



User Guide: Terrain Parks

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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 add features and complete park builds. The EDGEauditor manager dashboard is an online website where supervisors can review and approve park builds. The ability to add features and conduct park builds is only available from the mobile app version of EDGEauditor.

Accessing the EDGEauditor App

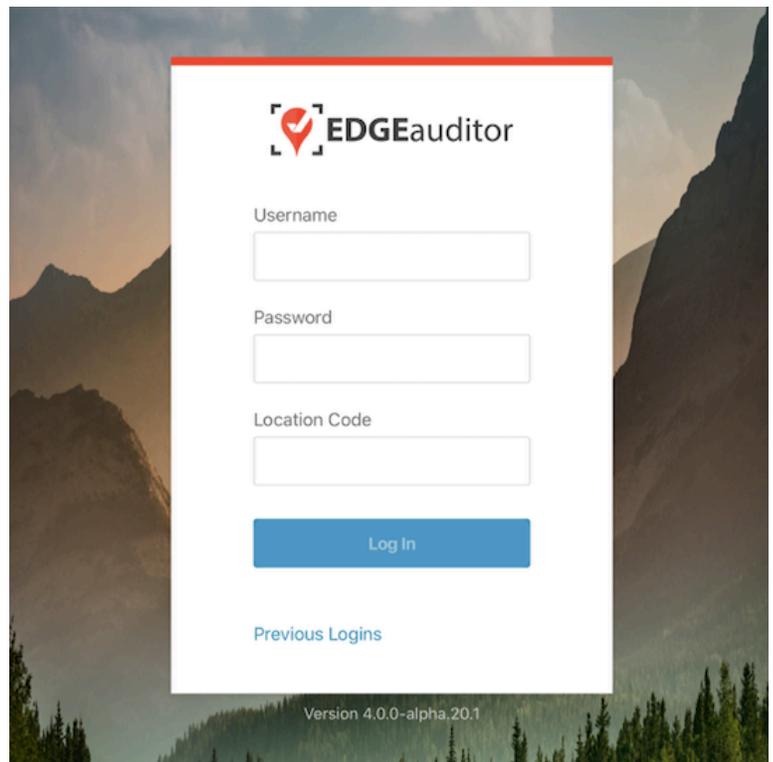
Mobile Device:

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:

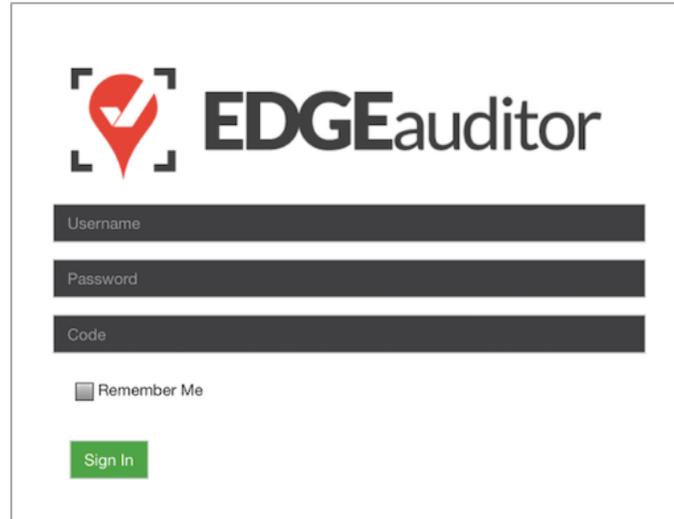
1. Open Chrome browser and go to browser.edgeauditor.com.
2. On the login screen, enter your username, password and location code (case sensitive).
3. Click the 'Log In' button to log into the EDGEauditor application.



