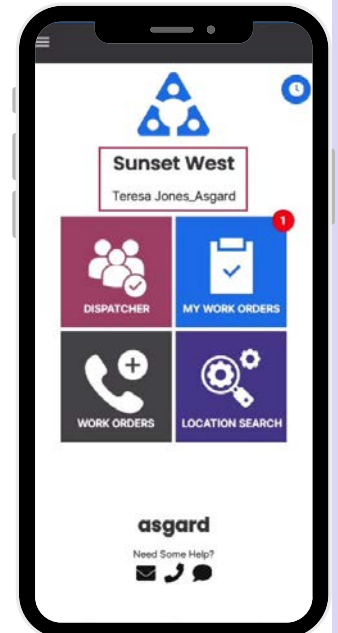


Step 1: Log into AsgardMobile using your Asgard username and password



Note: If you don't know your login credentials or can't remember them, contact us at support@asgardsoftware.com

Step 2: AsgardMobile opens displaying your site and your name

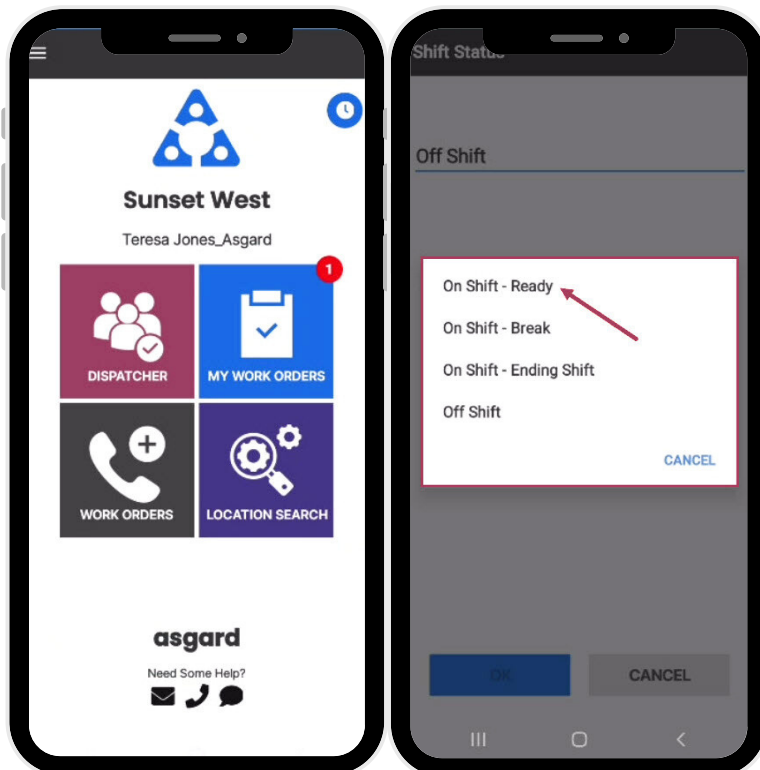


Need Help?

Contact Customer Support by email, phone, or text

Step 3: The **Manage Shift** button is the **Clock** within a blue circle and enables you to change your status from **Ready** to **On Break**, **Ending Shift**, or **Off Shift**.

Tap the clock to open the Shift Status screen. Select your status



On Shift-Ready: First thing you do is put yourself in **On Shift-Ready** status to receive work orders



On Shift-Break: Provides a courtesy timer to let you, the system, and front desk know how long you have been on Break

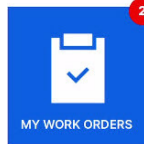
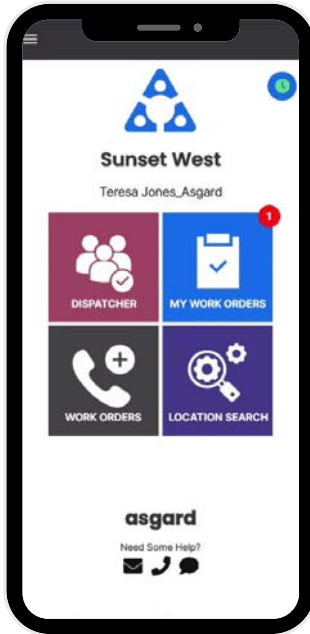


On Shift-Ending Shift: Recommended 15 minutes before you leave for the day, allowing you to finish up your work



Off Shift: Make sure you change to Off-Shift **before** you log out for the day

Step 4: The four tiles allow you to navigate to different features and functionalities



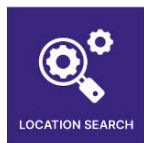
My Work Orders - shows the number of work orders assigned to you, including Standard, PMs, and Inspections. It's your one-stop place to track and complete your work orders.



Dispatcher - is permission-based and designed to grant users dispatcher capabilities and work order management from within the mobile application.

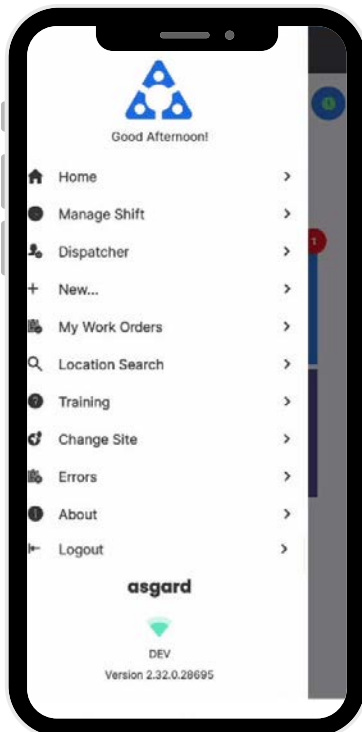


New Work Order - allows you to create a new work order directly from the Home Screen



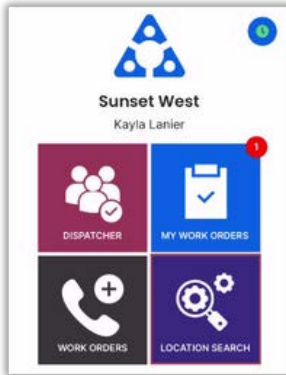
Location Search - allows you to search all types of work orders for a specific location and provides filter options to narrow your search

Step 5: The **Hamburger Menu** includes all of the options from the Home Screen, plus a few more, including:

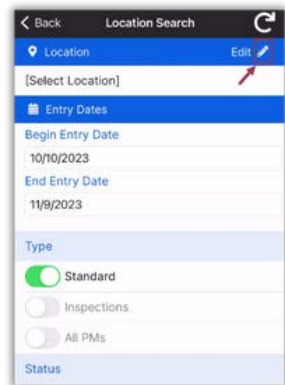


- The ability to create a **Standard** or **Inspection Work Order** by tapping on **+ New...**
- The option to **Change Site**, to access your training site, or if you have permissions for multiple sites.
- **About** is a convenience feature that includes the AsgardMobile version number and OS version of your device. This information is helpful if you need to call Support.
- **Logout** logs you out of the application but does not take you Off Shift. Remember to put yourself in **Off Shift status before you log out!**

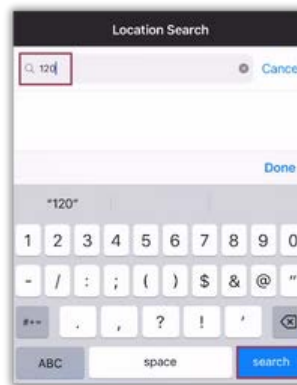
Step 1: Tap **Location Search** on the Home Screen.



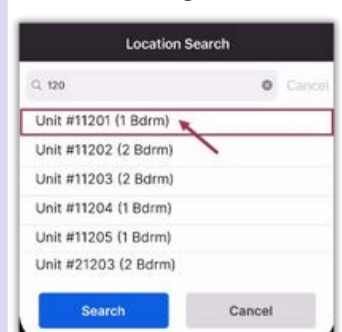
Step 2: Tap the **Pencil** to search for a location.



Step 3: Type the first three characters of the location and tap **Search**.



Step 4: Tap on the **Location** you're looking for.

