

NEW ONLINE BOOKING SYSTEM FOR RESIDENTS MAINTENANCE AND GARDENING JOBS

skillet

2022

Ons Dorp Village Maintenance and Gardening Job requests are now operating through Skillet (Services Made Simple). Skillet has been organised so the physical paper Maintenance and Gardening Books can be computer based.

You can now book Maintenance and Gardening jobs through the following 2 ways:

1. Residents without a computer / access to the internet

If you do not have a computer, you can call Reception on 09 838 6567 or come into Reception and book your Maintenance or Gardening services that you require.

If you want to give Skillet a go, we now have a computer in the Computer Hub at the Pavilion. You will be able to access Skillet, which has been bookmarked on the web browser. Just follow the prompts and put your name and Villa number in for any Maintenance or Gardening jobs.

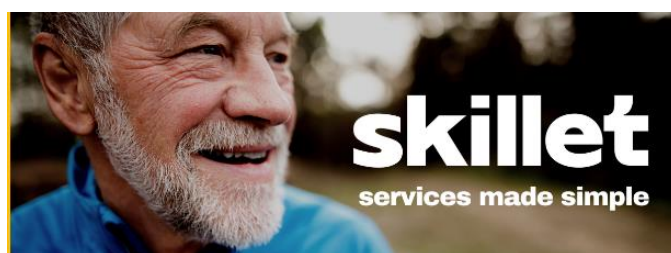
2. Residents with a computer who are booking a job online themselves

Skillet requires an invitation from Reception via email, this makes it easy and simple to set up your account. Send a request from your email address to reception@onsdorp.co.nz. Wait for your invitation to come into your email inbox, then follow the steps to make up your account. Your user name will be your email address, then all you have to do is choose a password.

Select either Gardening or Maintenance and if you need to put in more information about the job there is an area to type any extra requirements.

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

Gary Williams - General Manager



Website

Type in <https://app.skillet.co.nz/login/>

Handy Hint: Save to your web browser by **Bookmarking your tab**

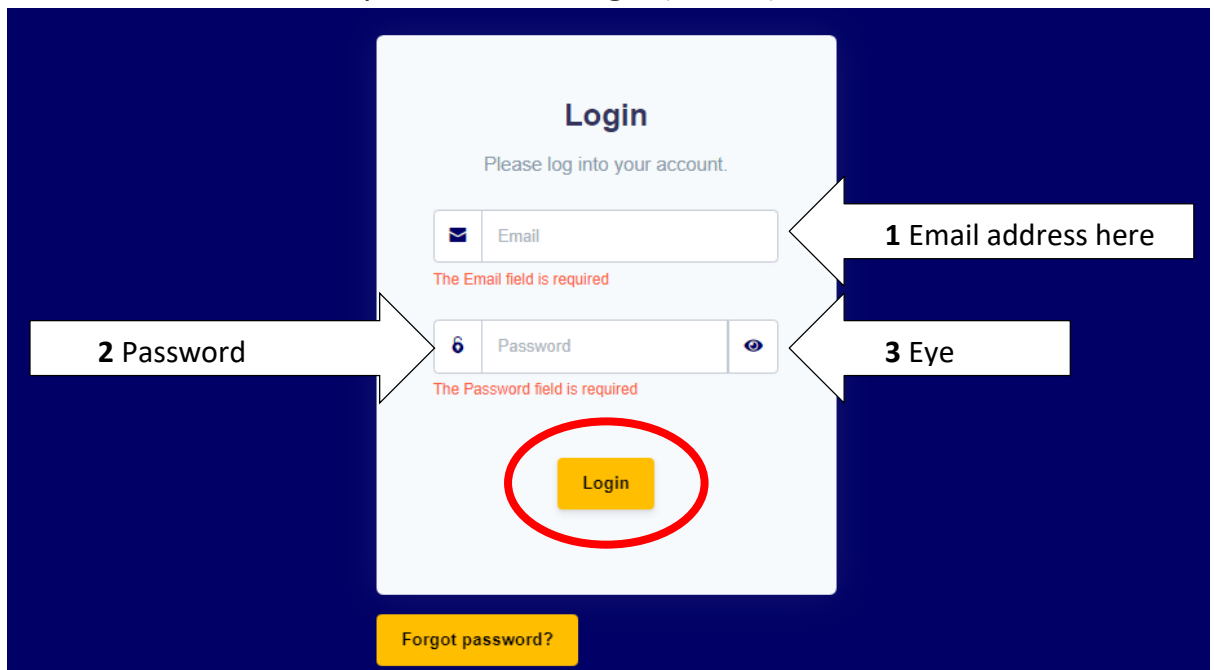


Login

Log into your account by typing in your **Email (1)** and **Password (2)**, click on the **eye (3)** this will make your text visible so you can see what you are typing.

