

LeashTime Sitter App for Web-enabled Mobile devices

The LeashTime sitter app for iPhones and Android phones gives the busy sitter an up-to-the-moment view of her schedule and of her clients' information. The application has been designed specifically for the small screen size and other limitations of a smart phone, with the security of client information in mind.

Logging in at the beginning of each day, a sitter can view her schedule, mark each visit complete as soon as she finishes it, and get the most current schedule during the day in case any changes have been made to it.

Requirements

Device	Version	
iPhone	IOS 4.0 or later	Internet connectivity is required for this application, either through Wi-Fi or a cell phone data plan.
Android	2.0 or later	You must login as a sitter , not a manager, to use the LeashTime Mobile Sitter App.
Blackberry	Not Available Yet	NOTE: This app is available to sitters only after the manager has enabled it. Please see http://training.leashtime.com/ManagingTheLeashTimeMobileSitterApp.pdf
Windows Phone	Windows Phone 8.0 Internet Explorer 10	

How To Use It

In your mobile device's web browser, just go to <http://leashtime.com/app> or use this mobile tag:



LeashTime automatically detects that it you are using a mobile device and shows you a device-appropriate login page. Enter your regular sitter login id.

We recommend adding LeashTime to your Home screen. First, go to <http://leashtime.com/app>. Then...

On the **iPhone** (Safari web browser):

1. Click the options button (ⓘ).
2. Choose **Add to Home Screen**, type a name (e.g. LeashTime) and click the **Add** button.

On the **Android**:

1. Bookmark LeashTime
2. Add a shortcut for the bookmark to your Home screen. (Consult your phone's manual for details).

On **Windows Phones**

- ▲ Choose **pin to start** from the ... menu




The Banner and Home Page

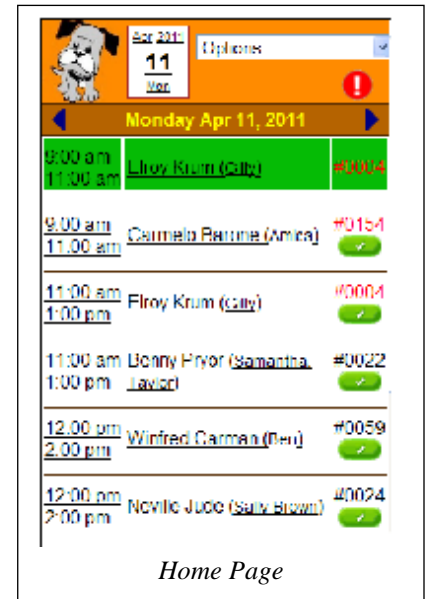
The Banner features LeashTime Larry and today's calendar day (both clickable to return to the home page for today), and an Options pulldown. Your Options are:

- Hide Completed Visits / Show All Visits (home page only)
- Past Visits
- My Clients
- My Key Ring
- My Password
- My Pay
- Show Visit Count (home page only)
- Switch to Web App
- Find a Vet!
- Logout

Below the Banner is a list of today's visits. You can click the arrow buttons (◀▶) to go to a future or previous day's visits.

Each visit line shows:

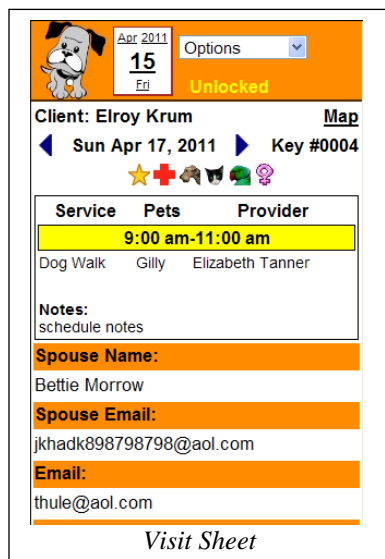
- **Time window** – click to open the **Visit** view, showing details for just this particular visit
- **Client Name (pets)** – click to view the **Visit Sheet**, showing details of the day's visits for the client and the entire client profile.
- **Key ID** – red indicates that the sitter does not have that key
- **Mark Complete button**  - opens a dialog where the sitter can enter a note and mark the visit complete. Can be used to record sitter arrival time as well (see below).



Visit Sheet

Similar to web-based visit sheet, but formatted for the small screen.

Includes a Map link in the upper right section of the screen.



Arrow buttons (◀▶) change the date displayed. Clicking the date between the arrows returns the browser to the homepage for that day.





The icons above the start of the visit are client flags. They graphically represent unique characteristics about the client. For instance, the pet has medical needs or should only be walked by someone shorter than 5'4". Clicking on the icons shows what they mean. Learn more about client flags at <http://training.leashtime.com>.

