

Manual: Reporting tickets as completed by the Responsible

Why Ed Controls?

How easy would it be if you had a clear overview of what's still left to do? How much more pleasant would you work (together) if it was clear to everyone which snag they need to take care of?

That is what Ed Controls has to offer. A tool that lets you see at a glance which snags are still open. This makes daily work much easier!

How can I start using Ed Controls?

If you cooperate with a construction partner who uses Ed Controls and you receive instructions (tickets) through the system, then you can use Ed Controls cost-free. The only thing you will need to do is a one-time registration.

In this manual you will read how to register your own account and how to use Ed Controls.

Registration

Turn on your computer or open the Ed Controls app. In the internet browser, preferably Google Chrome or Mozilla Firefox, go to <https://web.edcontrols.com>. When the login page is open, click on the button "Create an account" or "Register now". After filling out the mandatory fields, click on "Register". If you forgot your password, then you can click on the "Forgot password" button.



EASY PROJECT
COLLABORATION

09:01 42%

ed
CONTROLS

V7.1

Email
support@edcontrols.com

Password

Log In

Forgot password?

Create an account

OR

Sign in with Google

Sign in with Apple

By clicking 'Sign in with' you agree to our [Privacy Agreement](#).

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CONTROLS

Email

First name

Last name

Password

Confirm password

By registering you agree our [privacy statement](#)

Register

After you click on "Register", a confirmation email will be sent. It may happen that this mail lands in your SPAM- folder. When you click on "Confirm", your registration is completed. You can now log in on your computer and in the app on your mobile devices.



Team Ed Controls <noreply@edcontrols.com>

11:14 (0 minutes ago)



Welcome to Ed Controls! We are glad to have you.

You are almost ready to get going. We just need to verify your email
before starting. Please click on the button below to confirm your
address



Downloading

Ed Controls can be used on tablets and mobile phones with Android or iOS operating systems. To download Ed Controls on your iOS device, go to the App Store. To download Ed Controls on your Android device, go to the Play Store.

After downloading and installing, you will be able to log in with your email address and password and you are ready to use Ed Controls!

Receiving tickets and reporting them as completed

As a construction partner you are added to a Ticket in the role of Responsible. This means that you are responsible for completing the ticket that has been assigned to you. **As the Responsible, you are able to view the ticket, add comments and photos and to report the ticket as completed.** All this can be done in the Ed Controls app, on the computer as well as in the mobile app.

A ticket in Ed Controls is an observation, deviation or instruction that is registered. A ticket is always linked to a location on a map or on a drawing. You can see the ticket by logging in on a computer or on your mobile device.

As Responsible, you can also forward the ticket to someone else, by adding them in the role of Consulted. This person will then be able to add a photo and inform that they have finished work. After which, you as Responsible can report the ticket as completed. We'll get back to this at the end of this manual.

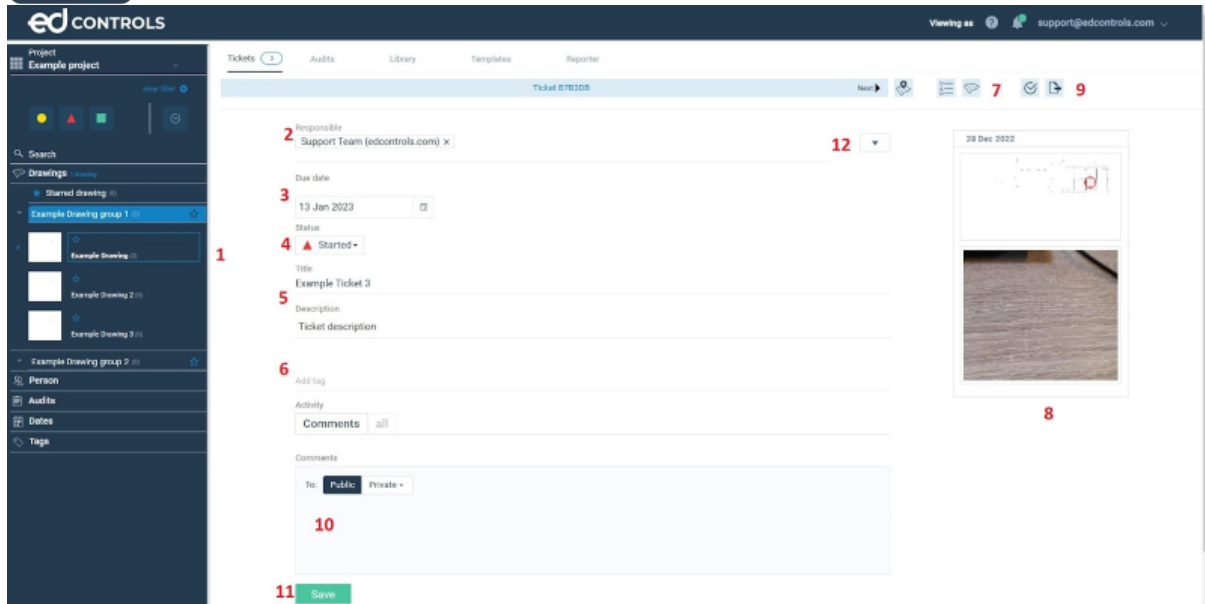
Completing a ticket on a computer

Log in at <https://web.edcontrols.com> and click on your project. You will now see an overview that looks similar to the one below. These are the tickets that you've been made Responsible for. On the left side, you can filter the open tickets by clicking on the red triangle or one of the other filter options.

