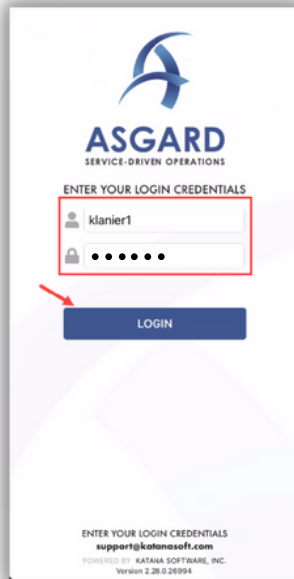




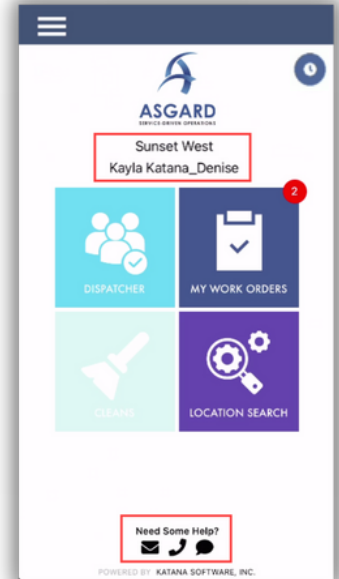
Step 1: Log into AsgardMobile using your Asgard username and password

Note: If you don't know your login credentials or can't remember them, contact us at support@katanasoft.com



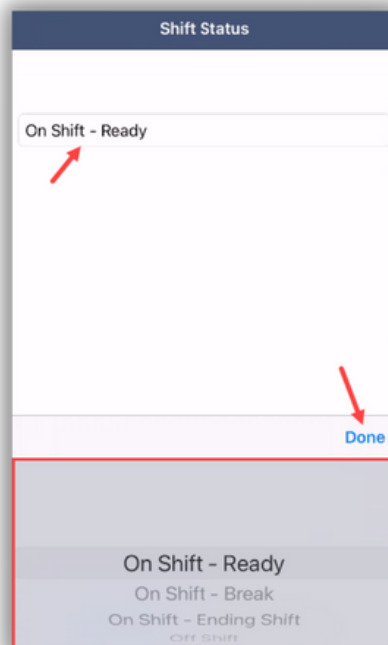
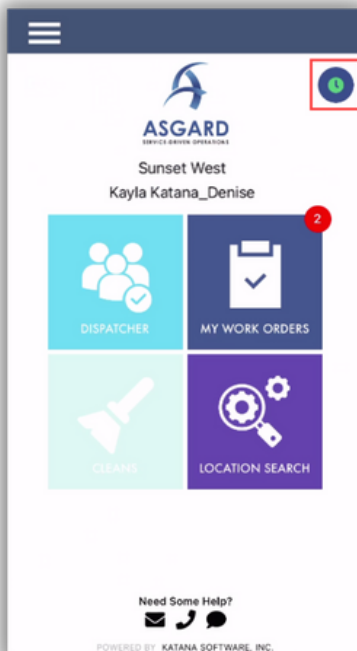
Step 2: AsgardMobile opens displaying your site and your name

Contact Customer Support by email, phone or text



Step 3: The **Manage Shift** button is the **Clock** within a blue circle and enables you to change your status from Ready to On Break, Ending Shift, or Off Shift.

Tap the clock to open the Shift Status screen. Select your status, then **Done**



On Shift-Ready: First thing you do is put yourself in **On Shift-Ready** status to receive work orders



On Shift-Break: Provides a courtesy timer to let you, they system, and front desk know how long you have been on Break

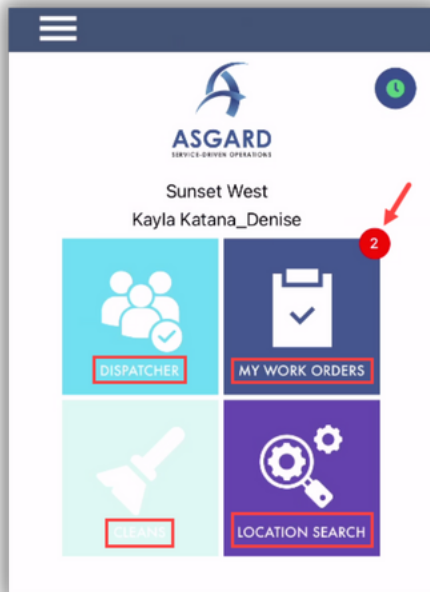


On Shift-Ending Shift: Recommended 15 minutes before you leave for the day, allowing you to finish up your work

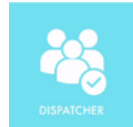


Off Shift: Make sure you change to Off-Shift **before** you log out for the day

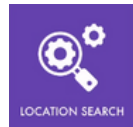
Step 4: The four tiles allow you to navigate to different features and functionalities



My Work Orders - shows the number of active work orders assigned to you, including Standard, PMs, and Inspections



Dispatcher - is permission-based and designed to give mobile dispatcher capabilities from within the application

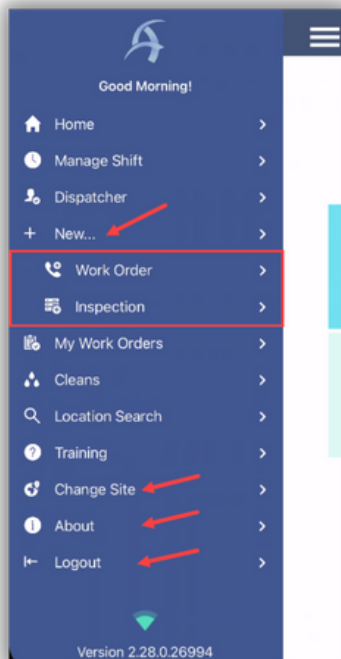


Location Search - allows you to search all types of work orders for a specific location and provides filter options to narrow your search



Cleans - is still in development! In the future, it will support management of cleans for users with appropriate permissions

Step 5: The Hamburger Menu includes all of the options from the Home Screen, plus a few more, including:



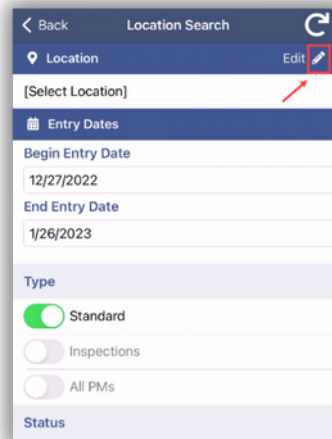
- The ability to create a **Standard** or **Inspection Work Order** by tapping on **+ New...**
- The option to **Change Site**, to access your training site, or have permissions for multiple sites.
- **About** is a convenience feature that includes the AsgardMobile version number and OS version of your iOS device. This information is helpful if you need to call Support.
- **Logout** logs you out of the application but does not take you Off Shift. Remember to put yourself in **Off Shift status before you log out!**



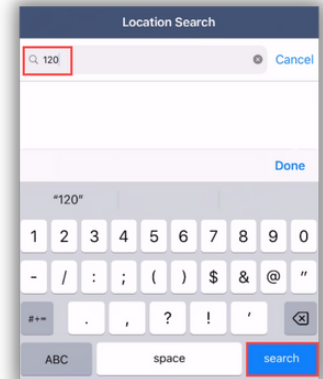
Step 1: Tap **Location Search** from the Home Screen, or from the **Hamburger Menu**.



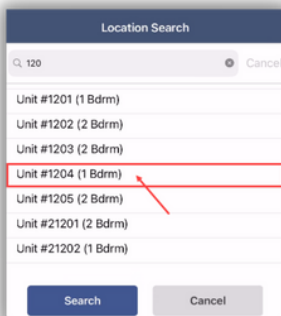
Step 2: Tap the **Pencil** to search for a location.



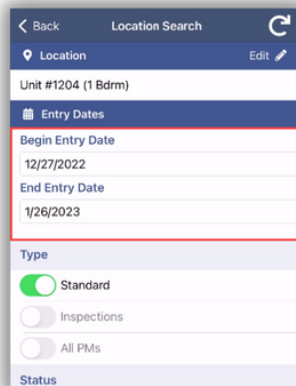
Step 3: Type the first three characters of the location and tap **Search**.



Step 4: Tap on the **Location** you're looking for.



Step 5: Enter a Begin Entry Date and End Entry Date. Defaults to the last 30 days.

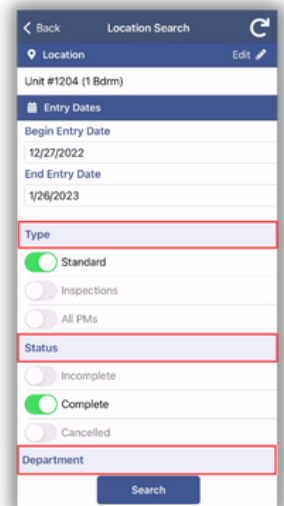


Step 6: Choose the desired Location Search Filters using the on/off toggle buttons or tap the Banner to select or deselect all.

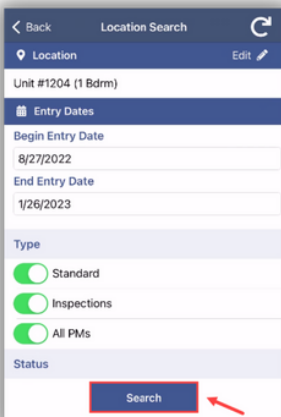
Type: Filters for Standard, Inspections, or All PMs

Status: Enables filters for Incomplete, Complete, Cancelled, Expired, and Superseded

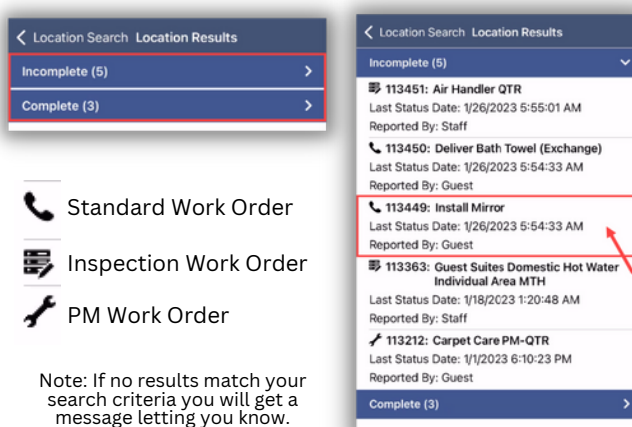
Department: Provides filters for Housekeeping, Engineering, Activities, etc.



Step 7: Tap the **Search** button after all search parameters have been chosen.



