Property manager guide

For property managers who use CleanIntell with the cleaning company they already have. How to set up your buildings, invite your cleaning company, read what it logs and reports, and message it.

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How CleanIntell works

CleanIntell is the record behind your cleaning contract. You add your buildings and invite the cleaning company that already cleans them. Nothing about your agreement with that company changes: its price, its crew and its schedule stay as they are.

Once your cleaning company accepts, CleanIntell keeps, building by building: when an arrival was logged, which tasks were ticked, what was reported, your messages with the company, and the dates on its license and insurance documents. You see the company's name on all of it, never which cleaner did something.

Finding your way. On a phone, the bar at the bottom has **Pulse**, **Properties**, **Issues**, **Cleaning companies**, **Messages** and **Schedule**. The bar at the top shows the name of the page you are on. The gear at its right is **Settings**. The ≡ menu at its left has everything, including **Monthly records**, **Billing**, **Help** (it opens the questions page in a new tab) and **Sign out**, which signs out this device only. On a few screens, such as adding a building, ≡ becomes a ← arrow that goes back. On a computer, everything is in the menu on the left. A dot on Messages means something new is waiting. If a screen says it did not load, check your signal and tap **Reload** or **Try again**.

Creating your account

1. Go to **cleanintell.com/login**, tap **Property manager** if it isn't already picked, then tap **Sign up as a property manager**.
2. Type your **Email**, a **Password** (at least 8 characters, with a number and a symbol) and the same password again under **Confirm Password**.

3. Read the Terms & Conditions and the Privacy Policy (each link opens in a new tab), then tick the box: **I have read and agree to the Terms & Conditions and the Privacy Policy.** The box starts unticked, and your account is only created once it is ticked.
4. Tap **Get Started**. You land on Pulse. If the page says **Check your email** instead, open the link in the email from CleanIntell and tap **Confirm my email** to open your account. Not there? Check your spam or junk folder, or tap **Send it again**.

Before you start. If CleanIntell has no record of your agreement yet (for example, when your sign-up asked you to confirm your email first), the first screen after you sign in is **Before you start**. Tap either document to read it here in the app. **Back to the agreement** at the top left brings you back, and your tick stays. Tick **I have read and agree to the Terms & Conditions and the Privacy Policy** and tap **Continue**. If CleanIntell later changes its Terms, a screen headed **We updated our** and the document's name asks you the same way. Its **Sign out** leaves without agreeing.

Your name. The first time Pulse opens, a **Welcome to CleanIntell** box asks **What should we call you?**. Type your name and tap **Save**, or **Skip** for now. It is used to greet you (on a phone, at the top of the screen), and your cleaning company doesn't see it.

Signing in

1. Go to **cleanintell.com/login** and tap **Property manager**. If the page asks for a mobile number, you're on the other tab.
2. Type your **Email Address** and **Password**, then tap **Sign In**.

Forgot your password? Tap **Forgot password?**, type your email and tap **Send Reset Link**. Open the link in the email and tap **Continue**, then type a new password twice and tap **Save New Password**. This signs you out on every device and stops notifications on all of them until you sign in there again. Sign in with the new password.

Adding a building

Tap **Properties**, then **+** at the end of the line that counts your properties. On a computer, or before your first building, the button says **Add property**. Four short steps follow, and the top of the screen says which step you are on. **Next Step** at the bottom moves on. The ← arrow at the top left goes back a step, or to Properties from the first step (on a computer, **Back** or **Cancel**). From the first step, if you have entered anything, it asks first: "Leave and lose what you entered?"

1. **Property details.** If you like, give the building a name under **Building name (optional)**. Left empty, it shows the street address. Then start typing the address under **Property Address** and pick it from the list that drops down. Typing it out isn't enough: wait for **Address confirmed.** If the address search isn't working, boxes appear so you can type the address in instead. If CleanIntell isn't available in that area yet, it says so and you can't go on. Then choose the **Property Type**, and fill in **Square Footage**, **Floors**, **Access Instructions** and **Parking Notes**. HOA and Day Porter / Hourly Work buildings ask for hours in the next step instead of square footage.

