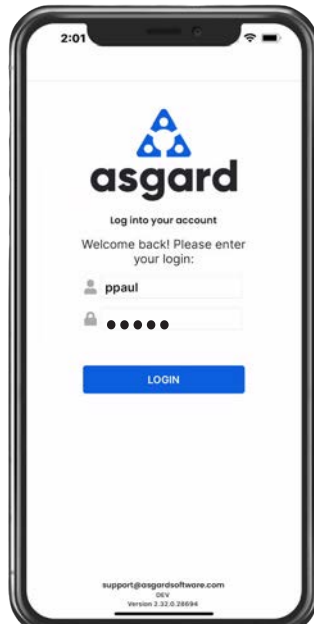


**Step 1:** Log into AsgardMobile using your Asgard username and password

**Note:** If you don't know your login credentials or can't remember them, contact us at [support@asgardsoftware.com](mailto:support@asgardsoftware.com)



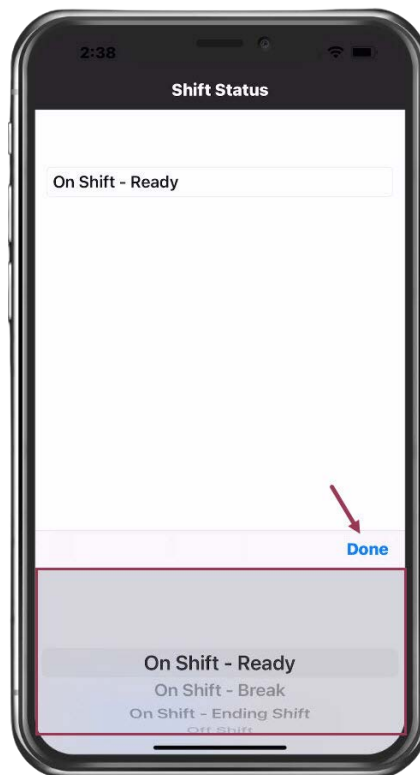
**Step 2:** AsgardMobile opens displaying your site and your name

**Need Help?**  
Contact Customer Support by email, phone, or text



**Step 3:** The **Manage Shift** button is the **Clock** symbol 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 set yourself to **On Shift-Ready** status to receive work orders



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

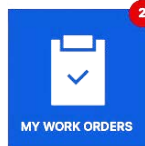


**On Shift-Ending Shift:** Recommended 15 minutes before you leave for the day, allowing you to finish up your work



**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 work orders assigned to you, including Standard, PMs, and Inspections. It's your one-stop place to track and complete your work orders.



**Dispatcher** - is permission-based and designed to grant users dispatcher capabilities and work order management from within the mobile application.

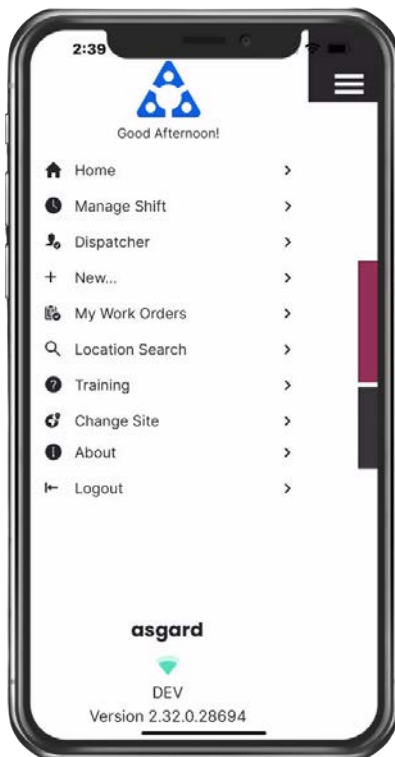


**New Work Order** - allows you to create a new work order directly from the Home Screen.



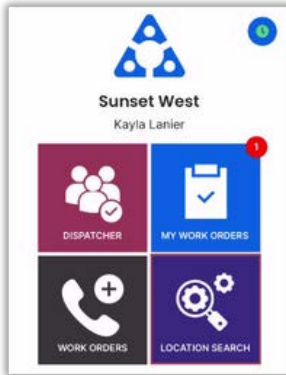
**Location Search** - allows you to search all types of work orders for a specific location and with filter options to narrow your search.

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

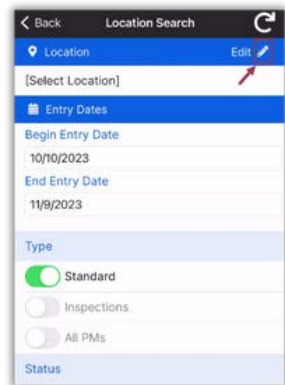


- The ability to create a **Standard** or **Inspection Work Order** by tapping on **+ New...**
- The option to **Change Site**, to access your training site, or if you have permissions for multiple sites.
- **About** is a convenience feature that includes the AsgardMobile version number and iOS version of your 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 set yourself to **Off Shift status before you log out!**

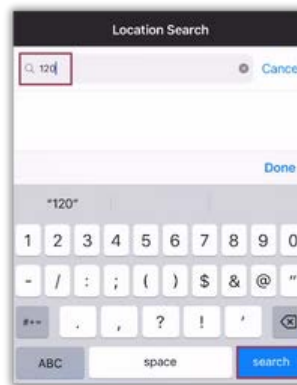
## Step 1: Tap **Location Search** on the Home Screen.



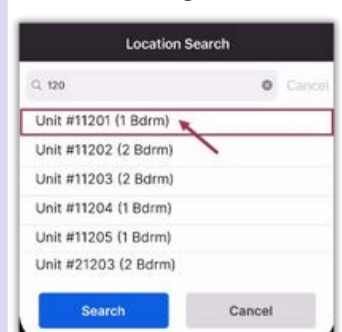
## Step 2: Tap the **Pencil** to search for a location.



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



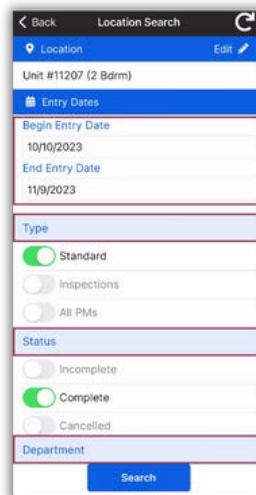
## Step 4: Tap on the **Location** you're looking for.



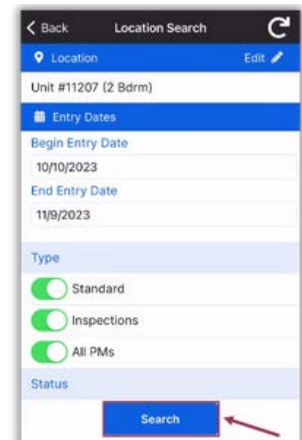
## Step 5: Enter your search parameters:

- **Begin Entry Date & End Entry Date** defaults to the last 30 days—adjust as needed
- **Type:** Filters for Standard Work Orders, Inspections, PMs or All Types
- **Status:** filters for Incomplete, Complete, Cancelled, Expired, and Superseded
- **Department:** Provides filters for Housekeeping, Engineering, Activities, etc.

Use the on/off toggle buttons or tap the banner headings to either select or deselect all.



## Step 6: Tap **Search** after all parameters have been chosen.



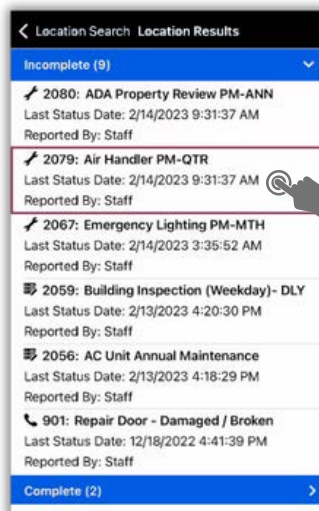
## Step 7: Banner headings will separate Work Orders by their **Status**.



