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Using Hexagon Smart Completions on a Tablet

Hexagon Smart Completions

Tablet User Guide



July 2026

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**JOHN
HOLLAND**

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Click  from any page to return to the contents page.

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Tablet Navigation - Hexagon Smart Completions

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Hexagon Smart Completions – Home Screen

Documents Module: Retrieve detailed Document information and view the document/s (e.g. P&IDs, Datasheets)

Tasks Module: Enter and complete assigned **Tasks** when out in the field. See [View Modules](#) on next page for more

Project Selector: ensure this shows your current project

Toggle between online and offline modes

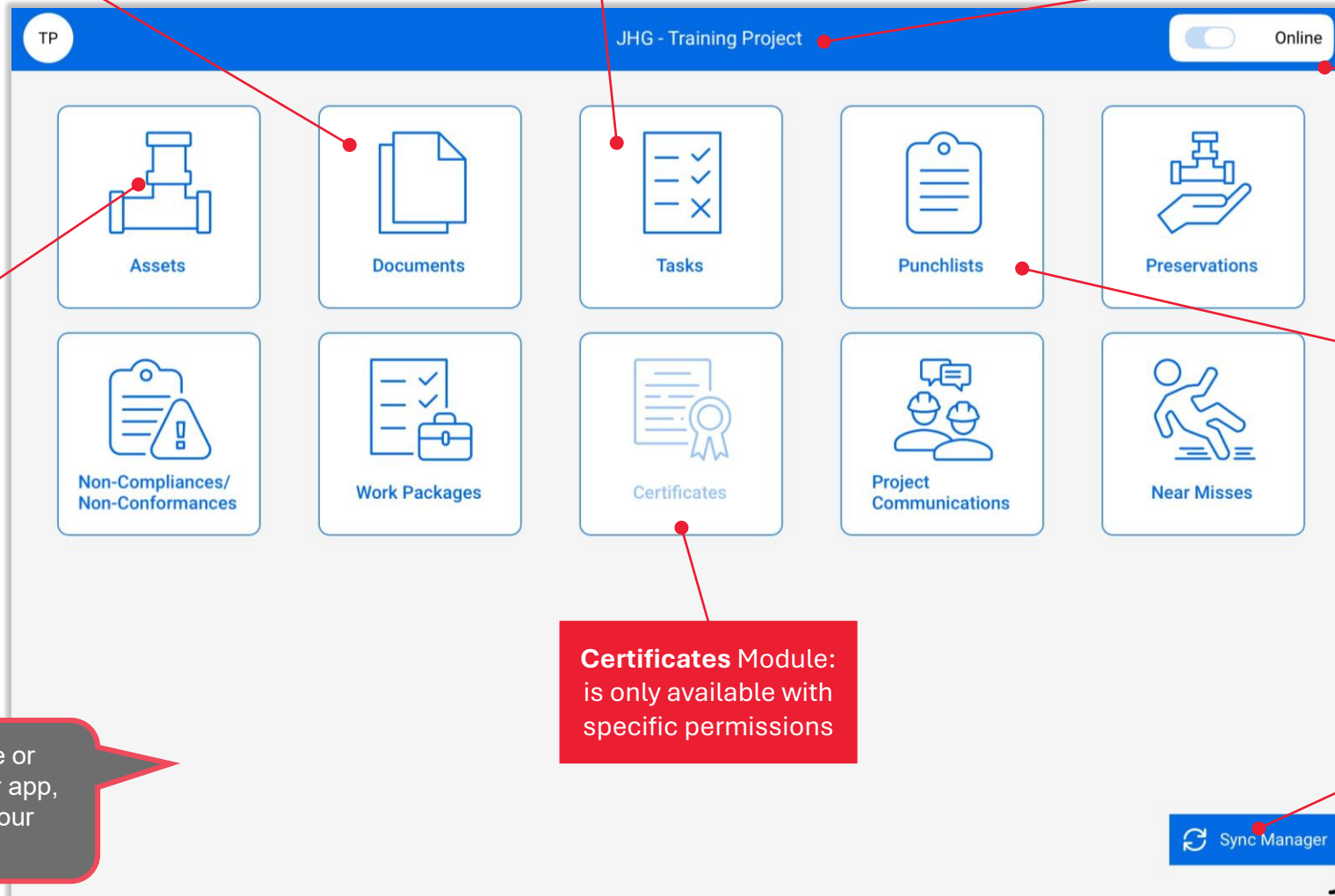
Assets Module: Retrieve and view detailed equipment (Asset) information

Punchlists Module: Input and complete Punchlist items when out in the field

Certificates Module: is only available with specific permissions

Sync Manager allows downloading and uploading data for working offline See [Sync Manager](#)

Note: You may see more or less module tiles on your app, this is dependent upon your permissions

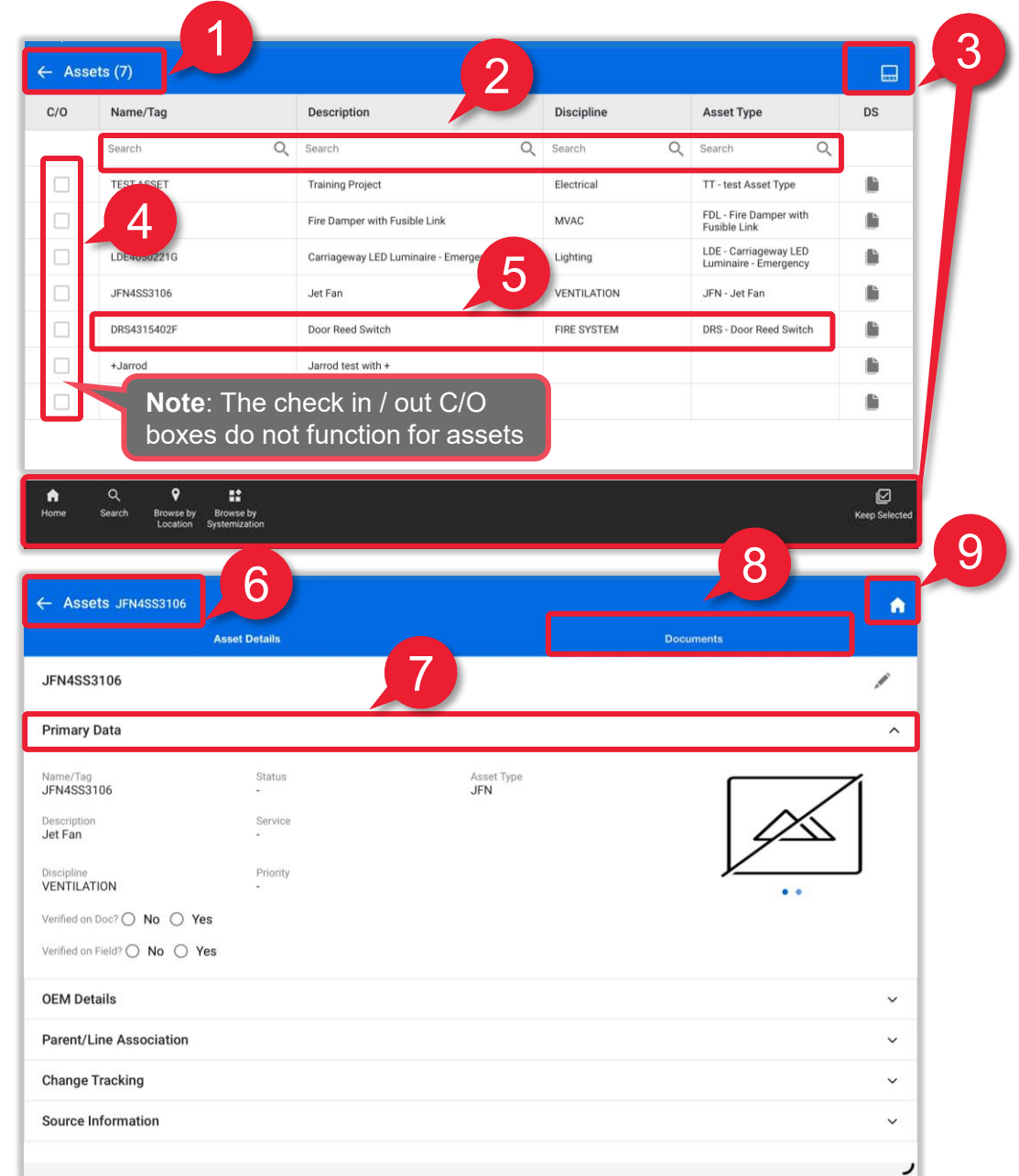


View Modules

To view assets, documents, tasks or punchlist items, tap the relevant tile on the home screen. It will automatically search for records within that module. In this example, we are looking at the Asset Module:

1. Tap the **arrow** to return to the home screen
2. Filter displayed items by tapping into and typing in any of the **column heading** search fields
3. Tap the **menu icon** (top right) to display the menu bar at the bottom of the screen. This menu will allow you to easily search, browse or return to the home screen
4. Check items in the **C/O** column to check-out and begin the work offline process
5. Tap anywhere on a **line item** to open the asset, task or punchlist item
6. Once viewing an asset, task or punchlist, tap the **arrow** to return to the module list
7. Tap on any **heading** to open and close details
8. Tap other **tabs** to open different detail views
9. The **house** icon will take you to the home screen

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Navigate Hexagon Smart Completions – Sync Manager

This page will display when you tap **Sync Manager** on the home screen. Sync Manager will automatically search for all items checked out to you, your company, or any workgroups you are part of. Items checked out to you are locked to you, only you can edit them until they are checked in.

Expand all results to show more detail

By default, Sync Manager will show all items **pending sync**, Toggle to show items already downloaded

Arrow back to home screen

Refine displayed results using the column search

Items you have checked out or downloaded are listed. Tap a line item to show more details, like related tasks

You can remove items or check in items using these buttons

Tap here to open the bottom menu, tap again to close that menu

Note: If you have not checked out any items, Sync Manager will not show any items.

← Sync Manager

Expand All

Pending Sync

On Device

Tag	Type	On Device	Description	Status
Search	Search		Search	
> Documents (3)	Discard	Documents	YES	Documents Collection
> EDB4HS1001-GP04HS1002E-L1C1 (...)	Check In Discard	Asset	YES	Low Voltage Cable
> PDT4070001 (2)	Check In Discard	Asset	YES	Pipe Work Deluge Transition
> SEC4040101 (1)	Check In Discard	Asset	YES	Speed Enforcement Camera
> TRX4SS1001A (1)	Check In Discard	Asset	YES	Transformer



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Find a Task or Punchlist

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Find a Task or Punchlist

To find a task or punchlist, from the homescreen

1. Tap the **Tasks** or **Punchlists** module

You can filter results immediately by following the steps below, or skip to **step 4** for a detailed search.

