



The one, complete solution  
**asgard**

# Work Order Management

TRAINING WORKBOOK

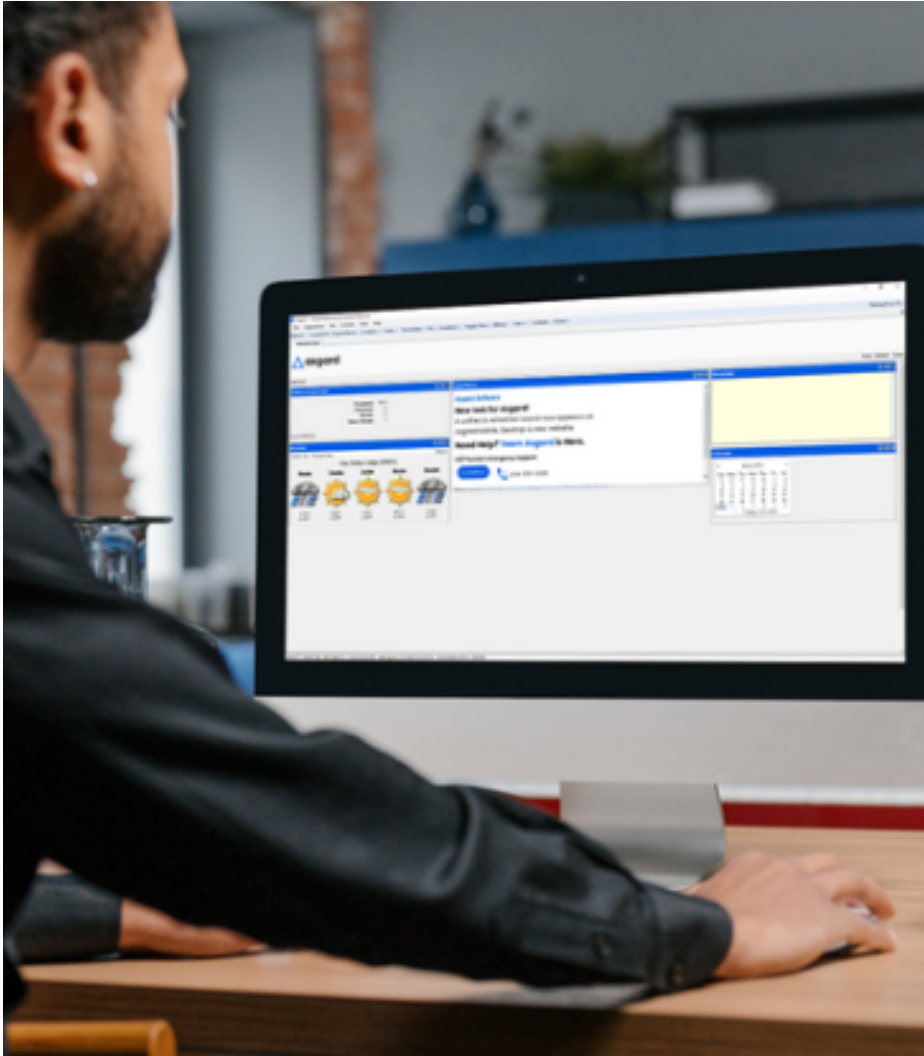
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# Welcome!



**Asgard** is a fully integrated, customer-centric property management platform developed by Asgard Software. This facility and resort performance optimization platform is built with integrated modules, including Work Order management, Preventive Maintenance, Inspections, Projects, Guest Incident management, Assets and Reserves, and much more.

**Asgard** is designed to capture and report actionable data trends and promotes excellent customer service for Owners, Members, and Guests. Your Annual Service Agreement includes ALL features and benefits!