Open any work order to view details such as:

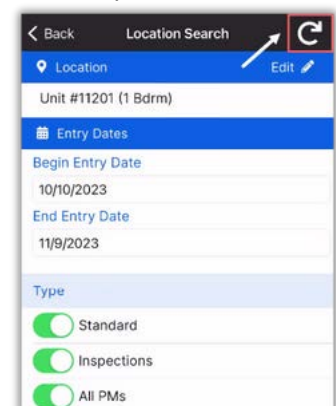
- Notes
- Comments
- Photos

Tap the **Banner** to view the work order list.






## Step 8: Tap the **Reset** symbol to reset to the default parameters. **Defaults are:**

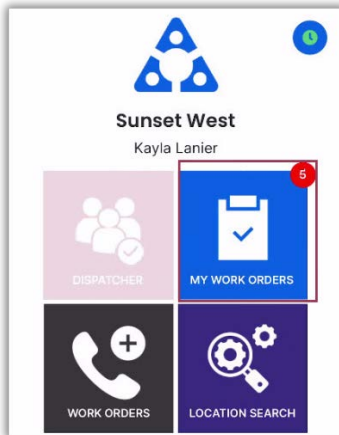
- Last 30 days
- **Type:** Standard Work Orders
- **Status:** Complete
- Your Department



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

-  Standard
-  Inspection
-  PM

## Step 1: Tap My Work Orders



**Red Circle** indicates the number of work orders assigned to you



## Step 2: Blue banners divide Supertypes

- Standard Work Orders
- Inspections
- PM's

Sorted by **Priority**

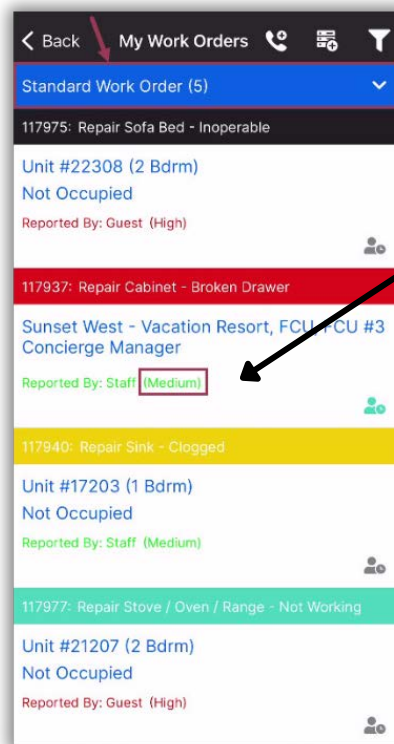
And by **Status**

**Black : Rework Status**

**Red : Overdue Status**

**Yellow : Due Status**

**Green : OK Status**



## Step 3: Work Order quick view shows:

- Work Order ID
- Task Name
- Location
- Reported By



### Best Practices:

- **Guest** reported Work Orders designated in **red** take priority over **Staff** reported designated in **green**.
- **Overdue** Work Orders take priority over **Due** or **OK**

## Step 4: Tap on a Work Order to open it and view more details

- Comments
- Work Order Details
- Sublocation
- Notes



## Icon Definitions



Create a new Standard Work Order



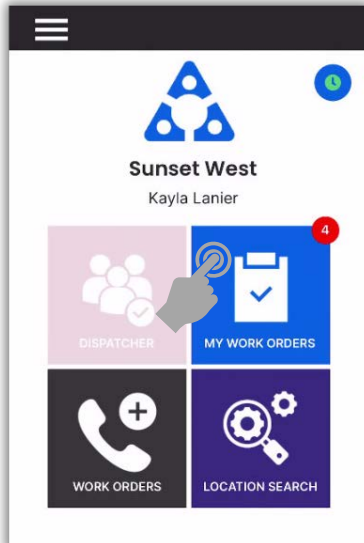
Assign/Reassign (permission based)



Start Work Order

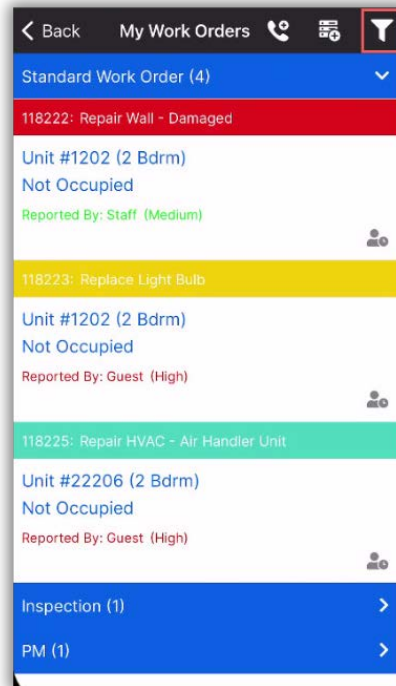


**Step 1:** Tap **My Work Orders** from the Home Screen.



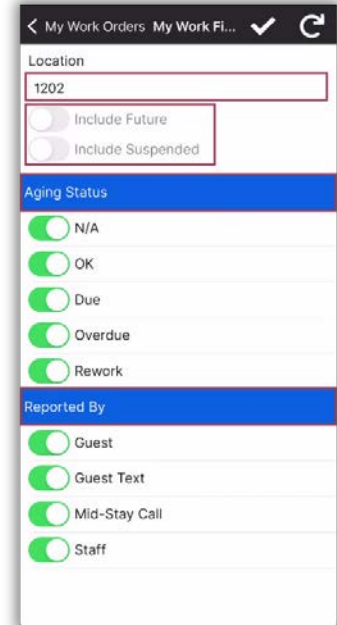
**Note:** If you do not have the Dispatcher permission the tile will be disabled.

**Step 2:** Tap the **Funnel** to open the **Filter** Screen.

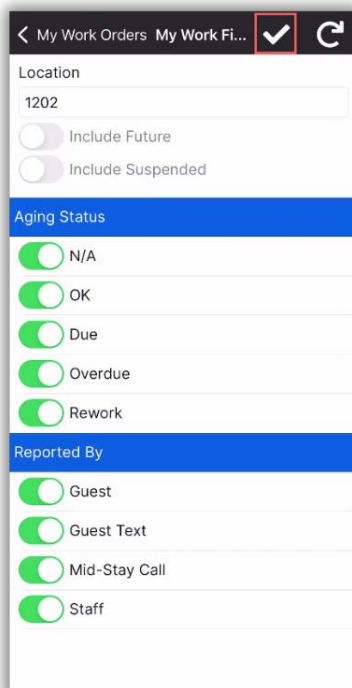


**Step 3:** Choose the desired filter parameters.

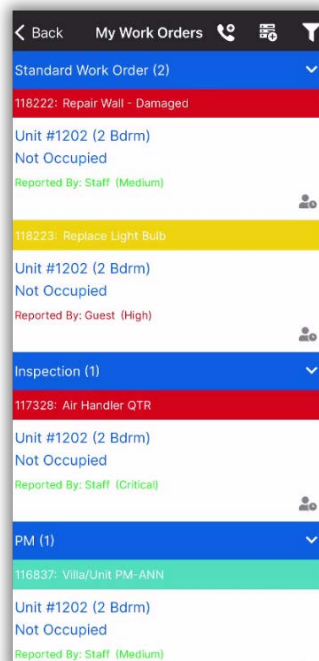
**TIP:** Tap the banner heading to select/deselect all.



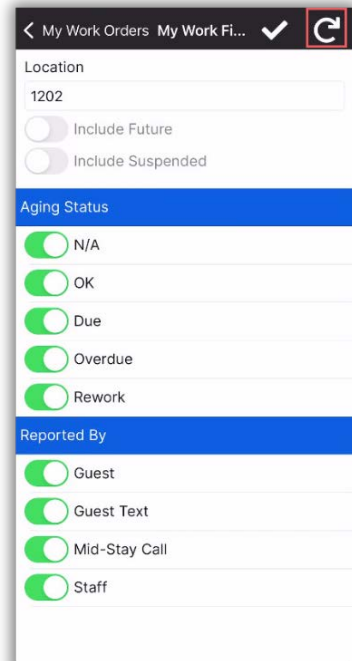
**Step 4:** Tap the **Checkmark** to apply filters.