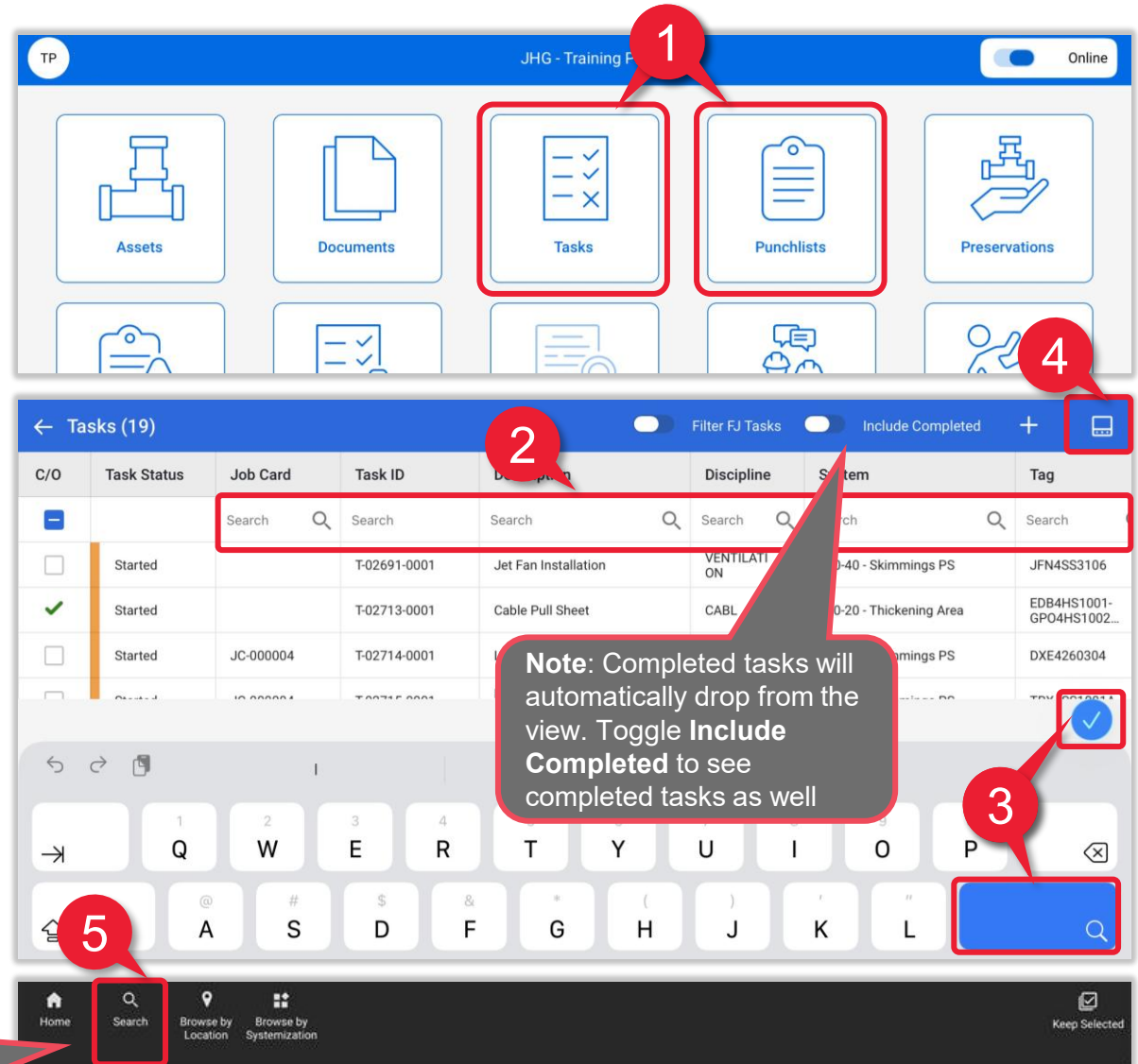
2. Tap the **search icon** below the relevant column heading you want to search by. E.g. if you have a Tag number (Asset Tag), tap into the search below **Tag**
3. Start typing and tap the **tick** or **magnifying glass** when ready to filter

To do a search:

4. Tap the **Menu icon** to display the menu bar at the bottom
5. Tap **Search**

Continued on next page...

Note: Searching and filtering works the same way in offline mode, however you are only able to search or filter within items checked out and downloaded to your device.



Find a Task or Punchlist (continued)

6. A search panel will open, tap into desired fields such as **Asset Tag** (you can select multiple) - fields are either free text or a popup menu, both are explained below

For free text fields (like **Asset Tag**):

- a. Open the keyboard, tap the **tick** when ready

7. Fields with a popup icon, such as **Discipline**, will open a popup

- a. Search or scroll within the pop up
b. Select as many options as desired
c. Tap **OK**

8. Tap **Search** when ready

Results will display in the module, viewing a task from the list keeps search results. Clear results by either manually clearing the search column heading or returning to the home screen.

Click the below links to jump to the relevant steps:

- [Task: Action & Complete](#)
- [Punchlist: Action & Submit](#)
- [Work offline](#) (when working offline you will only see tasks and punchlists checked out to you)

Search Tasks

Task ID: [] Asset Tag: []

Stage: [] Description: []

Loop No.: [] Responsible Workgroup: []

Discipline: [] Pack ID: []

CLEAR SELECTION [SEARCH]

Note: you can combine as many fields as desired before tapping search

Task ID	Description	PIPE	030-20 - Thickening Area	PDT4070001
T-02717-0001	Deluge Transition Fitting to Manifold Pipework Installa...	PIPE	030-20 - Thickening Area	PDT4070001
T-02717-0002	Deluge Transition Fitting to Manifold Pipework Installa...	PIPE	020-40 - Skimmings PS	PDT4855001
T-02719-0001	Support, Bracing & Fixing Installation	MVAC	030-10 - Buffer Tanks and Mixing	SEC4040101

Started

Discipline

Search

CANCEL OK

6a

7a

7b

7c



Browse by Location or Systemisation

Browsing is available in many modules, this example covers tasks and punchlists. To Browse for a task or punchlist, from the homescreen

1. Tap the **Tasks** or **Punchlists** module
2. Tap the **Menu icon** to display the menu bar at the bottom
3. Tap either **Browse by Location** or **Browse by Systemisation** - a browse panel will open

Continued on next page...

Note: Browsing works the same way in offline mode, however you are only able to browse within items checked out and downloaded to your device.

The screenshot shows the JHG - Training P application interface. At the top, there's a blue header bar with 'TP' on the left, 'JHG - Training P' in the center, and an 'Online' toggle switch on the right. Below the header is a grid of icons for 'Assets', 'Documents', 'Tasks', 'Punchlists', and 'Preservations'. The 'Tasks' and 'Punchlists' icons are highlighted with red boxes and a red circle with the number '1'. Below this grid is another row of icons, with a red circle with the number '2' pointing to a 'Menu' icon (a square with a plus sign). The main content area shows a list of tasks under the heading 'Tasks (20)'. The list has columns for 'C/O', 'Task Status', 'Job Card', 'Task ID', 'Description', 'Discipline', 'System', and 'Tag'. A red circle with the number '3' points to the 'Browse by Location' and 'Browse by Systemization' buttons at the bottom of the screen. A note bubble points to the 'Include Completed' toggle switch, stating: 'Note: Completed tasks will automatically drop from the view. Toggle Include Completed to see completed tasks as well'.

C/O	Task Status	Job Card	Task ID	Description	Discipline	System	Tag
	Submitted		T-02691-0001	Jet Fan Installation	VENTILATION	020-40 - Skimmings PS	JFN4SS3106
	Started		T-02713-0001	Cable Pull Sheet	CABL	030-20 - Buffer Tanks and Mixing	EDB4HS1001-GPO4HS1002...
	Started	JC-000004	T-02714-0001	Lighting Circuit			DXE4260304
	Started	JC-000004	T-02715-0001	HV Equipment Transformer Installation			TRX4SS1001A
	Started		T-02716-0001	Optic Fibre Cable Pull Sheet			FOB4HS1001B-FOB4SS1001...
	Started		T-02717-0001	Deluge Transition Fitting to Manifold Pipework Installation			PDT4070001
	Started		T-02717-0002	Deluge Transition Fitting to Manifold Pipework Installation	PIPE	020-40 - Skimmings PS	PDT4855001
	Started		T-02719-0001	Support, Bracing & Fixing Installation	MVAC	030-10 - Buffer Tanks and Mixing	SEC4040101
	Submitted		T-02720-0001	WTP Pipe Installation	PIPE	020-40 - Skimmings PS	MWP4SS3001
	Started		T-02722-0001	Supply & Install - Fire Water Tank (TANK 01) - Fire Water Tank			
	Started		T-02724-0001	FA022 - Fire Detection Loop Installation	FIRE SYSTEM	FSS - Fire Sprinkler System	FRI001



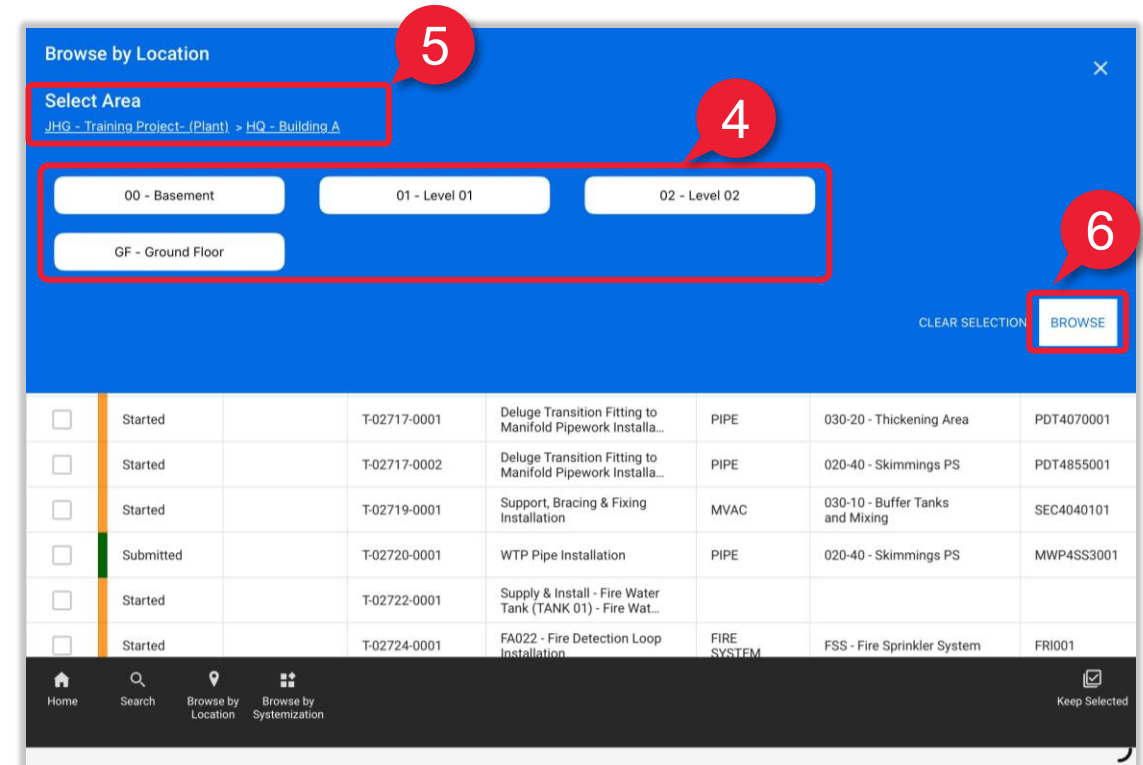
Browse by Location or Systemisation (continued)

4. Tap the **location** or **systemisation** option desired (you can select multiple) - options will drill down levels as you make selections
5. Selected options are shown in the breadcrumb menu above
6. Tap **Browse** at any time

Results will display in the module, viewing a task from the list keeps search results. Clear results by either manually clearing the browse or returning to the home screen.

Click the below links to jump to the relevant steps:

- [Task: Action & Complete](#)
- [Punchlist: Action & Submit](#)
- [Work offline](#) (when working offline you will only see tasks and punchlists checked out to you)



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Work Offline

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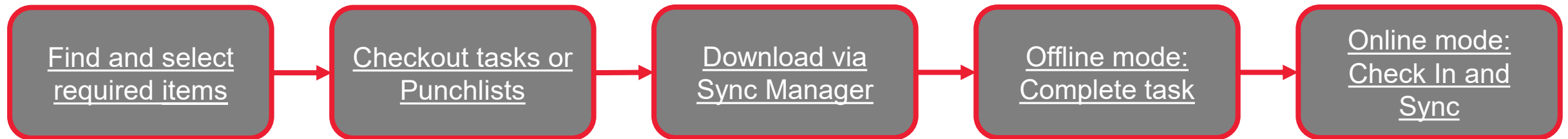
Working Offline process overview

Below is an overview of the process for working offline.

Working online is recommended, working offline is only for when no internet connection is possible.

From selecting tasks and downloading them, to uploading them once complete.

Steps for working offline are on the following pages.



