SitePro UK Free Snagging App

Complete User Manual

Document Information

- **Version:** 1.0
- **Date:** July 2025
- **Contact:** info@site-pro.app
- **Website:** site-pro.app

Quick Navigation Links

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Introduction

System Overview

SitePro UK is a comprehensive construction project management system featuring a powerful free snagging app. Built by construction professionals for the construction industry, it provides geo-located snag tracking, real-time communication, and professional reporting capabilities.

The system operates on a dual-platform approach: a web-based dashboard for project management and oversight, combined with a mobile application for field-based snagging activities.

Key Features

- **Geo-pinned Snagging:** Snags can be created from anywhere using the uploaded drawings
- **Integrated Snagging Workflow:** Complete snag creation, assignment, and geo pin placement in one process
- **Admin Field Access:** Admins can create snagging reports directly on mobile app and assign to users
- **Real-time Sync:** All mobile data appears instantly on the dashboard
- **Two-stage Approval:** Field users mark complete, admin approves quality
- **Professional Reporting:** Generate PDF and Excel reports
- **Multi-user Support:** Unlimited projects and users on free plan
- **Drawing Integration:** Link snags to project drawings by use of geo pins placed directly on drawings
- **Location Tracking:** Interactive maps showing all snag locations

System Requirements

Dashboard Requirements:

- Web browser (Chrome, Firefox, Safari, Edge)

- Stable internet connection
- Modern operating system (Windows 10+, macOS 10.14+, Linux)

Mobile App Requirements:

- iOS 13.0+ or Android 6.0+
- Location services enabled
- Camera access for photo documentation
- Stable internet connection for real-time sync

Network Requirements:

- Minimum 1 Mbps internet speed recommended
- 4G/LTE or WiFi connection for optimal performance

Getting Started

Account Creation Process

Step 1: Initial Registration

1. Navigate to **site-pro.app**
2. Click **"Create Account"** button
3. Complete the business registration form:
    - **Company Name:** Your business/organization name
    - **Contact Information:** Primary email, phone number
    - **Business Address:** Complete business address
    - **Primary Industry:** Select from Construction/Subcontractor/Main Contractor

Step 2: Plan Selection

1. Select **"Free Snagging App"** option
2. Review feature list and limitations
3. Confirm plan selection

Step 3: Account Approval

1. Submit registration form
2. Account sent for approval (typically 24-48 hours)
3. Receive email notification when account is approved
4. Use login credentials to access dashboard

Initial Setup Requirements

Before using the mobile app, ensure you have completed:

- ✅ Dashboard project setup (6 essential steps)
- ✅ User management configuration
- ✅ Drawing uploads and categorization
- ✅ Admin app user account creation

Important: All setup steps must be completed in the correct order for optimal system functionality.

Dashboard Setup

Complete these six essential steps in order before using the mobile app:

Step 1: Client Setup

Navigation: Dashboard → Client Management

Purpose: Create profiles for all project stakeholders

Process:

1. Navigate to **Client** section in dashboard
2. Click **"Add New Client"**
3. Enter complete client information:
   - **Company Name:** Full legal business name
   - **Primary Contact:** Name and title
   - **Email Address:** Primary communication email
   - **Phone Number:** Direct contact number
   - **Business Address:** Complete address details
4. Set **Access Permissions** (if client needs dashboard access):
   - View Only
   - Limited Editing
   - Full Project Access
5. **Save** client profile

Client Types to Consider:

- Main contractors
- Architects and design consultants
- Property developers
- End clients/building owners
- Specialist subcontractors

- Statutory authorities (if required)

Step 2: Drawing Categories

Navigation: Dashboard → Drawing Categories

Purpose: Organize project drawings into logical groups with subcategories

Process:

1. Navigate to **Drawing Categories**
2. Create **main categories** relevant to your project:
    - **Architectural Plans**
    - **Structural Drawings**
    - **MEP (Mechanical, Electrical, Plumbing)**
    - **Site Plans**
    - **Details and Sections**
    - **As-Built Drawings**
3. **Create subcategories** under each main category:

    Under Architectural Plans:

    - Floor Plans
    - Elevations
    - Sections
    - Details
4. **Under Structural Drawings:**
    - Foundation Plans
    - Framing Plans
    - Details
    - Reinforcement
5. **Under MEP:**
    - Electrical Layouts
    - Plumbing Schematics
    - HVAC Plans
    - Fire Systems
6. **Under Site Plans:**
    - Site Layout

    - Landscaping
    - Utilities
    - Access Roads
7. **Under Details and Sections:**

    - Construction Details
    - Wall Sections
    - Stair Details
8. **Under As-Built Drawings:**

    - Final Architectural
    - Final Structural
    - Final MEP
9. **Save** all categories and subcategories

Important: Each main drawing category must have at least one subcategory created before proceeding to the next setup step.

Note: Proper categorization with subcategories makes drawing retrieval much easier during snagging and provides more precise organization.

Step 3: Jobs/Projects Creation

Navigation: Dashboard → Jobs/Projects

Purpose: Create the main project container with geographic boundaries

Required Information:

- **Project Name:** Clear, descriptive name (e.g., "Riverside Apartments Phase 1")
- **Project Address:** Complete address for geo-location services
- **Client Assignment:** Link to previously created client profiles
- **Geo-fence Settings:** Define site boundaries for mobile access control

Geo-fence Configuration Guidelines:

- **Typical Radius:** 50-200 meters depending on site size
- **Purpose:** Creates virtual boundary around construction site
- **Function:** Controls where snags can be created (within boundary)
- **Security:** Prevents accidental snag creation off-site

Process:

1. Navigate to **Jobs/Projects** section
2. Click **"Create New Project"**
3. Enter project details:
    - Project name and description
    - Complete site address
    - Project phase/stage information
4. **Assign Clients:** Select from previously created client list
5. **Configure Geo-fence:**
    - Set center point (usually site address)
    - Define radius boundary
    - Test boundary settings
6. **Save** project configuration

Step 4: Drawing Controls - Upload Drawings

Navigation: Dashboard → Drawing Controls

Purpose: Upload and organize all project drawings for mobile app reference

Upload Process:

1. Navigate to **Drawing Controls** section
2. Select appropriate **drawing category and subcategory**
3. **Upload files** (supported formats: PDF, JPG, PNG, TIFF)
4. Add **drawing information** for each upload:
    - **Drawing Title:** Descriptive name
    - **Drawing Number:** Project drawing reference
    - **Revision Number:** Current revision (A, B, C, etc.)
    - **Drawing Status:** Current, Superseded, For Information
    - **Date:** Drawing date or revision date
5. **Repeat process** for all project drawings

Drawing Upload Best Practices:

- **Consistent Naming:** Use standardized naming conventions
- **Version Control:** Always upload current revisions
- **Quality Check:** Ensure drawings are clear and readable
- **Organization:** Use subcategories effectively for easy retrieval

Benefits:

- Field users can reference specific drawings when creating snags
- Creates direct link between site issues and relevant documentation through precise geo-location

- Maintains drawing version control and revision history
- Geo pins allow exact location matching between physical site and project drawings

Note: Having your drawings uploaded means field users can reference specific drawing numbers and areas when logging snags. The geo pin technology creates a precise link between the physical site location and the relevant project drawings.

Step 5: Adding App Users

Navigation: Dashboard → User Management

Purpose: Add team members who will use the mobile application

Method 1: User Self-Registration

Best for: Teams who prefer independent setup

Process:

1. Users download **SitePro UK app** from App Store/Google Play
2. Users select **your business name** from the business list
3. **Approval request** automatically sent to your dashboard
4. **Admin reviews** and approves each request individually
5. **Approved users** receive email with login password

Method 2: Manual Addition by Admin

Best for: Controlled user management approach

Process:

1. Navigate to **"Manage Users"** or **"Add User"**
2. Click **"Add New User"**
3. Input **user information:**
    - Full name
    - Email address
    - Phone number
    - Job title/role
4. **Assign user roles:**
    - App User (standard field access)
    - Site Manager (enhanced permissions)
    - Trade Supervisor (trade-specific access)
5. **Project assignment:** Link users to specific projects
6. **Permission levels:** Set access controls for each user

