



Field Task Manager

App User Guide

Field Task Manager App

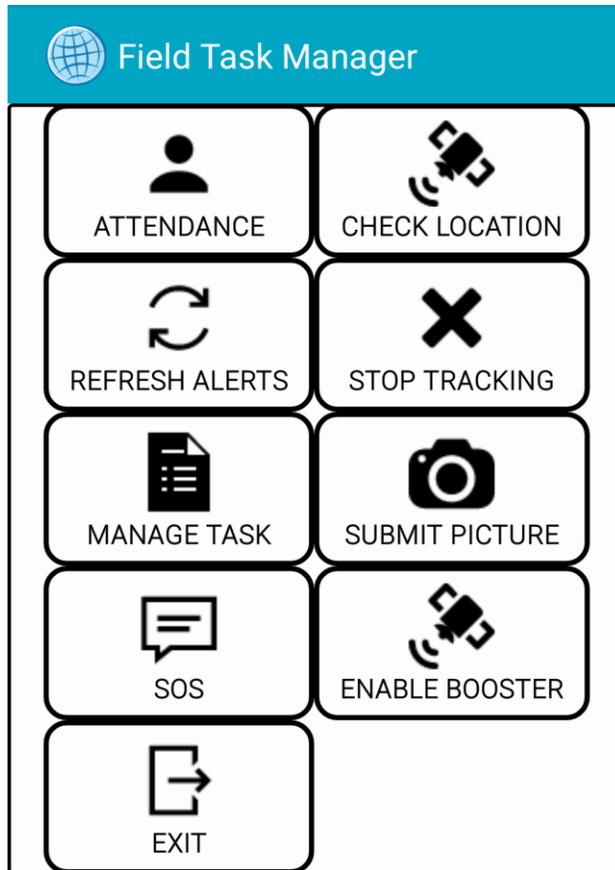
Thank you for choosing Field Task Manager. Download our mobile app Field Task Manager from the Play Store and transform your mobile (Android) into GPS tracker and track online in real time. Having installed and activated this app, you will become a part of the global family of more than 8000 device connections.

The App is available for all GPS enabled android devices with GINGERBREAD(2.3) onwards having internet connectivity through mobile data or through WI-FI. Ensure that the Smartphone device is able to use Navigation App by Google.

Registration, Download & Installation

- ❖ Make sure GPS and Internet connection is activated on the Smartphone.
- ❖ Download **MonitorFTM** app from Play Store to protect against any accidental killing of **Field Task Manager** service.
- ❖ Now Download **Field Task Manager** app from the Play Store
- ❖ Open the application on the Android Device (Smartphone) and sign in with the credentials (**Email Id & Password only**) as shared by the Superior/ Administrator.
- ❖ **The "Device id"** should be the combination of device user id and first name (in lower case) of the device user or as suggested by the organization. But it must be unique, and this device id will be representing and will used as main identifier for each device user in various reports in the system..
- ❖ Press connect button and wait for the device to complete the registration,
- ❖ **Once the installation process is completed (*screenshot*) as below, the Smartphone device is ready.**
- ❖ A message will appear on the top part of the screen which will read as follows:

"Tracking started!!! Make sure that GPS or Location service with high accuracy is enabled."
- ❖ In case, the GPS or Location service has been disabled, enable it with high accuracy option for tracking.



- ❖ The Field Task Manager (FTM) App now loaded and is ready for usage.
- ❖ Once the FTM service started it will be keep running 24/7 as background service and it will never stop.
- ❖ In the notification bar as below in the image, red arrow is pointing a globe icon will be appearing all the time, it means that FTM service is running else FTM service is not running.
- ❖ It is very important to note that do **not** disable the notification for FTM Service. Otherwise in this case also the globe icon will disappear which is not desirable.



