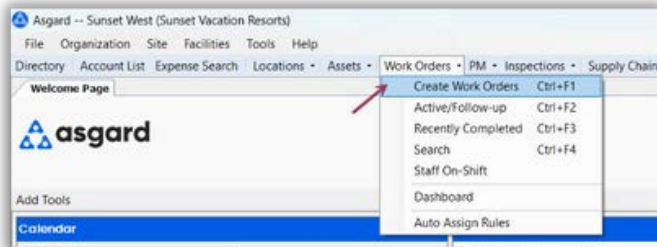
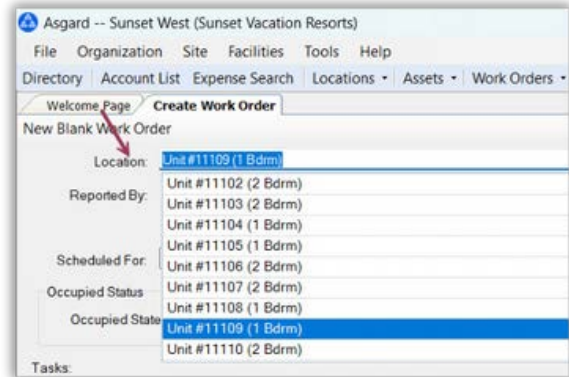


Step 1: From the Work Orders drop-down, select **Create Work Orders**.

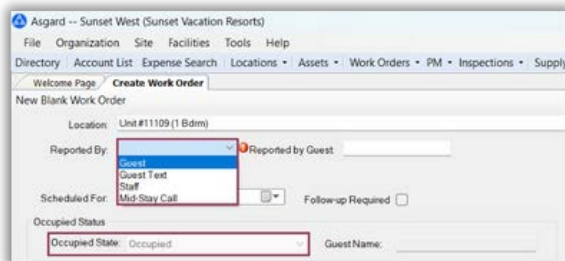


The Create Work Orders screen is designed for rapid entry. No need for a mouse. Everything can be entered by typing, then Tabbing, or using the Arrow Keys on your keyboard.

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

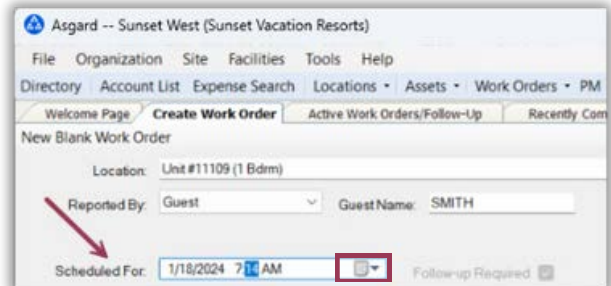


Step 3: Select the **Reporter**, and select or enter the Reporter's name.



If your property has an interface between Asgard and your Property Management System, the Guest Name and Occupied Status will populate automatically.

Step 4: If the requested work is for a future **Date** and/or **Time**, update the **Scheduled For** field by highlighting or using the drop-down calendar.



In the center of the screen, take note of any **Pending** and **Recently Completed Work Orders** associated with the location within the last **14** days. This proactive approach prevents duplicate work orders and alerts you to recurring issues at the location.

Pending and Recently-Completed Work in Unit #11109 (1 Bdrm)

Drag a column header here to group by that column.

Status	Work Requested	Guest Name	Department	Assigned To	Start At
Incomplete	Repair Internet - No Service	JONES	Engineering	Haro_Asgard, Gabi	Wed 1/17 11:30
Complete	Repair / Replace Light Fixture, Repair / Replace Light Fixture	BROOKES	Engineering	Hoover, John E	Tue 1/9 7:04
Complete	Repair / Replace Light Fixture	BROOKES	Engineering	Hoover, John E	Wed 1/10 7:31

The duration can be changed to reflect the past **7** or **30** days based on your site's preferences.

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.

The screenshot shows the 'Create Work Order' form. The 'Tasks' section is highlighted with a red box. It contains the following fields:

- Task: AC Repair - Thermostat Not Working - A/C Task (Engineering)
- Priority: High
- Extra Request: No
- Sublocation: Living Room
- Notes: Thermostat will not turn on
- Assign To: Lanier, Kayla (Z 2, FL 1-3)

A red arrow points to the 'Assign To' field.

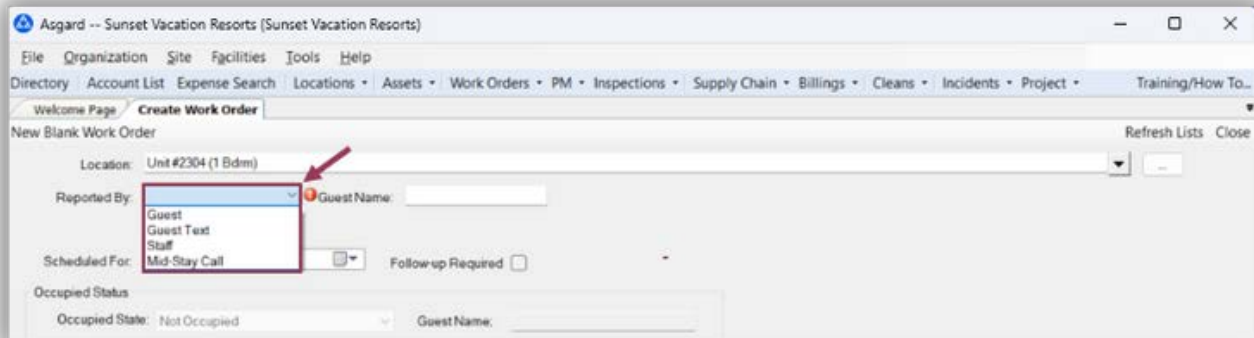
- **Extra Request** - optional
- **Quantity** (if applicable)
- **Sublocation** (where needed) indicates the precise task location
- **Notes** – provide any additional information that the associate may need to complete the work order successfully
- **Assign To** – If you have Assign privileges, and 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.