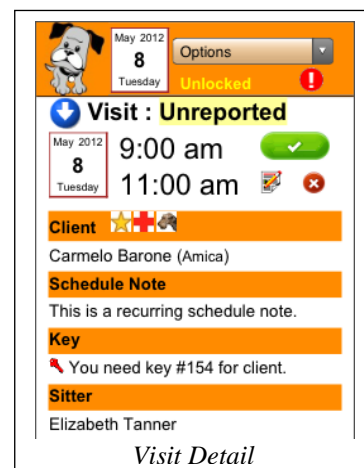


Visit Viewer


The Date and time of the visit are displayed prominently. Clicking LeashTime Larry (dog image) returns the browser the homepage.


Buttons included:

-  - mark visit complete. GPS coordinates sent to server.
-  - request visit cancellation
-  - request visit changes
-  - mark visit arrival. GPS coordinates sent to server. *(appears at the preference of the management)*

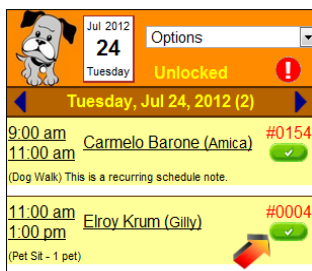


Marking Visit Arrival and Completion

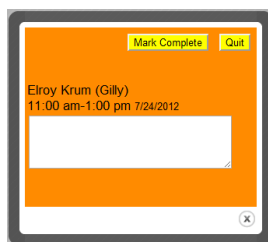
When a visit in a visit list has a mark visit complete button () next to it (a), tapping the button will always open the visit completion dialog (b) where the sitter can enter a note if she likes and mark the visit complete. However, if

- ⤴ the manager has opted to use the Visit arrival button ()
- ⤴ and today is the day of the visit,
- ⤴ and the visit arrival has not yet been recorded

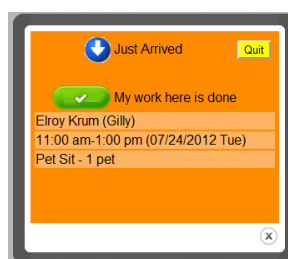
then the dialog will first offer the sitter the option to record the visit arrival time instead (c):



(a) Mark Visit Complete button




(b) Completion dialog



(c) Arrived/Completed dialog

Tapping the blue button in this dialog records the sitters arrival time and tapping green button in dialog (c) takes you to the completion dialog.

Past Visits

This option shows the sitter's visits prior to today that have not yet been marked complete, one week at a time. Each visit has a mark visit complete button ()

My Clients



Apr 2011
11
Mon

Options

Unlocked

14 clients found.

Rickie Allman (john)	matt@leashtime.com	703-254-3673
Carmelo Barone (No Pets)		703-578-4848
Winfred Carman (No Pets)		703-518-5433
Gail Fears (No Pets)		703-845-8221
Otelia Hargrave (No Pets)		703-379-2327
Neville Jude (i)		703-370-8286
Elroy Krum (No Pets)	thule@aol.com	703-242-1964
Emelia S. Marshburn		

This option shows the number of clients, client names with pets, email and phone numbers. Click an email address to open the email composer:



Email to Rickie Allman

Send Message Quit

From: Beth

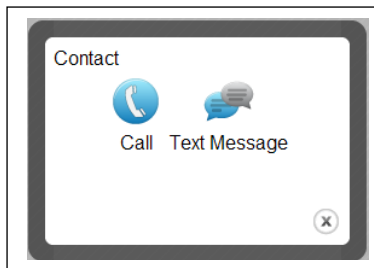
To Client: Rickie Allman

Email: matt@leashtime.com

Subject:

Message:

Click phone numbers to start phone calls or text messages:



Client Profile

Apr 2011

6

Wed

Unlocked

Client: Elroy Krum [Map](#)

Key #0004

Spouse Name:

Bettie Morrow

Spouse Email:

jkhadk898798798@aol.com

Email:

thule@aol.com

Cell Phone:

703-242-1964

Home Phone:

301 801 5640 Wife

Primary Sitter:

Similar to the Visit Sheet page (see above), without specific visit details.

My Key Ring

Shows the keys in sitter's possession and lists keys she will need soon.

