CREWSTRO

# Phone manual

Crewstro on the phone, step by step: the app for the people who clean, and the office in the palm of your hand.

For cleaning crews, crew leads, office assistants and owners of cleaning companies.

November 2026 edition, app 1.1.6

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# 1

# Part 1. The crew app

1

# Install and sign in

Crewstro is the same on iPhone, on Android and in the browser. Your account is the one the office created for you in the invite.

## iPhone

1. Open the **App Store**.
2. Search for **Crewstro** and tap **Get**.
3. Open the app and sign in with your email and password.

## Android

1. Open the **Play Store**.
2. Search for **Crewstro** and tap **Install**.
3. Open the app and sign in with your email and password.

## Without installing

In the phone's browser, open **app.crewstro.com** and sign in. The screen is the same as the app.

> **TIP** The first time, the app asks to use your location and to send notifications. Tap **Allow** on both: location confirms the clock in at the client's home, and notifications tell you about a new visit or a message.

## Change the language

Tap your initials, at the top right, and then the flag next to **Language**. The app speaks English, Portuguese and Spanish. Each person picks their own.



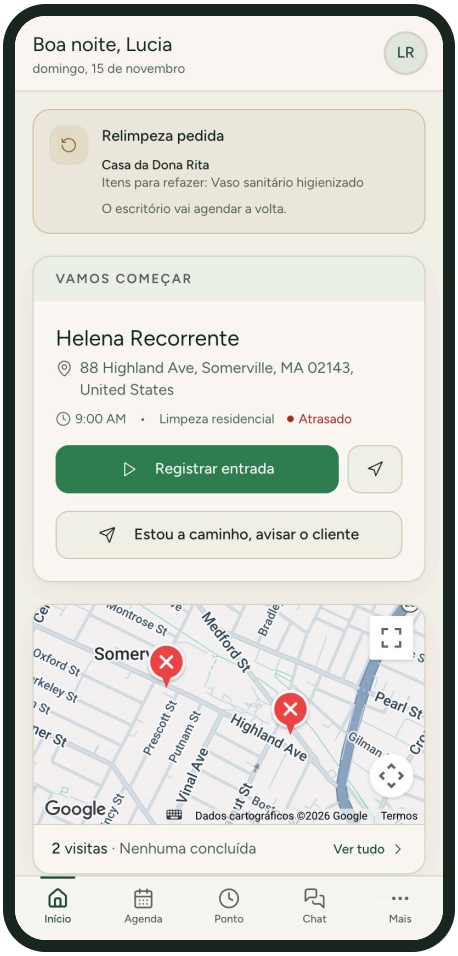

The profile: your details, the language, edit profile and change password.

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# Your day

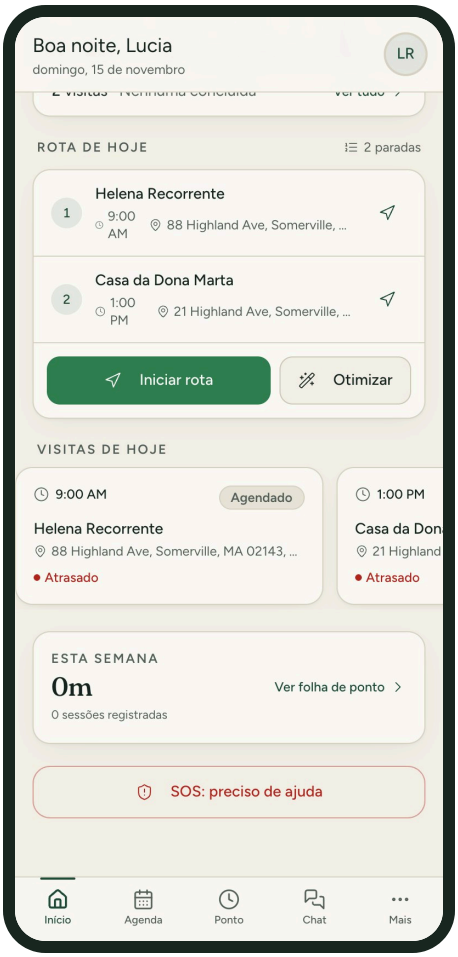
**WHERE IT IS** **Home** tab, the first one on the bottom bar.

The home screen shows the next visit up front, with the address, the time and the clock in button. Right below is the map with the stops of the day.




Home: the next visit, the clock in button and the map of the day.

Scrolling down you find today's route, the list of visits and your hours for the week.




