

JQC Inspector

iPad App · Janitorial Quality Control

Inspector User Manual

Version 1.3 · July 2026 · iPad Edition

For use by JQC field inspectors.

Questions? Contact your supervisor or IT Manager.

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1. Introduction

The JQC Inspector app is an iPad application designed for field inspectors. It allows you to conduct facility quality-control inspections, flag issues with photos, and sync everything to the company server — even when you are offline.

TIP: Read Sections 2–4 before your first inspection. This manual covers every screen and workflow in the app.

Key Capabilities

- Conduct facility inspections using standardized templates.
- Flag issues with photos and severity ratings.
- Work completely offline — all data saves locally first.
- Automatic sync when your iPad connects to the internet.
- View your inspection history and assigned issues.
- Post and read comments on issues.
- Receive announcements and app-update notices from administrators.
- Check your personal dashboard stats.

2. Getting Started

2.1 First Launch

When you open the app for the first time, you will see the Login screen. Your IT manager will provide your username and password.

1. **Choose Your Server** — at the top of the login screen, select the server your company uses (Primary or Secondary). Your IT manager will tell you which one.
2. **Enter Credentials** — type your username and password exactly as given. Both fields are case-sensitive.
3. **Tap Sign In** — the app contacts the server, downloads your reference data (facilities, templates), and takes you to the Dashboard.
4. **Allow Notifications** — when prompted, tap Allow so the app can deliver assignment alerts, issue updates, and announcements.

CAUTION: If you see "Cannot reach the server", check that your iPad has Wi-Fi or cellular data and that the correct server is selected. If your password does not work, contact your supervisor to have it reset via the web portal.

2.2 The Sidebar

After logging in, you see a two-panel layout. The left panel is the sidebar; the right panel shows the selected section.

Section	What It Does
Dashboard	Your personal stats: today's inspections, open issues, scores, and SLA alerts.
My Inspections	Active drafts and recently completed inspections. Tap "+" here to start a new one.
Issues	All issues assigned to you or reported by you. Tap "+" to create a standalone issue.

Section	What It Does
Facilities	Read-only list of your contracted facilities and their areas.
Pending Sync	Shows how many inspections and issues are waiting to reach the server.
History	Completed inspections pulled from the server. Requires an internet connection.
Notifications	Recent alerts and announcements from the server. A red badge shows the unread count.
Settings	Account info, sync controls, cache management, server selection, app version, and log out.

2.3 Online vs. Offline

A thin status bar at the bottom of the screen shows your sync state. The app works fully offline — all your actions save to the iPad immediately. When you go back online, the app syncs automatically.

Status	Meaning
Green — Synced	All data is up to date with the server.
Orange — Pending	You have inspections or issues pending upload.
Gray — Offline	No internet connection. Work continues normally; sync happens when you reconnect.

3. Conducting an Inspection

3.1 Starting a New Inspection

Navigate to **My Inspections** in the sidebar, then tap the **+** button in the top-right corner.

1. **Select a Contract** — tap the Contract picker and choose the contract this facility belongs to. This narrows the facility list.
2. **Select a Facility** — choose the specific building you are inspecting.
3. **Select an Area (Optional)** — if the inspection covers a specific area (lobby, restroom, and so on), select it. Leave blank for a full-facility inspection.
4. **Select a Template** — choose the inspection checklist provided by your supervisor.
5. **Tap Start Inspection** — the app creates a draft and opens the form.

3.2 Filling Out the Form

The inspection form displays questions in a grid layout. Each question type works differently:

Field Type	How to Answer
Rating (1–5 stars)	Tap the number of stars. Leave at 0 (gray) only if the item truly does not apply — unanswered items are excluded from the score calculation.
Pass / Fail	Tap Pass or Fail.
Yes / No	Tap Yes or No.
Checkbox	Tap to toggle. Checked = compliant.
Text / Notes	Tap the field and type your observation.

Field Type	How to Answer
Photo	Tap the camera icon. Choose Camera (take a new photo) or Library (choose existing). Photos upload in the background immediately after capture.
Signature	Use Apple Pencil or your finger to sign. Tap Clear to redo.

TIP: The form auto-saves every 30 seconds. If your iPad locks or you switch apps, your progress is saved. Return to My Inspections to resume.

3.3 Flagging an Issue During an Inspection

If you spot a problem while filling out the form, tap the **Flag Issue** button at the bottom of the form. A panel slides up without leaving the inspection.

- Enter a description of the problem.
- **Severity:** choose Low, Medium, High, or Critical.
- Optionally add up to 5 photos as evidence.
- Tap **Submit Issue**. The issue is linked to the current inspection and area.

