

How do I use the offline mode in the mobile application?

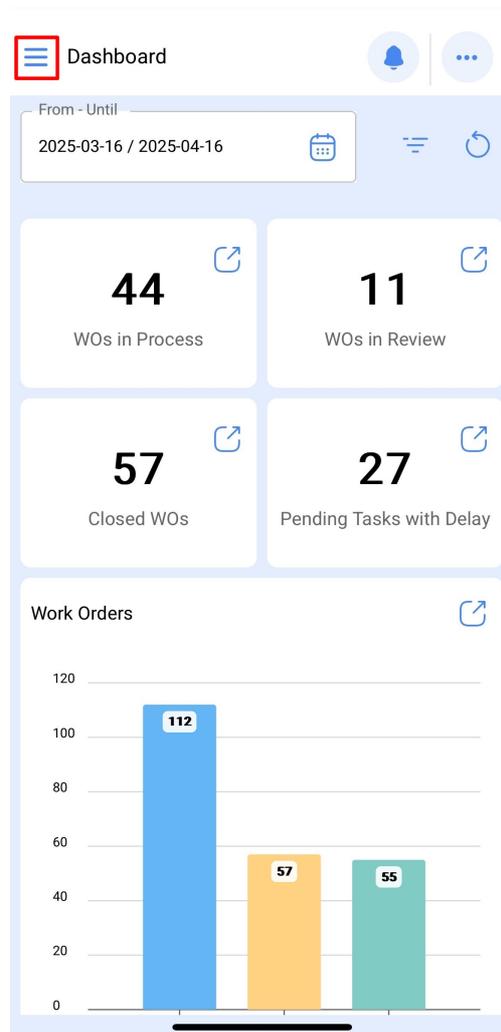
help.fracttal.com/hc/en-us/articles/25290297208461-How-do-I-use-the-offline-mode-in-the-mobile-application

Fracttal One has the ability to access the offline mode manually from the mobile application. This functionality is primarily intended to provide a practical and effective solution to maintain business continuity, even in environments where connectivity is limited, without the need to activate airplane mode or completely disconnect the internet connection.

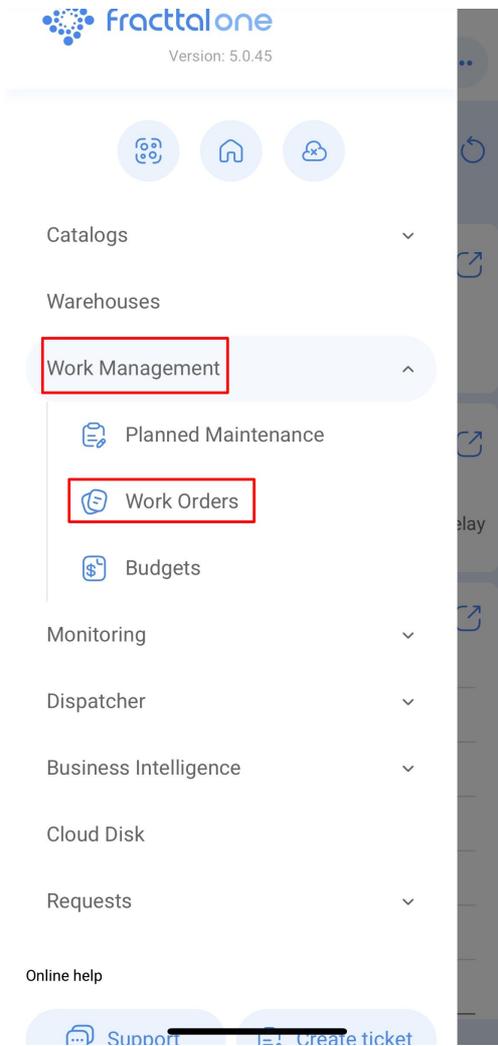
This functionality allows users to attend to Work Orders (WO) with complete confidence, eliminating the fear of information loss due to possible desynchronizations between the application and the web.

