CLEANINTELL · FOR CLEANERS

Cleaner guide

For cleaners with their own CleanIntell sign-in: getting in, logging the arrival, the checklist, reporting and team chat.

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What CleanIntell does and doesn't do

What it is for. See your buildings, log arrivals, tick the checklist, report what you see, and talk with your team.

It does not read your location, record when you leave, or score you. An arrival saves the time, never where you are. There is no clock-out, no score, no rating and no ranking.

Your cleaning company runs your work. It decides your buildings, your hours and your pay. CleanIntell does not hire or direct you, and your pay does not go through it.

The property manager's account never shows your name. Arrivals, ticks and reports show under your company's name, never a person's. The property manager cannot message you in CleanIntell.

It is not an emergency line. If something is urgent, call your supervisor. In an emergency, call 911.

Texts are sign-in codes, nothing else. CleanIntell texts you only when you ask for a code.

Getting in

You do not sign up yourself. Your supervisor adds you, and may text you the steps from their own phone. CleanIntell does not text you when you are added.

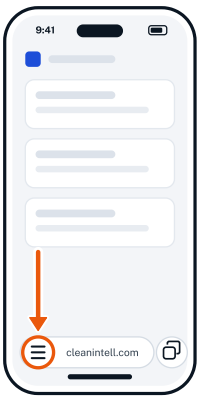
1. Open the link in that text, or go to **cleanintell.com/login**. If it says **You are signed in on this device as** with someone else's number or email, tap **Sign out** first. If it is your number, tap **Continue**. Tap **Cleaning company or crew** if it is not already chosen. Wrong language on the screen? Tap the globe at the top right.

2. Make sure **Text me a code** is chosen. The phone remembers the last one tapped, so if it opens on **Email & password**, tap **Text me a code**. Type your mobile number under **Mobile Number (US/Canada)**.
3. Tap **Send Login Code**.
4. Type the 6-digit code from the text under **Enter 6-Digit Code**. Tap **Verify & Continue**.
5. The first time, the app asks **Which language do you read?** Tap **English** or **Español**. You can change it later in Settings.
6. If a screen titled **Before you start** (or starting with **We updated our**) appears, tap each document on it (**Terms & Conditions**, **Privacy Policy**) to read it. Each opens inside the app. Tap **Back to the agreement** to come back. Tick the box and tap **Continue**.

DON'T. Do not tap **Email & password**: you do not have a password. Do not reply STOP to the code text. That turns off your sign-in codes until you text START back.

Put CleanIntell on your phone

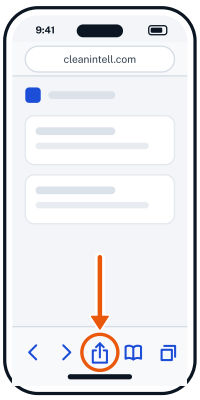
Do this once on each phone, so CleanIntell opens from its own icon. The orange arrows show where to tap. On My buildings, a row near the bottom of the screen may say **Put CleanIntell on your phone**. Tap **How** to see these steps. If it says **Install**, tap that instead.



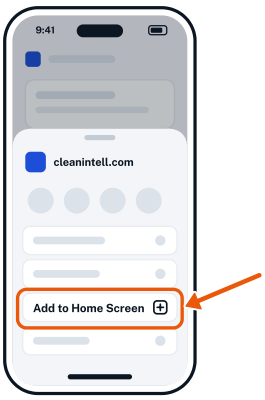
IPHONE WITH ≡
Tap ≡ at the left end of the address bar, then Share.



IPHONE WITH •••
Tap ••• next to the address bar, then Share.

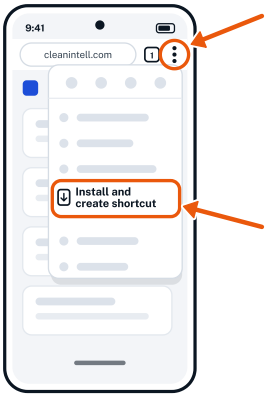


IPHONE, OLDER
Tap Share, in the middle of the bar at the bottom.



EVERY IPHONE, NEXT
Scroll down. Tap Add to Home Screen, then Add.

iPhone: use Safari, not another browser. Find Share as the pictures show. Tap **Add to Home Screen**, then Add. Open CleanIntell from the new icon, and sign in again if it asks.



ANDROID, CHROME
Tap ⋮ at the top right, then Install and create shortcut. Older Chrome says Add to Home screen.



ANDROID, NEXT
On the next screen, choose Install, then confirm.

Not Create shortcut.
A shortcut only opens CleanIntell in a Chrome tab. Install makes it an app with its own icon, like on an iPhone.

Android: use Chrome. Tap ⋮ at the top right, then Install and create shortcut, then Install (not Create shortcut). On Android, notifications work even without this step.

