



# MyJobConnect

CLICK THE ARROW TO GET STARTED



# MyJobConnect User Guide Menu

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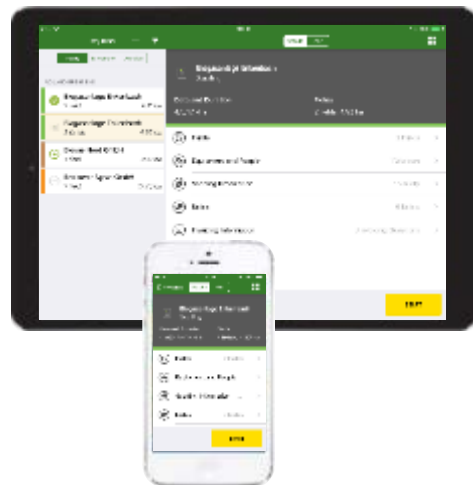
# MyJobConnect

The John Deere MyJobConnect package includes the **MyJobs App**, the **MyJobsManager App** and the **Jobs functionality in the John Deere Operations Center**. Contractors and managers of arable farms will benefit and be able to reuse all the field, clients, machines and products they have in their John Deere Operations Center. MyJobConnect allows them to schedule, send and monitor jobs.

## MyJobsManager App (Manager)



## MyJobs App (Operator)



# MyJobConnect

From a manager's perspective, the feature can be accessed in two ways: From the office as an integrated tool within the John Deere Operations Center Jobs Menu or on-the-go utilizing the dedicated MyJobsManager App on an iPad®.

## MyJobsManager App:

**iPad® App** for the Manager to create, schedule jobs on the go, visualize planning in a 5-day calendar view and add work instructions / work questions. Send Jobs to Operators. Monitor Job progress and edit planning accordingly. MyJobsManager is currently not available for iPhone®

## MyJobs App:

**iPhone® and iPad® App** for the Operator to receive Jobs, Job details, field locations, equipment assignment and work questions requested by the manager. Be able to start, pause, continue, complete the jobs and seamlessly report work status. Answer work questions to prepare invoicing.

## Jobs in John Deere Operations Center:

Create and plan jobs for the Operator, view work status, create Job reports based on previous operator inputs / answers to work questions. Be able to export Job reports in .csv format to prepare invoicing.

All created jobs are synchronized instantaneously with the MyJobs App and the MyJobsManager App.



# Prerequisites/First steps

## Hardware compatibility:

- iOS 10 or higher (is limiting the devices)
- iPad® 4, iPad® Air, iPhone 5 or higher
- SIM card contract (recommended 2 GB data)
- Connect to charger constantly, if App is used throughout the whole day

## Account settings:

### Device:

- Apple ID
- Email Address using the Apple Mail App



## John Deere Operations Center:

Active account in John Deere Operations Center set up with:

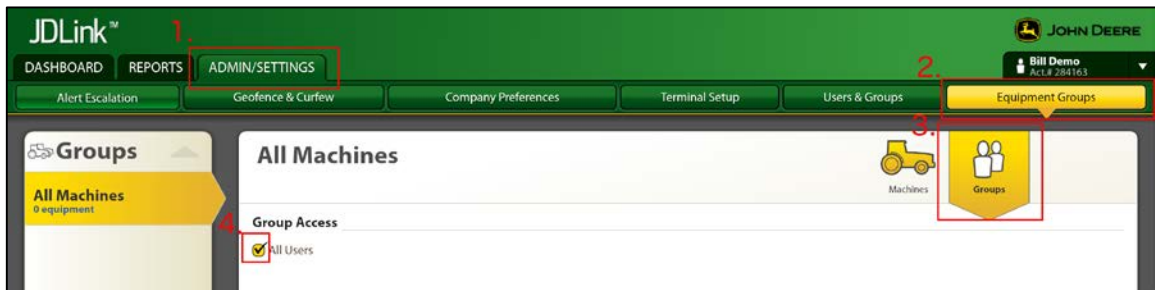
- Products
- Fields
- Machines
- Staff members (All App Users have to be Staff Member in the Organization.)
- All app users need to have an active license connected to the Operations Center user account.



# Prerequisites/First steps

## User access settings:

- All users have to be set up with the following roles in John Deere operations center:
  - Equipment **1**
  - Organization Management **1**
  - Locations (All Fields) **1**
  - Jobs (All Fields) **2**
- JDLink group access has to be set up with checkmark for all Users



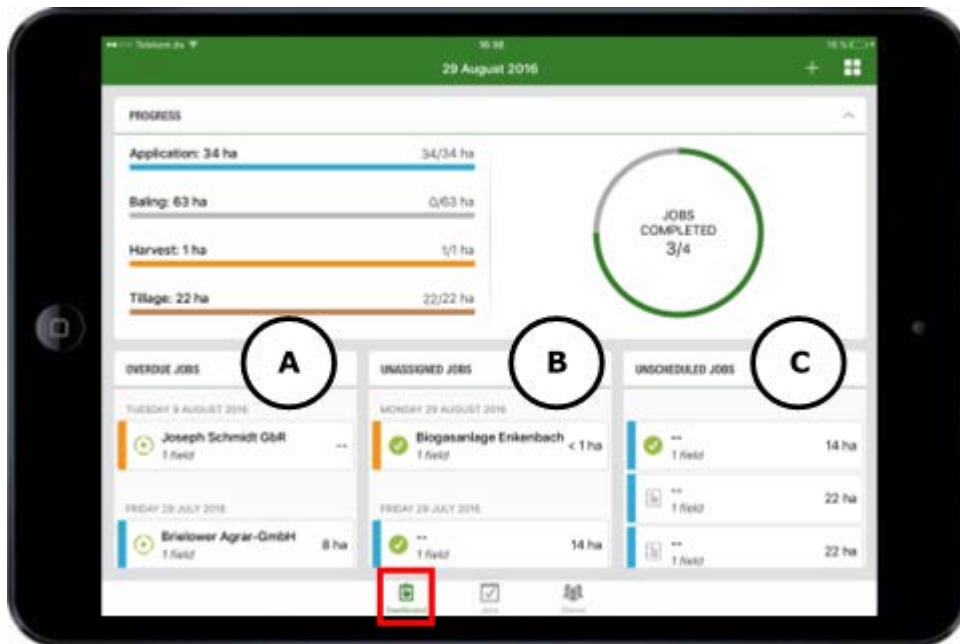
## App Login:

Login with your MyJohnDeere Username and Password



# MyJobsManager

The dashboard shows the job progress. In an overview you can see how many hectares have already been completed. Below you can find in three sections the jobs which are overdue, unassigned and unscheduled.



