

# Loneworker Software Troubleshooting Guide

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|---|-----------|
| <b>Loneworker Software Troubleshooting Guide</b>                                | <b>1</b>  |
| <b>ResourceKeeper</b>   | <b>1</b>  |
| I'm told there is a new version of the app, but I don't have it!                | 2         |
| I am unable to sign into the app  | 3         |
| Logging into the project spins forever  | 5         |
| I don't have a QR Code!   | 6         |
| Scanning a QR Code leads to a perpetual spinning circle                         | 7         |
| Saving a Check-In / Check-Out point leads to perpetual line moving.             | 8         |
| I get an upload permissions error when I try save my Check-In / Check-Out Point | 10        |
| My supervisor tells me I'm not checked in, but I checked in!                    | 11        |
| When I scan my QR Code the form that is supposed to come up is blank            | 12        |
| <b>myROWKeeper</b>  | <b>13</b> |

## ResourceKeeper

# I'm told there is a new version of the app, but I don't have it!

## Description of problem

My version of ResourceKeeper is out of date and now it doesn't work, or is missing features I need!

## Cause of Problem

After we publish an app to the App Store, it may take time for that app to distribute to the user devices. Also, unless the user has enabled "auto-updates" they will not receive the current version of the app automatically. If mobile iron was used to deploy the app, this can also add a delay to getting an app update.

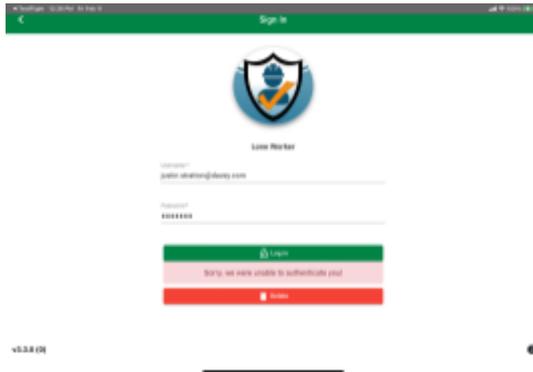
## Steps to Resolve

1. Enable auto-app updates (best practice!)
  - a. Open the settings app
  - b. Scroll to "App Store"
  - c. Enable "App Updates"
2. Manually update the app
  - a. Goto the app store
  - b. Search for ResourceKeeper
  - c. Click on the ResourceKeeper app to open the full details
  - d. Click the "Update" button

# I am unable to sign into the app

## Description of problem

After I enter my username and password, I get a “Sorry, we were unable to authenticate you”

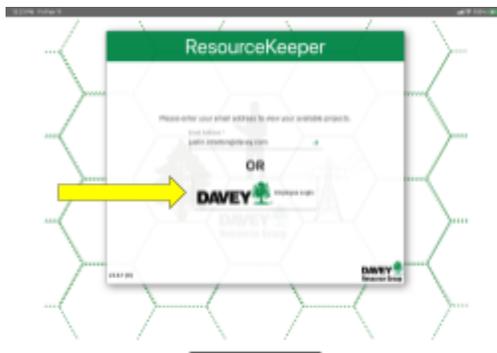


## Cause of Problem

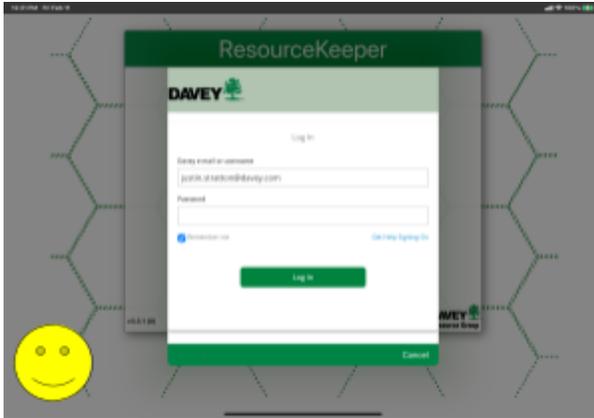
The user is attempting to log into the system using local credentials rather than their Davey Tree SSO Account.

## Steps to Resolve

1. When starting the App, the user will be prompted for an Email or Employee Login button. They should choose the Employee Login Button



- 2.
3. User will be directed to Davey Tree's Single Sign On portal, and should be able to log in with their Davey Tree Credentials



- 4.
5. If they are told they have an invalid password, they may need to reset their password at <https://sam.davey.com>

### Description of problem

After I enter my email address the first screen, I am given an error message



### Cause of Problem

The user doesn't have access to the loneworker project.

