

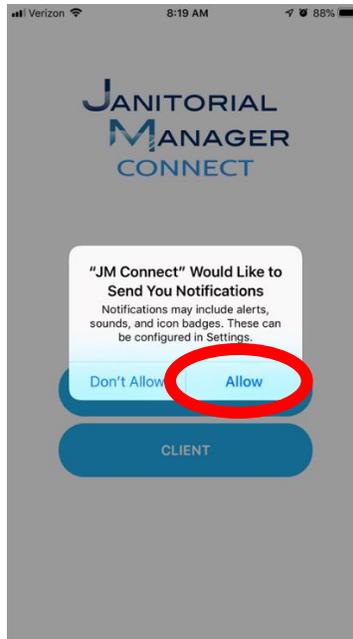
Employee Guide to Installing and Clocking In to JM Connect App:

Step 1: Search for “JM Connect” in your device app store and download. It looks like this:

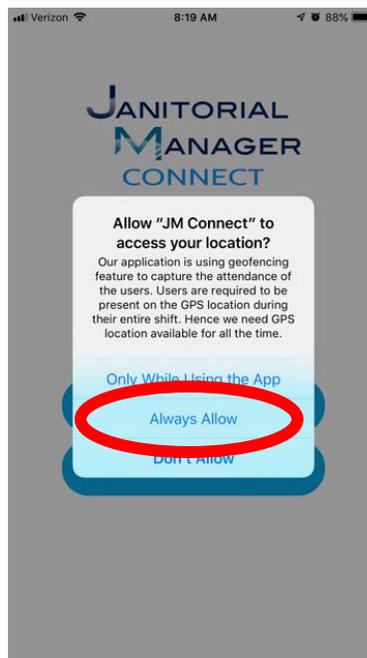


Step 2: Click the app to open.

Step 3: You must click **Allow** to get notifications



Step 4: You must click **Always Allow** to clock in and for the app to work properly
Do not choose “Only While Using the App”

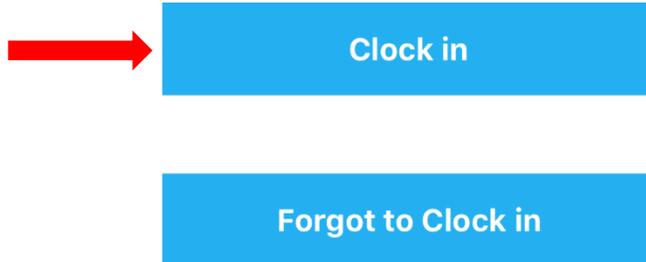


Step 5: Once the app is open, click on the Clock in/out icon

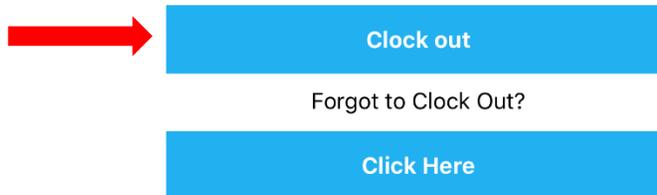


Clock in/out

Step 6: You must click the top button, Clock in for your time punch



Step 7: To clock out, you must click the top button, Clock out



Troubleshooting:

1. Forgot password: Call supervisor
2. Error message: **Unable to find your location?**
Please make sure you are inside the location. You are either not in the location to clock in OR your supervisor did not mark you “trained” in the location in the Janitorial Manager system.
3. Error message: **String was not recognized as a valid DateTime.**
Please check your connectivity. Do you have a strong internet connection? Is your phone trying to connect to the building wi-fi while you are clocking in? Try both Wifi (if available) and LTE/data.
4. Do you have the latest version of JM Connect? Uninstall and reinstall the app to be sure.
5. Make sure location permissions are set to “Always” for JM Connect.
6. Make sure your phone’s operating system is updated to the latest version. You can find this information by clicking the icon below:



iPhone



Android

7. If you have an Android device, clear the cache on your device:
 - a. In Settings, go to Apps/Applications and locate JM Connect.
 - b. Click Storage
 - c. Clear Cache
 - d. Log out and back into JM Connect
8. If you have an Android device, make sure all permissions are enabled:
 - a. In Settings, go to Apps/Applications and locate JM Connect
 - b. Select JM Connect
 - c. Click Permissions
 - d. Turn on all permissions
 - e. Log out and back into JM Connect
9. Turn phone off and back on
10. If using data, check with your phone provider to make sure you have data available.
11. Make sure your device has cellular data enabled.
 - a. iPhone:
 - i. In Settings, go to Cellular
 - ii. Turn on Cellular Data
 - b. Android:
 - i. In Settings, go to Network & Internet
 - ii. Click Mobile Network
 - iii. Turn on Mobile Data
12. Make sure JM Connect has cellular data enabled.
 - a. iPhone:
 - i. In Settings, locate JM Connect.
 - ii. In JM Connect settings, make sure Cellular Data is turned on.
 - b. Android:
 - i. In Settings, go to Apps/Applications and locate JM Connect.

- ii. Click Data Usage
 - iii. Turn on Background Data and Unrestricted Data Usage
13. Close other running apps. It could be a memory issue on the device.
14. Make sure battery saver or low power mode is not turned on. This could restrict app functions.

If you have tried all of these steps, please call **(567) 803-0096** or email **support@janitorialmanager.com**. Support will need the following information:

- a. Type of phone (iPhone 8, Samsung Galaxy s10, etc.)
- b. Current software version/operating system on device (iOS 12.4.1, Android 10)
- c. Service you use (AT&T, Verizon, etc.)
- d. Troubleshooting steps completed (listed above)
- e. What is the specific issue? (What screen are you on, what is the issue that is occurring, any error message that is listed, etc.)
- f. How long has the issue been occurring?