

FAQS | ENTRY & EXIT REPORTS ON THE PURE LOCATIONS MOBILE APP

Q / HOW DO I ACCESS THE ENTRY/EXIT REPORT FEATURE?

To access this feature and complete an entry/exit report, you must have your own account on the [Pure Locations mobile app](#). It is completely free to register. We ask that you please use the same email address you have provided to Pure Locations.

Q / WHEN CAN I COMPLETE AN ENTRY/EXIT REPORT?

Reports can only be completed on the day of the scheduled shoot or event. They will not be accessible before, or after that date.

Q / WHERE DO I FIND THE ENTRY/EXIT REPORT FEATURE ON THE APP?

On the app home screen, click the 'Reports' icon on the bottom banner. Select the 'Create a New Report' button.

Q / WHEN I GO TO CREATE THE REPORT, IT ASKS ME TO VERIFY A 5-DIGIT PIN CODE. WHERE DO I FIND THE CODE, AND WHY DO I NEED TO DO THIS?

We ask you to input a **5-digit pin code** prior to completing the report, just so that we can verify identity and retrieve the details of your specific shoot/event. You will only need to enter the code once, upon beginning the entry report.

Please note, the pin code will be emailed to you within the Entry Instructions, the day prior to your shoot or event.

Q / THE APP SAYS "NO SHOOT OR EVENT DETAILS FOUND". WHAT SHOULD I DO?

This error message usually means the following:

- You are trying to access the report outside of the scheduled shoot/event date, or
- You have entered the 5-digit pin code incorrectly

The solution? Please double check your entry. Ensure you are not completing the entry and exit report outside of your shoot/event dates, and double check you have input the pin code correctly. If you are unsure, please contact your Account Manager.

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Q / WHAT IF THERE IS NO WIFI AT THE LOCATION?

If you have no WIFI connection, alternatively the app will still work with a strong mobile data signal. However without that or WIFI accessibility, the report cannot be submitted offline. If that's the case, capture all required images using your phone, and upload them within the app once you're back online.

Q / THE APP ISN'T WORKING. WHAT SHOULD I TRY TO TROUBLESHOOT?

Ensure you're using the latest version of the Pure Locations mobile app. Updating resolves most technical issues. If not, please contact your Account Manager to assist.

REMEMBER, WE'RE ALWAYS HERE TO HELP

If you have any other questions or need further assistance to complete the entry/exit report, please feel free to reach out to your Account Manager, or email enquiry@purelocations.com.au and we'd be happy to help.

DOWNLOAD THE PURE LOCATIONS APP HERE TO GET STARTED

