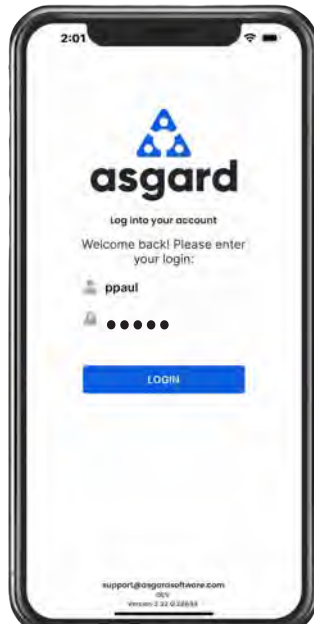**Step 1:** Log into AsgardMobile using your Asgard username and password

Note: If you don't know your login credentials or can't remember them, contact us at support@asgardsoftware.com
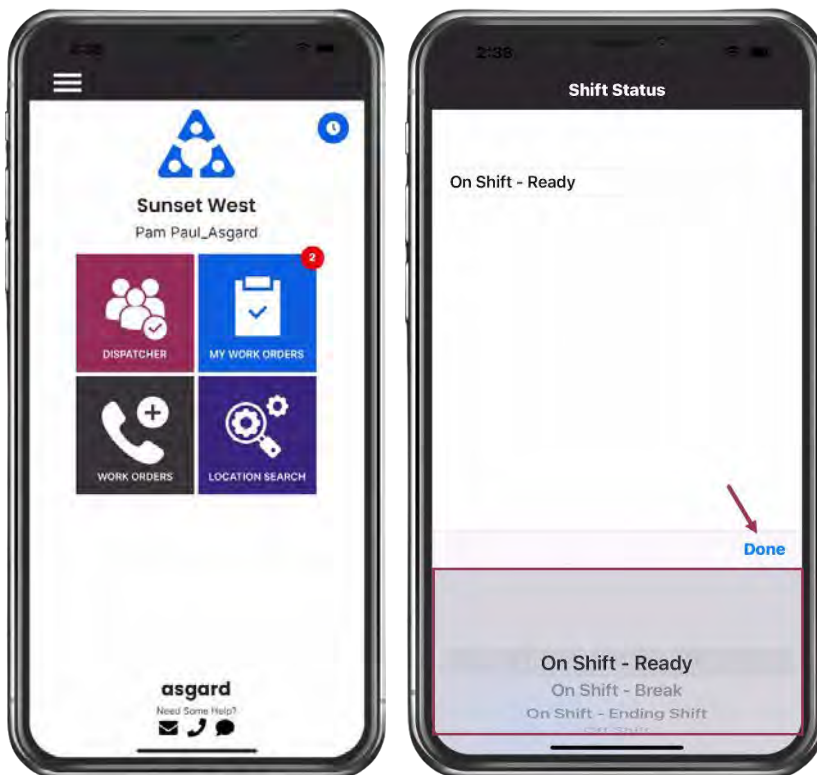
Step 2: AsgardMobile opens displaying your site and your name

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, 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 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.
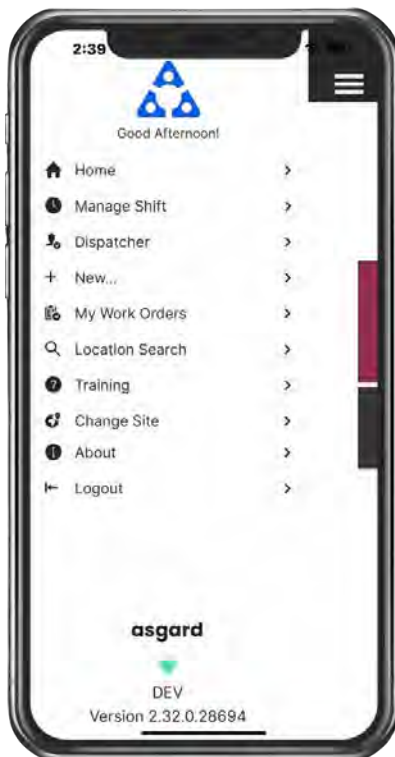
New Work Order - allows you to create a new work order directly from the Home Screen.
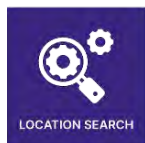
Location Search - allows you to search all types of work orders for a specific location and with filter options to narrow your search.

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* <u>status before you log out!</u>
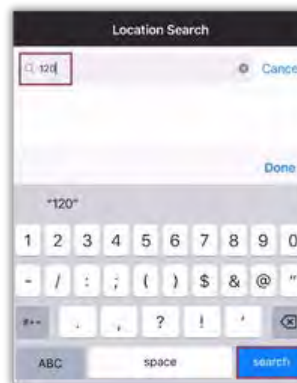
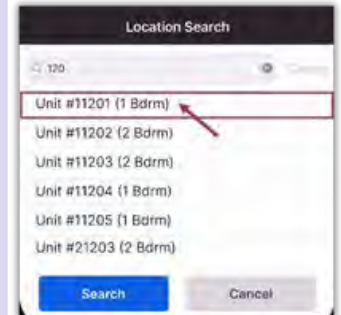**Step 1:** Tap **Location Search** on the Home Screen.
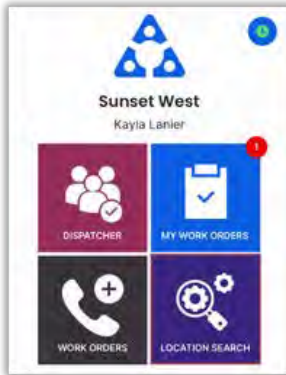
Step 2: Tap the **Pencil** to search for a location.
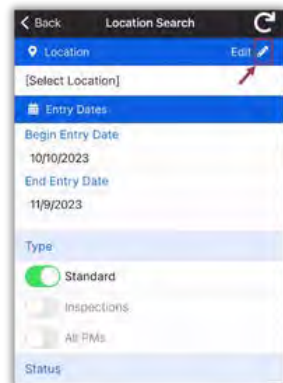
Step 3: Type the first three characters of the location and tap **Search.**

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

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

- **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.
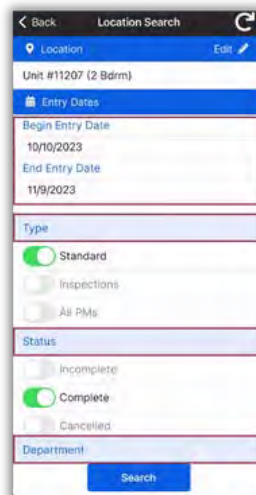
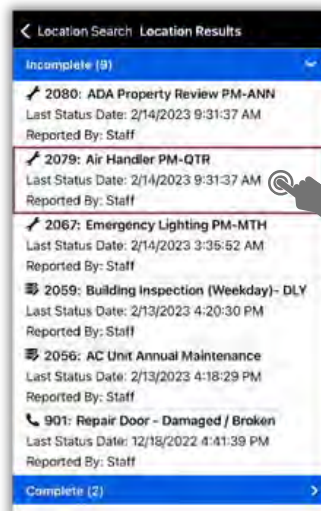**Step 6**: Tap **Search** after all parameters have been chosen.
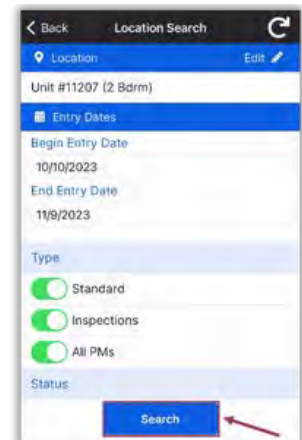
Step 7: Banner headings will separate Work Orders by their **Status.**

Open any work order to view details such as:

- Notes
- Comments
- Photos

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

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

📞 Standard

🗇 Inspection

🔧 PM

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

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

Sunset West
Kayla Lanier
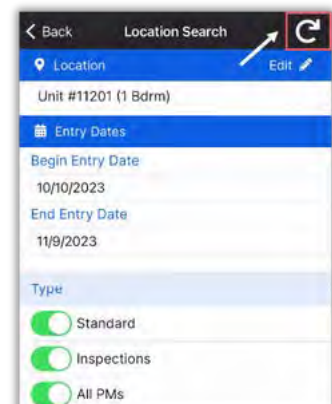
DISPATCHER | MY WORK ORDERS
WORK ORDERS | LOCATION SEARCH
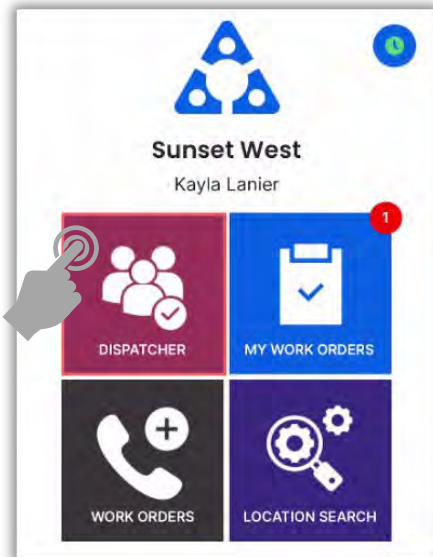
Step 2: View all Work Order Supertypes:
- Standard Work Orders
- Inspections
- PM's

Which are sorted by **Priority**

And by **Status:**

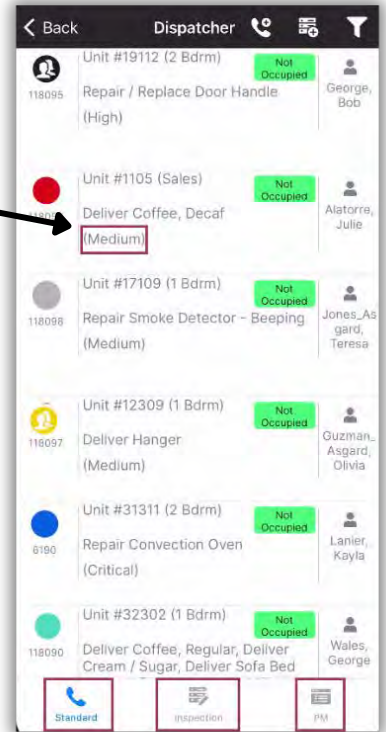**Black : Rework**
Red : Overdue
Yellow : Due
Green : OK
Grey: Suspended
Blue: Overdue Suspended

Guest Reported

Staff Reported

< Back   Dispatcher

Unit #19112 (2 Bdrm) — Not Occupied
118095 Repair / Replace Door Handle (High) — George, Bob

Unit #1105 (Sales) — Not Occupied
Deliver Coffee, Decaf (Medium) — Alatorre, Julie

Unit #17109 (1 Bdrm) — Not Occupied
118098 Repair Smoke Detector - Beeping (Medium) — Jones_Asgard, Teresa

Unit #12309 (1 Bdrm) — Not Occupied
118097 Deliver Hanger (Medium) — Guzman_Asgard, Olivia

Unit #31311 (2 Bdrm) — Not Occupied
6190 Repair Convection Oven (Critical) — Lanier, Kayla

Unit #32302 (1 Bdrm) — Not Occupied
118090 Deliver Coffee, Regular, Deliver Cream / Sugar, Deliver Sofa Bed — Wales, George

Standard | Inspection | PM

Step 3: Tap Work Order to open and view details.

< Back   Dispatcher

Women's Restroom — Away
5629 Repair Door - Broken Door Handle (Medium) — Lanier, Kayla

#PG-32206 — Away
7806 Repair / Replace Light Bulb (Medium) — Perez_Asgard,

Spa — Away
7582 Repair / Replace Sign (Low)

Grey: Not Started

Black: Started

Blue: Unassigned
Tap to Assign

Icon Definitions

New Standard Work Order

New Inspection Work Order
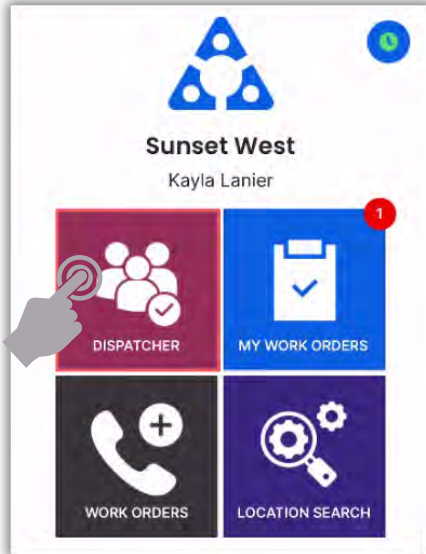
Filter

Suspend Work Order
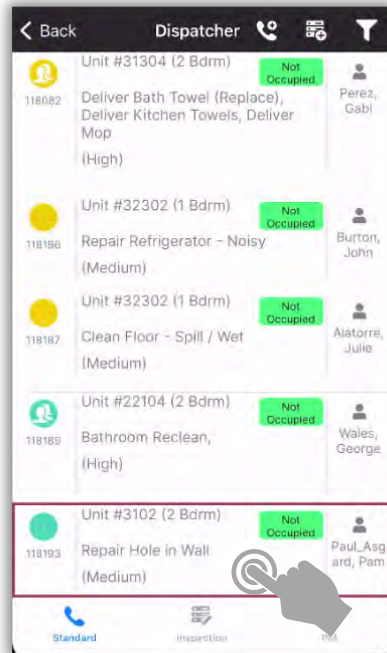
Assign Work Order

Complete Work Order

Pause Work Order

< Dispatcher

118191: Deliver Hair Dryer (HSK)

Unit #12201 (1 Bdrm)
Not Occupied
Reported By: Staff (Medium)

Swipe to view more details

Entered by: Lemus, Betsy
Expected Start: 11/20/2023 7:31:03 AM
Due By:
Over Due By:

Description

Deliver Hair Dryer (HSK) - 1 Hair Dryer

replace broken hair dryer   Note

Details | Comments (1) | Costs (0) | Unit Notes (0)
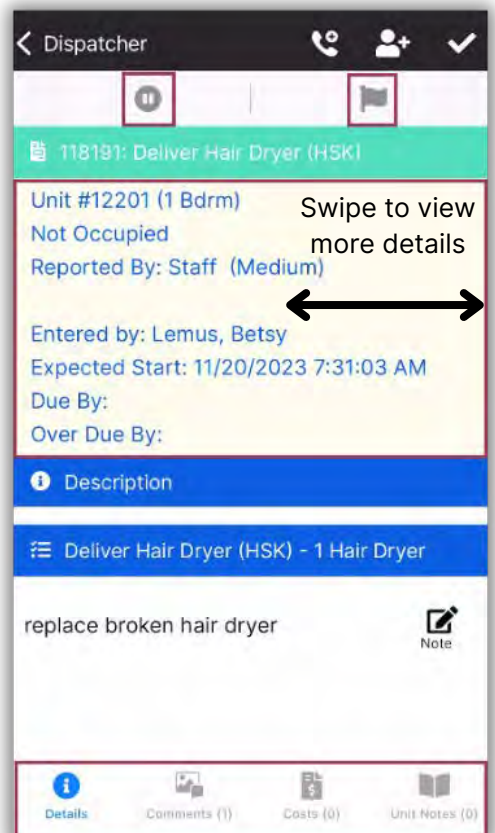
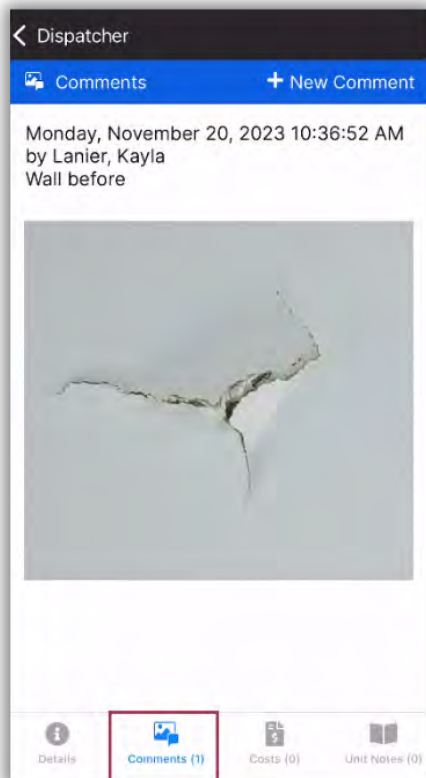**Step 1:** Tap **Dispatcher** from the Home Screen.

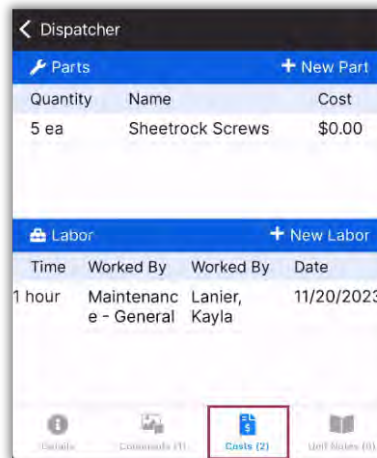**Step 2**: Tap on a Work Order to Open and view Details.

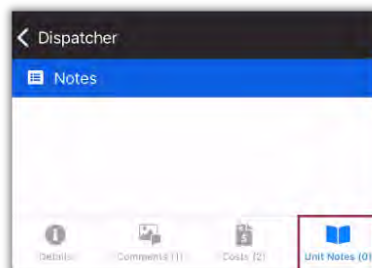Starting an **unassigned** Work Order in Dispatcher will **automatically** assign it to you.
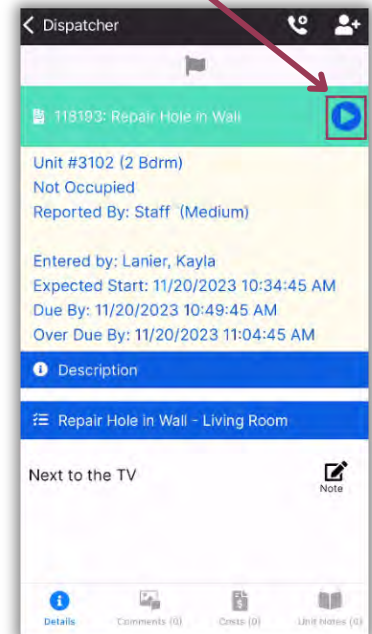
Step 3: Tap C**omments** to view Comments & Photos.
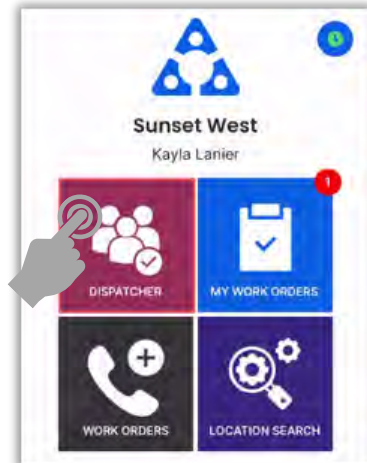
Tap **Costs** to view **Parts** & **Labor.**

Tap **Unit Notes** to see any additional information about that location .

Icon Definitions

New Standard Work Order

New Inspection Work Order

Filter

Assign Work Order

Complete Work Order

Suspend Work Order

Pause Work Order

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

Then, tap the **Funnel** to open the Filter Screen.

Step 2: Choose the desired filter parameters by entering:

- Location
- Assignee
- Work Order Name

Toggle to include:
- Future Work Orders
- Suspended Work Orders
- Only Unassigned Work Orders

Scroll to filter by:

Aging Status
Occupied State
Priority
Reported By
Department
Started/Not Started
Work Order Types   Filter

Tap the banner heading to select/deselect all.
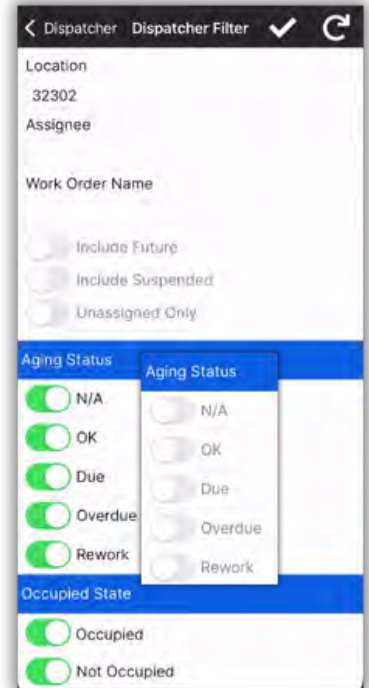
Step 3: Tap **Checkmark** to apply filters.
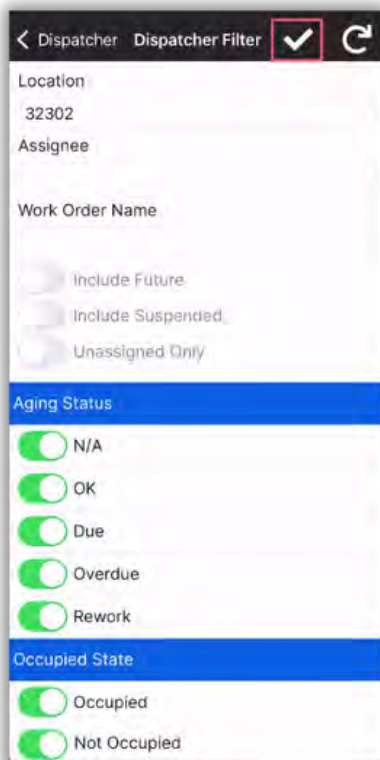
❗ **IMPORTANT:** Filters will remain until they are **Reset.**
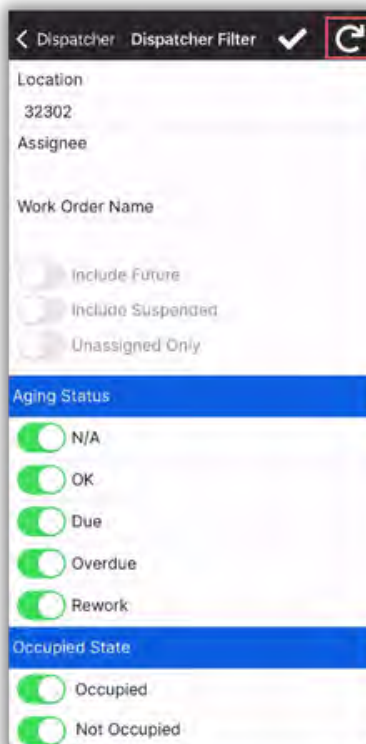
Step 4: Now the Dispatcher Screen shows only the desired work.
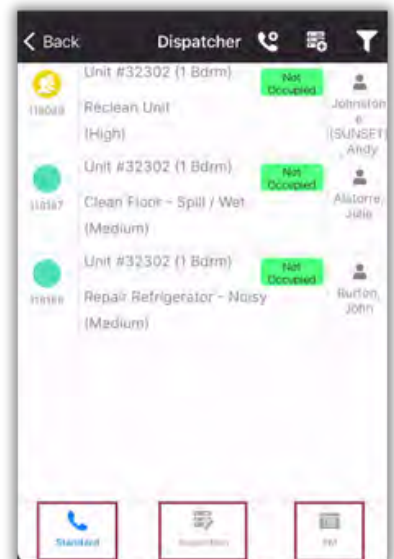
Important to remember your selected filters effect *all **three** Work Order Screens*:
- **Standard**
- **Inspections**
- **PMs**

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

Sunset West
Kayla Lanier

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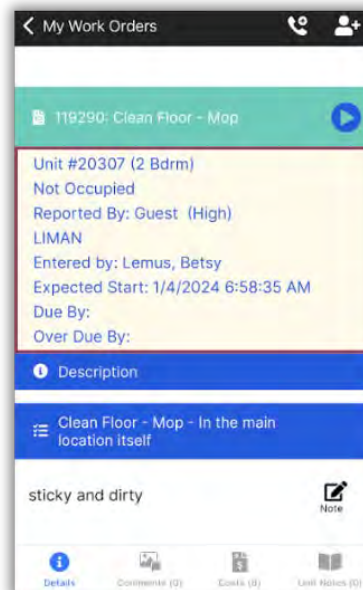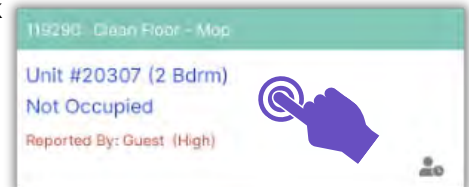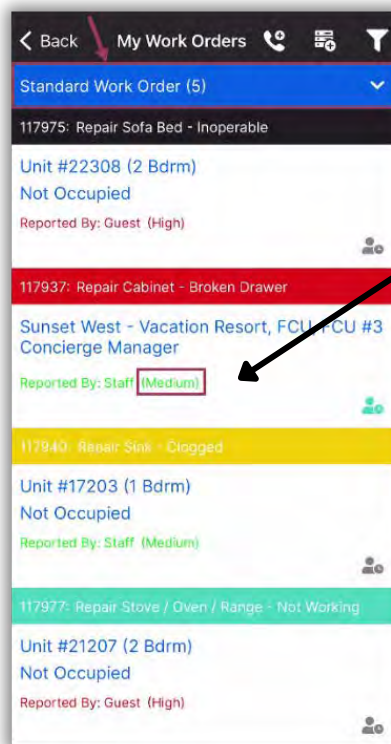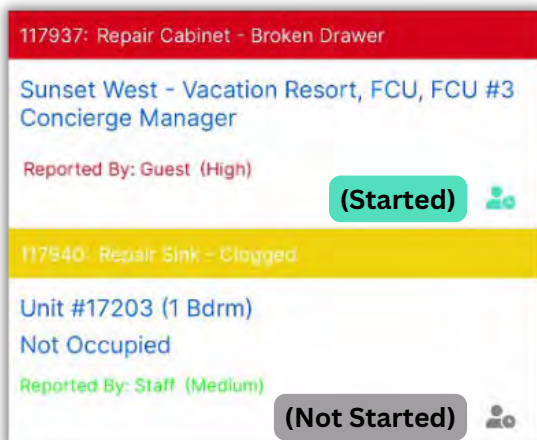
- Work Order ID
- Task Name
- Location
- Reported By

119152: Deliver Bath Towel (Exchange)
Unit #11104 (1 Bdrm)
Not Occupied
Reported By: Staff (High)
(Started)

119293: Clean Trash Can
Garden Pool, Cabana GP 1
Occupied
Reported By: Staff (Medium)
(Not Started)

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 and view more details.

- Comments
- Work Order Details
- Sublocation
- Notes

119290: Clean Floor - Mop
Unit #20307 (2 Bdrm)
Not Occupied
Reported By: Guest (High)

Icon Definitions

My Work Orders
119290: Clean Floor - Mop
Unit #20307 (2 Bdrm)
Not Occupied
Reported By: Guest (High)
LIMAN
Entered by: Lemus, Betsy
Expected Start: 1/4/2024 6:58:35 AM
Due By:
Over Due By:

Description

Clean Floor - Mop - In the main location itself

sticky and dirty

Create a new Standard Work Order

Assign/Reassign (permission based)

Start Work Order

Step 1: Tap **My Work Orders**

Red Circle indicates the number of work orders assigned to you
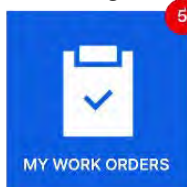
Step 2: Blue banners divide **Supertypes**

- 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
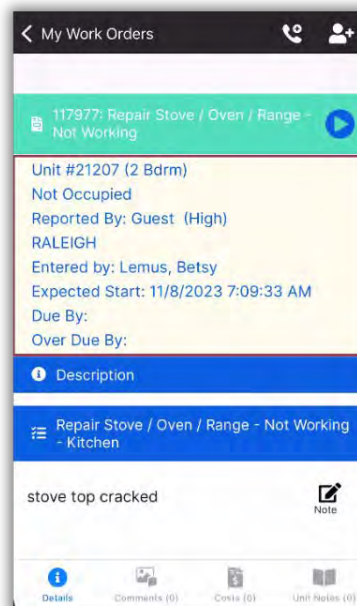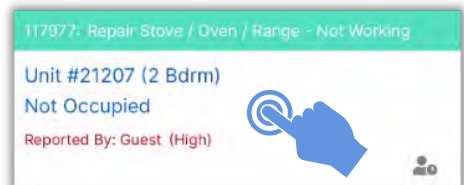
Icon Definitions

 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.

