AT&T Fleet Complete
ADMIN HIERARCHY TRAINING

- HOW TO CONTACT US
- HOW TO ACCESS THE HIERARCHY
- HOW TO USE THIS MODULE

HOW TO CONTACT US

https://www.utilservllc.welcometofleetcomplete.com/

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Apps

AT&T Fleet Complete

Home | Training & Support

Welcome to Your AT&T Fleet Complete Customer Portal!

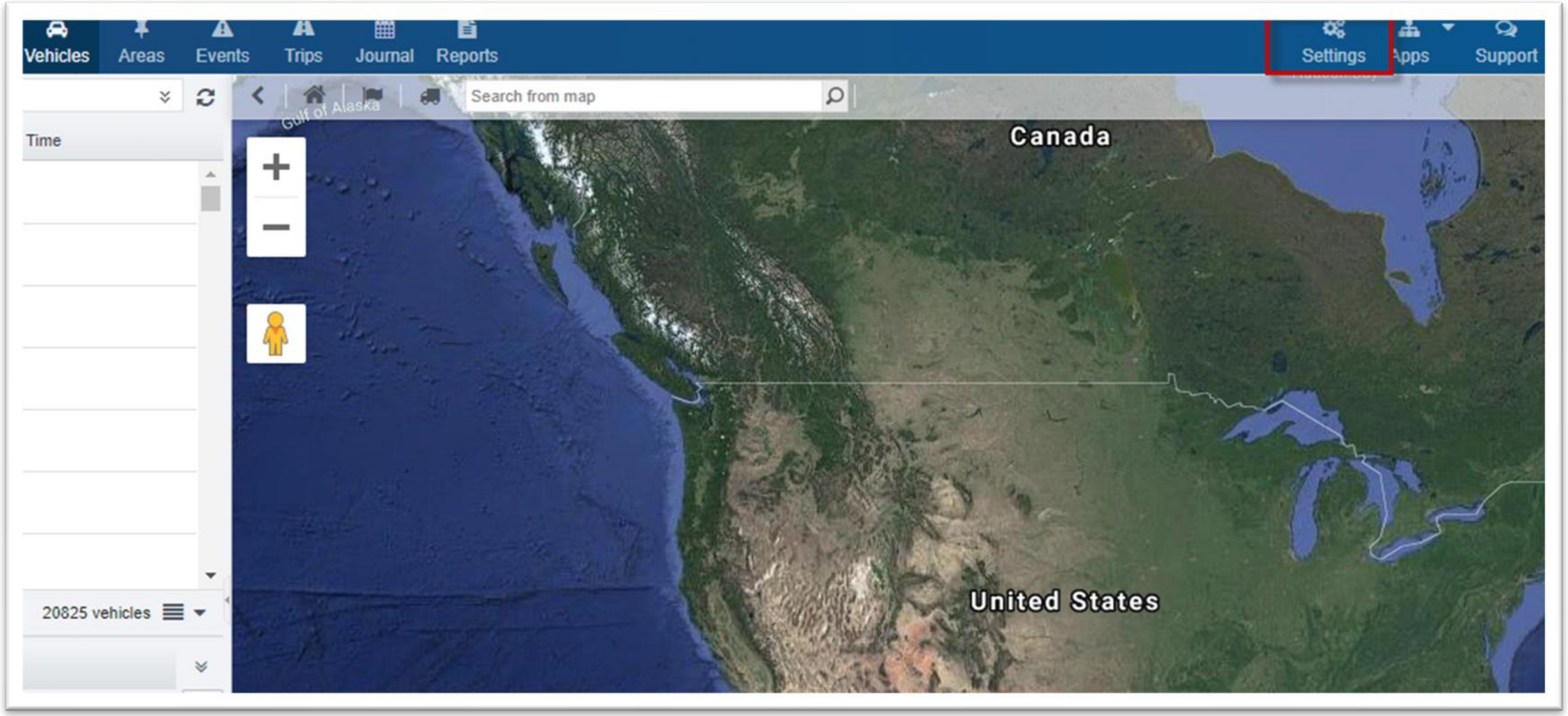
We are currently working on uploading all the information that you may need to install, set up and learn how to use AT&T Fleet Complete.

Having trouble accessing Fleet Complete?
If you are experiencing issues with access to Fleet Complete, please contact your Regional Manager for assistance.

Need help with Fleet Complete? Report a problem?
Fleet Complete Support Team
1-888-672-6083
Monday - Friday 9AM ET - 5PM ET
UtilServFleetSupport@fleetcomplete.com

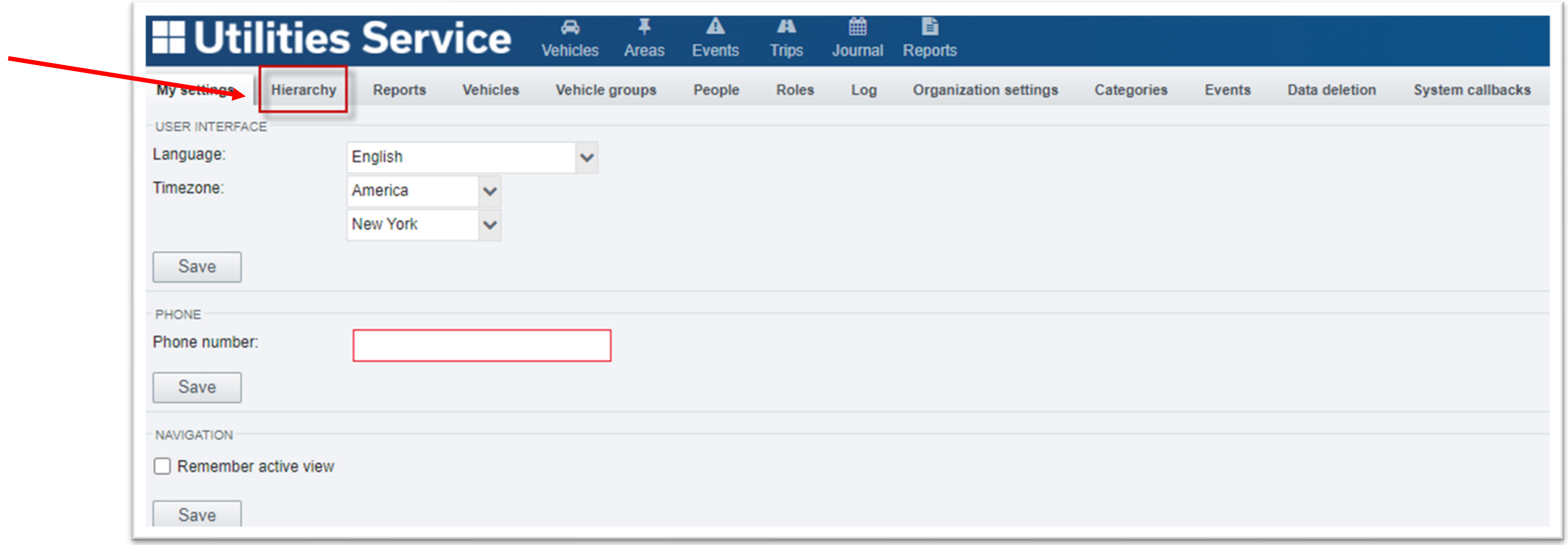
HOW TO ACCESS THE HIERARCHY

From the top menu bar click on SETTINGS.



