

## Crew Mobile Getting Started

### Intro

The *Aspire Crew Mobile App* is supported on iOS V8 or greater or Android V6.0 or greater. When a new mobile device is assigned to a crew leader (or subcontractor), there are several setup steps that need to be performed the first time they use it.

1. Ensure that [location services are enabled](#) for the device
2. [Download and install the Crew Mobile App](#) from the Apple App Store or Google Play Store.
3. [Approve the crew leader to use the device](#)

Each of these steps are described in the sections that follow.

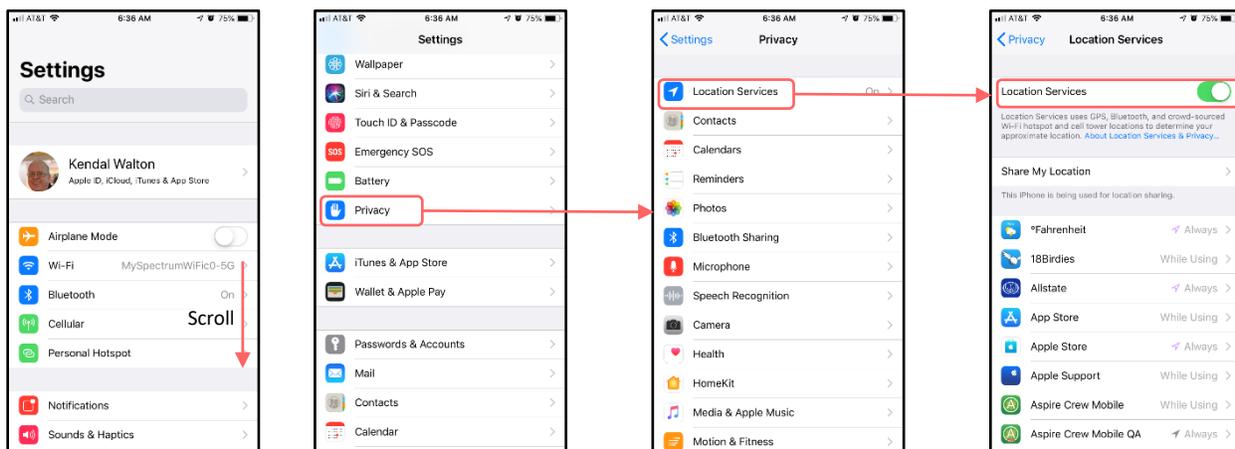
**Important Note:** Once the device is fully set up and crew members are utilizing it, they should normally [turn OFF WiFi](#) and depend on cellular service, because WiFi causes issues when the user is on the edge of a WiFi signal and the phone can't connect because it is unable to choose between cellular and WiFi.

### Enable Location Services

For the *Crew Mobile App* to recognize the crew member's location when they clock in or out, or start/stop time on a job, location services must be enabled on the device.

#### **Enable Location Services on iOS Device**

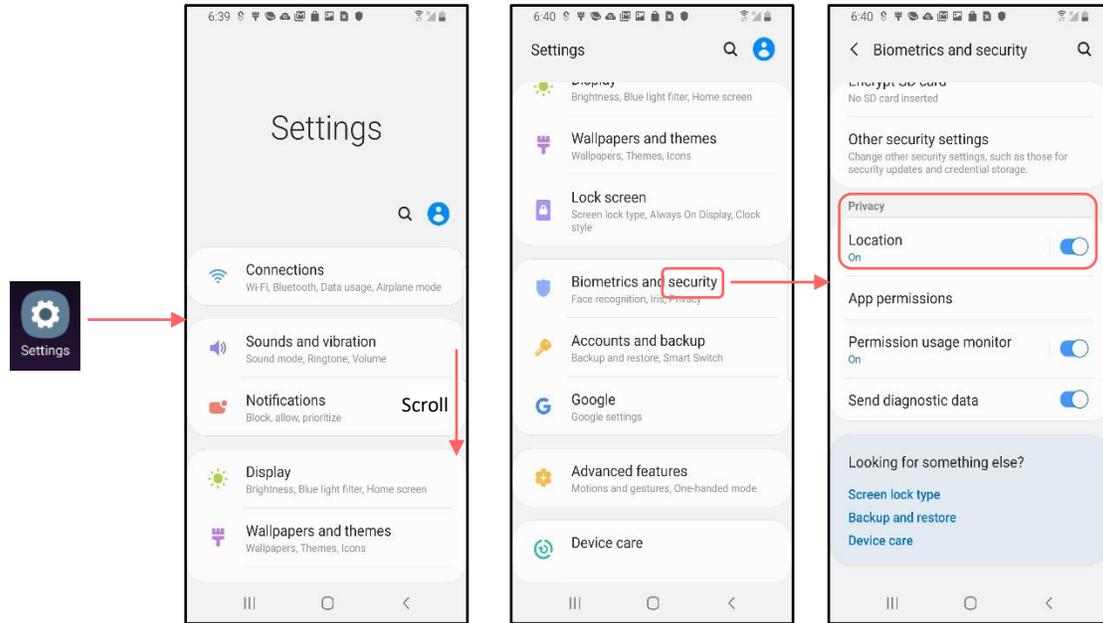
For iPhones and iPads, location services are enabled from the device settings screen as depicted below.



