displayed for all Payment Requests that are not included on a committed Payment Batch.

Feature Attributes
Any Attributes applicable to the Feature will be shown in this list. You are able to edit these Attributes but it is not possible to delete them or add any further Attributes.

Feature Conditions
Any Conditions applicable to the Feature will be shown in this list. You are able to edit these Conditions but it is not possible to delete them or add any further Conditions.

Attributes
Any Attributes applicable to the Job will be shown in this list. You will also be able to add more Attributes and delete those which you have added but you are not able to delete attributes which were downloaded with the Job.

SOR Items
Any SOR Items applicable to the Job will be shown in this list but are not editable. The Quantity displayed in this list is the Completed Quantity, which is the total of all committed Payments plus the total of all outstanding Payment Requests for the Item.

Failures
Failures can be added to the Monitoring Task

Save Draft
At any time you may save the Monitoring Job and return to your tasks by using this button.

Send
Sends the completed Monitoring task to Confirm.

Asset / Condition Survey
Selecting an Asset / Condition Survey task list will launch the Feature form. The list of options available then depends on whether the task is an Asset or Condition Survey:
**Asset Survey**

**Relocate**
Allows you to **relocate** the Feature. You are also able to change the overall shape of the Feature.

**Note:** The ability to change the shape of a Line or Polygon Feature is only available with Confirm v14.00 or above. Prior to this version all Features will appear as points.

**Feature Type**
You can change this to another Feature Type that is within the same Feature Group as the current Feature Type.

**Select Classification**
You can change the Feature Classification as required.

**Note:** Changing the Classification will not alter the priority on any existing defects on this Feature.

**Attributes**
Mandatory attributes are flagged with a "*" and will have a yellow background if set to a default value which must be changed.

**Condition Survey**

**Note:** All of the Condition Survey fields are available for Asset Survey tasks if you have the Condition Survey module

**Defects**
General Defects against the Feature can be logged, which will not be linked to any particular Observation Type.

Existing Defects against the Feature are displayed and can be **Superseded** if required.

**Conditions**
The previous condition from the last inspection will be shown. Make sure you check that all of the Conditions are valid before completing the task.

**Condition linked Defects**
A Defects option will be available under each Observation Type to which Defect Types have been linked.

Existing Defects against the Observation Type are displayed and can be **Superseded** if required.

Any Defects raised as part of a Survey task, by default, will only be sent to Confirm when the whole task is completed.

**Save Draft**
At any time you may save the Survey and return to your tasks by using this button.

**Complete**
Send the completed Survey to Confirm. This option will be disabled if any of the required fields have not been populated.
**Fix Now on Defects**
Closes and Sends Defects as well as immediately creating a Job Task based on the Defect details. After the Defect is closed the new Job task will be opened automatically. See **Job tasks** for more details on "Fix Now". Also available for **Superseded Defects** which are not linked to an existing Job.

**Send Now on Defects**
The Send Now button on Defects raised from an Inspection Survey can be used to immediately send the Defect back to the office so it can be actioned. This will not send the Survey back to Confirm. Using the Save Draft button will save the Defect against the Survey and will be sent when the Survey has been Completed. Also available for **Superseded Defects**.

**Note:** Using the Send Now button on the Defect will remove the Defect from the device. An active connection is required for the Defect to be sent immediately.

**Feature Monitoring**
Selecting a Feature Monitoring task from the task list will launch the Feature form.

- **Relocate**: Allows you to relocate the Feature. You are also able to change the overall shape of the Feature.
  
  **Note:** The ability to change the shape of a Line or Polygon Feature is only available with Confirm v14.00 or above. Prior to this version all Features will appear as points.

- **Defects**: General Defects against the Feature can be logged, which will not be linked to any particular Observation Type.

- **Conditions**: The previous condition from the last inspection will be shown. Make sure you check that all of the Conditions are valid before completing the task

- **Condition linked Defects**: A Defects option will be available under each Observation Type to which Defect Types have been linked.

  Existing Defects against the Observation Type are displayed and can be **Superseded** if required.

Any Defects raised as part of a Feature Monitoring task, by default, will only be sent to Confirm when the whole task is completed.

**Save Draft**
At any time you may save the Survey and return to your tasks by using this button.

**Complete**
Send the completed Survey to Confirm. This option will be disabled if any of the required fields have not been populated.
Fix Now on Defects
Closes and Sends Defects as well as immediately creating a Job Task based on the Defect details. After the Defect is closed the new Job task will be opened automatically. See Job tasks for more details on "Fix Now". Also available for Superseded Defects which are not linked to an existing Job.

Send Now on Defects
The Send Now button on Defects raised from an Inspection Survey can be used to immediately send the Defect back to the office so it can be actioned. This will not send the Survey back to Confirm. Using the Save Draft button will save the Defect against the Survey and will be sent when the Survey has been Completed. Also available for Superseded Defects.

