



SERVICE SPECIALISTS SINCE 1904



WELCOME TO THE MCCLOUD SERVICES CUSTOMER WEB PORTAL TUTORIAL



COMPUTER PREREQUISITES

- These are prerequisites for using the McCloud Customer Web Portal (<http://customer.mccloudservices.com>):
 - Windows XP or newer.
 - Recommended browsers include Chrome, Firefox or Internet Explorer 9 or higher.
 - *For IE 9 or higher, our website must be listed in Compatibility View settings, must be listed as a trusted site and must be allowed to have pop-ups.*
 - *For any browser or browser add-on, must allow pop-ups.*
 - Adobe Reader 9.0 or higher
 - Internet access point and/or firewall must allow our website



LOGGING IN

McCloud Services
Customer Dashboard

Visit us at
www.mccloudservices.com

Find a tutorial for this website at
<http://mccloudservices.com/resources/brochures/>

Customer Portal > Log In

Log In

Email:

Password:

[Request Access](#) [Forgot password?](#)

Log in using your e-mail address **AND** the password sent to you in introductory e-mail.



HOME SCREEN

McCloud Services
PEST PACKAGING Dashboard

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Account Information | Diagrams | Billing | Service Reports & Trends | Settings | Contact Us | LogOut

Welcome, Valued Customer!

Recent Services
Last 30 Days | Last 60 Days | Last 90 Days | View All

Upcoming Services

| Scheduled Date | Service | Location | Reschedule |
|----------------|-------------------------------------|----------------|----------------------------|
| 11/19/2012 | Integrated Pest Management | PEST PACKAGING | Reschedule |
| 11/19/2012 | Integrated Pest Management: Rodents | PEST PACKAGING | Reschedule |
| 11/19/2012 | Integrated Pest Management: Rodents | PEST PACKAGING | Reschedule |
| 11/26/2012 | Integrated Pest Management | PEST PACKAGING | Reschedule |
| 11/26/2012 | Integrated Pest Management: Rodents | PEST PACKAGING | Reschedule |

Locations On Alert

| Alert Level | # Of Locations | Trend |
|-------------|----------------|-------|
| Green | 1 | |
| Yellow | 0 | ↓ |
| Orange | 0 | |
| Red | 0 | |

Description of Alert Levels

Condition - By Category
No Open Deficiencies

Pest Activity - 90 Days

Favorite Reports
Name

This is the home screen, which shows a snapshot of your account. It also gives you options to:

- View Recent Services for a specified time range
- View and Reschedule Upcoming Services
- Request Service
- View Locations on Alert
- View Open Conditions and Pest Activity
- View your Favorite Reports



MAIN MENU



- Besides the Home screen icon, there are 7 main menu items:
 - Account Information
 - Diagrams
 - Billing
 - Service Reports & Trends
 - Settings
 - Contact Us
 - LogOut



ACCOUNT INFORMATION MENU



- Conditions
- My Documents
- Recent Services
- Service Requests
- Upcoming Services



ACCOUNT INFORMATION

Conditions

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Account Information Diagrams Billing Service Reports & Trends Settings Contact Us LogOut

[Account Information](#) > [Conditions](#)

Open Conditions & Recommendations [Condition Report](#)

Drag a column header here to group by that column

| Location | Location # | Device or Area | Condition | Severity | Responsibility | Action | Add Date | Last Inspector | Email |
|--|------------|----------------|-----------|----------|----------------|--------|----------|----------------|-------|
| No open conditions or recommendations. | | | | | | | | | |

- Any “Open Conditions & Recommendations” will be detailed on this screen.
- You may “View” or “Add” Comments from this screen.
- You may also print a Condition Report from this screen.



ACCOUNT INFORMATION

My Documents

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Account Information | Diagrams | Billing | Service Reports & Trends | Settings | Contact Us | LogOut

Account Information > My Documents

My Documents | Material Safety Data Sheets & Labels | Resources

Drag a column header here to group by that column:

| Document | Location | Date Updated | |
|--------------------------------|--|--------------|----------------------|
| Pest Packaging | [56000091] PEST PACKAGING, 2500 W HIGGINS RD, HOFFMAN ESTATES, IL 60169-7220 | 7/7/2011 | View |
| Pest Packaging Interactive Map | [56000091] PEST PACKAGING, 2500 W HIGGINS RD, HOFFMAN ESTATES, IL 60169-7220 | 7/7/2011 | View |

- There are 3 tabs on this page
 - 'My Documents' tab shows a list of available documents that you can "View"
 - 'Material Safety Data Sheets & Labels' provides list of MSDS and Labels that can be viewed as well as access to a "Material Application Report" for that material.
 - 'Resources' tab provides links to other helpful tools, i.e. the McCloud website (www.mccloudservices.com)