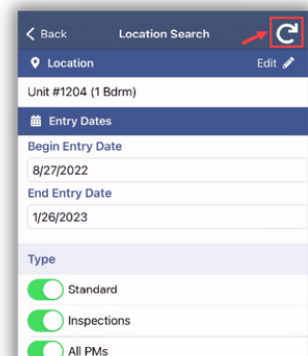
Step 8: Banner headings will indicate the status and number of work orders. Tap the **banner** to view the work order list. Tap a **work order** to open and view details such as *notes/comments/photos*.



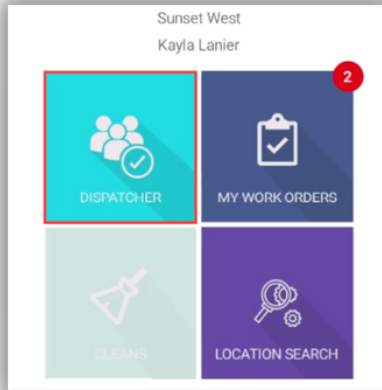
Note: If no results match your search criteria you will get a message letting you know.

Step 9: Tap the Reset symbol to clear the location, reset your entry dates and search criteria to the defaults. Defaults are:

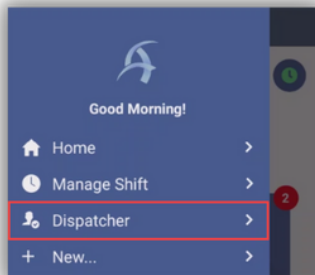
- Last 30 days
- Standard for Type
- Complete for Status
- Your Department



Step 1: Tap **Dispatcher** from the Home Screen



Or from the **Hamburger Menu**



Step 2: View all Work Order Supertypes:

- Standard Work Orders
- Inspections
- PM's

Which are sorted by **Priority**

And by **Status**:

Black : Rework Status

Red : Overdue Status

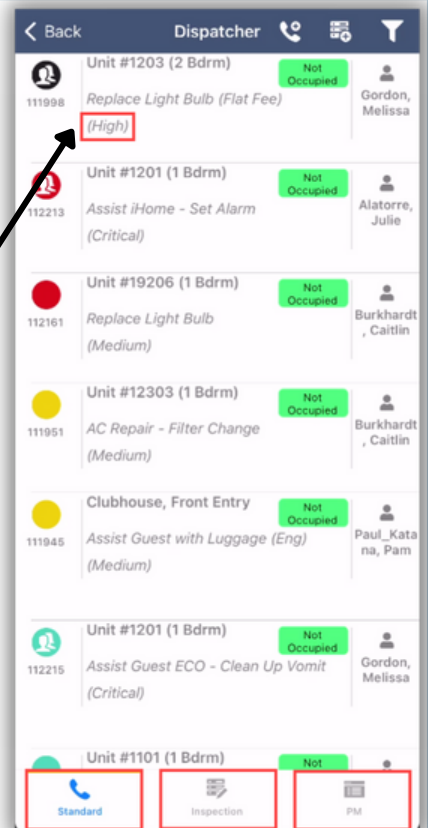
Yellow : Due Status

Green : OK Status



Guest Reported

Staff Reported



Step 3: Tap Work Order to open and view details



- Grey: Not Started

-Black: Started

Icon Definitions



New Standard
Work Order
New Inspection
Work Order



Filter



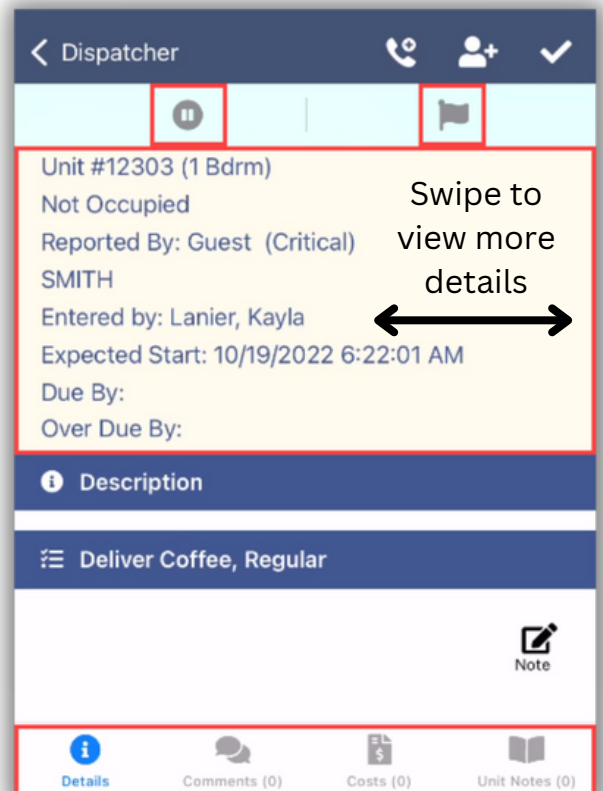
Assign Work Order



Complete Work Order

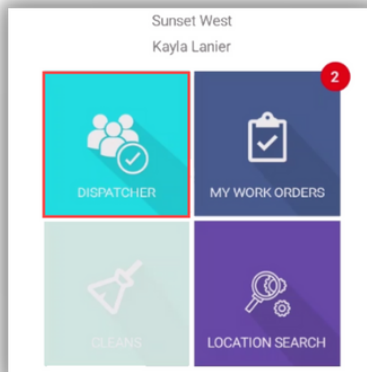


Suspend Work
Order
Pause Work
Order





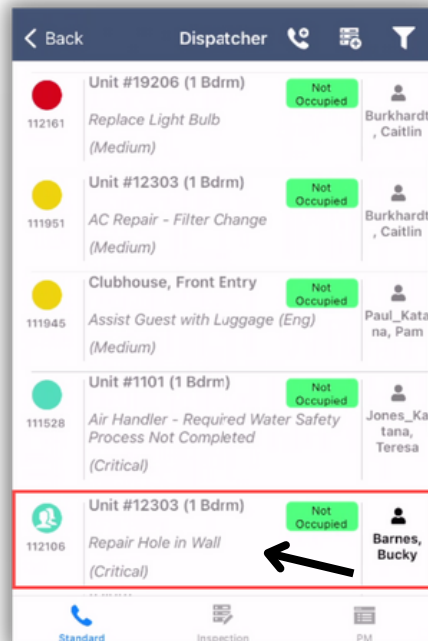
Step 1: Tap **Dispatcher** from the Home Screen



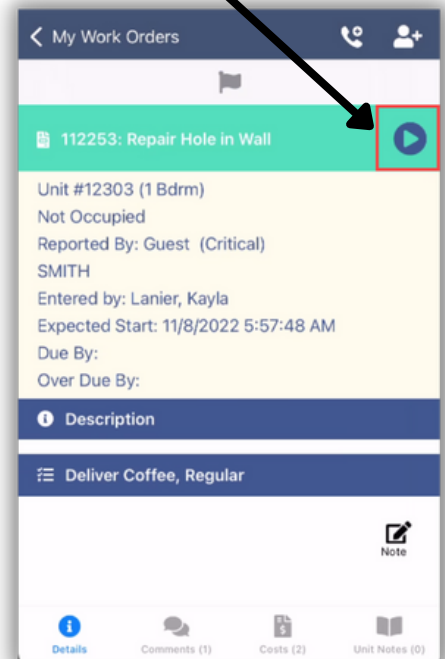
Or from the **Hamburger Menu**



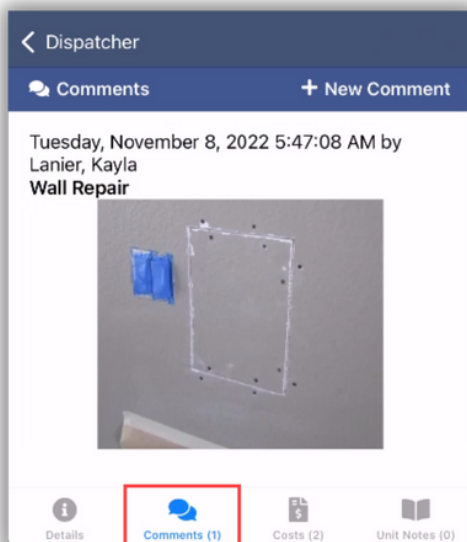
Step 2: Tap on a Work Order to Open and view Details



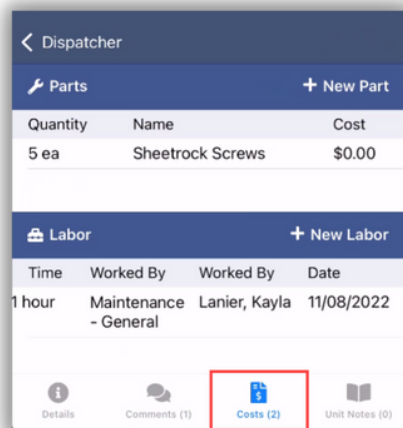
Starting an unassigned Work Order in Dispatcher will assign it to you



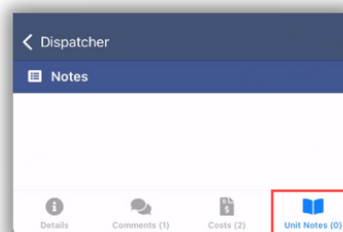
Step 3: Tap **Comments** to view Comments & Photos



Tap **Costs** to view **Parts & Labor**



Tap **Notes** to see any Unit Notes



Icon Definitions



New Standard Work Order



Assign/Unassign Work Orders



Complete Work Order



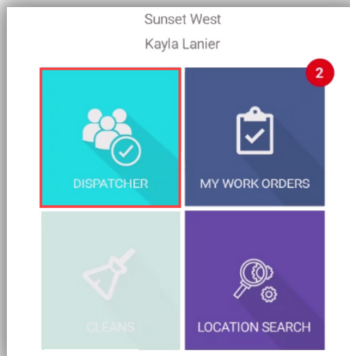
Suspend Work Order



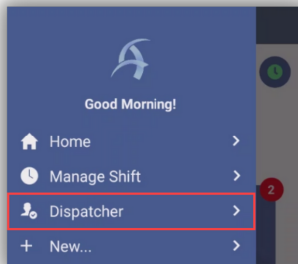
Pause Work Order



Step 1: Tap Dispatcher from the Home Screen



Or from the **Hamburger Menu**



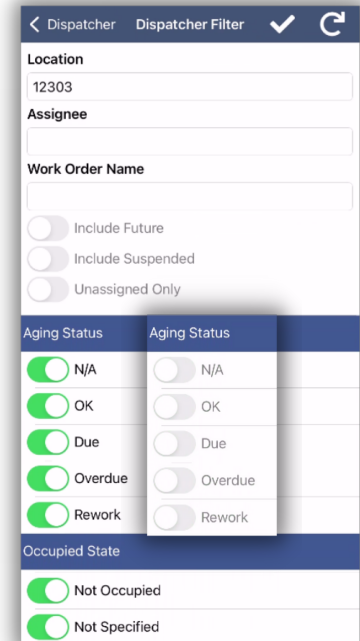
Step 2: Tap the Funnel to open the Filter Screen



