



COEO UHCP iReadyRooms

Staff User Guide



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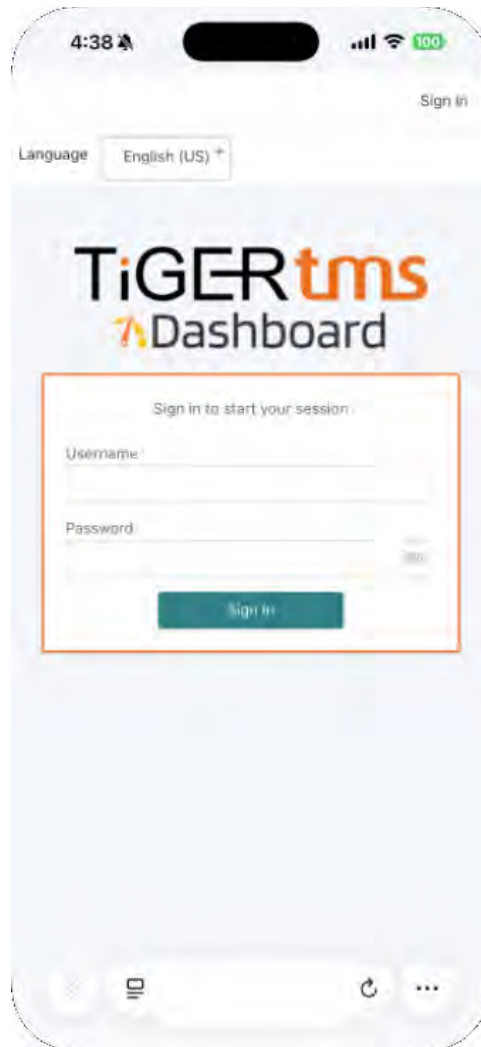
This guide walks through **iReadyRooms** — the tool you'll use during your shift to see your assigned rooms or tickets, track your work, log maintenance issues, charge minibar items, report lost and found items, and submit room inspection photos. Signing in and managing your profile work the same way no matter your role; after that, jump to the **Housekeeping Staff** or **Maintenance Staff** part that matches your role.

 **Note:** iReadyRooms isn't an app you download from an App Store — it's a website formatted for your phone or tablet's browser. Your manager will give you the link to open (and you can save it to your home screen for quick access, just like a regular app icon).

Signing In

Open the link your manager gave you in your phone or tablet's browser, and sign in with the **Username** and **Password** your manager gave you. Where you land after signing in depends on your role — Housekeeping staff land on Housekeeping Jobs, Maintenance staff land on Maintenance Tickets.

 **Note:** There's a second "Sign In" link in the top-right corner of the sign-in screen, separate from the green **Sign In** button below the form. Tapping it just reloads the page and clears anything you've typed — use the green button to actually sign in.



The sign-in screen, with Username and Password fields and the green Sign In button.

Managing Your Profile

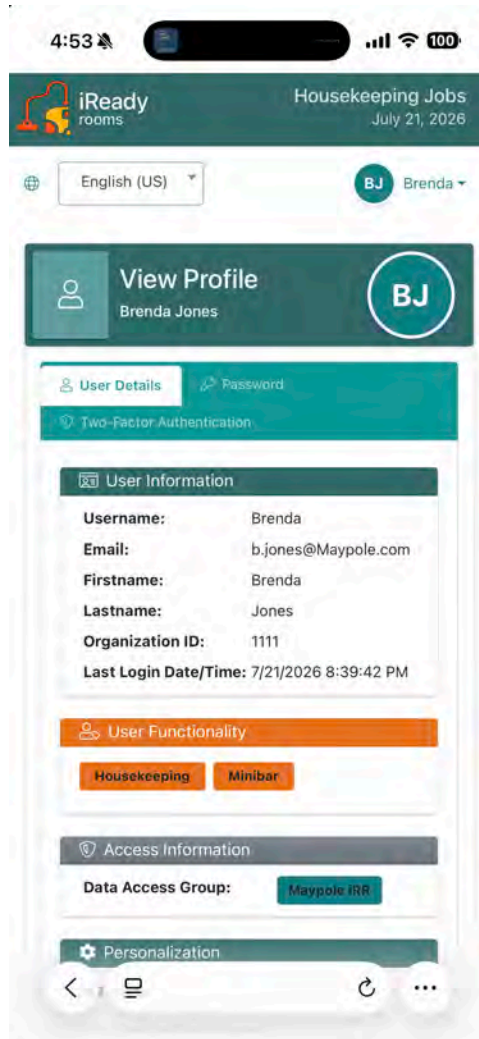
Tap your name in the top-right corner of any screen to open the profile menu, then choose **Profile** to view your account details or reset your password.



The profile menu opened by tapping your name in the top-right corner.

Viewing Your Profile

The **View Profile** screen opens on the **User Details** tab, showing your username, email, name, organization ID, and last login date/time, along with the functionality your account has been given access to — for example, **Housekeeping** and **Minibar** for housekeeping staff, or **Maintenance** for maintenance staff — and your assigned **Data Access Group**.



The User Details tab of the View Profile screen, showing account and access information.

Further down, **Personalization** lets you set your **Preferred Language** and choose an **Avatar Color** for your initials badge. Tap **Update Preferences** to save changes, or **Cancel** to leave without saving.

The screenshot shows a mobile app interface with a status bar at the top displaying the time 4:53, signal strength, and battery level at 100%. The main content area is divided into several sections. The first section displays user information: Username: Brenda, Email: b.jones@Maypole.com, Firstname: Brenda, Lastname: Jones, Organization ID: 1111, and Last Login Date/Time: 7/21/2026 8:39:42 PM. Below this is a section titled 'User Functionality' with two buttons: 'Housekeeping' and 'Minibar'. The next section is 'Access Information' with a 'Data Access Group' dropdown set to 'Maypole IRR'. The 'Personalization' section is highlighted with a green header and contains two settings: 'Preferred Language' with a dropdown menu currently showing 'English (UK)', and 'Avatar Color' which includes a 'Background Color' selector (a teal circle) and a 'Text Color' selector (a teal circle with the initials 'BJ'). At the bottom of the 'Personalization' section is an 'Update Preferences' button. The entire screen is framed by a red 'Cancel X' button on the left and a green 'Up Arrow' button on the right.

