



Community
Based
Support



COMCARE

M O B I L E



User Guide Book

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Getting Started.

The current in service Smart Phone is the **Samsung Galaxy S5**. This phone is three generations ahead of the previous CBS work phone, the Samsung Galaxy S2, which effectively makes it bigger, better and faster.

Key Features:

1. Water & Dust Resistant (NOT water & dust proof!).
 - a. (Flap over charge port)
2. Scratch Resistant Glass
3. Improved Battery Life
4. Same Charger
5. Same Buttons
6. User-Friendly
7. 4G Network (better coverage & faster internet)

Important New / Advanced Features:

1. **'Application Switcher'** (bottom-left, front touch-screen panel). Tap this to see and manage all currently open applications.
 - a. *NOTE: Applications often run 'unseen' in the back ground, but are still a drain on resources (battery life, data usage, speed). You should regularly check the 'App Switcher' and close any unnecessary applications, by tapping the 'x' icon, or by 'swiping' it off the list.*
2. **'Notifications Panel'** (along top edge of front touch-screen panel. Can be expanded to a larger/detailed view by **'Swiping'** down)
 - a. Notifications are snippets of information which you should look at regularly.
 - b. They are designed to alert you about things such as waiting messages, incoming emails, phone information (like power and data usage), errors, reminders etc.
 - c. The notification Panel also shows critical information such as Battery Life, Network Connectivity & Strength and provides shortcuts to enable/disable key functionality (like Mobile

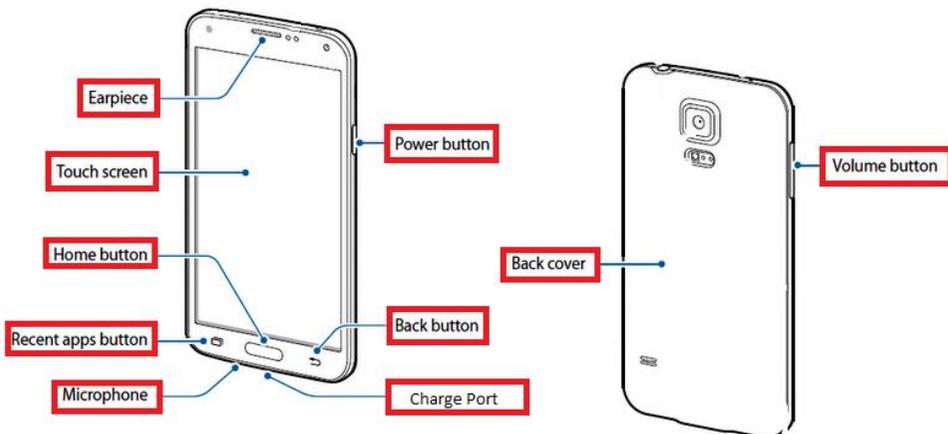
Data or GPS/Location Services).

NOTE: Mobile Data needs to be enabled (green) in order to use ComCare or use the internet.

- d. Notifications should be regularly looked at and managed appropriately. To dismiss a notification you can tap the **'Clear'** button or **'Swipe'** the notification.
3. **'User Accounts'** – Everyone now has a 'user account' with their own unique username and password. User Accounts allows for better management of the phone by the CBS IT help desk.
 - a. For the most part, this is not expected to affect individual users.
 - b. It is possible however, that you may be prompted for your 'User Account' username & password at some point during the life of your phone. If this does happen, your username will be in the format:
firstname.lastname@cbsaust.org.au
and the password is:
[24Sunderland](#)

Are you an absolute beginner to using smart phones? [Read here...](#)

If you're an absolute beginner to using Smart Phones, don't worry, there is really very little you need to know to use them and most modern smart phones have a very similar construction.



1. **Parts:**

- a. Please orientate the phone so that the 'glass' side is facing you, with the writing 'SAMSUNG' the right way up. We'll refer to this glass side as the '**Touch Screen**'. Please compare your phone with the diagram above

- i. **Earpiece**

Located at the top of the Front Screen. Place this next to your ear when making/receiving phone calls.

- ii. **Touch Screen**

This is also sometimes referred to as a Front Screen or Front Panel. Physically touching this screen will activate the functionality displayed (such as button images). *NOTE: The Touch Screen is very sensitive and will only require a very light touch to register your intention.*

- iii. **Home Button**

'Pressing' this when using the phone will always

return you to a central 'Home' screen. Very helpful if you're a bit lost.

iv. **Recent Apps Button**

Located in the bottom left hand corner of the Front Screen.

