



STAFF INSTALLATION GUIDE

Get Philox Pulse on your phone

Pulse is the app you use on shift — your roster, cleaning worklist, audits, courses and toolbox talks. It is **not** in the App Store or the Play Store. You add it to your phone from Safari or Chrome, and it takes about two minutes.

silvans.pulse.philox.com.au



iPhone: page 2 · Android: page 4

You need your email and password — the same ones in your Pulse email.

iPhone: put Pulse on your phone

Use **Safari**. Not the App Store — there is nothing to download.

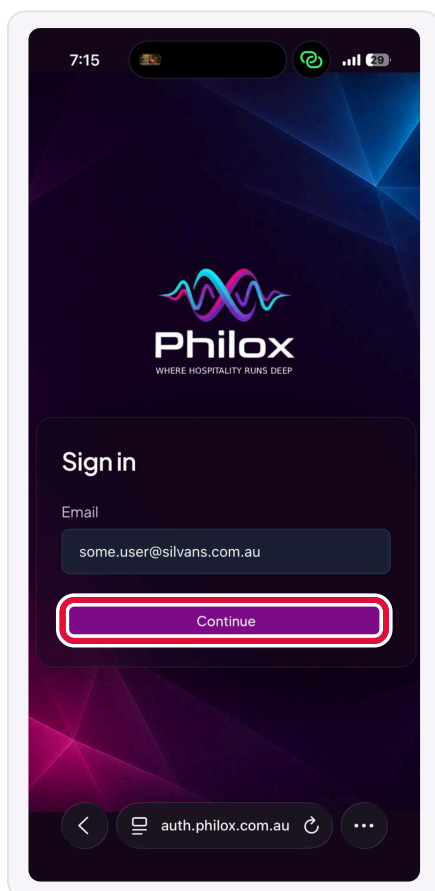
1

Open **Safari** (the blue compass). Tap the address bar, type this, and tap **Go**:

silvans.pulse.philox.com.au

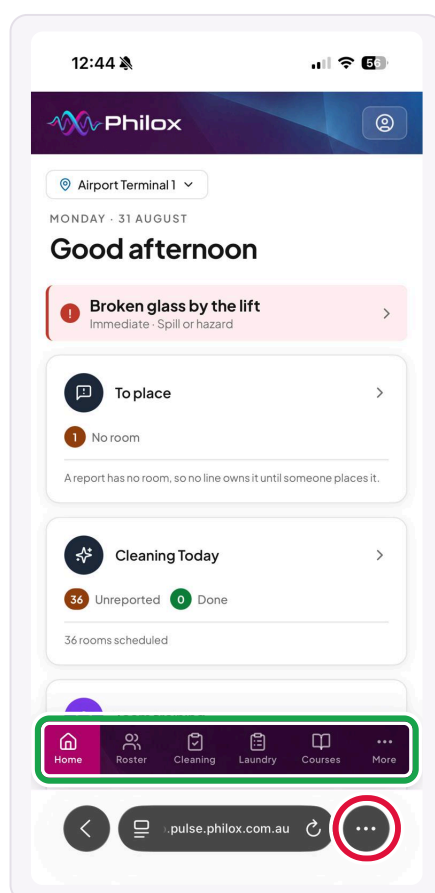
2

Sign in with your **email** and **password**.



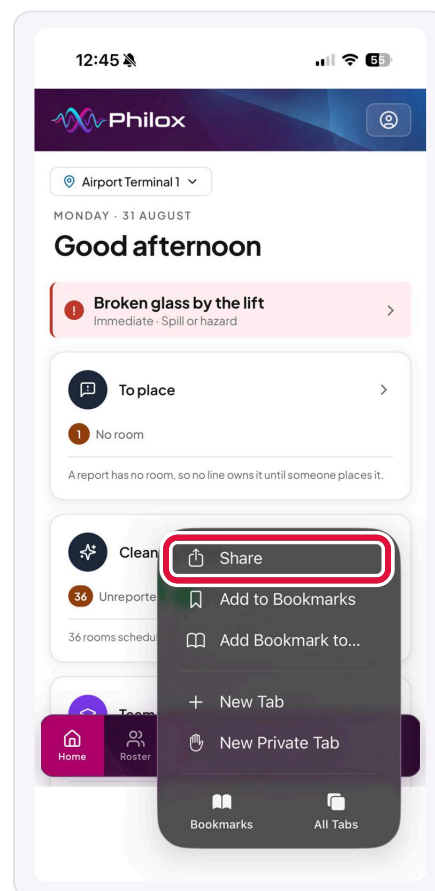
3

See **Home, Roster, Cleaning?** You are in. Now tap ...

