

i-SYNERGY Desktop Manual

CONFIRM CLEAN & OPTIMIZE CLEANING PERFORMANCE

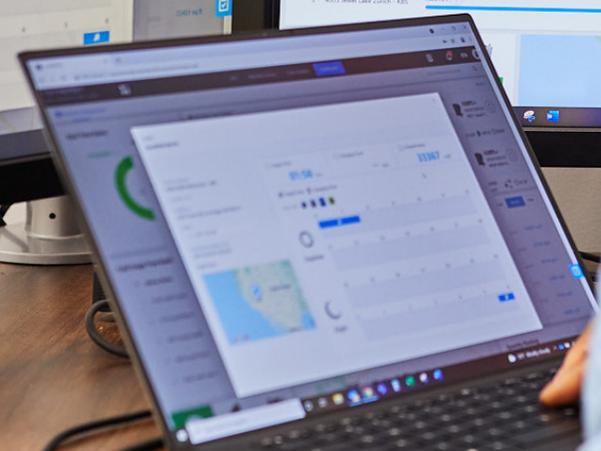


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i-SYNERGY Defined

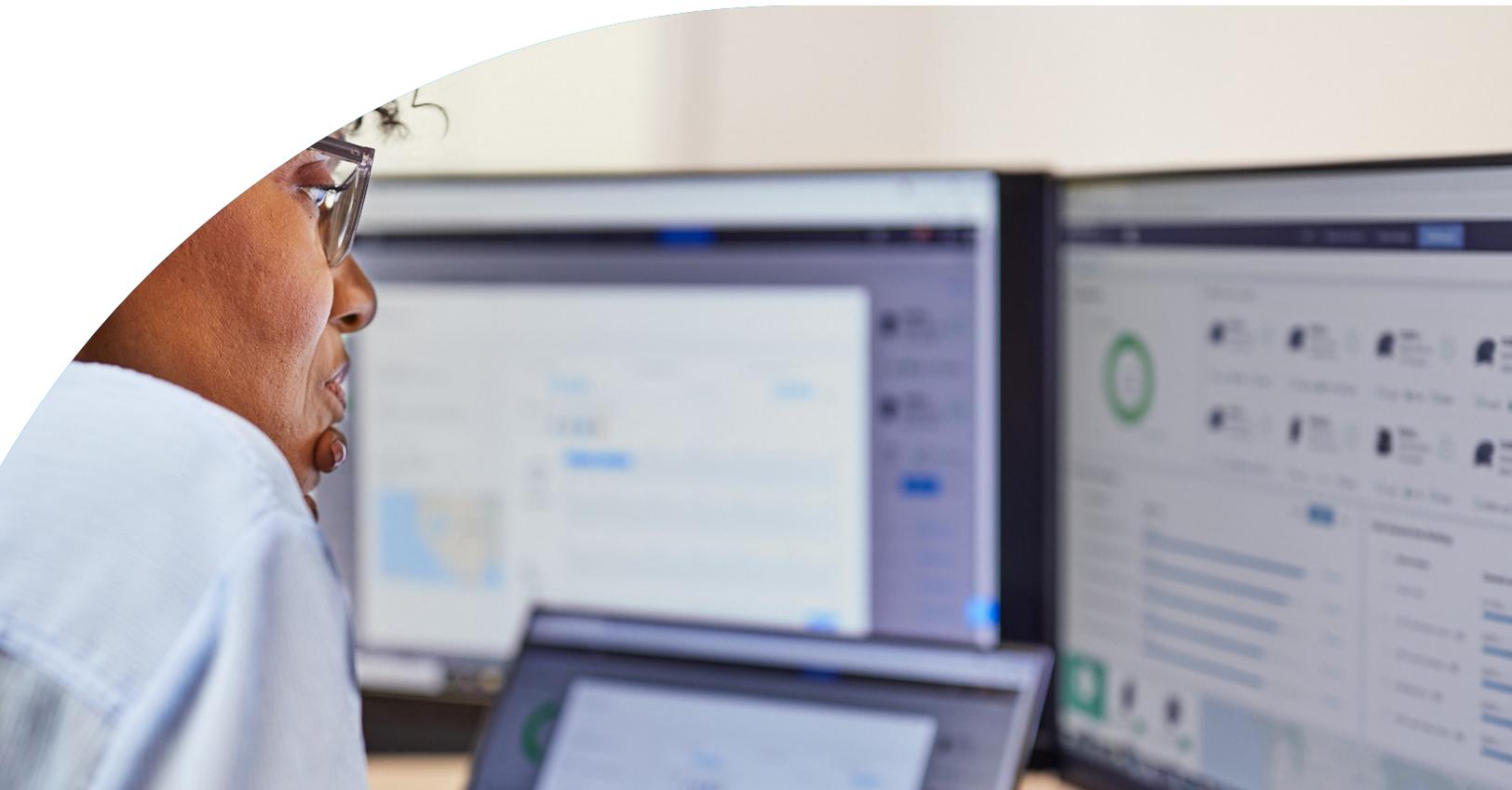
What is i-SYNERGY

ICE Cobotics' fleet management software, i-SYNERGY, is a remote monitoring system designed to improve cleaning efficiency. Through any device, end-users are able to track the location of their entire fleet, monitor machine usage, and track and respond to alerts and notifications.

