CLEANINTELL · CLEANING COMPANIES

Supervisor guide

For the person who runs a cleaning company's CleanIntell account. How to accept a property manager's invitation, set up your company, add your cleaners, keep the record, and talk with your team and the property manager.

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Your account at a glance

- Your company has one account, the company login. You use it. You sign in with the company's mobile number and a texted code.
- You do not apply to CleanIntell. A property manager you already work for invites your company to a building, and that invitation creates your account.
- Each cleaner gets their own login, made by you. They see only the buildings you choose.
- You are the one who writes to the property manager. Your cleaners cannot write to them, and the property manager cannot write to your cleaners.
- The property manager sees arrivals, ticks and reports under your company's name, never which cleaner.

Tabs run along the bottom. The bar at the top shows the name of the page. The gear at the top right opens **Settings**. The menu button (≡) at the top left has every tab, including **Record**, which is not along the bottom on a phone. It also has the language switch and **Sign out**. On some screens a back arrow (←) takes the place of ≡.

TAB	WHAT IT IS FOR
Jobs	A card for every building. Open it, log an arrival, see its details.
Team	Add cleaners and choose their buildings.
Schedule	A calendar of your record. Tap a day to see what was logged at each building, and what is scheduled.
Manager chat	You and the property manager, one conversation per building. On a computer, the page is titled **Property manager chat**.
Team chat	You and your cleaners, one chat per building.
Reports	What your company reported, and its status.
Record	Recent arrivals, how the money works, and **Download your records**. On a phone, open it from the ≡ menu.

Accepting the invitation

The property manager invites your company to one building at a time. The email's subject starts "You have been invited to" and names the building. Tap its button, **Accept and see the property / Aceptar y ver la propiedad**. The property manager may also text you the same link. It works for 14 days.

1. Open the link on your phone. The page names the building first: "The property manager has invited you to" and the building.
2. Under **Does your company already use CleanIntell?**, tap the button that says **No** and **Create an account**. On a phone the question is at the bottom of the screen. If your company already has an account, tap Yes instead (see below): a new account would be a separate company, and your cleaners would not see this building.
3. Under **Mobile Number (US/Canada)**, type the company's mobile number. Use a number your company will keep: it is how you sign in, and it cannot be changed in the app. If you ever lose it, write to support@cleanintell.com.
4. Read the **Terms & Conditions** and the **Privacy Policy**. Tick the box that says you have read and agree to them. The next button works only after you tick it.
5. Tap **Send Login Code**. Type the 6-digit code from the text under **Enter 6-Digit Code** and tap **Verify & Continue**.
6. You come back to the invitation. Check the line that starts "You are accepting": it names the account you signed in with. Tap **Accept and join this property**.
7. You see **You're on the property**. Tap **Continue**.

Already have a company account? On the invitation, tap the button that says **Yes** and **Sign in**. Sign in with the company's number, check the "You are accepting" line, then tap **Accept and join this property**. If the line names the wrong account, tap **Sign out** next to "Not you?", or **Sign in with another account** if the page shows a warning. Each new building comes with its own invitation.

If the invitation page shows a problem

- **This invitation has expired**: ask the property manager to send a new one.
- **This invitation was withdrawn**: the property manager cancelled it. Call them if that seems wrong.
- **This invitation has already been used**: if it was you, sign in. If that phone is already signed in to your company, tap **Go to my jobs**.
- **A cleaning company is already on this property**: nothing is wrong on your side. The property manager will know what happened.
- **This number is already on a cleaning company's team**: the phone is signed in with a number that is on a cleaning company's team (for example, one of your cleaners' numbers). Tap **Sign out and use another account**, sign in with the company's number, and accept.

GOOD TO KNOW. Accepting changes nothing in your agreement with the property manager. Your price, your crew and your schedule stay as they are. CleanIntell holds the record of the work.

Setting up your company

The first time, a short two-step setup comes after **Continue**.