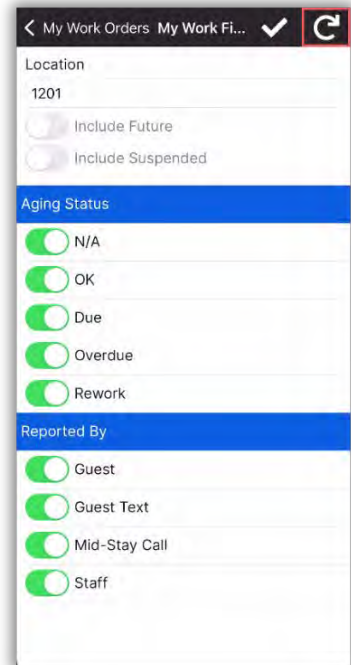**TIP:** Tap the banner heading to select/deselect all.
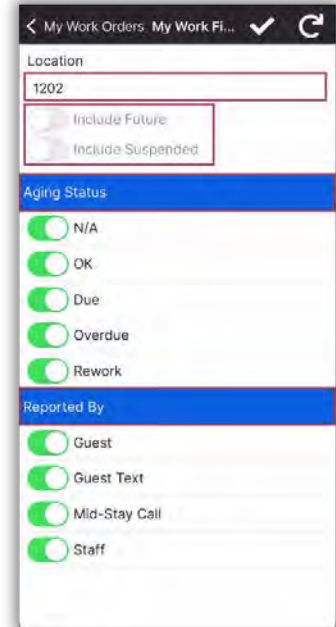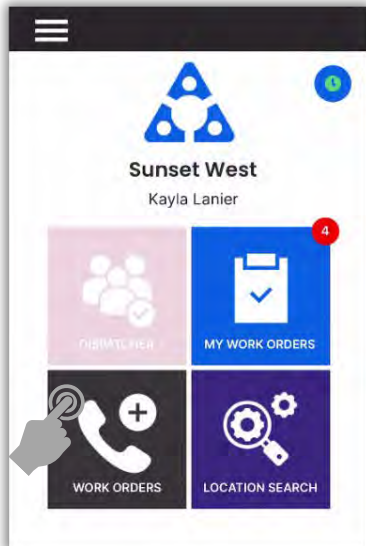
Step 4: Tap the **Checkmark** to apply filters.

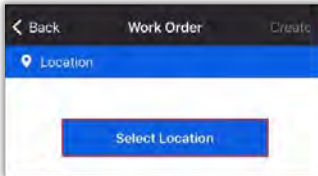**Step 5:** The "My Work Order" screen will now display only the desired work.

IMPORTANT: Filters will persist until you **Exit** the My Work Orders Screen or tap the **Reset Button**.
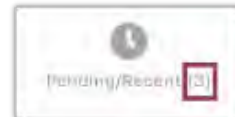
Step 1: Tap **My Work Orders** from the Home Screen.
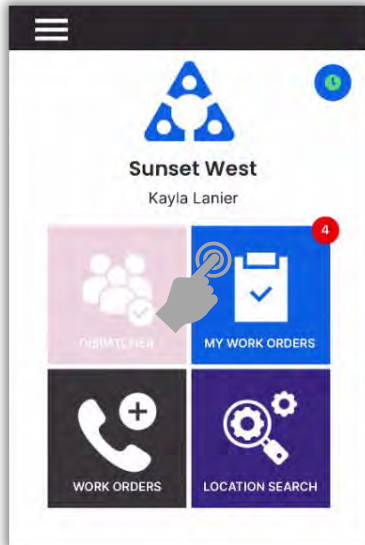
Note: If you do not have the Dispatcher permission the tile will be disabled.

Step 2: Tap the **Funnel** to open the **Filter** Screen.
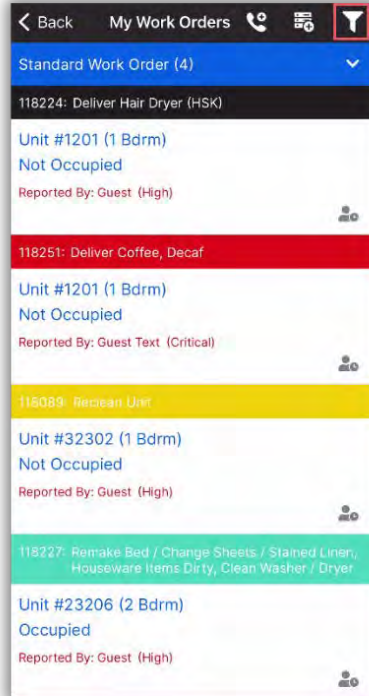
Step 3: Choose the desired filter parameters.

TIP: Tap the banner heading to select/deselect all.
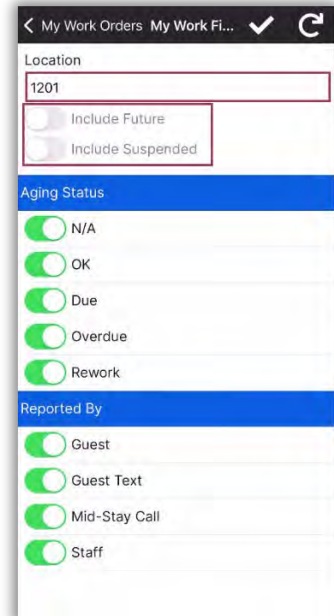
Step 4: Tap the **Checkmark** to apply filters.
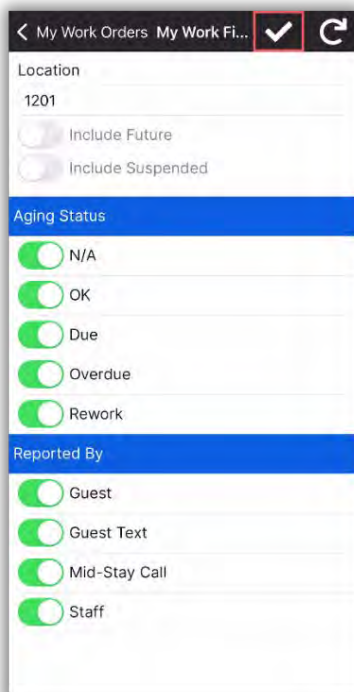
Step 5: The "My Work Order" screen will now display only the desired work.
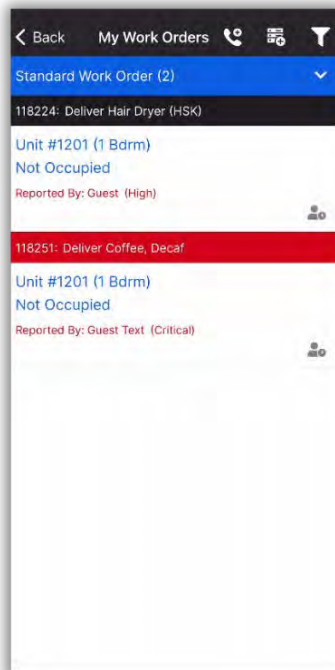
IMPORTANT: Filters will persist until you **Exit** the My Work Orders Screen or tap the **Reset Button**.

Step 1: Tap the **Work Orders** tile.

Sunset West
Kayla Lanier

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.
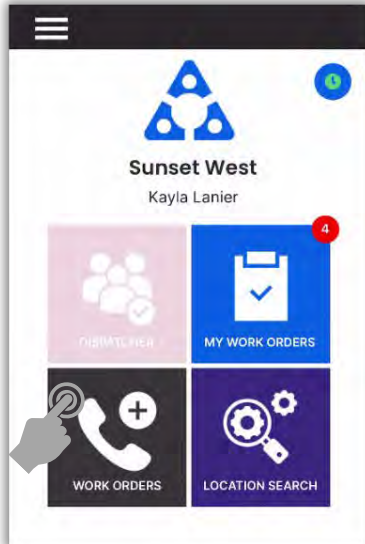
Step 6: Tap **Create.**

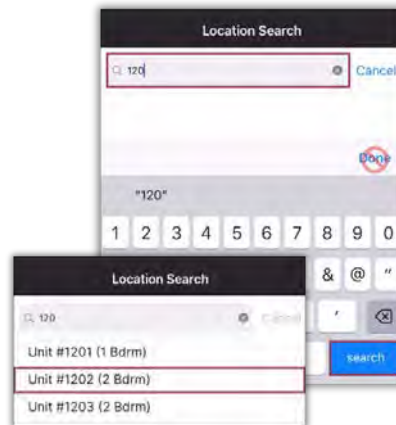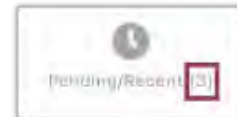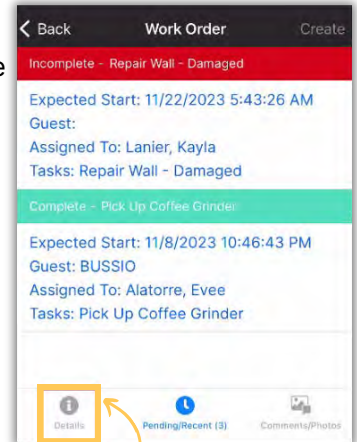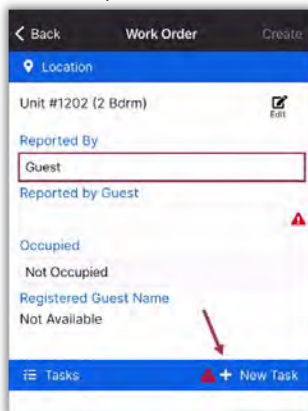Tap the appropriate **Assignment** button.

Success! Tap OK.

Step 1: Tap the **Work Orders** tile.

Sunset West
Kayla Lanier

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**

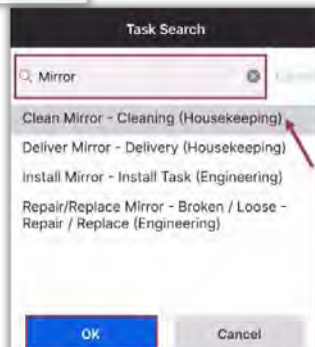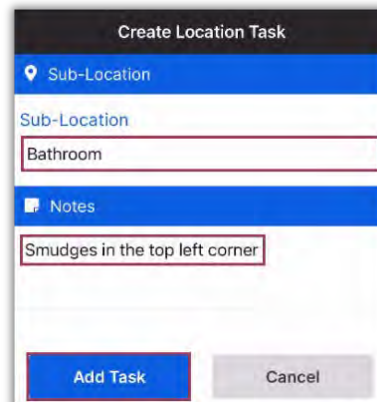Tap **Details** to return to your work order, not the Back arrow.

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.
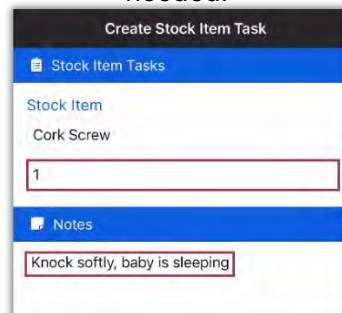
Tap **New Task.**

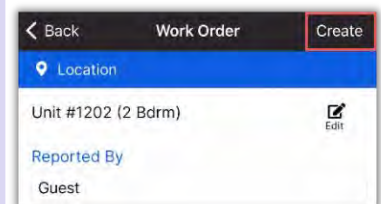Add **keyword(s)** to Search field, Tap on the **Task** to select, Tap **OK.**
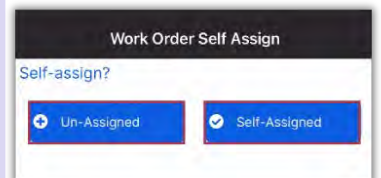
Step 5: Add **Sub-Location**.

In the **Notes** field, add Quantity and/or additional information as needed.
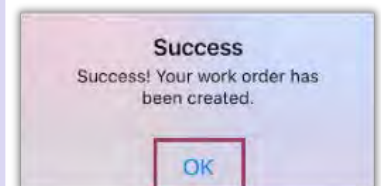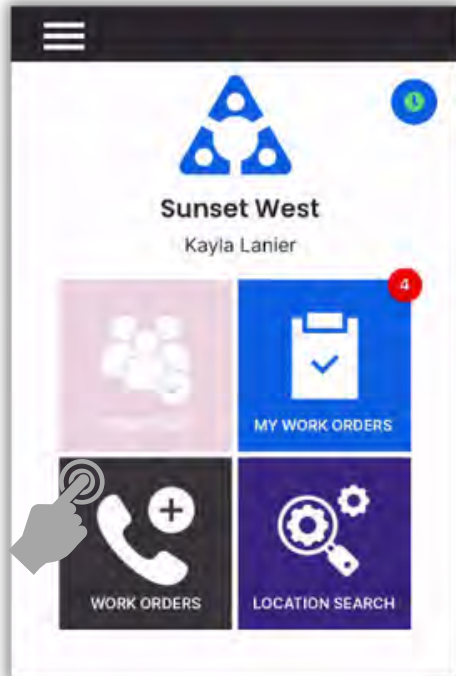
Step 6: Tap **Create.**

Tap the appropriate **Assignment** button.