Accessing the EDGEauditor Manager Dashboard

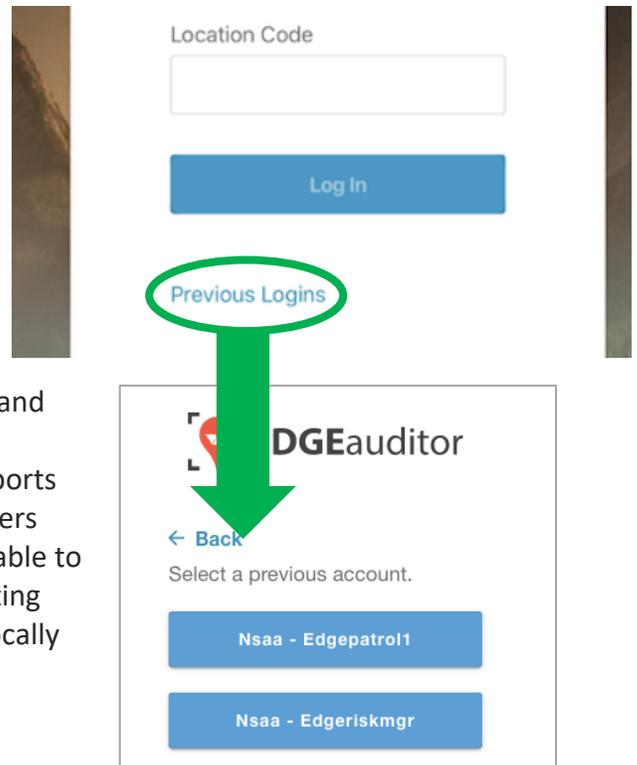
Desktop Computer:

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.



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.

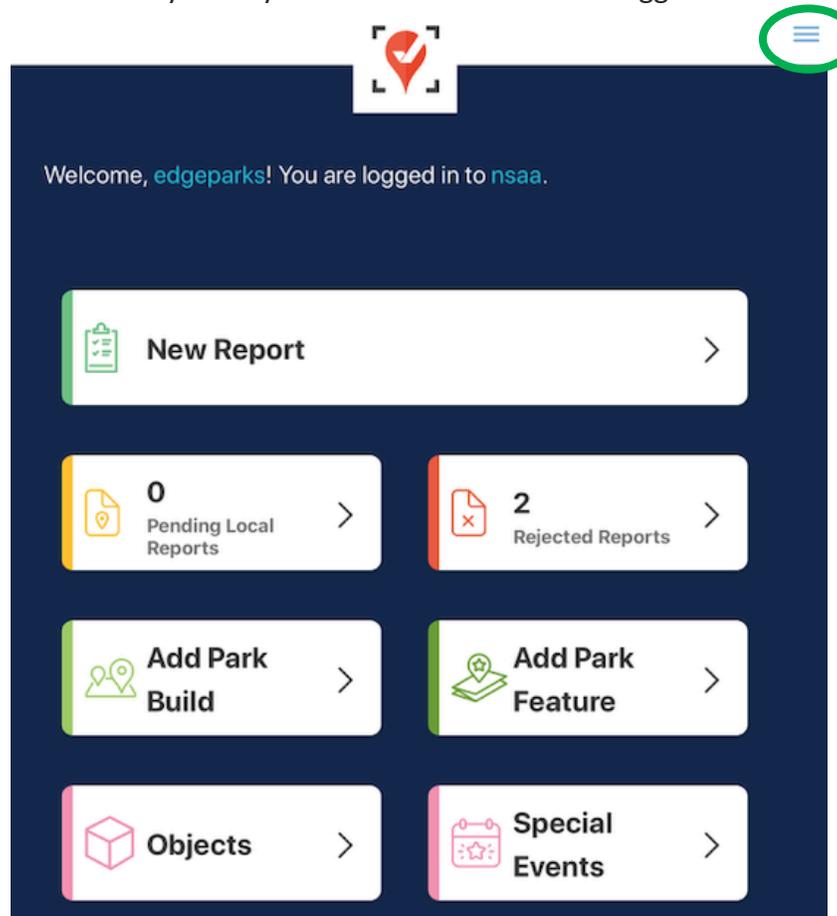


Getting Started

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.

