

Workforce Australia Supervisor App

How to use the supervisor app



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About the Supervisor app

The supervisor app is for activity supervisors to report participant's attendance on the day of their activity.

Download the supervisor app

You can download the free app from your app store:

- Apple App Store
- Google Play

Operating Systems that the app supports

The app is available for:

- Apple devices with iOS 15 and above
- Android devices with 6.0 and above.

How to sign in and set up my account

If you're a new user

You'll need to create a Workforce Australia supervisor account and link it to your myGovID account.

Step 1. Create a myGovID account if you don't have one

- 1. If you don't have a myGovID account, you will need to create a myGovID account.
- 2. Make sure your myGovID account:
 - 2.1. has an identity strength of standard or higher
 - 2.2. is set up on your personal device, not a company or shared device.

Step 2. Sign in with myGovID via a unique link

1. An activity provider will need to invite you to create a supervisor account with Workforce Australia. When they invite you, you'll get an email with a unique link. The link will be valid for 30 days.

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2. Sign in with myGovID via this unique link. If you don't use this link it won't show you steps 3 and 4.

Create a	an account for the supervisor app
0	Example@example.com Today, 11:18 AM To: supervisor1@example.com
	Hi Supervisor 1
	Create a supervisor account to use the supervisor app.
	Why we're contacting you
	You're invited to be an activity supervisor.
	You need to:
	 Create a supervisor account. Download the supervisor app.
	Then you'll be able to report participant's attendance on the day.
	About the supervisor app
	The app is for activity supervisors to report participant's attendance on the day of an activity. Most participants have to report their attendance by the end of the day in order to keep getting their Centrelink income support payment.
	The app will:
	 offer 2 attendance options for each participant; absent or present show if their attendance has already been reported submit attendance to Workforce Australia straight away alert you to any issues reporting their attendance.
	Step 1 - Set up myGovID
	You need to sign in with myGovID to use the supervisor app. If you don't have a myGovID already you need to <u>Set up myGovID</u> on a personal device.
	Make sure your account has a Standard identity strength.
	Step 2 - Create a supervisor account
	You'll need to create a supervisor account and link it to your myGovID.
	 Select this link and sign in with myGovID. If you don't use this link it won't show you steps 2 and 3.
	1. Read the user security declaration and check the 'I accept' box.

Figure 1: new user registration email

- 3. Read the user security declaration.
- 4. Check the I accept box.
- 5. Select Accept.

Step 3. Sign in to the supervisor app for the first time

- 1. Download and open the supervisor app
- 2. Under the option for I'm a new user, select Sign in with myGovID

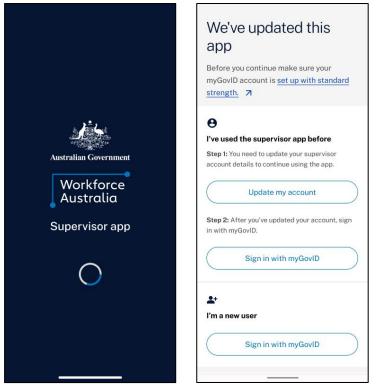


Figure 2: app splash screen, Figure 3: app transition sign in page

3. Select Continue with Digital Identity

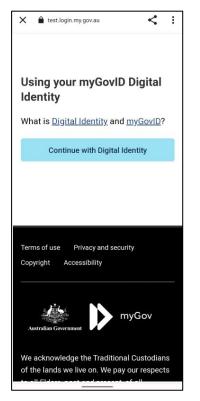


Figure 4: digital identity sign in

4. Select myGovID



Figure 5: myGovID sign in

5. Enter your myGovID email address and select Login

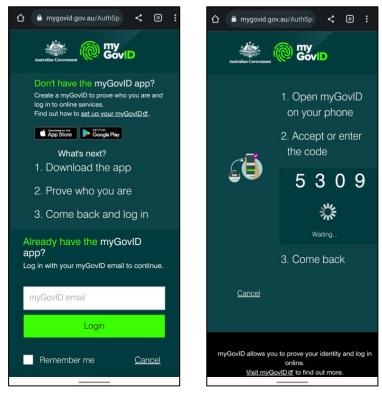


Figure 6: myGovID email login, Figure 7: myGovID authentication code,

6. Open the myGovID app from your personal device.



Figure 8: myGovID app icon

- 7. Enter the code from the myGovID web page to your myGovID app.
- 8. Select Accept.

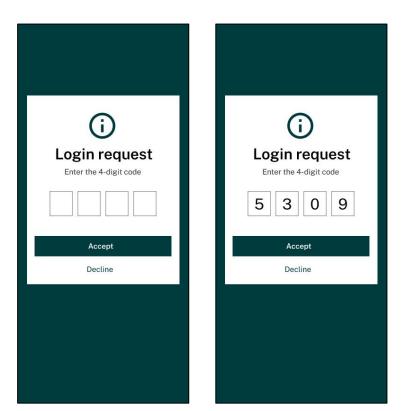


Figure 9: myGovID app login request code, Figure 10: myGovID app login request code completed

- 9. Go back to the myGovID web page.
- 10. The page will reload with a **Digital Identity consent form**.
- 11. Select consent.

