

# **Work Instructions User Guide for Operators**

## **Connected Worker Solutions**



# Title and Copyright

**Copyright** and **Terms of Use** page for **Connected Back Office**.

User Guide for **Digital Work Instructions**, a *Connected Office Worker Solution*.

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# Preface

Understand audience, know related documents and products and conventions followed in this document.

## Intended Audience

This user guide is for plant maintenance field service technicians in your organization. The user guide familiarizes operators or technicians with features and functionality of the Connected Back Office solution.

## Document Conventions

**Table 0-1 Conventions followed in the document**

Convention	Meaning
<b>boldface</b>	Indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Indicates book titles, emphasis, or placeholder variables for which you supply values.
monospace	Indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter

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- [Work Order Management](#)
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# 1. Introduction to Digital Work Instructions

Operators can access work instructions in mRounds at the round plan and task levels. This allows you to review instructions before starting a job to understand requirements, tools, and safety considerations, or to refer to them during the job if you need guidance or clarification.

Work instructions provide high-level process overviews as well as detailed, step-by-step task guidance, helping ensure work is completed safely, consistently, and correctly.

## **Each instruction contains:**

- **Prerequisites:** Tools, parts, safety equipment, and required skills
- **Guidance:** Step-by-step procedures with photos or videos
- **Expertise:** Senior operator tips and common warnings

## 2. Access Digital Work Instructions

To get an overview of the Work Instructions:

1. Tap on **DWI** at the bottom to navigate to the **Digital Work Instructions (DWI)** module. By default, it opens the **All** tab, where you can see all the work instructions available.

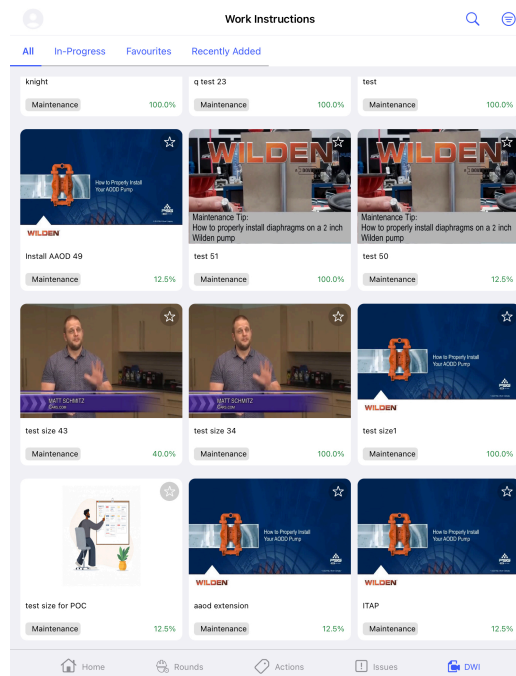


**Note:**

On a specific work instruction tile, tap the star icon to save the work instructions in your favourites.

2. Tap the **In-Progress** tab to view work instructions that are in progress.
3. Tap the **Favourites** tab to view work instructions you have added to favourites.
4. Tap the **Recently Added** tab to view work instructions added to the repository recently.

Figure 2-1 DWI Module



5. Tap the **Download** tab to view the downloaded work instructions.
6. Tap the **Search** icon to search for a particular Work Instruction.
7. Tap the **Filter** icon to filter work instructions on the basis of **Category** and select **Apply** to save the filter. Filters fetch and display Work Instructions based on:
  - a. My Rounds
  - b. Open Rounds

## 3. Access Instructions from mRounds

You can access work instructions at both the round and task levels. This allows you to view high-level guidance for an entire round or detailed instructions for individual tasks.