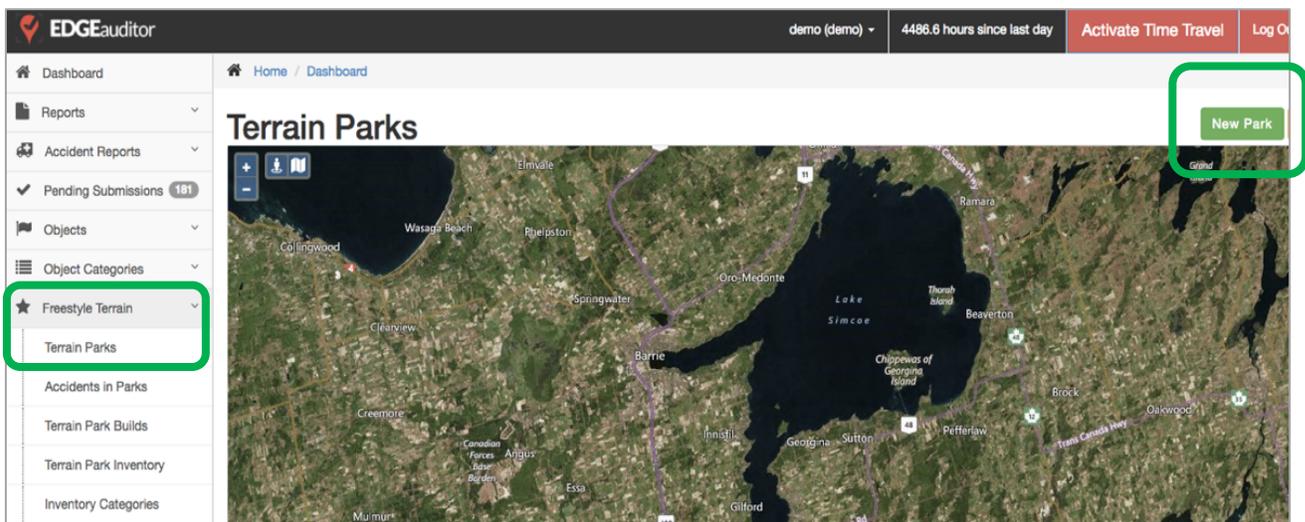


Terrain Parks

Your terrain parks can be your biggest attraction, but also your biggest risk. EDGEauditor gives you a much more concise way of tracking and monitoring your park features and builds. To build a terrain park and add its inventory, you will use a combination of the manager dashboard and the app. The first step is to create your park within the manager dashboard.

Terrain Park Creation (Manager Dashboard)

1. From a desktop computer, login to the manager dashboard at resort.edgeauditor.com.
2. From the side navigation, go to *Freestyle Terrain* > *Terrain Parks* and click on *New Park* in the top right-hand corner.



3. Start creating your new Terrain Park:
 - a) Use the map to draw the outline of your terrain park (double click to complete the shape once you are done drawing the outline).
 - b) Input a name for your terrain park.
 - c) If you wish to connect your website to the terrain park data and share what is in the park and the location of each feature, select "Allow your website to access Park Feature Locations?".
 - d) List a parent area if one is available (areas enable you to group things into operational sectors within your resort).
 - e) Include any notes.
 - f) Select "Hide/Temporarily Disable from the data entry APP" if you do not wish this terrain park to be available via the app just yet.

- g) Add corresponding images, if any.
- h) Choose your Approval groups (optional). This optional step allows you to add multiple tiers of approval to a park build before it is considered “accepted”. The order you add these groups in is the order in which they will receive email notifications that a park build requires their approval.
 - o To use this feature, an approval group must first be added to https://resort.edgeauditor.com/approval_groups where you can select one or more users to be added to a group. Each time a park build is submitted that this approval group is attached to those users will receive an email notification informing them a park build requires their approval. Once the first tier of approval is complete, the next approval group will receive the same notification – this process continues until all groups have approved the build. If the build is rejected at any point, the approval process will start over again once the park build is resubmitted with the required corrections.
- i) Once you’ve completed the above, Select *Create Park*.

Creating Terrain Park Inventory Categories (Manager Dashboard)

After you’ve created your terrain park, you must create categories for the inventory they belong to.

1. From a desktop computer, login to the manager dashboard at resort.edgeauditor.com.
2. From the side navigation, go to *Freestyle Terrain > Inventory Categories* and then select *New Park Feature Category* from the top right-hand corner.