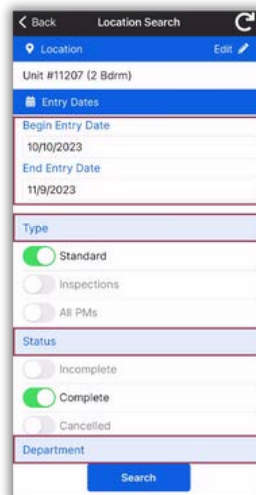


Step 5: Enter your search parameters:

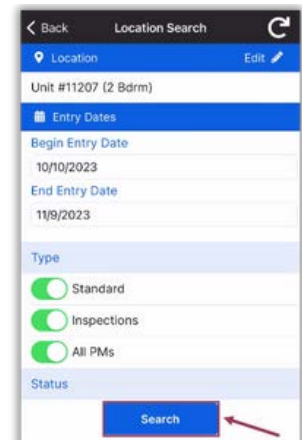
- **Begin Entry Date & End Entry Date** defaults to the last 30 days—adjust as needed

Use the on/off toggle buttons or tap the banner headings to either select or deselect all.

- **Type:** Filters for Standard Work Orders, Inspections, PMs or All Types
- **Status:** filters for Incomplete, Complete, Cancelled, Expired, and Superseded
- **Department:** Provides filters for Housekeeping, Engineering, Activities, etc.



Step 6: Tap **Search** after all parameters have been chosen.



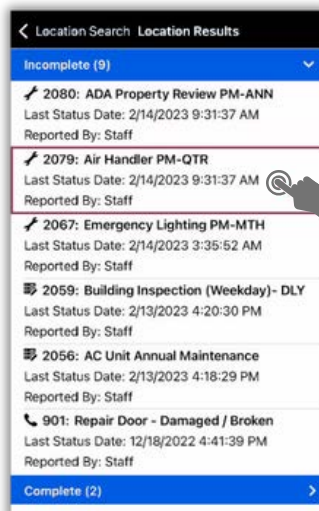
Step 7: Banner headings will separate Work Orders by their **Status**.



Open any work order to view details such as:

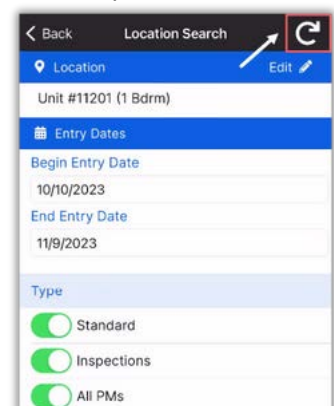
- Notes
- Comments
- Photos

Tap the **Banner** to view the work order list.

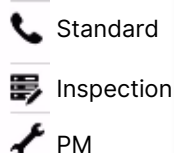


Step 8: Tap the **Reset** symbol to reset to the default parameters. **Defaults are:**

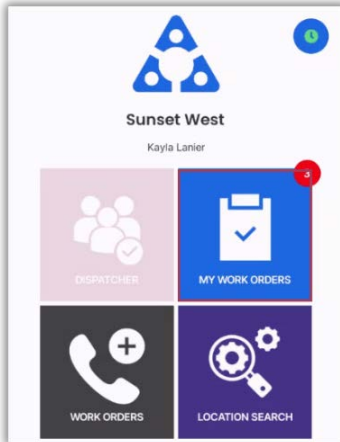
- Last 30 days
- **Type:** Standard Work Orders
- **Status:** Complete
- Your Department



Note: If no results match your search criteria you will get a message letting you know.



Step 1: Tap My Work Orders



Red Circle indicates the number of work orders assigned to you



Step 2: Blue banners divide **Supertypes**

- Standard Work Orders
- Inspections
- PM's

Sorted by **Priority**

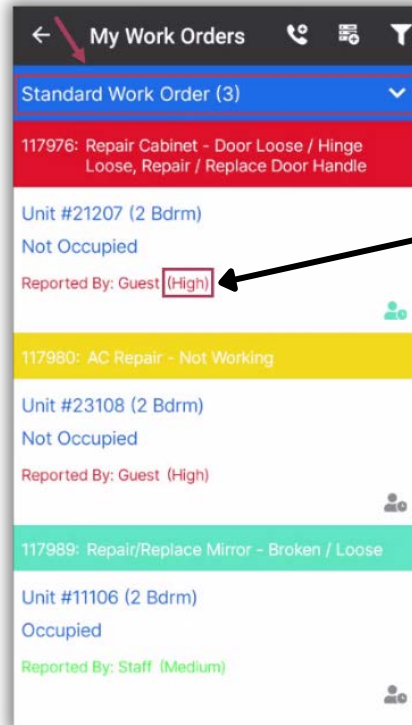
And by **Status**

Black : Rework Status

Red : Overdue Status

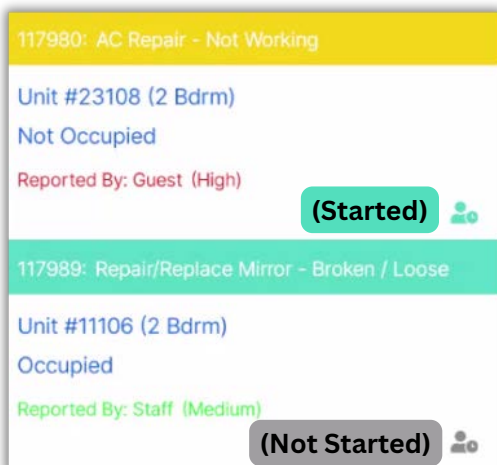
Yellow : Due Status

Green : OK Status



Step 3: Work Order quick view shows:

- Work Order ID
- Task Name
- Location
- Reported By



Best Practices:

- **Guest** reported Work Orders designated by **red** take priority over **Staff** reported designated by **green**.
- **Overdue** Work Orders take priority over **Due** or **OK**

Step 4: Tap on a Work Order to open it and view more details

- Comments
- Work Order Details
- Sublocation
- Notes



Icon Definitions



Create a new Standard Work Order

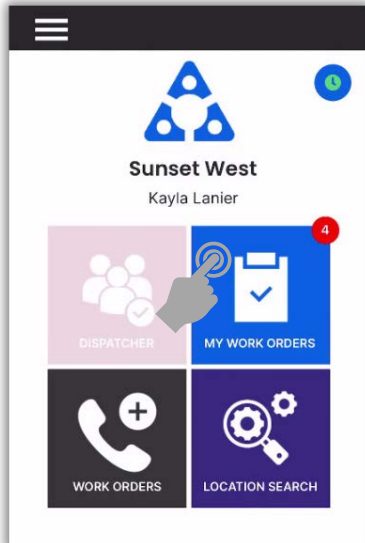


Assign/Reassign (permission based)



Start Work Order

Step 1: Tap **My Work Orders** from the Home Screen.



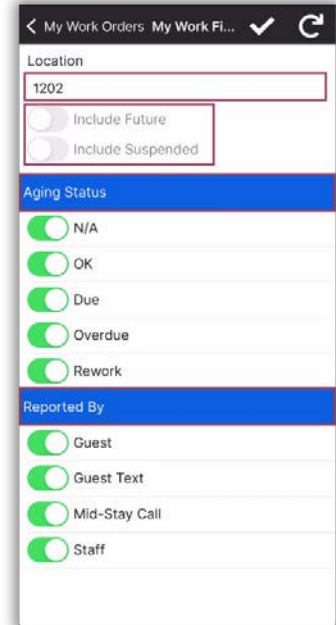
Note: If you do not have the Dispatcher permission the tile will be disabled.

Step 2: Tap the **Funnel** to open the **Filter** Screen.

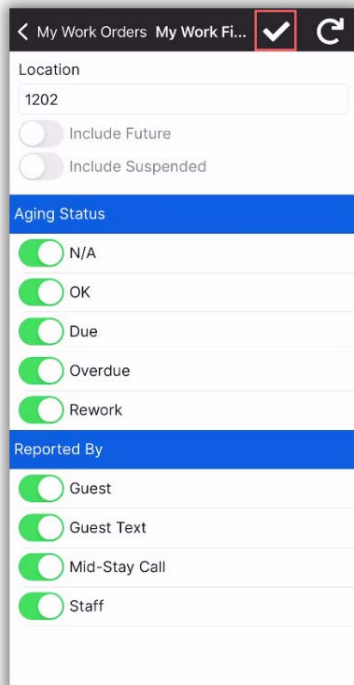


Step 3: Choose the desired filter parameters.

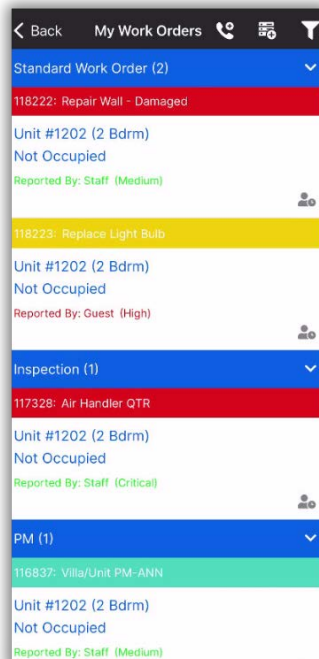
TIP: Tap the banner heading to select/deselect all.



