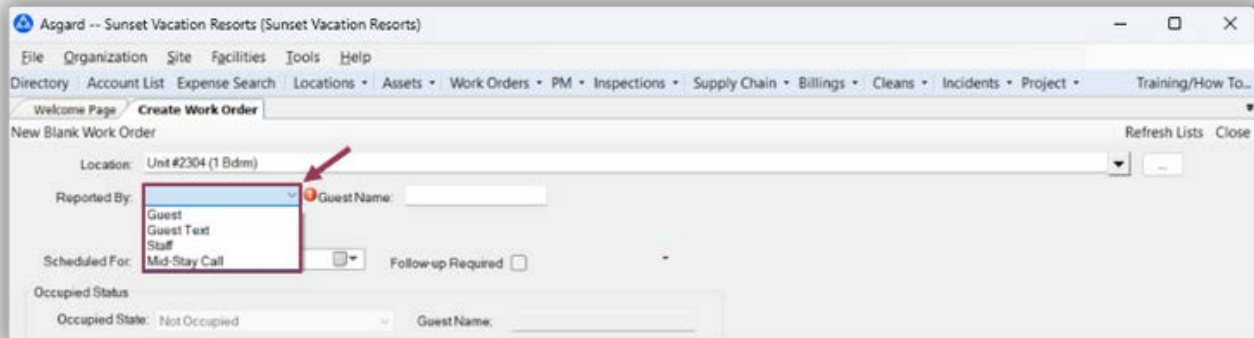


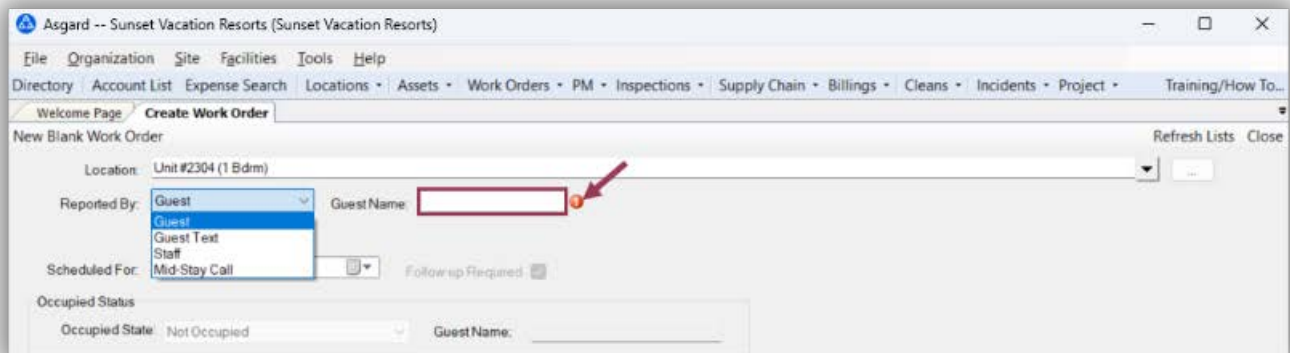
The Reported By field captures who originated the request - Guest, Staff Member, Owner, etc. It is a critical data point directly correlating to owner/guest satisfaction. Guest requests are easily recognized on mobile devices and always have a higher priority.

Step 1: Enter a **Location** and tab. The next required field is *Reported By*. Click the dropdown menu and choose the correct option from the list.



- Select **Guest** or **Owner** if the Guest or Owner originated the request by phone or in-person to any staff member. For example, if Mrs. Smith calls to request additional towels to be delivered to her room.
- Select **Staff** if the Staff Member originated the request. For example, if a Housekeeper noticed the towel rack was broken and needed to be fixed.

Step 2: When selecting **Guest** or **Owner**, the guest name is required, as indicated by the red icon.



Note: The guest name will populate automatically if your site has an interface with the PMS system. If not, it must be entered manually.

Step 3: When selecting **Staff**, you can add a staff member by *typing their name* or *choosing from the dropdown field*.

Use the **Staff Name** dropdown to select the name of the Staff member who requested the work. If that person is you, leave this field blank. Your name will be attached to the work order.

Step 4: These data points are visible on the Active Screen.

Aging	Paused	Location	Work Requested	Assigned To	Department	Reported By	Entered by	Reported By Name
REWORK		Unit #18209 (1 Bdrm)	Repair Bedframe	Lozier, Kayla (2 2...)	Engineering	Guest	Lemus, Betsy	SILLS
OVERDUE		Unit #27105 (2 Bdrm)	Repair Ice Maker - Not Working	Wales, George	Engineering	Guest	Lemus, Betsy	VINCENT
OVERDUE		Unit #14106 (2 Bdrm)	Repair Dresser - Broken Drawer	George, Bob	Engineering	Staff	Lemus, Betsy	
PUE		Unit #10202 (2 Bdrm)	Repair / Replace Light Fixture	Jimenez_Asgard, J...	Engineering	Guest	Lemus, Betsy	GALAX
OK		Unit #23405 (2 Bdrm)	Repair Drain - Clogged	Jones_Asgard, Teresa	Engineering	Guest	Lemus, Betsy	THOMASON

Reported By - is the Guest or Staff that reported the issue.

Entered By - who created the work order.