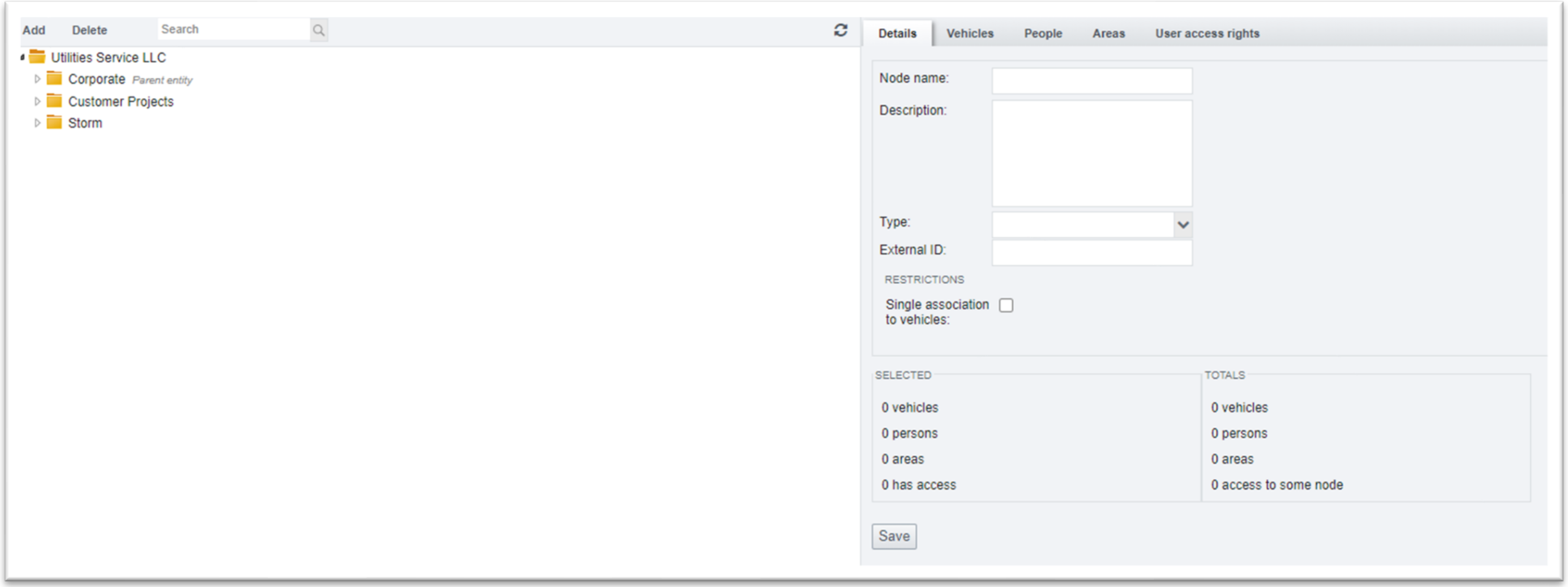
HOW TO ACCESS THE HIERARCHY

From the secondary menu bar click on HIERARCHY.



HOW TO ACCESS THE HIERARCHY

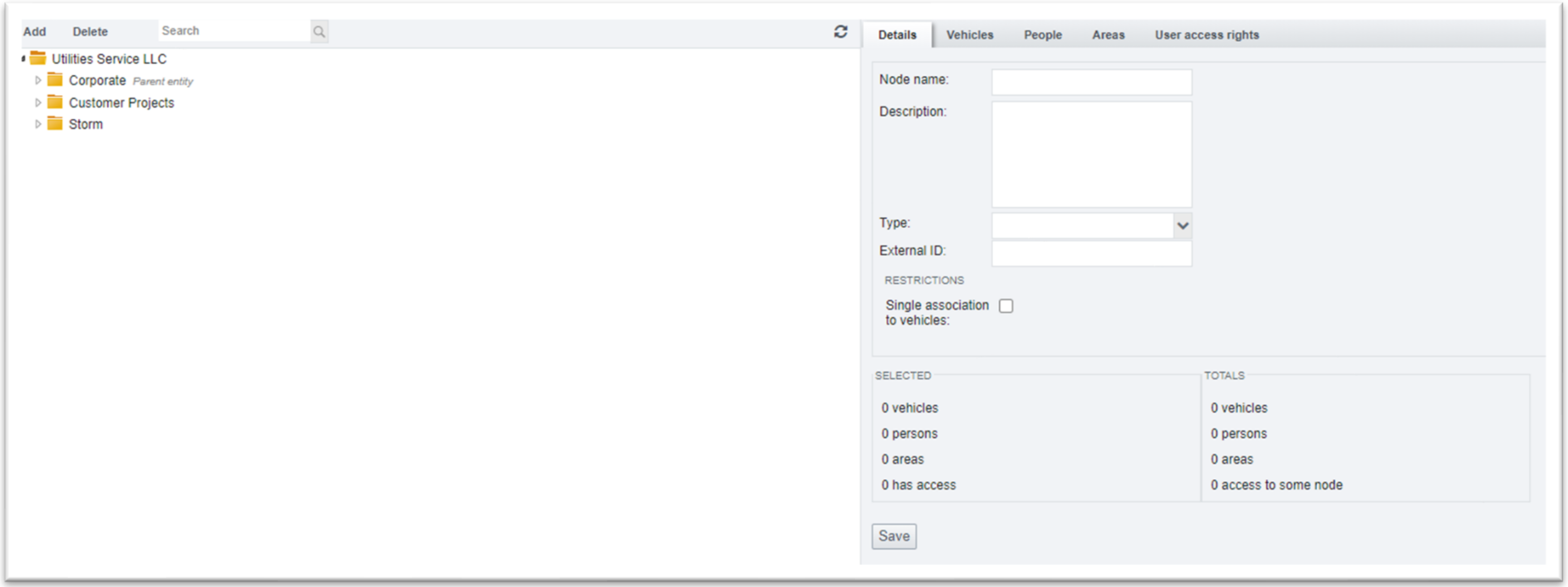
Hierarchy module home screen.



BREAKING DOWN THE HIERARCHY MODULE

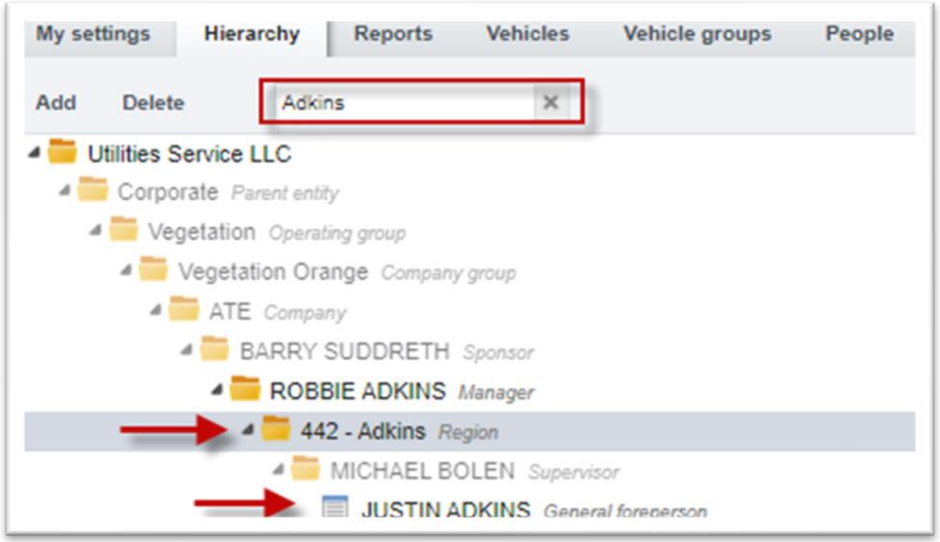
In this module you will be able to:

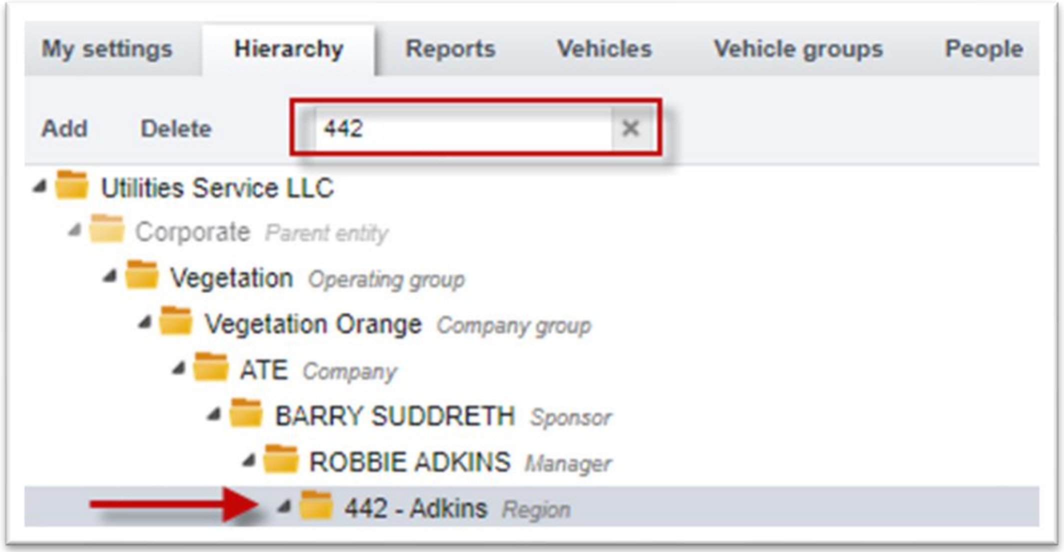
- **Search.**
- **Drill down.**
- **See details of nodes, vehicles, people, areas and user access rights.**



BREAKING DOWN THE HIERARCHY MODULE

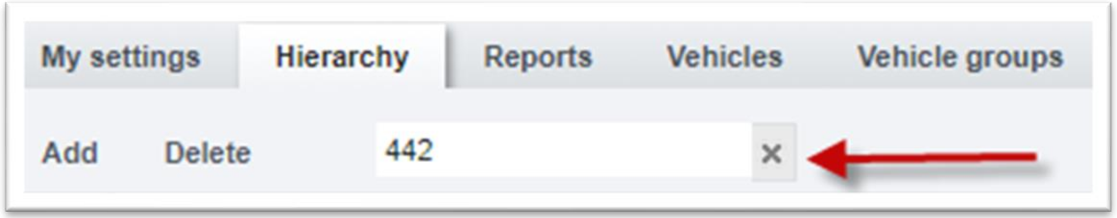
How to SEARCH:
Enter in a NAME or REGION number.

