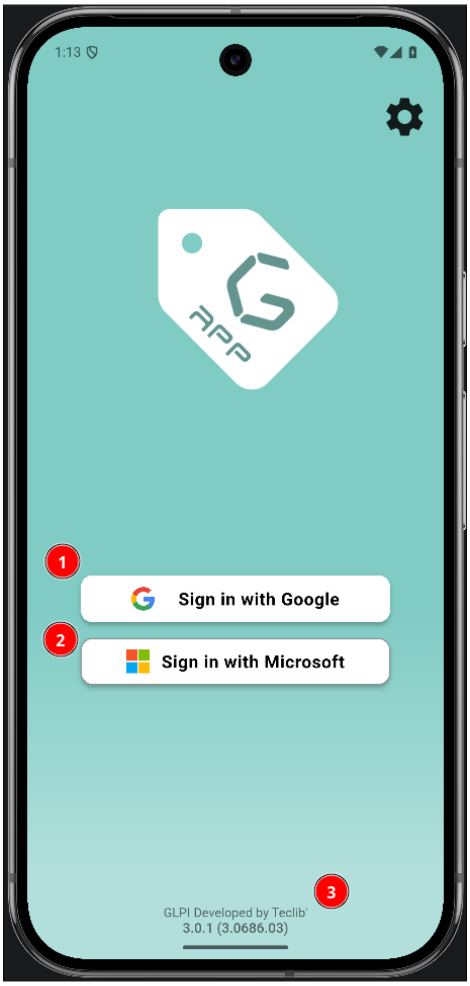
WhiteLabel user guide

- Geolocation
    - New Page

Login & Settings

Login methods

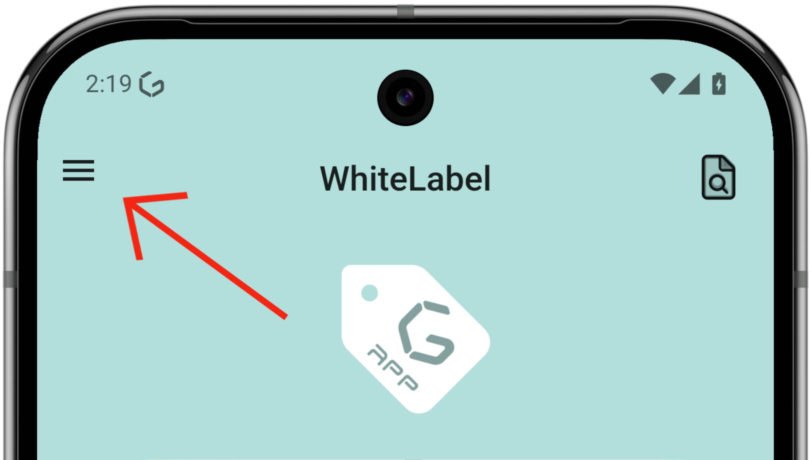
The login screen presents the authentication methods enabled for the app. The GLPI server URL is preconfigured; no server address needs to be entered.

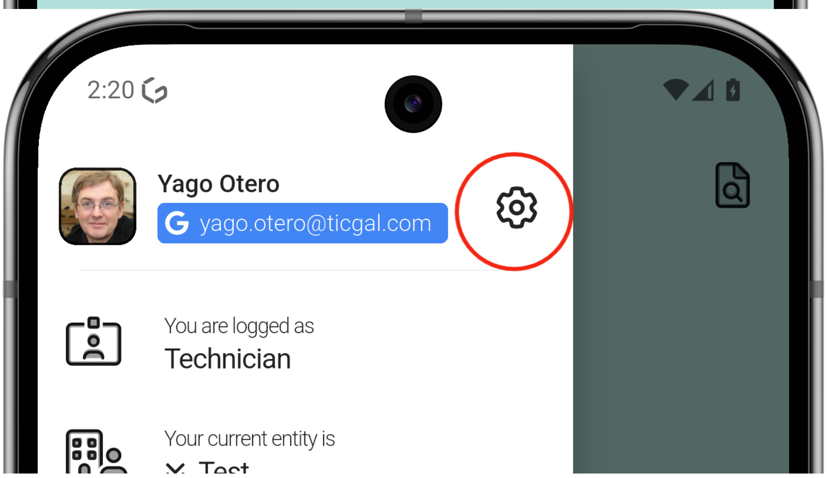


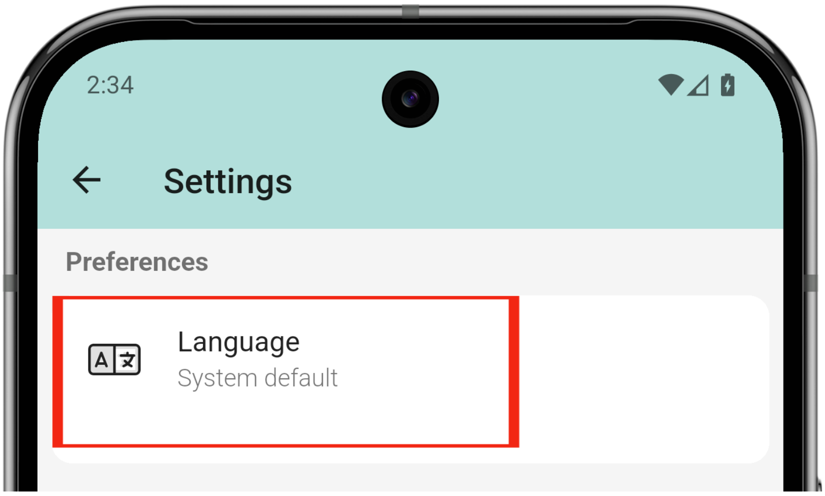
Change language

the default language as is the system language but if you want to change it, you can from settings screen

1. From the main screen, open the side menu.
2. Tap the gear icon to open Settings.
3. Find the Language option
4. The app asks to log in again; the process is complete.






2:34
Settings
Preferences
Language
System default

Do Not Disturb

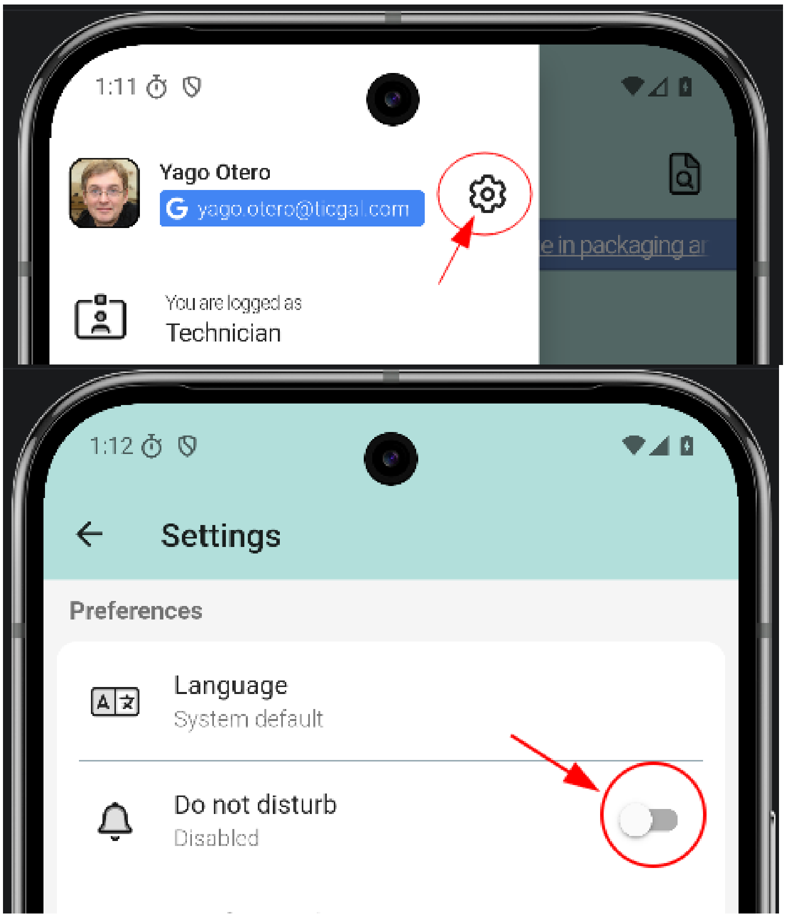
Do Not Disturb silences all app notifications. While active, notifications are logged silently instead of producing sound or vibration.

Enable Do Not Disturb

Open Settings from the login screen (or the drawer when logged in), then toggle **Do not disturb** on.

> If you use TAM (clock-in/out), Do Not Disturb turns on automatically outside working hours and turns off when your workday starts. You can always turn it on or off manually.

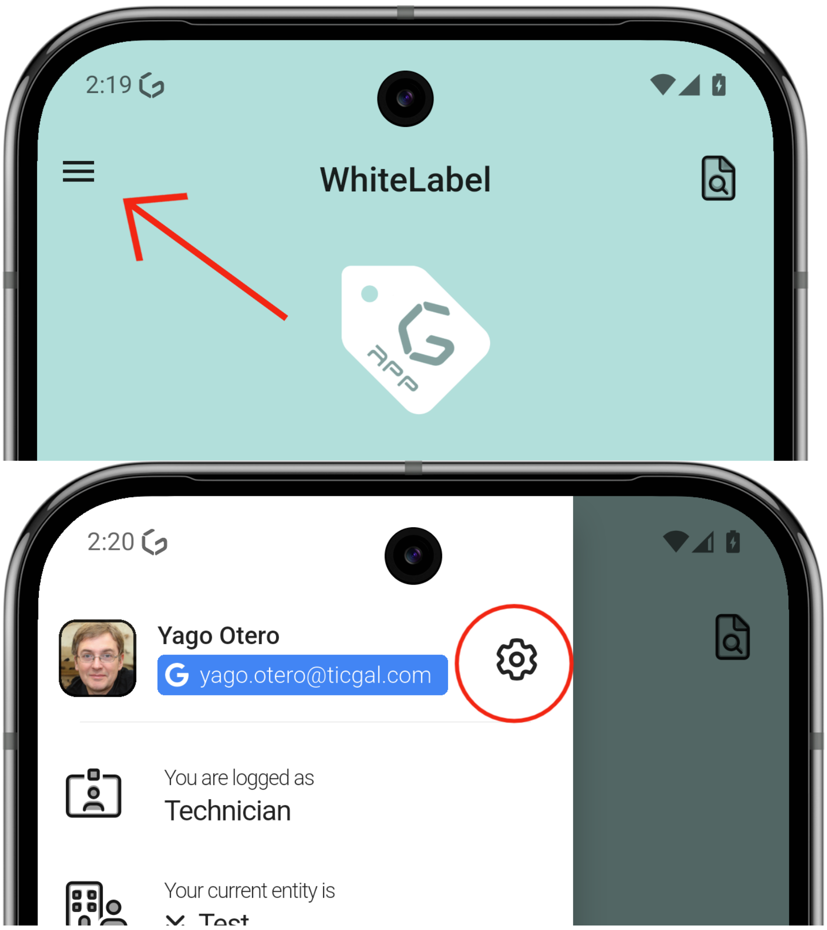
Do Not Disturb active

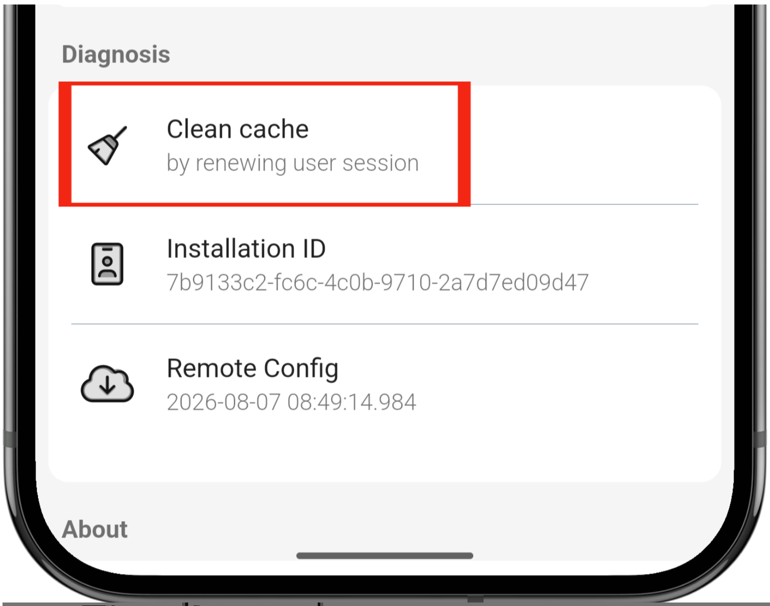

1:11
Yago Otero
You are logged as
Technician
1:12
Settings
Preferences
Language
System default
Do not disturb
Disabled

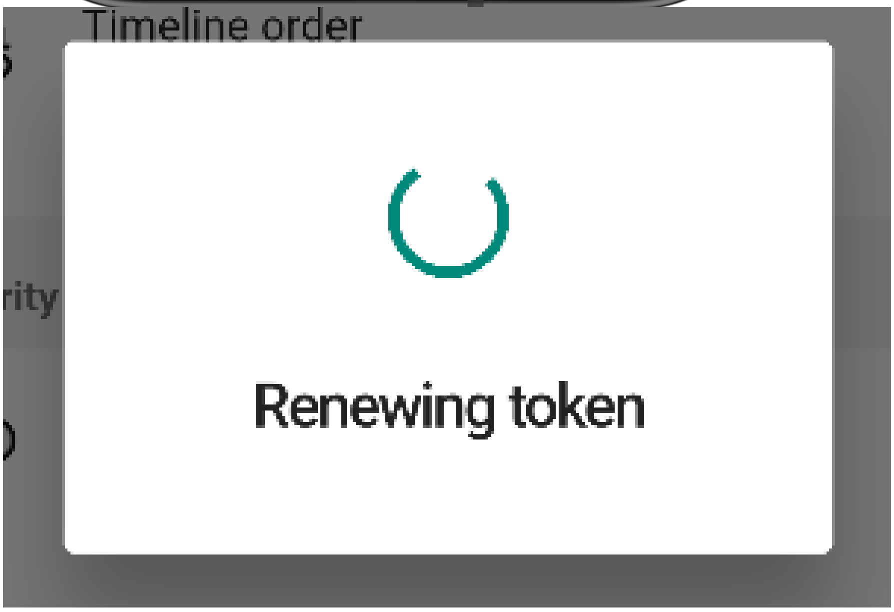
Clean cache

The cache may need to be refreshed for the application to work correctly, as in GLPI. The steps are the following:

1. From the main screen, open the side menu.
2. Tap the gear icon to open Settings.
3. Find the Clean cache option.
4. The app asks to log in again; the process is complete.




