Custodial QA iMap User Guide is available in FM’s website under Training:

http://www.facm.umn.edu/employees/training/index.htm

FACILITIES MANAGEMENT

Custodial QA (Quality Assessment) User Guide

February, 2013
# Table of Contents

Overview ................................................................................................................................................... 1

Signing In ................................................................................................................................................ 1

Setting-Up Assessment Options ........................................................................................................... 1
  
  Create a Quick Start Template ........................................................................................................... 2
  Delete a Quick Start Template .......................................................................................................... 8

Conducting an Assessment ..................................................................................................................... 9
  
  Conducting a New Assessment ......................................................................................................... 9
  Adding Assessment Notes ............................................................................................................... 14
  Opening an Existing Assessment .................................................................................................... 15
  Uploading Assessments .................................................................................................................. 16

Running iMap Standard Reports ......................................................................................................... 16
Overview

Facilities Management uses the Custodial Quality Assessment (QA) iMap mobile application for custodial assessments in the field using an Apple iPad mini. At the completion of the assessment, the responses are compiled and uploaded to a secure database for analyzing results.

<table>
<thead>
<tr>
<th>Signing In</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Turn on the iPad</td>
</tr>
<tr>
<td>2. Click <strong>Connect</strong>.</td>
</tr>
<tr>
<td>3. Sign in using your Internet ID (x.500) and a password that you have created. For security reasons, do not use your internet (x.500) password.</td>
</tr>
<tr>
<td>4. In the <strong>Address</strong> field, enter: <a href="http://imap.Diversey.com">http://imap.Diversey.com</a> This is only done one-time as a set-up option.</td>
</tr>
</tbody>
</table>

If you have not changed your iMap password, please follow the steps below

Please change the default password with your custom password ASAP

| 5. Open a browser and go to: [http://imap.Diversey.com](http://imap.Diversey.com) |
6. Sign in using your Internet ID (x.500) and use the default password – imap2013

7. Select the Accessories menu and select Change Password;
8. After completing the requested information. Please hit Save on the top left corner (see below). Use your new password going forward.

Setting-Up Assessment Options

Create a Quick Start Template
This option allows you to create Quick Start templates for building assessments that are repeated often. This eliminates the need to select the building each time an assessment is conducted. This is a set-up option that will only need to be done periodically.

1. Select Start New.
2. Select **Start New Assessment Wizard**.

3. Select your name.

```plaintext
Start New Audit Wizard
Quickstart

Kyle Berger
```
4. From the drop-down list select how you want to search for the building. Building Number is the default. Other search options such as Building Name are available on the drop-down menu.

5. Enter a building name or building number and click the **Search** button.
6. Click **Next**.

7. Click the appropriate form to use to conduct the assessment.

8. Select **Monthly** as the frequency of the assessment.
9. Review the information and click **Save as Template**.

10. Click in the name field and enter a name for the template. Include the building in the template name.

11. Click **Save**.
12. Click the **Yes** button. All assessment items will meet the standard by default. Only exceptions will need to be handled.

13. Click the **Home** button if you are not ready to begin an assessment after performing this set-up function. Refer to the *Conducting an Assessment* section of this document for the steps to conduct an assessment.

14. Click the **Discard** button to discard the assessment. The building template is now available for use anytime you need to do an assessment of this building.
Delete a Quick Start Template

1. Select **Start New**.

15. Select **Quickstart**.

The "Start New Audit" wizard will guide you through the collection of information required to begin an audit.

<table>
<thead>
<tr>
<th>Start New Audit Wizard</th>
<th>Quickstart</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
16. In the list of templates, select the Trashcan next to the template you want to delete.

17. Click **Yes** to delete this template.

**Conducting an Assessment**

**Conducting a New Assessment**

This option allows you to begin a new assessment using a Quickstart template.
1. Select **Start New**.

2. Select **Quickstart**
3. Select your Quick Start Template.

4. Click the **Yes** button.

5. Click either **Yes** or **No** for all of the assessment category questions.
6. Enter a room number. If there is no room number associated (e.g., stairwell), enter NA. **This field cannot be left blank.**

7. Select an answer for all of the assessment questions.

**NOTE:** Refer to the *Adding Assessment Notes* section of this document for more information on adding additional notes on any of the assessment questions.

4. Continue answering all of the assessment questions and include comments and photos for any Needs Improvement items. Assessment progress is noted in the upper-left

<table>
<thead>
<tr>
<th>Question</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Mona Room Number?</strong></td>
<td>1</td>
</tr>
<tr>
<td>Vertical surfaces by the entrance door</td>
<td>Meets Standard</td>
</tr>
<tr>
<td>Doorknobs and hardware</td>
<td>Meets Standard</td>
</tr>
<tr>
<td>Lights &amp; Switches</td>
<td>Meets Standard</td>
</tr>
<tr>
<td>Does light color match?</td>
<td>Meets Standard</td>
</tr>
<tr>
<td>Ceiling &amp; Wall Vents</td>
<td>Meets Standard</td>
</tr>
<tr>
<td>Are baby changing stations clean?</td>
<td>Meets Standard</td>
</tr>
</tbody>
</table>

30 of 43 questions answered, Score = 95%
corner.

**NOTE:** If all questions have NOT been answered, clicking **Next** on the last screen of questions **will not advance until all questions have been answered.** Click the **Audit Categories** button in the lower-left corner to review the questions and see what is missing. A red **X** indicates what section of the assessment the question has not been answered. Click on the question to go to that section.

5. When all questions have been answered, click **Yes** to complete the assessment.

6. Click the **Auditor Signature** field.
### Conducting an Assessment

7. With your finger, sign the assessment. When you sign an assessment, you are indicating that all questions have been answered accurately and that the assessment is ready to upload. Click **Save**.

8. Click the **Approve** button.
9. Click **Yes** to mark the assessment as complete.
10. Refer to the Uploading an Assessment section for how to upload your assessments.

---

### Adding Assessment Notes

Any assessment items that are “Needs improvement” must have a note included.

1. Click the **Notes** icon beside the name of the question to add a note. Selecting **Needs Improvement** for an assessment item will automatically bring up the notes form.
2. Click the microphone icon on the iPad to use the voice-to-text feature or type the comment.
3. Click the camera button to take a picture if this would help to document the issue.
4. Click the **Use** button if the picture is good or click the **Retake** button if you need to take the picture again. The picture will automatically be saved with the note.
5. Click **Save** to return to the assessment.

### Opening an Existing Assessment

1. Select **Open Existing**.
Uploading Assessments

Multiple building assessments can be uploaded at once.

1. Select **Connect** to upload any completed assessments. The number in parentheses indicates how many assessments are available to upload.

Running iMap Standard Reports

1) Custodial QA Feedback Report:

Custodial QA Feedback Reports

Use the feedback report to see how many assessments you, your team or your district have performed. This report can only be run on your desktop version of this software, not on a mobile device.

9. Open a browser and go to: [http://imap.Diversey.com](http://imap.Diversey.com)

10. Sign in using your Internet ID (x.500) and a password that you have created.
11. Select the **Reports** menu and select **Feedback Reports**.

12. Search for assessments by entering search criteria in any of the available fields and clicking the **Filter** button. The simplest search is to enter the Auditor Last Name.

13. Click **Sign-Out** in the upper right corner to exit.