Benefits of i-SYNERGY

Increase Cleaning Productivity & Efficiency

- **Optimize Performance:** Compare routes by day, week, or month.
- **Reduce Downtime:** Use alerts to reduce downtime and increase productivity.
- **Reduce Time On Site:** Instead of traveling to each site to evaluate progress, check all sites you manage from a remote location. You'll save time and money and ultimately improve ROI.
- **Measure ROI:** Set Clean Score based on industry and building size so you can meet goals, measure progress, and impact ROI.

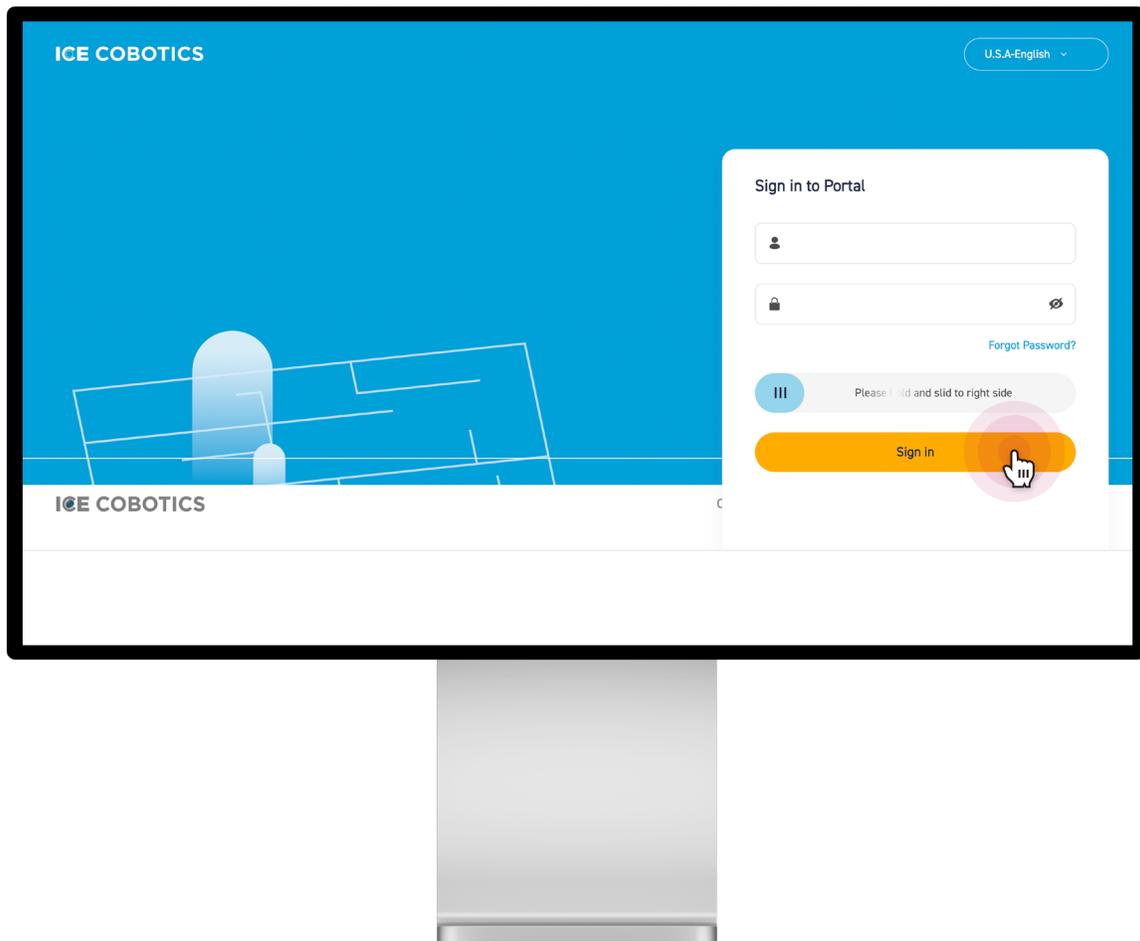


Get Started



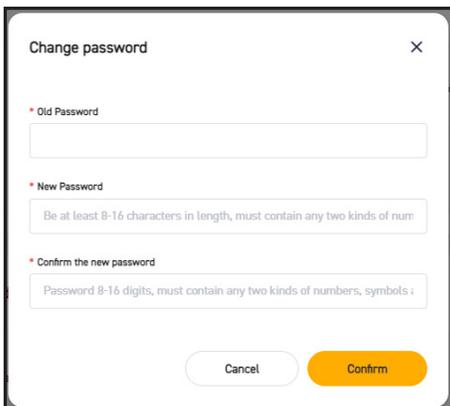
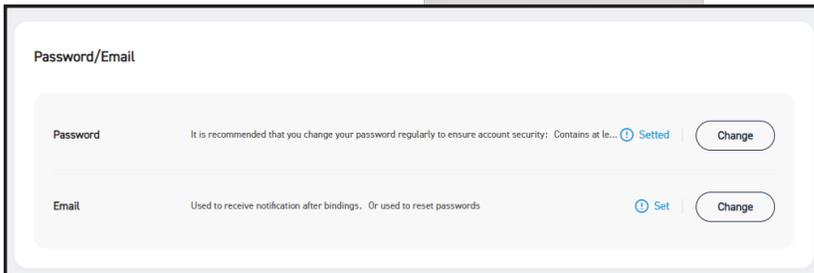
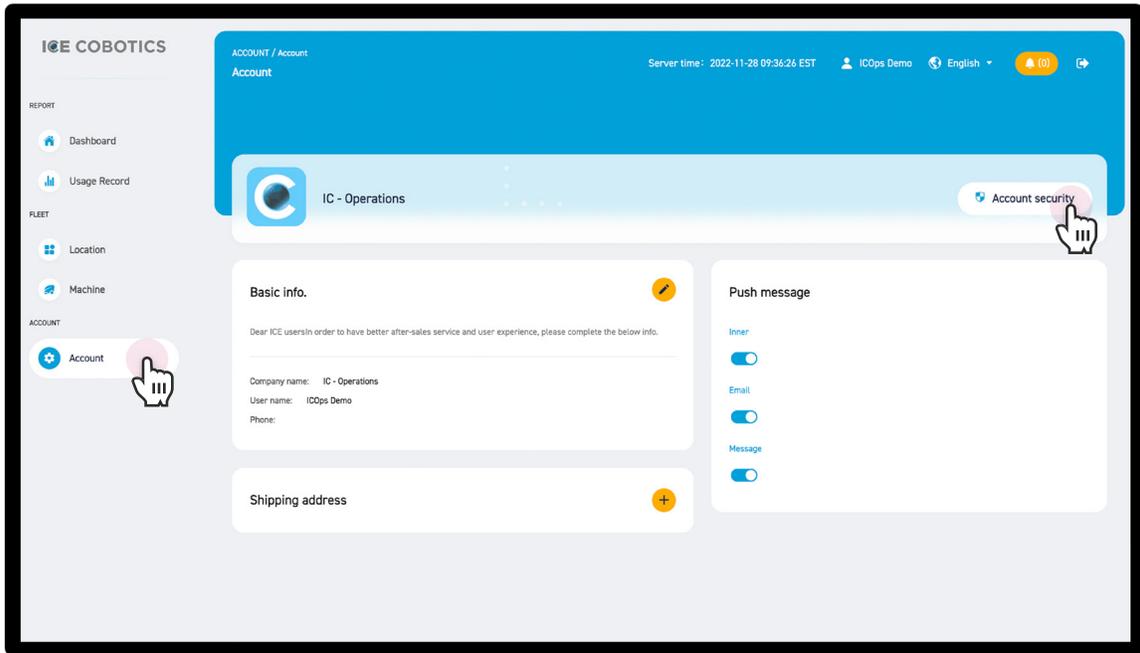
How to Sign in to i-SYNERGY on the desktop?

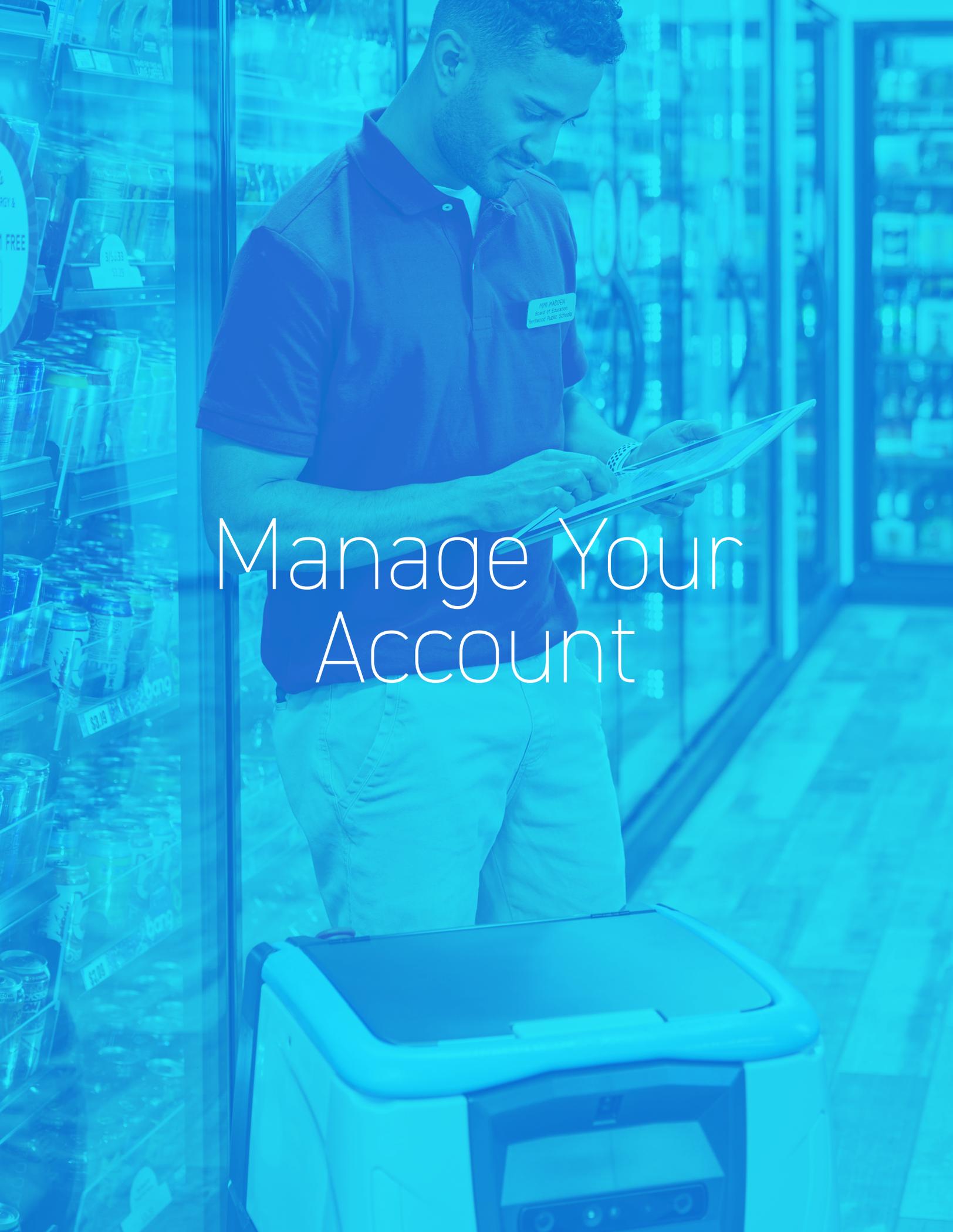
1. Customer Portal Url: <https://isynergy.icecobotics.com>
2. Sign in to Customer Portal with your account



