



User Guide

How to plan, assign and check off work, for owners, office staff and crew.

EXHIBIT BUILDING, MAIN HALL

HARVEST CRAFT FAIR — SET-UP

Whole crew 3/6 done

1 problem

Vendor load-in 1 – 6 pm
Doors locked at 7 pm
Contact: Linda Shaw (fair coordinator) · (555) 555-0123

EXHIBIT BUILDING

- 80-8-ft tables in vendor rows
✓ MARCUS BELL ...
✓ Marcus Bell · 1:12 pm
- 160 Folding chairs
✓ MARCUS BELL ...
✓ Marcus Bell · 1:40 pm
- Put out directional signs
✓ TINA ORTIZ ...

TODAY SCHEDULE MAINTENANCE 5 MORE

HARVEST CRAFT FAIR — SET-UP

CLOSE

Restock restrooms

Exhibit Building, Main Hall · Tuesday, October 13

CAN'T DO THIS ONE?

SUGGEST WHO COULD TAKE IT (OPTIONAL)

Office decides ▾

REASON

e.g. Out sick Thursday

REQUEST REASSIGNMENT

NOTE

Restocked everything else

✓ Flag a problem

What's inside

CROWMA Work Orders keeps your facility's work in one place. The office plans set-ups, repairs and upkeep. The crew checks off tasks on their phones, even with no signal, and everyone sees the progress right away. This guide walks through every screen.

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What's new in this version

If you used an earlier version, these are the changes you'll notice. Each one is explained in the section shown.

Works with no signal

Check-offs, notes and problem flags are saved on the phone and sent when the signal returns. The app also opens with no signal. [Sections 4 and 9](#)

Problem reports from the public

Print QR signs for your buildings. Visitors scan, describe the problem, and the office approves each report. [Section 6](#)

Search from every screen

The Search button in the header finds any work order or maintenance task, past or future. [Section 7](#)

Activity log

Owners can see who added, changed or removed work orders, maintenance tasks, settings and logins. [Section 7](#)

Sign-in codes

Owners and office staff enter an emailed 6-digit code the first time they sign in on a new phone or computer. [Section 1](#)

Dark mode

The app follows your phone's light or dark setting. [Section 4](#)

Needs attention list

The Today tab collects problems, hand-off requests, tasks nobody checked off and public reports in one place. [Section 3](#)

Import from a spreadsheet

Paste cells from Excel or Google Sheets, or choose a CSV file, to add work orders, maintenance tasks, locations, checklist tasks and people. [Sections 2 and 3](#)

Work by person

See what each person finished and didn't for any date range, and download it as a spreadsheet. [Section 7](#)

Repeating maintenance with due dates

Filters, inspections and seasonal upkeep come back on their own after you complete them. [Section 5](#)

Sample data

Load example work orders to try things out, then remove them with one click. [Section 2](#)

Who can do what

Everyone in your organization has one of three access levels. Owners set them on the Users tab. You can also add people **without a login**: they can be assigned work and get emails, but they can't open the app.

	Owner	Office	Crew
See today's checklist and the schedule	Yes	Yes	Yes
Check off tasks, add notes, photos and problems	Yes	Yes	Yes
Report and update maintenance, search	Yes	Yes	Yes
Create, edit, copy, import and assign work orders	Yes	Yes	No
Approve public problem reports	Yes	Yes	No
Reports, work by person, Settings and import	Yes	Yes	No
Users, Setup, QR reports, activity log, backups, subscription	Yes	No	No

1 Getting started

For everyone

Sign up your organization

- 1 Go to the sign-up page. Enter your organization's name, your name, your email, a phone number if you like, and a password of at least 8 characters.
- 2 Tick that you agree to the Terms of Service and Privacy Policy, then click **Create my organization**.
- 3 We review each new organization. You'll get an email with your sign-in link as soon as yours is approved, usually within one business day.
- 4 Your free trial starts when you're approved, with no credit card needed. Before it ends, an owner chooses a plan from **Account** → **Subscription & billing**.

The person who signs up becomes the organization's **owner**. You can add more owners later.

Tip: while you're on the trial, owners and office staff see a "Free trial: N days left" bar at the top of the app, with a link to choose a plan.

The screenshot shows the 'SIGN UP YOUR ORGANIZATION' form on a mobile app. At the top, there's a navigation bar with 'Home', 'Sign in', and 'Sign up' (highlighted in orange). The form title is 'SIGN UP YOUR ORGANIZATION'. Below it, a brief description says: 'Get a work order system for your facility: the office schedules work orders, and the crew checks them off on their phones.' A green callout box states: 'Free for 30 days. No credit card needed. Your trial starts when your account is approved.' Below this, a note says: 'New organizations are reviewed before they can start. You will get an email when yours is approved.' The form fields include: 'Organization name' (with a placeholder 'e.g. Riverside Fairgrounds'), 'Your name', 'Email', 'Phone (optional)', and 'Password' (with a note: 'At least 8 characters. You will sign in with your email and this password.'). There's a checkbox for 'I agree to the Terms of Service and Privacy Policy'. A dark blue button labeled 'Create my organization' is at the bottom. Below the button, it says 'Already signed up? [Sign in](#)'. At the very bottom, there are links for 'Terms' and 'Privacy'.

The sign-up form

Sign in

Open the sign-in link from your approval or invitation email, or go to the site and click **Sign in**. Enter your email address and password.

Forgot your password? Click **Forgot your password?**, enter your email, and we'll send you a link to set a new one. The link works for 24 hours.

To change your password later, open **Account** ▼ → **My account** (see the end of this section).

Tip: you stay signed in for two weeks at a time on each phone or computer, so the crew rarely needs to sign in.

The screenshot shows the 'SIGN IN' form on a mobile app. At the top, there's a navigation bar with 'Home', 'Sign in', and 'Sign up' (highlighted in orange). The form title is 'SIGN IN'. Below it, there are two input fields: 'Email' and 'Password'. A dark blue button labeled 'Sign in' is at the bottom. Below the button, there are links for 'Forgot your password?' and 'Sign up your organization'. At the very bottom, there are links for 'Terms' and 'Privacy'.

Signing in on a phone

Sign-in codes (owners and office staff)

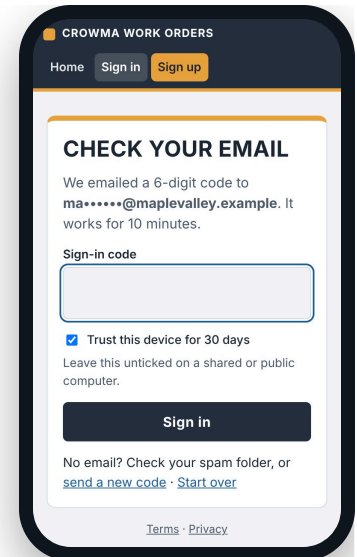
Owners and office staff can change a lot, so their logins get an extra lock. The first time you sign in on a new phone or computer, we email you a 6-digit code after you enter your password.

- 1 Sign in with your email and password as usual.
- 2 Open the email called **Your sign-in code**. It arrives within a minute.
- 3 Type the code and click **Sign in**. The code works for 10 minutes.

Leave **Trust this device for 30 days** ticked on your own phone or computer, and you won't be asked again on that device for 30 days. Untick it on a shared or public computer.

No email? Check your spam folder, or click **send a new code**. Changing your password signs out all trusted devices.

Got a code you didn't ask for? Someone may know your password. Change it right away with **Forgot your password?**.



Type the 6-digit code from your email

Put the app on your home screen

There's nothing to download from an app store. Add the app to your home screen and it opens like any other app, even with no signal.

iPhone (Safari)

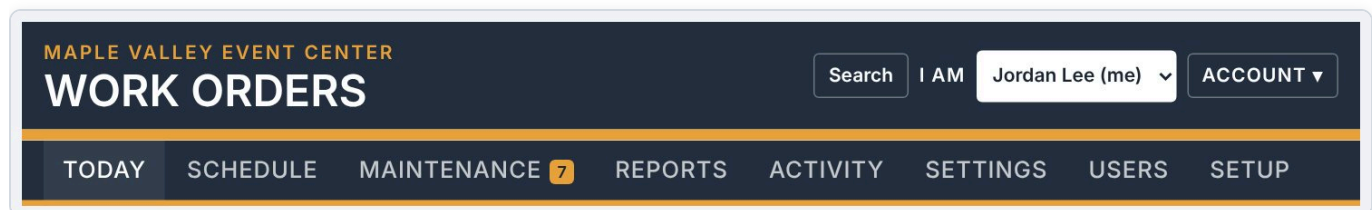
Open the sign-in page, tap the Share button (the square with an arrow), then tap **Add to Home Screen**.

