

# WORX HUB

A Two-Part Presentation

How to submit an online work request

Behind the scenes: A look into work order processes

Presented by  
Josh Abate  
Director of Facilities



If anyone needs any further assistance in setting up their worxhub account please contact Josh – [josha@greenhillsrc.com](mailto:josha@greenhillsrc.com) or John – [johnh@greenhillsrc.com](mailto:johnh@greenhillsrc.com). If you would like to see more worxhub classes be offered please contact Jesse at [jesses@greenhillsrc.com](mailto:jesses@greenhillsrc.com).

## Overview

How to submit online work requests

- How do we begin?
- Provide step by step instruction with screen shots.
- Why submit work requests online?

Behind the scenes of the work order process

- Why WorxHub?
- Maintenance, Grounds, Housekeeping, IT, Security, Oh My...
- Past, Present, What's to Come...

Q & A Discussion

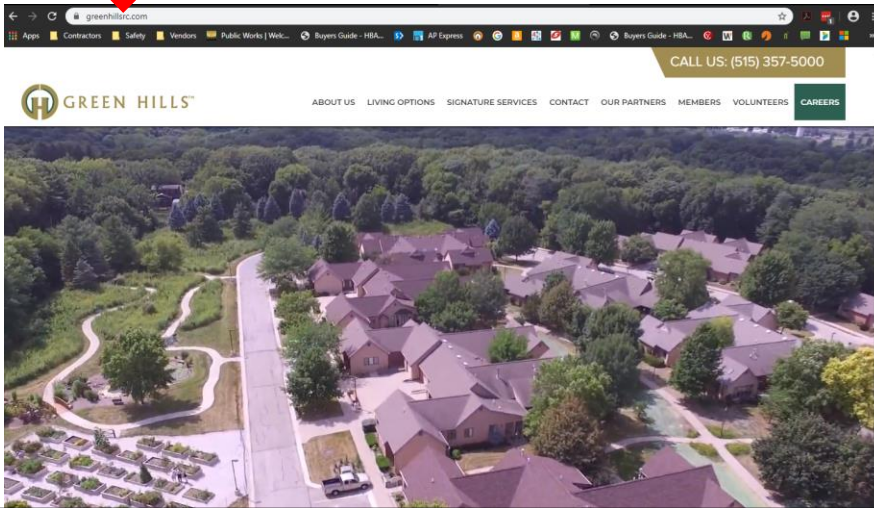
## How to submit online work requests

- How do we begin?

## How to submit online work requests

- How do we begin?
- Provide step by step instruction with screen shots.

Go to the Green Hills website



The Green Hills website is currently being redone. The new website design will be easier to navigate.

EMAIL ADDRESS

PHONE NUMBER

Address 1

Address 2

City  State  Zip code

Comments

I would like to learn more about:

- Please have your representative call me
- Please email me to schedule a visit
- Please send me your brochure
- Please add me to your mailing list



Since 1986, Green Hills has been addressing the growing needs of the retiring and senior communities. Today, Green Hills is one of two retirement communities in Iowa managed by Life Care Services (LCS), the nation's leading developer and manager of senior living communities.

**Non-discrimination Statement**

Green Hills does not discriminate against any person on the basis of race, color, religion, sex, age, marital status, disability, sexual orientation, national origin, ancestry, marital or veteran status, or lawful source of income (except where mandated by state law) in admission, treatment, or participation in its programs, services and activities, or in employment.

**Explore More of Green Hills**

- Home
- Activities Calendar
- Services
- Newsletter
- Our Partners
- Work Request
- Contact Us
- Health Care Center
- Careers @ Green Hills
- Member Login
- Press Releases
- Experience Green Hills
- Volunteers
- Green Hills Dining Portal

**Follow Us**



Managed by  Life Care Services™

Home Address  PHONE NUMBER

Address 1  Address 2

City  State  Zip code

Comments

I would like to learn more about:

- Please have your representative contact me
- Please email me to schedule a tour
- Please send me your brochure
- Please add me to your mailing list

Click on Work Request

Since 1986, Green Hills has been addressing the growing needs of the retiring and senior communities. Today, Green Hills is one of two retirement communities in Iowa managed by Life Care Services (LCS), the nation's leading developer and manager of senior living communities.

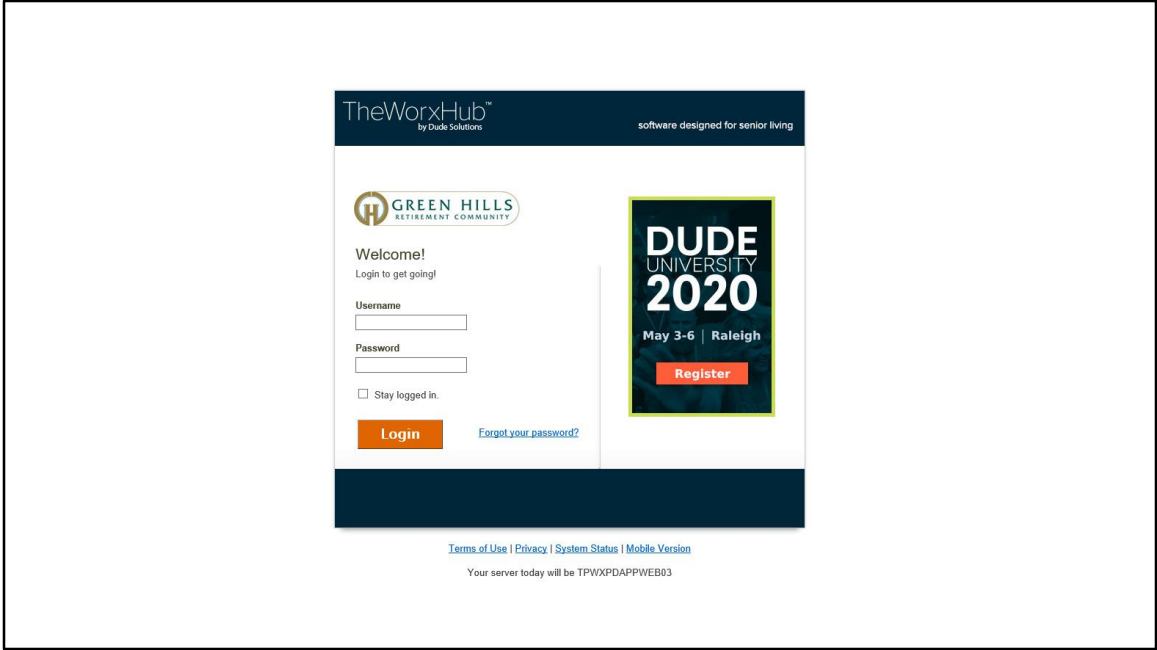
Non-discrimination Statement  
Green Hills does not discriminate against any person on the basis of race, color, religion, sex, age, marital status, disability, sexual orientation, national origin, ancestry, marital or veteran status, or beneficial source of income (except where mandated by state law) in admission, treatment, or participation in its programs, services and activities, or in employment.

