

Digital Work Instructions User Guide for Technicians

Connected Worker Solutions



Title and Copyright

Copyright and Terms of Use page for Digital Work Instructions.

User Guide for **Digital Work Instructions**, part of the iCWP platform.

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Preface

Use this guide according to your role and understand the related products and document conventions.

Intended Audience

This guide is for maintenance technicians and mRounds operators who access and follow Digital Work Instructions from iMaintenance work orders and operations or from mRounds rounds and tasks.

Document Conventions

Table 0-1 Conventions followed in the document

Convention	Meaning
boldface	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.
<code>monospace</code>	Indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

Application Integration

Digital Work Instructions are authored and managed in iCWP Web. Field users open and follow published instructions through iMaintenance mobile or mRounds mobile, according to where the work is executed.

Related Products & Solutions

- [Work Order Management](#)
- [Inventory and Warehouse Management](#)
- [Analytics and Dashboards](#)

Related documentation:

- iMaintenance User Guide for Technicians
- iMaintenance User Guide for Supervisors
- mRounds User Guide for Operators

- mRounds User Guide for Supervisors
- Digital Work Instructions User Guide for Supervisors
- iCWP 2607 Release Notes

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1. Introduction to Work Instructions

Use this guide to find the instruction for your job or round, prepare it for field conditions, follow its guidance, and report problems.

A Work Instruction supports execution but does not replace the work-order, operation, round, or task workflow in iMaintenance or mRounds.

Follow the technician or operator journey

1. [Open the instruction \(on page 8\)](#) from iMaintenance, mRounds, or the available instruction library.
2. For iMaintenance work, select an available language when needed and [prepare media for offline use \(on page 32\)](#) before leaving network coverage.
3. During execution, [review prerequisites and follow the ordered steps \(on page 27\)](#) while completing the actual work in the source application.
4. When guidance is unclear, incorrect, incomplete, or outdated, [provide feedback \(on page 28\)](#) and follow the approved escalation process for safety-critical concerns.

1.1. About Work Instructions

Work Instructions provide prerequisites, safety information, media, and ordered steps before and during work-order or round execution.

Use Work Instructions to:

- Access standardized guidance from iMaintenance work orders and operations or from mRounds rounds and tasks.
- Review prerequisites, tools, safety requirements, and required skills before starting work.
- Follow detailed steps supported by images and videos.
- Use warnings, hints, and expert guidance captured by experienced personnel.
- Provide feedback so authors can improve the published instruction.

1.2. Compatible Devices and Applications

Digital Work Instructions are authored in iCWP Web and consumed through the iMaintenance and mRounds mobile applications.

Use the approved iCWP Web browser requirements when authoring Digital Work Instructions. For field use, the device must meet the requirements of the application through which the instruction is opened: the iMaintenance User Guide for Technicians for work orders and operations, or the mRounds User Guide for Operators for rounds and tasks.

1.3. Frequently Asked Questions

Review common questions about finding, downloading, following, and reporting problems with Work Instructions.

1. What are Digital Work Instructions (DWI)?

Digital Work Instructions provide step-by-step guidance, safety information, prerequisites, and expert recommendations to help technicians perform tasks correctly and consistently.

2. Where can I access Work Instructions?

Work Instructions can be accessed from an assigned work order, an operation, or the Work Instructions library.

3. What information is included in a Work Instruction?

A Work Instruction may include **prerequisites**, **required tools** and **safety equipment**, **step-by-step procedures**, **images**, **videos**, **warnings**, and **expert tips**.

4. Why don't I see a Work Instruction for my work order or operation?

Not all work orders and operations have an associated Work Instruction. If none is available, do not assume the procedure. Contact your supervisor or follow the approved site process before starting the task.

2. Access Work Instructions

Open the instruction from the work context where it was assigned, or browse the available instruction library.

Choose the route that matches the application and assignment level used for your work:

- [iMaintenance \(on page 8\)](#): open an instruction from a work order, an operation, or the Work Instructions library.
- [mRounds \(on page 18\)](#): open an instruction from a complete round or a specific task.

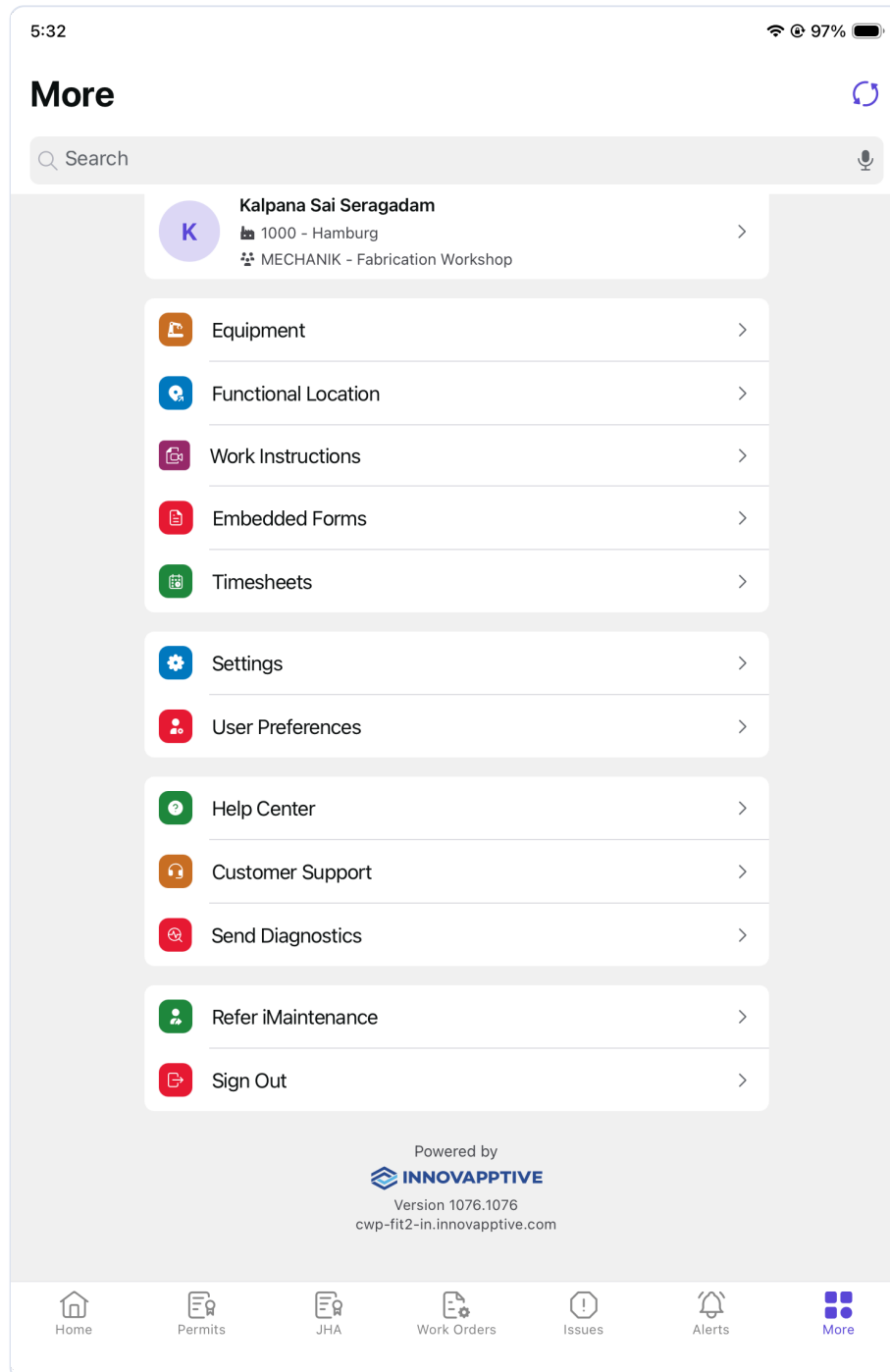
Opening an instruction does not start, complete, or change the status of the related work. Return to the active work record to perform the execution actions required by the application.