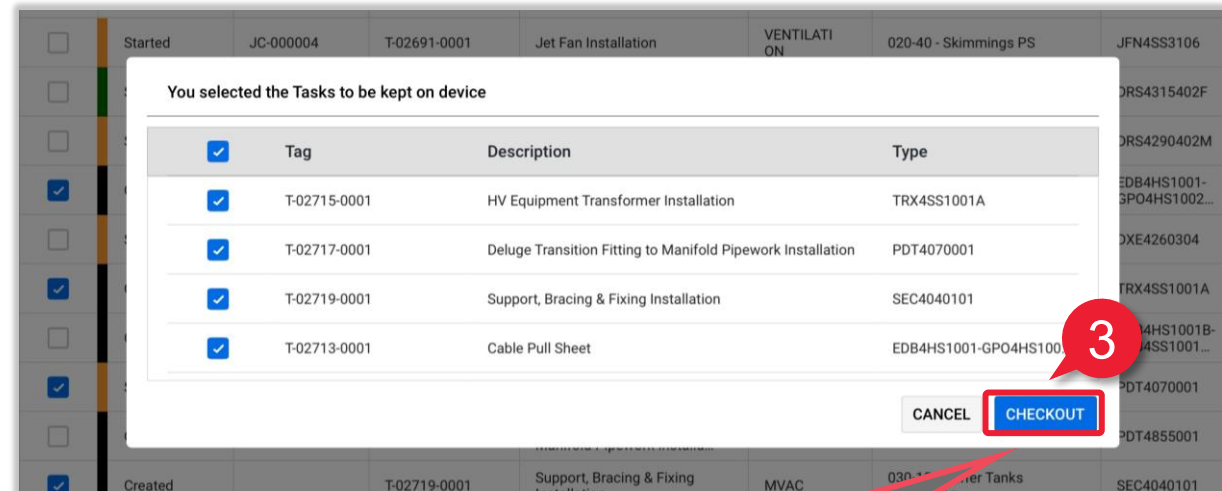
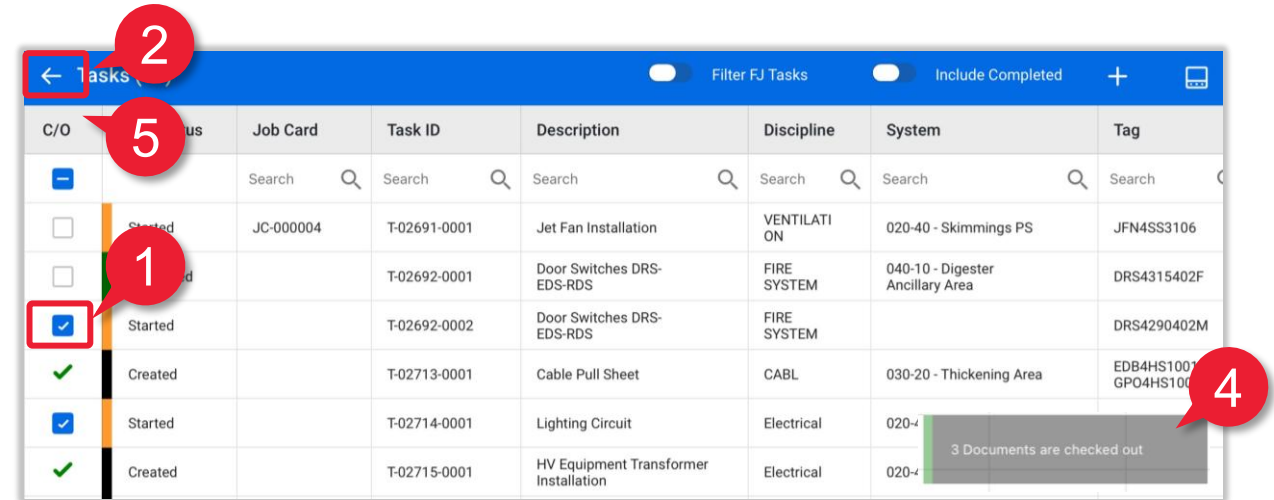
Work Offline – Checkout Tasks / Punchlists

Tasks or punchlists can be checked out from a desktop ready to sync for offline use, if checked out on desktop skip to step 6.

App instructions below. From the homepage, tap the tile for the tasks or punchlist, find the task or punchlist item using the search functions. Then:

1. Tap the **C/O** checkbox for the task or punchlist you need to complete offline, you can select multiple at once.
2. Tap the **arrow** to exit the module
3. A pop up will appear, confirm selection and tap **Checkout**
4. A small confirmation will appear. The selected items are now checked out for your use only, once synced can be available offline.
5. Tap the back **arrow** again to return to the Homepage

Continued on next page...



Note: Checking out a task or punchlist locks the item to you for action. No one else can edit a checked out item.



Work Offline – Download via Sync Manager

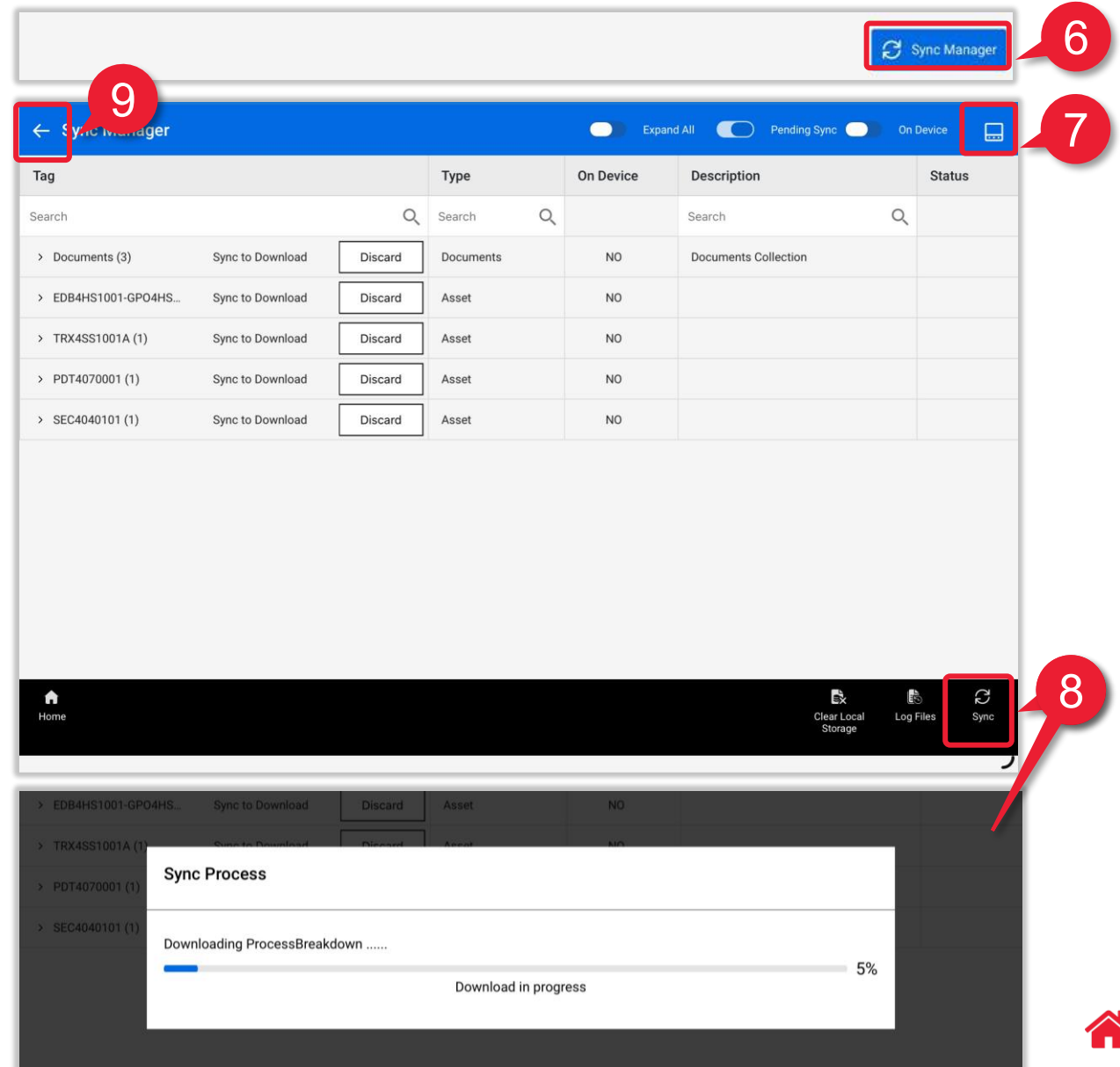
Sync Manager will display all items you've checked out (from previous page). You now need to download them to work on them offline:

6. From the Homepage, navigate to **Sync Manager**
7. Tap the **menu button** to show the menu bar at the bottom
8. Tap **Sync** to begin download of all checked out items – download progress will display
9. Once complete tap the back **arrow** to return to the homepage

You can now work offline to complete tasks or punchlists on site where online mode is not possible.

Activate offline mode by clicking **Offline** on the homepage, or it will automatically move to offline mode when you don't have an internet connection.

Continued on next page...



Work Offline – Complete task or punchlist

Items that have been downloaded can be accessed as usual while you are offline, via the module tiles from the homepage.

Upon tapping into the desired module, the results shown will be all downloaded items.

10. Tap a line item to begin a task or punchlist, [detailed Punchlist steps](#) here
 - a) Tap **Start Task** (will only appear if Task hasn't been started before)
11. Navigate to **Steps Completion**
12. Complete the task, for full steps see [Complete a Task](#)
13. Tap **Submit** when ready. This will only upload when you are back online and activate a sync (steps on next page)
14. Tap the back **arrow** to return to the homepage

Continued on next page...

Tasks (6) You are now in offline mode Filter FJ Tasks Include Completed

C/O	Task Status	Job Card	Task ID	Description	Discipline	System	Tag
	Created		T-02713-0001	Cable Pull Sheet	CABL	030-20 - Thickening Area	EDB4HS1001-GPO4HS1002...
✓	Created		T-02715-0001	HV Equipment Transformer Installation	Electrical	020-40 - Skimmings PS	TRX4SS1001A
✓	Started		T-02717-0001	Deluge Transition Fitting to Manifold Pipework Installa...	PIPE	030-20 - Thickening Area	PDT4070001

Task T-02692-0002 Auto Check In

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T-02692-0002
Door Switches DRS-EDS-RDS
Inspection Test Record
DRS4290402M

Project: JHG - Training Project
Process Area:
System:
Subsystem:
Asset Type: DRS
Name/Tag: DRS4290402M
Document Name/ID:
ITC No.:

Facility:
Area:
Location:
Discipline: FIRE SYSTEM
Description: Door Reed Switch
ITP Reference:
ITC Rev.:

Item No.	Step Action	OK	Reject	N/A	Initials
1.1	Confirm work pack documentation and drawings align with installation	☐	☐	☐	
1.2	Record any Green Line mark-ups on work pack drawings and initial and date.	☐	☐	☐	

Completed

I hereby confirm the work has been completed in accordance with contract specified drawings, specifications & standards.

Performed By Contractor		Review By Supervisor / Lead Engineer		Accepted By	
Name:		Name:		Name:	
Title:		Title:		Title:	
Company:		Company:		Company:	
Date:		Date:		Date:	

Submit **Complete** **Close**

Note: Starting a task will indicate on all reports that work has begun. If you only want to view the steps and not begin work, click the **PDF** icon back on the tasks page



Work Offline – Check in & Sync

You'll need to check in anything you no longer need to action, as items checked out will not be synced and cannot be edited by anyone else.

When you have an internet connection, from the Homepage:

15. Tap the **Online** toggle
16. Tap **Sync Manager**, all tasks or items that have been modified while offline will appear in the list
17. Tap **Check In**
18. Tap the **menu icon** to show the menu bar at the bottom
19. Tap **Sync**, upload progress will display
20. Once complete you can return to the homepage, tap the **arrow**

All updated information is now synced and available online.

15 Online

16 Sync Manager

17 Check In

18 On Device

19 Sync

20 Sync Manager

Note: Checking in all tasks or punchlists once you are back online is vital or sync will not work

Note: To view any items that were not modified while offline you can use the **On Device** toggle

Tag	Type	On Device	Description	Status
DRS4290402M (1)	Asset	YES		

Sync Process

Downloading Asset location ...

