



# User Guide: Groomer Tracking

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Last Updated: October 16, 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 groomers will use to track their progress grooming ski runs and other areas of your resort. The EDGEauditor manager dashboard is an online website where groomer managers will create the shifts and task priorities for groomers.

### Accessing the EDGEauditor App

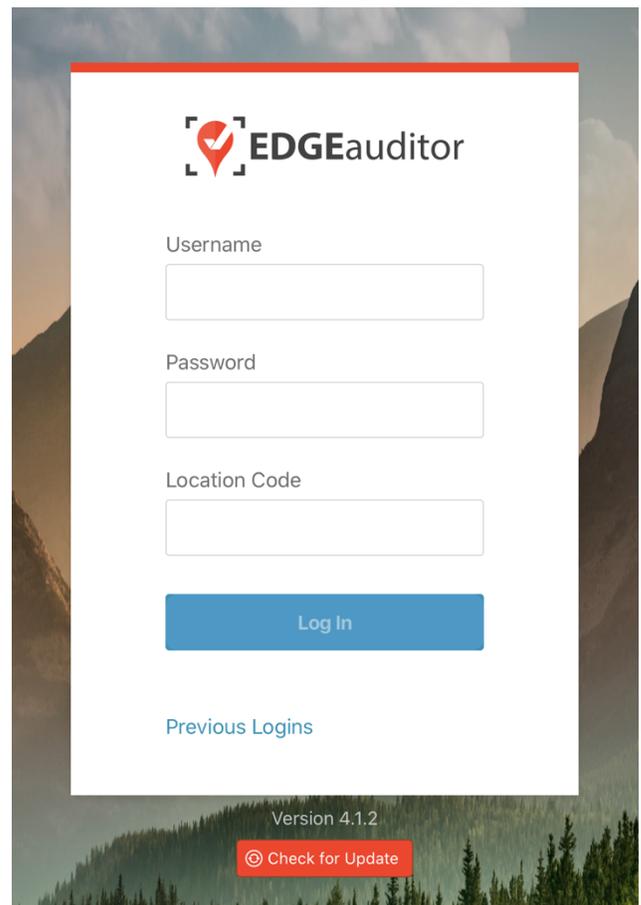
#### Mobile Device:

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:

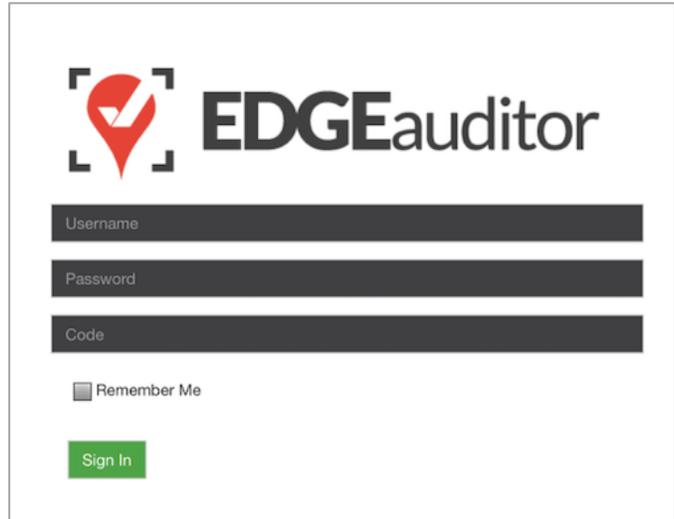
1. Open Chrome browser and go to [browser.edgeauditor.com](https://browser.edgeauditor.com).
2. On the login screen, enter your username, password and location code (case sensitive).
3. Click the 'Log In' button to log into the EDGEauditor application.



## Accessing the EDGEauditor Manager Dashboard

### Desktop Computer:

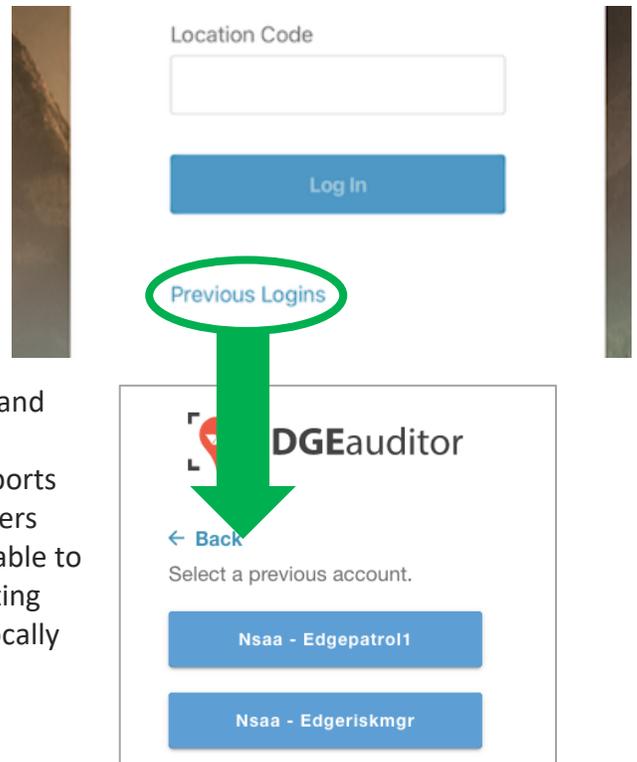
1. Open Chrome browser and go to [resort.edgeauditor.com](https://resort.edgeauditor.com).
2. On the login screen, enter your username, password and location code (case sensitive).
3. Click the *Sign In* button to log into the website.