### Steps to Resolve

6. This will need to be escalated to the support team to resolve. Please email: [resourcekeeper@davey.com](mailto:resourcekeeper@davey.com) and alert them that you have a Red Error! Message when trying to sign into ResourceKeeper.

# Logging into the project spins forever

## Description of problem

After I choose the Loneworker project to sign in, a loading screen (a spinning green circle) starts and never goes away.

## Cause of Problem

There is an issue with the project configuration that has broken the project load. We are investigating the cause of the break.

## Steps to Resolve

3. Swipe close the app
4. Restart ResourceKeeper
5. Sign into the App using the employee login button
6. In the "Use Project" tab, click on loneworker
7. If it freezes again, repeat steps 1 through 3
8. Click on the "get project" tab, and click the loneworker project
9. If it freezes again, please report your issue to the support team, via email - [resourcekeeper@davey.com](mailto:resourcekeeper@davey.com)

# I don't have a QR Code!

## Description of problem

You (or your supervisor) has gone to Google [Drive](#) and doesn't see a QR Code with your name on it.

## Cause of Problem

When an employee is onboarded into Davey's employee database, there are several hops the record has to make before a QR code will show up. Sometimes there is a glitch in this replication process which will prevent the QR code from being created.

Here is a schedule of events that happen

- 1) Employee is hired and onboarded into SuccessFactors
- 2) Information synchronizes from SF to ECC
  - a) Scheduled every hour
- 3) Information synchronizes from ECC to ResDB
  - a) Scheduled every hour
- 4) Information synchronizes from ECC to AccessManagement
  - a) Scheduled every day at 7:00 AM and 4:00 PM
- 5) Information is processed from ResDB / AccessManagement into Loneworker
  - a) Scheduled every day at 6:00 AM, 1:00 PM, 7:00 PM
- 6) QR Code is produced off Loneworker Data set
  - a) Scheduled every day at 6:15 AM, 1:15 PM, 7:15 PM

Notice on this schedule, that based on when the employee is processed in SF, their QR code may not show up until the next day!

## Steps to Resolve

1. Confirm that enough time has passed since onboarded into SF. Typically this should occur by the next day
2. If you still do not see the employee, this means there has been an issue with the replication above. Please report your issue to the support team, via email - [resourcekeeper@davey.com](mailto:resourcekeeper@davey.com) and CC [justin.stratton@davey.com](mailto:justin.stratton@davey.com)

# Scanning a QR Code leads to a perpetual spinning circle

## Description of problem

Scanning a QR Code leads to a spinning circle, which never goes away.

## Cause of Problem

The user authentication has expired, and the user will need to sign in again. This happens after a period of inactivity on the system.

## Steps to Resolve

3. Swipe close the app
4. Restart ResourceKeeper
5. Sign into the App using the employee login button
6. If this issue still exists freezes again, please report your issue to the support team, via email - [resourcekeeper@davey.com](mailto:resourcekeeper@davey.com)

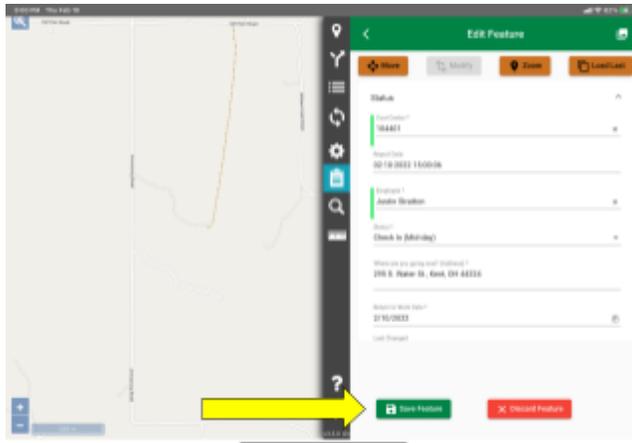
## Long Term Plans

The software should detect this and alert the user that they are no longer authorized. We are working on assuring this error is raised correctly to the user, with options to directly feed the user to the sign-in screen when necessary. Until then, the resolution steps described above need to be done.