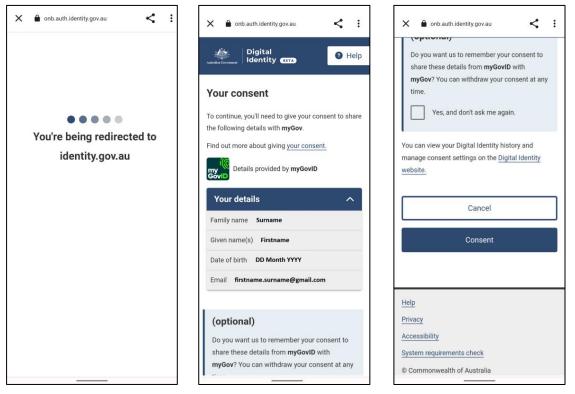


Figure 11: digital identity loading page, Figure 12 & Figure 13: digital identity consent form

12. Read the terms and conditions.

13. Select I agree.

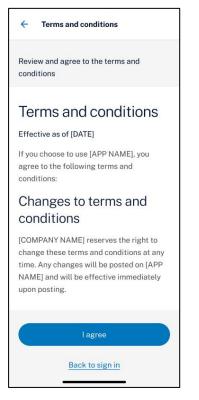


Figure 14: app conditions of use screen

If you had the old supervisor app

This app was updated on 1st July 2023. You'll need to update your sign in details with myGovID.

- 1. If you don't have a myGovID account, you need to create a myGovID account.
- 2. Open the supervisor app.
- 3. Select Update my account.

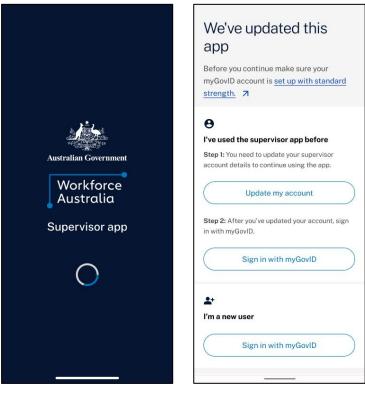


Figure 15: app splash screen, Figure 16: app transition sign in page

4. Enter your existing details and select Login.

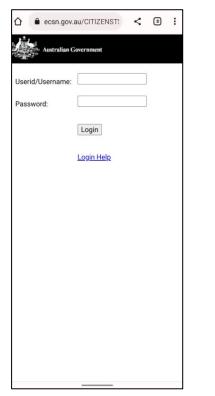


Figure 17: ecitizen sign in page

5. Select Continue with Digital Identity



Figure 18: digital identity sign in

6. Select myGovID



Figure 19: myGovID sign in

7. Enter your myGovID email address and select Login

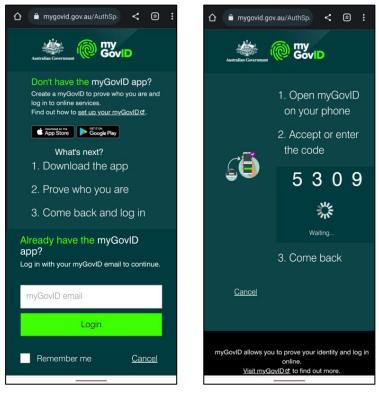


Figure 20: myGovID email login, Figure 21: myGovID authentication code,

8. Open the myGovID app from your personal device



Figure 22: myGovID app icon

9. Enter the code from the myGovID web page to your myGovID app.

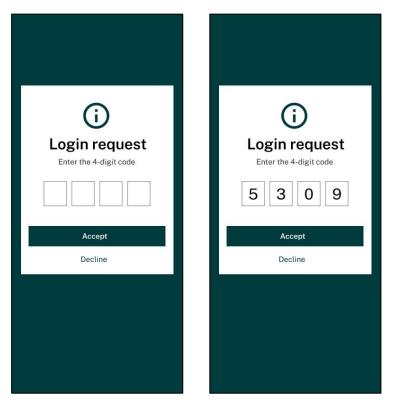


Figure 23: myGovID app login request code, Figure 24: myGovID app login request code completed

- 10. Select Accept.
- 11. Go back to the myGovID webpage
- 12. The page will reload with a Digital Identity consent form.
- 13. Select consent.

×	onb.auth.identity.gov.au	🗙 🗎 onb.auth.identity.gov.au < 🗄	X 🔒 onb.auth.identity.gov.au < 🗧
		Australia Construction Digital Identity CTT2	Do you want us to remember your consent to share these details from myGovID with
		Your consent	myGov? You can withdraw your consent at any time.
	••••	To continue, you'll need to give your consent to share the following details with myGov .	Yes, and don't ask me again.
	You're being redirected to	Find out more about giving your consent.	You can view your Digital Identity history and
	identity.gov.au	Details provided by myGovID	manage consent settings on the Digital Identity website.
		Your details	Cancel
		Family name Surname	
		Given name(s) Firstname	Consent
		Date of birth DD Month YYYY	
		Email firstname.surname@gmail.com	
			Help
		(optional)	Privacy
		Do you want us to remember your consent to	Accessibility
		share these details from myGovID with	System requirements check
		myGov? You can withdraw your consent at any	© Commonwealth of Australia

Figure 25: digital identity loading page, Figure 26 & Figure 27: digital identity consent form

14. The page will reload with a user security declaration.

Read the user security declaration and check the I accept box.
 Select Accept.