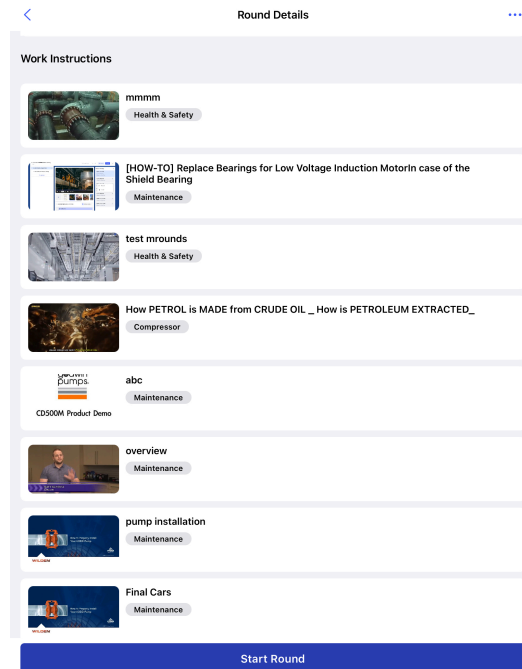
This chapter has the following topics:

- [Access Instructions at Round Level \(on page 8\)](#)
- [Access Instructions at Task Level \(on page 9\)](#)

### 3.1. Access Instructions at Round Level

To access the work instructions at the round level:

1. In the **Rounds** screen, tap the **My Rounds** tab.
2. Select the assigned round.
3. Scroll to the **Work Instructions** section.



4. Tap the instruction tile to open it.

You can view the following two sections:

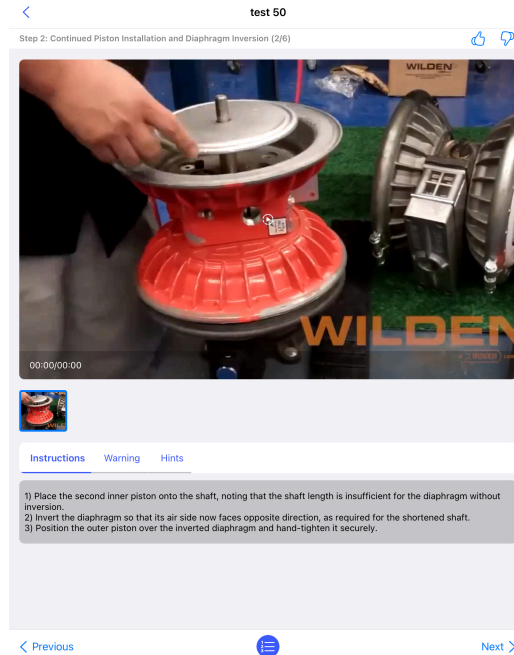
- a. **Steps:** Tap on a step to view instructions and other details, such as **hints**, **warnings**, **feedback**, and other relevant information.
- b. **Instruction Details:** It displays an overview of the round operation.



**Note:**

Tap on the **Star** icon at the top right corner to favourite a set of instructions.

5. Tap on a step to view **detailed instructions**, as well as any warnings, hints, or feedback, if available.
6. On the **Instructions** page, tap **Next** or **Previous** to navigate through the steps. Tap the Step List (**round button** in the center) to view an overview of all steps.

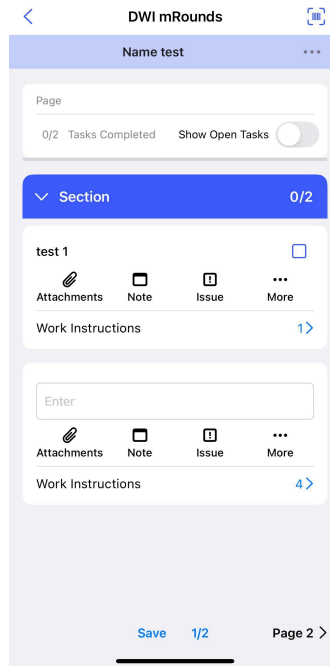


7. Tap on the **Thumbs Up** or **Thumbs Down** button at the top right corner to give feedback accordingly.

## 3.2. Access Instructions at Task Level

To access the work instructions at the task level:

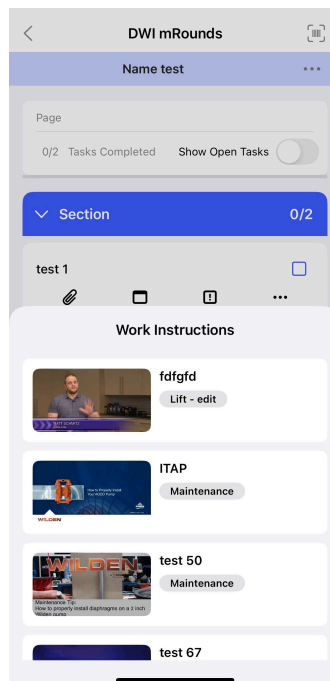
1. In the **Rounds** screen, tap the **My Rounds** tab.
2. Select the assigned round.
3. Tap the **Start Round** button.
4. Tap **Location or Asset**.
5. Tap on **Work Instructions** (if available) to view the instructions associated with the task.



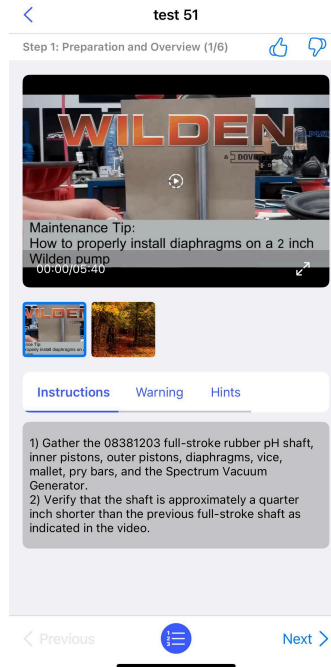
6. Tap the instruction tile to open it.

You can view the following two sections:

- a. **Steps:** Tap on a step to view instructions and other details, such as **hints**, **warnings**, **feedback**, and other relevant information.
- b. **Instruction Details:** It displays an overview of the round operation.



7. Tap on a step to view detailed instructions, as well as any warnings, hints, or feedback, if available.
8. On the **Instructions** page, tap **Next** or **Previous** to navigate through the steps. Tap the **Step List** at the bottom center to view an overview of all steps.



9. Tap on the **Thumbs Up** or **Thumbs Down** button at the top right corner to give feedback accordingly.



**Note:**

Not all operations have instructions. If this section is empty, complete the job using your normal process.

## 4. Provide Feedback for Work Instructions

The Feedback feature allows you to share observations, issues, or improvement suggestions directly on a specific step of a Digital Work Instruction. Feedback can include text as well as attachments such as images, videos, or documents for better clarity.

To Add Feedback to a Work Instruction Step:

1. Open the required **Digital Work Instruction**.
2. Navigate to the relevant step.
3. Tap the **Feedback** option.
4. Enter your feedback comments.

You can also add attachments to support your feedback. You can include files along with your feedback to provide better context. Supported attachments include:

- Images (JPG, PNG)
  - Videos (MP4)
5. Submit the feedback.

Your feedback is saved and linked to the selected instruction step.

### **Key Points:**

- Add **multiple attachments** to a single feedback, preview them, or remove them before submitting.
- Attachments must meet supported **file type** and **size limits**; unsupported or oversized files are rejected with an error.
- **Network connectivity** is required to submit feedback with attachments. When offline, uploads are blocked or queued and a message is shown.
- If an upload fails, a clear error is displayed and you can retry; failed files are not saved, while successful ones remain intact.
- Submitted feedback is linked to the **specific instruction** step, and attachments can be viewed later.
- Existing feedback without attachments continues to work as usual.

**Best practice:** Add feedback during step execution, use images or videos for clarity, verify attachments before submitting, and ensure you are online when attaching files.