Turn on notifications

You get one kind: a new team chat message at one of your buildings, for example “Maple Court · Supervisor: Use the side door tonight.” Nothing else sends you one. Turn them on yourself, on each phone.

1. iPhone: first add CleanIntell to your Home Screen and open it from the icon. Until then, an iPhone cannot get notifications.
2. On My buildings, on the blue band at the top that says **Turn on notifications**, tap **Turn on**. Or go to Settings, and next to **Notifications on this phone** tap **Turn on**.
3. When your phone asks, allow it. If Settings later says **Blocked on this phone**, allow notifications for CleanIntell in your phone's own settings.

At the building

1. In **My buildings**, tap **Open this building** on the building's card. This only opens it. If the card says **Arrival logged** and **Open the checklist**, someone on your team already logged the arrival. On a phone, the tabs at the bottom go away on a building's screen. To go back, tap the arrow at the top left.
2. If the screen shows **Access and notes**, read it: access, parking, service time and **Property manager’s notes**. On a phone, its first row is the building's address: tap it to open a map. After the arrival, the property manager's notes move above the list, and Access and notes, address included, becomes a row under the list: tap it to open. On a computer, the address is under the building's name, and nothing moves. If the screen shows **Building instructions**, tap **Read here** to read the property manager's document on the screen, or **Open PDF**.

3. Tap **Log my arrival** at the bottom of the screen (on a computer, under **At the building?**). It saves the time, once, for your whole team. You see **Arrival logged** and the time: on a phone, in green at the top, under the building's name; on a computer, in a green box.
4. Under **What the property manager asked for**, tick each thing you did.
5. When you finish, tap **Done for today** at the bottom of the screen (on a computer, under the list). On a phone, it shows how many things on the list are ticked. It saves your ticks and takes you back to My buildings. If the building has a list, My buildings says it saved and how many are ticked, for example “Saved: 9 of 14 ticked at Maple Court.” Tapped it too soon? Tap **Open the checklist** to go back.

GOOD TO KNOW. Leaving the screen also saves your ticks, and so does switching apps or locking the phone. If a save fails, you stay on the screen and it tells you. If it says “Your ticks did not save, so you are still here.”, tap again to leave anyway. Unsaved ticks stay on this phone and come back with “Not saved yet — tap Done for today.” Then tap **Done for today**.

GOOD TO KNOW. No list? It says “The property manager has not listed any tasks.” Ask your supervisor what to clean.

CAREFUL. Once a tick is saved, you cannot untick it, and leaving the screen or locking the phone can save it. Tick only what you did. If a saved tick is wrong, tell your supervisor.

DON'T. Do not log an arrival to practice. Every arrival is real: the property manager sees it, and may hear of it right away, by phone or email. It cannot be removed in the app. For the next 4 hours, nobody on your team can log another arrival at that building.

Reporting something you saw

A leak, a light out, a door that will not lock. You do not need to log an arrival first.

1. Tap **Report** at the bottom. On a building's card in My buildings, or on a building's screen, tap **Report something you saw** instead. On a phone, after the arrival, it is just above the list, beside Team chat. If asked, choose the building under **Which building**.
2. Write it under **What you saw**, in English or Spanish. Fill in **Where in the building** if it helps.
3. If a photo helps, tap **Take a photo**, or **Choose from your photos** for one you already took.
4. Tap **Add to the record**. You see **Saved to this building**.

If the photo does not go through, you see “Your report was saved, but the photo was not.” Tap **Try the photo again** to add it to the same report, or **Keep the report without it**.

No signal? What you wrote stays on this phone until it is on the record, unless you sign out, and My buildings shows **Open the report**. Tap it, then **Add to the record**. If it says “We could not confirm it saved.”, tap Add to the record again: trying again will not save it twice.

It goes on the building's record. The property manager reads it under your company's name, not yours. Your supervisor sees it too, and sees that you filed it. Either of them may also get it by email or as a phone notification. The property manager can also use CleanIntell to send what you wrote to someone else, like a plumber. That message does not include your photo or your name. Once you leave the screen, you cannot open it again.

CAREFUL. A report is not a work order. If it is urgent, call your supervisor.

Team chat

Each building has its own chat: your supervisor (marked **Supervisor**) and everyone assigned there. Only your company's team sees it; the property manager's account does not show it. Messages are translated between English and Spanish by Google Translate.

1. Tap **Team chat** at the bottom, then the building. On a building's screen, tap **Team chat** there instead.
2. Type in **Message your team…** and tap the send button beside the box. On a phone, the keyboard's return key starts a new line; it does not send.

GOOD TO KNOW. No signal? Your message stays on this phone and says **Waiting to send**. It sends by itself once you have signal and CleanIntell is open, on any screen. If it says **Not sent. Tap to try again.**, tap it when you have signal.

