



## User Guide: Equipment

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Last Updated: October 15, 2020

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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 rent and return equipment. The EDGEauditor manager dashboard is an online website where supervisors can manage their equipment inventory.

### Accessing the EDGEauditor App

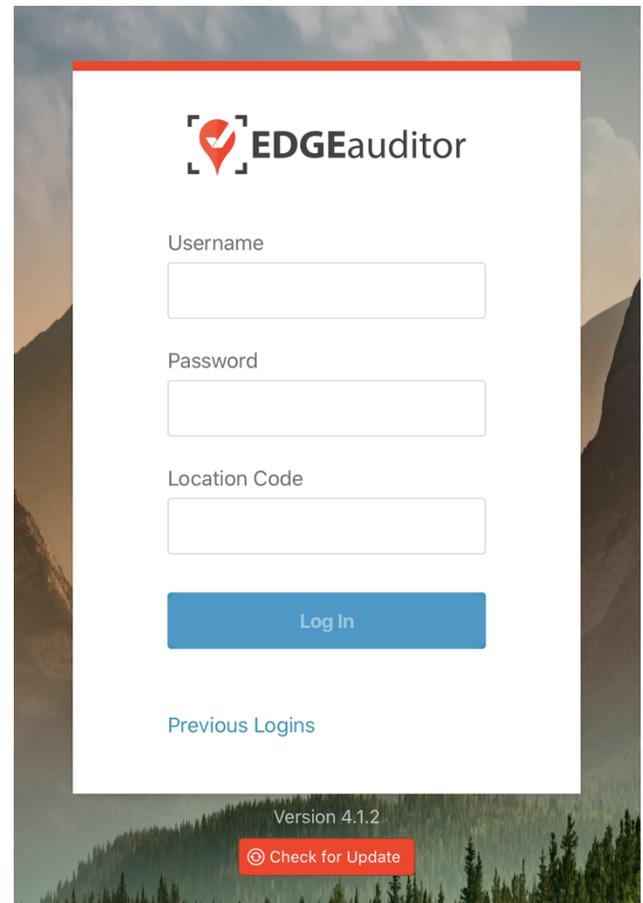
#### Mobile Device:

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:

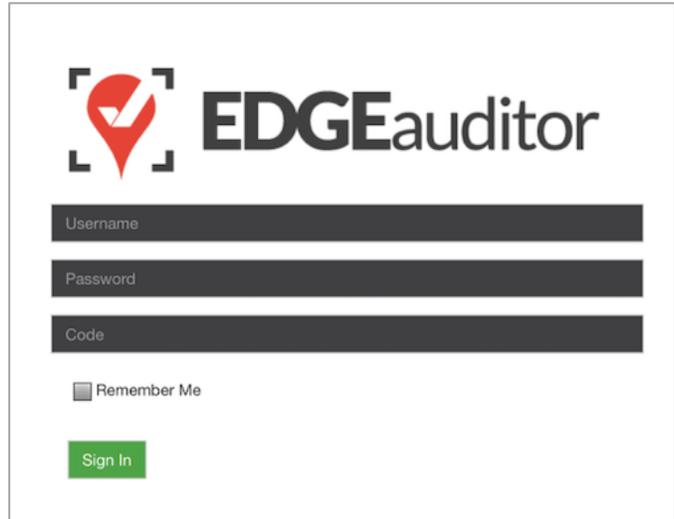
1. Open Chrome browser and go to [browser.edgeauditor.com](https://browser.edgeauditor.com).
2. On the login screen, enter your username, password and location code (case sensitive).
3. Click the 'Log In' button to log into the EDGEauditor application.



## Accessing the EDGEauditor Manager Dashboard

### Desktop Computer:

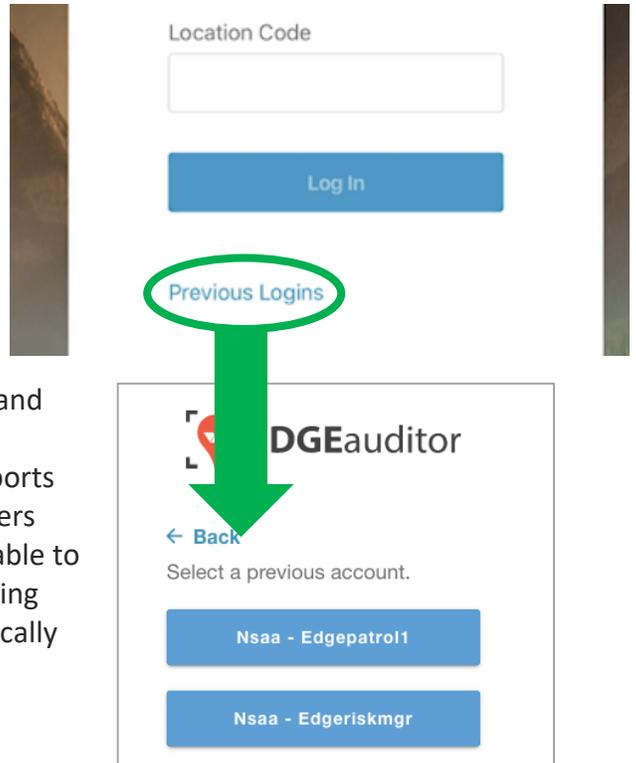
1. Open Chrome browser and go to [resort.edgeauditor.com](https://resort.edgeauditor.com).
2. On the login screen, enter your username, password and location code (case sensitive).
3. Click the *Sign In* button to log into the website.



The screenshot shows the EDGEauditor login interface. It features the logo at the top left, followed by three input fields labeled 'Username', 'Password', and 'Code'. Below these fields is a 'Remember Me' checkbox and 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.



