Mobile - User FAQs

Where can I download Assure Expenses Mobile for my device?

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

Upgrading

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

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

Which countries is the app available in?

Assure Expenses Mobile is available to download in all countries.

Features

How do I sign in for the first time?

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

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

No, you can do all of this on your app. Assure 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. Tap the **Navigation Menu** AE and then navigate to **My Profile** | **Change My Password**.

Can I view our company policy through the mobile app?

Yes. Your company policy can be viewed on Assure Expenses Mobile by tapping the **Navigation Menu** AE and then navigating to **My Profile** | **My Company Policy**.

Can I see my previous/approved claims via the mobile app?

Yes. Tap the **Navigation Menu** AE and then tap **Approved Claims**.

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

Yes. You are able to sign in as a 'Named Delegate' if another user has set this up. This can be done by tapping the **Navigation Menu** AE and then tapping **Delegate Sign-in**.

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

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

How do I add receipts?

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

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 - Manage My Expense Receipts

Can PDF or other document types be uploaded from Assure Expenses Mobile as receipts?

Yes, you can add PDF receipts to your 'Receipt Wallet' when using the 'Email-in' feature. The pages of your PDF receipt will automatically be converted to an image file and added as a receipt to your 'Receipt Wallet'.

Costs/Data Usage

How much will the app cost?

The Assure 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, Assure Expenses Mobile will use your mobile data allowance.

How much mobile data will Assure Expenses Mobile use?

This figure will vary for every user depending on how they use Assure Expenses Mobile. The biggest contributor to high data usage within Assure Expenses Mobile is uploading of receipt images. Aside from this, mobile data usage is relatively low for general use of Assure 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, Assure 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, Assure Expenses Mobile is constantly communicating with the web version to keep all the information within Assure Expenses up to date. Therefore, you must be connected to the Internet in order to use Assure Expenses Mobile.

Security

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

Assure Expenses Mobile uses the same session timeout as the web version of Assure Expenses, which will sign 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).
- Sign-in PIN (if configured).
- Unsaved mileage journeys. This also includes related journey information such as addresses, passengers and heavy/bulky equipment.
- Receipt images.