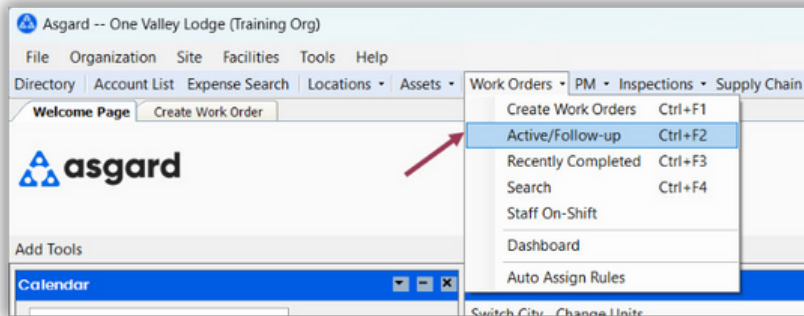
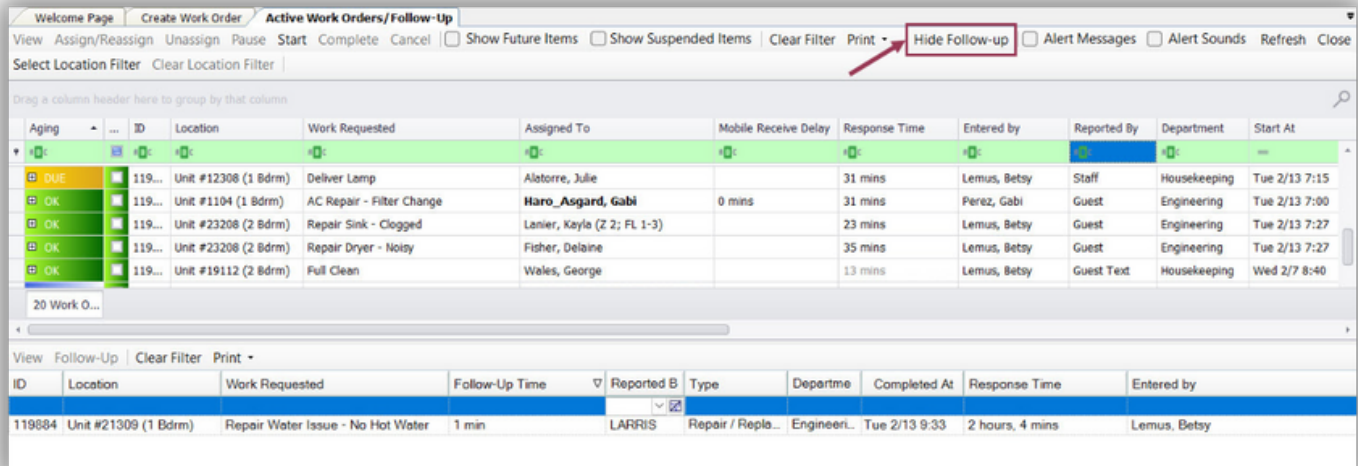


Step 1: From the Work Orders drop-down, open the Active/Follow-up screen.



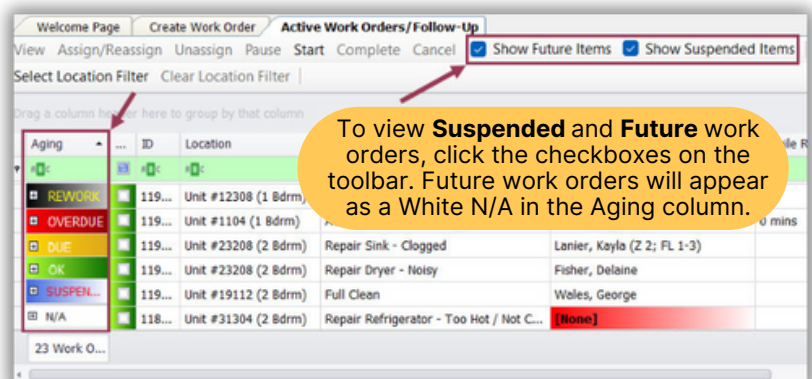
Step 2: The Active/Follow-Up screen is split into two screens, with Active (Incomplete) Work Orders for all departments appearing in the top half of the screen and the Follow-Ups (Completed) Work Orders in the bottom half.



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

Step 3: There are four Aging statuses for Standard Work Orders. They tell you how long a work order has been in the system. The system will sort the work orders based on the priority from highest to lowest.

- **REWORK** – Work was either not completed or the guest was not satisfied (Highest)
- **OVERDUE** – Time expected to complete the work has exceeded guest tolerance
- **DUE** – At least halfway through the time it should take to complete the task (typically 10-20 or 20-40 minutes)
- **OK** – Newly created (Lowest)



Step 4: Take note of the most critical columns when managing work orders.

Aging	ID	Location	Work Requested	Assigned To	Mobile Receive Delay	Response Time	Entered by	Reported By	Department	Start At
DUE	119...	Unit #12308 (1 Bdrm)	Deliver Lamp	Alatorre, Julie		31 mins	Lemus, Betsy	Staff	Housekeeping	Tue 2/13 7:15
OK	119...	Unit #1104 (1 Bdrm)	AC Repair - Filter Change	Haro_Asgard, Gabi	0 mins	31 mins	Perez, Gabi	Guest	Engineering	Tue 2/13 7:00
OK	119...	Unit #23208 (2 Bdrm)	Repair Sink - Clogged	Lenier, Kayla (Z 2; FL 1-3)		23 mins	Lemus, Betsy	Guest	Engineering	Tue 2/13 7:27
OK	119...	Unit #23208 (2 Bdrm)	Repair Dryer - Noisy	Fisher, Delaine		35 mins	Lemus, Betsy	Guest	Engineering	Tue 2/13 7:27
OK	119...	Unit #19112 (2 Bdrm)	Full Clean	Wales, George		13 mins	Lemus, Betsy	Guest Text	Housekeeping	Wed 2/7 8:40

- **Location** - Where the work needs to be completed
- **Work Requested** - What needs to be done
- **Department** - Which Department is completing the work
- **Reported By** - Shows if the issue was reported by **Staff** or a **Guest**

The columns in any of the grids in Asgard can be rearranged by clicking and holding on a column header and dragging it to the desired location.

