

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.

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 appear or 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, or find your previously created reports sitting below this.

Q / WHEN I GO TO CREATE A REPORT, IT ASKS ME TO VERIFY THE RPOS. WHY DO I NEED TO DO THIS?

If you are not listed as the Responsible Person On Set (RPOS) or listed as a main contact for the shoot/event, we will need you to input the full name of the RPOS in order to verify access to the report. **Please be mindful to avoid spelling errors or typos, as the RPOS name needs to reflect the contract with complete accuracy.**

If you are the RPOS or listed as a main contact, you will not need to complete this verification and will automatically proceed through to the report.

Either way, you will still need to create your own account on the app.

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
- The address entered does not match the contract exactly (e.g. there's an error or a typo)

The solution? Please double check your entry. Use the full address as listed in the contract, and avoid abbreviations. For example, enter "Smith Street", not "Smith St". Or "Road", and not "Rd".

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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