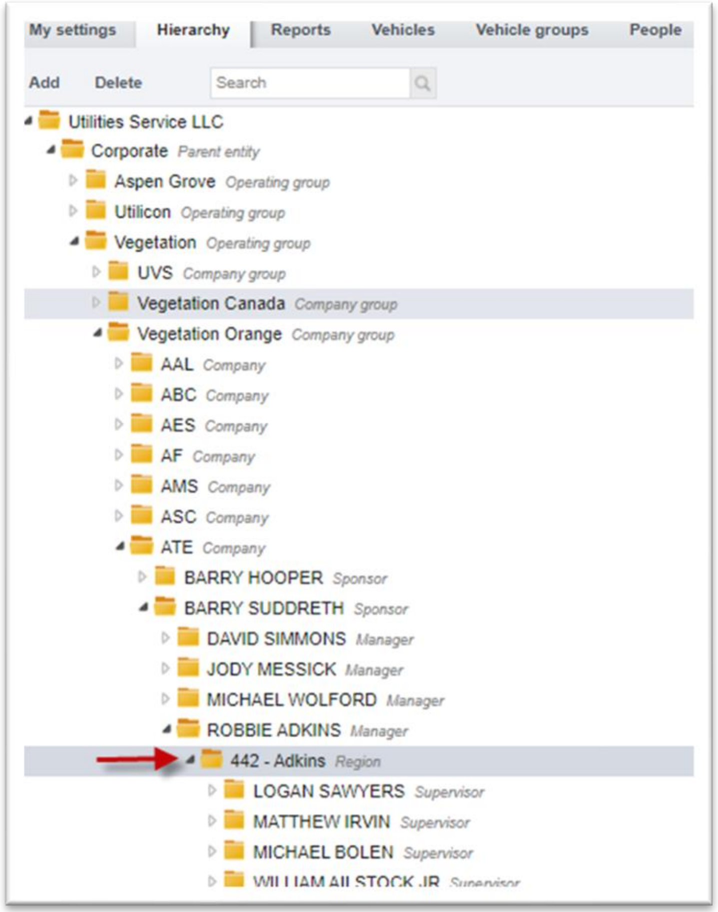




BREAKING DOWN THE HIERARCHY MODULE

How to SEARCH:
NOTE: you will need to clear the search in order to continue (X).





BREAKING DOWN THE HIERARCHY MODULE

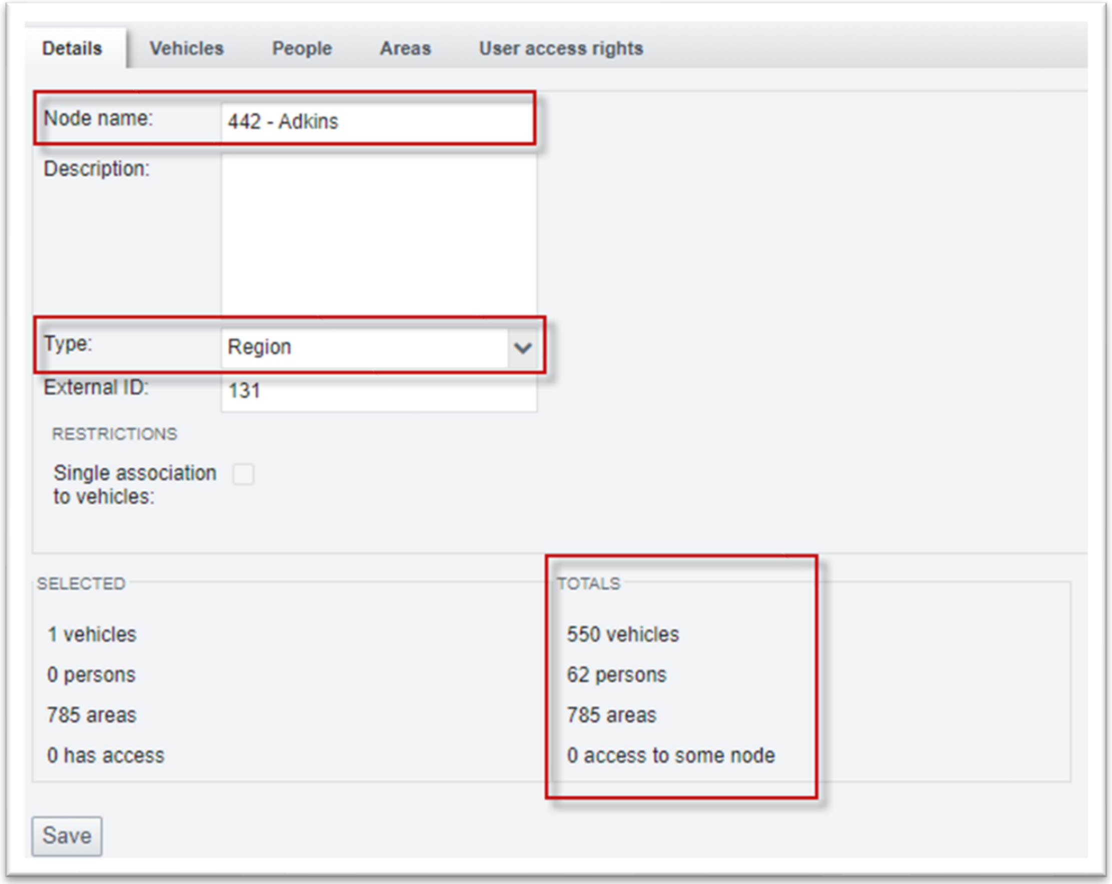
DETAILS tab:

"Node name" is the label this has been given.
In this case it is the REGION name.

The node "type" has a selectable drop down to assign the node.
In this case it is set as REGION.

"Selected" - will display all info on the selected node.

"Totals" will display all info grouped/assigned under this node.



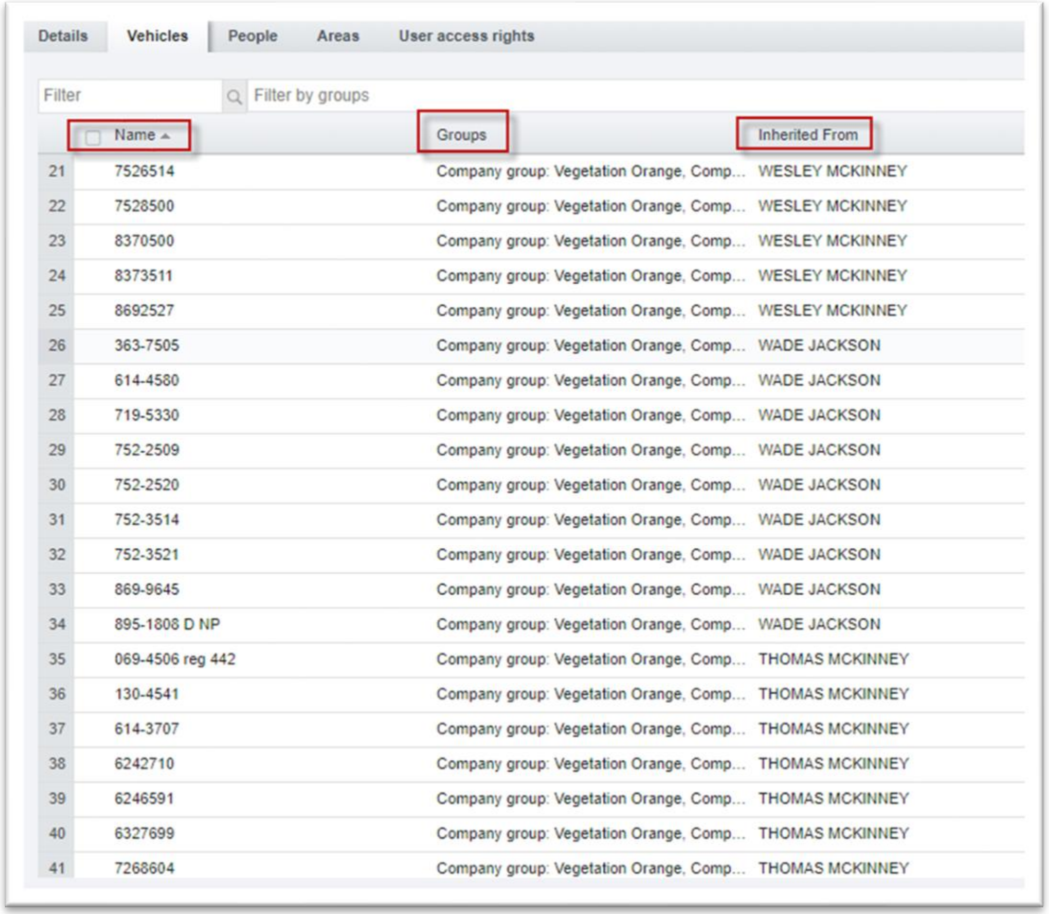
BREAKING DOWN THE HIERARCHY MODULE

VEHICLES tab:

Name is the truck ID from People Soft.