4:53 100

Username: Brenda
Email: b.jones@Maypole.com
Firstname: Brenda
Lastname: Jones
Organization ID: 1111
Last Login Date/Time: 7/21/2026 8:39:42 PM

User Functionality

Housekeeping Minibar

Access Information

Data Access Group: Maypole IRR

Personalization

Preferred Language

Select your preferred language

English (UK)

Avatar Color

Background Color

Text Color

Update Preferences

Cancel X

The Personalization section, with Preferred Language and Avatar Color settings.

Resetting Your Password

Tap the **Password** tab to set a new password. Enter your **Old Password**, then your new password twice to confirm, and tap **Set Password**. Passwords must be at least 8 characters and include an uppercase letter, a lowercase letter, a number, and a special character.

A screenshot of a mobile application interface. At the top, the status bar shows the time 4:54, signal strength, Wi-Fi, and 100% battery. Below the status bar is a header with the iReady rooms logo on the left and 'Housekeeping Jobs July 21, 2026' on the right. Below the header is a language selector set to 'English (US)' and a user profile icon labeled 'BJ Brenda'. The main content area features the 'TiGERtms Dashboard' title. A central white box with an orange border contains the password reset instructions: 'Please Set A New Secure Password. It must be a minimum of 8 characters and contain at least one uppercase and one lowercase character. It also requires at least one number and at least one special character # \$ ^ + = ! * () @ % &. Common passwords are not allowed.' Below the instructions are three input fields labeled 'Old Password', 'Password', and 'Confirm Password', each with a toggle icon on the right. A green 'Set Password' button is at the bottom of the form. At the very bottom of the screen is a navigation bar with icons for back, home, refresh, and a menu.

The Password tab for entering your old and new passwords.

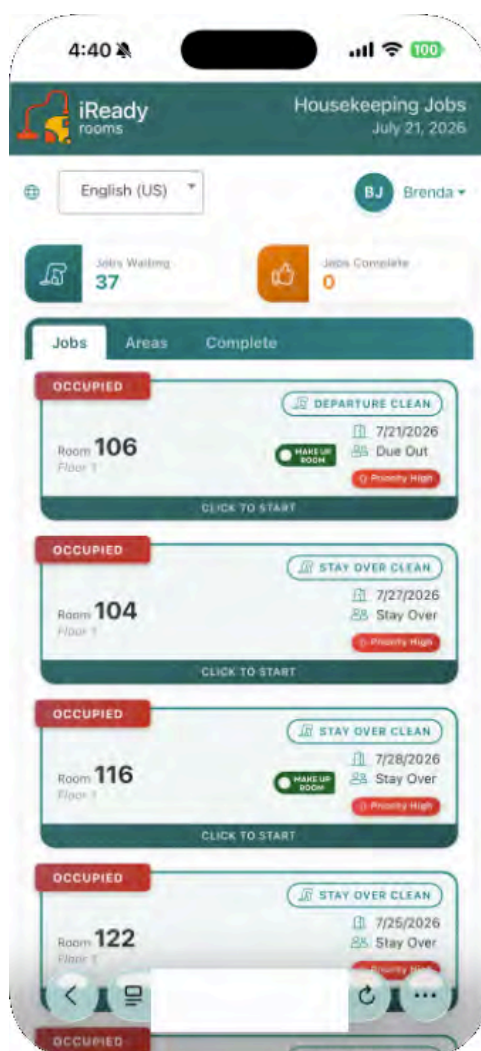
 **Note:** A **Two-Factor Authentication** tab is also available alongside User Details and Password, for additional account security.

Housekeeping Staff

Your Housekeeping Jobs

Once you're signed in, you'll land on **Housekeeping Jobs** — your job list for the day. Two tiles at the top show **Jobs Waiting** and **Jobs Complete**, and three tabs let you view your work three different ways: **Jobs**, **Areas**, and **Complete**.

The **Jobs** tab lists every room you need to clean today as a card, showing the room number and floor, whether it's occupied, the type of clean needed (**Stay Over Clean**, **Full Clean**, or **Departure Clean**), the due date, priority, and a **Make Up Room** flag if the guest has requested one. Tap **Click To Start** on a card to begin working that room.



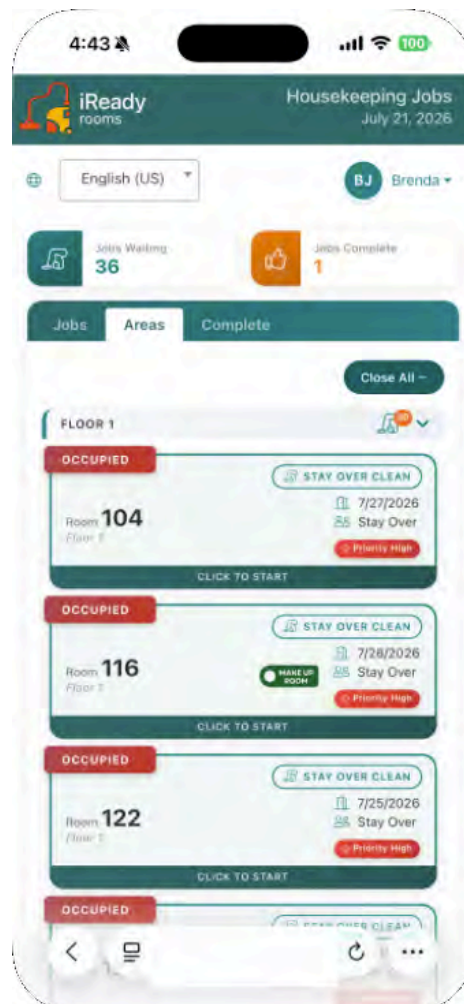
The Jobs tab, listing every room assigned to you today as a card.

Areas Tab

The Areas tab groups the same jobs by floor instead of listing them all at once — tap a floor to expand it and see its rooms, or use **Expand All** / **Close All** to open or close every floor at once.



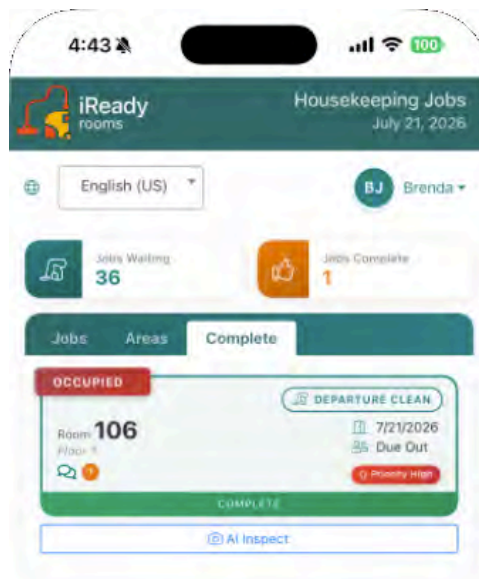
The Areas tab with floors collapsed, showing job counts per floor.