Android (Chrome)

Open the sign-in page, tap the  menu at the top right, then tap **Add to Home screen** or **Install app**.

Finding your way around

The tabs across the top of the screen take you to each part of the app. You only see the tabs your access level can use.



The tabs an owner sees. Office staff don't see Activity, Users or Setup. Crew see only Today, Schedule and Maintenance.

Tab	What it's for
Today	The day's checklist. Crew check off tasks here. The Needs attention list sits at the top for the office. Use Prev , Next or the date box to look at other days.
Schedule	The whole week at a glance. The office creates, edits, copies and imports work orders here.

Maintenance	Repairs and upkeep that aren't tied to an event, plus public reports waiting for approval. The number shows how much needs attention.
Reports	How much got done each day, problems that were flagged, and work by person (office and owners).
Activity	Who changed what (owners).
Settings	Two pages: Lists (inventory, locations, task library, templates) and Tools (import, QR problem reports, sample data, working with no signal).
Users	Add people and set their access (owners).
Setup	Organization name and colors, emails, calendar feed, text messages, backups and closing the account (owners).

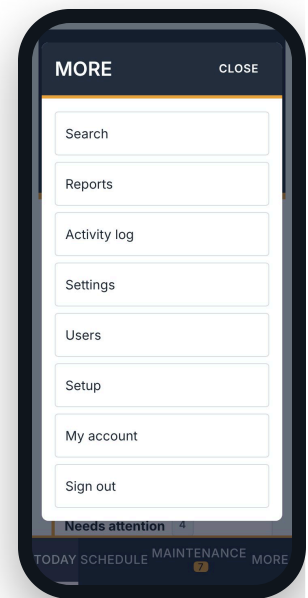
The top bar

- **Search** finds any work order or maintenance task (see section 7).
- **I am** (owners and office): pick your own name from the list. Your assigned work then shows first, and the things you check off show your name. Crew don't see this picker. They're signed in as themselves.
- **Account ▼** opens **My account**, **Subscription & billing** (owners, if your organization has a paid plan), **Sign out**, and links to the Terms and Privacy Policy.

On a phone

On a phone, a bar at the bottom of the screen holds **Today**, **Schedule**, **Maintenance** and **More**. **More** opens a list with Search, My account, Sign out and, for the office, Reports, Settings and the other tabs your access level allows. Owners also see Activity log, Users and Setup.

Tip: the app updates by itself. When someone checks off a task, everyone else sees it within a few seconds. There's no need to refresh.



The More list on an owner's phone

My account

Open **Account ▼** → **My account** (on a phone: **More** → **My account**).

- **Mobile number** and **Text me when work is assigned to me or taken away**. Texts only start if your organization has turned on text messages (section 2).
- **Change password**: enter your current password and a new one of at least 8 characters. Changing it signs you out on your other devices.

MY ACCOUNTCLOSE

Jordan Lee

jordan.lee@maplevalley.example · Owner

MY PHONE

MOBILE NUMBER

(503) 555-0100

☒ Text me when work is assigned to me or taken away

Every text ends with how to stop them.

SAVE

CHANGE PASSWORD

CURRENT PASSWORD

NEW PASSWORD (AT LEAST 8 CHARACTERS)

NEW PASSWORD AGAIN

CHANGE PASSWORD

Changing it signs you out on your other devices.

My account

2 Setting up your organization

For owners (office staff can use Settings too)

Plan on about an hour to set up. When you first sign in, a **Getting started** list on the Today tab shows what's left to do and checks things off as you go.

Getting started

1. Add your buildings and areas under [Settings → Locations](#).
2. Add the tasks your crew does often under [Settings → Task checklist library](#).
3. Add your staff and crew on the [Users](#) tab. Each person gets an email to set a password.
4. Create your first work order on the [Schedule](#) tab.

Emails, a calendar feed and text messages can be turned on under [Setup](#).

HIDE THIS

The Getting started list. Click Hide this when you're done with it.

Want to look around first? On an empty Today screen, click **Load sample work orders**. You'll get example work orders, maintenance tasks and a template to explore, all marked "(sample)". When you're ready for real work, go to **Settings → Tools → Sample data** and click **Remove all sample data**. Your own work is not touched.

Settings → Lists: your places, tasks and equipment

The **Settings** tab has two pages, switched at the top: **Lists** and **Tools**. Lists holds the things you pick from when you build work orders.

Locations

Add each building, arena, room or area you schedule work in. You'll pick from this list on every work order, and repairs can be sorted by location.

LOCATIONS

Arena x

Exhibit Building x

Gate 3 x

Main Hall x

North restroom x

Parking Lot B x

Pavilion x

Room B x

Whole grounds x

Add a location

ADD

Task checklist library

Add the tasks your crew does often, like "Empty trash cans" or "Drag the arena". Group them into categories such as Set-up, Cleaning and Grounds. When you build a work order, click **Add from list** to add them with one click.

TASK CHECKLIST LIBRARY

These show up under "Add from list" when building a work order.

SET-UP

Set tables and chairs x
Put out directional signs x

CLEANING

Restock restrooms x
Sweep and mop floors x

GROUND

Empty trash cans x
Mow and trim x

Set-up
Task text
ADD TASK

Inventory totals

Add the equipment you set out, like tables and chairs, and enter how many you own. When a day's work orders ask for more than you have, the app warns you on the Schedule and in the work order. Leave a total blank to skip the check for that item.

INVENTORY TOTALS

Enter how many you own. Days that book more than this get a warning. Leave blank to skip the check for that item.

TABLES

8-FT TABLES
100
DELETE

ROUND TABLES
40
DELETE

CHAIRS

FOLDING CHAIRS
300
DELETE

SEATING

BLEACHERS
6
DELETE

New item name (e.g. 8-ft tables)
Tables
or new category
ADD ITEM

SAVE TOTALS

Type a new item name, pick or type a category, and click Add item. Enter totals, then click Save totals.

Event templates

A template is a work order you can reuse, such as "Banquet set-up". Make one from any work order with **Save as template** (see section 3). They're listed here so you can delete old ones.

EVENT TEMPLATES

Create a template from any work order with "Save as template" in the editor.

TEMPLATE	LOCATION	TASKS	
Craft fair set-up	Exhibit Building	3	DELETE
Meeting room set-up	Room B	3	DELETE

Settings → Tools: import, sample data and more

The Tools page holds **Sample data**, **Import from a spreadsheet**, **Problem reports (QR codes)** (owners, see section 6) and a reminder about **Using the app with no signal** (see section 4).

IMPORT FROM A SPREADSHEET

Already have your lists in Excel or Google Sheets? Copy the cells and paste them here, or choose a CSV file. You will see a preview before anything is added.

WHAT ARE YOU IMPORTING?

Locations

Columns: **Location name**. One location per row, for example "Main Hall", "Gate 3", "Barn A". A first row of column names is fine; it is skipped.

PASTE YOUR ROWS HERE

Location name

CHOOSE A CSV FILE

PREVIEW

Import from a spreadsheet: choose what you're importing, paste or pick a file, and preview.

Import from a spreadsheet

Already have your lists in Excel or Google Sheets? You don't have to type them again.

- 1 Under **What are you importing?**, choose what the rows are (see the table below).
- 2 In your spreadsheet, select the cells and copy them. Paste them into the box. Or click **Choose a CSV file**. A first row of column names is fine; it's skipped.
- 3 Click **Preview**. You'll see how many rows are ready, what will be added and what will be skipped (and why). Nothing has been added yet.
- 4 Click **Add N now**. Nobody is emailed by an import.

Importing	Columns, in this order	Notes
Locations	Location name	One location per row.
Task checklist library	Category, Task	With one column only, tasks go under "Imported".
Maintenance tasks	Task, Location, Priority, Details	Only Task is required. Priority is urgent, high, normal or low. They're added as open tasks.
Work orders (Schedule)	Date, Title, Location, Contact, Times, Notes, Tasks, Assigned to	Date and Title are required. Dates like 2026-10-16 or 10/16/2026 both work. Put several tasks in one cell separated by semicolons. "Assigned to" must match a name on your crew list, or the work order is added unassigned.

People (names only) Name, Email, Phone

Adds names to your crew list so you can assign work. They don't get a login or an email. Give someone a login later on the Users tab.

Tip: you can also start a work order import from the **Schedule** tab and a maintenance import from the **Maintenance** tab. Each button opens the same panel, already set to that kind.

