

Rentokil

myRentokil
Manual



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What is myRentokil?

myRentokil is a real-time* online reporting and analysis portal that allows customers to be in control of their onsite pest management, 24/7.

Available on multiple devices, myRentokil supports customers in maintaining compliance standards by keeping them informed about their onsite pest activity information and recommendations. Through the delivery of comprehensive reports and proof of service documentation, the portal supports customers in meeting rigorous audit standards across their entire estate.

myRentokil; proactive pest prevention and control.

*At point of technician visit

Installation & use

During a customer installation of myRentokil, barcodes are set up on your site by our pest control specialist, ensuring that our technicians are able to sync all pest activity findings and recommendations to the customer portal. Findings that are captured include:

- All details of pest activity found onsite
- Recommendations that support you in maintaining and improving your onsite pest management
- Servicing actions undertaken by the Rentokil specialist including the application of preparations

myRentokil is a web based application and for best performance should be accessed through the following supported web browsers:

- Google Chrome™
- Internet Explorer 11

Safari and Firefox are not supported.

In order to access all functionality, please ensure that pop-ups are enabled for the site.

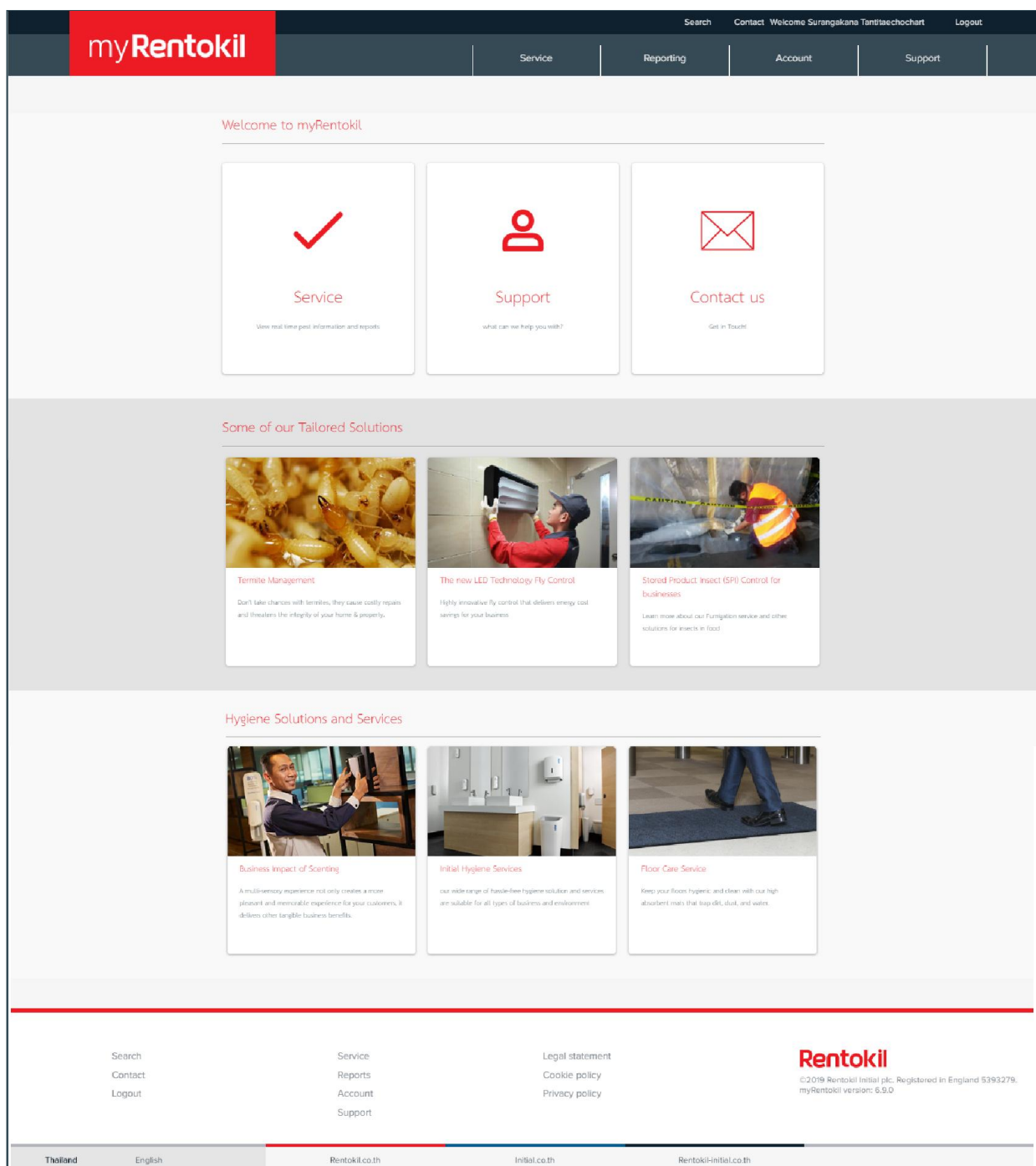
Logging into myRentokil

To login to myRentokil, please use the login credentials that you should have received in your email inbox upon installation of the barcode.

Then go to www.rentokil-initial.com/myaccount and insert your login credentials to access the portal.

Landing page

The landing page provides you with access to your service, support and contact details. Below the main modules, you are able to find a selection of resources that inform you on the latest trends, solutions, or services that we can offer you.



Service

The service section reveals all findings and actions taken during Rentokil visits at your site(s). This includes service details like the proof of service documentation, recommendations, and pest activity found.

At the top of all pages that are accessible on the secondary navigation menu you will find summary modules that provide you with large numbers to help inform and or prompt you into taking action. Underneath or to the right of these summary modules are grey sections that provide you with a breakdown or more information of the large number.

To download information you find on pages within the secondary navigation menu, simply click the 'download' button which is located top right of each page.

The screenshot displays the myRentokil website interface. At the top, there is a dark navigation bar with the myRentokil logo and a search bar. Below this is a primary navigation menu with tabs for Service, Reporting, Account, and Support. A secondary navigation menu is located below the primary navigation, with the 'Site summary' tab selected. The main content area shows a site summary for 'KidsAcademy International School (Srinakarin Camp, เลขที่ 23/1 ซอยศรีนครินทร์ 57 ถนนศรีนครินทร์)'. The summary features three large number cards: '5 Visits in last 12 months', '3 Visits with pest activity in last 12 months', and '1 Open recommendations'. Below these are three grey boxes providing breakdowns: 'Visits by type' (Technical Support, Routine, Callout), 'Last activity date' (29 August 2019), and 'Open recommendations by age' (1 91+days). The 'Last visit' section shows the date '29 August 2019' and three cards for '1 Recommendation', '0 Tasks', and '1 Pest species identified'. The 'Site details' section includes address, contract number, and visit frequency information. The footer contains search, contact, and support links, along with the Rentokil logo and copyright information.

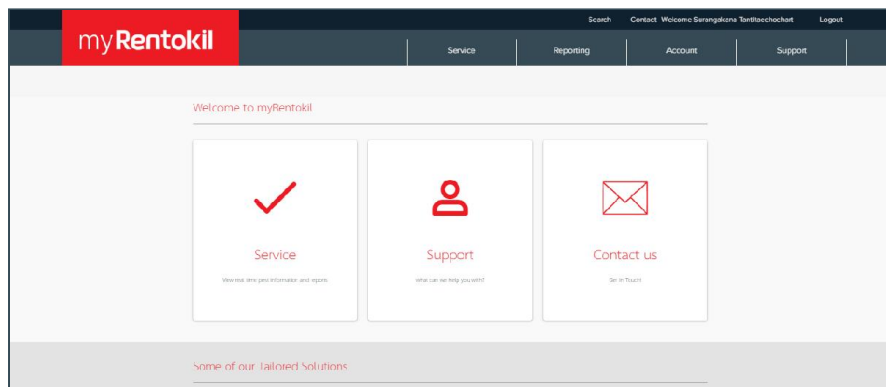
Primary Navigation

Secondary Navigation

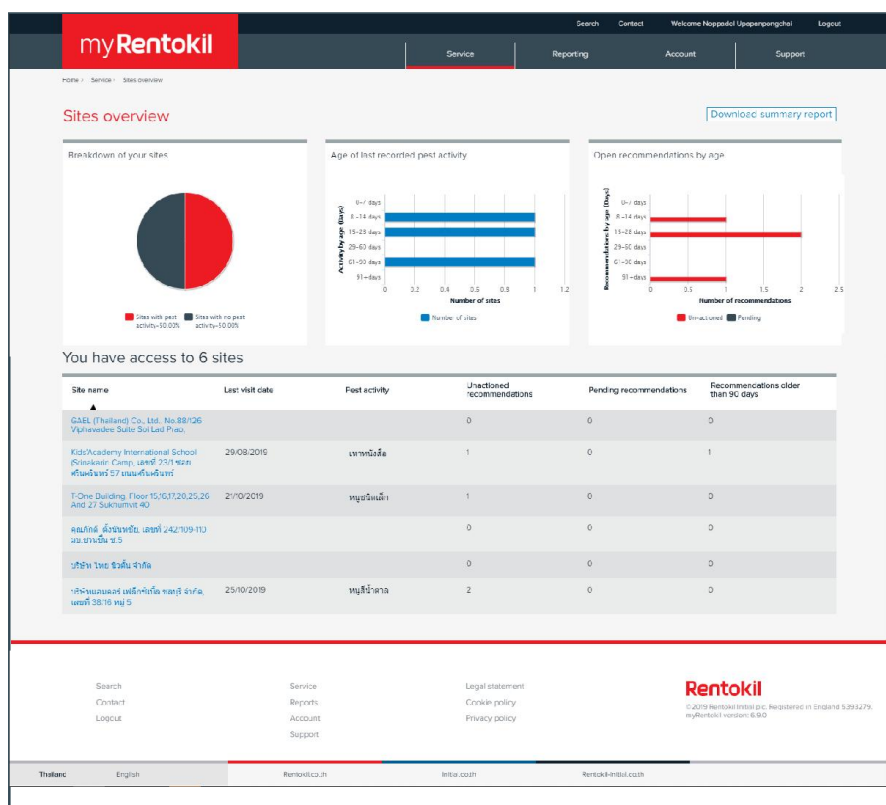
Large numbers

Selecting a site for further detailed insights

To gain detailed insights on a specific site:



1. Click on 'service' in the primary navigation menu. This will take you to the sites overview page which will give you a synopsis of site visits and performance across all your sites.



