Setting up Pocket Offline Mode in Cloud

Advanced Stuff · https://cclearninghub.co.uk/docs/setting-up-pocket-offline-mode-in-cloud/

Setting up Pocket Offline Mode in Cloud



Kieran Worth

Pocket Offline Mode is useful because it ensures carers can continue working seamlessly even when internet access is unavailable. In environments where Wi-Fi or mobile coverage may be unreliable, staff can still view care plans, rota information, notes, and even eMar data (if enabled), helping them make safe and informed decisions without interruption.

It also offers flexibility for managers, who can configure how much information is stored offline, such as the level of care review details, historic notes, and file limits. This balance between accessibility and control makes the feature both practical and secure, ensuring continuity of care while preventing unnecessary data storage.

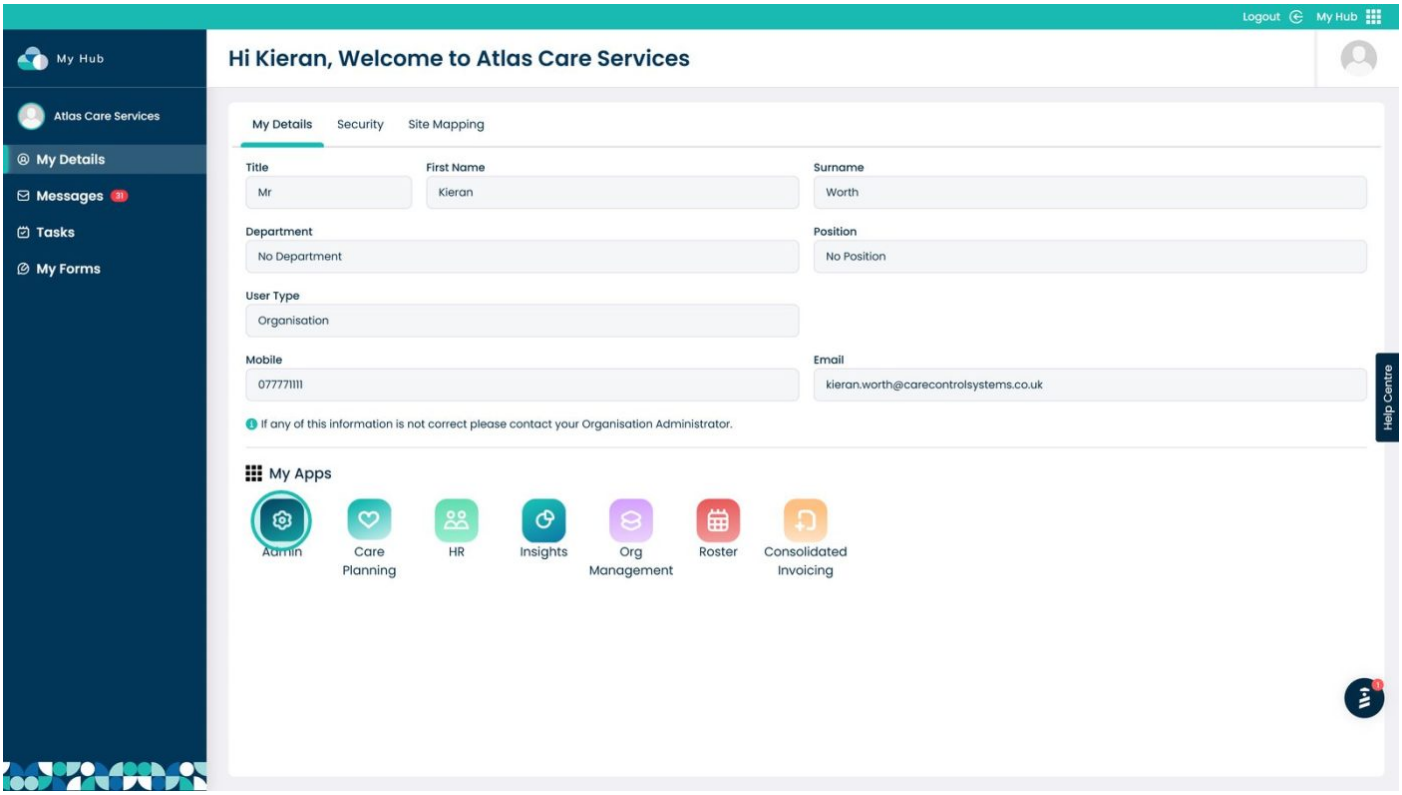
Interactive Guide

Embedded media:

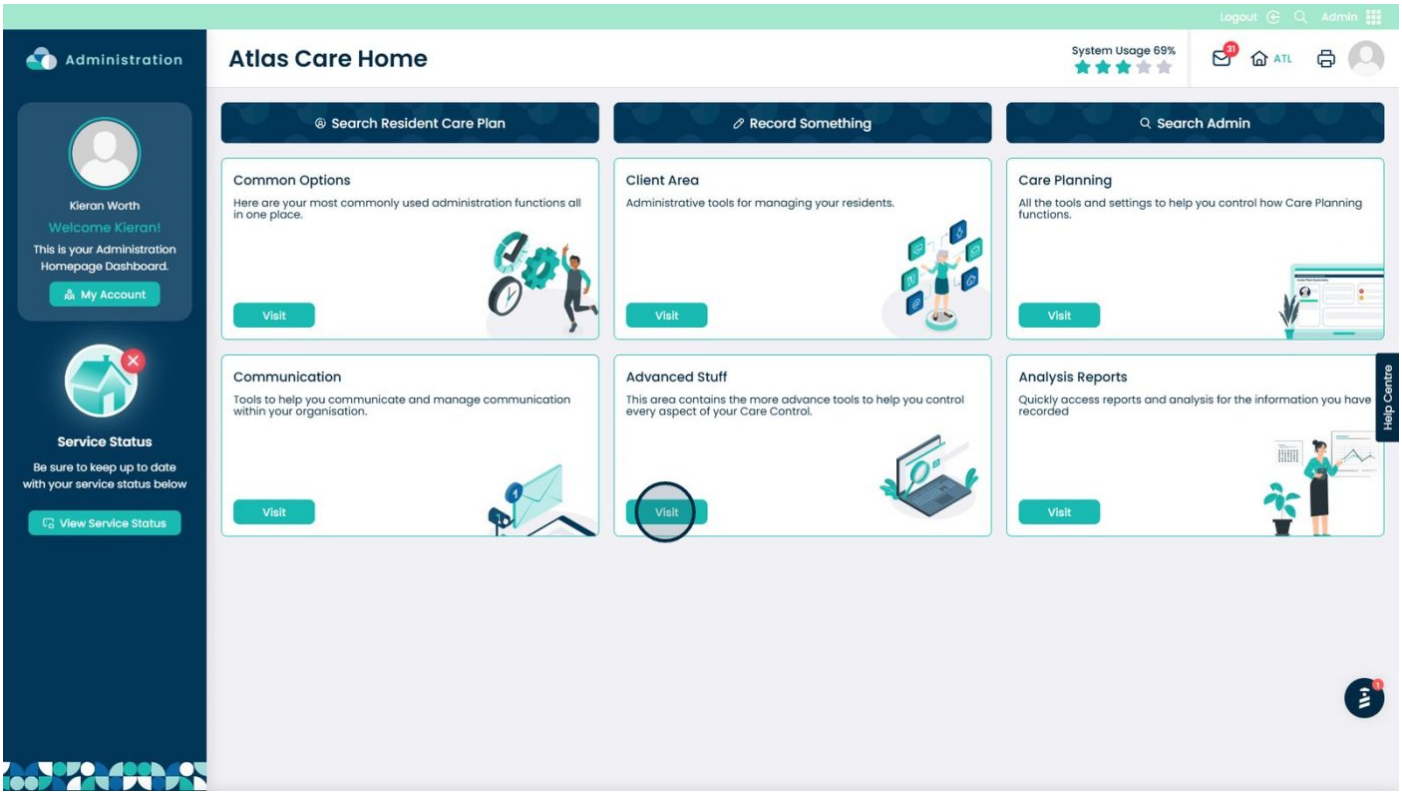
https://demo.arcade.software/89PwJ1bCx3Y5pARreXW3?embed&embed_mobile=tab&embed_desktop=inline&show_copy_li