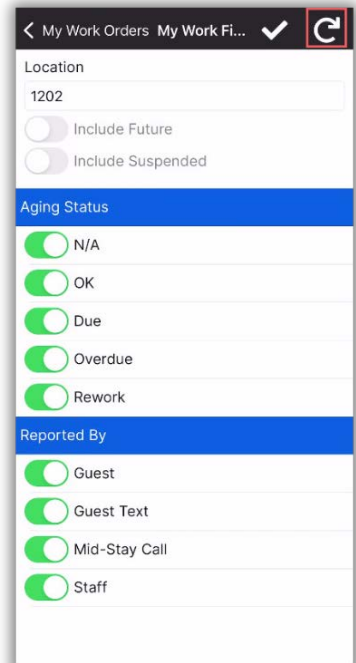
Step 4: Tap the **Checkmark** to apply filters.



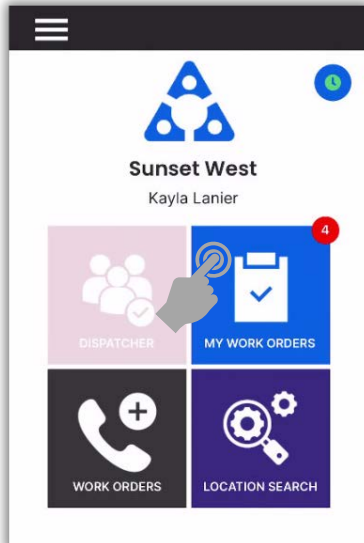
Step 5: The "My Work Order" screen will now display only the desired work.



IMPORTANT: Filters will persist until you **Exit** the My Work Orders Screen or tap the **Reset Button**.

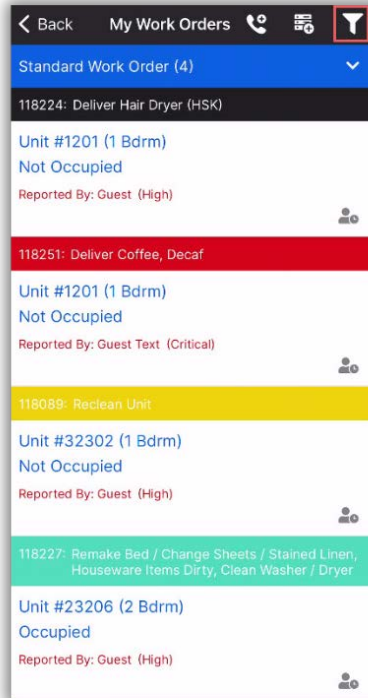


Step 1: Tap **My Work Orders** from the Home Screen.



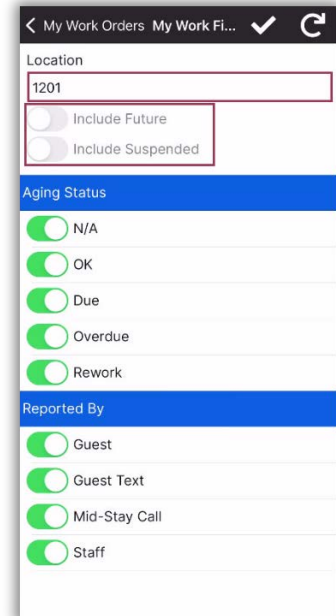
Note: If you do not have the Dispatcher permission the tile will be disabled.

Step 2: Tap the **Funnel** to open the **Filter** Screen.

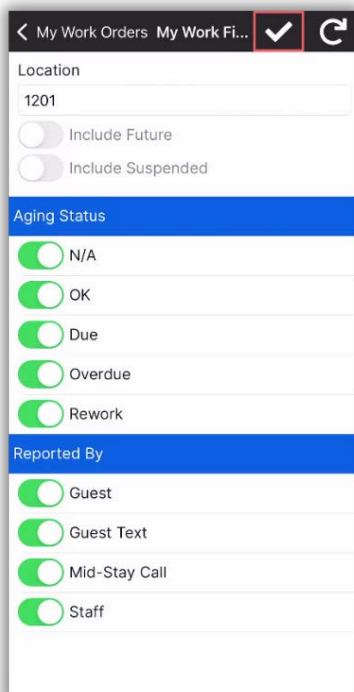


Step 3: Choose the desired filter parameters.

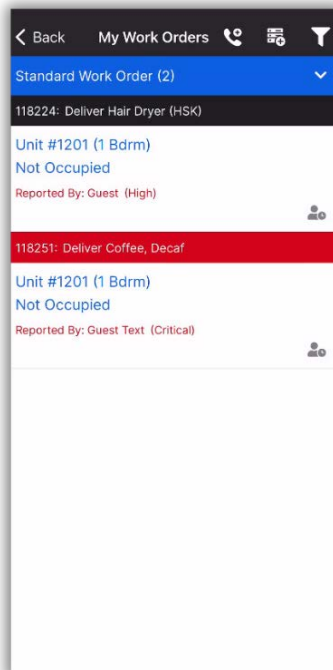
TIP: Tap the banner heading to select/deselect all.



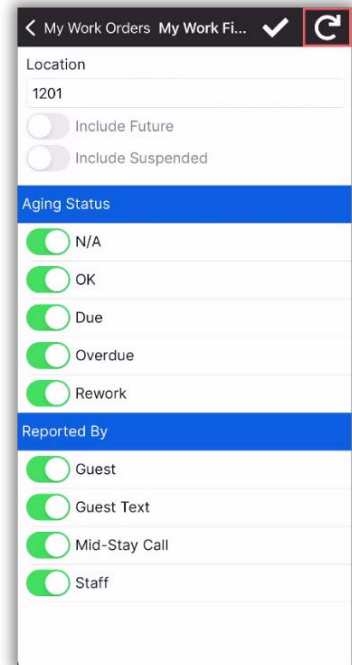
Step 4: Tap the **Checkmark** to apply filters.



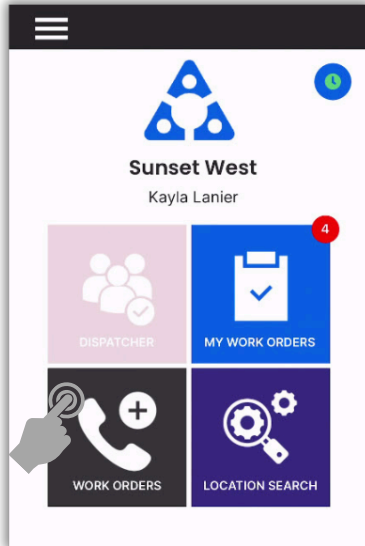
Step 5: The "My Work Order" screen will now display only the desired work.



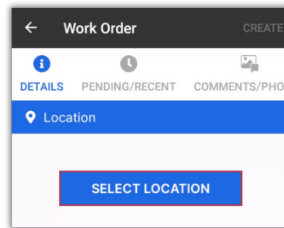
IMPORTANT: Filters will persist until you **Exit** the My Work Orders Screen or tap the **Reset Button**.



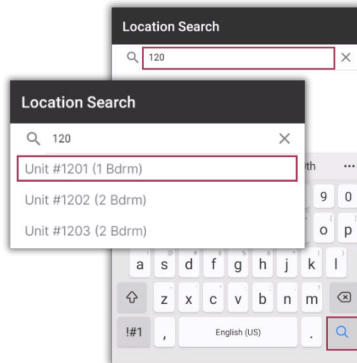
Step 1: Tap the Work Orders tile.



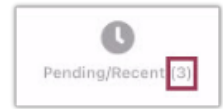
Step 2: Tap Select Location.



Enter at least 3 characters. Select **"Search"**. You must tap on the selected location.



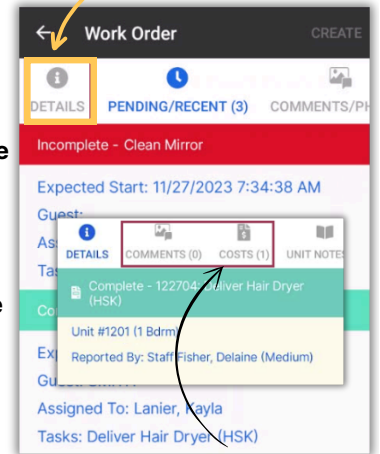
Step 3: Pending/Recent button indicates any work order within 14 days.



