

mpengo Snow v2.3: A Quick-Start Guide

				Tap to send a message to Support
Create your Logs		Daily Logs		
Run reports by Date Range and Property		Reports		
If 'Auto Email Logs' is OFF then you will need to Upload/Send completed Logs		Upload/Send Logs		
		Property File		Enter your Properties/Customers
		Settings		Setup Company Info, Questions on Logs, Default operator and more settings
		Erase Sent Logs		Erase old logs
		0 logs to upload or complete		
List of logs not uploaded or completed		0 logs waiting to be erased		
Number of old logs waiting to be erased				

App Buttons:

Generally, the app uses the following conventions:

[Done] – saves your work and returns you to the previous screen

[+] icon – tap to add a new record/property

[Trashcan] icon – tap to delete a record

[<] Back - tap to return to the menu



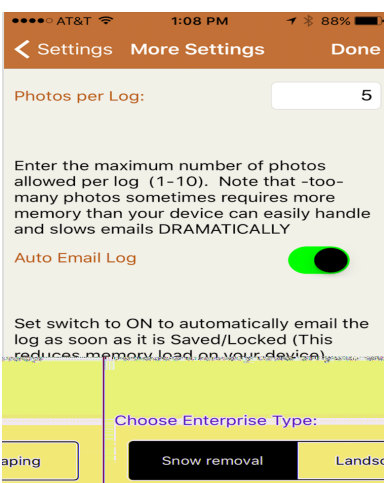
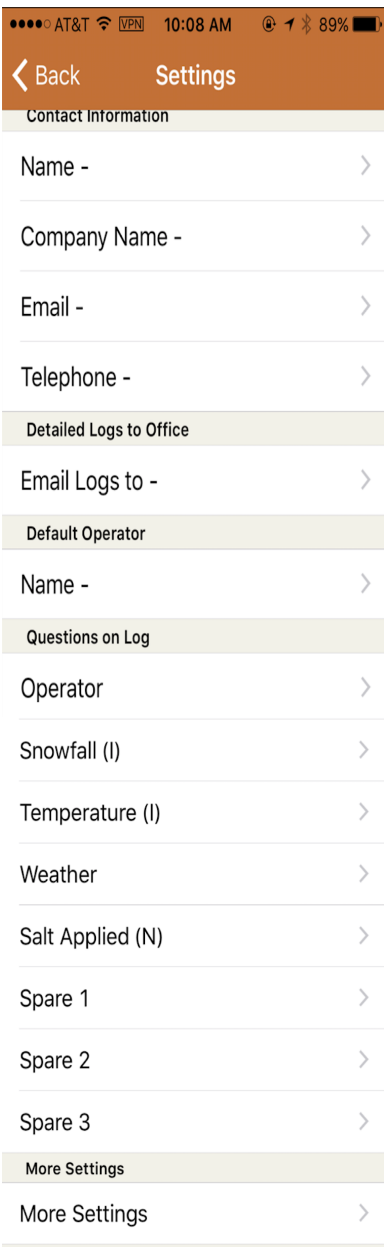
tap to access camera

How it Works:

- Go into **Settings**, setup your Contact info and email addresses. Create your **Questions on Log**, your **Default Operator** and set your defaults in **More Settings**.
- Build your table of **Properties**. You also have the option to sync your property file to another iPhone with mpengo Snow or our mpengo LawnCare app. Use **Re-Order** to arrange the properties according to your route.
- Daily, as you clear each property, record a **Daily Log**: enter the date, times in/out, answer some questions, and take some photos of the cleared work, and potential slip & fall areas. Save & Lock the log.
- Once a week (or sooner), if you have **NOT** set the switch to automatically Auto Email Logs, **Upload/Send Logs** to your laptop or office computer of the previous week's logs for safekeeping. This will also send logs to those property owners who have an email address in their property file. *Note that the photos are only sent to your laptop/office computer and not to the client. Perhaps you can negotiate an extra fee to send your clients the extra detailed logs and pictures monthly... (**NOTE:** If you cancel out of the first email that pops up for each property when 'uploading/send logs' the log will not be considered 'uploaded'. It will remain in the 'Logs to Upload or Complete' section. If this happens you will need to Upload/Send Logs again and email the logs.)

