my**Rentokil**

Quick reference user guide

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Getting started

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

- 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, barcodes 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.

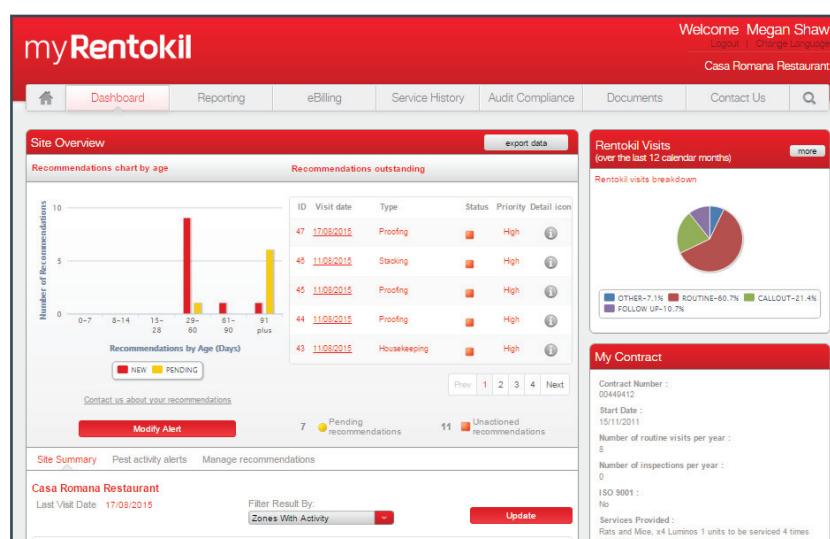# Dashboard

View Recommendations

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

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 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. On 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.
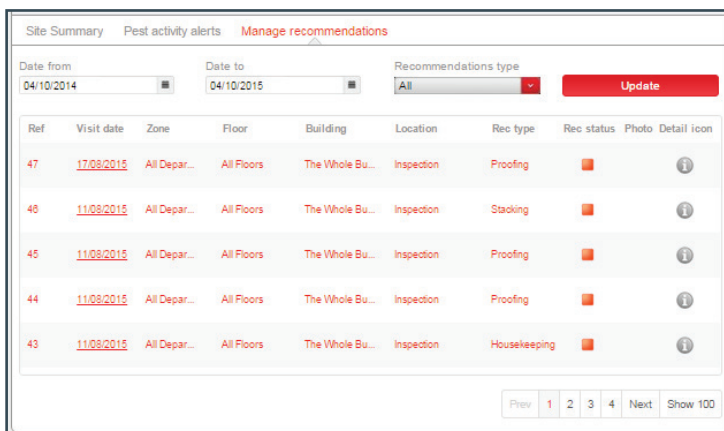

Note: Pest activity details can be filtered by selecting the **date from**, **date to** or **visit type**.

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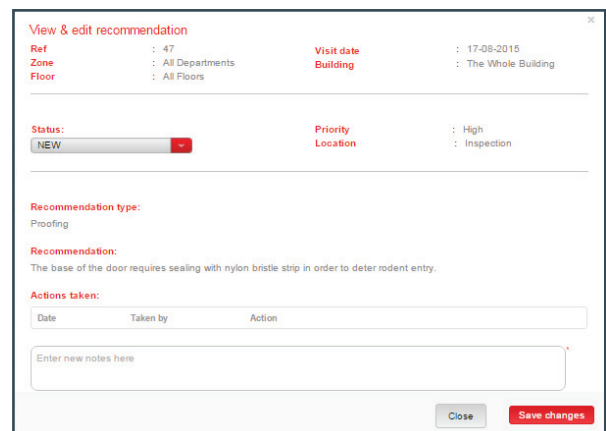
2. Click ⓘ next to the recommendation that you would like to view and in the pop up window that appears, change the status as required from a list of drop down options.