**Overdue Jobs:** Uncompleted Jobs from the past (A)

**Unassigned Jobs:** Jobs are not assigned to an operator or a machine. (B)

**Unscheduled Jobs:** Jobs are not scheduled or planned for a specific date. (C)



Job is created / or not started

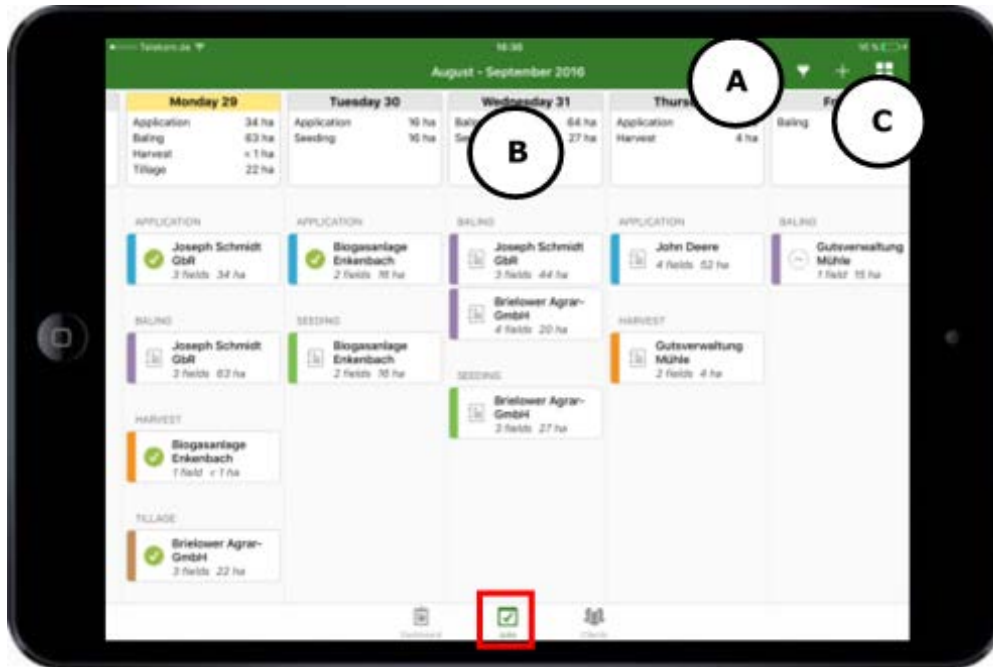
Job is started



Job is paused

Job is completed



# MyJobsManager



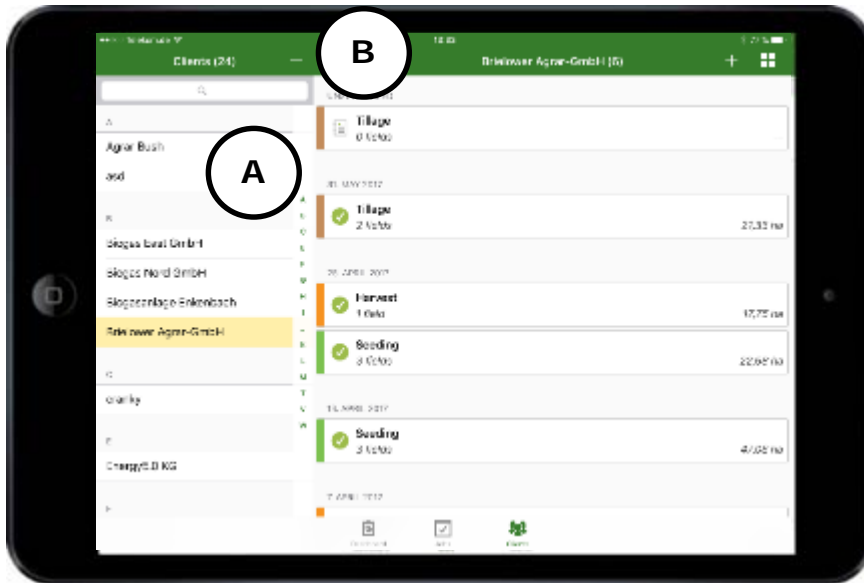
- Use Job filter  to filter by client, Job type, machine and/or operator **(A)**
- Click on a day to see detailed info about jobs for this day **(B)**
- Add a new Job with the  Button **(C)**

The calendar view shows you a 5 day overview about your jobs. You have the possibility to view this overview also for one month in the past. You can only see the jobs 4 weeks retrospective and up to 12 weeks prospective.

Please use the operations center to see larger time frames.




# MyJobsManager



The clients view gives you the possibility to view your clients and the corresponding jobs.