1. The top bar says **Welcome**. Under **Which language do you read?**, tap English or Español. **Business Name** may already be filled in with the name the property manager used in the invitation. Check it, and change it if it is not how the property manager knows your company. Fill in **Your name**, and **Email Address** if it is empty. **Phone Number** is already filled in. Tap **Next Step** at the bottom of the screen.
2. The top bar says **How we reach you**. Under **What phone do you use for work?**, tap iPhone, Android or Other / not sure. Tap **Go to my jobs** at the bottom of the screen.

CAREFUL. **Business Name** is the name the property manager sees on every arrival, report and message, and the name in your cleaners' sign-in text. Write it the way the property manager knows your company. To change it later: Settings, **Business Info**, then **Save Changes**, right under the email field. It says **Saved** when it worked.

The terms. You accepted the Terms & Conditions and the Privacy Policy when you made the account. If CleanIntell set up the login for you, you accept them on a screen titled **Before you start** the first time you open the app. There is nothing else to sign in the app.

If CleanIntell changes the Terms or the Privacy Policy, the app may ask you once more, on a screen titled **We updated our** and the document's name, for example "We updated our Terms & Conditions". Tap the document's name to read it inside the app, then tap **Back to the agreement**

to come back to the box. Tick it and tap **Continue**. If you do not agree, tap **Sign out** on that screen. Your cleaners get the same screen once on their own logins.

License and insurance

CleanIntell asks your company for its business license and its insurance certificate. Upload them when you can. While one is missing, **Jobs** shows a box at the top, **Business license and insurance**. Jobs also tells you when one has no date on file, or when its date is near or has passed. Tap the box to open your documents. The page is called **Your documents**. You can also reach it from Settings: in the **Your documents** section, tap the **Your documents** row (Business license and insurance). The back arrow then takes you back to Settings.

It has one card for each document, **Business License** and **Insurance Certificate (COI)**: side by side on a computer, one under the other on a phone.

1. On a phone, tap **Tap to upload photo or PDF** on the card and choose a photo or a PDF. On a computer, drag the file onto the card, or click it to choose one. It is saved the moment it uploads, and the card then says **On file**.
2. The insurance certificate is for general liability insurance, in your business name, with dates that show it is active. Tap **What this document is and must show** on a card to read the list and see an example.
3. Check the date under **What the property manager sees** on each card. CleanIntell reads each document's expiry date from the file. If it cannot, the card says **Date needed** and a box opens for you to enter the date and tap **Save date**. The property manager then sees that date marked as entered by the company.

GOOD TO KNOW. Your buildings work while you finish this; nothing waits on your documents. The property manager's account shows whether each document is on file and when it expires, not the document itself. The Your documents page says: "If a property manager whose property you clean reports damage there, we give them your insurance certificate." If the page shows **Something in your documents needs fixing**, upload the corrected document; it replaces the old one.

Signing in

1. On your phone, open **cleanintell.com/login?type=contractor**. On an iPhone, use Safari.
2. Check that **Cleaning company or crew** is selected, not **Property manager**. Make sure **Text me a code** is chosen.
3. Type the company's number under **Mobile Number (US/Canada)** and tap **Send Login Code**.
4. Type the 6-digit code under **Enter 6-Digit Code** and tap **Verify & Continue**. You land on **Jobs**.

If the code does not come

- Tap **Send a new code**. If it shows a number of seconds, wait, then tap it. If the number may be wrong, tap **Use a different number**.
- "Too many tries in a short time" means wait a minute, then try again.

- Use the code from the newest text only. A wrong or old code shows a message at the top of the page, "That code is not right, or it has expired.", and the code box empties. Type the newest code, or tap Send a new code.
- "We do not have an account for that number yet" means no account uses that number. Check the digits. If your company has not made its account yet, open the property manager's invitation link.
- If the phone ever replied STOP to a code text, text START from it to the number the codes come from, then tap Send a new code.

DON'T. Reply STOP to the code text. It turns off the texts you need to sign in.

Language. To change it, open Settings and pick a language in the **Language** section, just under the notifications. It is saved on that phone and to your account, so your notifications follow it.

Signing out. A phone normally stays signed in. **Sign out** at the bottom of Settings signs out only the phone in your hand, and stops notifications on it. They normally come back when you sign in on it again; if they do not, tap Turn on in Settings.