Explore More Green Hills

- Home
- Activities & Events
- Services
- News & Events
- Our Partners
- Work Request
- Contact Us
- Health Care Center
- Careers @ Green Hills
- Member Login
- Press Releases
- Experience Green Hills
- Volunteers
- Green Hills Dining Portal

Follow Us

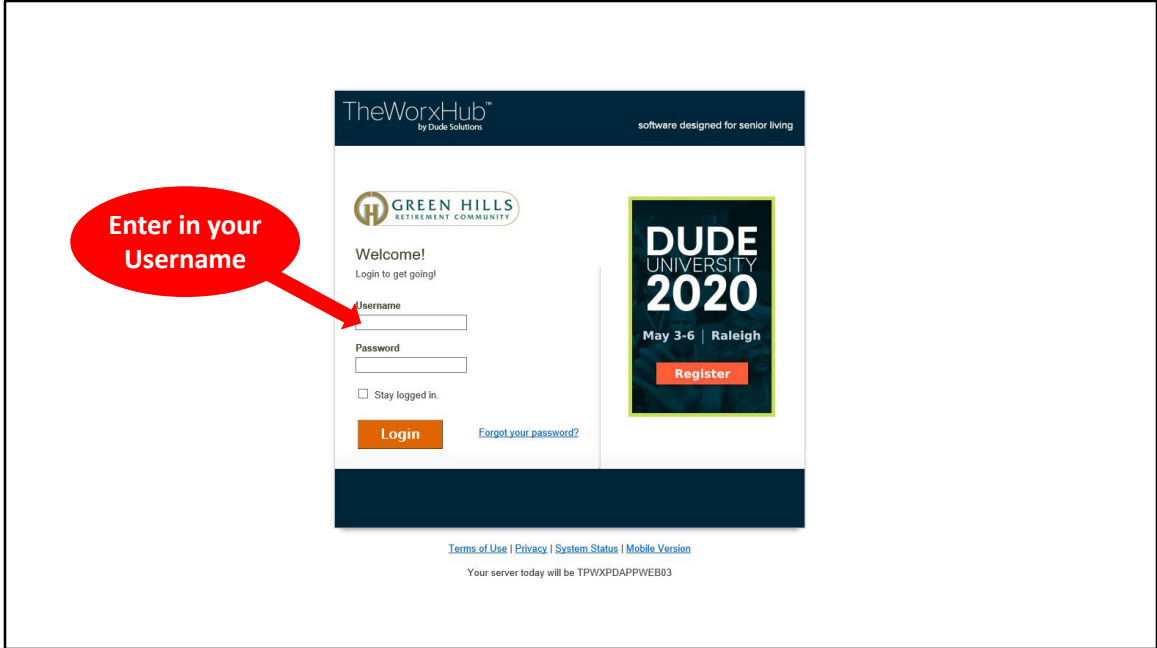




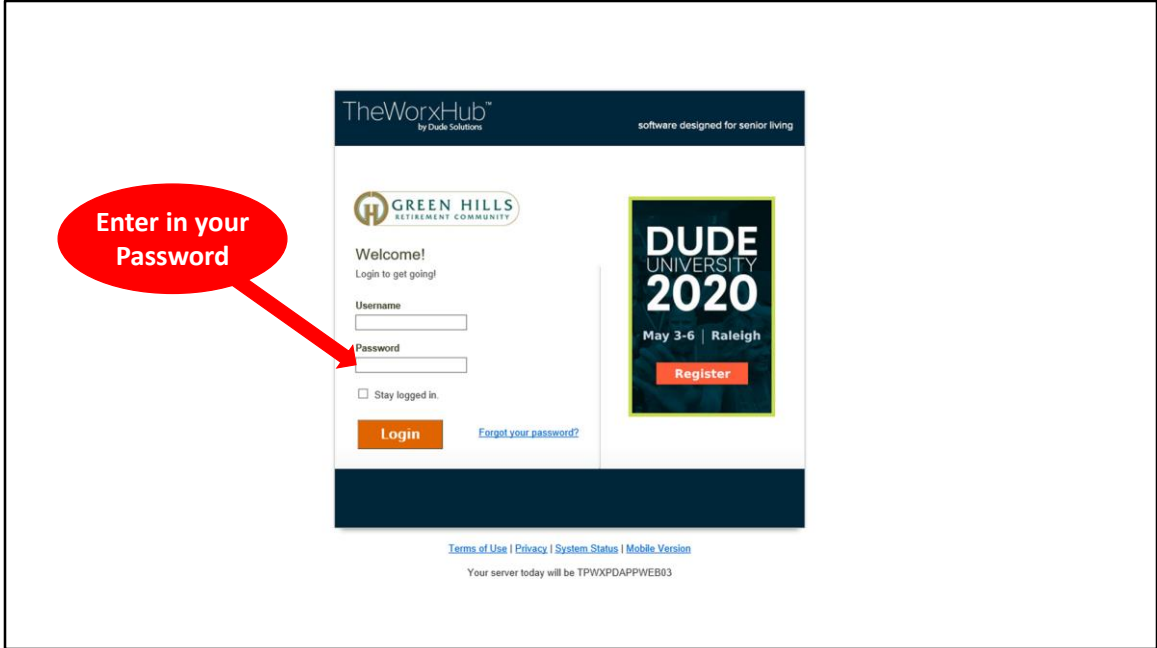
<https://greenhillsrc.theworxhub.com/>

Here is the link directly to the login page. Please bookmark this for easier access to the WorxHub Portal.





Username capitalization does not matter. For simplicity we always designate them as all lowercase, but again it does not matter. No spaces are allowed.



Passwords may be a combination of uppercase/lowercase letters, numbers, and special characters. No spaces are allowed. If you have a special request for a username/password we can set that up for you too!

TheWorxHub™  
by Dude Solutions software designed for senior living

**GREEN HILLS**  
RETIREMENT COMMUNITY

Welcome!  
Login to get going!

Username

Password

Stay logged in.

**Login** [Forgot your password?](#)

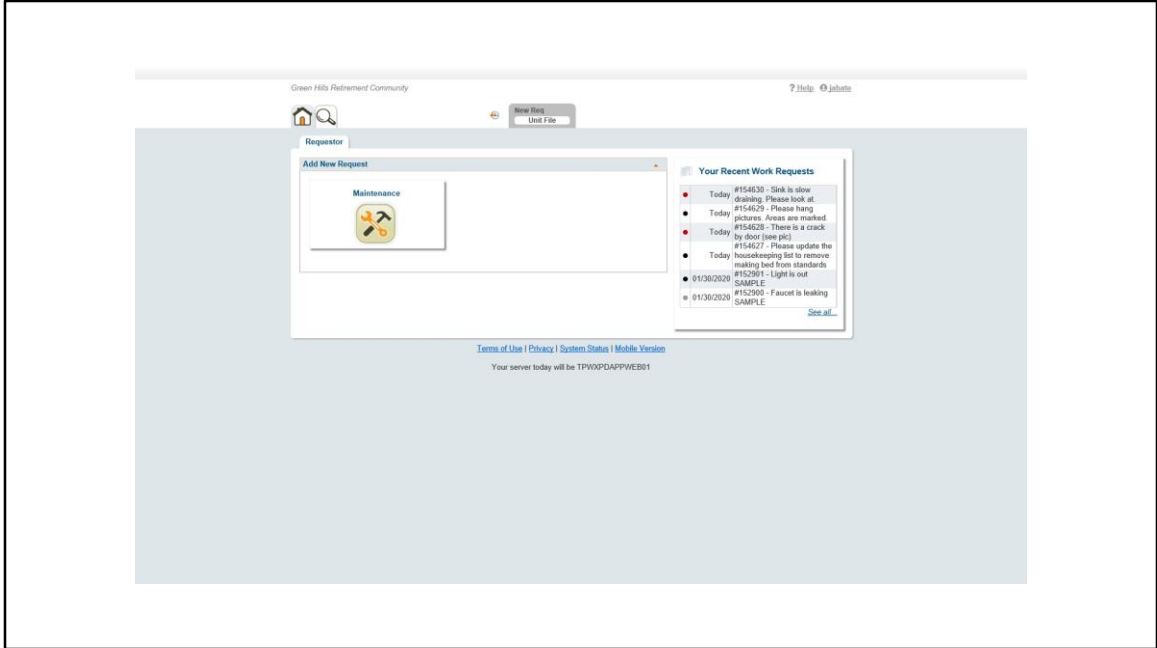
**DUDE UNIVERSITY 2020**  
May 3-6 | Raleigh  
**Register**

Click on Login



[Terms of Use](#) | [Privacy](#) | [System Status](#) | [Mobile Version](#)

Your server today will be TPWXPDPPIWE03




This is your maintenance portal. As of right now you can only see work orders that you put in through your account. You cannot see work orders we put in for you. Josh is working with developers at WorxHub to make modifications in the software to make this possible in the future.

Green Hills Retirement Community ? Help | @ Jahaite

Requestor New Req  
Unit File

**Add New Request**

Maintenance



**Your Recent Work Requests**

- Today #154630 - Sink is slow draining. Please look at #154629 - Please hang pictures. Areas are marked.
- Today #154628 - There is a crack by door (see pic)
- Today #154627 - Please update the headsleeping bed to remove making bed from standards
- 01/30/2020 #152981 - Light is out SAMPLE
- 01/30/2020 #152969 - Faucet is leaking SAMPLE [See all...](#)

Click on  
Maintenance  
Button



New Req  
Unit File

### Request

**New Request** Started 02/26/2020 8:06 AM

**General Info**

**\*required field** [Subscribe to email updates](#)

**Location \***  **Permission to Enter?**

(This Mapbox is not Free - FOR DEMO PURPOSES ONLY)