2. Scroll down to the table below the summary modules to view the sites you have access to, as well as site visits and pest activities.

3. To sort by alphabetical order (A-Z or Z-A), click on the header 'site name'.

4. To access further details around pest management and pest activity of a specific site, simply click on the blue text underneath the 'site name' header.

Note: If you already know the site you want to review, you may use the magnifying glass at the utility navigation on the landing page.

Understanding the site summary page

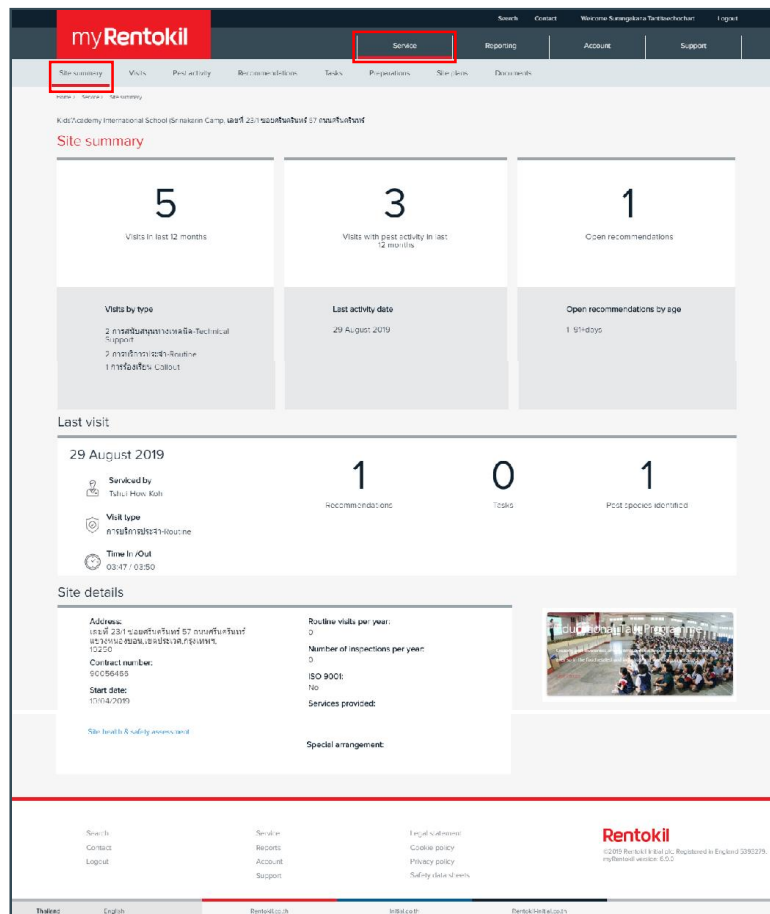
The site summary page provides you with an overview of Rentokil visits, pest activity, recommendations and contract details.

At the top of the page, summary modules highlight large numbers that you need to be aware of. A breakdown of the large number can be seen in the grey boxes below it - prompting you to action outstanding issues or activities that need to be followed up more closely.

This page also provides you with an overview of findings during the last visit and shows you the services related to your site as highlighted under 'site details'. To access the document that our technician's would have filled in upon inspection of your site's health & safety, please click on the blue text 'site health & safety assessment'.

To access the site summary page:

1. Click on 'service' in the primary navigation menu and select the site you want to inspect. This opens the 'site summary' which allows you to gain an overview of the last visit as well as the contract details.




Viewing a site's visit history

To view site visits:

1. Click on 'service' in the primary navigation menu and select the site you want to inspect.
2. On the secondary navigation, click on 'visits' to access an overview of all visits conducted at the selected site.
3. Filter the visit date by clicking on the drop down arrow and select the date range that you want to view.
4. To view the details of a particular visit, click the date of the visit. This will show you all the findings identified during that specific visit.


The screenshot shows the 'myRentokil' interface. The 'Service' menu is highlighted in the top navigation. The 'Visits' page for 'Kids'Academy International School' is displayed. It features a summary card showing 5 visits in the last 12 months, categorized by type: 2 Technical Support, 2 Routine, and 1 Callout. Below this is a 'Service history' table with the following data:

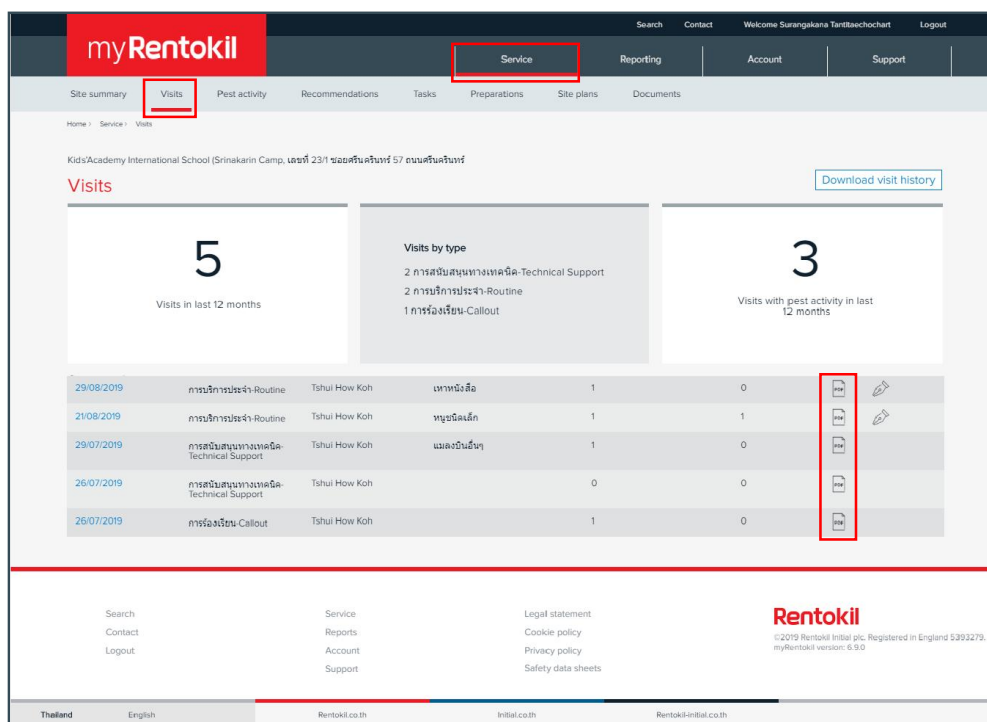
Visit date	Visit type	Service by	Pest activity	Recommendations	Tasks
28/06/2019	การบริการลูกค้า-Routine	Tahsil How Koh	แมลงสาบ	1	0
21/08/2019	การบริการลูกค้า-Routine	Tahsil How Koh	ขี้แมลงวัน	1	0
29/07/2019	การบริการลูกค้า-Technical Support	Tahsil How Koh	แมลงสาบ	1	0
26/07/2019	การบริการลูกค้า-Technical Support	Tahsil How Koh		0	0
26/07/2019	การบริการลูกค้า-Callout	Tahsil How Koh		1	0

Note: To view and download a proof of service document for a specific visit, click on  or alternatively select 'download visit history' on the top right of the page to download an excel spreadsheet with the details of the visits overview page.






Download a proof of service document

To download a proof of service document:

1. Click on 'service' in the primary navigation menu and select the site you want to inspect.
2. On the secondary navigation, click on 'visits' to access an overview of all visits conducted at the selected site.
3. On the very right column of the table, click on the  to download that visit's proof of service document.



The screenshot shows the myRentokil interface for a specific site. The primary navigation menu includes 'Service', 'Reporting', 'Account', and 'Support'. The secondary navigation menu includes 'Visits', 'Pest activity', 'Recommendations', 'Tasks', 'Preparations', 'Site plans', and 'Documents'. The 'Visits' page displays a summary of 5 visits in the last 12 months, broken down by type: 2 Technical Support and 1 Callout. A table lists individual visits with dates, descriptions, and a PDF download icon for each row.

