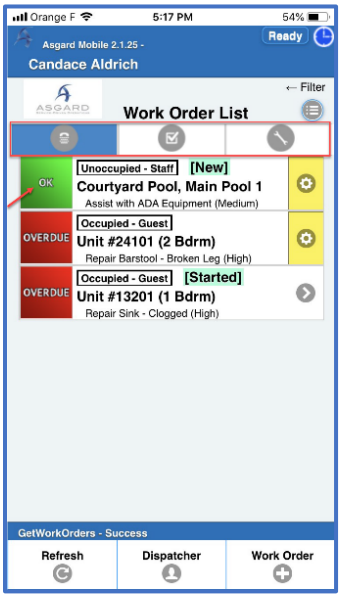
AsgardMobile Job Aide

Completing a Standard Work Order

Follow the steps below to complete a standard work order on a mobile device. For assistance with AsgardMobile, please contact support@katanasoft.com.

Step 1: Locate the work order in the list assigned to you.

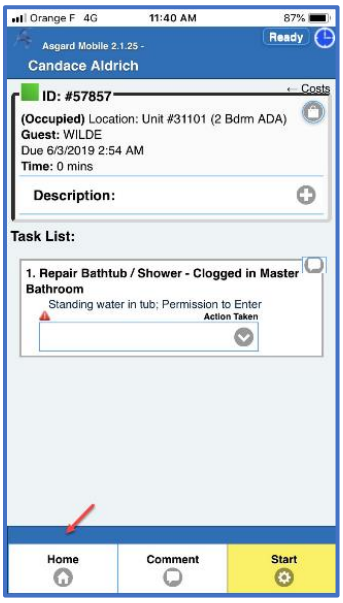


If you have more than one work order type assigned to you, Tabs for each work order type will appear. The Phone Icon = Standard Work Orders, the Wrench Icon = PM Work Orders and the Checkbox icon = Inspection Work Orders. If no tabs appear, you have only one type of work order to complete.

Step 2: Tap anywhere to the left of the yellow gear icon to view the details without starting the work order.

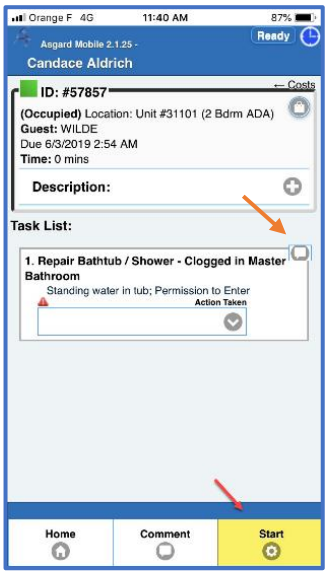
Step 3: Review the location and work requested to gather any needed parts, tools or inventory. Basic details about the work order are at the top of the screen, including the work order ID, the priority/status, location, and time in-progress.

The Task(s) and Actions Taken are in the middle section of the screen. If Notes have been added by the dispatcher, they will appear below the bolded Task Name.

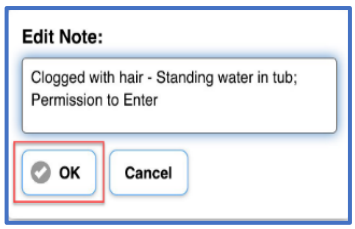


You can return to the list of work orders, without Completing, by clicking the Home button on the toolbar.

Step 4: When you arrive at the unit door or work location, click the **Start** button.

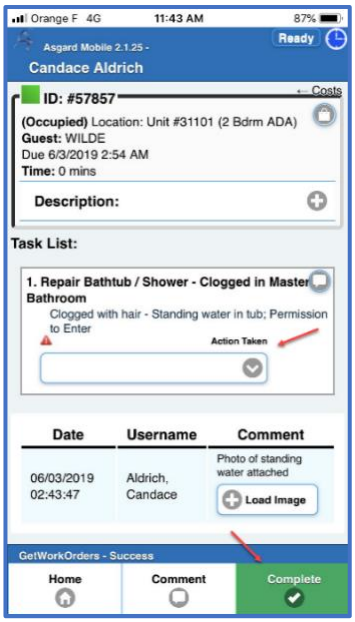


Step 5: You can add a Note to the task by clicking the **Talk Bubble** icon. Enter any Notes and click **OK**.



Step 6: To add comments and/or photos to the work order, click the **Comment** button. To add a photo, tap the **Choose File** button. You can Take a Photo or upload a picture from your Photo Library. When your photo(s) and comments are complete, tap **Add**.

Note: When the keyboard opens, you can tap the **Microphone** icon to launch the dictation feature. When you are done talking, tap, or release, the Microphone to stop recording. Make any auto-correct changes needed.

Step 7: If your site is using Actions Taken, you must select the action before you can complete the work order.

Step 8: When all details have been added, click the green **Complete** button. You will receive the "Complete Work Order?" prompt (to avoid accidental completions). Click **OK** and the work order will clear from the device automatically, and will update in the main Asgard Desktop system.