

# Fiix | Mobile App - Customer FAQs

## **How can I get the new app?**

The new app is available for free on both Google Play and the App Store. Search for Fiix CMMS and once the app has downloaded, you can log in with the same credentials you use to log in to your desktop CMMS. All your data will be immediately available to you as soon as you log in.

## **Do I need new login credentials?**

You don't need to create a new account or transfer any data. Just log in with the same credentials you use to log in to the desktop CMMS/old mobile app.

## **Will the new app work on my phone?**

For Android phones, the app will work on KitKat 4.4 and above. Recommended RAM is 2GB for Android devices. For Apple, we support iOS 10 and above. Regardless of operating system the app likely will not work on lower end or older devices.

## **What will happen to the old (current) mobile app? Will you End of Life (EOL) the old app?**

As of now, there are no specific plans to End of Life the old app. The objective of our the new app is to test, refine, and deliver a great mobile experience. We are evaluating both older features that were updated and new ones, with the goal of creating a mobile experience that will meet or exceed. As part of our commitment and communications with our customers, we will provide advanced notification for End of Life if the need arises. Included in the communications will be resources and assistance in migrating to the new app.

## **I have the old app on my mobile device. Will I have any problems using it?**

Not at all. You are welcome to use the old app while you get started with the new app. We encourage you to use the new app, of course, but understand that there is usually a transition period involved with learning the ropes. Again, any work done in either app will be captured by your CMMS.

## **I still have the old app installed. Will you provide technical support for this version?**

Yes, we are still providing limited technical support for the old app. However, all bug fixes and feature updates will be made to the new app.

## **I found a bug in the old app. Will you fix it?**

We will no longer be fixing any bugs on the old app. We recommend you switch over to the new app at your earliest convenience, where regular bug fixes will continue.

## **Will the old app still work when the new one is released?**

Yes! Both apps are still functional, and you are welcome to continue using the old one as you familiarize yourself with the new version. We do recommend that you switch over to the new app at your earliest convenience, since it offers many new features that our customers have been excited to try out.

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## **Is there an additional cost for using the new app?**

No.

## **Does the new app have offline availability/mode?**

Yes, the new app supports offline availability. Any actions taken while offline will be immediately visible to other mobile and desktop users once the offline user has an active internet connection again. However, there are three features that cannot be used in offline mode: Logging in to the app, creating a work request without logging in, and changing the status of an asset, which is an admin feature.

## **What does offline availability mean?**

With offline mode, you can create and edit work orders, and perform other actions (like completing tasks) while your phone or device is not connected to the internet. These changes will be temporarily invisible to mobile and desktop users until your phone or device has an active internet connection again, at which point the offline information will be automatically synced with the main application.

## **Will I miss out on any work orders while I am offline?**

As soon as you have an active internet connection, you will be notified of any work orders that were assigned to you while you were offline. You can open the app to view all new work orders or click on a notification to view a particular work order.

The "More" tab on your app will also show the last time your application was refreshed.

## **I am an Admin/Manager, but I don't see any work orders for my subordinates/direct reports. Why is this?**

You need to be added to the 'Reports To' tab in your reportees' user settings. Once added, logout and login again and you should be able to see their work orders.

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## **Will the QR/barcode scanner work properly in dim/low light environment?**

Yes. We have built in capability that allows you to use your device's flashlight while using the scanner in case you are in a dim/low light environment.

## **How can I plan for the day without the calendar feature in the app?**

While Phase 1 of the app does not have a calendar, your work orders are already filtered by due date for easy viewing. You also have access to custom filters to view desired work orders. Calendar functionality will follow in later releases/updates to the application. It's coming!

## **Where can I see facilities and/or equipment for my site? There is no longer a side menu for me to view them.**

You can find a drop down filter in the Assets section. This filter gives you the ability to view assets by category.

## **Will I have the option of closing multiple tasks/work orders at a time, like the old app?**

No, you need to close each task/work order individually.

## **Can I assign multiple work orders at a time?**

No, you can only assign one work order at a time

## **Will I be able to see work orders for multiple sites at the same time?**

In this version of the app, you can see work orders for one site at a time.

## **Will the DONE tab on the work order listing page show me closed work orders as well?**

The DONE tab will only show work orders for which all tasks have been completed, but are still in open state. Work orders with a "closed" status will not be visible in the app and can be viewed in the core desktop application only.

## **What do the icons (circles with initials) on the work order list mean?**

If the work order is assigned to an individual, the icon will show the user's initials. If the work order is assigned to a group, the icon will show a group icon. If the work order is assigned to multiple people or a group AND the individual viewing it, the icon will show a group icon with a coloured head in it

## **Will I be able to create work requests if I am logged in to the new app?**

You can create a work order with a 'requested' status while you are logged in to the app. It will behave similarly to a work request that a technician would otherwise create in the old app. You can create work requests without logging into the new app from the login page.