

# myRentokil

## Quick Reference Guide

### Getting Started

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

- 24/7 information access from wherever you are
- Pest prevention recommendations with priority status, allowing you to focus on the key areas
- Trend analysis of pest activity, allowing potential risks to be anticipated
- Customised user reporting function
- 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.

### Log On

To log on to the myRentokil application, use your Rentokil Initial user name and password.

#### To log on:

1. Type your Rentokil Initial user name and password. (The password is case-sensitive). The **Dashboard** page appears.
2. Based on whether you are a single-site or a multi-site user, view the corresponding dashboard and features within the application.



A multi-site user can switch to the single-site dashboard from the multi-site dashboard.

### Find a Site

- Users with multiple sites have access to the multi-site dashboard.
- Users can locate and view details for a specific site within the multi-site dashboard.

#### To find a site:

1. Click **Find A Site**. The **Find A Site** pop-up window appears.
2. Type the name of the site and click **Go**.
3. Select the relevant site name from the search results and click **Add**.



To switch to a single-site dashboard, click the name of a site. The dashboard for that site appears below the multi-site dashboard.

### Dashboard

Within the dashboard you can perform the following tasks:

- [View Recommendations](#)
- [Manage Recommendations](#)
- [View Pest Activity Alerts](#)
- [Access Site Maps \(if available\)](#)

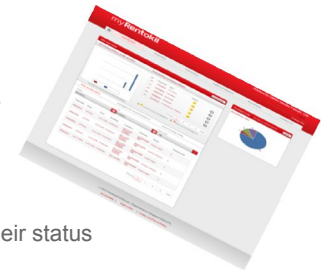
### View Recommendations

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

View and track detailed information for open recommendations, such as the visit date, type of visit, status and priority by locating the **Recommendations outstanding** table to the right of the chart.

#### To view recommendations


1. Click the **Dashboard** tab from any page within the application and view 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 label in the chart legend.

3. View open recommendation details from the **Recommendations outstanding** table on the top right of the **Site overview** section.

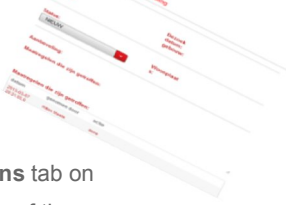

4. Click  next to the relevant recommendation to view additional details.

 Click **export data** at the top centre of the page to export the data within this page.

## 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 the **Manage recommendations** tab on the lower left area of the page.
2. Click  next to the recommendation you want to view and in the pop-up window that appears, change the status as required from the drop down options.
3. Type any additional notes.
4. Click **Save changes**. The status of the recommendation is changed.



For a more detailed analysis of recommendations, click the **Reporting** tab.

## 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 the location, detector type, activity level reported and type of pest.
2. Click the underlined location or detector fields within the **Pest activity alerts** table. A pop-up window appears with additional details.



To filter the pest activity details, select the **Date From**, **Date To** or **Visit Type** options, as required.

### To view visit details:

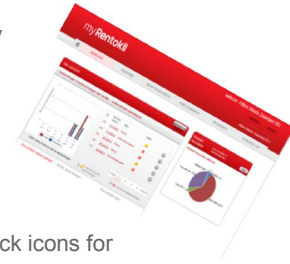
- On the **Dashboard** page, under **Pest activity alerts**, click the relevant date. A pop-up window appears displaying details of the visit for the date selected.

## Access Site Maps

If you have site maps, use the site map feature to view them and get information on activity and detectors.

### To access site maps:

1. Click the **Dashboard** tab from any page within the application and then click the **Site Maps** option.
2. Hover over the detector icons for information about the detector. Click icons for more detailed information.



## Reporting

Use the **Reporting** page to view and export charts and tables for pest activity and recommendations. You can also analyse data and compare year on year trends of pest activity. The **Reporting** page consists of the following default charts:

- Pest activity analysis
- Recommendations analysis

You can perform the following tasks within the **Reporting** page:

- [View Pest Activity Analysis and Recommendations Analysis Charts](#)
- [Create Pest Activity and Recommendations Charts](#)
- [Create Reports on Pest Activity, Recommendations or Preparations](#)
- [Create Visits and Tasks Reports](#)

### View Pest Activity Analysis and Recommendations Analysis Charts

Use the **Reporting** page to view pest activity and recommendations in a chart for flying insects, crawling insects and rodents. View details such as the date and number of occurrences of pest infestations.

