



Client Portal Home Page

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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.

Client Portal Home Page

The Client Portal feature in Janitorial Manager empowers a cleaning company's clients so that they are constantly aware of what's happening in their buildings. Clients can submit work orders and let the cleaning company know if additional work is needed.

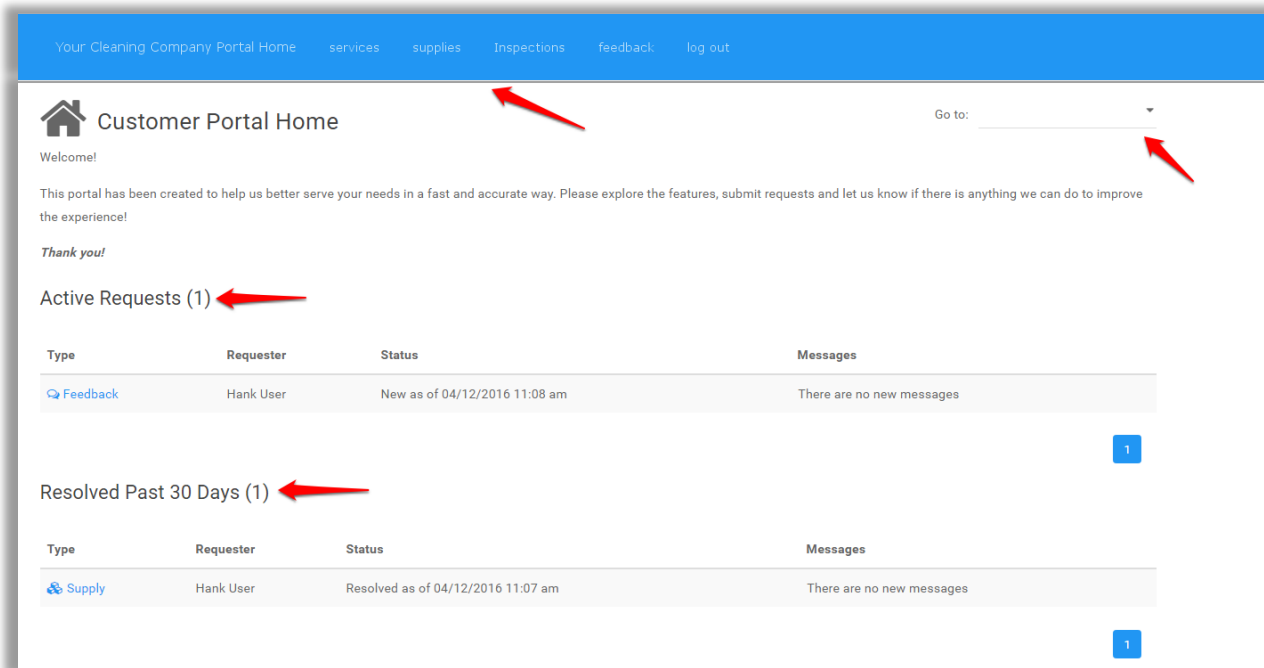


Figure 9

The Client Portal Home page is composed of 4 parts:

1. Navigation Menu - Use the navigation menu to select the available options
*This differs based on what functionality your service provider is offering.
2. Active Requests – This section displays submitted requests that are still active.
3. Resolved Requests – This section displays submitted requests that have been resolved within the last 30 days.
4. Go to – Use this navigation to selection the desired section.

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.