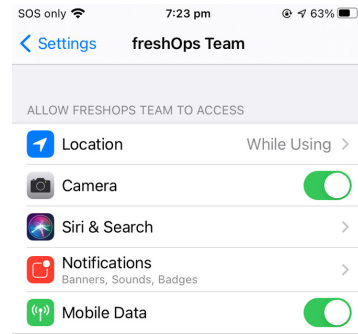
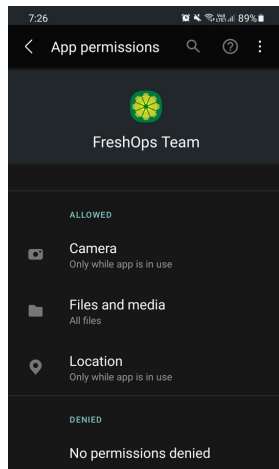


Trouble Shooting Guide

for the freshOps Team App

TIP 1: Ensure all your Permissions are enabled



Open your Phone Settings>Apps>freshOps and turn everything on

TIP 2: Ensure Location Services/GPS is ON

Modern smartphone apps can't track you in the background. They can only use your location while the app is in use. With freshOps providing an Attendance Record to both your Employer/Supervisor or Client, we do need to collect your location when you Check-In & Out of a Shift only. Turning Location Services ON and giving the App Permission to use your Location is 2 different settings.

TIP 3: Turn on your NFC [Android Only]

On Android devices, you do have the option to turn your NFC Reader on and off. It does not use much battery or any data, so we suggest turning it at all times. Apple Devices have the NFC Reader turned always by default.

TIP 4: Check the freshOps Tag (If applicable)]

Make sure the freshOps Tag is NOT on a metal surface. Metal interferes with the micro chip inside the tag, so if the Tag has been mistakenly installed on metal, it may not work correctly.

TIP 5: Reach out to our team for Technical Support]

We take our customer support very seriously. So we want you to reach out to our team directly if you are having technical issues with the apps.

Who knows the apps best? Our Support Team.

In the bottom right of the apps, click the menu and start a conversation with our Support Team. But remember, be specific and detailed in your description of what is happening. "app doesn't work" doesn't help anyone.

support@getfreshOps.com

