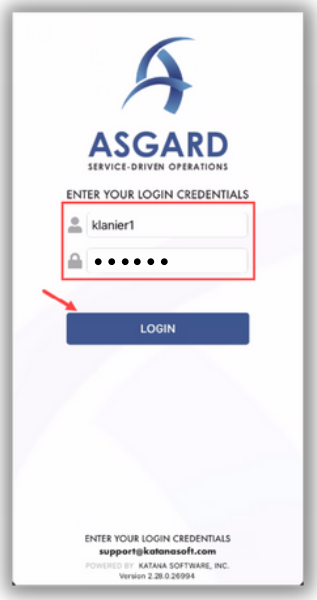
ASGARD LEARNING PORTAL

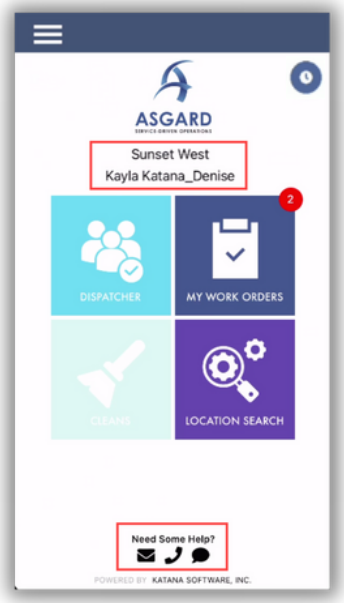
AsgardMobile Overview - iPhone

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

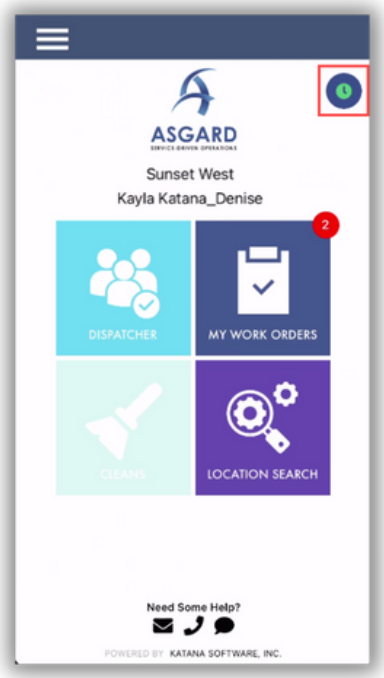
Step 2: AsgardMobile opens displaying your site and your name

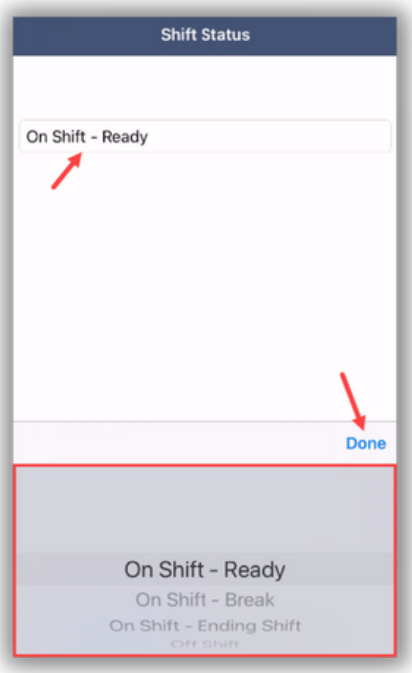


Contact Customer Suport by email, phone or text

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**





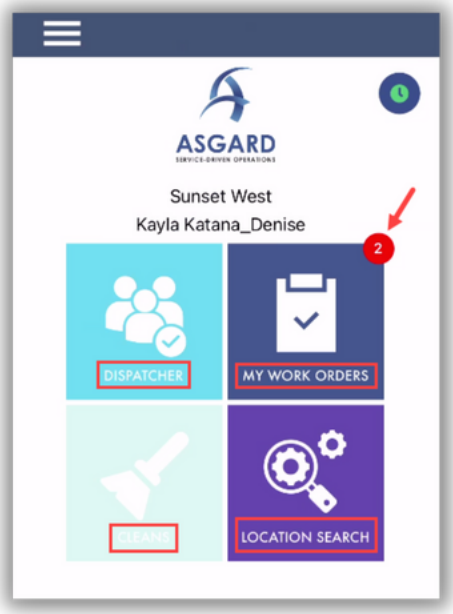
On Shift-Ready: First thing you do is put yourself in **On Shift-Ready** status to receive work orders

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



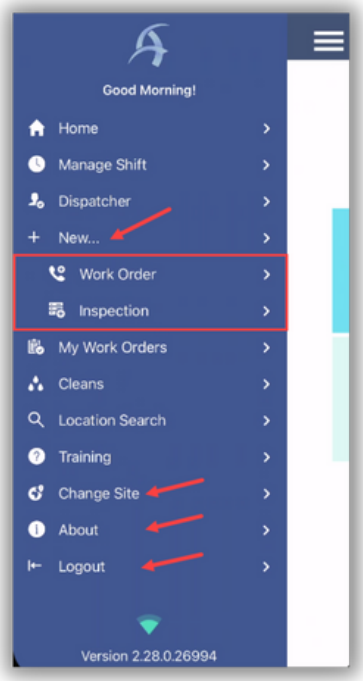
My Work Orders - shows the number of active work orders assigned to you, including Standard, PMs, and Inspections

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

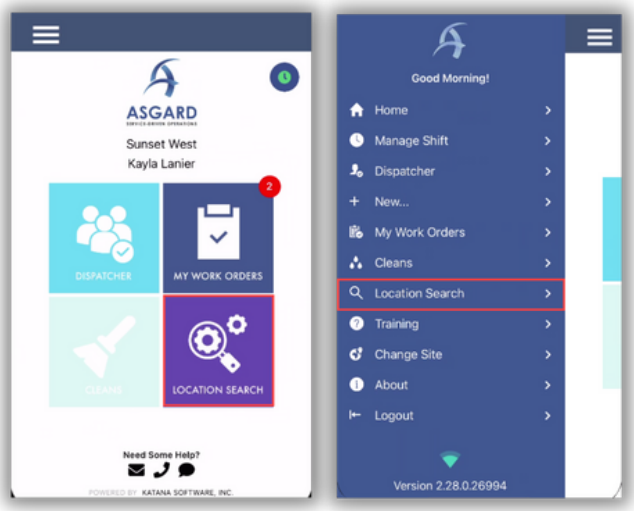
Step 5: The **Hamburger Menu** includes all of the options from the Home Screen, plus a few more, including:



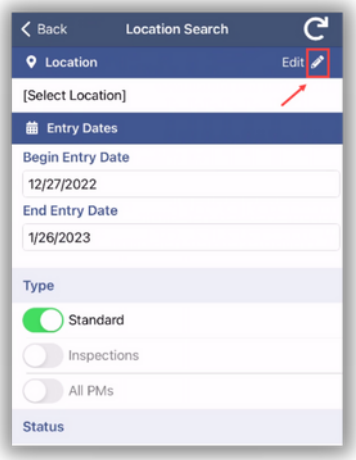
- The ability to create a **Standard** or **Inspection Work Order** by tapping on **+ New...**
- The option to **Change Site,** to access your training site, or have permissions for multiple sites.
- **About** is a convenience feature that includes the AsgardMobile version number and OS version of your 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!**

AsgardMobile
Location Search

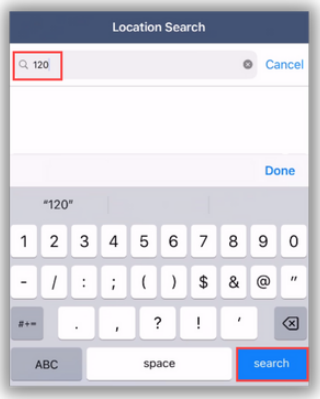
Step 1: Tap **Location Search** from the Home Screen, or from the **Hamburger Menu.**



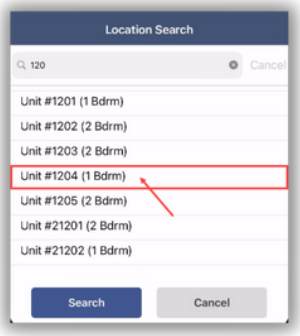
Step 2: Tap the **Pencil** to search for a location.



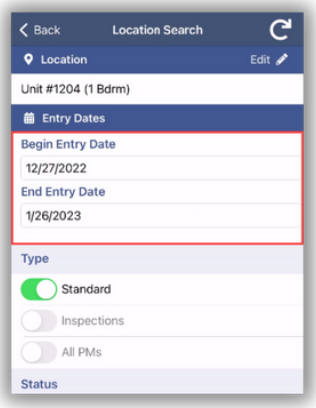
Step 3: Type the first three characters of the location and tap **Search**.