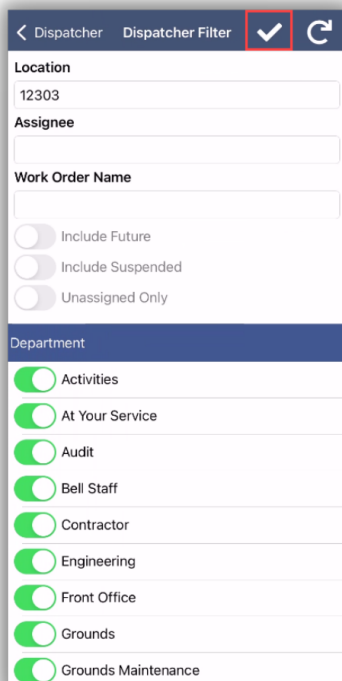
Scroll to filter by:



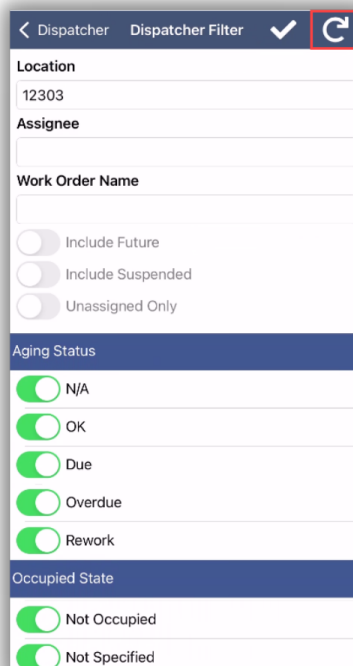
Step 3: Choose the desired filter parameters
TIP: Tap the banner heading to select/unselect all



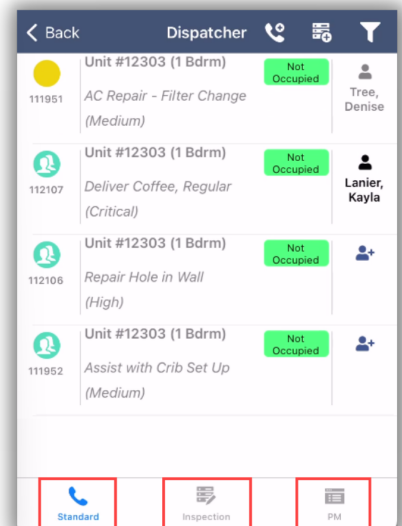
Step 4: Tap the Checkmark to apply filters



IMPORTANT: Filters will remain until they are Reset



Step 6: Now the Dispatcher Screen will only show the desired work

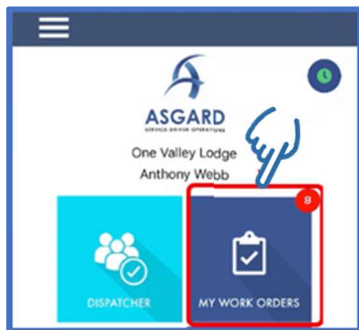


Important to remember your selected filters effect all *three* Work Order Screens

- Standard
- Inspections
- PMs

Managing My Standard Work Orders for iPhone

1. Tap **My Work Orders** to view all Work Orders assigned to you.



Red circle indicates the number of Work Orders assigned to you.



2. Blue Banners divide **Supertypes**, **Standard**, **Inspections**, and **PMs**:



3. Work orders prioritized by **Aging Status and Priority**

← Black = Rework

← Red = Overdue

← Yellow = Due

← Green = OK

Priority:
Critical/High/Medium/Low

4. Work Order Quick View

- Work Order ID/Task
- Location
- Occupied Status

Best Practices:

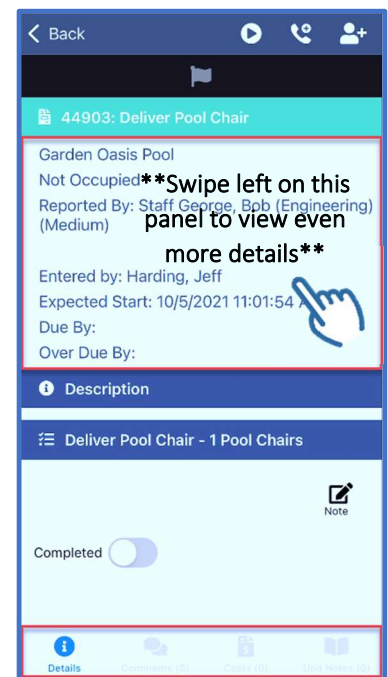
- **Guest** reported Work Orders take priority over **Staff** reported.
- **Overdue** Work Orders take priority over **Due** or **OK**

5. Tap Work Order to View



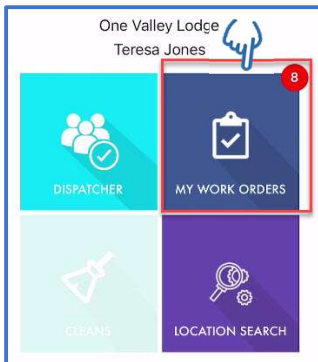
Icon Definitions

-  Start Work Order
-  New Standard Work Order
-  Work Order Assignee

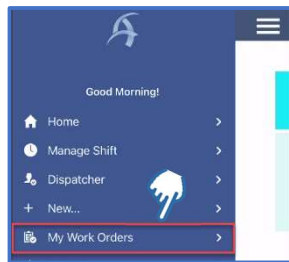


My Work Order Filters

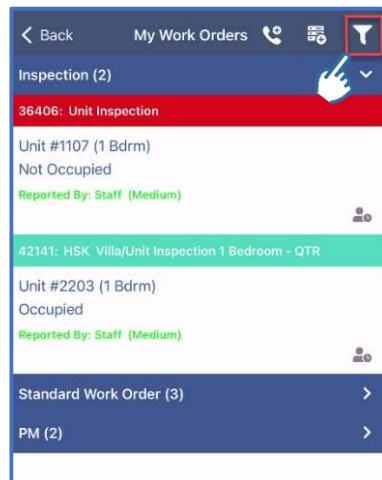
1. Tap My Work Orders from the Home Screen.



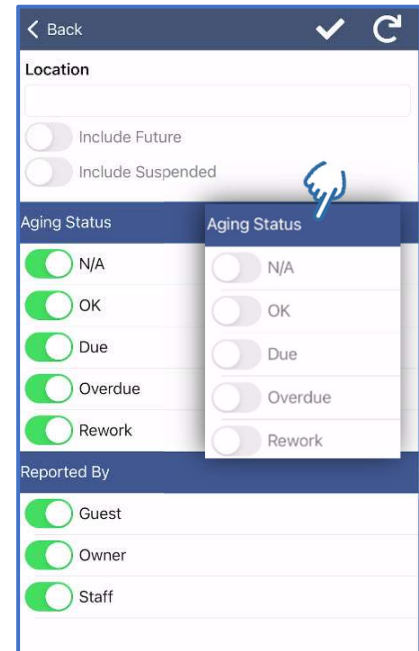
Or from the Hamburger Menu.



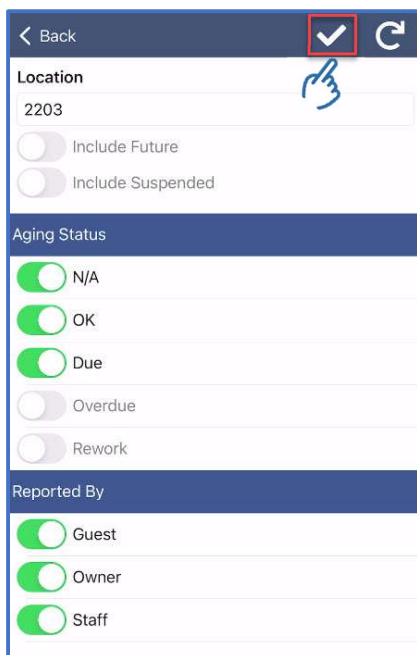
2. Tap the Funnel to open Filter screen



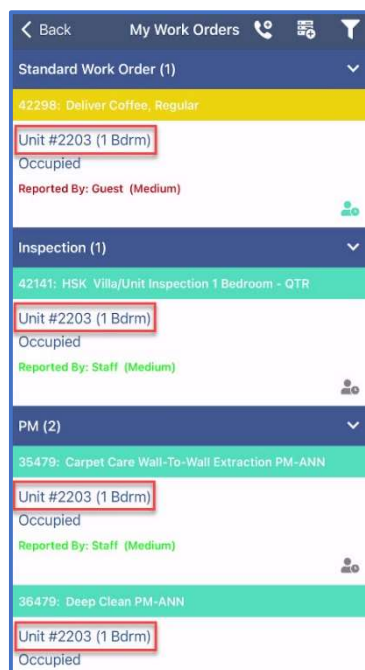
3. Chose any or all of the filters to narrow the results. Tap banner heading to select/unselect all.



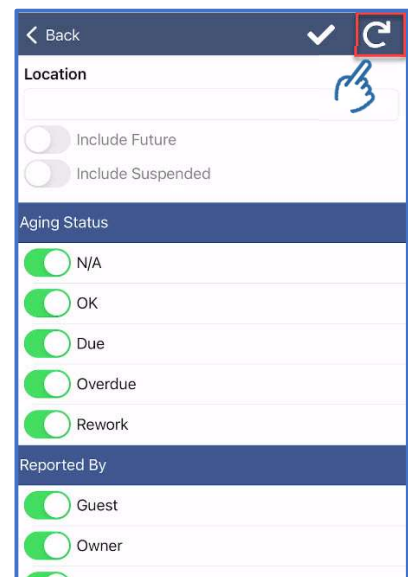
4. Tap Checkmark to apply filters.