# Saving a Check-In / Check-Out point leads to perpetual line moving.

## Description of problem

When the user goes to “save feature” when recording a check-in / check-out point, the program fails to prompt that the feature was saved, with a constant green loading line moving. Example [Video](#):



## Cause of Problem

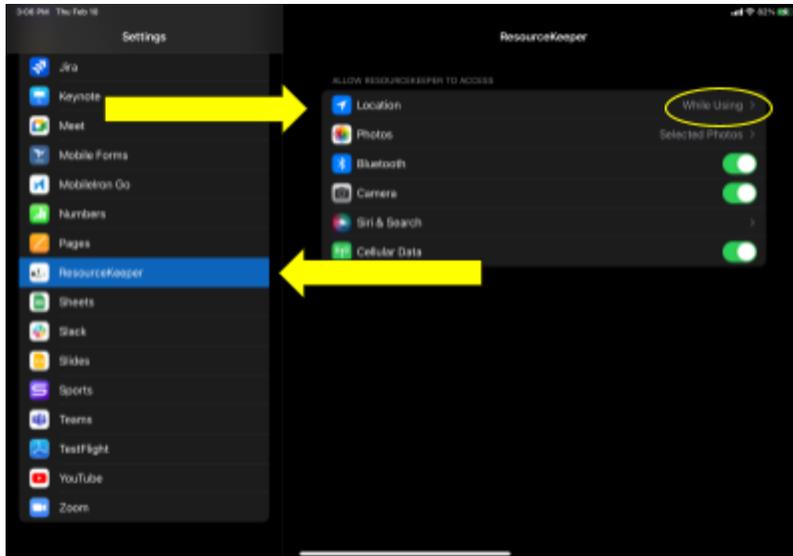
Location Services are disabled for the ResourceKeeper App, so it cannot set the position when saving the record to send to the server.

## Resolution Steps

The user needs to enable location services for the app. They can do this by doing the following

### iOS Instructions

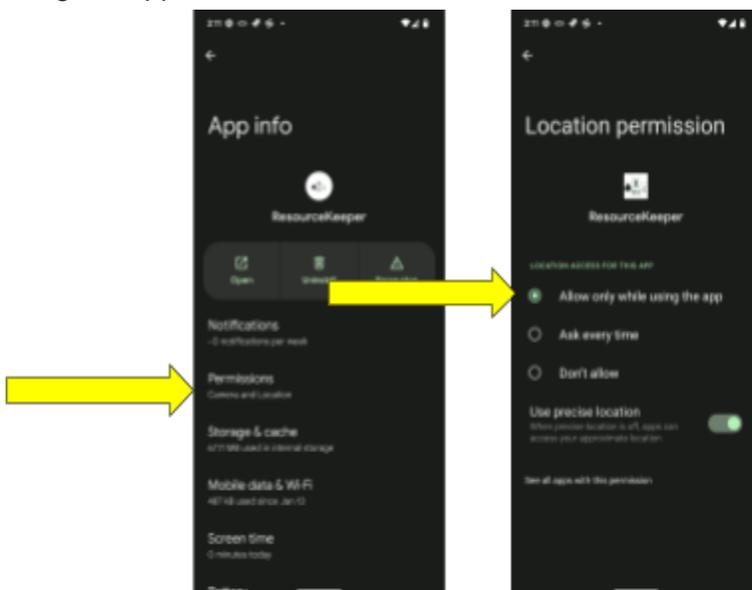
- 1) Open the Settings App
- 2) In the left hand panel, scroll down to the Apps section and you should see ResourceKeeper Listed. Click it
- 3) The Location Service should say “While Using”.
- 4) If it doesn't, then click on the carrot and set the app's permissions to “While Using”



5)

### Android Instructions

- 6) Open the Settings App
- 7) Choose Apps
- 8) Click “See all apps”
- 9) Scroll to ResourceKeeper and click it
- 10) Confirm Permissions allows “Location”
- 11) If it does not, click on Permissions and click “Location” and choose “Allow only while using the app”



12)

### Long Term Plans

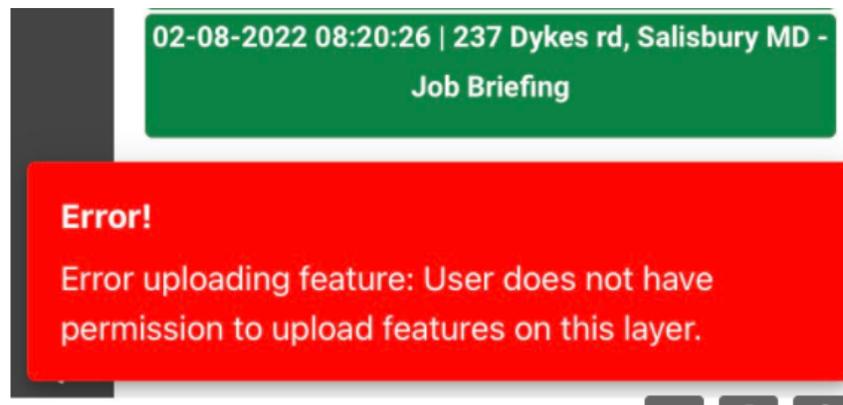
The software should detect this and alert the user that they have location services disabled. We are working on assuring this error is raised correctly to the user, with

options to directly enable location services where possible. Until then, the resolution steps described above need to be done.

