

# Rentokil

myRentokil

Lite 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.

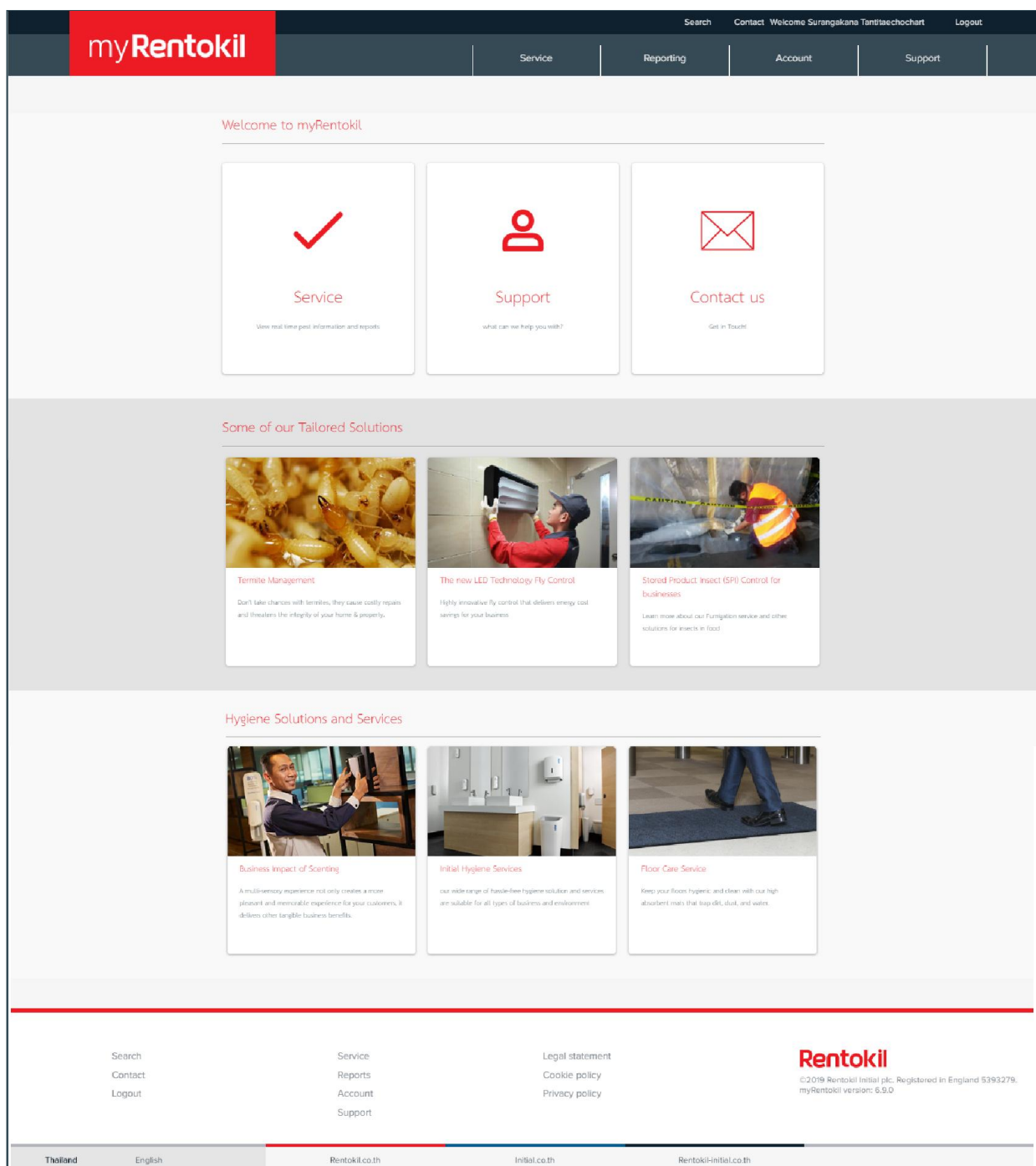
# Logging into myRentokil

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.com/myaccount](http://www.rentokil.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.



