# Expenses Mobile - User FAQs

Where can I download Expenses Mobile for my device?

For information on downloading Expenses Mobile for each of the supported operating systems (iOS and Android), visit Expenses Mobile - Download Instructions.

## Upgrading

How do I know when you have released a new update to the app?

You will be notified of any available update to Expenses Mobile through the app store, as you would with most apps on your mobile device.

Which countries is the app available in?

Expenses Mobile is available to download in all countries.

## Features

How do I log in for the first time?

Open the Expenses Mobile app on your device and then enter the same credentials which you use to log on to the web version of Expenses (Company ID, Username and Password).

When I add expenses, do I need to reconcile and submit on the web version?

No, you no longer need to sync your mobile expenses and reconcile them on the web version of Expenses. Expenses Mobile supports the full expense claims process from creating and submitting a claim through to approval and allocation for payment.

Can I reset my password from the app?

Yes, the Change My Details page within the app will allow you to change your

password.

## Can I view our company policy through the mobile app?

Yes, your company policy can be viewed on Expenses Mobile by logging into the app and then navigating to **More | Company Policy**.

## Can I see my previous claims via the mobile app?

Yes, when you log into the Expenses Mobile app you will be directed the My Claims screen. From there, you can access your Current Claims, Submitted Claims and Previous Claims - including any associated Claim History.

## Is the Delegate functionality available in this version of Expenses Mobile?

Unfortunately not, however this feature is planned for a future version of Expenses Mobile.

## Can you use a mixture of GPS and entering a mileage expense manually?

Yes. You can record a journey using the GPS feature and then add it to your claim where you will be able to further tweak the mileage expense. For more information, view Record a Journey.

## How do I add receipts?

Receipts can be uploaded to your Receipt Wallet before adding an expense. For more information, view Mobile - Add an Expense using Receipt Scan.

Alternatively, receipts can be uploaded when adding an expense to a claim or to an existing expense retrospectively at a later date. For more information, view Mobile - Add an Expense without using Receipt Scan.

## Can pdf or other document types be uploaded from Expenses Mobile as receipts?

When adding a receipt to your Receipt Wallet, a new photo must be taken

using your mobile device's camera.

When adding a receipt to an existing expense, you can also use receipt images from the gallery on your mobile device. Currently only standard image formats such as .jpg and .png can be uploaded as receipt images.

Why can't I see the 'Log Mileage' option on the login page?

In order to use the 'Log Mileage' feature, you will need a 'Default Mileage Item' selected. For more information, view Change your Default Mileage Item.

# Costs/Data Usage

How much will the app cost?

The Expenses Mobile app is free to download. If used when not connected to Wi-Fi, you may incur data usage charges. You need to check the tariff you have with your mobile service provider.

Will the app use my data allowance?

If you are not connected to Wi-Fi, Expenses Mobile will use your mobile data allowance.

How much mobile data will Expenses Mobile use?

This figure will vary for every user depending on how they use Expenses Mobile. The biggest contributor to high data usage within Expenses Mobile is uploading of receipt images. Aside from this, mobile data usage is relatively low for general use of Expenses Mobile.

Can I just use Wi-Fi, so I do not use my own data?

Yes, it is possible to use just Wi-Fi as, when connected, Expenses Mobile will not use your mobile data allowance. However, if for some reason you were unable to connect to a Wi-Fi signal, you would be required to use your mobile data.

Can I use the app offline?

No, Expenses Mobile is constantly communicating with the web version to keep all the information within Expenses up to date. Therefore, you must be connected to the Internet in order to use Expenses Mobile.

How much free space will I need on my device to install Expenses Mobile?

The free space required in order to download and install Expenses Mobile varies between the operating systems. The approximate amount of free space required:

- iOS - 40MB free space required.
- Android - 60MB free space required.

## Security

Why is the fingerprint access removed when a password is changed?

This is an extra security step which occurs when a user changes their password.

What happens if I lose my phone? Will Expenses Mobile keep me signed in?

Expenses Mobile uses the same session timeout as the web version of Expenses, which will log you out of the app once the allotted time has expired. If you have the Remember Details option active, the app will only remember your Company ID and Username, therefore a password must be entered to regain access.

What data do you store on the phone?

- Company ID and Username (if Remember Details is activated).
- Login PIN (if configured).
- Unsaved mileage journeys. This also includes related journey information such as addresses, passengers and heavy/bulky equipment.
- Receipt images.