To access the offline mode manually, follow these steps:

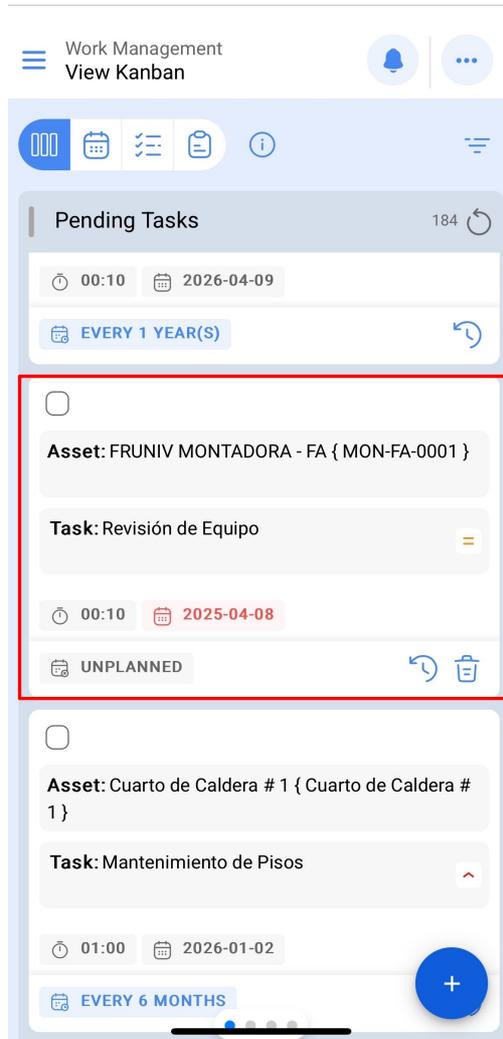
1. Enter the main menu of the mobile app.



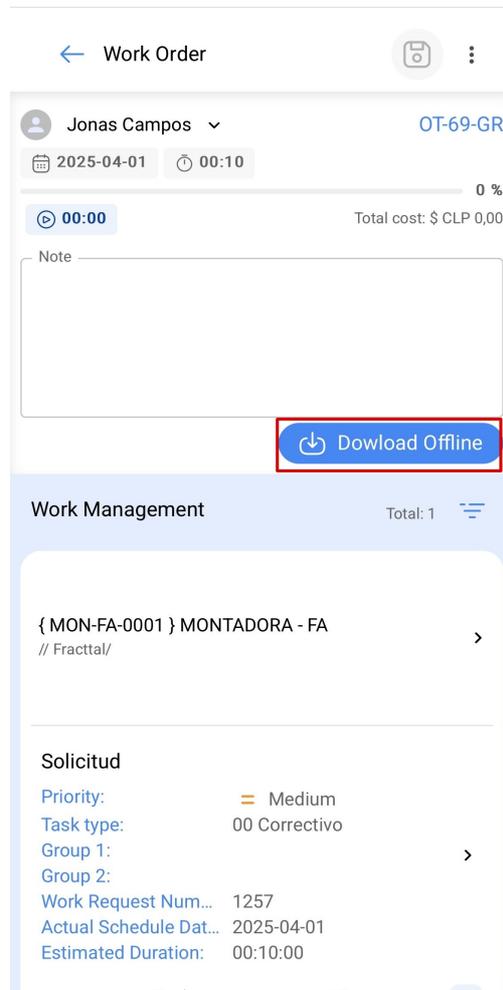
2. Enter the Tasks > Work Orders module.



