Rentokil

my**Rentokil**

Quick Reference
Guide

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Getting started

myRentokil is Rentokil Initial's unique online reporting and analysis system providing you with:

- Trend analysis of pest activity
- Pest prevention recommendations
- Customised user reporting
- 24/7 information access
- Document download facility

Installation

During the initial installation of myRentokil, bar codes are set up on your site by our pest control specialists, and their details entered into a handheld computer.

- All details of pest activity and pest prevention recommendations are entered against the bar code locations during each service visit.
- myRentokil provides you secure, password protected access to all your pest control data.

myRentokil is an online application that does not require any software to run it. You simply need an internet connection and a supported web browser. Web browsers that are supported include:

Google Chrome™, Internet Explorer ®8 and above. Safari® and Firefox® are not supported.

In order to be able to access all the functionality, please ensure pop ups from this site are enabled.

Log on

To log onto the myRentokil application please go to **www.rentokil-initial.com/myaccount** and use your Rentokil Initial user name and password.
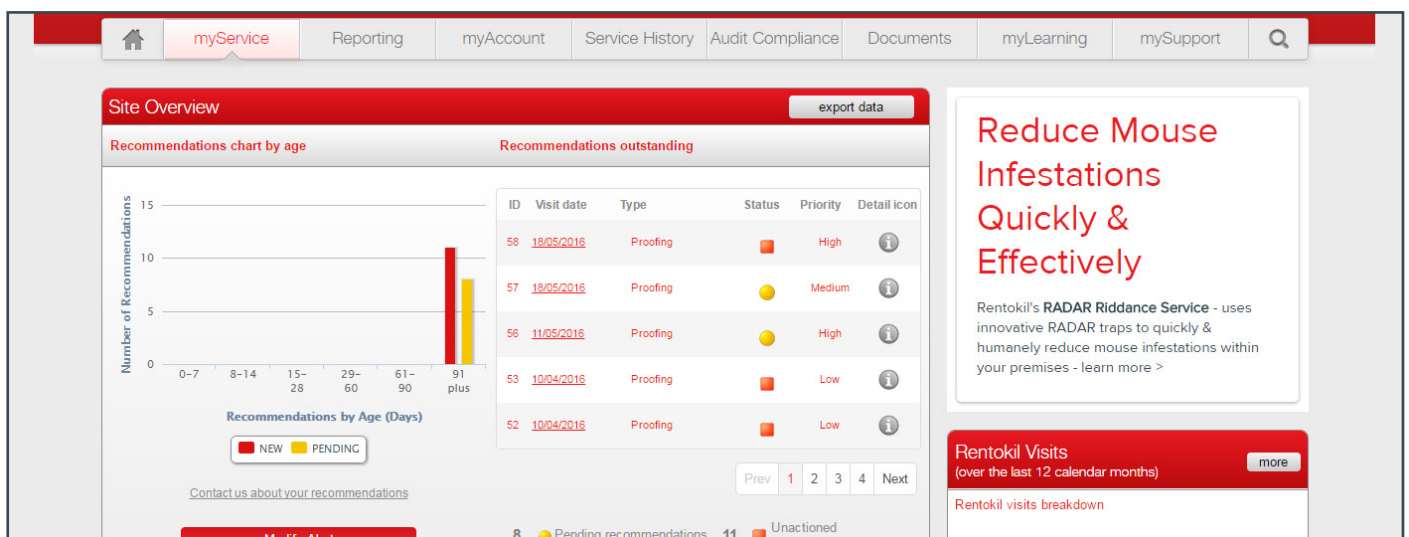
Dashboard

View recommendations

Monitor the number of recommendations provided based on their age using the recommendations chart by age (days).

View and track detailed information for open recommendations, such as visit date, type of visit, status and priority on the recommendations outstanding table.

Clicking on the visit date will bring up all the information for the visit selected.

To view recommendations:

1. A summary of recommendations can be accessed from the dashboard tab in the recommendations by age (days) chart on the top left of the site overview section.

2. Hide and unhide recommendations based on their status by clicking on the corresponding status in the chart legend.

3. View open recommendation details in the recommendations outstanding table on the top right of the site overview section.

4. Click on the ⓘ icon to view additional details.

Note: Click export data button located at the top centre of the page to export the data within this page.

Pest activity alerts

Use the pest activity alerts table to view alerts and visit details.

To view pest activity alerts:

1. At the bottom of the dashboard page, the pest activity alerts table shows a summary of information for specific alerts, including location, detector type, activity level reported and type of pest.

2. More information on a particular visit or device can be accessed by clicking on the respective underlined device or visit in question, a pop up will appear.

Site Summary	Pest activity alerts	Pest Connect alerts	Manage recommendations	Site Plans

Date from		Date to		Visit type		Update
07/07/2015		07/07/2016		All		

Visit date	Zone	Floor	Building	Location	Detector	Pest species	Activity level
31/05/2016	Reception	Ground	Main	Bait 1	Rodent Toxic	Mice	Light
23/05/2016	Server ro...	ground	Main	Ins1	Inspection	Mice	Light

Pest Activity ✕

Email or Print

Visit Details	
Start Time	31/05/2016 12:51
End Time	31/05/2016 12:54
Job Number	00449437
Visit Type	Routine
Status	Visit Status Closed

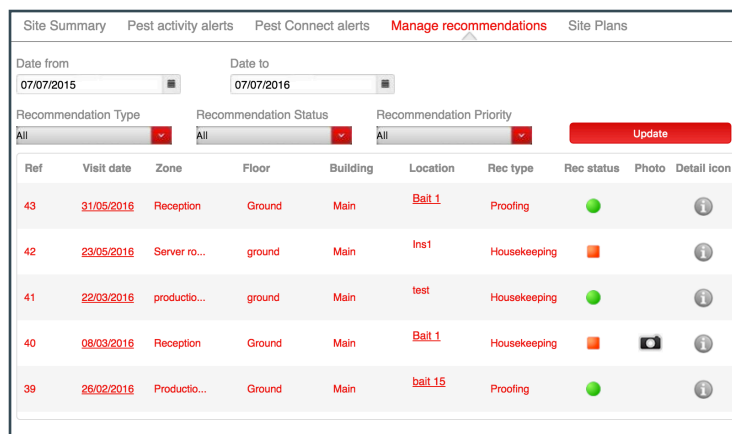| Visit Notes |
|---|
| Light mouse activity was noted during todays routine inspection and treatment for pests. Bait was replenished where required and all bait points |

Materials Used

Note: Pest activity details can be filtered by selecting the **date from**, **date to** or **visit type**.