You can flag multiple issues during a single inspection. All flagged issues appear in your Issues list.

3.4 Inspector Notes

A text field at the bottom of the form lets you enter free-text notes for the whole inspection. These appear in the completed inspection view and the server record.

3.5 Submitting the Inspection

When you have answered all required fields, tap **Submit Inspection** at the bottom of the form.

- The app calculates your score automatically.
- The inspection status changes from Draft to Completed.
- Your location is captured at submission time if location access is allowed, so supervisors can confirm the inspection was performed on site.
- If you are online, the inspection uploads immediately. If offline, it queues and uploads when you next connect.
- A green success banner appears for 2.5 seconds, then the form closes.

CAUTION: Do not close the app immediately after tapping Submit if you are offline. Wait until you have a connection and the Pending Sync count reaches zero before logging out.

3.6 Deleting a Draft

On the My Inspections screen, swipe left on a draft row and tap **Delete**. You will be asked to confirm. Deletion removes the draft, its photos, and any flagged issues that have not yet synced.

CAUTION: Only draft inspections can be deleted. Completed inspections that have already synced cannot be deleted from the iPad.

4. Issues

4.1 What Is an Issue?

An issue records a specific problem found at a facility — a spill, broken equipment, a safety hazard, or any quality concern. Issues can be flagged during an inspection (Section 3.3) or created on their own (Section 4.2).

4.2 Creating a Standalone Issue

Go to **Issues** in the sidebar and tap **+** to open the New Issue form.

1. **Select a Contract** — choose the contract the facility belongs to.
2. **Select a Facility** — choose the specific facility.
3. **Set Severity** — tap Low, Medium, High, or Critical based on urgency.
4. **Describe the Issue** — write a clear, specific description of what you found.
5. **Add Photos (Optional)** — tap the camera icon to add up to 5 photos as evidence.
6. **Tap Submit** — the issue is saved locally and queued for upload.

4.3 Issue Severity Guide

Severity	Meaning & Response Target
Critical	Immediate safety hazard or major regulatory violation. Resolution target: 4 hours.
High	Significant problem affecting service quality or safety. Resolution target: 24 hours.
Medium	Noticeable deficiency that should be addressed promptly. 72-hour target.
Low	Minor issue or cosmetic concern. 7-day target.

4.4 Issue Status

Status	Meaning
Open	Newly created, not yet being worked on.
In Progress	Someone is actively working on the fix.
Pending Verification	Fix is complete; waiting for a director or admin to verify.
Resolved	The issue is fully closed and verified. Resolved issues are hidden from the main list.

4.5 Issue Detail

Tap any issue in the Issues list to open its detail view. You will see:

- Facility, area (if set), and Assigned To name.
- Severity badge and current status.
- Reported date and reporter name.
- Full description.
- **Photo evidence** — local photos while pending, server photos once synced.

- **Resolution details** — the resolution notes and any resolution photos added by web staff after the fix. These appear below the status control, separate from the original evidence photos.
- Verification details when a director has confirmed the fix.
- Comments thread (requires an internet connection).

Updating the Status

Tap **Change Status** on the Issue Detail screen. A menu appears with the available transitions. Select the new status and confirm. The change queues immediately and syncs when online.

Adding a Comment

Scroll to the bottom of the Issue Detail screen. Type your message in the text area and tap **Post Comment**. Comments are visible to all staff on the web portal.

CAUTION: Comments require an active internet connection. The comment section is hidden when offline.

5. Dashboard

The Dashboard is the first screen you see after login. It shows your personal performance summary.

Title	What It Shows
Today's Inspections	Total inspections you started or completed today.
Completed Today	Inspections you fully submitted today.
Open / In Progress	All open or in-progress issues in your contracted facilities.
Pending Follow-Ups	Inspections flagged as requiring re-inspection that do not yet have a follow-up.
SLA Breached	Issues that have exceeded their resolution deadline (red).
SLA At Risk	Issues past 75% of their resolution window (orange).
Average Score (30 days)	Your average inspection score for the past 30 days. Green ≥ 80%, orange ≥ 60%, red < 60%.
Open Issues by Severity	A row of tiles showing how many critical, high, medium, and low issues are currently open.

Pull down on the Dashboard to refresh the stats from the server.

6. Inspection History

The History section shows your completed inspections fetched from the server. This requires an internet connection.

- Tap any inspection to see the full read-only record, including form responses, score, inspector notes, and any issues flagged during it.
- Scroll down to load more results (30 per page).
- Pull down to refresh the list.

6.1 Re-Inspection

If your supervisor has marked an inspection as requiring a follow-up, you will see an orange **Start Re-Inspection** button on that inspection's detail view.

