rest easy

CUSTOMER HANDBOOK

Clear records. Confident teams. Better spaces.

Your practical guide to setting up Rest Easy and making it part of the daily routine.

> Set up your locations. Record the work.
> Respond to issues. Review the evidence.

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For administrators, managers and cleaning teams

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New to Rest Easy? Start with Quick Start: Your First Restroom in chapter 2. Need help now? Chapter 14 lists problems by symptom.

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01 Introduction

Rest Easy helps businesses record restroom checks, collect customer feedback and follow operational issues through to resolution. It gives managers a record of who submitted a check, where it was recorded and when it was saved. Hotels, hospitality venues, service stations and multi-site operators can use the same structure for their premises.

A staff check and a customer report are different records. A check is an authenticated staff action. Feedback is an anonymous customer submission through a public sign. A customer report does not establish that a staff member inspected the room, and a staff check does not independently prove every surface was cleaned.

Use Rest Easy alongside your cleaning procedures, supervision and immediate safety response. The platform supports accountability and recordkeeping; it does not certify hygiene, replace risk assessment or guarantee that accidents cannot occur.

Your daily rhythm: review priorities, carry out the physical work, record the check, respond to reported problems and review outstanding exceptions. Staff can complete authorised checks without an individual cleaner being assigned to each scheduled window.

1.1 Choose the right guide for your role

- **Business administrator — Head Office Administrator:** set up locations, manage users and review account information for your organisation.
- **Area Manager:** review and manage only the business units assigned to you.
- **Unit Manager:** manage the site you are authorised to use.
- **Cleaning staff — Staff:** inspect rooms, record checks and use the issue actions permitted to your account.

Your menu shows the actions available to you. A missing menu may reflect your role, assigned locations or available features; ask your administrator before requesting wider access.

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02 Getting started

For business administrators

2.1 Quick Start: Your First Restroom

Activate	Create site	Add restroom	Add team	Assign sign	Record a check

1. **Activate:** open your genuine setup invitation, choose your password and sign in.
2. **Create a site:** open **Business units**, confirm the address and operating timezone, then save.
3. **Add a restroom:** open **Control Points**, create the room under the right site, then use **Set expected checks** to configure its routine.
4. **Add the team:** create or invite users, choose suitable roles and assign only their required sites.
5. **Assign the sign:** scan the supplied unassigned sign with an authorised manager account and select the intended room. Install and test it with real phones.
6. **Prove the routine:** carry out a real inspection, record the check and find the saved event in the manager view.

> **Good to know**
>
> Have your site details, staff details, supplied signage and a connected compatible phone ready. Allow extra time for invitations, mounting signs and testing devices.

2.2 Activate your account

1. Open the genuine account setup invitation requested for your business. Check the sender and the website address before entering a password.
2. Follow the password setup link and create a unique password. Setup links are time-limited and single-use; an old link may no longer work after a replacement is issued.
3. Open https://www.resteasy.ie/app/login.php and sign in using your own account details.
4. Complete any required password change. If access is still pending, contact the person arranging your account rather than submitting another paid order.

Account setup depends on your arrangement with Rest Easy. Some applications need approval before access is available. Keep your account confirmation and wait for setup instructions rather than submitting another application.

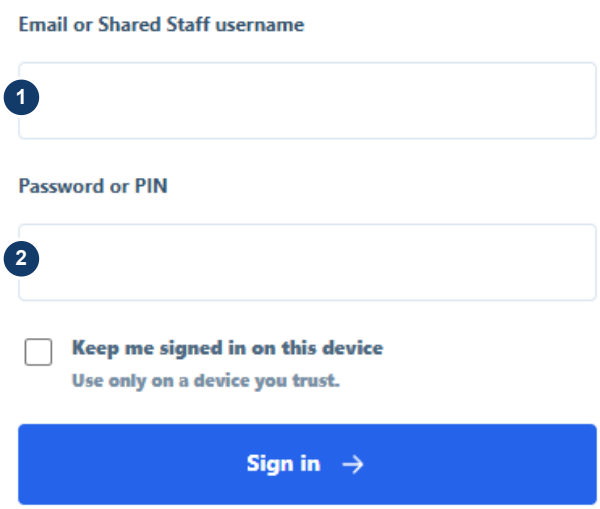


Figure 2.1. Sign in using your own account.

1. Enter your own username or email.
2. Enter your password, then sign in.

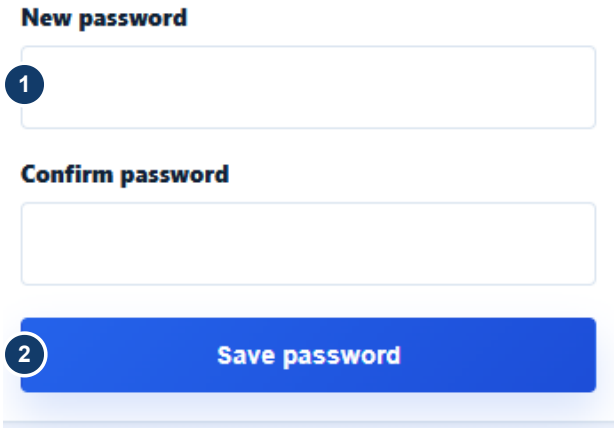


Figure 2.2. A genuine setup link opens the password creation form; no password is prefilled.

1. Create and confirm your own password.
2. Save your password, then sign in.

2.3 Set up a first location

1. As a Head Office Administrator, open **Business units** and create or confirm the first site.
2. Use an unambiguous site name, correct address and local timezone. Review the business classification; a unit normally inherits it unless overridden.
3. Open **Control points**, create a restroom under that site and select the enabled **Restroom** type.
4. Set the expected-check schedule to match the real operating routine. A location without a schedule is unconfigured, not automatically compliant.
5. Add the team and give each person access only to the sites they need.
6. Assign and install the correct physical sign, then test both the staff and customer journeys.

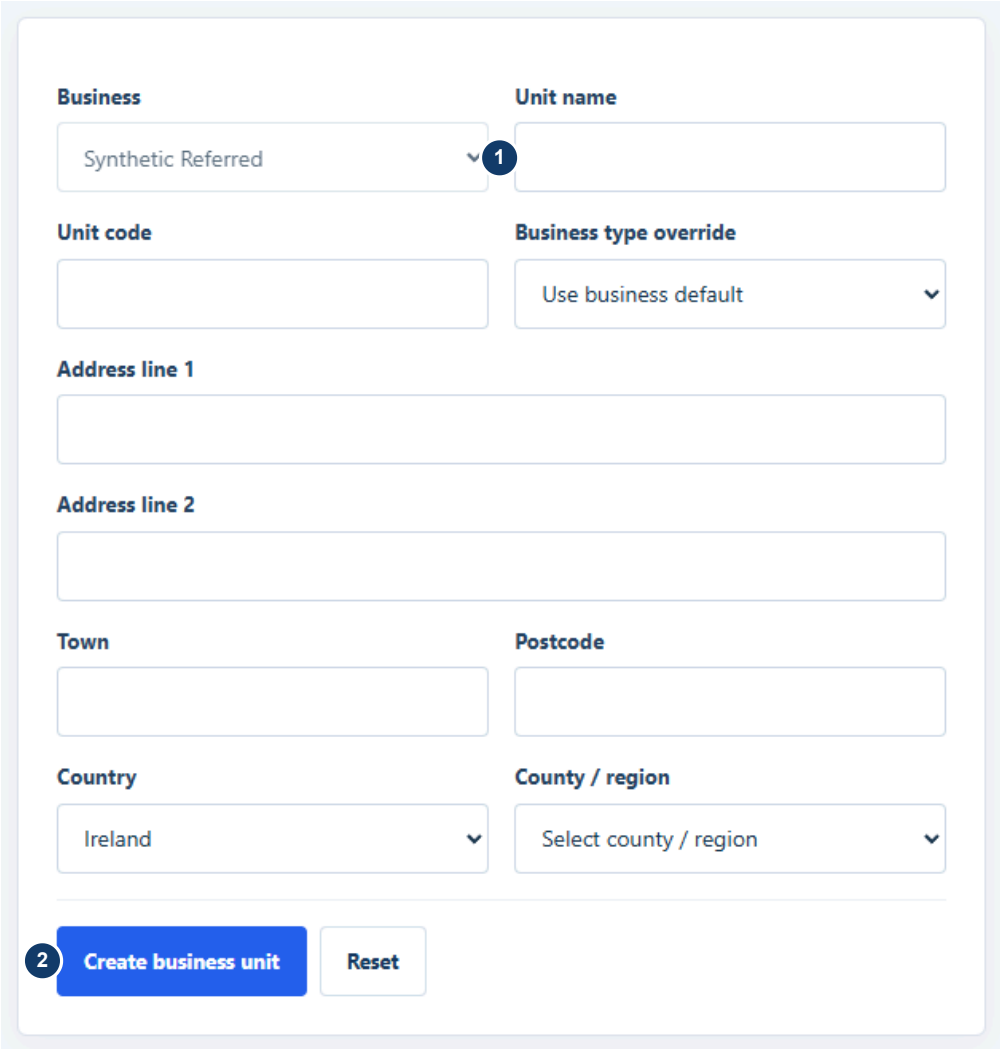


Figure 2.3. Complete the site details, then create the business unit.