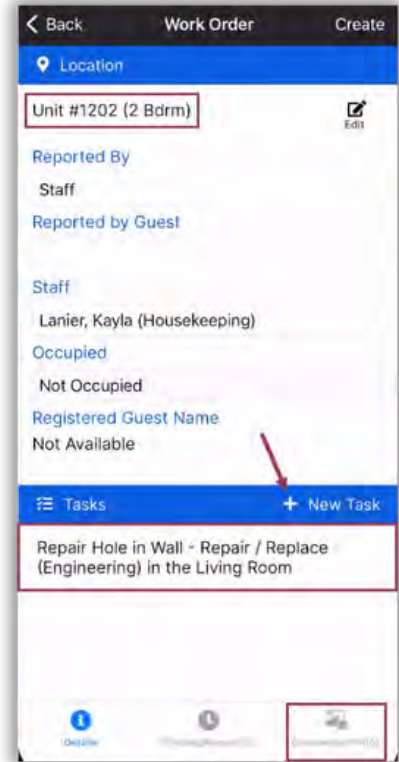**Success! Tap OK.**

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

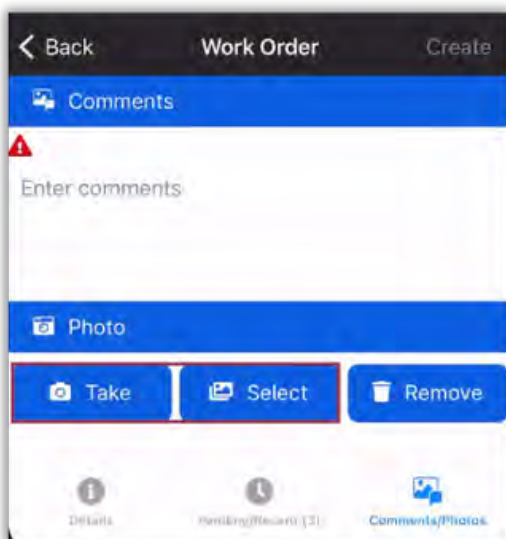- **Reported By** adjust as needed

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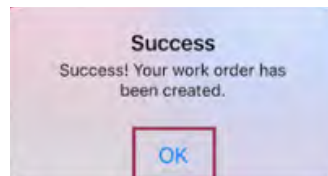
⚠️ You *must* enter a **Comment** with a photo
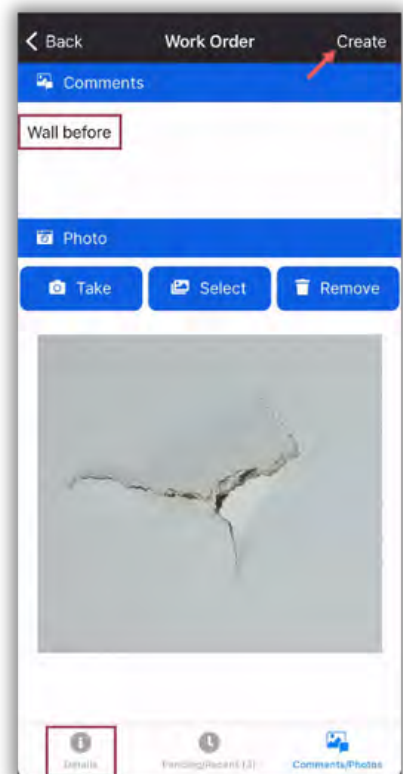

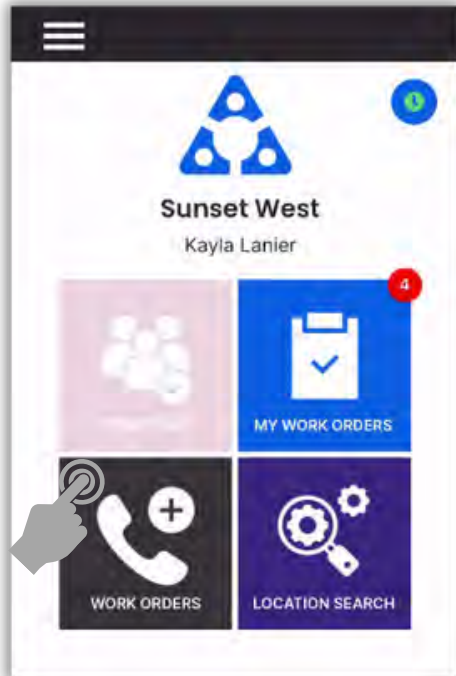**Step 4:** Then, Tap **Create** or return to Details.

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
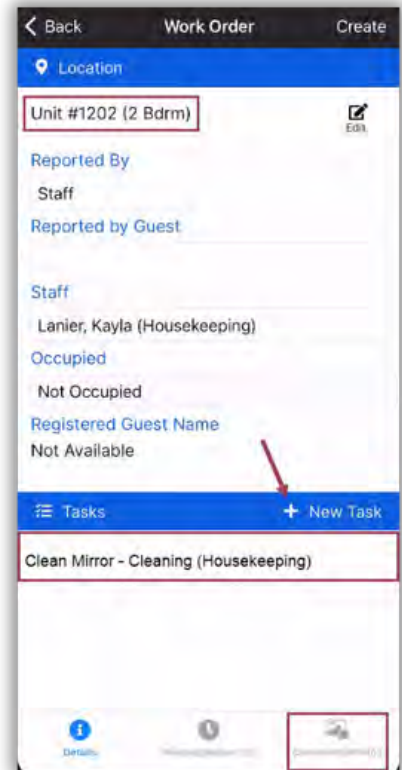
Step 1: Tap **New Work Order**.

Step 2: Select the:

- **Location -** the specific site or area where the work needs to be done

- **New Task -** that needs to be completed

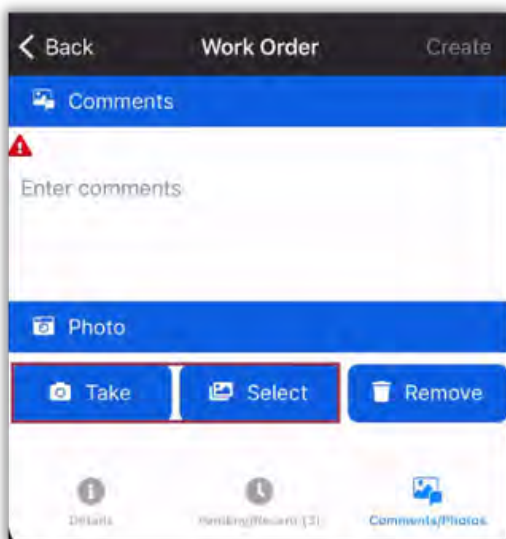- **Reported By -** adjust as needed

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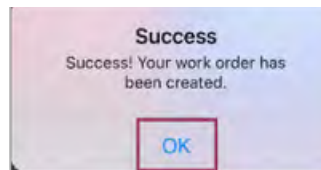
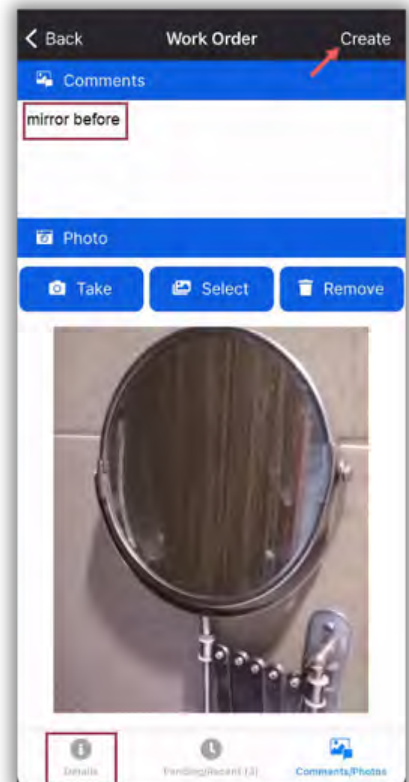⚠️ You *must* enter a **Comment** with a photo.

Step 4: Then, Tap **Create** or **Details** to return to the Work Order.
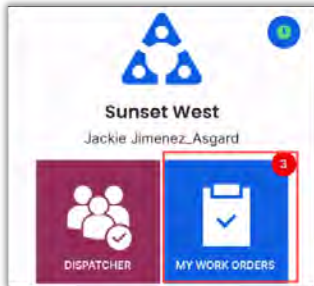
When your work order is created, you will receive a **Success** message! Tap **OK.**

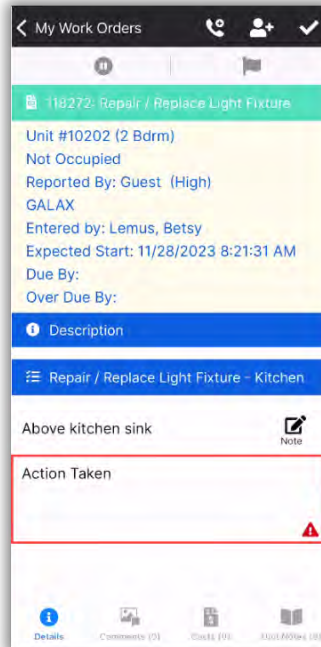If you need to re-take the photo, click **Remove** and select or take a new photo
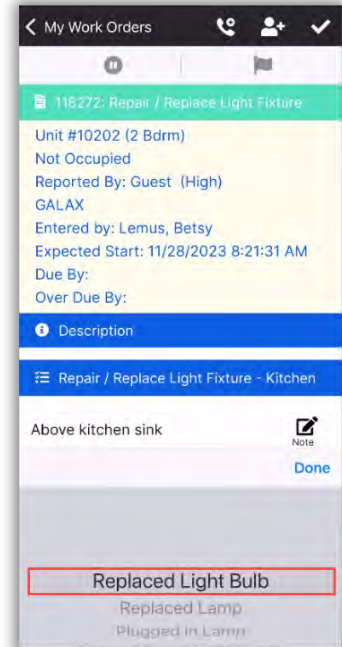
Step 1: Tap **My Work Orders.**

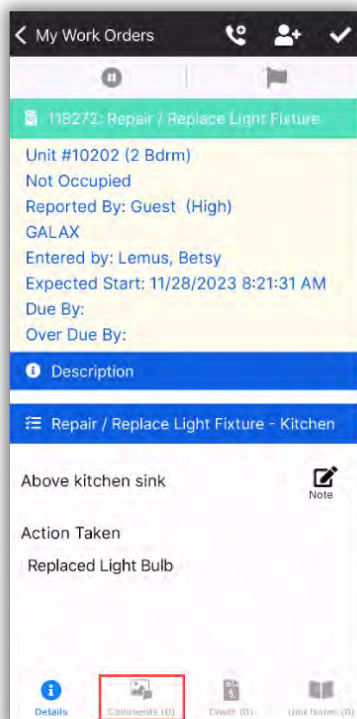Tap here to open the Work Order you are ready to complete.

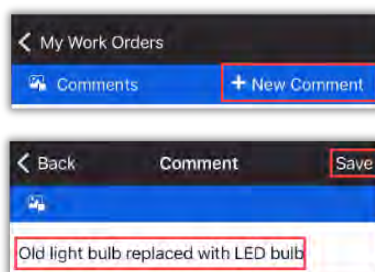**Step 2:** Tap the **Action Taken** field.

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

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

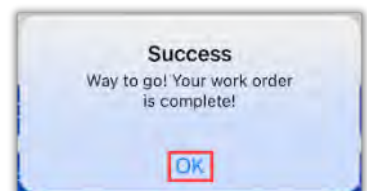**Step 5:** Tap **New Comment,** enter comment and click **Save.**
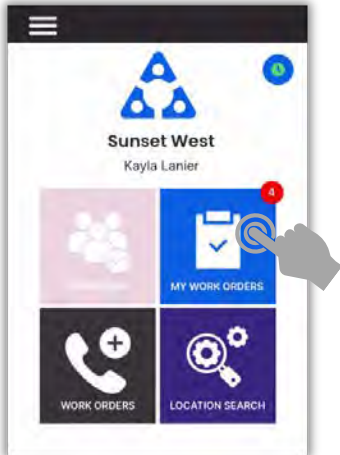
Tap **Details** button, then the **Checkmark** to review.
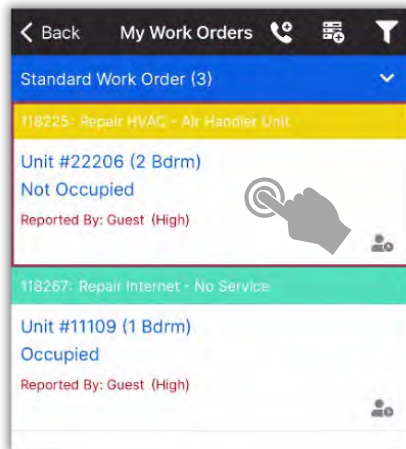
Step 6: Tap **Checkmark** to complete.

Success! Tap OK.
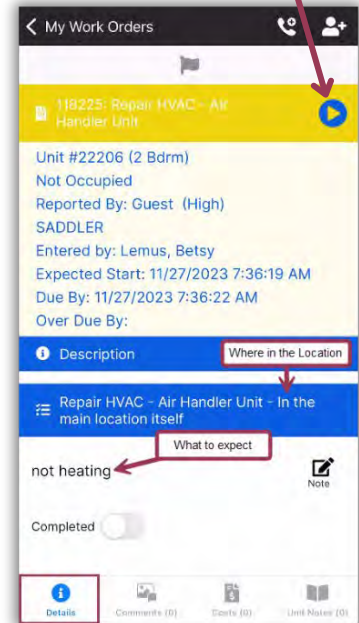
Step 1: Tap **My Work Orders.**

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.**

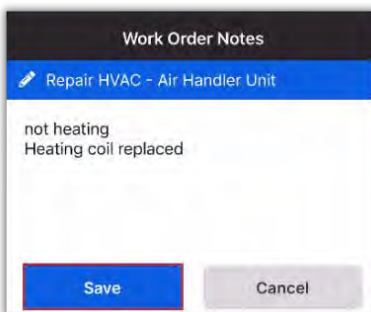**Step 2:** Select a **Work Order.**

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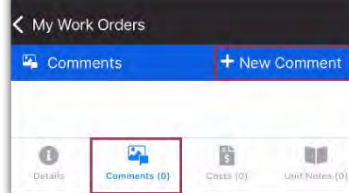

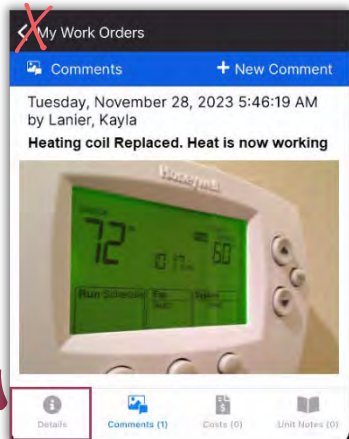**Step 4:** Add additional **Notes,** if needed.
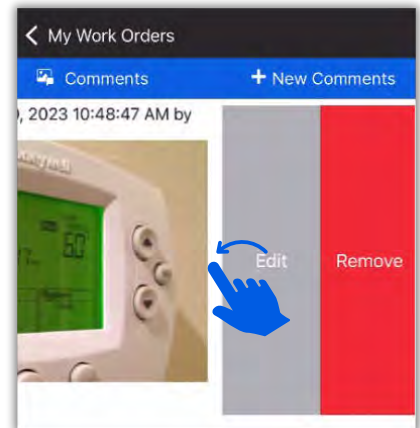

Tap **Save.**

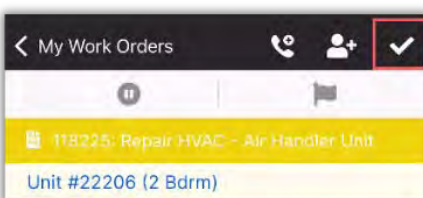**Step 5:** Tap **Comments, +New Comment**, to add **Comments & Photos.** Once entered, tap **Save.**

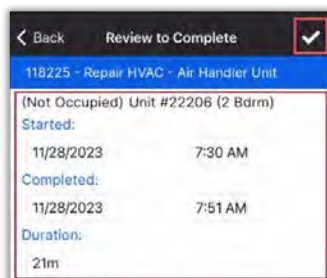Tap the **Details** button when finished, not the back arrow.