3. Type any additional notes.

4. Click save changes.

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.
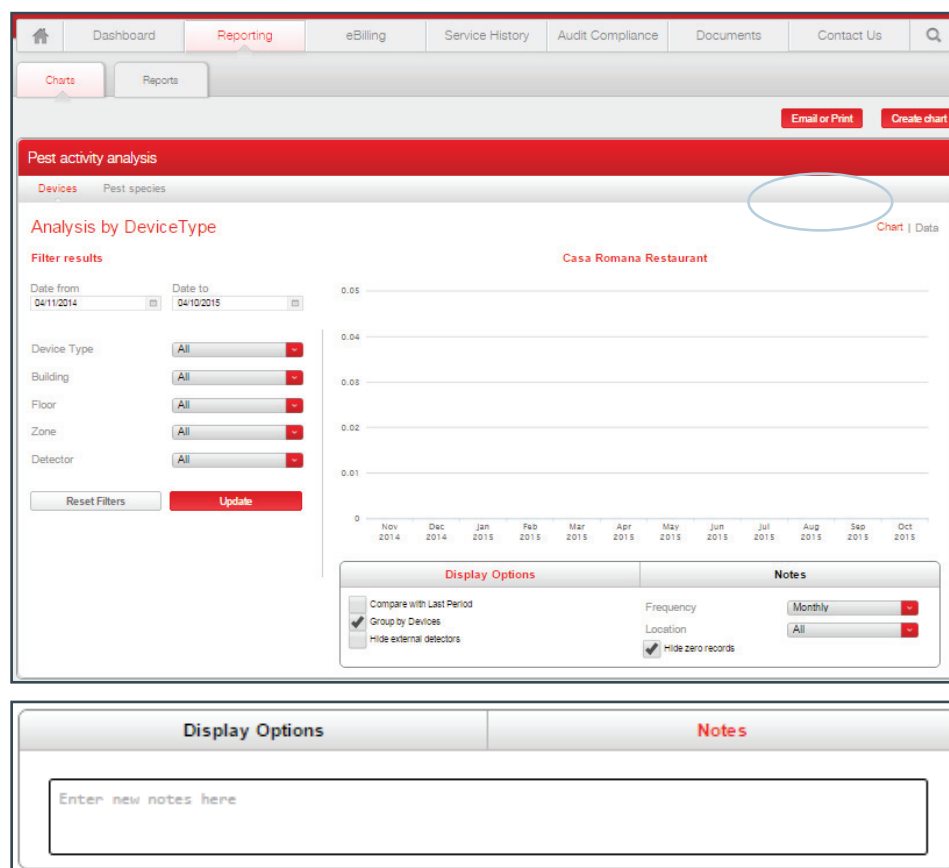
Reporting

Access Pest Activity and Recommendation Overviews

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

To view pest activity, recommendations analysis charts:

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

2. On the top pane of the pest activity or recommendations tables, select the criteria you would like to analyse from device, pest species, status, type and priority.

3. Select the required start and end dates.

4. Click update to so the chart reflects the parameters selected.

5. Type the notes to accompany analysis under each chart.

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 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 any page within the application and then click on the charts tab.

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

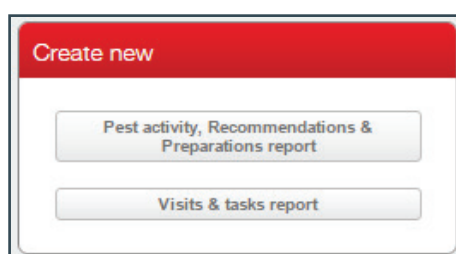## Create Reports on Pest Activity, Recommendations or Preparations, Visits and Tasks

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.
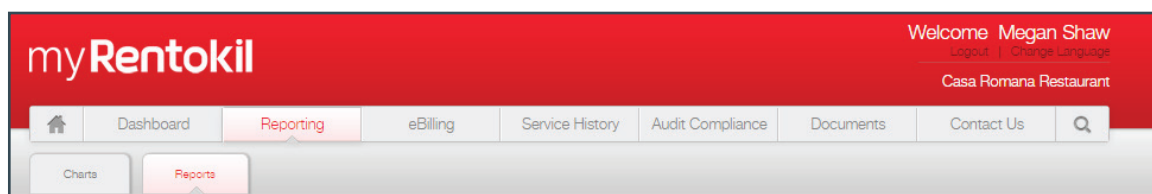
2. On the right side of the screen, in the create new table click on the pest activity, recommendations and preparations report button. The create new report pop-up window appears.

