

# FAQs

## HealthSuite 10.9.1 | AllocateMe

Question	Answer
It takes a while to load or reload the app. Is there a problem?	AllocateMe sometimes take a while to load as it retrieves a substantial amount of data. If you have a poor internet connection, AllocateMe takes longer to load. Please be patient.
How do I view my roster?	Tap the View Roster bar. By default , the roster is set to Future. This allows you to see upcoming duties. To see past duties, change the setting to History.
How do I sign out of and back into the app?	Tap the menu icon on the Home Screen, then tap Sign Out. Alternatively, full close the app and re-open the app.
How do I reset my password?	Log out of the app. Tap Reset Password. On the Forgot Password page, enter your email address, then tap Submit. AllocateMe sends you an email. In the email, tap Reset Password. AllocateMe returns you to the app. Type a new password. Tap Sign In. You should be up and running again.  <b>Note</b> Passwords must contain at least eight characters, at least one upper case character, and at least one number.
How do I view my updated roster?	Swipe down the top of View Roster to reload the roster.

Question	Answer
Does the app work offline?	No. AllocateMe requires an internet connection.
I forgot my password. What should I do?	Log out of the app. Tap Reset Password. On the Forgot Password page, enter your email address, then tap Submit. AllocateMe sends you an email. In the email, tap Reset Password. AllocateMe returns you to the app. Type a new password. Tap Sign In. You should be up and running again.  Passwords must contain at least eight characters, at least one upper case character, and at least one number.
When I click on View Roster nothing shows	Your roster may need to be approved before it will show in your view. Speak to your manager to understand the timescales surrounding this

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How is AllocateMe different to EmployeeOnline & Medic Online?	EmployeeOnline is a web-based platform that you can access from a computer or a mobile device. AllocateMe is an interactive mobile app that communicates with the end user.
Can I access AllocateMe via my computer?	Yes. Navigate to <a href="http://www.allocate-me.com">www.allocate-me.com</a> to access AllocateMe from a computer.
What is Share App?	Tap Share App to share a link to download AllocateMe to social network platforms, including Facebook and Twitter.
AllocateMe displays an initialization error. What does this mean?	You can uninstall and reinstall the app as often as you want. Navigate to Apple App Store or Google Play to reinstall the app. This does not affect your account or login details. Use the same login details as before to access the app.
Can I use AllocateMe on more than one mobile device?	Yes. Use the same username and password.
My app is frozen. What should I do?	Close and re-open the app. . If the problem persists, uninstall and reinstall the app.
What is AllocateMe?	AllocateMe is an interactive mobile application from which you can view your personal roster and make requests for leave.
Does Allocate Software care what I think?	Yes. We are keen to receive your feedback on the app. Please submit an app review on either Apple App Store or Google Play.

Question	Answer
Why is AllocateMe replacing Employee & Medic Online Mobile?	Users expect to use an app for most daily activities. Work is no different. It is quicker and easier for Allocate Software to update, maintain and improve AllocateMe. This results in a better experience for end users.
How do I add annual leave?	Tap the Leave bar and tap Add. Type the Start Date and End Date, select the Reason you want, then tap Submit Request. AllocateMe displays a confirmation message.
How do I change or amend annual leave?	You cannot amend annual leave. Instead, cancel the episode of annual leave. Tap the Episodes bar. Tap the relevant episode of annual leave, then tap Delete.
How do I know my manager has approved my annual leave?	Tap the Episodes bar, then tap the relevant episode of annual leave. AllocateMe displays the status of the annual leave.
How do I go back to the Home page?	Tap on the Home icon.
I uninstalled the app, but I want to use it again. What do I do?	You can uninstall and reinstall the app as often as you want. Navigate to Apple App Store or Google Play to reinstall the app. This does not affect your account or login details. Use the same login details as before to access the app.
Can I use Employee & Medic Online Mobile and AllocateMe at the same time?	We strongly recommend that you do not do this. Once you set up AllocateMe, uninstall EmployeeOnline Mobile from your device.
How can I see duties I worked in the past?	Navigate to View Roster and scroll back through your history.
I've heard of Swaps, Timesheets and Expenses. Why can't I see these in AllocateMe?	These functionalities might not be applicable to your trust, or your trust might not have adopted them yet.