

Claimfixer User Guide

www.claimizer.com



ClaimFixer

Technicians & Staff

Claimizer YouTube Channel contains videos in Arabic and English to explain everything

https://www.youtube.com/channel/UC918PY_zyzcS8L0vboTyKxA/playlists

Introduction

The ClaimFixer Mobile App is a comprehensive solution for technicians and staff to manage maintenance requests effectively. This guide will walk you through the main features and how to use them efficiently.

Login Screen

This screen is the entry point for users to securely access the ClaimFixer Mobile App.

Components Overview:

1. **Login Form:**
 - **Email Address Field:** Users need to input their registered email address.
 - **Password Field:** The password entry is protected by default with a visibility toggle. Users can tap the eye icon to view or hide their password during entry.
2. **Remember Me Option:**
 - Users can check this option to stay signed in, reducing the need to log in repeatedly.
3. **Forgot Password Link:**
 - Quick access for users to reset their password if needed.
4. **Log In Button:**
 - The primary button to submit login credentials and gain access to the app.

This screen is designed for simplicity and user-friendliness, ensuring a smooth and secure login experience.



LOG IN

Welcome Back To ClaimFixer

Email Address

Password

Remember Me

[Forgot Password ?](#)



Claims Dashboard Overview

This screen provides an at-a-glance overview of all maintenance claims, allowing supervisors and team members to track claim statuses and take necessary actions efficiently.

Header Section:

- **Icons:** Quick access to notifications, attendance logs, and profile management.

Claims Dashboard Summary:

The summary is divided into color-coded tiles to easily differentiate between various claim statuses:

1. **All Claims:** Displays the total number of claims recorded within the system.
2. **New Claims:** Represents recently reported claims that are yet to be assigned or addressed.
3. **Assigned Claims:** Shows the number of claims that have been assigned to technicians or teams.
4. **Started Claims:** Indicates claims where work has begun but is not yet completed.
5. **Completed Claims:** Refers to claims where the issue has been resolved.
6. **Cancelled Claims:** Claims that have been cancelled for various reasons.
7. **Closed Claims:** Issues that have been fully resolved and formally closed.

Quick Actions Section:

- Allows users to start or resume claim-related tasks directly with quick links provided for specific claims (e.g., Assigned Status, Priority Wise).

Navigation Menu:

- **Home, Calendar, Settings:** Bottom menu for quick access to the main sections of the app.

This screen is designed for streamlined claim management, providing supervisors with a real-time overview of ongoing, pending, and completed tasks.

Welcome, Supervisor



Claims Dashboard

169 All Claims	7 New Claims
92 Assigned Claims	18 Started Claims
2 Completed Claims	5 Cancelled Claims
45 Closed Claims	

Quick Actions

Start A Claim Claim#10-1724-090724-4538 Corniche Tower , 102	Start A Claim#10-1724 Creek Tower ,
---	--

Home	Calendar	Settings
	○	<

All Claims Overview

This screen displays a comprehensive list of maintenance claims within the ClaimFixer Mobile App. Each claim card provides key details for easy identification and tracking. Here's a breakdown of the visible components:

1. Search Bar:

- Allows users to search claims by keywords such as claim date range, status, priority, or issue type for quick access.

2. Claim Cards:

- Each card contains the following details for individual claims:
 - **Claim Number:** A unique identifier for each maintenance issue (e.g., 10-1718-200125-7015).
 - **Building & Unit:** Shows where the issue has been reported (e.g., Claimizer Tower for Training - Unit2).
 - **Status:** Highlights the claim's current status such as Closed, New, or Completed.
 - **Priority:** Displays the urgency of the claim (e.g., Urgent, Medium).
 - **Type:** Describes the nature of the issue (e.g., Plumbing, Electrical, Appliances).
 - **Created At:** Indicates the time and date when the claim was initiated.
 - **Available Time:** Specifies the time window for technicians to address the issue.

3. Status Indicators:



- Color-coded labels help users identify the progress at a glance:
 - Dark Green for Closed
 - Light Green for Completed
 - Cyan for Started
 - Purple for Assigned
 - Red for Cancelled
 - Orange for New or Pending tasks

4. Floating Action Button (+):

- Provides access to add a new claim.

This screen is essential for supervisors or technicians to efficiently track and manage all ongoing, completed, and new maintenance requests.

