Best Practices for Using the TSheets Mobile App

Keep your TSheets Android or iOS mobile app tracking time accurately by following these guidelines 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)

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.
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.

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.

888.836.2720