**Description of Issue \***

**Details**

**Other Special Resident Notes**

**Source of Work \*** **Requestor \***

Resident Initiated

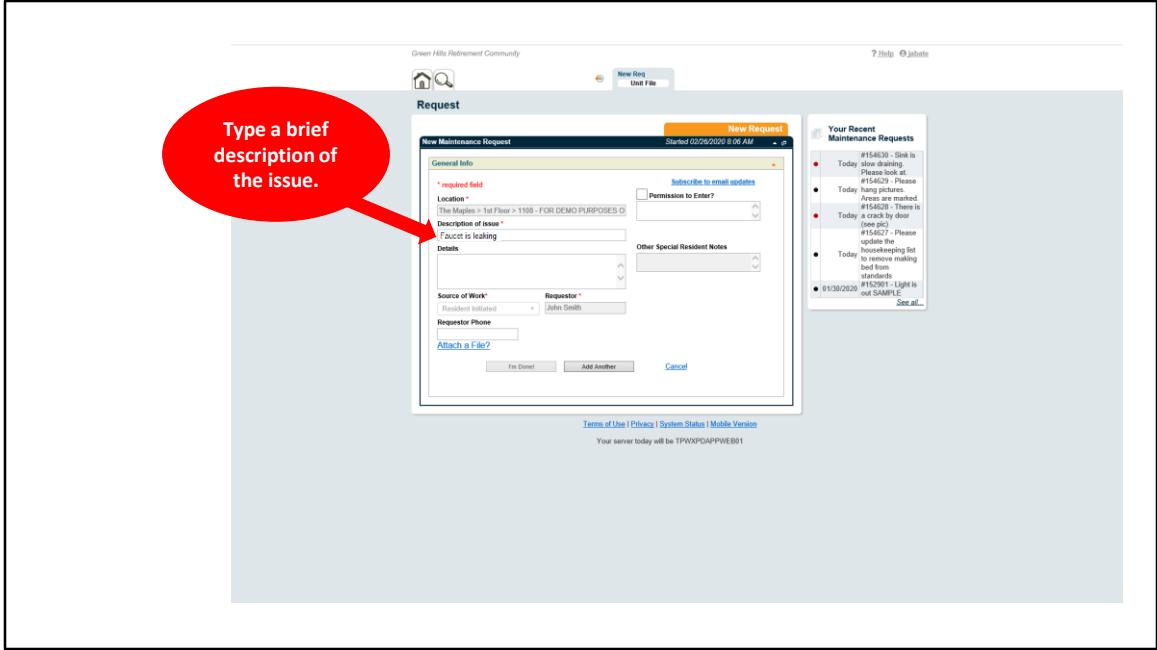
**Requestor Phone**

[Attach a File?](#)

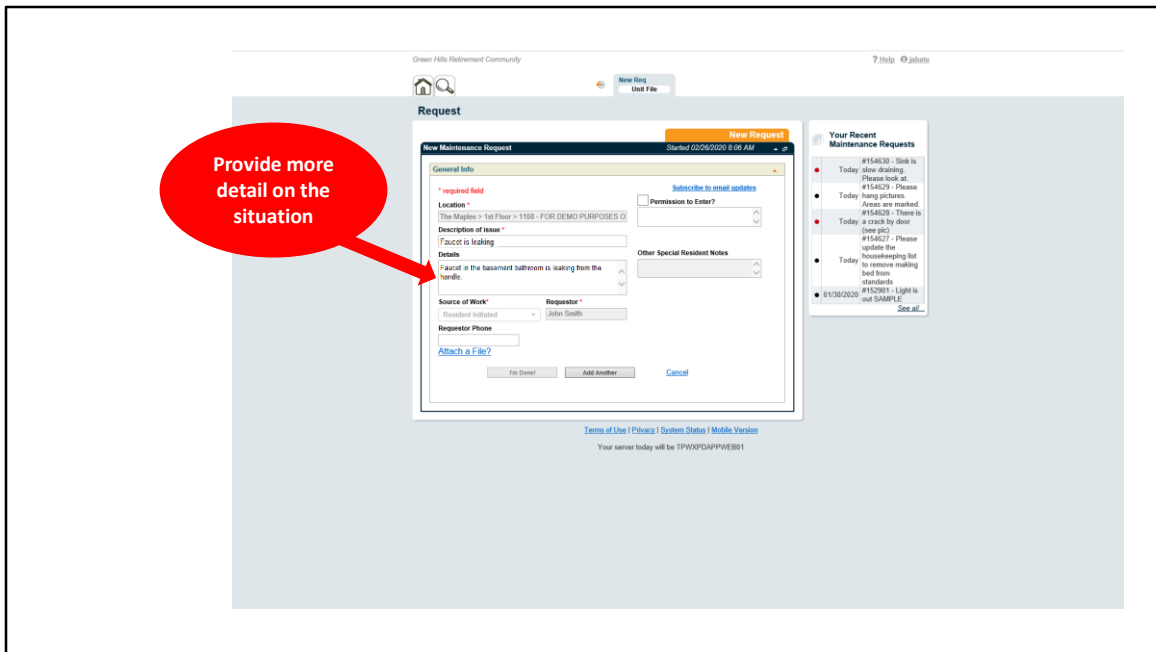
- #### Your Recent Maintenance Requests
- #154630 - Sink is Today also draining. Please look at.
  - #154629 - Please Today hang pictures. Areas are marked.
  - #154628 - There is Today a crack by door (see pic).
  - #154627 - Please Today update the housekeeping list to remove making bed from standards.
  - #152951 - Light is out SAMPLE See at...