2.1. Access Work Instructions in iMaintenance

Open a linked instruction from a work order or operation, or browse the Work Instructions library when you are not inside a specific job.

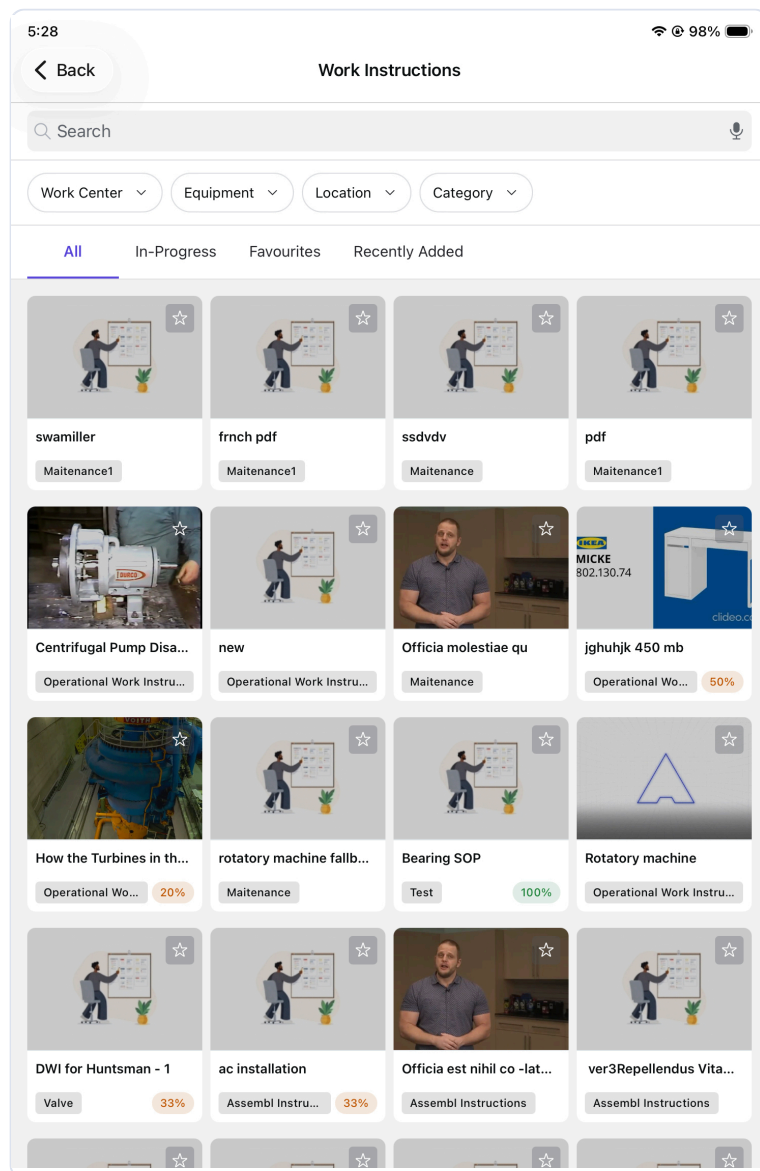
Use [work-order level \(on page 11\)](#) when the guidance applies to the complete job. Use [operation level \(on page 15\)](#) when it applies only to one operation. Use the following library route to browse published instructions outside a job.

1. On the bottom menu, tap **More**.



2. Tap **Work Instructions**.

By default, **All** displays the available instructions.



Note:

Tap the star on an instruction tile to add it to **Favorites**.

3. Use **In-Progress**, **Favorites**, **Recently Added**, or **Downloaded** to narrow the list.

The **Downloaded** tab appears after at least one instruction is downloaded.

4. Use Search to find an instruction by name.

5. Use Filter to narrow instructions by Work Center, Location, Equipment, or Category.

6. Tap the required instruction.

Result

The selected instruction opens from the iMaintenance Work Instructions library.

Next action

Next: Review the prerequisites and follow the instruction during the job. *(on page 27)*

2.1.1. Access Instructions at Work Order Level

Open the instruction linked to the complete work order, the selected operation, or the Work Instructions library, depending on how you reached the job.

Before you begin

- The work order must be synchronized to the device.
- The instruction must be published and linked to the work order.
- You must have permission to view Work Instructions.
- Download media before entering an offline area, if required.