Your settings and a shared phone

Tap **Settings** at the bottom. On a phone, from the top: **Language**, **Your name** (with your company's name; your supervisor set these up, so ask them to fix anything wrong), **Notifications on this phone**, **Privacy and help** and **Sign out**. On a computer, Your name comes first. In Privacy and help, the **Privacy Policy** and the **Terms & Conditions** open inside the app. Tap **Back** to return.

The language you pick, in Settings or with the globe at the top right, is saved with your sign-in. A phone where you never picked one opens in that language. Each phone keeps the last language you picked on it.

Sharing a phone

Sign out is for this phone only. On a shared phone, tap **Done for today**, then **Sign out** in Settings. Ticks you did not save and chat messages not sent yet stay with your sign-in; the next person never sees them. Signing out removes a report you have not sent from this phone. My buildings shows the name of whoever is signed in. If it is not you, sign out in Settings, then sign in with your number.

GOOD TO KNOW. Signing out stops your notifications on this phone. To stop them and stay signed in, tap **Turn off** in Settings. After you sign in again, if Settings shows **Off**, tap **Turn on**.

If something goes wrong

No code, or "That code is not right, or it has expired." Tap **Send a new code** when its countdown ends, and use the newest code. Wrong number? Tap **Use a different number**. Still no text? If you ever replied STOP, text START to the number your codes come from, then tap Send a new code. If it says "Too many tries in a short time", wait a minute.

"We do not have an account for that number yet." Ask your supervisor to add your number, or to fix it.

No signal. An arrival does not save without signal: tap **Log my arrival** again when you have it. Your ticks wait on this phone until you tap **Done for today** with signal. A report waits on this phone until you tap Add to the record, and team chat messages send by themselves once CleanIntell is open with signal. If you could not log the arrival, tell your supervisor and keep working.

A screen says it "did not load", or "This list did not refresh". Check your signal and tap **Try again**. If Settings says "Your details did not load. Check your signal.", there is no button there: tap another tab at the bottom, then **Settings** again.

New number or lost phone. Tell your supervisor right away. Your supervisor can sign out your phones, or change your number. Then sign in again with a code, and turn notifications back on in Settings.

"Your company turned off your access. Talk to your supervisor.", or a building is missing. Talk to your supervisor. If My buildings says "Your supervisor has not assigned you a building yet.", ask them to assign you one, then tap **Check again**.

Who sees what about you

WHO	SEES	DOES NOT SEE
The property manager's account	Arrival times, ticked items and reports, all under your company's name. They also see them day by day in their Schedule, and in a monthly record they can print or send. They may also get each report by email or as a phone notification, under the company's name only. If they turned on arrival notifications, each arrival your team logs reaches them the same way. They can use CleanIntell to send what you wrote in a report to someone else, like a plumber, without your photo or name.	Your name or number. Which of you did what. Team chat. Where you are.
Your supervisor	Your name, your number, your buildings and when you first signed in on this number. Only the most recent arrival you logged. Your company can also download these details with its records. In their Schedule: the arrival times logged at each building each day, with no name. Your team chat messages. The reports you file, with your first name (plus your last initial if a coworker has the same first name), also in its records download. Ticks, without your name.	Where you are. How far you have read in a chat.
Teammates at the same building	Your team chat messages, with your first name (plus your last initial if a coworker has the same first name). People assigned later see earlier messages too.	Your phone number.
CleanIntell	Keeps your name, number, language, buildings, when you first signed in, the arrivals you logged, the reports you filed, your chat messages, how far you have read in each chat (shown to no one else), and whether your access was turned off.	Where you are. The app never asks your phone for it.

Questions

Why is there no “Log my arrival” button?

Someone on your team, a teammate or your supervisor, logged an arrival there in the last 16 hours. It counts for everyone. Just tick the list. If that arrival was for an earlier visit more than 4 hours ago, tap **Log a new arrival** instead.

Two of us arrived together. Who taps?

Whoever taps first. If the other taps too, they see **Already logged today by your team**. Both of you can tick the list.

I forgot to log my arrival.

Tap **Log my arrival** when you remember. It saves the time you tap. If you have already left, tell your supervisor.

I clean the same building twice in one day.

From 4 hours after the first arrival, open the building. Under “Here for another visit?”, tap **Log a new arrival**. It saves your ticks to the first visit, then opens a fresh checklist. Sooner than 4 hours, a second arrival cannot be logged.

Notifications do not work on my iPhone.

Add CleanIntell to your Home Screen from Safari and open it from the icon. If Settings says **Add to Home Screen first**, it is not added yet: tap **How?** next to it for the steps. If it says **Not supported on this browser**, notifications do not work in this browser. Everything still shows in the app.

Getting help

Questions about your work, your buildings, your sign-in or your number: ask your supervisor. If something is urgent, call them; do not wait for the app. Something not working in the app? Email **support@cleanintell.com**. Both are in Settings, under **Privacy and help**, next to **Request your data or ask us to delete it**.