*If you have set the Auto Email Logs switch to **ON** (recommended) then you can bypass this step as the Daily Logs with photos will be sent as soon as you Save & Lock. (**Note:** this option does not send to the property owner but only to your email setup in 'Email Logs to:' section in Settings).
- In **Current Status** you will see what logs have to be completed, uploaded or waiting to be erased.
- Once a month (or sooner), clear out the old finished logs from the previous month by tapping '**Erase Sent Logs**'. Remember to run any reports before erasing logs.
- Run **Reports** whenever you wish. (**Note:** Once logs have been 'Erased' from the app they will no longer appear on reports.)

Settings:



Contact Info:

Enter your name, company, personal email, and telephone so that we are able to help you if you have a Support question. When you contact us, we'll also add you to the notification list for future updates and tips. We never share your address with anyone. Remember to tap **DONE** after each entry to save your information.

Detailed Logs to Office:

When you upload logs to your laptop or office computer for safekeeping, you'll need a company email address to send them to.

Default Operator:

If you are Bob Loblaw, and this is the iPhone that you use when you go perform your jobs, then make 'Bob Loblaw' the Default Operator. It'll make recording of daily logs quicker, even if some days you hand off your work (& your iPhone) to someone else. Don't worry: you can always change the name when entering the Daily Log.

Questions on Log:

Besides Operator, there are 7 other questions that you can customize. You can also choose to make any question mandatory. (NOTE: we've added a ****Comments LINE**** to the questions for any notes when you do your Daily Logs).

We've preset a few of them to standard questions that most operators would use. For example, you might want to change one of the questions to be 'Names of Crew', and type in all the members of the crew on that visit.

(M), (I), and (N) – these three codes in the question tell Snow to pop-up a number wheel. Generally:

- Put **(I)** on the end of a line to popup a number wheel if you are in the U.S., or want Imperial units
- Put **(M)** for metric units (degrees Celsius, snow in centimeters)
- Put **(N)** for numbers that need fractions (e.g., 0.25 tons of salt applied).

More Settings:


- **Photos per log:** enter the maximum number of photos allowed per log. **Note** that too many photos sometimes require more memory than your device can handle and slows emails **DRAMATICALLY!**

- **Auto Email Log:** set switch to **ON** to automatically email the log as soon as it is Saved/Locked. (This reduces the memory load on your device)

- **Choose Enterprise Type:** If you also wish to use this app for your Landscaping Business you can select Landscaping. When you return to Settings the "Questions on log " now pertain to Landscaping and can be edited to suit your needs.

Property File (Properties):

Tap the + sign to enter a new property and enter the following information:

< Property File	Property Info	Done
Address - 415 Evernia St >		
Directions - Head south on 9... >		
Client - The Whitney >		
Contract No. - W24566 >		
Contact 1 - Barry >		
Contact 2 - >		
Email Basic Logs To - Barlaw... >		
		

Address & Directions:

Enter the property address, or the name of the building where you have a contract. In Directions, you can write down directions to find the property.

Client and Contract No.:

If you wish, enter the property owner /client name, and a contract number.

Contact 1 & 2:


You can put down information on 2 contacts in case you need to contact the property owner about a problem or issue. There is room for a name, address and several telephone numbers here.

Email Salt Logs to:

If you would like to automatically email the property owner / client the regular weekly salt logs and a spreadsheet, and the client has asked for them, enter a valid email address.

< Back	Property File	+
1598 Queensville Sider...	mpengo Ltd	>
760 Waterville Dr. Brent...	Marples Pr...	>
46 Main St	Bill Jones	>
415 Evernia St	The Whitney	>
410 Evernia St	Barbara Be...	>
54 Datura St	Bill Smith	>
345 King St	Bill barrett	>
2384 Berkshire Ln. Bren...	Marples Pr...	>
567 Fern St	Port Simco	>
Re-Order List		Sync

Re-Order List:

Once you have entered all your properties you can arrange them according to your daily route. Select 'Re-Order List' to arrange the properties. Tap and HOLD the  button and slide your finger up or down to put them in order of your route.