[Terms of Use](#) | [Privacy](#) | [System Status](#) | [Mobile Version](#)

Your server today will be TPWXPDPAPPWEB01

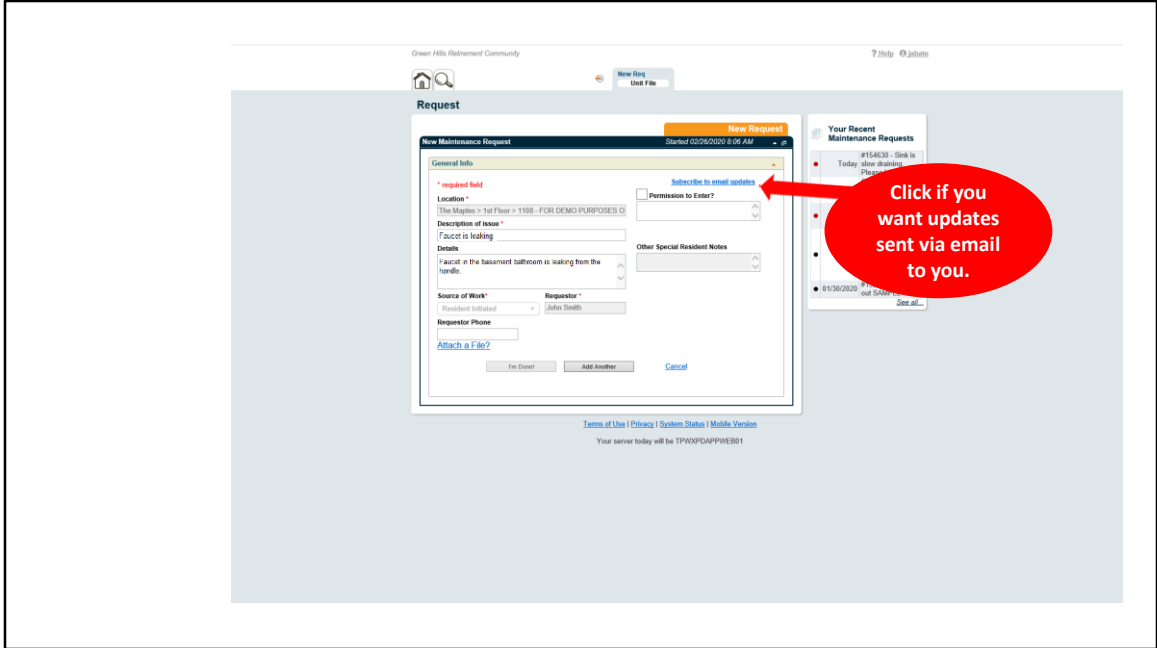


This line is what you will see in your billing statement. Please do not go past the edge of the box. Limitations of the export into the accounting format only allow so many characters.



Here is where you can put a more detailed description of the issue. If you have a list of items, you would like taken care of you can put this here.





This is a great feature for tracking the progress of the work order. You will get email updates anytime anything is done to your work order.



