

uAttend Smartphone App V3.0 User Guide

Is the User set up for Smartphone Access?

- The user requires a valid username and password and the Company ID
- The Smartphone Access option must be set to yes for each user
- If GeoLocation is enabled, Employees will require their responsible sites to be available in their personal Clocking Management tab
- Check that the phone is set up for our Region – UK Google Play or App Stores may not yet support the app being tested
- Check the language being used – not all languages are supported – Please where possible set this to “English UK”

Ensure you are using the latest Version

- You can find the *latest* version at:
 - <https://apps.apple.com/gb/app/uattend/id428876448> > What’s New > Version History
 - https://play.google.com/store/apps/details?id=com.uattend&hl=en_GB > Additional Information
- To check the *installed* version, tap **More** at the bottom right of the uAttend app screen – The version number will be at the bottom of the screen that appears
- We are currently recommending deleting the old version and downloading the latest one from Google Play or the App Store. Going to either of these sites and searching “uAttend” will bring up the download page.

Turn on Location Services

Location Services *must* be enabled to allow users to reliably log into and clock using the uAttend App V3.0

- **iOs**
 - Go to Settings > Privacy > Location Services.
 - Make sure that Location Services is on.
 - Scroll down to find the uAttend app.
 - Tap the app and select **While Using uAttend:**
 - **While Using the App:** This option allows access to Location Services only when the app or one of its features is visible on screen.
- **Android**
 - Tap Settings.
 - Tap Location.
 - Move the slider to On.
 - Tap Mode.
 - Select the High Accuracy Mode:
 - **High accuracy:** Delivers the most accurate location information by using GPS, Wi-Fi networks, Bluetooth, and mobile networks to determine your location.

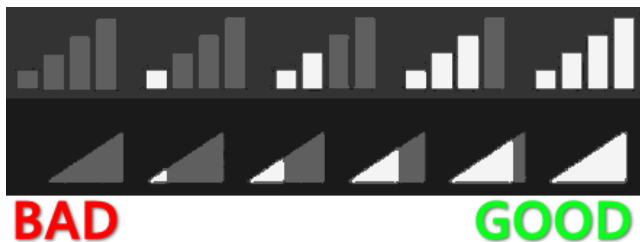
Do you have the Correct Login Information?

- **Company ID:** Available in your uAttend portal or your Welcome email
- **Username:** Keep it Simple! Must be under 40 characters – we recommend AlphaNumerics only
- **Password:** Something easy for the Employee to remember– we recommend AlphaNumerics only.

Check the Smartphone has a Signal – either GPS or WiFi

- Smartphones should be able to utilise Location Services and access the internet, via GPS or WiFi, as long as one of these services has a valid signal
- **Note:** Not all WiFi networks will allow users access to the internet...

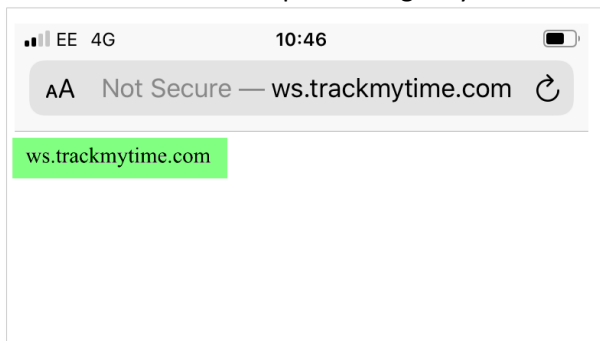
- Smartphone GPS graphics look something like this



- WiFi graphics look something like this....



- You can also check you have access to the uAttend web service by using the phone’s web browser, then, tapping in the web address: ws.trackmytime.com. You should see this simple message if you have access to uAttend



- We recommend, where possible, to clock with the best available signal with a 4G connection, Signal can be interrupted by something as simple as trying to clock from the inside of a building, please try clocking outside instead if this is allowed.

Known Issues:

NOTE: If the customer is happy to share passwords, try to log in as the user to try to replicate their issue

- User having to re-enter Company ID, username and Password – fixed in 3.0.50 – re-install should fix
 - Ensure “Keep Me Logged In” option is enabled at Log In
- User being logged out after clocking in – fixed in 3.0.50 – re-install should fix
- App slow to load – on the smartphone, run an internet speed test to check mobile connectivity.
 - Here is a chart to help ascertain expected mobile signal quality:

Generation	Icon	Technology	Maximum Download Speed	Typical Download Speed
2G	G	GPRS	0.1Mbit/s	<0.1Mbit/s
	E	EDGE	0.3Mbit/s	0.1Mbit/s
3G	3G	3G (Basic)	0.3Mbit/s	0.1Mbit/s
	H	HSPA	7.2Mbit/s	1.5Mbit/s
	H+	HSPA+	21Mbit/s	4Mbit/s
	H+	DC-HSPA+	42Mbit/s	8Mbit/s
4G	4G	LTE Category 4	150Mbit/s	15Mbit/s
4G+	4G+	LTE-Advanced Cat6	300Mbit/s	30Mbit/s
	4G+	LTE-Advanced Cat9	450Mbit/s	45Mbit/s
	4G+	LTE-Advanced Cat12	600Mbit/s	60Mbit/s
	4G+	LTE-Advanced Cat16	979Mbit/s	90Mbit/s
5G	5G	5G	1,000-10,000Mbit/s (1-10Gbit/s)	150-200Mbit/s

- **Error Message** – *Sorry! uAttend is unable to locate GPS. Please wait until your GPS device is ready and try again.*
 - Is the employee trying to log into uattend from a site not covered by the GeoLocations enabled in their personal Clocking Management tab
 - Log out and ensure Location Services are turned on, and then log back in
 - Ensure there is either a mobile signal or web enabled wifi signal
- **Error Message** – *Oops. There was a problem processing your request. If this issue continues, please contact uAttend support.*
 - Ascertain exactly what the user was trying to do when the message appeared and try to replicate
- **Wait One Minute:**
 - Usually where an Employee has clocked in and out without realising it.
 - There also appears to be an issue with a Missed Clocking and with a Break taken on the same day – did the employee accidentally tap the Break or Lunch button?
Check their Timecard for errant Break entries
- **App Crashes/Freezes phone** - Ascertain exactly what the user was trying to do when the incident occurred and try to replicate – or ask for a video

Actions

- If the above have all been checked out and the issue persists:
 - We will need as much information as possible: make and model of phone, operating system version, language being used, app version, wifi or mobile networks, signal strength, etc
 - A video or screenshots to help describe the issue