# Logging In

Notes

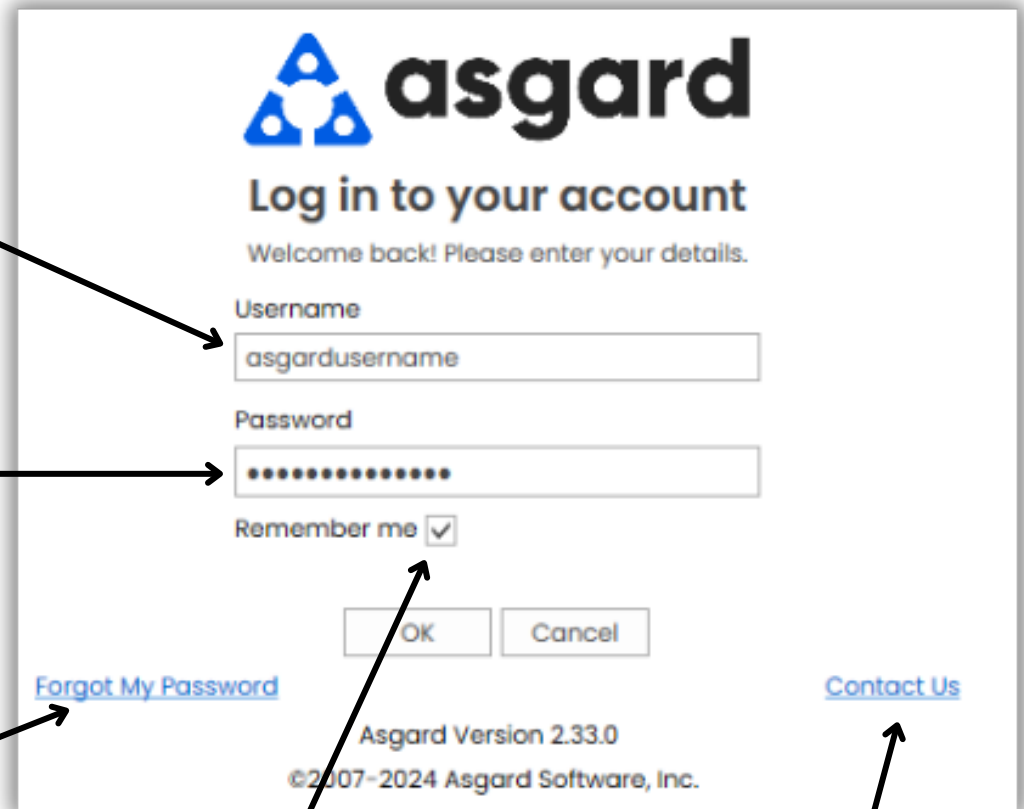
Type in your  
Asgard  
provided  
User Name

Enter  
your  
Password

Click here  
to reset  
your  
Password

Check box for  
Asgard to  
remember  
your Username.  
Just enter your  
password

Need help?



The image shows the Asgard login interface with several annotations. A yellow circle labeled 'Type in your Asgard provided User Name' has an arrow pointing to the 'Username' input field, which contains the text 'asgardusername'. Another yellow circle labeled 'Enter your Password' has an arrow pointing to the 'Password' input field, which is filled with dots. A third yellow circle labeled 'Click here to reset your Password' has an arrow pointing to the 'Forgot My Password' link. A fourth yellow circle labeled 'Check box for Asgard to remember your Username. Just enter your password' has an arrow pointing to the 'Remember me' checkbox, which is checked. A fifth yellow circle labeled 'Need help?' has an arrow pointing to the 'Contact Us' link. The login form itself includes the Asgard logo, the title 'Log in to your account', a welcome message, input fields for username and password, a 'Remember me' checkbox, 'OK' and 'Cancel' buttons, and version/copyright information at the bottom.

**asgard**

Log in to your account

Welcome back! Please enter your details.

Username  
asgardusername

Password  
.....

Remember me ☒

[Forgot My Password](#) [Contact Us](#)

OK Cancel

Asgard Version 2.33.0  
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Scan for detailed Password  
Reset instructions



# Welcome Page Overview

Notes

The screenshot shows the Asgard software interface. At the top is a navigation bar with menus like File, Organization, Site, Facilities, Tools, and Help. Below this is a 'Welcome Page' header with the Asgard logo and an 'Add Tools' button (callout 1). The main area contains several tool windows: 'Today's House Count' showing occupancy and arrivals statistics; 'Asgard News' with a new look announcement and emergency support contact (callout 2); 'News' with pool and sauna availability updates; 'Weather' for Long Beach, CA, showing a 5-day forecast (callout 5); and a 'Calendar' for March 2024 (callout 4). Callout 3 points to a downward arrow icon in the top right of the tool windows, which is used for settings or information.