5. Shows work for specific location.

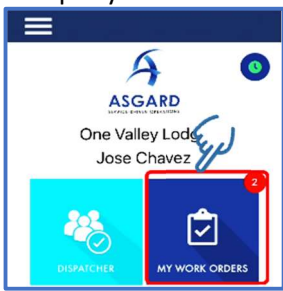
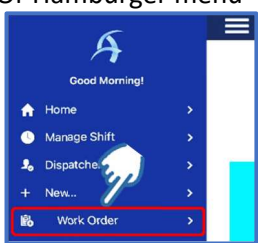
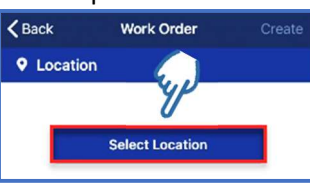
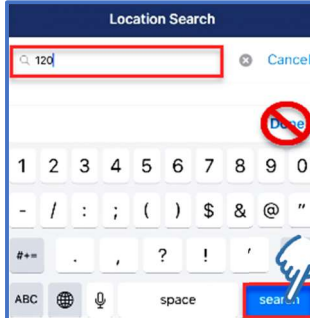
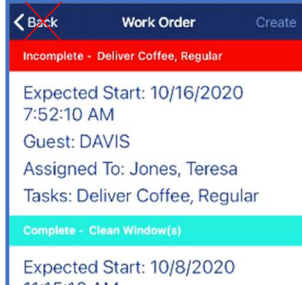
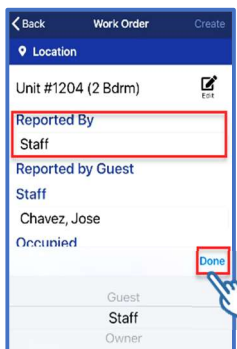
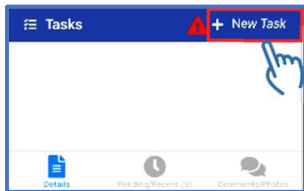
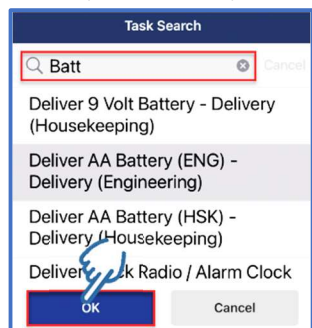
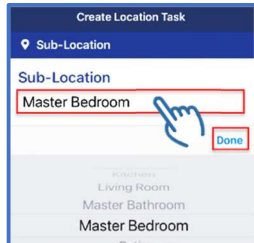
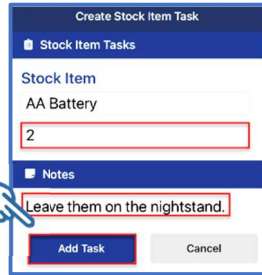
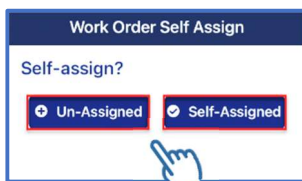
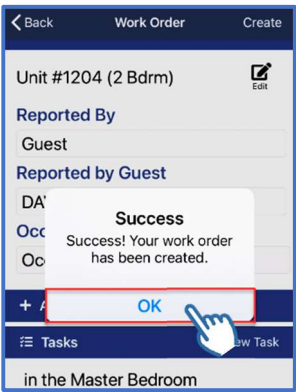


6. To clear filters tap Reset icon.



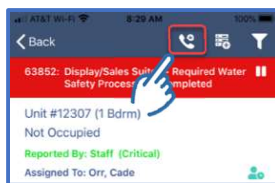
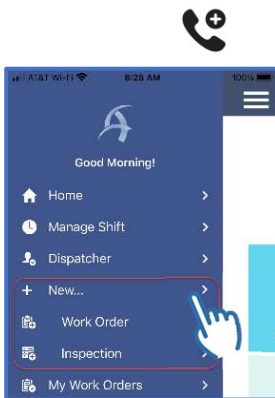
Note: Filters will automatically clear when you leave the My Work Orders Screen.

Create a Standard Work Order for iPhone

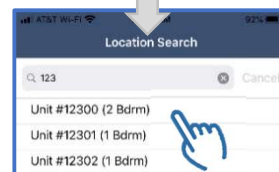
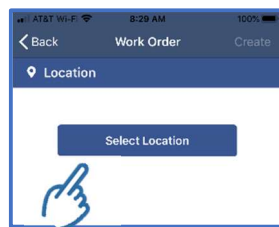
1. Tap My Work Orders  Tap the Phone + icon  Or Hamburger menu 	2. Tap Select Location  Enter at least 3 characters Select Search  Tap selected location 	3. Pending/Recent Button Indicates any work orders within 7 days  Incomplete in Red, Complete in Green  Tap Details to return, not Back 	4. Tap to change Reported By  And update Occupied Status 
5. Tap New Task  Add keyword(s) to Search field, select Task, OK 	6. Add Sub-Location  Quantity or Notes if needed. Add Task. 	7. Tap Create  Tap Assignment button 	8. Success! Tap OK 

Adding a Photo During Work Order Create for iPhone

1. Open the Hamburger Menu and Tap **"New..."** or the Dispatcher/My Work Orders and tap the

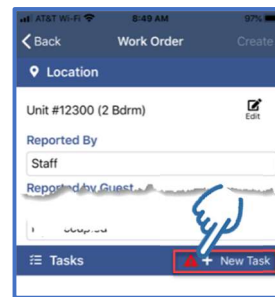


2. Tap **Select Location**. Enter at least 3 characters. Then Select Location.

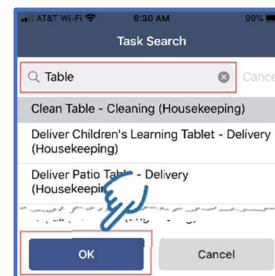


Reminder! When searching, tap **"Search"** not **"Done"**

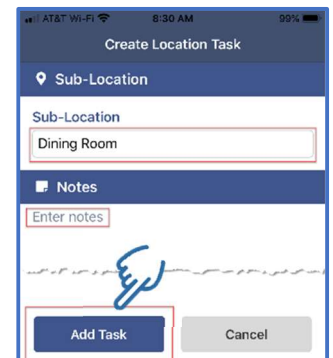
3. Tap **New Task**.



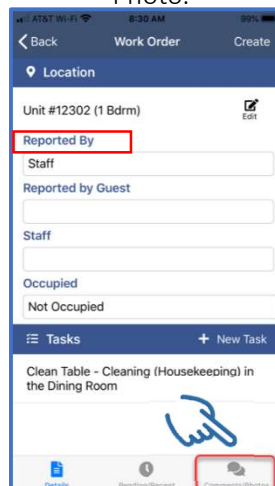
Add keyword(s) to Search, select the Task and tap OK.



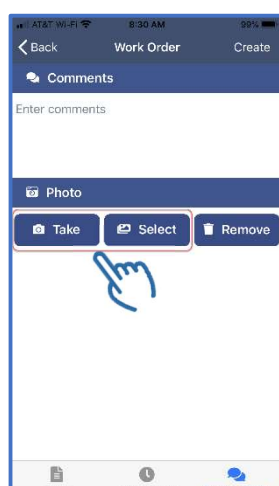
4. Add Details, such as Sub-Location, Stock Quantities, and Notes if needed. Tap **Add Task**.



5. Update **Reported by** as needed. Tap **Comments/Photos** to add Photo.



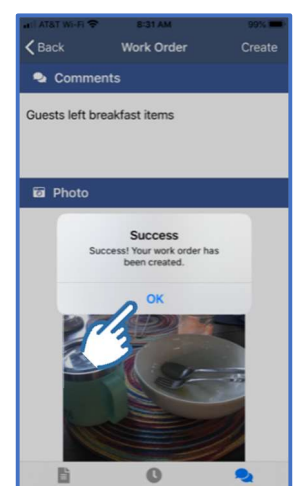
6. Select **Take** or **Select** to activate the camera or photo library.



7. Must enter a Comment then Tap **Create** or Return to **Details**.

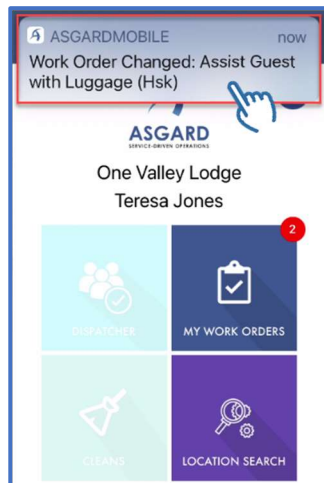


8. When your work order is created, you will receive a Success message!



Starting and Completing a Standard Work Order for iPhone

1. New Guest Work Order Knocking Notifications sound every 3 min for 30 min



New Staff Work Order Notifications are phone's normal notification sound at the same rate

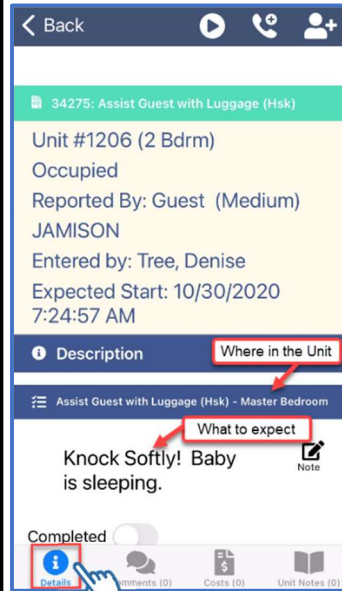
2. Tap My Work Orders to stop notification sounds



Select a Work Order

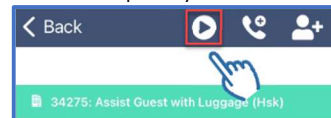


3. Review Details Screen for important information

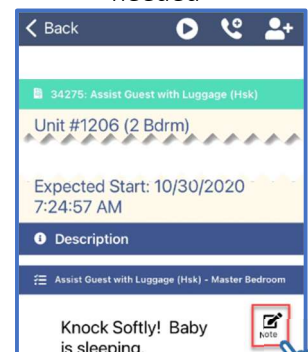


Scroll yellow pane to left to see more details.