Note: Using the Send Now button on the Defect will remove the Defect from the device. An active connection is required for the Defect to be sent immediately.

Route Survey
Selecting a Route Survey from the task list will launch the Route Survey form which will display the details of the Inspection Route including any defects you may have already logged.
You will be able to quickly survey the entire route and raise "Fast" defects on any of the Features on the Route.

Start
Using the Start button will launch the Route Survey Drive screen that, by default, will show all of the features contained on the route and your current location (requires GPS to be enabled). See below for further details on the Route Survey Drive screen.

Defects
Displays a list of all existing and newly created Defects.
Newly created defects, those raised via the Route Drive screen, can be edited by tapping on the New Defect on page 13 in this list.
Existing defects may not be deleted but they can be reviewed and superseded by tapping on them in this list.

Note: You may change the feature, on a new defect, to a feature which exists on the route. You may not change the feature on an existing defect.

Emergency Defects
Defects raised on a Route Survey can be sent immediately using the Send Now button, which is enabled when all the required fields on the defect are populated.
If you do not need to send defects immediately you can use the Save Draft option which will leave the defect on the survey until the survey is completed.

Fix Now
(requires ConfirmConnect Job module 7030)
Closes and Sends the Defect as well as immediately creating a Job Task based on the Defect details. After the Defect is closed the new Job task will be opened automatically. See Job tasks for more details on "Fix Now".

**Route Survey Drive Screen**

The Route Survey Drive screen will allow you to raise Defects against a feature on the route. It will also track your GPS location keeping you in the center of the map.

You can raise defects in two ways:

1. **Raise a defect on a feature.** Typically used for point features like streetlights and trees where the location of the defect can be accurately determined from the feature location.
A feature which does not contain existing defects.

A feature containing existing defects.
Tap to display the feature and a list of all existing defects.
• Tap the feature from the list to create a new defect.
• Tap any defect from the list to review and supersede that defect.

A feature containing a new defect.
To edit the details of a new defect you must stop the driven survey and tap on the draft defect in the list of defects.

2. **Raise a defect at a point on the map.** Typically used for features such as road sections where the defect needs to be located within the bounds of the feature. Tap anywhere on the map and tap on the required fast defect type to create the defect at that location.

**Note:** Panning, pinch zoom or raising a defect will stop the GPS location from being tracked. You can restart the GPS tracking by tapping on the GPS button on the left of the screen.

### High Speed Surveys and Drop Marker

With high speed surveys it is very difficult to provide the details of a defect when travelling at speed. The drop marker button, shown above, allows you to place a marker on the map, at your current GPS location. This allows you to pull over at a later time and fill in the details of the defect by tapping on the marker.

**Note:** The marker may or may not display the purple dot of the GPS breadcrumb, this simply depends when the marker was placed.

### Route Survey Breadcrumb

Route Survey Drive screen will display a breadcrumb trail of GPS points as a series of purple dots which fade to a lighter shade over time. This allows you to see where you have previously been. ConfirmConnect will begin recording the breadcrumb trail once you have signed in. Signing out of ConfirmConnect will remove any existing breadcrumb trails. A maximum of 1000 points will be recorded, once you reach 1001 the oldest point will be removed from the Route Survey Drive screen.
Save Draft
At any time you may save the Route Survey and return to your tasks by using this button.

Complete
Complete the Route Survey. This option will complete the route and create an inspection batch in the host software setting the last inspection date to today's date for every feature, it will also submit all defects you have logged during the survey.

Routine Works

The task list will display any Routine Works that are currently assigned to you, which fall within the date range defined by the 'Show Tasks in Advance' setting found on the ConfirmConnect Settings screen in Confirm Client.

Displaying the Site, number of Features and Regime name. The date displayed is the current due date of the earliest Regime Item.

Selecting a Routine Works from the task list will launch the form which displays the details of each Regime Item applicable to the Feature/s and giving you 2 options to choose from for each Item.

Note: The Notes field is only available for each regime item when it is either skipped or completed.
Skip this Occasion
When Skip has been selected: The Completed checkbox and its label will be hidden

Note: Next to the message there will be a link with the words: Undo: When Undo is selected the Item displayed will revert to having the Completed checkbox and Skip link

Complete
Use to complete the work.
Complete will be defaulted to selected on Regime Items, which are due within the Routine Works earliest Due Date Tolerance.

Add Routine Occasion
The 'Add Routine Occasion' option is available on the main Connect menu, to add any Routine Works that is not currently shown in the Task List (only available if there are any Routine Maintenance tasks on the device).
Cost Capture

This section describes the workflow changes to Tasks when Cost Capture is enabled.

