

Dear FFM Customers,

Due to a change implemented by Google, Android devices using Field Force Manager will need to upgrade to the newest versions or there may be limited functionality to your account. Please review our Q&A document to help clarify any concerns you may have.

Does this affect all customers of Field Force Manager?

No, this update is a Google update and only applies to users on Android devices. IOS users do not need the newest update.

Are there any updates to FFM Mobile applications?

Yes, improvements have been made to the process which is used to send notifications to your mobile application.

Why do I need to update my Android device?

The improvements were made by Google which is the author of the Android OS. The update affects the application on older versions of Android OS. The newest version is 18.13.4 r170

Why does this update affect FFM?

FFM has incorporated those changes into the latest version of our application.

Why is this update recommended?

In order to continue to receive the highest level of performance on your device from all your applications including FFM, we recommend checking on all of your mobile users with Android devices to ensure they are on the latest version which is currently available in the Google Play store.

What functionality would I lose if I do not update my Android device?

The notification process used by FFM to send messages to the devices such as job assignment or changes. While previous versions of the application will continue to function, there will be a delay in sending and new operational messages to your workers.

If there are any additional questions, please contact our support team at ffmsupport@fieldforcemanager.com or call (650) 314 – 6508.