Date	Description	Technician	Issue	Count	Count	Download
29/08/2019	การบริการประจำ-Routine	Tshui How Koh	เทहनังลือ	1	0	
21/08/2019	การบริการประจำ-Routine	Tshui How Koh	พายุฉฉีก	1	1	
29/07/2019	การสนับสนุนทางเทคนิค-Technical Support	Tshui How Koh	แมลงอินฮึน	1	0	
26/07/2019	การสนับสนุนทางเทคนิค-Technical Support	Tshui How Koh		0	0	
26/07/2019	การร้องเรียน-Callout	Tshui How Koh		1	0	

Digital visit signing

Digital visit signing is a feature that can be turned off or on for a specific customer. If you have this feature turned off but would like to have this enabled, please contact your account manager.


To digitally sign a visit:

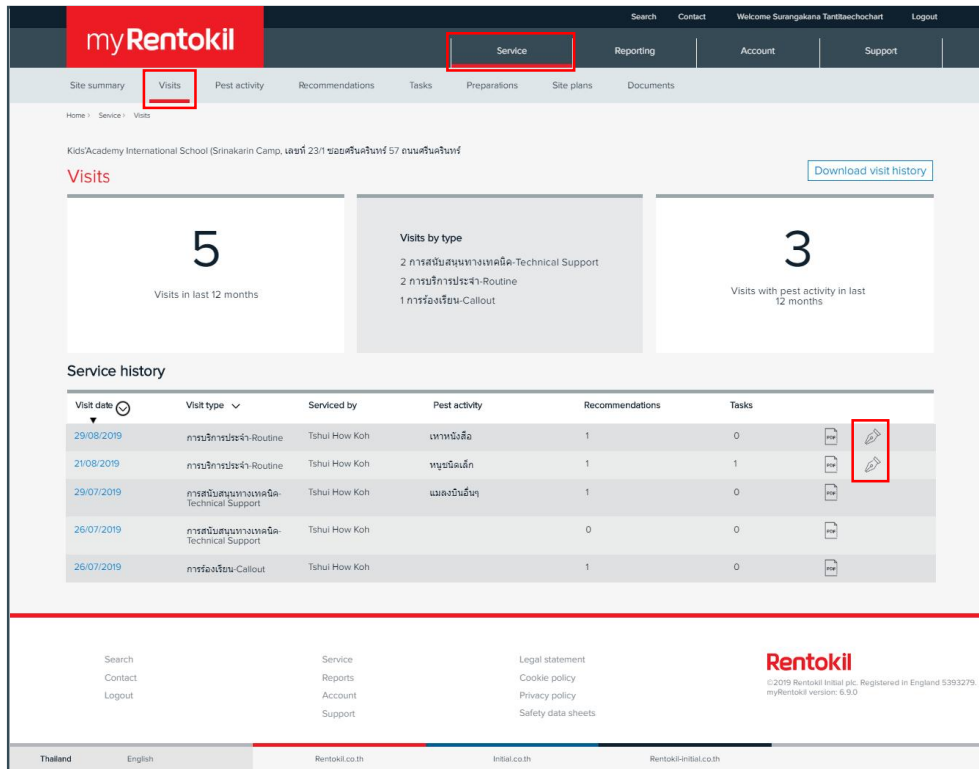
1. Click on 'service' in the primary navigation menu, then select the site you want to digitally sign for.
2. Select 'visits' in the secondary navigation bar then click on the date you want to sign for. This opens the visit detail page.
3. Scroll down to the visit notes section. To the right you will find a grey box that says 'visit not signed'.
4. To sign for the visit, enter the password that you use to login to your myRentokil account, then click on 'sign'.
5. An acknowledgment of the digital signature is now displayed. The digital signature shows who signed for the visit and at what date and time the visit was signed for.

The screenshot shows the myRentokil interface for a visit on 29 August 2019. The 'Visits' tab is selected in the secondary navigation. The visit summary shows 1 Recommendation, 1 Pest species identified, and 0 Tasks. The 'Visit Notes' section contains the text: "Called today to followup on mouse activity in warehouse . 1 mouse removed by weight room . Radar unit reset... No further activity found in canopy area. Carried out spray in test bakery store as flour bottles monitors left in key areas." A 'Visit Not Signed' dialog box is displayed on the right, with the text "Please enter your password to sign this" and a password input field with a 'Sign' button below it.

Viewing previously signed visits

To view which sites have previously been signed for:

1. Click on 'service' in the primary navigation menu, then select the site you want to digitally sign for.
2. Select 'visits' in the secondary navigation bar then scroll down to the table.
3. If a visit has been signed for, you should be able to see the  symbol. Click on the date to view details of the visit signing including who signed it and when it was signed.



The screenshot displays the myRentokil web application interface. At the top, the 'myRentokil' logo is on the left, and navigation links for 'Search', 'Contact', 'Welcome Surangkana Tantitechochart', and 'Logout' are on the right. Below this is a primary navigation menu with 'Service' highlighted in a red box. A secondary navigation bar contains 'Visits' (highlighted in a red box), 'Pest activity', 'Recommendations', 'Tasks', 'Preparations', 'Site plans', and 'Documents'. The main content area shows the site name 'KidsAcademy International School (Sinsakarín Camp, เลขที่ 23/1 ซอยศรีนครินทร์ 57 ถนนศรีนครินทร์)' and a 'Download visit history' button. There are three summary cards: '5 Visits in last 12 months', 'Visits by type' (listing 2 Technical Support, 2 Routine, and 1 Callout visits), and '3 Visits with pest activity in last 12 months'. Below these is a 'Service history' table with columns for Visit date, Visit type, Serviced by, Pest activity, Recommendations, and Tasks. A red box highlights a pen icon in the 'Tasks' column for the visit on 21/08/2019. The footer contains search and contact links, legal statements, and the Rentokil logo with copyright information.

Visit date	Visit type	Serviced by	Pest activity	Recommendations	Tasks
29/08/2019	การบริการประจำ-Routine	Tshui How Koh	เหาหนังสือ	1	0
21/08/2019	การบริการประจำ-Routine	Tshui How Koh	หนูชนิดเล็ก	1	1
29/07/2019	การสนับสนุนทางเทคนิค-Technical Support	Tshui How Koh	แมลงอินทรีย์	1	0
26/07/2019	การสนับสนุนทางเทคนิค-Technical Support	Tshui How Koh		0	0
26/07/2019	การร้องเรียน-Callout	Tshui How Koh		1	0


Viewing your onsite pest activity

Use the pest activity page to identify when and where pest activity has been found by our technicians. The summary modules at the top of the page show large numbers that provide you with the number of visits where pest activity was found, the last date that pest activity was found, as well as the number of species that were identified in the last 12 months.

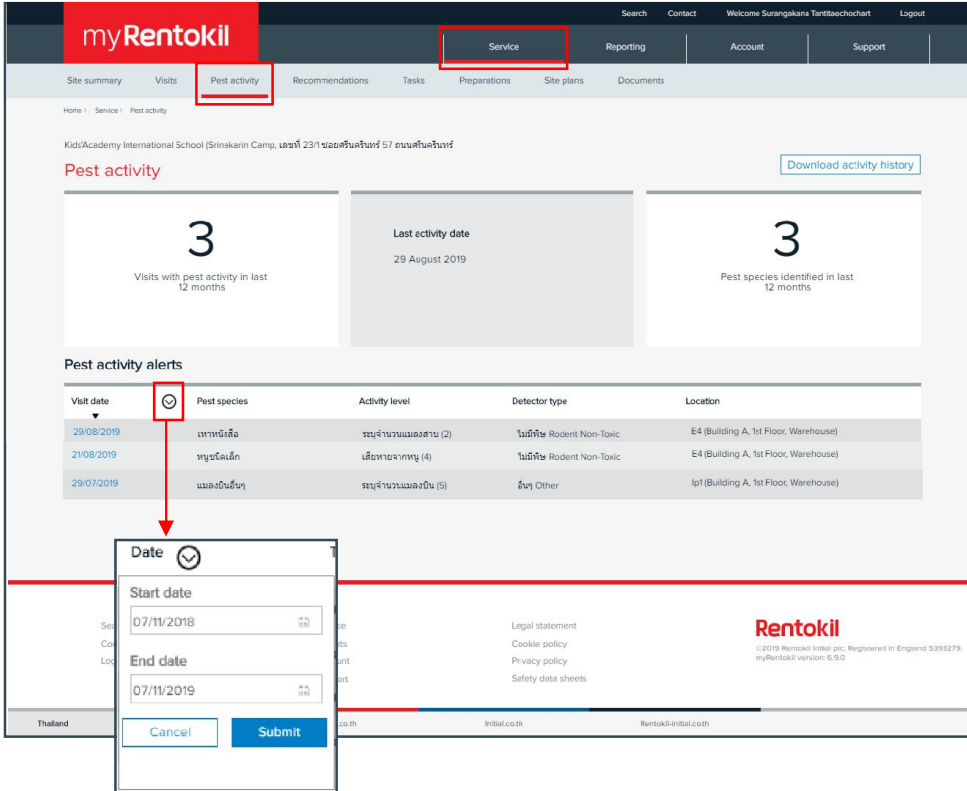
To view pest activity alerts:

1. Click on 'service' in the primary navigation menu, then select the site you want to inspect.

2. Select 'pest activity' in the secondary navigation bar.

3. Filter to a specific date range by clicking on the  next to 'Visit Date' to simplify your search and use the table to gain an overview of the pest species, activity level, detector type and location of pest activity that was found at each of the visit dates.