The login screen features the EDGEauditor logo at the top left. Below it are three input fields: 'Username', 'Password', and 'Code'. A 'Remember Me' checkbox is located below the 'Code' field. A green 'Sign In' button is positioned at the bottom left of the form area.

### 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.



## Getting Started

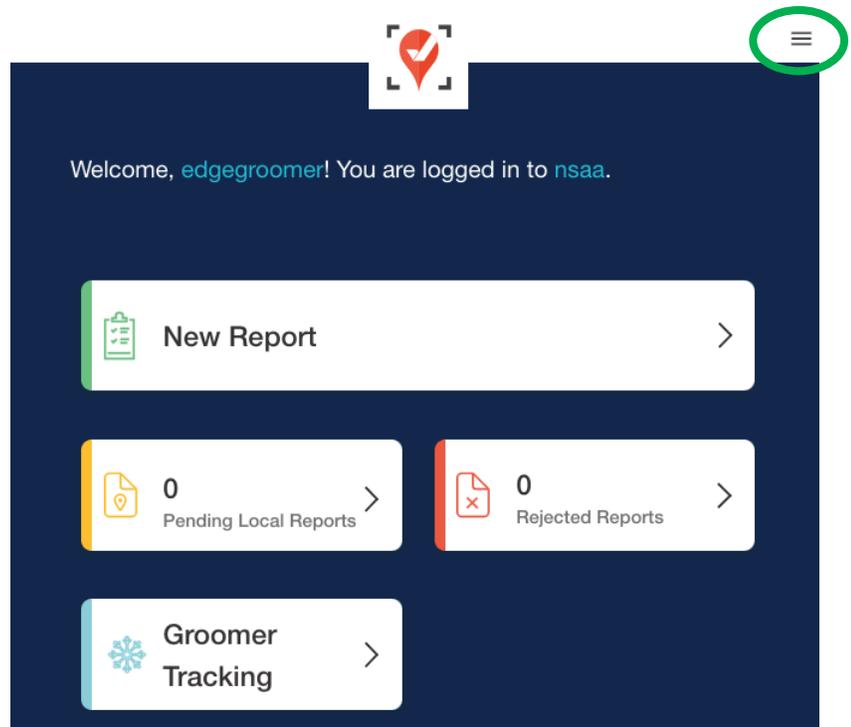
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Upon successful login, you will be taken directly to the app home screen that shows each of the modules your user profile has access to. Access to specific modules are determined by the user permissions setup by your manager or those being used by 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.

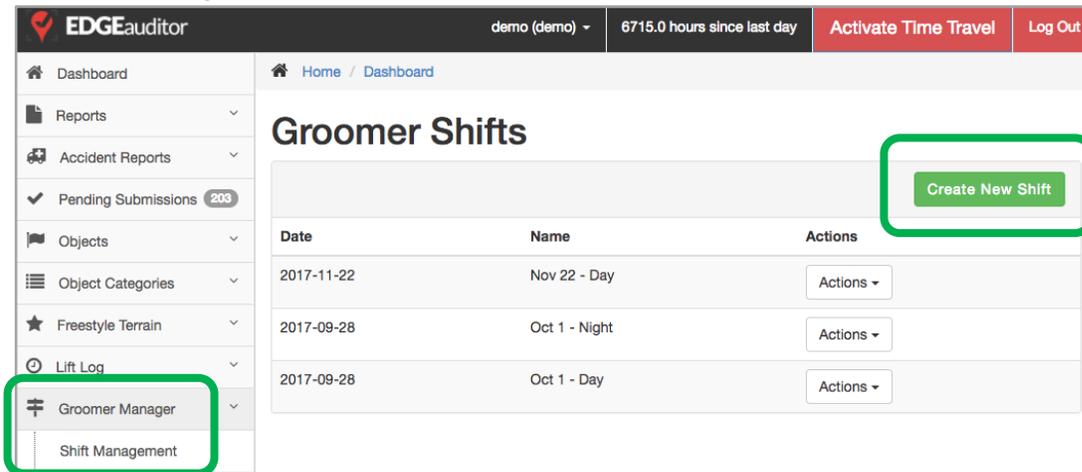


## Groomer Tracking

EDGEauditor's technology allows you to efficiently manage and track snow grooming for your entire resort in real time. Before you can start using the groomer tracking module on the app, you will need to ensure your shifts, activity types and fuel locations have been setup on the manager dashboard.

