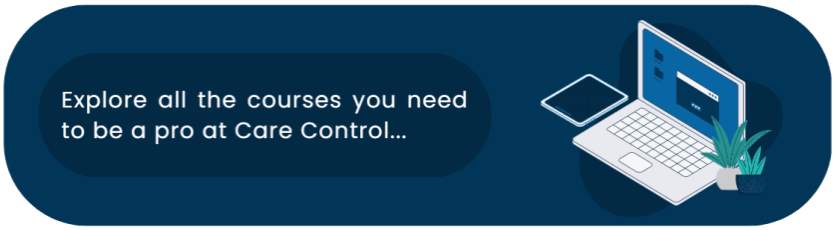
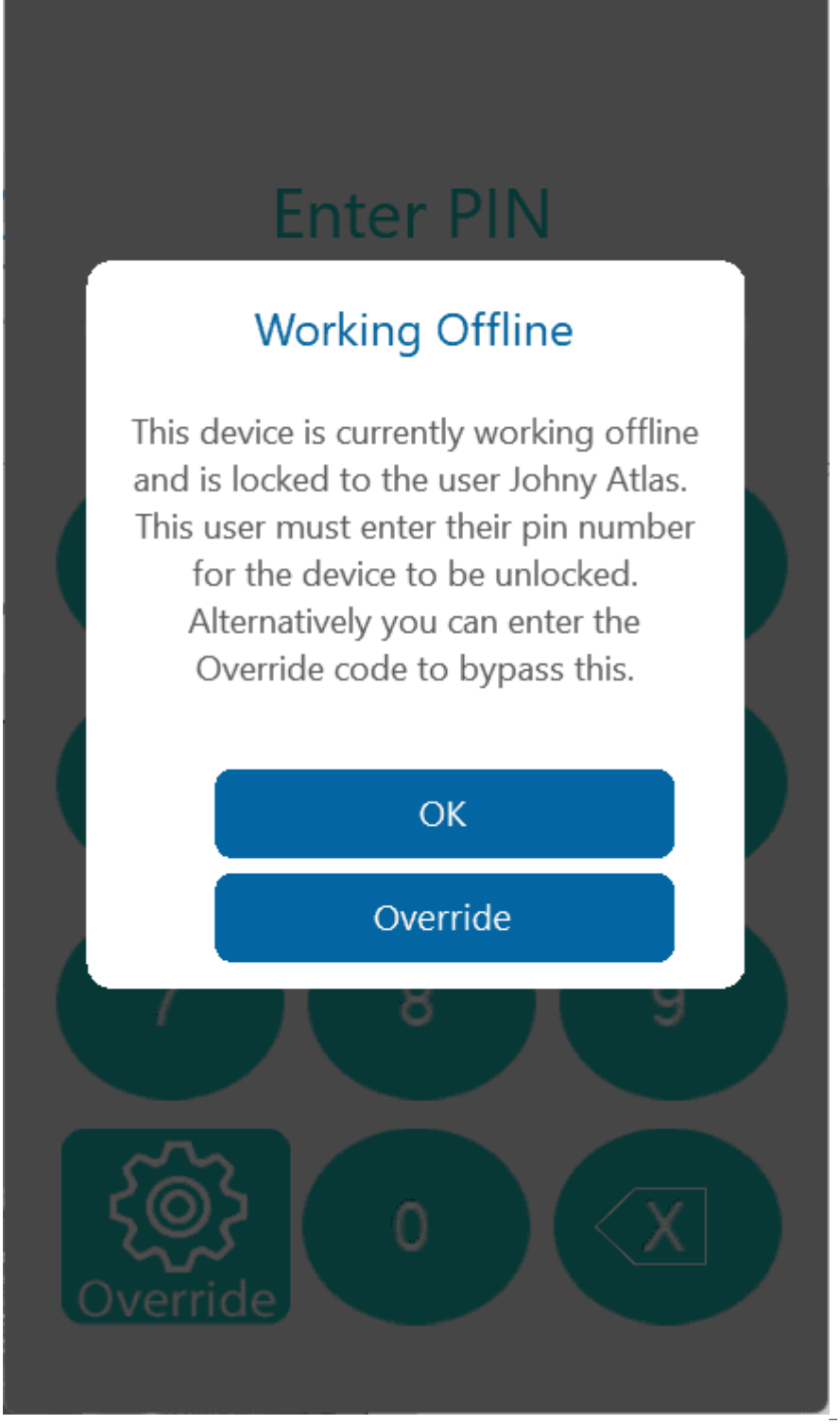
Overriding a Locked Pocket App

Care Control Pocket · https://cclearninghub.co.uk/docs/overriding-a-locked-pocket-app/



Overriding a Locked Pocket App

This guide will cover how to override a Pocket application which is locked in Offline Mode. This can occur when a device is not synced after being offline. This will allow the data to be saved and the device brought back online for other staff members to use.