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.**
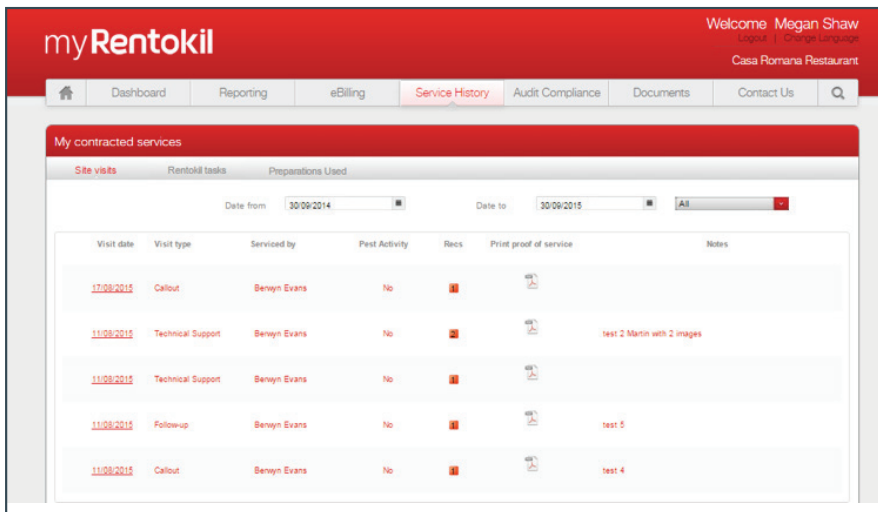
Service History

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 [pdf icon].

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.

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.

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
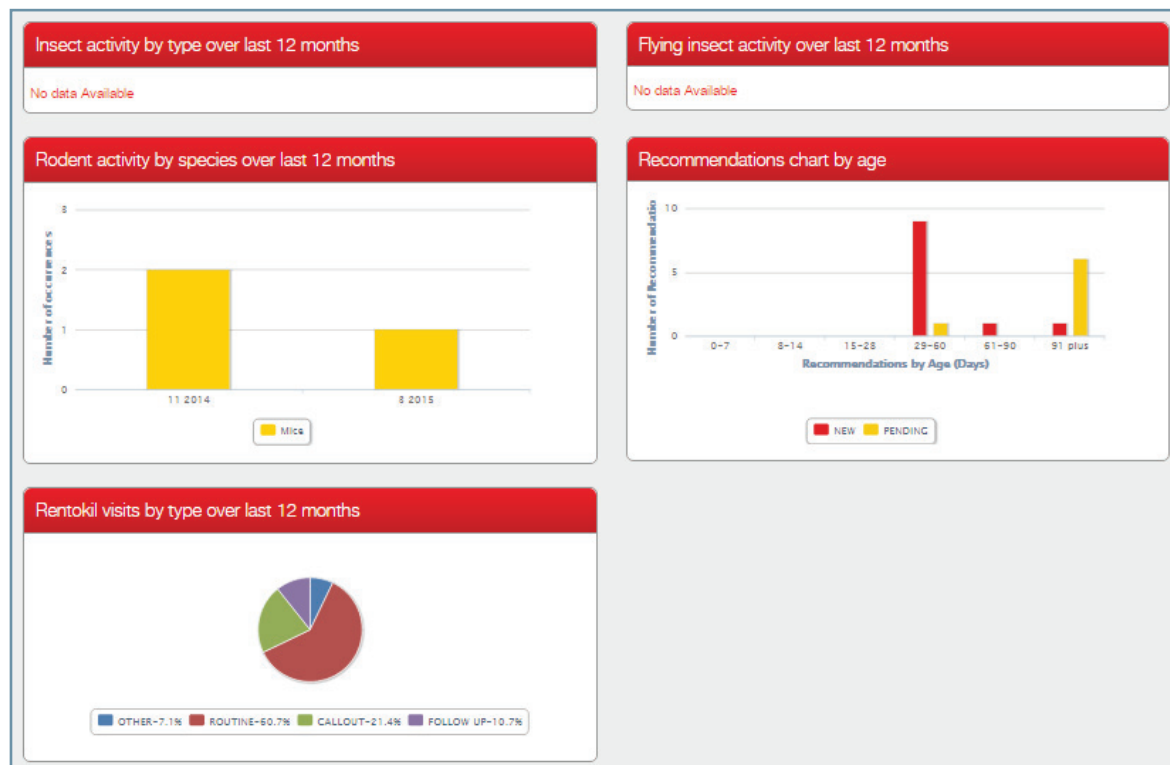
Note: Hide bars on the chart by clicking the corresponding legend labels. Click the legend label again to unhide the bar.

