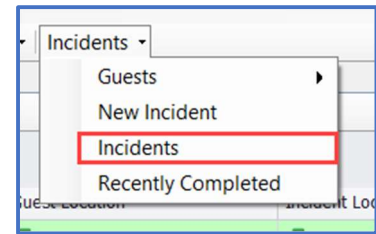


Active Incidents

Incidents will remain open and active until Closed. Open Incidents can be accessed and updated at any time from the Active Guest Incident screen.

Step 1: To access the active Incidents, go to the Incidents drop down and click 'Incidents'.



Step 2: The Active Guest Incident Screen opens with a list of all active incidents for your property.

- Click Edit to view or update an incident
- Use the green filter bar to filter by any of the column headers
- Click **New** to create a New Incident
- Assign or Reassign an Incident
- To edit or view an incident's details screen highlight and either double click or click the Edit Button

Welcome Page Active Guest Incidents										
New Edit Refresh Close										
Drag column header here to group by that column										
Entered Date	Incident Id	Guest Incident Type	Incident Source	Guest Tracking Id	Guest Name	Assignee	Guest Status	Description	Guest Location	Incident
3/2/2021 9:2...	-2147480600	Cleaning Issue	Guest On-Property	6543132132	Gordon, Melissa	[Nobody]	On-Property/In-H...	shiviv	Sunset West - Vacation Resort	Sunset V
11/7/2020 10...	-2147481882	Cleaning Issue	Guest On-Property	65431313	Broward, James	Christian, Michael	Post-Stay	testing	Sunset West - Vacation Resort,...	Sunset V
5/11/2020 9:...	-2147483045	Injury	Guest On-Property	6487951	Aldrich, Candy	Paul, Pam	On-Property/In-H...	Guest tripped over a bucket of balls left ...	Sunset West - Vacation Resort,...	Sunset V
2/25/2020 11...	-2147483321	Injury	Guest On-Property	1234	Rowdy, Max	[Nobody]	On-Property/In-H...	Stepped on glass	Sunset West - Vacation Resort,...	Sunset V
1/30/2020 5:...	-2147483643	Cleaning Issue	Guest On-Property	65431313	Broward, James	[Nobody]	On-Property/In-H...	Guest raised a concern of fire, due to th...	Sunset West - Vacation Resort	Sunset V
1/30/2020 5:...	-2147483644	Injury	Guest On-Property	6543132132	Gordon, Melissa	[Nobody]	On-Property/In-H...	Guest slipped on the Shuttle, due to wat...	Sunset West - Vacation Resort,...	Sunset V
1/3/2020 9:5...	-2147483648	Cleaning Issue	Guest On-Property	1234	Rowdy, Max	Paul, Pam	On-Property/In-H...	Cleaning Issue	Sunset West - Vacation Resort,...	Sunset V

- Step 3:**
- Add any responses/compensation in the bottom half of the screen
 - If you are not ready to close out the incident but have updated the information, click **Save/Close**
 - **Closed – Resolved** or **Closed – Unresolved**

Asgard (DEV) -- Sunset West (Sunset Vacation Resorts)
File Organization Site Facilities Tools Help
Directory Account List Expense Search Locations Assets Work Orders PM Inspections Supply Chain Billings Cleans Incidents Training/How To...
Welcome Page Locations Active Guest Incidents [-2147475242] Guest Incident: Wainright, Wallace Recently Completed Guest Incidents
Closed - Resolved Closed - Unresolved Return to Incomplete Save Save / Close Close
Guest: 1000290 - Wainright, Wallace Closed Date:
New...
Guest Status: On-Property/In-House Guest Type: Owner Incident Source: Guest On-Property
Guest Location: Unit #32102 (1 Bdrm) Incident Location: Front Desk
Type: Front Desk Experience - Check-In (Front Office) Assignee: Paul, Pam
Incident Summary:
GUEST was upset that her Villa was not ready at check-in and that the property was unable to honor her A1.
Guest Response/Compensation Comments Work Orders Log
New Response Remove New Compensation Remove
Response Entered Date
Assisted Guest 1/10/2022 5:02:49 PM
Type Value
Complimentary Night (Add Approximate Value) 150

Step 4: Add any **Comments** summarizing the resolution of the incident with all important details.

Guest Response/Compensation Comments Work Orders Log

New Comment

Drag a column header here to group by that column

Entered Date	Comment Text



A comment is **REQUIRED** in order to close out a Guest Incident

-2147481882: Broward, James

Incident -2147481882 Broward, James

Comments

Mr. Broward is pleased with the gift card that was provided due to the inconvenience

Add Cancel

Step 5: Once the incident has been closed, whether **Resolved** or **Unresolved**,

Asgard (DEV) -- Sunset West (Sunset Vacation Resorts)

File Organization Site Facilities Tools Help

Directory Account List Expense Search Locations Assets Work Orders PM Inspections Supply Chain Billings Cleans Incidents

Welcome Page Locations Active Guest Incidents [-2147475242] Guest Incident: Wainright, Wallace* Recently Completed Guest Incidents

Closed - Resolved Closed - Unresolved Return to Incomplete

Guest: 1000290 - Wainright, Wallace Closed Date:

New...

Guest Status: On-Property/In-House Guest Type: Owner Incident Source: Guest On-Property

Guest Location: Unit #32102 (1 Bdrm) Incident Location: Front Desk

Type: Front Desk Experience - Check-In (Front Office) Assignee: Paul, Pam

Incident Summary:

it will move to the **Recently Completed** screen.

Welcome Page Locations Active Guest Incidents Recently Completed Guest Incidents																
View Completed Within: Last 24 hours Clear Filter Refresh Close																
Drag a column header here to group by that column																
Status	Entered ...	Closed D...	Incident Id	Guest Inciden...	Guest Tracking Id	Guest Name	Guest Location	Incident Location	Summary	Assignee	Phon...	Email	Entered By	Guest St...	Incident Source	
Closed - Resolved	10/20/20...	1/10/2022	-2147475...	Front Desk Ex...	1000290	Wainright, ...	Sunset West - Vac...	Sunset West - Vac...	GUEST was upset that her Villa was ...	Paul, Pam			Lemus, Betsy	On-Prope...	Guest On-Pro...	