ACCOUNT INFORMATION

Recent Services

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Account Information Diagrams Billing Service Reports & Trends Settings Contact Us LogOut

Account Information > Recent Services

Recent Services * Pending verification, information subject to change

30 Days 90 Days 8 Months 1 Year Start Date: 08/15/2012 End Date: 11/13/2012

Drag a column header here to group by that column

| Service Date | Order # | Location | Location # | Location Address | Service Description | |
|--------------|----------|----------------|------------|--|----------------------------|-----------------------------|
| 10/31/2012 | 57002598 | PEST PACKAGING | 56000091 | 2500 W HIGGINS RD HOFFMAN ESTATES, IL | Integrated Pest Management | View Report |
| 10/31/2012 | 57002597 | PEST PACKAGING | 56000091 | 2500 W HIGGINS RD HOFFMAN ESTATES, IL | Integrated Pest Management | View Report |
| 10/30/2012 | 57002596 | PEST PACKAGING | 56000091 | 2500 W HIGGINS RD HOFFMAN ESTATES, IL | Integrated Pest Management | View Report |
| 10/10/2012 | 57002595 | PEST PACKAGING | 56000091 | 2500 W HIGGINS RD HOFFMAN ESTATES, IL | Integrated Pest Management | View Report |
| 10/2/2012 | 57002594 | PEST PACKAGING | 56000091 | 2500 W HIGGINS RD HOFFMAN ESTATES, IL | Integrated Pest Management | View Report |
| 9/29/2012 | 57002474 | PEST PACKAGING | 56000091 | 2500 W HIGGINS RD HOFFMAN ESTATES, IL | Integrated Pest Management | View Report |
| 9/28/2012 | 57002473 | PEST PACKAGING | 56000091 | 2500 W HIGGINS RD HOFFMAN ESTATES, IL | Integrated Pest Management | View Report |
| 9/28/2012 | 57002472 | PEST PACKAGING | 56000091 | 2500 W HIGGINS RD HOFFMAN ESTATES, IL | Integrated Pest Management | View Report |
| 9/27/2012 | 57002471 | PEST PACKAGING | 56000091 | 2500 W HIGGINS RD HOFFMAN ESTATES, IL | Integrated Pest Management | View Report |
| 9/14/2012 | 57002573 | PEST PACKAGING | 56000091 | 2500 W HIGGINS RD HOFFMAN ESTATES, IL | Integrated Pest Management | View Report |
| 8/30/2012 | 57002391 | PEST PACKAGING | 56000091 | 2500 W HIGGINS RD HOFFMAN ESTATES, IL | Integrated Pest Management | View Report |
| 8/29/2012 | 57002390 | PEST PACKAGING | 56000091 | 2500 W HIGGINS RD HOFFMAN ESTATES, IL | Integrated Pest Management | View Report |
| 8/27/2012 | 57002389 | PEST PACKAGING | 56000091 | 2500 W HIGGINS RD HOFFMAN ESTATES, IL | Integrated Pest Management | View Report |

- This page lists recent services for a specified date range (default is 90 days). Clicking on 'View Report' next to a service order will result in a new window showing a PDF of that service inspection report.



ACCOUNT INFORMATION

Service Requests

McCloud Services
PEST PACKAGING Dashboard

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Account Information | Diagrams | Billing | Service Reports & Trends | Settings | Contact Us | LogOut

Account Information > Service Requests

Open Closed Start Date: End Date:

| Date Requested | Location | Location # | Location Address | Pest | Requested By | |
|----------------|----------------|------------|--|------|----------------|-------------------------------|
| 9/21/2012 | PEST PACKAGING | 56000091 | 2500 W HIGGINS RD HOFFMAN ESTATES, IL | | | View Comments |
| 2/20/2012 | PEST PACKAGING | 56000091 | 2500 W HIGGINS RD HOFFMAN ESTATES, IL | Ants | Brandon Murphy | View Comments |
| 11/15/2011 | PEST PACKAGING | 56000091 | 2500 W HIGGINS RD HOFFMAN ESTATES, IL | Ants | | View Comments |
| 11/15/2011 | PEST PACKAGING | 56000091 | 2500 W HIGGINS RD HOFFMAN ESTATES, IL | | | View Comments |

- This page shows any Open Service Requests as well as a list of any Closed Service Requests, dependent on which tab is selected. A date range may be entered to filter the list.
- Clicking on View Comments will bring up a window showing the summary of the Service Request.