### Shift Management (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 *Groomer Manager* > *Shift Management* and click on the button *Create New Shift*.



The screenshot shows the EDGEauditor Manager Dashboard. The top navigation bar includes the logo, user information (demo (demo)), time since last day (6715.0 hours), and buttons for 'Activate Time Travel' and 'Log Out'. The left sidebar contains a navigation menu with items like Dashboard, Reports, Accident Reports, Pending Submissions (203), Objects, Object Categories, Freestyle Terrain, Lift Log, Groomer Manager, and Shift Management. The 'Groomer Manager' and 'Shift Management' items are highlighted with a green box. The main content area is titled 'Groomer Shifts' and features a table with columns for Date, Name, and Actions. A 'Create New Shift' button is highlighted with a green box in the top right corner of the main content area.

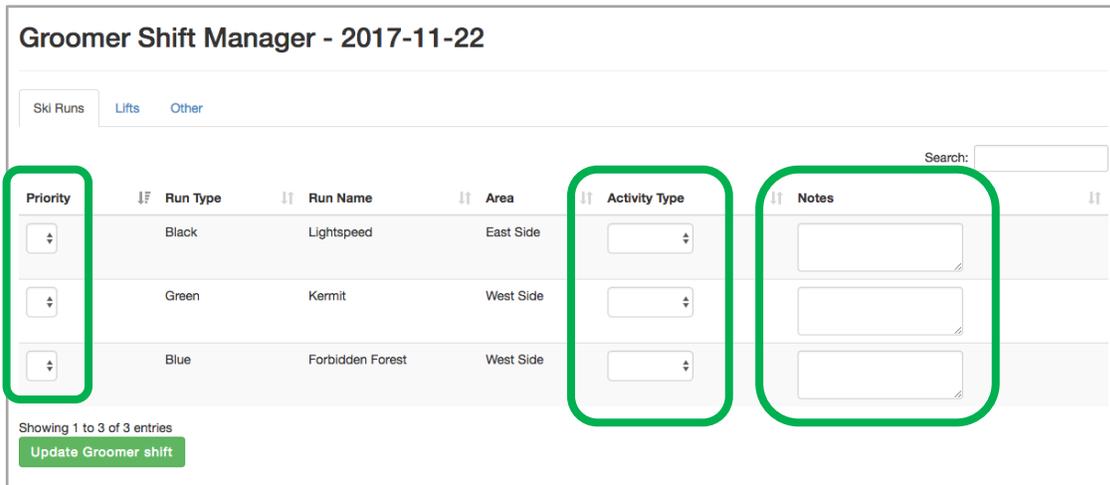
Date	Name	Actions
2017-11-22	Nov 22 - Day	Actions ▾
2017-09-28	Oct 1 - Night	Actions ▾
2017-09-28	Oct 1 - Day	Actions ▾

3. Input the name of the shift (e.g., Nov 22 - DAY) and select the date of the shift from the date selectors.



The screenshot shows the 'Create New Shift' form. It has a text input field for 'Shift Title, ex: Nov 9, night'. Below it are three date selectors: 'Date' (Year: 2017), 'Month' (October), and 'Day' (19). There is a 'Comments' text area and a 'Create Shift' button at the bottom.

4. Click *Create Shift*.
5. Once your shift has been created, you will be automatically taken to the groomer shift manager screen for that particular shift. This is where you can assign priority, activity type and input notes for ski runs, lifts and other areas that require grooming. Once you've added this information, click on *Update Groomer shift* at the bottom of the screen to send the updates to the groomer module on the app.



**Groomer Shift Manager - 2017-11-22**

Ski Runs Lifts Other

Search:

Priority	Run Type	Run Name	Area	Activity Type	Notes
⌵	Black	Lightspeed	East Side	⌵	<input type="text"/>
⌵	Green	Kermit	West Side	⌵	<input type="text"/>
⌵	Blue	Forbidden Forest	West Side	⌵	<input type="text"/>

Showing 1 to 3 of 3 entries

[Update Groomer shift](#)

To monitor the ongoing status of a grooming shift or to make updates to it, simply go to *Groomer Manager > Shift Management*. Find the shift you're looking for and click the ACTIONS button. You will see these 3 options available:

- *View Report* > select this option to see the status of grooming for the shift.
- *Edit Shift* > select this option to make modifications to the shift.
- *Delete Shift* > select this option to delete/remove the shift.

## Managing Activity Types (Manager Dashboard)

If you need to update, add or remove activity types, from the side navigation, go to *Groomer Manager > Activity Types* and click the appropriate button (Edit, Delete or Add Activity).