Tap **Details** to return to your work order, not the Back arrow.

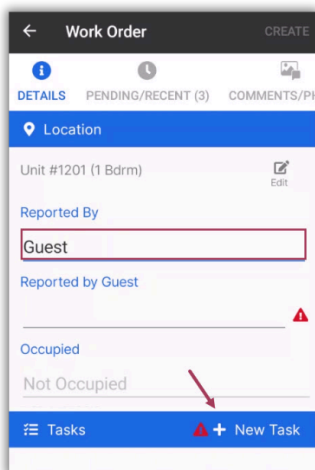
Incomplete

Complete



TIP! Tap to open and view work order specifics

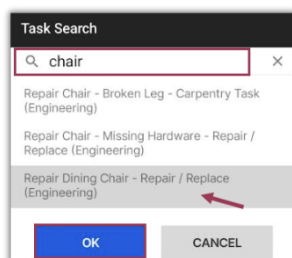
Step 4: Tap to switch Reported By to Guest or Staff, as needed. If you choose Guest, the Guest Name is Required.



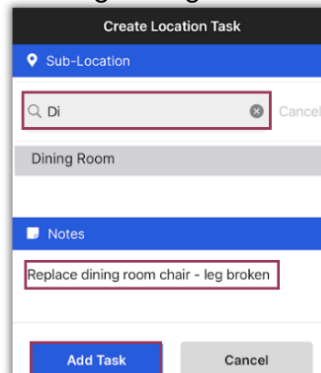
The **name** of the user entering the work order will automatically populate in the **Staff** field.

Tap **New Task**.

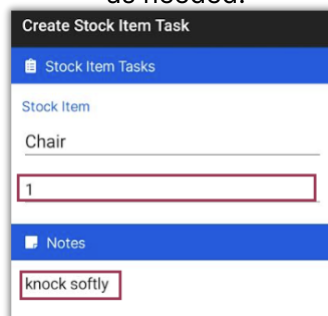
Add **keyword(s)** to Search field, Tap on the **Task** to select, Tap **OK**.



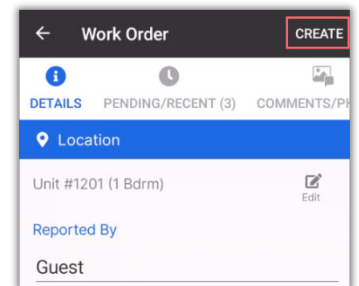
Step 5: Add Sub-Location using the search bar or scrolling through the list.



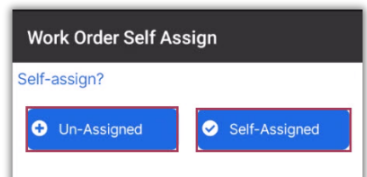
In the **Notes** field, add Quantity and/or additional information as needed.



Step 6: Tap Create.



Tap the appropriate **Assignment** button.



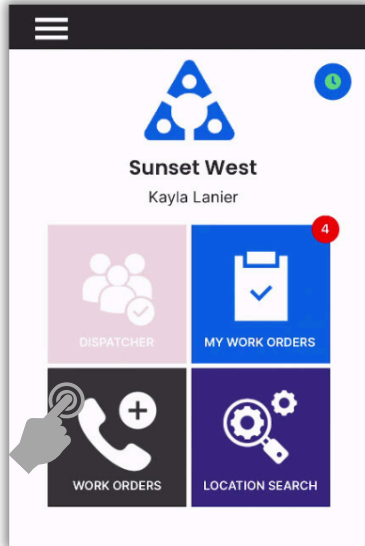
Success! Tap OK.

Success

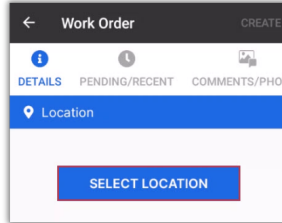
Success! Your work order has been created.

OK

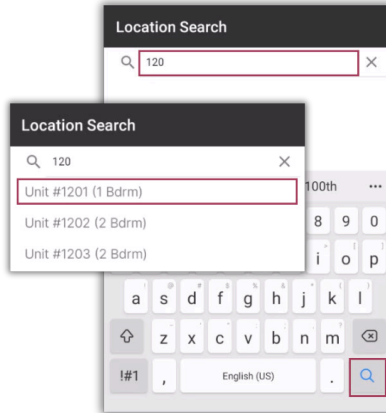
Step 1: Tap the Work Orders tile.



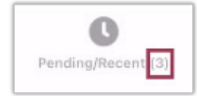
Step 2: Tap Select Location.



Enter at least 3 characters.
Select **"Search"**. You must tap on the selected location.



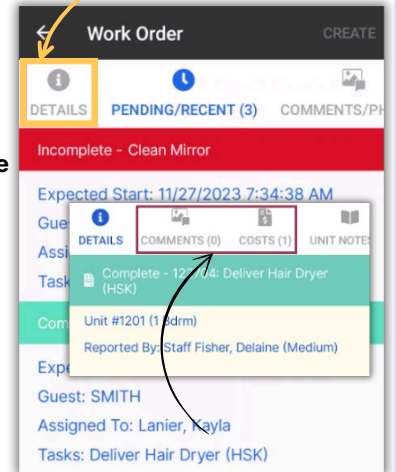
Step 3: Pending/Recent button indicates any work order within 14 days.



! Tap **Details** to return to your work order, not the Back arrow.

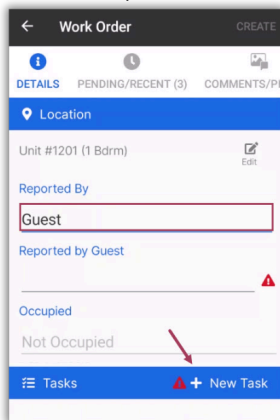
Incomplete

Complete



TIP! Tap to open and view work order specifics

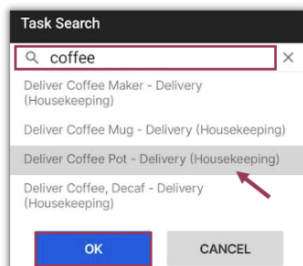
Step 4: Tap to switch Reported By to Guest or Staff, as needed. If you choose Guest, the Guest Name is Required.



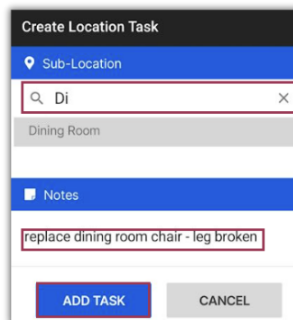
The **name** of the user entering the work order will automatically populate in the **Staff** field.

Tap **New Task**.

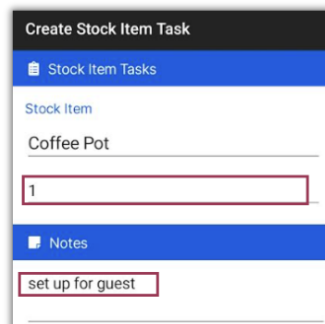
Add **keyword(s)** to Search field, Tap on the **Task** to select, Tap **OK**.



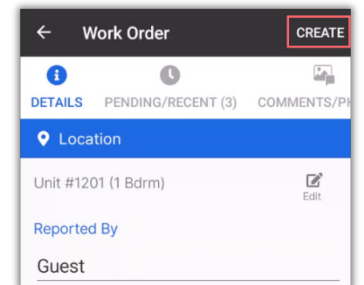
Step 5: Add Sub-Location using the search bar or scrolling through the list.



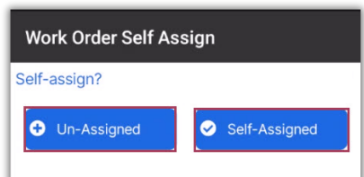
In the **Notes** field, add Quantity and/or additional information as needed.



Step 6: Tap Create.



Tap the appropriate **Assignment** button.



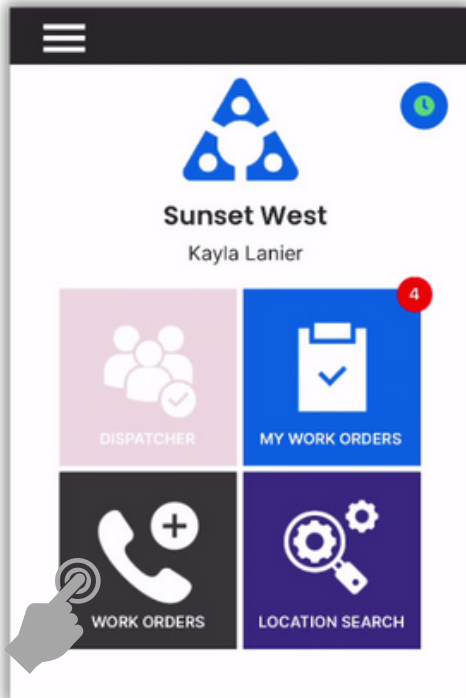
Success! Tap OK.