The screenshot shows the 'Create Work Order' form with the 'Tasks' section filled out. The 'Create Workorder(s)' button is highlighted with a red box, and a red arrow points to it.

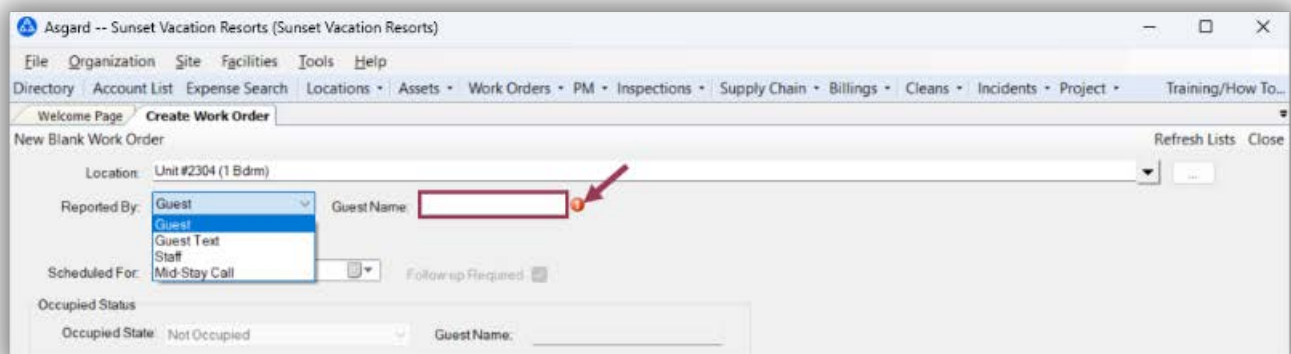
The Reported By field captures who originated the request - Guest, Staff Member, Owner, etc. It is a critical data point directly correlating to owner/guest satisfaction. Guest requests are easily recognized on mobile devices and always have a higher priority.

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.



- 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.



Note: The guest name will populate automatically if your site has an interface with the PMS system. If not, it must be entered manually.

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

Use the **Staff Name** dropdown to select the name of the Staff member who requested the work. If that person is you, leave this field blank. Your name will be attached to the work order.

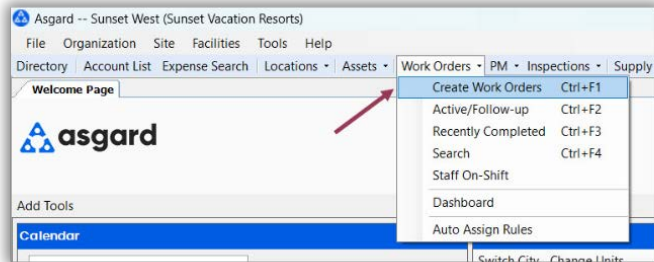
Step 4: These data points are visible on the Active Screen.

Aging	Paused	Location	Work Requested	Assigned To	Department	Reported By	Entered by	Reported By Name
REWORK		Unit #18209 (1 Bdrm)	Repair Bedframe	Lozier, Kayla (2 2...	Engineering	Guest	Lemus, Betsy	SILLS
OVERDUE		Unit #27105 (2 Bdrm)	Repair Ice Maker - Not Working	Wales, George	Engineering	Guest	Lemus, Betsy	VINCENT
OVERDUE		Unit #14106 (2 Bdrm)	Repair Dresser - Broken Drawer	George, Bob	Engineering	Staff	Lemus, Betsy	
PUE		Unit #10202 (2 Bdrm)	Repair / Replace Light Fixture	Jimenez_Asgard, J...	Engineering	Guest	Lemus, Betsy	GALAX
OK		Unit #23405 (2 Bdrm)	Repair Drain - Clogged	Jones_Asgard, Teresa	Engineering	Guest	Lemus, Betsy	THOMASON

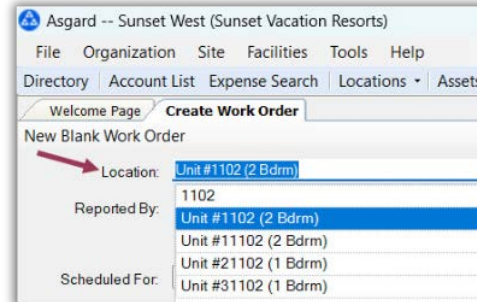
Reported By - is the Guest or Staff that reported the issue.

Entered By - who created the work order.