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.

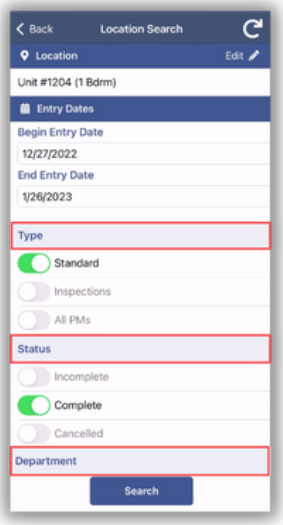


Step 6: Choose the desired Location Search Filters using the on/off toggle buttons or tap the Banner to select or deselect all.

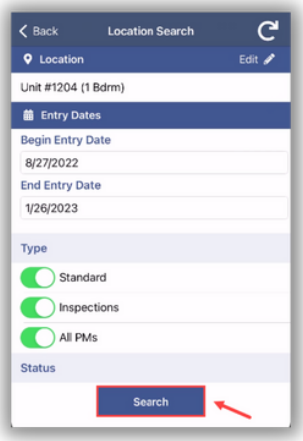
<u>Type</u>: Filters for Standard, Inspections, or All PMs

<u>Status:</u> Enables filters for Incomplete, Complete, Cancelled, Expired, and Superseded

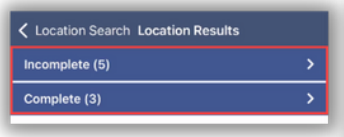
<u>Department:</u> Provides filters for Housekeeping, Engineering, Activities, etc.



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*.

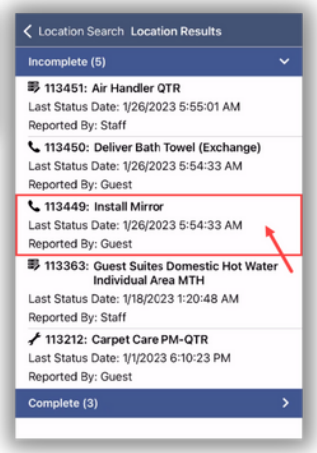


Standard Work Order

Inspection Work Order

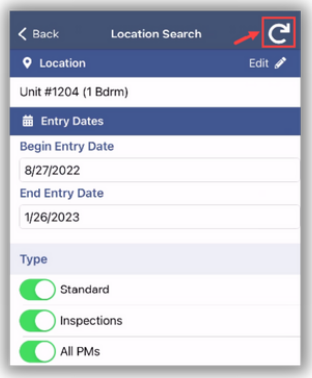
PM Work Order

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:

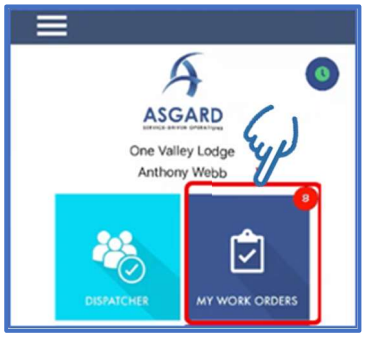
- Last 30 days
- Standard for Type
- Complete for Status
- Your Department



AsgardMobile 2.0 Job Aide

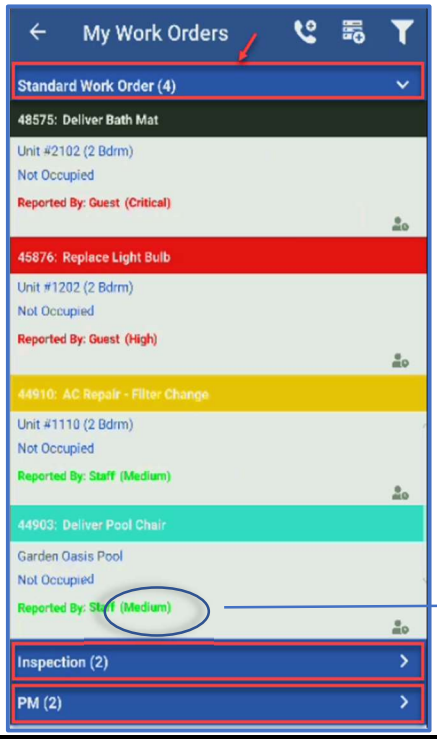
Managing My Standard Work Orders for iPhone

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

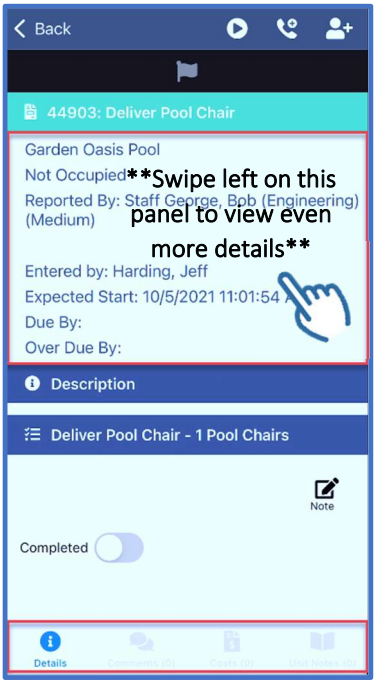
5. Tap Work Order to View

Icon Definitions

Start Work Order

New Standard Work Order

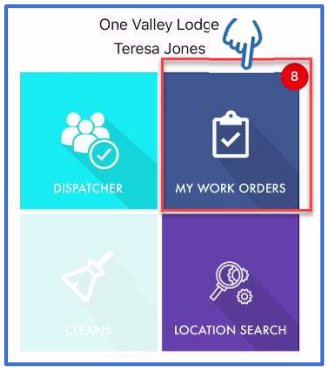
Work Order Assignee



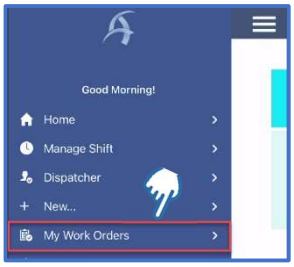
AsgardMobile 2.0 Job Aide

My Work Order Filters

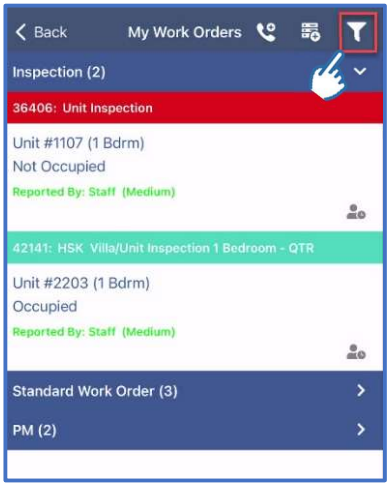
1. Tap My Work Orders from the Home Screen.



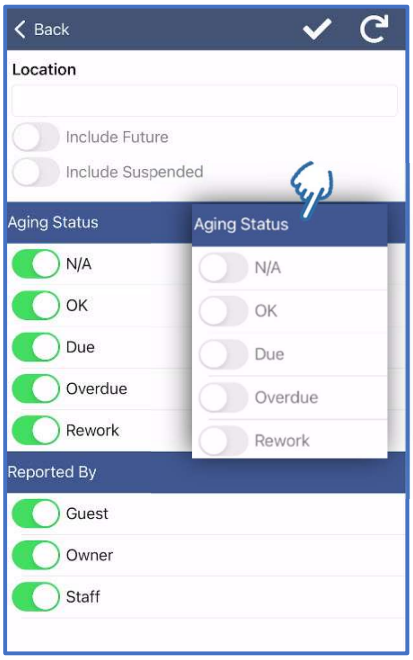
Or from the Hamburger Menu.



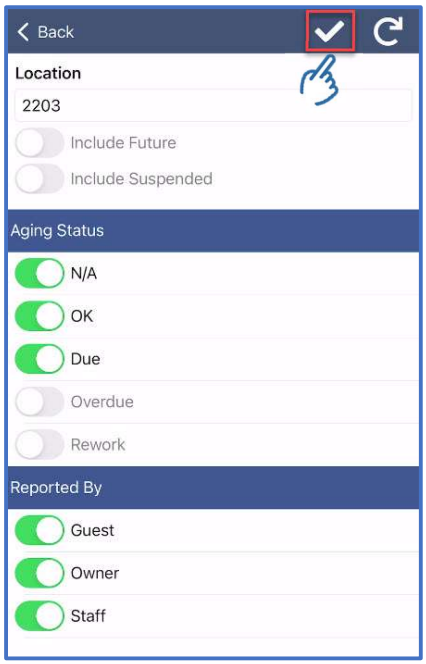
2. Tap the Funnel to open Filter screen



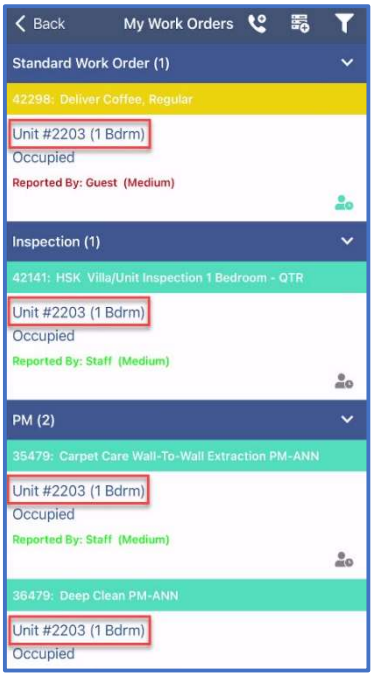
3. Chose any or all of the filters to narrow the results. Tap banner heading to select/unselect all.