New Req  
Unit File

### Request

**New Maintenance Request** New Request Started 02/26/2020 8:06 AM

**General Info**

**\*required field** [Subscribe to email updates](#)

**Location \***   **Permission to Enter?**

**Description of Issue \***

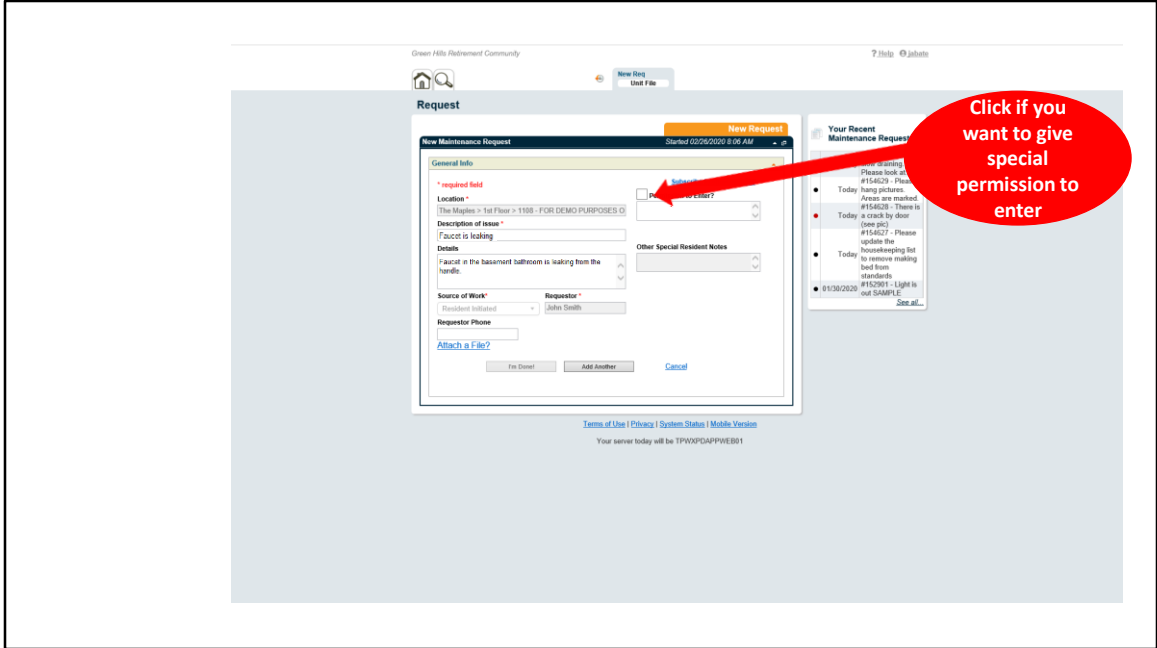
**Details**

**Source of Work \***  **Requester \***

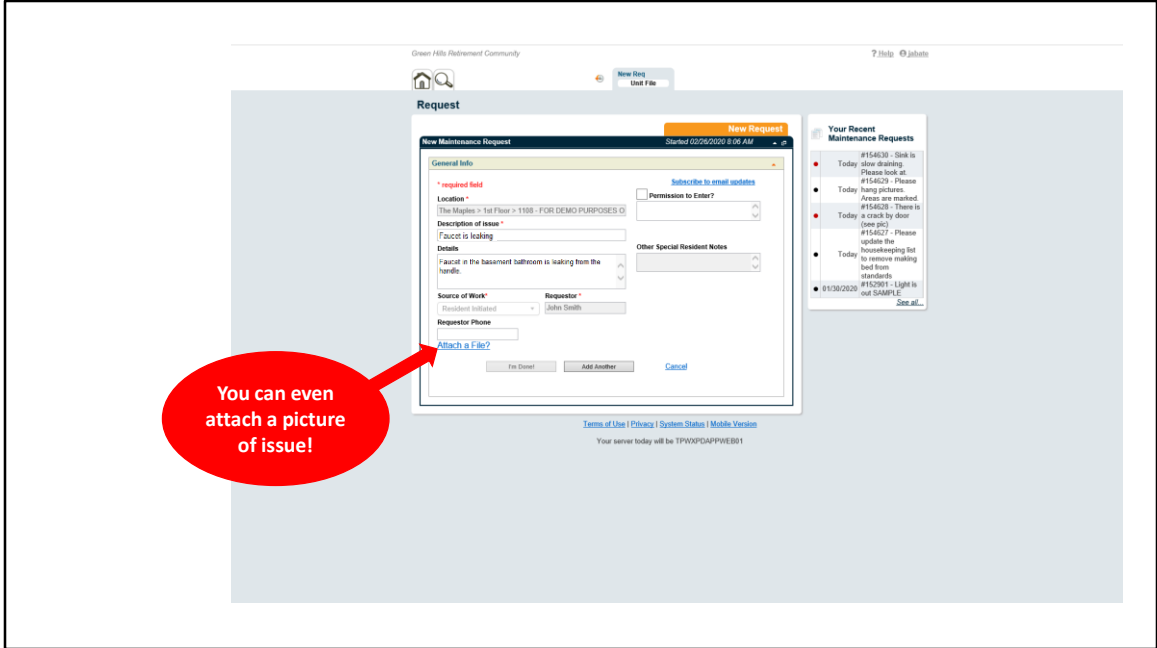
**Requester Phone**

[Attach a File?](#)

- #### Your Recent Maintenance Requests
- #154630 - Sink is Today also draining. Please look at.
  - #154629 - Please Today hang pictures. Areas are marked.
  - #154628 - There is Today a crack by door (door pd).
  - #154627 - Please Today update the housekeeping list to remove making bed from standards.
  - #152951 - Light is out SAMPLE
  - #152950 - See at...



This box will show what your standard permission to enter rule is. If you would like to modify it, you may do so here for this specific work order. For example, normally it may be fine for maintenance to enter while you are away, but for this specific issue, you really want to be there for this one.



You can take a picture and attach it for your own records, or if the issue may be difficult for maintenance to find this can help them to find it.

Green Hills Retirement Community ? Help @ Jobsite

Request New Req Unit File

New Request