Also referred to as the '**Application Switcher**'. There is more information on this later in this document.

v. **Microphone**

Located on the bottom edge of the phone. Talk in to this when making/receiving calls.

vi. **Power Button**

Located on the right hand edge.

Turns the device on and off

vii. **Back Button**

Located on the bottom right hand corner of the Front Face. This button will navigate backwards to the previous page being viewed, and will eventually go back to the start or 'Home Screen' (like the pages of a book).

viii. **Charge Port**

Located along the bottom edge of the phone. This is used to charge the phone (using the cable provided). You'll need to lift the protective cover to expose the charge port (hole).

ix. **Volume Button** (up & down)

Located on the left hand edge. This is a two-part button that pivots on a central point like a see-saw.

The upper half will increase volume and the lower half decreases volume.

2. Terminology:

- a. In this guide book we will often use terminology to describe actions you will need to perform. Common terminology includes:
 - i. **'Tap' / 'Tapping'** – This means using the tip of your finger to touch an icon or button on the 'Touch Screen'. The 'Touch Screen' is very sensitive and will only require a very light touch.
 - ii. **'Swipe' / 'Swiping'** – This means using the tip of your finger to touch an icon or area of the touch screen and whilst still touching the screen, moving it in a given direction.
 - iii. **'Press' / 'Pressing'** – This usually refers to a physical / real button on the phone where you will apply pressure with your finger to depress the button, then releasing it (removing your finger).
 - iv. **'Press and Hold' / 'Pressing and Holding'** – This usually refers to physical / real button on the phone where you will apply pressure with your finger to depress the button and you need to keep the button in the depressed position until the desired action is achieved (usually a few seconds).
 - v. **'Application'** – This refers to a computer program running on the phone that provides specific functionality. **'Phone'** is an example of an application that allows the user to make and receive calls as well as other related functionality like remembering frequently used phone numbers
 - vi. **'SMS' / 'Text Message'** – These are short messages or notes usually less than about 40 words. They are very useful at sharing simple information when a phone call is not possible, appropriate or time is a factor. It's also a good way to pass critical

information that may be difficult to understand in a phone call such as client phone numbers, addresses or directions.

3. **Operation:**

a. **Turning on:**

- i. **'Press and Hold'** the power button in for a few seconds.
- ii. **'Release'** when it vibrates.
- iii. **'Wait'** for the phone to load. This typically will take around thirty to forty five seconds.

b. **Logging In:**

- i. For security and privacy reasons, your phone will be **'Locked'** when first starting up, or when the phone has been inactive for a given time. *NOTE: This time limit is adjustable – see Settings.* You will need to **'Unlock'** the phone before you can use it.
- ii. The **'Log In Screen'** is a simple number pad, listing the numbers as follows:

1	2	3
4	5	6
7	8	9
	0	OK

- iii. To put in the unlock code, **'Tap'** each number respectively, followed by the **'OK'** button. For example: If your code is 1234, tap the **1** button, tap the **2** button, tap the **3** button, tap the **4** button and lastly tap the **OK** button.
- iv. If you have entered the correct code, you will proceed to the **'Home Screen'**
- v. If you have entered the incorrect code, the Number pad will refresh and the text **"Incorrect Pin"** will appear underneath the number pad. *NOTE: If a phone has three concurrent "Incorrect Pins" it will*

enter a more secure state that will require assistance from the CBS IT Helpdesk to unlock. Please take care when entering codes to avoid this.

- vi. If you make a mistake whilst entering your code, you can **'Tap'** the **'Backspace'** icon which is located above the **'3'**. It looks like a solid left arrow with an x figure in the middle. This will remove the previously entered number(s) for each **'Tap'**.
- vii. NOTE: Your 'Unlock Code' may also be referred to as a 'Personal Identification Number', 'PIN' or 'Number' for short.

c. Turning Off:

- i. You usually will not need to turn off your phone. Exceptions to this may be when you are on holidays for an extended period of time. It is normal to leave the phone **'On'** during normal day to day operations.
- ii. You can turn off the phone from any point by **'Pressing and Holding'** the power button for a few seconds.
- iii. You will then be shown a menu as follows:
 - Power Off
 - Flight Mode
 - Restart
 - Emergency Mode
- iv. **'Tap'** the **'Power Off'** text / button.
- v. You will now be presented with the confirmation message **"The device will power off"** with two buttons, **"Cancel"** and **"Power Off"**
- vi. **'Tap'** **'Power Off'** to confirm or **'Cancel'** if you no longer wish to turn off the phone.