Apr 2011

6

Wed

Unlocked

[Keys you will soon need](#) (click)

Your Key Ring

Key ID	Client
0011-02	Herbert C. Mcglothlin
0022-02	Benny Pryor
0024-01	Neville Jude
0032-01	Newton S. Hawk
0049-02	Ambrose D. Homes
0055-02	Emelia S. Marshburn
0059-02	Winfred Carman
0069-02	Nicolasa B. Peery
0071-02	Gail Fears
0080-02	Reginald Harland
0104-02	Ben Mcfall
0169-02	Agripina Trogdon

Clicking red link shows the next section →

0055-02	Emelia S. Marshburn
0059-02	Winfred Carman
0069-02	Nicolasa B. Peery
0071-02	Gail Fears
0080-02	Reginald Harland
0104-02	Ben Mcfall
0169-02	Agripina Trogdon
0255-02	Charlette Saad
0291-05	Karisa A. Ridgeway
0321-02	Evelia Sadler
0395-02	Tajuana Mattson
0422-01	Son E. Evins

You do not have these keys which you will need soon:

Client	Key	Needed On
Elroy Krum	#4	04/17/2011
Carmelo Barone	#154	04/18/2011
Susan Stanton	#459	04/18/2011
Manuela C. Shrader	#372	04/18/2011

My Password

Allows the sitter to change their password.

My Pay

Shows the pending pay for all visits the sitter has marked complete, but has not yet been paid for.

Switch to Web App

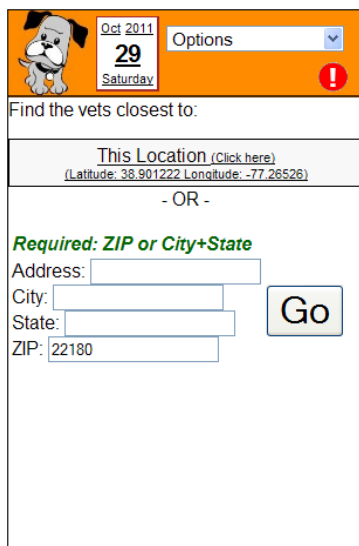
(Included at Manager's discretion). Allows the sitter to switch to the Web interface to LeashTime. Once in the Web interface, the sitter can switch back with the ADMIN > Switch to Mobile App menu option.

Find a Vet!

This page is intended to show you the veterinarians nearest to your location. Because the list is drawn from the vet information that your business manager has entered, it does not necessarily show you all of the vets in the area, and the information is only as accurate and complete as your business manager has made it. If you are in doubt, you should check with your manager.

NOTE: LeashTime cannot and does not guarantee the accuracy or completeness of the information shown on the Find a Vet! page.

When the page opens, it may ask you to share your location. It does so to compare your location to the locations of known vets. If the page knows your location, it offers a “This Location” option. You can click this option or supply an address and click **Go**.



Oct 2011
29
Saturday

Options

Find the vets closest to:

[This Location \(Click here\)](#)
(Latitude: 38.901222 Longitude: -77.26526)

- OR -

Required: ZIP or City+State

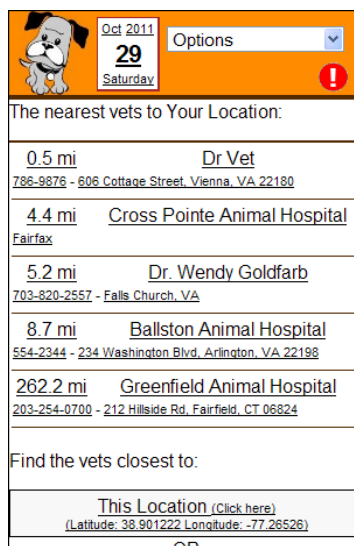
Address:

City:

State:

ZIP:

Go



Oct 2011
29
Saturday

Options

The nearest vets to Your Location:

0.5 mi	Dr Vet 786-9876 - 606 Cottage Street, Vienna, VA 22180
4.4 mi	Cross Pointe Animal Hospital Fairfax
5.2 mi	Dr. Wendy Goldfarb 703-820-2557 - Falls Church, VA
8.7 mi	Ballston Animal Hospital 554-2344 - 234 Washington Blvd, Arlington, VA 22198
262.2 mi	Greenfield Animal Hospital 203-254-0700 - 212 Hillside Rd, Fairfield, CT 06824

Find the vets closest to:

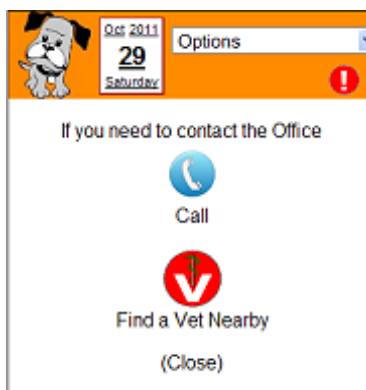
[This Location \(Click here\)](#)
(Latitude: 38.901222 Longitude: -77.26526)

262.2 mi ^A Greenfield Animal Hospital
 203-254-0700 - 212 Hillside Rd, Fairfield, CT 06824 ^B ^C

Tap the distance indicator **A** to open a map that shows directions to the chosen veterinarian or veterinary clinic. Tap the phone number display **B** to make a call to that number. Tap the Veterinarian's name or address **C** to view details about that veterinarian or facility. Please note that the distance shown is the geographical distance between the phone's current location and the vet's location. To obtain accurate travel distance and time, you should tap the distance indicator **A** and review the directions offered.