2. **Service preferences.** Tap the **Service Days**, and for an hourly building the **Hours Per Day**. Pick a **Preferred Service Window**: Early morning, Business hours, Evening, Overnight or No preference. Add the number of restrooms and breakrooms. Service on CleanIntell starts the day your cleaning company accepts your invitation.
3. **Service scope.** This is the cleaning list your cleaning company's crew can tick at each visit. Use **Guided Builder** to tick tasks, or **Upload Document** to read the checklist you already use (a PDF, JPG or PNG) into a list. You can change the list later. Anything else your cleaning company and its crew should know goes in **Additional Notes / Pain Points (Optional)**. The final scope is agreed between you and your cleaning company.
4. **Final review.** You see a summary of the building. **What you expect to pay per month** is optional and only for your own records; nobody else sees it. **Your CleanIntell fee** shows CleanIntell's current monthly rate for this building, worked out from the details you entered. If a multi-property discount is included, it says so. Above 60 hours a week, it says the fee will be agreed with you directly. It doesn't change with what you pay for the cleaning, and CleanIntell charges you nothing else. If your account is not billed, it says **This account is not billed.**
5. Under the review, tick the box to agree to the **Client Service Agreement** (English or Español link). The same box says that adding a building doesn't connect a cleaning company: you invite yours, and service begins when it accepts. Then tap **Add property** (on a phone, at the bottom of the screen).

Billing comes next. If your account is billed, **One Last Step** opens: the building is saved, and nothing is charged until service starts. **Continue to Payment Setup** opens Stripe to connect your business bank account (**Secure bank link (ACH)**). **Set up billing later** skips it for now; you'll need it before you invite your cleaning company.

GOOD TO KNOW. Each building shows the name you give it, or its street address if you leave the name empty. The type, size and breakroom count are set here and can't be changed afterwards from your account; if one is wrong, email support@cleanintell.com. The name, floors, restrooms and additional notes can be changed later (see Changing a building's details).

Inviting your cleaning company

1. On **Properties**, tap **Invite a cleaning company** on the building's row.
2. If it says **Set up billing first**, tap **Set up billing** and connect your bank in Stripe. A bank typed in by hand takes 1–2 business days to clear before you can invite. Stripe brings you back to Properties: tap **Invite a cleaning company** on the building's row again.
3. The invitation form opens. Type **Their email address** and, if you like, **Their business name (optional)**. (If you opened the building another way, tap **Invite a cleaning company** on its Cleaning company tab first.)
4. Tap **Send invitation**. They are told that nothing about your agreement changes.

The tab then shows **Invitation sent** and the date it expires, 14 days on. It also shows the invitation link with **Copy**, so you can text it to them as well. On a phone, **Text or share the link** opens your

phone's share menu with a message you can change first. **Send the email again** sends the same invitation to the same address. **Withdraw** asks first, then cancels it, and the link they have stops working; **Keep it** leaves it as it is. Once it expires, the row offers **Send a new invitation**.

When they accept. They open the link, sign in or create a cleaning company account, and accept. From that day:

- their name and their license and insurance dates show on the building's row in Properties (on a computer, under **Cleaning company on record**) and on **Cleaning companies**;
- the building has its own conversation in Messages;
- arrivals and reports can be logged there by the company and by the cleaners it sends there (the company decides which cleaners);
- the monthly fee for that building starts, if your account is billed.

Pulse: what needs you

Pulse opens after you sign in. To look at one building, pick it in **All Properties** at the top. Pulse doesn't refresh itself, so reload it to see something new.

- **Need a decision** and **Urgent** count buildings. Urgent only means an expired license or insurance.
- **Needs your attention** lists each reason: a license or insurance expired or within 60 days of expiring, a report still open, a building with no cleaning company and no invitation waiting, an invitation that expired, or **No visit logged in N days** after 7 days with no arrival logged (8 days for a building cleaned one day a week, 18 for one cleaned twice a month). Tap a row to open that building at the tab that answers it (Cleaning company, or History for a building with no visit logged), or that report in Issues (on a computer, tap its **Open**).
- **Waiting on a reply** lists invitations your cleaning company hasn't answered yet.
- **Recent reports** shows the three newest reports from your cleaning company.

GOOD TO KNOW. "No visit logged" means nothing was logged in the app, not that nothing was cleaned. **Ask CleanIntell** on Pulse doesn't answer questions: it sends what you type to CleanIntell, so we learn what to build.

