

# How to Use JM Connect and Janitorial Manager Mobile Applications

# How to Download the Apps

In either the Apple App Store or the Google Play Store, search for the following:



## “JM Connect”

- Clocking In and Out
- Completing checklists
- Work Orders
- Supply requests
- Messaging



## “Janitorial Manager”

- Inspections

# JM Connect

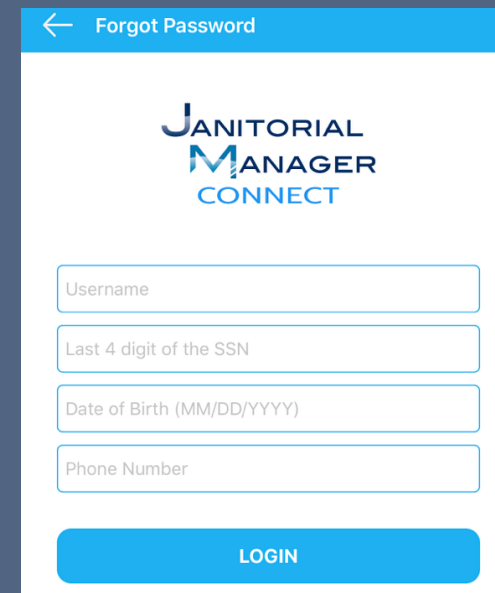
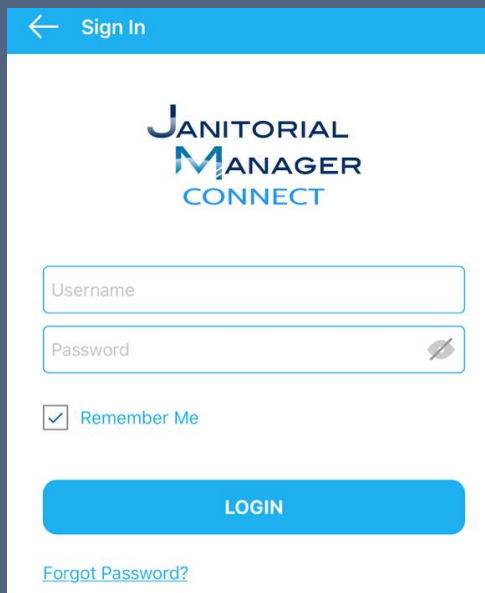
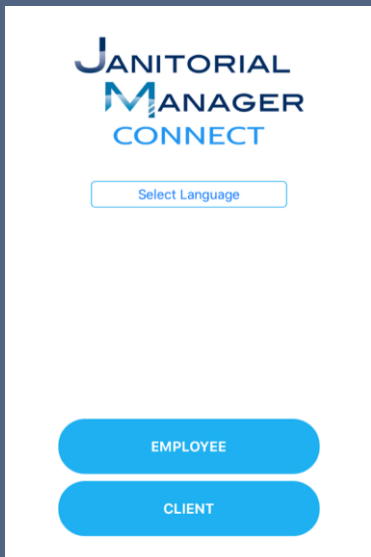
[www.Janitorialmanager.com](http://www.Janitorialmanager.com)



JANITORIAL  
MANAGER

# Logging In

- You should have received a username and password from a manager.
- Before logging in, you can select a change in language. This setting changes all system text to the specified language. It will not translate text typed in by other users to a different language.
- Choose the option for Employee to continue.
- The login screen has a remember me option so your login information will be saved on the app for easy login next time.
- Use the forgot password option if you don't remember your password.
- Usernames and passwords are case sensitive.



# JM Connect

[Click here for a full list and explanation of each icon](#)

## Employee Abilities

- Clock In/Clock Out
- View Timecard
- View Overview of Pay Period
- View Schedule up to 45 days in advance
- Cleaning Checklists
- Complete Assigned Work Orders
- Supply Requests
- Employee and Location Messaging

## Manager Abilities

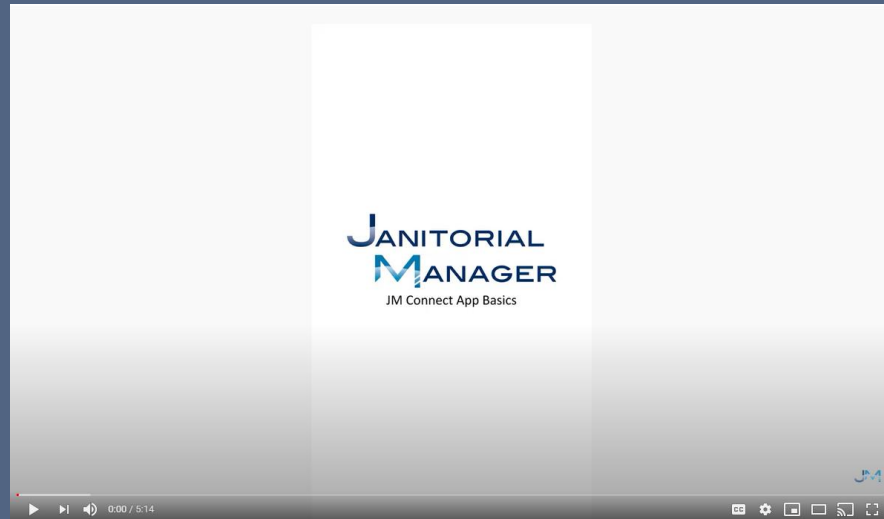
- View Who's Working
- Clock Employees In/Out Manually
- Late In/Early Out/Missing Punch Alerts
- Manage Employee Schedules
- View All Work Orders
- Approve Supply Requests
- Employee, Location, and Client Messaging
- Employee and Client Directories

