Better Connections by Design

COEO

COEO PMS Integration Guide

Dashboard Administration & Reference

Table of Contents

This guide walks through the **COEO PMS Integration Dashboard** — covering iLink, iCharge, Rooms, Wakeup, Reports, Settings, Engineering, and iReadyRooms.

Signing In

All of your COEO PMS Integration features — iLink, iCharge, and iReadyRooms if your property has it enabled — are accessed through a single web-based sign-in screen, the **COEO PMS Integration Dashboard**. There's nothing to install: open a supported web browser and go to the sign-in URL your property was given.

> 💡 **Note:** Your sign-in URL and login credentials are provided by COEO's Onboarding team when your PMS Integration service is activated. If you don't have these yet, or you've misplaced them, reach out to your COEO CTA to get connected with the right team.

Signing In to the Dashboard

1. Open your web browser and go to your property's Dashboard sign-in URL.
2. Enter your **Username** and **Password** in the fields provided.
3. Click the eye icon inside the Password field if you'd like to check what you've typed before signing in.
4. Click **Sign In**.

The sign-in form with Username and Password fields and the Sign In button.

> 💡 **Note:** You may also notice the words "Sign In" near the top of the screen, separate from the **Sign In** button in the box above. That's not a second way to sign in — clicking it just reloads the page and clears anything you've already typed. Use the **Sign In** button in the box instead.

Choosing a Language

The **Language** dropdown in the top-left corner of the sign-in screen lets you change the display language before you sign in. Click the dropdown and select from the available options, or start typing to jump to a language in the list.

- **English**
- **American**
- **French**
- **Spanish**
- **Italian**
- **German**
- **Portuguese**
- **Polish**
- **Greek**

> 💡 **Note:** The list scrolls, so there may be additional languages available beyond what's shown above — scroll down within the dropdown to see the full list.

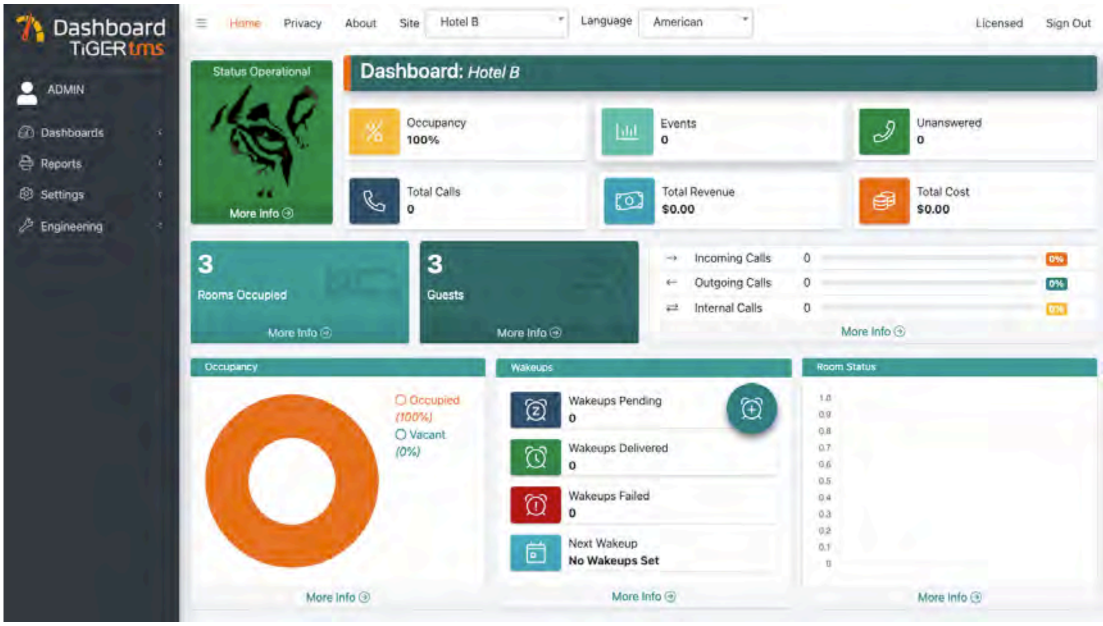
Navigating the Dashboard

After signing in, you'll land on the Dashboard's **Home** screen — an overview of your property's current activity. The navigation menu on the left and the toolbar across the top stay in place no matter where you go in the Dashboard, so it's worth knowing how they work before diving into specific features.

The Left-Hand Navigation Menu

At the top of the left-hand menu, you'll see the name of the account you're currently signed in as. Below that, the menu lists the Dashboard's main sections: **Dashboards**, **Reports**, **Settings**, and **Engineering**. Click any of these to expand it and see the pages available underneath.

> 💡 **Note:** Not every menu option shown in this guide will necessarily appear in your account. Which items are available — and what shows up underneath them — depends on how your property's environment is set up and which Property Management System it's integrated with. If something described later in this guide isn't visible in your Dashboard, that's likely why.
>
> 💡 **Note:** Click the **menu icon** (the three horizontal lines) in the top-left corner to collapse the navigation menu down to icons only, hiding the text labels — handy if you want more screen space for the main content. Click it again to bring the labels back.



The Dashboard's Home screen, showing an overview of the property's current activity.

The Top Toolbar

Across the top of every screen, you'll find: **Home** (returns you to the overview above), **Privacy** and **About** (standard privacy-policy and product-information pages), the **Site** and **Language** dropdowns, **Licensed**, and **Sign Out**.

Switching Properties

If your organization manages more than one property, use the **Site** dropdown in the top toolbar to switch which property's data the Dashboard displays. Everything on the page updates to reflect the property you select.

iLink

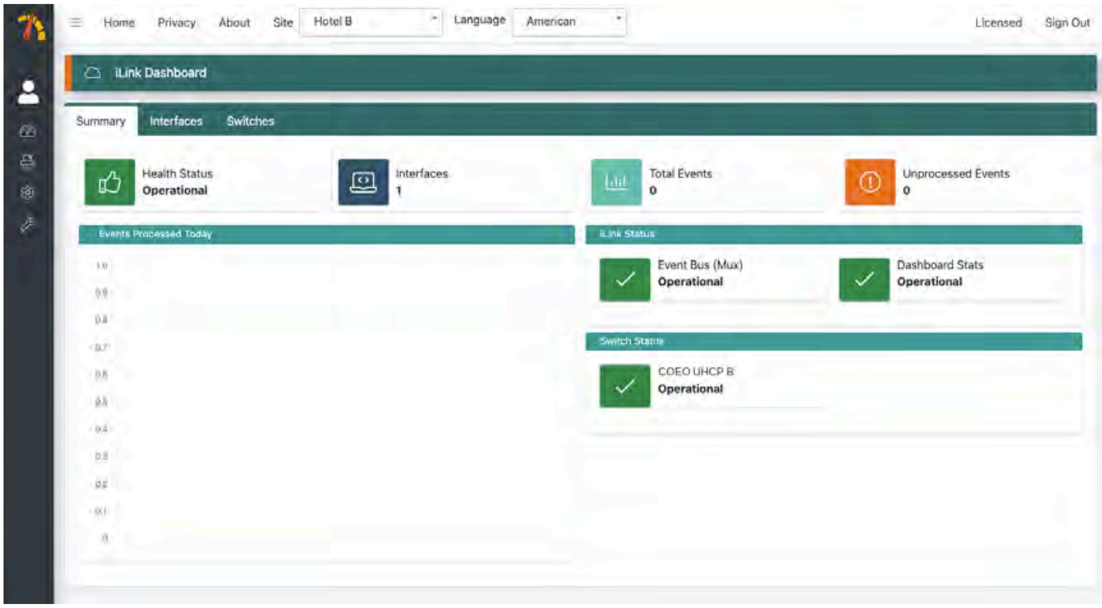
iLink is the middleware that connects COEO Unified Hospitality Communications Platform (UHCP) to your PMS data, and it's included as part of your iCharge service. It gets its own dedicated area in the Dashboard, under **Dashboards → iLink** (and the equivalent under **Reports**), with three tabs: **Summary**, **Interfaces**, and **Switches**.

Summary Tab

The Summary tab gives you an at-a-glance health check for iLink itself:

- **Health Status** — whether iLink is running normally.
- **Total Events** / **Unprocessed Events** — how many events iLink has logged, and how many are still waiting to be processed.
- **Events Processed Today** — a chart of event activity over the course of the day.
- **iLink Status** — health of iLink's own internal components (Event Bus and Dashboard Stats).
- **Switch Status** — a health check for each COEO UHCP phone switch connected through iLink.

> **Note:** This same health information feeds the **Status Operational** and **Events** tiles you see on the Home screen (see Navigating the Dashboard) — this Summary tab is where that data actually comes from.

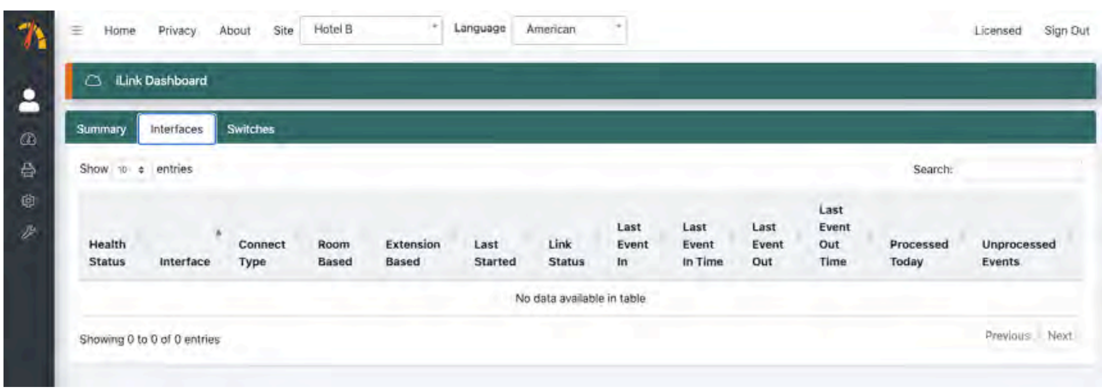


The iLink Summary tab, showing health status, event totals, and switch status at a glance.

Interfaces Tab

The Interfaces tab lists every system iLink connects to your PMS — most commonly your property management system itself, but also other connected systems depending on your setup. Each row shows that connection's health status, connection type, and recent activity (last event in/out, events processed, and any still unprocessed).

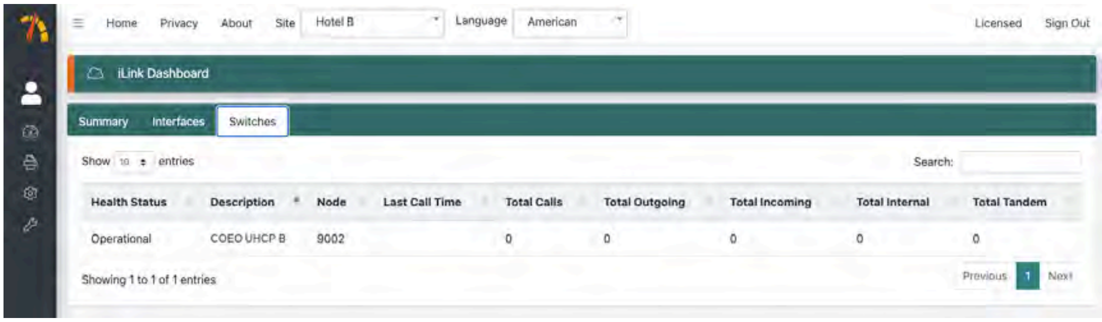
> 💡 **Note:** In this demo environment no interfaces are currently configured, so the table is empty. On a live property, you'll see one row per connected system.



The Interfaces tab, shown empty since no interfaces are configured in this demo environment.

Switches Tab

The Switches tab lists each COEO UHCP phone switch connected through iLink, along with its health status and call volume — total, outgoing, incoming, internal, and tandem calls.



The Switches tab, listing each connected phone switch with its health status and call volume.

iCharge

iCharge is the call accounting and billing engine behind your PMS Integration, tracking every call your COEO UHCP phone switch handles — who called whom, how long the call lasted, and what it cost. It has its own dedicated area in the Dashboard, under **Dashboards → iCharge** (and the equivalent under **Reports**), with five tabs: **Summary**, **Outgoing**, **Incoming**, **Internal**, and **Tandem**.

> 💡 **Note:** Remember, iLink is included as part of iCharge (see iLink) — the two work together, with iLink handling the COEO UHCP connection and iCharge handling the call accounting on top of that data.

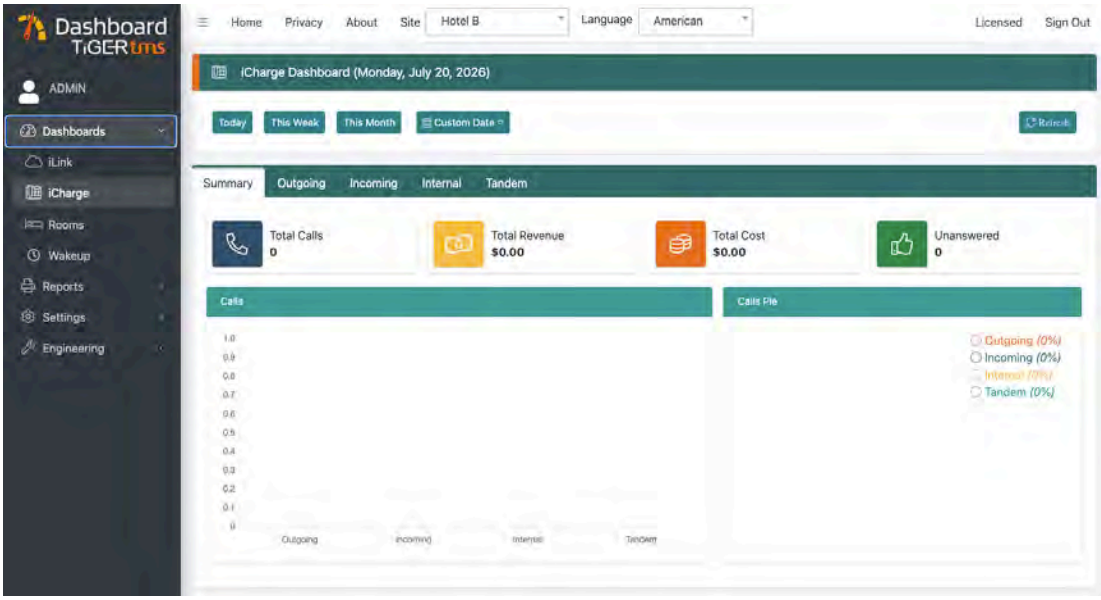
Summary Tab

The Summary tab gives you an at-a-glance view of call activity and cost:

- **Total Calls** — how many calls have been logged.
- **Total Revenue** / **Total Cost** — the billable revenue and underlying cost associated with those calls.
- **Unanswered** — how many calls went unanswered.
- **Calls** — a chart breaking down call volume by type (Outgoing, Incoming, Internal, Tandem).
- **Calls Pie** — the same breakdown shown as a percentage pie chart.

At the top of the tab, you'll also find a **date range selector** — **Today**, **This Week**, **This Month**, or a **Custom Date** picker — plus a **Refresh** button. These control which period the whole tab (and its charts) reflects, and you'll see this same date-range control again on the Rooms and Wakeup dashboards.

> 💡 **Note:** In this demo environment no calls have been logged, so the totals show zero and the charts are empty. On a live property, these will fill in with real call activity.



The iCharge Summary tab, showing call totals, revenue and cost, and the date-range selector.

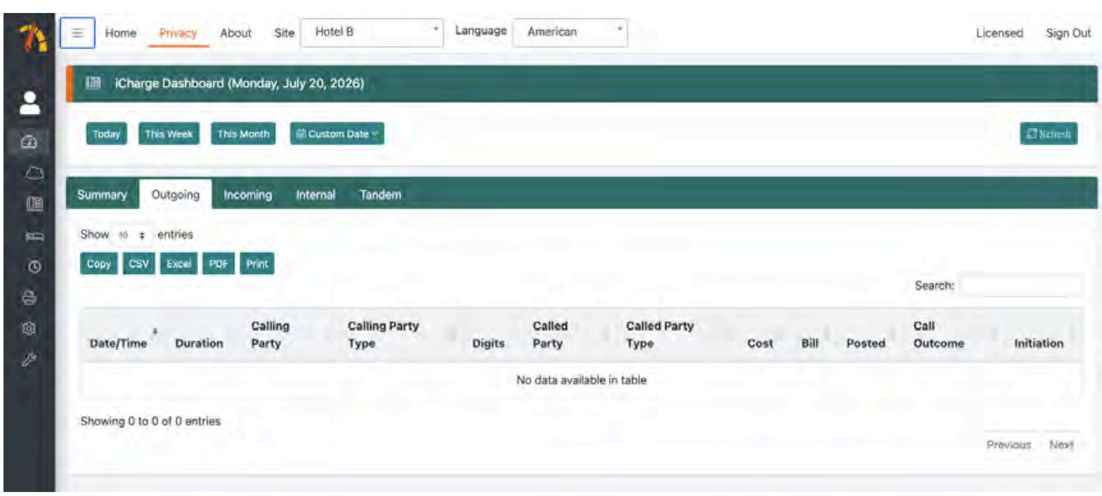
Outgoing, Incoming, Internal, and Tandem Tabs

The remaining four tabs each show a detailed call log for one type of call — **Outgoing**, **Incoming**, **Internal** (calls between rooms or extensions on the property), and **Tandem** (calls routed through more than one connected COEO UHCP switch). Every row represents a single call, with details like the calling and called party, duration, timing, and outcome — the exact columns shown vary slightly by call type (for example, Outgoing includes cost and billing columns, while Incoming and Internal include ring, talk, and queue timing).

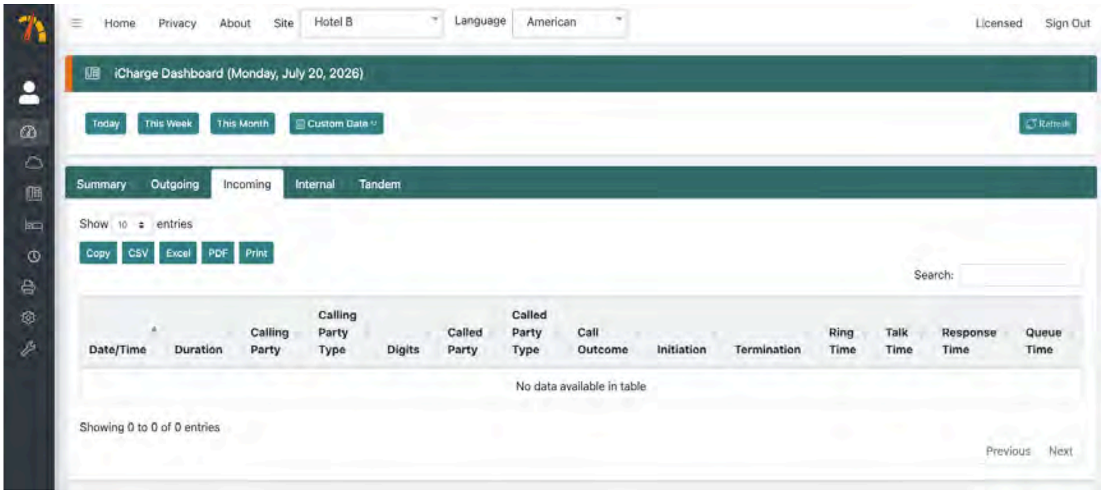
Each of these tables shares the same set of controls:

- **Show [ ] entries** — choose how many rows to display per page.
- **Copy / CSV / Excel / PDF / Print** — export or print the table as it's currently filtered and sorted.
- **Search** — filter the table to rows matching what you type.
- Column headers are sortable — click one to sort by that column.
- **Previous / Next** — page through results when there are more rows than fit on one page.

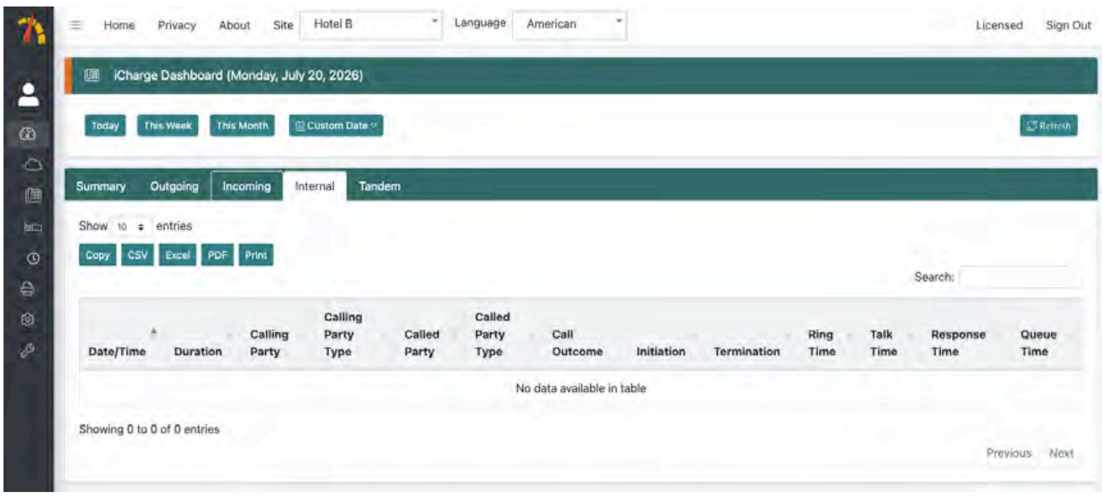
> **Note:** In this demo environment no calls have been logged, so all four tables show "No data available in table." On a live property, you'll see one row per call of that type.



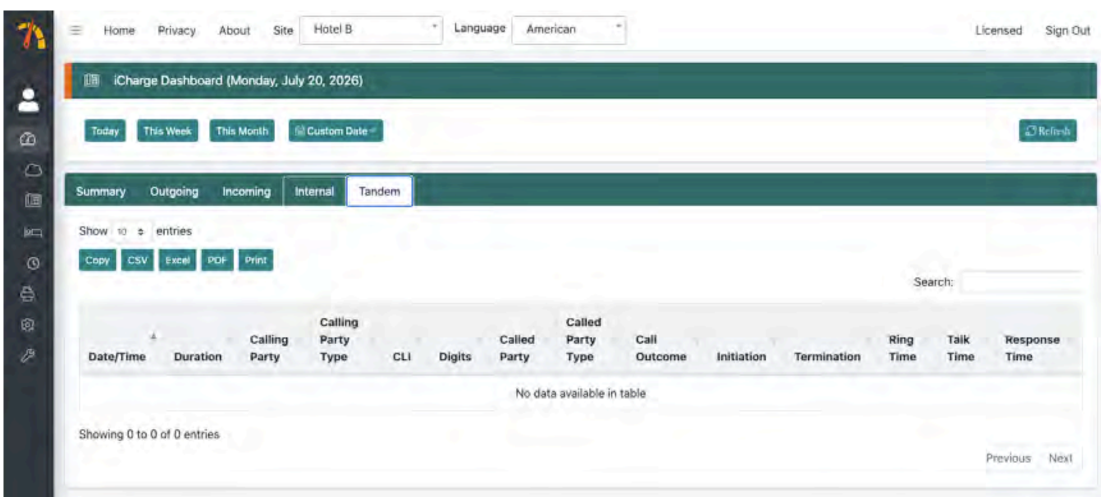
The Outgoing tab, listing outbound calls with cost and billing columns.



The Incoming tab, showing ring, talk, and queue timing for inbound calls.



The Internal tab, logging calls between rooms or extensions on the property.



The Tandem tab, logging calls routed through more than one connected COEO UHCP switch.

Rooms

The Rooms area is where you manage individual rooms and the guests staying in them — checking guests in and out, moving them between rooms, setting wakeups, and tracking housekeeping status. It has its own dedicated area in the Dashboard, under **Dashboards → Rooms** (and the equivalent under **Reports**), with three tabs: **Summary**, **Rooms**, and **Guests**.

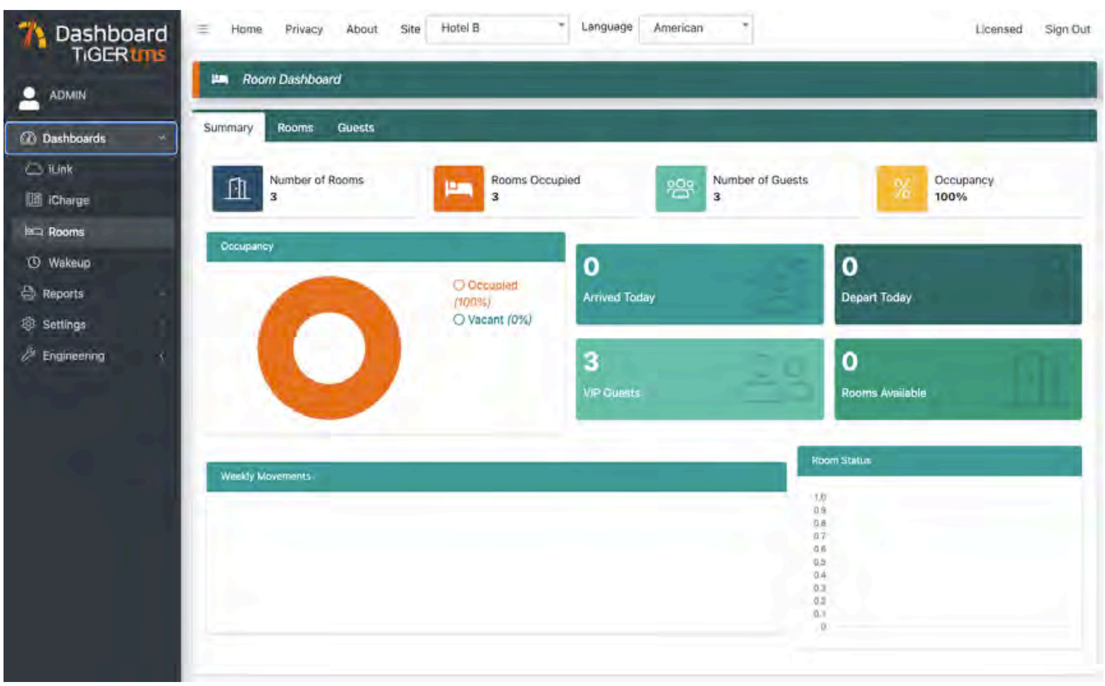
> 💡 **Note:** Your PMS Integration stays constantly synced with your property's PMS, so the information here is always current. If your PMS goes down for an outage or maintenance, staff can use this interface as a real-time backup — checking guests in and out, moving rooms, setting wakeups, and updating housekeeping status all still work. Once the PMS comes back online, the middleware automatically resyncs any changes made while it was down.

Summary Tab

The Summary tab gives you an at-a-glance view of room and guest activity:

- **Number of Rooms** / **Rooms Occupied** / **Number of Guests** / **Occupancy** — top-line counts for your property.
- **Occupancy** — a donut chart breaking down occupied vs. vacant rooms.
- **Arrived Today** / **Depart Today** / **VIP Guests** / **Rooms Available** — same-day activity and guest counts.
- **Weekly Movements** — a chart of arrivals and departures over the week.
- **Room Status** — a chart of room status activity.

> 💡 **Note:** This same information feeds the **Rooms Occupied**, **Guests**, and **Occupancy** tiles you see on the Home screen (see Navigating the Dashboard) — this Summary tab is where that data actually comes from.

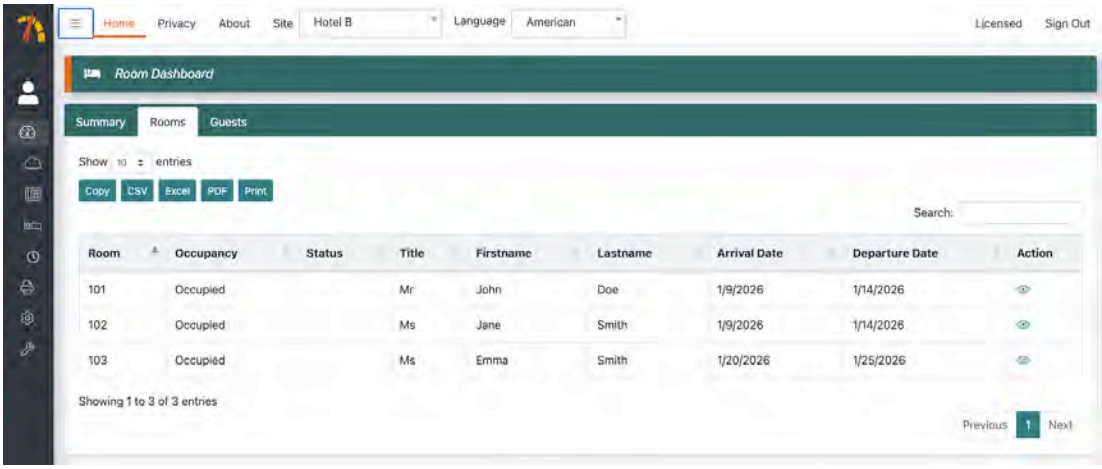


The Summary tab, showing occupancy, weekly movements, and room status charts.

Rooms Tab

The Rooms tab lists every room at your property, along with its current occupancy, housekeeping status, and — if occupied — the guest staying there and their arrival/departure dates. Click the **view icon** in the Action column to open a room's detail view.

> 💡 **Note:** The Status column reflects each room's housekeeping status once your property has configured them — in this demo environment no housekeeping statuses have been set up yet, so the column appears blank. See "Setting Housekeeping Status" below.



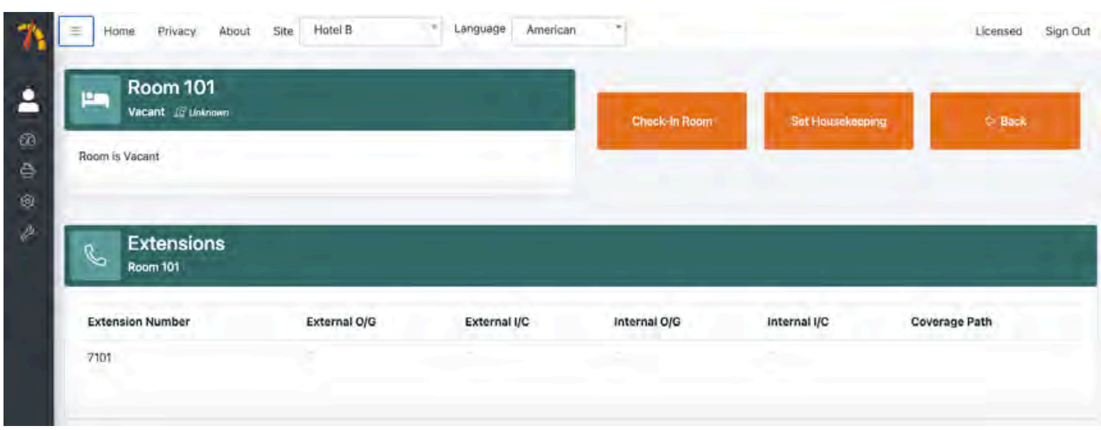
The Rooms tab, listing every room with its occupancy and housekeeping status.

The Room Detail View

Opening a room from the Rooms tab shows its current status and reservation details (if occupied), along with a set of action buttons. Which buttons appear depends on the room's current state — a vacant room offers different actions than an occupied one.

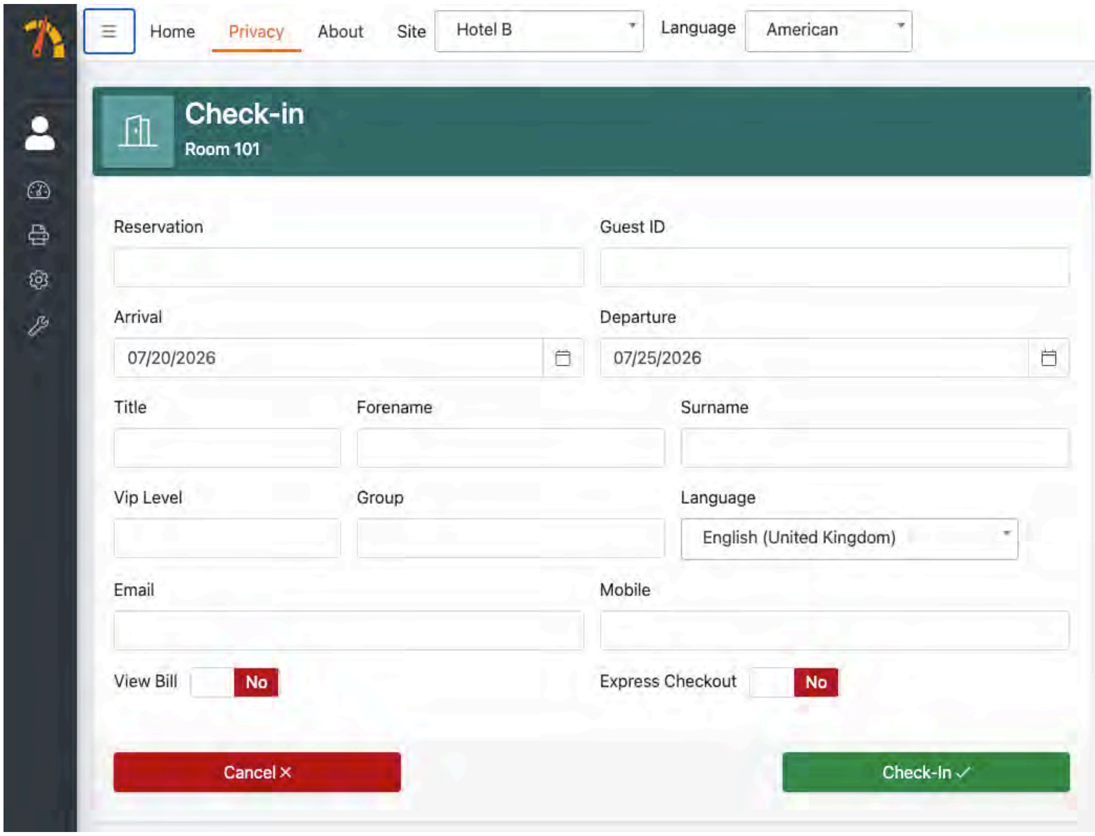
Checking Guests In and Out

A **vacant** room shows **Check-In Room** and **Set Housekeeping** buttons.



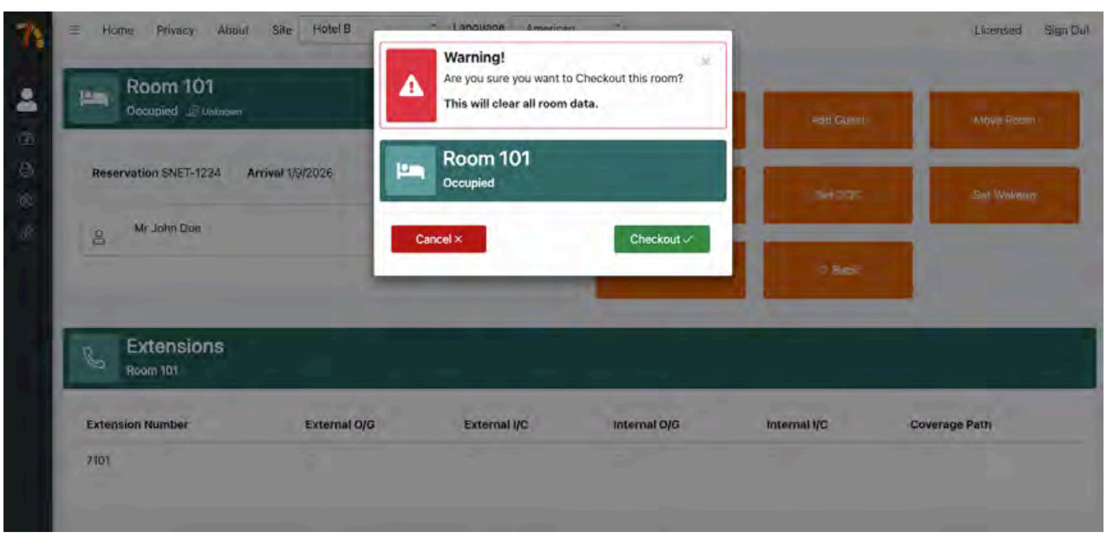
A vacant room's detail view, with Check-In Room and Set Housekeeping buttons.

Clicking **Check-In Room** opens a check-in form where you enter the reservation number, guest ID, arrival and departure dates, guest name, VIP level, group, language, and contact details, along with **View Bill** and **Express Checkout** toggles.



The Check-In Room form, for entering reservation and guest details.

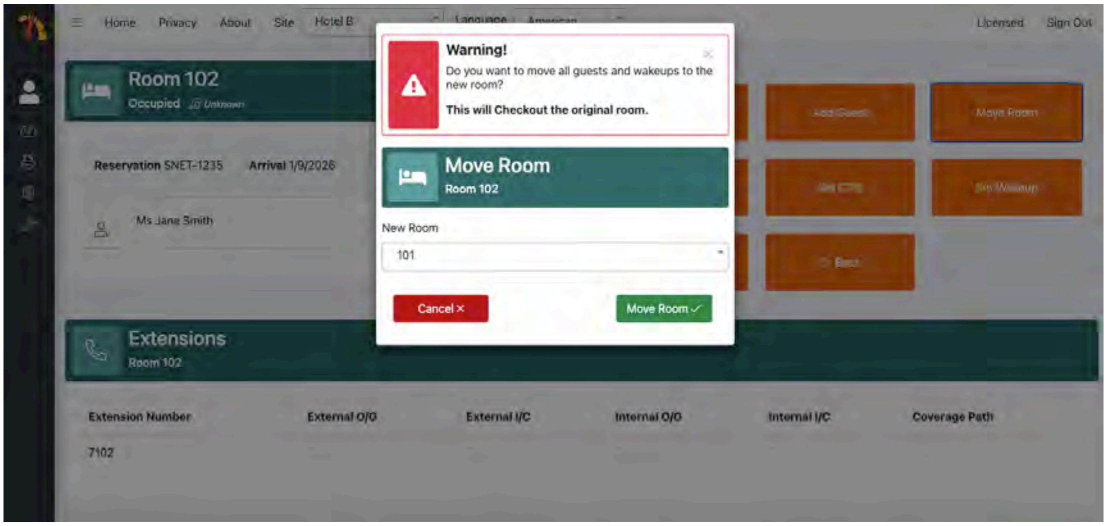
Once a room is **occupied**, **Check-In Room** is replaced by **Check-Out Room**. Clicking it asks you to confirm, since checking out clears all of that room's data.