**Starting the Day** the Menu option "Start of Day" will be available and allows you to define your Gang members and Plant items to be used for the day.

The Task status buttons will now allow you to record productive and non-productive time as follows:

- **Start and Resume** allows recording of non-productive time prior to starting or resuming work against the current Task, for example: Travel time and going on a break.
- **Pause, Remove and Complete** allows recording of productive time against the current Task, for example: Actual time spent by the gang with plant and materials prior to going on a break or completing work.

**Removing a Gang Member**

Should you have the need to remove a Gang member from your team during a Task, it is recommended to pause the Task and leave them on the list, this ensures their time is logged. You then immediately Resume the Task and remove them from the Gang at this stage.

**For example:** John, Louise and Steve are working on a Job, Steve needs to leave. John pauses the Job but leaves Steve in the list of Gang members, this ensures Steve’s time working on the Job is captured. John then resumes the Job and removes Steve from the list, this indicates that Steve has now left so that no further time capturing occurs for Steve. Time capturing will continue for both John and Louise.

Gang members may return (added) at a later stage of the work, at which point, the Task would be Paused retaining the current Gang members and then a Resume will be done, at which point the new Gang member is added to the list.

**Plant Items**

When recording time for plant items you have the option to check or uncheck specific items. Checking the item indicates that it was used during the work. Having an item unchecked indicates that the item is with your Gang but wasn’t used on the Task, so would not suffer any wear and tear.

**Ending the Day**

Once the first Task has been completed or paused the "Start of Day" option will change to "End of Day", this option allows you to specify non-productive travel time against the last Task being worked on. Adding Materials at this stage could cover things like tipping costs and disposal of unused perishables.

**Note:** You cannot complete the End of Day process if a Task is still in progress. You will need to pause the outstanding Task before you can enter the End of Day details.

**Map**

The Map view displays all tasks currently assigned to you and, the first time you use it, will position itself to show your current location (requires GPS/Wireless functionality) and all of the tasks assigned to you.

**Identifying Task types**

The Map view will show each task with the same Icons you have seen on the Task list view with some minor differences. These are as follows:

**Accurate Location**

If the task has coordinates stored in Confirm the icon will display a shadow and a small pin or arrow at its base.
Approximate Location

If the task does not have coordinates stored against it in Confirm, the approximate icon is used to show the position based on its associated site or feature location.

Task Clustering

When you have multiple tasks assigned to you and your map extent is zoomed out far enough, these tasks will be shown as a clustered icon displaying the total number of tasks within that area.
The colour of the cluster icon will match the task, it believes, takes priority. The following list shows the priority order:

- Draft (orange) - one or more incomplete tasks in this cluster has been edited.
• Urgent (red) - one or more incomplete tasks in this cluster is urgent but there are no draft tasks.
• Normal (blue) - there are multiple incomplete tasks in this cluster and none of them are urgent or draft tasks.
• Done (green) - all tasks in this cluster have been completed (sent to Confirm).

Filter Tasks...
Filters the tasks shown in the task List on page 17 and the Map on page 33 using both the text contained in the task, the task type, Feature Group, Feature Type and any retrieved What's Going on here tasks.

For example:
• Using the filter of "Job" will show all Job tasks and any other task type containing the text "Job".
• Using the filter of "Job 200" will filter the list so that only the Job (numbered 200) and any task containing the text of both "Job" AND "200" will remain in the list.

Map Tools
In addition to the map tools such as Zoom in and out, it is also possible to rotate the map using multi-touch (pinch and rotate) on handheld devices. For Windows machines without touch, you can use Shift+Alt, hold left-click and move the mouse to rotate the map.

Create New from the Map
It is possible to create new Street Works Inspections, Enquiries, Defects and Features directly from the Map.

Creating a new Street Works Inspection, Enquiry, Defect or Feature from the Map
Tap on a location where you wish to create the new SW Inspection, Enquiry, Defect or Feature.

Creating a new SW Inspection, Enquiry, Defect or Feature from the map is the same as creating them from the Menu button with the following differences:
• The location at which you tap on the map will be used, preventing the need to Locate the task. You may still relocate as required.
• Tapping on a single existing task (map icon) will set the Feature field for a new Defect or Enquiry and the Site field for a new SW Inspection or Feature.
• Tapping on a cluster of existing tasks will automatically set the Feature fields for a new Defect or Enquiry and the Site fields for a new SW Inspection or Feature if all of those tasks contain the same Feature/Site.

Note: The options are displayed beneath existing tasks, you may need to pan down when tapping on a large cluster.

What's Going On Here
What's going on here allows you to view information on tasks already recorded in the local area. Tapping the what's going on here button will pop out a list of items to choose from.
Due Inspections  
Show all unassigned features that are due for inspections up to a maximum of 1 kilometre from the center of the map view.