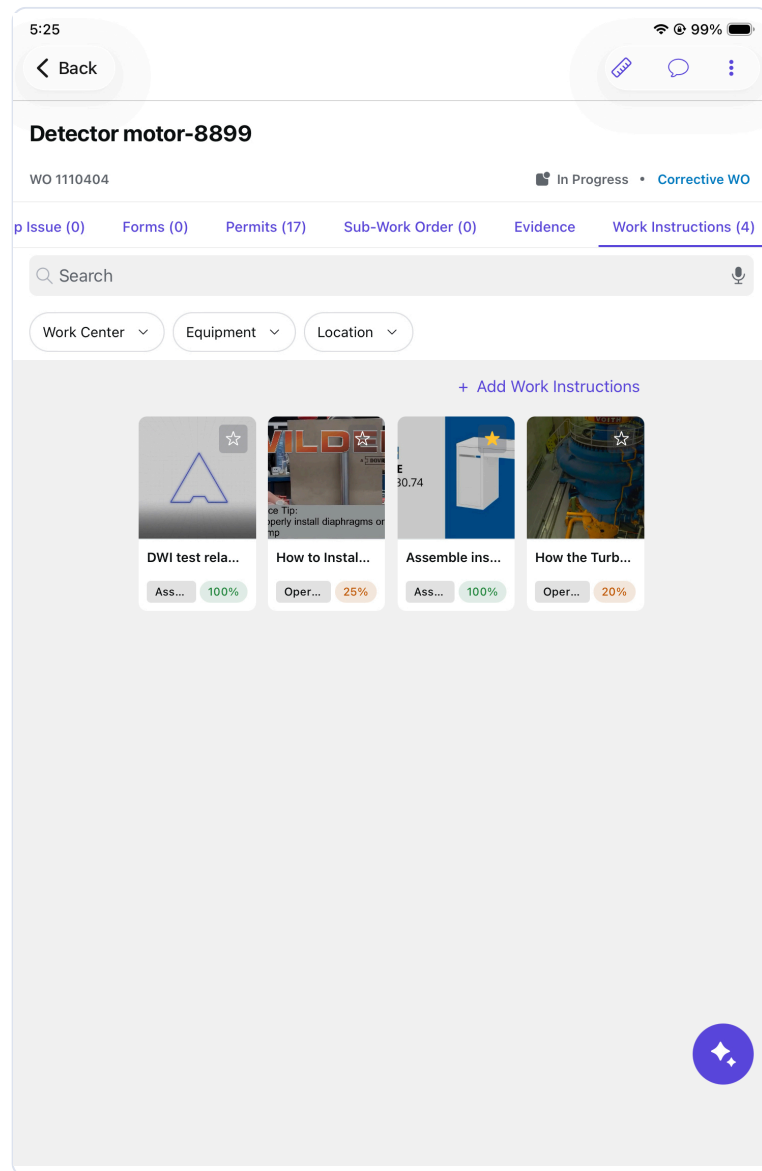
Choose an Access Route

- **Work-order level:** Use when the guidance applies to the complete job or multiple operations.
- **Operation level:** Use when the guidance applies only to one operation.
- **Work Instructions library:** Use when you need to browse outside a specific job.

The following steps use the work-order-level route.

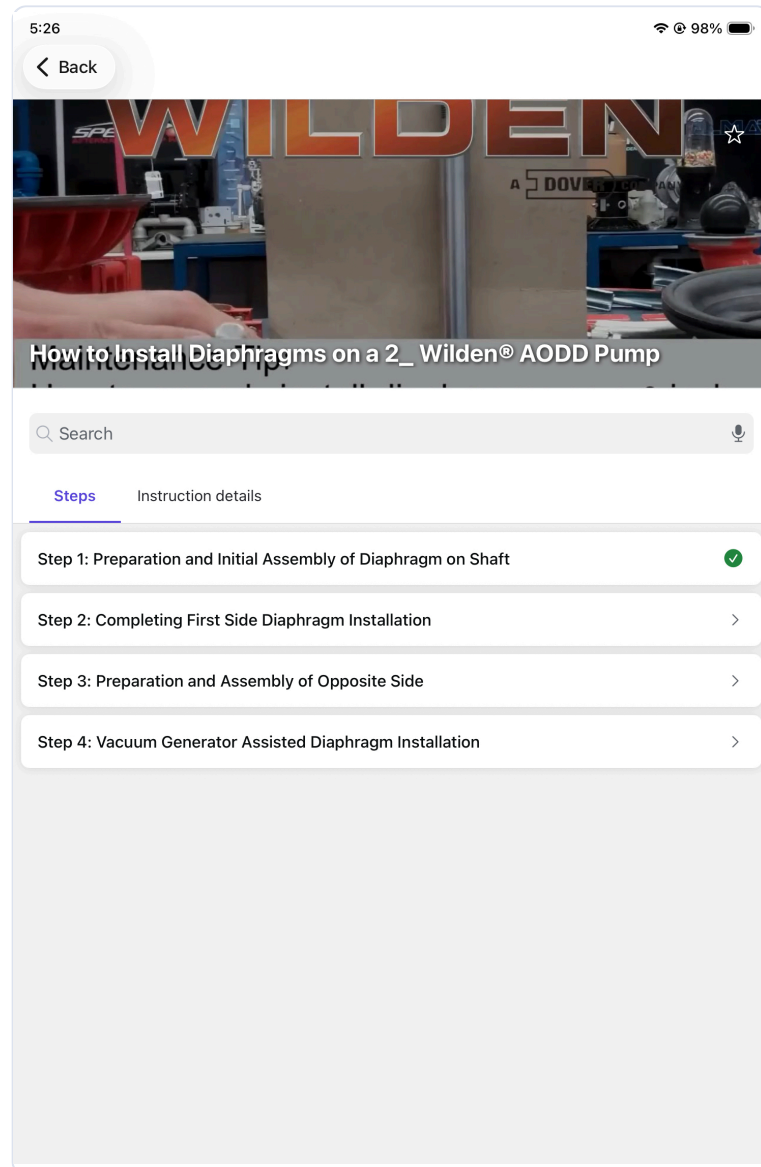
To open a work-order-level instruction:

