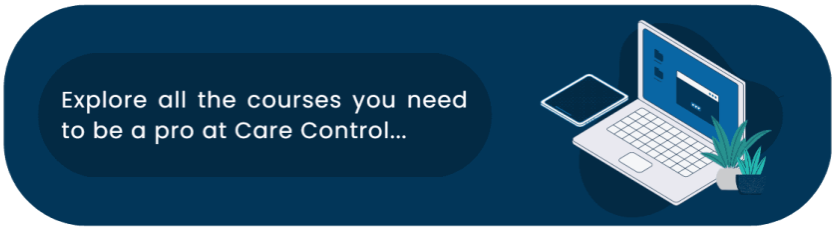
Entering Offline Mode

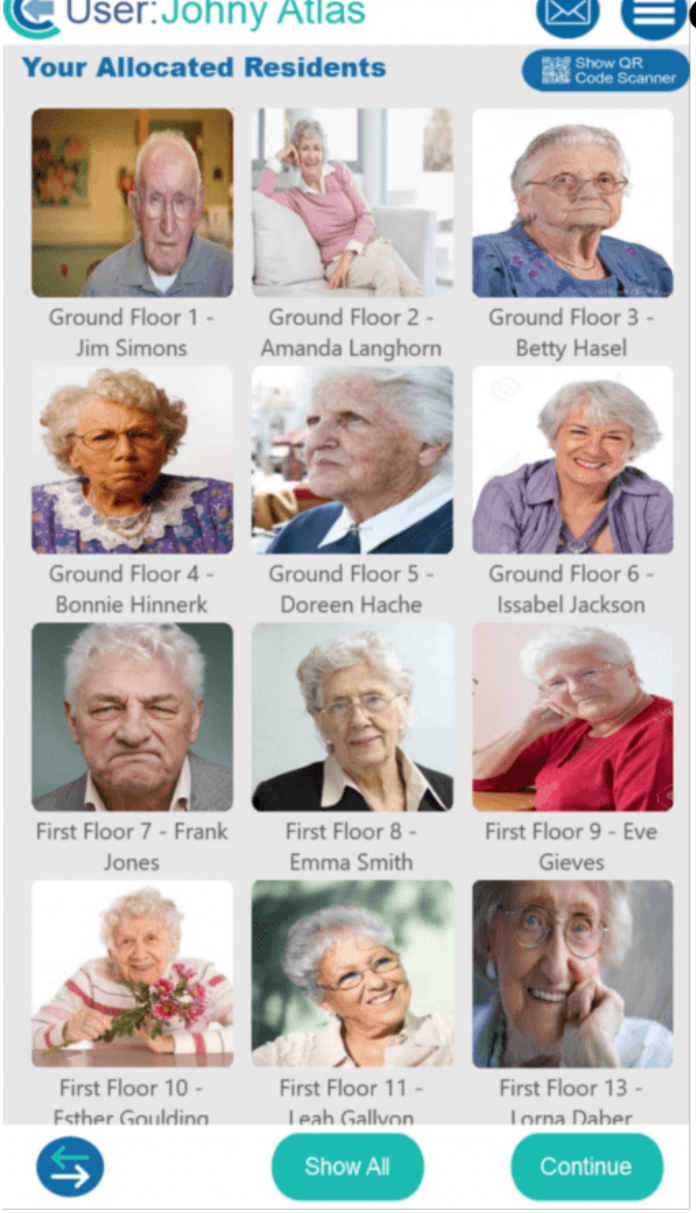
Care Control Pocket · https://cclearninghub.co.uk/docs/entering-offline-mode/



Entering Offline Mode

Offline Mode is a feature on Care Control Pocket to allow care recording when Wi-Fi or mobile data is unavailable. This guide assumes the Offline Mode is set up for your organisation, please refer to the relevant guide for instructions on configuring Offline Mode.

