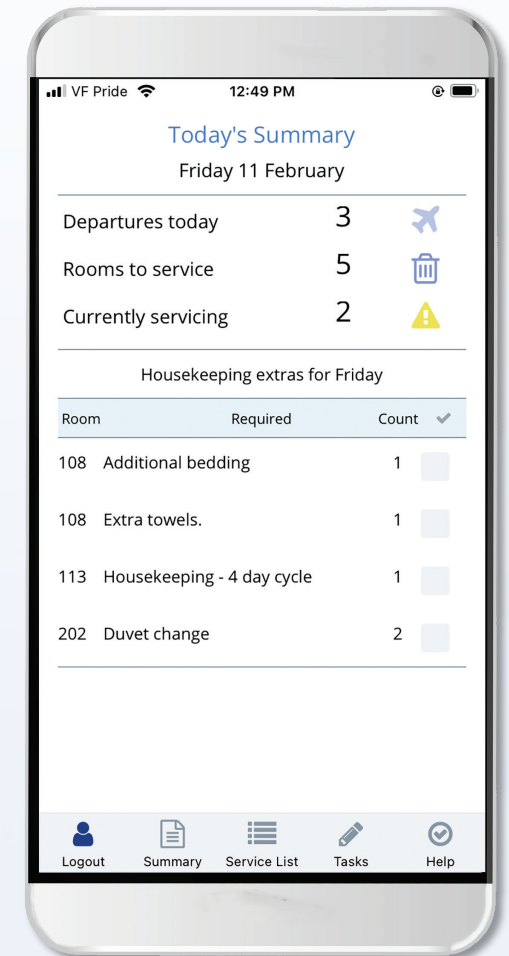
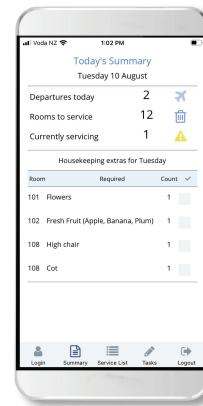
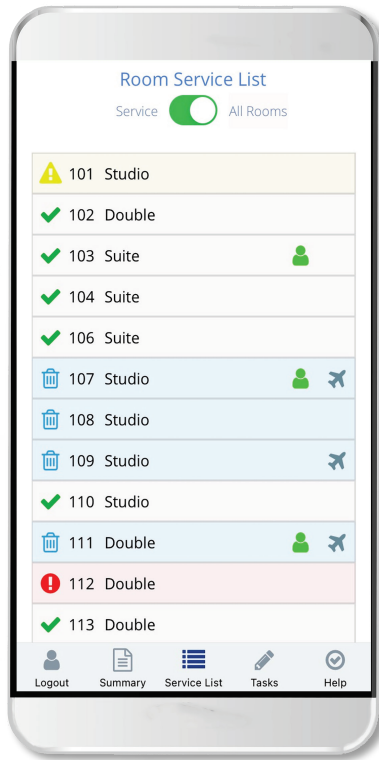


Callista Aurelian Housekeeping mobile app



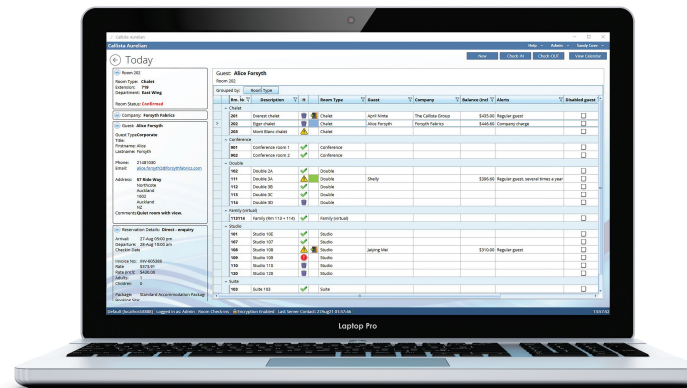
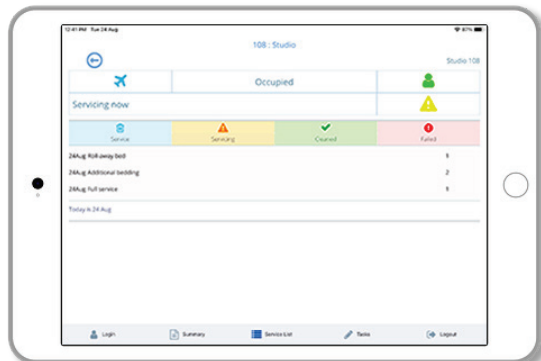


