



User Guide: Diagrams

Last Updated: August 13, 2020

Setting Up Diagrams

1. To use the diagramming feature, you'll first need to add a new question to a report using the manager dashboard (resort.edgeauditor.com) with the Question Type "Diagram" selected. Add your question text and then save the updated report.

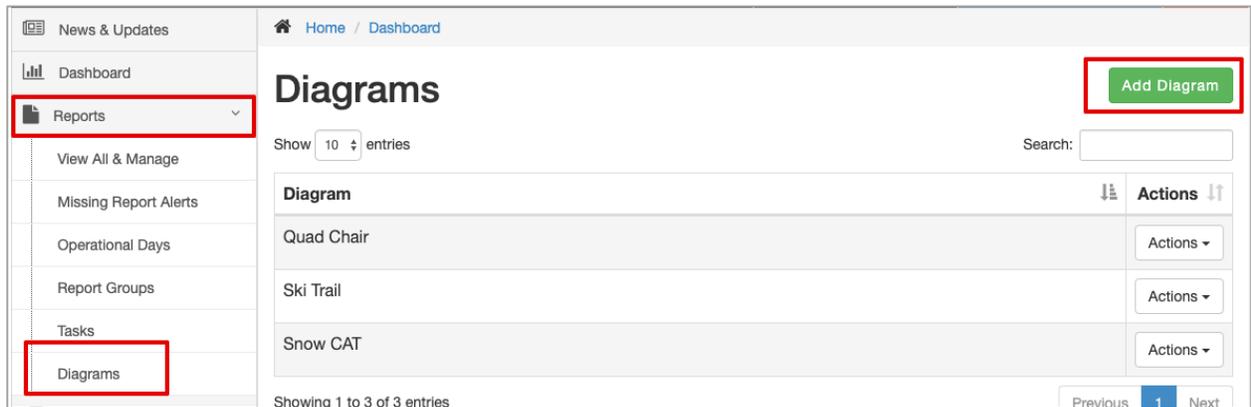
*** Question**

Please use a built-in diagram or take a photo of the incident site. Then proceed to use the built-in diagram drawing tools to indicate the guest's position on the lift at the time of the incident.

*** Question type**

Diagram

2. Next, you have the ability to add pre-built diagrams, which are available for selection by default for any diagram type questions. This is done by clicking on *Reports > Diagrams* from the side navigation on resort.edgeauditor.com and then clicking the *Add Diagram* button. Follow the on-screen instructions to upload your diagram.



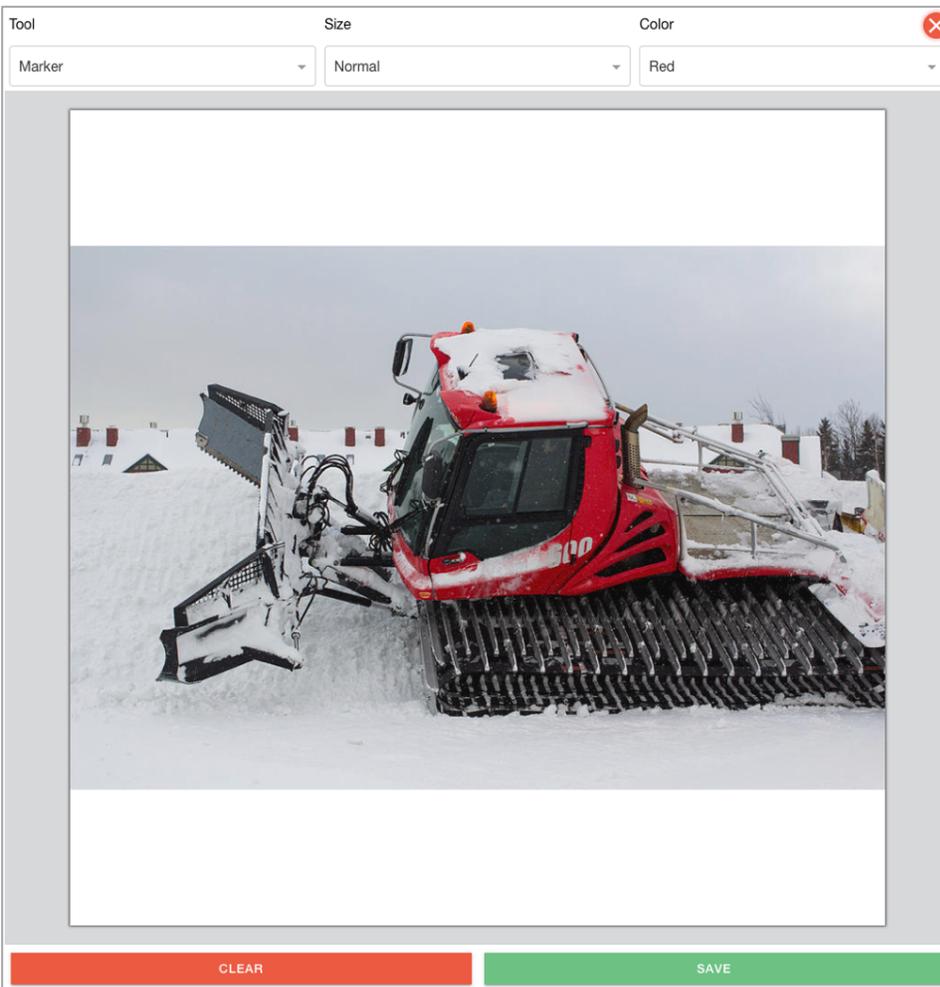
3. Once your pre-built diagrams are added (if using), login to the EDGEauditor app and go the report you added the diagram type question to. Diagram type questions will look like the below screen shot. You will have 3 choices for which type of diagram to use:
 - a. *Add Image from Camera* > Take a photo with the tablet
 - b. *Add Image from Photo Library* > Use an existing photo that is saved on the tablet
 - c. *Pre-Built Diagram* > Use one of the pre-existing diagrams added to resort.edgeauditor.com