[Click here for troubleshooting](#)

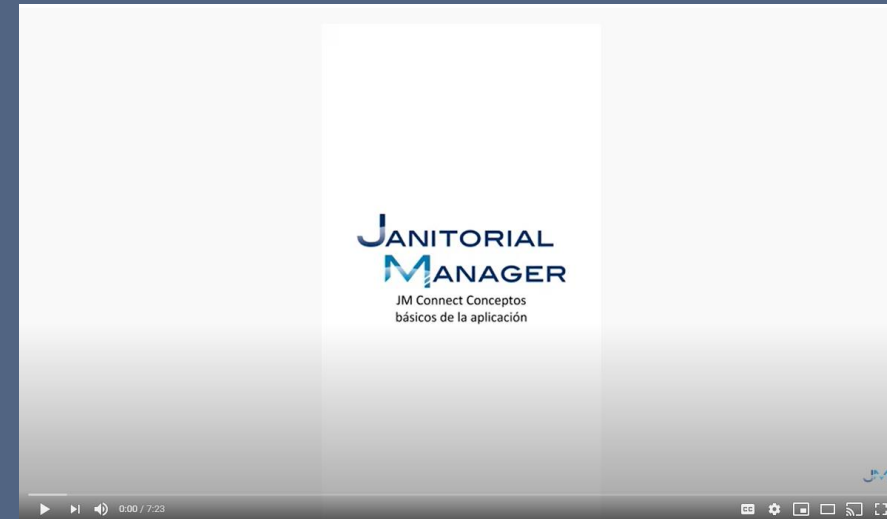
# Watch the Video!

The following video covers what to expect from JM Connect.

This video contains important information every employee needs to see. Please watch!



[Click Here to View in English](#)



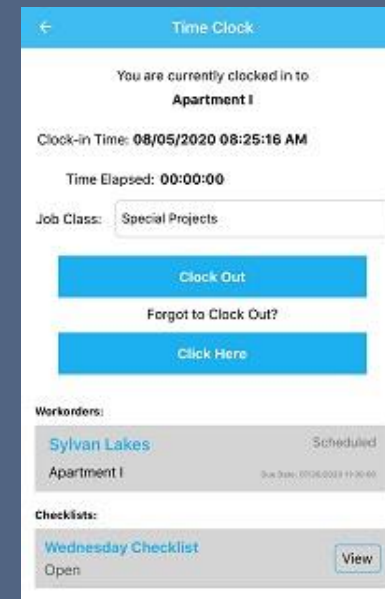
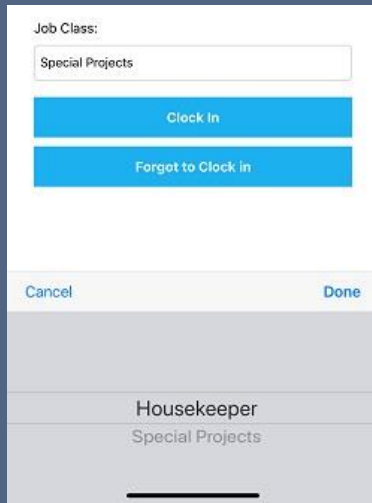
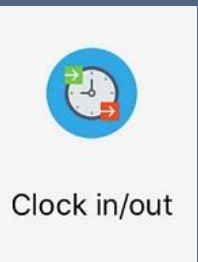
[Haga clic aquí para ver en español](#)

# Employee Abilities

## Clock in/Clock out

\*You MUST be at the location to complete this action

- Select the Clock In/Out icon
- Choose the job class that matches the work you are about to perform and click 'Clock In'
- Only locations that have been set up by a supervisor will appear here. If you are not exactly on the location, it may not appear as an option.



After clocking in you can see your in-time stamp, time spent so far, and any work orders or checklists to complete. DO NOT click Clock Out until you have finished your shift or are taking a break.

[Click here for troubleshooting](#)

# View Timecard, Overview, & Schedule

 Timecard	Full Shift	 Activity	Individual In & Out Punches	 Overview	Current Pay Period	 My Schedule	Up to 45 Days in Advance
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**Timecard**