When finished tap **End Re-Order**.

Sync to other device with Snow or LawnCare:

This will create an email with a data file attached from your device and can be sent to another iPhone with mpengo Snow or our mpengo LawnCare app. When the email is opened, tap and hold the attachment until you see 'Open In Snow' or 'Open In LawnCare'. The SYNC will update the property file.

Daily Logs:

Here's the general sequence:

- Tap Property File. Tap **Re-Order List** then tap and HOLD the  button and slide your finger up or down to put them in order. When finished tap on **End Re-order**.
- Tap **Daily Logs**. If the date is wrong, tap Date, change it and tap Done.
- Tap **Add New Log**, and pick the property you just cleared.
- Confirm the property by looking at the address and directions at the bottom, and tap Proceed
- Look at **Time In / Time Out**, correct if necessary and tap Done.
- Tap the **Question** you want to fill in, and indicate the value of information and tap Done. There are 8 questions, and General Comments at the bottom of the table (to record notes like 'bad crack in steps').
- Tap the **Camera icon** to take photos. You have up to 10 (depending on your settings. Default is 5) available spots to store a picture: tap an 'available' line, tap the camera button to take the picture, tap 'Use Photo' to accept the picture, and then tap 'Save' or 'Re-Take' (If you wish to Discard the photo it must be saved first and then go back into that photo and select Discard to delete it).
- Tap **Log Details** when all pictures are taken, and tap 'Save & Lock' to store this log permanently.



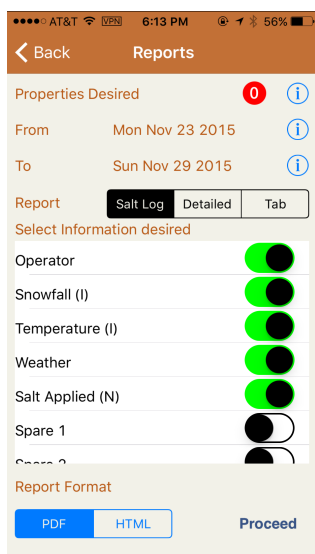
NOTE: If for some reason you need to save this log but not lock it yet you can tap 'Daily Logs' instead of 'Save & Lock'. You will then see a list of Current Logs for this date and the word OPEN next to the property address. When ready to Save & Lock just tap an OPEN log.

Note that once a log is 'saved & locked', it can no longer be edited, deleted, or otherwise tampered with. This is to give some level of peace of mind to your property owner that there was no way you could have tampered with the original log (might be a useful piece of info against a slip & fall claim).

Note that each time you enter a new log for that day there will be a ✓ checkmark next to the properties you have already done.

Note that when you enter the next log for that day your Snowfall, Temperature, and Weather remarks default to your entries from the previous log to save time. Of course you can still change these if they are not correct.

Reports:



You can run Reports as often as you wish. Indicate the date range, properties and information desired. You can indicate whether you wish a Salt Log (or Basic Log if your Enterprise is set to Landscaping), Detailed Report or Tab. You also have the option of sending in PDF or HTML format.

Salt Log is a one line summary of each visit, with dates, times, and the information requested. The emails will be sent to the email address in the property file.

Detailed Report has one page per visit. If you choose **NOT** to include photos you can select multiple properties and these will be sent to the email address in the property files. With photos included, you can select only one property and this sends the email to the email address in Settings.

Tab sends a tab file of the logs to the email of your choice. (Note: there is no option to select the information desired as it is designed to include all info except photos).

When you run a Report, the settings you used are stored in memory for next time, so you don't have to tap ON/OFF all over again. The reports also have an option to **Print** or **Email**. (Note: **Red badge** shows the number of properties selected).

