



## User Guide: Waivers

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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.

## Waivers - Customer Facing Application

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The EDGEauditor Waivers platform is the front-end application guests will use to complete waivers. We'll go through how to find/review submitted waivers later on. This first section will focus on the guest experience using the waiver application. There are 2 ways for guests to complete waivers:

### Option #1 > App

1. Downloading the app from [download.edgeauditor.com](https://download.edgeauditor.com) so guests can complete waivers on tablets at your location. You'll want to choose one of the download options that appear directly beneath the EDGEauditor Waivers logo (the option to the left of this is for the EDGEauditor Resorts application which is what staff use to complete reports, park builds, etc.).
  - **IMPORTANT:** If you are using an iOS device (iPad), 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*.
2. After the app is installed, configure the tablets with the location code and auth key as provided by your EDGEauditor account manager.
3. Tablets are now ready for guests to complete waivers.

### Option #2 > Web Browser

1. Allow guests the opportunity to complete the waiver via a computer or their mobile phone with the browser version of EDGEauditor waivers. If using this option, you will be provided with a unique URL that you can either email directly to guests or link to from your website.
  - **IMPORTANT:** The browser version of waivers is only compatible with Chrome, Chromium, Firefox and Safari browsers. If a guest tries to use a browser that is not supported, they will receive a pop-up message that states to use one of the four supported browsers.

### Protecting Guest Privacy

If an in-progress waiver is left idle for 1 minute, a pop-up will appear. If the guest does not click anywhere on screen within the 10-second window, the waiver will time out and redirect back to the main waiver selection screen and erase any information entered by the guest. This feature is available with the app version of waivers.

### Sending Guest PDF Copy of Signed Waiver

For each waiver, you can choose whether to allow guests to receive a PDF copy of their signed waiver. If you would like to enable this feature, please provide your account manager with the following information:

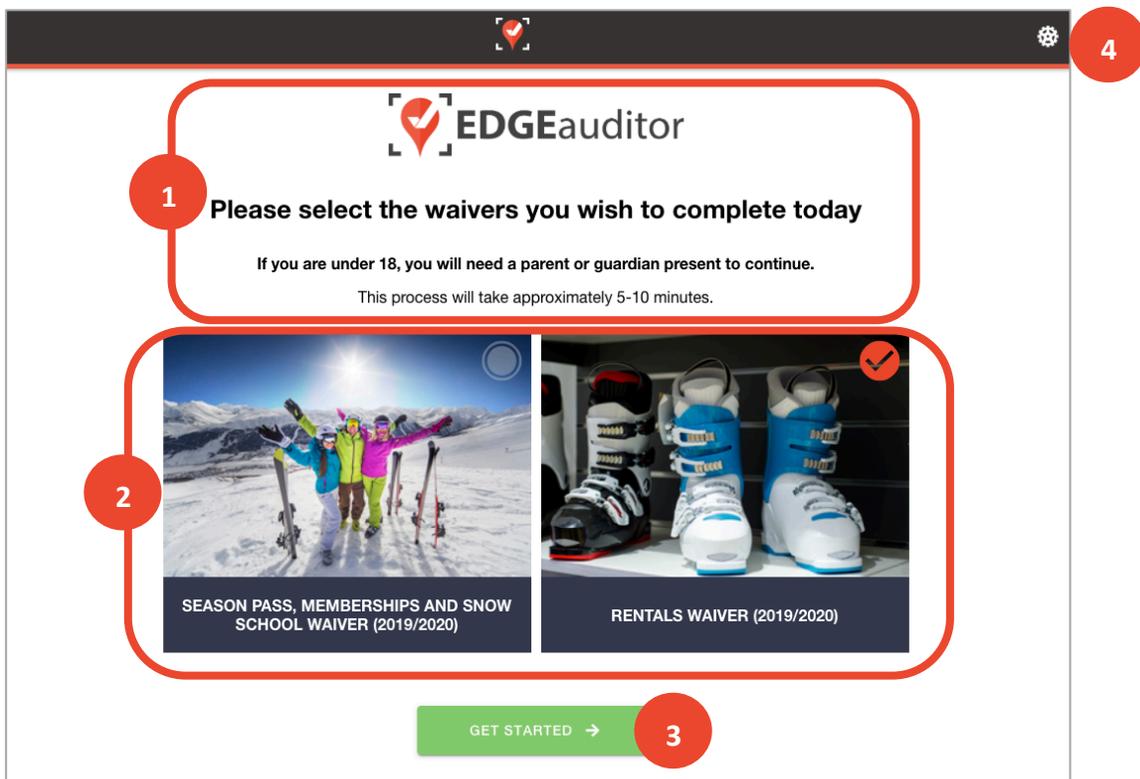
- Name the email should come from (the *from* address will always be [no-reply@edgeauditor.com](mailto:no-reply@edgeauditor.com))
- Email subject line
- Text for the email body

**NOTE:** For any minors, a copy of their waiver will be sent to the parent/guardian who is signing the waiver on their behalf.

Whether a guest is using the app or browser version of EDGEauditor Waivers, the first screen guests will see is the waiver selection screen. The waiver(s) attached to the waiver station will be visible for guests to select.

## Navigating the Waivers Selection Screen

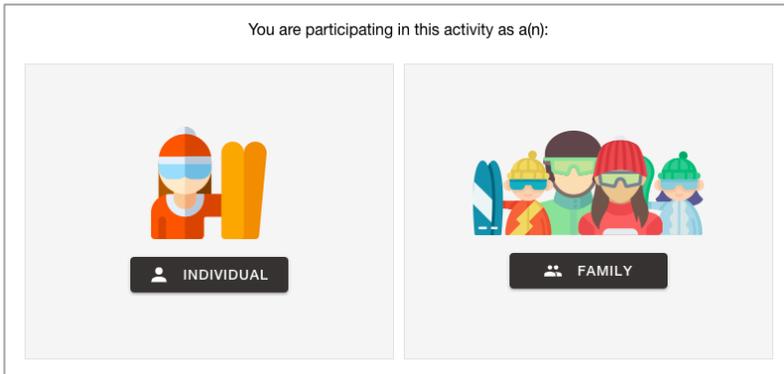
1. Any images or instructional text for your waiver station will appear at the top of the screen.
2. Guests will tap/click anywhere on a waiver image to select that waiver. A selected waiver will have a checkmark in the top right-hand corner. To de-select a waiver, simply click the waiver image again to remove the checkmark.
  - If you are offering more than one waiver, guests can select multiple waivers at once. With this method, the guest will only have to import their contact information once and it will be applied to both waivers.
3. Once a waiver has been selected, guests will be able to click GET STARTED to begin the waiver process.
4. The gear icon in the top right-hand corner of the screen is what you will click on if you need to reconfigure your waiver station or add a new one by providing your location code and auth key.