ACCOUNT INFORMATION

Upcoming Services

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Account Information Diagrams Billing Service Reports & Trends Settings Contact Us LogOut

Account Information > Upcoming Services

Upcoming Services

30 Days 90 Days 6 Months 1 Year Start Date: 11/13/2012 End Date: 12/11/2013

Drag a column header here to group by that column

| Service Date | Order # | Location | Location # | Location Address | Service Description | |
|--------------|-------------|----------------|------------|--|--|----------------------------|
| 11/19/2012 | (Projected) | PEST PACKAGING | 56000091 | 2500 W HIGGINS RD HOFFMAN ESTATES, IL | Integrated Pest Management: ILT Program | |
| 11/19/2012 | (Projected) | PEST PACKAGING | 56000091 | 2500 W HIGGINS RD HOFFMAN ESTATES, IL | Integrated Pest Management: Pheromone Monitoring | |
| 11/19/2012 | 57003111 | PEST PACKAGING | 56000091 | 2500 W HIGGINS RD HOFFMAN ESTATES, IL | Integrated Pest Management | Reschedule |
| 11/19/2012 | 57003115 | PEST PACKAGING | 56000091 | 2500 W HIGGINS RD HOFFMAN ESTATES, IL | Integrated Pest Management: Rodents | Reschedule |
| 11/19/2012 | 57003118 | PEST PACKAGING | 56000091 | 2500 W HIGGINS RD HOFFMAN ESTATES, IL | Integrated Pest Management: Rodents | Reschedule |
| 11/26/2012 | 57003112 | PEST PACKAGING | 56000091 | 2500 W HIGGINS RD HOFFMAN ESTATES, IL | Integrated Pest Management | Reschedule |
| 11/26/2012 | 57003116 | PEST PACKAGING | 56000091 | 2500 W HIGGINS RD HOFFMAN ESTATES, IL | Integrated Pest Management: Rodents | Reschedule |
| 12/3/2012 | (Projected) | PEST PACKAGING | 56000091 | 2500 W HIGGINS RD HOFFMAN ESTATES, IL | Integrated Pest Management: ILT Program | |
| 12/3/2012 | (Projected) | PEST PACKAGING | 56000091 | 2500 W HIGGINS RD HOFFMAN ESTATES, IL | Integrated Pest Management: Pheromone Monitoring | |

Note: Service dates are estimated and subject to change.

- This screen shows updated services. Included are date ranges to filter what is shown on the screen as well as the option to click a Reschedule link.



DIAGRAMS MENU

McCloud Services
PEST PACKAGING Dashboard

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Home Account Information **Diagrams** Billing Service Reports & Trends Settings Contact Us LogOut

Welcome, Mahi Kokkinost

Recent Services

View Diagram List
Pest Packaging Interactive Map
Pest Packaging

[Locations On Alert](#)

- View Diagram List: Clicking this will give a list of available diagrams (facility maps or drawings), OR
- Clicking on an item in the sub-menu like “Pest Packaging Interactive Map” or “Pest Packaging” will take you directly to that document.



DIAGRAMS

View Diagram List

McCloud Services
PEST PACKAGING Dashboard

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Account Information | Diagrams | Billing | Service Reports & Trends | Settings | Contact Us | LogOut

Diagrams

Drag a column header here to group by that column

| Location | Diagram | Description | Date Updated |
|--|--|----------------|--------------|
| [56000091] PEST PACKAGING, 2500 W HIGGINS RD, HOFFMAN ESTATES, IL 60169-7220 | Pest Packaging | Device Map | 7/7/2011 |
| [56000091] PEST PACKAGING, 2500 W HIGGINS RD, HOFFMAN ESTATES, IL 60169-7220 | Pest Packaging Interactive Map | The Device Map | 7/7/2011 |

- This is a list of diagrams available for the facility.
- Clicking on the link for the diagram will open it in a new window.



DIAGRAMS

Interactive Map

The screenshot displays the McCloud Services PEST PACKAGING Dashboard. The header includes the McCloud logo and the text "SERVICE SPECIALISTS SINCE 1904". The main navigation bar contains links for Account Information, Diagrams, Billing, Service Reports & Trends, Settings, Contact Us, and LogOut. The current view is "Diagrams > Diagram Detail" for "Location 56000091: PEST PACKAGING - 2500 W HIGGINS RD, HOFFMAN ESTATES, IL 60169-7220".