4. For more information on a specific pest activity, click on the date. This will take you to the visit details page where at the bottom of the page you can find recommendations associated to the pest activity, tasks that Rentokil needs to carry out, any preparations used to minimise pest infestation, and further detector information.

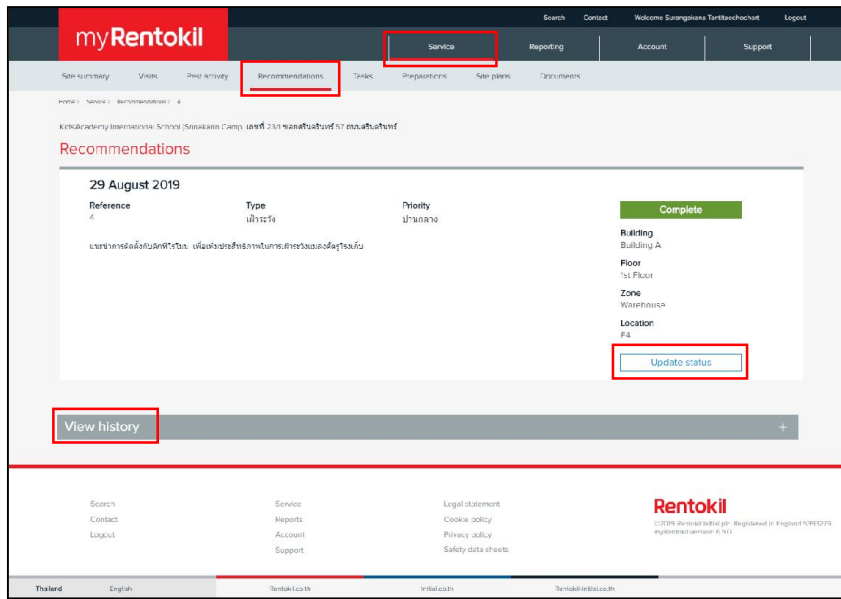


The screenshot shows the myRentokil interface for viewing pest activity. At the top, the 'Service' menu item is highlighted. The secondary navigation bar includes 'Pest activity', which is also highlighted. The page title is 'Pest activity' for the site 'KidsAcademy International School (Sinsakarín Camp, เขตท่า 23/1 เขตสวนหลวง 57 ถนนพหลโยธิน)'. Summary statistics are displayed in three cards: 3 visits with pest activity in the last 12 months, Last activity date 29 August 2019, and 3 pest species identified in the last 12 months. A 'Download activity history' button is present. Below the summary is a 'Pest activity alerts' table with columns for Visit date, Pest species, Activity level, Detector type, and Location. A date filter dropdown menu is open over the 'Visit date' column, showing 'Start date' (07/11/2018) and 'End date' (07/11/2019) fields, with 'Cancel' and 'Submit' buttons. The footer includes the Rentokil logo and copyright information.

Visit date	Pest species	Activity level	Detector type	Location
23/08/2019	เพชราดำสี	ระบุจำนวนแมลงสาบ (2)	ไม่พิษ Rodent Non-Toxic	E4 (Building A, 1st Floor, Warehouse)
21/08/2019	หนูชนิดเล็ก	เสียหายจากหนู (4)	ไม่พิษ Rodent Non-Toxic	E4 (Building A, 1st Floor, Warehouse)
29/07/2019	แมลงชนิดอื่น	ระบุจำนวนแมลงอื่น (5)	อื่นๆ Other	Ip1 (Building A, 1st Floor, Warehouse)

Recommendations management

To view and change the recommendation status:



1. Click on 'service' in the primary navigation menu, then select the site you want to inspect.

2. Select 'recommendations' in the secondary navigation bar.

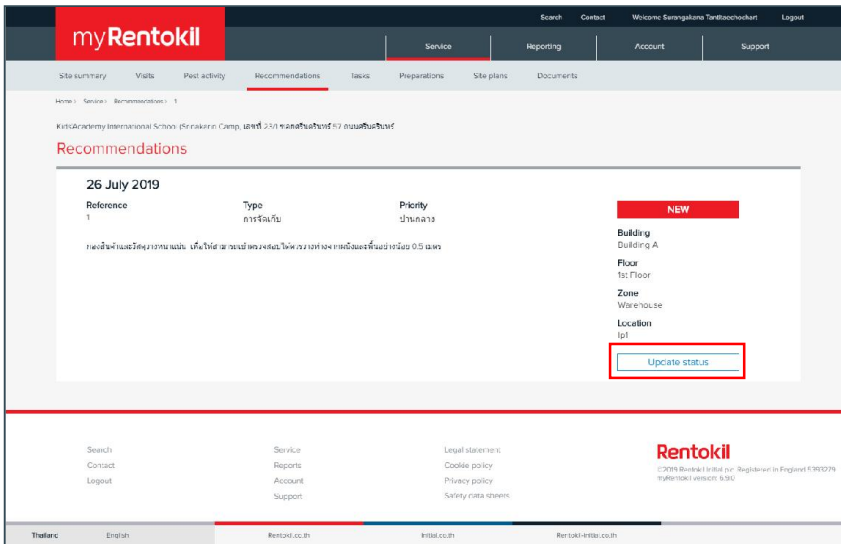
3. Scroll to the bottom of the page to access an overview of all the recommendations that Rentokil technicians have provided this specific site.

4. Filter to a specific date range or click on a date to access further information and update the status. This opens a new page.

5. Scroll down to view the recommendation and click on 'update status'.

6. Select the new status update and click on 'update status'.

7. View the historical overview of the status updates at the bottom of the page underneath the grey bar called 'view history'.



Viewing tasks

To view tasks:

1. Click on 'service' in the primary navigation menu, then select the site you want to inspect.
2. Select 'tasks' in the secondary navigation bar.
3. Scroll to the bottom of the page to access an overview of all the tasks for the specific site.
4. Filter to a specific date range by clicking on the \checkmark next to 'Date', or click on a date to access further information and history of task updates. This opens a new page.
5. Scroll down to view the task as well as its current status.
6. View the historical overview of the status updates at the bottom of the page underneath the grey bar called 'view history'.

The screenshot shows the myRentokil interface. At the top, there is a navigation bar with 'myRentokil' on the left and 'Search', 'Contact', 'Welcome Surangkana Tanttaachart', and 'Logout' on the right. Below this is a secondary navigation bar with 'Site summary', 'Visits', 'Pest activity', 'Recommendations', 'Tasks', 'Preparations', 'Site plans', and 'Documents'. The 'Tasks' tab is selected and highlighted with a red box. The main content area shows the site name 'KidsAcademy International School (Srinakarin Camp, เขตที่ 23/1 แขวงสันติวิถี 5/ ถนนสันติวิถี)' and a 'Tasks' section with three cards: 'Open Rentokil tasks' (0), 'Open Rentokil tasks by type', and 'Closed Rentokil tasks in last 12 months' (0). Below this is a table of tasks with columns: Ref, Date, Type, Status, Location, and Detail. The first row shows a task with Ref '1', Date '20/08/2019', Type 'เครื่องล้างแมลงด้วยแสงไฟ', Status 'ปิด', Location 'E4 (Building A, 1st Floor, Warehouse)', and Detail 'เครื่องล้างแมลงฆ่าจุลินทรีย์ในธรรมชาติที่ปลอดภัย'. A red arrow points from the 'Date' column header to a date filter dropdown menu. The dropdown menu is titled 'Date' and has a checkmark icon. It contains 'Start date' (07/11/2018) and 'End date' (07/11/2019) fields, both with calendar icons. There are 'Cancel' and 'Submit' buttons at the bottom of the dropdown. The footer of the page includes 'Thailand', 'Rentokil.co.th', 'Initial.co.th', 'Rentokil-Initial.co.th', and the Rentokil logo with copyright information: '© 2019 Rentokil Initial plc. Registered in England 5393279. myRentokil version: 6.0.0'.

View preparations used

To view details of the preparations used:

1. Click on 'service' in the primary navigation menu, then select the site you want to inspect.
2. Select 'preparations' in the secondary navigation bar.
3. Scroll to the bottom of the page to access an overview of all the preparations used at the specific site.
4. Filter to a specific date range by clicking on the \vee next to 'Visit date', or click on a date to access further information and history of task updates. This opens a new page.
5. Scroll down to the bottom of the page and click on the grey bar called 'preparations used'. This will give you information on the location, the detector type, the amount, and type of preparation that was used during that specific visit date.

