



Janitorial Quality Control System

Customer User Manual

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This manual is intended for Customer users of the JQC portal.

It covers every page and feature available to your account.

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1. Getting Started — Account Setup

Before you can log in, your account must be activated. The system administrator sends an invitation email to your registered address.

Step 1 — Receive the Invitation Email

You will receive an email with the subject line: "[JQC] Your account is ready — please set your password". The email contains a **Set My Password** button and a direct link. This link is valid for **72 hours**.

NOTE: Check your spam/junk folder if you do not see the email within a few minutes. The message arrives from the JQC notification address.

Step 2 — Set Your Username and Password

Click **Set My Password** (or paste the URL into your browser). You will see a short form:

- **Username** — choose a unique login name (letters, numbers, underscores allowed).
- **New Password** — at least 8 characters recommended.
- **Confirm Password** — re-enter to confirm.

Click **Save**. You will be redirected to the login page.

Step 3 — If the Link Has Expired

If the link has expired (after 72 hours), ask your administrator to resend the invitation. A fresh 72-hour link will be emailed to you. Alternatively, use the **Forgot password?** Link on the login page (Section 2.3).

2. Logging In & Logging Out

2.1 Logging In

Open your web browser and navigate to the JQC portal URL provided by your administrator (for example, jqc.itservicesinc.com). On the Login page:

1. Enter your **Username**.
2. Enter your **Password**.
3. Optionally tick **Remember Me** to stay signed in on this device.
4. Click **Log In**.

You will land on the Dashboard upon successful login.

NOTE: If you enter the wrong password several times, you may be temporarily rate-limited. Wait a moment and try again, or use **Forgot password?**

2.2 Logging Out

Click your name in the top-right navigation bar, then select **Logout**. Your session ends, and you are returned to the Login page.

2.3 Forgot Password (Self-Service Reset)

If you cannot remember your password, click **Forgot password?** Beneath the login form.

1. Enter the email address registered on your account.
2. Click **Send Reset Link**.
3. Open the email and click the reset link, then choose a new password.

IMPORTANT: The password reset link expires after **1 hour** — shorter than the 72-hour invitation link. If it expires, simply request another. For your security, the portal always shows the same confirmation message, whether or not an account exists for that address.

3. Dashboard

The Dashboard is the first page you see after logging in. It provides a grouped, real-time overview of activity at your assigned facilities.

3.1 Inspections Section

Card	What It Shows
Today's Inspections	Number of inspections started today at your facilities. Click the card to open the filtered list.
Submitted Today	Inspections fully completed and submitted today. Click to view them.

3.2 Issues Section

Card	What It Shows
Open Issues	All open issues at your facilities right now. Severity badges (for example "2C 3H") show the breakdown by Critical / High / Medium / Low. Click to view.
Issues Opened Today	New issues reported today across all your facilities. Click to filter the Issues list to today's date.
Resolved Today	Issues closed and resolved today. Click to view them.

3.3 SLA Alert Cards

If any issues have been missed or are approaching their resolution deadline, red and amber alert cards appear below the issues section.

Card	What It Shows
SLA Breached (red)	Issues that have exceeded their resolution deadline. Click to filter the Issues list to Breached status.
SLA At Risk (amber)	Issues that have passed 75% of their allowed resolution time. Click to filter the Issues list to At Risk status.

TIP: SLA windows: Critical = 4 hours, High = 24 hours, Medium = 72 hours, Low = 5 days. Act on breached and At-risk items promptly.

3.4 Recent Activity Table

Below the stat cards, a **Recent Activity** table lists the most recent inspections across all your facilities—columns: Date, Facility, Area, Score (color-coded), and Status. Click any row to open the full inspection detail.

3.5 Your Facilities Panel

A card at the bottom of the Dashboard lists every facility assigned to your account.