Visits and History

A visit is an arrival tap. Someone from your cleaning company taps **Log my arrival** for your building, and CleanIntell records the time from its own clock. It doesn't check where the phone is, and nothing records when anyone leaves. After an arrival is logged at a building, no other arrival can be logged there for four hours, so a double tap is not logged twice.

- On Properties, each building's row shows its last logged arrival and, when tasks were ticked, how many (on a computer, under **Last logged visit**).
- Tap a building and open **History** for every visit, newest first, with the company and the arrival time. Past the first 100, tap **Show older visits**. Tap **N of M tasks marked done** to see which tasks were ticked, never who ticked them.

Schedule: one day at a time

Schedule (in the bar at the bottom on a phone, or the menu on a computer) is a calendar of your buildings, in California time. On a phone, a filled dot means an arrival was **logged**, and a ring means a building is **scheduled**. A past day never has a ring. On a computer, each day shows building names instead: solid for logged, dashed for scheduled. If a month's visits did not load, or there are more than the calendar can show, its days show a dash and a note says why. A dash does not mean nothing was logged. Tap **Try again** if it is offered, or choose a day. **Today** brings you back to today.

Tap a day. On a phone, a tablet or a smaller computer window, the day opens in a pop-up over the calendar. Close it with its X, or tap outside it, and the day stays picked (on a phone, the top of the screen keeps its date). On a wide computer screen, the day's list sits beside the calendar. Each building has a card with:

- the time of each **Arrival logged**, with your cleaning company's name, never a person's;
- how many tasks were ticked, such as **N of M tasks marked done**. Tap it to see which ones;
- each **Report** filed there that day, and who filed it, such as you or your cleaning company, never a person's name. Tap it to open it in Issues;
- the number of messages that day and **Open conversation**, which opens that building's conversation in Messages.

Past days show only what was logged. A day with nothing logged says **Nothing was logged on this day.** Today and the days ahead also show **Scheduled**, with the service window and the company, for each building whose service days include that day, until its arrival is logged. A building you stopped, or moved to another company, keeps its past days. Buildings that are stopped or have no cleaning company, buildings with no set days, and buildings whose last logged arrival was 7 days ago or more (8 or 18 as above) are listed under **Not shown on the calendar**.

GOOD TO KNOW. Schedule never shows which cleaner logged an arrival: you see the time under your cleaning company's name. The company's own Schedule shows arrival times with no name at all, and its Team screen shows only each crew member's most recent arrival. A day with nothing logged means nothing was logged in the app, not that nothing was cleaned.

Monthly records

Monthly records in the ≡ menu (or **Monthly record** on a building's History tab) puts one building's month on one page: each arrival logged, the tasks marked done, each report and how many messages, under your cleaning company's name, never a person's. Choose the **Property** and the **Month**. Then print it or save it as a PDF, save it as a spreadsheet, or, on a phone, **Send as text**. On an iPhone, print from Safari, not from the Home Screen icon.

CAREFUL. What the messages say is left out unless you tick **Include what the messages say** (shown when the month has messages). Reports are always copied in full. Both can hold door codes or tenants' details, so read the record before you send it.

Changing a building's details

On **Properties**, tap a building's row. Its window has four tabs: **Details**, **Cleaning company**, **Scope & Access** and **History**. On a phone, slide the row of tabs sideways to reach them all.

- **Details:** the **Building name** (leave it empty to show the street address), the **Service address** (tap **Change** and pick the new one from the list), the **Service days** (tap the days, Sun first), for an hourly building **Hours per day**, and the **Service window**. Then tap **Save changes** at the bottom of the window.
- **Scope & Access:** **Access instructions**, **Parking notes**, **Notes for your cleaning company**, **Floors** and **Restrooms**, then the checklist under **Service scope**. Then tap **Save changes** at the bottom of the window.

The checklist. Under Service scope is the list your cleaning company's crew ticks off in the app. Change or remove a line where it is. To add tasks, type or paste them in **Add a task, or paste a list** and tap **Add**; each line becomes a task. Anyone at your cleaning company who uses CleanIntell in Spanish sees it translated, and ticks are saved against your wording. Under **Scope document** you can also attach the document you already use. Your cleaning company can open it in the app, and it doesn't change the checklist.

