

In Asgard, features and functionalities are determined by user permissions. Access to various sections of the application is granted or restricted based on these permissions.

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





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




**These are the four standard permissions for most users.**



**The Assign permission is usually reserved for managers and supervisors.**

Permission	Definition	Roles	Cautions
<b>Edit Work Orders</b> 	Grants the ability to edit existing work orders. This permission is required to use any other work order-related permissions and is also necessary for accessing work orders in AsgardMobile.	GM, Front Desk, PBX, Technicians, Dispatchers, Supervisors, Managers, Resort Coordinators	None
<b>Assignee</b> 	Can be Assigned work orders.	Anyone who will be assigned to work orders. Vendors and Contractors can be created as Assignees.	None
<b>Create</b> 	Grants the ability to create Standard and Inspection work orders.	GM, Front Desk, PBX, Technicians, Dispatchers, Supervisors, Managers, Resort Coordinators,	None
<b>Project W/O</b>	Specific to Project Work Orders. Options are: View - ability to View work orders only; Create - ability to Create and Edit Project work orders.	Technicians, Dispatchers, Supervisors, Managers, Resort Coordinators	None
<b>Assign</b> 	The ability to Assign work orders. Must have assigned permission for access to Dispatcher on AsgardMobile. Allows a user to Suspend work orders.	GM, Front Desk, PBX, Technicians, Dispatchers, Supervisors, Managers, Resort Coordinators,	Assign permission allows users to re-assign any work orders, including ones assigned to themselves.
<b>Mark Cancelled</b>	Ability to Cancel work orders.	GM, Front Desk, PBX, Technicians, Dispatchers, Supervisors, Managers, Resort Coordinators,	This permission should be carefully granted to manage data accountability.

<b>Mark Complete</b> 	Ability to Complete work orders.	Anyone who needs to Complete work orders.	None
<b>Edit Work Order Start Date</b>	Ability to edit the start date on an existing work order.	GM, Front Desk, PBX, Dispatchers, Supervisors, Managers, Resort Coordinators	This permission presents a high-risk threat to data integrity and is only granted by Asgard Customer Service upon request and approval.
<b>Edit Work Order Complete Date</b>	Ability to edit the completion date on an existing work order.	GM, Front Desk, PBX, Dispatchers, Supervisors, Managers, Resort Coordinators	This permission presents a high-risk threat to data integrity and is only granted by Asgard Customer Service upon request and approval.
<b>Edit Locked Fields</b>	This permission grants users the ability to Edit Locked Fields on completed work orders.	As required.	This permission presents a high-risk threat to data integrity and is only granted by Asgard Customer Service upon request and approval.
<b>Edit Locked Tasks</b>	This permission grants users the ability to Edit Tasks that have already been completed.	As required.	This permission presents a high-risk threat to data integrity and is only granted by Asgard Customer Service upon request and approval.
<b>Create Custom Billed Actions</b>	Gives user the ability to create a new Billable Action as needed.	High level permission only for individuals working with billings.	This permission presents a high-risk threat to data integrity and is only granted by Asgard Customer Service upon request and approval.
<b>Cleans</b>	This permission grants user to support management of cleans.	As required.	This permission is only granted by Asgard Customer Service upon request and approval.
<b>Edit PM Schedule</b>	This permission allows users to create/edit scheduled PMs and Inspections.	ENG/HSKP Managers, Resort Coordinators	This permission presents a high-risk threat to data integrity and is only granted by Asgard Customer Service upon request and approval.
<b>Edit Templates</b>	This permission enables users to create/edit site specific PM and Inspection Templates, and add Flex tasks to Master Templates.	ENG/HSKP Managers, Resort Coordinators	This permission presents a high-risk threat to data integrity and is only granted by Asgard Customer Service upon request and approval.
<b>Model Task Editing</b>	Allows users to create/edit the model task list.	As required.	This permission is high risk and only granted through Asgard Customer Service upon request and approval.

<b>Facility Documents</b>	Allows access to Facilities Documents. Options are: View – View Only. Edit – enter/edit documents.	As required.	This permission is typically granted through Asgard Customer Service.
<b>Edit Configurations</b>	This permission enables users to edit the configurations that determine application behavior. Ability to view/edit Location Tree.	As required.	This permission is high risk to data integrity and is only granted through Asgard Customer Service upon approval.
<b>Edit Shifts</b>	Grants the ability to create and edit a shift profile in Staff On-Shift. Select the type of work orders and departments a user can be assigned to. Update a user's Work Status and Work Assignment as needed.	GM, Front Desk, Supervisors, Managers, Resort Coordinators	This permission is reserved for site leadership and should not be granted to the general user population.
<b>Edit Site Statistics</b>	This permission allows users to edit the three Site Statistics tools on the Welcome Page.	GM, Front Desk, Resort Coordinators, Managers, Supervisor	Site Statistics can be turned on/off based on organizational preference.
<b>Edit News</b>	Enables users to edit the News tool on the Welcome Page.	GM, Front Desk, Supervisors, Managers, Activities, Resort Coordinators	This permission is typically granted through Asgard Customer Service.
<b>Edit Events</b>	Events allow you to group multiple work orders under a single event, like a earthquake, wedding, large conference, or similar occasion.	GM, Front Desk, Supervisors, Managers, Activities, Resort Coordinators	If you are interested in using Events, please contact Asgard Customer Service.
<b>Grant Privileges</b>	The ability to create, disable, and edit users/permissions.	GM, Resort Coordinators, HSKP/ENG Managers	This permission is only added by Asgard Customer Service upon request and approval. You can then create/disable users with permissions equal to or less than your own.
<b>Labor Category</b>	Labor Categories are used to bill labor costs on work orders, applicable only if your site utilizes billable actions.	High level permission only for individuals working with billings.	This permission is only added by Asgard Customer Service upon request and approval.
<b>Can Import</b>	The option to mass import work orders directly from the search screen.	As required.	This permission is only added by Asgard Customer Service upon request and approval.