## I get an upload permissions error when I try save my Check-In / Check-Out Point

### Description of problem

When saving a check-in / check-out or job briefing record, a red message appears saying "Error! Error uploading feature: User does not have permission to upload features on this layer."



### Cause of Problem

The user account doesn't have the necessary permissions to upload data and will need to be granted proper permissions.

### Steps to Resolve

- 1) Email [resourcekeeper@davey.com](mailto:resourcekeeper@davey.com) and make them aware of your invalid permissions.

# My supervisor tells me I'm not checked in, but I checked in!

## Description of problem:

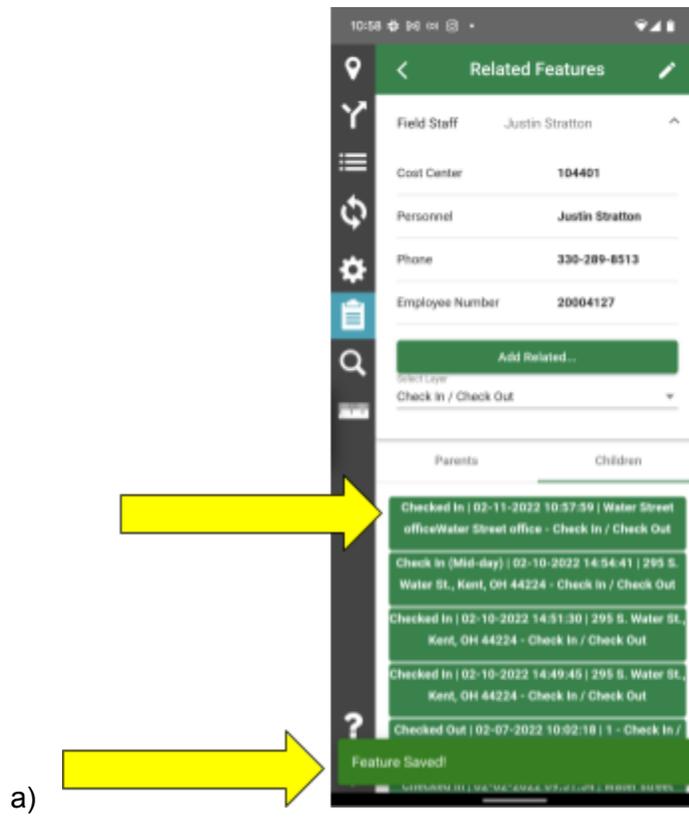
I'm able to log in to ResourceKeeper and add a new Check-in or Check-out point. It even tells me that the "Feature Saved" but my supervisor is unable to see the point in the main database.

## Cause of Problem:

There has been a replication error bringing your employee information into the loneworker system which will need to be resolved by our support staff. There are also times where the system fails to save data (such as due to disabled location services) and the user believes it was successful.

## Steps to Resolve

- 1) Confirm that you are seeing the "Feature Saved!" success method after adding a Check In / Check Out or Job Briefing record. Upon saving one of these records, the system should take you back to the "related features" screen and you should see your new record at the top of the "children" listing



- 2) If you do not see the screen as above after saving a point, then verify location services are enabled for the app by following [these instructions](#).
- 3) Email [resourcekeeper@davey.com](mailto:resourcekeeper@davey.com) and make them aware of this issue. To expedite please tell the number on your QR Code.

## Long Term Plans

We are working out the kinks of replicating employees into the system, and are addressing general errors with the process as we are made aware of specific errors.

## When I scan my QR Code the form that is supposed to come up is blank

### Description of problem:

After logging into the app and scanning my QR Code, the form to Check-in/Check-out is a blank white screen. Doing a restart of the app does not seem to fix the issue.

### Cause of problem:

There were a few bugs in an older version of ResourceKeeper that were preventing people from enabling location services and/or camera access on fresh installs of the app.

### Steps to Resolve:

1. Open the Apple App Store or Google Play Store for Android
2. Search for the ResourceKeeper app.
3. Click on the App Icon after you've searched for it.
4. There should be an "Update" button on the right side of the screen allowing you to update to the latest version.

myROWKeeper