## Managing Operator Shifts (Manager Dashboard)

The operator shifts are used to log and group vehicle and operator availabilities. If you have a single shift, add one shift called 'Standard' (for example). If your location has multiple shifts (e.g., AM, PM), add

each of them separately. To manage operator shifts, from the side navigation go to *Groomer Manager > Operator Shifts* and click the appropriate button (Edit, Delete or New Groomer Operator Shift).

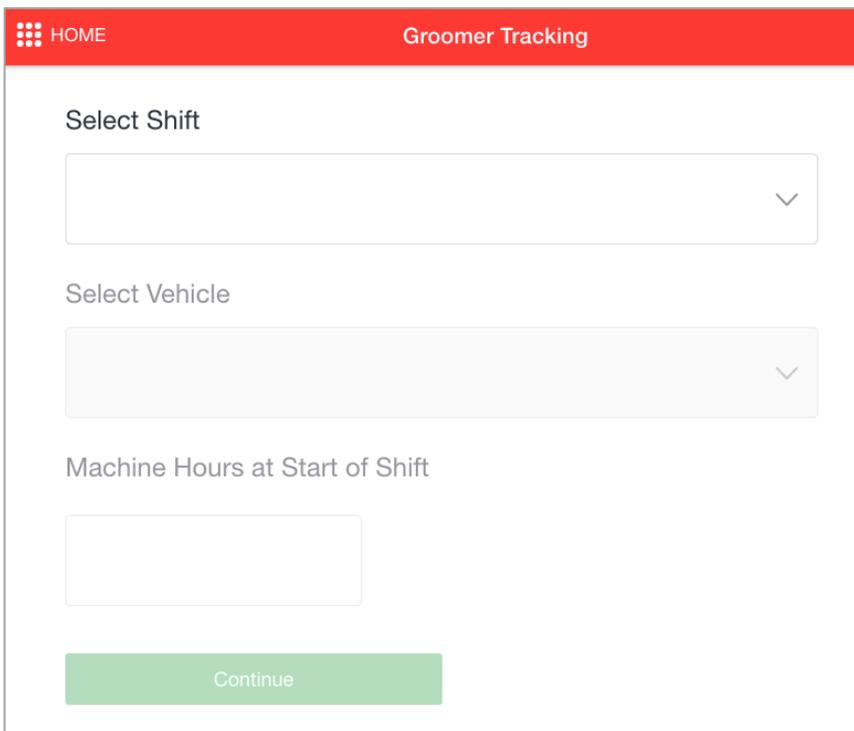
## Managing Fuel Locations (Manager Dashboard)

To set up or edit fuel locations for your vehicles (which you would first need to create using *Objects > Vehicles*, after you've setup your vehicle categories using *Object Categories > Vehicles*), from the side navigation, go to *Groomer Manager > Fuel Locations* and click the appropriate button (Edit, Delete or Add Fuel Location).

Now you're all set to start tracking grooming via the EDGEauditor app!

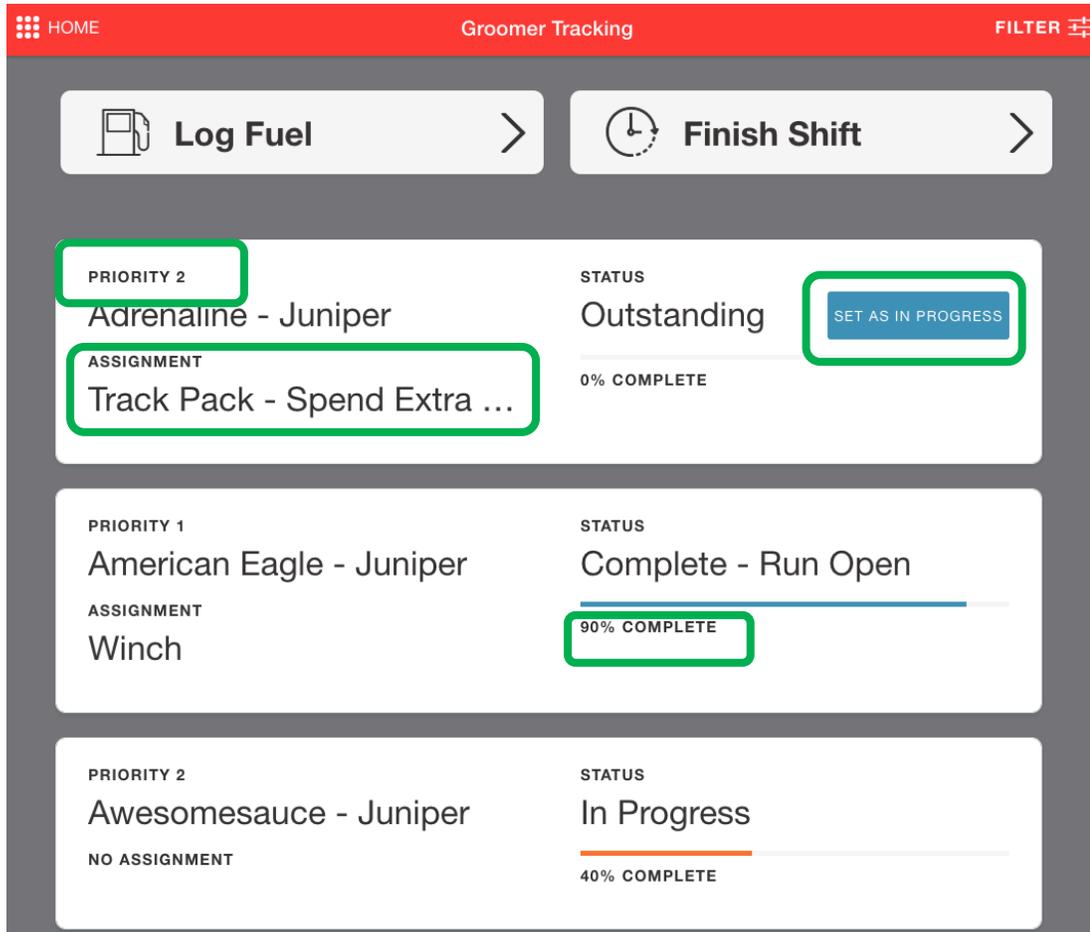
## Groomer Tracking (App)

