

## HOW TO

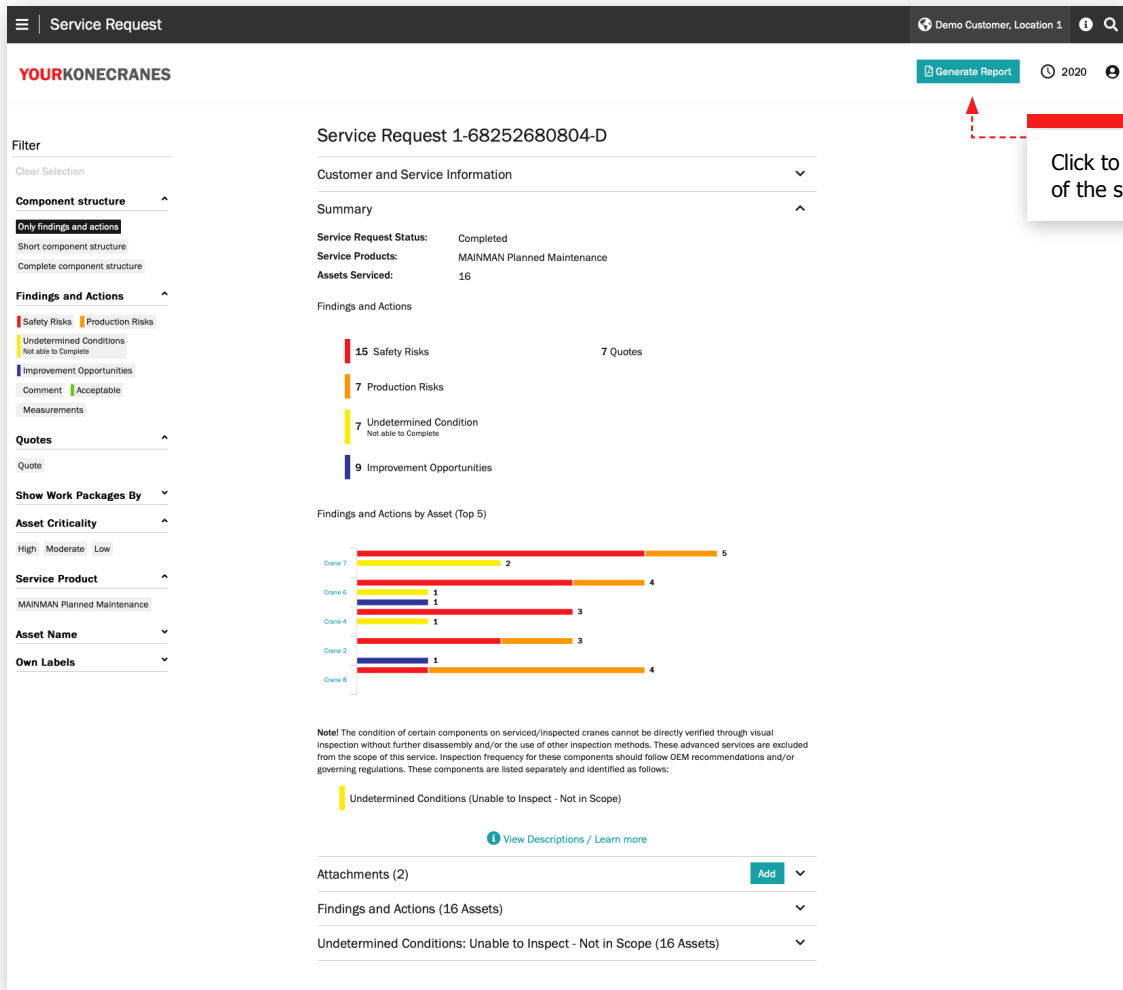
# Access your service report in yourKONECRANES.com

Go to [yourkonecranes.com](https://yourkonecranes.com) and log in. If you do not have a log in or if you are having trouble logging in, click the "contact support" button on the yourKONECRANES login page.

