

SUBMITTING A MAINTENANCE WORK ORDER

Quickly and easily create maintenance work orders from your desktop, laptop, ipad or mobile device.

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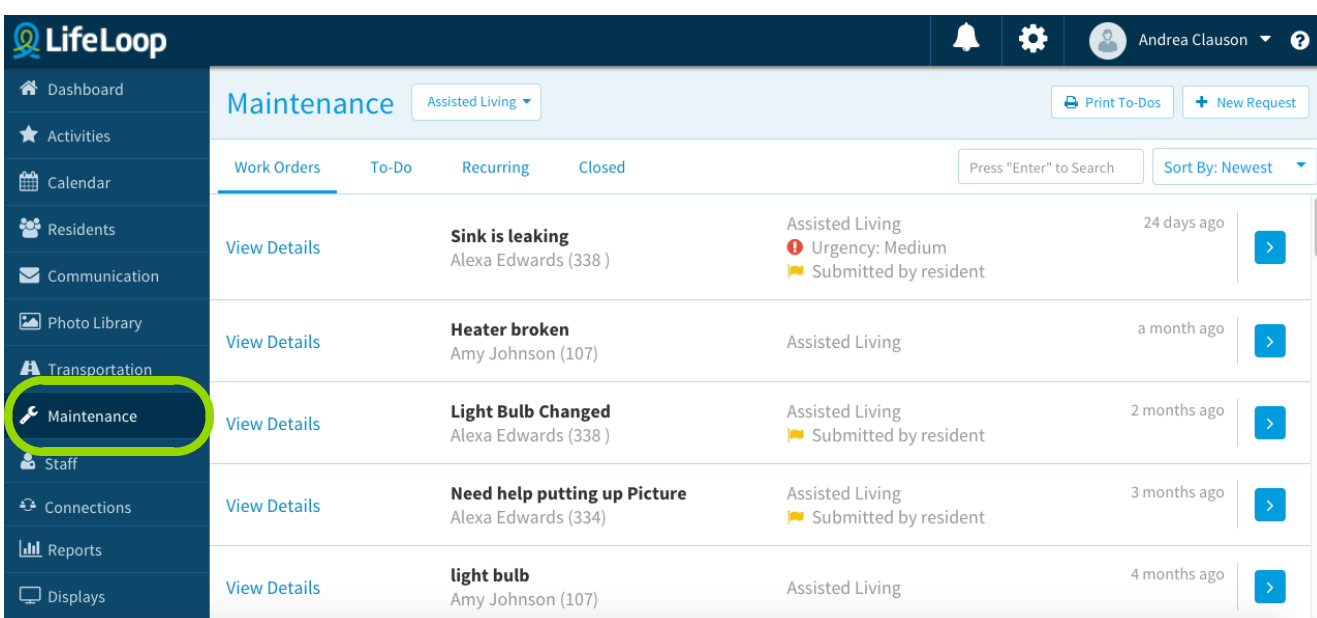


Submitting a Work Order

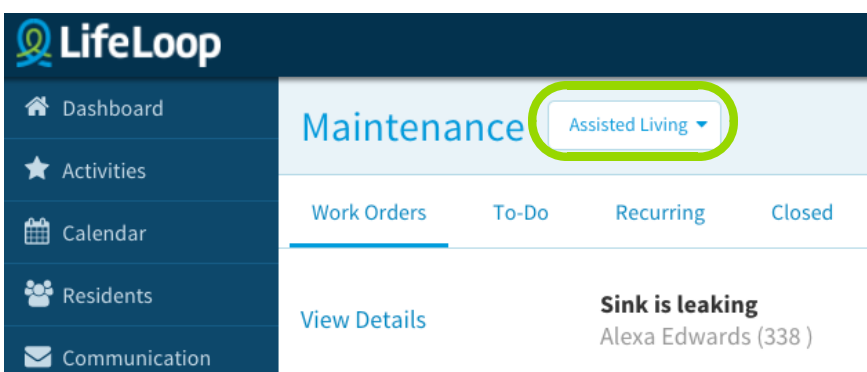
UTILIZING DESKTOP, LAPTOP OR IPAD ■■■■■

STEP 1: Log in to LifeLoop on your web browser. We recommend Google Chrome.

STEP 2: Select "Maintenance" on the left-hand side of your screen



STEP 3: Select which community you will be making a request for or which community that the specific resident lives in from the dropdown on the top left of your screen.



