



Zenput Mobile Training Guide

Zenput.

What is Zenput?

Zenput is a mobile solution that allows users to optimize their daily workflow.

Paperless:

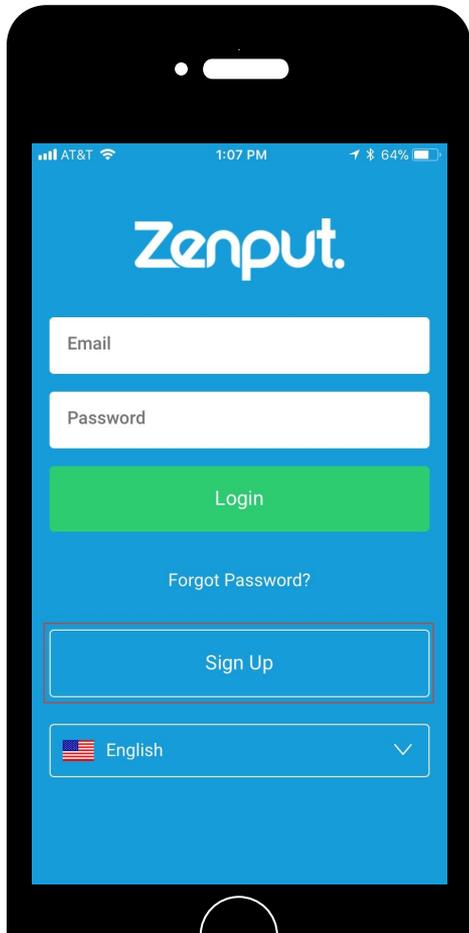
Instead of manually filling out paper forms, all forms are available electronically on your mobile device.

Accessible:

All of your forms are always available in the Zenput application. All you have to do is find the form, fill out the information, and submit it! No more need to carry around papers, email requests, or make phone calls when issues arise. Issues will be directly routed to the correct person/department.

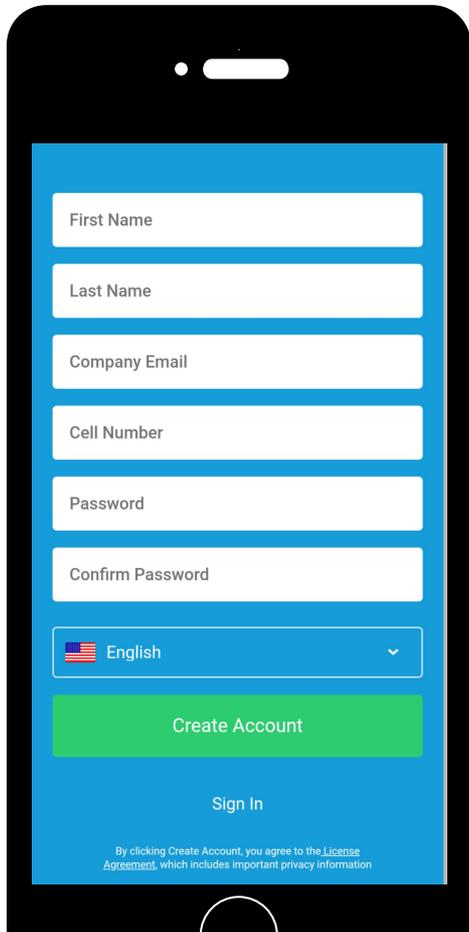
Getting Started

1. Navigate to the Google Play, iOS or Windows app store on your device
2. Search for "Zenput"
3. Download and open the Zenput app



Creating Your Account

Click the "Sign Up" Button

A smartphone screen displaying a registration form. The form is set against a blue background and contains several white input fields. From top to bottom, the fields are labeled: 'First Name', 'Last Name', 'Company Email', 'Cell Number', 'Password', and 'Confirm Password'. Below these fields is a language selection dropdown menu showing 'English' with a US flag icon and a downward arrow. At the bottom of the form is a large green button labeled 'Create Account'. Below the button is a 'Sign In' link. At the very bottom, there is a small line of text: 'By clicking Create Account, you agree to the License Agreement, which includes important privacy information'.

Creating Your Account

Fill out your information, making sure to use the email address you were invited to use Zenput with.

*If you try to use Zenput with an email address that does not match the email you were invited with, you will not be allowed to create a Zenput account.

Once completed, you will be automatically logged into your Zenput account.



Log Into Zenput

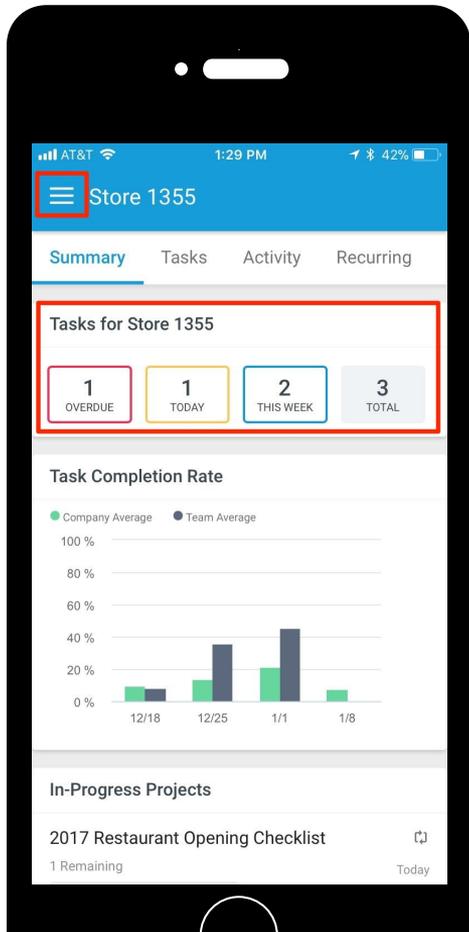
Enter the email address you were invited to use Zenput with in the email field.