The screenshot shows the myRentokil interface for a specific site. The primary navigation menu includes 'Service', 'Reporting', 'Account', and 'Support'. The secondary navigation bar includes 'Site summary', 'Visits', 'Pest activity', 'Recommendations', 'Tasks', 'Preparations', 'Site plans', and 'Documents'. The 'Preparations' section is active, showing a summary of 2 preparations used in the last 12 months. A table titled 'Preparations used' lists the following data:

Visit date	Detector type	Preparation used	Amount	Batch number	Location
21/08/2018	ไม่พิษ Rodent Non-Toxic	Black Rat Box / กล่องดักหนูสีดำ	3.0 pcs		E4 (Building A, 1st Floor, Warehouse)
29/07/2018	อื่นๆ Other	กระดามหนู I Trap 50E	2.0 pcs (ชิ้น)		Ip1 (Building A, 1st Floor, Warehouse)

A date filter dropdown is open, showing a date range from 07/11/2018 to 07/11/2019. The footer includes the Rentokil logo, copyright information, and links to Service, Reports, Account, Support, Legal statement, Cookie policy, Privacy policy, and Safety data sheets.

Accessing your site plan

To view your site plan:

1. Click on 'service' in the primary navigation menu, then select the site you want to inspect.
2. Select 'site plans' in the secondary navigation bar.
3. Scroll down and filter your building and floor to reveal the site plan.

The screenshot shows the myRentokil web interface. The top navigation bar includes 'Service', 'Reporting', 'Account', and 'Support'. The secondary navigation bar has 'Site plans' highlighted. The main content area displays 'Site plans' for 'KidsAcademy International School (Srinakarin Camp, เขตหลักสี่ 23/1 ซอยศรีนครินทร์ 67 แขวงศรีนครินทร์)'. A 'Download site plan' button is visible. Below the filters, a site plan map shows various rooms with colored dots representing detectors. A legend identifies the colors: pink for 'อื่นๆ Other', green for 'ไม่พิษ Rodent Non-Toxic', red for 'หนู Rodent', and black for 'การตรวจจับแมลง Insect Detection'. A table below the map provides 'Detector information' with columns for Zone, Location, Detector type, Detector, Barcode, Last activity, and Open recs.

Zone	Location	Detector type	Detector	Barcode	Last activity	Open recs
Warehouse	lp1	อื่นๆ Other	Int Inspection Point	123456	29/10/2019	1
Warehouse	E4	ไม่พิษ Rodent Non-Toxic	ทรงฉัตร	6000000051	29/08/2019	0
Warehouse	lp 3	หนู Rodent	สถานีเชื้อพิษอเนกชาติ	366882475		0
Warehouse	lp 2	การตรวจจับแมลง Insect Detection	อุปกรณ์ตรวจจับแมลง	53634563		0

Note: Blinking dots mean that activity was found at that detector during the last visit.

Viewing detector information

To view information on detectors:

1. Click on 'service' in the primary navigation menu, then select the site you want to inspect.
2. Select 'site plans' in the secondary navigation bar and filter your building and floor to reveal the site plan.
3. Scroll to the section called 'detector information', located beneath the site plan. This gives you an overview of all detectors located on the displayed site plan.
4. The table outlines where the detector is located, its barcode, the type of pests it detects, when last activity was recorded, and if there are open recommendations associated to that detector.

myRentokil

Service Reporting Account Support

Site summary Visits Pest activity Recommendations Tasks Preparations **Site plans** Documents

Home > Service > Site plans

KidsAcademy International School (Sinakarim Camp, เลขที่ 2311 ซอยศรีนครินทร์ 57 ถนนศรีนครินทร์)

Site plans [Download site plan](#)

Building: Building A
Date created: 08/08/2019
Floor: 1st Floor
Version: 1

Legend:
• สีชมพู Other
• สีเขียว Rodent Non-Toxic
• สีน้ำเงิน Rodent
• สีดำ การตรวจจุดแมลง Insect Detection

Detector information

Zone	Location	Detector type	Detector	Barcode	Last activity	Open recs
Warehouse	lp1	อื่นๆ Other	Int Inspection Point	123456	29/07/2019	1
Warehouse	E4	ไม่พิษ Rodent Non-Toxic	กรงสัตว์หนู	6000000051	29/08/2019	0
Warehouse	lp 3	หนู Rodent	สถานีเหยื่อพิษรบกวนอาคาร	366882475		0
Warehouse	lp 2	การตรวจจุดแมลง Insect Detection	อุปกรณ์ตรวจจุดแมลง	53634563		0

Search Contact Logout

Service Reports Account Support

Legal statement Cookie policy Privacy policy Safety data sheets

Rentokil
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myRentokil version: 6.3.0

Thailand English

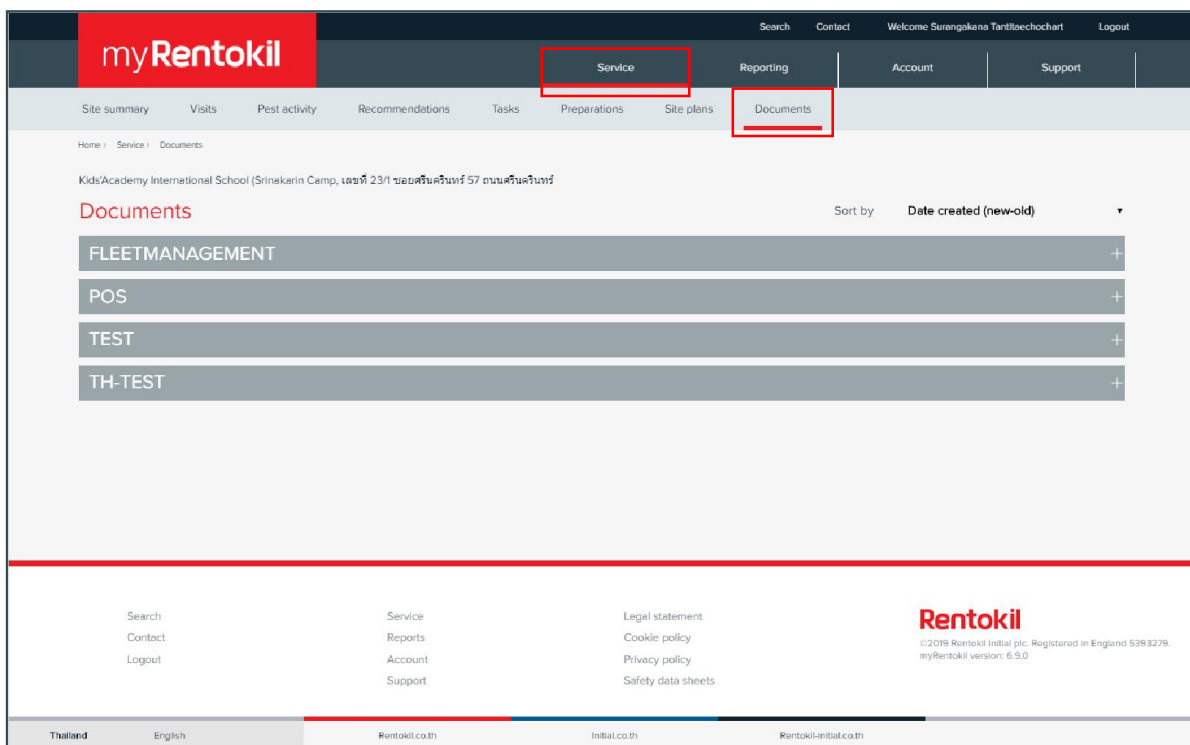
Rentokil.co.th initial.co.th Rentokil-initial.co.th

Viewing your documents

View a list of important documents related to your site(s). This page will also provide you with a date of when the document was created and when it will expire.

To view documents:

1. Click on 'service' in the primary navigation menu, then select the site you want to inspect.
2. Select 'documents' in the secondary navigation bar.
3. Click on the grey bars to reveal documents related to that topic.
4. Click on a document title to download the document.



The screenshot shows the myRentokil interface. At the top, the 'myRentokil' logo is on the left, and navigation links for Search, Contact, Welcome Surengokana Taritbaechochart, and Logout are on the right. Below this is a primary navigation bar with 'Service' highlighted in a red box. Under 'Service', there are sub-menus: Site summary, Visits, Pest activity, Recommendations, Tasks, Preparations, Site plans, and 'Documents', which is also highlighted in a red box. The breadcrumb trail shows 'Home > Service > Documents'. The main content area is titled 'Documents' and shows a list of document categories: FLEETMANAGEMENT, POS, TEST, and TH-TEST, each with a plus sign to expand it. A 'Sort by' dropdown is set to 'Date created (new-old)'. The footer contains links for Search, Contact, Logout, Service, Reports, Account, Support, Legal statement, Cookie policy, Privacy policy, and Safety data sheets. The Rentokil logo and copyright information are also present in the footer.

 Note: Use the sort function to support you in finding your documents more efficiently.