**New Maintenance Request** Started 02/26/2020 8:06 AM

**General Info**

**\*required field** Subscribe to email updates

**Location \***   **Permission to Enter?**

**Description of Issue \***

**Details**

**Source of Work \***  **Requester \***

**Requester Phone**

[Attach a File?](#)

**Your Recent Maintenance Requests**

- #154630 - Sink is Today also draining. Please look at...
- #154629 - Please Today hang pictures. Areas are marked...
- #154628 - There is Today a crack by door (door)
- #154627 - Please update the housekeeping list
- Today fix remove making bed from standards
- #152951 - Light is out SAMPLE
- #152950 - Light is out SAMPLE

[Terms of Use](#) | [Privacy](#) | [System Status](#) | [Mobile Version](#)  
Your server today will be TPWXPAPPWEB01


Click on the 'I'm Done Button

Green Hills Retirement Community 7 Help @ Jahnke

Requester

**Add New Request**

Maintenance



**Your Recent Work Requests**

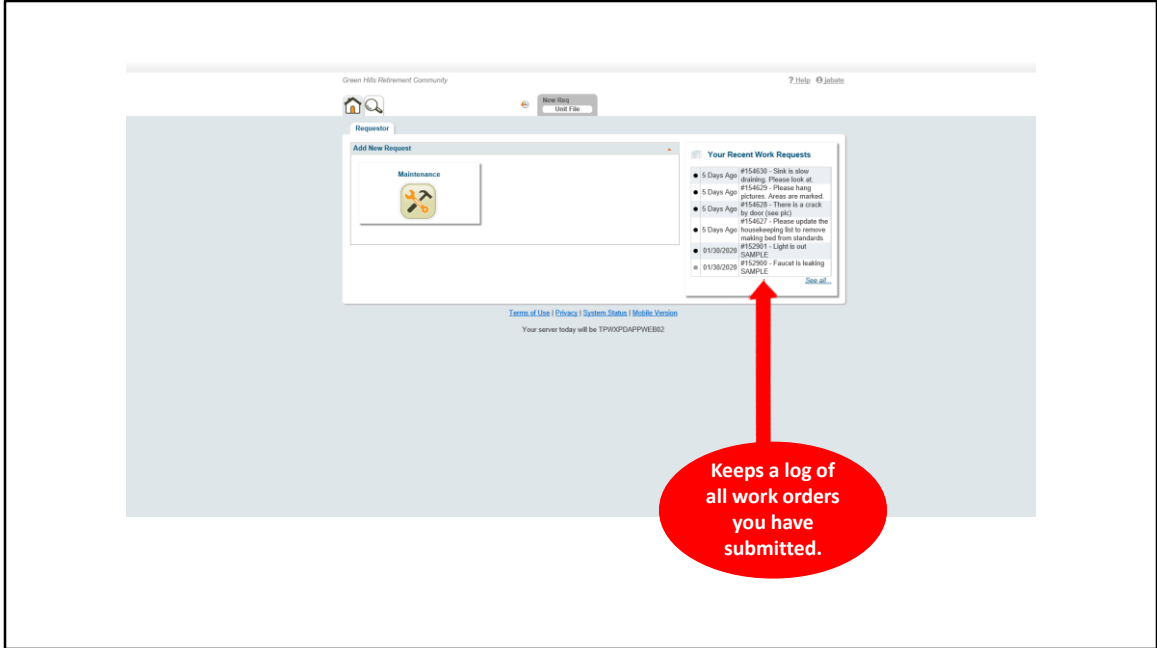
- 5 Days Ago #154836 - Slink is slow
- 5 Days Ago #154829 - Leaking. Please look at pictures. Areas are marked by color (see pic)
- 5 Days Ago #154828 - There is a stack of dirt (see pic)
- 5 Days Ago #154827 - Please update the housekeeping list to remove making bed from standards
- 01/30/2020 #152861 - Light is out SAMPLE
- 01/30/2020 #152900 - Faucet is leaking SAMPLE