Settings

1. View Profile info
2. Click "Account Security" to jump to Security page
3. Change Password or Email



A man in a dark polo shirt and light-colored pants is standing in a store aisle, looking down at a tablet computer. He has a name tag that reads "JOHN MADON Board of Education Kenwood Public Schools". The aisle is filled with shelves of products, and a shopping cart is visible in the foreground. The entire image has a blue color overlay.

Manage Your Account

How to Assign Machines

The screenshot shows the 'Machine Assignment' interface. On the left sidebar, 'Machine Assignment' is highlighted. The main area is divided into 'Department/User' and 'Location/Site' tabs. Under 'Department/User', a search for 'Department Name' is shown with 'CleanMart Operations' selected. The 'User' section shows search for 'User Name' and two users: 'CT [redacted] 16 (IG [redacted] min)' and 'C [redacted] 15 (K [redacted] op)'. The 'To Be Assigned' tab is active, showing a search for 'Serial No./Machine Name' and a table with columns: Model, Serial No., Machine Name, Location, and an 'Assign' button. A modal window titled 'Assign Machines to Department/User' is open, showing a search for 'Department/User' and a list of selected departments: 'CleanMart Operations' and 'K [redacted] op'.

1. Click “Machine Assignment” on the left hand side
2. Select a department
3. Click the “To Be Assigned” Tab
4. Select a machine to assign to departments or users, for example a department could be: CleanMart Operations

How to Transfer Machines

The screenshot shows the 'Transfer Machine' interface. The 'Location/Site' tab is active. The 'Location' section shows a search for 'Location Name' and a list of locations: 'Pill [redacted] 1', 'Pill [redacted] 9', and 'Main Office'. The 'Site' section shows a search for 'Site Name' and a list of sites: 'Machine without assigned Site'. The 'Transfer' button is highlighted. A modal window titled 'Transfer Machine' is open, showing a search for 'Location Name' and a list of selected locations: 'Pill [redacted] 1', 'Pill [redacted] 9', and 'Main Office'. The 'Site' section shows a search for 'Site Name' and a list of sites: 'Floor 1'.