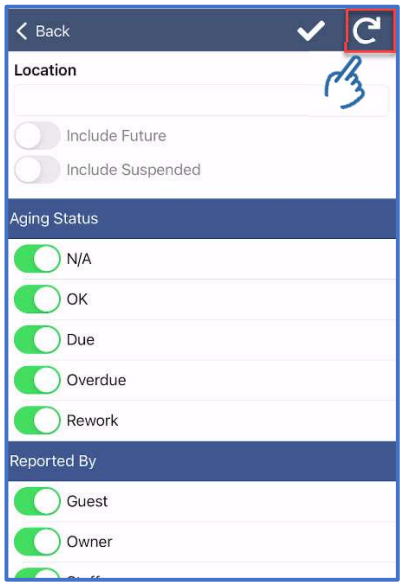
4. Tap Checkmark to apply filters.



5. Shows work for specific location.



6. To clear filters tap Reset icon.

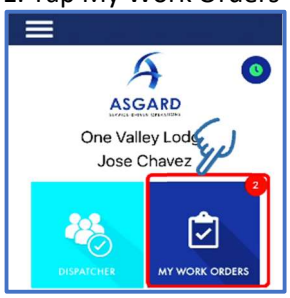


Note: Filters will automatically clear when you leave the My Work Orders Screen.

AsgardMobile 2.0 Job Aide

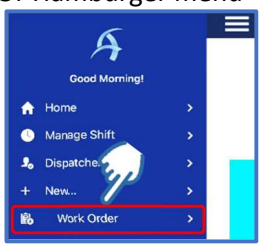
Create a Standard Work Order for iPhone

1. Tap My Work Orders



Tap the Phone + icon

Or Hamburger menu

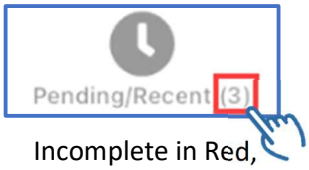


2. Tap Select Location

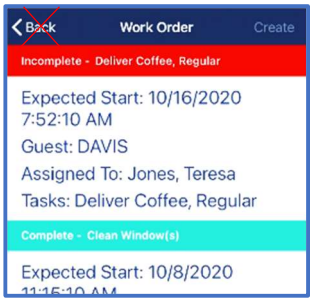
Enter at least 3 characters
Select Search

Tap selected location

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



Incomplete in Red, Complete in Green

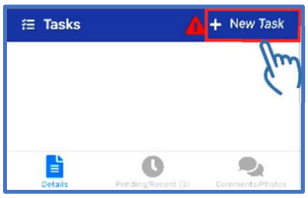


Tap Details to return, not Back

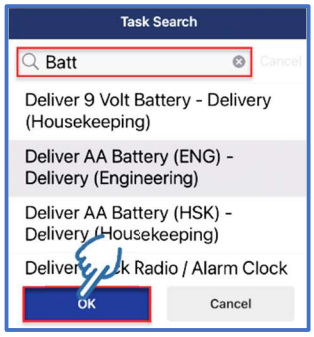
4. Tap to change Reported By

And update Occupied Status

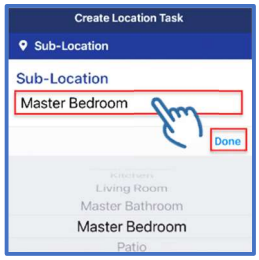
5. Tap New Task



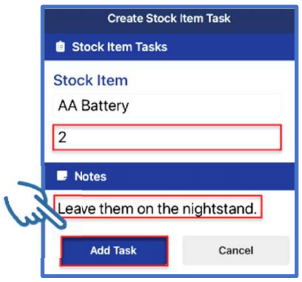
Add keyword(s) to Search field, select Task, OK



6. Add Sub-Location

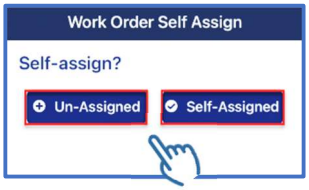


Quantity or Notes if needed. Add Task.

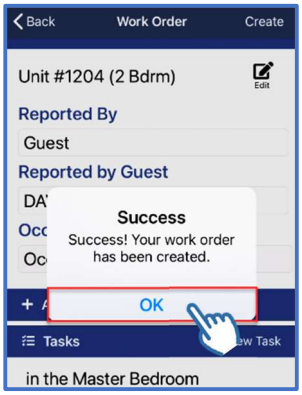


7. Tap Create

Tap Assignment button



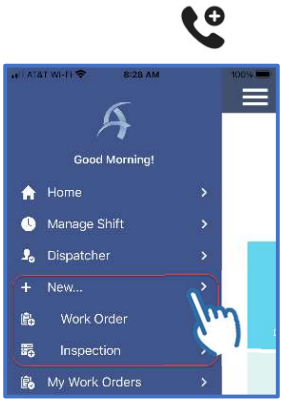
8. Success! Tap OK



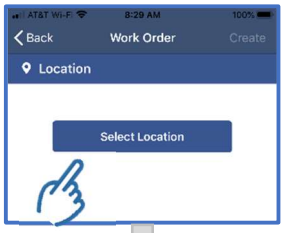
AsgardMobile 2.0 Job Aide

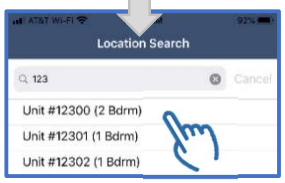
Adding a Photo During Work Order Create for iPhone

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



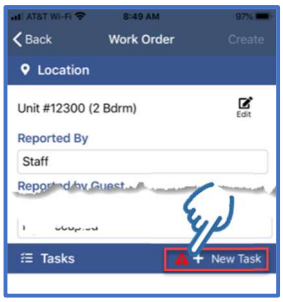
2. Tap **Select Location**. Enter at least 3 characters. Then Select Location.





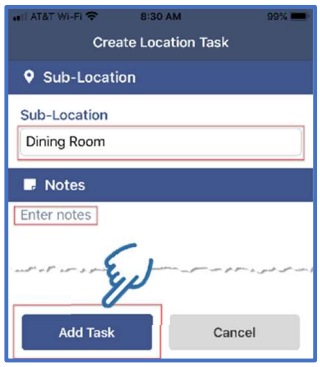
When searching, tap "Search" not "Done"

3. Tap **New Task**.



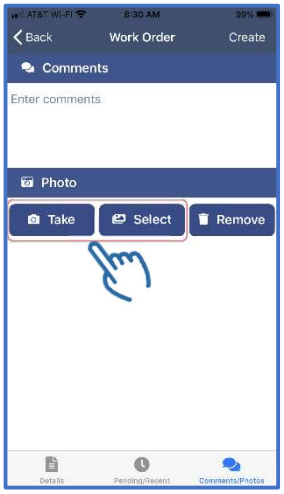
Add keyword(s) to Search, select the Task and tap OK.

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



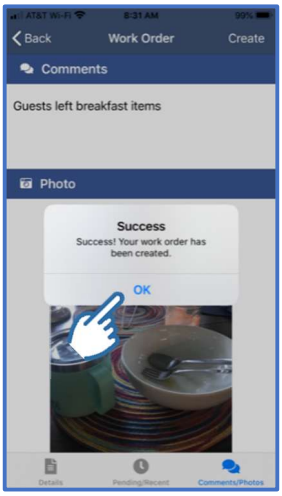
5. Update **Reported by** as needed. Tap **Comments/Photos** to add Photo.

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



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

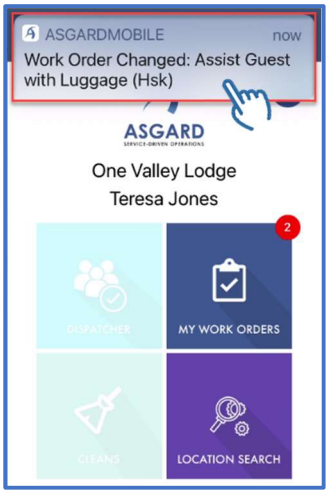
8. When your work order is created, you will receive a Success message!