The client view sorts jobs by client. **(A)**

Use the  button **(B)** to add new farm/ field/ client

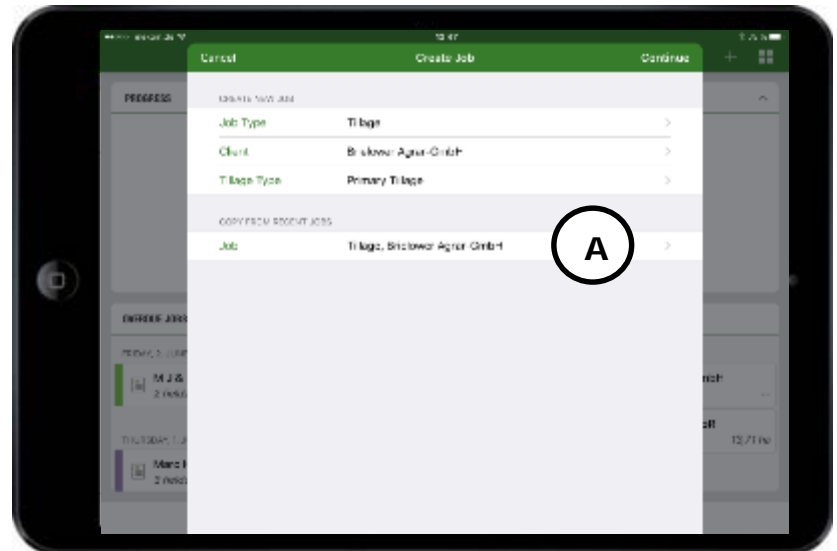
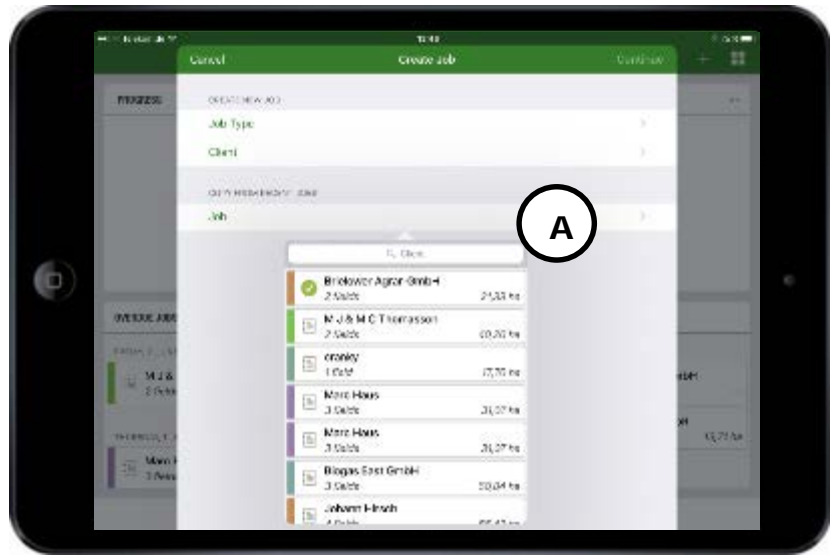
Note: This should only be used to add a new field or client as a short term work around. For adding new farms/ fields and clients you need to use the John Deere Operations Center.



# MyJobsManager

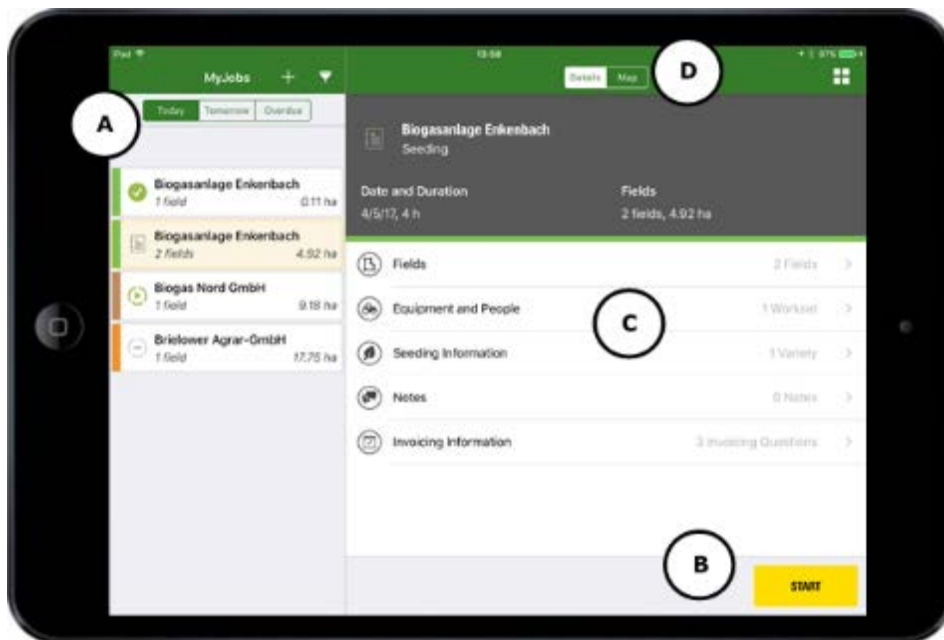
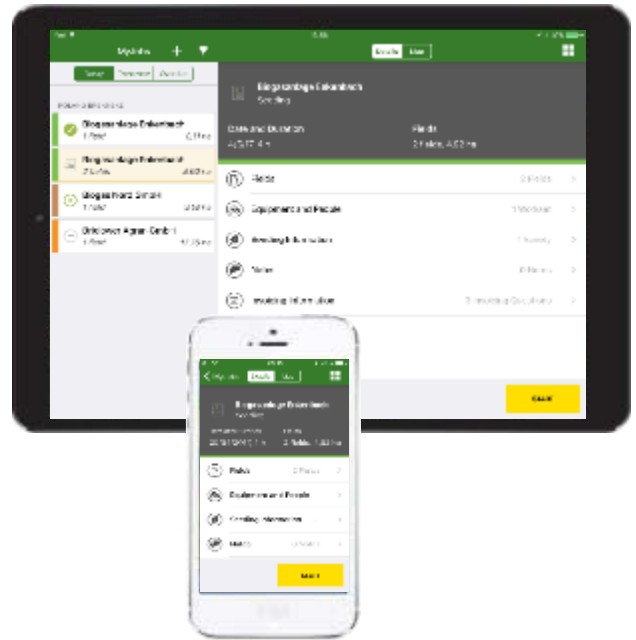
When you create a job you also have the possibility to copy job details from an existing job.

The copied job details serve as a template, the job date is set to today. **(A)**



# MyJobs

The MyJobs App provides an overview of all Jobs created for an operator or machine. The operator can see additional instructions, notes, Information about Date and Duration, Products, Fields, Equipment and Invoicing questions to each specific job. Invoicing questions can be added by the manager or the operator.



As an operator you see the jobs for today, tomorrow and overdue jobs in the top left menu bar. **(A)**

