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GTJMobile Troubleshooting Reference Guide

GTJMobile is a proprietary web-based platform designed to manage GTJ's workflow from start to finish including all work order assignments, communications, documentation collection, reporting and billing. This guide contains simple troubleshooting measures for users to navigate typical technical challenges that may be encountered when utilizing the platforms. For additional assistance, please send a message to td.support@gtjonline.com and/or submit a [GTJMobile Development Survey](#).

1. Confirm Proper User Type Login - Admin Portal vs. Field App

1.1. GTJMobile is comprised of two separate components that have *separate user logins*: 1. Admin Portal, 2. Field App.

1.2. Admin Portal

1.2.1. Admin Portal is the *desktop* component of GTJMobile and is designed to be used on desktop / laptop computer by management & admin personnel

1.2.2. Link to detailed video tutorial: [GTJMobile Tutorial - Admin Portal](#)

1.2.3. View similar to below:

Logged in as: [pm.team@gtjonline.com](#) Log Out

Select All	Global ID #	Aged	Ordered	Due Date	Service Type	Contract ID	Asset #	Loan #
<input type="checkbox"/>	3062557-2	-2	05/13/22	05/19/22	Board Up P...	Wayne Cou...	560840100...	2022
<input type="checkbox"/>	306281...	-3	05/04/22	05/20/22	Prop N - Pr...	Detroit - De...	RP-3301	N/A
<input type="checkbox"/>	3063159-1	-6	05/12/22	05/23/22	DLBA Prop...	Detroit Lan...	14012563	N/A
<input type="checkbox"/>	3063160-1	-6	05/12/22	05/23/22	DLBA Prop...	Detroit Lan...	18001879	N/A
<input type="checkbox"/>	3063162-1	-6	05/12/22	05/23/22	DLBA Prop...	Detroit Lan...	17004431	N/A
<input type="checkbox"/>	3063163-1	-6	05/12/22	05/23/22	DLBA Prop...	Detroit Lan...	14012327	N/A
<input type="checkbox"/>	3063164-1	-6	05/12/22	05/23/22	DLBA Prop...	Detroit Lan...	22020514	N/A

1.3. Field App

- 1.3.1. Field App is a web-based application that is designed to be *utilized in the field on mobile devices* (i.e. smart phone, tablet, etc) by field personnel while actively completing services
- 1.3.2. The Field App is a progressive web application (“PWA”) that is accessible directly from the web and is not available in app stores, i.e. Apple store, Play store, etc.
- 1.3.3. Link to detailed reference guide: [GTJMobile Field App Reference Guide](#)
- 1.3.4. Link to detailed video tutorial: [GTJMobile Tutorial - Field App](#)
- 1.3.5. View similar to below:

The screenshot displays the GTJMobile Field App interface on a mobile device. At the top, there is a navigation bar with a hamburger menu icon, a refresh icon, a filter icon, and the 'Mobile' logo. Below the navigation bar is a search bar labeled 'Search Address or Asset #'. Underneath the search bar, it says 'Viewing 107 of 107 Records'. The main content area shows two property inspection records. The first record is titled 'Board Up Property' and includes the following details: Global ID: 3062557-2, Due: 5/19/2022, Status: Not Started, Asset #: 56084010004000, and Address: 5052 S INKSTER, WESTLAND, MI 48186. Below these details is a blue button labeled 'Proceed to Task'. The second record is titled 'DLBA Property Inspections – Basic' and includes the following details: Global ID: 3063156-1, Due: 5/23/2022, Status: Not Started, Asset #: 21008710, and Address: 15324 Promenade, Detroit, MI 48224. Below these details is also a blue button labeled 'Proceed to Task'.