The diagram interface is titled "Diagram: Pest Packaging Interactive Map" and "The Device Map". It features a control panel on the left with the following options:

- Color By Alert Level
- Color By Evidence of Activity
- Color By Pest Findings
- Start Date:
- End Date:
- Target Pest:
 - Flth Flies (house or blow)
 - Night Flies
 - Occasional Invaders
- Show device names
- Buttons: Refresh, Print

The main map area shows a layout of a facility with several devices represented by icons. A central area is labeled "WAREHOUSE". The diagram is overlaid with a grid and various colored markers indicating pest findings.

- Once a diagram is opened, note that all devices for the facility are listed on the diagram. Using our interactive features, the diagram can be displayed with different color codes and for different date ranges and Target Pests.



BILLING MENU



- Clicking the View Statement menu will open a screen which will show any unpaid invoices.
- Next to each open invoice is a link to view and print that invoice.
- The screen will also offer a link to a “Printer Friendly Statement”
- There is a link to “Make Payment” which allows credit card payments by choosing specific invoices to pay.



SERVICE REPORTS AND TRENDS MENU

McCloud Services
PEST PACKAGING Dashboard

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Account Information | Diagrams | Billing | **Service Reports & Trends** | Settings | Contact Us | LogOut

Welcome, Mahi Kokkinost

Recent Services
Last 30 Days | Last 60 Days | Last 90 Days | View All

Upcoming Services

| Scheduled Date | Service | Location | Reschedule |
|----------------|-----------------|----------------|------------|
| 11/19/2012 | Integrated Pest | PEST PACKAGING | Reschedule |

Alerts Report
Inspection Report
Service History Report
Material Application Report
Pest Finding Report
Device Inspection Report
Conditions Report
Device Trend Report
Favorite Reports

Locations On Alert

| Alert Level | # Of Locations | Trend |
|-------------|----------------|-------|
| Green | 1 | |
| Yellow | 0 | ↓ |
| Orange | 0 | |
| Red | 0 | |

- **Alerts Report:** Run by date range to see changes in alert levels.
- **Inspection Report:** Service inspection reports for a specified date range, with or without prices and in summary or detail.
- **Service History Report:** Simple report for specified date range showing service history (date, service type, service specialist, time in and time out). Can be exported to raw data to open in another outside program, i.e. Microsoft Office Excel.
- **Material Application Report:** For a specified date range, shows materials applied by location. Options include graphing by date, exporting to raw data and viewing MSDS & Labels
- **Pest Finding Report:** For a specified date range, shows target pests and options to graph or export.
- **Device Inspection Report:** For a specified date range, see details for particular device types including materials applied, comments, pest findings, etc. in a report or exported to raw data.
- **Conditions Report:** Graph, Chart, View on-screen or Export to raw data for a date range details of conditions noted.
- **Device Trend Report:** By location for a specified date range, a purely visual report showing device activity/trends.



SERVICE SPECIALISTS SINCE 1904

ALERTS REPORT

McCloud Services
PEST PACKAGING Dashboard

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Account Information Diagrams Billing Service Reports & Trends Settings Contact Us LogOut

Service Reports & Trends > Alerts Report

Report Options

| Date Range | Alert Level | Status | Format |
|---|--|--|---------------------------|
| <input type="radio"/> Last 30 Days | <input checked="" type="checkbox"/> Severe | <input checked="" type="checkbox"/> Open | Run Report |
| <input type="radio"/> Last 90 Days | <input checked="" type="checkbox"/> High | <input type="checkbox"/> Resolved | Chart/Graph |
| <input type="radio"/> Last 6 Months | <input checked="" type="checkbox"/> Elevated | | Graph - By Service Date |
| <input type="radio"/> Last 1 Year | | | Chart - By % of Locations |
| Start Date: <input type="text" value="10/14/2012"/> | | | Export |
| End Date: <input type="text" value="11/13/2012"/> | | | To Raw Data |

[\[Reset Fields\]](#) [Save Report](#)

Locations [\[Select None\]](#) [\[Expand All\]](#) Alert Types [\[Pest Threshold\]](#) [\[Condition\]](#) [\[All\]](#) [Alert Levels](#)

| Location | Name | Address | City | State | Zip | |
|--|----------------|-------------------|-----------------|-------|------------|--|
| <input checked="" type="checkbox"/> 56000091 | PEST PACKAGING | 2500 W HIGGINS RD | HOFFMAN ESTATES | IL | 60169-7220 | 2 Diagrams Explore |

- Choose a date range, one or multiple alert levels and status to view on-screen, graph or chart. Also gives option to export to raw data.