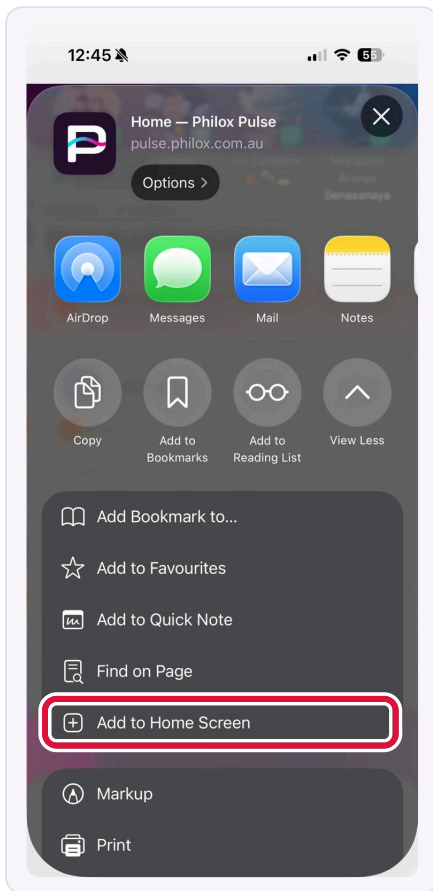


4

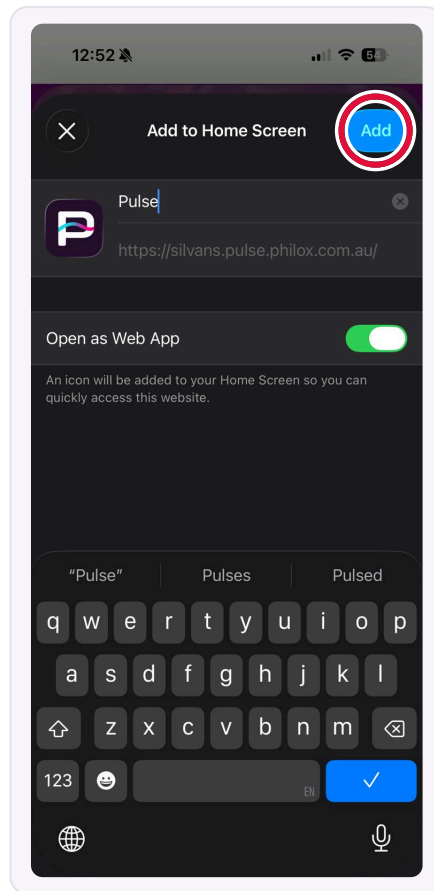
Tap **Share**



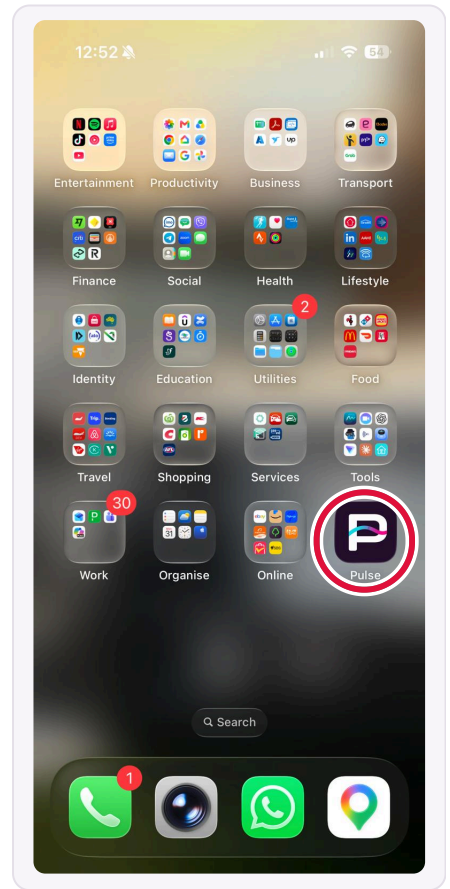
5 Scroll down. Tap **Add to Home Screen**



6 Tap **Add**



7 Done! Pulse is with your apps. **Always open Pulse from here.**



Step 3 looks different? On an older iPhone, tap the Share button ↑ at the bottom, then go to step 5.