[See all...](#)

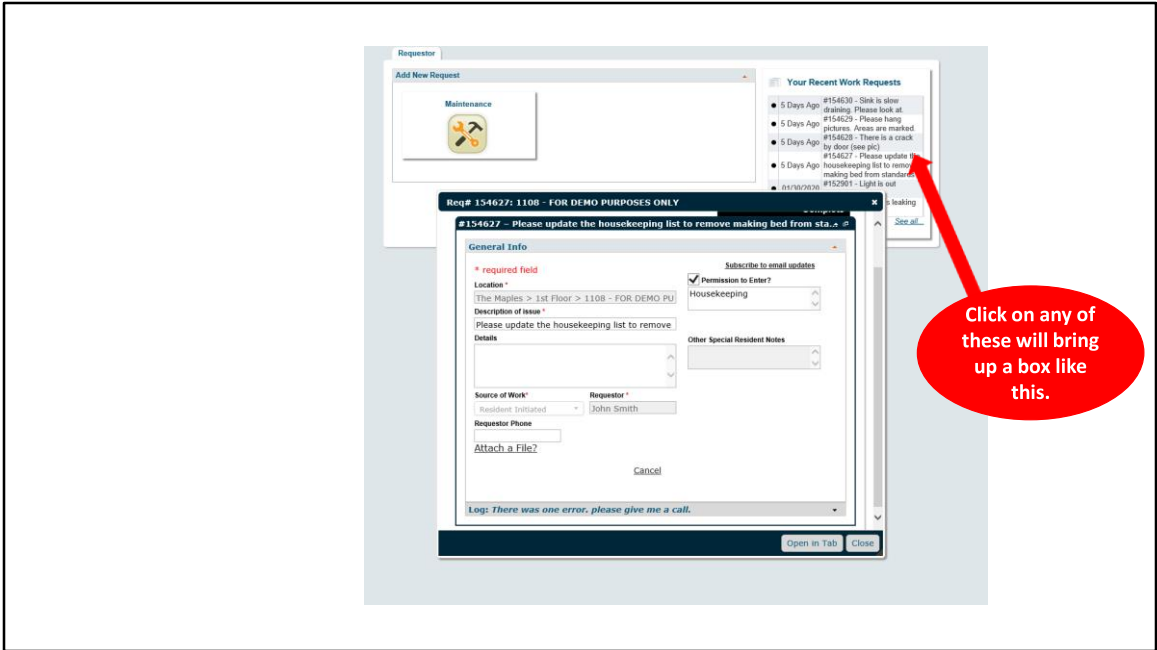
[Terms of Use](#) | [Privacy](#) | [System Status](#) | [Mobile Version](#)

Your server today will be TPWXPDPAPPWEB2

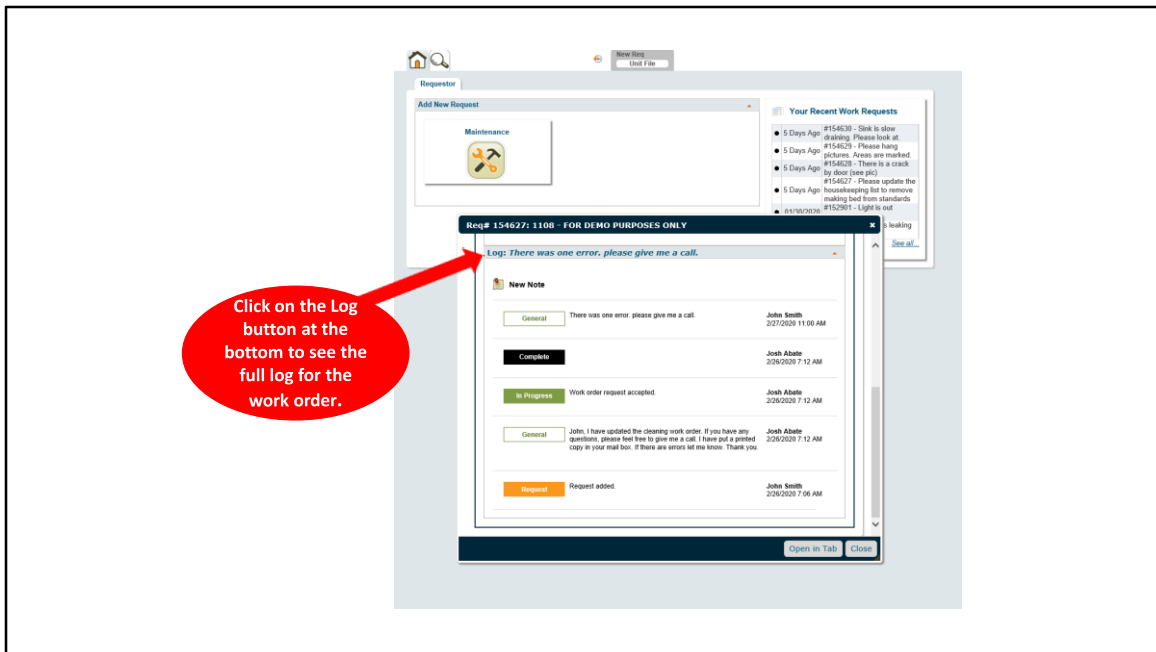
**You're done!**  
**Your work request has now been submitted.**



