



Mobile Worker App

[Download the app](#)

[Login](#)

[Initial page](#)

[Job status](#)

[View Jobs](#)

[**Notes**](#)

[Client notes](#)

[**Job Notes**](#)

[Job Notes History](#)

[**Check in & Check out**](#)

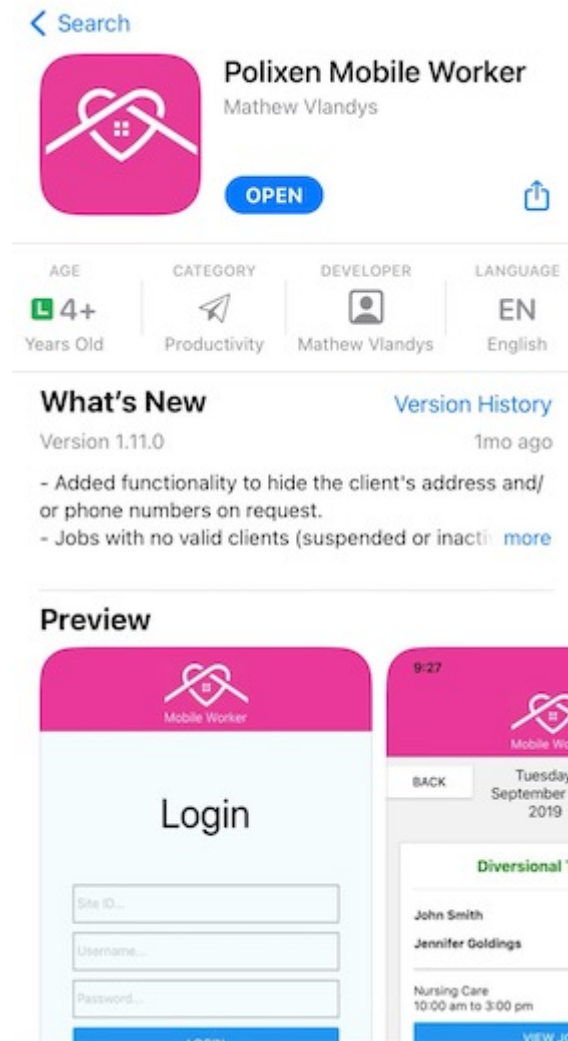
[Add Signatures](#)

[Documents & Files](#)

Download the app

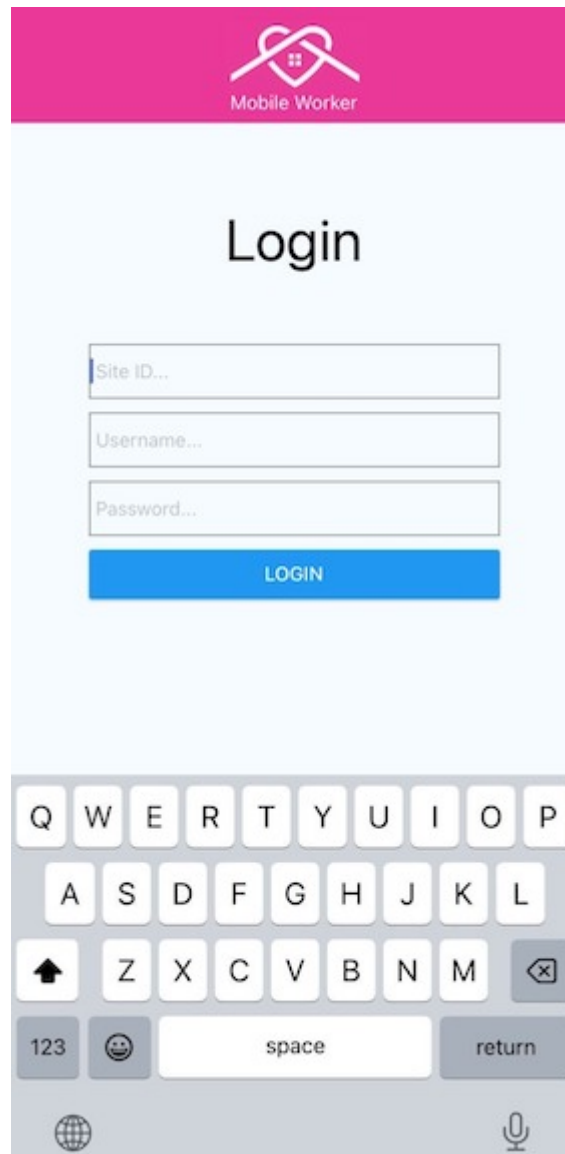
Open the App Store or Google Play Store and search for “Polixen Mobile Worker”.

Then click on “download”.

