MPulse – Work Order system that replaces TeamWorks

MPulse will replace TeamWorks as our maintenance scheduling software in February 2024. After the cutover from TeamWorks to MPulse, the TeamWorks website will no longer function. This short instruction manual shows how to navigate the MPulse software web site to log a maintenance request with our maintenance department.
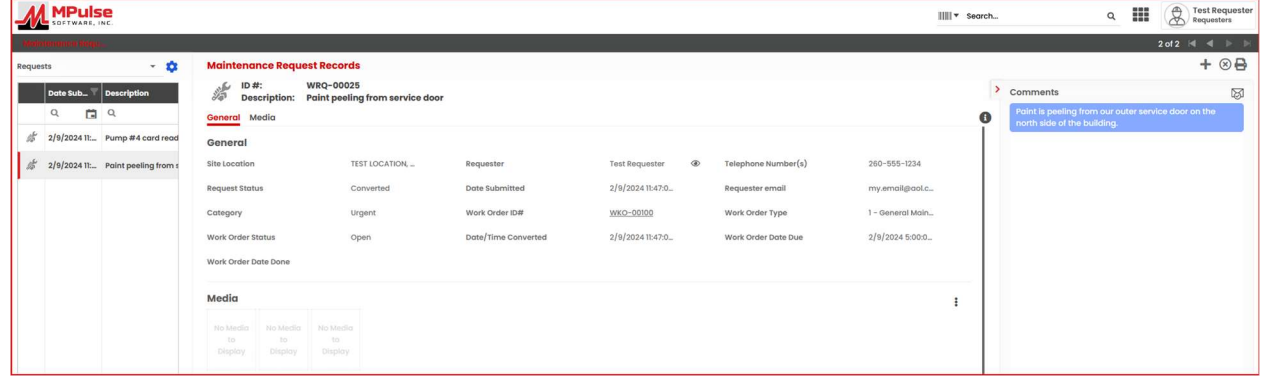
Logging In

First, navigate to the web address: www.mpulse9.com. You will be presented with the login screen:

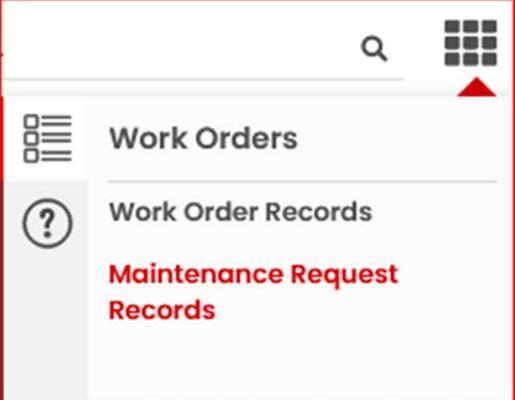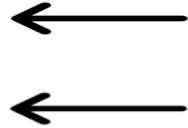|	
	TIP The Login screen is where you enter your username and password. Your username will be your site number and "@natloil.com", so if your site number is 957, your username will be 957@natloil.com. Your password will be your site number (in this example, it will be "957"), too. You can click the box "Remember me" to remember your login information if you want, and then press the "Login" button.

Navigating through MPulse

After a successful login, the Maintenance Request screen displays. You can navigate through a list of prior maintenance requests on the left side of the screen and by clicking on a prior maintenance request, you can see the details and comments of it in the center and right side of the screen.

List of prior Requests (Left Side)	Details of selected maintenance request (Center)	Request Comments (Right Side)

You can also choose to look at the work orders generated from your maintenance requests by clicking the navigation icon next to your name at the top right of the screen. This will drop down the navigation menu. To view the work orders, click on "Work Order Records". Similarly, if you want to go back and view or enter a new maintenance request, click the navigation icon, and select "Maintenance Request Records".
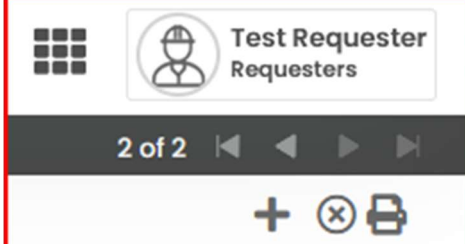
Click the 9-button navigation icon.		**TIP** Choose to view Work Orders or Maint Records ← ←

When you get over 20 Maintenance Requests or Work Orders, you can navigate between screens of requests or work orders by clicking the navigation arrows at the bottom left portion of the screen.

	Moving between pages of Maintenance Requests or Work Orders is done by using the navigation arrows to go to the first record, prior record, next record, or last record arrows.

Working with Maintenance Requests

Select the "Maintenance Request Records" option from the 9-button navigation icon to view the maintenance request history. You can add, delete, or print a maintenance request.

	TIP: When working with Maintenance Requests, the icons you will use are located just below your site name on the upper-right portion of the screen. You can add a new request by clicking the "+" sign, delete a request by clicking the "x" icon, and print a request by clicking on the printer icon. Movement between request records can be made by clicking the various arrows.