Enter the Password you created when signing up.

If you forgot your password, select “Forgot Password?” You will receive an email with instructions on how to reset your password.

Dashboard - Summary

The Dashboard is the first page you see when logging into Zenput



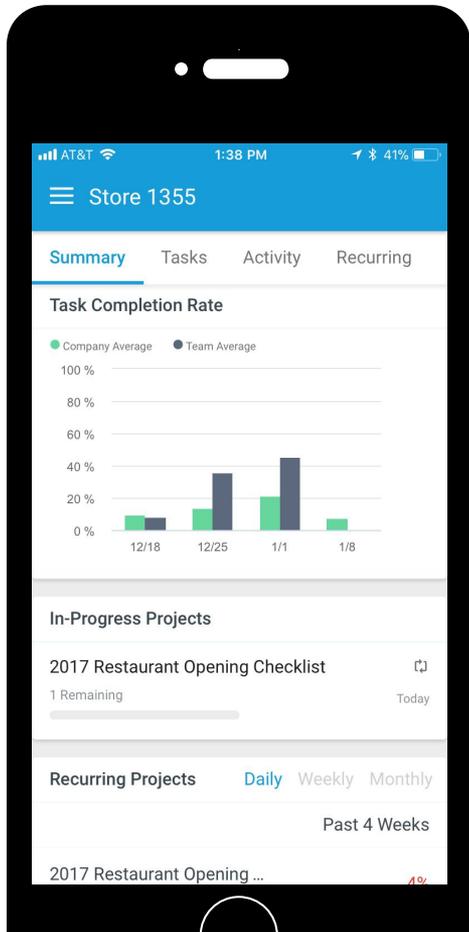
In the top left, you will see three horizontal lines. This is the Zenput Menu button. In certain instances, this will change to a back arrow, which you will use to navigate to the previous screen

In the 'Tasks for' box in the dashboard, you will see the number of tasks assigned to you that are:

- Overdue
- Due today
- Due this week
- Total of all tasks combined

Dashboard - Summary

The Dashboard will also show completion statistics for locations you are responsible for.



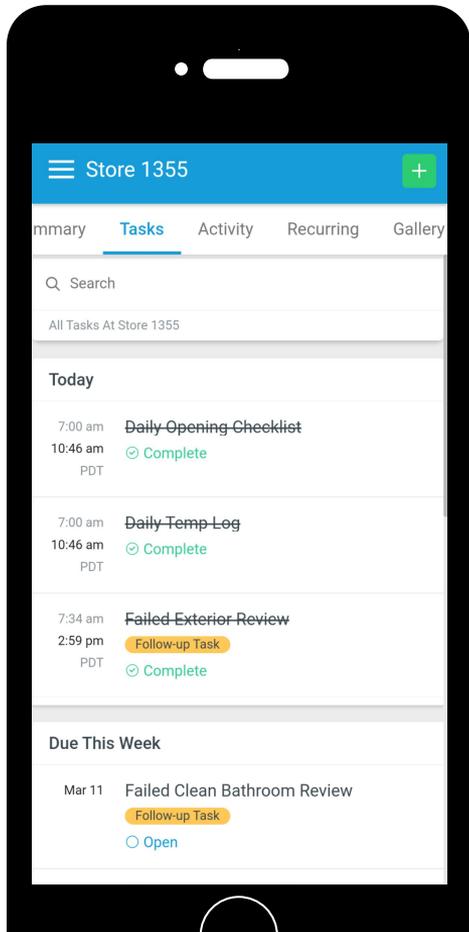
Task Completion Rate: A ranking of the percentage of tasks your location is completing against the company average.

In-Progress Projects: A list of current projects that are open at your location(s). Selecting a project here will show you the task(s) that are part of that project.

Recurring Projects: Shows historic completion stats for Daily, weekly and monthly recurring projects.

Top Workflows: Shows the top workflows triggered at your location as a result of answers on your form. submissions. This field is sortable by individual form.

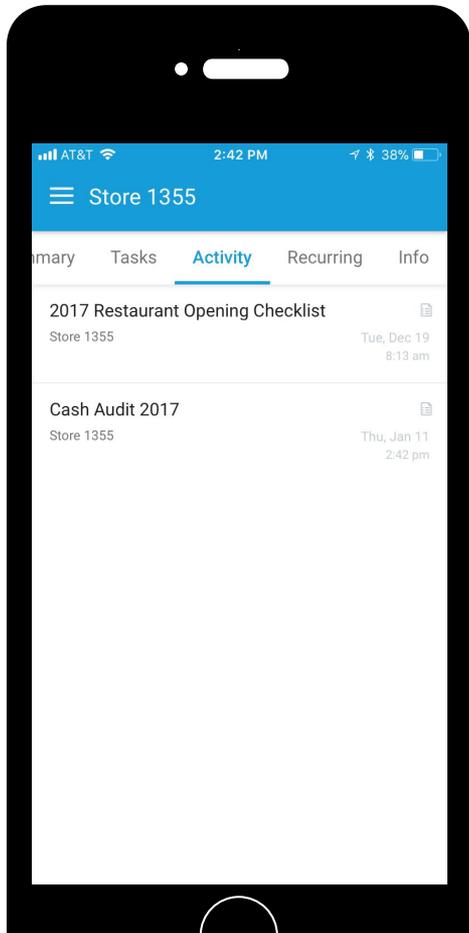
Frequent No's: A list of questions that are frequently answered "No" sortable by individual form.