Groups is the current grouping set for the individual vehicles. There is a hover feature that will display the current set up.

Inherited from displays the GF node where the truck resides in the hierarchy.


Details Vehicles People Areas User access rights

Filter | Filter by groups

	Name	Groups	Inherited From
21	7526514	Company group: Vegetation Orange, Comp...	WESLEY MCKINNEY
22	7528500	Company group: Vegetation Orange, Comp...	WESLEY MCKINNEY
23	8370500	Company group: Vegetation Orange, Comp...	WESLEY MCKINNEY
24	8373511	Company group: Vegetation Orange, Comp...	WESLEY MCKINNEY
25	8692527	Company group: Vegetation Orange, Comp...	WESLEY MCKINNEY
26	363-7505	Company group: Vegetation Orange, Comp...	WADE JACKSON
27	614-4580	Company group: Vegetation Orange, Comp...	WADE JACKSON
28	719-5330	Company group: Vegetation Orange, Comp...	WADE JACKSON
29	752-2509	Company group: Vegetation Orange, Comp...	WADE JACKSON
30	752-2520	Company group: Vegetation Orange, Comp...	WADE JACKSON
31	752-3514	Company group: Vegetation Orange, Comp...	WADE JACKSON
32	752-3521	Company group: Vegetation Orange, Comp...	WADE JACKSON
33	869-9645	Company group: Vegetation Orange, Comp...	WADE JACKSON
34	895-1808 D NP	Company group: Vegetation Orange, Comp...	WADE JACKSON
35	069-4506 reg 442	Company group: Vegetation Orange, Comp...	THOMAS MCKINNEY
36	130-4541	Company group: Vegetation Orange, Comp...	THOMAS MCKINNEY
37	614-3707	Company group: Vegetation Orange, Comp...	THOMAS MCKINNEY
38	6242710	Company group: Vegetation Orange, Comp...	THOMAS MCKINNEY
39	6246591	Company group: Vegetation Orange, Comp...	THOMAS MCKINNEY
40	6327699	Company group: Vegetation Orange, Comp...	THOMAS MCKINNEY
41	7268604	Company group: Vegetation Orange, Comp...	THOMAS MCKINNEY

BREAKING DOWN THE HIERARCHY MODULE

PEOPLE tab:

Name is the person added from People Soft.

Department is the current region grouping set for the individual vehicles.

Inherited from displays the GF node where this person resides in the hierarchy.

Details | Vehicles | People | Areas | User access rights

	Name	Department	Inherited From
1	WILLIAM HODGE JR	442 - Adkins	WILLIAM HODGE JR
2	WILLIAM GARST	442 - Adkins	WILLIAM GARST
3	WILLIAM AILSTOCK JR	442 - Adkins	WILLIAM AILSTOCK JR
4	WESLEY MCKINNEY	442 - Adkins	WESLEY MCKINNEY
5	WADE JACKSON	442 - Adkins	WADE JACKSON
6	TOMMY SYMNS	442 - Adkins	TOMMY SYMNS
7	THOMAS MCKINNEY	442 - Adkins	THOMAS MCKINNEY
8	TERRY CLAY	442 - Adkins	TERRY CLAY
9	TAYLOR PLUMLEY	442 - Adkins	TAYLOR PLUMLEY
10	STEVEN ALLEY	442 - Adkins	STEVEN ALLEY
11	SHAWN KINNEY	442 - Adkins	SHAWN KINNEY
12	ROY MITCHEM	442 - Adkins	ROY MITCHEM
13	ROSSIE MITCHEM	442 - Adkins	ROSSIE MITCHEM
14	RONALD RIGGS	442 - Adkins	RONALD RIGGS
15	RONALD KING	RONALD RIGGS ins	RONALD KING
16	ROGER HAMMOND II	442 - Adkins	ROGER HAMMOND II
17	ROBERT DELP	442 - Adkins	ROBERT DELP
18	RICHARD HOLLAND	442 - Adkins	RICHARD HOLLAND
19	QUINCY THOMAS	442 - Adkins	QUINCY THOMAS
20	PRESTON HAWKS	442 - Adkins	PRESTON HAWKS
21	PAUL ESTEP	442 - Adkins	PAUL ESTEP

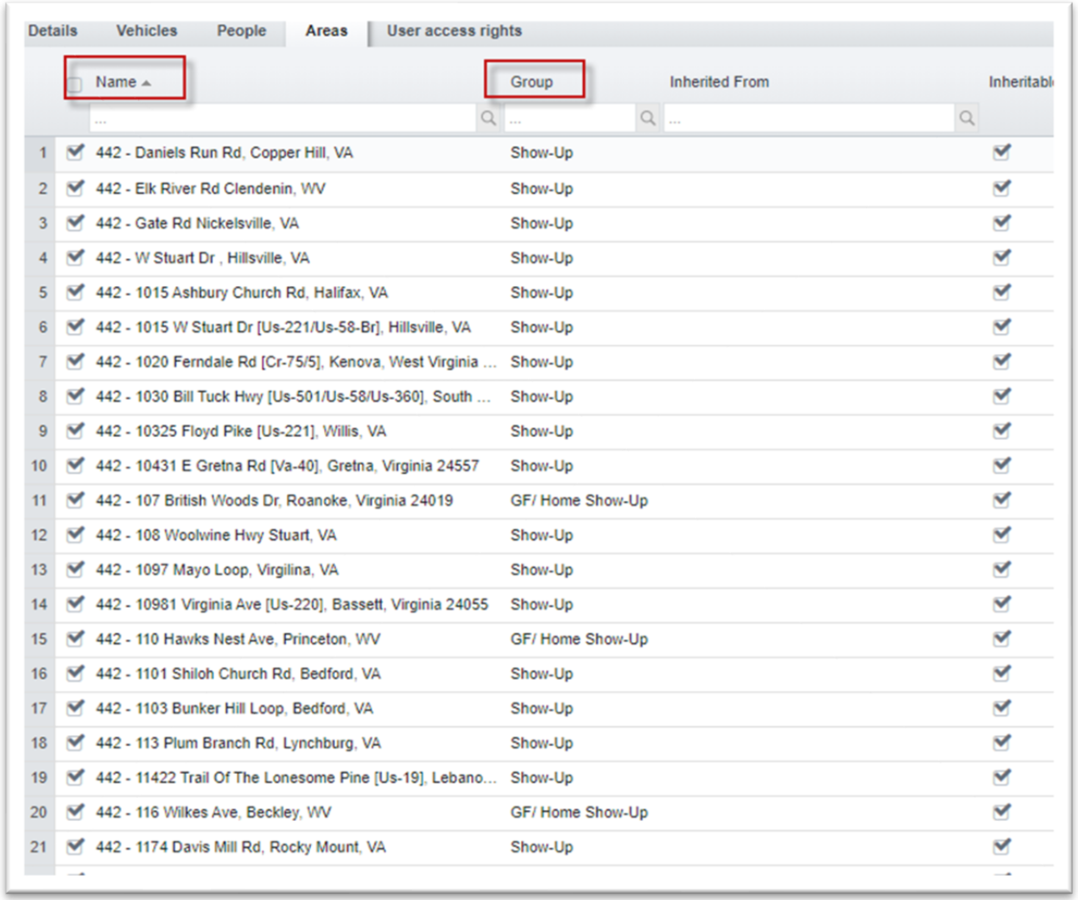
BREAKING DOWN THE HIERARCHY MODULE

AREAS tab:

Name is the area label in FC+.