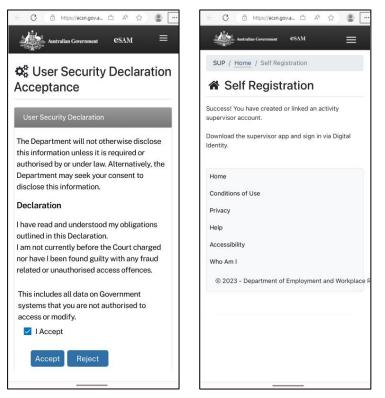


Figure 28: eSAM user security declaration, Figure 29: eSAM self registration success page

17. If you're not automatically taken to the Digital Identity sign in page, select Sign in with myGovID

X 🗎 onb.auth.identity.gov.au < 🗄	We've updated this app Before you continue make sure your myGovID account is <u>set up with standard</u> <u>strength</u>
You're being redirected to Department of Employment and Workplace Relations	P Ive used the supervisor app before Step 1: You need to update your supervisor account details to continue using the app. Update my account Update my account Step 2: After you've updated your account, sign in with myGovID. Sign in with myGovID
	L'm a new user Sign in with myGovID

Figure 30: DEWR loading page, Figure 31: app transition sign in screen

- 18. Repeat steps 5 to 13 above.
- 19. Read the terms and conditions.

20. Select I agree.

21. Your linked activities will be under **Your activities**.

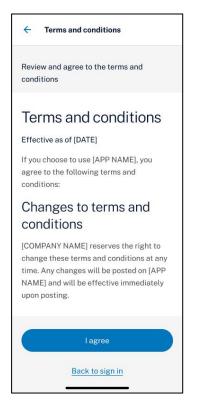


Figure 32: app conditions of use screen

How to sign in after you've updated your sign in details to myGovID

- 1. Open the supervisor app
- 2. Select Sign in or register with myGovID



Figure 33: app icon, Figure 34: app splash screen, Figure 35: app sign in screen

3. Select myGovID



Figure 36: myGovID sign in

4. Enter your myGovID email address and select Login

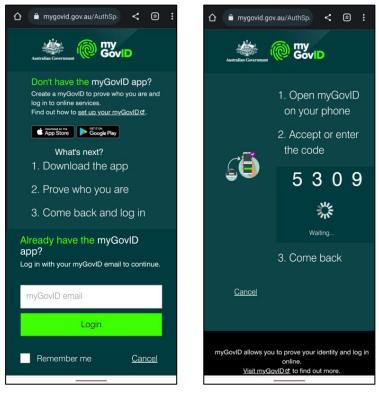


Figure 37: myGovID email login, Figure 38: myGovID authentication code,

5. Open the myGovID app from your personal device



Figure 39: myGovID app icon

6. Enter the code from the myGovID web page to your myGovID app.

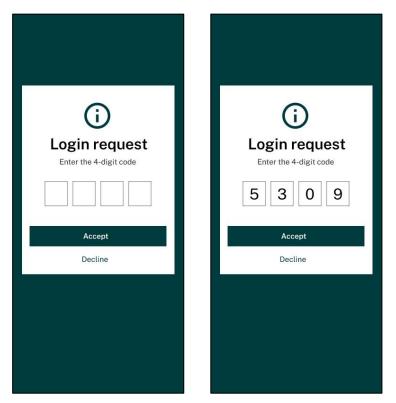


Figure 40: myGovID app login request code, Figure 41: myGovID app login request code completed

- 7. Select Accept.
- 8. Go back to the myGovID webpage
- 9. The page may reload with a **Digital Identity consent form** if you haven't previously checked the box for **Yes**, and don't ask me again.
- 10. Select consent.
- 11. You will now use myGovID to sign in every time.

X 🔒 onblauth.identity.gov.au	X 🔒 onb.auth.identity.gov.au < 1	🗙 🔒 onb.auth.identity.gov.au < 🗄
•••• You're being redirected to identity.gov.au	Digital Lenvisor Provision Provision </th <th>Do you want us to remember your consent to share these details from myGovID with myGov? You can withdraw your consent at any time. Yes, and don't ask me again. You can view your Digital Identity history and manage consent settings on the Digital Identity website. Cancel</th>	Do you want us to remember your consent to share these details from myGovID with myGov? You can withdraw your consent at any time. Yes, and don't ask me again. You can view your Digital Identity history and manage consent settings on the Digital Identity website. Cancel
	Given name(s) Firstname Date of birth DD Month YYYY Email firstname.surname@gmail.com	Consent
	(optional) Do you want us to remember your consent to share these details from myGovID with myGov? You can withdraw your consent at any	Help Privacy Accessibility System requirements check © Commonwealth of Australia