The screenshot shows the login screen with a 'Location Code' input field and a blue 'Log In' button. Below the 'Log In' button is a 'Previous Logins' section, which is circled in green. A large green arrow points from this section to a detailed view of the 'Previous Logins' screen. This screen shows a '← Back' button, the text 'Select a previous account.', and two blue buttons: 'Nsaa - Edgepatrol1' and 'Nsaa - Edgeriskmgr'.

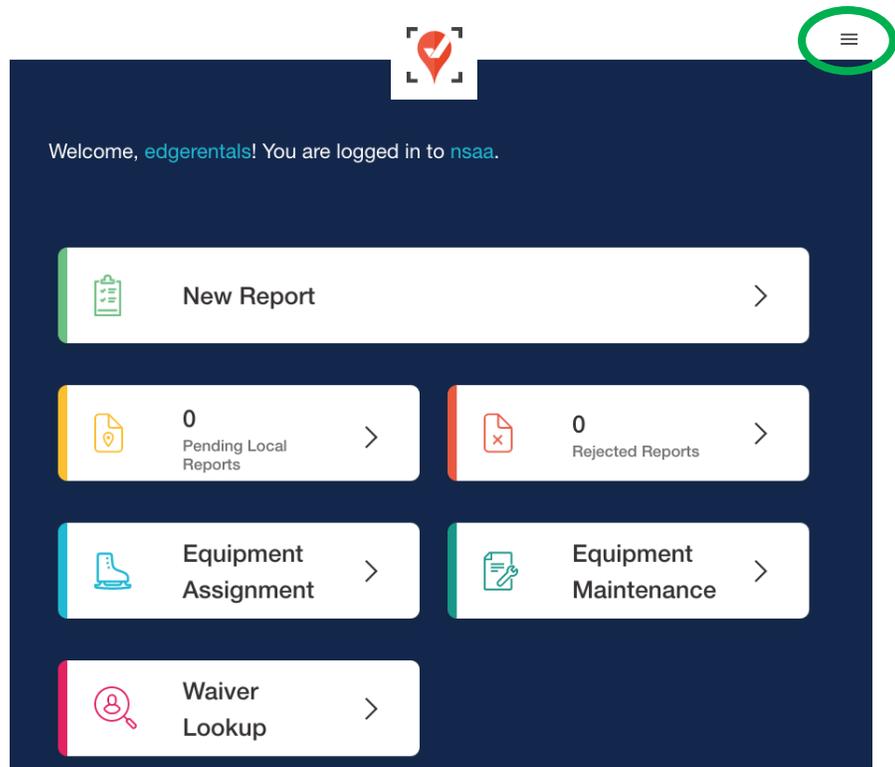
## Getting Started

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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.



## Equipment Assignment

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With EDGEauditor, you can conveniently manage your entire rental equipment inventory – from bikes and shoes in the summer to skis and boots in the winter. You will use the manager dashboard ([resort.edgeauditor.com](https://resort.edgeauditor.com)) to build out your inventory categories and assign inventory to them. Once those items are setup, rental staff will use the app to assign equipment to guests and complete returns of rented equipment.

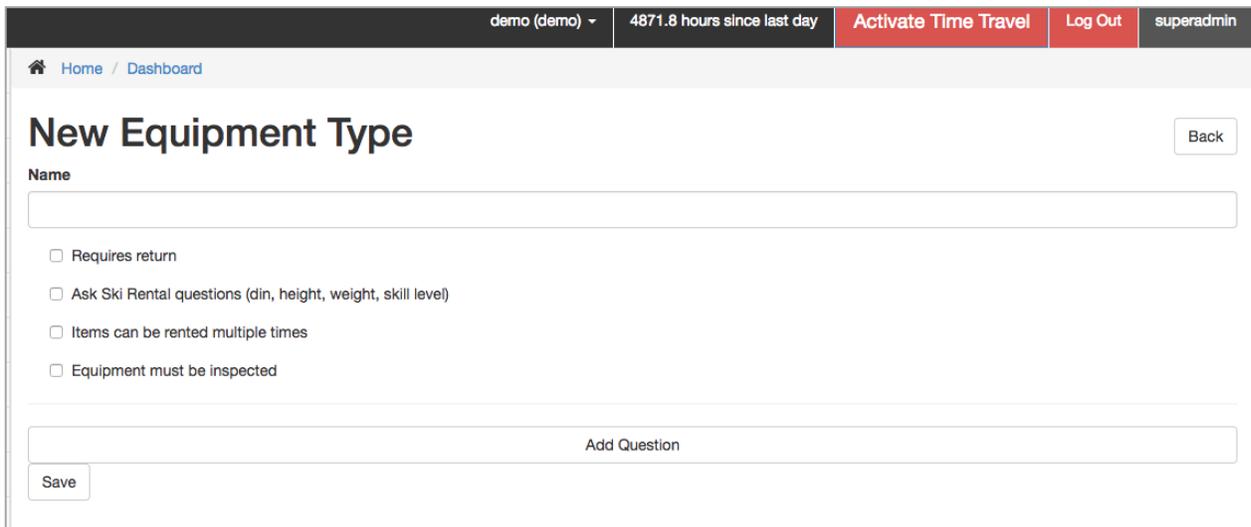
The **Equipment Assignment** module works in tandem with EDGEauditor Waivers. Once a guest submits a completed waiver, their name will be searchable for employees to rent out equipment to them.

Equipment rentals are not integrated with your POS systems. It is a stand-alone application within the EDGEauditor software.

### Creating Equipment Categories (Manager Dashboard)

The first step in having equipment available for guest rental is to setup your equipment types.