Success

Success! Your work order has been created.

OK

Step 1: Tap New Work Order.

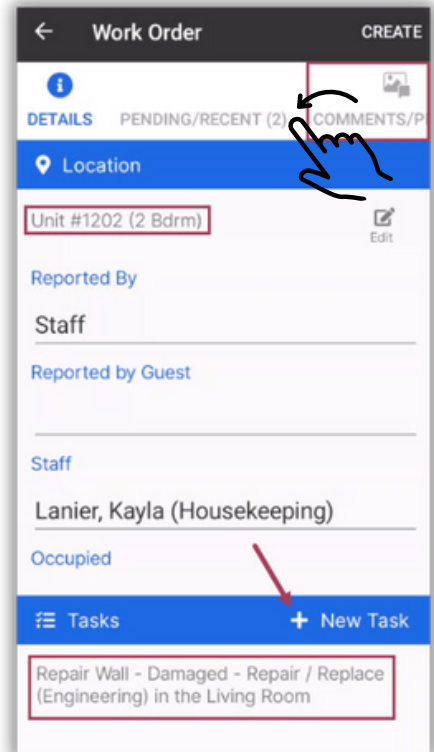


Step 2: Select:


- **Location** that the Work Order is being created for
- **New Task** that needs to be completed
- **Reported By** adjust as needed

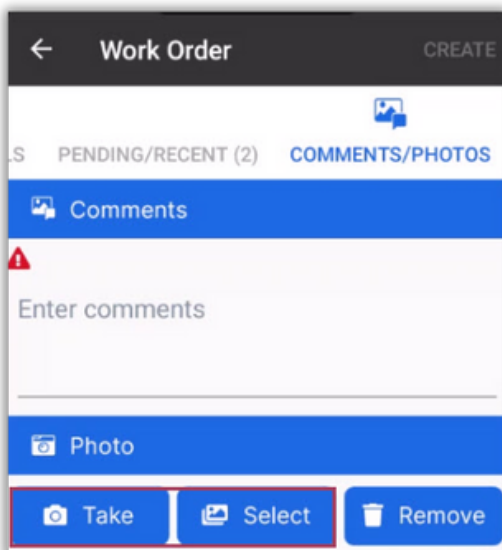
THEN

Tap **Comments/Photos**.
TIP: You may need to swipe to access.



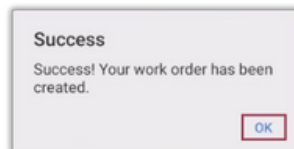
Step 3: Tap **Take** or **Select** to activate the camera or to open the photo library.

 You must enter a **Comment** with a photo

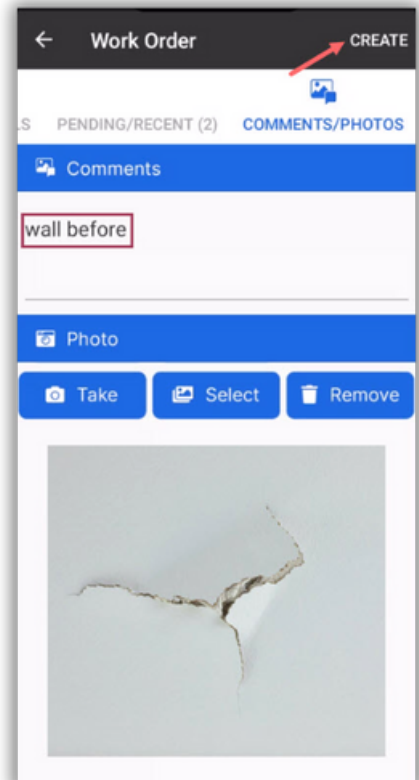


Step 4: Then, tap **Create** or return to Details.

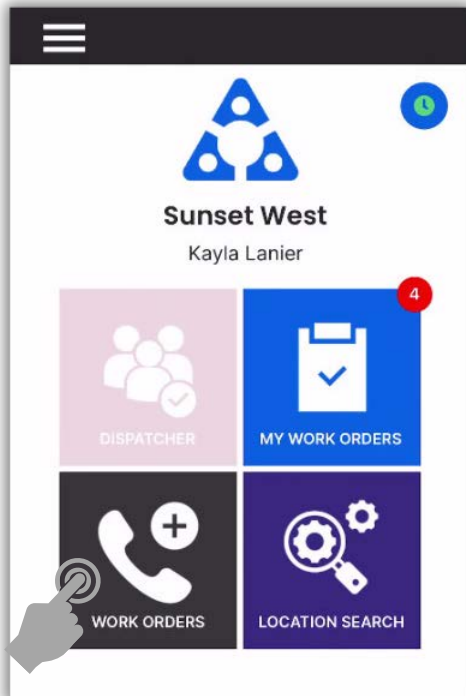
When your work order is created, you will receive a **Success** message! Tap **OK**.



If you need to re-take the photo, click **Remove** and select or take a new photo



Step 1: Tap New Work Order.

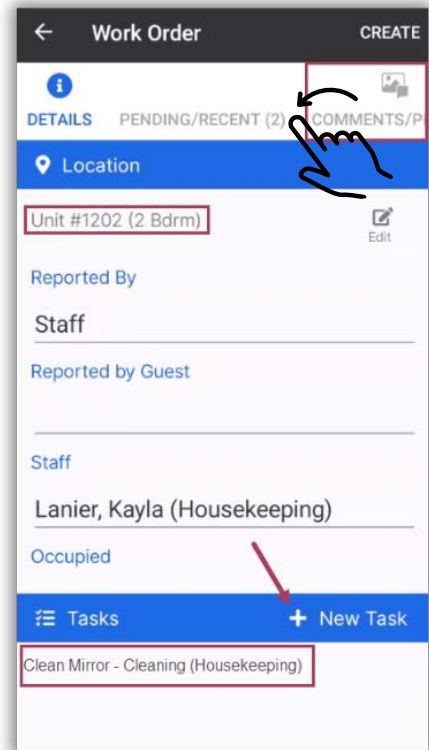


Step 2: Select the:


- **Location** - that the Work Order is being created for
- **New Task** - that needs to be completed
- **Reported By** - adjust as needed

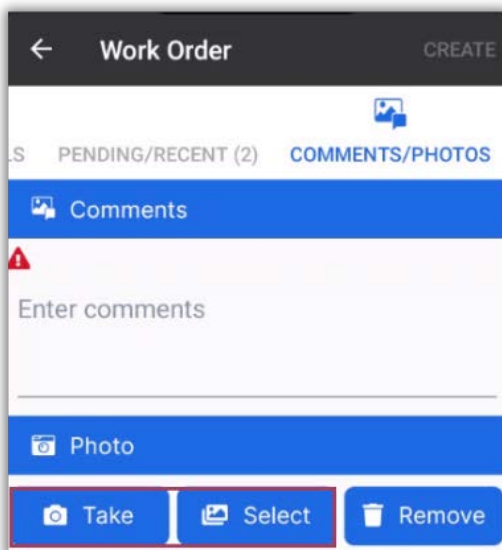
THEN

Tap **Comments/Photos**.
TIP: You may need to swipe to access.



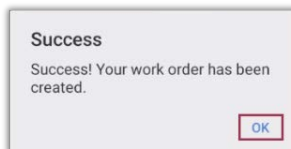
Step 3: Tap **Take** or **Select** to activate the camera or to open the photo library.

 You must enter a **Comment** with a photo.

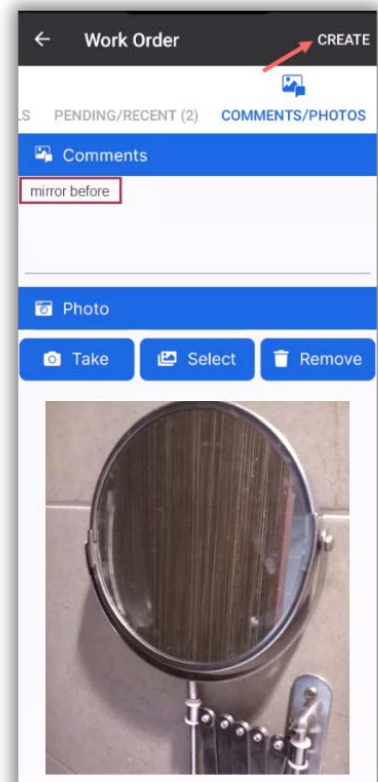


Step 4: Then, tap **Create** or **Details** to return to the Work Order.