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

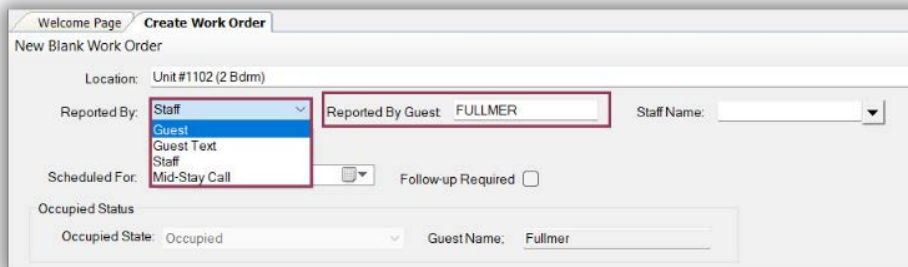


Step 2: Enter the location. Asgard will begin filtering the available choices as you type. Use the arrow keys to highlight the correct location and Tab.



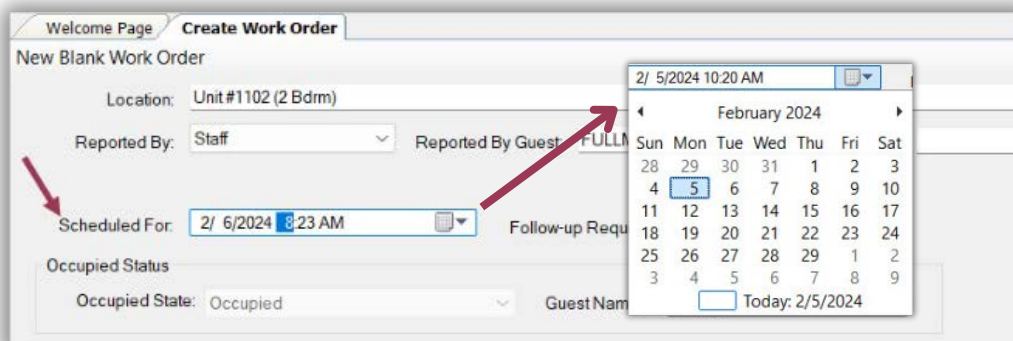
The Create Work Orders screen was designed to be rapid entry. There is no need to use your mouse. Everything can be entered by typing, **Tabbing** and using the **Arrow Keys** on your keyboard.

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



If your property has an interface between Asgard and your Property Management System, the guest name and occupied status will populate automatically. If not, you will be required to enter this information.

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.



The future date/time selected affects all tasks added to the work order. If, for example, the guest asks for Coffee to be delivered now and a crib tomorrow, you must make two separate work orders.

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.

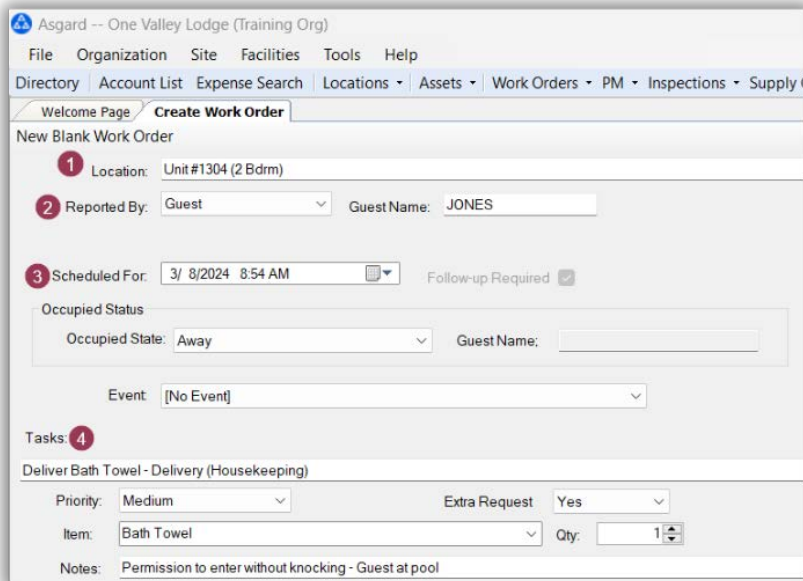
- **Extra Request** - the guest asks for *more of what is stocked in the room*, i.e., hangers, towels, coffee
- **Quantity** (if applicable)
- **Sublocation** (where needed)
- **Notes** – any additional information that the associate may need to complete the work order
- **Assign To** – It is best to 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

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

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**.

Aging	ID	Location	Work Requested	Assigned To	Mobile Receive Delay	Response
OK	119...	Unit #20201 (2 Bdrm)	Reclean Unit	George, Bob		1 day, 21 mins
OK	119...	Unit #1102 (2 Bdrm)	Repair Wall - Damaged	Fullmer, Pam		9 mins
N/A	119...	Hole #13 Comfort Station	AC Repair - Filter Change	[None]		0 mins
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
N/A	119...	Unit #1201 (1 Bdrm)	Pick Up Fan	[None]		0 mins

