



# User Guide: Objects - Signs & Inspections

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## Overview

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### 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

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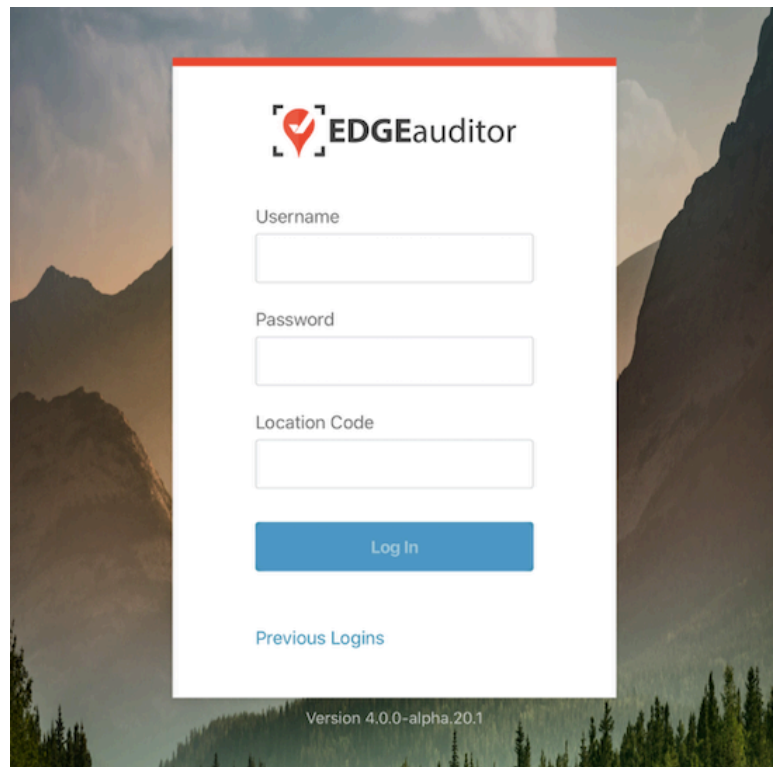
The login screen is a single point of entry into EDGEauditor. The EDGEauditor app is what frontline staff will use to add signs or inspect objects (e.g., buildings, ski runs, etc.). The EDGEauditor manager dashboard is an online website where supervisors can view submitted signs and inspections. The ability to add a sign or perform an inspection is only available from the mobile app version of EDGEauditor.

### Accessing the EDGEauditor App

#### Mobile Device:

1. Download the EDGEauditor app from [download.edgeauditor.com](https://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*.



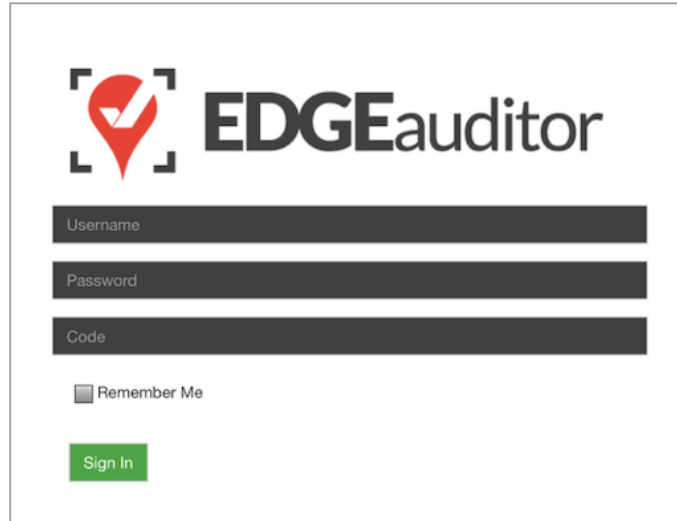
#### Desktop Computer:

1. Open Chrome browser and go to [browser.edgeauditor.com](https://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:

