



Instructions to Access and Use Our
EMPLOYEE PORTAL

Instructions to Bill Clients Online

Charles G. Smith III, President & HR Director

Last Updated: 8/11/2026

Version 2

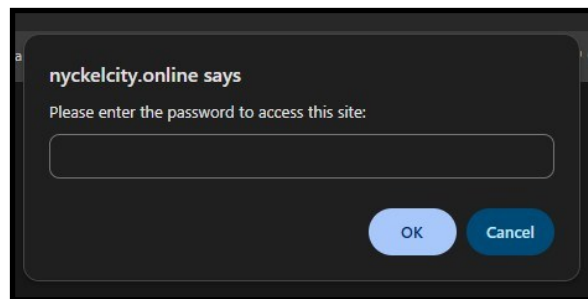
Welcome to Nyckel City LLC!

We appreciate you choosing to join our team. This guide will help Cleaners use the Bill function at **NYCKELCITY.COM**. Only Cleaners will be responsible for billing Clients at the end of the job and BEFORE leaving the property. Again, do not leave the job site/property without completing the final BILLING step or else you and the company do not get paid.

All employees (Admin, Cleaners and Drivers) should access **NYCKELCITY.ONLINE** for their various Human Resources needs you may have.

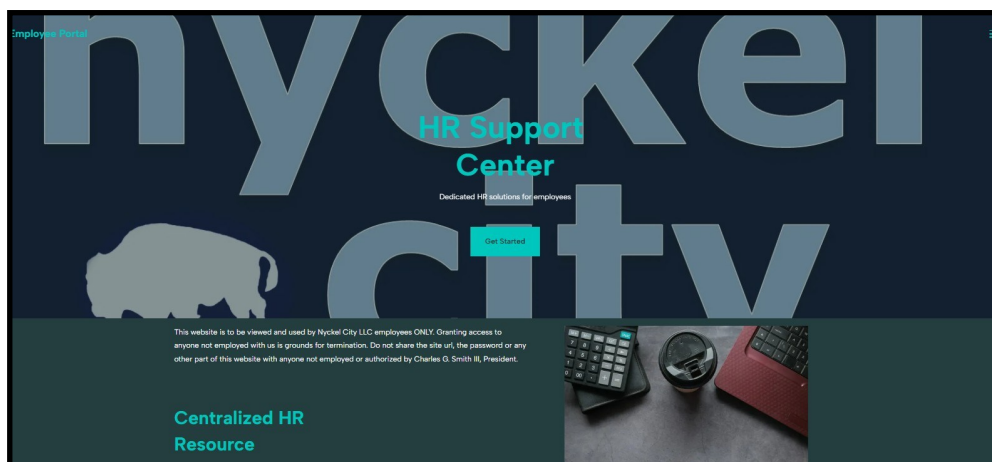
Let's Begin

Using the Employee Portal: Go to your web browser and type the web address "NYCKELCITY.ONLINE" (not ".com"). You will see the website is password protected and you will be required to enter the password "**Nyckelcity2026!**" to access the site.



This is proprietary information. You must not share with anyone who does not work for Nyckel City LLC. Violating this policy is grounds for termination.

Upon logging in, you should see this section:



Scroll down to access the website further.

FORMS

FORMS

REQUIRED: Download your copy of the Employee Handbook and Form W9. Complete and submit the W9 below.

[Employee Handbook](#) [Promo Cards](#) [Direct Deposit Form](#) [Instructions W9](#) [Form W9](#)

REQUIRED Read and Sign to Complete Your Hiring Process

Enter your name

I will maintain a professional standard of behavior on each assignment. I will not be disrespectful to clients. I will not smoke, vape, or consume alcohol on or before a job. I will not arrive intoxicated to an assignment.

[Send Message](#)

Date

Select a date

I will dress appropriately prioritizing safety & function. Do not take photos of the job without Client's written consent. I understand that if I violate any of these company policies, my contract/employment with Nyckel City LLC is subject to termination.

[Submit Message](#)

This section is required for ALL employees to complete.

