

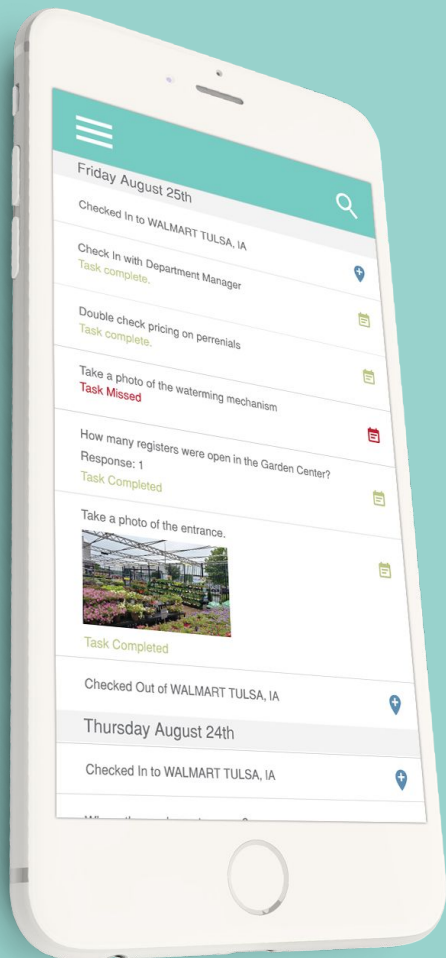
# TAP APP TUTORIAL

## OFFLINE MODE - SYNC IMPROVEMENTS

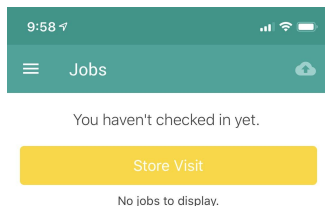
# OVERVIEW

## INTRODUCTION

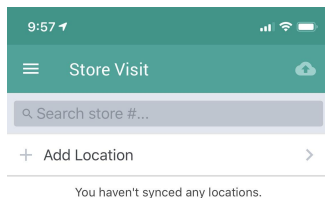
- Offline Mode - Steps to Download
- Offline Mode - Steps to Upload
- General facts about the new features