Due Inspections

Overdue Inspections

**Note:** You may only select from Due Inspections or Routes, you may not perform both.

You can assign a Due Inspection by tapping on the appropriate icon and then tapping on the desired Route displayed in the information panel.

Routes  
Show Inspection Routes that have unassigned features that are due for inspection in the current map view.
Route containing one or more live and unassigned features and no overdue unassigned features.

Route containing one or more live and overdue unassigned features.

**Note:** If the map icon appears with a number (clustered), more than one Route has been found.

**Note:** It is possible that the icon for the route will appear off screen, this is because it will be placed in the centre of all live and unassigned features found for that Route.

You can assign a Route by tapping on the appropriate icon and then tapping on the displayed information panel.

**Features**

Show all features logged in Confirm up to a maximum of 1 kilometre from the center of the map view.

You can raise an Adhoc Asset/Condition Survey by tapping on the appropriate icon and then tapping on the displayed information panel.

**Note:** This default icon is shown for all Features which have no custom symbol specified. Custom symbols can be specified by the Confirm administrator for each Feature Type.

**Current Defects/Jobs**

Show all current defects not linked to a Job, and all Jobs which have not been completed, up to a maximum of 1 kilometre from the center of the map view.

**Current Jobs.**

**Completed Jobs**

Show all Completed Jobs up to a maximum of 1 kilometre from the center of the map view.

**Completed Jobs.**

**Enquiries**

Show all Enquiries that are up to a maximum of 1 kilometre from the center of the map view and have had a status update in the last 180 days.
Enquiries where the follow up date has not yet been reached.

Enquiries whose follow up date has passed.

**Completed Street Works**

Show all Completed Street Works containing Sites which are within their guarantee date, not older than 3 months and up to a maximum of 1 kilometre from the center of the map view.

If the guarantee date is not specified then Street Works will not be shown.

**Note:** Existing Unattributable works / Defective Apparatus notices appear here.

You can create an ad-hoc inspection on a trench by tapping on an existing Completed Street Works icon and then tapping on the displayed panel.

**Current Street Works**

Show all Current and Proposed Street Works up to a maximum of 1 kilometre from the center of the map view.

**Note:** Proposed works will not appear if the planned start date is more than 1 calendar month ago.

**Note:** Only Current and Proposed Street Works that have been updated in the last three months are displayed.

You can create an ad-hoc inspection on an existing Current Street Works by tapping on the appropriate icon and then tapping on the displayed information panel.

If you select a trench based Inspection Category the inspection will be recorded against the primary trench for the works (site number 1)

**Task Map**

Most Tasks include a map at the top of the form. This is designed to show where you currently are and where the Task is.
Navigate to Task

Clicking this icon will launch the navigation app on your device to give turn-by-turn directions to the Task location. Once navigation has completed you can return to ConfirmConnect using the appropriate method for your device:

- iPad / iPhone: Click on the "Return to Confirm" message in the notification area
- Android: Use the back button, switch applications or by closing the navigation app
- Windows: Close the navigation app

Locate / Relocate

Locate your task using the map.
• For point features, enquiries and defects, placing the cross-hair on your chosen location and tapping the OK button will then use those coordinates for the task and return to the task form.
• Use the address field to zoom to a location by typing in an address (street name) and selecting from the options provided.
• Switch between Road and Aerial views.
Will be shown as a blue dot on the map and is your current approximate location. If you zoom/pan away from your current location, you can tap the GPS button on the left to return to your current approximate location.

**Note:** GPS Location functionality (blue dot) requires GPS to be enabled on the device.

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**Draw Tools**

Allows the digitization of a feature task. Select from Point, Line and Polygon. The left most icon shows the currently selected tool.

**Note:** These tools are only available with Confirm v14.00 and above. Prior to this, only the crosshair is available.

- **Point**, will show a crosshair allowing you to pan the map to place the crosshair where you wish the feature to be located. Tap OK to complete the location.

- **Line**, draw a line by tapping once to place the first point on the map, tapping further will create a line by joining each point you tap. To finish, either double tap on the final point or tap OK. Tapping OK will close the locate/relocate screen and return you to the task form.

- **Polygon**, draw a polygon by tapping once to place the first point on the map, once a third tap has been performed a polygon will be drawn. To finish, either double tap on your final point or tap OK. Tapping OK will close the locate/relocate screen and return you to the task form.

  **Note:** Selecting a different draw tool will clear the current digitization, if this was done in error you can tap the Cancel button to return to your task and undo any edits made.