Photos on the same tab are for your own record; your cleaning company doesn't see them. They save as soon as you add them.

CAREFUL. Access instructions, parking notes and your notes appear on your cleaning company's screens and on the phone of every cleaner it sends to that building, lockbox and alarm codes included. Access instructions show exactly as you typed them and are never translated. Parking notes and your notes (shown to cleaners as **Property manager's notes**) may be shown translated to someone who uses CleanIntell in Spanish.

GOOD TO KNOW. Each Save button saves the whole building, including changes on the other tab. When it works, **Saved** appears by the button. If you close the window with changes not saved, it asks first: "You have changes that are not saved. Close and lose them?"

Issues

Issues lists what was reported at your buildings, newest first, with its status. It opens on **Open (N)**, the reports still open. Tap **All** to see closed ones too. Under All, older reports are behind **Show older reports** at the end.

Reports from your cleaning company. Its supervisor or cleaners can report something they see, like a leak or a light out, with a photo if they like. A report written in Spanish is marked

Translated from Spanish. Each says **Filed by your cleaning company** and never names the cleaner. Each new one is emailed to you, and your phone can notify you too (see Your phone).

Report something yourself

1. Tap **New report**, pick the building under **Related Property** (with only one, it is already picked) and describe what's wrong.
2. A box underneath says **Also send to** and your cleaning company's name. It starts ticked: your report then reaches the company as a message in that building's conversation, starting "New report:". They may also get it by email or as a phone notification.
3. Tap **Submit Report**. A note above the list says whether it was sent.

Untick the box, or choose **General (not sent to anyone)**, and the report stays on your record only: your cleaning company doesn't see it and isn't told. The same happens on a building with no cleaning company. Either way, the company's cleaners never see your reports.

Send a report to a contact

For a plumber, an electrician or another vendor: tap **Send to a contact** on a report, type **Their email address** and tap **Send it to them**. They get one email with that report, the building, and three answers to choose from: "Tonight", "First thing tomorrow", or "Not me — wrong trade or not available". They don't get an account or anything else. The link lasts 7 days, and no reminder goes out. Who it went to, and their answer, show under the report in the list.

Closing a report. When it is resolved, tap **Mark closed**. If your cleaning company filed it, its report list then shows it closed. A report you just closed stays where it is for now, with **Reopen** beside it to undo it; later, you find it under All. You can't delete a report.

Messages

Messages has one conversation per building that has a cleaning company. Your messages go to the company's own CleanIntell account, where it is called **Manager chat**. Its cleaners can't see them.

1. Tap **Messages** and tap the building. **Search properties** finds it.
2. Type your message and send it. On a building's Cleaning company tab, **Message them** opens the same conversation.

- Messages are translated between English and Spanish, so you and your cleaning company can each write in your own language. A translated message is marked **Translated from** and the language; tap **Show original** beside it to see the words as they were written. To do this, messages go through Google Translate.
- Text only. Tap a message to put a mark under it: ❤️ (thanks), 👍 (got it), 👀 (looking at it) or ❓ (I didn't understand). Tap your own mark again to take it off.
- With no signal, a message waits on your phone and sends by itself once you have signal again, on any page of CleanIntell. If you were signed out meanwhile, tap the line that starts **You are signed out** to sign in and send it. If the building was stopped or moved to another cleaning company meanwhile, it isn't sent, and it says so.

- When a building is stopped or moved to another cleaning company, its conversation moves under **Past conversations**. You can read it there but not reply.

Billing

CleanIntell charges one thing: a monthly software fee for each building your cleaning company is working. What you pay your cleaning company is agreed between you and them. It doesn't run through CleanIntell, and CleanIntell takes no share of it.