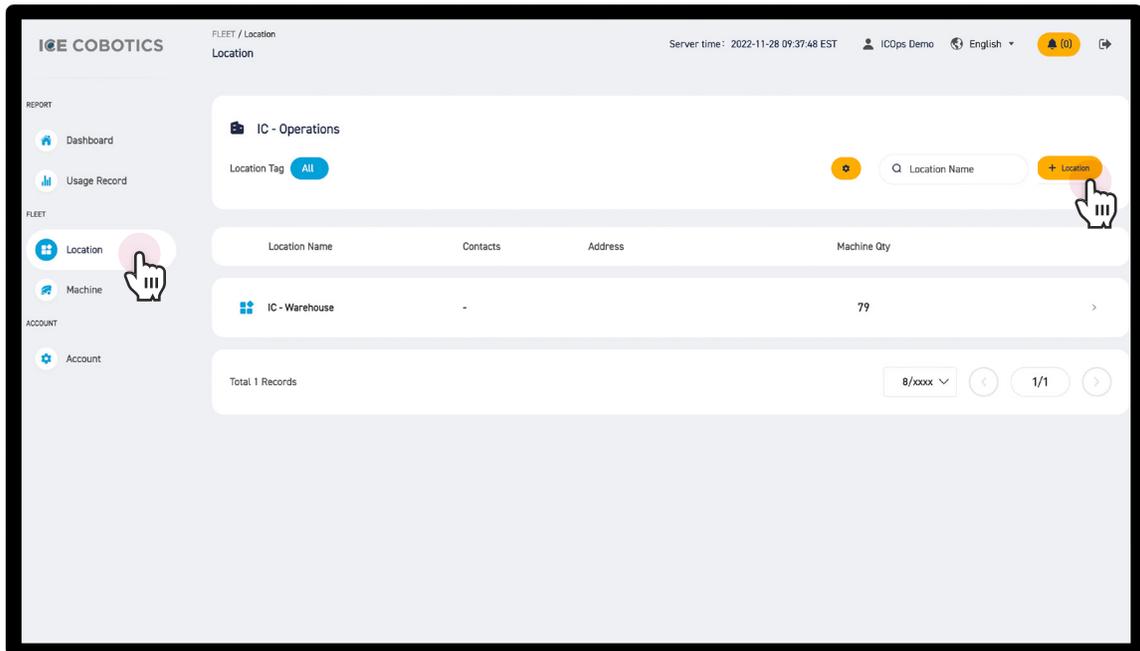
1. Click “Location/Site” Tab
2. Select a department
3. Click the “Transfer” button to transfer machine to location or site

How to Add a Location

1. Add a location by clicking the “Location Button”

How to Edit or Delete a Location

1. Edit or delete a location by clicking on an already assigned location name to edit or remove the location.



Add Tag ✕

* Tag Name

Cancel Confirm

Add Location ✕

* Location Name

Location Tag

Pls select ▼ Add Tag

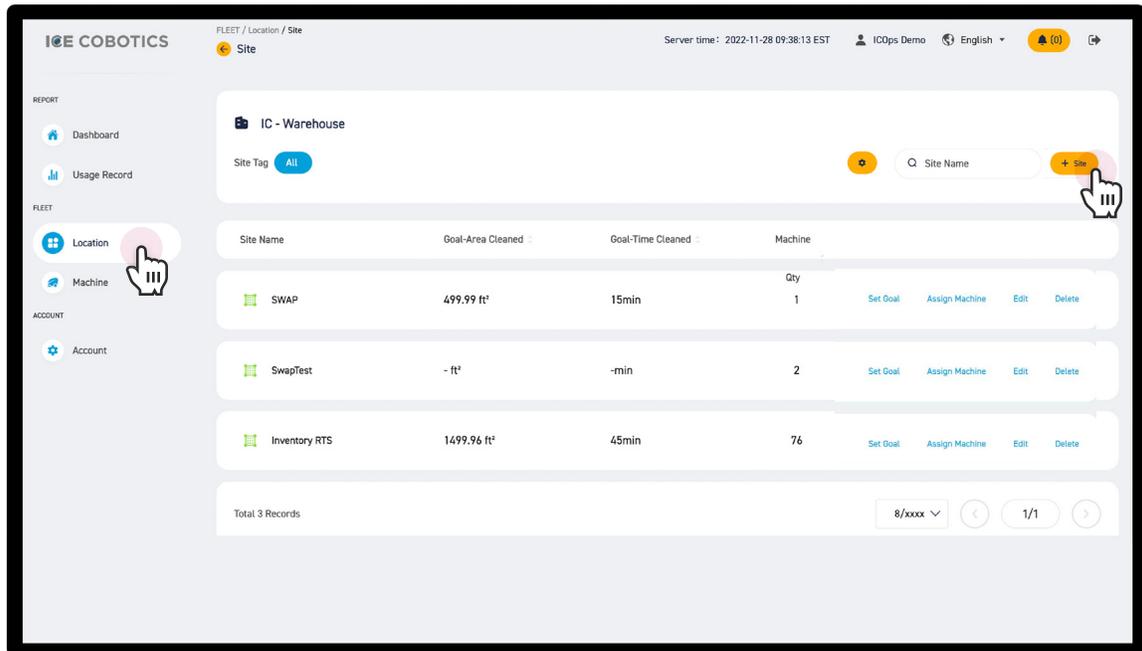
Contact

Phone

Location Address

How to Add, Edit or Delete a Site

1. View Site List
2. Add Site by clicking on the “Tag button”
3. Edit/Delete Site Tag by clicking the blue text
4. Set Goal for site by clicking on the blue text
5. Click “Assign Machine” button to jump to “Machine Assignment” page



