



LifeLoop trainings

Manage work requests settings

Settings

How to manage work request types, locations and adding crew members to work request teams.

lifeloop.com

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Work request settings

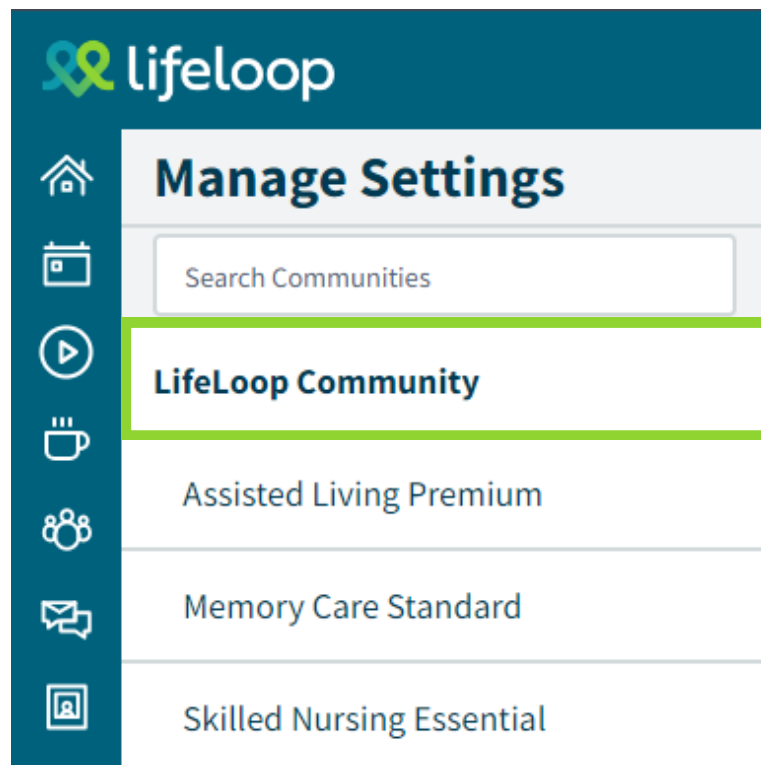
Step 1

To manage work request types and locations, go to **manage settings**, the gear icon on the top right-hand corner of the screen.



Step 2

Select the **bolded** community name.



Note: If you do not see the gear icon you may not have the necessary permissions. Please reach out to the LifeLoop champion in your community to access manage settings.




Work request settings

Step 3




To edit types and locations, select work requests at the top of the screen.

The screenshot shows a horizontal navigation bar with three tabs: 'Activities', 'Work Requests', and 'Transportation'. The 'Work Requests' tab is highlighted with a green border and a blue underline. Below the tabs is a warning box with an exclamation mark icon and the text: 'All communities of LifeLoop Community will have access to these settings.'

Step 4

Enter the type of work request in the text box and select **create type** to the right. To remove a type select the .

The screenshot shows a section titled 'Types' with a dropdown arrow. Below the title is a table with the following rows:

Type Name	
IT	Create Type
Billable	
Technology Requests	
Inspection	

Note: Work request types provide a way to categorize work orders on your campus. Filter the work requests view by type or check out the reports tab to see a breakdown of work orders by type.



Work request settings

Step 5

To add a location, scroll down the page to locations. Type the name of a location into the text box and select **create location** to the right. To remove a location select the **X** to the right.

▼ Locations

Location Name

Courtyard	Create Location
AL Lobby	X
Exterior AL	X

Note: Work request locations are community locations or assets that will have work orders assigned to them. Resident room numbers will pull over automatically for resident requests and do not need to be entered as locations.

! Assign crew members by adding work request teams to the staff profile.

Note: Assigning crew members must be completed in the staff profile provided in the following steps 6-8.

Step 6

To add a crew member to work request teams they must be added as staff in LifeLoop and have at least the 'view work requests' permission. To do this, select **staff** on the feature menu.



Work request settings

Step 7

Select and open the staff profile to be added to the work request team.



Step 8

In the staff profile, under 'work request teams', select the team or teams the staff will be assigned to. Then, select **save profile**.

Note: To add a new work request team, please contact LifeLoop Support at support@lifeloop.com.

← Edit Staff

Male Female

Profile
Permissions
Notifications
Account

Phone ⓘ
(xxx) xxx-xxxx

Communities (required)
X Assisted Living Premium X | v

Work Request Teams
X Maintenance X Housekeeping X | v

Groups
Choose group tags | v

Save Profile



Resources

Video QR codes

How to scan QR codes



Open the camera app on a mobile device. Hold the device so the entire QR code is visible in the camera frame (you don't need to take a picture). Once the QR code has been read, a notification will appear at the top of your screen.

Work request settings





Continued learning

Visit the Learning Community

Access LifeLoop marketing collateral and training resources at your convenience. Find the Learning Community by clicking the "?" on the top right-hand side of your screen or going to <https://training.lifeloop.com/training/staff>.

Attend a university course

Don't forget about our complimentary LifeLoop University available to you and your team. Courses are provided weekly and cover all LifeLoop features. Emails with the topics and schedules are sent out monthly for you to register to attend.

Further questions?

Reach out to support@lifeloop.com or your Customer Success Manager.