The Areas tab with a floor expanded to reveal its rooms.

Complete Tab

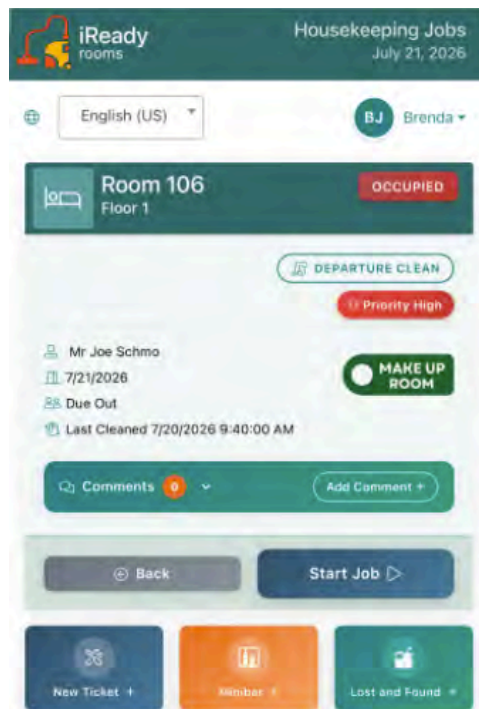
The Complete tab lists every room you've already finished today. If a room still needs its AI room inspection, an **AI Inspect** button appears right on its card so you can come back to it later (see AI Room Inspection below).



The Complete tab, showing finished rooms and an AI Inspect button where needed.

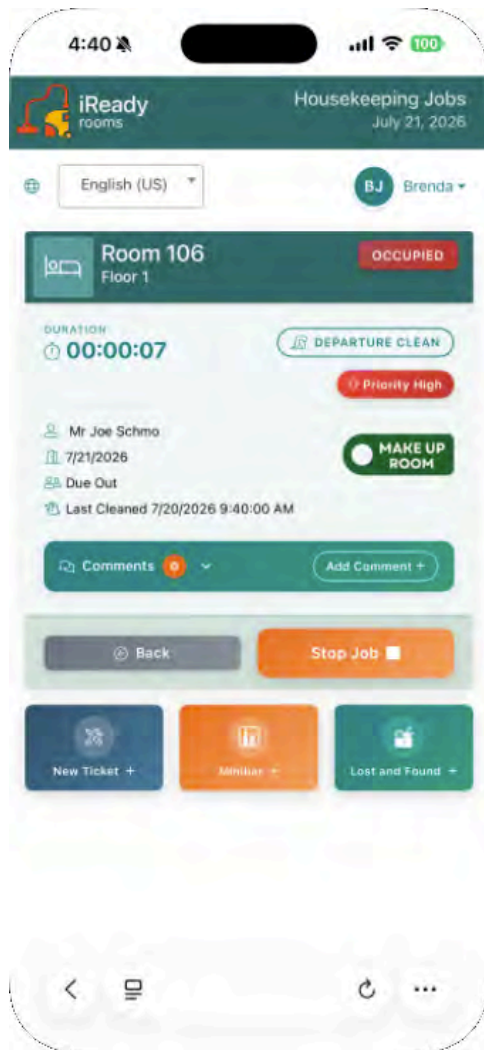
Working a Job

Tapping a room card opens its detail view — the guest's name (if occupied), the reservation dates, due-out status, when it was last cleaned, and the **Make Up Room** toggle. From here, tap **Start Job** to begin timing your clean.



A room's detail view before the job has started, with the Start Job button.

Once started, a running **Duration** timer replaces the room's static info, and **Start Job** becomes **Stop Job** — tap Stop Job when you're finished cleaning.



The room detail view after tapping Start Job, showing the running Duration timer and Stop Job button.

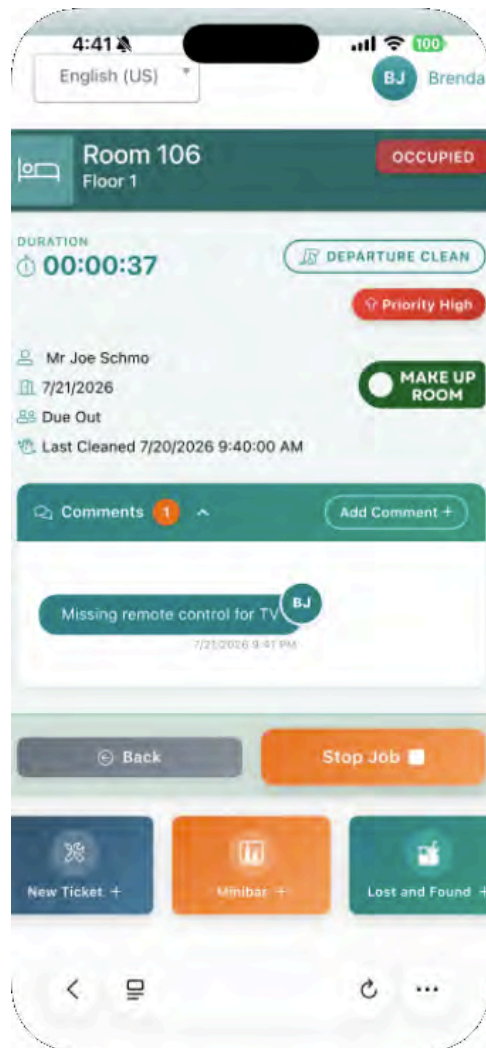
Leaving a Comment

Tap **Add Comment** to leave a note on the room — for example, flagging something for the next person who checks it. Type your note and tap **Save Comment**.

The screenshot shows a mobile application interface for managing a room. At the top, the status bar displays the time 4:40, signal strength, Wi-Fi, and 100% battery. The app header shows 'Room 106' and 'Floor 1' with an 'OCCUPIED' status. Below this, a 'DURATION' section shows a timer at '00:00:14' and a 'DEPARTURE CLEAN' button. A 'Priority High' indicator is visible. The guest information section lists 'Mr Joe Schmo', the date '7/21/2026', 'Due Out', and 'Last Cleaned 7/20/2026 9:40:00 AM'. A 'MAKE UP ROOM' button is also present. The 'Comments' section shows 0 comments and a text input field with the placeholder 'Enter your comment here'. Below the input field are 'Cancel' and 'Save Comment' buttons. At the bottom, there are 'Back' and 'Stop Job' buttons, and a row of three buttons: 'New Ticket +', 'Minibar +', and 'Lost and Found +'. A small text string '(readturnnumenartner tinartmc rnz)' is visible below the bottom row of buttons.

