

WHAT IS AUTO-ARRIVAL?

A guide to using Auto-arrival

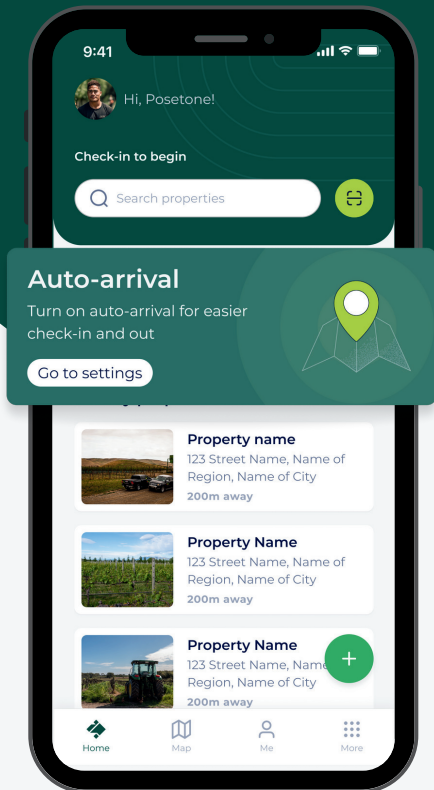
Auto-arrival is an optional setting you can turn on in your Onside app

When you arrive at a property's boundary, you'll get a notification that prompts you to check-in on the Onside app. When you leave, you'll be automatically checked out

It also sends a notification to the property admin to let them know that you've arrived

HOW TO

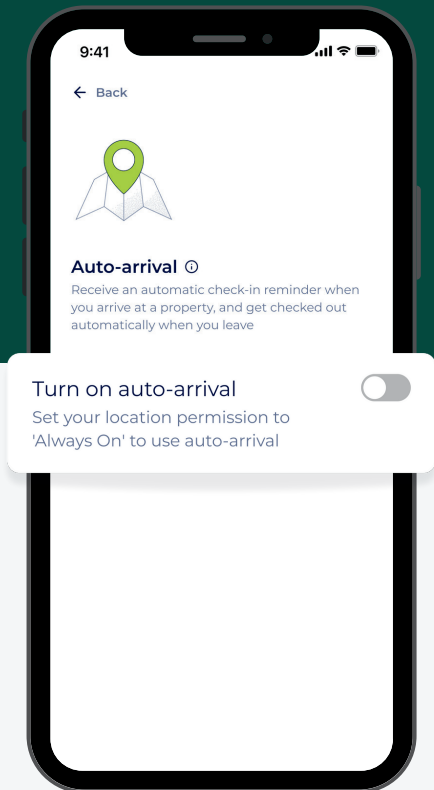
Turn on Auto-arrival



1

HOME SCREEN

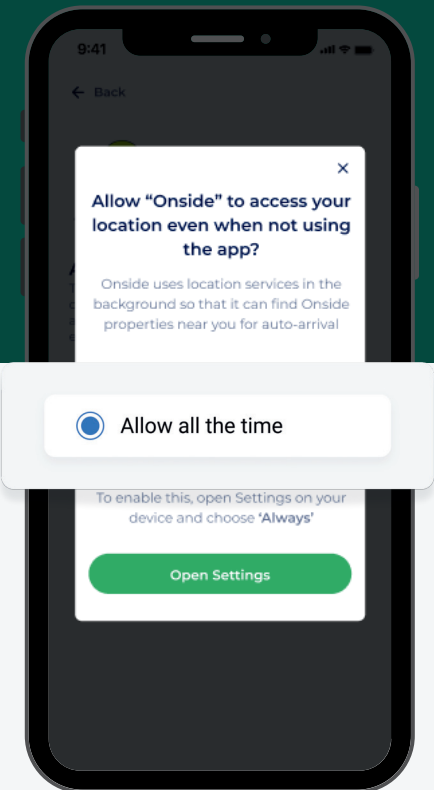
Click the green 'Auto-arrival' section to go to the settings page



