How to Manually Accept Jobs in ServiceBench

If you did not set your profile up with Auto Accept activated you will need to go into ServiceBench ***within 24 hours*** to manually accept the service job assigned to you. If you do not accept the job ***within 24 hours*** that job may be assigned to a different provider. The downside of not having Auto Accept turned on is that you may lose work if not accepted in 24 hours. Below are the steps you need to take to manually accept a job in ServiceBench.

1. Click on Jobs from the Main Menu (Top of Page).
2. Click on "New" Tab.
3. Click on Service Job ID number (Blue Text).
4. On bottom of Service Job Order click Accept.

How to Activate Auto Accept in ServiceBench

Auto Accept is a way for your ServiceBench to automatically accept jobs on your behalf from CCHS. It no way impacts your ability to reject a job if you do not wish to work on that product or for that customer.

1. From the home page hover over Jobs and click on Service Job Configuration link under Maintenance.
2. Slide down page until you see AUTO ACCEPT on the left hand side of the screen.
3. Highlight "Onsite Repair (Consumer)" in the left hand box.
4. Click the Right arrow to move "Onsite Repair (Consumer)" to the right hand box.
5. Click Save on the bottom of the page.

If you have not accepted the job prior to activating Auto Accept you will need to follow the above steps to manually accept that job. Remember Auto Accept does not eliminate your ability to Reject a job.