< | All Claims

Search  

10-1718-200125-7015 Closed

Claimizer Tower For Training - Unit2

Priority Medium

Type Plumbing- Blockage - general

Created At 2025-01-20 - 12:37 PM

Available Time From 10AM to 12PM

10-2156-200125-7002 New

Creek Tower - 103

Priority Medium

Type Electrical- general - general


Created At 2025-01-20 - 5:51 AM

Available Time Any Time

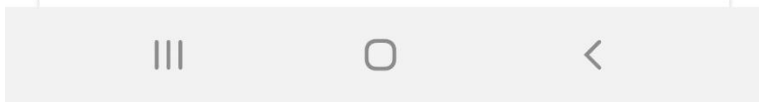
10-2156-200125-7001 Completed

Elite Residences 2 - 703

Priority Medium

Type Appliances- general - ge 

Created At 2025-01-20 - 5:47 AM



Filter Claims

This screen provides options for filtering claims based on different criteria to refine search results. Users can set filters using the following options:

1. Date Range:

- **Start Date:** Specify the start date for the search period.
- **End Date:** Specify the end date for the search period.

2. Status Filters:

- **New:** Select this to include new claims in the results.
- **Assigned:** Include claims that have been assigned to technicians or staff.
- **Started:** Include claims that are in progress.
- **Completed:** Display claims that have been completed.
- **Closed:** Include claims marked as closed.
- **Cancelled:** Display claims that were cancelled.

3. Priority Filters:

- **Low:** Show claims marked with low priority.
- **Normal:** Show claims with normal priority levels.
- **Medium:** Include claims with medium priority.
- **High:** Display high-priority claims.
- **Urgent:** Highlight urgent claims that need immediate attention.


4. Show Results Button:

- After selecting the desired filters, click the **Show Results** button to view filtered claims.

This filtering system ensures that users can efficiently sort and find claims based on time frames, status, or urgency.

Started Claims

Filter


 **Date**



Start Date



2025-02-11



End Date


2025-02-11



 **Status**



 **New**  **Completed**


 **Assigned**  **Closed**

 **Started**  **Cancelled**

 **Priority**

 **Low**  **High**

 **Normal**  **Urgent**

 **Medium**

Show Results


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Claim Details

This screen provides the complete information about a specific claim with key details:

1. **Claim ID:** e.g., 10-2156-200125-7001
 - The unique identifier for tracking the claim.
2. **Unit:** e.g., Elite Residences 2 - 703
 - The specific building and unit where the issue was reported.
3. **Type:** e.g., Appliances-general-general
 - The category of the issue, indicating it involves general appliance-related problems.
4. **Status:** e.g., Completed
 - The current status of the claim indicating it has been resolved.
5. **Priority:** e.g., Medium
 - The level of importance assigned to the issue.
6. **Available Time:** e.g., 2025-1-20 - Any Time
 - The preferred availability provided by the tenant for resolving the issue.
7. **Description:** e.g., Please fix my problem as soon as possible
 - A brief note or explanation regarding the claim.
8. **All Files:**
 - (If available) Section where attachments or relevant documents related to the claim can be accessed.
9. **Created At:** e.g., 2025-01-20
 - The date when the claim was created.
10. **Created By:** e.g., Technician
 - The person or role responsible for initiating the claim.


This view helps supervisors, technicians, or support teams track the progress and specifics of each claim efficiently.