**Apartment I** Jul 23, 2020

Clock In	Clock Out	Duration
10:15 AM	02:19 PM	04:04:36

**Apartment I** Jul 13, 2020

Clock In	Clock Out	Duration
09:10 AM	12:00 PM	02:50:17

**Activities**

**Apartment I** Jul 23, 2020

Clocked Out - 02:19 PM Auto Mode

**Apartment I** Jul 23, 2020

Clocked In - 10:15 AM Auto Mode

**Apartment I** Jul 13, 2020

Clocked Out - 12:00 PM Auto Mode

**Apartment I** Jul 13, 2020

Clocked In - 09:10 AM Auto Mode

**Aldi** Jul 7, 2020

Clocked Out - 09:36 AM Manual Mode

**Overview**

**Total Hours Worked**

Today	0h 0m	0h 0m*
This Week	8h 0m	0h 0m*
Pay Cycle	8h 0m	0h 0m*

\* Provisioned time is subject to approval

**My Schedule**

Thursday  
Aug 6, 2020

**Apartment I** 08/06/2020

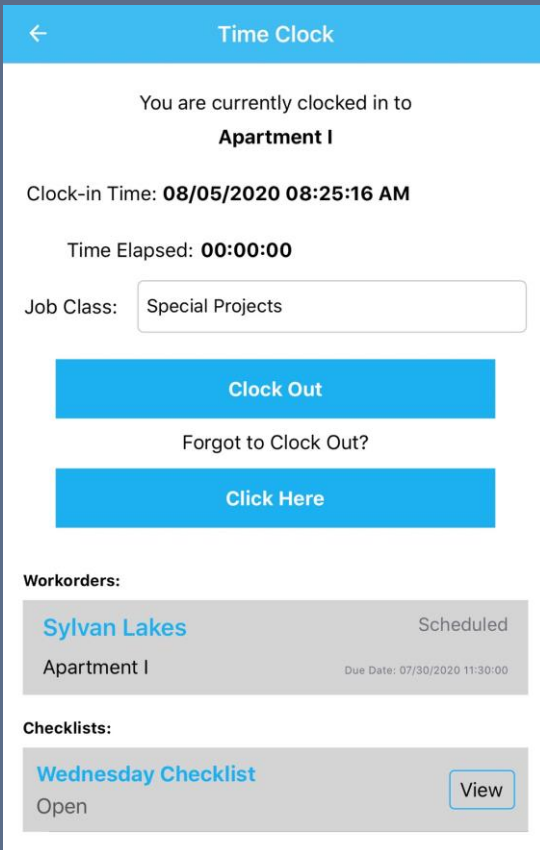
Scheduled In: 09:00 AM Scheduled Out: 12:00 PM



# Employee Abilities

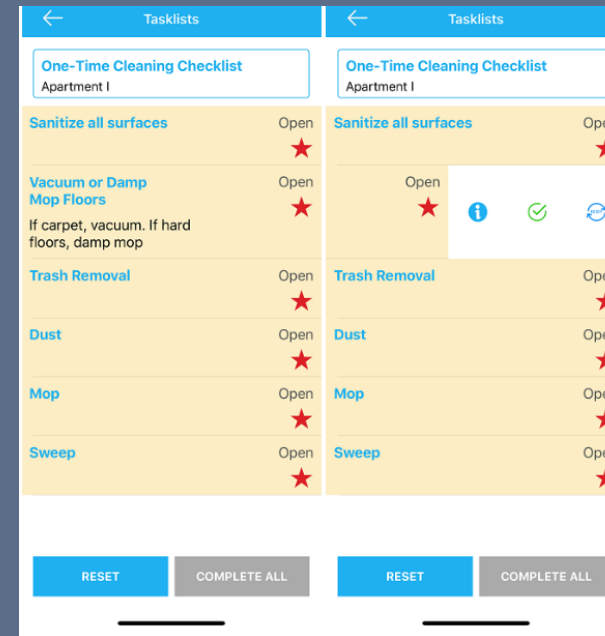
## Checklists

- If cleaning checklists have been created for you to complete during your shift, they will appear below the clock in screen.
- There may also sometimes be work orders that contain checklists to complete.
- Click the link below to complete a checklist



[Click View to open the checklist.](#)

[Click here for full steps to complete the checklist.](#)



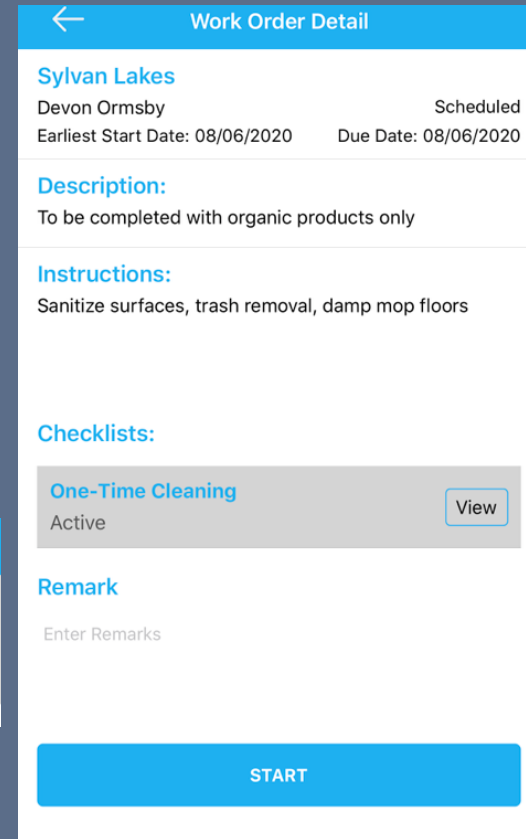
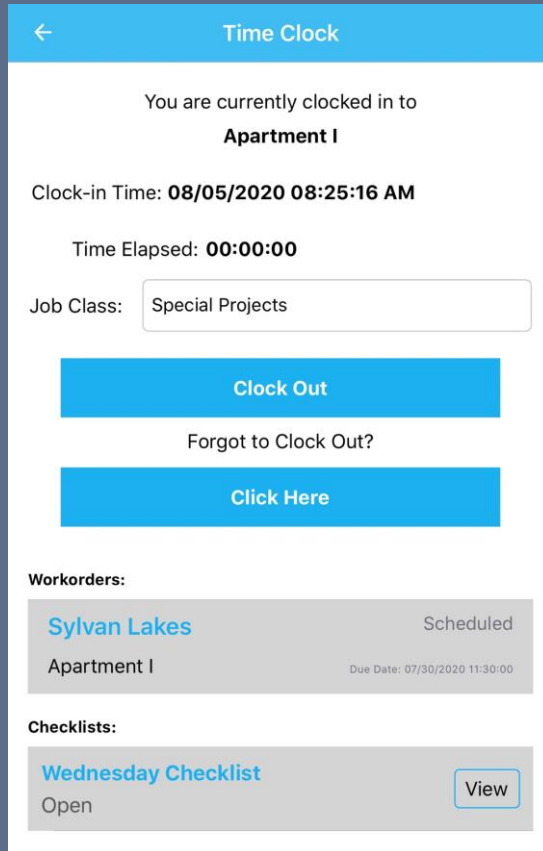
# Employee Abilities