Drag a column header and drop it here to group by that column

Rm. No	Description	H	Room Type
101	Studio 10E	✓	Studio
102	Double 2A	✓	Double
103	Suite 103	✓	Suite
104	Suite 104	✓	Suite
106	Suite 106	✓	Suite
107	Studio 107	✓	Studio
108	Studio 108	⚠	Studio
109	Studio 109	⚠	Studio
110	Studio 110	⚠	Studio
111	Double 3A	⚠	Double
112	Double 3B	✓	Double

Uses

- Aurelian's Housekeeping app provides your housekeepers with:
 - a list of rooms and housekeeping requirements
 - the current guest state (checked in or out)
 - status update to show which rooms are being serviced
- The **Aurelian Today** page on PCs displays the current housekeeping status updated directly and automatically from your housekeepers' mobiles
- Changes made on PCs, such as guests checking out, are automatically updated on your housekeepers' mobiles
- **Today's Tasks** also appear on the mobile and tasks can be marked as completed on your housekeepers' mobiles or your PC



Getting the mobile app

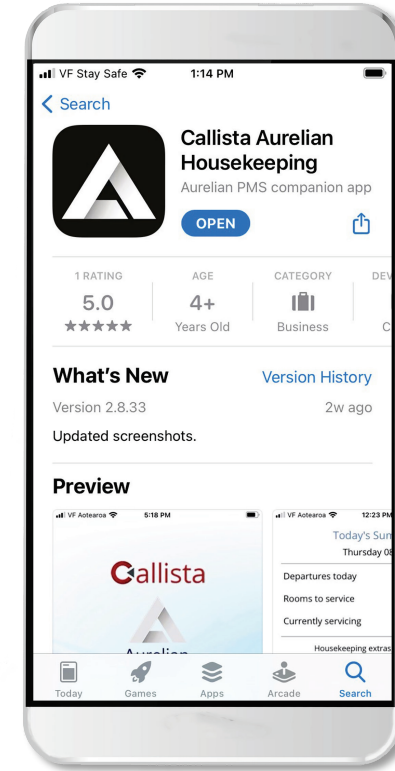
Aurelian's Housekeeping App works on all Android and Apple mobiles, tablets and iPads.

Getting the app for Android

- In the Google Play Store, search for "[Callista](#)" or "[Callista Aurelian](#)".
- Select [Callista Aurelian Housekeeping](#) and install.

Getting the app for Apple

- In the Apple App Store search for "[Callista](#)" or "[Callista Aurelian](#)".
- [Select Callista Aurelian Housekeeping](#) and install.

