



LIFTSAFE

CUSTOMER PORTAL TUTORIAL GUIDE

Your all-in-one platform to manage inspection, orders, reports, and more — anytime, anywhere.



Request
inspection



Manage
Orders



Track
Compliance



Access
Reports



Contact
For Help

CUSTOMER PORTAL 



USER GUIDE
JULY 2026

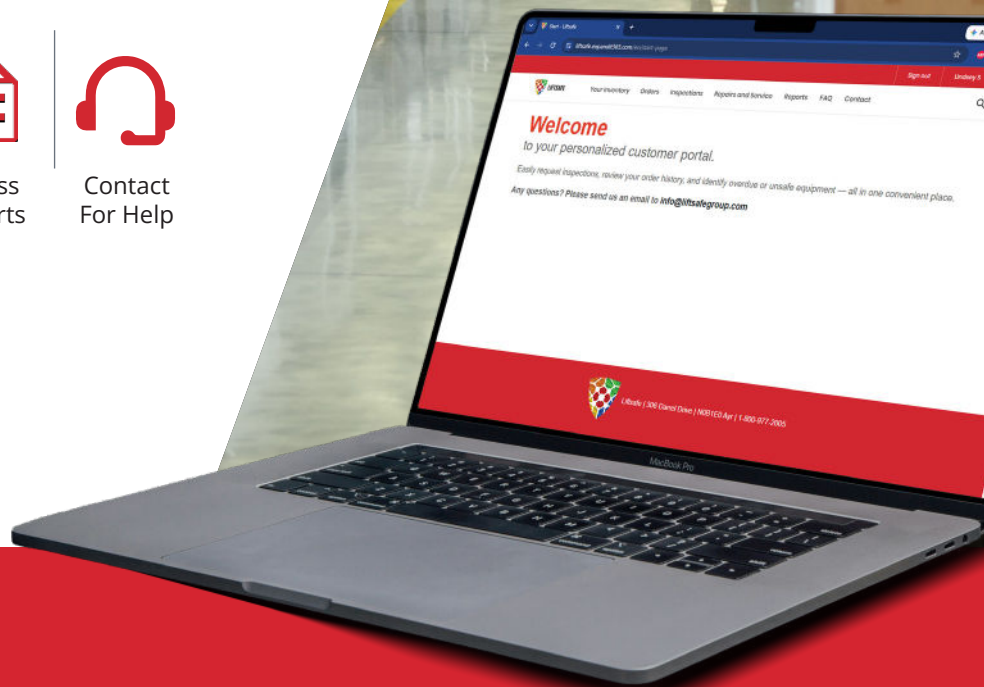


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This guide will walk you through the key features of the Liftsafe Customer Portal and how to use the effectively.

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GETTING STARTED



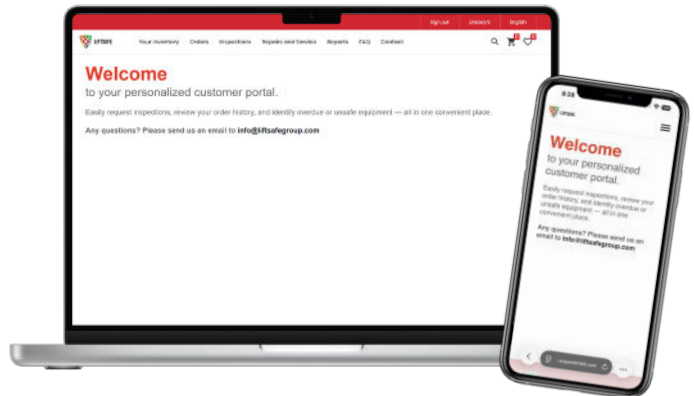
Log in to your customer portal using your account credentials.



From the dashboard, you can navigate through all features using the top menu.

