MCL Mobile App – FAQ Guide

How do I log in to the MCL Mobile App?

After opening the MCL App, enter your login credentials on the start screen.

How do I navigate within the MCL App?

After logging in, you will see icons at the bottom of the screen for the following sections: **Checklists**, **Reports**, **Tasks**, and **Configuration**.

- Use the menu bar to switch between sections, access settings, or manage your profile.

What do the four icons in the bottom menu bar mean?

- **Checklist**: View and complete checklists.
- **Reports**: Access completed checklist reports.
- **Tasks**: View and manage assigned or created tasks.
- **Configuration**: Access app settings and user management.

How do I start a checklist in the MCL App?

1. Open the **Checklists** tab and select a checklist.
2. Choose between **Routine Inspection** or **Special Inspection**.
3. If enabled, select the departments you want to include.
4. Adjust the department order if necessary.
5. Tap **Start Checklist** to begin.

How do I finish a checklist in the MCL App?

After the final checklist question:

- You may be prompted to provide an electronic signature (if enabled).
- Tap **Finish Report** to complete the checklist.
- The report will be uploaded to the system.
- Choose how you want to send the report: **Full Report**, **Results Only**, or **Tasks Only**.

How do I navigate through a checklist?

Use the arrows at the bottom of the screen to move through questions.

- You can also swipe left or right to switch between questions.

What is the difference between Routine Inspection and Special Inspection?

- **Routine Inspection**: For recurring, scheduled checklists.
- **Special Inspection**: For one-time or ad-hoc audits. This distinction helps categorize checklist types for later data analysis and filtering.

How do I switch between non-consecutive departments within a checklist?

Currently, this is only possible on iOS devices.

- Tap the **Magnifying Glass** icon (top left corner).
- A list of all departments in the checklist appears.
- Select the department you want to jump to.
- **Black** indicates a completed department.
- **Red** indicates incomplete questions.
- The number of unanswered questions appears in brackets next to the department name.

What do the icons and symbols in a checklist mean?

- **Camera Icon**: Add a photo.
- **Microphone Icon**: Record a voice comment (up to 500 characters).
- **Door Icon**: Save and exit the checklist.
- **Red Borders**: Indicate mandatory fields (photo or comment required).
- **Magnifying Glass**: Jump between departments.
- **Department Navigation**: Shows how many departments are completed or open.
- **Question Navigation**: Shows progress within the current department.

How do I add photos to checklist questions?

- Tap the **Camera Icon** to take a photo with the integrated camera.
- Use zoom or markup to highlight details.
- If the photo icon is red-bordered, the photo is mandatory.
- Attachments improve report traceability and quality.

How many photos can I add to a checklist question?

You can attach up to **three photos** per question.

How do I add comments to checklist questions?

- Tap the **Comment Field** and type your note.
- Alternatively, use the **Microphone Icon** to dictate a comment (online mode required).
- Red-bordered fields indicate mandatory comments.

- Comments help improve clarity and traceability.

When can I complete a task by swiping?

Swiping to complete a task works only when no photo or comment is required.

1. Go to the **Tasks Overview**.
2. Swipe the task from right to left.
3. Tap **Complete Task** when prompted. If swiping doesn’t work, a photo or comment is mandatory.

Where can I view my tasks?

In the **Tasks** section, you’ll see all tasks you’ve created or that are assigned to you, depending on your role.

How do I filter tasks?

In the **Tasks Overview**:

- Tap the **Filter Icon (Funnel)** in the top left.
- Filter by **Due Date** or **Created Date**.
- Adjust date range or filter by **Responsible Person**, **Market**, or **Status**.

What should I do if I cannot find my tasks?

- Adjust task filter settings.
- Try switching between **Due Date** and **Created Date**.
- To do so, open the **Filter Menu** and toggle between these options.

Can I create tasks directly from a checklist?

Yes. You can create a task directly from any checklist question.

1. Tap the **Add Task** icon (bottom of the question view).
2. Enter details: Market, Description, Assignee, and Due Date.
3. Optionally attach a photo.
4. Tap **Save**. The task will appear in the task list once the checklist is completed.

How do I add photos to a task?

When creating or editing a task:

- Tap the **Photo Icon** to attach an image.
- Take a photo with the integrated camera.
- Use zoom or markup tools for details.

What options are available after completing a checklist?

After signing electronically, choose one of the following:

- **Send Full Report**
- **Send Results Only**
- **Send Tasks Only** You can email the report by entering addresses manually, using the saved directory, or viewing it as a **PDF** on your device.

Why doesn’t my newly created task appear in the list?

The task may not appear if:

- It wasn’t saved correctly.
- The app hasn’t synchronized.
- The date filter (Created/Due) is incorrect.

How do I complete a task?