## Individual vs. Family Waiver

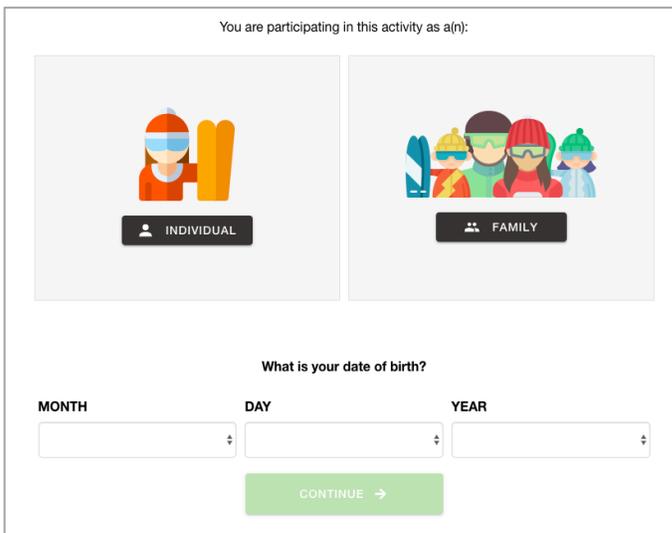
After the waiver selection screen, the guest will choose to complete an individual waiver or go through the family waiver process by selecting one of the images shown below.

- **Individual Waiver** > If the guest is a minor, a parent/guardian must be present to fill in their contact information and sign the waiver.
- **Family Waiver** > In order to use the family waiver, ALL guests must live at the same address (if your collecting address information). If not, each guest must fill out an individual waiver. For family waivers with minors, a parent/guardian must be present to sign the minor's waiver.



## Individual Waiver Process > Adult

1. After selecting the INDIVIDUAL image, the guest will be asked to enter their date of birth. They will use the drop downs provided to select the month, day and year of birth. Once the selections are made the guest will be able to click the CONTINUE button to proceed.



2. Before the guest can begin filling in their information, they will need to acknowledge the pop-up prompt that all fields marked with an asterisk (\*) are mandatory.

- The guest will now enter their contact information and address (if address is being collected as part of your waiver). Once the guest starts to type their address in the ADDRESS field a list of matching results will appear. The guest can continue to type their address to further filter the results before selecting the correct address, which will populate the remaining address fields.

### YOUR INFORMATION

|   |   |
|---|---|
| <b>FIRST NAME *</b>   | <b>LAST NAME *</b>                      |
| <input type="text" value="Dean"/>   | <input type="text" value="Winchester"/> |
| <b>EMAIL ADDRESS *</b>  | <b>PHONE NUMBER *</b>                   |
| <input type="text" value="impala@gmail.com"/>   | <input type="text" value="7809871233"/> |
| Include your area code and phone number. Please don't add any special characters or spaces. |   |
|   |   |
| <b>ADDRESS*</b>   | <b>CITY*</b>                            |
| <input type="text" value="144 Three Sisters Dr"/>   | <input type="text" value="Canmore"/>    |
| <b>COUNTRY*</b>   | <b>STATE/PROVINCE*</b>                  |
| <input type="text" value="CANADA"/>   | <input type="text" value="ALBERTA"/>    |
| <b>ZIP/POSTAL CODE*</b>   |   |
| <input type="text" value="T1W 2M4"/>  |   |

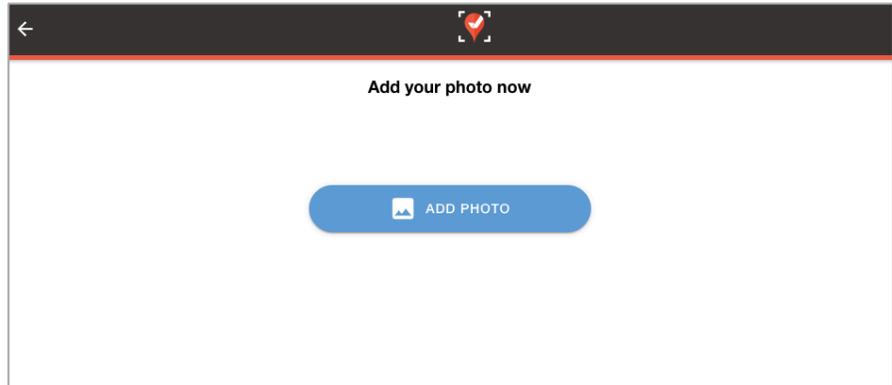
- If there are any additional questions attached to the waiver (e.g., rental questions, emergency contact, etc.) the guest will complete these next while still on the same screen. As part of the waiver setup process you can decide whether these questions will be mandatory.
- Once all required fields have been completed the guest will be able to select the green CONTINUE button at the bottom of the screen to proceed to the next screen.