1. Login to the EDGEauditor app on your mobile device with your user credentials and resort code.
2. Select **Groomer Tracking** from the main app screen.
3. First, select your shift, which will then allow you to select your vehicle. Lastly, input the machine hours at start of the shift for the vehicle you're using and then select the *Continue* button.



The screenshot shows the 'Groomer Tracking' screen in the EDGEauditor app. At the top, there is a red header bar with a 'HOME' button on the left and the title 'Groomer Tracking' on the right. Below the header, the screen is divided into three sections: 'Select Shift' with a dropdown menu, 'Select Vehicle' with a dropdown menu, and 'Machine Hours at Start of Shift' with a text input field. At the bottom of the form is a green 'Continue' button.

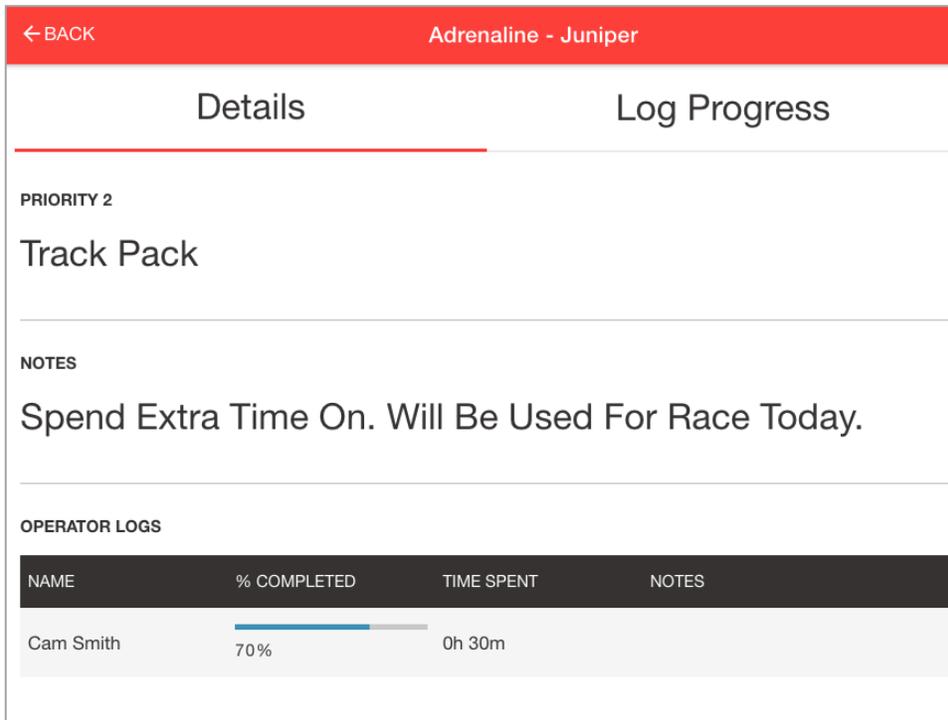
4. On the next screen, a list of each area requiring grooming will appear. The information is listed with the name of the ski run, lift or other location shown first, followed by the area it belongs to. To add notes, change status, log time or update percentage complete, simply select the area on your screen.
- If a task has been given a priority you will see a number next to it (1 to 4), otherwise it will show “NO PRIORITY”.
  - If a specific assignment has been assigned to the grooming text (e.g., Winch, Track Pack, etc.) this will show as well, otherwise it will display “NO ASSIGNMENT”.
  - You can immediately set a task as in progress by selecting the blue *SET AS IN PROGRESS* button. The default status will always be “Outstanding” the first time a shift is created before a groomer has started work on a task.



