

A user's **Shift Status** provides the necessary information to efficiently manage work orders, especially when it comes to assigning and reassigning work orders.

On Shift - Ready - means the associate is prepared to receive work orders. Their name will automatically populate in the **Create Work Order** and **Active Screen** drop-down list.

On Shift - Break - behind the user's name indicates the associate is on a break or at lunch. Additionally, a clock indicator appears. This convenience feature shows the front desk and the system exactly how long the user has been on break.

Aging	Paused	Location	Work Requested	Assigned To	Department
OVERDUE	■	Unit #20307 (2 Bdrm)	Assist With Stove / Oven	Wales, George	Engineering
OVERDUE	■	Unit #3305 (2 Bdrm)	Clean Carpet / Rug - Dirty / Stain	Wales, George	Housekeeping
DUE	■	Unit #3305 (2 Bdrm)	Deliver Sheet / Linen Set - Queen	Jimenez_Asgard, Jackie (On Shift - Break: 13 mins)	Housekeeping
DUE	■	Unit #2203 (2 Bdrm)	Repair Refrigerator - Not Working	Perez, Gabi	Engineering
DUE	■	Unit #3305 (2 Bdrm)	Repair Ceiling - Leaking	Toliver, Michael	Engineering
DUE	■	Unit #13300 (2 Bdrm)	Deliver Lamp Cover	Haro, Gabi	Housekeeping

About 15 minutes before the end of the associate's day, they will switch to **On Shift - Ending Shift** status. This alerts you and allows them to complete any remaining work assigned to them before leaving for the day.

Aging	Paused	Location	Work Requested	Assigned To
OVERDUE	■	Unit #23206 (2 Bdrm)	Repair Dishwasher - Not Working	[None]
OVERDUE	■	Unit #20307 (2 Bdrm)	Assist With Stove / Oven	Wales, George
OVERDUE	■	Unit #20307 (2 Bdrm)	Clean Carpet / Rug - Dirty / Stain	Wales, George
DUE	■	Unit #3305 (2 Bdrm)	Deliver Sheet / Linen Set - Queen	Jimenez_Asgard, Jackie (On Shift - Ending Shift)
DUE	■	Unit #2203 (2 Bdrm)	Repair Refrigerator - Not Working	Perez, Gabi

Note: If your site uses **Auto-Assign**, you will **only** be assigned to work orders when you are in **On-Shift - Ready** status.

Off Shift - the associate has logged out of the device and clocked out for the day.

When an associate's status is **Off Shift**, any pending work orders still assigned to them **must be reassigned to an associate whose name is available in the Assign To dropdown list.**

Location	Work Requested	Assigned To
Unit #23206 (2 Bdrm)	Repair Dishwasher - Not Working	[None]
Unit #20307 (2 Bdrm)	Assist With Stove / Oven	Wales, George
Unit #20307 (2 Bdrm)	Clean Carpet / Rug - Dirty / Stain	Wales, George
Unit #3305 (2 Bdrm)	Deliver Sheet / Linen Set - Queen	Jimenez_Asgard, Jackie (Off-Shift)
Unit #2203 (2 Bdrm)	Repair Refrigerator - Not Working	Perez, Gabi

Name's of those users who are **Off Shift** will not appear in any of the "Assign To" dropdown lists.