#### **Enable Location Services on Android Device**

For Android devices, location services are enabled from the device settings screen. The settings for Android devices vary widely, but the example below shows how to set location service for a

Samsung Galaxy S8. Generally, the option to enable location services will be under “security” or “privacy” settings.

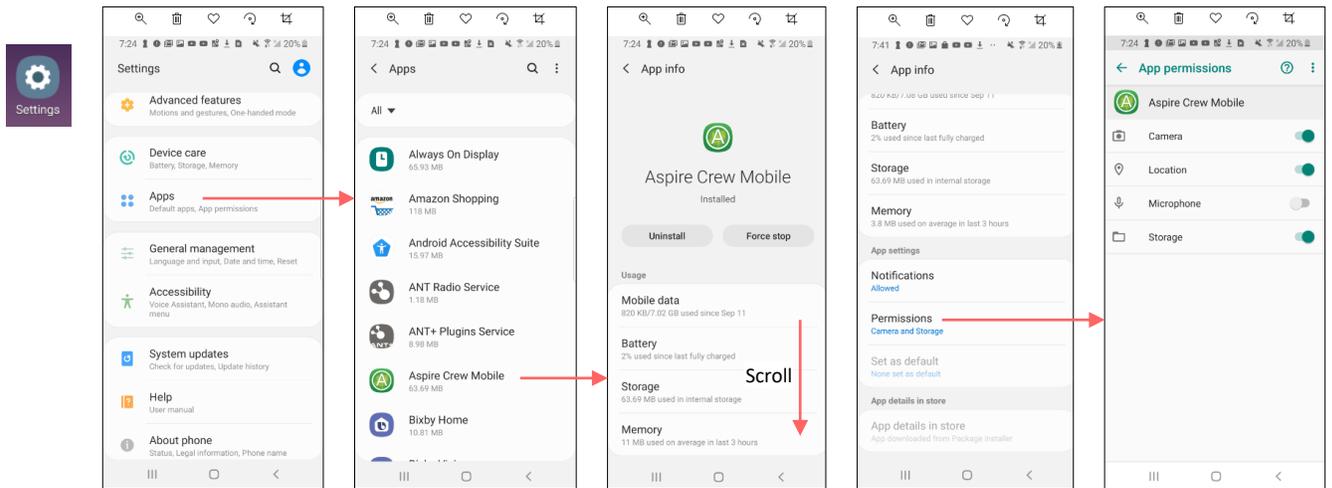


## Download and Install the Crew Mobile Time App

To use *Aspire’s Crew Mobile App* on crew members’ mobile device, it must be downloaded from Apple’s App Store for iPhones or Google’s Play Store for Android devices. Search in the appropriate store for “Aspire Crew Mobile” as shown at right for the iPhone and click the *Get* button to install.