Handy hint: Save your email/password so it is easier to log in for next time.

Click on yellow button **Login** (circled)

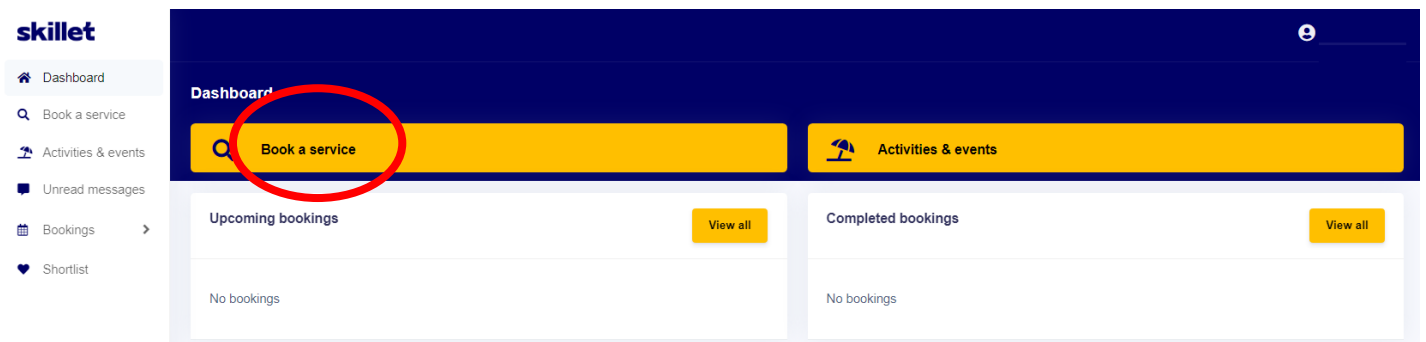


The screenshot shows a login form on a dark blue background. The form is white and contains the following elements:

- Header:** "Login" in bold, followed by "Please log into your account."
- Email field:** A text input field with an envelope icon on the left. Below it, red text reads "The Email field is required". An arrow labeled "1 Email address here" points to this field.
- Password field:** A text input field with a lock icon on the left and an eye icon on the right. Below it, red text reads "The Password field is required". An arrow labeled "2 Password" points to the input field, and an arrow labeled "3 Eye" points to the eye icon.
- Login button:** A yellow button with the text "Login", which is circled in red.
- Forgot password link:** A yellow button with the text "Forgot password?" located below the login button.



Dashboard



The screenshot shows the user dashboard. On the left is a dark blue sidebar with the "skillet" logo and a menu with items: "Dashboard", "Book a service", "Activities & events", "Unread messages", "Bookings", and "Shortlist". The main content area has a dark blue header with the "skillet" logo and a user profile icon. Below the header is a yellow bar with two buttons: "Book a service" (circled in red) and "Activities & events". The main content area is divided into two columns: "Upcoming bookings" and "Completed bookings". Each column has a "View all" button and displays "No bookings".

Click on **Book a service** (circled)



New booking

1. Select service type

Choose **Gardening** or **Maintenance**

Select **Next** to go to **Select service**



2. Select service

Choose by clicking one of the different services

Eg: *Lawn mowing* or *Replace lightbulb*

Can't find what you are looking for?

Choose **Other (not specified on list)**

Select **Next** to go to **Select job size**



3. Request Inspection

Click on **Request Inspection**

Type in any extra requirements for your job.

Select **Next** to go to **date and time**



4. Select date and time

Choose **Date** and **Time**

(weekdays between 7.30am and 4pm)

Handy Hint: Booking needs to be 24 hours, of your booking e.g. Wednesday book for Thursday

Select **Next** to go to **location and recipient**

Handy Hint: You can use the **BACK** button at any time before confirming the booking.

Select **Next** to go to **location and recipient**



5. Select location and recipient

The location is your default address e.g. 1, however, please put Villa before your number and then choose somebody else to type in your name. If you use the Computer Hub computer it will not put in your default Villa number in so you will have to do this yourself.

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**



6. Repeat bookings

Enable repeat bookings?