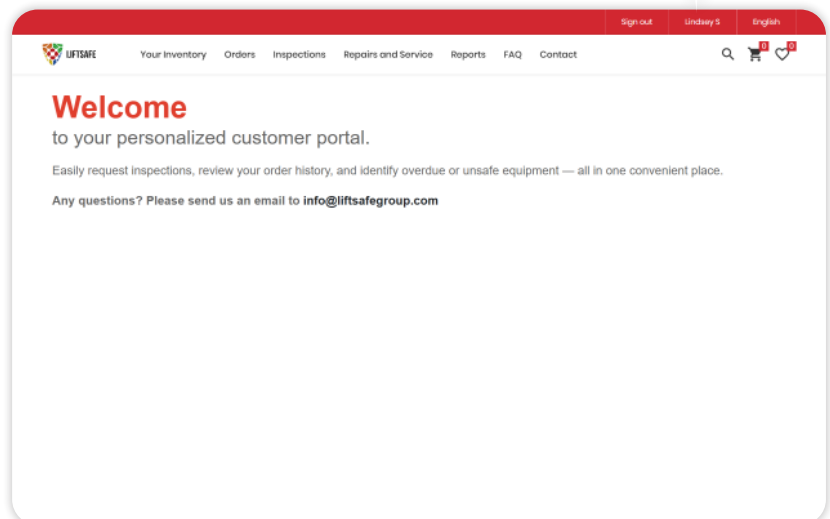
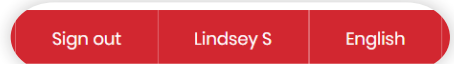


Need help? contact us at info@liftsafegroup.com



0 ACCOUNT SETTINGS

Click your username in the top right corner of the navigation bar.

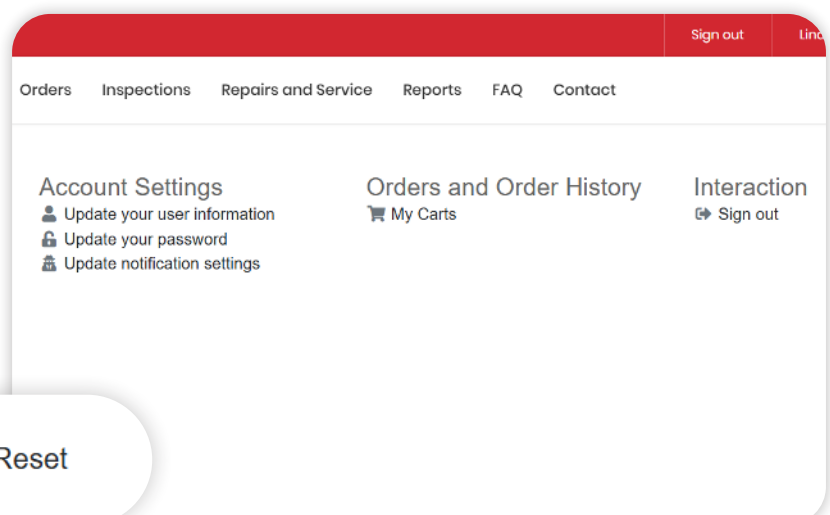


Updating Your Account

Within the Account Settings, you can:

- Update user information
- Change password
- Manage notification setting

Tip: Click **Update** after making any changes to ensure everything is applied.



