

### Asgard Desktop Create Standard Work Order



1		+ <b>Q</b> 4	-0:	×0:	0	-
	Incomplete	Repair Internet - No Service	JONES	Engineering	Haro_Asgard, Gabi	Wed 1/17 11:3
	Complete	Repair / Replace Light Fixture, Repair / Replace Light Fixture	BROOKES	Engineering	Hoover, John E	Tue 1/9 7:04
ľ	Complete	Repair / Replace Light Foture	BROOKES	Engineering	Hoover, John E	Wed 1/10 7:31
		The duration can be change	d to refle	ect the pas	t <b>7</b> or <b>30</b> davs	
		based on your	site's pr	references.		

**Step 5**: In the **Tasks** field, enter the request's **most distinctive keyword** (i.e., Thermostat). Avoid generic terms like "deliver," "assist," or "repair." Select the task and Tab. Fill in the necessary fields with the required information.

Welcome Page Create Work Order	
New Blank Work Order	Refresh Lists Close
Location: Unit#11109 (1 Bdrm)	
Reported By: Guest v Guest Name: SMITH	
Scheduled For 1/18/2024 5:57 AM	
Occupied Status	
Occupied State: Occupied State: Guest Name:	
Event [No Event]	
Tasks	
AC Repair - Thermostat Not Working - A/C Task (Engineering)	Remove
Priority: High ~ Extra Request No	
Sublocation: Living Room	
Notes: Thermostat will not turn on	
Assign To: Lanier, Kayla (Z 2, FL 1-3)	<u>•</u>
N	

- Extra Request optional
- **Quantity** (if applicable)
- Sublocation (where needed) indicates the precise task location
- **Notes** provide any additional information that the associate may need to complete the work order successfully
- Assign To If you have Assign privileges, and your property uses this configuration, you can assign this work order immediately or leave it unassigned
- Add as many additional Tasks as necessary for the same location. Asgard will
  automatically separate the tasks by which department will complete the work.

Step 6: Once you have added all of the required information, Tab to the Create Workorder(s) button and press Enter.

Priority: Medium	Extra Request	No	~		
Sublocation: In the main location itself				-	
Notes					
Average To a superior of a					
Laner_ASGARD, Kayla			<u> </u>		
				-	Remove
			1	_	
			Y		
				2	



The Reported By field captures who originated the request - Guest, Staff Member, Owner, etc. It is a critical data point directly correlating to owner/guest satisfaction. Guest requests are easily recognized on mobile devices and always have a higher priority.

**Step 1:** Enter a **Location** and tab. The next required field is *Reported By*. Click the dropdown menu and choose the correct option from the list.

Ele Organization Site Facilities Tools Help	
rectory Account List Expense Search Locations + Assets + Work Orders + PM + Inspections + Supply Chain + Billings + Cleans + Incidents + Project +	Training/How To
Welcome Page / Create Work Order	
ew Blank Work Order	Refresh Lists Clos
Location: Unit #2304 (1 Bdm)	• -
Reported By: Guest Name:	
Guest Guest Text Staff	
Scheduled For: Md-Stay Call Follow up Required C	
Occupied Status	
Occurring States And Occurring Count Name	

- Select Guest or Owner if the Guest or Owner originated the request by phone or in-person to any staff member. For example, if Mrs. Smith calls to request additional towels to be delivered to her room.
- Select **Staff** if the Staff Member originated the request. For example, if a Housekeeper noticed the towel rack was broken and needed to be fixed.

**Step 2:** When selecting **Guest** or **Owner**, the guest name is required, as indicated by the red icon.

	Refresh Lists Clos
1	Refresh Lists Clos
/	-
Guest Name	
Follow up Hequired	
Guest Name.	
2	Guest Name Follow up Required

# **Step 3:** When selecting **Staff**, you can add a staff member by typing their name or choosing from the dropdown field.



Select Locati	on Filter Clear	Location Filter						1
Dr.Rg. 4, 2051000						1	1	
Aging	+ Paused	Location	Work Requested	Assigned To	Department	Reported By	Entered by	Reported By Name
• •0	H	-O-	-0-	0	-0:	-0:	-0:	-0-
B REWORK		Unit #18209 (1 8dm)	Repair Bedframe	Lanier, Koyla (Z 2 =	Engineering	Guest	Lemus, Bebsy	SILLS
· OVERDU		Unit #27105 (2 Bdrm)	Repair Ice Maker - Not Working	Wales, George	Engineering	Guest	Lemus, Betsy	VINCENT
OVERDU		Unit #14106 (2 Bdrm)	Repair Dresser - Broken Drawer	George, Bob	Engineering	Staff	Lemus, Betsy	
E DIE	-	Unit #10202 (2 Bdrm)	Repair / Replace Light Foture	Jimenez_Asgard, J	Engineering	Guest	Lemus, Betsy	GALAX
EL DE L		Unit #23405 (2 Bdrm)	Repair Drain - Clogged	Jones_Asgard, Teresa	Engineering	Guest	Lemus, Betsy	THOMASON



Step 1: From the Work Orders drop-down, select Create Work Orders.