Download in progress 5%



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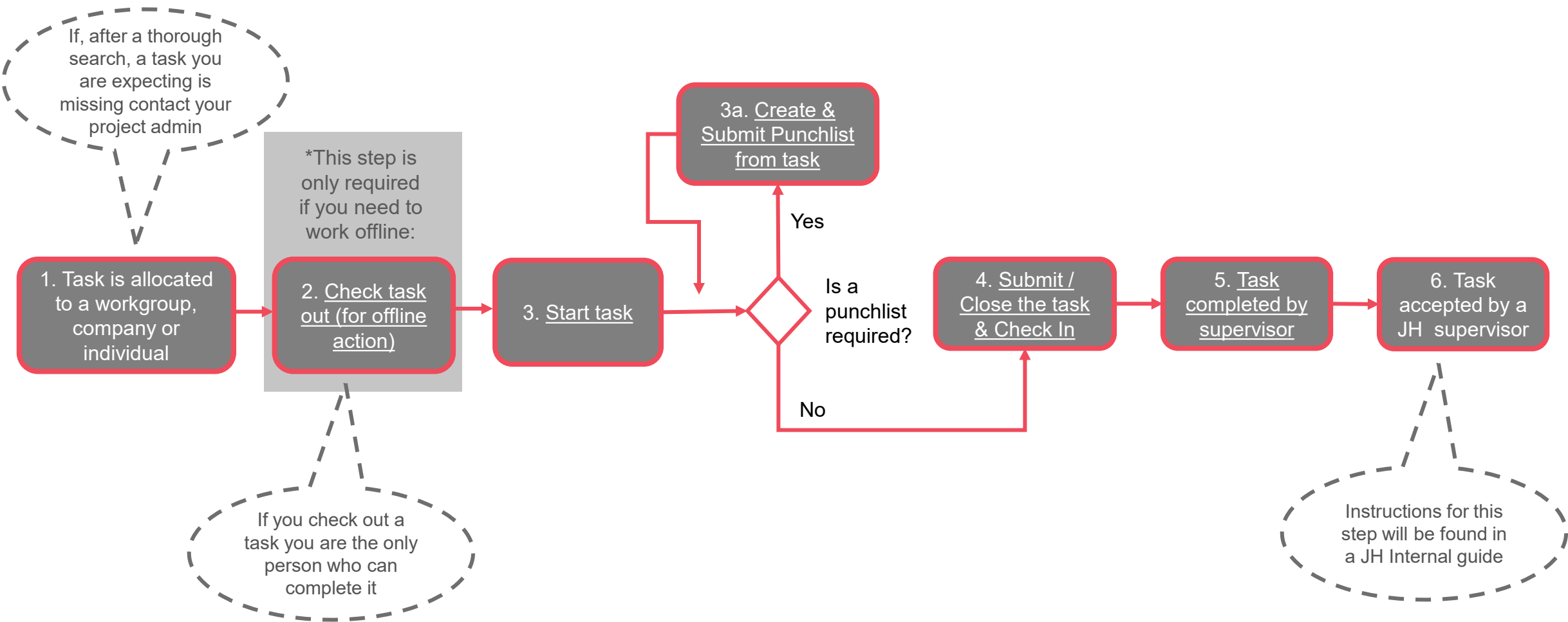
Task: Action & Complete

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Process Flow Tasks (ITR) and Punchlist

The diagram below shows a high-level overview of the steps involved in completing a digital task or punchlist. Contact your Project Administrator for any project specific information.

Step by Step instructions are contained in the pages that follow.



Task - Action & Complete

Once you are ready to work on a task, follow the steps below.

If you need to Work Offline make sure you have checked out and downloaded (synced) the tasks first (see steps here: [Work Offline](#))

1. Tap the **Task** to open it (if you need help finding the task, see steps linked here: [Find a Task](#))
2. The task will open. In the **Tabs** across the top, you can access details such as linked punchlists, linked asset and photos or attachments in files
3. On the **Task Summary** tab you can access additional details by tapping on the drop-down options
4. The buttons at the bottom will change depending on the current status of a task
5. The first time you open a task tap **Start Task**
 - a) Starting a task will indicate on all reports that work has begun. If you only want to view the steps and not begin work, click the **PDF** icon back on the tasks page

Continued on next page...

Tasks (19)

C/O	Task Status	Job Card	Task ID	Description	Discipline	System	Tag
	Started		T-02691-0001	Jet Fan Installation	VENTILATION	020-40 - Skimmings PS	JFN4SS3106
	Submitted	JC-000006	T-02692-0002	Door Switches DRS-EDS-RDS	FIRE SYSTEM		DRS4290402M
	Started		T-02713-0001	Cable Pull Sheet	CABL	030-20 - Thickening Area	EDB4HS1001-GP04HS1002
	Started	JC-000004	T-02714-0001	Lighting Circuit	Electrical	020-40 - Skimmings PS	DXE4260304
	Started	JC-000004	T-02715-0001	HV Equipment Transformer Installation	Electrical	020-40 - Skimmings PS	TRX4SS1001A

Task T-02720-0001

Task Summary

Task ID : T-02720-0001 Asset Tag : MWP4SS3001

Description : WTP Pipe Installation

Comments

Form:MA052

Get Location

Safety and Environmental Requirements

Schedule Details

Other

Change Tracking

Note: Best practice is to create a Punchlist from a line item within a task, not from this summary page

Create Punchlist **Save Task** **Cancel Task** **View DS** **Start Task**



Task - Action & Complete (continued)

6. Once a task is started, a **Steps Completion** tab will open, this tab contains the form and checks that need to be completed, scroll down to view everything
7. Task and asset information is displayed in the header and the top right of the inspection test record (ITR)

Complete the required information. Every Inspection Test Record (ITR task) may look different as every asset type and test requires different information to be recorded. The below shows steps to complete some of the fields you might see:

- a) Tap **OK** or **N/A** against a line item and the system will automatically record the date, time and user stamp on the right.
- b) Tapping **Reject** or **No** can trigger a punchlist creation (see steps linked here: [Create a punchlist from a task](#))
- c) Some fields may open a list to select from when tapped

Note: While working online, tasks will save automatically. If working offline remember to check in & sync again when you are back online.

Continued on next page...

Task T-02725-0001

Task Summary Steps Completion Reference Documents Punchlists Assets Files

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T-02725-0001
Mechanical Fire Pipework Hydrotesting
Inspection Test Record
Fire Detection Sprinkler Array - East Zone
MA027 (JHG)

Project: JHG - Training Project
Process Area: FP - Fire Protection
System: FSS - Fire Sprinkler System
Subsystem ID: SA
Asset Type:
Name/Tag:
Model No.:
ITC No.:
Facility:
Area:
Location:
Discipline:
Description:
Installation Company:
ITC Rev.:

PRELIMINARY						
Item No.	Step Action	Inspection Answer			Initials / Date	
1.1	Nominate fire or mechanical service tested.	Hydrant			TP / 12-May-2026	
1.2	Nominate how many hydrotests were conducted under this ITR	2			TP / 12-May-2026	

HYDROTEST						
Item No.	Step Action	OK	Reject	N/A	Initials / Date	PL
2.1	Confirm correct test method and test pressure from Hydrostatic Pressure Test Procedure has been used for the test(s).	☒	☐	☐	TP / 12-May-2026	
2.2	Confirm hydrotest(s) conducted was/were successful and has/have been witnessed by JHG	☐	☐	☐		

COMPLETION						
Item No.	Step Action	OK	Reject	N/A	Initials / Date	PL
3.1	Confirm stored energy has been released and pipework has been drained.	☐	☐	☐		
3.2	Confirm all testing equipment has been removed and pipework has been reinstated as per design.	☐	☒	☐	TP / 23-Apr-2026	PL-000048

Inspection Answer: Deluge, Hydrant, Mechanical Drainage, Potable Water



Task - Action & Complete (continued)

(steps continued from prior page)

- d) Reference info may be included
- e) Tap into blank fields to input free text
- f) Tap the magnifying glass to activate search & type into the search field that opens
- g) Reference images can be included as well

Continue to complete all fields on the task, if you need to add information follow the below steps to:

- [Take a Photo](#) if required
- [Add a File](#) if required
- [Raise a Punchlist](#) if required

Continue to steps to [Submit](#) when task is ready

Note: While working online tasks will save automatically. If working offline, remember to sync again when you are back online.

Item No. 5 **Reference Info**

Transfer any defect pick up to the defect register and tagged against asset.
Classify defects as A: Safety critical, B: Significant, C: Minor
Note: All fields are to be completed, with the following abbreviations used in the RESULT column, as appropriate:
Initials = OK - N/A = Not Applicable - P = Punchlisted

3. BOLT TORQUE VERIFICATION

	Bolt Size	Torque
6.1		
6.2		
6.3		
6.4		
6.5		

4. TEST EQUIPMENT
Record Test Equipment

Item No.	Search	Equipment	Make	Model	Serial No.	Calibration Expiry	N/A	
7.1								☐
		Filter equipment list: Equipment, Make, Model, Serial No.						
7.2								☐
7.3								☐
7.4								☐

Comments and Observations

Item No. 4.3 **Reference Image**

Table 8.5.5
TABLE 8.5.5
MINIMUM BOLT TENSION

Nominal diameter of bolt	Minimum bolt tension, kN	
	Grade 8.8	Grade 10.9
M16	95	130
M20	145	205
M24	210	295
M30	335	465
M36	490	680

NOTE: The minimum bolt tensions given in this Table are approximately equivalent to the minimum proof loads derived from a



Submit a Task (ITR)

Once all fields on an ITR Task are completed (including attaching all supporting evidence or raising punchlists if required), from within the task, follow the below steps to finalise the task:

1. Scroll to the bottom of the **Steps Completion** tab
2. Tap **Submit**
3. Your name and details will populate and the submit button will display as **Edit**
4. Tap the **arrow** at the top to return to the task list
5. Confirm the task status is displaying as **Submitted**

The task will go to the next person in the workflow for completion.

Note: Task status may be different if there is an outstanding punchlist item.

If you were working offline, remember to check in and sync once back online.

The screenshot illustrates the ITR task submission process in five steps:

- Step 1:** The 'Steps Completion' tab is selected at the top of the task screen (Task ID: T-02724-0001).
- Step 2:** The 'Submit' button is located at the bottom of the 'Completed' section.
- Step 3:** After clicking 'Submit', the button changes to 'Edit' and the 'Performed By Contractor' field is populated with the user's details.
- Step 4:** The back arrow at the top left is used to return to the task list.
- Step 5:** The task list shows the task status as 'Submitted'.

Task Details (Task ID: T-02724-0001):

Item No.	Reference Info
6	* Transfer any defect pick up to the defect register and tagged against asset. * Classify defects as A: Safety critical, B: Significant, C: Minor Note: All fields are to be completed, with the following abbreviations used in the RESULT column, as appropriate: Initials = OK ; N/A = Not Applicable ; P = Punchlisted

Completed Section:

Completed By (Contractor)		Reviewed By (Contractor Supervisor/QA)		Approved by JHG	
Name:		Name:		Name:	
Title:		Title:		Title:	
Company:		Company:		Company:	
Date:		Date:		Date:	

Completed Section (Step 3):

Performed By Contractor		Review By Supervisor / Lead Engineer		Accepted By	
Name:	Operations - Trainer	Name:		Name:	
Title:	John Holland Pty Ltd	Title:		Title:	
Company:	02-Jun-2026 17:05	Company:		Company:	
Date:		Date:		Date:	

Task List (Step 5):

C/O	Task Status	Task ID	Description	Discipline	System	Tag
	Submitted	T-02691-0001	Jet Fan Installation	VENTILATION	020-40 - Skimmings PS	JFN4SS3106
	Started	T-02713-0001	Cable Pull Sheet	CABL	030-20 - Thickening Area	EDB4HS1001-GPO4HS1002