Group is the group type selected for this area.

Please note: The areas listed here were ported over from the VZ system.
This screen shot is for informational purposes.



Details Vehicles People Areas User access rights

	Name	Group	Inherited From	Inheritabl
1	442 - Daniels Run Rd, Copper Hill, VA	Show-Up		✔
2	442 - Elk River Rd Clendenin, WV	Show-Up		✔
3	442 - Gate Rd Nickelsville, VA	Show-Up		✔
4	442 - W Stuart Dr , Hillsville, VA	Show-Up		✔
5	442 - 1015 Ashbury Church Rd, Halifax, VA	Show-Up		✔
6	442 - 1015 W Stuart Dr [Us-221/Us-58-Br], Hillsville, VA	Show-Up		✔
7	442 - 1020 Ferndale Rd [Cr-75/5], Kenova, West Virginia ...	Show-Up		✔
8	442 - 1030 Bill Tuck Hwy [Us-501/Us-58/Us-360], South ...	Show-Up		✔
9	442 - 10325 Floyd Pike [Us-221], Willis, VA	Show-Up		✔
10	442 - 10431 E Gretna Rd [Va-40], Gretna, Virginia 24557	Show-Up		✔
11	442 - 107 British Woods Dr, Roanoke, Virginia 24019	GF/ Home Show-Up		✔
12	442 - 108 Woolwine Hwy Stuart, VA	Show-Up		✔
13	442 - 1097 Mayo Loop, Virgilina, VA	Show-Up		✔
14	442 - 10981 Virginia Ave [Us-220], Bassett, Virginia 24055	Show-Up		✔
15	442 - 110 Hawks Nest Ave, Princeton, WV	GF/ Home Show-Up		✔
16	442 - 1101 Shiloh Church Rd, Bedford, VA	Show-Up		✔
17	442 - 1103 Bunker Hill Loop, Bedford, VA	Show-Up		✔
18	442 - 113 Plum Branch Rd, Lynchburg, VA	Show-Up		✔
19	442 - 11422 Trail Of The Lonesome Pine [Us-19], Lebano...	Show-Up		✔
20	442 - 116 Wilkes Ave, Beckley, WV	GF/ Home Show-Up		✔
21	442 - 1174 Davis Mill Rd, Rocky Mount, VA	Show-Up		✔

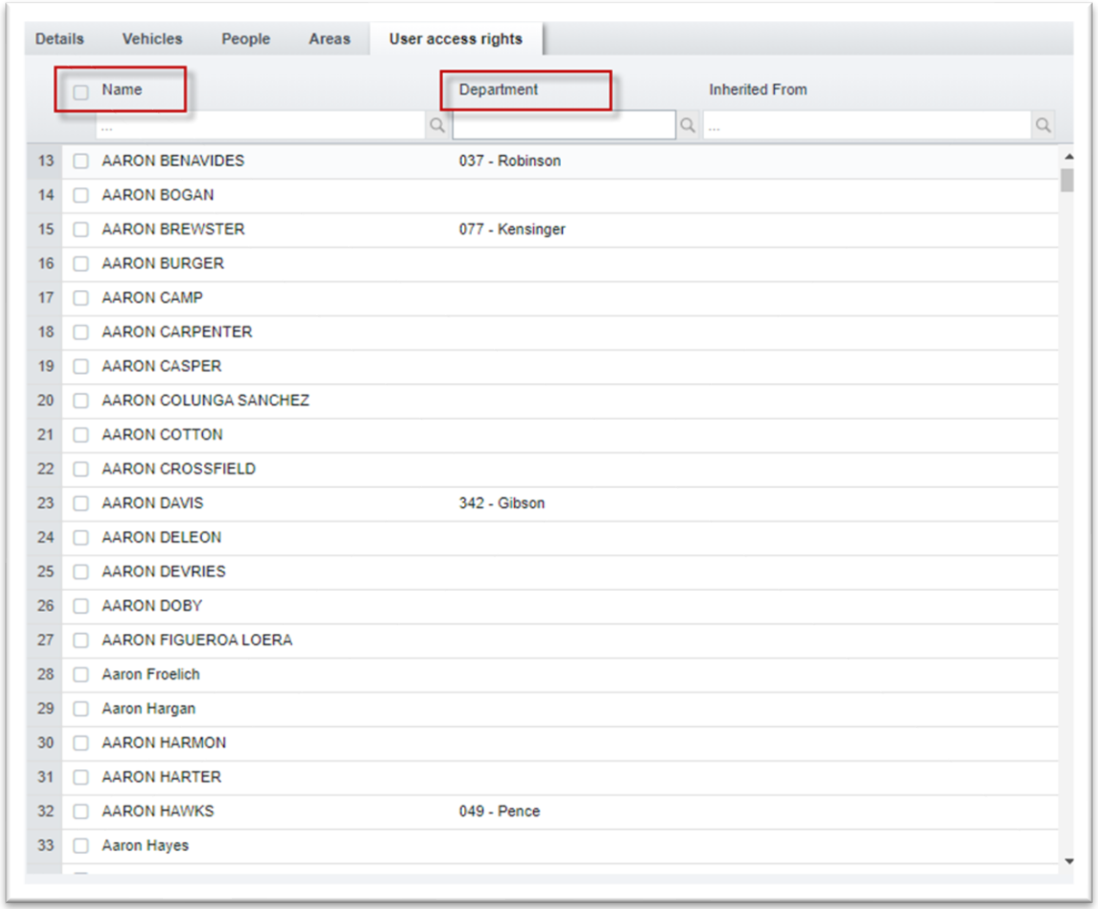
BREAKING DOWN THE HIERARCHY MODULE

USER ACCESS RIGHTS tab:

Name is the person added from People Soft.

Department is the current region the person is assigned to.

This tab is used to assign hierarchy level access to GFs in your fleet.

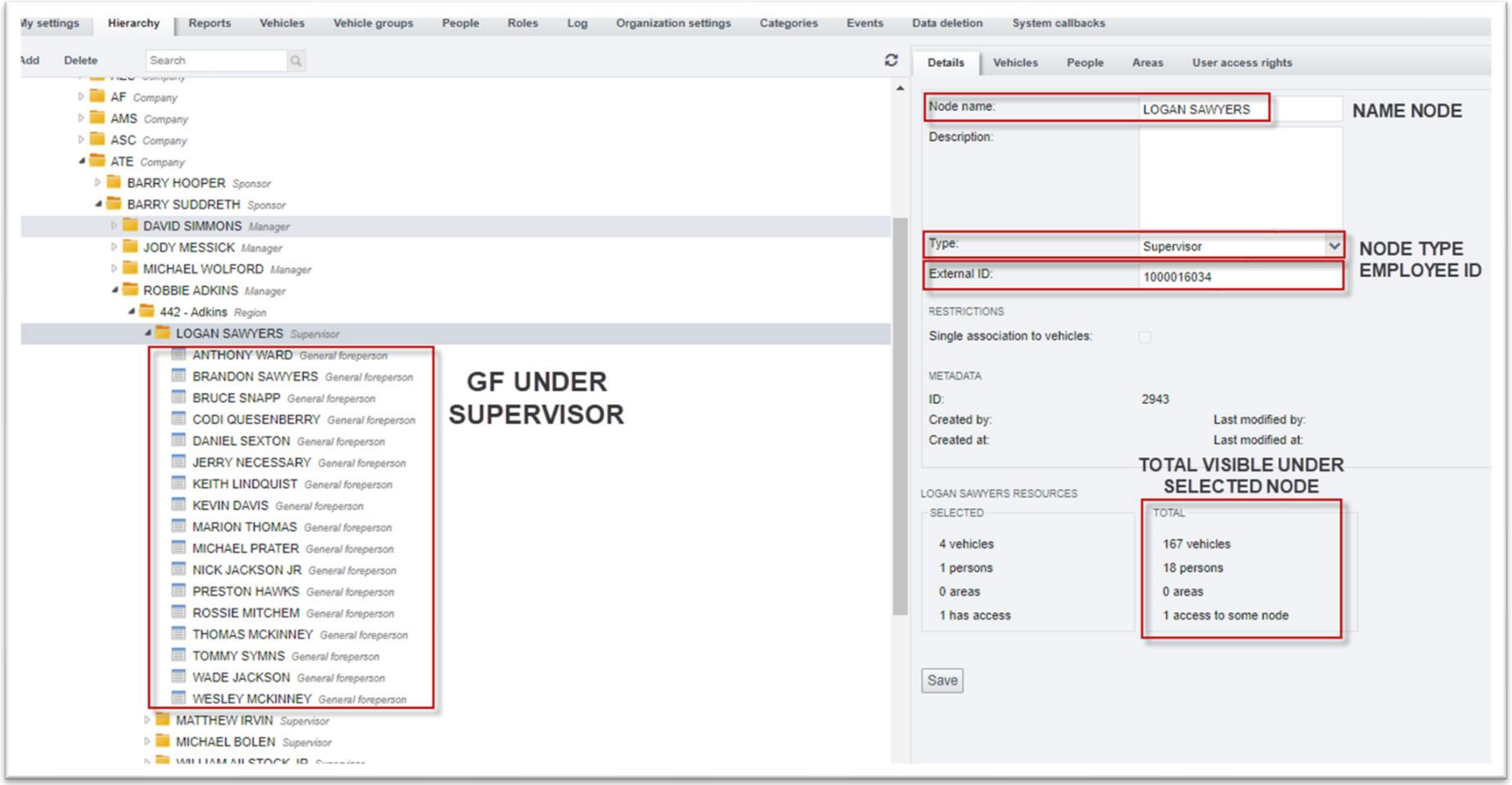


BREAKING DOWN THE HIERARCHY MODULE

Under the region we will drill down to the GF and truck levels.

