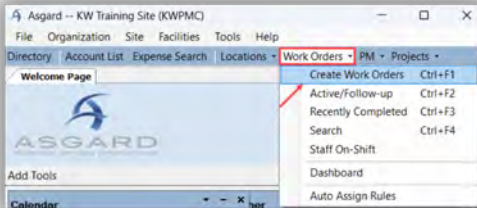
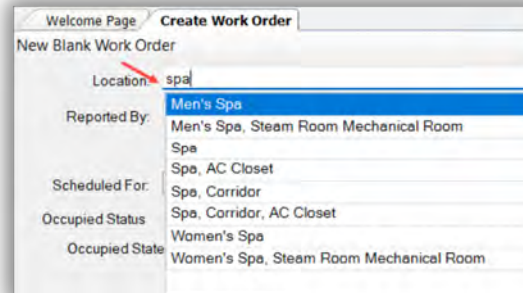




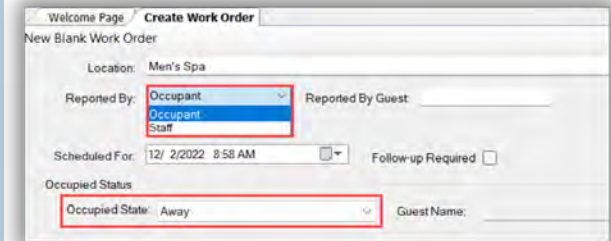
Step 1: From the Work Orders drop-down, select **Create Work Orders**



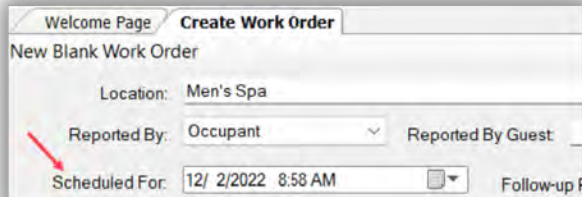
Step 2: Enter the **Location**. Asgard will begin filtering the available choices as you type. Use the arrow keys to highlight the correct location and **Tab**.



Step 3: Select the **Reporter By**, and select or enter the Reporter's name and **Tab**.



Step 4: If the requested work is for the future, update the **Scheduled For** field.



Note: This field will **only** appear if there are any **Pending and Recently Completed Work Orders** for **this location** within the **last 14 days**. This prevents duplicate work orders, provides insight into the Occupant's experience, and alerts you to recurring issues at this location.

Pending and Recently-Completed Work in Spa

Drag a column header here to group by that column

Status	Work Requested	Guest Name	Department	Assigned To	Start At
Incomplete	Repair Spa / Hot Tub - Low Water Level		Engineering	Katana_Lanier, Kayla	Thu 11/10 8:18
Incomplete	Repair Spa / Hot Tub - Overflow		Engineering	Katana_Lanier, Kayla	Thu 11/10 8:26
Complete	Repair Spa / Hot Tub - Not Working		Engineering	Paul_Katana, Pam	Thu 11/10 16:18

Step 5: In the **Tasks** field, type the keyword for the work requested. Select the task and **Tab**. Fill in the necessary fields.

Clean Jacuzzi / Hot Tub / Spa - Dirty Jets - Cleaning (Housekeeping)

Priority: Medium Extra Request: No

Sublocation: In the main location itself

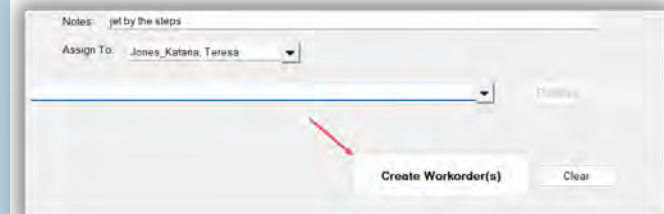
Notes:

Assign To: [Nobody]

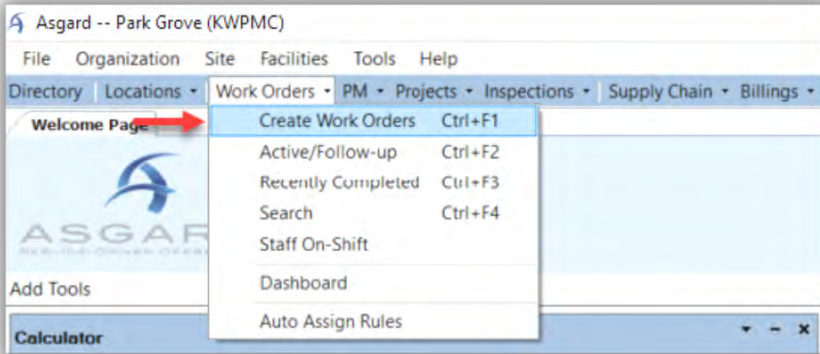
Type here to add a task

- Notes** – Add any quantities, identify any specific area within the location, and/or any information that the associate may need to complete the work order
- Assign To** – you can assign this work order now or leave it unassigned
- Add as many **additional tasks** as necessary for the same location. Asgard will automatically separate the tasks by department.