2

TURN ON AUTO-ARRIVAL

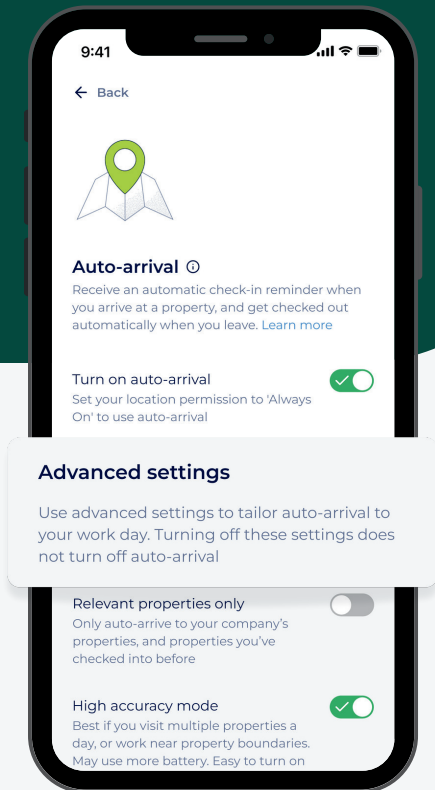
Turn on the toggle to enable auto-arrival



3

LOCATION SERVICES

To use auto-arrival, make sure your location services for Onside are set to "Allow Always"



4

ADVANCED SETTINGS

Personalise your experience by choosing from the advanced settings

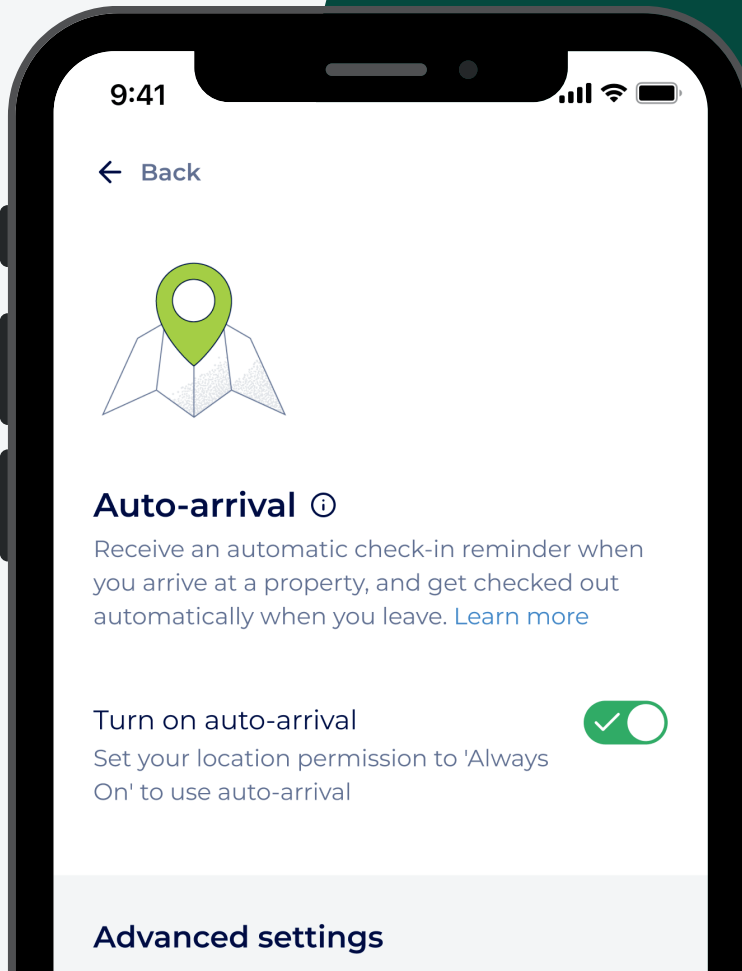
An introduction to Advanced settings

RELEVANT PROPERTIES ONLY

This setting only auto-arrives you at properties you've checked into before, or properties your company owns

So if you drive near the boundary of other properties, you won't get arrival notifications