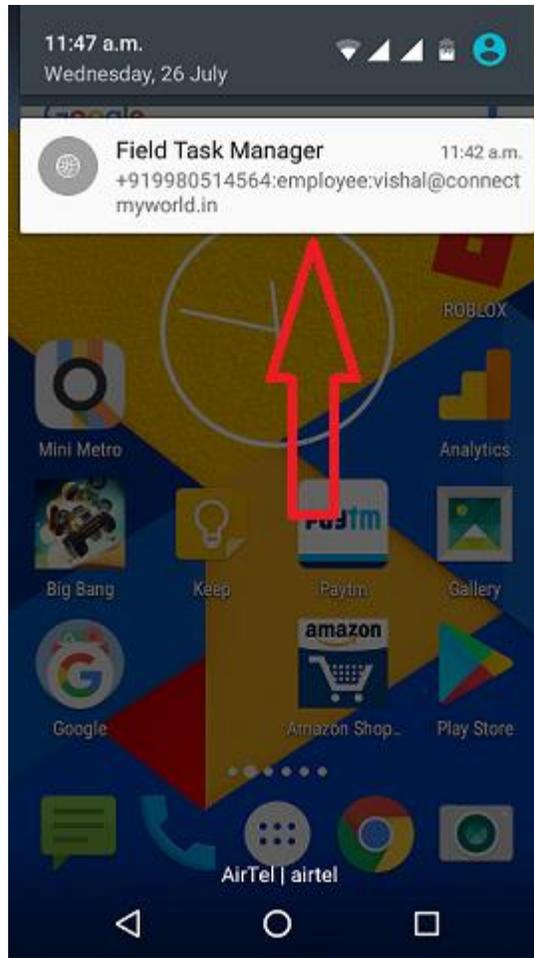
After sliding down the notification the detail of notification can be seen as below in the image:

Where the detail of FTM for this device can be seen in the format:

<master mobile number>:<device id/name>:<account email id>

Here Master Mobile Number is optional and if configured for this device then only it will be appearing here in this notification detail.

Now just by tapping this notification one can open the FTM application.



Very Important Note:

Device users need to ensure that during the working hours(after the first submission of the attendance) ,they **Do Not** do any of the following: .

1. **Stop Tracking,**
2. **Switch off Location Service (GPS)**
3. **And also Data should always be On for live tracking.**

In working hours if the device user doesn't follow the above important rules, system will make the supervisor aware about this through various reports and through real time notifications when the above mentioned events happen with time and location.

Some Smartphone devices need additional configuration before Tracking is possible.

*It is observed that for **REDMI, OPPO, VIVO, LeEco** or similar Custom Android devices few below additional configuration needs to be done before continuous tracking is possible. Otherwise device will kill the tracking service within 15 minutes after the service started, and no tracking will happen after that.*

Note: In some phones some of the below steps might be available in different format(places). You can reach us for any assistance in this regard.

Common configuration steps for REDMI, OPPO, VIVO, LeEco.

1. Open the Security App/Security Center/iManager/Phone Manager as any one of the app available for these phones.
2. Go to Permission and Enable Permission Manager if it is already not enabled, and give all the permissions.
3. Allow all the permissions to the Field Task Manager including Get Location and WiFi on/off permission.
4. Include Field Task Manager for Autostart, Autorun or Auto Launch as it is applicable for the phone.

For REDMI phones:

Open Security App and complete the configuration of the MI phone as mentioned above in point 1,2,3, and 4.

After that Go to Settings > Additional Settings > Battery > Manage app battery usage
> Choose App > Field Task Manager > enable these 2 options, No Restriction & Allow application to use location service in background .

For OPPO phones:

Open Security Center App and complete the configuration of the OPPO phone as mentioned above in point 1,2,3, and 4.

After that Go to Setting ->Battery -> If you do not see the Field Task Manager listed, tap on Others-> Slide to left(Turn off) both given below.

. Freeze when in background.

. Automatically optimise when an anomaly is detected.

. Also Go to Setting ->Security Settings -> Data Saving -> Include Field Task Manager for data savings.

For VIVO phones:

Open iManager App and complete the configuration of the VIVO phone as mentioned above in point 1,2,3, and 4.

After that again Open iManager->Power Manager->Excessive background battery usage->and allow the apps to continue running when the background power consumption is high.

Or in latest phones: Open Settings->More Settings->Application->Autostart->Select Field Task Manager and make it on(enable).

And Open Settings->Battery->Rank->Excessive Battery Usage->Select Field Task Manager and make it on(enable).

For LeEco phones:

Open Phone Manager App and complete the configuration of the LeEco phone as mentioned above in point 1,2,3, and 4.

After that again Open Phone Manager -> Power saving management->App protection->Disable auto cleaning for Field Task Manager.

Settings->Battery->Smart Battery and Exclude Field Task Manager here.

To bring these above mentioned settings into effect, restart the phone and ensure all the previously given settings are still in place.

Note: In some phones to view and set the apps permissions, Permission Manager can be found under Settings -> Security.