- **When it starts.** Billing is set up building by building, with a business bank account through Stripe. Nothing is charged until your cleaning company accepts your invitation. From that day, the building is billed monthly, on its own date.
- **Where to see it.** **Billing** shows **Your monthly CleanIntell fees** (the total for the buildings that have a cleaning company), the bank for each building under **Bank for each property** with **Change bank** (a building with no bank yet says **No bank on record yet**, with **Set up billing**), and your 10 latest logged arrivals under **Latest 10 arrivals**, where **See every visit on Schedule →** opens the rest.
- **Invoices.** **Past invoices and receipts (Stripe)** opens Stripe's portal. A bank changed there changes the whole account; to change one building's bank, use Change bank.
- **If a payment fails,** the building's line on Billing says so. If it says to change the bank, tap Change bank to pay it. If the first payment failed, it asks you to email support@cleanintell.com. On a building you stopped, pay it under **Still owed on stopped properties** with **Pay with a bank account**. That doesn't start the building again or a new monthly fee.

If your account is not billed, Billing says **Not billed** and no payment method is needed.

Stopping or changing cleaning company

Changing cleaning company. On the building's Cleaning company tab, **Change cleaning company** takes the current company off that building at once. It loses access to the building, and CleanIntell doesn't tell it. Invite your new cleaning company from the same tab. If your account is billed, billing for the building continues to the end of the month you have paid for. When the new company accepts, billing continues on the same date each month. You are never charged twice. If nobody accepts by then, the fee stops.

Stopping CleanIntell for a building. The red **Stop CleanIntell for this property** button on Details:

- ends the monthly fee for that building now, if your account is billed (the current month is not refunded);
- takes the building out of your cleaning company's app, so no new visits or reports are logged there, and CleanIntell doesn't tell the company (ticks from a visit already under way can still save for an hour);
- withdraws an invitation that hasn't been accepted;
- keeps what is already recorded: visits, issues and invoices. Messages move to Past conversations, read only for both sides.

CAREFUL. Neither button stops the cleaning itself. That agreement is between you and your cleaning company, and CleanIntell can't end it. Both buttons ask you to confirm first; tap Cancel if you pressed one by mistake. To start a stopped building again, tap **Start again** on its row in Properties and send a new invitation (set up billing first if your account is billed). If a payment is still owed, the row says **See what is owed** instead: pay it on Billing first.

A building that never had a cleaning company, a report or billing can be deleted instead, with **Delete this property** on Details. That can't be undone.

Settings

Tap the gear (phone) or **Settings** (computer).

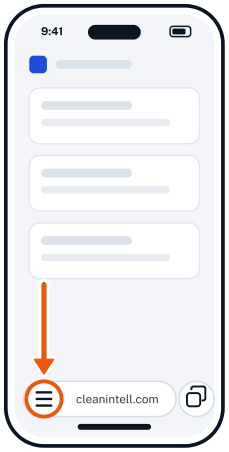
- **Notifications**: **Notifications on this device**, then a **Phone** and an **Email** switch for **Reports at your properties**, **Messages from your cleaning company** and **Arrivals logged**. See Your phone, below.
- **Language**: **Display language**, English or Español. It is saved to your account, so it follows you to any device.
- **You**: **Your name**, and your **Password**. Tap **Change**, type the new one twice and tap **Change password**. You stay signed in. **Also sign out your other devices** then signs out your other phones and computers and stops notifications on them. **Sign out of all devices** signs out every phone and computer at once (see Questions).
- **Billing**: **Your monthly software fee** and how many buildings are billed, or **Not billed**. If your account is billed, **Bank for each property and past invoices** opens the Billing page.
- **Documents**: the Client Service Agreement, the Terms & Conditions and the Privacy Policy. Each one opens here in the app; the agreement opens in your display language. **Back** at the top left closes it. **New tab** (on a computer, **Open in a new tab**) opens it as a web page.
- **Your data**: **Request your data, or ask us to delete it** opens a request form in a new tab.
- **Help**: **Answers to common questions** opens the questions page in a new tab, and **Questions, or something not working?** opens an email to support@cleanintell.com.
- **Sign out** at the bottom, like Sign out in the menu, signs out this device only and stops notifications on it.

Your phone

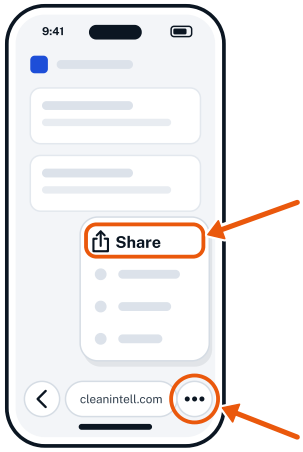
Your phone can notify you of **a new report** from your cleaning company at one of your buildings (tap it to open that report), **a new message** from your cleaning company (tap it to open that conversation), and **arrivals**, only if you ask for them. Each shows the building and your cleaning company's name. New reports and messages are also emailed to the address you sign in with. Each email has a button that opens that report or conversation (sign in if it asks). When several messages come in close together, only the first is emailed. A notification that can't reach your phone within 12 hours is dropped, but what it was about stays in the app.

