

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 or John – johnh@greenhillsrc.com. If you would like to see more worxhub classes be offered please contact Jesse at 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

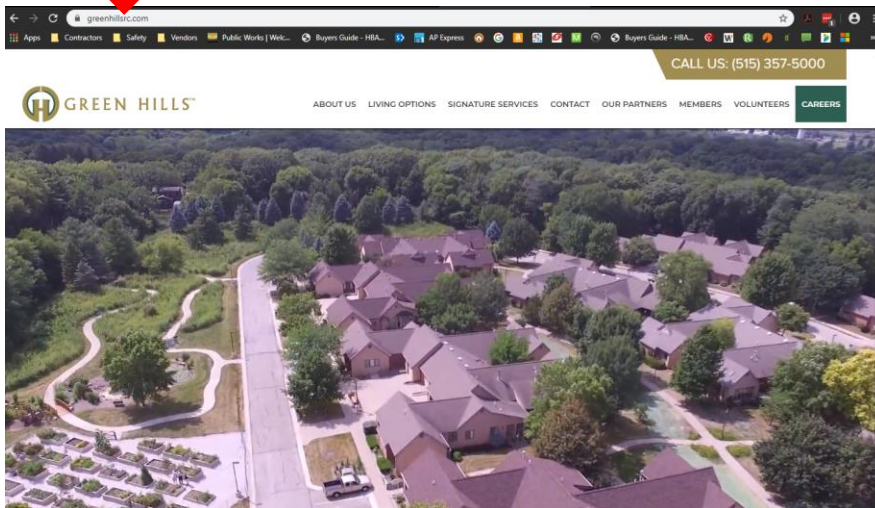
How to submit online work requests

- 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.



LEAD 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

SEND



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.

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MEMBERS

VOLUNTEERS

CALENDARS

LEAD 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 newsletter

☐ Please add me to your mailing list



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Work Request

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Health Care Center

Careers @ Green Hills

Member Login





Press Releases



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Volunteers

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Click on
Work Request

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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?](#)

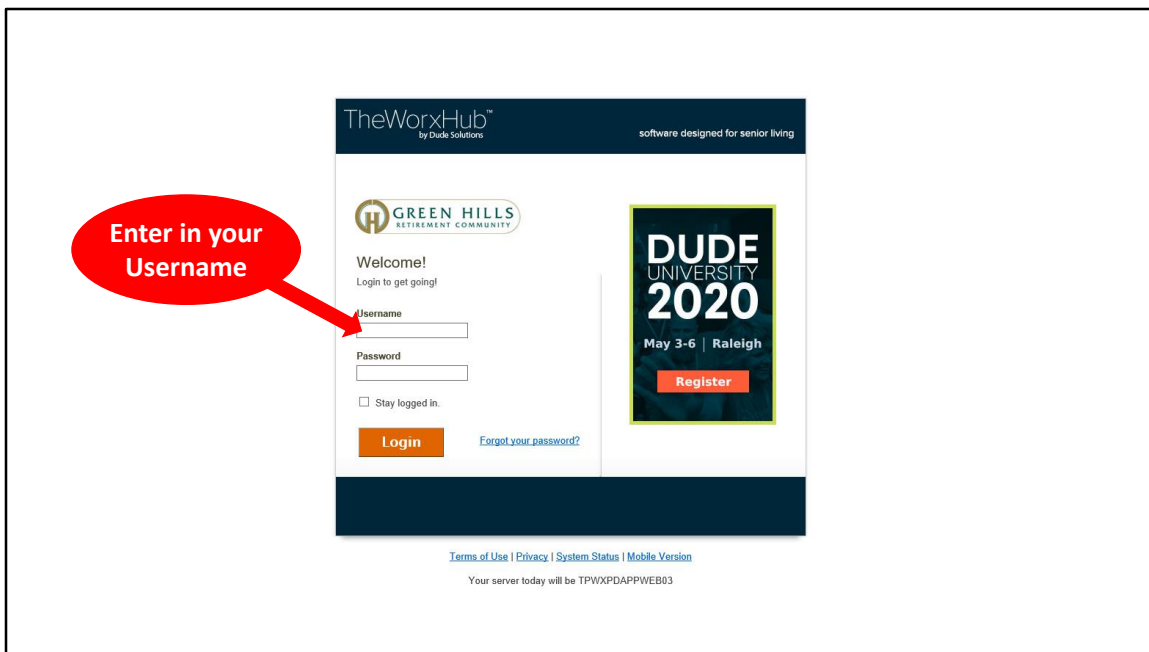
DUDE UNIVERSITY 2020
May 3-6 | Raleigh
Register