Hibernation / Sleep:

- i. When the phone is inactive for a given time, it will automatically go into hibernation. This is done to preserve battery life and prevent accidental button pressing by the user (usually when a phone is in a pocket and buttons are accidentally tapped). When in this state, the phone is still **'On'** and waiting for incoming phone calls and messages.
- ii. If you want to **'wake'** your phone to an active state, **'Press'** the **'Home button'**.
- iii. You will now be presented with the **'Log In'** Screen (see **'Logging In'** above).

d. Receiving a phone call:

- i. If your phone is **'On'** and either **'Awake'** or in **'Hibernation'** you will be able to receive calls.
- ii. The phone will ring and display either the name or number of the caller, or 'Private Number'.
- iii. You can now **'Accept'** the phone call by **'Swiping'** the green phone symbol from left to right.
- iv. You can **'Reject'** the phone call by **'Swiping'** the red phone symbol from right to left, or by ignoring it (either the caller will hang up, or it will give up after a given time).
- v. If you have received a phone call you can **'Hang Up'** by **'Tapping'** the red **'End Call'** button.

e. Making a phone call:

- i. To make a call, the phone will need to be in an active **'Awake'** state (see hibernation) and **'Unlocked'** (see logging in).
- ii. Make sure you're on the **'Home Screen'** (if not, **'Press'** the home button).

- iii. **'Tap'** the **'Phone Icon'**. This will be in the bottom left hand corner of the Touch Screen by default (can be moved) and is a green square with a white trim, with a white phone symbol in the middle and the text **"Phone"** displayed underneath it.
- iv. This will open the **'Phone'** application.
- v. The **'Phone'** application has four main areas of functionality as follows:
 1. **Keypad** – This is used to dial phone numbers directly. Simply **'Tap'** the number you want to call, followed by **'Tapping'** the green phone icon. Mistakes can be undone by **'Tapping'** the **'Backspace'** icon (solid left arrow with an x symbol in it, located at the bottom right corner of the keypad).
 2. **Logs** – This shows you recent activity on the phone such as calls received, calls you have made and missed calls.
 3. **Contacts** – This is used as a personal phone book that remembers phone numbers on your behalf. It displays a list of people in alphabetical order. **'Tapping'** on a name will display more details about that contact. From here, you can:
 - a. **'Tap'** the green phone symbol or on the phone number to call them.
 - b. **'Tap'** the orange envelope to send them a short text message (see **'Replying to and Sending a new Text Message'**).
 4. **Favourites** – This is used as a short cut to display a small number of contacts that you call regularly.

- a. **'Tapping'** a contact here will automatically dial their phone number for you.
 5. You can toggle between these areas of functionality by **'Tapping'** its respective icon, which is displayed at the top of the **'Phone'** application.
- f. **Receiving and reading a text message:**
- i. If your phone is **'On'** and either **'Awake'** or in **'Hibernation'** you will be able to receive text messages.
 - ii. The phone will beep when a message arrives and you will be able to see a number above the **'Messages'** application icon (this indicates how many unread messages you have).
 - iii. To read a message, your phone will need to be **'Unlocked'** (see **'Logging In'**).
 - iv. From the **'Home Screen'** **'Tap'** the **'Messages'** icon. This is located in the bottom left hand area of the **'Touch Screen'** by default (can be moved) and looks like a white envelope, with a yellow note and the text **"Messages"** underneath it.
 - v. Messages will appear in chronological (time received – most recent first) order with the name or number of the sender and a preview of the message. Each sender is separated from the next by a fine line. We'll refer to this as an **'Overview Page'**.
 - vi. Unread messages will have a number to the right of the sender's name, which indicates the number of unread messages waiting for you from this sender.
 - vii. To read a message, **'Tap'** anywhere on the message segment (name, number, previewed text etc.)

