



User Guide: Special Events

Last Updated: August 11, 2020

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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

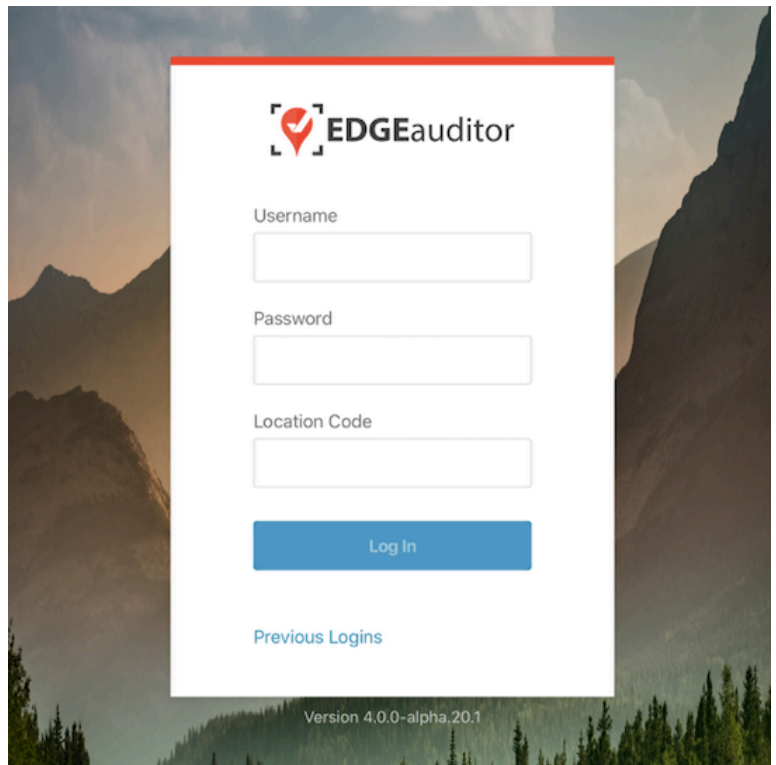
The login screen is a single point of entry into EDGEauditor. The EDGEauditor app is what frontline staff will use to build the special event. The EDGEauditor manager dashboard is an online website where supervisors can manage submitted events by adding additional documentation (e.g., signed contract, sponsor list, etc.). The ability to submit a build for a special event 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. 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*.



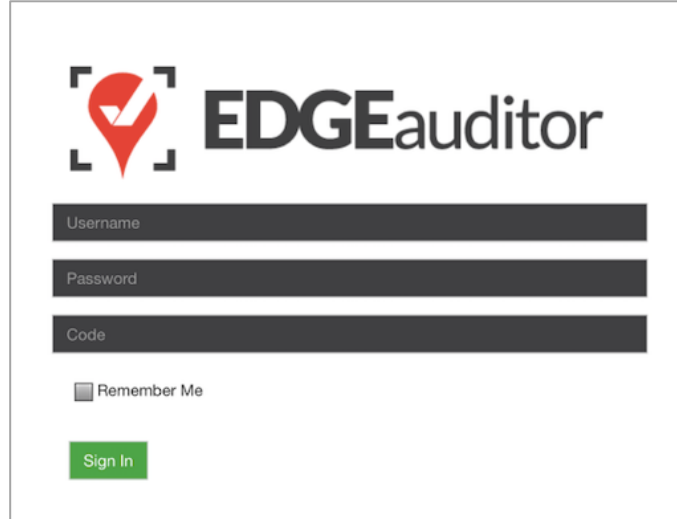
Desktop Computer:

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:

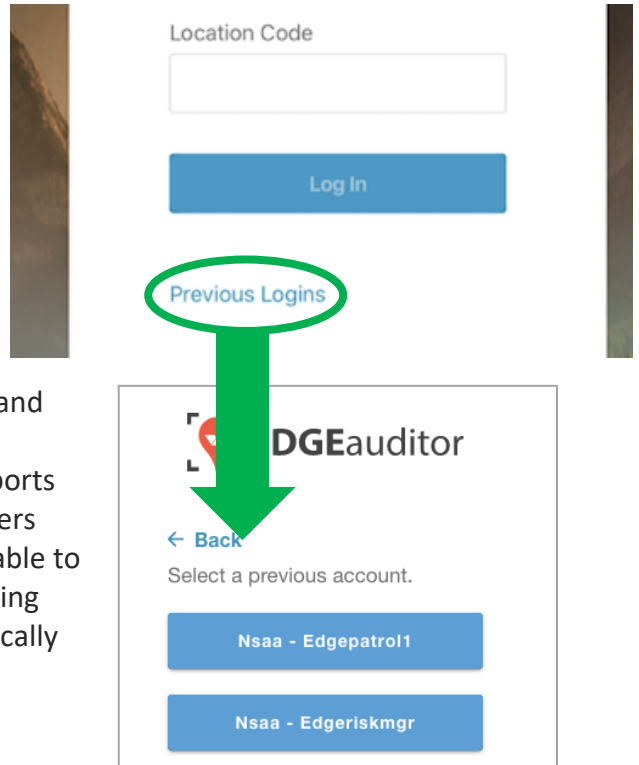
1. Open Chrome browser and go to resort.edgeauditor.com.
2. On the login screen, enter your username, password and location code (case sensitive).
3. Click the *Sign In* button to log into the website.



The login screen 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.



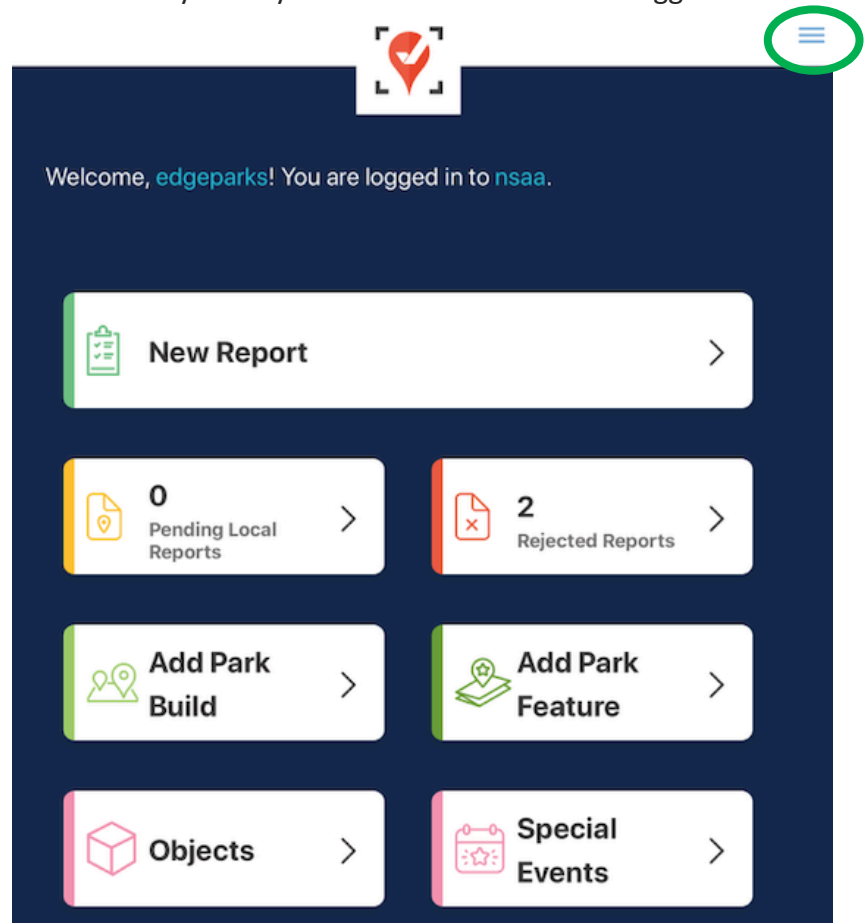
This image shows the login screen with an additional section below the 'Log In' button. A green circle highlights the 'Previous Logins' link, with a large green arrow pointing down to a secondary screen. This secondary screen shows a '← Back' link, the text 'Select a previous account.', and two buttons: '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.