Embedded media:
https://player.vimeo.com/video/817576047?color&autopause=0&loop=0&muted=0&title=1&portrait=1&byline=1&h=fc06



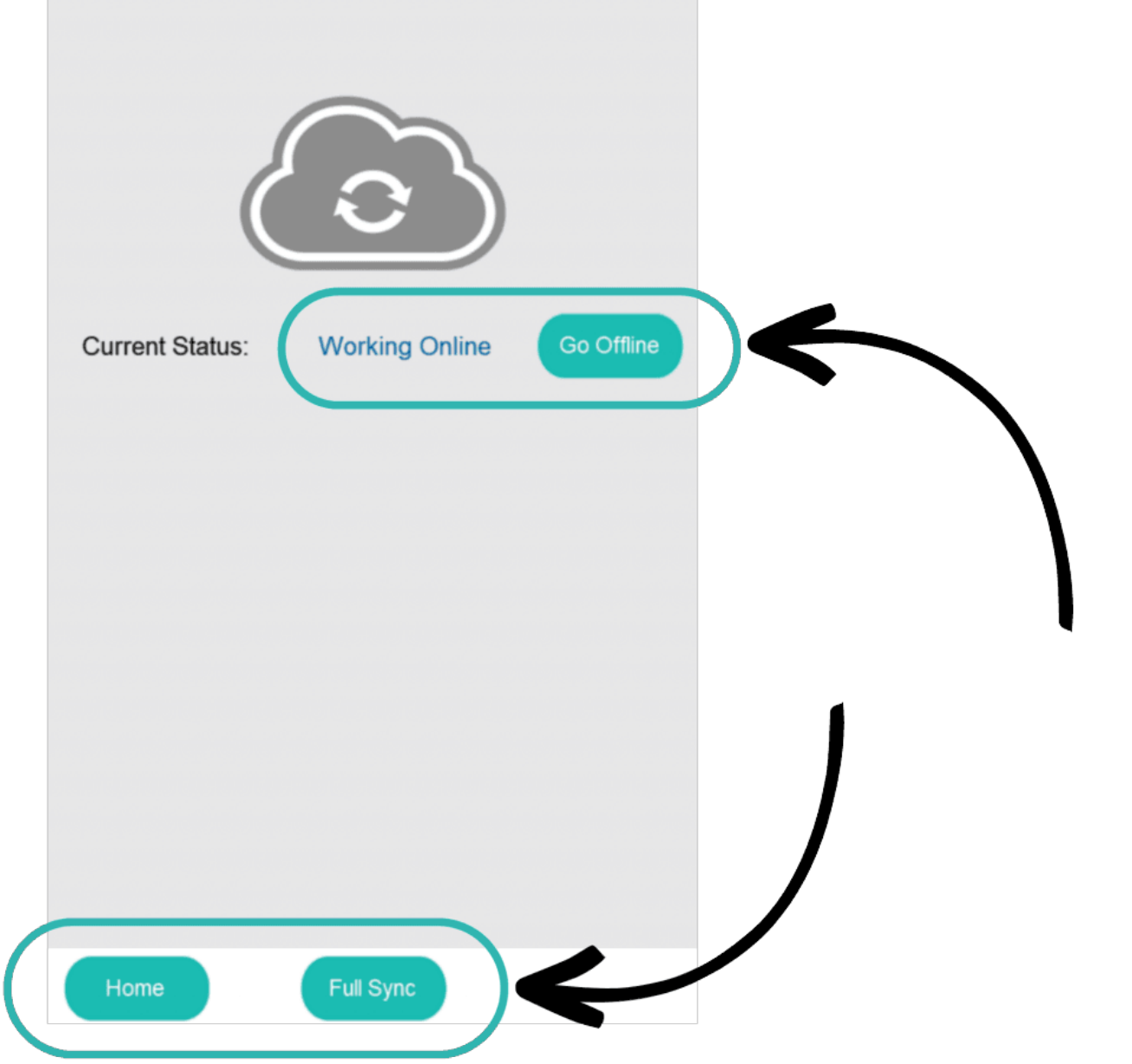
1

In order to manually go into **Offline Mode** on Care Control Pocket, first select the **menu icon** in the top right corner.

2

This will display the menu items for Care Control Pocket. Below these options will be a connection status and this will likely read **Working Online**. Tap on this to continue.