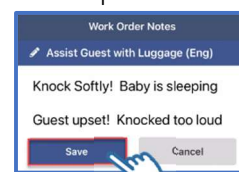
4. Tap Play to Start



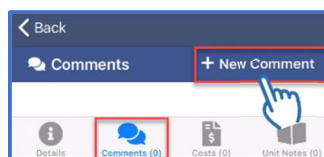
Add additional Notes, if needed



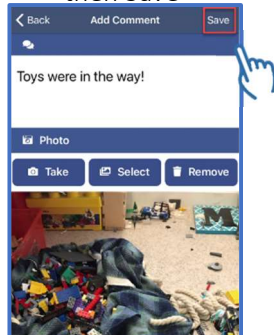
Tap Save



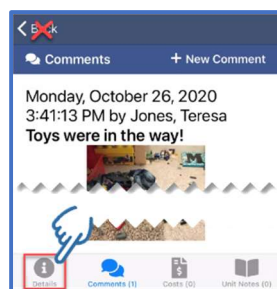
5. Tap Comments, +New Comment, to add Comments & Photos



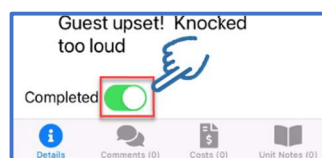
then Save



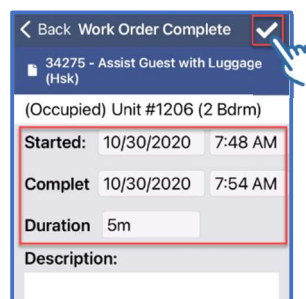
6. Details button to return, not Back



Tap Completed on each task

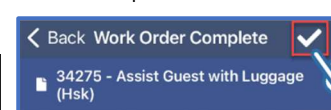


7. Tap Checkmark to complete

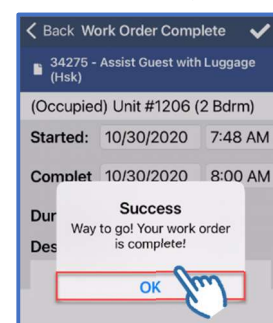


Started/completed times for tracking work time

8. Tap Checkmark

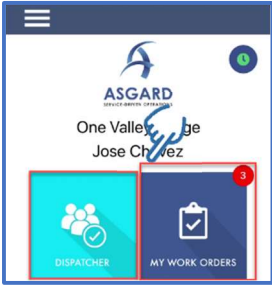


Success! Tap OK

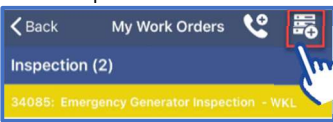


Create an Inspection (ENG) for iPhone

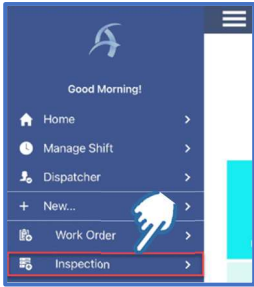
1. Tap Dispatcher or My Work Orders



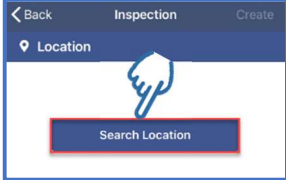
Tap the List + icon



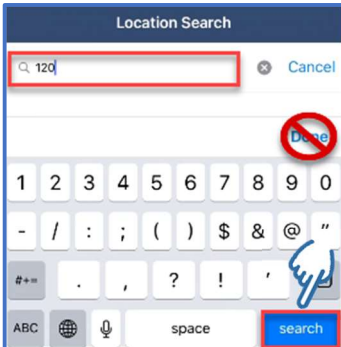
Or Hamburger menu



2. Tap Select Location



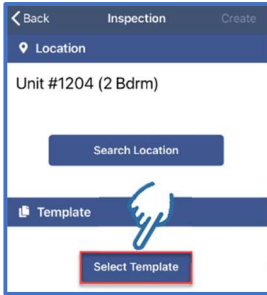
Enter at least 3 characters
Select Search



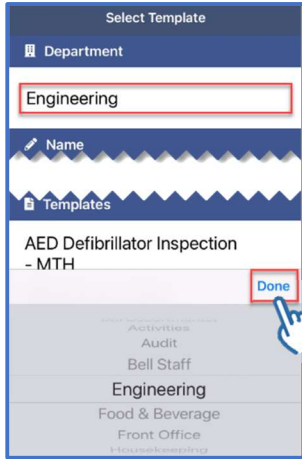
Tap selected location



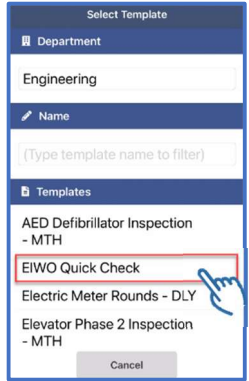
3. Tap Select Template



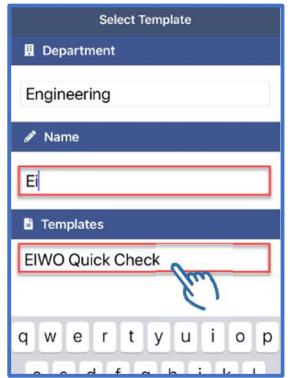
Choose Department



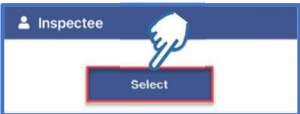
4. Tap on Inspection



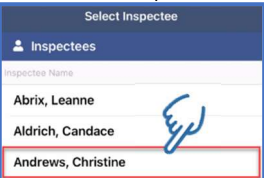
Or type name to filter



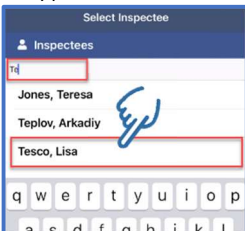
5. Tap Select to choose an Inspectee, if needed.



Choose Inspectee



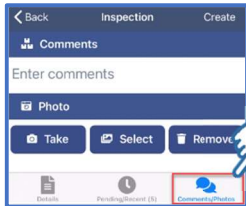
Or type name to filter



6. Tap to Self-Assign



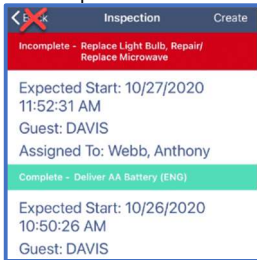
Tap Comments/Photos to add Comments and Photos, if needed



7. Pending/Recent Button Indicates any work orders within 7 days



Incomplete in Red, Complete in Green



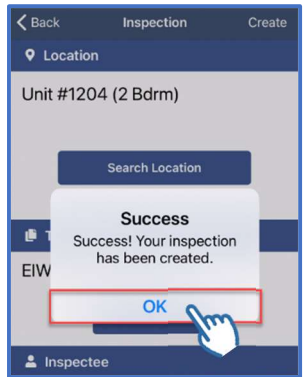
Tap Details to return not Back



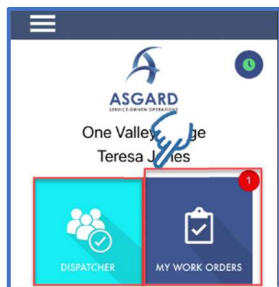
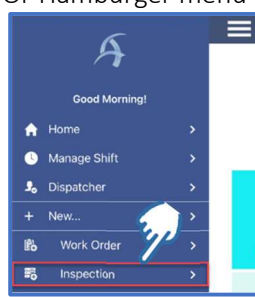
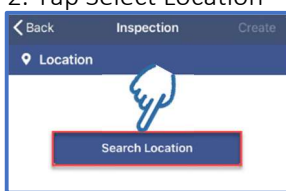
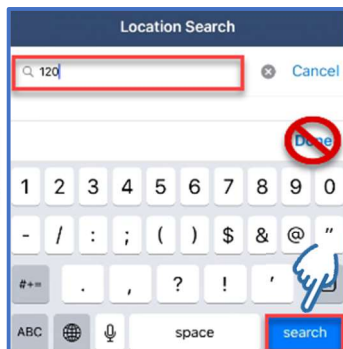
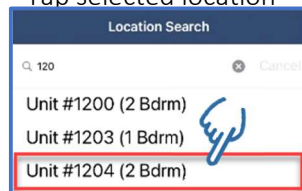
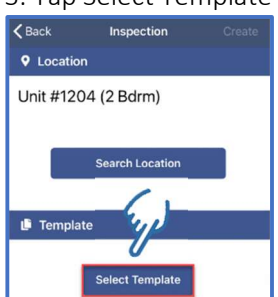
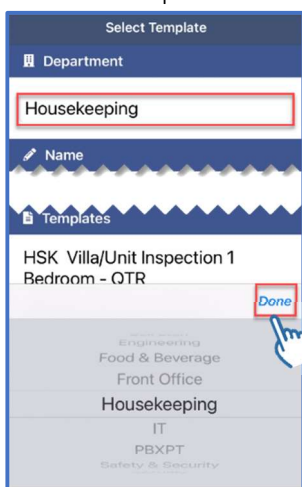
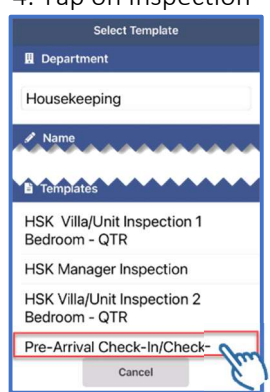
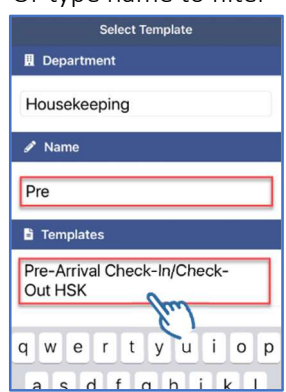
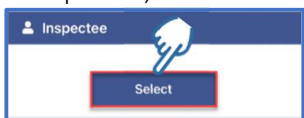
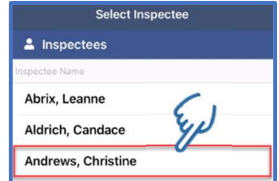
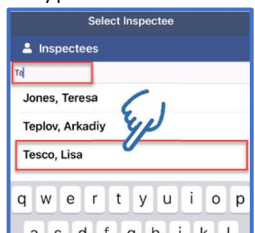
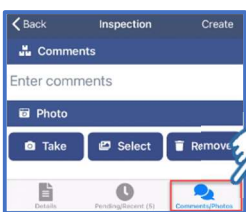
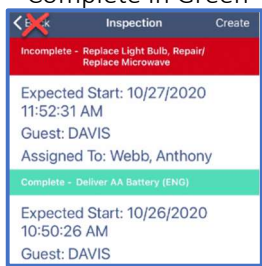
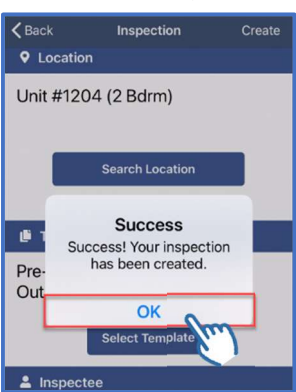
8. Tap Create