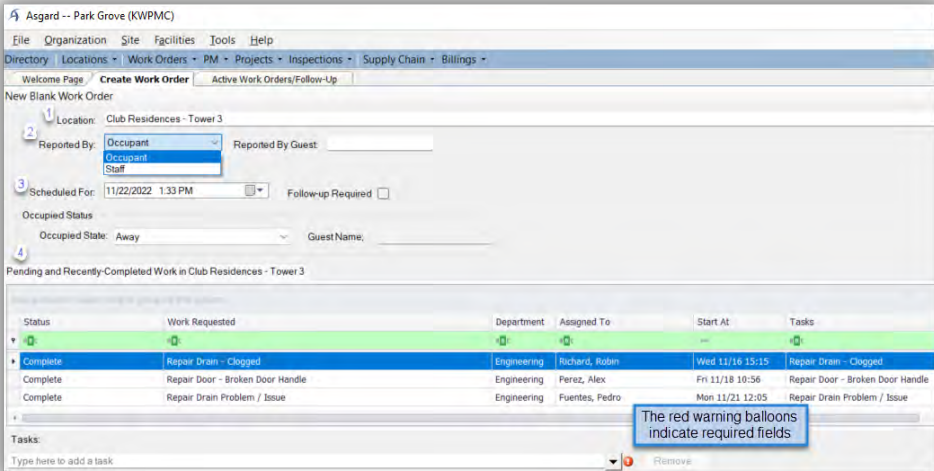
Step 6: Once you have added all of the information, **Click** the Create Workorder(s) button.



Step 1. Go to the Create Work Orders screen.

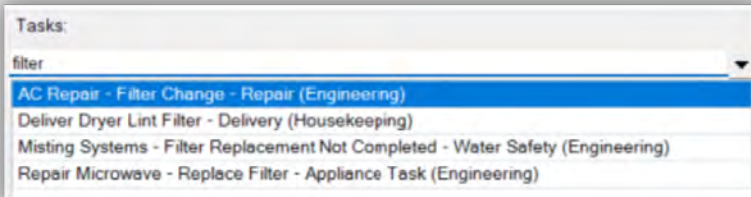


Step 2. Use the Tab key to advance through the fields.

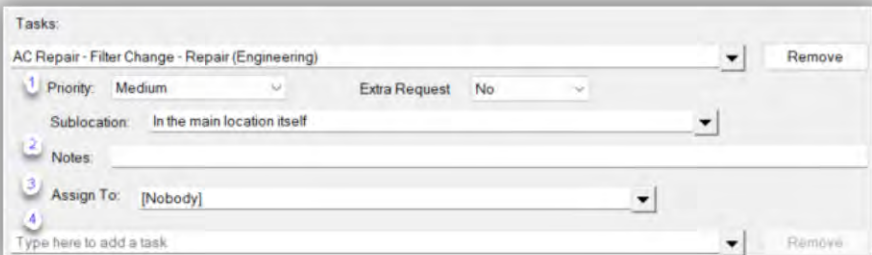


- 1 Begin typing the location. Hit Tab to select and advance to the next field.
- 2 Choose Occupant or Staff as the reporter.
- 3 Leave the default scheduled time for an immediate request, or enter a future time for the work order.
- 4 Note the pending and recently completed work order(s). This prevents duplicate work orders, provides insight into the Occupant's experience, and alerts you to recurring issues at this location.

Step 3. In the Task field, search for the request by typing in one or more keywords.