Task – Add a file

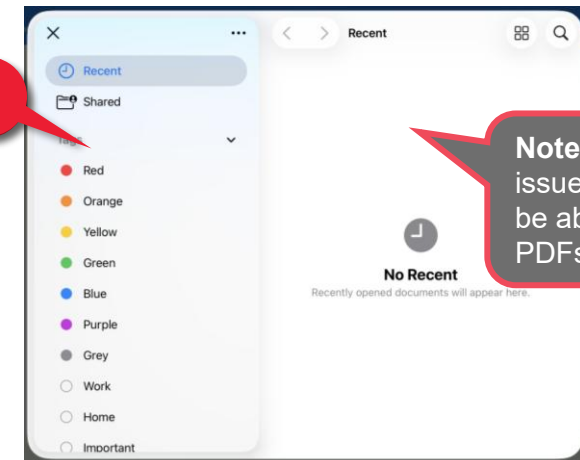
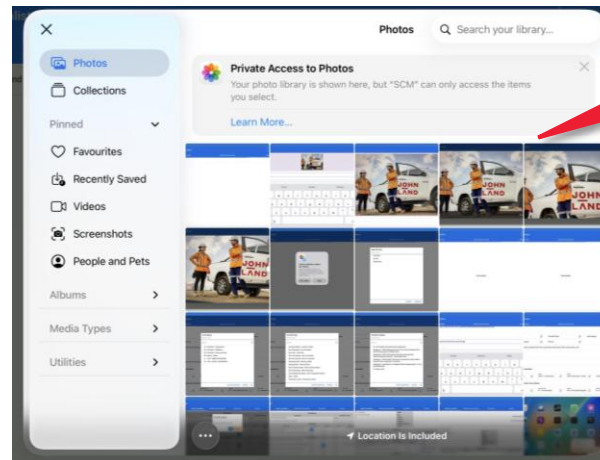
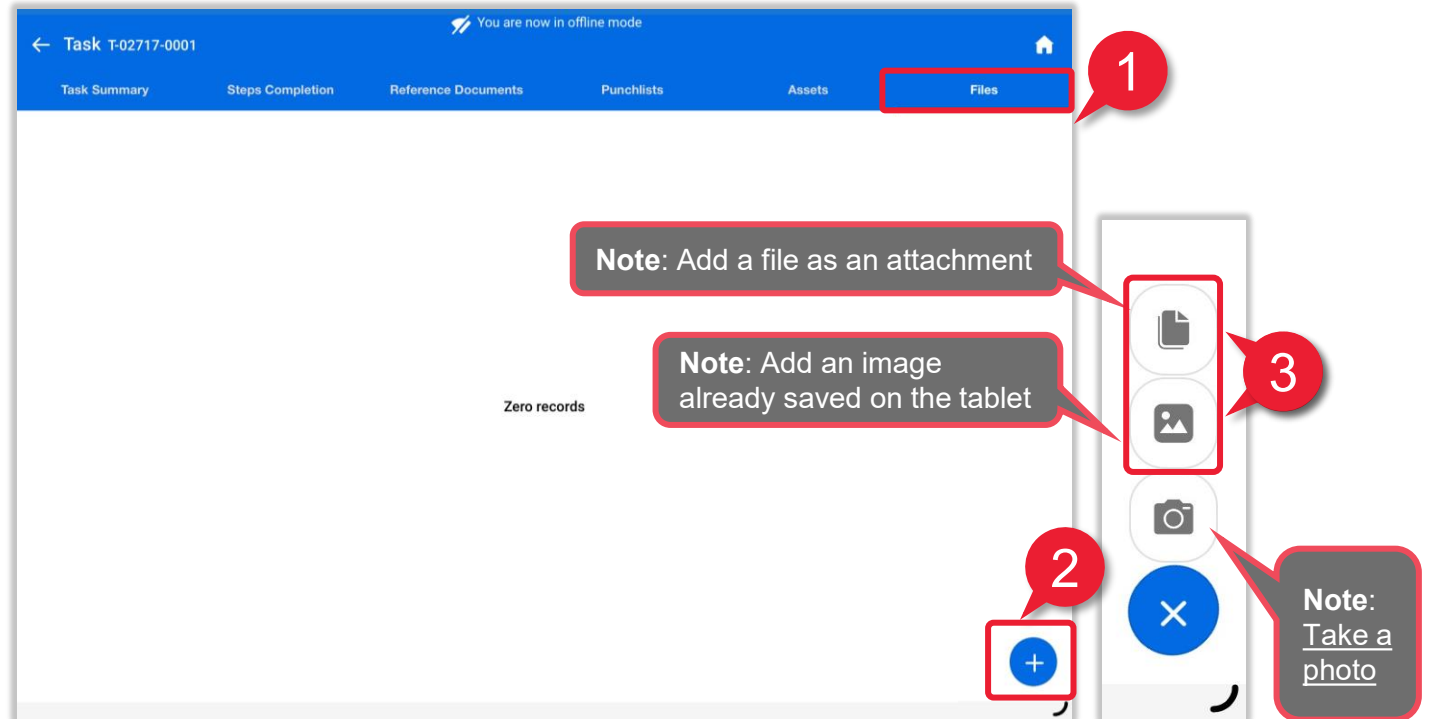
Before you submit a task, you can add additional files or include pictures additional to what is required in the form, by following the steps below. If you don't need to add additional files, skip to [Submit a Task](#).

1. Tap the **Files** tab
2. Tap the **Plus** icon
3. Tap the image or paper icon depending upon what your uploading:
Image: Images saved on device
Paper icon: PDFs
4. A popup will open to allow selection of either files or photos, tap the desired file

Repeat steps to add multiple files. Continue to complete all fields on the task, if you need to add information follow the below steps to:

- [Take a Photo](#) if required
- [Raise a Punchlist](#) if required

Continue to steps to [Submit](#) when task is ready



Note: John Holland issued devices will not be able to upload PDFs from OneDrive



Task – Take a photo

Before you submit a task, you can add additional files or include additional pictures than what is required in the form, by following the steps below. If you don't need to add additional files, skip to [Submit a Task](#).

1. Tap the **Files** tab
2. Tap the **plus** icon
3. Tap the **camera** icon, the device camera will activate, take the photo
4. Tap **Use Photo**
5. The first time a device is used you will be asked if you'd like to save images locally, this is entirely individual preference tap **allow** or **don't allow**
6. Type a caption to explain the image
7. Tap either of the **ticks**

The image will now be saved in the files tab of the task.

Repeat steps to add multiple photos. If you need to add information follow the below steps to:

- [Add a File](#) if required
- [Raise a Punchlist](#) if required

Continue to [Submit](#) when task is ready

Note: Add a file or image as an attachment

1. Tap the **Files** tab

2. Tap the **plus** icon

3. Tap the **camera** icon, the device camera will activate, take the photo

4. Tap **Use Photo**

5. The first time a device is used you will be asked if you'd like to save images locally, this is entirely individual preference tap **allow** or **don't allow**

6. Type a caption to explain the image

7. Tap either of the **ticks**

Action a Rejected Task (ITR)

If a task was rejected by the supervisor, (e.g when more info is required) there are a few different steps to get started.

From the home screen tab in the Tasks module:

1. Tap on the rejected task you need to action
2. Tap the **Steps Completion** tab and scroll to the bottom
3. Comments made by the supervisor when rejecting will automatically be included in **Comments and Observations**
4. All previously input information remains; however, submission information is reset

Continue to complete all fields on the task, if you need to add information follow the below steps to:

- [Take a Photo](#) if required
- [Add a File](#) if required
- [Raise a Punchlist](#) if required

Continue to steps to [Submit](#) when task is ready

The task will have a **Submitted** status and go to the next person in the workflow for completion.

Note: Task status may be different if there is an outstanding punchlist item.

The screenshot shows the 'Tasks (19)' list with a red box highlighting a 'Rejected' task (T-02724-0002). Below, the 'Task T-02724-0002' screen is shown with the 'Steps Completion' tab selected. A red box highlights the 'Comments and Observations' section, which contains the text 'MO (reset): Rejected, please attach a photo'. Another red box highlights the 'Completed' section, which includes fields for 'Completed By (Contractor)', 'Reviewed By (Contractor Supervisor/QA)', and 'Approved by JHG'. A red circle with the number '1' points to the 'Rejected' task in the list. A red circle with the number '2' points to the 'Steps Completion' tab. A red circle with the number '3' points to the 'Comments and Observations' section. A red circle with the number '4' points to the 'Completed' section.

C/O	Task Status	Job Card	Task ID	Description	Discipline	System	Tag
	Started		T-02717-0002	Deluge Transition Fitting to Manifold Pipework Installa...	PIPE	020-40 - Skimmings PS	PDT4855001
	Started		T-02719-0001	Support, Bracing & Fixing Installation	MVAC	030-10 - Buffer Tanks and Mixing	SEC4040101
	Submitted		T-02720-0001	WTP Pipe Installation	PIPE	020-40 - Skimmings PS	MWP4SS3001
	Started		T-02722-0001	Supply & Install - Fire Water Tank (TANK 01) - Fire Wat...			
	Started		T-02724-0001	FA022 - Fire Detection Loop Installation	FIRE SYSTEM	FSS - Fire Sprinkler System	FRI001
	Rejected		T-02724-0002	FA022 - Fire Detection Loop Installation	FIRE SYSTEM	FSS - Fire Sprinkler System	FDL 002D

Task T-02724-0002

Task Summary **Steps Completion** Reference Documents Punchlists Assets Files

Item No. 6

* Transfer any defect pick up to the defect register and tagged against asset.
* Classify defects as A: Safety critical, B: Significant, C: Minor

Note: All fields are to be completed, with the following abbreviations used in the RESULT column, as appropriate:
Initials = OK ; N/A = Not Applicable ; P = Punchlisted

LOOP TEST

Continuity Test

Item No.	Asset Tag No.	Tag Description	Point to Point
8	2345		
9	431t		
10	rttee		
11	24564356		

+ Add Step

Comments and Observations

MO (reset): Rejected, please attach a photo

Completed

The items above have been inspected and are in accordance with drawing

Completed By (Contractor)	Reviewed By (Contractor Supervisor/QA)	Approved by JHG
Name:	Name:	Name:
Title:	Title:	Title:
Company:	Company:	Company:
Date:	Date:	Date:

Submit Complete Close

Note: if you are working offline, remember to check in and sync once your back online



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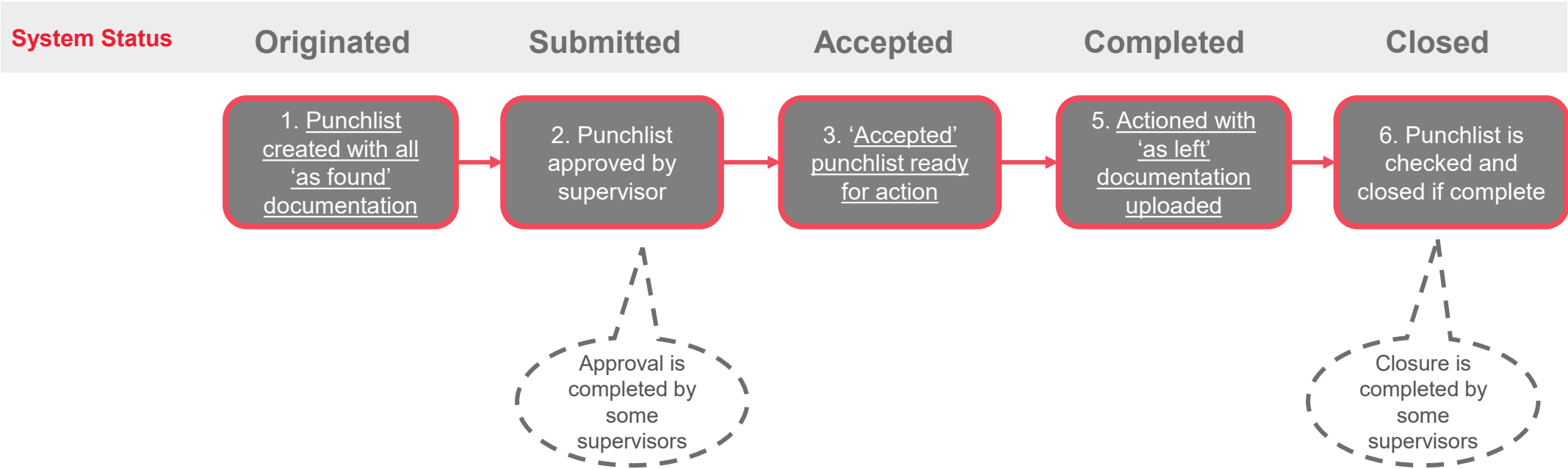
Punchlist: Create

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**JOHN
HOLLAND**

Process Flow Punchlist

The diagram below shows a high-level overview of the steps and statuses involved in punchlists, from creation to closure. Step by Step instructions are contained in the pages that follow. Note that not all Supervisors can approve Punchlists, if you do not have access the buttons will be greyed out.