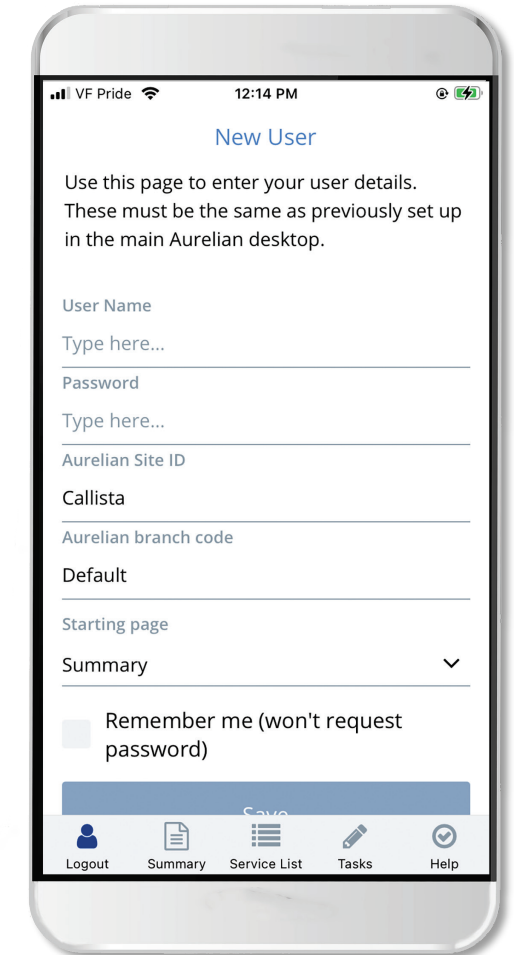
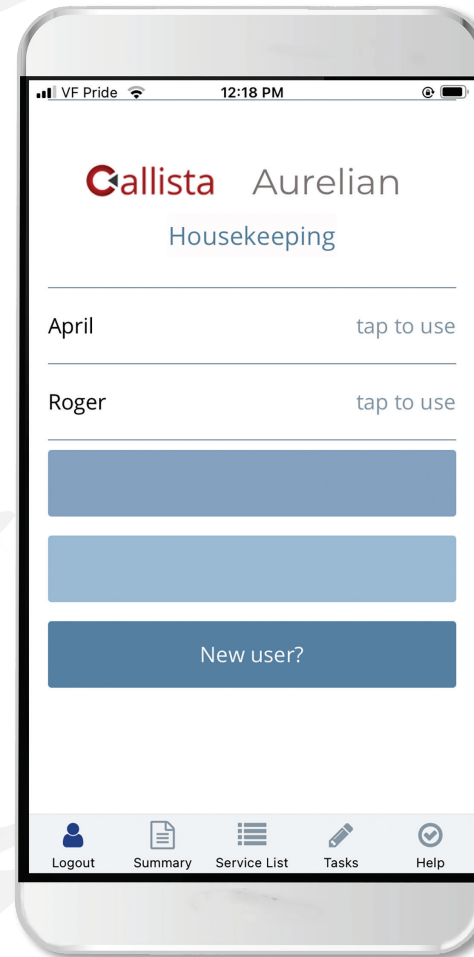


Aurelian's housekeeping app is free with your Aurelian subscription and you can load it on as many mobiles as you like.

If you supply inexpensive mobiles to your housekeepers, the app is designed to allow multiple users to use and login per mobile.

Setting your login details

- Tap [New User](#)
- In the [New User](#) page, enter your [user-name](#), [password](#), [Site ID](#) and select the [branch code](#). See page 7 on how to find these.
- The [branch code](#) will be [Default](#) unless you have multiple properties on one Aurelian account.
- These must be **exactly** as they're setup in the main Aurelian PC app, including ensuring you have the correct upper and lower-case characters.
- Select a [starting page](#). This can be changed anytime later.
- If the mobile is not shared with others, tap [Remember me](#) to avoid entering your password each time.
- Tap [Save](#). You'll be returned to the login page.



If any login details are incorrect and do not match the settings in the main Aurelian app, a message will be displayed and you will not see any data displayed in the housekeeping app.

