Best Practices for Using the TSheets Mobile App

Keep your TSheets Android or iOS mobile app tracking time accurately by following these guidelines for best performance.

GPS: Steps for Best Performance

Remember that there are a lot of factors that cannot be controlled and can make it difficult for a GPS point to be pulled (i.e., the device’s technical capabilities, weather patterns, atmosphere, etc.).

- The device should have a clear view of the sky (surrounded by various obstacles - large buildings, trees, even a bag - can hinder low-strength signals)
- The device should be a normal temperature (overheating or freezing can affect device functionality)
- The device should have power (if the battery died or the phone is powered off, location tracking stops)
- The employee should be signed into the app and on the clock (signing out of the app prevents us from communicating with it)
- The device should not be in Power Saving Mode (or any low battery setting)
- While on the clock, the app should be open in the background (do not force close the app)
- Both the device’s Operating System and the TSheets app should be up-to-date (out of date software or app could affect functionality)

Keep Everything Updated!

Keep both your mobile device and TSheets app up-to-date. To update the app:

Android:
1. Tap Play Store > go to main menu > Settings.
2. Tap Auto-update apps, and select your preferred auto-update method.

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

Android Specific Troubleshooting

Turn the device off/on
Ensure location for the TSheets app is enabled:
- Go to Settings > Apps > TSheets > Permissions > Toggle Location ON
- If it’s on, toggle it off and then back on to refresh Location Services
Ensure location settings are set to high accuracy:
- Go to Settings > Additional Settings > Privacy > Location > Set to High Accuracy
Disable any battery saver settings or apps. This will vary depending on your device. Here are generic steps to help:
- Settings > Battery/Power Saving > Battery Optimization > disable optimization for TSheets

iOS Specific Troubleshooting

Turn the device off/on
Ensure location for the TSheets app is enabled:
- Go to Settings > Privacy > Location Settings. Ensure Location Services at the top is toggled On. Toggle off and back on again to refresh.
- Then, find the TSheets app in the list and set it to Always
Turn Airplane mode on then off again to reset all wireless radios:
- Go to Settings > Toggle Airplane Mode On and then Off again
Disable any battery saver settings or apps:
- Go to Settings > Battery > ensure Low Power Mode is toggled Off. If you have Battery saver apps, ensure the permissions are set to not include the TSheets app.

Reporting a Problem

If you’ve tried all the troubleshooting steps and a problem persists:
1. Go to the TSheets mobile app.
3. Tap Report a problem > fill out the email field and then describe the problem.

If you need immediate assistance, contact TSheets support via live chat, email, text, or phone call.

888.836.2720 | help@tsheets.com