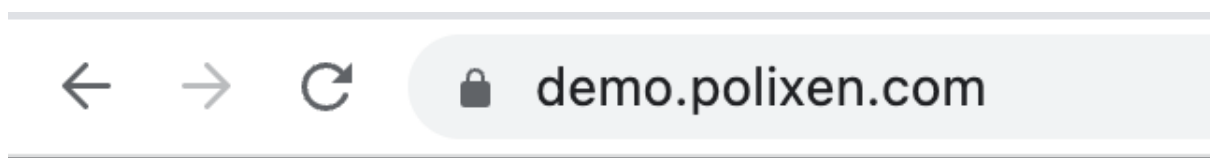


Login

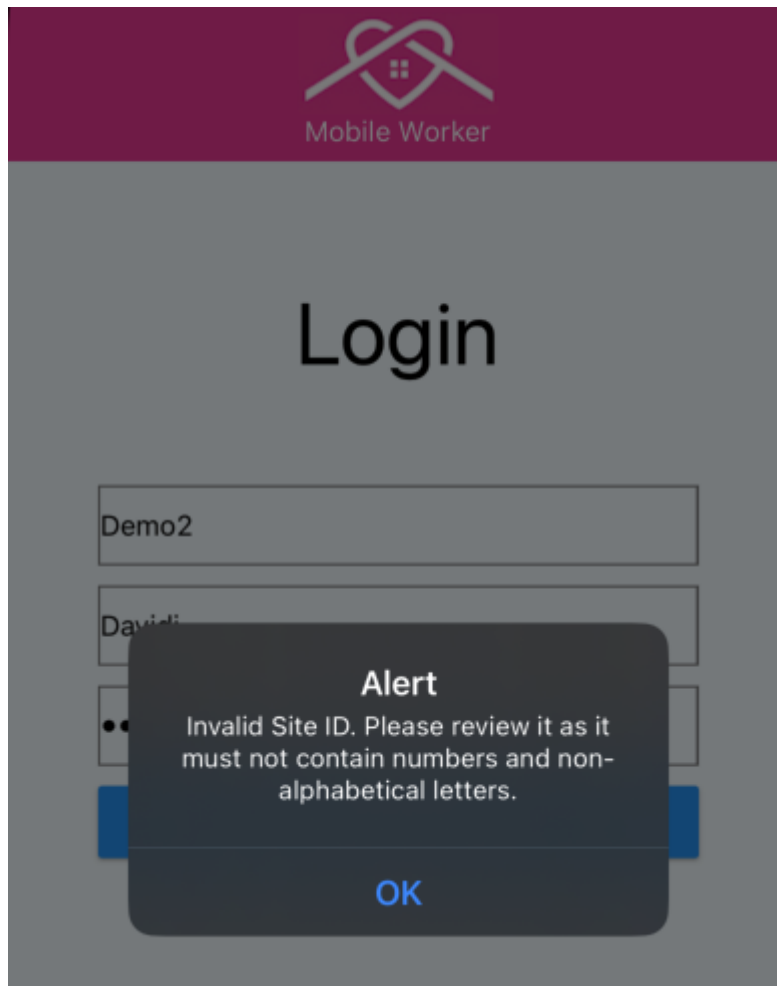
Once you open the app on your phone, you'll be prompted to log in. You need to enter the Site Id*, your Polixen Login and Password.



*Site ID is the name on your browser when navigating through your Polixen Desktop Portal. Example: In this case, the Site ID is “demo”



Please note that numbers and non-alphabetical letters are not accepted in the site ID. If you try to type an invalid character, a pop-up error message will appear.

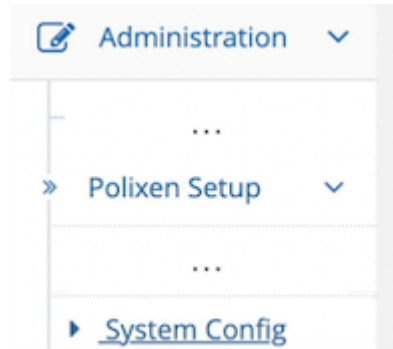


Once all the information is in, hit the Login button to access the app.

Initial page

On the Mobile Worker initial page, you can see the jobs of the current week – including the kind of service, and the client's name plus the time and status of each job.

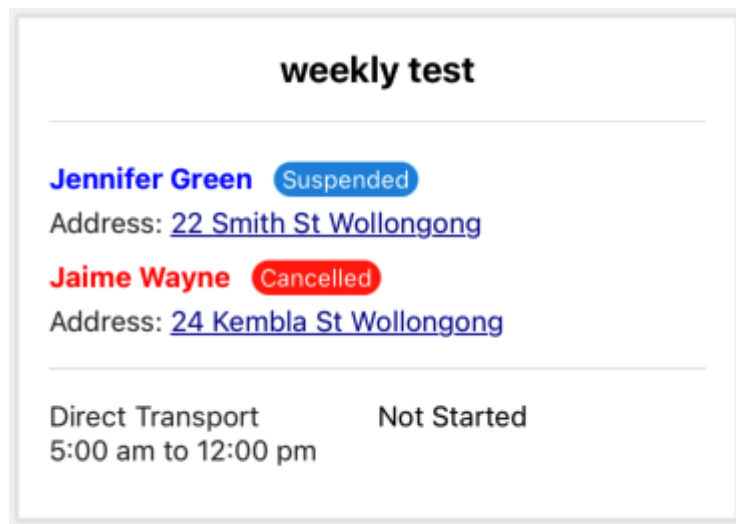
You can also set up Polixen's system config to show the client's address on that page. To do that, go to Administration > Polixen Setup > System Config.