**Step 2:** Enter the location. Asgard will begin filtering the available choices as you type. Use the arrow keys to highlight the correct location and Tab.



The Create Work Orders screen was designed to be rapid entry. There is no need to use your mouse. Everything can be entered by typing, **Tabbing** and using the **Arrow Keys** on your keyboard.

Step 3: Select the reporter, and, if Staff Reported, select or enter the reporter's name.



**Step 4:** The **Scheduled For** field defaults to the time that the screen was opened. Use the drop-down to access the calendar or arrow over to change the date and/or time as requested.

Location: Uni	t#1102 (2 Bdrm)		2/ 5	2024 1	0:20 A	AM				
Locaton,	(11102 (2 5 0 m))	7	4		Febr	ruary 2	2024		- × -	
Reported By: Sta	ff 🗸 🗸	Reported By Guest FULL	Sun	Mon	Tue	Wed	Thu	Fri	Sat	
			28	29	30	31	1	2	3	
<b>N</b> -			4	5	6	7	8	9	10	
Scheduled For: 2/	6/2024 8:23 AM	Follow-up Requ	18	10	20	21	22	23	24	
0			25	26	27	28	29	1	2	
Occupied Status			3	4	5	6	7	8	9	
Occupied State: 0	)ccupied	Guest Nam				Today:	2/5/2	2024	- 1	
The future da for exampl	ate/time selecto e, the guest as	ed affects all tasks ks for Coffee to b ust make two sepa	s ac e d	ddeo elivo	d to ere	o the	e w ow	ork and	ord d a c	er. crik

**Step 5**: In the **Tasks** field, enter the request's **most distinctive keyword** (i.e., Regular, Decaf). Avoid generic terms like "deliver," "assist," or "repair." Select the task and Tab. Fill in the necessary fields with the required information.

	lork Ord	ler							
Lo	cation:	Unit #1103 (2	Bdrm)						
Repor	ted By:	Guest		Guest N	ame: FULLME	2			
Schedule	ed For:	2/ 6/2024 10	:20 AM	•	Follow-up R	equired 🔝			
Occupied	Status								
Occup	ied State	e: Not Occupi	ed		Guest	lame;			
	Event	[No Event]					~		
Tasks: Deliver Coffee	e, Regul	ar - Delivery (H	lousekeepi	ng)		40			•
Deinstein	1. Cale				<b>F</b> . <b>D</b>	No.			
Phonty.	High		~		Extra Red	uesi 140	~		
Item:	Coffe	e, Regular	·		Extra Rec	V Qty:	1		
Item: Notes:	Coffee	e, Regular k loudly			Extra Rec	V Qty:	1		
Item: Notes: Assign	Coffee Knock	e, Regular k loudly Nobody]			Extra Rec	Qty:	1		
Item: Notes: Assign Type here to	To:	e, Regular k loudly Nobody] isk			Extra Rec	Qty:	1	<u>•</u>	•
Notes: Assign Type here to	To: [the add a ta	e, Regular k loudly Nobody] isk			Extra Rec	V Qty:		<u> </u>	×
Notes: Assign Type here to	To:	e, Regular k loudly Nobody] isk			Extra Rec	Qty:		<u> </u>	<b>.</b>

Once you have added all of the requested future tasks, Tab to the **Create Workorder(s) button** and press Enter. The work order will appear in Asgard at the *specified* future date/time

- Extra Request the guest asks for more of what is stocked in the room, i.e., hangers, towels, coffee
- **Quantity** (if applicable)
- Sublocation (where needed)
- Notes any additional information that the associate may need to complete the work order
- Assign To It is best to leave a future work order unassigned, but if you know who will be on-shift when the work order populates, and they are in the drop-down, you can assign it now
- Add as many additional tasks as necessary for the same location. Asgard automatically separates the tasks based on the department responsible for completing the work

Step 6: To view your future work orders, open the Active/Follow-Up screen and check the box Show Future Items. Work Order status is shown as White N/A indicating they are Not yet Available.