## Work Orders

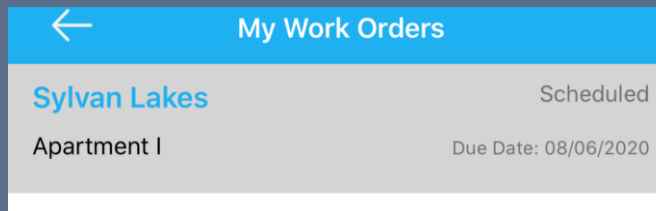
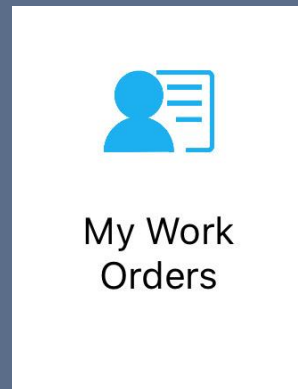
Work orders that are assigned to you will appear in two places.

1. Under the clock in screen after you clock in
2. Under the My Work Orders icon

Click on the work order to open it. Any associated checklists will also appear.



[Click here for full steps to complete the work order and any associated checklists.](#)



# Employee Abilities

## Supply Requests

- When you're running low or need supplies at a location, let your managers know by submitting a supply request from JM Connect.
- You will see one of these icons, not both. Select the one available to you.
- Choose a location and the number of each supply needed.



Supply  
Request



New Supply  
Request

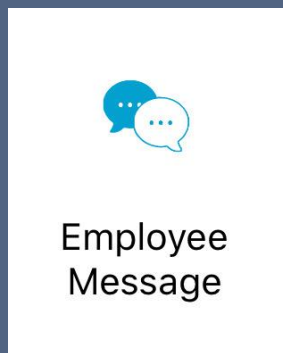
A screenshot of the 'New Supply Request' form in the JM Connect app. The form has a blue header with a back arrow and the title 'New Supply Request'. Below the header are two dropdown menus: the first is labeled 'Sylvan Lakes' and the second is labeled 'Apartment I'. Below these are two columns: 'Supply' and 'Qty'. Under 'Supply', there is a checked checkbox next to the text 'Bounty Paper Towels - Single paper towel roll. - Wal-Mart'. To the right of this text is a text input field containing the number '3'.

[Click here  
for full  
instructions  
to submit a  
supply  
request](#)

# Employee and Location Messages

## Employee Messages

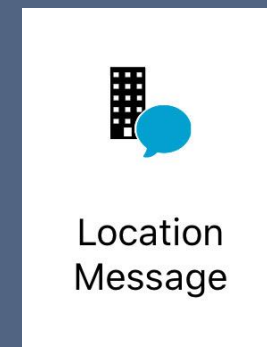
- Here you are able to message a single employee one-on-one.
- You will only see other employees who are marked as trained by a supervisor in locations you both work at.
- Notify your supervisor if you feel there are other employees who should be listed here.



[Click here for instructions to enable notifications for new messages on your phone.](#)

## Location Messages

- Here you are able to message all employees who are trained on a single location at once.
- Messages located here are visible by all employees and managers who work at that specific location.
- Do not use this option for private messages intended for a single person.
- The client you're cleaning for does not see these messages. They are internal only.

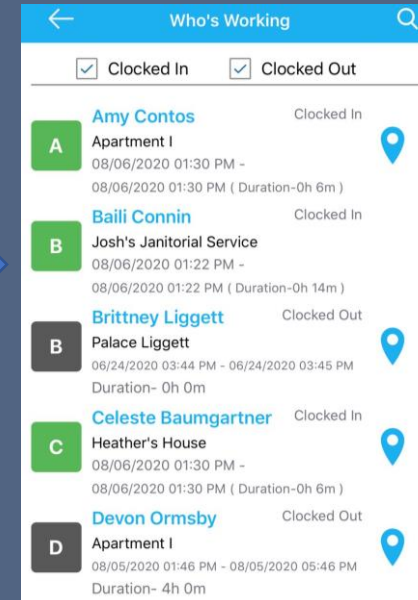
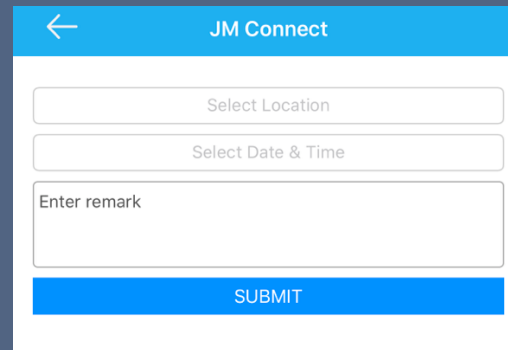
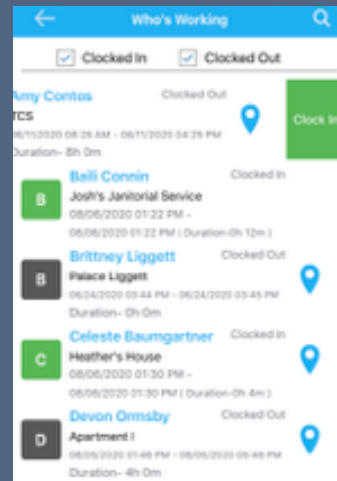
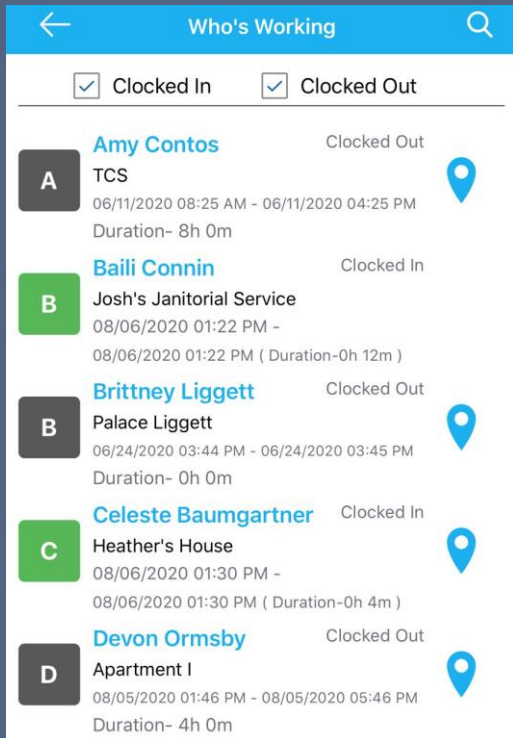