- Download your copy of the Employee Handbook for your review.
- Download the Promo Cards to give out to potential customers.
- Download and complete a Direct Deposit, (this is optional) and return to HR at hr@nyckelcity.com.
- Because Cleaners and Drivers are classified as Independent Contractors, you need to download and complete the W9 and return to HR at hr@nyckelcity.com. Or you can upload it to the form at the bottom of the Portal web page.
- Next, you will see your “Commitment to Professionalism” form. Read what policies are required of you as our Representative. Violating any of these policies will result in a 3-Step Disciplinary Program.
- After reading the policies, enter your full name and the date and press “Submit Message”.

Remember, this section is Required to complete or you will be assigned any jobs and will be deemed to have withdrawn your application for employment.

Central HR Resource Section and Form

Central HR Resource

An essential hub for employees seeking HR information.

Contacts

690 Northampton St. 1st fl. Buffalo, NY 14211

716-507-9601

HR@nyckelcity.com

Easy Access to HR Services

Your name

Your email

Select Topic

Let's Discuss

Today's Date

File upload

[Upload your file](#)

Submit

Employees may use this section for various reasons. Here you may address matters such as:

- Payroll
- Complaints about Clients, Co-workers and/or Supervisors
- Change your Availability/Schedule
- Change your Coverage Area (If you originally only worked in Buffalo, but want to travel farther or if you only wish to work in Buffalo after working throughout WNY)
- Report Medical/Health Concerns (Allergies, medical conditions, or the condition of the work site as dangerous to your safety)
- Add or Change your Emergency Contact information
- And you may use “File Upload” to submit any documents, images etc. to attach to your message.
- On the left of the screen, you will see your HR contact information. Your Human Resources Director is Charles G. Smith III, 716.507.9601, hr@nyckelcity.com.

REORDERING YOUR SUPPLIES

Employee Portal

Address

690 Northampton St. 1st Fl. Buffalo, NY 14211

Email

dmaxwell@nyckelcity.online

Phone

Text: 716.331.8925

Working hours

Available from 6:00A to 9:00PM

Get Your Supplies Here

I Need

- ☐ All-purpose cleaner ☐ Glass Cleaner ☐ Disinfectant Cleaner ☐ Microfiber Cloths ☐ Scrub Brushes ☐ Sponges ☐ Mop and Bucket ☐ Vacuum cleaner
- ☐ Broom & Dustpan ☐ Rubber Gloves ☐ Spray Bottles ☐ Trash bags (Large Outdoor) ☐ Contractor Sized Trash Bags ☐ Cleaning Caddy
- ☐ Bathroom Cleaner (Ajax Powder) ☐ Carpet Cleaner/Deodorizers

Clients should have toilet scrubbers, plungers. See if you can use their supplies before you use yours.

Send Message

Price List



All-Purpose Cleaner

Mr. Clean, Awesome, etc.

\$3-6



Glass Cleaner

Windex

\$3-5



Shoe Covers

Protect your footwear

\$7-25



Disinfectant

Lysol

\$4-7



Microfiber Cloths

Blue Cloths (12 count)

\$10-18



Wooden Floor Cleaner/Polish

Like Murphy's cleaner and polish

\$5-12

REORDERING YOUR SUPPLIES

continued

This section pertains specifically to Cleaners.

In the upper right corner of the site, you will see 3 lines. This is the website menu. Click it and you will be able to go to the “Order Supplies” page. Fill out the form as needed. In order to maximize efficiency, please try to reorder what you need at the same time. You will see the options at the bottom. Scroll down and you will see a list of supplies and their prices. If you purchase your supplies through the company, the total cost of your purchase will be deducted from your weekly paycheck at an amount not to exceed \$25 per check. Unless you specify certain brands for these products, we will default to the lowest price for the item(s). Remember, these are YOUR supplies.

You may select as many as you need. When ready, click “Submit Message” and Destiny Maxwell, our VP of Procurement, will fulfill your order as quickly as possible.