### ADDITIONAL QUESTIONS

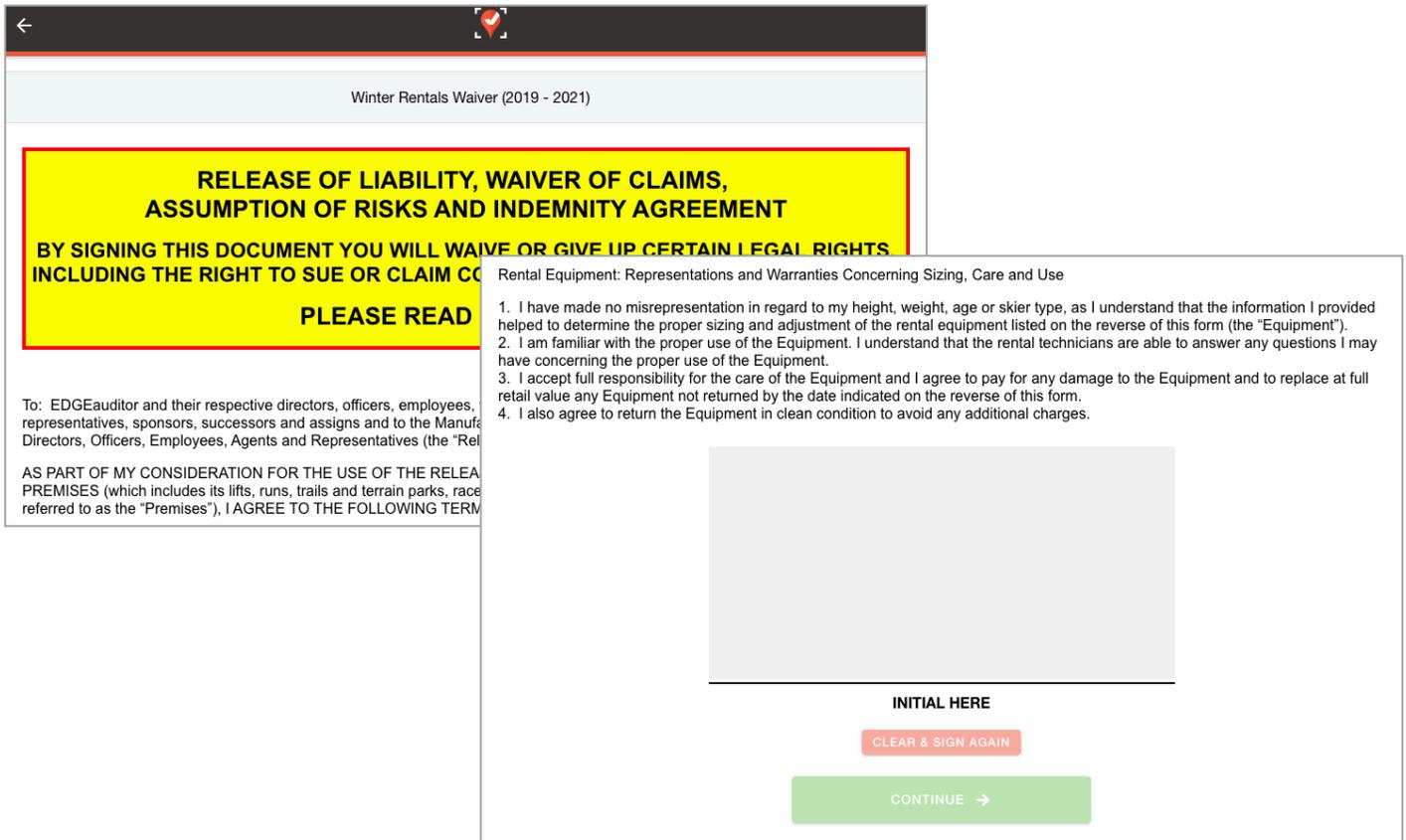
|   |  |   |
|---|--|---|
| <b>Height *</b>   | <b>Weight *</b>  |   |
| <input type="text" value="SELECT PARTICIPANT'S HEIGHT"/>  | <input type="text" value=""/> <input type="text" value="LBS"/>   |   |
|   |  |   |
| <b>Skier Type*</b>  |  |   |
| <input type="radio"/>  <p><b>Type I</b></p> <p style="font-size: small;">Cautious skiers who prefer slower speeds and easy, moderate slopes. This type also applies to entry-level skiers.</p> | <input type="radio"/>  <p><b>Type II</b></p> <p style="font-size: small;">Ski moderately and prefer a variety of speeds and varied terrain. Skiers not classified as either Type I or Type III fall into this type.</p> | <input type="radio"/>  <p><b>Type III</b></p> <p style="font-size: small;">Ski aggressively and normally ski at high speeds. These skiers prefer steeper and more challenging terrain.</p> |

6. If you have photo-taking enabled with the waiver then the next screen will prompt the guest to upload a photo.

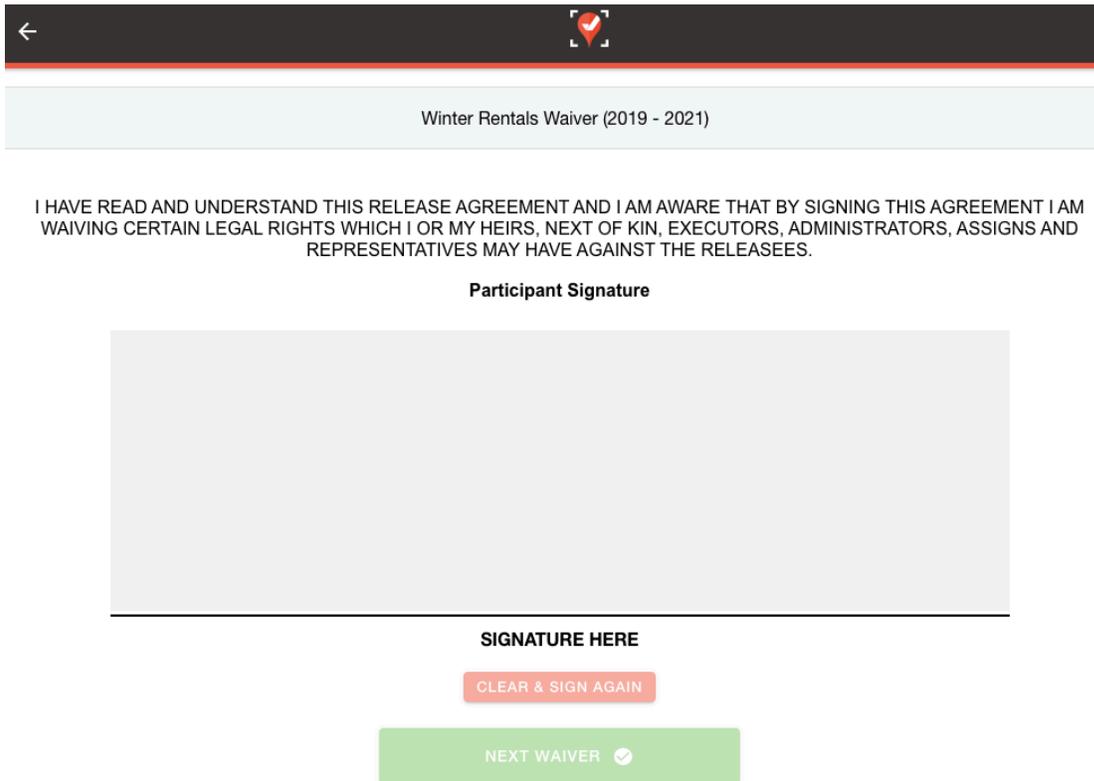
7. Once the photo has been added (if applicable), the guest will now go through each screen from the waiver they selected.



- If there is any action involved on the page - initial or signature - there will be a grey box for the guest to add their initial/signature. The initial/signature must be added before the CONTINUE button will become available and allow the guest to proceed to the next screen of the waiver.
- If user wishes to re-do their initial/signature they can select the CLEAR & SIGN AGAIN button.
- The back arrow located in the top left-hand corner of each waiver screen allows the user to go back to a previous screen. It will retain all initials/signatures unless the user goes all the way back to the first screen where they add their contact/address information (this functionality applies to the family waiver process as well).