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Your server today will be TPWXPDAPPWEB03

<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.

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
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Register

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Your server today will be TPWXPDPPIWEB03

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!

Click on
Login

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?](#)

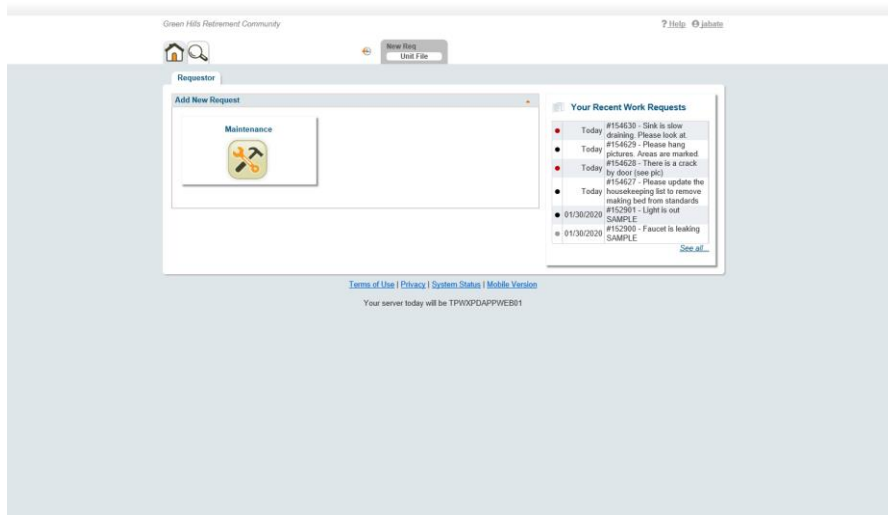
DUDE
UNIVERSITY
2020

May 3-6 | Raleigh

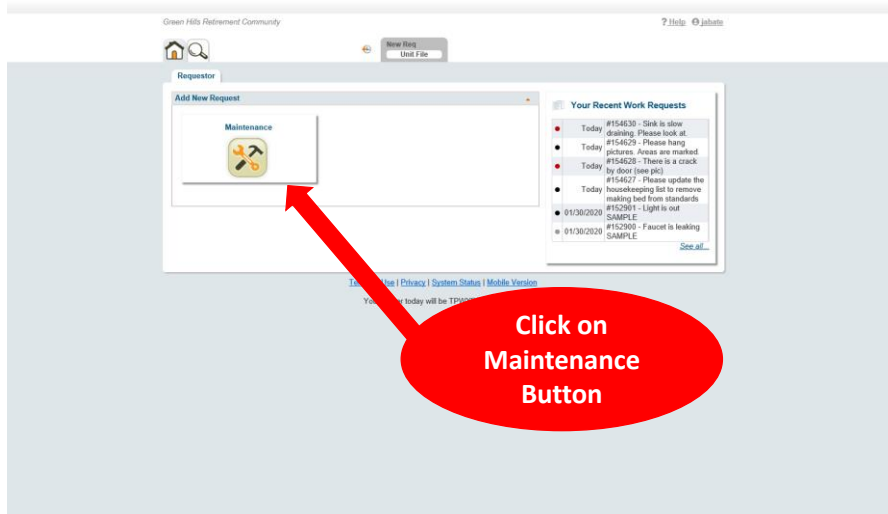
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Your server today will be TPWXPDPPIWEB03



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.