1. Open the assigned work order in iMaintenance.
2. Open the **Work Instructions** tab.



3. Review the available instruction tiles.

4. Tap the required instruction to open it.



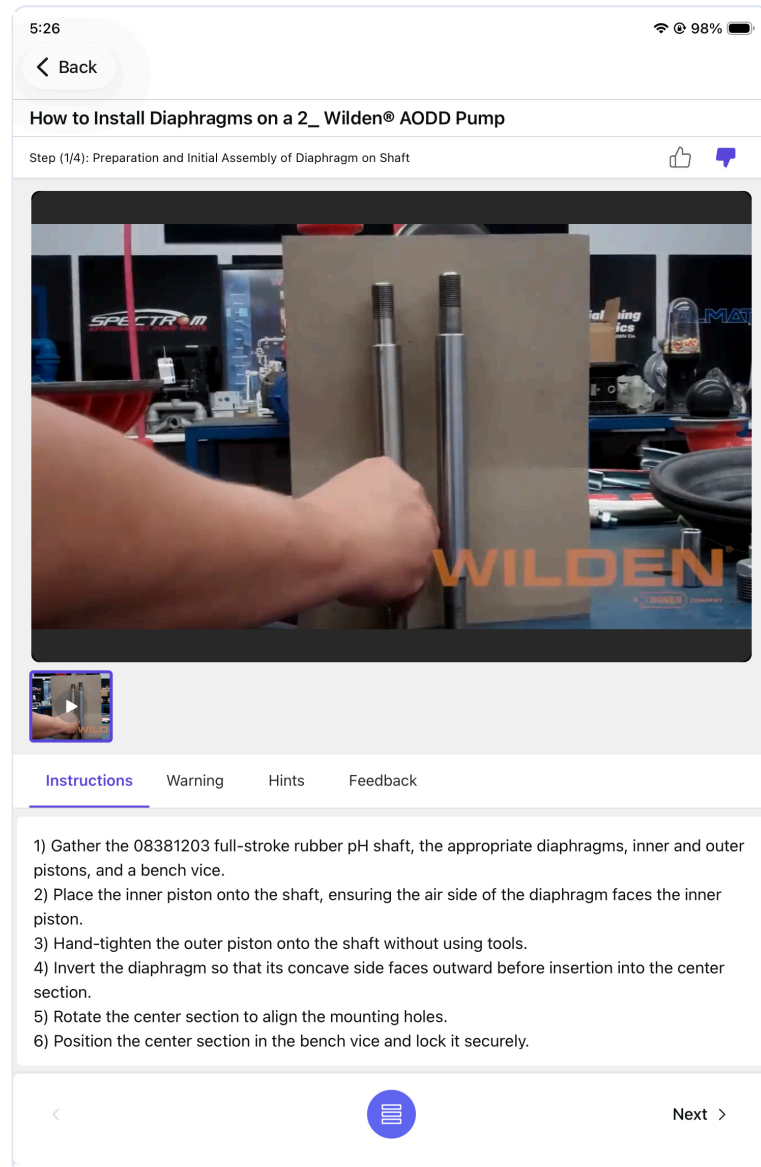
5. Review **Instruction Details** and prerequisites.



Note:

Tap the **Star** icon at the top right corner to add the instruction to your favorites.

6. Open the first applicable step.



See [Follow a Work Instruction During Execution \(on page 27\)](#) to navigate steps, review warnings and hints, and submit feedback.

Result

The selected instruction opens without changing the work-order or operation status.

Next action



Note:

Return to the work order to start, pause, resume, confirm, or complete the operation. Work Instruction navigation does not update iMaintenance execution status.

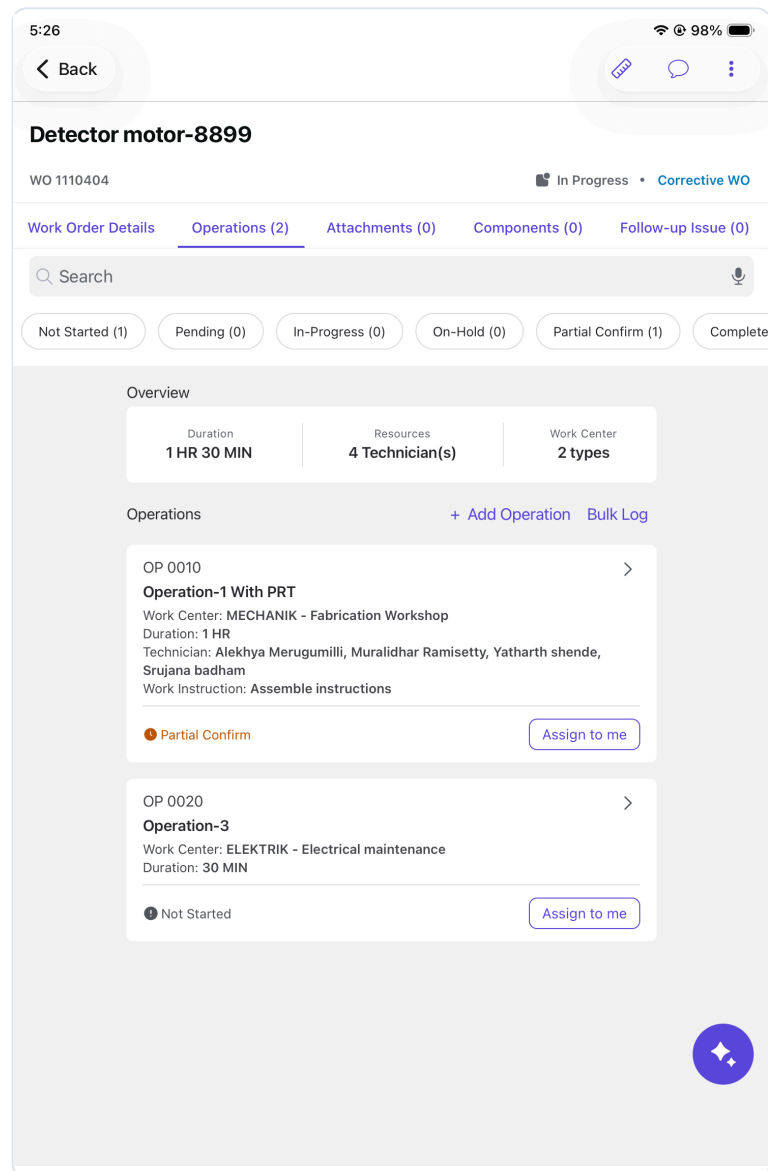
Next: Review the prerequisites and follow the instruction during execution. *(on page 27)*

2.1.2. Access Instructions at Operation Level

Open an operation-level instruction when the procedure applies only to the selected operation.