The screenshot displays the 'Groomer Tracking' app interface. At the top, there is a red header with 'HOME' on the left, 'Groomer Tracking' in the center, and 'FILTER' with a filter icon on the right. Below the header are two main action buttons: 'Log Fuel' with a fuel pump icon and 'Finish Shift' with a clock icon. The main content area shows a list of grooming tasks, each with a priority level, a status, and a completion progress bar. The first task, 'Adrenaline - Juniper', has a priority of 2, a status of 'Outstanding', and 0% completion. A blue 'SET AS IN PROGRESS' button is visible next to it. The second task, 'American Eagle - Juniper', has a priority of 1, a status of 'Complete - Run Open', and 90% completion. The third task, 'Awesomesauce - Juniper', has a priority of 2, a status of 'In Progress', and 40% completion. The 'ASSIGNMENT' field for the first task is 'Track Pack - Spend Extra ...'.

Priority	Location	Assignment	Status	Completion
PRIORITY 2	Adrenaline - Juniper	Track Pack - Spend Extra ...	Outstanding	0% COMPLETE
PRIORITY 1	American Eagle - Juniper	Winch	Complete - Run Open	90% COMPLETE
PRIORITY 2	Awesomesauce - Juniper	NO ASSIGNMENT	In Progress	40% COMPLETE

- Once you make a selection from the groomer man screen, you will land on the “Details” screen for that ski run, lift or other location. The details screen provides a larger view of the information/instructions the groomer manager has added for an area requiring grooming. Below that there is a table called OPERATOR LOGS where you can view the information either yourself or another groomer has previously logged for that task within the same shift.



← BACK Adrenaline - Juniper

Details Log Progress

PRIORITY 2

Track Pack

NOTES

Spend Extra Time On. Will Be Used For Race Today.

OPERATOR LOGS

NAME	% COMPLETED	TIME SPENT	NOTES
Cam Smith	70%	0h 30m	

- To log progress your grooming progress, select the “Log Progress” tab (see screenshot on the next page). This tab is where you will track the percentage completed for the task (either by selecting the number or dragging the “circle” on the progress bar), your time spent on the activity and set/update the status. You can also add any relevant comments (optional) before choosing the *Save Progress* button.
  - IMPORTANT NOTE:** When choosing your % COMPLETED, if any of the percentages are greyed out and/or unable to be selected this is because another groomer has already logged % completed for that item and allowing one of those greyed out items to be selected would put the percentage completed over 100%.
  - In cases where a groomer has to groom a run twice in the same shift (e.g., a run is groomed 100% complete by 2am and then 6 inches of snow falls and they have to go through and groom it again at 6am), an override button will appear for the groomer to select. This will override the pre-existing % completed, allowing the groomer to choose any % COMPLETED value they need.
  - For “Time Spent on Activity”, this will always keep your previous time logged so you can just add onto it (eliminating the need to remember how much time you logged previously). The exception to this rule is once the override button has been selected.

Once the override button is selected the “Time Spent on Activity” will not have any values displayed and you will have to enter new time with each logged entry. This is because we are tracking grooming excess of 100% completed as a separate data entry.

← BACK
Adrenaline - Juniper

Details
Log Progress

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**% Completed**

0102030405060708090100

**Time Spent on Activity**

00

Hours

30

Mins

+ 5 mins
+ 10 mins
+ 30 mins

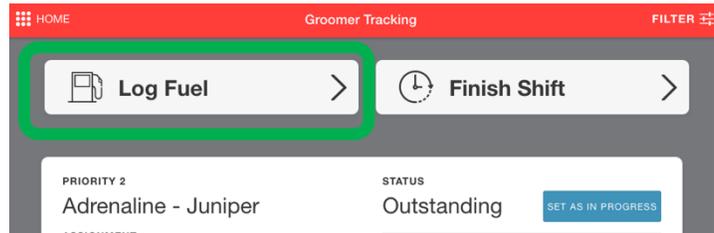
**Status**

In Progress	<input checked="" type="checkbox"/>
Complete - Groomed For Public	<input type="checkbox"/>
Complete - Groomed For Public - Fresh Snow	<input type="checkbox"/>
Complete - Run Open	<input type="checkbox"/>
Complete - Closed- Track Packed Only	<input type="checkbox"/>
Nordic Groomed & Track Set	<input type="checkbox"/>
Nordic Groomed	<input type="checkbox"/>
Task Completed	<input type="checkbox"/>

