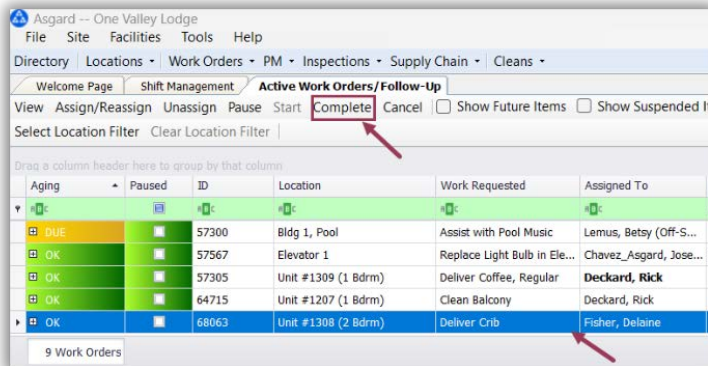




If your site utilizes AsgardMobile, most of the work orders will be completed on mobile devices. However, circumstances might arise where you will need to complete a work order. Understanding how to complete a work order is critical to capturing accurate data on work time. This job aide will guide you through the various methods for capturing accurate work time data.

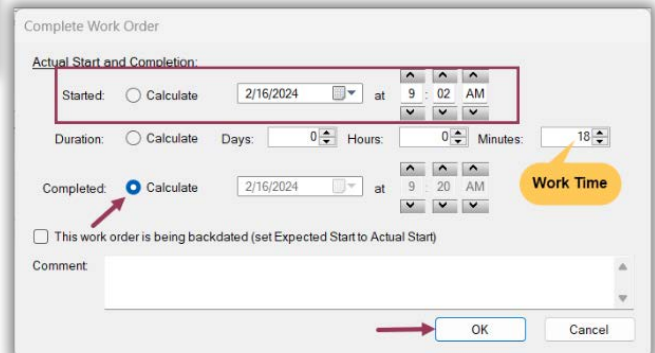
Step 1: Highlight the work order that was assigned/started and click the **Complete** button. Remember a work order **MUST** be assigned to be completed.



Aging	Paused	ID	Location	Work Requested	Assigned To
DUE		57300	Bldg 1, Pool	Assist with Pool Music	Lemus, Betsy (Off-S...
OK		57567	Elevator 1	Replace Light Bulb in Ele...	Chavez_Asgard, Jose...
OK		57305	Unit #1309 (1 Bdrm)	Deliver Coffee, Regular	Deckard, Rick
OK		64715	Unit #1207 (1 Bdrm)	Clean Balcony	Deckard, Rick
OK		68063	Unit #1308 (2 Bdrm)	Deliver Crib	Fisher, Delaine

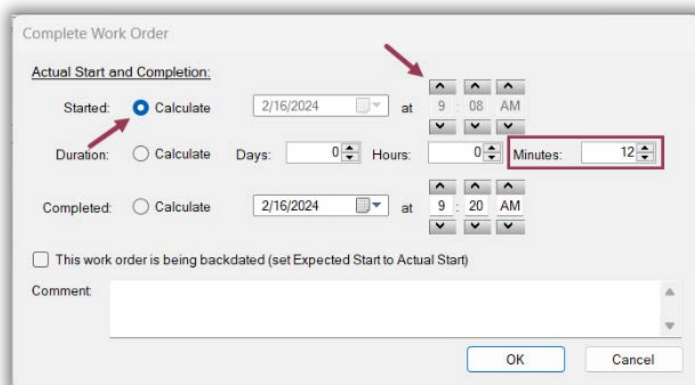
You know a work order has been **started** when the assignee's name appears in **Bold**.

When the Complete Work Order dialog box opens notice that the started work order has captured the correct work time. Simply click **OK**.



Step 2: To complete an un-started work order (In case you forgot to click Start!) and capture work time you must know one of the following combinations:

- What time did they finish, and how long were they there (Completed and Duration)?
- What time did they start, and how long were they there (Started and Duration)?
- When the work order was started and when it was completed (Started and Completed).



Example 1: An associate calls and tells you he just completed his work order. Since the screen defaults to when you open it, the Completed time will be correct. You need to find out either when he started or how long he was there. He says he was there for 12 minutes. What do you do?

- Click what you don't know, what you want the system to calculate for you - the **Started** radial
- Add the **Duration** (work time) of "12 minutes" to the Minutes field and Tab
- The **Start** time is updated by the system
- The **Completed** Time defaults to the time you open the screen

Example 2 - An associate calls and tells you she forgot to call when she completed her work order. She started at 1:10 PM, and she was there for 8 minutes. What do you do?

Complete Work Order

Actual Start and Completion:

Started: ☐ Calculate 2/16/2024 at 1 : 10 PM

Duration: ☐ Calculate Days: 0 Hours: 0 Minutes: 8

Completed: ☒ Calculate 2/16/2024 at 1 : 18 PM

☐ This work order is being backdated (set Expected Start to Actual Start)

Comment:

OK Cancel

- Click what you don't know, what you want the system to calculate for you - the **Completed radial**
- Enter the **Start** time of 1:10 PM
- Add the **Duration** (work time) of "8 minutes" to the Minutes field and tab
- The system calculates the **Completed** time for you

Example 3 - An associate calls and tells you that he started at 10:20 AM and finished at 10:35 AM. What do you do?

Complete Work Order

Actual Start and Completion:

Started: ☐ Calculate 2/16/2024 at 10 : 20 AM

Duration: ☒ Calculate Days: 0 Hours: 0 Minutes: 15

Completed: ☐ Calculate 2/16/2024 at 10 : 35 AM

☐ This work order is being backdated (set Expected Start to Actual Start)

Comment:

OK Cancel

- Click what you don't know, what you want the system to calculate for you - the **Duration radial**
- Enter the **Start** time of 10:20 AM
- Enter the **Completed** time of 10:35 AM and tab
- The system calculates the **Duration** time for you

Step 3: If needed, you can add a comment in the **Comment Box**. Once you have entered all the information, simply click **OK**, and the work order leaves the Active Screen and can be viewed on the Recently Completed Screen.

Complete Work Order

Actual Start and Completion:

Started: ☐ Calculate 2/16/2024 at 10 : 20 AM

Duration: ☒ Calculate Days: 0 Hours: 0 Minutes: 15

Completed: ☐ Calculate 2/16/2024 at 10 : 35 AM

☐ This work order is being backdated (set Expected Start to Actual Start)

Comment:

OK Cancel