Edit Site

* Site Name

Site Tag

Set Goal

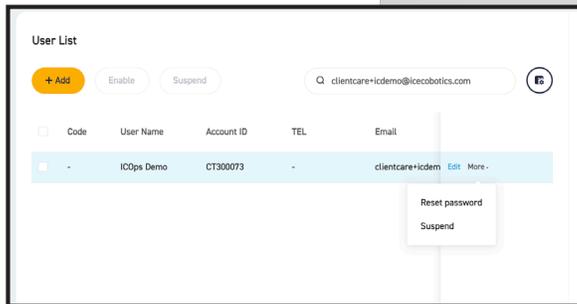
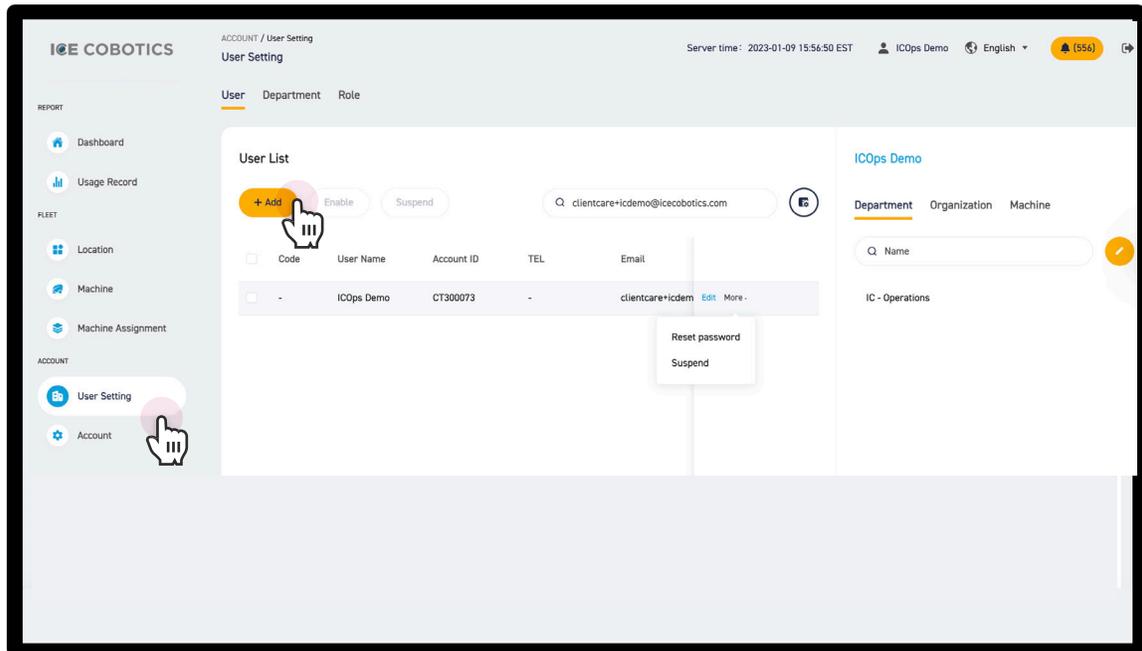
Main Office Floor 1
5999.96ft² | 110min

* Goal-Area Cleaned (ft²/day)

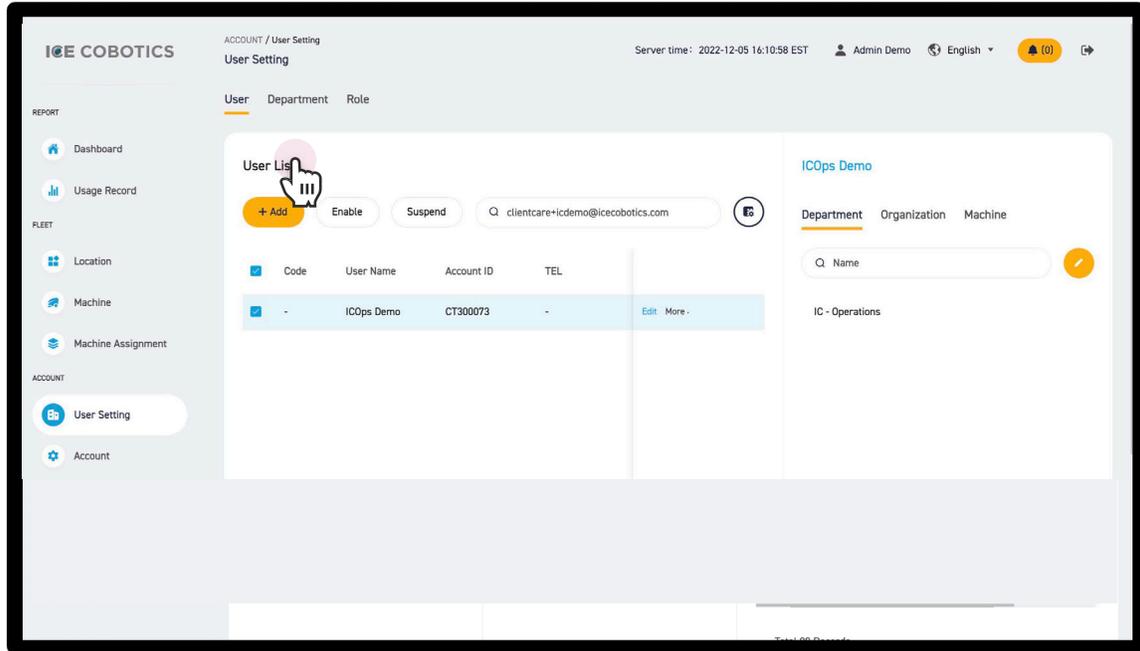
* Goal-Time Cleaned (min/day)