If you're using a shared or company device

If you're using a shared or company device and haven't used the new supervisor app before:

1. Open the supervisor app.



Figure 45: app icon, Figure 46: app splash screen

2. Select Update supervisor account.

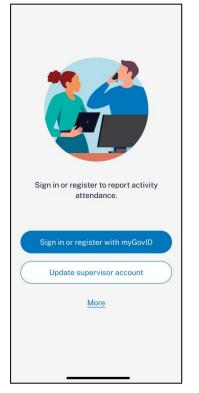


Figure 47: app sign in screen

3. Follow the instructions <u>How to sign in and set up my account</u>

How to sign out of the app

- 1. Select More.
- 2. Select Sign out.
- 3. You'll be taken back to the sign in page.

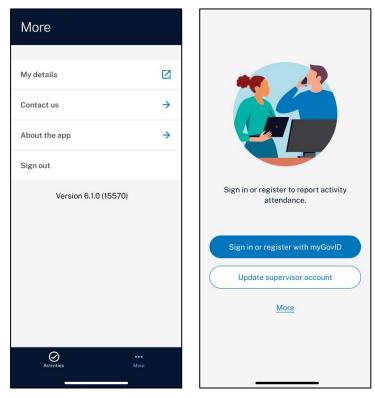


Figure 48: app More menu – signed in, Figure 49: app sign in screen

How to see your activities

- 1. Sign in to the supervisor app via myGovID.
- 2. Your activities will show the list of your linked activities scheduled in the next 7 days.

Your activities	
See past activities	
16 March 2022 (Today)	
9am to 10:30am	Completed
Activity 1	
Location 1, ACT	
13 participants	
11am to 5pm	Due today
Activity 2	
Location 2, ACT	
3 participants	
22 March 2022	
11am to 6pm	
Activity 3	
Location 3, WA	
4 participants	
Activities	••• More

Figure 50: Your activities page

3. If you don't have any activities scheduled in the next 7 days, you'll see a message saying you don't have any activities.



Figure 51: Your activities page – no scheduled activities

4. If you want to see the list of past activities, select **See past activities**. This will show you the past activities scheduled in the last 7 days.

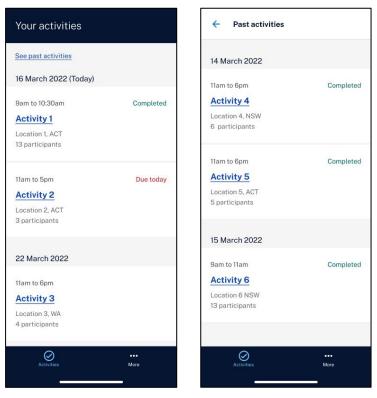


Figure 52: Your activities page, Figure 53: Past activities page

- 5. To see the details of an activity, select the activity from Your activities list.
- 6. Select View activity details.

Your activities	← Activity	← View details
See past activities 16 March 2022 (Today)	Activity 2 16 March 2022 11:00 am to 5:00pm (30min break)	Activity details
9am to 10:30am Completed Activity 1 Location 1, ACT 13 participants	View activity details View attendance codes Participants	Activity title Activity 2 Date 16 March 2022 Time
11am to 5pm Due today Activity 2 Location 2, ACT 3 participants	74XXXXXXXX Participant 1 Present Absent	11am to 5pm (30 minute break) Address 1 Example Ave Canberra ACT 2600 Contact person Firstname Surname
22 March 2022	75xxxxxxx Participant 2 Present Absent	Phone For questions or access to the site. 04XXXXXXXX
Ilam to 6pm Activity 3 Location 3, WA 4 participants	Last refreshed 11:06am 16/3/2022. Submit	Activity ID 12XXXXXX Description [Here is a short description of the activity]
Activities More		Activity provider details

Figure 54: Your activities page, Figure 55: Activity participant's page, Figure 56: View activity details page

How to see participants in an activity

- 1. Sign in to the supervisor app via myGovID.
- 2. Select the activity from **Your activity** list.
- 3. The participants will be shown.

Your activities		← Activity
See past activities		Activity 2
16 March 2022 (Today)		16 March 2022 11:00 am to 5:00pm (30min break)
9am to 10:30am	Completed	View activity details
Activity 1		(View attendance codes)
Location 1, ACT		
13 participants		Participants
11am to 5pm	Due today	74xxxxxxx Participant 1
Activity 2		
Location 2, ACT		Present Absent
3 participants		75XXXXXXX
		Participant 2
22 March 2022		Present Absent
11am to 6pm		
Activity 3		Last refreshed 11:06am 16/3/2022.
Location 3, WA		Culumit
4 participants		Submit
		Contact the activity provider if you have
Activities	More	Activities More

Figure 57: Your activities page, Figure 58: Activity participant's page

How to report attendance for a participant

You can only report attendance on the day of the activity.

