

Dealer Admin Version 2.20 and Tech APP Version 2.2.6 Update

Effective May 23rd, 2019, Dealer Admin (DMPDealerAdmin.com) is updated to Version 2.20 and the Tech APP is updated to Version 2.2.6. The following feature is available:

Feature

Service Requests

Create a service request in Dealer Admin that is sent to the assigned technician in the Tech APP. In Dealer Admin, administrators can also view, edit, delete, and close service requests from the **Service Request Dashboard**. In the Tech APP, technicians can view details about the customer or system, add notes, and close a service request.

Create a Service Request (Dealer Admin)

To create a service request in Dealer Admin, complete the following steps.

1. Sign in to Dealer Admin.
2. Locate the customer and select their name.
3. The customer summary page opens. In the row of the system that needs to be serviced, select the Service Request icon.
4. In the **Select Technician** dropdown, select the appropriate technician.
5. In **Service Date**, choose a date for service to be completed.
6. If necessary, add details for the request in **Notes**.
7. To open the service request, press **Save**.

Close a Service Request (Tech APP)

To close a service request in the Tech APP, complete the following steps.

1. Open the Tech APP.
2. On the home screen, tap **My Service Requests**.
3. The **To Do List** opens. Select the service request that you want to close.
4. The **Detailed Request** screen opens. To close the request and remove it from the list, select **Close Request**.
5. To return to the **To Do List**, select **Back** near the top of the screen.

Requirements

- Dealer Admin users must have Admin authority to create, edit, and delete service requests
- Requires Tech APP Version 2.2.6 and higher

Obtaining the New Software

Tech APP updates are available for download, free of charge, from the Google Play™ store and the App Store®.