14

Green Hills Retirement Community ? Help @ Jabbato

Request

New Request

Started 02/26/2020 8:08 AM

General Info

* required field

Location *

The Mitten - 1st Floor - 1108 - FOR DEMO PURPOSES G

Description of Issue *

Faucet is leaking

Details

Source of Work *

Requester *

Requester Initialed

Requester Phone

Attach a File?

File Download Add Another Cancel

Subscribe to email updates

Permission to Enter?

Other Special Resident Notes

Your Recent Maintenance Requests

#154638 - Sink is

Today slow draining

Please look at

#154629 - Please

Today hang pictures

Areas are marked

#154628 - There is

Today a crack by door

(over 20)

#154627 - Please

Today update the

housekeeping list

to remove making

bed from

standards

#152951 - Light in

out SAMPLE

See all...

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Your server today will be TPWXPDPWVEB01

Type a brief description of the issue.

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.

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Green Hills Retirement Community

7/16/2020 8:08 AM

New Request

Unit 7 file

Request

New Maintenance Request

Started 02/26/2020 8:08 AM

General Info

* required field

Location *

The Mopps - 1st Floor - 1108 - FOR DEMO PURPOSES G

Description of Issue *

Faucet is leaking

Details

Faucet in the basement bathroom is leaking from the handle.

Source of Work *

Resident Initiated

Requester *

John Smith

Requester Phone

Attach a File?

File Chosen

Add Another

Cancel

Subscribe to email updates

Permission to Enter?

Other Special Resident Notes

Your Recent Maintenance Requests

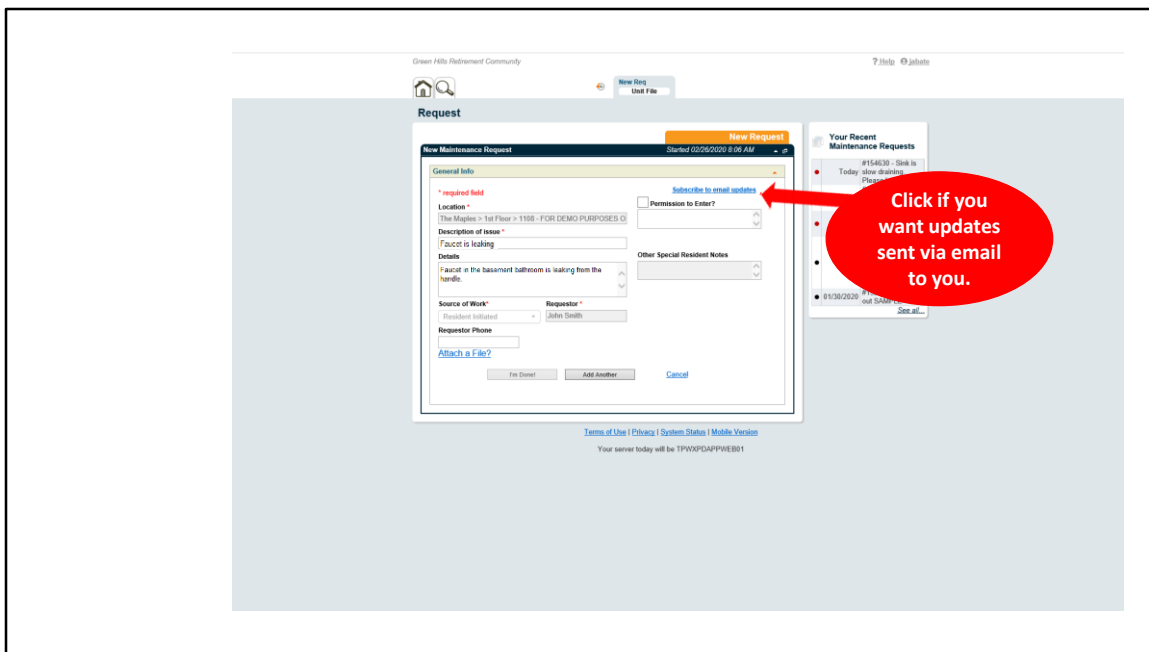
- #154638 - Sink is Today slow draining. Please look at.
- #154629 - Please Today hang pictures. Areas are marked.
- #154628 - There is Today a crack by door (over pt).
- #154627 - Please Today update the housekeeping list to remove making bed from standards.
- #152951 - Light in out SAMPLE

See all...

