Reportable

User Guide

www.reportableapp.com

support@reportableapp.com

Download

To download Reportable go to the 'App Store' for iPhone users or the 'Play Store' for Android users. Search for 'Reportable' by RH Environmental and tap 'Get' or 'Install' to download the app.

Register

Open the app and click on 'Create an account'. First, you'll need to enter the organisation you would like to submit your reports to and select it from the drop-down menu, followed by the email address you would like to use. If you have already used an RHE product before you will be informed at this point and you'll be able to use these existing details to log in. If you haven't used an RHE product before, please continue and complete the sign-up process.

To finalise the Reportable sign-up process, you will need to confirm your email address. To do this you will need to sign in to your email address and click the 'Confirm my account' button in the conformation email sent to you by account@rheglobal.com. Once confirmed you can return to the app and sign in.

When logging in for the first time you will be asked to read through our 'Terms of Service' and 'Conditions of Responsible Use'. You will need to accept these to use the service.

On your first login you will also be asked to enter your home address along with your living arrangements and age range. Please note this must be as accurate as possible to support your investigation.

You will be presented with the Diary screen and you're now able to submit your report. Start by tapping the plus button at the bottom right-hand side.

Note: If your Service Provider runs a pre-approved policy, you will be informed by email that you have not yet been confirmed by your Service Provider. Your reports will still be stored but for your organisation to receive your submissions you must contact your Service Provider for approval.

Submit a report

1. Get Started - Tap the plus symbol in the bottom right-hand side, followed by 'Create a new Case'.

2. Select Category - You will be asked what category your report relates to. This is to make sure it's investigated by the right department in your subscribing organisation.

3. Select Source - On the next page you will be asked to select the specific source for your report from the provided list. **Note:** If the source is not listed then your subscribing organisation will not accept these reports through Reportable.

4. Select Photos - Once you have selected the source, you will have the opportunity to add photos of the evidence, either from your gallery of pictures stored on your phone that you have already taken, or you can use Reportable to take a photo. You can skip this stage if you have no evidence to attach to the case. **Note:** Not all Sources will allow you to take a picture when selected, this is to ensure your safety is not compromised when trying to report.

5. Impact - The next step will appear differently depending on the category and source chosen. This section will ask you to complete several questions relating to the source chosen. Please answer these as accurately as possible to help your investigator.

6. Select Location - At this stage you can report where the incident has taken place. You can either select from the map by holding down on the pin and moving it to the location you believe the incident is occurring. Alternatively, you can provide an address if you know it. If you are in Offline Mode, you will need to enter the address manually.

7. Additional Information - Next, you can add additional information to the report, e.g. how it has affected you.

8. Confirmation - If you are happy with the information presented on the confirmation screen press the 'Submit Report' button.

9. Approval Needed - If your Service Provider runs a pre-approved policy, you will need to check your emails as we will have emailed you with the next steps.

10. Diary Screen - Your first entry will populate your diary screen (the app's home screen). The newest report will always appear at the top of the screen with all your previous reports listed below. Please keep the app open after submitting your report, to allow the information to be pushed through to your service provider. Once you have submitted your report you will see a tick within a circle (✅), this means the report has been successfully uploaded to your Service Provider.

11. Detail Screen - By tapping a created case on the Diary screen this will provide a summary of the information relating to each report entered on that case.

At the bottom of this screen you will see the + symbol; by tapping this you will see two options:

a. **'Add a report to this case' -** this will allow you to continue to add reports to the already ongoing complaint to help build your case.

b. **Write a message' -** this will allow you to send messages directly to your investigator. When receiving replies you will receive notifications on the app and by email. A symbol with a red circle with the number of messages you have received inside will appear on the case on the diary screen.

Settings

Click the three black lines in the top left of the screen to open the following settings:

1. **Profile -** The Profile page will allow you to view and change your personal information.

2. **Language -** This will allow you to chase language when using Reportable.

3. **About -** This will inform you what version of Reportable is currently installed as well as reviewing Terms of Service.

4. **Logout -** To Exit the app.