The screenshot shows the edCONTROLS web application interface. At the top, it says 'edCONTROLS' and 'Viewing as support@edcontrols.com'. Below the header, there are navigation tabs for 'Tickets', 'Audits', 'Library', 'Templates', and 'Reporter'. The main content area displays a list of tickets, each with a status indicator (a red triangle for 'Started'), a title, a description, a responsible person (Support Team), and a date. To the left, there is a sidebar with a search bar and a 'Drawings' section containing several drawing groups and individual drawings. The interface is clean and professional, with a dark blue header and a light grey background for the main content.

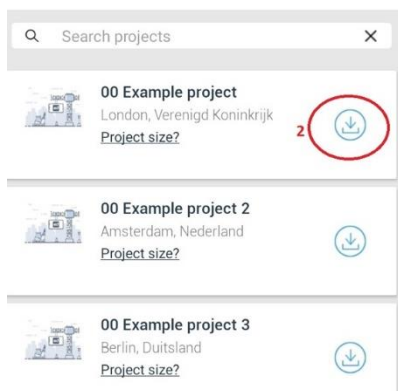
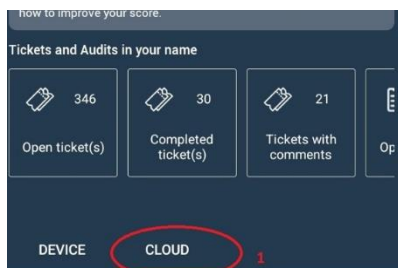
Click on a ticket to view the content. In the opened ticket, the following information is available to work with:

1. The exact drawing the ticket is created on
2. Your e-mail address as Responsible
3. The (optional) deadline for the activities in the ticket
4. The status of the ticket. **You will have to change it from Started (▲) to Completed (■) when the work is done.**
5. The title and (optionally) description of the ticket.
6. The (optional) label that belongs to the ticket.
7. The location of the ticket on the drawing can be viewed in 2 different ways.
8. The photos that belong to the ticket or ones that will be added later.
9. Here you can export the ticket.
10. Here you can add remarks, photos and evidence.
11. Click here to save your changes.
12. Are there others involved in your ticket or would you like to add a Consulted?

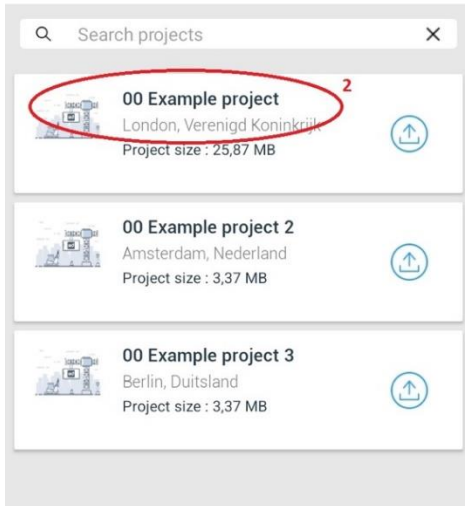
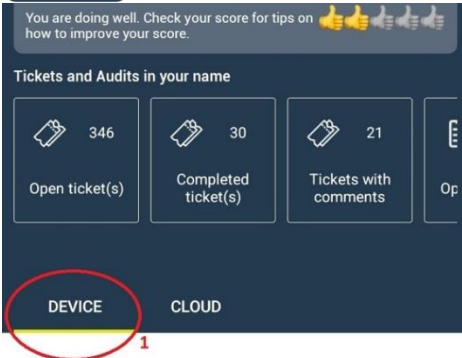


Reporting a tickets as Completed on a tablet or a smartphone

Log in via the Ed Controls app on your mobile device. Go to the “Cloud” tab (1) and download the project you want to work with (2). Use a good Wi-Fi connection or a stable 4G connection to download.

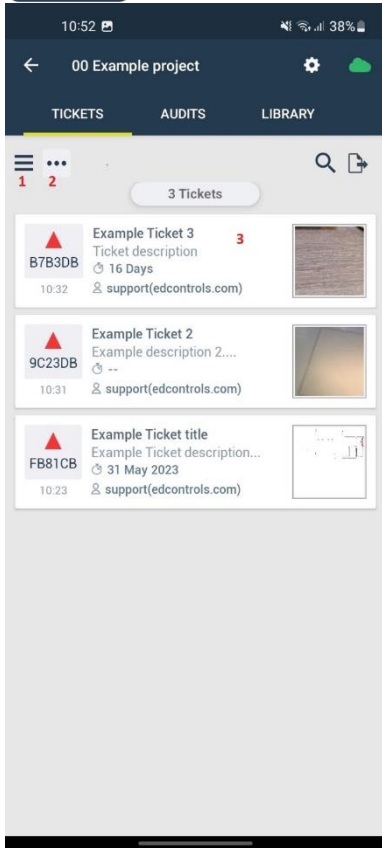


After the download, the project appears on tab Device. Here you can open the project. Note: tap on the project name or on the project image to open the project.