Start, Pause, Continue or complete a job which are assigned to you. **(B)**

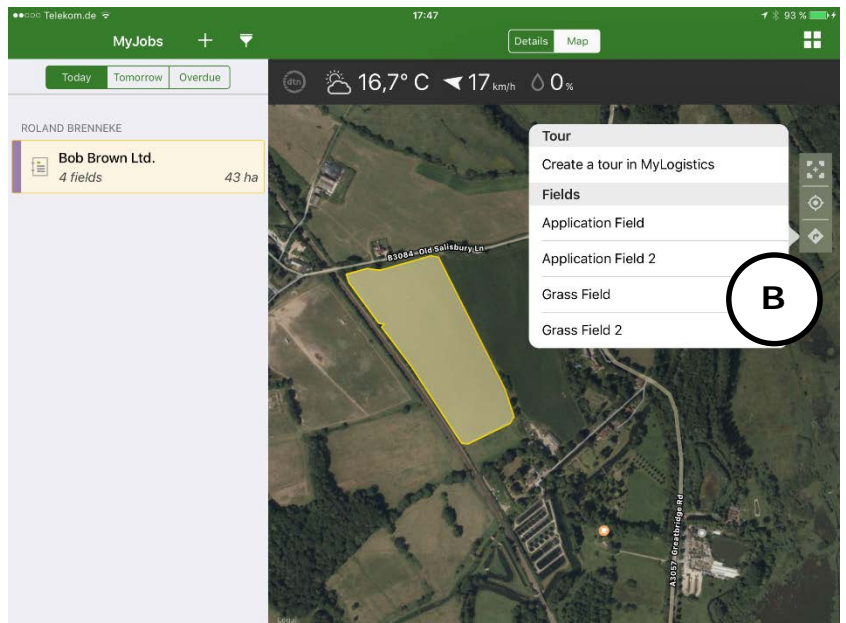
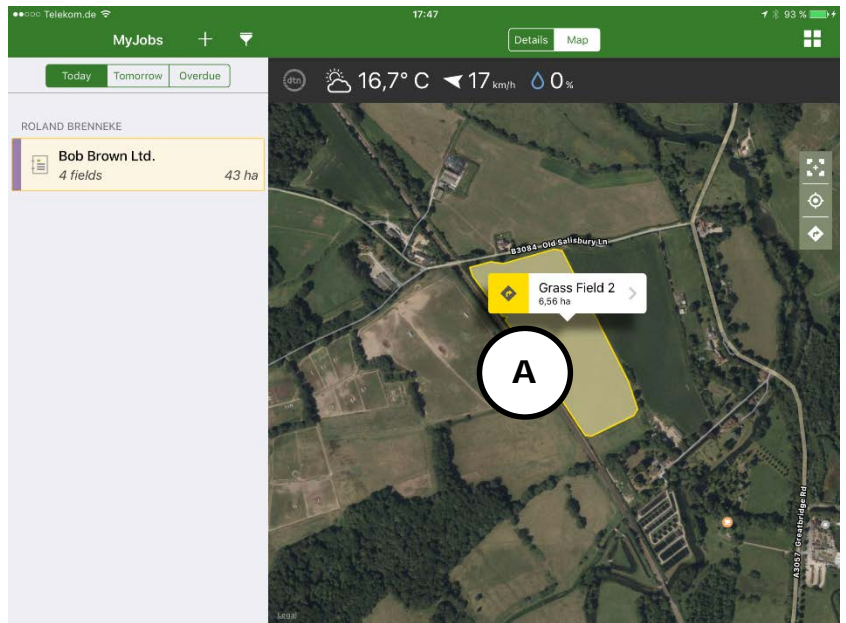
See job details to execute the job. **(C)** All details are synchronized with the MyJobsManager App. Click on map to see field information on the map. **(D)**



# MyJobs

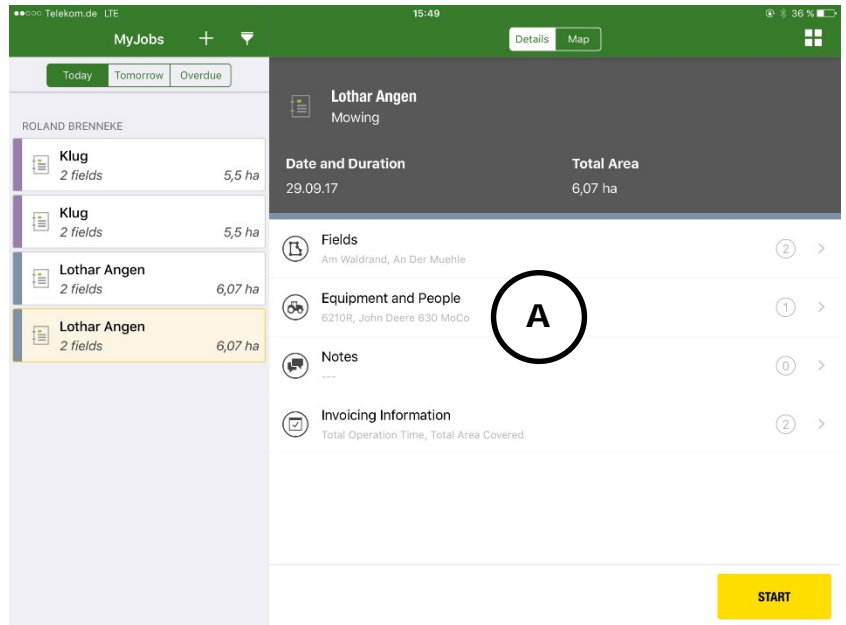
Click on one field to see detailed field info. To start navigation press the yellow navigation button. MyLogistics will open directly. (Only if available on the same device) If MyLogistics is not available Apple maps will open. **(A)**

Based on the fields of your job a tour is created. It directly hands off to MyLogistics. (Only if available on the same device) **(B)**

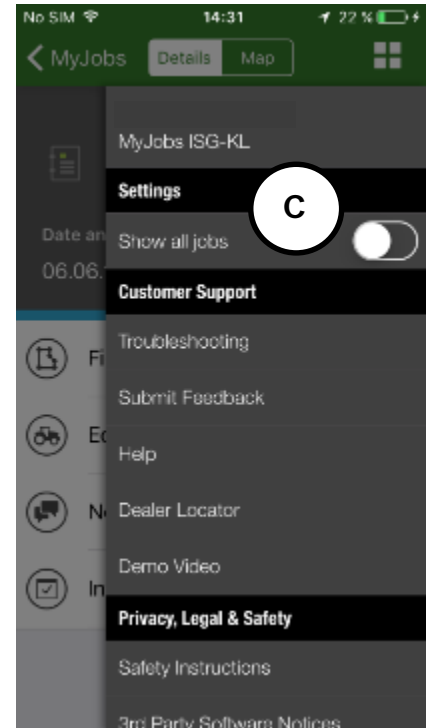
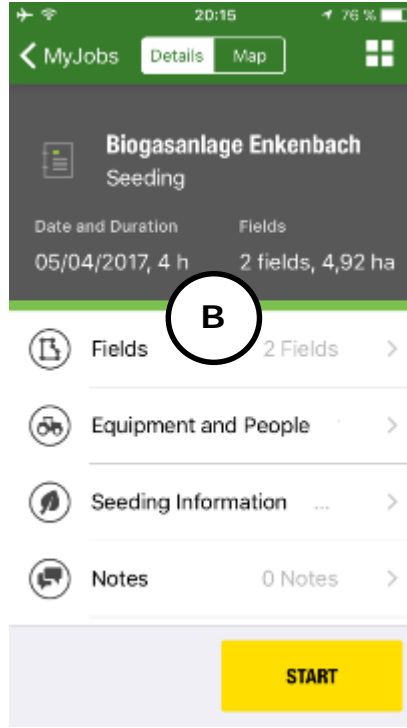


# MyJobs

See detailed job information on the job detail page in MyJobs app. The numbers stand for the amount of information. **(A)**



# MyJobs mobile phone



On the mobile phone you can also see your jobs for today, tomorrow and overdue jobs. **(A)**


In the job detail view you can see all details for each job. **(B)**

You can choose the view all jobs functionality to see all jobs in your organization by operator and by machine. **(C)**

Note: You can only change and edit jobs that are assigned to you.