Users: adding your staff and crew

Everyone who can be assigned work goes on the **Users** tab (owners only). One table lists every person, with their login, access and status.

ADD A PERSON

NAME	EMAIL	MOBILE	ACCESS
First and last name	Needed for a login and em	(optional) (555) 555-0123	Crew
☐ They agreed to get text messages			
ADD PERSON			

- 1 Under **Add a person**, enter their name and email. Add a mobile number if you plan to send texts.
- 2 Choose their **Access**: Crew, Office, Owner, or No login (name only).
- 3 Click **Add person**. Anyone with a login gets an email with a link to set their own password.

PEOPLE

NAME	EMAIL	MOBILE	OK TO TEXT	ACCESS	STATUS
Jordan Lee	jordan.lee@map	(503) 555-0100	☒ Agreed	Owner You	Last opened 10/13
Sam Parker	sam.parker@map	(503) 555-0101	☐ Agreed	Office	Last opened 10/12 REMOVE
Tina Ortiz	tina.ortiz@mapl	(503) 555-0102	☒ Agreed	Crew	Last opened 10/11 REMOVE
Marcus Bell	marcus.bell@map	(503) 555-0103	☐ Agreed	Crew	Last opened 10/13 REMOVE
Dale Whitaker	dale.whitaker@map	(503) 555-0104	☒ Agreed	Crew	Last opened 10/12 REMOVE
Priya Nair	priya.nair@map	(503) 555-0105	☐ Agreed	Crew	Last opened 10/11 REMOVE

SAVE CHANGES Changing someone's name does not change work already assigned to the old name.

The People list shows whether each person has signed in yet. Edit any row, then click Save changes.

- **Change someone's details or access:** edit the row, then click **Save changes**.
- **Invitation lost?** Click **Resend invite** next to anyone who hasn't signed in yet.
- **Someone leaves:** click **Remove**. Their login is deleted. Work already assigned to them keeps their name.
- **OK to text:** tick **Agreed** only after the person has told you they want text messages.

Each email address can belong to one organization only. If someone works for two organizations, use a different email address for each.

Setup: emails, calendar and more

The **Setup** tab is for owners. Each box has its own **Save** button.

ORGANIZATION

ORGANIZATION NAME

TIME ZONE

Pacific (America/Los_Angeles) ▼

Used for the weekly email, daily summary and calendar times.

COLORS

HEADER

ACCENT

DEFAULT COLORS

Pick a dark header color so the white text on it stays easy to read.

SAVE

ASSIGNMENT EMAILS

☒ **Email people when work is assigned to them**

Sent right after the office saves an assignment, to the email on the Users tab.

REPLIES GO TO

SAVE

Organization	Your organization's name, your time zone (used for emails and calendar times) and your colors. Pick a dark header color so the white text stays easy to read.
Assignment emails	When this is on, people get an email as soon as work is assigned to them. Replies go to sets who gets the answer if they reply.
Weekly schedule email	Emails next week's schedule to the addresses you list, on the day and time you choose. Use Send one now to see what it looks like.
Daily summary of changes	A daily email listing work orders and repairs that were added, changed or removed, and who did it. It's skipped on days with no changes.

CROWMA Work Orders · User Guide

WEEKLY SCHEDULE EMAIL

☒ Email next week's schedule every week

SEND TO

DAY

Sunday

AFTER

5:00 pm

SAVE SEND ONE NOW

DAILY SUMMARY OF CHANGES

☒ Email a daily list of added, changed and removed work orders

SEND TO

AFTER

5:00 pm

Skipped on days with no changes. Shows who made each change.

SAVE SEND THE LAST 24 HOURS NOW

Calendar feed

If you keep bookings in Google Calendar, Outlook or booking software, paste its calendar link (it ends in **.ics**). Every booking in the coming weeks shows up on the Schedule as a work order marked **Details needed**. You just add the checklist.

- **Google Calendar:** calendar settings → "Secret address in iCal format".
- **Outlook:** Calendar settings → Shared calendars → Publish → ICS link.

The calendar is checked every 3 hours, or click **Check now**. If a booking's time or place changes, the work order updates, unless you've edited that part yourself. Your tasks and assignments are never changed. If a booking disappears from the calendar, its work order says so, and you can delete it.

Text messages

Texts are optional. You need your own account with Twilio or Infobip, and each text is billed by them. Texts only go to people marked **Agreed** on the Users tab. Use **Send a test text** to check it works.

Backups, storage, your subscription and closing your account

The last two boxes on the Setup tab look after your data.

BACKUPS & STORAGE

PHOTO STORAGE

205 MB of 1 GB used (20%).

DOWNLOAD A BACKUP

Downloads everything (work orders, check-offs, maintenance, templates, notes, settings and photos) as one zip file. We also back up every night, but it is smart to keep your own copy. Owners can restore a backup on the Setup tab.

EXPORT ALL DATA

RESTORE FROM A BACKUP

Load a backup zip made with "Export all data" above. Older .json backups work too. "Add and update" keeps what is here and adds or overwrites records from the file. "Replace everything" deletes this organization's work orders, maintenance, notes, settings and photos first. Largest file this server accepts: 1 GB.

No file chosen

Add and update

RESTORE

CLOSE ACCOUNT

Closing locks the app for everyone in your organization. Everything is kept for 30 days in case you change your mind; an owner can sign in and reopen it until then. After 30 days, all work orders, photos and logins are deleted for good. Download a backup first if you want to keep a copy.

CLOSE ACCOUNT...

Photo storage

Each organization can keep up to 1 GB of photos (thousands of pictures). The bar shows how much you've used. If you get close to full, delete photos you no longer need: tap a photo, then **Delete photo**.

Download a backup

Click **Export all data** for one zip file with everything: work orders, check-offs, maintenance, templates, notes, settings and photos. We also back up every night, but it's smart to keep your own copy.

Restore from a backup

Loads a backup zip made with Export all data. **Add and update** keeps what's here and adds what's in the file. **Replace everything** clears your organization first, then loads the file. Older .json backups work too.

Subscription

If your organization has a paid plan, owners manage it from **Account** → **Subscription & billing**. You can change your plan, update your card and see invoices there. Payments are handled securely by Stripe. If a payment fails, the owner gets an email and has a few days to fix it before the app is paused.

Closing your account

Click **Close account...**, tell us why if you like, type your organization's name and click **Close account**.

- Your subscription is cancelled right away. There are no more charges.
- Nobody in your organization can open the app.
- Everything is kept for 30 days. Changed your mind? An owner signs in and clicks **Reopen account**.
- After 30 days, all work orders, photos and logins are deleted for good.

Tip: download a backup with Export all data before you close, so you keep a copy.

3 Planning the work

For owners and office staff

The Schedule

The Schedule tab shows one week, Monday to Sunday. Each day lists its work orders with the location, times and checklist. A box like **3/3** shows how many tasks are done.

MAPLE VALLEY EVENT CENTER

WORK ORDERS

Search | I AM Jordan Lee (me) ACCOUNT

TODAY SCHEDULE MAINTENANCE 7 REPORTS ACTIVITY SETTINGS USERS SETUP

WEEK OF OCT 12 – OCT 18 < PREV THIS WEEK NEXT > 10/12/2026

+ ADD WORK ORDER COPY WEEK TO... EDIT WEEK NOTES IMPORT FROM SPREADSHEET

PRINT WEEKLY SHEET Click any work order to see or edit it.

MON 10/12 + ADD COPY DAY CHECKLIST	WHOLE GROUNDS MOW AND TRIM GROUNDS 3/3	Morning	- Mow the front lawn — Sam Parker - Edge the walkways - Blow off parking lot entrances
TUE 10/13 + ADD COPY DAY CHECKLIST	EXHIBIT BUILDING, MAIN HALL HARVEST CRAFT FAIR — SET-UP Linda Shaw (fair coordinator) · (555) 555-0123 3/6 1	Vendor load-in 1 – 6 pm Doors locked at 7 pm	EXHIBIT BUILDING 80-8-ft tables in vendor rows — Marcus Bell 160 Folding chairs — Marcus Bell - Put out directional signs — Tina Ortiz MAIN HALL 20 Round tables food court seating — Sam Parker - Restock restrooms

The Schedule tab. Click any work order to see it, edit it or copy it.

- < Prev, This week, Next > or the date box move between weeks.
- Each day has + Add (new work order on that day), Copy day and Checklist (opens that day on the Today tab).
- A dashed box with **Details needed** means the work order still needs information, such as a calendar booking without a checklist yet.
- If a day books more tables, chairs or other items than you own, you'll see an **Over inventory** warning.
- Import from spreadsheet adds many work orders at once (see section 2).