Dashboard - Tasks

The dashboard task page will display information related to the tasks assigned to your user account.

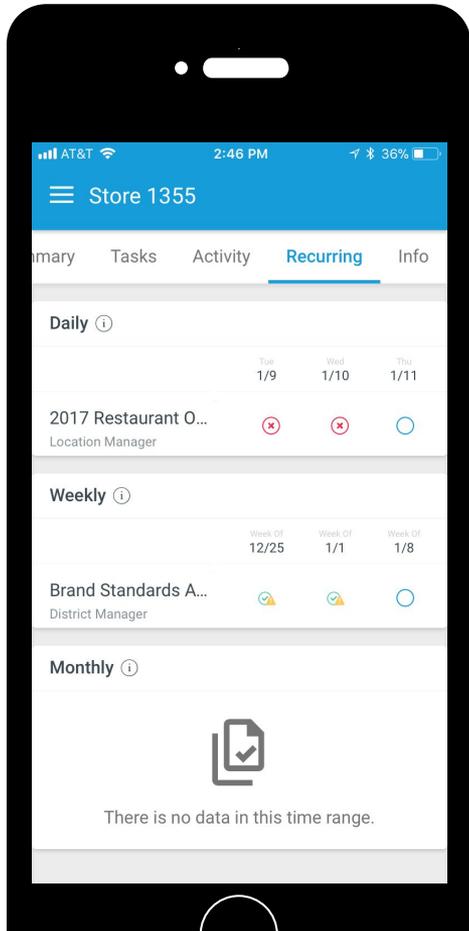
Here you'll find any overdue, current, and upcoming tasks that you are being asked to complete.



Dashboard - Activity

The dashboard activity page displays a historical list of your accounts submission history. This view is very similar to the “My Submissions” page.

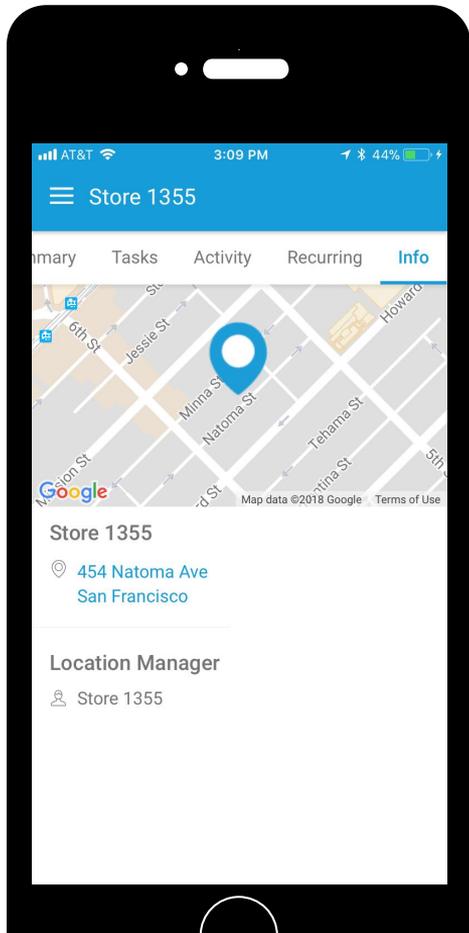
Selecting a submission from this page, will show you the submission details, as well as any alerts or workflows that were triggered by the selected submission.



Dashboard - Recurring

The dashboard recurring page displays a historical completion statistics of any tasks that are generated by a recurring project.

- This page is broken down into daily, weekly or monthly tasks.
- A legend detailing what the icons mean can be found by selecting the “i” icon next to the period of the recurring project you are looking at.

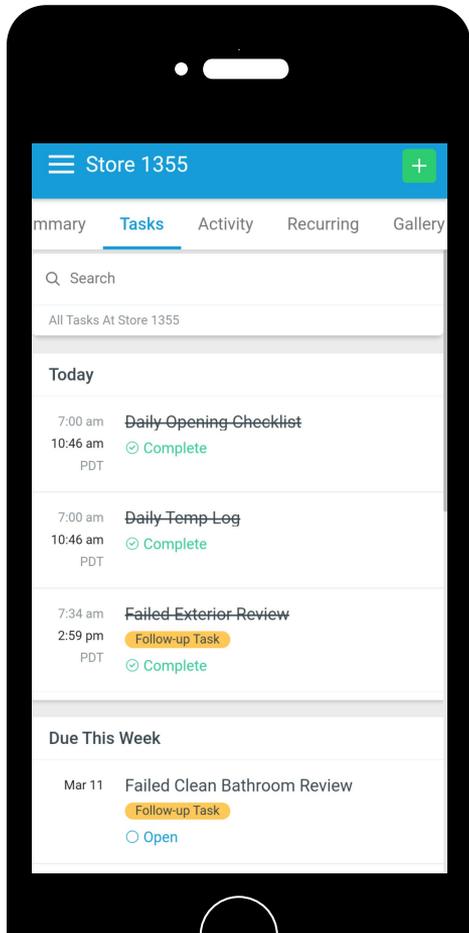


Dashboard - Info

The dashboard info page displays information about the location itself.