Note this is the current process and status and may change in future



Punchlist: Create

Punchlists are created for keeping track of any outstanding work onsite or raising defects and are generally categorised as the following:

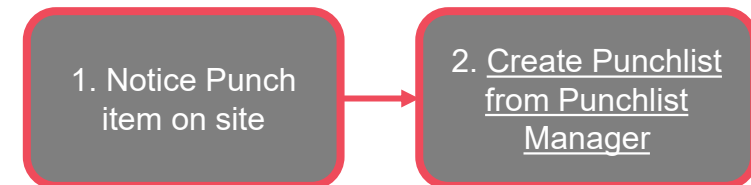
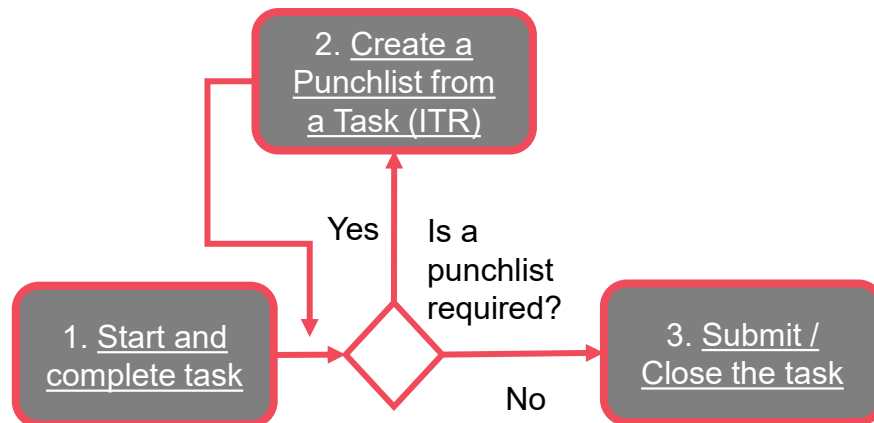
Category A: Cannot Energise

Category B: Can energise, but requires de-energisation / isolation to rectify

Category C: Rectification prior to final handover

Creating a Punchlist can be done in two main ways, creation during a task is the preferred method. Click the relevant link below to jump to the steps:

- [During a task \(ITR\)](#): if you find further work, incomplete items, faults, etc, you can trigger a punchlist related to a specific task line item. When creating a punchlist in this way, lots of information is pulled from the task to create the punchlist.
- [Punchlist Manger](#): can be used if you are onsite and notice something that should be raised, when creating a punchlist in this way, no information will be pre-filled for you.



Create a Punchlist from a Task (ITR)

The steps below (and continued on the next page) show creating a punchlist from within a task if you are prompted by the system.

You can also create a punchlist from the Punchlist Manager (see steps to [Create from Punchlist manager](#)).

1. When prompted by the system, tap **Yes**
2. Check the information pulled from the task, such as **Work Breakdown Association** and **Location / Systemization Associations**
3. The task line item will pull into the **Description** (mandatory field), confirm or tap into this to alter as required
4. Taping on any field with a popup icon, like **Punchlist Category**, will open a pop up
5. Either tap the desired selection, or tap into **Search** and type to refine available selections
6. Once a selection is made tap **OK**

Continued on next page....

The screenshot shows the 'Task T-02725-0001' interface. A 'PL/NC Alert' dialog box is displayed in the center, asking 'Do you want to create a punchlist?'. The 'Yes' button is highlighted with a red circle and the number 1. The background shows a table with task items and a 'Punchlists' tab selected at the top.

The screenshot shows the 'Punchlist PL-000054' interface. It has several sections: 'General' with fields for 'Punchlist Category' (circled in red with a red circle and number 4), 'Punchlist Type', 'Job Cat', 'Discipline' (set to 'FIRE SYSTEM - Fire System'), 'Priority', and 'Description' (containing '2.2: Confirm hydrotest(s) conducted was/were successful and has/have been witnessed by JHG'). 'As-Found Data' has an 'Action Required' field. 'Work Breakdown Association' has fields for 'Project' (JHG - Training Project), 'Phase' (JHG L1 - Construction), and 'Stage' (JHG Construction - Install...). 'Location / Systemization Associations' has fields for 'Process Plant' (JHG - Training), 'Process Area' (FP - Fire Protection), and 'System' (FSS - Fire Sprinkler System). A red box highlights the 'Description' field with a red circle and number 2. A note bubble says 'Note: Required fields are red'. A red circle with the number 3 is over the 'Priority' field.

The screenshot shows the 'Punchlist Category' selection screen. It lists 6 items in total. The categories are: 'B - Can Energize, but requires de-energisation', 'Category A - Defect that prevents any Pre-Commissioning and Commissioning due to Safety Issue', 'Category B - Defect that allows Pre-Commissioning and Commissioning to proceed - Not Safety Issue', 'Category C - Minor Defect that does not prevent the safe, reliable and continuous operation of the plant' (highlighted with a red box and a red circle with the number 5), 'Category D - Parking lot for disagreed defect categorisation - Out of Scope Requests', and 'D - Works to Go'. At the bottom, there are buttons for 'CLEAR SELECTION', 'CANCEL', and 'OK' (highlighted with a red circle and the number 6).



Create a Punchlist from a Task (ITR) (continued)

7. Tap into **Action Required**
8. Type the punchlist activity, this is a mandatory field
9. Tap the **tick** when ready
10. Tap the **Save** icon at any time to save without submitting

Check all other information, ensure you give enough details for a future team to complete the punchlist – **Asset** and **Task** information will pull from the task. **Responsible Company**, **Punchlist Category** and **Punchlist Type** are desirable fields

if you need to add information follow the below steps to:

- Add a file or image if required
- Add a GPS location if required

Continue to steps for Submit & Send when the Punchlist is ready

The screenshot shows the 'Punchlists' form for PL-000054. The 'General' section includes fields for 'Punchlist Category', 'Punchlist Type', 'Job Category', 'Discipline' (FIRE SYSTEM - Fire System), and 'Priority'. The 'Description' field contains the text: '2.2: Confirm hydrotest(s) conducted was/were successful and has/have been witnessed by JHG'. The 'As-Found Data' section is expanded, showing the 'Action Required' field with the text: 'Confirmation by JH required to be present while testing'. A red callout box labeled '7' points to the 'Action Required' field header. A red callout box labeled '8' points to the text input area. A red callout box labeled '9' points to the blue checkmark icon. A red callout box labeled '10' points to the 'Save' icon in the top right corner.



Create a Punchlist from Punchlists Module

To create a punchlist outside of completing a task, you must use the **Punchlists Module**. Creating a punchlist from Punchlist Manager will start with a completely blank form.

If you are creating a punchlist from within a task (the preferred method), see steps on [Create a Punchlist from a Task \(ITR\)](#).

From the Hexagon Smart Completions app homepage:

1. Tap **Punchlists**
2. Tap the **plus** icon
3. A blank punchlist will open, at originated stage, the **Description** and **Action Required** fields are mandatory tap into each and type relevant information
4. Tap the **disk** icon at any point to save

Ensure you give enough details for a future team to complete the punchlist. **Punchlist Category**, **Punchlist Type**, **Asset**, **Task** and **Responsible Company** are all desirable fields.

The Work Breakdown Association, Punchlist Category and Systemisation are vital for reporting and handover.

Continued on next page....

TP JHG - Training Project Online

Assets Documents Tasks **Punchlists** Preservations

← Punchlists (3) Include Completed +

C/O	Status	Punchlist ID	Asset	Description	Punchlist Category	Action Required
☐	Accepted	PL-000020	FDL4070002B	1.12: Confirm screen outer screen has been in...	D - Works to Go	Grille yet to be installed
☐	Submitted	PL-000022	JFN4SS3106	1.8: Confirm safety chains have been fitted correct...	D - Works to Go	Confirm safety chains have been fitted corre...
☐	Originated	PL-000023	DRS4315402F	2.3: Confirm all cabling is correctly labelled	B - Can Energize, but requires de-energisation	Incorrect cable label in field

← Punchlists New Record Workflow Submit

Punchlist Reference Documents Files

General

Punchlist Category Punchlist Type Job Category

Discipline Priority

Description

As-Found Data

Action Required

Note: Required fields are red



Create a Punchlist from Punchlists Module (continued)

It's helpful to add asset information first, as this will pull information from the asset to fill out the punchlist

5. Scroll down and tap **Asset**
6. A popup will open, scroll through or tap the search to locate the asset, you can search by asset tag or asset name
7. Tap to select an asset
8. Tap **OK** to confirm selection

If you need to add information follow the below steps to:

- [Add a photo or file](#) if required
- [Add a GPS location](#) if required
- [Take and attach a Photo](#) if required

Continue to steps for [submit & send](#) when Punchlist is ready

Workflow Submit

Punchlist Reference Documents Files

Location / Systemization Associations

Process Plant	Process Area	System	Substation
Plant	Facility	Area	
Asset	Asset Pack	Loop	

Get Location

As-Left Data

Action Taken

Schedule Details

Note: Files or photos cannot be added to a punchlist created from the module without first saving the punchlist

Asset

29 Items in total

Search

DRS4290402M - Door Reed Switch

DRS4315402F - Door Reed Switch

DRS4290402M - Door Reed Switch

DRS4315402F - Door Reed Switch

DXE4260304 - Directional Exit Sign

EDB4HS1001-GPO4HS1002E-L1C1 - Low Voltage Cable

FDL 002D - Fire Detection Loop 10

FDL4070002B - Fire Damper with Fusible Link

FOB4HS1001B-FOB4SS1001B-01S24 - Optical Fibre

FRI001 - Fire Detection Loop

JFN4SS3106 - Jet Fan

LDE4050221G - Carriageway LED Luminaire - Emergency

MWP4SS3001 - Mechanical Water Pipe

CLEAR SELECTION CANCEL OK



Punchlist: Create – Submit & Send

follow steps from [Punchlist: Create](#), then:

1. When ready tap **Submit**
2. The workflow status will move to Submitted and you'll see this notification in the bottom right corner
3. Tap the back **Arrow** to exit the punch item and return to the previous screen (either a search list or task depending upon where you created the punchlist from)
4. The punchlist status will be updated in the punchlist module list

If working offline, remember to [check in then sync](#) once back online.

After submitting, the Workflow at the top will show **Cancel**, this indicates you have submitted.

If you created the Punchlist from a task return to [Task: Action & Complete](#).

The screenshot displays the 'Punchlists' app interface for a specific punchlist (PL-000039). The top navigation bar includes a back arrow (callout 3), the title 'Punchlists PL-000039', and a 'Workflow Submit' button (callout 1). The main content area is divided into sections: General, As-Found Data, Work Breakdown Association, and Location / Systemization Associations. The 'General' section contains fields for Punchlist Category, Punchlist Type, Job Category, Discipline, Priority, and Description. The 'As-Found Data' section shows the Action Required. The 'Work Breakdown Association' section shows Project, Phase, Stage, and Activity. The 'Location / Systemization Associations' section shows Process Plant, Process Area, System, and Subsystem. A bottom sheet shows the 'Workflow Updated' notification (callout 2). A separate inset shows the 'Punchlists (9)' list with columns for C/O, Status, Punchlist ID, Asset, and Description. The 'Submitted' status is highlighted (callout 4).

C/O	Status	Punchlist ID	Asset	Description
☐	Originated	PL-000023	DRS4315402F	2.3: Confirm all cabl correctly labelled
☒	Originated	PL-000038	PDT4070001	1.4: Confirm correct supports have been
☐	Submitted	PL-000039	TNK012	1.2: Confirm locking device/guard in plac



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Punchlist: Action & Submit

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Punchlist – Action & Submit

Punchlists can be found via the **Punchlists** module, shown below, or via the punchlist tab in the linked asset or task (ITR) more details in [Find a Task or Punchlist](#).

The below steps cover how to action a punchlist and submit for closure by a Supervisor. A punchlist that's ready to action will be in the **Accepted** stage.

1. Tap the **Punchlist**
2. Check the **action required** field for what is required
3. Upload images or attachments to show completed or fixed punchlist via the **Files** tab – for detailed steps see [add a photo or file](#)
4. Scroll down on the **Punchlist** tab to complete the punchlist

Note: A tick here means the item is checked out to you

If you need to add information follow the below steps to:

- [Add a photo or file](#) if required
- [Add a GPS location](#) if required
- [Take and attach a Photo](#) if required

Continued on next page...

The screenshot displays the 'Punchlists' application interface. At the top, a blue header bar contains a back arrow, the title 'Punchlists (9)', a toggle for 'Include Completed', and a plus icon. Below this is a table with columns: C/O, Status, Punchlist ID, Asset, Description, Punchlist Category, and Action Required. The first row is highlighted with a red box and a red circle with the number '1' pointing to the 'Description' column. The second row is also highlighted with a red box. A red box with a red circle with the number '2' points to the 'Action Required' field in the 'As-Found Data' section. A red box with a red circle with the number '3' points to the 'Files' tab in the top right corner. The 'Files' tab is selected, showing a list of files. The 'As-Found Data' section is expanded, showing the 'Action Required' field with the text 'Incorrect cable label in field'. The 'Work Breakdown Association' section is also expanded, showing fields for Project, Phase, Stage, and Activity. The 'Location / Systemization Associations' section is expanded, showing fields for Process Plant, Process Area, System, and Subsystem.