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.

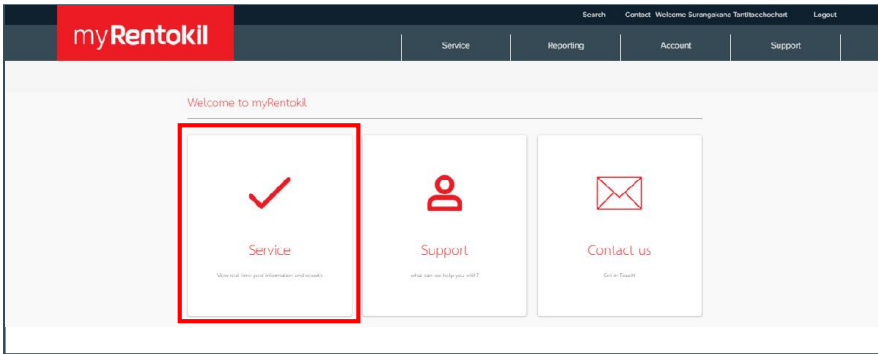
To download information you find on pages within the secondary navigation menu, simply click the 'download' button which is located top right of each page.

The screenshot shows the myRentokil web application interface. Red boxes highlight the following elements:

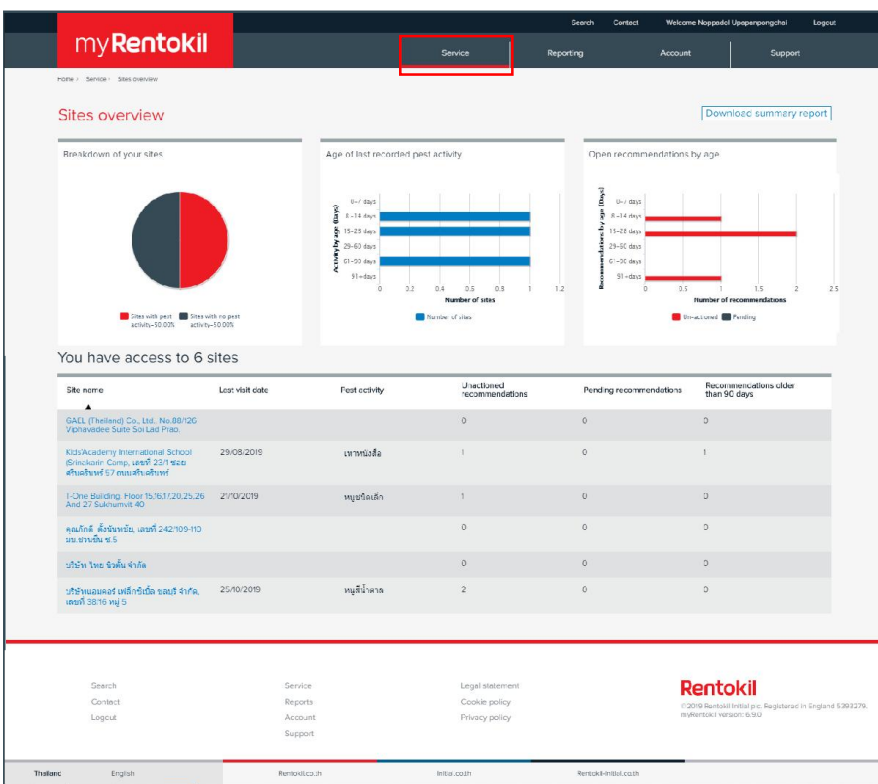
- Primary Navigation:** A dark grey bar at the top containing the myRentokil logo and menu items: Search, Contact, Welcome Surangkana Tarntaechochart, and Logout.
- Secondary Navigation:** A light grey bar below the primary navigation with menu items: Site summary, Visits, Pest activity, Recommendations, Tasks, Preparations, Site plans, and Documents.
- Large numbers:** A section with three large white cards on a grey background:
  - 5 Visits in last 12 months
  - 3 Visits with pest activity in last 12 months
  - 1 Open recommendations
- Breakdown sections:** Three grey boxes providing details for the large numbers:
  - Visits by type:** 2 การสนับสนุนทางเทคนิค-Technical Support, 2 การบริการประจำ-Routine, 1 การร้องเรียน-Callout
  - Last activity date:** 29 August 2019
  - Open recommendations by age:** 1 91+days
- Last visit:** A section for the visit on 29 August 2019, including:
  - Serviced by:** Tshui How Koh
  - Visit type:** การบริการประจำ-Routine
  - Time In /Out:** 03:47 / 03:50
  - Summary cards:** 1 Recommendations, 0 Tasks, 1 Pest species identified
- Site details:** A section with key information:
  - Address:** เลขที่ 23/1 ซอยศรีนครินทร์ 57 ถนนศรีนครินทร์ แขวงคลองเตยใหม่ เขตปทุมธานี กรุงเทพฯ 10250
  - Contract number:** 90058466
  - Start date:** 10/04/2019
  - Routine visits per year:** 0
  - Number of inspections per year:** 0
  - ISO 9001:** No
  - Services provided:**
  - Special arrangement:**
- Footer:** A dark grey bar with links for Search, Contact, Logout, Service, Reports, Account, Support, Legal statement, Cookie policy, Privacy policy, and Safety data sheets. It also features the Rentokil logo and copyright information: © 2019 Rentokil Initial plc. Registered in England 5393279. myRentokil version: 6.9.0.

