



## User Guide: Lift Stop

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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 track lift stoppages. The EDGEauditor manager dashboard is an online website where supervisors can review and manage submitted lift logs.

### Accessing the EDGEauditor App

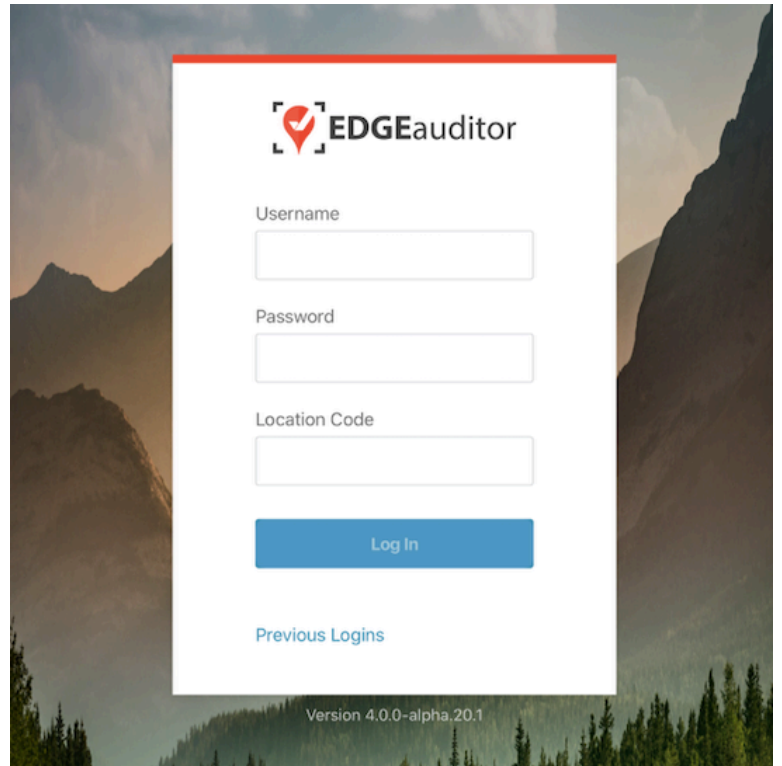
#### Mobile Device:

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:

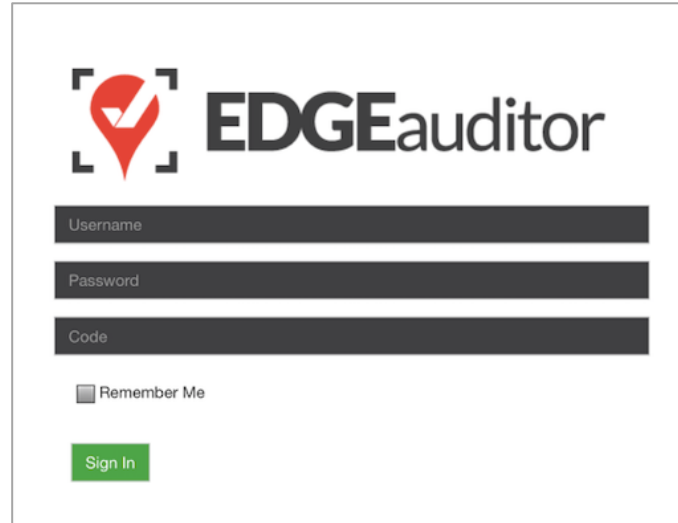
1. Open Chrome browser and go to [browser.edgeauditor.com](https://browser.edgeauditor.com).
2. On the login screen, enter your username, password and location code (case sensitive).
3. Click the 'Log In' button to log into the EDGEauditor application.



