



How to complete the Digital Proof Certificate

Contractor instructions – required on every visit

The form lives at: <https://certificate.alwayscleanmaintenance.ca> – this is the only link you need. Save it to your home screen (Section 1). If you were sent a different link earlier, use this one.

THE SHORT VERSION

- | | | | | |
|---|---|--|---|---|
| 1
Set up the form on your phone (once, before your first job) | 2
Jobber: Pre-Service Checklist before you touch anything | 3
Do the work, then fill in the certificate and tap Save PDF | 4
Attach the PDF in Jobber, then email a copy to the office | 5
Jobber: Before You Leave checklist – last box confirms the certificate – then leave |
|---|---|--|---|---|

All of this must be done before you leave the site – not later that evening.

BEFORE YOUR FIRST JOB

Do these at home or in the office, where you have Wi-Fi. Ten minutes, once.

- ☐ **Save the form to your phone** – open the link above and follow Section 1 below.
- ☐ **Open it from the home screen icon** and check you see the Always Clean logo and the “Fill in” form.
- ☐ **Open the Jobber app**, log in, and open your next visit. Check you can see its two checklists – **Pre-Service Checklist** and **Before You Leave**. If you can’t log in or can’t see your visits, tell the office **now**.
- ☐ **Find your Downloads folder** so you recognise it later: iPhone → **Files** app → Browse → **Downloads**. Android → **Files** or **My Files** → **Downloads**.

1 · SAVE THE FORM TO YOUR DEVICE

You only do this once. After it is saved, the form opens from an icon on your home screen, like an app.

iPhone or iPad

1. In **Safari** (not Chrome, not the Mail preview), open **certificate.alwayscleanmaintenance.ca** – tap the link in our email or type it in.
2. Tap the **Share** button – the square with the arrow.
3. Scroll down and tap **Add to Home Screen**, then **Add**.
4. The form is now an icon on your home screen.

Android phone or tablet

1. In **Chrome**, open **certificate.alwayscleanmaintenance.ca** – tap the link in our email or type it in.
2. Tap the **three dots** at the top right.
3. Tap **Add to Home screen**, then **Add**.
4. The form is now an icon on your home screen.

Signal and saving – read this

- **Opening the form needs signal.** Open it while you still have signal – in the truck, before you walk into the store.
- Once it is open it keeps working inside with no signal, and **Save PDF works with no signal.**
- Everything you type is **saved on your phone as you go.** If the form closes, open it again from the icon – it is all still there.
- Always open it from the **home screen icon**, never from an old email link.

Photos and video

- You do **not** add photos to the certificate. The Always Clean crew member on site takes the before and after photos and the short video, and they go on the visit in Jobber.
- Your job is the two Jobber checklists and the certificate.
- The certificate says on it that photos and video are supplied separately – the store manager expects that.

2 · EVERY VISIT, IN THIS ORDER

1. **Arrive.** Open **Jobber** → today's visit → **Checklists** → **Pre-Service Checklist**. Tick through it, sign, **Save**. Do this before you touch anything.
2. **Do the work.**
3. **Certificate.** Open the certificate icon, fill it in (Section 3), tap **Save PDF** (Section 4).
4. **Attach it.** Jobber → the visit → **Notes** → attach the PDF (Section 4).
5. **Email the office.** Back in the certificate, tap **Email a copy to the office** (Section 4).
6. **Finish.** Jobber → **Checklists** → **Before You Leave**. Tick through it, write "none" in the boxes if all is good, tick the last box – **certificate attached and emailed** – sign, **Save**. Now you can leave.

3 · FILL IN THE CERTIFICATE

1. **Still showing the last store?** That store's PDF should already be attached in Jobber. Tap **Start a new visit** at the bottom of the form to clear it. (If it has not been attached yet, do that first.)
2. **Visit details.** Store name, store number, address, store manager, date, your name, and the work order number from Jobber.
3. **Add each service.** Pick the service from the dropdown, then type where on site it was – for example "north entrance." Did more than one service? Tap **+ Add another service**. There is no limit.
4. **What was done.** One plain sentence per service. "Hot-water washed and degreased, gum removed." That is enough.
5. **Issues and sign-off.** Tick the issues box only if something needs the manager's attention and describe it. Then type your name and the manager's name.
6. **Tap Review certificate.** Check the store number, date and services are right. Tap **Fill in** at the top to go back and fix anything.