Park Feature Categories			
Name	Parent	Map Colour	Actions
Stairs			 
Box			 
Rails			 

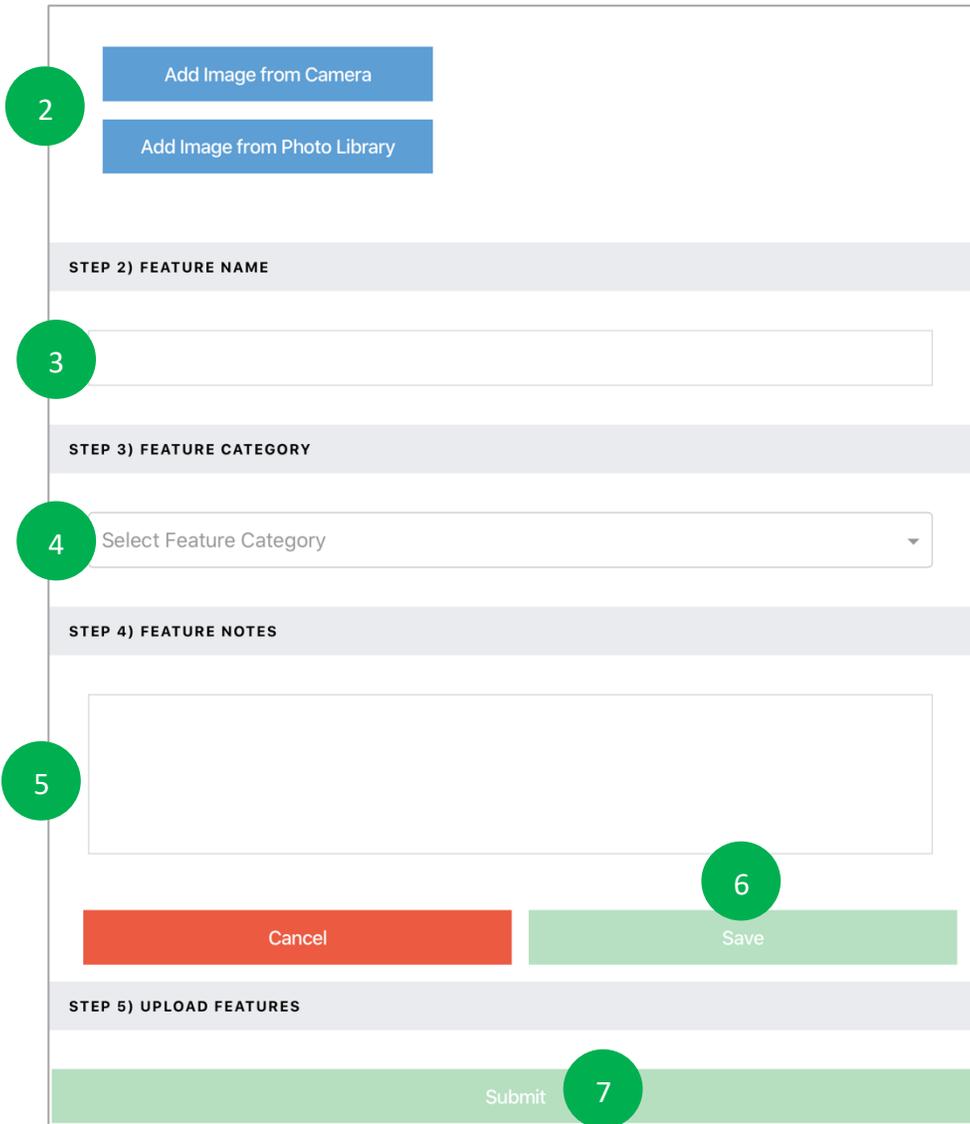
3. Create your new terrain park category by giving it a name and then clicking *Submit* when finished.
4. Repeat steps #2 & #3 for every park category you want to add.

Now that you’ve mapped your new park’s location and added inventory categories, you’re ready to start building your terrain park using the EDGEauditor app!