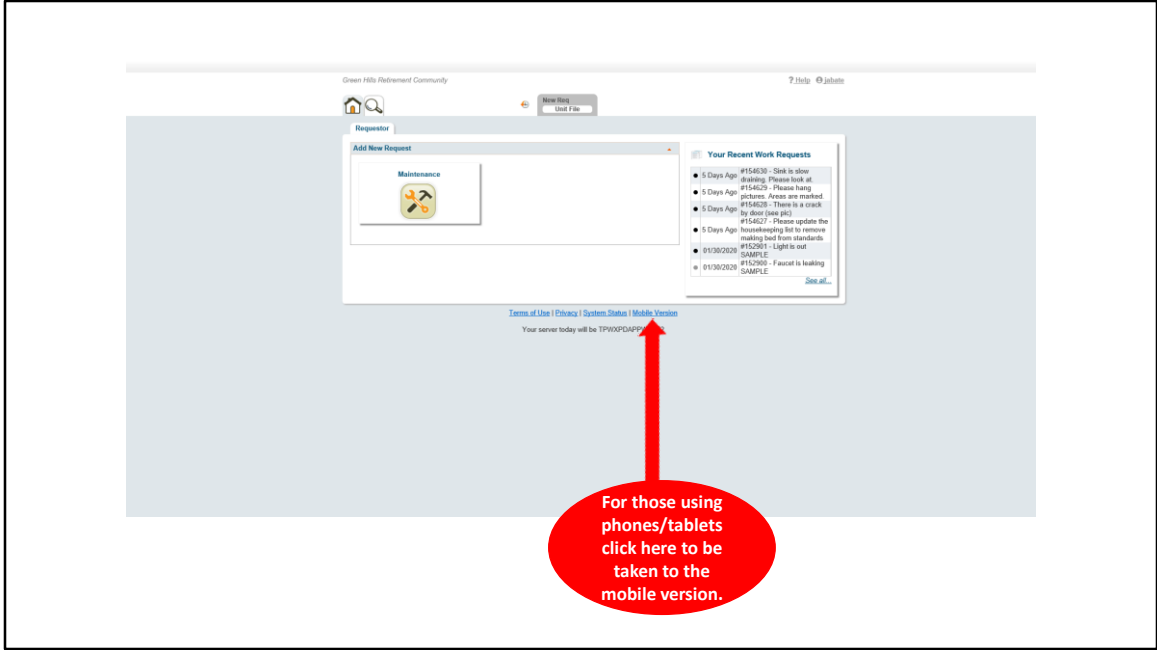
Nothing on WorxHub is ever deleted. For compliance and regulation reasons, this software does not allow anything to ever be deleted. It can be modified, but it keeps a log within the work order showing what was modified, when it was modified, and who modified it.







When you click on the log button at the bottom of the work order, you can see the full log for the work order. This is where both you the resident and the maintenance technician can add notes regarding the work order. As you can see in the example there are notes regarding a change in the housekeeping work order and they communicated with each other via the notes section. When you are subscribed to email updates of the work order, every time a note is added to this log, you will get an email letting you know.



The mobile version is more streamlined for viewing on a smaller screen.

## How to submit online work requests

- How do we begin?
- Provide step by step instruction with screen shots.
- Why submit work requests online?
- <https://greenhillsrc.theworxhub.com/>



# Behind the scenes of the work order process

Behind the scenes of the work order process

- Why WorxHub?

CMS – Centers for Medicare & Medicaid Services  
 DIA – Department of Inspections & Appeals  
 OSHA – Occupational Safety & Health Administration  
 NFPA – National Fire Prevention Association  
 EPA – Environmental Protection Agency  
 LSC – Life Safety Code  
 DOT – Department of Transportation  
 AHJ – Authority having jurisdiction  
 Numerous other City, State, & Federal Regulations/Codes  
 Just to name a few.



These are just some of the entities the Facilities department must comply with. CMS, DIA, EPA, LSC for the Health Care Center, NFPA for all buildings, DOT for all drivers and vehicles, OSHA for staff safety. The majority of our work orders are preventive maintenance and compliance work orders. Preventative maintenance is scheduled routine maintenance on all the various HVAC, plumbing, electrical, equipment, IT, grounds, exterior, interior, etc, basically all the systems to just keep things running. Compliance work orders are work orders that are required by regulation or code that we must keep records of doing to provide upon request to the AHJ. WorxHub helps us keep track of all this.

## Behind the scenes of the work order process

- Why WorxHub?
- Maintenance, Grounds, Housekeeping, IT, Security, Oh My...

<https://greenhillsrc.theworxhub.com/>

## Behind the scenes of the work order process

- Why WorxHub?
- Maintenance, Grounds, Housekeeping, IT, Security, Oh My...

<https://greenhillsrc.theworxhub.com/>

- Past, Present, What's to Come...



## **Now a time for...**

- **Questions**
- **Review**
- **Discussion**
  - **What is working/What is not**
  - **What would you like to see**

If you have any questions, or recommendations please do not hesitate to let us know. If there is something you would like to see, let us know that too! I would like to thank everyone who attended. If there is something that wasn't in this class that you would like to see covered I would love to hear it. Again, if you are interested attending a class in the future, please contact Jesse and he can get a class or two scheduled based on interest. Thank you.