- Each facility card shows the name, address, and contract name.
- Each card has two buttons: **View** (opens the Facility Detail page) and **Report** (opens the Facility Report).
- If you have more than 6 facilities, a **search box** appears above the grid. Type any part of a name, address, or contract to filter instantly.
- If you have more than 9 facilities, only the first 9 are shown. Click **Show all N facilities** to expand, **Show fewer** to collapse.
- The card header always shows the total facility count as a badge.

NOTE: If you see "No facilities have been assigned to your account yet", contact your administrator. They must assign contracts or facilities before any data is visible.

4. Your Facilities

Facility pages provide detailed information about each building the company manages for you.

4.1 Facility Detail Page

Click **View** on any facility card (Dashboard or Facilities menu) to open the Facility Detail page. You will see:

- Building name, address, and contact person.
- List of areas (Lobby, Restrooms, Floor 3, and so on) within the facility.
- Links to the facility's inspections and open issues.

4.2 Facility Actions

Button	Action
View	Opens the Facility Detail page: address, contact, areas, and recent history.
Report	Opens the Facility Report page with historical inspection data, area scores, and open issues for that building.
Scorecard	Opens the analytical Facility Scorecard (Section 7.4), including the one-page PDF Summary.

4.3 Facility QR Codes — Check Status & Report a Problem

Each facility has a **QR code** posted on site — for example, at the entrance or inside restrooms. Anyone — staff, occupants, or visitors — can scan it with a phone camera to see the facility's current cleaning status and report a problem. **No login is required.**

What the page shows

When the code is scanned (or the link opened), the page displays:

- **Cleaning Quality** — an overall rating (Excellent, Good, Fair, or Needs attention) derived from the facility's average inspection score over the last 90 days.
- **Last Inspected** — the date of the most recent completed inspection and its score.
- **Open Issues** — how many issues are currently being tracked at the facility.

NOTE: For privacy, the public page shows only summary information. It never displays individual issue details, inspector names, per-item scores, or any other facility's data. Decommissioned facilities show nothing at all.

Reporting a problem

1. On the facility status page, scroll to **Report a Problem**.
2. Optionally enter **where** in the building the problem is (for example, "2nd floor men's restroom").
3. Describe the problem (required).
4. Optionally add your **name and contact** information and attach a **photo** (JPG, PNG, or GIF).
5. Tap **Submit Report**.

The report is filed as a new **Medium**-severity issue for that facility, tagged "Reported via facility QR code", and the cleaning team is notified immediately. A confirmation message appears when it is received.

TIP: The public page is rate-limited to protect against spam. If you need to file several reports at once, use the **Log Issue** button in the portal instead (see Section 6.7).

Where the QR codes come from

QR codes are generated and printed by the JQC team or the facility's staff. If a posted code becomes damaged, defaced, or is misused, you can **regenerate** it in the portal — the old printed code stops working immediately, and a fresh one is issued.

5. Inspections

Inspections are quality control assessments conducted at your facilities by an inspector. You have **read-only** access to all inspections at your assigned facilities.

5.1 Inspections List

Click **Inspections** in the top navigation bar. The list shows all inspections at your assigned facilities, most recent first.

Columns

Column	Description
#	Unique inspection number. Click to open the detail view.
Date	Date and time the inspection was conducted.

Column	Description
Contract	The contract the facility belongs to.
Facility	The building where the inspection took place.
Area	Specific zone inspected (Lobby, Restroom, and so on), or blank for a full-facility inspection.
Inspector	Staff member who performed the inspection.
Template	The checklist was used.
Score	Overall quality score as a percentage. Green $\geq 90\%$, amber $\geq 70\%$, red $< 70\%$.
Status	Submitted (completed), In Progress, or Flagged (requires follow-up).

Filter Bar

Filter / Action	Options
Status	Submitted, In Progress, or Flagged.
Contract	Filter to a specific contract; the Facility dropdown narrows automatically. Only contracts assigned to your account are listed.
Facility	A specific building.
Date range	From and To date pickers.
Score range	Minimum and maximum score (0–100).
Export PDF	Generates a landscape PDF of the current filtered list.

