

Step 1 : From the Help dropdown, click Contact Us .	🙆 Asgard One Valley Lodge
	File Site Facilities Tools Help
	Directory Locations - Work Or About Asgard pply Chain - Cleans -
	Welcome Page Connection Status

Step 2: Fill in the required information:

- 1. Your Phone Number: enter your contact number in case we need to call you
- 2. **Problem Category:** Select the area of Asgard from the dropdown where you are experiencing the problem
- 3. Common Problem: based on the selected category, choose an option from the dropdown list
- 4. Please provide specific information about your problem: enter the requested information or a brief description of your request
- 5. When did the problem occur?: Select "The problem is ongoing" or a timeframe, where applicable

Contact Us	×
How can we get back to you?	
Your Name:	Perez, Gabi
Your Email Address:	
	gperez@asgardsoftware.com
Your Phone Number:	
Your Organization:	Training Org
Your Site:	One Valley Lodge
Problem Category:	~ 🔾
Please provide specific informa	Inspections t Locations
	User/Directory
	Reports Assets/Reserves
	Work Orders
	PMs Projects
	Mobile Devices
	Other
	× .
When did the problem occur?	0
 The problem occurred 	from 10/09/2024 09:27 v to 10/09/2024 09:27
O The problem is ongoin	g
O The problem occurred	once on or around 10/09/2024 09:27
O The problem has occu	urred several times but I don't recall the exact dates
	OK Cancel

×	Contact Us	×
	How can we get back to you?	
	Your Name: Perez, Gabi	
-	Your Email Address: gperez@asgardsoftware.com	
	1 Your Phone Number: (424) 203-3295	
-	Your Organization: Training Org	
- 1	Your Site: One Valley Lodge	
	Problem Category: User/Directory	
	Common Problem: Add a New User	
^	Please provide specific information about your problem:	
•	 Please provide the details below: User's first and last name: Jane Doe Preferred user name (including EID); jdoe 11 User's company remial address; jdoe@asgardsoftware.com User's department: Front Desk User's department: Front Desk User's durp at (Manager, runner, inspector, tech, etc.); Manager Optional: Is there a current user whose permissions you would like to copy for this 	s •
	When did the problem occur?	
09:27	 The problem occurred from 10/09/2024 09:27 ↓ to 10/09/2024 09:27 ↓ The problem is ongoing 5 The problem occurred once on or around 10/09/2024 09:27 ↓ The problem has occurred several times but I don't recall the exact dates]-
Cancel	б ОК Са	ncel

The information will be sent to our Customer Service Heroes, who will contact you shortly with a resolution or any follow-up questions that they may have.

6. Once entered, click **OK** to submit