Logging In

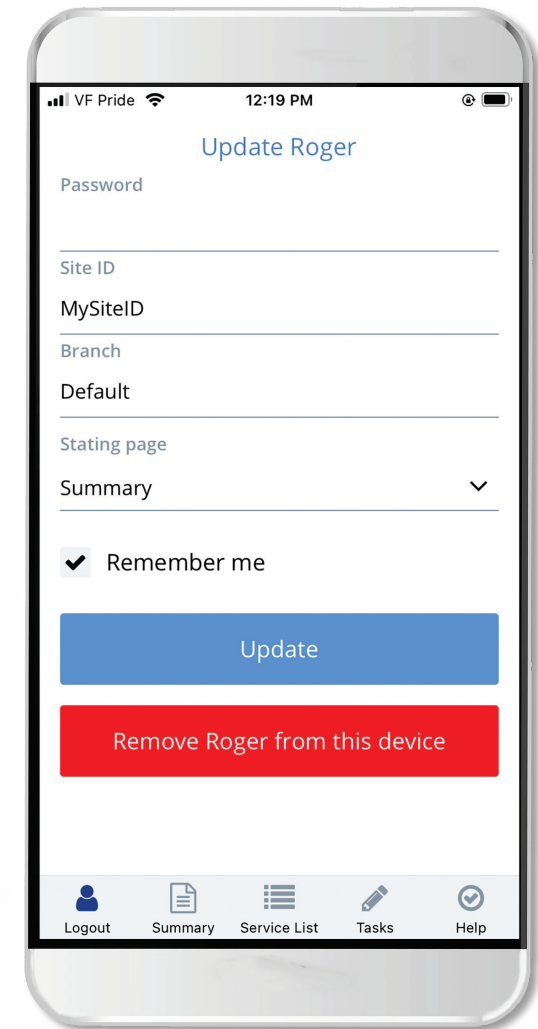
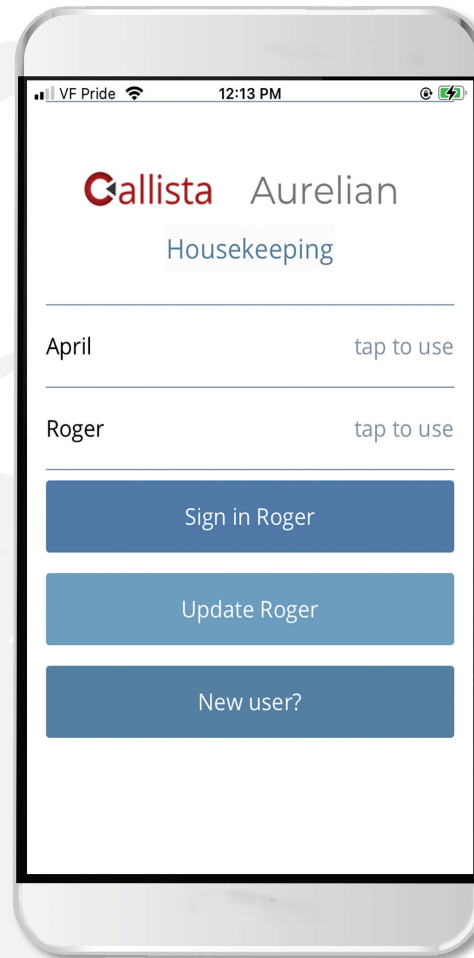
From the login page you can:

- Tap on your name and tap [Sign In](#) or
- Update your login details and preferences from [Update](#). You can also remove a login name from the mobile from [Update](#) or.
- Add a [new user](#).



When you first login, it may take a few seconds to display data in the housekeeping app

A warning message will be displayed if the login name, password or Site ID is incorrect. Check spelling and upper- & lower-case characters are correct.



Using the app

Room servicing status icons

-  Room is clean
-  Requires service
-  Currently being serviced
-  Failed inspection

Guest status icons

-  Guest is checked in
-  Guest is due today
-  Guest is staying over
-  Guest is departing or departed today

Navigation

-  Return to the service list from room details

Room Service List

Service ☒ All Rooms



101 Studio



102 Double



103 Suite



104 Suite



106 Suite



107 Studio



108 Studio



109 Studio



110 Studio



111 Double



112 Double



113 Double

Logout

Summary

Service List

Tasks

Help

Guest is checked in

Guest is checked in & departing today

Guest has departed today

103 : Suite

Suite 103



Occupied



Service



 Service

 Servicing

 Cleaned

 Failed

11 Feb

Fresh Fruit (Apple, Banana, Plum)

1

11 Feb

High chair

1

11 Feb

Duvet change

2

Today is 11 Feb

Logout

Summary

Service List

Tasks

Help

Today's Summary

Friday 11 February

Departures today

4



Rooms to service

5



Currently servicing

2



Housekeeping extras for Friday

Room	Required	Count	✓
103 Duvet change	Completed	2	
103 High chair		1	☐
103 Fresh Fruit (Apple, Banana, Plum)		1	☐
108 Additional bedding		1	☐
108 Extra towels.		1	☐
111 Housekeeping - 4 day cycle		1	☐
202 Duvet change		2	☐