# 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

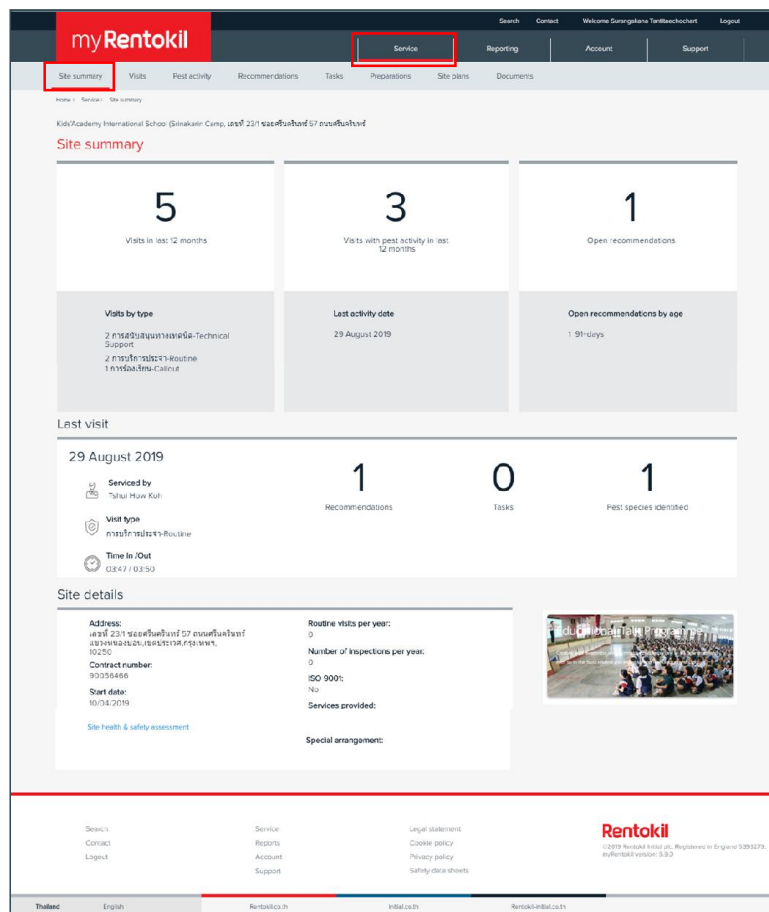
The site summary page provides you with an overview of Rentokil visits, pest activity, recommendations and contract details.

