pure locations

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.

As a homeowner, you must create an account using the same email address linked to your location on our system, which will be what you used to register your property. If you're unsure which email is on file, please contact your Account Manager for assistance.

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 / 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** to access the entry/exit 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 sent through to you within the 'Entry Instructions' text message, the day prior to your shoot or event.

Q / I'M A PROPERTY MANAGER, OR LOGGING IN ON BEHALF OF THE HOMEOWNER. HOW DO I COMPLETE THE ENTRY/EXIT REPORT?

You can still complete the entry/report on behalf of the homeowner. However to do so, you will need to know the **5-digit pin code** to gain access. If you are registered as a main contact for the location or included within the shoot/event contract, this will be sent to you the day prior to the shoot/event. If not, you will need to ask the homeowner to provide you with the code when they receive it.

Please note: If it's your first time completing the entry/exit report for the homeowner, it's best to discuss this with your Account Manager in the days leading up to the shoot/event to ensure you're prepared ahead of time and have a way of receiving the pin code.

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.

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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/exit report outside of your shoot/event dates, and double check you have input the pin code correctly. If you're still having troubles, please contact your Account Manager.

Q / WHAT IF I HAVE NO WIFI CONNECTION?

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.

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