The Check-Out Room confirmation prompt for an occupied room.

Adding and Moving Guests

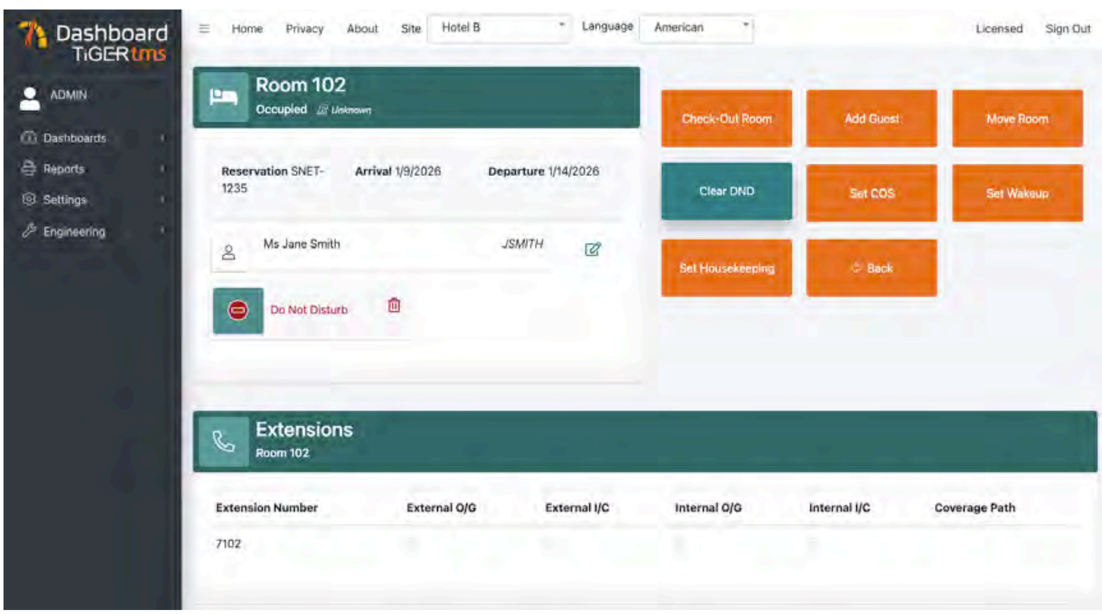
Add Guest opens the same form as checking in, for adding an additional guest to an occupied room. **Move Room** opens a dialog where you pick a new room from a dropdown — moving a guest this way also checks the original room out and carries over their existing wakeups.



The Move Room dialog, for selecting a new room from the dropdown.

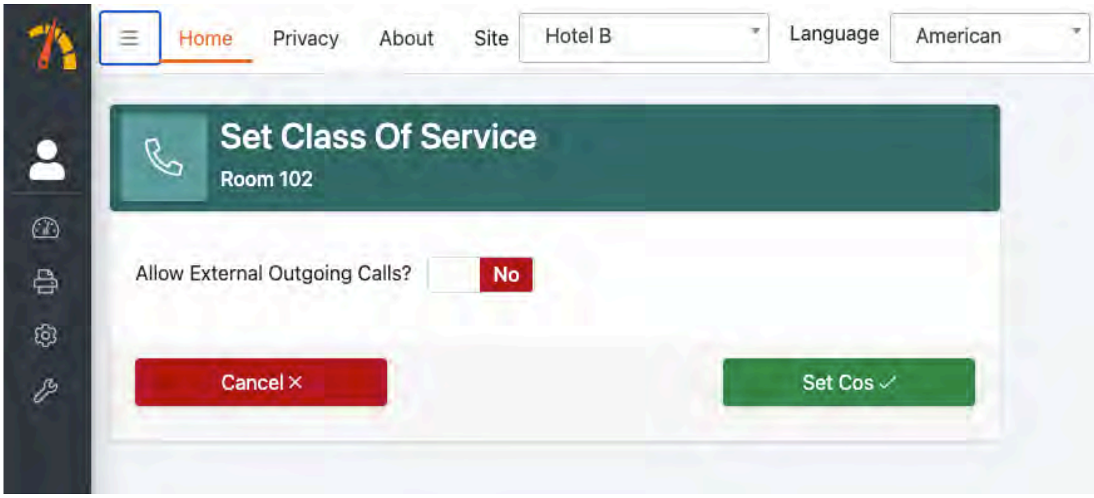
Do Not Disturb, Class of Service, and Wakeups

Set DND toggles a Do Not Disturb flag for the room. Once active, the button becomes **Clear DND**, and the room's detail view shows a **Do Not Disturb** tile you can remove directly.



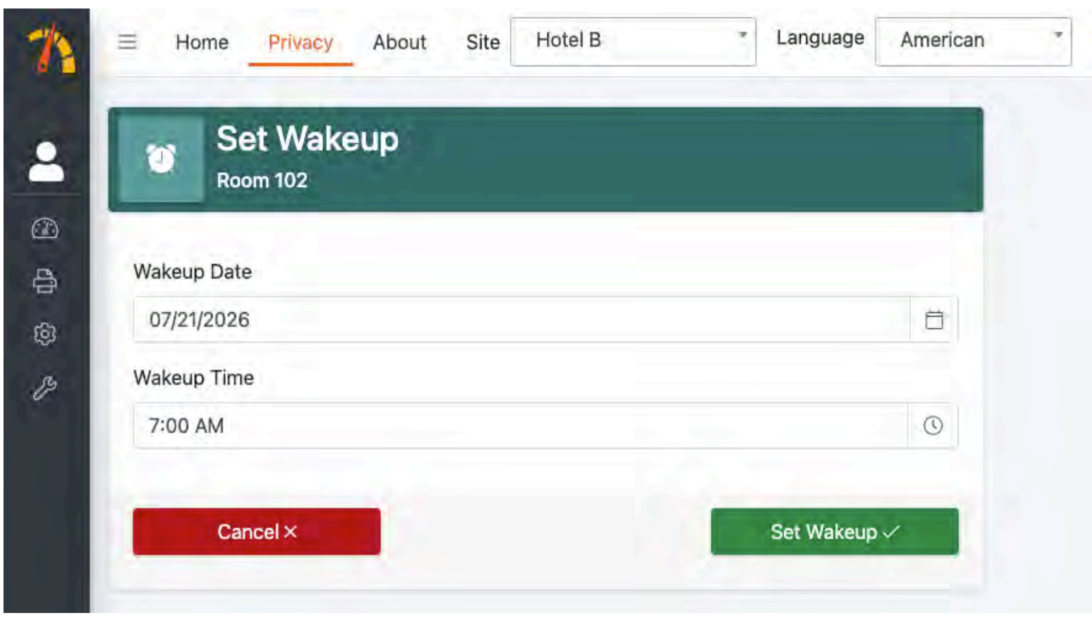
A room's detail view with Do Not Disturb active, showing the removable DND tile.

Set COS opens a **Set Class Of Service** dialog, where you can allow or restrict a room's ability to make external outgoing calls.

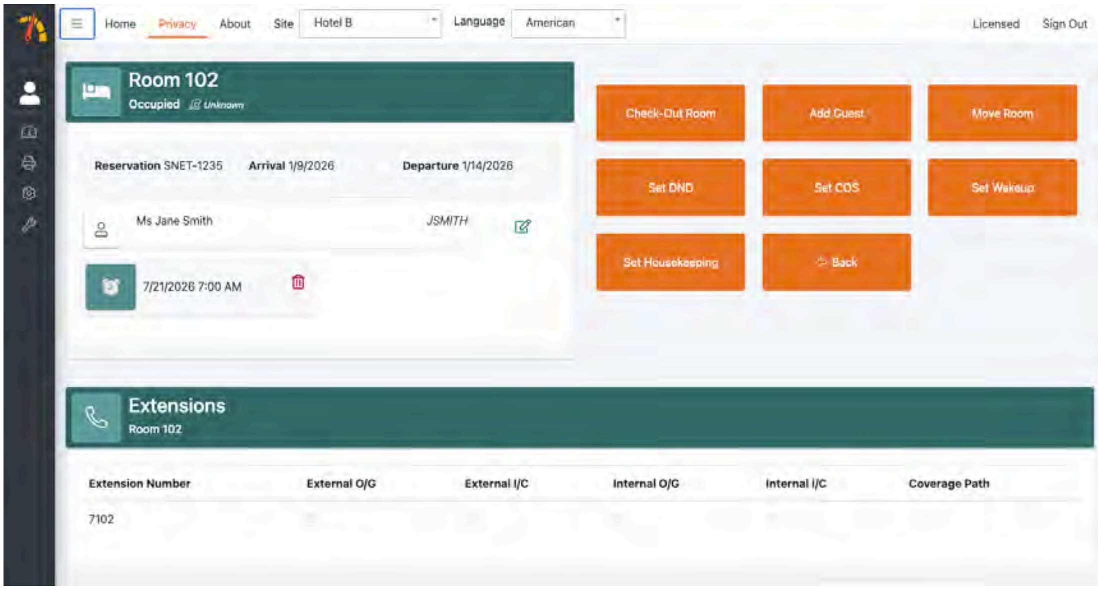


The Set Class Of Service dialog, for allowing or restricting outgoing calls.

Set Wakeup opens a dialog to set a wakeup date and time for the room. Once set, it appears as its own tile in the room's detail view, with a shortcut to remove it.



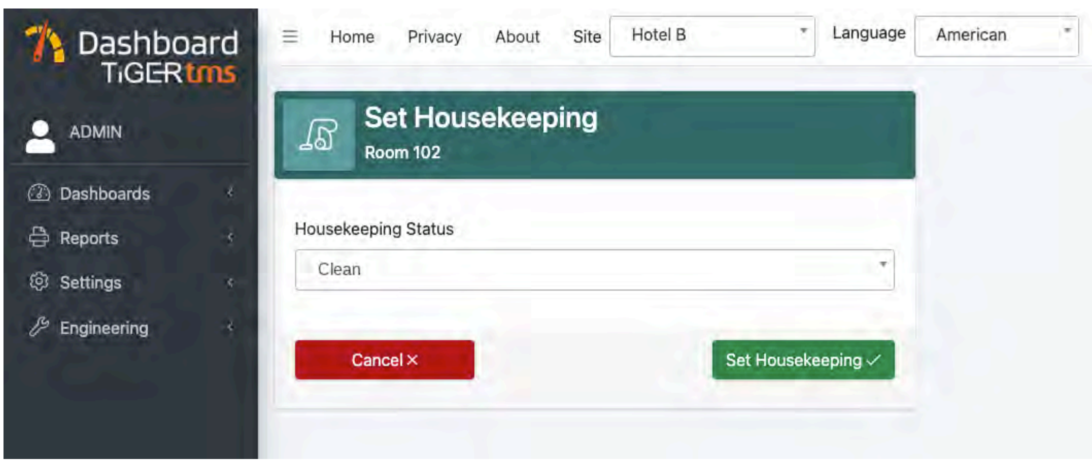
The Set Wakeup dialog, for choosing a wakeup date and time.



A room's detail view showing the scheduled wakeup as its own tile.

Setting Housekeeping Status

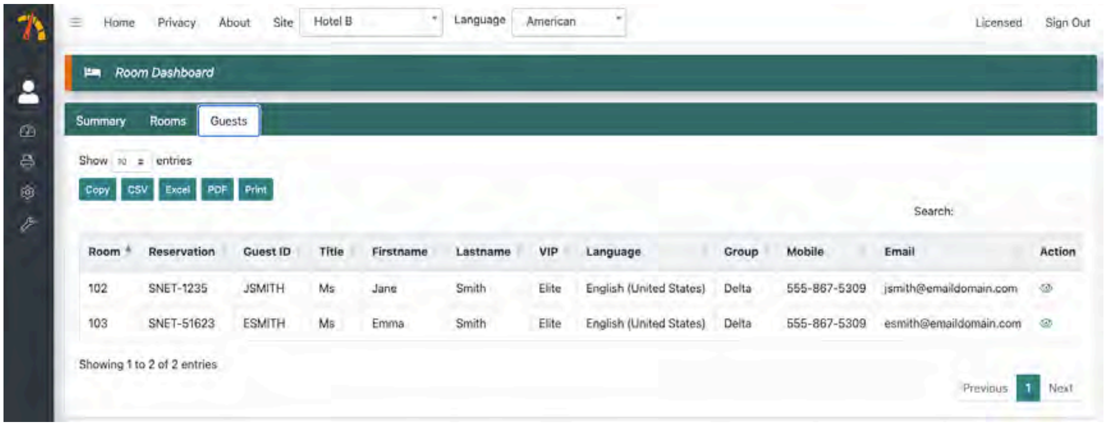
Set Housekeeping opens a dialog with a **Housekeeping Status** dropdown, populated with whatever statuses your property has configured (for example, Clean, Dirty, or Inspected) — the exact list depends on your property's setup.



The Set Housekeeping dialog, with the Housekeeping Status dropdown.

Guests Tab

The Guests tab lists every guest currently checked in across your property, with their room, reservation number, guest ID, name, VIP level, language, group, and contact details.



The Guests tab, listing every checked-in guest and their reservation details.

Wakeup

The Wakeup area is where you manage guest wakeup calls across your property — setting them individually or in bulk, and tracking which ones went out successfully. It has its own dedicated area in the Dashboard, under **Dashboards → Wakeup** (and the equivalent under **Reports**), with three tabs: **Summary**, **Pending Wakeups**, and **All Wakeups**.

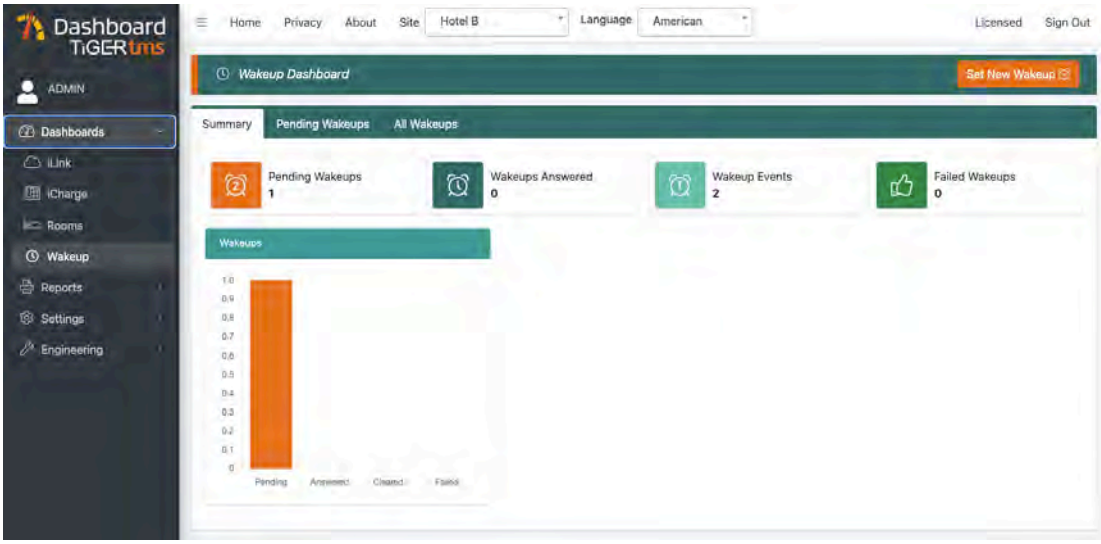
> 💡 **Note:** Your PMS Integration stays constantly synced with your property's PMS, so the information here is always current. If your PMS goes down for an outage or maintenance, staff can use this interface as a real-time backup — setting wakeups individually or in bulk, and tracking pending and completed wakeups, all still work. Once the PMS comes back online, the middleware automatically resyncs any changes made while it was down.
>
> 💡 **Note:** A **Set New Wakeup** button appears in the top-right corner of this dashboard on every tab — you don't need to be on a particular tab to set a new wakeup.

Summary Tab

The Summary tab gives you an at-a-glance view of wakeup activity:

- **Pending Wakeups** — how many wakeups are scheduled but haven't happened yet.
- **Wakeups Answered** — how many wakeup calls were answered.
- **Wakeup Events** — total wakeup activity logged.
- **Failed Wakeups** — how many wakeup calls didn't go through.
- **Wakeups** — a chart breaking down wakeup activity by status (Pending, Answered, Cleared, Failed).

> 💡 **Note:** This same information feeds the **Wakeups** panel you see on the Home screen (see Navigating the Dashboard) — this Summary tab is where that data actually comes from.

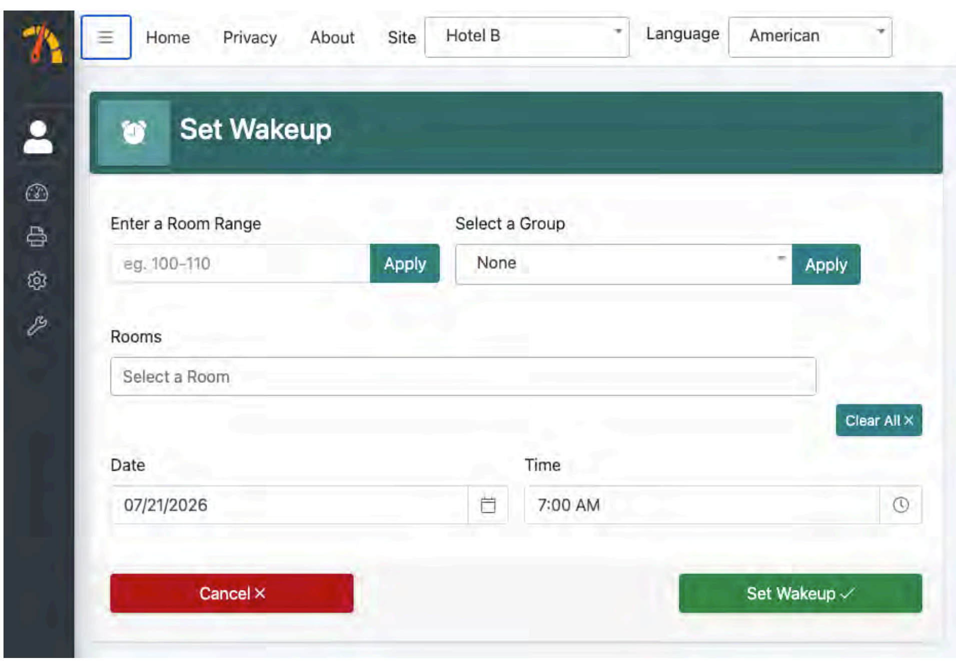


The Summary tab, showing pending, answered, event, and failed wakeup tiles alongside the status breakdown chart.

Setting a Wakeup

Clicking **Set New Wakeup** opens a dialog where you can set a wakeup for one or more rooms at once. You can add rooms three ways: type a **Room Range** (like "100-110") and click **Apply**, pick a **Group** and click **Apply** to add every room in that group, or select individual rooms directly under **Rooms**. Once your rooms are selected, choose a **Date** and **Time** and click **Set Wakeup**.

> 💡 **Note:** The **Group** dropdown pulls from the same Group field you set when checking a guest in (see Rooms) — so if you've grouped a party of guests together, you can set one wakeup for the whole group at once instead of room by room. After applying a group, a confirmation summarizes which rooms were added.

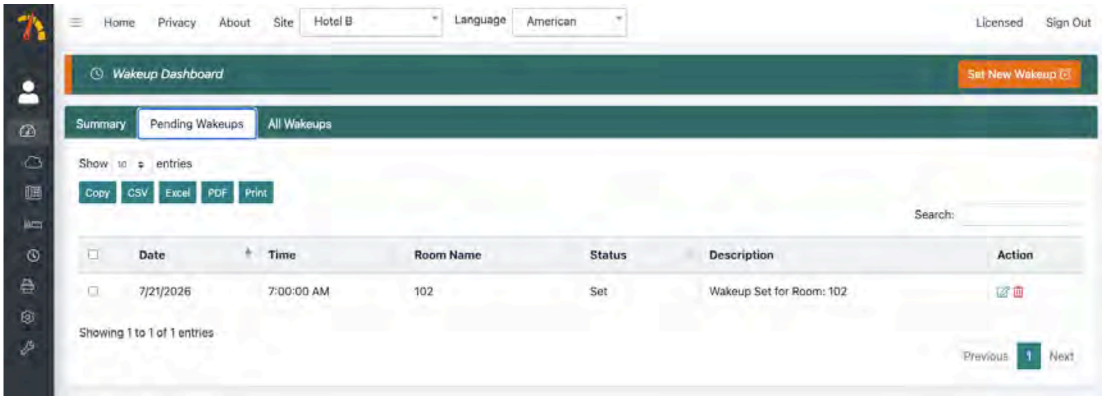


The Set New Wakeup dialog, with Room Range, Group, and Rooms options for building the room list before choosing a date and time.

> 💡 **Note:** This is the same underlying feature as the **Set Wakeup** action in a room's own detail view (see Rooms) — that version just sets a wakeup for the one room you're viewing, while this dashboard's version lets you set wakeups in bulk across a room range or an entire group.

Pending Wakeups Tab

The Pending Wakeups tab lists every wakeup that hasn't happened yet, with its date, time, room, status, and description. Use the edit icon in the Action column to change a pending wakeup's date or time, or the delete icon to remove it.

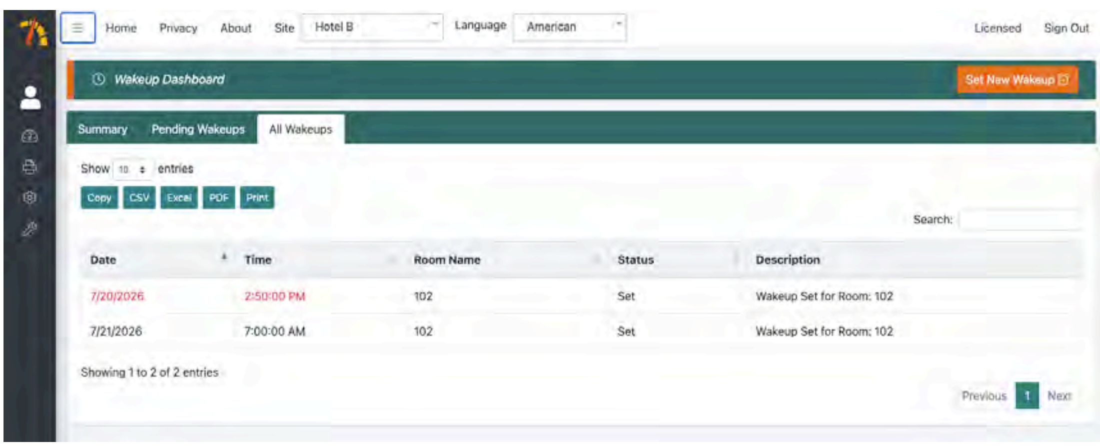


The Pending Wakeups table, with edit and delete icons in the Action column for each scheduled wakeup.

All Wakeups Tab

The All Wakeups tab lists every wakeup regardless of status — past, pending, or otherwise.

> 💡 **Note:** A wakeup that's overdue or needs attention appears in red text in this table, so you can spot it quickly among the rest.



The All Wakeups table, with an overdue entry highlighted in red text.

iCharge Reports

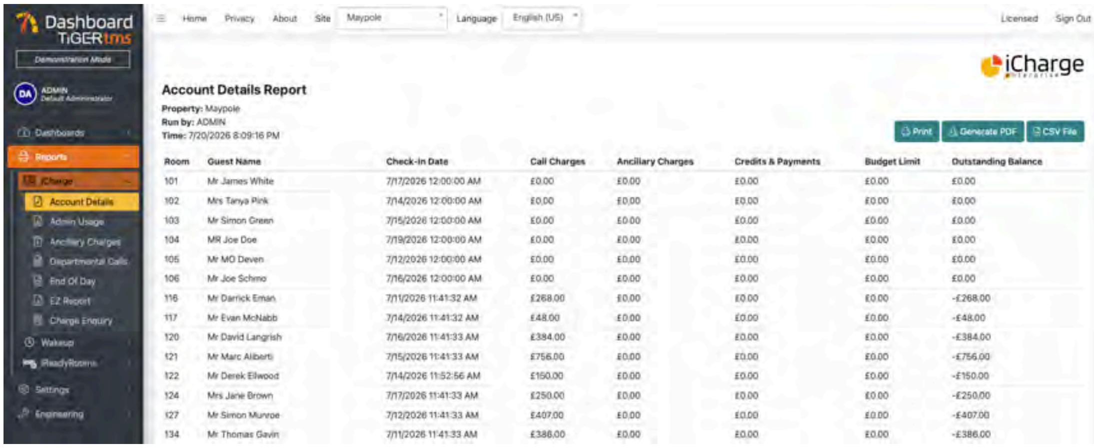
The **Reports** area works differently from **Dashboards**. Instead of live tabs that update as activity happens, each entry under **Reports** is a standalone report you generate on demand — you choose a date range and a few filters, click **Run Report**, and COEO builds the report from your call accounting data as of that moment. Most reports give you **Print**, **Generate PDF**, and (for some) **CSV File** buttons once they've run, so you can save or share the output.

Under **Reports → iCharge**, you'll find seven reports: **Account Details**, **Admin Usage**, **Ancillary Charges**, **Departmental Calls**, **End Of Day**, **EZ Report**, and **Charge Enquiry**.

> 💡 **Note:** In this demo environment, most reports show little or no activity since no real calls have been logged. On a live property, these reports will fill in with actual call and billing data.

Account Details Report

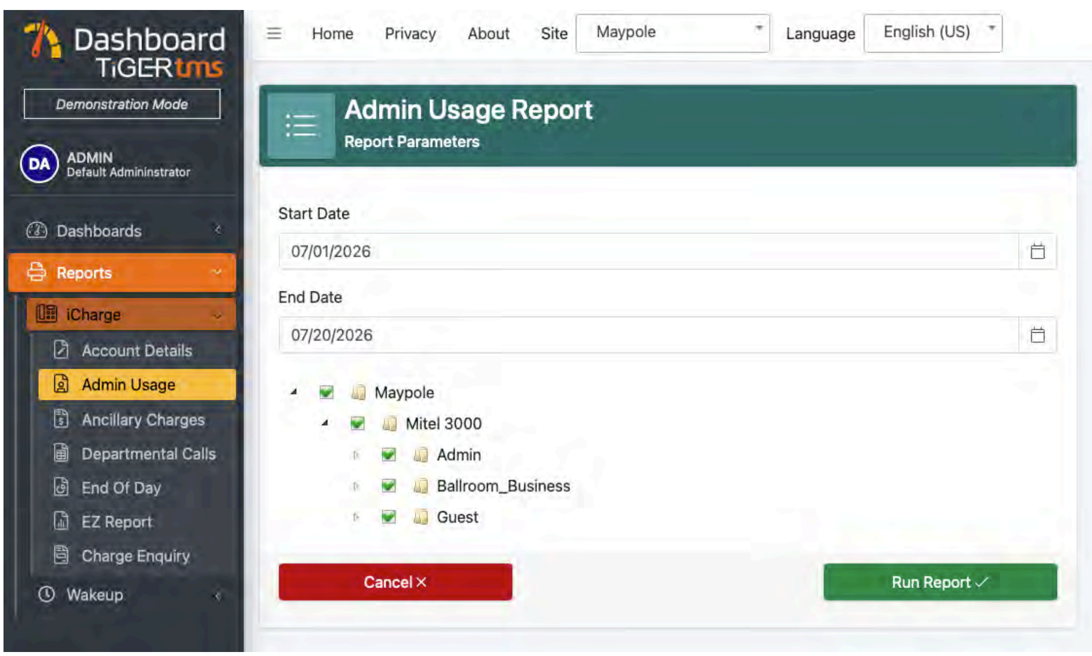
The Account Details Report gives you a per-room summary of guest billing: for each occupied room, it shows the guest's name and check-in date alongside their call charges, ancillary charges, any credits and payments applied, their budget limit, and their resulting outstanding balance. Unlike the other reports below, Account Details runs directly from the Reports menu — there's no separate parameters screen to fill in first.



The Account Details Report's per-room billing summary.

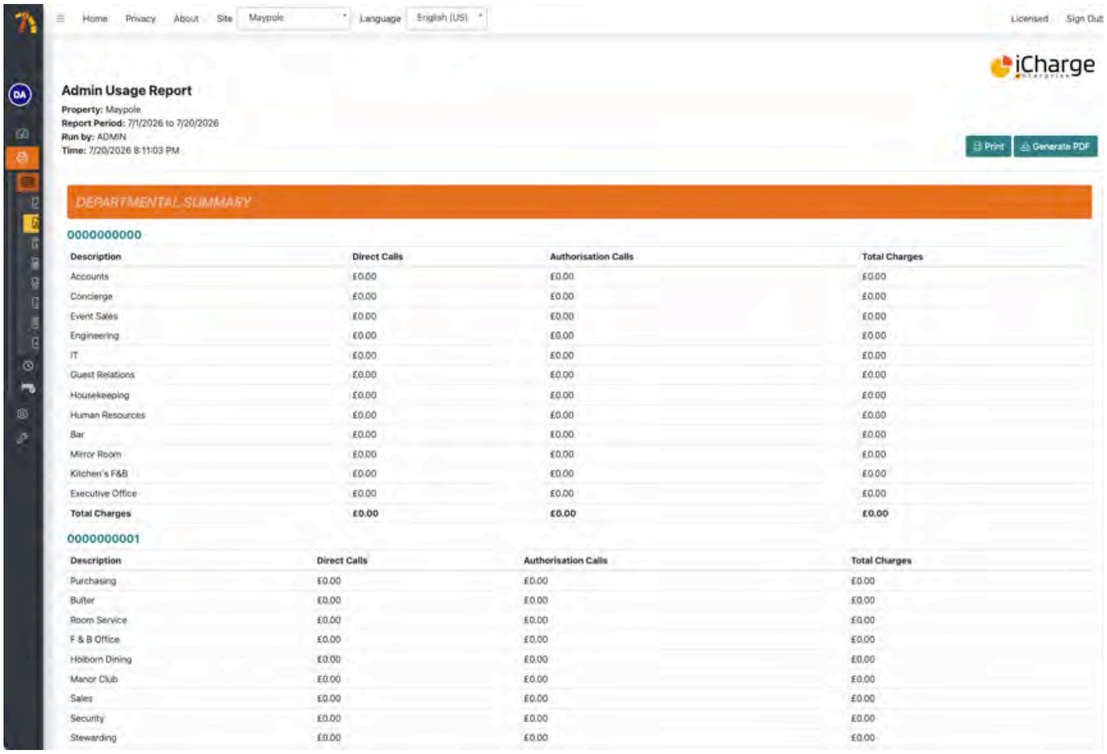
Admin Usage Report

The Admin Usage Report summarizes call activity and charges across your property's departments and extensions. Choose a **Start Date** and **End Date**, then use the department/extension tree to pick which parts of your property to include, and click **Run Report**.



The Admin Usage Report's parameters screen, where you set the date range and department selection.

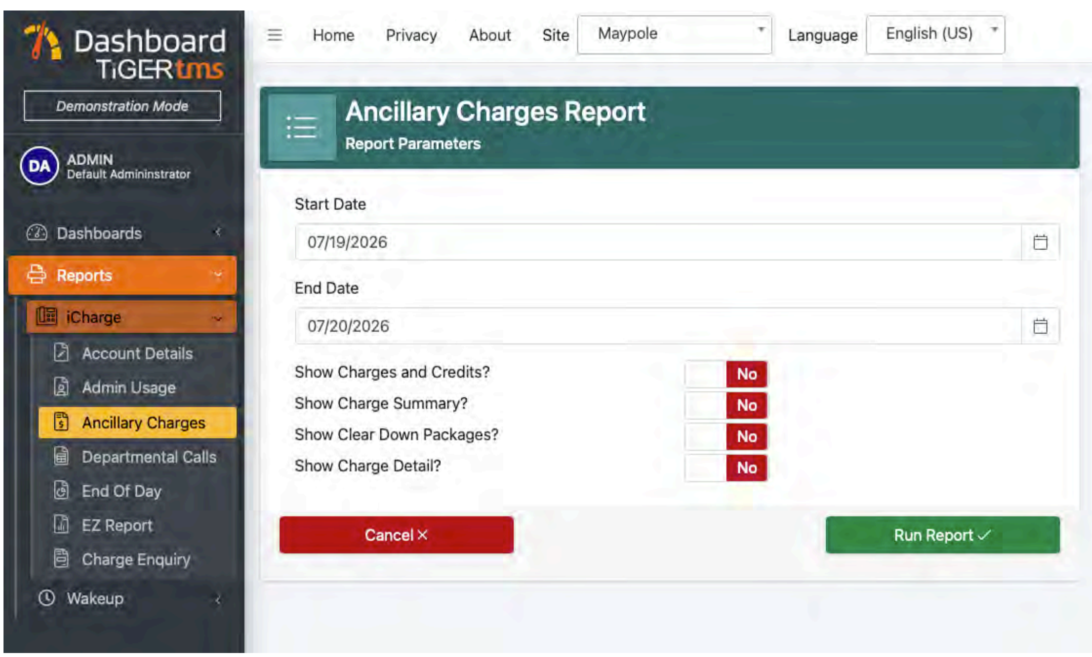
The report itself opens with a **Departmental Summary** that totals direct calls, authorized calls, and charges for each department, followed by a more detailed breakdown of individual calls by department and extension. Because this report can run long on a busy property — covering every department and extension for the period you select — it's best exported to PDF or CSV rather than reviewed on screen.



The Admin Usage Report's results, led by the Departmental Summary totals.

Ancillary Charges Report

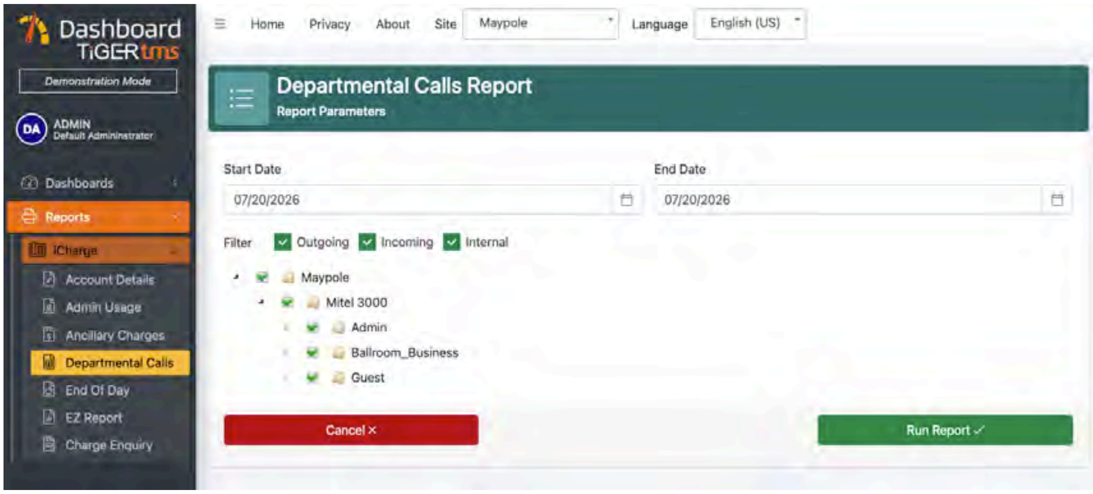
The Ancillary Charges Report covers charges posted to a guest's account beyond call charges — for example, other on-property purchases routed through the same billing system — along with any credits or adjustments applied against them. Choose a **Start Date** and **End Date**, then use four toggles to control what the report includes: **Show Charges and Credits**, **Show Charge Summary**, **Show Clear Down Packages** (charges that have been settled and posted), and **Show Charge Detail** (an itemized list rather than totals).



The Ancillary Charges Report's parameters screen, where you set the date range and display toggles.

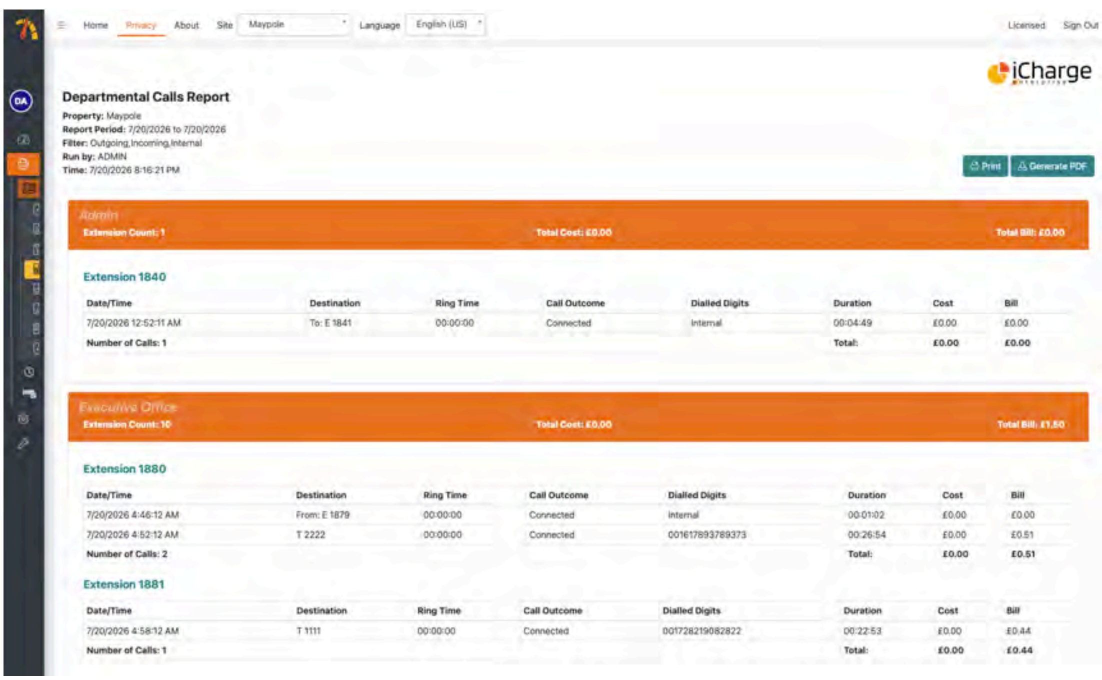
Departmental Calls Report

The Departmental Calls Report breaks down call activity by department for a given date range. Choose a **Start Date** and **End Date**, the call types to include (**Outgoing**, **Incoming**, **Internal**), and which departments and extensions to cover using the same tree selector as Admin Usage.



The Departmental Calls Report's parameters screen, where you set the date range, call types, and departments.

The report groups results by department, showing each department's extension count, total cost, and total bill, followed by a call-by-call log for every extension in that department — the date and time of each call, its destination, ring time, outcome, and cost.