< **Claim Details** 

10-2156-200125-7001

Unit
Elite Residences 2 - 703

Type
Appliances-general-general

Status
 Completed

Priority
 Medium

Available Time
2025-1-20 - Any Time

Description

All Files

Created At
2025-1-20

Created By
Technician

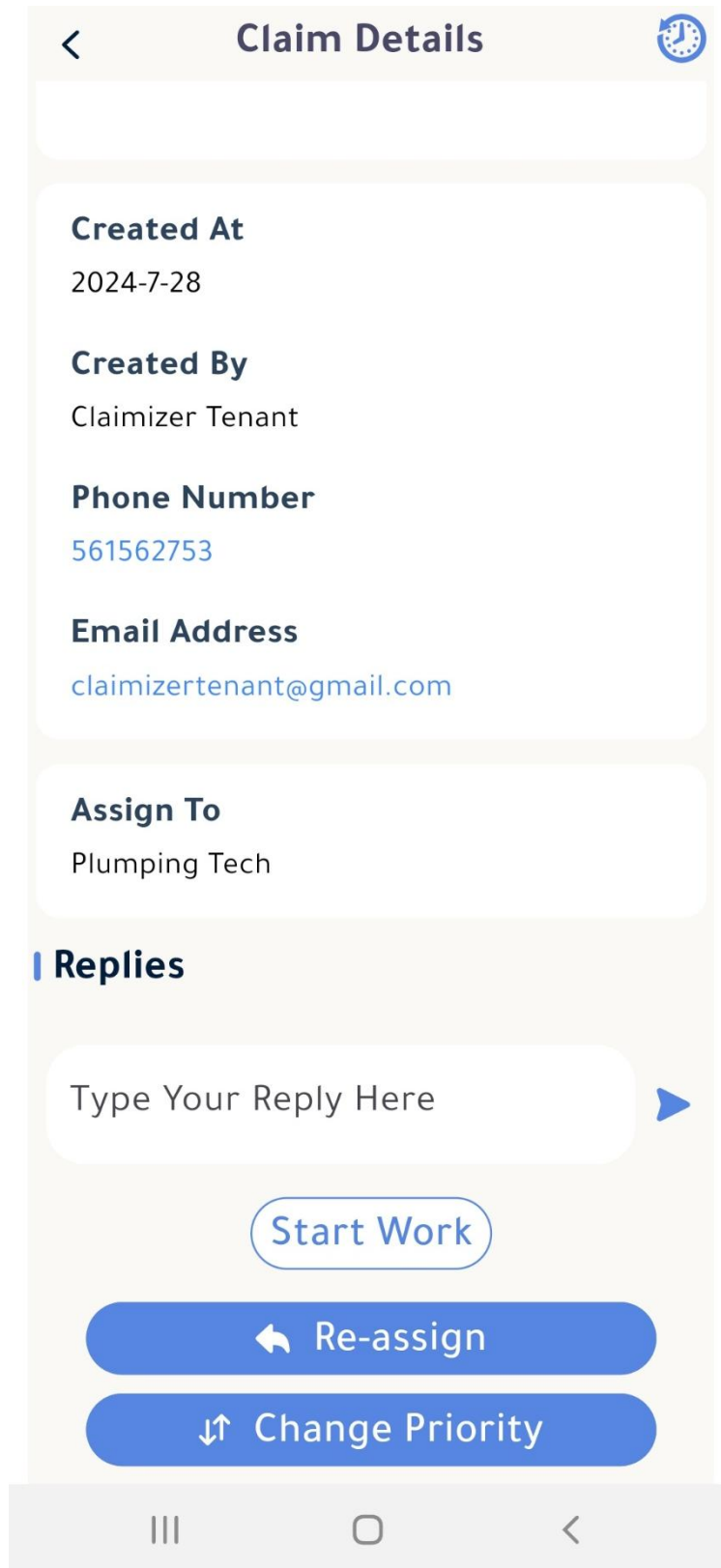
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Claim Details - Tenant Information and Actions

This screen highlights key details about the claim origin and provides actionable options for further claim management:

1. **Created At:** e.g., 2024-07-28
 - The date when the claim was submitted.
2. **Created By:** e.g., Claimizer Tenant
 - The tenant who reported the claim.
3. **Phone Number:** e.g., 123456789
 - The contact number of the tenant, useful for follow-ups.
4. **Email Address:** e.g., claimizertenant@gmail.com
 - The tenant's email for communication and updates.
5. **Assign To:** e.g., Plumping Tech
 - The technician or team assigned to handle the issue.
6. **Replies Section:**
 - A text box is provided to type and send replies to the tenant or relevant stakeholders regarding updates or inquiries.
7. **Action Buttons:**
 - **Start Work:** Marks the beginning of work on the claim.
 - **Re-assign:** Allows reassigning the claim to a different technician or team if necessary.
 - **Change Priority:** Enables modifying the claim's priority (e.g., from medium to urgent).

This interface is designed for streamlined communication and claim handling, ensuring supervisors and technicians can take necessary actions efficiently.



Assign Technician - Claim Details

This screen provides detailed claim information and allows the supervisor to assign or reassign a technician with set dates:

1. Technician Assignment Section:

- **Select Technician:**
A dropdown option to choose or reassign the technician responsible for the claim.
- **Start Date:**
Defines the start of the assignment or work period for the technician.
- **End Date:**
Sets the deadline or completion date of the assignment.

2. Action Buttons:

- **Close:** Cancels the assignment process without saving changes.
- **Confirm:** Finalizes the assignment and schedules the technician to start the task.

This feature ensures that supervisors can allocate resources effectively while tracking assignment timelines.

Claim Details

Created At
2025-1-20

Created By
Technician

Phone Number
159357268

Email Address
claimizertechnician@gmail.com

Assign

Select Technician

Technician

Start Date

2025-02-11 14:29

End Date

2025-02-11 14:29

Close Confirm

Change Priority - Claim Details

This screen offers an option to modify the priority of a claim to help technicians and supervisors prioritize tasks efficiently:

1. Change Priority Section:

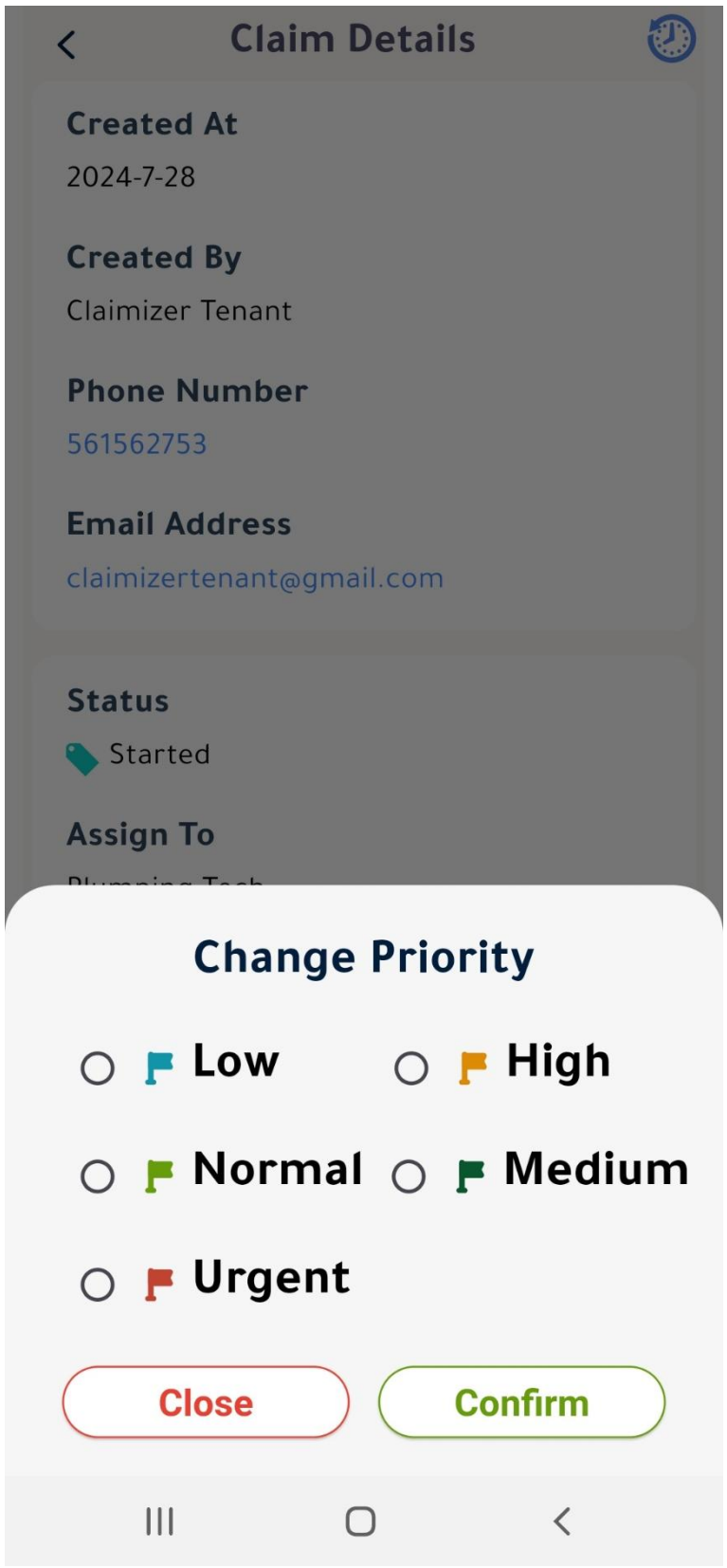
Allows the supervisor or manager to change the priority of the claim based on urgency:

- **Low:** For claims with minimal urgency.
- **Normal:** Default priority for standard claims.
- **Medium:** Indicates moderate importance.
- **High:** Assign for important claims requiring swift action.
- **Urgent:** For emergencies that require immediate attention.

2. Action Buttons:

- **Close:** Cancels the priority change and returns to the previous screen without saving.
- **Confirm:** Applies the selected priority and saves the changes.

This feature provides flexibility in managing claim urgency and ensures critical cases are addressed promptly.



Tenant Signature - Claim Details

This screen captures and confirms the tenant's signature, marking an important step in verifying the completion of maintenance or service requests.

1. Tenant Signature Section:

- **Draw Tenant Signature:**
The tenant can use this section to draw and confirm their signature directly on the device.
- **Subscriber:**
Displays or allows the entry of the tenant's name for verification.

2. Action Buttons:

- **Clear:** Removes the current signature, allowing the tenant to draw again.
- **Submit:** Confirms and saves the signature, marking it as final.
- **Signature Download Icon:** Allows downloading the captured signature if required for documentation.

This section ensures that tenants can formally acknowledge the service completion, adding a layer of accountability and verification.

