

All the washroom servicing information you need, when you need it



Frequently Asked Questions (FAQ)

1. What is myCalmic?

A comprehensive online reporting tool for customers' peace of mind in tracking and monitoring your Hygiene solutions and services engaged with **Calmic**. The portal provides a 24/7 access secure login to all **Calmic Hygiene** customers as a complimentary value added service, a platform designed to create complete visibility and clarity on Initial's services.

2. Who is entitled to myCalmic?

As our valued customers, all myCalmic account/contracts owners are automatically registered for myCalmic account. You will receive a private and confidential account login and activation email separately.

3. What are the features and benefits of myCalmic?

- Capture real time data from multiple sites and view information 24/7
- Validate signatures online for proof of delivery
- Customise your preferred reports and manage compliance documents
- Retrieve and download up-to-date documents on your service history and records
- Easy transfer of data into customers' management systems
- Information are kept safe with hashed passwords, https encryption and back-up data center

4. What is the various information or data we can view?

Information including visit details base on multiple contracts or premise view, proof of delivery or service report, visit history along with the timing and name of technician, next visit, contract or account details are available for online- filing and downloadable in PDF or Excel format.

5. How do we login or access to myCalmic?

You may visit <https://myaccount-asia.rentokil-initial.com/myInitial/kdw> and enter your login ID and password to access.

6. How do we find details on the last visit made by the technician on site?

If you have access to multiple sites, click on the relevant site from the list, or use the search tool to find the relevant site. When viewing the **Site Overview**, basic details on the last visit can be seen on the right hand column. To find out more on visit details, click on the **date**.

7. How can we find out when is our next visit from the technician?

The date will be shown on the site overview screen at the bottom of the right hand column. To view specific details of the next visit to be carried out at your site, click on the **Visit Planning** tab.

8. How may we view the signature that was captured during recent visits?

To view the signature that was captured during the recent visit, click on the **Visit History** tab. This will display a list of recent visits and its details. You may use the filter function to specify either visit type or time period of the visits that are displayed in the list. In the right hand column, a cross or a tick will indicate whether a signature has been stored from the visit. Depending on which date you are interested click on the date on the first column. This will download the pdf file which is the service receipt along with the signature.

9. How can we extract data from the portal?

mycalmic offers a full reporting system that allows data export into a PDF or Excel format quick and easy. The report section also allows you to specify the data you wish to export. You may also configure your bespoke report that is sent out regularly to a list of recipients.

Click on the **Report** tab at the top of the screen. Existing reports are displayed on the left and can be edited, deleted or generated. To generate a new report, click on the **Report Generation** button on the right hand side of the screen and follow the prompts in the reporter builder to export your data.

Online filing cabinet is available, with the download function containing information you would need from Initial.

10. How can we view our past historic data?

You may select the **Visit History** tab, to view all your past visits and click specifically on the date you wish to view for more details.

11. Who can we approach if we have more queries relating to mycalmic?

You may click the **Contact Us** tab found on the screen or alternatively, you may call the hotline at 0800 1 333 777 or email to ihs-custcare-id@rentokil-initial.com

12. What is the password policy for mycalmic?

The password has the following criteria:

- Must be between 8-15 characters
- Must contain at least 1 letter
- Must contain at least 1 number
- Must contain at least 1 special character from !@#\$%^&*()_

Please note to ensure security the password will expire every 90 days

13. What is the browser version to be used?

We support the following browsers:

- Google Chrome
- Internet Explorer 9 or higher

14. How secure is my data?

mycalmic has been designed as a secure site, ensured by:

- A password protected system with controlled access lists
- Encrypted communications
- Data is managed at a secure data centre with an established disaster recovery