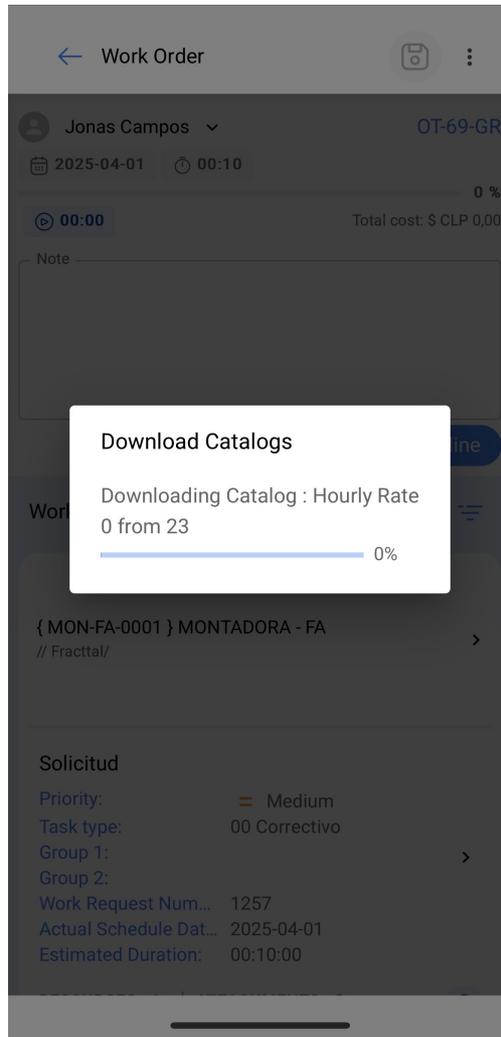
3. Select the TO you want to work in Offline mode.



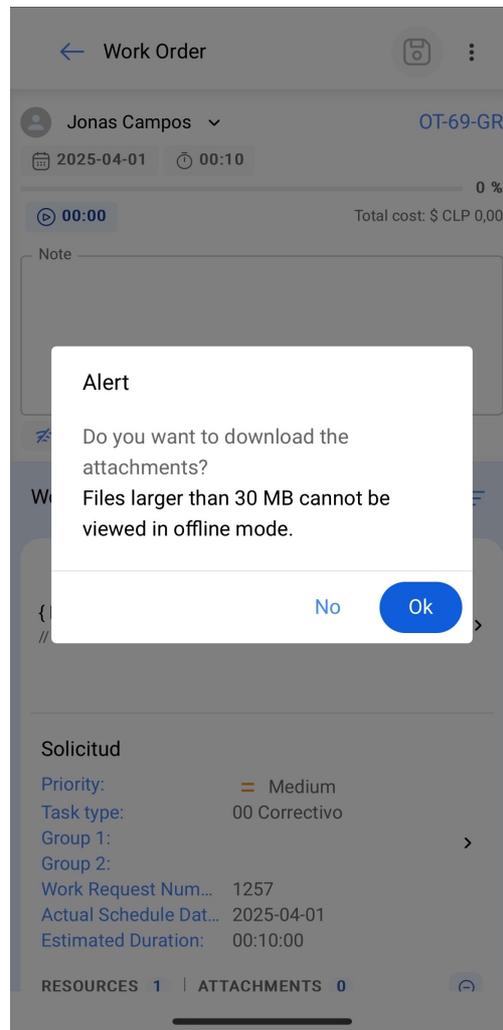
4. Click on "Download Offline".



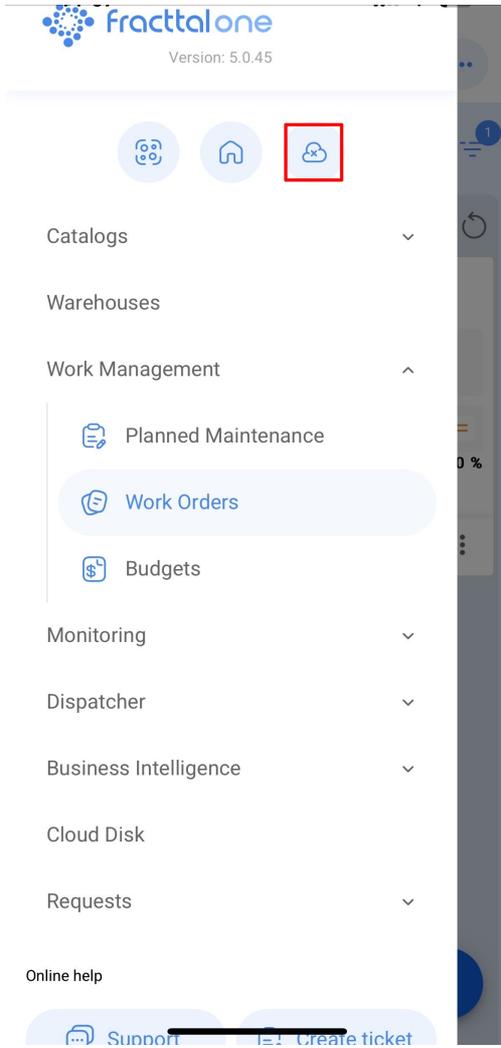
5. Then, it will start downloading all the information from the selected TO to our mobile device momentarily (while working offline).



