



Deltek

Deltek ComputerEase Field™ 3.0

Frequently Asked Questions

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ComputerEase Field™ Frequently Asked Questions

What is ComputerEase Field?

ComputerEase Field is a new, easy-to-use mobile application that enhances field-to-office Time, Time Approval, Expense and Field Log capabilities. We will continue to add more features and functions to this application in future releases.

What does ComputerEase Field offer me that the current products don't?

ComputerEase Field has Time, Time Approvals, Expense and Field Log capabilities that exist in the existing time app and FieldEase application but also takes advantage of new technologies and has additional capabilities, including:

- Intelligent Character Recognition (ICR) to capture expense receipts, which will populate the entry fields for the user by extracting the text from the receipt
- Job location geofencing, which allows users with permission to set the location of jobs to allow for the app to know when employees have arrived or departed each jobsite
- Time with GPS, which allows the app to know what job an employee is working on prompting the user with timeclock options when they arrive and when they leave
- On-screen signing of the time, allowing employees to review and sign for their time entries
- Through the “My Employees” function field leads can view, edit, add, and sign time entries for their employees. Admins can establish which field leads have permissions to these functions.
- View of historical time for all users, which allows users to see prior time entries for completed payrolls
- In-app Time Approval, allowing users with permissions to approve time for employee entries allocated to their jobs
- Both browser and mobile app interfaces optimized for the best user experience based on the device being used
- User Friendly, configurable Field Logs to capture any data from the field and seamlessly providing it to the office
- Real-time weather data automatically populated for the jobs including weather events

Do I have to move to ComputerEase Field?

Existing Time Entry Mobile app customers will have the option to upgrade to ComputerEase Field to replace their existing Time application or to add the functionality to their current processes through 12/31/2024. For more information contact ComputerEaseSales@Deltek.com

Does this replace FieldEase?

No. FieldEase will continue to function as it does today and be fully supported with no planned changes at this time.

Does this replace the Time Entry Mobile App?

Yes, but not right away. The Time Entry Mobile app will continue to function as it does today and be fully supported without any interruption or changes through 12/31/2024, allowing customers currently using this app to have time to upgrade, configure, and train users on the new functions.

What training and configuration changes are needed to make the switch from the Time App, and how much time should I allocate?

This is dependent on the number of users that you have and the roles and groups your company would like to implement. When you purchase ComputerEase Field, training time with our Services department is included to guide you through the process. You can find out more by sending us an [email](#).

What mobile devices will ComputerEase Field work on?

ComputerEase Field mobile app is compatible with Android mobile devices (phone or tablet) version 12 or higher and Apple mobile devices (phone or tablet) version 15 or higher.

ComputerEase Field browser interface is compatible with Google Chrome, Microsoft and Firefox.

Will time from ComputerEase Field flow into FieldEase for processing?

No. ComputerEase Field communicates directly with ComputerEase through the new desktop Time Center so the data does not flow through or use FieldEase.

Does ComputerEase Field know you are at the correct job?

The app recognizes that the user is at a job based on a pin location and user-defined geofence. At this time, it will not know if you are scheduled to be at this jobsite.

If an employee leaves the job and ignores the prompt, do we know their route or destination as they are still punched in?

No, the app will not track live locations due to privacy. We will, however, know that they showed up at the job at a specific time and left at a specific time.

When making purchases, our project managers do not get a physical paper receipt but receive an email with an attachment. Can they attach a PDF file instead of a photo of a paper receipt?

Yes, with version 2.0 or higher you can attach PDF receipts. From the mobile app camera screen you can select a file by accessing the gallery option. From the browser interface you are taken directly to the file location to locate the file.

We have techs that visit 3–4 sites a day. When they turn in their hotel receipt, they divide the total hotel amount by “4” and submit that amount to each job number. Will the new mobile app divide a receipt for multiple job numbers?

This is on the list for future consideration to be added to the expense capability. If this is important to you, please add a vote to the idea in the [Idea Portal](#).