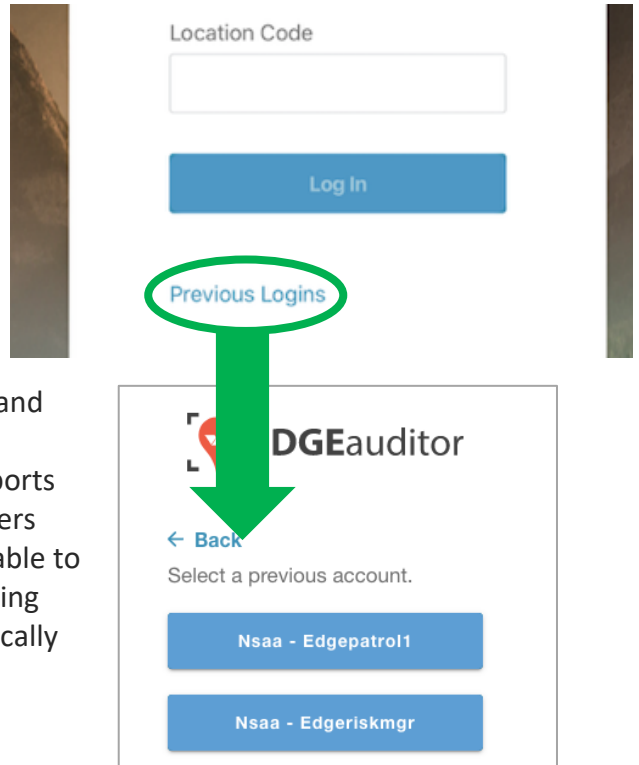
1. Open Chrome browser and go to [resort.edgeauditor.com](https://resort.edgeauditor.com).
2. On the login screen, enter your username, password and location code (case sensitive).
3. Click the *Sign In* button to log into the website.



The login screen features the EDGEauditor logo at the top. Below it are three input fields labeled 'Username', 'Password', and 'Code'. A 'Remember Me' checkbox is located 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.



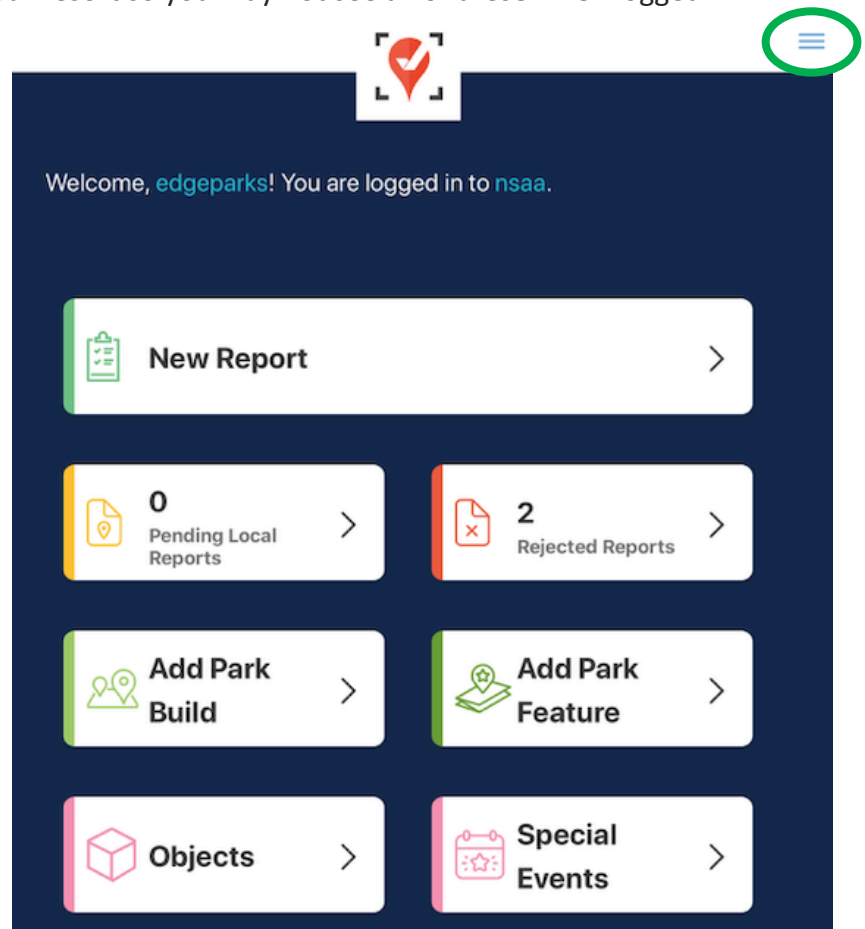
This image shows the login screen with a 'Location Code' input field and a blue 'Log In' button. Below the 'Log In' button is a link labeled 'Previous Logins' which is circled in green. A large green arrow points from this link down to a secondary screen. This secondary screen shows the EDGEauditor logo, a '← Back' link, the text 'Select a previous account.', and two blue buttons: 'Nsaa - Edgepatrol1' and 'Nsaa - Edgeriskmgr'.

