

# Welcome to PestNetOnline

This Quick User Guide will help you with basic navigation around the site. You can get more detailed assistance from PestNetOnline's online Help section, located at the top of every page, or the full User Guide, which can be found in Site Documents.

## Activating a new account



- To activate and login to a new account, click the Activation link found in your PestNetOnline New Account e-mail.
- Your username (e-mail address) and password will be in your activation e-mail - this must be entered exactly as it is displayed.
- The first time you login to PestNetOnline, you will be prompted to change your password to a personal one – this should be 6-20 characters long with at least 1 number.
- Once you have activated your account, go to [www.rentokil.com/pestnetonline](http://www.rentokil.com/pestnetonline) and click 'Live login' for all future logins.
- To get a new password, click Forgotten Password on the login page and enter your e-mail address; a password will be automatically generated and sent to you by e-mail.

## Existing users

Once you have migrated to the new PestNetOnline, your username is your e-mail address and your existing password will be case sensitive. If you have forgotten your old password, please request a new one as detailed above.

## Multi site users



- PestNetOnline enables multi site users to see an overview of their entire portfolio and run queries against the whole estate or a specified portion of it.
- The Sites page highlights sites with recent pest activity or outstanding recommendations and displays the last visit made to each site. You can drill down into the data for any site by clicking on the visit date and recommendation icons.
- Site Collections can be used to group together all or part of your portfolio; collections can be created from the Sites page and used as an option in the Report builder.
- The Analysis tool has a chart option that is also only available to multi site users that allows you to identify common pest trends across your estate.

## Navigating to Site Overview



- Site Overview is the summary page for an individual site. Single site users can navigate to Site Overview by simply clicking on the Sites page; multi site users will need to click on a specific site name from the main Sites page.
- The top half of the page is split into 3 columns – Risk Management shows gauges relating to pest activity and recommendations, Our Performance displays Rentokil visits for the current calendar year and Information and Advice gives quick links to important information, e.g. your contract summary.
- The bottom half of the page is a table with 5 tabs relating to visit data, tasks, recommendations, pest activity and preparations. You can also navigate to Site plans, Site Documents and Audit Checklist from all single site pages.

## Recommendations



Recommendations are activities that our technicians have suggested that you undertake to improve your defences against pest infestations. Clicking on any recommendation icon will take you to the Recommendations tab – here you can apply filters to show a particular range of data, or export the data as a spreadsheet or PDF.



### 'Unactioned'

New recommendation made by our technician



### 'Pending'

Recommendation has been read by you and feedback made against the action



### 'Closed'

Recommendation completed and closed by you



This icon in the Recommendations table opens a pop up where you can progress a recommendation. Saving your changes will automatically update the data on the Recommendations tab and close the pop up.

## Viewing pest activity



From the Site Overview page

- Click on the Pest Activity tab
- Pest activity will be listed by visit date in the grid, detailing individual pest species
- The Location link opens a site plan for that detector
- The Detector Type link opens a pop up showing the pest activity history by date at that location

## Analysis charts



The Analysis section of PestNetOnline comprises of 3 charts (4 for multi site users) that enable you to select and display data in several formats against fixed or custom time periods. The charts are intended to help identify seasonal and topical trends.

From the Analysis page, click the title of a chart and follow the instructions to build it; click 'Go' to generate the chart. You can change the format and time scale by using the icons at the top of the page.

## Reports



You can choose from a selection of 4 reports:

- Pest activity
- Recommendations
- Tasks
- Visits

All existing reports will be stored in the table on the main reports page – from here you can edit, delete or run a report. The 'Create new report' button will guide you through a reports builder where you can specify the information to be included in your report - time period, delivery schedule, format and distribution list.

Reports can be scheduled to run once now, run once at a future date or to run on set dates automatically. An email will be delivered to the distribution list, with a summary of the report's criteria and the attached report (spreadsheet or PDF format). You will also receive an email to inform you if no data matches the report's specifications.

# Contact Us

If you need any additional help, or have a general query about PestNetOnline, please contact us using the query box on the Contact Us page.