Today's route, the visits and the week summary.

- **Start route** opens the directions in the phone's map, in the order of the stops.
- **Optimize** reorders the stops so you drive less.
- **Late** shows in red when the visit time has passed and the clock in was not recorded.
- When the office asks for something to be redone, the **Re-clean requested** notice shows at the top, with the home and what to redo.

> **CAREFUL** The **SOS: I need help** button, at the bottom of the screen, alerts the office right away. Use it in an emergency.

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# The visit: from clock in to clock out

Tap a visit to open its details.




The open visit: address, directions, clock in, the notice to the client and notes.

1. On the way to the home, tap **I'm on my way, notify client**. The client gets a message.
2. At the door, tap **Clock In**. The app saves the time and the place.
3. Read **Notes and access**: this is where the office leaves the gate code, where to park and what to be careful with.
4. Do the checklist and take the photos (next chapter).
5. When you finish, tap **Clock Out**.

> **TIP** **Route** opens the way to the home in the phone's map.

The **Call** and **Message** buttons are only active if the office allows contact with the client. If they are greyed out, talk to the office.

## Team notes

Write what the next person needs to know about the home. Type @ to call someone: that person gets a notice on their phone.

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# Checklist and photos

**WHERE IT IS** Inside the visit, scrolling down.




The checklist by room and the before and after photos.

1. Check each item of the checklist as you finish it.
2. Under **Before**, tap **Add** and photograph the room as you found it.
3. Under **After**, photograph the finished room.

**CAREFUL** If the company requires photos, the clock out is only recorded once the before and after photos are there.

**TIP** The photos are your proof of the work. If someone complains later, the photo shows how the home was left.

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# Report a problem at the home

**WHERE IT IS** Inside the visit, **Report a problem** button.

Something broke, got stained, or was already like that when you arrived? Tell the office right away, with a photo.




Report a problem: what it was, where, how serious, and the photo.

1. Write **what it was** (for example: living room vase) and, if you wish, **where**.
2. Say what happened.
3. Choose how serious it is: **Minor**, **Medium** or **Serious**.
4. Check **It was already like this when I arrived**, if that is the case.

5 Tap **Take or choose a photo** and then **Send to the office**.

> **TIP** Always report it, even when it is small. A problem reported on the spot protects you.

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# The schedule for the next days

> **WHERE IT IS** **Schedule** tab.

It shows your jobs for today and for the next 30 days, day by day. Tap a job to see the details, or the arrow to open the directions.




The schedule: today and the next days.

The magnifying glass, at the top, finds a job by the client's name or by the address.

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# Time clock and pay

> **WHERE IT IS** **Timesheet** tab.

Here are the hours you worked this week and last week, and how much that comes to. Further down are your earlier payments.

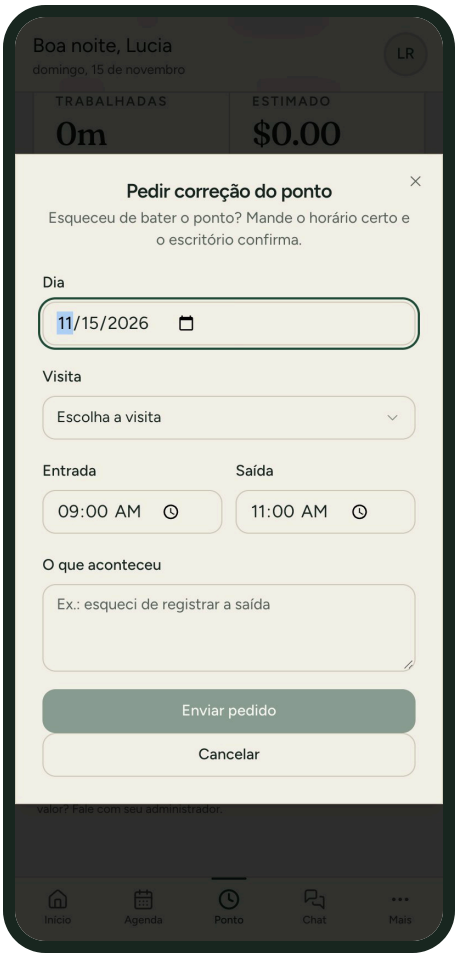



The timesheet: hours of the week, estimated pay and earlier payments.

## Forgot to clock in or out?

1. Tap **Ask for a time correction**.
2. Choose the day and the visit.
3. Enter the right clock in and clock out times and say what happened.