# Manager Abilities

## Who's Working & Clocking Employees In/Out Manually

Who's Working shows you which employees are currently clocked in and which are not. This view includes the last shift recorded for each employee.

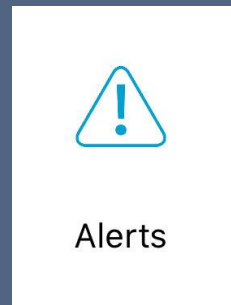
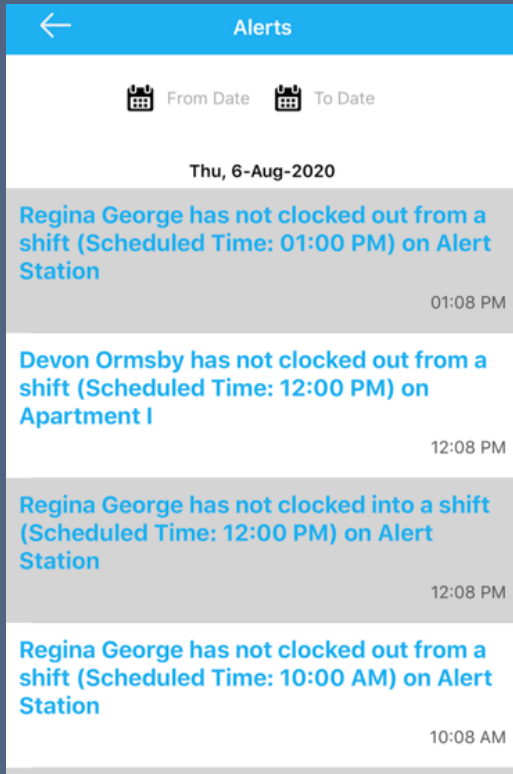
Swipe left on an employee to manually clock them in. This option is useful when an employees forgets to clock themselves into a shift or needs manager assistance.



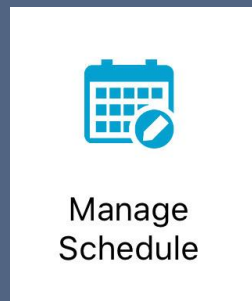
# Manager Abilities

## Late In/Early Out/Missing Shift Alerts & Managing Schedules

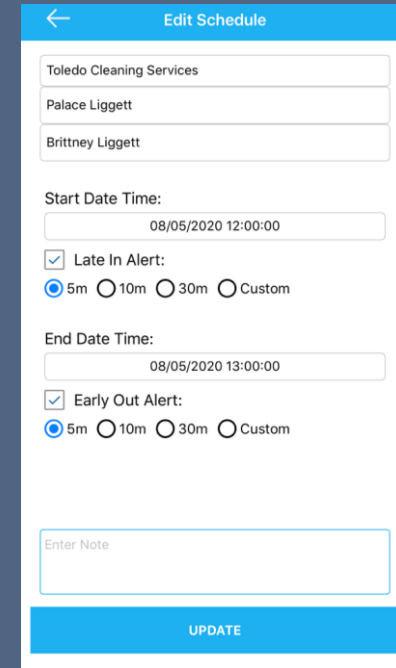
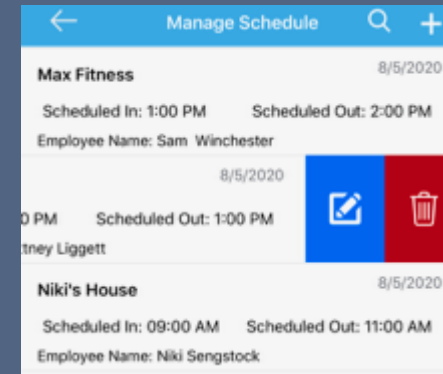
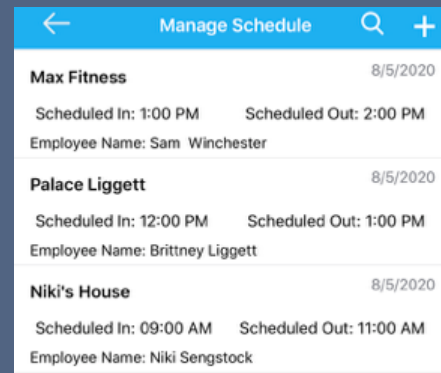
- Managers who are marked as trained on a location will receive notifications through JM Connect when schedules have included alerts for Late In/Early Out.
- A list of the alerts can be found under the Alerts icon
- Schedules can be searched, edited, and removed from the Manage Schedule icon