The Add Comment form for leaving a note on the room.

Saved comments appear as timestamped notes with your initials, and the **Comments** counter updates to show how many are on the room.



A saved comment displayed with a timestamp and the housekeeper's initials.

Quick Actions

While you're working a room, three buttons at the bottom let you take care of things you find along the way without leaving the room's page: **New Ticket** (log a maintenance issue), **Minibar** (charge minibar items to the room), and **Lost and Found** (report an item a guest left behind). Each is covered in its own section below.

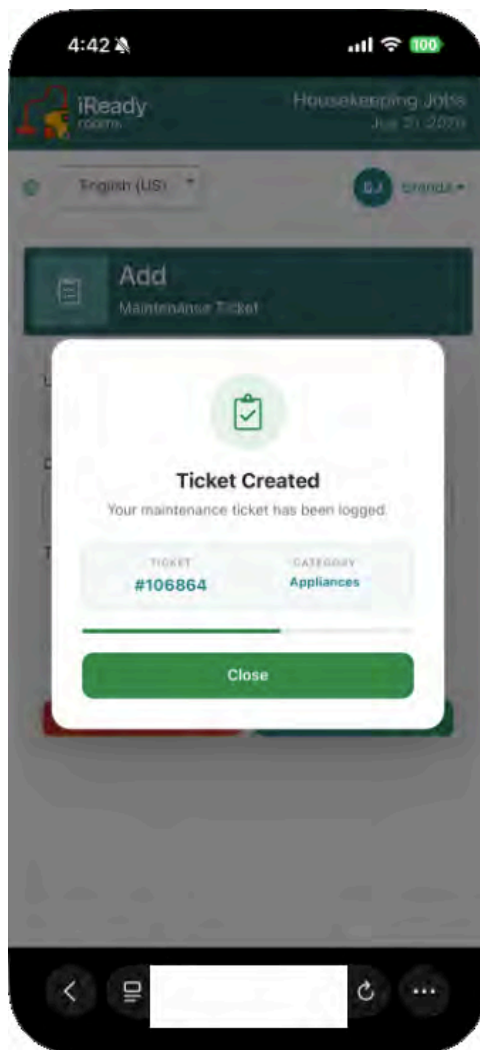
Logging a Maintenance Ticket

Tapping **New Ticket** from a room opens a short form: **Upload Image** (tap **Take Photo** to capture one with your camera), a **Category** for the issue, and a **Ticket Description**. Fill it in and tap **Save Ticket**.

The screenshot shows a mobile app interface for logging a maintenance ticket. At the top, the status bar shows the time 4:41, signal strength, and 100% battery. The app header includes the iReady rooms logo, the text 'Housekeeping Jobs', and the date 'July 21, 2026'. Below the header, there is a language selector set to 'English (US)' and a user profile icon for 'BJ Brenda'. The main section is titled 'Room 106' with a subtitle 'Maintenance Ticket' and a plus icon. The form contains three main sections: 'Upload Image' with a 'No photo supplied' label and a 'Take Photo' button; 'Category' with a dropdown menu showing '-- Select a Category --'; and 'Ticket Description' with a large text input area. At the bottom of the form are two buttons: a red 'Cancel' button and a green 'Save Ticket' button with a checkmark. Below the form is a navigation bar with icons for back, home, refresh, and more options.

The New Ticket form, with fields for a photo, category, and description.

A confirmation shows your new ticket's number and category — tap **Close** to return to the room.

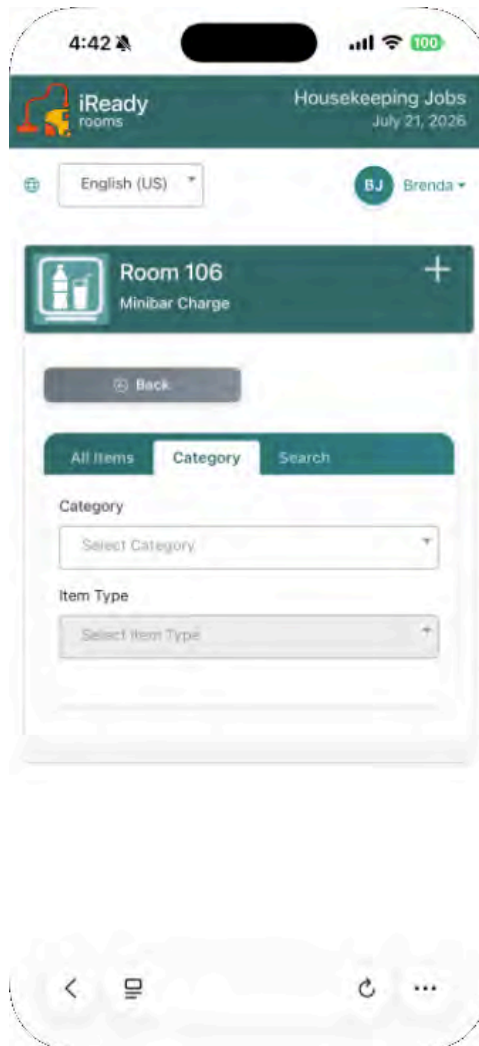


The confirmation screen showing the newly created ticket's number and category.

💡 **Note:** This ticket goes straight into the maintenance team's queue — see the Maintenance Staff part of this guide for how they work it from there.

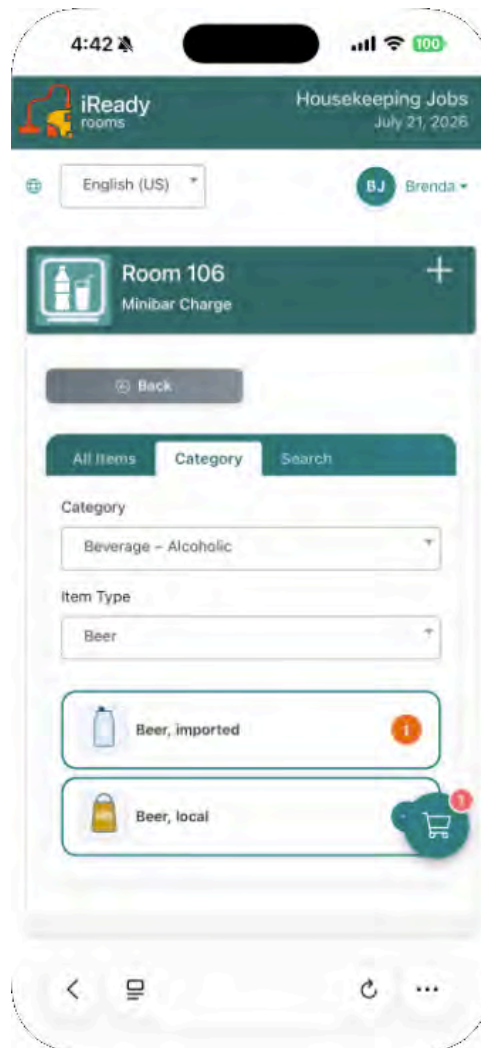
Charging the Minibar

Tapping **Minibar** from a room opens **Minibar Charge**, where you can browse **All Items**, filter by **Category**, or **Search** for something specific. Choosing a Category and Item Type narrows the list down to matching items.