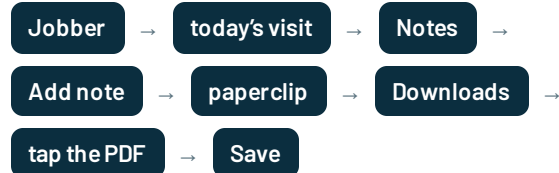
4 · SAVE THE PDF AND ATTACH IT IN JOBBER

A · Save the PDF

Tap the green **Save PDF** button (top of the form or under the certificate).

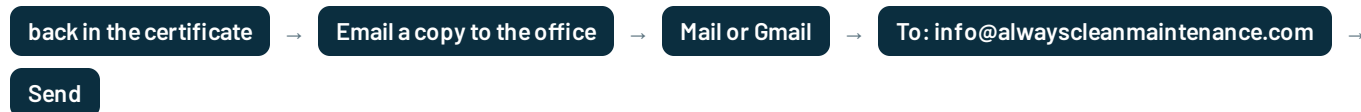
- **iPhone:** Safari asks “Do you want to download...?” — tap **Download**. It goes to **Files** → **Downloads**.
- **Android:** it saves straight to **Downloads**; a notification appears.
- The file is already named correctly — for example **2184-2026-09-21.pdf** (store number, date). **Nothing to rename.**

B · Attach it to the visit in Jobber — five taps



- **iPhone:** the paperclip opens the **Files** app. Tap **Browse** → **Downloads** if it doesn't open there.
- **Android:** the paperclip opens the file picker. Tap the ≡ **menu** → **Downloads** if you don't see the file.
- Type “Proof certificate” in the note if you like. **Check:** the saved note shows a PDF icon with the file name on it.

C · Email a copy to the office — three taps



- The PDF and a short message are already in the email — you only type the address, and after the first time your phone fills it in for you.
- This is how the office knows the visit is done. Send it **after** the PDF is attached in Jobber, not before.
- No signal? Save and attach as normal; send the email the moment you have signal.

5 · TWO RULES

IMPORTANT

One visit at a time. The form holds one visit. **Start a new visit** wipes the previous store's details. Never tap it until that store's PDF is attached in Jobber.

No signal? Save PDF still works, and Jobber saves the note as “Waiting to sync until online.” That is normal — but keep the Jobber app open and do **not** log out, force-close or update it until it syncs, or the note is lost.

IF SOMETHING GOES WRONG

The form is empty when I open it.

You probably opened a different copy. Use the icon on your home screen, not an old link or email — and always the same browser (Safari on iPhone, Chrome on Android).

I closed the form before saving the PDF.

Open it again from the icon. Your typing is still there.

The form won't open — no signal.

The form needs signal to open. Get signal, then open it. Nothing you saved is lost.

I tapped Save PDF but can't find the file.

iPhone: **Files** app → Browse → **Downloads** (or iCloud Drive → Downloads). Android: **Files / My Files** → **Downloads**. Look for the store number and today's date.

The paperclip in Jobber doesn't show my Downloads.

iPhone: tap **Browse** at the bottom, then **Downloads**. Android: tap the ≡ **menu** top-left, then **Downloads**.

I attached the wrong PDF.

Open the note → **pencil** → tap the file → **Remove file** → paperclip → attach the right one → Save.

I found a mistake after attaching.

Fix it in the form, tap **Save PDF** again (same name), attach the new one and remove the old one.

Jobber says "Waiting to sync."

Normal with no signal. Keep the app open, don't log out, and check the note has a PDF icon once you have signal.

Jobber isn't working at all.

Still tap **Email a copy to the office** so the PDF reaches us, and say in the message that Jobber wouldn't work. Attach it in Jobber later that day if it comes back.

No phone, or the website is down.

Use the paper backup form in your truck (see the backup instructions sheet).

Stuck on site? Call the office or email info@alwayscleanmaintenance.com – don't leave without the certificate attached and emailed.



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