Best Practices for Using the TSheets Mobile App

Keep your TSheets Android or iOS mobile app tracking time accurately by following these guidlines for best performance.

GPS: Steps for Best Performance

Remember that there are a lot of factors that cannot be controlled and can make it difficult for a GPS point to be pulled (i.e., the device's technical capabilities, weather patterns, atmosphere, etc.).

- The device should have a clear view of the sky (surrounded by various obstacles - large buildings, trees, even a bag - can hinder low-strength signals)
- The device should be a normal temperature (overheating or freezing can affect device functionality)
- The device should have power (if the battery died or the phone is powered off, location tracking stops)
- The employee should be signed into the app and on the clock (signing out of the app prevents us from communicating with it)
- The device should not be in Power Saving Mode (or any low battery setting)
- While on the clock, the app should be open in the background (do not force close the app)
- Both the device's Operating System and the TSheets app should be up-to-date (out of date software or app could affect functionality)

Android Specific Troubleshooting

Turn the device off/on
Ensure location for the TSheets app is enabled:
- Go to **Settings** > **Apps** > **TSheets** > **Permissions** > Toggle Location **ON**
- If it's on, toggle it off and then back on to refresh Location Services

Ensure location settings are set to high accuracy:
- Go to **Settings** > **Additional Settings** > **Privacy** > **Location** > Set to **High Accuracy**

Disable any battery saver settings or apps. This will vary depending on your device. Here are generic steps to help:
- **Settings** > **Battery/Power Saving** > **Battery Optimization** > disable optimization for TSheets

iOS Specific Troubleshooting

Turn the device off/on
Ensure location for the TSheets app is enabled:
- Go to **Settings** > **Privacy** > **Location Settings**. Ensure Location Services at the top is toggled **On**. Toggle off and back on again to refresh.
- Then, find the TSheets app in the list and set it to **Always**

Turn Airplane mode on then off again to reset all wireless radios:
- Go to **Settings** > Toggle **Airplane Mode** On and then Off again

Disable any battery saver settings or apps:
- Go to **Settings** > **Battery** > ensure **Low Power Mode** is toggled **Off**. If you have Battery saver apps, ensure the permissions are set to not include the TSheets app.

Keep Everything Updated!

Keep both your mobile device and TSheets app up-to-date. To update the app:

Android:
1. Tap **Play Store** > go to main menu > **Settings**.
2. Tap **Auto-update apps**, and select your preferred auto-update method.

iOS:
1. Tap **Settings** > [your name] > **iTunes & App Store**.
2. Make sure that **Updates** is turned on.

Reporting a Problem

If you've tried all the troubleshooting steps and a problem persists:

1. Go to the TSheets mobile app.
2. Tap **More** > **Settings** > **Help & Support**.
3. Tap **Report a problem** > fill out the email field and then describe the problem.

If you need immediate assistance, contact TSheets support via live chat, text, or phone call.

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