- Tap the button to open a new inspection pre-filled with the same template, facility, and area.
- Complete the form as usual and submit.
- The re-inspection is automatically linked to the original so supervisors can compare scores.

7. Notifications

The app checks for new notifications every 60 seconds while it is open and you are online.

7.1 Notification Badge

A red badge on the **Notifications** sidebar entry shows how many unread notifications you have received. The count resets automatically when you tap Notifications.

7.2 Notification Inbox

Tap **Notifications** in the sidebar to see your recent alerts. Each notification shows an icon indicating the type of event, the title and a brief description, and a relative timestamp (for example, "2 hours ago").

Notification Type	When You Receive It
Inspection Completed	Confirmation that your submitted inspection was recorded.
Issue Flagged	An issue has been raised at one of your contracted facilities — including problems reported by occupants through a facility QR code.
Issue Resolved	An issue you reported or were assigned has been resolved.
SLA Alert	An issue is approaching or has passed its resolution deadline.
Follow-Up Required	A supervisor has flagged one of your inspections for re-inspection.
Scheduled Inspection	A planned inspection has been assigned to you, is due tomorrow, or is due today. Start it from the web portal (Section 15).
Announcement	A message broadcast by an administrator to your role — for example an app-update notice.

Pull down on the Notifications screen to fetch the latest alerts from the server.

7.3 Announcements & App-Update Notices

Administrators can broadcast a message to everyone in a given role. It arrives through the same notification poll as everything else, so no action is required on your part beyond reading it.

Each time the app comes to the foreground it quietly reports its **app version** and **iOS version** to the server.

Administrators use this device list to identify which iPads are running an outdated build and to send an in-app update notice only to those users. If you receive one:

1. Finish and sync any pending work first — confirm Pending Sync shows zero.
2. Update the app as instructed by IT.
3. Log back in and confirm the Dashboard loads.

NOTE: Announcements are informational only and carry no link. Tapping one simply marks it read.

8. Facilities Browser

The Facilities section is a read-only reference that shows all facilities you are contracted to inspect, grouped by area.

- Tap a facility to see its address, contact person, and list of areas.
- This data is downloaded during sync and is available offline once downloaded.

9. Pending Sync

The Pending Sync screen shows every inspection and issue that is queued to upload. It is a diagnostic screen — you do not normally need to interact with it.

- Each row shows the item type, local ID, and current sync status (Pending, Synced, or Failed).
- Items marked **Failed** have exceeded 5 retry attempts. Contact IT if items stay in Failed status.

CAUTION: Do not log out while items are in Pending status. If you must log out, note the pending count from the Settings screen first and inform your supervisor.

10. Settings

10.1 Account

Displays your username and role. This information is read-only — contact your supervisor to change your role or username.

10.2 Sync

Tap **Sync Now** to manually trigger a sync. This button is disabled when you are offline or a sync is already running. The **Last Sync** timestamp shows when data was last successfully exchanged with the server.

10.3 Clear Reference Cache

This removes the locally stored list of facilities, areas, and templates from your iPad. Your pending inspections and issues are NOT affected. Use this if your facility list looks outdated or incorrect. The data re-downloads automatically on the next sync.

10.4 Server

Shows which server the app is currently connected to (Primary or Secondary). Switching servers requires you to log out — a confirmation prompt appears before anything is changed, and all data pulled from the old server is cleared.

CAUTION: Only change the server if your IT manager instructs you to. Using the wrong server means your data goes to the wrong place.

10.5 App Version

The Settings screen shows the installed app version. This value is also reported to the server automatically so IT can identify iPads running an outdated build (Section 7.3). Quote it whenever you contact IT.

10.6 Log Out

Tap **Log Out** at the bottom of Settings. The app clears all server-pulled data and returns to the login screen. Any inspections and issues you created that are still pending upload are preserved safely on the device.

11. Photo Guide

11.1 Taking Good Evidence Photos

- Frame the entire problem clearly in the shot before taking it.
- Move closer rather than zooming in — optical detail is better than digital zoom.
- Ensure adequate lighting; use the iPad flashlight if the area is dark.
- For floor or ceiling issues, take one wide-angle shot (context) and one close-up (detail).
- Avoid photographing people without their awareness.

11.2 How Photos Are Stored

Photos are saved to the iPad immediately after you take them. They upload to the server in the background — you do not need to wait for each photo before continuing the inspection.

In the Issue Detail screen you see local photos while the issue is still uploading, and server photos once the sync is complete. Photos you take always appear under **Photo Evidence** on the web portal, never under Resolution Details.