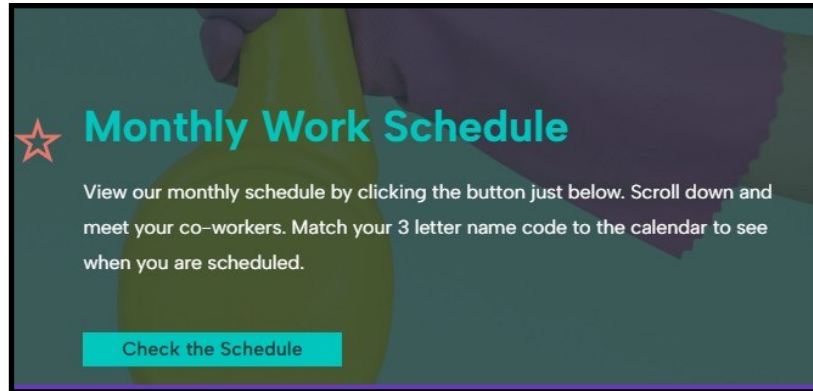
If you ever need to contact her, you can text her phone number and she will respond to you either by text or phone call. Or email her directly at dmaxwell@nyckelcity.online. Please notice, her email ends with “.online”, not “.com”. As you see in the above picture, you will find her contact information and hours of availability.

The screenshot displays the 'Employee Portal' interface. At the top, contact details for Destiny Maxwell are listed: Address (690 Northampton St. 1st Fl Buffalo, NY 14211), Email (dmaxwell@nyckelcity.online), Phone (Text: 716.331.8925), and Working hours (Available from 6:00A to 9:00PM). Below this is a section titled 'Get Your Supplies Here' with a form containing fields for Name, Address, Phone, Select a date, and Email. A list of supply categories follows, each with a checkbox: All-purpose cleaner, Glass Cleaner, Disinfectant Cleaner, Microfiber Cloths, Scrub Brushes, Sponges, Mop and Bucket, Vacuum cleaner, Bloom & Dustpan, Rubber Gloves, Spray Bottles, Trash bags (Large Outdoor), Contractor Sized Trash Bags, Cleaning Caddy, Bathroom Cleaner (Ajax Powder), and Carpet Cleaner/Deodorizers. A note states: 'Clients should have toilet scrubbers, plungers. See if you can use their supplies before you use yours.' A 'Send Message' button is at the bottom of the form.

Price List

Item	Price Range
All-Purpose Cleaner Mr. Clean, Awesome, etc.	\$3-6
Glass Cleaner Windex	\$3-5
Shoe Covers Protect your footwear	\$7-25
Disinfectant Lysol	\$4-7
Microfiber Cloths Blue Cloths (12 count)	\$10-18
Wooden Floor Cleaner/Polish Like Murphy's cleaner and polish	\$5-12

NEW Monthly Schedules



On the Home page of the Portal, you will see this new addition to the site. When you click the button to “Check the Schedule”, you will see:

MONTHLY JOB SCHEDULE FOR AUGUST 2026 <i>Last updated: 8/10/2026</i> CLIENT/LOCATION TIME CLEANER(S) DRIVER THE SCHEDULE WILL BE UPDATED AS NEEDED THROUGHOUT THE MONTH. THE INFORMATION CHANGES DAILY, SO KEEP CHECKING. If you have any questions, contact Charles at 716.507.9601 or hr@nyckelcity.com.	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	8/2	8/3 KELLY H./TRICO 3P-5P SJS/KRJ SJS	8/4 KELLY H./GRID 2:30P-4:30P REM/MIM MIM	8/5 KELLY H./RAILS 12P-4P REM/MIM MIM	8/6	8/7 SHARON D./BUFFALO 3P-5P SJS/KRJ SJS	8/8
	8/9	8/10 KELLY H./RAILS441 1P-4P REM KELLY H./RAILS443 12P-4P MOE/SBA	8/11 — — —	8/12 ANDREA L./ALDEN 12P-4P REM SBA	8/13 LINDA P./CHKTWA 10A-3P REM SBA	8/14	8/15
	8/16	8/17 MARCO B./EGGERTSV 10A-2P MOE SBA	8/18	8/19	8/20	8/21	8/22
	8/23	8/24 ARICA A./TNWNDA 10A-3P REM/MOE/SBA SBA	8/25	8/26	8/27	8/28	8/29
	8/30	8/31					

This feature allows Team Members to view their assignments and organize their calendars accordingly. Only HR can edit the calendar. Remember that our assignments are subject to change on a day-to-day basis. So, check the calendar often.