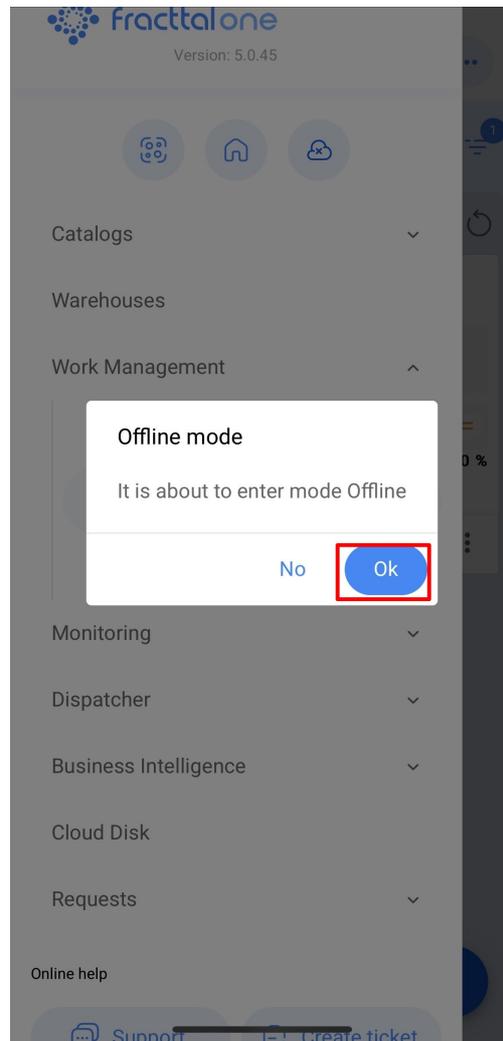
6. Additionally, it will ask us if we want to download the attached files.



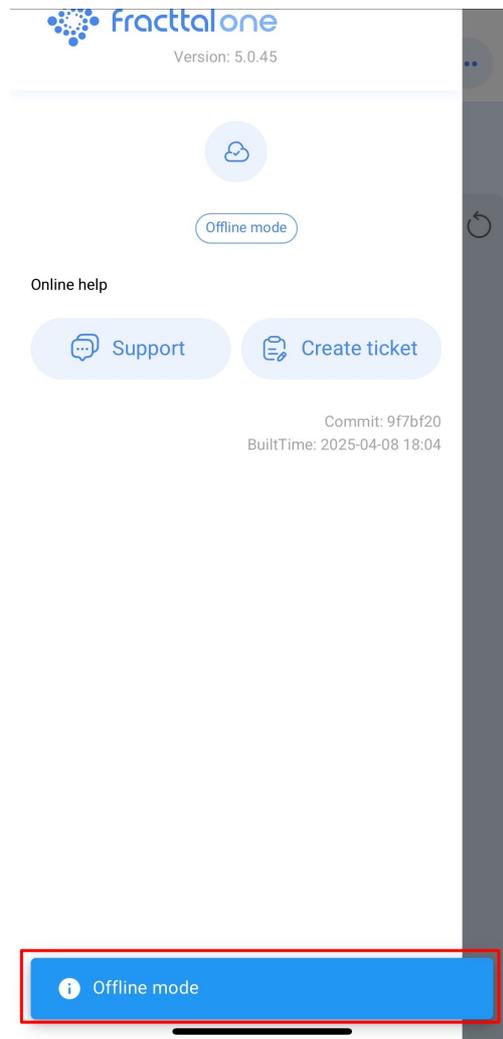
7. Once the offline version has been downloaded from the TO we are going to work with, we must go to the main menu and click on the following icon as follows