Here you can find a map which you can select to get directions (handy if you get lost)

You'll also be able to find address info as well as email, phone number and who is assigned as the owner of location.



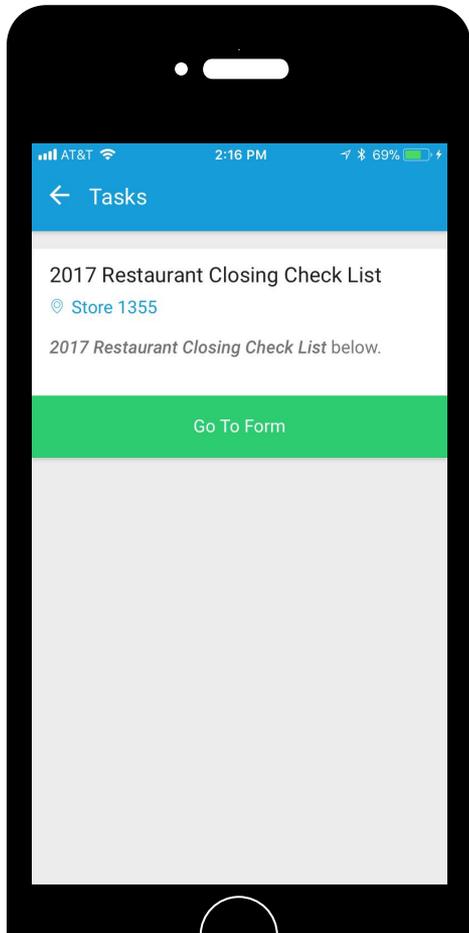
Tasks

Here, you will see a list of tasks assigned to your user account.

-The date/day on the left-hand side is when the task is open/due and when it was completed.

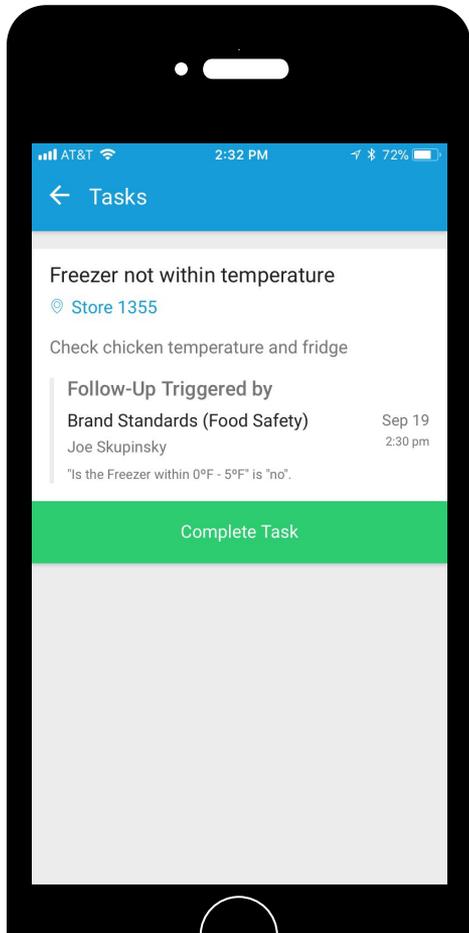
-Tapping on an individual task will take you to the task description page.

-You can search for tasks by selecting the search box up top or select the filter to the right of the search box to filter between missed and completed tasks.



Task Descriptions

A Zenput task description tells you what needs to be done, where it needs to be done as well as any information about what may have triggered the creation of that task.



Basic Tasks

A basic task simply requires that you take some action (i.e. “Clean the garbage”) and mark the task as ‘Complete’.

You do not need to submit any information.

-Once you are done with the task, select the green “Complete Task” button.