2. Addressing Photo / Camera Issues

2.1. Issue Description: iPhone user receives error when attempting to uploading photos in the Field App

- 2.1.1. iPhones users with IOS Version 15 or greater can experience data storage issues that impacts the functionality of the Field App. When this occurs, the user must clear up the space on the phone to restore functionality. We recommend iPhone users to frequently take the below steps to proactively maintain adequate phone storage and prevent issues.
- 2.1.2. Resolution Steps:
 - 2.1.2.1. Step#1 – Go into settings, select “General,” then “iPhone Storage”
 - 2.1.2.2. Step#2 – Confirm storage utilization
 - 2.1.2.2.1. In the event the storage is building up / nearing capacity, user will need to clear this data
 - 2.1.2.2.2. To clear the data, go back to “Settings,” select “Safari,” and scroll down until you see “Clear History and Website Data”
 - 2.1.2.3. Step#3 – Once you select “Clear History and Website Data”
 - 2.1.2.4. Final Step – Press “Clear History and Data”
 - 2.1.2.4.1. This will greatly reduce the space taken up by Safari and restore functionality
 - 2.1.2.5. **Complete outline provided in the following bulletin: [iPhone Safari Storage Usage Problem – IOS V15](#)

2.2. Issue Description: Android user's camera takes photos but will not upload into the Field App

2.2.1. Android phones can be pre-configured to restrict what applications have access to the camera. This causes the above noted error.

2.2.2. Resolution Steps:

2.2.2.1. Step#1 – Find the “Settings” icon on the user Phone

2.2.2.2. Step#2 – Select “Permissions Manager”

2.2.2.3. Step#3 – Select “Camera”


2.2.2.4. Step#4 - If Google Chrome is not listed as having permission, proceed and change permissions to either “allow” or “allow while in use” in order to provide the Field App access the camera.

2.2.2.5. Follow the steps detailed in bulletin: [Samsung Camera Security Issue with PWA Application](#)

2.2.2.6. If issue persists – Reset the camera application

To reset the camera application settings:

1. Open the camera application and touch

2. Tap **Settings** .

3. Tap **General**.

4. Select **Reset** and **Yes**.

3. Addressing Sync Errors

3.1. General Steps - All Sync Errors

3.1.1. Resolution Steps:

3.1.1.1. Clear the “cache” / data stored in browser on the mobile device

3.1.1.1.1. Cache definition: “memory storage area in the phone that stores copies of information that is likely to be needed again soon and can be accessed faster”

3.1.1.1.2. Android Devices

In the Chrome app

1. On your Android phone or tablet, open the Chrome app .
2. At the top right, tap More .
3. Tap History. Clear browsing data.
4. At the top, choose a time range. To delete everything, select All time.
5. Next to "Cookies and site data" and "Cached images and files," check the boxes.
6. Tap Clear data.

3.1.1.1.3. Apple Devices

3.1.1.1.3.1. Utilizing Safari as Default Browser Safari

1. Open **Settings**
2. Swipe down and tap **Safari**
3. Swipe down again and tap **Clear History and Website Data**, tap it once again to confirm

3.1.1.1.3.2. Utilizing the Chrome as Default Browser

In the Chrome app

1. On your iPhone or iPad, open the Chrome app .
2. At the bottom, tap More .
3. Tap History. Clear browsing data.
4. Make sure there's a check mark next to "Cookies, Site Data," and "Cached Images and Files."
5. Tap Clear browsing data.

3.1.1.2. If clearing Browser data doesn't resolve the issue, user needs to “re-start” the Field App

3.1.1.2.1. Step 1 - delete the Field App icon from the homepage of the mobile device

3.1.1.2.2. Step 2 - re-add the Field App icon to the homepage

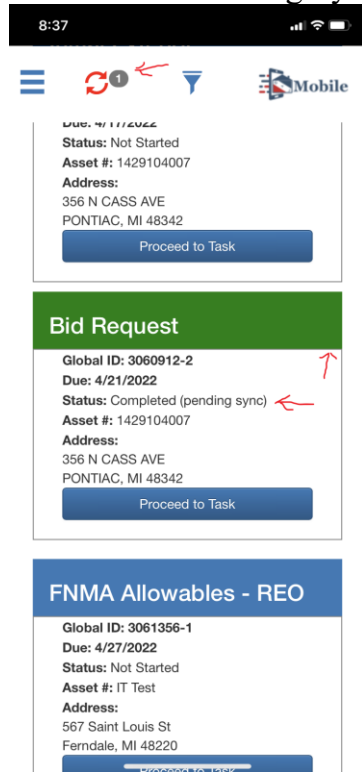
3.2. Error Message: “TypeError: null is not an object (evaluating 'n.lastModifiedDate=new Date')”