Alerts

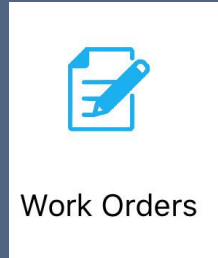


Manage  
Schedule



[Click here to enable push notifications on your device](#)

# Manager Abilities



## Work Orders

- View a list of all Work Orders and their progress.
- Add Employees and Supplies to Work Orders.
- Complete Work Orders assigned to you under My Work Orders

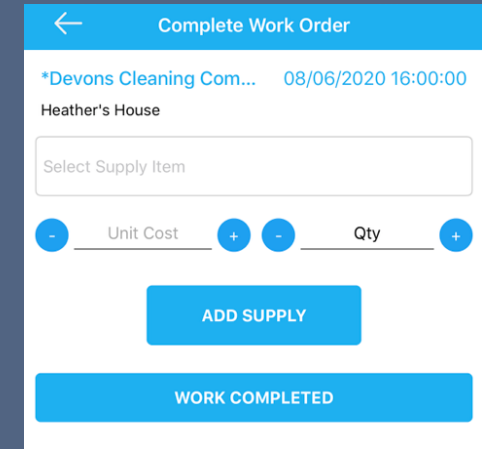


Approve  
Supply  
Request

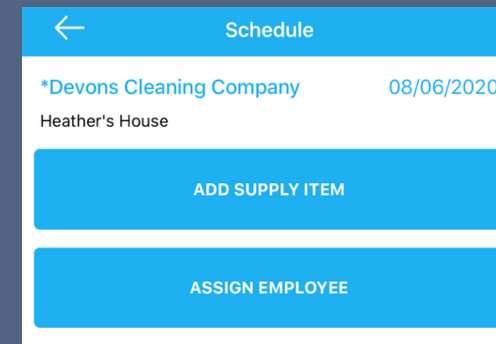
## Supply Requests

- Approve supply requests sent in by other employees.

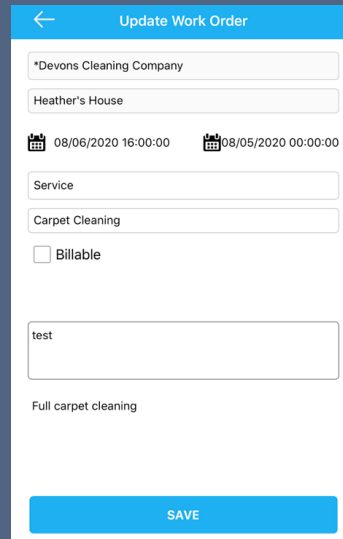
Click the green check mark to get here



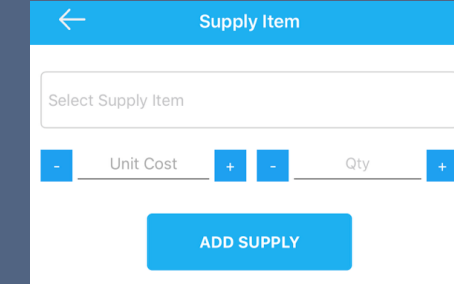
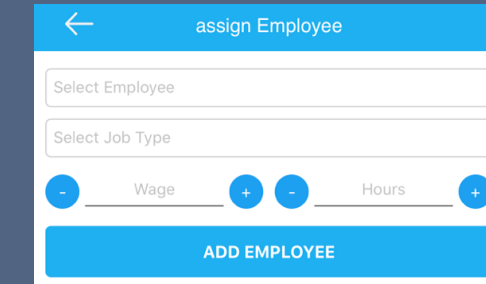
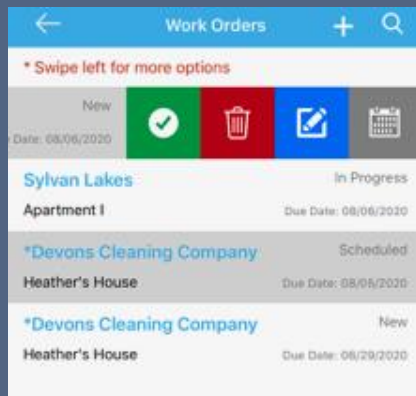
Click the Calendar icon to get here



Click the edit pencil to get here



Swipe left to see the options



Click Assign Employee to get here

Click Add Supply Item to get here

# Manager Abilities



Employee Message

## Employee Messages

- Message a single employee directly with Employee messages.
- Only employees who are marked as trained in at least one common location as you will appear here.



Location Message

## Location Messages

- Message all employees trained on a specific location at once with Location messages.
- All employees who are marked as trained in that location will see the messages sent here.
- Do not use Location messages for private messages intended for a single employee.



Client Message

## Client Messages

- Only Managers who are marked trained in locations have the Client Messages icon available.
- Messages sent here go directly to clients at that location who have a Customer Portal user set up.