- viii. You will now be displayed with a chronological list of messages to and from this person. We'll refer to this as a **'Detailed View'**.
- ix. Messages from the sender have a yellow background and are aligned on the left hand edge of the touch screen. Messages from you to the sender have a blue background and are aligned on the right hand edge.

g. Replying to a text message:

- i. After reading a message, you can reply to it by **'Tapping'** the text box underneath the messages (that has the text **"Enter Messages"** displayed). Once you have tapped here, you should see a flashing orange cursor and a keyboard will appear at the bottom of the page. The cursor indicates where the next entered character will appear.
- ii. Using the **'Keyboard'** type out your message.
- iii. When you are finished, hit the orange envelope and the message will be sent to the other person.
- iv. If you have made a mistake, you can **'Tap'** the **'Backspace'** icon, located in the bottom right hand area of the **'Keyboard'** which will remove the character to the left of the cursor. You can move the cursor by **'Tapping'** the point you want the cursor to move to.

h. Sending a new text message:

- i. To send a text message, the phone will need to be in an active **'Awake'** state (see hibernation) and **'Unlocked'** (see logging in).
- ii. From the **'Home Screen'**, **'Tap'** the **'Messages Icon'** (as described in 'Replying to a Text Message').
- iii. By default, the **'Messages'** application will open where you previously left it. This may either be the **'Overview Page'** or in a **'Detailed View'** of a

particular person / number. If this is the person you wish to send a message to, just enter the message (as described in **'Replying to a Text Message'**). If not, **'Tap'** the **'Back'** button. Until you reach the messages **'Overview Page'**, that lists all the sent and received messages in chronological order.

- iv. From the **'Overview Page'**, if you can see the person/contact you wish to send your message to, **'Tap'** them to bring up the history of messages between them and you. From here, use the **'Replying to a Text Message'** instructions above.
- v. If you didn't see the person, **'Tap'** the **'New Message'** icon which is a green circular shape with a paper and pen symbol in the middle, located in the bottom right corner of the **'Touch Screen'**
- vi. You will now be able to enter the recipient (person to whom you're sending the message). You can do this in a few ways as follows:
 1. Enter the full phone number directly.
 2. Partially enter the name or number using the **'Keyboard'**. This will bring up a list of possible matches from your **'Contacts'** that match your input. For example, entering **T** then **A** then **N** will bring up all the names (first or last) that include the combination **TAN** such as **Tanya** Doe, **Tristan** Smith or Jane **Tanner**.
To select one of these options, **'Tap'** on the name.
 3. **'Tap'** the **'Contacts'** icon located to the right of the **'Enter Recipients'** area, that looks like a white silhouette / outline of a person on a dark grey /square background. You will now be presented with a list of all contacts. To select a

contact, **'Tap'** the square to the left of their name. It should now turn green with a white tick. When you have finished selecting your recipient(s), **'Tap'** the **'Done'** text in the top right hand corner of the screen.

vii. *NOTE: You can send to multiple recipients using any combination of the methods above.*

viii. To remove an unwanted recipient, **'Tap'** the minus symbol next to their name (Looks like –). Their name will be removed from the **'Enter Recipients'** area.

ix. Once you have finished entering the recipients, **'Tap'** on the **'Enter Message'** area and continue sending your message as described in **'Replying to a Text Message'**.

i. **Settings:**

- i. There are a number of settings that you can change which will adjust the way your phone behaves. To enter the **'Settings'** application:
- ii. From the **'Home Screen'**, **'Tap'** the **'Apps'** icon, located in the bottom right hand corner of the **'Touch Screen'**, that looks square in shape, containing 16 small white squares and the text **"Apps"** underneath.
- iii. You will now be presented with all the applications that are currently installed on the phone. There are lots of them and they appear in alphabetical order. Because there are so many, they are displayed on multiple pages. You can see which page you're currently on by looking at the page indicator located at the very bottom of the screen. It appears as a number of very small squares (usually about 4). The one that is brighter than the others is the page you are on.

- iv. To change pages, **'Swipe'** either left to right or right to left, depending on which way you want to go.
- v. **'Settings'** is normally on the third page from the left.
- vi. **'Tap'** the **'Settings'** application
- vii. There are many different settings that will help you to personalise your phone. One common setting we will use as an example is the **'Display Timeout'**. That is, how long your phone will remain awake after it was last used and before it will go to sleep / hibernation.
- viii. *NOTE: Settings are grouped in to similar categories so that they are easier to find.*
- ix. You may need to scroll up or down the list of categories to find the one you're after. To do this, **'Swipe'** upwards or downwards anywhere around the centre of the screen. Take care not to **'Tap'** instead of **'Swiping'**, as this will open the category where you **'Tapped'**.
- x. To change the example setting, **'Tap'** the **'Display'** icon, located near the top of the list.
- xi. You will now be displayed with a list of display related settings. Again, there are too many to display on one screen, so you can **'Swipe'** upwards or downwards to see more.
- xii. **'Tap'** the **'Screen Timeout'** setting. You will now be presented with a list of options ranging from 15 seconds to 10 minutes. This is a personal preference, but if this setting is too short, it will be an annoyance during normal use, where too long will be a drain to battery power and increase the likelihood of accidental **'Tapping'** or **'Swiping'**. If you're unsure, 2 minutes is a good starting number and you can always adjust it later.

