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Supervisor App – FAQ's.

See below top 10 frequently asked questions for the Supervisor App.

1. Why can't I log into the MSite Supervisor App?

Ensure you've downloaded the app from the Apple App Store or Google Play Store. Enter your company's specific MSite web address, your email, and password correctly. If you've forgotten your password, use the 'Forgot Password' link. The initial sync may take several minutes, so please be patient.

2. I'm unable to see all the features on the main menu. Why is that?

The features available to you depend on your company's MSite license and the user roles assigned by your MSite administrator. If you believe you should have access to a particular feature, please speak to your system administrator.

3. How do I clock workers in/out using the Supervisor App?

Use the 'Time & Attendance' feature on the main menu. Select 'Time & Attendance', choose the location and workers, and then select 'Check In' or 'Check Out'.

Please note: After creating transactions, there may be a slight delay before they appear in reports, as the data needs to sync with the server. Rest assured, the app is designed to ensure your transactions are recorded and will be updated at the earliest opportunity.

4. I'm trying to run a Roll Call, but it's not working. What might be wrong?

Ensure you have the correct permissions and are in the right area of the app. To perform a Roll Call, select 'Roll Call' from the main menu, choose the location, select workers, and then move them to the desired area. If issues persist, check your internet connection and sync status.

5. Why can't I add a new worker through the Supervisor App?

The 'Add Worker' feature is typically restricted and should be used as instructed by your company. If you need to add a worker immediately and have the proper permissions, ensure you're entering all required details correctly and taking a clear photo. If the feature is not activated or you lack permissions, contact your administrator.

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6. How do I ensure the app is up to date and functioning properly?

Regularly check for updates in the app store and ensure your app settings are correctly configured. Enable auto-sync when an internet connection is available; the app will automatically sync and send recent transactions to the cloud. If there's no internet connection, the app will attempt to sync at the next best opportunity.

7. Why can't I view the detailed reports I need?

You need the correct user roles set up for your MSite account to view specific reports. Reporting on mobile transactions is only available once a sync has been performed. If you need access to certain reports, speak to your MSite system administrator.

8. What should I do if the app is not syncing properly?

Check your internet connection and ensure your app settings allow syncing over your current network (Wi-Fi or cellular). Manual sync is available if you have a connection but automatic syncing isn't working. If problems persist, consider restarting the app or your device.

9. How do I use the QR Code feature effectively?

The QR Code feature is linked to your MSite website for easy capture of images. It cannot be used to clock people in. Ensure the QR code on your website is clear and your device's camera has permission to operate within the app.

10. I can't check an employee's skills or accreditations. What could be the problem?

Ensure you are in the 'Skills Check' section and have the correct permissions. You can search for a worker by name and choose to view 'Valid Only' or 'Show All' accreditations. Remember, the displayed data is correct at the time of the last successful sync. If issues persist, verify your sync status and internet connection.