*Reports suggests the previous Monday to Sunday as the date range for the report, so if you record a log for Today, and jump immediately to Reports without looking at the dates, of course, it will miss Today! **LOL***

Daily, Weekly, or Periodically: Upload/Send Logs (if Auto Email is OFF)

Keep in mind that the iPhone (and the iPad to a smaller degree) has limited memory capacity. Don't use your device for complete historical storage of every job you did: instead, offload the logs and pictures to your home laptop or desktop computer.

Again, the app suggests that you upload/send your completed logs for the previous week (Monday to Sunday).

Or go to Settings - More Settings and set your 'Auto Email Log' to On to have them automatically email the log as soon as you Save & Lock.

Housekeeping (Erase 'Sent' Logs)

Again, because your device can't hold logs and pictures forever, once you've uploaded them to your laptop or main business computer for safekeeping and run any reports, you can erase them here.

A good suggestion to follow is to perhaps erase them once a month, for the month previous. If you clear 10 properties a day, and there are 12 snow days in the month, and you take 5 pictures each time, you are using up $10 \times 12 \times 5 \times 160\text{kb} = 96$ meg of device memory a month: not a lot, but something to consider. And forcing Snow to keep track of 120 logs and 600 pictures is okay, but more and more logs will eventually slow the app down...

So, if this is Feb 1, we suggest you Erase 'Sent' Logs that are **older** than Jan 1, and so on.

Other Information

A note on Memory: you may encounter memory limitations on your iPhone or iPad (most devices come with 1GB of working memory which is divided up between the internal operating system and your active apps—we're not referring to the 16GB, 32GB, 64GB, or 128 GB storage that you purchased with your iPad - that is data storage).

In general, when an app is no longer visible it will not be using any memory on the device. This is sometimes referred to as moving an app to the background but in fact, most apps are actually suspended and removed from memory. An exception to this statement is an app that is performing an activity in the background such as a navigation app.

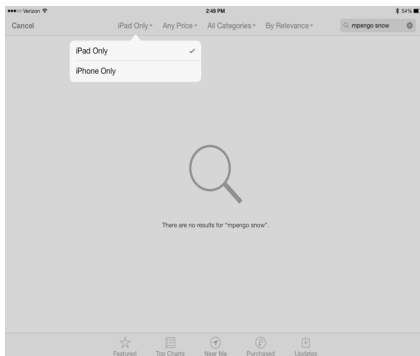
A new feature is available in iOS 9 that allows specially designed apps to execute in a split screen mode. In this case, both apps are sharing the available memory and resources of the device.

To close apps active in the background (iOS 7, 8 and 9)


- Double tap the Home button to bring up the multitasking view
- Swipe or flick up on the screenshot (not icon) of the app you want to exit
- The app will fly off the screen and release its resources
- When done, tap the screen with all your icons or double tap the home button

Backups: Remember it is VERY important to backup your iPhone or iPad to your COMPUTER, (not just the cloud), on a regular basis when connecting to iTunes. A very valuable safety consideration: say, if someone drops a phone or iPad in the snow, and puts it out of commission!

Downloading mpengo Snow on the iPad:



mpengo Snow can also be run on the iPad. When you are in the App Store on the iPad search for mpengo Snow. It will then say 'There are no results for mpengo Snow.' Next go to the toolbar across the top and tap on iPad Only and select iPhone Only. This will then display mpengo Snow and you will be able to download Snow to your iPad.

If the app is not full screen when opened, just tap on the  button in the lower right corner to increase to full screen.

If you have questions:

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If you have any problems or questions, just tap Support, enter a subject, tell us your question, and tap Send. Remember to first indicate your contact name and email in Settings / Company & Support Info. You can also reach our support people (who are based in the U.S. and Canada) by sending a direct email to support@mpengo.com.

Our mpengo **Questions & Answers FAQ's** are also available by going to www.mpengo.com and selecting Support.

Develop this App with your support and comments!

If you like what you see, help support us by taking a look at some of our other apps that are also geared to provide help for business professionals out in the field – and tell your friends! We'd like to develop more tools suited to your needs, but need your help to spread the word. And send us your suggestions!

A good review on the App Store would also be greatly appreciated!