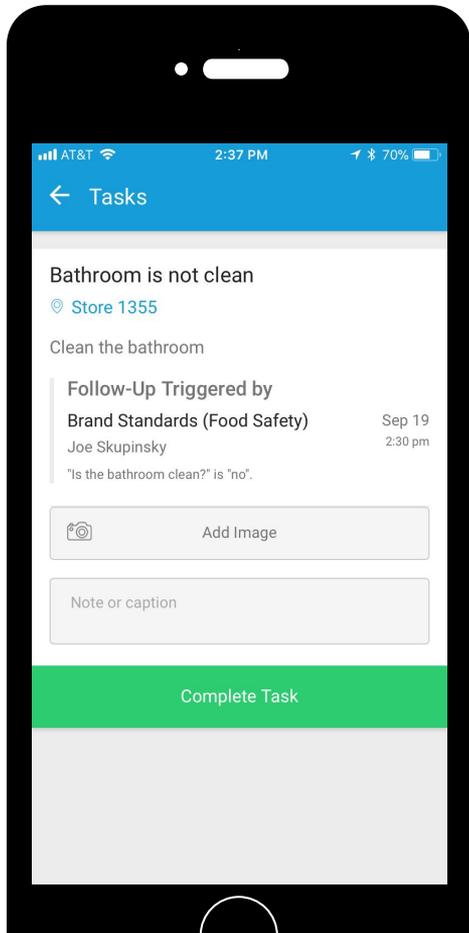


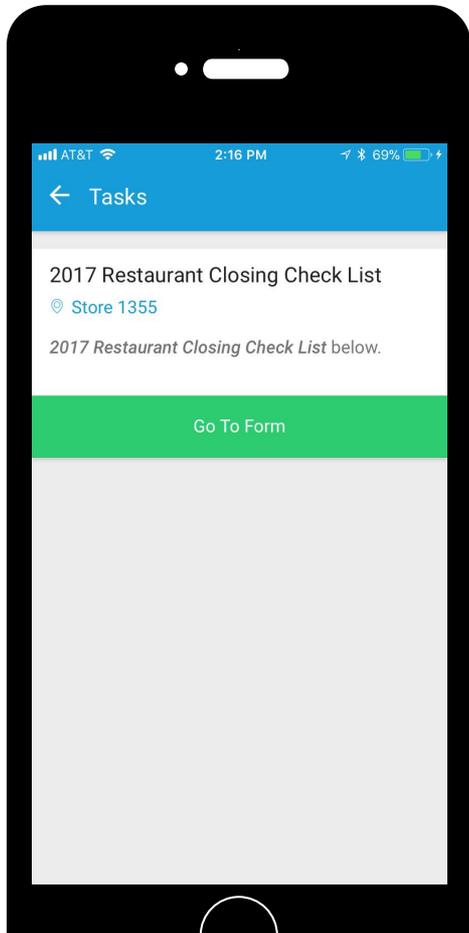
Photo Tasks

A photo task requires you to add a picture to complete the task. You can take/add as many photos as you need, but you must attach at least one to complete the task.

-Select the "Add Image" button and take a photo with your device's camera, or add from your device's photo gallery.

If needed, you can also leave a comment on your photo(s).

-Once you are done with the task, select the green "Complete Task" button.



Form Tasks

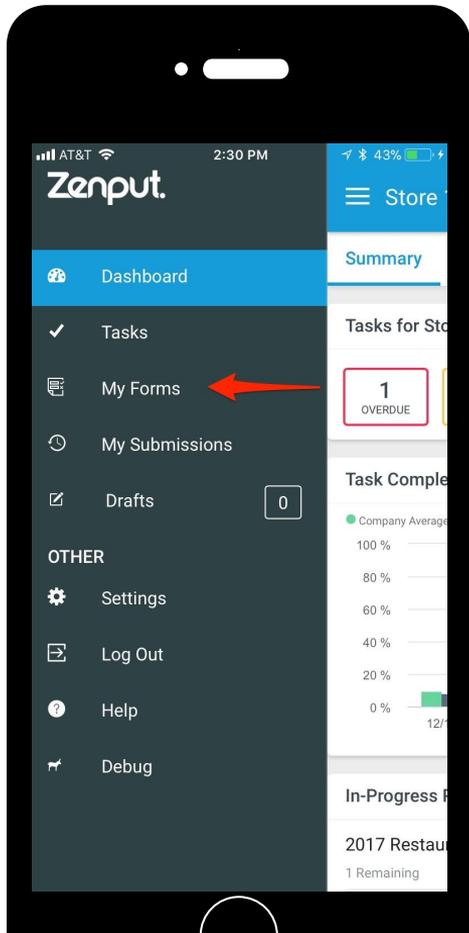
A form task is the most common type of task you will encounter in Zenput.

Form tasks require that you fill out the form.

- Select on "Go To Form"

- Fill out the form, submit it, and the task will be marked as complete.

Once that form is submitted, the task will be marked complete.

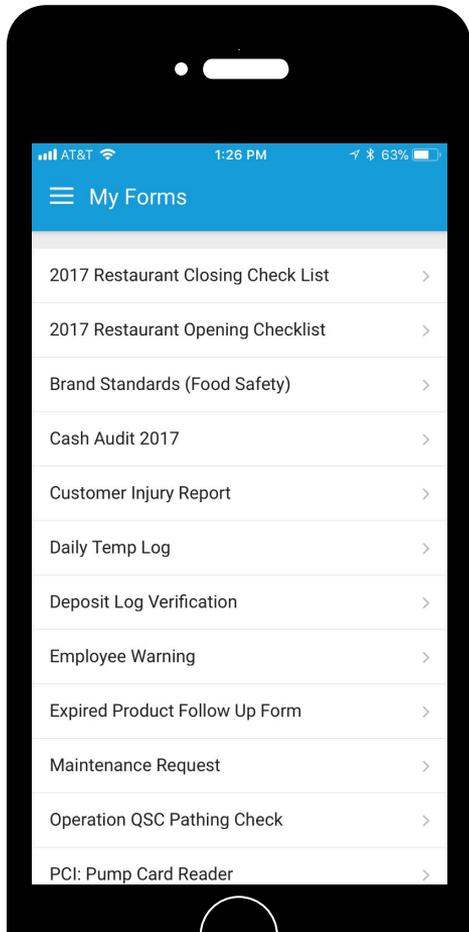


Ad-Hoc Forms

Sometimes, you may need to fill out a form that has not been assigned to you, such as an incident report.

To fill an Ad-Hoc form out:

- Select the Zenput menu button in the top left hand corner of your screen. The menu will slide out on the left hand side of your screen.
- Selecting the “My Forms” option will take you to the list of the forms you are able to fill out as-needed.