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**Transfer**

**Transfer Tab**

The Transfer tab displays all tasks currently being performed. It can include the following transfer message types:-
- **Lookups** - these can be seen once you have signed in or when a Refresh from the Menu has been performed.
- **Tasks** - Tasks are transferred upon sign in and when the Refresh button is used.
- **Photos** - A message will appear for each photo being uploaded.
- **Map Caching** - When online via wireless connectivity only. Message indicates that it is caching maps for use when offline. See [Offline vs Online (caching)] for further details.
- **Get Features at Task Locations** - (Feature Caching) will cache all features for use when offline. See [Offline vs Online (caching)] for further details.
- **Officer Location** - GPS Tracking will create an Officer Location message for each update.
- **Warnings** - See the Warning messages section below for further details.
- **Errors** - These can occur if communication with the Web Service is lost. These messages and underlying tasks will automatically be resent once the service is accessible again.

### Photo Messages

Photo Messages will display the Task Type they belonged to as well as the document link name. There is one additional line of information with 3 possible results:

1. **Gallery Filename: 123456789.jpg** - Android Only: Indicates the photo was taken using the Photo button. This filename may still be found in the device's gallery.
2. **Taken on 10 Feb 2015 at 16:26** - iOS Only: Indicates the photo was taken using the Photo button and the date/time in which the photo was added to the task.
3. **Taken from Gallery on 10 Feb 2015 at 16:26** - iOS and Android: Indicates the photo was added to the task using the Folder button at the specified time.

**Note:** For points 2 and 3, we are unable to obtain the actual filename.

### Warning messages

Warning messages are shown on the Transfer tab with an exclamation icon to the left of Transfer. Each warning message will display text indicating what has occurred during the transfer process. It is recommended to check this text and inform your Confirm administrator before removing them as they may indicate that a correction is needed in the main system.

**Note:** It is possible to continue working whilst these messages are displayed.
Examples
Below are some examples of the types of warnings that may occur.

- A Duplicate Job.
- A Defect which has been uploaded with a Cost Code that is invalid for the Contract.
- A Defect being uploaded where the defect type has it's dead flag checked.
- Photos may also produce a warning message in cases where their associated task failed to be created in Confirm.

![Confirm Connect interface with examples]

Note: Should this occur, the task and photos will have been removed from the device.

Linked Documents

If a task contains one or more linked documents such as a photo or a pdf document, these will be shown in the Linked Document section of each task.

Image documents will be displayed as a thumbnail version of the full sized image and other documents will show a thumbnail image of a blank document.

If the document was not retrievable an "Access Denied" or "File not Found" thumbnail image will be shown.
Access Denied - ConfirmConnect is unable to access the location specified in the document store location.

File not Found - ConfirmConnect has access to the location specified in the document store location but is unable to locate the document.

Non-image document - ConfirmConnect will display this icon when a document has been found and identified as a non image document.

URL document - ConfirmConnect will display this icon when a document has been stored on a Web based document management system.

**Note:** Document links can only be viewed while online as the full document is only retrieved when selected for viewing.

**Job Documents**

Job document links and any associated Defect document links will be displayed on Job tasks. Any duplicated document links will only be displayed once, showing the Job document links in preference to the Defect document links.

**Risk Attributes**

If a task is linked to a Feature and this has Risk Attributes then these will be shown alongside the details of the Feature.

A summary of all the different Risk Attributes that are on any downloaded tasks can be viewed by opening the Start of Day page or by selecting the Risks button at the top of the Task List and Map (Risk button will only be displayed if there is at least one Risk Attribute downloaded).

A total of all unique Risk Attributes downloaded to ConfirmConnect is shown on the Risks button at the top of the Task list and Map.
Superseding Defects
Available for Condition Survey module (7010).
This functionality allows you to view the details of any existing Defects and supersede (update) them if required.

Superseding an existing Defect
To supersede a Defect tap on an existing Defect in the Defect list on your task. You can now view the defect details and use the edit option to make any changes required.
If you make a mistake, and haven't yet sent the Defect back to Confirm, tap the discard button to return to the original Defect details.

Defect Icons
Each Defect in the list will have an icon to represent its current status.

- An existing Defect which has a Job linked to it.
- An existing Defect which has a Job linked to it that has been superseded (edited).
- An existing Defect
- A Defect which has been superseded (edited).
- A Defect has been superseded and sent back to Confirm.

Note: A superseded Defect is no longer editable once it has been sent back to Confirm.

- A New Defect which has been added but not sent to Confirm.

Note: Draft Defects are only visible on the task they were created on. They will no longer be shown once they have been sent to Confirm.

Link to Enquiry
The Link to Enquiry button allows you to link a Defect to an Enquiry which has been assigned to you (on your task list). Enquiries which already have a linked defect will not be available as you may only link one defect to an Enquiry.
**Note:** It is not possible to Link Adhoc Defects (those raised from the Menu > New Defect option).

