

**Q: I'm having problems logging into GoServicePro.**

- Contact your Field Service Lead with your username. The Field Service Lead will request a password reset and provide you with a temporary password. Log in with the temporary password as soon as possible, as the temporary password will expire the next day at 5:00 AM Central Standard Time. You will be prompted to set a new password upon logging in.

**Q: I can't see the Work Order I was assigned.**

- Contact your local services coordinator and they will review the Work Order to confirm that you are assigned.

**Q: Where can I find information to correctly complete a Work Order?**

- Documentation is available on the Field Service Portal.

**Q: I realized I forgot something after I closed my Work Order.**

- Inform your local services coordinator of the missing details.
- Failing to report missing information right away could result in underpayment to your customer, incorrect customer billing, or parts arriving without documentation.

**Q: I need to see a Work Order that I closed.**

- The only way to see your closed Work Orders is to locate them on your schedule. Under the My Work Service Workspace, click on My Information to display the My Schedule tab. Use the calendar or arrows to navigate back. Once the Work Order is found, double-click on it to bring it up in your workspace.

**Q: GoServicePro is spinning, giving error messages or is running abnormally slow.**

- Try refreshing GoServicePro or clearing your Internet Explorer cache. If this doesn't work, escalate to your local service coordinator.

**Q: Can I go back and forth between GoServicePro, the Field Service Portal, and other Daktronics websites without losing my progress in GoServicePro?**

- You can go back and forth between GoServicePro and any other site.  
**Tip:** Right-click the "Log Into GoServicePro" button on the Field Service Portal site and select "Open in New Tab." This will allow you to access training and support documents in your current tab and have GoServicePro open in its own tab.

**Q: How do I copy and paste into GoServicePro?**

# DAKTRONICS GOSERVICEPRO FAQs FOR SERVICE PARTNERS

- When you right-click in the Notes field, there is not a menu of options for copying and pasting. Use keyboard shortcuts to copy and paste— Highlight the text you want to copy using your mouse, then use Ctrl + C to copy, and Ctrl + V to paste.

**Q: Can my Arrive Onsite/Repair Start and my Repair Stop/Leave Site times be the same?**

- Yes, those times can be the same. You do not need to space these times 1 minute apart.

**Q: What do I do if I take more than one lunch break?**

- If you haven't logged your lunch time, combine the two lunches into one time log.
- If you have already logged your lunch time and need to log the second lunch, please call Dispatch to adjust your time log.

**Q: Can I see previous troubleshooting notes on a case?**

- You are able to see the notes that you have logged previously by opening your calendar in My Information, and My Schedule. Open the work order from the previous appointment on the calendar to review notes.
- Currently, you are not able to see previous troubleshooting notes logged by other techs on work orders not assigned to you. Only the tech assigned to that work order can view the notes.

**Q: What if I'm still unable to find the answer I'm looking for?**

- Contact your local services coordinator.