A lost phone. On another phone or computer signed in to the company account, open Settings. Next to **Sign out other phones**, tap **Sign them out**, then tap **Sign out other phones** in the box that asks. Every other phone signed in to the company account must sign in again and stops getting its notifications. The phone in your hand stays signed in. Your cleaners' logins are not affected. A phone that has the app open may take a little while to notice.

Email and password. If your company's login uses an email and password instead of a texted code, choose **Email & password** when you sign in. The phone remembers that choice. To change the password while signed in, open Settings and, under Business Info, tap **Change** next to **Password**. Type the new password twice and tap **Change password**. You stay signed in. If you forgot it and reset it with **Forgot password?**, you are signed out on every phone, and notifications stop until you sign in again on each one.

DON'T. Let a cleaner sign in on your phone, or sign in as a cleaner. A phone browser holds one login at a time. You would be signed out, and your phone could get their notifications instead of yours.

Your buildings

Jobs shows a card for every building your company works, every day. Buildings with service today come first, marked **Today**, and the rest follow. It is not only today's work. Each card shows the building's name (or its street, if it has none), the size, the service days and, if the property manager set one, the service time, with these buttons:

- **Map** opens Google Maps. **Details** shows the building's scope (below). On a phone there is one button at the top right of the card, Details. Map shows only on a computer. On a phone, tap the address line under the name to open the map.
- **Open this property** opens the building's screen. It does not log anything.
- **Team chat** and **Report something you saw**, for that building.

After anyone in your company logs an arrival there, the card shows **Arrival logged** and the time for 16 hours. Once ticks are saved, it also says how many, for example "3 of 8 tasks marked done". The button becomes **Open the checklist**. It does not say who.

Each building's scope

Details shows what the property manager entered: **Access**, **Parking** and **Property manager's notes**; the number of restrooms, breakrooms and floors under **Facility Scope**; and the cleaning list under **Task Checklist**. The building's screen shows the same access, parking and notes. It can also show the property manager's own instructions, under Property manager's documents, with **Open PDF**, before and after an arrival. You can read them without logging an arrival. Only the property manager can change any of this. If something is wrong, tell them in Manager chat.

Schedule: a calendar of your record

Schedule shows what was logged at your buildings, day by day. On a phone the calendar comes first, and the top bar shows the day you picked. A dot under a date means an arrival was **logged** that day. A ring means a building is **scheduled** that day and has no arrival logged yet. Past days never get a ring. 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 to pick another day. On a wide computer screen it shows beside the calendar. A building has a card there if something was logged there that day: an arrival, a report or a message. From today on, a building scheduled that day has a card too. Past days show only what was logged.

- The time of each arrival, then **Arrival logged**. It never names who logged it.
- If anything was ticked: **N of M tasks marked done**. Tap it to see which items were ticked.
- **Report** opens that report in Reports; tap **See all reports** there for the list. **N messages** · **Open conversation** counts that day's Manager chat messages. Tap it to open that building's Manager chat. Team chat is not counted. **Report from the property manager** opens it too.
- From today on, a card with no arrival shows **Scheduled** and the service time if the building is scheduled that day. Otherwise a card with no arrival says **No arrival logged**.

Schedule does not open a visit. To open today's visit, use Jobs. A building with no set days is listed under **Not shown on the calendar**. Days and times are California time.

GOOD TO KNOW. If the property manager stops CleanIntell at a building, or changes its cleaning company, the building leaves every list right away, yours and your cleaners'. CleanIntell does not tell you; the property manager may. Your messages about it stay readable under Past conversations, and its past days stay on Schedule. If a visit was still open on someone's phone when the property manager pressed Stop, tap Done for today on that screen within the hour, and its ticks still save. Once the screen is left, the building is gone.

Adding your cleaners

Only you can create a cleaner's login, and only once your company has at least one building. Each cleaner needs their own phone that gets texts at a US or Canadian mobile number. No email,

password or app store download.

DON'T. Add your own number, the property manager's number or a shared phone. Each person needs their own number. A number that already has a CleanIntell login cannot be added. The one exception is the number of someone you switched off: see "A new hire with a former teammate's number".