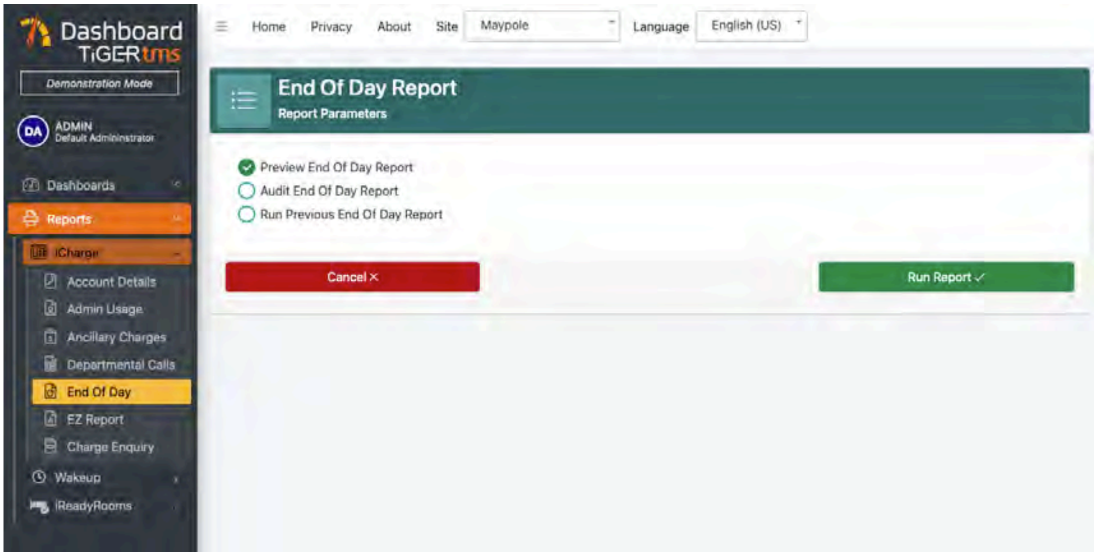


The Departmental Calls Report's results, showing department totals followed by a call-by-call log.

End Of Day Report

The End Of Day Report closes out a day's call billing. You can choose to **Preview End Of Day Report** (review before closing), **Audit End Of Day Report**, or **Run Previous End Of Day Report** (revisit a prior closing).

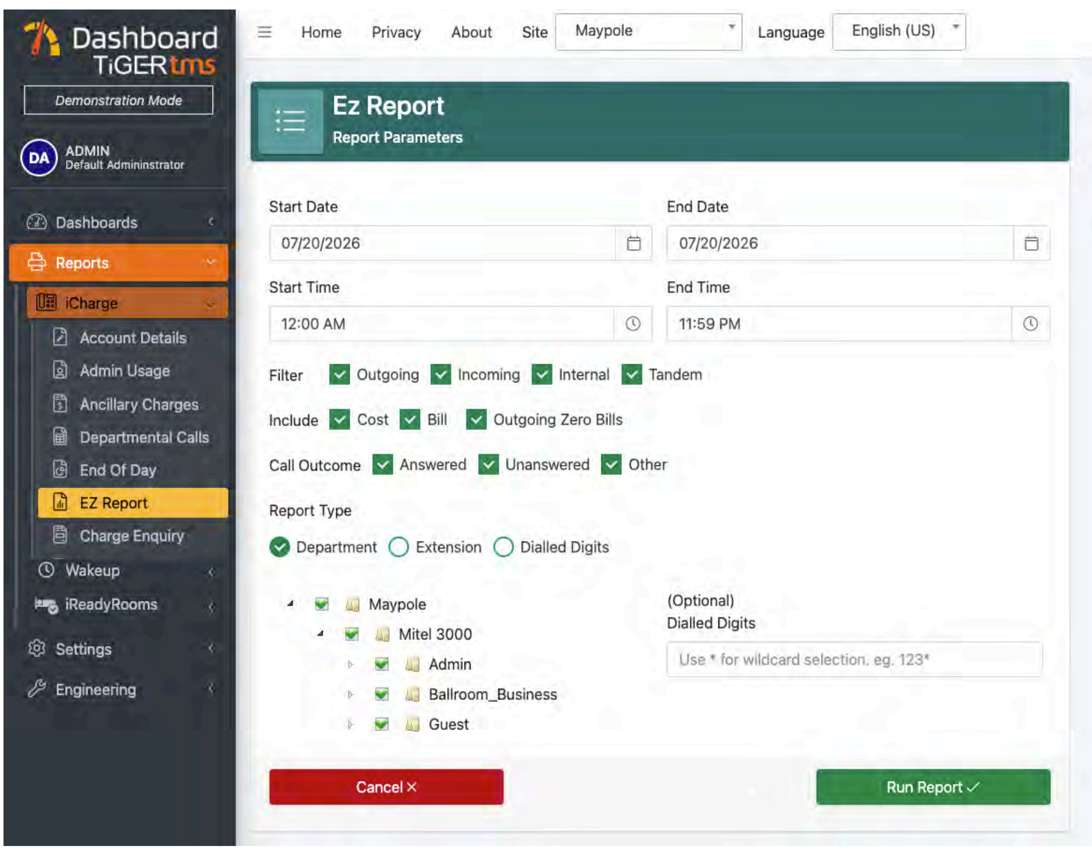
> **Note:** Whether — and how — this report generates depends on your property's PMS integration, so availability and behavior here can vary from property to property.



The End Of Day Report's screen, where you choose to preview, audit, or run a previous closing.

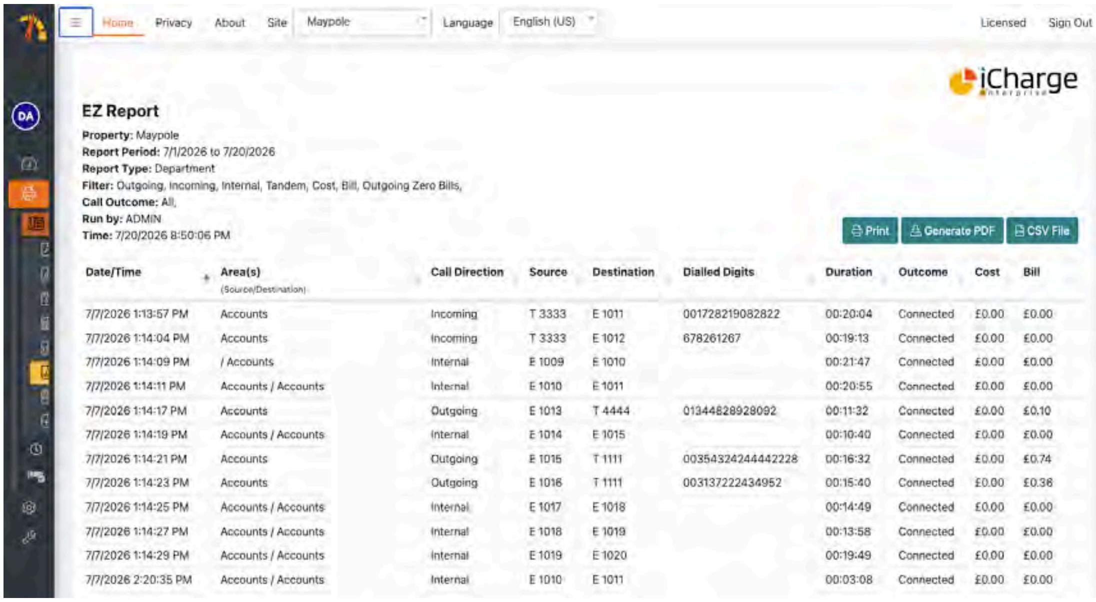
EZ Report

The EZ Report is a flexible call log you can filter down to exactly what you need. Set a date and time range, choose which call types (**Outgoing**, **Incoming**, **Internal**, **Tandem**) and outcomes (**Answered**, **Unanswered**, **Other**) to include, and pick whether to organize results by **Department**, **Extension**, or **Dialled Digits** — you can also search for a specific dialled number, with wildcard support (for example, `123`*).*



The EZ Report's parameters screen, where you set filters and choose how to organize results.

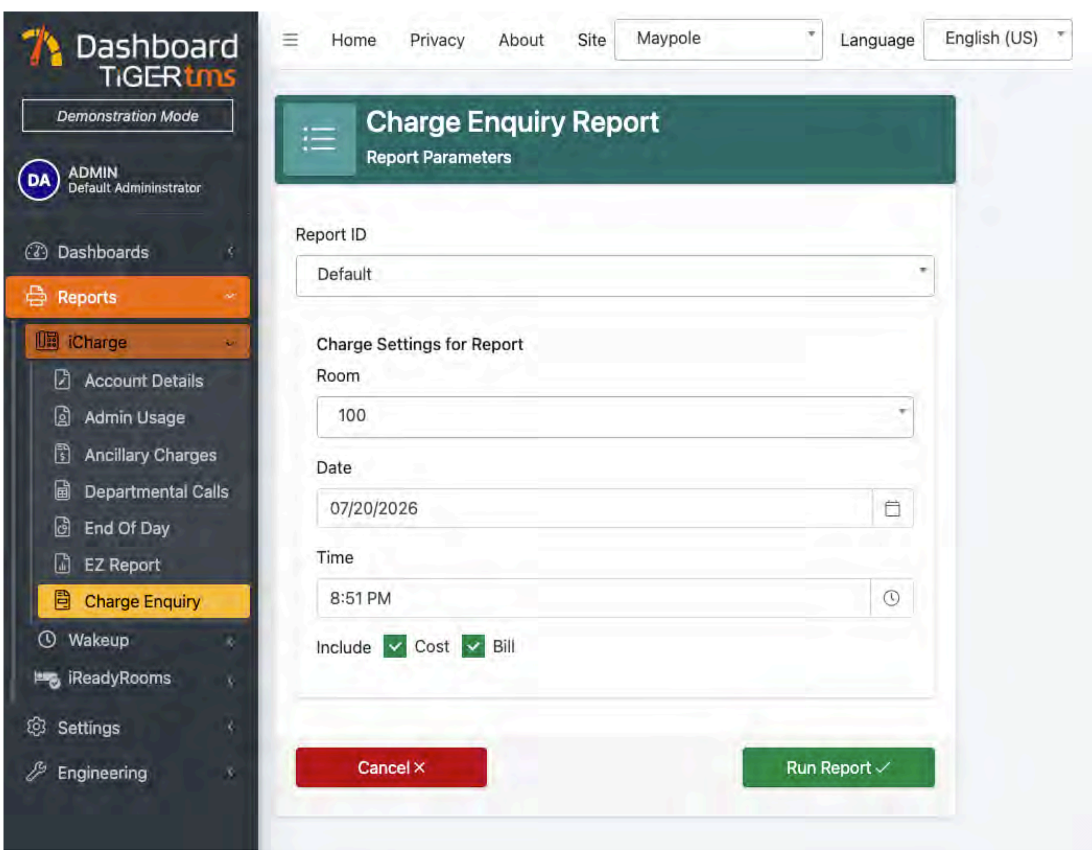
Unlike Admin Usage or Departmental Calls, the EZ Report doesn't group results into department sections — it's a single sortable table listing every matching call with its date and time, source and destination, dialled digits, duration, outcome, cost, and bill.



The EZ Report's results table, listing every matching call.

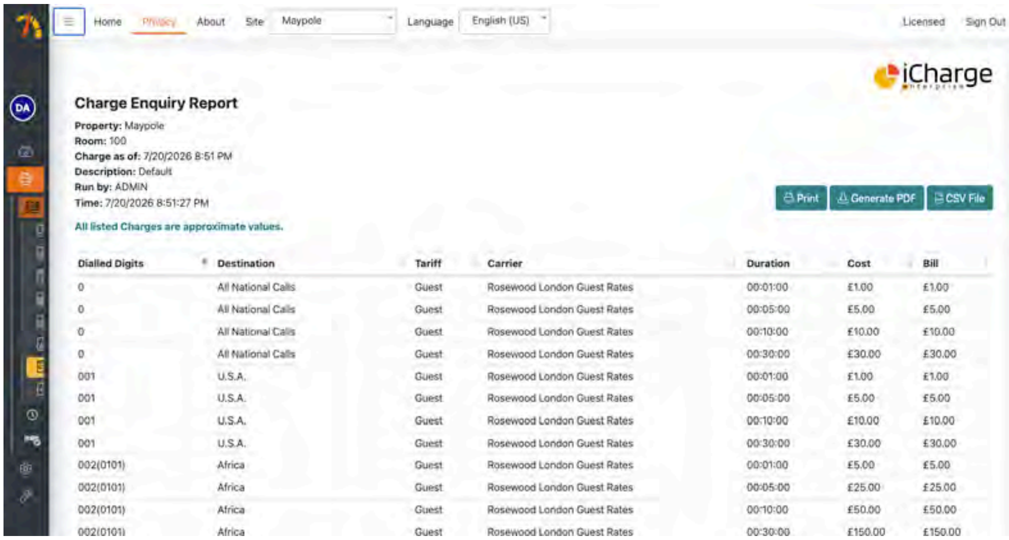
Charge Enquiry Report

The Charge Enquiry Report looks up the billing rate for a specific room at a specific point in time — useful for checking what a call would cost before or after the fact, rather than reviewing calls that already happened. Choose a **Report ID**, a **Room**, and a **Date** and **Time**, and choose whether to include **Cost** and **Bill** columns.



The Charge Enquiry Report's parameters screen, where you select the room and date and time.

The results show, for that room and time, the rate card used to calculate charges — the dialled digits pattern, destination, tariff, carrier, duration bands, and the resulting cost and bill for each.



The Charge Enquiry Report's results, showing the rate card used to calculate charges.

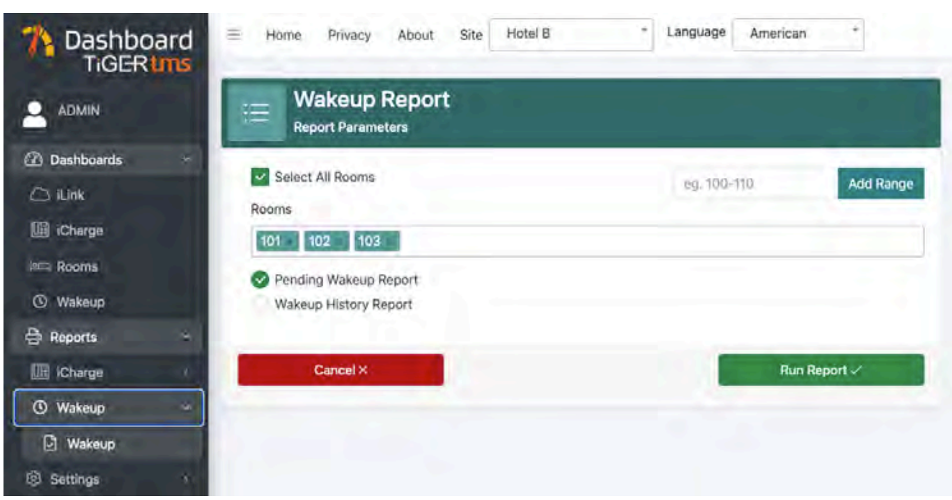
Wakeup Report

Under **Reports → Wakeup**, you'll find a single report — **Wakeup** — that covers both currently pending wakeups and a full history of wakeup activity, depending on which mode you choose.

Start by choosing which rooms to include: check **Select All Rooms**, or build your own list by adding rooms individually or by range (type a range like "100-110" and click **Add Range** — each room you add appears as its own removable tag under **Rooms**). Then choose one of two modes:

- **Pending Wakeup Report** — every wakeup that hasn't happened yet, for the rooms you selected.
- **Wakeup History Report** — a log of wakeup activity over a date range you specify. Choosing this mode adds **Start Date** and **End Date** fields to the parameters screen.

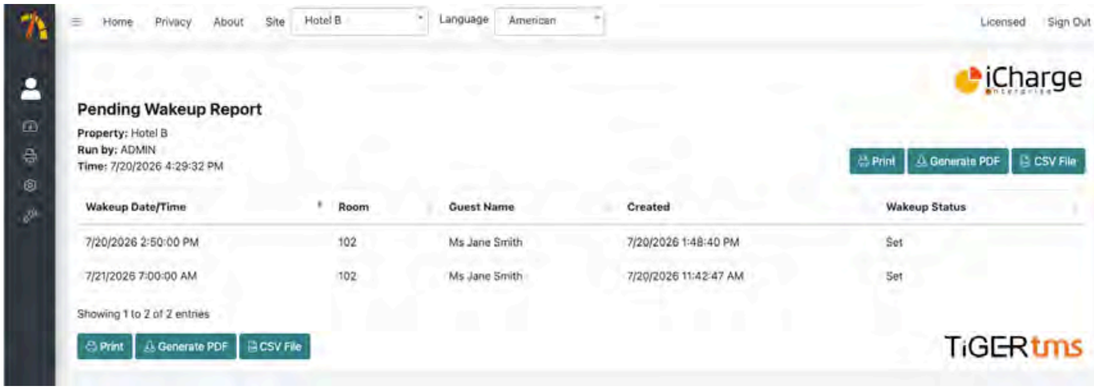
Click **Run Report** to generate it — as with the iCharge reports, you'll get **Print**, **Generate PDF**, and **CSV File** options once it runs.



The Wakeup Report parameters screen in Pending Wakeup Report mode.

Pending Wakeup Report

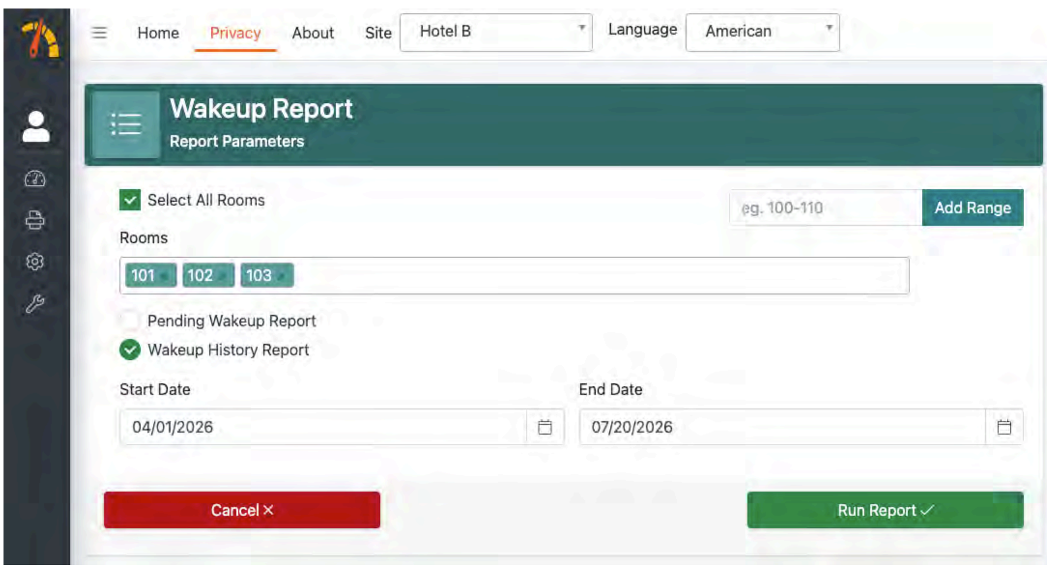
Lists every upcoming wakeup for the rooms you selected: the scheduled **Wakeup Date/Time**, **Room**, **Guest Name**, when it was **Created**, and its current **Wakeup Status**.



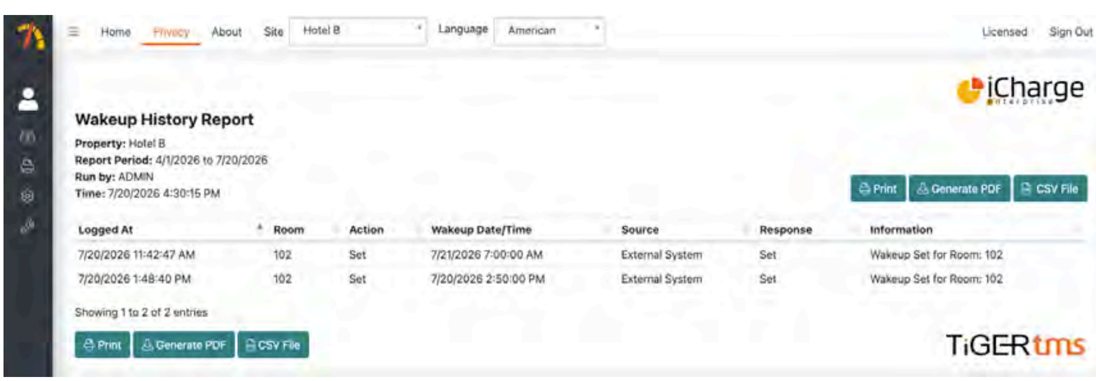
Sample results from a Pending Wakeup Report, listing upcoming wakeups by room.

Wakeup History Report

Lists every wakeup-related change logged for the rooms and date range you selected — when it was **Logged At**, the **Room**, the **Action** taken (for example, Set), the **Wakeup Date/Time** it applied to, the **Source** of the change (for example, External System), the **Response**, and a plain-language **Information** summary.



The Wakeup Report parameters screen in Wakeup History Report mode, with Start Date and End Date fields added.



Sample results from a Wakeup History Report, logging wakeup activity over the selected date range.

Settings

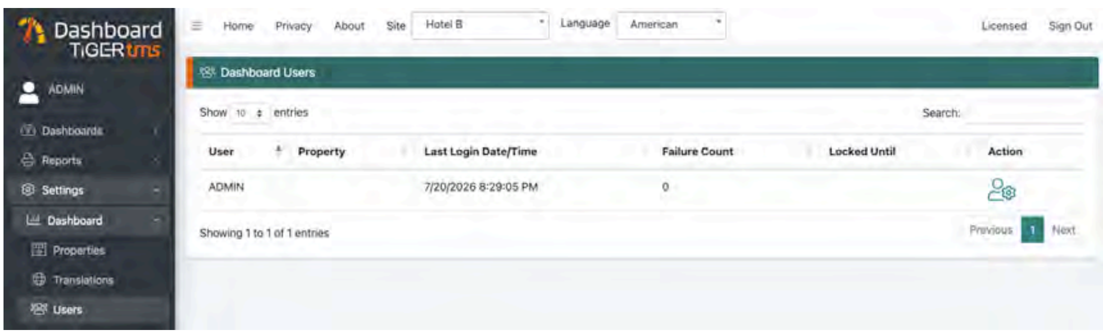
The **Settings** area is where administrators manage the underlying configuration behind everything else in the Dashboard — properties, user accounts, the translation tables that map your PMS's own terminology to COEO's, and the minibar catalog. Expanding **Settings** in the left nav reveals **Dashboard**, which in turn expands to **Users**, **Properties**, **Translations**, and **Minibar Setup**.

> 💡 **Note:** Don't confuse **Settings → Dashboard** with the main **Dashboards** area covered earlier in this guide — they're different sections. **Settings → Dashboard** holds the configuration *behind* the Dashboards/Reports areas, not another set of live tabs.
>
> 💡 **Note:** iReadyRooms has its own dedicated area under Settings as well, alongside Dashboard — since iReadyRooms is an add-on module, its settings are covered separately (see iReadyRooms).

This section covers **Users**, **Properties**, **Translations**, and **Minibar Setup** in detail below.

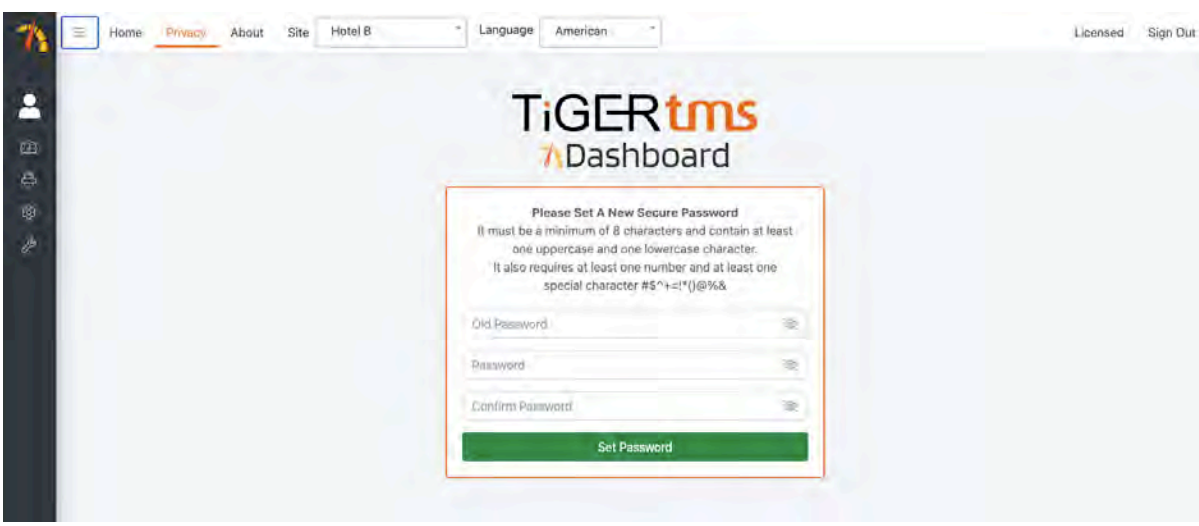
Users

Settings → Dashboard → Users lists every account that can sign in to the Dashboard: each user's name, the property they're associated with, their last login date and time, their failure count, and whether they're currently locked out.



The Users table, listing every Dashboard account and its login status.

Clicking the action icon next to a user opens a password-reset screen, where you (or the user) can set a new password meeting COEO's security requirements — at least 8 characters, with an uppercase letter, a lowercase letter, a number, and a special character.

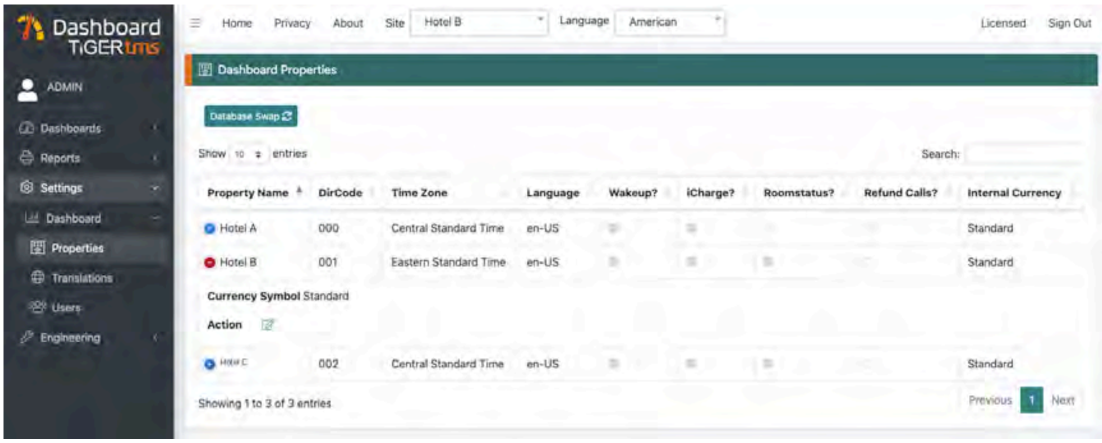


The password-reset screen for a Dashboard user account.

Properties

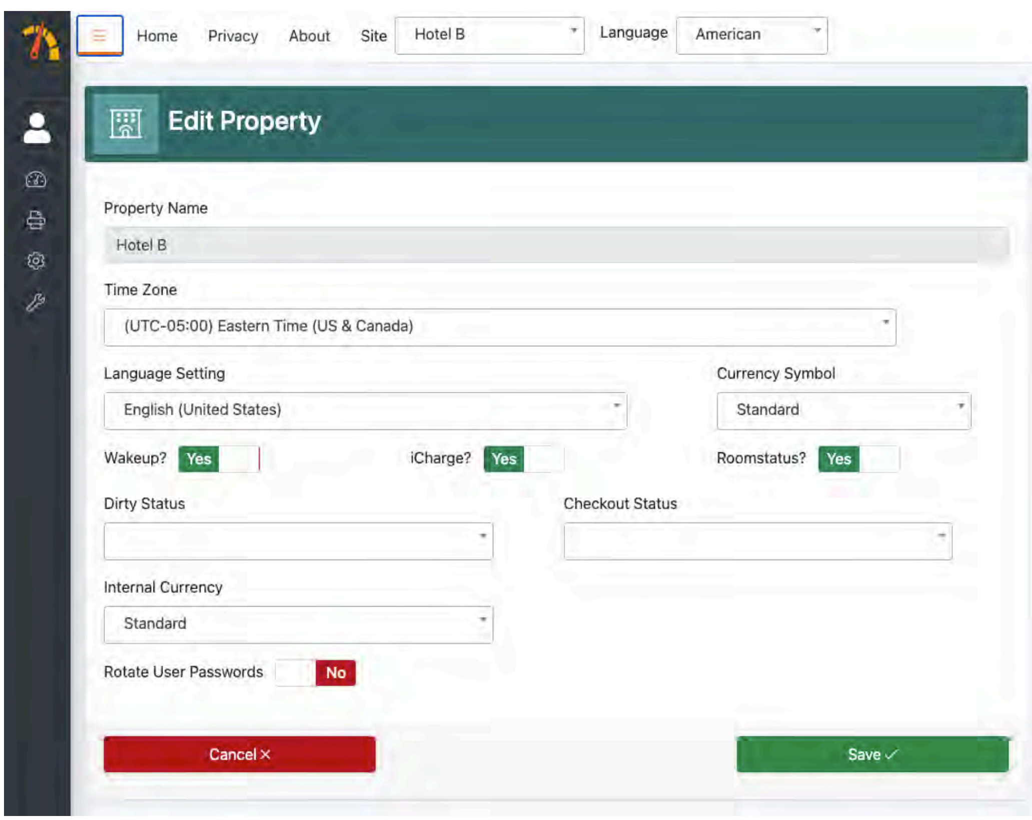
Settings → Dashboard → Properties is where you manage every property in your organization — this is what populates the **Site** dropdown in the top toolbar (see Navigating the Dashboard). For each property, the table shows its Directory Code, Time Zone, Language, and which core modules are enabled (**Wakeup**, **iCharge**, **Roomstatus**), whether refund calls are permitted, and its Internal Currency setting.

> 💡 **Note:** In this demo environment, three properties are set up so you can see how multi-property organizations are managed — a live account will show your own property or properties instead.



The Properties table, showing each property's modules, time zone, and currency settings.

Clicking a property's edit icon opens an **Edit Property** form, where you can update its Time Zone, Language Setting, Currency Symbol, and Internal Currency, toggle **Wakeup**, **iCharge**, and **Roomstatus** on or off, set default **Dirty Status** and **Checkout Status** values, and turn on **Rotate User Passwords** to require periodic password changes for that property's users.

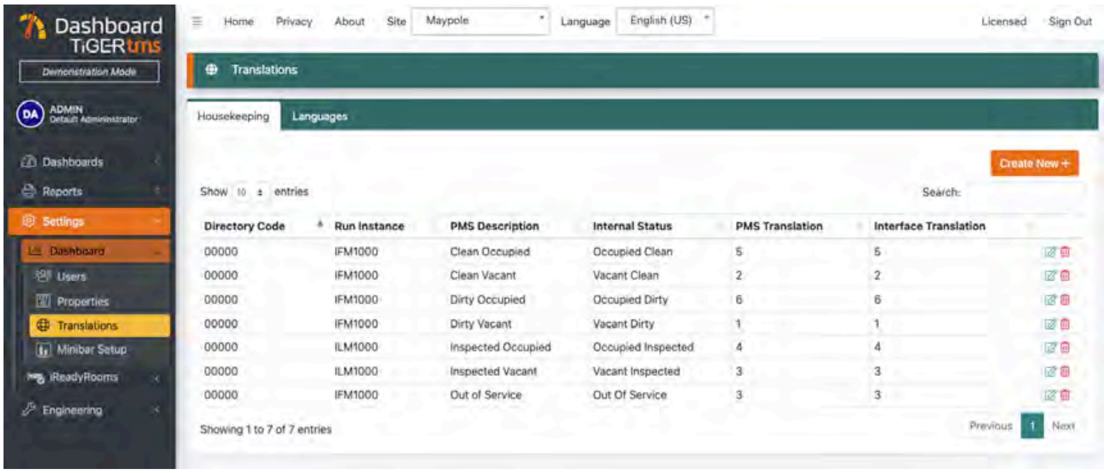


The Edit Property form for updating a property's settings and toggling modules.

Translations

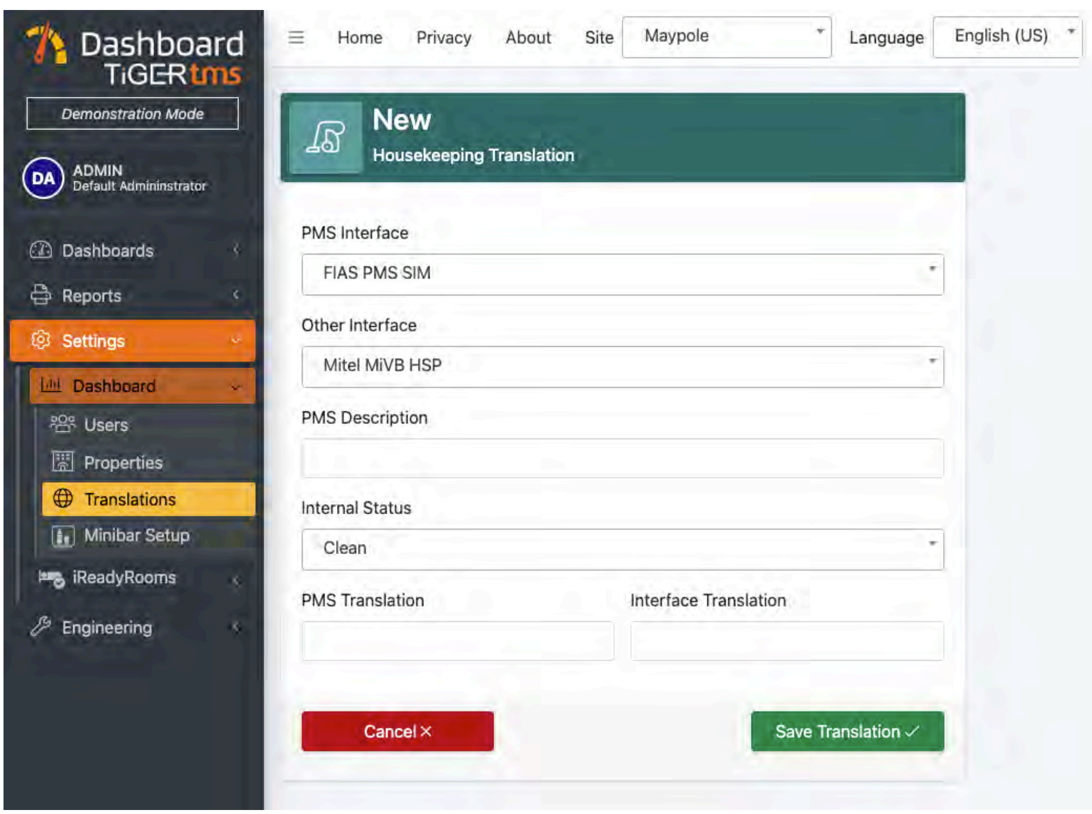
Settings → Dashboard → Translations maps the statuses and descriptions your PMS uses to COEO's own internal terms, so the two systems understand each other correctly. It has two tabs: **Housekeeping** and **Languages**.

The **Housekeeping** tab lists each translation as a row — the Directory Code and Run Instance it applies to, the PMS's own description, COEO's Internal Status, and the PMS and interface translations mapped to it. This is where the housekeeping statuses you see in the Rooms area (see Rooms) are actually configured — for example, mapping your PMS's "Clean Occupied" code to COEO's internal "Occupied Clean" status.



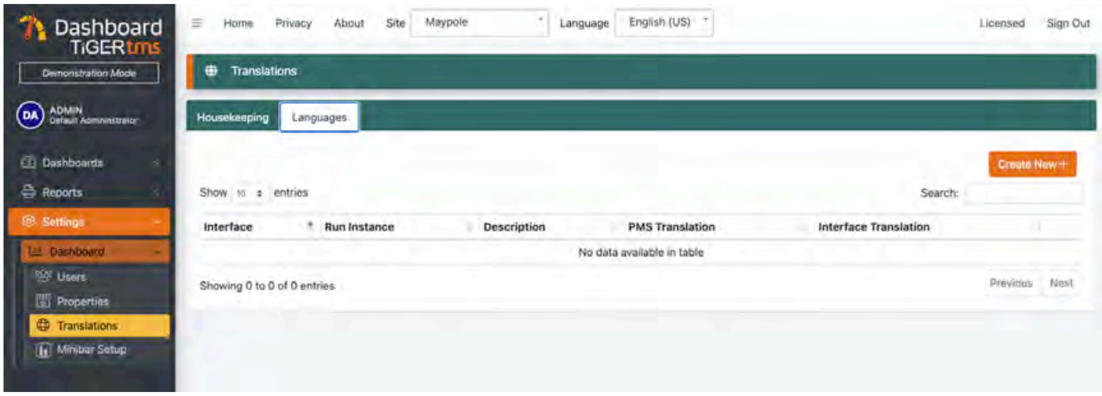
The Housekeeping tab, listing PMS-to-COEO status translations.

Clicking **Create New** opens a form where you choose the PMS Interface and (if applicable) another connected interface, enter a PMS Description, choose the matching Internal Status, and enter the PMS and interface translation text.