- xiii. To exit, hit the **'Home'** button.
- xiv. Other settings can be adjusted in a very similar way. If you would like to change something on your phone that you think might be a setting, ask an experienced user or feel free to explore the settings yourself.

j. Voice Mail:

- i. Voice mail is a phone answering service. It is particularly useful when it is inappropriate to answer your phone, such as during a client visit. This service will record a message from the caller for you to listen to at a later time.
- ii. **Setting Up Voice Mail For the First Time:**
 - 1. Consider what **'PIN'** or code you would like to use to keep your voice mail box secure.
 - 2. This PIN is **your personal choice** (NOTE: We don't give this to you), but should be a number, six digits long, easy for you to remember, not easy for someone else to guess and cannot be a simple pattern like 123456. A suggestion would be to use a part of a significant date combined with another personally significant number.
 - 3. Open the **'Phone'** application.
 - 4. Dial **141** and **'Tap'** the green (**'Call'**) button with a white phone in it, located at the bottom of the screen.
 - 5. You will then be prompted to enter a new PIN, followed by the hash key.
 - 6. **'Tap'** the **'Keypad'** icon, then use the displayed number pad to enter your PIN by **'Tapping'** each number in your code, then **'Tap'** the hash key which looks like #

7. You will then be prompted to re-enter your PIN, followed by the hash key. This is to confirm that it was entered correctly.
8. Now you will be prompted to record your name. After the beep, say your name in a clear loud voice.
9. You will then be given the opportunity to listen to your recording, re-record it if necessary, get further help, or confirm that you are happy with it.
10. Now you will be prompted to record a message. After the beep, say your message in a clear loud voice. Example:
“Hi, you’ve reached Scott’s phone. Please leave a message after the beep.”
11. You will then be given the opportunity to listen to your recording, re-record it if necessary, get further help, or confirm that you are happy with it.

iii. **Using Voice Mail:**

1. If you have missed a call and the caller has left a voice message for you, a message will be sent to your phone stating that you should check your voice mail.
2. To do this, open the **‘Phone’** application.
3. Dial **141** and **‘Tap’** the green (**‘Call’**) button with a white phone in it, located at the bottom of the screen.
4. You will then be informed how many **‘New’** messages and how many **‘Saved’** (old) messages you have, followed by options detailing the actions you can now perform.

5. Listen carefully to the options provided to you and follow the appropriate instructions.
 - a. Example:
“To listen, press 1”
 - b. In this scenario, you would then **‘Tap’** the number **1** on the number pad on your **‘Touch Screen’**

Daily Operations.

Starting up / Checking Roster.

1. Turn on Phone.
2. Make sure internet is on – up/down arrows on top right of screen.
3. Tap on ‘ComCare’.
4. Enter your ‘Provider ID’ and ‘Pin’.
5. If first login, select database (PROD).
6. ‘Tap’ on ‘Timesheet > My Schedule’.
7. Look at your list of clients including scrolling down to see clients below. To scroll ‘Swipe’ in an upward or downward direction (drag finger up phone screen from middle of the phone to the top/bottom).
8. ‘Tap’ on ‘Client’ if you need their address or other details then ‘Tap’ back.
9. Work out how many clients and hours you have for the day to plan your day and any breaks.
 - a. ‘Start Time’ is a guide of when we think you should go to that client and the ‘Time Band’ is flexibility when the client is happy for you to attend them.
 - b. NOTE: You **MUST** start and fully complete the visit within the agreed ‘Time Band’, unless you have personally made other arrangements with the client and those arrangements are convenient for the client.
 - c. NOTE: Remember if you work 5hrs or more you will need to take a minimum 30min break.
10. Use the grey box next to “Schedule For:” to change the date to see your future roster (up to 5 working days ahead).

Daily Routine.