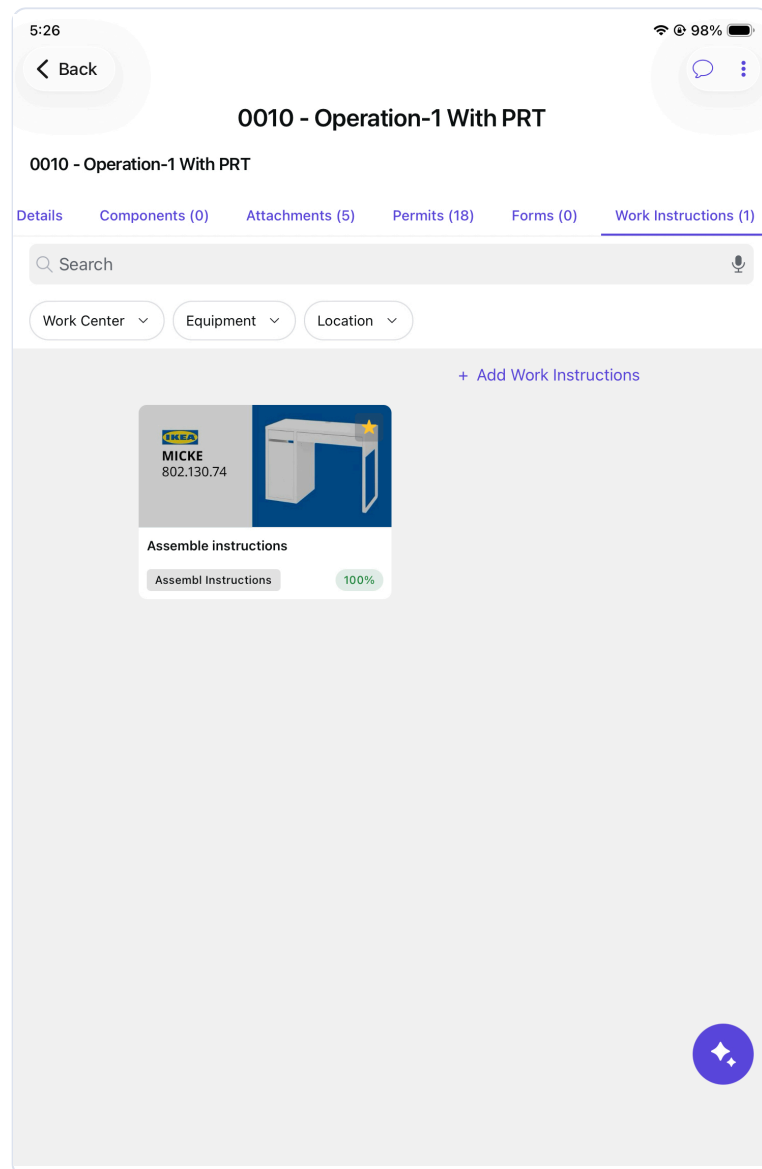
To open an operation-level instruction:

1. Open the assigned work order.
2. Open **Operations**.
3. Select the required operation.



4. Open **Work Instructions**.

5. Tap the instruction to open it.



6. Review the prerequisites, warnings, and the first step.

7. Return to the operation.

8. Start the operation only after all required permits, components, and safety checks are complete.

9. Reopen the instruction during execution as needed.

See [Follow a Work Instruction During Execution \(on page 27\)](#) to navigate steps, review warnings and hints, and submit feedback.

Result

The selected instruction opens without changing the work-order or operation status.

Next action



Note:

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

Next: Review the prerequisites and follow the instruction during execution. *(on page 27)*

2.2. Access Work Instructions in mRounds

Open a linked instruction from a round or task, or browse the DWI library from the mRounds mobile application.

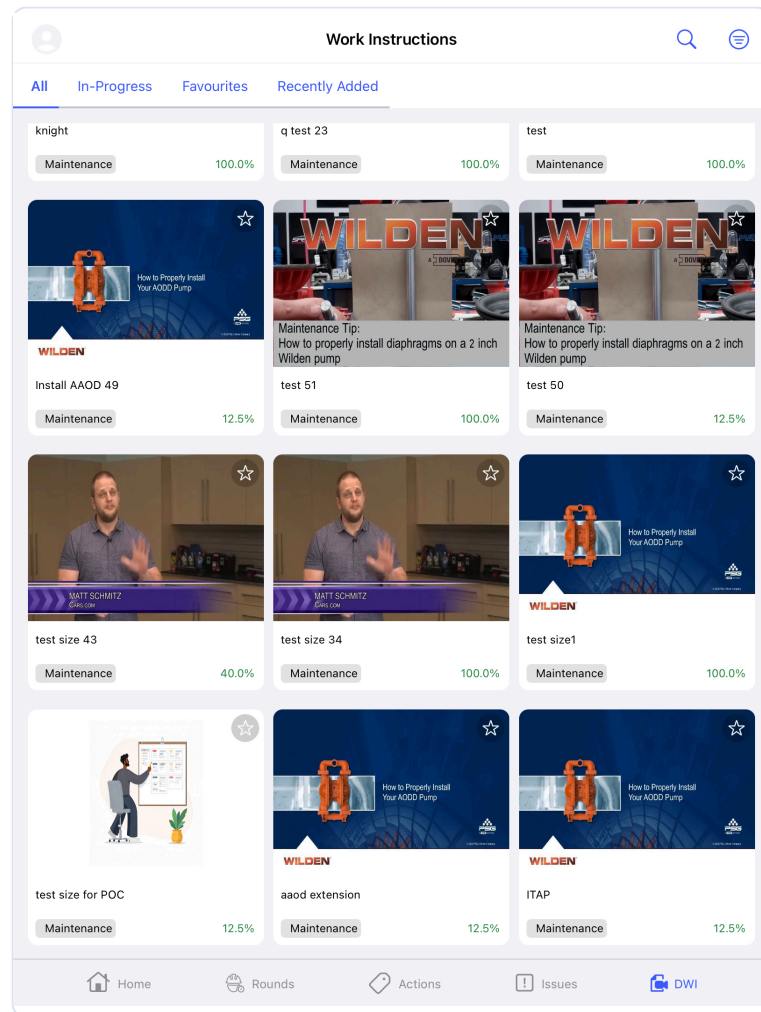
Use [round level \(on page 20\)](#) when the guidance applies to the complete round. Use [task level \(on page 22\)](#) when it applies only to one task. Use the following route to browse the instruction library.