INSPECTION REPORT

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PEST PACKAGING Dashboard

Visit us at
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Account Information | Diagrams | Billing | Service Reports & Trends | Settings | Contact Us | LogOut

Service Reports & Trends > Inspection Report

Report Options

| Date Range | Prices | Format | Report |
|---|---|---|---|
| <input type="radio"/> Last 30 Days | <input checked="" type="checkbox"/> Show Prices | <input type="radio"/> Summary | <input type="button" value="Run Report"/> |
| <input type="radio"/> Last 90 Days | | <input checked="" type="radio"/> Detail | |
| <input type="radio"/> Last 6 Months | | | |
| <input type="radio"/> Last 1 Year | | | |
| Start Date: <input type="text" value="10/14/2012"/> | | | |
| End Date: <input type="text" value="11/13/2012"/> | | | |

[Reset Fields]

Locations [Select None] [Expand All] Alert Types [Pest Threshold] [Condition] [All] Alert Levels

| Location | Name | Address | City | State | Zip | |
|--|----------------|-------------------|-----------------|-------|------------|--|
| <input checked="" type="checkbox"/> 56000091 | PEST PACKAGING | 2500 W HIGGINS RD | HOFFMAN ESTATES | IL | 60169-7220 | 2 Diagrams Explore |

- View several detailed service inspection reports at one time for a specified date range.



SERVICE HISTORY REPORT

McCloud Services
PEST PACKAGING Dashboard

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Account Information | Diagrams | Billing | Service Reports & Trends | Settings | Contact Us | LogOut

Service Reports & Trends > Service History Report

Report Options

| Date Range | Format |
|-------------------------------------|-----------------------------|
| <input type="radio"/> Last 30 Days | Run Report |
| <input type="radio"/> Last 90 Days | Export |
| <input type="radio"/> Last 6 Months | To Raw Data |
| <input type="radio"/> Last 1 Year | |

Start Date:
End Date:

[\[Reset Fields\]](#) [Save Report](#)

Locations [\[Select None\]](#) [\[Expand All\]](#) Alert Types [\[Pest Threshold\]](#) [\[Condition\]](#) [\[All\]](#) [Alert Levels](#)

| Location | Name | Address | City | State | Zip | |
|--|----------------|-------------------|-----------------|-------|------------|--|
| <input checked="" type="checkbox"/> 56000091 | PEST PACKAGING | 2500 W HIGGINS RD | HOFFMAN ESTATES | IL | 60169-7220 | 2 Diagrams Explore |

- See a service history report for a date range. This simple report shows service date, service type, service specialist, time in and time out. Data can be exported.



MATERIAL APPLICATION REPORT

McCloud Services
PEST PACKAGING Dashboard

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Account Information | Diagrams | Billing | Service Reports & Trends | Settings | Contact Us | LogOut

Service Reports & Trends > Material Application Report

Report Options

| Date Range | Materials | Columns | Format |
|--|---|--|---|
| <input type="radio"/> Last 30 Days <input type="radio"/> Last 90 Days <input type="radio"/> Last 6 Months <input type="radio"/> Last 1 Year Start Date: <input type="text" value="10/14/2012"/> End Date: <input type="text" value="11/13/2012"/> | <input checked="" type="checkbox"/> Select All <input checked="" type="checkbox"/> Advion Ant Gel <input checked="" type="checkbox"/> Alpine Ant Gel <input checked="" type="checkbox"/> Contrac All-Weather Blox <input checked="" type="checkbox"/> WeatherBlok XT | <input checked="" type="checkbox"/> EPA # <input checked="" type="checkbox"/> Lot Number <input checked="" type="checkbox"/> Quantity <input checked="" type="checkbox"/> Application Info <input checked="" type="checkbox"/> Comment <input checked="" type="checkbox"/> Weather <input checked="" type="checkbox"/> Unit of Measure | <input checked="" type="checkbox"/> Material Applied <input checked="" type="checkbox"/> Concentration <input checked="" type="checkbox"/> Time of Application <input checked="" type="checkbox"/> Target Pests <input checked="" type="checkbox"/> Areas Applied <input checked="" type="checkbox"/> Technician <input checked="" type="checkbox"/> Device |

[Reset Fields] Save Report

Locations [Select None] [Expand All] Alert Types [Pest Threshold] [Condition] [All] Alert Levels

| Location | Name | Address | City | State | Zip | | |
|-------------------------------------|----------|----------------|-------------------|-----------------|-----|------------|-------------------------|
| <input checked="" type="checkbox"/> | 56000091 | PEST PACKAGING | 2500 W HIGGINS RD | HOFFMAN ESTATES | IL | 60169-7220 | Explore |

- For a specified date range, shows materials applied by location. Options include graphing by date, exporting to raw data and viewing Labels & SDS.