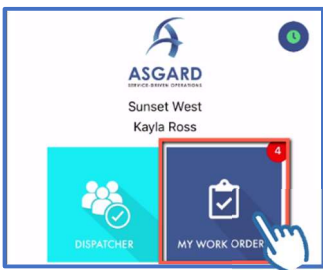
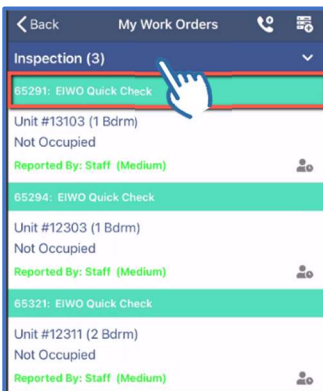
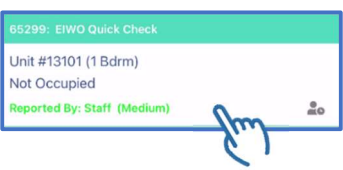
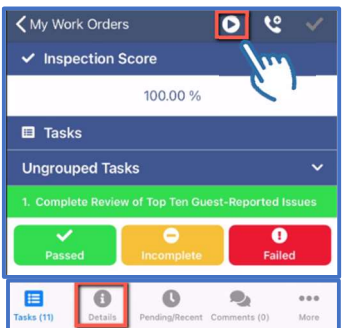
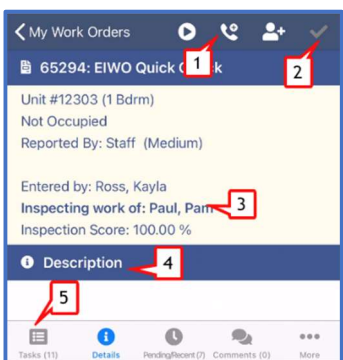
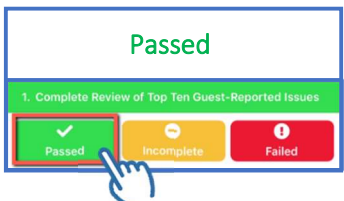
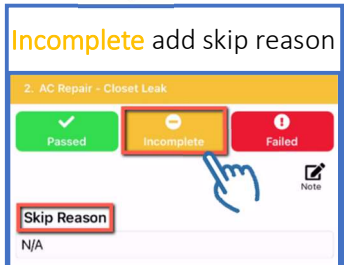
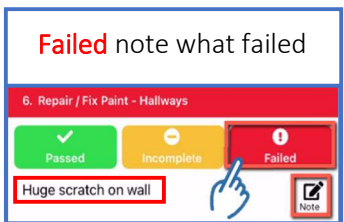
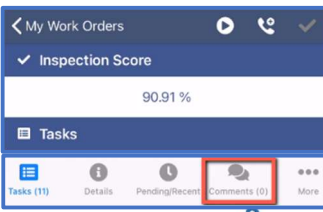
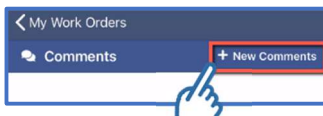
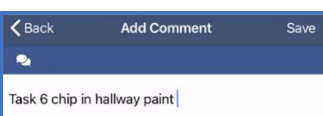
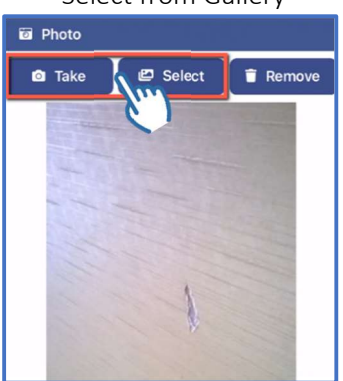
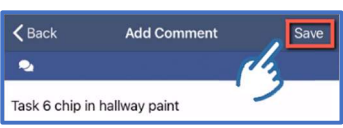
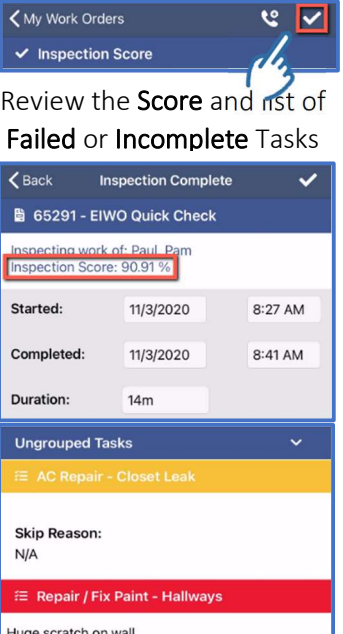
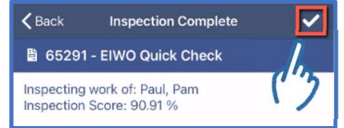
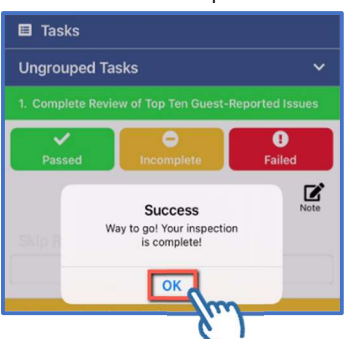
Success! Tap OK



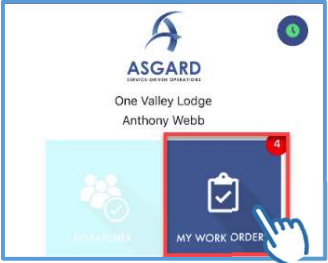
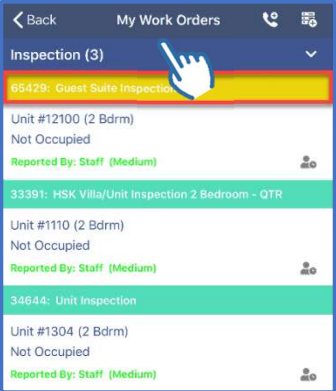
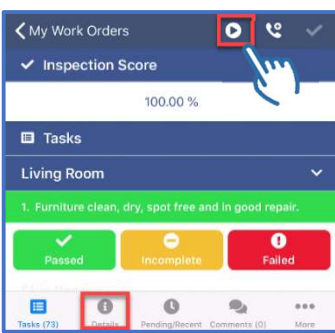
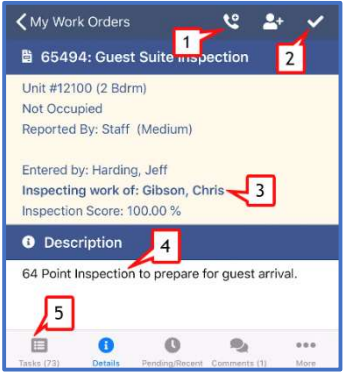
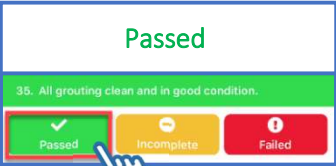
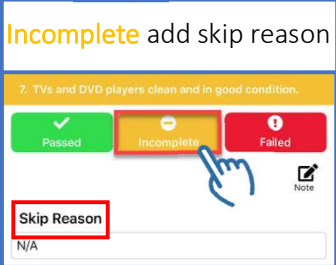
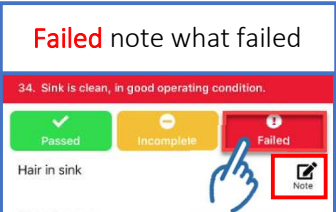
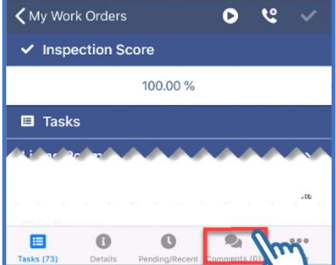
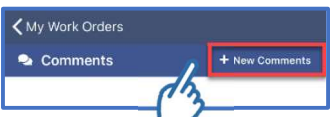
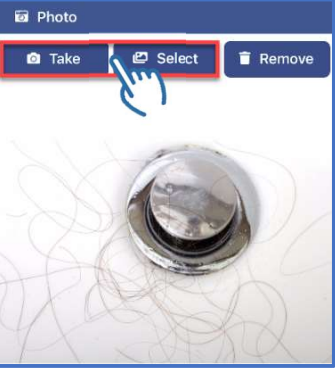
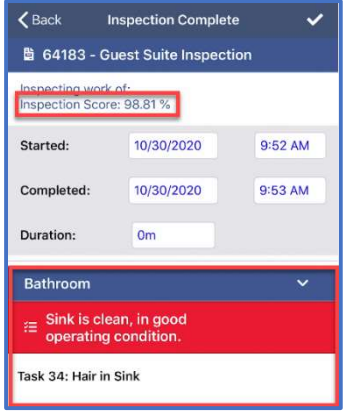
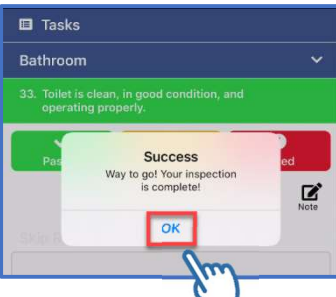
Create an Inspection (HSPK) for iPhone

1. Tap Dispatcher or My Work Orders  Tap the List + icon  Or Hamburger menu 	2. Tap Select Location  Enter at least 3 characters Select Search  Tap selected location 	3. Tap Select Template  Choose Department 	4. Tap on Inspection  Or type name to filter 
5. Tap Select to choose an Inspectee, if needed  Choose Inspectee  Or type name to filter 	6. Tap to Self-Assign  Tap Comments/Photos to add Comments and Photos, if needed 	7. Pending/Recent Button Indicates any work orders within 7 days  Incomplete in Red, Complete in Green  Tap Details to return, not Back 	8. Tap Create  Success! Tap OK 

Completing an Inspection (Engineering) iPhone

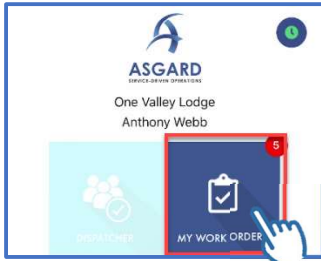
1. Tap My Work Orders  Then the Inspections Banner 	2. Open the Inspection to view the Task List  Tap Play to start  To View the Work Order Details	3. Details Screen Key - Create Standard WO - Checkmark to Complete - Edit Inspected User - Description - Return to Task List 	4. Update Tasks Passed  Incomplete add skip reason  Failed note what failed 
5. Add Comments/Photos  Tap New Comments  Enter your Comment 	6. Take a Photo or Select from Gallery  Tap Save 	7. Tap Checkmark to Review Review the Score and list of Failed or Incomplete Tasks 	8. Tap Checkmark to Complete  Success! Tap OK 

Completing an Inspection (Housekeeping) iPhone

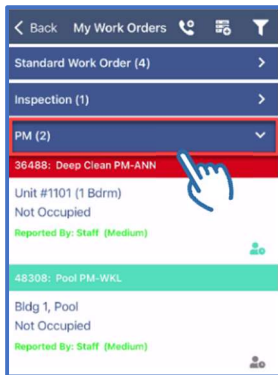
1. Tap My Work Orders  Then the Inspections Banner 	2. Open the Inspection to view the Task List  Tap Play to start  View the Work Order Details	3. Details Screen Key 1. Create Standard WO 2. Checkmark to Complete 3. Edit Inspected User 4. Description 5. Return to Task List 	4. Update Tasks Passed  Incomplete add skip reason  Failed note what failed 
5. Add Comments/Photos  Tap New Comments  Enter your Comment 	6. Take a Photo or Select from Gallery  Tap Save 	7. Tap Checkmark to Review  Review the Score and list of Failed or Incomplete Tasks 	8. Tap Checkmark to Complete  Success! Tap OK 