Text based guide

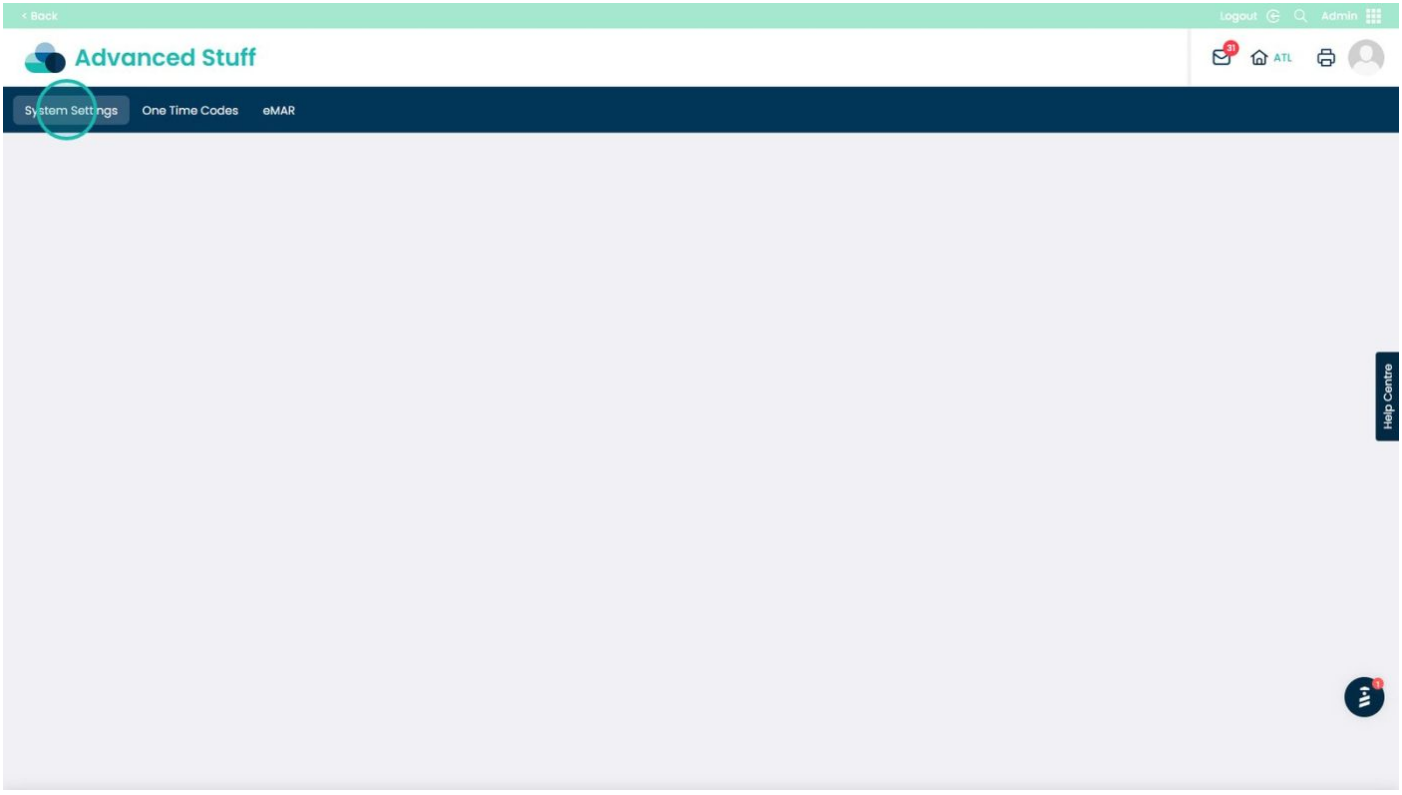
Enter the Admin App



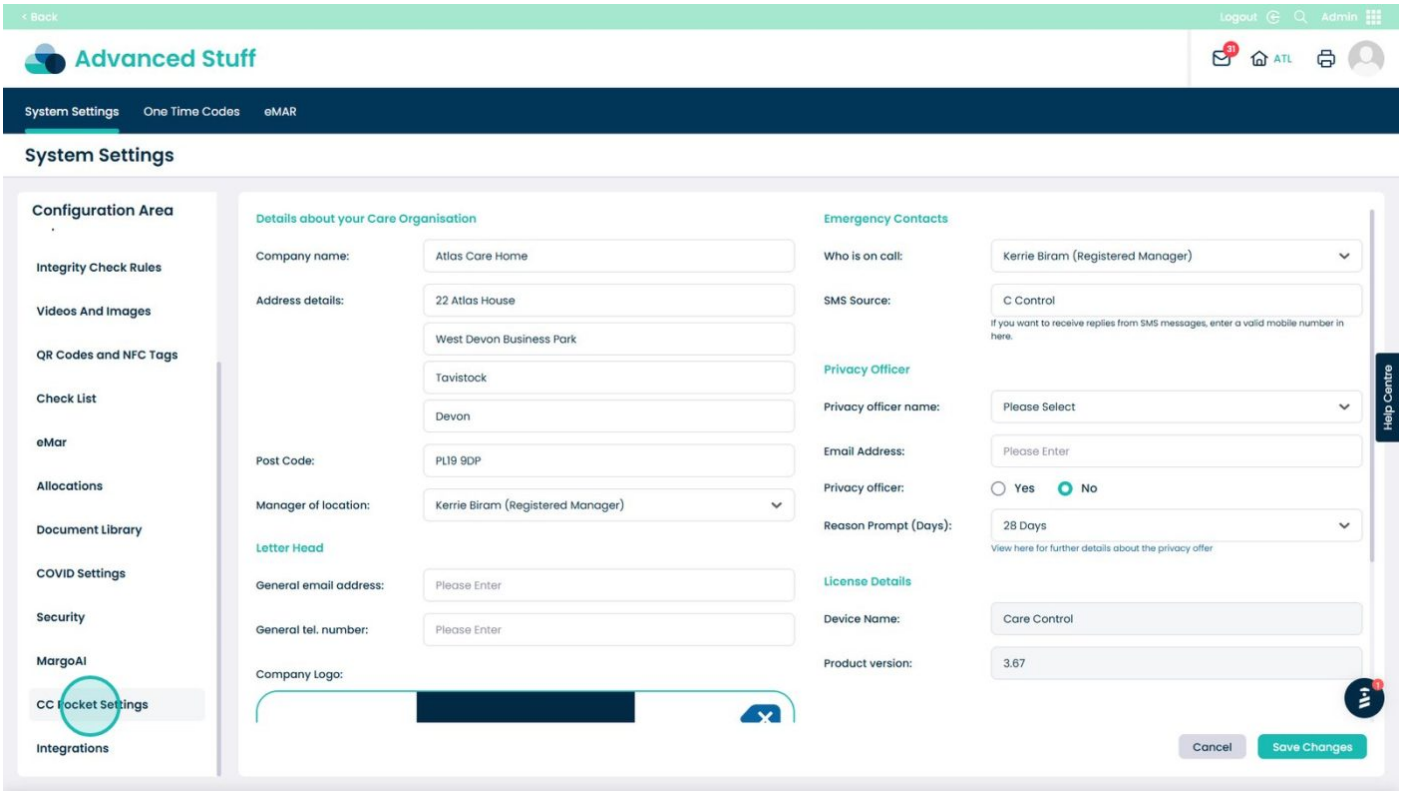
Visit the Advanced Area



Open the System Settings



View the CC Pocket Settings

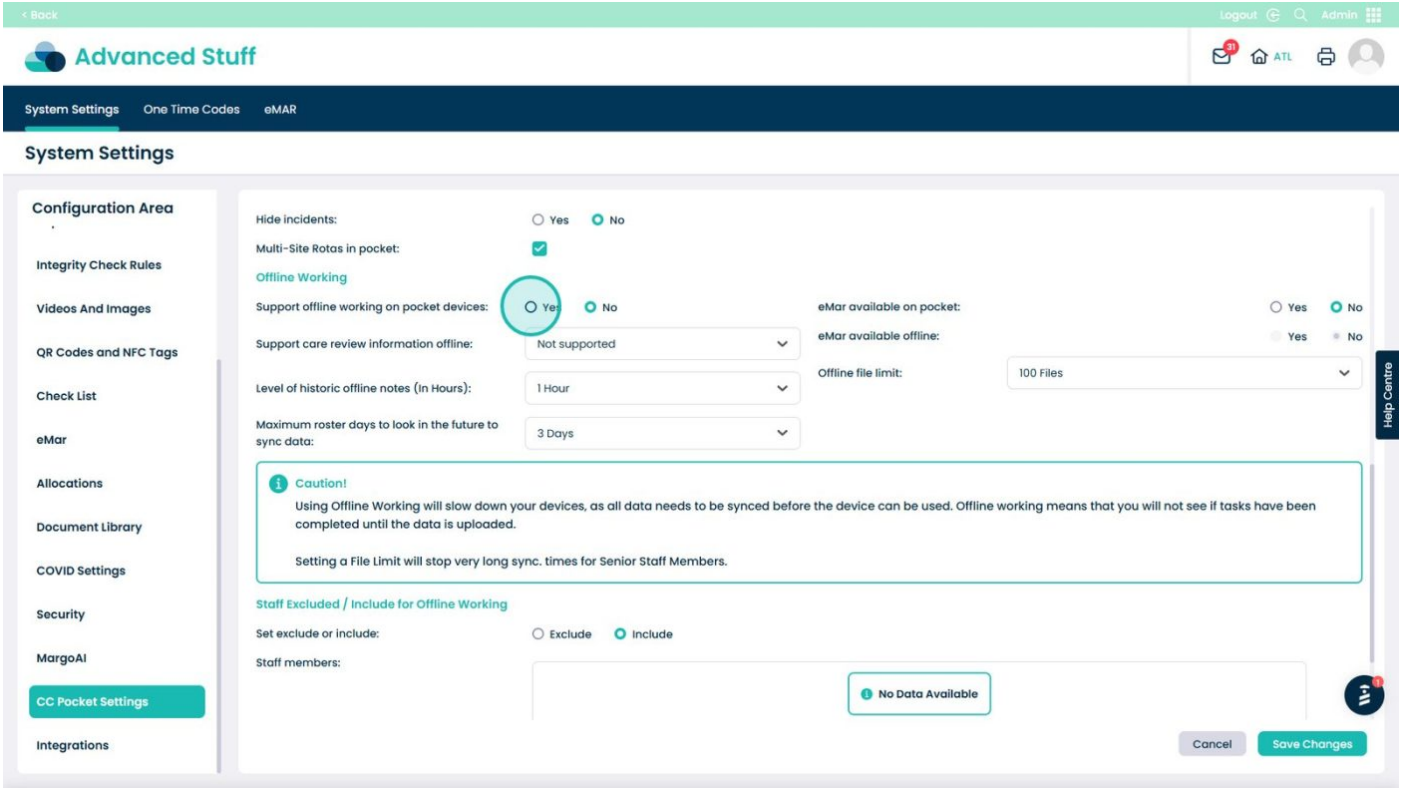