How to use Field Task Manager Icons?

Simple, Easy, Interactive and User friendly App. Tap on the Icons as and when required. Let us begin with:

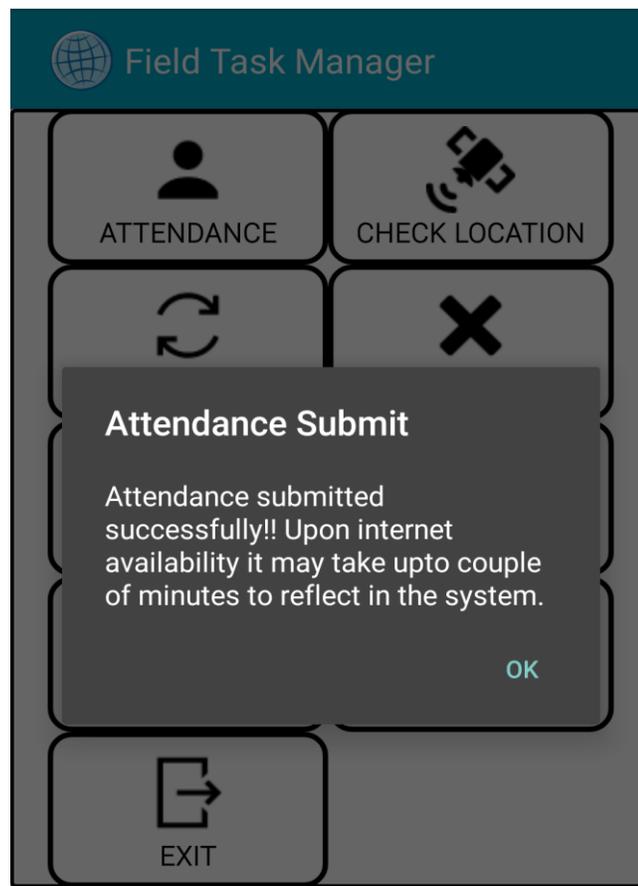
Attendance:

Allows the user to submit the attendance for the day digitally by a Tap on the **"Attendance" Icon** on the screen of the Smartphone from an offsite or a remote location.

For a day the first submission of the attendance will be consider as Check-In and last submission of the day will be considered as Checkout for Staff Attendance (SADR) and (GADR) Report.

Note: Any other submissions in between will be ignored.

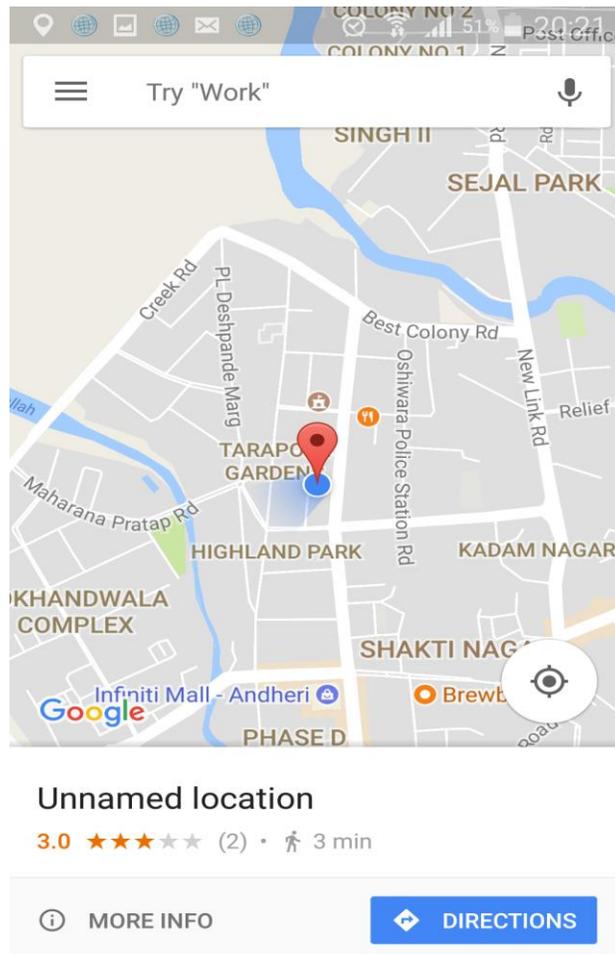
As a confirmation, a message appears as below:



❖ Submit **"OK"** and the device is back to the Home Screen, active and live!