1. Tap **DWI** on the bottom navigation to open Digital Work Instructions.

By default, **All** displays the available instructions.

**Note:**

Tap the star on an instruction tile to add it to **Favorites**.



2. Use **In-Progress**, **Favorites**, or **Recently Added** to narrow the list.

3. Use Search to find a particular instruction.

4. Use Filter to narrow the list by Category and the available round filters, and tap **Apply**.

5. Tap the required instruction.

Result

The selected instruction opens from the mRounds DWI library.

Next action

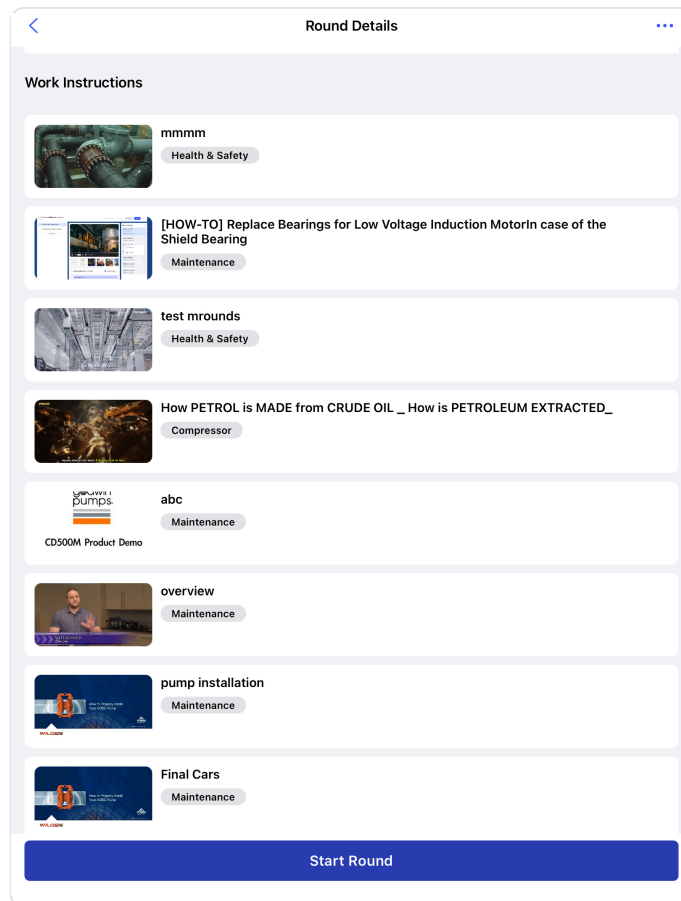
Next: Review the prerequisites and follow the instruction during the round. *(on page 27)*

2.2.1. Access Work Instructions at Round Level

Open guidance linked to the complete round before or during round execution.

A round-level instruction applies broadly to the assigned round rather than to one task.

1. On the **Rounds** screen, tap **My Rounds**.
2. Select the assigned round.



3. Scroll to **Work Instructions**.

4. Tap the required instruction tile.

Review **Instruction Details** for the overview, then open **Steps** for the procedure. Tap the star to add the instruction to Favorites.



Result

The round-level instruction opens and remains available while you work through the assigned round.

Next action

Next: Follow the relevant instruction steps, then return to the active round. (on page 27)

2.2.2. Access Work Instructions at Task Level

Open guidance linked to one task after starting the assigned round and selecting the relevant asset or location.

A task-level instruction appears only where it was linked in the round plan.

1. On the **Rounds** screen, tap **My Rounds**.
2. Select the assigned round and tap **Start Round**.
3. Select the required Location or Asset.

4. Open the task.
5. Tap **Work Instructions** when it is available.

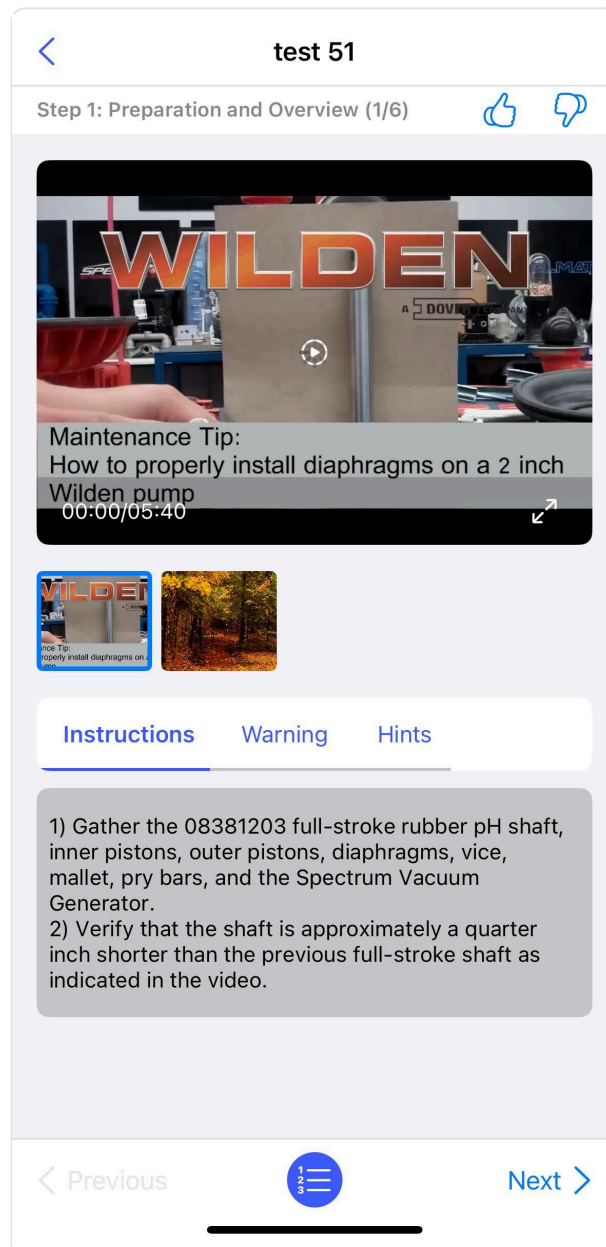


Note:

Not every task has a linked instruction. If the section is empty, continue using the approved process for that task.