Manage recommendations

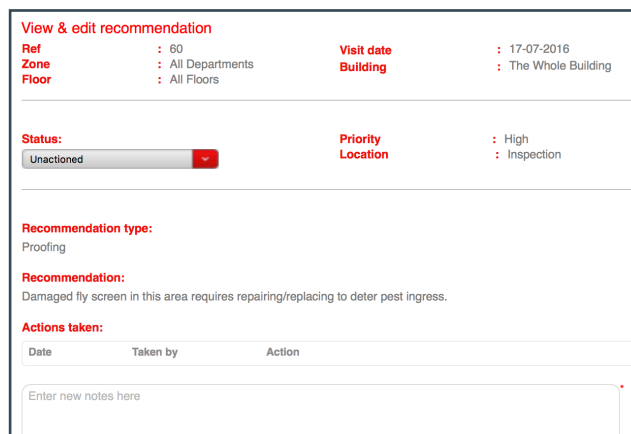Use the **manage recommendations** table to view and change the status of recommendations.

To change the status of a recommendation:

1. On the dashboard click manage recommendations on the lower left of the page.

2. Click ⓘ next to the recommendation that you would like to view and in the pop up window that appears, change the status as required from a list of drop down options.

3. Type any additional notes.

4. Click save changes.

Site Summary	Pest activity alerts	Pest Connect alerts	Manage recommendations	Site Plans					

Date from			Date to						
07/07/2015			07/07/2016						

Recommendation Type		Recommendation Status		Recommendation Priority				Update	
All		All		All					

Ref	Visit date	Zone	Floor	Building	Location	Rec type	Rec status	Photo	Detail icon
43	31/05/2016	Reception	Ground	Main	Bait 1	Proofing	🟢		ⓘ
42	23/05/2016	Server ro...	ground	Main	Ins1	Housekeeping	🟧		ⓘ
41	22/03/2016	productio...	ground	Main	test	Housekeeping	🟢		ⓘ
40	08/03/2016	Reception	Ground	Main	Bait 1	Housekeeping	🟧	📷	ⓘ
39	26/02/2016	Productio...	Ground	Main	bait 15	Proofing	🟢		ⓘ

View & edit recommendation

Ref	: 60	Visit date	: 17-07-2016
Zone	: All Departments	Building	: The Whole Building
Floor	: All Floors		

Status:		Priority	: High
Unactioned		Location	: Inspection

Recommendation type:
Proofing

Recommendation:
Damaged fly screen in this area requires repairing/replacing to deter pest ingress.

Actions taken:

Date	Taken by	Action

Enter new notes here

Note: A more detailed analysis of recommendations can be accessed through the reporting tab.

Access site maps

If you have site maps, use the site map feature, located on the lower left of the page to view maps with information on detectors and pest activity.

To access site maps:

1. Click on the dashboard tab from any page within the application and then click on the pest activity maps option.

2. Hover over the detector icons for more information about the detector. Click icons for more detailed information.

Access pest activity and recommendation overview

Use the reporting page to view pest activity and recommendations in a chart.

To view pest activity or recommendations analysis charts:

1. Click the reporting tab from any page within the application and then click the charts tab.

2. Above the filter options on the left of the activity analysis chart, select whether you want to view pest activity analysis by device or by pest species. You may do the same for the recommendations analysis chart at the bottom of the page; select whether you want to view recommendations by status, type or priority.

3. Select the required start and end dates.

4. Click update so that the chart reflects the parameters reflected.

5. Optional: type additional noter to accompany the analysis under each chart.
Note: This text cannot be saved , but will be visible when exported.