Diagnosis
Clean cache
by renewing user session
Installation ID
7b9133c2-fc6c-4c0b-9710-2a7d7ed09d47
Remote Config
2026-08-07 08:49:14.984
About

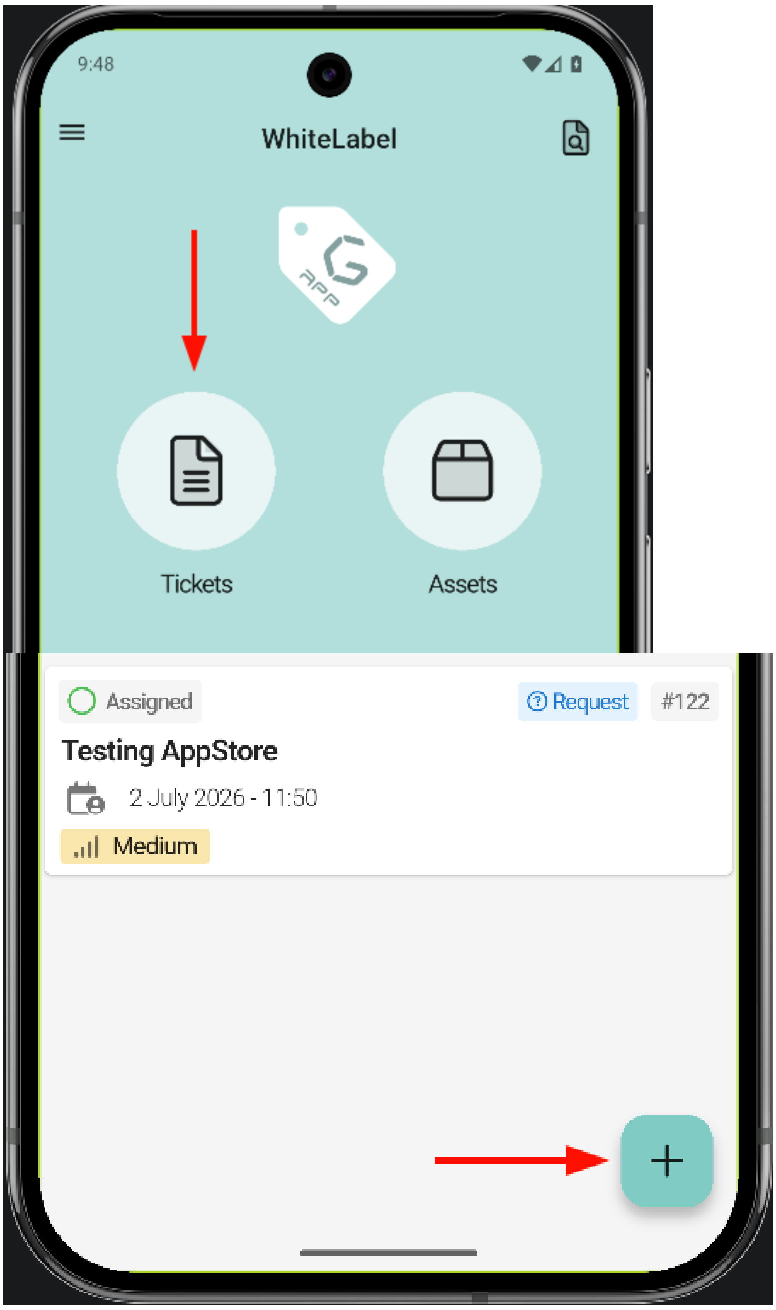

Timeline order
Renewing token

Tickets

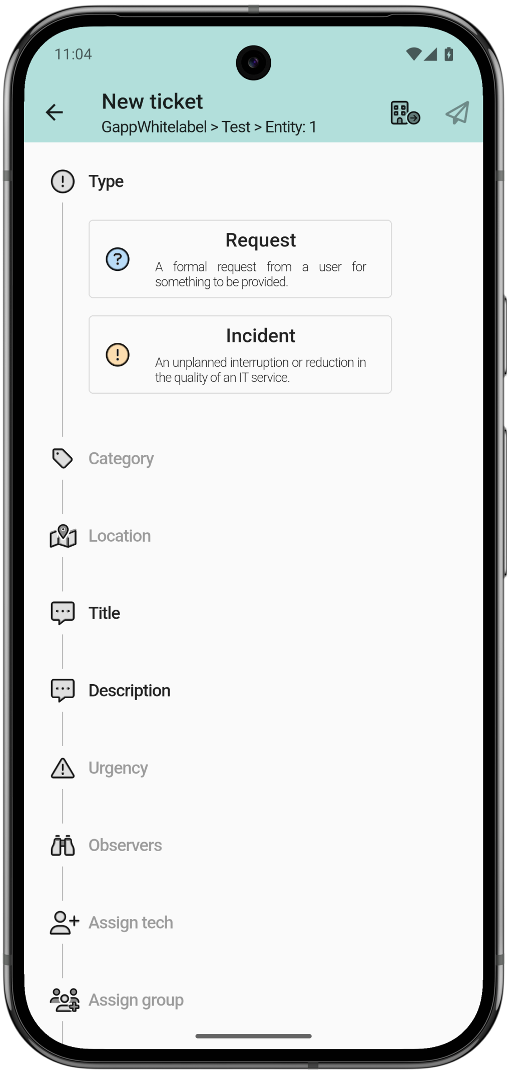
Create a Ticket

Go to ticket creation

First, go to the ticket section of the application. Once there, a floating action button appears in the bottom-right corner of the screen.



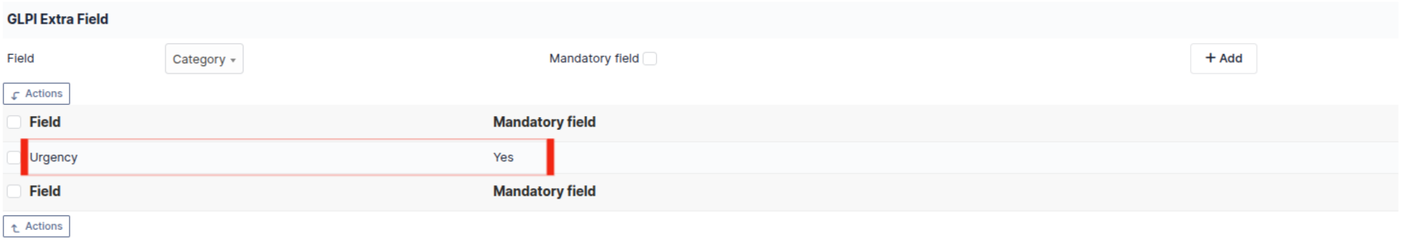
The ticket creation page opens. First, select the ticket type: **Request** or **Incident**. The numbered list below explains what each element on the screen does.



The plugin options Xtended in GLPI define which fields are optional and which are required.

- **Required:** bold.
- **Optional:** light grey.

> **The fields that can be marked as required are:** category, location, urgency and observers

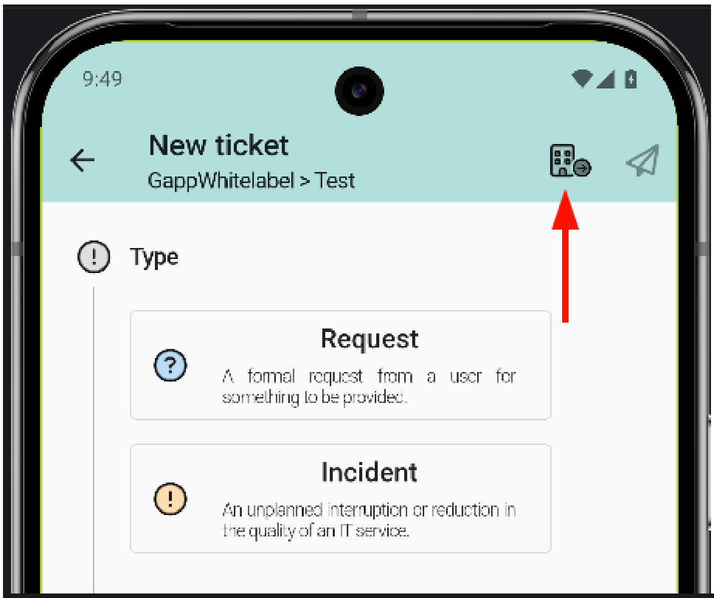


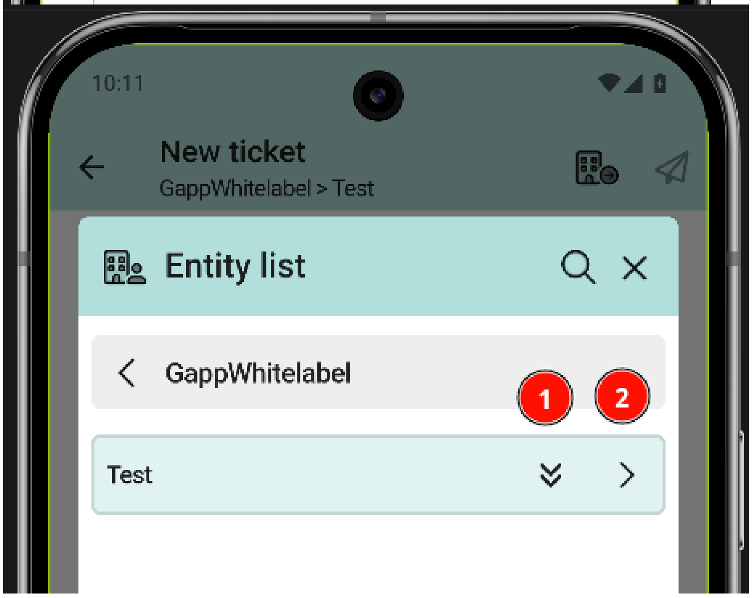
Select the correct entity

To select the correct entity, tap the building icon in the top bar; a list opens with all the entities available for the profile.

An entity can contain sub-entities; tap the right arrow to move between them.

1. **Arrow pointing down:** select the entity.
2. **Arrow pointing right:** view sub-entities.


9:49
New ticket
GappWhitelabel > Test
Type
Request
A formal request from a user for something to be provided.
Incident
An unplanned interruption or reduction in the quality of an IT service.


10:11
New ticket
GappWhitelabel > Test
Entity list
GappWhitelabel
1
2
Test

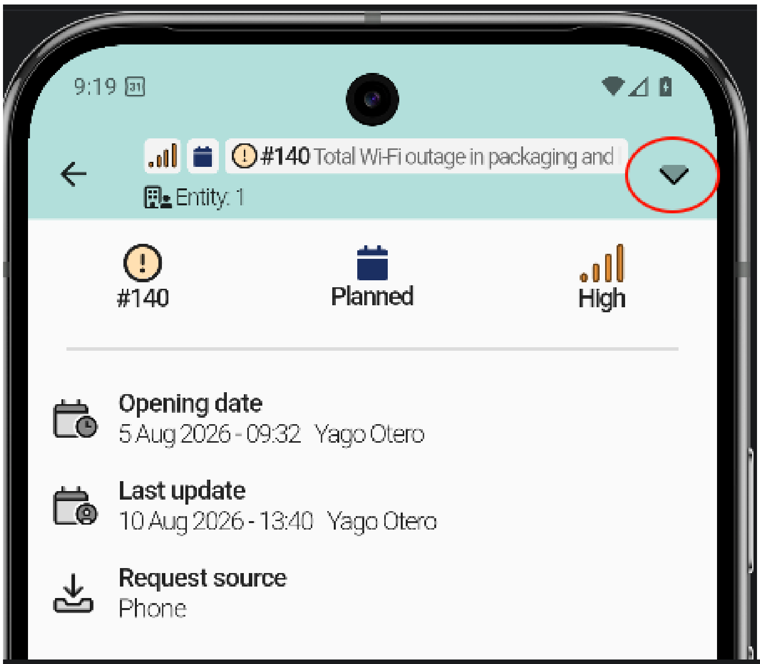
Change the ticket category

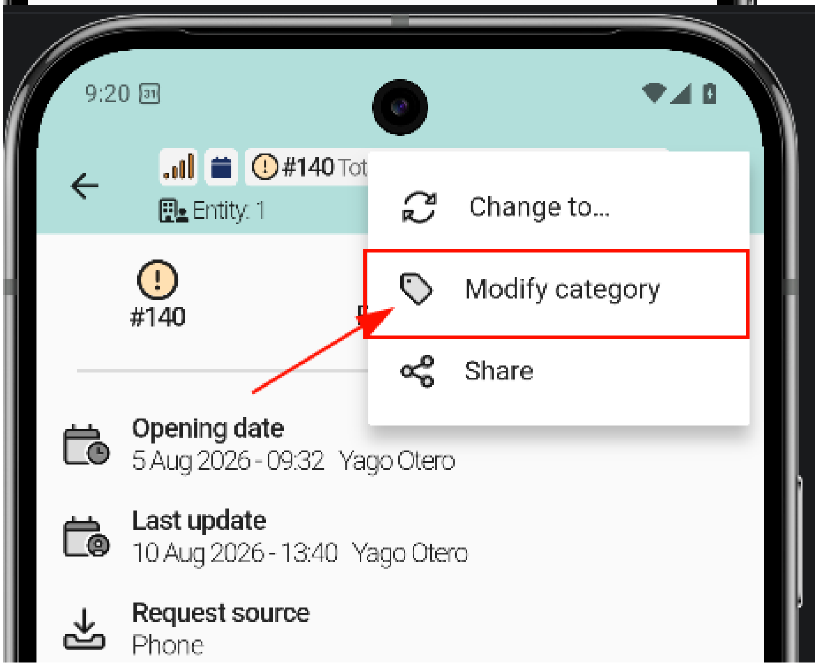
To change the category of a ticket, open the Request / Incident tab. An arrow in the top bar shows the category options.

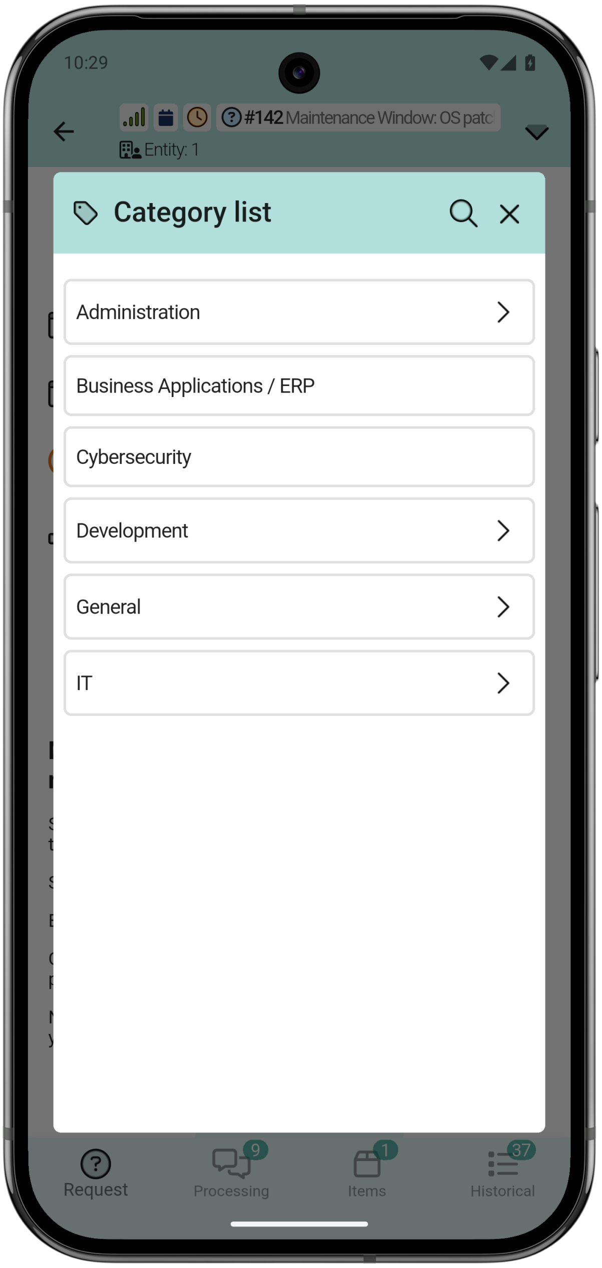
1. Open the ticket.
2. Go to the Request / Incident tab.
3. Tap the arrow in the top bar.
4. Tap Modify category.

