Best Practices, GPS Tracking

This cheat sheet provides the best practices for maintaining the tracking and GPS collection on a mobile device.

What's in it for me:
Understand the best practices for the mobile worker using the Field Force Manger application on their mobile device to achieve the best possible GPS tracking.

Ensure that the Field Force Manager application is launched on the mobile device.
The mobile device will not record GPS points and send them to the Field Force Manager web application unless the application has been started on their device.

Ensure the device has been activated with the correct worker in Field Force Manager.
If the worker activated the device with the incorrect "PIN", the device will not send the GPS data to that person's account in Field Force Manager.

Location/GPS is turned on in the device settings on the mobile device.
Make sure the device settings on the mobile device have the "Location" setting set to on. If this is not set correctly the device will not collect any GPS locations.

Verify that the GPS icon on the device is Green and not Orange or Red.
If the GPS Icon is not green on the device, the device is not connected to a GPS satellite and will turn to orange and then red.

Maintain "line of site" with the sky when possible:
- Make sure the device is in an area that it can acquire a GPS satellite, buildings and parking ramps can restrict access to a satellite.
- If you are in a vehicle, try to keep your mobile device in a cup holder or out in the open instead of in a jacket or pants pocket. Do not place your device in your vehicle's glove box, center column box, brief cases, tool boxes, purses, etc. where GPS data could be blocked.
- If you are "on-foot" using a belt/phone clip is advisable versus having the phone in your pants pocket.

Keep your device battery charged (at least it should be above 30 % at all times).
If the battery gets low or critically low, the device may shut off the GPS function to save battery power.

Working indoors or underground tips:
- Step outside for time sensitive activities: When working indoors or underground the mobile application may not be able to immediately transmit the data back to the web application. If the recording of these events are time sensitive, you may need to step outside to ensure they are instantly transmitted back to the web application.
- Don't worry about cell coverage: If your mobile device is not able to pick up a carrier signal, the mobile app will store any information/events such as Mobile Forms, Job Actions you perform, (for approximately 65 minutes depending on the company setting). Once you are back in an area with cell coverage, it will transmit the data instantly.

Avoid suddenly killing the Field Force Manager application on the device.
Instead gracefully shut it down with the exit button. Suddenly shutting down the application on the mobile device might interrupt the software and it doesn't allow it to send the last GPS coordinates stored and any other data on the device to the web application.

What does "Location Past Due" on the web application mean:
The web application has settings for the frequency of collections and the transmission of GPS points from a mobile device to the web application. If there has not been a GPS location received based on the frequency settings for GPS collection. The satellite icon will change from green to orange and state location is past due.

Below shows what each satellite icon color means:

	Location current	The last location fix was good and current
	Location past due	The server did not receive an acceptable location fix in the last update
	Location is turned off	Location services on the device has been turned off
	App exited	User has exited the mobile app. The server does not expect any updates to the user's location

How to fix location past due and update past due:
- Preform a Sever Sync on the device by tapping on the 'sync' icon.
- Relaunch the application on the device.
- Make sure the device is in the line of site of a GPS satellite.
- Restart the device.