4 Tap **Send request**. The office confirms it.




Asking for a time correction.

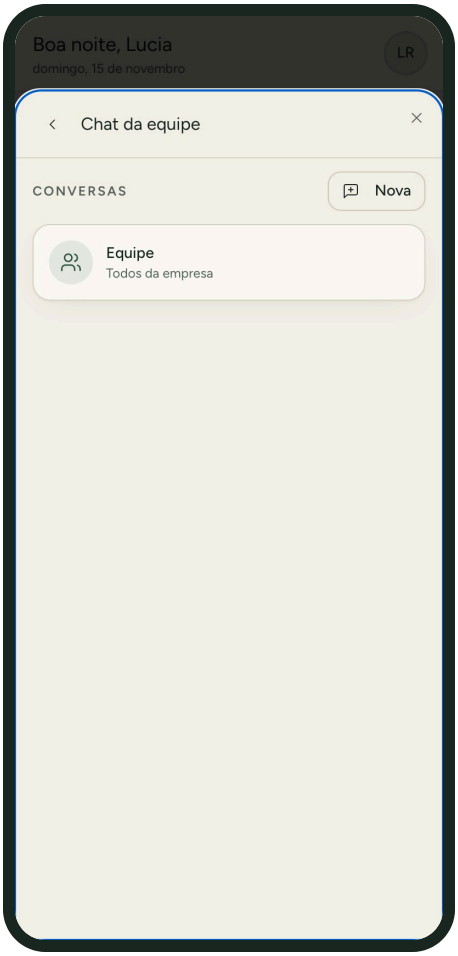
**CAREFUL** The amount you see is an estimate. The office is the one that closes payroll.

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# Team chat

**WHERE IT IS** **Chat** tab.

Talk to the office and to the team. The **Team** conversation reaches everyone in the company. With **New** you start a conversation with one person.




The team chat.

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# The More menu

**WHERE IT IS** **More** tab, the last one on the bottom bar.




The More menu for the crew.

| Item | What it is for |
|---|---|
| **Inventory** | Take supplies and see what is running low, if the company uses inventory. |
| **Profile** | Your details, language and password. |
| **Request time off** | Send the dates for the office to approve. |
| **Refer a Friend** | Refer someone to work at the company. |

| Item | What it is for |
| --- | --- |
| **Map** | Your stops of the day on the map. |
| **Crew Interpreter** | Translate a conversation with the client between two languages. |

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# No signal and common problems

The app keeps working with no internet. The clock, the checklist and the photos are saved on the phone and go up on their own when the signal returns. A banner at the top tells you that you are offline.

### ? I cannot clock in.

**WHAT TO DO**

1. Check that the phone's location is on and allowed for Crewstro.
2. If the company blocks the clock far from the home, get closer to the home and try again.
3. If it still fails, have the office record it: tell them in the chat.

### ? The visit does not show for me.

**WHAT TO DO**

1. Pull the screen down to refresh.
2. Check the Schedule tab to see if the visit is on another day.
3. If it is not there, the office has not put your name on it yet.

### ? I forgot my password.

**WHAT TO DO**

1. On the sign-in screen, tap **Forgot password?** and follow the email.

# 2

# Part 2. The office on the phone

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# The dashboard on the phone

Owners, administrators and office staff see a different bar on the phone: **Dashboard**, **Schedule**, **Clients**, **Conversations** and **More**. The screens were redesigned for the phone, with what you handle on the go.




The dashboard: what to do today, the visits, the money and the team in the field.

- **What to do today** gathers what is waiting for you: requests with no reply, quotes with no answer and overdue invoices. Tap each line to handle it.
- **Visits today** and **In the field now** show the day in two numbers.
- **Received this month** and **To receive** show the money.
- **Team in the field** shows who is clocked in.

**TIP** The round button with the phone, in the corner, opens the dialer. The bell, at the top, shows the notices.

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# The company's schedule

**WHERE IT IS** **Schedule** tab.




The schedule on the phone: the week at the top and the visits of the day.

1. Tap a day of the week to see the visits of that day.
2. Tap a visit to change the person, reschedule or cancel.
3. The **+** button creates a new visit.