6. To print or e-mail the chart click email or print at the top of the page.
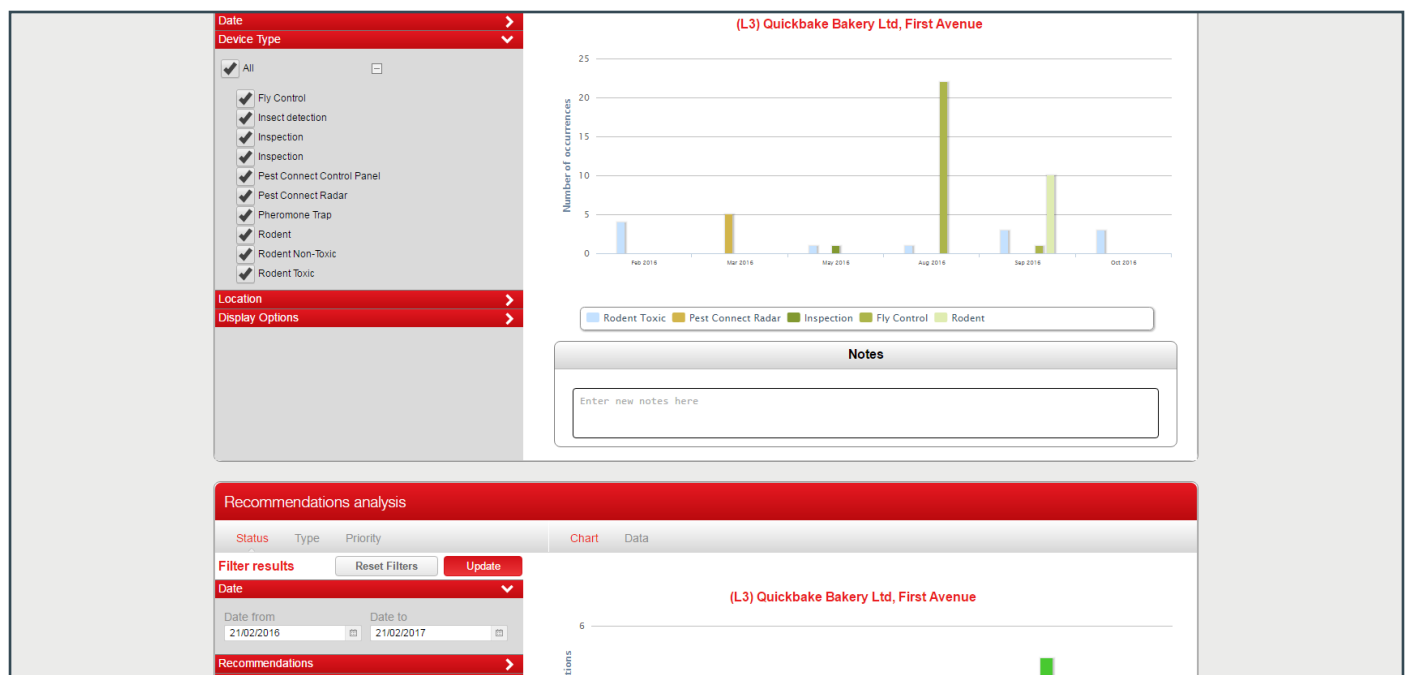
Note: Hide bars on the chart by clicking on the corresponding legend label. Click the label again to unhide the chart bars. To return to the default chart, click reset filters.

Note: View and export the data by clicking on the data tab on the upper right hand side.

Create analysis charts on pest activity and recommendations

Use the pest activity analysis page to create, print and view charts of recommendations and pest activity.

To create pest activity analysis and recommendations analysis charts:

1. Click the reporting tab from the main navigation. Then click on the chart tab, in the sub-navigation.

2. Click on the create chart button at the top of the page. The create chart pop up window appears.
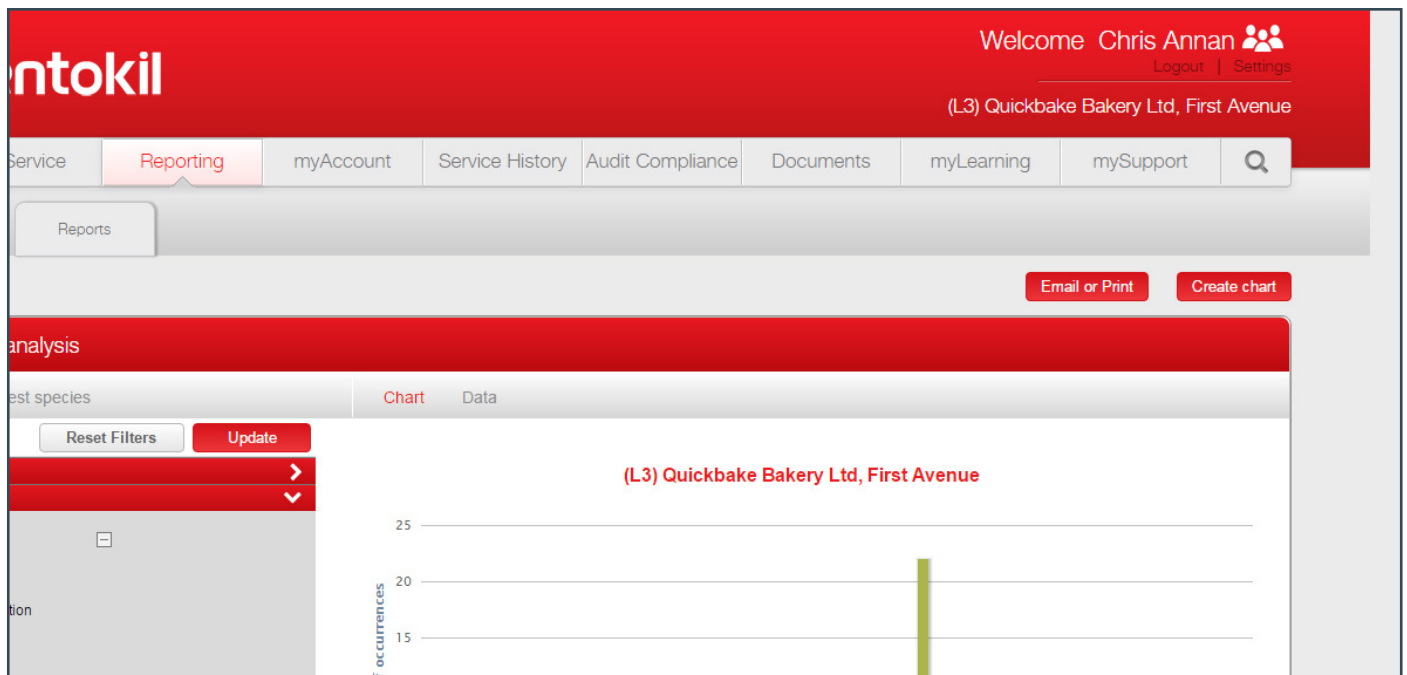
3. Type the chart name and select the relevant chart type.

4. Click create chart. The chart is created.

Note: To view the pest activity analysis details in tables, click Data.