You can still check-in to new properties from your app, then they will be included in your **relevant properties** for next time



Relevant properties only

Only auto-arrive to your company's properties, and properties you've checked into before



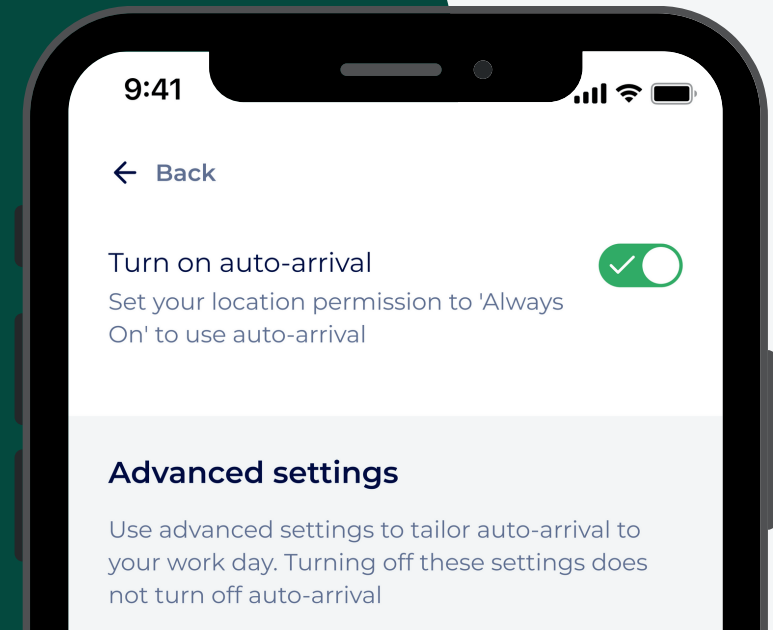
HIGH ACCURACY MODE


This mode uses your location more often, to give you more accurate arrival and departure notifications

High accuracy mode can be resumed and paused from your home screen throughout the day

Best suited for when you're visiting multiple properties in a day, or are working near property boundaries

Note: This mode may use more battery, so we recommend this setting if you can charge your phone during the day (i.e. in a car)



High accuracy mode 

Best if you visit multiple properties a day, or work near property boundaries. May use more battery. Easy to turn on and off