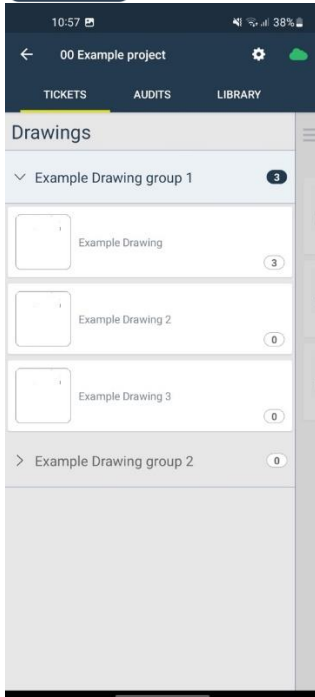
Tip: Now that the project has been downloaded, you can work offline. All changes that you make offline, will be saved on your device. Later, when you're back online, everything will be synchronized with our servers.

On the following screen you see an overview similar to the one below. These are the tickets that you're Responsible for. By tapping the three horizontal stripes (1), you can view and select the drawings and drawing groups of your own tickets. Via (2), filter options are available to select.



Tap on a ticket (3) to view the content.

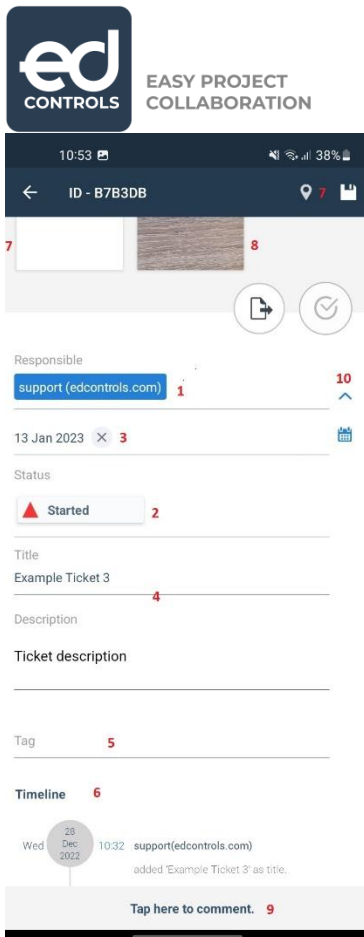
This is how drawing groups and drawing selection screen looks like (it's displayed when you tap (1) on the screen above). Tap (1) again to close it and return to the ticket list.



Next, we are showing what information is available and what you can do to complete the action.

In the opened ticket, the following information is available to work with:

1. Your email address as Responsible
2. The status of the ticket. **You will have to change it from Started (▲) to Completed (■) when the work is done.**
3. The (optional) deadline for the activities in the ticket
4. The title and description of the ticket.
5. The (optional) label that belongs to the ticket.
6. On the timeline, you can view all activities in the ticket. Additionally, here you can add a remark with photos and/or attachments. To add, click on the bar on the bottom of the screen
7. The location of the ticket on the drawing can be viewed in 2 different ways.
8. The optional photos that belong to the ticket or ones that will be added later.
9. Add text with your evidence (photos/documents) here.
10. Are there others involved in your ticket or would you like to add a Consulted?



Steps summary

To sum it all up, as a construction partner you are going to do the following with Ed Controls:

1. You get a notification on your specified email address when you receive a ticket.
2. Log in to Ed Controls. Here, you see that a ticket with a red triangle form is assigned to your name.
3. View the ticket by clicking on it and perform the described task based on available information.
4. Is the task completed? Log in to Ed Controls again and click on the relevant ticket. Add a photo of work done to the timeline of the ticket, click on the status of the ticket and change it to “Completed”.
5. The ticket is now marked as Completed. The Accountable of the project will get a notification about this change, after which he can control the finished task.

Extra: Adding a Consulted as a Responsible!

Are you familiar with the above actions? And would you like, as Responsible, to forward the tickets because you don't have time to perform the task and you asked somebody else to do this? It's possible?

As Responsible, you can add a Consulted. On the previous pictures, at 12 (marking as completed on a computer) and 10 (marking as completed on a tablet or a smartphone) an option has been shown to view who the Consulted and Informed are. However, as Responsible you are also able to add a Consulted here! By doing so, as Responsible you are allowing someone to add photos and text as Consulted. If you're happy with the result, you mark the ticket as Completed!

That looks as follows:

Support

In addition to this manual, we are offering more ways to support the optimal use of Ed Controls. We have a support site and we also have a support desk available on the phone and per e-mail.

Good luck with Ed Controls!