The list shows all the categories available for the profile or entity.

> A category can contain subcategories.


9:19
#140 Total Wi-Fi outage in packaging and
Entity: 1
#140
Planned
High
Opening date
5 Aug 2026 - 09:32 Yago Otero
Last update
10 Aug 2026 - 13:40 Yago Otero
Request source
Phone


9:20
#140 Tot
Entity: 1
Change to...
Modify category
Share
#140
Opening date
5 Aug 2026 - 09:32 Yago Otero
Last update
10 Aug 2026 - 13:40 Yago Otero
Request source
Phone


10:29
#142 Maintenance Window: OS patc
Entity: 1
Category list
Administration
Business Applications / ERP
Cybersecurity
Development
General
IT
Request
Processing
Items
Historical
9
1
37

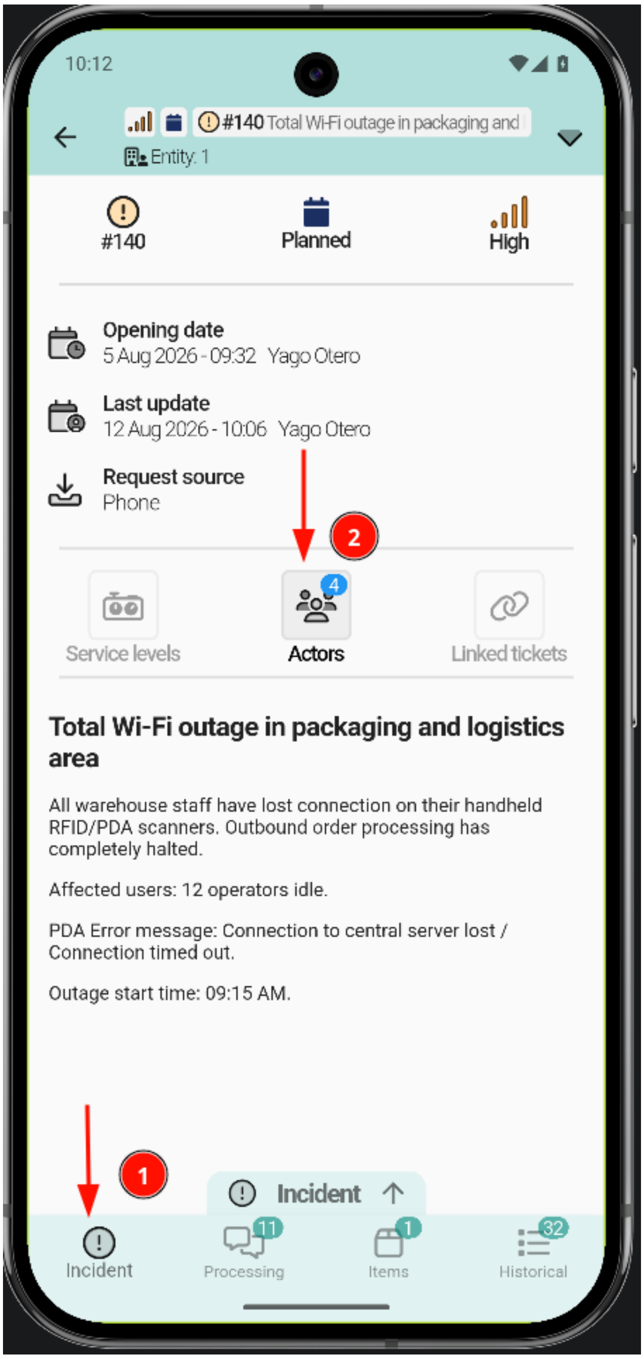
Tickets

Change Ticket Actors

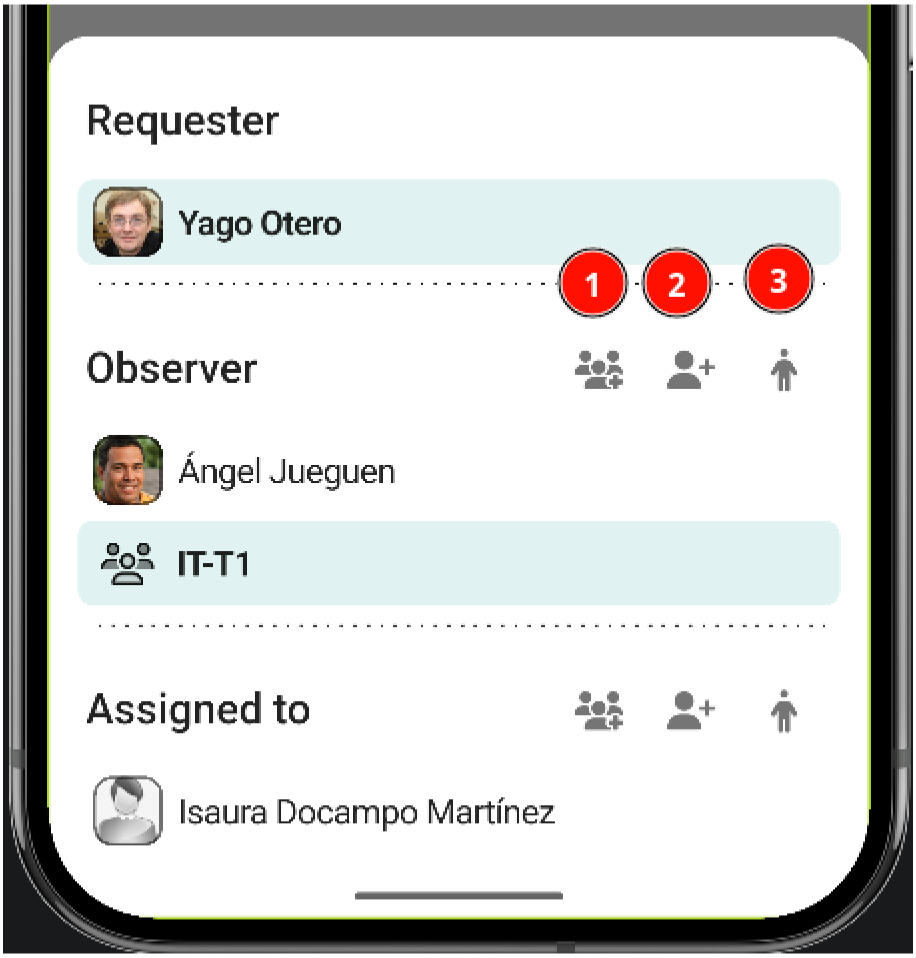
To change the actors of a ticket, open the Request / Incident tab, depending on the type of ticket.

Tap Actors; a list opens with the different actor types.

1. Open the ticket.
2. Go to the Request / Incident tab.
3. Tap Actors.

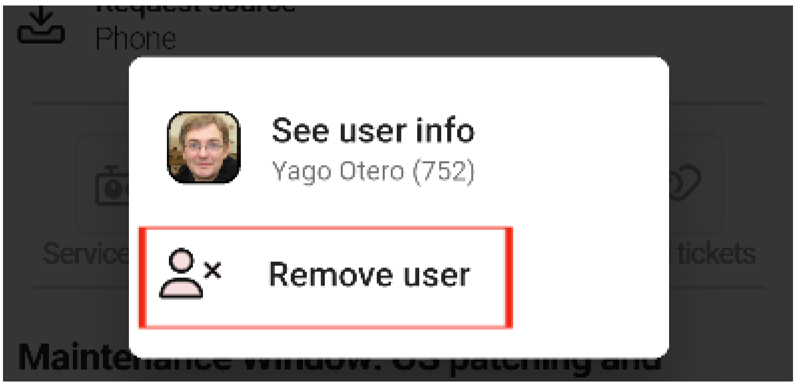


1. **Add groups:** To add groups, tap the button with the three-person icon.
2. **Add individual:** This process is similar: tap the button and select the person from the list.
3. **Self-assignment** : To get involved directly as an observer or technician, tap the person icon; the assignment is applied automatically.



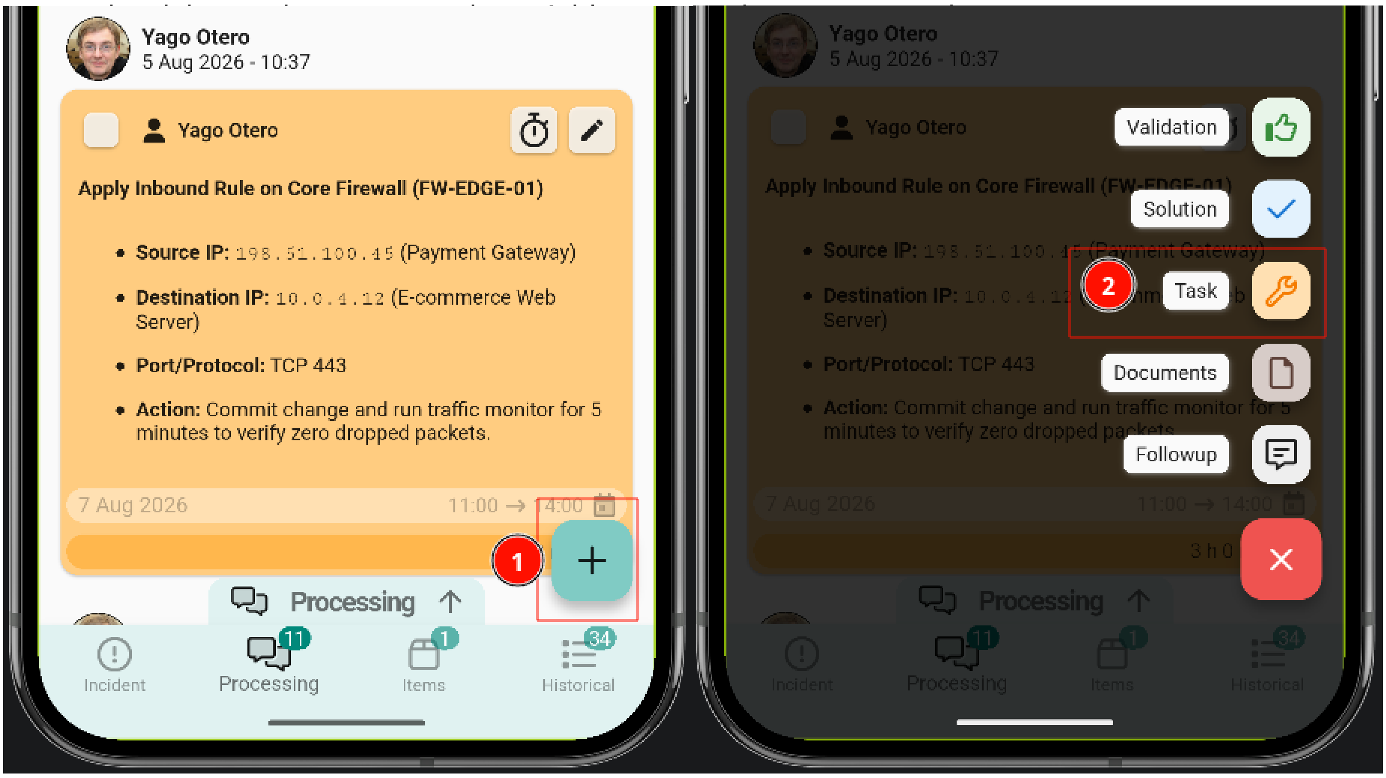
Remove people / groups

To remove people or groups, tap them and confirm the removal.



Create a Task

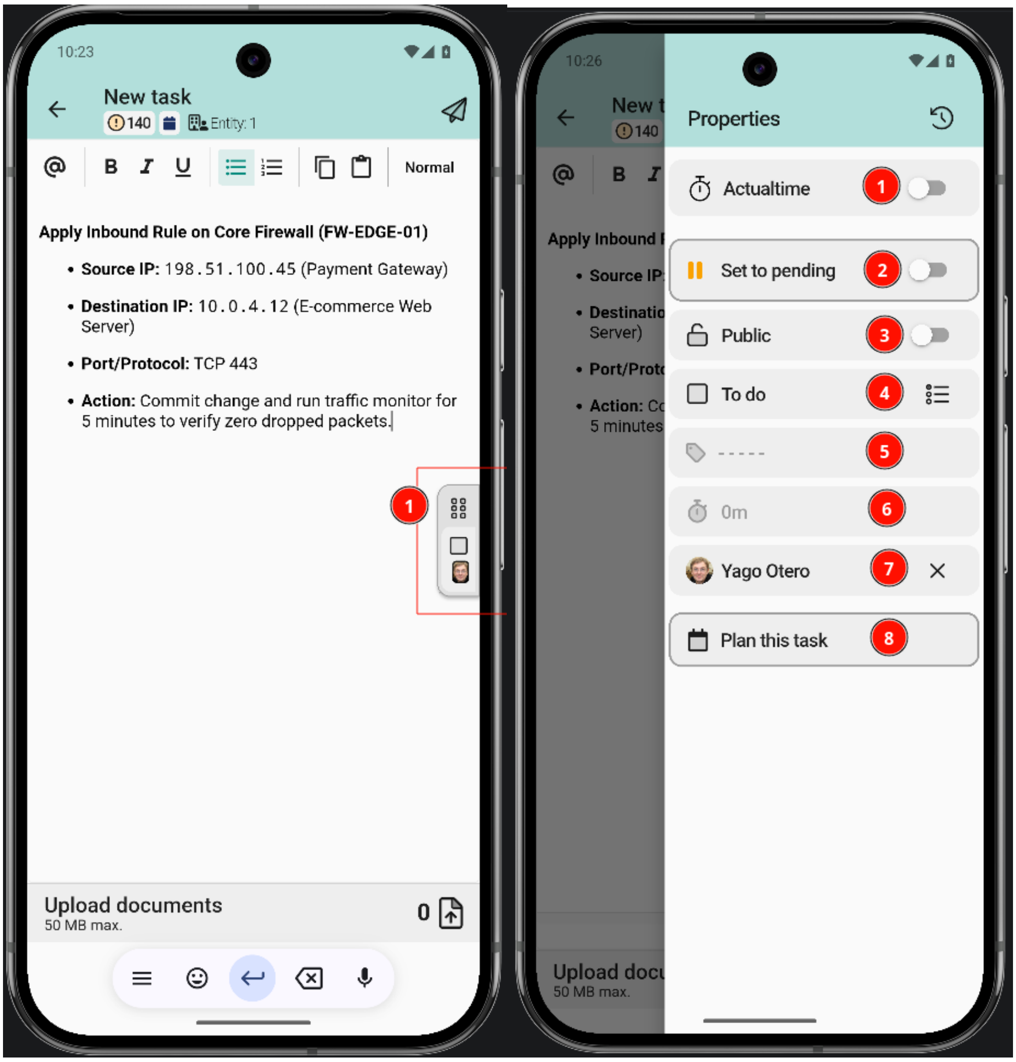
To create a task, open a ticket. A (+) button sits in the bottom-right corner of the screen; tapping it



Create a task

The task shares most of the follow-up structure, with additional status, category and planning options.

1. ActualTime. It is covered in detail below.
2. Put the task on hold.
3. Public or private task. The client does not always need to see this information.
4. Mark the task as done.
5. Task category.

