ST JOHNS MOBILE TIME AND ATTENDANCE SYSTEM
FREQUENTLY ASKED QUESTIONS FOR USERS
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App Version: 4.1.3

A QUICK LOOK AROUND YOUR DEVICE

Logon Checklist

The two (2) most common causes for login problems is caused by:
- Poor reception
- Incorrect navigation and use of the TRACCS app

If you are unable to resolve any issue with the below steps and FAQ's, please ensure you contact the coordinator ASAP for assistance within 5 mins of your shift starting.

To avoid issues experienced when using the TRACCS app, please follow the below best practices as a general rule:
- Ensure you have at least two preferably three (3) bars of signal before logging into the software. If you do not have data coverage, data cannot be sent or received from the server which means your shifts will not update immediately.
- Ensure you are not in flight mode. Review your icons up the top right hand side (next to battery) and confirm there is no airplane symbol. To turn on/off flight mode, hold the power button for two (2) seconds and then press *Flight Mode*
- Ensure when you are navigating the TRACCS software, you are using the icons within the software. This means using the *Exit* and *Logout* icon within the software. Under normal circumstances, **DO NOT USE** the *Back* and *Home* buttons on the phone itself. These can cause undesirable results in the app.
- Ensure you are on the correct day in TRACCS. You are only allowed to log into shifts on the same day. Press the *Today* icon after logging into TRACCS to ensure you have the right day selected.
- Ensure after you have performed your Sign on and Sign off, that you *Exit* twice from the app and then *Log in* again to confirm the results. Once you have logged in, press the *Refresh* button up the top right to force a manual refresh of the software. This will give you the status as shown by the server (when in online mode). If you have the correct information showing on your page (red or green), please take a screenshot of this information. To take a screenshot, press the Volume Down and Power button simultaneously until it occurs. Once a screenshot is taken, press *Exit* and *Logout* to close the software. This information is required especially in low coverage areas.
- Review memo's sent as part of your starter pack for any changes not covered directly.

When following the above rules, the software is stable and consistent. Sometimes, the phone may

encounter a unique or random issue that may prevent normal use. A reboot of the phone is usually the fix to this, as it will clear any cached or in-progress tasks and force it to being the processes again. It is best to remove the case from the phone and remove the battery for a cold reboot.

Q: I open TRACCS but it is showing *"Work Offline"* radio button highlighted?
A: Ensure you have data coverage and try reopening TRACCS again by pressing *Logout* and then reopening the software.

Q: The TRACCS software is erroring saying "TRACCS is not responding"?
A: This is usually caused by poor data reception. Press close on the prompt received and then press the logout key to close the TRACCS app. Press the home button on your phone to return to your main page. Hold the *Options* button on the phone for two (2) seconds and when the task manager appears, slide the TRACCS software to the side to remove it. Ensure you have suitable mobile coverage and then reopen the TRACCS software and retry. If issues persist, perform the same steps again to remove TRACCS from the task manager, but this time reboot your phone, before retrying TRACCS.

Q: When I try to log in, nothing happens?
A: Scroll down to bottom of the page and it will provide a status message. Usually this is caused by *Invalid User Information*. To fix this, delete and re-enter your username and password values. If problems still persist, or a different message was received, please try rebooting your phone and then retry.

Q: I can log in, but I can't see my shifts?
A: Ensure the date at the top left is showing today's date. Press the *Today* icon to set the date to today's date.
If you are still unable to see your shifts, press the Refresh button up the top right. If problems persist, please ensure you have data coverage and escalate accordingly.

Q: I can't press the Start Job QR button?
A: Ensure you have scrolled to the bottom of the screen and clicked on *Acknowledge to Proceed* and then try again.

Q: I try to log in but it tells me that I can't log on because a shift has already been started?
A: This occurs when you have another shift still active (green). Please ensure you have selected the correct shift and Ended it (red) before starting a new shift. If you are unable to close the previous shift, please contact your coordinator. The only exception to this is Meal Breaks which can be green as well as a standard shift.

Q: Should I log on or off my breaks?
A: 	If you Meal Break says **STF-MEAL BREAK-COMMUNITY** then **no** log on or off is required.
	If your Meal Break says STF-MEAL BREAK then you **do have to** log on **and** off at the rostered time.

The meal breaks are listed in your roster so you know that an unpaid meal break has been scheduled.
If a meal break has not been scheduled then this signifies a paid meal break and you will eat with the Client.

Q: What is the correct process for logging on and off from a sleepover?
A:
For example the following shifts which would display on your phone as follows:
- 14:00 – 17:00 (Standard shift)
- 17:00 – 17:30 (STD-MEAL BREAK)
- 17:30 – 22:00 (Shift before sleepover commences)
- 22:00 – 24:00 (Pre Midnight Sleepover)
- 00:00 – 05:55 (Post Midnight Sleepover)

Based on the above example the process is as follows:

- At the beginning of your shift log on to your 14:00 – 17:00 shift
- At 17:00 log on to your break
- At 17:30 log off from your meal break.
- At 22:00 log out of the 14:00 – 17:00 shift
- **Do not** Log on to or off from any of the sleepover shifts ie Pre or Post midnight Sleepover
- Log on and off from the 05:55 to 06:00 shift if you have no further shifts.

Note: you do not log onto the inactive shifts (22:00-24:00 and 00:00-05:55).

Q: What is the correct process for an active night shift?
A:
An active night shift follows the same process as a normal roster. As the system closes each day at Midnight, you need to have closed your final shift prior to this time for it to count accordingly.

Consider the following shifts:
- Active Shift starts 22:00 – Log on to the 22:00 – 00:00 shift
- Just before Midnight (11:56pm – 11:59pm) Log off from the 22:00 – 00:00 shift
- Just after Midnight (12:01am – 12:04am) ensure that the date is the correct date (if not may need to forward the date or sign in again so the date clicks over to the next day) and log on to the 00:00 – 06:00 shift
- At 06:00 log off from the 00:00 – 06:00 shift

Q: My client is located in an area which has no signal?
A: Coordinators will advise of suitable coverage locations for most clients. With ones that have no coverage at all, there is a special technique used to accommodate which your coordinator will advise.

Q: The TRACCS icon has disappeared off the screen?
A: This is usually caused when it is dragged to another screen. Slide your finger across your screen until you locate it. Once located, long press on the icon and drag it back to the main screen (middle). If you are still unable to find this, please contact your coordinator.

Q: I have tried the above recommendations but I am still unable to resolve my issue?
A: Please ensure you have contacted your coordinator with any unresolvable issues. If they are not available, please contact the head office on 07 4039 9700 and they will direct you to someone who can assist.
DO NOT LEAVE MESSAGES OR TEXT, YOU MUST SPEAK TO A PERSON TO ENSURE ALL INFORMATION IS OBTAINED.