



User Guide: Emergency Operation Plans

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Overview

Welcome to EDGEauditor!

EDGEauditor helps resorts remove their reliance on paper-based forms, waivers and more by transitioning all of these pertinent documents into digital form. Whether you're a small family-operated resort or an operation with thousands of employees, this digitized tool will improve efficiency and accuracy while decreasing administrative overhead and mitigating risk.

Some of the many benefits to using EDGEauditor are:

- Helping you maintain more consistent, complete and accurate reports with additional information that's just not possible with paper.
- Never having to deal with legacy versions of the software, or people using different versions. EDGEauditor is a SaaS (Software as a Service) solution so every update made to the software is automatically applied to every user.
- Desktop-based manager dashboard provides administrative users with a full 360-degree view of all reports, ability to approve or reject reports, add new sections or criteria to reports, export data and much more!
- Easily manage security and access permissions to each individual user so there's no need to worry about things going missing or being altered.
- Enable email and text alerts for incident reporting based on the criteria you set.
- Saving incident reports, daily logs, inspections and other reports locally on a tablet and then upload later when an internet connection is available.
- Through tablets and smartphones, your staff can start to catalog every piece of risk mitigation you have on your property.

Login

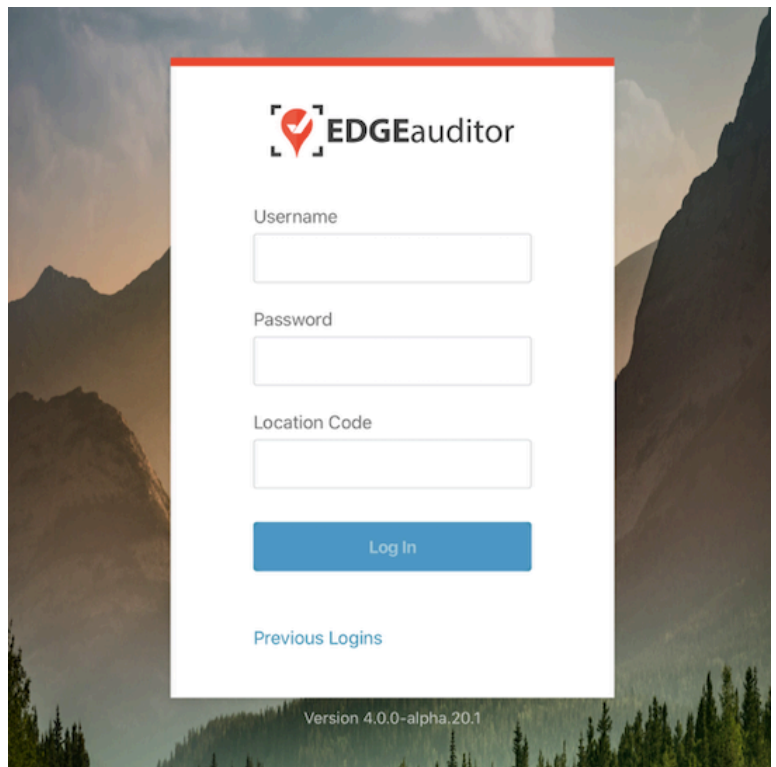
The login screen is a single point of entry into EDGEauditor. The EDGEauditor app is what frontline staff will use to view emergency operation plans created for your location. The EDGEauditor manager dashboard is an online website where supervisors can create and manage these emergency documents.

Accessing the EDGEauditor App

Mobile Device:

1. Download the EDGEauditor app from download.edgeauditor.com. You'll want to choose one of the download options that appears directly beneath the EDGEauditor RESORT logo.
2. Launch the app and on the login screen, enter your username, password and location code (case sensitive).
3. Tap the *Log In* button to log into the EDGEauditor application.

IMPORTANT: If you are using an iOS device, before you can access the app for the first time you will need to go into *Settings > General > Profile (or Device Management) > CloudStorm Solutions > Trust "CloudStorm" > Trust*.