The screenshot displays the 'DWI mRounds' mobile application interface. At the top, there is a header bar with a back arrow, the title 'DWI mRounds', and a QR code icon. Below this is a sub-header for the task 'Name test' with a three-dot menu icon. The main content area features a 'Page' section with a progress indicator '0/2 Tasks Completed' and a 'Show Open Tasks' toggle switch. A blue section header 'Section' with a dropdown arrow and '0/2' is visible. Underneath, there are two task entries. The first entry, 'test 1', includes a checkbox, a list of icons for 'Attachments', 'Note', 'Issue', and 'More', and a 'Work Instructions' link with a blue arrow and the number '1'. The second entry is partially visible, showing a text input field with the placeholder 'Enter', the same set of icons, and a 'Work Instructions' link with a blue arrow and the number '4'. At the bottom of the screen, there is a 'Save' button, a progress indicator '1/2', and a 'Page 2 >' link.

6. Tap the required instruction tile.



Result

The task-level instruction opens for the selected task.

Next action

Next: Follow the relevant instruction steps, then return to the active task. (on page 27)

3. View Work Instructions in the Preferred Language

View a Work Instruction in an available language other than the default.

The language you see comes from your iMaintenance profile or localization setting. Work Instruction text and media are not translated automatically — a language variant must be authored and published separately. If your preferred language is unavailable, the instruction displays in the language it was authored in.

The following procedure documents the iMaintenance mobile path.

1. Change the language in your iMaintenance profile or localization setting.
2. Synchronize.
3. Open the Work Instruction.
4. Select an available language, if the instruction provides a language selector.
5. Download media for the selected language before offline work.

Result

The instruction displays in the selected language where a published variant exists.

Next action

Next: [Continue with the instruction in the selected language. \(on page 27\)](#)

4. Follow a Work Instruction During Execution

Review prerequisites and follow the ordered guidance, then return to the active work order, operation, round, or task to continue execution.

After opening an instruction from [iMaintenance \(on page 8\)](#) or [mRounds \(on page 18\)](#), review the details and use only the steps relevant to the active work.

1. Review **Instruction Details** and prerequisites.

Confirm that the instruction title, version, equipment, and work context match the assigned job or round.

2. Open the first applicable step and review its instructions, warnings, hints, and media.

3. Tap **Next** or **Previous** to move between steps.

Use the Step List to view all steps when available.

4. Follow one step at a time.



Warning:

If the instruction conflicts with actual site conditions, stop and follow the approved escalation process. Do not improvise around a warning.

5. Use **Feedback** to report unclear, incorrect, incomplete, or outdated content.

See [Provide Feedback for Work Instructions \(on page 28\)](#).

6. Return to the active work record to continue execution.



Note:

Navigating instruction steps does not change the execution status of the work order, operation, round, or task.

Result

You have reviewed the applicable guidance and returned to the source application to continue the assigned work.

Next action

Next: Continue execution in iMaintenance or mRounds, or [report a problem with the instruction \(on page 28\)](#).

4.1. Provide Feedback for Work Instructions

Report unclear, incorrect, incomplete, or outdated guidance from the affected instruction step so the author can review it.

Feedback is linked to the selected instruction step and can include comments, images, or videos to help the author understand the issue.

1. Open the desired Work Instruction.
2. Navigate to the relevant step.
3. Tap **Feedback**.

4. Tap **Thumbs Up** or **Thumbs Down** to rate the Work Instruction.

When you tap **Thumbs Down**, the **Help Us Improve** section appears. Select the relevant reason:

- Old/Outdated Information
- Wrong Information
- Incomplete
- Unclear Image/Videos
- Others

Figure 4-1 Help Us Improve

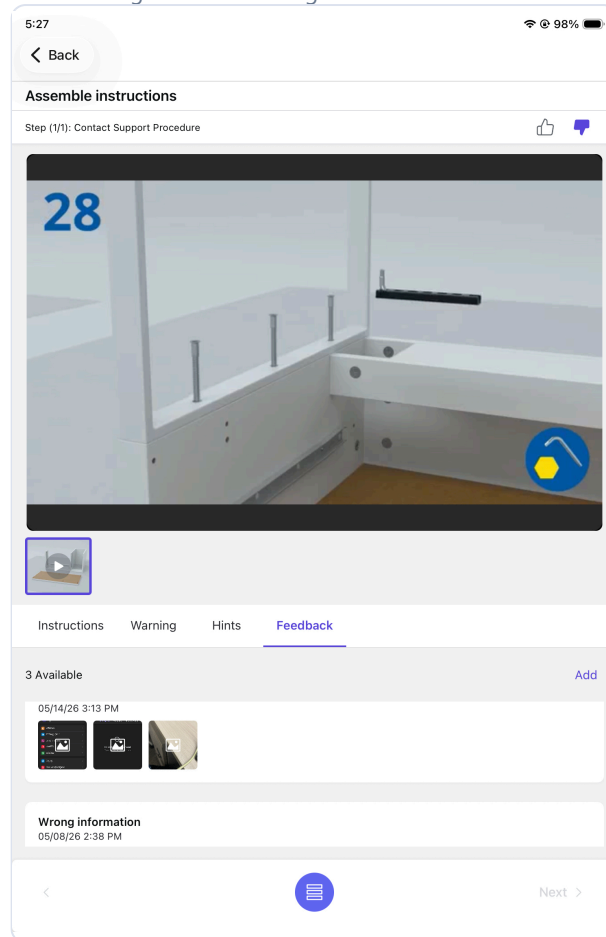
The screenshot shows a mobile application interface for providing feedback. At the top, the status bar displays the time 5:41, signal strength, Wi-Fi, and 96% battery. Below the status bar is a 'Cancel' button with a red 'X' icon. The main section is titled 'Help us improve'. Underneath, there is a prompt 'What's wrong with this step?*' followed by a list of five options, each with an unchecked checkbox: 'Old/Outdated Information', 'Wrong information', 'Incomplete', 'Unclear Image/Videos', and 'Others'. Below the list is a 'Comments' section with a text input field containing the placeholder 'Add your comments here...'. At the bottom of the form is an 'Attachments' section with a plus icon in a circle. A large grey 'Submit' button is at the very bottom.