11.3 Photo Limits

- Up to 5 photos per issue.
- Photos are compressed to JPEG quality 80% before upload. Very large raw photos are reduced automatically.
- Only JPG, PNG, and GIF images are accepted by the server.

12. Score Calculation

Your inspection score is calculated automatically when you submit. Understanding the scoring helps you fill out forms accurately.

Field Type	Scoring Rule
Rating (1–5)	Only answered items (rated 1–5) count. A rating of 0 means "not applicable" and is excluded from the score calculation.
Pass / Fail	Pass = full credit. Fail = zero credit. Both count toward the total.
Yes / No	Yes = full credit. No = zero credit.
Checkbox	Checked = compliant = full credit. Unchecked = zero credit.
Text fields	Not scored.
Photos / Signatures	Not scored.

The final score is the percentage of points earned out of the total possible from all answered scoreable fields. A score of 100% means every answered item passed.

CAUTION: Leaving a rating at 0 (not tapping any star) is not the same as giving a low score — it tells the system the item was not checked at all. Only leave items at 0 if they genuinely do not apply to this facility.

13. Troubleshooting

Problem	Solution
App says "Cannot reach server"	Check Wi-Fi or cellular data. Verify the correct server is selected in Settings. Try tapping Sync Now. If the problem persists, contact IT.
Inspection will not submit	Check that all required fields are answered (the form shows incomplete indicators). Ensure you are online, or wait until you reconnect.
Photos not appearing after sync	Pull down to refresh on the Issue Detail or History screen. If photos still do not appear, tap the Retry button on the failed photo.
Issue stuck on "Failed" sync	The server rejected the submission after 5 attempts. Screenshot the error and contact IT with your username, the issue description, and the time you created it.
Facility list is empty or outdated	Go to Settings → Clear Reference Cache, then tap Sync Now. Your facility list will be re-downloaded.
Dashboard stats not loading	Dashboard stats require an internet connection. Pull down on the Dashboard screen to refresh.
Forgot password	You cannot change your password from the iPad app. Use Forgot password? on the web portal, or contact your supervisor or IT manager.
I received an update notice	Sync all pending work (Pending Sync = 0), then follow IT's instructions to install the new build. See Section 7.3.
I don't see my scheduled inspections	Scheduled inspections are web-only. Open the web portal and go to Inspections → Scheduled. See Section 15.
App is slow or unresponsive	Close and reopen the app. If it continues, go to Settings → Clear Reference Cache, then Sync Now. If it persists, restart the iPad.
Wrong server selected	Go to Settings → Server. Select the correct server. You will be asked to confirm and log out. Log back in after the switch.

14. Quick Reference

Starting an Inspection

1. My Inspections → tap "+"
2. Select Contract → Facility → Area (optional) → Template
3. Tap Start Inspection
4. Answer all questions — add photos as needed
5. Tap Submit Inspection

Flagging an Issue

1. During an inspection, tap Flag Issue at the bottom of the form
2. Enter description and set severity
3. Optionally add photos
4. Tap Submit Issue

Creating a Standalone Issue

1. Issues → tap "+"
2. Select Contract → Facility
3. Set severity and description
4. Optionally add photos
5. Tap Submit

Logging Out Safely

1. Confirm Pending Sync count = 0 (check the Pending Sync screen)
2. Settings → Log Out

SLA Resolution Targets

Severity	Resolution Target
Critical	4 hours
High	24 hours
Medium	72 hours (3 days)
Low	120 hours (5 days)

15. Web-Only Features

Some parts of the JQC system are available in the web portal but not (yet) in the iPad app. If a notification or a supervisor refers to one of these, open the web portal at <https://jqc.itservicesinc.com>.

Feature	Where To Use It	Notes
Scheduled Inspections	Web → Inspections → Scheduled	Planned one-time or recurring visits assigned to you. Reminders arrive on the iPad as notifications, but there is no scheduled-inspection list or Start action in the app.
Handled By (Janitorial Staff / Facility Staff / External Vendor)	Web → Issue detail	Set and displayed on the web only. The iPad issue screens are unchanged.
Facility QR codes and the occupant "Report a Problem" page	Web → Facilities → QR Code	A public web page. Issues created that way appear in your Issues list like any other issue.
Reports (Overview & Trends, Issues Aging, SLA Compliance)	Web → Reports	The iPad Dashboard shows personal stats only.

Feature	Where To Use It	Notes
Changing your password	Web → Profile, or Forgot password?	The iPad app cannot change passwords.

*For technical assistance, contact your IT Manager. For inspection guidance, contact your supervisor.
JQC Inspector App Manual — v1.3 — July 2026*