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Your server today will be TPWXPDPWVB01

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

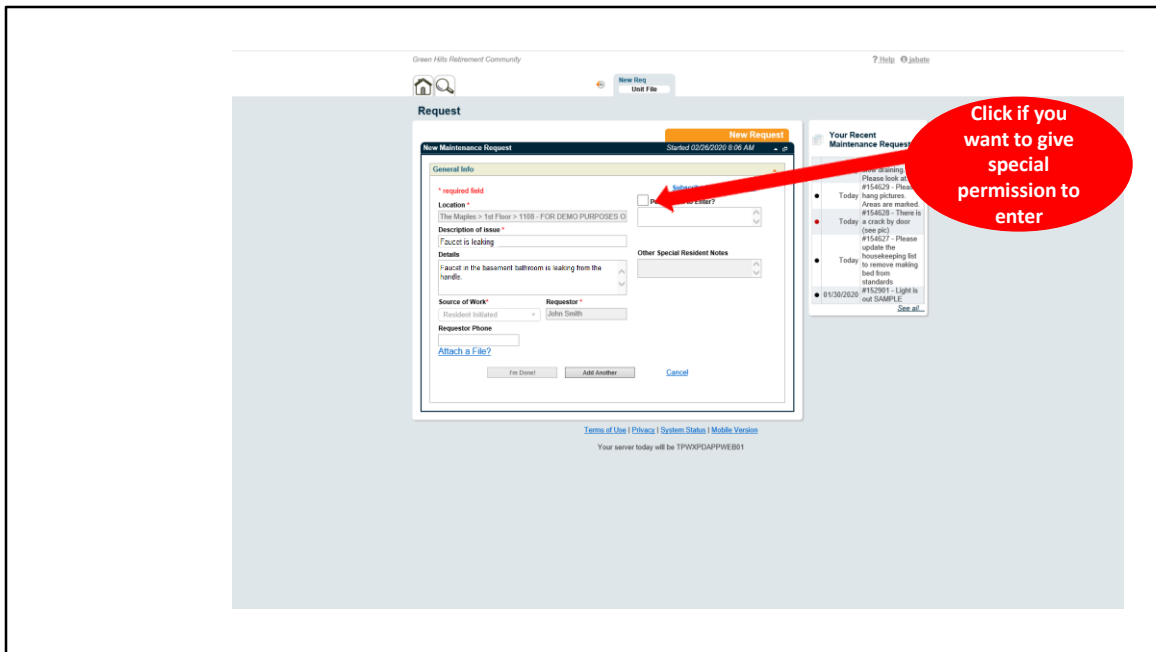
New Maintenance Request		New Request
		Started 02/26/2020 8:08 AM
General Info		
* required field	Subscribe to email updates	
Location *	<input type="text"/> Permission to Enter?	
The Maples > 1st Floor > 115B - FOR DEMO PURPOSES ONLY		
Description of Issue *		
Faucet is leaking		
Details	Other Special Resident Notes	
Faucet in the basement bathroom is leaking from the handle		
Source of Work *	Requester *	
Workshop Initiated	John Smith	
Requestor Phone		
Attach a File?		
<input type="button" value="File Deleted"/> <input type="button" value="Add Another"/>	<input type="button" value="Cancel"/>	

