Office Employee Time Tracking

You can now use Smart Service to track timesheets for office users! We've added a new screen which can be accessed from the Today For Me section of the Office screen, labeled My Time Clock. Here, office users can clock in and out for the day, as well as clocking a start and end time for lunches or breaks. We've also added an option to prompt a user to clock in for the day when they log into Smart Service. You can find this option by going to the Employees tab under Settings, opening the user in question, and clicking the clock icon. (Enhancement 6962)

Other Enhancements

1. Added SMS Number and SMS Opted In as reportable fields. (Enhancement #9503)
2. Added Invoice Number to the available fields for Service Agreement email templates. (Enhancement #9599)
3. Added search functionality to the Service Agreement screen. (Enhancement #9714)
4. Added support for OAuth2 email authentication for Gmail users. (Enhancement #s 9923, 10071 & 10084)
5. Changed naming scheme for Locations to no longer include job number. (Enhancement #9944)
6. Added a Correspondence Type filter to the Correspondence tab on Customer and Job records. (Enhancement #10009)
7. You can now choose separately for Smart Service and iFleet whether to use the Work Order or Invoice document options. (Enhancement #10037)
8. The Update Smart Service button under the Help tab will now automatically update Smart Service if support is up to date. (Enhancement #10068)
9. Added new keyboard shortcuts and improved navigation by keyboard to improve accessibility for blind users – see page 2 for more details. (Enhancement #10090)

Resolved Issues

1. Resolved an issue where Smart Service would still create an email correspondence record for an email that failed to send. (Issue #10057)
2. Fixed an issue that would cause an error when syncing lists if time tracking was disabled in QuickBooks. (Issue #10065)
3. Resolved an issue that could cause an error when trying to send a Service Agreement email if the customer's email address is too long. (Issue #10089)
4. Corrected an issue for QuickBooks Online users that could cause an error when trying to send timesheets for unaccounted time to QuickBooks. (Issue #10111)

New Keyboard Accessibility Features

We've added new keyboard shortcuts to improve accessibility for blind and vision impaired users. Here you can find a list of newly added shortcuts, organized by screen. You can also use the Tab button to move through the different clickable options on each screen, and we've made changes to make the tab switch functionality more intuitive.

All Screens

Alt: focus on Ribbon menu (File, Home, Search, etc.)
Ctrl + F6: switch to the next tab window (to the right)
Shift + Ctrl + F6: switch to the previous tab window (to the left)
Ctrl + Tab: switch to the next section of the current window
Ctrl + Shift + Tab: switch to the previous section of the current window
Ctrl + F4: close current tab window
F4: if current focus is on a dropdown menu, open the dropdown menu

Search Screen

Alt + F: focus on Search For
Alt + I: focus on Search In
Alt + M: focus on Match
Alt + N: select New...
Alt + C: close search screen

Customer Record

Alt + E: select Email
Alt + T: select Text Msg
Alt + C: select Cancel Edits
Alt + S: select Save

Customer Record – Locations/Jobs tab

Alt + L: select Add Location
Alt + J: select Add Job
Alt + P: select Add Prospect

Customer Record – Equipment tab

Alt + T: focus on Type
Alt + A: select Add Equipment

Equipment Record

Alt + S: select Save
Alt + C: select Cancel

Customer Record – History tab

Alt + D: focus on Display

History Record

Alt + C: select Close

Customer/Job Record – Correspondence tab

Alt + A: select Add Correspondence
Alt + T: focus on Type
Alt + S: focus on Sort By

Job Record – Job Items tab

Alt + A: select Add

Job Record – Payments tab

Alt + A: select Add Payment
Alt + M: select Manage Saved Payment

Payment Record

Alt + S: select Save
Alt + C: select Cancel