If you scroll down a bit, you will see the current roster of our Team Members, Drivers and Cleaners. Along with your title, you will see a 3-letter code for each of you. This is strictly for scheduling purposes.

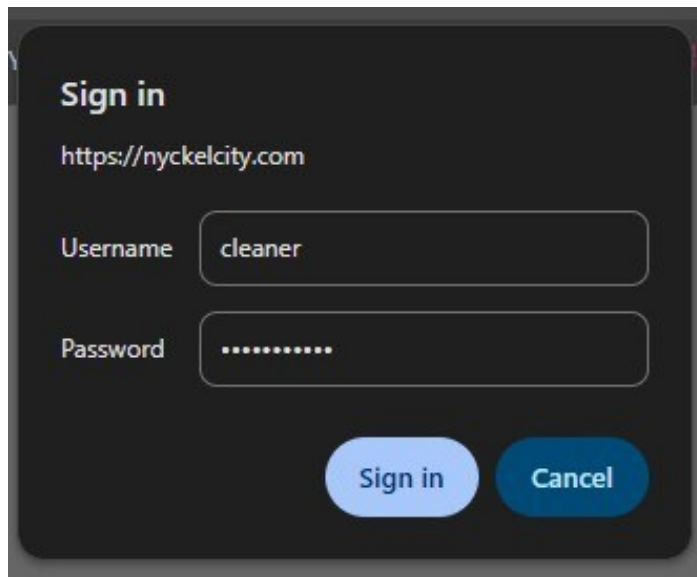
BILLING: Only Cleaners and Authorized Personnel Use This Page

Go to your web browser and type the web address "NYCKELCITY.COM".

You will see the web page is password protected and you will be required to enter the username and password to access the section.

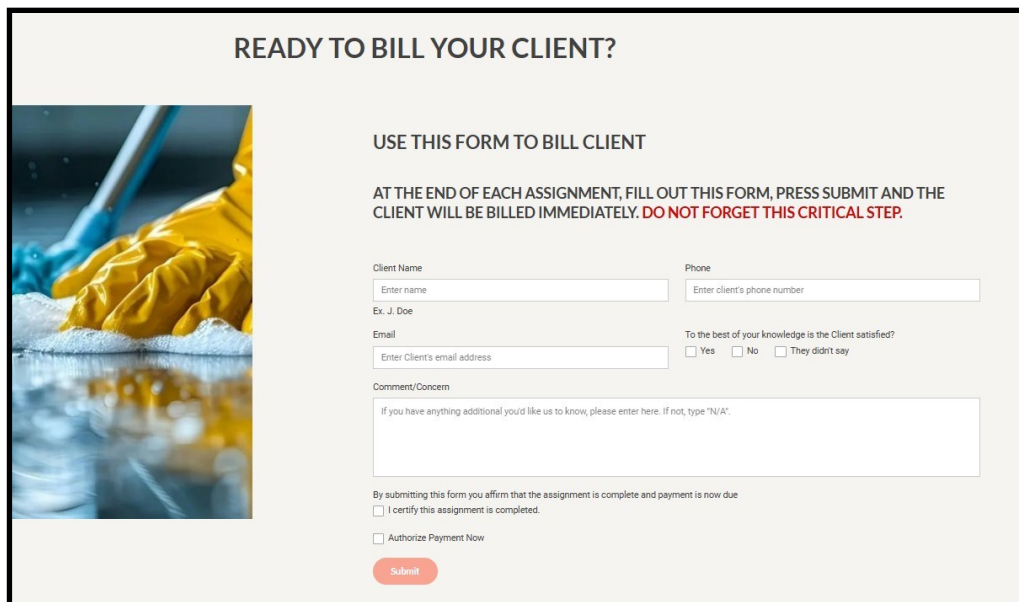
Username: cleaner (all lower cases)

Password: Client26! (the first letter **is** capital)

A screenshot of a login interface with a dark background. At the top, it says "Sign in" in white, followed by the URL "https://nyckelcity.com" in a smaller font. Below this are two input fields: "Username" with the text "cleaner" and "Password" with masked characters ".....". At the bottom right are two buttons: a light blue "Sign in" button and a dark blue "Cancel" button.