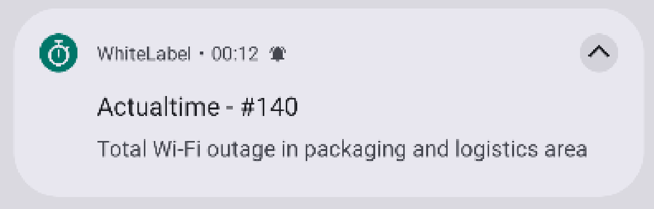


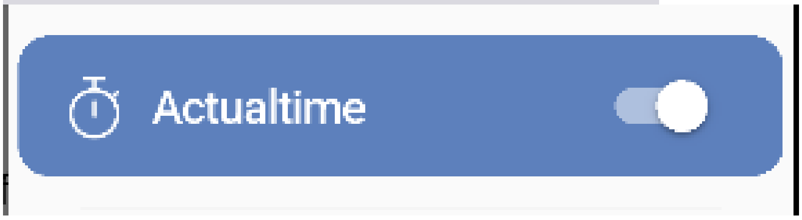
Work with an ActualTime

The first option of the menu is the timer: it counts the time from when the task is started until it is paused.

> Notification permissions must be enabled on the device. ActualTime relies on them to track time in the background and to alert when a task is running.

The ActualTime timer starts with this option. Once active, it looks like this:

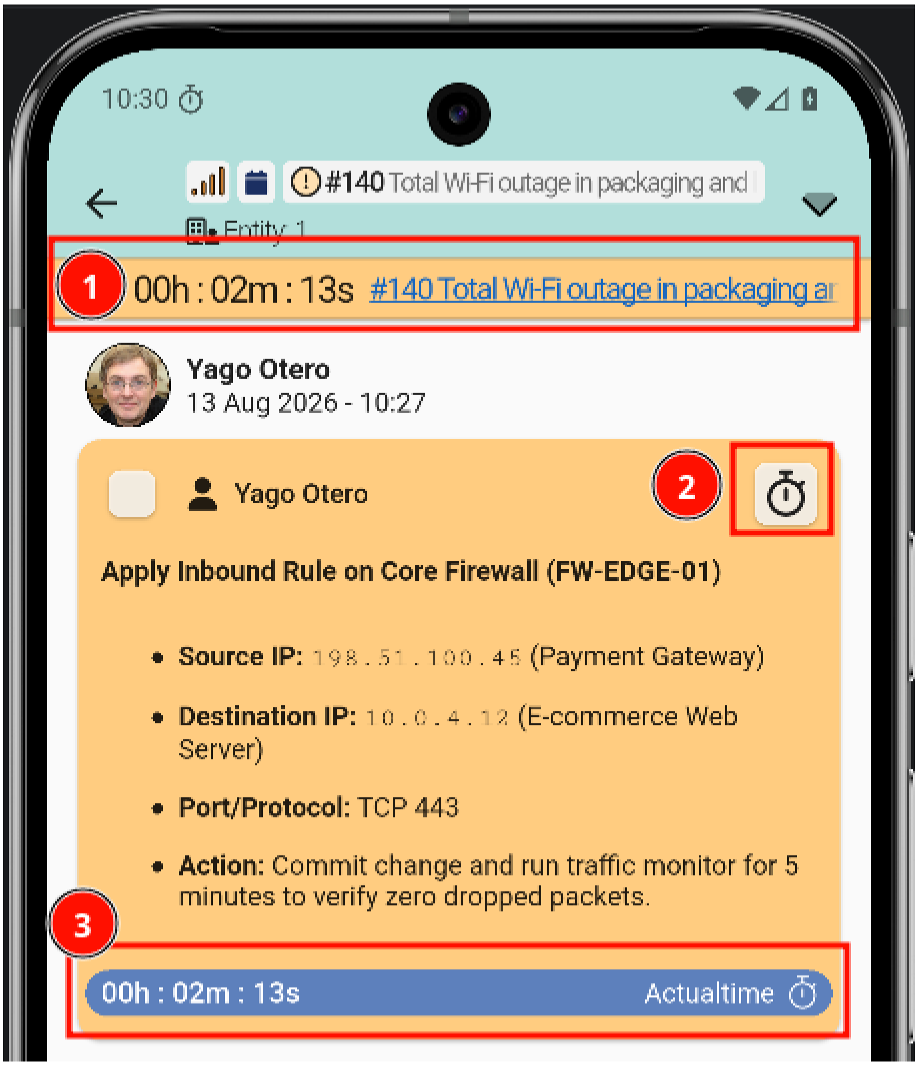




There are three ways to check how long the task has been running.

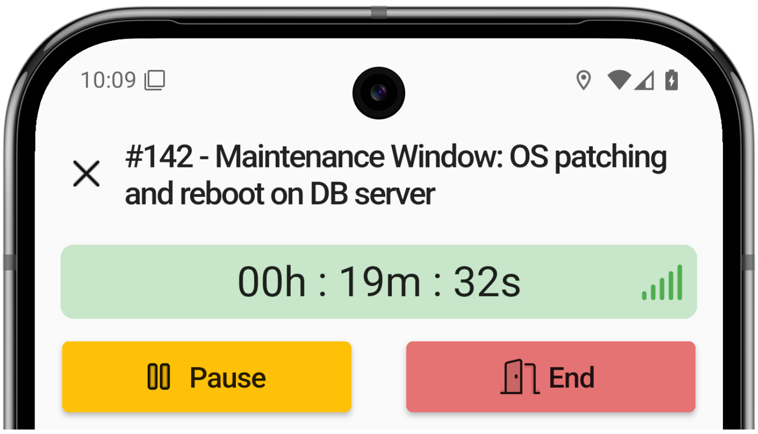
1. **Main banner**: the app always shows a banner from which the task can be accessed, even from another screen.
2. **Ticket ActualTime:** tapping the clock icon opens the ActualTime options, which show several actions besides the elapsed time.
3. **Task message:** when a task starts, pauses or finishes its ActualTime, the ticket message reflects it with the elapsed or total time.

> Tapping the running task from another screen moves the view to it automatically.

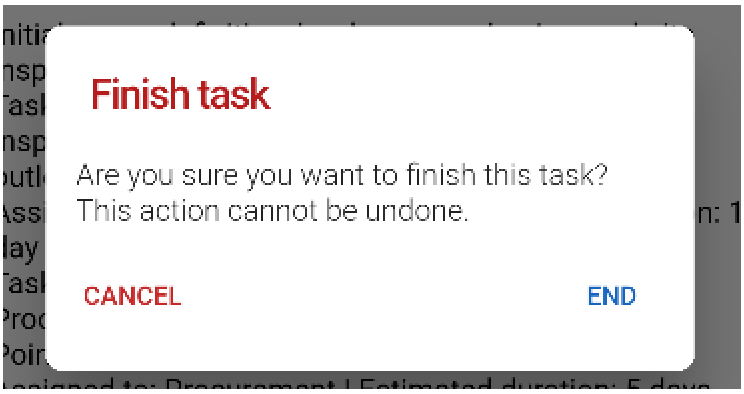


With the counter running, the task can be opened to pause it or mark it as done from the clock icon described in point 2 above.

> The task can be started and paused as many times as needed.

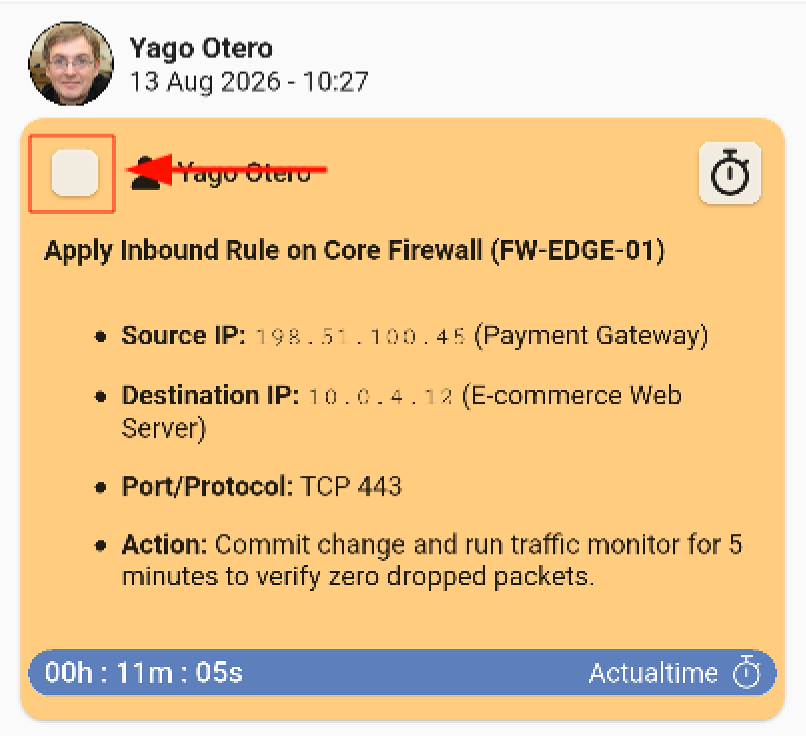


> Finishing a task shows an alert asking for confirmation.

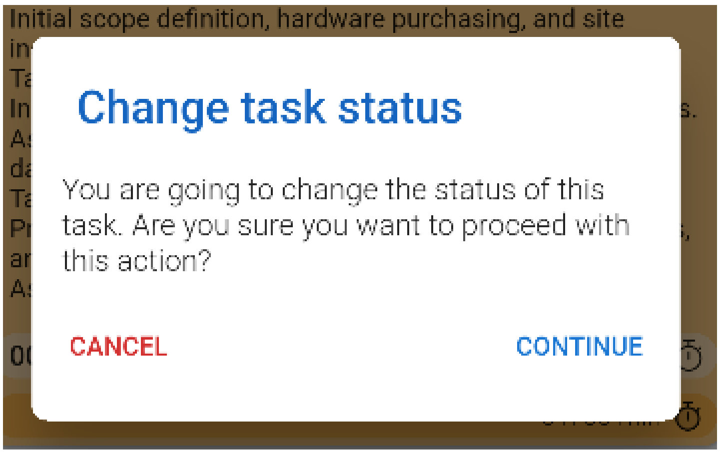


Change task status

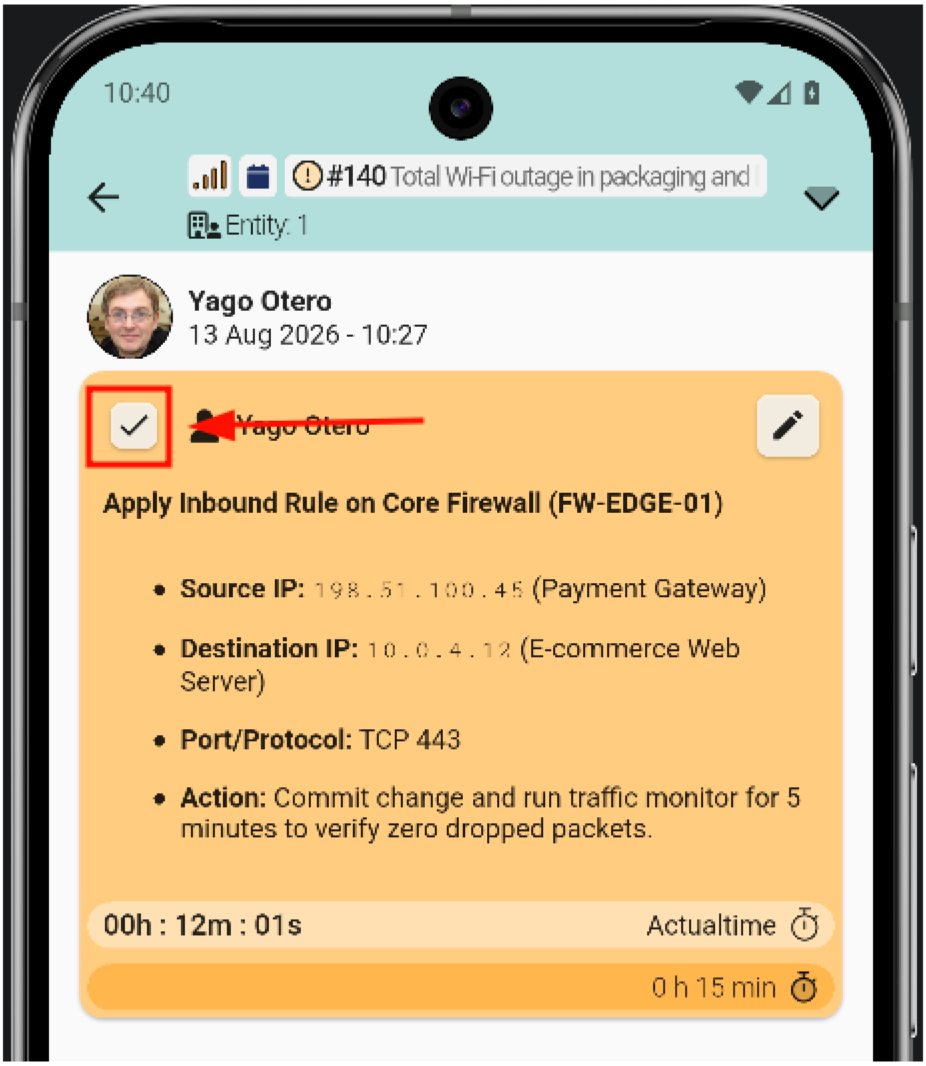
There is another way to mark the task as done: a checkbox in the top-left corner of the ticket view.



Tapping the checkbox asks for confirmation.



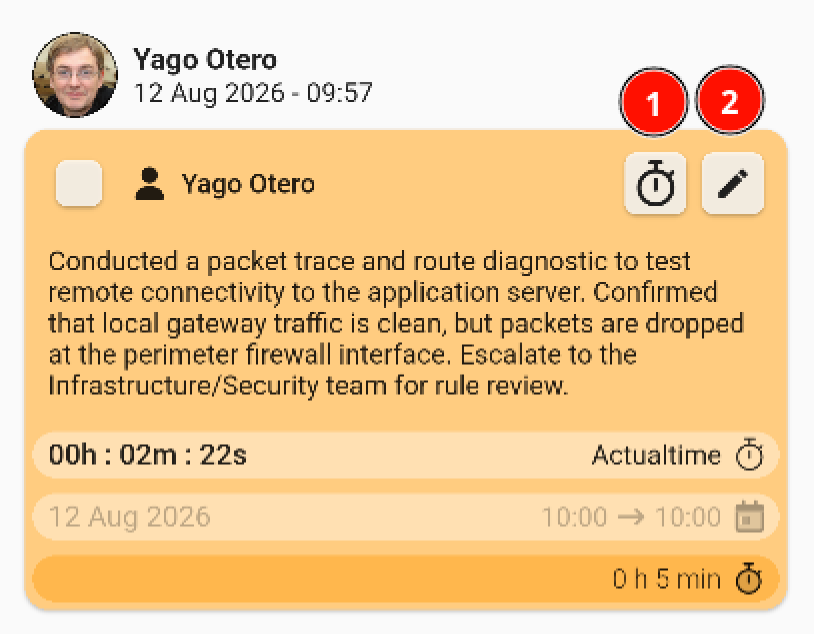
After confirming, an arrow shows whether the task is finished.