8. On the last screen for the waiver, the guest will provide their signature in order to submit the waiver. The green button will either say NEXT WAIVER if there is another waiver to be completed (guest will then go through all the screens for the next waiver) or FINISH if there are no further waivers to be completed.



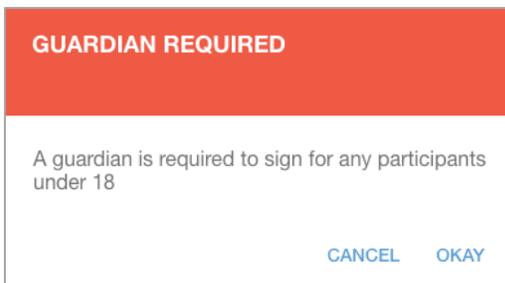
The screenshot shows a mobile application interface for a waiver. At the top, there is a dark navigation bar with a white back arrow on the left and a red location pin icon with a white checkmark on the right. Below the navigation bar is a light gray header with the text "Winter Rentals Waiver (2019 - 2021)". The main content area contains the following text: "I HAVE READ AND UNDERSTAND THIS RELEASE AGREEMENT AND I AM AWARE THAT BY SIGNING THIS AGREEMENT I AM WAIVING CERTAIN LEGAL RIGHTS WHICH I OR MY HEIRS, NEXT OF KIN, EXECUTORS, ADMINISTRATORS, ASSIGNS AND REPRESENTATIVES MAY HAVE AGAINST THE RELEASEES." Below this text is the label "Participant Signature" followed by a large, empty gray rectangular box for the signature. Underneath the signature box is the text "SIGNATURE HERE". Below that is a red button with the text "CLEAR & SIGN AGAIN". At the bottom is a large green button with the text "NEXT WAIVER" and a white checkmark icon.

9. After choosing FINISH (or completing all waivers), the guest will receive the waiver wrap up screen confirming their submission before the waivers application redirects back to the main waiver selection screen.

## Individual Waiver Process > Minor

The individual waiver process for a minor is very similar to the process for an adult. The only difference is a guardian will need to be added to it. You will decide what is the age of majority for your location as part of the waiver setup process.

1. After selecting the INDIVIDUAL image, the guest will be asked to enter their date of birth. The date of birth chosen will trigger a notification that they are a minor and will require a guardian to complete the waiver form. If the minor chooses CANCEL they will not be able to proceed. Choosing OKAY will them to proceed.

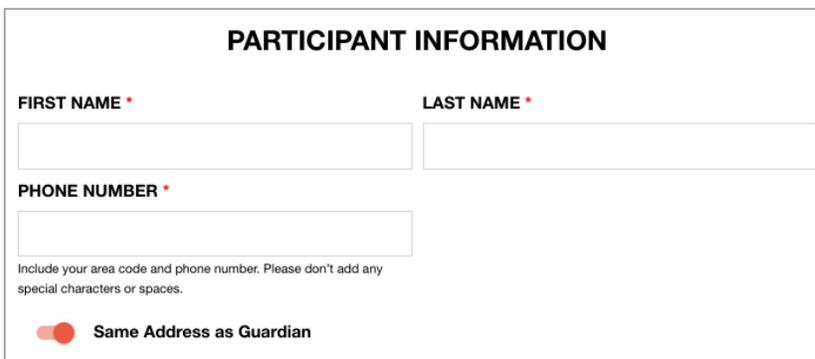


**GUARDIAN REQUIRED**

A guardian is required to sign for any participants under 18

[CANCEL](#) [OKAY](#)

2. Before the guardian can begin filling in their information, they will need to acknowledge the pop-up prompt that all fields marked with an asterisk (\*) are mandatory.
3. The guardian will now enter their contact information and address (if address is being collected as part of your waiver). Once the guardian starts to type their address in the ADDRESS field a list of matching results will appear. The guardian can continue to type their address to further filter the results before selecting the correct address, which will populate the remaining address fields.
4. In the section below the guardian fields, the participant's information will be added. By default, the PHONE NUMBER fields will pre-populate with the guardian's phone number. It can be modified if needed. Email address is not collected for minors. If address is being collected, by default it will be set to the same address as the guardian. If the address should be different from the guardian's the participant will toggle "Same Address as Guardian" to OFF and proceed to enter their address information.



**PARTICIPANT INFORMATION**

**FIRST NAME \***

**LAST NAME \***

**PHONE NUMBER \***

Include your area code and phone number. Please don't add any special characters or spaces.

**Same Address as Guardian**

5. If there are any additional questions attached to the waiver (e.g., rental questions, emergency contact, etc.) the participant will complete these next while still on the same screen. As part of the waiver setup process you can decide whether these questions will be mandatory.

**ADDITIONAL QUESTIONS**

**Emergency Contact (Name)**

**Emergency Contact (Phone #)**

6. Once all required fields have been completed the participant will be able to select the green CONTINUE button at the bottom of the screen to proceed to the next screen.
7. If you have photo-taking enabled with the waiver then the next screen will prompt the guest to upload a photo.

←

Add your photo now



8. Once the photo has been added (if applicable), the participant will now go through each screen from the waiver they selected, which mimics the same process as the individual waiver for adults described on the previous pages.

9. On the last screen for the waiver, the participant and guardian must provide their signatures in order to submit the waiver. The green button will either say NEXT WAIVER if there is another waiver to be completed (participant will then go through all the screens for the next waiver) or FINISH if there are no further waivers to be completed.

**I HAVE READ AND UNDERSTAND THIS RELEASE AGREEMENT AND I AM AWARE THAT BY SIGNING THIS AGREEMENT I AM WAIVING CERTAIN LEGAL RIGHTS WHICH I OR MY HEIRS, NEXT OF KIN, EXECUTORS, ADMINISTRATORS, ASSIGNS AND REPRESENTATIVES MAY HAVE AGAINST THE RELEASEES.**

**PARTICIPANT SIGNATURE**

SIGNATURE HERE

CLEAR & SIGN AGAIN

JOYCE SUMMERS SIGNATURE (GUARDIAN)

Required for any participants under the age of 18

SIGNATURE HERE

CLEAR & SIGN AGAIN

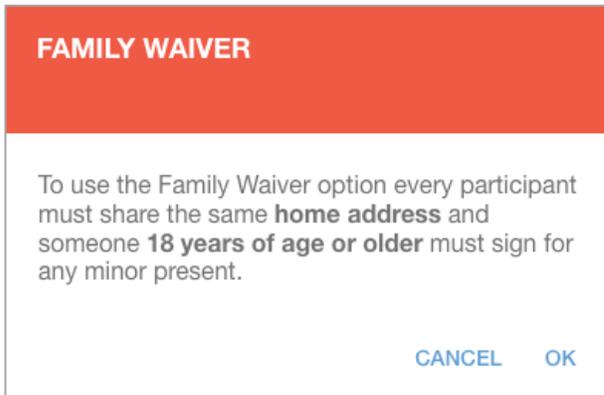
FINISH 

10. After choosing FINISH, the participant will receive the waiver wrap up screen confirming their submission before the waivers application redirects back to the main waiver selection screen.