### Document Links and Superseding Defects

Any document link which exists for the Defect being superseded will be displayed on the superseding Defect. Should a superseded Defect be linked to a Job, the Job document links will also be displayed.

### Defects linked to existing Jobs

When a Defect is linked to an existing Job it is still possible to supersede the Defect. The superseding Defect allows you to view and update the current status of the Job.

The following fields will not be available when the Defect is linked to a Job:

- Assign To
- Contract
- Cost Code
- SOR Items

The "Job X" (X = Job number) section will contain the following fields:

- Priority (read only)
- Preferred Contract (read only, if applicable)
- SOR Items (read only, if applicable)
- Current Status
- Notes
- Current assigned Officer (can be re-assigned)

**Note:** The "Fix Now" option will not be available when the Defect already has a Job.

### Superseding a Defect that exists on multiple tasks

Changes can be made to a superseding Defect from any parent task. However, the superseding Defect can only be sent or discarded from the task it was originally created against.
FAQ

This section will cover any frequently asked questions for the software.

Superseding Defects

Why hasn't my Defect been sent to Confirm?

With superseding Defects, the Defect will be linked to the Task is was first created against and not the one it was completed with.

For example:

- Inspection Route A and Inspection Route B both contain Feature 123 and are assigned to Officer ABC.
- Feature 123 has Defect 567 logged against it.
- Defect 567 is displayed in the Defects panel when viewing the Survey details of Feature 123 on both Inspection Routes.
- Tapping Defect 567, when viewing the Survey for Inspection Route A, displays the Defect details on a separate Defect page.
- Editing Defect 567 causes it to be superseded, and the superseding Defect will be displayed in place of Defect 567 on both Inspection Routes.
- The superseding Defect is associated with Inspection Route A, when it is Sent, because that was the Inspection Route from which it was superseded.

Note: Using the scenario, in the above example, the following clarifications apply:

- Using Send Now on the Defect 567 from the Survey on Inspection Route B will still upload Defect 567 as part of Inspection Route A.
- Completing the Survey on Inspection Route B will NOT send the Defect as the Survey for Inspection Route A has not yet been completed.

Font Size

How can I change the font size?

You are able to change the font size by tapping on the Menu and then the About button. This will present you a + and - button to increase or decrease the size of the font used by ConfirmConnect.

Offline vs Online (caching)

What can I do when my device is offline?

ConfirmConnect is designed to allow you to continue working even when your device has no connection to the server, e.g. no signal. This page will help you to identify what can and can not be done when your device is offline.

Online

When a device is online, full functionality is available to you.
Offline
When a device is offline, functionality is limited in the following ways:

**Note:** When any transfer task is unable to communicate to the server a "Server Error" message will be displayed. These tasks will continue to retry until successful.

- Completed tasks along with any Photos will be queued in the Transfer tab until a connection to the server is re-established.
- The Refresh Lookups menu option will queue each of the lookup requests on the Transfer tab and they will complete once a connection to the server is re-established.
- The Refresh button will queue a request to refresh your task list on the Transfer tab. Your task list will automatically refresh itself once a connection to the server is re-established.
- The Select Routes menu option will not work while offline and will just present an empty list. You can cancel from this screen and try again later.
- Requests for Features e.g. new Defect select Feature, will only display Features which have been cached on the device. See Feature Caching for further details. ConfirmConnect will also queue a request to the server for Features near to the location you have specified, so if the Feature you require isn't available then you can save the item as a draft and come back to it later once a connection to the server has been re-established.
- Requests for Sites e.g. new Feature select Site, will only display Sites which are linked to other tasks on the device. ConfirmConnect will also queue a request to the server for sites near to the location you have specified, so if the site you require isn't available then you can save the feature as a draft and come back to it later once a connection to the server has been re-established.
- Maps - If you are using server based mapping services, you will only see maps if you have recently viewed that location or if the maps for the location have been cached when ConfirmConnect was last connected via WiFi. See Map Caching below for further details.
- Whats Going on Here - these requests will not work while offline, a transfer message will appear in the transfer tab and will complete when a connection is established.
- A sign out request will not work. This is because the request needs to communicate with the server to release any assigned modules.

Feature Caching
ConfirmConnect will cache any feature which is within a set distance of any Enquiry tasks.

- Enquiry has its own coordinates or is linked to a point Feature = point Features within 25m and non-point Features within 250m, or the distance set on the locate features system setting, of the point location.
- Enquiry is linked to a non-point Feature or not linked to a Feature = point Features within 25m and non-point Features within 250m, or the distance set on the locate features system setting, of the rectangle formed by the minimum and maximum Eastings and Northings of the Feature / Site the Enquiry is linked to

Feature Caching will also cache the Feature associated on any task you have on your task list, regardless of the task type.