Stuck? Show this page to your manager. Next: turn on notifications, page 5.

Android: put Pulse on your phone

Use Chrome. Not the Play Store — there is nothing to download.

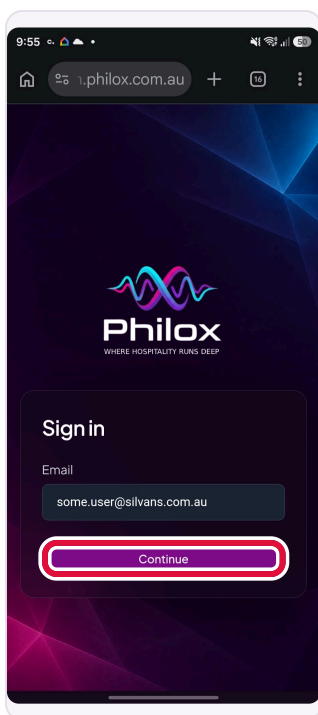
1

Open **Chrome**. Tap the address bar at the top, type this, and tap **Go**:

silvans.pulse.philox.com.au

2

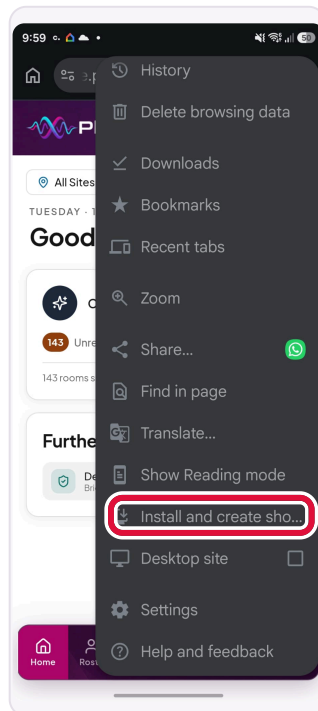
Sign in with your **email** and **password**.



3

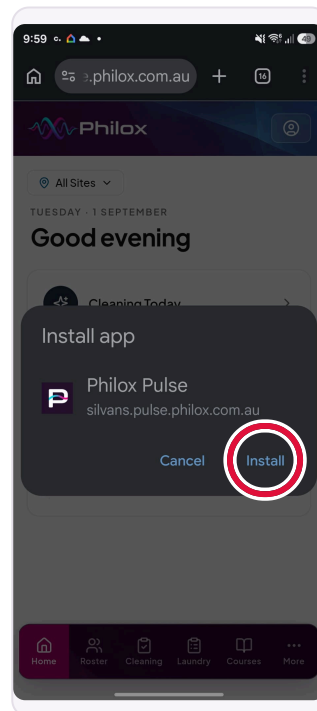
Tap **:** at the top right. Tap **Install**.

It may say "Install and create shortcut", "Install app" or "Add to Home screen".



4

Tap **Install**



5

Done! Pulse is with your apps. **Always open Pulse from here.**



Samsung phone? Use **Chrome**, not Samsung Internet — the buttons are different.

No Install in the **: menu?** Pulse is probably on your phone already. Look with your apps.

Stuck? Show this page to your manager. Next: turn on notifications, page 5.

NEXT · IPHONE AND ANDROID

Two settings you must turn on

Do both of these **from the installed Pulse icon**, not from a browser tab.

1

Turn on notifications

So you are told when work is assigned to you, and when something is overdue.

1

Open Pulse from its icon

Not from Safari or Chrome. On an iPhone this is the difference between notifications working and not existing at all.

2

Open Settings

Tap your name in the top right of the Pulse header, then tap **Settings**.

3

Find the Notifications row and tap Off

The button on the right of the row reads **Off**. Tap it.

4

Choose Allow

Your phone asks whether Pulse may send you notifications. Tap **Allow**. **iPhone — read before you tap:** if you choose Don't Allow, iOS never asks again and will not list Pulse under Settings → Notifications. The only way back is to remove the icon and add it again.