Check Location

When the device user **Taps** on the **"Check Location" Icon**, the current location of the Smartphone device user would appear on a MAP.



- ❖ Now that the device user knows the exact location, he can use this information to share it with those who may not be connected to Connect My World Solution. Additionally, use the Map to guide and show him the directions to his destination.
- ❖ It is also helpful to let the user know if the GPS is working fine and also to let know any data connectivity issue. Otherwise alert will appear on the screen.
- ❖ It is very useful as health check for GPS and Data Connectivity.

Refresh Alert:



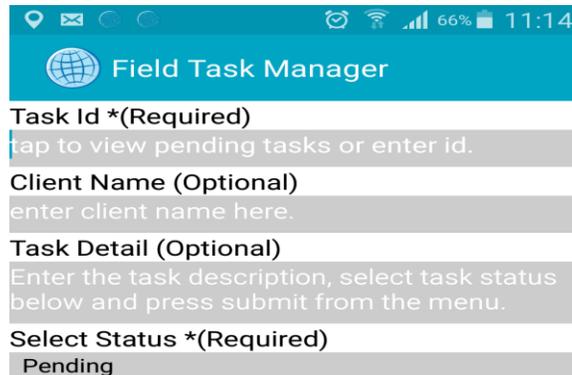
Below the buttons on the home screen last 20 device alerts are appearing for device user to review on the regular basis. All these alerts are also available for supervisors to review in various tracking reports. If the latest alerts are not visible then refresh button can be used. Alerts are in 2 colors, green and red.

- Green color text means it is all fine.
- The Red color text need to be read carefully by the device user and take corrective action, and should not wait for supervisor to inform him/her about the same.

Manage Task:

When on the field, there is always a need to remain connected and be informed, Manage Task allows the Smartphone device user to receive Task/s, manage task status, take picture and submit them as a proof. It eliminates informal and often volatile communication like direct phone calls, WhatsApp messaging and SMS.

- ❖ To manage the Task and update superiors, Tap on Manage Task Icon on the Smartphone device, screen as below would appear:



Field Task Manager

Task Id *(Required)
tap to view pending tasks or enter id.

Client Name (Optional)
enter client name here.

Task Detail (Optional)
Enter the task description, select task status below and press submit from the menu.

Select Status *(Required)
Pending

- ❖ **Tap to view pending tasks or enter id** to view task pending to be completed by this device user.
- ❖ Select a particular Task
- ❖ Press return on the Smartphone device and the device user can see Details as below
 - Must be done by
 - Created on date and time.....
 - Last modified
 - Status as on (default status would always be pending)
 - Description – Action required to be taken.

Example as below:

Field Task Manager

Task Id *(Required)
Walker

Client Name (Optional)
enter client name here.

Task Detail (Optional)
Enter the task description, select task status below and press submit from the menu.

Select Status *(Required)
Pending

Internal Id: # 173621

Task Id: Walker

- **Must be done before July 18, 2017**
- Created on July 18, 2017 at 11:12 AM
- Last modified on July 18, 2017 at 11:12 AM
- Status: **pending** on July 18, 2017 at 11:12 AM

Description

| Take the Pet for a walk today

- ❖ To update status TAP pending and select one of the below options:
 - **Pending** Select Pending to remind you till you complete it
 - **Canceled** Select Cancel to inform incorrectly received for
 - **Reject** Select Reject to inform unavailability of resources and/or time.
 - **Completed** Select Completed after completion of the task.
 - **Attendance** Select Attendance to inform you are now on the field.
- ❖ Go to the Menu on the Smartphone option and Select Submit.

A message confirming submission would be displayed as follows:

“Task submitted successfully!! Upon internet availability it may take up to couple of minutes to reflect in the system”.

Smartphone device Menu has other options also which the device user may like to use from time to time. To know more, let us ...

Go to Menu

❖ Take picture

- Select this option on the device to activate the Camera
- Click Picture
- Save Or Discard
- Select Save
- Press Return on the device
- Select Submit

A message on the screen confirming submission would appear as follows:

“Task submitted successfully!! Upon internet availability it may take up to couple of minutes to reflect in the system”.

If the device user selects discard, the picture/image will be discarded and a fresh picture would need to be clicked.