C/O	Status	Punchlist ID	Asset	Description	Punchlist Category	Action Required
	Accepted	PL-000023	DRS4315402F	2.3: Confirm all cabling is correctly labelled	B - Can Energize, but requires de-energisation	Incorrect cable label in field
	Originated	PL-000038	PDT4070001	1.4: Confirm correct pipe supports have been inst...		One pipe stand is to be installed
	Accepted	PL-000039	TNK012	1.2: Confirm locking device/guard in place on...	Category A - Defect that prevents any Pre-Comm...	Locking device needs to be re fitted or repla...

Punchlists PL-000023

Cancel Complete

Punchlist Reference Documents Files

General

Punchlist Category: B - Can Energize, but requires de-energi...
Punchlist Type: Incorrect Labels - Incorrect Labels
Job Category:
Discipline: FIRE SYSTEM - Fire System
Priority:
Description: 2.3: Confirm all cabling is correctly labelled

As-Found Data

Action Required: Incorrect cable label in field

Work Breakdown Association

Project: JHG - Training Project
Phase:
Stage:
Activity:

Location / Systemization Associations

Process Plant: PTP - Primary Treatment...
Process Area: 040 - Anaerobic Digesters
System: 040-10 - Digester Ancillar...
Subsystem: 040-10-40-10 - Odour Duc...



Punchlist – Action & Submit (continued)

4. Type the **Action Taken** to complete or fix the punchlist item, this is a mandatory field
Mandatory fields are marked in red prior to completion
5. Scroll down and add any **Comments** if required
6. When all information is filled out and uploaded, tap **Complete**

The punchlist will now progress for final checks before closure in the workflow.

7. A **Workflow Updated** notification will appear briefly in the bottom right
8. The workflow options change to **Cancel Completion**
9. Tap **back** to return to the punchlist module

If working offline, remember to check in then sync once back online.

The screenshot shows the 'Punchlist' screen for item 'PL-000023'. The interface is divided into several sections: 'Reference Documents' at the top with tabs for 'Punchlist', 'Reference Documents', and 'Files'; a list of documents including 'DRS4315402F - Door Ree...', 'Asset Pack', 'Loop', and 'T-02692-0001 - Door Swit...'; a 'Get Location' button; an 'As-Left Data' section with a red-bordered 'Action Taken' field containing 'Replaced label with correct one'; a 'Schedule Details' section with fields for 'Start Date', 'Due Date', 'Workflow Type', 'Responsible Company' (John Holland Pty Ltd), 'Responsible Person' (Parker, Tanija), 'Contract', and 'Responsible Workgroup' (Construction - JHG Construction), along with 'On Hold' radio buttons; and a 'Comments' section with a red-bordered 'Comment' field. At the top right, a 'Workflow' button is highlighted with a red box and callout 6, showing 'Cancel' and 'Complete' options. At the bottom left, a 'Workflow' button is highlighted with a red box and callout 8, showing 'Cancel Completion' and 'Complete' options. A red-bordered notification box at the bottom right, highlighted with callout 7, displays 'Workflow Updated'. A red-bordered back arrow at the top left is highlighted with callout 9. A red-bordered 'Action Taken' field is highlighted with callout 4, and a red-bordered 'Comment' field is highlighted with callout 5.



Punchlist – Add a File or Photo

Before you submit a Punchlist, you can add additional files or include pictures additional to what is required in the form. To add an already taken image or attachment during the creation of a Punchlist, follow steps from [Create a Punchlist](#), then:

1. Tap **Files** tab
2. Tap the **plus**
3. Choose the option you need, adding file, existing image or take a photo
4. Select a file type
5. Tap **Continue** and select the file, image or take the photo
6. Type a caption to describe the file or image
7. Tap either tick

The file or image will be uploaded and appear in the list on the files tab. You can repeat this process to upload multiple images / attachments.

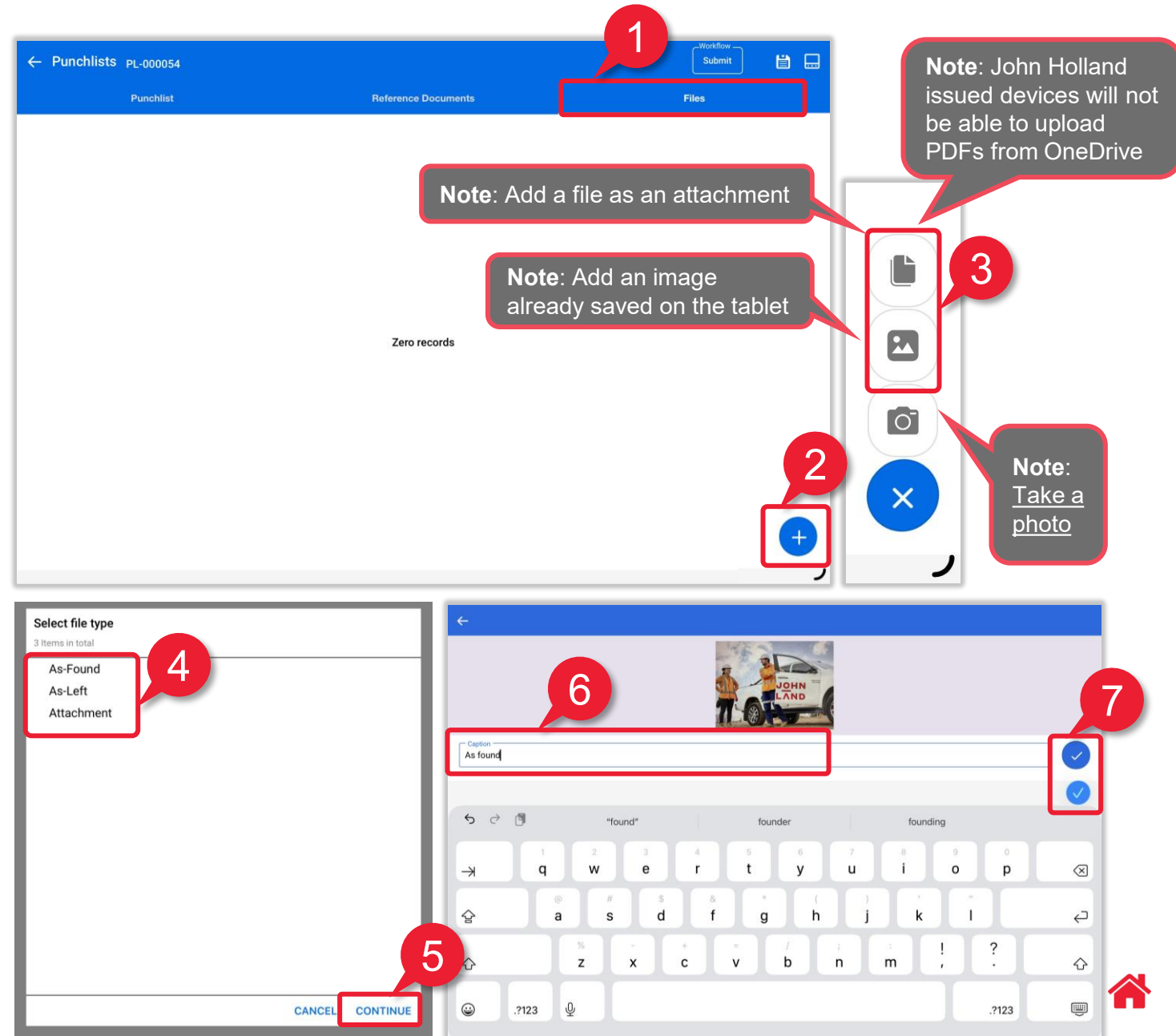
If working offline, remember to [check in then sync](#) once back online.

If you were:

Creating a new punchlist: Continue to [submit & send](#)

Actioning a punchlist: Continue to [action & submit](#)

**JOHN
HOLLAND**



Punchlist - Add GPS location

Before you submit a Punchlist, you can add additional files or include pictures additional to what is required in the form. You can also choose to add a precise geographic (GPS) location, follow the steps below.

From within the punchlist:

1. Tap **Get Location**
2. A pop up may appear to request location permissions for the app, tap **allow once** or **allow while using the app**
3. Exact geographic data will display next to the location

If you need to add information follow the below links for steps to:

- [Add a photo or file](#) if required
- [Take and attach a Photo](#) if required

If you were:

Creating a new punchlist: Continue to [submit & send](#)

Actioning a punchlist: Continue to [action & submit](#)

The screenshot shows the 'Punchlists New Record' screen. At the top, there are tabs for 'Punchlist', 'Reference Documents', and 'Files'. Below these is a section titled 'Location / Systemization Associations' containing a grid of buttons: Process Plant, Process Area, System, Subsystem, Plant, Facility, Area, Location, Asset, Asset Pack, Loop, and Task. A red box highlights the 'Get Location' button, which is also marked with a red circle containing the number 1.

This block contains two screenshots. The bottom-left screenshot shows a mobile app interface with a location permission dialog. The dialog text says: 'Allow "SCM" to use your location? Your current location will be stored by Smart Completions for Punchlists, Tasks, Others. It can be used to show them in maps.' Below the text is a map showing the current location. At the bottom, there are three buttons: 'Allow Once', 'Allow While Using App', and 'Don't Allow'. The 'Allow Once' button is highlighted with a red box and a red circle with the number 2. The bottom-right screenshot shows the same 'Punchlist' screen as above, but now the 'Get Location' button is highlighted with a red box and a red circle with the number 3. To the right of the button, the following location data is displayed: Latitude : -37.784885812869554, Longitude : 144.82591659285467, and Altitude : 25.913630624639318.



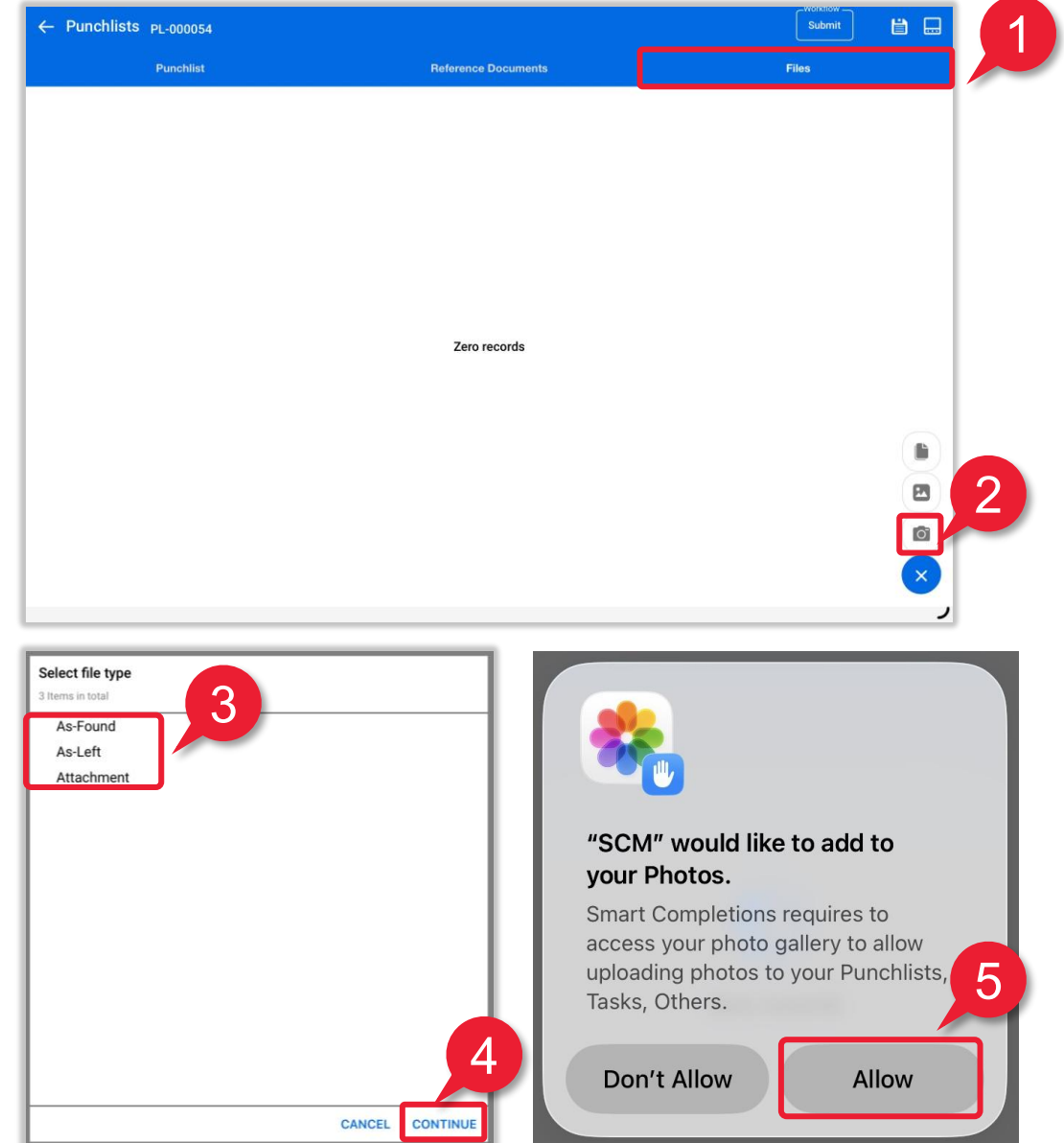
Punchlist – Take and attach a photo

Before you submit a Punchlist, you can add additional files or include additional pictures to what is required in the form.