## 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.



## Signs

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Signs are a huge part of risk management for resorts. Your initial sign import is a snap with EDGEauditor – simply walk your area with a smartphone or tablet, take a picture of the sign, categorize it based on your own labels, add any notes, and move on to the next one. What used to take a camera, a map, a clipboard and hours of time at your desk can now be done in minutes – and with far greater accuracy.

To add your resort's signage (e.g. Ski Area Boundary, Closed, Trail Maps/Difficulty, etc.), you will need to be logged into the EDGEauditor app on a mobile device with Wi-Fi or cellular connectivity.

### Setup Sign Categories (Manager Dashboard)

1. From a desktop computer, login to the manager dashboard at [resort.edgeauditor.com](https://resort.edgeauditor.com).
2. From the side navigation, click on *Object Categories > Signs* and then click on the *New Sign Category* button.
3. Name your category (e.g., Premises, Health & Safety, Trail Signage, etc.) and then click the *Submit* button.

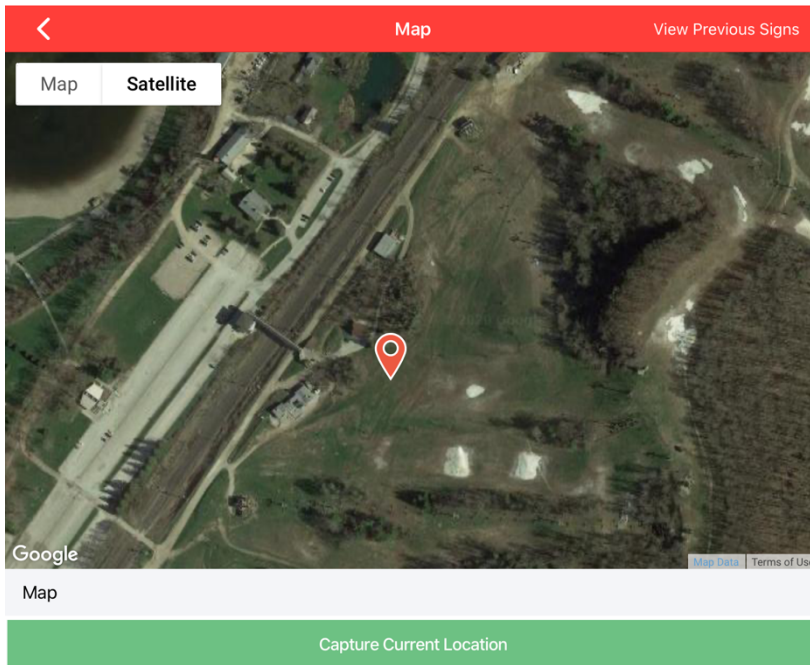


4. Repeat steps #2 and #3 for each sign category you want to setup. Once your categories are in place you can use the app to take photos and geo locate each sign on your property.