Se	elect Locati	on Fi	Iter Cl	ear Location Filter			· · · · · · · · · · · · · · · · · · ·	The
D	rag a column	head	er here t	o group by that column				
	Aging	•	ID	Location	Work Requested	Assigned To	Mobile Receive Delay	Respons
9	1 <b>0</b> 0	E	a 🛛 c	* <b>0</b> ¢	*B:	• <b>B</b> :	4 <b>0</b> 0	a <b>n</b> c
	🗉 ОК		119	Unit #20201 (2 Bdrm)	Reclean Unit	George, Bob		1 day, 2
	D OK		119	Unit #1102 (2 Bdrm)	Repair Wall - Damaged	Fullmer, Pam		9 mins
	⊞ N/A	Ľ	119	Hole #13 Comfort Station	AC Repair - Filter Change	[None]		0 mins
	E N/A		119	Unit #1103 (2 Bdrm)	Deliver Coffee, Regular	[None]		0 mins
	⊞ N/A		119	Unit #1203 (2 Bdrm)	Pick Up Loaned Item - 1	[None]		0 mins
	E N/A	1	119	Unit #1201 (1 Bdrm)	Pick Up Fan	[None]		0 mins



Step 1: From the Create Work Order screen, enter the required information.

Asgard One Valley Lodge (Training Org) File Organization Site Facilities Tools Help Directory Account List Expense Search Locations - Assets - Work Orders	• PM • Inspections • Supply C
Welcome Page Create Work Order	be completed
New Blank Work Order	2. <b>Reported By</b> - Guest or Staff
Location: Unit #1304 (2 Bdrm)	3. Scheduled For - allows you to
2 Reported By: Guest Vame: JONES	schedule the work to be done at a future date and time
3 Scheduled For. 3/ 8/2024 8:54 AM To Follow-up Required Cocupied Status	4. Select the requested <b>Task(s)</b> and any additional information in the
Occupied State: Away ~ Guest Name;	Notes field
Event [No Event]	
Tasks 4	If your property has an interface
Deliver Bath Towel - Delivery (Housekeeping)	system the Guest Name and
Priority: Medium ~ Extra Request Yes	Occupied Status will populate
Item: Bath Towel V Oty:	
Notes: Permission to enter without knocking - Guest at pool	automatically.

**Step 2:** In the **Assign To** field, type the appropriate assignee name or choose from the drop-down.

Priority: Me	dium 🗸	Extra Request	Yes	~	
Item: Bat	th Towel	~	Qty:	1 🔹	
Notes: Pe	ermission to enter without knocking	- Guest at pool			
Assign To:	Smith, Jessica				•
	Nguyen, Vincent				
Type here to add a	Ramos, Celia				
	Rodriguez, James				
	Smith, Jessica				
	Todd, James	The drop-down	list is filte	red for users	
	Webb, Anthony	on-shift for the d	lepartmen	nt responsible	
	Yakushev, Vania	for comp	leting the	task.	
	[Nobody]				

Step 3: Once you have filled in the required fields and assigned the task(s), Tab to the Create Workorder(s) button and press Enter.

Assign 10. Smith, Jessica	<b>_</b>	
Type here to add a task		Remove



### Asgard Desktop Add Photos to a Work Order



**Step 4:** After adding your photo, you *must include a comment*. Once the photo and comment are attached, click **OK**. The comment/photo will be date and time stamped and records the user who attached it to the work order.

New Comment			
0 🔓 -	<i>™</i> + <i>P</i> +		
Equipment	Invoice		A
Picture:	C:\Users\Gabi Perez\Desktop\Invoices\Invoice_307.jpg		Browse
	1	OK	Cancel

The easiest way to add a photo to a work order is using the Comment button on your mobile device! Add as many photos/jpgs as needed, including pictures of documents, to a work order.





Adding Word Docs/PDFs is in our development queue for future enhancement.



### Asgard Desktop Standard Work Orders Actions Taken

Actions Taken is designed to close the loop between what the guest requests/reports and the actual work performed to resolve the issue. With Actions Taken, specific task categories, like Lighting, Televisions, and Appliances, will have a specific list of potential resolutions, one of which must be selected to complete the work order. If you have any issues with ActionsTaken, contact us at support@asgardsoftware.com.

Step 1: In the Task field, type the keyword of the issue. Select the appropriate task and Tab.

Tasks associated with Actions Taken will be category specific, with only **one option** to choose from.

I dana.		
ighting		0
Repair: Ligh	ing (AT) - Repair (Engineering	1

Multiple tasks are available when selecting a task that is **not** associated with ActionsTaken.

Clean Armoire - Cleaning (Housekeeping)	
Repair Armoire - Broken Door - Repair / Replace (Engineering)	
Repair Armoire - Broken Door Knob - Repair / Replace (Engineering)	
Repair Armoire - Broken Drawer - Repair / Replace (Engineering)	
Repair Armoire - Missing Hardware - Repair / Replace (Engineering)	
Repair Armoire - Scratch - Repair / Replace (Engineering)	
Repair/Replace Armoire - Door Broken - Repair / Replace (Engineering)	

The Actions Taken categories and the list of available actions are predetermined by your corporate team.