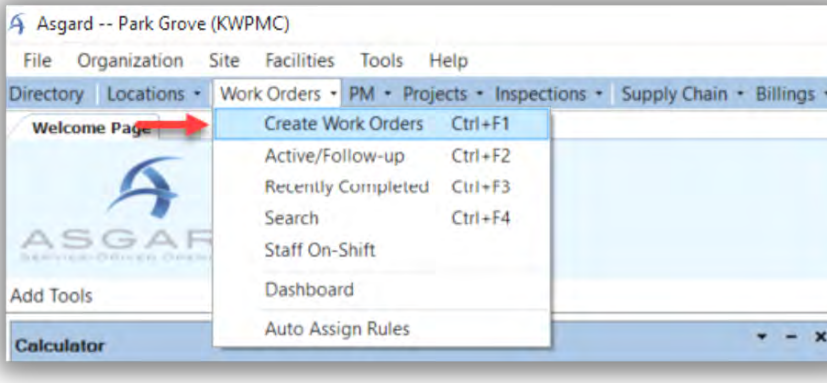
Step 4. Add any additional information, and select Create Workorder(s).



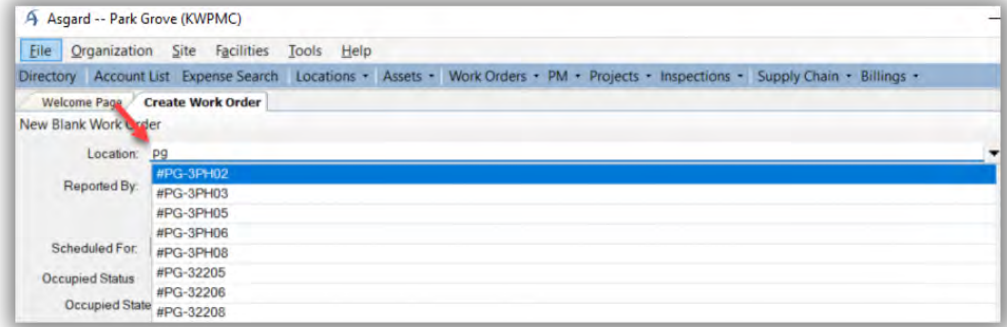
- 1 How urgent is the request? Higher priorities will jump to the top of the work order list.
- 2 Any relevant information, i.e., Knock softly, the baby is sleeping.
- 3 If you have Assign privileges, you can assign this work order immediately. You can also leave it Unassigned.
- 4 You can add multiple tasks to a work order for the same time and location.



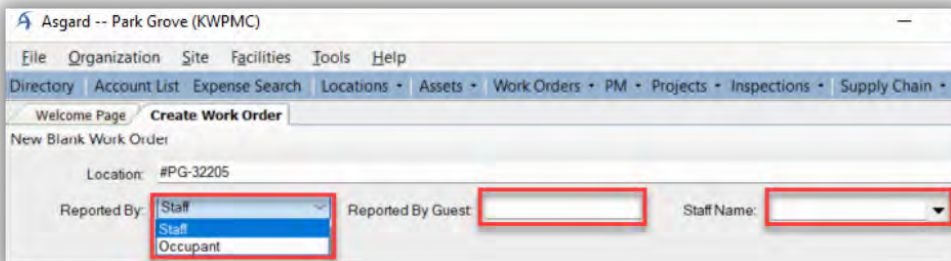
Step 1: From the Work Orders drop-down, select **Create Work Orders**.



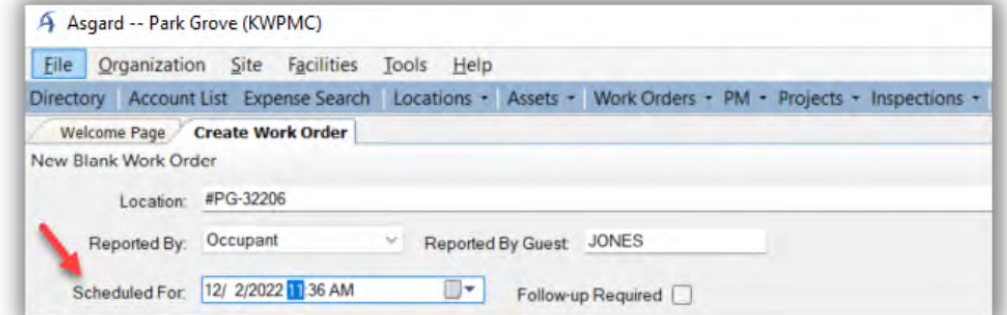
Step 2: Enter the **Location**. Asgard will begin filtering the available choices as you type. Use the arrow keys to highlight the correct location, and **Tab**.