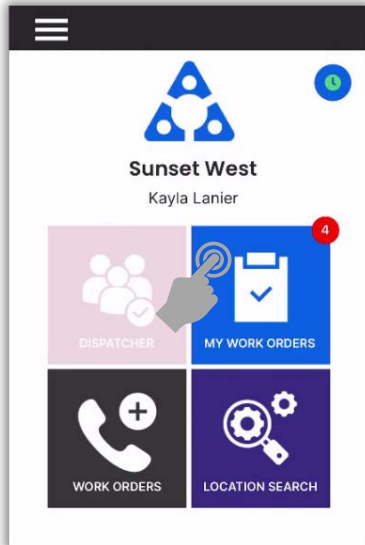
**Step 5:** The "My Work Order" screen will now display only the desired work.



**IMPORTANT:** Filters will persist until you **Exit** the My Work Orders Screen or tap the **Reset Button**.

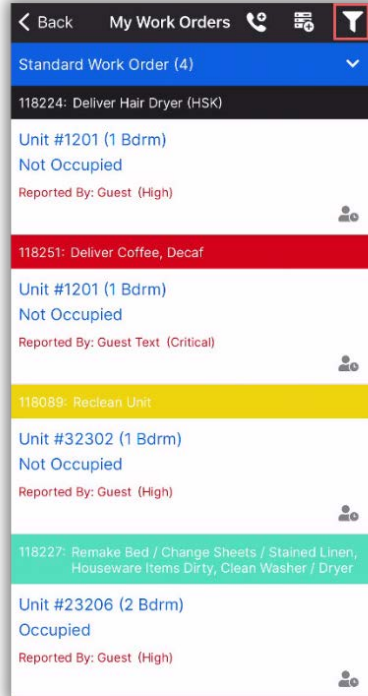


**Step 1:** Tap **My Work Orders** from the Home Screen.



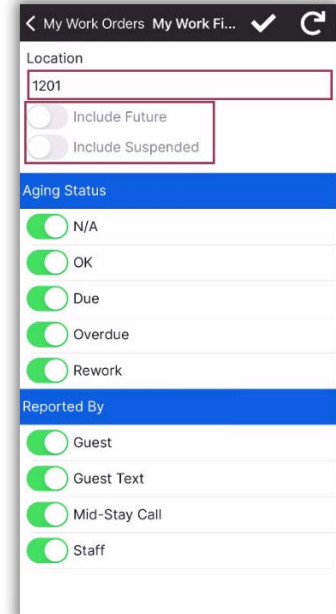
**Note:** If you do not have the Dispatcher permission the tile will be disabled.

**Step 2:** Tap the **Funnel** to open the **Filter** Screen.

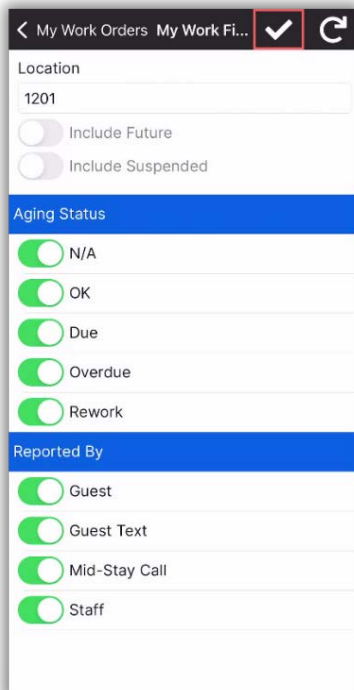


**Step 3:** Choose the desired filter parameters.

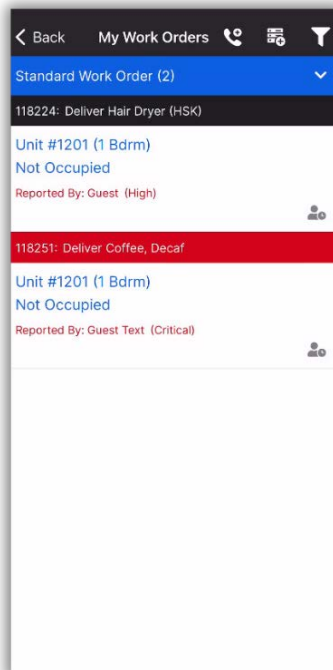
**TIP:** Tap the banner heading to select/deselect all.



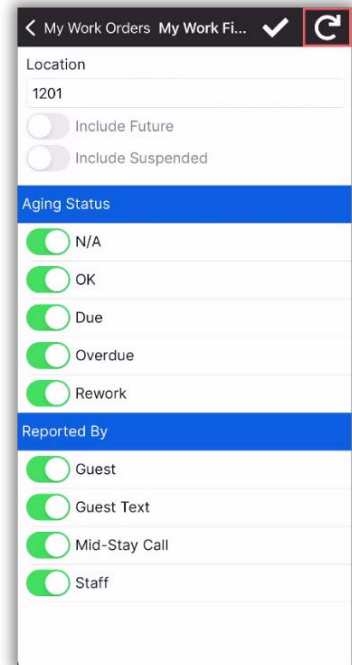
**Step 4:** Tap the **Checkmark** to apply filters.



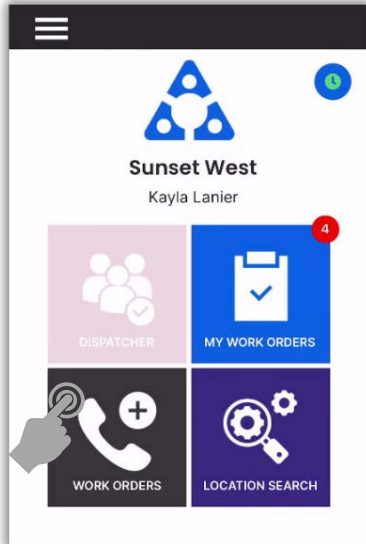
**Step 5:** The "My Work Order" screen will now display only the desired work.



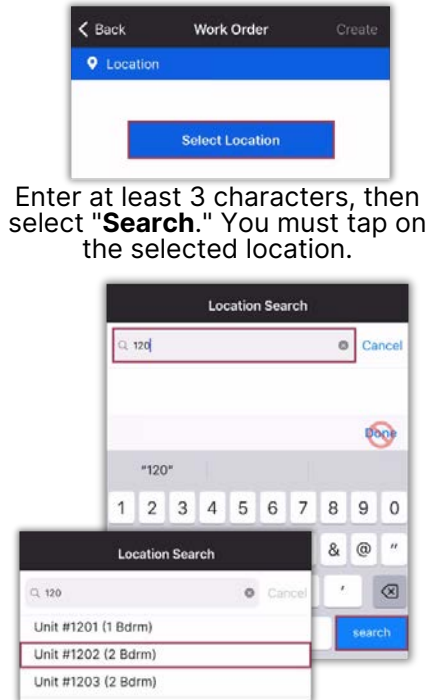
**IMPORTANT:** Filters will persist until you **Exit** the My Work Orders Screen or tap the **Reset Button**.



## Step 1: Tap the Work Orders tile.



## Step 2: Tap Select Location.



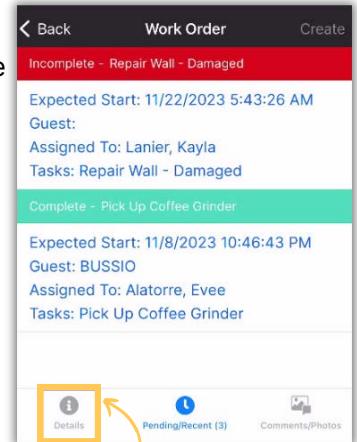
Enter at least 3 characters, then select "**Search**." You must tap on the selected location.