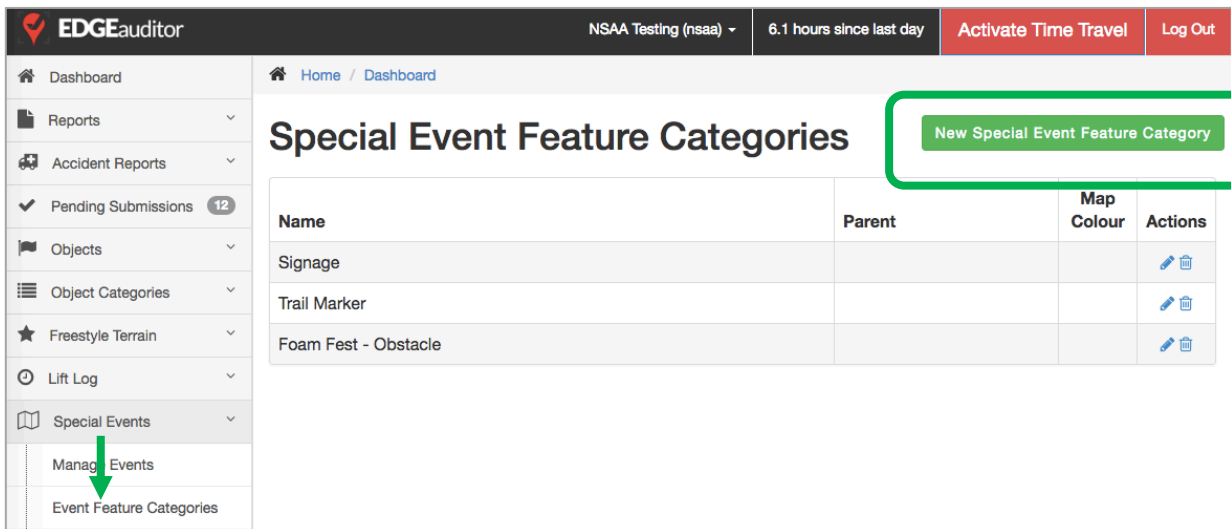


Special Events

From time to time your resort may host temporary events. Just as with your lifts, ski runs and other areas these events bring risk to your resort. To mitigate the risk, EDGEauditor has built a module called **Special Events** where you can log your event features, signs and more. The module functionality is very similar to **Add Park Build**.

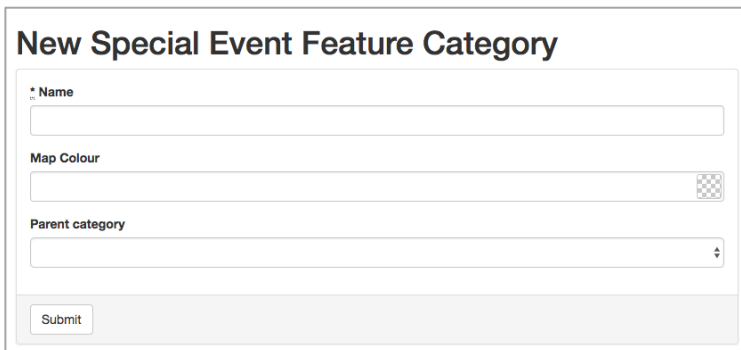
Event Feature Categories (Manager Dashboard)

1. From a desktop computer, login to the manager dashboard at resort.edgeauditor.com.
2. From the side navigation, go to *Special Events* > *Event Feature Categories* and click on the *New Special Event Feature Category* button.