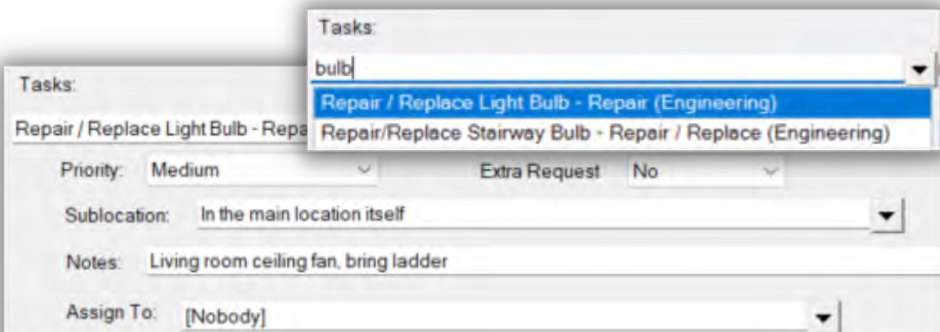
Step 3: Select the **Reported By**, if reported by Occupant enter their name. In the **Reported By Guest** field. If another staff member reported this work to you enter their name in the **Staff Name** field.



Step 4: The **Scheduled For** field defaults to the time that the screen was opened. Use the drop-down to access the calendar or arrow over to change the date and/or time as requested.



Step 5: In the **Tasks** field, type the keyword for the work requested. Select the task and **Tab**. Fill in the necessary fields.

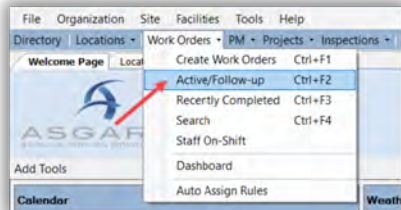


Step 6: Once you have added all of the needed information, **Click the Create Workorder(s)** button. The work order will appear in Asgard at the future date/time.



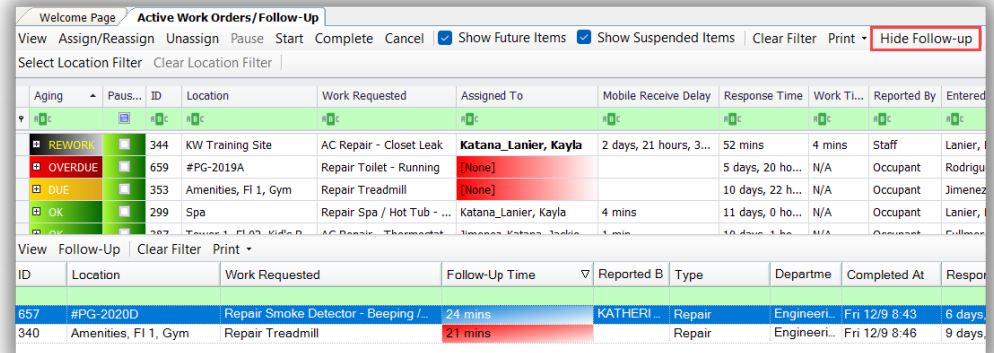


Step 1: From the Work Orders drop-down, open the Active/Follow-up screen.

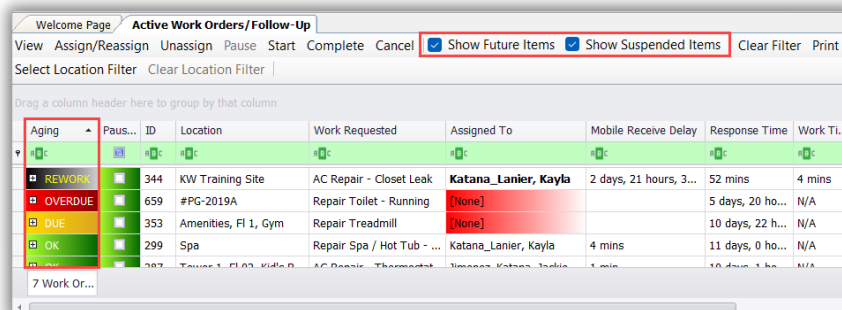


Step 2: The Active/Follow-Up screen is split into two screens, with Active (Incomplete) Work Orders for all departments appearing in the top half of the screen, and the Follow-Ups in the bottom half.