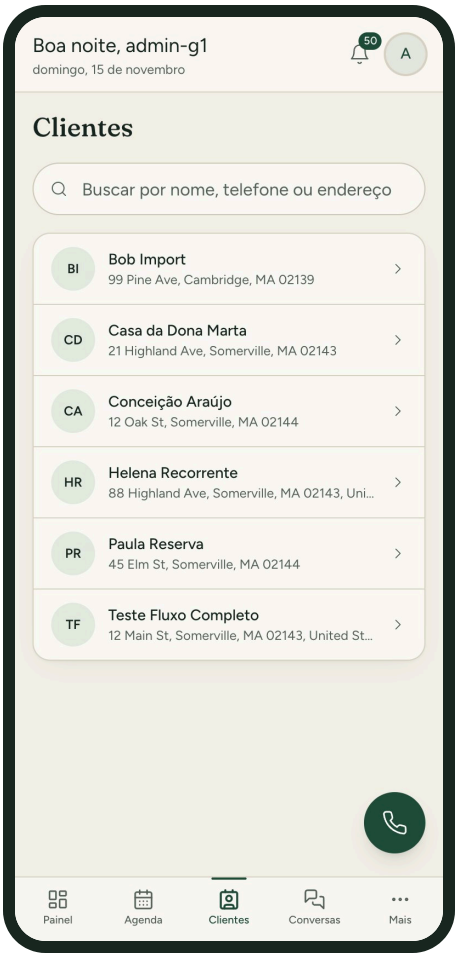
**CAREFUL** Every cancellation asks for a reason. It is saved and shows in the client's history.

When there are past visits nobody completed, a notice shows at the top. Tap **See the oldest** to close them one by one.

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# Clients

**WHERE IT IS** **Clients** tab.




The client list, with search by name, phone or address.

Tap a client to open the record: homes, contacts, visits, invoices and the conversation timeline.

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# Conversations

**WHERE IT IS** **Conversations** tab.



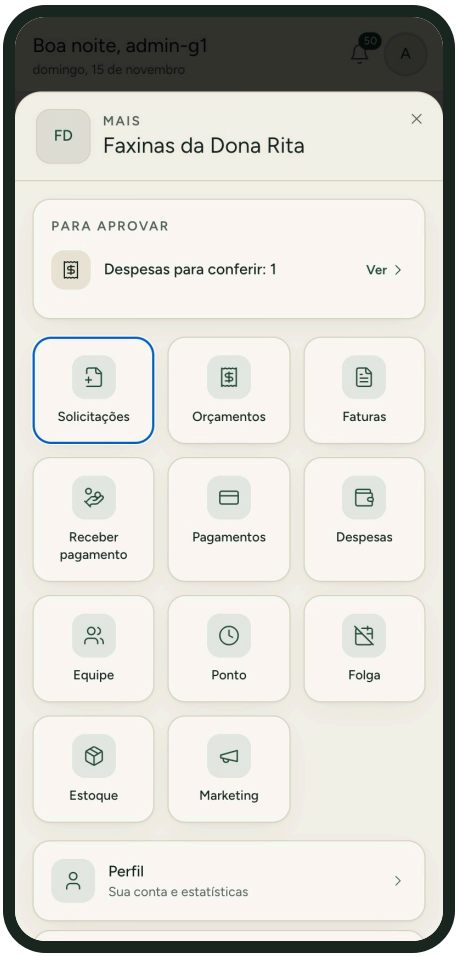

Conversations: clients or team, and the switch between conversations and email.

- At the top, choose between **Clients** and **Team**.
- Under Clients, the **Conversations | Email** switch moves between texts and the company's email.
- **Open** shows what is still waiting for a reply.
- **New message** starts a conversation with a client.

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# The More menu for the office

**WHERE IT IS** **More** tab.




The More menu for the office: shortcuts in a grid.

At the top, **To approve** shows what is waiting for your decision, such as expenses to review. Below are the shortcuts.

| Shortcut | What you do |
|---|---|
| **Requests** | See new requests and answer them. |
| **Quotes** | Follow the ones sent and create a new one. |
| **Invoices** | See overdue and upcoming invoices, and create one. |

| Shortcut | What you do |
| --- | --- |
| **Collect Payment** | Collect from any client on the phone. |
| **Payments** | See what came in and record a payment. |
| **Expenses** | Review the receipts sent by the team. |
| **Team** | Find a person, call, text and invite. |
| **Timesheet** | Check the hours and add a missing entry. |
| **Time off** | Approve or decline time off requests. |
| **Inventory** | Catalog, counts, shopping and purchase orders. |
| **Marketing** | Campaigns and flows. |

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# Requests and quotes




Requests: new, in contact, quoted and open.