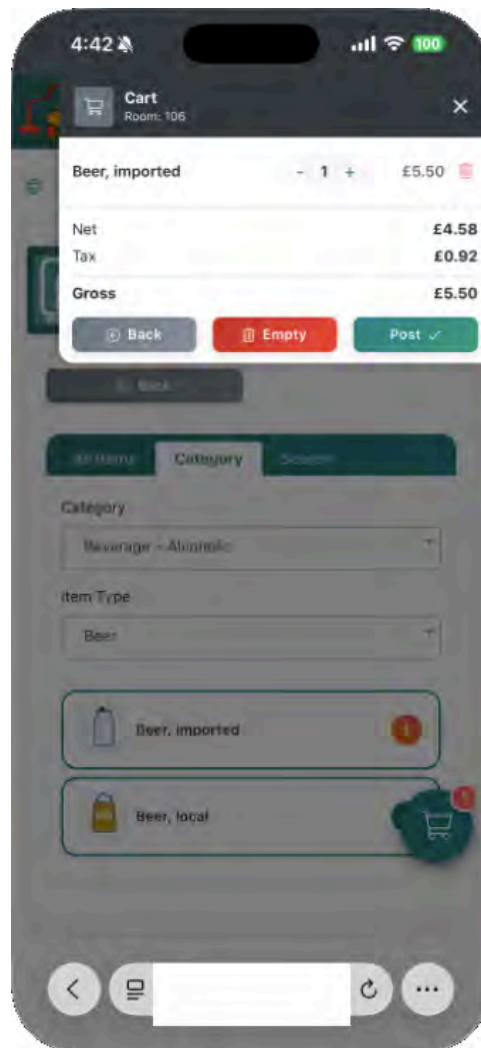
The Minibar Charge screen filtered by Category and Item Type.

Tap an item to add it — a badge on the item shows how many you've added, and a floating cart button in the corner keeps a running count.



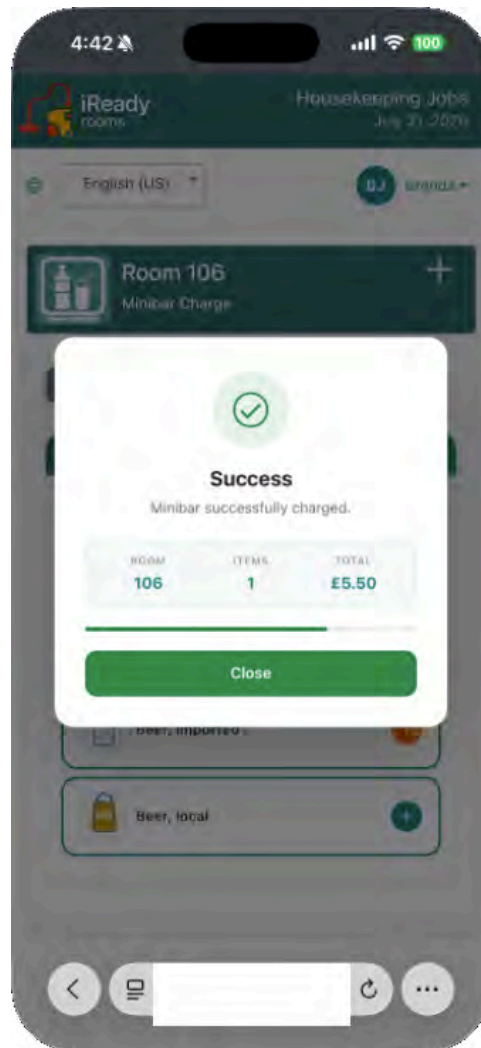
Minibar items with quantity badges and the floating cart button.

Tap the cart button to review your charges — adjust quantities with the +/- controls, and see the Net, Tax, and Gross totals before you commit. **Empty** clears the cart, or **Post** charges the items to the room.



The cart review screen, showing quantities and Net, Tax, and Gross totals.

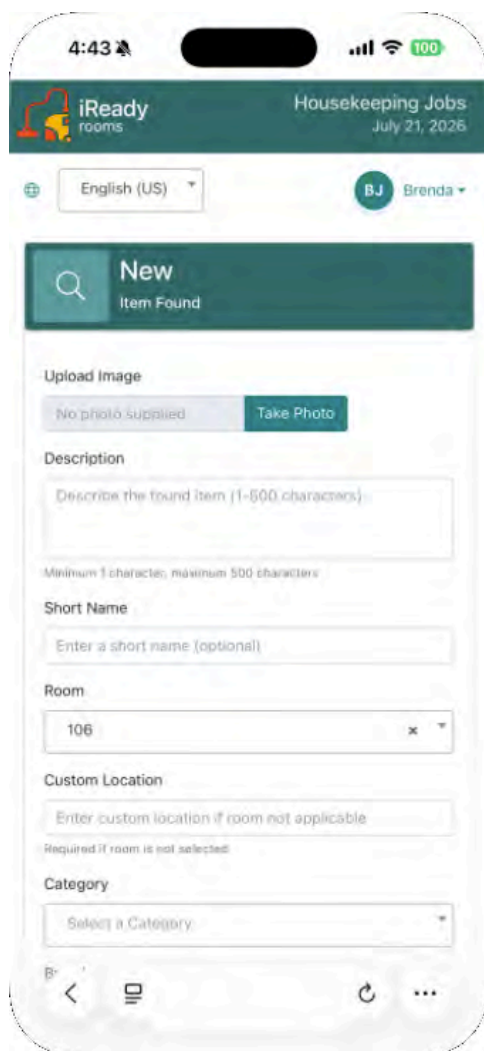
A confirmation shows the room, item count, and total charged.



The confirmation screen after posting minibar charges to the room.