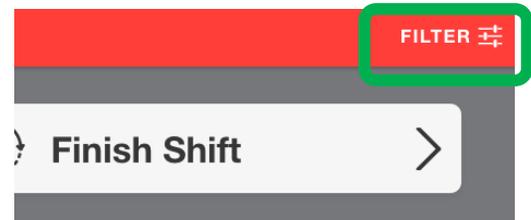
**Comments**

Save Progress

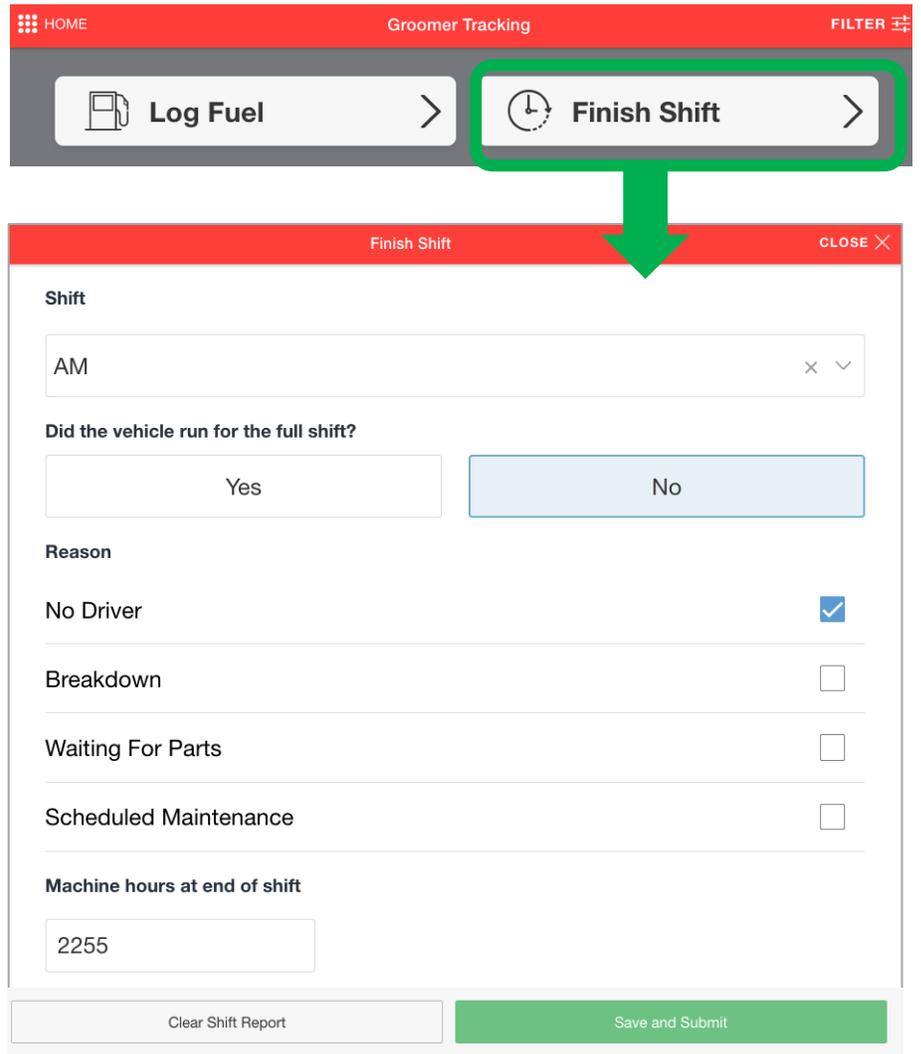
- To log fuel consumed, select the *Log Fuel* button located at the top of the main groomer screen and complete the required information before choosing *Save Fuel Log*.



- To filter the main grooming screen to only show specific information, tap the *FILTER* button in the top right-hand corner of the page. This will open a new screen where you select your filter criteria.