- 1. Sign in to the supervisor app via myGovID.
- 2. Select the activity from your activity list.
- 3. Select either **Present** or **Absent** for each participant.
- 4. If no attendance has been selected, you won't be able to select **Submit**.

Your activities	← Activity	← Activity
See past activities 16 March 2022 (Today)	Activity 2 16 March 2022 11:00 am to 5:00pm (30min break)	Activity 2 16 March 2022 11:00 am to 5:00pm (30min break)
9am to 10:30am Completed Activity 1 Location 1, ACT 13 participants	View activity details View attendance codes Participants	View activity details View attendance codes Participants
11am to 5pm Due today Activity 2 Location 2, ACT 3 participants	74XXXXXXX Participant 1 Present Absent 75XXXXXXX	74XXXXXXXX Participant 1 Present Absent 75XXXXXXXX
22 March 2022	Participant 2 Present Absent	Participant 2 Present × Absent
11am to 6pm Activity 3 Location 3, WA 4 participants	Last refreshed 11:06am 16/3/2022. Submit Contact the activity provider if you have	Last refreshed 11:06am 16/3/2022. Submit Contact the activity provider if you have
Activities More	Activities More	Activities More

Figure 59: Your activities page, Figure 60: Activity participant's page, Figure 61: Activity participant's page – attendance selected

5. When you report a participant as absent, you'll be asked to confirm it. Check the absent participants details are correct and select **Submit**.

÷	Confirm			
Once		ey were abs /ou can't chan;		
Part	xxxxxx icipant 2			
C		Cancel		
		Submit		
	Activities		•••• More	

Figure 62: attendance confirmation page

- 6. You can submit the attendance of each participant individually, in groups or all at the same time. It will be reported to Workforce Australia Online for Providers straight away.
- 7. You'll get confirmation message and the participant list will update.

← Activity
Activity 2
16 March 2022
11:00 am to 5:00pm (30min break)
View activity details
View attendance codes
Participants
74XXXXXXX
Participant 1
✓ Present
75xxxxxxx
Participant 2
× Absent
Last refreshed 11:06am 16/3/2022.
Submit
Attendance submitted X
Activities More

Figure 63: attendance submitted confirmation message

- 8. You'll get an error message if:
 - 8.1. a participant's attendance has already been reported when you submit. You'll see who reported the attendance and the result for each participant.

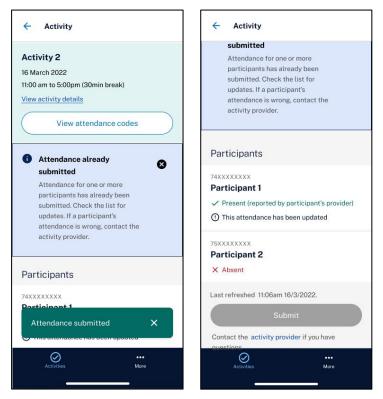


Figure 64: attendance already submitted message, Figure 65: attendance already submitted error

8.2. a participant's attendance couldn't submit for any reason.

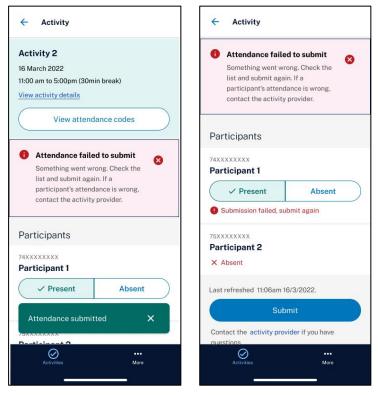


Figure 66: attendance failed to submit message, Figure 67: attendance failed to submit error

8.3. you try to report attendance before the day of the activity. You can only report attendance on the day of the activity.

Activity 3	
22/3/2022	
11am to 6pm (60 minutes b	oreak)
View activity details	
You can't submit a	attendance yet 🛛 🛽
You can only submit	attendance on the day
of the activity.'	
Participants	
74XXXXXXX	
Participant 7	
74XXXXXXX	
Participant 8	
74XXXXXXX	
Participant 9	
74XXXXXXX	
Participant 10	
Leat refreehad as 7.00em	16/0/0000
\otimes	•••
Activities	More

Figure 68: future attendance submission message

8.4. you try to report attendance for a past activity.

4	Activity	
Activ	vity 4	
14/3/2	:022	
11am t	o 6pm (60 minute:	s break)
View a	activity details	
0	Past activity	8
	rou can't edit a par ncorrect, contact	st activity. If details are activity provider.
Partio	cipants	
74XXX	xxxxx	
Parti	icipant 4	
✓ Pr	esent	
74XXX	xxxxx	
Parti	icipant 5	
Attend	dance no reported	
74XXX	xxxxx	
Parti	icipant 6	
🗸 Pr	esent	
	Activities	•••

Figure 69: past attendance submission message

Attendance codes

Most participants have an obligation to report their attendance at an activity. They do this by scanning a QR code or entering a passcode to their Workforce Australia Online for Individuals account. The codes for the activity are available in the supervisor app. Participants can scan the QR codes from your device or enter the passcode in their device.