7. **Save** user details
8. **SitePro automatically emails** password to user

User Approval Workflow:

- All users require **individual admin approval** for security
- Review user requests in **dashboard approval queue**
- **Approve or decline** each request with reasoning
- Approved users receive **email notification** with login credentials

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Step 6: Admin as App User

Navigation: Dashboard → User Management

Purpose: Enable admin to create snagging reports directly on mobile app and assign to users

Why This Is Required:

- **Dashboard admin access** is for management and oversight only
- **To create snags on-site** using the mobile app, you need separate app user credentials
- **Allows admin** to create snagging reports in the field and assign them to specific team members
- **Provides complete control** over both field snagging and dashboard management

Requirements:

- **Must use different email address** from admin registration
- Example: If admin email is `john@company.com`, use `john.site@company.com`

Setup Process:

1. Navigate to **User Management**
2. **Manually add yourself** as an app user
3. Use **alternative email address** (different from dashboard login)
4. Input contact information and assign appropriate permissions
5. **Approve your own app user account** from the dashboard
6. **SitePro emails password** to alternative email address
7. **Download mobile app** and login using app user credentials
8. **Begin creating** snagging reports on-site and assigning to team members

Note: This dual-access system ensures complete project control from both management and field perspectives.

User Management

User Registration Methods

Self-Registration Method

Advantages:

- Quick setup for large teams
- Users control their own registration timing
- Reduces admin workload for user creation

Process:

1. Admin shares business name with team
2. Users download app independently
3. Users select business from app list
4. Automatic approval request to admin
5. Admin reviews and approves

Manual Addition Method

Advantages:

- Complete admin control over user creation
- Consistent user information format
- Better for smaller, controlled teams

Process:

1. Admin collects user information
2. Manual entry in dashboard
3. Automatic password generation
4. Direct approval by admin
5. Immediate user notification

User Approval Workflow

Security Requirements:

- **All users** must be individually approved
- **No automatic approvals** for security compliance
- **Admin oversight** required for all access grants

Approval Process:

1. **Review Request:** Check user details and legitimacy
2. **Verify Identity:** Confirm user is authorized team member
3. **Set Permissions:** Assign appropriate access levels
4. **Approve/Decline:** Make approval decision with reasoning
5. **Notification:** System sends automatic notification to user

User Permission Levels:

- **App User:** Standard field access for snag creation
- **Site Manager:** Enhanced permissions for site oversight
- **Trade Supervisor:** Trade-specific access and management
- **Client User:** Limited access for client stakeholders

Admin App User Setup

Dual Account Requirements:

Dashboard Account:

- Management and oversight functions
- User approval and project setup
- Report generation and analysis
- System administration

App User Account:

- Field-based snag creation
- Direct work assignment
- On-site documentation
- Real-time issue reporting

Setup Benefits:

- **Complete project control** from both office and field
- **Direct work assignment** while conducting inspections
- **Immediate issue documentation** with precise location data
- **Seamless workflow** between field observation and management oversight

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Mobile App Installation & Login

Download Process

App Store Download:

1. Open **Apple App Store** (iOS) or **Google Play Store** (Android)
2. Search for **"SitePro UK"**
3. Locate official SitePro UK app
4. Click **"Download"** or **"Install"**
5. Wait for installation completion

Initial App Setup:

1. Open **SitePro UK app**
2. **Allow location permissions** (essential for geo-pinning)
3. **Allow camera permissions** (required for photo documentation)
4. **Allow notification permissions** (for real-time updates)

Login Process

Standard Login:

1. Open SitePro UK app
2. Enter **email address** (provided during user setup)
3. Enter **password** (sent by SitePro via email)
4. Select **your project** from available project list
5. Begin using the application

Important: App login credentials are completely separate from dashboard admin login

First-Time Login Checklist:

- ✅ Check email for SitePro password notification
- ✅ Verify email address spelling
- ✅ Confirm account has been approved by admin
- ✅ Ensure stable internet connection
- ✅ Check location permissions are enabled

Admin Mobile App Workflow

Creating and Assigning Snagging Reports as Admin:

Field Inspection Process:

1. **On-Site Inspection:** Use mobile app to conduct comprehensive site inspections
2. **Create Snagging Reports:** Document issues directly through the app interface
3. **Direct Assignment:** Assign each snag to the appropriate team member immediately
4. **Real-Time Sync:** All assignments appear instantly on your dashboard
5. **Dashboard Oversight:** Switch to dashboard to monitor progress and approvals

Benefits of Admin Mobile Access:

- **Professional Documentation:** Create comprehensive snagging reports while physically inspecting the site
- **Immediate Work Assignment:** Assign work to the right team members without delay
- **Field Presence:** Maintain active field involvement while ensuring proper work distribution
- **Seamless Integration:** Smooth transition between field work and management oversight
- **Quality Control:** Direct oversight of both issue identification and resolution

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Using the Snagging App

Creating a New Snag

Snag Creation Process:

Step 1: Initiate Snag Report

1. **Tap "Snagging report"** on the main app screen
2. **Select the job** from your assigned project list
3. **Input the snag report title** (clear, descriptive title)

Step 2: Add Plot Location 4. **Click the plus button** to add plot location of issue 5. **Complete the snag details:**

- **Name the plot location:** Give the location a clear, descriptive name
- **Select date:** Choose the relevant date for the issue
- **Assign to user:** Select the appropriate team member from your user list
- **Description:** Identify the issue clearly and specifically
- **Notes:** Add clear points to rectify the problem

Step 3: Geo Pin Placement 6. **Geo pin placement:**

- **Click location to add the geo pin placement**
- **Drop the geo pin** on the precise location on the drawing
- **Click submit**

Step 4: Completion 7. **Snag notification:** The snag will be sent directly to the assigned user

Photo Documentation

Adding Photos During Snag Creation:

1. **During the snag creation process**, add photos to support the issue
2. **Take multiple photos** from different angles
3. **Capture both context and close-up detail shots**
4. **Ensure photos clearly show** the specific issue
5. **Attach photos** to the snag report before submission

Photo Best Practices:

- **Good Lighting:** Use natural light when possible, avoid shadows
- **Clear Problem Documentation:** Show problem clearly and unambiguously
- **Context Shots:** Include surrounding area for location reference
- **Progressive Documentation:** Take before/during/after photos for repairs
- **Multiple Angles:** Document issue from various perspectives
- **Quality Standards:** Ensure photos are clear, focused, and high-resolution

Assignment & Communication

Integrated Assignment & Communication Workflow:

The assignment process is built directly into the snag creation workflow:

1. **Direct Assignment:** Select the appropriate team member during snag creation process
2. **Immediate Notification:** Assigned user receives instant push notification upon submission
3. **Clear Instructions:** Description field identifies the issue, notes field provides specific rectification points
4. **Location Precision:** Geo pin placement on drawing shows exact location for work

Key Workflow Benefits:

- **Integrated Assignment:** Assignment happens during snag creation, not as a separate step
- **Precise Location Reference:** Geo pin placement on drawings provides exact location reference
- **Clear Instructions:** Separate fields for issue description and rectification notes
- **Immediate Action:** Assigned users receive notifications instantly upon submission
- **Drawing Integration:** Direct connection between snag location and project drawings through geo pin placement

Snag Management

Snag List Features:

- **Filter Options:** Filter by category, priority, assignee, status
- **Search Functionality:** Find specific snags quickly using keywords
- **Status Tracking:** Monitor progress through the dashboard Admin action status
- **Progress Documentation:** View complete chronological history of each snag

Status Management:

- **Open:** Newly created snags awaiting action
- **In Progress:** Work has commenced on the issue
- **Marked Complete:** Field user has marked work as finished
- **Approved:** Admin has approved the completed work

Completion Workflow

Two-Stage Completion Process:

Stage 1: Field User Completion

1. **User completes required work** according to snag specifications
2. **Takes completion photos** showing the resolved issue clearly
3. **Marks snag as "Complete"** in the mobile app
4. **Adds completion notes** explaining work performed