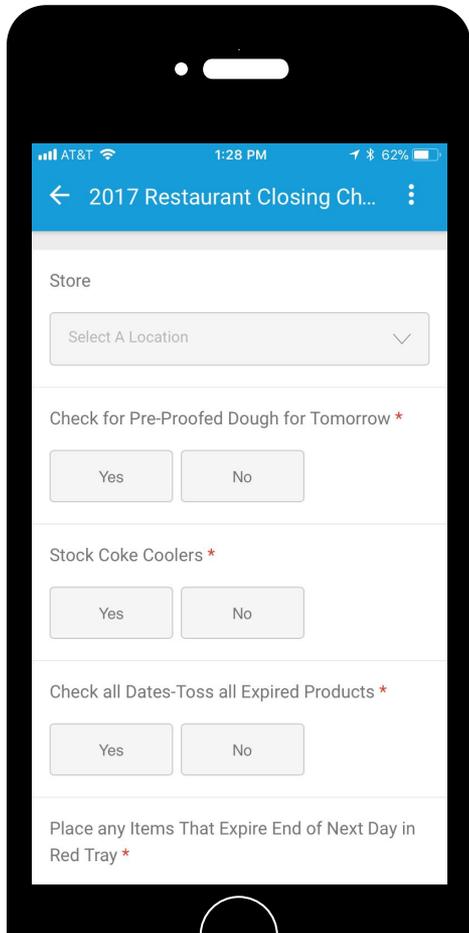


My Forms

After selecting "My Forms", a list of Ad-Hoc forms will be displayed.

-Select the desired form and fill it out.

*If you do not see the form you need, contact your company's Zenput administrator.



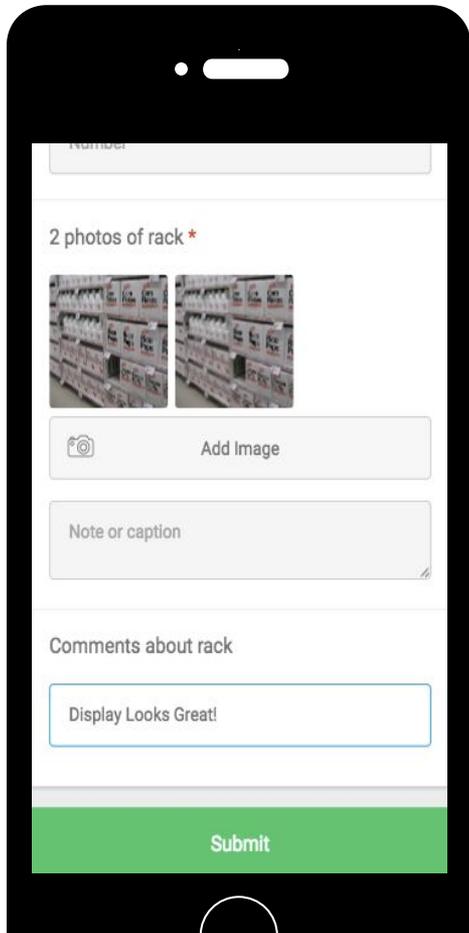
Completing and Submitting a Form

Once you select a form from the form list, you will be taken to the form.

-Start by selecting the location field and selecting the location you are submitting the form at.

-If you do not see the location in the list, you can also use the search bar.

-Once the location is selected, continue answering questions until you reach the bottom of the form and submit



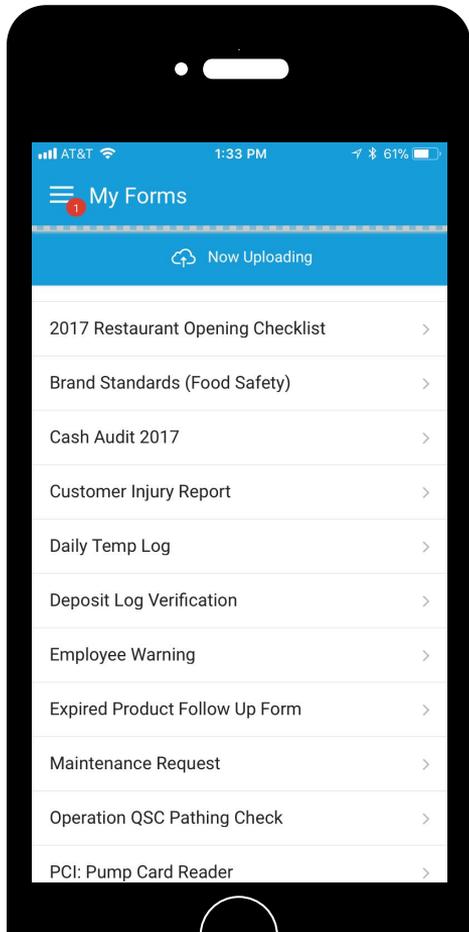
Adding Pictures and Comments

Some questions in a form may require you to attach an image.

-Select "Add Image". Choose if you would like to take a photo with your camera or pick a photo from your devices picture gallery.

-If you need to take a photo, select 'Camera', take the photo, and (if needed) draw on the image with the annotation tool.

-When finished, press 'Done'. You can take as many photos on each question as you need. Once the photos are attached, you can also add comments to the photo.