1. From a desktop computer, login to the managers dashboard at [resort.edgeauditor.com](https://resort.edgeauditor.com).
2. From the side navigation, go to *Equipment Management > Equipment Type*.
3. At the right-hand side of the screen, click the *Add Type* button.
4. Enter the equipment type name (e.g., Skis, Snowshoes, Mountain Bikes, Kids Bikes...).



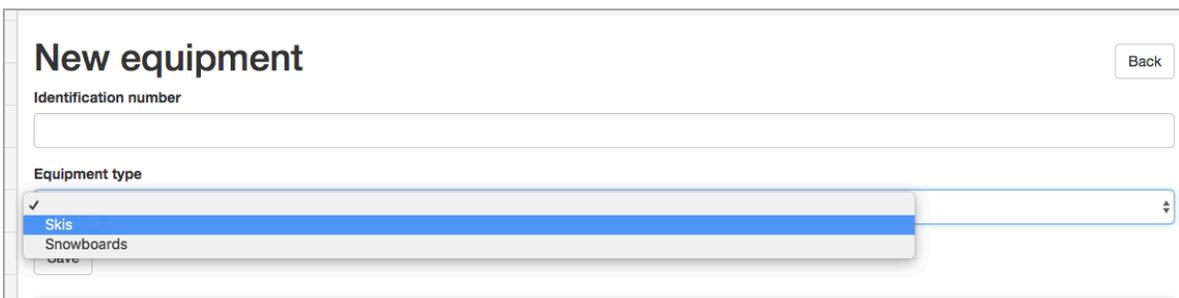
The screenshot shows the 'New Equipment Type' form in the EDGEauditor manager dashboard. The top navigation bar includes 'demo (demo)', '4871.8 hours since last day', 'Activate Time Travel', 'Log Out', and 'superadmin'. The breadcrumb trail is 'Home / Dashboard'. The form title is 'New Equipment Type' with a 'Back' button. The form contains a 'Name' input field, four checkboxes: 'Requires return', 'Ask Ski Rental questions (din, height, weight, skill level)', 'Items can be rented multiple times', and 'Equipment must be inspected'. Below these is an 'Add Question' input field and a 'Save' button.

5. Check off each of the following if it applies to the specific equipment category:
  - a) *Requires return* > equipment will not be available for rent again until it is returned
  - b) *Ask Ski Rental questions (din, height, weight, skill level)* > if you are collecting height, weight and skill level on your waiver, enabling this option will populate those fields on the rental screen and add a DIN field for the tech to record the DIN settings.
  - c) *Items can be rented multiple times* > The same piece of equipment can be rented out to different customers at the same time. For example, if you had medium helmets that all shared the same identification number (e.g., HELMET-M) they could be rented out to different customers at the same time.
  - d) *Equipment must be inspected* > equipment will not be available for rent again until it has been inspected after its return.
6. If you've selected "Equipment must be inspected", click *Add Question* to add the specific maintenance questions the tech must answer when completing their inspection for returned equipment of that type.
7. Click *Save* to create your equipment type.
8. Repeat steps #3 through #7 for each additional equipment type to be setup.

## Adding Equipment (Manager Dashboard)

Now that you've set up your equipment types, it's time to add in your equipment inventory and attach it to a relevant equipment type.

1. From a desktop computer, login to the managers dashboard at [resort.edgeauditor.com](https://resort.edgeauditor.com).
2. From the side navigation, go to *Equipment Management > Equipment*.
3. At the right-hand side of the screen, click the *Add Equipment* button.
4. Enter the unique identification number for the equipment (can be a combination of letters and numbers).

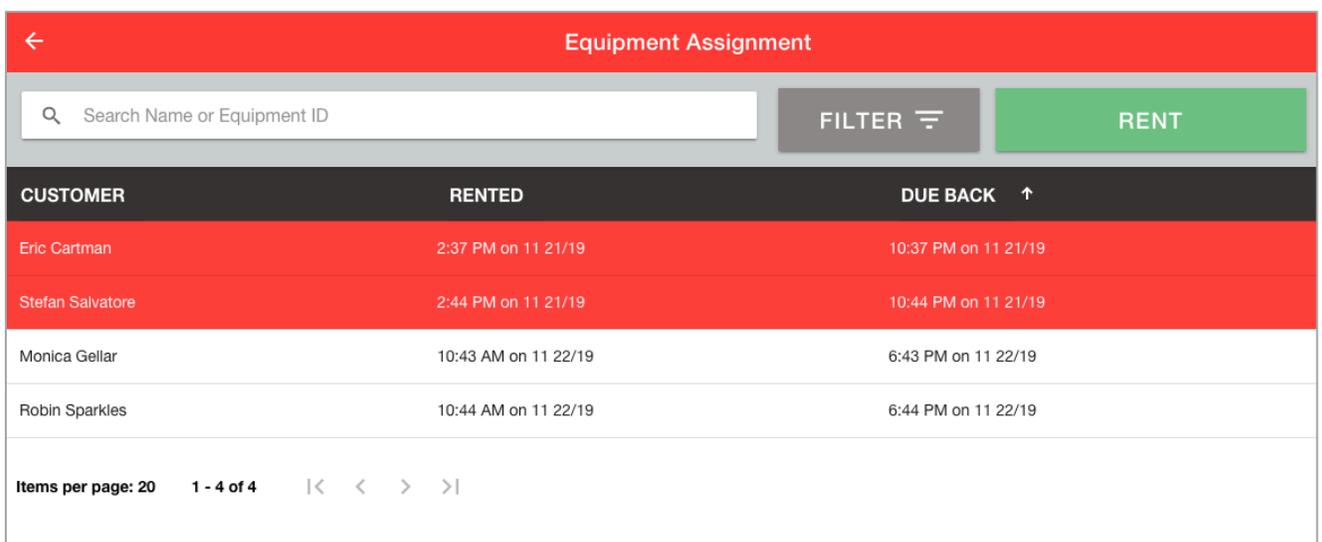


- If your location is using barcodes to rent out equipment (so it can be rented out via handheld Bluetooth scanner), the identification number must match the barcode exactly and be a minimum of 7 characters.
5. Use the Equipment Type dropdown to select the category it belongs to.
  6. Click *Save* to create your equipment.
  7. Repeat steps #3 through #6 for each remaining piece of equipment.