## Family Waiver Process > No Minors

As mentioned previously, in order to use the family waiver, all guests must live at the same address (if address is being collected on the waiver). If not, each guest must fill out an individual waiver.

1. Selecting the FAMILY image will trigger the below notification to ensure the participants meet the criteria for the family waiver process. Choosing OKAY will allow you to continue.



2. Next, the guest will need to acknowledge the pop-up prompt that all fields marked with an asterisk (\*) are mandatory.
3. On the next screen, the guest will be asked to confirm if there are any minors who will be part of the waiver(s). For family waivers with no minors, participants will choose NO.

### **Are there any participants under the age of 18?**

|     |    |
|-----|----|
| YES | NO |
|-----|----|

4. The first participant will add their date of birth and contact information. If address is also being collected it will be added here and used for all participants. If there are any additional questions attached to the waiver (e.g., rental questions, emergency contact, etc.) the participant will complete these next while still on the same screen. As part of the waiver setup process you can decide whether these questions will be mandatory.

5. Once the first participant has completed all required fields, they will be able to click the ADD FAMILY MEMBER button. The next participant will then proceed to add their date of birth, name, email address and phone number (by default, the first participant's phone number will be used, but this can be modified). The participant will then complete any additional questions attached to the waiver.

**Are there any participants under the age of 18?**

YES

NO

Dean Winchester - Participant

**DATE OF BIRTH**

MONTH \*

DAY \*

YEAR \*

June

11

1979

FIRST NAME \*

Dean

LAST NAME \*

Winchester

EMAIL ADDRESS \*

dean@gmail.com

PHONE NUMBER \*

2789993467

Include your area code and phone number. Please don't add any special characters or spaces.

**ADDITIONAL QUESTIONS**

What are your favourite summer activities (select all that apply)?

Canoeing/Kayaking

Mountain Biking

Hiking

Golfing

⊕ ADD FAMILY MEMBER

- As each participant is added, the previous participant's form will be collapsed by default. It can be expanded at any time by clicking on the arrow to the left of the participant's name. If you need to remove a participant for any reason, select the trash icon at the far right of the participant's banner. Only the first participant added cannot be removed.

▼ Dean Winchester - Participant

---

▶ Sam Winchester - Participant 🗑️

**DATE OF BIRTH**

**MONTH \***                      **DAY \***                      **YEAR \***

September ▼

7 ▼

1983 ▼

---

**FIRST NAME \***                      **LAST NAME \***

Sam

Winchester

- Once the second participant has added in all their required information, they can choose to click the ADD FAMILY MEMBER button to add another family member or click the CONTINUE button to proceed to the waiver. The CONTINUE button should only be selected once all family members have been added.
- If you have photo-taking enabled with the waiver then the next screen will prompt each guest to upload a photo.

← 📷

Dean Winchester, add your photo now.

Dean Winchester - Participant ⋮ Photo In Progress

ADD PHOTO

Up Next

Sam Winchester - Participant ○ Needs Photo

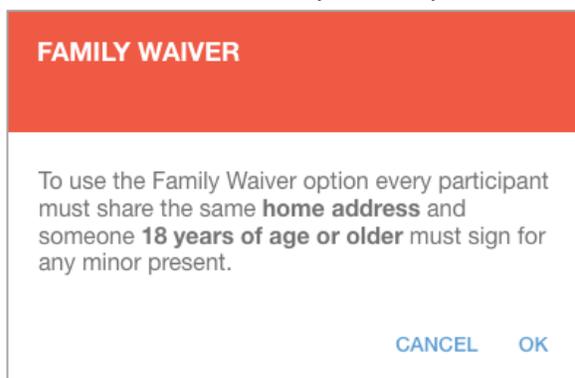
CONTINUE →

9. Once all photos have been added (if applicable), each participant will go through and complete their waiver, starting with the first participant who was added.
  - The name of the participant and the waiver they are completing will appear in a grey banner at the top of each screen.
  - If there is any action involved on the page - initial or signature - there will be a grey box for the participant to add their initial/signature. The initial/signature must be added before the CONTINUE button will become available and allow the participant to proceed to the next screen of the waiver.
  - If the participant wishes to re-do their initial/signature they can select the CLEAR & SIGN AGAIN button.
10. On the last screen for the waiver, the first participant must provide their signature in order to submit the waiver. The green button will either say NEXT WAIVER if there is another waiver to be completed (the same participant will then go through all the screens for the next waiver) or NEXT PARTICIPANT'S WAIVER for the next participant to go through and complete their waiver(s).
11. Once the final participant has completed their waiver(s), the green button on the last screen will say FINISH. Once their signature has been added, the last participant will choose FINISH and receive the waiver wrap up screen before the waivers application redirects back to the main waiver selection screen.

## Family Waiver Process > With Minors

As mentioned previously, in order to use the family waiver, all guests must live at the same address (if your waiver collects this information). If not, each guest must fill out an individual waiver. For family waivers with minors, a guardian must be present throughout the waiver process.

1. Selecting the FAMILY image will trigger the below notification to ensure the participants meet the criteria for the family waiver process. Choosing OKAY will allow you to proceed.



- Next, the guest will need to acknowledge the pop-up prompt that all fields marked with an asterisk (\*) are mandatory.
- On the next screen, the guest will be asked to confirm if there are any minors who will be part of the waiver(s). For family waivers with minors, participants will choose YES.

### **Are there any participants under the age of 18?**

|     |    |
|-----|----|
| YES | NO |
|-----|----|

- Choosing YES will trigger a banner to appear, indicating that the first participant added will be recognized as the guardian for any minor's and will be required to sign their waiver.

### **Are there any participants under the age of 18?**

|     |    |
|-----|----|
| YES | NO |
|-----|----|

The first participant will be recognized as the authorized guardian for any minor participant and will also be required to sign their waiver.