1. Personalize your Welcome Page by adding additional tools, using the Add Tools button
2. Site News or Asgard Updates will be posted in the News or Asgard News Tools
3. The downward arrow icon will give you settings options or information about the tool, the dash icon will collapse the tool window, and the X icon will remove the tool from your Welcome Page
4. Click on the blue tool header to drag and drop to another place on the screen
5. Adjust your Weather to your locale with Switch City, view the Extended Forecast, or Change Units (°C or °F)

# Creating Work Orders

## Notes

**1** Location: Unit #1101 (1 Bdm)

**2** Reported By: Guest Guest Name: JACKSON

**3** Scheduled For: 3/31/2024 1:13 PM Follow-up Required ☒

Occupied Status  
Occupied State: Not Occupied Guest Name:

Event: [No Event]

**4** Pending and Recently-Completed Work in Unit #1101 (1 Bdm)

| Status     | Work Requested                | Department   | Guest Name |
|------------|-------------------------------|--------------|------------|
| Incomplete | Repair / Replace Wallpaper    | Engineering  | JACKSON    |
| Complete   | Deliver Bath Towel (Exchange) | Housekeeping | SMITH      |

**5** Tasks:

**6** Deliver Coffee, Regular - Delivery (Housekeeping) Remove

Priority: High Extra Request: Yes Qty: 3

**7** Item: Coffee, Regular Notes: Knock softly, baby sleeping

Assign To: [Nobody]

**8** Type here to add a task Remove

Create Workorder(s) Clear

1. Enter the *Location* for the Work Order..... ☐
2. Indicate whether the Work Order is *Guest* or *Staff Reported*..... ☐
3. Work Orders can be generated for a future date..... ☐
4. Pending and Recently Completed Work Orders for the last 14 days in the same location..... ☐
5. Type in a keyword to search for a task..... ☐
6. Select if *Extra Request* and enter the *Quantity* if needed..... ☐
7. Add notes if applicable. Never add additional work in this field..... ☐
8. Add as many tasks for this location, for any department, as needed. **Asgard** will generate separate Work Orders automatically..... ☐

Scan for detailed instructions  
on how to Create Standard  
Work Orders



# Active Work Orders

Notes

| Aging   | ID      | Location             | Work Requested                  | Assigned To          | Mobile Receive Delay | Response Time   | Priority | Reported | Department   | Reported By Name |
|---------|---------|----------------------|---------------------------------|----------------------|----------------------|-----------------|----------|----------|--------------|------------------|
| REWORK  | 120685  | Unit #28104 (2 Bdrm) | Repair Dishwasher - Not Working | Hoover, John E       |                      | 29 mins         | Critical | Guest    | Engineering  | MITCHELL         |
| OVERDUE | 120756  | Unit #1101 (1 Bdrm)  | Repair / Replace Wallpaper      | Hoover, John E       |                      | 1 hour, 31 mins | High     | Guest    | Engineering  | JACKSON          |
| DUE     | 120757  | Unit #1104 (1 Bdrm)  | Deliver Bath Towel              | George, Bob          |                      | 25 mins         | High     | Guest    | Housekeeping | WILSON           |
| OK      | 120759  | Unit #1102 (2 Bdrm)  | Deliver Bath Towel (Exchange)   | Perez, Gabi          |                      | 2 mins          | High     | Guest    | Housekeeping | Fullmer          |
| OK      | 120666  | Unit #32412 (2 Bdrm) | Repair Ceiling - Leaking        | <b>Lemon, Amanda</b> |                      | 18 mins         | High     | Guest    | Engineering  | PERRY            |
| OK      | 1208320 | Unit #14102 (2 Bdrm) | Repair Faucet - Leaking         | Lemus, Betsy         |                      | 5 mins          | Medium   | Staff    | Engineering  |                  |

1. Use the **Assign/Reassign** and **Unassign** buttons or the **Assign To** column to update Work Orders
2. The green bar at the top of any grid is a multi-level filter bar. Remember to clear your filters by clicking the **Clear Filter** button, which clears all active filters at once
3. Aging status key and Work Order Priority:
  - **REWORK**: Work was either not completed or the guest was not satisfied; top priority
  - **OVERDUE**: The time expected to complete the work has exceeded brand standards; high priority
  - **DUE**: At least halfway through the time it should take to complete the task (10-20 or 20-40 mins)
  - **OK**: Newly created
4. Work Order font key:
  - Grey: Work Order has been assigned to a user with a mobile device but has not yet been acknowledged
  - Standard Black: Assignee has acknowledged the Work Order, and the Mobile Receive Delay time is visible
  - **Bold**: Assignee has started the Work Order; indicates where the assignee is currently working

Scan for detailed instructions on how to Manage Standard Work Orders



# Work Order Follow-Up

## Notes

Follow-up: Deliver Coffee, Regular, others...