Submitting a Work Order

UTILIZING A DESKTOP, LAPTOP OR IPAD ■■■■■

STEP 4: Select the "+ New Request" button

- Note: If you do not see the "+ New Request" button then you do not have permission to create a request and should contact your head of maintenance.

Maintenance

Assisted Living

Print To-Dos

New Request

Work Orders

To-Do

Recurring

Closed

Press "Enter" to Search

Sort By: Newest

View Details

Sink is leaking

Alexa Edwards (338)

Assisted Living

Urgency: Medium

Submitted by resident

24 days ago

View Details

Heater broken

Amy Johnson (107)

Assisted Living

a month ago

View Details

Light Bulb Changed

Alexa Edwards (338)

Assisted Living

Submitted by resident

2 months ago

View Details

Need help putting up Picture

Alexa Edwards (334)

Assisted Living

Submitted by resident

3 months ago

View Details

light bulb

Amy Johnson (107)

Assisted Living

4 months ago

Submitting a Work Order

UTILIZING A DESKTOP, LAPTOP OR IPAD ■■■■■

STEP 5: Select who the request is for -- a resident or the community

- Select whether the request is for a resident's room or a community common area. These options are at the top of the request form. You can then proceed with filling out the form.
- Note: If you do not see a crew member or desired location as an option in the dropdown they need to be added by the head of maintenance in LifeLoop's facility settings.

← New Maintenance Request

Resident Community

Work Requested* Change Lightbulb

Resident* Alexa Edwards

Location* 338

Crew Member John Smith

Urgent High

Recurring None [Set](#)

Description Please change lightbulb in Alexa's Bedroom

STEP 6: Submit the form

- Once the form is completed, select the "Create New Request" button in the bottom right of your screen.