## Step 3: Pending/Recent button indicates any work orders within 14 days.



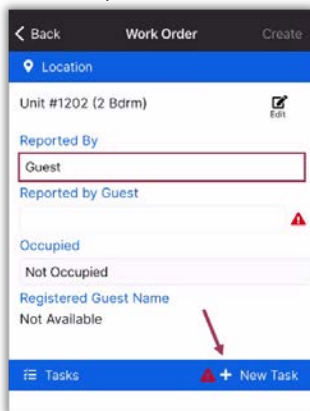
Incomplete in **Red**

Complete in **Green**



Tap **Details** to return to your work order, not the Back arrow.

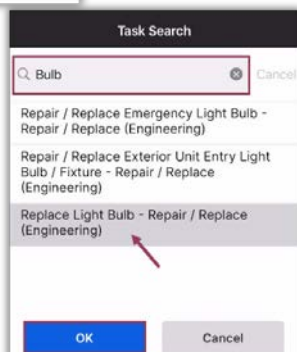
## Step 4: Tap to switch Reported By to Guest or Staff, as needed. If you choose Guest, the Guest Name is Required.



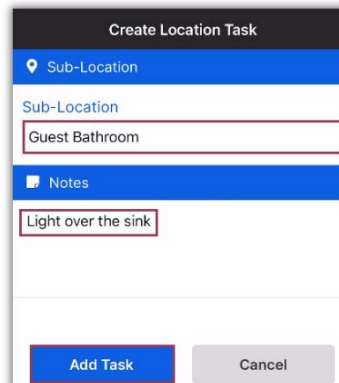
The **name** of the user entering the work order will automatically populate in the **Staff** field.

Tap **New Task**.

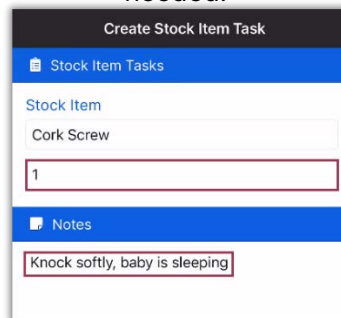
Add **keyword(s)** to Search field, Tap on the **Task** to select, Tap **OK**.



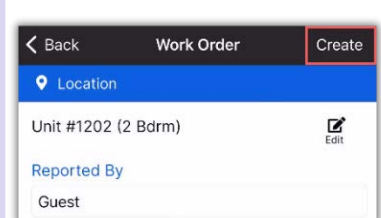
## Step 5: Add Sub-Location.



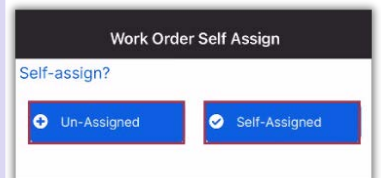
In the **Notes** field, add Quantity and/or additional information as needed.



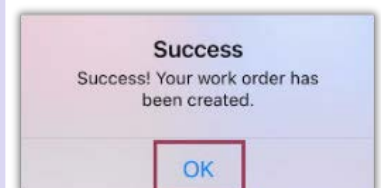
## Step 6: Tap Create.



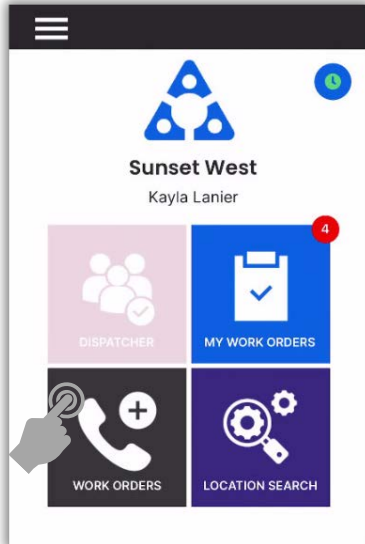
Tap the appropriate **Assignment** button.



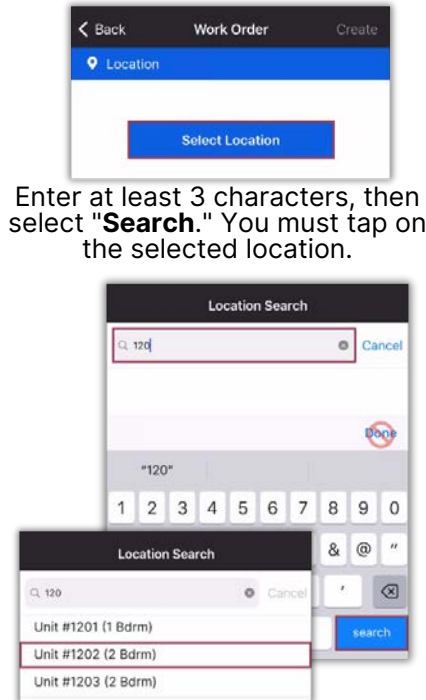
**Success! Tap OK.**



## Step 1: Tap the Work Orders tile.

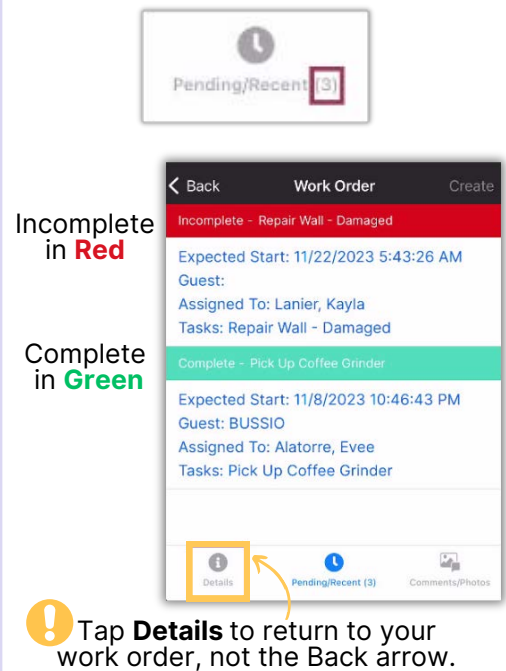


## Step 2: Tap Select Location.



Enter at least 3 characters, then select "**Search**." You must tap on the selected location.

## Step 3: Pending/Recent button indicates any work orders within 14 days.

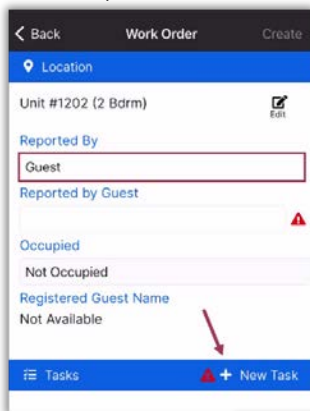


Incomplete in **Red**

Complete in **Green**

Tap **Details** to return to your work order, not the Back arrow.

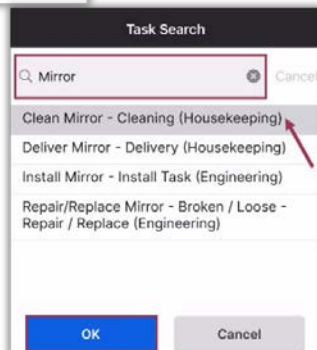
## Step 4: Tap to switch Reported By to Guest or Staff, as needed. If you choose Guest, the Guest Name is Required.



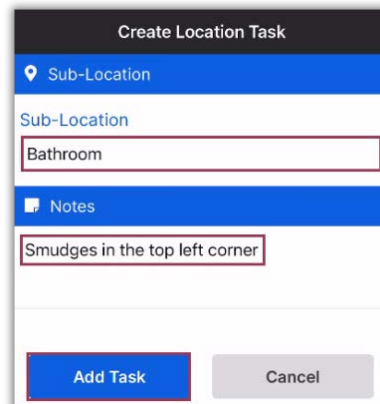
The **name** of the user entering the work order will automatically populate in the **Staff** field.