While completing a Punchlist:

1. Tap the **Files** tab
2. Tap the **Camera** icon to take a photo
3. Choose a **file type**
4. Tap **Continue**
5. The first time you may see a popup requesting permission to access photos or camera, tap **Allow**

Continued on next page...



Punchlist – Take and attach a photo (continued)

Take the photo using the tablet, then:

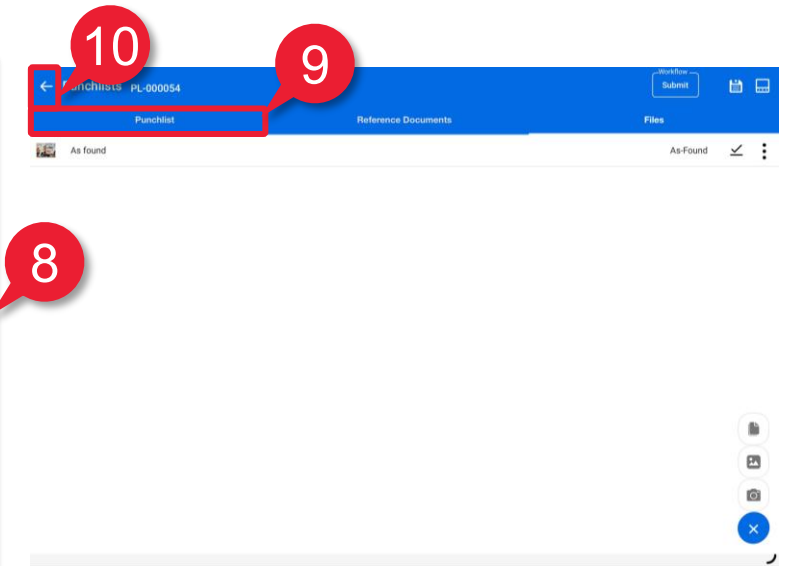
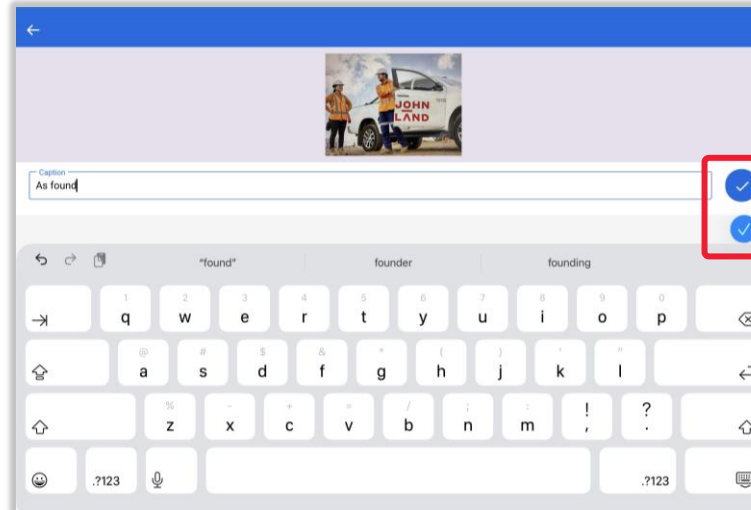
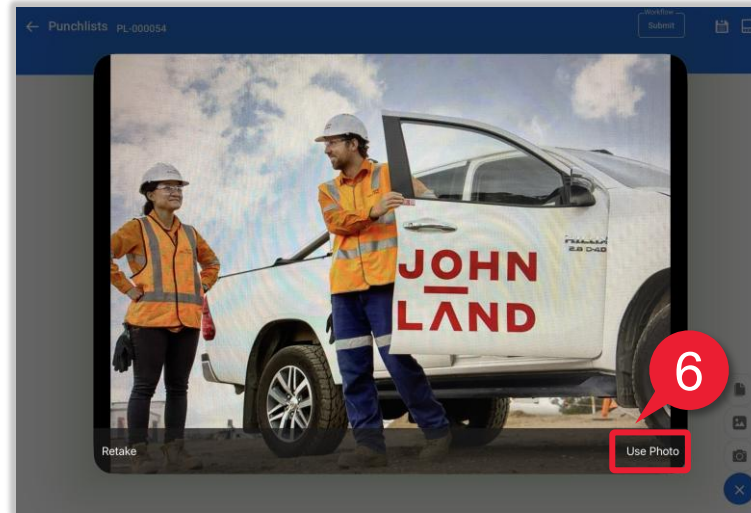
6. Tap **Use Photo**
 7. Tap into the **Caption** field and type a description of the image
 8. Tap either of the **ticks** to complete
- The image is now uploaded as a file
9. Tap the **Punchlist tab** to return to the punchlist or
 10. Tap **back** to return to the **Punchlist Module**

If you need to add more information follow the below links for steps to:

- [Add a file or photo](#) if required
- [Add GPS location](#) if required

If you were:

- **Creating a new punchlist:** Continue to [submit & send](#)
- **Actioning a punchlist:** Continue to [action & submit](#)



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**Complete or Reject Tasks | Supervisors
Only**

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Complete or Reject Tasks - Supervisors Only

If you are a **Field Supervisor**, you have permission to check and finalise your teams' tasks for final review by a John Holland Supervisor. Access the full [Process Flow Task ITR](#) for more detail.

Only specific Supervisors can check and approve Punchlists. Access the full [Process Flow Punchlist](#) for more detail.

To check and finalise your teams' tasks, search and filter for desired tasks. Full search instructions in the [Find a Task](#) section. In this example we've accessed the Task Module.

1. Tasks that require supervisor approval will have a status of **Submitted**
2. Tap into the task
3. The task will open to the **Steps Completions** tab by default, showing the list of checks
4. To make a comment against any line item, click the blue **Comments Icon** on that line item
5. Check any Punchlists raised via the **Punchlist** tab
6. Check any supporting images or attachments via the **Files** tab

Continued on next page...

The screenshot displays the John Holland Task Module interface. At the top, there's a header bar with a back arrow, 'Tasks (22)', and toggle switches for 'Filter FJ Tasks' and 'Include Completed'. Below this is a table listing tasks with columns: C/O, Task Status, Job Card, Task ID, Description, Discipline, System, and Tag. The first task, 'Submitted' (T-02691-0001), is highlighted with a red box and a callout '1'. A second callout '2' points to the 'Description' column header. Below the table, a detailed view of task 'T-02720-0001' is shown. This view has a blue header with tabs: 'Task Summary', 'Steps Completion' (selected), 'Reference Documents', 'Punchlists', 'Assets', and 'Files'. Callout '3' points to the 'Steps Completion' tab. The main content area shows project details (JHG - Training Project) and a table of steps for '1.0 INSTALLATION'. Callout '4' points to a blue comment icon in the 'Initials / Date' column of the steps table. Callout '5' points to the 'Punchlists' tab, and callout '6' points to the 'Files' tab. The John Holland logo is visible in the top left of the task detail view.

C/O	Task Status	Job Card	Task ID	Description	Discipline	System	Tag
	Submitted		T-02691-0001	Jet Fan Installation	VENTILATION	020-40 - Skimmings PS	JFN4SS3106
	Started		T-02713-0001	Cable Pull Sheet	CABL	030-20 - Thickening Area	EDB4HS1001-GPO4HS1002...
	Started	JC-000004	T-02714-0001	Lighting Circuit	Electrical	020-40 - Skimmings PS	DXE4260304

Item No.	Step Action	Accept	Reject	N/A	Initials / Date
1.1	Description of pipework being installed (PVC, PE, Stainless Steel)	☒	☐	☐	MI / 29-May-2026
1.2	Confirm anchors are installed correctly and correct material used.	☒	☐	☐	MI / 29-May-2026
1.3	Confirm isolation is provided between dissimilar metals.	☒	☐	☐	MI / 29-May-2026
1.4	Confirm pipe supports are installed correctly.	☒	☐	☐	MI / 29-May-2026
1.5	Confirm equipment is installed at correct location.	☒	☐	☐	MI / 29-May-2026



Complete or Reject Tasks - Supervisors Only (continued)

On the Steps Completions tab at the bottom you will be able to Complete or Reject a submitted task:

7. If you are happy with the task, tap **Complete** - your details will be automatically filled
 8. Once accepted, tap **back arrow** to return to the task list
- Once Completed, the task moves to a completed status awaiting approval by a JH Supervisor.

To **Reject** a task:

9. If information is missing, or something else is required, click **Reject**
10. Rejecting a task will open a comment window, type a comment to tell the technician what additional information is required
11. Tap **Submit**
12. The comment you made when rejecting the form will be displayed within the form under **Comments and Observations**

The task can now be actioned by a field technician to add what is required and resubmit. The form will retain all information already recorded. No automatic notification of rejection is sent.

The screenshot shows a mobile application interface for task completion. At the top, a blue header bar contains a back arrow (callout 8) and the task ID 'TP 102720-0001'. Below the header is a tabbed interface with 'Steps Completion' selected. The 'Steps Completion' tab displays a list of tasks with columns for 'Task Summary', 'Steps Completion', 'Reference Documents', 'Punchlists', 'Assets', and 'Files'. The tasks are numbered 1.11 to 1.16. Below this is a 'Reference Info' section with items 1.17 and 1.18. At the bottom, there is a 'Comments and Observations' section (callout 12) and a 'Completed' section. The 'Completed' section contains a form with fields for 'Completed By (Contractor)' and 'Reviewed By (Contractor Supervisor/QA)'. The 'Completed By' section has fields for Name, Title, Company, and Date. The 'Reviewed By' section has fields for Name, Title, Company, and Date. Below these fields are two buttons: 'Reject' (callout 9) and 'Complete' (callout 7). A 'Close' button is also present.

The screenshot shows a dialog box titled 'Enter Comment'. It contains a text input field with a placeholder 'Please enter a comment for the rejection.' and a 'TP (reset):' label. Below the input field are two buttons: 'Submit' (callout 11) and 'Cancel' (callout 10).



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Tablet App Troubleshooting Tips

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Tablet App Troubleshooting Tips

If you receive any errors or unexpected displays within the app, here are a few things you can try:

1. Ensure you have checked-in & synced everything using Sync Manager. Follow the steps here: [Work Offline – Check in & Sync](#).
 - a. Within Sync Manager you can also tap the menu icon and **Clear Local Storage** to help with sync issues
2. Try logging out and back in again, from the homepage:
 - a. Tap your initials to open the menu
 - b. Tap **Logout**
 - c. Follow instructions in the relevant **Activate & Login guide** to install the tablet app and login again (links below)

If you are using a shared tablet, ensure you logout when finished
3. Uninstall and Reinstall the app;
 - a. From the tablet homescreen, press and hold the app
 - b. On **Apple devices**: Tap **Options**, then Tap **Remove App** or on some iPads tap the **X**
 - c. On **Android devices**: Tap **Uninstall**
 - d. Follow instructions in the relevant Activate & Login guide (link below) to install the tablet app and login again
 - [Activate & Login with a non-JH account](#)
 - [JH Activate & Login for JH staff](#)