TIP: When you open an inspection from the list and then click Back, your filters are restored exactly as you left them.

5.2 Viewing an Inspection

Click any row to open the Inspection Detail page. You will see every question, the score for each item, any attached photos, the inspector's overall notes, follow-up flags, and any issues flagged during the inspection.

NOTE: The questions shown are exactly the ones that existed when the inspection was submitted. If the checklist template is later revised, historical inspections still display their original questions.

5.3 Exporting to PDF

- **Single inspection** — from the Inspection Detail page, click **Export PDF** to download a formatted report including all scored items, photos, notes, and the final score.
- **Whole list** — from the Inspections list, apply your filters and click **Export PDF** for a landscape summary of every matching inspection.

6. Issues

An issue records a specific problem identified at your facilities — spills, broken equipment, safety hazards, or any quality concern. You can view, create, follow, and comment on issues.

6.1 Issues List

Click **Issues** in the top navigation bar. The list shows all issues at your assigned facilities. A **Log Issue** button (red, top right) is available for customer accounts to report new problems.

6.2 Filter Bar

Filter / Action	Description
Issue #	Exact match on issue number — jump directly to a specific issue.
Severity	Critical, High, Medium, or Low.
Status	Open, In Progress, Pending Verification, or Resolved.
SLA	Breached, At Risk, or OK.
Contract	Narrows the Facility dropdown automatically. Only your assigned contracts are listed.
Facility	A specific building.
Reported From / To	Date range filter on the issue's reported date.
Reporter	Show only issues filed by a particular person.
Handled By	Janitorial Staff, Facility Staff, or External Vendor (see Section 6.9).
Export PDF	Generates a landscape PDF of the current filtered list.

6.3 Row Color Coding

Row Color	Meaning
Red row	SLA Breached — the resolution deadline has passed.
Yellow/amber row	SLA At Risk — over 75% of the allowed time has elapsed.
No color	On track — within the resolution deadline.

6.4 Severity Levels & SLA Targets

Severity	Meaning & Resolution Target
Critical	Immediate safety hazard or major regulatory violation. Target: 4 hours.
High	Significant problem affecting service quality or safety—target: 24 hours.
Medium	Noticeable deficiency requiring prompt attention. Target: 72 hours (3 days).
Low	Minor or cosmetic concern. Target: 120 hours (5 days).

6.5 Issue Status Lifecycle

Status	Meaning
Open	Newly created, not yet in progress.
In Progress	Someone is actively working on the fix.

Status	Meaning
Pending Verification	Fix is complete; waiting for a director or admin to confirm.
Resolved	The issue is fully closed and verified. Resolved issues are hidden from the default list view.

6.6 Viewing an Issue

Click any issue row or its ID to open the Issue Detail page. You will see:

- Facility, area (if applicable), severity badge, and current status.
- Reported date and the name of the person who reported the issue.
- **Handled by** the responsible person (see Section 6.9).
- Full description and all photo evidence (primary photo plus any additional evidence photos).
- **Resolution Notes** and resolution photos once the issue has been fixed by staff.
- Verification details when a director has confirmed the fix.
- Comments thread — staff comments that have been shared with you, plus your own comments.

6.7 Reporting a New Issue

Customer accounts can log new issues directly. Click **Log Issue** (the red button at the top right of the Issues list).

1. Select the **Facility** where the problem was found.
2. Set the **Severity** level (Critical / High / Medium / Low) based on urgency.
3. Write a clear, specific **description** of what you observed.
4. Optionally add a **photo** as evidence (JPG, PNG, or GIF).
5. Click **Submit Issue**.

The issue is logged immediately, and the team is notified. You can track its progress from the Issues list.

6.8 Following & Commenting

Following an Issue

- Open the Issue Detail page and click **Follow Issue** (bell icon, top right).
- You receive a notification each time the issue changes status or gains a shared comment.
- Click **Unfollow** at any time to stop. The following issues show a **Following** badge in the Issues list.

