



Frequently Asked Questions

What is myInitial

myInitial is a comprehensive online reporting tool for Initial customers that gives you 24/7 access to all the hygiene servicing activity we carry out. The system is secure, simple and completely paperless. It's an easy way to produce status reports, reduce your admin burden and get assurance that we're maintaining the highest hygiene standards in line with the contract.

How does myInitial benefit my business?

The application acts as an online account management tool, where you can access to all the service history at your fingertips. Everything is online and easily accessible, so you can optimise resources and save time.

myInitial allows you to:

- Get visible assurance that your hygiene needs are being taken care of
- Access your service history and ensure compliance with workplace regulations

How do I know that my data is safe?

myInitial has been designed as a secure site, ensured by:

- A password protected system with controlled access lists
- Encrypted communications
- Data is managed at our own secure data center

How much does myInitial cost?

myInitial is complementary to our hygiene servicing customer.

How do I get myInitial?

myInitial will automatically be activated upon commercial release. You will receive an account login and activation email separately.