Best Practices for Using the TSheets Mobile Apps

Taking the following steps will keep you problem-free when using the TSheets Android™ or iOS® mobile app. To avoid use of your data, we recommend that you do the following while connected to wifi.

- Update your phone's operating system (Android or iOS) every time you are notified that a new version has been released.

Update your TSheets app as soon as we notify you that a new version has been released. Better: Set your mobile device to auto-update the TSheets app:

Android

1. Tap **Play Store** ( ) › main menu ( ) › **Settings**.
2. Tap **Auto-update apps**, and select one of the following:
   a. Auto-update apps over Wi-Fi only. (Recommended)
   b. Auto update apps at any time. Data charges may apply.

iOS

1. Tap **Settings** › [your name] › **iTunes & App Store**.
2. Make sure that **Updates** is turned on.

If your employer requires location tracking (GPS):

- While clocked in, do not force close or sign out of the TSheets app.
- Do not put your phone in low battery mode.
- Do not put your phone in airplane mode.
- Do not turn off your phone's location services.
- If you use the TSheets Android app, make sure the "Restrict background data" setting is turned off.

If, after doing all of the above, your problem persists:

1. On your mobile device, if you have not already, sign in to your **TSheets** account.
2. At the top left, tap the profile icon ( ).
3. Tap **Contact TSheets Support** › **Report a problem**. Or, if you need immediate assistance, contact TSheets Support or Australia TSheets Support.