Now that you've done all the prerequisite work, it's time to walkthrough how to rent and return equipment using the EDGEauditor app.

## Renting Equipment (App)

1. Login to the EDGEauditor app and select **Equipment Assignment**. Then select the green *RENT* button in the top right-hand corner.
  - If there is already equipment out for rent, you will see these customer records on this first screen.
    - Equipment rentals that are overdue will be highlighted in red.
    - You can select the *FILTER* button to only see rentals involving specific equipment types.



CUSTOMER	RENTED	DUE BACK ↑
Eric Cartman	2:37 PM on 11 21/19	10:37 PM on 11 21/19
Stefan Salvatore	2:44 PM on 11 21/19	10:44 PM on 11 21/19
Monica Gellar	10:43 AM on 11 22/19	6:43 PM on 11 22/19
Robin Sparkles	10:44 AM on 11 22/19	6:44 PM on 11 22/19

Items per page: 20    1 - 4 of 4    < < > >

- Use the search box to enter a guest's name, phone number or email (they will need to have completed a waiver previously) and click the *SEARCH* button. From the search results, locate the appropriate guest record.

←
Equipment Assignment

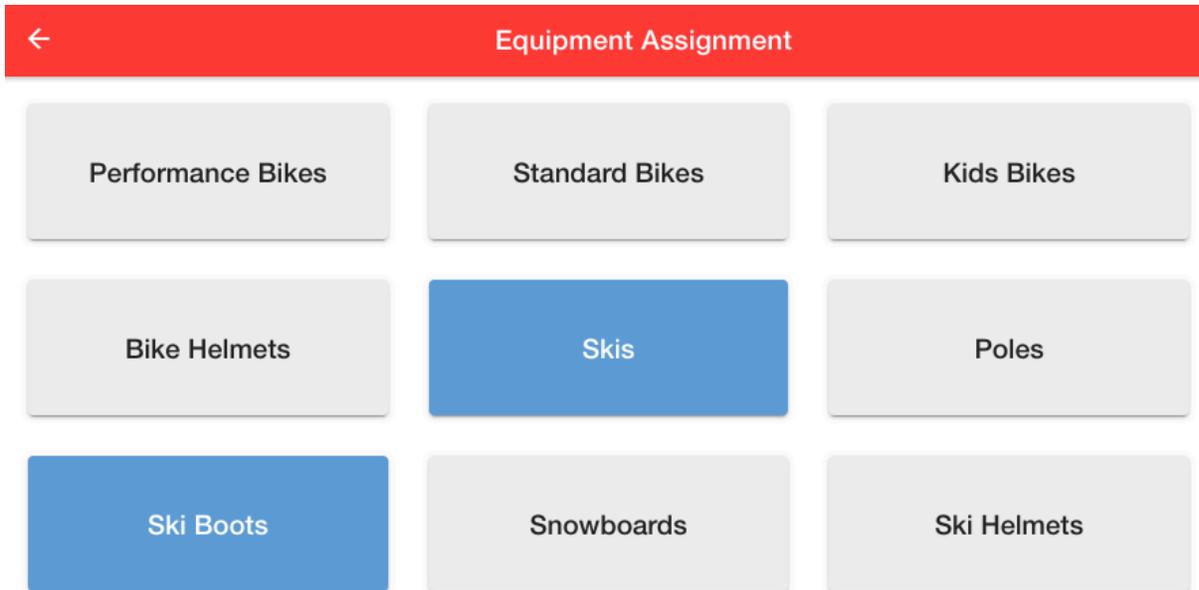
Name	Phone #	Email
<input type="text" value="sal"/>	<input type="text"/>	<input type="text"/>
SEARCH		
Name	Phone #	Email
Lizzie Saltzman	1111111111	
Rick Saltzman	2222222222	rick@gmail.com
Josie Saltzman	1111111111	

- Select the guest record to bring up their information and the waivers they've completed to ensure they are eligible for the equipment rental. Once you've confirmed everything is in order, choose the blue *CONTINUE* button at the bottom of the screen.

Rick Saltzman
×

<b>Name</b>	Rick Saltzman		
<b>Phone #</b>	2222222222		
<b>Email</b>	rick@gmail.com		
<b>Birthday</b>	Sep 22, 1975 (Age: 44)		
Waiver	Completed Date	Valid Until	Signatures
Rental Waiver (2019/2020)	2019-10-22	2019-12-31	<div style="display: flex; gap: 10px;"> <div style="border: 1px solid #ccc; padding: 5px; text-align: center;">  </div> <div style="border: 1px solid #ccc; padding: 5px; text-align: center;">  </div> </div>
<b>Customer Questions</b>			
Height	6ft 2"		
Weight	165 LBS		
Skier Type	TYPE 2		

4. Select the equipment type to be rented out by choosing one or more categories and then selecting the blue *CONTINUE* button at the bottom of the screen. You'll know you've made a selection when the box is highlighted in blue. To de-select, simply tap/click the box again.
  - If you are using a Bluetooth scanner to rent out equipment, you would scan all the pieces of equipment to be rented out to that customer, which will then highlight the appropriate equipment categories. Once you are done scanning all equipment, select the *CONTINUE* button.



