



by Human Recognition Systems Limited (HRS)

## MSite Workforce App: Troubleshooting Guide

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Version: 1.0

Confidential



# What to do if you have problems with the Workforce App on Site?

## SYMPTOM: Failure for App to work for certain Individuals

Intermittent or permanent failure of the App to provide contactless access or Contact Tracing

**A**

### Standard Phone

- iOS 9.0 / Android 7.0, or later
- Biometric Authentication on

**Run Phone Settings  
Check for Worker**

**B**

### “Biometric Problem” Phone

Example Phones:  
• Samsung A10 / A20  
OR where user struggling with biometric

**Set up Biometric  
Exception for Worker**

**C**

### Non-Supported Phone

Example Phones:  
• All Windows Phones  
• iPhones (iOS 8.0 or below)  
• Android (6.0 or below)

**Provide Alternative  
Access Method for  
Worker**

If problem is not resolved by the above steps or the issue is impacting all workers, then Contact MSite Support for us to help quickly resolve

**Contact Support**

## A Trouble Shooting >

### Run Phone Settings Check for Worker

If a worker is having issues with the App with Contactless Entry, the following checks need to be done:

 App Version	Check and download the latest version of the App	Check the MSite Workforce App Utilisation Report to confirm App versions on site
 Network Communications	The App can run off-line but does require network or wifi access to sync with MSite	
 Location Services	Location Services must be set to either "While Using with App" or "Always"	The Workforce App requires Location Services only to activate the Bluetooth beacon. We do not track a worker around site.
 Bluetooth Enabled	Bluetooth should be enabled and permission granted to the app	
 Access to Storage Data	ANDROID ONLY > this must be enabled to allow us to store information on the phone	
 App Usage with Touch Reader	Make sure the worker presents the App right to up to the MSite Touch Reader to activate	
 Worker Access Restrictions	Check MSite to confirm the worker is Inducted and no restrictions apply against their record	

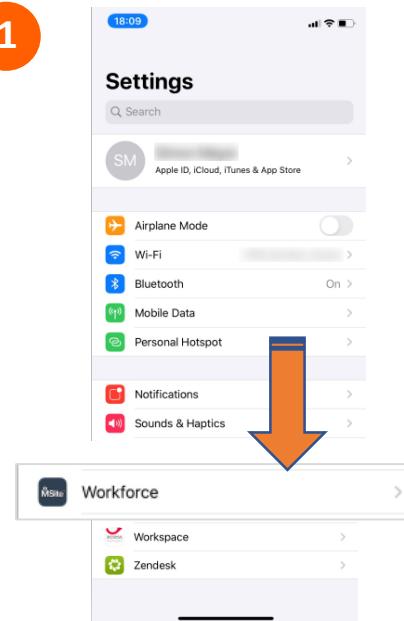
# A Updating App Settings



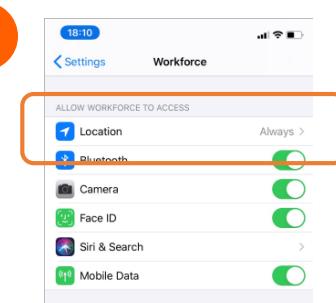
Apple Phones



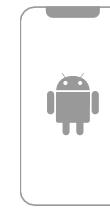
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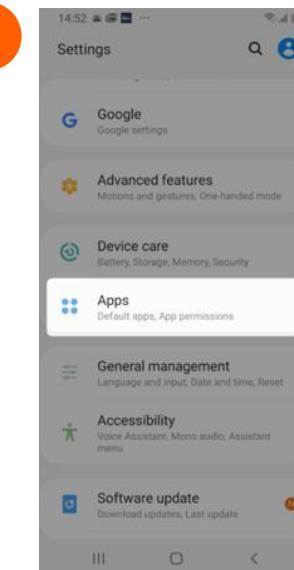
Scroll to bottom of  
Settings App to find MSite  
Workforce App and select



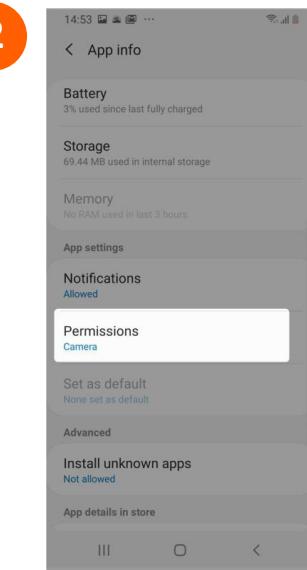
Android Phones



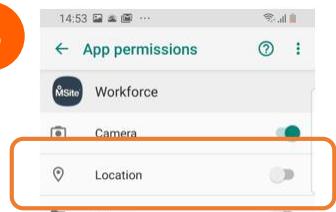
1



2



3



Select “App” in Settings  
(name can vary depending  
on phone)

For sites using Social Distancing – Location Services value needs to be set to “Always” because we need to continually monitor a worker’s phone whilst on-site

## B Trouble Shooting >

### Set up Biometric Exception for Worker

Employee

- Print Enrolment Form
- Manage PIN Entry
- Re-Enrol
- Link Workforce App
- Import CSCC Card

Link MSite Workforce App

Enable MSite Workforce app

You can uncheck this box to disable the MSite Workforce app for this employee at any time

Biometric Exempt

Checking this box will allow the employee to use Mobile ID on the workforce app without providing biometric identification

Please note: this is only supported on certain models of Android phone (e.g. Samsung A10).

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Linking the MSite Workforce app to an employee's profile gives them access to Mobile ID. This allows the employee to use the MSite Workforce app/device as a virtual access card, providing an alternative to fingerprint biometrics. This can be used on any MSite Touch device showing this symbol.

How to link an employee's MSite Workforce app, in 3 simple steps:

1. Instruct the employee to download the MSite Workforce app to their mobile device.
2. Open the MSite Workforce app and go to System > Link to a Principal Contractor.
3. Scan this QR Code or manually enter the following details:

Download from:

Available on the App Store

Available on Google play

QR Code

Close Save

Instance ID: [REDACTED]  
Auth Code: [REDACTED]

Support

**Check this box as part of the Workforce App enrolment process to allow the Worker the choice of using PIN or pattern where biometric enrolment is not working.**