Reporting a Found Item

Tapping **Lost and Found** from a room opens **New Item Found**, where you can log something a guest left behind: an **Upload Image** (tap **Take Photo**), a **Description**, an optional **Short Name**, the **Room** it was found in (or a **Custom Location** if it wasn't found in a room), and a **Category**.

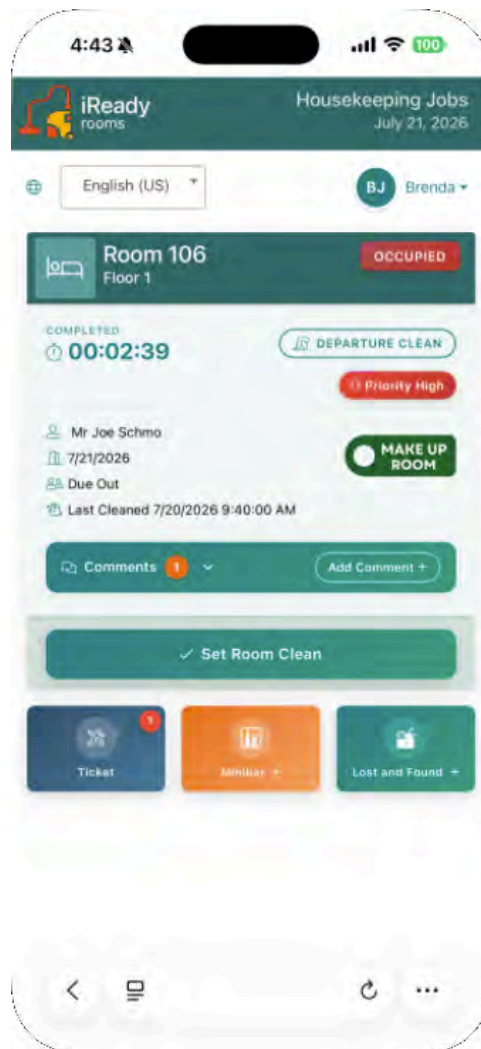
The image shows a mobile application interface for reporting a found item. At the top, the status bar shows the time 4:43, signal strength, Wi-Fi, and 100% battery. The app header is dark green with the 'iReady rooms' logo on the left and 'Housekeeping Jobs July 21, 2026' on the right. Below the header, there's a language selector set to 'English (US)' and a user profile icon for 'BJ Brenda'. The main form is titled 'New Item Found' in a dark green bar. The form fields include: 'Upload Image' with a 'No photo supplied' label and a 'Take Photo' button; 'Description' with a text input field and a note 'Describe the found item (1-500 characters)' and 'Minimum 1 character; maximum 500 characters'; 'Short Name' with a text input field and a note 'Enter a short name (optional)'; 'Room' with a dropdown menu showing '106'; 'Custom Location' with a text input field and a note 'Enter custom location if room not applicable' and 'Required if room is not selected'; and 'Category' with a dropdown menu showing 'Select a Category'. At the bottom, there's a navigation bar with icons for back, home, and other app functions.

The New Item Found form for logging a guest's lost item.

 **Note:** Once you've logged the item, check with your supervisor or manager about what to do with it next (for example, where to store it).

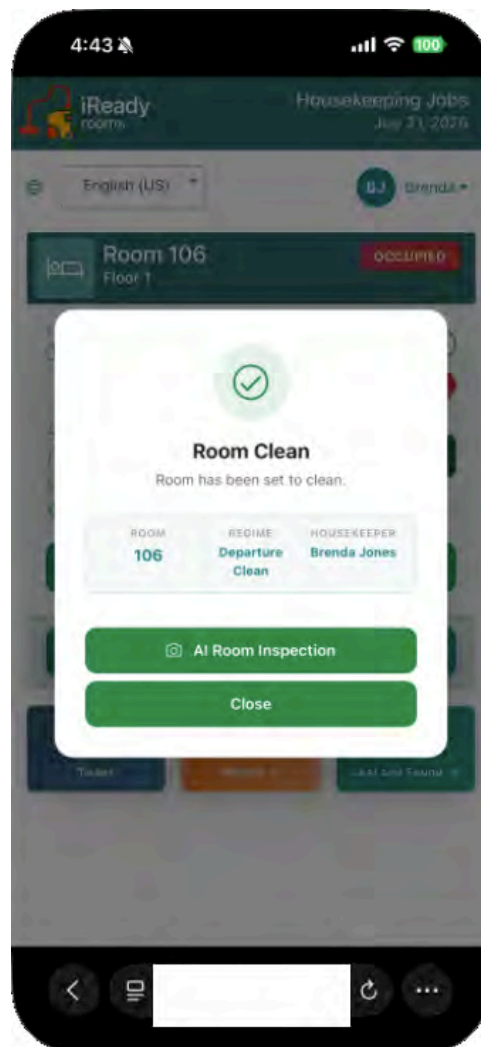
Finishing a Job

Once you tap **Stop Job**, a **Set Room Clean** button appears — tap it when the room is ready.



The room detail view after Stop Job, showing the Set Room Clean button.

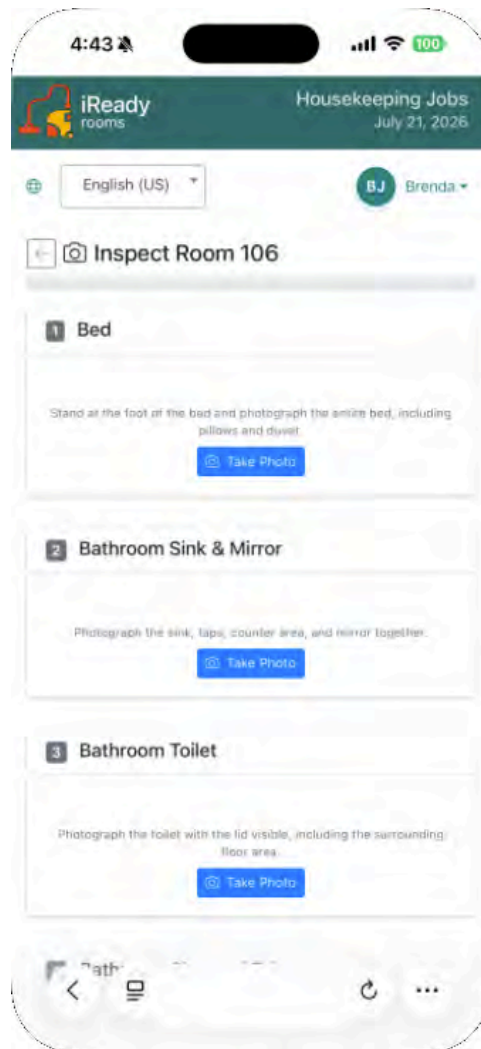
A confirmation summarizes the room, cleaning regime, and housekeeper, with two options: **AI Room Inspection** (submit your inspection photos now) or **Close** (skip it for now — you can always come back to it from the **Complete** tab).