Change Status

*In case, the device user is taking the picture as a proof of completion of the task, the status under manage task for this task should also be updated to **completed**.*

*However, in case the device user has reached the location of the Task but, is not able to complete the Task, the status should remain as **pending**.*

❖ Cancel

To go back to the Home Screen, Select Cancel

❖ Task Notifications

Allows Smartphone device user to see the Notifications received with regards to:

- New Task
- New Comments on the Task

Field Task Manager

Task Id *(Required)
tap to view pending tasks or enter id.

Client Name (Optional)
enter client name here.

Task Detail (Optional)
Enter the task description, select task status below and press submit from the menu.

Select Status *(Required)
Attendance

Notifications

[Mark all as read](#)

Notification	Date	Action
New comment on Walker (#173621)	July 18, 20...	✓ Ma...
Status changed for Walker (#173621) t...	July 18, 20...	✓ Ma...

- Select this option on the device
- Select **“New comments”** or **“Status changed”**.
- Device user can now see information of the changed status.
- Scroll down; the image submitted with information on Time of capture and location of capture, along with the address would appear on the screen .

Press return to go to Home Screen

Submit Picture:

Allows the Smartphone device user to Take Picture and then submit the Task form. This enables the device user to retain it as proof of visit and make it an integral part of the report.

- ❖ Tap Submit picture
Action: after taking picture submit the task form
 - Click Picture
 - Save/discard
 - After you Select Save Picture

- Press Return
- Select Task for which picture has been clicked
- Change Status, if required
- Submit

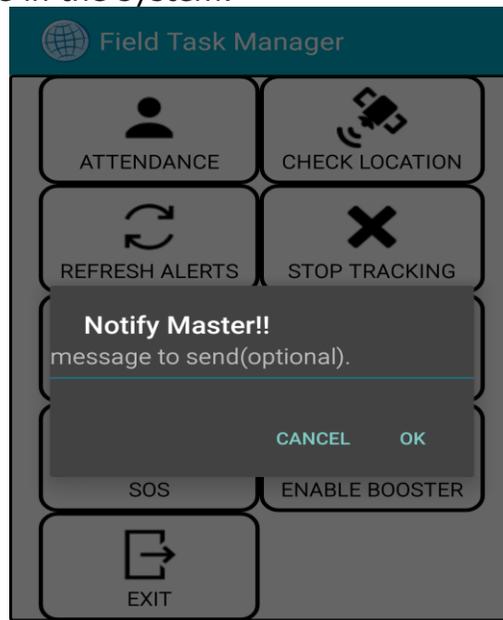
Go to Task Notifications and check the New Comments and Status Changed
Press return to go to Home Screen

SOS:

In case of emergency or exigency, when you need to inform your senior, you can send a short message or just a SOS.

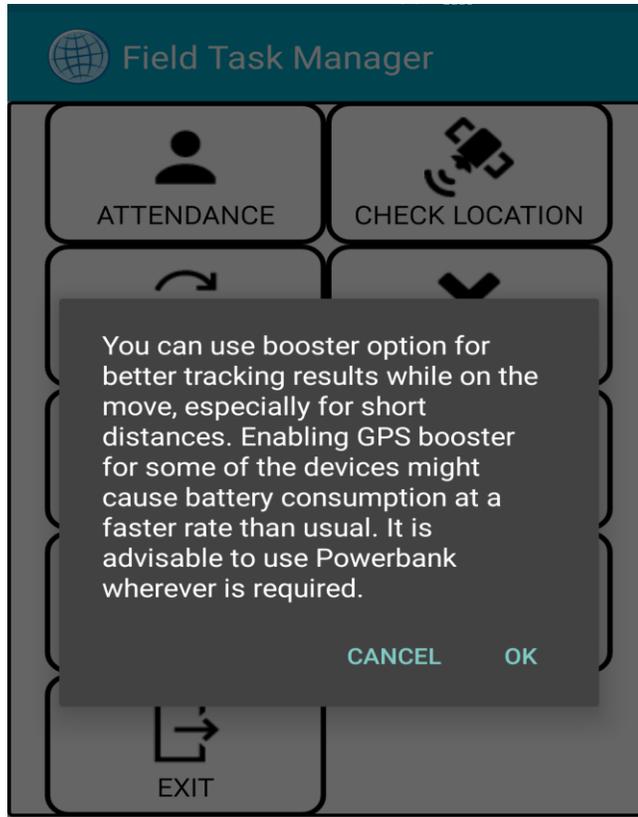
- Type the message and submit by tapping **OK** Or Just **TAP OK** to **Notify Master.**

A notification would be sent directly as SMS to the master mobile number configured for this device in the system.