Edit task

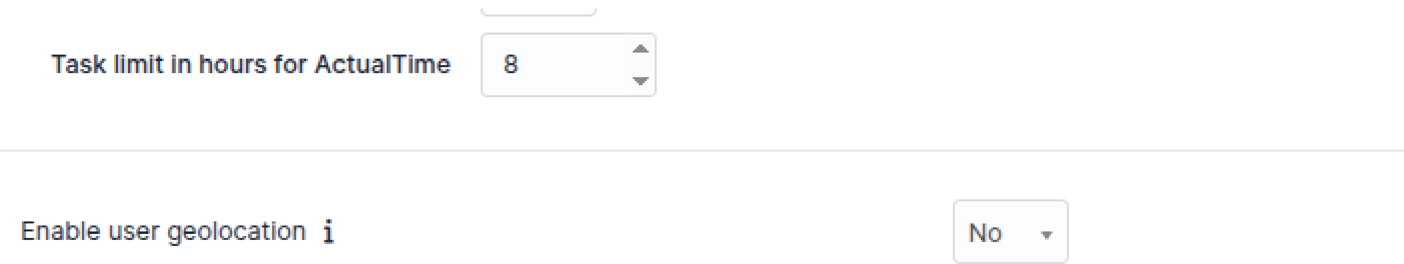
Tasks can always be edited again: even after a task has been sent, it can be reopened and modified. Two options are available:

1. **Clock:** edit the ActualTime.
2. **Pencil:** edit the task fields.



More ActualTime options

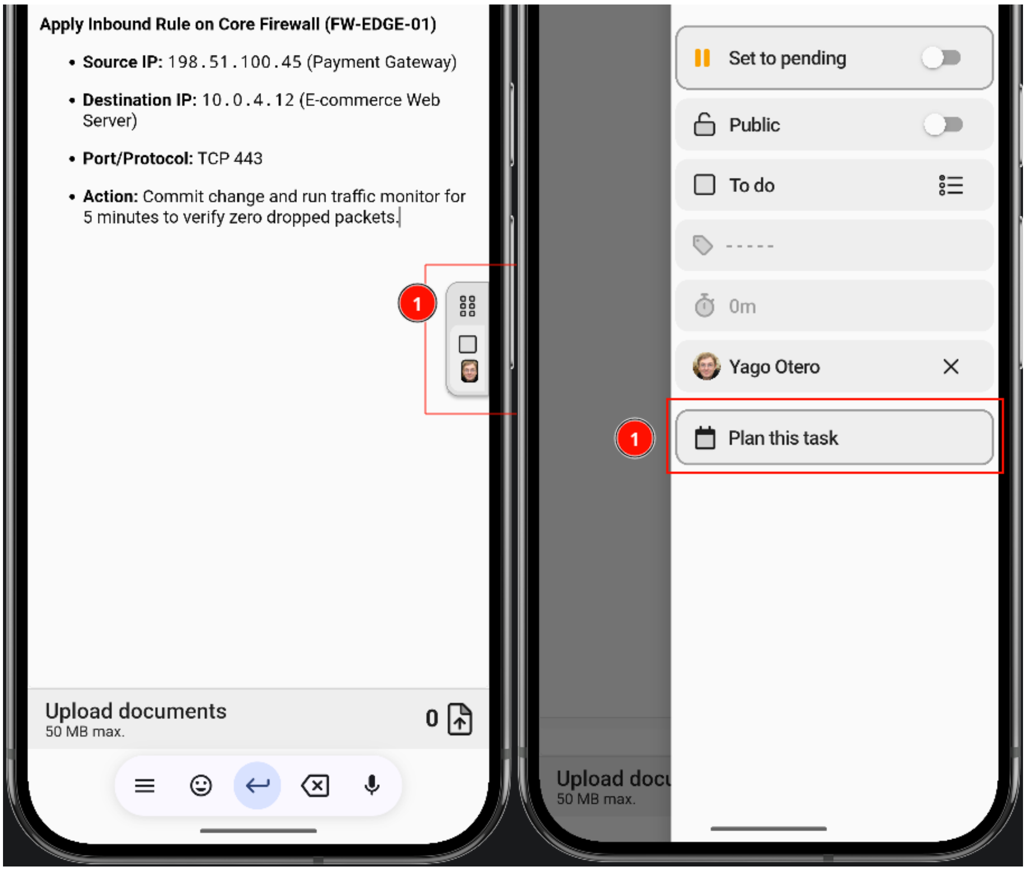
ActualTime has a wide range of customization options; these are the most important ones related to the app.

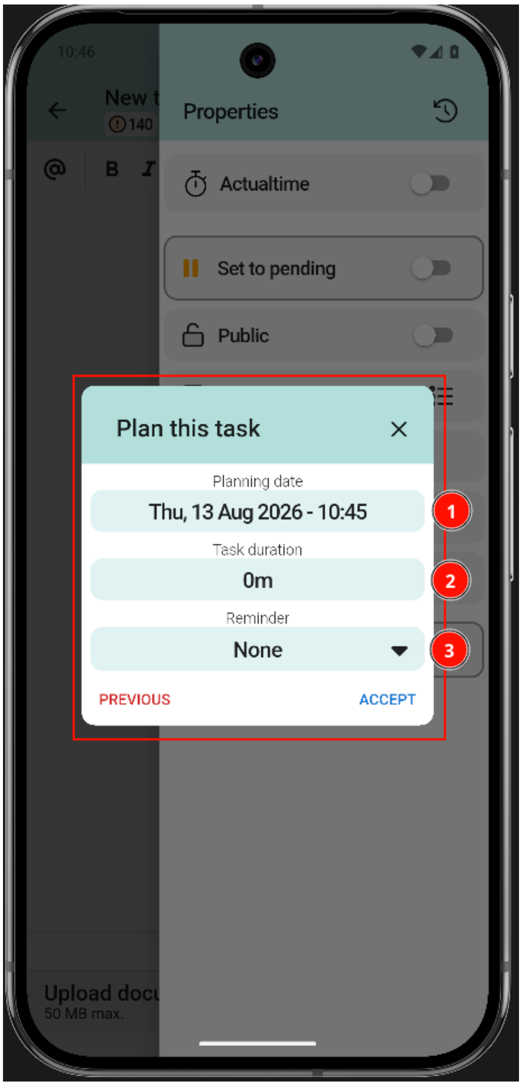


Plan a task

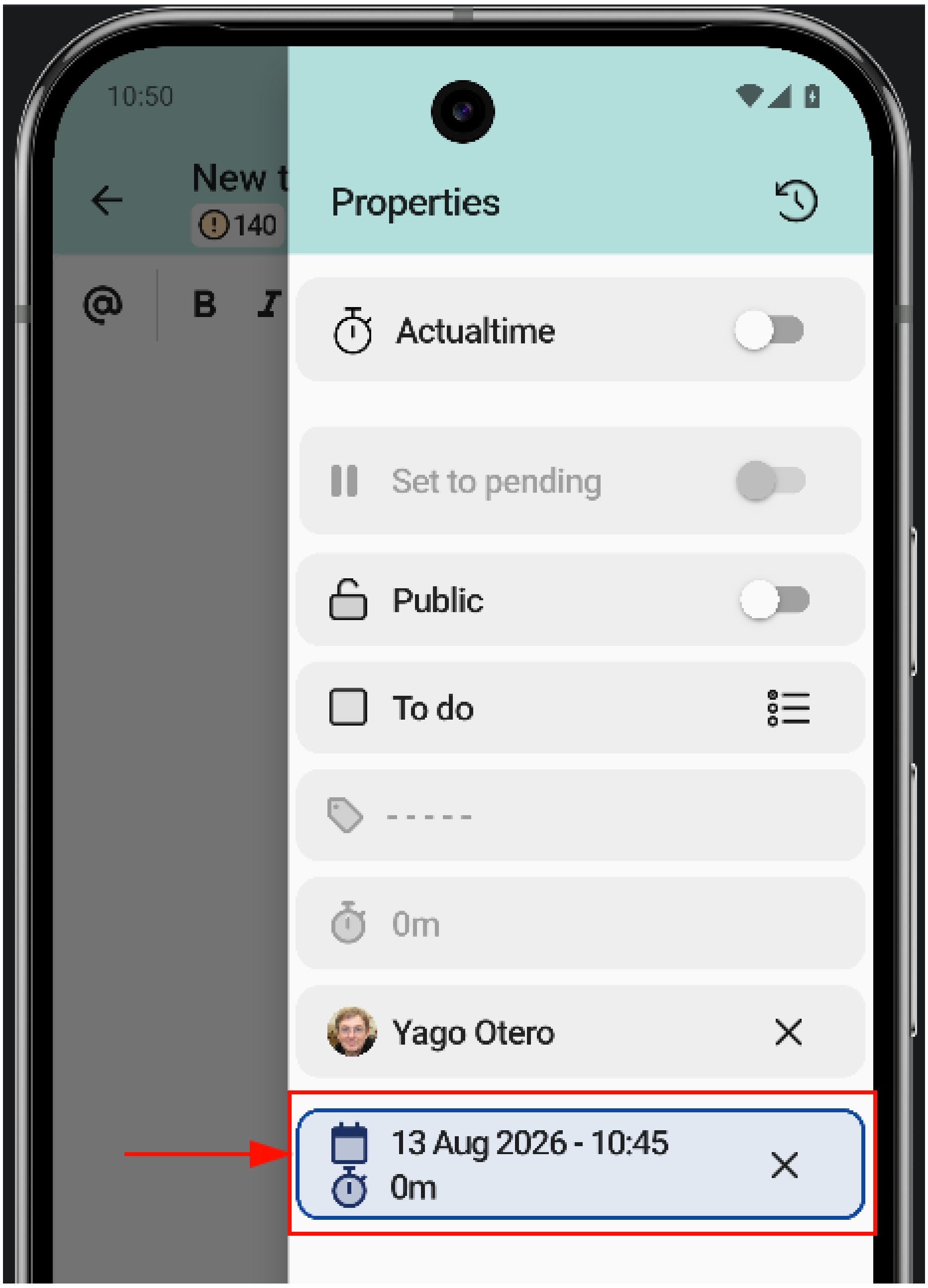
A task can be planned so that, later on, the technician in charge knows what they have to do and can do their job successfully. Users must select a day from the calendar to perform the task.

1. Open the side menu of the task and Navigate to "Plan this task".
2. Select the desired day, select the start time y finally the task duration

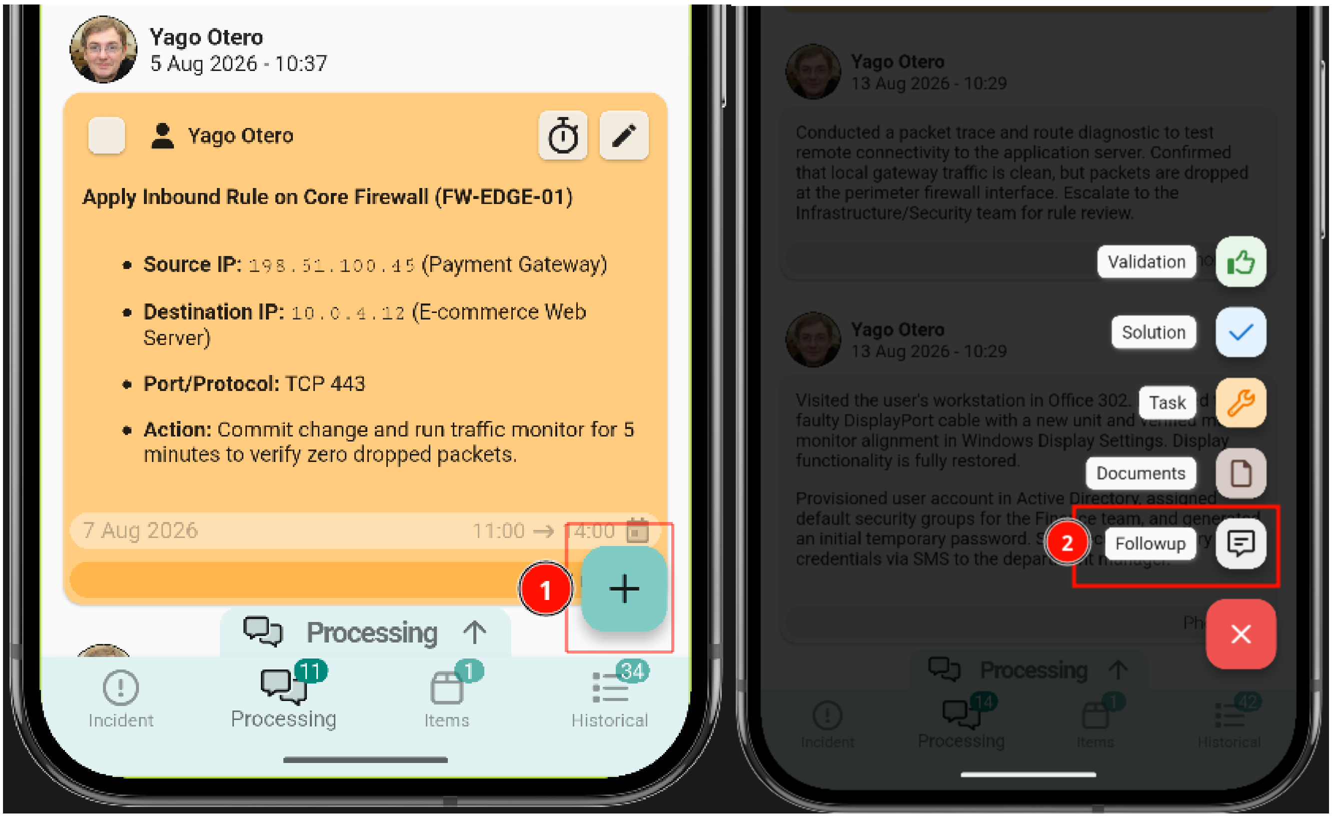

Apply Inbound Rule on Core Firewall (FW-EDGE-01)
Source IP: 198.51.100.45 (Payment Gateway)
Destination IP: 10.0.4.12 (E-commerce Web Server)
Port/Protocol: TCP 443
Action: Commit change and run traffic monitor for 5 minutes to verify zero dropped packets.
1
Upload documents
50 MB max.
0
Set to pending
Public
To do
0m
Yago Otero
1
Plan this task
Upload docu
50 MB max.


10:46
New t
140
Properties
Actualtime
Set to pending
Public
Plan this task
Planning date
Thu, 13 Aug 2026 - 10:45
1
Task duration
0m
2
Reminder
None
3
PREVIOUS
ACCEPT
Upload docu
50 MB max.

Once the planning is complete, the information is displayed as shown here:



Create a Followup

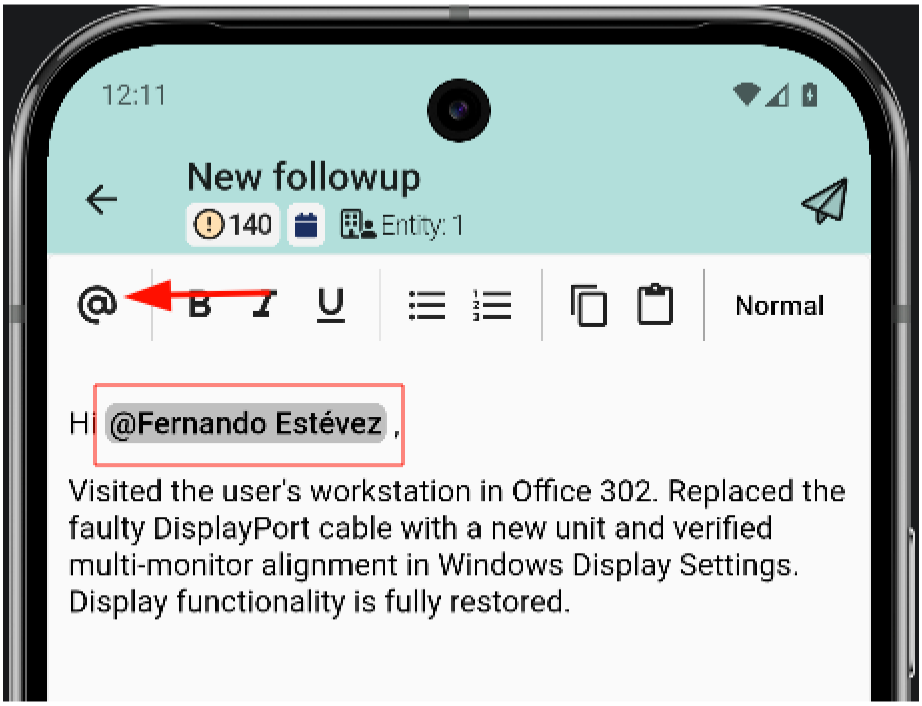


The creator opens a text editor where the follow-up is written in detail, with options such as numbered or bulleted lists, copy and paste.

