

In Asgard, features and functionalities are determined by user permissions. Access to various sections of the application is granted or restricted based on these permissions. Each user's permissions are tailored to their specific role and responsibilities, and even users in the same role may have different permissions.

This document serves as a quick reference for permission definitions, typical roles requiring these permissions, and important considerations before granting them.

Please note you must have Grant Privileges permission to add or disable users or edit user permissions. If you do not have this permission and think you should, please contact support@asgardsoftware.com.

Permission	Definition	Roles	Cautions
Edit Work Orders	Ability to Edit an existing work order. Required for any other work order permissions. Also required for AsgardMobile.	Front Desk, PBX/AYS, Technicians, Dispatchers, Supervisors, Managers, Resort Coordinators, GM.	None
Assignee	Can be Assigned work orders.	Anyone who will be assigned work orders. Vendors and Contractors can be created as Assignees.	None
Create	The ability to Create work orders, including Standard, PM, Inspections.	Front Desk, PBX/AYS, Technicians, Dispatchers, Supervisors, Managers, Resort Coordinators, GM.	None
Project W/O	Specific to Project Work Orders. Options are: View - ability to View work orders only; Create - ability to Create and Edit Project work orders.	Technicians, Dispatchers, Supervisors, Managers, Resort Coordinators.	None

Assign	The ability to Assign work orders. Must be checked for access to the Dispatcher App on AsgardMobile.	Front Desk, PBX/AYS, Technicians, Dispatchers, Supervisors, Managers, Resort Coordinators, GM.	Assign permission allows users to re-assign any work orders, including ones assigned to themselves. Allows a user to Suspend work orders.
Mark Cancelled	Ability to Cancel work orders.	Front Desk, PBX/AYS, Dispatchers, Supervisors, Managers, Resort Coordinators, GM.	This permission should be carefully granted to manage data accountability.
Mark Complete	Ability to Complete and Suspend work orders.	Anyone who needs to Complete or Suspend a work order	None
Edit Work Order Start Date	Ability to edit the start date on an existing work order.	Front Desk, PBX/AYS, Dispatchers, Supervisors, Managers, Resort Coordinators, GM.	This permission presents a high-risk threat to data integrity and is only granted by Asgard Customer Service upon request and approval.
Edit Work Order Complete Date	Ability to edit the completion date on an existing work order.	Front Desk, PBX/AYS, Dispatchers, Supervisors, Managers, Resort Coordinators, GM.	This permission presents a high-risk threat to data integrity and is only granted by Asgard Customer Service upon request and approval.
Edit Locked Fields	This permission grants users the ability to Edit Locked Fields on completed work orders.	As required.	This permission presents a high-risk threat to data integrity and is only granted by Asgard Customer Service upon request and approval.
Edit Locked Tasks	This permission grants users the ability to Edit Tasks that have already been completed.	As required.	This permission presents a high-risk threat to data integrity and is only granted by Asgard Customer Service upon request and approval.
Create Custom Billed Actions	Gives user the ability to create a new Billable Action as needed.	High level permission only for individuals working with billings.	This permission presents a high-risk threat to data integrity and is only granted by Asgard Customer Service upon request and approval.

Cleans	This permission grants user to support management cleans.	High level permission only individuals working with cleans.	This permission is only granted by Asgard Customer Service upon request and approval.
Edit PM Schedule	This permission allows users to create/edit scheduled PMs and Inspections.	General Manager, Resort Coordinators.	This permission presents a high-risk threat to data integrity and is only granted by Asgard Customer Service upon request and approval.
Edit Templates	This permission enables users to create/edit site specific PM and Inspection Templates, and add Flex tasks to Master Templates.	Executive Housekeeper, Chief Engineer, Resort Coordinators, GM.	This permission presents a high-risk threat to data integrity and is only granted by Asgard Customer Service upon request and approval.
Model Task Editing	Allows users to create/edit the model task list.	Organizational Admins only	This permission is high risk and only granted through Asgard Customer Service upon request and approval.
Facility Documents	Allows access to Facilities Documents. Options are: View – View Only. Edit – enter/edit documents.	Chief Engineer, GM.	This permission is typically granted through Asgard Customer Service.
Edit Configurations	This permission enables users to edit the configurations that determine application behavior. Ability to view/edit Location Tree.	Organizational Admins only.	This permission is high risk to data integrity and is only granted through Asgard Customer Service upon approval.
Edit Shifts	Ability to place a user on shift, select the type of work orders they can be assigned, and select/assign a mobile device.	Front Desk, Supervisors, Managers, Resort Coordinators, GM.	This permission is reserved for site leadership and should not be granted to the general user population.
Edit Site Statistics	This permission allows users to edit Site Statistics tools on the Welcome Page, including optional features such as occupancy, today's house count, VIP guests, and satisfaction scores. Note that these tools may not be utilized at your site.	Front Desk, Resort Coordinators, GM.	Site Statistics can be turned on/off based on organizational preference.

Edit News	Enables users to edit the News tool on the Welcome Page.	Front Desk, Supervisors, Managers, Activities, Resort Coordinators, GM.	This permission is typically granted through Asgard Customer Service.
Edit Events	Events allow you to group multiple work orders under a single event, like a hurricane, tornado, wedding, or similar occasion.	GM, Resort Coordinator.	If you are interested in using Events, please contact Asgard Customer Service.
Grant Privileges	The ability to create and edit users/permissions.	Executive Housekeeper, Resort Coordinators, GM.	This permission is only added by Asgard Customer Service upon request and approval. You can then create/disable users with permissions equal to or less than your own.
Labor Category	Labor Categories are used to bill labor costs on work orders, applicable only if your site utilizes billable actions.	High level permission only for individuals working with billings.	This permission is only added by Asgard Customer Service upon request and approval.
Can Import	The option to mass import work orders directly from the search screen.	Front Desk, Supervisors, Managers, Resort Coordinators, GM.	This permission is only added by Asgard Customer Service upon request and approval.