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

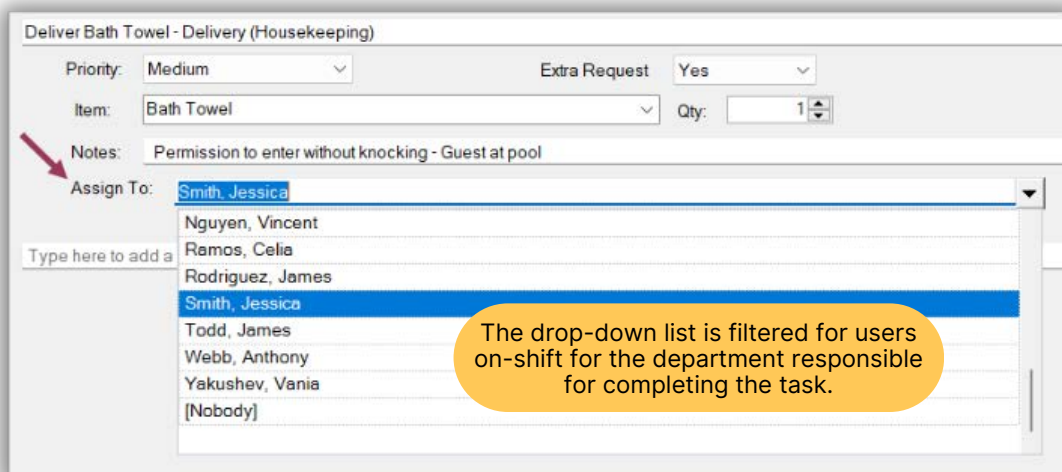


Create Work Order Screen Key:

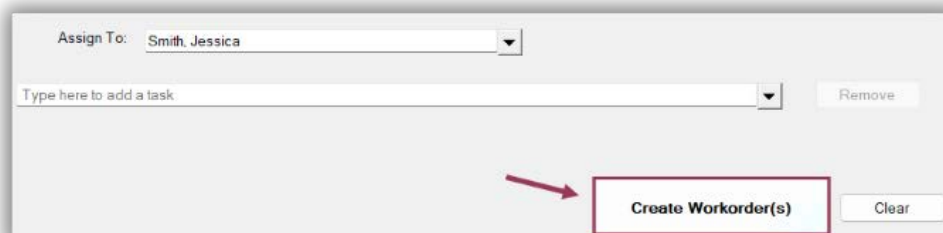
1. **Location** - where the work needs to be completed
2. **Reported By** - Guest or Staff
3. **Scheduled For** - allows you to schedule the work to be done at a future date and time
4. Select the requested **Task(s)** and any additional information in the **Notes** field

If your property has an interface between Asgard and your PMS system, the **Guest Name** and **Occupied Status** will populate automatically.

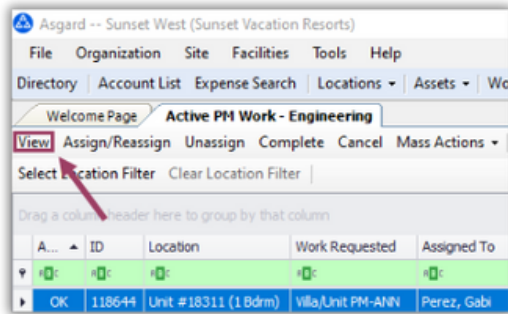
Step 2: In the **Assign To** field, type the appropriate assignee name or choose from the drop-down.



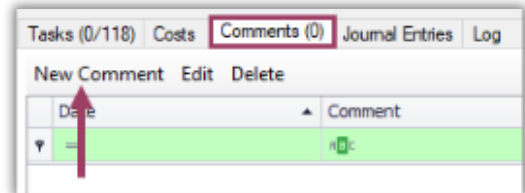
Step 3: Once you have filled in the required fields and assigned the task(s), Tab to the **Create Workorder(s)** button and press Enter.



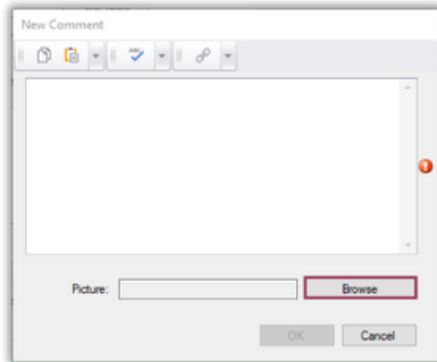
Step 1: Highlight the work order you would like to add a photo to and click **View**.



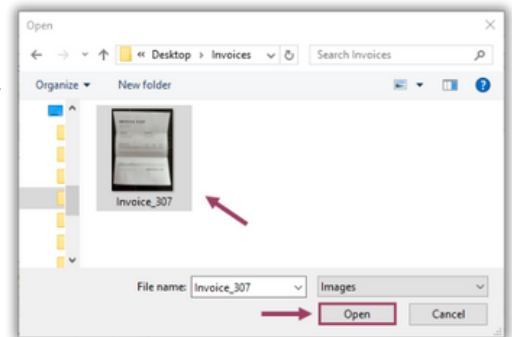
Click the **Comments** tab above the task list, then click **New Comment**.



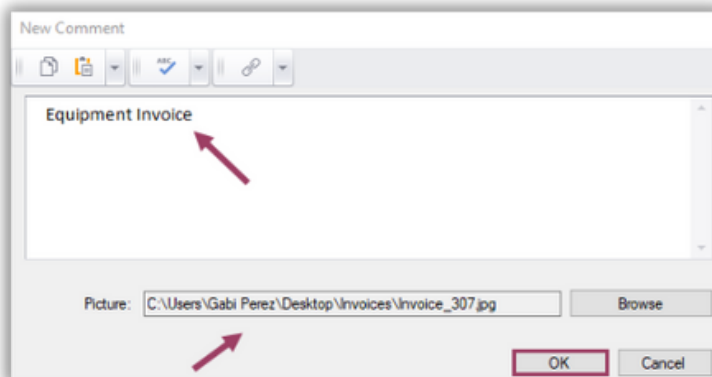
Step 2: Make sure that the photo is saved to your computer. Click **Browse** to locate the photo within your files.