## Accessing the EDGEauditor Manager Dashboard

### Desktop Computer:

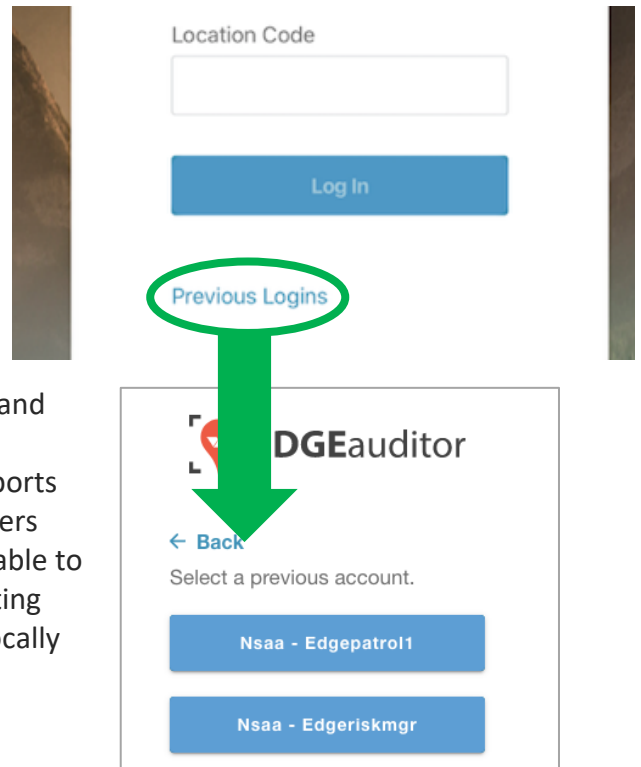
1. Open Chrome browser and go to [resort.edgeauditor.com](https://resort.edgeauditor.com).
2. On the login screen, enter your username, password and location code (case sensitive).
3. Click the *Sign In* button to log into the website.



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.



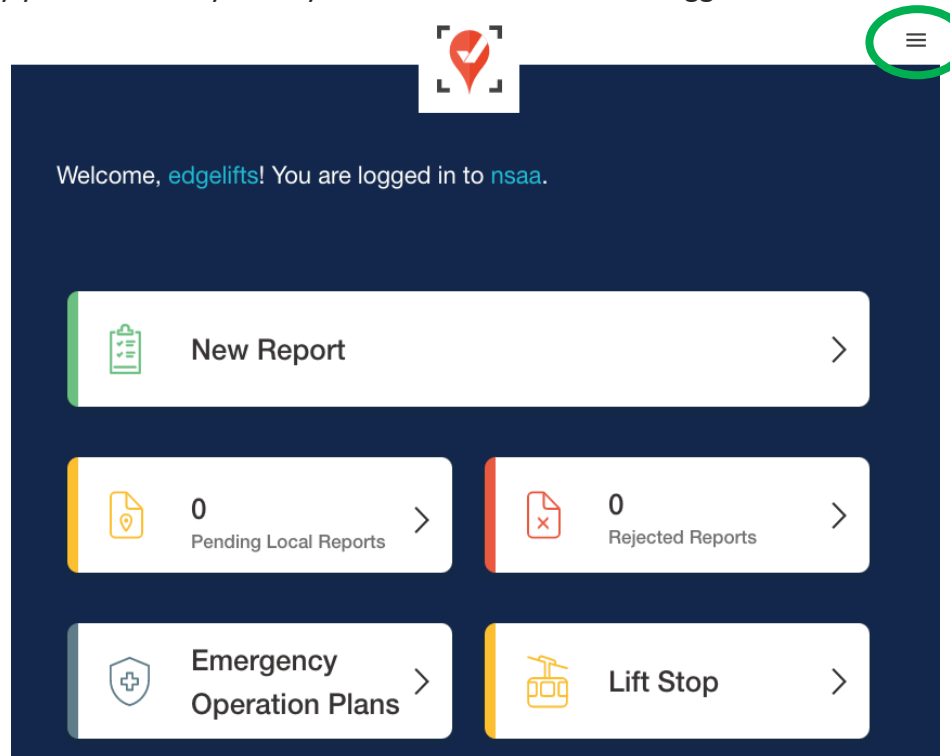
## Getting Started

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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.



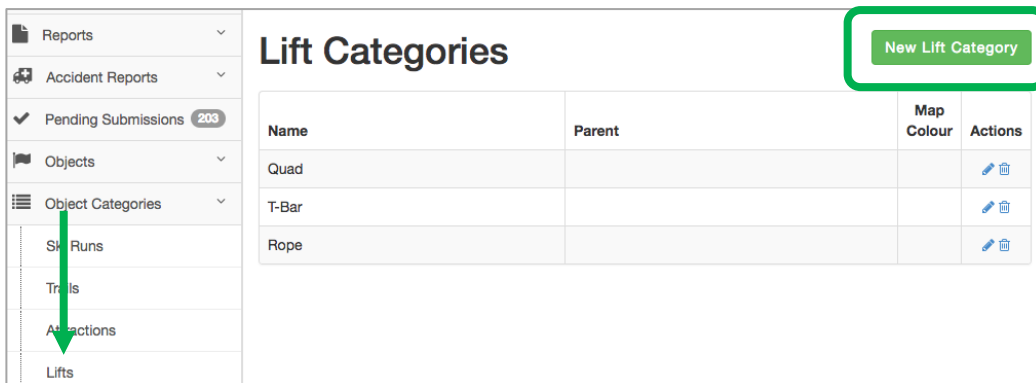
## Lift Stop







EDGEauditor has a built-in lift timer that you can run on a mobile device in your lift hut to track how many stoppages you have and the reason for the stoppage. Whether it's too high of an unload ramp or not enough staff at the load terminal, EDGEauditor will help improve your guest experience and uptime.