Then go to **mobile_app_job_listing_client_address** and set the value to 1.

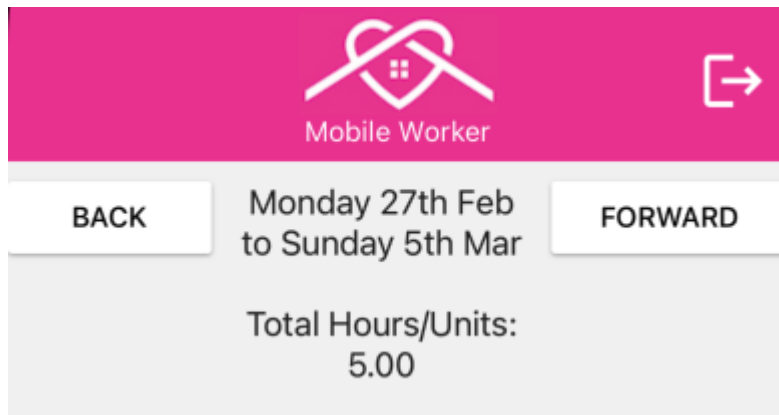
mobile_app_job_listing_client_address	<input type="text" value="1"/>	Mobile Worker - Show clients address at home screen when listing jobs (0 = hide, 1 = show)
---------------------------------------	--------------------------------	--

Once that is done, the jobs page will look like this:



Use the “Back” and “Forward” buttons to navigate through past and upcoming weeks, respectively.

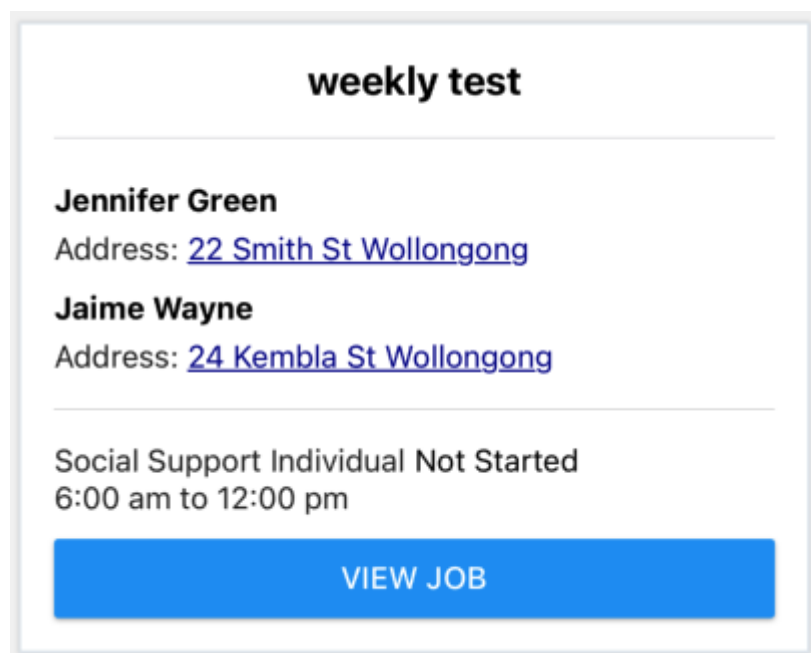
You can also check the total Hours/Units of work forecasted for the week.



Job status

The job status' are divided into 4 categories, which are colour coded in the app for better visualisation.

Black: not started jobs.



Green: completed jobs.

weekly job test

Jennifer Green
Address: [22 Smith St Wollongong](#)

Social Support Individual **Completed**
5:00 am to 10:00 am 5:00 am 10:00 am

VIEW JOB

Red: cancelled jobs.

weekly job test

Jennifer Green **Cancelled**
Address: [22 Smith St Wollongong](#)

Social Support Individual Not Started
5:00 am to 10:00 am

Blue: suspended jobs.

weekly job test

Jennifer Green **Suspended**
Address: [22 Smith St Wollongong](#)

Social Support Individual Not Started
5:00 am to 10:00 am

Please note that jobs can be only cancelled or suspended via the desktop system.

View Jobs

When you click the “view job” button, you’ll be taken to the following screen.

The screenshot shows the 'Mobile Worker' app interface. At the top is a pink header with a back arrow, a heart icon with a house inside, and the text 'Mobile Worker'. Below the header, the title 'weekly test' is centered. The main content area features a white card for 'Jennifer Green'. Inside the card, there are three contact details: a home number (02 1234 56789), a mobile number (02 3214 56987), and an address (22 Smith St Wollongong). Below these details are three buttons: 'MORE DETAILS', 'ADD CLIENT NOTE', and 'LIST CLIENT NOTES'. Below the white card, the text 'Direct Transport' and '5:00 am to 12:00 pm' is displayed. At the bottom of the screen are two red buttons: 'ADD JOB NOTES' and 'JOB NOTES HISTORY'.