Create a work order

Click + Add work order at the top, or + Add on a day.

- 1 **Start from a template** (optional) fills in a saved work order for you.
- 2 Enter the **Date** and **Event / job title**.
- 3 **Assigned to:** leave it as **Whole crew**, or pick one person to be in charge.
- 4 Add **Locations** (pick as many as you need), a **Contact** (name and phone) and **Times**, such as set-up time, event time and "Out by" time.
- 5 Build the **Checklist** (see below) and add any **Notes for the crew**.
- 6 Click **Create work order**.

Tick **Details still needed** if you're waiting on information. The work order gets a "Details needed" tag until you untick it.

Editing a work order

Building the checklist

Button	What it adds
Add from list	Tasks from your task checklist library, one click each.
+ Task	A task you type in. To reuse it later, type it in the custom task box and tick Save to list .
+ Tables / chairs / items	A count from your inventory, such as "80 8-ft tables in vendor rows". The app shows how many are in use that day.
+ Section heading	A heading such as "MAIN HALL" to group the tasks below it.
+ Info line	A line of information that isn't a checkbox, such as "Vendors may not use tape on the walls".

Use the ↑ ↓ arrows to reorder lines and ✕ to remove one.

Assigning work

You can assign a whole work order, or just one task in it.

- **Whole work order:** use **Assigned to** at the top of the work order.
- **Single tasks:** open **Assign task...** on that line and tick the people. You can tick more than one. The rest of the work order stays with the whole crew.
- Each person gets an email right after you save (and a text, if texts are on). Their tasks show first on their phone with their name tag.

Tip: you can also assign a task without opening the editor. On the Today tab, click the task and tick names under **Assigned to**.

EDIT WORK ORDER CANCEL

Add a template's tasks...

DATE: 10/13/2026 📅 EVENT / JOB TITLE: Harvest Craft Fair — Set-up ASSIGNED TO: Whole crew ▼

LOCATIONS: Exhibit Building 📍 Main Hall 📍 + Add location 📍

CONTACT (NAME & PHONE): Linda Shaw (fair coordinator) · (555) 555-0123 ✉️ TIMES: Vendor load-in 1–6 pm
Doors locked at 7 pm 🕒

CHECKLIST
6 checkboxes · assign single tasks with "Assign task..."; that person gets an email when you save

SECTION Exhibit Building ↑ ↓ ✕

COUNT: 80 8-ft tables ▼ in vendor rows ↑ ↓ ✕

Assign task... ↑ ↓ ✕

- ☐ Jordan Lee
- ☐ Sam Parker
- ☐ Tina Ortiz
- ☒ Marcus Bell
- ☐ Dale Whitaker
- ☐ Priya Nair

SECTION Main Hall ↑ ↓ ✕

COUNT: 20 Round tables ▼ food court seating ↑ ↓ ✕

20 in use this day of 40 owned

TASK: Restock restrooms Assign task... ↑ ↓ ✕

TASK: Sweep and mop floors Marcus Bell ↑ ↓ ✕

ADD FROM LIST **+ TASK** **+ TABLES / CHAIRS / ITEMS** **+ SECTION HEADING**

+ INFO LINE

Custom task, e.g. Put out a bucket of sand for smokers ☐ Save to list **ADD**

NOTES FOR THE CREW
Vendors enter through Gate 2. Keep the center aisle clear for the fire marshal walk-through. 📝

☐ Details still needed (shows a "Details needed" tag)

SAVE CHANGES **COPY TO OTHER DATES...** Template name **SAVE AS TEMPLATE**

DELETE

Each task has an Assign task... menu. Tick one or more people.

Repeating work orders

For jobs that happen regularly, like a weekly safety walk, use **Repeat** at the bottom of a *new* work order. Choose every day, every weekday, weekly, every 2 weeks or monthly, and an **Until** date. The box shows how many work orders it will create.

When you edit one day of a repeating work order, choose **Change this day only** or **This and later days**.

NEW WORK ORDER

CANCEL

START FROM A TEMPLATE

— Blank —

DATE

10/13/2026

EVENT / JOB TITLE

e.g. Annual Banquet

ASSIGNED TO

Whole crew

LOCATIONS

+ Add location

CONTACT (NAME & PHONE)

Contact name and phone number

TIMES

Set-up 7:30 a.m.

Event 8 - 9 am

Out by 10 am

CHECKLIST

0 checkboxes · assign single tasks with "Assign task..."; that person gets an email when you save

No tasks yet. Add from the list, or add your own.

ADD FROM LIST

+ TASK

+ TABLES / CHAIRS / ITEMS

+ SECTION HEADING

+ INFO LINE

Custom task, e.g. Put out a bucket of sand for smokers

☐ Save to list

ADD

NOTES FOR THE CREW

Anything that isn't a checkbox

☐ Details still needed (shows a "Details needed" tag)

REPEAT

REPEATS

Weekly on...

UNTIL

11/10/2026

☐ Sun

☐ Mon

☒ Tue

☐ Wed

☐ Thu

☐ Fri

☐ Sat

Creates 5 work orders. Each day can still be edited on its own.

CREATE WORK ORDER

Template name

SAVE AS TEMPLATE

Repeat appears at the bottom of a new work order

Templates

To reuse a work order, open it in the editor, type a name in the **Template name** box at the bottom and click **Save as template**. Next time, pick it under **Start from a template**. In an existing work order, use **Add a template's tasks...** to add a template's checklist.

Copying work orders

- **One work order**: open it and click **Copy to other dates...**
- **A whole day**: click **Copy day** on that day.
- **A whole week**: click **Copy week to...** at the top of the Schedule.

Pick one or more dates with **+ Another date** (or **+ Another week**), then click **Copy**. Copies start with nothing checked off. Repeat links aren't copied.

COPY

CANCEL

Copy everything on Monday, October 12 to...

10/19/2026

Monday, October 19

+ ANOTHER DATE

Copies start with nothing checked off. Repeat links are not copied.

COPY

Copying a day

Week notes

Click **Edit week notes** to add things that aren't work orders:

- **On site & deliveries**, such as "Oct 8: Rental tent delivered".
- **Away / staff out**, with dates. It shows on every week it covers.
- **Other off-site notes** and **Other notes**, such as staff meetings.

The notes appear at the bottom of the Schedule, next to **Upcoming events**, which fills in by itself from the next six weeks.

WEEK NOTES · OCT 12

CANCEL

Upcoming events fill in automatically from the schedule.

ON SITE & DELIVERIES

e.g. Aug 14: Rental tent delivered

AWAY / STAFF OUT (SHOWS ONLY IN THE WEEKS IT COVERS)

Who is out, e.g. name

FROM

10/12/2026

TO

10/18/2026

ADD

No one is entered as away.

OTHER OFF-SITE NOTES (THIS WEEK ONLY)

OTHER NOTES

SAVE NOTES

Print the weekly sheet

Click **Print weekly sheet** on the Schedule. A printer-friendly page opens with the whole week, the checklists, upcoming events and week notes. Print it for the shop wall or a crew meeting.

MAPLE VALLEY EVENT CENTER — WEEKLY SCHEDULE, October 12 - October 18 2026				
Mon 10/12	Whole grounds	Mow and trim grounds	Morning	☐ Mow the front lawn (Sam Parker) ☐ Edge the walkways ☐ Blow off parking lot entrances
Tue 10/13	Exhibit Building, Main Hall	Harvest Craft Fair — Set-up Linda Shaw (fair coordinator) · (555) 555-0123	Vendor load-in 1 – 6 pm Doors locked at 7 pm	Exhibit Building ☐ 80 8-ft tables in vendor rows (Marcus Bell) ☐ 160 Folding chairs (Marcus Bell) ☐ Put out directional signs (Tina Ortiz) Main Hall ☐ 20 Round tables food court seating (Sam Parker) ☐ Restock restrooms ☐ Sweep and mop floors (Marcus Bell) Vendors enter through Gate 2. Keep the center aisle clear for the fire marshal walk-through.
	Whole grounds	Daily walk-through Assigned: Sam Parker	Start 7 am	☐ Unlock gates 1 and 3 (Sam Parker) ☐ Check and stock restrooms ☐ Empty trash at entrances ☐ Report anything broken
Wed 10/14	Pavilion	Rotary Club lunch Pat Morgan · (555) 555-0187 Assigned: Tina Ortiz	Set-up by 10:30 am Lunch 11:30 am – 1 pm Out by 2 pm	☐ 12 Round tables ☐ 96 Folding chairs ☐ Set up registration table at entrance ☐ Empty trash cans
Thu 10/15	Main Hall	Youth basketball league	Doors 5:30 pm Games 6 – 9 pm	☐ Roll out bleachers ☐ 2 8-ft tables Set up scorer table ☐ Sweep and mop floors
	Exhibit Building	Board meeting Pat Morgan	6 – 8 pm	☐ 6 8-ft tables ☐ 30 Folding chairs
Fri 10/16	Arena	Regional horse show Assigned: Dale Whitaker	Arena ready by 6 am	☐ Drag the arena (Dale Whitaker) ☐ Water the arena ☐ Set up judge's stand ☐ Open and bed the stall barn
Sat 10/17	Exhibit Building, Main Hall	Harvest Craft Fair — Day 1 Linda Shaw · (555) 555-0123	Doors 9 am – 5 pm	☐ 30 Round tables ☐ 220 Folding chairs ☐ Stage and sound check
Sun 10/18	Exhibit Building, Main Hall	Craft fair tear-down	Starts at 5 pm	☐ Stack and store 160 chairs ☐ Fold and store 20 round tables ☐ Take down directional signs
Upcoming Events:				