These codes will also be emailed to you before the activity starts.

How to find attendance codes

- 1. Open the Supervisor app
- 2. Select the activity
- 3. Select View attendance codes
- 4. The QR code and passcode will be shown.

Your activities	← Activity	← Attendance codes
See past activities 16 March 2022 (Today)	Activity 2 16 March 2022 11:00 am to 5:00pm (30min break)	Activity 1 2 Example Ave Canberra ACT 2600 16 March 2022
9am to 10:30am Completed Activity 1 Location 1, ACT 13 participants	View activity details View attendance codes Participants	9am-11am
Ilam to 5pm Due today Activity 2 Location 2, ACT 3 participants Location 2, ACT	74XXXXXXX Participant 1 Present Absent	
22 March 2022	Participant 2 Present Absent	Passcode: RW2CHLM
Ilam to 6pm Activity 3 Location 3, WA 4 participants	Last refreshed 11:06am 16/3/2022. Submit	
Activities More	Activities More	Activities More

Figure 70: Your activities page, Figure 71: Activity participant's page, Figure 72: Activity attendance codes page

5. If the activity is longer than 4 hours there will be a **session 1** code and a **session 2** code. To see the session 2 code, select the **Session 2** toggle on the right-hand side of the screen.



Figure 73: Activity attendance codes page – multiple sessions

How to see and update my details

- 1. While signed into the app, select **More** at the bottom of the screen.
- 2. Select My details

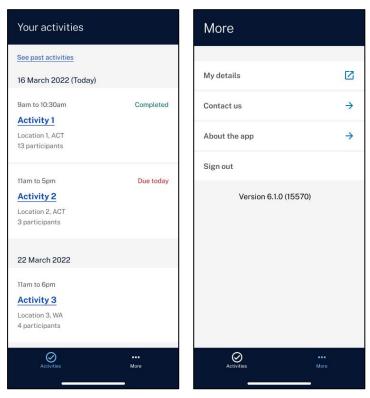


Figure 74: Your activities page, Figure 75: app More menu - signed in

- 3. The eSAM login page will load
- 4. Select Continue with Digital Identity

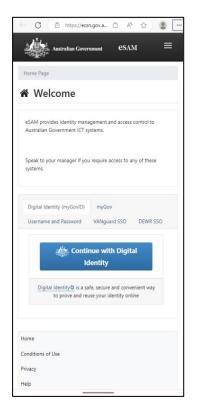


Figure 76: eSAM login page

- 5. Follow the prompts to sign in with your myGovID account
- 6. Once successful, you'll see the eSAM homepage.
- 7. Select My Details
- 8. From the My Details page, update the email address if you want to change it, and select submit.

SS / Home	ESS / Home / I	My Details
Home	🕸 My De	etails
My Details View or edit your personal details.	Firstname Su	rname
Access Requests Create/View your Access Requests.	Identity: 'Fir	stname Lastname'
Settings Change eSAM user interface settings.	User Id	ID1234
Sign out Log out of this web site.	Display Name	Firstname Surname
ame	First Name	Firstname
anditions of Use	Last Name	Lastname
livacy zlip	Email Address	example@example.com
ccessibility hro Am I	Primary Phone Number	
© 2023 - Department of Employment and Workplace Relations	Secondary Phone Number	

Figure 77: eSAM home page, Figure 78: eSAM My details page

9. Your email address has now been updated.

Technical support

If you're having technical issues using the app, you can:

Step 1: Refresh the screen – Sometimes information may update since the page was loaded. Try refreshing the screen by tapping on the screen with your finger and dragging down before releasing.

Step 2: Clear the cache – Sometimes the device will store old data in the app. This often needs to be done if you have multiple supervisors sharing an Android device. Clear the cache before another supervisor signs in to the app.

Android devices:

- 1. Select settings.
- 2. Select Apps.
- 3. Select Supervisor app from the list.
- 4. Select storage.
- 5. Select clear cache.
- 6. Close and re-open the Supervisor app.

iOS devices:

1. close and re-open the Supervisor app

Step 3: Uninstall/reinstall the app – If none of the previous steps work, try reinstalling the app.

Android devices:

- 1. Select and hold down on the **supervisor app** icon.
- 2. Select uninstall.
- 3. Go to the Play Store and search for the supervisor app.
- 4. Select install.

iOS devices:

- 1. Select and hold down on the **supervisor app** icon until the icons start to shake.
- 2. Tap the **minus** symbol on top left of the app.
- 3. Select delete app.
- 4. Select **delete** to confirm.
- 5. Go to the **Appstore** and search for the **supervisor app.**
- 6. Select install.

Step 4: Check your device has the minimum supported OS:

- Android devices: Operating System (OS) 6.0 and above
- iOS devices: Operating System (OS) 15 and above

Updates to the app

We continuously update and improve the app. Download updates when they're available. You can change your device settings to allow automatic updates.

If you'd like to read the details of each update, go to your app store and read what's new for the app.

