



# Third Quarter Newsletter.

## Registration for **UC20** is now open!

**User Conference Dates: April 7-9, 2020**

The User Conference will be here in no time! This is a very exciting event with sessions and hands-on workshops that cover new and existing features and functionality, plus extensive discussions, demonstrations, and training related to the enhancements in the release of WebTMA 7 (previously called & "Project Refresh"). This dynamic new product reflects many of your ideas and suggestions.

The conference will cover a variety of other subjects that include best practice techniques and strategies for improving your operational efficiencies. As an added value, you will have ample opportunities to network, collaborate, and exchange ideas with TMA staff and your peers while enjoying a variety of entertainment options throughout the event.

[Register Today!](#)



# Product Spotlight . WebTMA 7 - Coming November 2019

Enhanced User Experience

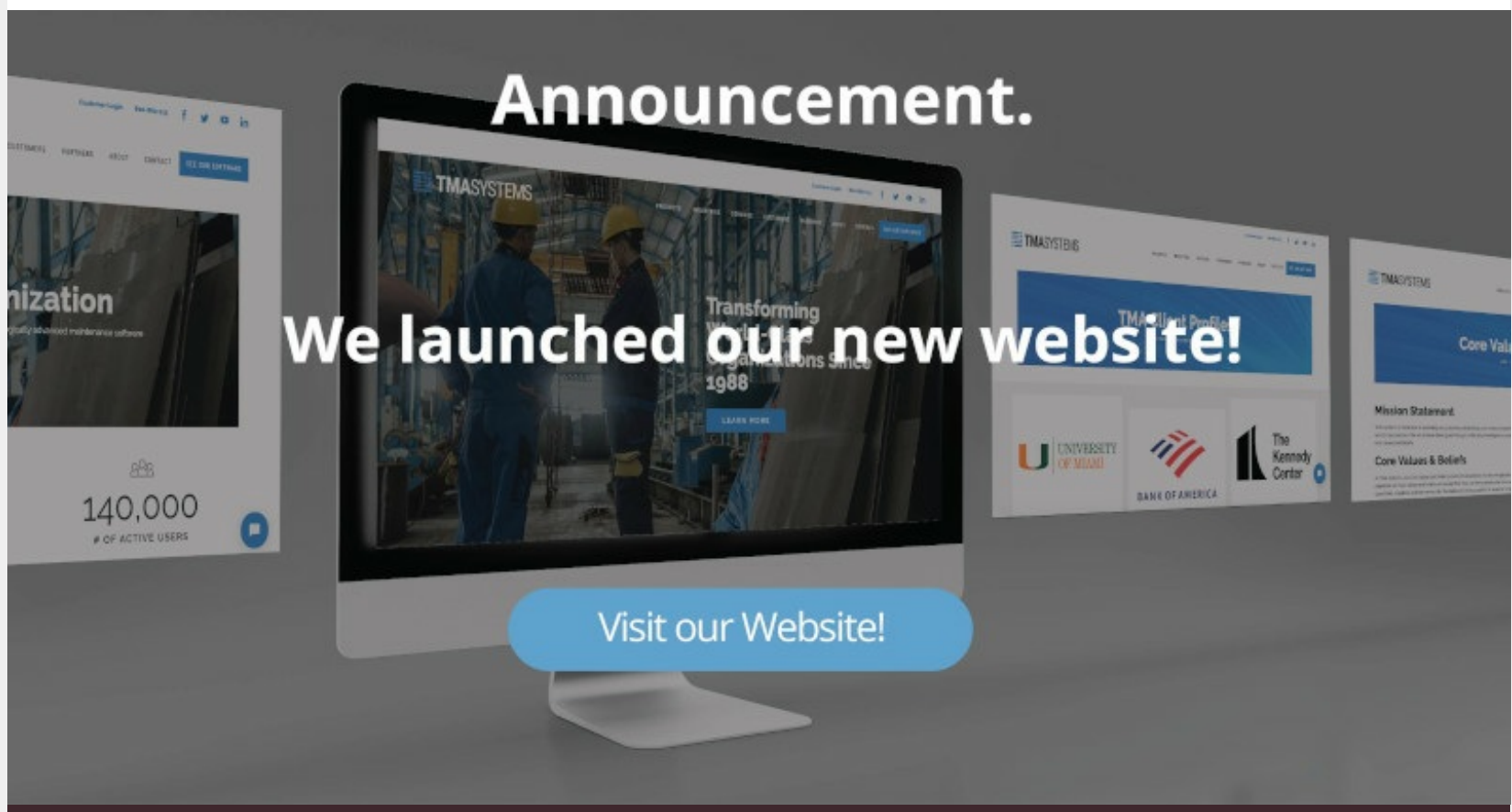
New User Interface

Refreshed

More Intuitive

More Consistent

**PLUS** improved Workflows, new Features & Functionality, Improved Security and upgraded Core Framework.



## TMA Tech Tips .



### Notification and Escalation

Use the Notification & Escalation feature in WebTMA to monitor work orders and to send automated email notices to supervisory personnel, technicians, and/or other designated staff when notification and escalation rules are exceeded (e.g., a critical work order is not finished within an established timeframe). In addition, this feature provides an option to escalate the priority of the work order, which may enact new escalation and notification rules for the work order based on the new priority.