If yes, click on **Yes**

Choose from **Daily - Weekly - Fortnightly**

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



Last booking on

You can only tick weekdays

Please select a weekday for last booking

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

7. Booking summary

Check details

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

If correct, click on the yellow button

Confirm booking

Select location and recipient

Address
None

Change address

Residence number (optional)

Residence number (e.g. Villa 14)

Who is this booking for?

Myself **Somebody else**

< Back **Next >**

Repeat bookings

Enable repeat bookings? **Yes**

Repeat this booking

Daily

Every day (Mon - Sun)

Every weekday (Mon - Fri)


First booking on
Monday, 15/08/2022

Last booking on

Please select

< Back **Next >**

Booking summary



Ons Dorp Retirement Village
Ons Dorp
Maintenance - Other (if not specified in list)

Address
36 McLeod Road, Henderson, Auckland 0612, New Zealand

Recipient
Myself

| | |
|---|----------------------|
| Ons Dorp Job Size Request inspection | Number of staff 1 |
|---|----------------------|

Booking dates

**MONDAY
15/08/2022
09:00 AM**

< Back **Confirm booking**



After you have confirmed your booked job you will receive a confirmation in your email inbox.

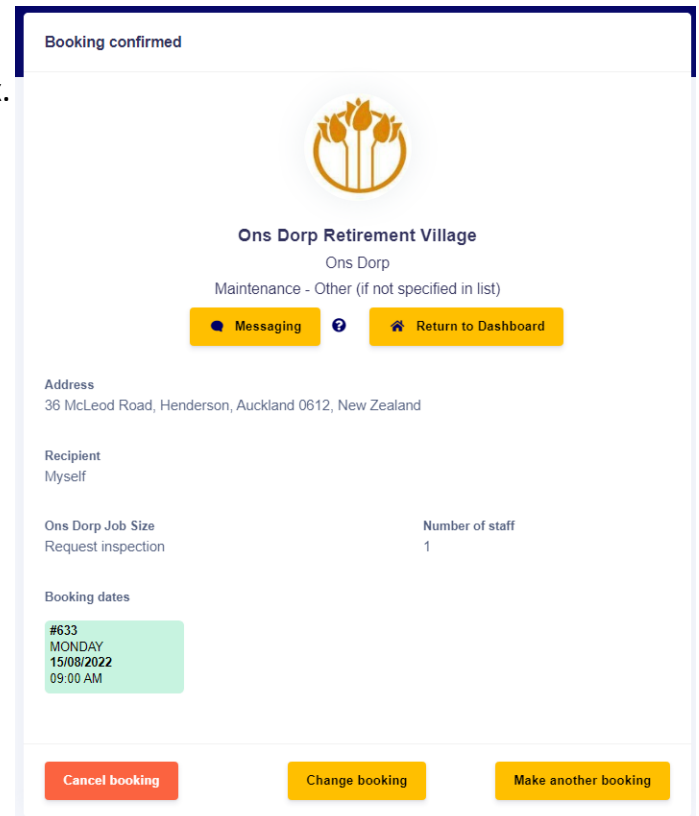
Return to Dashboard takes you to the beginning to book a another job.

Messaging if you need to add anything else to the job select **Messaging** and type your requirements here.

If you need to

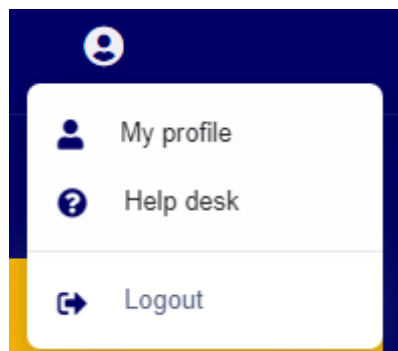
Cancel, change or make another booking

Please select any of the buttons as pictured and follow the requests on screen.



When you have finished with **Skillet** you can log out.

Select the top right of your screen click and select **log out**





Do you use a mobile phone? Already have a log in and password?

You can do exactly the same thing on your mobile phone by using the **QR code** below to get Skillet. **Handy Hint:** Bookmark Skillet – then you only have to do this once.



Use the camera on your phone, hover over the **QR code** (don't take a photo).

At the top of your mobile screen you should get the prompt shown (left), select this and Skillet will open automatically in your web browser.

If you don't get a website **QR Code** prompt your phone may not support the web browser Safari.

If this is the case and you still want Skillet on your phone and have the internet, go to the web browser and type in

<https://app.skillet.co.nz/login/>

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