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:

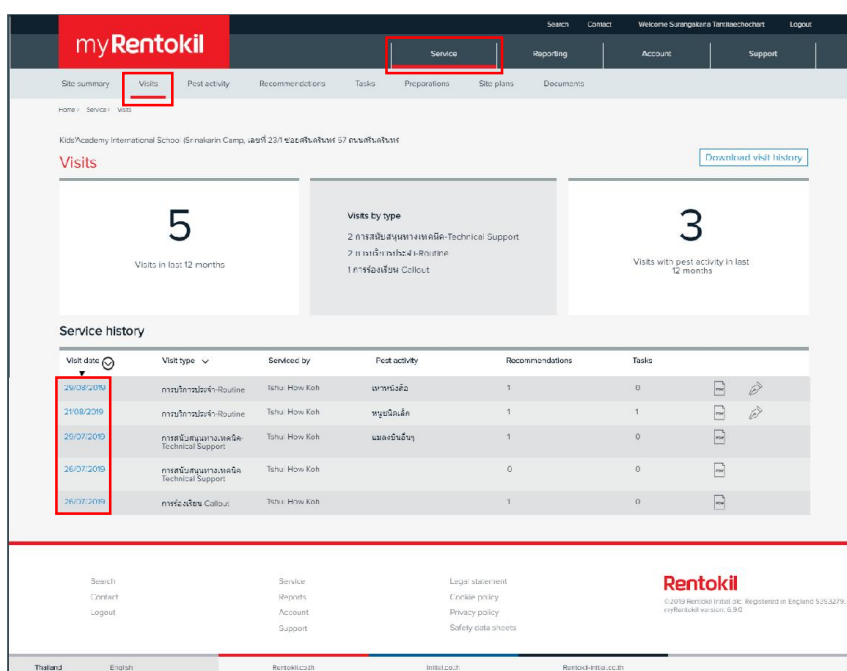
1. Click on 'service' in the primary navigation menu and select the site you want to inspect. This opens the 'site summary' which allows you to gain an overview of the last visit as well as the contract details.




# 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.




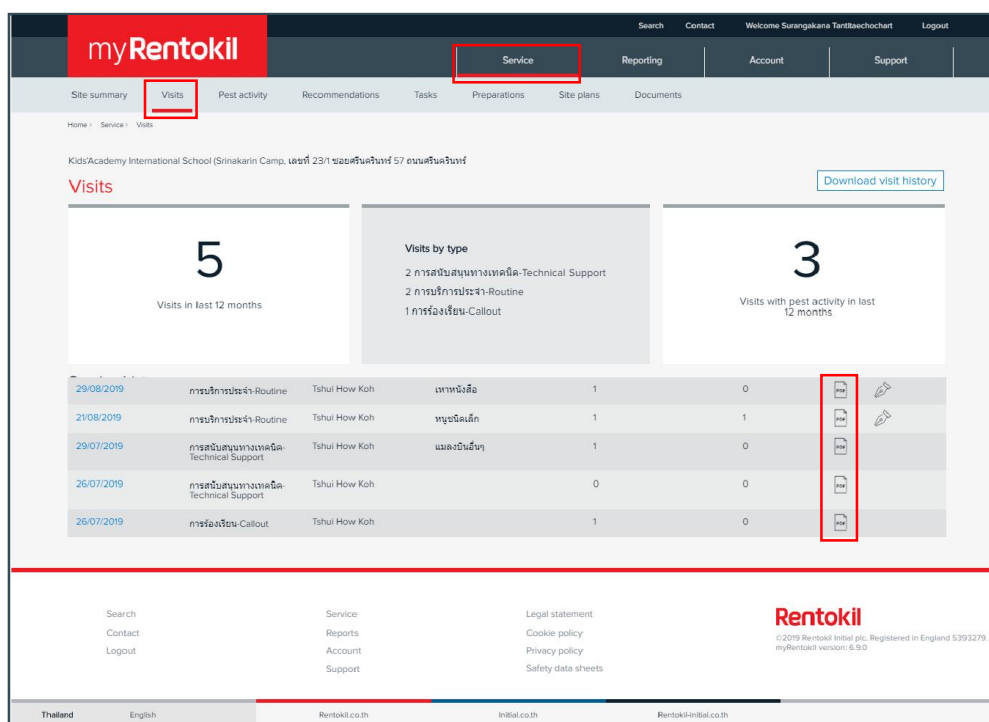
Note: To view and download a proof of service document for a specific visit, click on  or alternatively select 'download visit history' on the top right of the page to download an excel spreadsheet with the details of the visits overview page.