1. Enter the site name and required details.
2. Create the business unit and check the saved list.

2.4 Confirm that setup works

Record a real inspection. Confirm **Check recorded**, the room, time and staff member, then find the event in the manager view. Where issue reporting is enabled, complete a clearly labelled training report and resolve it after the test.

Before opening to customers, confirm a named manager knows how to respond if either the sign or notifications fail. Your physical safety procedure must continue when the application is unavailable.

03 Business administration

For business administrators and managers with the relevant controls

The structure is **Business** → **Business units** → **Control Points**: your organisation, its sites and the restrooms within each site. For example: Harbour Hospitality → Riverside Hotel → Ground-floor Gents Toilet.

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To create a site, follow Set up a first location. To update it, open its edit action in **Business units**, check the details and save. Changing a site name does not move records between businesses.

3.1 Create your first restroom

1. Open **Control points** and select **Create control point** where available.
2. Select the correct business unit and enabled type, then enter the name used on site.
3. Add a useful description if needed, such as “opposite reception”. Avoid staff personal information in names visible on customer feedback screens.
4. Select **Create Control Point** and confirm the saved message.
5. Follow **Set expected checks** to choose the schedule, then review the room details and sign assignment before use.

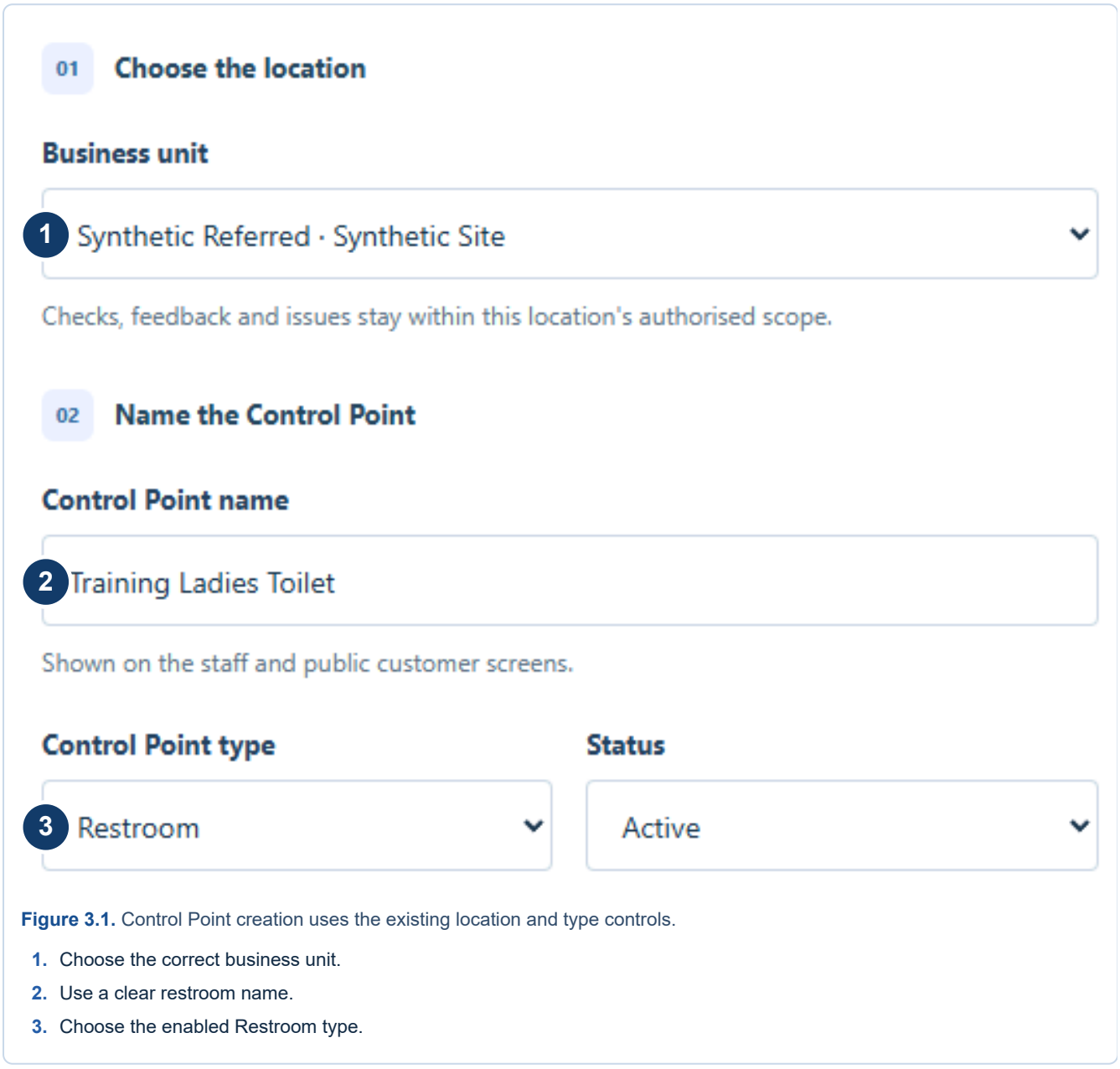


Figure 3.1. Control Point creation uses the existing location and type controls.

1. Choose the correct business unit.
2. Use a clear restroom name.
3. Choose the enabled Restroom type.

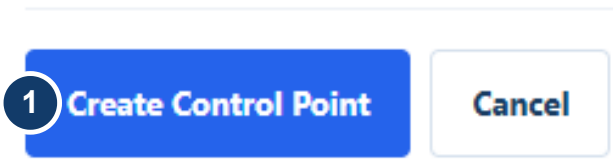


Figure 3.2. Save the new Control Point, then follow the saved-page link to set expected checks.

1. Create the room, then follow Set expected checks on the saved page.

Use consistent names: “Ground floor · Ladies”, “First floor · Accessible” and “Staff Toilet”. Different premises should not share a room record. Purchased capacity limits the number of active Control Points; ask your business administrator to review capacity if creation is blocked.

3.2 Set opening hours and timezone

1. Open the site's edit action in **Business units** and find **Operating hours**.
2. Confirm the timezone and choose the date the new hours start.
3. Set each day to closed, open with the correct times, or open all day. Check any overnight opening carefully.
4. Save the operating schedule. It starts on the displayed future local date, rather than changing earlier records.

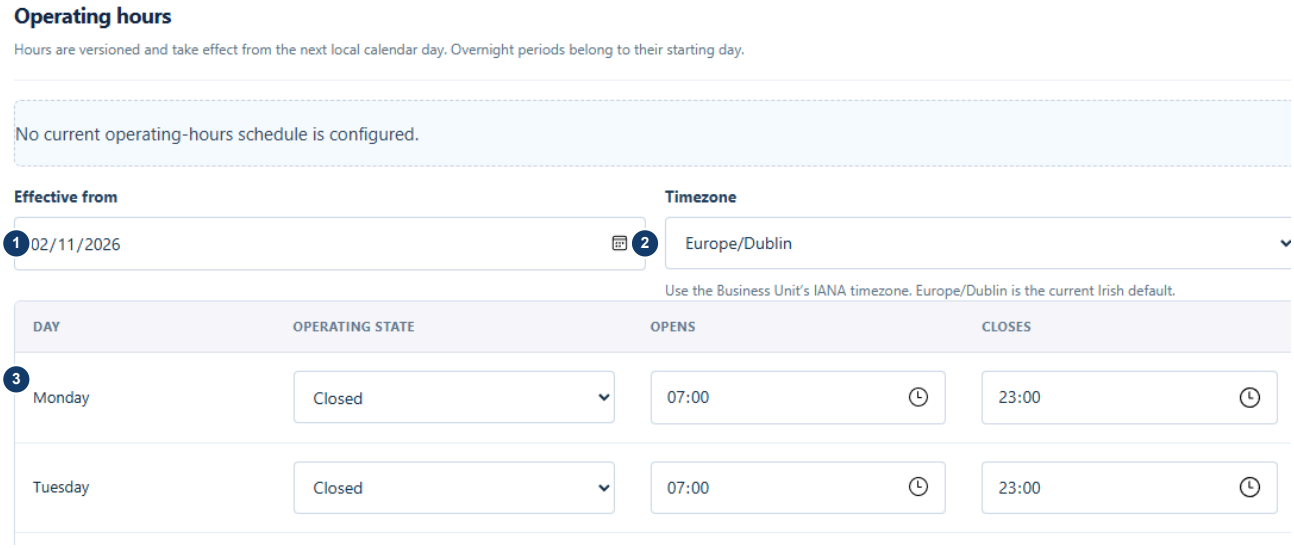


Figure 3.3. Set the site's operating hours before relying on expected-check figures.