- The guardian will add their date of birth and contact information. If address is also being collected it will be added here and used for all participants.
- In some instances, a family waiver may be filled out where the guardian is not participating in the activities described in the waiver (e.g., completing a waiver for a children's summer camp). The guardian will see the below question toggled to OFF by default. If left as OFF, the guardian will not fill out a waiver and will only sign for any minors. If toggled to ON, the guardian will also be required to fill out a waiver in addition to signing for any minors.**

|   |
|---|
| <b>I will be participating in any of the activities described in this waiver</b> <input type="checkbox"/> |
|---|

- If "I will be participating in any of the activities described in this waiver" is toggled to ON and there are additional questions attached to the waiver (e.g., rental questions, emergency contact, etc.) the guardian will complete these next while still on the same screen.
- Once the guardian has added in all the required information, they will be able to click the ADD FAMILY MEMBER button. The next participant will then proceed to add their date of birth first in

order to validate whether they are an adult or a minor. After date of birth fields have been selected, the participant will enter their name, phone number (by default, the guardian's phone number will be used, but this can be modified) and email address (if participant is an adult).

9. The participant will then complete any additional questions attached to the waiver.
10. Once the second participant has added in all their required information, they can choose to click the ADD FAMILY MEMBER button to add another family member or click the CONTINUE button to proceed to the waiver. The CONTINUE button should only be selected once all family members have been added.
11. If you have photo-taking enabled with the waiver then the next screen will prompt each guest to upload a photo. If the guardian is **not** participating, they will not be required to add a photo.
12. Each participant will now go through the waiver, starting with the first participant who was added. In some cases, this will be the guardian if the question "I will be participating in any of the activities described in this waiver" was toggled to ON. If "I will be participating in any of the activities described in this waiver" was left as toggled to OFF, then the participant added directly after the guardian will start the waiver process.
  - The name of the participant and the waiver they are completing will appear in a grey banner at the top of each screen.
  - If there is any action involved on the page - initial or signature - there will be a grey box for the participant to add their initial/signature. The initial/signature must be added before the CONTINUE button will become available and allow the participant to proceed to the next screen of the waiver.
  - If the participant wishes to re-do their initial/signature they can select the CLEAR & SIGN AGAIN button.
13. On the last screen for the waiver, the participant must provide their signature. The green button will either say NEXT WAIVER if there is another waiver to be completed (the same participant will then go through all the screens for the next waiver) or NEXT PARTICIPANT'S WAIVER for the next participant to go through and complete their waiver(s).
  - On the final signature screen for any minors, the guardian will be required to add their signature.
14. Once the final participant has completed their waiver(s), the green button on the last screen will say FINISH. Once their signature has been added, the last participant will choose FINISH and receive the waiver wrap up screen before the waivers application redirects back to the main waiver selection screen.

## Login – EDGEauditor App & Manager Dashboard

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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 look up completed waivers and is what we will review first. The EDGEauditor manager dashboard (reviewed later) is an online website where managers can review full waivers (both current and expired waivers for all guests), export waivers, etc.

### Accessing the EDGEauditor App

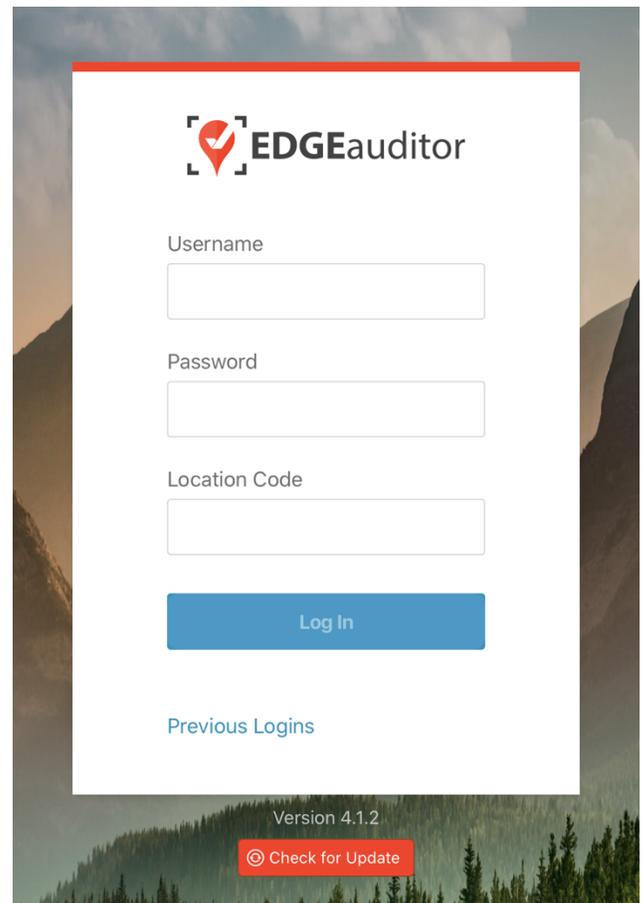
#### Mobile Device:

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:

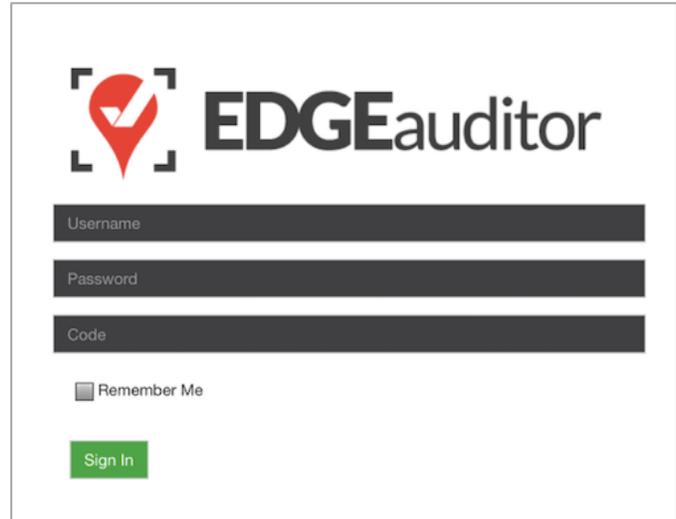
1. Open Chrome browser and go to [browser.edgeauditor.com](https://browser.edgeauditor.com).
2. On the login screen, enter your username, password and location code (case sensitive).
3. Click the 'Log In' button to log into the EDGEauditor application.



## Accessing the EDGEauditor Manager Dashboard

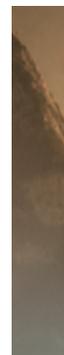
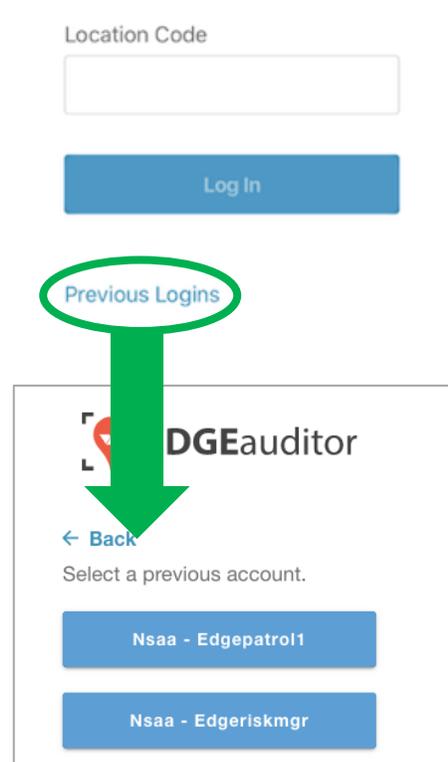
### Desktop Computer:

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.