1. **'Tap'** on **'Timesheet > My Schedule'**.
2. **'Tap'** **'Sign On'**.
3. **'Tap'** the grey box next to Location and then **'Tap'** on **'Client'** (or if signing on from your house **'Tap'** **'Home'**).
4. **'Tap'** on white box next to Odo Start and enter Odometer (kilometres clock) of your car.
5. **Tap** the **'Enter/Back'** button on the keyboard.
6. Check start time is accurate if not change to time before first client.
7. **'Tap'** **'Submit'**.
8. **'Tap'** on the client at the top of list (in **My Schedule**)
9. Scroll to bottom (**'Swipe'** in an upwards direction until the **'Special Instructions'** are visible).
10. Check the client's details (if visible) such as: **Alerts, Access Comments, Task, Funding, Care Actions** and **Special Instructions**.
11. Find the **'Clock'** icon that says **'Start'** – **'Tap'** on this **'Clock'** symbol when you are at/on client's property.
12. Knock on the clients door then either:
 - a. Go inside and perform the required task / support, then as you walk out back to car **'Tap'** the **'Clock'** icon that says **'End'**
 - b. If the client does not answer the door, and you have tried to contact the client (by phone etc. - including checking with client contacts as to the whereabouts of the client) without success:
 - i. There are three primary reasons why this may occur:
 1. The client is not at home.
 2. The client has not heard you knocking.
 3. The client may be sick, injured or deceased.
 - ii. You are required to contact the office and ask to **'Speak to a Coordinator'** for further direction on how best to proceed.
 - iii. **NOTE: It is helpful if you can specify the age group of the client to the receptionist so that you are put**

through to the right area as quickly as possible (i.e. Over 65 or Under 65).

- iv. You may be asked to wait for a given time while further attempts are made to locate the client.
 - v. NOTE: It is important that you do not leave the client's house until directed to do so by an office staff member, the client, or a client contact that has confirmed that the client is safe. This includes waiting for Police or Ambulance members to attend if the client's health and safety is at risk.
 - vi. Once you have been directed to do so, **'Tap'** the clock icon that says **'Not Home'** and proceed to the next client.
- c. NOTE: If you drive any kilometres within the client visit, these go in the **'KMs Intra box'** below the alerts and clocks.
- i. To enter KMs **'Tap'** on white box next to **'KMs Intra Box'**.
 - ii. **'Backspace / Delete'** the **'0.0'**.
 - iii. **'Enter'** the KMs driven.

13. Tap **'Submit'**.

14. Client will disappear off **'My Schedule'** list so **'Tap'** on the next client.

a. NOTE: If you have started a visit, then get lost in the app:

- i. go **'Back'** to ComCare main menu then **'Tap'** **'Timesheet> My Schedule'**.
- ii. The client you are at will be at the bottom of list (scroll down) with a green **'Active'** status.
- iii. **'Tap'** on the client and you can then **'Tap'** the **'End'** clock if needed.

15. Re-do steps 8 Through to Step 15. Until **'My Schedule'** list is empty/blank.

a. NOTE: that any clients with **'Status: On Hold'** or **'Status: Cancelled'** will not disappear. You **do not** need to go to/attend these clients.

End of the Day.

1. Make sure **'Timesheets > My Schedule'** list is empty/blank excluding cancelled or on hold clients.
2. Tap green **'Back'** arrow once until you are at the **'Main Menu'** and there is no more **'Back'** button.
3. Tap on **'Timesheets > Review Actuals'**.
4. Look at the list of clients and make sure that they are accurate to the tasks you performed throughout the day.
5. If a client is not accurate **'Tap'** on the client.
 - a. Fix the problem by **'Tapping'** and adjusting the item as needed. This is usually one or more of the following:
 - i. **'Start Time'** is incorrect.
 - ii. **'End Time'** is incorrect.
 - iii. **'Not Home'** incorrectly ticked / not ticked.
 - iv. **'KMs Intra'** value is incorrect.
6. **'Tap' 'Save'**.
7. Look at the list of clients. If there are any with **'Conflicts'** in red, **'Tap'** on them for more details.
8. The reason for the conflict will be at the bottom of the screen.
9. Fix the conflict reason and **'Tap' 'Save'**. (see **'Common Problems / Troubleshooting below'** for further guidance).
10. Once the list of visits is accurate and no **'Conflicts'** appear in red in the list, **'Tap' 'Finalise'**.
11. **'Tap'** on white box next to **Odo end** and enter your current Odometer value (Kilometres clock) of your car.
12. **'Tap' 'Submit'**.
13. Wait until a sound / noise is heard.
14. **'Tap' 'Log Out'**, then **'Yes'**.
15. **IMPORTANT:** Plug phone into phone charger to prepare for next day.

Meal breaks.