1. Choose the date the hours take effect.
2. Confirm the location timezone.
3. Set each day; the first two weekdays are shown here.

3.3 Set the expected-check frequency

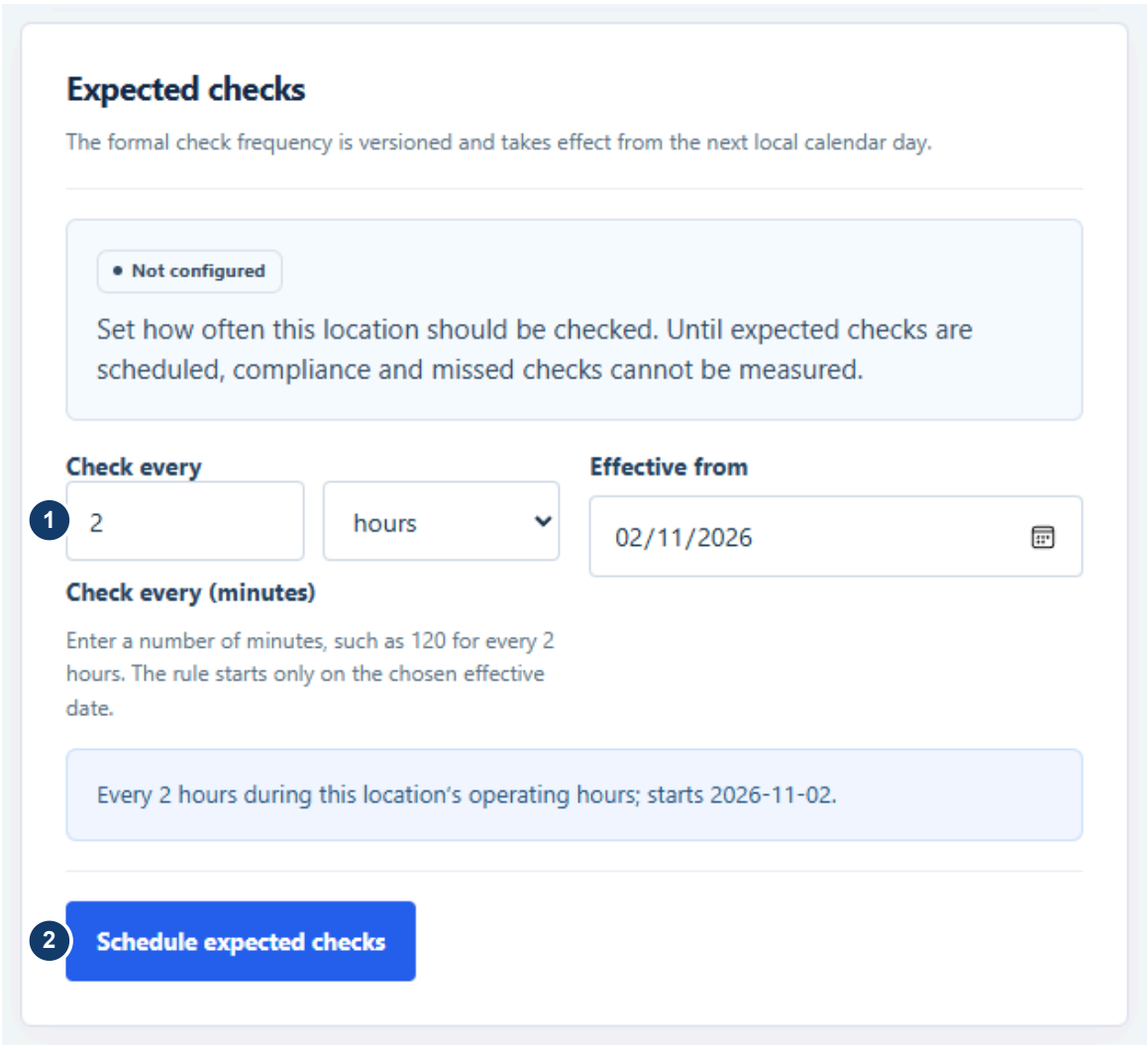


Figure 3.4. Choose the restroom's check frequency and the date it starts.

1. Choose the expected frequency and effective date.
2. Save the rule and review its start date.

1. Confirm the room and site. Use the business unit's actual opening hours.
2. Choose the expected frequency and effective date.
3. Select **Schedule expected checks** and review the saved or future-scheduled state.

> **What happens next**
>
> A future rule starts on its displayed local date. Until a rule is active, the room may remain unconfigured.

3.4 Schedules, closures and inactive rooms

Expected checks depend on saved operating hours, frequency, timezone and applicable exclusion days. Review overnight opening carefully: an operating period may cross midnight. Exceptional closures mean no check is expected in the excluded period. Notification pauses are different: checks are still expected and misses still count.

Where an edit form exposes an active/inactive control, use it for the actual operational state. Retain historical records; do not create a replacement just to hide missed checks. If the required closure or business-detail control is unavailable to your role, ask your business administrator or Rest Easy support.

04 Users and permissions

For business administrators and managers permitted to manage users

Use named accounts wherever practical. The customer role called **Head Office Administrator** is the business administrator. An **Area Manager** can work across assigned units. A **Unit Manager** manages their assigned site. **Staff** can perform authorised checks and issue actions, without general access to customer administration or billing.

Permissions are limited by both role and location assignment. Being assigned to two units does not grant access to other sites. Some menus are deliberately absent for frontline staff. Rest Easy's platform administration role is not a customer role.

4.1 Add and assign a person

1. Open **Users** using an account permitted to manage users.
2. Choose the creation action and enter the person's work details.
3. Select only a role you are authorised to grant and the required business-unit assignments.
4. Save and arrange the account setup invitation through the available control.
5. Ask the user to complete setup, sign in and confirm the intended locations are visible.

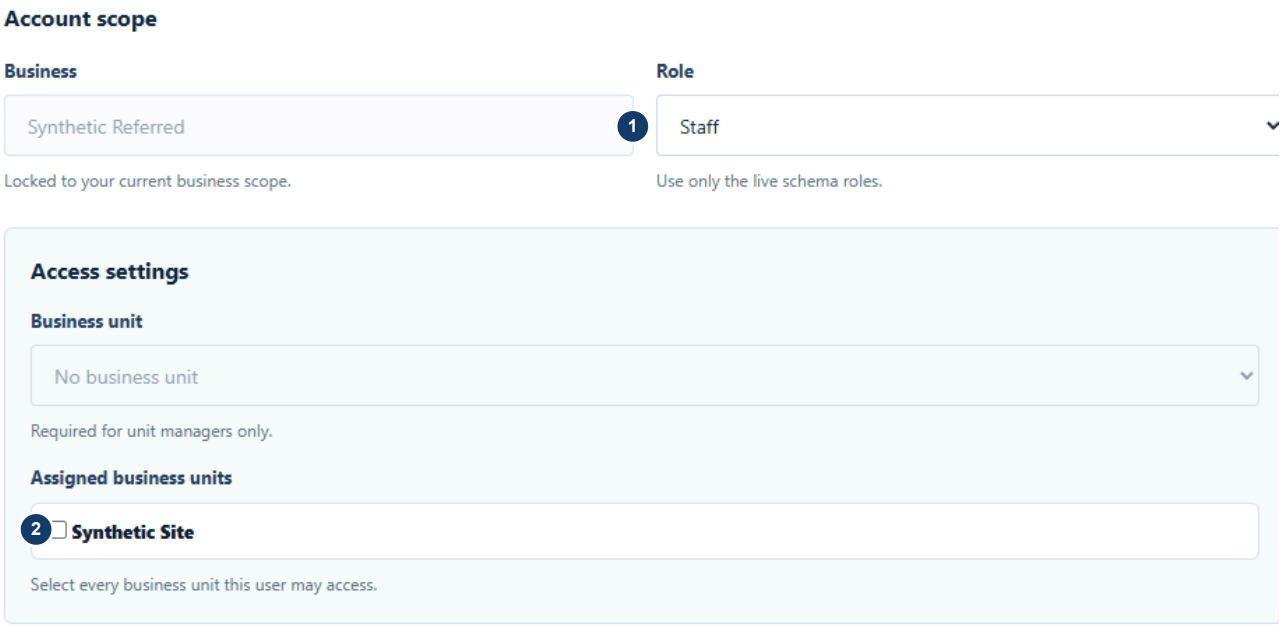


Figure 4.1. Choose the person's role and assigned sites.