How to Edit, Enable and Suspend Machine Users

1. Click on "User Setting"
2. View User List
3. Add/Edit/Enable/Suspend User
4. Reset Password

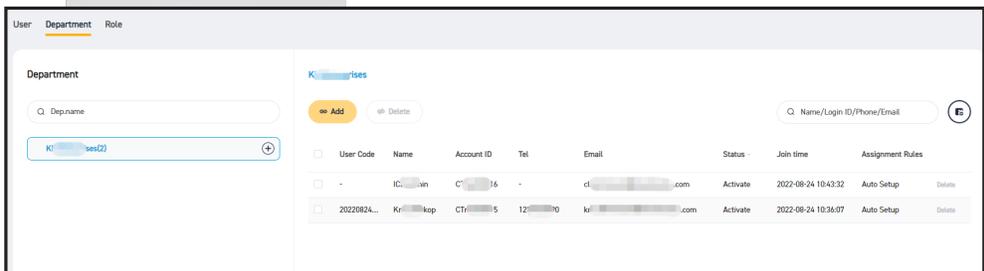


How to Edit User Settings



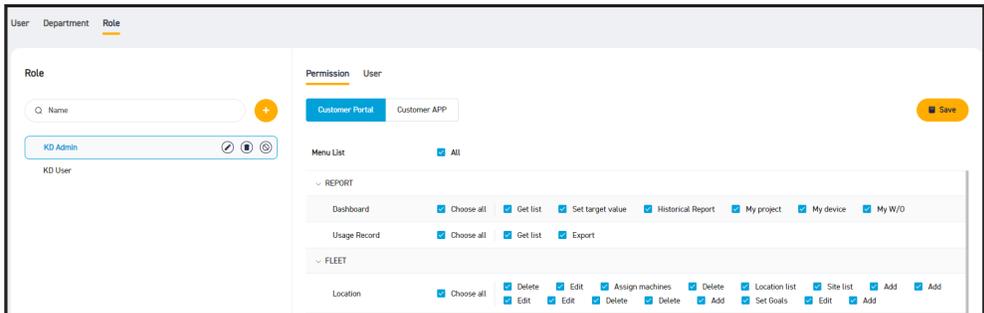
Edit Department

1. User Setting tab on the left
2. Click "Department" Tab
3. Add / Edit / Enable / Suspend Department
4. Click a department, and select some users to join to this department



Edit Roles

1. Click "Role" Tab
2. Add / Edit / Enable / Suspend Role
3. Click a role, and select some function to grant to this role