 Your Recent Maintenance Requests

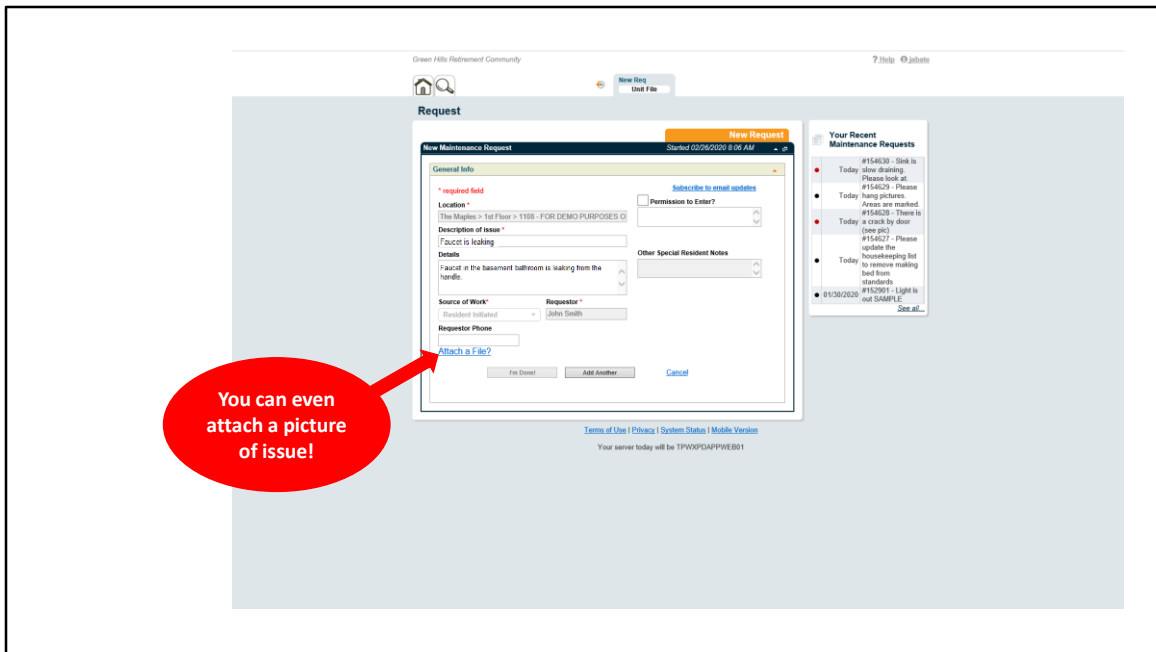
- | | | |
|---|------------|---|
| ● | Today | #154630 - Sink is slow draining. Please look at. |
| ● | Today | #154629 - Please hang pictures. Areas are marked. |
| ● | Today | #154628 - There is a crack by door (see pic) |
| ● | Today | #154627 - Please update the housekeeping list to remove making bed from standards |
| ● | 01/30/2020 | #152901 - Light is out SAMPLE |