The printable weekly sheet

Keeping an eye on progress

The **Today** tab shows the same checklist the crew sees, live. The bar at the top shows how many tasks are done.

MAPLE VALLEY EVENT CENTER

WORK ORDERS

Search I AM Jordan Lee (me) ACCOUNT

TODAY SCHEDULE MAINTENANCE 7 REPORTS ACTIVITY SETTINGS USERS SETUP

TODAY · TUESDAY, OCTOBER 13< PREV NEXT > 10/13/2026

5 of 10 tasks done Pick your name at the top to see your assignments first. + ADD WORK ORDER

Needs attention 4

Public reports 2 problem reports from the public are waiting for approval

Problem 10/10 · Fall swap meet: Set up 2 portable restrooms : Only one unit was delivered

Hand-off 10/10 · Fall swap meet: Hang the entrance banner (Marcus Bell asked to hand this off to Tina Ortiz)

Not checked off 10/10 · Fall swap meet: Place trash cans at each row

1 PROBLEM FLAGGEDHarvest Craft Fair — Set-up: Restock restrooms · Paper towel dispenser broken in women's restroom

EXHIBIT BUILDING, MAIN HALLHARVEST CRAFT FAIR — SET-UP

Today, with the Needs attention list at the top

Needs attention

Instead of hunting through the week, look at the **Needs attention** list near the top of Today. It collects everything that wants a decision:

Tag	What it means
Problem	A crew member flagged a problem on a task (on a day other than the one you're looking at). Problems on the current day appear in a red box below.
Hand-off	Someone asked to hand a task to someone else. See below.
Not checked off	A task from the last two weeks that nobody finished or flagged.
Public reports	Problem reports from visitors are waiting for approval (section 6). Click to go straight to them.

Click any line to open the task. The list shows the first six items. Click **Show all** to see the rest. Crew see only their own items.

Hand-off requests

If a crew member can't do a task, they can ask to hand it off. The task shows ↔ **Reassignment requested**. Click it to see who asked and why.

- **Approve** moves the task to the person they suggested, and that person gets an email. If they didn't suggest anyone, tick who should take it under **Assigned to** first, then click Approve.
- **Dismiss** leaves the task with the person who asked.

FALL SWAP MEETCLOSE

Hang the entrance banner

Parking Lot B - Saturday, October 10

Assigned to (tick everyone who should do it — each person gets an email when you save)

☐ Jordan Lee

☐ Sam Parker

☐ Tina Ortiz

☐ Marcus Bell

☐ Dale Whitaker

↔ Marcus Bell asked to hand this off to Tina Ortiz

APPROVE — ASSIGN TO TINA ORTIZDISMISS

NOTE

e.g. Only 60 chairs available, used extras from storage

☐ Flag a problem

WHAT'S WRONG?

e.g. Sound system not working

PHOTOS

No photos yet.

ADD PHOTO

SAVE

MARK DONE

MARCUS BELL

A hand-off request on a task

4 Using the app on your phone

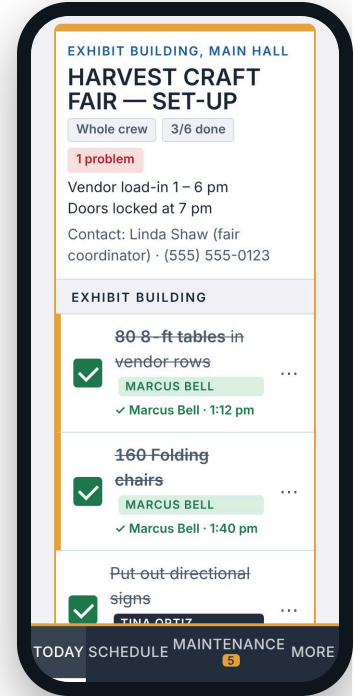
For crew (and anyone checking off work)

Open the app from your home screen. The **Today** tab shows today's work, with the work assigned to you at the top.

Your checklist

- Each card is one work order. It shows where, when, who to contact, and the checklist.
- Tap the box next to a task when it's done. It turns green and shows your name and the time. Tap it again to undo.
- Tasks with a green bar on the left and your name tag are assigned to you.
- **Mine + unassigned** hides work that belongs to someone else. **All** shows everything.
- Use **< Prev** and **Next >** to see other days.

Tip: the office sees your check marks within seconds, so check tasks off as you finish them.

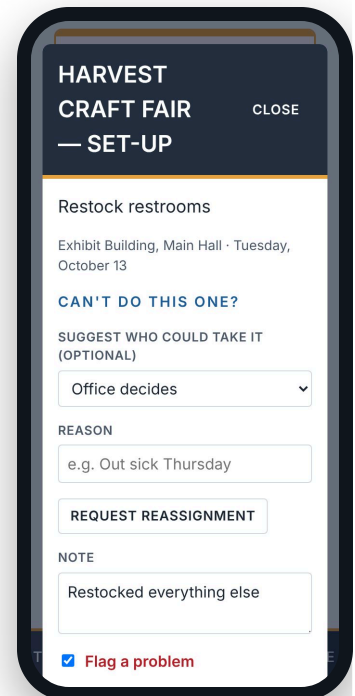


Checked-off tasks show who and when

Notes, problems and photos

Tap a task's name or the ... button to open it. There you can:

- Add a **note**, such as "Only 60 chairs available, used extras from storage".
- **Flag a problem** and say what's wrong. The office sees it at the top of their screen right away.
- Add a **photo** with your phone's camera, for example of something broken or a finished set-up. To remove one, tap it, then **Delete photo**. Crew can delete only photos they added.
- Tap **Save**, or **Mark done** to save and check it off.



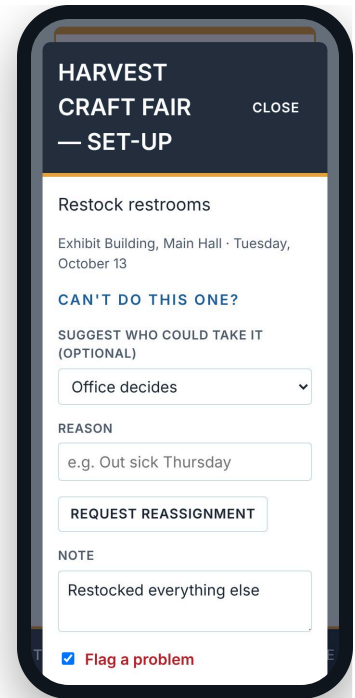
Tap a task, or the ... button, for details

Can't do a task?

Open the task and look for **Can't do this one?**

- 1 Pick who could take it, or leave it as **Office decides**.
- 2 Give a short reason, such as "Off Saturday morning".
- 3 Tap **Request reassignment**.

The office approves or dismisses it. Until then, the task stays with you. You can cancel the request from the same screen.



The screenshot shows a mobile app interface for a task titled "HARVEST CRAFT FAIR — SET-UP". The task description is "Restock restrooms" with the location "Exhibit Building, Main Hall - Tuesday, October 13". A section titled "CAN'T DO THIS ONE?" contains a dropdown menu for "SUGGEST WHO COULD TAKE IT (OPTIONAL)" with "Office decides" selected. Below this is a text field for "REASON" containing "e.g. Out sick Thursday". A button labeled "REQUEST REASSIGNMENT" is visible. At the bottom, there is a "NOTE" field with "Restocked everything else" and a checkbox labeled "Flag a problem" which is checked.