Booster:

For better tracking results while on the move, especially for short distances, the device user may select "**Enable booster**". **Also for the device with poor GPS reception/hardware selecting this option might lead better tracking results.**



In case, the device user chooses to **disable booster**, after selecting this option, for some of the devices with poor GPS reception, will show poor tracking results.

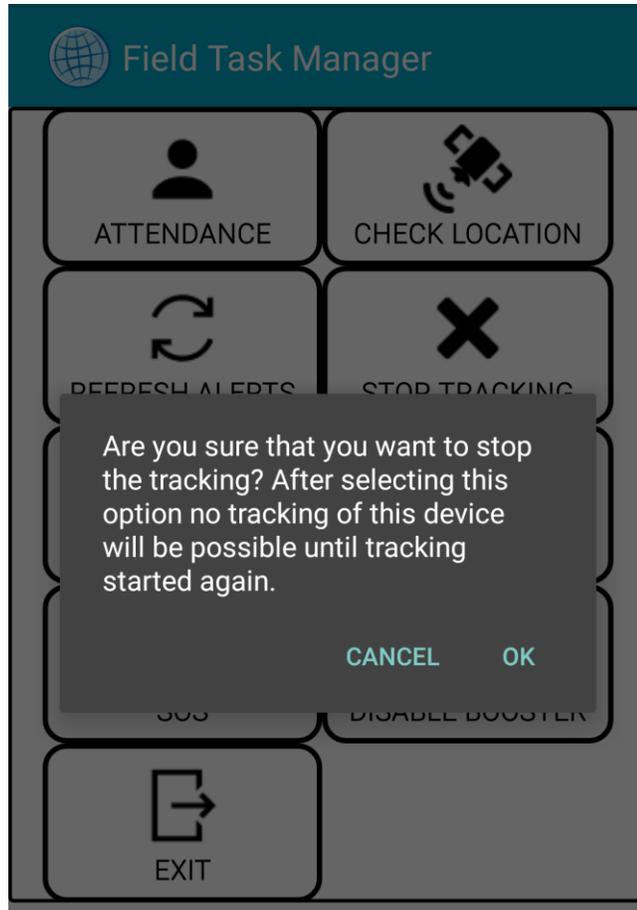
Stop Tracking:

Once the device user chooses this option, tracking of this device will completely stop tracking immediately. This option can be used to protect the privacy of the device user after working hours.

To **"STOP TRACKING"** Tap the Icon on the SmartPhone.

Submit "Ok" to STOP or if the process has been initiated by mistake, select cancel and continue.

With submission of **"Ok"**, no tracking of this device will be possible until the device user chooses to start tracking again.



Exit:

Exit the App screen by a **Tap on the "Exit" Icon.**

Smartphone device user can exit anytime from the App screen after having started tracking on this device, while the device continues to stay connected

OR after choosing to **STOP TRACKING.**

Important points before a Smartphone device is used:

- For better results always restart the device before starting the day.
- For best results keep the phone away from body, like keeping in backpacks, pouch or on car dashboard are few suggested options.
- Allow permission to Field Task Manager app to switch on Wi-Fi whenever it is required, when GPS signal is not available especially inside the building, location can be taken through WiFi network. Google maintain the database for the location of all WiFi routers. This will improve the quality of tracking and will also help to save battery of device.
- To save battery it is advisable, switch off the GPS after working hours and switch back on before working hours starts. During working hours GPS must be "ON" always. Whenever GPS is switched ON/OFF on the device, Superior will be notified of this.
- For live tracking data must also be ON in working hours.
- For tracking to happen and platform to receive the tracking data, UUID for the device (can be seen on the home screen of FTM App just below the buttons) and UUID for this device in the platform (can be seen in Mapping-> Group Message) must match with each other.

Support

- ❖ For remote support for any application installation or configuration related issues install the App from Play Store by Name "**TeamViewer QuickSupport**" with good network connectivity like **WiFi/3G/4G** and call to us on the number provided by the your Account Administrator and we will help to configure the phone correctly.

- ❖ If your issue is not resolved, we are very much willing to support you and for that you can contact us (<http://connectmyworld.in/contact-us>) or write your queries or concern through our Support Center after login to <http://connectmyworld.in> and we will bring it to finish line.