How to find the app and OS version

1. Select **More** from the sign-in screen. If you're already signed-in select **More** at the bottom of the screen.

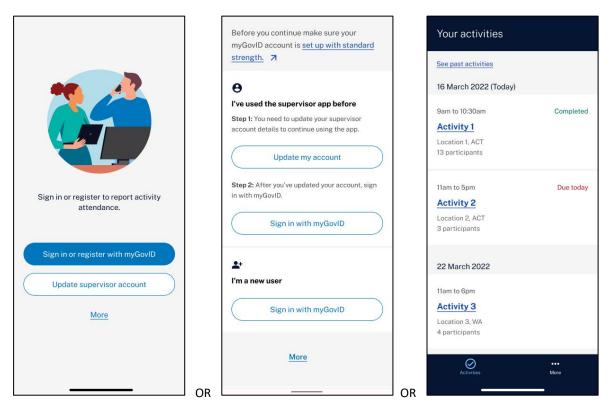


Figure 79: app sign in screen, Figure 80: app transition sign in screen, Figure 81: Your activities page

2. Select About the app

← More			More	
Contact us	÷		My details	
About the app	÷		Contact us	÷
Version 6.1.0 (15570)			About the app	÷
			Sign out	
			Version 6.1.0 (15570)	
			Activities Mon	
		OR		

Figure 82: app More menu – public version, Figure 83: app More menu – signed in

Under the **System Information** heading, the app version will be listed under **App version** and the device Operating System (OS) version will be listed under **OS version**.

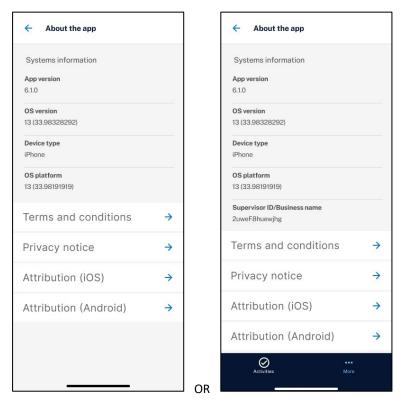


Figure 84: About the app page – public version, Figure 85: About the app page – signed in

If the OS version listed is less than the minimum OS described <u>above</u>, you'll need to update your device operating system version.

You'll need to do a google search on how to do this as the steps can be quite different depending on the device and model.

If you need help

Contact your activity provider

Your activity provider should be your first point of contact for any of the following issues:

- the participant list in the app is missing or has incorrect participants listed
- the activity is missing or has incorrect activities listed
- participant attendance is incorrect or needs to be updated by a case managing provider
- you have any other business questions or concerns.

Activity provider contact details

If you need to contact the activity provider or site contact:

- 1. Select the activity from Your activities list.
- 2. Select View activity details.
- 3. The site contact name and details will be listed under the Activity details section.
- 4. The activity provider contact name and details will be listed under the Activity provider details section.

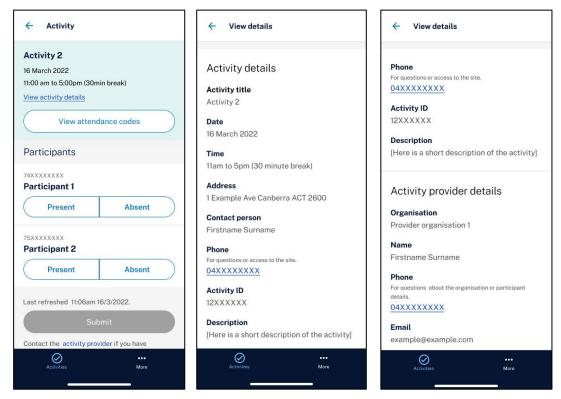


Figure 86: Activity participant's page, Figure 87 & Figure 88: View activity details screen

Technical support contact details

If these steps don't fix the problem, you can contact the support team by:

- calling 1300 305 520
- filling in the contact form within the app

How to fill out the contact form

1. On the sign in screen select More. If you are already signed in, select More at the bottom of the screen.

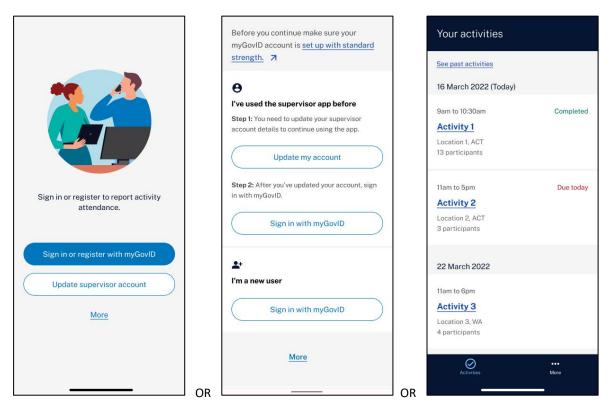


Figure 89: app sign in screen, Figure 90: app transition sign in screen, Figure 91: Your activities page

2. On the More screen select Contact us.

← More			More	
Contact us	÷		My details	
About the app	→		Contact us	→
Version 6.1.0 (15570)			About the app	→
			Sign out	
			Version 6.1.0 (15570)	
		OR		

Figure 92: app More menu – public version, Figure 93: app More menu – signed in

- 3. To call the support team, select call 1800 305 520.
- 4. To use the contact form, select Fill out contact form.