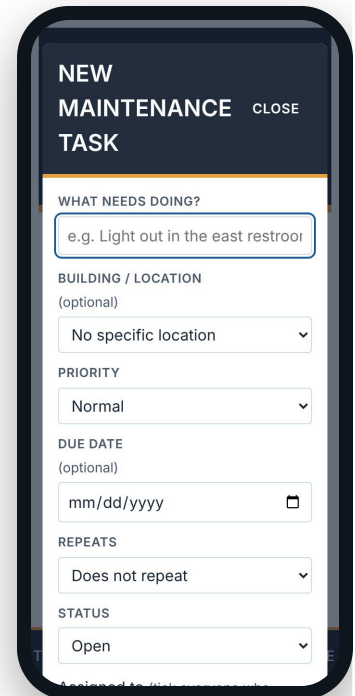
Asking the office to hand off a task

Report something broken

Anyone can report a repair or upkeep job, even if it's not on a checklist:

- 1 Go to the **Maintenance** tab and tap **+ New maintenance task**.
- 2 Say what needs doing, pick the building or location, and set the priority.
- 3 Add a photo if it helps.
- 4 Tap **Submit request**.

More about maintenance is in section 5.



The screenshot shows a mobile app interface for a "NEW MAINTENANCE TASK". It includes several form fields: "WHAT NEEDS DOING?" with the example "e.g. Light out in the east restroom"; "BUILDING / LOCATION (optional)" with a dropdown set to "No specific location"; "PRIORITY" with a dropdown set to "Normal"; "DUE DATE (optional)" with a date picker showing "mm/dd/yyyy"; "REPEATS" with a dropdown set to "Does not repeat"; and "STATUS" with a dropdown set to "Open".

Reporting a repair from your phone

No signal? Keep working

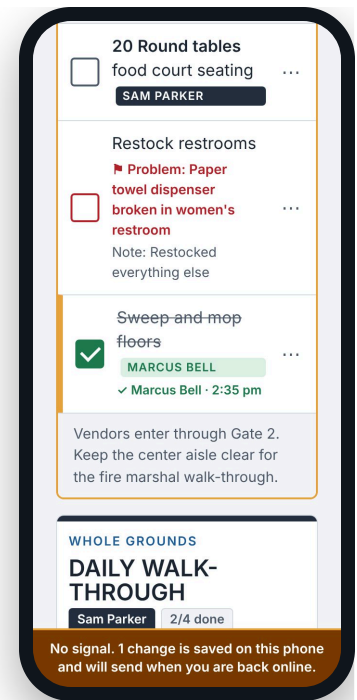
Barns, basements and back lots don't always have a signal. The app is built for that.

- **Check-offs, notes and problem flags** work with no signal. The box turns green right away, and the change is saved on your phone.
- A bar at the bottom of the screen tells you how many changes are waiting. They're sent in order as soon as you're back online. Closing the app or restarting the phone doesn't lose them.
- If a change can't be applied, for example because the task was deleted or someone else changed it later, the bar tells you which one and why. A newer change from someone else is never overwritten.
- **The app opens with no signal too.** It shows the last information it saved on your phone. Open the app once with a signal first, and add it to your home screen (section 1).
- Other changes, like adding a photo or a new maintenance task, need a signal.

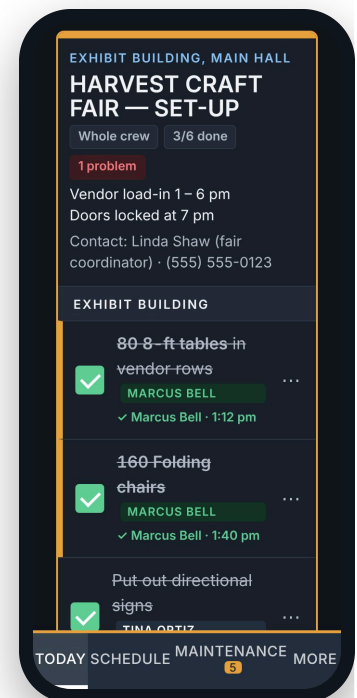
Tip: on **Settings** → **Tools** (owners and office), **Using the app with no signal** shows how many changes are waiting on *that* phone and has a **Send now** button.

Dark mode

The app follows your phone's setting. When your phone is in dark mode, the app is too. That's easier on the eyes in a dim barn or at an evening event. There's nothing to turn on in the app. Change it in your phone's display settings.



A task checked off with no signal. The bar says the change is saved on the phone.



The checklist in dark mode

5 Maintenance and repairs

For everyone

The **Maintenance** tab is for work that isn't tied to an event: a light that's out, a gate that sticks, filters to change, a lawn to mow.

MAPLE VALLEY EVENT CENTER

WORK ORDERS

Search I AM Jordan Lee (me) ACCOUNT ▾

TODAY SCHEDULE MAINTENANCE 7 REPORTS ACTIVITY SETTINGS USERS SETUP

MAINTENANCE

IMPORT FROM SPREADSHEET + NEW MAINTENANCE TASK

Needs approval (2) Open Completed All List Log by location All locations ▾

- Paper towel dispenser broken (women's restroom)** Open Urgent
Exhibit Building · added 10/13 2:02 pm · Sam Parker
Flagged on the craft fair set-up checklist.
- Light out in the east restroom** Open High
North restroom · added 10/12 3:10 pm
- Replace HVAC filters** Open Normal
Main Hall · due 10/20 ↻ · Sam Parker
- Gate 3 latch sticking** In progress Normal
Gate 3 · added 10/10 10:00 am · Marcus Bell · 📷 1
- Pressure wash the pavilion floor** Open

Open maintenance tasks, most urgent first. The colored stripe shows the priority.

- **Needs approval** (office), **Open**, **Completed** and **All** filter the list. The location menu shows one building or area.
- Priorities are **Urgent** (red), **High** (orange), **Normal** and **Low**. Urgent and high items are listed first.
- Status is **Open**, **In progress** or **Done**. Public reports waiting for review are **Needs approval** (section 6).
- The number on the tab counts open tasks, plus public reports waiting for approval if you're in the office.
- A task past its due date is marked **overdue**.
- The office can add many tasks at once with **Import from spreadsheet** (section 2).

Working on a repair

Click a task to open it, or **+ New maintenance task** to add one.

- Change the **priority**, **status** or **location**.
- Set a **due date** (optional).
- Choose **Repeats** for upkeep that comes around again: every week, every 2 weeks, every month, every 3 months or every year.
- **Assign** it to one or more people. They get an email.
- Add **photos**.
- Add an **update**, such as "Ordered replacement bulb". Updates are kept with the repair, with names and times.

When it's fixed, click **Mark completed**.

Repeating tasks take care of themselves. When you mark a repeating task completed, the next one is created automatically with the next due date, assigned to the same people. Give a repeating task a due date so the app knows when the next one is due.

MAINTENANCE TASKCLOSE

WHAT NEEDS DOING?

Paper towel dispenser broken (women's restroom)

BUILDING / LOCATION
(optional)

Exhibit Building

DUE DATE
(optional)

mm/dd/yyyy

STATUS

Open

PRIORITY

Urgent

REPEATS

Does not repeat

Assigned to (tick everyone who should do it)

☐ Jordan Lee

☒ Sam Parker

☐ Tina Ortiz

☐ Marcus Bell

☐ Dale Whitaker

DETAILS

Flagged on the craft fair set-up checklist.

PHOTOS

No photos yet.

ADD PHOTO

UPDATES

A maintenance task

Log by location

Click **Log by location** to see how many open and completed repairs each building or area has. Click a row to see its full history. It's a quick way to spot the building that keeps having the same problem.