Create New Request

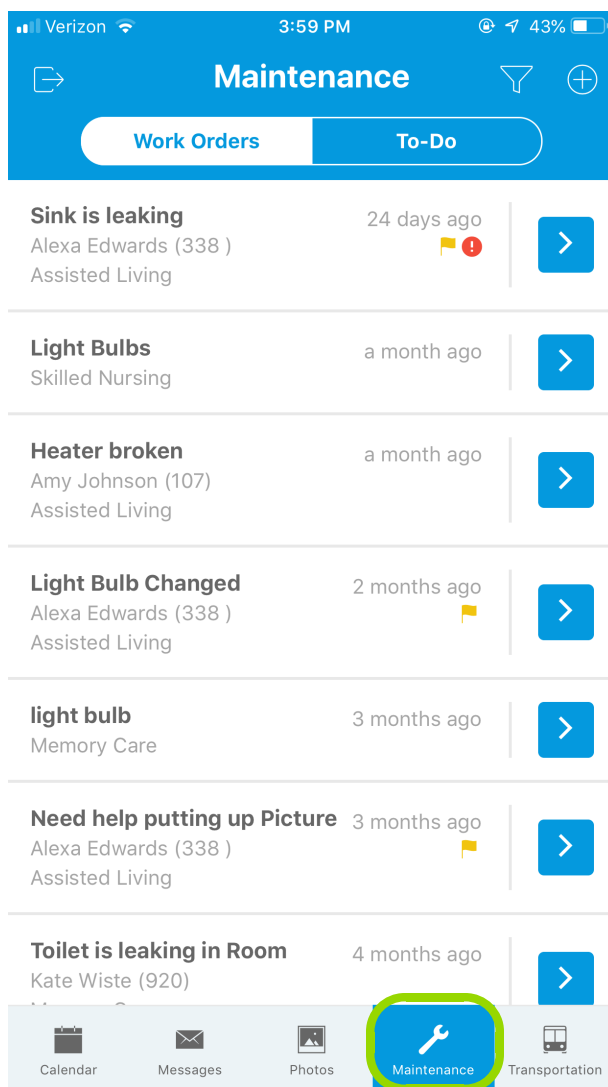
Submitting a Work Order

UTILIZING THE LIFELOOP MOBILE APP

STEP 1: Log in to the LifeLoop mobile app



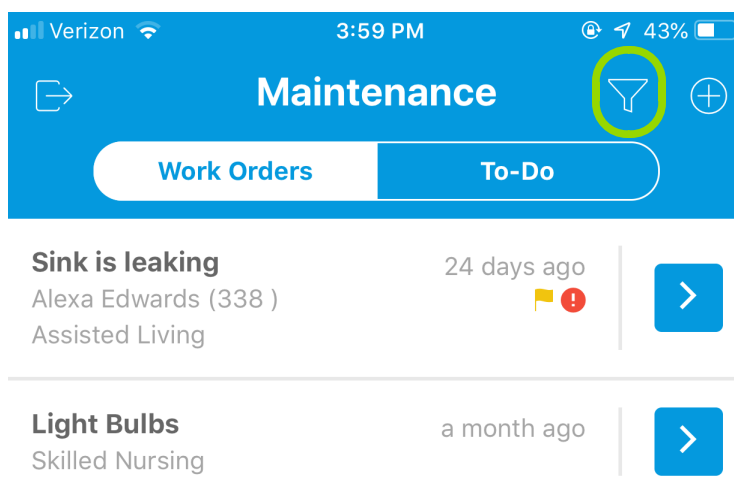
STEP 2: Select "Maintenance" on the bottom of your screen



Submitting a Work Order

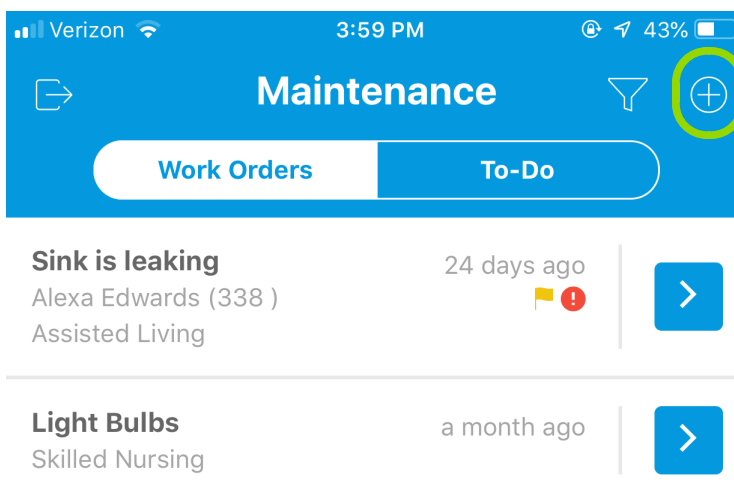
UTILIZING THE LIFELOOP MOBILE APP ■■■■■

STEP 3: Select which community you will be making a request for or which community that the specific resident lives in from the community selector on the top right of your screen.



STEP 4: Select the "+" sign on the top right of your screen to create a new maintenance request.

- Note: If you do not see the "+" button then you do not have permission to create a request and should contact your head of maintenance.



Submitting a Work Order

UTILIZING THE LIFELOOP MOBILE APP ■■■■■

STEP 5: Select who the request is for -- a resident or a community

- Select whether the request is for a resident's room or a community common area. These options are at the top of the request form. You can then proceed with filling out the form. Descriptions are optional to add more detail to a request.
- Note: The mobile app does not have an option to add attachments or assign a crew member at this time but will have this functionality in the future.

STEP 6: Submit the form

- Once the form is completed, select the "Create Request" button on the bottom of your screen.



To download the mobile app, simply search "LifeLoop" in the App Store or Google Play.

The screenshot shows the 'New Request' form in the LifeLoop mobile app. At the top, there's a blue header with 'Back' and 'New Request'. Below this are two tabs: 'Resident' (selected) and 'Facility'. The form contains several input fields: a text field with 'Change lightbulb', a dropdown menu with 'Resident' and 'Alexa Edwards', a text field with '338', and a dropdown menu with 'Urgency' and 'High'. Below these is a large text area with the placeholder text 'Please change the lightbulb in Alexa's bedroom'. At the bottom is a green button labeled 'Create Request'.

Submitting a Work Order

MAINTENANCE FORM DESCRIPTION ■■■■■

← New Maintenance Request

	Resident	Community
Work Requested*	Fix Sink	
Resident*	Connor Willey	
Location*	221	
★ Crew Member	Brett Robeson	
Urgent	High	
★ Recurring	None	 Set
Description	Please fix Connor's bathroom sink. The faucet leaks when trying to turn it off.	
★ Attachments	 Add Attachments	

← Title of the work order (e.g. fix sink)

← Who the work order is for

← Location of the work order

← Maintenance tech to be assigned to the work order

← Level of urgency

← Useful for preventative maintenance

← Add more detail

← attach an image, warranty, checklist, etc.

★ The starred fields are not currently available on the mobile app, but will be added soon.

LifeLoop
Trainings

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