Expenses Mobile - Admin FAQs

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Upgrading/Configuration

As an organisation, how do we configure our system for Expenses Mobile?

Expenses Mobile is automatically enabled for all organisations. All your claimants need to do is download Expenses Mobile from their app store and then login using the Selenity Expenses credentials. For more information, view Download Expenses Mobile.

Who supports Expenses Mobile if our users are having problems?

Your organisation's level of support will be exactly the same as with the web version of Selenity Expenses. Documentation is available for Expenses Mobile within Knowledge.

Can an administrator use Expenses Mobile to perform admin duties such as unlocking accounts?

This version of Expenses Mobile covers the full claims process. In order to change any administrative settings, an administrator will still be required to log on to the web version of Selenity Expenses.

Can the colours of the app be tailored?

The colours within Expenses Mobile follow the mobile platform standards set by each operating system and therefore cannot be tailored.

Does Single Sign-On work with Expenses Mobile?

No, Single Sign-On does not work with Expenses Mobile currently. For organisations which currently use Single Sign-on and who are concerned that their employees do not know their logon credentials, you can use the following method:

- Communicate to your employees that they can be reminded of their

logon details and reset their password using the Forgotten Details feature on Expenses Mobile.

Features

Does Expenses Mobile use OCR (Optical Character Recognition)?

Yes. Receipt Scan is our mobile OCR technology which automatically captures details from your 'Receipt Wallet' images and allows you to add an expense quickly with these details populated. For more information, view Mobile - Receipt Scan - Feature Overview.

Will claims submitted and approved using the app be included in payment files?

Yes. Whenever a claim is created, submitted and approved, it will automatically update the web version of Expenses and therefore be included in payment files.

We have a GreenLight Form configured within Expenses. Will this work on Expenses Mobile?

GreenLight is not available within Expenses Mobile. When use of GreenLight functionality is required, a user will need to access the web version of Expenses.

Are Broadcast Messages available?

No, not with the current version of Expenses Mobile.

Will we be able to report on how many users are using the app?

Not currently.

Costs/Data

How much will Expenses Mobile cost?

We want to actively encourage as much use of Expenses Mobile as possible.

Therefore, the app is completely free to download on each of the supported operating systems. If used when not connected to Wi-Fi, you may incur data usage charges from your mobile service provider.

Security

What data is stored on the phone?

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

What do I do if a user's device is lost, stolen or believed to be compromised?

Expenses Mobile uses the same session timeout as the web version of Selenity Expenses, which will log a user out of the app once the allotted time has expired. Once this has occurred, the app cannot be accessed again without the user's credentials.

What method is used for data transfer?

All data transfer is done over HTTPS.

What information is downloaded at login?

When a user logs in to Expenses Mobile, certain information and settings are downloaded so that when using the app during that session, it will load more quickly. However, because this information is stored until the user logs out of Expenses Mobile, changes made within Administrative Settings will not be reflected during the user's session. The user will be required to log out and back into Expenses Mobile in order to experience these changes.

A list has been provided below to show which information and settings are downloaded upon login to Expenses Mobile:

- General Options
  - Whether the 'Allow multiple destinations' option is enabled

- Whether the 'Employees can only enter a single claim at a time' option is enabled
- Whether the 'Receipts can be uploaded to expense items' option is enabled
- Whether bank accounts are mandatory
- Whether the 'Allow claimants to add manual addresses' option is enabled
- Whether 'Enforce naming of addresses' is mandatory
- Whether the 'Users may edit their own personal details' option is enabled
- Whether the 'Users can notify administrators of change of details' option is enabled
- Whether the 'Allow employees to add new vehicles option' is enabled
- Whether the 'Activate vehicle when employee adds own' is enabled
- Whether the 'Allow employees to select vehicle journey rate categories' option is enabled
- Whether the 'User can specify start date when adding own vehicle' option is enabled
- Whether the 'Start date when adding own vehicle is mandatory' option is enabled
- Whether the 'Allow approvers to see claimant home address' option is enabled
- The Home Address keyword which has been configured
- Whether the 'Use date of expense for duty of care checks' option is enabled
- Cost Code breakdown settings

- User Details
  - If the user has access to Check & Pay
  - If the user has a credit card configured within Expenses
  - If the user has a purchase card configured within Expenses

- All Cost Codes, Project Codes and Departments
- All Filters Rules

- All Allowances
- All Expense Items
- All Expense Categories