

A photograph of three call center agents in a modern office setting. In the foreground, a woman with dark hair tied back, wearing a brown turtleneck sweater and a headset, is looking slightly to her right with a pleasant expression. Behind her, a man with short dark hair and glasses, wearing a grey blazer over a dark shirt and a headset, is looking forward. In the background, another woman is partially visible, also wearing a headset. The office has large windows and a brick wall in the background. A large blue triangle is overlaid on the bottom left of the image, containing the title text.

Workforce Manager Mobile App Installation Guide & Best Practices

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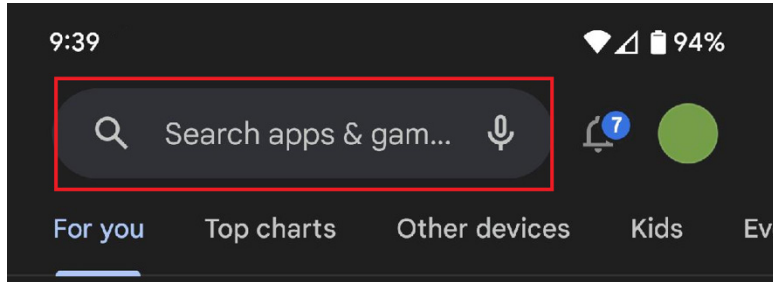
Android Devices

Device Minimum Requirement Android OS version 12.0 or higher.

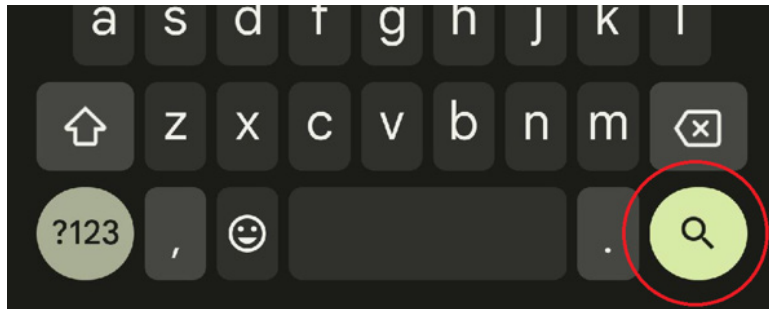
1. Open the Google Play Store app.



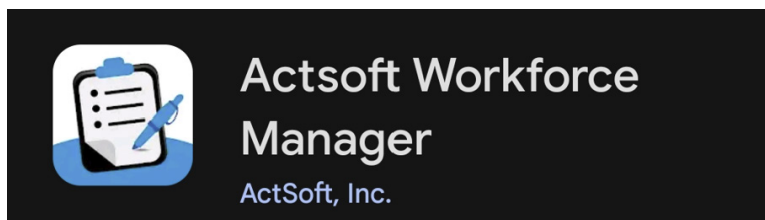
2. Select the search bar titled “**Search apps & games**” at the top of the screen.



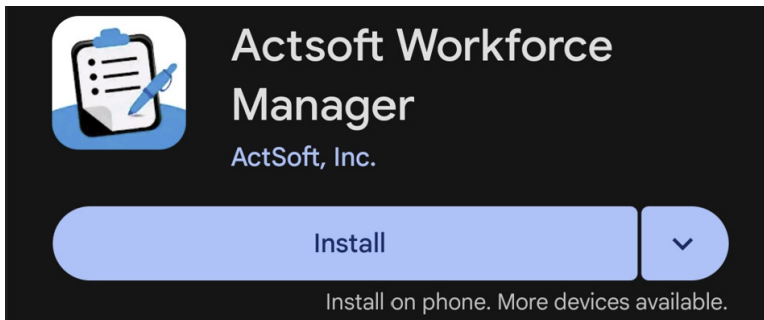
3. Type “**Workforce Manager**” in the search bar.
4. Press the magnifying glass on the keyboard to search.