NOTE: You are hereby instructed that if you work 5 hours or more you are required to take a meal break of no less than 30mins

Time has been allocated within the roster for this meal break to occur but the actual timing is at your discretion. Instructions on how to enter this meal break are as follows;

1. When you are ready to have break make sure you are between clients. I.e. don't take a break in the middle of a client visit.
2. If in any other ComCare screen '**Tap**' the green '**Back**' arrow button until you are at the '**Main Menu**' and the back button disappears.
3. '**Tap**' on '**Timesheets > My Schedule**'.
4. At bottom of the screen '**Tap**' on '**Start**'.
5. '**Tap**' on '**Break**'.
6. '**Tap**' on the clock icon on the bottom of the screen that says '**Start**'.
7. The '**Lock Screen**' message will pop up – '**Tap**' '**Yes**'.
8. Enjoy your break!
9. When you finish your break, '**Log in**' to ComCare.
10. The '**Break**' screen should reappear.
11. '**Tap**' on the '**End**' clock icon.
12. '**Tap**' on the white box next to '**Private KMs**'.
13. '**Enter**' any '**Private KMs**' you did on your break, if none put **0**.
14. '**Tap**' '**Submit**'.
15. Continue to next client – (see step 15 of '**Start Of Day**' section, in this document).

Common Problems / Troubleshooting.

The following is a guide to the identification and rectification of common errors in ComCare.

E101: Network Not Available

1. This is an indication that one of following has happened:
 - a. The Internet on the phone is turned off.
 - i. Tap the **'Home'** button.
 - ii. Open the **'Notification Panel'** and check that **'Mobile Data'** is enabled (green). If not, tap to enable.
 - iii. Go back to **'ComCare'** and try logging in again.
 - b. The **'Data Network Mode'** on the phone has been **disabled** blocking all data signals to and from the device.
 - i. Hold down the **'Power Button'** until the **'Device Options'** menu appears.
 - ii. Click on **'Data Network Mode'** and the data signal icon should now be visible. Ensure that the data signal is **'Active'**
 - iii. Go back to **'ComCare'** and try **'Logging In'** again.
 - iv. *NOTE: If the error continues and the data network mode is active, it is likely the device is in an area without data coverage. The user will not be able to connect to ComCare until they are back in a coverage zone.*
 - c. The user is **outside of a coverage zone**, so the device is incapable of receiving or sending data signals.

E104: Network Time Not Enabled

1. This is an indication that one of the following has happened:
 - a. **'Automatic Date and Time'** setting is turned off.
 - i. Tap the **'Home'** button.
 - ii. Open **'Settings'** (blue and white cog icon, available through **'Applications'**). Tap **'Applications'** and

b. Overlapping Visits:

- i. 'Overlapping Visits' are caused when two visits occur within the same time frame. In the conflict description, the two visits that are overlapping one another will be displayed so the user can identify the correct visit that needs to be edited.
- ii. **Identify** which visit needs to be corrected. *NOTE: You can't be in two places at the same time, so the start time of the second visit must be later than the end time of the first visit.*
- iii. **'Tap'** the visit to be edited, then **'Change'** the **'Start'** or **'End'** time to reflect the correct times.
- iv. Once the actual times are entered the conflicts will be removed as the visits will no longer be overlapping.

c. No Corresponding Odometer Entry:

- i. ComCare Mobile requires the user to enter their odometer reading when **'Signing On'** at the beginning of each day, and also when **'Finalising'** at the end of the day. A **'No Corresponding Odometer Entry'** conflict occurs if a visit starts before the **'Start'** Time of the day (**Vehicle Details – Start Time**).
- ii. To change the start time, go into **'Timesheet>Vehicle Details'**.
- iii. **'Tap'** on **'Your Vehicle'** (it says Time Start: Odo Start: and Car Rego 😊).
- iv. **'Tap'** on the white box next to **'Start Time'** to adjust time back to ***Before*** the first client.
- v. *NOTE: DO NOT add/edit any other details in any other white box.*
- vi. **'Tap'** **'Submit'**.

Other Common Problems

1. **Start / End Time Problems – ‘After Midnight’:**

- a. When editing either the **‘Start’** Time or **‘End’** Time of a visit it is very easy to *accidentally* tap the **‘After Midnight’** tick box. This will result in the edited shift being vastly incorrect.
- b. To correct this, identify which times need to be corrected by looking at the date beside the time
Example: Start Time: **10.20 (05 Jun 2014)**
- c. **‘Tap’** on the incorrect date / time and un-tick the **‘After-Midnight’** tick box, by **‘Tapping’** it.
- d. **‘Tap’ ‘Set’**.
- e. **‘Tap’ ‘Save’**.