Tap **New Task**.

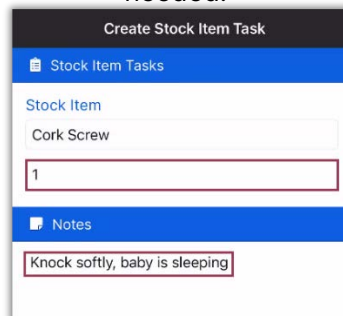
Add **keyword(s)** to Search field, Tap on the **Task** to select, Tap **OK**.



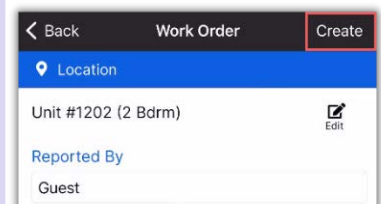
## Step 5: Add Sub-Location.



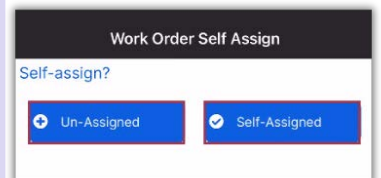
In the **Notes** field, add Quantity and/or additional information as needed.



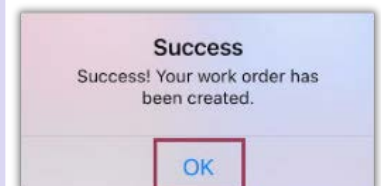
## Step 6: Tap Create.



Tap the appropriate **Assignment** button.

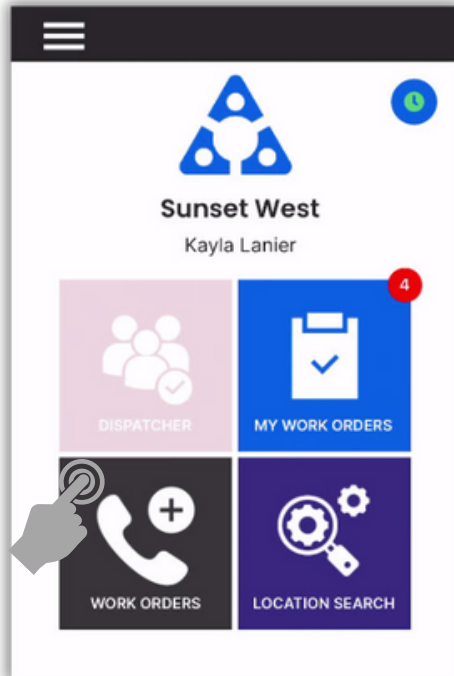


**Success! Tap OK.**





### Step 1: Tap New Work Order.

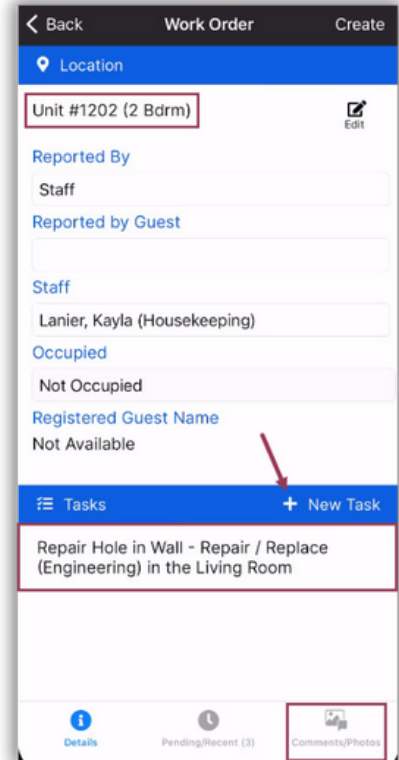


### Step 2: Select the:

- **Location** that the Work Order is being created for
- **New Task** that needs to be completed
- **Reported By** adjust as needed

THEN

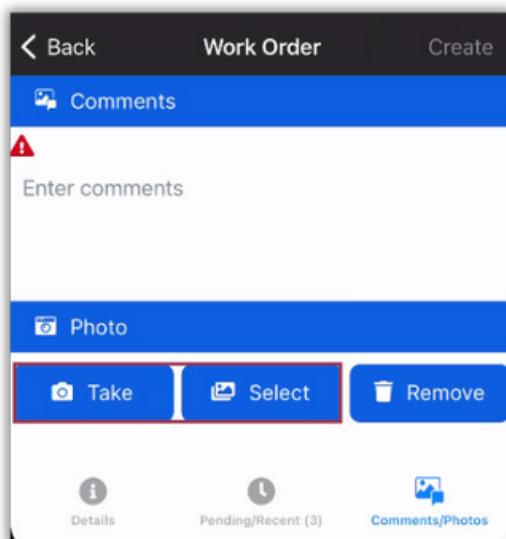
Tap **Comments/Photos** in the bottom right corner



### Step 3: Tap **Take** or **Select** to activate the camera or to open the photo library.

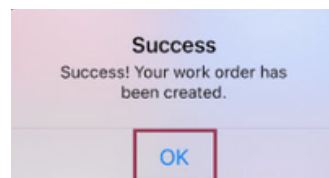


You must enter a **Comment** with a photo

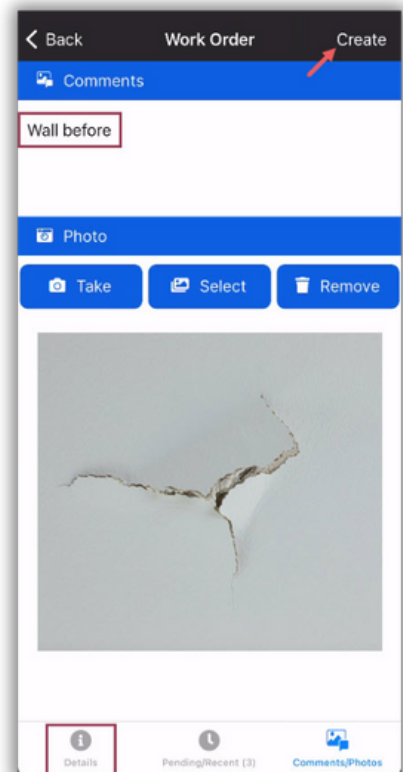


### Step 4: Then, Tap **Create** or return to Details.

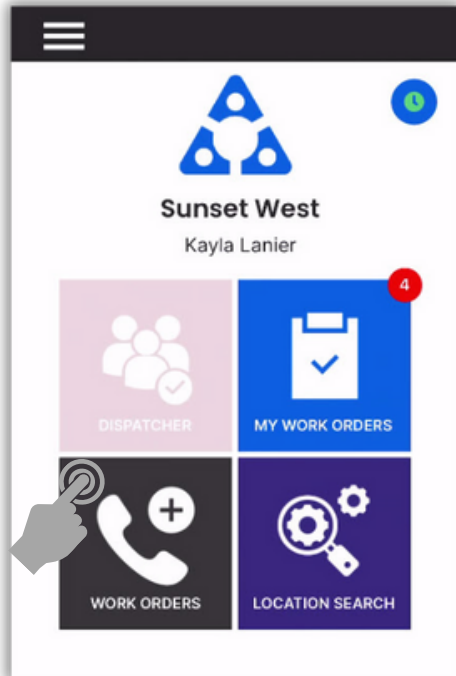
When your work order is created, you will receive a **Success** message! Tap **OK**.