5. Fill out the information required to complete the rental. The ID associated with the equipment type(s) must match what is in the EDGEauditor database, otherwise you will receive an error message upon submission of the rental. If you used a Bluetooth scanner to select the equipment, the equipment ID fields will already be filled in for you.
  - **IMPORTANT NOTE:** If you have “Ask Ski Rental questions (din, height, weight, skill level)” enabled, you will only be able to rent out a single piece of equipment for that equipment type as DIN settings are recorded for each individual customer. Otherwise, you can rent out as many pieces of equipment as you like to a single guest. The screenshot on the next page shows an example of this flag enabled so only one set of skis can be rented. For other equipment categories that do not have “Ask Ski Rental questions (din, height, weight, skill level)” enabled more than one of the equipment type can be rented out to the same customer by clicking the green *ADD* button.
  - *Skier Type, Height & Weight* fields will auto populate if these questions were asked on the waiver. They will only appear for equipment where “Ask Ski Rental questions (din, height, weight, skill level)” is enabled.
  - *DIN SETTING* is a mandatory field that the tech fills in. It will only appear for equipment where “Ask Ski Rental questions (din, height, weight, skill level)” is enabled.

- *NOTES* is an optional field. Text written here will appear on the customer record when they return rented equipment.
- *RENTAL DUE BACK - DATE* will default to the current date but the tech can select the field to change to a different date.
- *RENTAL DUE BACK - TIME* allows the tech to select the time the rental is due back. If this field is left empty it will default to 11:59PM.
- *RENTAL STAFF MEMBER* is a drop down to select the staff member/tech conducting the rental.

Equipment Assignment
✕

---

**SKIS**



---

**SKI BOOTS**

✕

+ ADD SKI BOOTS

---

**SKIER TYPE**

TYPE I
▾

---

**HEIGHT**

6ft 4"
▾

---

**WEIGHT**

142 LBS
▾

---

**DIN SETTING**



---

**NOTES**

---

**RENTAL DUE BACK**

📅 **DATE**

10/15/2020
▾

🕒 **TIME**

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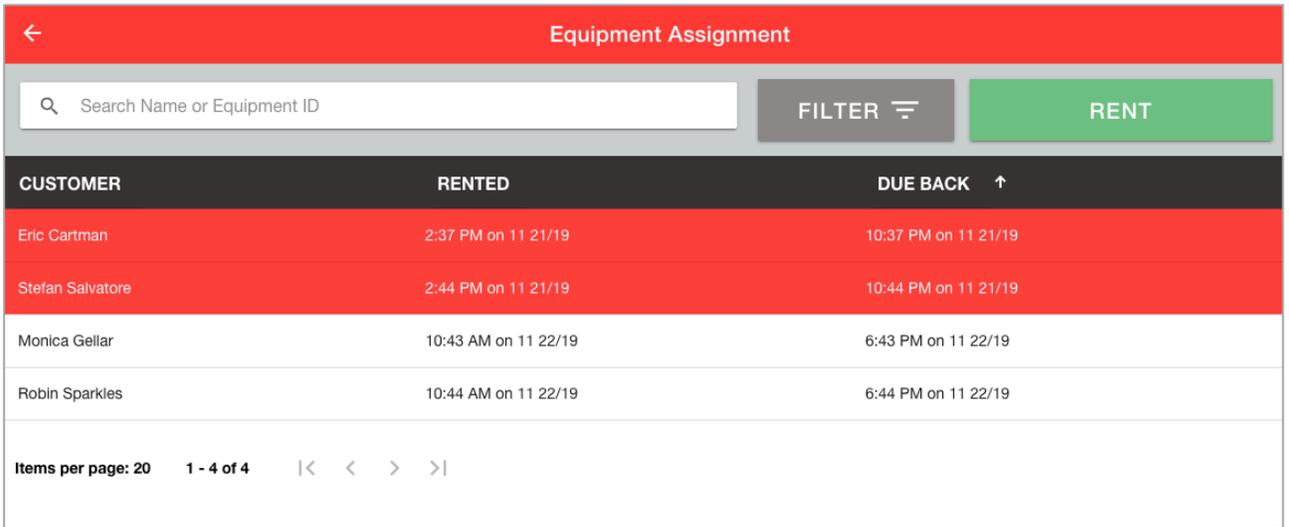
**RENTAL STAFF MEMBER**

▾

6. Once all required fields have been filled in select the blue *CONTINUE* button at the bottom of the screen to submit the rental. You will receive a confirmation message that the rental has been completed successfully.