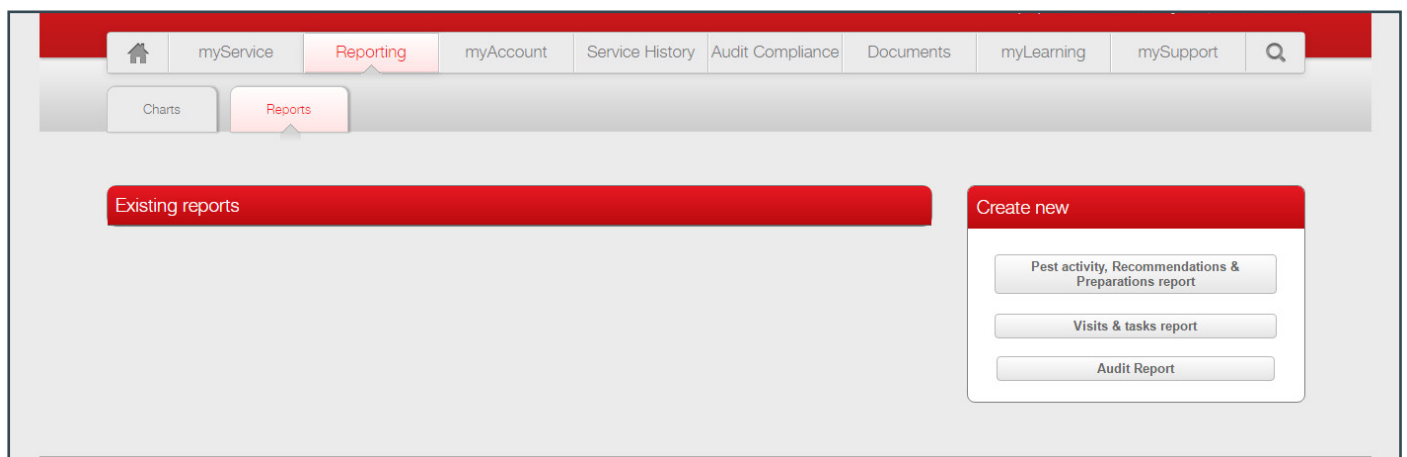# Create reports on pest activity, recommendations, preparations, visits and tasks

Use the reporting page to create reports on pest activity, recommendations or preparations.

To create reports on pest activity, recommendations or preparations:

1. Click the reporting menu from any page within the application and then click the reports tab. The existing reports page will appear.
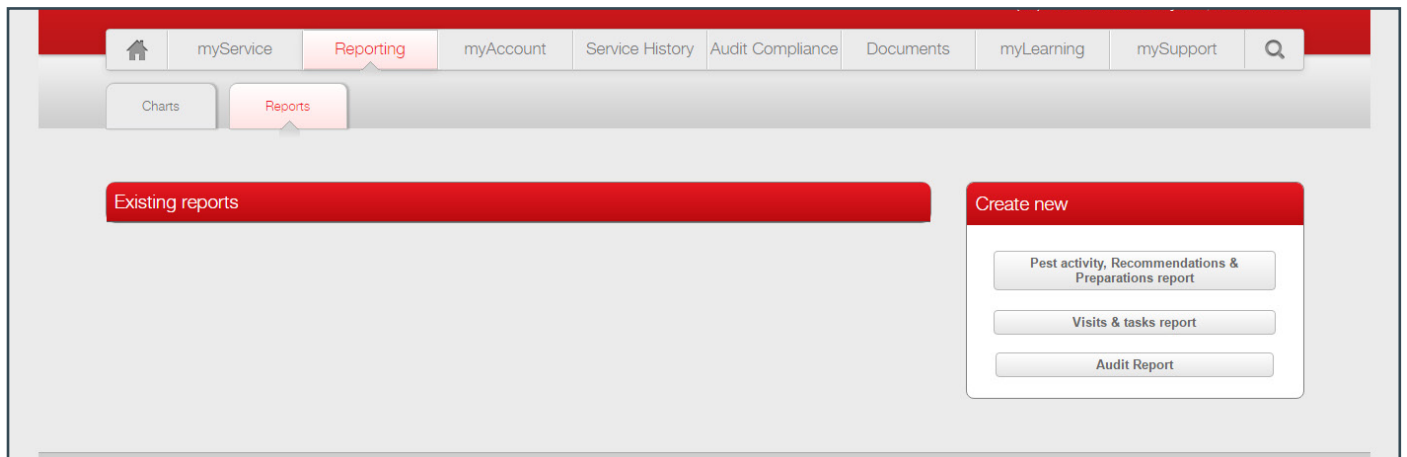
2. On the right side of the screen, in the create new table click on the pest activity, recommendations and preparations report button. The create new report pop-up window appears.

3. Specify the details of the report content and format, as required and click run report when prompted.

4. To create reports for site visits and the tasks performed by a Rentokil Initial Technician follow the same process as above by clicking on the visit and tasks button in create new.

Only for multi-site users - Site Collections

Site collections allow customers with multiple sites to create a report with the following options:

To create reports on pest activity, recommendations or preparations:

1. Create a report of all your sites

2. Create a report that includes multiple sites

3. Define a group of site collections. This will allow you to create a report that incorporates data from defined set of sites, these are known as site collections. this is particularly useful for example, if you want to report on pest activity by region (customers can create a site collection by selecting the sites that exist in that region and rename the site collection to 'Region South'). You can create as many site collections as you prefer.
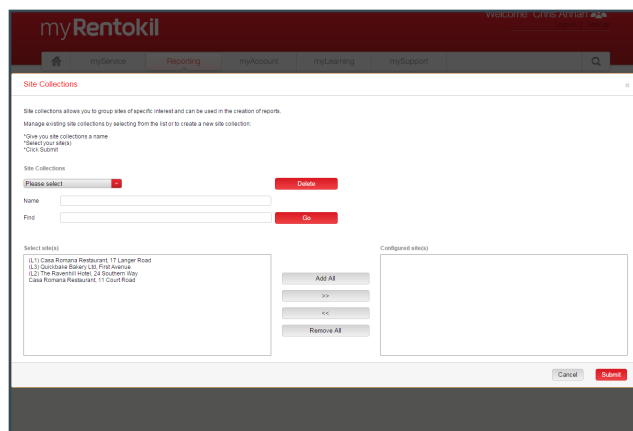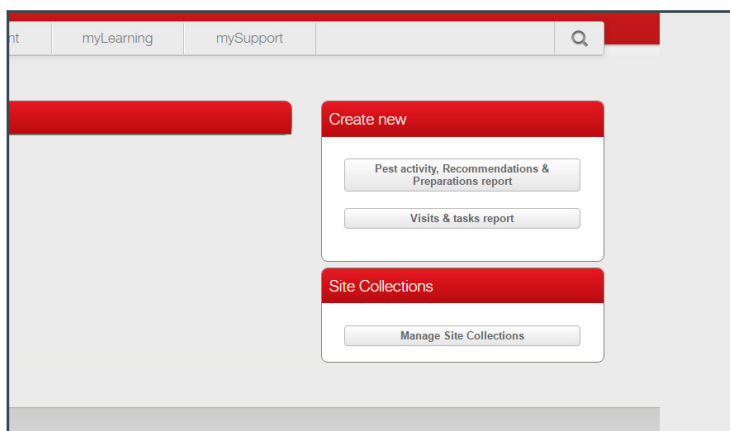
Create an audit report

Create an audit report to view:

- Raw data on all locations around a site, even locations without activity
- Data tables that provide an overview of all activity by device location and by pest group based on the raw data
- Pre-defined charts present the data within the report for easy analysis and can be easily used for sharing or adding custom reports

To create audit reports:

1. Click on the reporting menu from any page within the application and then click the reports tab. The exising reports page will appear.

2. On the right side of the screen, in 'Create new table' click on the 'Audit Report' button. A pop up window will appear.

3. Specify the details of the report content and format as required and click 'Run Report' when prompted.
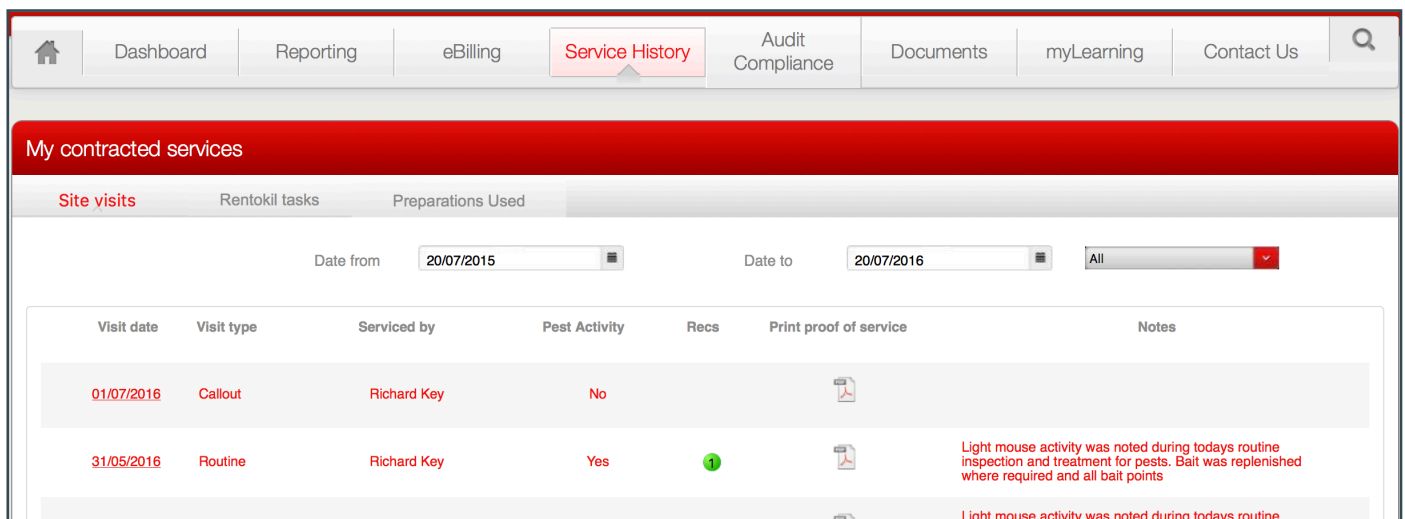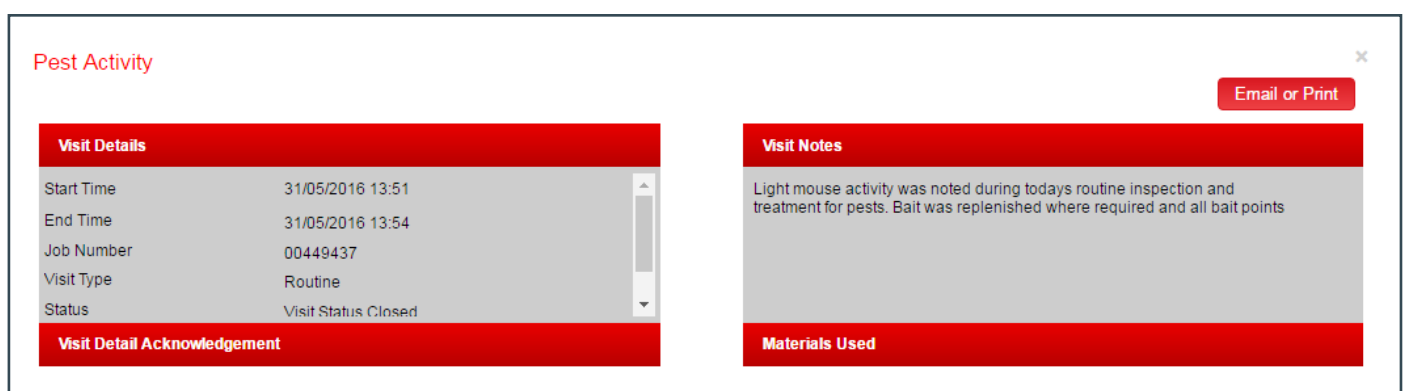
View site visits

To view the site visit details:

1. Click on the service history menu from any page within the application.

2. On the top pane click on the site visits tab. The site visit records will appear.

3. Filter the search results based on the required start and end dates or the type of visit.

4. To view the details of a particular visit, click the date of the visit and a pest activity pop-up will appear.

5. To view and print the **proof of service** for any date click 📄 .

Digital visit signing

You are now able to sign for a Rentokil visit to provide you with assurance that we have conducted our services, as per agreement. This section will show you how to sign for a visit and how you can view previously signed visits.