Claim Details

2025-2-2

Created By
Claimizer T2

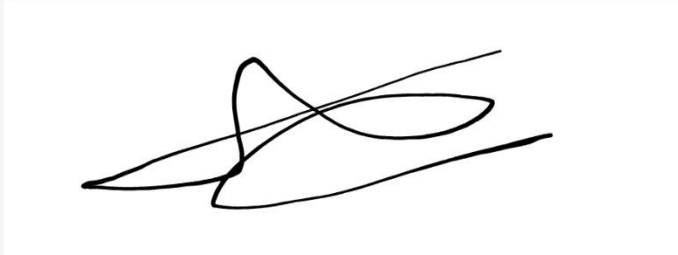
Phone Number

Email Address
claimizer.t2@gmail.com

Status
Closed

Tenant Signature

Draw Tenant Signature



Subscriber

Tenant

Clear Submit Signature

Claim Submission Options - Status Management

This screen provides various submission options for updating the status of a claim in the ClaimFixer system. It ensures that users can easily transition claims through different stages based on their current progress.

1. **Submit (General)**

- This option allows for submitting any changes or updates to the claim without modifying its status directly. It can be used for general remarks or updates.

2. **Submit As New**

- Changes the status of the claim to “New,” indicating that this is a newly logged issue that has not been addressed yet.

3. **Submit As Assigned**

- Updates the claim status to “Assigned,” showing that a technician or team has been assigned to address the issue.

4. **Submit As Started**

- Marks the claim as “Started,” meaning that work has begun to resolve the issue.

5. **Submit As Completed**

- Indicates that the claim has been resolved and completed successfully, with no further action required.



6. **Submit As Closed**

- Indicates that the claim has been closed successfully, with no further action required.

7. **Submit As Cancelled**

- Cancels the claim, either due to invalidity, duplication, or upon request from the tenant or supervisor.


These status management options provide flexibility for handling claims, ensuring that the correct status is assigned at every stage for effective tracking and resolution.


 **Claim Details** 


Created By
Technician


Phone Number
159357268


Email Address
claimizertechnician@gmail.com


Status
 Completed


 **Submit**


 **Submit As New**

 **Submit As Assigned**

 **Submit As Started**

 **Submit As Closed**

 **Submit As Cancelled**



Claim Details - Work Progress and Management

This screen provides a detailed overview and action options for managing claims, ensuring efficient tracking and updates as the work progresses.

Action Options:

1. Replies Section:

- Allows users to type and send responses, keeping communication with the client or team centralized within the claim.

2. Start Work:

- This option is used when the assigned task is assigned or started and ready for submission or review to record start time and date of work.

3. End Work:

- This option is used when the assigned task is started and ready for submission or review to record end time and date of work.



4. Change Priority:

- Provides the option to adjust the claim's priority (Low, Medium, High, Urgent) based on urgency or new developments.

5. Complete:

- Once the work is finished, users can mark the claim as "Completed," transitioning it to the final review or closure phase.

This interface ensures that technicians or supervisors can efficiently update claim details, track work progress, and communicate any necessary updates directly within the system.


 **Claim Details** 

Created At
2024-7-28

Created By
Claimizer Tenant


Phone Number
561562753

Email Address
claimizertenant@gmail.com


Status
 Started


Assign To
Plumping Tech


Replies

Type Your Reply Here 

End Work

 **Change Priority**

 **Complete**



Claim History - Timeline

This screen visualizes the progression of a claim, showing important milestones and actions taken. It provides a detailed breakdown of events to keep track of the claim's progress.

Sections:

1. Timeline Tab:

- The timeline highlights each status update in chronological order, reflecting when and by whom the updates were made.

Key Events:

1. New

- The claim was initially created and marked as "New" by the Supervisor at **2025-02-09, 10:12**.

2. Assigned

- The claim was assigned to the respective technician or team by the Supervisor at **2025-02-09, 10:18**.

3. Started (2025-02-09, 10:19 & 10:20)

- The technician or team initiated work on the claim. The quick succession of timestamps reflects active engagement at **2025-02-09, 10:19 & 10:20**.

4. Completed

- The task associated with the claim was successfully completed by the assigned technician or team at **2025-02-09, 10:23**.

5. Closed

- The final status indicates that the claim has been reviewed and officially closed.

This timeline is essential for supervisors and stakeholders to monitor claim activities, identify bottlenecks, and ensure smooth claim resolution.



History

- Timeline**
- Working Hours
- Staff

New

2025-02-09 10:12
Supervisor

Assigned

2025-02-09 10:18
Supervisor

Started

2025-02-09 10:19
Supervisor

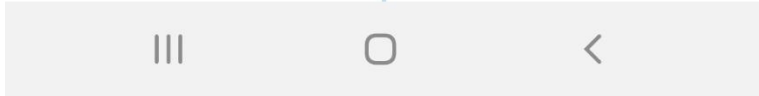
Started

2025-02-09 10:20
Supervisor

Completed

2025-02-09 10:23
Supervisor

Closed



Screen: Claim History - Working Hours

This screen displays the working hours logged for the claim, showing the duration of time spent by the assigned technician or supervisor. It helps in tracking productivity and ensuring accurate work logs.


