
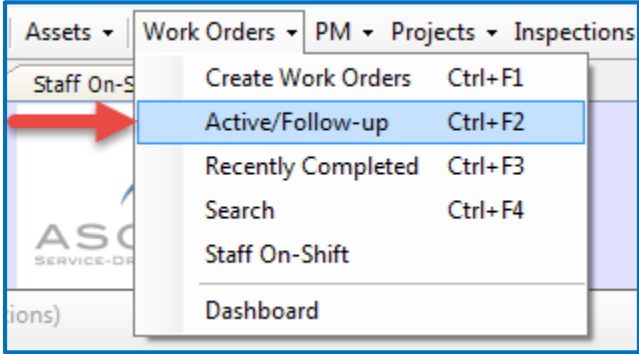


Mass-Completing Standard Work Orders

Follow the steps below to Mass-Complete Standard Work Orders in the Asgard desktop application.

	<p>Scenario: <i>Staff member, Candace Aldrich is finishing her work day and wants to complete multiple Standard Work Orders in Asgard that she completed during her scheduled shift.</i></p>
<p>Step 1</p>	<p>Open the Active/Follow-up drop down from the Work Orders menu tab.</p> 



Work Orders must be assigned before they can be completed. You can only mass assign one department type at a time. Using the department filter can narrow down the work order list.

Welcome Page		Active Work Orders/Follow-Up		Create Work Order				
View	Assign/Reassign	Unassign	Complete	Cancel	<input type="checkbox"/> Show Future Items	<input checked="" type="checkbox"/> Show Suspended Items	Clear Filter	Print
Drag a column header here to group by that column.								
Aging	ID	Location	Work Requested	Type	Department	Assigned To		
					Engineering			
OK	23883	Bldgs, Bldg 14	AC Repair - Closet Leak	A/C Task	Engineering	Alatorre, Julie		
OK	23885	Bldgs, Bldg 14	AC Repair - Noisy	A/C Task	Engineering	Chavez, Jose (Runner BL		
OK	23884	Bldgs, Bldg 14, Floor 3	AC Repair - Filter Change	A/C Task	Engineering	[None]		
OK	23886	Bldgs, Bldg 15	AC Repair - Thermostat Not	A/C Task	Engineering	Christian, Michael		

Step 2

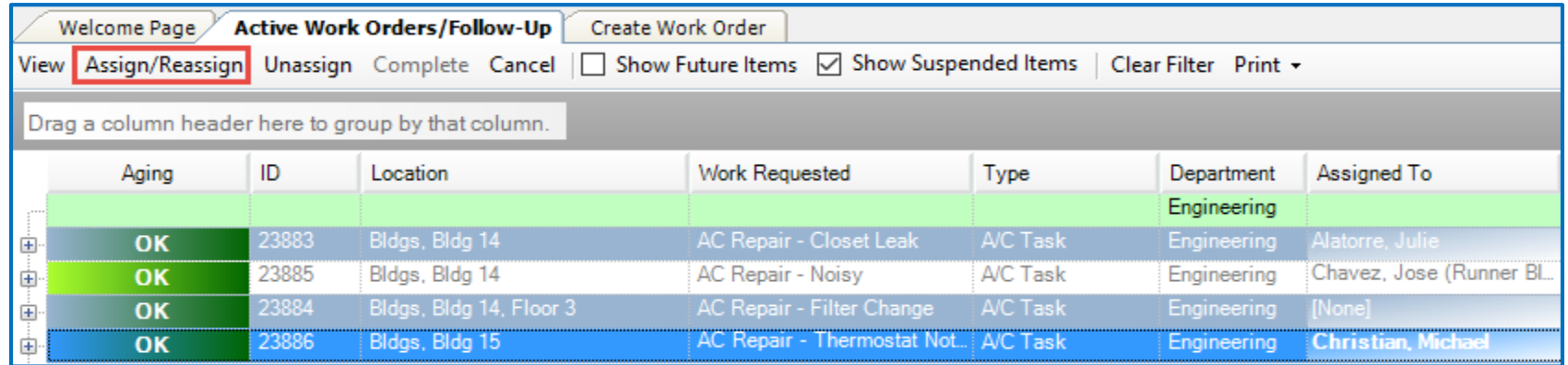
Select the work orders that you want to Mass Assign/Complete by using either the Shift or Ctrl keys to multi-select. The 'Mass Complete' and 'Mass Assign/Reassign' options are limited to 25 work orders.