Support Offline Working on Pocket Devices

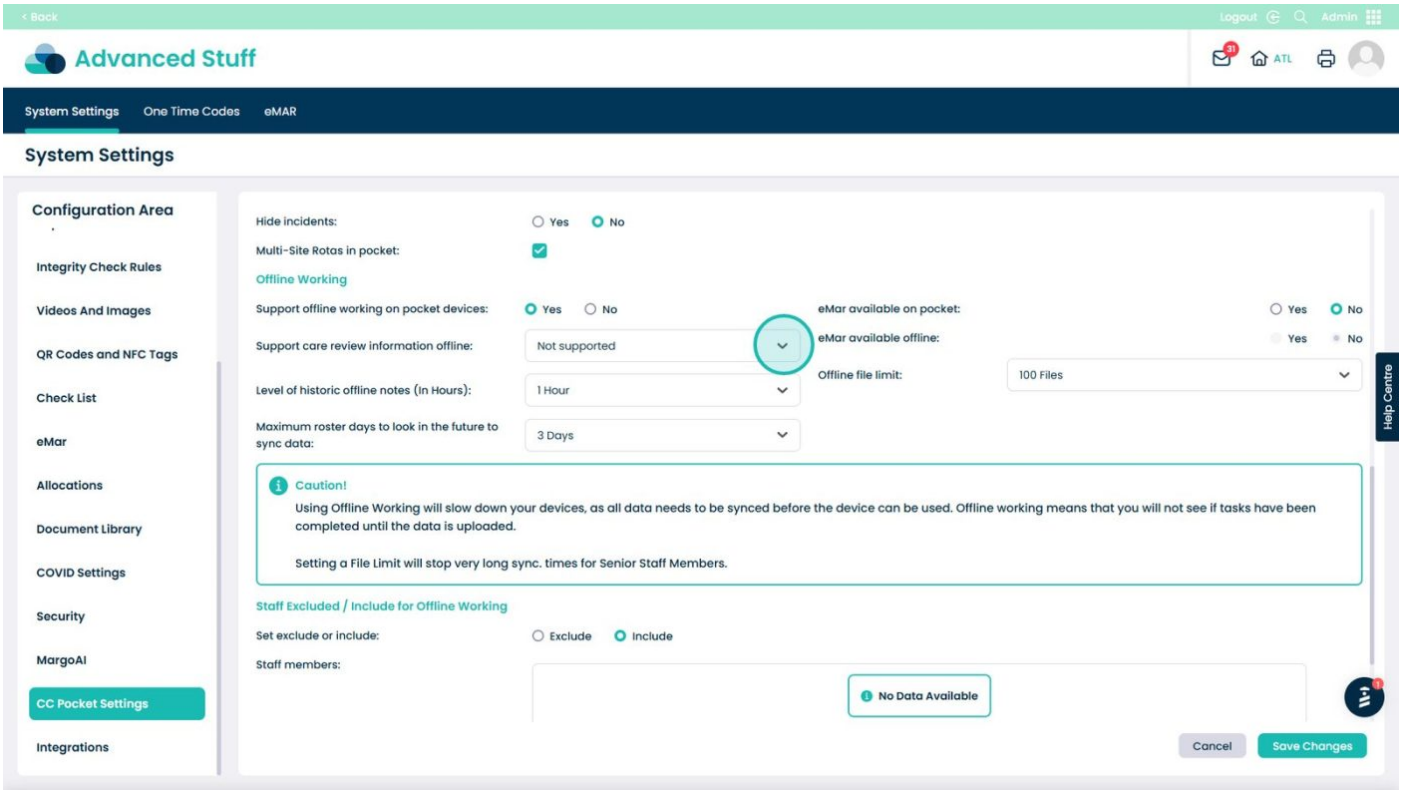
Support Offline Working on Pocket Devices:

Yes – Offline mode is activated

No – Offline mode is deactivated



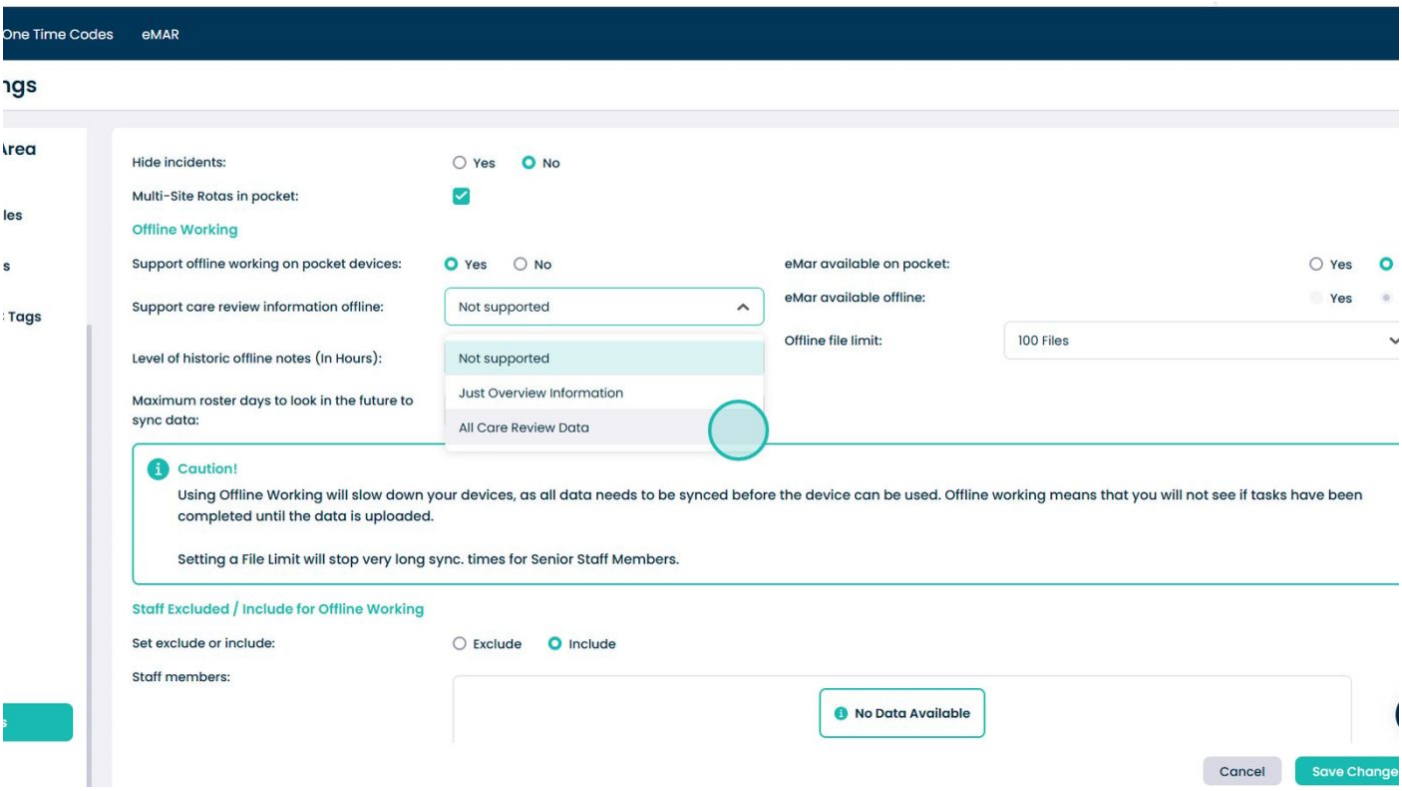
Open the Support care review information offline