← Mobile Worker

weekly test

Jennifer Green

📞 02 1234 56789
Home Number

📱 02 3214 56987
Mobile Number

📍 22 Smith St Wollongong
Address

MORE DETAILS ADD CLIENT NOTE

LIST CLIENT NOTES

Direct Transport
5:00 am to 12:00 pm

ADD JOB NOTES

JOB NOTES HISTORY

Notes

There are two kinds of notes you can create in the app. The first one is “Client Notes”, which refer to that particular client. The second one is “Job Notes”, which are associated with a specific job.

Client notes

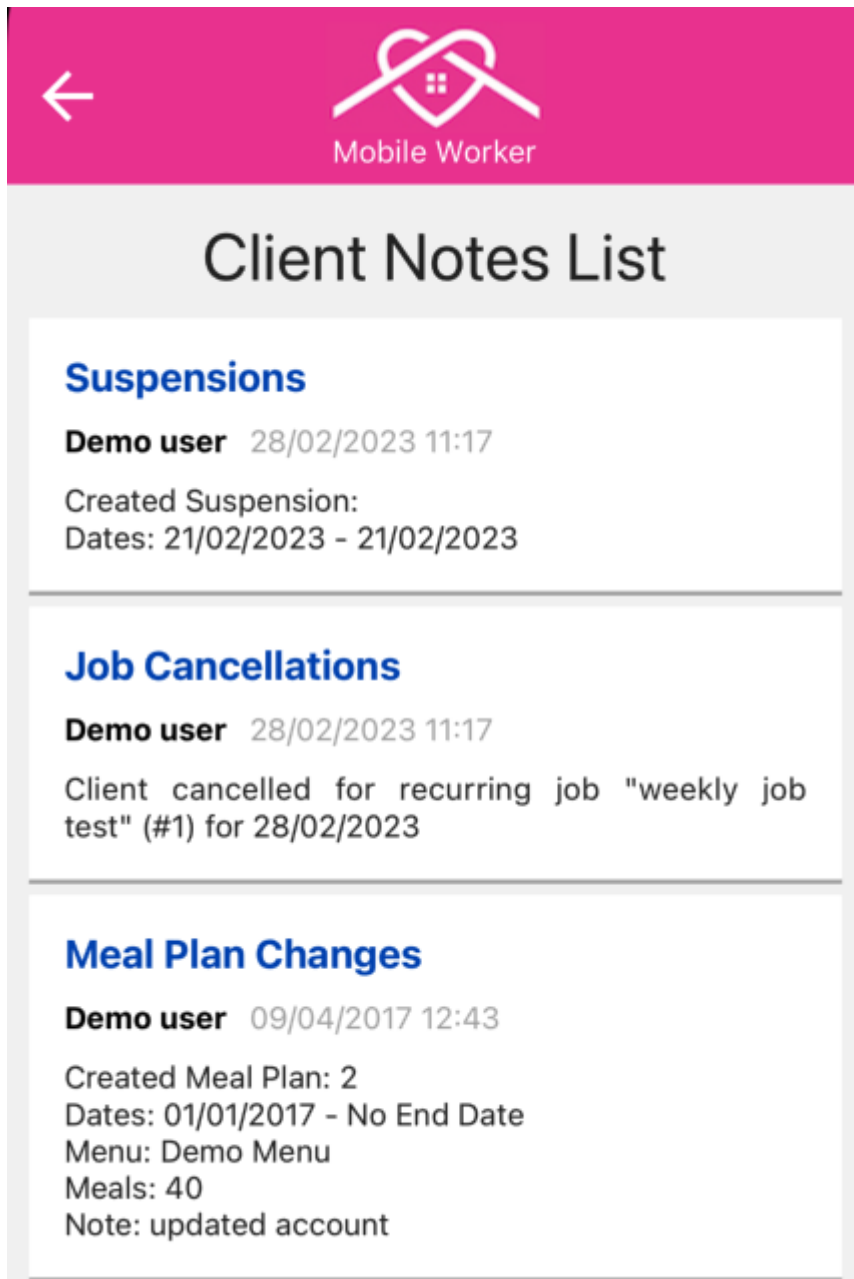
To create a new client note, click on the “Add Client Note” button at the bottom of the client information.

When adding client notes you’ll be asked to select a category and then write your comments underneath it.