# Settings

Click on  to open the settings.

## Customer Support:

**Troubleshooting:** Report issues to your dealership.

**Submit Feedback:** Report Feedback to John Deere for enhancement and feature requests only. You will not receive a response. If you need support please contact your dealer.

**Help:** Find detailed help material

**Dealer locator:** Find your closest dealership

**Demo video:** Tutorial video for the App

## Data privacy, Legal, Safety

**Safety instructions:** Find safety document here.

**3rd party software notices:** See which software has been used from 3rd parties.

**End user License:** See End user License Agreement

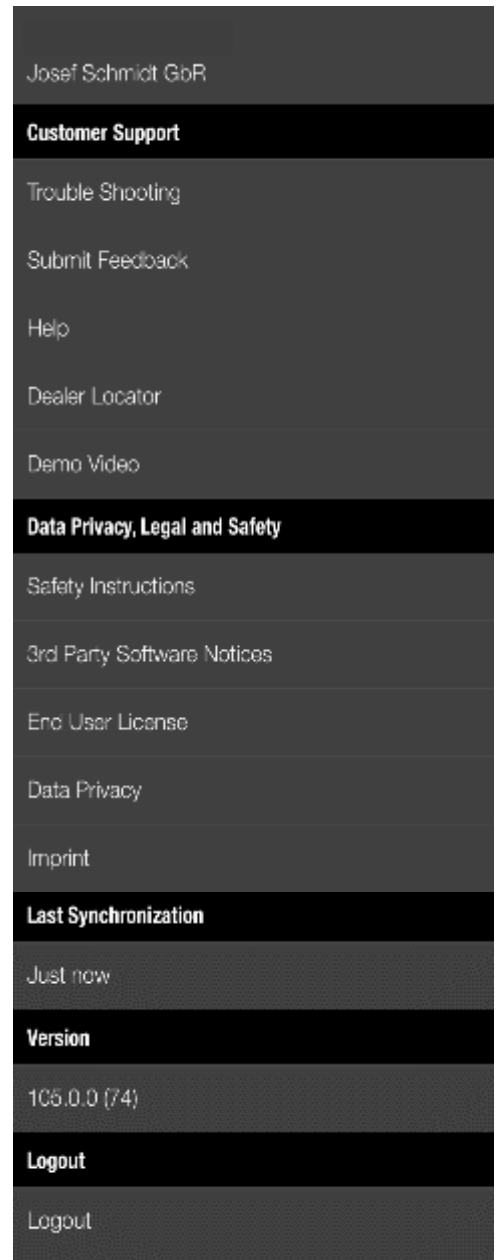
**Data privacy:** See John Deere data privacy guideline.

**Imprint:** See legal information

**Synchronization:** Tap to update data synchronization between Apps and John Deere operations center, a sync is executed every 5 minutes automatically.

**Version:** App version number

**Logout:** Logout the App



To change the Organization you need to log out and log into the App again.



# Connection information

## Cellular Connection

If you are using a cellular connection, make sure that in the upper left screen area, your device displays the signal strength, carrier name and connection type.

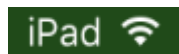


## Cell Connection Strength

Recommended signal strength is greater or equal two out of five dots. Recommended connection types are 3G and LTE. If your connection is within the recommended operation settings and you still encounter connection issues, please check the device settings.

## WiFi Connection

If you are using a Wi-Fi connection, make sure that in the upper left screen area, your device displays the Wi-Fi connection indicator as shown below.



## WiFi Connection Strength

Recommended signal strength is greater or equal to two out of three bars. If your connection is within the recommended operation settings and you still encounter connection issues, please check the device.





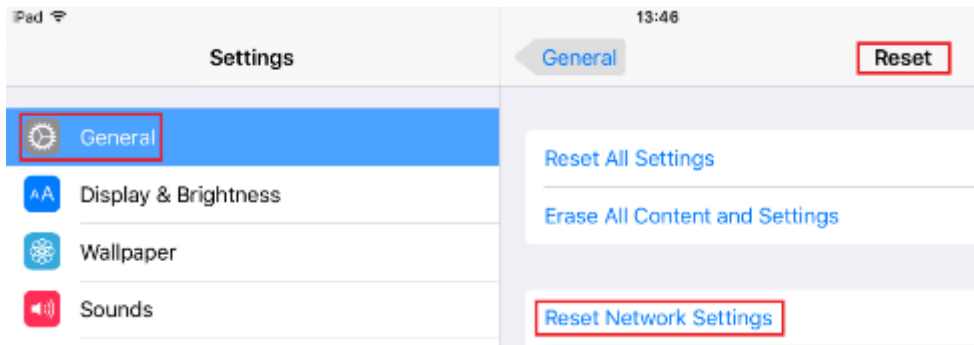
# Connection information

## Connection in general

If you face issues with your connection, please reset your network settings.

### Reset your network settings


- Open the iOS Settings and navigate to "General -> Reset". Then click on the "Reset Network Settings" button as shown below.



# FAQ

## How do I create a job in the MyJobs App?

Create a new job and enter job details

- Click the  add a Job button
- Select Job type and Client
- If you select:
  - Harvest or seeding you need to add the crop type
  - Tillage you need to add the tillage type like primary tillage etc.
- Enter additional job details like...
  - Additional Instructions
  - Date and Duration
  - Fields
  - Products
- Machine and people are already chosen, just add the implement
- Click **save** to create.

