

myRentokil

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

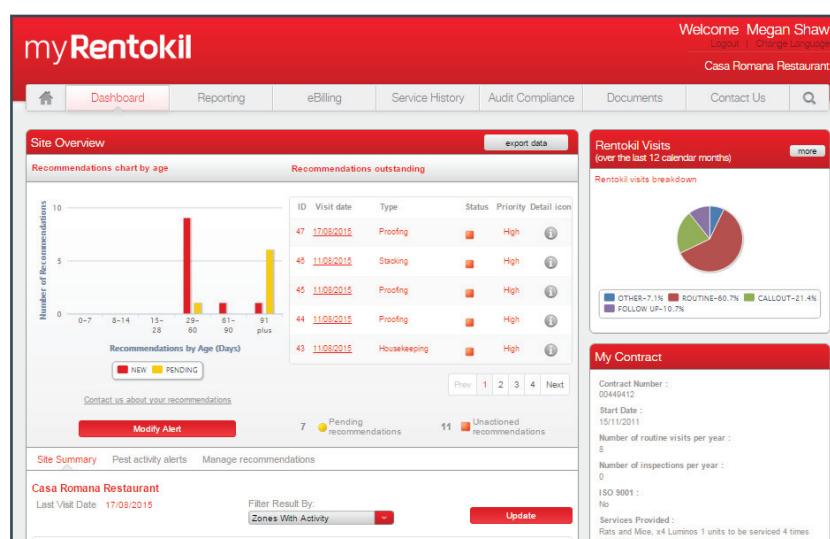
Monitor the number of recommendations provided based on their age using the recommendations chart by age.

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.



Recommendations outstanding					
ID	Visit date	Type	Status	Priority	Detail icon
47	17/08/2015	Proofing		High	
46	11/08/2015	Stacking		High	
45	11/08/2015	Proofing		High	
44	11/08/2015	Proofing		High	
43	11/08/2015	Housekeeping		High	

Prev 1 2 3 4 Next

View & edit recommendation

Ref : 47
Zone : All Departments
Floor : All Floors

Visit date : 17-08-2015
Building : The Whole Building

Status: NEW
Priority: High
Location: Inspection

Recommendation type:
Proofing

Recommendation:
The base of the door requires sealing with nylon bristle strip in order to deter rodent entry.

Actions taken:

Date	Taken by	Action
Enter new notes here		

Close Save changes



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.

Site Summary Pest activity alerts Manage recommendations							
Date from		Date to		Visit type		Update	
04/10/2014		04/10/2015		All			
Visit date	Zone	Floor	Building	Location	Detector	Pest species	Activity level
<u>23/03/2015</u>	All Depart...	All Floors	The Whole Bu...	Inspection	<u>Inspection</u>	Mice	Light
<u>17/11/2014</u>	All Depart...	All Floors	The Whole Bu...	Inspection	<u>Inspection</u>	Mice	Light
<u>13/11/2014</u>	All Depart...	All Floors	The Whole Bu...	Inspection	<u>Inspection</u>	Mice	Light

Pest Activity

Visit Details

Start Time23/03/2015 12:10
End Time23/03/2015 14:11
Job Number446412
Visit TypeRoutine

Visit Notes

An environmental risk assessment has been carried out today. Externally there is no evidence of target rodent activity posing a risk to the site.
Site has/has no evidence of non-target animals.
This site is/ is not located near a site of special concern as advised by site contact.
The site conditions would potentially support pest rodent activity and recommendations are

Materials Used

BuildingAll

ZoneAll

Detector typeAll

Recommendation statusAll

FloorAll

LocationAll

Pest ActivityBoth

Detector information

Zone	Floor	Building	Location	Scanned	Detector type	Pest activity	Activity level	Recs
All Departme...	All Floors	The Whole Bu...	Inspection	12:20:59	Inspection	Yes	Light	

Device History

Casa Romana Restaurant

Pest Activity / Preparations used

Visit date	Scanned	Pest activity	Activity level	Preparations Used	Amount used
17/08/2015	15:34:35	No			
11/08/2015	14:46:39	No			
11/08/2015	14:42:20	No			
11/08/2015	13:33:10	No			
11/08/2015	13:25:38	No			