When adding new requests, various fields should be filled in so the maintenance department can understand your request.
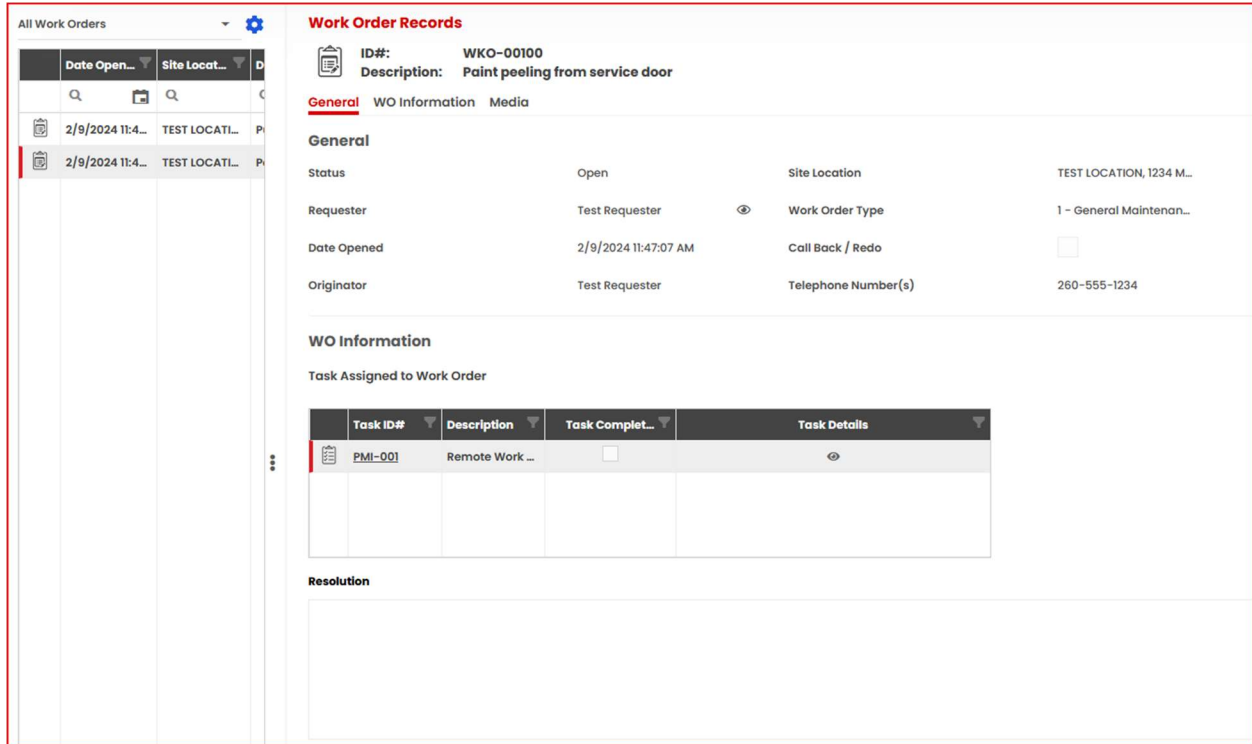
- Description – You should enter a brief description of the issue in this section.
- Site Location – Use the dropdown menu to select the site location where the issue is occurring. If you type in this section instead of using the dropdown menu, it will filter the section to the characters that you enter. This may be more helpful than using the dropdown menu because of the sheer volume of site locations.
- Telephone Number(s) – Enter your telephone number in this section in case the maintenance department needs to contact you about the issue.
- Category – Select between "Normal", "Urgent" or ongoing "Project".
- Work Order Type – Click the dropdown menu to select between "General Maintenance", "HVAC", or "Compliance" to route the request to the proper maintenance personnel.
- Requester Email – Along with "Telephone Number" above, we'll use this to contact you if the maintenance department has a question.
- Media – You can use this section to download a picture of the issue. If you are using a mobile device, you can use the device's camera. If you are using a desktop or laptop, you can select a picture file on your computer.
- Comments – Describe the issue in more detail. Please keep in mind that the "Description" area should be brief, and the "Comments" area should describe the issue in detail.

Note: You can only enter in this information when adding a new maintenance request. Once you save the request (described below), it is sent to the maintenance department and this screen becomes unavailable to edit.

TIP: Once you have finished entering all information about the Maintenance Request, click the blue check icon to save the request and forward it on to the maintenance department. If you want to cancel the request, click the red circle with the slash through it.	

Viewing Work Order History

Once you submit a Maintenance Request, we turn it into a Work Order. You can view what work National Oil does on behalf of your request by viewing the associated Work Order. Click the 9-button navigation icon (described in the "Navigating through MPulse" section above) and select the "Work Order Records" option to view the Work Order screen.

On the left side of the screen, work orders are listed. By clicking on a work order, you can see the details in the right-hand section of the screen. To simplify the list of work orders, click on the drop-down menu just to the left of the blue gear icon ⚙ at the top left portion of the screen. Select the "All Work Orders" option. This presents the list with date and location information. To sort by date, click the column header "Date Opened" to until the most recent work orders show at the top of the list.

The area that National Oil will fill in describing work done on your request is the "Resolution" section towards the bottom of the screen.

Logging Out / Exiting the system

When you are ready to quit, make sure you save any information you are working on, then click on your name on the top-right portion of the screen. You can then click the "Logout" option and you will be returned to the login screen, at which point you can close out your browser window.