Drag a column header here to group by that column.

Aging	ID	Location	Work Requested	Type	Department	Assigned To
					Engineering	
OK	23883	Bldgs, Bldg 14	AC Repair - Closet Leak	A/C Task	Engineering	Alatorre, Julie
OK	23885	Bldgs, Bldg 14	AC Repair - Noisy	A/C Task	Engineering	Chavez, Jose (Runner BL...
OK	23884	Bldgs, Bldg 14, Floor 3	AC Repair - Filter Change	A/C Task	Engineering	[None]
OK	23886	Bldgs, Bldg 15	AC Repair - Thermostat Not...	A/C Task	Engineering	Christian, Michael

Step 3

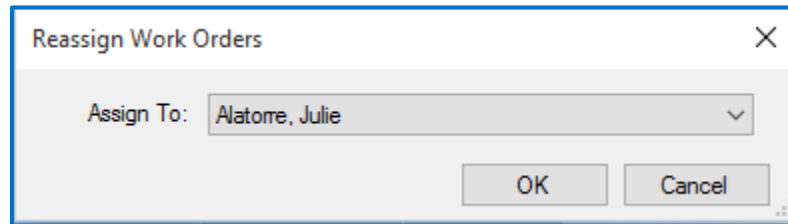
Click the Assign/Reassign button.



Drag a column header here to group by that column.

Aging	ID	Location	Work Requested	Type	Department	Assigned To
					Engineering	
OK	23883	Bldgs, Bldg 14	AC Repair - Closet Leak	A/C Task	Engineering	Alatorre, Julie
OK	23885	Bldgs, Bldg 14	AC Repair - Noisy	A/C Task	Engineering	Chavez, Jose (Runner BL...
OK	23884	Bldgs, Bldg 14, Floor 3	AC Repair - Filter Change	A/C Task	Engineering	[None]
OK	23886	Bldgs, Bldg 15	AC Repair - Thermostat Not...	A/C Task	Engineering	Christian, Michael

Assign the work to an employee for completion. Use the dialogue box to assign one employee to all selected work orders.



Reassign Work Orders

Assign To: Alatorre, Julie

OK Cancel



If you are using Mobile Devices, the work orders will appear on the mobile device as soon as they are assigned.

Step 5

To Mass-Complete the highlighted work orders, click the Complete button.

The screenshot shows the 'Active Work Orders/Follow-Up' interface. At the top, there are tabs for 'Welcome Page', 'Active Work Orders/Follow-Up', and 'Create Work Order'. Below the tabs are buttons for 'View', 'Assign/Reassign', 'Unassign', 'Complete', and 'Cancel'. The 'Complete' button is highlighted with a red box. There are also checkboxes for 'Show Future Items' and 'Show Suspended Items', and a 'Clear Filter' button. Below the buttons is a text box that says 'Drag a column header here to group by that column.' Below that is a table with the following columns: Aging, ID, Location, Work Requested, Type, Department, and Assigned To. The table contains four rows of work orders, all of which are highlighted in green. The 'Aging' column for all rows is 'OK'. The 'Department' for all rows is 'Engineering'. The 'Assigned To' for all rows is 'Alatorre, Julie'.