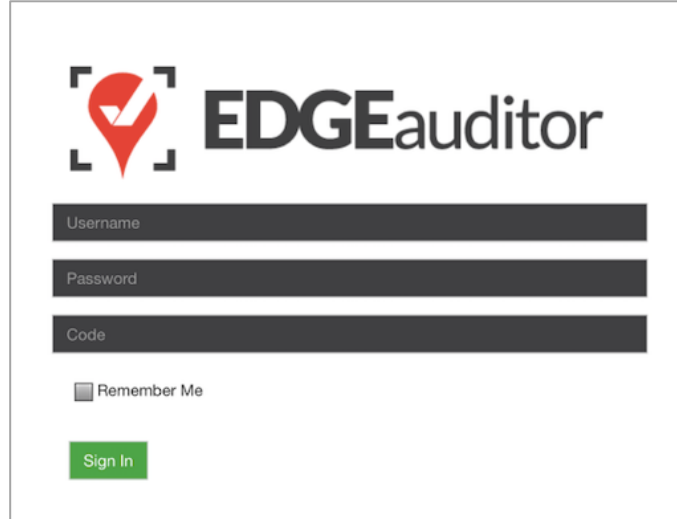
Desktop Computer:

1. Open Chrome browser and go to browser.edgeauditor.com.
2. On the login screen, enter your username, password and location code (case sensitive).
3. Click the 'Log In' button to log into the EDGEauditor application.

Accessing the EDGEauditor Manager Dashboard

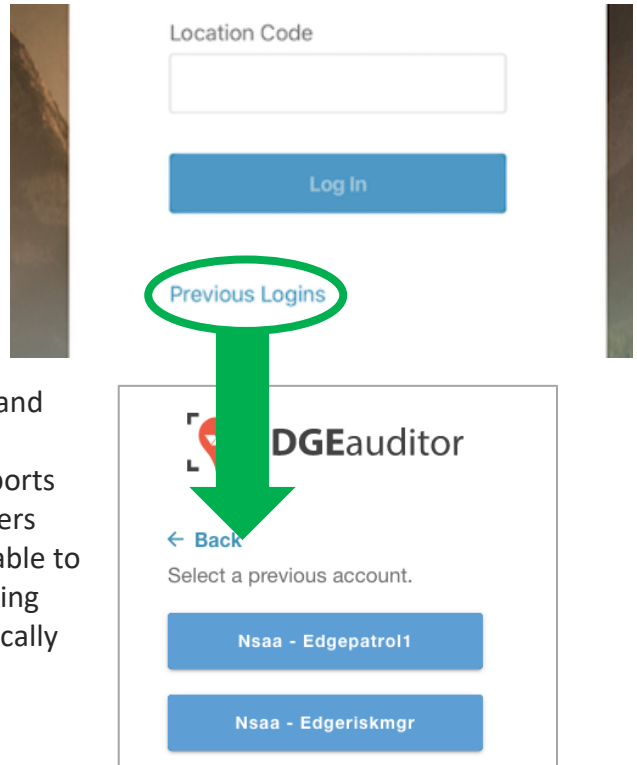
Desktop Computer:

1. Open Chrome browser and go to resort.edgeauditor.com.
2. On the login screen, enter your username, password and location code (case sensitive).
3. Click the *Sign In* button to log into the website.

The login screen for EDGEauditor. It features the EDGEauditor logo at the top left. Below the logo are three input fields: 'Username', 'Password', and 'Code'. There is a 'Remember Me' checkbox below the 'Code' field. At the bottom is a green 'Sign In' button.

Additional Notes

- Both the manager dashboard and the browser-based version of the app are optimized to work with Chrome browser.
- On the EDGEauditor app, if a previous login is saved it will be shown when you select *Previous Logins* located beneath the *Log In* button.
- You can then select the username and just add the password as a shortcut to login as that user. A maximum of 2 previous logins can be saved. If logging in with a third user, it will clear the other logins.
 - If either of those previous users have reports saved locally, the app will not be able to clear them until the user(s) logs in and clears the report(s) from PENDING LOCAL REPORTS. This login “failsafe” prevents reports from being accidentally deleted. If both users have locally saved reports you will not be able to login with a new user until one of the existing users submits/deletes the reports saved locally under their profile.