5

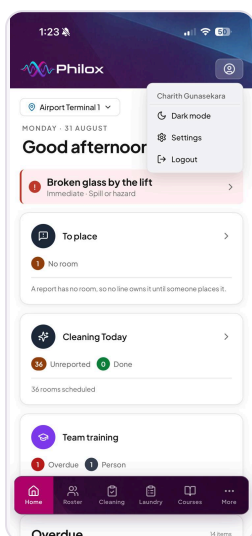
Check the row now reads On

A new **Test notification** row appears underneath it.

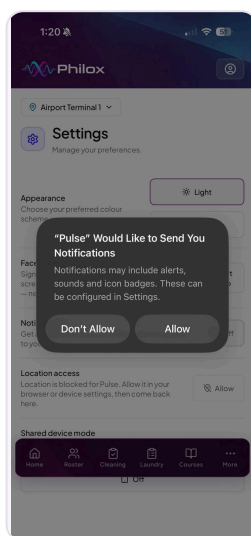
6

Send yourself a test

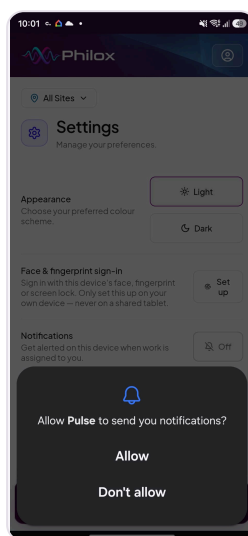
Tap **Send**. A notification should arrive within a second or two. If nothing appears, alerts are switched off for Pulse in your phone's own settings.



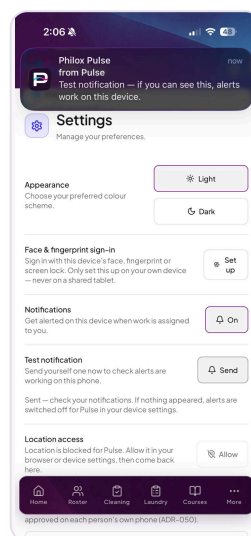
Step 2
Your name → Settings



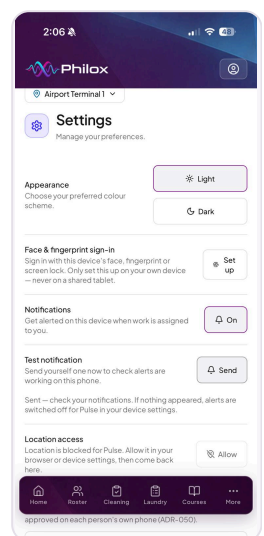
Step 4 · iPhone
Tap Allow



Step 4 · Android
Tap Allow



Step 5
Now reads On



Step 6
The test arrives

2 Allow location access

So clocking on and geofenced audits do not stop to ask while you are mid-job.

Clocking on and geofenced jobs have to confirm you are on site. **The two phones ask differently**, so this and the next page cover one each. Both finish in the same place: **Location access** in Pulse Settings reading **On**.

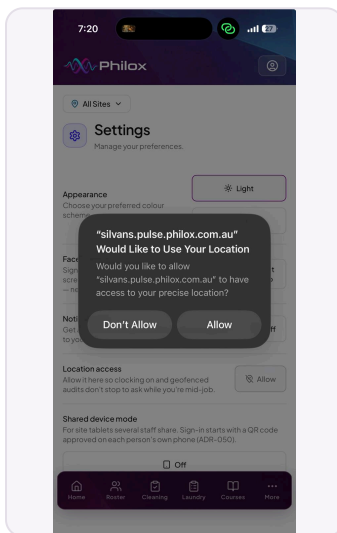
iPhone & iPad Your phone asks once, on its own

1 Tap Allow when the prompt appears

It comes up shortly after you first open Pulse — you do not go looking for it, and it names the address rather than the app. **Answer carefully: your iPhone only asks once.**

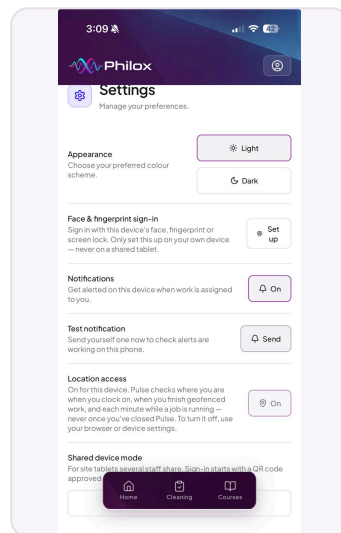
2 Check Settings afterwards

Your name in the top right → **Settings**. **Location access** should read **On**. If it still reads **Allow**, tap it — it usually flips straight to On with no second prompt, which is normal and means your phone already held the permission. If it does not change, see **If location will not turn on** further on.



