asgard
Learning Portal

If your property experiences a Power or Internet outage, you'll still need a way to capture work.
This Job Aide describes a process for manually capturing the work then importing it into Asgard from Excel.

You'll need to take advance action to make sure the necessary resources are available to follow this procedure.
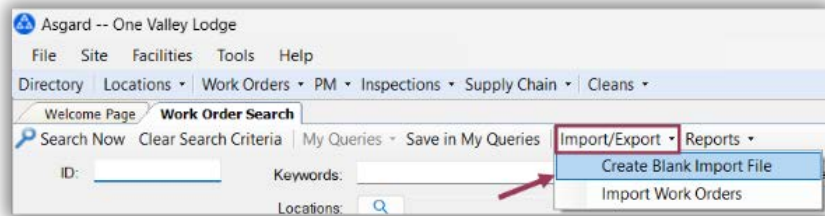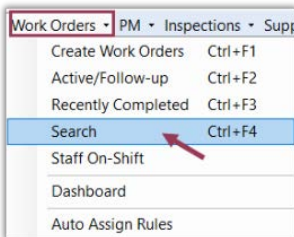
If there's a **power** outage but you still have **cell service**, the front desk can easily use a mobile device to enter the work orders into Asgard. Find instructions on entering work orders on a mobile device by scanning the QR Code

iPhone

Android

Step 1: *Prior* to one of these events, print out several copies of the Work Order Import form from the Work Order Search screen in Asgard. Store copies in the Front Office, Engineering, and Housekeeping.

Step 2: During the outage, capture all work order details with pen or pencil on the printed copies.

When Power/Internet is restored, open the Excel Import sheet on your computer. Copy the information from all of the physical sheets, update the status and details as directed in the column headers, and consolidate any duplicates. Save the sheet and proceed to Step 3.

**The required fields will be noted on the Excel sheet but are highlighted and listed below for reference.**

1 - Status (required, number only)
  1. Incomplete
  2. Canceled
  3. Completed
3 - Location Path or Unit Number - must exactly match in Asgard
4 - Model Task Type (Delivery, Assist, etc.)

5 - Department
8 - Model Task Name
10 - Entry Date/Time - Day the work order should appear as Active (MM/DD/YYYY 0:00 AM/PM)
14 - Username of Entry Person
15 - Reported By (Guest/Staff)
18 - Model Task Name

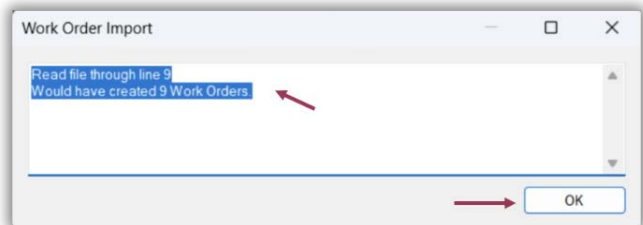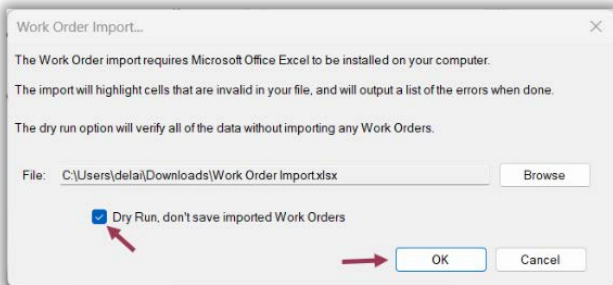**Step 3:** From the **Work Order Search** screen click **Import/Export** then select **Import Work Orders**.
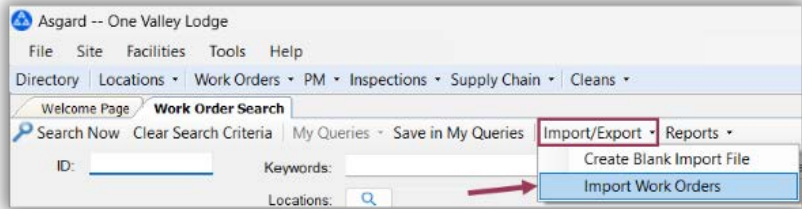
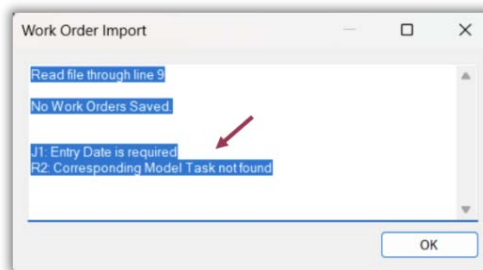**Step 4:** Click **Browse**. Select the appropriate file and click **OK**.
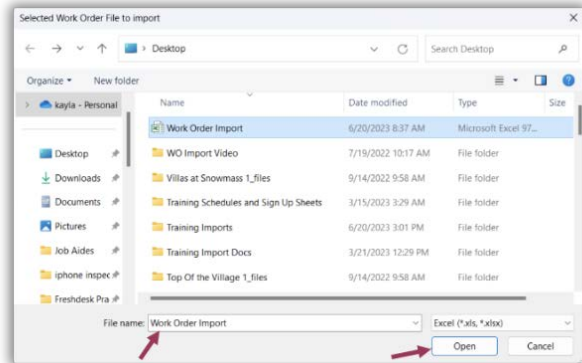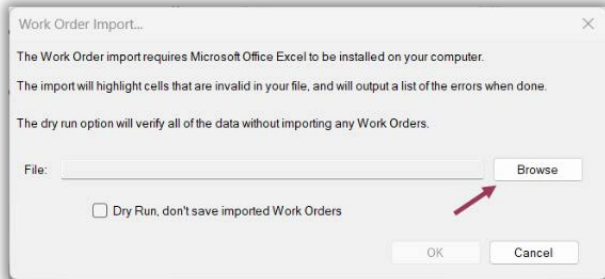
Step 5: After selecting the file, check the **Dry Run** box to ensure everything has been entered correctly.

If there are any issues, the system will alert you to the cells that need updating, as well as flag those cells when the Excel sheet is reopened.

| Repair Toilet - Clogged |
| Deliver Bath Towel |
| Repalce Light Bulb |

Step 6: Once Dry Run is complete, uncheck the box and upload your Work Orders.

The system will alert you that all work orders were created.