Each new request shows the name, the type of service and when it arrived. Tap to open it, call or answer. A request only becomes a client when a visit is booked.




Quotes: the total waiting for an answer and the list by status.

With **New quote** you build the quote from the catalog items and send it to the client.

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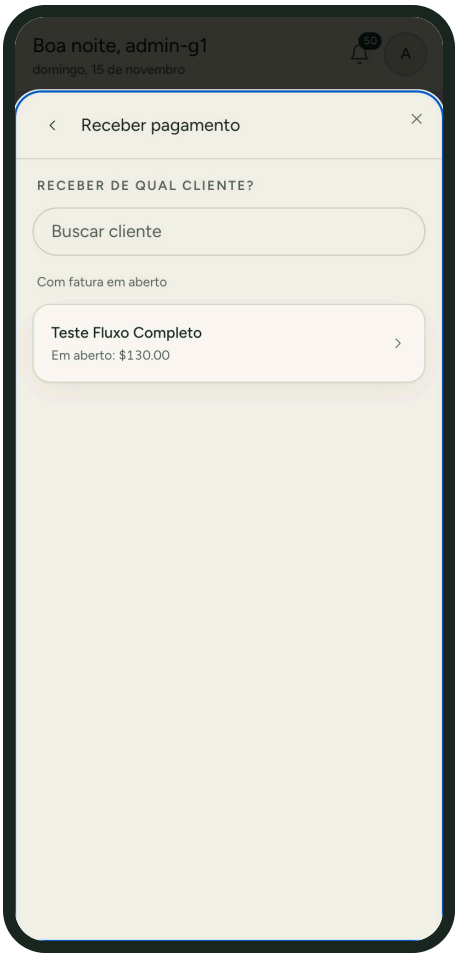
# Invoices and payments




Invoices: how much is left to receive, overdue first.

## Collect from a client

1. In the More menu, tap **Collect Payment**.
2. Choose the client. Those with an open invoice show first.
3. Check the amount and collect by card.




Collect payment: those who owe show at the top.

## Record a payment received outside the app

In **Payments**, tap **Record Payment** to enter cash, a check or Zelle.

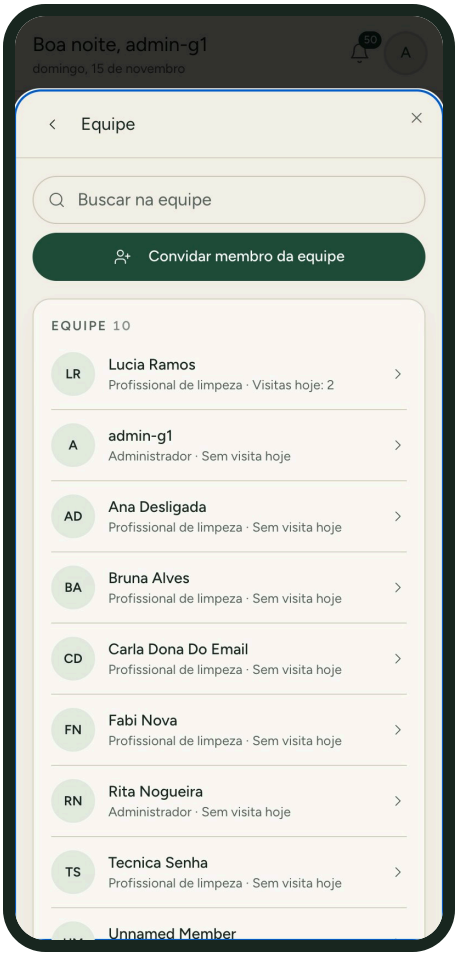



Payments: today, the month, what is left and the latest payments.

> **TIP** Payment links, payment methods, reports and settings stay on the computer.

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# Team and time clock




Team: search, invite and each person's status today.

Tap a person to call, text or email, see their day and archive them. **Invite Team Member** uses the same form as the computer.




Clock: the team's hours by period.

With **Add missing entry** you record the clock in and out of someone who forgot. Correction requests sent by the team also arrive here.

> **TIP** Each person's pay, permissions, documents and crew setup stay on the computer.

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# What stays on the computer

The phone handles the day. Setup and longer work stay on the computer:

- [ ] Company settings, plans and billing.
- [ ] Closing payroll.
- [ ] Full reports and exports.
- [ ] Building marketing flows and campaigns.
- [ ] Inventory labels and settings.
- [ ] Team permissions, documents and crews.

For all of that, see the **Office training manual**.