1. Select the appropriate role.
2. Assign only the required business units.

When a person changes role, review their unit assignments as well as their role. When they leave, deactivate or revoke access through the user-management controls. Do not share their login with a replacement employee. Historical attribution should remain attached to the original staff member.

4.2 Personal and shared phones

A valid personal-phone session normally persists between routine scans. Staff should not need to enter a PIN on every scan. Reauthentication can still be required after expiry, inactivity or a security event.

Shared devices can use the existing shared-staff username/PIN workflow where configured. Ensure the acting staff member is correctly identified. Never leave an administrator session available to everyone using a shared device. Lock the device when unattended and log out when handing it to another person.

If you forget a password or an invitation expires, contact your business administrator for the supported recovery/resend route. Do not guess passwords repeatedly or send passwords in support email. Your administrator can advise on the recovery options available to your account.

05 Digital restroom checks

For cleaning staff and authorised managers

5.1 Before the first check of a shift

1. Confirm which rooms are in service and which routine your manager expects.
2. Check your phone has a connection, charge and the necessary account access.
3. Confirm the room name before recording anything. A successful scan of the wrong sign still identifies the wrong room.

There is no individual cleaner assignment or cover-management requirement. Follow the business's rota and safety procedure; any appropriately authorised staff member can perform a check.

5.2 Scan → Inspect → Record → Confirm

1. At the correct room, tap the staff NFC sign with a compatible phone. Open the link if prompted.
2. Sign in only if your session is not valid. Confirm the displayed Control Point name.
3. Perform the physical inspection and any required work. Scanning alone is not completion.
4. If useful, open **Add a note (optional)** and enter factual check notes. Do not put passwords, medical information or unnecessary personal information in a note.
5. Select **Complete check** once. While **Recording check…** is displayed, wait for the result.
6. Confirm **Check recorded** and review the recorded time and staff member before leaving.

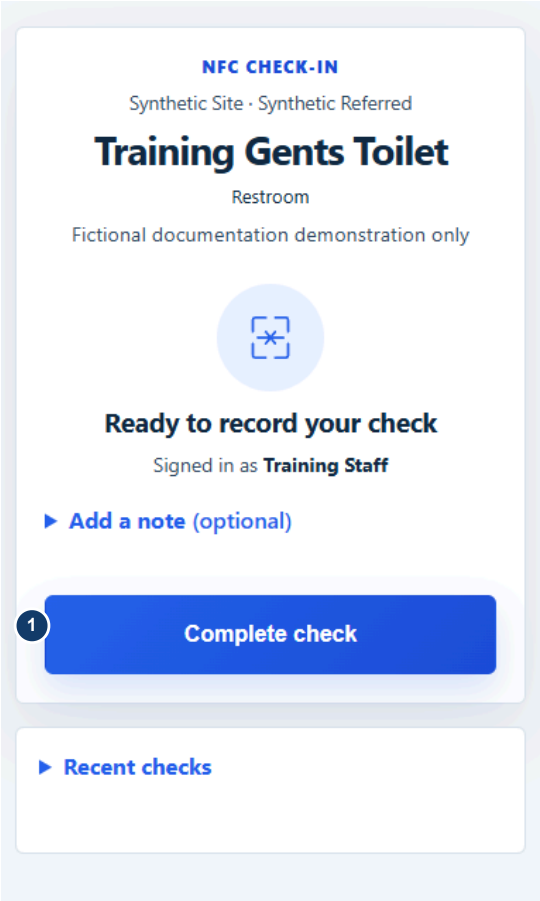


Figure 5.1. Confirm the restroom, then select Complete check after doing the work.

1. After the inspection and work, select Complete check.

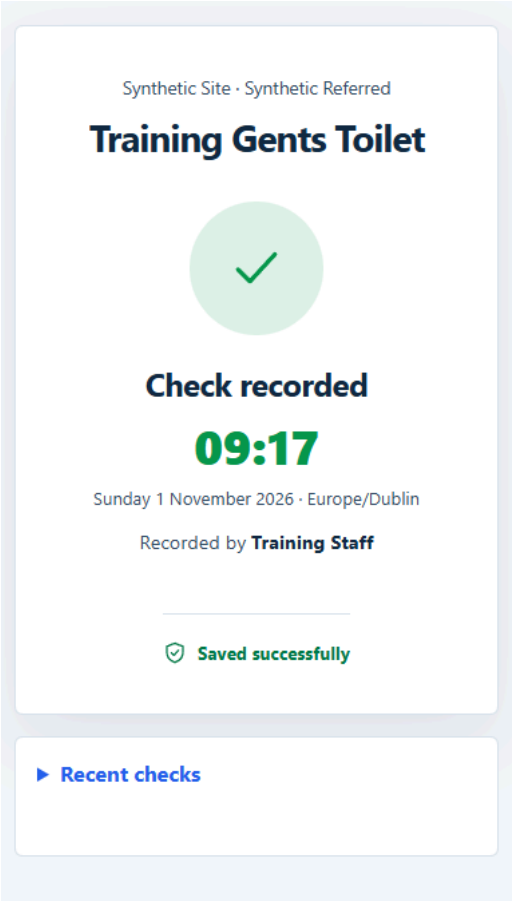


Figure 5.2. Check recorded confirms that the inspection record was saved.

The check form records completion and allows an optional note. Your local cleaning checklist may contain more physical tasks than the application asks you to enter.

A customer QR code can open the feedback journey rather than a staff check. Do not submit a customer rating as evidence of a staff inspection. Use the staff route supplied with the sign and your authorised account.

5.3 Errors, retries and mistakes

If the result is unclear, keep the page open and allow the page to recover the result. Do not repeatedly start fresh scans to force a result. If necessary, ask a manager to check the room history before trying again. A loading state or offline page is not confirmation that a check was saved.

Completed records form an audit history. Do not assume a completed check can be edited or backdated. If a mistake occurs, tell a manager, retain the original event and use the available factual note/support procedure. Never record work that has not taken place.

06 Customer feedback

For customers; managers review reports where permitted

Scan QR	Choose rating	Select issues if needed	Submit	Thank you

Customers scan the public feedback QR sign and see the identified business/room. They choose **Poor**, **Okay** or **Great**, can select applicable predefined issues, then select **Submit feedback**. They do not need an account, PIN, name or email. There is no public free-text comment field in the approved journey.

Each rating can be submitted without selecting an issue. More than one category can be selected. The selected issue categories, rather than the mere presence of a low rating, drive the configured issue-creation workflow. Positive ratings are still recorded. Available features depend on your plan: Essentials can collect ratings, while Premium enables customer-feedback visibility and customer issue reporting.

After a successful submission, the thank-you screen confirms receipt. A repeated or rate-limited attempt may be refused; the customer should wait rather than repeatedly resubmit. A report represents what a customer submitted, not an independently verified inspection.

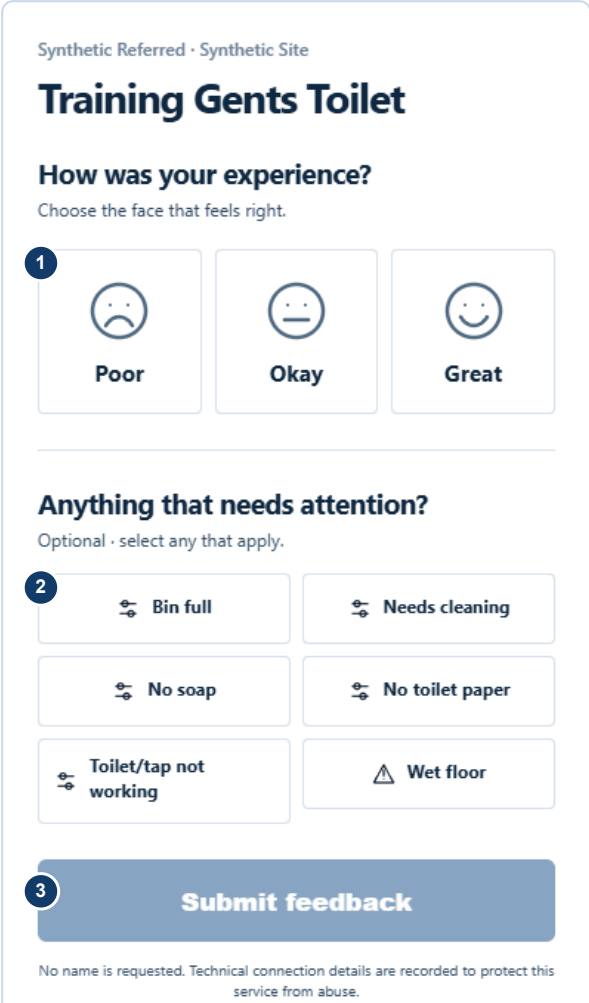


Figure 6.1. Customer feedback is separate from staff check-in.

