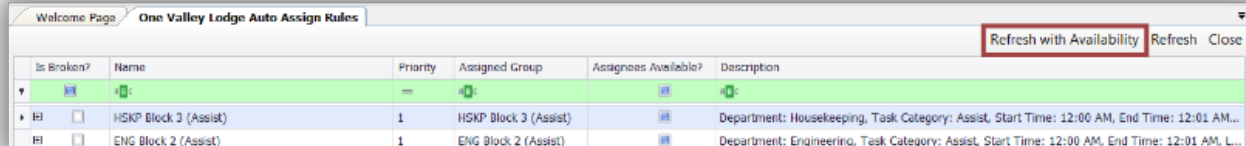


Troubleshooting Auto Assign: What to Do If "It Isn't Working"

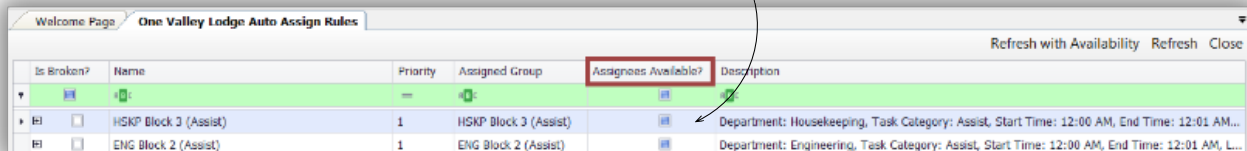
Due to the complexity of Auto Assign, pinpointing issues when a rule doesn't fire as expected can be challenging. When this occurs, check the following areas on-site for potential causes.

- Are there users in the Group who are in a Ready status on the Staff On-Shift page
 - Investigate by opening the **Auto Assign Rules** page and clicking **Refresh with Availability** in the upper right corner.



Is Broken?	Name	Priority	Assigned Group	Assignees Available?	Description
<input checked="" type="checkbox"/>	HSKP Block 3 (Assist)	1	HSKP Block 3 (Assist)	<input checked="" type="checkbox"/>	Department: Housekeeping, Task Category: Assist, Start Time: 12:00 AM, End Time: 12:01 AM...
<input checked="" type="checkbox"/>	ENG Block 2 (Assist)	1	ENG Block 2 (Assist)	<input checked="" type="checkbox"/>	Department: Engineering, Task Category: Assist, Start Time: 12:00 AM, End Time: 12:01 AM, L...

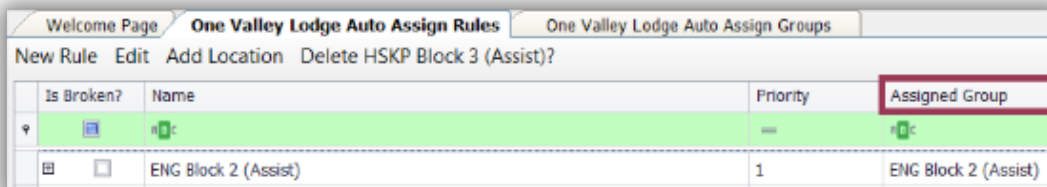
- A rule with the Assignees Available? Field unchecked had no valid assignees when it was performed.



Is Broken?	Name	Priority	Assigned Group	Assignees Available?	Description
<input checked="" type="checkbox"/>	HSKP Block 3 (Assist)	1	HSKP Block 3 (Assist)	<input checked="" type="checkbox"/>	Department: Housekeeping, Task Category: Assist, Start Time: 12:00 AM, End Time: 12:01 AM...
<input checked="" type="checkbox"/>	ENG Block 2 (Assist)	1	ENG Block 2 (Assist)	<input type="checkbox"/>	Department: Engineering, Task Category: Assist, Start Time: 12:00 AM, End Time: 12:01 AM, L...

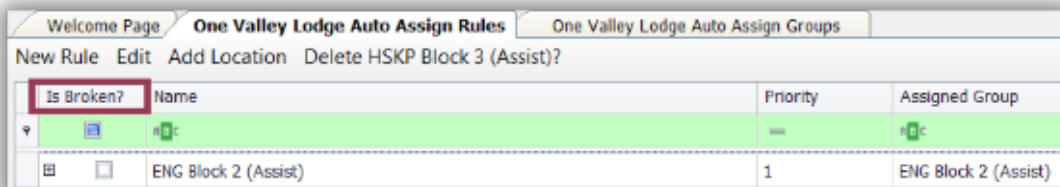
Pulling Available Assignees is resource-intensive, so Asgard updates this field only when **Refresh with Availability** is clicked.

- Does the Group assigned to a Rule match the Group that you expect?
 - The Group associated with each Rule can be found on the **Work Orders** tab > **Auto Assign Rules** page.



Is Broken?	Name	Priority	Assigned Group
<input checked="" type="checkbox"/>	ENG Block 2 (Assist)	1	ENG Block 2 (Assist)

- Is the rule Broken?
 - A rule becomes Broken if system changes modify its criteria. For example, deleting a model task used in a rule will break it, preventing it from running until updated.



Is Broken?	Name	Priority	Assigned Group
<input checked="" type="checkbox"/>	ENG Block 2 (Assist)	1	ENG Block 2 (Assist)

- A Broken rule flag is rare. If it occurs, contact your Asgard Customer Support Heroes right away— they'll help resolve it.



If the rule still isn't working after checking these causes, contact us at support@asgardsoftware.com for further troubleshooting. We're here to help make Asgard work for you!