OperationsIP

OIP-GDE-018 · Version 1.0 · Effective 1 December 2026

Troubleshooting and FAQ

Can't find your answer? Email support@operationsip.com.

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-GDE-018	1.0	1 December 2026	Director	December 2027

Guide · Guides for every user

1. Questions

Question	Answer
I can't see my business after signing up	Sign up with the exact email your employer added. Ask them to check it in Team
I was signed out	You signed in on another device. Sign in again here to use this device
The app says to turn on location	Your employer requires it. Turn on location for your browser or the app in your phone settings, then tap Try again
My clock-in was blocked	You're outside the site area. Move closer or ask your manager
I forgot to clock out	Ask your manager to add a correction
I can't add a user	Check that you are an Owner or Admin. If it still won't work, email support
The app says it's paused	The business's subscription isn't active. The Owner can fix it in Billing
Can I change a clock-in time?	No one can edit the original time. Owners and Admins add a correction with a reason

Question	Answer
Where is my data stored?	In Sydney, Australia. See International Data Transfers and Data Residency (OIP-DAT-005)
How do I cancel?	The Owner opens Billing and taps Cancel subscription. See Billing, Cancellation and Refund Policy (OIP-LEG-007)

Related documents

- International Data Transfers and Data Residency (OIP-DAT-005)
- Billing, Cancellation and Refund Policy (OIP-LEG-007)

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