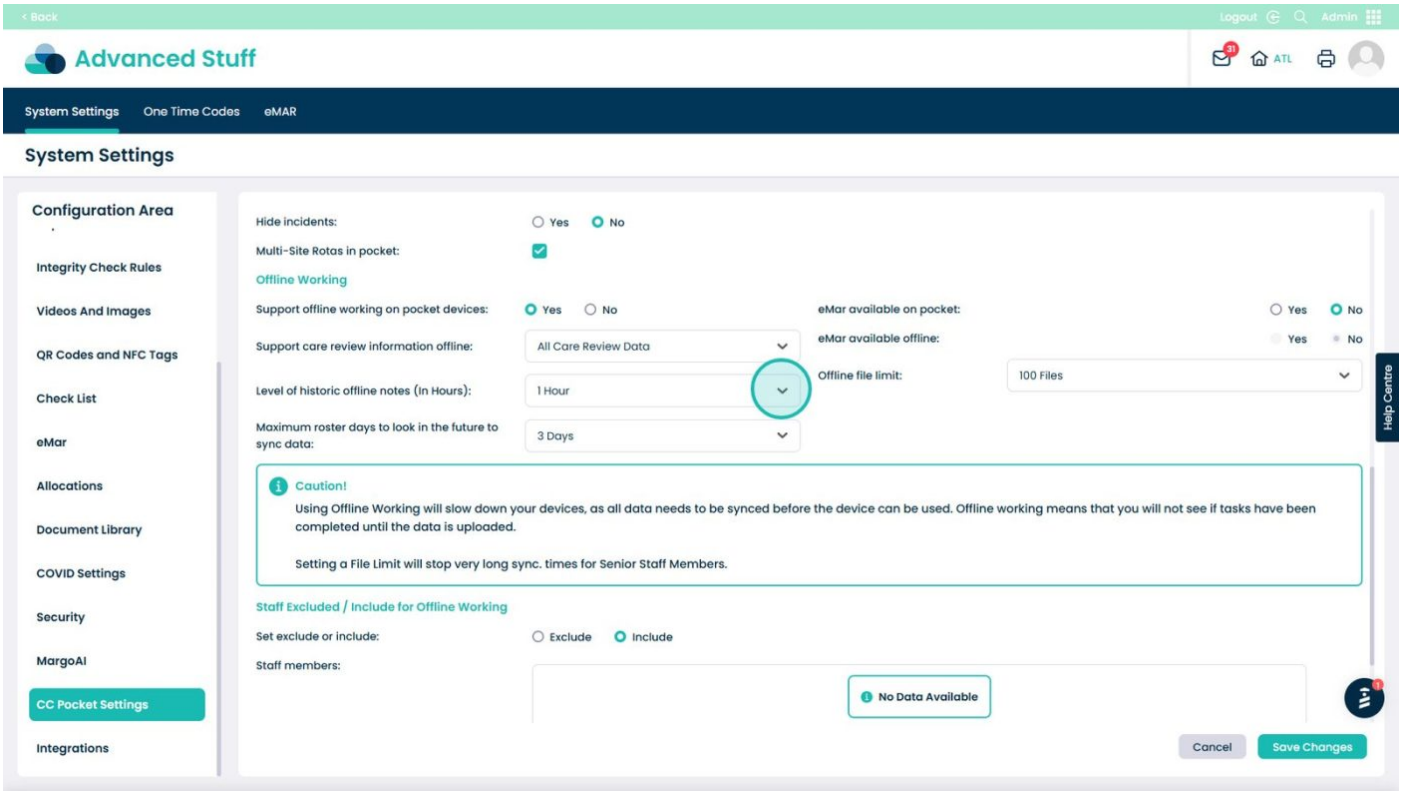
Not Supported – no Care Review information will be available in Offline Mode.

Just Overview Data – some Care Review information will be available in Offline Mode.

All Data – all Care Review Data information will be available in Offline Mode.

