



Feedback 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.

Feedback

The Feedback section of the Client portal allows you to see the feedback given based on the recent inspections that were completed in your location. This feature also allows you to send some feedback to your cleaners as well. Click Feedback from the navigation bar to view recent feedback.

If you want to leave some valuable feedback for the cleaning staff, Click "+Send Feedback" to leave a note. (Figure 1)

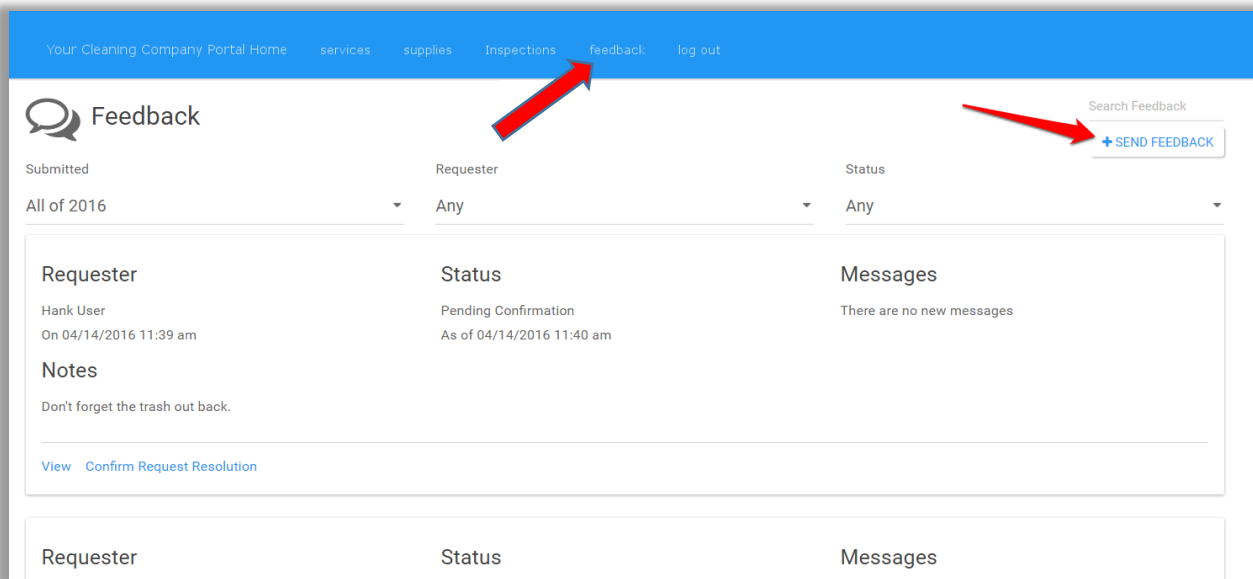


Figure 1

There is a shortcut if you are just looking to give feedback without reviewing past work. From the homepage of the client portal, Click the "Go To:" drop down on the right of your screen. Click "Send Feedback" to add your note to the service company or specifically the cleaners. (Figure 2)