# Manager Abilities



Employee  
Directory

## Employee Directory

The Employee Directory offers the ability for managers to:

- Call or text employee's phone number
- View their Timecard
- Add Attendance Incidents



Client  
Directory

## Client Directory

The Client Directory offers the ability for managers to:


- Call, text or email the primary contact on file
- View upcoming schedules for that client's location(s)
- View the location's address and where it is on the map

# Janitorial Manager

Inspections



# Logging In



**JIM**  
JANITORIAL  
MANAGER

Username  
Please enter username

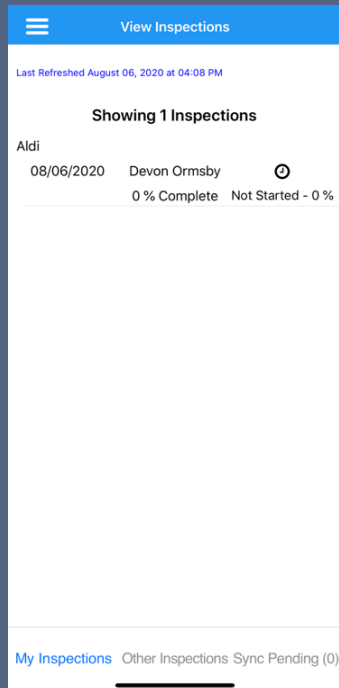
Password  
Please enter password

Login

Forgot Password

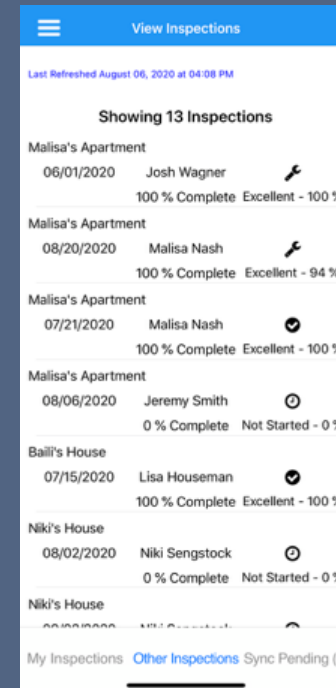
- Use the same username and password for both JM Connect and the Janitorial Manager apps
- If you have not been provided with a password yet, contact an account administrator.
- Clicking on the Forgot Password option redirects you to the web browser to reset your password.

# Viewing Inspections



## My Inspections

- Inspections that are assigned to you will appear under the My Inspections tab.
- After logging in you are immediately directed to the My Inspections tab.

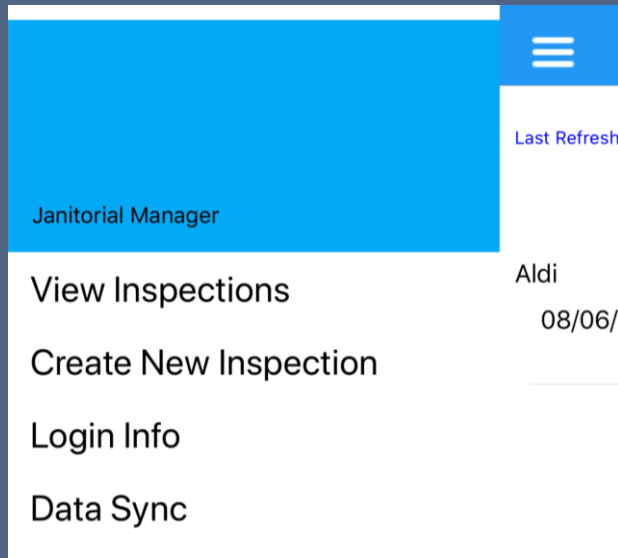


## Other Inspections

- Inspections assigned to other inspectors can be found under the Other Inspections tab

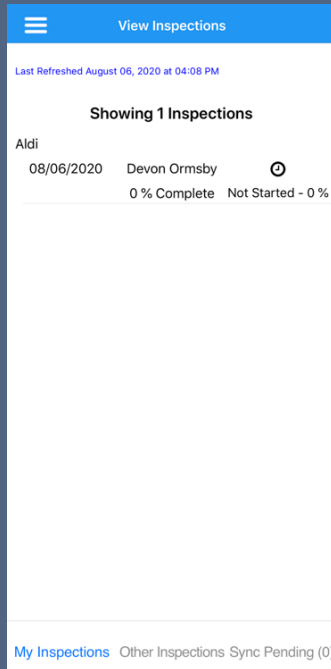
# Creating a New Inspection

- Select the Menu icon in the upper-left corner.
- Select Create New Inspection and fill in the details.

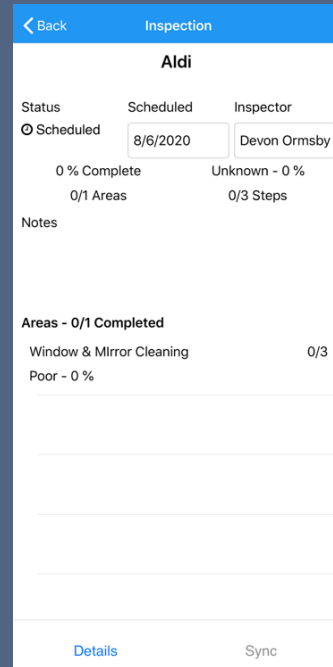
A screenshot of the "Create New Inspection" form in the Janitorial Manager app. The form has a blue header with a white menu icon and the text "Create New Inspection". The form fields are: "Client" with a dropdown menu showing "Choose Client"; "Inspector" with a dropdown menu showing "Choose Inspector"; "Template" with a dropdown menu showing "Choose Template"; "Scheduled Date" with a text input field containing "8/6/2020"; and "Notes" with a large text area. At the bottom of the form is a blue button with the text "Save Inspection".