### Note:

It is not possible to:

- Delete a job
- Edit a job




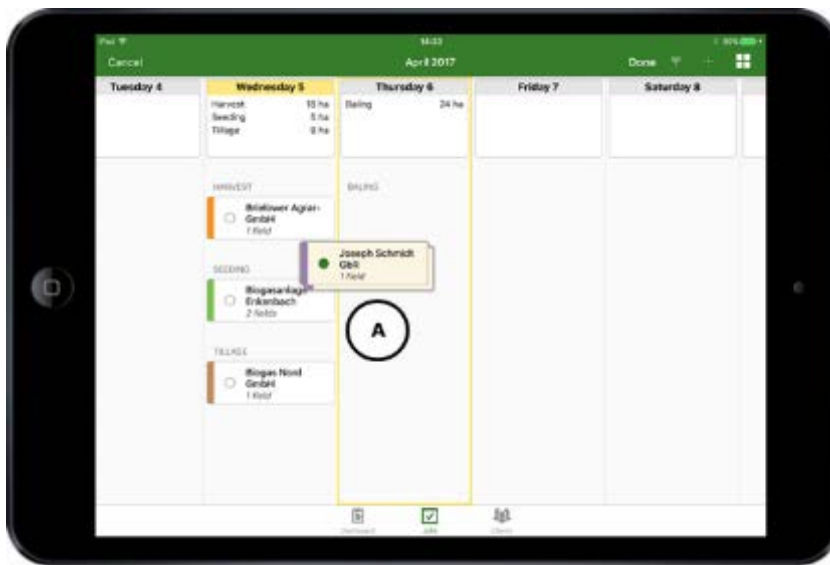
# FAQ

## How do I edit a Job?

1. Open the Job that has to be edited.
2. To edit the job click the upper right corner on the **"EDIT"** button.
3. To finish editing, click **"SAVE"**.

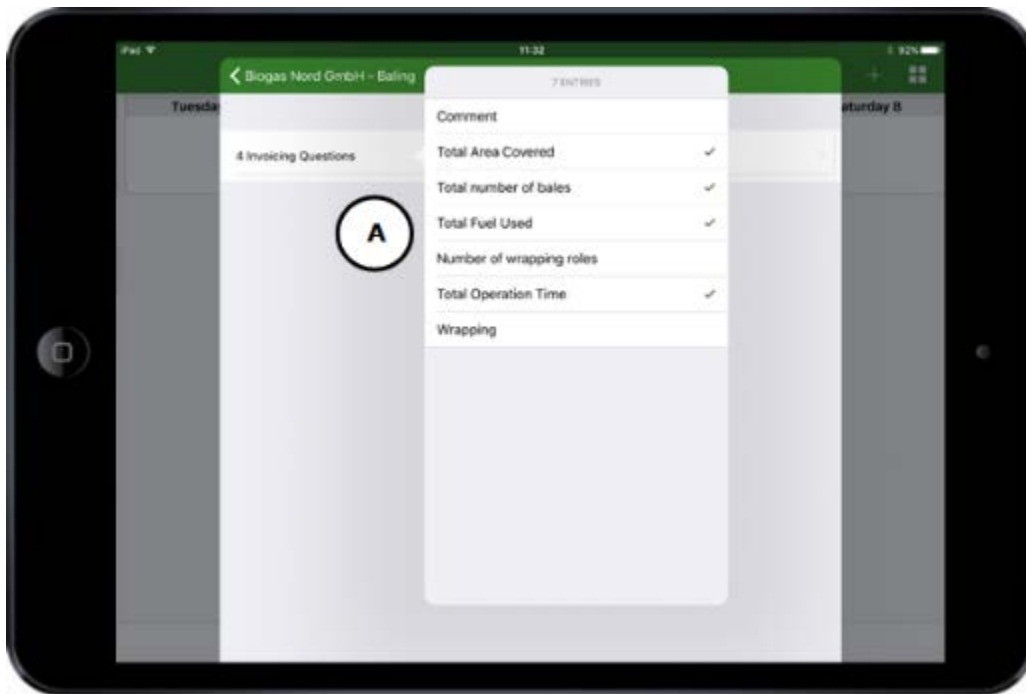
## How do I reschedule a job?

1. Press the  button in the upper right corner to reschedule your job.
2. Select multiple or a single Job from one Job type.
3. Long press the Job(s).
4. Drag and drop Job(s) from one day to the other. **(A)**
5. Press the **"Done"** button.
6. Jobs are rescheduled.



# FAQ

## How do I add work questions to the job?



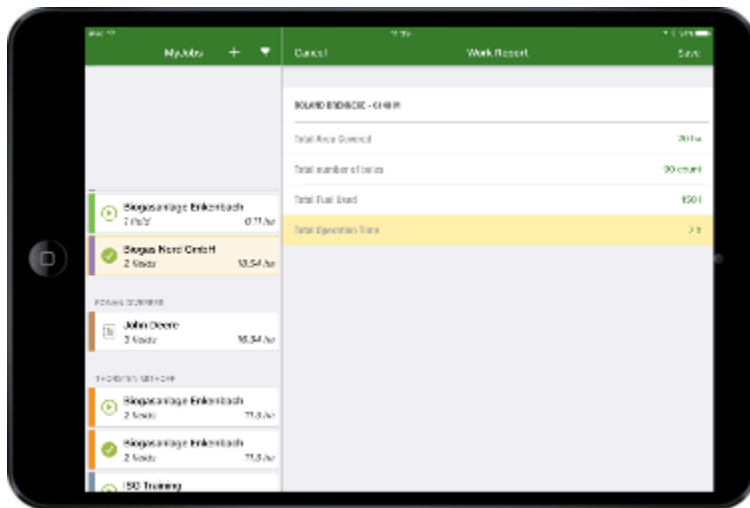
When entering the job details you can find **invoicing information (A)** down at the bottom. Here you can choose questions that the operator has to answer when he completes the Job.

The Job has to be assigned to an operator or machine to answer the work questions.



# FAQ

## How do I answer the work questions?



When completing a job the defined Work Questions for the Operator pop up. You have to fill out the questions and comments. The entered information is synchronized with the MyJobsManager-App and Jobs-report in the John Deere Operations Center.