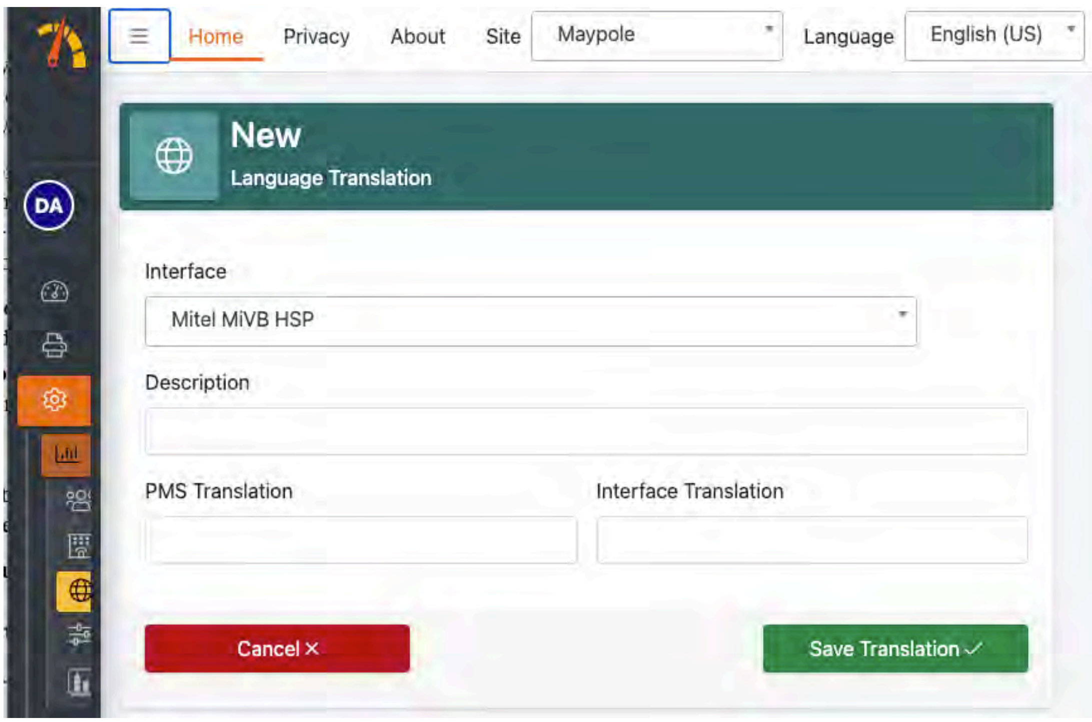


The Create New form for adding a Housekeeping status translation.

The **Languages** tab works the same way, but for interface language strings rather than housekeeping statuses — listing the Interface, Run Instance, Description, and PMS/Interface translations, with its own **Create New** form for adding a translation.



The Languages tab, listing interface language string translations.

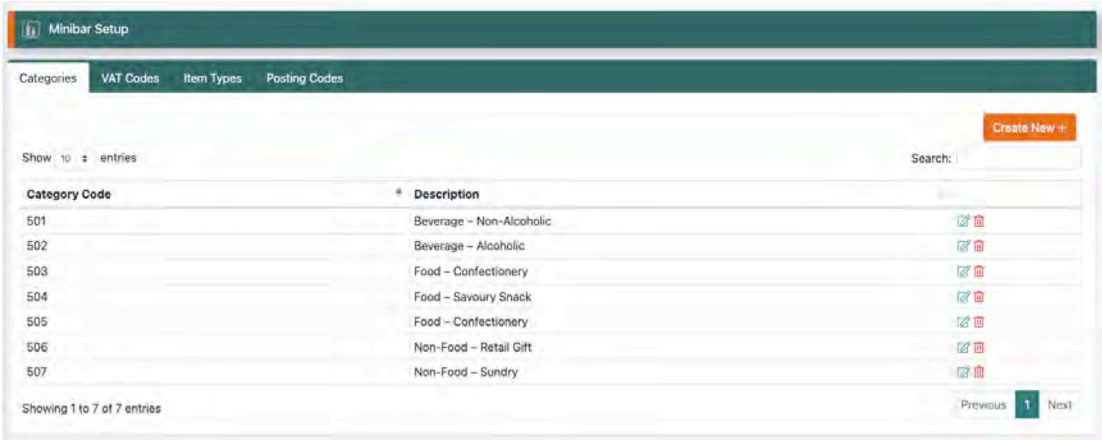


The Create New form for adding a Languages translation.

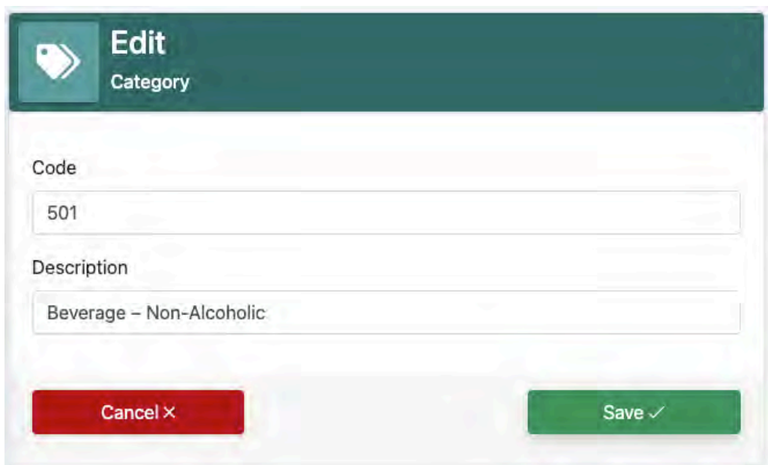
Minibar Setup

Settings → Dashboard → Minibar Setup is where you build the catalog behind the minibar-charging side of iReadyRooms — the categories, tax codes, item types, and individual products that make up what a guest can be billed for from an in-room minibar. It has four tabs: **Categories**, **VAT Codes**, **Item Types**, and **Posting Codes**.

The **Categories** tab lists the high-level groupings items are organized under (for example, "Beverage – Non-Alcoholic" or "Food – Confectionery"), each with its own Category Code. **Create New** and the edit icon both open a simple Code/Description form.



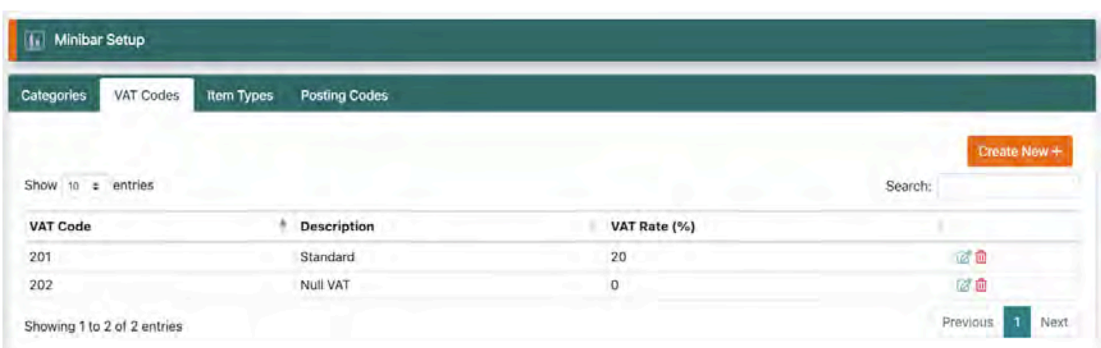
The Minibar Setup Categories tab, listing item groupings and their codes.



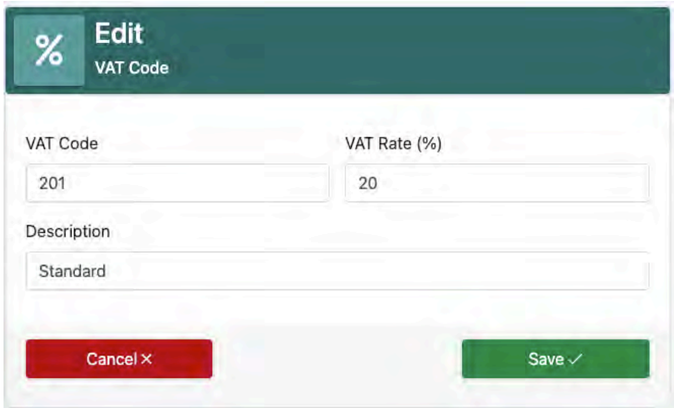
The Code/Description form for creating or editing a minibar category.

The **VAT Codes** tab lists the tax rates available to apply to minibar items — a VAT Code, its Description, and its VAT Rate (%).

> 💡 **Note:** "VAT" reflects this demo's UK-based tax setup; the concept maps to whatever sales tax or VAT scheme applies in your property's own region.

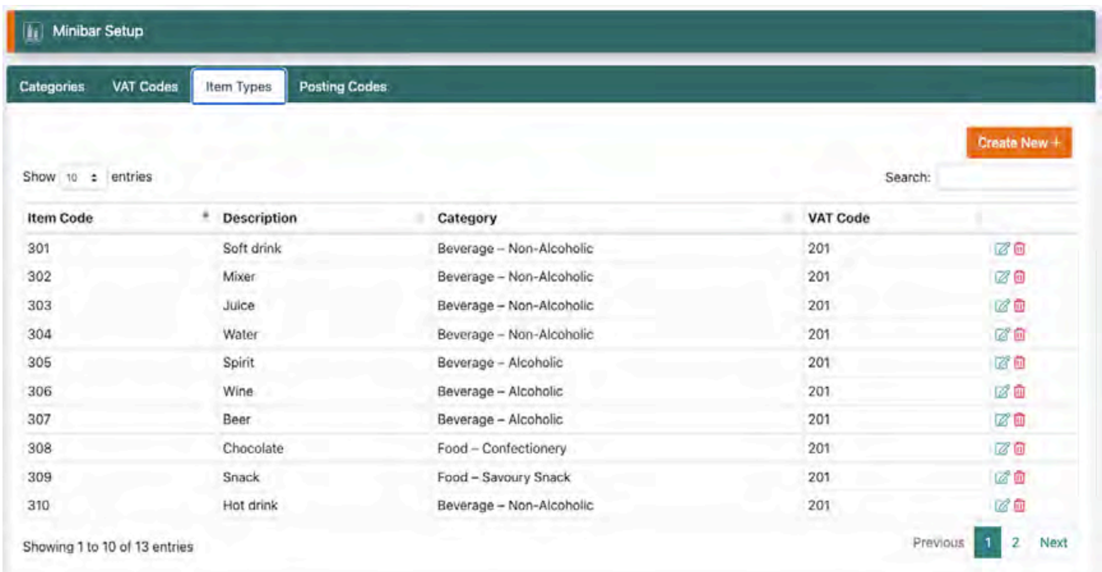


The Minibar Setup VAT Codes tab, listing tax rates available for minibar items.



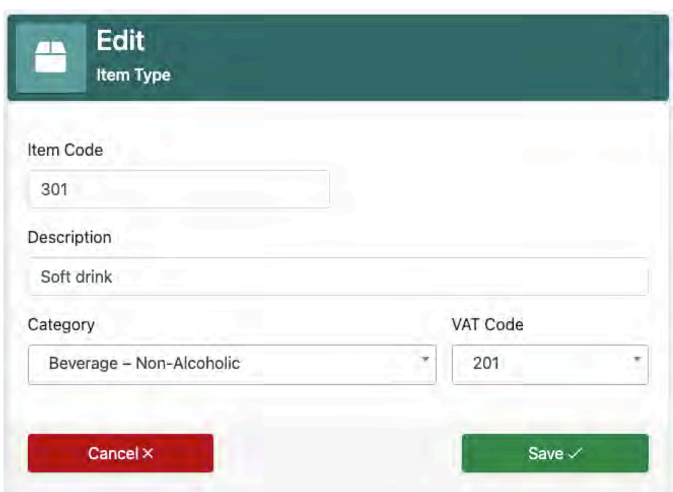
The form for creating or editing a minibar VAT code.

The **Item Types** tab lists individual product types (for example, "Soft drink," "Spirit," "Chocolate"), each linked to a Category and a VAT Code — this is what ties a specific kind of item back to its tax treatment and its place in the Categories list.



Item Code	Description	Category	VAT Code
301	Soft drink	Beverage – Non-Alcoholic	201
302	Mixer	Beverage – Non-Alcoholic	201
303	Juice	Beverage – Non-Alcoholic	201
304	Water	Beverage – Non-Alcoholic	201
305	Spirit	Beverage – Alcoholic	201
306	Wine	Beverage – Alcoholic	201
307	Beer	Beverage – Alcoholic	201
308	Chocolate	Food – Confectionery	201
309	Snack	Food – Savoury Snack	201
310	Hot drink	Beverage – Non-Alcoholic	201

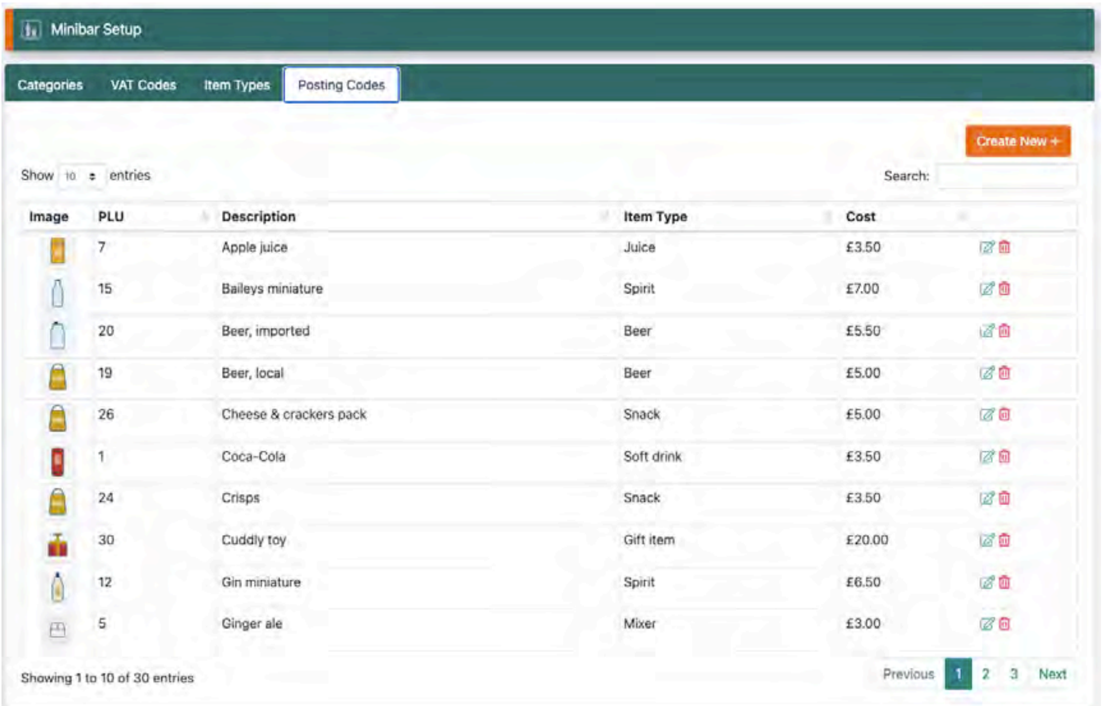
The Minibar Setup Item Types tab, listing product types linked to categories and VAT codes.



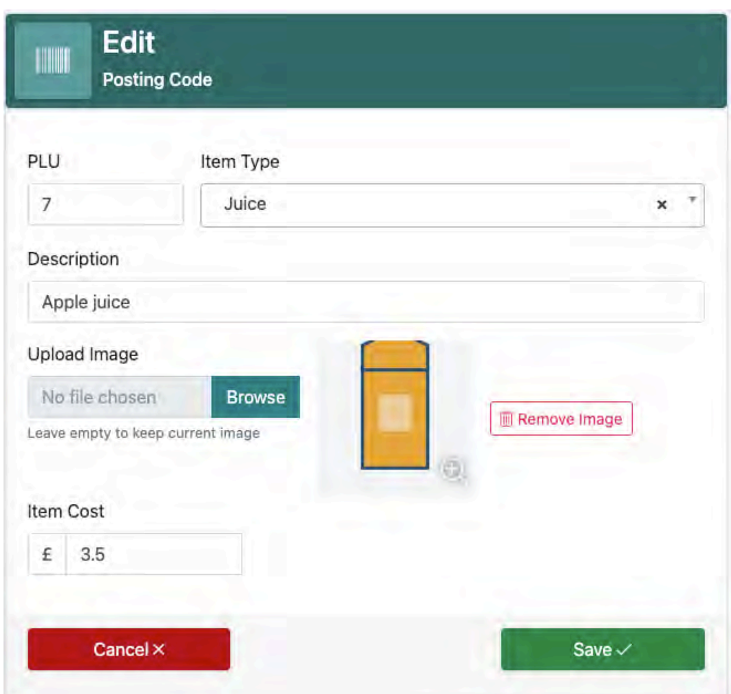
The form for creating or editing a minibar item type.

The **Posting Codes** tab is the actual sellable product catalog — each row is a specific item with a product **Image**, a **PLU** (price look-up code), a **Description**, its **Item Type**, and its **Cost**. This is what staff select from when posting a minibar charge to a guest's room.

> 💡 **Note:** Costs display in whatever currency symbol is configured for the property (see Properties above) — this demo shows British pounds (£).



The Minibar Setup Posting Codes tab, the sellable product catalog staff post charges from.



The form for creating or editing a minibar posting code.

Engineering

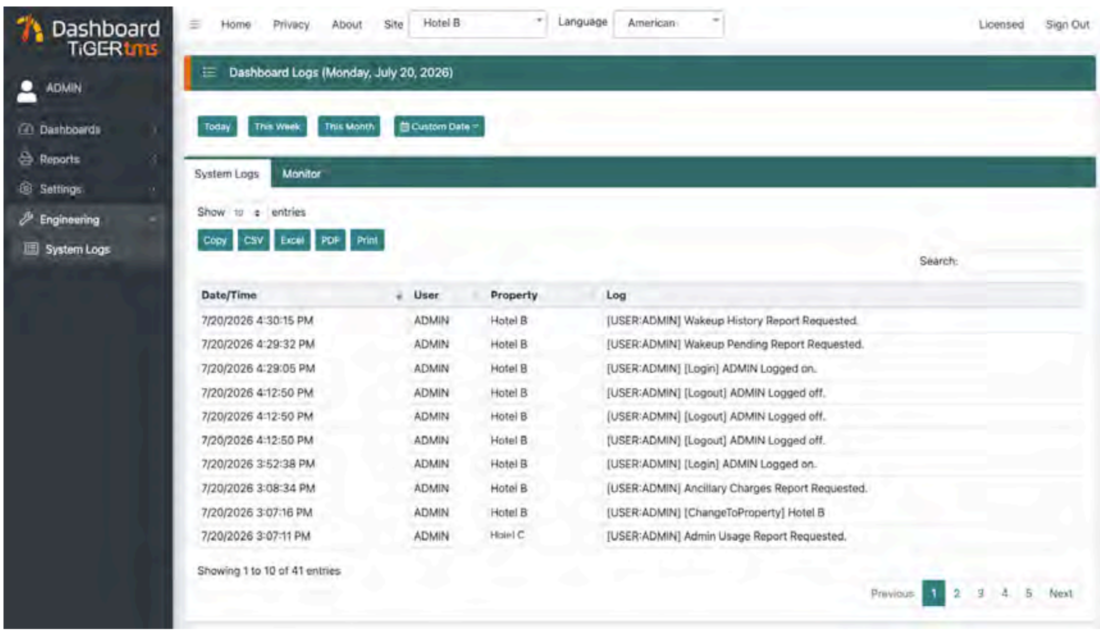
The **Engineering** area gives IT groups a technical audit trail of activity across the Dashboard. Expanding **Engineering** in the left nav reveals **System Logs**.

System Logs

Engineering → System Logs opens the **Dashboard Logs** page, a running record of activity across the Dashboard — logins and logouts, report requests, property switches, and other system-level events. Filter the log by date using **Today**, **This Week**, **This Month**, or **Custom Date**.

The page has two tabs: **System Logs** and **Monitor**.

The **System Logs** tab lists each event with its **Date/Time**, the **User** who triggered it, the **Property** it applied to, and a plain-language **Log** description. It uses the same table controls you've seen elsewhere in the Dashboard — Show entries, Copy/CSV/Excel/PDF/Print, Search, and sortable columns (see Reports for more on this pattern).



The System Logs tab, listing Dashboard events with date, user, property, and log description.

> **Note:** The **Monitor** tab (labeled "Real-time System Monitor" on hover) is intended to show live system activity, but doesn't display any content in the demo environments used for this guide — no error, just an empty screen. If you don't see anything under Monitor in your own account, that may be expected depending on your setup; check with COEO support if you'd expect to see live data there.

iReadyRooms

iReadyRooms is COEO's housekeeping, maintenance, and lost-and-found add-on module. It's not part of the standard PMS Integration package — it's licensed separately.

> 💡 **Note:** Not every property has iReadyRooms enabled. If you don't see **iReadyRooms** in your left nav, your property may not have it licensed — check the Licensed Modules table on the Licensed page to confirm (see Navigating the Dashboard), or reach out to your COEO CTA.

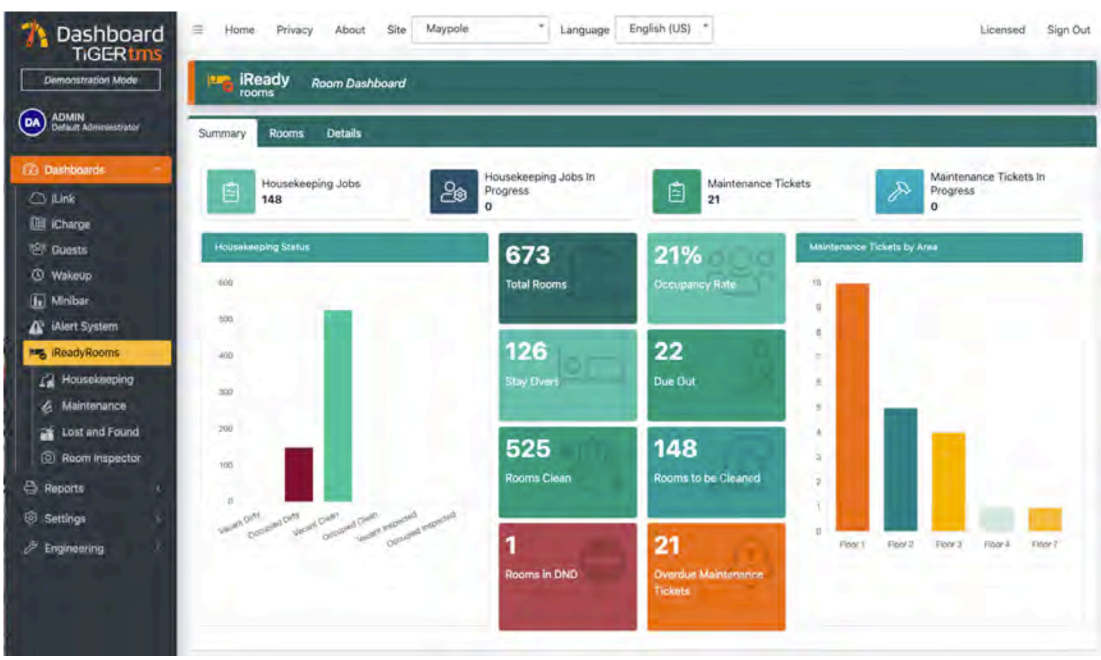
Clicking **iReadyRooms** in the left nav expands it to reveal **Housekeeping**, **Maintenance**, **Lost and Found**, and **Room Inspector** — but clicking **iReadyRooms** itself (rather than one of those) opens the **Room Dashboard**, an overview of housekeeping and maintenance activity across every room at your property, with three tabs: **Summary**, **Rooms**, and **Details**.

Room Dashboard

Summary Tab

The Summary tab gives you an at-a-glance view of housekeeping and maintenance activity:

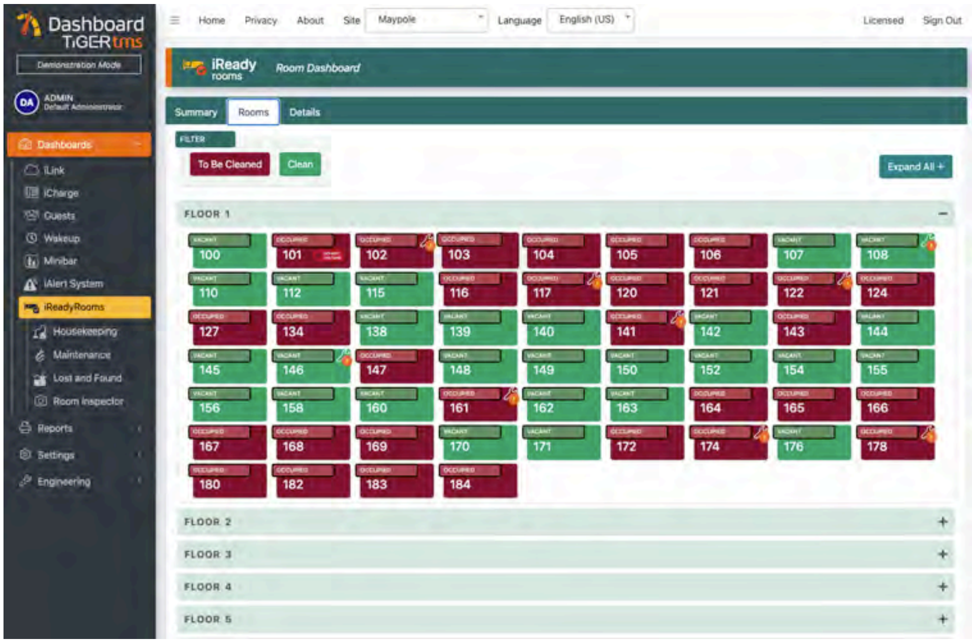
- **Housekeeping Jobs** / **Housekeeping Jobs In Progress** — how many housekeeping jobs are outstanding, and how many are currently being worked.
- **Maintenance Tickets** / **Maintenance Tickets In Progress** — the same breakdown for maintenance tickets.
- **Housekeeping Status** — a chart of rooms by combined occupancy/housekeeping state (Vacant Dirty, Occupied Dirty, Vacant Clean, Occupied Clean, Vacant Inspected, Occupied Inspected).
- **Total Rooms** / **Occupancy Rate** / **Stay Overs** / **Due Out** / **Rooms Clean** / **Rooms to be Cleaned** / **Rooms in DND** / **Overdue Maintenance Tickets** — top-line counts across the property.
- **Maintenance Tickets by Area** — a chart of open maintenance tickets by floor.



The Room Dashboard Summary tab, showing property-wide housekeeping and maintenance metrics.

Rooms Tab

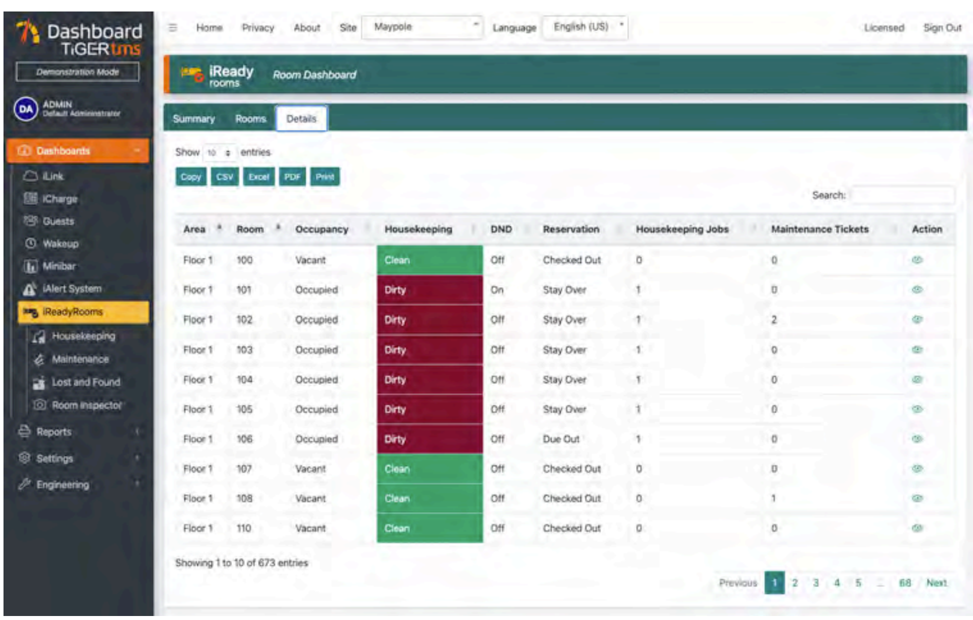
The Rooms tab shows every room at your property as a color-coded tile, grouped by floor (click a floor to expand or collapse it, or use **Expand All** to open every floor at once). Each tile shows the room number, whether it's vacant or occupied, and flags for Do Not Disturb or open maintenance tickets (shown as a wrench icon with a count). Use the **Filter** buttons to show only rooms that are **To Be Cleaned** or already **Clean**.



The Room Dashboard Rooms tab, showing every room as a color-coded tile grouped by floor.

Details Tab

The Details tab lists the same information as a standard data table — Area, Room, Occupancy, Housekeeping status, DND, Reservation status, Housekeeping Jobs, and Maintenance Tickets counts, with a view-icon action per row. It uses the same table controls found throughout the Dashboard (Show entries, Copy/CSV/Excel/PDF/Print, Search, sortable columns).



The Room Dashboard Details tab, listing every room's status in a sortable data table.

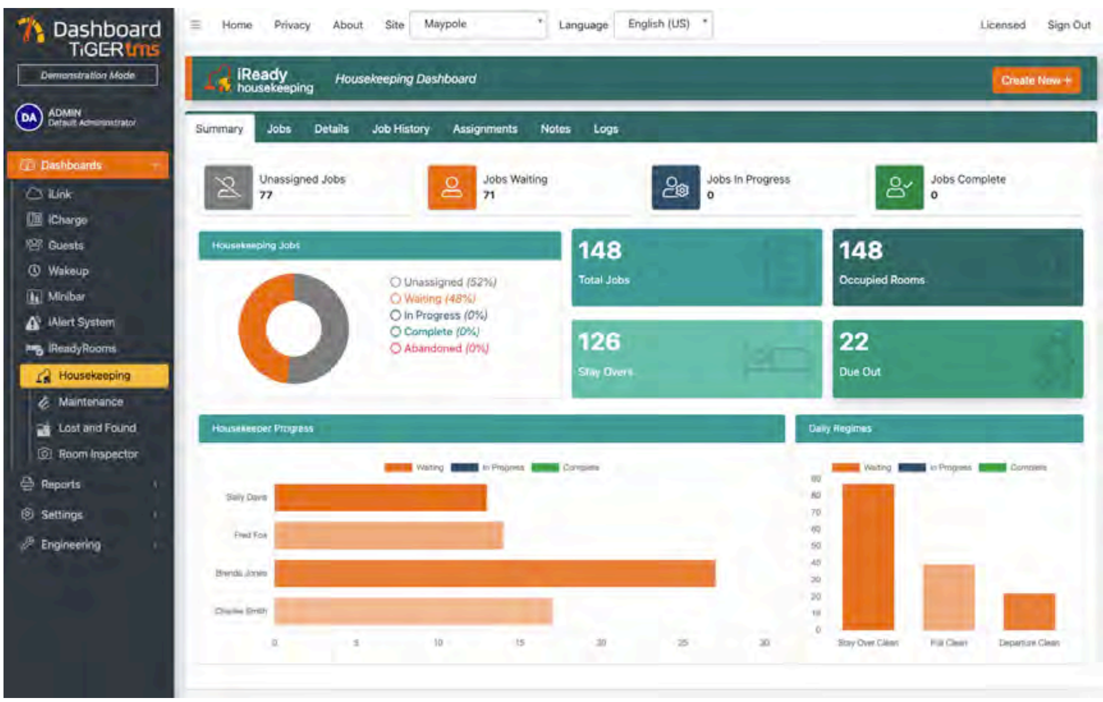
Housekeeping

iReadyRooms → Housekeeping is where housekeeping jobs actually get created, assigned, and tracked day to day. It has its own dashboard with seven tabs: **Summary**, **Jobs**, **Details**, **Job History**, **Assignments**, **Notes**, and **Logs**.

Summary Tab

The Summary tab gives you an at-a-glance view of today's housekeeping workload:

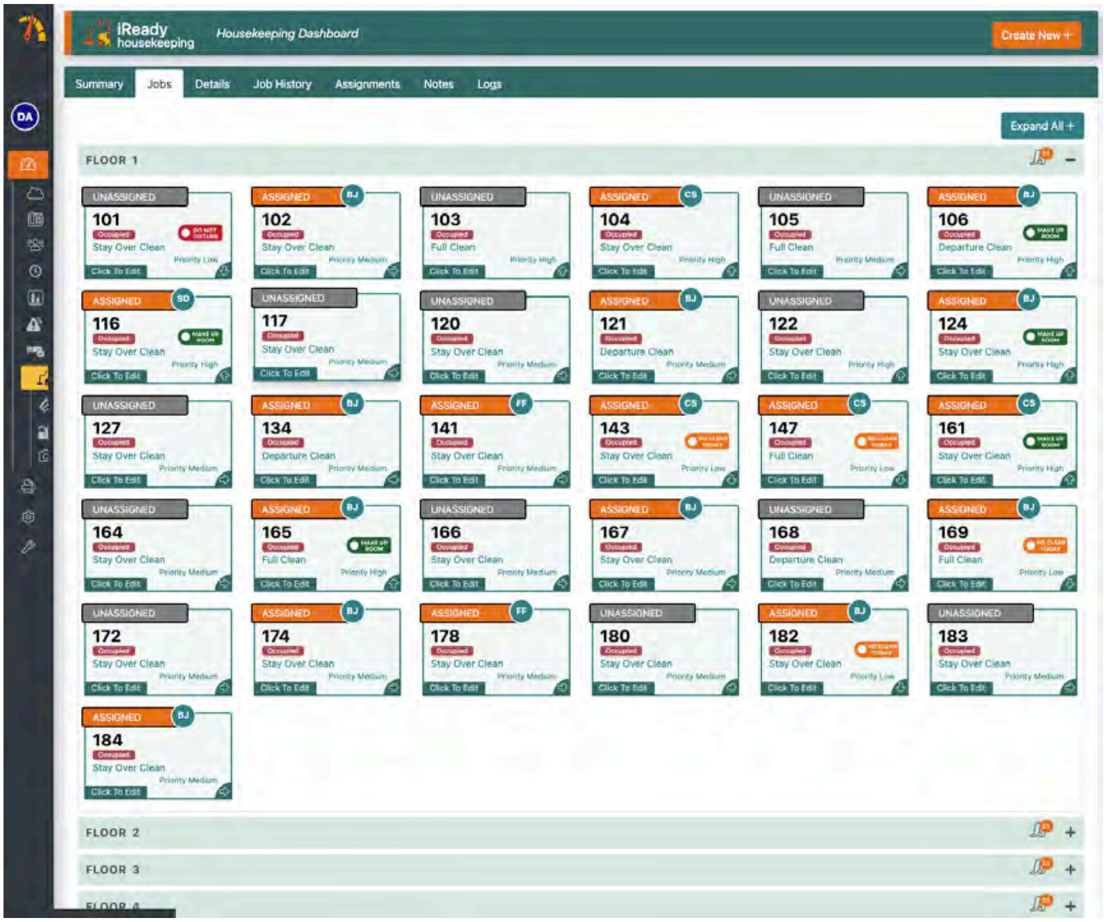
- **Unassigned Jobs** / **Jobs Waiting** / **Jobs In Progress** / **Jobs Complete** — top-line job counts.
- **Housekeeping Jobs** — a donut chart breaking jobs down by status (Unassigned, Waiting, In Progress, Complete, Abandoned).
- **Total Jobs** / **Occupied Rooms** / **Stay Overs** / **Due Out** — property-wide counts for context.
- **Housekeeper Progress** — a chart showing each housekeeper's workload by status (Waiting, In Progress, Complete).
- **Daily Regimes** — a chart breaking down job volume by cleaning type (Stay Over Clean, Full Clean, Departure Clean).



The Housekeeping Summary tab, showing today's job counts and housekeeper progress charts.

Jobs Tab

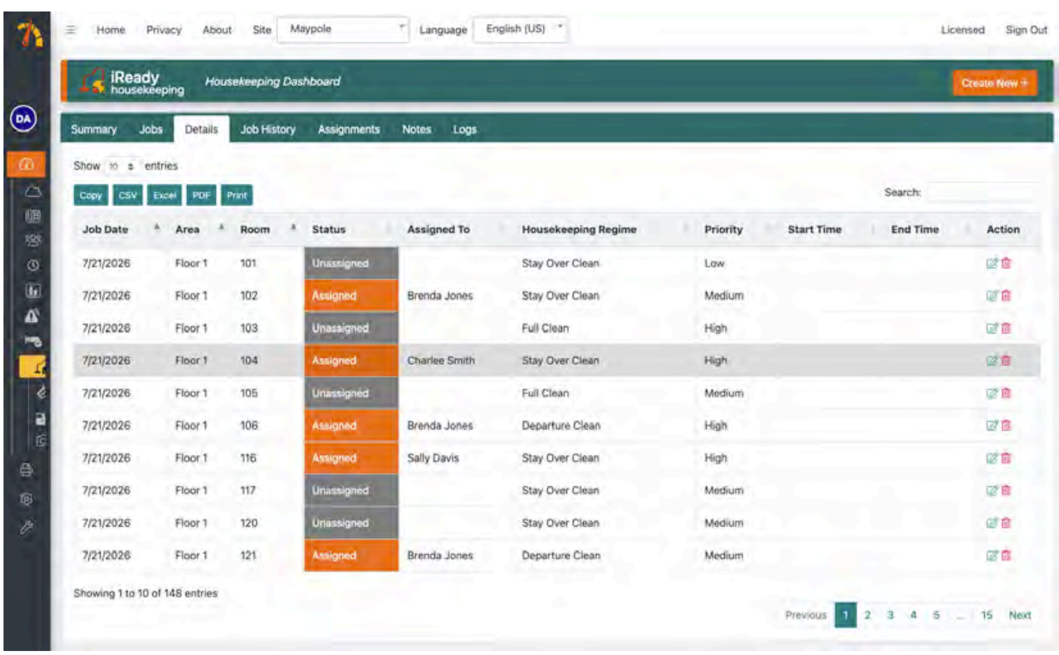
The Jobs tab shows every housekeeping job as a card, grouped by floor (expand or collapse a floor individually, or use **Expand All**). Each card shows the room number, whether it's assigned (with the assigned housekeeper's initials) or unassigned, the cleaning type (Stay Over Clean, Full Clean, or Departure Clean), its priority, and any special flags — **Do Not Disturb**, **Make Up Room**, or **No Clean Today**. Click **Click To Edit** on a card to open and update that job.



The Housekeeping Jobs tab, showing every job as a card grouped by floor.