**Step 2:** When completing the Work Order on the desktop, select the appropriate Action Taken from the drop-down menu.

	lask	Action Laken	
Started: Calculate 5/30/2024 at 11: 29 AM	Repair: Lighting (AT)	[	<b>-</b> 0
uration: O Calculate Days: 0 - Hours: 0 - Minutes: 14 -		Ballast (Replace)	
		Breaker (Reset)	
mpleted: Calculate 5/30/2024 at 12 20 PM		Fixture (Repair / Replace)	
This work order is heine healdeted (act Expected Start to Actual Start)		GFI (Reset)	
ins work order is being backdated (set Expected Statt to Actual Statt)		Light Bulb (Replace)	
ment	*	Motion Sensor / Timer (Repair / Replace)	
	×	Shades / Diffuser (Repair / Replace)	
Taken on each Task Action Taken		Switch / Knobs / Button (Repair / Replace)	Jane
ir: Lighting (AT)			
	I he work or	rder <i>can not</i> be completed	until

	Welcome Page 7 [7028	5] Repair: Lighting (AT)	_	_			_	_	_	
	Return to Incomplete Par	use Rework Create Template	Reports • OK				Ta	abbed View Save	Save/Close Print	Close Close
	Request Repair: Ligh	ting (AT)						Status: Co	mplete	
	Location: Unit #1204 (2	Bdrm)						Expected Start 5/	30/2024 11:28 AM	
Step 3: Once the	Reported By: Guest	<ul> <li>Guest Name</li> </ul>	THOMAS					Due By:	5/30/2024 11:48 AM	
Work Order has been	Type: Repair (Eng Occupied Status	ineering)	<ul> <li>Priority: Med</li> </ul>	fium ~	Follow-up Required			Overdue By:	5/30/2024 12:08 PM	
completed, you can	Occupied State: N	lot Occupied	GuestName:					Assignee: m	enez_Asgard, Jackie	•
view the Asticn	Description:							Last Assigned: 5/	30/2024 11:29 AM	
view the Action								Started: 5	/30/2024 11:29 AM	
Taken in the Work								Completed: 5	/30/2024 11:44 AM	
							Ŧ	Work Time: 15	mins	
Order Details screen.	Entered by Lemus, Betsy o	n 5/30/2024 11:28 AM						Resolution Lime: 15	mins	
	Follow-Up Action Taken:				~	On: 5/30/2024 12:06 PM		Mobile-Receive	d:	
	Event [No Event		~							
	Tasks (1/1) Costs Comme	ents (0) Journal Entries Log N	lotifications							
	New View Delete M	ove Up Move Down Select	All Deselect All Chan	ge Selected Tasks to:	•	Hebre		A shee Talas	Datas Datas	
	e Completed	none not	category	summary		notes		Action Taken	Extra Reque	SI/
	I √	Repair: Lighting (AT)	Lighting (AT)	Master Bathroom		above sink		Light Bulb (Re	eplace)	-

## A asgard Learning Portal

### Asgard Desktop Complete Standard Work Order

If your site utilizes AsgardMobile, most of the work orders will be completed on mobile devices. However, circumstances might arise where you will need to complete a work order. Understanding how to complete a work order is critical to capturing accurate data on work time. This job aide will guide you through the various methods for capturing accurate work time data.



**Step 2**: To complete an un-started work order (In case you forgot to click Start!) and capture work time you must know one of the following combinations:

- What time did they finish, and how long were they there (Completed and Duration)?
- What time did they start, and how long were they there (Started and Duration)?
- When the work order was started and when it was completed (Started and Completed).

Actual Start a	nd Completion:		3			
Started:	Calculate	2/16/202	24 🔍 🗸 at	9 : 0	8 AM	
Duration:	Calculate	Days:	0 🜩 Hours:	~	0 🗘 Minutes:	12 🌲
Completed:	Calculate	2/16/202	24 <b>□</b> ▼ at	9:2	AM	
	0				~ ~	
This work o	order is being back	dated (set <mark>Ex</mark>	pected Start to Act	tual Start)		
omment						

**Example 1:** An associate calls and tells you he just completed his work order. Since the screen defaults to when you open it, the Completed time will be correct. You need to find out either when he started or how long he was there. He says he was there for 12 minutes. What do you do?

- Click what you don't know, what you want the system to calculate for you the Started radial
- Add the **Duration** (work time) of "12 minutes" to the Minutes field and Tab
  - The **Start** time is updated by the system
  - The Completed Time defaults to the time you open the screen

<b>Example 2</b> - An associate calls and ells you she forgot to call when she	Started: Calculate 2/16/2024 at 1 : 10 PM Duration: Calculate Days: 0 + Hours: 0 Minutes: 8 +
at 1:10 PM, and she was there for 8	Completed: Calculate 2/16/2024 at 1 18 PM
minutes. What do you do:	Comment
	OK Cancel

• The system calculates the **Completed** time for you

<b>Example 3</b> – An associate calls and tells you that he started at 10:20 AM and finished at 10:35 AM. What do you do?	Complete Work Order Actual Start and Completion: Started: Calculate 2/16/2024
	Comment V OK Cancel

- Click what you don't know, what you want the system to calculate for you the Duration radial
- Enter the **Start** time of 10:20 AM
- Enter the **Completed** time of 10:35 AM and tab
- The system calculates the **Duration** time for you

**Step 3:** If needed, you can add a comment in the **Comment Box**. Once you have entered all the information, simply click **OK**, and the work order leaves the Active Screen and can be viewed on the Recently Completed Screen.