PEST FINDING REPORT

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Service Reports & Trends > Pest Finding Report

Report Options

| Date Range | Target Pests | Options | Format |
|--|---|--|---|
| <input type="radio"/> Last 30 Days <input type="radio"/> Last 90 Days <input type="radio"/> Last 6 Months <input type="radio"/> Last 1 Year Start Date: <input type="text" value="10/14/2012"/> End Date: <input type="text" value="11/13/2012"/> | <input checked="" type="checkbox"/> Select All <input checked="" type="checkbox"/> Fifth Flies (house or blo) <input checked="" type="checkbox"/> Hide Beetles <input checked="" type="checkbox"/> House Mouse <input checked="" type="checkbox"/> Indian Meal Moths <input checked="" type="checkbox"/> Night Flies <input checked="" type="checkbox"/> Occasional Invaders <input checked="" type="checkbox"/> Pavement Ants <input checked="" type="checkbox"/> Small Flies <input checked="" type="checkbox"/> Smokeybrown Cockroaches | <input type="checkbox"/> Include Data Labels on Graph <input type="checkbox"/> Chart/Graph by Pest Group Finding Type <input checked="" type="checkbox"/> Include Pests Captured <input checked="" type="checkbox"/> Include Pests Sighted <input checked="" type="checkbox"/> Include Pest Evidence | <input type="button" value="Run Report"/> <input type="button" value="Run Summary"/> Chart/Graph <input type="button" value="Graph - By Device Type"/> <input type="button" value="Graph - By Pest"/> <input type="button" value="Chart - By Type"/> Export <input type="button" value="To Raw Data"/> |

[Reset Fields]

Locations [Select None] [Expand All] Alert Types [Pest Threshold] [Condition] [All] Alert Levels

| Location | Name | Address | City | State | Zip | | |
|-------------------------------------|----------|----------------|-------------------|-----------------|-----|------------|---|
| <input checked="" type="checkbox"/> | S6000091 | PEST PACKAGING | 2500 W HIGGINS RD | HOFFMAN ESTATES | IL | 60169-7220 | 2 Diagrams Export |

→ For a specified date range, shows target pests and options to graph or export.



DEVICE INSPECTION REPORT

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Account Information | Diagrams | Billing | Service Reports & Trends | Settings | Contact Us | LogOut

Service Reports & Trends » Device Inspection Report

Report Options

| Date Range | Device Types | Sections | Options | Format |
|--|---|--|---|--|
| <input type="radio"/> Last 30 Days <input type="radio"/> Last 90 Days <input type="radio"/> Last 6 Months <input type="radio"/> Last 1 Year Start Date: 10/14/2012 End Date: 11/13/2012 | <input checked="" type="checkbox"/> Select All <input checked="" type="checkbox"/> Food Safety Audit Questions <input checked="" type="checkbox"/> Insect Light Trap Sticky <input checked="" type="checkbox"/> Interior Rodent Trap | <input checked="" type="checkbox"/> Comments <input checked="" type="checkbox"/> Materials <input checked="" type="checkbox"/> Pest Findings <input checked="" type="checkbox"/> Question Responses | <input type="checkbox"/> Only show devices with activity Sort By <input checked="" type="radio"/> Date <input type="radio"/> Device Name | <input type="button" value="Run Report"/> <input type="button" value="Export To Raw Data"/> <input type="button" value="Save Report"/> |

[Reset Fields]

Locations [Select None] [Expand All] Alert Types [Pest Threshold] [Condition] [All] Alert Levels

| Location | Name | Address | City | State | Zip | | |
|-------------------------------------|----------|----------------|-------------------|-----------------|-----|------------|--|
| <input checked="" type="checkbox"/> | 56000091 | PEST PACKAGING | 2500 W HIGGINS RD | HOFFMAN ESTATES | IL | 60169-7220 | 2 Diagrams Explore |

- For a specified date range, see details for particular device types including materials applied, comments, pest findings, etc. in a report or exported to raw data.



CONDITIONS REPORT

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Service Reports & Trends > Conditions Report