Add Park Feature (App)

1. On a mobile phone or tablet, login to the EDGEauditor app and select **Add Park Feature** from the home screen. You have to add features before you can use **Add Park Build**.
2. Tap *Add Image from Camera Image* to take photos of your feature. Or, if you have images already stored on your device, choose *Add Image from Photo Library*.
 - *Helpful Hint:* Take photos of your feature from at least two different angles for best documentation.
3. Enter your park feature name.
 - Use unique numbering for your inventory (e.g. R1-16' Rail, R2-16' Rail, R3-12' Rail, etc.). Paint these numbers on each feature to help Ski Patrol link reports to the features.
 - Name your feature in the app the same as what the feature is physically labelled as.
4. Select a category for your feature inventory in (e.g. Rail, Box, Stairs, etc.).
5. Add any notes about the feature (optional).
6. Tap *Save* when finished. You will not be able to save until your feature has a photo, name and feature category selected.
7. Follow steps #2 through #6 for each additional feature. When you are ready to upload your features to EDGEauditor, ensure you are connected to Wi-Fi or cellular and tap the *Submit* button.

The screenshot on the next page illustrates each of the above steps.



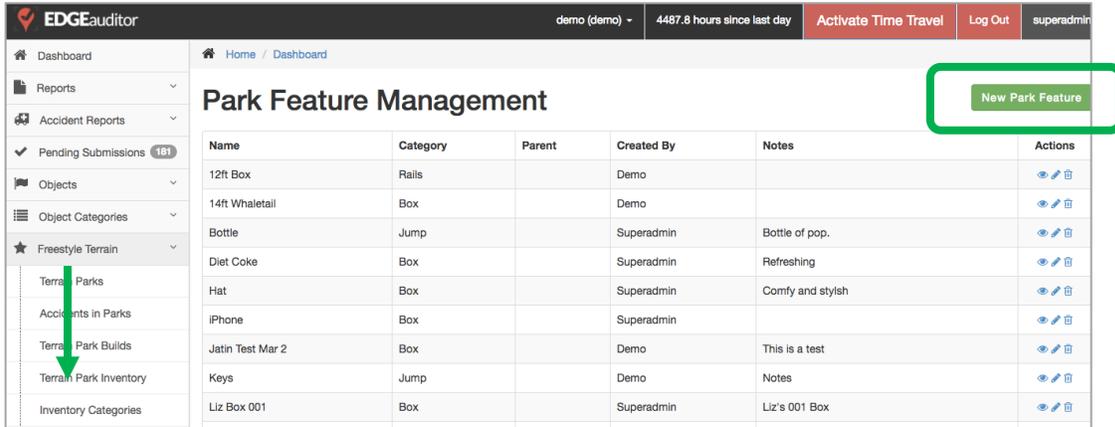
The screenshot shows a multi-step form for adding a feature. It is divided into five sections:

- STEP 1) IMAGE:** Contains two blue buttons: "Add Image from Camera" (callout 2) and "Add Image from Photo Library".
- STEP 2) FEATURE NAME:** A text input field (callout 3).
- STEP 3) FEATURE CATEGORY:** A dropdown menu labeled "Select Feature Category" (callout 4).
- STEP 4) FEATURE NOTES:** A large text area (callout 5).
- Buttons:** A red "Cancel" button and a green "Save" button (callout 6).
- STEP 5) UPLOAD FEATURES:** A green "Submit" button (callout 7).

Adding, Editing or Deleting Features (Manager Dashboard)

Once you have added features via the **Add Park Feature** module, you can review or modify them using the manager dashboard. Or, if you have photos of the feature from inventory saved on your computer you could add a feature this way as well.

1. From a desktop computer, login to the manager dashboard at resort.edgeauditor.com.
2. From the side navigation, go to *Freestyle Terrain > Terrain Park Inventory* and click *Add New*. To manage your existing features, select the edit or delete icon located under the *Actions* column.



Name	Category	Parent	Created By	Notes	Actions
12ft Box	Rails		Demo		
14ft Whaletail	Box		Demo		
Bottle	Jump		Superadmin	Bottle of pop.	
Diet Coke	Box		Superadmin	Refreshing	
Hat	Box		Superadmin	Comfy and stylish	
iPhone	Box		Superadmin		
Jatin Test Mar 2	Box		Demo	This is a test	
Keys	Jump		Demo	Notes	
Liz Box 001	Box		Superadmin	Liz's 001 Box	

Managing Terrain Park Feature Inventory (App)

The terrain park feature inventory is designed to make it easy to manage terrain park builds and reporting.

