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Field Force Manager

App Instructions for Samsung Galaxy Note 3 & 5 Phones

Field techs are required to keep their GPS location ON Call Phones during regular working hours and to sync/update location on app when necessary.

This can be done by following the steps below:

- Find Field Force Manager App on phone. This can be found in Apps Tray on device, if not on the home device list screen.
- Click on the Field Force Manager App to open.
- In the upper left corner 3 icons will be shown: House icon, Sync Icon (shown as a circle of two arrows), and GPS Satellite icon. If the Sync Icon or GPS Icon are shown as red/orange, simply click on them and wait for them to show as green. Syncing outside may have better results if it is not working indoors.
- Still having difficulty turning on GPS and updating location on App? For further assistance, Call Field Force Manager Support line 1-877-477-4899. Choose Government Support when prompted.