1. Choose Poor, Okay or Great.
2. Optionally select the issues that need attention.
3. Submit once and wait for the thank-you message.

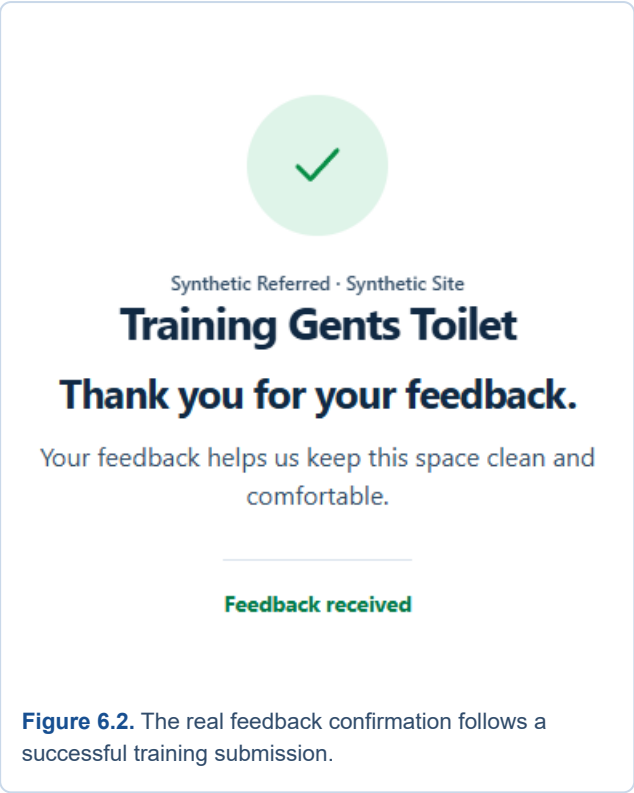


Figure 6.2. The real feedback confirmation follows a successful training submission.

Feedback does not request a customer's identity, but technical request information such as IP address and browser details can be processed for security and abuse prevention. “Anonymous feedback” should not be described as “no technical information is ever collected”. Refer privacy questions to the published privacy notice.

07 Issue management

For managers and staff with issue access

Customer report	Manager reviews	Acknowledge	Correct	Resolve	Review history

An **Open** issue has not yet been acknowledged or resolved. **Acknowledged** means someone has recognised it and begun handling it. **Resolved** means the recorded corrective action is complete. The system records acknowledgement and resolution separately; acknowledging is not a substitute for fixing the problem.

1. Open **Open Issues** or a permitted room detail/check view.
2. Confirm the room, reported issue, priority, opening time and displayed deadline.
3. Inspect the actual problem. Take immediate physical safety precautions where needed.
4. Use **Acknowledge** when taking responsibility under your business's procedure.
5. Perform the corrective work, then use **Resolve** and enter any required resolution information.
6. Confirm the saved result and review the room's history.

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Do not assume an issue has been assigned to a particular cleaner. Notify the appropriate person through the business's procedure when responsibility needs coordination. Recurring problems may need a maintenance response rather than repeated cleaning alone.

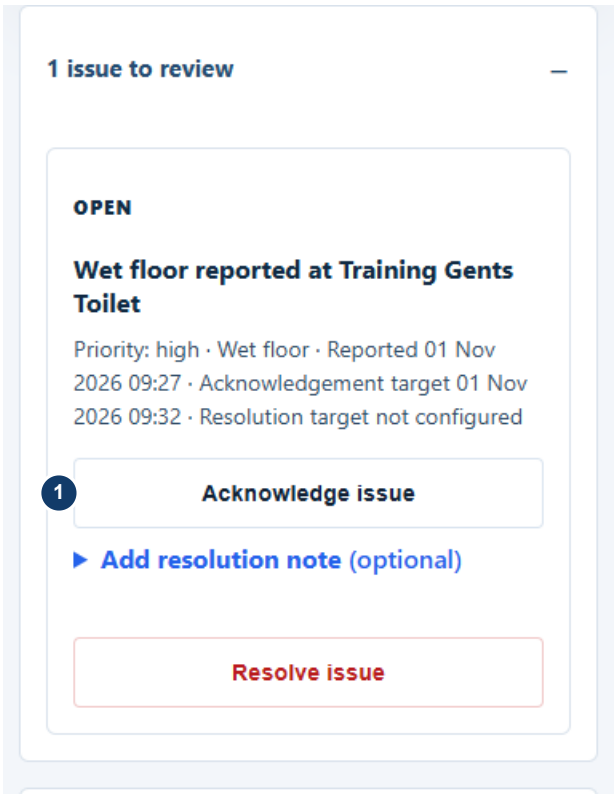


Figure 7.1. Open the reported issue and inspect the actual condition before acting.

1. Acknowledge after reviewing the actual problem.

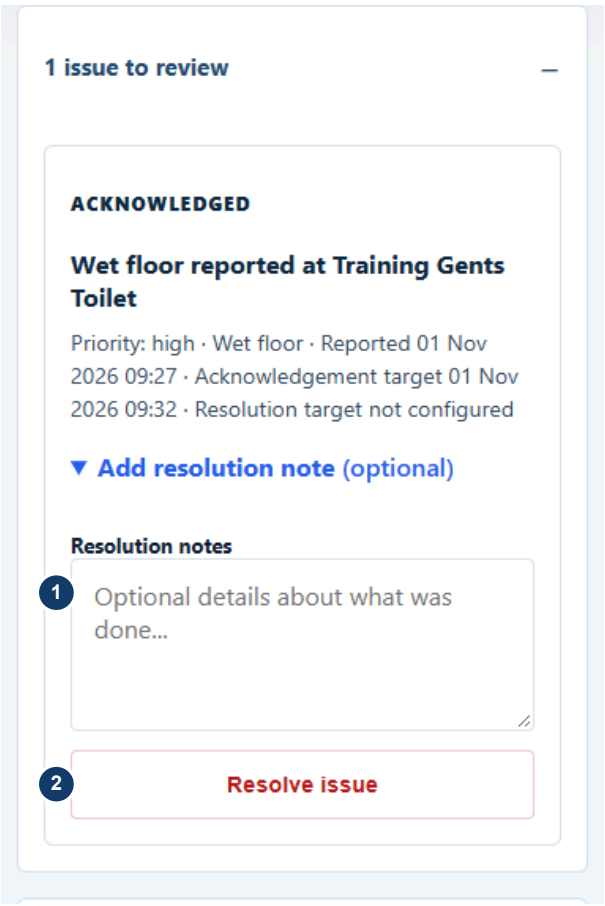


Figure 7.2. Acknowledgement records recognition; resolution is still a separate action.

1. After corrective work, enter a factual resolution note.
2. Resolve only when the corrective work is complete.



Figure 7.3. The real resolution confirmation follows the corrective-action submission.

> **What happens next**
>
> Acknowledgement records when someone began handling the issue. Resolution records when corrective work was completed. Review both in the room history.

Acknowledgement and resolution can have different targets. Read the deadline shown for the issue and follow your business procedure. Acknowledging an issue does not stop the need for corrective work.

Use room history and permitted reports to review resolved work. Ordinary **Open Issues** views may intentionally exclude resolved records; an empty filtered list does not establish that no earlier issues existed.

08 Notifications

For authorised managers; account settings may be administrator-only

Notifications support, rather than replace, an agreed response procedure. Recipients depend on current roles, unit assignments and configured policies. A person who loses access should not continue receiving operational information simply because they received an earlier alert.

Customer issue alerts and escalations operate independently of missed-check notification pauses. An acknowledged but unresolved issue can still require attention under its configured policy. Alert timing depends on your settings and successful delivery.

8.1 Missed-check notification pauses

1. Open **Missed-check notifications** if your role permits it.
2. Select the permitted location, enter **Pause until** and a factual **Reason**.
3. Save and verify the expiry shown. Revoke the pause early when it is no longer needed.