# 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.




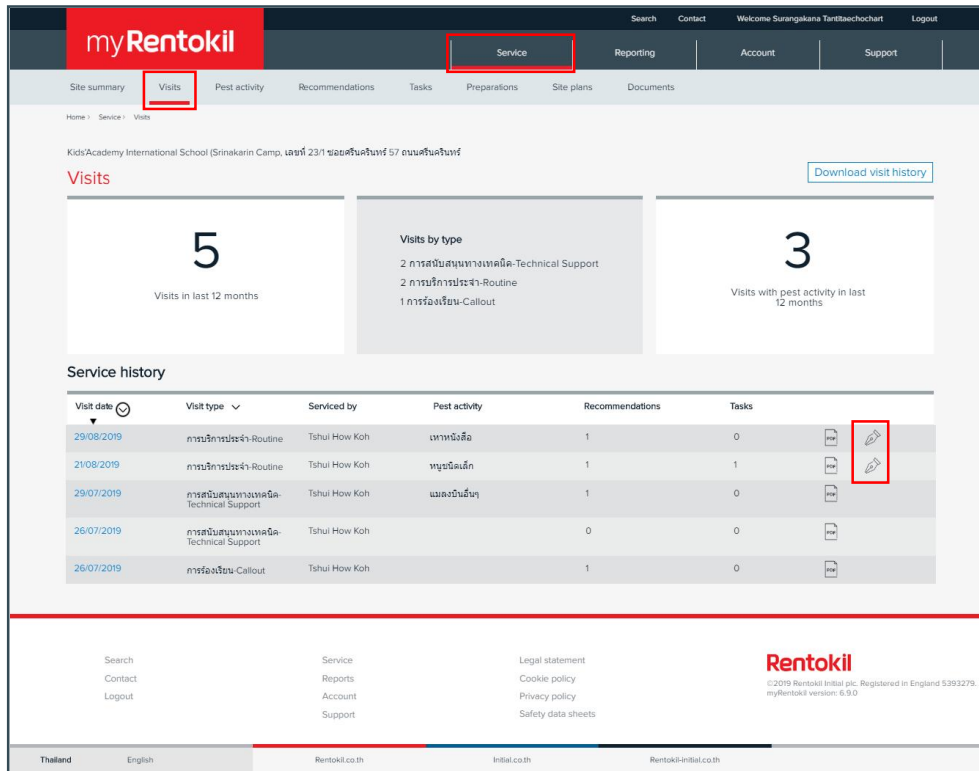
The screenshot shows the myRentokil web interface. The primary navigation menu includes 'Service', 'Reporting', 'Account', and 'Support'. The secondary navigation menu includes 'Site summary', 'Visits', 'Pest activity', 'Recommendations', 'Tasks', 'Preparations', 'Site plans', and 'Documents'. The 'Visits' page for Kids'Academy International School (Srinakarin Camp, เลขที่ 23/1 ซอยศรีนครินทร์ 57 ถนนศรีนครินทร์) displays a summary of 5 visits in the last 12 months and a table of individual visits. The table has columns for date, service type, technician, pest type, and counts. A 'Download visit history' button is visible. A red box highlights the 'Service' menu item, and another red box highlights the PDF download icons in the table.