Mention people

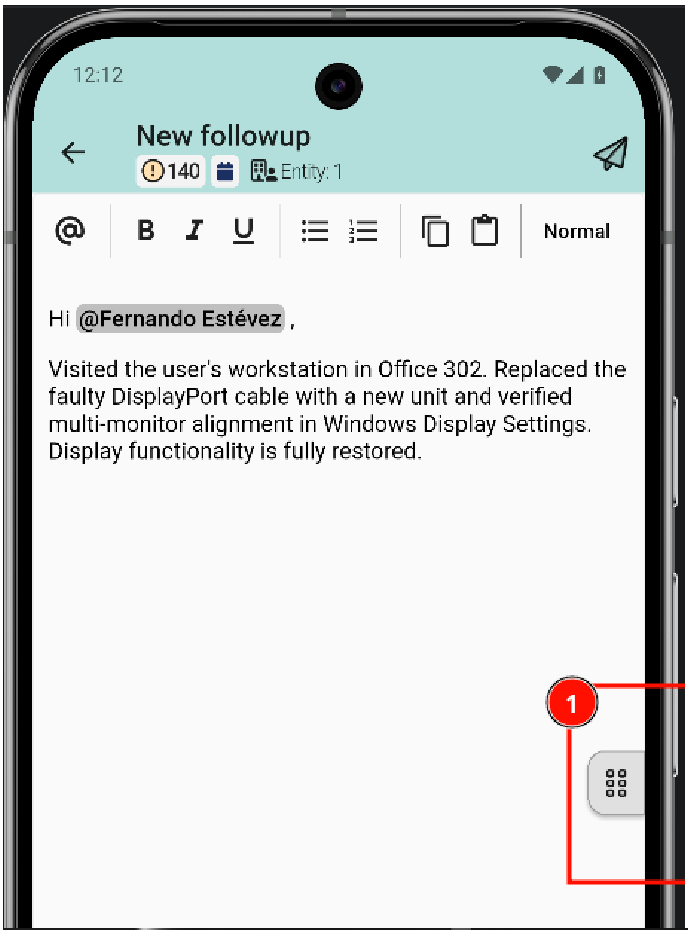
Colleagues can be mentioned with the @ symbol. The steps are the following:

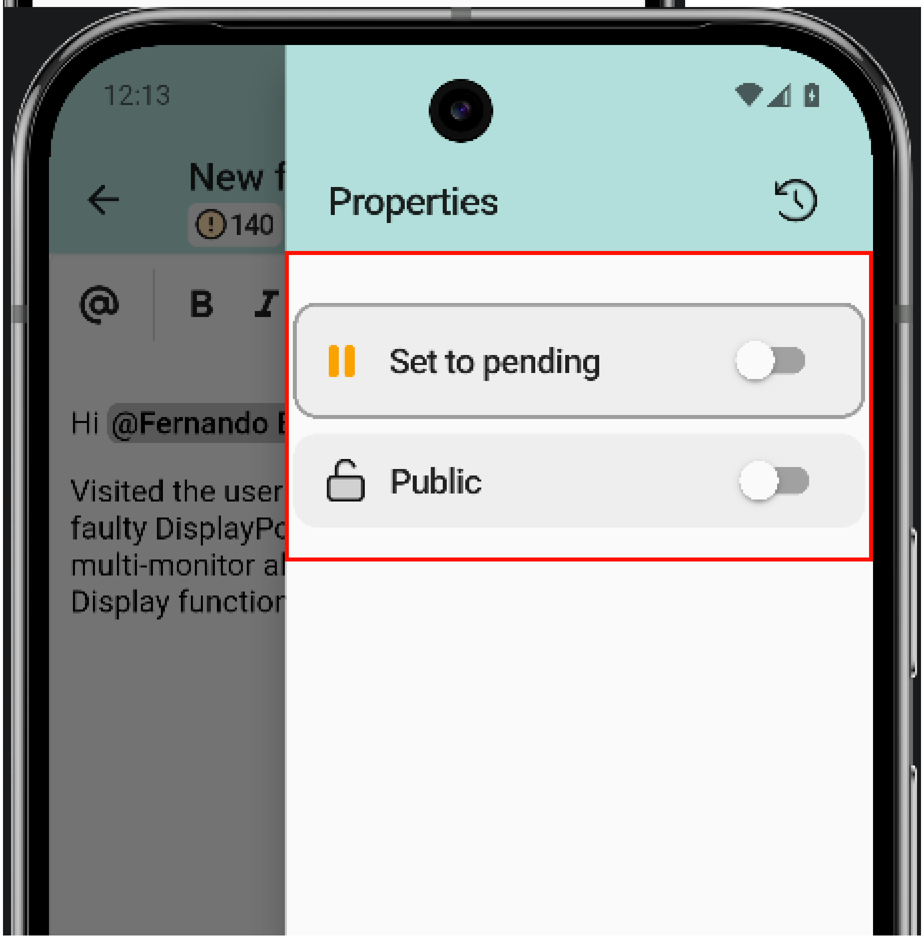
1. Tap the @ symbol.
2. Search for the colleague in the list.



1.2 Additional options for the follow-up

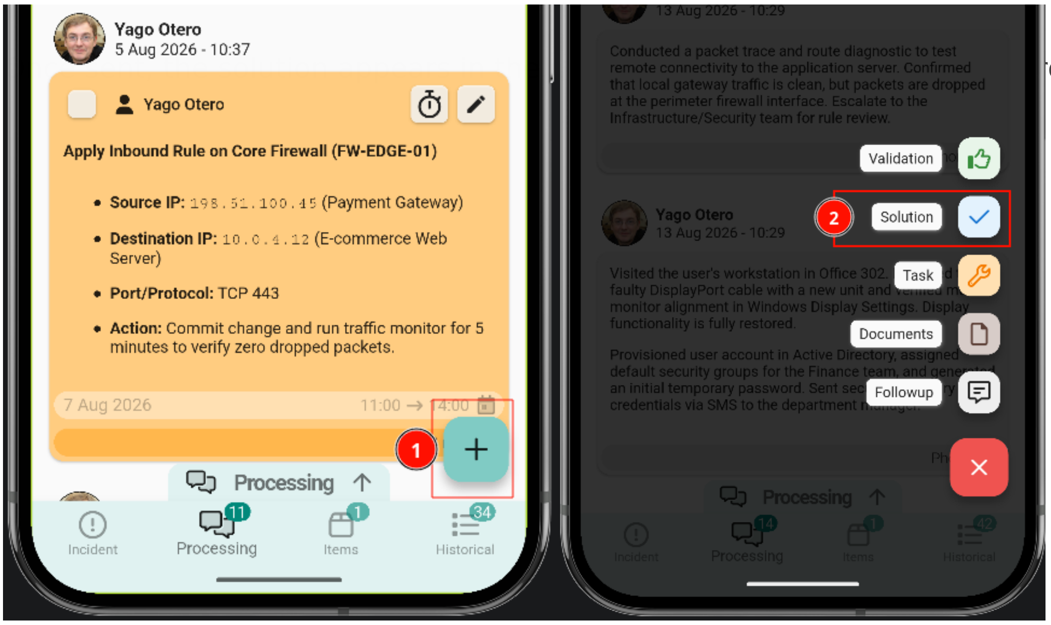
The follow-up can have two additional options: mark the ticket as **on hold** or as **public**. To mark these options, go to the hamburger menu on the right.


12:12
New followup
140
Entity: 1
Normal
Hi @Fernando Estévez ,
Visited the user's workstation in Office 302. Replaced the faulty DisplayPort cable with a new unit and verified multi-monitor alignment in Windows Display Settings. Display functionality is fully restored.
1

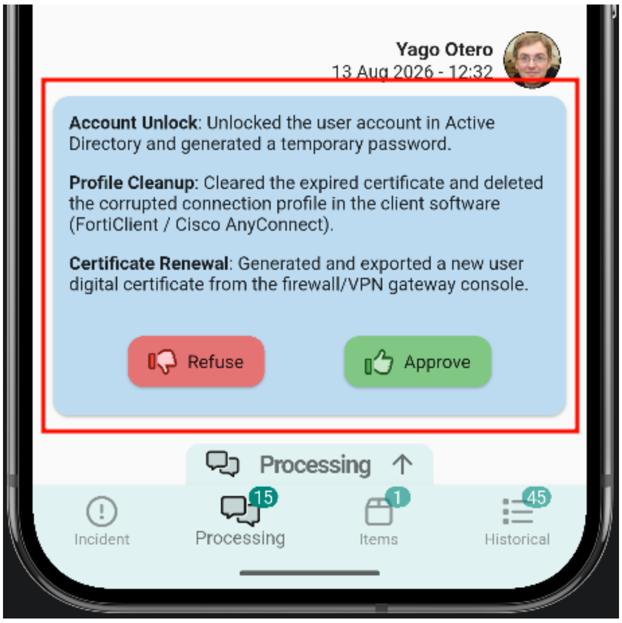

12:13
Properties
Set to pending
Public

Create and modify Solutions

Solutions are created the same way as follow-ups or tasks: tap the button in the bottom-right corner, select Solution, write the reason and send it.

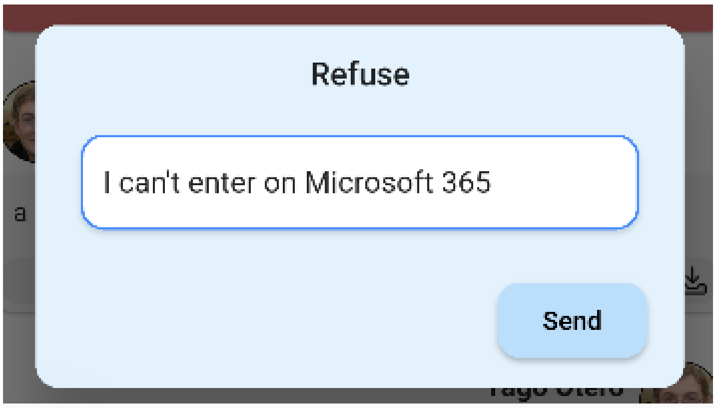


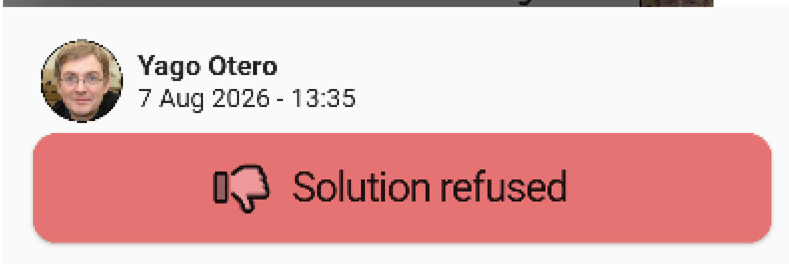
ove or reject.



Reject the solution

Rejecting the solution asks for a reason. The message list then shows it as rejected.



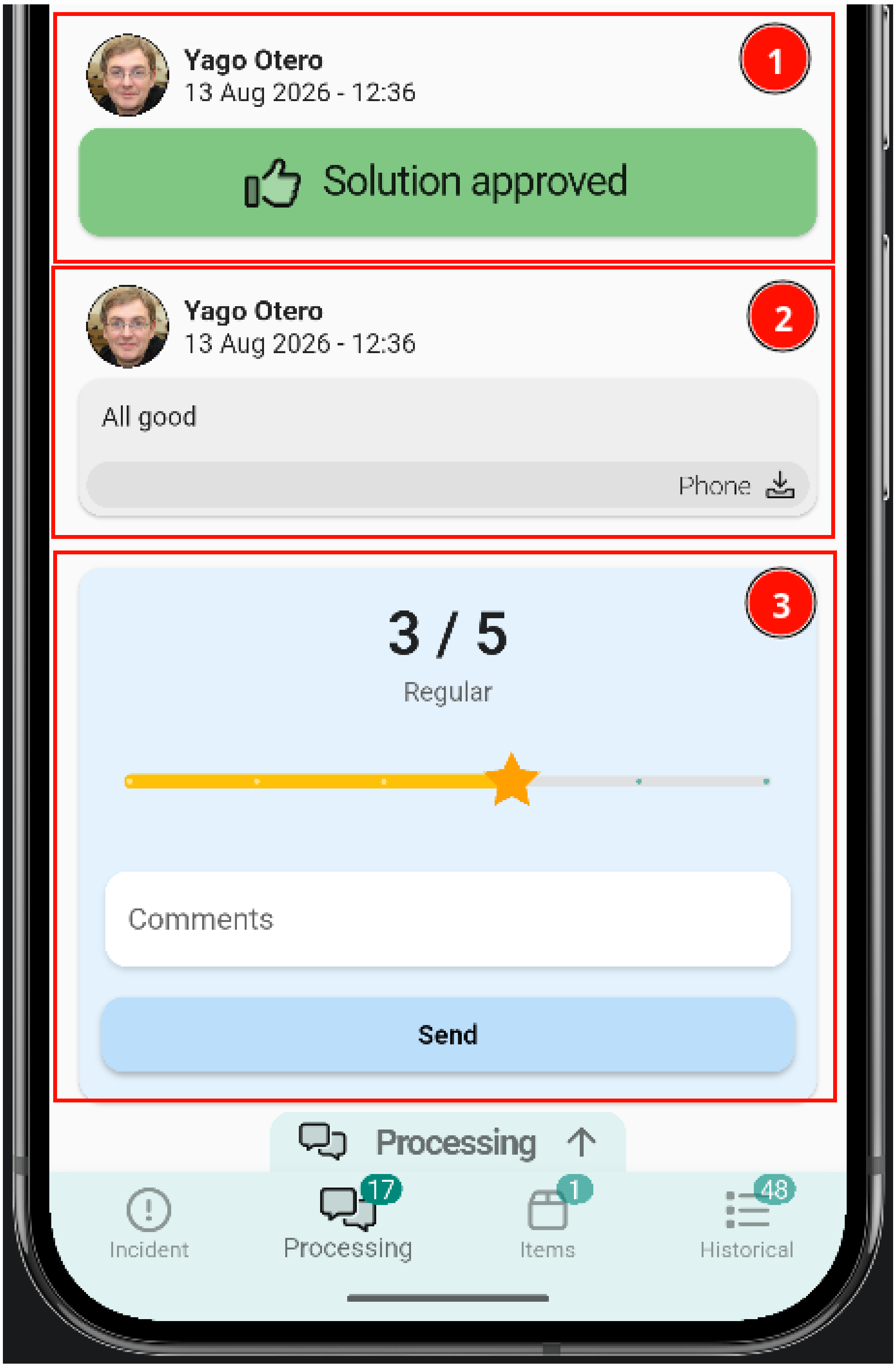


Approve the solution

Approving a solution asks for a comment; once it is sent, the ticket is closed. The ticket may be closed, but a satisfaction survey remains open, where the solution can be rated from 1 to 5.