1

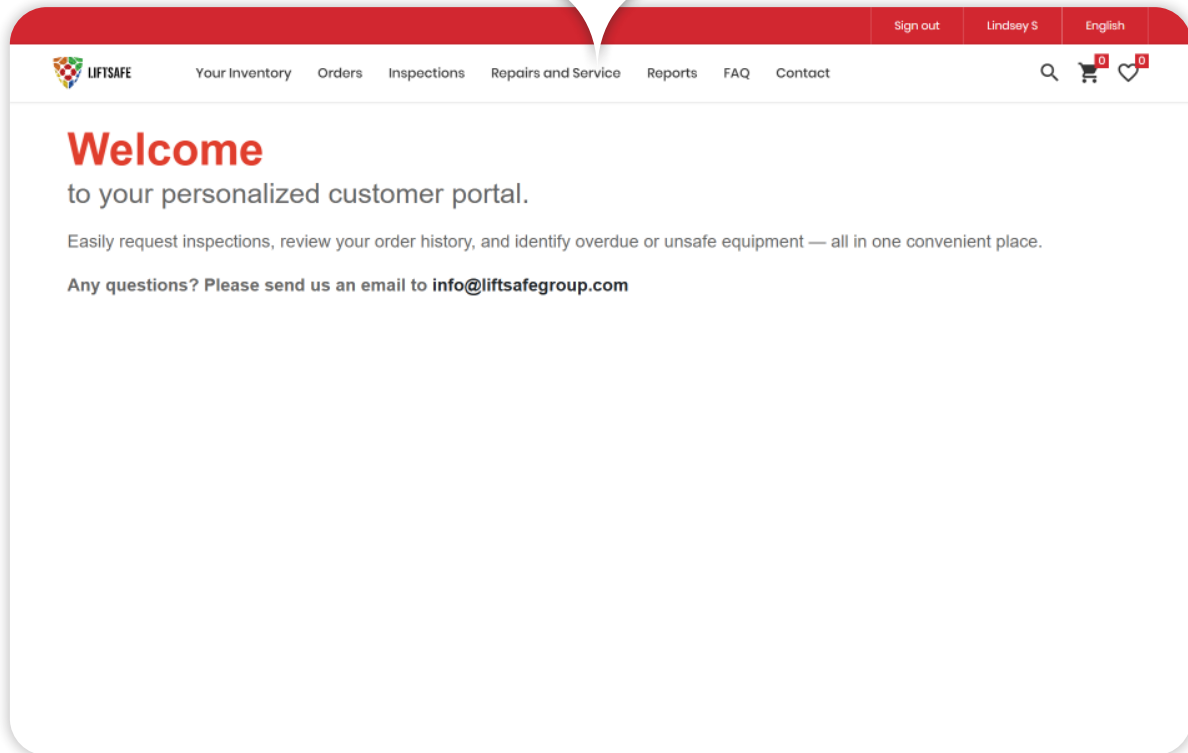
DASHBOARD (WELCOME PAGE)



After logging in, you will land on the Welcome page.

Use the top menu to access all portal features.