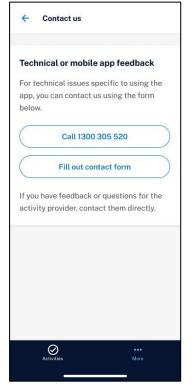


Figure 94: app contact us screen

- 5. Describe the issue and upload images if possible. If your image isn't in the correct file type you can <u>convert HEIC file</u> types to JPEG.
- 6. If you upload an image that exceeds the file size limit, try taking a screenshot of the image on the device and upload the screenshot instead. Screenshots will usually be a much smaller file size.
- 7. Select submit.

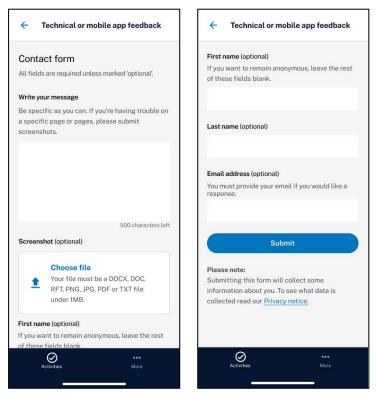


Figure 95 & Figure 96: app contact form

8. You'll get a confirmation message.

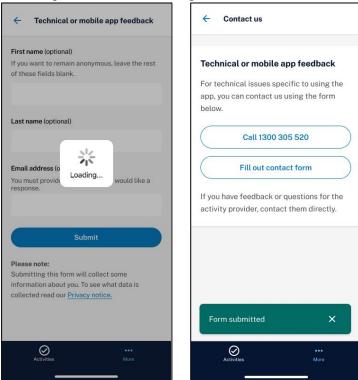


Figure 97: app contact form loading screen, Figure 98: contact form submission message

How to convert HEIC file types to JPEG

On some Android devices, the pictures you take with the camera are saved as HEIC files. You can't upload a HEIC file to the app. But you can convert it to a JPEG file and upload that.

For most Android devices;

- 1. Select the image you want to convert.
- 2. Select the edit icon.
- 3. Select edit.
- 4. Select save a copy to save the image as a JPEG photo to a location you choose.

Privacy notice and terms and conditions

1. Select **More** from the sign-in screen. If you're already signed-in select **More** at the bottom of the screen.

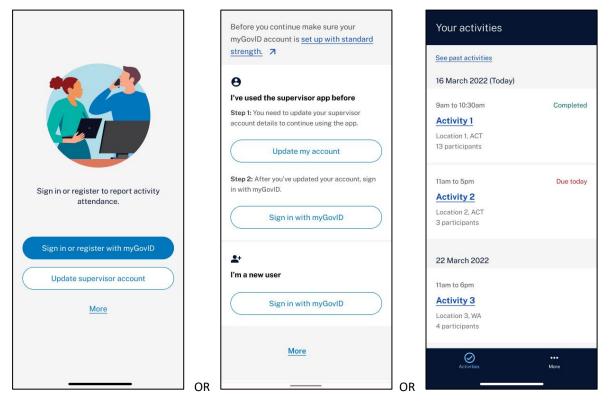


Figure 99: app sign in screen, Figure 100: app transition sign in screen, Figure 101: Your activities page

2. Select About the app

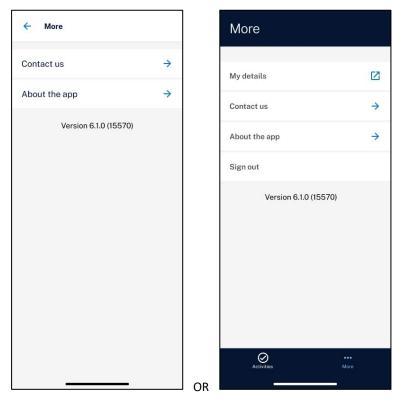


Figure 102: app More menu – public version, Figure 103: app More menu – signed in

- 3. Select **Terms and conditions** to see the terms and conditions.
- 4. Select **Privacy notice** to see the privacy notice.

← About the app			← About the app	
Systems information			Systems information	
App version 6.1.0			App version 6.1.0	
OS version 13 (33.98328292)			OS version 13 (33.98328292)	
Device type iPhone			Device type iPhone	
OS platform 13 (33.98191919)			OS platform 13 (33.98191919)	
Terms and conditions	÷		Supervisor ID/Business name 2uweF8huewjhg	
Privacy notice	\rightarrow		Terms and conditions	÷
Attribution (iOS)	→		Privacy notice	÷
Attribution (Android)	\rightarrow		Attribution (iOS)	→
			Attribution (Android)	÷
		OR	Activities More	

Figure 104: About the app page – public version, Figure 105: About the app page – signed in