



NEW ONLINE BOOKING SYSTEM FOR RESIDENTS TO BOOK MAINTENANCE AND GARDENING JOBS

skillet

18th October 2021

Effective as from Monday 18th of October 2021 Ons Dorp Village will be operating the above which has been organised through a company called Skillet (Services Made Simple). As from today the physical paper Maintenance and Gardening Books through which Residents have booked their jobs will no longer be used. You can book Maintenance and Gardening jobs through the following 2 means:

1. Residents without a computer / access to the internet

If you do not have a computer and have not provided your email address to Reception as previously requested, you can call on 09 838 6567 or come into Reception and book your Maintenance or Gardening services that you require.

You should briefly explain to Karin Moore on Main Reception in the Care Centre and she will book your job/s for you on the new system online.

2. Residents with a computer who are booking a job online themselves

After setting up your account with your email address and a password, you should take the following steps to book your Maintenance or Gardening job/s online (see from page 2 onwards).

If you think your job needs more explanation you are able to write that in an accompanying message which you can send with your booking.

If you have any problems completing an online booking yourself, please contact Reception on 09 838 6567 and they will be happy to help you to navigate through the online booking process.

Gary Williams - General Manager



Website

Go to www.skillet.co.nz



Home

Click on **Login** in the top right corner of the Home page



Login

Log into your account by typing in your **Email** and **Password**

Click on yellow button **Login**



Dashboard

Click on yellow button **Service Hub** in left corner above

Click on yellow button **Book a service**



New booking

Select service type

Choose by clicking on:

Gardening or Maintenance



Select service

Choose by clicking one of the different services

For example: *Lawn mowing* or *Replace lightbulb*

Use: "*Quick search for a service*" if you cannot find your job in the list



Select job size

Click on

Requires Inspection

Click on yellow button **Next**

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Select date and time

Choose **Date** and **Time** (weekdays between 7.30am and 4pm)

Your booking has to be made at least 24 hours before start time

Click on yellow button **Next**

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Select location and recipient

Location is your default address

Fill in **Residence number** (if booking is not for your own Residence)

Who is this booking for?

Choose from **Myself** or **Somebody else**

If for Somebody else, fill in Name of Recipient

Click on yellow button **Next**

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Repeat bookings

Enable repeat bookings?

If yes, click on **Yes**

Choose from **Daily - Weekly - Fortnightly**

Fill in weekday/date plus amount of bookings (recurrences)

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Last booking on

You can only tick weekdays

Please select a weekday for last booking

If no, click directly on yellow button **Next**



Booking summary

Check details

If incorrect, click on the white button **Back**

If correct, click on the yellow button **Confirm booking**



Booking Confirmed

Booking confirmed

Click on yellow button **Messaging** to add a message to your booking

Click on red button **Cancel booking** to cancel your booking

Click on yellow button **Change booking** to change your booking

After changing job size, date/time, unit #, for who it is:

Click on **Confirm booking** again.

After you have done a job booking for Gardening or Maintenance you will receive a confirmation of your booking in your email inbox.

At any time in the booking process you can go back one step with the < **Back** button.