Stage 2: Admin Review & Approval

1. **Admin receives completion notification** in dashboard
2. **Reviews completion photos** and work quality
3. **Verifies work meets project standards** and specifications
4. **Either approves completion** or rejects with specific feedback
5. **Rejected snags return** to "In Progress" status with admin notes

Quality Control Benefits:

- **Dual verification** ensures quality standards
- **Admin oversight** maintains project quality
- **Clear feedback loop** for rejected work
- **Documentation trail** of all approvals and rejections

Dashboard Management

Real-Time Data Sync

Automatic Data Integration:

All mobile app activity appears instantly on the dashboard:

- **New snags created** by any team member (including admin via mobile app)
- **Snags created by admin** and assigned to users sync immediately
- **Status updates** and progress photos from field users
- **Communication history** preserved across all platforms
- **GPS locations** plotted automatically on project map

Admin Mobile to Dashboard Workflow:

- **Admin creates snagging reports** using mobile app while on-site
- **Assigns snags directly** to appropriate team members in real-time
- **All assignments appear instantly** in dashboard for comprehensive tracking
- **Admin monitors progress** from dashboard overview while maintaining field presence

User Assignment Tracking

Individual User Management:

Filter by User Functionality:

1. **View all snags** assigned to specific team members
2. **Individual workload monitoring:** See how many open snags each person has
3. **Assignment history tracking:** Track what's been assigned to whom and when
4. **User performance analysis:** Monitor completion rates by individual team member

Workload Management Tools:

- **Balance assignments** across team members effectively
- **Identify users** with heavy workloads requiring support
- **Track individual** performance metrics and completion rates
- **Reassign snags** as needed based on workload or expertise
- **Performance reporting** for individual and team analysis

Location-Based Overview

Interactive Site Map Features:

- **GPS-Plotted Locations:** All snag locations shown with precise coordinates
- **Status Indicators:** Monitor progress through dashboard Admin action status
- **Clickable Map Pins:** Click any location to view full snag details, photos, and history
- **User Location Tracking:** See which areas each user is responsible for
- **Geographic Distribution:** Visual representation of work across the site

Hot Spot Analysis:

- **Identify areas** with multiple recurring issues requiring attention
- **Spot patterns** in snag locations and types
- **Focus quality control efforts** on identified problem areas
- **Track geographic distribution** of work and resources
- **Site-wide analysis** for project quality trends

Admin Approval Queue

Navigation: Dashboard → Completion Requests

Approval Process:

1. **Field users mark snags as complete** using mobile app
2. **Completion requests appear** in admin approval queue
3. **Review completion photos** and supporting documentation
4. **Verify work quality** against project specifications
5. **Either approve completion** or reject with detailed feedback
6. **Rejected snags return** to assignee with specific improvement notes

Quality Control Features:

- **Photo comparison:** Before and after documentation
- **Specification checking:** Verify work meets project requirements
- **Feedback system:** Provide detailed notes for rejected work
- **Approval history:** Maintain record of all approval decisions

Report Generation

Available Report Formats:

- **PDF Reports:** Professional presentation format
- **Excel Spreadsheets:** Data analysis and manipulation format

Report Types Available:

- **Complete snag lists** with embedded photos
- **Progress reports** for client presentations
- **Trade-specific snag lists** for individual contractors

- **Status summary reports** for project overview
- **User performance reports** for team management

Report Customization Options:

- **Filter by criteria:** Date range, status, user, category
- **Photo inclusion:** Choose to include/exclude images
- **Sorting options:** Multiple criteria for organization
- **Company branding:** Add logos and company information
- **Custom formatting:** Various professional templates available

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Best Practices

Photo Documentation Best Practices

Consistent Quality Standards:

- **Lighting Requirements:** Always take clear, well-lit photos using natural light when possible
- **Multiple Perspectives:** Show context and close-up detail from different perspectives
- **Problem Clarity:** Ensure photos clearly show the specific issue without ambiguity
- **Comprehensive Coverage:** Document all aspects of the problem thoroughly

Professional Photography Guidelines:

- **Stable Shots:** Use steady hands or phone supports for clear images
- **Appropriate Distance:** Balance between detail and context
- **Sequential Documentation:** Take before, during, and after photos for repairs
- **Reference Objects:** Include measuring tools or common objects for scale
- **Consistent Angles:** Use similar angles for comparable issues