## Returning Equipment (App)

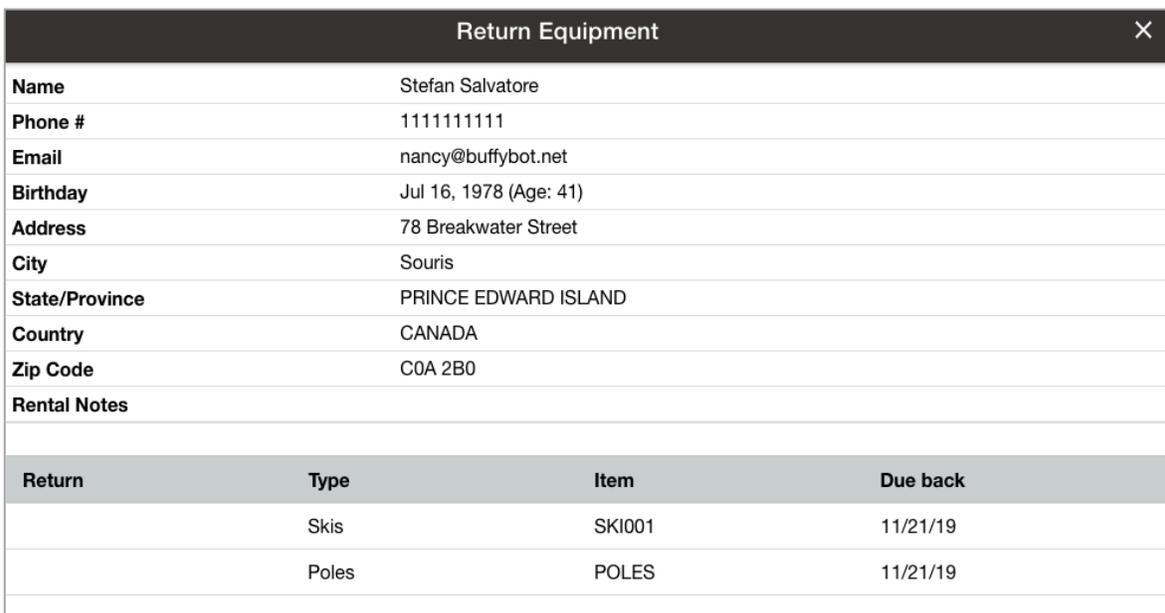
1. Login to the EDGEauditor app and choose **Equipment Assignment**.
2. Use the search box to search by guest name or equipment ID. The search results will automatically filter based on what you type. You can also select the *FILTER* button to further filter results based on equipment type rented. If you are using a Bluetooth scanner you can scan the equipment's barcode to open the rental record belonging to that customer.



CUSTOMER	RENTED	DUE BACK ↑
Eric Cartman	2:37 PM on 11 21/19	10:37 PM on 11 21/19
Stefan Salvatore	2:44 PM on 11 21/19	10:44 PM on 11 21/19
Monica Gellar	10:43 AM on 11 22/19	6:43 PM on 11 22/19
Robin Sparkles	10:44 AM on 11 22/19	6:44 PM on 11 22/19

Items per page: 20    1 - 4 of 4    |< < > >|

3. Select the relevant customer record to view the items rented. This will open automatically if a barcode was scanned.



Return	Type	Item	Due back
	Skis	SKI001	11/21/19
	Poles	POLES	11/21/19

4. If a guest is returning all items from their rental, choose the blue *RETURN ALL* button at the bottom of the screen. If only returning select item(s), select or scan the specific item(s) the customer is returning (you'll see a checkmark appear beside it), which will make the green *RETURN SELECTED* button appear at the bottom of the screen.
5. After choosing your return type (*RETURN SELECTED* or *RETURN ALL*), select the staff member who is conducting the return and choose *Submit*.
6. You will receive a confirmation message that the equipment has been successfully returned and the item(s) returned will be cleared from the customer's record on screen. If all items were returned then the customer record will be cleared from the main Equipment Assignment screen.

## Equipment Maintenance

After equipment is successfully returned using the **Equipment Assignment** module, maintenance of the returned equipment can take place to ensure there are no deficiencies before being rented out to the next guest.

### Requiring Returned Equipment to be Inspected (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, go to *Equipment Management > Equipment Type* and click the *Edit* button belonging to the equipment category you wish to assign an inspection to.

Name	Equipment Assigned	Created At			
Performance Bikes	7	May. 08, 2018 15:10 EST	View Equipment	Edit	Deactivate
Standard Bikes	7	May. 08, 2018 15:11 EST	View Equipment	Edit	Deactivate
Kids Bikes	5	May. 08, 2018 15:20 EST	View Equipment	Edit	Deactivate
Bike Helmets	5	May. 08, 2018 16:41 EST	View Equipment	Edit	Deactivate
Demo Bikes	3	Nov. 29, 2018 16:11 EST	View Equipment	Edit	Activate

3. Select the option *Equipment must be inspected*. The next thing you will do is add the questions you want the tech to check when the equipment is returned by clicking on *Add Question* for each inspection question you wish to add. Click on *Save* once done.

### Editing Equipment Type

Show Back

Name

Performance Bikes

Requires return

Ask Ski Rental questions (din, height, weight, skill level)

