



ONSITE FAQ GUIDE

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Guide designed to assist answer questions previously asked

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FREQUENTLY ASKED QUESTIONS

WHAT IS ONSITE?

OnSite is an electronic solution utilizing a mobile device to complete field wage interviews.

HOW DO I GET THE APPLICATION?

The application can be downloaded to your Android tablet or IPAD only. Smartphones are not compatible currently. You can get the app from the Google Play or Apple app store.



WHAT ARE MY LOGIN CREDENTIALS?

Once your database administrator has made you an OnSite user, you can log in with your email address and current LCPtracker database password. Only database owner administrators can use OnSite. Contractors do not have access to OnSite.

WHY AM I SETTING UP A PIN?

The pin is a second level of security while completing interviews. If you have started an interview and you must save it and come back to it later that day, you would then use your pin to access the application and continue with your interview. Pins will expire after 12 hours and a new one will be set up when you log into the application. Pins are linked to the person who logged in.

CAN I LOG INTO THE APPLICATION WITHOUT INTERNET?

Yes, you can log into the application without the internet. It is recommended that you are connected to the internet and log in to the application prior to heading out and doing an interview. This will ensure you have the forms needed and the latest information from the LCPtracker database. For example: employee's, contractors, projects, locations, or interview forms.

CAN I COMPLETE AN INTERVIEW WITHOUT THE INTERNET?

Yes, an interview may be completed without the internet. That is the unique feature of OnSite. Once you have connectivity to the internet, you may then sync your "Pending Upload" interviews.

WHAT IS THE DIFFERENCE BETWEEN PENDING AND WAITING TO UPLOAD?

Pending interviews are incomplete interviews that have been saved but may need additional information and signatures based on form requirements.

Waiting to upload are completed interviews that have been submitted and need to be synced to the LCPtracker database.

WHAT IF I DO NOT GET A RED SUBMIT BOX?

Check to make sure all required red boxes have been completed and signatures have been captured. Signatures, if required, will need to be captured last.

WHY DID MY SIGNATURES GO AWAY?

If you have updated any information on your form after capturing the signatures, they will go away and must be re-captured.

WHAT IF THE EMPLOYEE IS NOT LISTED IN THE EMPLOYEE DROP DOWN?

If your employee is not listed in the drop-down list, you can click on the + button to the right of the employee name and manually add your employee. This allows you to create interviews for UNRECONCILED employees as well.

Note: Please reference the section in the OnSite implementation guide on how to reconcile employees once a Contractor has entered the worker.

WHAT IS THE NEXT STEP AFTER COMPLETING AND SYNCING AN INTERVIEW?

To view the submitted interview forms and to monitor any failed statuses, you will need to log into www.lcptracker.net with your username and password and click on the "OnSite Status" tab.

IS THERE A GUIDEBOOK OR REFERENCE MANUAL?

Yes, there is an OnSite Implementation guide under Training Materials >> Manuals / Quick Start Guides >> OnSite Client Implementation Guide located in LCPtracker. That will guide you through the full OnSite process.

ONSITE REPORTS

There are currently five (5) Onsite reports available for Administrators at time of this publication. If you do not see the following reports listed in your database, please contact your LCPtracker Project Manager and they can assist you.

ADMINISTRATOR REPORTS

Custom Reports

1. OnSite Interview Override Report
2. OnSite Unreconciled Interview Report

Special Reports

1. OnSite Interviews By Contractor
2. OnSite Interviews By Project
3. OnSite Summary Report

Should you need additional assistance please contact our LCPtracker support team:

- 714-669-0052 option 4, or Live Chat, or Support@LCPtracker.com