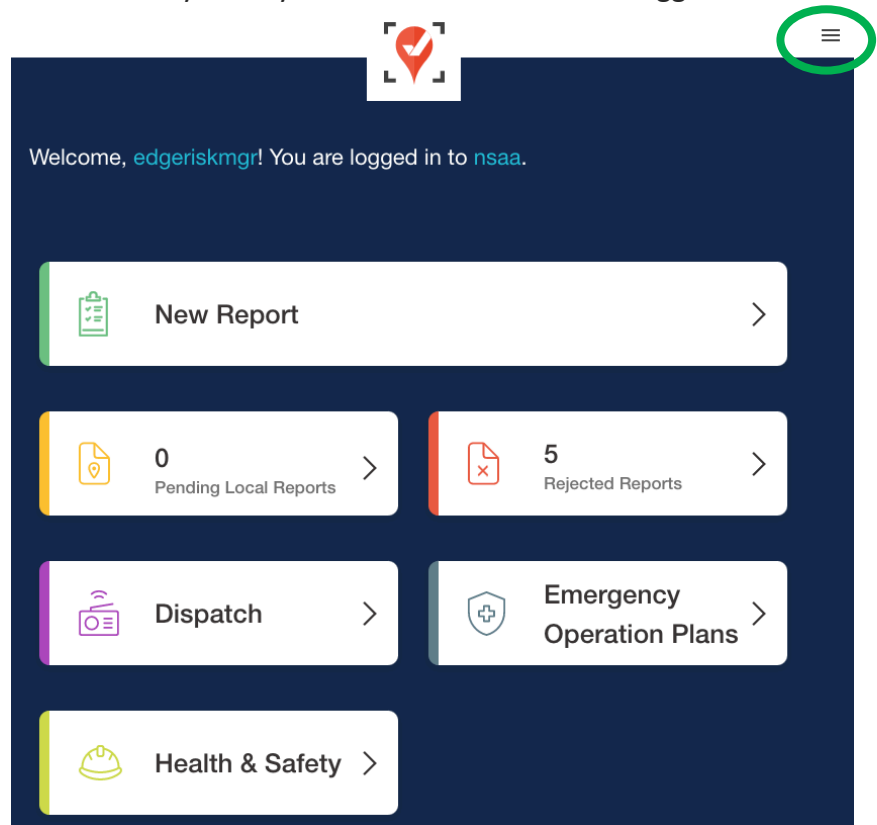
This image shows the login screen with an additional section for 'Previous Logins'. A green circle highlights the 'Previous Logins' link, and a large green arrow points down to the 'Previous Logins' section. The 'Previous Logins' section shows a list of previous accounts: 'Nsaa - Edgepatrol1' and 'Nsaa - Edgeriskmgr'. There is a 'Back' button and a 'Select a previous account.' prompt.

Getting Started

Upon successful login, you will be taken directly to the app home screen that shows each of the modules your user profile has access to. Access to specific modules are determined by the user permissions setup by your manager or those being used by your resort so you may not see all of these when logged in.

To access the settings for your account, select the menu icon located at the top right-hand corner of the main screen (circled in green on the image to the right). From settings you can:

- View your username and location.
- Log out of the app (be sure to do this every time you're finished using the app; this is a security feature to prevent unauthorized access to your account).
- Change your password – if your user profile allows for this (make sure you either memorize it or write it down and keep it in a safe place so you have it when needed).



Online / Offline Mode

The mobile app version of EDGEauditor that can be used on a phone or tablet allows you to use certain features even without an internet or cellular connection. The only modules that can be used in OFFLINE mode are **Reports** (incident report and other reports), **Emergency Operation Plans** and **Health & Safety**. However, functionality may be limited (e.g., location mapping will not be available on the incident report). You will know whether your device is connected by the ONLINE / OFFLINE icon that appears in the top right-hand corner of most screens on the app. If your connection status changes, the icon will change to reflect this. Depending on the screen size of your device, you may just see the connected/disconnected icon.