Step 3: When the file window opens, select the desired photo and click **Open**.

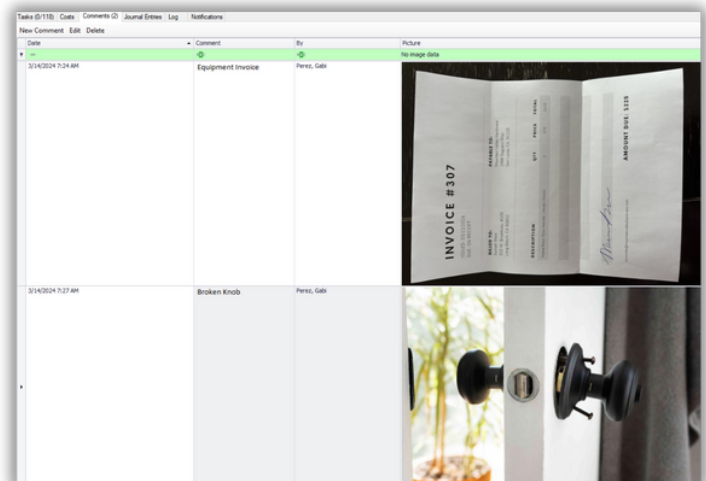


Step 4: After adding your photo, you *must include a comment*. Once the photo and comment are attached, click **OK**. The comment/photo will be date and time stamped and records the user who attached it to the work order.



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.

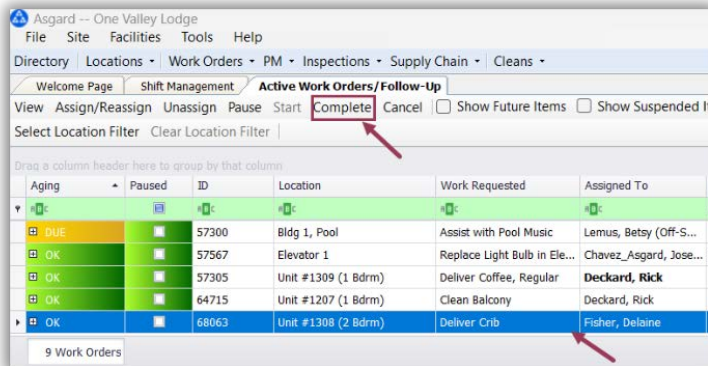


Adding Word Docs/PDFs is in our development queue for future enhancement.



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.

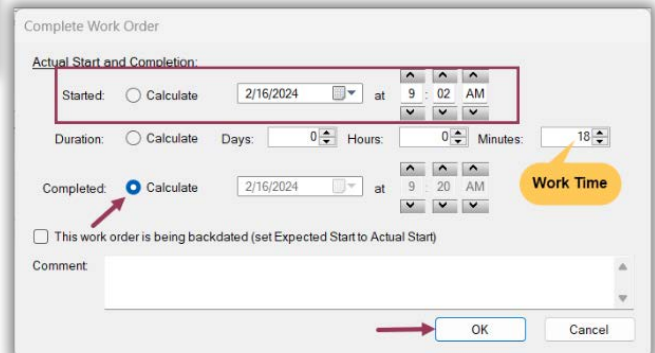
Step 1: Highlight the work order that was assigned/started and click the **Complete** button. Remember a work order **MUST** be assigned to be completed.



Aging	Paused	ID	Location	Work Requested	Assigned To
DUE		57300	Bldg 1, Pool	Assist with Pool Music	Lemus, Betsy (Off-S...
OK		57567	Elevator 1	Replace Light Bulb in Ele...	Chavez, Asgard, Jose...
OK		57305	Unit #1309 (1 Bdrm)	Deliver Coffee, Regular	Deckard, Rick
OK		64715	Unit #1207 (1 Bdrm)	Clean Balcony	Deckard, Rick
OK		68063	Unit #1308 (2 Bdrm)	Deliver Crib	Fisher, Delaine

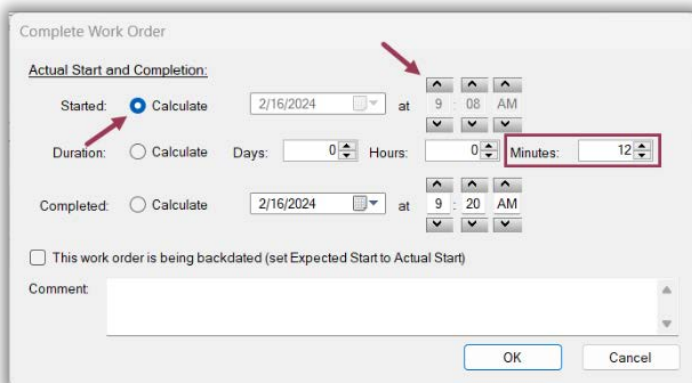
You know a work order has been **started** when the assignee's name appears in **Bold**.

When the Complete Work Order dialog box opens notice that the started work order has captured the correct work time. Simply click **OK**.



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).