Features can be of two types:

- **Snow Features** > Added at the time of park build on the app.
- **Physical Features** > Manmade objects such as rails, boxes, wall rides, etc. that you keep in your inventory when not in use.

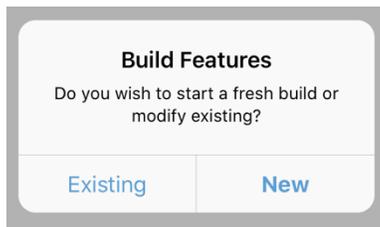
Your feature inventory (boxes, rails, etc.) and all features that are not made out of snow must be added before conducting your first park build. If another feature is added or purchased during the season, it must be added to the inventory before it can be added to a build.

Conducting a Terrain Park Build (App)

1. On a mobile phone or tablet, login to the EDGEauditor app and select **Add Park Build**.
2. From the list, select the park you want to build.



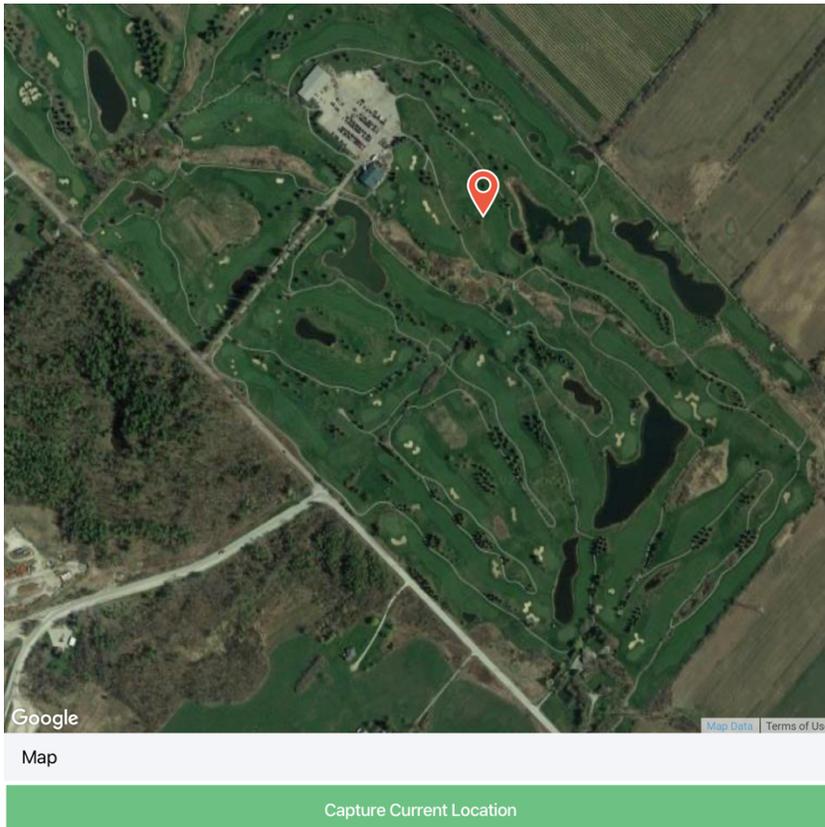
3. Choose either "Existing" or "New" build.
 - **New** = start from scratch so you don't retain any previous build information. For historical purposes, any previous builds can still be accessed on the manager dashboard.
 - **Existing** = Modify an existing build. If selecting this option, you will be able to modify existing features within the build (e.g., add new photos, remove a feature, etc.) as well as add new ones.



4. Stand at the takeoff of your first feature and tap *Add a Build Feature*.



5. The map will display your current location with a map marker to indicate your current position. If you need to adjust the marker at all, just use your fingers to zoom in and then tap on the screen to move the marker. Once you are happy with the map marker's position, Tap *Capture Current Location*.



6. Next, choose either *Snow Feature* (e.g. jump) or *From Inventory* (e.g. rail or box).
 - *Snow Feature*
 - Enter the feature name, select a category, size and add any applicable notes.
 - Add your photos
 - Tap *Save*
 - *From Inventory*
 - Select the feature from your inventory list (so those you added via **Add Park Feature** module), choose the size and add any applicable notes.
 - Add your photos
 - Tap *Save*
 - *Helpful Hint:* For both *Snow Feature* and *From Inventory*, add images from all angles of your feature for a full 360-degree view. The next page shows examples of both options.