Before you can start using the **Lift Stop** module on the app, you will need to ensure your lifts have been setup on the manager dashboard, along with the lift stop reasons.

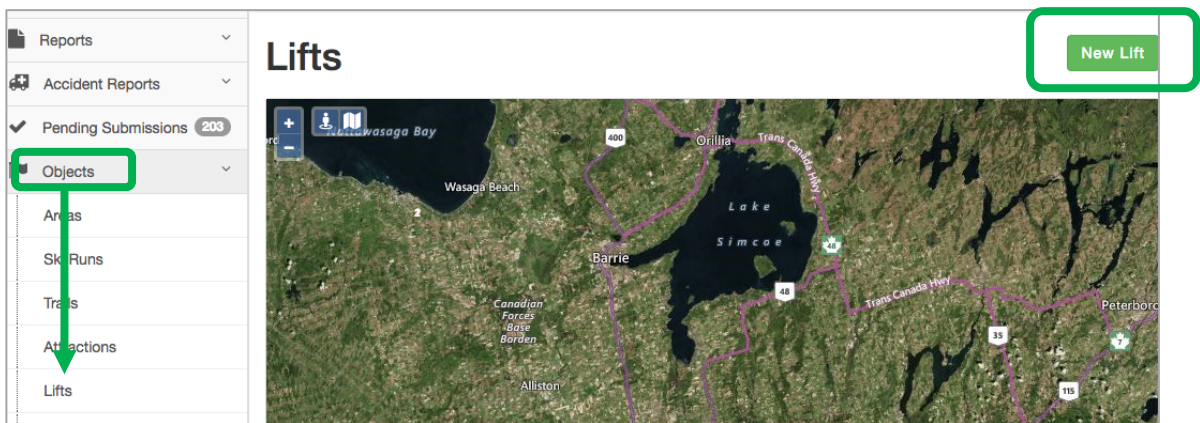
### Lift Setup (Manager Dashboard)

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 *Object Categories > Lifts > New Lift Category*.



Name	Parent	Map Colour	Actions
Quad			 
T-Bar			 
Rope			 

3. Input the name of each of your lift categories (e.g., Quad) and click the *Submit* button. Repeat steps #2 and #3 for each additional lift category needed.
4. Once your lift categories have been setup, go to *Objects > Lifts > New Lift*.



- You will then map the lift, name it and assign it to one of the lift categories you created. You'll repeat steps #4 and #5 for each lift to be setup.

## Lift Stop Reasons (Manager Dashboard)

Once your lifts are setup, you can now proceed with setting up your lift stop reasons.

- From the side navigation, go to *Lift Log > Lift Stop Reasons > New Lift Stop Reason*.

### Lift Stop Reason New Lift Stop Reason

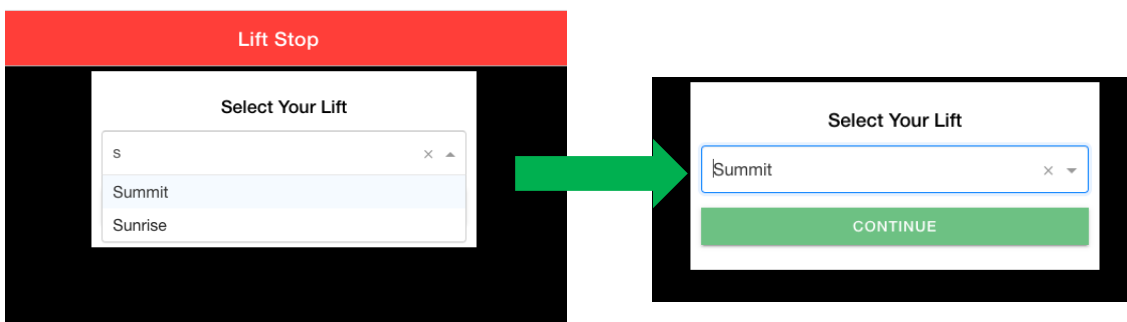
Reason	Actions
Too many to a chair	
Guest lost balance while loading/unloading	
Guest got hit by chair	
Maintenance	
Weather-related	
Passenger caught tip and fell	
Guest should have stayed at WAIT HERE board	

- Input the reason for the lift stop (e.g., too many to a chair) and click the *Create Lift Stop Reason* button. Repeat steps 2 & 3 for each lift stop reason you wish to add.