Key Details:

1. **Start On:**
 - Shows the exact time and date when the work session began.
2. **End On:**
 - Indicates when the work session was completed.
3. **Duration:**
 - Displays the total time spent in that session, calculated as hours and minutes.




Sample Entries:

- **First Entry:**
 - Start: 2025-02-11, 16:21
 - End: 2025-02-11, 16:34
 - Duration: 0h 13m
- **Other Entries:**
 - These logs with 0-minute durations suggest that no significant work or updates were recorded during those sessions, possibly indicating administrative or review tasks.

This section is crucial for generating reports, billing, and evaluating the efficiency of technicians working on different claims.

 **History**

Timeline **Working Hours** **Staff**

	Start on	End on	Duration
	2025-02-11 16:21	2025-02-11 16:34	0d 0h 13m
	2025-02-11 16:34	2025-02-11 16:34	0d 0h 0m
	2025-02-11 16:35	2025-02-11 16:35	0d 0h 0m

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Claim History - Staff

This section displays the list of staff members involved in handling the specific maintenance claim. It provides a clear view of who contributed to the task, allowing for better accountability and tracking.

Key Elements:

1. Technician 1:

- A technician specialized in plumbing tasks, likely assigned to handle claims related to plumbing maintenance.

2. Technician 2:

- A general technician responsible for addressing and resolving the assigned claim based on its requirements.

This view helps supervisors and administrators identify who worked on the claim and evaluate their contributions when reviewing the claim history.



History

Timeline

Working Hours

Staff



Plumping
Tech



Technician



test.tech



Add New Claim

This screen is the first step of the claim creation process, where the user selects unit under the building associated with the issue. The selected building determines the location of the problem and which units or areas will be affected by the maintenance request.

Key Elements:

1. Progress Indicator:

- The top progress bar shows the current step (Step 1: Select Building) and the number of steps remaining to complete the claim submission.

2. Building Selection:

- Users are presented with a grid of available buildings, each represented by a name and icon. For examples:
 - **Corniche Tower (selected)**
 - Claimizer Tower for Training
 - Building 1

3. User Action:

- The user must select a building to proceed to the next step of adding claim details, such as the type of issue and unit affected.

This step ensures that claims are correctly linked to their respective buildings for accurate tracking and assignment.

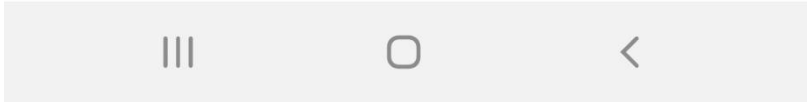
< | **Add New Claim**

Add New Claim



|  **Select Building**

 Corniche Tower	 Creek Tower	 Claimizer Tower For Training
 Falcon Tower A7 - Owned	 Building 1	 Elite Residences 2



Add New Claim - Final Step

This screen marks the final stage of creating a new claim. It allows the user to specify key details before confirming and submitting the claim.

Key Elements:

1. Progress Completion:

- The progress bar at the top indicates that this is the final step of the claim creation process, with all previous steps completed.

2. Select Available Time:

- Users select the preferred date and time window for the maintenance or inspection to take place:
 - **Date:** February 11, 2025
 - **Time Slot:** Any Time or from 10 AM to 12 PM

3. Description Field:

- Users can add a brief description of the issue to provide additional context.
 - **Entered Text:** "please fix it"

4. Image Attachment:

- Users have the option to upload supporting images related to the issue.

5. Confirmation Button:

- After filling in the required details, users click the "**Confirm**" button to submit the claim.

This screen ensures that all essential information—timing, description, and evidence—is provided for efficient resolution.


< | Add New Claim

Add New Claim



| Select Available Time

2025-02-11 

From 10AM to 12PM 

please fix it

  **1 images** 

Confirm



Assign Technician to New Claim

This screen allows the supervisor or manager to assign a technician to a newly created maintenance claim and set the timeframe for the task.

Key Elements:

1. Assign Technician Section:

○ Technician Selection:

- The supervisor can select from available technicians using the dropdown menu. In this instance, "Technician" is selected.

○ Start and End Date Selection:

- The expected date and time when the task begin and ends are specified.



2. Action Buttons:

- **Close:** Cancels the assignment process.

- **Confirm:** Finalizes and assigns the selected technician with the specified time.

This screen streamlines the assignment process, ensuring the right technician is assigned promptly with a clear time schedule.