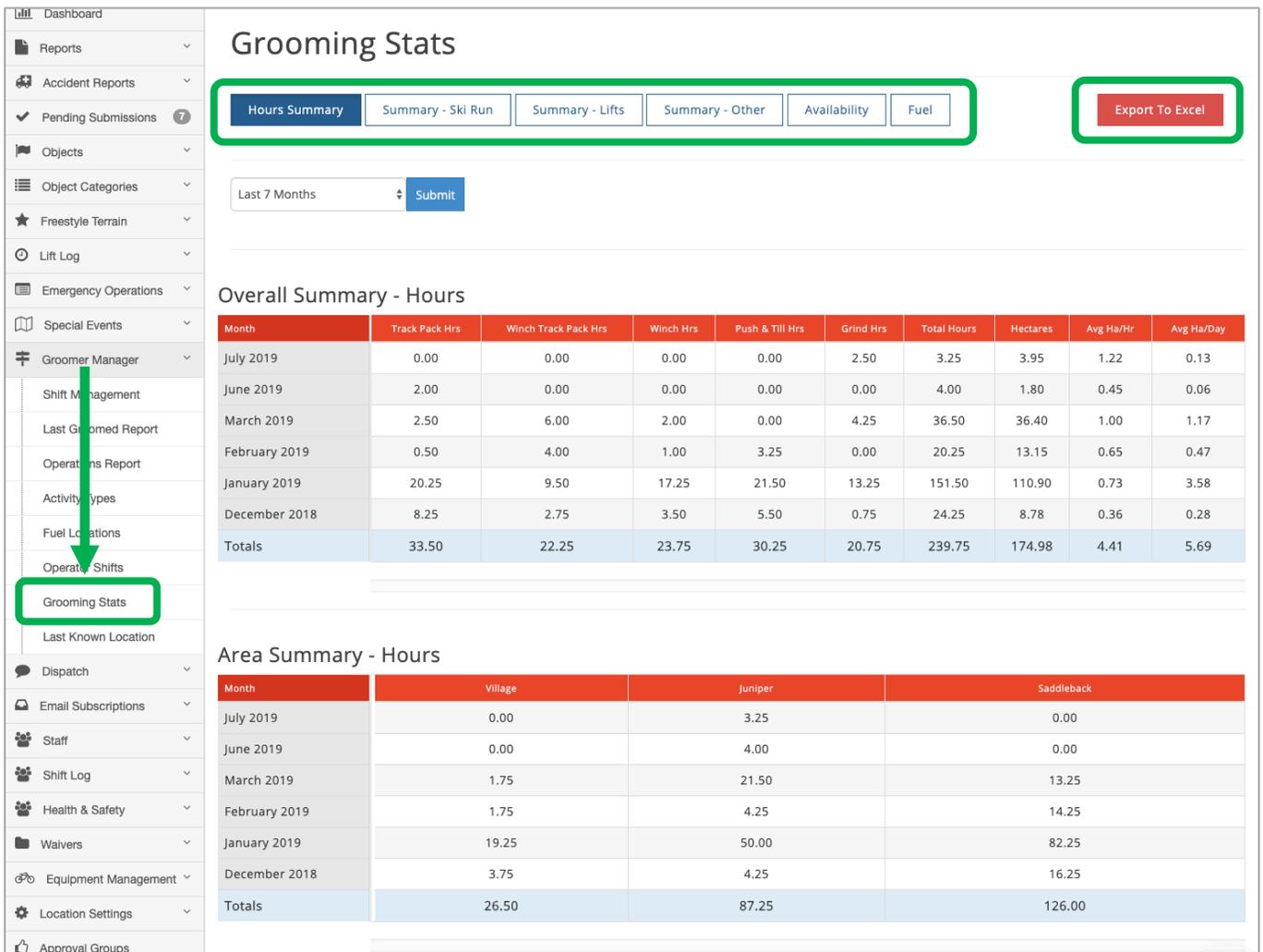


- When grooming is done for your shift select the *Finish Shift* button at the top of the main groomer screen. This will open a new screen for you to fill in the required information in order to complete your shift. Once done, select the *Save and Submit* button. You will then be redirected back to the EDGEauditor app main screen.



## Tracking Groomer Stats (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 *Groomer Manager > Grooming Stats*. From here you can click on any of the tabs to gain greater insights into your grooming operations. Clicking the *Export to Excel* button will allow you to export any of the tabs to Excel, where the data can be further manipulated and formatted as needed.



**Grooming Stats**

Hours Summary | Summary - Ski Run | Summary - Lifts | Summary - Other | Availability | Fuel | Export To Excel

Last 7 Months

**Overall Summary - Hours**

Month	Track Pack Hrs	Winch Track Pack Hrs	Winch Hrs	Push & Till Hrs	Grind Hrs	Total Hours	Hectares	Avg Ha/Hr	Avg Ha/Day
July 2019	0.00	0.00	0.00	0.00	2.50	3.25	3.95	1.22	0.13
June 2019	2.00	0.00	0.00	0.00	0.00	4.00	1.80	0.45	0.06
March 2019	2.50	6.00	2.00	0.00	4.25	36.50	36.40	1.00	1.17
February 2019	0.50	4.00	1.00	3.25	0.00	20.25	13.15	0.65	0.47
January 2019	20.25	9.50	17.25	21.50	13.25	151.50	110.90	0.73	3.58
December 2018	8.25	2.75	3.50	5.50	0.75	24.25	8.78	0.36	0.28
<b>Totals</b>	<b>33.50</b>	<b>22.25</b>	<b>23.75</b>	<b>30.25</b>	<b>20.75</b>	<b>239.75</b>	<b>174.98</b>	<b>4.41</b>	<b>5.69</b>

**Area Summary - Hours**

Month	Village	Juniper	Saddleback
July 2019	0.00	3.25	0.00
June 2019	0.00	4.00	0.00
March 2019	1.75	21.50	13.25
February 2019	1.75	4.25	14.25
January 2019	19.25	50.00	82.25
December 2018	3.75	4.25	16.25
<b>Totals</b>	<b>26.50</b>	<b>87.25</b>	<b>126.00</b>

## 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 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](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)**