1. Tap **Team**. The first time, the form is already open. After that, tap **Add someone**. On a phone it is above the list, on the right.
2. Type the cleaner's **Full name** and the 10 digits of their own phone under **Mobile number**.
3. Under **Buildings they work**, tick each building they clean, at least one. With more than 8 buildings, type part of a name or street in **Find a building**. There is no "select all", on purpose.
4. Read the line above the button, then tap **Add to team**.
5. Under **Check this is right**, read the number digit by digit with the cleaner.
6. Tap **Text sign-in instructions**. Your Messages app opens with the text ready. Press send.
7. Tap **Add someone else** or **Done**.

GOOD TO KNOW. CleanIntell texts nothing when you add someone. The instructions go from your own number, in English and Spanish: open cleanintell.com/login?type=contractor, choose "Cleaning company or crew", enter this phone number, type the code. The button works on a phone, not a computer, and stays on the cleaner's row until they sign in. You can add up to 25 people in 24 hours.

A cleaner's first sign-in

Meet a few cleaners at a time, each with their own phone, charged and with signal.

1. Each cleaner opens the link from your text on their own phone (Safari on an iPhone), types their number and enters the code.
2. They choose English or Español. Then they read and agree to the Terms & Conditions and the Privacy Policy on a screen titled **Before you start**. A document opens inside the app, and Back to the agreement returns to the box. They tick it and tap **Continue**. They should then see only the buildings you ticked.
3. Help them put CleanIntell on their Home Screen and turn on notifications, so they hear about Team chat.
4. On Team, check that their row shows a date under **First sign-in on this number**. If it still says **Not yet**, tap Jobs, then Team again.
5. Go over "Arrivals and checklists" with them before they leave.

If a cleaner sees "We do not have an account for that number yet", the number they typed does not match Team. Check both, and fix Team with **Fix name or number**.

Managing your team

Each row on Team shows the person's name and number, **On** or **Switched off**, **First sign-in on this number** (a date, or Not yet), their buildings, and **Last arrival they logged** (only arrivals where they tapped first).

At the top of Team, **Buildings with no crew assigned** lists any building nobody on your team is assigned to. To send people there, tap **Assign crew** under the building (if it says instead "No crew is assigned at" and a number of buildings, tap **Show** first), tick who works there under **Who works here?**, and tap **Assign**. If a building came back to your company, it names the people assigned there before: tap **Assign them again** to give it back to them.

On a phone, most of a row's buttons are behind **Manage**. Tap Manage on their row first. On a computer every button shows on the row.

- **Other buildings:** tap **Change buildings**, tick or untick, then **Save buildings**. It reaches the cleaner on their next tap. With no buildings, they see an empty list. If you untick a building where an arrival is logged, the app asks first, because ticks they have not saved there will not save. Tap **Remove** or **Keep**.
- **Wrong name or number:** tap **Fix name or number**, change it, and tap **Save**. While the person is switched on and has not signed in yet, this button is on the row, not under Manage. A new number signs the person out on every phone and stops their notifications there. Then tap **Text sign-in instructions** on their row. You can try 10 number changes in 24 hours.
- **Someone leaves:** tap **Switch off**, then **Yes, switch off**. From their next tap they cannot open buildings, tick, report or use Team chat, and Team chat notifications stop. They are not signed out; they see that their access is off. Past arrivals stay. **Switch back on** brings them back. There is no delete.
- **A new hire with a former teammate's number:** if the number belonged to someone you switched off, Add to team asks, "This number belonged to" and their name, "Use it for the new person?" Tap **Use it for** and the new name. The former teammate can no longer sign in with that number, and their arrivals stay under their name.
- **A cleaner loses or replaces their phone:** if they keep the same number, tap **Sign out their phones**, then **Yes, sign out**. Every phone signed in as them is signed out and stops getting their notifications. To get back in, they ask for a code on the new phone. If the lost phone can still get texts at that number, change the number with **Fix name or number** instead.

Arrivals and checklists

On a cleaner's phone an arrival is one tap. On the company login, **Log my arrival** takes two taps (step 2). Either way, it records the time of the tap. Nobody's location is read.

