

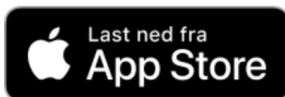
FAQ:

- **How do I get access to the Poweroffice Go app?**

-Download the app from the App store (Apple) or from Google Play (Android). Scan the QR code below.

-Log in with your Poweroffice Go username and password.

iOS:



Android:



- **Is there a Demo app?**

IOS:

Demo app for IOS user is called PowerOffice EDU. You can download it only with direct link.

Here: [Download PowerOffice EDU](#)

Or scan the QR code below with your mobile:



Android :

Poweroffice Go Demo is available in Google Play.

- **I have activated 2FA for my Poweroffice Go client. Do I need to use it when logging into the Poweroffice Go app?**

-No. If you only use the mobile app, you will receive an SMS code for login. If you have activated 2FA with PowerID, you are required to use this for first-time login.

- **I can log in to the new Poweroffice Go app, but I do not see any menus in the app?**

Check the following:

-Do you have access to a Poweroffice Go client that has an Active subscription?

-Are you set up as an employee at the client?

-All active Poweroffice Go users that have access to an active Poweroffice Go Client can log in to the app.

-You do not need to have access to the 'Mobile' role, but you do need access to relevant roles. Note that for certain access, such as the submission of travel expenses, your user account must be linked to an employee number.

- **I am a manager but I do not find the pending Holiday and Leave requests from my employees.**

Check [here](#) that you have the correct settings for a manager.

The top right-hand corner of Holiday & Leave menu in the app has a bell showing alerts for Holiday & Leave requests that are waiting for your approval. Please note that if you have a role with access to holiday and leave: «all employees», you will see pending holiday and leave requests for all the employees in your company.

- **I am an accountant and would like to see Holiday and Leave details for the company I am an accountant for.**

-You must be an employee to have access to time registration or Holiday and leave on the mobile

- **Can I reject a voucher and return it to the sender?**

When a voucher (e.g. an expense or corporate card receipt) is sent for approval, you have the option to reject it. If you reject the voucher, it will be returned to "journal entry." To send the voucher back to the user, you can do this by deleting it in the journal entry. It's important to note that the user should have sent the voucher from the new PowerOffice app. This allows the user to see in the app that the voucher's status has changed to "rejected." Receipts will still be visible in the event log, showing that the voucher has been deleted.

The user does not receive a push notification about this, so it's recommended to send a message to the user to inform them why the voucher was rejected or deleted.

- **I seem to be logged in to an incorrect company. What can I do?**

-If your user is connected to an employee number in more than one company in Poweroffice Go, can you change the company in settings. Go to: Settings, click the arrow next to your name – click change company.

- **Why I cannot change a client in the app?**

-You can only log in to a company you are set in as an employee.

- **How can I send receipts or other documents to different companies?**

-Check that you have access to the role: **Mobile: firmakort** and /or **Mobile: Other vouchers**. This gives you access to a menu: "Voucher" and there you can send receipts and other documents to Journal entry to all the clients you have access to.

- **Are there two different Poweroffice apps?**

-PowerOffice had to different apps , but the Poweroffice Go Mobile app is now removed from the AppStore and Google Play. We will stop supporting this app 1st July 2023.

- **How do I get a PDF from an email into the Poweroffice app?**

Direct sharing to the app:

- When you open a PDF on your mobile, select the "Share" option or its equivalent.
- Choose the "Poweroffice" app from the list of sharing options.
- The documents will become available when you subsequently choose to fetch the document in the Poweroffice app. You will see an additional option called "Shared with app".

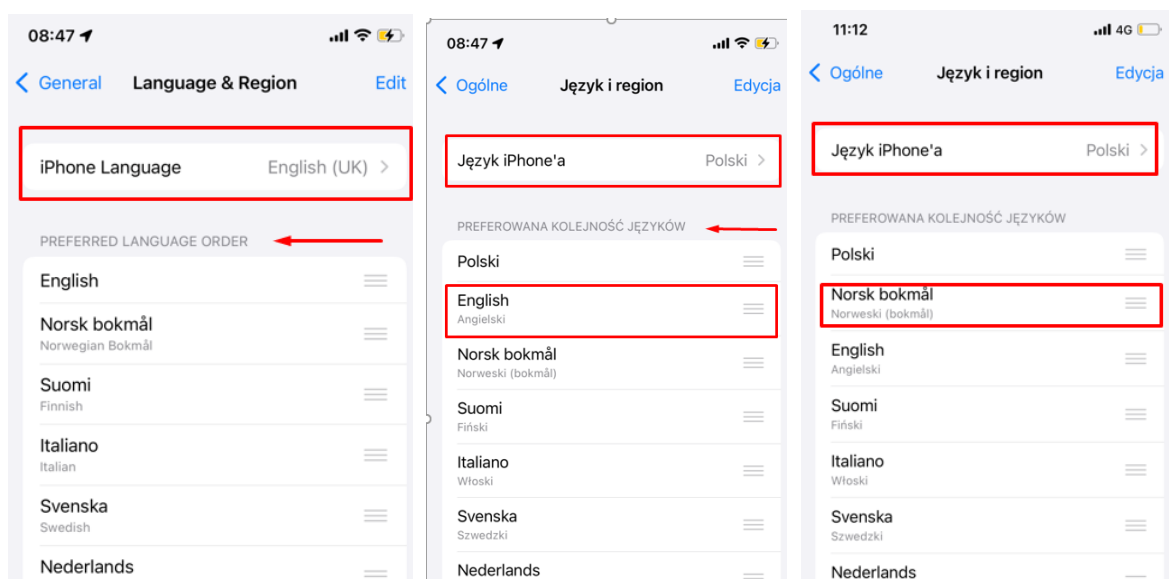
Save and fetch manually:

- Alternatively, you can save the PDF to your "Files" or an equivalent app on your mobile.
- Then open the Poweroffice app and choose to create an expense or trip.
- Select "Files shared with app" to retrieve the saved PDF.

Note: For Android users, ensure that the Poweroffice app is running in the background. If it isn't, the direct sharing function might not work properly.

- **How do I change the app language?**

-The app language follows the language settings of your mobile. If you have a telephone language English, will the app be in English. If you use your phone in a language that we do not support, you get the app in the supported language that you have selected highest in the preferred language order in the phone settings.



App is available in Norwegian and English. (Swedish, Danish, Finnish, and dutch are partially supported)

- **Can I use the old Poweroffice Go mobile app to register hours?**

-Yes you can, but we recommend using the new Poweroffice Go app for this.

- **Is there a stopwatch function in the app?**

-No. This app version does not yet have a stopwatch available