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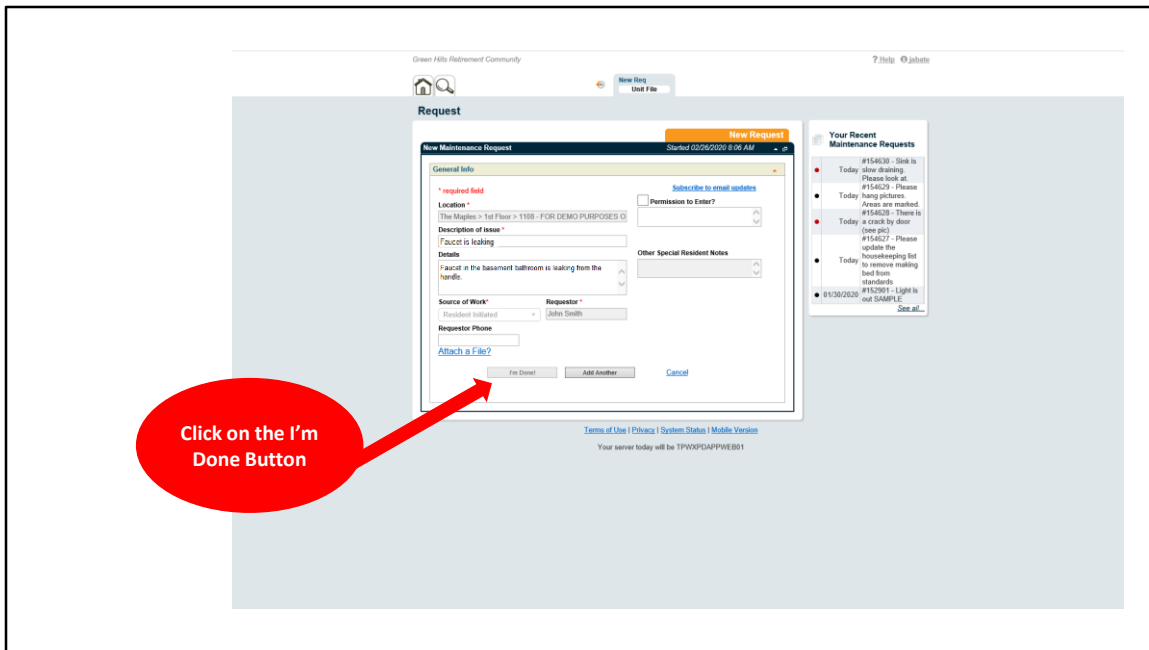
Your server today will be TPWXPDAAPPWEB01