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

Example 2 - An associate calls and tells you she forgot to call when she completed her work order. She started at 1:10 PM, and she was there for 8 minutes. What do you do?

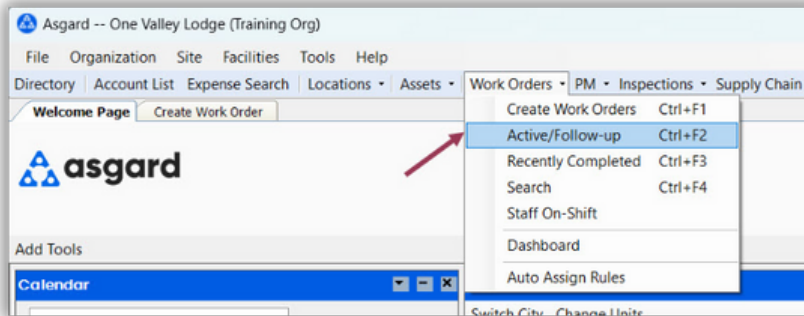
- Click what you don't know, what you want the system to calculate for you - the **Completed radial**
- Enter the **Start** time of 1:10 PM
- Add the **Duration** (work time) of "8 minutes" to the Minutes field and tab
- The system calculates the **Completed** time for you

Example 3 - An associate calls and tells you that he started at 10:20 AM and finished at 10:35 AM. What do you do?

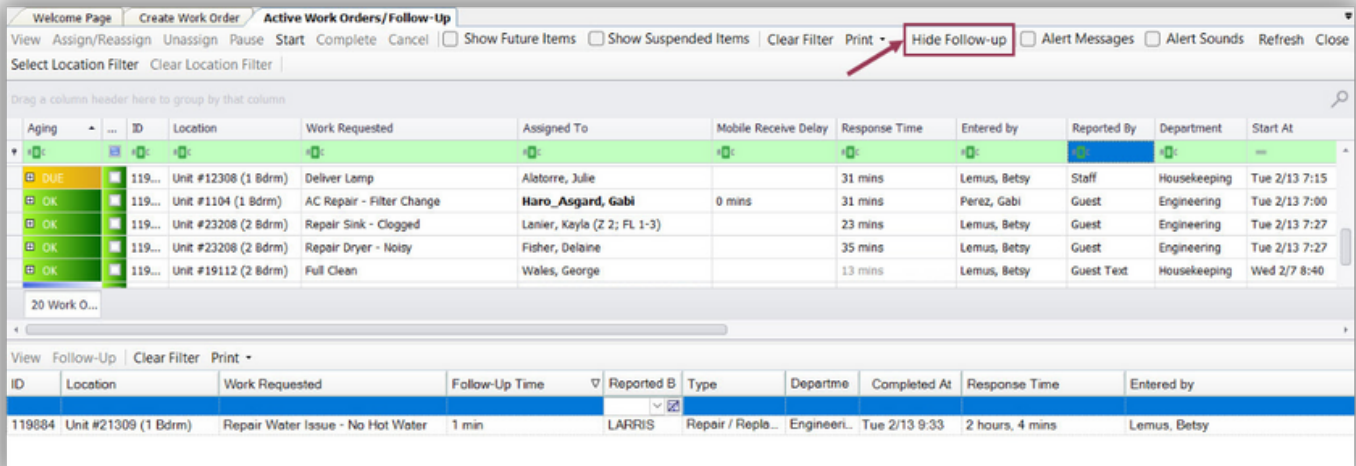
- Click what you don't know, what you want the system to calculate for you - the **Duration radial**
- Enter the **Start** time of 10:20 AM
- Enter the **Completed** time of 10:35 AM and tab
- The system calculates the **Duration** time for you

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.

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



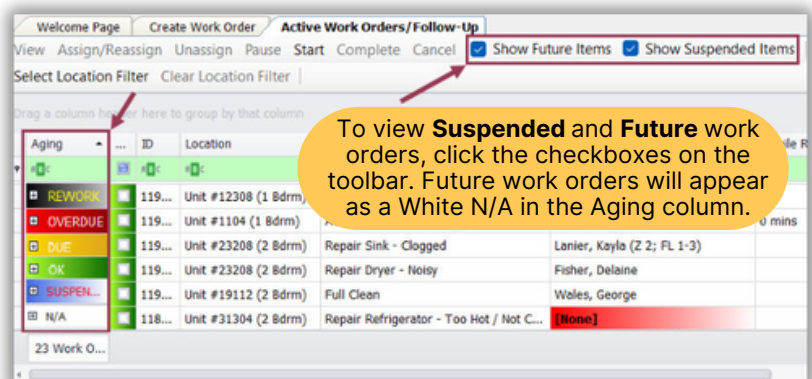
Step 2: The Active/Follow-Up screen is split into two screens, with Active (Incomplete) Work Orders for all departments appearing in the top half of the screen and the Follow-Ups (Completed) Work Orders in the bottom half.