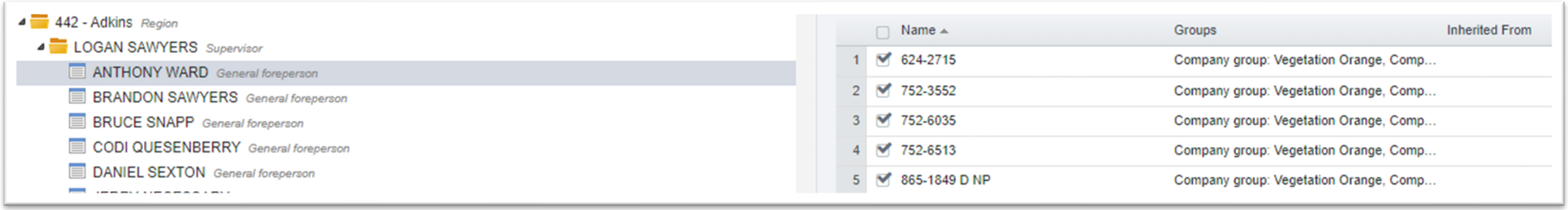
Under this supervisor there are (17) GF.

This supervisor can see all GFs and their assigned trucks.

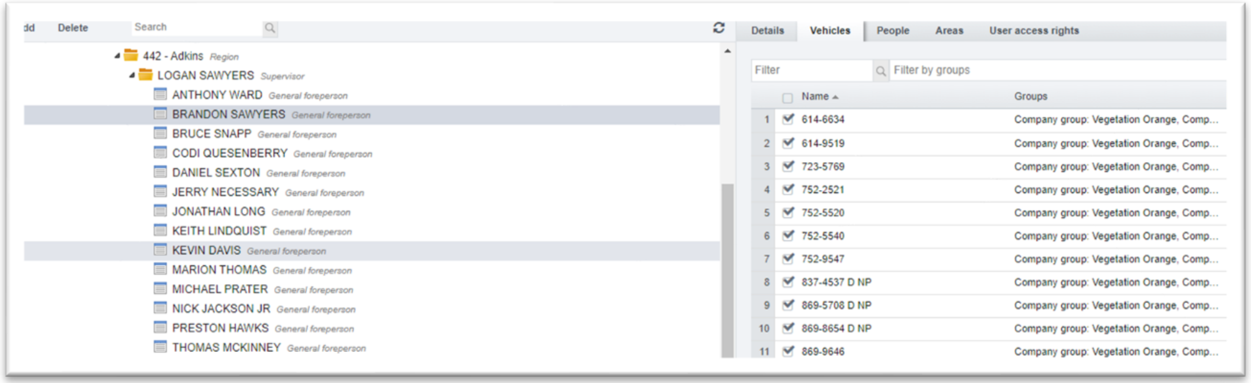


BREAKING DOWN THE HIERARCHY

Under the GF node, “Anthony Ward” currently shows (5) trucks assigned in the VEHICLES tab.

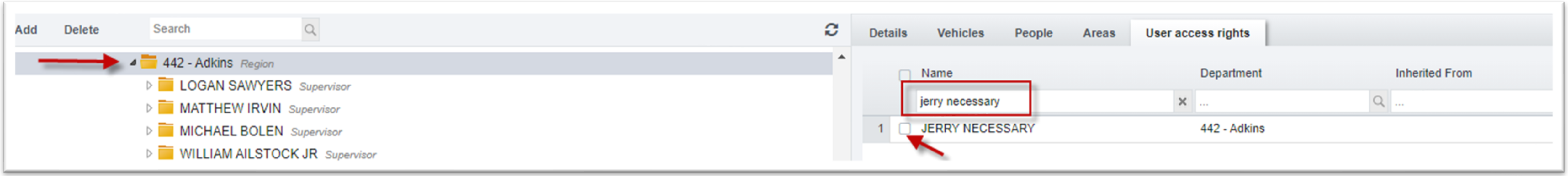


Under the GF node, “Brandon Sawyers” currently shows (11) trucks assigned in the VEHICLES tab.

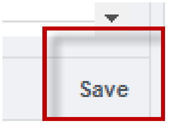


HOW TO GIVE NODE VISIBILITY

In order to give USERS selective or full visibility of the region they will need to be "checked" off in the USER ACCESS RIGHTS tab on the appropriate level.
Example: If all USERS are required to see the entire region, highlight the REGION level node, search for the name in the search window in the right pane and check off their name.

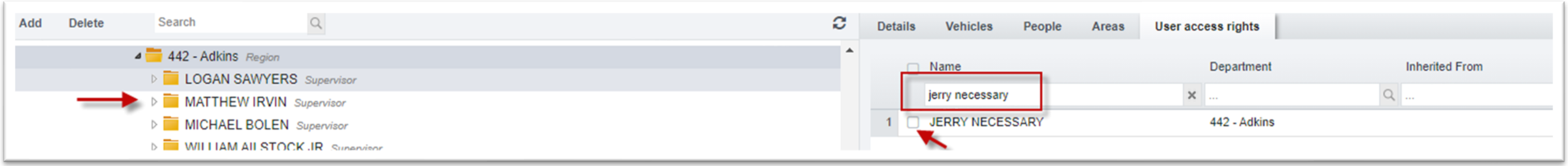


Click SAVE

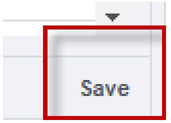


HOW TO GIVE NODE VISIBILITY

In order to give USERS selective or full visibility of the region they will need to be "checked" off in the USER ACCESS RIGHTS tab on the appropriate level.
Example: If certain USERS are required to see only sections of the region, highlight the level node you want, search for the name in the search window in the right pane and check off their name.



Click SAVE



NODE CHANGES NOTICE

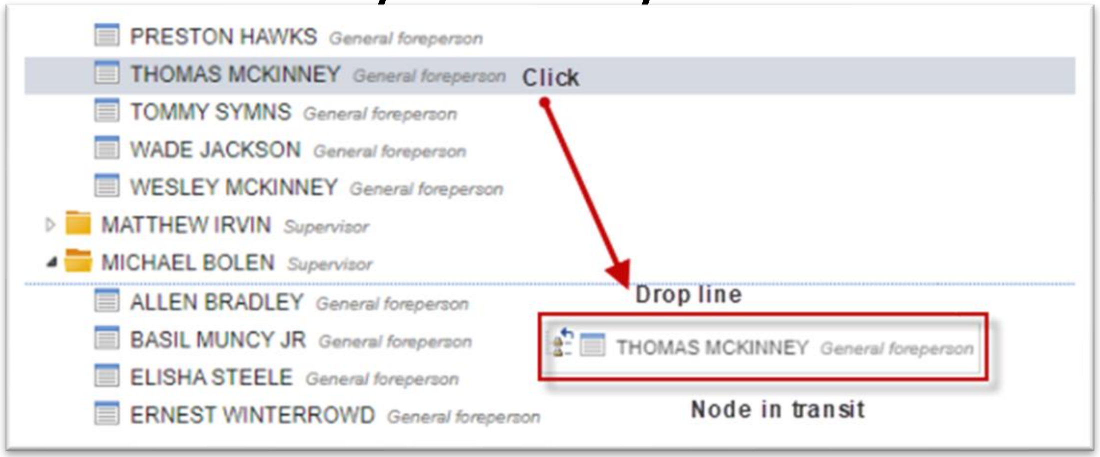
PLEASE NOTE:
The People Soft update sync with FC+ will stop at the MANAGER level in the hierarchy.