Commenting on an Issue

You can post comments on issues you reported or are currently following. Scroll to the **Comments** section on the Issue Detail page, type your message, and click **Post Comment**.

6.9 Who Is Handling It — "Handled By"

Every issue record has a Handled By field, which separates who does the work from who follows up.

Handled By	Meaning
Janitorial Staff	A member of the janitorial quality-control team resolves it.
Facility Staff	The facility's own on-site staff are handling it. Their contact name and details are recorded on the issue.

Handled By	Meaning
External Vendor	An outside contractor has been engaged. The vendor name, contact, and notes are recorded for the issue.

In every case, one of our team members remains the **follow-up owner** — the person responsible for verifying the work and updating the issue. When Handled By is Facility Staff or External Vendor, the "Assigned To" label on the issue changes to **Follow-up Owner** to make this explicit.

The Issues list shows a **Facility** or **Vendor** badge on issues not handled by our own staff, and you can filter the list by **Handled By**.

NOTE: You do not set this field — the JQC team manages it — but it lets you see at a glance how your issue is being addressed.

7. Reports & Analytics

Click **Reports** in the top navigation bar. A sub-navigation bar gives you access to all reports available for your account: **Overview & Trends**, **Issues Aging**, and **SLA Compliance**. Facility Scorecard and Facility Report are reached from a facility.

7.1 Overview & Trends

The default reports page. It shows charts and KPIs covering all your facilities for the selected date range.

Date Range Filter

A filter bar at the top contains **From** and **To** date pickers plus an **Apply** button. Click **Reset** to return to the default 30-day window.

KPI Cards

Card	What It Shows
Total Inspections	All inspections were conducted at your facilities in the selected period.
Completed	Inspections with a Submitted status in the period.
Open Issues	Issues currently open at your facilities (not time-bound — always current).
Avg Score	Average quality score across all completed inspections in the period.

Charts

Chart	What It Shows
Score Trend	Line chart of average daily inspection scores over the selected period. A dip indicates a facility or day needing attention.
Issues by Severity	Doughnut chart breaking open issues down by severity (Critical / High / Medium / Low).
Avg Score by Facility	Horizontal bar chart comparing average scores per facility. Green ≥ 90%, amber ≥ 70%, red < 70%.
Issue Status	Pie chart showing the proportion of issues by current status (Open / In Progress / Resolved).

Open Critical / High Issues Table

Below the charts, a red-header table lists the most recent open Critical- and High-severity issues across your facilities. Click **View** on any row to open the Issue Detail page.

NOTE: The **Export Inspections CSV** and **Export Issues CSV** buttons on this page are reserved for company administrators and directors. Customer accounts export data using the PDF options described in Sections 5.3, 6.2, and 7.4.

7.2 Issues Aging

Click the **Issues Aging** tab. This report lists every issue at your facilities that is not yet resolved, grouped by how long it has been open.

Age Bucket	Meaning
Under 24 hours	Reported today or yesterday.
1–3 days	Approaching the Medium-severity deadline.
3–7 days	Past the Medium deadline, approaching the Low deadline.
1–4 weeks	Long-running issues.
Over 4 weeks	Requires escalation.

Each row shows severity, facility, description, current status, age, and SLA status. Use the **Severity** and **Facility** filters at the top to narrow the report. Click **Export Excel** to download the filtered report as a color-coded spreadsheet.

7.3 SLA Compliance

Click the **SLA Compliance** tab. This report measures the number of issues resolved within their SLA window over the selected date range.

- **Overall compliance** — a single percentage across all your facilities.
- **By severity** — total resolved, number met within target, compliance percentage, and the SLA window for each severity tier.
- **By facility** — every facility ranked by compliance percentage, highest first.

Click **Export Excel** to download a two-sheet workbook (By Severity, By Facility) for the selected date range.

