



Tracking Performance and Providing Insights That Drive Operational, Employee, and Customer Success.

Welcome Guide For The Client Portal

Updated 2/11/19

Welcome

Thank you for using the Client Portal feature of Janitorial Manager! The Portal is designed to provide easy and effective communication between you and your service provider. Please review the contents of this manual to better understand how to make the most out of the Client Portal.

Access to Your Portal

When your service provider activates the Client Portal, you will receive an email with a link to your very own portal and a temporary password. If you don't immediately see the email, check your spam folder. It should look something like the email below (Figure 1).

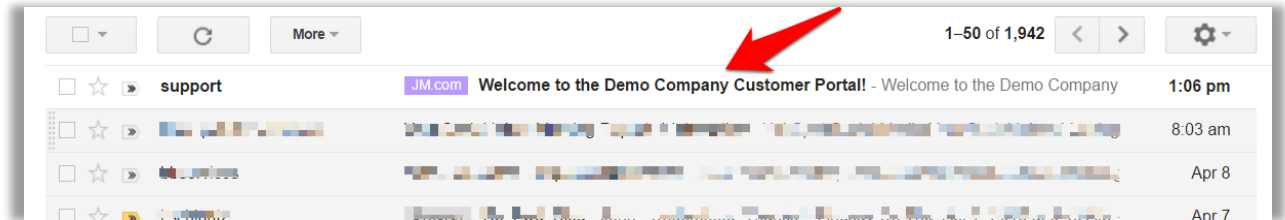


Figure 1

Open the email and click the Login Now! Link. This link is your own special portal for your organization only. Your Username and temporary password are provided in the email as seen below below (Figure 2).

