

• FOR THE CLEANING TEAM

How to use the *Acco app*.

Tap-through guide with pictures of every screen. Read it once and you're ready to go.

[Open the app →](#)

[↓ Download PDF](#)

[Open the checklists](#)

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Sign in

Open the link your manager sent you (or go to acco-cleaning.vercel.app/portal-app).

1. Type the **email** your manager has on file.
2. Type your **password**.
3. Tap the dark **Sign in** button.

Pro tip. When your phone asks "Save this password?", say **Yes**. Next time you can sign in with one tap.

Acco Staff Portal

Signed-out preview

Sign in

Create account

Staff sign in

Use your staff email and password. If your account has not been activated yet, sign in first and then enter your access code.

Email

maria@example.com

Password

••••••••

Sign in

First time? Use your code.

If your manager sent you an **access code** (it looks like **CLEANER-AB12-CD34**), use the **Create account** tab.

1. Tap **Create account** at the top.
2. Type your **full name, email**, and a **password** (8 characters or more).
3. Paste your **access code** into the highlighted box.
4. Tap **Create account and activate**.

Heads up. The code only works once. Use it on the very first sign-up.

Acco Staff Portal

First-time setup with your access code

Sign in

Create account

Create a staff account

Public signups still require a valid access code. Without an active code, the portal will not grant cleaner, manager, or admin access.

Full name

Maria Torres

Phone

(301) 555-0123

Email

maria@example.com

Password

••••••••

Access code ← paste here

CLEANER-AB12-CD34

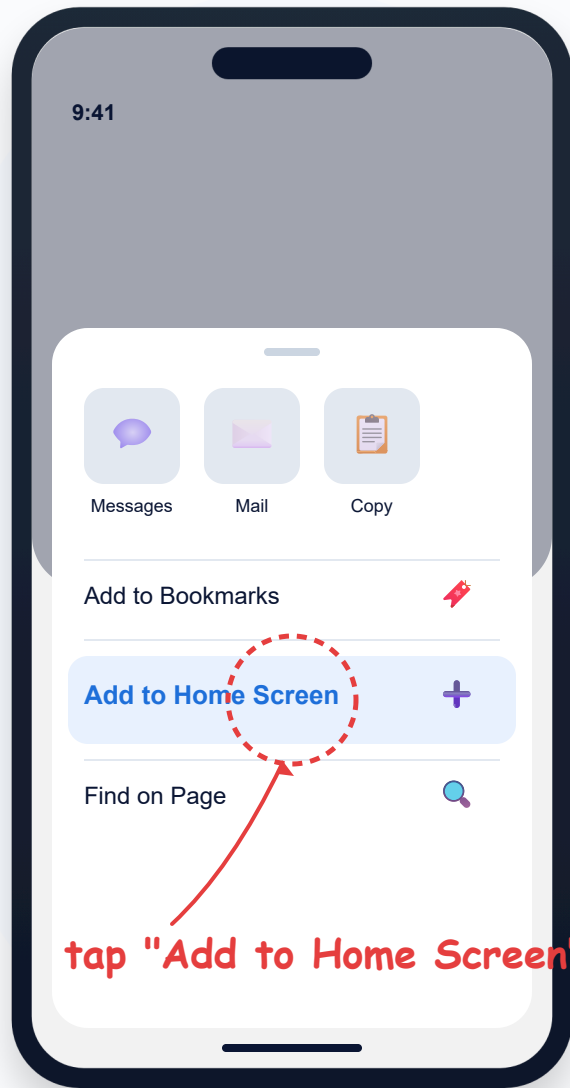
Save it to your phone

Put the app on your home screen so it's always one tap away. No App Store needed.

On iPhone (Safari):

1. Tap the **Share** button at the bottom (the square with an arrow up).
2. Scroll down and tap **Add to Home Screen**.
3. Tap **Add** in the top right.

Done! The Acco icon will appear on your home screen like a real app.



tap "Add to Home Screen"

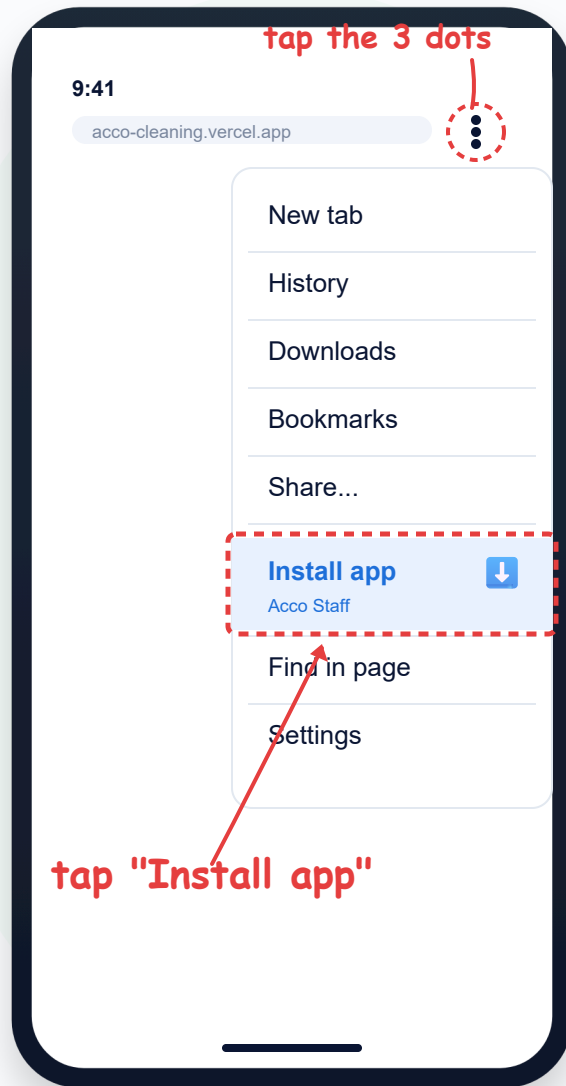
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...or on Android

Same idea, slightly different menu:

1. Open the app link in **Chrome**.
2. Tap the **three dots** in the top right.
3. Tap **Install app** (some phones say "Add to Home screen").
4. Tap **Install**.