Completing a PM (ENG) for iPhone

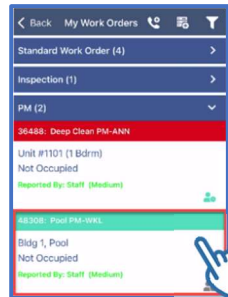
1. Tap My Work Orders



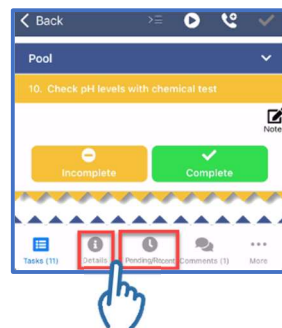
Then the PM Banner



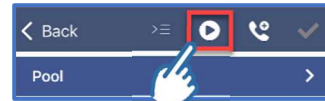
2. Open the PM to view the Task List



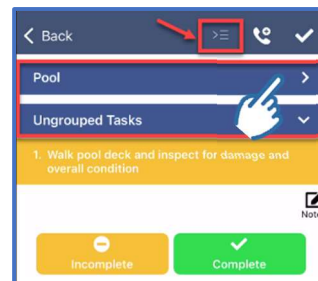
Tap Details to view PM info or Pending/Recent for work orders at this location



3. Press Play to start the PM

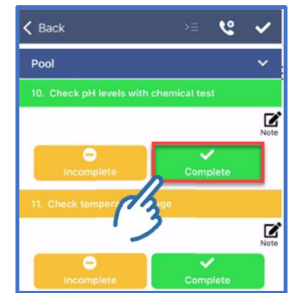


Use the Quick Collapse button to compress sublocation banners. To expand use the banner arrow.



Tasks can be an "Ungrouped List" and/or grouped by "Sublocation" banners, tap banner to open tasks.

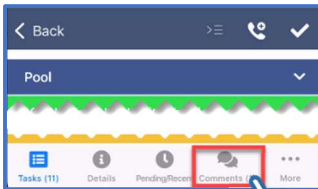
4. When the work is done, mark each task complete



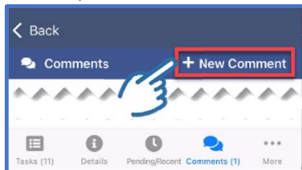
If needed, add notes to the task



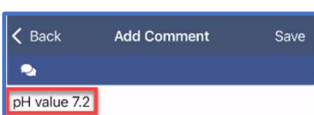
5. Add Comments/Photos



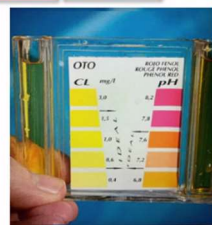
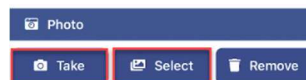
Tap New Comments



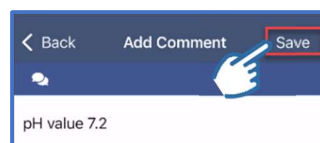
Enter your Comment



6. Take a Photo or Select from Gallery



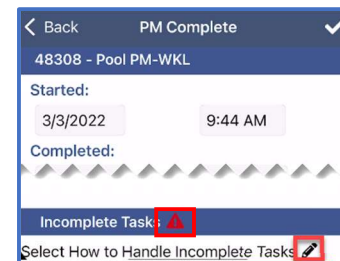
Save



7. Tap Checkmark to Review

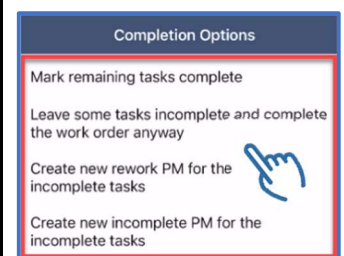


A warning will appear if any tasks are left incomplete

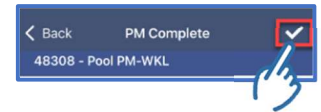


Tap the pencil icon to resolve

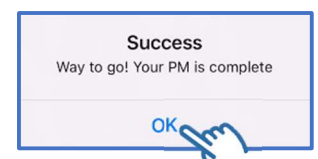
8. Select action from list



Tap Checkmark to complete

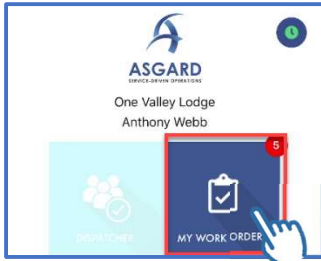


Success! Tap OK

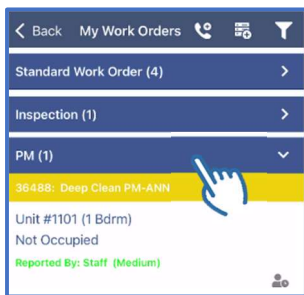


Completing a PM (HSPK) for iPhone

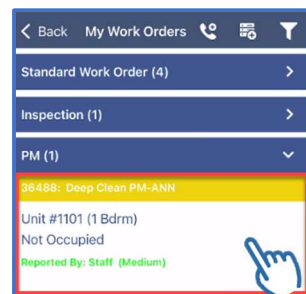
1. Tap My Work Orders



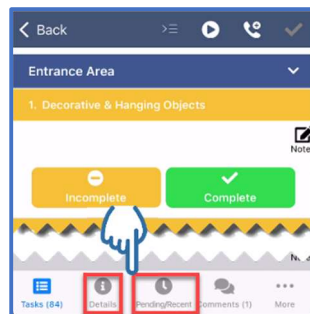
Then the PM Banner



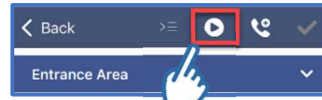
2. Open the PM to view the Task List



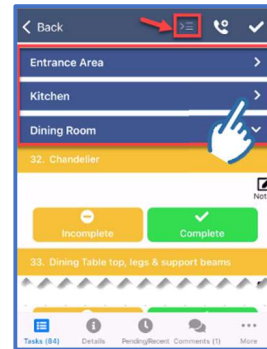
Tap Details to view PM info or Pending/Recent for work orders at this location



3. Press Play to start the PM

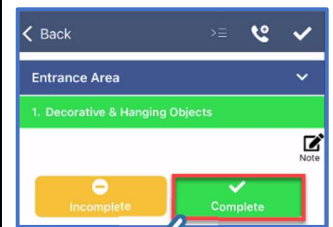


Use the Quick Collapse button to compress sublocation banners; To expand use the banner arrow

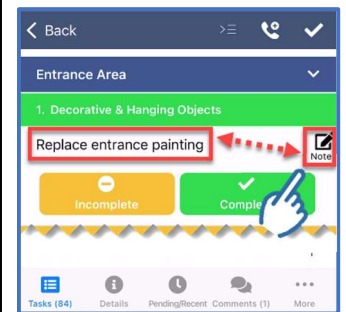


Tasks can be an "Ungrouped List" and/or grouped by "Sublocation" banners, tap banner to open tasks

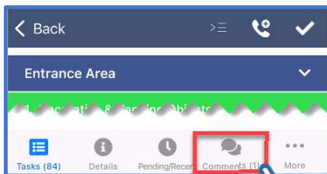
4. When the work is done, mark each task complete



