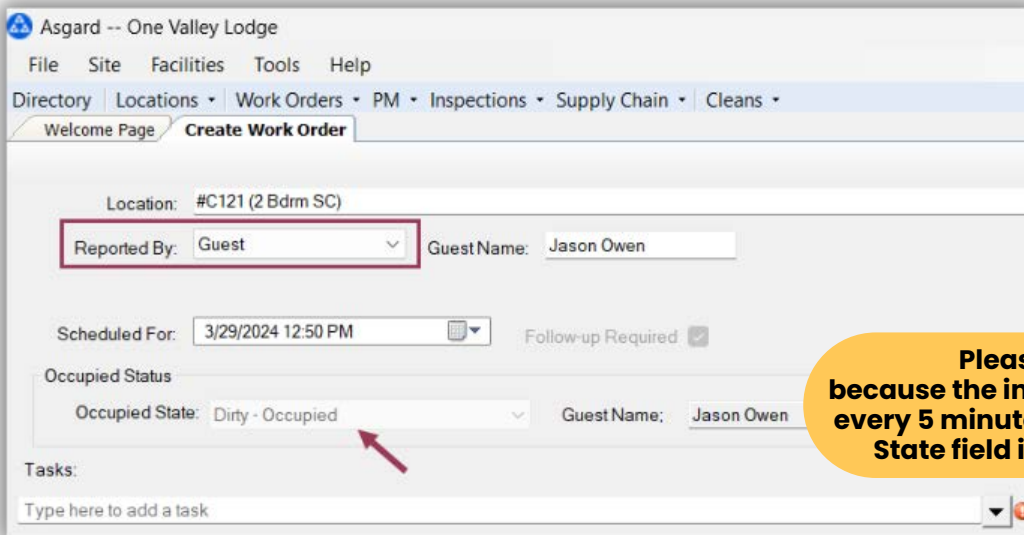**asgard**
Learning Portal

If your organization has an interface between Asgard and your Property Management System, the Occupied Status field in Asgard will automatically capture the Occupied State at the time the work order is created.
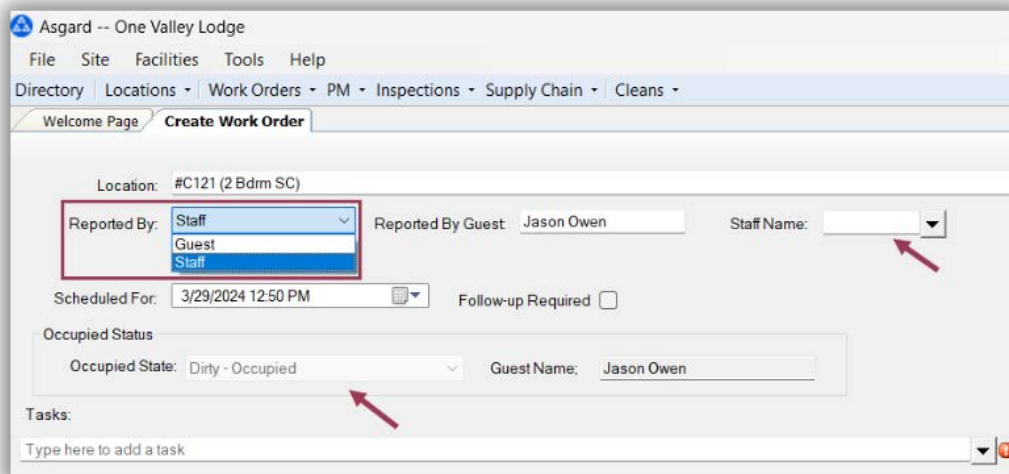**The Occupied State is updated every 5 minutes to ensure real-time accuracy.**

When selecting **"Guest"** in the **Reported By** field, the interface will automatically populate the **Guest Name** and update the **Occupied State**.

Please note
because the interface updates every 5 minutes the Occupied State field is uneditable.

When selecting **"Staff"** in the **Reported By** field, Asgard maintains the current occupancy status. The Staff name may be required.

❗ **Even with the automatic updates, it's important to always verify the status of the room by knocking and before entering.**