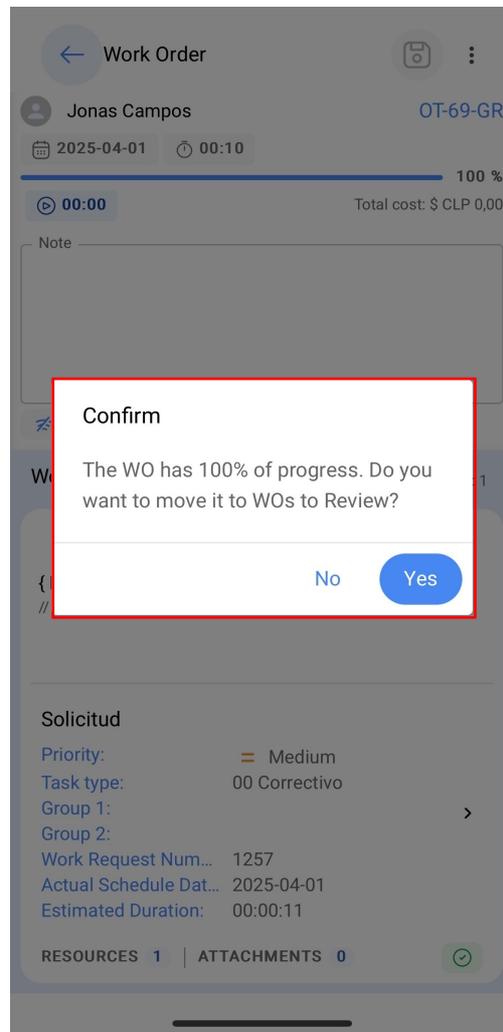
8. We confirm.



9. Then we get an affirmation message



10. Once you are in offline mode, access the corresponding Work Order (WO) and complete the assigned tasks. Once you have completed these tasks, return to the start of the task. At this point, the system will ask for your confirmation to send the WO for review. At this stage, the WO can be reviewed, signed and accepted as usual.



11. Once the OT is finished and at the same time we have an internet connection, we go back to the main menu and click on the offline icon.



Offline mode

Online help

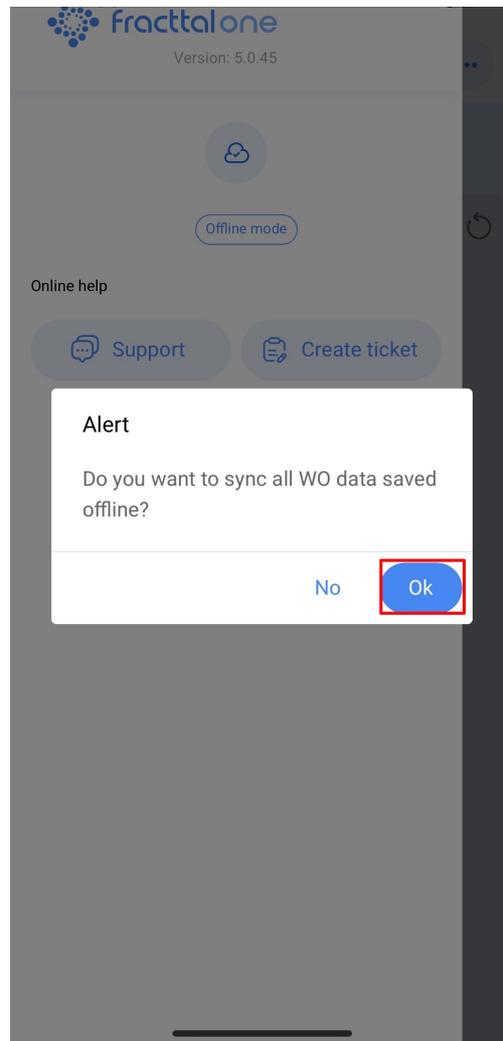
Support

Create ticket

Commit: 9f7bf20

BuiltTime: 2025-04-08 18:04

12. Then click on ok.



Once you confirm the action, an image will be displayed that will include the Folio corresponding to your Work Order (WO), accompanied by the message "Successfully synchronized".



- Catalogs
- Warehouses
- Work Management
 - Planned Maintenance
 - Work Orders**
 - Budgets
- Monitoring
- Dispatcher
- Business Intelligence
- Cloud Disk
- Requests

✔ OT-69-GR Successfully synced