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

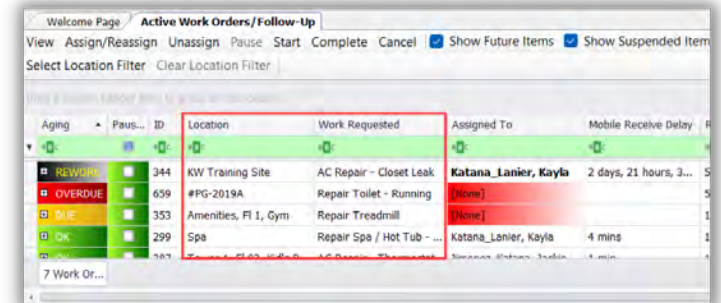


Step 3: There are four **Aging** statuses for Standard Work Orders. They tell you how long a work order has been in the system.



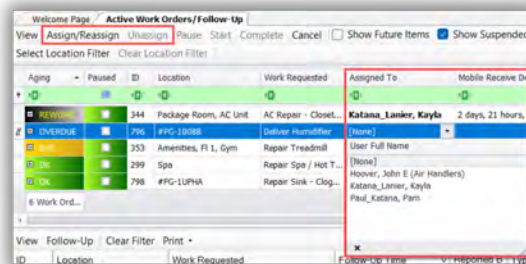
- Rework** Work was either not completed or completed incorrectly
- Overdue** Work order has exceeded the expected time to complete
- Due** At least halfway through the expected time to complete the task
- OK** Newly created

Step 4: The **Location & Work Requested** columns are also vital for work order management.



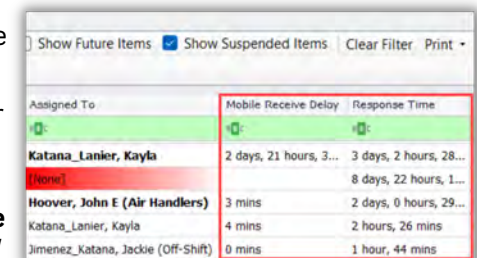
Step 5: The **Assigned-To** column allows you to assign/reassign by using the drop down arrow. The drop-down list is filtered for on-shift users

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



Step 6: The **Mobile Receive Delay** column indicates how long it took the assignee to acknowledge the work order on their device.

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



Step 7: The font of the work order indicates the following:

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

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

Step 8: The green bar at the top of any grid is a multi-level filter bar. Data can be filtered within any of the columns.

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

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

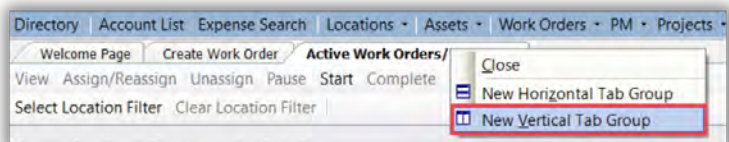
Step 9: Click on a column header to sort A-to-Z or 1-to-10. Click again to reverse the sort.

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

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

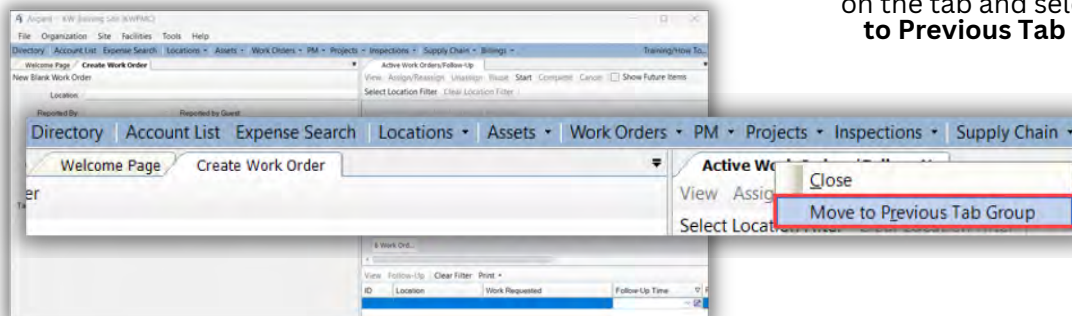
Step 10: If you input new work orders and manage active work orders, you have the ability to see both screens at the same time!

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



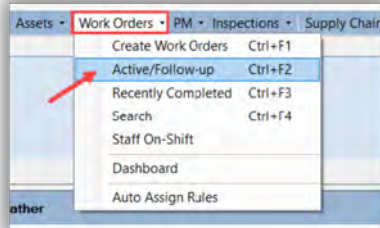
You are now ready for the next request and can monitor the Active Screen at the same time!