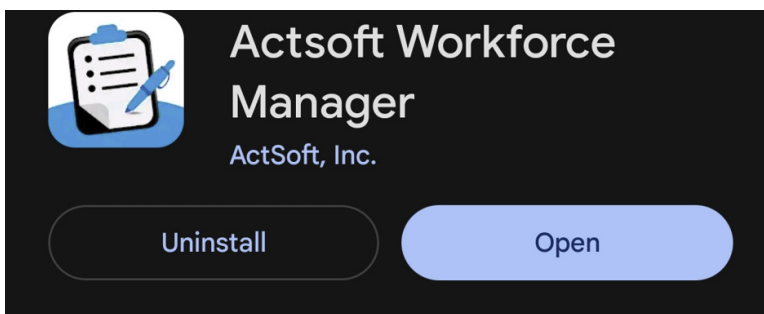
5. Enter, and Select “**Workforce Manager**”.



6. Select “Install”



7. When the install is complete, select “Open”



8. Scroll and Tap “OK” to allow use of location.

9. Choose “While using the app”

10. Tap “OK” to allow use of notifications.

11. Tap “Allow”

Prior to logging the user in to the app, configure the following settings for best results.

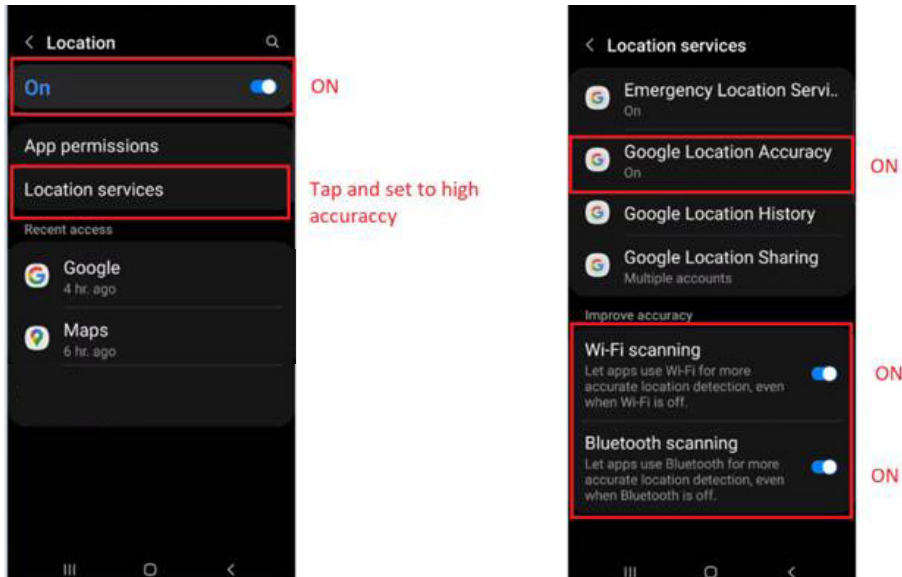
Android Devices - Required Settings

The following settings will significantly increase performance for GPS tracking. The Android operating system will attempt to limit background activity from applications to preserve battery life. Additional configuration is required to achieve consistent GPS tracking performance.

1. Enable Location Services

Device settings > **Location**:

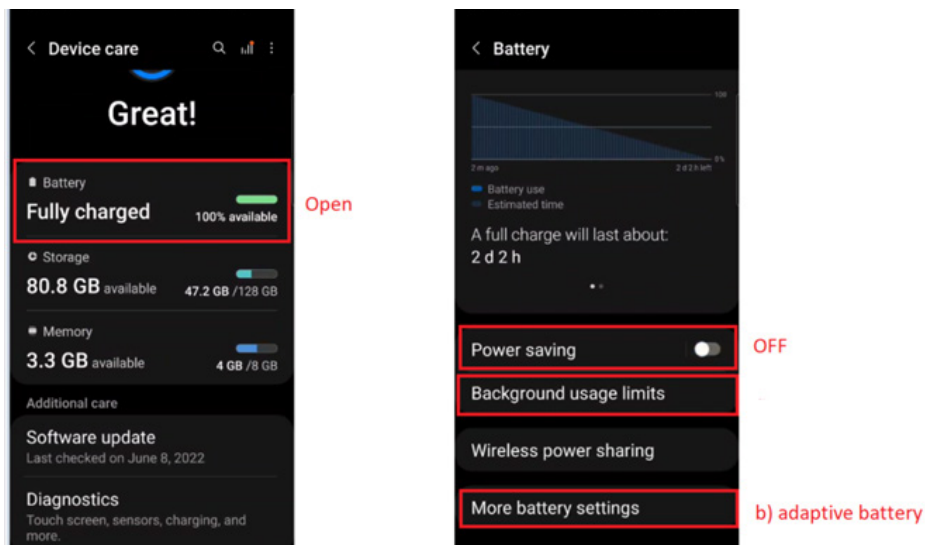
- Location: "ON"
- Tap Location Services, set to "High Accuracy".
- Improve accuracy: Wi-Fi and Bluetooth scanning set to "ON"
- Google Location Accuracy set to "ON".

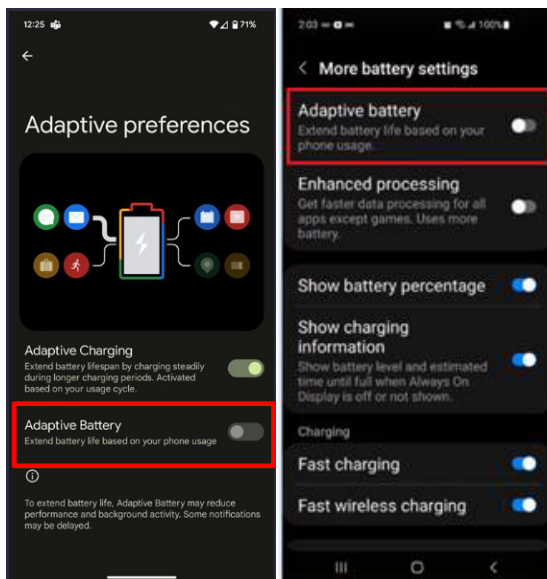


2. Adaptive battery and sleeping apps

On Android 12 and higher, the Android operating system will prevent applications from working in the background by default unless you exclude apps from battery optimization. There are multiple places where battery optimization can be located and may depend on your device's manufacturer or operating system. It is most frequently located in "Battery and Device Care".

Open Device settings > Battery and device care > Battery: open





a) Disable Adaptive Battery

Open Device settings >
Battery and device care >
Battery: More battery settings

3. Workforce Manager Application Settings

Long press on the App icon and select App Info or access from the device
Settings > Apps > list of the apps > Workforce Manager.