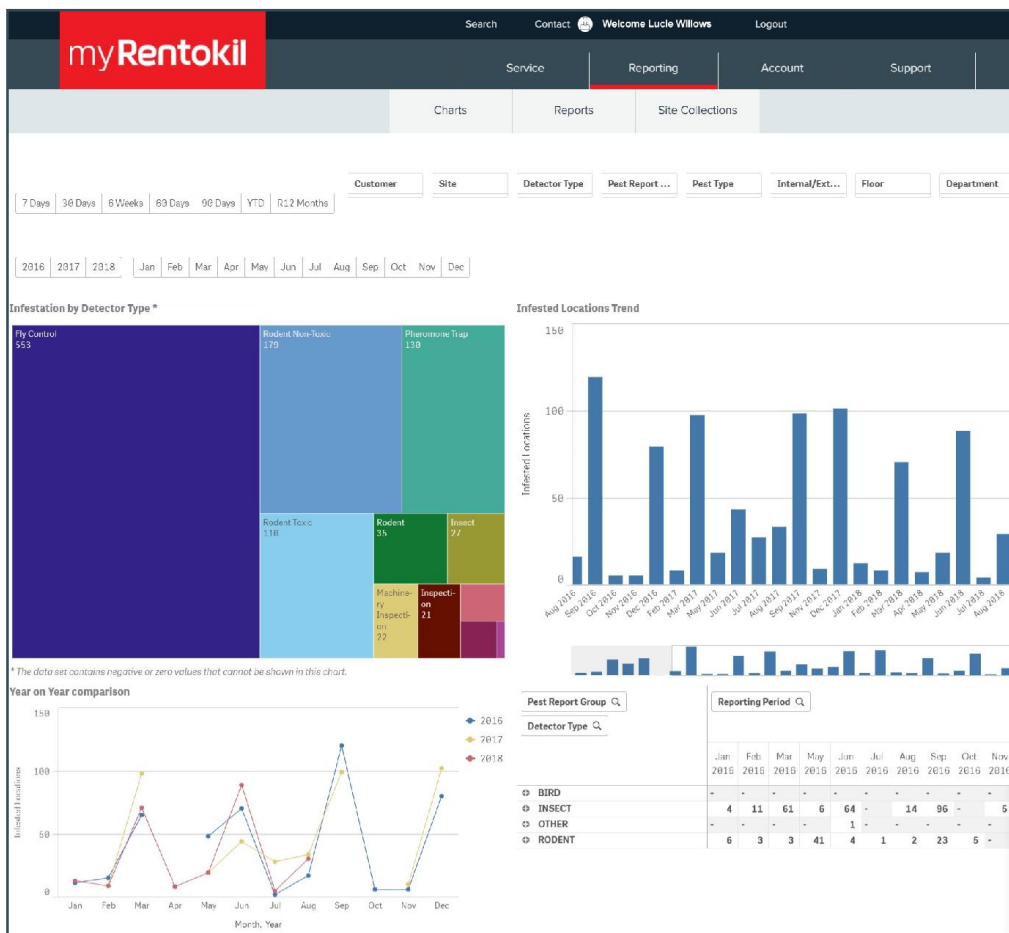
Reporting

This section helps you extract information from the portal such that you can do further analysis or be informed through automated reports which are sent directly into your inbox.

To help you with reporting, you can either select a single site or create a site collection. Site collections are a grouping of sites that you can create in order to report on.

Using charts to support analysis



Charts help you identify historical records of pest activity and recommendations over a selected period of time. The charts function allows you to dynamically view data and drill down to specifics to ensure that you have a good overview of your onsite pest activity, allowing you to be more proactive in your pest management.

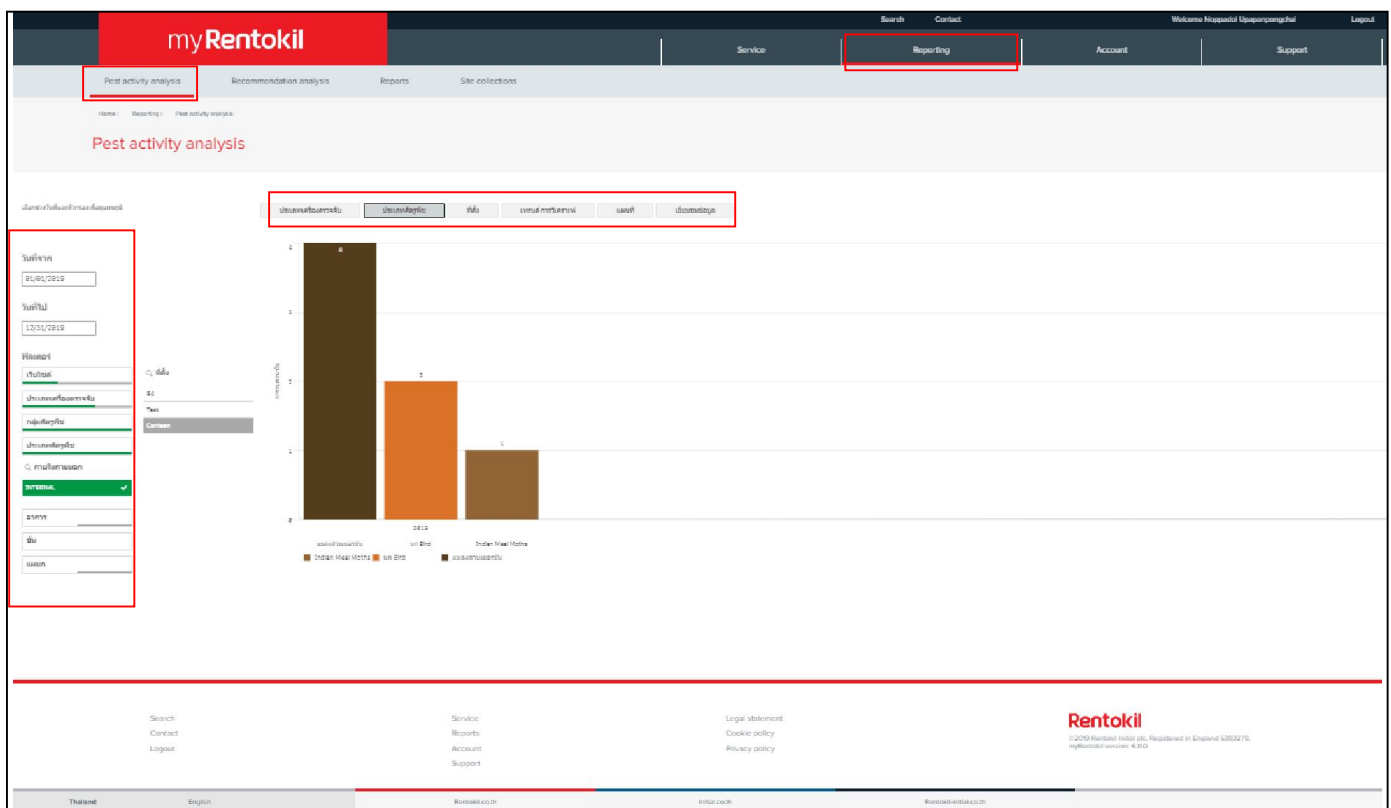



Navigating through ‘pest activity opinion’

This part of the portal allows you to look at your onsite pest activity and conduct trend analysis on the information collected.

To use the pest activity option:

1. Click on ‘reporting’ in the primary navigation menu, then click on ‘Pest activity analysis’ in the secondary navigation menu.
2. On the dashboard, adjust the filters by selecting items in each of the filters. Click .
4. Select the timeframe you want the dashboard to display.
5. Select the year(s) and month(s) range you want to view.
6. To deselect the item, click on the  icon or go back to the filters and readjust accordingly.





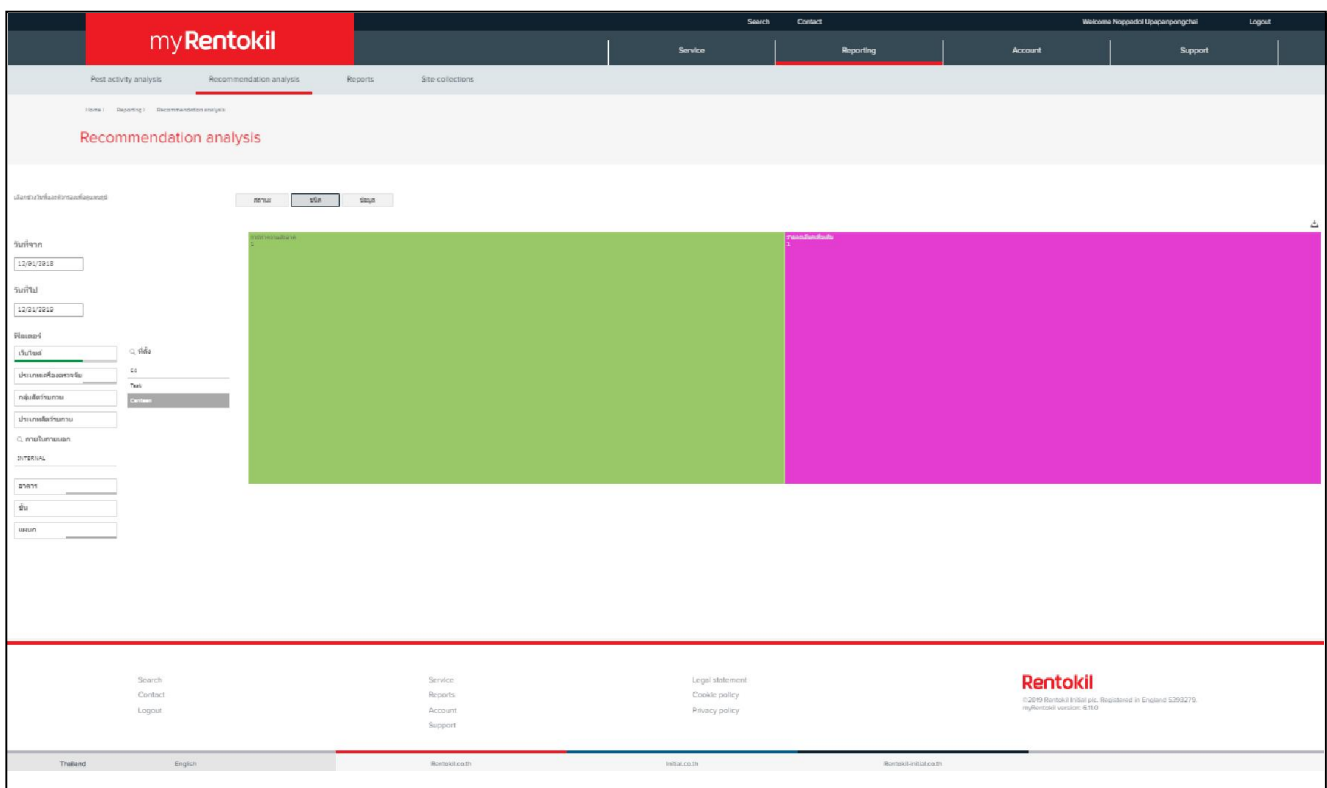
 **Note:** Click on a cube in the ‘infestation by detector type’ and watch all the other charts adapt their visuals to show which months had activity of the pest you selected in the ‘infestation by detector type’ graphic. You can do this for each of the graphics.