< | **New Claims**

Search  

10-2156-200125-7002 **Assign**
Creek Tower - 103

Priority Medium

Type Electrical- general - general

Created At 2025-01-20 - 5:51 AM

Available Time Any Time

Assign

Select Technician

Technician 

Start Date

2025-02-11 14:28

End Date

2025-02-11 14:28

Close

Confirm



Add New Claim - Summary Review

This screen displays a summary of all the details entered for a new maintenance claim, allowing the user to review before confirming the submission.

Key Elements of the Summary:

1. **Your Building:** Selected building where the issue is located
2. **Your Unit:** Specific unit in the building
3. **Claim Category:** Broad category of the issue
4. **Claim Subcategory:** Specific subcategory of the issue
5. **Claim Type:** Nature of the issue
6. **Available Time:** The specified time during which the claim can be attended
7. **Description:** Short description provided by the user

Action Buttons:

- **Confirm:** Submits the claim and initiates the assignment and resolution process.
- **Back:** Allows the user to return and edit the details before submission.

This screen ensures that users can double-check the details, reducing errors and improving claim accuracy before submission.

< **Add New Claim**

Your Building
Corniche Tower

Your Unit
102

Claim Category
Appliances

Claim Sub Category
general

Claim Type
general

Available Time
2025-02-11 - Any Time

Description
test

Confirm

Back

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Notifications

This screen displays a chronological list of notifications related to claims, allowing users to stay updated on the progress and changes of their claims.

Key Elements of the Notification List:


- **Grouped by Time Intervals:** The notifications are organized based on the time they were received, such as:
 - **2 days ago**
 - **3 weeks ago**
 - **2 months ago**
- **Notification Details:** Each entry includes:
 - **Title:** "Claim Updated" indicating an update or progress in a claim.
 - **Description:** Confirms the action or event—here, it shows "Claim Updated."
 - **Date:** Displays the date the update occurred.
- **Icons:**
 - Notifications may have visual indicators (such as icons or coloured labels) representing the type or nature of the notification for easy identification.

This screen ensures that users can conveniently monitor the status of their claims and remain informed about any significant updates.

 **Notification**


2 days ago

Claim Updated


 Claim Updated
2025-2-9

1 week ago

Claim Updated


 Claim Updated
2025-1-30

Claim Updated


 Claim Updated
2025-1-30

3 weeks ago

Claim Updated

 Claim Updated
2025-1-20

2 months ago



Add Attendance

This screen allows users, particularly supervisors and technicians, to register their attendance by checking in and out for work sessions.

Key Elements:

1. User Information:

- **Profile Image:** Displays the user's photo/avatar.
- **Name and Role:** The user's name (Supervisor) and their job (Technician) are clearly displayed for identification.

2. Date and Time:

- Displays the current date and time: e.g., Tuesday, Feb 11, 2025, at 01:12 PM.

3. Attendance Status:

- **Check-In Time:** Shows the recorded time when the user checks in (initially indicated as --:--).
- **Check-Out Time:** Displays the recorded check-out time (also shown as --:-- until actioned).