If you need to re-take the photo, click **Remove** and select or take a new photo



### Step 1: Tap New Work Order.

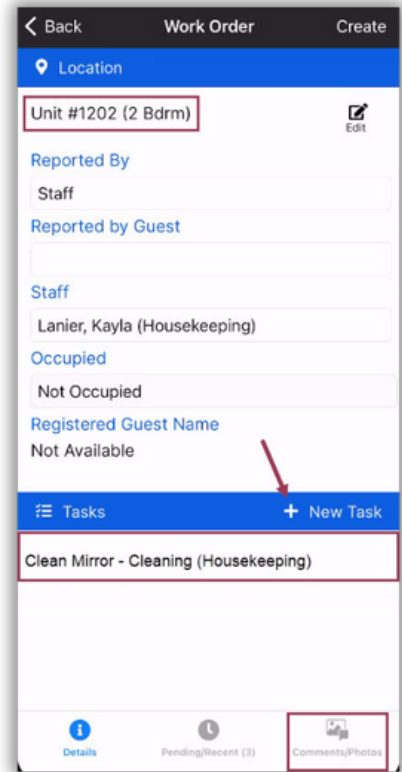


### Step 2: Select the:

- **Location** - the specific site or area where the work needs to be done
- **New Task** - that needs to be completed
- **Reported By** - adjust as needed

THEN

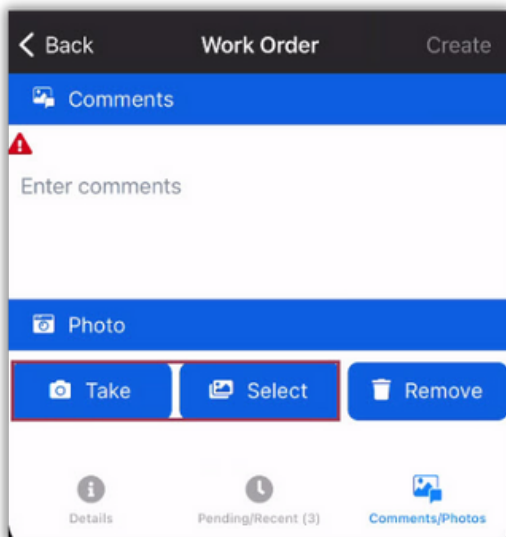
Tap **Comments/Photos** in the bottom right corner.



### Step 3: Tap **Take** or **Select** to activate the camera or to open the photo library.

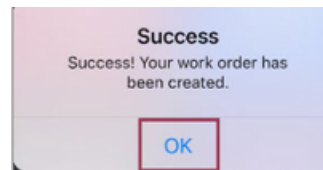


You must enter a **Comment** with a photo.

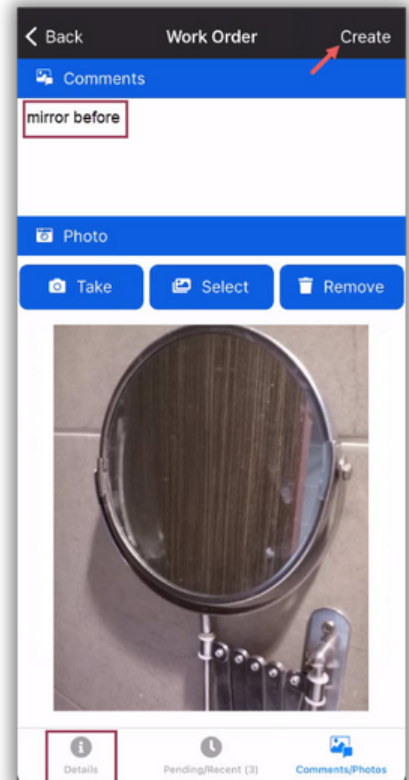


### Step 4: Then, Tap **Create** or **Details** to return to the Work Order.

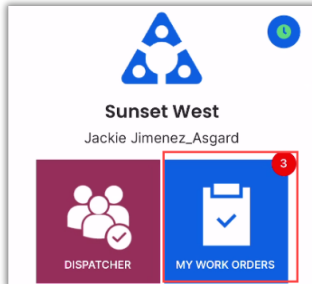
When your work order is created, you will receive a **Success** message! Tap **OK**.



If you need to re-take the photo, click **Remove** and select or take a new photo



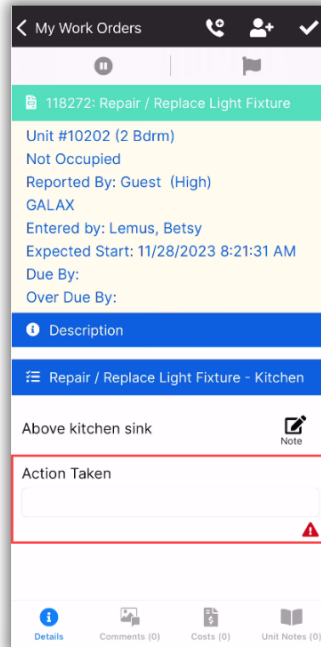
## Step 1: Tap **My Work Orders**.



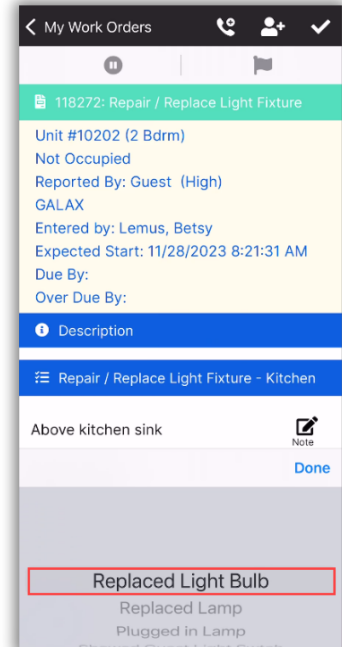
Tap here to open the Work Order you are ready to complete.



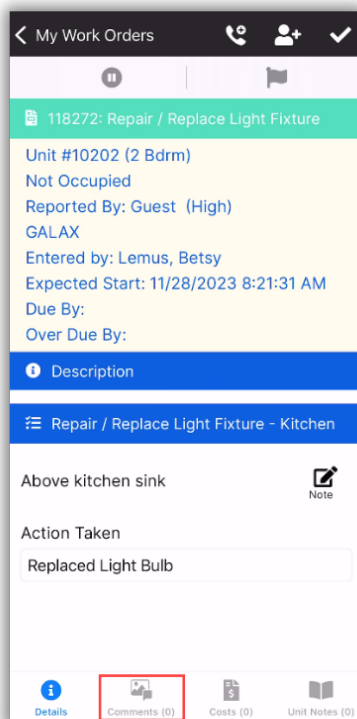
## Step 2: Tap the **Action Taken** field.



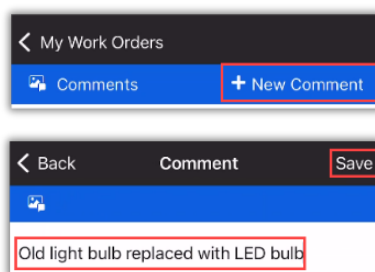
## Step 3: Select the **Action** you took from the list.



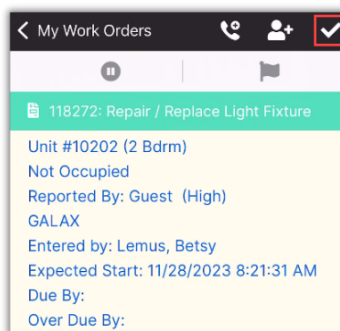
## Step 4: Tap **Comments** to add comments/photos, if needed.



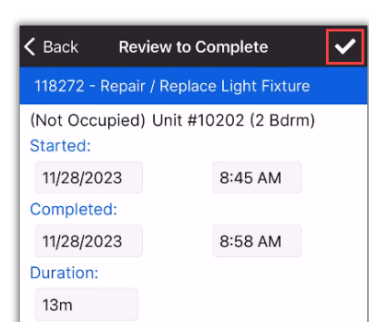
## Step 5: Tap **New Comment**, enter comment and click **Save**.



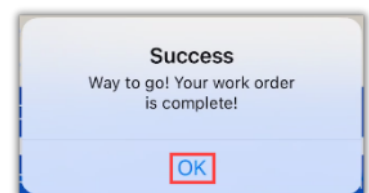
Tap **Details** button, then the **Checkmark** to review.