### 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.

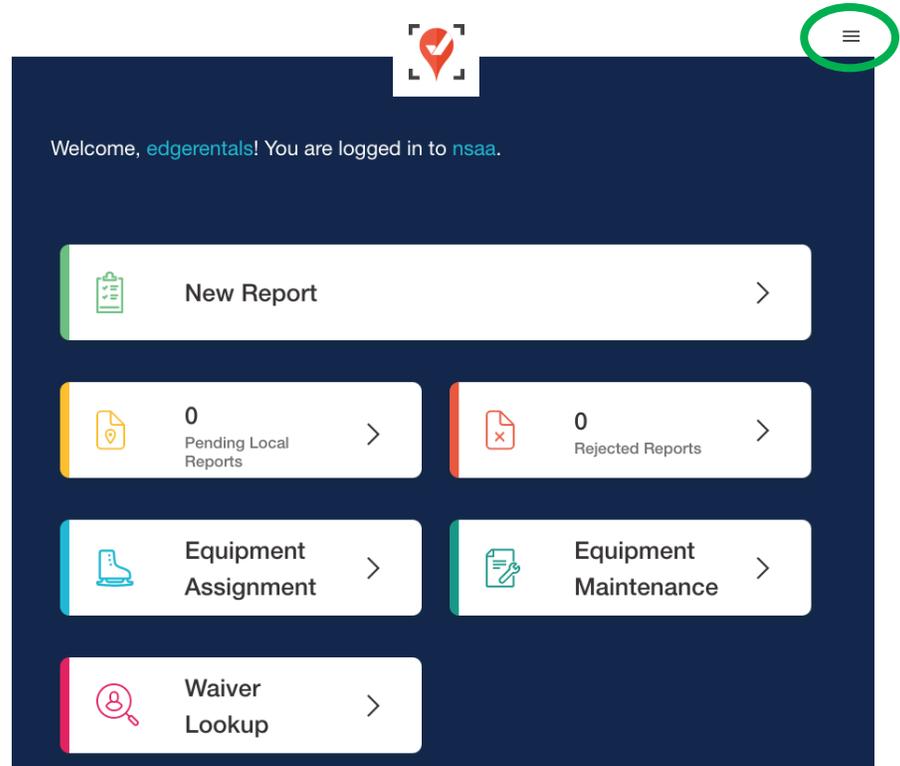




## Getting Started

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.



## Waiver Lookup

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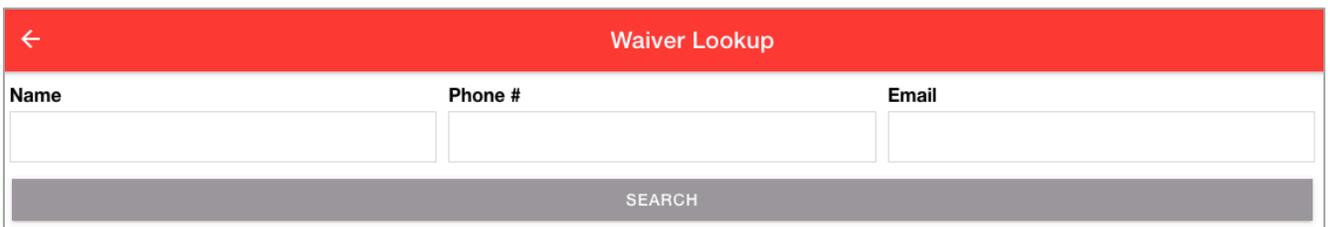
If your resort offers activities that require guests to sign a waiver in advance – such as mountain biking or zip lining – the waiver form can be digitized and integrated with EDGEauditor. This digitized waiver is filled out and submitted by the guest prior to their arrival at the activity or location where equipment is rented.

Once a guest submits a waiver they are accessible from any device with the EDGEauditor app installed – but only to those users who have the security permissions to view them.

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

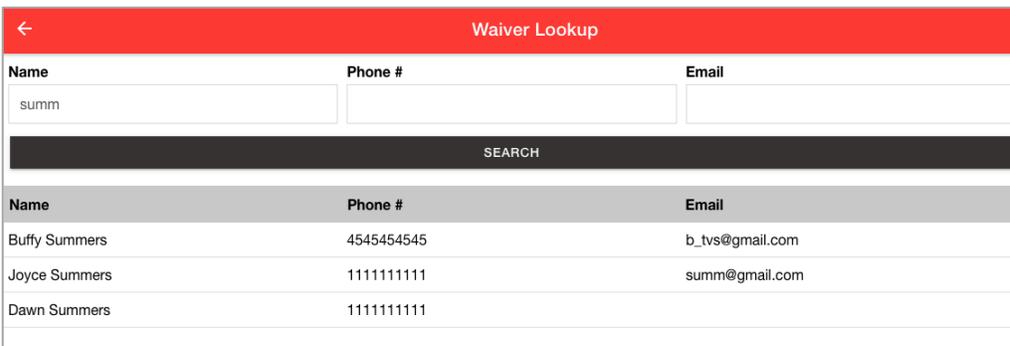
### Finding a Completed Waiver (App)

1. Once you've logged into the EDGEauditor app, select Waiver Lookup from the app home screen.
2. Search for the waiver by entering the guest's name, phone number or email and then selecting *Search*.



The screenshot shows the 'Waiver Lookup' screen in the app. It features a red header with a back arrow and the title 'Waiver Lookup'. Below the header are three input fields labeled 'Name', 'Phone #', and 'Email'. A grey 'SEARCH' button is positioned at the bottom of the input area.