5. Enter your feedback comments.

6. Add files when they provide useful context.

Supported attachments include images in JPG or PNG format and videos in MP4 format.

Figure 4-2 Attaching Media to Feedback



7. Review the feedback and attachments, and tap **Submit**.

- You can add multiple attachments, preview them, or remove them before submitting.
- 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, an error is displayed and you can retry. Failed files are not saved, while successful files remain intact.
- Existing feedback without attachments continues to work as usual.

Result

The feedback and successful attachments remain linked to the selected instruction step. Return to the instruction and continue only when the published guidance and site conditions support safe execution; otherwise, follow the approved escalation process.

Next action

Next: Return to the instruction execution flow. *(on page 27)*

5. Download Work Instructions

Before entering a low-connectivity area with iMaintenance, synchronize the job and download the instruction media required for offline work.

Use the documented iMaintenance download routes according to when the instruction becomes available:

Use one of these alternative download routes:

- [Download Work Instructions After Log In \(on page 32\)](#)
- [Download Work Instructions from Module \(on page 32\)](#)

After a successful download, continue to [Follow a Work Instruction During Execution \(on page 27\)](#). Remove downloaded media later only when it is no longer needed.

5.1. Download Work Instructions After Log In

After signing in to iMaintenance, select Work Instructions to download for offline use.

To download Work Instructions after logging in to iMaintenance:

1. After logging in, the list of available work instructions is displayed.

Select one or more Work Instructions to download.

2. Tap on **Download and Go Home** to start the download.

You can continue using the application while the selected Work Instructions are downloaded in the background.

Tap **Skip** if you do not want to download any data.

Result

The selected Work Instructions begin downloading while the user continues into the application.

Next action

Next: [After the download completes, follow the instruction during execution. \(on page 27\)](#)

5.2. Download Work Instructions from Module

Download a Work Instruction's attachments from the iMaintenance Work Instructions module for offline use.

To download Work Instructions from the iMaintenance Work Instructions module:

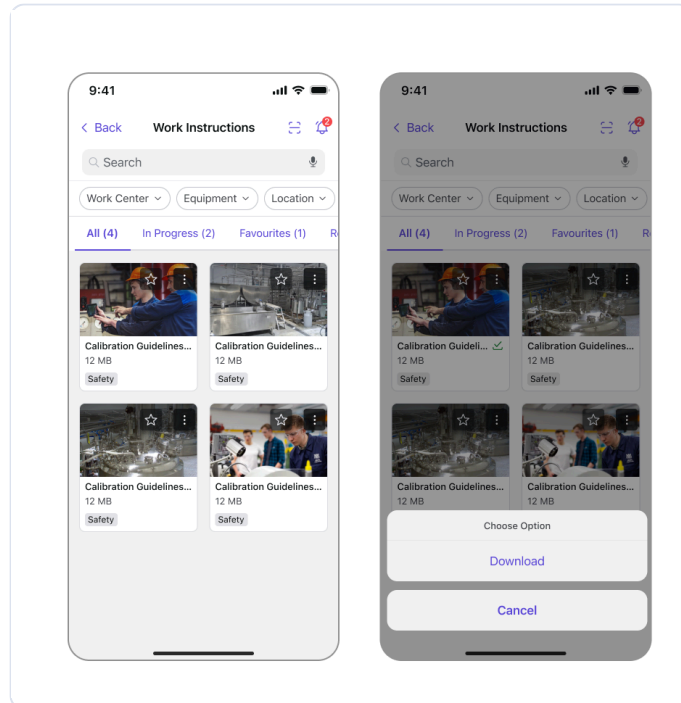
1. Navigate to the **Work Instructions** module.

By default, the **All** tab opens, showing all available work instructions.

2. Tap on the **More** icon (⋮) on the work instruction you want to download.

3. Tap **Download**.

A progress bar appears, showing the percentage downloaded, the file size, and the space available on your device.



4. Once the download completes, go to the **Downloaded** tab to access the work instruction offline.

This file is saved locally on your device and can be accessed through the app. This download includes the complete work instruction, along with all associated media such as videos and documents.

**Note:**

The application manages offline content to ensure Work Instructions remain accessible.

- Work Instruction text is always available offline after synchronization.
- Downloaded attachments (images, PDFs, videos) remain available offline.
- If attachments were not downloaded, only the text is available when offline.
- New downloads cannot be started while offline.
- If a download is interrupted due to connectivity loss, completed files remain available and the remaining download resumes when connectivity is restored.
- If a downloaded Work Instruction is updated and republished, the previously downloaded version becomes unavailable after the next synchronization.
- You must manually download the latest version if offline access is required. The Downloaded tab appears only after you've downloaded at least one work instruction.
- When a work instruction is Archived, it is automatically removed from the Downloaded tab.
- If available storage is insufficient, a warning message appears and the download does not start.

**Note:**

When download permission is disabled, the Download action is hidden.

Result

The selected instruction media is stored on the device and appears in Downloaded for offline use.

Next action

Next: After the download completes, follow the instruction during execution. (on page 27)

5.3. Remove Downloaded Work Instruction Media

Remove downloaded media from the device when offline access is no longer required.

Removing a download clears the locally stored images, videos, PDFs, and other downloaded media. The synchronized instruction text remains available according to the current access and synchronization rules.

1. Open the **Downloaded** tab in Work Instructions.
2. Open the More action for the downloaded instruction.
3. Select the available remove-download action.
4. Confirm the removal.

Result

The locally downloaded media is removed and device storage is released. Download the instruction again before future offline use.

Next action

Next: [Return to the Work Instructions library. \(on page 8\)](#)