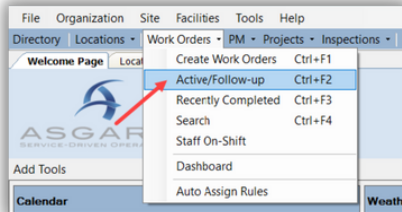


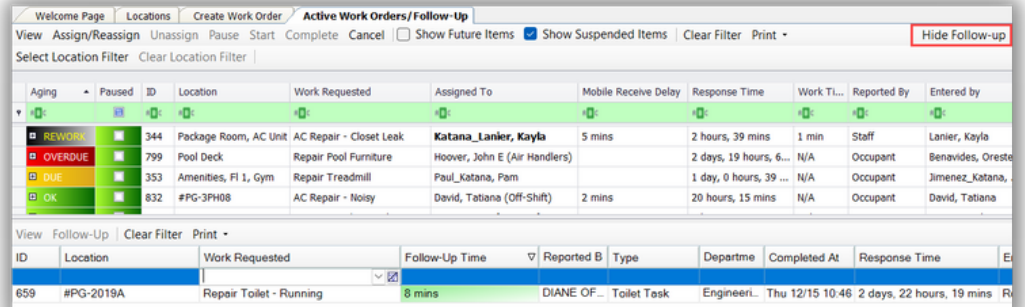


From the Work Orders drop-down, open the **Active/Follow-up** screen.

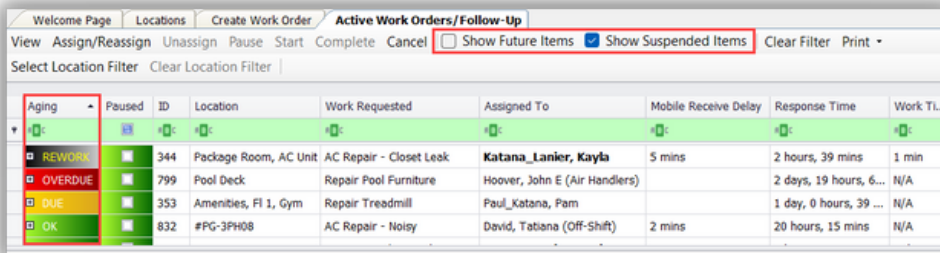


The **Active/Follow-Up** screen is split into two screens, with Active (Incomplete) Work Orders for all departments appearing in the top half of the screen, and the Follow-Ups in the bottom half.

If you don't need to see follow-ups, click **Hide Follow-Up** at the top right of the screen



There are four **Aging Statuses** for Standard Work Orders. They tell you how long a work order has been in the system.



Rework

Work was either not completed or completed incorrectly

Overdue

Work order has exceeded the expected time to complete

Due

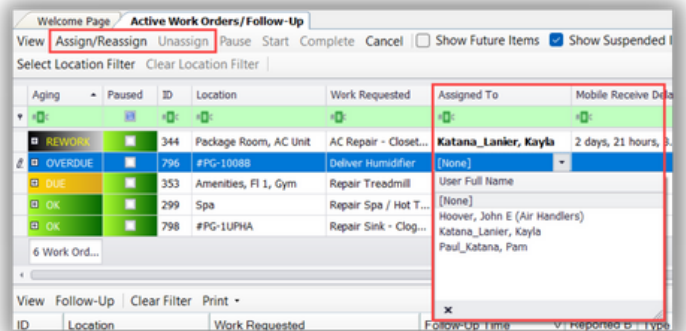
At least halfway through the expected time to complete the task

OK

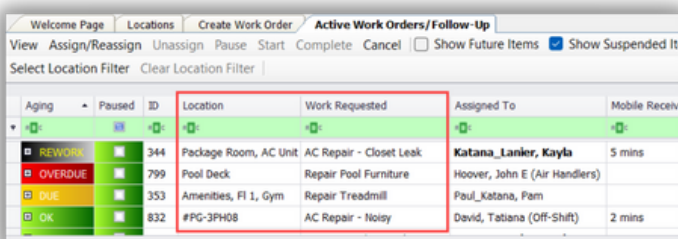
Newly created

The **Assigned-To** column allows you to assign/reassign by using the drop down arrow. The drop-down list is filtered for on-shift users

You can assign/reassign multiple work orders by using the **Assign/Reassign & Unassign** buttons on the top menu bar



The **Location & Work Requested** columns are also vital for work order management.