3. From the search results that appear, locate the correct guest record.



The screenshot shows the search results for the name 'summ'. The 'SEARCH' button is highlighted in black. Below it is a table with three columns: Name, Phone #, and Email.

| Name          | Phone #    | Email           |
|---------------|------------|-----------------|
| Buffy Summers | 4545454545 | b_tvs@gmail.com |
| Joyce Summers | 1111111111 | summ@gmail.com  |
| Dawn Summers  | 1111111111 |                 |

- Once you've located the correct guest, select the record to see their complete information, including the valid waivers the guest has completed, date each waiver was completed, date each waiver is valid until, the initials/signatures for each waiver, etc. If the guest has a photo associated with their waiver you will be able to view that as well.

| Dawn Summers                   |                        |             |  |
|--------------------------------|------------------------|-------------|--|
| <b>Name</b>                    | Dawn Summers           |             |  |
| <b>Phone #</b>                 | 1111111111             |             |  |
| <b>Birthday</b>                | Nov 23, 2008 (Age: 10) |             |  |
| Waiver                         | Completed Date         | Valid Until | Signatures   |
| Season Pass Waiver (2019/2020) | 2019-10-24             | 2024-04-16  |  <br>  |
| Rental Waiver (2019/2020)      | 2019-10-24             | 2019-12-31  |  <br>  |
| <b>Customer Questions</b>      |                        |             |  |
| Height                         | 4ft 6"                 |             |  |
| Weight                         | 66 KG                  |             |  |
| Skier Type                     | TYPE 1                 |             |  |

- Once you have confirmed the guest's information and that the correct waiver has been completed, you're ready to proceed with setting that guest up for their chosen activity.

## View Customers (Manager Dashboard)

While only select information from the waiver is displayed on the app, at any time you can use the manager’s dashboard to view a customer’s full information and any waivers completed.

1. Open Chrome browser and go to [resort.edgeauditor.com](https://resort.edgeauditor.com). You will login with the same credentials used to access the EDGEauditor app.
2. Once logged in, on the side navigation, go to *Waivers > View Customers*.
3. Use the Search filters at the top of the page to locate a particular customer and then click the *View* button to open that customer record.

### Customers

**Search Filter**

▾

Show  entries

| <input type="checkbox"/> | Date Added                    | ^ First Name | ↕ Last Name | ↕ Email             | ↕ Phone    | ↕ View                              |
|--------------------------|-------------------------------|--------------|-------------|---------------------|------------|-------------------------------------|
| <input type="checkbox"/> | 2019-10-24T13:41:32.000-04:00 | Duncan       | Keith       | hawks@yahoo.com     | 3333333333 | <input type="button" value="View"/> |
| <input type="checkbox"/> | 2019-10-24T13:39:12.000-04:00 | Dawn         | Summers     |                     | 1111111111 | <input type="button" value="View"/> |
| <input type="checkbox"/> | 2019-10-24T13:39:11.000-04:00 | Joyce        | Summers     | summ@gmail.com      | 1111111111 | <input type="button" value="View"/> |
| <input type="checkbox"/> | 2019-10-24T13:37:09.000-04:00 | Robin        | Sparkles    | spark@yahoo.com     | 1111111111 | <input type="button" value="View"/> |
| <input type="checkbox"/> | 2019-10-22T11:02:53.000-04:00 | John         | LeClair     | leclair10@gmail.com | 9999999999 | <input type="button" value="View"/> |
| <input type="checkbox"/> | 2019-10-22T09:20:13.000-04:00 | Danny        | Tanner      | d@yahoo.com         | 9999999999 | <input type="button" value="View"/> |
| <input type="checkbox"/> | 2019-10-22T09:20:11.000-04:00 | Jackson      | Fuller      |                     | 9999999999 | <input type="button" value="View"/> |
| <input type="checkbox"/> | 2019-10-22T09:20:08.000-04:00 | Max          | Fuller      |                     | 9999999999 | <input type="button" value="View"/> |

4. The customer record that appears will show you a list of any waivers they've completed on the first tab. The second tab contains rental history information for equipment (if applicable). To view a completed waiver, simply click the green *View* button.

## Dawn Summers

Record Created: 2019-10-24 13:39:12 -0400  
Address:  
City:  
State/Province:  
Country:  
ZIP/Postal:  
Phone Number: 1111111111  
Email:  
Birthday: 11/23/2008

Waivers Rental History

| Name                           | Waiver Version | Completed Date | Actions              |
|--------------------------------|----------------|----------------|----------------------|
| Season Pass Waiver (2019/2020) | 4              | Oct. 24 2019   | <a href="#">View</a> |
| Rental Waiver (2019/2020)      | 6              | Oct. 24 2019   | <a href="#">View</a> |

### Completed Waivers (Manager Dashboard)

Completed Waivers functions almost identical to View Customers. The main difference is instead of organizing the list by customer, the list displays waivers completed (starting with the most recent).

1. Open Chrome browser and go to [resort.edgeauditor.com](https://resort.edgeauditor.com). You will login with the same credentials used to access the EDGEauditor app.
2. Once logged in, on the side navigation, go to *Waivers > Completed Waivers*.
3. Use the Search filters at the top of the page to locate a particular customer and then click the *View* button to open that customer's waiver.

## Waiver Data Export (Manager Dashboard)

You can use the waiver data export feature to generate an export of your waivers.

1. Login to [resort.edgeauditor.com](https://resort.edgeauditor.com) and from the side navigation, go to *Waivers > Waiver Data Export*. Choose your export criteria and click the *Export* button. You'll receive a confirmation message notifying you that the export process has been started.

- **PDF File Format** > Will generate an individual PDF of each guest's waiver.
- **CSV File Format** > Will generate a csv file that lists the waiver completed date, waiver name, guest name and guest's date of birth.
- **JPEG File Format** > If you have photo taking enabled with a waiver, you can use this export option to generate a mass export of photos that can then be printed for season passes, etc.

### Date Range for Waiver Data Export

Export Filter

Start Date

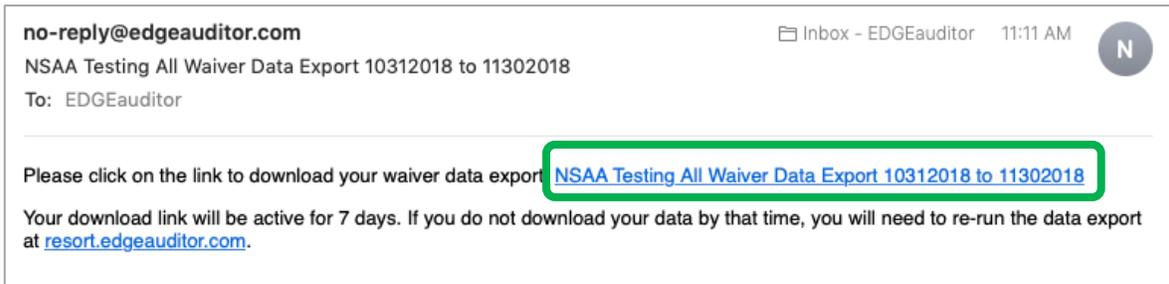
End Date

Email

Waiver

File Format

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.



## 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**