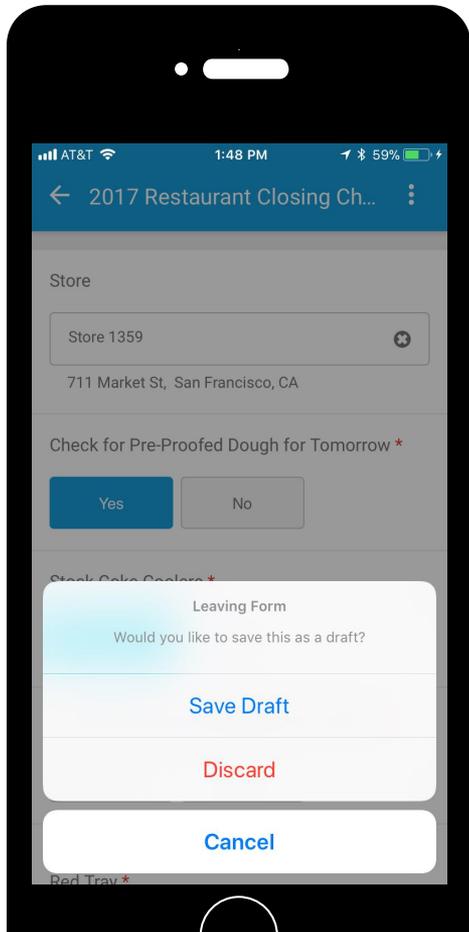


Submitting a Form

Once you are finished, tap the green "Submit" button at the bottom of the screen to upload the form.

Once you hit the Submit button, you will be taken back to the "My forms" section, and see a blue progress bar indicating that your form is being uploaded.

Once the form has completed uploading, that bar will turn green.



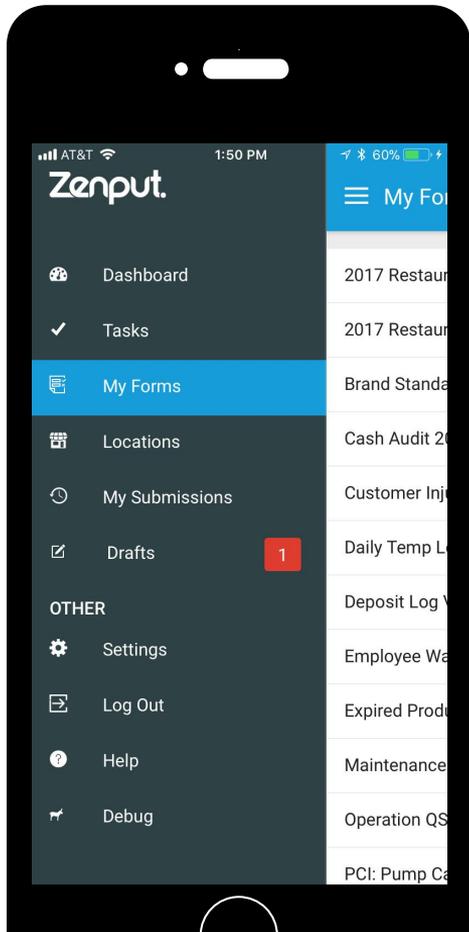
Saving a Form as a Draft

If you want to start a form and come back to it later, you can save your progress on the form as a draft.

To do this:

- Select the back button in the top left hand corner

- Select "Save Draft".



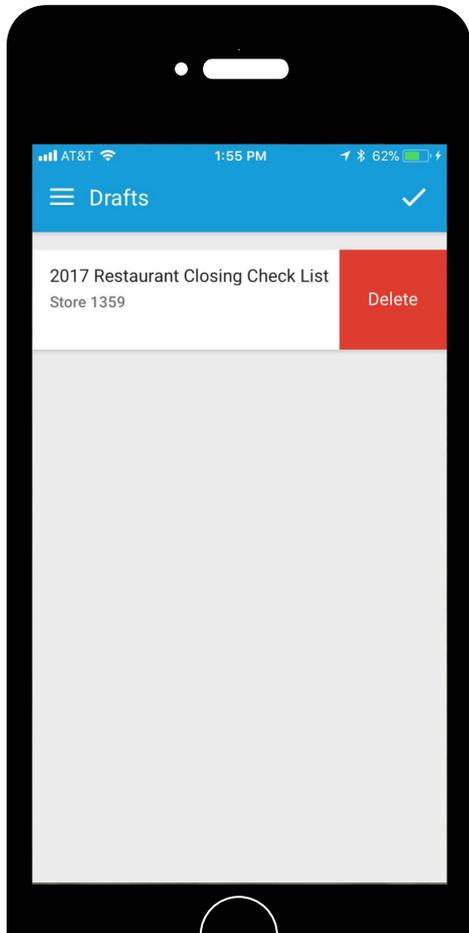
Saving a Form as a Draft

You will notice that a red number will appear next to the draft menu icon, indicating that there are drafts that you started, but have not submitted.

To get back to your saved draft:

- Open the menu and select “Drafts”.

- Select the form that you would like to continue filling out.