1. In Jobs, tap **Open this property**. This only opens the screen. On a phone the tabs are hidden here, and the top bar shows the building's name. The screen shows the access, parking and the property manager's notes, under **Access and notes**. On a phone the address is the first row there; tap it to open the map. On a computer, the address is under the building's name. After the arrival, on a phone, the property manager's notes sit above the checklist, and the rest, the address too, is behind Access and notes, below the list.

2. Tap **Log my arrival** at the bottom of the screen. The button changes to **Tap again to log your arrival. It goes on the property manager's record.** Tap it again within a few seconds. If you wait, it goes back to Log my arrival and nothing is logged. On a phone, the top bar then shows a green line under the building's name: **Arrival logged** and the time, for example "Arrival logged · 9:32 AM". On a computer, a green box shows **Arrival logged** and the time next to **Logged at**.
3. Under **What the property manager asked for**, tick what was done.
4. Tap **Done for today** at the bottom of the screen; the bar shows how many items are ticked. This saves the ticks. Nothing records when anyone leaves. The **Manager chat** button beside it opens this building's Manager chat. This building's Team chat is a separate row on the screen, under Report something you saw.

Rules for the whole team

- **One arrival per visit.** The first person to tap logs it for everyone, you or a cleaner. The others see "Arrival logged".
- **A second visit.** Nobody can log another arrival at a building for 4 hours. After that, its screen offers **Log a new arrival**: it saves what is ticked to the earlier visit, then opens a new checklist. Still on the first visit? Keep ticking.
- **Leaving the screen saves the ticks too:** the back arrow at the top or the gear (on a computer, the back link or the tabs), switching apps, locking the phone. If the back arrow cannot save them, you stay and see "Your ticks did not save, so you are still here." Unsaved ticks stay on that phone, marked "Not saved yet", until you tap Done for today with signal.
- **One shared list.** Everyone's ticks go on the same list. Cleaners cannot untick a saved tick. You can: open the building while it shows Arrival logged, untick, and tap **Done for today**.
- **No changes later.** Nobody can change, back-date or delete an arrival in the app.

DON'T. Tap **Log my arrival** to practice. It is a real visit the property manager sees, and nobody can log the real arrival there for the next 4 hours.

If someone forgot. If they are still there, they tap now; it records the time of the tap. If the visit is over, it cannot be added. An arrival nobody logged is only a gap in the record.

Reports

A report puts something on a building's record: a leak, a light out, a door that will not lock. It is not a work order. If it is urgent, call.

1. On a card, on Reports, or on the building's screen before or after an arrival, tap **Report something you saw**. On the building's screen after an arrival, it saves your ticks first; on a phone it is then under the checklist.
2. Check the building. On a phone its name is under **Report** at the top. With more than one building, choose it under **Which property**. If it helps, fill in **Where at the property**.

3. Under **What you saw**, write it in English or Spanish. If it helps, add one photo: **Take a photo** opens the camera, and **Choose from your photos** picks one already on the phone. On a computer, use Choose a photo.
4. Tap **Add to the record**. You see **Saved to this property**.

The property manager sees it under your company's name, translated. If the photo does not go through, the screen says "Your report was saved, but the photo was not." Tap **Try the photo again** or **Keep the report without it**. On a weak signal the screen may say "We could not confirm it saved." Tap Add to the record again: the report is filed only once. A report you have not sent stays on that phone, and Jobs shows "You have a report that is not sent yet" with **Open the report**.

Reports lists everything filed by your company, by you or your cleaners, newest first. It opens on open reports; tap **All** to see closed ones too, and **Show older reports** for more. Each shows **Open**, **In progress** or **Closed**. You cannot change the status: the property manager closes reports. A report a cleaner files shows **Filed by** and their first name. Your own reports, and some older ones, show no name. The property manager never sees who filed a report.

Reports the property manager files themselves are not listed here. When they file one for a building your company works, their form has a box, "Also send to" and your company's name, which stays ticked unless they untick it. Then it arrives in Manager chat as a message starting "New report:", with their words and no photo. Answer it there. A report they keep to themselves, or one not tied to a building, stays on their record, and you are not told.