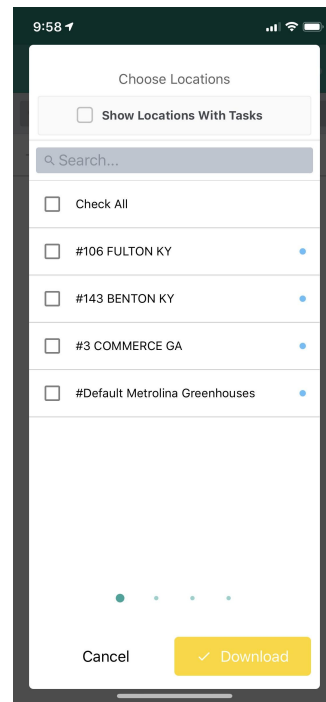
# OFFLINE MODE – STEPS TO DOWNLOAD



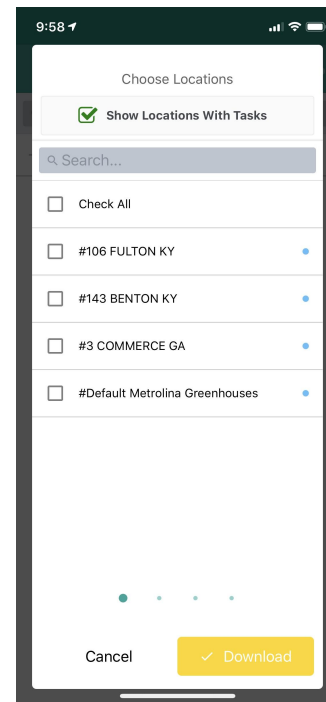
Step 1: Choose Store Visit



Step 2: Click 'Add Location' to download stores

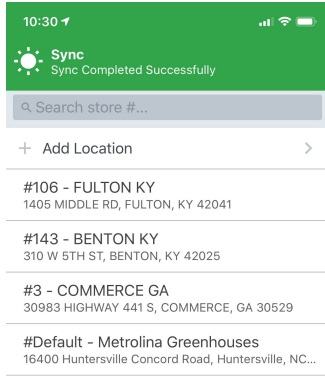


Step 3: Select stores with or without tasks

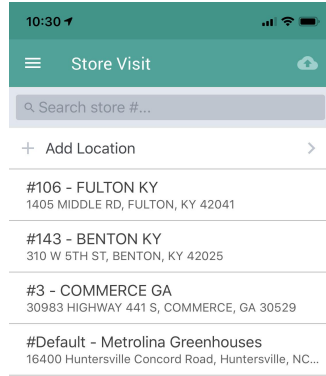


Step 4: Check the 'Show Locations with Tasks' box to filter for only stores with tasks

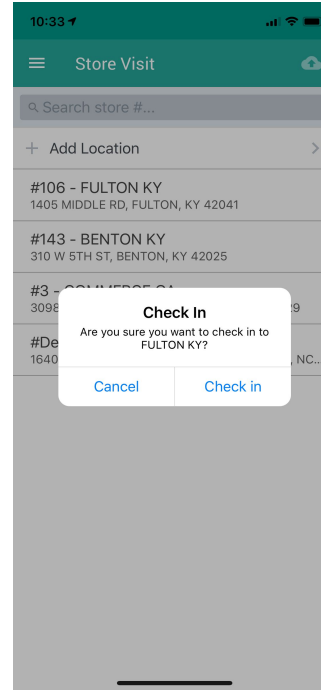
# OFFLINE MODE – STEPS TO DOWNLOAD



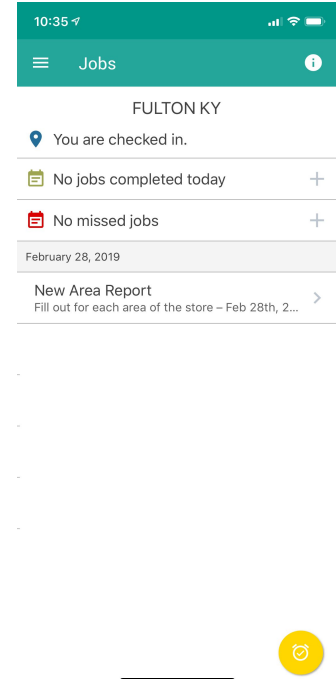
Step 5: Once stores synced,  
you can check into those  
stores



Step 6: Click on your store to  
check in, or click 'Add  
Location' to add more stores