Now, you're all set to start using the lift stop module on the EDGEauditor app!

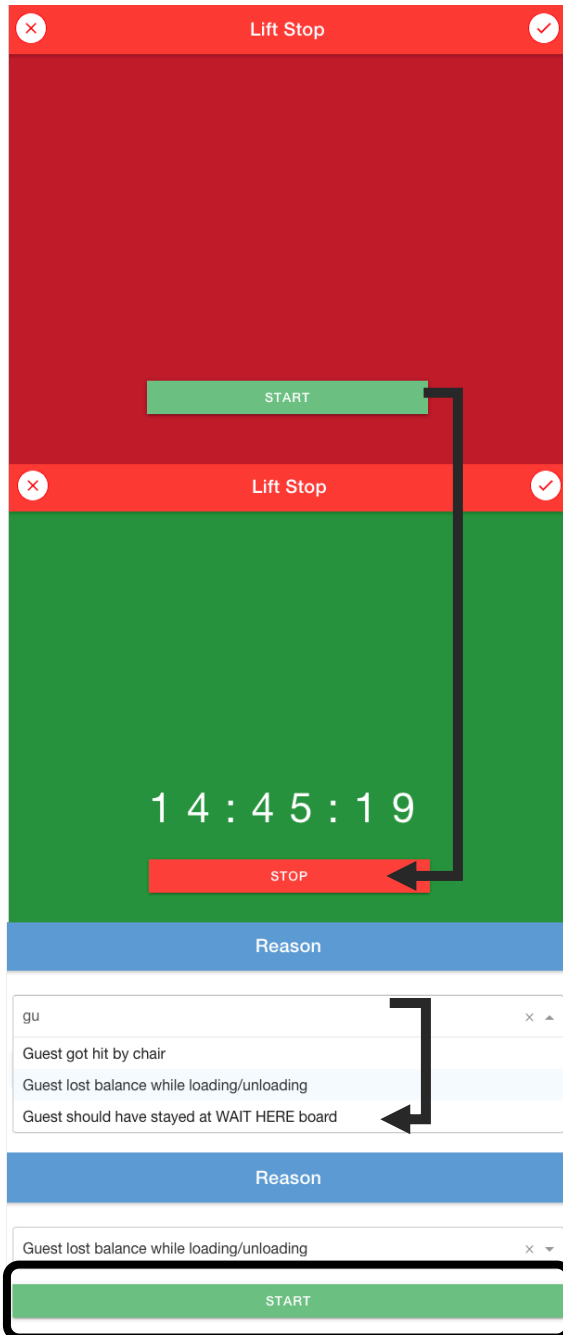
## Lift Stop (App)

- Login to the EDGEauditor app on your mobile device with your user credentials and resort code.
- Tap on the **Lift Stop** module from the main screen.
- Select your lift from the drop-down list (or start to type the lift name to filter the results) and then tap the *CONTINUE* button.





4. Tap *START* to start the clock; when the lift stops, tap *STOP* and then choose the stop reason from the drop-down list. After you've made your selection, tap *START* to restart the clock.



5. Repeat steps #3 & #4 as necessary for the lift selected.
6. When your shift is over, tap the checkmark located in the top right-hand corner to save and submit the log.

## Lift Log Reporting (Manager Dashboard)

You can view statistics to see which lifts have the highest number of stoppages, and why (based on the lift stop reasons), so you can identify problem areas easily and make improvements.

1. From a desktop computer, login to [resort.edgeauditor.com](https://resort.edgeauditor.com).
2. From the side navigation, go to *Lift Log > Lift Logs Report*.
3. The Lift Log Summary report will show by lift, the number of lift stops by reason, time the lift was stopped and overall totals for the lift. By default, the data will show the last seven days. You can use the date selectors at the top of the page to change the date range and then click the blue *Filter* button to refresh the results.

Lift Log Summary		
	01/05/2020	31/07/2020
		<a href="#">Filter</a>
Sunrise	Occurences	Time
Too many to a chair	6	00:00:46
Guest lost balance while loading/unloading	3	00:00:25
Guest got hit by chair	1	00:00:10
Maintenance	2	00:00:31
Weather-related	4	00:00:22
Passenger caught tip and fell	0	00:00:00
Guest should have stayed at WAIT HERE board	0	00:00:00
<b>Totals</b>	<b>16</b>	<b>00:02:14</b>
Summit	Occurences	Time
Too many to a chair	3	00:01:09
Guest lost balance while loading/unloading	3	00:00:45

## 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)**