



# NASTi FAQs

## IS THE APP ALWAYS TRACKING ME?

**NASTi** is not tracking your location all the time.

Tapping “**Ready to Go**” is what wakes the app and location tracking so it can show a scheduler you’re “**On the Way**” and automatically check you in when you arrive.

**NASTi** stops tracking you after check-out.

## WHY DO I NEED TO TAP “READY TO GO”?

If you don’t tap **Ready to Go**, **NASTi** won’t know you’re on your way—and automatic check-in may not work.

## WHY DO I NEED LOCATION SET TO “ALWAYS ALLOW”?

**Location** needs to be enabled and set to **Always** for smooth check-in and check-out. If **Location** is set to **Only While Using** or **Never**, automatic check-in and out may fail.

## DO I NEED TO KEEP THE APP OPEN?

Yes. For check-in accuracy, the app needs to be running in the background after you tap **Ready to Go** and during shift. Closing the app (swiping it up and away) stops location tracking and may prevent automatic check-in and check-out.

## WHAT SHOULD I DO IF I ACCIDENTALLY CLOSE THE APP?

Reopen the app and keep open during shift so location tracking can resume and automatic check-in and check-out stays accurate.

## WHAT IF NASTi CLOCKS ME IN OR OUT AT THE WRONG TIME?

Sometimes GPS, connectivity, or phone settings can impact automatic check-ins and check-outs. If that happens, tap your shift and use **Manual Check-In** or **Manual Check-Out**.

## WHY DOES MY APP STILL SHOW “ON THE WAY” EVEN THOUGH I’VE ARRIVED AT THE COMMUNITY FOR MY SHIFT?

Automatic check-in follows the rules set by your admins. For example, if check-in is allowed starting 5 minutes before your shift and you arrive 15 minutes early, the app will show **On the way** until 5 minutes before shift—then it will check you in.

## WHAT IF I DON’T HAVE A MOBILE DEVICE OR FORGET IT ONE DAY?

No worries — if you don’t have a phone or forget it, your supervisor or an admin can manually check you in and out for shifts.