AsgardMobile 2.0 Job Aide

Starting and Completing a Standard Work Order for iPhone

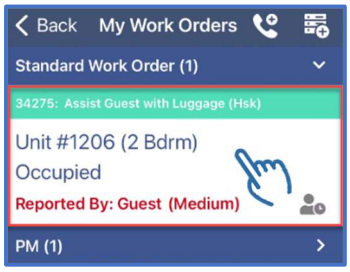
1. New Guest Work Order Knocking Notifications sound every 3 min for 30 min



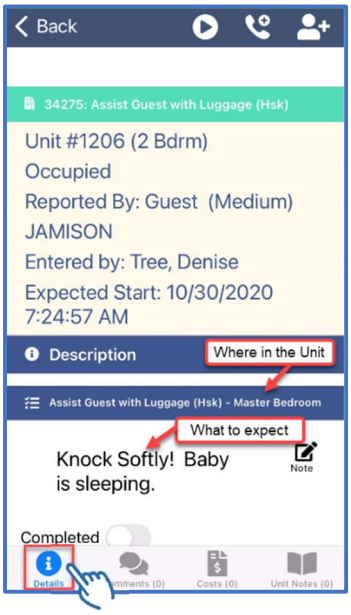
New Staff Work Order Notifications are phone's normal notification sound at the same rate

2. Tap My Work Orders to stop notification sounds

Select a Work Order

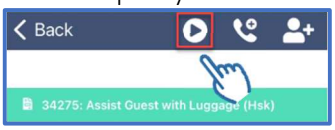


3. Review Details Screen for important information

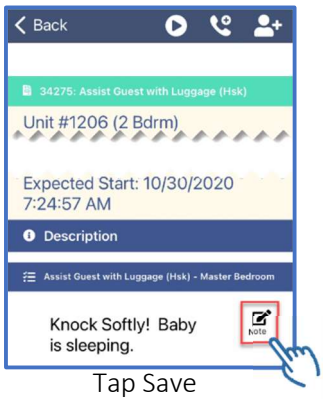


Scroll yellow pane to left to see more details.

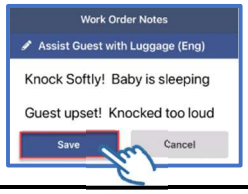
4. Tap Play to Start



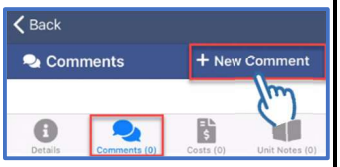
Add additional Notes, if needed



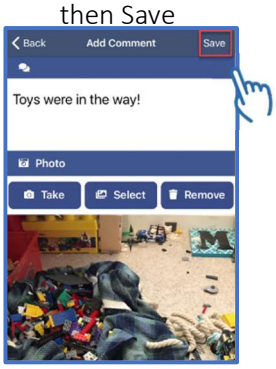
Tap Save



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



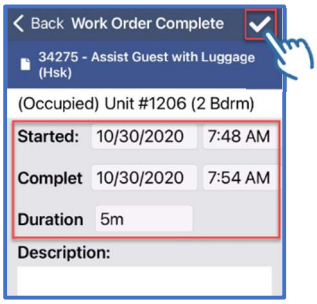
then Save



6. Details button to return, not Back

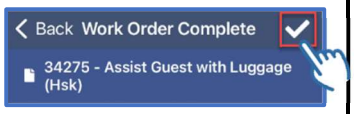
Tap Completed on each task

7. Tap Checkmark to complete

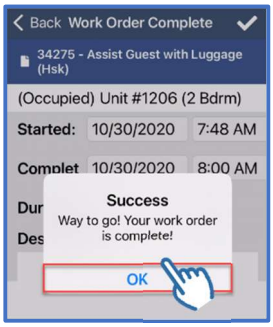


Started/completed times for tracking work time

8. Tap Checkmark



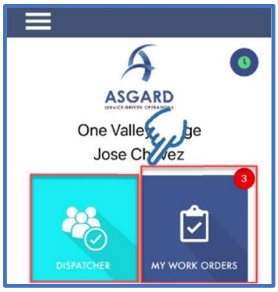
Success! Tap OK



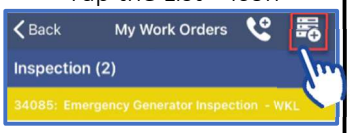
AsgardMobile 2.0 Job Aide

Create an Inspection (ENG) for iPhone

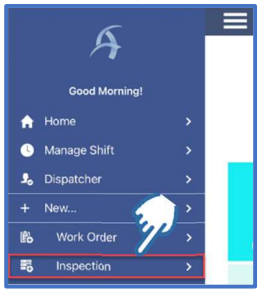
1. Tap Dispatcher or My Work Orders



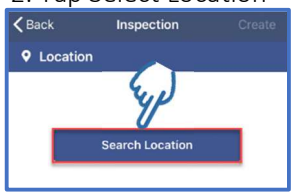
Tap the List + icon



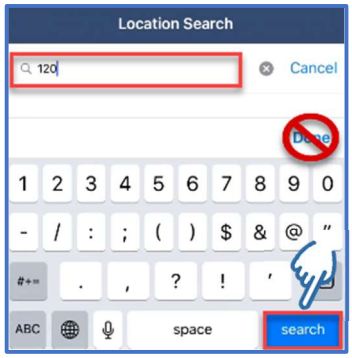
Or Hamburger menu



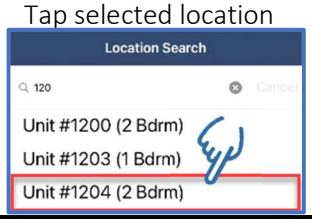
2. Tap Select Location



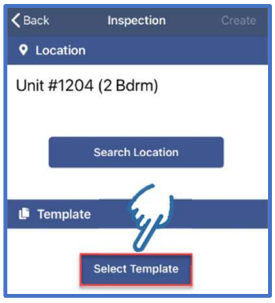
Enter at least 3 characters
Select Search



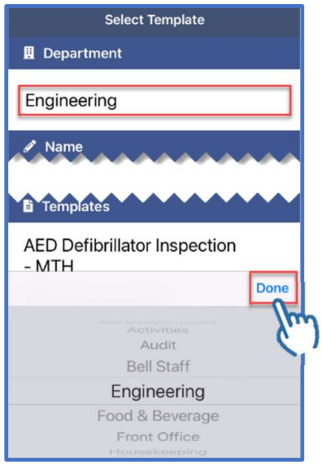
Tap selected location



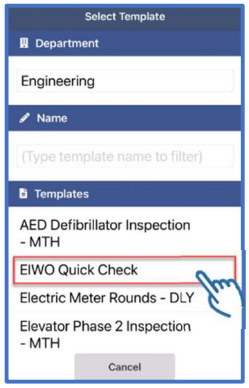
3. Tap Select Template



Choose Department

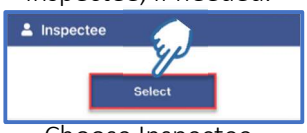


4. Tap on Inspection



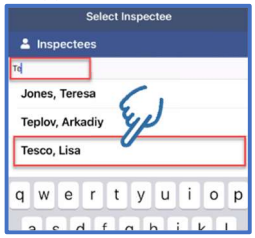
Or type name to filter

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

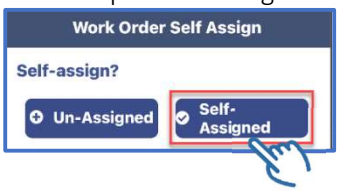


Choose Inspectee

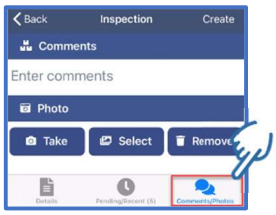
Or type name to filter



6. Tap to Self-Assign



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



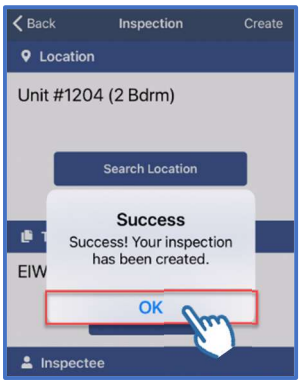
7. Pending/Recent Button Indicates any work orders within 7 days