On Android devices, immediately after installing the *Aspire Crew Mobile App*, you must provide permissions for the app to access the camera, location services and storage as depicted below:

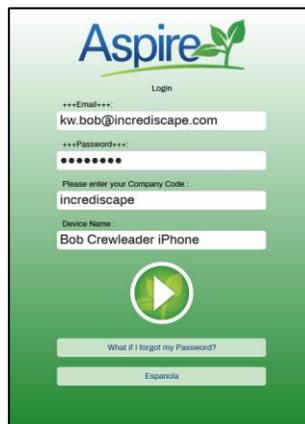




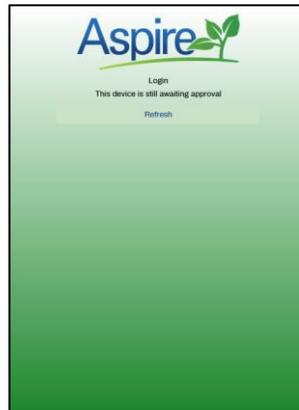
iOS will prompt user to provide access to camera, location and storage when needed. You must allow these settings for Aspire to function properly.

### Approve the Crew Leader

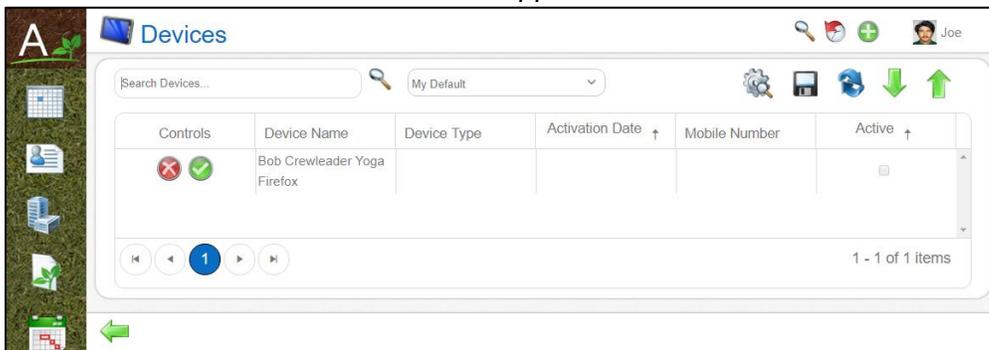
1. While coordinating with the system administrator, the crew leader should launch the *Crew Mobile App*.



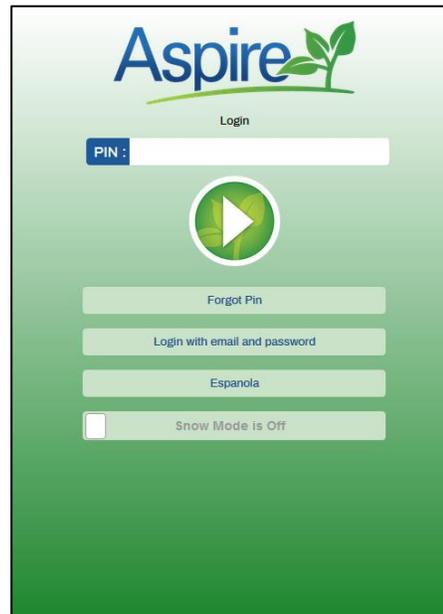
2. To log into the system for the first time, the crew leader will enter the email address, password and company code supplied to them by the system administrator. They will also enter a name for the device to uniquely identify it among all the other devices in the company. (ex: Bob Crewleader iPhone).
3. After the crew leader enters their credentials and presses the yellow button, the screen will display as shown below.



- At this point, the system administrator will approve the device by clicking the *Approve*  icon on the *Devices Search List* screen and then instruct the crew leader to press the “Refresh” button in their *Crew Mobile App*.



- Upon completion of the refresh, the screen will be displayed as shown below. From this point forward, the crew leader can log into the device by using their PIN.



## Reapproving a Device

There may be rare situations in which you may want to reapprove a mobile device – for example if you want to associate it explicitly with a new crew leader.

### *iOS Devices*

For iPhones or iPads, follow these steps to reset and reapprove.

1. If the *Aspire Crew Mobile App* is running on the device, double touch the *Home* button, locate the app, and swipe it upward to close it.
2. Go to the *iPhone Settings* screen to scroll down and locate the *Aspire Crew Mobile App* in the list of apps.

