

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 appear or be accessible before, or after that date.

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

If you're completing the report on behalf of the property owner, you will be asked to verify the name of the *Responsible Person On Set (RPOS)*. This can be found within the contract.

Be sure to input their full name with no spelling errors or typos, as this detail must match the contract with complete accuracy.

You must still create your own account on the Pure Locations app.

Q / WHAT IS RPOS?

RPOS stands for **Responsible Person On Set**, and this refers to the brand client's designated contact on set that oversees the production.

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.

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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
- 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".

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.

DOWNLOAD THE PURE LOCATIONS APP TODAY