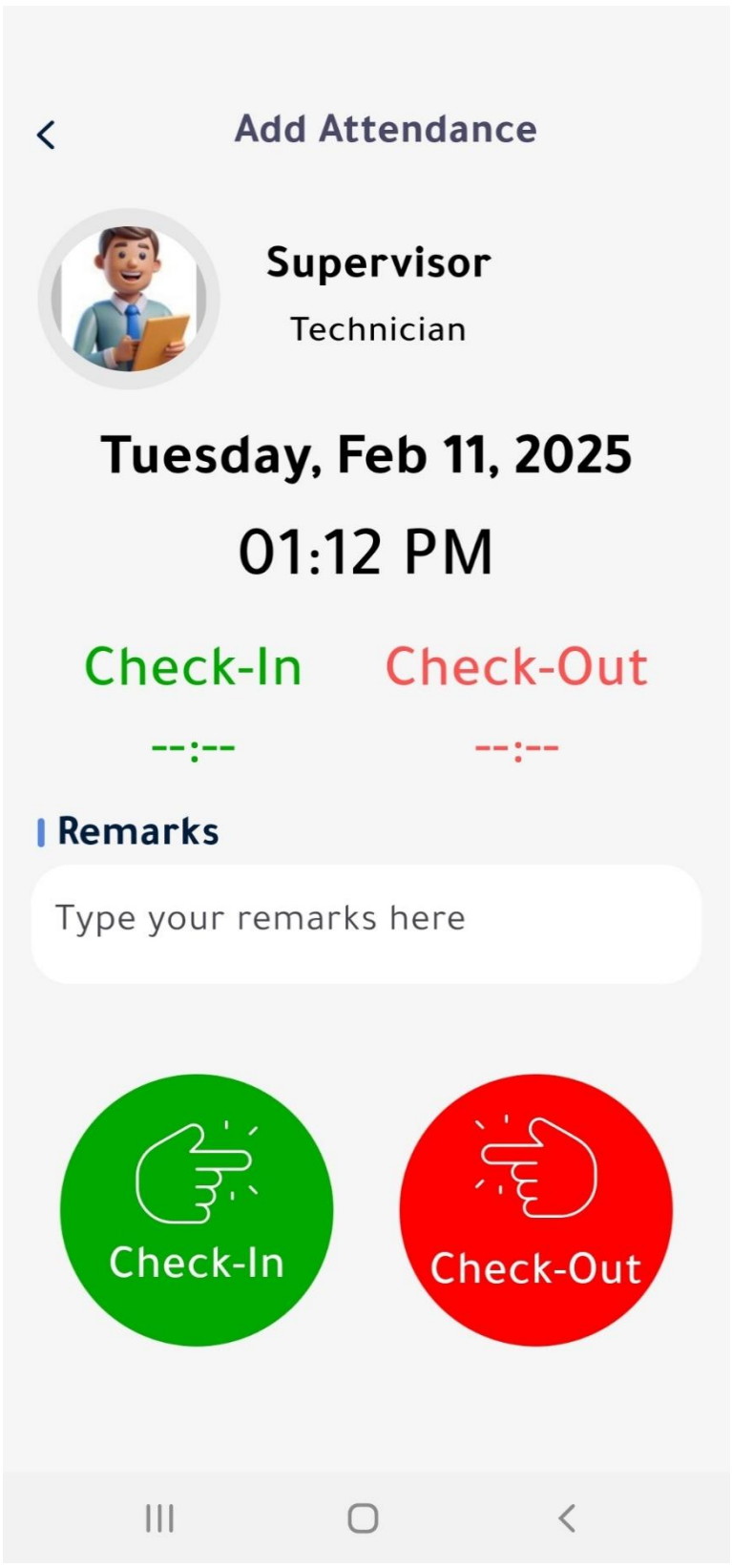
4. Remarks Section:

- A text box where users can provide comments, notes, or details about their attendance, tasks, or any relevant information.

5. Action Buttons:

- **Check-In Button (Green):** Tapping this button registers the user's start time.
- **Check-Out Button (Red):** Used to log the end time of the session.

This streamlined interface ensures that users can efficiently mark their attendance while providing relevant remarks if needed.



Profile Settings

This screen provides access to personal settings and key options related to the app's user preferences and account management.

Key Elements:

1. Profile Information:

- Displays the user's **name** (e.g.,Supervisor) and **email** (e.g.,claimizersupervisor@gmail.com) at the top with a **profile image**.
- Edit option for updating profile details.

2. Settings Options:

- **Language:** Allows users to change the app language (toggle available).
- **Help:** Quick access to helpful resources or FAQs related to using the app.
- **Support:** Contact support for technical issues or inquiries.
- **Privacy and Policy:** View the app's privacy policy and terms.
- **Notification:** Enable or disable push notifications (toggle available).
- **Log Out:** Log out of the current account and return to the login screen.

3. Navigation:

- Quick access to **Home, Calendar, and Settings** via the bottom navigation bar.

This screen provides users with essential options to customize and manage their app experience efficiently.

< | Profile



Supervisor

claimizersupervisor@gmail.com



Language



Help



Support



Privacy And Policy



Notification



Log Out



Home



Calendar



Settings



Edit Profile

This screen allows the user to update their profile details, providing flexibility in managing their personal information and password.

Key Elements:

1. Profile Section:

- **Profile Image:** Displays the user's current image with an option to edit it.
- **User Name and Role:** Shows the current name (Supervisor) and role for identification purposes.

2. Tabs:

- **Basic Info:** Allows editing of profile details such as name, email, phone number, and notification preferences.
- **Update Password:** (Accessible through the adjacent tab) Allows changing the password.

3. Editable Fields:


- **Name:** Current name of the user (e.g., Supervisor).
- **Email:** The user's registered email (e.g., claimizersupervisor@gmail.com).
- **Phone:** Editable phone number field.
- **Email Notifications:** Toggle to enable or disable receiving email alerts.

4. Action Buttons:

- **Save Changes:** Confirms and saves any updates made to the profile.
- **Navigation Back:** Option to return to the previous screen if no changes are needed.

This screen ensures easy management of personal settings and provides a smooth user experience.

< Edit Profile



Supervisor

Basic Info Update Password

Basic Info

Name

Supervisor

Email

claimizersupervisor@gmail.com

Phone

+971 123456798

Email Notifications

Enable Disable

Save Changes

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