

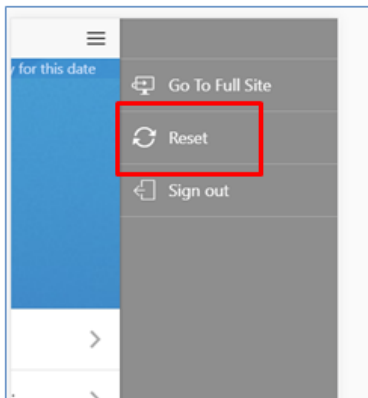
Employee Online – Clearing Mobile Cache

Following the upgrade to HealthRoster we are finding that some employees are having issues logging into their Employee Online or viewing shifts on their mobile, or tablet, devices. This guide is advising how to clear browser data, on both Android and Apple devices, which may be causing these issues.

There are a couple of scenarios in which staff may be experiencing issues. Please see the below guides to help resolve these on your device.

Scenario 1 – Able to log into Employee Online but can't see shifts

1. Open **Employee Online** on your mobile/tablet device
2. Sign into your account
3. Once logged in select the ☰ icon in the top-level corner
4. Select **Reset** from the menu



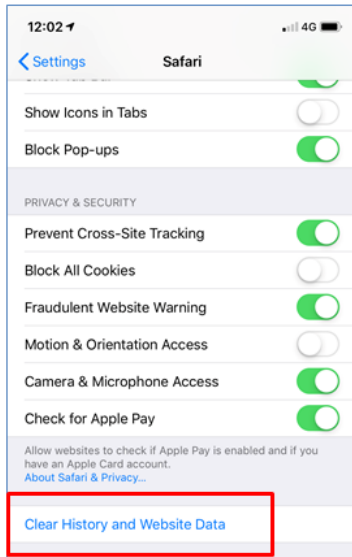
If this doesn't work or you are unable to log into your account you can manually clear your device cache by following the below instructions.

Scenario 2 – Unable to Login to Employee Online (or Shows a Blank Screen with a House Icon)

Note: You will first need to remove any saved links from your home screen

IOS (Apple) Instructions:

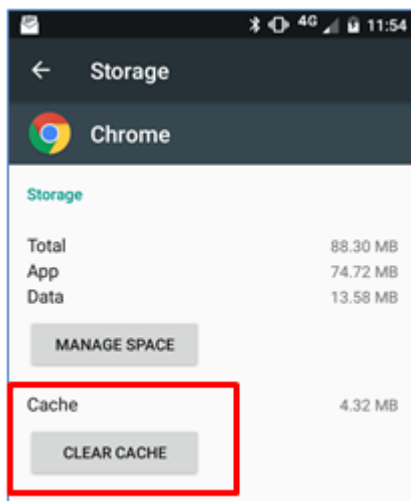
1. Open the **Settings** app
2. Scroll down and select **Safari**
3. Scroll down and select **Clear History and Website Data**



4. Tap Clear History and Data

Android Instructions:

1. Open the **Settings** menu (This can be done by pressing the cog icon)
2. Scroll down to **Apps** or **Applications**
3. Scroll down to the browser (e.g. Google Chrome, Samsung Internet, Firefox etc.)
4. Select **Storage**
5. Select the **Clear Cache** option displayed



Once the above has been completed navigate back to your browser and try to access Employee Online again by typing in the address: <https://lpnt.allocate-cloud.co.uk/EmployeeOnlineHealth/LPNTLIVE/Login>

Log in using your credentials and, if required, you can then save the link to your home screen again.