Incomplete in Red, Complete in Green

Tap Details to return not Back

8. Tap Create

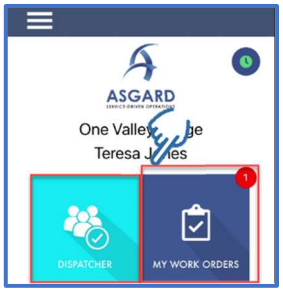
Success! Tap OK



AsgardMobile 2.0 Job Aide

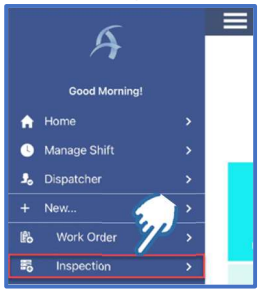
Create an Inspection (HSKP) for iPhone

1. Tap Dispatcher or My Work Orders

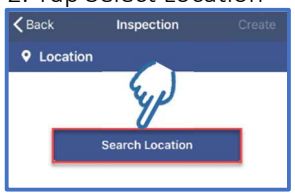


Tap the List + icon

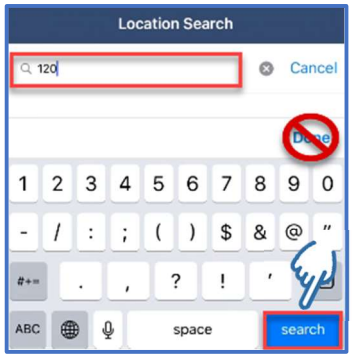
Or Hamburger menu



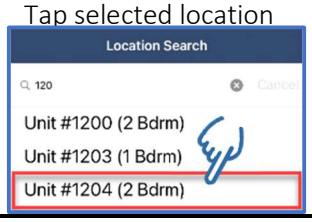
2. Tap Select Location



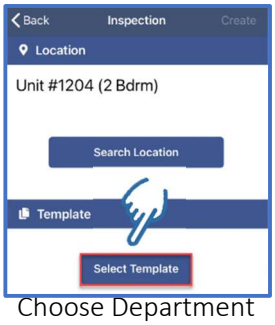
Enter at least 3 characters
Select Search



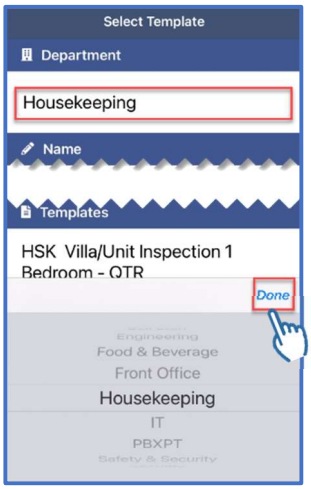
Tap selected location



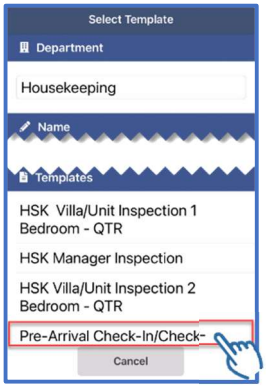
3. Tap Select Template



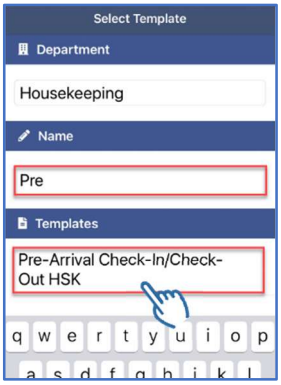
Choose Department



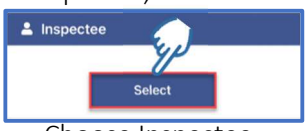
4. Tap on Inspection



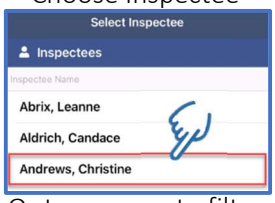
Or type name to filter



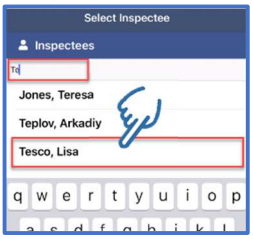
5. Tap Select to choose an Inspectee, if needed