Location: Unit #1101 (1 Bdm)

Guest Name: JACKSON

| Fail                     | # | Name                     | Summary                     | Extra Request            |
|--------------------------|---|--------------------------|-----------------------------|--------------------------|
| <input type="checkbox"/> | 1 | Deliver Coffee, Regular  | 1 Coffee, Regular           | <input type="checkbox"/> |
| <input type="checkbox"/> | 1 | Repair / Replace Walp... | In the main location itself | <input type="checkbox"/> |

Comments

| Date | Comment | By | Picture |
|------|---------|----|---------|
|------|---------|----|---------|

Pending Work (In-Progress)

| Aging | Name | At | Response Time | Summary |
|-------|------|----|---------------|---------|
|-------|------|----|---------------|---------|

Action: Spoke with Guest

Comment:

Complete Fail Selected Tasks Cancel

When a Guest Reported Work Order is completed, a Follow-Up Work Order is created. This starts a **new clock** for completing the Follow-up. The Follow-up call should be made within 15 minutes of completing the original Work Order.

Double click on a Follow-Up Work Order for the completion window:

- Once you have selected a Work Order, it becomes locked so no one else can select it
- If all of the tasks are completed to the guest's satisfaction, leave all of the **Fail** checkboxes blank
- You are required to select an **Action** as indicated by the red exclamation balloon
- Add a comment, if necessary
- Click **Complete**

Scan for detailed instructions on how to Complete Follow-Up Work Orders



# Rework Work Orders

Notes

Follow-up: Deliver Bath Towel (Exchange), others...

Location: Unit #1101 (1 Bdrm)

Guest Name: JACKSON

| Tasks Completed                     |   |                            |                             |                                     |
|-------------------------------------|---|----------------------------|-----------------------------|-------------------------------------|
| Fail                                | # | Name                       | Summary                     | Extra Request                       |
| <input type="checkbox"/>            | 1 | Deliver Bath Towel (Exc... | 1 Bath Towel                | <input type="checkbox"/>            |
| <input type="checkbox"/>            | 1 | Deliver Coffee, Regular    | 3 Coffee, Regular           | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> | 1 | Repair Faucet - Leaking... | In the main location itself | <input type="checkbox"/>            |

Comments

| Date | Comment | By | Picture |
|------|---------|----|---------|
|      |         |    |         |

Pending Work (In-Progress)

Action: Spoke with Guest

Comment: Faucet still leaking

Complete Fail Selected Tasks Cancel

| Aging   | Paused | ID     | Location             | Work Requested                                           | Assigned To            | Mobile Receive Delay | Department   | Response Time    | Priority | Reported By | Type            |
|---------|--------|--------|----------------------|----------------------------------------------------------|------------------------|----------------------|--------------|------------------|----------|-------------|-----------------|
| REWORK  |        | 120885 | Unit #1101 (1 Bdrm)  | Repair Faucet - Leaking (Time & Materials)               | Fisher, Delaine        |                      | Engineering  | 5 mins           | High     | Guest       | Repair / Replac |
| OVERDUE |        | 120759 | Unit #1102 (2 Bdrm)  | Deliver Bath Towel (Exchange)                            | Perez, Gabi            |                      | Housekeeping | 3 hours, 14 mins | High     | Guest       | Delivery        |
| DUE     |        | 120666 | Unit #32412 (2 Bdrm) | Repair Ceiling - Leaking                                 | Perez, Gabi            |                      | Engineering  | 2 hours, 58 mins | High     | Guest       | Repair / Replac |
| DUE     |        | 120762 | Unit #1202 (2 Bdrm)  | Repair Drain - Clogged                                   | Burton, John           |                      | Engineering  | 2 hours, 43 mins | High     | Guest       | Repair / Replac |
| OK      |        | 120879 | Unit #32115 (2 Bdrm) | Deliver Bath Towel, Deliver Comfort Pillow, Deliver Crib | Bollard_Asgard, Nicole |                      | Housekeeping | 30 mins          | High     | Guest       | Delivery        |

Scan for detailed instructions on how to Complete Follow-Up Work Orders



1. If the guest is unhappy with the work or a task wasn't completed, click the Fail checkbox. All other tasks pass
2. Select the **Action** that reflects your follow-up
3. Add **Comments** describing any guest feedback or next steps needed, if necessary
4. Click **Fail Selected Tasks** if any tasks were unsatisfactory
5. Once a task is Failed, a Rework Work Order is automatically created and will appear in the Active Work Orders list to be assigned immediately