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

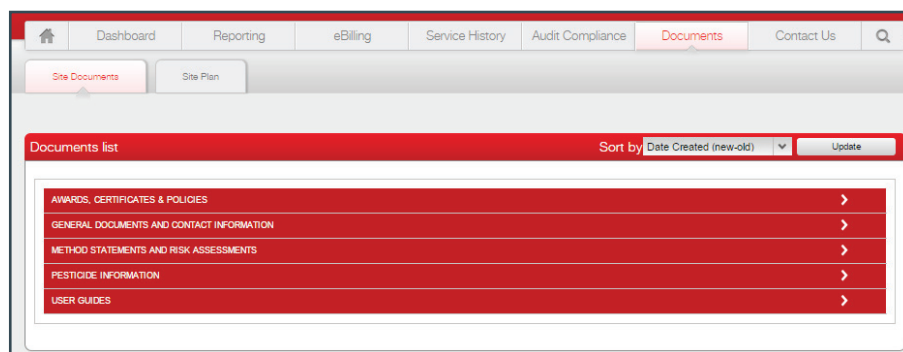**If you have a site plan, view and print it from the documents list page (or from the dashboard under site plans).**

To view site plan documents:

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

2. To view the site plan with printing and download options, click ⬇.
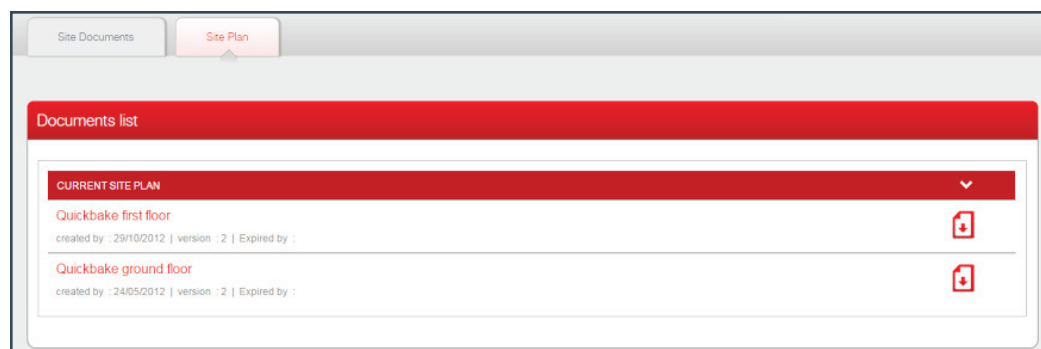
Note: Under the name of each document listed you will find the:
- Document creation date
- Document version
- Document expiration date

Rentokil

The Experts in Pest Control

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 ffectively 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.

If you have any questions about myRentokil you can contact us on 0808 271 9310 and a member of our team will be happy to help.