Date	Service Type	Technician	Pest Type	Count	Count	Download	Edit
29/08/2019	การบริหารประจำ-Routine	Tshui How Koh	เหาหนังสือ	1	0		
21/08/2019	การบริหารประจำ-Routine	Tshui How Koh	หนูชนิดเล็ก	1	1		
29/07/2019	การสนับสนุนทางเทคนิค-Technical Support	Tshui How Koh	แมลงยิบฮัญ	1	0		
26/07/2019	การสนับสนุนทางเทคนิค-Technical Support	Tshui How Koh		0	0		
26/07/2019	การร้องเรียน-Callout	Tshui How Koh		1	0		

# 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.

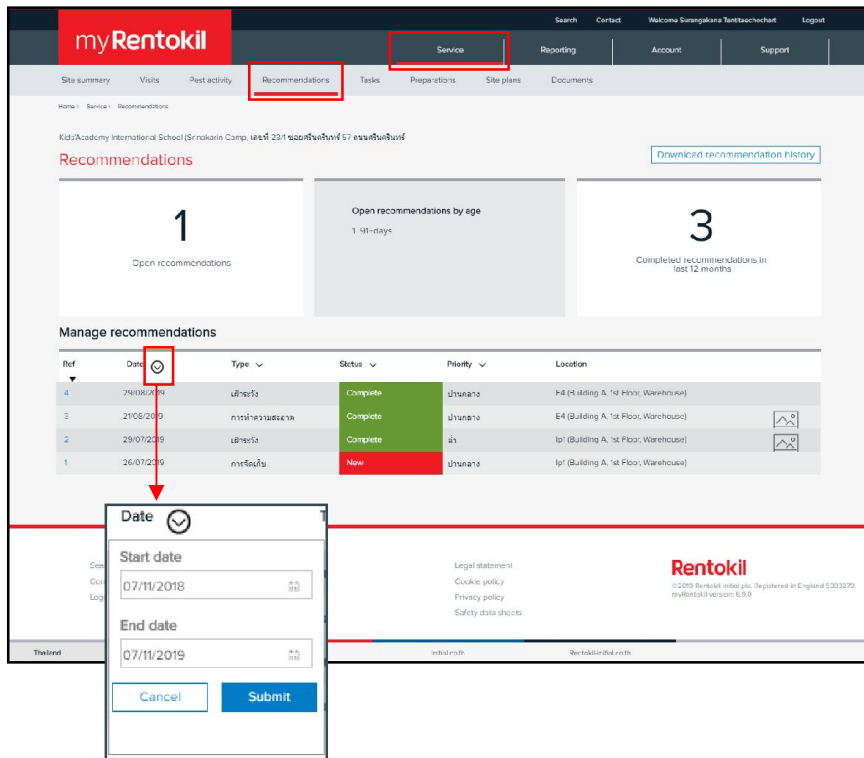


The screenshot displays the myRentokil web application interface. At the top, there is a primary navigation menu with 'Service' highlighted. Below it is a secondary navigation bar with 'Visits' selected. The main content area shows a summary of visits for a specific site, including a card indicating 5 visits in the last 12 months and another card showing 3 visits with pest activity in the last 12 months. A 'Service history' table is visible, listing visits with columns for 'Visit date', 'Visit type', 'Serviced by', 'Pest activity', 'Recommendations', and 'Tasks'. A red box highlights the pen icon in the 'Tasks' column for the visit on 29/08/2019.