All changes and upkeep from the Region level and below will be fully managed and monitored by the limited admin.

HOW TO MOVE A NODE

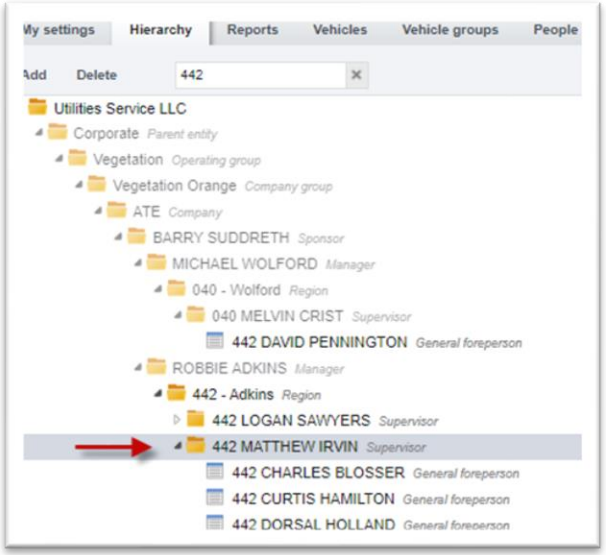
Moving a node is done by using the click and drag technique.

Example: A GF is moving from one Supervisor to another.
Highlight the GF being moved.
Find the New Supervisor node.
Click and drag the GF node to the supervisor node
Release mouse button.
NOTE: all assigned trucks will go with the GF node and they will also stay in the current GF node.

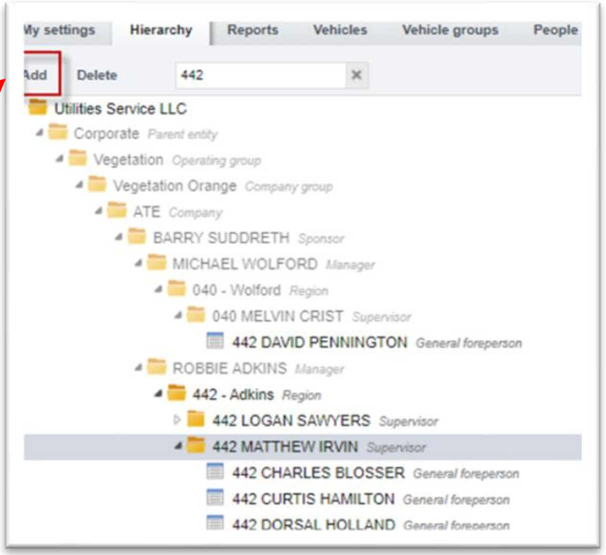


HOW TO ADD A NODE

Highlight the level in the hierarchy on the left where you want to add the node.



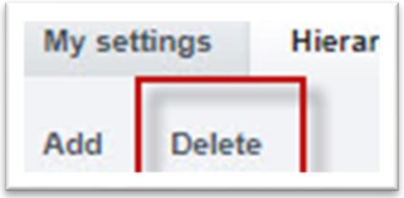
Click on the ADD button.



HOW TO ADD A NODE

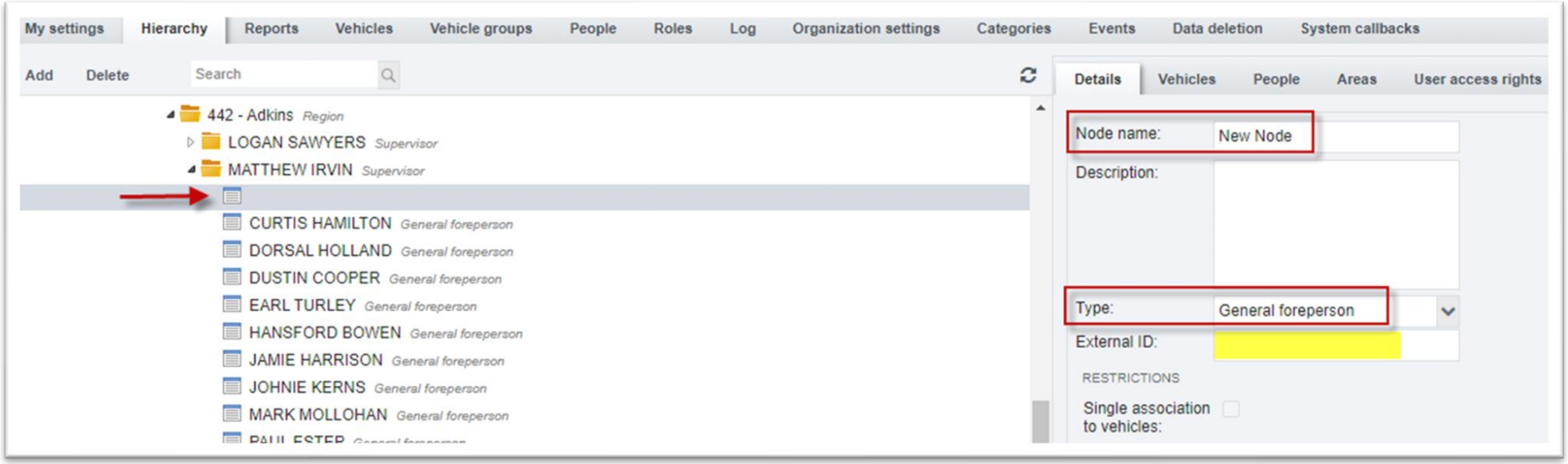
Name your node as per company format in the field provided.

NOTE: there is not a save button, once you click outside the text field your node will be saved automatically and be placed alphabetically. If a mistake is made, highlight the node, delete and start again.



HOW TO SET-UP ADDED NODE

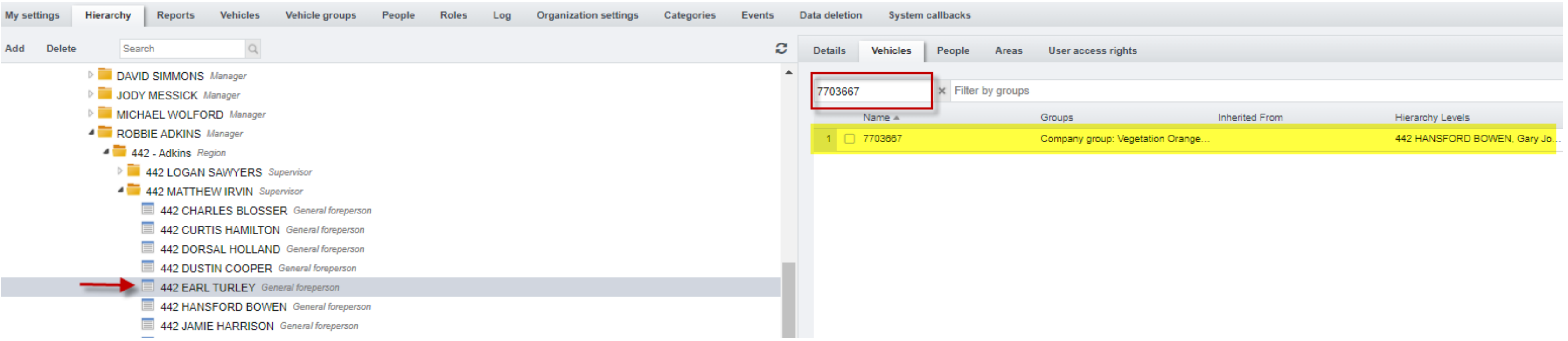
After your node is added you will be able to set up that node accordingly.
Click SAVE after your edits.



Note: If you add in a user node without the employee ID People Soft will duplicate it. If you have the employee ID enter it to avoid the duplication.

HOW TO ASSIGN A TRUCK

Select the node of who you want to assign the truck to from the left hierarchy list
Under VEHICLES search for the truck you want to assign/reassign.