DON'T. File a practice report. Every report is real, the property manager sees it, and it cannot be deleted in the app.

Manager chat

Manager chat is for you and the property manager: one conversation per building, shown by the building's name, or by its street if it has none. Your cleaners cannot see it.

1. Tap **Manager chat**. On a phone the top bar says Manager chat, with a search box under it. On a computer, the page is titled **Property manager chat**. Type part of a building's name or address to find it.
2. Tap the building, write in **Message the property manager...**, and send.

- Messages are translated between English and Spanish by Google Translate.
- 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.
- Text only. To show a problem with a photo, file a report.
- A property manager's report sent to you shows here, starting "New report:".
- With no signal, a message shows **Waiting to send** and is sent by itself once the phone has signal and CleanIntell is open. A message that shows **Not sent. Tap to try again.** goes again when you tap it.
- If the property manager stops CleanIntell at a building or changes its cleaning company, its messages move under **Past conversations**, marked **Read only**. A message not yet sent then shows "Not sent: this

conversation is closed".

Team chat

One chat for each building, for you and your cleaners. The screen says the property manager's account does not show it.

- A building's chat reaches you and every switched-on cleaner assigned there now.
- Open it from the **Team chat** tab, from a card on Jobs, or from the building's screen, where Team chat is under Report something you saw. Write in **Message your team…** and send.
- Cleaners see your messages marked **Supervisor**. You see their first names.
- Everyone reads in their own language. Tap **Show original** to see the words as written. To translate, messages are sent to Google Translate.
- With no signal, a message shows **Waiting to send** and is sent by itself once the phone has signal and CleanIntell is open. A message that shows **Not sent. Tap to try again.** goes again when you tap it.

Messages cannot be edited or deleted, and nobody sees who read them. A cleaner added later can read earlier messages. A cleaner switched off or taken off the building loses that chat.

Your record and the money

Record shows how many **Properties you work at**, and under **Recent Service Logs** the 10 most recent arrivals at your buildings, by you or your team, without names. On a phone, Record is not along the bottom: open it from the ≡ menu. There the arrivals come first, and under them is **Download your records** (see below; it is also in Settings).

How the money works

The box **How the money works** says it in two lines: CleanIntell is software for property managers, and your property manager pays for it; and CleanIntell does not handle or see payments between the property manager and your company, and takes no share of them.

- What the property manager pays your company, on the terms you agreed with them, never runs through CleanIntell.
- CleanIntell's charge is a monthly software fee for each building, and the property manager pays it. If the property manager's account is billed, the fee starts once your company accepts the invitation.
- CleanIntell does not set your price, pay your cleaners or record anyone's pay.

Download your records

On Record or in Settings, under **Your records**, **Download your records** makes one ZIP file: your buildings, visits, reports with their photos, messages with property managers, your crew list and your documents, as spreadsheets you can open in Excel. Buildings that are no longer yours are included. Tap **Download**, then look in your Downloads folder. On an iPhone, if it opens on the screen, tap Share, then Save to Files to keep it.

Notifications

Phone notifications come only after you turn them on, and you turn them on separately on each phone. In Settings, **Notifications on this phone** has a **Turn on** or **Turn off** button. On an iPhone not yet on the Home Screen, it has **How?** instead. If it says **Blocked on this phone**, allow CleanIntell in the phone's own settings.

Under it, **What you hear about, and how** has a **Phone** switch for **Reports from your crew** and for **Messages from property managers**. Both start on. Turning one off stops it on every phone. If your company's login uses an email and password, each also has an **Email** switch: message emails start on, report emails start off. A login that signs in with its number gets no notification emails, and Settings says so.

WHEN THIS HAPPENS	YOUR PHONE SHOWS	TAPPING IT OPENS
A cleaner files a report	"New report:" and the building, then "Your crew:" and the words	That report, in Reports
The property manager writes in Manager chat, or sends you a report	"Property manager ·" and the building, then the message	That building's Manager chat
A cleaner writes in Team chat	The building, then the cleaner's first name and the message	That building's Team chat
CleanIntell reminds you about missing documents	"Documents still missing" and what is missing	Your documents page

Nothing comes to you for an arrival, saved ticks, a cleaner signing in, or your own messages and reports.