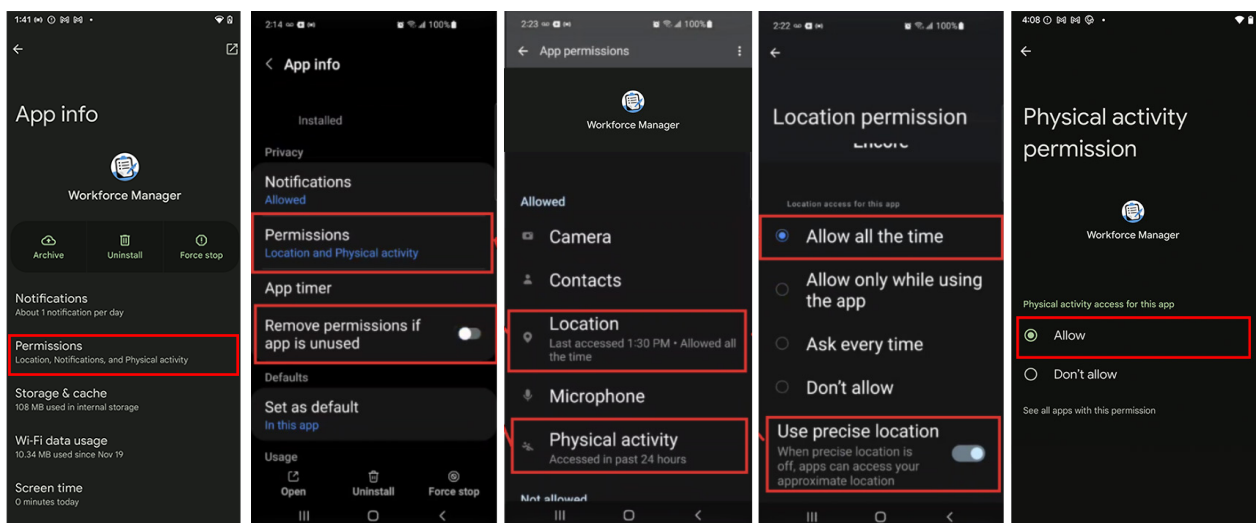
a) Configure Permissions

Under Privacy section

- “Remove permissions if app isn’t used” is “Off”.
- “Physical activity permission” is allowed.

Open Location:

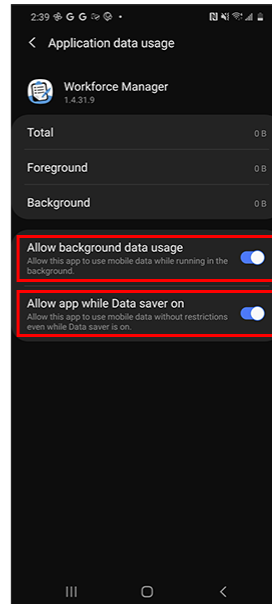
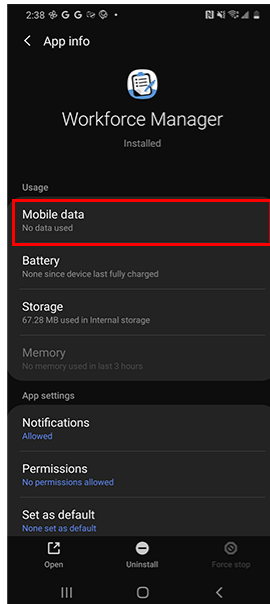
- “Allow all the time” is selected.
- “Use precise location” is “On”.



b) Mobile data

Workforce Manager > App Info > Under Usage section: Mobile Data

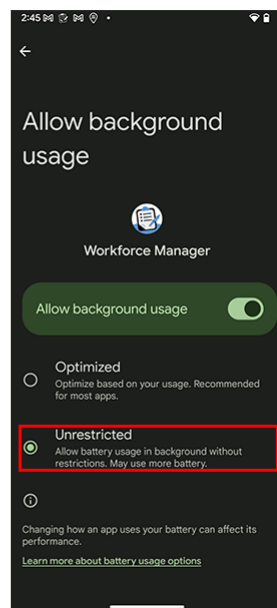
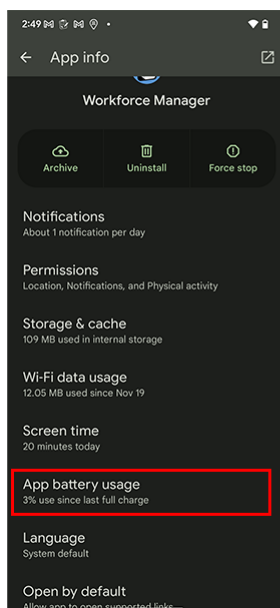
- Allow background data usage is “ON”.
- Allow app while Data saver on – is “ON”.



c) Battery

Workforce Manager > App Info > Under Usage section: Battery

- By default, the app will be “Optimized”, change it to “Unrestricted”, or Toggle optimization off if Unrestricted is not present.