Prev1234NextShow 100


Cancel

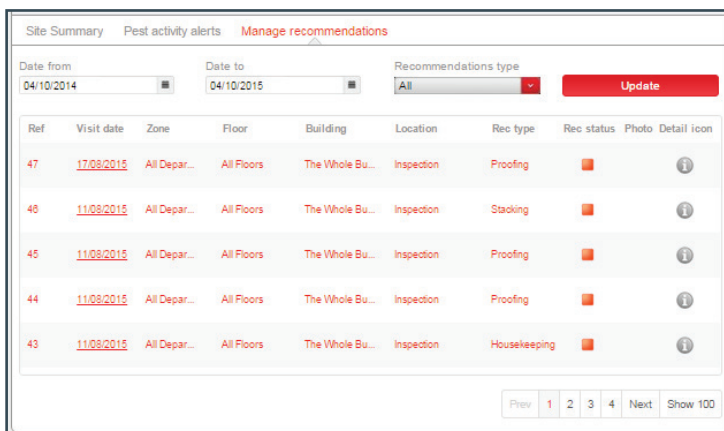
Note: Pest activity details can be filtered by selecting the **date from**, **date to** or **visit type**.

Manage Recommendations
















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

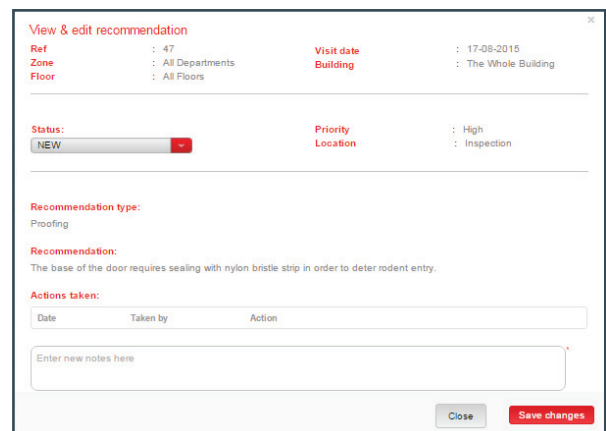
To change the status of a recommendation:

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.



The screenshot shows the 'Manage recommendations' section of a web application. It features a table with columns: Ref, Visit date, Zone, Floor, Building, Location, Rec type, Rec status, Photo, and Detail icon. There are five rows of data. Above the table, there are filters for 'Date from' (04/10/2014), 'Date to' (04/10/2015), and 'Recommendations type' (All). An 'Update' button is located to the right of the filters. At the bottom of the table, there are pagination controls: 'Prev', '1', '2', '3', '4', 'Next', and 'Show 100'.

Ref	Visit date	Zone	Floor	Building	Location	Rec type	Rec status	Photo	Detail icon
47	17/08/2015	All Depart...	All Floors	The Whole Bu...	Inspection	Proofing			
46	11/08/2015	All Depart...	All Floors	The Whole Bu...	Inspection	Staking			
45	11/08/2015	All Depart...	All Floors	The Whole Bu...	Inspection	Proofing			
44	11/08/2015	All Depart...	All Floors	The Whole Bu...	Inspection	Proofing			
43	11/08/2015	All Depart...	All Floors	The Whole Bu...	Inspection	Housekeeping			



The screenshot shows the 'View & edit recommendation' pop-up window. It contains the following information:

- Ref:** 47
- Zone:** All Departments
- Floor:** All Floors
- Visit date:** 17-08-2015
- Building:** The Whole Building
- Status:** NEW (with a dropdown arrow)
- Priority:** High
- Location:** Inspection
- Recommendation type:** Proofing
- Recommendation:** The base of the door requires sealing with nylon bristle strip in order to deter rodent entry.
- Actions taken:** A table with columns: Date, Taken by, Action.
- Enter new notes here:** A text input field.
- Buttons:** Close, 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.