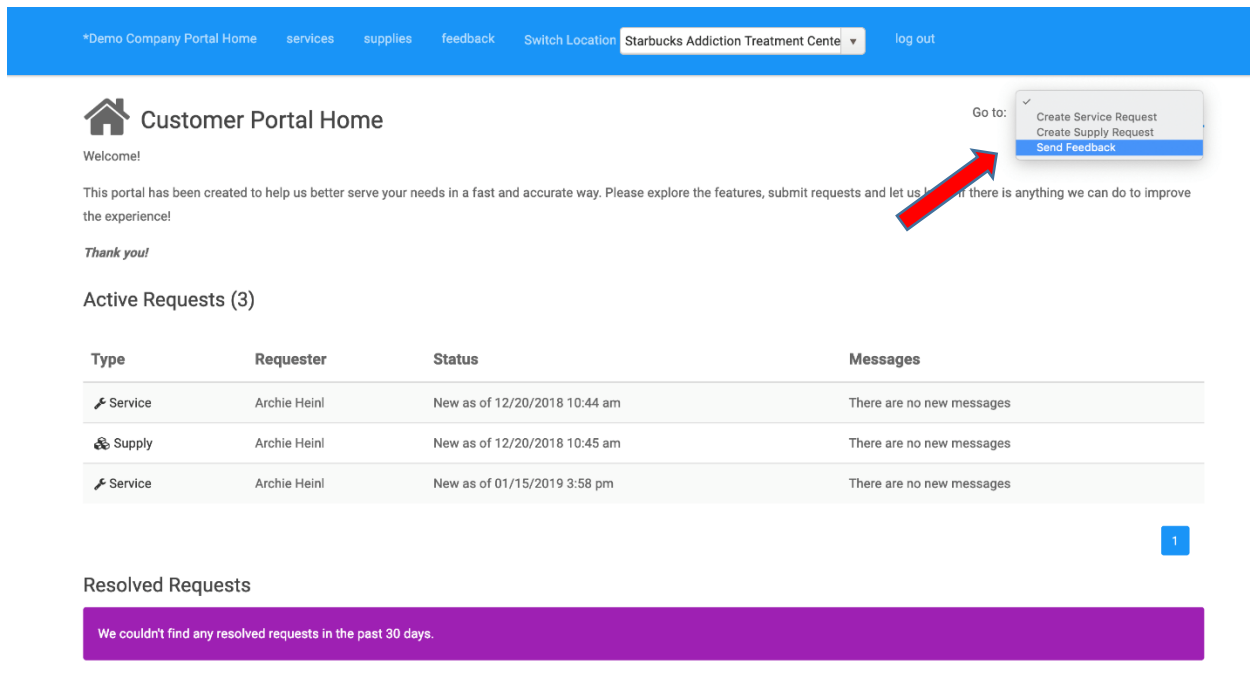


Figure 2

Once you select the "Send Feedback" option either through either step listed above, you will be brought to this window. (Figure 3)

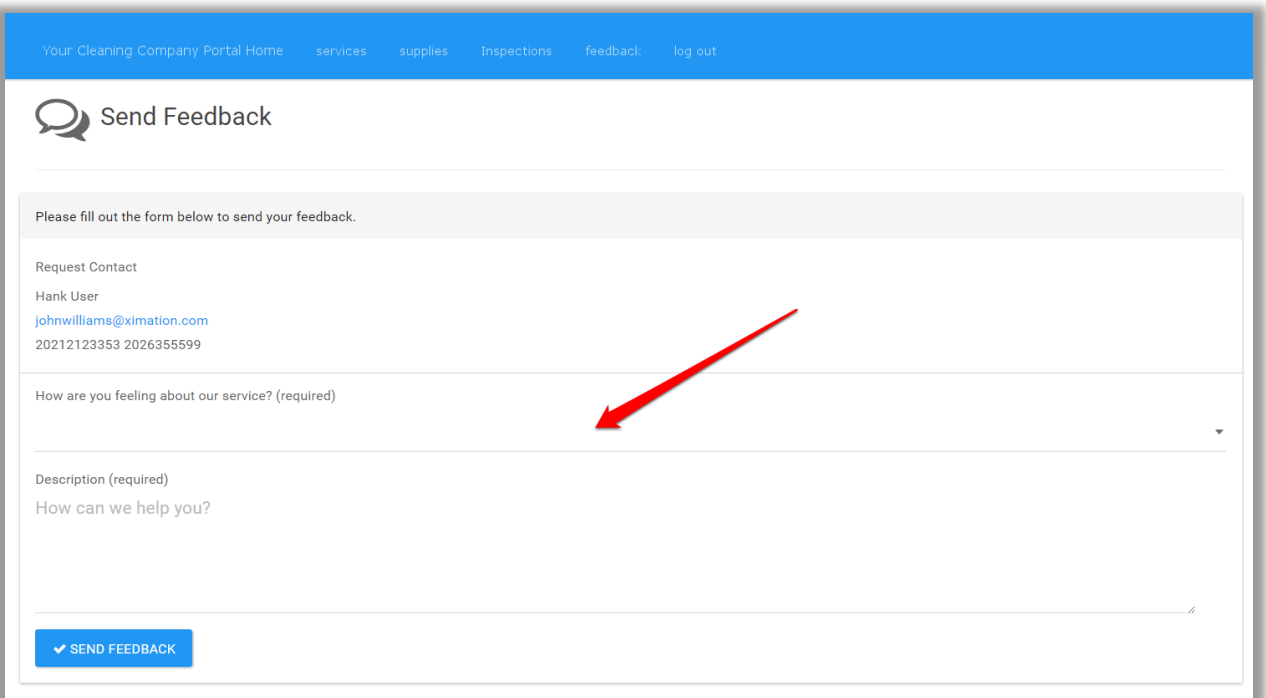
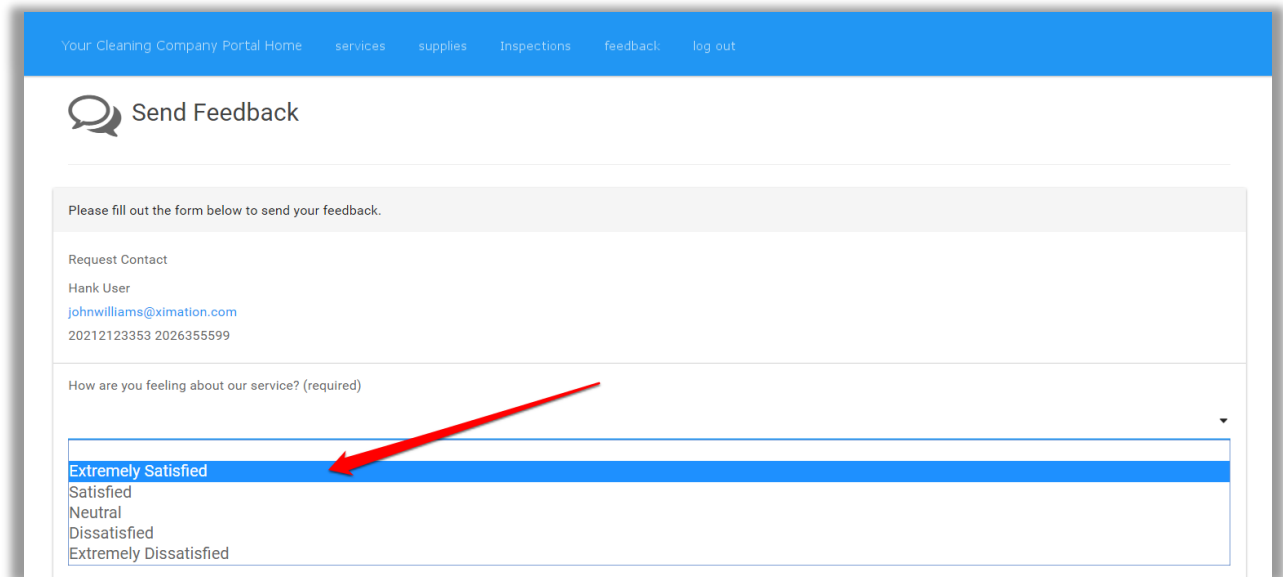