Your Inventory Orders Inspections Repairs and Service Reports FAQ Contact

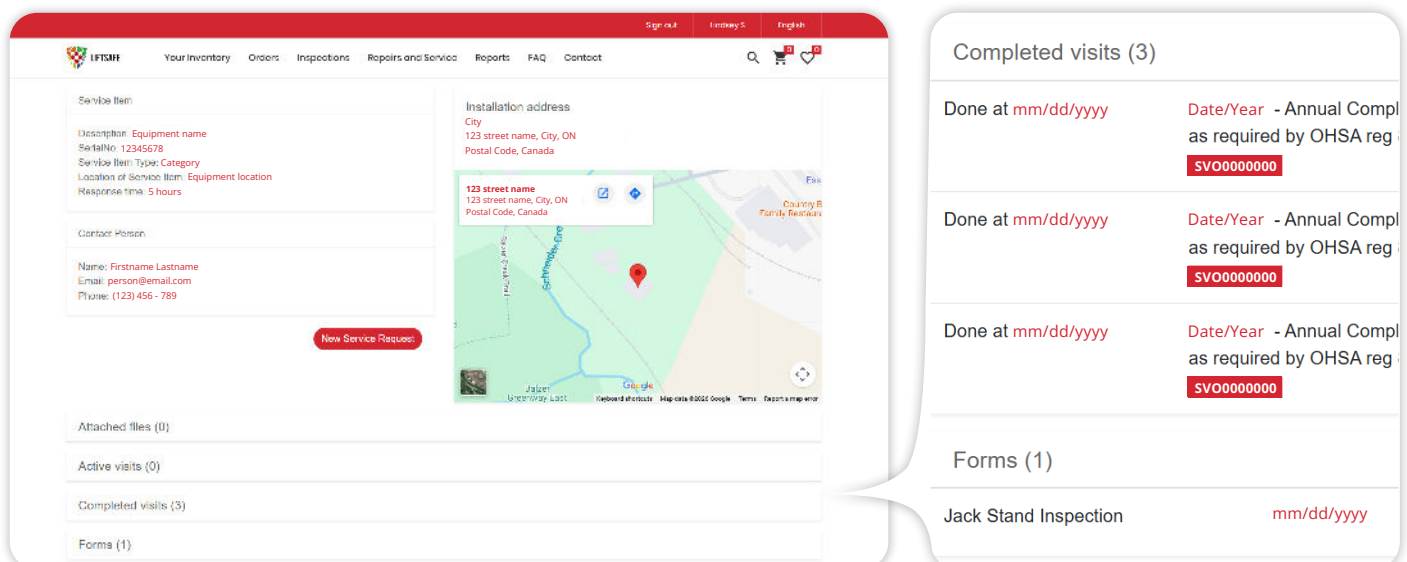


2

YOUR INVENTORY

View and manage all your registered equipment in one place.

Access item details, inspection status, service history, and compliance information.



2

Attached files (0)

Active visits (0)

Completed visits (3)

Done at 6/4/2026	May 2026 - Annual Compliance Safety Inspection as required by OHSA reg 851 Section 51.1 SVO0000394	By Mike
Done at 6/3/2026	May 2026 - Annual Compliance Safety Inspection as required by OHSA reg 851 Section 51.1 SVO0000394	By Mike
Done at 6/2/2026	May 2026 - Annual Compliance Safety Inspection as required by OHSA reg 851 Section 51.1 SVO0000394	By Mike

Tasks (34)

Task description	Service Item	Serial number	Project ID	Contract no.
✓ Annual Compliance Safety Inspe				
✓ Mobile Crane				
✓ Grapple - 672564				
✓ Lift Truck				

Forms (32)

Jack Stand Inspection	6/4/2026	INSP JS	
Jack Stand Inspection	6/4/2026	INSP JS	
Jack Stand Inspection	6/4/2026	INSP JS	

Click any item in the **Completed Visits** list to open it's **Visit Details** page. Here, you can review completed tasks, attached files, inspection forms, and other information related to that specific inspection visit.

3 ORDERS

View and manage all your booked inspection / service / repair.

- Use Add to narrow down your results.
- Click on any Order to view more details.

General

Work Order ID

Type

Status

Order Status

Task Status

Address

Work Address

City

Street

Zip Code

Customer

Orders

Filters

Select a filter

Work Order ID	Created	Status	Description	Latest Start	Start date	Type	Work Address
SVO0000000	mm/dd/yyyy	New	MONTH / YEAR : Annual Compliance Safety inspection as required by OHSA reg 851 Section 51.1			Inspection	123 street name 123 street name, City, ON Postal Code, Canada
SVO0000000	mm/dd/yyyy	New	MONTH / YEAR : Annual Compliance Safety inspection as required by OHSA reg 851 Section 51.1			Inspection	123 street name 123 street name, City, ON Postal Code, Canada
SVO0000000	mm/dd/yyyy	New	MONTH / YEAR : Annual Compliance Safety inspection as required by OHSA reg 851 Section 51.1			Inspection	123 street name 123 street name, City, ON Postal Code, Canada
SVO0000000	mm/dd/yyyy	New	MONTH / YEAR : Annual Compliance Safety inspection as required by OHSA reg 851 Section 51.1			Inspection	123 street name 123 street name, City, ON Postal Code, Canada
SVO0000000	mm/dd/yyyy	Awaiting planning	MONTH / YEAR : Annual Compliance Safety inspection as required by OHSA reg 851 Section 51.1			Inspection	123 street name 123 street name, City, ON Postal Code, Canada
SVO0000000	mm/dd/yyyy	Awaiting	MONTH / YEAR : Annual Compliance Safety inspection as required by OHSA reg 851 Section 51.1			Inspection	123 street name 123 street name, City, ON Postal Code, Canada