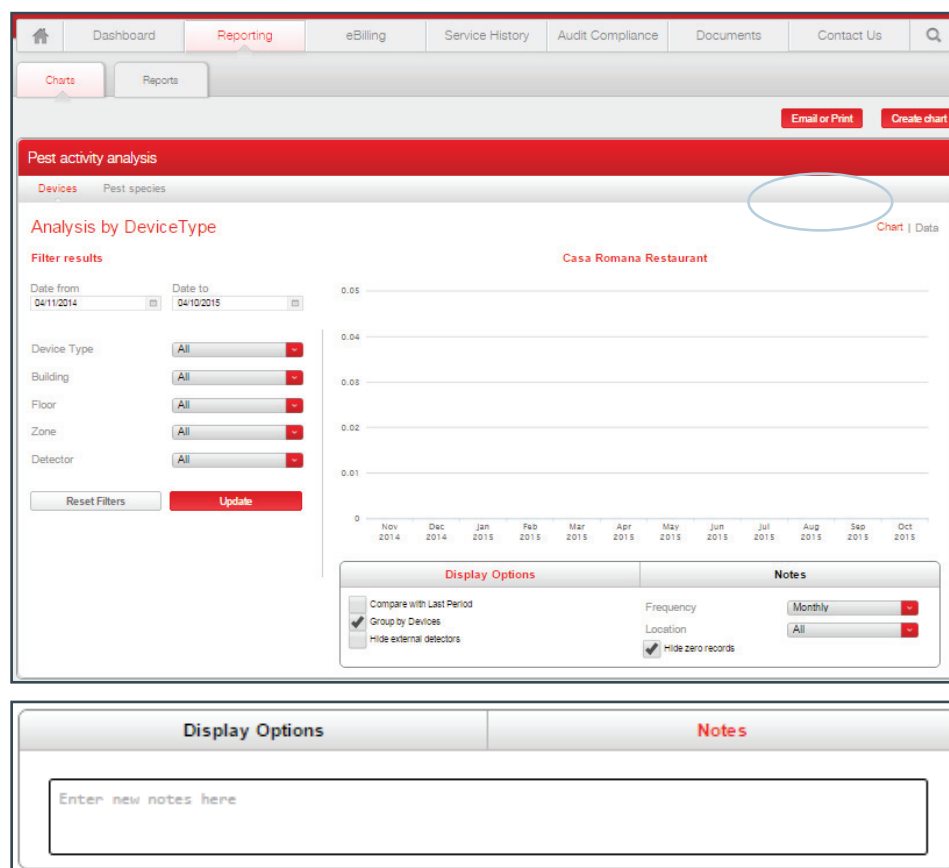
Reporting

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.



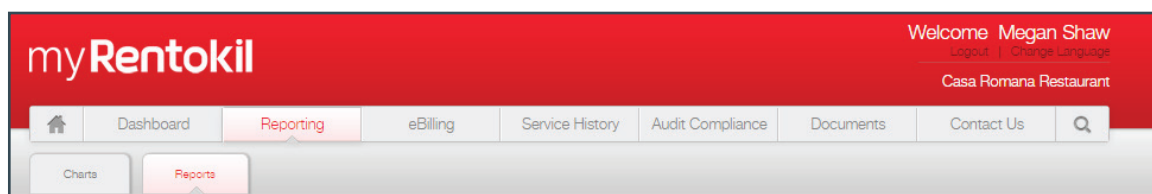
Note: To view the pest activity analysis details in tables, click Data

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

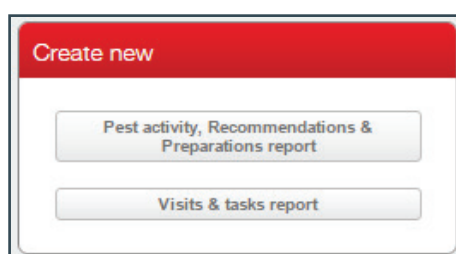
Use the reporting page to create reports on pest activity, recommendations or preparations.

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**.