TIP: Use the date range picker to compare month-over-month. A facility trending downward is worth raising with your company representative.

7.4 Facility Scorecard

Reach the Facility Scorecard from any Facility Detail page or Facility Report page. It provides a deep analytical view of a single facility.

Period Selector

Button group in the top-right: **30d, 60d, 90d, 180d, 1yr**. Click any period to refresh the data.

KPI Row

KPI	What It Shows
Total Inspections	Number of inspections conducted in the selected period, with a sub-label showing how many were completed.
Avg Score	Average inspection score for the period. Color-coded: green $\geq 80\%$, amber $\geq 60\%$, red $< 60\%$.
SLA Compliance	Percentage of resolved issues fixed within their SLA window. Shows N of M closed on time.
Open Issues	Current open issue count. Red border if any issues are open; also shows the pending-verification count.

7.5 Facility Report

From the Dashboard "Your Facilities" panel or a Facility Detail page, click **Report** to open the Facility Report for a specific building. This page shows:

- All inspections at the facility for the selected date range.
- Area-by-area average scores, sorted from best to worst.
- All open issues at the facility, sorted by severity.

8. Support Chat & Tickets

Click **Support** in the navigation bar to access the AI-powered support chat and your ticket history.

8.1 AI Chat

The chat page opens with a message window and a row of quick-reply FAQ chips. An AI assistant instantly answers common questions about the JQC portal.

Using the AI Assistant

Type your question in the text input at the bottom and press Enter or click the send button. Common topics it can help with:

- How to read inspection scores or the Reports page.
- What SLA statuses mean and how resolution windows work.
- How to follow or unfollow an issue.
- How to update your profile or notification preferences.
- How to export data to PDF.

TIP: Click any FAQ chip button to send a pre-written question instantly without typing.

Submitting a Support Ticket

If the AI cannot answer your question, click **Submit to Support** (red button, top right of the chat page). A modal form appears:

1. Enter a **Subject** describing your issue.
2. Write your message in the **Body** field.
3. Click **Submit Ticket**.

The admin team is notified immediately by email and in-app notification. You receive an in-app notification and email when they respond.

NOTE: If the AI assistant is unavailable, the chat input is disabled, and only the Submit to Support option is shown. Your ticket still reaches the team normally.

8.2 My Requests

Click the **My Requests** tab to see all the tickets you have submitted.

Column	Description
#	Unique ticket number.
Subject	The subject line you entered when submitting.
Facility	The facility you selected (if any) when submitting.
Status	Awaiting reply, Answered, or Closed.
Submitted	Date the ticket was opened.

Ticket Statuses

Status	Meaning
Awaiting reply	Ticket received; staff has not yet responded.
Answered	Staff has replied. You can read the response and post a follow-up.
Closed	Ticket resolved and closed. No further replies accepted.

Replying to a Ticket

Click **View** on any ticket to open its detail page and read the full conversation thread. To post a follow-up, type in the **Reply** field and click **Post Reply**.

NOTE: Posting a follow-up on an Answered ticket automatically reopens it (the status returns to Awaiting reply), so staff knows you have additional questions. Closed tickets cannot receive new replies.

9. Notifications

The JQC system sends automatic notifications when important events occur at your facilities.

9.1 Notification Bell

A bell icon in the top navigation bar shows the number of unread notifications as a red badge. Click it to see a dropdown of your 20 most recent notifications. Click any notification to navigate directly to the related inspection, issue, or ticket.

9.2 Full Notifications Page

Click **View All** in the bell dropdown to see your complete notification history, paginated 25 per page. Filter by All, Unread, or Read.

- **Mark as read** — on any individual unread notification.
- **Mark all read** — clears the unread count in one click.