A pause records who requested it, the reason and its time range. It expires automatically. Expected checks and compliance history continue; missed windows are not erased. Use schedule exclusions for a genuine exceptional closure, not a notification pause.

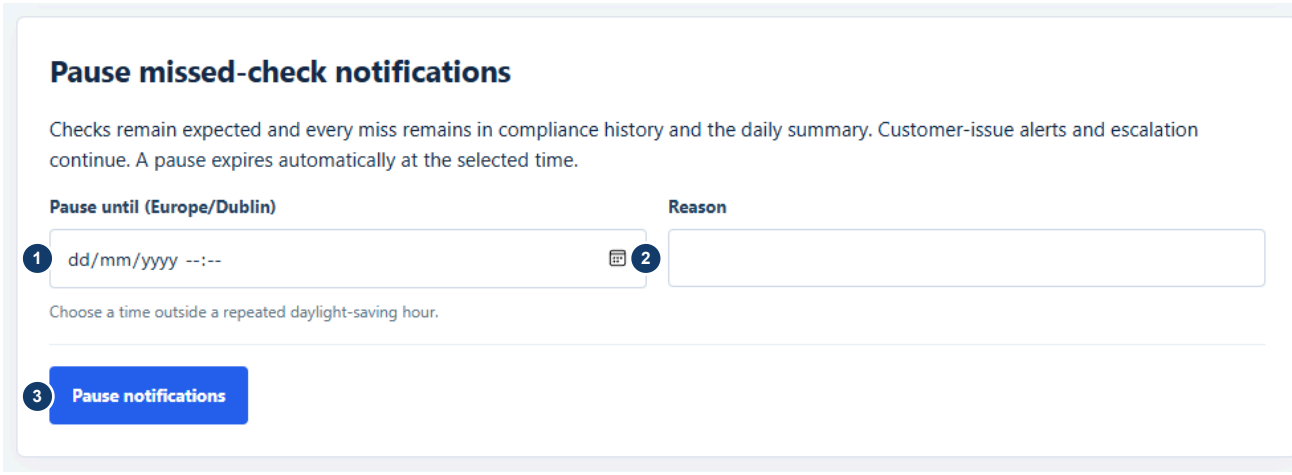


Figure 8.1. The notification pause records an expiry and reason for the permitted unit.

1. Set the local expiry date and time.
2. Record why notifications are paused.
3. Save and check the expiry; checks still count.

Area Managers receive consolidated daily exception summaries for their assigned locations, normally at 18:00 in the business unit's timezone. Business administrators can configure the summary time. Each summary covers the period since the previous summary. It includes missed checks even when immediate notifications were paused, and labels those pauses clearly. No exception email is sent when there are no reportable exceptions.

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Push notifications require a supported browser/device, notification permission and successful registration. Use **Enable notifications** where shown. An email can leave Rest Easy successfully without reaching your inbox. If an alert is missing, check the in-app record, site assignments, preferences/device permissions, spam filtering and any visible delivery warning; escalate through support without delaying physical action.

09 Dashboards and reporting

For business administrators, Area Managers and Unit Managers

The management dashboard puts outstanding actions before historical detail. Review the selected sites and dates before interpreting any figure. An unavailable metric is not zero, and an unconfigured schedule is not a missed expected check.

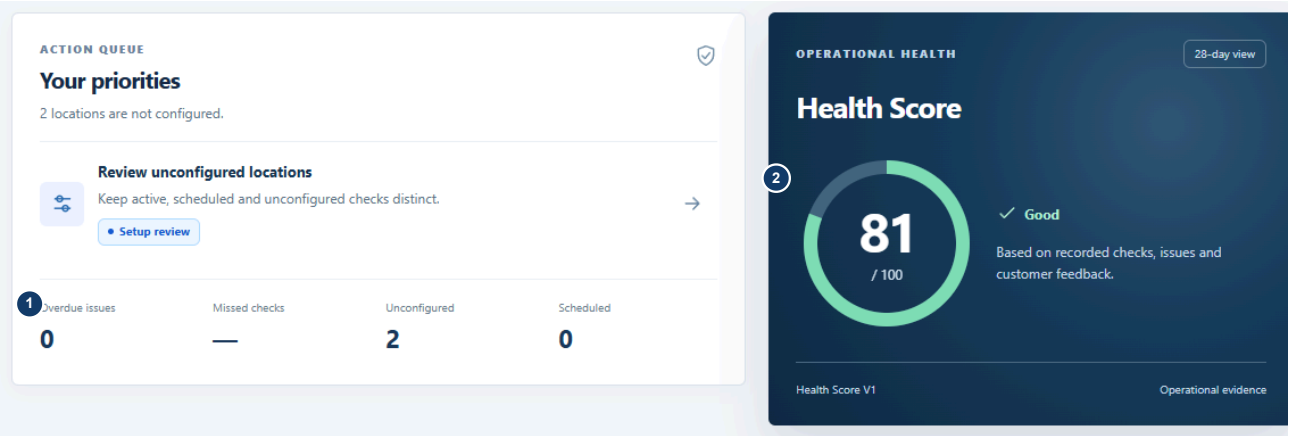


Figure 9.1. Read priorities, KPIs and history links within your authorised dashboard.

1. Read misses, overdue issues and unconfigured rooms separately.
2. Read the Health Score with its available evidence.



Figure 9.2. Read each dashboard measure separately; unavailable is not zero.

1. Unavailable compliance needs schedule setup; it is not zero.
2. Open issues include open and acknowledged reports.
3. Resolution time measures completed corrective work.
4. Customer experience uses recorded ratings.

9.1 Read the dashboard from top to bottom

1. **Confirm location and time.** Check the sites and period represented before comparing results.
2. **Start with actions.** Open an outstanding issue or a location requiring attention. A preview is a shortcut, not a complete history.
3. **Read each KPI separately.** Completed checks, missed windows and overdue issues measure different things.
4. **Review the Health Score where available.** Check whether it has enough data; it is a guide to recorded activity, not a hygiene certificate.
5. **Open history or Reports.** Follow the related links for older records and use the same location/date filters.

> **Good to know**
>
> A dash, unavailable result or unconfigured location is not zero. Configure the schedule before drawing conclusions about missed checks.

Completed checks are saved staff events. **Missed expected checks** are scheduled windows without a completed check that meets the schedule requirements. **Overdue issues** are unresolved or unacknowledged problems that have breached an applicable target. **Unconfigured locations** need schedule setup. These categories answer different operational questions and should not be added together as if they were the same thing.

A later check can restore the current operational state without deleting a genuine earlier miss. A temporarily suppressed notification does not improve compliance figures. Health Score, where available, is an application indicator based on its configured inputs, not a hygiene certificate or legal-compliance assessment. Do not compare sites without checking schedule coverage and data completeness.

9.2 Run a report

1. Open **Reports** with a permitted manager account.
2. Select the date range and the site/Control Point filters available to your role.
3. Apply the filters and check that the requested locations and dates are shown.
4. Review full-result totals and page through the records. A five-item preview is not the full history.
5. Use the export control where provided, then store the file with appropriate access restrictions.

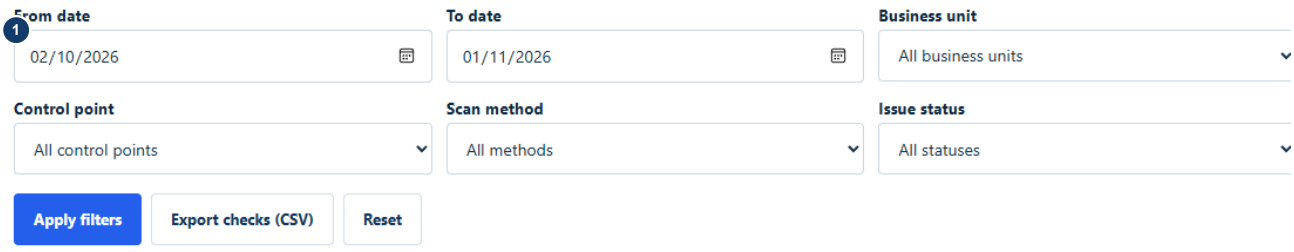


Figure 9.3. Reports use the same permitted locations as the application.

1. Choose dates and permitted locations, then apply filters.

Use on-demand reports and the room histories available to your role. Store exports securely and share them only with people who need access.