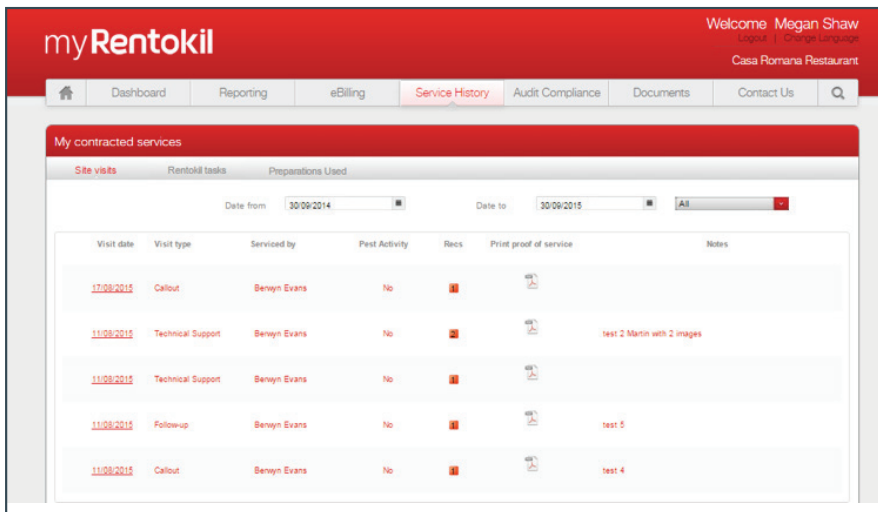
A screenshot of the 'Create a new report' form. The form has a red header with the text 'Create a new report' and a close button (X). Below the header, there's a text input field for 'Please enter a report title...' with the placeholder text 'My Report Name'. Below this, there's a red section titled '1) Select report type and location'. Inside this section, there are several options: 'Type of report' with checkboxes for 'All', 'Pest activity', 'Recommendations', and 'Preparations'; 'What format should the report be' with radio buttons for 'Excel' and 'pdf' (selected); 'Where would you like this report emailed to?' with a text input field containing 'example@rentokil.com, example@rentokil.com'; 'When would you like the report to run?' with radio buttons for 'OneOff' (selected) and 'Scheduled'; and 'What site locations would you link to report on?' with radio buttons for 'All' (selected), 'Internal', and 'External'. At the bottom right of the form, there is a 'continue' button.

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 .



myRentokil











Welcome Megan Shaw
Logout | Change Language
Casa Romana Restaurant

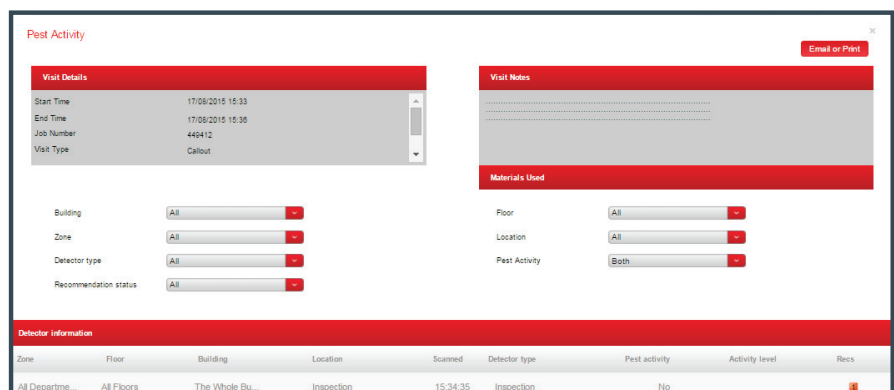
Dashboard Reporting eBilling **Service History** Audit Compliance Documents Contact Us

My contracted services

Site visits Rentokil tasks Preparations Used

Date from 10/09/2014 Date to 10/09/2015 All

Visit date	Visit type	Serviced by	Pest Activity	Recs	Print proof of service	Notes
10/09/2015	Callout	Benwyn Evans	No			
11/09/2015	Technical Support	Benwyn Evans	No			test 2 Martin with 2 images
11/09/2015	Technical Support	Benwyn Evans	No			
11/09/2015	Follow-up	Benwyn Evans	No			test 5
11/09/2015	Callout	Benwyn Evans	No			test 4



Pest Activity

Visit Details


Start Time 17/09/2015 15:33
End Time 17/09/2015 15:35
Job Number 449412
Visit Type Callout

Building All
Zone All
Detector type All
Recommendation status All

Materials Used

Floor All
Location All
Pest Activity Both

Detector information

Zone	Floor	Building	Location	Scanned	Detector type	Pest activity	Activity level	Recs
All Departme...	All Floors	The Whole Bu...	Inspection	15:34:35	Inspection	No		

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.