Map Caching
ConfirmConnect will perform a Map Caching task only when it is connected via WiFi to the ConfirmConnect server and when no other transfers are currently taking place. This process will cache map tiles which surround each task in your task list. This will allow maps to be displayed when the device is offline.

**Note:** If Map Caching is Paused, it will remain in this state until you Resume.
Note: Map Caching is disabled for the Win32 version of ConfirmConnect. This has been done as there is currently no method to identify if the Win32 client has a Wireless or 3G/GPRS connection.

Troubleshooting Connection/Transfer Errors

Errors can occur when using ConfirmConnect and this page is designed to help diagnose and resolve them.

ConfirmConnect has three main components which work together with the main Confirm system to deliver its functionality.

1. **ConfirmConnect Client**: Installed on mobile devices.
2. **ConfirmConnect Service**: Installed on a server. Downloads data from the main Confirm system to the ConfirmConnect Client.
3. **Confirm Connector** Installed on a server. Uploads data to the main Confirm system from ConfirmConnect Client.

Server Based Errors

The following message is returned from the ConfirmConnect Web Service.

- **Server is Busy**
  
  Server is busy message indicates that a connection to the server has been made but a response has yet to be received. This message will automatically retry after a period of time and does not require any further action.

Device Based Error Messages

The following is a list of errors that occur with the ConfirmConnect Client.

- **Cannot Connect to Server. Check data Connection.**
  
  Occurs when a connection to the URL is not available. This means that the device has either gone offline or there is a temporary delay receiving data from the server. The transfer will be tried again when the timer reaches 0.

- **ConfirmConnect service not found. Check URL.**
  
  ConfirmConnect has connected to the server but the web service has not been found.
  
  If this error is encountered on the Sign in screen, the URL may have been entered incorrectly. Check with your Confirm Administrator that you have entered the correct URL.
  
  If this error is shown on the Transfer tab, it is likely that the WebSite is down. Check with your Confirm Administrator.

- **ConfirmConnect service is currently unavailable.**
  
  ConfirmConnect has found the web service but it is not working correctly.

- **Device is currently offline**
  
  Occurs when the timer on the Cannot Connect to Server message reaches 0 and the device has no 3G or Wireless connection.
  
  The Retry Now can still be used to retry the transfer once a 3G or Wireless connection has been re-established.

  **Note:** ConfirmConnect will attempt the transfer again once the device regains a 3G or Wireless connection.
• I have received one of the above errors, what do I do?

Perform the following steps to help identify where the problem lies:

1. Does the device have an active 3G or Wireless connection? - Launch the Web Browser application on the device and perform a web search. If the web search succeeds, move to step b. If the web search fails, a connection will need to be re-established before transfers will continue or a login can be achieved.

2. Can the device browse the server URL? - Launch the Web Browser and navigate to the server URL, entered on the login screen, and append “testconnection.dita” onto the URL. If this page displays move to step c. If this fails, then the URL is not accessible to the device and you should check with those responsible for the web service.

3. Enter your login details and tap the test button. If results are returned, move to step d. If no results are displayed after 5 minutes and you only see "Connecting to service. Please wait!", then arrange for the same test to be run directly on the server.

   **Note:** 5 minutes will allow enough time for the request to be processed by the server in the event of multiple queued requests.

   If the test directly on the server does not respond after 5 minutes please contact Pitney Bowes support.

4. Review the results of the “testconnection.dita” page. If the results are all green ticks then move to step e. If there are some red crosses, then supply these results to the Confirm Administrator to investigate the cause of the error mentioned.

5. With all pass results on the test page, retry/re-check ConfirmConnect.

   If ConfirmConnect is still failing after running through these 5 steps, you will need to manually stop the application.

   Relaunch ConfirmConnect. If, after relaunching ConfirmConnect, the problem still persists, contact Pitney Bowes support with the details shown on the Transfer tab or the login page (if you were logging in).

**Authentication Required**

The Authentication Required message can appear when a User’s password (in Confirm) has changed. You will need to enter the password and tap the submit button to resume transferring.

**Server based Error Messages**

The following is a list of errors that appear on the Client but are server (service) based problems.

If you are experiencing any of these errors, you will need to contact the Confirm Administrator. You will need to provide the Administrator with your ConfirmConnect user name, the time at which the error occurred and a brief description of what you were doing.

• **Build version V**.*.* is not compatible with database version V**.*.*

  ConfirmConnect has connected to the server but the Confirm Connector and the Confirm main system Database versions are not compatible.

• **The maximum supported version of ConfirmConnect is V**.*.*

  ConfirmConnect client has connected to the ConfirmConnect service but the client version is newer than the service.

  Resolve this issue by either upgrading the ConfirmConnect service or installing the older version of ConfirmConnect on the device.
**Note:** Un-installing the current version of ConfirmConnect will remove the installation ID and a new one will be used once you have installed and signed in with the older version. This will use another device licence from Confirm.