Signing a visit:

If the visit signing functionality has been enabled for your profile, you can 'sign' visits using your myRentokil password.

To sign a visit, follow these steps in myRentokil:

Click on the date link for any visit to open the visit detail page. Then click on the 'Visit Detail Acknowledgement' tab below the 'Visit Details' tab in the top left box.

If the signed status is set to 'Visit Not Signed' enter your myRentokil password and submit to sign the visit.
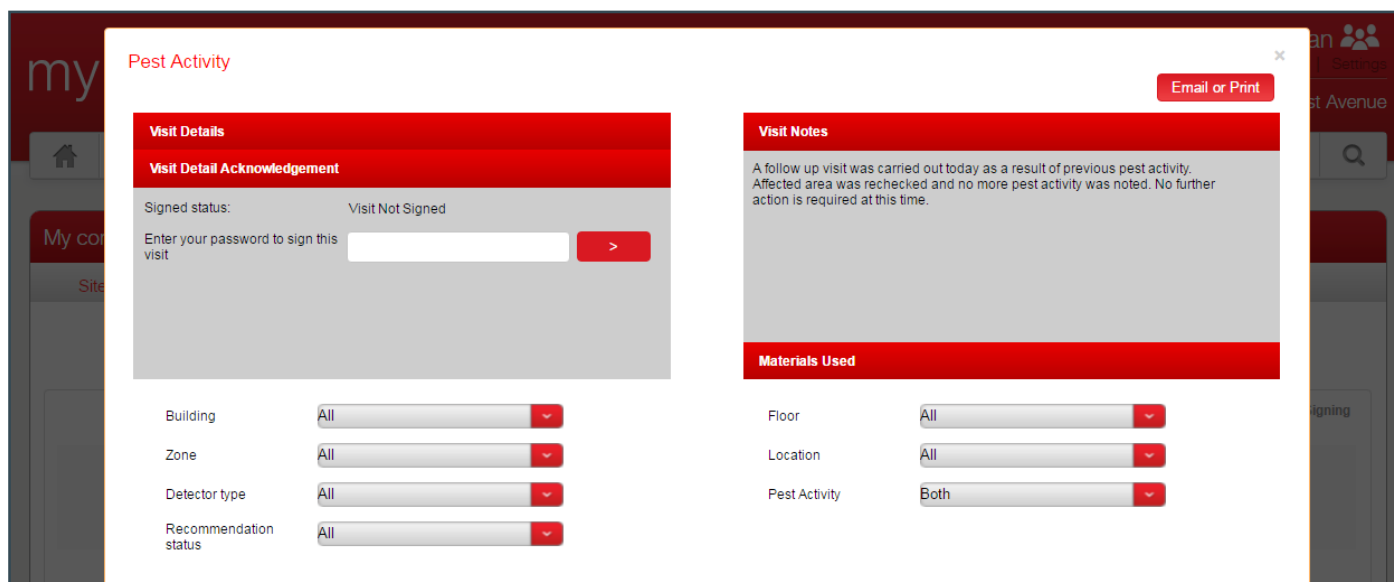
If a visit has been signed the signed status on the visit detail page will show the name of the person who signed the visit along with the date and time the password was entered.
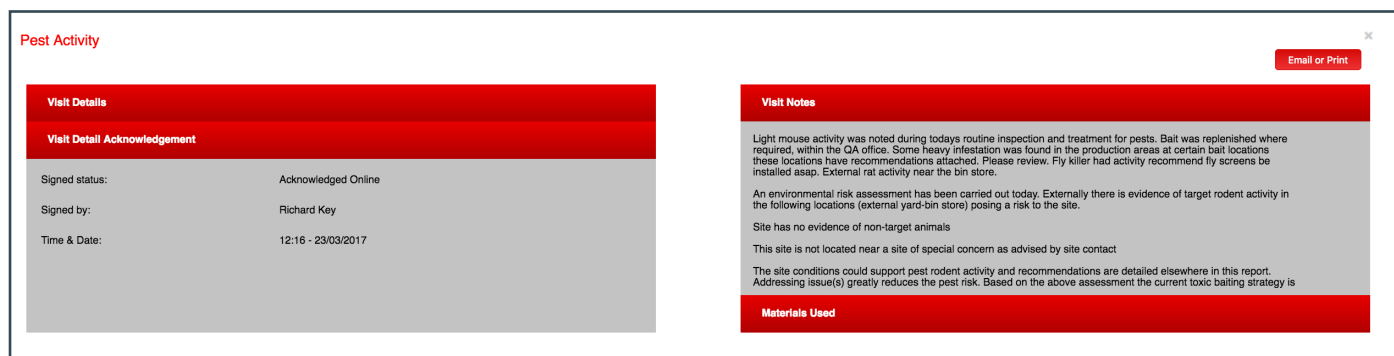
Viewing previously signed visits:

On the Service History page you can see the visits that have previously been signed for; in the Digital Signing column a 'Yes' against a visit indicates that the visit has been signed. Click on the link to view the visit signing details.