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

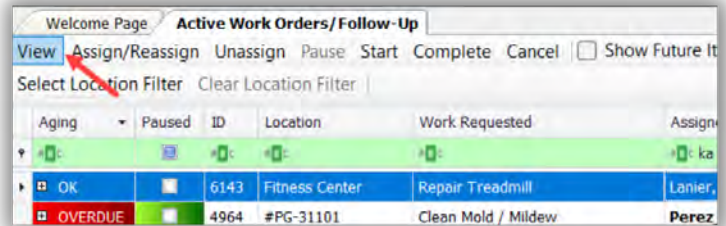




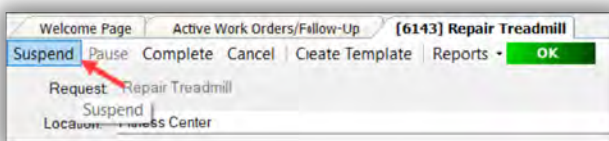
Step 1: From the Work Orders drop-down, open the **Active/Follow-up** screen.



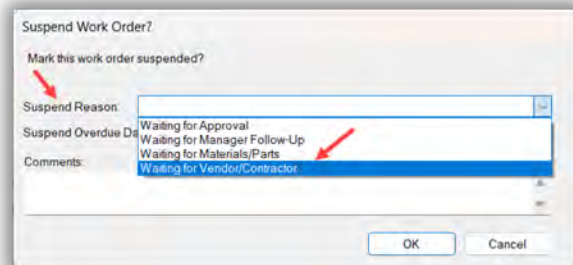
Step 2: Select the work order to Suspend and click **View**.



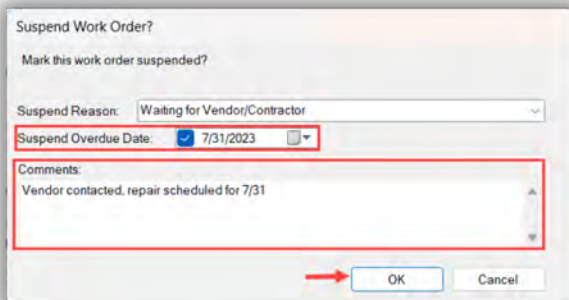
Step 3: When the Work Order Detail screen opens, click **Suspend**.



Step 4: When the "Suspend Work Order?" window opens, select a Suspend Reason from the drop-down.

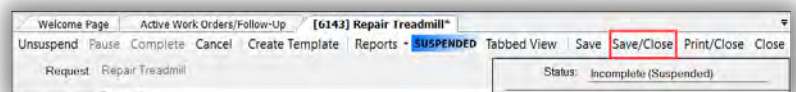


Step 5: If necessary, update the **Suspend Overdue Date**. Add **Comments** for additional insight and clarification. Click **OK**.

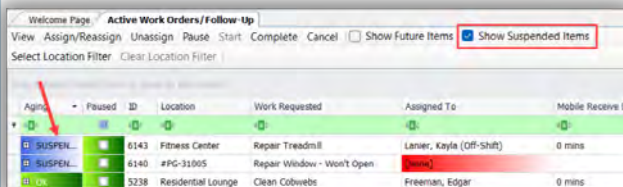


These are pre-configured Suspend Reasons, chosen by your corporate team.

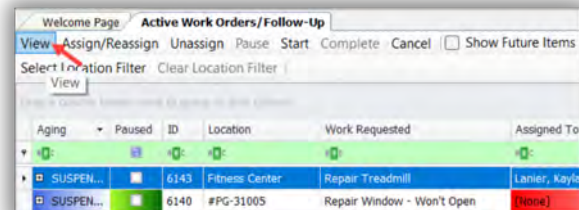
Step 6: Click **Save / Close** in the upper right corner.



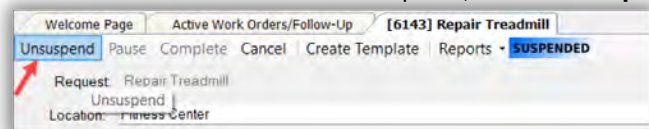
Step 7: To see your Suspended Work Orders on the Active/Follow-up screen, check the **Show Suspended Items** box.



Step 8: To Un-Suspend the work order, select the Suspended Work Order on the Active/Follow-up screen and click **View**.



When the Work Order Detail Screen opens, click **Unsuspend**.



Step 9: Click **Save/Close**. Your work order will return to an OK status on the Active Screen.