Report Options

| Date Range | Status | Severity Level | Responsible Party | Area Types | Sort By | Format |
|---|---|--|---|--|---|--|
| <input type="radio"/> Last 30 Days | <input checked="" type="checkbox"/> Open | <input checked="" type="checkbox"/> High | <input checked="" type="checkbox"/> Customer | <input checked="" type="checkbox"/> Select All | <input type="radio"/> Area | <input type="button" value="Run Report"/> |
| <input type="radio"/> Last 90 Days | <input type="checkbox"/> Resolved | <input checked="" type="checkbox"/> Medium | <input checked="" type="checkbox"/> Neighbors | | <input type="radio"/> Condition | <input type="button" value="Chart/Graph"/> |
| <input type="radio"/> Last 6 Months | | <input checked="" type="checkbox"/> Low | <input checked="" type="checkbox"/> Pest Management Company | | <input checked="" type="radio"/> Location | <input type="button" value="Chart - By Location"/> |
| <input type="radio"/> Last 1 Year | Options | | <input checked="" type="checkbox"/> To Be Decided | | <input type="radio"/> Responsibility | <input type="button" value="Chart - By Month"/> |
| Start Date: 2/5/2013 | <input checked="" type="checkbox"/> Show Comments | | | | <input type="radio"/> Severity | <input type="button" value="Export"/> |
| End Date: 3/7/2013 | | | | | <input type="radio"/> Status | <input type="button" value="To Raw Data"/> |
| <input type="button" value="Reset Fields"/> | | | | | | <input type="button" value="Save Report"/> |

Locations [Select None] [Expand All] Alert Types [Pest Threshold] [Condition] [All] Alert Levels

- Graph, Chart, View on-screen or Export to raw data for a date range details of conditions noted.



DEVICE TREND REPORT

McCloud Services
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Account Information | Diagrams | Billing | Service Reports & Trends | Settings | Contact Us | LogOut

Service Reports & Trends > Device Trend Report

Report Options

| Date Range | Device Types | Group By | Format |
|--|--|---|---|
| <input type="radio"/> Last 30 Days <input type="radio"/> Last 90 Days <input type="radio"/> Last 6 Months <input type="radio"/> Last 1 Year Start Date: <input type="text" value="10/14/2012"/> End Date: <input type="text" value="11/13/2012"/> | <input checked="" type="checkbox"/> Select All <input checked="" type="checkbox"/> Food Safety Audit Questions <input checked="" type="checkbox"/> Insect Light Trap Sticky <input checked="" type="checkbox"/> Interior Rodent Trap <input checked="" type="checkbox"/> Logbook <input checked="" type="checkbox"/> Performance Review | <input type="checkbox"/> Area <input type="checkbox"/> Device Type | <input type="button" value="Run Report"/> |

[\[Reset Fields\]](#)

Locations | Alert Types | [\[Pest Threshold \]](#) | [\[Condition \]](#) | [\[All \]](#) [Alert Levels](#)

| Location | Name | Address | City | State | Zip | |
|---|----------------|-------------------|-----------------|-------|------------|--|
| <input checked="" type="checkbox"/> 5600091 | PEST PACKAGING | 2500 W HIGGINS RD | HOFFMAN ESTATES | IL | 60169-7220 | 2 Diagrams Explore |

→ By location for a specified date range, a purely visual report showing device activity/trends.



SETTINGS MENU

The screenshot shows the McCloud Services PEST PACKAGING Dashboard. The top navigation bar includes the McCloud logo, the text 'McCloud Services PEST PACKAGING Dashboard', and the website 'www.mccloudservices.com'. Below the navigation bar, the 'Settings' menu is expanded, showing options for 'Email Alerts', 'Manage Users', and 'Edit Profile'. The 'Email Alerts' option is currently selected, and the word 'Alert' is visible next to it. Other menu items include 'Account Information', 'Diagrams', 'Billing', 'Service Reports & Trends', 'Contact Us', and 'LogOut'. The user's name 'Welcome, Mahi Kokkinos!' and 'Recent Services' are also visible in the dashboard area.

- Email Alerts: Set the type of e-mails we send to you.
- Manage Users: Set up others in your company to access the web portal.
- Edit Profile: Change your password.



SETTINGS

Email Alerts

McCloud Services
PEST PACKAGING Dashboard

Visit us at
www.mccloudservices.com

Account Information | Diagrams | Billing | Service Reports & Trends | Settings | Contact Us | LogOut

Settings > Email Alerts

Email Alerts (All Locations)

Currently, no settings are defined at this scope. Settings will be inherited from the next highest scope with settings defined (if any).
Check off the following boxes for the email alerts which you would like to subscribe to.

- Alerts:** Receive an e-mail notification each time a location changes alert status (white/yellow/orange/red). The email will include all of the alert-worthy items on that location.
- Deficiency Found:** Receive an e-mail notification each time a deficiency is found on a device or area.
- Detailed Inspection Report:** Receive an e-mail copy of the Inspection Report each time a service is completed.
- Periodic Snapshot:** Receive an alert report on a timed schedule.
- Pest Threshold Exceeded:** Receive an e-mail notification each time a pest threshold is exceeded during an inspection.
- Override settings stored at lower levels.