The following steps illustrate how to access your service report in yourKONECRANES.com:

- Overview Page:** On the overview page, click on the arrow next to "Service Review and Reports".
  - CRANE SERVICE - OPEN ITEMS:** 26 Open Risks, 18 Safety, 8 Production.
  - TRUCONNECT® STATUS:** Component Condition (12 Critical, 12 Low), Operating Alerts (6 Safety, 28 Production).
  - Service Review and Reports:** 2 Service Visits, 15 Assets Serviced, 73 Total Findings.
  - Asset Fleet:** 37% Agreement assets (20/54 Assets), 87% TRUCONNECT® (47/54 Assets).
- Service Review and Reports Page:** Choose your location and click the arrow.
  - Demo Customer:** Street 0, Springfield, Ohio, USA.
  - Demo Customer Location 1:** Street 1, Austin, Texas, USA. (2 Service Visits, 15 Assets Serviced, 73 Total Findings).
  - Demo Customer Location 2:** Street 2, Montgomery, Alabama, USA. (0 Service Visits, 0 Assets Serviced, 0 Total Findings).
- Activity Page:** Choose the service by date and/or asset. Then click the "Service Review" button.
  - 1 Activities, Jan 2020 - Nov 2020:**
    - Oct 29, 2020:** Completed Service Request. On call repairs: Investigate Truconnect Devices x 6 Cranes. Crane 14 Double girder EOT - 2 trolleys wire rope hoists. + 5 Other Assets.
    - Nov 11, 2020:** Completed Service Request. Planned Repairs: Supply and replace Hoist Wire Rope. Crane 17 Double girder EOT - 2 trolleys wire rope hoists. + 5 Other Assets.
    - Dec 16, 2020:** Completed Service Request.

The “Service Review” is your service report. You can view all findings and recommendations from the service visit here. You can also filter by findings and view quotes. If you would like to download or email a pdf of the report you can do so by clicking “Generate Report.”



**Service Request 1-68252680804-D**

**Customer and Service Information**

**Summary**

**Service Request Status:** Completed

**Service Products:** MAINMAN Planned Maintenance

**Assets Serviced:** 16

**Findings and Actions**

- 15 Safety Risks
- 7 Production Risks
- 7 Undetermined Condition
- 9 Improvement Opportunities

**Findings and Actions by Asset (Top 5)**

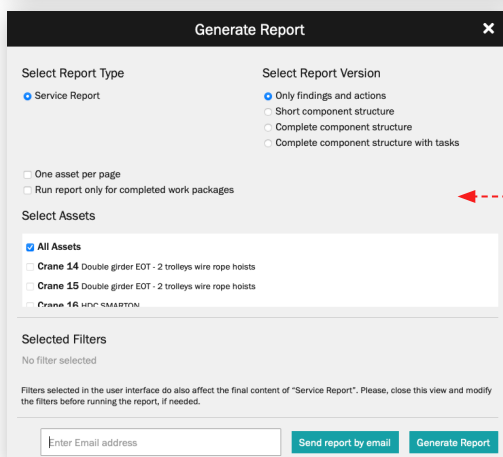
Asset	Safety Risks	Production Risks	Undetermined Conditions	Improvement Opportunities
Crane 1	5	2	0	0
Crane 6	4	1	1	0
Crane 4	3	1	1	0
Crane 2	3	0	0	1
Crane 8	4	0	0	1

**Attachments (2)**

**Findings and Actions (16 Assets)**

**Undetermined Conditions: Unable to Inspect - Not in Scope (16 Assets)**

Click to download a pdf of the service report.



**Generate Report**

**Select Report Type**

☒ Service Report

**Select Report Version**

☒ Only findings and actions

☐ Short component structure

☐ Complete component structure

☐ Complete component structure with tasks

☐ One asset per page

☐ Run report only for completed work packages

**Select Assets**

☒ All Assets

☐ Crane 14 Double girder EOT - 2 trolleys wire rope hoists

☐ Crane 15 Double girder EOT - 2 trolleys wire rope hoists

☐ Crane 16 HPM SMARTON

**Selected Filters**

No filter selected

Filters selected in the user interface do also affect the final content of “Service Report”. Please, close this view and modify the filters before running the report, if needed.

When you click “Generate Report” you can choose which assets to include and how much detail you’d like in the report.