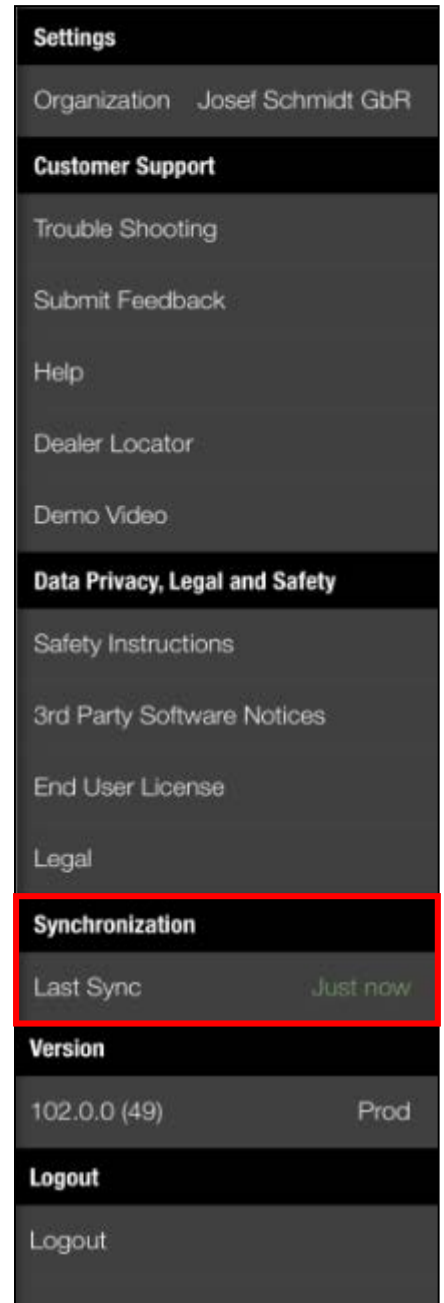


# Synchronization Information

In the app, check the Last Sync menu item for the time of last data synchronization.

**Tap the button Last Sync to manually sync again.**

- Make sure that your internet connection has the recommended quality
- The Last Sync menu item will display "Loading new data..." while the data synchronization is in progress.



# Troubleshooting

## For issues with Apple products in general:

Please install the Apple support App:  
It also offers a free hotline.



## After an app update the App is not working properly.

Please delete the complete app from the device and download again from the App store.

## Logging in the App is not possible.

1. Check network connection WIFI or Cellular.
2. Check bandwidth of your connection.
3. Check monthly data consumption. If consumption is exceeded, data transfer rate of cell phone contract is reduced.
4. Check availability of MyJohnDeere.com
5. Please contact your dealer to check your license.

## You cannot see the list of organizations after login.

1. You are not assigned to any Organization
2. Create an organization and/or invite the user to an organization

## App shows wrong date for Jobs scheduled in MyJobs and MyJobsManager.

1. Jobs are shifted one day depending on your time zone.
2. Ensure that the time zones on all mobile devices and in Operations Center are set to the same time zone.



# Troubleshooting

## **You cannot see Jobs in the MyJobs App.**

1. Please log out and in again.
2. Press the sync button or pull down the job list to execute a sync.
3. Please assign jobs to the user.
4. Please define user as an operator and assign jobs.
5. Please check user permissions in MyJohnDeere operations center.
6. Press the see all jobs button to see Jobs of your fleet (not recommended)

## **You cannot see Jobs in the MyJobsManager App.**

1. Please check the filter options.
2. Deactivate the filter.
3. Press the sync button. Sync can take up to 10 minutes (depends on data volume and bandwidth).

### Note:

You can only see the jobs 4 weeks retrospective and up to 12 weeks prospective.

## **You cannot see machines in the MyJobs or MyJobsManager App.**

1. Check machines in John Deere operations center.
2. Create machines in John Deere operations center if necessary.
3. Contact your Dealer to move your JDLink machines to your account.





# Troubleshooting

## App crashes

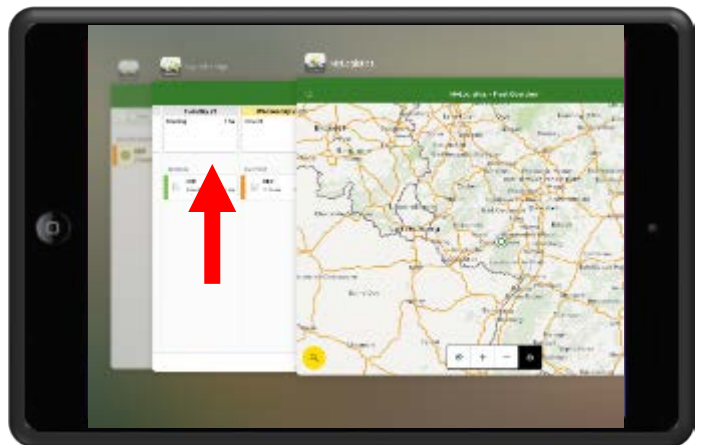
Please reset the app in the device settings.



1. Go to your device settings, scroll down and select the App you want to reset.
2. Press the reset button. **(A)**
3. App cache is deleted.
4. Return to the app. You will be logged out automatically.
5. Login again

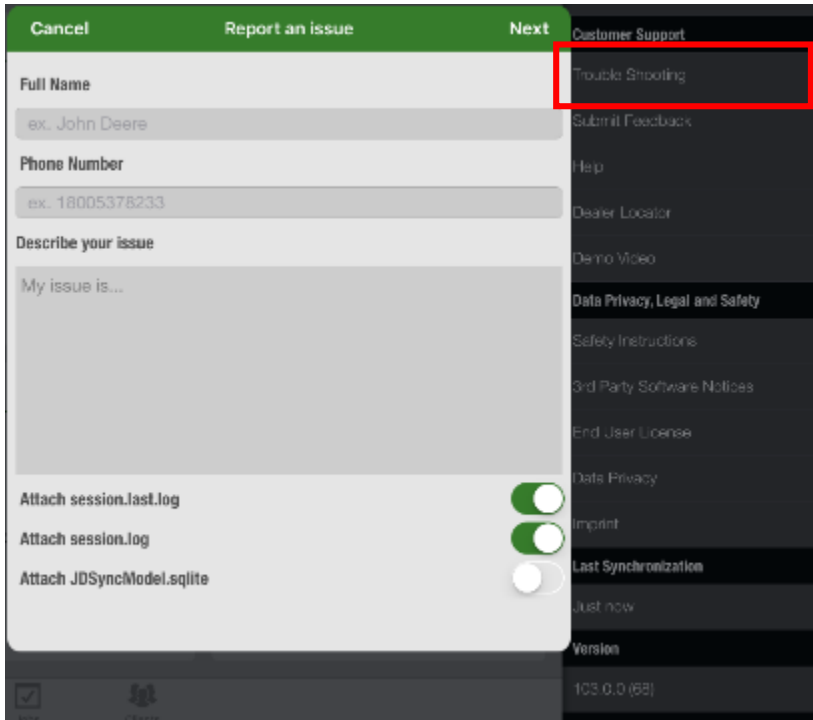
## Kill app

1. Logout
2. Double press home button
3. Swipe the app to the top
4. App disappears
5. Restart app



# Troubleshooting

Please contact your dealer through the Troubleshooting in the App if you have technical issues in the App.