My contracted services

Site visits **Rentokil tasks** Preparations Used

Date from 04/10/2014 Date to 04/10/2015 All

Ref Id	Visit date	Zone	Floor	Building	Location	Task type	Task Detail	Status	Action taken
5	23/03/2015	All Departments	All Floors	The Whole Bu...	Inspection	Bait	The bait reported as damaged in this area has now been replaced.	Open	No action

Pest Activity Email or Print

Visit Details
Start Time 23/03/2015 12:10
End Time 23/03/2015 14:11
Job Number 449412
Visit Type Routine

Materials Used
An environmental risk assessment has been carried out today. Externally there is no evidence of target rodent activity posing a risk to the site.
Site has/has no evidence of non-target animals
This site is/ is not located near a site of special concern as advised by site contact.
The site conditions could potentially support pest rodent activity and recommendations are

Building All
Zone All
Detector type All
Recommendation status All

Floor All
Location All
Pest Activity Both

Detector Information

Zone	Floor	Building	Location	Scanned	Detector type	Pest activity	Activity level	Recs
All Departme...	All Floors	The Whole Bu...	Inspection	12:20:59	Inspection	Yes	Light	

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 04/10/2014		Date to 04/10/2015		All	
Visit date	Zone	Floor	Building	Location	Detector type	Preps used	Amount
25/03/2015						Biopren	1.00 Bait
23/03/2015	All Departments	All Floors	The Whole Building	Inspection	Inspection	Bromatrol	1.00 Kg
23/03/2015	All Departments	All Floors	The Whole Building	Inspection	Inspection	Bromard TRB	1.00 Box
13/03/2015						Ofenard TRB	5.00 Box
19/01/2015						EPK Tubes (Non Rentokil Units)	2.00 Tube
Prev 1 2 3 4 Next Show 100							

Visit Details

Start Time23/03/2015 12:16

End Time23/03/2015 14:11

Job Number440412

Visit TypeRoutine

BuildingAll

ZoneAll

Detector typeAll

Recommendation statusAll

Visit Notes

An environmental risk assessment has been carried out today. Externally there is no evidence of target rodent activity posing a risk to the site.
Site has/has no evidence of non-target animals
This site is/ is not located near a site of special concern as advised by site contact
The site conditions could/ could not potentially support pest/ rodent activity and recommendations are

Materials Used

FloorAll

LocationAll

Pest ActivityBoth

Detector information

Zone	Floor	Building	Location	Scanned	Detector type	Pest activity	Activity level	Recs
All Departme...	All Floors	The Whole Bu...	Inspection	12/20:59	Inspection	Yes	Light	