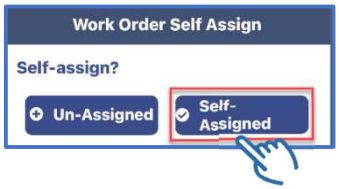
Choose Inspectee



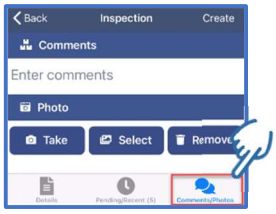
Or type name to filter



6. Tap to Self-Assign

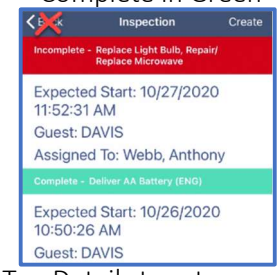


Tap Comments/Photos to add Comments and Photos, if needed

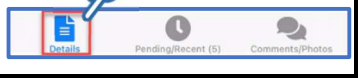


7. Pending/Recent Button Indicates any work orders within 7 days

Incomplete in Red, Complete in Green

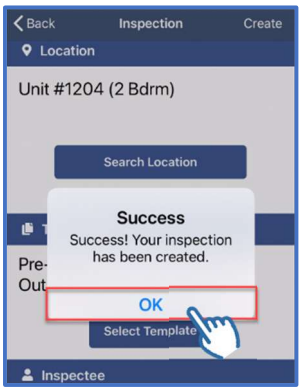


Tap Details to return, not Back



8. Tap Create

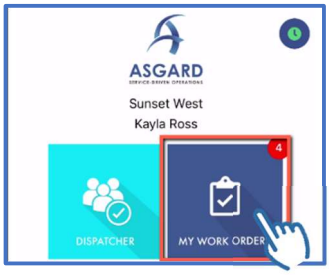
Success! Tap OK



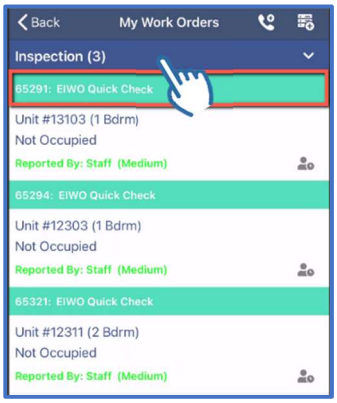
AsgardMobile 2.0 Job Aide

Completing an Inspection (Engineering) iPhone

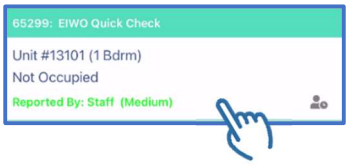
1. Tap My Work Orders



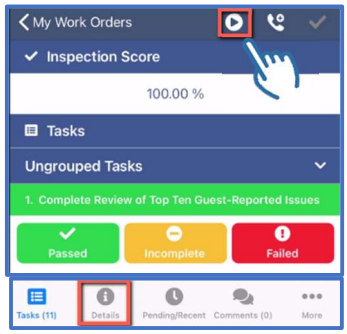
Then the Inspections Banner



2. Open the Inspection to view the Task List



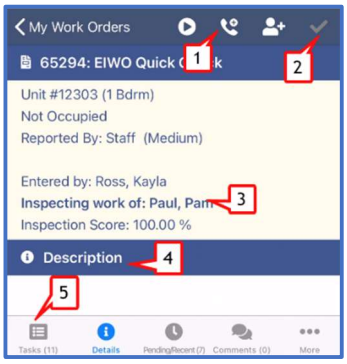
Tap Play to start



To View the Work Order Details

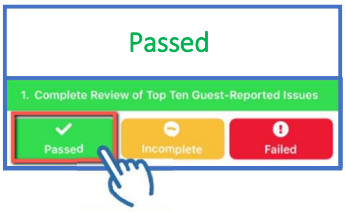
3. Details Screen Key

1. Create Standard WO
2. Checkmark to Complete
3. Edit Inspected User
4. Description
5. Return to Task List



4. Update Tasks

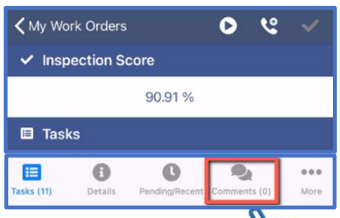
Passed



Incomplete add skip reason

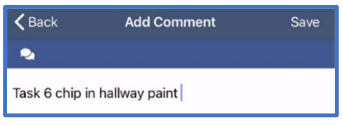
Failed note what failed

5. Add Comments/Photos

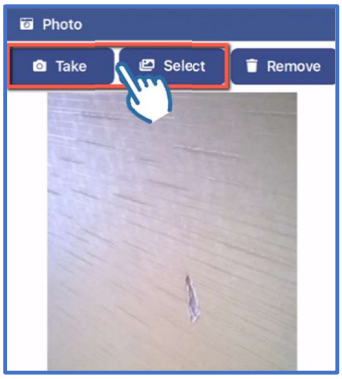


Tap New Comments

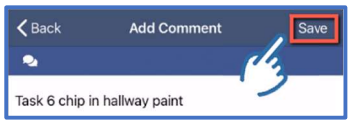
Enter your Comment



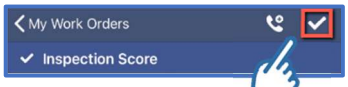
6. Take a Photo or Select from Gallery



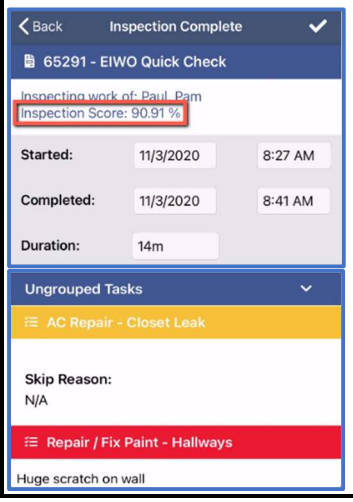
Tap Save



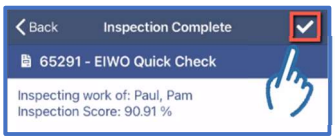
7. Tap Checkmark to Review



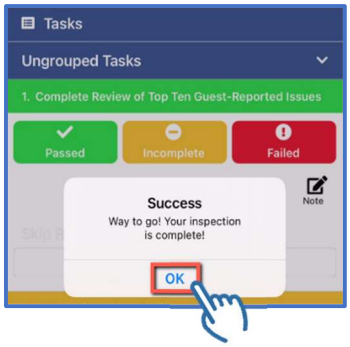
Review the **Score** and list of **Failed** or **Incomplete** Tasks



8. Tap Checkmark to Complete



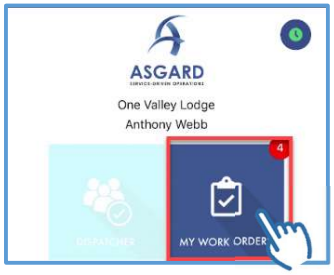
Success! Tap OK



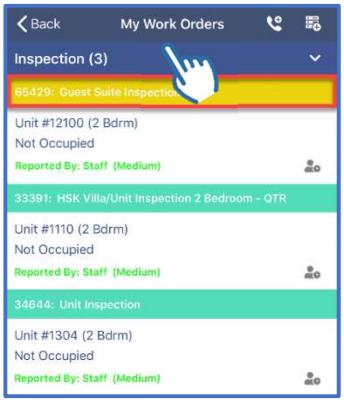
AsgardMobile 2.0 Job Aide

Completing an Inspection (Housekeeping) iPhone

1. Tap My Work Orders

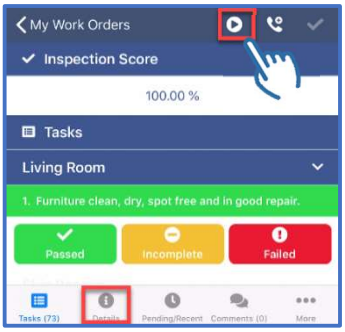


Then the Inspections Banner



2. Open the Inspection to view the Task List

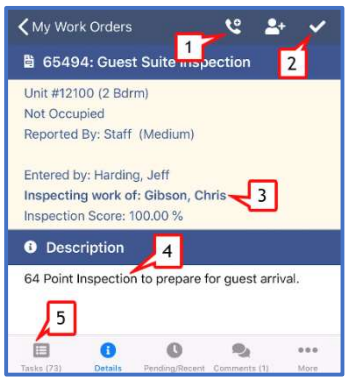
Tap Play to start



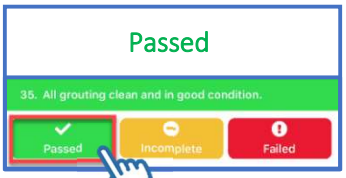
View the Work Order Details

3. Details Screen Key

1. Create Standard WO
2. Checkmark to Complete
3. Edit Inspected User
4. Description
5. Return to Task List

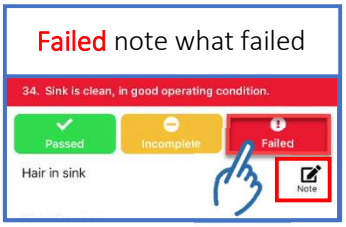


4. Update Tasks

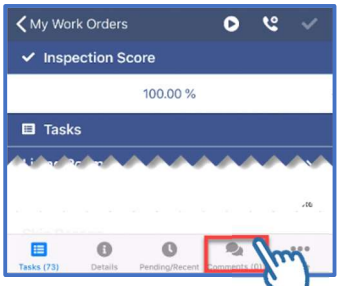


Incomplete add skip reason

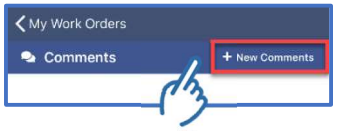
Failed note what failed



5. Add Comments/Photos

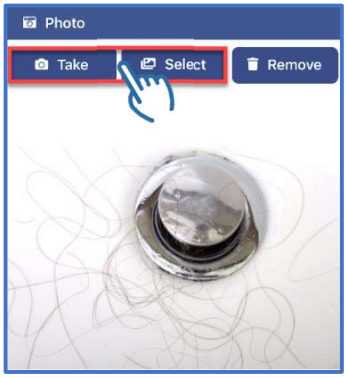


Tap New Comments

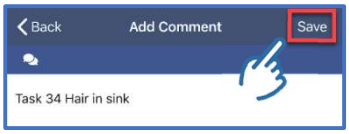


Enter your Comment

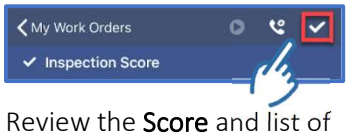
6. Take a Photo or Select from Gallery



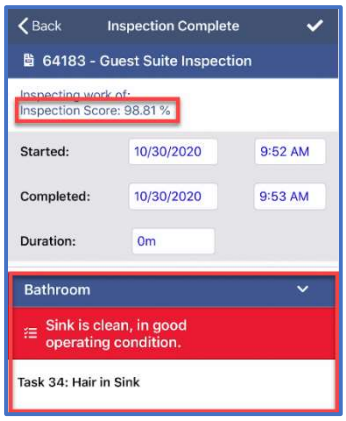
Tap Save



7. Tap Checkmark to Review

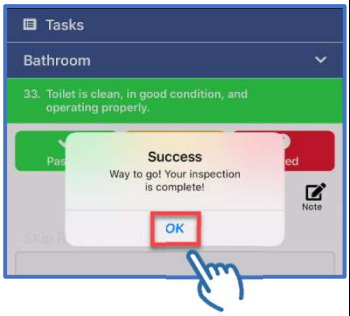


Review the **Score** and list of **Failed** or **Incomplete** Tasks



8. Tap Checkmark to Complete

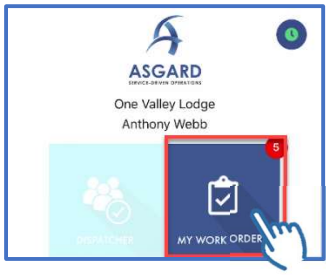
Success! Tap OK



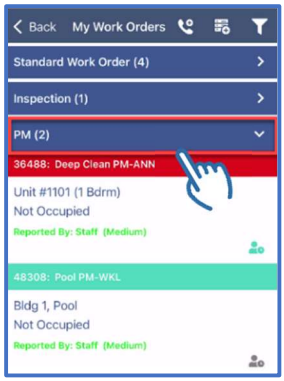
AsgardMobile 2.0 Job Aide

Completing a PM (ENG) for iPhone

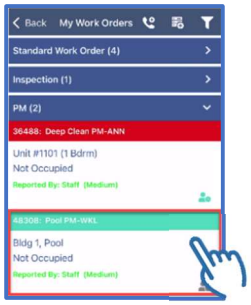
1. Tap My Work Orders



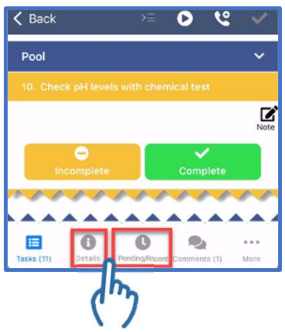
Then the PM Banner



2. Open the PM to view the Task List

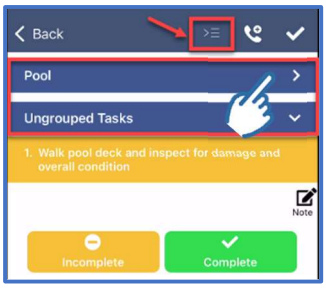


Tap Details to view PM info or Pending/Recent for work orders at this location



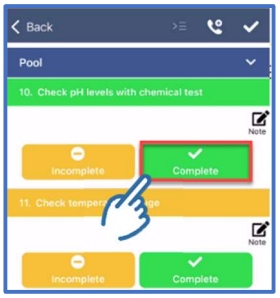
3. Press Play to start the PM

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

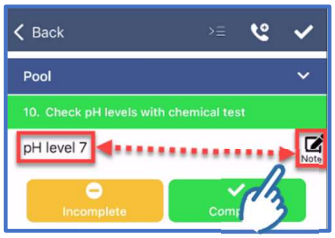


Tasks can be an "Ungrouped List" and/or grouped by "Sublocation" banners, tap banner to open tasks.