Step 1

It asks on first use



Step 2

Settings reads On

There is no off switch inside Pulse — a web app cannot withdraw a permission it has been given, only your phone can. To turn location off later, use **Settings** → **Pulse** → **Location** → **Never**. That row only appears once location has been allowed at least once, which is why it is missing on a phone that has never granted it.

LOCATION ACCESS · CONTINUED

Android

You ask from Settings

Android does not raise the prompt on its own — you go and ask for it, which means you can do this calmly rather than mid-shift.

1 Open Settings and tap Allow

Your name in the top right → **Settings**, then tap **Allow** on the **Location access** row.

2 Leave it on Precise

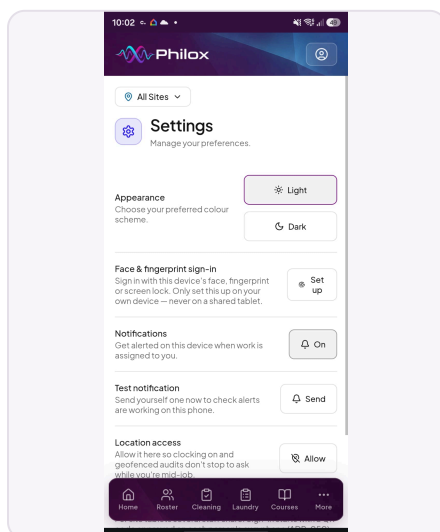
Chrome offers **Precise** or **Approximate**. Approximate is only accurate to a neighbourhood and will not satisfy a geofence, so leave **Precise** selected.

3 Tap “Allow while visiting the site”

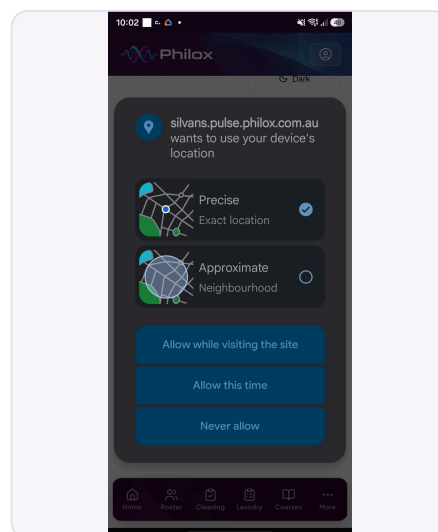
Not **Allow this time**, which asks you again every shift, and not **Never allow**.

4 Check the row now reads On

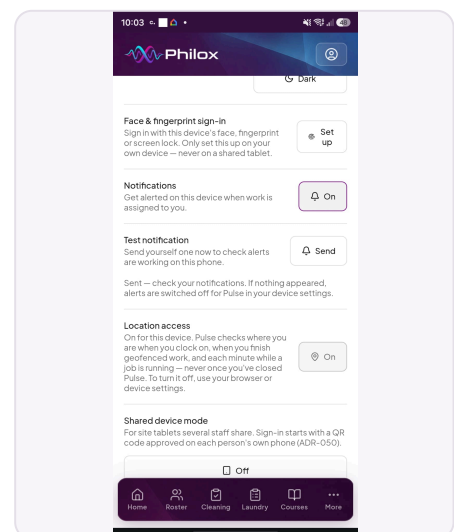
To turn it off later: long-press the Pulse icon → **App info** → **Permissions** → **Location**. There is no off switch inside Pulse itself.



Step 1
Tap Allow in Settings



Steps 2–3
Precise, then Allow while visiting



Step 4
Settings reads On

What is actually read. Your position at clock-on, when you finish a geofenced job, and once a minute while a job is running, so your on-site time is recorded correctly. Never once you have closed Pulse.

IPHONE & IPAD

If location will not turn on

Work through these in order. Each one is cheaper than the one below it, and the common cases are at the top.