The **Mobile Receive Delay** column indicates how long it took the assignee to acknowledge the work order on their device.

The **Response Time** column shows how long it has been since the work order was created.

	Mobile Receive Delay	Response Time
Kayla	5 mins	2 hours, 39 mins
r Handlers)		2 days, 19 hours, 6...
f-Shift)	2 mins	1 day, 0 hours, 39 ...
		20 hours, 15 mins

The font of the work order indicates the following:

- **Grey** – the work order has been assigned to a user with a mobile device, and it hasn't been acknowledged yet
- **Standard Black** – assignee has acknowledged the work order, and the Mobile Receive Delay time is visible
- **Bold** – Work order is started and indicates where the assignee is working

Aging	Paused	ID	Location	Work Requested	Assigned To	Mobile
REWORK		344	Package Room, AC Unit	AC Repair - Closet Leak	Katana_Lanier, Kayla	2 days,
OVERDUE		796	#PG-1008B	Deliver Humidifier	Hoover, John E (Air Handlers)	
DUE		353	Amenities, FI 1, Gym	Repair Treadmill	Paul_Katana, Pam	
OK		299	Spa	Repair Spa / Hot Tub - ...	Katana_Lanier, Kayla	1 min
OK		798	#PG-1UPHA	Repair Sink - Clogged	Katana_Lanier, Kayla	1 min
OK		659	#PG-2019A	Repair Toilet - Running	Katana_Lanier, Kayla	

The green bar at the top of any grid is a multi-level filter bar. Data can be filtered within any of the columns.

Filters help you manage work, but can also hide work. It's important to clear your filters by clicking the **Clear Filter** button, which clears all filters at once

Aging	Paused	ID	Location	Work Requested	Assigned To	Mobile Receive Delay	Response Time	Work T
REWORK		344	Package Room, AC Unit	AC Repair - Closet...	Katana_Lanier, Kayla	2 days, 21 hours, 3...	3 days, 6 hours, 5 ...	3 days,
OK		299	Spa	Repair Spa / Hot T...	Katana_Lanier, Kayla	1 min	6 hours, 3 mins	1 hour,
OK		798	#PG-1UPHA	Repair Sink - Cloq...	Katana_Lanier, Kayla	1 min	1 hour, 58 mins	N/A

Click on a column header to sort A-Z or 1-10. Click again to reverse the sort.

This can help you manage workloads when assigning or reassigning work orders.



The columns in any of the grids in Asgard can be rearranged by clicking and holding on a column header and dragging it to the desired location

Aging	Paused	ID	Location	Work Requested	Assigned To	Mobile
OVERDUE		796	#PG-1008B	Deliver Humidifier	Hoover, John E (Air Han...	
OK		299	Spa	Repair Spa / Hot Tub - Lo...	Katana_Lanier, Kayla	1 min
OK		659	#PG-2019A	Repair Toilet - Running	Katana_Lanier, Kayla	
REWORK		344	Package Room, AC Unit	AC Repair - Closet Leak	Katana_Lanier, Kayla	2 days
OK		798	#PG-1UPHA	Repair Sink - Clogged	Paul_Katana, Pam	
DUE		353	Amenities, FI 1, Gym	Repair Treadmill	Paul_Katana, Pam	

If you input new work orders and manage active work orders, you have the ability to see both screens at the same time!

Open both taps. Right-click on the tab and select **New Vertical Tab Group**.

You are now ready for the next request and can monitor the Active Screen at the same time!

To see the two screens separately again, right-click on the tab and select **Move to Previous Tab Group**.