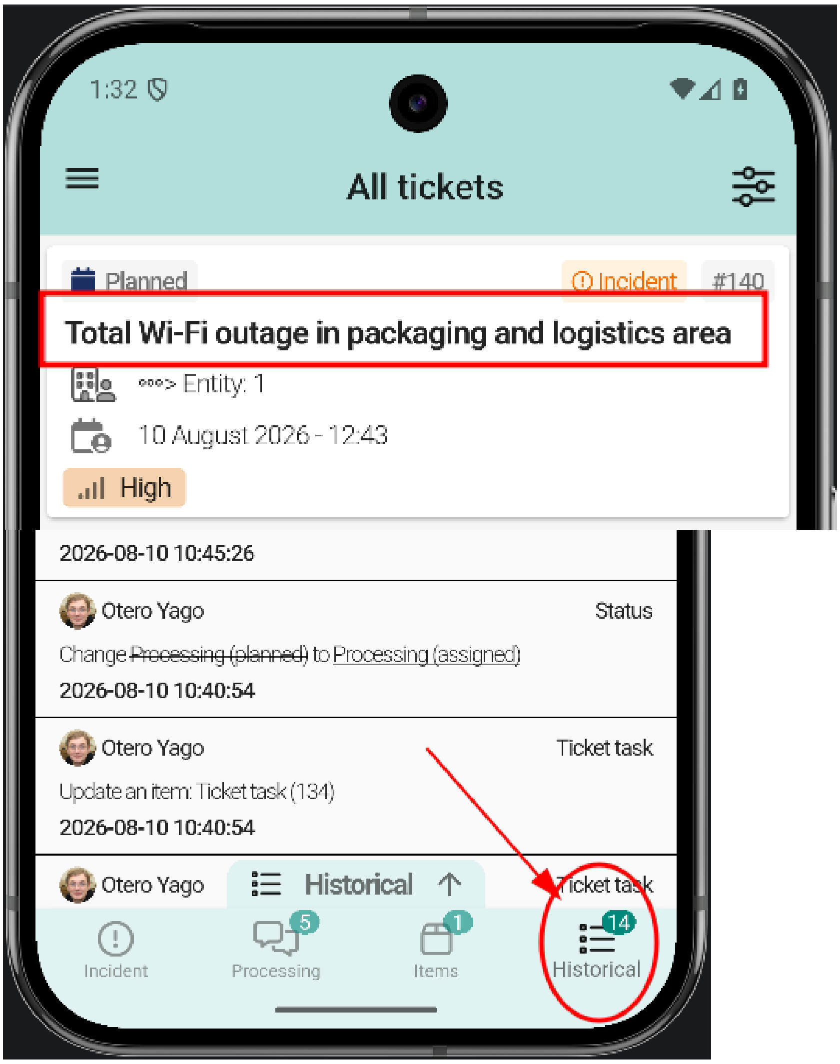
> Once the solution is approved, no further updates can be written to the ticket.

1. The approved solution is shown in the message list as approved.


Yago Otero
13 Aug 2026 - 12:36
1
Solution approved
Yago Otero
13 Aug 2026 - 12:36
2
All good
Phone
3
3 / 5
Regular
Comments
Send
Processing
17
1
48
Incident
Processing
Items
Historical

View ticket history

Open the ticket and switch to the **Historical** tab at the bottom. This tab logs every change made to the ticket: tasks, status updates, last modification dates, and more.



History entries

Each entry in the history shows four pieces of information:

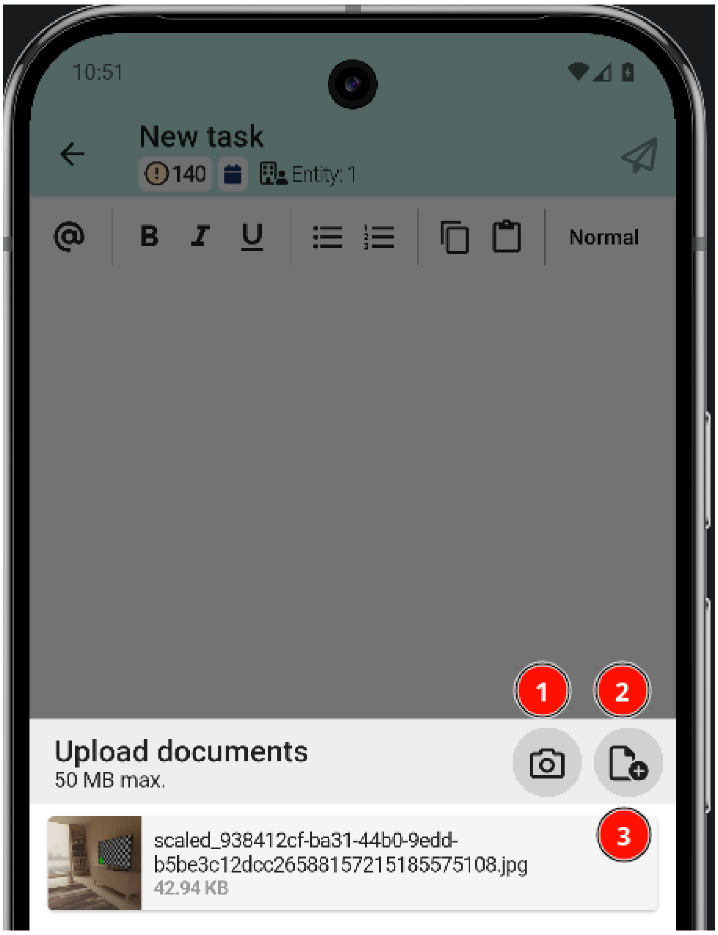
1. **User** who performed the action.
2. **Log** describing what happened.

3. **Date** when the change occurred.
4. **Log type** categorising the entry.

Upload Documents

The application integrates with the smartphone's native functions: photos can be uploaded directly from the gallery or taken on the spot. Multiple files can be selected at once or one at a time. Once the first file is selected, the same screen remains open to select more files.

1. Open camera.
2. Local files or other sources.
3. Files already selected.



Asset Handover

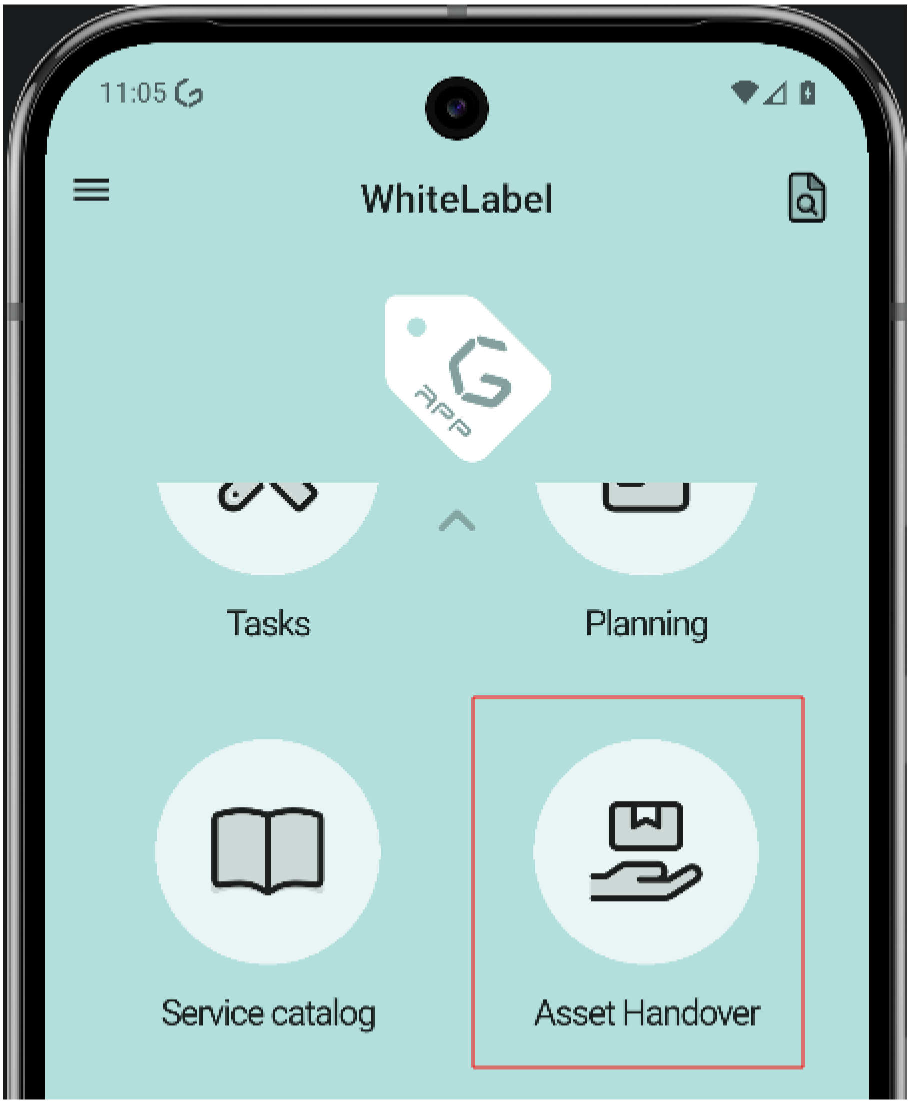
Asset Handover

Read and assign assets to a user

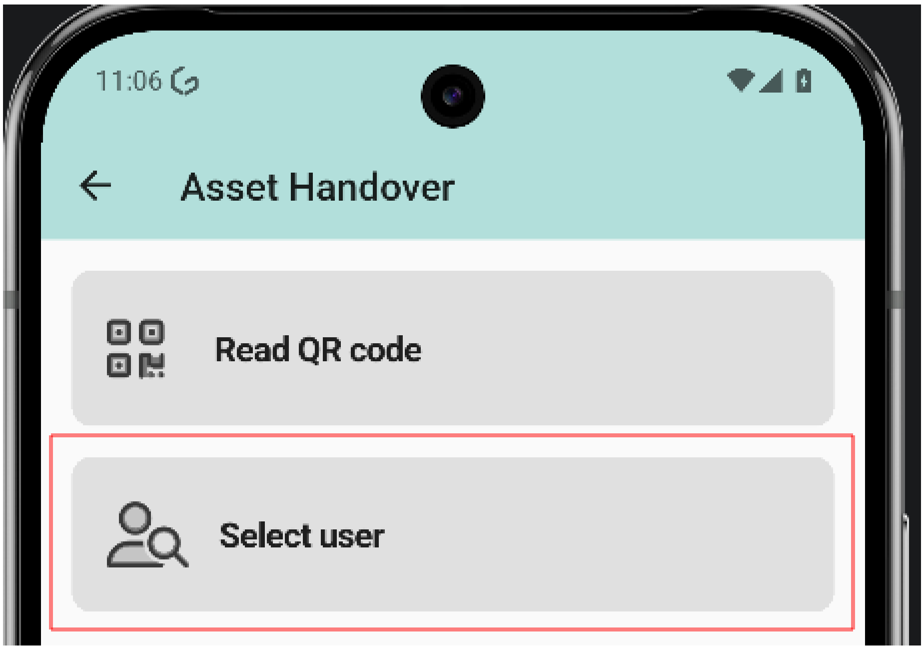
> How to read the assets a user has and assign new ones from the Asset Handover section.

1. Open Asset Handover

From the main screen, open the side menu and tap **Asset Handover** to enter the section.

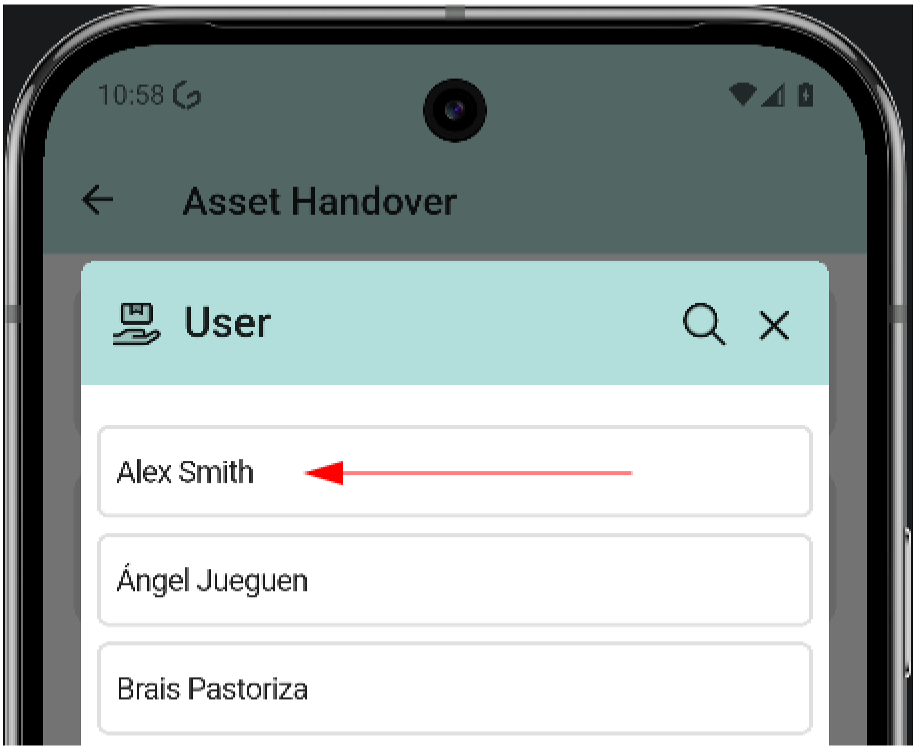


2. Choose how to assign



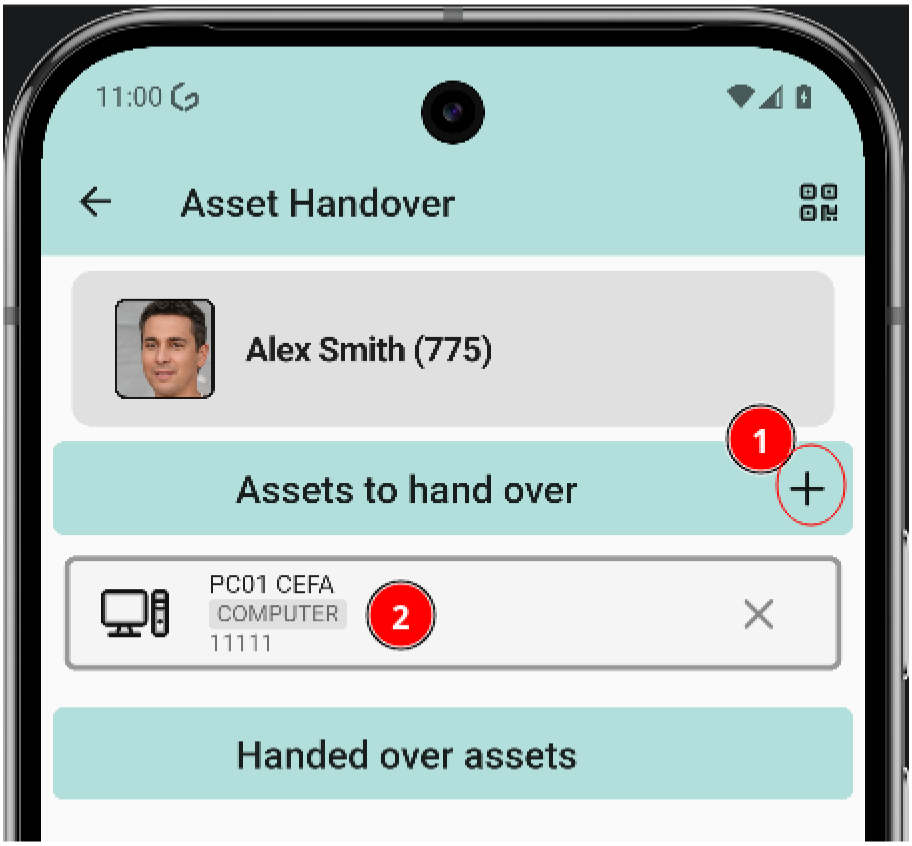
The screen offers two options: **Read QR code** and **Select user**. This guide covers the **Select user** flow.