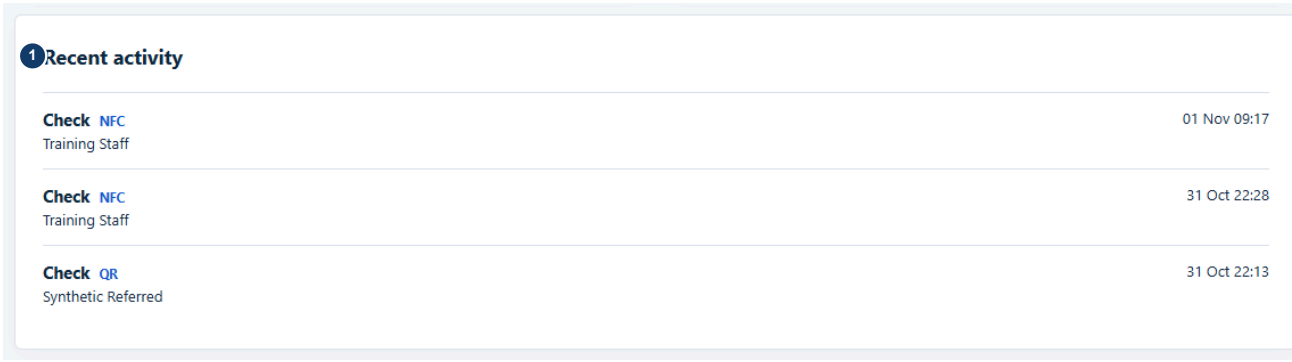


Figure 9.4. Review the saved staff checks for this restroom.

1. Check the recorded staff member, scan method and local time.

10 Signage

For authorised managers assigning signs

Rest Easy signs identify a specific journey and location through their existing secure links. A prepared sign may be valid but unassigned. Assignment to a customer location is a separate authorised action; payment does not prove that a physical sign has been installed.

1. Check that the sign is the intended staff NFC or public feedback sign.
2. Use an authorised manager account to follow the first-scan assignment flow where the sign is unassigned.
3. Select the correct business unit and Control Point, confirm the action and check the resulting destination.
4. Fit the sign in a visible, accessible position close to the relevant restroom. Keep QR markings flat, clean and unobstructed, with clear surrounding space.
5. Test a real phone scan from the customer's viewing position and a compatible staff NFC tap.
6. Confirm both destinations identify the intended room before opening the area for use.

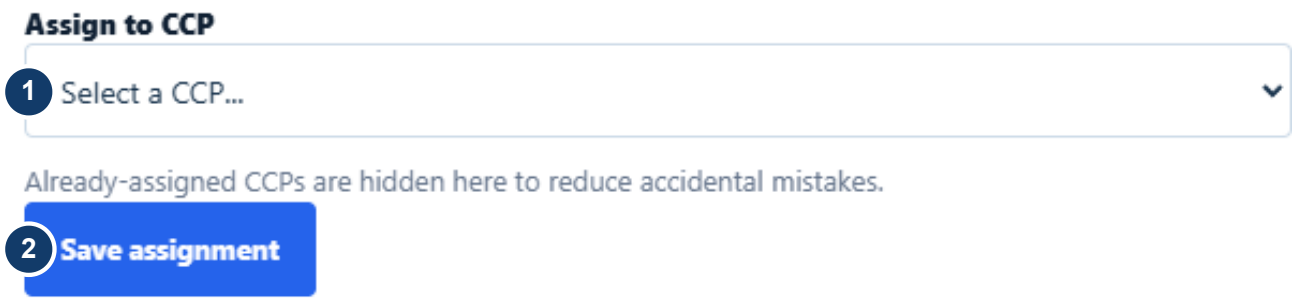


Figure 10.1. Use the real sign and Control Point controls; do not invent a replacement identifier.

1. Select the intended available restroom.
2. Confirm assignment, then test both sign journeys.

Metal surfaces, phone cases, device antenna positions, glare and damaged printing can affect scanning. Follow the supplied sign and mounting guidance; check the supplied instructions for positioning and mounting. Request a replacement through Rest Easy when a sign is damaged. Do not regenerate the printed code or reuse another site's sign without authorised reassignment.

11 Mobile and PWA

For everyone using a phone

Rest Easy works in a supported mobile browser. You can also add it to your home screen where your device supports this. A home-screen app still needs an internet connection and a valid sign-in.

11.1 Android: open or install

1. Open **Chrome** on your Android phone and visit www.resteasy.ie/app/.
2. Sign in with your own account. Confirm the correct business or restroom.
3. Open Chrome's ⋮ menu. Choose **Install app** or **Add to Home screen** if offered; the wording depends on your browser version.
4. Follow the device prompt. Open the new Rest Easy icon and check that your account is shown.

> **What happens next**
>
> A Rest Easy shortcut opens the application without searching for the website each time.

11.2 iPhone: add to the home screen

1. Open **Safari** and visit www.resteasy.ie/app/. Sign in.
2. Open Safari's **Share** menu. Scroll through the actions and select **Add to Home Screen** where available.
3. Confirm the name and select **Add**. On versions offering **Open as Web App**, leave it enabled for the app experience.
4. Open Rest Easy from the home screen. Sign in again if the installed app asks you to.

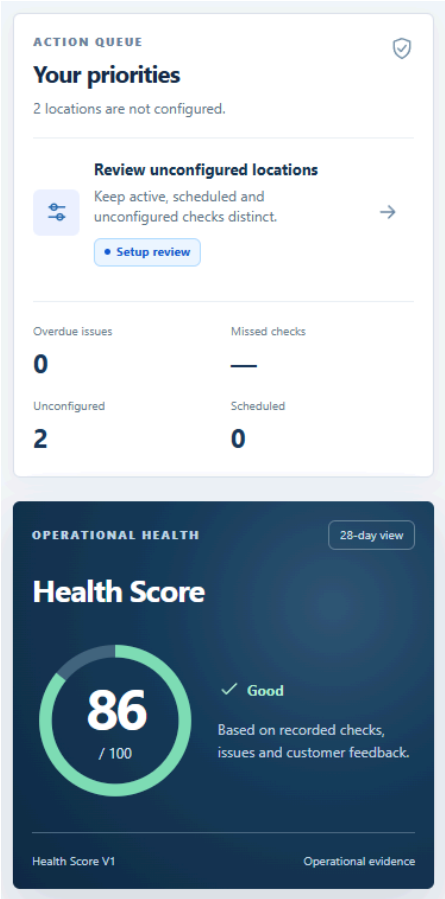


Figure 11.1. The real mobile dashboard; menus depend on your role.

Menu names and installation options vary by device and browser version. If the option is missing, open the address directly in Chrome or Safari rather than inside an email or social app. Your business administrator can help check device restrictions.

For current browser menu guidance, see Google's Android web-app instructions and Apple's iPhone home-screen instructions.

11.3 Scan and remain signed in

For a staff check, tap the supplied NFC sign with a compatible phone and open the link offered by the device. Android devices may have an NFC setting that must be switched on. iPhone support depends on the model and tag; try the top of the phone near the sign and follow its notification. For public feedback, open the phone camera, point it at the QR code and follow the displayed link.

A valid personal-phone session normally avoids repeated sign-in during routine checks. If your session expires, sign in again and return to the sign. Shared phones must identify the person doing the work using the agreed account or shared-staff process. Never save an administrator login on a shared cleaning phone.

11.4 Connection and notifications

Stay connected while recording checks or feedback. Rest Easy does not save checks offline for later upload. A loading screen is not a saved record: wait for **Check recorded**. If a submission is uncertain, keep the page open and ask a manager to check history before starting again.

Where available, use **Enable notifications** in the account menu and follow the device permission prompt. Support varies by browser and installation method. If notifications fail, use the in-app records and your site's safety procedure; do not wait for a phone alert before dealing with a hazard.

Related: record a check · scanning problems.

12 Subscriptions and Account Management

For business administrators

Your available features, control-point allowance and subscription terms depend on your organisation's agreed Rest Easy plan. Your administrator can review the current account information or contact Rest Easy for assistance.

12.1 Review your account

1. Sign in with your Head Office Administrator account.
2. Open **Subscriptions** from the menu available to you.
3. Find the correct business unit. Read its **Status** and active dates.
4. Check the renewal and read-only information shown. Contact Rest Easy if the dates do not match your agreement.

