

How Do I Get The Mobile App?

PWA technology allows you to save a web application directly to the home screen of your mobile device, and use it like any other app.

In order to get the Trackplan Apps, simply follow the steps outlined below:

Resource, Manager & Requestor modules of the mobile App:

1. Using a web browser on your device, go to <https://mobile.trackplanfm.com/>
2. Once the page loads, wait a moment for a pop-up option that will allow you to add the app to your home screen. If this pop up does not appear you can (for Android devices) click the triple dots in the top right of the screen and click 'Add to Home screen' or 'Install App' and (for Apple devices) click the pull up options button at the bottom centre of the screen and click 'Add to Home screen'.
3. After agreeing, the FM icon will appear on your home screen:



Please note: It is important to ensure you are using Chrome on

Android devices, and Safari on Apple devices for this to work properly.

Admin User steps.

A full access admin user in your organisation needs to give you permission to access the app. To do this the admin user needs to log into the main application and navigate to Settings – App Manager.

The mobile app manager screen allows the admin user to add users & resources to the mobile app list. Once added they can then 'Create App User Manually' or 'Create App User Via Email Link'. Once the app user is created there will be an additional tab to configure setting/permissions on the app.

IMPORTANT

A **RESOURCE** on the Trackplan system can only be given access to the **Resource module of the mobile App**. A resource will only see Job tasks that have been instructed to them. Example – If Job number 20 was instructed to the Resource John, a job task/sub job is created, meaning John the Resource will see Job task 20-001. (Yes, you can have multiple job tasks on a job. 20-002, 20-003 etc)

A **USER** on the Trackplan system can be given access primarily to the **Manager & Requestor modules of the mobile App**.

If a user has access to the **Requestor module of the mobile App** they will only have the ability to raise a request/issue/fault. They will not have access to any jobs.

If a user has access to the **Manager module of the mobile App** they will see all jobs, requests on all sites, or on the sites they have access to.

In addition to this, a User can also be given access to the **Resource module of the mobile App**. Even if this user is a

manager with access to all jobs the architecture of the Resource is still the same meaning that they only see Job tasks that have been instructed to them.

We would suggest clearing all data and uninstalling the old apps. Help on how to do this can be found via the links. For [Android](#), and for [Apple](#).