Items can be rented multiple times

Equipment must be inspected

Add Question

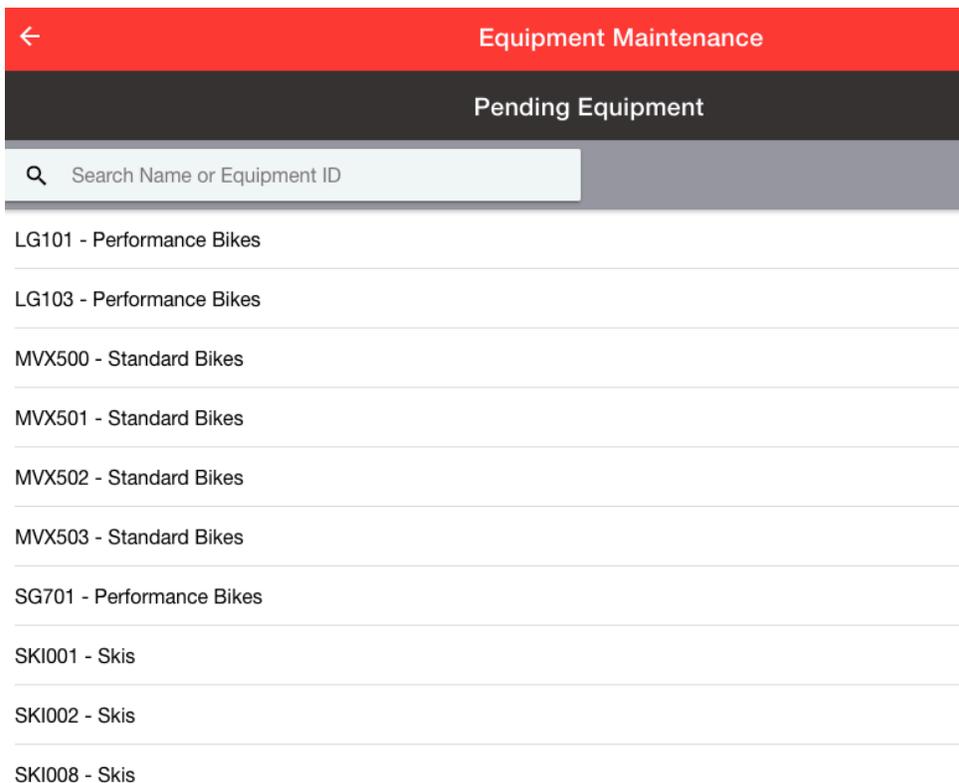
Save

4. Repeat steps #2 and #3 for all the equipment categories you wish to add an inspection to.

## Equipment Maintenance – “Pending” Inspections (App)

Having chosen the equipment type that requires inspection and created the list of inspection questions, you are now ready to manage equipment maintenance via the app.

1. Login to the EDGEauditor app with your user credentials and location code.
2. Choose the **Equipment Maintenance** module from the app home screen.
3. If there is any equipment awaiting inspection (so equipment that was rented out and returned), it will appear in the *Pending* screen, which is the screen you land on by default. To quickly find an item, you can use the search bar at the top, or use a Bluetooth scanner to scan the equipment’s barcode and bring up the inspection screen.



- Once you've selected the equipment requiring inspection, complete the series of questions (required questions will be marked with an asterisk) before selecting the green *SUBMIT INSPECTION* button at the bottom of the screen. You will receive a confirmation message stating that the inspection has been saved. This piece of equipment will now be cleared from the *Pending* screen.

**Equipment Maintenance** ✕

**Inspection - SKI001 - Skis**

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**Ski damaged (bent, broken, etc.)? \***

---

**If damaged, please describe**

---

**Inspected by \***

---

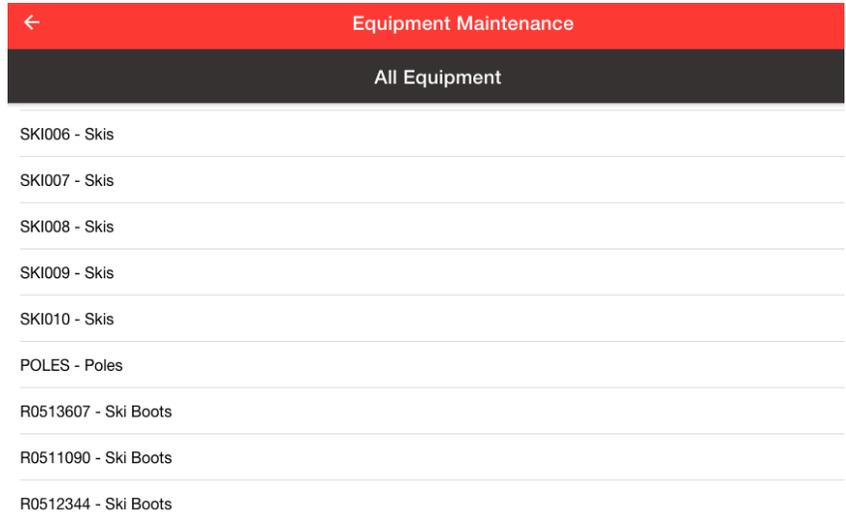
**Signature \***

Signature CLEAR

## Equipment Maintenance – Inspections for All Equipment (App)

To perform a routine inspection on any piece of equipment that has inspection questions, select *All Equipment* at the bottom of the screen and select the specific equipment from the list. You can then complete the series of inspection/maintenance questions for that equipment type.

If using a Bluetooth scanner you can simply scan the equipment’s barcode while on this screen to bring up the inspection questions.



The screenshot shows the 'Equipment Maintenance' app interface. At the top, there is a red header with a back arrow and the text 'Equipment Maintenance'. Below this is a dark grey bar with the text 'All Equipment'. The main area contains a list of equipment items, each on a separate line with a horizontal separator:

- SKI006 - Skis
- SKI007 - Skis
- SKI008 - Skis
- SKI009 - Skis
- SKI010 - Skis
- POLES - Poles
- R0513607 - Ski Boots
- R0511090 - Ski Boots
- R0512344 - Ski Boots

## Equipment Maintenance – Log Work (App)

If a piece of equipment is damaged and requires repairs, select the *Log Work* button at the bottom of the screen and complete the required information before selecting the blue *SUBMIT WORK LOG* button. You will receive a confirmation message stating that the work log has been saved. All fields on this screen are required. For “Cost of Repair” do not include a dollar sign.

If using a Bluetooth scanner you can simply scan the equipment’s barcode while on this screen to fill in the “Equipment ID Number” field.



The screenshot shows the 'Log Work' app interface. At the top, there is a red header with a back arrow and the text 'Equipment Maintenance'. Below this is a dark grey bar with the text 'Log Work'. The main area contains a form with the following fields:

- Equipment ID Number \***: A dropdown menu.
- Cost of Repair \***: A text input field.
- Description of Repair \***: A large text area for describing the repair.
- Work Completed By \***: A dropdown menu.

At the bottom of the screen is a blue button labeled 'SUBMIT WORK LOG'.

## Viewing Equipment History (Manager Dashboard)

At any time you can view the rental, inspection and work log history of a piece of equipment by logging onto the manager dashboard at [resort.edgeauditor.com](http://resort.edgeauditor.com).