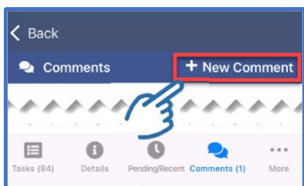
If needed, add notes to the task



5. Add Comments/Photos



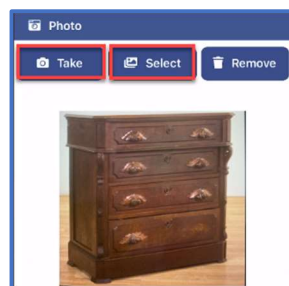
Tap New Comments



Enter your Comment



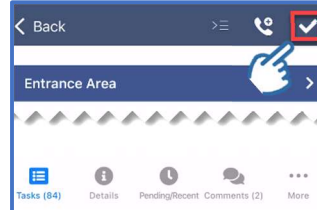
6. Take a Photo or Select from Gallery



Save



7. Tap Checkmark to Review

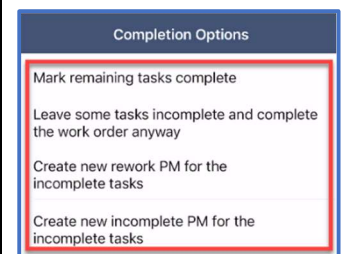


A warning will appear if any tasks are left incomplete

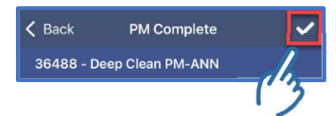


Tap the pencil icon to resolve

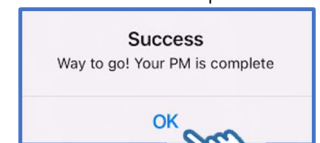
8. Select action from list



Tap Checkmark to complete

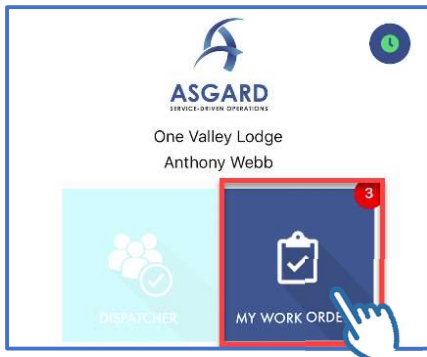


Success! Tap OK



Pause a Work Order for iPhone

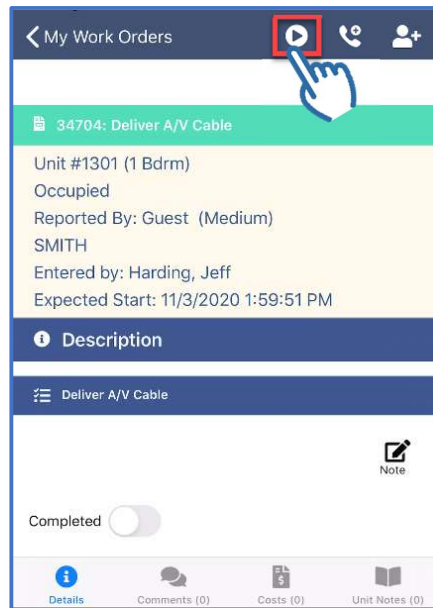
1. Tap My Work Orders



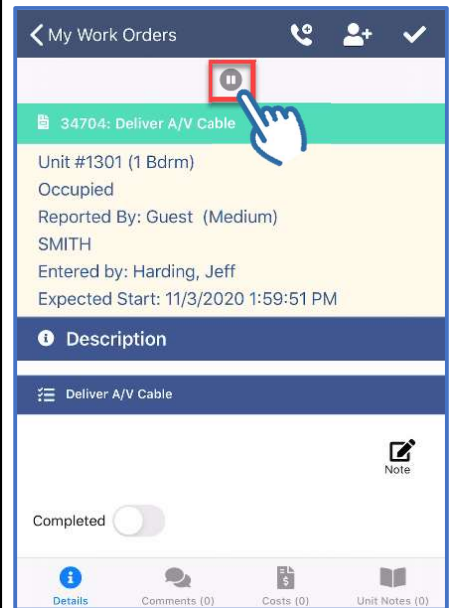
Then open a Work Order



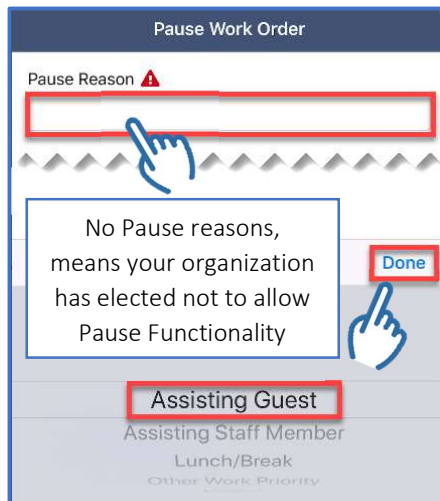
2. Press Play to start the Work Order



3. If needed, press the Pause Button to pause work time



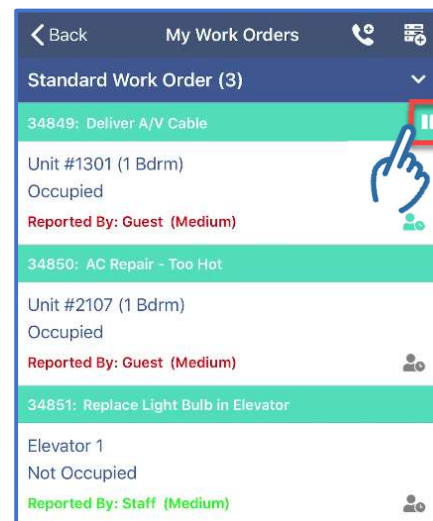
4. Select a Pause Reason



Tap Done, then Pause



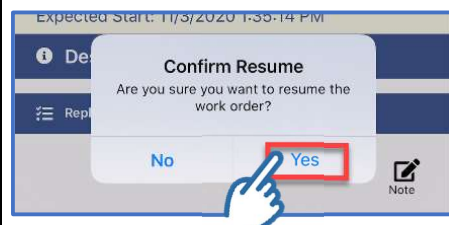
5. Paused Work Orders will be marked by a pause symbol on the Work Order's Banner



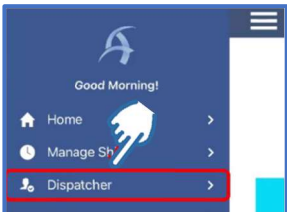
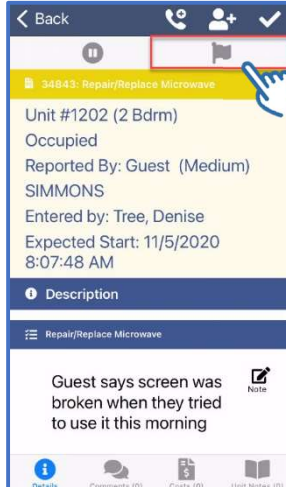
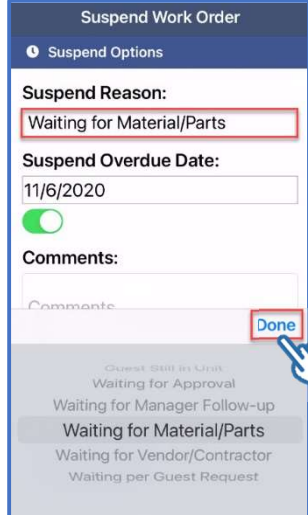
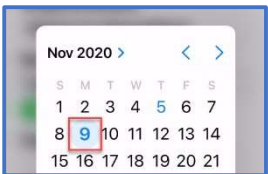
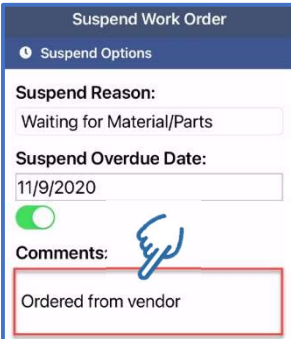
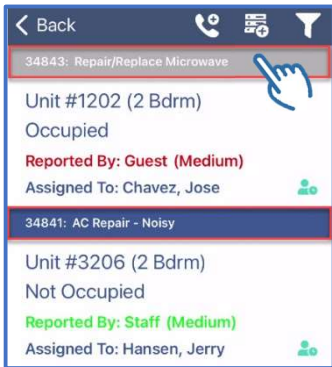
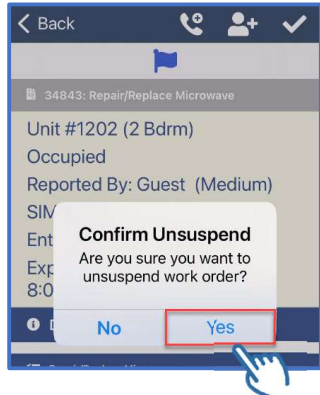
6. To resume the Work Order press Play



Tap Yes to confirm resume

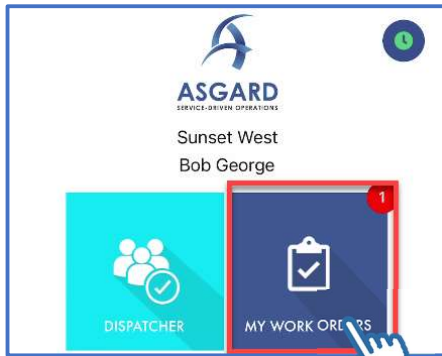


Suspend a Work Order for iPhone

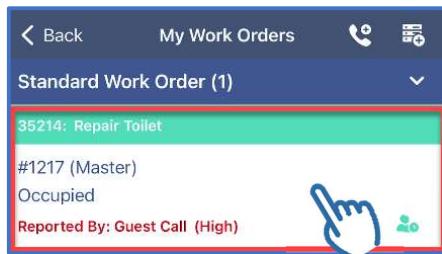
1. Tap Dispatcher  or from the Hamburger menu 	2. Tap to open Work Order 	3. Select Suspend button 	4. Select a Suspend Reason 
5. If necessary, tap to change Overdue Date  Select a new date 	6. Add Comments, if needed  Tap Suspend 	7. Suspended Work Order has Blue Flag & Gray Banner  Work Order List shows Grey Banner  Or Blue Banner if it is past the Suspend Overdue Date	8. Press Blue Flag to Unsuspend Work Order  Tap Yes to Confirm Unsuspend 

Adding Actions Taken for iPhone

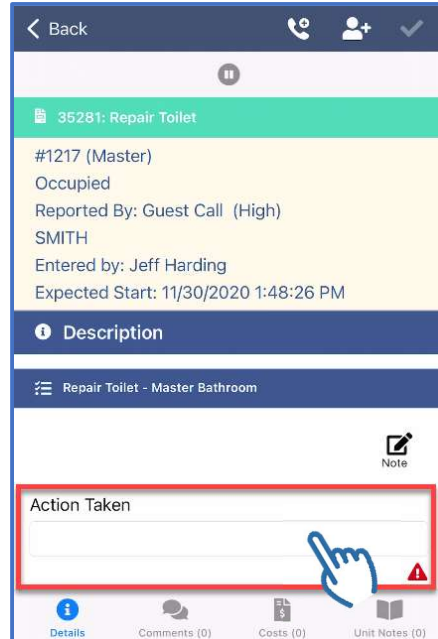
1. Tap My Work



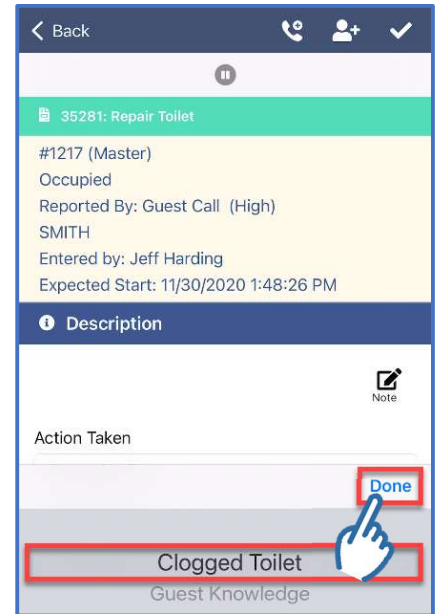
Tap the Work Order



2. Tap the Action Taken field

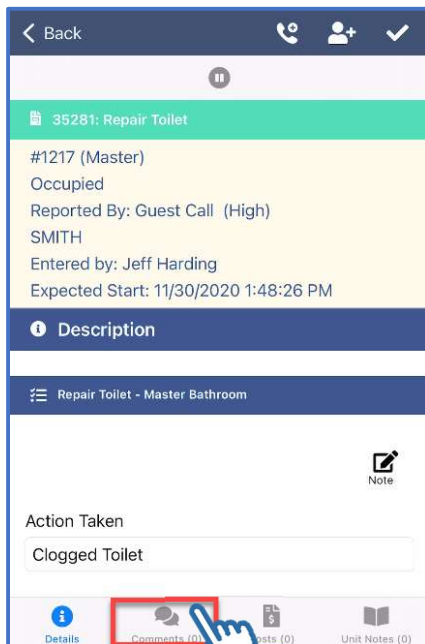


3. Select the Action Taken

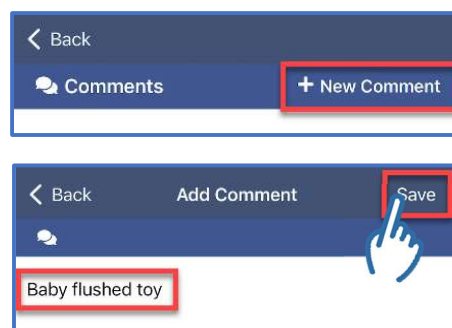


Then tap Done

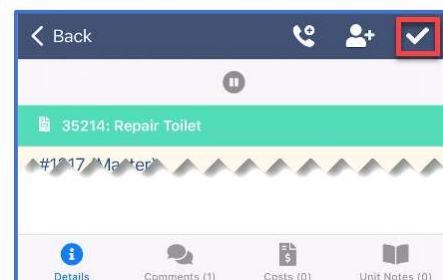
4. Add Comments if needed



5. Select New Comment



Tap Checkmark to Review



6. Tap Checkmark to Complete



Success! Tap OK