TODAY
SCHEDULE
MAINTENANCE 7
REPORTS
ACTIVITY
SETTINGS
USERS
SETUP

MAINTENANCE

IMPORT FROM SPREADSHEET

+ NEW MAINTENANCE TASK

Needs approval (2)

Open

Completed

All

List

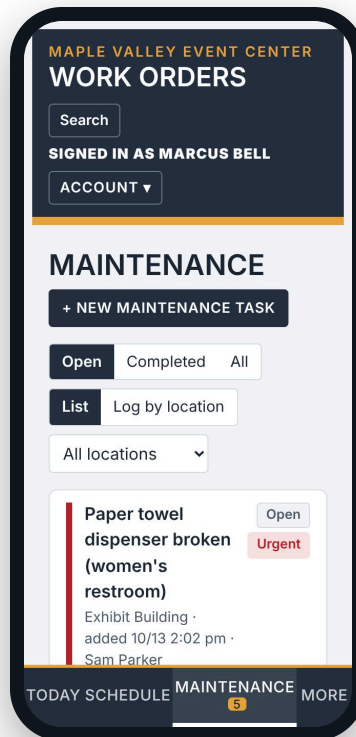
Log by location

All locations

LOCATION	OPEN	DONE	MOST RECENT
Exhibit Building	1	0	Paper towel dispenser broken (women's restroom) 10/13 2:02 pm
Gate 3	1	1	Gate 3 latch sticking 10/10 10:00 am
Main Hall	1	0	Replace HVAC filters 10/11 9:00 am
North restroom	1	0	Light out in the east restroom 10/12 3:10 pm
Pavilion	1	0	Pressure wash the pavilion floor 10/11 9:00 am

On a phone

The same list is on the **Maintenance** button in the bottom bar. Tap a task to open it, or **+ New maintenance task** to report something.



The Maintenance tab on a phone

6 Problem reports from the public

Owners turn it on; owners and office review

Put a QR code on a wall or a door. Anyone who scans it can describe a problem on their phone: no account, no app, no sign-in. Nothing goes on your list until the office approves it, and an email goes to your maintenance team right away.

Turn it on (owners)

PROBLEM REPORTS (QR CODES)

Put a QR code on a wall or door. Anyone who scans it can describe a problem on their phone, no sign-in needed. Every report waits under **Maintenance → Needs approval** until you or office staff approve it, and an email goes out right away.

SEND NEW REPORTS TO
(your maintenance team's email; blank uses office@maplevalley.example)

YOUR REPORT LINK

23 reports received so far. Reports are text only (no photos or links). If someone abuses a QR code, "Make a new link" stops every old one.

Settings → Tools → Problem reports (QR codes)

- 1 Go to **Settings** → **Tools** and find **Problem reports (QR codes)**. Click **Turn on problem reports**.
 - 2 Under **Send new reports to**, enter your maintenance team's email and click **Save email**. Leave it blank to use your organization's contact email.
 - 3 Click **Print QR codes**. You get a sheet with one sign for each of your locations, plus one marked **Anywhere**. Print it and put each sign where people will see it.
- **Your report link** is the web address behind the QR codes. You can share it in an email or a newsletter too.
 - **Make a new link** stops every old QR code and link, in case someone abuses one. You'll need to reprint the signs.
 - **Turn off** stops accepting reports.

What visitors see

Scanning the sign opens a simple form on their phone:

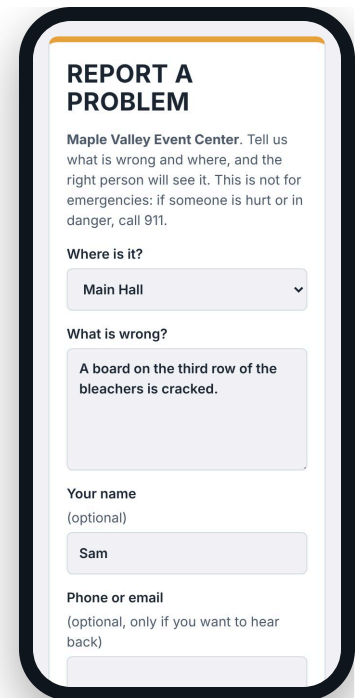
- **Where is it?** A list of your locations (already chosen if they scanned a location's sign).
- **What is wrong?** A short description.
- **Your name** and **Phone or email**, both optional, if they'd like to hear back.

Reports are text only. Visitors can't attach photos or links.

Emergencies: the form tells visitors to call 911 if someone is hurt or in danger. A report form is for things that need fixing, not for emergencies.

Spam protection

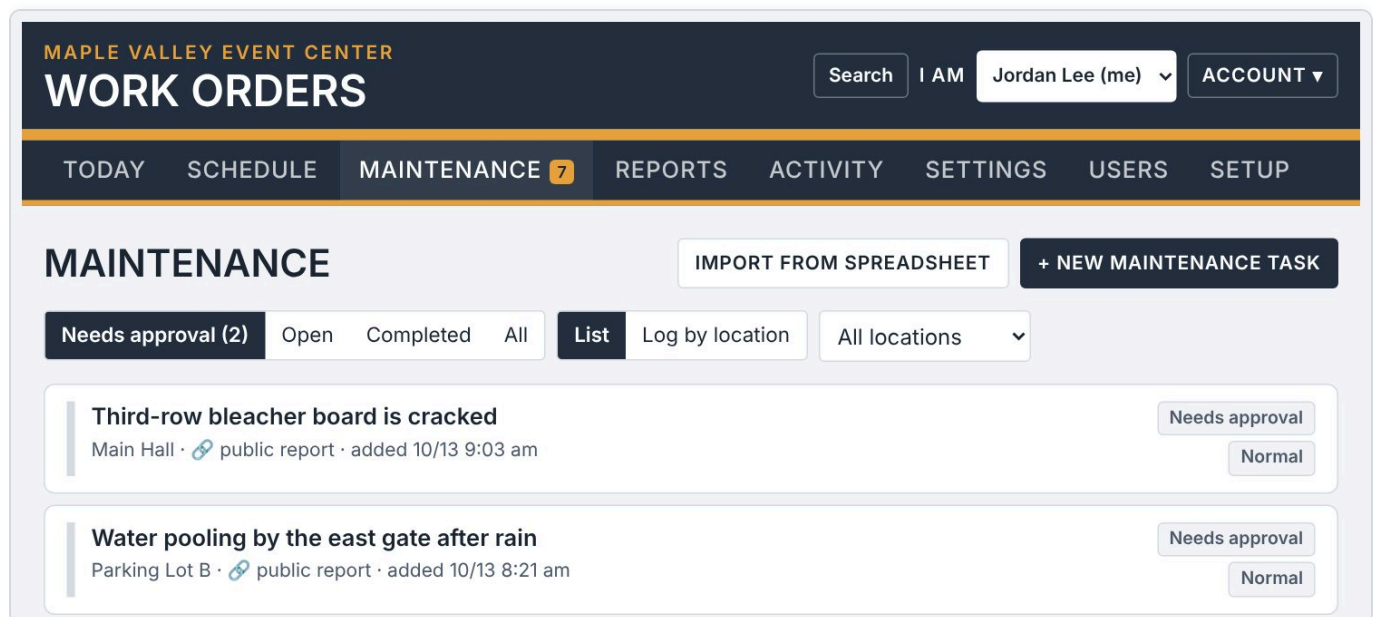
Forms are single-use and timed, hidden traps catch automated submissions, and each visitor is limited to a few reports. No more than 100 reports can be waiting for approval at one time.



The report form, opened from a QR code

Review and approve (owners and office)

Reports wait in **Maintenance** → **Needs approval**. The number beside the tab and a **Public reports** line in the Today tab's Needs attention list tell you when something is waiting.



Reports from the public wait in the Needs approval list

Click a report to open it. You can fix the wording, choose the location, set the priority and assign it, then:

- **Approve** turns it into a normal open maintenance task.
- **Delete report** removes it for good (for example, spam or a duplicate).
- **Save changes** keeps it waiting while you decide.

MAINTENANCE TASKCLOSE

WHAT NEEDS DOING?

Third-row bleacher board is cracked

BUILDING / LOCATION
(optional)

Main Hall

PRIORITY

Normal

DUE DATE
(optional)

mm/dd/yyyy

REPEATS

Does not repeat

STATUS

Needs approval

Assigned to (tick everyone who should do it)

☐ Jordan Lee

☐ Sam Parker

☐ Tina Ortiz

☐ Marcus Bell

☐ Dale Whitaker

DETAILS

PHOTOS

No photos yet.

ADD PHOTO

UPDATES

A report waiting for approval

7 Reports, search and backups

Reports: owners and office. Search: everyone.

Completion report

The **Reports** tab shows, for each day of the week, how many work orders and tasks there were, how many were done, and how many problems were flagged.

MAPLE VALLEY EVENT CENTER

WORK ORDERS

Search

I AM

Jordan Lee (me) ▾

ACCOUNT ▾

TODAYSCHEDULEMAINTENANCE7REPORTSACTIVITYSETTINGSUSERSSETUP

COMPLETION REPORT

< PREV WEEK

THIS WEEK

NEXT >

Week of Monday, October 12.