What the property manager gets

The property manager gets your company's reports and Manager chat messages, with your company's name, by email, and on their phone if they turned notifications on. They can turn either off in their Settings. If your company writes several messages close together, they get one email. Arrivals are off unless they turn on **Arrivals logged** in their Settings, for phone, email or both. Then each logged arrival sends them "Arrival logged:" and the building, then your company's name, "logged their arrival at" and the time. It names your company, never who tapped.

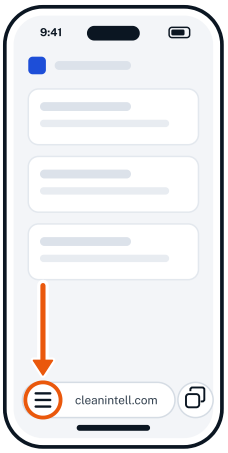
GOOD TO KNOW. A new message in the same chat replaces that chat's last notification. One that cannot reach the phone within 12 hours is dropped, but everything stays in the app. A notification may not arrive: for anything urgent, call.

Putting CleanIntell on your phone

CleanIntell runs in the phone's browser. There is no app store download.

iPhone

Notifications work only when CleanIntell is opened from the Home Screen, on iOS 16.4 or newer. An older iPhone can use the app but cannot get notifications. The orange arrows show where to tap.



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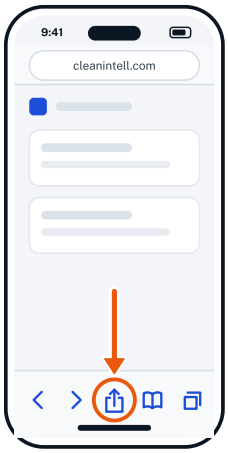
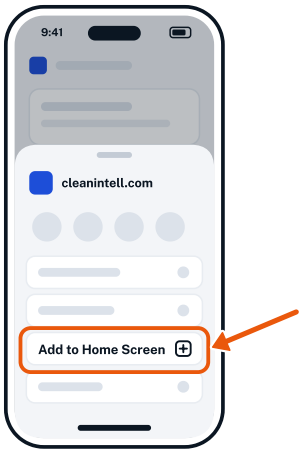
Tap ≡ at the left end of the address bar, then Share.



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



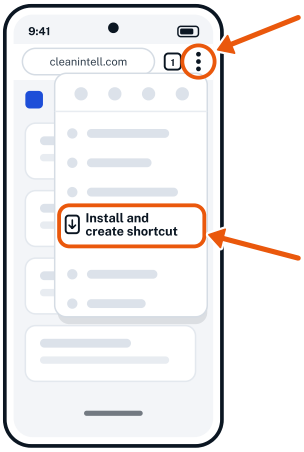
IPHONE, OLDER
Tap Share, in the middle of the bar at the bottom.



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.
3. Scroll down and tap **Add to Home Screen**, then tap Add.
4. Open CleanIntell from the new Home Screen icon. If it asks, sign in again with a new code.
5. Open Jobs. On the blue banner that says **Turn on notifications**, tap **Turn on**. When the phone asks, tap Allow.

Android



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.

1. Open **cleanintell.com** in Chrome and sign in.
2. Open Jobs. On the blue banner that says **Turn on notifications**, tap **Turn on**. When the phone asks, tap Allow.
3. Recommended: put CleanIntell on your Home Screen. Tap ⋮ at the top right, then Install and create shortcut (older Chrome says Add to Home screen), and choose Install. If a **Put CleanIntell on your phone** card on Jobs shows an **Install** button, that does it in one tap. Notifications work either way on Android.