Choosing what you hear about. In Settings, under **Notifications**, each kind has a **Phone** and an **Email** switch. Both start **On** for reports and messages, and **Off** for **Arrivals logged**. Tap **Turn on** or **Turn off** to change one. Each arrival says "Arrival logged" and the building, then the company's name and the time, never which cleaner. With many buildings that can be several a day. A phone notification goes to every device where notifications are on.

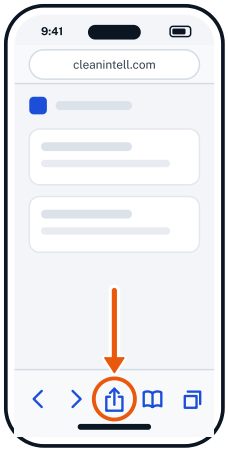
iPhone (iOS 16.4 or newer). The orange arrows show where to tap.



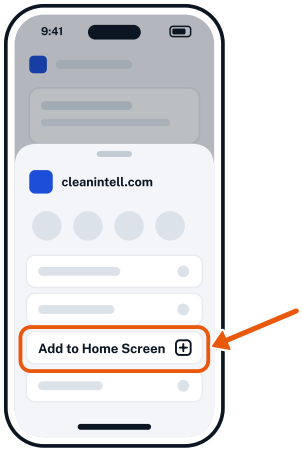
IPHONE WITH ≡
Tap ≡ at the left end of the address bar, then Share.



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



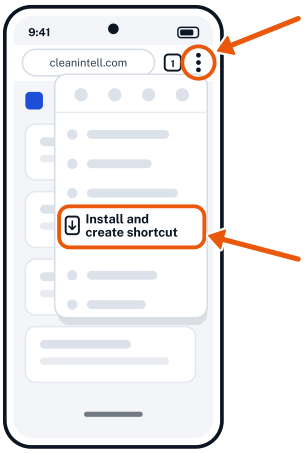
IPHONE, OLDER
Tap Share, in the middle of the bar at the bottom.



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

1. Open **cleanintell.com** in Safari and sign in.
2. Find Share. Depending on the iPhone, it is behind ≡ at the left end of the address bar, behind ••• to its right, or in the middle of the bar at the bottom. The pictures show all three.
3. Scroll down, tap **Add to Home Screen**, then tap Add.
4. Open CleanIntell from the new Home Screen icon. Sign in again if it asks.
5. Open Pulse. On the blue banner at the top that says **Turn on notifications**, tap **Turn on**. When the phone asks, tap Allow.

Android: open cleanintell.com in Chrome, sign in and open Pulse. On the blue banner at the top that says **Turn on notifications**, tap **Turn on**, then tap Allow. For a CleanIntell icon on your Home Screen (optional on Android), tap ⋮ at the top right, then Install and create shortcut (older Chrome: Add to Home screen), and on the next screen choose Install, not Create shortcut.



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.

GOOD TO KNOW. In Settings, **Turn on** and **Turn off** next to **Notifications on this device** do the same as the banner, on any phone or computer. Signing out stops notifications on that device, so sign out before you pass a phone on. They come back when you sign in on that device again; if Settings then shows **Off**, tap Turn on.

Who sees what

WHAT	YOU	YOUR CLEANING COMPANY'S ACCOUNT	ITS CLEANERS
Arrivals	The time, under the company's name, on Properties and Schedule, and a phone notification or email if you turn on Arrivals logged. Never which cleaner.	The time, with no name, on its Schedule. Its Team screen shows only each cleaner's most recent arrival.	"Arrival logged", once for the whole team.
Ticked tasks	What was ticked, not who.	What was ticked, not who.	Saved ticks at their buildings, not who.
A report from the company	Yes, as "Filed by your cleaning company".	Yes, with the status you give it, and which of its cleaners filed it, when one did.	No list. They can file one.
A report you file	Yes.	Only if you leave "Also send to" ticked: then as a message.	No.
Your messages	Yes.	Yes, in its own language.	No.
The company's team chat	No.	Yes.	Their own buildings' chats.