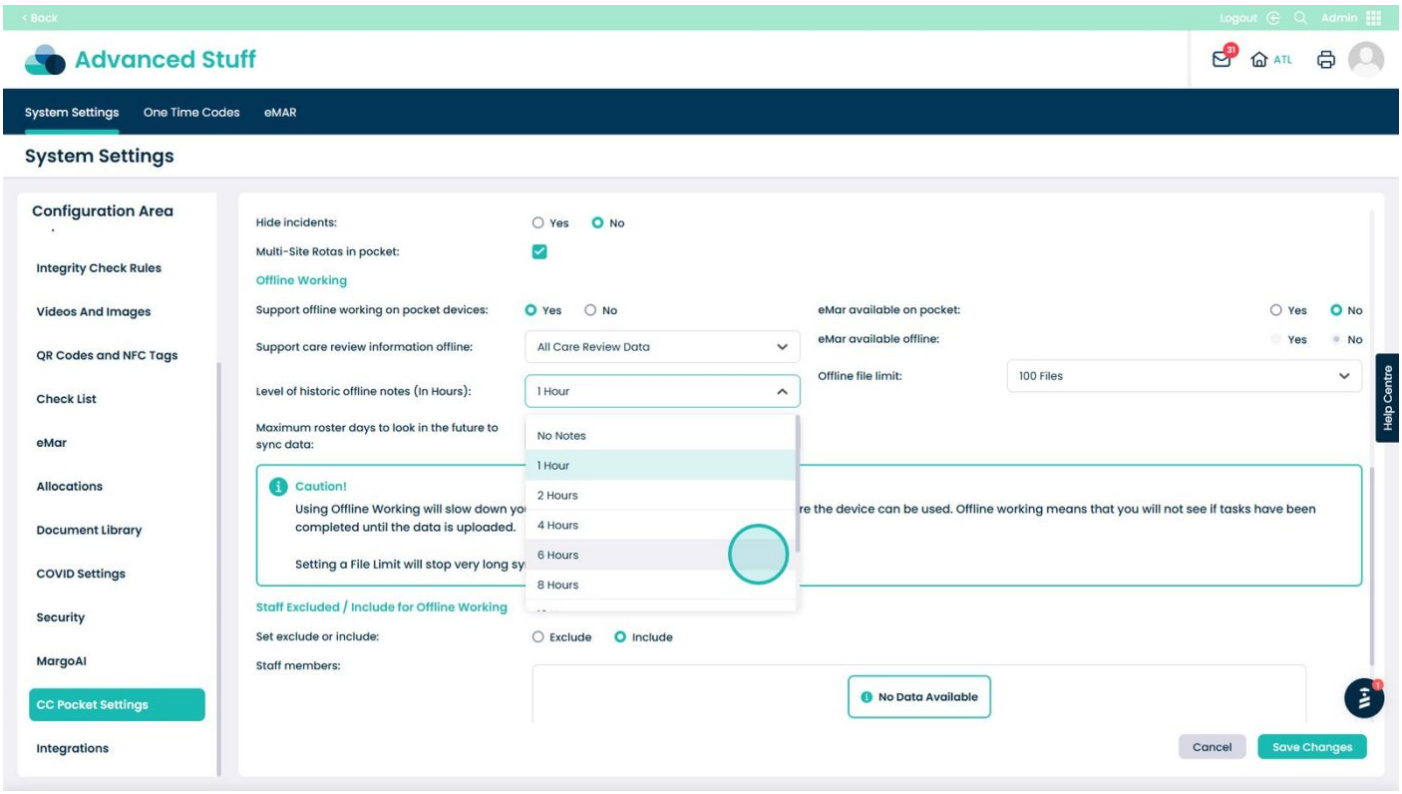


Open the level of historic notes

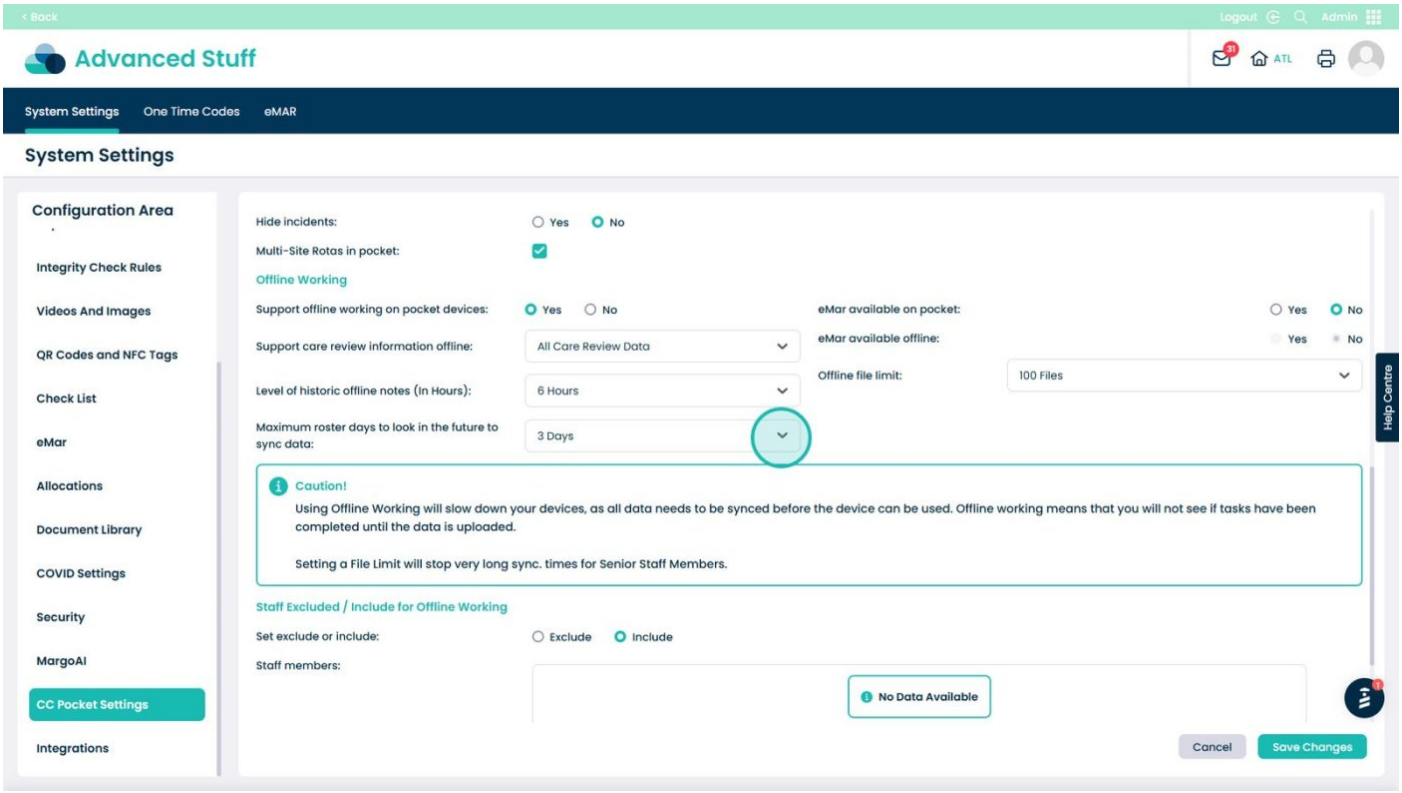


No Notes – notes recorded prior to going offline will not be available

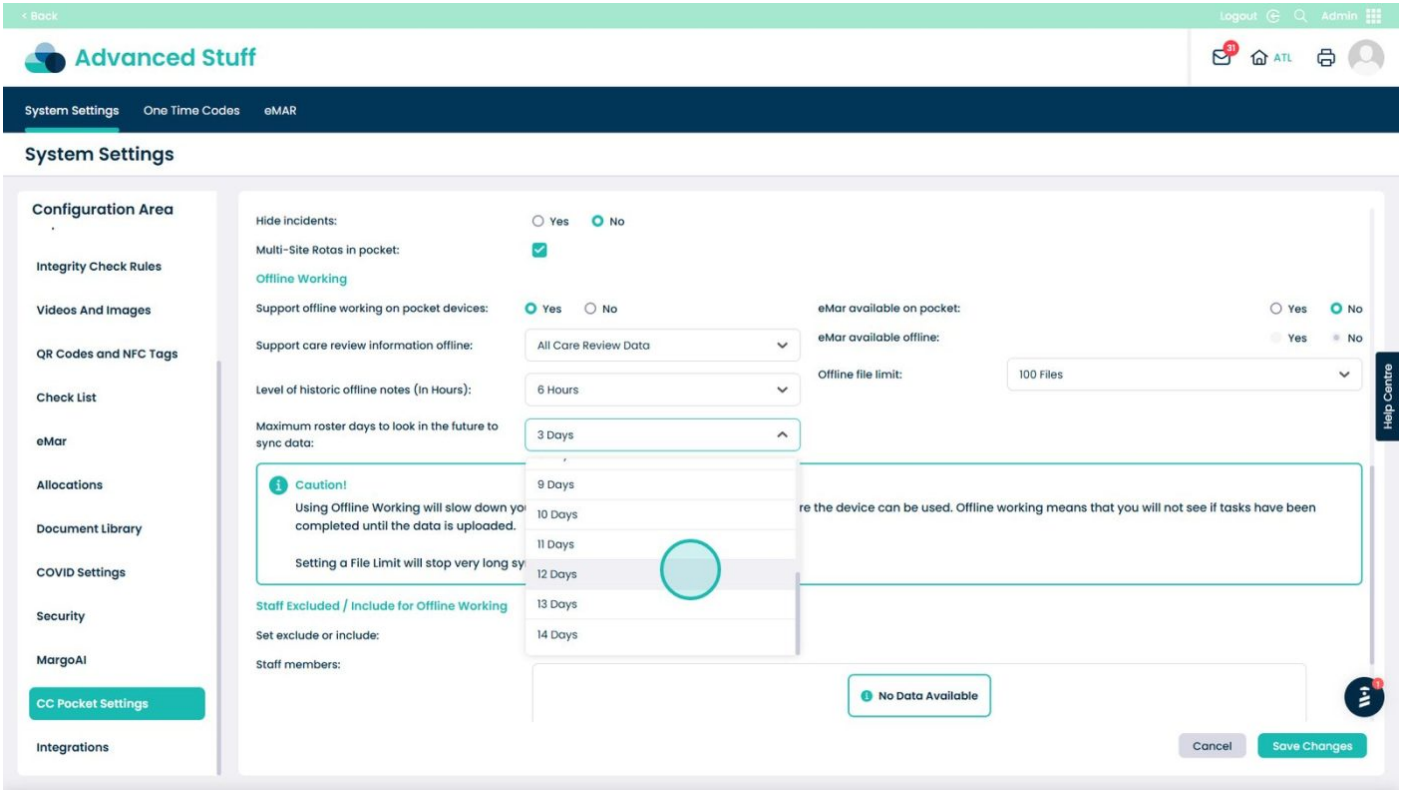
1-24 Hours – notes recorded in the last X hours will be available when offline



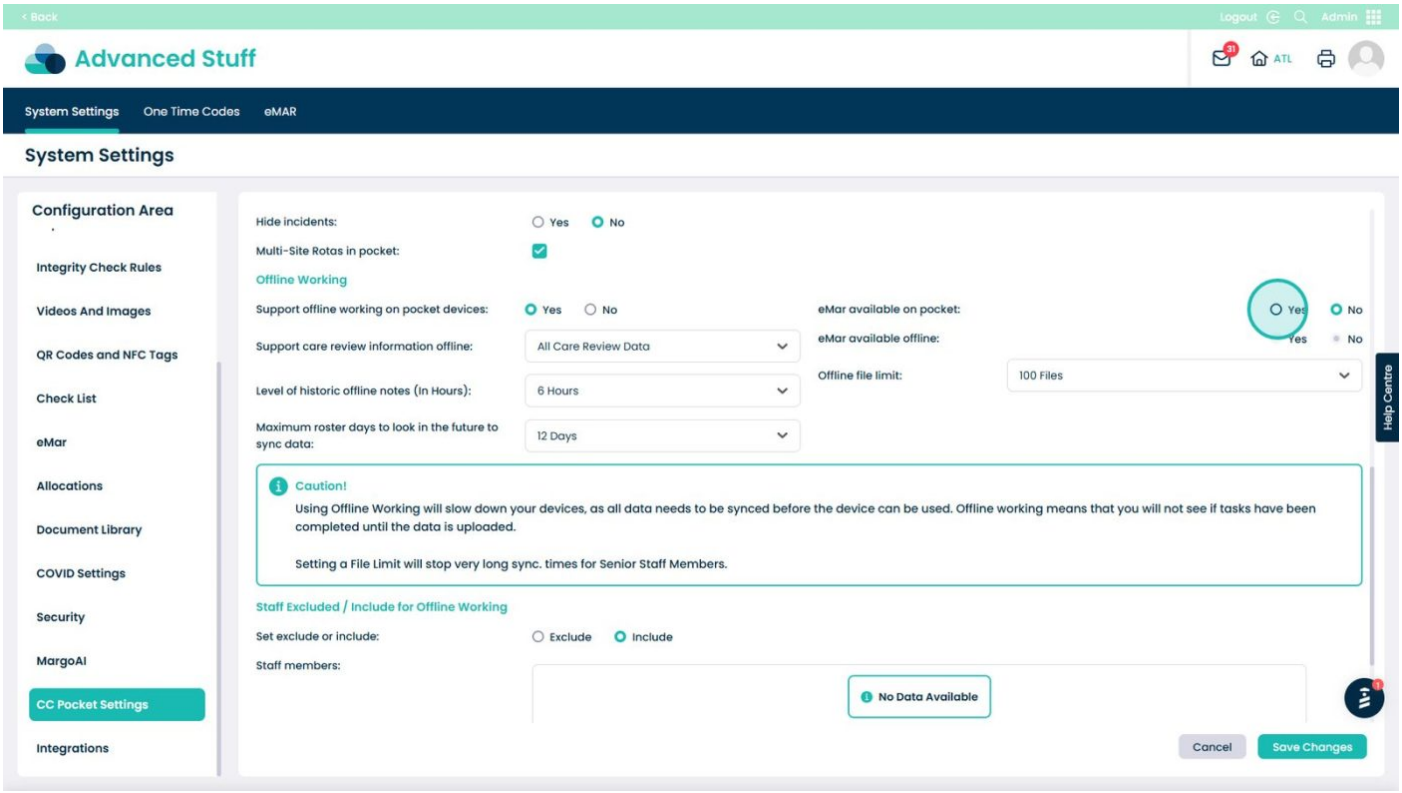
Maximum Roster days to look in the future



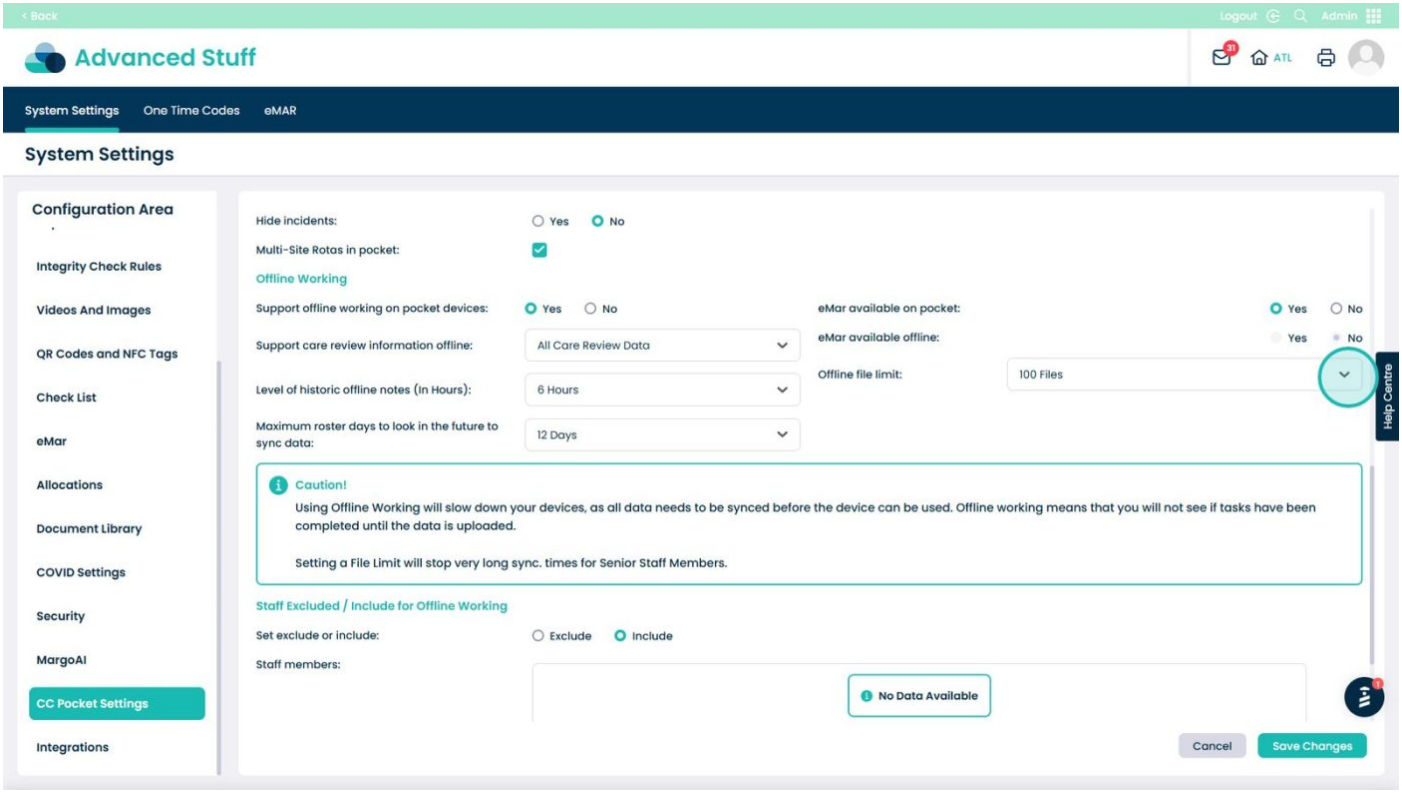
1-14 days – how many days, into the future, of rota information available when offline