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	แมลงบ้านอื่นๆ	1	0
26/07/2019	การสนับสนุนทางเทคนิค-Technical Support	Tshui How Koh		0	0
26/07/2019	การร้องเรียน-Callout	Tshui How Koh		1	0

# 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.

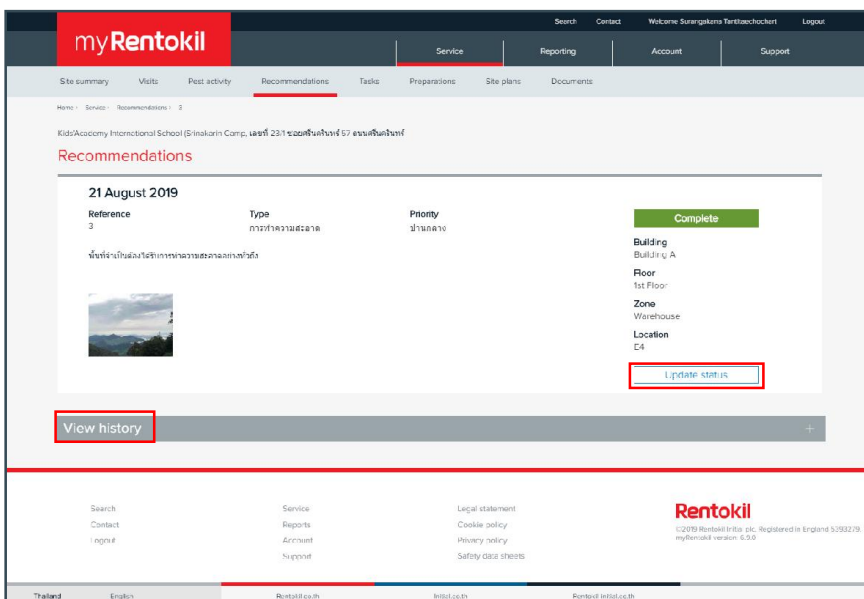
3. Scroll to the bottom of the page to access an overview of all the recommendations that Rentokil technicians have provided this specific site.

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 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, there is a dark navigation bar with the myRentokil logo on the left and links for Search, Contact, Welcome Surangkana Tantilaechochart, and Logout on the right. Below this is a secondary navigation bar with tabs for Service, Reporting, Account, and Support. The 'Service' tab is active and highlighted with a red box. Under the 'Service' tab, there are sub-tabs for Site summary, Visits, Pest activity, Recommendations, Tasks, Preparations, Site plans, and Documents. The 'Documents' sub-tab is also highlighted with a red box. The main content area shows the breadcrumb 'Home > Service > Documents' and the site name 'KidsAcademy International School (Srinakarin Camp, เขตจตุจักร กรุงเทพมหานคร 10700)'. Below this, the heading 'Documents' is displayed, followed by a 'Sort by' dropdown menu set to 'Date created (new-old)'. A list of documents is shown as grey bars with plus signs on the right: FLEETMANAGEMENT, POS, TEST, and TH-TEST. 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.

## 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. At the top, the 'Reporting' menu item is highlighted with a red box. Below it, the 'Reports' section is active, showing a 'Create report' sidebar and a 'Report type and location' form. The form includes fields for 'Report title', 'Type of report' (All, Pest activity, Recommendations, Preparations), 'What format should the report be' (Excel, PDF), 'Where would you like this report emailed to?' (kunnoo@gmail.com), 'When would you like the report to run?' (Once Off, Scheduled), 'What site locations would you like to report on?' (All, Internal, External), and 'Which sites would you like to report on?' (All). A 'Next' button is highlighted in red at the bottom right of the form.



**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.

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 'Account' menu item in the top navigation bar is highlighted with a red box. The main content area is titled 'User settings' and contains three sections:

- Visit notifications:** A section with a red border containing text about notification options, a bulleted list of options (Standard, Extended, POS), and a dropdown menu currently set to 'None'. A 'Save' button is at the bottom.
- Preferences:** A section with dropdown menus for 'Country' (set to Thailand) and 'Language' (set to English), and a checkbox for 'Receive marketing communications from Rentokil'. A 'Save' button is at the bottom.
- Change password:** A section with three input fields: 'Current password', 'Enter new password', and 'Confirm new password'. A 'Save' button is at the bottom.