IMPORTANT NOTE

Some older phone models include the setting “Never Sleeping Apps”. Internal testing has proven that it is more reliable to set Workforce Manager as an “Unrestricted” app, rather than setting the app as a “Never Sleeping App”. Both settings are similar, but you cannot have both settings enabled at the same time for the application. Avoid using “Never Sleeping Apps” and set Workforce Manager as “Unrestricted” for best results.

Once these steps have been completed, please return to the Workforce Manager app and log in.

During the login process, if it is a new user, they will have a screen to accept the License Agreement. They must accept it to complete the login.

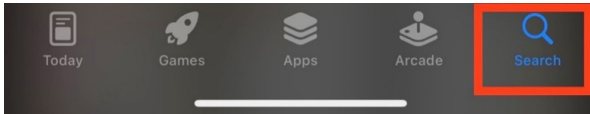
iOS Devices - Update to 14.0

Device Minimum Requirements - iOS version 14.0 or higher

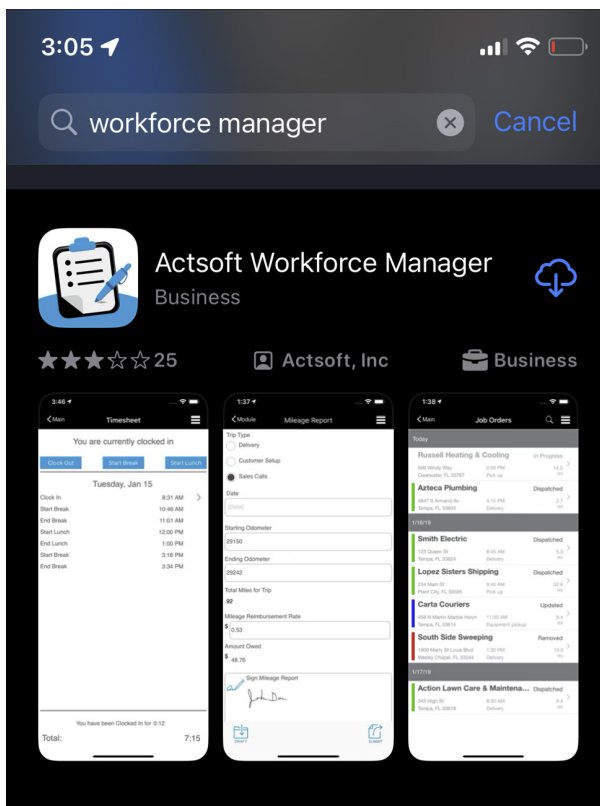
1. Open the iOS App Store application.



2. Select **“Search”** in the bottom right corner.



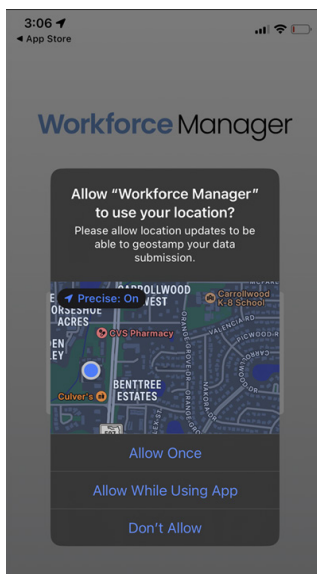
3. Type **“Workforce Manager”** in the search bar. .
4. Select **“Get”** on the application **“Workforce Manager”**.



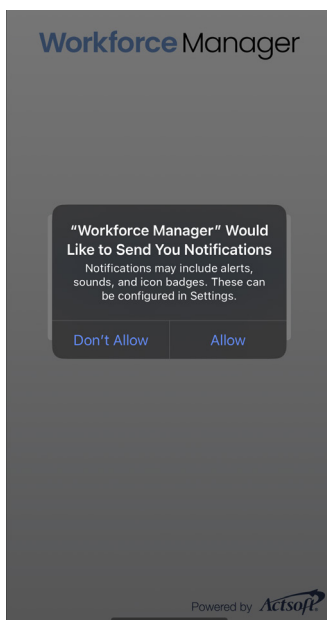
- When the installation is complete, select **“Open”**



- Select **“Allow While using App”** on the location permission request.