Logout

Summary

Service List

Tasks

Help

Using the app

Refreshing data

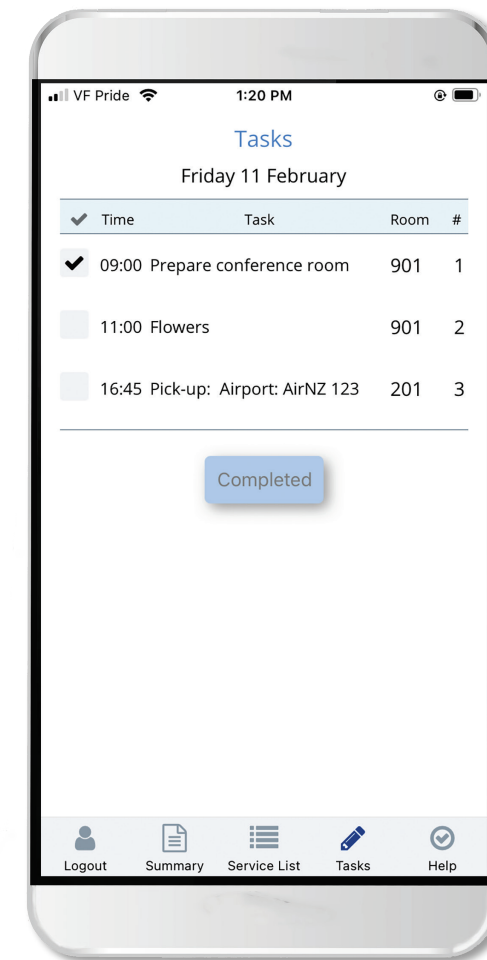
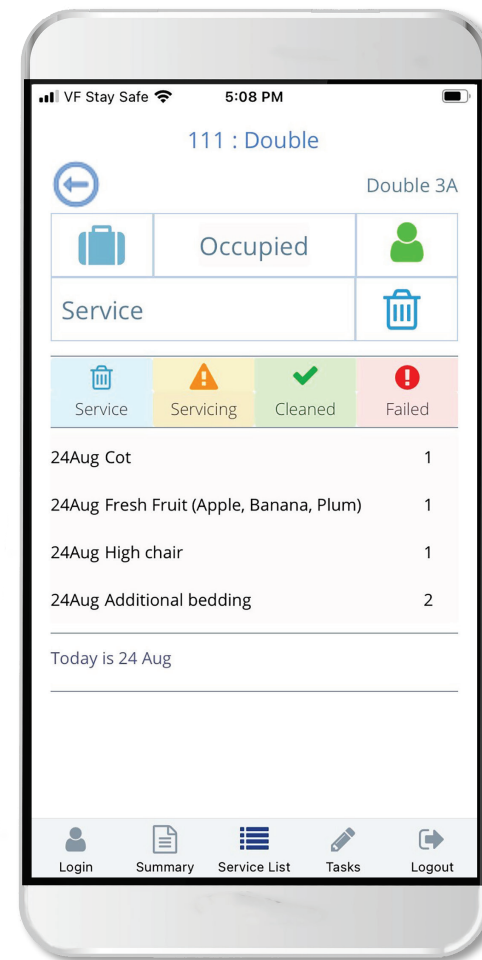
- Data from the cloud is refreshed every few seconds and the display will change with the current status.
- However, you can refresh the display at any time by *pulling the screen down* from the top. This will obtain the very latest status.

Changing room service status

- Select a room from the *Service List* by tapping it to display the *room details*.
- Tap on the new status required. Hint – tap the state name, not the icon.
- If the new state is Servicing, the page will remain on the room details, otherwise it will return to the service list.

Completing a task

Tap on the checkbox to mark a task completed or incomplete. This will respond by adding or removing a tick once the cloud has been updated.



Always close the housekeeping app when you're done for the day.

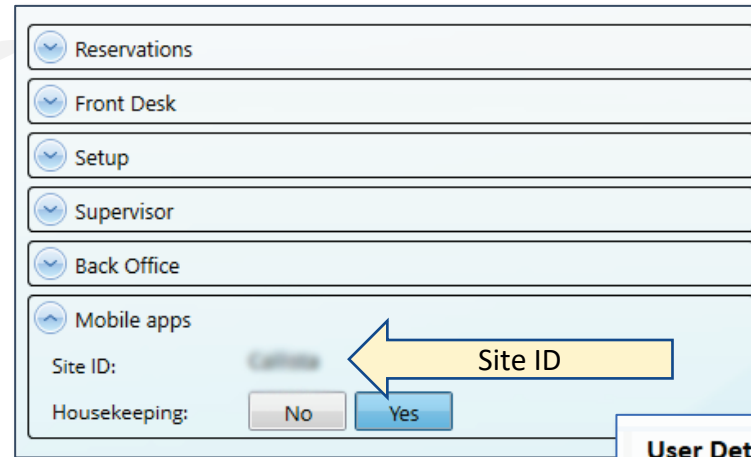
Setting user access

Security

- You must provide access to users of this app. Without the correct access they will not be able to see any data.
- Set up access from a PC running the main Aurelian app.