	15.4
Duration: O Calculate Days: U - Hours: U - Minutes:	- Cl
Completed: Calculate 2/16/2024 at 10:35 AM	
This work order is being backdated (set Expected Start to Actual Start)	
Comment	A
	<b>v</b>



#### Step 1: From the Work Orders drop-down, open the Active/Follow-up screen.



**Step 2:** The Active/Follow-Up screen is split into two screens, with Active (Incomplete) Work Orders for all departments appearing in the top half of the screen and the Follow-Ups (Completed) Work Orders in the bottom half.

elec	t Lo	cation Fil	ter	Clear	Location Filter	te comprete conter j	0 5.104 10		-	, 2.1.2.1. 2.2.3.p.c.	aconcino   ci	con rince	/			i messeges	O Alert Sound.	iveneau	ciu												
																			,												
Agi	ing	·	ID	U	ocation	Work Requested		Assigned To	0		Mobile Rece	ive Delay	Respon	se Time	Entered by	Reported By	Department	Start At													
-0	c	E	100	-	04	·O:		( <b>D</b> )			( <b>D</b> )		( <b>D</b> )		۲ <b>۵</b> :	• <b>O</b> :	* <b>D</b> ¢	-													
	DUE		119	U	nit #12308 (1 Bdrm)	Deliver Lamp	Alatorre, Julie Haro_Asgard, Lanier, Kayla (Z					31 mins	5	Lemus, Betsy	Staff	Housekeeping	Tue 2/13 7:	Tue 2/13 7:15													
<b>E</b>			119	U	nit #1104 (1 Bdrm)	AC Repair - Filter Change			, Gabi	0 mins	0 mins 31	31 mins	Perez, Gabi	Guest	Engineering	Tue 2/13 7:	00														
			119	U	nit #23208 (2 Bdrm)	Repair Sink - Clogged			Lanier, Kayla (Z 2;		Lanier, Kayla (Z		Lanier, Kayla (Z		Lanier, Kayla (Z		Lanier, Kayla (Z 2		Lanier, Kayla (Z 7		Lanier, Kayla (Z 2;		Lanier, Kayla (Z 2; FL 1-3)	Z 2; FL 1-3)		23 m		23 mins	Lemus, Betsy	Guest	Engineering
<b>±</b> (			119	U	nit #23208 (2 Bdrm)	Repair Dryer - Noisy		Fisher, Delaine		Fisher, Delaine		Fisher, Delaine		Fisher, Delaine		Fisher, Delaine		Fisher, Delaine					35 mint	5	Lemus, Betsy	Guest	Engineering	Tue 2/13 7:	27		
•	ок		119	U	nit #19112 (2 Bdrm)	Full Clean		Wales, Geo	rge				13 mins	s	Lemus, Betsy	Guest Text	Housekeeping	Wed 2/7 8:4	40												
20	Wo	rk 0																													
ew	Fo	llow-Up	Cle	ar Fil	Iter Print -																										
		Location			Work Reque	sted	Follow-Up	Time	V	Reported B	Туре	Departr	ne C	ompleted At	Response Time	E	ntered by														
										~ 🗹																					
984	84	Unit #213	09 (1	Bdm	n) Repair Wate	r Issue - No Hot Water	1 min			LARRIS	Repair / Repla	Enginee	ri Tu	e 2/13 9:33	2 hours, 4 mins	U	emus, Betsy														

If you don't need to see the Follow-Up Work Orders, click **Hide Follow-Up** at the top right of the screen.

**Step 3**: There are four Aging statuses for Standard Work Orders. They tell you how long a work order has been in the system. The system will sort the work orders based on the priority from highest to lowest.