The screenshot shows the EDGEauditor Manager Dashboard. The top navigation bar includes the logo, user information (NSAA Testing (nsaa)), session duration (6.1 hours since last day), and buttons for 'Activate Time Travel' and 'Log Out'. The left sidebar contains a navigation menu with categories like Dashboard, Reports, Accident Reports, Pending Submissions (12), Objects, Object Categories, Freestyle Terrain, Lift Log, and Special Events. Under 'Special Events', 'Event Feature Categories' is selected. The main content area is titled 'Special Event Feature Categories' and contains a table with columns: Name, Parent, Map Colour, and Actions. The table lists three categories: Signage, Trail Marker, and Foam Fest - Obstacle. A green box highlights the 'New Special Event Feature Category' button in the top right corner of the main content area.

3. You will then input the information for your new category and click the *Submit* button.



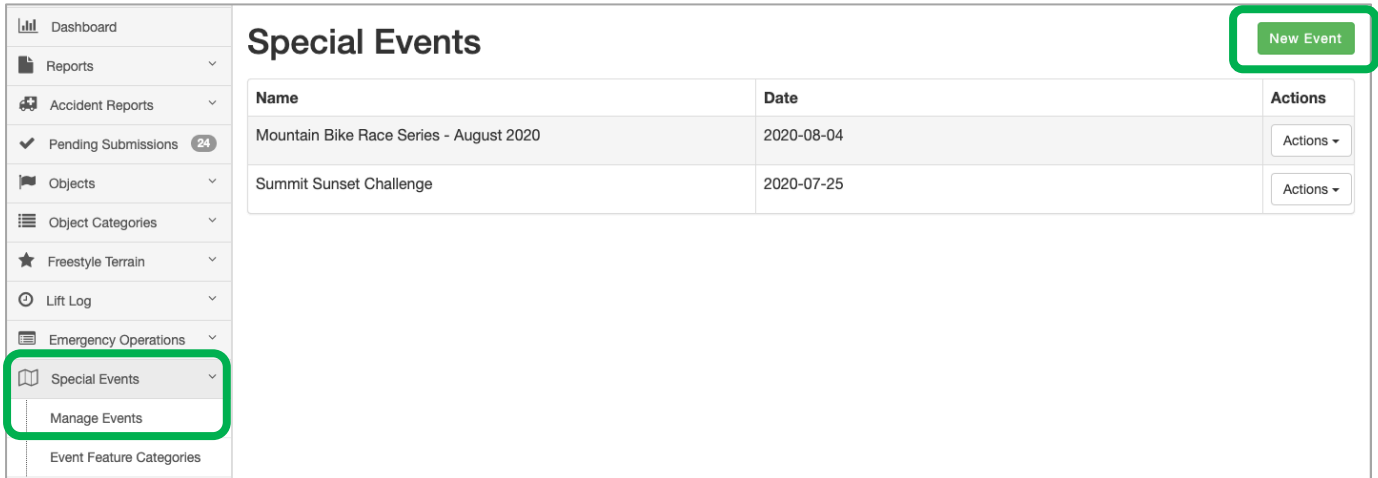
The screenshot shows the 'New Special Event Feature Category' form. It has three input fields: 'Name' (a text box), 'Map Colour' (a color picker), and 'Parent category' (a dropdown menu). Below these fields is a 'Submit' button.

4. Repeat steps #2 & #3 for each category.

Create Events (Manager Dashboard)

Now that you have your categories setup, the next step is to create your special event.