View Rentokil tasks

To view Rentokil task detail:

1. Click on the service history menu from any page within the application.

2. Click on the Rentokil tasks tab. Records of the action taken by Rentokil will appear.

3. Filter the search results based on the required start and end dates or task status.

4. To view the details of a particular visit, click the date of the visit.
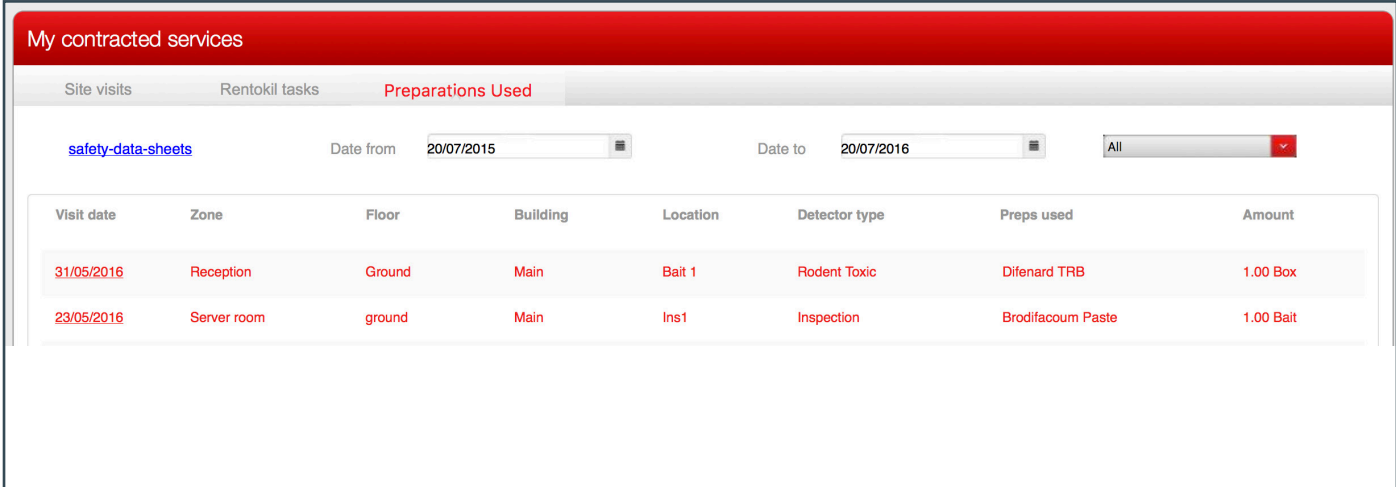
Ref Id	Visit date	Zone	Floor	Building	Location	Task type	Task Detail	Status	Action taken
11	31/05/2016	Reception	Ground	Main	Bait 1	Bait	Bait shoes detached from wall. This has been/will be repaired.	Open	No action
10	08/03/2016	Production	Ground	Main	Bait 6	Bait	The bait reported as damaged in this area has now been replaced.	Closed	Action taken

My contracted services

Site visits   Rentokil tasks   Preparations Used

Date from   20/07/2015   Date to   20/07/2016   All

View preparations used

To view details of the preparations used:

1. Click the service history menu from any page within the application.

2. Click the preparations used tab. The records of the preparations used for the actions taken appear.

3. Filter the search results based on the required start and end dates or detector type.

4. To view the details of a particular visit, click the date of the visit date.

My contracted services							
Site visits	Rentokil tasks	**Preparations Used**					
safety-data-sheets		Date from 20/07/2015			Date to 20/07/2016		All
Visit date	Zone	Floor	Building	Location	Detector type	Preps used	Amount
31/05/2016	Reception	Ground	Main	Bait 1	Rodent Toxic	Difenard TRB	1.00 Box
23/05/2016	Server room	ground	Main	Ins1	Inspection	Brodifacoum Paste	1.00 Bait

Audit Compliance

View audit compliance details

To assist with your audit activities the audit compliance overview provides charts summarising the status of pest activity, recommendations and Rentokil visits.

To view audit compliance details:

1. Click the audit compliance menu from any page within the application.

2. Within the overview page, you can view details of:

- Pest activity by type over the last 12 months
- Recommendation by age
- Rentokil visits by type over the last 12 months
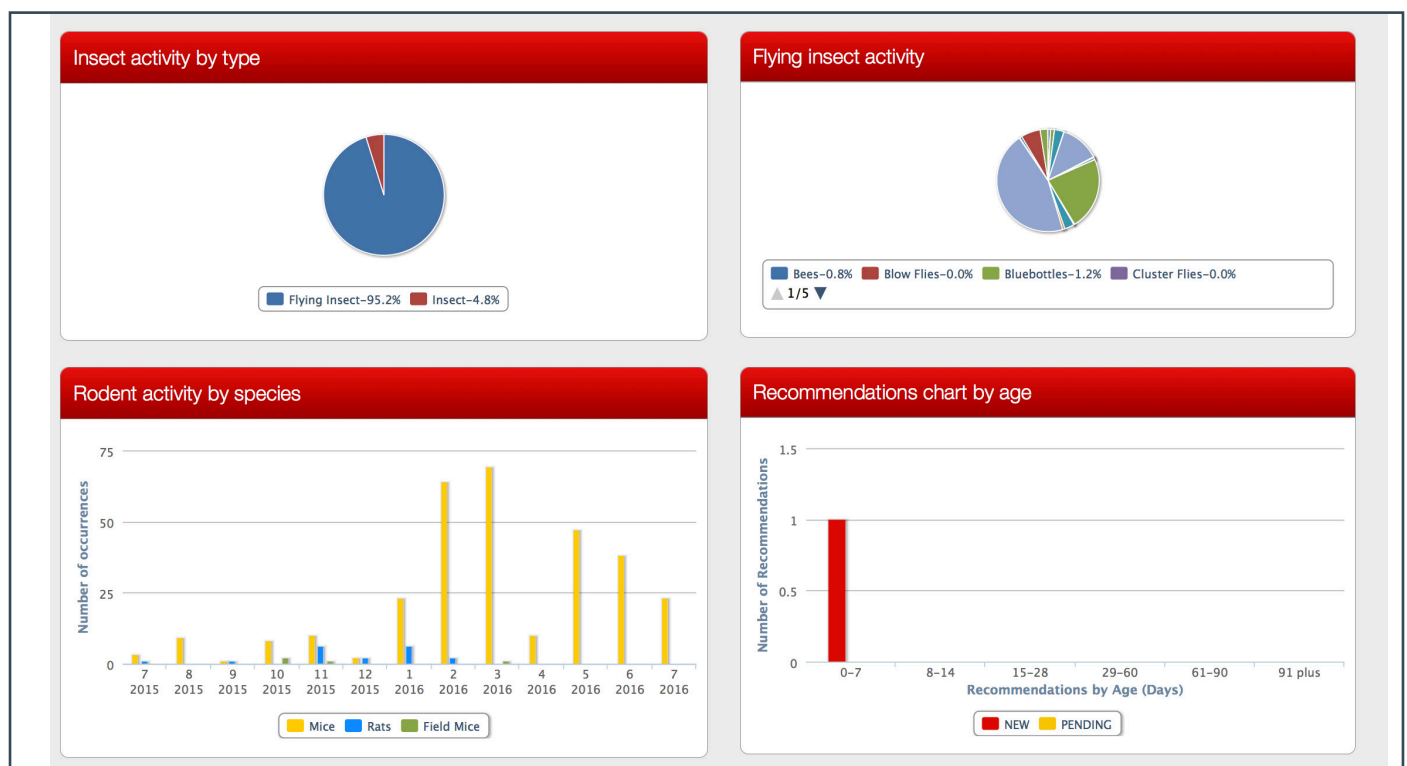
Note: Hide bars on the chart by clicking the corresponding legend labels. Click the legend label again to unhide the bar.

Documents

Site documents

View a list of key documents related to your site(s) and safety data sheets including details, such as the date when the document was created, the version and the date on which the document will expire.
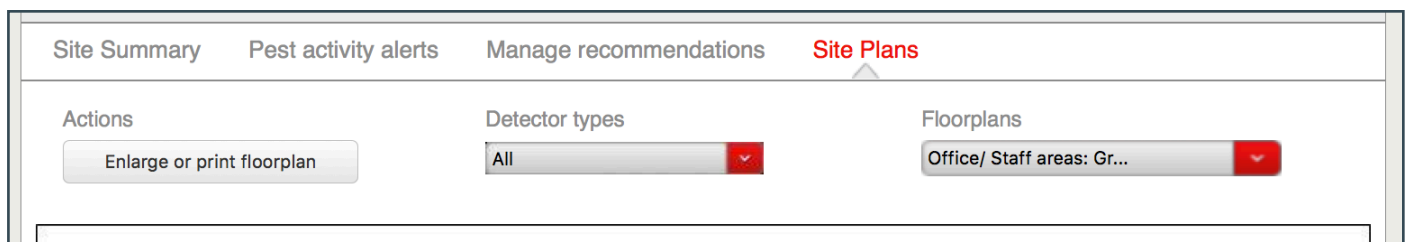
To view site documents:

1. Click the documents menu from any page within the application and then click the site documents tab.

2. To view the site document with printing and download options, click .
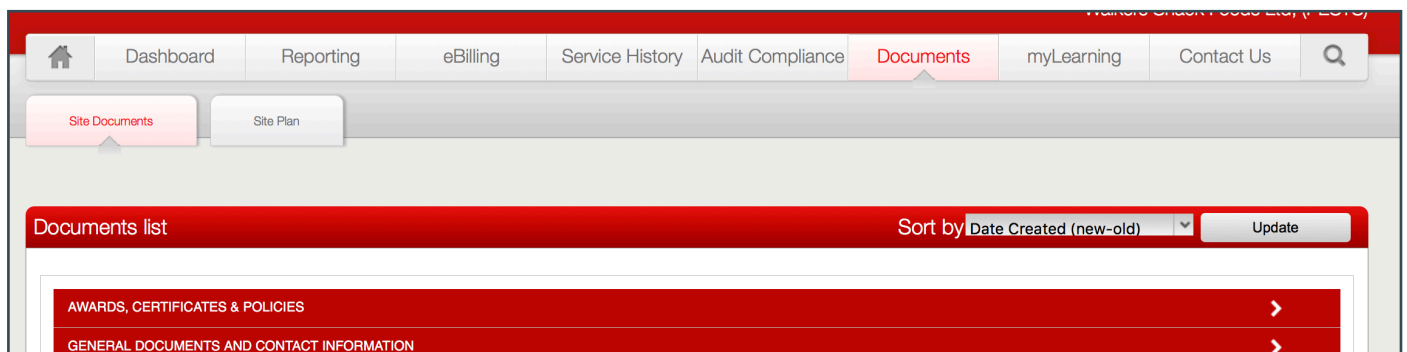
Site plans

If you are a multi-site user:

1. Select "Full Access"

2. Navigate to the Site Plans tab.

Note: Site plans are also available at the bottom Documents section. (Click on documents tab and scroll to the bottom table to access this.)

Rentokil

Rentokil is a global leader in pest control, bringing expert, reliable and professional advice to commercial and residential customers in over 60 countries worldwide. Over 12,000 qualified technicians across local Rentokil teams respond quickly and effectively to deal with the full range of pest control issues on behalf of customers – so they can continue with their daily lives.

Rentokil works constantly on introducing innovations and effective solutions for pest control, with specific emphasis placed on health, safety and protection of the environment.

For more information on myRentokil, please visit:

www.rentokil.com/our-expertise/my-rentokil/

Part of Rentokil Initial