Details Tab

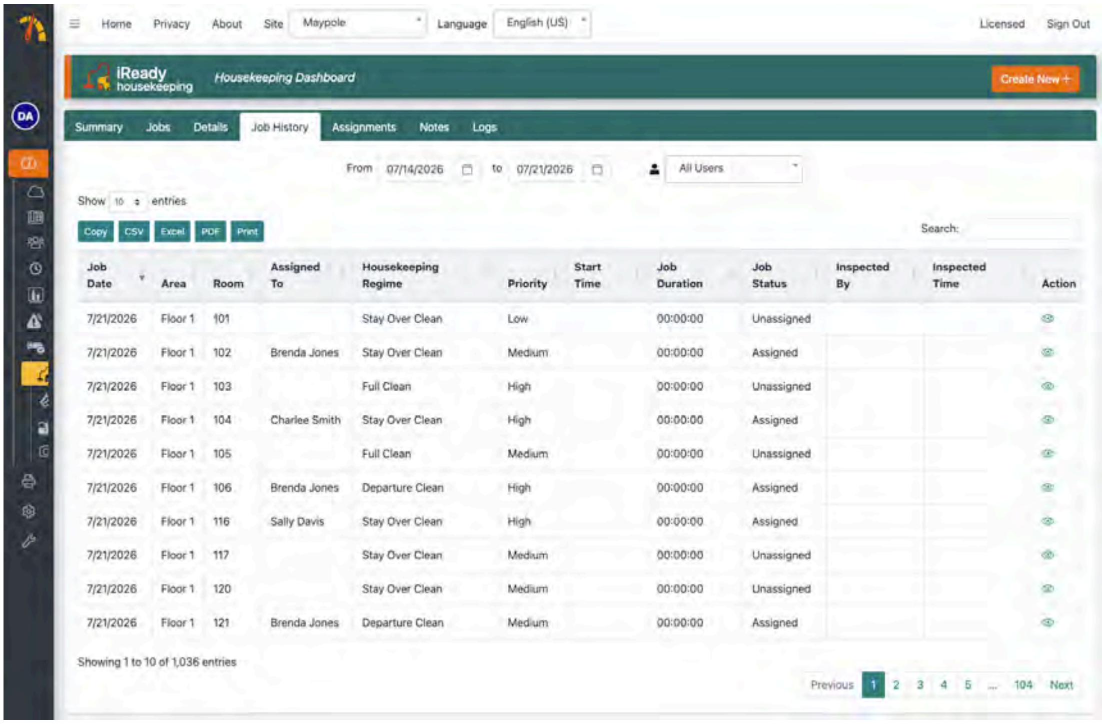
The Details tab lists every job for the selected date as a standard data table — Job Date, Area, Room, Status, Assigned To, Housekeeping Regime, Priority, Start Time, End Time, and a view/edit/delete Action column — with the usual table controls (Show entries, Copy/CSV/Excel/PDF/Print, Search, sortable columns).



The Housekeeping Details tab, listing every job for the selected date in a data table.

Job History Tab

The Job History tab is the same table filtered to a **date range** and, optionally, a specific user, with columns for Job Date, Area, Room, Assigned To, Housekeeping Regime, Priority, Start Time, Job Duration, Job Status, and who and when it was **Inspected By** / **Inspected Time**.



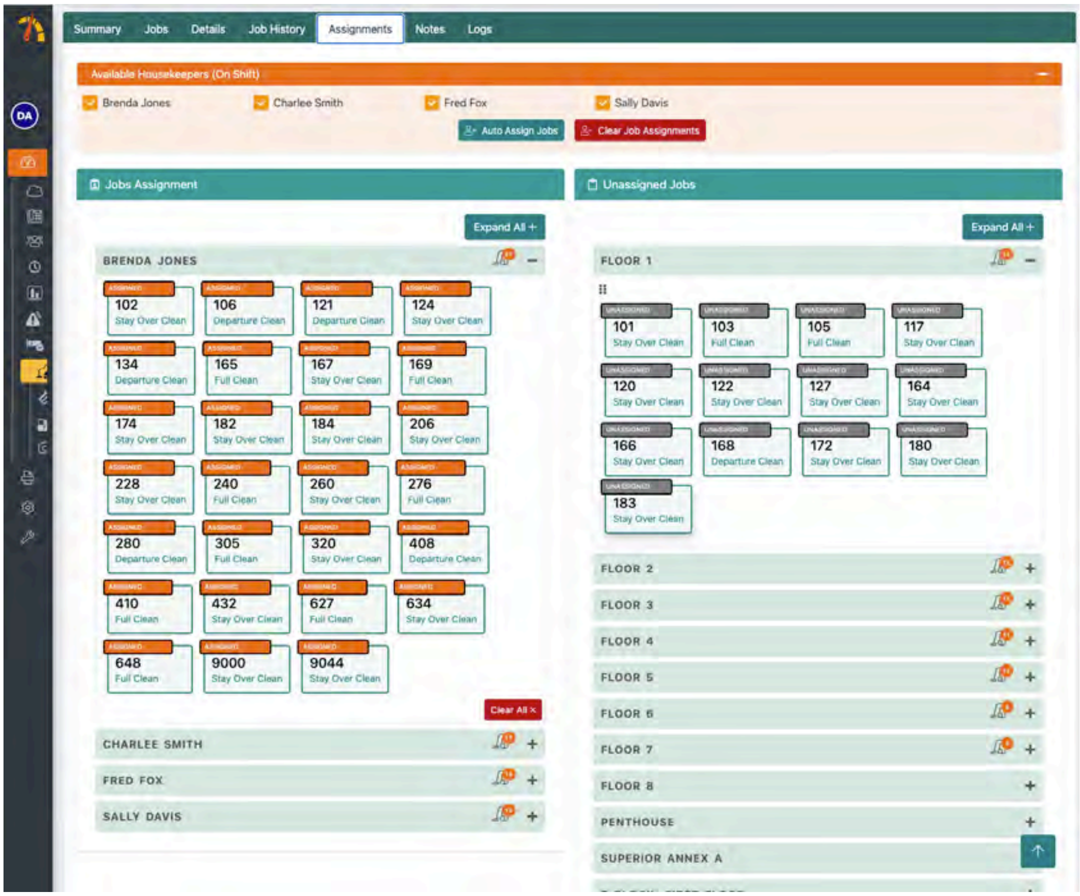
The Housekeeping Job History tab, filtered to a date range and showing inspection details.

Assignments Tab

The Assignments tab is where you match housekeeping jobs to housekeepers. **Available Housekeepers (On Shift)** lists everyone currently checked in as available, each with a checkbox — uncheck someone to exclude them from auto-assignment. From here you can either:

- Click **Auto Assign Jobs** to automatically distribute all unassigned jobs across the available (on-shift) housekeepers, or
- Manually assign jobs one at a time by **dragging a job card** from the **Unassigned Jobs** panel on the right (grouped by floor) over to the housekeeper you want in the **Jobs Assignment** panel on the left.

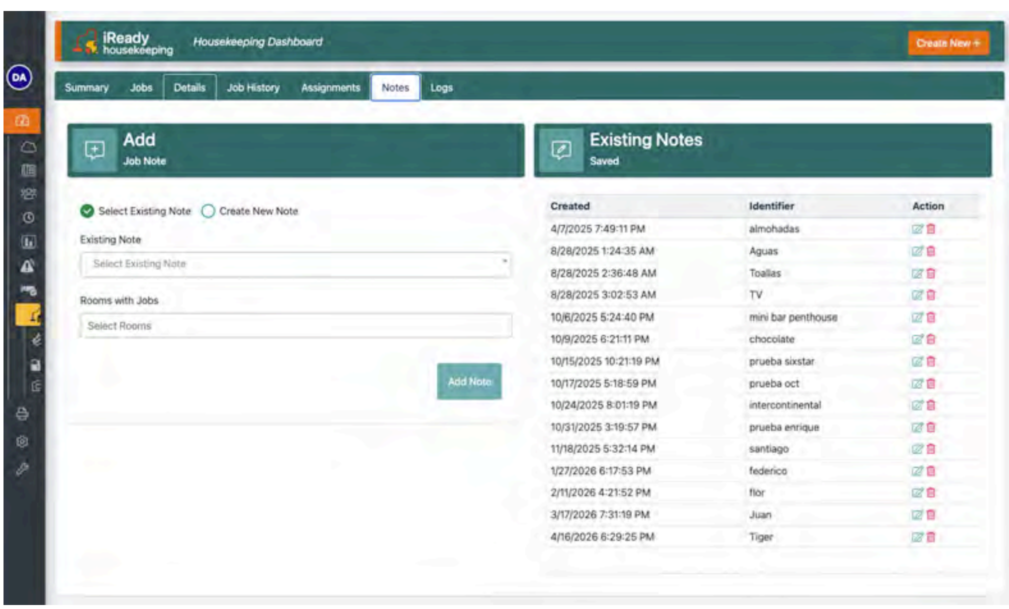
Each housekeeper's section in Jobs Assignment can be expanded or collapsed, and shows their currently-assigned job cards; **Clear Job Assignments** unassigns everyone's jobs at once.



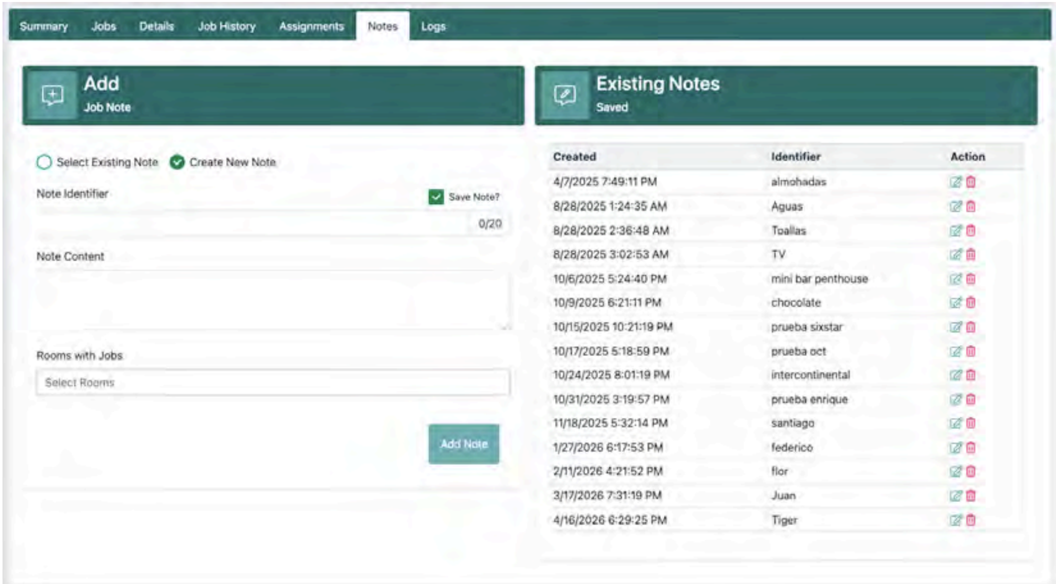
The Housekeeping Assignments tab, showing available housekeepers alongside unassigned job cards.

Notes Tab

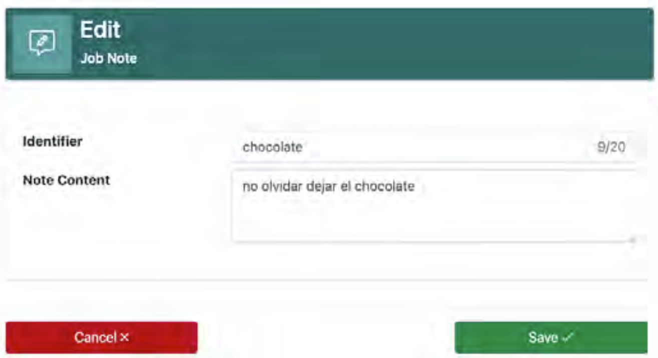
The Notes tab lets you attach a note to one or more rooms with jobs. Choose **Select Existing Note** to reuse a saved note, or **Create New Note** to write a new one (with an Identifier, the note content, and a **Save Note?** toggle if you want to reuse it later) — either way, pick which **Rooms with Jobs** the note should apply to and click **Add Note**. The **Existing Notes** table on the right lists every saved note with its creation date, identifier, and edit/delete actions.



The Housekeeping Notes tab, showing the form for adding a note alongside the Existing Notes table.



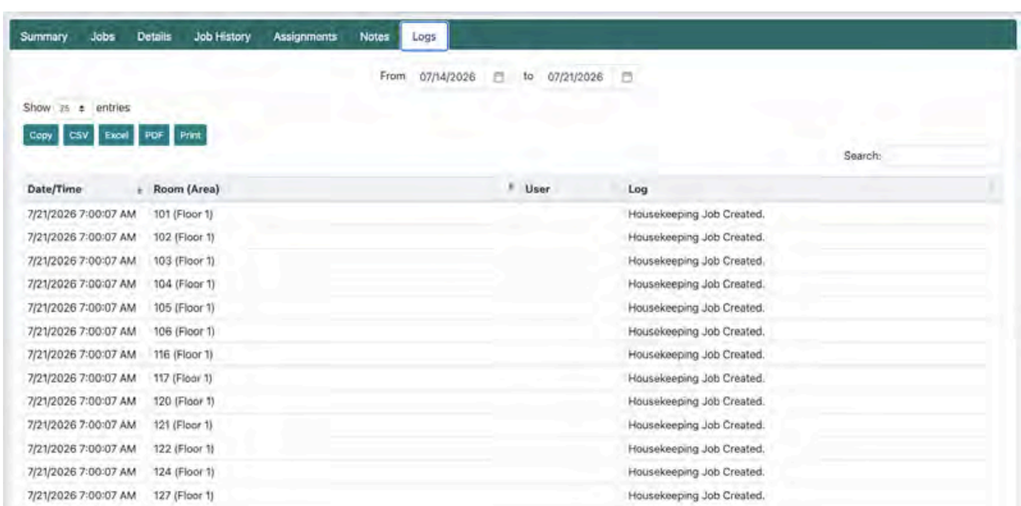
Creating a new note with Create New Note, entering an identifier and note content.



Editing an existing saved note from the Existing Notes table.

Logs Tab

The Logs tab is an audit trail of housekeeping activity over a date range you choose — Date/Time, Room (Area), User, and a plain-language Log description — with the same table controls used throughout the Dashboard.



The Housekeeping Logs tab, showing an audit trail of housekeeping activity over a date range.

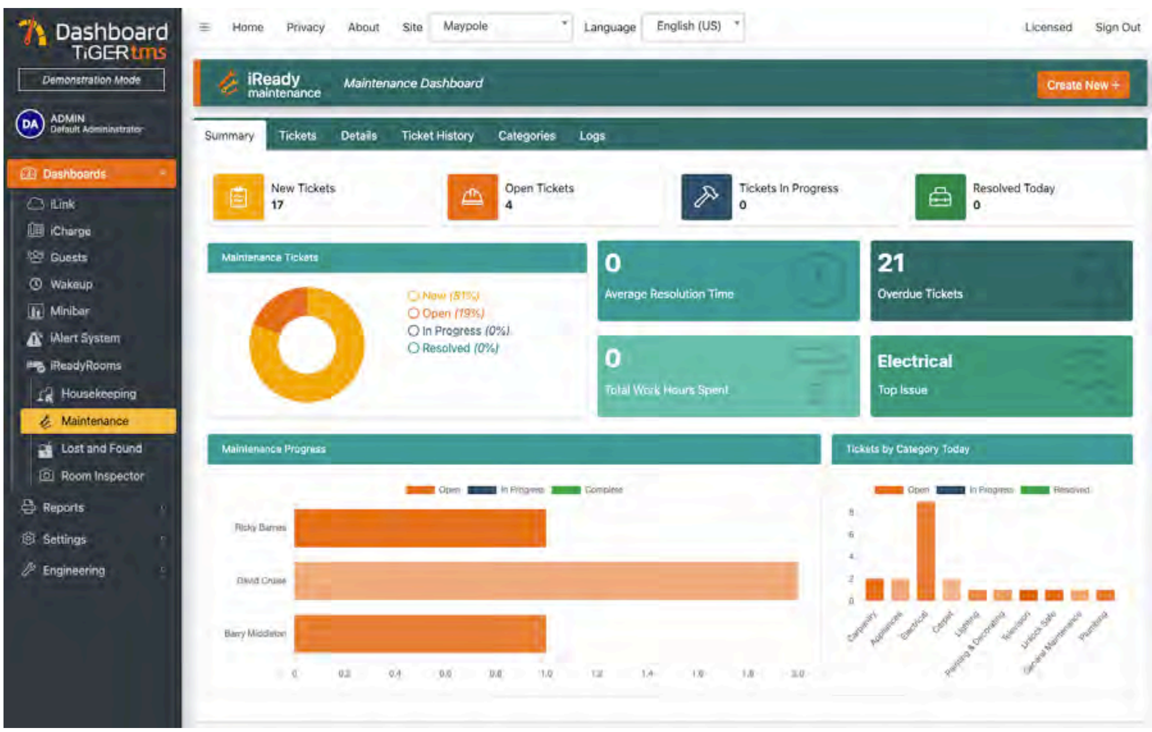
Maintenance

iReadyRooms → Maintenance is where maintenance issues get logged, assigned, and tracked to resolution. It has its own dashboard with six tabs: **Summary**, **Tickets**, **Details**, **Ticket History**, **Categories**, and **Logs**.

Summary Tab

The Summary tab gives you an at-a-glance view of maintenance activity:

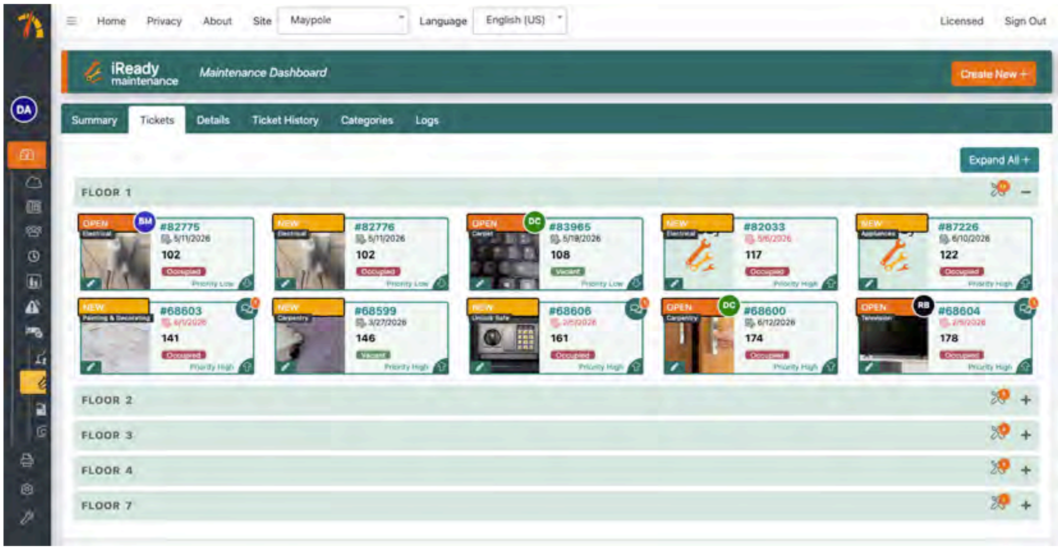
- **New Tickets / Open Tickets / Tickets In Progress / Resolved Today** — top-line ticket counts.
- **Maintenance Tickets** — a donut chart breaking tickets down by status (New, Open, In Progress, Resolved).
- **Average Resolution Time / Overdue Tickets / Total Work Hours Spent / Top Issue** — additional at-a-glance metrics, including which category has generated the most tickets.
- **Maintenance Progress** — a chart showing each maintenance staff member's workload by status (Open, In Progress, Complete).
- **Tickets by Category Today** — a chart breaking down today's tickets by category (Electrical, Plumbing, HVAC, and so on).



The Maintenance Summary tab, showing ticket counts and staff workload charts.

Tickets Tab

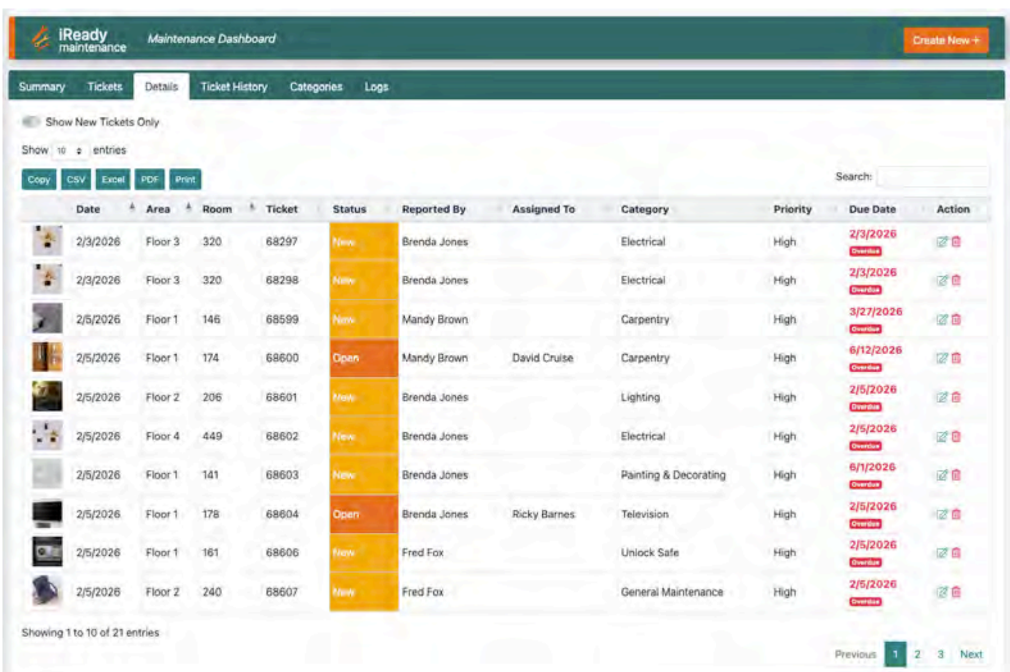
The Tickets tab shows every maintenance ticket as a card with a photo (when one's attached), grouped by floor. Each card shows its status (**New** or **Open**, with the assigned staff member's initials once assigned), ticket number, category, room number, occupancy, priority, and due date. Clicking a ticket card opens the same **Edit Ticket** screen you'd reach from the Details tab's edit icon (see below).



The Maintenance Tickets tab, showing every ticket as a card grouped by floor.

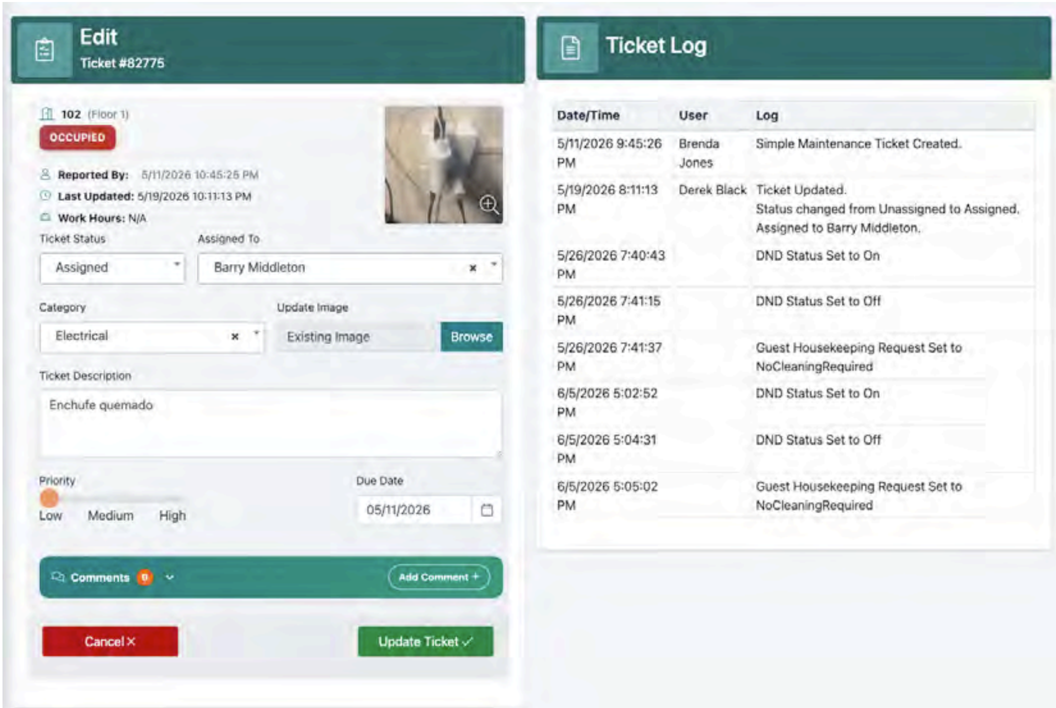
Details Tab

The Details tab lists every ticket as a standard data table — a photo thumbnail, Date, Area, Room, Ticket number, Status, Reported By, Assigned To, Category, Priority, Due Date, and an edit/delete Action column. A **Show New Tickets Only** toggle filters the table down to just-reported tickets.



The Maintenance Details tab, listing every ticket in a data table with a Show New Tickets Only toggle.

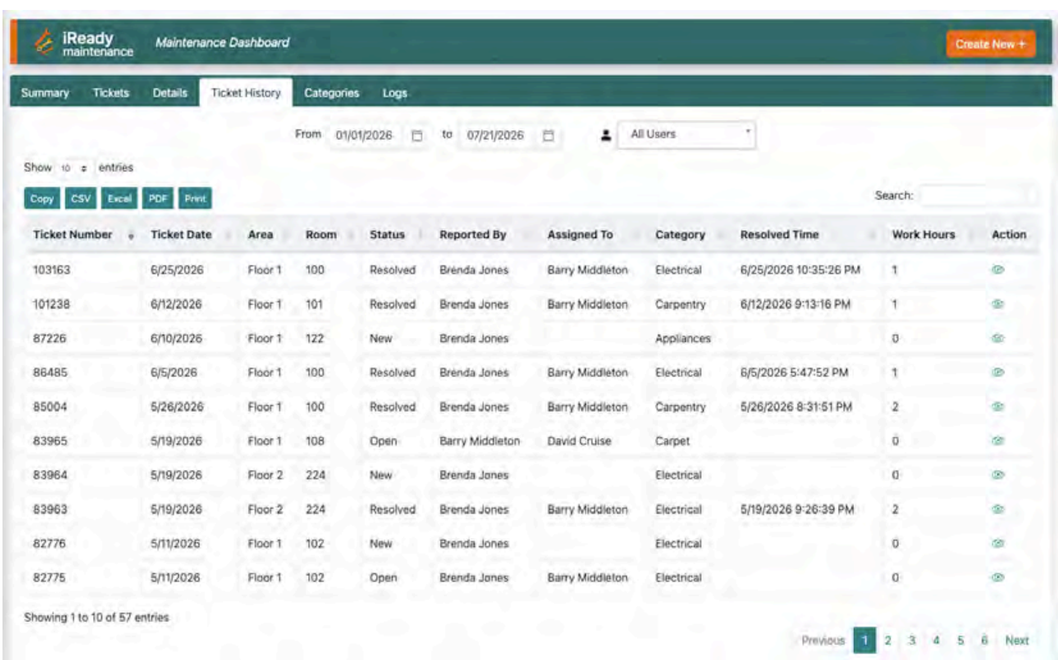
> 💡 **Note:** Clicking a ticket from the Tickets tab, or clicking the edit icon on the Details tab, both open the same **Edit Ticket** screen — a single form for updating a ticket's status, assignment, category, photo, description, priority, and due date, with a comment thread and a per-ticket **Ticket Log** shown alongside it.



The Edit Ticket screen, showing a ticket's status, assignment, and comment thread alongside its Ticket Log.

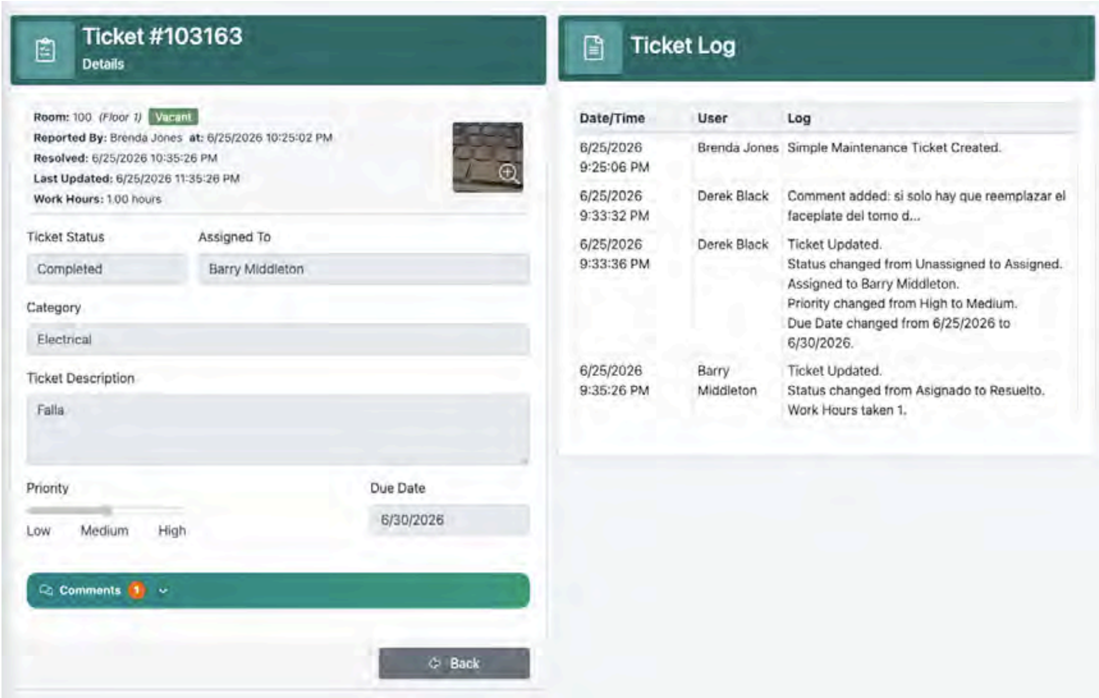
Ticket History Tab

The Ticket History tab lists every ticket over a date range (and, optionally, filtered to a specific user) — Ticket Number, Ticket Date, Area, Room, Status, Reported By, Assigned To, Category, Resolved Time, Work Hours, and a view-icon Action.



The Maintenance Ticket History tab, listing resolved tickets over a date range.

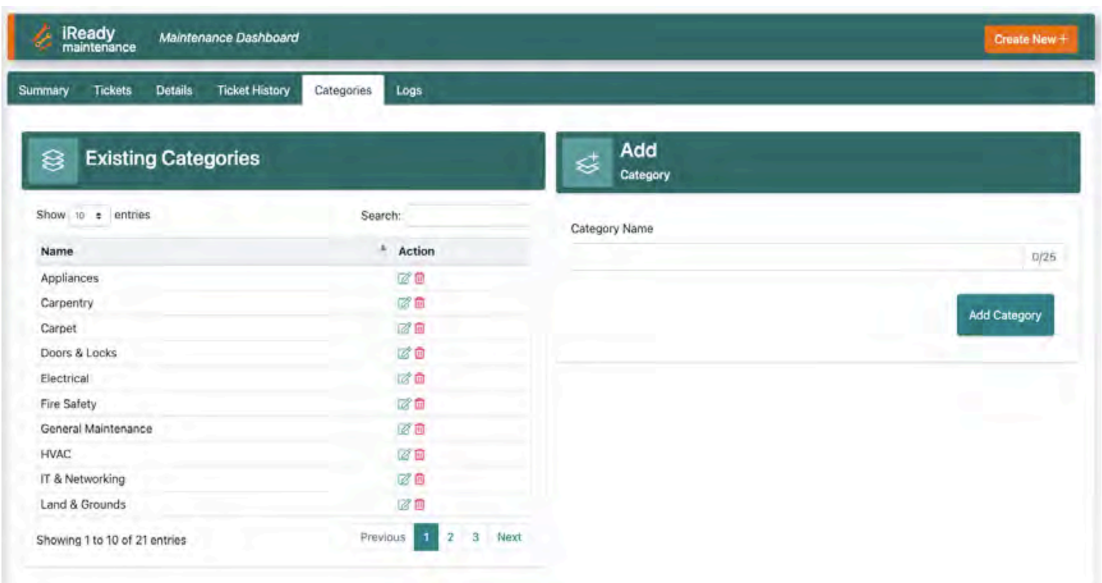
> 💡 **Note:** The view icon on the Ticket History tab opens a read-only version of the ticket — the same information as Edit Ticket, plus its full Ticket Log, but without the ability to make changes. Use the Tickets tab or Details tab instead if you need to actually update a ticket.



The read-only ticket view opened from Ticket History's view icon.

Categories Tab

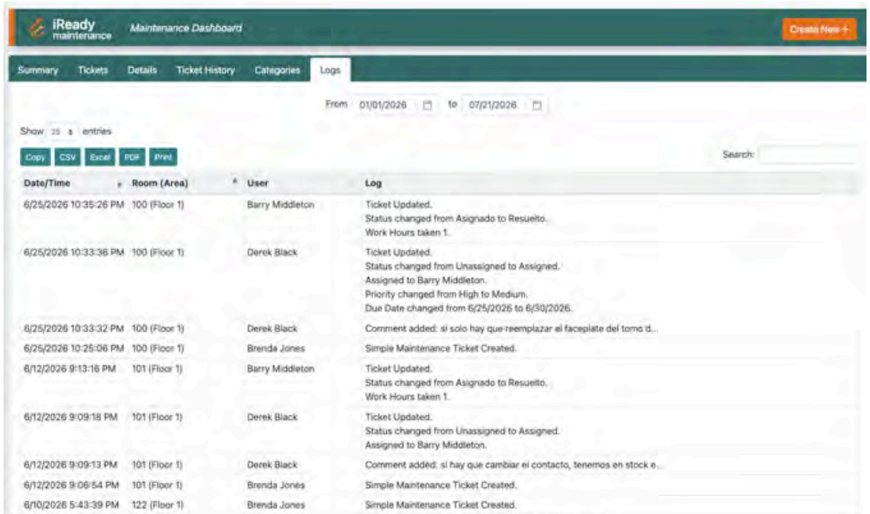
The Categories tab manages the list of maintenance categories tickets can be assigned to (for example, Electrical, Plumbing, HVAC). **Existing Categories** lists them with edit/delete actions; **Add** lets you create a new one.



The Categories tab, listing existing categories with edit/delete actions.

Logs Tab

The Logs tab is an audit trail of maintenance activity over a date range you choose — Date/Time, Room (Area), User, and a plain-language Log description — with the same table controls used throughout the Dashboard.



The Maintenance Logs tab, showing an audit trail of maintenance activity over a date range.

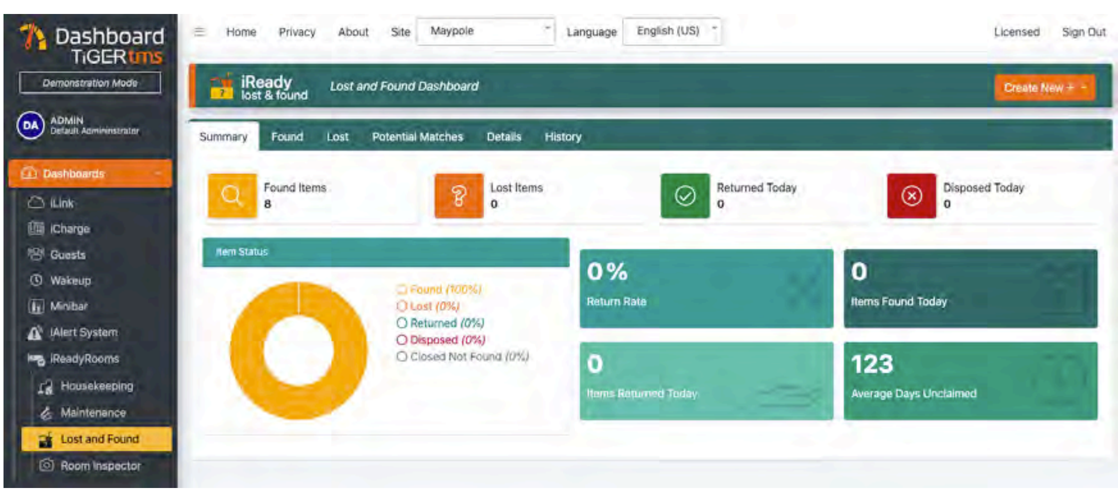
Lost and Found

iReadyRooms → Lost and Found is where staff log items guests have left behind, and match them against items guests report missing. It has its own dashboard with six tabs: **Summary**, **Found**, **Lost**, **Potential Matches**, **Details**, and **History**.

Summary Tab

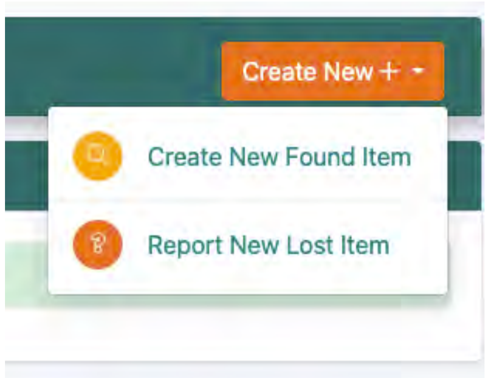
The Summary tab gives you an at-a-glance view of lost-and-found activity:

- **Found Items** / **Lost Items** / **Returned Today** / **Disposed Today** — top-line counts.
- **Item Status** — a donut chart breaking every item down by status (Found, Lost, Returned, Disposed, Closed Not Found).
- **Return Rate** / **Items Found Today** / **Items Returned Today** / **Average Days Unclaimed** — additional at-a-glance metrics.



The Lost and Found Summary tab, showing item status counts and return-rate metrics.

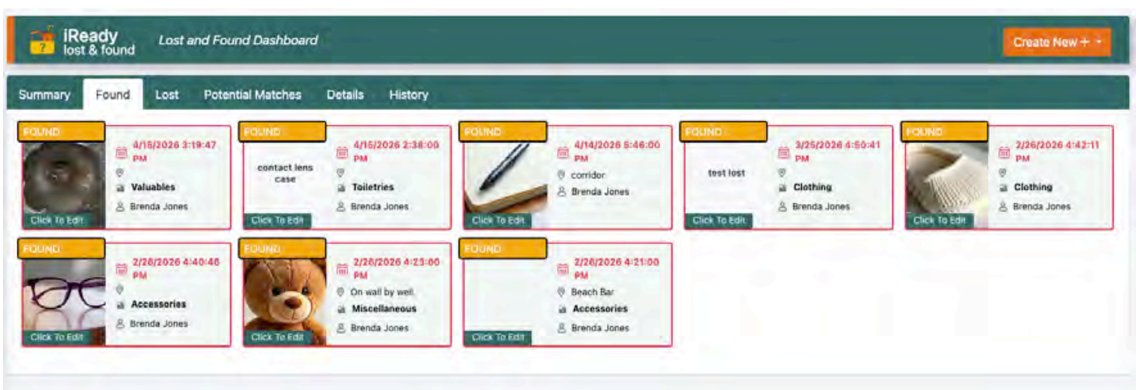
💡 **Note:** A **Create New** button in the top-right corner of this dashboard offers two options — **Create New Found Item** and **Report New Lost Item** — covering both directions: staff logging something they've physically found, and logging an item a guest says is missing.



