

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.



iPhone

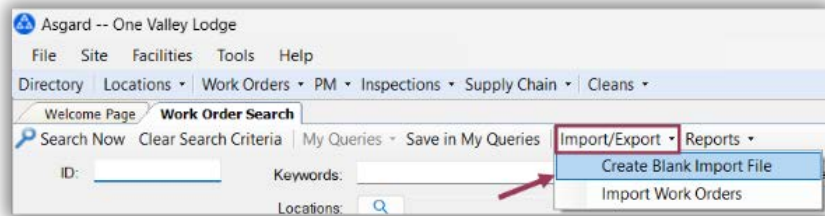
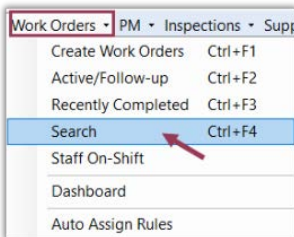


If there's a **power** outage but you still have **cell service**, the front desk can easily use a mobile device to enter the work orders into Asgard. Find instructions on entering work orders on a mobile device by scanning the QR Code



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.

Status (required, number only)	ID (number)	Location Path, or Unit #, must be in system	Type (Required), Model Task List	Department (optional), Must be in Model Task List	Model Task Category Name (optional)	Priority number (number only): 1: Critical 2: High 3: Medium 4: Low 5: Very Low	Name (Required)
1 - Incomplete (if missing an ID will be assigned) - Typically, leave blank		Unit #2104	Delivery	Housekeeping	Delivery		Deliver Toilet Paper

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.

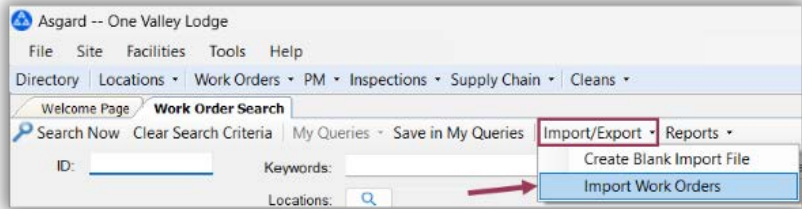
The required fields will be noted on the Excel sheet but are highlighted and listed below for reference.

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
2	1	Unit #2104	Delivery	Housekeeping		Deliver Toilet Paper			6/20/2023 3:00 PM	6/20/2023 3:05 PM	6/20/2023 3:09 PM	kross	kross	Guest			Deliver Toilet Paper			

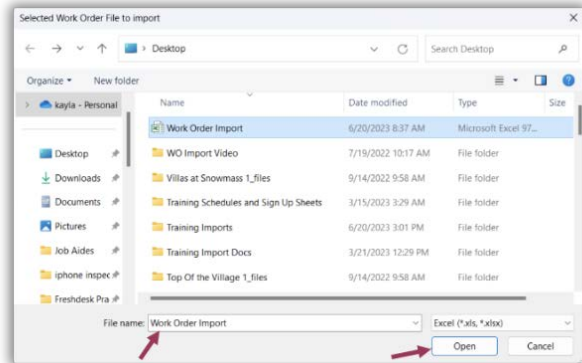
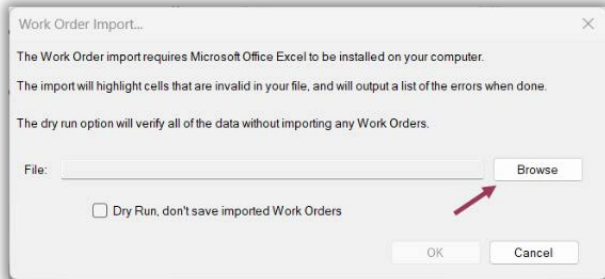
- 1 - Status (required, number only)
 - 1. Incomplete
 - 2. Canceled
 - 3. Completed
- 3 - Location Path or Unit Number - must exactly match in Asgard
- 4 - Model Task Type (Delivery, Assist, etc.)
- 5 - Department
- 8 - Model Task Name
- 10 - Entry Date/Time - Day the work order should appear as Active (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**.

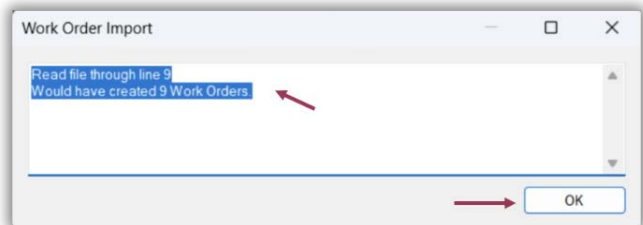
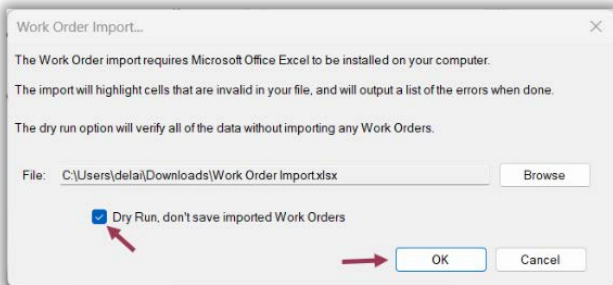
Be sure to save and exit out of the Work Order Import sheet before trying to upload.



Step 4: Click **Browse**. Select the appropriate file and click **OK**.

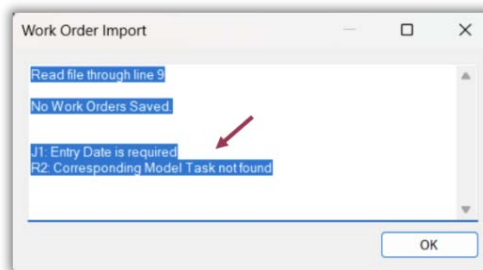


Step 5: After selecting the file, check the **Dry Run** box to ensure everything has been entered correctly.



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.