Step 7: Click on your store to  
check in

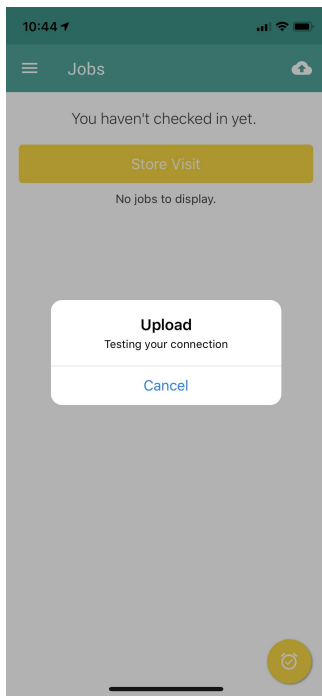


Step 8: Complete tasks at the  
store like normal

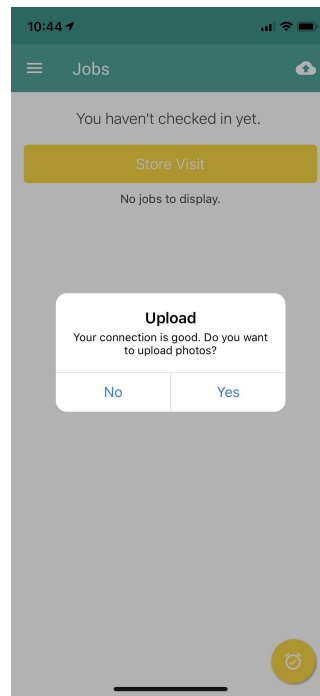
# OFFLINE MODE – STEPS TO UPLOAD



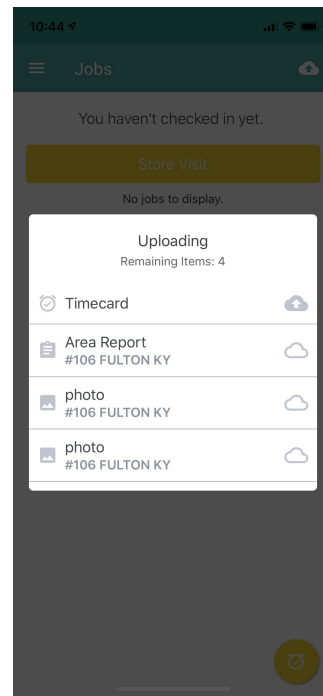
Step 1: Go to the Jobs page,  
and click on the Cloud Icon



Step 2: Before uploading, the  
system will check your  
internet connection

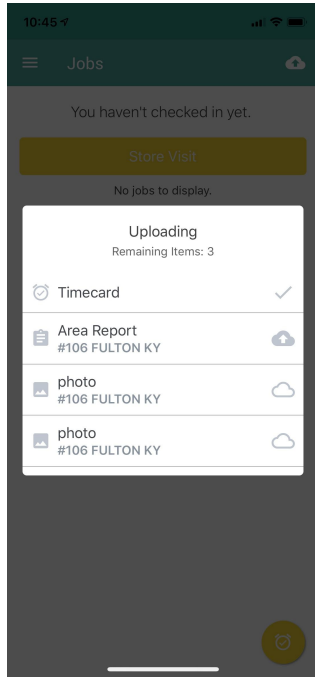


Step 3: Choose whether or not  
to upload photos. Click Yes to  
upload photos now