Sign Out
Your Tasks
Record Something
Service Status
Service Notes
Staff Menu
*** Working Online
Ground Floor 1 - Jim Simons
Ground Floor 4 - Bonnie Hinnerk
Ground Floor 5 - Doreen Hache
Ground Floor 6 - Issabel Jackson
First Floor 7 - Frank Jones
First Floor 8 - Emma Smith
First Floor 9 - Eve Gieves
First Floor 10 - Esther Goulding
First Floor 11 - Leah Gallyon
First Floor 13 - Lorna Daber
Show All
Continue



3

You will be taken to a new screen, titled **Manage Offline / Online Working**. Here you can press:

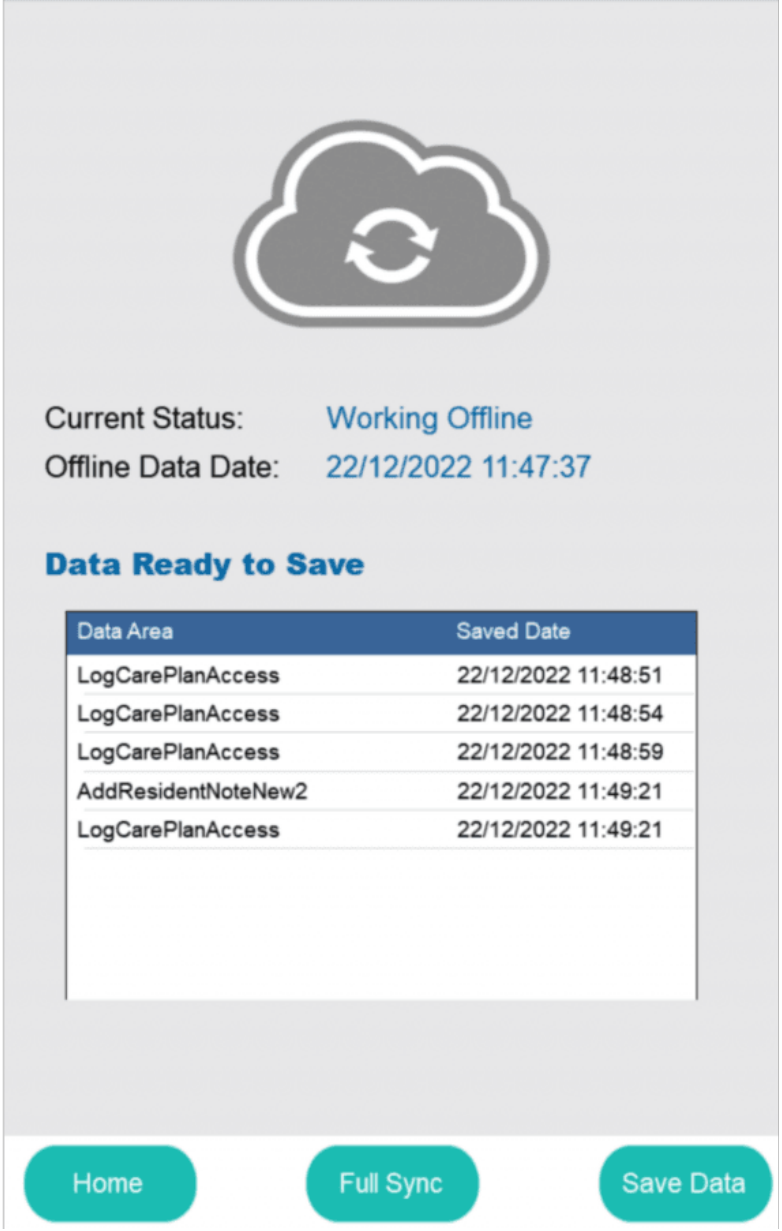
- **Go Offline** – takes Care Control Pocket into Offline Mode
- **Home** – takes you back to the start screen
- **Full Sync** – updates Care Control Pocket with the latest information from the cloud, including care notes and any other changes made since signing in.

Note: It can be useful to use the Full Sync feature before going offline so that the information available offline is up to date.

4

Selecting **Go Offline** will take you back to the home screen, but now you should see an offline symbol next to the menu button. To go back online, **tap on this icon**.





5

You will be taken back to the screen titled **Manage Offline / Online Working**. Here, you can see the data that is ready to save once going back online. You have 2 options here:

- **Full Sync** – uploads the data recorded offline, as well as downloading any new data on the system since your last full sync
- **Save Data** – uploads the data recorded offline without downloading new data

After selecting one of these options, Care Control Pocket will return to online mode.