The Create New dropdown, offering Create New Found Item and Report New Lost Item.

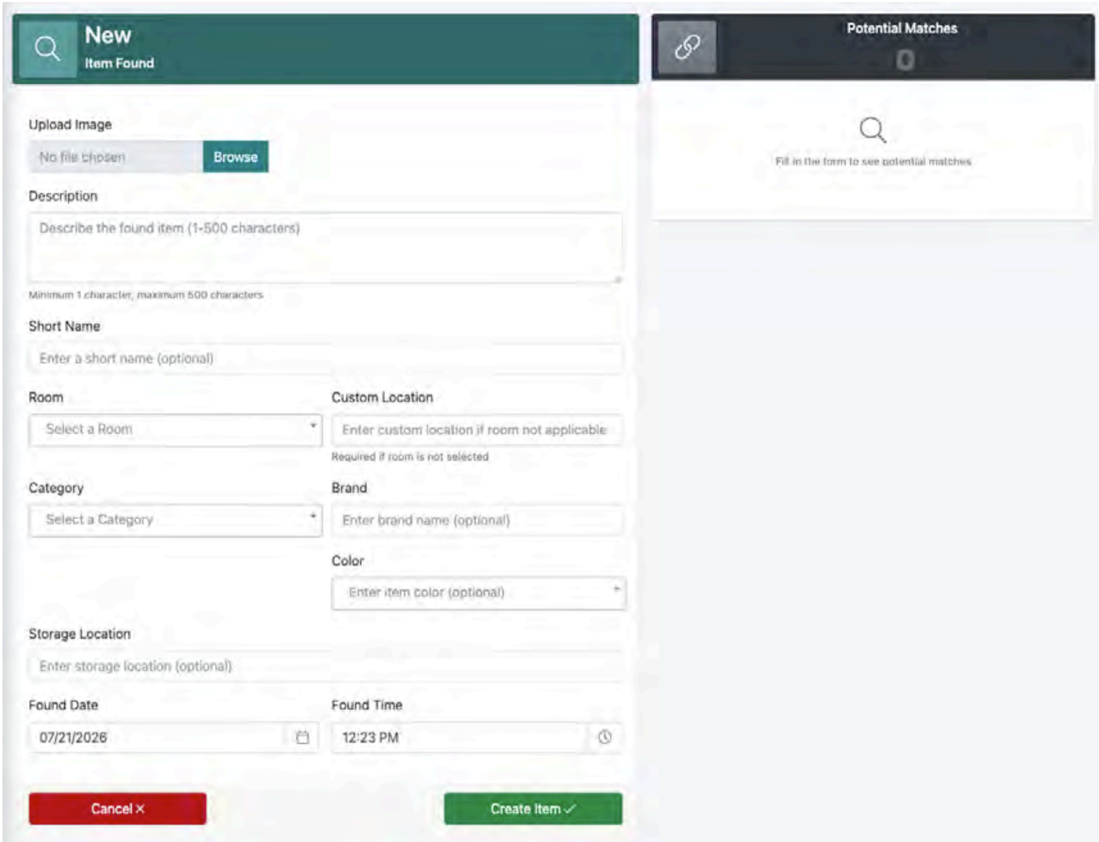
Found Tab

The Found tab shows every item staff have logged as found, as a card with its photo (when one's attached), a **FOUND** status badge, the date and time it was found, its location, category, and who found it. Click a card to open its detail view.



The Found tab, showing every logged found item as a card with its photo and status badge.

Choosing **Create New Found Item** opens a form to log a new item: **Upload Image**, **Description**, **Short Name**, **Room** (or a **Custom Location** if it wasn't found in a room), **Category**, **Brand**, **Color**, **Storage Location**, and **Found Date/Time**.



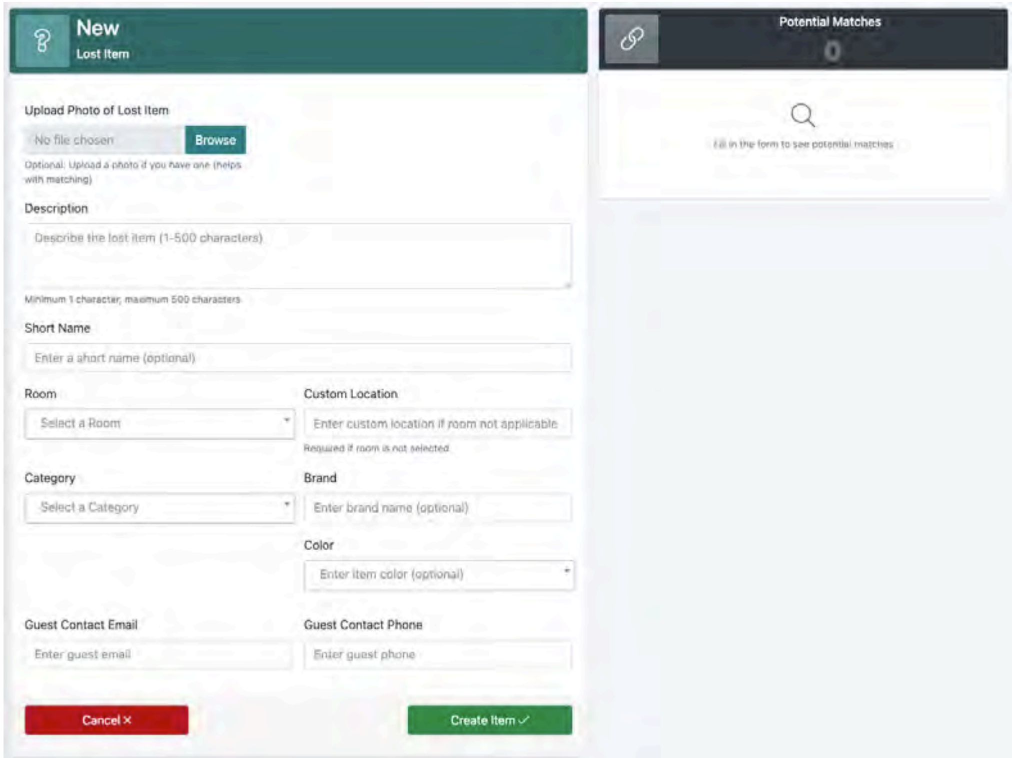
The Create New Found Item form, for logging a newly found item's details.

Lost Tab

The Lost tab lists every item a guest has reported missing, the same way the Found tab lists found items. In this demo environment no lost items had been reported yet, so it shows "No lost items reported."

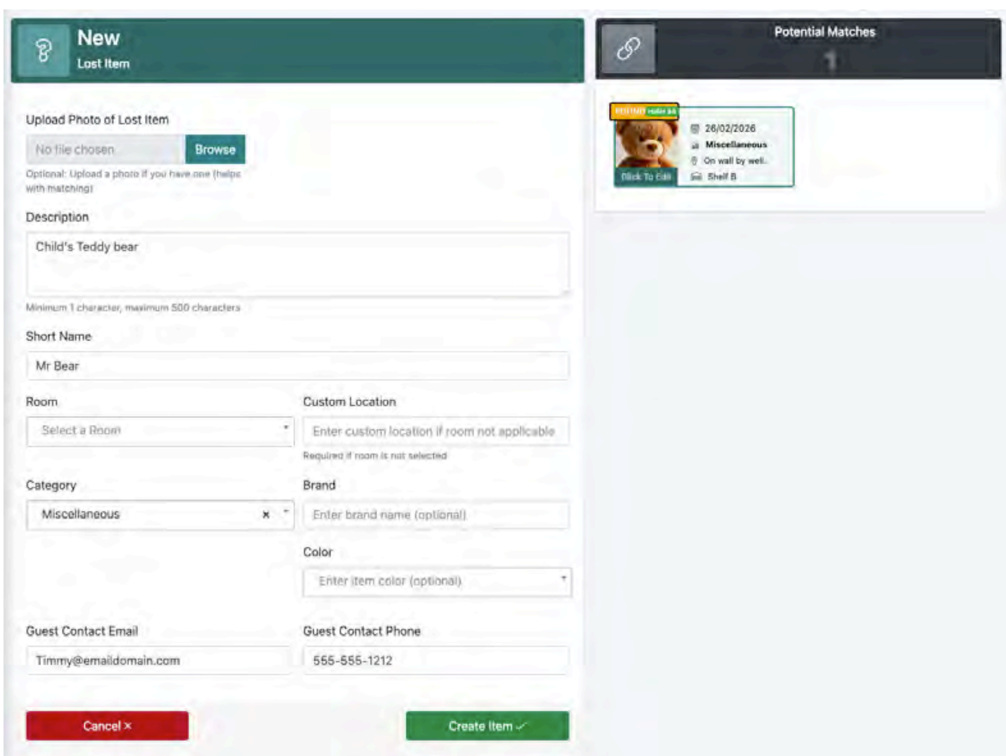
The Lost tab in this demo environment, showing no lost items reported.

Choosing **Report New Lost Item** opens a similar form for a guest-reported item: an optional **Upload Photo of Lost Item** (to help with matching), **Description**, **Short Name**, **Room/Custom Location**, **Category**, **Brand**, **Color**, and the guest's **Guest Contact Email**/**Guest Contact Phone** so staff can reach them if a match turns up.



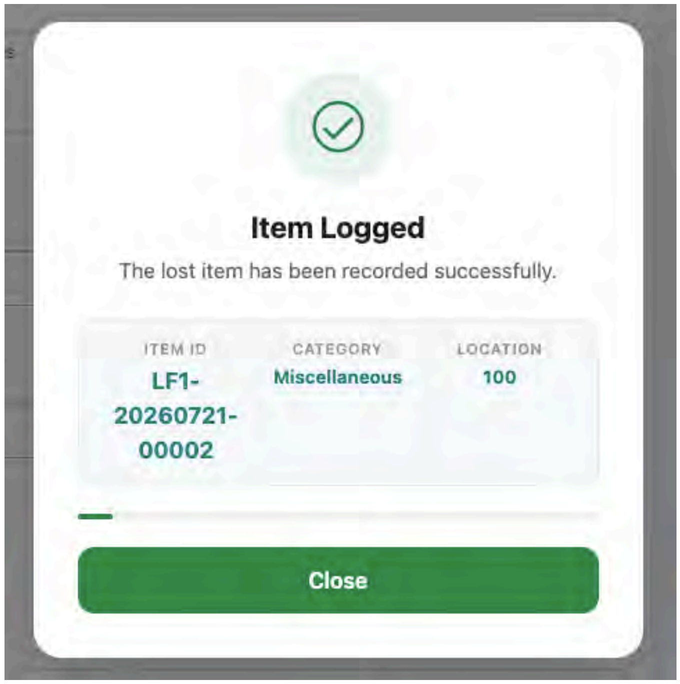
The Report New Lost Item form, before any details have been entered.

> 💡 **Note:** As you fill in a lost item's details, the **Potential Matches** panel on the right updates automatically, surfacing any Found items that could match — each with a match score and confidence level (Low/Medium/High) — so staff don't have to search the Found list by hand.



The Report New Lost Item form, with the Potential Matches panel surfacing a possible match.

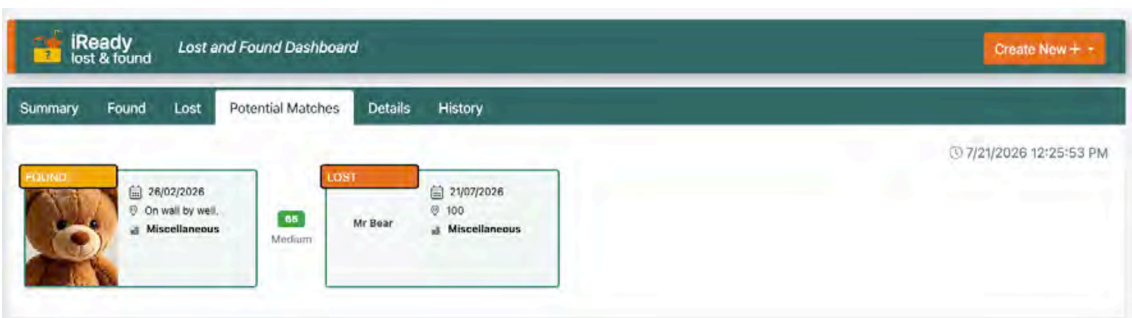
Once you click **Create Item**, a confirmation dialog shows the new item's ID, category, and location.



The confirmation dialog shown after clicking Create Item, with the new item's ID and details.

Potential Matches Tab

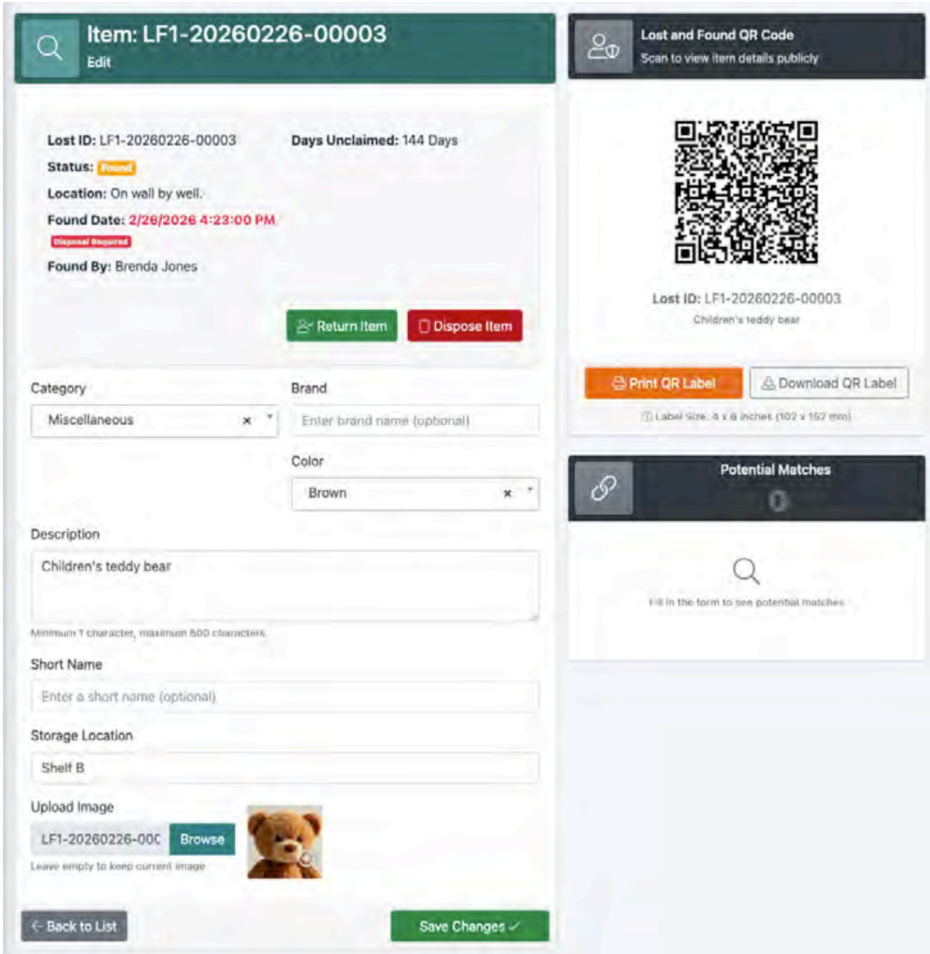
The Potential Matches tab lists every Found/Lost pair the system has flagged as a possible match, shown side by side with a numeric score and a confidence label (for example, "65 Medium").



The Potential Matches tab, listing Found/Lost pairs side by side with a match score.

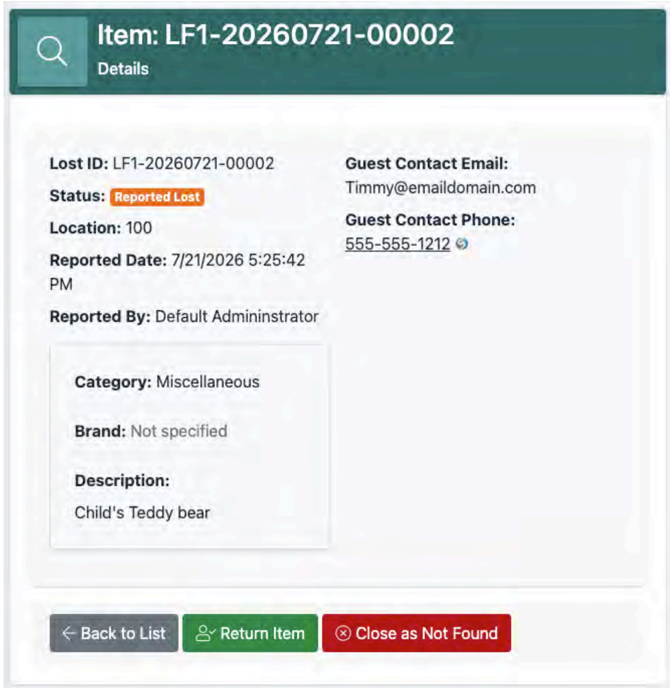
The Item Detail View

Clicking into a **found** item — from the Found tab, the Details table, or a Potential Matches card — opens its detail view: Lost ID, Days Unclaimed, Status, Location, Found Date, a **Disposal Required** flag once an item's been unclaimed long enough, and who found it, alongside **Return Item** and **Dispose Item** buttons and editable fields (Category, Brand, Color, Description, Short Name, Storage Location, Upload Image). A **Lost and Found QR Code** panel lets you print or download a 4×6" label — scanning it opens the item's details publicly, handy for labeling the physical item in storage. The same **Potential Matches** panel from the creation form appears here too.



The detail view of a found item, showing its status, editable fields, and QR Code panel.

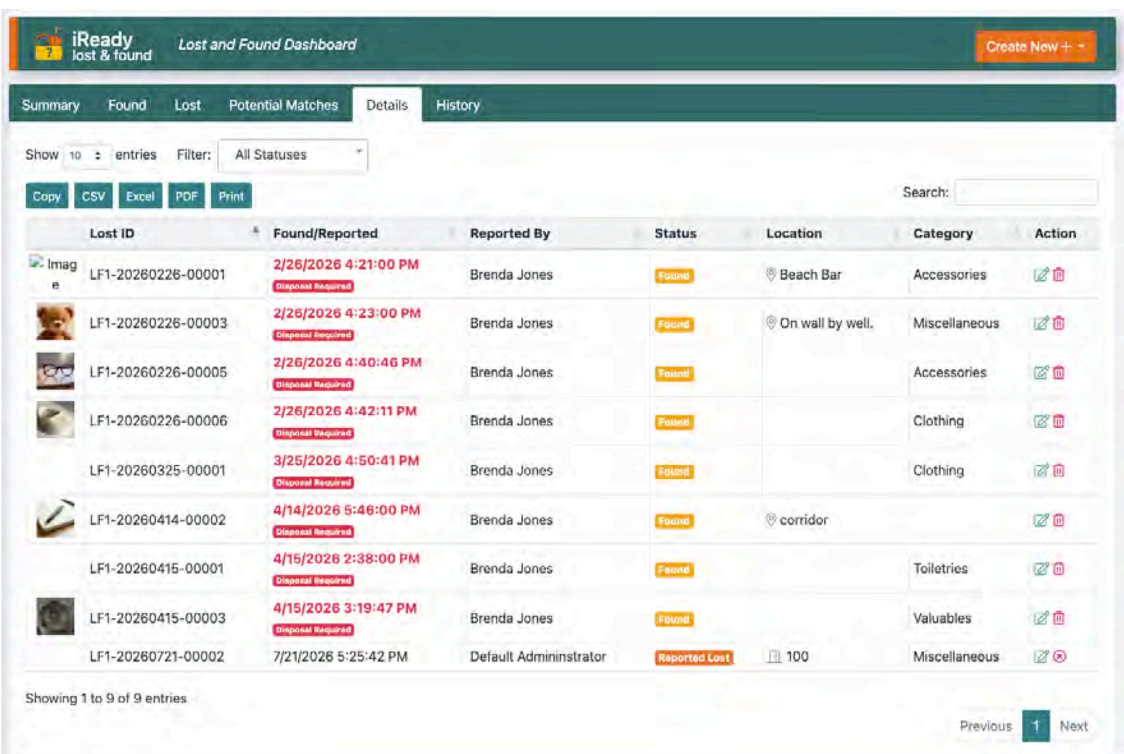
Note: A **lost** item's own detail view — opened from the Lost tab, the Details table, or a Potential Matches card — is simpler: it shows the guest's contact info and item description, with **Return Item** and **Close as Not Found** buttons, but no QR code (there's no physical item in storage to label) and no editable Category/Brand/etc. fields.



The detail view of a lost item, showing the guest's contact info and description without a QR code.

Details Tab

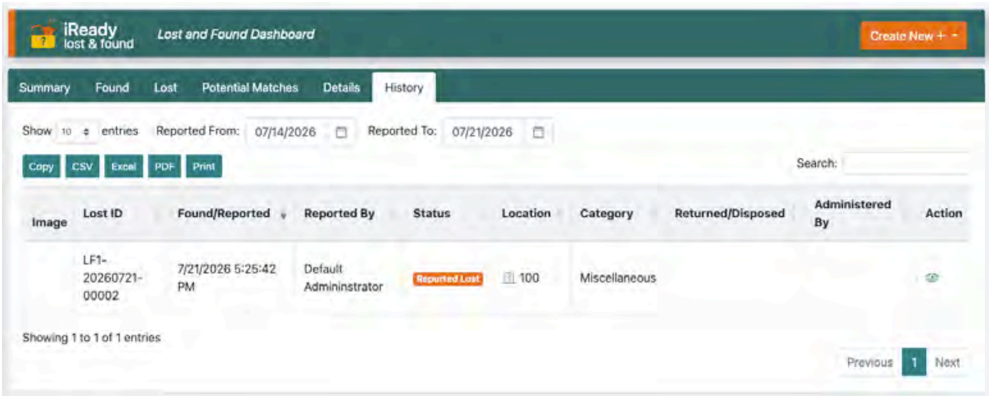
The Details tab lists every item as a standard data table — Image, Lost ID, Found/Reported date, Reported By, Status (Found or Reported Lost, plus a Disposal Required flag where it applies), Location, Category, and an edit/delete Action column — with the same table controls used throughout the Dashboard.



The Lost and Found Details tab, listing every item in a standard data table.

History Tab

The History tab is an audit view over a date range you choose (**Reported From**/**Reported To**) — Image, Lost ID, Found/Reported date, Reported By, Status, Location, Category, Returned/Disposed date, and **Administered By** — with a view-only Action icon, the same read-only pattern used by Maintenance's Ticket History tab.



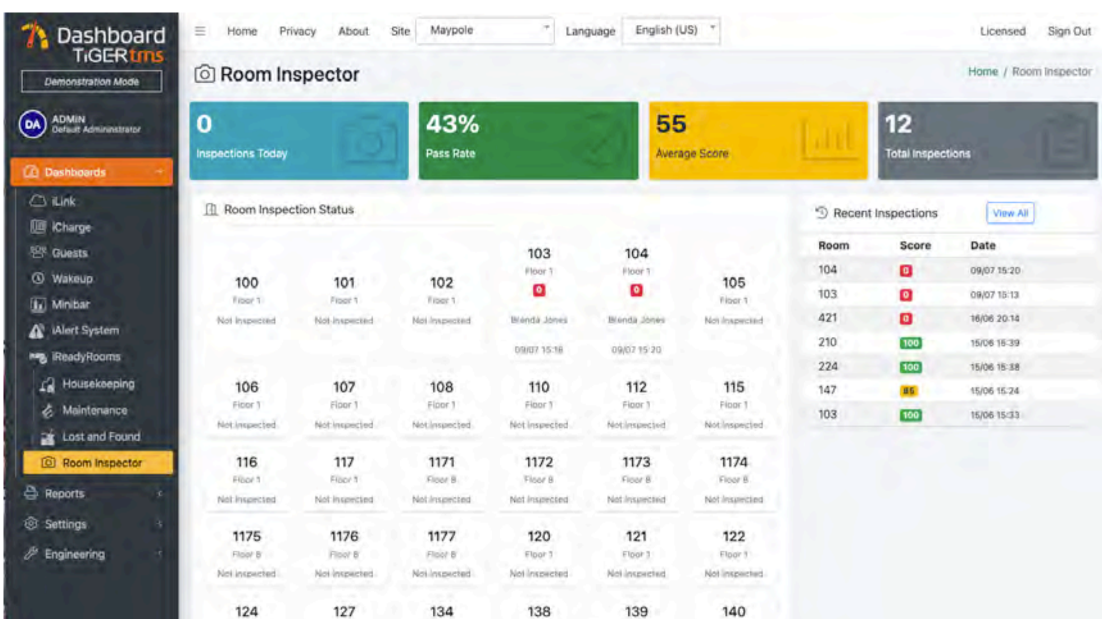
The Lost and Found History tab, showing a read-only audit view over a chosen date range.

Room Inspector

iReadyRooms → Room Inspector uses AI to review the photos staff submit for a room against a standard checklist, scoring each one and flagging anything that needs a second look before the room gets marked inspected. Unlike the other iReadyRooms areas, Room Inspector isn't organized into tabs — it's a single dashboard with a drill-down history and results view.

The Dashboard

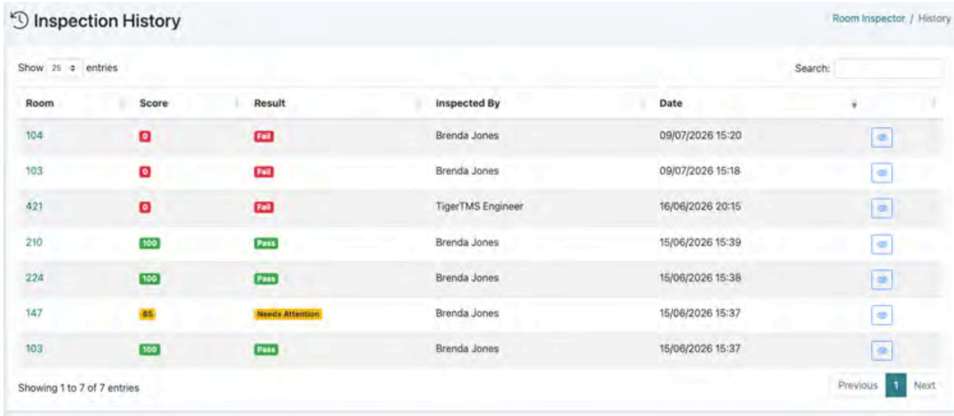
The Room Inspector dashboard opens with four top-line tiles — **Inspections Today**, **Pass Rate**, **Average Score**, and **Total Inspections** — followed by a **Room Inspection Status** grid showing every room at the property, grouped by floor. Each tile shows the room number and either "Not inspected" or, for a room that's already been scored, its score and who inspected it and when. A **Recent Inspections** panel on the right lists the latest scored inspections (Room, Score, Date), with a **View All** link through to the full history.



The Room Inspector dashboard, showing top-line tiles and the Room Inspection Status grid by floor.

Inspection History

Clicking **View All** opens the Inspection History table — Room, Score, Result (**Pass**, **Fail**, or **Needs Attention**), Inspected By, Date, and a view-icon Action — with the same Show entries/Search table controls used throughout the Dashboard.


Inspection History
Room Inspector / History
Show 25 entries
Search:

Room	Score	Result	Inspected By	Date	
104	0	Fail	Brenda Jones	09/07/2026 15:20	
103	0	Fail	Brenda Jones	09/07/2026 15:18	
421	0	Fail	TigerTMS Engineer	16/06/2026 20:15	
210	100	Pass	Brenda Jones	15/06/2026 15:39	
224	100	Pass	Brenda Jones	15/06/2026 15:38	
147	85	Needs Attention	Brenda Jones	15/06/2026 15:37	
103	100	Pass	Brenda Jones	15/06/2026 15:37	

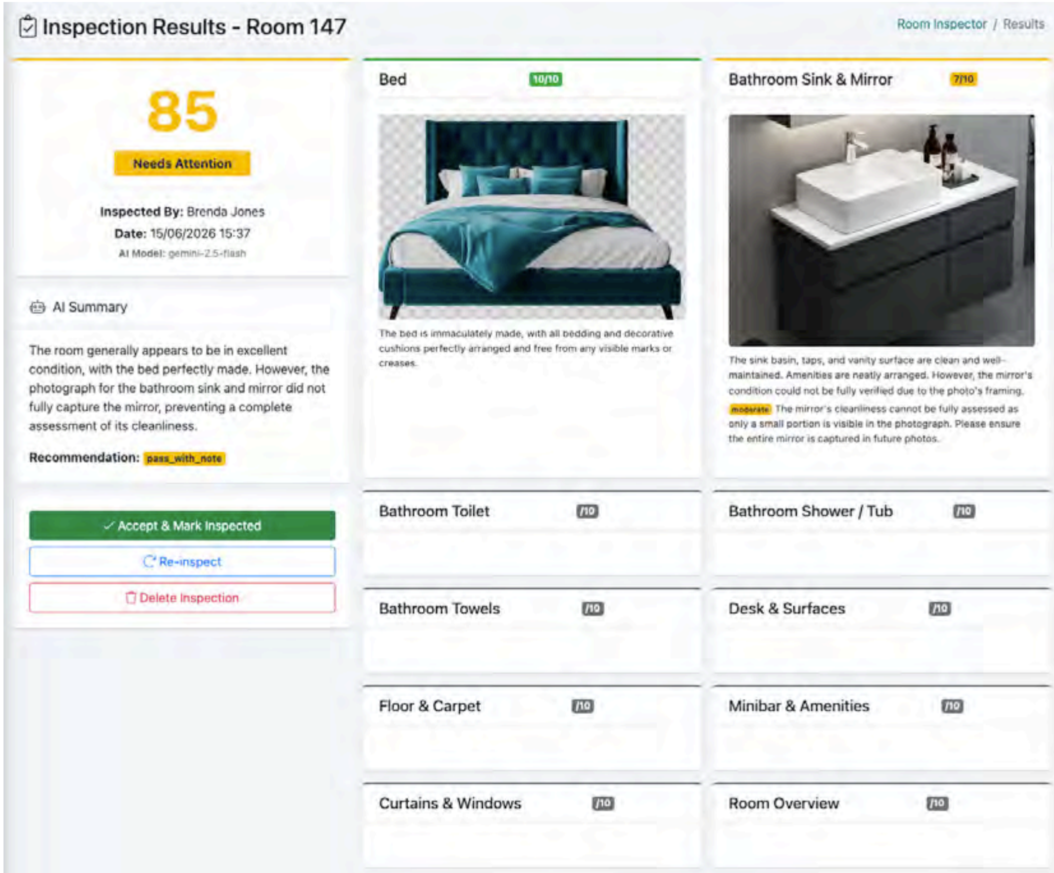
Showing 1 to 7 of 7 entries
Previous 1 Next

The Inspection History table, listing every scored inspection with its result and date.

Inspection Results

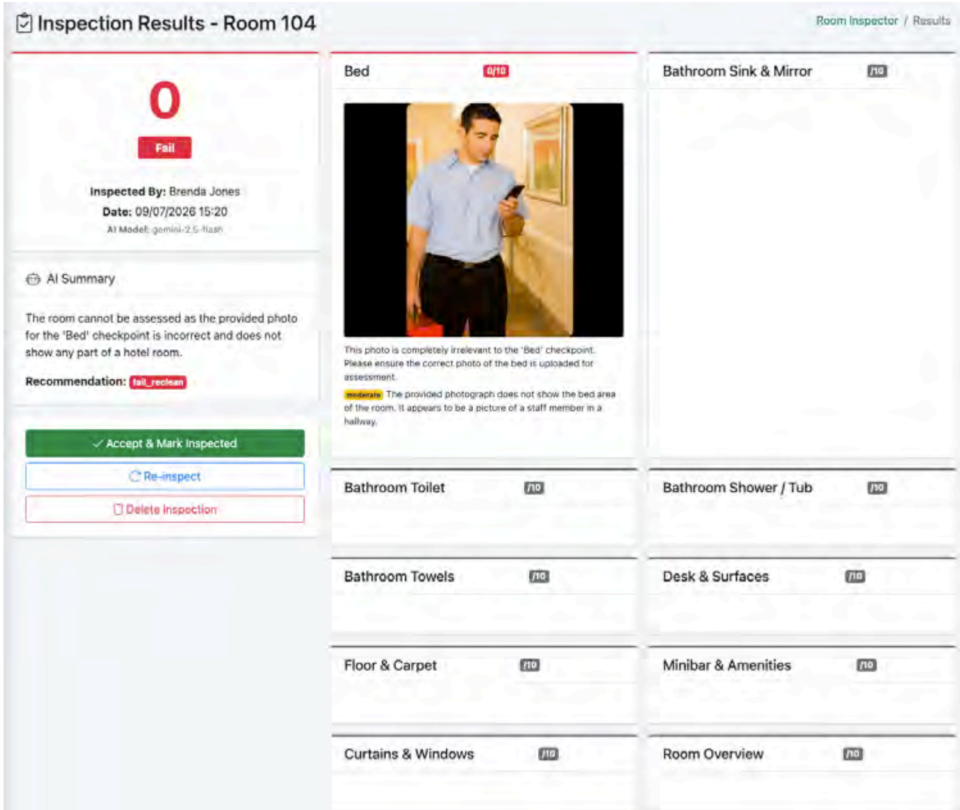
Clicking the view icon (from Inspection History, or a scored room tile on the Dashboard) opens that inspection's full results. The left panel shows the overall score and result, who inspected the room and when, an **AI Summary** explaining the score in plain language, and a **Recommendation** (for example, *pass_with_note* or *fail_reclean*) — along with **Accept & Mark Inspected**, **Re-inspect**, and **Delete Inspection** actions to close out the review.

To the right, each checklist category — **Bed**, **Bathroom Sink & Mirror**, **Bathroom Toilet**, **Bathroom Shower / Tub**, **Bathroom Towels**, **Desk & Surfaces**, **Floor & Carpet**, **Minibar & Amenities**, **Curtains & Windows**, and **Room Overview** — shows its own score out of 10 alongside the submitted photo and a short AI comment, flagging anything the AI couldn't fully verify (like a mirror only partly visible in its photo).



An inspection's full results, showing its passing score and per-checkpoint AI comments.

> 💡 **Note:** The AI also catches a submission that doesn't match its checkpoint at all — in this example, a photo submitted for "Bed" was actually a picture of a staff member in a hallway, so it scored 0/10, with the AI Summary explaining exactly why and recommending *fail_reclean*.



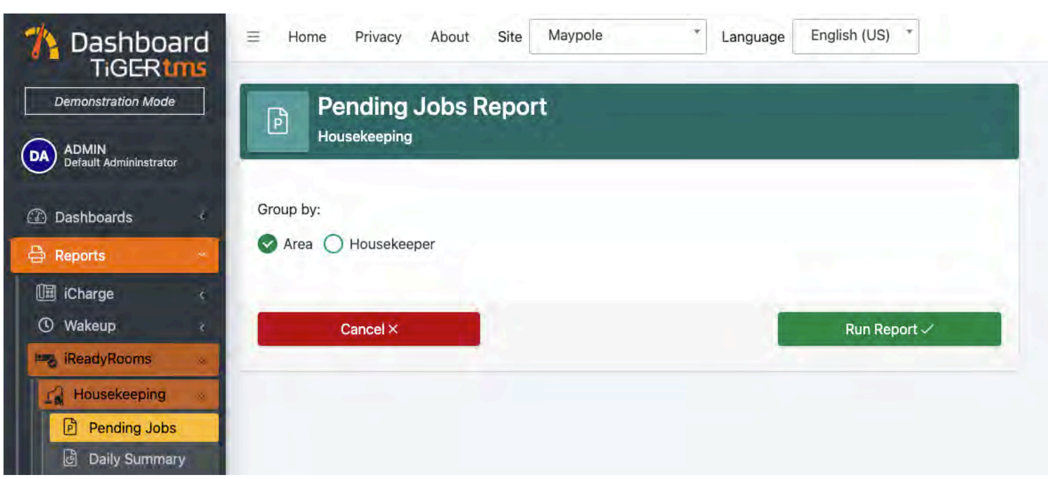
An inspection's full results, showing a failed checkpoint where the submitted photo didn't match the checkpoint.

Reports

iReadyRooms → Reports covers the same activity as its Dashboards area, but as a set of named, run-on-demand reports rather than live dashboard tabs — following the same Report Parameters → results-screen pattern used throughout the rest of Reports (see iCharge). It's organized per iReadyRooms module: **Housekeeping**, **Maintenance**, and **Lost and Found**.

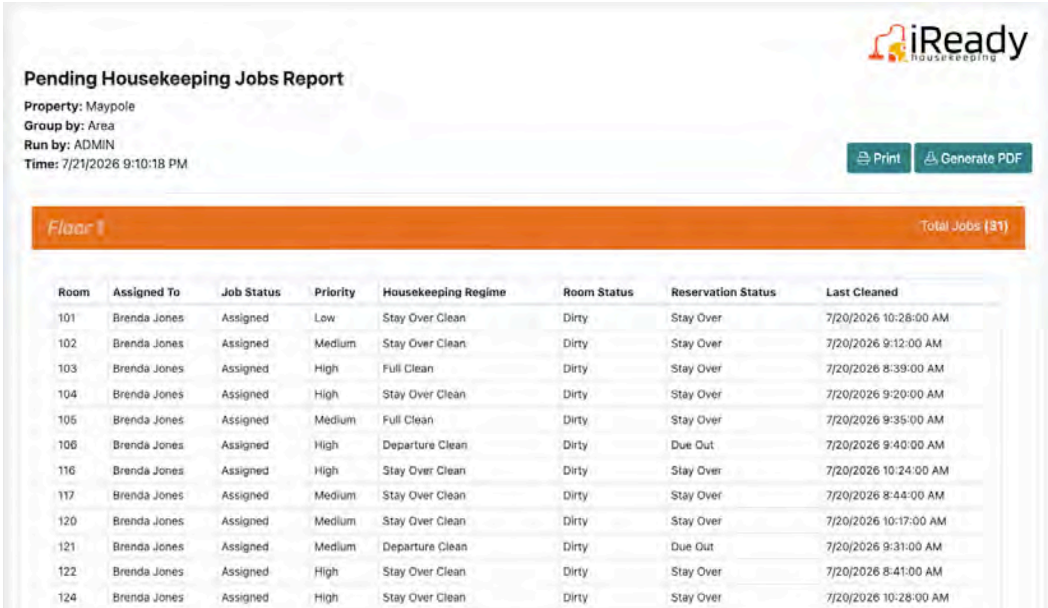
Housekeeping: Pending Jobs

The Pending Jobs report lists every outstanding housekeeping job, grouped either by **Area** or by **Housekeeper** — choose one and click **Run Report**.