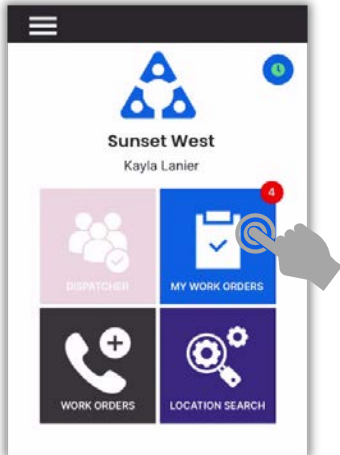
## Step 6: Tap **Checkmark** to complete.



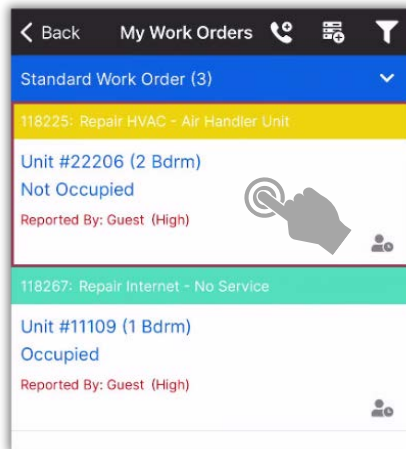
**Success! Tap OK.**



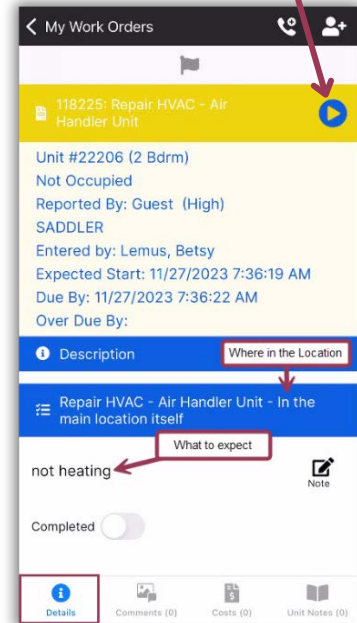
## Step 1: Tap My Work Orders.



## Step 2: Select a Work Order.



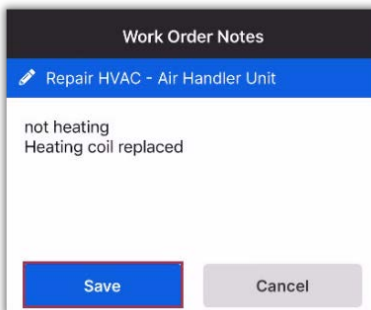
## Step 3: Review Details Screen for important information. Tap **Start** when you begin the work.



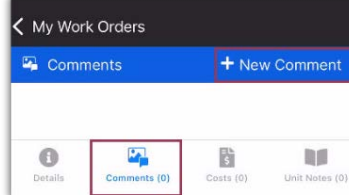
## Step 4: Add additional Notes, if needed.



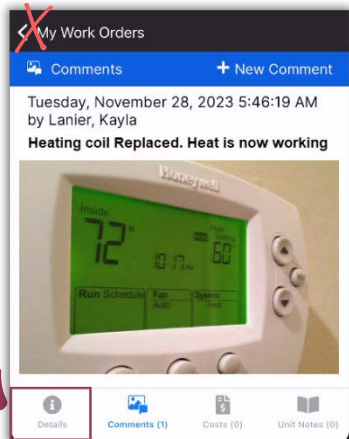
Tap **Save**.



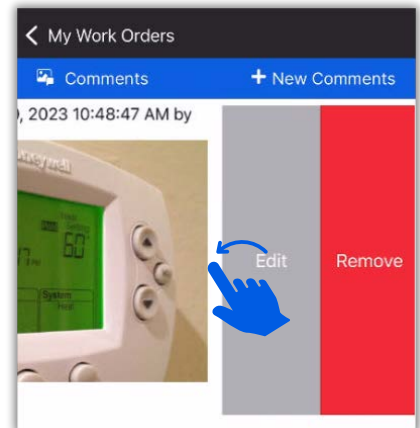
## Step 5: Tap Comments, +New Comment, to add Comments & Photos. Once entered, tap **Save**.



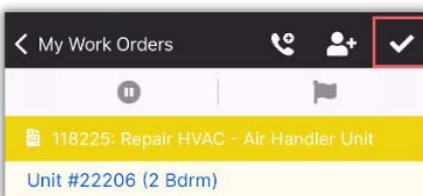
Tap the **Details** button when finished, not the back arrow.



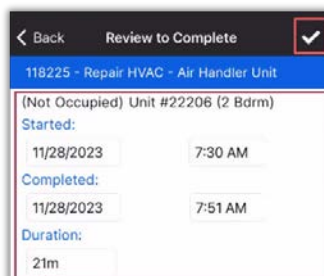
After saving your photo, you can **Edit** or **Remove** by **swiping left** on the saved photo.



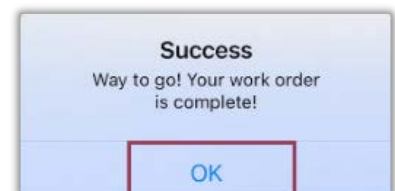
## Step 6: Tap Checkmark to complete.



Work time is automatically calculated. Tap the **Checkmark** again.

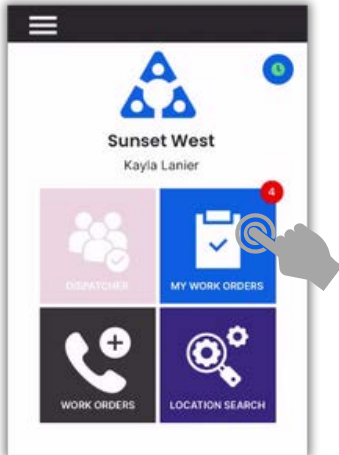


## Success! Tap OK.

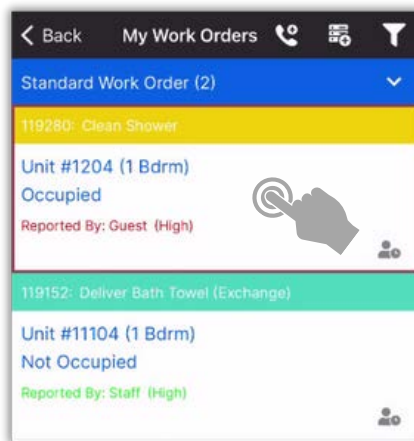




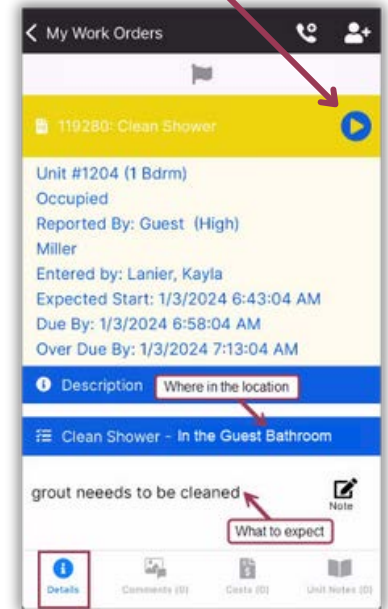
## Step 1: Tap My Work Orders.



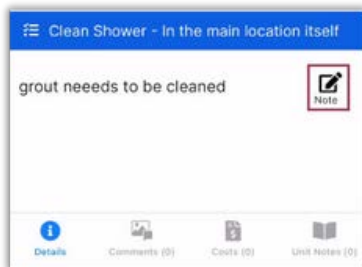
## Step 2: Select a Work Order.



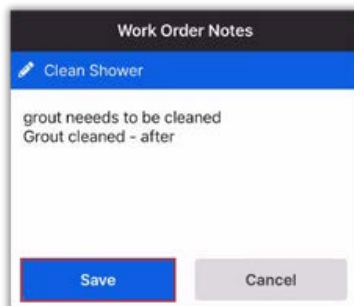
## Step 3: Review Details Screen for important information. Tap **Start** when you begin the work.