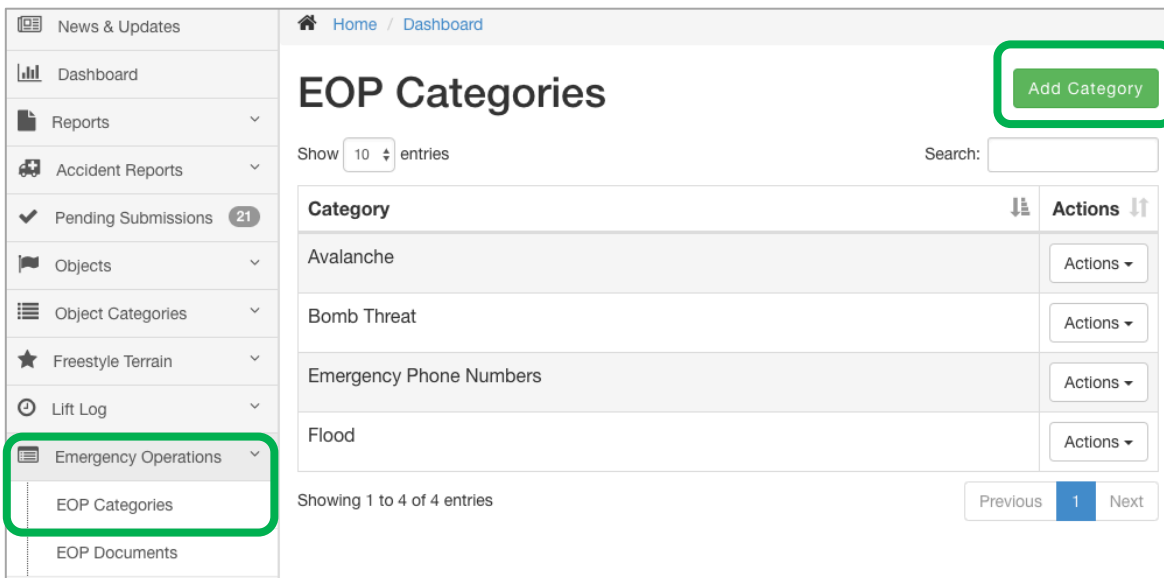


Emergency Operation Plans

The **Emergency Operation Plans** module allows resorts to have their emergency documents, phone number lists, etc. accessible from within the EDGEauditor app.

Creating Emergency Documents/Plans (Dashboard)

1. From a desktop computer, login to the manager dashboard at resort.edgeauditor.com.
2. From the side navigation click on *Emergency Operations* > *EOP Categories*.
3. To add a new category, click on the *Add Category* button in the top right-hand corner. To modify an existing category, click on *Actions* from the second column in the table.



The screenshot shows the 'EOP Categories' dashboard. On the left is a sidebar with navigation items: News & Updates, Dashboard, Reports, Accident Reports, Pending Submissions (21), Objects, Object Categories, Freestyle Terrain, Lift Log, Emergency Operations (highlighted with a green box), EOP Categories, and EOP Documents. The main content area has a breadcrumb 'Home / Dashboard' and the title 'EOP Categories'. Below the title are controls for 'Show 10 entries' and a search bar. A table lists four categories: Avalanche, Bomb Threat, Emergency Phone Numbers, and Flood. Each category has an 'Actions' button in the second column. A green box highlights the 'Add Category' button in the top right corner. At the bottom of the table, it says 'Showing 1 to 4 of 4 entries' and has pagination links for 'Previous', '1' (active), and 'Next'.

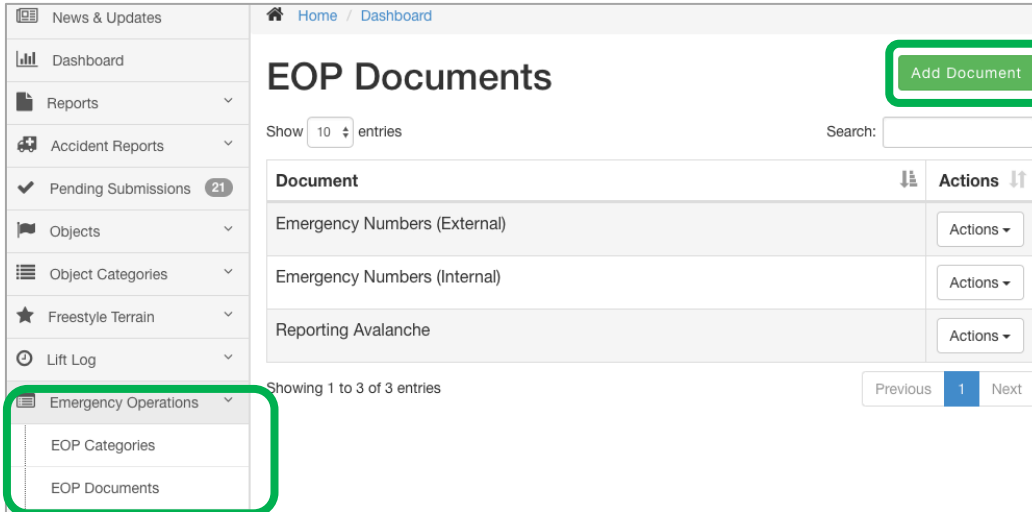
Category	Actions
Avalanche	Actions ▾
Bomb Threat	Actions ▾
Emergency Phone Numbers	Actions ▾
Flood	Actions ▾

4. Enter the name of the new EOP Category and click the *Add Category* button. Repeat this step for each category that needs to be created.