Done! The Acco icon will appear on your home screen.



tap the 3 dots

9:41

acco-cleaning.vercel.app

New tab

History

Downloads

Bookmarks

Share...

Install app

Acco Staff

Find in page

Settings

tap "Install app"

See today's jobs

After you sign in, you'll see a list of jobs assigned to you.

Each card shows:

The **client name** and **service type**

The **address**

The **scheduled time**

The current **status** (Assigned, In progress, or Complete)

Tap any job to open it.

Only your jobs. You only see work assigned to you. If a job is missing, message your manager and they'll assign it.

9:41

Welcome back

Hi Maria 🙌

TODAY

3 jobs scheduled

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Johnson · Airbnb Turn

123 Birch St, Bethesda

10:00 AM

IN PROGRESS

Smith · Standard Clean

88 Oak Ave, Silver Spring

1:30 PM

ASSIGNED

Park · Move-in Clean

414 Maple Rd, Arlington

4:00 PM

ASSIGNED

tap a job to open it

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Update your status as you work

Three statuses. Move through them in order.

STEP A

Assigned

You haven't started yet.

STEP B

In progress

You've arrived and started cleaning.

STEP C

Complete

You finished and did a walkthrough.

How to update:

1. Tap the job card to open it.
2. Tap the **Status** dropdown.
3. Pick the right one.
4. Tap **Save update**.

Why this matters. Your manager and the office see your update right away. Keeps everyone on the same page.

9:41

< All jobs

Johnson

Airbnb Turnover · 10:00 AM

123 Birch St, Bethesda, MD

OFFICE NOTES

Lockbox: 4422. Pet
in upstairs bedroom.

Status

In progress



Assigned

pick one

In progress ✓



Complete

Save update

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Leave a note for the office

The **Cleaner notes** box at the bottom of each job is how you talk to the office. Use it for:

Supplies you used up and need refilled

Damage or problems at the property

Running late or finished early

A guest left something behind

Anything else the team should know

To leave a note: open the job, type into the Cleaner notes box, tap **Save update**.

Keep it short. One or two sentences is enough. Just enough so the office knows what happened.

9:41

< All jobs

Johnson

Airbnb Turnover · 10:00 AM

123 Birch St, Bethesda, MD

OFFICE NOTES

Lockbox: 4422. Pet
in upstairs bedroom.

Status

In progress



Assigned

pick one

In progress ✓



Complete

Save update

Use the checklists on every job

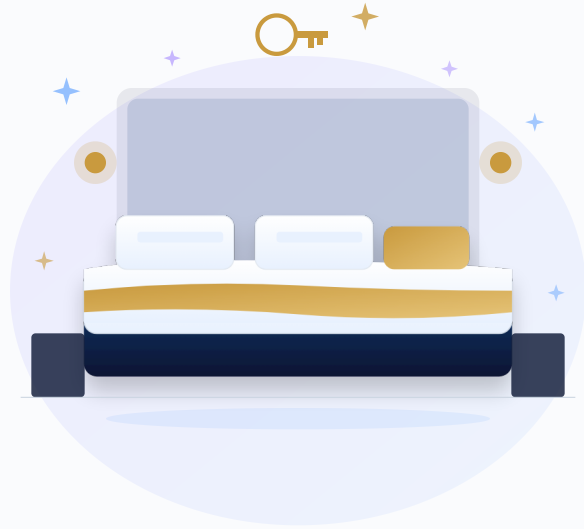
The portal links to two printable checklists. Open them on your phone or print a copy for the caddy.

Airbnb Turnover Checklist — room by room, top to bottom, ending in staging and final walkthrough.

Method Caddy Checklist — check your caddy is stocked with the right Method products and the right color cloths before you walk in.

Tap items off as you finish. Your progress saves on your phone. Tap **Reset** for a fresh list on the next job.

Acco standards. Right cloth for the right area (no cross-contamination). Let products sit 30 to 60 seconds before wiping. Work top to bottom, left to right.





If something goes wrong

The most common situations and what to do.

I can't sign in

Check the email is the one your manager has on file. If the password isn't working, ask your manager to reset it for you.

It says "Activation required"

You signed up without a valid access code. Ask your manager for a fresh code, sign in, then paste it into the activation screen.

It says "Access blocked"

Your account is paused. Message your manager and they'll switch you back to active.

A job I expected isn't there

You only see jobs assigned to you. Message your manager and ask them to assign it to your account.

I tapped Complete by mistake

Open the job, change the status back to **In progress**, tap **Save update**. Then let your manager know.

Still stuck?

Call **1 (800) 644-0614** or text your manager directly. We'll sort it out.