The Pending Jobs report parameters, choosing to group by Area or by Housekeeper.

Grouped by Area, the report is broken into a section per floor (each with its own Total Jobs count) and a table of every job in that floor — Room, Assigned To, Job Status, Priority, Housekeeping Regime, Room Status, Reservation Status, and Last Cleaned.


iReady housekeeping

Pending Housekeeping Jobs Report

Property: Maypole
Group by: Area
Run by: ADMIN
Time: 7/21/2026 9:10:18 PM

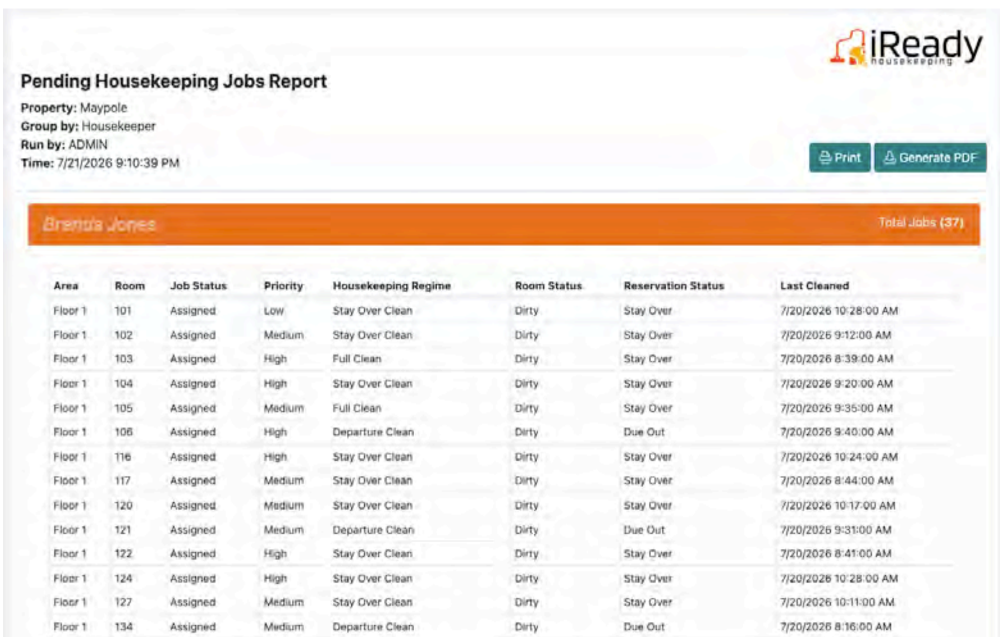
Print | Generate PDF

Floor 1 — Total Jobs (31)

Room	Assigned To	Job Status	Priority	Housekeeping Regime	Room Status	Reservation Status	Last Cleaned
101	Brenda Jones	Assigned	Low	Stay Over Clean	Dirty	Stay Over	7/20/2026 10:28:00 AM
102	Brenda Jones	Assigned	Medium	Stay Over Clean	Dirty	Stay Over	7/20/2026 9:12:00 AM
103	Brenda Jones	Assigned	High	Full Clean	Dirty	Stay Over	7/20/2026 8:39:00 AM
104	Brenda Jones	Assigned	High	Stay Over Clean	Dirty	Stay Over	7/20/2026 9:20:00 AM
105	Brenda Jones	Assigned	Medium	Full Clean	Dirty	Stay Over	7/20/2026 9:35:00 AM
106	Brenda Jones	Assigned	High	Departure Clean	Dirty	Due Out	7/20/2026 9:40:00 AM
116	Brenda Jones	Assigned	High	Stay Over Clean	Dirty	Stay Over	7/20/2026 10:24:00 AM
117	Brenda Jones	Assigned	Medium	Stay Over Clean	Dirty	Stay Over	7/20/2026 8:44:00 AM
120	Brenda Jones	Assigned	Medium	Stay Over Clean	Dirty	Stay Over	7/20/2026 10:17:00 AM
121	Brenda Jones	Assigned	Medium	Departure Clean	Dirty	Due Out	7/20/2026 9:31:00 AM
122	Brenda Jones	Assigned	High	Stay Over Clean	Dirty	Stay Over	7/20/2026 8:41:00 AM
124	Brenda Jones	Assigned	High	Stay Over Clean	Dirty	Stay Over	7/20/2026 10:28:00 AM

The Pending Jobs report grouped by Area, with a section and job table per floor.

Grouped by Housekeeper instead, the same information is organized into a section per housekeeper (with their own Total Jobs count), and the table adds an **Area** column in place of the floor grouping.


iReady housekeeping

Pending Housekeeping Jobs Report

Property: Maypole
Group by: Housekeeper
Run by: ADMIN
Time: 7/21/2026 9:10:39 PM

Print | Generate PDF

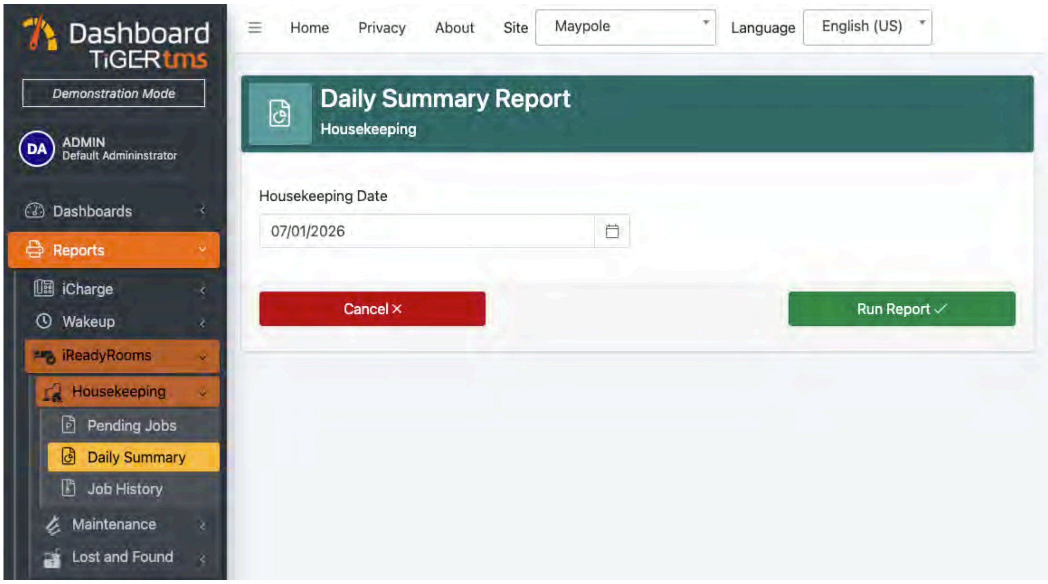
Brenda Jones — Total Jobs (37)

Area	Room	Job Status	Priority	Housekeeping Regime	Room Status	Reservation Status	Last Cleaned
Floor 1	101	Assigned	Low	Stay Over Clean	Dirty	Stay Over	7/20/2026 10:28:00 AM
Floor 1	102	Assigned	Medium	Stay Over Clean	Dirty	Stay Over	7/20/2026 9:12:00 AM
Floor 1	103	Assigned	High	Full Clean	Dirty	Stay Over	7/20/2026 8:39:00 AM
Floor 1	104	Assigned	High	Stay Over Clean	Dirty	Stay Over	7/20/2026 9:20:00 AM
Floor 1	105	Assigned	Medium	Full Clean	Dirty	Stay Over	7/20/2026 9:35:00 AM
Floor 1	106	Assigned	High	Departure Clean	Dirty	Due Out	7/20/2026 9:40:00 AM
Floor 1	116	Assigned	High	Stay Over Clean	Dirty	Stay Over	7/20/2026 10:24:00 AM
Floor 1	117	Assigned	Medium	Stay Over Clean	Dirty	Stay Over	7/20/2026 8:44:00 AM
Floor 1	120	Assigned	Medium	Stay Over Clean	Dirty	Stay Over	7/20/2026 10:17:00 AM
Floor 1	121	Assigned	Medium	Departure Clean	Dirty	Due Out	7/20/2026 9:31:00 AM
Floor 1	122	Assigned	High	Stay Over Clean	Dirty	Stay Over	7/20/2026 8:41:00 AM
Floor 1	124	Assigned	High	Stay Over Clean	Dirty	Stay Over	7/20/2026 10:28:00 AM
Floor 1	127	Assigned	Medium	Stay Over Clean	Dirty	Stay Over	7/20/2026 10:11:00 AM
Floor 1	134	Assigned	Medium	Departure Clean	Dirty	Due Out	7/20/2026 8:16:00 AM

The Pending Jobs report grouped by Housekeeper, with a section per housekeeper and an Area column.

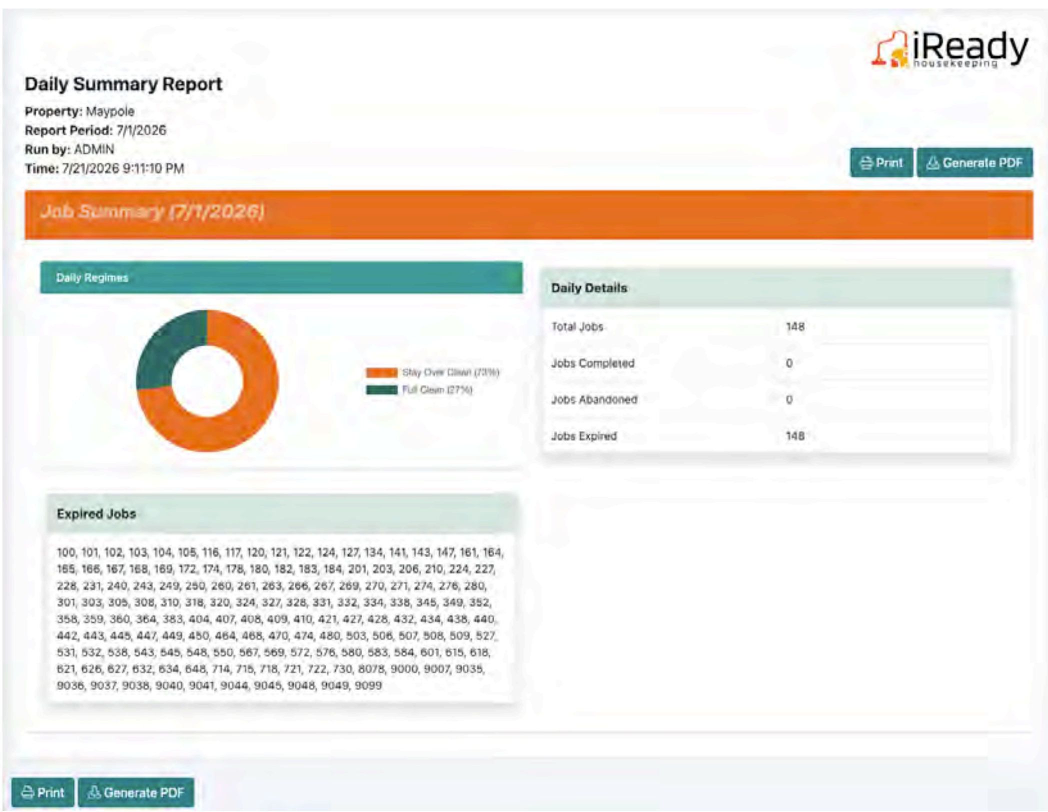
Housekeeping: Daily Summary

The Daily Summary report gives you a snapshot of one day's housekeeping activity. Choose a **Housekeeping Date** and click **Run Report**.



The Daily Summary report parameters, choosing a Housekeeping Date to run the report.

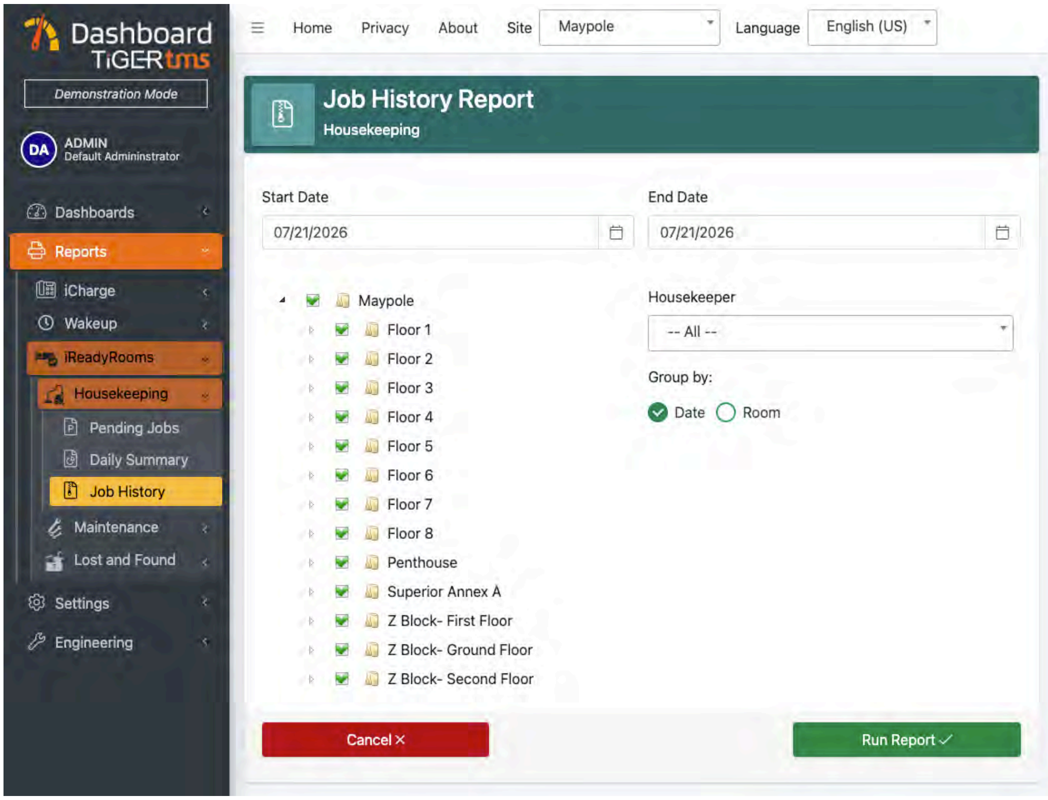
The report shows a **Daily Regimes** donut chart (the day's jobs broken down by cleaning type), a **Daily Details** panel (Total Jobs, Jobs Completed, Jobs Abandoned, Jobs Expired), and an **Expired Jobs** panel listing every room whose job expired that day without being completed.



The Daily Summary report results, showing the Daily Regimes chart, Daily Details, and Expired Jobs panels.

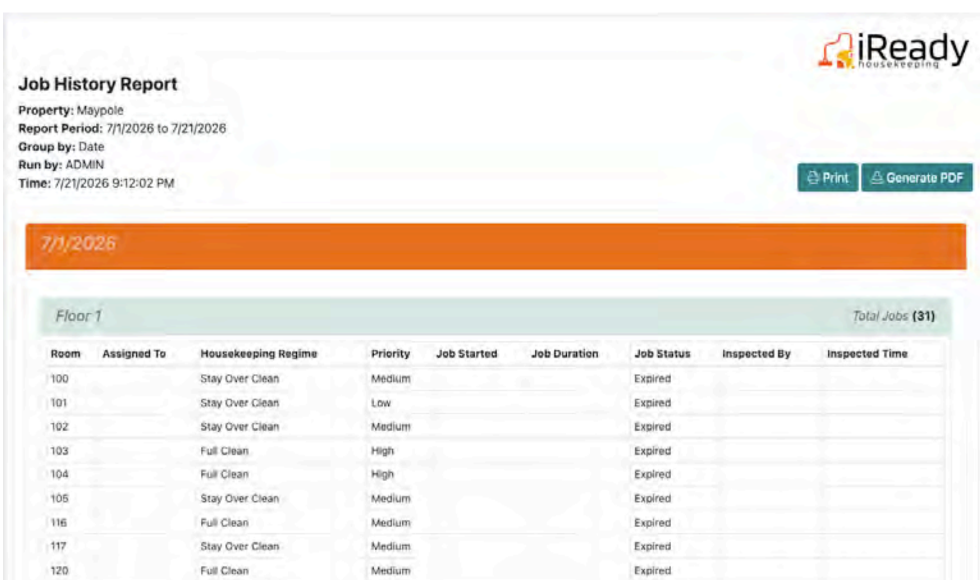
Housekeeping: Job History

The Job History report covers completed and expired housekeeping jobs over a date range. Choose a **Start Date** and **End Date**, pick which areas to include from the property's area tree (in this demo, **Maypole** breaks down into Floors 1–8, a **Penthouse**, a **Superior Annex A**, and three **Z Block** sub-areas), optionally filter to one **Housekeeper**, and choose to group results by **Date** or by **Room**.



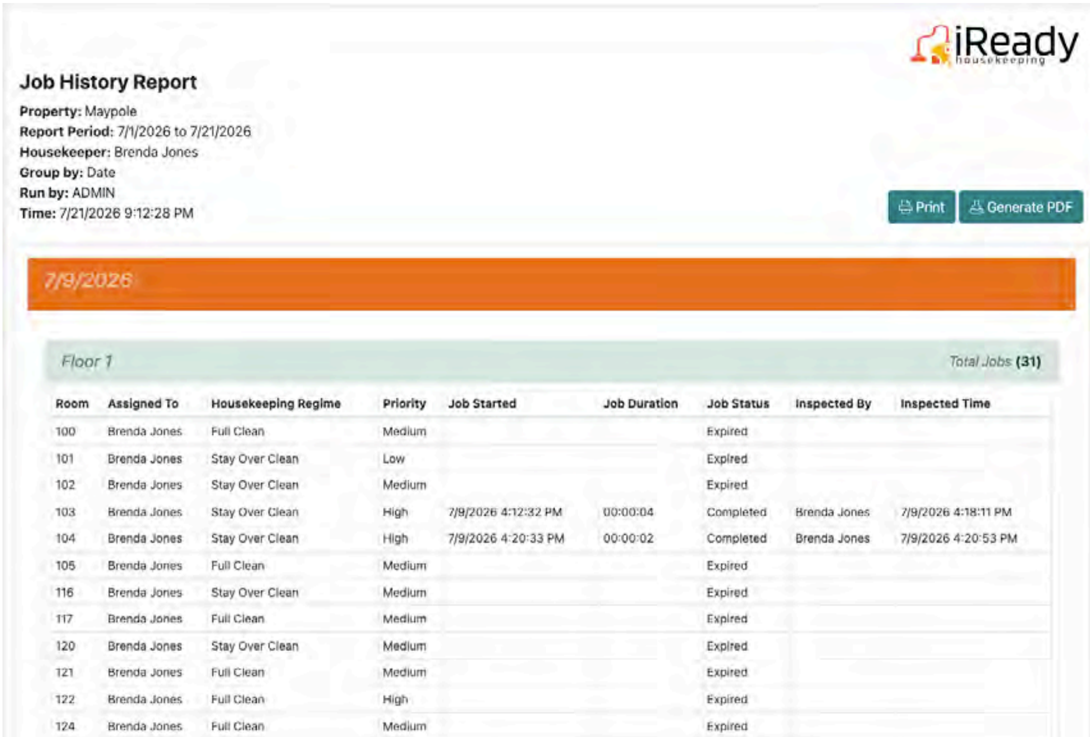
The Job History report parameters, choosing a date range, areas, housekeeper, and grouping option.

Grouped by Date (covering every housekeeper), the report is broken into a section per date, then a sub-section per floor, with a table of every job — Room, Assigned To, Housekeeping Regime, Priority, Job Started, Job Duration, Job Status, Inspected By, and Inspected Time.



The Job History report grouped by Date, with a section per date and sub-section per floor.

Filtering to a single housekeeper adds their name to the report's header, so you can review one person's job history specifically.



iReady housekeeping

Job History Report

Property: Maypole
Report Period: 7/1/2026 to 7/21/2026
Housekeeper: Brenda Jones
Group by: Date
Run by: ADMIN
Time: 7/21/2026 9:12:28 PM

Print | Generate PDF

7/9/2026

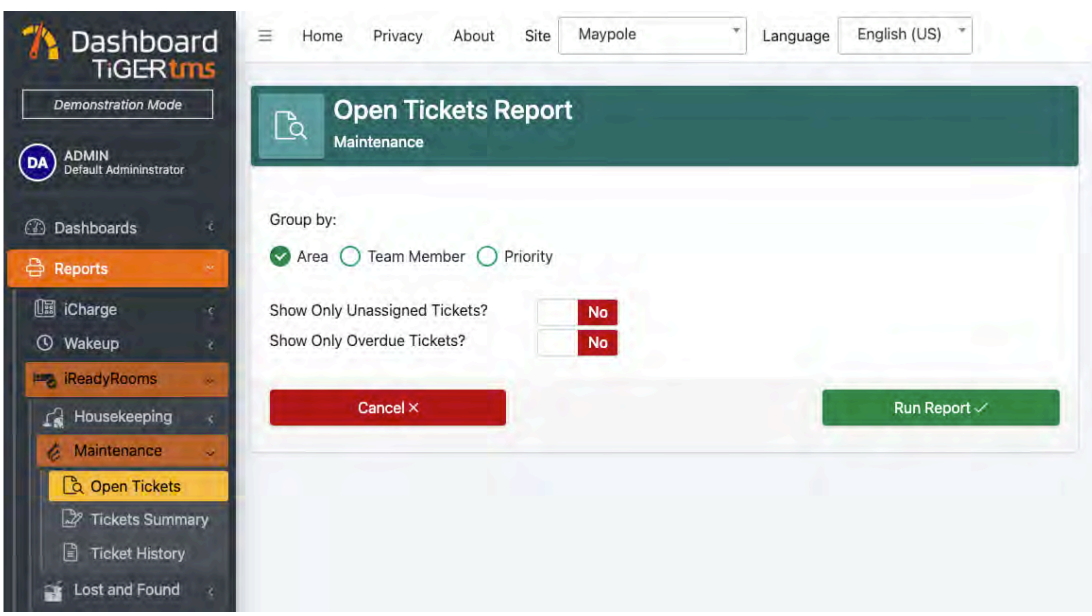
Floor 1 — *Total Jobs* **(31)**

Room	Assigned To	Housekeeping Regime	Priority	Job Started	Job Duration	Job Status	Inspected By	Inspected Time
100	Brenda Jones	Full Clean	Medium			Expired		
101	Brenda Jones	Stay Over Clean	Low			Expired		
102	Brenda Jones	Stay Over Clean	Medium			Expired		
103	Brenda Jones	Stay Over Clean	High	7/9/2026 4:12:32 PM	00:00:04	Completed	Brenda Jones	7/9/2026 4:18:11 PM
104	Brenda Jones	Stay Over Clean	High	7/9/2026 4:20:33 PM	00:00:02	Completed	Brenda Jones	7/9/2026 4:20:53 PM
105	Brenda Jones	Full Clean	Medium			Expired		
116	Brenda Jones	Stay Over Clean	Medium			Expired		
117	Brenda Jones	Full Clean	Medium			Expired		
120	Brenda Jones	Stay Over Clean	Medium			Expired		
121	Brenda Jones	Full Clean	Medium			Expired		
122	Brenda Jones	Full Clean	High			Expired		
124	Brenda Jones	Full Clean	Medium			Expired		

The Job History report filtered to a single housekeeper, whose name appears in the report header.

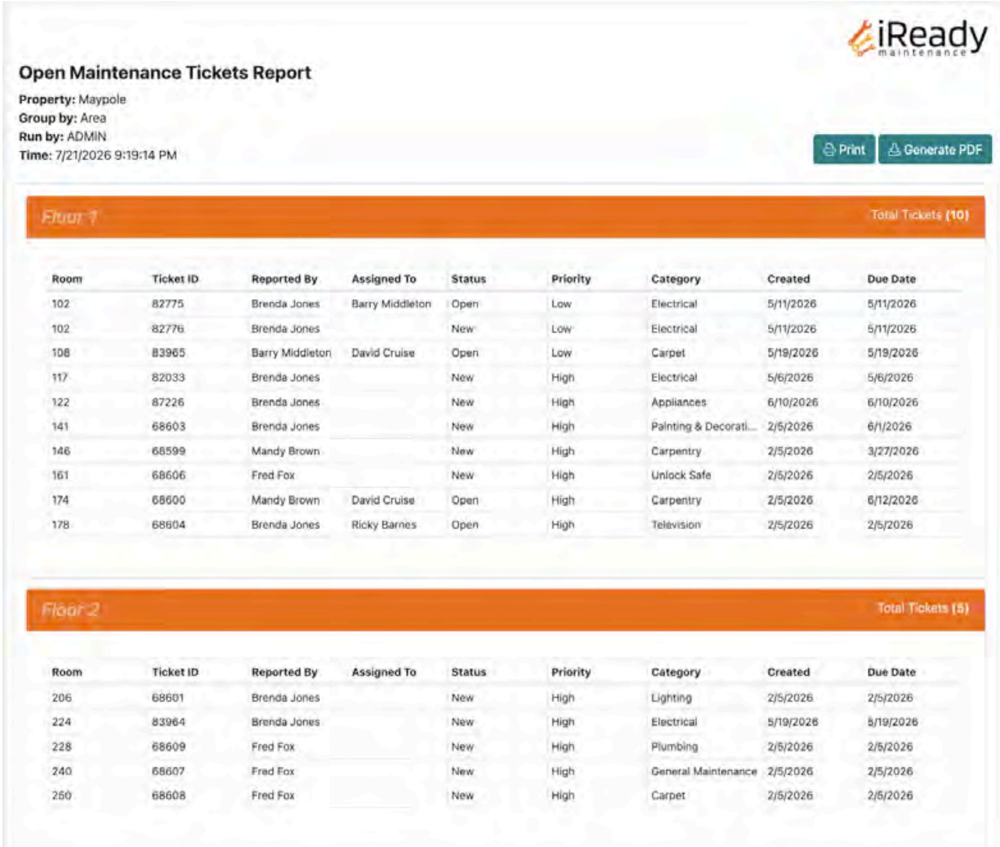
Maintenance: Open Tickets

The Open Tickets report lists every unresolved maintenance ticket, grouped by **Area**, **Team Member**, or **Priority** — you can also narrow it down with **Show Only Unassigned Tickets?** and **Show Only Overdue Tickets?** toggles.



The Open Tickets report parameters, choosing a grouping and the unassigned/overdue filter toggles.

Grouped by Area, the report breaks into a section per floor (each with its own Total Tickets count) and a table of every open ticket — Room, Ticket ID, Reported By, Assigned To, Status, Priority, Category, Created, and Due Date.


iReady maintenance

Open Maintenance Tickets Report

Property: Maypole
Group by: Area
Run by: ADMIN
Time: 7/21/2026 9:19:14 PM

Print | Generate PDF

Floor 1 — Total Tickets (10)

Room	Ticket ID	Reported By	Assigned To	Status	Priority	Category	Created	Due Date
102	82775	Brenda Jones	Barry Middleton	Open	Low	Electrical	5/11/2026	5/11/2026
102	82776	Brenda Jones		New	Low	Electrical	5/11/2026	5/11/2026
108	83965	Barry Middleton	David Cruise	Open	Low	Carpet	5/19/2026	5/19/2026
117	82033	Brenda Jones		New	High	Electrical	5/6/2026	5/6/2026
122	87226	Brenda Jones		New	High	Appliances	6/10/2026	6/10/2026
141	68603	Brenda Jones		New	High	Painting & Decorati...	2/5/2026	6/1/2026
146	68599	Mandy Brown		New	High	Carpentry	2/5/2026	3/27/2026
161	68606	Fred Fox		New	High	Unlock Safe	2/5/2026	2/5/2026
174	68600	Mandy Brown	David Cruise	Open	High	Carpentry	2/5/2026	6/12/2026
178	68604	Brenda Jones	Ricky Barnes	Open	High	Television	2/5/2026	2/5/2026

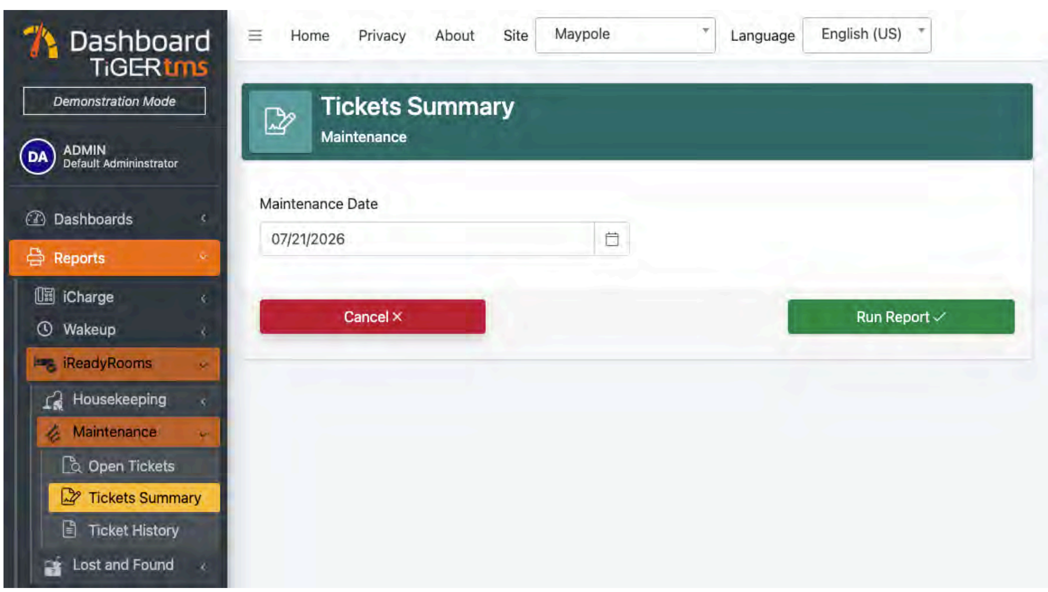
Floor 2 — Total Tickets (5)

Room	Ticket ID	Reported By	Assigned To	Status	Priority	Category	Created	Due Date
206	68601	Brenda Jones		New	High	Lighting	2/5/2026	2/5/2026
224	83964	Brenda Jones		New	High	Electrical	5/19/2026	5/19/2026
228	68609	Fred Fox		New	High	Plumbing	2/5/2026	2/5/2026
240	68607	Fred Fox		New	High	General Maintenance	2/5/2026	2/5/2026
250	68608	Fred Fox		New	High	Carpet	2/5/2026	2/5/2026

The Open Tickets report grouped by Area, with a section and ticket table per floor.

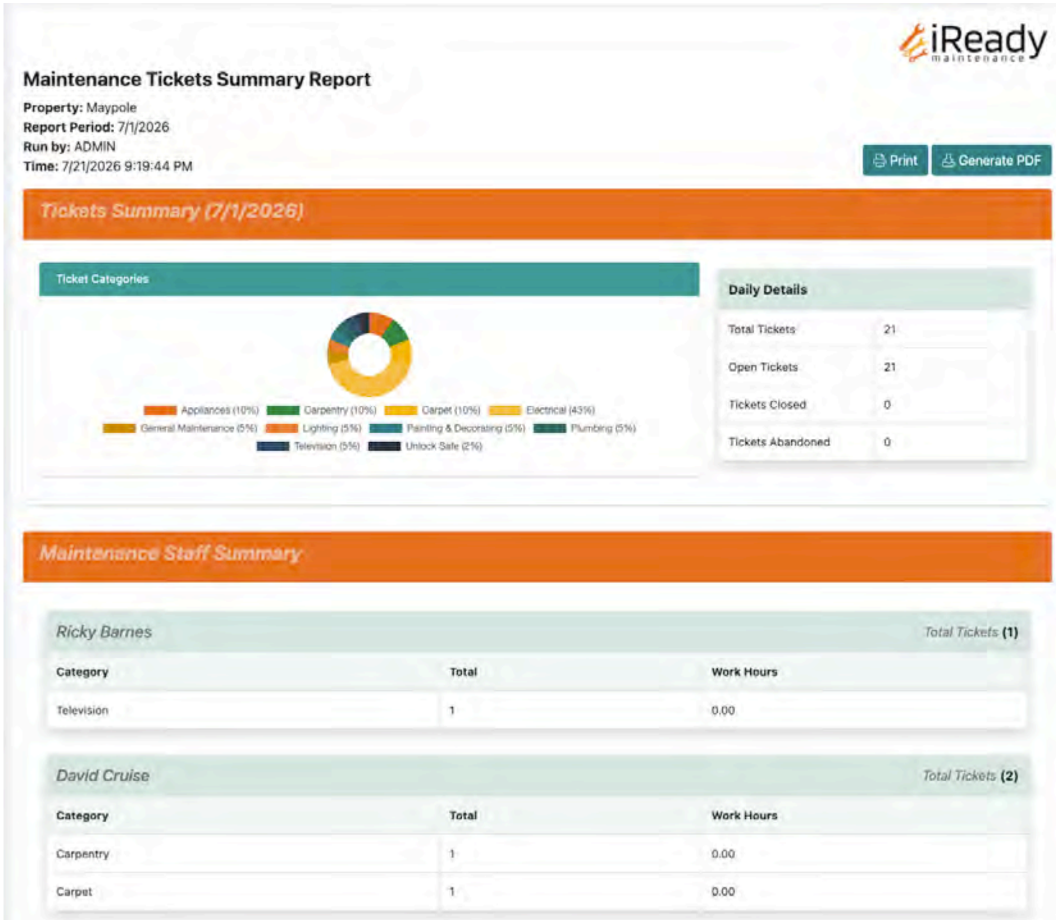
Maintenance: Tickets Summary

The Tickets Summary report gives you a snapshot of one day's maintenance activity. Choose a **Maintenance Date** and click **Run Report**.



The Tickets Summary report parameters, choosing a Maintenance Date to run the report.

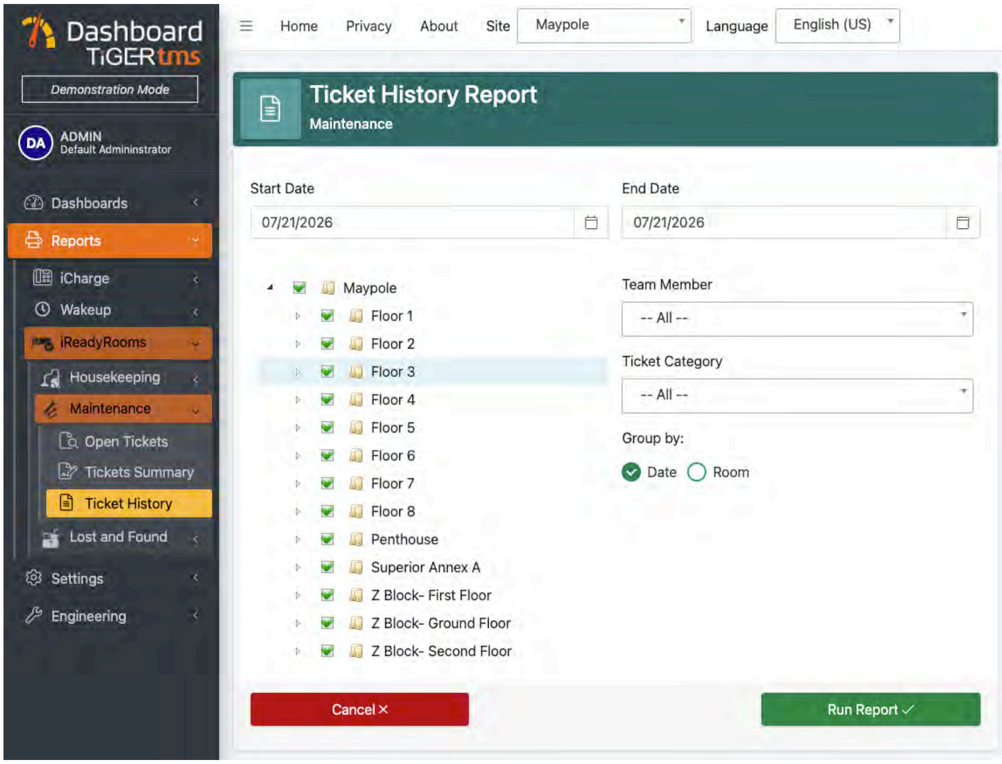
The report shows a **Ticket Categories** donut chart and a **Daily Details** panel (Total Tickets, Open Tickets, Tickets Closed, Tickets Abandoned), followed by a **Maintenance Staff Summary** — a section per staff member showing the categories and work hours of the tickets they handled that day.



The Tickets Summary report results, showing the Ticket Categories chart and Maintenance Staff Summary.

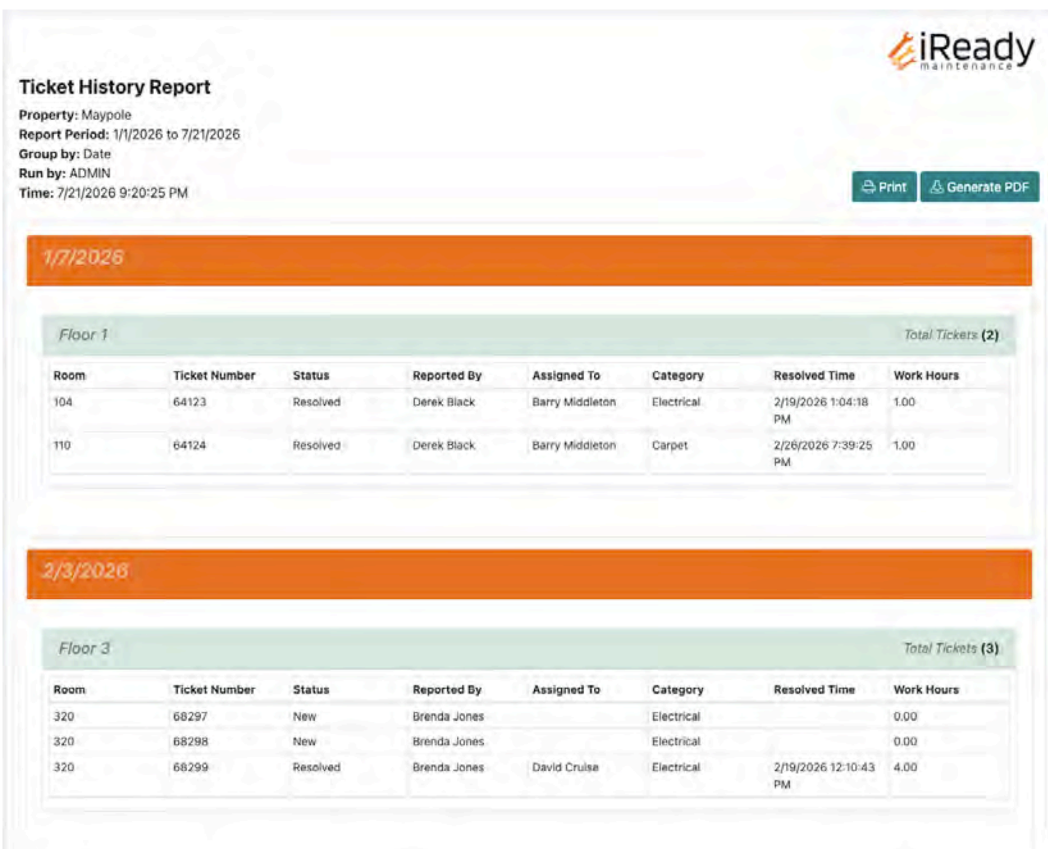
Maintenance: Ticket History

The Ticket History report covers resolved and expired tickets over a date range. Choose a **Start Date** and **End Date**, pick which areas to include from the property's area tree, optionally filter to one **Team Member** or **Ticket Category**, and choose to group results by **Date** or by **Room**.