- REWORK Work was either not completed or the guest was not satisfied (Highest)
- **OVERDUE** Time expected to complete the work has exceeded guest tolerance
- **DUE** At least halfway through the time it should take to complete the task (typically 10-20 or 20-40 minutes)
- OK Newly created (Lowest)

sect Locatio	on Filter	r Cie	ar Location Filter			
	de la			To view Cuenende		
Aging -	<b>1</b> 1	D	Location	TO VIEW Suspende	ed and Future work	
* <b>0</b> ¢	8	0:	·D:	toolber Future wer	heckboxes on the	- r
						Ar i
REWORK		19	Unit #12308 (1 Bdrm)		the Aging solume	"
<ul> <li>REWORK</li> <li>OVERDUE</li> </ul>	1	19	Unit #12308 (1 Bdrm) Unit #1104 (1 Bdrm)	as a White N/A in	the Aging column.	o mi
REWORK     OVERDUE     DUE		19 19	Unit #12308 (1 Bdrm) Unit #1104 (1 Bdrm) Unit #23208 (2 Bdrm)	as a White N/A in	the Aging column.	o mi
REWORK     OVERDUE     DUE     OK		19 19 19	Unit #12308 (1 Bdrm) Unit #1104 (1 Bdrm) Unit #23208 (2 Bdrm) Unit #23208 (2 Bdrm)	as a White N/A in Repair Sink - Clogged Repair Dryer - Noisy	the Aging column.	o mi
REWORK     OVERDUE     DUE     OK     SUSPEN		119 119 119 119	Unit #12308 (1 Bdrm) Unit #1104 (1 Bdrm) Unit #23208 (2 Bdrm) Unit #23208 (2 Bdrm) Unit #19112 (2 Bdrm)	as a White N/A in Repair Sink - Clogged Repair Dryer - Noisy Full Clean	the Aging column. Lanier, Kayla (Z 2; FL 1-3) Fisher, Delaine Wales, George	o mi

#### **Step 4**: Take note of the most critical columns when managing work orders.

Vi	Welcome ew Assig	Page n/Rea	Creat ssign (	e Work Order Active Jnassign Pause Sta	e Work Orders/Follow-Up rt Complete Cancel D Show Fu	ture Items 🗌 Show Suspende	d Items   Clear Filter	Print - Hide F	ollow-up 📋 Ale	rt Messages [	Alert Sounds	Refresh Clo	• se
Se	elect Locat	ion Fil	ter Cle	ar Location Filter									
Dri				group by that column		_						,	0
	Aging	•	ID	Location	Work Requested	Assigned To	Mobile Receive Delay	Response Time	Entered by	Reported By	Department	Start At	
٠	* <b>D</b> ¢		1 <b>0</b> 0	0	<ul> <li>O:</li> </ul>	<ul> <li>O:</li> </ul>	(D)	1 <b>0</b> 0	<ul> <li>0</li> </ul>	-0-	(D)	-	^
	DUE		119	Unit #12308 (1 Bdrm)	Deliver Lamp	Alatorre, Julie		31 mins	Lemus, Betsy	Staff	Housekeeping	Tue 2/13 7:15	
	🛛 ОК		119	Unit #1104 (1 Bdrm)	AC Repair - Filter Change	Haro_Asgard, Gabi	0 mins	31 mins	Perez, Gabi	Guest	Engineering	Tue 2/13 7:00	
	🗉 ок		119	Unit #23208 (2 Bdrm)	Repair Sink - Clogged	Lanier, Kayla (Z 2; FL 1-3)		23 mins	Lemus, Betsy	Guest	Engineering	Tue 2/13 7:27	
	🗉 ок		119	Unit #23208 (2 Bdrm)	Repair Dryer - Noisy	Fisher, Delaine		35 mins	Lemus, Betsy	Guest	Engineering	Tue 2/13 7:27	11
	🗉 ОК		119	Unit #19112 (2 Bdrm)	Full Clean	Wales, George		13 mins	Lemus, Betsy	Guest Text	Housekeeping	Wed 2/7 8:40	<u> </u>
	20 Work (	)											

- Location Where the work needs to be completed
- Work Requested What needs to be done
- **Department -** Which Department is completing the work
- The columns in any of the grids in Asgard can be rearranged by clicking and holding on a column header and dragging it to the desired location.
- Reported By Shows if the issue was reported by Staff or a Guest

**Step 5:** The **Assigned To** column allows you to assign/reassign or unassign the work order using the drop-down arrow. The drop-down list is filtered for users on-shift for the department that is responsible for completing the task. The **Assign/Reassign** & **Unassign** buttons on the top menu bar allow for single or mass assignment.