First, know what is normal. Tapping **Allow** in Pulse Settings and watching the row flip straight to **On** with no prompt is *not* a fault. Your iPhone remembers the grant for the address, so once you have allowed it there is nothing left to ask. Only work through this page if the row stays on **Allow**, or says location is blocked.

1 Check Location Services is on at all

Settings → Privacy & Security → Location Services. The master switch must be on, and **Safari Websites** further down that list must be set to **While Using the App**. An installed web app follows the Safari Websites setting until it has a row of its own.

2 Check Screen Time is not blocking the change

Settings → Screen Time → Content & Privacy Restrictions → Location Services. If this is set to **Don't Allow Changes**, every request is refused instantly, no prompt is ever shown, and no app gains a Location row — which looks exactly like the app being broken. Set it to **Allow Changes**, then try Pulse again.

3 Reinstalling will not help here

Worth knowing before you spend the time: a location refusal is held by the phone, not by Pulse, so removing the Home Screen icon and adding it again does *not* clear it. (Notifications are the opposite — that grant does go with a reinstall.)

4 Last resort — reset location and privacy

Settings → General → Transfer or Reset iPhone → Reset → Reset Location & Privacy. This clears the stuck refusal, but it clears location and privacy permissions for *every* app on the phone, so they will all ask again. Only do this once the two checks above have come up clean.

There is no Location row under Settings → Pulse. That is expected until location has been allowed at least once — iOS only creates the row after a grant. So it being missing is a symptom of the problem, never somewhere you can go to fix it.

None of this stops you working. Clocking on and geofenced jobs ask for a position directly and treat a refusal as "no fix available" rather than an error, so you can still start your shift and finish your work while this is being sorted out.

Troubleshooting

The problems that actually come up, and what to do about each. Show this page to your manager if you are stuck.

What you are seeing	What to do
"I can't find Pulse in the App Store"	It is not there, and you do not need it. Pulse is added from Safari (iPhone) or Chrome (Android) — follow page 2 (iPhone) or page 4 (Android).
"I only see Home, Roster, Cleaning, Courses — nothing to add"	That is good: you are signed in and looking at Pulse inside your browser. The next button is not in Pulse, it is in the browser: iPhone tap ⋮ at the bottom right of Safari, then Share (page 2, step 3). Android tap : at the top right of Chrome (page 4, step 3).
"Add to Home Screen" is not in the Share menu iPhone	You are not in Safari — perhaps you tapped the link inside Gmail or Outlook, or you are using Chrome. Open Safari (the blue compass), type the address, and start again.
The icon opens a login box and nothing else	You installed the sign-in page instead of Pulse. Remove that icon, open the address in your browser, <i>sign in first</i> , wait until you see Home, Roster and Cleaning at the bottom, and only then add it.
Notifications is greyed out and says "Open Pulse from your Home Screen..." iPhone	You are in a Safari tab, not the installed app. iPhones only allow notifications for the home-screen version. Close Safari and open Pulse from its icon.
"Notifications were refused on this device... iPhones don't ask twice" iPhone	Someone tapped Don't Allow. Hold the Pulse icon → Remove App → add it again from Safari → tap Allow when it asks this time.
"Notifications are blocked for Pulse" Android	Long-press the Pulse icon → App info → Notifications → turn them on. Then return to Pulse Settings and tap the button again.
Notifications say On, but the test does not arrive	Pulse has permission but your phone is suppressing the alert. Check Focus / Do Not Disturb, and check Pulse's own entry in your phone's notification settings.
"Location is blocked for Pulse", or the row will not leave "Allow"	iPhone see If location will not turn on on the previous page — the fix is in your phone's settings, not in Pulse. Android long-press the icon → App info → Permissions → Location → Allow only while using the app .
"Your location couldn't be found"	The permission is fine — the phone just cannot get a fix. Check location services are switched on for the whole phone, step near a window, and try again.
Pulse asks you to sign in every time	Make sure you are opening the installed icon, not a browser tab, and that Shared device mode is off in Settings — that is for site tablets and deliberately signs you out.

Still stuck? Show this page to your site manager, with the exact message Pulse showed you — the wording identifies the problem straight away. **On a shared site tablet?** This guide is not for you: your site manager sets tablets up, and you sign in by scanning a QR code on your own phone.