



Service Requests

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.

Service Requests

One way is to navigate to the "Services" tab of the navigation bar at the top of your portal. Once the page loads, Click "+Request Service" on the right side of the screen. (Figure 10)

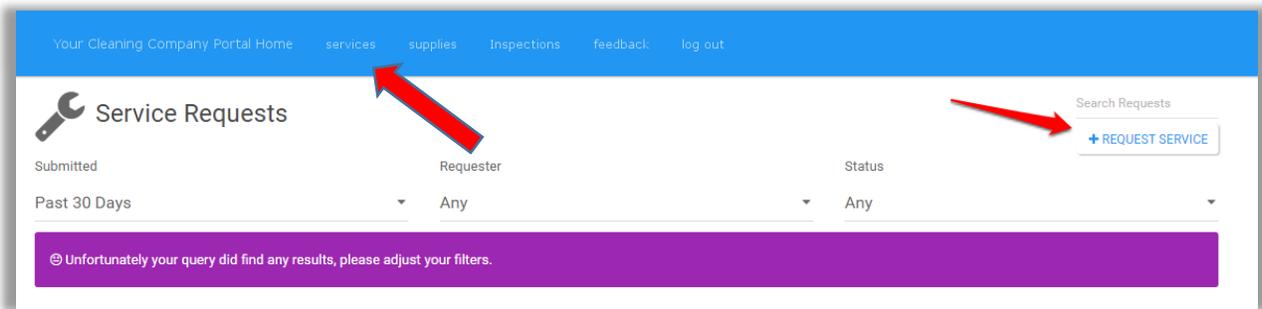


Figure 10

There is also a short cut to submit a service request. You can also submit a service request using the "Go To:" drop down on the home page of the Client Portal. By clicking the "Create Service Request" option you will get to the page to submit your service request as well. (Figure 11)

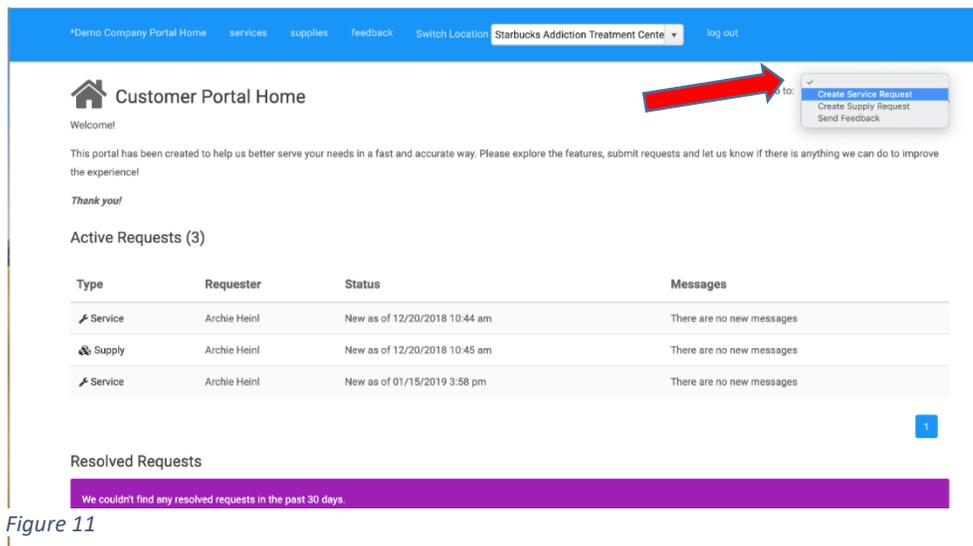


Figure 11

On the Request Service page you can make all necessary edits to the supply request. The Suite/Floor/Department field is required. Be as specific as you can. Then select the service type needed to be completed (required field). When the form is complete click the "Submit Request" button. (Figure 12)

Your Cleaning Company Portal Home services supplies Inspections feedback log out

Request Service

Please fill out the form below to request a service.

Request Contact
Hank User
20212123353 2026355599

Service Address (required)
123 The Next Street Over

Suite/Floor/Department (required)

City (required)
Yonder

State (required)
AL

Zip Code (required)
334433

Service Type (required)

- Carpet Cleaning - Hot Water Extraction
- Consumable Supplies
- Deep cleaning and Burnishing
- Machine Scrub and Re-wax
- Misc / Other

Would you like to provide any additional information?

[SUBMIT REQUEST](#)

Figure 12

Once submitted, you will receive notification of confirmation that your request has been submitted to your service provider. (Figure 13)

Your Cleaning Company Portal Home services supplies Inspections feedback log out

Service Request Sent!

We will review your request shortly. Your satisfaction is very important to us!

If you do not hear from us within an acceptable period of time please call your account manager directly.

[View All Service Requests](#)

Figure 13

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.