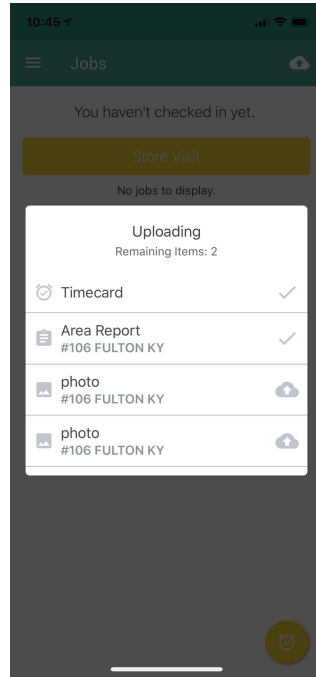


Step 4: Your upload will begin  
and show the progress as it  
goes

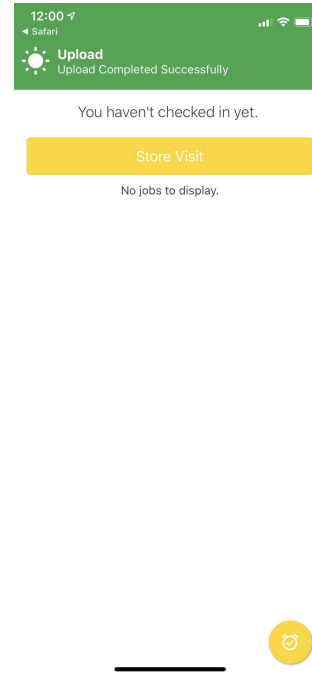
# OFFLINE MODE – STEPS TO UPLOAD



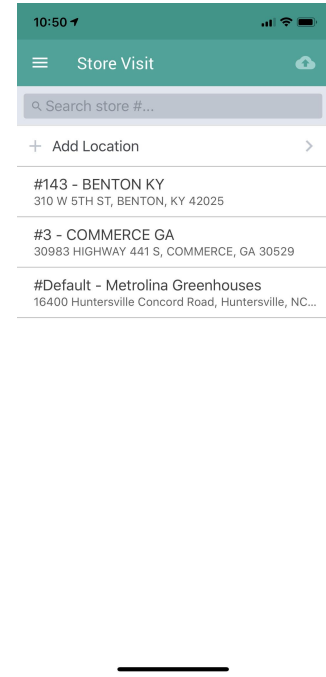
Step 5: First Timecards, and Report Answers are uploaded



Step 6: Second, photos are uploaded after all job data, and timecards



Step 7: Once your upload is successful, you will see a message saying that the upload is complete.

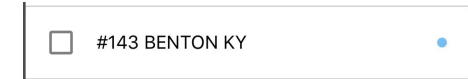
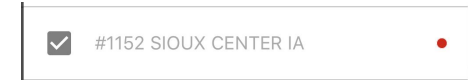


Step 8: After a successful upload click Store Visit, you are returned to the store visit page to select your next store

# GENERAL FACTS

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1. When you complete tasks at a store and upload those tasks, that store is removed from your list of downloaded stores.
2. A red dot next to a store in the download stores list means that there is unsynced activity for that store, so it cannot be unchecked.
3. A blue dot next to a store in the download stores list means that there is a scheduled job at the store to be completed.
4. The cloud icon for syncing is inactive when you do not have any unsynced information on your phone.



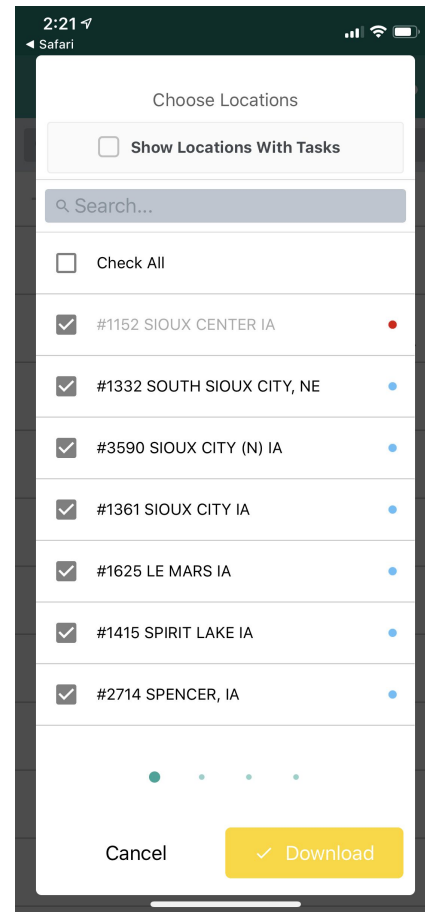
There are no unsynced activities



There are unsynced activities

# GENERAL FACTS (cont.)

1. All locations regardless of tasks scheduled show up in the select stores list.
2. There is now a select all button on the store download page to select all stores.
3. There is now a checkbox on the store download page to filter to see only stores with tasks
4. Prompt: “Are you done for the day?” has been removed
5. You can now log out of the TAP App without clearing your unsynced data





# ONBOARDING, TRAINING & SUPPORT

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**[GETTAPAPP.COM](https://gettapapp.com)**

Public page open to all

**[GETTAPAPP.COM/ONBOARDING](https://gettapapp.com/onboarding)**

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**[GETTAPAPP.COM/RESOURCES](https://gettapapp.com/resources)**

Private only via login

**[team@gettapapp.com](mailto:team@gettapapp.com)**

All contact via get tap app email

**1-855-Get-Tap1**

Incoming and outgoing caller ID