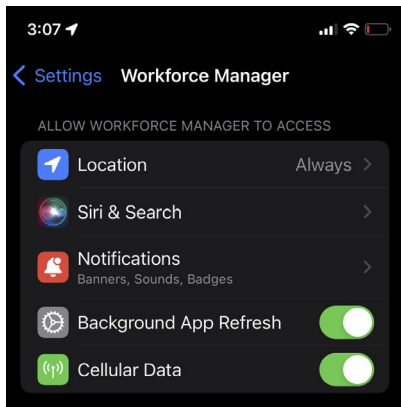



- Select **“Allow”** on the notification request.



Prior to logging the user in to the app, configure the following settings for best results.

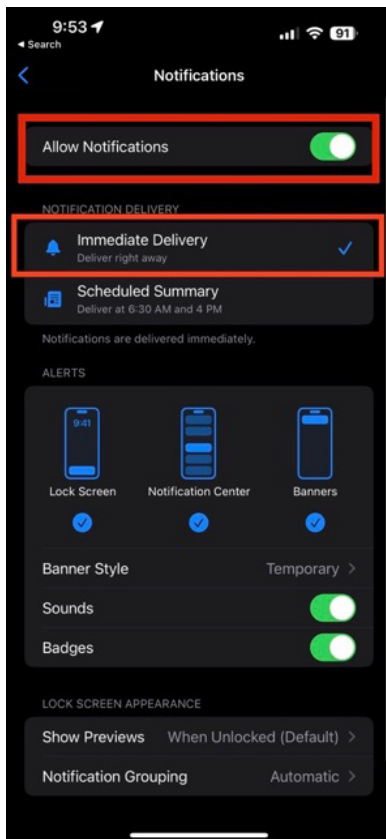
iOS Devices – Required Settings



1. Open your device's Settings App. 
2. Scroll down to the list of installed applications and click the Workforce Manager application.
3. Set Location to **"Always"**
4. Toggle **"Background App Refresh"** On (Needs to be turned on so the application may operate in the background.)
5. Toggle **"Cellular Data"** On

6. Select Notifications

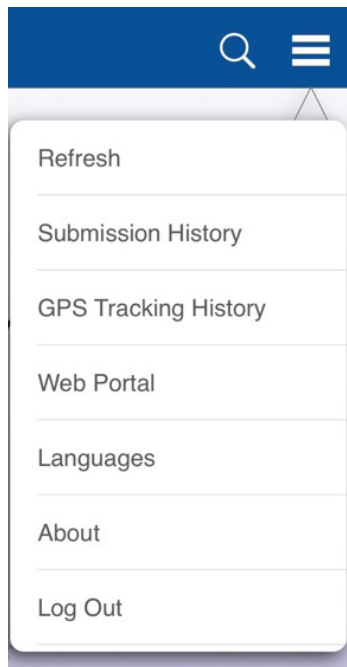
- a. Toggle **"Allow Notifications"** to **"ON"**
- b. Choose the option **"Immediate Delivery"**.
- c. The remaining settings are user preference, ensure at least one Alert option is selected.



Once these steps have been completed, please return to the Workforce Manager app and log in. During the login process, if it is a new user, they will have a screen to accept the License Agreement. They must accept it to complete the login.

Application Best Practices

1. Ensure users do not “force close” the application, this will NOT allow the application to track in the background while they have their phone locked or while they are working in another application. Force closing is performed by opening the recent application list and swiping the app out of the list on iOS or by going to the recent apps list, long pressing on the app icon>App Info>Force Stop, on Android Devices.
2. Ensure users do not disable location services.
3. Ensure users do not disable cellular data.
4. When submitting forms with photos, ensure the application remains active and on screen until submission is completed. This can be checked within the application’s hamburger menu under “Submission History”.



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