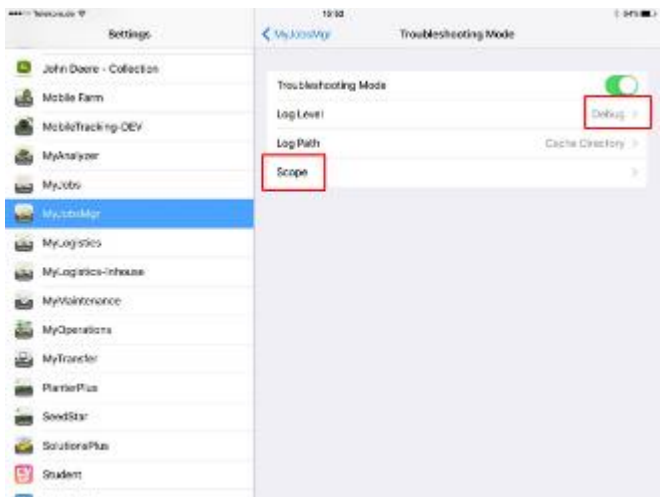
Please make sure you have a proper problem description.  
**Create a logfile and attach it to the email. See next page.**



# Create logfile

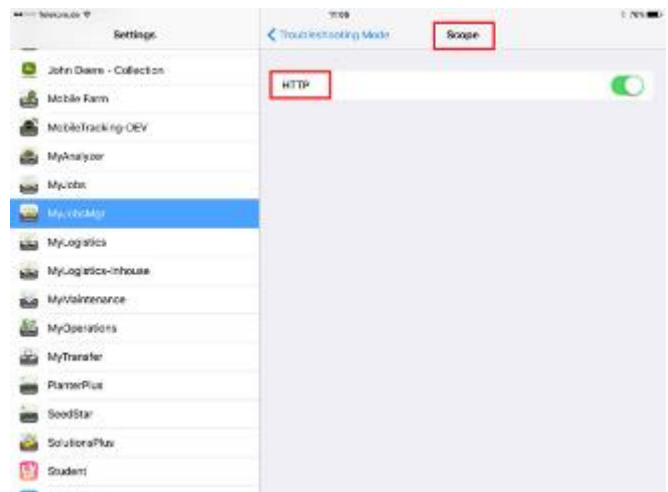
## Activate Troubleshooting mode

- Go to iOS settings



## Adjustments

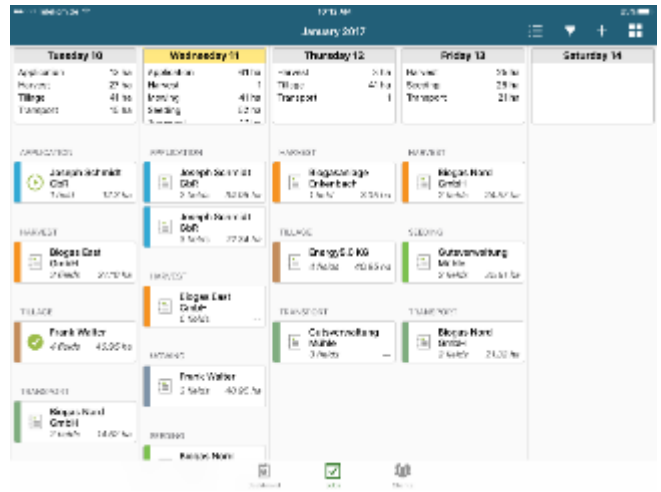
- Change loglevel to **Debug**
- Change scope to **HTTP**



# Create logfile

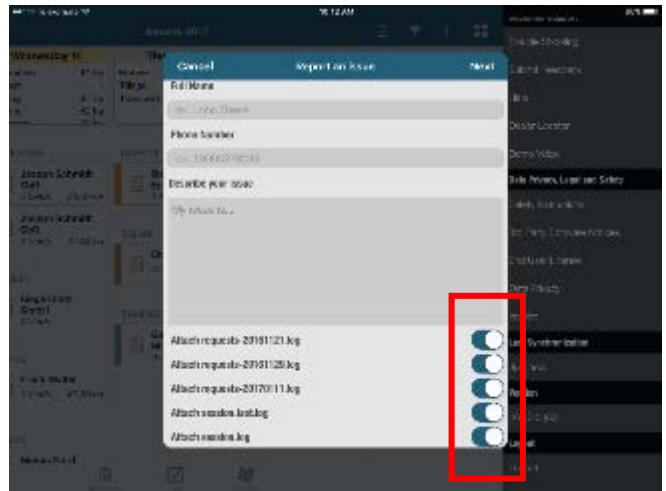
## Go back to App

- App turns blue
- Please reproduce the issue
- Please do exactly what you did when the issue occurred.
- Logfile is created in the background



## Click on Troubleshooting

- Attach logfiles to the email



- Add screenshots if necessary.
- Please describe your issue as detailed as you can.

Go back to settings to **turn off troubleshooting mode.**

It slows down the app.

Look in the Apple mail app if email with attachment is sent.



# Help Resources

Available Help and Support:

<http://discoveroperationscenter.com>

Submit Feedback to John Deere for suggested capabilities or changes.

- Select the menu icon in the upper right hand of the screen to locate the **Submit Feedback** option. This tool is for improvement feedback only and you will not receive a response to any support questions. If you need help or support, please contact your John Deere Dealer.
- Please include details about your request and how the request will be beneficial for your operation.

Contact John Deere Dealer or John Deere Global Support Center.

- Please contact your dealer through the **Troubleshooting button** in the app.
- For more support or to optimize this app including associated website and Display settings, please contact your local John Deere Dealer or use **Dealer Locator**. Select the Dealer Locator in the menu.
- John Deere Dealers or customers with a support agreement may contact the John Deere Global Support Center. US & CA: 866-410-0351. AU: 11-800-0001-3373. NZ: 00-800-0000-3333.





**JOHN DEERE**

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