Providing access

- In the Aurelian PC app, go to the [Supervisor](#) page and then [User Groups](#).
- [Edit](#) the user groups the housekeepers and other staff belong to and allow access to the Housekeeping app by clicking [Yes](#) in the [Mobile apps](#) panel.
- The Site ID that's required in the app is displayed here for quick reference as this is required in the mobile app.
- Back at the [Supervisor](#) page, go into [Users](#) and ensure the user is setup and assigned to the required user group



Reservations

Front Desk

Setup

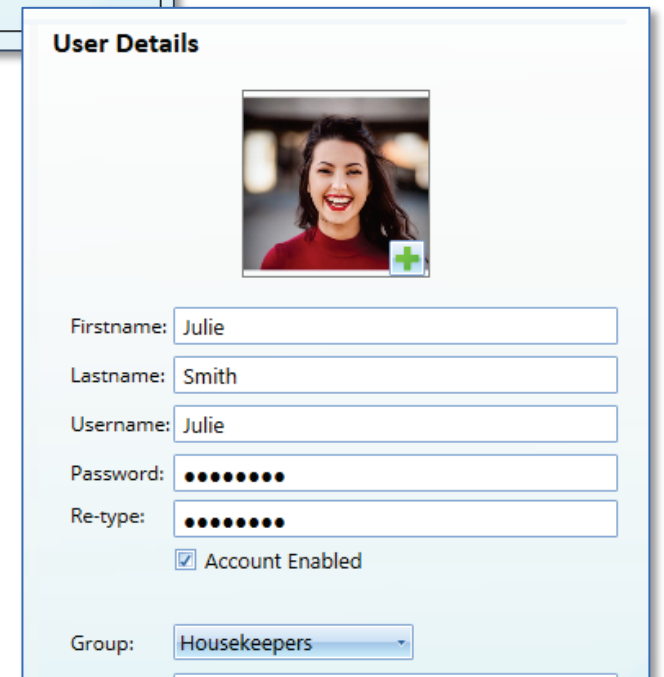
Supervisor

Back Office

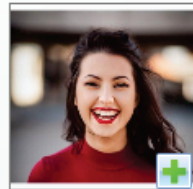
Mobile apps

Site ID:

Housekeeping:



User Details



Firstname:

Lastname:

Username:

Password:

Re-type:

☒ Account Enabled

Group:



The username, password and Site ID must be set up exactly the same as it's setup in your main Aurelian app on your PC. Ensure the correct upper/lower case is followed for all three when you enter this data in the mobile Housekeeping app.