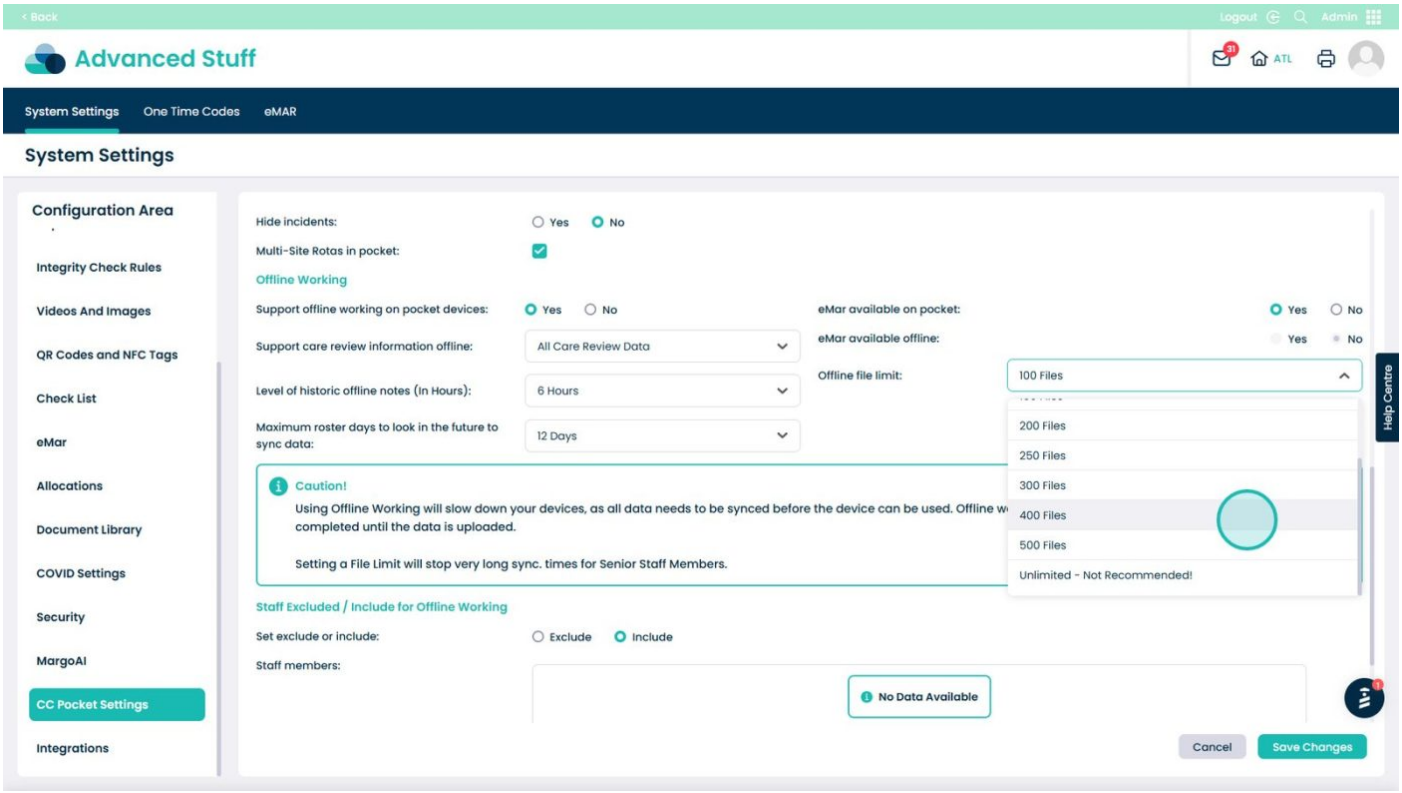
Toggle Yes or No depending on if you want eMar available on Pocket