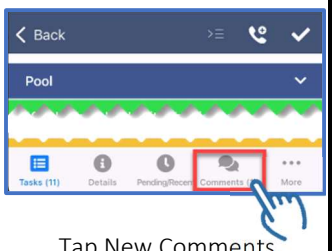
4. When the work is done, mark each task complete



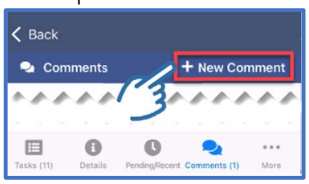
If needed, add notes to the task



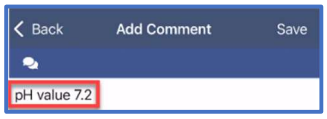
5. Add Comments/Photos



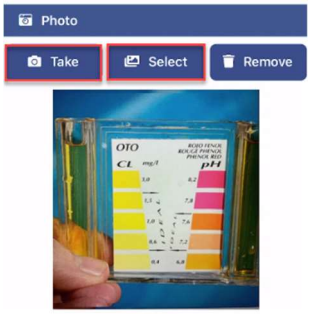
Tap New Comments



Enter your Comment

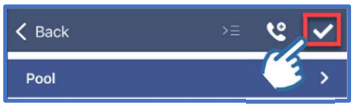


6. Take a Photo or Select from Gallery

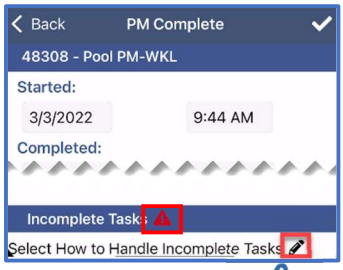


Save

7. Tap Checkmark to Review

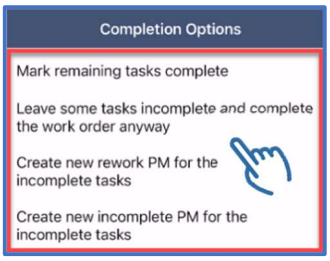


A warning will appear if any tasks are left incomplete

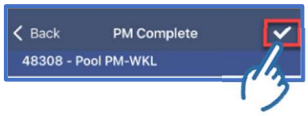


Tap the pencil icon to resolve

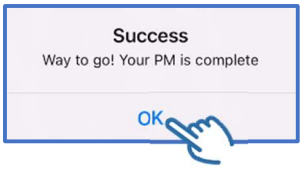
8. Select action from list



Tap Checkmark to complete



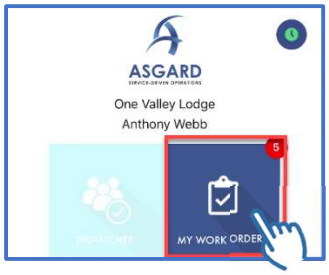
Success! Tap OK



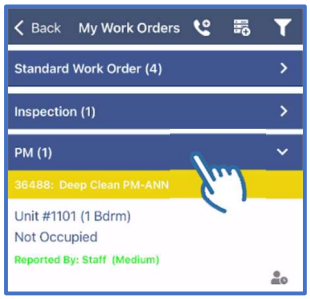
AsgardMobile 2.0 Job Aide

Completing a PM (HSKP) for iPhone

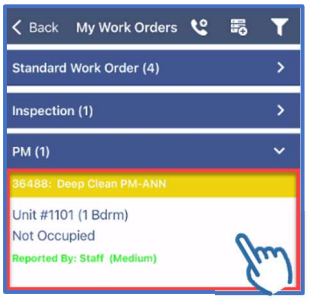
1. Tap My Work Orders



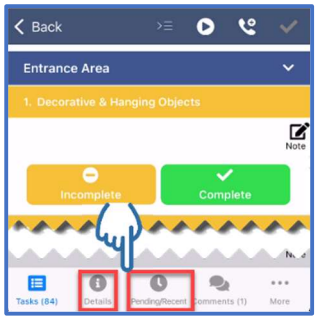
Then the PM Banner



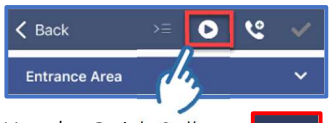
2. Open the PM to view the Task List



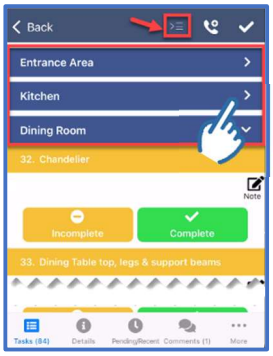
Tap Details to view PM info or Pending/Recent for work orders at this location



3. Press Play to start the PM

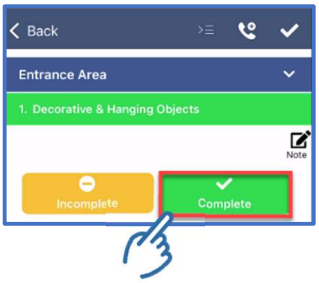


Use the Quick Collapse button to compress sublocation banners;
To expand use the banner arrow

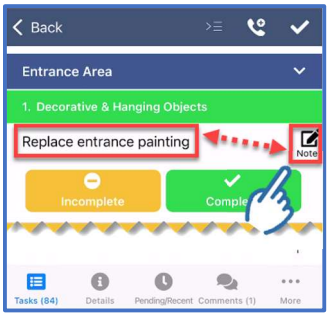


Tasks can be an "Ungrouped List" and/or grouped by "Sublocation" banners, tap banner to open tasks

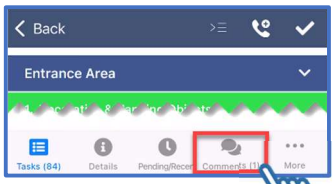
4. When the work is done, mark each task complete