Vie	Welcome F ew Assign	Page n/Rea	Crea ssign	te Work Order Activ Unassign Pause Sta	e Work Orders/Follow-Up rt Complete Cancel Chow Fu	ture Items 🗌 Show Su	spended Items   C
Se	lect Locati	on Fil	ter Cl	ear Location Filter			
	ag a column						
	Aging	•	ID	Location	Work Requested	Assigned To	Mobile Rec
Ŷ	вос		10c	* <b>0</b> ¢	x <b>⊡</b> ¢	4 <b>0</b> 4	4Oc
	DUE		119	Unit #23203 (2 Bdrm)	Repair Convection Oven, Repair Coff	Alatorre, Evee	
	DUE		119	Unit #23203 (2 Bdrm)	Clean Dishwasher	Alatorre, Evee	
Ø.	DUE		119	Unit #12308 (1 Bdrm)	Deliver Lamp	[None]	•
	🖽 ОК		119	Unit #1104 (1 Bdrm)	AC Repair - Filter Change	User Full Name	<u></u>
	🗉 ОК		119	Unit #23208 (2 Bdrm)	Repair Sink - Clogged	[None]	
	🗉 ОК		119	Unit #23208 (2 Bdrm)	Repair Dryer - Noisy	Alatorre, Evee Alatorre, Julie	U
	22 Work O				Fisher, Delaine		
4	23 WORK O.					Fullmer, Pam George, Bob	
Vie	ew Follow	v-Up	Clear	Filter Print •		Gordon, Melissa ×	-
10	1.00			Mart Dans	nte d	Time 77 Departed	D Turne

**Step 6:** The **Mobile Receive Delay** column indicates how long it took the assignee to acknowledge the work order on their device after it was assigned to them. The **Response Time** column shows how long it has been since the work order was created.

Vi	Welcome Pa	ge Reas	Activ sign	e Work Orders/Follow Unassign Pause Sta	t Complete Cancel Show Future Items	Show Suspended Items Clea	r Filter Print -	
Dra	ag a column h	eade	r here b	aroup by that column				
	Aging +		D	Location	Work Requested	Assigned To	Mobile Receive Delay	Response Time
	(D)	1	n <b>O</b> c -	1 <b>0</b> 1	4 <b>0</b> :	( <b>D</b> :	(D:	( <b>D</b> )
	DUE		119	Unit #21203 (2 Bdrm)	Clean Sofa Bed / Couch / Sleeper Sofa	Jones_Asgard, Teresa	2 mins	31 mins
	B DUE		119	Unit #23203 (2 Bdrm)	Clean Dishwasher	Alatorre, Evee		31 mins
	DUE		119	Unit #21204 (2 Bdrm)	Repair Internet - No Service	Paul_Asgard, Pam	6 mins	23 mins
	🗉 ОК		119	Unit #23208 (2 Bdrm)	Repair Dryer - Noisy	Fisher, Delaine		35 mins
	🗉 ОК		119	Unit #23208 (2 Bdrm)	Repair Sink - Clogged	Lanier, Kayla (Z 2; FL 1-3)		13 mins

	Aging	•	•	ID	Location	Work Requested	Assigned To	Mobile Re
۲	a 🖸 C	1		R C	я <mark>0</mark> с	4 <b>0</b> 0	# <b>0</b> ¢	RBC
	DUE		1	8965	Unit #22408 (2 Bdrm)	Repair Drain - Clogged	Lanier, Kayla (Z 2; FL 1-3)	
	DUE			8966	Unit #23208 (2 Bdrm)	Repair Dryer - Noisy	Fisher, Delaine	
	DUE			8967	Unit #23208 (2 Bdrm)	Repair Sink - Clogged	Lanier, Kayla (Z 2; FL 1-3)	
	DUE		1	8968	Unit #21203 (2 Bdrm)	Repair Toilet - Leaking	Jimenez_Asgard, Jackie	0 mins
	🗉 ОК		1	8826	Unit #21203 (2 Bdrm)	Repair Shower Head - Loose, Repair Outlet - Not Working	Lanier, Kayla (Z 2; FL 1-3)	1 min
	🗉 ОК			8983	Unit #21203 (2 Bdrm)	Clean Sofa Bed / Couch / Sleeper Sofa	Jones_Asgard, Teresa 🛛 🖌	2 mins
	III. OK			8996	Unit #21204 (2 Bdrm)	Repair Internet - No Service	Paul_Asgard, Pam	6 mins

A bolded assignee name shows the work order has been started and indicates where the assignee is working



**Step 9:** To sort columns in ascending order (A-to-Z or 1-to-10), click once on a column header. To reverse the sort order, click again. For example, clicking on the "Assign To" column header groups assignees alphabetically, aiding in workload management during assignment or reassignment of work orders.