Who sees what

WHAT	PROPERTY MANAGER'S ACCOUNT	YOU	YOUR CLEANERS
An arrival	The time, under your company's name, on their Schedule too, and a notification or email if they turned on Arrivals logged	The time, not who. Schedule shows each day's arrival times without names. Team shows each cleaner's most recent one.	"Arrival logged"
Checklist ticks	Which items, not who	All saved ticks, not who	Saved ticks
A report from your company	Yes, under your company's name. They may email its text, without the photo, to a contact they choose.	Yes, and which cleaner filed it, if they filed it on their own login (see Reports)	No
The property manager's own reports	Yes	Only those they send you, as a Manager chat message	No
Manager chat	Yes	Yes	No
Team chat	Not shown	Every building	Their buildings only

WHAT	PROPERTY MANAGER'S ACCOUNT	YOU	YOUR CLEANERS
Your license and insurance	The dates. For a damage report, see License and insurance.	Yes	No
Cleaners' names and numbers	No	Yes, on Team	First names in Team chat
Where anyone is	Nobody. The app does not read a location.		

What CleanIntell does and doesn't do

It keeps a record. Arrivals, ticks, reports and messages, building by building. The property manager sees your company's name, never a cleaner's.

It does not check where anyone is. An arrival records the time of the tap, nothing else.

It does not decide who works where. Your company does. You choose each cleaner's buildings. CleanIntell does not assign, schedule or direct anyone. In the app, the property manager cannot write to your cleaners: they write to you, in Manager chat.

It is not an employer. It does not record leaving, rate anyone or handle anyone's pay.

It is not an emergency line. For anything urgent, call.

It texts only sign-in codes. Everything else is in the app, or comes as a phone notification or an email.

Questions

I tapped Open this property. Is the arrival logged?
No. On the next screen, tap **Log my arrival** at the bottom, then tap it again when it says "Tap again to log your arrival".

Why is there no Log my arrival button?
Someone in your company logged an arrival there in the last 16 hours. It counts for the whole team. Open the checklist instead. For a second visit 4 or more hours later, tap **Log a new arrival** there.

The checklist is empty.
The property manager has not listed tasks for that building yet. Tap **Done for today** anyway, or just leave. Ask them in Manager chat if you expected a list.

I added a cleaner. Why didn't they get a text?
CleanIntell sends nothing. Tap **Text sign-in instructions** on their row and press send.

Team says "This number is already used for another CleanIntell sign-in."
Someone else signs in with that number, maybe you. Use the cleaner's own number, or write to support@cleanintell.com. If the number was a teammate's you switched off, Team asks instead whether to use it for the new person.

A cleaner signed in, but Team says Not yet.
It changes once their buildings load on their phone. Tap Jobs, then Team again.

Can I choose a cleaner's language?
No. Each cleaner chooses it the first time and can change it in their own Settings.

Can I see which cleaner ticked an item or filed a report?
Not who ticked an item. A report a cleaner files shows **Filed by** and their first name, on Reports and in the download in Your records. **Last arrival they logged**, on Team, is per person too.

Can the property manager see which cleaner did something, or read Team chat?
No. They see your company's name, never a cleaner's. Their account does not show Team chat.

A cleaner ticked something by mistake.
They cannot untick it. You can, on the company login, while the building shows Arrival logged.

What happened to the Contractor Agreement?
CleanIntell no longer uses it, and there are no statements to tick. Your company accepts the Terms & Conditions and the Privacy Policy, and there is nothing else to sign. If your company used CleanIntell before that change, the app asks you once to accept the updated Terms, on a screen titled "We updated our Terms & Conditions". Your license and insurance are still asked for.

A building disappeared from my list.
The property manager may have stopped CleanIntell there or changed its cleaning company. CleanIntell does not tell you. Its messages stay under Past conversations, its past days stay on Schedule, and the download in Your records still includes it. Ask the property manager. If the building comes back to your company, assign your cleaners there again on Team.

Who pays for CleanIntell?
The property manager. CleanIntell is software for property managers, and your company and your cleaners use it because your property manager does. It takes no share of what the property manager pays your company.

Getting help

About the buildings or the work there: ask the property manager in Manager chat. About the app, your login or a cleaner's login: write to support@cleanintell.com. It is also in Settings, under **Privacy and help**. Say which building, which screen, and the exact words you see. A screenshot helps. The Privacy Policy and the Terms are there too. They open inside the app.

If a screen says it "did not load", check your signal and tap **Try again** or Reload.

Your cleaners' own Settings send work questions to you, their supervisor, and only app problems to support@cleanintell.com.