Navigating through ‘recommendations option’

This part of the portal allows you to look at your onsite pest activity and conduct trend analysis on the information collected.

To use the pest activity option:

1. Click on ‘reporting’ in the primary navigation menu, then click on ‘Recommendation analysis’ in the secondary navigation menu.
2. On the dashboard, adjust the filters by selecting items in each of the filters. Click 
3. Select the timeframe you want the dashboard to display.
4. Select the year(s) and month(s) range you want to view.
5. To deselect the item, click on  or go back to the filters and readjust accordingly.



 Note: Click on a cube in the ‘infestation by detector type’ and watch all the other charts adapt their visuals to show which months had activity of the pest you selected in the ‘infestation by detector type’ graphic. You can do this for each of the graphics.

Creating and automating reports

This section allows you to create and automate 3 types of reports:

- Pest activity, recommendations & preparations report
- Visits & tasks report
- Audit report

To create a report:

1. Click on 'reporting' in the primary navigation menu.
2. Select which report you want to create.
3. Follow instructions to the right of the screen and click on next.
4. Once the entire form is completed, click 'submit' to run and save the report.
5. All reports that you create are saved under 'existing reports', which is found on the main report page. To run or edit existing reports, simply click the ▶ or the 🗑 symbol.

The screenshot shows the 'myRentokil' web interface. The top navigation bar includes 'Search', 'Contact', 'Welcome Noppadol Uppapornponghai', and 'Logout'. Below this, there are tabs for 'Service', 'Reporting' (highlighted in red), 'Account', and 'Support'. The main content area is titled 'Reports' and contains a 'Create report' sidebar on the left and a main form on the right. The sidebar lists 'Pest activity, Recommendations & Preparations' as the selected report type. The main form has several sections: 'Report type and location' with a 'Report title' field; 'Type of report' with radio buttons for 'All', 'Pest activity', 'Recommendations', and 'Preparations'; 'What format should the report be' with radio buttons for 'Excel' (selected) and 'PDF'; 'Where would you like this report emailed to?' with an email field containing 'kurnhop@gmail.com'; 'When would you like the report to run?' with a date picker; and 'Which sites would you like to report on?' with a dropdown menu set to 'All'. A 'Next' button is highlighted in red at the bottom right of the form. The footer contains links for 'Search', 'Contact', 'Logout', 'Service', 'Reports', 'Account', 'Support', 'Legal statement', 'Cookie policy', 'Privacy policy', and 'Safety data sheets'. The Rentokil logo and copyright information are also present.



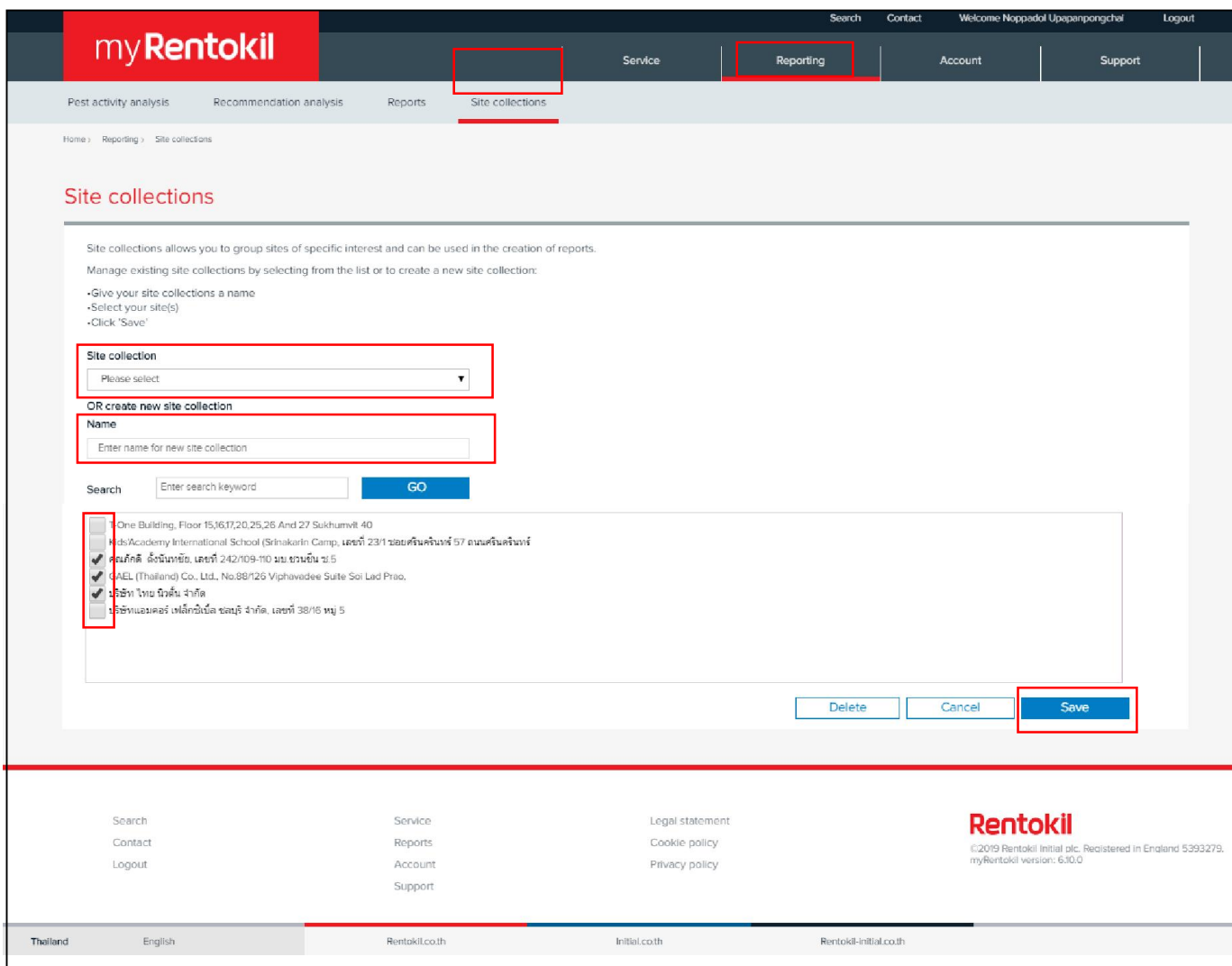
Note: To report on a selection or grouping of sites, create a site collection. Site collections allow you to define which sites should be grouped into a single collection e.g. sites from a single state or province.

Creating and editing site collections

A site collection allows you to define which sites should be grouped into a single collection - allowing you to create reports that incorporate data from a defined set of sites. This is particularly useful for when, for example, you want to report on pest activity by region.

E.g. You could create a site collection by selecting the sites that exist in the Southern region and name the site collection 'Region South'. This is to ensure that when you create a report on that specific region, you can select the site collection you want the report data to reflect.

1. On the primary navigation menu click on 'reporting', then in the secondary navigation select 'site collections'.
2. Enter a name for the new site collection or select the site collection that you want to edit.
3. Click the selected sites to add them to the site collection. To remove sites you do not want in the site collection click again to remove ✓ out.
4. Click 'save' to save the site collection.



The account section allows you to manage your user settings including updating visit notification preferences, country and language preferences, and changing your password.

Updating your visit notification preferences

To update your visit notification preferences:

1. On the primary navigation menu click on 'account'.
2. Under the header 'visit notification preferences' use the drop down filter to select the type of visit notification you would like to receive.
3. Click 'save'.

The screenshot displays the 'myRentokil' account settings page. The navigation bar includes 'Search', 'Contact', 'Welcome Noppadol Uppanpongchai', and 'Logout'. The main navigation menu has 'Service', 'Reporting', 'Account', and 'Support'. The 'Account' section is active, showing 'User settings'.