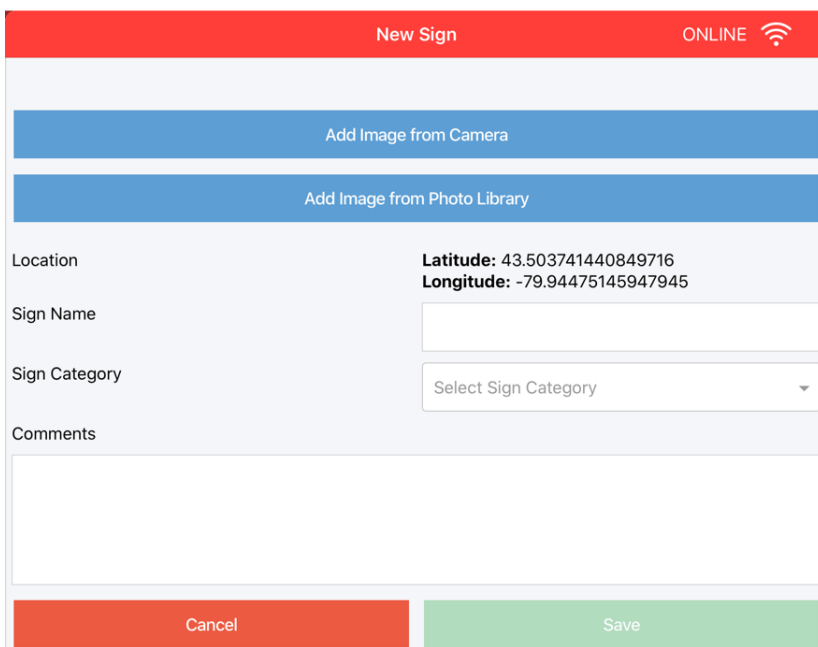
### Add Signage (App)

1. On a mobile phone or tablet, login to the EDGEauditor app and select the **Objects** module. Then select *Add Objects > Signs*.

2. Pause a few seconds to allow for satellite accuracy while you stand at the base of the sign.
3. To see previous signage, tap *View Previous Signs* in the top right-hand corner. If you have any previous signs they will show up as map markers that you can tap on to view and inspect directly from this screen. Otherwise, tap on *Capture Current Location*.



4. On the next screen this is where you will add a photo of your sign, give it a name and select the category it belongs to. You can add any comments as well (optional). Tap *Save* when finished.







When you have finished capturing your signs, you will need to go into *Pending Local Reports* to submit them. Submitted signs will be available on [resort.edgeauditor.com](https://resort.edgeauditor.com) by navigating to *Objects > Signs*.

## Inspecting Signs & Objects

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EDGEauditor allows resorts to inspect existing objects on their property. This includes signs, ski runs, trails, lifts and buildings. The complete inspection history for an object is available for review on the manager dashboard. Before you can inspect an object on the app, you'll first need to setup your inspection conditions on the manager dashboard.

### Setting Up Inspection Conditions (Dashboard)

1. From a desktop computer, login to the manager dashboard at [resort.edgeauditor.com](https://resort.edgeauditor.com).
2. From the side navigation, click on *Objects > Inspection Condition* and then click on the *New Inspection Condition* button.

Inspection Conditions			
Title			
Great Condition	<a href="#">Show</a>	<a href="#">Edit</a>	<a href="#">Destroy</a>
Satisfactory Condition	<a href="#">Show</a>	<a href="#">Edit</a>	<a href="#">Destroy</a>
Vandalism	<a href="#">Show</a>	<a href="#">Edit</a>	<a href="#">Destroy</a>
Repair	<a href="#">Show</a>	<a href="#">Edit</a>	<a href="#">Destroy</a>
Needs Replacing	<a href="#">Show</a>	<a href="#">Edit</a>	<a href="#">Destroy</a>
Missing	<a href="#">Show</a>	<a href="#">Edit</a>	<a href="#">Destroy</a>
<a href="#">New Inspection Condition</a>			

3. Name your inspection condition and then click the *Create Inspection Condition* button.
4. Repeat steps #2 and #3 for all the inspection conditions you wish to setup.


Once your inspection conditions are setup, you are now ready to use the app to complete inspections.

### Inspect Objects (App)

1. On a mobile phone or tablet, login to the EDGEauditor app and select the **Objects** module. Then select *Inspect An Existing Object*.
2. From the category list of objects, choose the one you want to inspect.