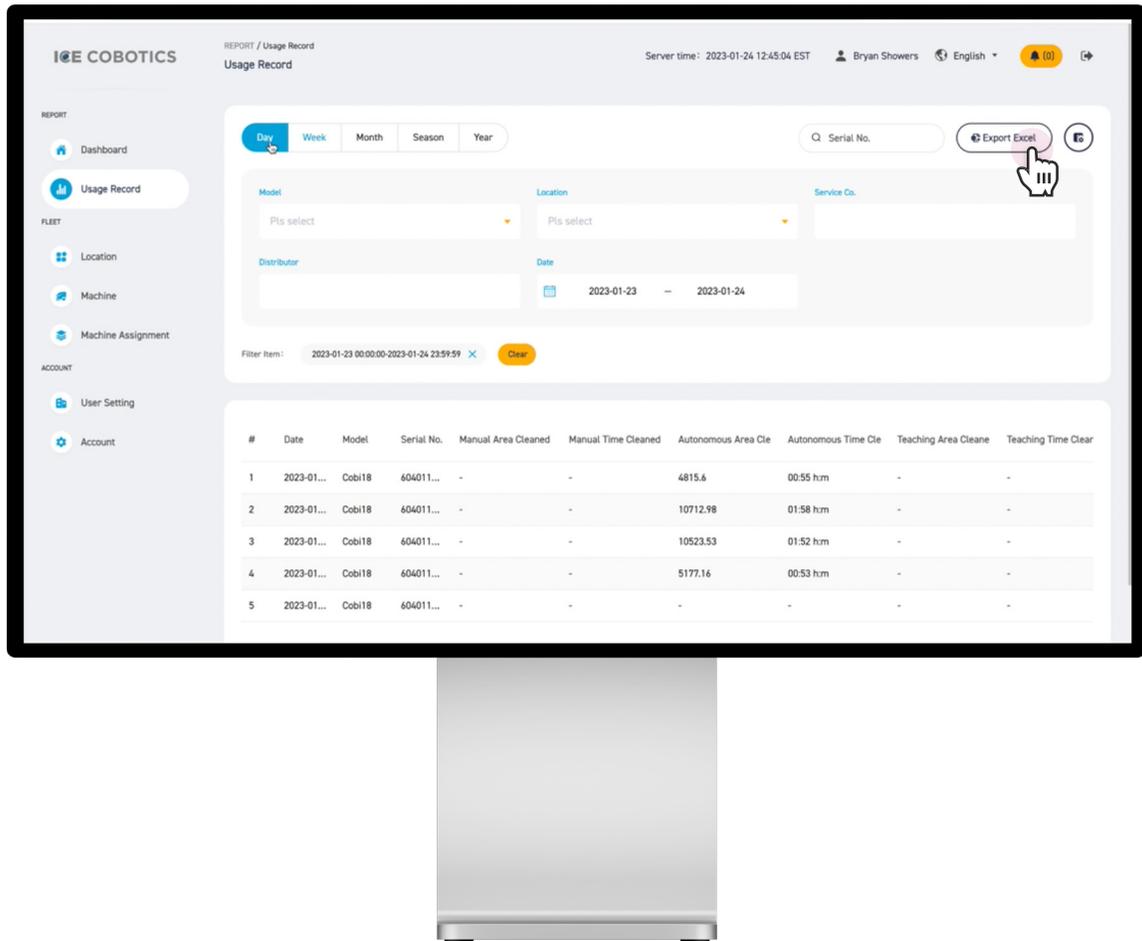


A person with curly hair and glasses is shown in profile, looking at a laptop. The laptop screen displays a line graph and a pie chart. In the background, there are two larger computer monitors, one of which also shows a pie chart. The person is holding a pen to their chin in a thoughtful pose. The entire image has a blue color overlay.

Reporting

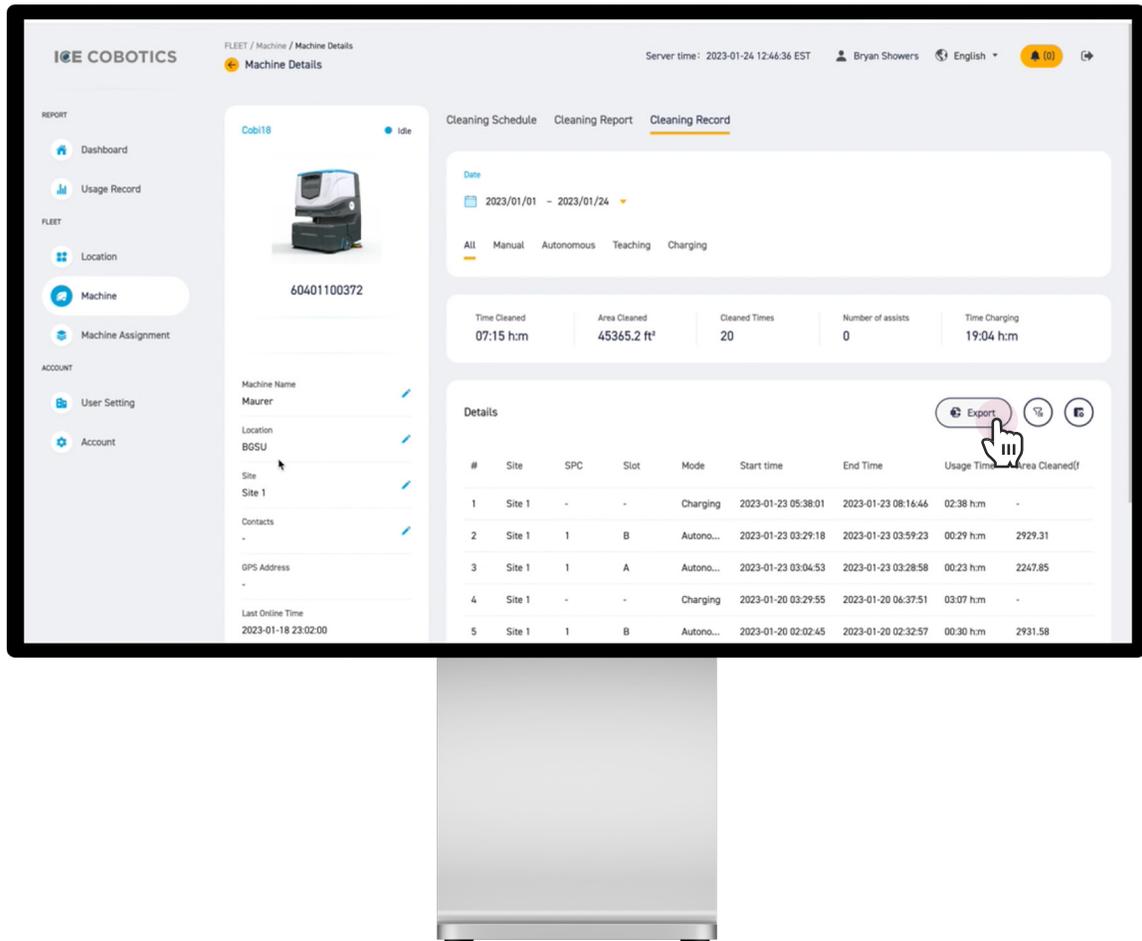
How to Export Site Data

1. Click usage record in the left navigation bar
2. View by day, week, month, season or year
3. Adjust dates as needed
4. Export Excel



How to Export Machine Data

1. Click Machine in the left navigation bar
2. Click on machine
3. Click cleaning record
4. Adjust dates as needed
5. Export



Thank You



Contact Info

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