Emergency Button

The Emergency Button in the Banner opens a panel that offers a convenient button for calling the Office (requires a telephone-enabled device), and a button to open the Find a Vet page. The **Find a Vet** button appears only if the manager has enabled this feature in LeashTime.



Security in the LeashTime Mobile Sitter App

The entire LeashTime Mobile Sitter App is password-protected, and the usual 8 hour timeout applies. However, pages with sensitive client data (address, phone, alarm, etc.) exist in the **Private Zone**.

Each time a Private Zone page is activated, a countdown timer starts. At zero, the page closes and the app returns to the home page. The initial duration is five minutes. At any time the user can click the countdown timer (or the "Unlocked" label) to start the five-minute timer again. The timer is automatically reset when the user refreshes or moves to another page.

As long as the countdown timer is running (even if it is not visible) the user can move among Private Zone and Public Zone pages without a challenge. But when the timer has run out, the user is required to enter his password before accessing the Private Zone. Failure to supply a password will not shut down the app; it will merely prevent access to the Private Zone. The password will have to be re-entered to see Private Zone fields.

This Private Zone minimizes the risk of client data exposure (which is a very real legal risk to the client, the sitter, and the pet sitting business) if the phone is lost, stolen or seen by someone else.

Frequently Asked Questions

Why can't I see the LeashTime Mobile Sitter App on my device?

1. Your device must be on the list of supported platforms. For now, that means an Android phone, and iPhone, a Windows Phone, or an iPod. Tablets are not yet officially supported, but seem to work well.
2. Your device must have internet access.
3. You must login with valid Sitter credentials. Manager logins, dispatcher logins, and client logins will not work.
4. Your manager must have the LeashTime Mobile Sitter App enabled for all sitters or for you individually before you can see it. Your manager can consult *Managing the LeashTime Mobile Sitter App* for details.
5. On your phone, your web browser must be configured to allow cookies and it must have Javascript enabled. See the section *Configuring Your Phone* below.

Why do I see “User denied” when I try to mark a visit complete or mark my arrival time for a visit in the LeashTime Mobile Sitter App?

Either your phone is set to deny requests from the browser for permission to use the phone's location information (GPS coordinates) or you answered “no” to the request when it appeared on the screen. You can ignore this message and mark the visit complete anyway; LeashTime (and your manager) just won't know where you were when the visit was marked complete. To change your phone's GPS preferences see *Configuring Your Phone* below.

Why Does LeashTime Need to Know My Location?

When you perform certain actions in the LeashTime Mobile Sitter App such as marking visits complete, LeashTime tries to record your location. LeashTime stores the information so that a manager can later confirm where you were at the time. This can be useful in settling misunderstandings with clients.

Configuring Your Phone

Before you can use the LeashTime Mobile Sitter App, your device must be properly configured. This is pretty easy to do.

First, make sure that your device is on the list of supported platforms. For now, that means an Android phone, and iPhone, or an iPod.

If you use an Android Phone:

1. Open the browser.
2. Press the **Menu** button.
3. Select **More**.

4. Select the **Settings** option.
5. Make sure **Javascript Enabled** is checked.
6. Make sure **Accept Cookies** is checked.
7. Make sure **Location Enabled** is checked. See [Why Does LeashTime Need ...?](#)
8. Return to the browser and try to login to LeashTime: <https://leashtime.com/app>

If you use an iPad, iPhone or iPod touch:

1. On your home screen, tap **Settings**.
2. Tap **Safari**.
3. Make sure **Javascript Enabled** is ON.
4. Make sure **Accept Cookies** is Always (or maybe From visited).
5. Return to **Settings**.
6. Make sure **Location Services** is ON. See [Why Does LeashTime Need ...?](#)
Depending on the version of your device Location Services may be
 - ▲ at the top level under Settings
 - ▲ or under the General tab of Settings
 - ▲ or under the Privacy tab of Settings
7. If the option exists to turn on Location Services for Safari:
make sure **Location Services** is ON for **Safari**

If you use a Windows Phone:

1. In your browser, tap the ... widget.
2. Scroll down and tap **settings**
3. For **Website preferences** choose **mobile version**
4. Tap **advanced settings**
5. Set **Allow access to my location** to **On**
6. Set **Cookies from websites and apps** to **block some** or **accept all** (if you select **block some** it will be necessary at some point to allow LeashTime to set cookies on your phone)