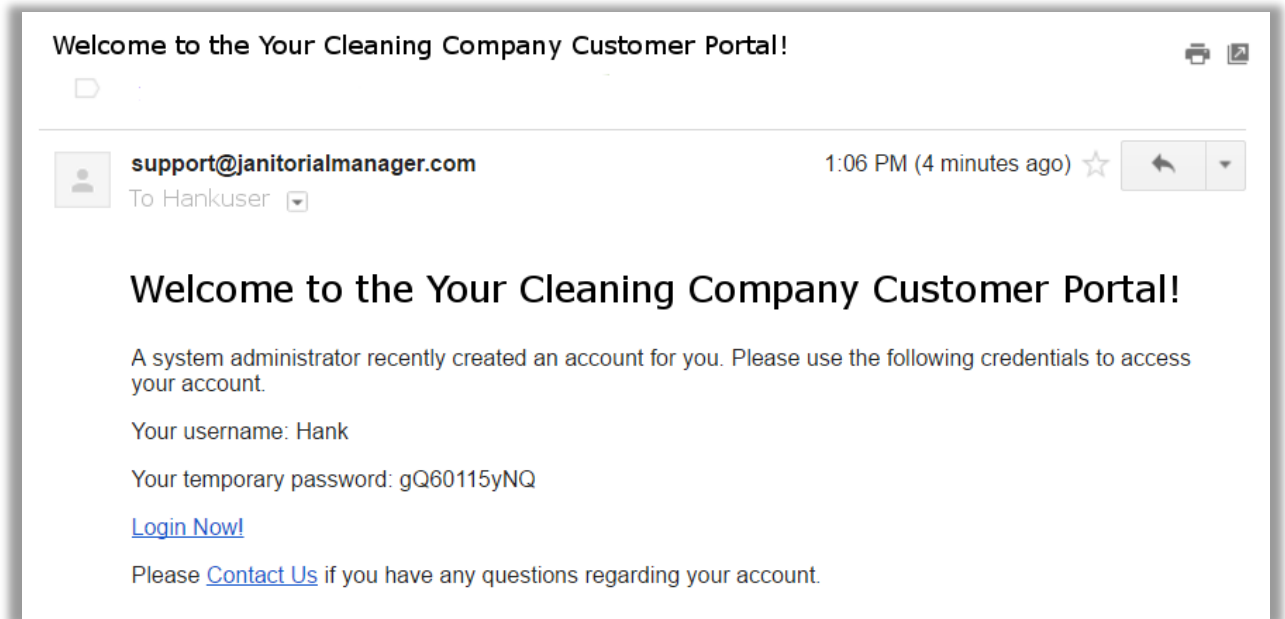


Figure 2

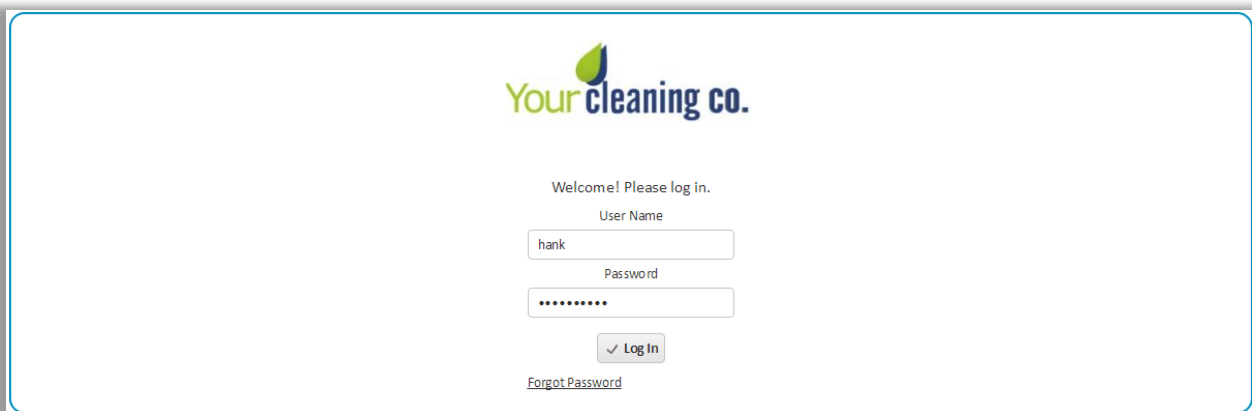
If you need assistance click the [Contact Us](#) link in the email. Please note that this will connect you with the support at Janitorial Manager NOT your service provider.

Logging In

When you click that "Login Now!" Link in the email you will be taken to a page similar to the one seen below (Figure 3).

It is a good idea to **bookmark** the log in page in your browser if you are not using the JM Connect mobile app to communicate with you cleaning service provider.

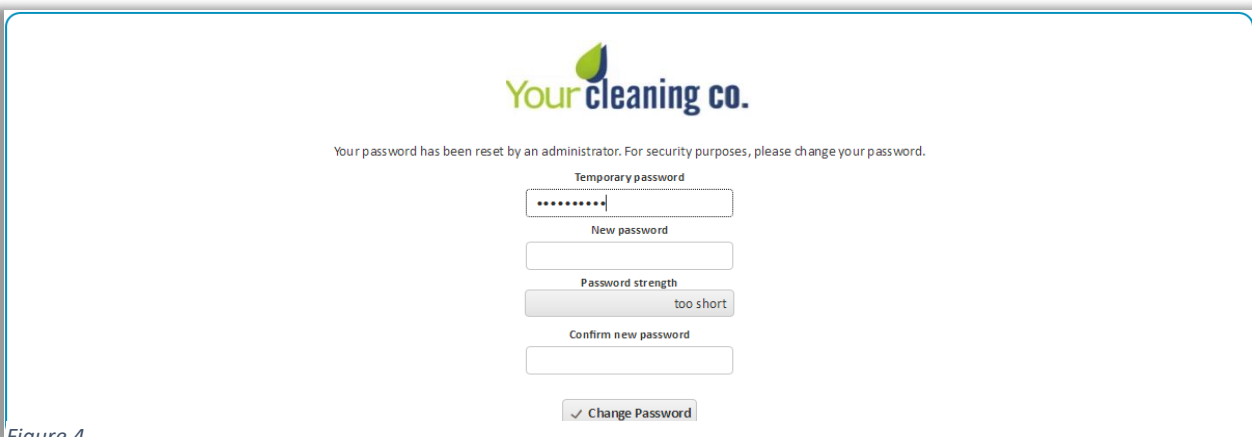
You will then type in your username and password from the email in your inbox and click "Log In"



The screenshot shows the login page for 'Your cleaning co.'. At the top center is the company logo. Below it, the text reads 'Welcome! Please log in.' followed by 'User Name' and a text input field containing 'hank'. Below that is 'Password' and a password input field with masked characters. A 'Log In' button with a checkmark icon is positioned below the password field. At the bottom left, there is a 'Forgot Password' link.