Figure 3

From there, you start the feedback process by selecting your satisfaction level of your service listed in the dropdown as seen in Figure 4.

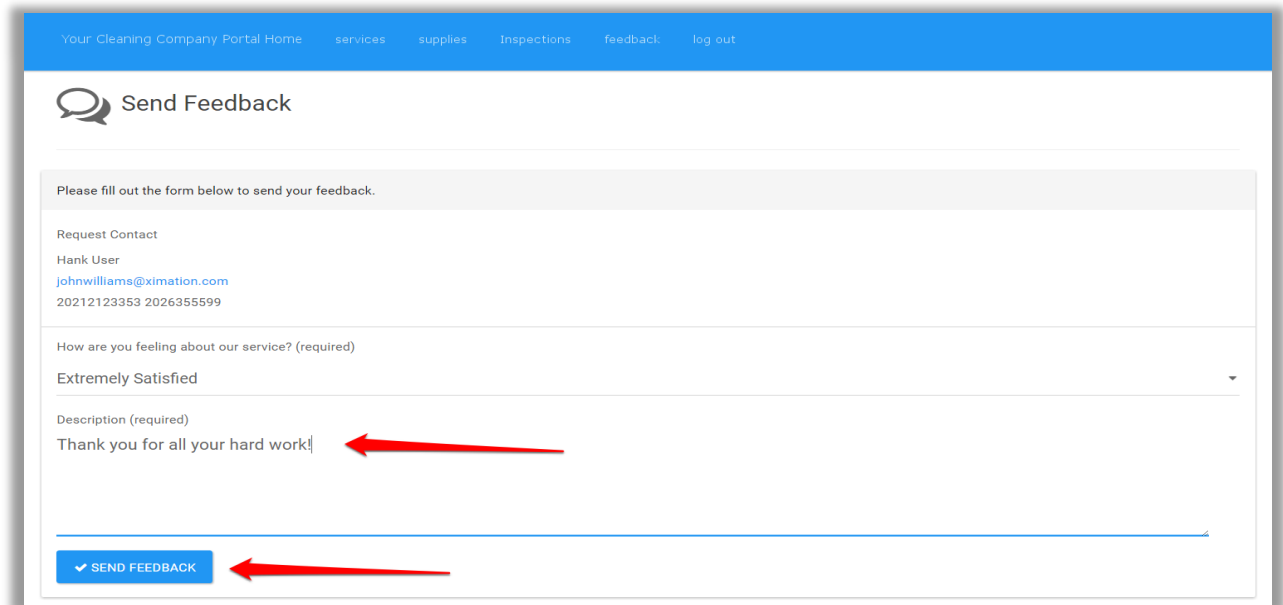


The screenshot shows the 'Send Feedback' form with the following details:

- Request Contact: Hank User, johnwilliams@ximation.com, 20212123353 2026355599
- How are you feeling about our service? (required): A dropdown menu is open, showing options: Extremely Satisfied (highlighted in blue), Satisfied, Neutral, Dissatisfied, and Extremely Dissatisfied. A red arrow points to 'Extremely Satisfied'.

Figure 4

Finally, Add your comments in regards to the service provided in the discription section as seen below. Once compelted, Simply click the "Send Feedback" button. (Figure 5)



The screenshot shows the 'Send Feedback' form with the following details:

- Request Contact: Hank User, johnwilliams@ximation.com, 20212123353 2026355599
- How are you feeling about our service? (required): A dropdown menu is open, showing 'Extremely Satisfied' selected.
- Description (required): The text 'Thank you for all your hard work!' is entered. A red arrow points to the text.
- SEND FEEDBACK: A blue button with a checkmark icon. A red arrow points to the button.

Figure 5

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.