There are two methods:

- **Swipe Method**: Complete directly if no photo/comment is required.
- **Note Method**: Open the task, toggle **Complete Task = Yes**, and tap **Add**. If photo/comment fields are red-bordered, fill them before completion.

Can I view completed tasks again?

Yes. Completed tasks remain visible in the **Tasks List** for documentation. Apply filters to display them.

How do I complete a task via a note on mobile vs tablet?

On Mobile:

1. Open the task.
2. Tap the **Note Icon (top right)**.
3. Set **Complete Task = Yes**.
4. Tap **Add**.

On Tablet:

1. Go to the **Tasks Overview**.
2. Tap **Note** next to the task.
3. Tap the **Note Icon (top right)**.
4. Set **Complete Task = Yes**.
5. Tap **Add**.

If red borders appear, a photo or comment is required before completion.

What are the differences between the mobile and tablet versions?

- Mobile: Portrait mode.
- Tablet: Landscape mode.
- Tasks cannot be tapped directly on tablets.
- Tablet tasks show **Note** and **Overview** options.
- **Note**: Edit or add comments.
- **Overview**: View all task information.
- Photo/comment requirements appear **after the task name** (tablet) or **next to due date** (mobile).

How do I know if a task requires a photo or comment?

Tasks requiring a photo/comment show **(Photo/Comment)** after the task name or next to the due date.

Which icon do I use to edit a task?

Tap the **Three Lines with Pencil** icon to edit a task.

Where do I find the edit icon?

You can edit a task only if you are the **Company Administrator** or the **Task Creator**.

- On Mobile: Open the task → Tap **Three Lines and Pencil Icon** → Edit → **Save**.
- On Tablet: Tap **Note** → Tap **Three Lines and Pencil Icon** → Edit → **Save**.

How do I synchronize the app when data is missing?

If checklists, tasks, or reports are not visible:

1. Go to the **Checklists** tab.
2. The app should automatically sync.
3. If not, log out and log back in.

Can I email checklist results?

Yes. You can send reports by email to predefined or additional recipients.

- Enter addresses manually or select from the saved directory.

How do I filter reports in the MCL App?

- Filter by **Date Range (Start/End Date)**.
- Only reports saved on the device and completed in the current session can be filtered.

Where can I view information about a checklist?

Below each checklist name, you'll find:

- Frequency (e.g., always open (N.A. = Not Applicable), daily, weekly, monthly)
- Active time window
- Status (e.g., In Progress)

Where do I find an overview of all checklists?

After selecting a market, you will automatically be taken to the **Checklist Overview**.

How do I select a department in a checklist?

1. Select a checklist.
2. The available departments will be displayed.
3. Choose the desired department.

How do I change the order of departments?

In the checklist configuration:

- Tap the **Three Lines** next to a department.
- Drag and drop to rearrange the order.

What question types exist in checklists?

- **Yes/No Questions**
- **Rating (1–5)** (1 = best score)
- **Free Text**
- **Temperature**
- **Planned/Actual**
- **Number**

How is the photo/comment requirement set?

During question creation, you can define whether a **photo** and/or **comment** is required depending on the answer type.

- **Yes** → Required for Yes answers.
- **No** → Required for No answers.
- **Always** → Required for any answer.
- **Never** → No requirement.

How do I activate voice input?

In both **Tasks** and **Checklists**, press the **Microphone Icon**.

- Up to **500 characters** can be recorded.
- Voice input is only available **online**.

What does N.A. mean?

N.A. stands for **Not Applicable**. Use it when a checklist question cannot be answered (e.g., the department doesn't exist). Such questions are excluded from evaluation.

How do I copy a checklist question in the MCL App (Android)?

- Long press the question text.
- Tap **Copy** to save the text to the clipboard.

Can I copy only part of a question instead of the whole text?

Yes. Adjust the blue markers after selecting text to highlight only the desired section.

How do I paste a copied question into another field?

Go to the desired input field (e.g., task description or comment box), tap once, and select **Paste**.

Where can I paste text?

You can paste copied text into any editable field, such as **Task Description**, **Comment**, or **Note** fields.

How do I copy a checklist question in iOS?

Tap the question you want to copy. The text will automatically be highlighted and copied to the clipboard.

Can I duplicate content between checklists?

Yes. You can copy text from one checklist and paste it into another as long as both are open in the same session.

Why doesn't the Copy option appear when I hold a question?

- Ensure the text is selectable.
- Try holding longer.
- The **Copy Button** only appears on Android. On iOS, highlighted text is automatically copied.

Why did I lose my checklist progress after closing the app?

Unsaved progress may be lost if you close the app without saving.

- Always exit using the **Door Icon** to save your progress properly.

Why can’t users see the checklist I created?

Usually, the checklist is not shared with the required roles.

- Check checklist permissions or contact your MCL Administrator.