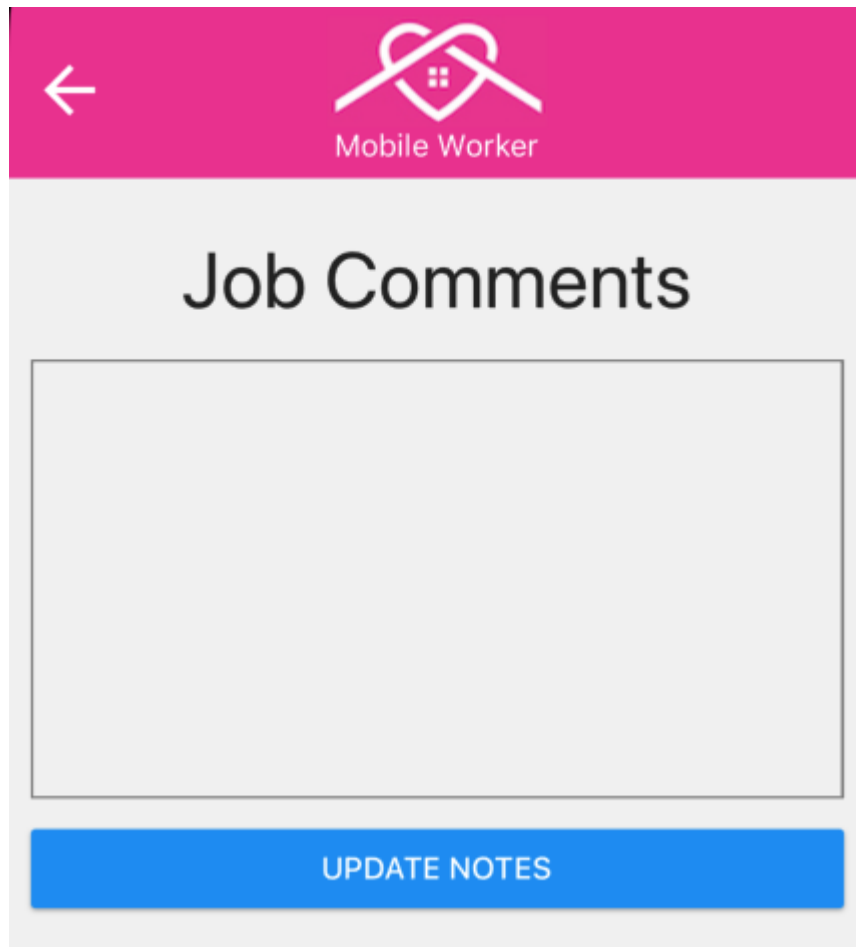
The screenshot shows the 'New Client Note' screen. At the top is a pink header bar with a white back arrow on the left, a white icon of a house with a heart inside in the center, and the text 'Mobile Worker' below the icon. Below the header, the title 'New Client Note' is centered in a large, bold, black font. Under the title is a white dropdown menu with the text 'Select Subject' and a downward arrow. Below the dropdown is a large, empty white rectangular box with a thin grey border, labeled 'Note' in bold black text at its top-left corner. At the bottom of the screen is a solid blue rectangular button with the text 'ADD NOTE' in white, uppercase letters.

You can click “List Client Notes” and view the list of all notes for that client.