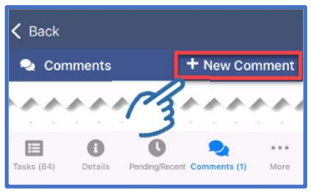
If needed, add notes to the task



5. Add Comments/Photos

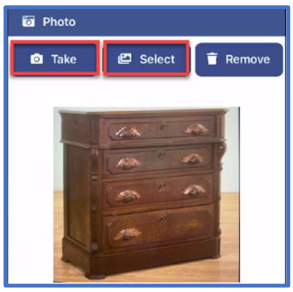


Tap New Comments

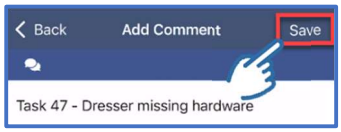


Enter your Comment

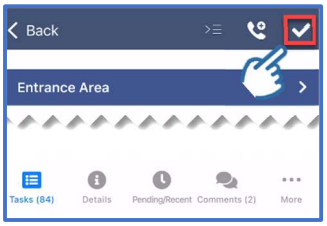
6. Take a Photo or Select from Gallery



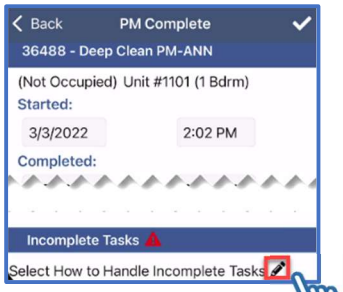
Save



7. Tap Checkmark to Review

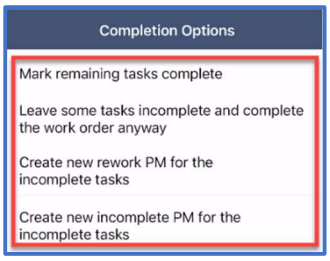


A warning will appear if any tasks are left incomplete

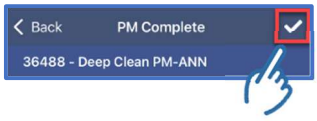


Tap the pencil icon to resolve

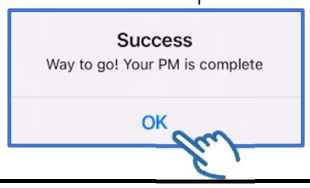
8. Select action from list



Tap Checkmark to complete



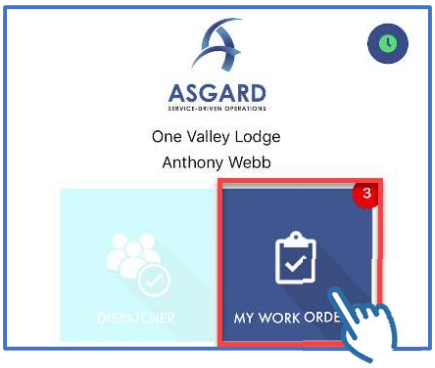
Success! Tap OK



AsgardMobile 2.0 Job Aide

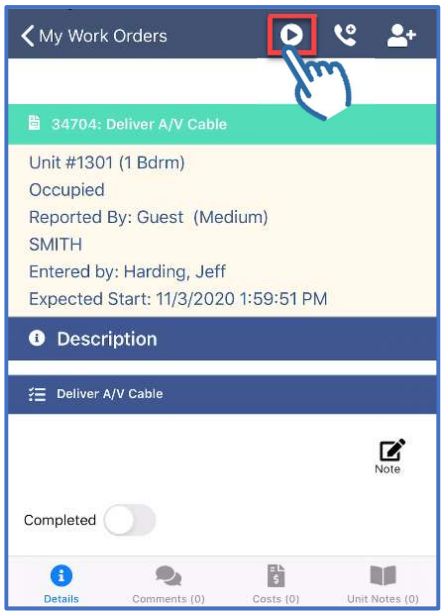
Pause a Work Order for iPhone

1.Tap My Work Orders

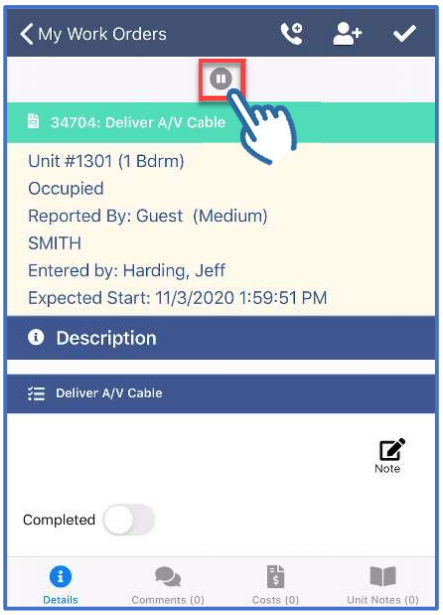


Then open a Work Order

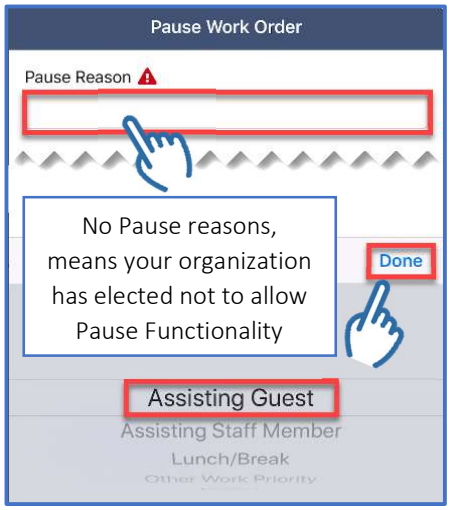
2. Press Play to start the Work Order



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

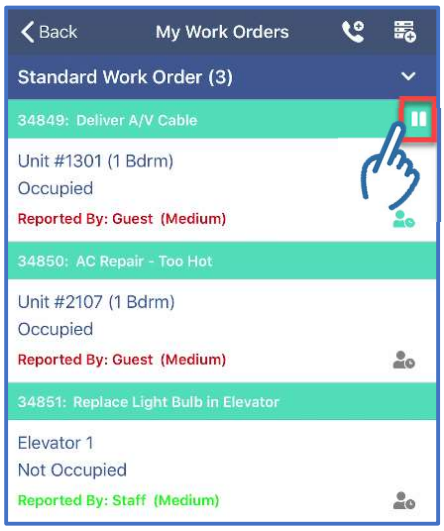


4. Select a Pause Reason

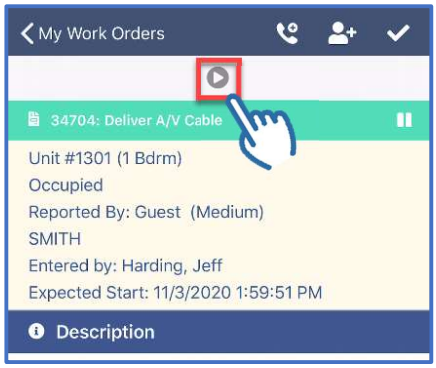


Tap Done, then Pause

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



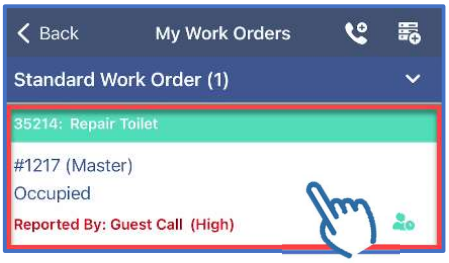
Tap Yes to confirm resume

AsgardMobile 2.0 Job Aide

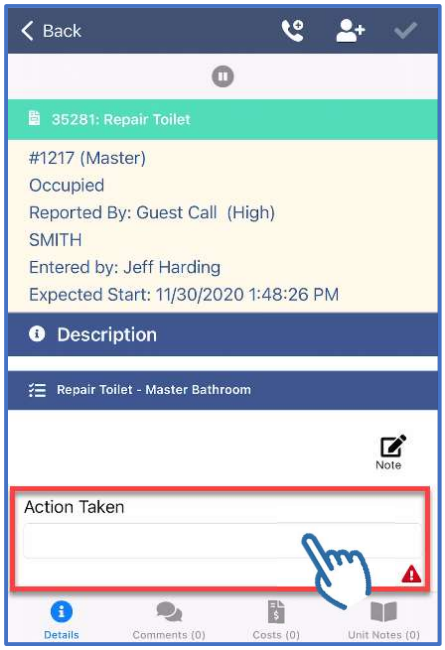
Adding Actions Taken for iPhone

1. Tap My Work

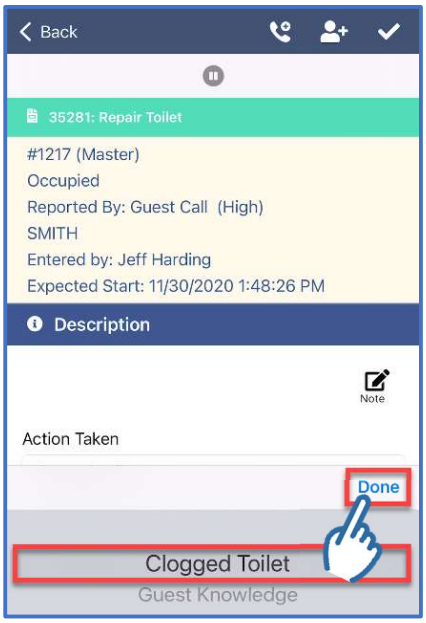
Tap the Work Order



2. Tap the Action Taken field

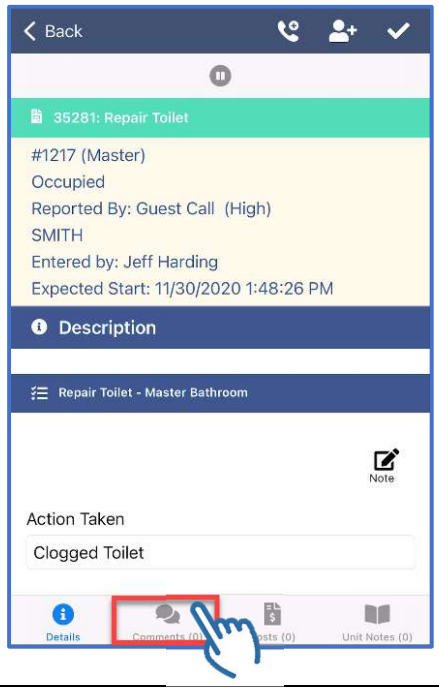


3. Select the Action Taken

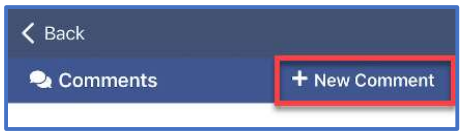


Then tap Done

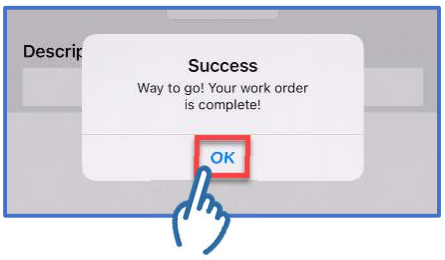
4. Add Comments if needed



5. Select New Comment



Tap Checkmark to Review

6. Tap Checkmark to Complete

Success! Tap OK