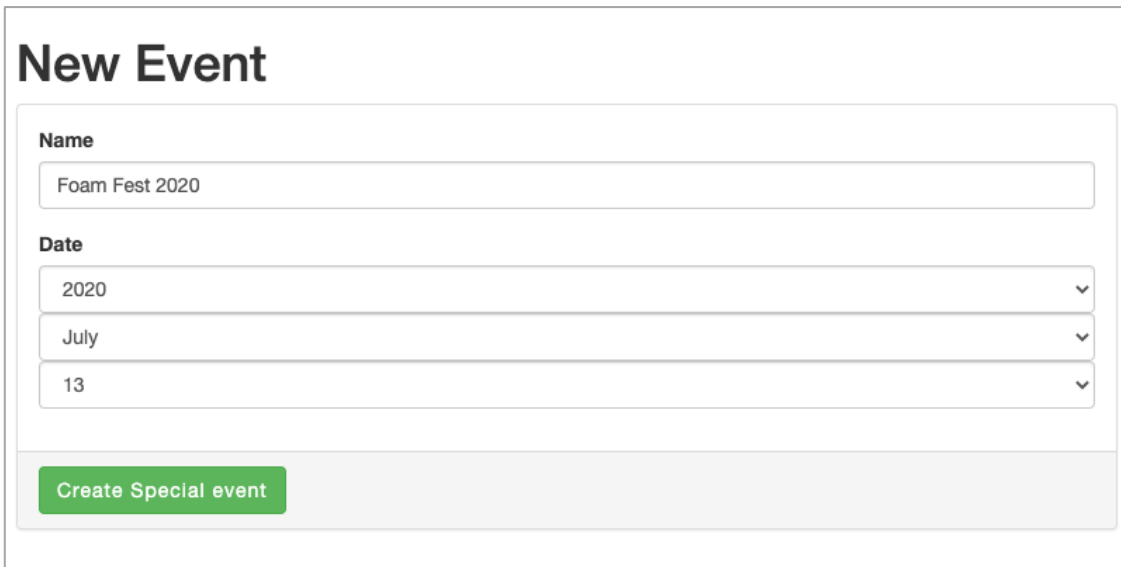
1. From the side navigation, go to *Special Events > Manage Events* and click on the *New Event* button.



The screenshot shows the 'Special Events' manager dashboard. On the left is a side navigation menu with options: Dashboard, Reports, Accident Reports, Pending Submissions (24), Objects, Object Categories, Freestyle Terrain, Lift Log, Emergency Operations, **Special Events** (highlighted with a green box), and Event Feature Categories. Under 'Special Events', 'Manage Events' is also highlighted with a green box. The main content area is titled 'Special Events' and contains a table with two rows of event data. A green 'New Event' button is located in the top right corner of the main content area.

Name	Date	Actions
Mountain Bike Race Series - August 2020	2020-08-04	Actions ▾
Summit Sunset Challenge	2020-07-25	Actions ▾

2. Enter a name for your event and select the date it takes place on from the drop downs. Then click *Create Special Event*.

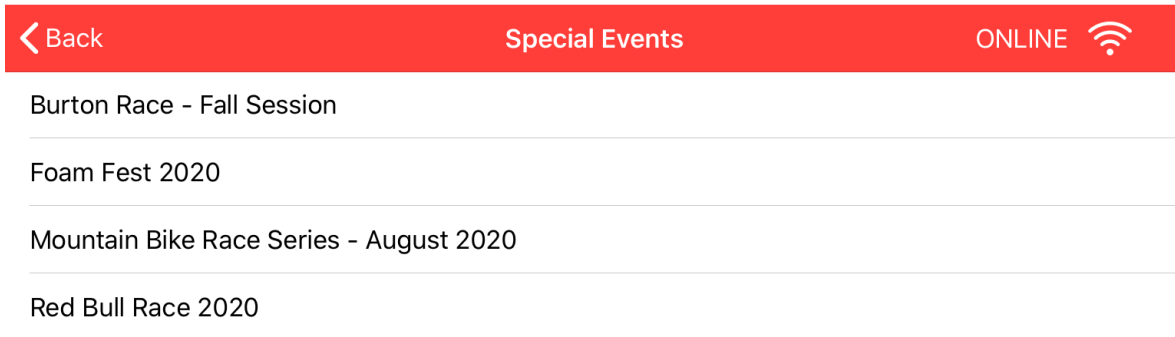


The screenshot shows the 'New Event' form. It has a title 'New Event' at the top. Below it is a form with two main sections: 'Name' and 'Date'. The 'Name' section has a text input field containing 'Foam Fest 2020'. The 'Date' section has three dropdown menus for year, month, and day, with values '2020', 'July', and '13' respectively. At the bottom of the form is a green button labeled 'Create Special event'.