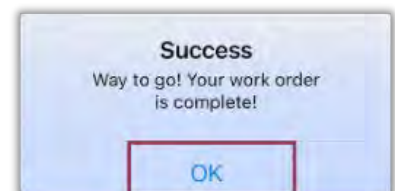After saving your photo, you can *Edit* or *Remove* by **swiping left** on the saved photo.

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

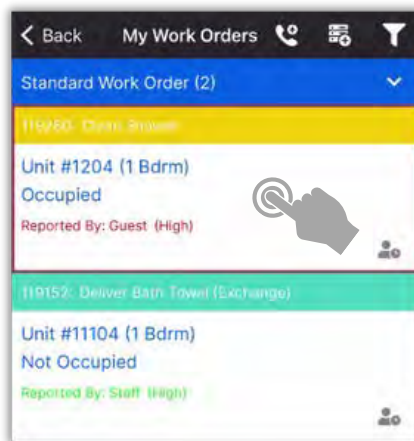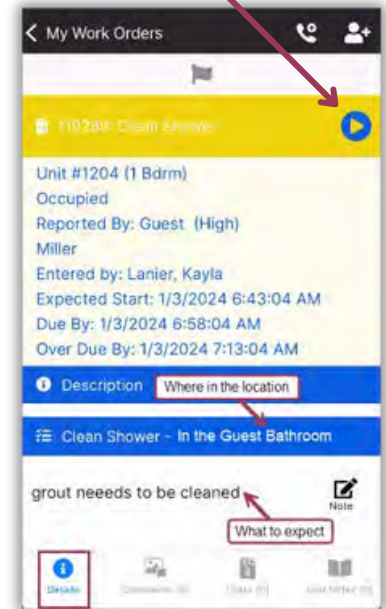Work time is automatically calculated. Tap the **Checkmark** again.
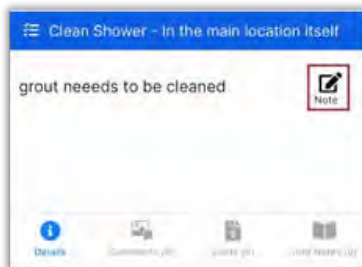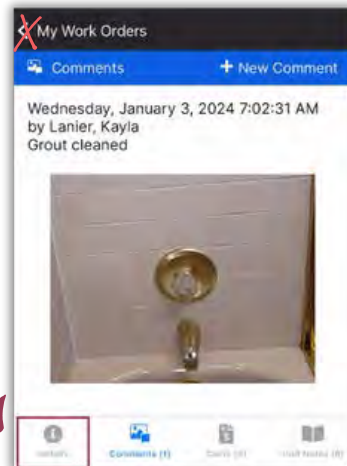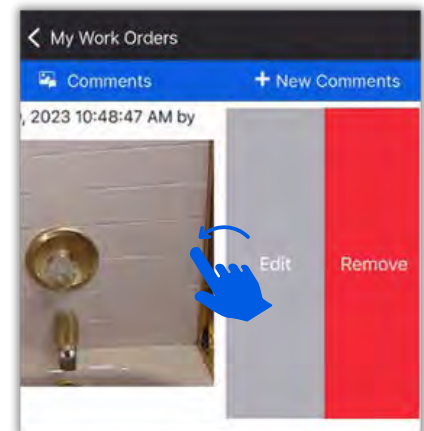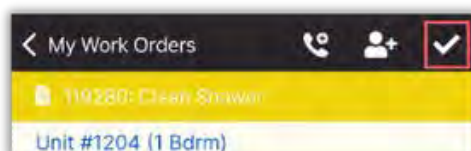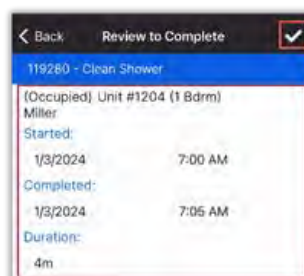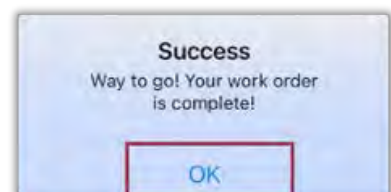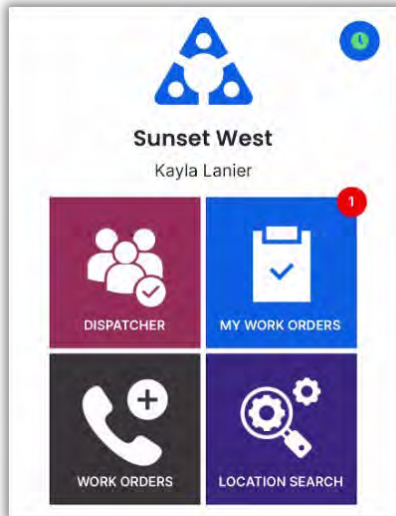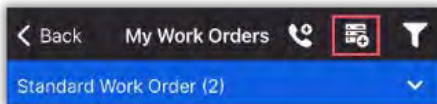

Success! Tap OK.
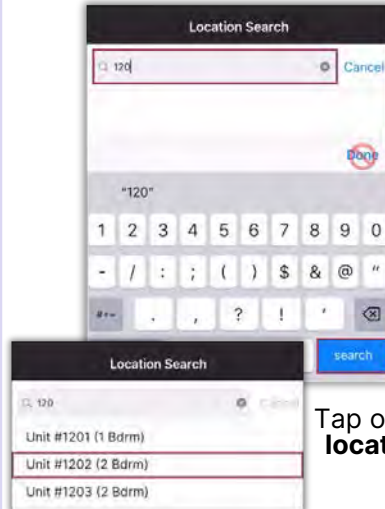
Step 1: Tap **Dispatcher** or **My Work Orders.**

Sunset West
Kayla Lanier

DISPATCHER | MY WORK ORDERS
WORK ORDERS | LOCATION SEARCH

Tap the **List** icon.

< Back My Work Orders
Standard Work Order (2)

Step 2: Tap **Search Location.**

< Back Work Order Create
Location
Select Location

Enter at least 3 Characters. Tap **Search.**

Location Search
120 Cancel

Done

"120"

Location Search
120
Unit #1201 (1 Bdrm)
Unit #1202 (2 Bdrm)
Unit #1203 (2 Bdrm)

search

Tap on the **location.**
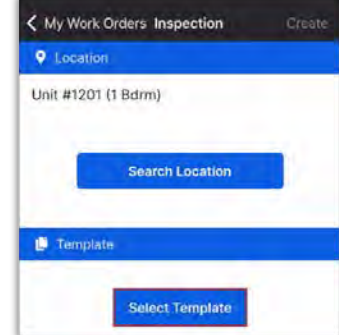
Step 3: Tap **Select Template.**

< My Work Orders Inspection Create
Location
Unit #1201 (1 Bdrm)
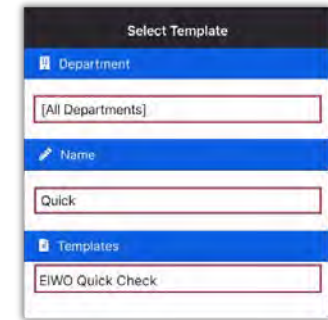Search Location
Template
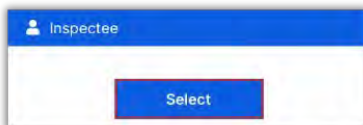Select Template

Filter by **Department** or type **Inspection Name.** Tap to select Inspection Template.

Select Template
Department
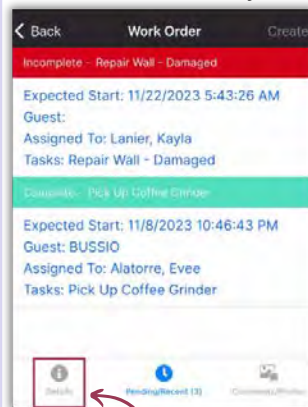[All Departments]
Name
Quick
Templates
EIWO Quick Check

Step 4: *If* you are inspecting **someone's** work, tap **Select** to choose the **Inspectee.**

Inspectee
Select

Choose an Inspectee from the list, or type name to filter.
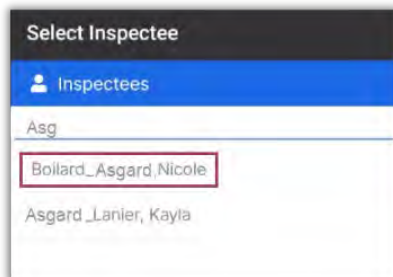
Select Inspectee
Inspectees
Asg
Boilard_Asgard,Nicole
Asgard _Lanier, Kayla

Step 5: Pending/Recent button indicates any work orders within 14 days.

< Back Work Order Create
Incomplete - Repair Wall - Damaged
Expected Start: 11/22/2023 5:43:26 AM
Guest:
Assigned To: Lanier, Kayla
Tasks: Repair Wall - Damaged

Complete - Pick Up Coffee Grinder
Expected Start: 11/8/2023 10:46:43 PM
Guest: BUSSIO
Assigned To: Alatorre, Evee
Tasks: Pick Up Coffee Grinder
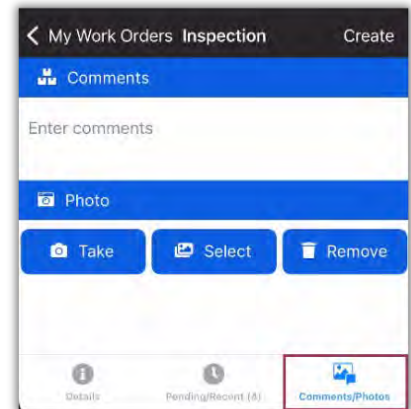
Details Pending/Recent (3) Comments/Photos

Incomplete in **Red**

Complete in **Green**

⚠ Tap **Details** to return, *not* the Back arrow.

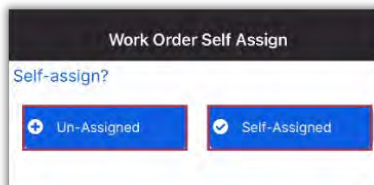**Step 6:** Add **Comments/Photos**, if needed.

< My Work Orders Inspection Create
Comments
Enter comments
Photo
Take Select Remove
Details Pending/Recent (4) Comments/Photos

Only one comment/photo can be added at creation.

Step 7: Tap **Create .**

< My Work Orders Inspection Create
Location
Unit #1201 (1 Bdrm)

Tap **Self-Assign** or **Unassign.**

Work Order Self Assign
Self-assign?
Un-Assigned Self-Assigned

Success! Tap **OK.**

Success
Success! Your work order has been created.
OK

Step 1: Tap **Dispatcher** or **My Work Orders.**

Sunset West
Kayla Lanier

DISPATCHER | MY WORK ORDERS
WORK ORDERS | LOCATION SEARCH

Tap the **List** icon.

< Back   My Work Orders
Standard Work Order (2)

Step 2: Tap **Search Location.**

< Back   Work Order   Create
Location
Select Location

Enter at least 3 Characters.
Tap **Search.**

Location Search
Q 120   Cancel
Done
"120"

Location Search
120
Unit #1201 (1 Bdrm)
Unit #1202 (2 Bdrm)
Unit #1203 (2 Bdrm)

Tap on the **location.**

Step 3: Tap **Select Template.**

< My Work Orders Inspection   Create
Location
Unit #1201 (1 Bdrm)
Search Location
Template
Select Template
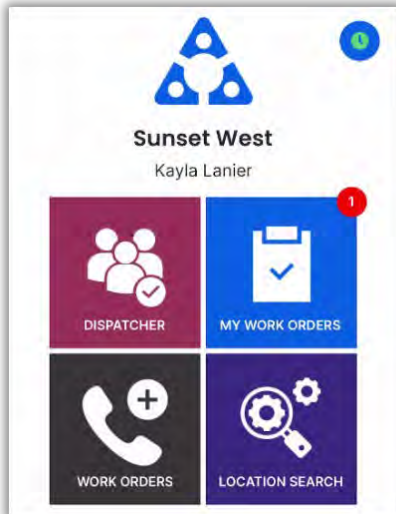
Filter by **Department** or type **Inspection Name**, Tap to select Inspection Template.
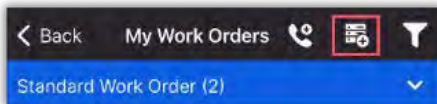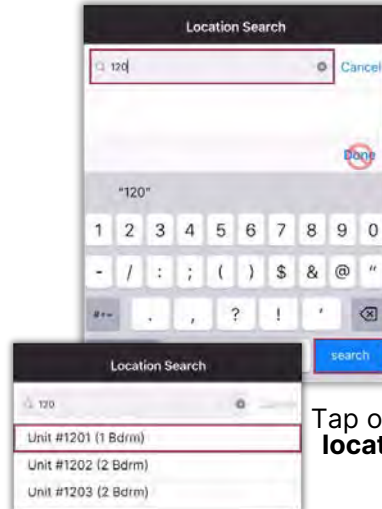
Select Template
Department
Housekeeping
Name
Quick
Templates
My Villa Key Quick Check
Quick Check Pre Arrival

Step 4: *If* you are inspecting **someone's** work, tap **Select** to choose the **Inspectee.**

Inspectee
Select

Choose an Inspectee, or type name to filter.
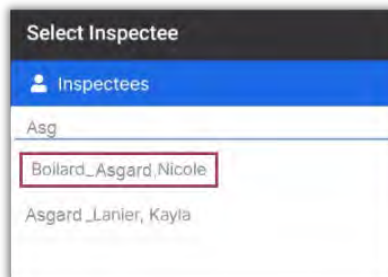
Select Inspectee
Inspectees
Asg
Boilard_Asgard,Nicole
Asgard _Lanier, Kayla

Step 5: Pending/Recent button indicates any work orders within 14 days.