Workflow Management

Description Writing Standards:

- **Specific Location Details:** Include exact location and nature of issue
- **Reference Standards:** Note relevant specifications or building standards
- **Safety Concerns:** Highlight any safety-related issues prominently
- **Actionable Language:** Use clear language that tells workers exactly what to do
- **Technical Accuracy:** Use correct technical terminology

Completion Workflow Management:

- **Field User Standards:** Only mark complete when work is truly finished to specification
- **Completion Photo Requirements:** Show the resolved issue clearly with context
- **Dashboard Admin Responsibilities:** Review thoroughly before approving work
- **Quality Control Standards:** Don't hesitate to reject if work doesn't meet standards
- **Feedback Quality:** Provide specific, actionable feedback for rejected work

User Management Best Practices

Account Management:

- **Clear Email Separation:** Keep admin and app user emails clearly separated for security
- **Descriptive Naming:** Use logical email naming conventions for easy identification
- **Admin Field Access:** Ensure admin has app user account for creating snagging reports on-site
- **Registration Strategy:** Choose self-registration vs. manual addition based on team size and control needs
- **Prompt Approvals:** Review and approve user requests quickly to maintain workflow

Operational Management:

- **Password Management:** Ensure users check email for SitePro password notifications
- **Admin Assignment Strategy:** Use admin app access to create and assign work efficiently while on-site
- **Regular Monitoring:** Check snag progress daily through the dashboard
- **Communication Maintenance:** Keep regular contact with all team members

Team Training Guidelines

Training Program Elements:

- **Registration Process:** Train users on both self-registration and manual addition methods
- **Completion Workflow:** Ensure everyone understands the two-stage completion process
- **Photo Standards:** Train field users on quality photo documentation requirements
- **Approval Standards:** Establish clear completion standards for admin approval
- **Regular Reviews:** Hold team meetings to review snag progress and approval feedback

Ongoing Education:

- **Best Practices Sharing:** Regular sharing of successful workflows
- **Quality Standards:** Consistent reinforcement of quality expectations
- **Technology Updates:** Training on new features and improvements
- **Performance Feedback:** Individual and team performance discussions

Troubleshooting

Common Issues

Cannot Create Snags

Problem: App won't allow snag creation or submission

Solutions:

- Ensure you're logged in with correct app user credentials
- Verify you have selected the correct job/project from the list
- Check that all required fields are completed (title, description, assignment)
- Confirm geo pin has been placed on the drawing
- Verify stable internet connection for submission

Photos Not Uploading

Problem: Photos fail to attach to snags or upload errors occur

Solutions:

- Check stable internet connection (WiFi or mobile data)
- Verify sufficient device storage space available
- Close and restart the SitePro UK app completely
- Try taking new photos rather than selecting from existing gallery
- Reduce photo file size if images are extremely large

Users Not Receiving Passwords

Problem: New users don't receive login credentials via email

Solutions:

- Check spam/junk email folders thoroughly
- Verify email address was entered correctly during setup
- Confirm user approval was completed properly in dashboard
- Contact support at info@site-pro.app for password resend
- Check email server restrictions on automated emails

Dashboard Not Syncing

Problem: Mobile app data not appearing on dashboard in real-time

Solutions:

- Refresh dashboard browser page manually
- Check internet connection stability on both devices
- Verify users are working on the correct project
- Clear browser cache and cookies completely
- Try accessing dashboard from different browser

Login Problems

Admin Dashboard Login Issues:

- **Use admin email address** (original registration email, not app user email)
- **Check for typing errors** in email and password fields
- **Use password reset feature** if password forgotten
- **Clear browser cache and cookies** completely
- **Try different browser** if issues persist

Mobile App Login Issues:

- **Use app user email address** (different from admin dashboard email)
- **Use password sent by SitePro** via email notification
- **Check spam folder** for password email thoroughly
- **Ensure account has been approved** by admin in dashboard
- **Contact admin** to verify approval status

Performance Issues

Mobile App Performance:

- **Close other apps** running simultaneously on mobile device
- **Ensure stable internet connection** (4G/LTE or strong WiFi)
- **Clear app cache** (Android) or reinstall app (iOS)
- **Use most recent version** of the app from store
- **Restart mobile device** if performance continues to lag

Dashboard Performance:

- **Use supported browsers** (Chrome, Firefox, Safari, Edge)
- **Clear browser cache** and cookies regularly
- **Disable browser extensions** that might interfere
- **Check internet connection speed** (minimum 1 Mbps recommended)
- **Close unnecessary browser tabs** to free memory

Support

Getting Help

Online Resources:

- **Official Website:** site-pro.app
- **Setup Videos:** Available on website under "Setup" section with step-by-step guides
- **How-to Documentation:** Comprehensive guides available online for all features
- **FAQ Section:** Common questions and answers for quick resolution

Direct Support:

- **Email Support:** info@site-pro.app
- **Response Time:** Typically within 24 hours during business days
- **Support Includes:**
  - Account setup assistance
  - Technical issue resolution
  - Training and onboarding assistance
  - Feature explanation and guidance

Free Demo & Training:

- **Online Demo:** Free demonstration available upon request
- **Onboarding Period:** Free training period for new accounts
- **Team Training:** Group training sessions available for larger teams
- **Custom Training:** Tailored training programs for specific needs

Account Management

Account Services:

- **Account Cancellation:** Can be done anytime from main dashboard settings
- **Data Export:** Available before cancellation for record keeping
- **Feedback Welcome:** Always encouraged for system improvements
- **Feature Requests:** Contact support for customization requests and suggestions

System Information:

- **System Updates:** Mobile app updates automatically through App Store/Google Play
- **Dashboard Updates:** Automatic updates with no user action required
- **New Features:** Regular feature additions based on user feedback and industry needs
- **Maintenance Windows:** Scheduled maintenance communicated in advance

Advanced Features (Paid Plans)

While using the free snagging app, the following additional features are available in paid subscription plans:

Extended Functionality:

- **RFI Submission and Management:** Comprehensive Request for Information tracking system
- **Drawing Control and Versioning:** Advanced drawing management with revision control
- **Daily Diary Management:** Comprehensive site diary system with weather and progress tracking
- **Timesheet Integration:** Time tracking and payroll integration capabilities
- **Asset Management:** Equipment and material tracking throughout project lifecycle
- **Delivery Note Tracking:** Comprehensive delivery management and documentation
- **Toolbox Talk Records:** Safety meeting documentation and compliance tracking
- **Facial Recognition:** Advanced user verification and attendance tracking
- **Bespoke Site Audit forms:** Custom site audit forms tailored to specific requirements
- **Bespoke RAMS:** Risk Assessment Method Statement creation and management

Integration Benefits:

All advanced features integrate seamlessly with your existing snagging data for complete project oversight, providing a unified construction management platform that grows with your business needs.

Upgrade Information:

For information about upgrading to paid plans with additional features, contact the SitePro UK team at info@site-pro.app or visit the pricing section on the website.

Conclusion

The SitePro UK free snagging app provides a comprehensive, professional solution for construction quality management. By implementing the processes outlined in this manual and following the recommended best practices, you will establish a robust system for:

- **Efficient Issue Tracking:** Precise geo-located snag documentation
- **Quality Control:** Two-stage approval process ensuring standards
- **Team Coordination:** Real-time communication and assignment management
- **Professional Reporting:** Client-ready documentation and progress reports
- **Project Oversight:** Complete visibility of site issues and resolutions

Key Success Factors:

1. **Complete Initial Setup:** Follow all six dashboard setup steps in order
2. **Proper User Management:** Establish clear approval workflows and permissions
3. **Quality Documentation:** Maintain high standards for photos and descriptions
4. **Regular Monitoring:** Daily review of progress and prompt approval decisions
5. **Team Training:** Ensure all users understand workflows and quality standards

Continuous Improvement:

The SitePro UK system is continuously enhanced based on user feedback and industry requirements. Regular updates bring new features and improvements to support your construction management needs.

For additional support, questions not covered in this manual, or suggestions for system improvements, contact the SitePro UK team at **info@site-pro.app**.

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