The Set Room Clean confirmation, offering AI Room Inspection or Close.

AI Room Inspection

Choosing **AI Room Inspection** opens a numbered checklist of checkpoints for that room — for example, **Bed**, **Bathroom Sink & Mirror**, and **Bathroom Toilet** — each with brief instructions for exactly how to frame the photo (for example, "Stand at the foot of the bed and photograph the entire bed, including pillows and duvet"). Tap **Take Photo** on each checkpoint to capture it, and a progress bar at the top tracks how far through the checklist you are.



The AI Room Inspection checklist, with per-checkpoint photo instructions and a progress bar.

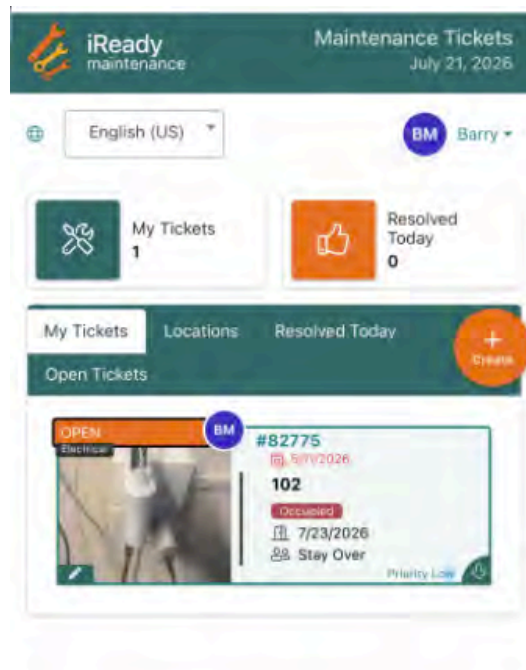
💡 **Note:** Follow each checkpoint's photo instructions closely — the photos are reviewed automatically, and a photo that doesn't clearly show what's asked for (or shows something else entirely) will come back as a low score with an explanation of what went wrong. Taking a clear, well-framed photo the first time means less time spent re-shooting.

💡 **Note:** Once submitted, your inspection results are also reviewed by your manager, who can accept the inspection or ask for a re-inspection.

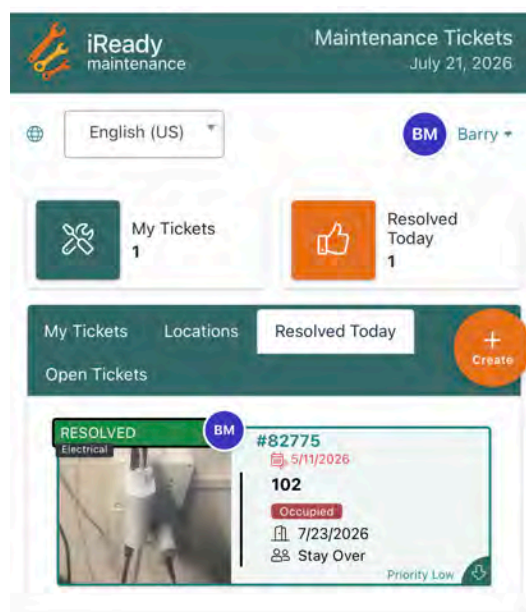
Maintenance Staff

Maintenance Tickets

Once you're signed in, you'll land on **Maintenance Tickets**. Two tiles at the top show **My Tickets** and **Resolved Today**, and four tabs let you work your tickets different ways: **My Tickets**, **Locations**, **Resolved Today**, and **Open Tickets**. A floating **+ Create** button is always available to log a new ticket.



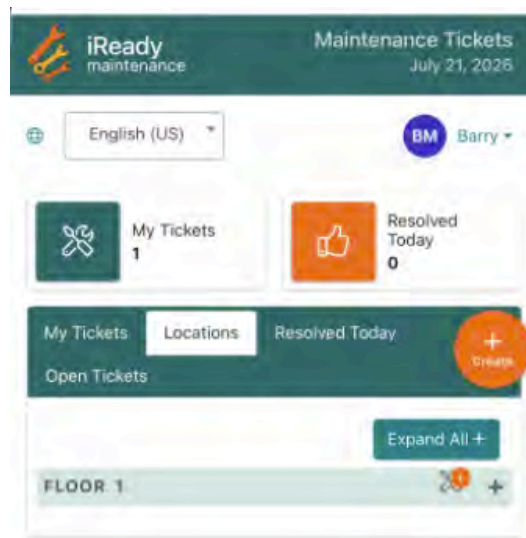
The My Tickets tab, listing tickets assigned to you.



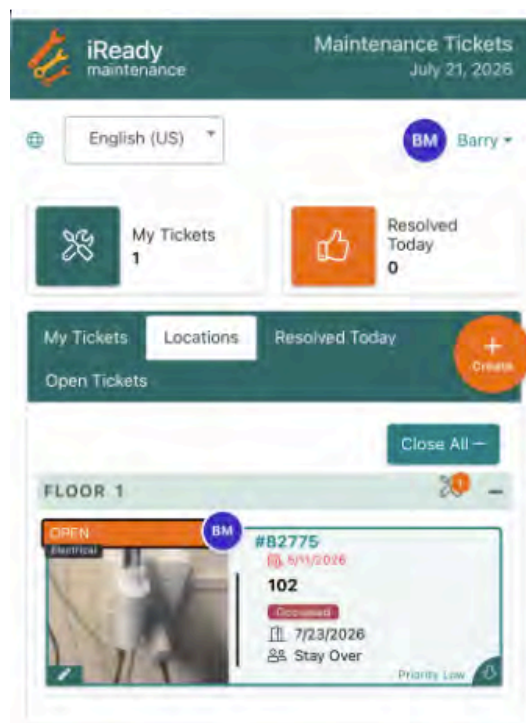
The Resolved Today tile and tab on the Maintenance Tickets dashboard.

Locations Tab

The Locations tab groups tickets by floor — tap a floor to expand it and see its tickets, or use **Expand All** / **Close All** to open or close every floor at once (same pattern as the Housekeeping app's Areas tab).