< Back   Work Order   Create
Incomplete - Repair Wall - Damaged
Expected Start: 11/22/2023 5:43:26 AM
Guest:
Assigned To: Lanier, Kayla
Tasks: Repair Wall - Damaged

Complete - Pick Up Coffee Grinder
Expected Start: 11/8/2023 10:46:43 PM
Guest: BUSSIO
Assigned To: Alatorre, Evee
Tasks: Pick Up Coffee Grinder

Details | Pending/Recent (3) | Comments/Photos

Incomplete in **Red**

Complete in **Green**

❗ Tap **Details** to return to your inspection, not the Back arrow.

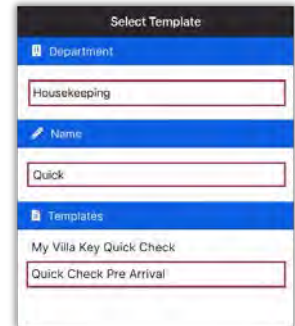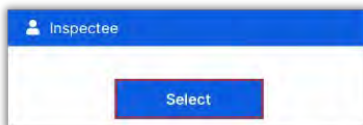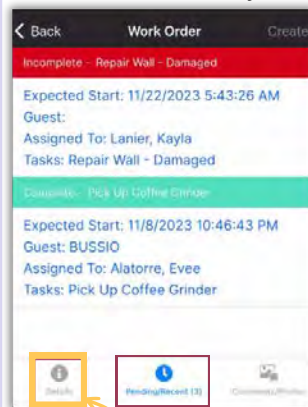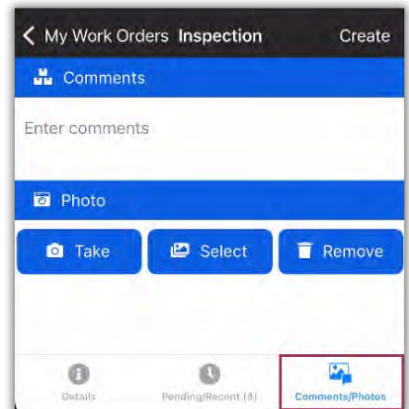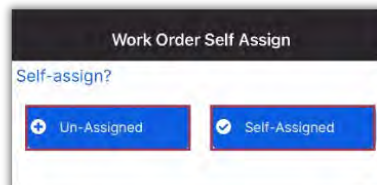**Step 6:** Add **Comments/Photos**, if needed.

< My Work Orders Inspection   Create
Comments
Enter comments
Photo
Take | Select | Remove

Details | Pending/Recent (4) | Comments/Photos

Only one comment/photo can be added at creation.

Step 7: Tap **Create.**

< My Work Orders Inspection   Create
Location
Unit #1201 (1 Bdrm)

Tap **Self-Assign** or **Unassign.**

Work Order Self Assign
Self-assign?
Un-Assigned | Self-Assigned

Success! Tap **OK.**

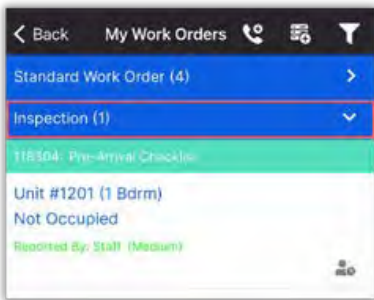**Success**
Success! Your work order has been created.
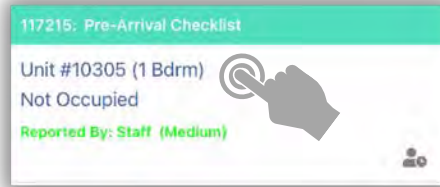OK
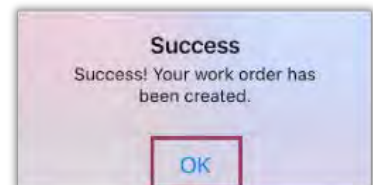
Step 1: Tap **My Work Orders.**

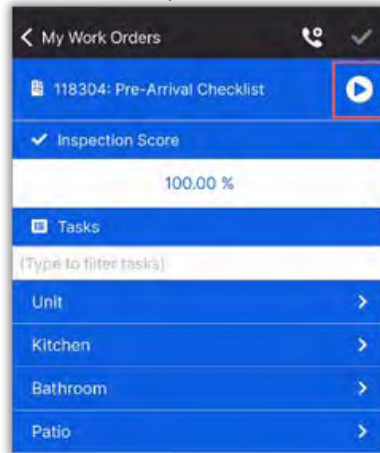Then the **Inspection Banner.**

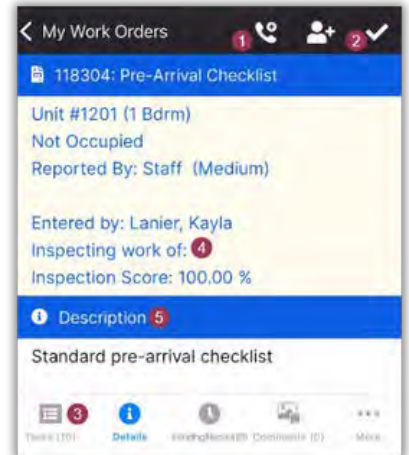**Step 2:** Open the Inspection to view the **Task List.**

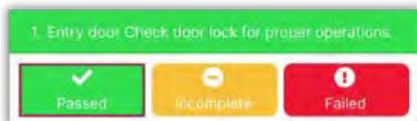Tap **Start**.
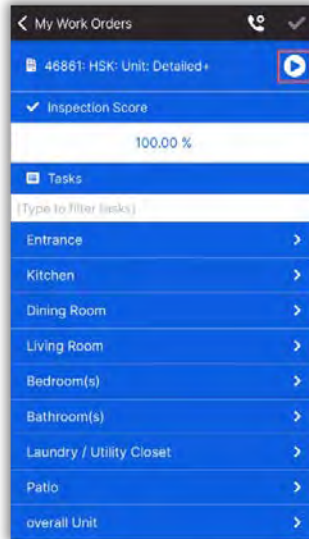
Step 3: View the work order **Details.**
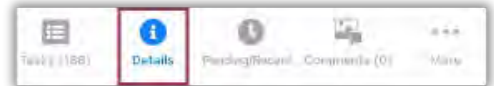
Details Screen Key:
1. Create Standard Work Order
2. Checkmark to Complete
3. *Return to Task List*
4. Edit Inspected User
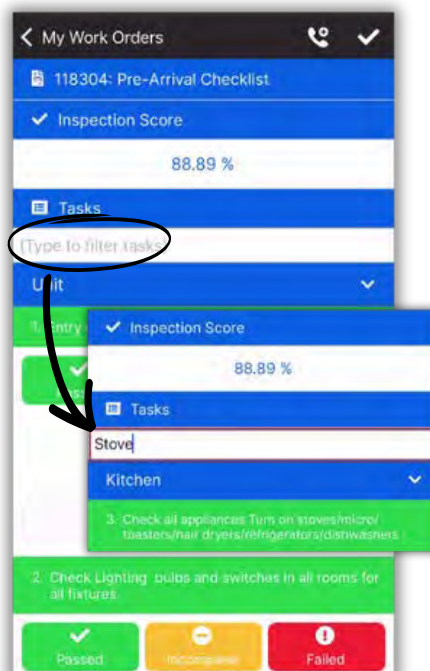5. Description
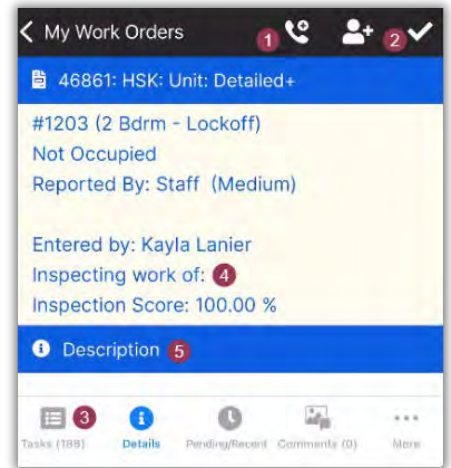
Step 4: Update Tasks.
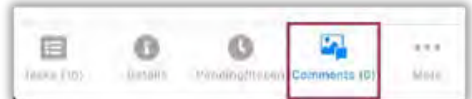
Passed

Incomplete add skip reason.
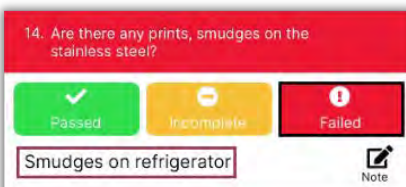
Skip Reason
N/A

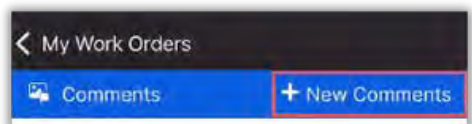**Failed** *always* note what failed.

Tub needs to be caulked

Step 5: To search for a specific task, tap **"Type to filter tasks"** below the Tasks header. Start typing the **Keyword**; the tasks below will automatically filter to match your search.
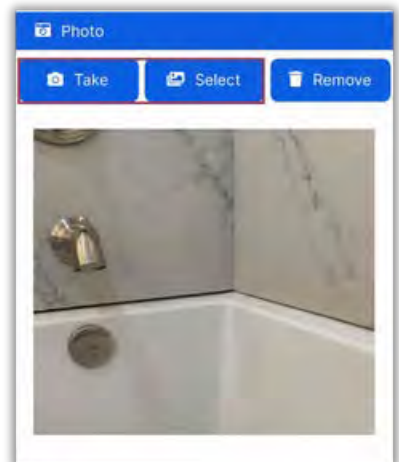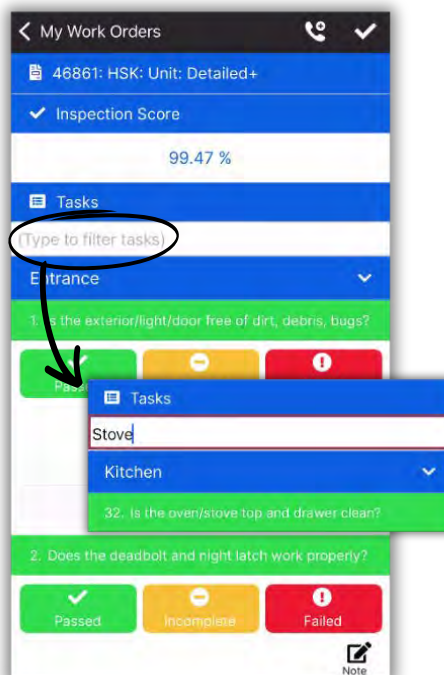
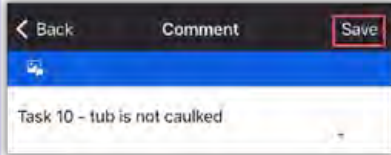**Step 6:** Add **Comments/Photos.**
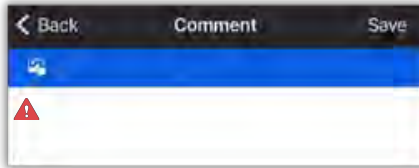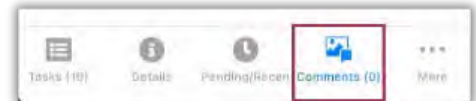
Tap **New Comments.**
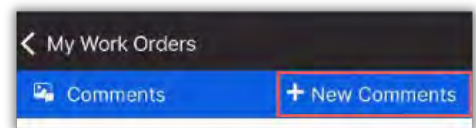
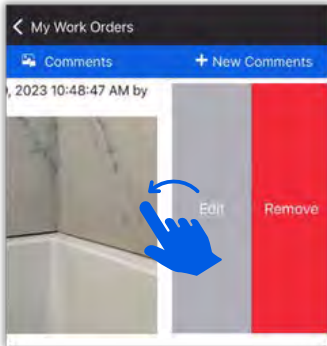**Take** a Photo or **Select** from Gallery.
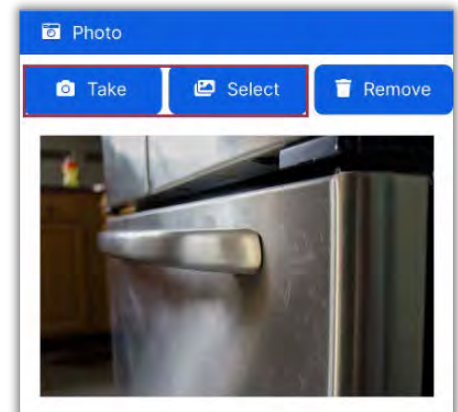
Step 7: Enter Your **Comment.**
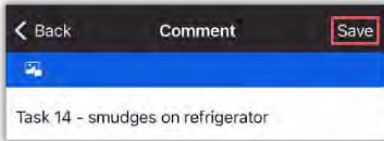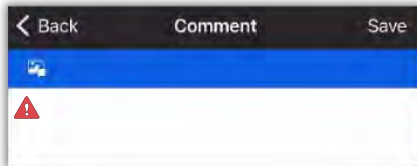
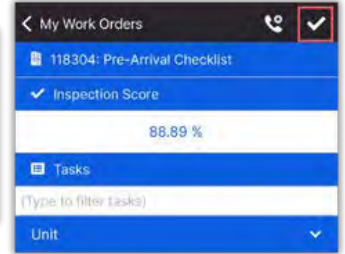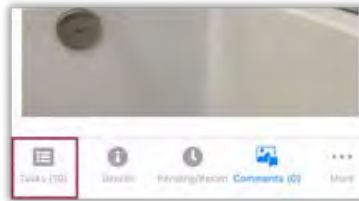⚠️ A comment is **required** when adding a photo.