4 INSPECTIONS

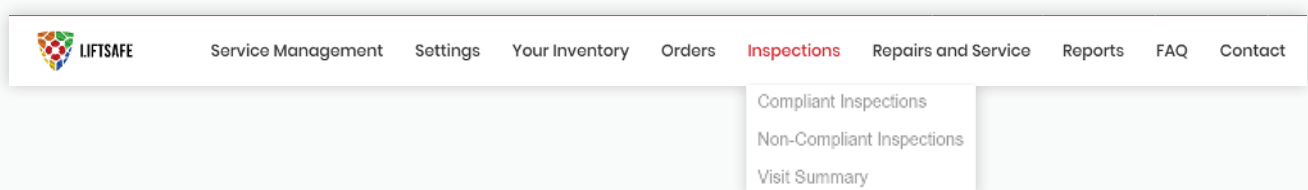


Monitor inspection records, review compliance status, and access completed inspection summaries. You can find in total 3 sub-categories under Inspections:

- Compliant Inspections
- Non-Compliant Inspections
- Visit Summary

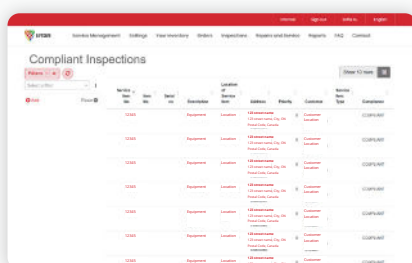
TIP

Use the Inspections menu at the top of the portal to switch between the three sub-categories.



COMPLIANT INSPECTION

View equipment that has successfully passed inspection and currently meets compliance requirements.

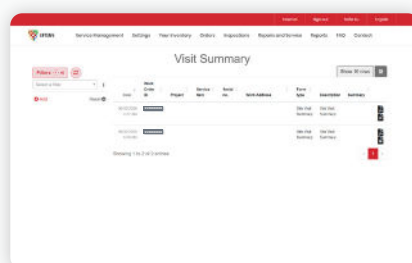


- ✓ Browse compliant item
- ✓ Filter and search inspection records
- ✓ View equipment details and location
- ✓ Review compliance status



VISIT SUMMARY

Access detailed records for completed inspection visits, including tasks, forms, files and reports.

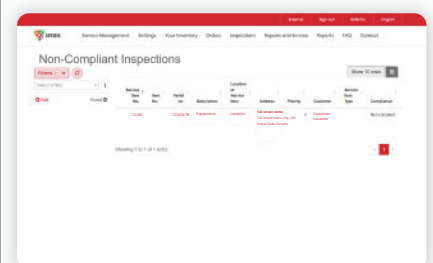


- ✓ View completed inspection visits.
- ✓ Access inspection forms / records
- ✓ Download inspection reports
- ✓ Review completed tasks