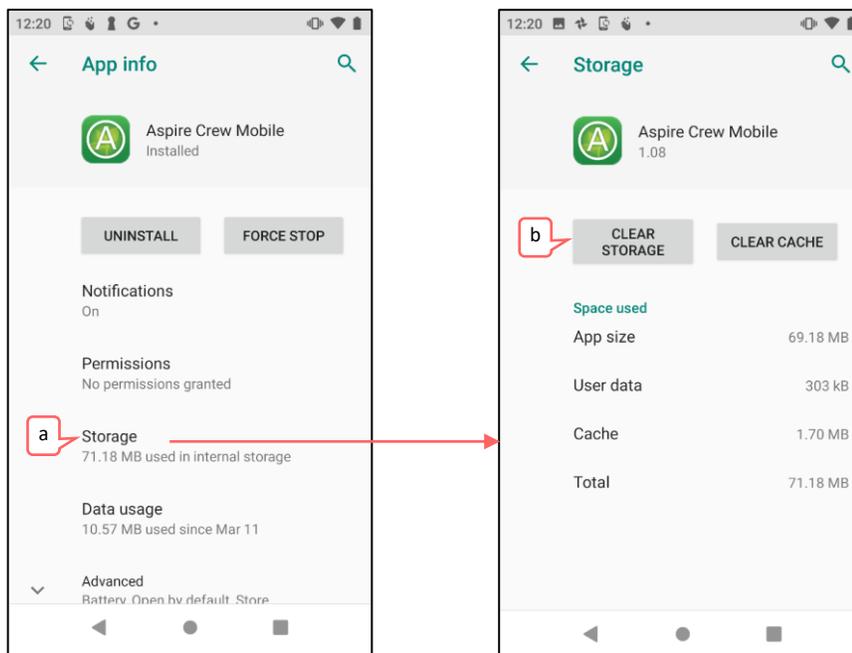
3. Touch the *Aspire Crew Mobile App* to drill in.
4. Turn on the *Reset Application* button as depicted at right.
5. Go back to home, locate the *Aspire Crew Mobile App* and restart it. The device approval process will initiate.



### Android Device

For Android devices, follow these steps to reset and reapprove.

1. If the *Aspire Crew Mobile App* is running on the device, close it.
2. Go to the *Settings* screen to scroll down and locate the *Apps* option (maybe called *Apps and Notifications*) and select it.
3. Locate and touch the *Aspire Crew Mobile app* to drill in.
4. Locate and touch the *Storage* option<sup>a</sup> to drill in.



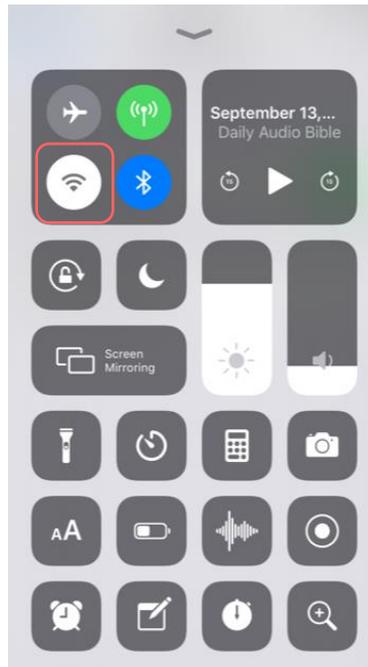
5. Touch the *Clear Storage* button<sup>b</sup> to reset the *Crew Mobile App*.
6. Go back to device home screen, locate the *Aspire Crew Mobile App* and restart it. The device approval process will initiate.

## Turning Off WiFi

Once the device is fully set up and crew members are utilizing it, they should normally turn OFF WiFi and depend on cellular service, because WiFi causes issues when the user is on the edge of a WiFi signal and the phone can't connect because it is unable to choose between cellular and WiFi.

### *iOS Device – Turning Off WiFi*

To turn off WiFi on an iPhone, swipe up from the bottom of the screen to display the Control Center, and make sure that the WiFi  icon is off (white – not blue).



### *Android Device – Turning Off WiFi*

To turn off WiFi on an Android, swipe from the top of the screen to display the Control Panel, and make sure that the WiFi icon is off (white or light gray – not blue).

