

## Select Home Cleaning: Cleaner App FAQ

### Welcome!

This is your go-to guide for everything you need to succeed as a Select Home Cleaning partner. We're here to make sure you feel confident, supported, and ready for every job.

## 1. Getting Started

### How do I log in?

Use your email and password. If you forget your password, tap *Forgot Password*. We'll send you a reset link instantly.

### What if I haven't finished my onboarding?

Before you can take jobs, you'll need to upload your documents, complete your WHMIS training, sign your contract, and get assigned to a tier. Don't worry, we'll guide you through every step.

## App Tips

A few quick reminders before you get started:

- Turn notifications on so you never miss a job offer or message.
- Keep your profile photo up-to-date. This helps customers recognize you.
- Double-check your availability before accepting jobs.
- Always ensure you're using the latest version of the app for the best performance.

## 2. Jobs & Scheduling

How do I accept or decline a job?

Go to the *Job Offers* section in your sidebar. You'll see all open jobs available in your area.

Tap *Accept* or *Decline*. If you decline, select the reason so we can reassign it quickly.

### What if I'm running late?

Tap *Report Late Arrival* in the job details. We'll automatically notify the customer.

### What if I can't access the property?

Tap *Report Access Issue* in the job details and leave a quick note or photo. It protects you and helps us handle it fast.

### What if I'm booked for two jobs in one day?

That's great! Just make sure you leave enough time between jobs for travel and photo uploads. Always mark your first job as *Complete* before starting your next one.

## 3. During a Job

**Do I need to bring my own supplies?**

Check out the *General Instructions* section in the job details. Some customers provide supplies; others expect you to bring your own.

**How do I communicate with the customer?**

Use the *Messages* tab in the app. It keeps all communication with your customer professional and documented.

**What if I notice damage or something unusual?**

Take photos and log it under *On-Site Issue*. This keeps you covered and ensures fairness.

**What should I do if I feel unsafe or uncomfortable?**

Your safety always comes first. Step outside if needed and contact *Admin Support* immediately through the app.

**Can I play music or talk on the phone while cleaning?**

We ask that you keep distractions minimal to maintain focus, especially in occupied homes.

## **4. Completing a Job**

**How do I mark a job complete?**

Tap *Complete Job*, check your end-of-job checklist, and upload all before and after photos.

**That button is gray!**

A gray button means a required task or photo hasn't been completed yet. Double-check your uploads.

**Everything is done and it's still gray.**

If all looks right but you can't complete it, contact the admin team. We'll review it and help you move forward.

**Should I talk to the customer before I leave?**

Yes, if they're home. A friendly check-in goes a long way toward great ratings and repeat jobs.

## **5. Payments & Tiers**

**When do I get paid?**

Payouts are processed once your job is completed and approved. You'll see your balance in *Wallet* → *Payouts*. Payments usually appear within 2–3 business days, depending on your bank.

**How do payouts work?**

Payments go straight to your linked bank account. You can update your details anytime under *Settings* → *Payouts*.

**What are cleaner tiers?**

Tiers reflect your reliability, ratings, and consistency. Higher tiers = better job access and bonus eligibility.

## 6. Support & Escalations

### Who do I contact if I need help during a job?

First, message the customer in-app. If that doesn't solve it, tap *Escalate to Admin* in the job details.

### What if I have an emergency?

If it's urgent or dangerous, call 911 first.

For time-sensitive but non-emergency issues, please contact the admin team. We monitor urgent requests 24/7.

### What if I need help after hours?

We monitor high-priority messages around the clock. Non-urgent questions are typically answered the next business day.

## 7. My Account

### How do I update my profile or password?

Go to *Settings* → *Profile* or *Settings* → *Change Password*.

### How do I update my availability?

You can adjust your days and hours under *My Availability*. Only accept jobs you're sure you can complete on time.

### Can I take a break from cleaning?

Yes! If you need time off, go to *Settings* → *Contact Support* and request temporary deactivation. You can return anytime when you're ready.

We're committed to helping you succeed and grow with Select Home Cleaning. Thank you for being a part of our trusted, professional cleaning community.