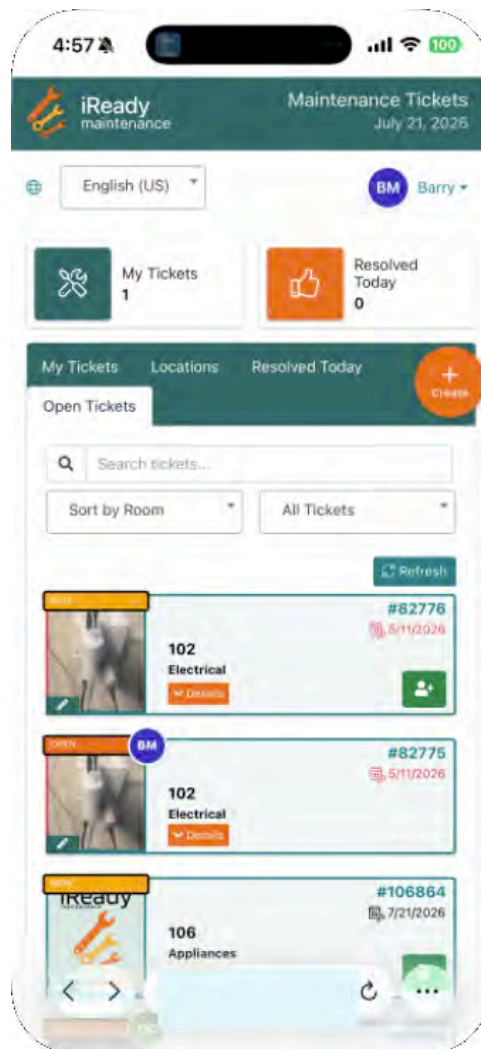
The Locations tab with floors collapsed.



The Locations tab with a floor expanded to show its tickets.

Open Tickets Tab

The Open Tickets tab lists every open ticket as a searchable table — search by keyword, sort by room, and filter by ticket type. Each row shows the ticket number, room, category, and due date.



The Open Tickets tab, a searchable and filterable table of open tickets.

Creating a Ticket

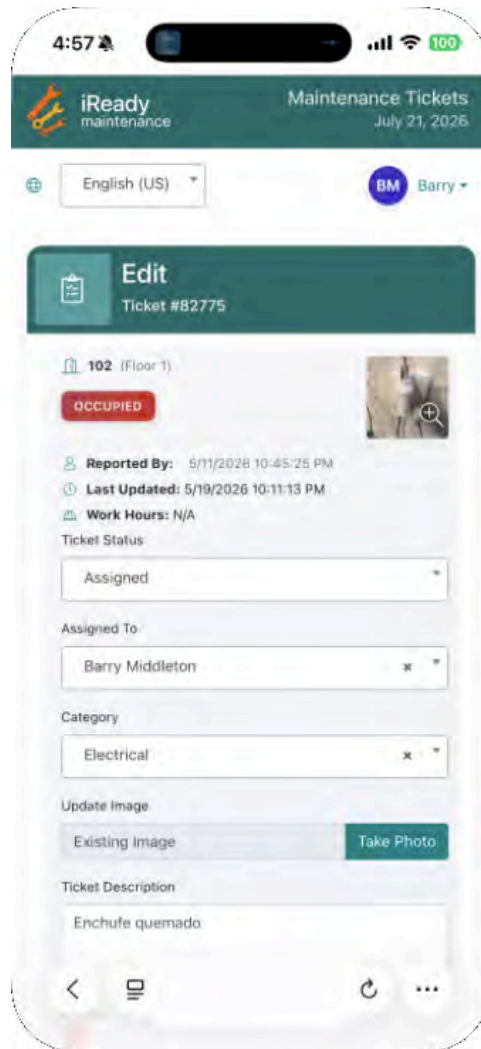
Tap **+ Create** to log a new ticket: choose the **Room** (its **Area** fills in automatically), set the **Ticket Status**, optionally **Assign To** a team member, choose a **Category**, **Upload Image** (or **Take Photo**), add a **Ticket Description**, and set a **Priority** and **Due Date**.

The screenshot shows a mobile app interface for 'iReady maintenance'. At the top, the status bar shows 4:55, signal strength, Wi-Fi, and 100% battery. The app header is green with the iReady logo and 'Maintenance Tickets July 21, 2026'. Below the header, there's a language selector set to 'English (US)' and a user profile for 'BM Barry'. The main content area is titled 'New Ticket' with a clipboard icon. The form includes: 'Room' (dropdown with '100') and 'Area' (text field with 'Floor 3'); 'Ticket Status' (dropdown with 'Unassigned'); 'Assigned To' (dropdown with 'Select a Team Member' and a green add icon); 'Category' (dropdown with 'Select a Category'); 'Upload Image' section with 'No photo supplied' and a 'Take Photo' button; 'Ticket Description' (text area); and 'Priority' and 'Due Date' (text fields). The bottom navigation bar has icons for back, home, refresh, and more options.

The ticket creation form, opened from the floating + Create button.

Updating a Ticket

Tapping an existing ticket opens **Edit** — update its **Ticket Status** (for example, Unassigned → Assigned → Resolved), reassign it, change the **Category**, replace the photo, edit the description, and adjust priority or due date.



The Edit Ticket screen with Ticket Status set to Assigned.

💡 **Note:** Changing Ticket Status to **Resolved** prompts you to log **Work Hours** — the total time taken to complete the ticket — before it saves.

4:58

OCCUPIED

Reported By: 5/11/2026 10:45:25 PM
Last Updated: 5/19/2026 10:11:13 PM
Work Hours: N/A

Ticket Status

Resolved

Assigned To

Barry Middleton

 **Work hours taken to complete ticket?**
Total time across the job

Work Hours

Enter hours taken

Cancel Save

Priority: Low Medium High Due Date: 05/11/2026

Comments 0 Add Comment+

Cancel Update Ticket

The Work Hours prompt shown when marking a ticket Resolved.

4:58 102 (Flooring) 100

OCCUPIED

Reported By: 5/11/2026 10:45:25 PM
Last Updated: 5/19/2026 10:11:13 PM
Work Hours: N/A

Ticket Status
Resolved

Assigned To
Barry Middleton

Category
Electrical

Update Image
Existing Image Take Photo

Ticket Description
Enchufe quemado

Priority Due Date
Low Medium High 05/11/2026

Comments 0 Add Comment +

Cancel Update Ticket

The Edit Ticket screen with Ticket Status set to Resolved.

Tap **Update Ticket** to save your changes, or **Cancel** to discard them.