- **An Internal ConfirmConnect service error occurred**
  
  This is a http 500 error indicating that there has been a problem with the ConfirmConnect Service configuration. Run through the steps outlined in the **How to troubleshoot Server based errors** section below to help identify the cause of this error.

**How to troubleshoot Server based errors**

There are many different types of errors which can occur, the steps below will help to identify their cause. These steps should be used when encountering errors not listed on this page.

1. Using a web browser, browse to the testconnection.dita page by appending "testconnection.dita" (excluding quotes) to the URL used when signing into ConfirmConnect.
2. Review the results of testconnection.dita page to identify any problems.
3. If the test page just hangs then replace "testconnection.dita" with "confirmmobileservice.svc/status". Confirmmobileservice.svc/status will either fail to run and produce a message indicating the problem or it will succeed.
4. If the confirmmobileservice.svc/status succeeds (as shown with text displaying a version number) then you will need to review the **ConfirmConnect Logging** files to identify what the problem could be.

**How to manually stop ConfirmConnect**

It is sometimes necessary to stop ConfirmConnect the details below explains how.

**Android** go to Settings > Apps (Application Manager) > Confirm and use the Force Stop option.

**iOS - prior to version 7** press the Home button to return to the home screen and then double tap the home button to pull up a list of all running applications, now tap and hold the Confirm icon, finally, tap the minus symbol on the top left of the icon.

**Note:** You will not lose any work when manually stopping ConfirmConnect

**iOS - version 7 and above** double tap the home button to pull up a list of all running applications, now tap and flick the Confirm window up.

**Blank Maps**

**I'm using my settings.js file but I have a Blank Map?**

A blank map indicates that the settings.js file has been found by ConfirmConnect but it is unable to access the data specified within the file.

This could be because ConfirmConnect is positioning the map in a location that is not covered by your mapping service. To test this, create a new Enquiry or Defect and use the Locate option to open a map. Then use the Search tool to find an address that is definitely covered by your map service. If your maps display you can toggle between your maps and the Bing Aerial maps to make sure that everything lines up correctly.

The other likely causes of a blank map will be incorrect entries in the settings.js file or you have no network access to the service specified in the URL entry.

When investigating network access issues, consider the following:
• Do devices which connect via a VPN have access to the mapping service?
• Does the device have access to the service if the Mapping Service is located within your organisations internal network but the device connects to the Internet via a mobile service provider?

Windows Touch Screens

My Windows 8 touch screen device does not correctly register where I tap.

Windows 8 touchscreen devices may require display scaling to be disabled in order for ConfirmConnect to correctly register where you have tapped. To change this setting:

• Go to the directory where ConfirmConnect is installed and locate the ConfirmConnect.exe file.
• Select the properties for the application file and select the "Compatibility" tab.
• Tick the box next to "Disable display scaling on high DPI settings".

After performing these steps touch screen events should occur in the correct location.

Locating Features

How does the locate features functionality find our features?

ConfirmConnect will find all features containing spatial data which are within 25m of the located point on the map.

If there is no spatial data for the feature then ConfirmConnect will use the Easting and Northing information stored against the Feature in Confirm:

• Point Features within 25m of the located point will be displayed in the list of available features.
• For non-point Features, a bounding box is created using the Features' Easting and Northing extents, and all Features whose bounding boxes intersect within 250m, or the radius specified in the locate distance system setting, of the located point will be displayed in the list of available features.

A maximum of 50 Features will be shown in the list. This limit is generally sufficient, so when a Feature is not listed the cause could be any of the following:

• Point Features having coordinates in Confirm that incorrectly classify them as non-point (having extents with different values) could cause more than 50 results found.
• Features not having any coordinate information. These will never be shown.
• The Feature is not in a group flagged as selected for adhoc inspection.
• Linear Features (non spatial) whose extents create bounding boxes that do not encompass the entire feature. See example below:

Example: In this example the Feature is not within 250m (this is the default search distance when not overridden by the locate distance system setting) of the located point. The orange dot represents extent 1, red dot is extent 2 and the centroid is either not populated or it has the same coordinates as either extent 1 or 2.
Can the locate features search distance be changed from the default 250m?
Please contact Pitney Bowes for SQL to set the system setting to the required distance in metres.

User Terminology

Does ConfirmConnect use Confirm user Terminology?
Yes, When logging in, ConfirmConnect will use any configured user terminology set in the Terminology System Settings screen within the Confirm Host. Full Term is used and, if not found, Medium Term and finally Short Term.
Photos

Are photos taken with ConfirmConnect backed up on the device?
Yes, a copy of each photo taken with the camera button will be placed into the device’s gallery and will not be automatically removed by ConfirmConnect.