What kind of Park Feature would you like to add?

Add an Item

Is this a snow feature? **Yes**

Feature Name

Category

Size

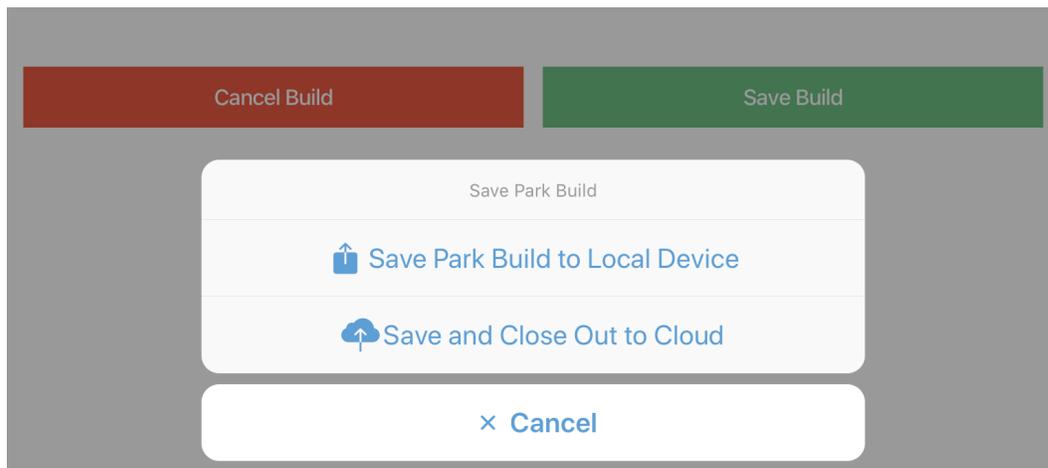
Add an Item

Is this a snow feature? **No**

Feature

Size

7. Repeat steps #4 through #6 for each feature in your park.
8. Selecting *Save Build* on the screen that lists each of the park's features you added will provide two options:
 - *Save Park Build to Local Device* > If you have not finished your build or you are in an area with no Internet or cellular connectivity you can choose this option. Doing so will save the build to **Pending Local Reports**.
 - *Save and Close Out to Cloud* > Select this option if your build is complete and you wish to send it through to the manager dashboard for review/approval.



Terrain Park Build Approval (Manager Dashboard)

Once a build is saved and submitted, it will need to be approved in order for your park inspection report to reflect the most recent features.

1. From a desktop computer, login to the manager dashboard at resort.edgeauditor.com.
2. From the side navigation, go to *Freestyle Terrain* > *Terrain Park Builds*.
3. From the terrain park builds that are listed, click on the *Review Most Recent* button under Actions for the build you wish to approve.
4. After reviewing the build, change the approval status to *Accepted* and click the *Submit Status* button. The status of the build will then change from "Pre-Approval" to "Accepted". Alternatively, if there are issues with the park build, you can choose to reject the build (with accompanying comments) which will send it back to the app where it can be accessed from the **Rejected Reports** section.

- **IMPORTANT NOTE:** Once a park build has been rejected only the save option of *Save and Close Out to Cloud* will be available since the park build has already been sent through to the EDGEauditor database.

If you wish to set your terrain park builds to auto-approve, please let your Account Manager know so this setting can be configured for your account. The main benefit of using the auto approval feature is if you are also using EDGEauditor for your park inspections. Once a park build is approved, the park inspection report will auto update with the latest features included in the most recent park build.

Terrain Park Subscriptions (Manager Dashboard)

Subscribing to a Terrain Park Subscription allows you to receive an email when a new park build is submitted for review. Each user who wishes to receive an email must have permission to access Subscriptions and complete the following steps:

1. From a desktop computer, login to the manager dashboard at resort.edgeauditor.com.
2. From the side navigation, go to *Email Subscriptions > Terrain Park Subscriptions*.
3. Click the green subscribe button to subscribe to a park (click the red unsubscribe button to unsubscribe from a park).

The notification email will be sent to the email address associated with the user's profile.

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