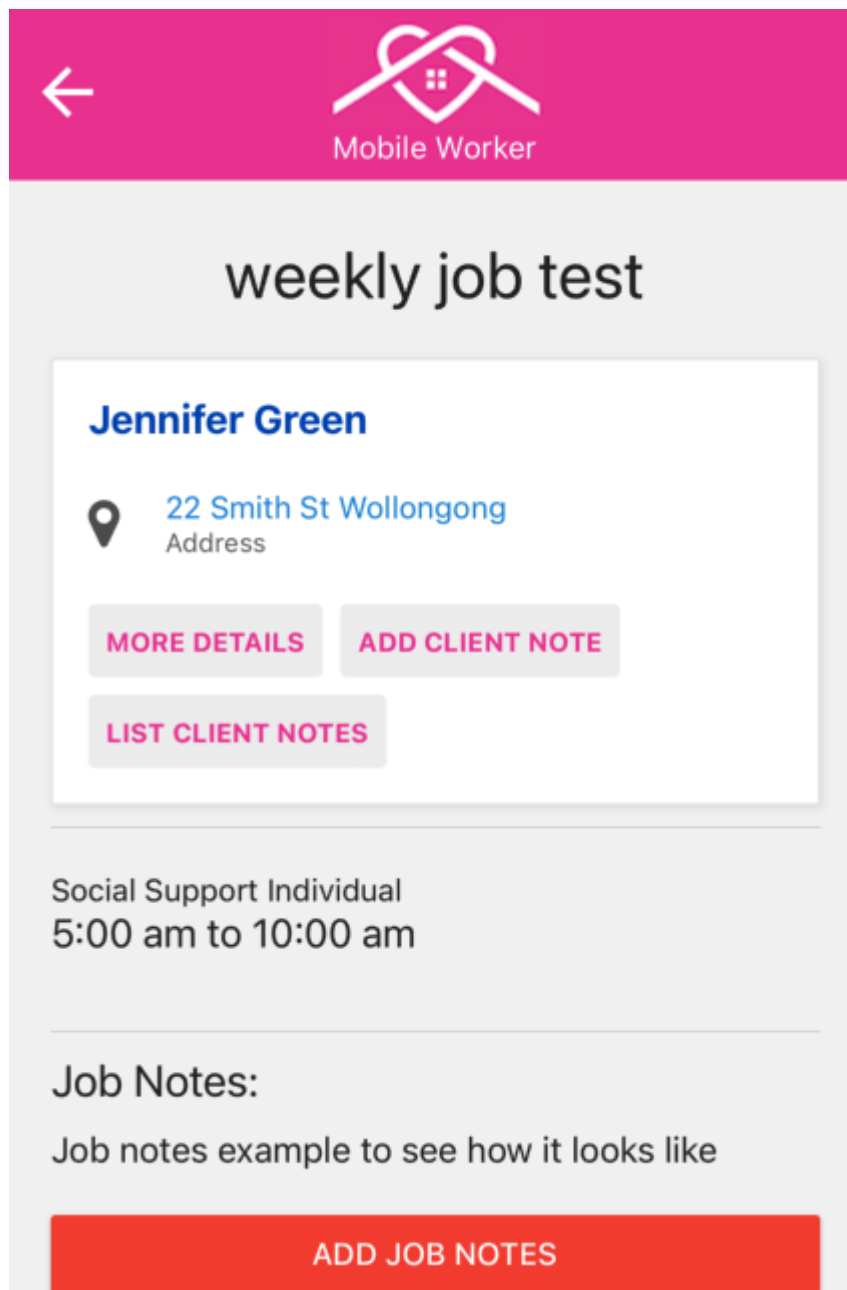
Job Notes

For general job notes, simply click "Add Job Notes". Write down your comment and select "update notes" to save it.



The image shows a mobile application interface for 'Mobile Worker'. At the top, there is a pink header bar. On the left side of the header is a white back arrow icon. On the right side is a white logo consisting of a heart shape with a house icon inside, and the text 'Mobile Worker' below it. Below the header, the main content area has a light gray background. It features the title 'Job Comments' in a large, bold, black font. Below the title is a large, empty rectangular box with a thin gray border, intended for text input. At the bottom of the screen is a solid blue button with the text 'UPDATE NOTES' in white, uppercase letters.



Once the notes are saved, they can be viewed on the job's page.



Job Notes History

You can also view past Job Notes both associated with a recurring job or with a particular client.


To view the notes for a recurring job. Simply click on "Job Notes History" on the job details page. Then select the date range to view all notes for that period.





Mobile Worker

Notes History

for job
weekly test

From: 

To: 

 Search

Found 3 notes:

Note

Job Date: **20/02/2023**

Note Date: **20/02/2023**

Job note for 20/02 task execution

Note

Job Date: **13/02/2023**



Note Date: **20/02/2023**

Job note for 13/02 job task

Note

Job Date: **06/02/2023**


To view the notes history for a particular client, navigate to the client information page and click on “View Job Notes History”. Select a date range and click on “search” to view all notes for that client on that period.





Mobile Worker

Notes History

for client
Jennifer Green

From: 

To: 

 Search

Found 4 notes:

weekly test

Job Date: **20/02/2023**

Note Date: **20/02/2023**

Job note for 20/02 task execution

once off job test

Job Date: **19/02/2023**

Note Date: **19/02/2023**

Job note for once off job test with random text

weekly test

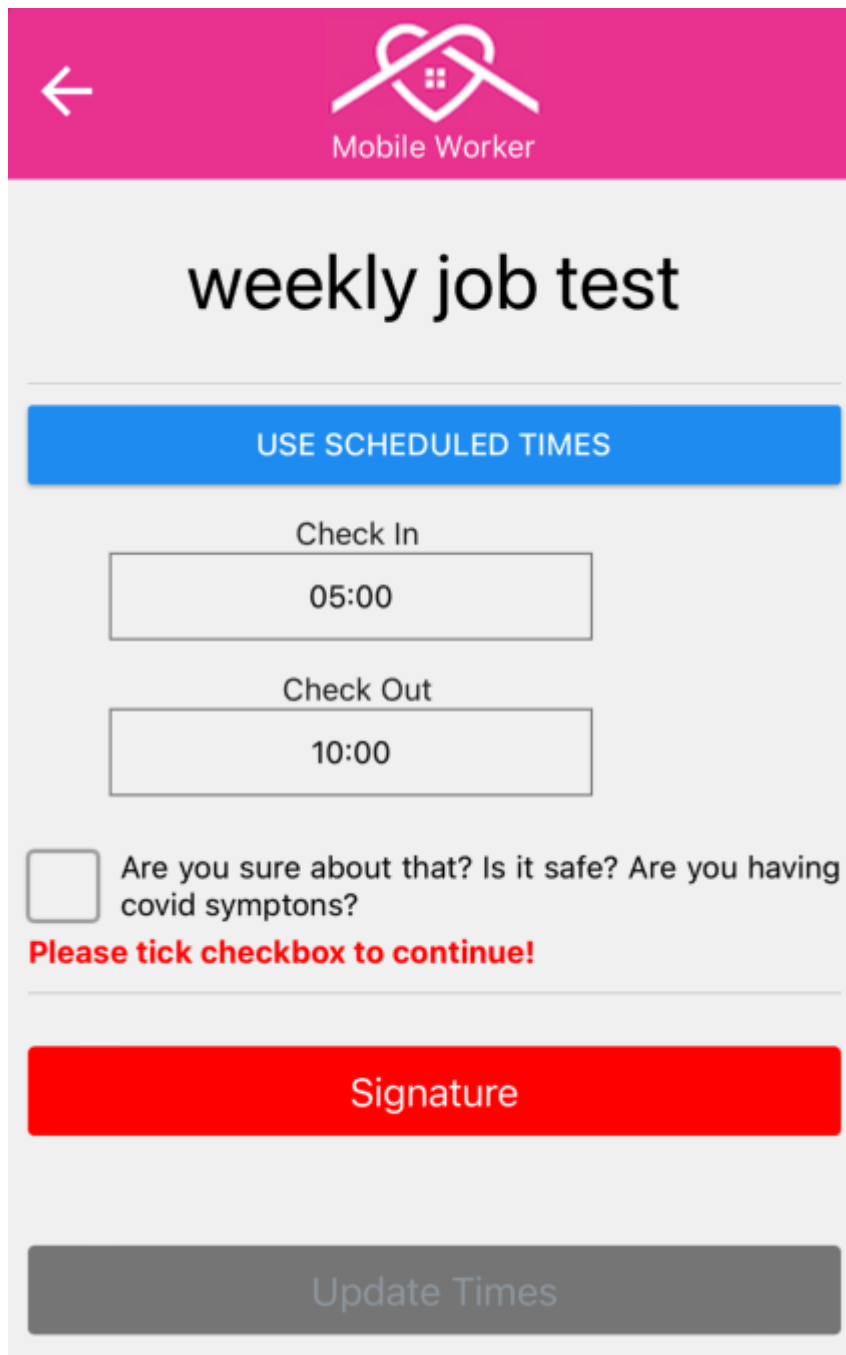
Job Date: **13/02/2023**

Note Date: **20/02/2023**

Check in & Check out

One of the most useful features of the Mobile Worker App is the Check in & Check out function. When clicking the blue button on the bottom of the page, workers are

redirected to the following page:

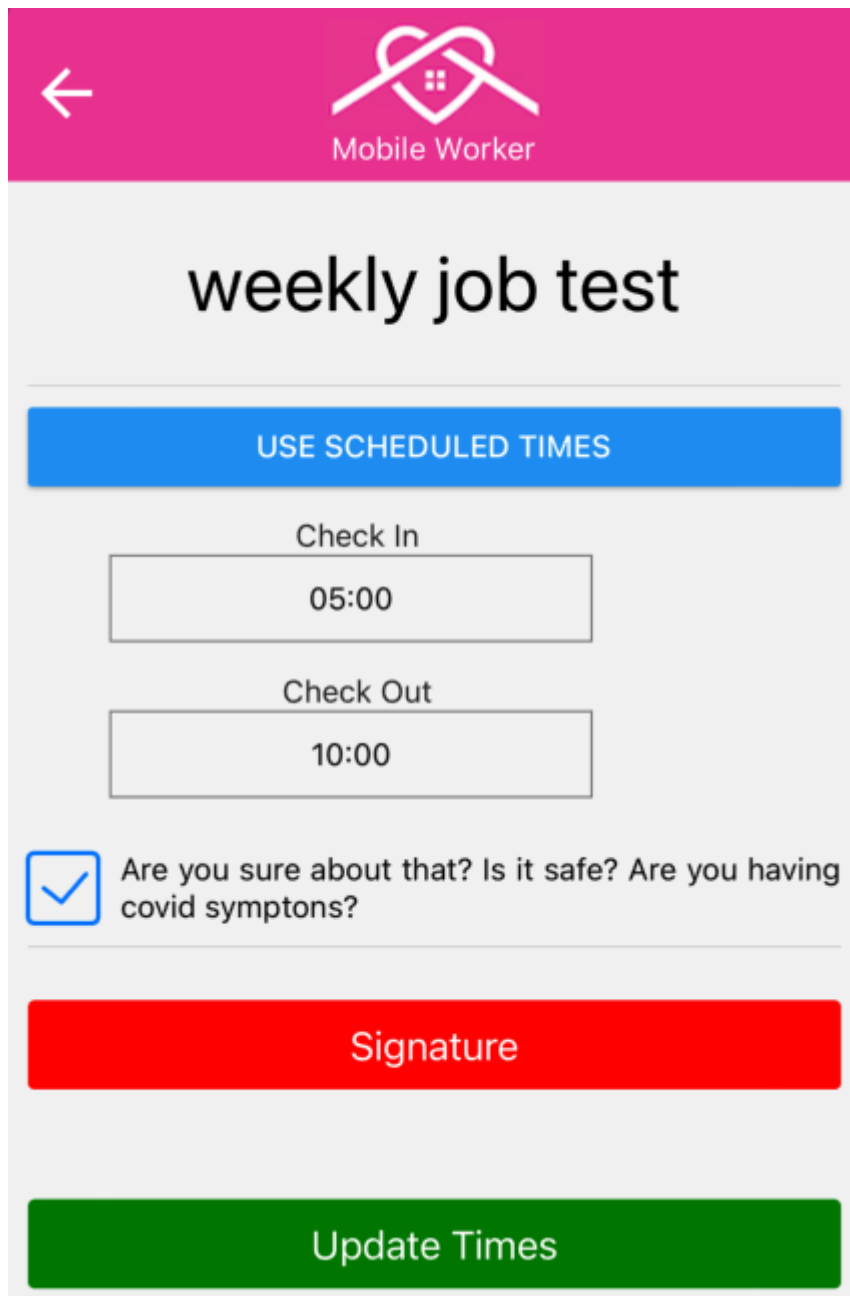


The screenshot shows the 'weekly job test' interface of the Mobile Worker app. At the top is a pink header with a back arrow and the 'Mobile Worker' logo. The main title 'weekly job test' is centered. Below it is a blue button labeled 'USE SCHEDULED TIMES'. Under this button are two input fields: 'Check In' with the value '05:00' and 'Check Out' with the value '10:00'. Below these fields is a checkbox followed by the text 'Are you sure about that? Is it safe? Are you having covid symptoms?'. A red instruction 'Please tick checkbox to continue!' is displayed below the checkbox. At the bottom are two buttons: a red 'Signature' button and a grey 'Update Times' button.

Users can either choose to select “Use Scheduled Times” or complete the Check In & Check Out times manually. There’s also the option to include “Total Outing Kms” and “Total Private Kms” to the job record.

Don’t forget to tick the checkbox to confirm the information. Once you’ve done that, you can save changes by clicking on “Update Times”.

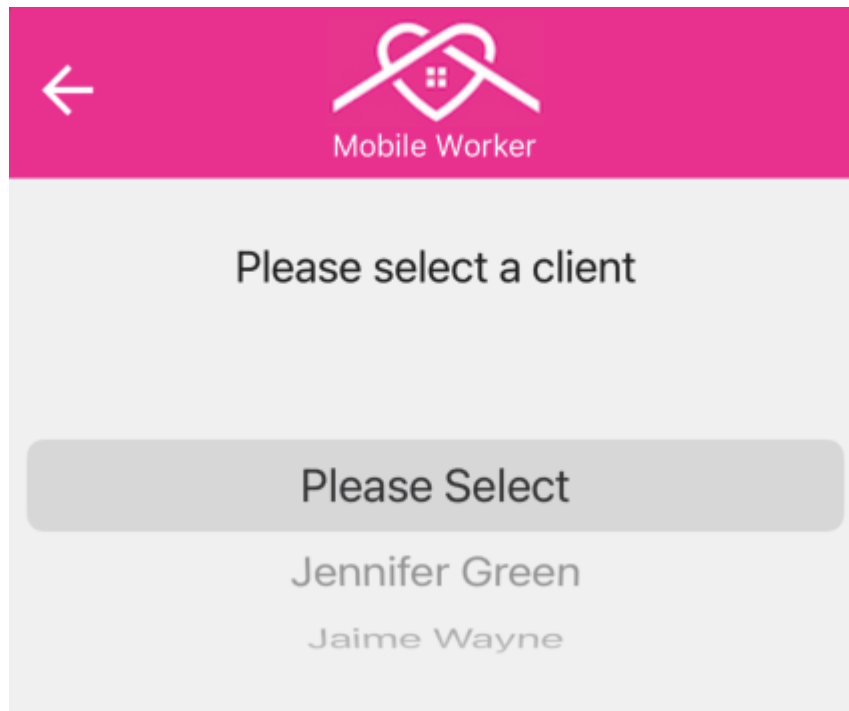
The job status will then be updated to “Complete”.



The screenshot shows the 'weekly job test' screen in the Mobile Worker app. At the top is a pink header with a back arrow and the 'Mobile Worker' logo. The main title 'weekly job test' is centered. Below it is a blue button labeled 'USE SCHEDULED TIMES'. Under this button are two input fields: 'Check In' with the value '05:00' and 'Check Out' with the value '10:00'. Below the time fields is a checkbox with a blue checkmark and the text 'Are you sure about that? Is it safe? Are you having covid symptoms?'. At the bottom are two large buttons: a red one labeled 'Signature' and a green one labeled 'Update Times'.



Add Signatures

Workers can also add the client and their own signatures at the end of a job. To do that, click on “Signature” and select one person to sign.




Once you've done that, you'll be redirected to the following page, where the worker or the client can confirm check-in & check-out times and sign it off.

Click "Confirm" to save it.


Mobile Worker

Please confirm the following times
Jennifer Green
Start: 05:00
Finish: 10:00



Clear

Confirm

*Signature request is optional by default. Please contact the team if you want to change it to mandatory.

Documents & Files

On the Mobile Worker App, users can access Documents & Files uploaded from the Polixen Portal. For more information about it, check out our newsletter on the Company Files module [here](#).