

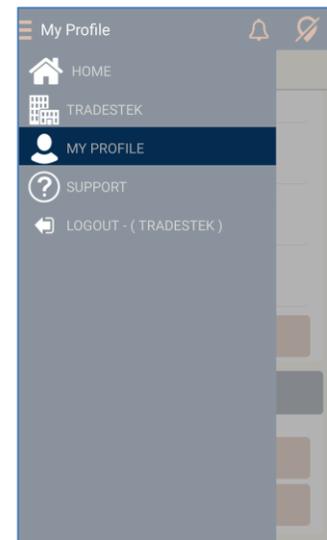
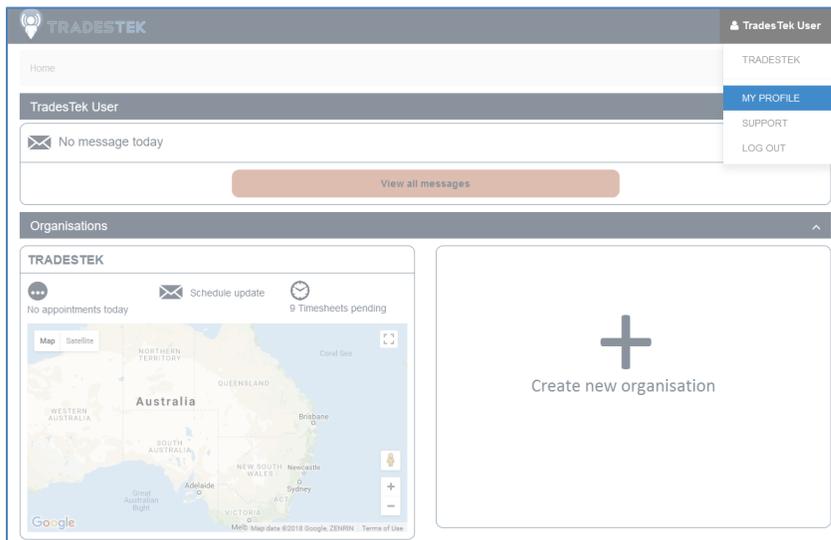


Location not updating

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.



TRADESTEK Trades Tek User

← Back Home / User Profile

Profile Details

Name	TradesTek User
Email Address	support@tradesstek.com
Mobile Number	5555555
Time Zone	Australia - NSW
Date Format	Day/Month/Year
Emergency Contact Name	
Emergency Contact Phone	

Update Details

Change Password

My Schedule

No schedule - your schedule will update when you become a member of an organisation

My Profile

Australia - NSW

Select Date Format

Day/Month/Year

Emergency Contact Name

Emergency Contact Name

Emergency Contact Phone

Emergency Contact Phone

Save

My Schedule

Refresh schedule

Restart Tracking

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

TRADESTEK Trades Tek User

Your Messages

Schedule update 07/03/2018 03:26 PM

View your messages

Send message

Your Appointments

No appointment today

View your appointments

New appointment

Your Logbook's

Your timesheet is due

View your logbooks

View your timesheets

People

View your teammates

View your contacts

New contact

Current Locations

Refresh ever 2 min

No locations found - log into the app to see your location.

Work Schedule

Monday	10 Hours
07:00 AM - 05:00 PM	
Tuesday	10 Hours
07:00 AM - 05:00 PM	
Wednesday	10 Hours
07:00 AM - 05:00 PM	
Thursday	10 Hours
07:00 AM - 05:00 PM	
Friday	10 Hours
07:00 AM - 05:00 PM	

Administration

Timesheet approvals

Export timesheets

View your invoices

Organisation appointments

TradesTek details

My Profile

My Schedule

Monday

7:00 AM - 5:00 PM

Tuesday

7:00 AM - 5:00 PM

Wednesday

7:00 AM - 5:00 PM

Thursday

7:00 AM - 5:00 PM

Friday

7:00 AM - 5:00 PM



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.

The screenshot shows a web browser interface for 'TRADESTEK'. The user is logged in as 'Trades Tek User'. The page title is 'Home / User Profile'. The main content area is titled 'Profile Details' and contains the following information:

Name	TradesTek User
Email Address	support@tradestek.com
Mobile Number	5555555
Time Zone	Australia - NSW
Date Format	Day/Month/Year
Emergency Contact Name	
Emergency Contact Phone	

Below the details are two buttons: 'Update Details' and 'Change Password'. At the bottom, there is a section titled 'My Schedule' with the following content:

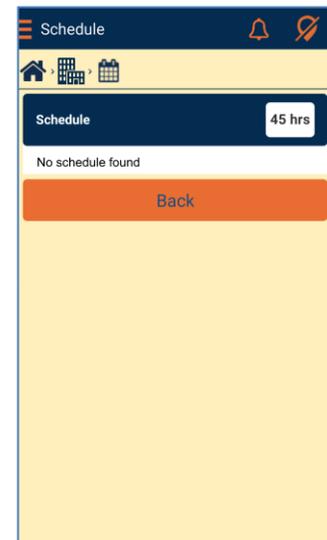
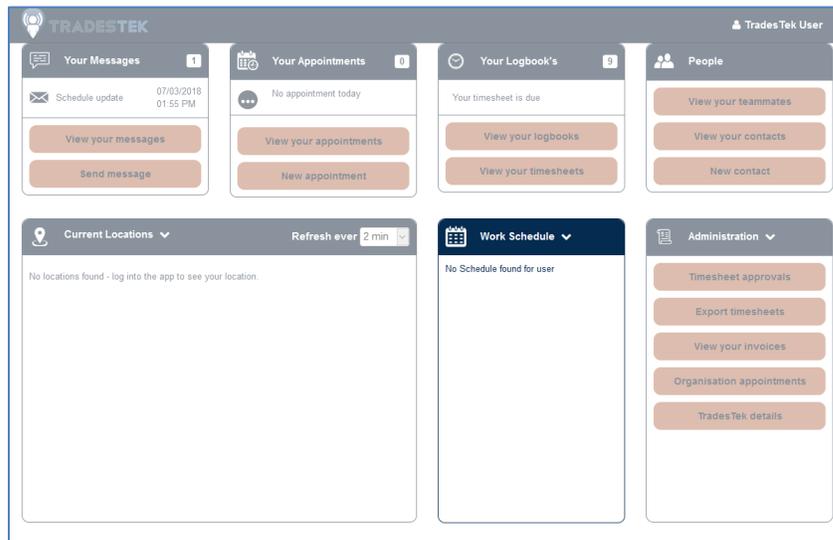
Monday	07:00 AM - 05:00 PM
Tuesday	07:00 AM - 05:00 PM
Wednesday	

The screenshot shows a mobile app interface for 'My Profile'. The user is logged in as 'Trades Tek User'. The page title is 'My Profile'. The main content area is titled 'My Details' and contains the following information:

First Name	TradesTek	
Last Name	User	
Email	support@tradestek.com	✓
Mobile	5555555	✓
Time Zone	Australia - NSW	
Select Date Format	Day/Month/Year	
Emergency Contact Name		

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.