3. Select the user



The user list opens. Tap the user who receives the asset. In the example, **Alex Smith**.

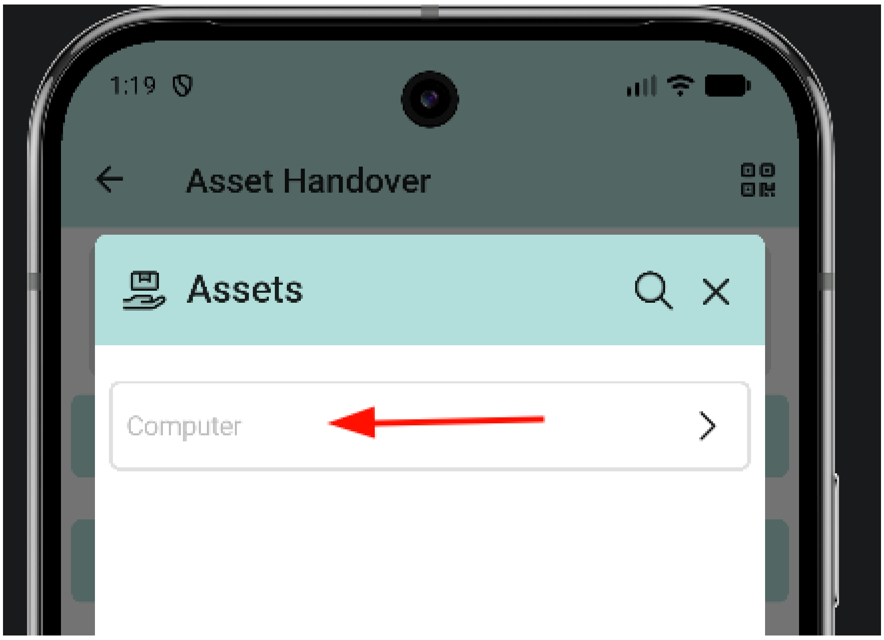
4. Read and assign from the user profile



Tapping a user opens their profile, where the assets of that person can be read and new ones can be assigned. Two actions are available:

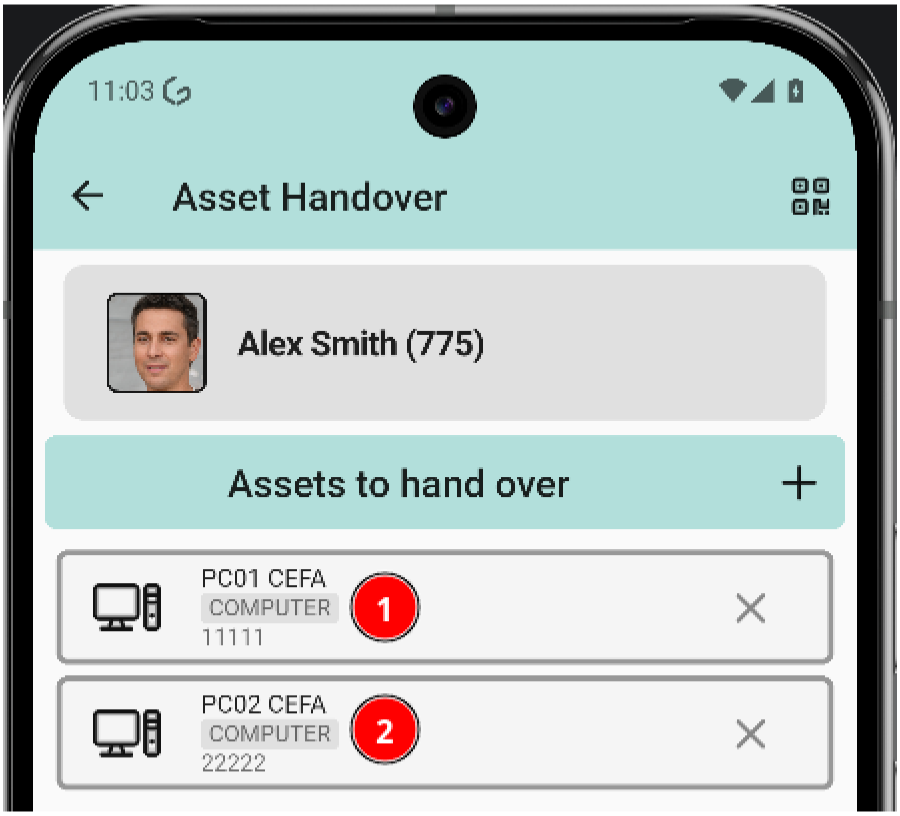
1. **Add new assets** opens the asset list to assign a new asset.
2. **Asset list** shows the assets the user already has.

5. Pick the asset



The asset list opens with the available assets. Tap the asset to assign.

6. Asset added



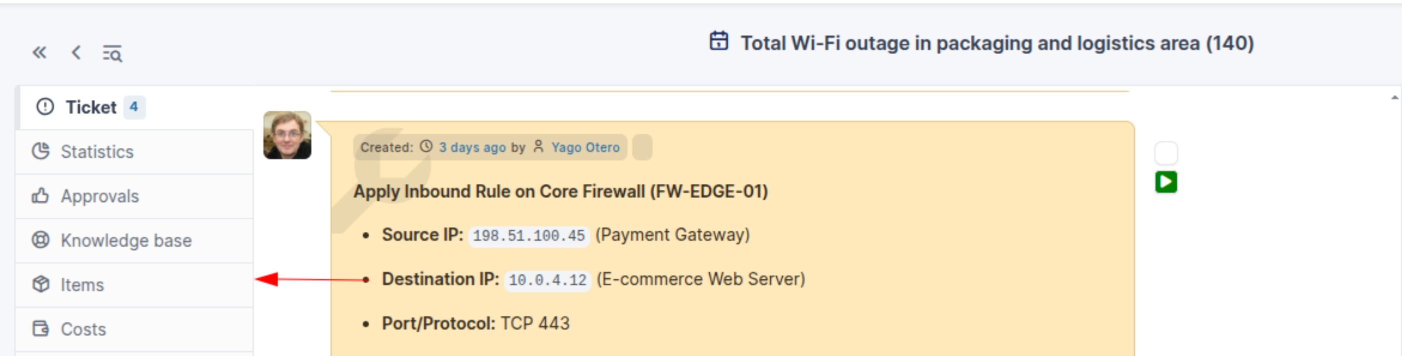
Back in the user profile, the asset list shows the previous asset and the newly assigned one.

Assign an item to a ticket

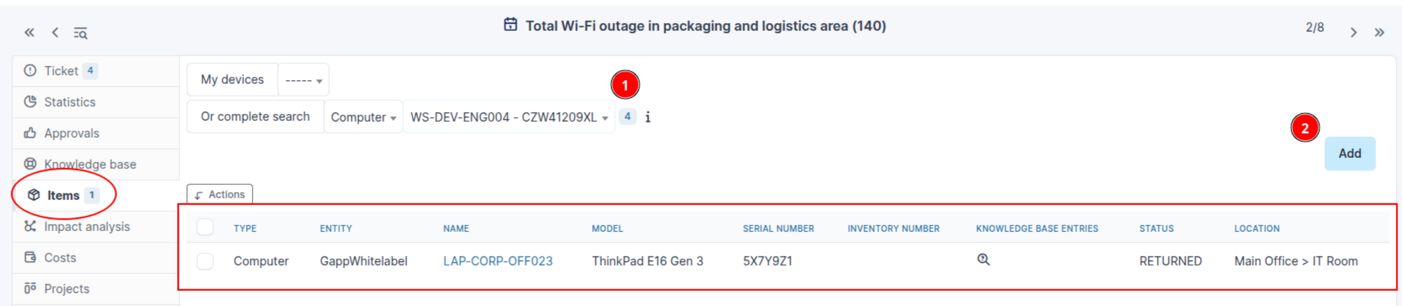
Items are assigned to a ticket from the GLPI web interface. Once linked, they appear in the **Items** tab of the ticket inside the app.

Link an item from GLPI

Open the ticket in the GLPI web interface and switch to the **Items** tab.

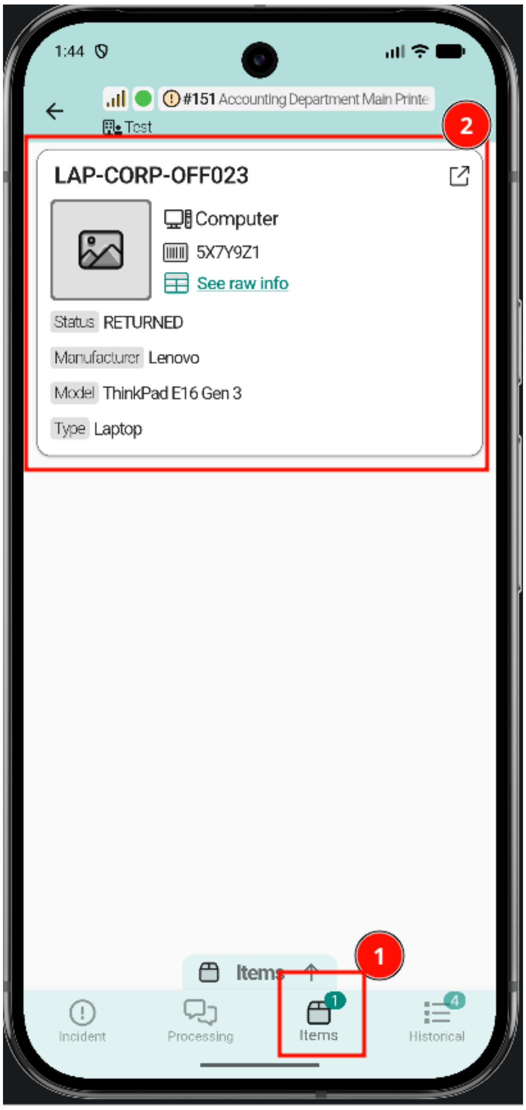


Select the item type and the device, then click **Add**.

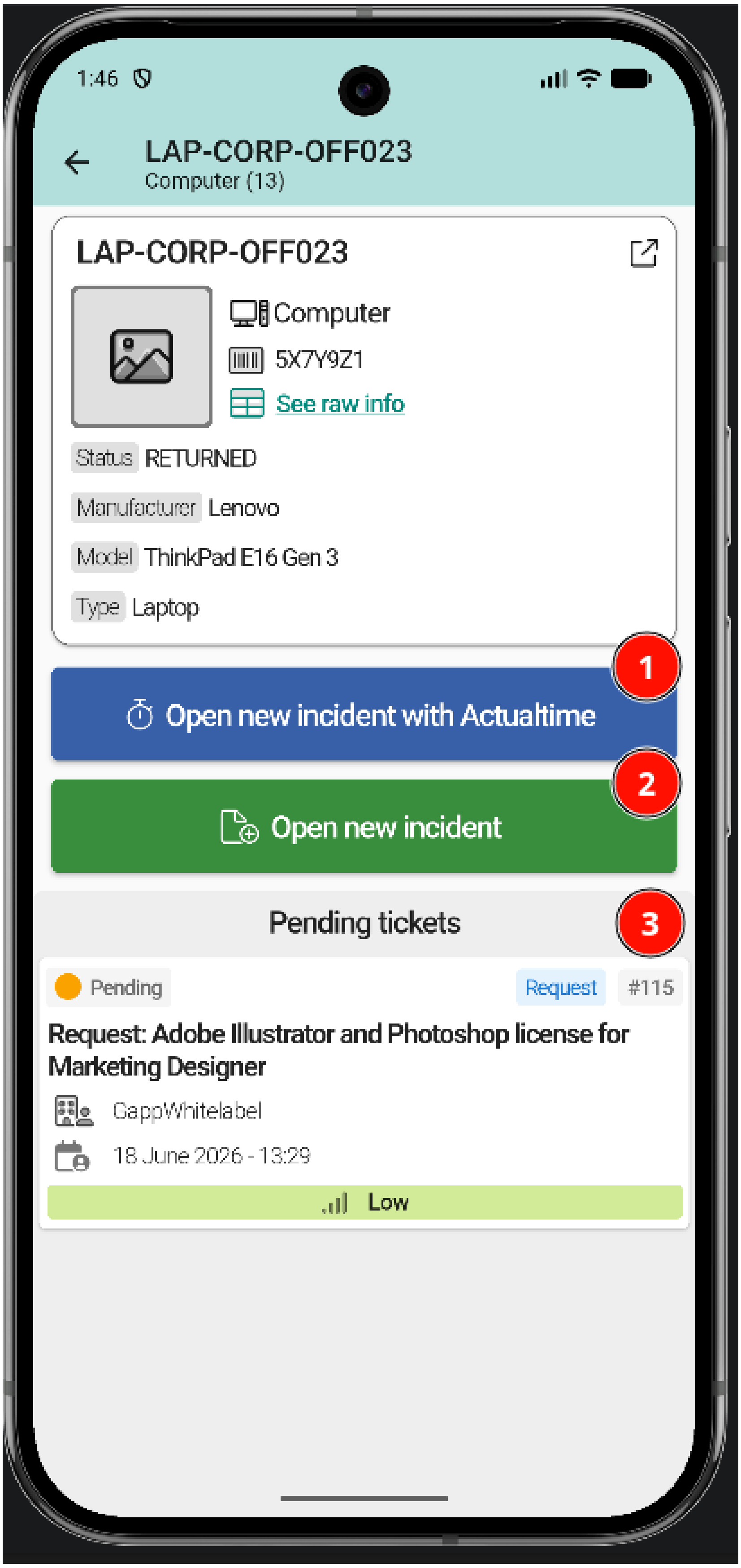


View items in the app

Once the item is linked, it shows up in the **Items** tab at the bottom of the ticket detail screen.



Tapping an item opens its full detail: raw information, linked tickets, and available quick actions.


1:46
LAP-CORP-OFF023
Computer (13)
LAP-CORP-OFF023
Computer
5X7Y9Z1
See raw info
Status RETURNED
Manufacturer Lenovo
Model ThinkPad E16 Gen 3
Type Laptop
1
Open new incident with Actualtime
2
Open new incident
Pending tickets
3
Pending
Request
#115
Request: Adobe Illustrator and Photoshop license for Marketing Designer
CappWhitelabel
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Geolocation

Geolocation

New Page

Enable user geolocation ℹ No