Step 5: The **Assigned To** column allows you to assign/reassign or unassign the work order using the drop-down arrow. The drop-down list is filtered for users on-shift for the department that is responsible for completing the task. The **Assign/Reassign & Unassign** buttons on the top menu bar allow for single or mass assignment.

Aging	ID	Location	Work Requested	Assigned To	Mobile Rec
DUE	119...	Unit #23203 (2 Bdrm)	Repair Convection Oven, Repair Coff...	Alatorre, Evee	
DUE	119...	Unit #23203 (2 Bdrm)	Clean Dishwasher	Alatorre, Evee	
DUE	119...	Unit #12308 (1 Bdrm)	Deliver Lamp	[None]	
OK	119...	Unit #1104 (1 Bdrm)	AC Repair - Filter Change	User Full Name	
OK	119...	Unit #23208 (2 Bdrm)	Repair Sink - Clogged	[None]	
OK	119...	Unit #23208 (2 Bdrm)	Repair Dryer - Noisy	Alatorre, Evee	

Step 6: The **Mobile Receive Delay** column indicates how long it took the assignee to acknowledge the work order on their device after it was assigned to them. The **Response Time** column shows how long it has been since the work order was created.

Aging	ID	Location	Work Requested	Assigned To	Mobile Receive Delay	Response Time
DUE	119...	Unit #21203 (2 Bdrm)	Clean Sofa Bed / Couch / Sleeper Sofa	Jones_Asgard, Teresa	2 mins	31 mins
DUE	119...	Unit #23203 (2 Bdrm)	Clean Dishwasher	Alatorre, Evee		31 mins
DUE	119...	Unit #21204 (2 Bdrm)	Repair Internet - No Service	Paul_Asgard, Pam	6 mins	23 mins
OK	119...	Unit #23208 (2 Bdrm)	Repair Dryer - Noisy	Fisher, Delaine		35 mins
OK	119...	Unit #23208 (2 Bdrm)	Repair Sink - Clogged	Lenier, Kayla (Z 2; FL 1-3)		13 mins

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

Aging	ID	Location	Work Requested	Assigned To	Mobile Recd
DUE	8965	Unit #22408 (2 Bdrm)	Repair Drain - Clogged	Lanier, Kayla (Z 2; FL 1-3)	
DUE	8966	Unit #23208 (2 Bdrm)	Repair Dryer - Noisy	Fisher, Delaine	
DUE	8967	Unit #23208 (2 Bdrm)	Repair Sink - Clogged	Lanier, Kayla (Z 2; FL 1-3)	
DUE	8968	Unit #21203 (2 Bdrm)	Repair Toilet - Leaking	Jimenez_Asgard, Jackie	0 mins
OK	8826	Unit #21203 (2 Bdrm)	Repair Shower Head - Loose, Repair Outlet - Not Working	Lanier, Kayla (Z 2; FL 1-3)	1 min
OK	8983	Unit #21203 (2 Bdrm)	Clean Sofa Bed / Couch / Sleeper Sofa	Jones_Asgard, Teresa	2 mins
OK	8996	Unit #21204 (2 Bdrm)	Repair Internet - No Service	Paul_Asgard, Pam	6 mins

Grey

The work order has been assigned to a user with a mobile device, and the user has not acknowledged the work order

Standard Black

The assignee has acknowledged the work order and the Mobile Receive Delay time is visible

Bold

A bolded assignee name shows the work order has been started and indicates where the assignee is working

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

Hover over a column header, and a small funnel appears on the right. Clicking the funnel opens additional dynamic filter options.

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

The screenshot shows the 'Active Work Orders/Follow-up' section. At the top, there is a filter bar with a green header. Below it, a list of work orders is displayed. A red arrow points to the 'Clear Filter' button in the top right corner of the filter bar.

Step 9: To sort columns in ascending order (A-to-Z or 1-to-10), click once on a column header. To reverse the sort order, click again. For example, clicking on the "Assign To" column header groups assignees alphabetically, aiding in workload management during assignment or reassignment of work orders.

Aging	ID	Location	Work Requested	Assigned To
DUE	119...	Unit #23203 (2 Bdrm)	Repair Convection Oven, Rep...	Alatorre, Evee
DUE	119...	Unit #23203 (2 Bdrm)	Clean Dishwasher	Alatorre, Evee
OVERDUE	119...	Unit #20102 (1 Bdrm)	Deliver Conditioner	Fisher, Delaine
OK	119...	Unit #23208 (2 Bdrm)	Repair Dryer - Noisy	Fisher, Delaine
DUE	119...	Unit #17203 (1 Bdrm)	Replace Light Bulb	Fullmer, Pam
DUE	119...	Unit #21204 (2 Bdrm)	Deliver Crib, Deliver High Chair	George, Bob
DUE	119...	Unit #21203 (2 Bdrm)	Repair Toilet - Leaking	Jimenez_Asgard, Jackie
DUE	119...	Unit #21203 (2 Bdrm)	Clean Sofa Bed / Couch / Sle...	Jones_Asgard, Teresa