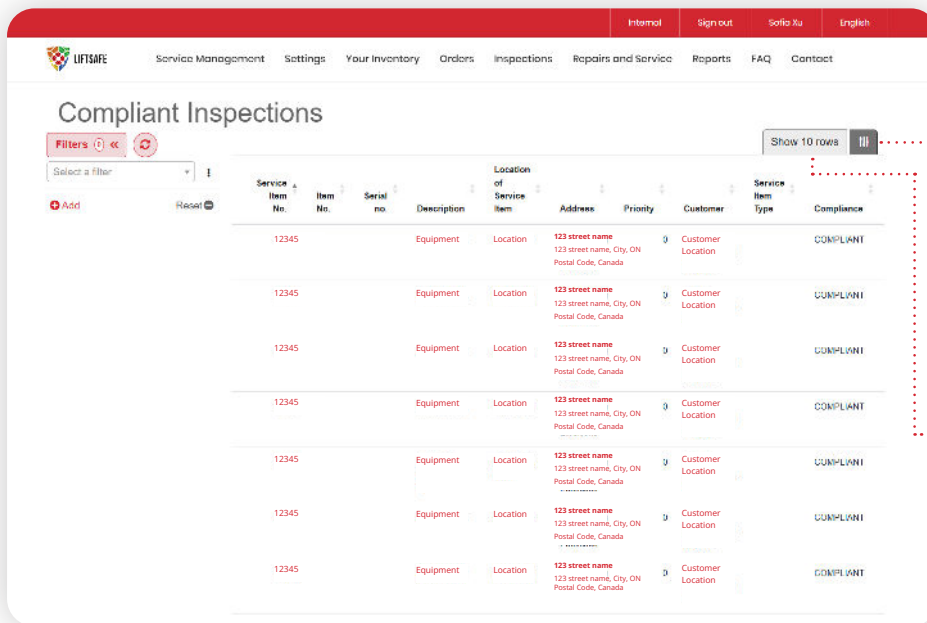


NON-COMPLIANT INSPECTION

Review equipment that requires attention due to failed inspections or identified issues.



- ✓ Identify non-compliant equipment
- ✓ Review inspection findings
- ✓ Prioritize corrective actions
- ✓ Track follow-up inspections.



Service Item No.	Item No.	Serial no.	Description	Location of Service Item	Address	Priority	Customer	Service Item Type	Compliance
12345			Equipment	Location	123 street name, City, ON Postal Code, Canada	9	Customer Location		COMPLIANT
12345			Equipment	Location	123 street name, City, ON Postal Code, Canada	9	Customer Location		COMPLIANT
12345			Equipment	Location	123 street name, City, ON Postal Code, Canada	9	Customer Location		COMPLIANT
12345			Equipment	Location	123 street name, City, ON Postal Code, Canada	9	Customer Location		COMPLIANT
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12345			Equipment	Location	123 street name, City, ON Postal Code, Canada	9	Customer Location		COMPLIANT
12345			Equipment	Location	123 street name, City, ON Postal Code, Canada	9	Customer Location		COMPLIANT
12345			Equipment	Location	123 street name, City, ON Postal Code, Canada	9	Customer Location		COMPLIANT

1 Column Layout

Customize the columns displayed in the table by selecting or reordering fields.

2 Rows Per Page

Choose how many rows to display on each page.

1 COLUMN LAYOUT

Select which columns you want to view and drag to reorder them.

Show 10 rows

Column layout

- ☒ Service Item No. ☰
- ☒ Item No. ☰
- ☒ Serial no. ☰
- ☒ Description ☰
- ☒ Location of Service Item ☰
- ☒ Address ☰
- ☒ Priority ☰
- ☒ Customer ☰
- ☒ Service Item Type ☰
- ☒ Compliance ☰

Reset Apply

2 ROWS PER PAGE

Select the number of rows to display per page

Show 10 rows

5

10 ☒

15

20

25

30

☐ Drag to reorder

Click and drag the handle to change the order of columns.

✓ Click to show / hide

Enable or disable columns to customize the information displayed in the table.

i Tip

Showing more rows allows you to see more data at once.

Fewer rows works better with large data sets.



The Repairs and Service page allows you to view and manage all service work orders, track their status, access key details quickly, and take action as needed.