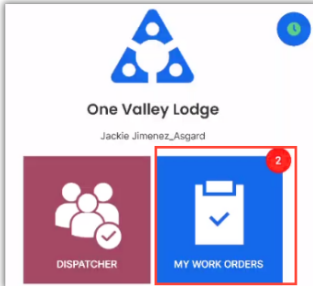
When your work order is created, you will receive a **Success** message! Tap **OK**.



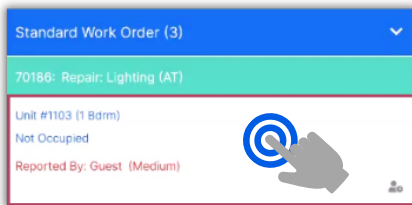
If you need to re-take the photo, click **Remove** and select or take a new photo



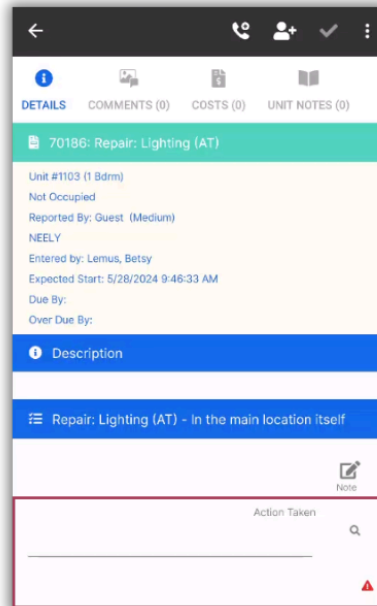
Step 1: Tap My Work Orders.



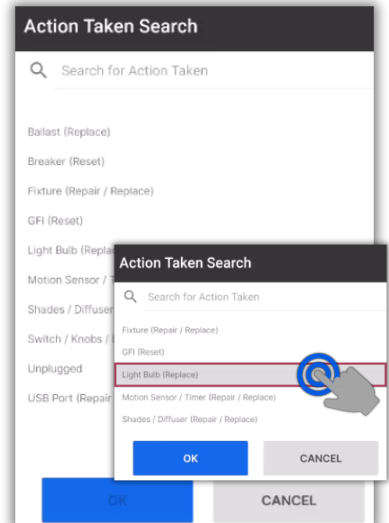
Tap here to open the Work Order you are ready to complete.



Step 2: Tap on the white space under the Action Taken header to utilize the **Keyword Filter**.

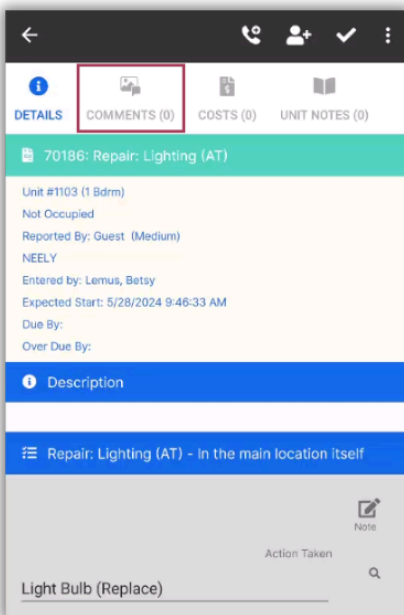


Step 3: Type the keyword for the **action** you took. The available Action Taken options will automatically filter. You must **tap** to select the appropriate **Action Taken**.

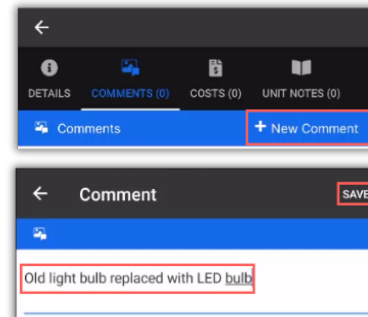


Tap **OK**

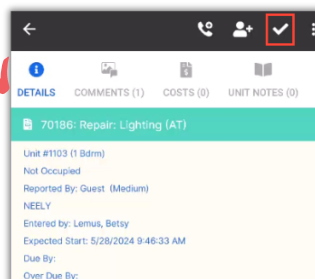
Step 4: Tap **Comments** to add comments/photos, as needed.



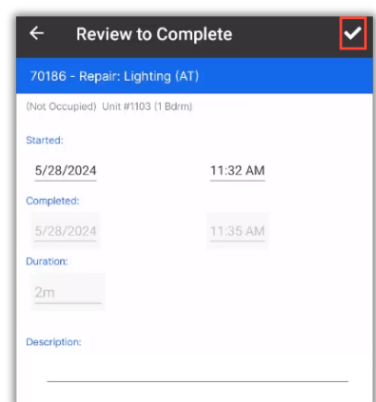
Step 5: Tap **New Comment**, enter comment and **Save**.



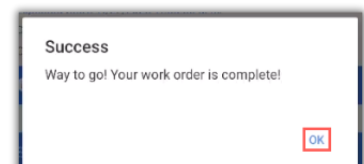
Tap **Details** button, then the **Checkmark** to review.



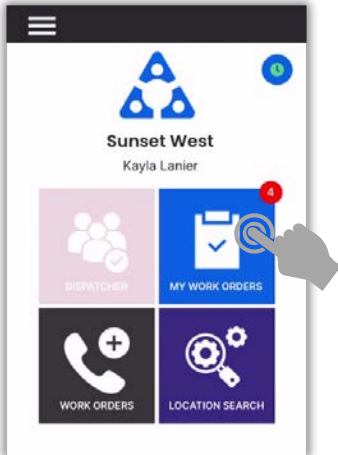
Step 6: Tap **Checkmark** to complete.



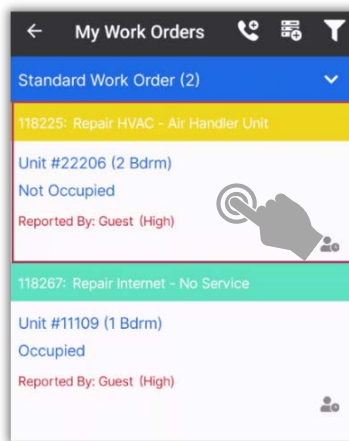
Success! Tap OK.



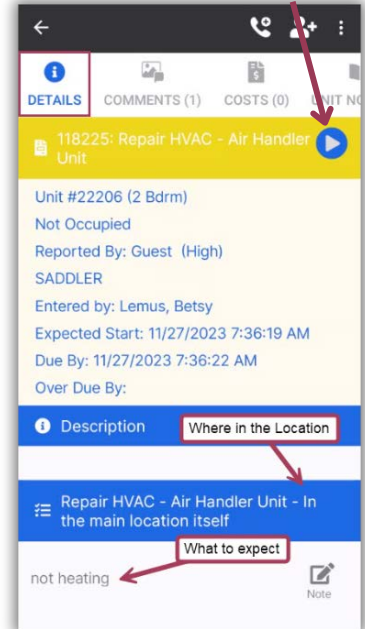
Step 1: Tap My Work Orders.



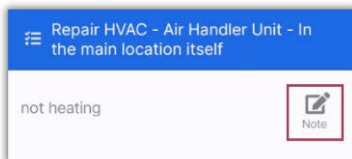
Step 2: Select a Work Order.



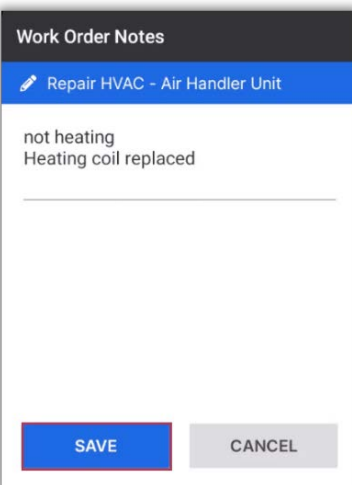
Step 3: Review Details Screen for important information.
Tap **Start** when you begin the work.



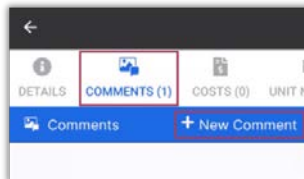
Step 4: Add additional Notes, if needed.