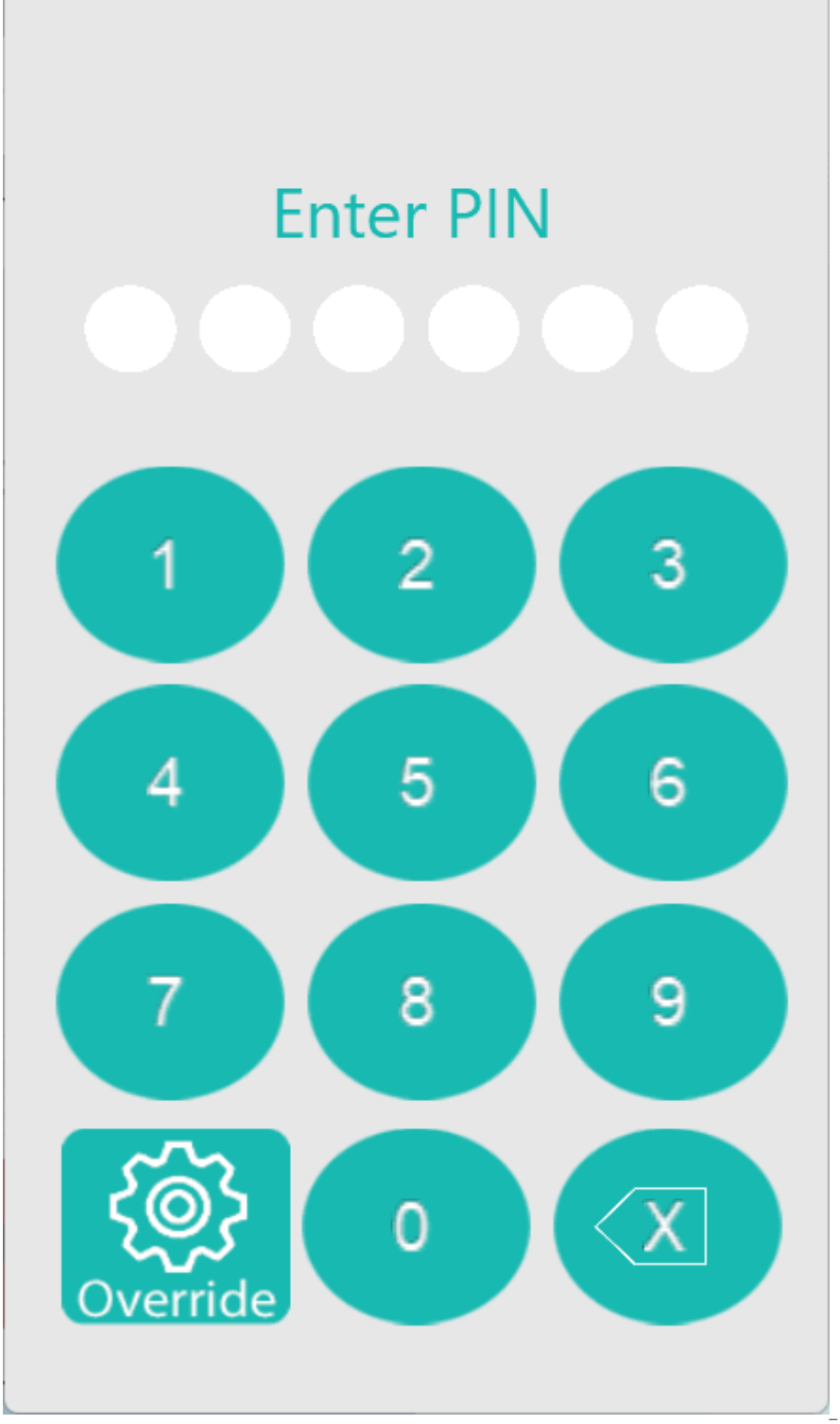
1

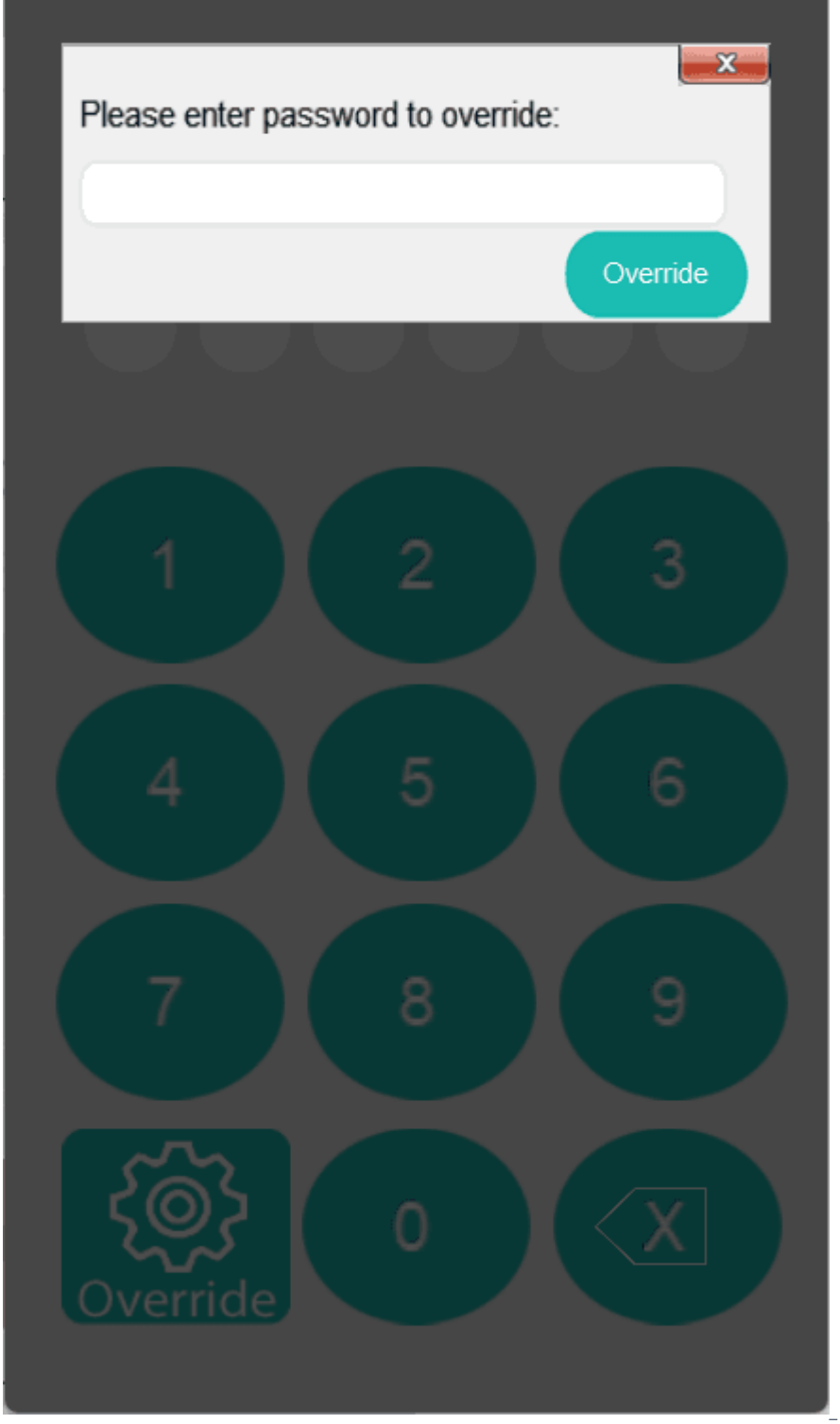
On the PIN screen, you will be presented with a pop-up message stating the device is locked.

Click **Override**.

2

If you clicked **Ok**, you can also click **Override** from the PIN screen.