9.3 Notification Events

Event	When You Receive It
Inspection Completed	A new inspection has been submitted at one of your facilities.
Issue Flagged	A new issue has been identified at one of your facilities, including problems reported via the facility QR code.
Issue Status Updated	An issue you follow has changed status (for example, In Progress → Resolved).
Issue Comment Added	A staff comment shared with customers has been added to an issue you follow.
SLA Alert	An issue is approaching or has passed its resolution deadline.
Score Alert	A facility's average inspection score has dropped noticeably compared with the previous period.
Ticket Answered	A staff member has replied to your support ticket.

NOTE: Your company may also add extra recipients (colleagues or shared mailboxes) to specific contracts, so they receive copies of these notifications. Ask your administrator if you need this configured.

9.4 Notification Preferences

Click your username (top right) → **Notification Preferences** to control which events you receive emails for:

- **Email Enabled** — receive an immediate email for each event.
- **Digest Mode** — bundle notifications into a single email instead of individual messages.
- **Digest Frequency** — choose how often the digest email is sent (for example, daily).

NOTE: In-app notifications are always delivered regardless of your email preference settings.

10. Your Account & Profile

Click your name in the top-right navigation bar, then select **Profile** to manage your account settings.

10.1 What You Can View

- Your full name, username, email address, and role (Customer).
- Account creation date.

10.2 What You Can Update

- **Full Name** — how your name appears throughout the portal.
- **Email Address** — used for notifications and password recovery. Stored in lowercase.

- **Password** — enter your current password, then choose and confirm a new one.

Click **Save Changes** after making any updates.

NOTE: You cannot change your own role, username, or facility assignments. Contact your administrator for those changes.

11. Frequently Asked Questions

Question	Answer
The invitation link expired. What do I do?	Ask your administrator to resend the invitation (a new 72-hour link will be emailed), or use "Forgot password?" on the login page.
I forgot my password. How do I reset it?	On the Login page, click Forgot password?, enter your registered email, and follow the link in the email. The reset link is valid for 1 hour.
I cannot see any facilities or inspections.	Your account may not have any facility assignments yet. Contact your administrator and ask them to assign the relevant contracts or facilities.
Can I create or edit inspections?	No. Customer accounts have read-only access to inspections. Only company staff create and submit inspections.
Can I report a new issue?	Yes. Go to Issues and click Log Issue (red button, top right). You can also scan the facility QR code and use Report a Problem — no login needed.
What is the QR code posted in the building?	It links to a public status page for that facility showing the cleaning rating, last inspection date, and open-issue count, plus a Report a Problem form. Anyone can scan it.
Why do I see "SLA Breached" on some issues?	Every issue has a resolution deadline based on its severity. When that deadline passes without resolution, the status becomes Breached. Contact your company representative to escalate.
What does "Handled By: Facility Staff" mean?	The facility's own staff are performing the work. One of our team members is still the follow-up owner and will verify the fix and close the issue.
What does "Pending Verification" mean on an issue?	The assigned staff member has marked the issue as resolved, but a supervisor still needs to inspect and confirm the fix. Once verified, the status changes to Resolved.
How do I stop receiving emails for a particular issue?	Open the Issue Detail page and click Unfollow. You will no longer receive notifications for that issue.
How do I export my inspection or issue data?	Use Export PDF on the Inspections list, the Issues list, or an individual Inspection Detail page. A one-page Facility PDF Summary is available from the Scorecard, and an Excel export is available from the Issues Aging and SLA Compliance reports. The CSV exports on Overview & Trends are reserved for company staff.
Can I see data from facilities not assigned to my account?	No. The system restricts your view to only the facilities your administrator has assigned to your account.
Who can see the comments I post on an issue?	Your comments are visible to you and all company staff. Staff comments are shown to you only if the staff member explicitly chooses to share them with customers.
How do I contact support?	Use the Support Chat in the navigation bar. If the AI cannot help, click Submit to Support to create a ticket. The admin team responds by email and in-app notification.
Can the AI chat assistant see my facility data?	No. The AI assistant answers general "how to use the portal" questions. It has no access to your inspection records or issue data.