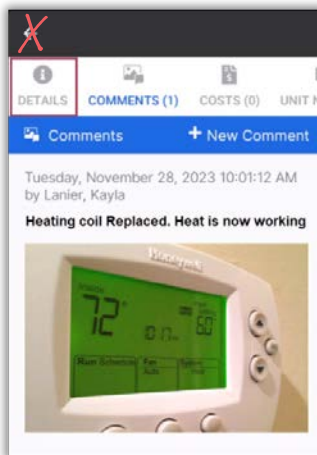
Tap **Save**.



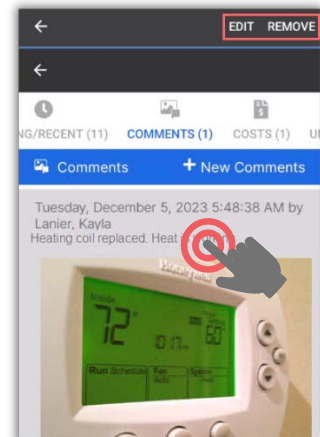
Step 5: Tap Comments, +New Comment, to add Comments & Photos. Once entered, tap **Save**.



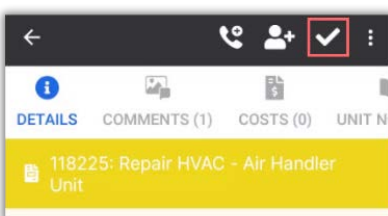
Tap the **Details** button when finished, not the back arrow.



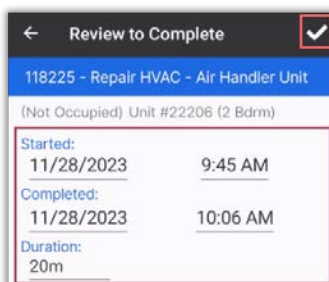
After saving your photo, you can **Edit** or **Remove** it by **pressing and holding** the saved photo.



Step 6: Tap Checkmark to complete.



Work time is automatically calculated.
Tap the **Checkmark** again.



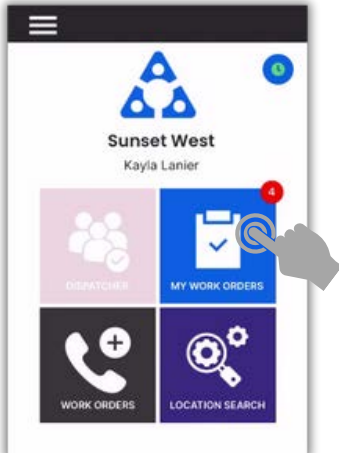
Success! Tap OK.

Success

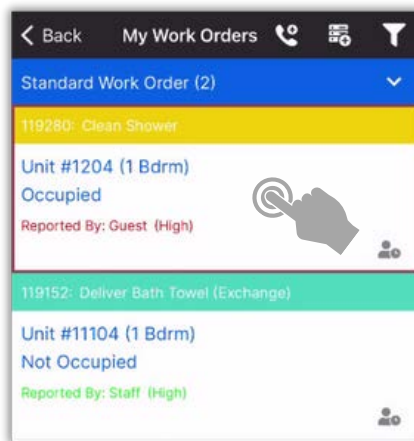
Way to go! Your work order is complete!

OK

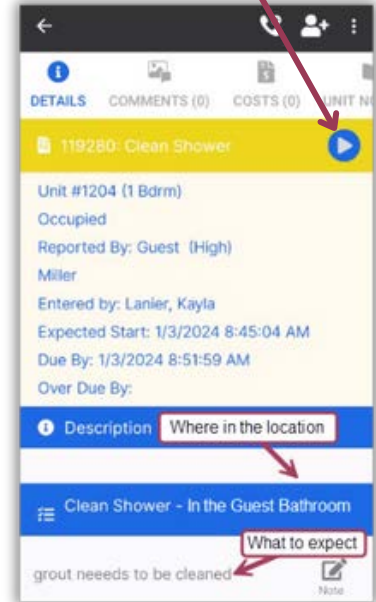
Step 1: Tap My Work Orders.



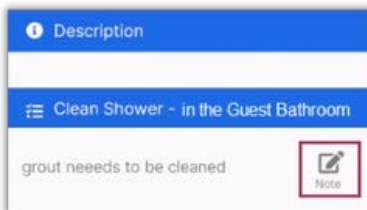
Step 2: Select a Work Order.



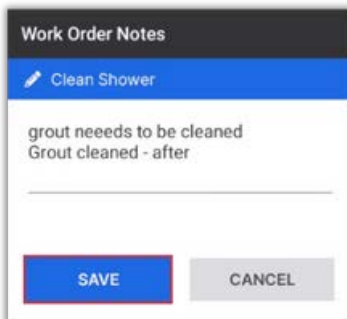
Step 3: Review Details Screen for important information. Tap **Start** when you begin the work.



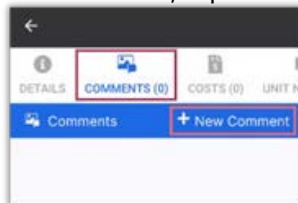
Step 4: Add additional Notes, if needed.



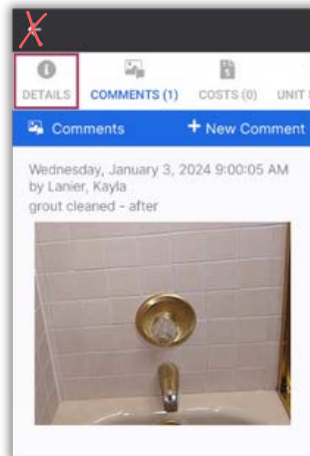
Tap **Save**.



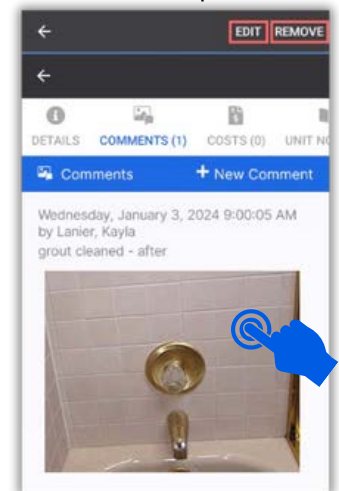
Step 5: Tap Comments, +New Comment, to add Comments & Photos. Once entered, tap **Save**.



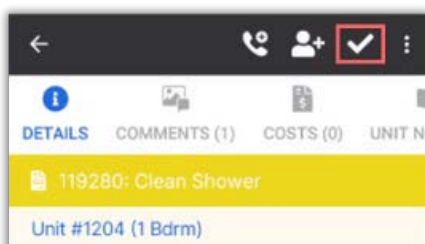
Tap the **Details** button when finished, not the back arrow.



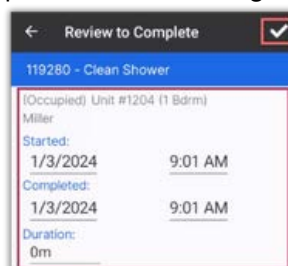
After saving your photo, you can **Edit** or **Remove** by pressing on the saved photo.



Step 6: Tap Checkmark to complete.



Work time is automatically calculated. Tap the **Checkmark** again.



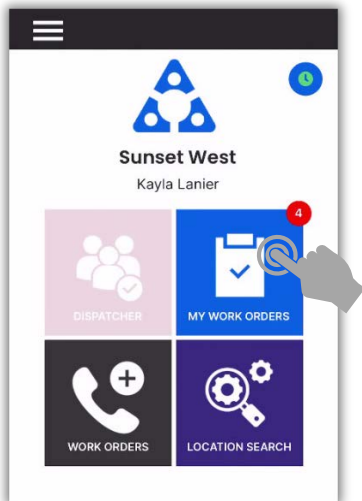
Success! Tap OK.

Success

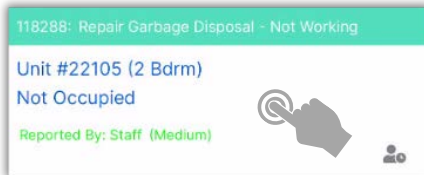
Way to go! Your work order is complete!

OK

Step 1: Tap My Work Orders.



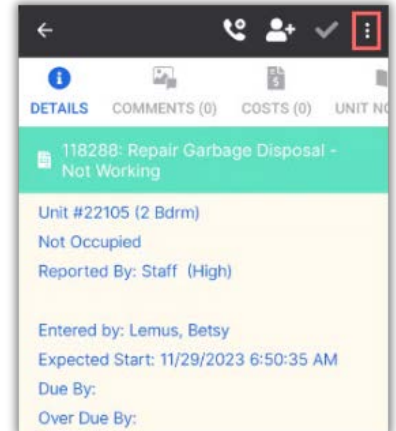
Open a Work Order.