Why are some departments missing in the checklist?

This happens when departments in the checklist don’t match those assigned to your market.

- Contact your MCL Administrator for alignment.

Why are some questions missing in the checklist?

After selecting departments during checklist creation, you must manually add the questions you want to include.

Why is my checklist not active at the correct time?

Check the **Start/End Dates and Times**. Use **N.A. (Not Applicable)** only for checklists that should always be available.

What happens if I forget to click “Finish” when creating a checklist?

Your settings are saved, but the checklist remains **inactive** until finalized.

- Always click **Complete** to save and activate.

Why can’t I edit a task I already started?

Once a task is marked **In Progress** or **Completed**, only the **Task Creator** or **Company Administrator** can edit it.

Can I modify tasks in MCL?

Only **Not Started** tasks can be edited in the app. To modify ongoing tasks, use the **Dashboard**.

Why isn’t my checklist progress visible on another device?

Checklist progress is **device-bound** and saved only locally.

Why can’t I create tasks?

An **Internet Connection** is required to create tasks in the **Tasks** area.

- Offline-created tasks can only be created within a checklist and saved once the device reconnects.

How do I fix synchronization issues?

If checklists, reports, or tasks are missing:

1. Ensure your device is online.
2. Return to the **Checklist Overview**.
3. If synchronization doesn’t start automatically, log out and log back in.

What roles exist in the MCL system?

- **Company Administration**
- **Executive Management**
- **Regional Management**
- **Store Management**
- **Department Management**
- **Section Management**
- **Checklist Management**
- **Auditor**
- **Team Member** Each role has specific access to checklists, reports, analyses, and configurations.

Who can create, edit, or delete checklists in the Dashboard?

Only **Company Administrators**, **Auditors**, and **Checklist Managers** can create, edit, or delete checklists. Executives can only view them.

Who can view reports in the Dashboard?

All roles except **Checklist Managers** can access the **Reports** tab.

Who can view analyses in the Dashboard?

All roles except **Checklist Managers** have access to the **Data Analysis** tab.

Can store managers assign tasks to other roles?

Yes, but only to roles assigned to their store.

Can department managers assign tasks to other roles?

Yes, but only to roles within their own store(s).

What is the difference between Executive Management and Company Administration?

- **Company Administration**: Full organizational control.
- **Executive Management**: View-only access to all markets, tasks, and checklists. Executives can answer checklists and view all tasks but can only manage tasks they created.

How do Department Management and Section Management differ?

They share identical permissions except for visibility:

- **Section Management**: Can view all tasks in the market.
- **Department Management**: Can only view and manage their own tasks.

Who can receive tasks?

All roles except **Auditors** and **Executives** can receive tasks.

Who can create tasks?

- From the **Dashboard**: All roles except **Checklist Managers**.
- From the **App**: All roles.

Which roles can see all markets?

Roles not restricted to specific markets:

- **Company Administration**, **Executive Management**, **Auditor**, **Checklist Management**.

Which roles can only see assigned markets?

- **Regional Managers**, **Store Managers**, **Department Managers**, **Section Managers**, **Team Members**.

Who can manage company configurations in the Dashboard?

Only the **Company Administrator** has full access to configuration settings, markets, and departments.

When does the MCL App send task notifications?

The app sends notifications for **new** and **due tasks**:

- **New Tasks**: 8:30 AM and 2:30 PM
- **Due Tasks**: 7:00 AM on the due date.

What are the prerequisites for receiving task notifications?

- Task must have a due date.
- Device notifications must be enabled for the MCL App.
- Log out and log in again to refresh notification permissions.

What is the difference between notifications for new and due tasks?

- **New Tasks**: Notify users of newly assigned tasks.
- **Due Tasks**: Remind users of tasks due today.

How are notifications displayed?

- **Outside the App**: In the device notification center.
- **Inside the App**: As a pop-up with **View** or **Dismiss** options.

What happens when I tap “View” or “Cancel” on a notification?

- **View**: Opens a filtered task list showing relevant tasks.
- **Cancel**: Dismisses the notification for that task.

Where do pop-up notifications appear in the app?

Pop-ups appear in key areas (Market Overview, Checklist, Tasks, Reports) without interrupting data entry.

Are notifications displayed differently on Android and iOS?

Yes. On Android, the MCL App icon also shows a badge with the number of active task notifications.

Why am I not receiving notifications?

- Log out and log back in to refresh permissions.

- Ensure notifications are enabled in device settings.
- Verify that the task has a due date and is not completed.

Can I disable MCL notifications completely?

Yes. Go to your device **Settings → Notifications → MCL App** and disable notifications.

How do I fix issues with filtered task views?

If filtered lists don’t open automatically, open the **Tasks Menu** manually. The app should synchronize automatically.