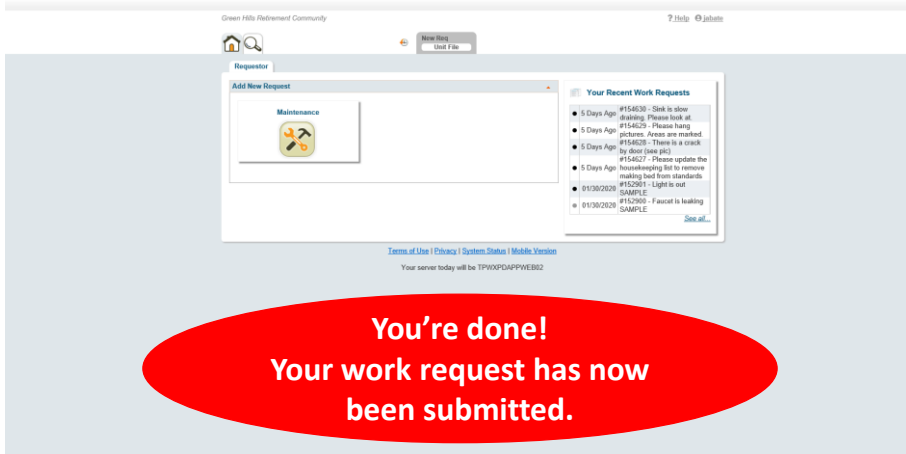


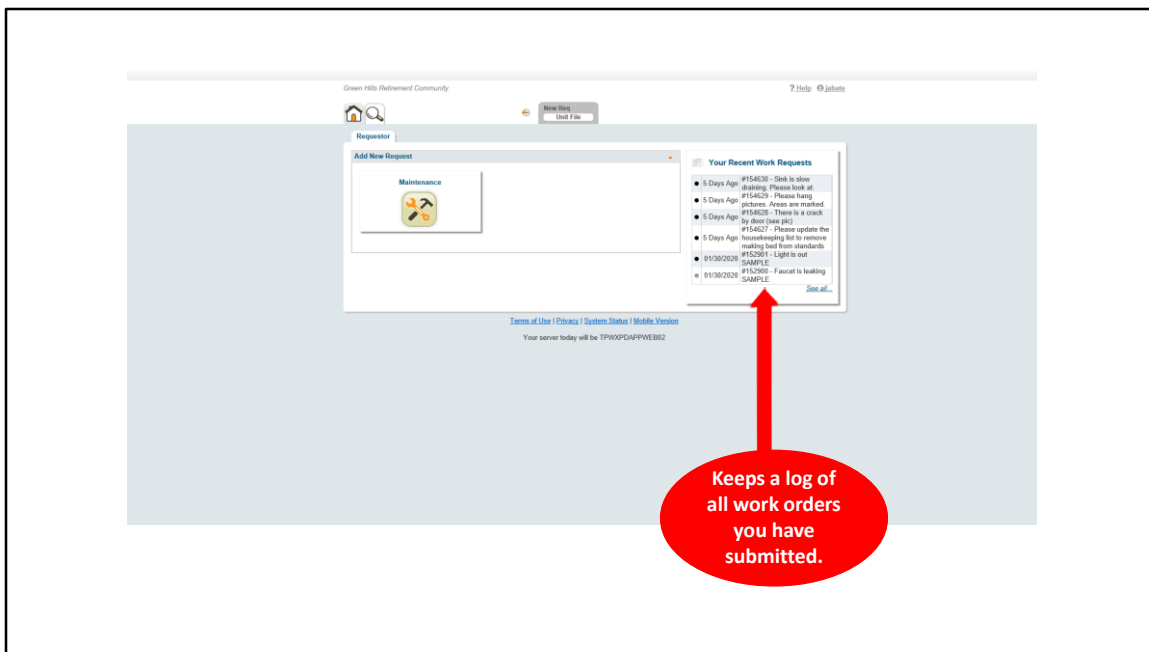
This box will show what your standard permission to enter rule is. If you would like to modify it, you may do so here for this specific work order. For example, normally it may be fine for maintenance to enter while you are away, but for this specific issue, you really want to be there for this one.



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.







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.

Requestor

Add New Request

Maintenance

Your Recent Work Requests

- 5 Days Ago #154620 - Sink is slow draining. Please look at...
- 5 Days Ago #154629 - Please hang pictures. Areas are marked...
- 5 Days Ago #154628 - There is a crack by door (see pic)...
- 5 Days Ago #154627 - Please update the housekeeping list to remove making bed from standard...
- 5 Days Ago #152991 - Light is out

Req# 154627: 1108 - FOR DEMO PURPOSES ONLY

#154627 - Please update the housekeeping list to remove making bed from sta...

General Info

* required field

Location *

The Maples > 1st Floor > 1108 - FOR DEMO PU

Description of issue *

Please update the housekeeping list to remove

Details

Source of Work *

Resident Initiated

Requestor *

John Smith

Requestor Phone

Attach a File?

Cancel

Subscribe to email updates

☒ Permission to Enter?