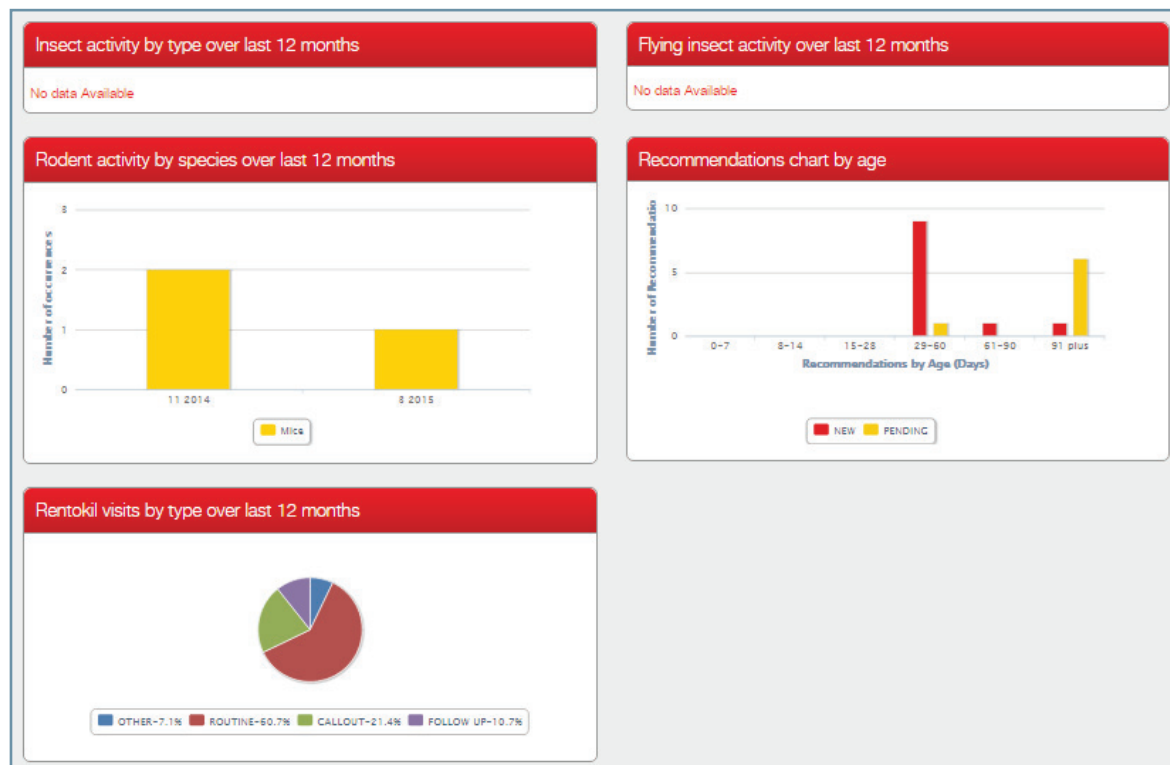
Audit Compliance

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.

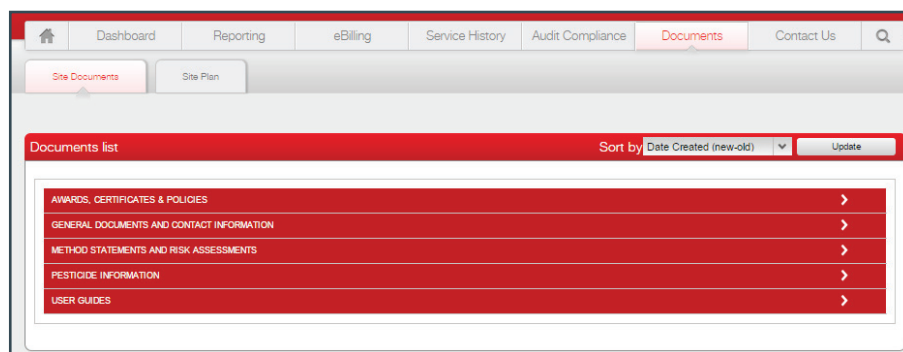
Documents

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 .

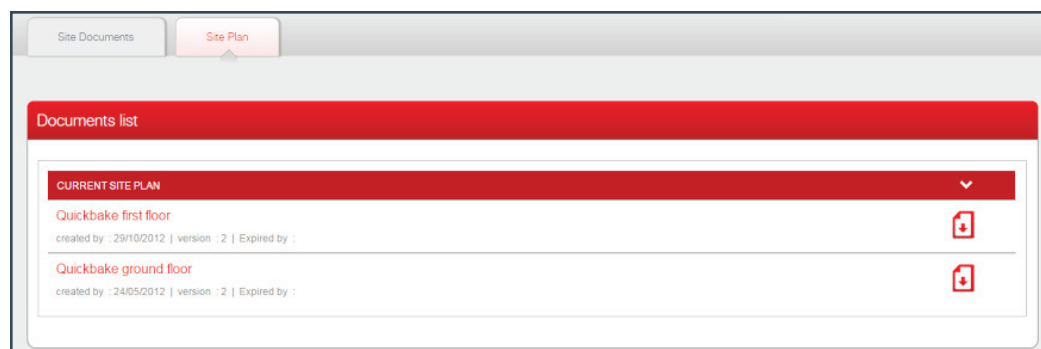


Site Plans

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 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.

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.