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)



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

Aging	ID	Location	Work Requested	Assigned To	Mobile Receive Delay	Response Time	Entered by	Reported By	Department	Start At
DUE	119...	Unit #12308 (1 Bdrm)	Deliver Lamp	Alatorre, Julie		31 mins	Lemus, Betsy	Staff	Housekeeping	Tue 2/13 7:15
OK	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
OK	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
OK	119...	Unit #23208 (2 Bdrm)	Repair Dryer - Noisy	Fisher, Delaine		35 mins	Lemus, Betsy	Guest	Engineering	Tue 2/13 7:27
OK	119...	Unit #19112 (2 Bdrm)	Full Clean	Wales, George		13 mins	Lemus, Betsy	Guest Text	Housekeeping	Wed 2/7 8:40

- **Location** - Where the work needs to be completed
- **Work Requested** - What needs to be done
- **Department** - Which Department is completing the work
- **Reported By** - Shows if the issue was reported by **Staff** or a **Guest**

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.

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.

Aging	ID	Location	Work Requested	Assigned To	Mobile Rec
DUE	119...	Unit #23203 (2 Bdrm)	Repair Convection Oven, Repair Coff...	Alatorre, Evee	
DUE	119...	Unit #23203 (2 Bdrm)	Clean Dishwasher	Alatorre, Evee	
DUE	119...	Unit #12308 (1 Bdrm)	Deliver Lamp	[None]	
OK	119...	Unit #1104 (1 Bdrm)	AC Repair - Filter Change	User Full Name	
OK	119...	Unit #23208 (2 Bdrm)	Repair Sink - Clogged	[None]	
OK	119...	Unit #23208 (2 Bdrm)	Repair Dryer - Noisy	Alatorre, Evee	

Dropdown menu options: [None], Alatorre, Evee, Alatorre, Julie, Fisher, Delaine, Fullmer, Pam, George, Bob, Gordon, Melissa

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.

Aging	ID	Location	Work Requested	Assigned To	Mobile Receive Delay	Response Time
DUE	119...	Unit #21203 (2 Bdrm)	Clean Sofa Bed / Couch / Sleeper Sofa	Jones_Asgard, Teresa	2 mins	31 mins
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
OK	119...	Unit #23208 (2 Bdrm)	Repair Dryer - Noisy	Fisher, Delaine		35 mins
OK	119...	Unit #23208 (2 Bdrm)	Repair Sink - Clogged	Lanier, Kayla (Z 2; FL 1-3)		13 mins

Step 7: The font of the work order indicates the following:

Aging	ID	Location	Work Requested	Assigned To	Mobile Recd
DUE	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	8968	Unit #21203 (2 Bdrm)	Repair Toilet - Leaking	Jimenez_Asgard, Jackie	0 mins
OK	8826	Unit #21203 (2 Bdrm)	Repair Shower Head - Loose, Repair Outlet - Not Working	Lanier, Kayla (Z 2; FL 1-3)	1 min
OK	8983	Unit #21203 (2 Bdrm)	Clean Sofa Bed / Couch / Sleeper Sofa	Jones_Asgard, Teresa	2 mins
OK	8996	Unit #21204 (2 Bdrm)	Repair Internet - No Service	Paul_Asgard, Pam	6 mins

Grey

The work order has been assigned to a user with a mobile device, and the user has not acknowledged the work order

Standard Black

The assignee has acknowledged the work order and the Mobile Receive Delay time is visible

Bold

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

Step 8: The green bar at the top of any grid is a **multi-level filter bar. Data can be filtered within any of the columns.**

Hover over a column header, and a small funnel appears on the right. Clicking the funnel opens additional dynamic filter options.

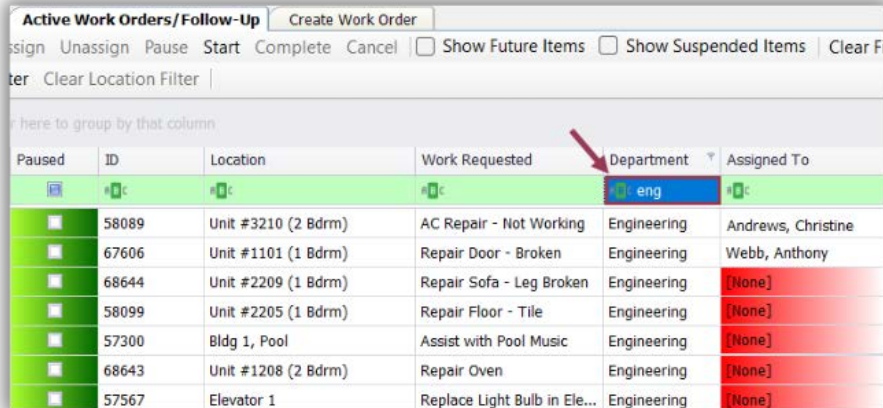
Filters help you manage work, but can also hide work. It's important to clear your filters by clicking the **Clear Filter** button, which clears all filters at once.

The screenshot shows the 'Active Work Orders/Follow-up' section. A green filter bar is at the top. A dropdown menu is open for the 'Location' column, showing a list of units. A red arrow points to the 'Clear Filter' button in the top right corner of the grid area.

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.

