Logging In

Insecure Device Keeps Popping Up

This means your device doesn't have a pin or fingerprint set-up for two-factor authorisation. This means that we can't store any user data as we cannot secure the data, so you will need to log in every time you access the app or if the app is left idle for more than 5 minutes.

Log In Details

Your login details are the same as when you login to CR.Net. You can't reset your password through the app so you will need to login to CR.Net by other means i.e. desktop to reset your password.

Can't Remember Your Pin Or Fingerprint Scanner Not Working?

Tap 'Cancel' and you can re-log in using your username and password.

Whenever I Log In It Keeps Jumping Back To The Log In Page

Check your operating system. Currently works from Android 7+.
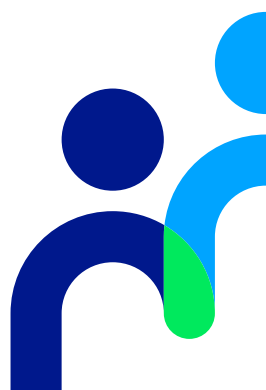
Notifications

What Happens When I Tap A Notification?

Tapping a notification will take you to the relevant page, i.e. tapping a notification that says a timesheet has been approved will take you to that timesheet.

Do App Notifications Replace Email Notifications?

No, you will still get your email confirmation. They work alongside each other.

Timesheet Management

Can't Search For A Timesheet In Placements?

The search function cannot look for a timesheet, you will need to find the placement first then tap 'View Timesheets'. This is to stop 100's of timesheets appearing, and is the same functionality as CR.Net.

I Have Loaded A Timesheet Onto CR.Net But It Isn't Showing On The App

You can refresh the timesheet list on the app by sliding it down, similar to Facebook and other apps.

Timesheet Adjustments

Currently the mobile app does not support the creation or modifying of adjustments. You will be able to view adjustments if they are already created.

I Can't See Expenses Or Documents

If your placement allows you to claim expenses, then the app will give you access to do so and the ability to add documents to show proof of your expenses.

Approving Timesheets

In Group Approval, What Does 'Pay Amount' Include?

Pay amount includes the timesheet cost and also any expenses.