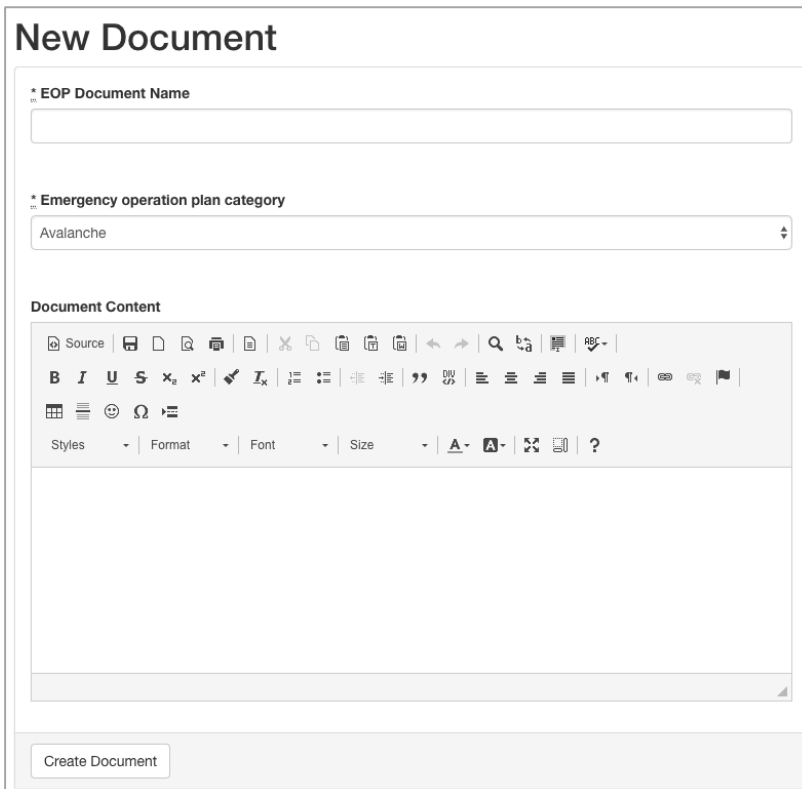
The 'New Category' form has a title 'New Category' and a required text input field labeled '* EOP Category Name'. Below the input field is an 'Add Category' button.

- Once all your categories are created, from the side navigation click on *Emergency Operations* > *EOP Documents*.
- To add a new document, click on the *Add Document* button in the top right-hand corner. To modify an existing document, click on *Actions* from the second column in the table.



The screenshot shows the 'EOP Documents' page in the EDGEauditor interface. On the left sidebar, the 'Emergency Operations' menu is expanded, and 'EOP Documents' is selected. The main content area displays a table of EOP Documents. The table has two columns: 'Document' and 'Actions'. The 'Document' column lists three entries: 'Emergency Numbers (External)', 'Emergency Numbers (Internal)', and 'Reporting Avalanche'. The 'Actions' column for each entry contains an 'Actions' dropdown button. In the top right corner of the main area, there is a green 'Add Document' button. The page also includes a search bar, a 'Show 10 entries' dropdown, and pagination controls at the bottom right.

- Choose a name for your document and the category it belongs to. Then use the content editor to create and format your document. Once complete, click the *Create Document* button.