WHAT	YOU	YOUR CLEANING COMPANY'S ACCOUNT	ITS CLEANERS
Checklist, notes, access, service window	You write them.	Yes.	Yes, on their buildings. Access instructions are never translated.
Your photos	Yes.	No.	No.
Cleaners' names and numbers	No.	Yes.	Teammates' first names, in team chat.

What CleanIntell does and doesn't do

It keeps the record behind your cleaning contract. Arrivals, ticked tasks, reports, messages, and license and insurance dates, building by building.

It doesn't check where anyone is. An arrival is one tap, timed by CleanIntell's clock. The app never asks a phone where it is, and there is no clock-out.

It doesn't tell you which cleaner did anything, or connect you to cleaners. Everything shows the company's name, and your messages go to the company's own account.

It doesn't assign, schedule or direct cleaners. Your cleaning company does. Your service days and cleaning list describe the service at each building. The company decides who goes and how the work is organized.

It doesn't handle what you pay for cleaning. That is agreed between you and your cleaning company. CleanIntell bills only its own software fee.

It doesn't rate anyone. No ratings, scores or rankings.

It shows license and insurance dates from the documents the company filed. When a date can't be read from a document, the company can type it in, and it is marked that way. You decide what to do about one.

It isn't an emergency line. A report is a record, not a work order, and a notification may not reach you. For anything urgent, call.

Questions

The sign-in page is asking for my phone number.
It opened on the other tab; each device remembers the last tab used. Tap **Property manager**.

I pressed Save. Did it save?
Yes, if **Saved** appeared by the button. If something went wrong, a note at the top of the window says what to do: try again, or reload if it changed on another device.

My cleaning company hasn't accepted.
The building shows **Invitation sent** until it does. On the Cleaning company tab, tap **Send the email again** to send it to the same address, or copy the link and text it to them (on a phone, tap Text or share the link). After 14 days it expires; then send a new one.

Why does a building say "No visit logged"?
On Properties, it means no arrival has been logged there yet. Pulse lists a building once 7 days pass with no arrival logged (8 or 18 for buildings cleaned less often; see Pulse). It means nothing was logged in the app, not that nothing was cleaned. Ask your cleaning company whether its crew is logging arrivals there.

Can I see which cleaner logged a visit or filed a report?
No. Arrivals, ticks and reports show as the company's, never as a person's.

Can I message a cleaner directly?
No. Your messages go to the company's account. The company decides how to tell its crew.

Can I turn on notifications from my computer?
Yes: in Settings, tap Turn on next to Notifications on this device. If Settings says **Not supported on this browser**, use your phone.

My iPhone doesn't show "Turn on notifications".
Add CleanIntell to your Home Screen from Safari (iOS 16.4 or newer), then open it from that icon and go to Pulse: the banner shows on Pulse only. If you closed the banner with its X, it comes back after 3 days.

I lost my phone, or signed in on a computer that isn't mine.
In Settings, under You, tap **Sign out of all devices** and confirm. Every phone and computer is signed out, this one included, and phone notifications stop on all of them until you sign in there again. Notification emails don't stop: turn those off in Settings, under Notifications. Sign out, in the menu or at the bottom of Settings, ends only the device you are using.

Can I delete a report or an arrival?
No. Both stay on the record. You can mark a report closed.

Can I download my records?
One building and month at a time: open **Monthly records** in the ≡ menu. To ask for a copy of all your data, use **Your data** in Settings.

A box about cookies sits above the tabs on my phone.
That's the cookie notice. Tap **Accept** or **Reject** once on each device.

Getting help

CleanIntell: email **support@cleanintell.com** with questions, or if something isn't working or doesn't match this guide. In Settings, under **Help**, **Answers to common questions** opens the questions page, and **Questions, or something not working?** opens an email to it. **Help** in the ≡ menu opens the same questions page in a new tab.

The cleaning itself is your cleaning company's: message them about the building. **Anything urgent:** call your cleaning company, or emergency services. CleanIntell is a record, not an emergency line.