1. Will the app use a lot of data? No
2. Does it use a lot of battery? No
3. What do I do if my battery dies? You can request a signature when your phone is charged in the same way you request a signature for a remote session.
4. Can I use a paper time sheet in an emergency? No as this will affect your student’s total hours and could impact on your pay.
5. What is the difference between new appointment, rebook, cancel?
* BOOK - ‘NEW APPOINTMENT’ = Booking a new appointment
* REBOOK = Use if you need to change the date or time of the session because you can’t make the session, or the student HAS given you 24 hours’ notice
* CANCEL SESSION = Use if the student does not give you 24 hours-notice and you are still claiming for the session. Please remember to put the reason in the notes section. Please put ‘**no reason given’** if you are not given one, do not leave it blank.
1. Can you book a session from a completed session? No, you need to book a new session before you sign off and complete the session you’re in other wise the student will disappear off your app.
2. What do I do if my student does not want to book another session? Book one provisionally for 2 weeks’ time and advise them you will check in with them 2 days before the booking to confirm. If they don’t book a session they will drop off the system.
3. What if I am doing a Skype session? You can request a signature via the app.
4. Can I book a half hour session? Yes, but that is the minimum.
5. Will the app track my location? Yes, but only when you are using the app, we need it to do this as part of our lone working policy.
6. Who are the Wyvern GPS Office Geniuses? Felix Omari, Laura Truman, Nikki Jiggins, Laura Cook – we can help you with any technical app related questions on a day to day basis.
7. How do I sign into the app? There are 3 boxes, in the first one please enter the server details LSC.wyverncloud.co.uk. then your email address and your password. Felix will email you your password.
8. Are the email booking confirmations generated from my email? Yes, they all come from the email you sign in with.
9. Will pay period change now we don’t have to submit timesheets? No, it remains the same.
10. My app keeps crashing? You may need to download the latest update
11. I am trying to get the signature part of the timesheet done but my app has crashed? Try putting it in aeroplane mode as the internet settings on your phone could be slowing this down.
12. The student has disappeared from my app, why has this happened? You always need to have a ‘live’ appointment. If you rebook / cancel an appointment
13. How do I know if a student has signed when I request a signature? You don’t, but we will be checking daily and if the student hasn’t signed we will notify you as this will affect your payment
14. My new session is not appearing in my booked session? Be patient sometime sit can take up to 45 minutes.