The Ticket History report parameters, choosing a date range, areas, team member, category, and grouping.

Grouped by Date, the report is broken into a section per date, then a sub-section per floor, with a table of every ticket — Room, Ticket Number, Status, Reported By, Assigned To, Category, Resolved Time, and Work Hours.


iReady maintenance

Ticket History Report

Property: Maypole
Report Period: 1/1/2026 to 7/21/2026
Group by: Date
Run by: ADMIN
Time: 7/21/2026 9:20:25 PM

Print | Generate PDF

1/7/2026

Floor 1 — Total Tickets **(2)**

Room	Ticket Number	Status	Reported By	Assigned To	Category	Resolved Time	Work Hours
104	64123	Resolved	Derek Black	Barry Middleton	Electrical	2/19/2026 1:04:18 PM	1.00
110	64124	Resolved	Derek Black	Barry Middleton	Carpet	2/26/2026 7:39:25 PM	1.00

2/3/2026

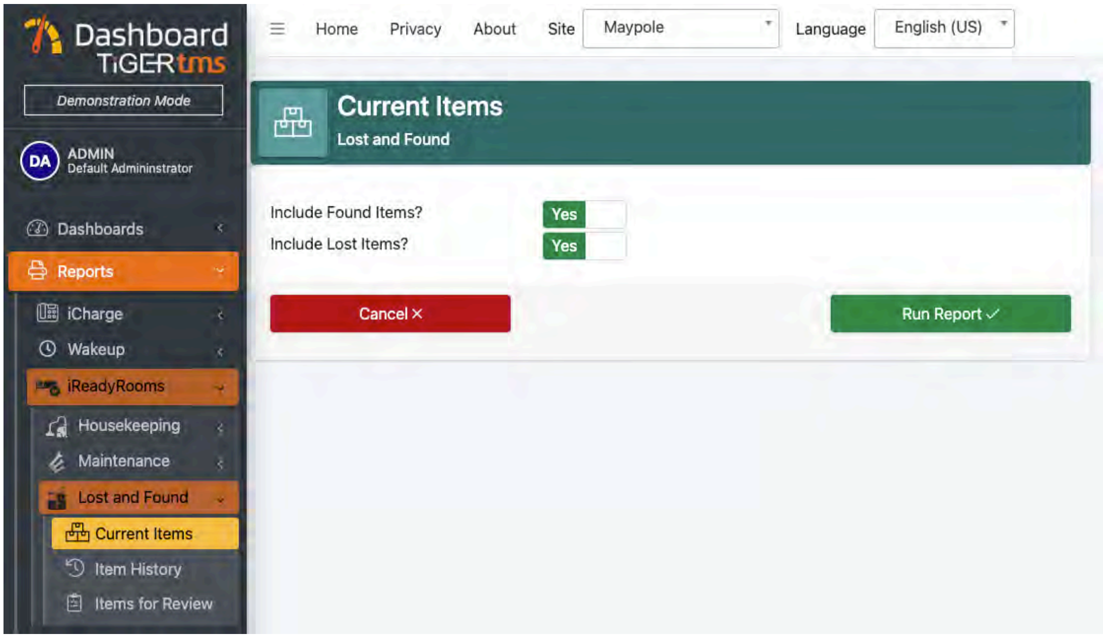
Floor 3 — Total Tickets **(3)**

Room	Ticket Number	Status	Reported By	Assigned To	Category	Resolved Time	Work Hours
320	68297	New	Brenda Jones		Electrical		0.00
320	68298	New	Brenda Jones		Electrical		0.00
320	68299	Resolved	Brenda Jones	David Cruise	Electrical	2/19/2026 12:10:43 PM	4.00

The Ticket History report grouped by Date, with a section per date and sub-section per floor.

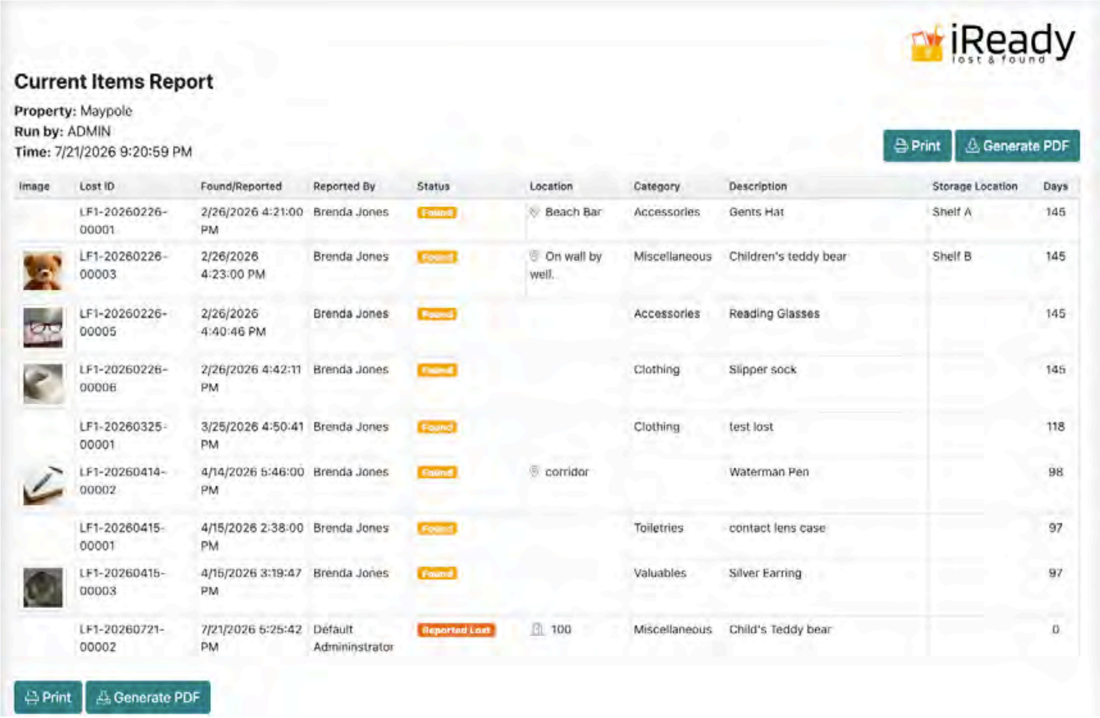
Lost and Found: Current Items

The Current Items report lists every item currently in the Lost and Found system. Choose whether to **Include Found Items?** and/or **Include Lost Items?**, then click **Run Report**.



The Current Items report parameters, choosing whether to include found and/or lost items.

The results table lists each item's photo, Lost ID, Found/Reported date, Reported By, Status, Location, Category, Description, Storage Location, and how many days it's been outstanding — essentially a printable version of the Dashboard's Details tab.



Current Items Report

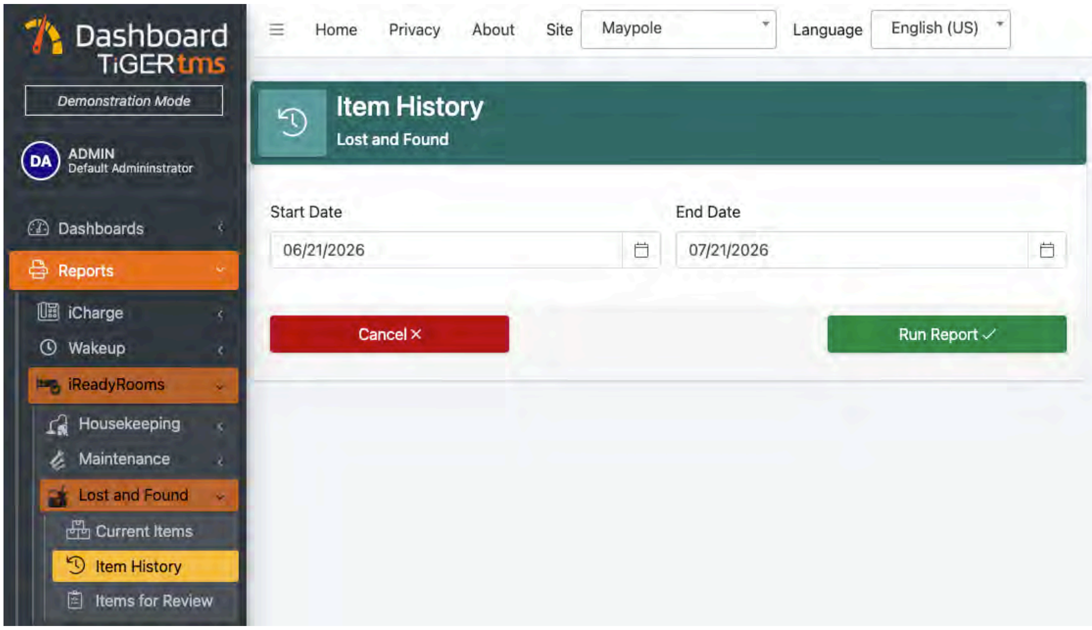
Property: Maypole
Run by: ADMIN
Time: 7/21/2026 9:20:59 PM

Image	Lost ID	Found/Reported	Reported By	Status	Location	Category	Description	Storage Location	Days
	LF1-20260226-00001	2/26/2026 4:21:00 PM	Brenda Jones	Found	Beach Bar	Accessories	Gents Hat	Shelf A	145
	LF1-20260226-00003	2/26/2026 4:23:00 PM	Brenda Jones	Found	On wall by well.	Miscellaneous	Children's teddy bear	Shelf B	145
	LF1-20260226-00005	2/26/2026 4:40:46 PM	Brenda Jones	Found		Accessories	Reading Glasses		145
	LF1-20260226-00006	2/26/2026 4:42:11 PM	Brenda Jones	Found		Clothing	Slipper sock		145
	LF1-20260325-00001	3/25/2026 4:50:41 PM	Brenda Jones	Found		Clothing	test lost		118
	LF1-20260414-00002	4/14/2026 5:46:00 PM	Brenda Jones	Found	corridor		Waterman Pen		98
	LF1-20260415-00001	4/15/2026 2:38:00 PM	Brenda Jones	Found		Toiletries	contact lens case		97
	LF1-20260415-00003	4/15/2026 3:19:47 PM	Brenda Jones	Found		Valuables	Silver Earring		97
	LF1-20260721-00002	7/21/2026 5:25:42 PM	Default Admininstrator	Reported Lost	100	Miscellaneous	Child's Teddy bear		0

The Current Items report results, listing every item currently in the Lost and Found system.

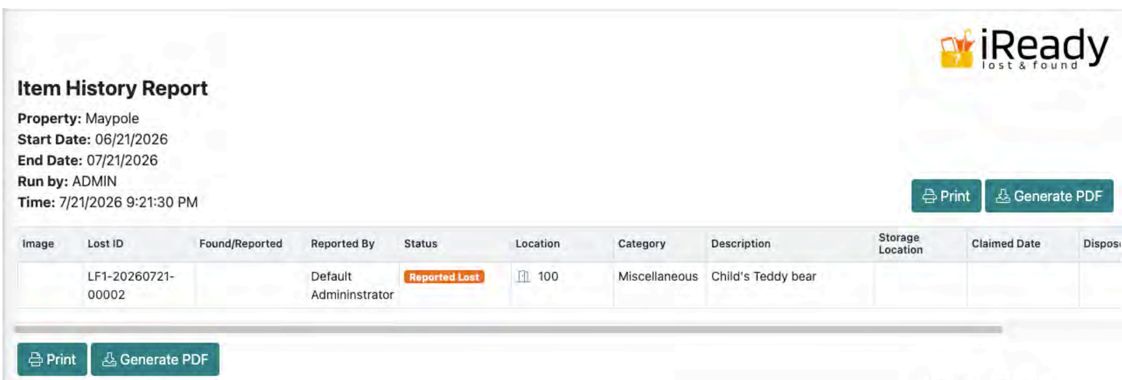
Lost and Found: Item History

The Item History report covers every item reported over a date range, including ones that have already been returned to a guest or disposed of. Choose a **Start Date** and **End Date** and click **Run Report**.



The Item History report parameters, choosing a date range to run the report.

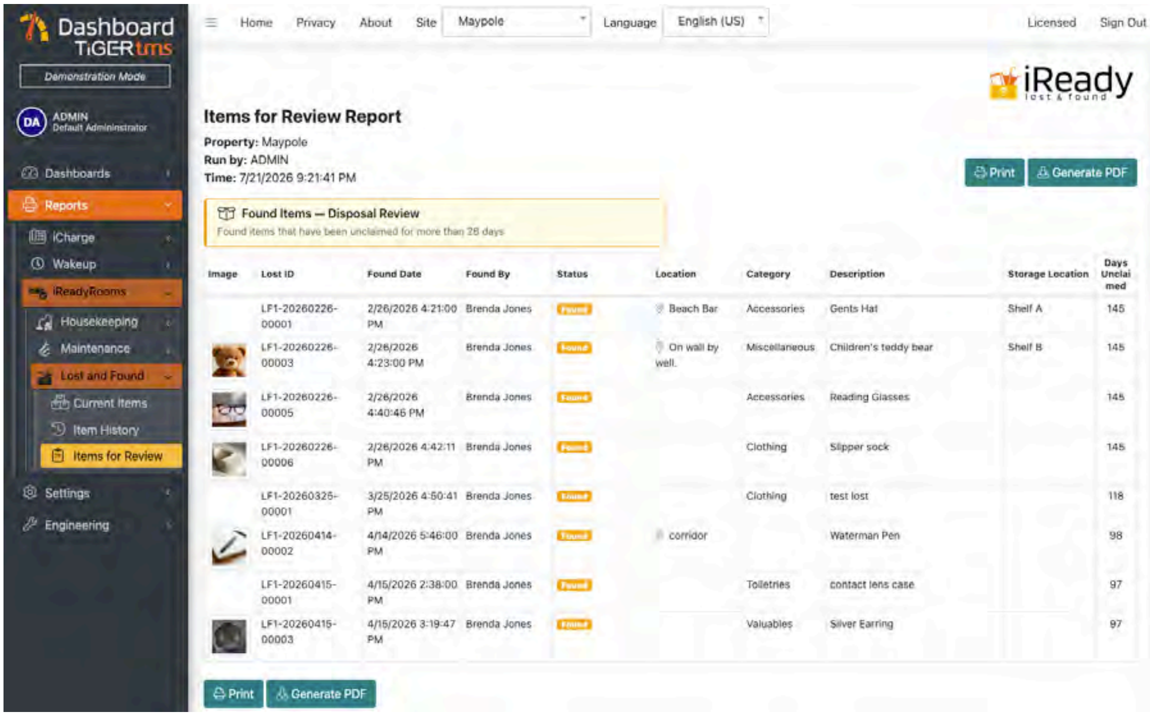
The results table adds **Claimed Date** and **Disposed** columns on top of the Current Items report's fields, giving you the full lifecycle of each item from found or reported through to its resolution.



The Item History report results, adding Claimed Date and Disposed columns for each item's full lifecycle.

Lost and Found: Items for Review

The Items for Review report flags found items that have sat unclaimed for more than 28 days and may be ready for disposal. Like iCharge's Account Details Report, it runs directly with no separate parameters screen — listing each flagged item's photo, Lost ID, Found Date, Found By, Status, Location, Category, Description, Storage Location, and days unclaimed.



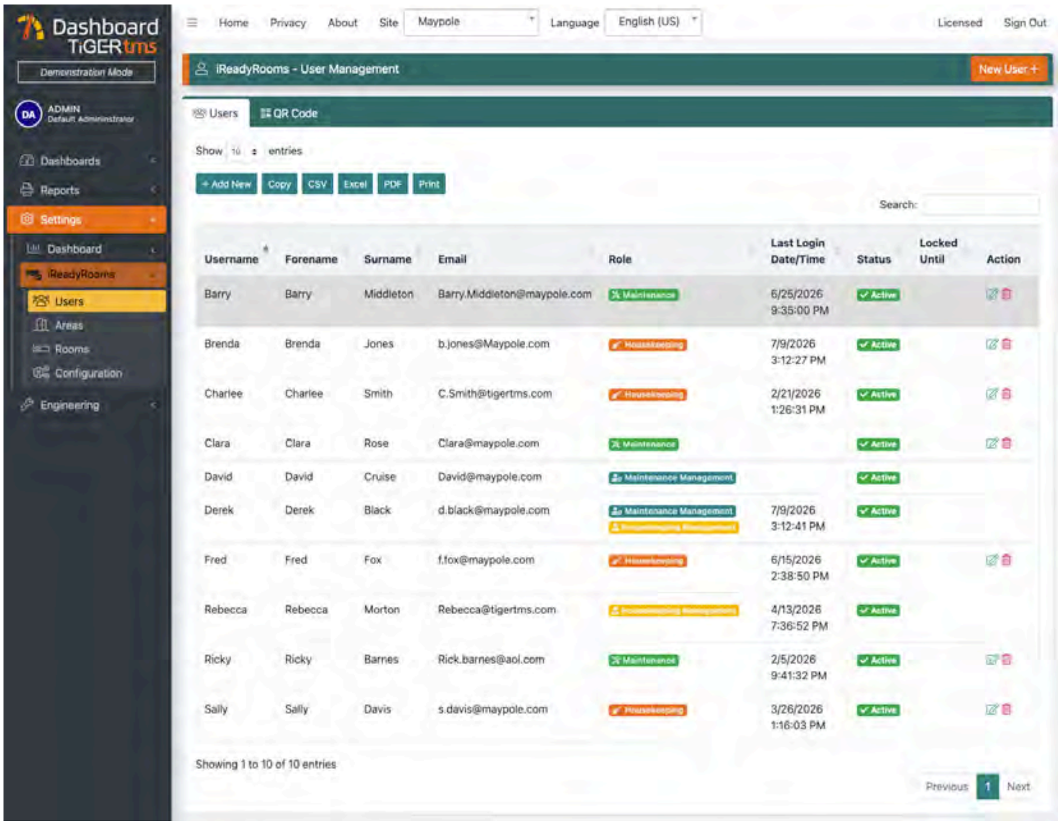
The Items for Review report, listing found items unclaimed for more than 28 days.

Settings

iReadyRooms has its own Settings area, separate from the main **Settings → Dashboard** section — reflecting that iReadyRooms is a self-contained add-on with its own Dashboards, Reports, *and* Settings. It covers four areas: **Users**, **Areas**, **Rooms**, and **Configuration**.

Users

The Users tab lists every iReadyRooms staff account — Username, Forename, Surname, Email, Role (for example, Housekeeping, Maintenance, Housekeeping Management, or Maintenance Management), Last Login Date/Time, Status, and Locked Until — with the same table controls used throughout the Dashboard, plus a **New User** button.



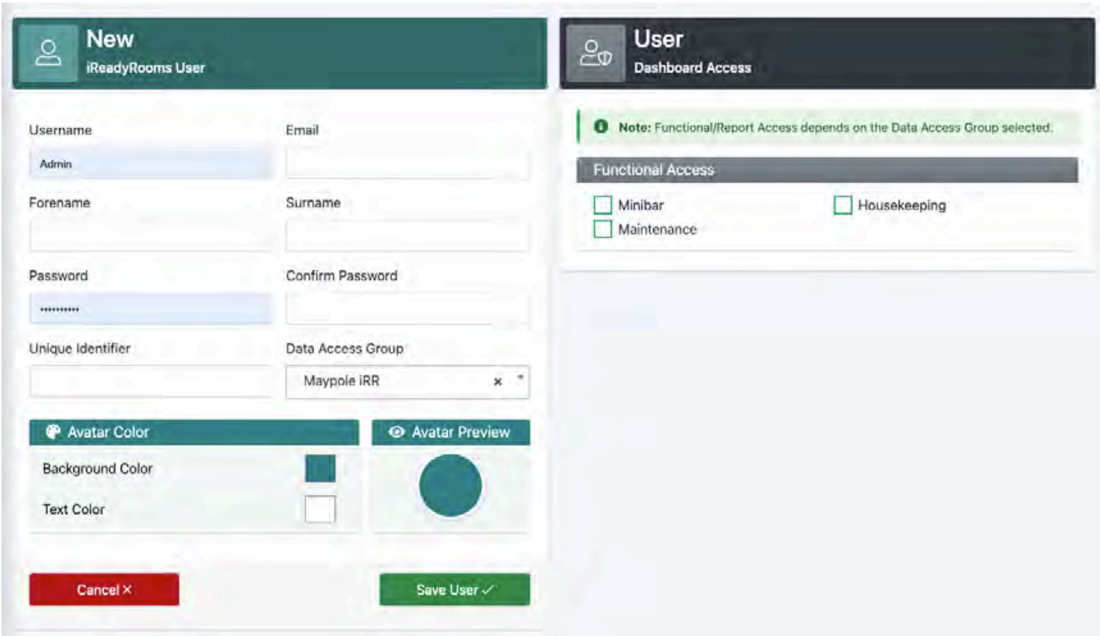
The Users tab, listing every iReadyRooms staff account with a New User button.

> **Note:** A **QR Code** tab alongside Users shows a scannable iReadyRooms QR code for **Dashboard Login** — this is how staff sign into the iReadyRooms mobile experience without typing a username and password.

The QR Code tab, showing a scannable Dashboard Login QR code for the mobile experience.

Clicking **New User** opens a form for the account's Username, Email, Forename, Surname, Password, Unique Identifier, **Data Access Group** (which property or properties the account can see), and an avatar color, alongside a Dashboard Access panel where you grant **Functional Access** to specific modules — **Minibar**, **Housekeeping**, and **Maintenance**.

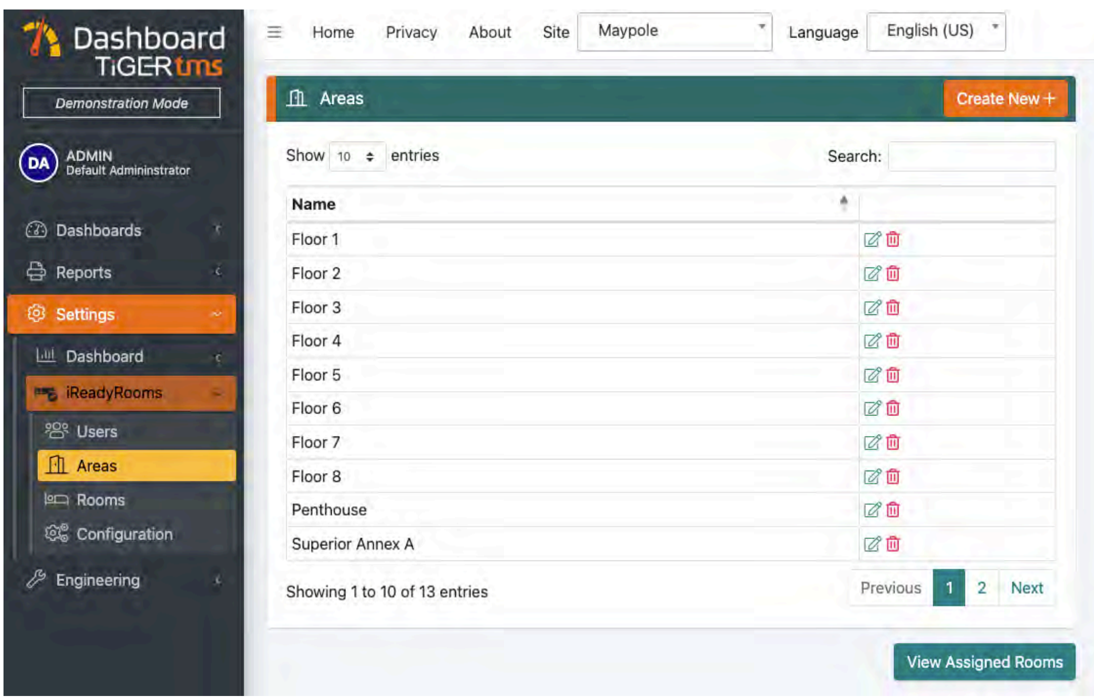
> **Note:** Functional and report access for the account depends on the Data Access Group you select.



The New User form, setting up an account's details and Dashboard Access functional permissions.

Areas

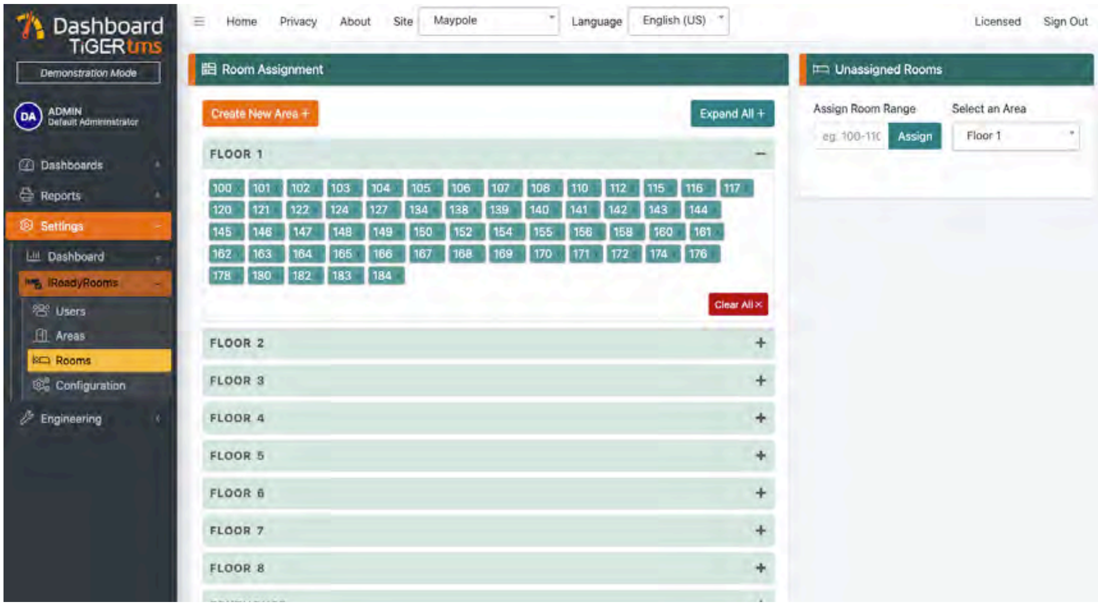
The Areas tab lists every area defined for the property — in this demo, Floors 1 through 8, a Penthouse, a Superior Annex A, and three Z Block sub-areas (13 in total) — each with edit/delete actions, plus **Create New** and **View Assigned Rooms** buttons.



The Areas tab, listing every defined area with Create New and View Assigned Rooms buttons.

Rooms

The Rooms tab (labeled **Room Assignment**) is where individual rooms get assigned to the areas defined above. Expand a floor to see — and remove — its currently-assigned rooms as tags, or use the **Unassigned Rooms** panel on the right to assign a **Room Range** to a selected area all at once.

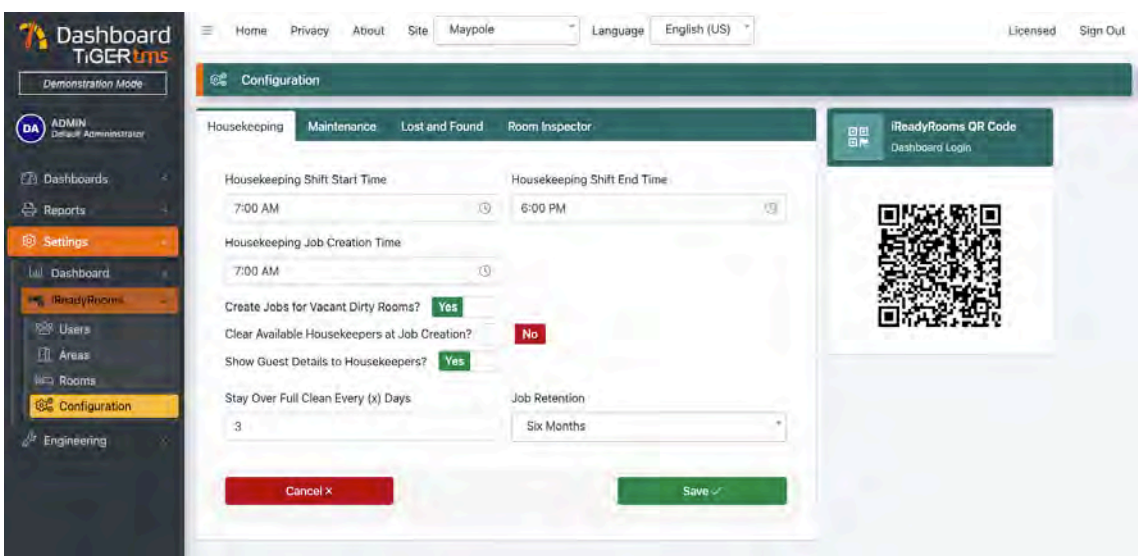


The Room Assignment tab, assigning rooms to areas via room-range or per-floor tag removal.

Configuration

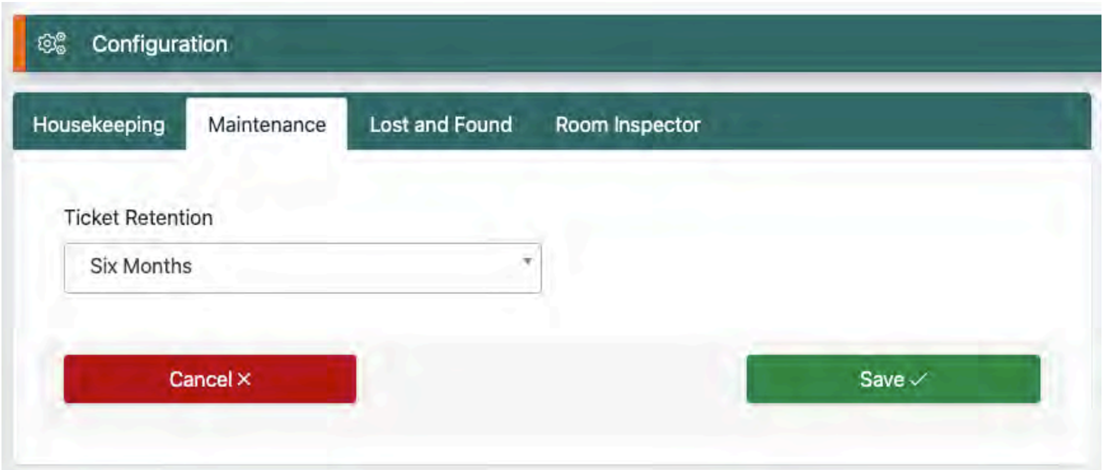
The Configuration tab controls how each iReadyRooms module behaves, split into four tabs of its own: **Housekeeping**, **Maintenance**, **Lost and Found**, and **Room Inspector**.

Housekeeping's settings cover the Housekeeping Shift Start/End Time, Housekeeping Job Creation Time, whether to automatically **Create Jobs for Vacant Dirty Rooms** and **Show Guest Details to Housekeepers**, how many days between required Stay Over Full Cleans, and how long completed job records are kept (**Job Retention**, from One Month up to Two Years).



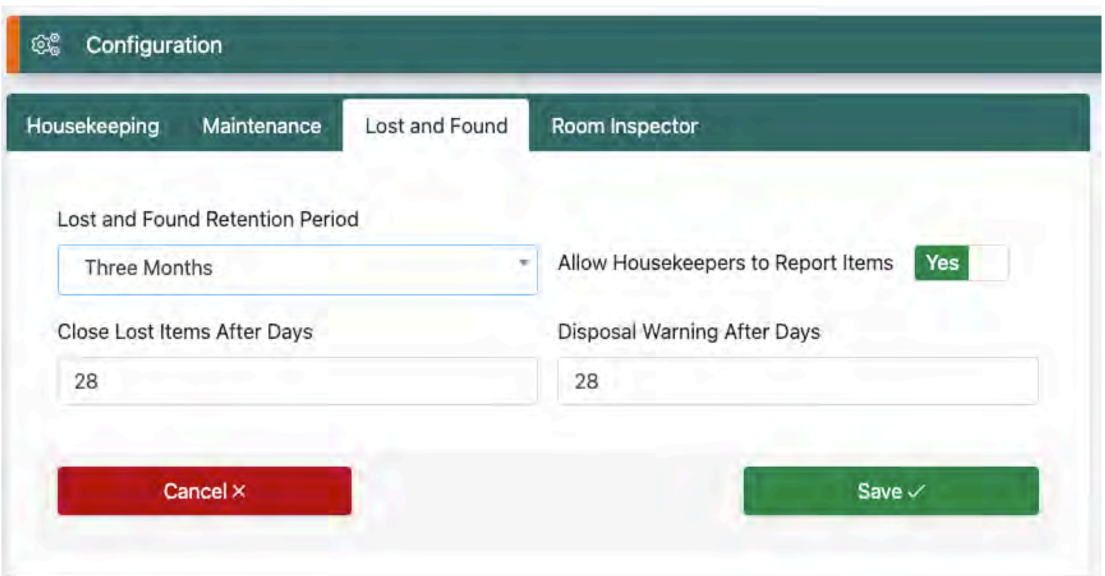
The Configuration tab's Housekeeping settings, covering shift times, job creation, and retention.

Maintenance's settings are simpler — just a **Ticket Retention** period, using the same range of options.



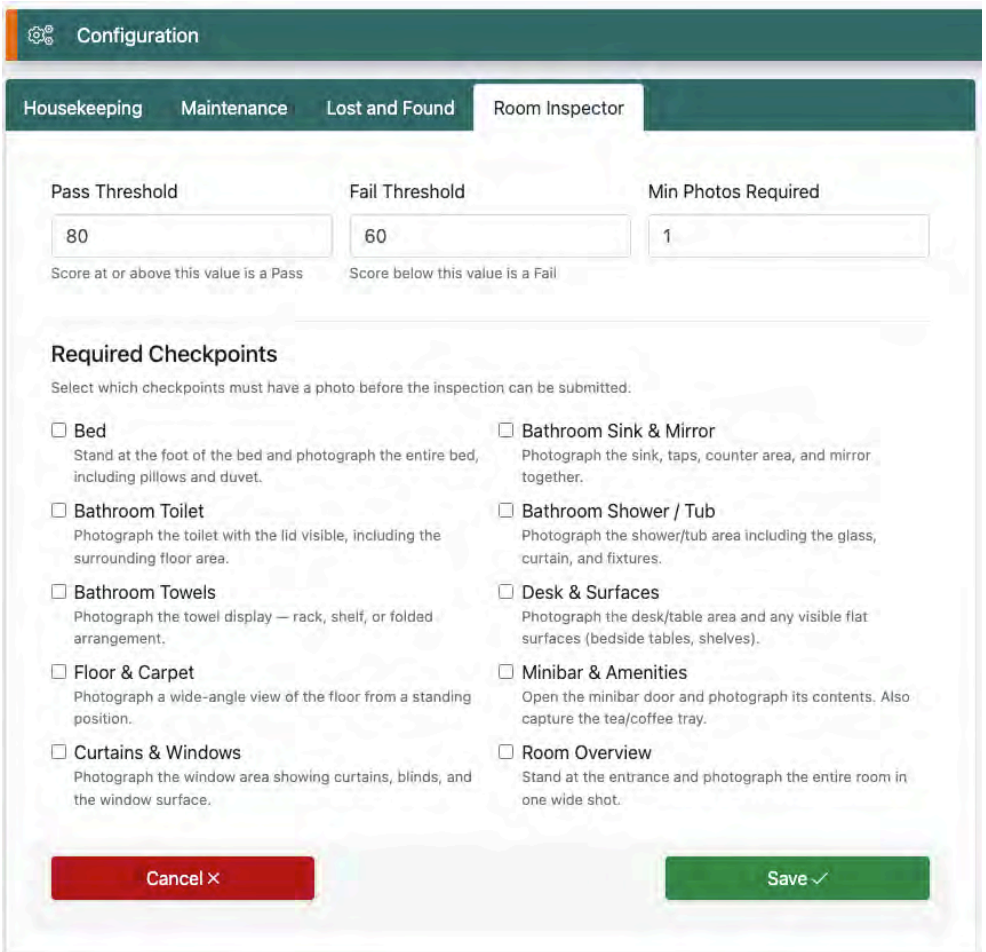
The Configuration tab's Maintenance settings, showing the Ticket Retention period option.

Lost and Found's settings cover its own **Lost and Found Retention Period**, whether to **Allow Housekeepers to Report Items** directly, and how many days before a lost item closes automatically or a found item triggers a disposal warning.



The Configuration tab's Lost and Found settings, covering retention period and auto-close/disposal timing.

> **Note:** Room Inspector's settings are where its AI scoring gets configured — a **Pass Threshold** and **Fail Threshold** (a score at or above the Pass Threshold is a pass, below the Fail Threshold is a fail, and anything in between reads as "Needs Attention"), a **Min Photos Required**, and a list of **Required Checkpoints**. Each checkpoint — Bed, Bathroom Toilet, Bathroom Towels, Floor & Carpet, Curtains & Windows, Bathroom Sink & Mirror, Bathroom Shower/Tub, Desk & Surfaces, Minibar & Amenities, Room Overview — comes with its own photo instructions for staff (for example, "Stand at the foot of the bed and photograph the entire bed, including pillows and duvet") and a checkbox controlling whether that checkpoint must have a photo before an inspection can be submitted at all.



The Configuration tab's Room Inspector settings, covering pass/fail thresholds and required checkpoints.