The notification and escalation of a work order apply only to those work orders that meet the user-defined criteria set on the Notification & Escalation window.

### Where can it be found?

The Notification & Escalation window may be found at the following location: Admin > Notifications and Escalation

## Training Videos



### Navigating mobileTMA GO

mobileTMA GO allows technicians to do their field work and relay results to WebTMA in an online/offline mode. Technicians can access their work orders, equipment records, inspections, and many other maintenance-related functions through the app. From mobileTMA GO, a user can post labor, close out work orders, and move on to their next responsibility. This video walks through common functions a person will use as they go about their workday.

[Watch Video](#)



### Navigating WebTMA GO

WebTMA GO is TMA's robust iPad mobile solution. Using Apple's iOS technology, WebTMA GO provides technicians and supervisors with the ability to perform their work duties in the field. Easily schedule work orders to technicians, see work order history, and view their dashboards. This video guides you through login, configuration, and setup options in WebTMA GO. The video also walks you through the differences in functionality between WebTMA GO and MobileTMA GO.

[Watch Video](#)



## Contracts

WebTMA's Contract Management module easily manages your contracts and contractors. Manage the contract process from bid and award through completion for contracted services on your facilities, buildings, and assets. The Contracts module in WebTMA functions not only as a library to house your maintenance contracts but is also a dynamic tool utilized to flag tasks and costs that are performed by a contractor. Costs associated with contracted work display in the Contract window and update your Contract balance in real time. This video will show how to set up contracts, create contractor records, and tie work orders to contracts.

[Watch Video](#)

## TMA Software Releases Available

All current versions are available on the [TMA Support Site](#). Contact TMA Client Support at 800.228.8765, or via e-mail at [support@tmasystems.com](mailto:support@tmasystems.com), for assistance or questions.

### WebTMA Client Hosted Updates

- ✓ Release Version 5.1.41 (Current Release)

### WebTMA Handheld Device Updates

(The following are paired with the current release of WebTMA shown above)

- ✓ WebTMA GO: Release Version 2.1.30 (Current App Store Release)
- ✓ mobileTMA GO: Release Version 1.3.30 (Current App Store Release)

### TMA Desktop Updates

- ✓ Client Server Maintenance Releases Release Version 8.1.2.16 (Current Release)
- ✓ Non-Client Server Maintenance Release Release Version 7.7.16 for non-client server

## View our Trade Show Schedule.

[See Schedule](#)

### Our New Team Members



#### Tyger Ellison

Client Support Representative

Tyger graduated from Tulsa Tech in 2019 with a degree in Business Management/Entrepreneurship and in Mobile App Development. He competed nationally in a Mobile App Development competition and won fifth place.

Hobbies: Being around friends, creating/building things, and cars.



#### Bryon Shotton

Client Support Representative

Bryon is a graduate of Oral Roberts University with a Bachelor's Degree in International Business. Prior to TMA, he was consultant for a software company traveling throughout North America.

Hobbies: Spending time outdoors and with his two children.



### Tess Knowls

Client Support Representative,  
RiskPartner

Tess is a graduate from the University of Oklahoma with a degree in Administrative Leadership. She joined the team after recently returning to Tulsa from Dallas where she worked for GEICO.

Hobbies: Spending time with her family and friends.



### Jessica Siong

Director of International  
Business Development

Jessica graduated from Gardner-Webb University with an MBA (emphasis in International Business) and a Bachelor's of Science in Marketing Education from the University of Georgia. Prior to joining TMA, she owned and managed a real estate firm as a broker.

Hobbies: Scrapbooking, shopping, road trips and traveling.



## Yobana Ruiz

Marketing Manager

Yobana graduated from Oral Roberts University with a Bachelor's Degree in International Business. She comes with experience in marketing, sales and banking. Prior to joining TMA, she owned and directed her marketing company.

Hobbies: Exploring new cities, working out, learning about new cultures, spend time outdoors and spending time with family.



## AJ Allen

Software Engineer

AJ graduated with a Bachelor's Degree in Mobile Development from Full Sail University. He joined the TMA Engineering Department shortly after and has focused on developing software for our iOS and Android apps.

Hobbies: Learning new programming languages, exercising, playing music, and hanging out with close friends during his free time.