

Support Information

If you require assistance with the Field Technician App, please contact the support team.

Email: support@acclerotech.com

Support Hours:

Monday – Friday

9:00 AM – 6:00 PM (UTC)

Information to Include in Support Requests

Please provide:

- Organization name
- Application version
- Description of the issue
- Screenshots if applicable

APP Troubleshooting:

Login Issues

Problem: Unable to sign in

Possible causes:

- Incorrect credentials
- Missing user permissions

Solution:

- Verify account access
- Contact administrator

Data Sync Issues

Problem: Work order updates not syncing

Possible causes:

- Internet connectivity issue
- Backend service delay

Solution:

- Refresh application
- Re-login to the app

Performance Issues

Problem: Application loading slowly

Possible causes:

- Large data load
- Network latency

Solution:

- Clear application cache
- Check network connectivity

FAQ:

Who can use this application?

The application is designed for field technicians, dispatch teams, and service administrators.

Can the app work offline?

Yes, technicians can update job details offline and synchronize once connectivity is restored.

Can the app integrate with existing systems?

Yes. The app supports integration with enterprise platforms through APIs and data connectors.

How are work orders assigned?

Dispatchers or administrators can assign work orders through the application dashboard.