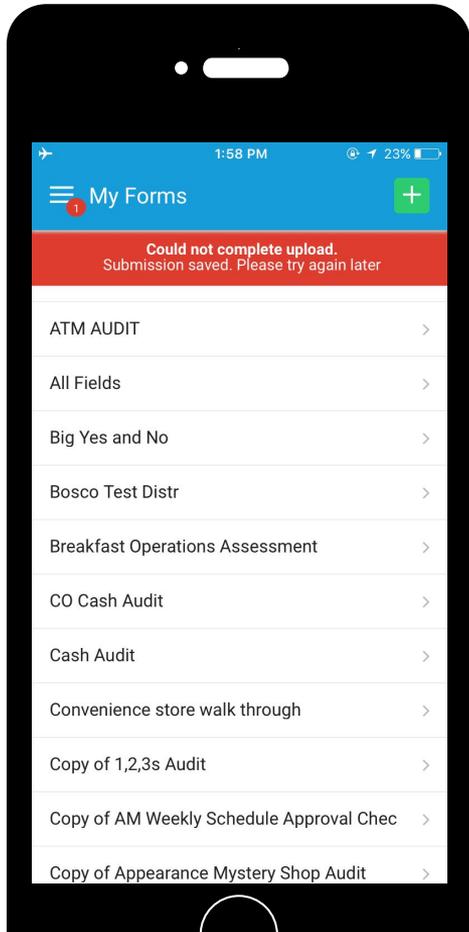


Deleting a Draft

If you need to delete a draft from your drafts

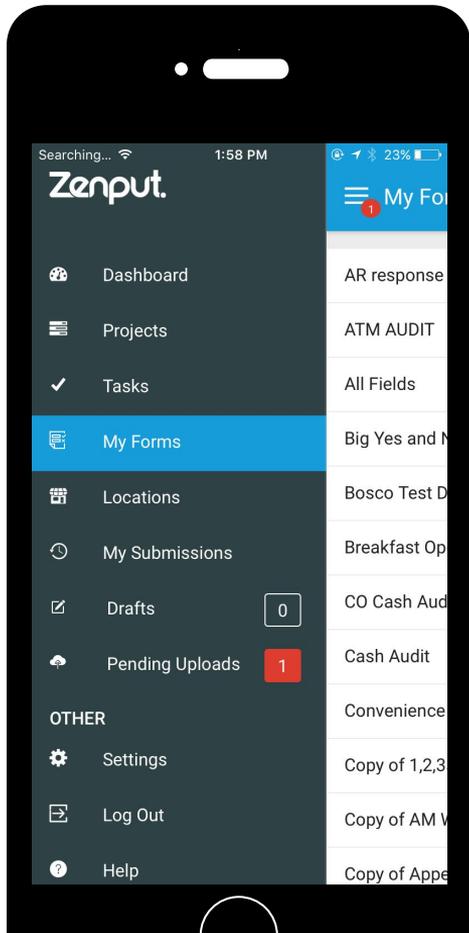
- Select the pencil icon in the top right corner
- Select Delete.

Note: deleted drafts cannot be recovered.



Pending Uploads

If you don't have cellular or WIFI service, or your service is poor, you will see a message informing you that your upload could not be completed. If that happens, your filled-out form will be saved in "Pending Uploads".

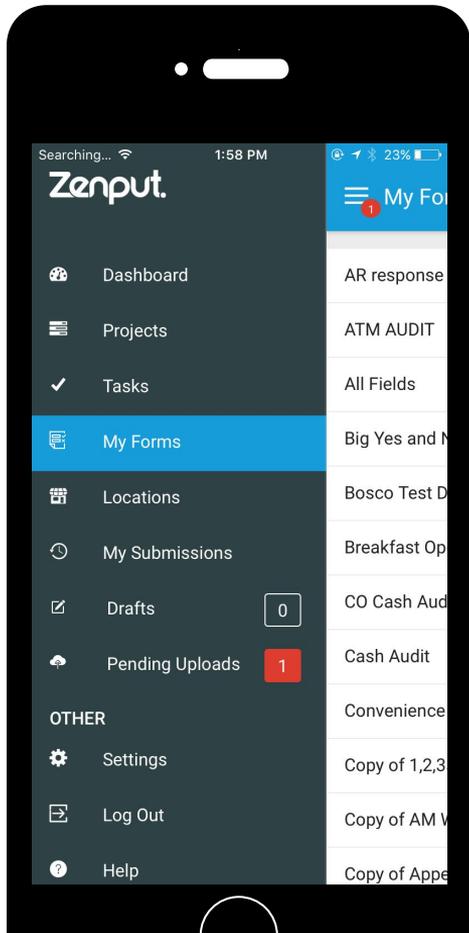


Pending Uploads

Here's how to upload the submission later when you have service or wifi:

- Navigate to the Zenput menu
- Select "Pending Uploads".

Your form will then automatically submit.



Not sure if your submission went through?

If you are not sure if your submission was successful, you can find out by navigating to the “My Submissions” section of the Zenput app.

- Hit the Zenput Menu button

- Select “My Submissions”

This section is sorted in chronological order, so if you just submitted a form, it should be at the top of the list. If you are still not sure, you can always use the search bar to find the location and verify your submission with the date and time.

Zenput Troubleshooting Tips

We pride ourselves on the stability and usability of the Zenput app. However, you may occasionally run into some technical issues.

Here are a couple steps that will usually resolve any issues you may be having

-Restart your Device.

-Log out of the Zenput app and log back in. (If you have drafts or pending uploads saved, skip this step. Logging out will delete all your saved drafts and pending uploads)

-"Force quit" the Zenput app and reopen.

-Log out of Zenput, restart your device, and then log back in.

-Try deleting the Zenput app from your device and reinstalling. (You will lose any drafts or pending uploads)

Additional Resources

How-to articles and troubleshooting tips can be found in the Zenput knowledge base at <https://support.zenput.com/>. Our Support team is available between 6:00 AM and Midnight Pacific Time and can be contacted by sending an email to support@zenput.com or via live chat from inside the app.

When to contact Zenput:

- The mobile app isn't working correctly on my device
- I'm having photo or camera problems when filling out a form
- My completed form won't submit
- I'm not receiving automated emails from Zenput (such as copies of completed submissions or a password reset link)
- Other technical issues specific to your account or device (not company-wide)

When to contact your Zenput company admin:

- I have suggestions for improving the content or format of the questions on one of our checklist/audit templates
- I am assigned to complete a task at a site that doesn't belong to me
- I don't have access to the correct forms from my account
- I don't think I have the appropriate permission/access level on Zenput