Add Image from Camera

Add Image from Photo Library

Pre-Built Diagram

4. After you've chosen your preferred diagram option, the diagram drawing window will open. It will automatically resize the diagram/photo to fit within the drawing canvas.
 - a. **TOOL** > Allows you to use the "Marker" to draw or the "Eraser" to erase what you've drawn.
 - b. **SIZE** > Allows you to choose the size of the Marker or Eraser.
 - c. **COLOR** > Allows you to choose the colour of the Marker.
 - d. **SAVE** > Will save your diagram mark ups and take you back to the report.
 - e. **CLEAR** > Will erase any mark ups you've done so you can start with a clean image.
 - f. Clicking the "X" in the top right-hand corner will prompt you to confirm you wish to exit the open diagram screen. If you select "Yes" none of the changes you've made since the last save will be saved.



Important Notes Regarding Diagram Functionality:

- On the browser-based version of EDGEauditor (browser.edgeauditor.com), there is only the ability to use *Pre-Built Diagram*.
- If a report is rejected, you will not be able to edit a diagram regardless of the diagram option chosen (*Add Image from Camera, Add Image from Photo Library or Pre-Built Diagram*).

Technical Escalation Process

Escalations may be required when team members encounter technical issues within the application. Before contacting EDGEauditor support, please ensure you:

1. Determine if the issue is isolated to a single or handful of devices or affecting all tablets.
2. Armed with the above information, contact your IT resource so they can do some internal troubleshooting first in the event it is internet related.

If your internal IT department cannot resolve the issue, please follow these steps for incident reporting to EDGEauditor:

- Go to <https://edgeauditor.zendesk.com/hc/en-us/requests/new> and complete the required information in order to submit your ticket. The more information you are able to provide the easier it will be for the support team to troubleshoot. Otherwise, you can open a ticket by sending an email to support@edgeauditor.com.
- For severity Level 1 Service Incidents (defined below), please call 1-866-485-3571.

Business Hours Support

- For severity Level 1 Service Incidents, support is available 24 hours a day, seven days a week.
- All other service incidents will be handled during EDGEauditor business hours:
 - 9:00am to 5:00pm ET Monday to Friday (except statutory holidays observed in the province of Ontario, Canada)

After Business Hours Support

EDGEauditor provides after hours technical support should resorts encounter Level 1 Service Incidents, which are defined as:

- Application is not accessible on all devices.
- Application is accessible but major functions (e.g., saving) are unusable to the extent that the normal business use of the application is significantly impeded.

For support after hours and during statutory holidays, please call 1-866-485-3571 or send an email to support@edgeauditor.com