#### To view pest activity analysis and recommendations analysis charts:

1. Click the **Reporting** tab from any page within the application and then click the **Charts** tab. The **Pest activity analysis** page appears.
2. On the top pane, click the relevant tab for the insect family whose activity details you want to view. The available options are:
  - Flying insects
  - Crawling insects
  - Rodents



You may not have access to all three pest families. This will vary for every region.

3. Select the required start and end dates and from the remaining drop down options select other required chart parameters to display.
4. Click **Update** to update the chart.

5. Type notes to provide an accompanying analysis under each chart.
6. To print or e-mail the chart, click **Email or Print** at the top of the page.



- Hide bars on the chart by clicking the corresponding legend label. Click the label again to unhide the chart bars.
- To return to the default chart, click **Reset Filters**.

### Create Pest Activity and Recommendations Charts

Use the **Pest activity analysis** page to create, print and view your own charts for 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 the **Charts** tab. The **Pest activity analysis** page appears
2. Click **Create chart** 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.



To view the pest activity analysis details in tables, click **Data**.

## Create Reports on Pest Activity, Recommendations or Preparations

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** tab from any page within the application and then click the **Reports** tab. The **Existing reports** page appears.
2. On the right side of the screen, click **Pest activity, Recommendations & Preparations report**. The **Create new pest report** pop-up window appears.
3. Specify the details of the report content and format, as required and click **Close** when prompted.



To view the summary of the report:



1. Specify the required report in the **Create new pest report** pop-up window.
2. Click the **Report summary** section and then click **Run report**.

## Create Visit and Task Reports

Use the **Reporting** page to create reports for site visits and the tasks performed by the Rentokil Initial technician.

### To create visits and tasks report:

1. Click the **Reporting** tab from any page within the application and then click the **Reports** tab. The **Existing reports** page appears.
2. On the right side of the page, under **Create new**, click **Visits & tasks report**. The **Create new visit & task report** pop-up window appears.
3. Specify the details of the report content and format, as required and click **Close** when prompted.



To view the summary of the report:



1. Specify the required report in the **Create new visit & task report** pop-up window.
2. Click the **Report summary** section and then click **Run report**.

## Service History

Use the **Service History** page to view details for:


- **Site visits**
- **Rentokil tasks**
- **Preparations used**

### View Site Visits

#### To view site visit details:

1. Click the **Service History** tab from any page within the application. The **My contracted services** page appears.
2. Click the **Site visits** tab on the top pane. The site visit records 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.



To view and print the Proof of Service for any date, click .

## View Rentokil tasks

### To view Rentokil task details:

1. Click the **Service History** tab from any page within the application. The **My contracted services** page appears.
2. Click the **Rentokil tasks** tab. The records of the actions taken by Rentokil Initial appear.
3. Filter the search results based on the required start and end dates or status.
4. To view the details of a particular visit, click the date of the visit.



## View Preparation Used

### To view details of the preparations used:

1. Click the **Service History** tab from any page within the application. The **My contracted services** page appears.
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 detectors.
4. To view the details of a particular visit, click the date of the visit.



## Audit Compliance

Use the **Audit Compliance** overview to access a series of charts summarising the overall status of your sites that are particularly useful during audits.

## 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 Initial visits.

### To view audit compliance details:

1. Click the **Audit Compliance** tab from any page within the application. The **Overview** page appears.
2. Within the **Overview** page, you can view details of:
  - Pest activity by type over last 12 months
  - Recommendation by age
  - Rentokil visits by type over 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


Use the **Documents list** page to view and print copies of your:

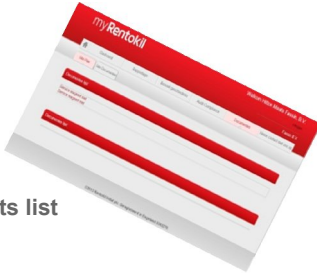
- Site Plans
- Site Documents

### Site Plans

If you have a site plan, view and print it from the **Documents list** page (or from the **Dashboard**).

#### To view site plan documents:

1. Click the **Documents** tab 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 .



Under the name of each site plan listed, you will find the:




- Document Creation Date
- Document Version
- Document Expiration Date

## Site Documents

View a list of key documents related 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** tab from any page within the application and then click the **Site Documents** tab. The **Documents list** page appears.
2. To view the site document with printing and download options, click .



Under the name of each site document listed you will find the:



- Document Creation Date
- Document Version
- Document Expiration Date