3.2.1. This error is caused by a “corrupted” photo that is hung up in a task that is pending sync

3.2.2. Resolution Steps:

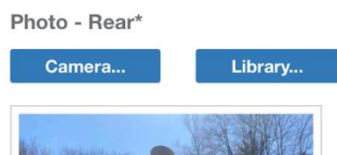
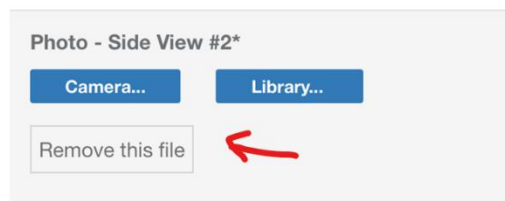
3.2.2.1. Locate the tasks that are pending sync

3.2.2.1.1. The GTJ Mobile system provides easily identifiable ways to determine which tasks are pending sync (Highlighted in GREEN and Status is set to “Pending Sync”. In the upper right hand corner, it will also identify how many tasks are in “Pending Sync” status, see below:



3.2.2.2. Go into each task PENDING SYNC (highlighted in Green) and review the photos

3.2.2.3. Users are looking for a corrupt photo which will be displayed as follows:



3.2.2.4. Click the “Remove this file” button

3.2.2.4.1. Important: User will need to replace with a valid photo if the photo is required to successfully complete the task

4. Addressing Display Issues

4.1. Issue Description: User is not seeing the screen / data that is expected

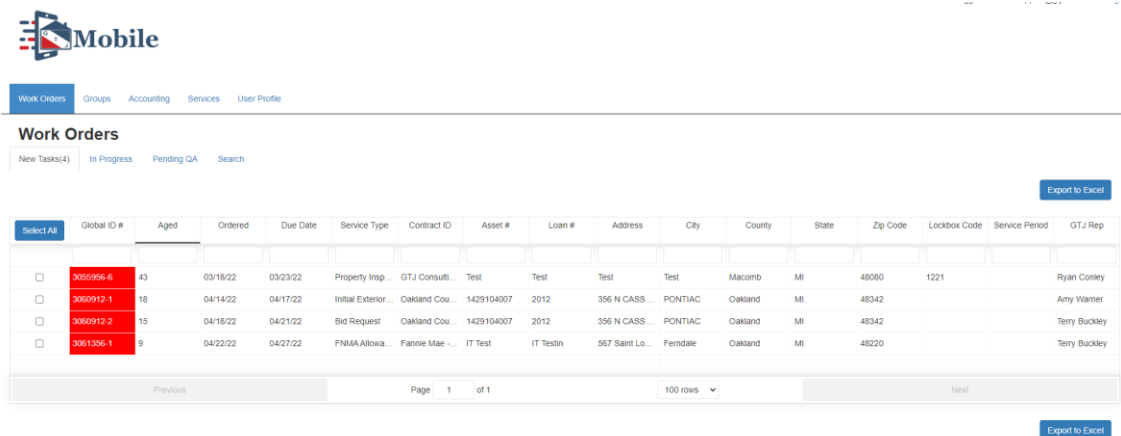
4.1.1. Generally, this is a result of users logging in incorrectly, i.e. Admin users logging in as Field users or Field Users logging in as Admin users.