DAY	WORK ORDERS	TASKS	DONE	% DONE	PROBLEMS
Mon 10/12	1	3	3	100%	
Tue 10/13	2	10	5	50%	1
Wed 10/14	1	4	0	0%	
Thu 10/15	2	5	0	0%	
Fri 10/16	1	4	0	0%	
Sat 10/17	1	3	0	0%	
Sun 10/18	1	3	0	0%	
WEEK		32	8	25%	1

FLAGGED PROBLEMS

- **Flagged problems** lists every problem the crew reported that week. Click one to open it.
- **Not checked off** lists tasks from the last two weeks that were never checked off.
- Use **< Prev week** and **Next >** to look at other weeks.

Work by person

Scroll down on the Reports tab to **Work by person**. It shows everything assigned to each person, both tasks on work orders and maintenance tasks, and how much they finished.

WORK BY PERSON

Everything assigned to each person: tasks on work orders and maintenance tasks, done and not done. Tasks with no one assigned are listed as "Unassigned (whole crew)".

Last 30 days ▾

Sep 14 – Oct 13, 2026

SHOW

DOWNLOAD SPREADSHEET

PERSON	DONE	NOT DONE	PAST DUE	PROBLEMS	% DONE
Marcus Bell	2	2	1		50%
Sam Parker	5	8	4	1	38%
Tina Ortiz	1	0			100%
Unassigned (whole crew)	2	3	2	1	40%

"Past due" = not done and the date has passed. The spreadsheet lists every task with its date, status and who checked it off.

- 1 Choose a date range: **Report week**, **Last 30 days**, **This month**, **Last month** or **Pick dates**.
- 2 Click **Show**. Each person gets a row with **Done**, **Not done**, **Past due**, **Problems** and **% done**.
- 3 Click **Download spreadsheet** for a CSV file you can open in Excel or Google Sheets. It lists every task with its date, status, problem note, and who checked it off and when.

Tasks with no one assigned are listed as **Unassigned (whole crew)**. **Past due** means not done and the date has passed.

Search

Click **Search** in the top bar (or **More** → **Search** on a phone), from any tab. Type at least two letters of an event, location, contact, task or maintenance item, such as "banquet" or "chairs". Results show maintenance tasks and work orders, past and future. Click a result to open it.

This is handy for seeing how you set up last year's event. Open the old work order and click **Copy to other dates...** to reuse it.

SEARCHCLOSE

chairs

WORK ORDERS (5)

Craft fair tear-down

10/18 · Exhibit Building, Main Hall

Harvest Craft Fair — Day 1

10/17 · Exhibit Building, Main Hall

Board meeting

10/15 · Exhibit Building

Rotary Club lunch

10/14 · Pavilion

Harvest Craft Fair — Set-up

10/13 · Exhibit Building, Main Hall

Activity log (owners)

The **Activity** tab shows who added, changed or removed work orders, maintenance tasks, templates, settings and logins, and when.

MAPLE VALLEY EVENT CENTER

WORK ORDERS

Search

I AM

Jordan Lee (me) ▾

ACCOUNT ▾

TODAY
SCHEDULE
MAINTENANCE 7
REPORTS
ACTIVITY
SETTINGS
USERS
SETUP

ACTIVITY LOG

Last 14 days ▾

Everyone ▾

Who added, changed or removed work orders, maintenance tasks, templates, settings and logins. Kept for 60 days. Check-offs show who did them on the work order itself.

WHEN	WHO	WHAT HAPPENED
10/13 8:20 am	Jordan Lee	Changed work order Harvest Craft Fair — Set-up (10/13) assignments and checklist
10/13 2:02 pm	Tina Ortiz	Added maintenance task Paper towel dispenser broken (women's restroom) new maintenance task
10/13 9:10 am	Jordan Lee	Added work order Regional horse show (10/16) new work order
10/12 4:45 pm	Marcus Bell	Changed maintenance task Gate 3 latch sticking status changed to In progress
10/12 11:30 am	Jordan Lee	Added template Craft fair set-up new template
10/11 3:00 pm	Jordan Lee	Changed settings Problem reports (QR codes) turned on

- Choose **Last 7, 14, 30 or 60 days**, and pick a person to see only their changes.
- The log is kept for 60 days.
- Check-offs aren't listed here. They show who did them, and when, on the work order itself.

Backups

We back up every organization's records every night. You can also keep your own copy: on the **Setup** tab, click **Export all data**. Your browser downloads one zip file with everything: work orders, check-offs, maintenance, templates, notes, settings and photos. A large photo collection can take a minute. Keep the file somewhere safe, such as a shared drive.

Owners can load a backup from **Setup** → **Restore from a backup** (see section 2).

8 Emails and text messages

What people receive, and when

Email	Who gets it	When
Sign-up received, approval and welcome	The person who signed up	Right after they sign up, and again when the organization is approved, with the sign-in link.
Free trial reminders and tips	The organization's owner	A couple of getting-started tips in the first week, and a reminder as the free trial runs out.
Invitation	Anyone given a login	When an owner adds them on the Users tab, or clicks Resend invite . It has a link to set a password, which works for 24 hours.
New assignment	The person assigned	Right after a work order, task or repair is assigned to them. Several at once come in one email. Also sent when a hand-off is approved.
New problem report	Your maintenance team address	Each time a visitor sends a report from a QR code (section 6).
Weekly schedule	The addresses in Setup	Once a week, on the day and time the owner picks (if turned on).
Daily summary	The addresses in Setup	Once a day, if anything was added, changed or removed (if turned on).
Password reset	Whoever asked	When someone uses "Forgot your password?".
Sign-in code	Owners and office staff	When they sign in on a new phone or computer. The code works for 10 minutes.
Payment problem	The organization's owner	If a subscription payment fails.
Account closed	The owner who closed it, and the organization's contact	When an owner closes the account. It gives the date everything will be deleted.

Text messages

If the owner turns texts on (see section 2), people marked **Agreed** also get a short text when work is assigned to them or taken away. Every text ends with "Reply STOP to opt out." You can switch your own texts off under **Account ▼** → **My account**.

Not getting emails? Check your spam or junk folder first. Then ask your owner to check that your email address is right on the Users tab, and that assignment emails are turned on in Setup.

9 Questions and answers

Do we need to install anything?

No. The app runs in any web browser on a phone, tablet or computer. See section 1 to add it to your home screen.

Does it work without internet?

Yes, for the things a crew does in the field. Check-offs, notes and problem flags are saved on the phone and sent when the signal returns, and the app opens with the last information it saved. The office needs a signal to make changes. See section 4.

I checked off the wrong task.

Tap the box again to uncheck it.

The crew member's name doesn't show as "mine".

Owners and office staff: pick your name in the **I am** menu at the top. Crew are matched by their login. If it's wrong, ask your owner to check the Users tab.

Can crew members change the schedule?

No. Crew can check off tasks, add notes, photos and problems, ask for hand-offs, and report or update maintenance. Only owners and office staff can create or change work orders.

We have more than one building.

Add each one under **Settings** → **Lists** → **Locations**. A work order can have several locations, and repairs can be listed by location.

Can I see last year's set-up for an event?

Yes. Use **Search** in the top bar, open the old work order, and click **Copy to other dates...** to reuse it.

We already keep our lists in a spreadsheet.

You can import locations, checklist tasks, maintenance tasks, work orders and people. See "Import from a spreadsheet" in section 2.

Can visitors report problems without logging in?

Yes. Turn on problem reports and print the QR signs. Every report waits for your approval first. See section 6.

Someone left our organization.

An owner removes them on the Users tab. Their login stops working right away. Work already assigned to them keeps their name, so reassign anything still open.

Why am I asked for a code when I sign in?

Owners and office staff get an emailed sign-in code on new devices, to keep your account safe even if someone learns your password. Tick **Trust this device for 30 days** on your own devices. See section 1.

I can't see the Reports tab.

Reports, Settings and the import tools are for the office and owners. Activity, Users and Setup are for owners. Ask your owner if you need a different access level.

We're running out of photo space.

Delete photos you no longer need (tap a photo, then **Delete photo**). Photos from deleted work orders and maintenance tasks are cleaned up for you after a week. Need more room? Contact us.

How do we cancel?

An owner can close the account on the Setup tab. Your subscription stops right away, and your records are kept for 30 days in case you change your mind. See section 2.

Is our information private?

Yes. Each organization's information is kept separate, photos are only shown to people signed in to your organization, and we back everything up every night. Only people you add can sign in, and you can download a full backup at any time. Our Privacy Policy and Terms of Service are linked at the bottom of the sign-in page and in the Account menu.

Who do I contact for help?

Reply to your approval email, or use the contact details on the CROWMA Work Orders home page.