Can we disable the GPS and tracking features in the new mobile app?

Yes. Admins may disallow access to the job location function for an individual or all users.

We currently record time in block hours without start and stop times. Can we continue to track time this way?

Yes. ComputerEase Field allows for manual entry of hours on jobs without using job locations, GPS time, or start and stop times, if that fits your needs better.

Does the GPS track travel time to and from the job sites?

Currently, tracking travel time is not supported in ComputerEase Field. If this feature is something that is important for your company, please enter an idea on the [Idea Portal](#).

What if my users don't enable the app to use their location on mobile device?

Any user that doesn't enable location tracking for the ComputerEase Field app will not get notifications to start and stop time tracking when they arrive and depart a job location, nor will the system prompt them.

Does the app share the GPS location of the users?

No. For privacy reasons, all user location information is stored locally on the device and the only information that is stored or shared with ComputerEase is the arrival and departure times for the job within the geofence area.

Will users be able to approve time?

Yes, users with the correct permissions can approve time in either the mobile app or the via the browser interface. Users in ComputerEase can also review time entries in the Time Center before sending them to Labor Distribution.

When will users be able to approve time from within the ComputerEase Field app?

Version 1.5 and higher of the mobile app will have an approval workflow that will route signed time entries to approvers by job.

Why don't my employees entries come into the signature for me to sign for them?

There are 2 settings that need to be turned on for you to be able to sign for other employees. The first needs to be set by your administrator in your user role within ComputerEase. This setting is "Allow Signing Other Employees Entries", and if checked for your role you will have a setting in the ComputerEase Field application that will need to be set. Toggle on the "Sign Group Entries" setting in the app. Once both of these are set to be on or checked then when you touch Sign in the app and have time entries for other employees that you entered you will be able to sign for them. If you want each employee to sign for the entries you have created for them, simply toggle off the "Sign Group Entries" setting in the app.

Do I have to choose which interface I use?

No. You can use either the mobile app or the browser interface to access ComputerEase Field interchangeably depending on what is the most convenient for you at the time you are accessing.

Why does the approval screen look different in the browser interface?

We have taken advantage of the larger screens available on a laptops and tablets which allows us to provide more details on the summary screens.

Why is the menu different in the browser interface?

To ensure users have the best experience using our ComputerEase Field app we have optimized the navigation depending on the device you are using

Why does ComputerEase Field look like the tablet version when I turn it to portrait orientation?

Installing the mobile app from the Apple App store or Android Play store is recommended for the best experience when accessing the application from a tablet. However, the app will know when you access from either the browser or mobile app if you are on a device and in an orientation that provides for larger screen space. There is less wide screen space when the tablet is in portrait orientation so the application will recognize this and revert to the previous view of data to ensure a good user experience.

Why does an older payroll period display when I open Time Approvals?

We have enhanced ComputerEase Field time approvals in version 2.0 to default to the earliest period with entries pending approval. If you see an older period when you access Approvals in the Time section of the application, then you have unapproved time in that period. You can choose to reject that time, delete that time or zero it out and approve it to clear it from pending approval. If you reject the time entries, the users will be able to delete them in the app and they will no longer show as needing to be approved.

Can I customize what sections and fields are available in specific Field Logs?

Yes. The ComputerEase administrator can create as many field log types as needed. Each field log type can have a unique name and a mixture of sections and fields based on your needs. The ComputerEase administrator can also filter what field log types are available to users.

Can I add customizable fields to a field log type?

Yes. ComputerEase administrators can create a field log type that contains only customizable fields or a mix of sections and customizable fields. Customizable fields can also be added to any section within a field log type.

What happens to the productivity data provided in a field log?

Productivity data sent in from ComputerEase Field via field logs is available for posting. ComputerEase administrators can choose to post the data automatically and make the decision on each entry.

Note: We will continue to work with and provide information to customers. Be sure to stay in contact with us and [register](#) for our quarterly customer Town Halls for more information.

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