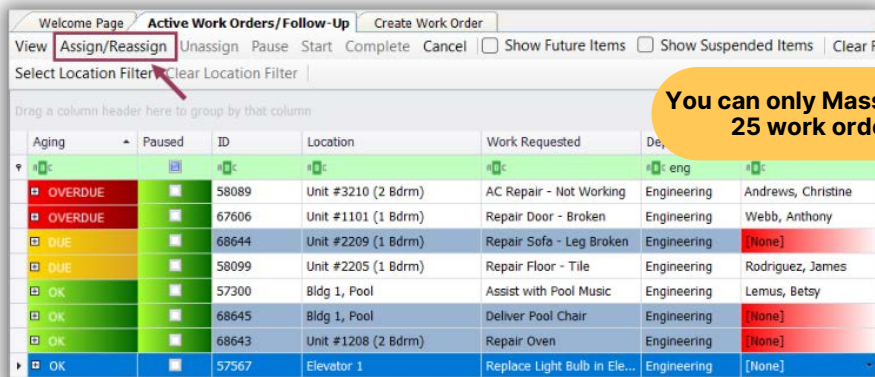
Aging	ID	Location	Work Requested	Assigned To
DUE	119...	Unit #23203 (2 Bdrm)	Repair Convection Oven, Rep...	Alatorre, Evee
DUE	119...	Unit #23203 (2 Bdrm)	Clean Dishwasher	Alatorre, Evee
OVERDUE	119...	Unit #20102 (1 Bdrm)	Deliver Conditioner	Fisher, Delaine
OK	119...	Unit #23208 (2 Bdrm)	Repair Dryer - 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

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.



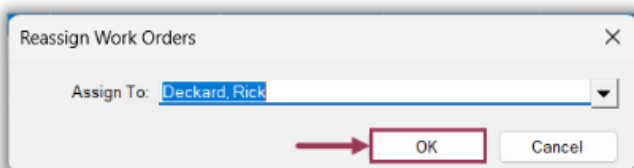
Paused	ID	Location	Work Requested	Department	Assigned To
<input type="checkbox"/>	58089	Unit #3210 (2 Bdrm)	AC Repair - Not Working	Engineering	Andrews, Christine
<input type="checkbox"/>	67606	Unit #1101 (1 Bdrm)	Repair Door - Broken	Engineering	Webb, Anthony
<input type="checkbox"/>	68644	Unit #2209 (1 Bdrm)	Repair Sofa - Leg Broken	Engineering	[None]
<input type="checkbox"/>	58099	Unit #2205 (1 Bdrm)	Repair Floor - Tile	Engineering	[None]
<input type="checkbox"/>	57300	Bldg 1, Pool	Assist with Pool Music	Engineering	[None]
<input type="checkbox"/>	68643	Unit #1208 (2 Bdrm)	Repair Oven	Engineering	[None]
<input type="checkbox"/>	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.



Aging	Paused	ID	Location	Work Requested	Department	Assigned To
OVERDUE	<input type="checkbox"/>	58089	Unit #3210 (2 Bdrm)	AC Repair - Not Working	Engineering	Andrews, Christine
OVERDUE	<input type="checkbox"/>	67606	Unit #1101 (1 Bdrm)	Repair Door - Broken	Engineering	Webb, Anthony
DUE	<input type="checkbox"/>	68644	Unit #2209 (1 Bdrm)	Repair Sofa - Leg Broken	Engineering	[None]
DUE	<input type="checkbox"/>	58099	Unit #2205 (1 Bdrm)	Repair Floor - Tile	Engineering	Rodriguez, James
OK	<input type="checkbox"/>	57300	Bldg 1, Pool	Assist with Pool Music	Engineering	Lemus, Betsy
OK	<input type="checkbox"/>	68645	Bldg 1, Pool	Deliver Pool Chair	Engineering	[None]
OK	<input type="checkbox"/>	68643	Unit #1208 (2 Bdrm)	Repair Oven	Engineering	[None]
OK	<input type="checkbox"/>	57567	Elevator 1	Replace Light Bulb in Ele...	Engineering	[None]

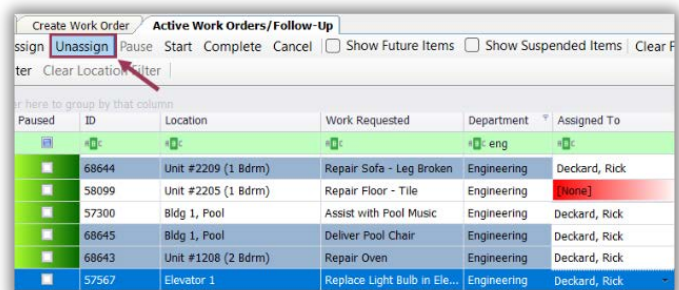
Step 3: The **Reassign Work Orders** box will only include team members **On-Shift-Ready** for the Department responsible for completing the work. Select an Assignee from the drop-down and click **OK**.



Reassign Work Orders

Assign To: Deckard, Rick

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



Paused	ID	Location	Work Requested	Department	Assigned To
<input type="checkbox"/>	68644	Unit #2209 (1 Bdrm)	Repair Sofa - Leg Broken	Engineering	Deckard, Rick
<input type="checkbox"/>	58099	Unit #2205 (1 Bdrm)	Repair Floor - Tile	Engineering	[None]
<input type="checkbox"/>	57300	Bldg 1, Pool	Assist with Pool Music	Engineering	Deckard, Rick
<input type="checkbox"/>	68645	Bldg 1, Pool	Deliver Pool Chair	Engineering	Deckard, Rick
<input type="checkbox"/>	68643	Unit #1208 (2 Bdrm)	Repair Oven	Engineering	Deckard, Rick
<input type="checkbox"/>	57567	Elevator 1	Replace Light Bulb in Ele...	Engineering	Deckard, Rick