Aging	ID	Location	Work Requested	Type	Department	Assigned To
OK	23883	Bldgs, Bldg 14	AC Repair - Closet Leak	A/C Task	Engineering	Alatorre, Julie
OK	23885	Bldgs, Bldg 14	AC Repair - Noisy	A/C Task	Engineering	Chavez, Jose (Runner BL..
OK	23886	Bldgs, Bldg 15	AC Repair - Thermostat Not..	A/C Task	Engineering	Alatorre, Julie
OK	23884	Bldgs, Bldg 14, Floor 3	AC Repair - Filter Change	A/C Task	Engineering	Alatorre, Julie

Step 6

Click the plus sign next to Set the Same Value for All Work Orders. With the Calculate Duration dial selected, click the radio button to Calculate Start Date/Times to: and Click Go.

The screenshot shows the 'Complete Work Orders..' dialog box. At the top, there are three radio buttons for 'Dates and Times': 'Calculate Start', 'Calculate Duration', and 'Calculate Completion'. The 'Calculate Duration' radio button is selected. Below the radio buttons is a minus sign icon and the text 'Set the Same Value for All Work Orders'. Below that are four radio buttons for 'Start Date/Times to:', 'Durations to:', 'Completion Date/Times to:', and 'Actions Taken to:'. The 'Start Date/Times to:' radio button is selected. The 'Start Date/Times to:' field is set to '7/29/2015 9:15 AM'. A red arrow points to the plus sign icon next to the 'Start Date/Times to:' field. Below the 'Start Date/Times to:' field are three spinners for 'Days', 'Hours', and 'Minutes', all set to '0'. Below the 'Durations to:' field is a spinner for 'Minutes', set to '0'. Below the 'Completion Date/Times to:' field is a spinner for 'Minutes', set to '0'. Below the 'Actions Taken to:' field is a dropdown menu. At the bottom of the dialog box is a 'Go' button.

Click the radio button to update the Completion Date/Times to: of the work order and Click Go.

Complete Work Orders..

Dates and Times: Calculate Start Calculate Duration Calculate Completion

Set the Same Value for All Work Orders

Start Date/Times to: 7/29/2015 9:15 AM

Durations to: Days: 0 Hours: 0 Minutes: 0

Completion Date/Times to: 7/29/2015 9:35 AM

Actions Taken to:

Go

Step 7

If Actions Taken is enabled for your site, you have the option to update every work order task associated with the work order before completing. Select the radio button next to Actions Taken to choose the appropriate action and click Go.

Complete Work Orders..

Dates and Times: Calculate Start Calculate Duration Calculate Completion

Set the Same Value for All Work Orders

Start Date/Times to: 7/29/2015 9:15 AM

Durations to: Days: 0 Hours: 0 Minutes: 0

Completion Date/Times to: 7/29/2015 9:35 AM

Actions Taken to:

Go

Name

- AC Repair - Thermostat Not Working
- AC Repair - Closet Leak
- AC Repair - Filter Change

Task Complete--See Comments
Task Incomplete--See Comments
Guest Request Complete
Guest Request Incomplete--See Comments
Plugged in Television
Replaced Television
Educated Guest on Television
Repaired Television - Screen
Reset Router
Replaced Modem

ActionTaken

Step 8

To update actions taken for each individual task, use the drop down arrow to the right of Action Taken.

Name	Started	Duration	Completed	ActionTaken
AC Repair - Thermostat Not Working	7/29/2015 9:15 AM	000 days 00:20	7/29/2015 9:35 AM	See Comments ▾
AC Repair - Closet Leak	7/29/2015 9:15 AM	000 days 00:20	7/29/2015 9:35 AM	Task Complete...
AC Repair - Filter Change	7/29/2015 9:15 AM	000 days 00:20	7/29/2015 9:35 AM	Task Complete...

Comments (for all):

Once all the data has been added click OK. All the work orders will no longer appear on the Active Work Orders/ Follow-Up Screen.

Step 9

To view a completed work order, select Recently Completed under the Work Orders menu tab.