2. **Blank Days:**

- a. Some days the **‘My Schedule’** may be completely blank or only have **‘On Hold’** or **‘Cancelled’** clients. This means there are no **‘Valid’** (rostered) clients to be visited. *NOTE: The day still needs to be processed to move on to the following rostered day.*
- b. **‘Sign On’** as normal.
- c. Go to **‘Review Actuals’**.
- d. **‘Finalise’** with the same ODO as the **‘Sign On’** value.
- e. **‘My Schedule’** will now update to the next day.

3. **Location of Internal Tasks / Training:**

- a. Occasionally you will have an internal task placed in your roster. Whilst we do often conduct training at 24 Sunderland Street, some of these training sessions are conducted at other sites.
- b. To ensure you attend the correct location, **‘Tap’** on the visit / task in **‘My Schedule’**. This will bring up a detailed view of the task, including the actual location of where the training is to be conducted.
- c. Please take care to check this for each task in your roster.

4. Messages regarding Data Usage, SMS Usage or Call Usage

- a. Your phone has been given to you primarily for work use within the scope of your role for CBS. In addition to this, you are allowed to use your phone for **limited** personal use.
- b. NOTE: To see what your personal use limits are, please refer to the “**Mobile Device Policy - User Agreement**” (see the **‘Further References’** section below).
- c. Your phone has also been set up to warn you that you are approaching certain limits (50%, 75% and 100%). This is normal and is merely an aid/guide to ensure you stay within your allowed quota.
- d. **If the value looks normal** – For example you have received a 50% warning and you are around or more than halfway through the calendar month,
 - i. The message should be noted and dismissed.
- e. **If the value looks high** – For example you have received a 50% warning and you are less than halfway through the calendar month,
 - i. The message should be noted and action may be required as follows:
 1. Consider what work related and personal use you have been using the phone for during the month.
 2. Consider reducing personal usage if your personal usage has been high.
 3. Consider what may have been the cause and prevent it from making the situation worse. This particularly relates to data usage. Applications often run ‘silently’ in the background without your knowledge and still use data. This is typical of non-approved applications like games (‘Candy Crush’) etc. Some background activity is normal, but you

should regularly close non-critical applications when they are not in use (see point **2. 'Application Switcher'** in the **'Changes to Functionality'** section for more information.

- f. The CBS IT Help Desk monitors phone usage and if we believe that your usage has exceeded the combined work and personal use limits, then we will contact you to discuss it and you may be asked to reimburse CBS for any personal use that exceeds your allowed quota.

Training Checklist.

The following is a list of questions that will determine if you have reached a level of training that will allow you to use your phone and ComCare at an effective level.

1. Can I make and receive phone calls?
2. Can I make and receive text messages?
3. Can I view ComCare messages?
4. Can I view my roster in ComCare?
5. Can I start and end visits in ComCare?.....
6. Can I review my Actuals?
7. Can I insert a meal break?.....
8. Can I fix common problems and outstanding conflicts?.....

If you answered no to any of these questions, please review the appropriate section of this document again to see if it clarifies the issue for you. If you are still in doubt and you are sure the information is not contained in this document, please contact the office for further clarification.

Further References.

The following documents supplement the information found in this guide book.

1. [3.2.3 Mobile Device Policy](#)
 - a. This policy provides employees with guidelines regarding the appropriate use of a company supplied mobile device.
 - b. *NOTE: It is a requirement that you read and abide by the instructions in this document (visit link below).*
 - c. <http://www.cbsaust.org.au/wp-content/uploads/2016/07/3.2.3-Mobile-Device-Policy.docx>
2. [3.2.3A Mobile Device Policy - User Agreement](#)
 - a. This policy is the agreement between the user and CBS in regards to the handling and use of the mobile device.
 - b. It also specifies the private use limits for this device.
 - c. <http://www.cbsaust.org.au/wp-content/uploads/2016/07/3.2.3A-Mobile-Device-Policy-User-Agreement.docx>
3. [Samsung Galaxy S5 Manual](#)
 - a. This is the full user manual produced by Samsung.
 - b. It has very detailed information about every aspect of the phone (basic to advanced). If you have any general or technical questions about the phone, there is a good chance the answer will be here.
 - c. <http://www.fgcu.edu/Telecommunications/Folders/Galaxy-S5-Manual.pdf>