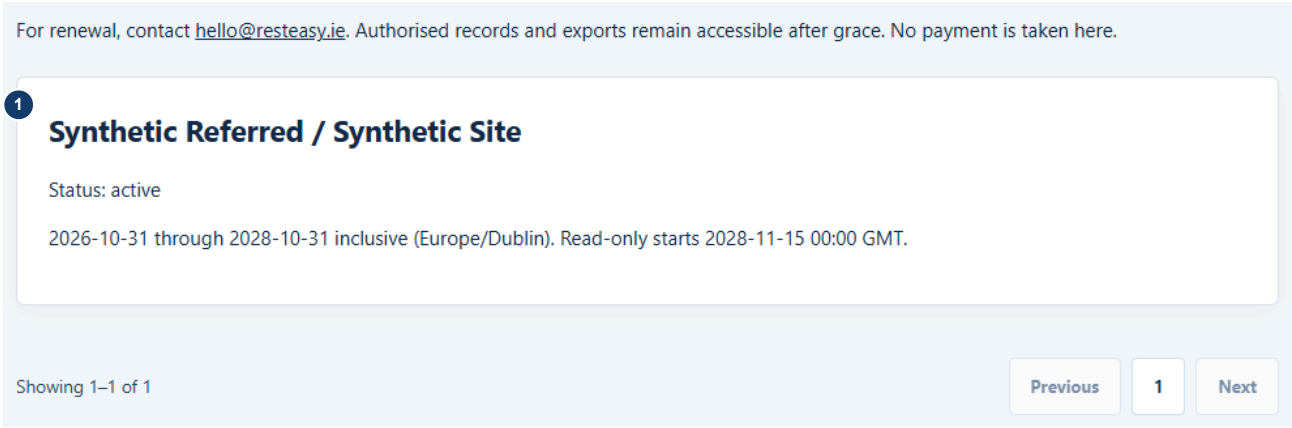


Figure 12.1. Read the account status and active dates for the correct business unit.

1. Read status, active dates and renewal information for this unit.

> **What happens next**
>
> You know which locations have active access and where to request renewal help.

12.2 Features, allowances and changes

Available features and the number of Control Points you can create depend on your agreed plan. Check the controls and account information available to your role. If an action is unavailable, ask your business administrator to check both permissions and subscription access.

To request a plan, capacity or account change, contact hello@resteasy.ie. Include your business and location names, the change needed and a contact person. Never email a password or card details. Where your account provides billing controls, review the confirmation and effective date before submitting a change. Payment and invoice information varies by customer arrangement; refer to your individual agreement or invoice.

12.3 Renewal, expiry and restored access

Review renewal information before the displayed end date. Administrators may receive account notices in Rest Easy and by email. During an applicable renewal grace period, the application shows warnings while normal operations continue. After that period, new operational activity becomes read-only. Authorised historical records, exports and account administration needed for renewal remain available.

Contact Rest Easy to confirm renewal, cancellation or missing account documents. Keep the confirmation and effective date. When access is reactivated, permitted operations resume without changing historical records. The dates and terms shown for your organisation govern your account; do not use another customer's arrangement as a guide.

Related: missing access · roles and permissions.

13 Security and privacy

For everyone

Use a unique password and a locked device. Never share an administrator password with cleaning teams or put account credentials in check notes. Rest Easy checks role and assigned locations; access to one site does not authorise another. An unexpected denial should be reviewed as a permission question, not bypassed by copying a colleague's session or a guessed room address.

Returning staff sessions can remain valid for routine scans, but the application can require reauthentication. On shared devices, verify the acting person and sign out when changing users. If a device is lost or an account is misused, notify your business administrator promptly and follow its account-revocation procedure.

Customers do not enter their identity on the feedback form, but technical information may be processed for security. Keep personal information out of public room names and restrict downloaded reports to people who need them. Refer to the published privacy notice and your agreement for data-handling and retention information. Contact Rest Easy with privacy questions.

Audit records help explain what was recorded, by whom and when. They do not prove a customer's report is true or that a physical inspection occurred exactly as described. If you need a data-access, correction, deletion or retention decision, contact Rest Easy through the published support/privacy route. Do not delete operational history simply to improve a dashboard figure.

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14 Troubleshooting

Start with your business administrator for access or site setup. Contact Rest Easy for persistent application or account problems.

14.1 I cannot sign in

1. Open the correct Rest Easy address and use your own account details. Check capitals and accidental spaces.
2. Complete any required password change. Stop repeated guesses.
3. Ask your administrator to check activation and access, or request a replacement setup link. Never send a password to support.

14.2 My staff member cannot see a restroom

1. Confirm which account is signed in, especially on a shared phone.
2. Ask an authorised manager to check the person's role and business-unit assignments.
3. Check that the location is active and account access permits the action. Do not grant access to unrelated sites to work around a problem.

14.3 The NFC sign does not respond

1. Check phone compatibility, connection and the NFC setting where applicable.
2. Hold the correct antenna area near the sign; try removing a case that may interfere.
3. Tell the manager if the sign is damaged or still fails. Follow the site's temporary procedure; do not invent a saved check.

14.4 The QR code will not open

1. Use the normal camera or supported QR reader with a connection.
2. Improve lighting, avoid glare and keep the code unobstructed.
3. Check the destination identifies the right restroom. Ask your manager to review a damaged, retired or incorrectly assigned sign.

14.5 My check has not appeared

1. Check the room, location, date filters and local time.
2. Look for **Check recorded**. A spinner or lost connection does not confirm a save.
3. Keep the page open and ask a manager to inspect room history before starting a fresh submission.

14.6 A customer report is missing

1. Confirm the room and date filters, and whether the customer saw the thank-you message.
2. Ask your administrator to check feedback access under your plan.
3. Check ratings separately from issues. A low rating does not automatically create an issue; selected categories matter.

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14.7 I am not receiving notifications

1. Open the in-app issue or exception record and deal with the real condition first.
2. Check location assignments, browser/device permissions and spam folders. A missed-check pause does not stop customer-issue alerts.
3. Contact Rest Easy with the room, approximate time and expected alert type if the problem persists.

14.8 The dashboard looks incorrect

1. Refresh while connected. Check selected sites, date range and timezone.
2. Check schedule coverage. **Unavailable** or **unconfigured** does not mean zero.
3. Compare room history with the same period. Send a safe screenshot to support if the discrepancy remains.

14.9 I cannot install the app

1. Open Rest Easy directly in Chrome on Android or Safari on iPhone, rather than an embedded browser.
2. Follow the phone installation instructions. Check for device or organisation restrictions.
3. Continue using the browser if installation is unavailable; ask your administrator for help with the device.

14.10 I need help with my account

1. Review **Subscriptions** and your organisation's agreement or invoice.
2. Contact hello@resteasy.ie with your business name and the help needed. Do not place another order to repair an uncertain payment.
3. Include the page, approximate time and a safe screenshot for an application problem. Never send passwords, card details or unrestricted customer exports.

> **Important**
>
> Urgent hazard? Follow your on-site safety procedure immediately. Rest Easy support is not an emergency response service.

15 Frequently asked questions

For everyone

Does scanning prove cleaning happened? No. It identifies the operational context; a saved check records an authorised submission. Staff still perform the physical work.

Do customers need an app? No. The public feedback journey opens from the QR sign without customer login.

Will every Poor rating create an issue? No. Issue creation depends on the selected categories, enabled plan/type and existing rules.

Must staff enter a PIN every time? Not with a valid personal session. Shared-device and expired-session requirements still apply.

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Can we operate without a connection? Do not rely on offline recording. Wait for confirmation that your check was saved after reconnecting.

Can one person work at two sites? Yes, when an authorised manager assigns both units. This does not grant access to all other sites.

Does a later check remove an earlier miss? No. Recovery and historical compliance answer different questions.

Does pausing alerts stop checks being expected? No. Use a genuine schedule exclusion for an exceptional closure.

Can we change a printed sign's identifier? Do not regenerate it. Use authorised assignment/reassignment and support for damaged signs.

Does acknowledged mean resolved? No. Resolution has its own action and timestamp.

Where can I get help? Start with your business administrator for access and local procedures. Contact hello@resteasy.ie for account or product support; talk@resteasy.ie remains a published Rest Easy contact. Never send a password.

16 Glossary

For everyone

Business: your customer organisation.

Business unit: a site or location within it.

Control Point / CCP: the individual restroom being monitored.

Expected-check window: a period in which a configured check is expected.

Missed check: an expected window without a completed check that meets the schedule requirements.

Unconfigured: a location without the required schedule setup.

Acknowledgement: recognition that an issue is being handled.

Resolution: the recorded completion of corrective work.

Escalation: configured further notification when issue conditions remain unmet.

Exclusion day: a schedule closure where no check is expected.

Notification pause: a temporary, audited stop to missed-check notifications, not to recording misses.

PWA: the website installed on a supported device so it opens like an app.

Active dates: the period your organisation is authorised to use its subscription.

Grace: a limited renewal period before read-only restrictions.

Audit history: retained evidence of recorded actions.

Sign assignment: linking a prepared physical identifier to an authorised room.

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