Enter PIN
1
2
3
4
5
6
7
8
9
Override
0
X



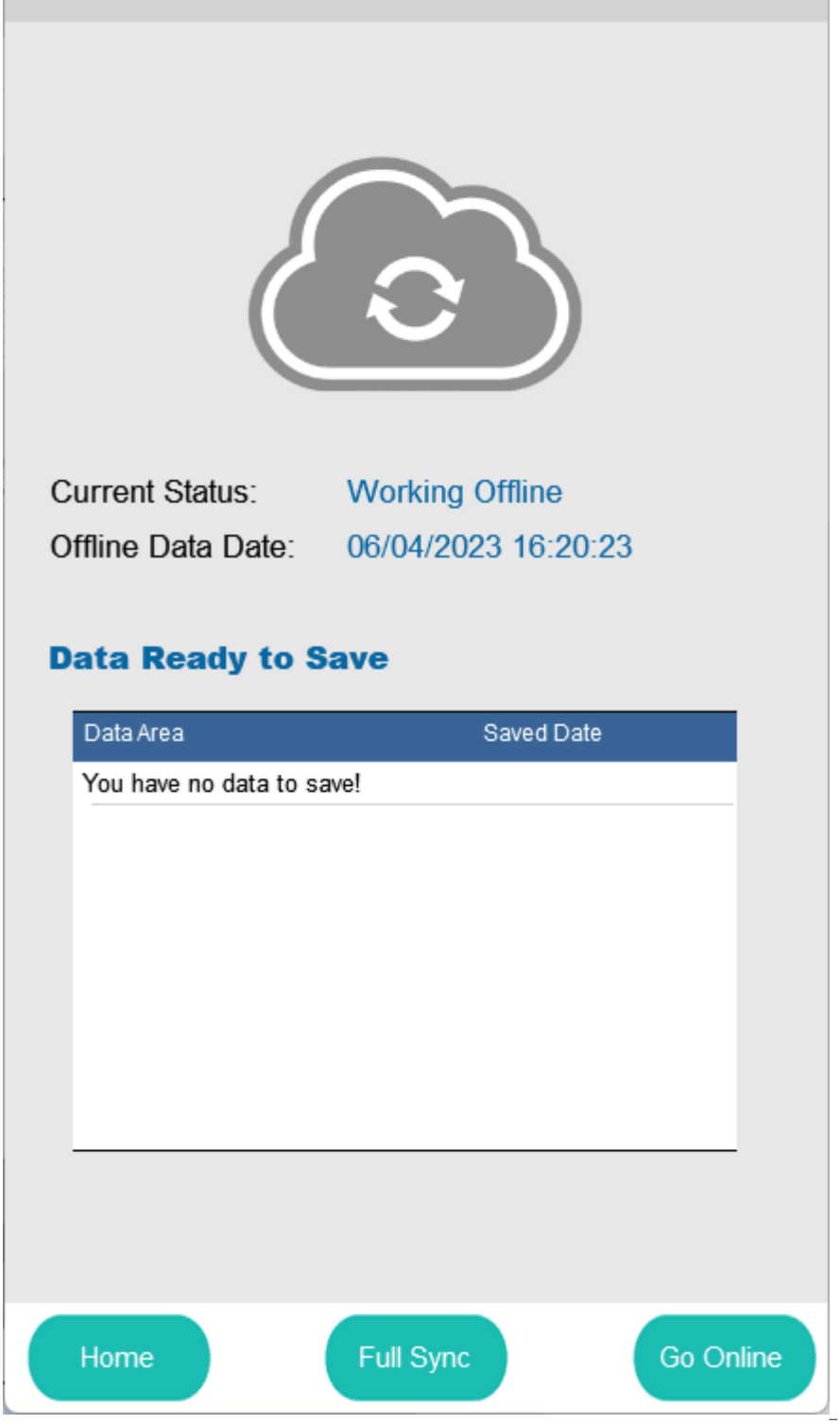
3

Enter your **Override** password and press **Override**.

4

The next screen will show you a list of notes that were created Offline (and so are not currently saved to the server).

From here you can **Save Data** (this will upload the notes and put the app back into Online mode) or **Full Sync** (this will upload the notes, put the app back into Online mode and re-download any new information). Clicking **Home** will allow you to continue recording as the current user in Offline mode.


Current Status: Working Offline
Offline Data Date: 06/04/2023 16:20:23
Data Ready to Save
Data Area
Saved Date
You have no data to save!
Home
Full Sync
Go Online