Location not updating

TradesTek uses your phones location to automate many tasks like updating appointments, building your timesheet and during a danger alarm. If you receive a message from TradesTek indicating that your location hasn't been received, your appointments aren't being automatically updated, or the administrator of your Organisation indicates there is a problem there are a number of things to check to ensure TradesTek is working properly.

Check your schedule

1. Navigate to the My Profile section.
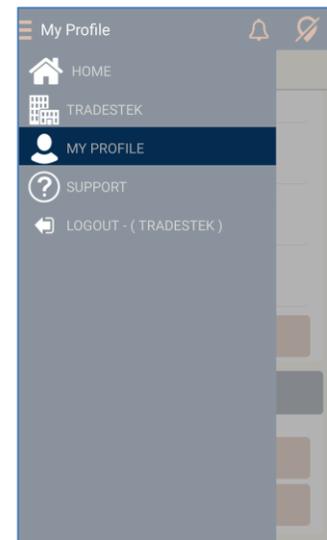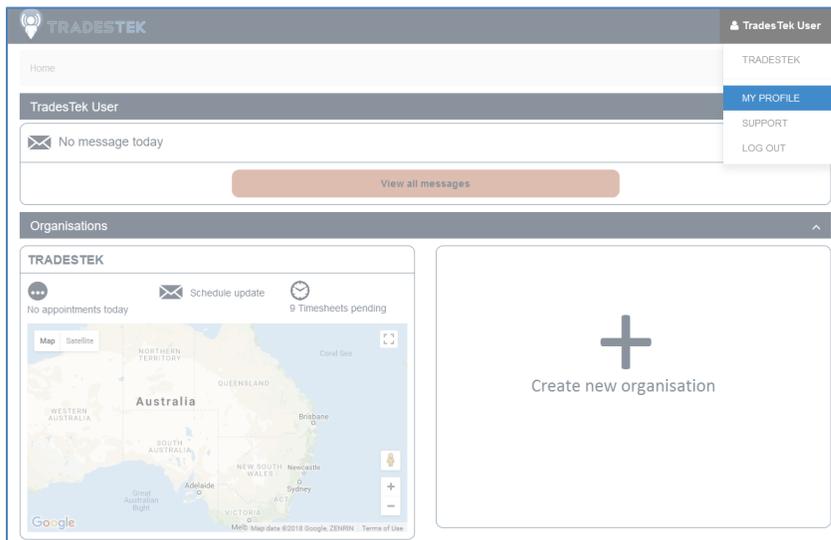
2. Check the My Schedule section.
   If your schedule is empty then it may mean you are not a member of an organisation or your organisation hasn't defined your working hours within TradesTek (see 3 below).
   Within the TradesTek App you can also force a resync of your Schedule with the server via the "Refresh Schedule" button.

3. If a schedule is shown, check that it is correct.

Check your time zone

1. Navigate to the My Profile section (as above)

2. Check your time zone is correct – TradesTek needs to know what time zone you are in so it can co-ordinate your appointments and timesheets.

Check your working hours

1. If your schedule is still empty, you can check that your organisation has defined your working hours. Navigate to the Organisation you are currently working for.

2. You can see your working hours for this Organisation within TradesTek.
On the website you can find it on the Organisation Home screen. If you don't see a box with the "Work Schedule" heading – the content of the boxes can be changed by clicking the arrow in the heading to swap between the different options.
On the App you find it via the "View your schedule" button in the "Logbook" section.
If your schedule is empty, contact your TradesTek admin within your Organisation and they can set your working hours.
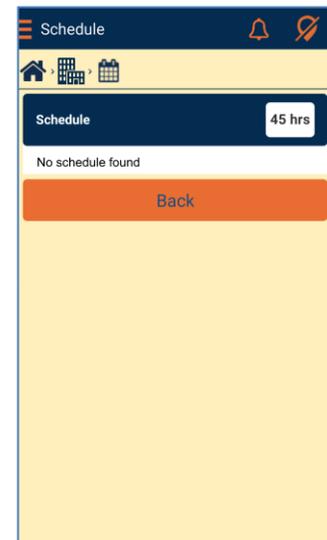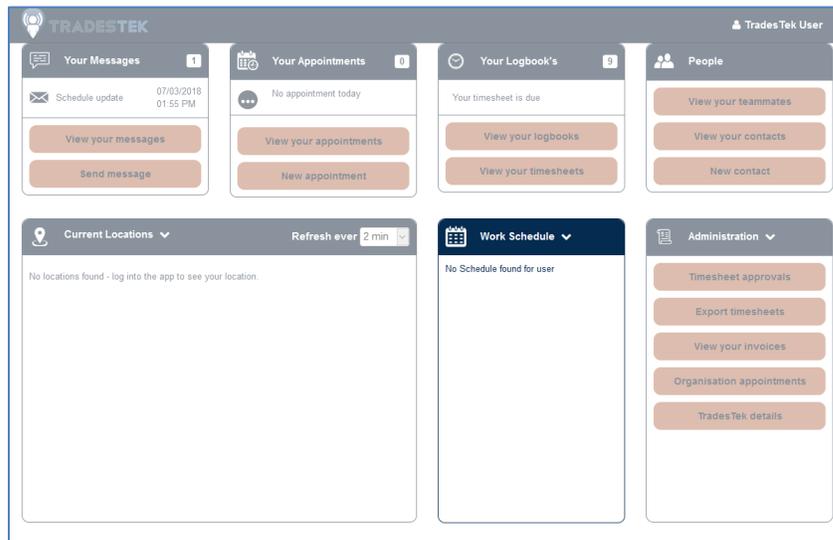
Restart the Location Tracking

1. If everything is correct but you still see the not monitoring icon at the top right of the TradesTek app you can manually restart the Location Tracking. Navigate to the My Profile section (as in step 1) and click the "Restart Tracking" button.