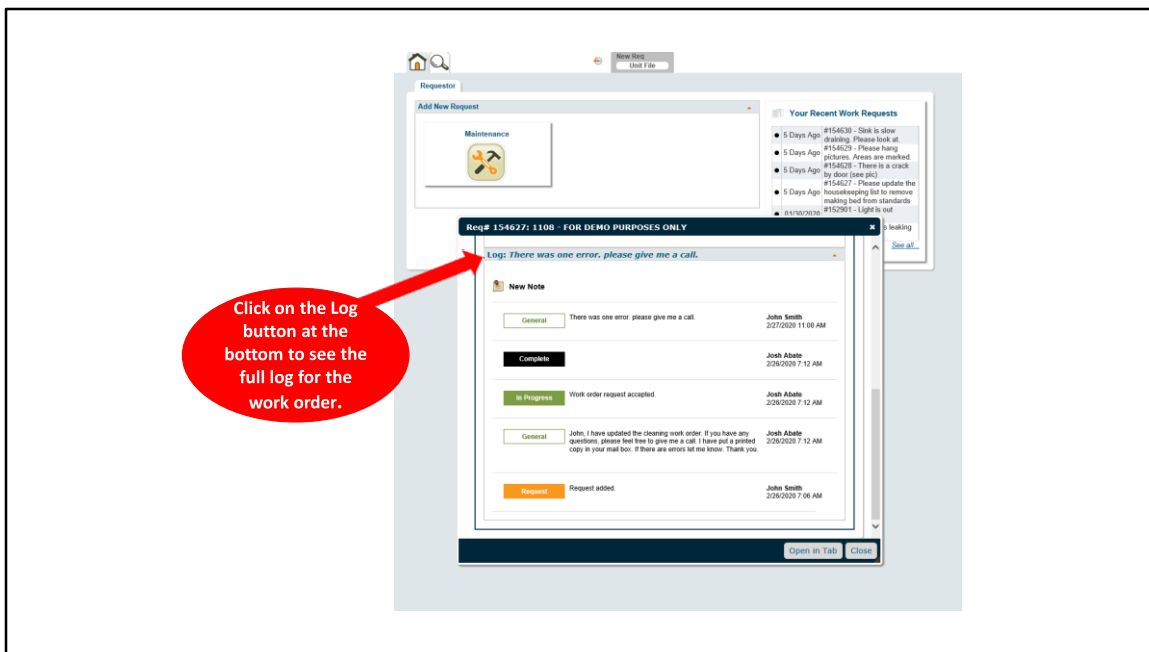
Housekeeping

Other Special Resident Notes

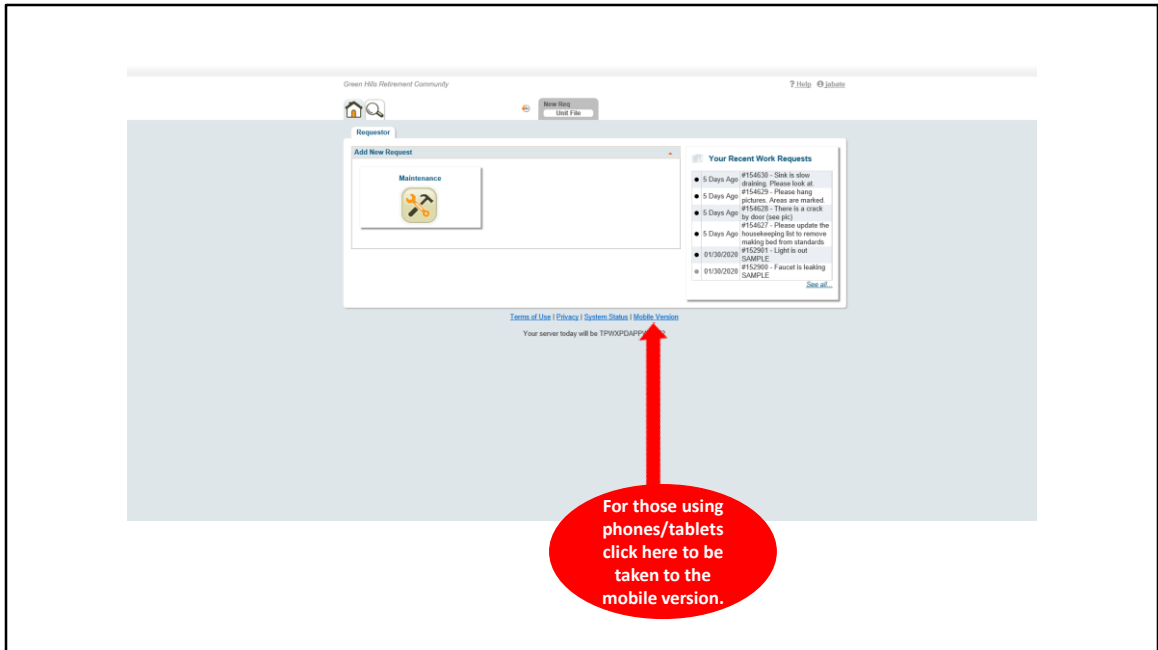
Log: There was one error, please give me a call.

Open in Tab Close

Click on any of these will bring up a box like this.



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?



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/>

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- 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.