- From the side navigation, go to *Equipment Management > Equipment Type* and click the *View Equipment* button beside any equipment type. The “Rented Times” column will display how many times that equipment has been rented in its life.
- Use the Search box to start typing the equipment ID, which will filter the results based on your search criteria. Click *View* on the piece of equipment you wish to view the history of.
  - Clicking the *Export* button will generate a csv file of the information shown on screen.
  - Clicking the *Add Equipment* button will allow you to add more equipment to this type.
  - Clicking the *Deactivate* button will hide the piece of equipment from the app. For example, if a piece of equipment is no longer available for rent, has been sold or has been removed for repairs click the *Deactivate* button so it won’t appear on **Equipment Assignment** or **Equipment Maintenance**. Equipment is never deleted to ensure all historical information is retained. If equipment needs to be made available again simply tap the *Activate* button. You can also mark all equipment belonging to a type as inactive so both the category and all its equipment will no longer appear on the app.

### Skis

Edit Back

This equipment type requires to be returned

---

#### Equipment for this type

Export Add Equipment

Show  entries
Search:

Date Added	Type	Identification Number	Rented Times	View	Edit	Deactivate
Dec. 06, 2018 12:45	Skis	SKI001	17	View	Edit	Deactivate
Dec. 06, 2018 12:46	Skis	SKI002	7	View	Edit	Deactivate
Dec. 06, 2018 12:46	Skis	SKI003	4	View	Edit	Deactivate
Dec. 06, 2018 12:46	Skis	SKI004	3	View	Edit	Deactivate
Dec. 06, 2018 12:47	Skis	SKI005	5	View	Edit	Deactivate
Dec. 06, 2018 12:47	Skis	SKI006	3	View	Edit	Deactivate

3. After selecting the *View* button beside any piece of equipment, you will see its complete rental history.
  - If you have *Ask Ski Rental questions (din, height, weight, skill level)* enabled, you would also see columns for Height, Weight, Skier Type & DIN Setting.
  - Click on the blue *Inspections* button in the top right-hand corner to view any inspections performed for that equipment.
  - Click on the blue *Work Logs* button in the top right-hand corner to view any work that was completed to repair the equipment.

### Rental History - LG100 [Inspections](#) [Work Logs](#) [Back to Equipment](#)

Search Filters

<b>Customer</b>	<b>Rental Date</b>	<b>Staff-Rental</b>	<b>Staff-Return</b>
<input type="text"/>	<input style="border: 1px solid #ccc; border-radius: 4px 4px 0 0;" type="text"/>	<input type="text"/>	<input type="text"/>
<input type="button" value="Search"/> <input type="button" value="Clear Filters"/>			

Show 10 entries Showing 1 to 10 of 11 entries

RENTAL DATE	CUSTOMER NAME	PHONE NUMBER	STAFF - RENTAL	STAFF - RETURN	NOTES
Jan. 8, 2020	Cameron Smith	1222222222	Willow Rosenberg	Steve McGarrett	
Dec. 5, 2019	Peggy Bundy	1233333333	James Milner	Dana Scully	
Nov. 25, 2019	Dawn Summers	2222222222	James Milner		
Nov. 21, 2019	Dawn Summers	2222222222	Dana Scully		
Nov. 5, 2019	Angus Macgyver	3333333333	James Milner	Dana Scully	
May. 18, 2018	Luke Skywalker	6534778888	Willow Rosenberg	Matt Golba	
May. 18, 2018	Luke Skywalker	6534778888	Dana Scully	Matt Golba	
May. 18, 2018	Luke Skywalker	6534778888	Willow Rosenberg	Matt Golba	

Previous
1
2
Next

## Equipment Data Export (Manager Dashboard)

You can use the equipment data export feature to generate a csv file that will provide a breakdown by day for how many times a piece of equipment was rented.

1. From the side navigation, go to *Equipment Management > Equipment Data Export*. Choose your equipment type and click the *Export* button. You'll receive a confirmation message notifying you that the export process has been started.

### Date Range for Equipment Data Export

Export Filter

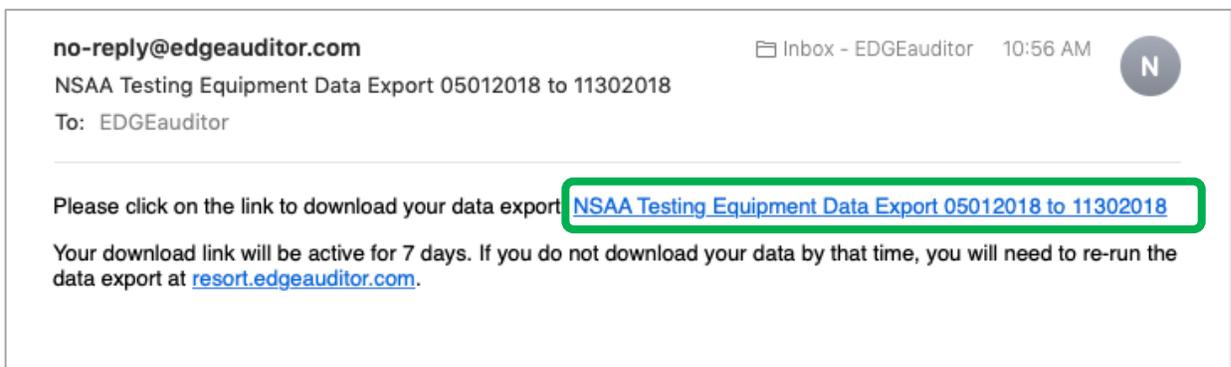
**Start Date**

**End Date**

**Email**

**Equipment Type**

2. When you receive the email, it will contain a download link for the export that is valid for 7 days. Click on the link to start the download. Once complete, open the csv file to see the rental breakdowns based on the date range you selected.



## 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**