The footer includes links for Search, Contact, Logout, Service, Reports, Account, Support, Legal statement, Cookie policy, and Privacy policy. The Rentokil logo and copyright information are also present.

# 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 in the top navigation bar is highlighted with a red box. The 'User settings' section contains three panels: 'Visit notifications', 'Preferences', and 'Change password'. The 'Preferences' panel 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' and a 'Save' button. The 'Change password' panel has fields for 'Current password', 'Enter new password', and 'Confirm new password', with a 'Save' button. The footer includes navigation links, legal statements, and the Rentokil logo with copyright information.

# Changing your password

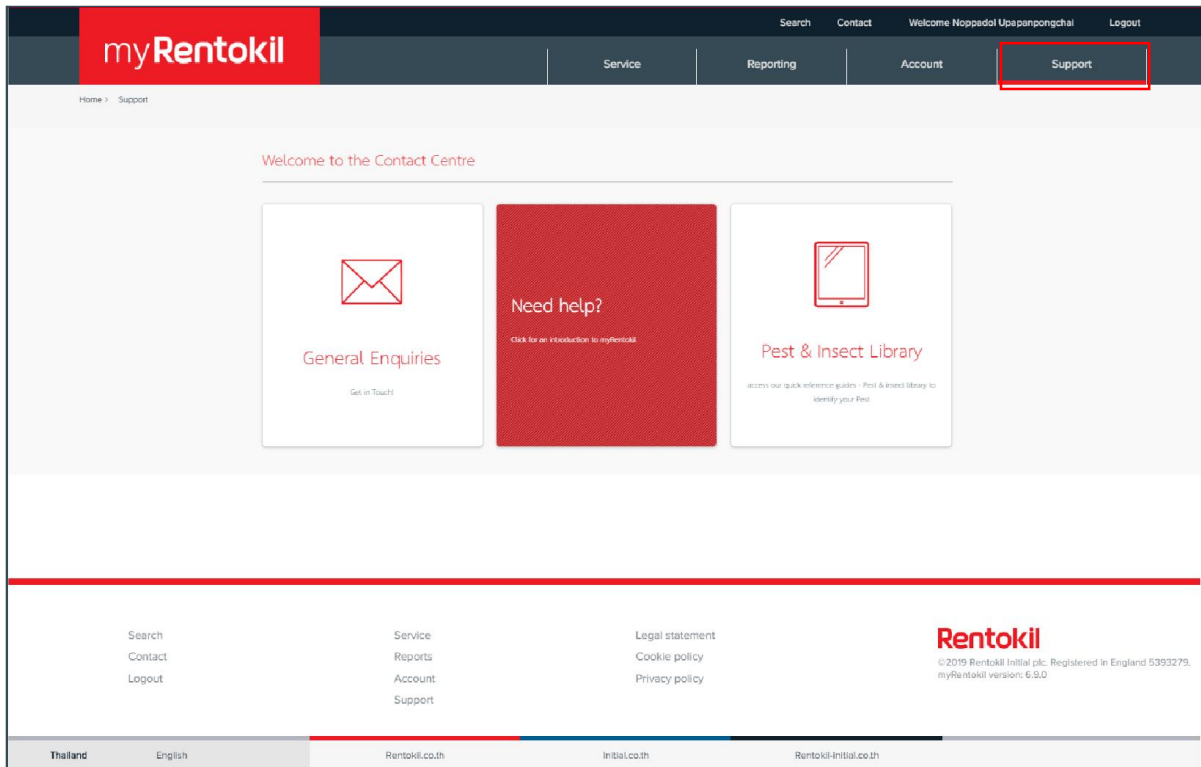
To change or update your password:

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'.

This screenshot is identical to the one above, showing the 'myRentokil' user settings page. In this instance, the 'Change password' panel is highlighted with a red border. It features three input fields: 'Current password', 'Enter new password', and 'Confirm new password', each with a 'Save' button below it. The 'Preferences' panel is visible but not highlighted.

# 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](http://www.rentokil.com/myRentokil)