Internal

Sign out

Sofia Xu

English

LIFTSAFE

Service Management

Settings

Your Inventory

Orders

Inspections

Repairs and Service

Reports

FAQ

Contact

Repairs and Service

Filters 0

Reset

Show 10 rows

Work Order ID	Created	Status	Description	Latest Start	Start date	Type	Work Address
SVO0000000	mm/dd/yyyy	Awaiting approval	Lorem ipsum dolor sit amet, consectetur adipiscing elit		7/3/2026	Service	123 street name 123 street name, City, ON Postal Code, Canada
SVO0000000	mm/dd/yyyy	Planned	Lorem ipsum dolor sit amet, consectetur adipiscing elit			Service	123 street name 123 street name, City, ON Postal Code, Canada
SVO0000000	mm/dd/yyyy	Planned	Lorem ipsum dolor sit amet, consectetur			Service	123 street name 123 street name, City, ON Postal Code, Canada
SVO0000000	mm/dd/yyyy	New	Lorem ipsum dolor sit amet, consectetur			Service	123 street name 123 street name, City, ON Postal Code, Canada
SVO0000000	mm/dd/yyyy	Started	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore		7/6/2026	Install	123 street name 123 street name, City, ON Postal Code, Canada
SVO0000000	mm/dd/yyyy	Finished	Lorem ipsum dolor sit amet, consectetur		7/3/2026	Service	123 street name 123 street name, City, ON Postal Code, Canada
SVO0000000	mm/dd/yyyy	Awaiting approval	Lorem ipsum dolor sit amet, consectetur		7/3/2026	Service	123 street name 123 street name, City, ON

Status Legend

New		Newly created work order
Awaiting planning		Created and awaiting to plan
Planned		Scheduled and awaiting to start
Started		Work order has begun
On hold		Work order has put on hold
Awaiting approval		Work order awaiting for approval
Finished		Work order has been completed

6 REPORTS



The Reports page allows you to view and download inspection reports and related documents.

Date	Work Order ID	Project	Service Item	Serial no.	Work Address	Form type	Description	Summary
06/11/2026 11:14 AM	SVO0000000		Equipment		Lorem ipsum dolor sit amet	Mobile Crane Inspection	INSP AA	
06/11/2026 7:15 AM	SVO0000000					Below The Hook Attachment Inspection	INSP AA	
06/11/2026 7:13 AM	SVO0000000		Equipment		Lorem ipsum dolor sit amet	Mobile Crane Inspection	INSP AA	
06/10/2026 10:57 AM	SVO0000000		Equipment			Mobile Crane Inspection	INSP AA	
06/10/2026 9:18 AM	SVO0000000					Below The Hook Attachment Inspection	INSP AA	
06/10/2026 6:40 AM	SVO0000000					Mobile Crane Inspection	INSP AA	

Filter Reports

Click “ Add” to select a filter from the dropdown menu to apply and refine the report list.

Filters 0 <<

Select a filter

Add Reset

General

- Form type
- Customer
- Project
- Work Order ID
- Service Item
- Date
- Serial no.

Download Report

Click the “ ” in the Summary column to download and view the report.

Summary

-
-
-

7 CONTACT



Have a question or need support? Use the contact form to reach out.

- ✓ Fill in your details and message.
- ✓ Our team will get back to you as soon as possible

1

Fill in your details

Enter your name, company name, email, and phone number.

2

Write your message

Provide details of your questions or how we can help you.

3

Send message

Click the **“Submit”** button to send us your message.

4

Receive a response

Our team will review your inquiry and respond promptly.

i

Response Time

It will take around 1-2 business days for us to respond your message.

i

Faster Response

For faster assistance, please include as much details as possible in your message.

THANK YOU!

You've reached the end of the Customer Portal Tutorial Guide. We hope this guide helps you navigate the portal with confidence and make the most of its features.

NEED HELP? WE'RE HERE FOR YOU.

If you have any questions or need support, our team will get back to you as soon as possible.



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+1 (800) 977 - 2005



HOURS

Mon - Fri
8:00AM - 4:00 PM



WEBSITE

liftsafegroup.com

WE DESIGN



WE BUILD



WE INSPECT



WE MAINTAIN