Save

Change Scope of Email Alert Settings

| Location | Name | Address | City | State | Zip |
|----------------------|----------------|-------------------|-----------------|-------|------------|
| All Locations | | | | | |
| 56000091 | PEST PACKAGING | 2500 W HIGGINS RD | HOFFMAN ESTATES | IL | 60169-7220 |

→ Mark which e-mail alerts you prefer to have sent to you.



SETTINGS

Manage Users

McCloud Services
PEST PACKAGING Dashboard

Visit us at
www.mccloudservices.com

Account Information | Diagrams | Billing | Service Reports & Trends | Settings | Contact Us | LogOut

Settings > Manage Users

Users

| Email | First Name | Last Name | |
|--|------------|-----------|---|
| addamledoux@mccloudservices.com | Addam | LeDoux | Edit Delete |
| brandonmurphy@mccloudservices.com | Brandon | Murphy | Edit Delete |
| byronbooth@mccloudservices.com | Byron | Booth | Edit Delete |
| chrishell@mccloudservices.com | Chris | Hell | Edit Delete |
| chrismccloud@mccloudservices.com | Chris | McCloud | Edit Delete |
| darenwest@mccloudservices.com | Daren | West | Edit Delete |
| davidkozanski@mccloudservices.com | David | Rozanski | Edit Delete |
| davidyukins@mccloudservices.com | David | Yukins | Edit Delete |
| jeffjones@mccloudservices.com | Jeff | Jones | Edit Delete |
| jeffreydawes@mccloudservices.com | Jeffrey | Dawes | Edit Delete |
| lizkuper@mccloudservices.com | Liz | Kuper | Edit Delete |
| marthacannon@mccloudservices.com | Martha | Cannon | Edit Delete |
| michaelwalters@mccloudservices.com | Michael | Walters | Edit Delete |
| rodneyjohnston@mccloudservices.com | Rodney | Johnston | Edit Delete |
| ryanfellamp@mccloudservices.com | Ryan | Fellamp | Edit Delete |

[Add New User](#)

Page 1 of 2 (18 items) [1] 2 [2]

- Add new users. When adding the users, you control which locations they access and their rights. You can edit or delete those users as well.



SETTINGS

Edit Profile

McCloud Services
PEST PACKAGING Dashboard

Visit us at
www.mccloudservices.com

Account Information | Diagrams | Billing | Service Reports & Trends | **Settings** | Contact Us | LogOut

Settings » Edit Profile

Edit Profile

| | |
|-------------|---------------------------------|
| Email: | mahikokinos@mccloudservices.com |
| Password: | <input type="password"/> |
| First Name: | Mahi |
| Last Name: | Kokinos |

→ Change your password on this screen.



CONTACT US MENU

The screenshot shows the McCloud Services PEST PACKAGING Dashboard. The header includes the McCloud logo and the text "SERVICE SPECIALISTS SINCE 1904". The main navigation bar contains the following items: Account Information, Diagrams, Billing, Service Reports & Trends, Settings, Contact Us, and LogOut. The Contact Us menu is expanded, showing three options: Request Service, Ask Question, and Update Account Info. The dashboard also displays a welcome message for Mahi Kokkinost and a "Recent Services" section.

- Request Service
- Ask a Question
- Update Account Information



CONTACT US

Request Service

McCloud Services
PEST PACKAGING Dashboard

Visit us at
www.mccloudservices.com

Account Information | Diagrams | Billing | Service Reports & Trends | Settings | Contact Us | LogOut

Contact Us » Request Service

Request Service

Location: PEST PACKAGING

Area: No Area Selected [Select Area](#)

Pest Sighted: Ants

Name: Mahi Kokkinos

Phone:

Email: mahikokkinos@mccloudservices.com

Contact By: Email Phone Time: Anytime

Comment:

Submit

- Fill out the form to e-mail to our customer service department your request for service.



CONTACT US

Ask a Question

The screenshot shows the 'Ask a Question' form within the 'McCloud Services PEST PACKAGING Dashboard'. The form is titled 'Contact Us' and contains the following fields:

- Subject:** Ask a Question
- Location:** PEST PACKAGING (dropdown menu)
- Message:** A large text area for entering the question.

A 'Submit' button is located at the bottom of the form.

- Type your question and submit. You'll be contacted with an answer!



CONTACT US

Update Account Information

McCloud Services
PEST PACKAGING Dashboard

Visit us at
www.mccloudservices.com

Account Information | Diagrams | Billing | Service Reports & Trends | Settings | Contact Us | LogOut

Contact Us > Update Account Info

Contact Us

Subject: Update Account Info

Location: PEST PACKAGING

Message:

Submit

- Request updates or changes to your account information and you'll be contacted to verify so we may complete those changes.