Aging	 ID	Location	Work Requested	Assigned To
REC	8 <b>0</b> 0	* <b>D</b> ¢	4 <b>0</b> 4	R C
DUE	119	Unit #23203 (2 Bdrm)	Repair Convection Oven, Rep	Alatorre, Evee
DUE	119	Unit #23203 (2 Bdrm)	Clean Dishwasher	Alatorre, Evee
OVERDUE	119	Unit #20102 (1 Bdrm)	Deliver Conditioner	Fisher, Delaine
🗉 ОК	119	Unit #23208 (2 Bdrm)	Repair Dryer - Noisy	Fisher, Delaine
DUE	119	Unit #17203 (1 Bdrm)	Replace Light Bulb	Fullmer, Pam
DUE	119	Unit #21204 (2 Bdrm)	Deliver Crib, Deliver High Chair	George, Bob
DUE	119	Unit #21203 (2 Bdrm)	Repair Toilet - Leaking	Jimenez_Asgard, Jackie
DUE	119	Unit #21203 (2 Bdrm)	Clean Sofa Bed / Couch / Sle	Jones_Asgard, Teresa

Bold

![](_page_14_Picture_0.jpeg)

### Asgard Desktop Suspend a Work Order

![](_page_14_Figure_2.jpeg)

![](_page_15_Picture_0.jpeg)

### Asgard Desktop Mass Assigning/Re-assigning Work Orders

**Step 1:** From the **Active Work Order** screen, use the green filter bar to sort the work orders by department. You can only mass assign/reassign work orders of the same department.

Active V sign Un ter Clear	Vork Orders, assign Paus Location Fil	/Follow-Up Create Work ( se Start Complete Canc Iter	order	Show Suspe	nded Items   Clear Fi						
r here to g	here to group by that column										
Paused	ID	Location	Work Requested	Department 👎	Assigned To						
<b>B</b>	•Oc	a 🛛 c	# <b>⊡</b> c	🕼 eng	* <b>0</b> 0						
	58089	Unit #3210 (2 Bdrm)	AC Repair - Not Working	Engineering	Andrews, Christine						
	67606	Unit #1101 (1 Bdrm)	Repair Door - Broken	Engineering	Webb, Anthony						
	68644	Unit #2209 (1 Bdrm)	Repair Sofa - Leg Broken	Engineering	[None]						
	58099	Unit #2205 (1 Bdrm)	Repair Floor - Tile	Engineering	[None]						
	57300	Bldg 1, Pool	Assist with Pool Music	Engineering	[None]						
	68643	Unit #1208 (2 Bdrm)	Repair Oven	Engineering	[None]						
	57567	Elevator 1	Replace Light Bulb in Ele	Engineering	[None]						

**Step 2:** Select the work orders you want to assign by clicking and dragging your mouse to highlight the work orders or by holding down the Control key while using your mouse to select the work orders. Once selected, click the **Assign/Reassign** button.

View Assign/H	Reassign Uni	assign Pau	se Start Complete Cano	el 🗌 Show Future Items	Show Susp	pended Items Clea
Select Location	Filter	Location Fi	Iter			
	ader here to g				You	an only Ma
Aging	- Paused	ID	Location	Work Requested	De,	25 work or
P 400	Ø	a 🗖 c	1 <b>0</b> 0	a@c	∎∎: eng	#Dc
OVERDUE		58089	Unit #3210 (2 Bdrm)	AC Repair - Not Working	Engineering	Andrews, Christine
OVERDUE		67606	Unit #1101 (1 Bdrm)	Repair Door - Broken	Engineering	Webb, Anthony
		68644	Unit #2209 (1 Bdrm)	Repair Sofa - Leg Broken	Engineering	[None]
DUE		58099	Unit #2205 (1 Bdrm)	Repair Floor - Tile	Engineering	Rodriguez, James
🗉 ок		57300	Bldg 1, Pool	Assist with Pool Music	Engineering	Lemus, Betsy
🗉 ок		68645	Bldg 1, Pool	Deliver Pool Chair	Engineering	[None]
🗉 ок		68643	Unit #1208 (2 Bdrm)	Repair Oven	Engineering	[None]
OK OK		57567	Elevator 1	Replace Light Bulb in Ele	Engineering	[None]

Step 3: The Reassign Work Orders box will only include team members On-Shift-Ready for the Department responsible for completing the work. Select an Assignee from the drop-down and click OK.

![](_page_15_Figure_7.jpeg)

#### Step 4: To Mass Unassign work orders, repeat the process in Step 2 and select the Unassign button.

sign Ur	assign Pau	se Start Complete Can	cel Show Future Items	Show Susp	ended Items Clear
ter Clea	r Location	liter			
Paused	ID	Location	Work Requested	Department	Assigned To
	# C	4 <b>0</b> 4	e 🗖 c	.eng	# <b>O</b> C
	68644	Unit #2209 (1 Bdrm)	Repair Sofa - Leg Broken	Engineering	Deckard, Rick
	58099	Unit #2205 (1 Bdrm)	Repair Floor - Tile	Engineering	[None]
	57300	Bldg 1, Pool	Assist with Pool Music	Engineering	Deckard, Rick
	68645	Bldg 1, Pool	Deliver Pool Chair	Engineering	Deckard, Rick
	68643	Unit #1208 (2 Bdrm)	Repair Oven	Engineering	Deckard, Rick
	57567	Elevator 1	Replace Light Bulb in Ele	Engineering	Deckard, Rick