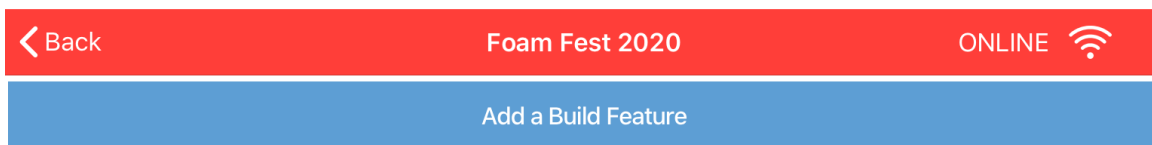
With your event and event categories in place, you're now ready to use the app to build out the features for your event.

Special Events Build (App)

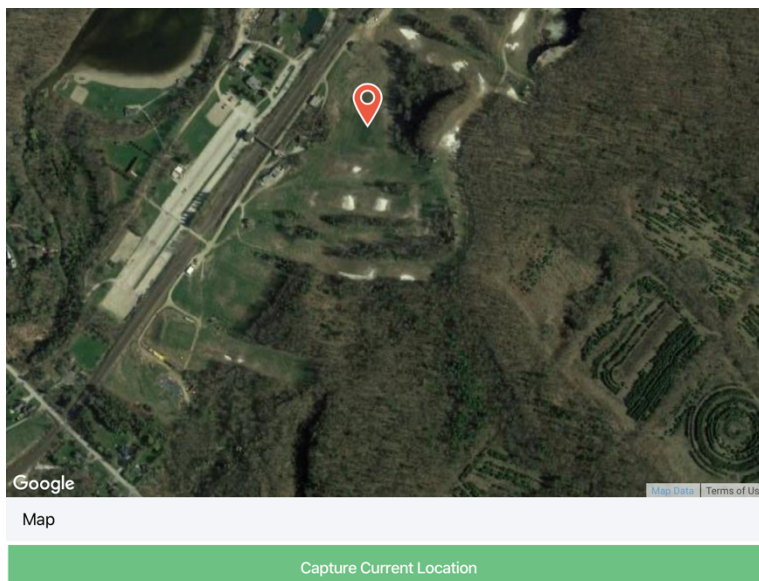
1. Login to the EDGEauditor app on your mobile device with your user credentials and resort code.
2. Select the **Special Events** module from the main screen.
3. From the events listed, select the one you want to add features to.



4. Select *Add a Build Feature* to begin adding features to your event.



5. From the map view, tap *Capture Current Location*.



6. On the next screen, Name your feature, select the type and add any relevant comments before adding images of you feature. Once done, tap *Save*.

Add an Item

Name

Type

Select Feature Category

Add Image from Camera

Add Image from Photo Library

Cancel

Save

7. Repeat steps #1 through #6 for all features belonging to that special event build.
8. Once your build is complete, tap on *Submit* to complete the build and send it to the manager dashboard.

Back
Foam Fest 2020
ONLINE

Add a Build Feature

Race Start		
Chamber of Foam		
Foam Zone #1		
Waterfall		
Foam Zone #2		
The Pit		

Cancel Build
Submit

Manage Special Events (Manager Dashboard)

Once your special event build has been submitted, you have the ability to manage it through resort.edgeauditor.com. Using the *Actions* button you can view, edit or delete the event. Selecting *View* will allow you to attach any supplementary photos or documentation to the event as well as view the photos of the features you added to it.

After clicking *View*, proceed to click the *Add a New Special Event File or Attachment* button. Once you've uploaded your file click the save button to attach it to the event.

Special Events

New Event

Name	Date	Actions
Mountain Bike Race Series - August 2020	2020-08-04	Actions ▾
Summit Sunset Challenge	2020-07-25	Actions ▾
Foam Fest 2020	2020-07-13	Actions ▾

Foam Fest 2020
2020-07-13

Special Event Files & Attachments

File Name	Download	Delete
Vendor Agreement	Download	Delete
Sponsor List	Download	Delete

Add a New Special Event File or Attachment

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**