This is proprietary information. You must not share with anyone who does not work for Nyckel City LLC. Violating this policy is grounds for termination.

Upon logging in, you should see this section:

A screenshot of a web form titled "READY TO BILL YOUR CLIENT?". On the left is a vertical image of a hand in a yellow glove using a blue tool to clean a surface. The form text says "USE THIS FORM TO BILL CLIENT" and "AT THE END OF EACH ASSIGNMENT, FILL OUT THIS FORM, PRESS SUBMIT AND THE CLIENT WILL BE BILLED IMMEDIATELY. **DO NOT FORGET THIS CRITICAL STEP.**". The form contains fields for "Client Name" (with "Enter name" and "Ex. J. Doe"), "Phone" (with "Enter client's phone number"), and "Email" (with "Enter Client's email address"). There is a section for "Comment/Concern" with a text area and a note: "If you have anything additional you'd like us to know, please enter here. If not, type 'N/A'.". At the bottom, there are checkboxes for "I certify this assignment is completed." and "Authorize Payment Now", followed by a red "Submit" button.

BILLING INSTRUCTIONS: STEP-BY-STEP

READY TO BILL YOUR CLIENT?

USE THIS FORM TO BILL CLIENT

AT THE END OF EACH ASSIGNMENT, FILL OUT THIS FORM, PRESS SUBMIT AND THE CLIENT WILL BE BILLED IMMEDIATELY. **DO NOT FORGET THIS CRITICAL STEP.**



1 →

Client Name

Enter name

Ex: J. Doe

Phone

Enter client's phone number

2 ←

3 →

Email

Enter Client's email address

To the best of your knowledge is the Client satisfied?

☐ Yes ☐ No ☐ They didn't say

4 ←

Comment/Concern

If you have anything additional you'd like us to know, please enter here. If not, type "N/A".

5 ←

By submitting this form you affirm that the assignment is complete and payment is now due

☐ I certify this assignment is completed.

6 ←

☐ Authorize Payment Now

7 ←

Submit

TO COMPLETE THIS FORM FOLLOW THESE STEPS. ALL FIELDS ARE REQUIRED.

1. Enter the Client's first initial and last name. Ex: J. Doe
2. Enter the Client's phone number without dashes. Ex: 7165555555
3. Enter the Client's email address on record with the company. Ex: anyone@gmail.com
4. Check a box for Client's satisfaction level. If they were satisfied, check "Yes", if not, "check "No". If the Client gave no indication as to their satisfaction, check "They did not say".
5. Comment/Concern: Enter any information you think the company needs to know. If there is nothing to report, please enter "N/A".
6. Check the boxes at the bottom to affirm the assignment has been completed and Nyckel City LLC may now authorize payment from Client. Remember, we only bill clients at the end of the job.
7. Lastly, close the web tab or browser completely. And you are done. From that point, the company will submit billing for payment. If you fail to submit this form, you will not be paid for the work you completed. What if you leave the job, realize the error and return to the site and the Client left or refuses to pay? So, make sure you complete this form!



If you have **any** questions about the information presented here or anything else, please contact us and we will do our best to respond promptly.

Administration:

Charles G. Smith III, Co-owner, President, Human Resources Director & Accounting/Payroll
716.507.9601 hr@nyckelcity.com

Charles G. Smith IV, Co-owner, VP of Marketing
716.507.9628 marketing@nyckelcity.com

Destiny A. Maxwell, Co-owner, VP of Procurement
716.331.8925 dmaxwell@nyckelcity.online

Felicia F. Daniels, Quality Control Director
QC@nyckelcity.com

Josh L. Smith, Co-owner & Office Support
Jsmith@nyckelcity.com