You may want to add the **task number** in the comment for added clarity.
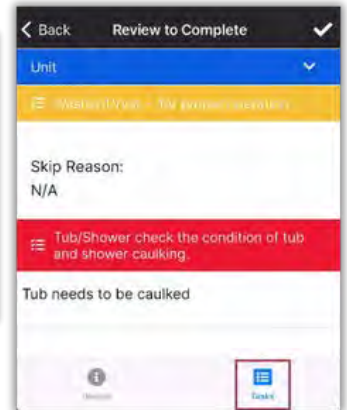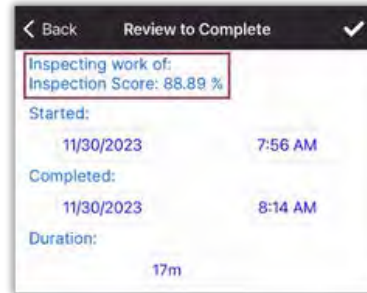

Tap **Save.**
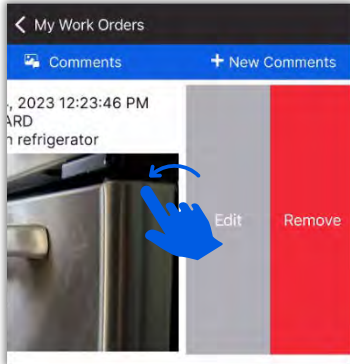
After saving your photo, you can *Edit* or *Remove* it by **swiping left** on the saved photo/comment.

Step 8: Tap **Tasks** to return to the Task screen, then Tap the **Checkmark** to Review.
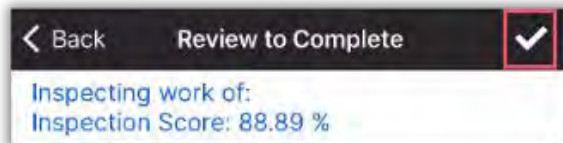

Review the **Score.**

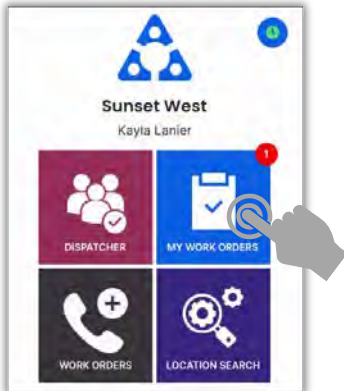Tap **Tasks** to review the list of **Failed** or **Incomplete** Tasks.

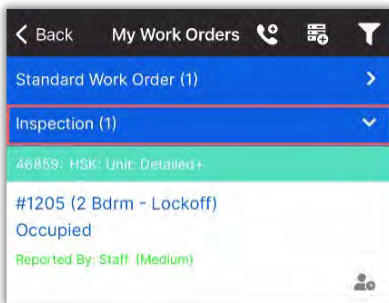---

Step 9: Tap **Checkmark** to Complete.

Success! Tap **OK.**

Success
Way to go! Your inspection is complete!

OK

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

Sunset West
Kayla Lanier

DISPATCHER · MY WORK ORDERS
WORK ORDERS · LOCATION SEARCH

Then the **Inspection Banner.**

< Back   My Work Orders
Standard Work Order (1)   >
Inspection (1)   ⌄
46859: HSK: Unit: Detailed+
#1205 (2 Bdrm - Lockoff)
Occupied
Reported By: Staff (Medium)

Step 2: Open the Inspection to view the **Task List.**

46859: HSK: Unit: Detailed+
#1205 (2 Bdrm - Lockoff)
Occupied
Reported By: Staff (Medium)

Tap **Start**.

< My Work Orders
📄 46861: HSK: Unit: Detailed+
✔ Inspection Score
100.00 %
☰ Tasks
[Type to filter tasks]
Entrance   >
Kitchen   >
Dining Room   >
Living Room   >
Bedroom(s)   >
Bathroom(s)   >
Laundry / Utility Closet   >
Patio   >
overall Unit   >

Step 3: View the work order **Details.**

Tasks (188) · Details · Pending/Recent · Comments (0) · More

Details Screen Key:
1. Create Standard Work Order
2. Checkmark to Complete
3. *Return to Task List*
4. Edit Inspected User
5. Description

< My Work Orders   📞 👤➕② ✔
                     ①
📄 46861: HSK: Unit: Detailed+
#1203 (2 Bdrm - Lockoff)
Not Occupied
Reported By: Staff (Medium)

Entered by: Kayla Lanier
Inspecting work of: ④
Inspection Score: 100.00 %
ℹ Description ⑤

☰ ③ · Details · Pending/Recent · Comments (0) · More
Tasks (188)

Step 4: Update Tasks.

Passed

1. Is the exterior/light/door free of dirt, debris, bugs?
✔ Passed | ⊖ Incomplete | ❗ Failed
✏ Note

Incomplete add skip reason.

10. Is there the proper supply of dishwasher detergent?
✔ Passed | ⊖ Incomplete | ❗ Failed
✏ Note
Skip Reason
Not Applicable

Failed *always* note what failed.

14. Are there any prints, smudges on the stainless steel?
✔ Passed | ⊖ Incomplete | ❗ Failed
✏ Note
Smudges on refrigerator

Step 5: To search for a specific task, tap **"Type to filter tasks"** below the Tasks header. Start typing the **Keyword;** the tasks below will automatically filter to match your search.

< My Work Orders   📞   ✔
📄 46861: HSK: Unit: Detailed+
✔ Inspection Score
99.47 %
☰ Tasks
(Type to filter tasks)
Entrance   ⌄
1. Is the exterior/light/door free of dirt, debris, bugs?
✔ Passed | ⊖ | ❗
☰ Tasks
Stove
Kitchen   ⌄
32. Is the oven/stove top and drawer clean?
2. Does the deadbolt and night latch work properly?
✔ Passed | ⊖ Incomplete | ❗ Failed
✏ Note

Step 6: Add **Comments/Photos.**

Tasks (18) · Details · Pending/Recent · Comments (0) · More

Tap **New Comments.**

< My Work Orders
🖼 Comments   ➕ New Comments

Take a Photo or **Select** from Gallery.

📷 Photo
📷 Take | 🖼 Select | 🗑 Remove

Step 7: Enter Your **Comment.**

⚠️ A comment is **required** when adding a photo.

> Back   Comment   Save
> ⚠️

> Back   Comment   Save
> Task 14 - smudges on refrigerator
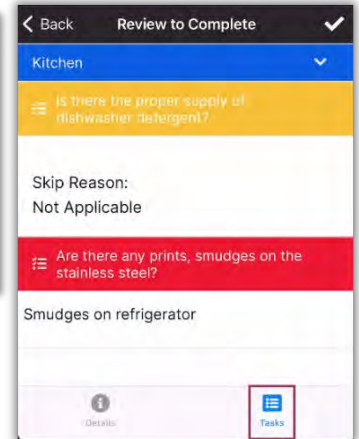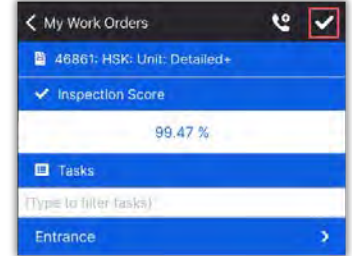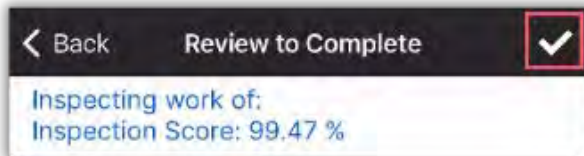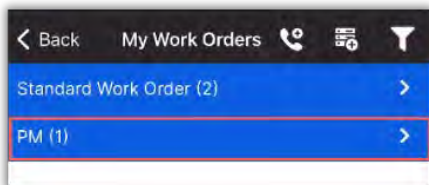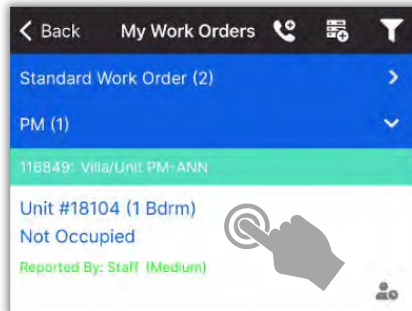
💡 You may want to add the **task number** in the comment for added clarity.

Tap **Save.**

> My Work Orders
> 📷 Comments   + New Comments
> , 2023 12:23:46 PM
> ARD
> n refrigerator
>   Edit   Remove

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

Step 8: Tap **Tasks** to return to the **Task** screen, then Tap the **Checkmark** to Review.

> ☰ Tasks (188)   ⓘ Details   🕐 Pending/Recent   🖼️ Comments (0)   ••• More

> My Work Orders   📞 ✓
> 📄 46861: HSK: Unit: Detailed+
> ✓ Inspection Score
>   99.47 %
> ☐ Tasks
> (Type to filter tasks)
> Entrance   ›

Review the **Score.**

> Back   Review to Complete   ✓
> Inspecting work of:
> Inspection Score: 99.47 %
> Started:
>   12/4/2023   11:13 AM
> Completed:
>   12/4/2023   12:25 PM
> Duration:
>   1h 11m

> Back   Review to Complete   ✓
> Kitchen   ⌄
> Is there the proper supply of dishwasher detergent?
> Skip Reason:
> Not Applicable
> Are there any prints, smudges on the stainless steel?
> Smudges on refrigerator
> ⓘ Details   ☰ Tasks

Tap **Tasks** to review the list of **Failed** or **Incomplete** Tasks.

Step 9: Tap **Checkmark** to Complete.

> Back   Review to Complete   ✓
> Inspecting work of:
> Inspection Score: 99.47 %

Success! Tap **OK.**

> **Success**
> Way to go! Your inspection is complete!
> OK

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

Then the **PM Banner.**

Step 2: Tap to open and view the **PM Task List.**

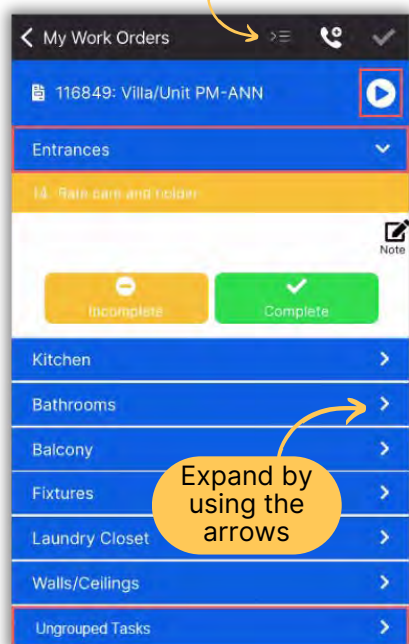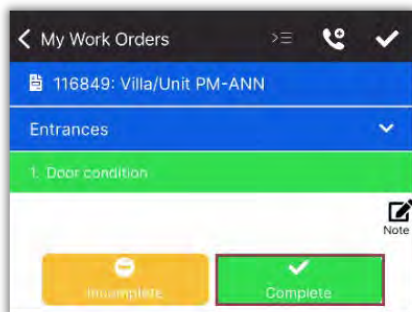**Details** and **Pending/Recent** provide more information.

Step 3: Tap **Start.**

Task Lists are either:
- Ungrouped
- Grouped by Sublocation

Quick Collapse: compresses sublocation banners.
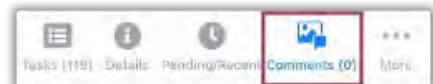
Expand by using the arrows

Step 4: When the work is done, mark each task **Complete.**

Add **Notes**, if needed.

Step 5: Add **Comments/Photos.**

Tap **New Comment.**

Take a **Photo** or **Select** from Gallery.

Step 6: Enter your **comment.**

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

⚠️ A **Comment is** <u>required</u> when adding a Photo.

💡 You may want to add the **task number** in the comment for added clarity.

Once your comment has been added, tap **Save.**

Step 7: Tap **Checkmark** to Review.

A **warning** will appear if tasks are left **Incomplete.**
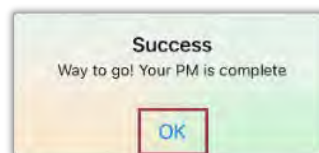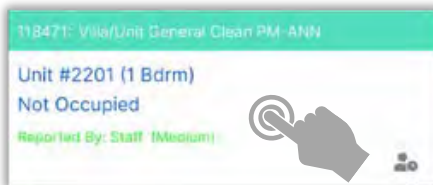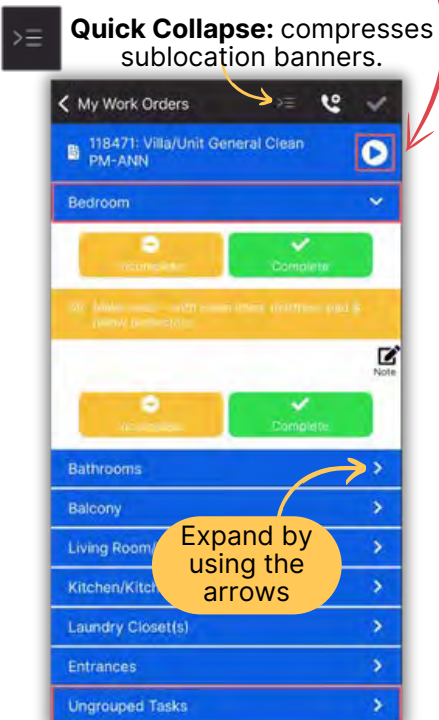
Select a **Completion Option**.
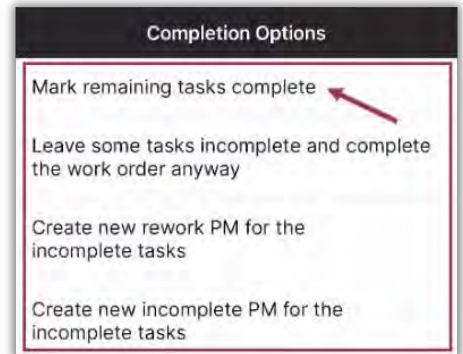
Tap the **pencil icon** to resolve.