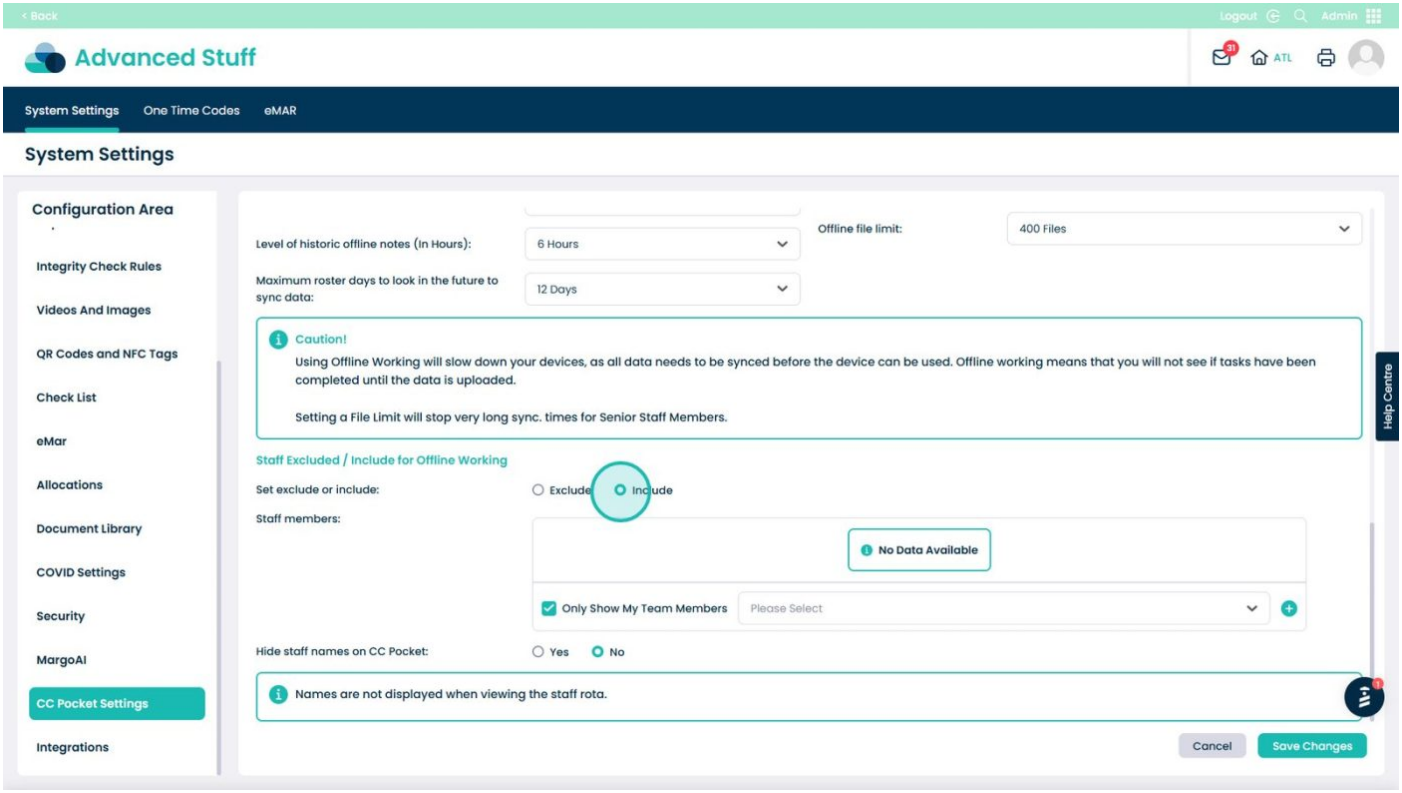
Offline File Limit



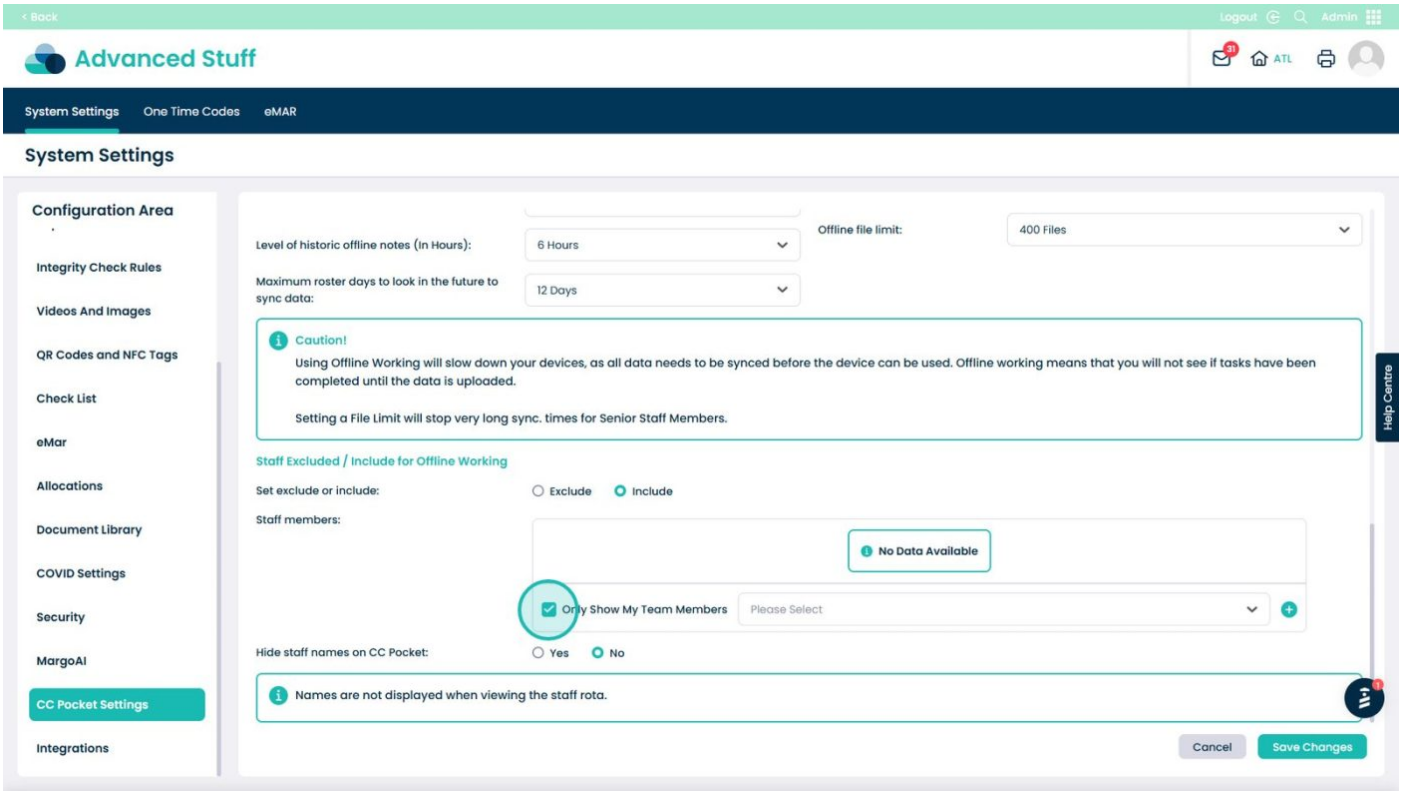
50-Unlimited – The maximum number of files synced when going offline



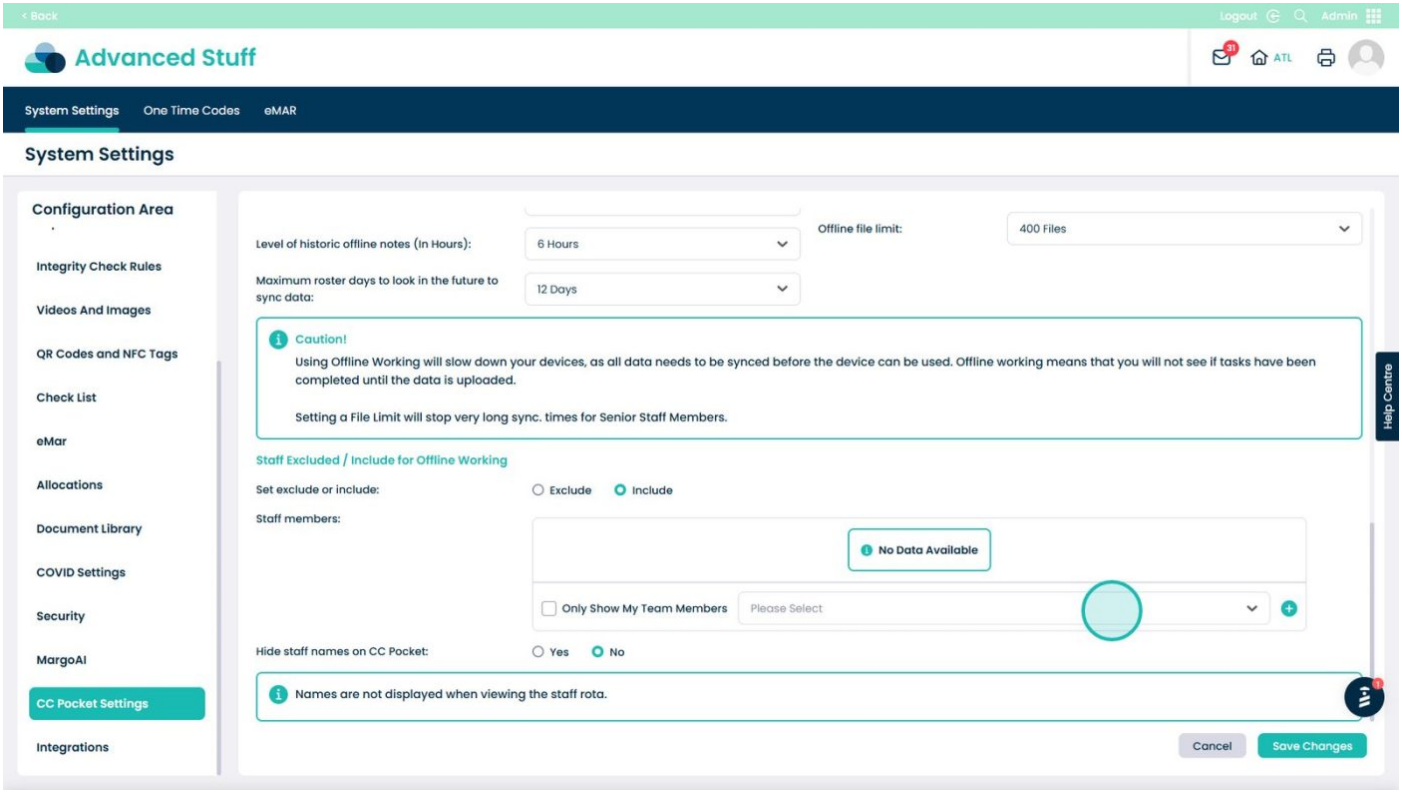
Exclude / Include – Sets whether the staff in the list below are excluded or included for offline working