Auto-arrival

High accuracy





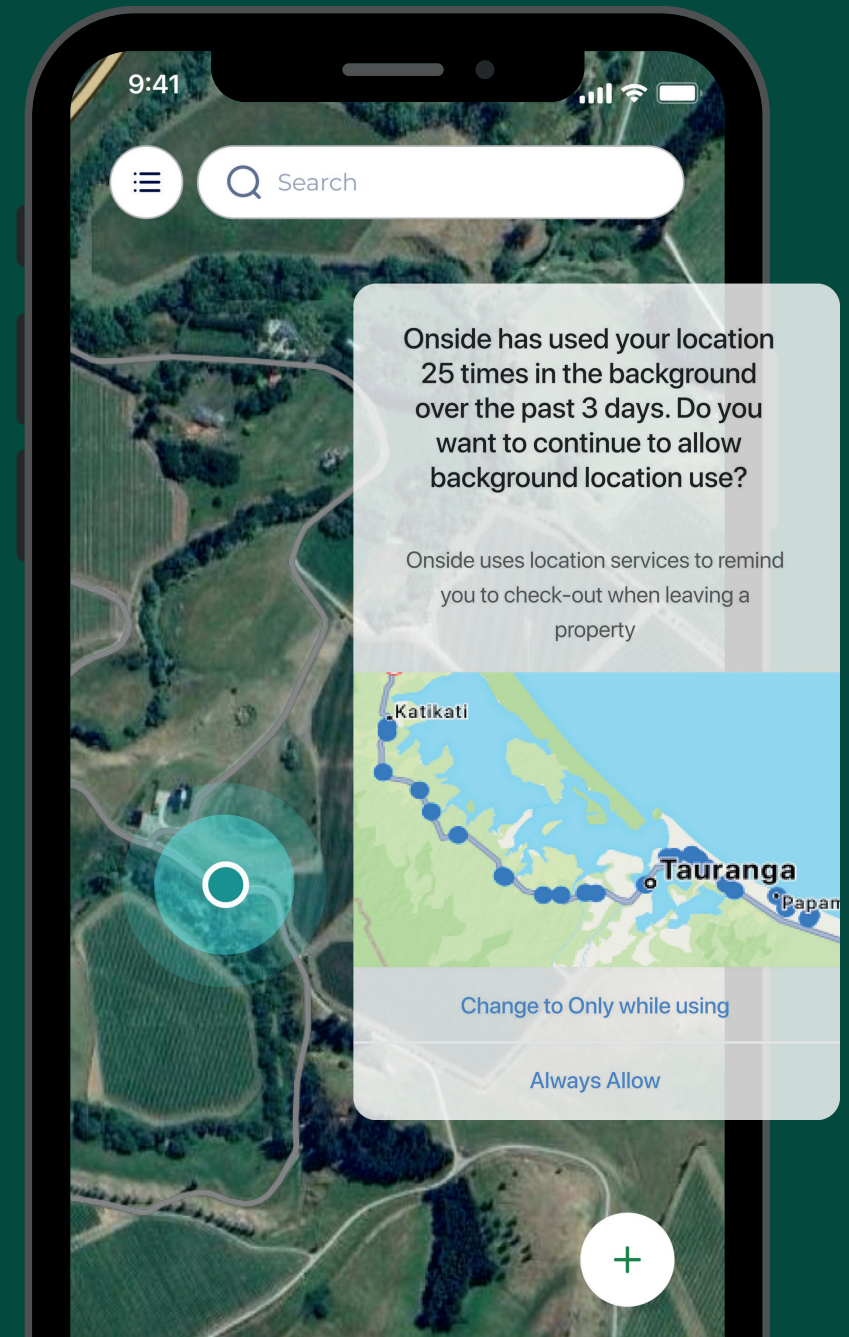
Auto-arrival common questions

Can other people see my location?

No - no one else can see your location

Onside uses your phone's location services to detect whether you are on a property that's been mapped in Onside. This information is stored on your phone only, and is not reported in Onside, to your company, or anywhere else

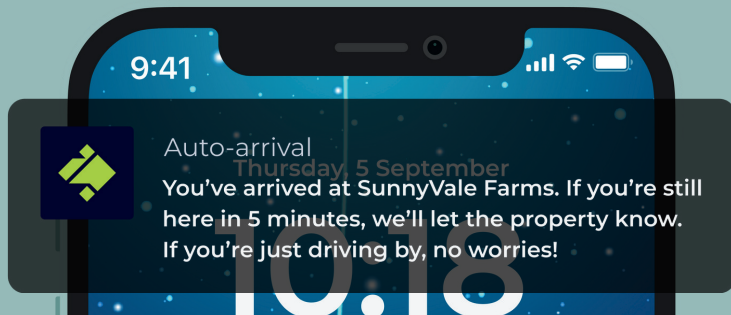
You can also see where you are on the property map as a blue dot. You are the only one who can see this





If I auto-arrive at a property I'm just driving past, does the property get notified?

No, there is a 5 minute window from when you get an auto-arrival notification. If you are not on that property after 5 minutes, the property admin is not notified



Does auto-arrival drain my phone battery?

For the average Onside user, it may use around 5% of your battery. You can check how much battery Onside uses in your phone's settings

If you choose to use the new high accuracy mode, it will increase your battery usage. We recommend this setting if you can charge your phone during the day

Resources



HELP CENTRE

Head to info.onside.co.nz/knowledge to view the library of help information



LIVE TRAINING

Join a weekly training webinar with one of our product specialists
getonside.com/support/webinars



VIDEO TUTORIALS

Learn at your own pace by watching these tutorials info.onside.co.nz/onside-u



CONTACT SUPPORT

Email our team anytime at support@onside.co