Setting Service state

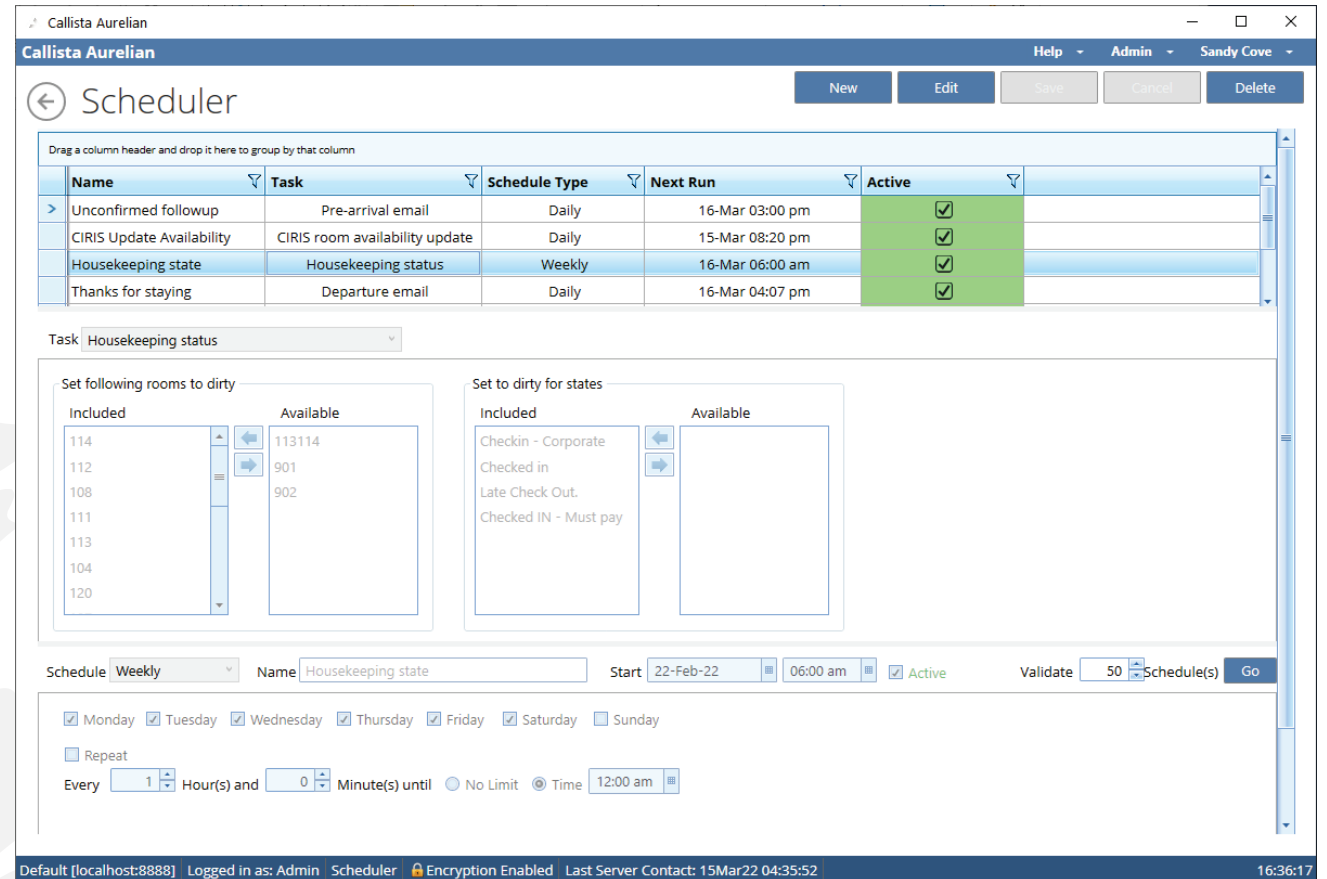
Background

The room service state is updated from the [Today](#) page on the PC or from the mobile app.

However, the mobile app needs to know all rooms that have been used even if the guest is staying over. This is automatically controlled by the Aurelian Scheduler and is pre-set for you. This can set occupied rooms to dirty state automatically for you each morning.

Scheduler

- In the Aurelian [Supervisor](#) page, select [Scheduler](#).
- Select the [Housekeeping status](#) task in the top section.
- The list of [rooms](#) and the [reservation states](#) to use are displayed below.
- Below this is the [schedule](#) specifying the days and times this will change the rooms to dirty state
- If you need to change this, click [Edit](#).
- Make the required changes.
- Click [Save](#)
- Our support team are happy to assist you with this.



Name	Task	Schedule Type	Next Run	Active
Unconfirmed followup	Pre-arrival email	Daily	16-Mar 03:00 pm	☒
CIRIS Update Availability	CIRIS room availability update	Daily	15-Mar 08:20 pm	☒
Housekeeping state	Housekeeping status	Weekly	16-Mar 06:00 am	☒
Thanks for staying	Departure email	Daily	16-Mar 04:07 pm	☒

Task: Housekeeping status

Set following rooms to dirty

Included	Available
114	113114
112	901
108	902
111	
113	
104	
120	

Set to dirty for states

Included	Available
Checkin - Corporate	
Checked in	
Late Check Out	
Checked IN - Must pay	

Schedule: Weekly Name: Housekeeping state Start: 22-Feb-22 06:00 am Active Validate: 50 Schedule(s) Go

☒ Monday ☒ Tuesday ☒ Wednesday ☒ Thursday ☒ Friday ☒ Saturday ☐ Sunday

☐ Repeat

Every 1 Hour(s) and 0 Minute(s) until ☐ No Limit ☒ Time 12:00 am

Default [localhost:8888] Logged in as: Admin Scheduler Encryption Enabled Last Server Contact: 15Mar22 04:35:52 16:36:17



The Needs service status will only be activated the following morning after you first set it. It does not stop you from setting the clean/dirty status at any time from a PC or mobile.