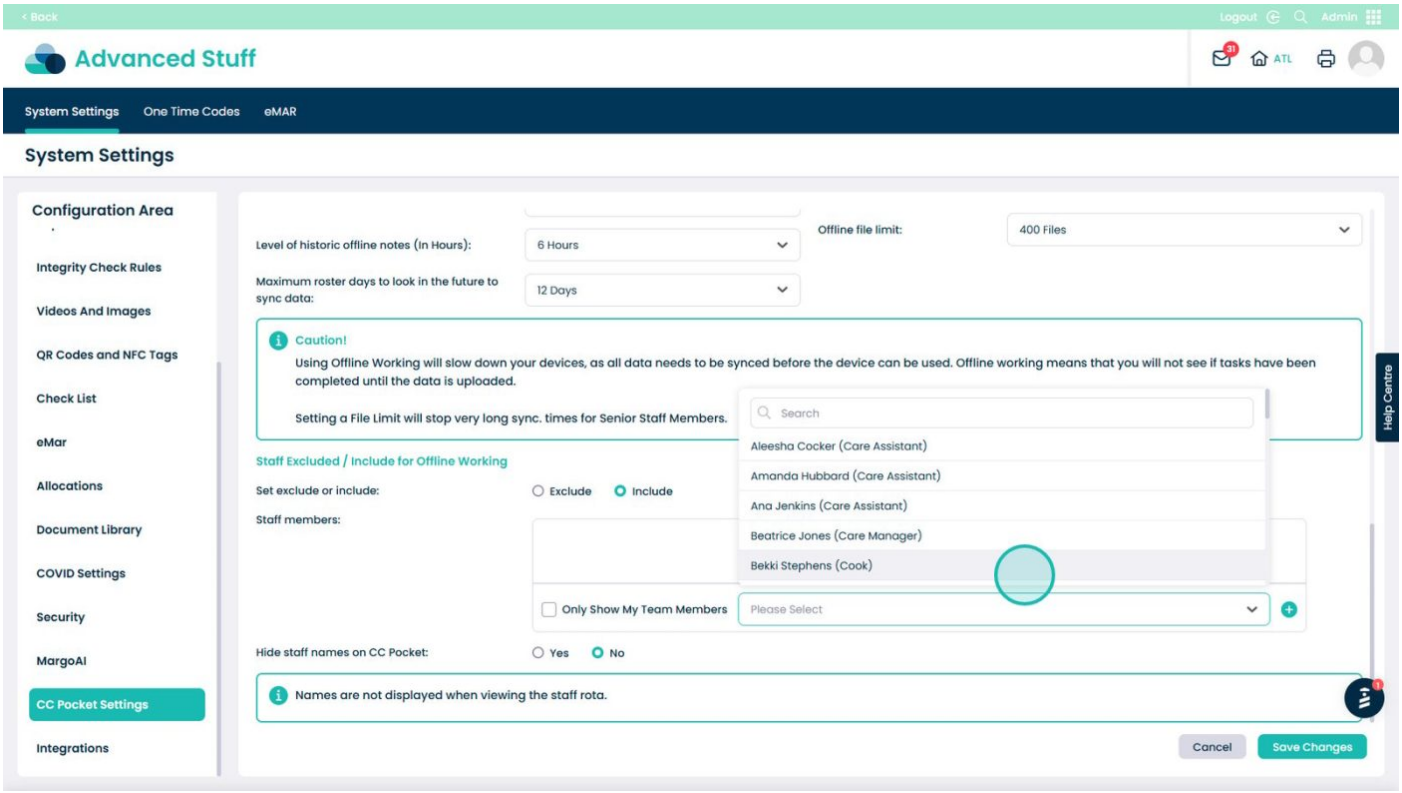
Show only My Team Members



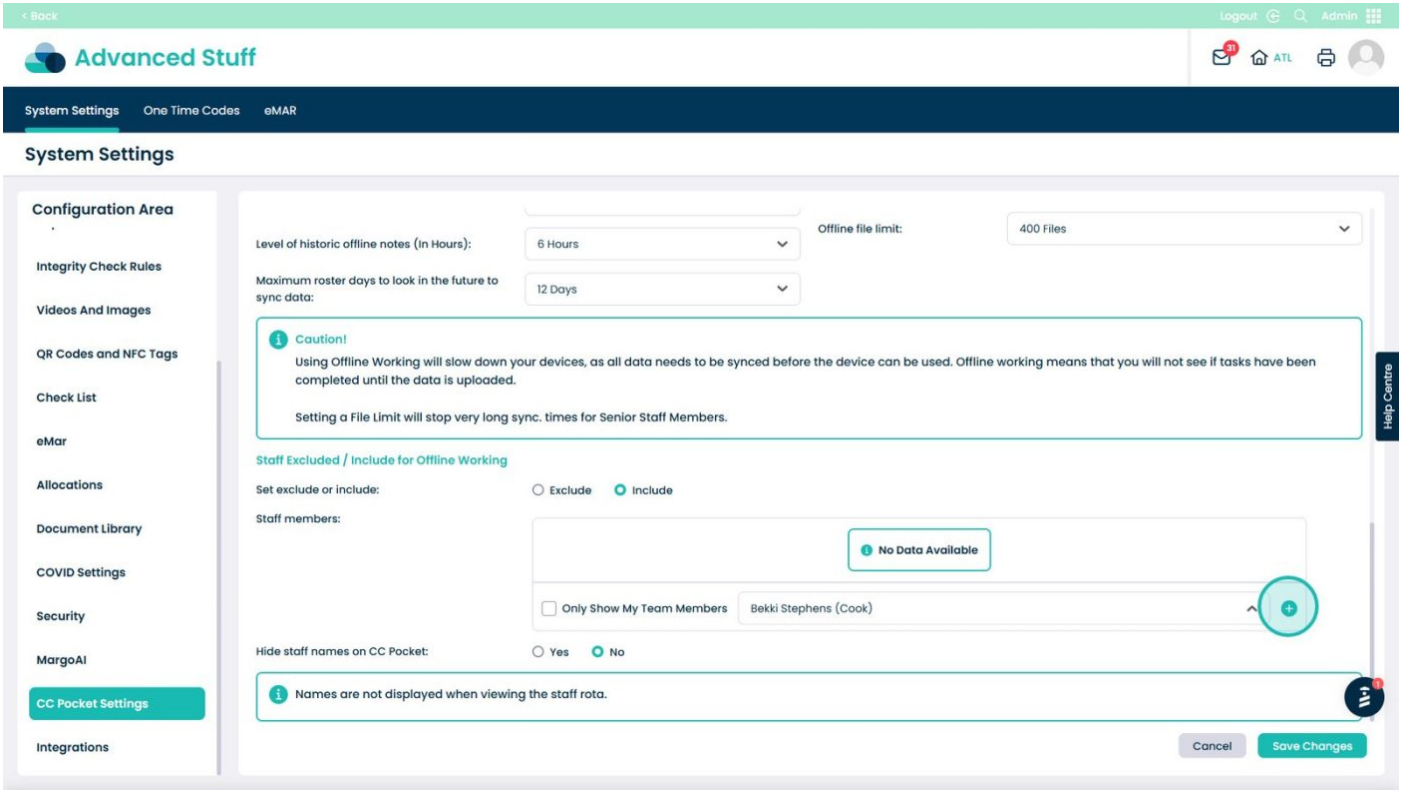
Open the staff member drop-down



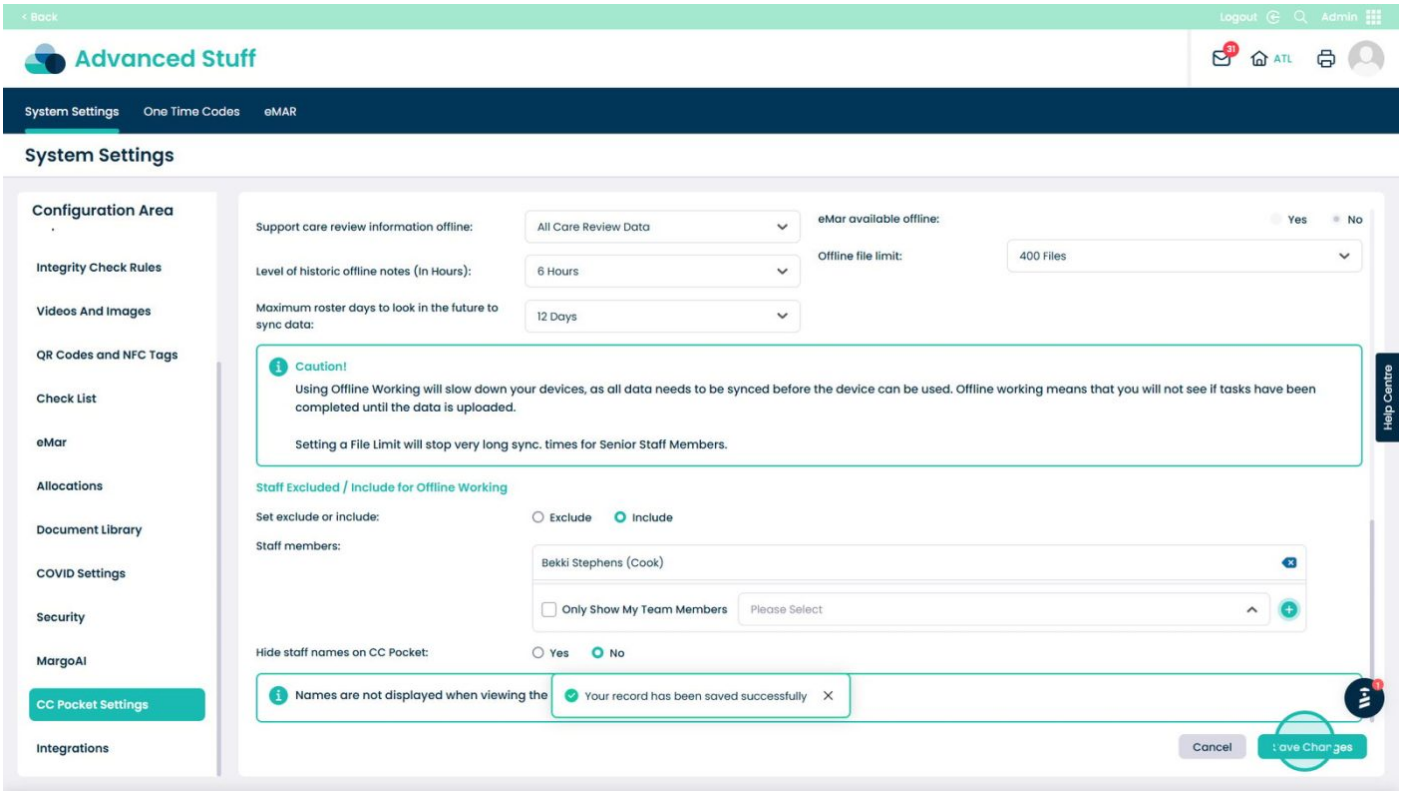
Choose your staff member



Click the Plus button to add them to the list



When done, click Save Changes



Offline Mode Data Retention

When you use Offline mode, your data is stored locally on the device until the next time it can sync.

- **Retention period:** The data is not designed to automatically expire after a set time. It is held indefinitely on your device until a successful sync occurs.
- **Risks:** If the device is reset, storage is cleared, or the app cache/data is deleted before syncing, you would lose that unsynced information.
- **Best practice:** Always open the app and allow it to connect to Wi-Fi or mobile data regularly to ensure that your records are pushed to the server.

Location Settings Error on Check Out

The most common cause of the “Location settings – error checking out” message is when location services are turned off. However, there are a few other possible reasons:

- **Poor or unstable signal:** If your device cannot get an accurate GPS fix (e.g., indoors, thick walls, or in poor coverage areas), the system may fail to confirm your location.
- **App permissions:** Even if location is enabled globally, the app itself must be allowed to access location data in your device settings.
- **Battery saver or performance modes:** Some devices restrict GPS usage in these modes, which can prevent the app from confirming your location.
- **Outdated OS/app:** Occasionally, incompatibility or bugs from older versions of the app or device OS can cause location validation errors.

Was it helpful ?

- Happy
- Normal
- Sad

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