- If inspecting a sign, you will tap on the map pin to open up a preview of the sign and then tap the *Inspect* button to complete the inspection.
  - If inspecting any other object you will use the drop down to choose the specific ski run, lift, building or trail to be inspected.
3. Go through the inspection page, choosing the correct inspection condition, adding comments and image(s). You won't be able to save the inspection until all these fields are completed.
    - When adding images, you must provide a corresponding title for the photo.
  4. Once the inspection is completed, tap *Save Inspection*. You'll receive a confirmation message indicating the inspection has been saved to Pending Local Reports. You can either go to the Pending Local Reports screen now to submit the inspection or proceed with inspecting another object.

<
Inspect Object



SkiRun

Spin Cycle × ▼

INSPECTION CONDITION

Great Condition × ▼

Comments

No issues with ski run. Skied through this morning at 9am

Add Image from Camera

Add Image from Photo Library

Title	Image	Actions
Add at least one image		

Cancel

Save Inspection

## Viewing Submitted Inspections (Dashboard)

1. From a desktop computer, login to the manager dashboard at [resort.edgeauditor.com](https://resort.edgeauditor.com).
2. From the side navigation, click on *Objects* and then from the list select either *Ski Runs*, *Trails*, *Lifts*, *Signs* or *Buildings* to view inspections submitted for those objects.
3. Once you've selected your object, on the next screen that appears, click the Manage button under the Actions column and choose *More Information*.

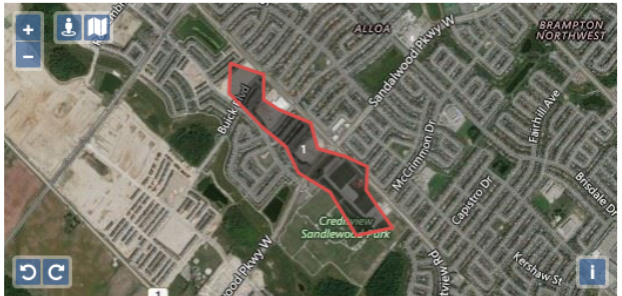
The Slayer	Black	<a href="#">Saddleback</a>	Superadmin	<a href="#">← Manage</a>
Spin Cycle	Black	<a href="#">Saddleback</a>	Superadmin	<a href="#">More Information</a> <a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Manage</a>
Pirate's Cove	Blue	<a href="#">Juniper</a>	Superadmin	<a href="#">Manage</a>
Man of Steel	Double Black	<a href="#">Saddleback</a>	Superadmin	<a href="#">← Manage</a>

4. The next screen will show a summary of the inspections performed for the entire history of that object. To view photos attached to the inspection, click on the “eye” icon underneath the Actions column.

### Skirun - Spin Cycle

Parent Object:	<a href="#">Saddleback</a>
Created By:	Superadmin
Created On:	May. 30, 2018 14:04
Start Point (long, lat):	
End Point (long, lat):	
Object Category:	Black
Notes	
Last Inspected	Sep. 19, 2018 10:07



[Inspections](#)
[Reports](#)












Inspection Date	Condition	Comments	Actions
Sep. 19, 2018 10:07	Great Condition	No issues with ski run. Skied through this morning at 9am	<a href="#">View</a>

## Pending Local Reports (App)

All signs and inspections will be saved to Pending Local Reports, which can be accessed from the EDGEauditor app home screen. You will have the option to submit all signs/inspections by selecting the OBJECT NAME at the top of the list (circled in green below) or just pick and choose the ones you want to submit by selecting each one individually. You'll then select the green submit button at the bottom of the screen to submit your signs/inspections.

 Back Pending Reports ONLINE 

 OBJECT NAME	TYPE	DATE & TIME	
<b>Objects</b>			
 trail head	Sign	2020-07-30 - 07:42	
 alpine responsibility code	Sign	2020-07-30 - 07:42	
 slow zone	Sign	2020-07-30 - 07:42	
<b>Inspections</b>			
 Spin Cycle	Ski Run	2020-07-30 - 07:46	

Submit all Objects/Inspections

## Technical Escalation Process

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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](mailto: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](mailto:support@edgeauditor.com)**