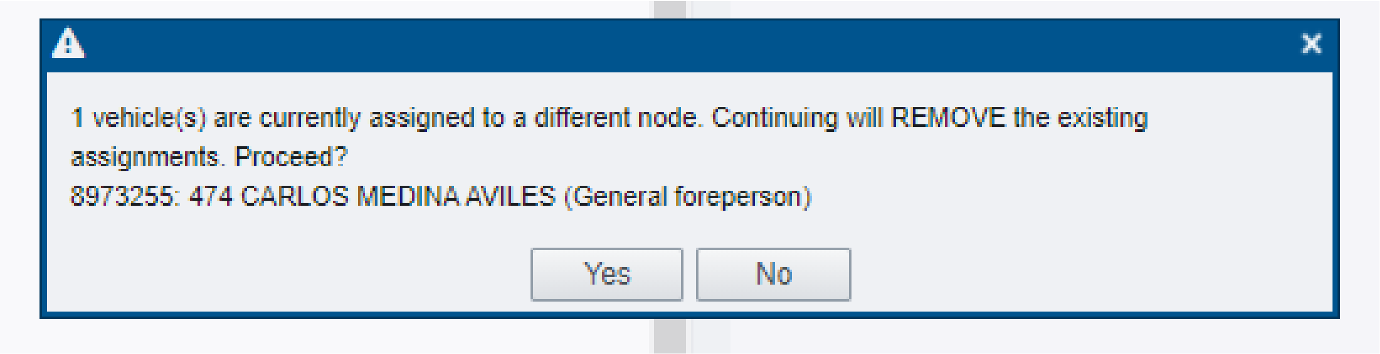


Check the box beside the truck number and click save.
NOTE: you can only assign one person to a truck, you do have the ability to share visibility to anyone by using the Fleets & Teams method.

HOW TO ASSIGN A TRUCK

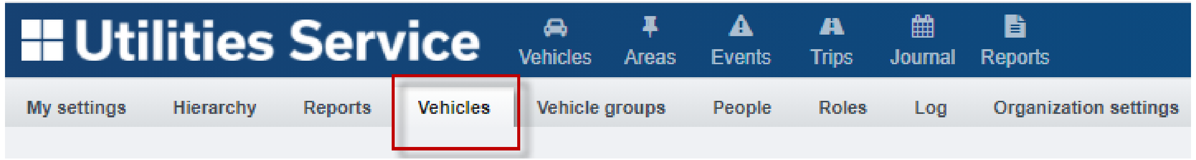
Once you have saved the new assignment the assignee will now be able to see the truck assigned.

If you are moving a truck from one person to another or the truck is currently assigned you will see a warning advising you of the change.



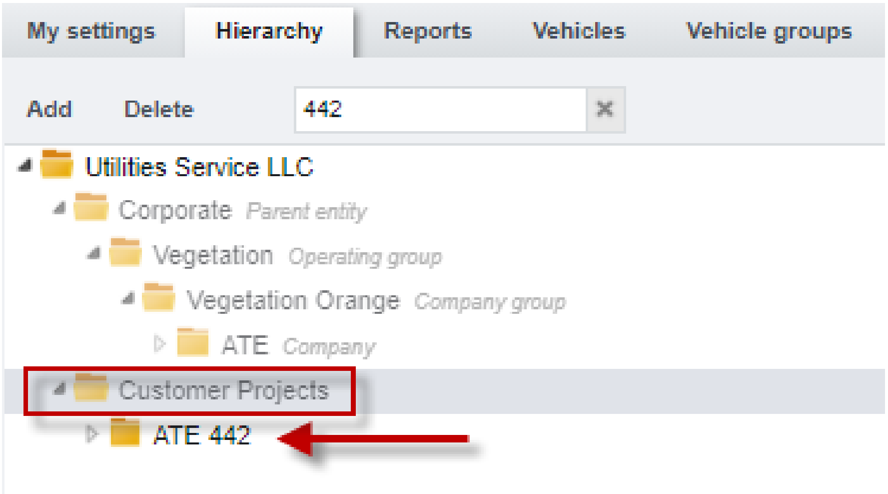
SYSTEM TAG REMINDER

Please note that you will still be required to manage the system tags under the vehicles tab.



HOW TO ADD A CUSTOMER PROJECTS NODE

Under the Hiearchy tree on the left confirm you have access to your Customer Projects file



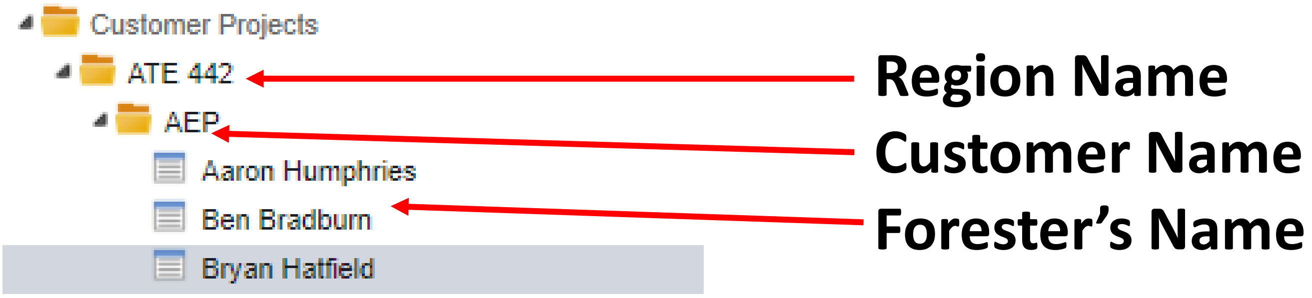
If you DO NOT see your Customer Project file the limited admin will be required to call into UtilservFleetSupport to have it added.
NOTE: This will only need to be done once.

If you CAN see your Customer Project file, please continue to the next page.

HOW TO ADD A CUSTOMER PROJECTS NODE

To add a CUSTOMER Project node is done by using the HOW TO ADD A NODE.

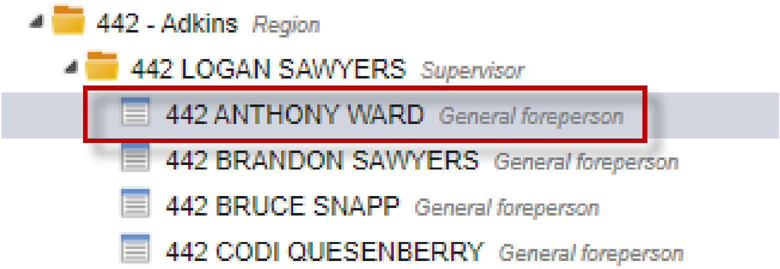
Go to the Customer Project node.
Select the Region node (if you have more than one).
Add the customer node and label it the company or project name.
Select the customer node and add in your foresters name.
Find and select the trucks to be visible to the forester node by checking them off under the vehicles tab.
Find and select the users who will have visibility to this node by checking them off under user access rights.
You can continue this method as many times as you require.



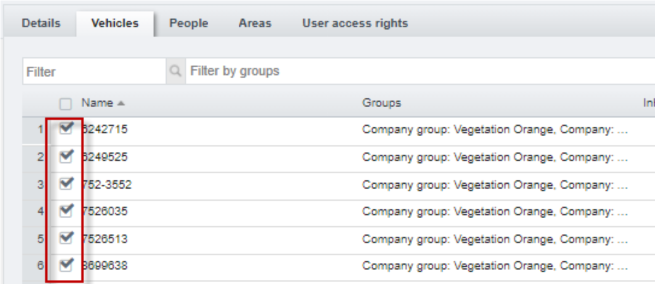
Note: If the Utility Forester does not have visibility to the FC System yet, please contact AVMS@utilservllc.com to have them added.

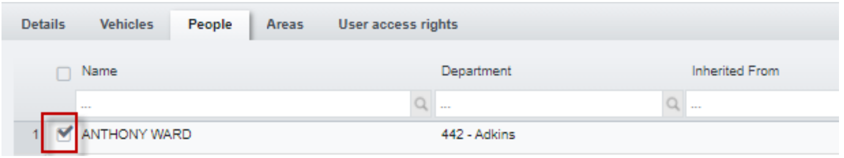
HOW TO DELETE A NODE

Select the node you want to delete in the hierarchy tree.



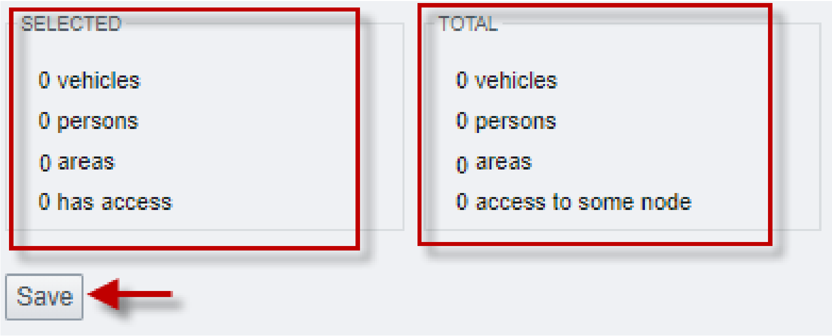
Uncheck all Vehicles and People tabs.





HOW TO DELETE A NODE

Verify that all node totals are "0" under the Details tab.
Click Save



Under the Hiearchy Tree highlight the selected node to be deleted and click delete.