Figure 3

You will then be prompted to create a permanent password. Again fill in your temporary password from your welcome email and then create your own password and confirm your new password. (Figure 4)



The screenshot shows the password reset page for 'Your cleaning co.'. At the top center is the company logo. Below it, the text reads 'Your password has been reset by an administrator. For security purposes, please change your password.' The form includes a 'Temporary password' field with masked characters, a 'New password' field, a 'Password strength' indicator showing 'too short', and a 'Confirm new password' field. A 'Change Password' button with a checkmark icon is at the bottom.

Figure 4

NOTE: The Password Strength indicator will let you know when you have a strong enough password (Figure 5). The Password Strength indicator will be green when your password is sufficiently secure as seen below. (Figure 6)



Your password has been reset by an administrator. For security purposes, please change your password.

Temporary password
.....

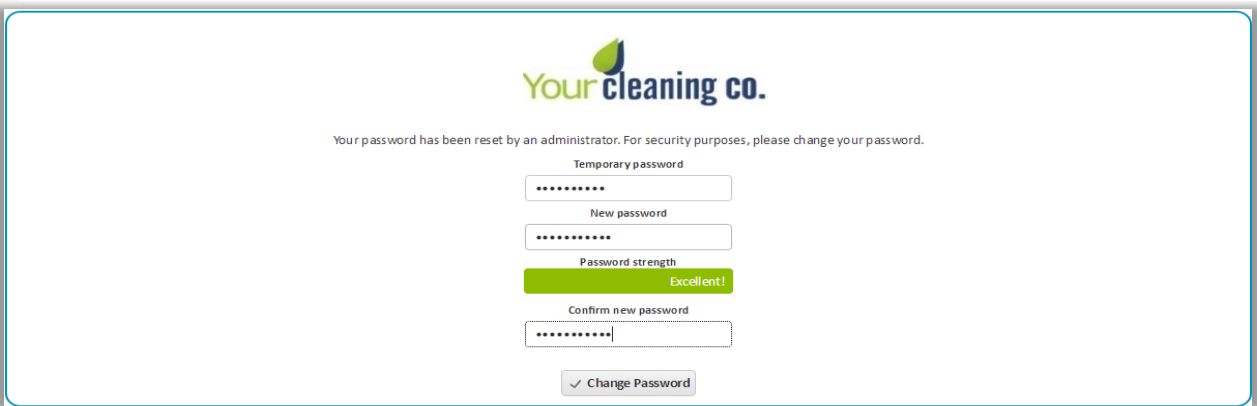
New password
.....

Password strength
add another special character

Confirm new password
.....

✓ Change Password

Figure 5



Your password has been reset by an administrator. For security purposes, please change your password.

Temporary password
.....

New password
.....

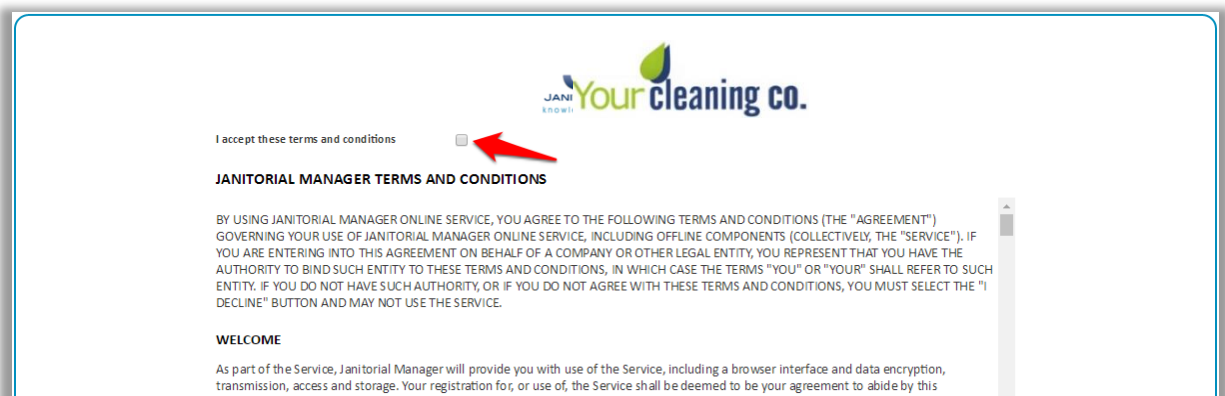
Password strength
Excellent!