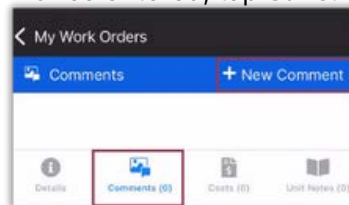
## Step 4: Add additional Notes, if needed.



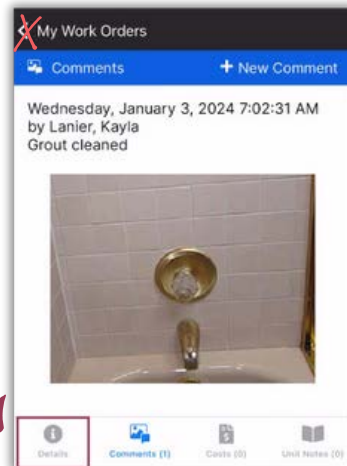
Tap **Save**.



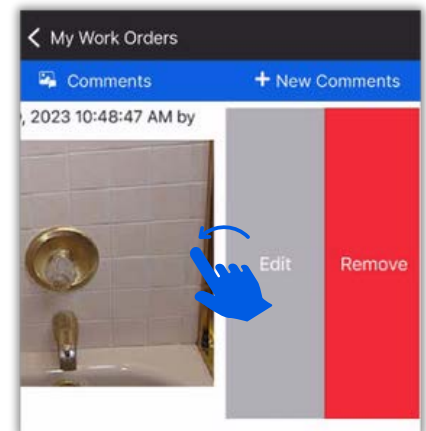
## Step 5: Tap Comments, +New Comment, to add Comments & Photos. Once entered, tap **Save**.



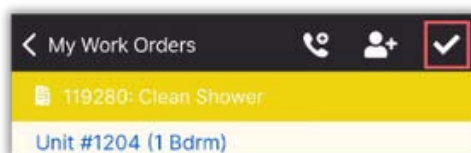
Tap the **Details** button when finished, not the back arrow.



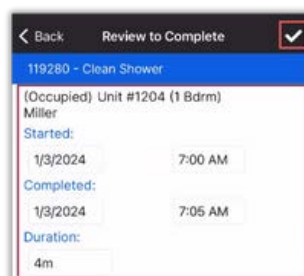
After saving your photo, you can **Edit** or **Remove** by **swiping left** on the saved photo.



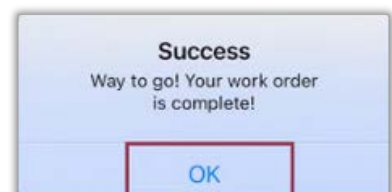
## Step 6: Tap Checkmark to complete.



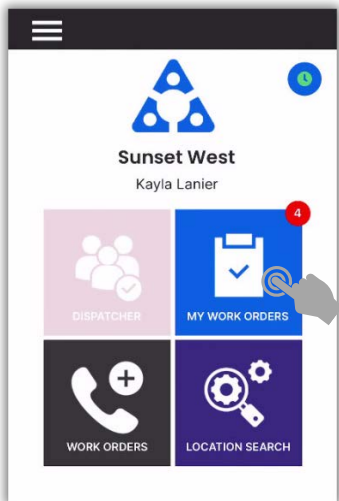
Work time is automatically calculated. Tap the **Checkmark** again.



## Success! Tap OK.



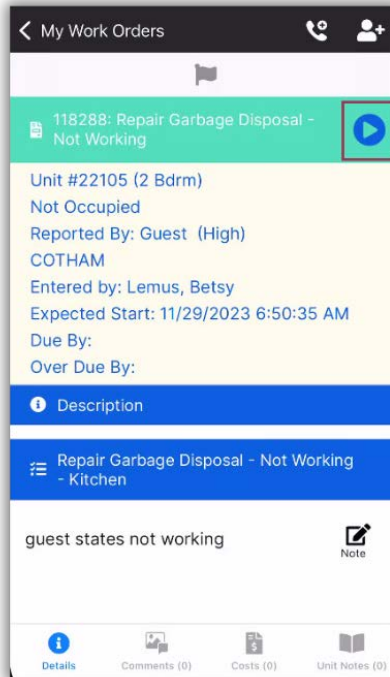
### Step 1: Tap My Work Orders.



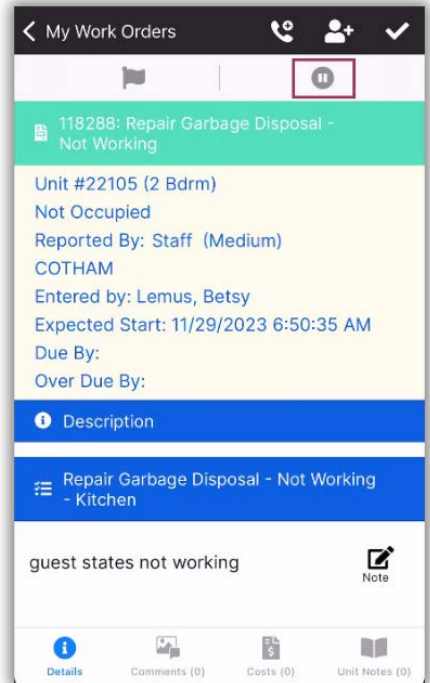
Open a Work Order.



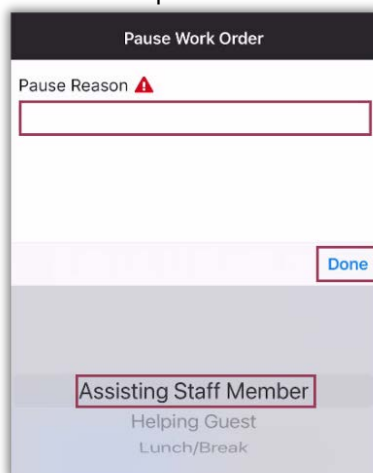
### Step 2: Work Orders must be Started in order to be Paused. Tap the Start icon.



### Step 3: Press the Pause icon to pause work time.



### Step 4: Select a Pause Reason, tap Done.

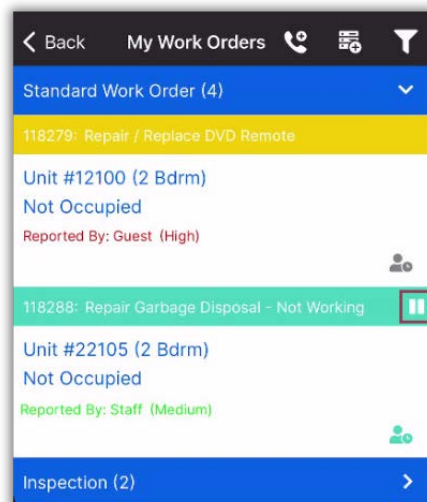


Tap Pause.



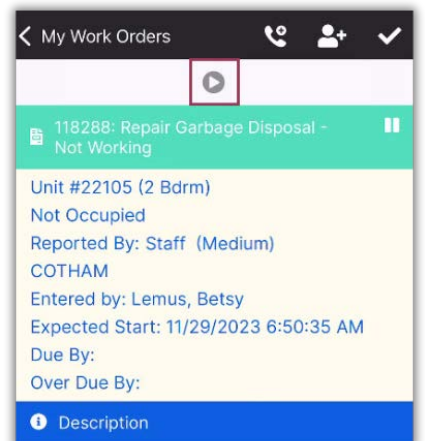
If there are *no Pause Reasons* listed, your organization has elected not to allow the Pause functionality

### Step 5: Paused Work Orders will be marked by the Pause symbol on the Work Order's banner.



! Since the Pause feature **only pauses work time**, work orders **can** go overdue during the paused period.

### Step 6: To resume the Work Order, press Start.



Tap **Yes** to Confirm Resume.