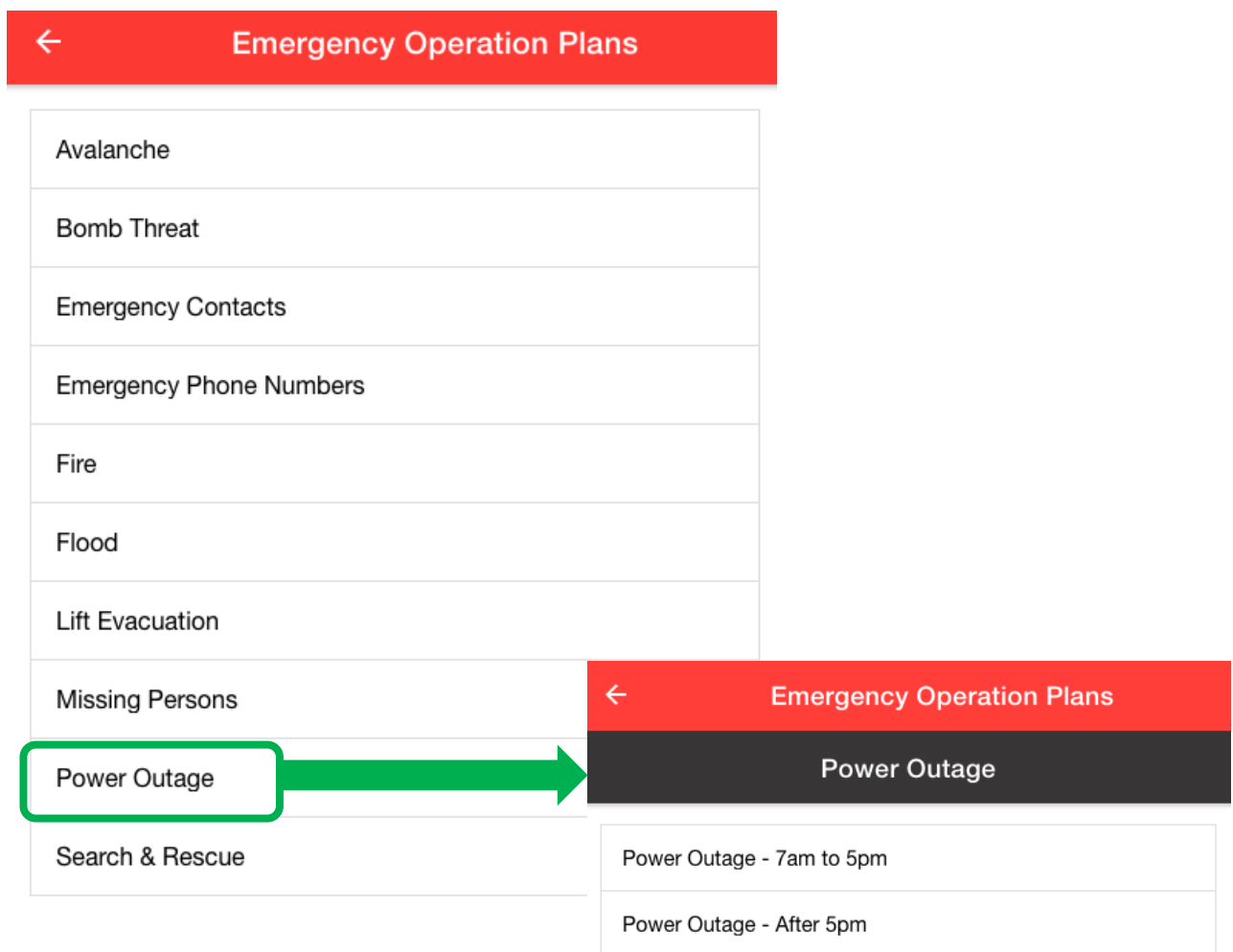


The screenshot shows the 'New Document' form. It has a title 'New Document' at the top. Below the title, there are two required fields: 'EOP Document Name' and 'Emergency operation plan category'. The 'Emergency operation plan category' dropdown is set to 'Avalanche'. Below these fields is a rich text editor for 'Document Content'. The editor has a toolbar with various formatting options like bold, italic, underline, link, unlink, text color, background color, bulleted list, numbered list, indent, outdent, link, unlink, and a help icon. At the bottom of the form, there is a 'Create Document' button.

8. Once a document is created or modified, the next time the **Emergency Operations Plan** module is accessed via the app with a working internet or cellular connection, the new/updated document will appear.

Accessing Emergency Documents/Plans (App)

1. Login to the EDGEauditor app on your mobile device with your user credentials and resort code.
2. Select the **Emergency Operation Plans** module and then select a category. Doing so will list each emergency document/plan associated with that category.



The screenshot displays the 'Emergency Operation Plans' module in the EDGEauditor app. On the left, a list of categories is shown, with 'Power Outage' highlighted by a green box and a green arrow pointing to a detailed view on the right. The detailed view shows the 'Power Outage' category selected, with a list of specific plans below it.

Emergency Operation Plans	
Avalanche	
Bomb Threat	
Emergency Contacts	
Emergency Phone Numbers	
Fire	
Flood	
Lift Evacuation	
Missing Persons	
Power Outage	
Search & Rescue	

Emergency Operation Plans	
Power Outage	
Power Outage - 7am to 5pm	
Power Outage - After 5pm	

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 the issue 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**