⚠️ A PM **cannot** be completed with incomplete tasks.

Step 8: Tap **Checkmark** to complete.

Success! Tap OK.

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

Then the **PM Banner.**

Step 2: Tap to open and view the **PM Task List.**

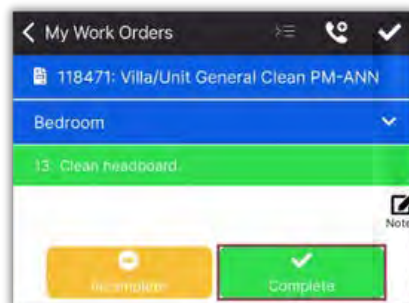**Details** and **Pending/Recent** provide more information.

Step 3: Tap **Start.**

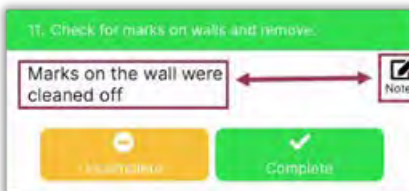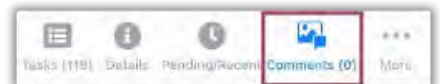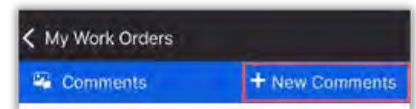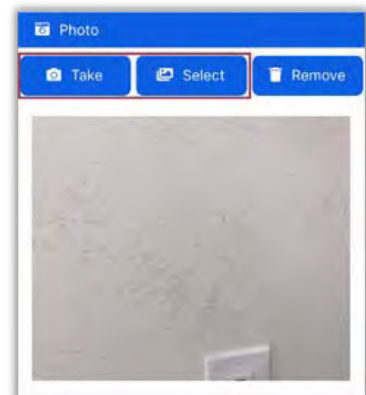Task Lists are either:
- Ungrouped
- Grouped by Sublocation

Quick Collapse: compresses sublocation banners.

Expand by using the arrows

Step 4: When the work is done, mark each task **Complete.**

Add **Notes**, if needed.

Marks on the wall were cleaned off

Step 5: Add **Comments/Photos.**
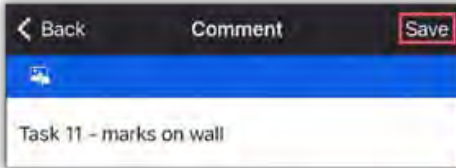
Tap **New Comment.**

Take a **Photo** or **Select** from Gallery.

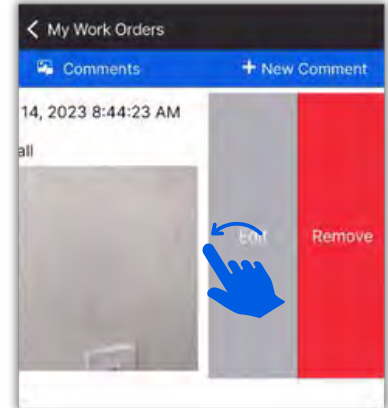**Step 6:** Enter your **comment.**

⚠ A **Comment is <u>required</u>** when adding a Photo.

💡 You may want to add the **task number** in the comment for added clarity.
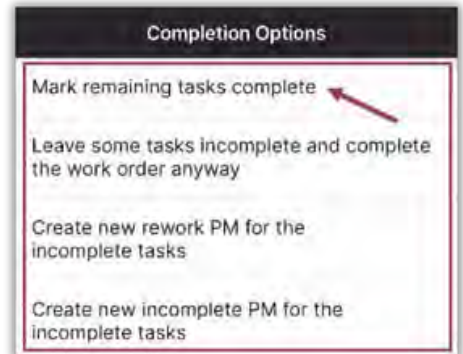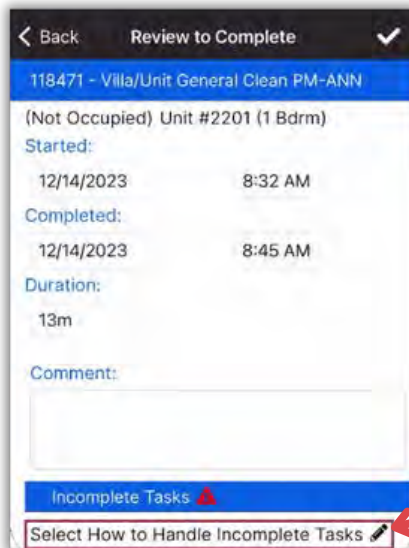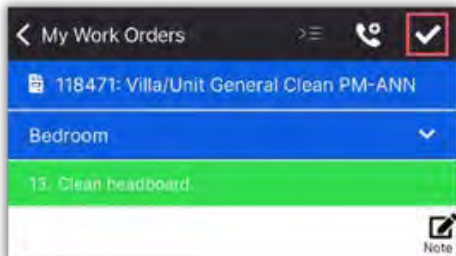
Once your comment has been added, tap **Save.**

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

Step 7: Tap **Checkmark** to Review.

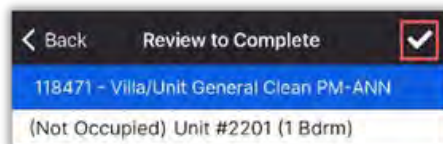A **warning** will appear if tasks are left **Incomplete.**
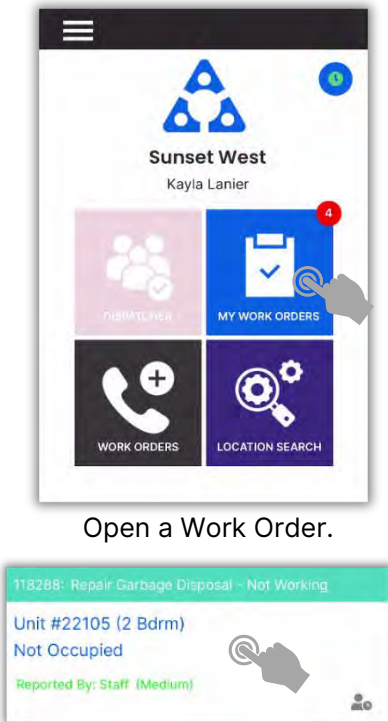

⚠ A PM **cannot** be completed with incomplete tasks.

Select a **Completion Option.**

Tap the **pencil icon** to resolve.

Step 8: Tap **Checkmark** to complete.

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.*
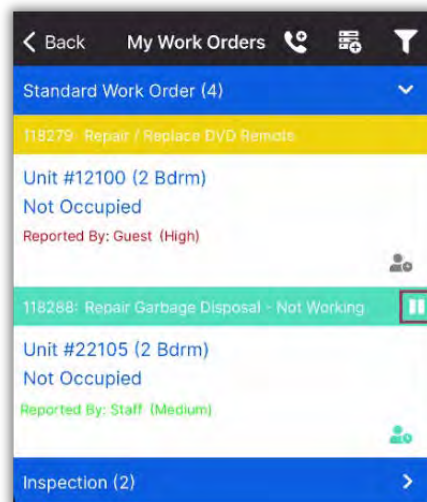

Step 4: Select a **Pause Reason,** tap **Done.**


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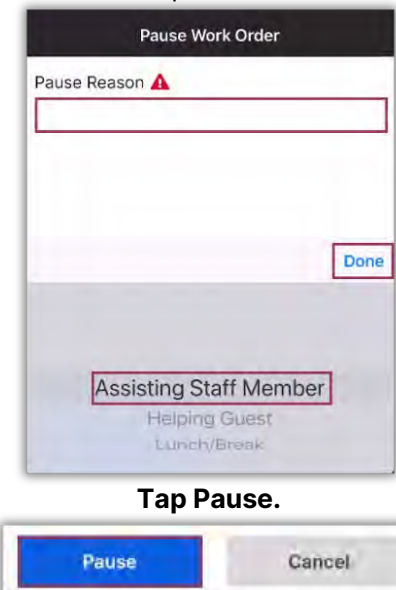
If there are *no Pause Reasons* listed, your organization has elected not to allow the Pause functionality

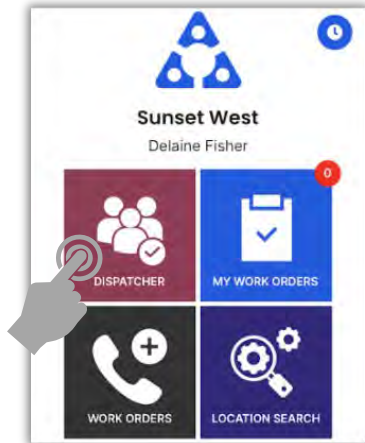**Step 5:** Paused Work Orders will be marked by the Pause symbol on the Work Order's banner.

❗ Since the Pause feature **only pauses work time**, work orders **can** go overdue during the paused period.
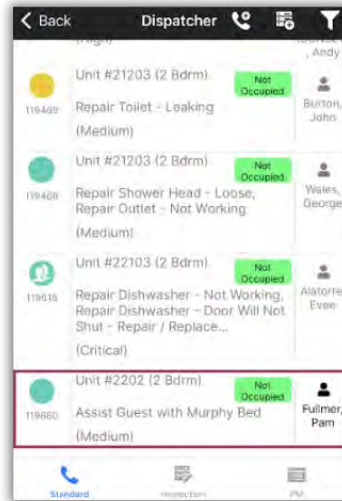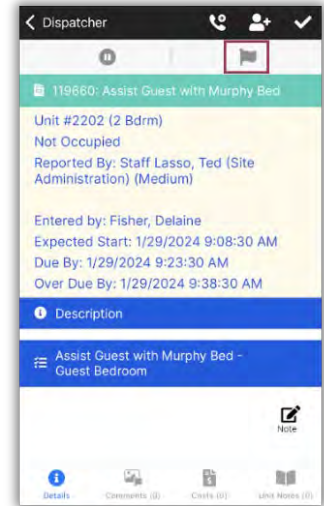
Step 6: To resume the Work Order, press **Start.**

Tap **Yes** to Confirm Resume.
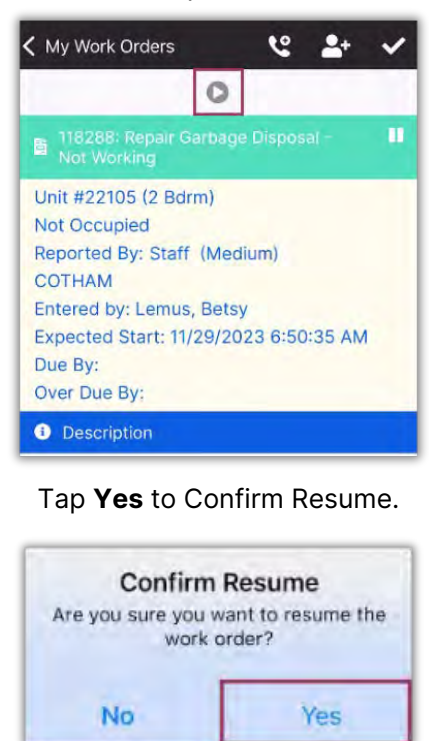
Step 1: Tap **Dispatcher** from the Home Screen.
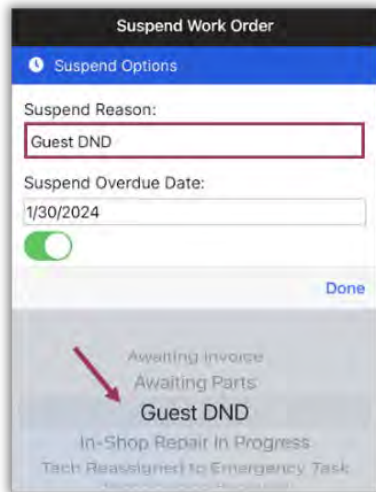

Step 2: Tap to open Work Order.
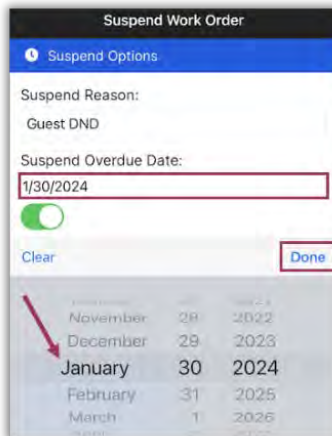

Step 3: Tap the Gray Flag to **Suspend.**
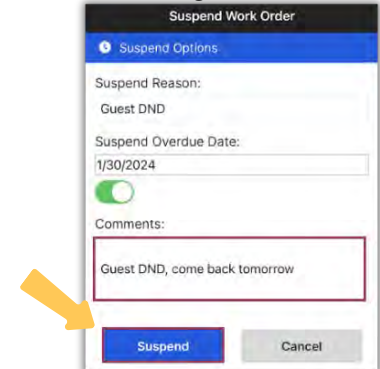

Step 4: Select a **Suspend Reason.**

Step 5: If necessary, tap **Suspend Overdue Date** to change Overdue Date.
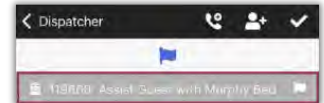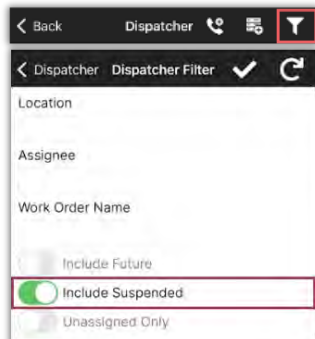

Select a new date, click **Done**

Step 6: Add **Comments** for additional insight and clarification.

Suspended Work Orders have a Gray or Blue Banner

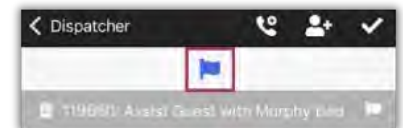**Step 7:** To view Suspended work orders, **Filter** for **Include Suspended.**

The Dispatcher List shows:
Gray Circle for **Suspended**
Blue Circle for **Overdue Suspended**

Step 8: Tap the **Blue Flag** to **Unsuspend** a Work Order.

Tap **YES** to Confirm **Unsuspend**