



If your property experiences a Power or Internet outage, you'll still need a way to capture work. This Job Aide describes a process for manually capturing the work, then importing it into Asgard from Excel.



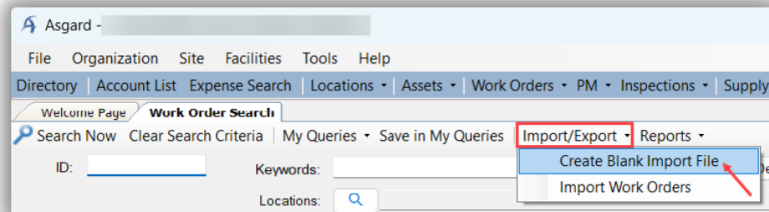
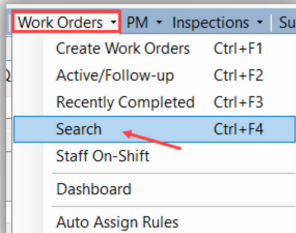
**You must take advance action to ensure the necessary resources are available to follow this procedure.**



If there's a **power** outage but you still have **cell service**, the front desk can easily use a mobile device to enter the work orders into Asgard. Find instructions on entering work orders on a mobile device by scanning the QR Code



**Step 1: Prior** to one of these events, print out several copies of the Work Order Import form from the Work Order Search screen in Asgard. Store copies in the Front Office, Engineering, and Housekeeping.



**Step 2: During** the outage, capture all work order details with pen or pencil on the printed copies.

Status (required, number only)	ID (number)	Location Path, or Unit #, must be in system	Type (Required), Must be in Model Task List	Department (optional), Must be in Model Task List	Model Task Category Name (optional)	Priority number (number only): 1: Critical 2: High 3: Medium 4: Low 5: Very Low	Name (Required)
1 - Incomplete 2 - Cancelled 3 - Completed	(if missing an ID will be assigned) - Typically, leave blank						
		Unit #2104	Delivery	Housekeeping	Delivery		Deliver Toilet Paper

When Power/Internet is restored, open the Excel Import sheet on your computer. Copy the information from all of the physical sheets, updating status and details as directed in the column headers and consolidating any duplicates. Save the sheet and proceed to Step 3.

**The required fields will be noted on the Excel sheet but are highlighted and listed below for reference.**

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
2	1	Unit #2104	Delivery	Housekeeping			Deliver Toilet Paper		6/20/2023 3:00 PM	6/20/2023 3:05 PM	6/20/2023 3:09 PM	kross	kross	Guest			Deliver Toilet Paper			
3																				
4																				

1 - Status (required, number only)

1. Incomplete

2. Canceled

3. Completed

3 - Location Path or Unit Number – must exactly match in Asgard

4 - Model Task Type (Delivery, Assist, Etc.)

5 - Department

8 - Model Task Name

10 - Entry Date/Time – Day the work order should appear as Active (M/DD/YYYY 0:00 AM/PM)

14 - Username of Entry Person

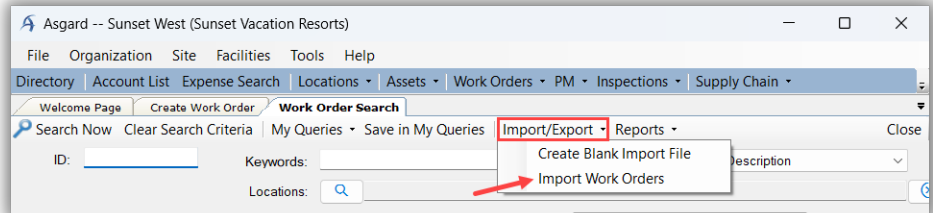
15 - Reported By (Guest/Staff)

18 - Model Task Name

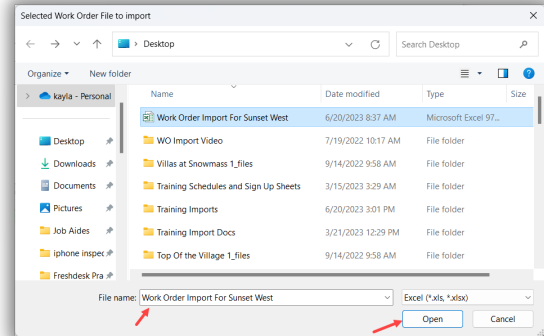
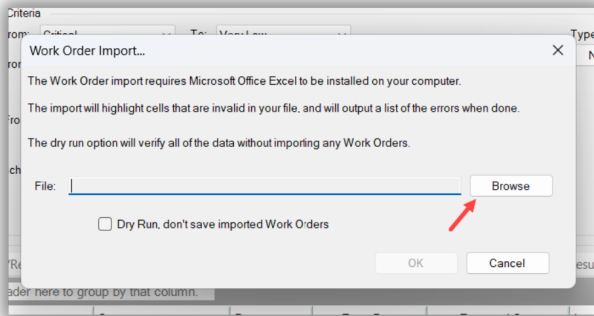
**Step 3: Click Import/Export**  
then select **Import Work Orders**.



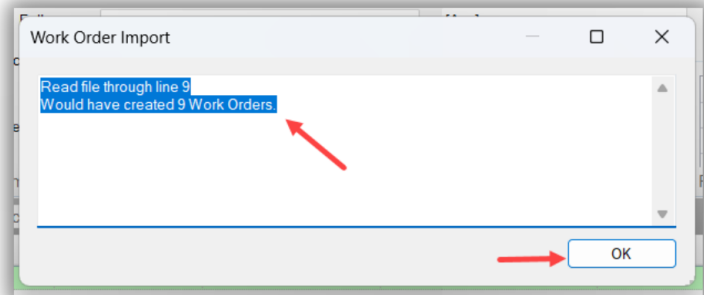
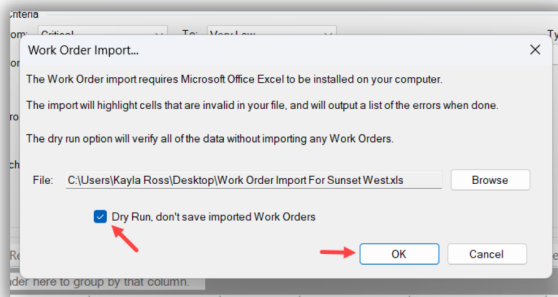
Be sure to **save** and **exit**  
out of the Work Order  
Import sheet before trying  
to upload.



**Step 4: Click Browse. Select the appropriate file and click OK.**

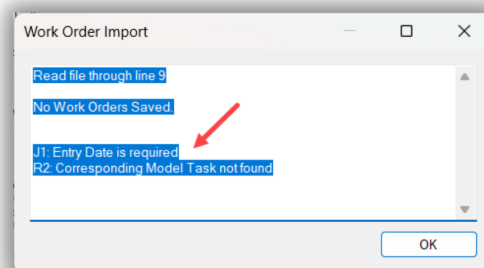


**Step 5: After selecting the file, check the Dry Run box to ensure everything has been entered correctly.**



If there are any issues, the system will alert you to the  
cells that need updating, as well as flag those cells  
when the Excel sheet is reopened.

Repair Toilet - Clogged
Deliver Bath Towel
Repalce Light Bulb



**Step 6: Once Dry Run is complete, uncheck the box and upload  
your Work Orders.**

The system will alert you that all work orders were created.