Multiple properties

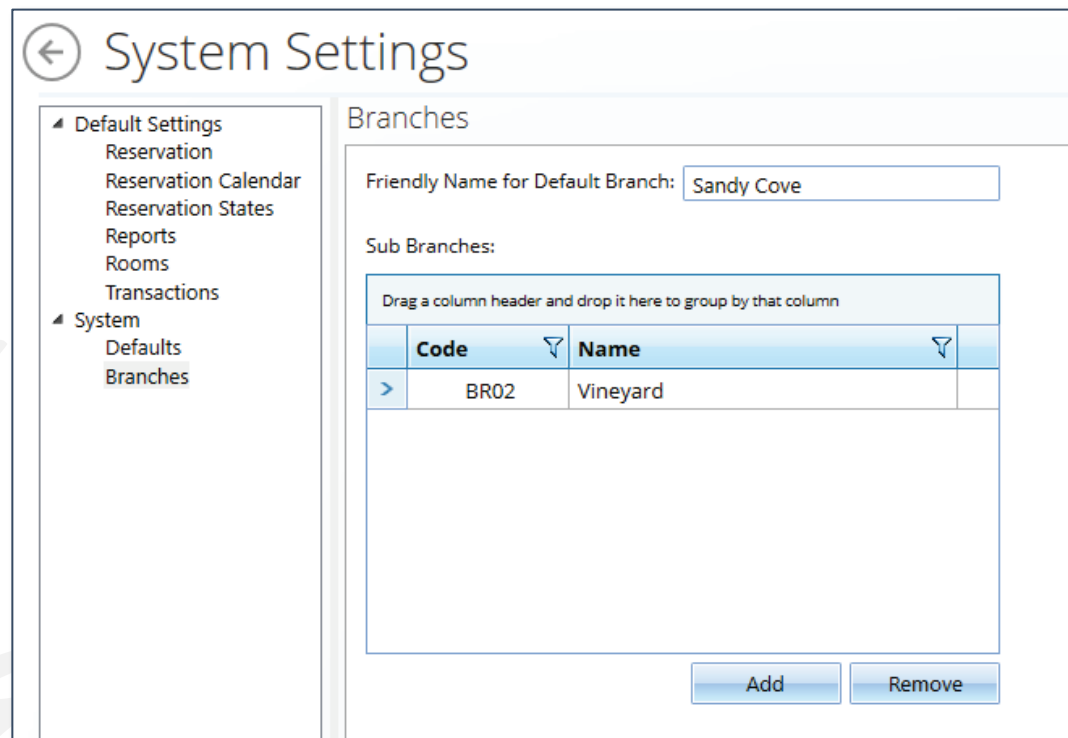
Ignore this section if you have a single property.

Introduction

Aurelian can be setup with different properties under the same account enabling fast switching between data for each property. These are known as Branches in Aurelian.

Selecting the correct branch

- If you don't have any branches, then select [Default](#) for the branch in the mobile app when you set up a user.
- If you have branches, determine the branch code required for the housekeeping app.
- In the Aurelian PC app, in the [Supervisor](#) page go to [System Settings](#) and then click [System Branches](#).
- In there you will see the BR codes for each branch. The primary branch is Default and additional properties are BR02, BR03 etc.



← System Settings

Default Settings
Reservation
Reservation Calendar
Reservation States
Reports
Rooms
Transactions

System
Defaults
Branches

Branches

Friendly Name for Default Branch: Sandy Cove

Sub Branches:

Drag a column header and drop it here to group by that column

Code	Name
> BR02	Vineyard

Add Remove



In this example, Sandy Cove is the Default branch and the Vineyard is BR02. In the Housekeeping app select Default for housekeeping at Sandy Cove and select BR02 at the Vineyard.