4.1.2. Resolution Steps:

4.1.2.1. Step#1 - Determine what login you are using (Admin or Field App)

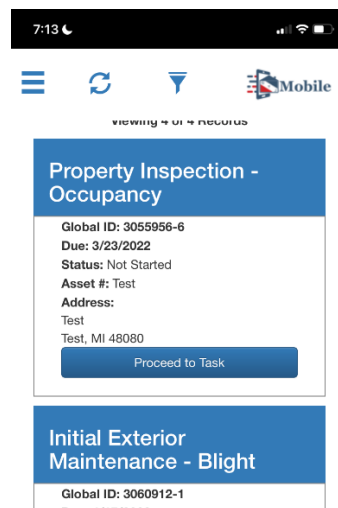
4.1.2.1.1. Admin users will see the complete desktop view, displayed as follows:

4.1.2.1.1.1. *Reminder: Admin users login using their e-mail as the Username*



Select All	Global ID #	Aged	Ordered	Due Date	Service Type	Contract ID	Asset #	Loan #	Address	City	County	State	Zip Code	Lockbox Code	Service Period	GTJ Rep
<input type="checkbox"/>	3055956-6	43	03/18/22	03/23/22	Property Insp...	GTJ Consulti...	Test	Test	Test	Test	Macomb	MI	48080	1221		Ryan Conley
<input type="checkbox"/>	3060912-1	18	04/14/22	04/17/22	Initial Exterior...	Oakland Cou...	1429104007	2012	356 N CASS ...	PONTIAC	Oakland	MI	48342			Amy Warner
<input type="checkbox"/>	3060912-2	15	04/18/22	04/21/22	Bid Request	Oakland Cou...	1429104007	2012	356 N CASS ...	PONTIAC	Oakland	MI	48342			Terry Buckley
<input type="checkbox"/>	3061356-1	9	04/22/22	04/27/22	FNMA Allowa...	Fannie Mae ...	IT Test	IT Testin	567 Saint Lo...	Ferndale	Oakland	MI	48220			Terry Buckley

4.1.2.1.2. Field App users will only see tasks assigned, displayed as follows:



7:13

Mobile

viewing 2 of 2 records

Property Inspection - Occupancy

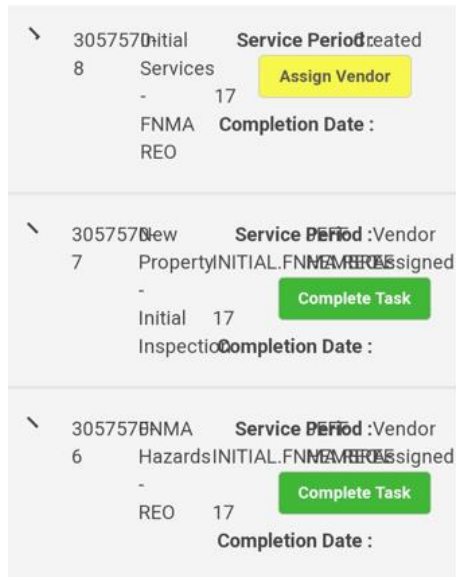
Global ID: 3055956-6
Due: 3/23/2022
Status: Not Started
Asset #: Test
Address:
Test
Test, MI 48080

Proceed to Task

Initial Exterior Maintenance - Blight

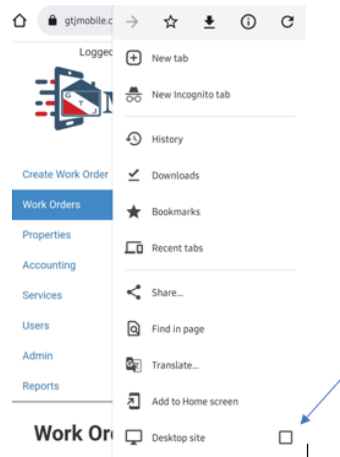
Global ID: 3060912-1
Due: 4/17/2022

4.2. Issue Description: Admin user is logged in on a mobile device and seeing overlapping / jumbled data, displayed as follows:



4.2.1. Resolution Steps

- 4.2.1.1. *Reminder: For best use, Admin portal should be used on a desktop / laptop computer and not a mobile device*
- 4.2.1.2. Go to the menu button on the top of the screen (three vertical dots)
- 4.2.1.3. Select Chrome Setting
- 4.2.1.4. Change to desktop view



- 4.2.1.5. *Reminder: user can also expand the view on the mobile device to “wide screen” by changing the orientation from portrait (vertical) to landscape (horizontal)*