# Completing an Inspection

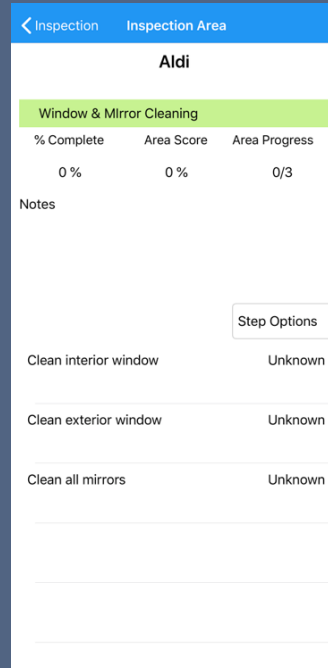
Click on an inspection to begin



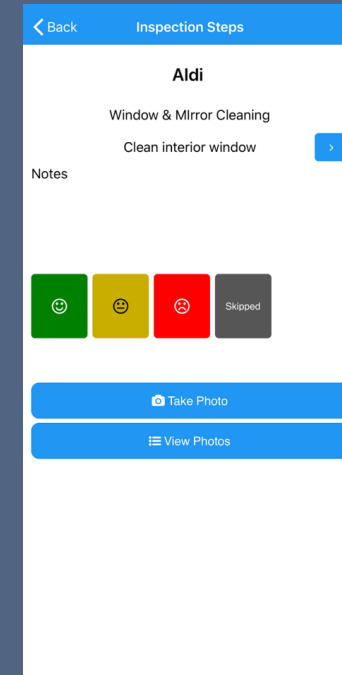
Start by selecting an area



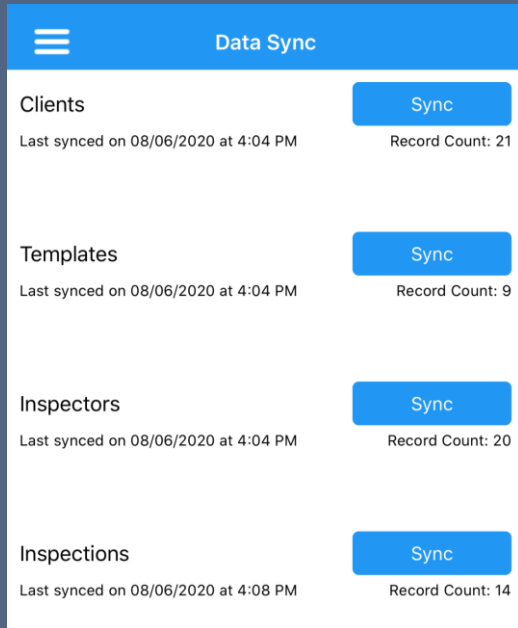
Select a step to rate



Select a rating and add photos if needed by selecting the Take Photo button

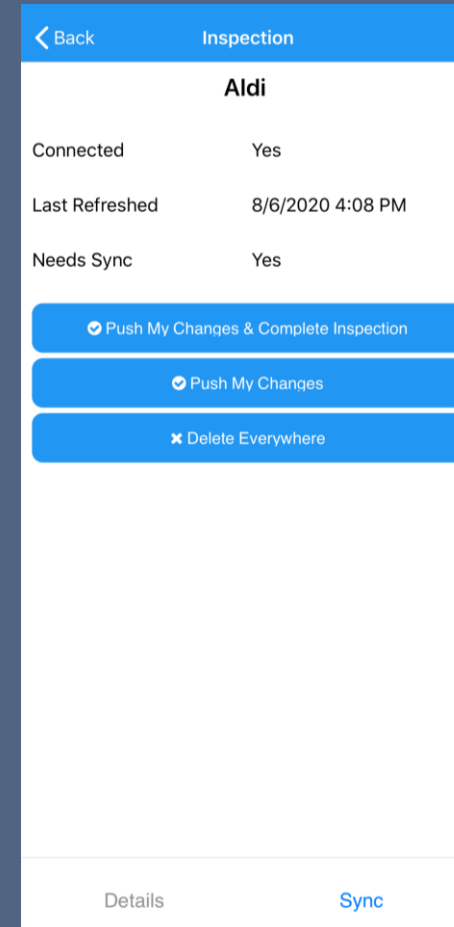


# Data Sync



\*This is the most important step when using the mobile app

- Perform a data sync when you log into the app to refresh any new Clients, Templates, Inspectors, and Inspections. (If data seems to be missing, a data sync is needed)
- Perform a data sync after completing an inspection in order to push your changes to the web.
- Use the “Push My Changes” to push your changes to the web portal and complete it later
- Complete an inspection offline when cell service isn’t good and use the Sync Pending tab to sync any outlying inspections.



# Troubleshooting

[Follow this link to troubleshoot the JM Connect app on your device.](#)

[Click here to troubleshoot the Janitorial Manager Inspections app on your device.](#)

If you're still experiencing difficulty, please contact us with the following information:

- Type of phone (iPhone 8, Samsung Galaxy s10, etc.)
- Current software version/operating system on device (iOS 13.6, Android 10)
  - This can be found in the Settings icon on your device
- Service you use (AT&T, Verizon, etc.)
- Troubleshooting steps you already tried
- What is the specific issue?
  - (What screen are you on, what is the issue that is occurring, any error message that is listed, etc.)
- How long has the issue been occurring?

[See the next slide for help from Customer Support](#)



# Customer Support is Here to Help

We're ready to answer your questions!

8:30 AM – 7:00 PM EST Monday-Friday

(567) 803-0096 x 1

[Support@janitorialmanager.com](mailto:Support@janitorialmanager.com)