Confirm new password
.....

✓ Change Password

Figure 6

After you create your own permanent password, you will be prompted to agree to the terms and conditions of Janitorial Manager. (Figure 7)



JANI know! Your cleaning co.

I accept these terms and conditions

JANITORIAL MANAGER TERMS AND CONDITIONS

BY USING JANITORIAL MANAGER ONLINE SERVICE, YOU AGREE TO THE FOLLOWING TERMS AND CONDITIONS (THE "AGREEMENT") GOVERNING YOUR USE OF JANITORIAL MANAGER ONLINE SERVICE, INCLUDING OFFLINE COMPONENTS (COLLECTIVELY, THE "SERVICE"). IF YOU ARE ENTERING INTO THIS AGREEMENT ON BEHALF OF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY TO THESE TERMS AND CONDITIONS, IN WHICH CASE THE TERMS "YOU" OR "YOUR" SHALL REFER TO SUCH ENTITY. IF YOU DO NOT HAVE SUCH AUTHORITY, OR IF YOU DO NOT AGREE WITH THESE TERMS AND CONDITIONS, YOU MUST SELECT THE "I DECLINE" BUTTON AND MAY NOT USE THE SERVICE.

WELCOME

As part of the Service, Janitorial Manager will provide you with use of the Service, including a browser interface and data encryption, transmission, access and storage. Your registration for, or use of, the Service shall be deemed to be your agreement to abide by this

Figure 5

Review the terms and conditions. Check the Accept box and then Click the Continue button. (Figure 8)

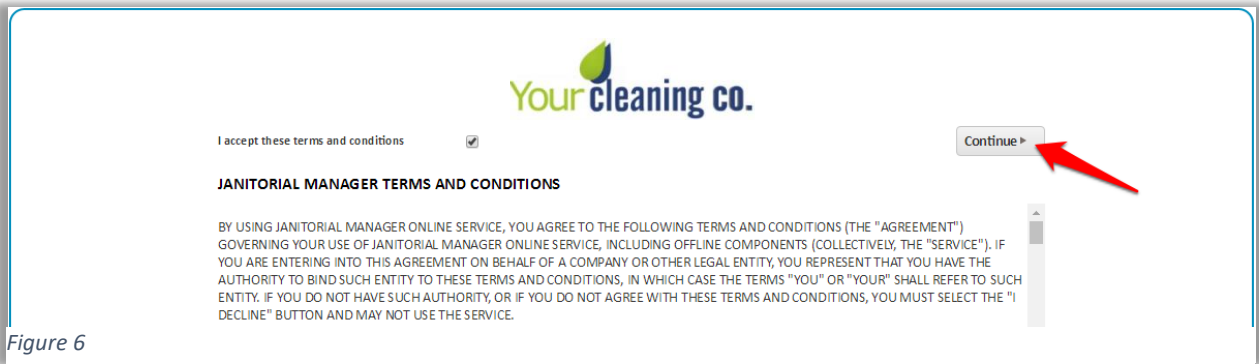


Figure 6

Troubleshooting

If you encounter issues with the Client Portal here are a couple simple ways to trouble shoot and fix the issues:

1. Log out of your portal and back in.
2. Log out of your portal, clear your browser cache (Usually located in you're the settings of your browser), and try to log back in again.
3. If none of those 2 options seem to be working, please contact your cleaning service provider for assistance.