User settings

Visit notifications

For myRentokil there are 3 options for visit notifications:

- Standard: contains basic visit details
- Extended: more concise details to activity level
- POS: a Proof of Service report will be emailed to the user on completion of the visit.

Select from the following options to receive post visit notifications

None

Save

Preferences

Country

Thailand

Language

English

Receive marketing communications from Rentokil

Save

Change password

Current password

Current password

Enter new password

Enter new password

Confirm new password

Confirm password

Save

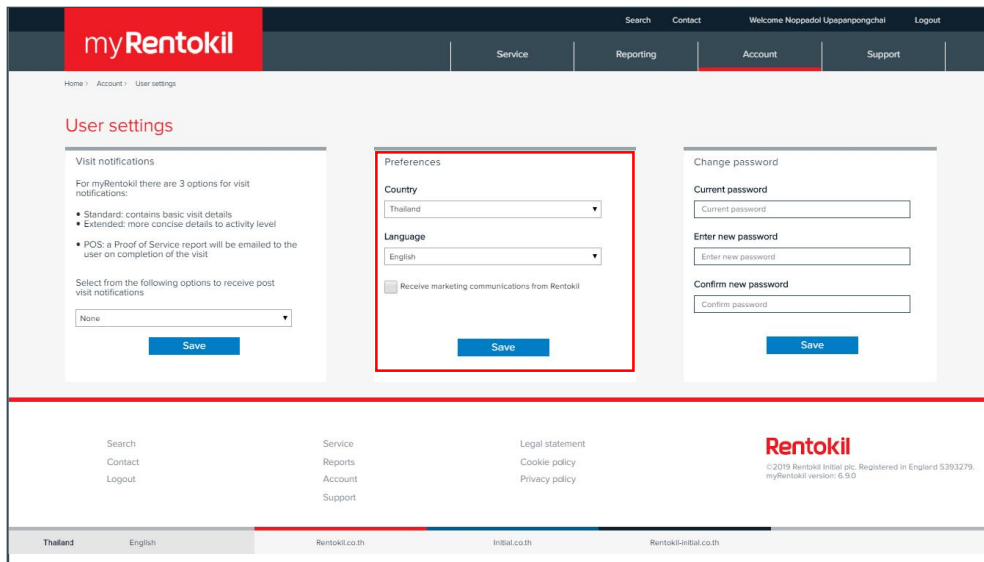
Footer: Search, Contact, Logout, Service, Reports, Account, Support, Legal statement, Cookie policy, Privacy policy, Rentokil, ©2019 Rentokil Initial plc. Registered in England 5393279. myRentokil version: 6.9.0

Thailand, English, Rentokil.co.th, Initial.co.th, Rentokil-Initial.co.th

Updating your country and language preferences

To update your country and language preferences:

1. On the primary navigation menu click on 'account'.
2. Under the header 'preferences' use the drop down filters to select the country and the language you would like displayed.
3. Click 'save'.

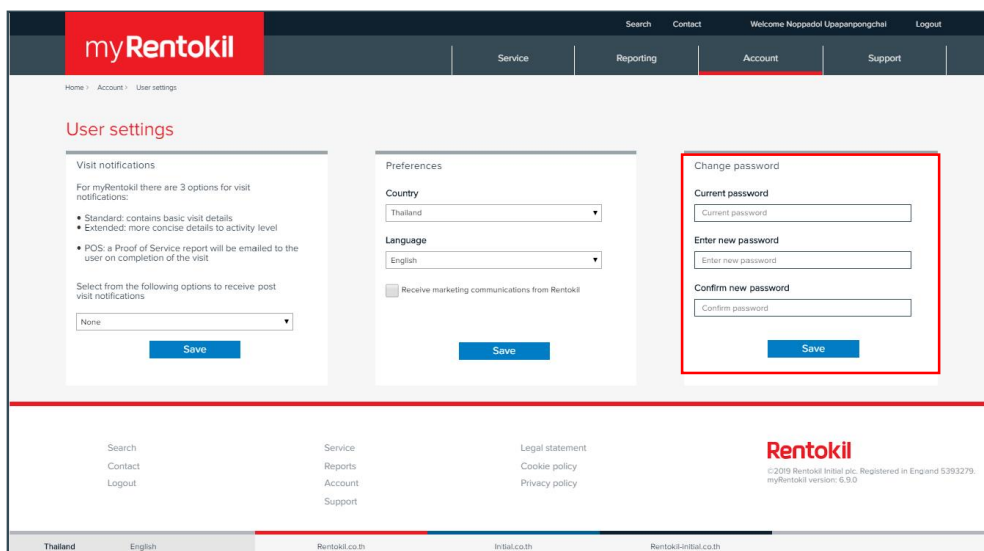


The screenshot shows the 'myRentokil' user settings page. The 'Account' menu item is selected in the top navigation. The 'User settings' page is divided into three main sections: 'Visit notifications', 'Preferences', and 'Change password'. The 'Preferences' section is highlighted with a red border and contains dropdown menus for 'Country' (set to Thailand) and 'Language' (set to English), along with a checkbox for 'Receive marketing communications from Rentokil'. A 'Save' button is located at the bottom of this section. The footer includes links for Search, Contact, Logout, Service, Reports, Account, Support, Legal statement, Cookie policy, and Privacy policy, along with the Rentokil logo and copyright information.

Changing your password

To change or update your password:

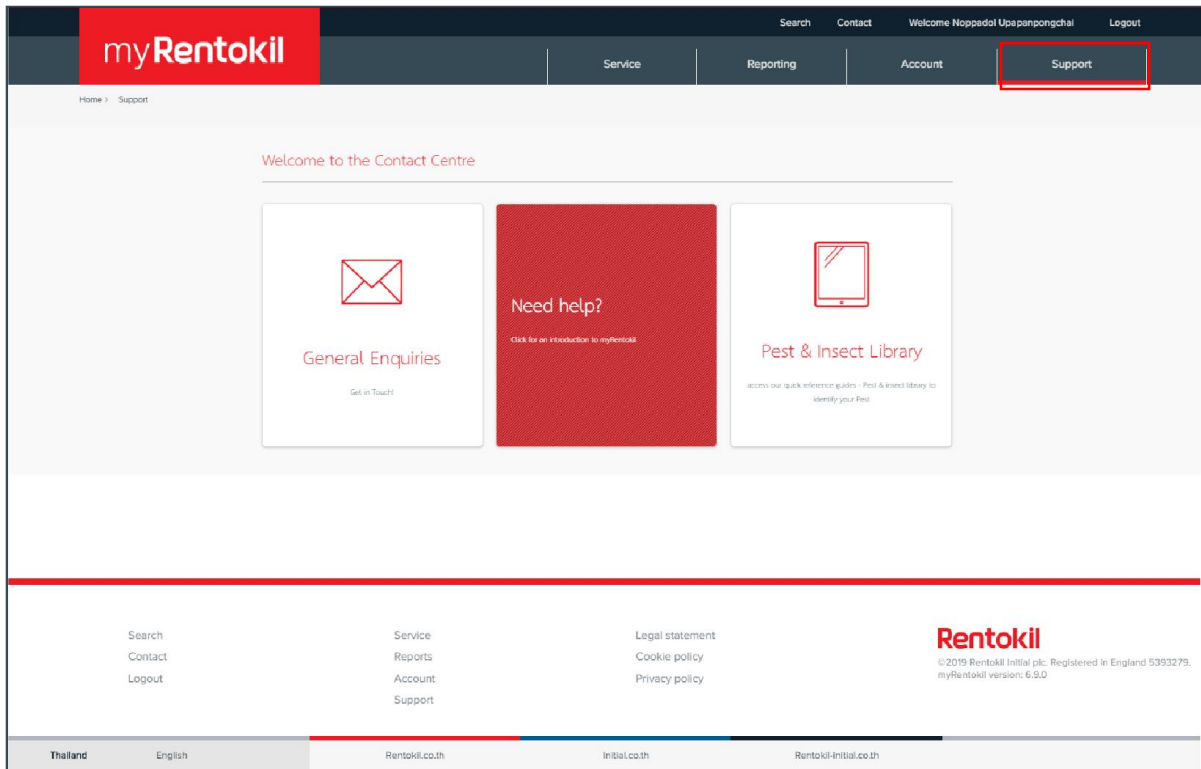
1. On the primary navigation menu click on 'account'.
2. Under the header 'change password' insert your current and new password in the relevant text fields.
3. Click 'save'.



The screenshot shows the 'myRentokil' user settings page. The 'Account' menu item is selected in the top navigation. The 'User settings' page is divided into three main sections: 'Visit notifications', 'Preferences', and 'Change password'. The 'Change password' section is highlighted with a red border and contains three text input fields: 'Current password', 'Enter new password', and 'Confirm new password'. A 'Save' button is located at the bottom of this section. The footer includes links for Search, Contact, Logout, Service, Reports, Account, Support, Legal statement, Cookie policy, and Privacy policy, along with the Rentokil logo and copyright information.

Support

This section of the portal allows you to contact us with any queries and access further information such as the myRentokil manual and Pest & Insect Library.



Rentokil

Rentokil is a global leader in pest control, bringing expert, reliable and professional advice to commercial and residential customers in over 70 countries worldwide. Over 36,000 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/myRentokil