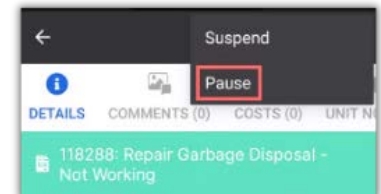
Step 2: Work Orders must be Started in order to be Paused. Tap the Start icon.



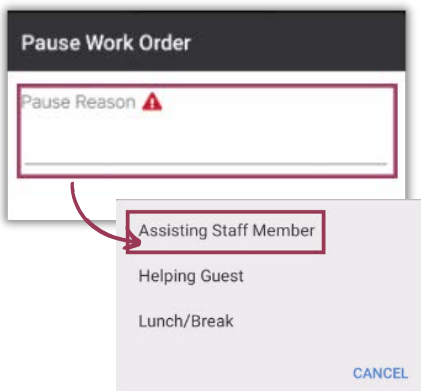
Step 3: Tap the Three Dots to pause the work order.



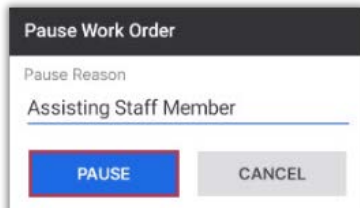
Then select **Pause** to pause **work time**.



Step 4: Select a Pause Reason.

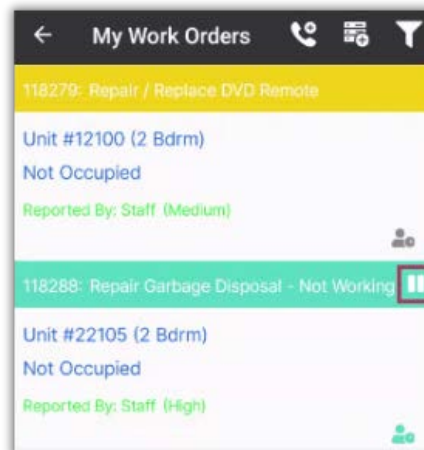


Tap **Pause**.



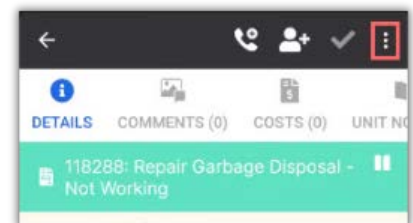
If there are *no* Pause Reasons listed, your organization has elected not to allow the Pause functionality

Step 5: Paused Work Orders will be marked by the Pause symbol on the Work Order's banner.

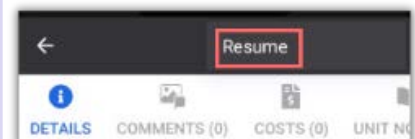


! Since the Pause feature **only** **pauses work time**, work orders **can** go overdue during the paused period.

Step 6: To resume the Work Order, Tap the **three dots**.



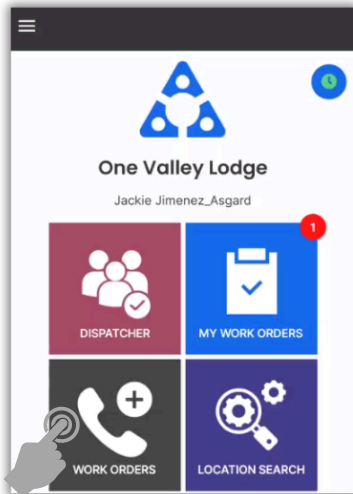
Tap **Resume**.



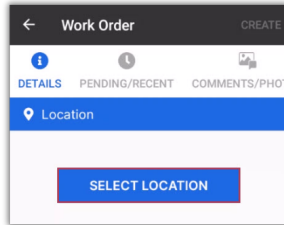
Tap **Yes** to Confirm Resume.



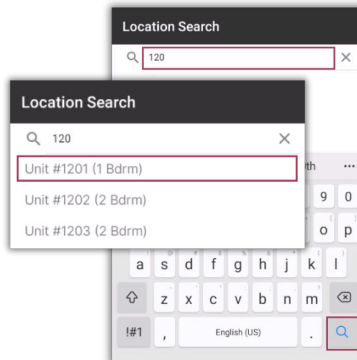
Step 1: Tap the Work Orders tile.



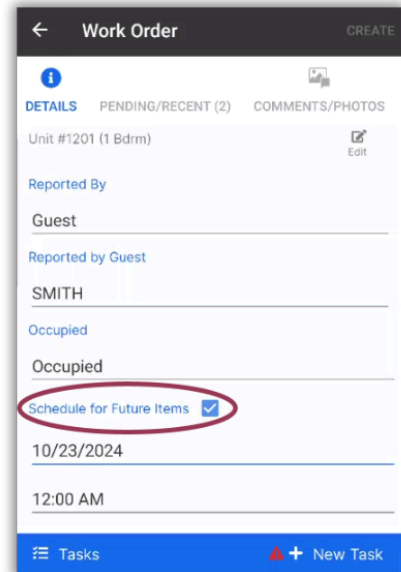
Step 2: Tap Select Location.



Enter at least 3 characters.
Select **"Search"**. You must
tap on the selected location.

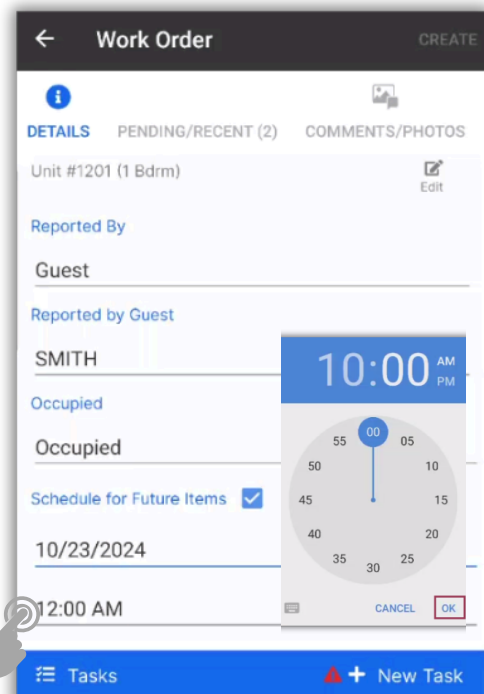
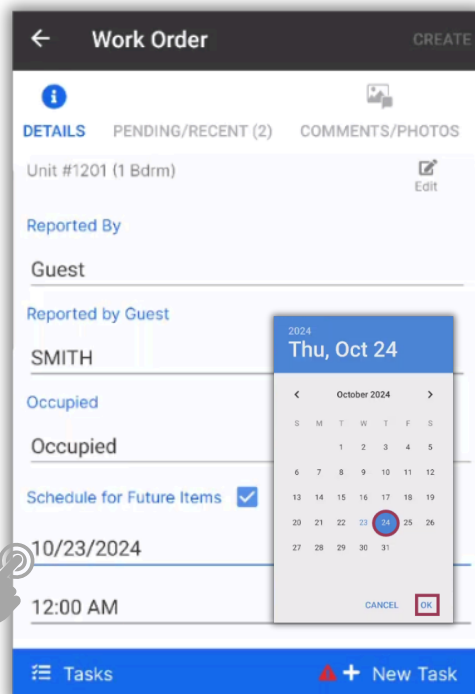


Step 3: Click Schedule for Future Items to create the future work order.



The date and time defaults to the current date.

Step 4: Tap on the Date or Time to change as needed.



Next, tap **OK**.

Step 5: Tap New Task to add the work requested.

Add keyword(s) to Search field, Tap on the Task to select, Tap OK.

Step 6: Add Sub-Location using the search bar or scrolling through the list.

In the **Notes** field, add additional information as needed. Next, Tap on **Add Task**.

Step 7: Tap Create.

Recommend leaving Future Work Orders **Un-Assigned**.

Success! Tap OK.

Success

Success! Your work order has been created.

OK

Step 8: Tap Dispatcher, to view & manage Future Work Orders.

Step 9: Tap the Funnel to open the Dispatcher Filter.

To include future work orders, toggle the **Include Future** button, then tap the **Checkmark** to confirm.

Step 10: The Dispatcher screen will now display Future Work Orders.

Important Filters will persist until you change any parameters or tap the **Reset Button**.