

OTSMobile

iOS User Guide

Lookout Software, LLC.

Introduction

OTSMobile is the official iOS companion app for Office Timesheets, giving you secure access to your time-tracking data from an iPhone or iPad. This guide walks you through installing the app, choosing the right connection mode, signing in, working with saved credentials, switching databases, and troubleshooting common issues.

The app is intentionally lightweight: it opens your Office Timesheets web interface inside a secure in-app browser and handles the authentication, credential storage, and database selection details for you. Everything you can do in Office Timesheets on a desktop browser, you can do inside OTSMobile.

Who this guide is for

- End users signing in to Office Timesheets on a mobile device
- IT administrators helping their users get set up for the first time
- Anyone troubleshooting a connection or credential problem

What you will need

- An iPhone or iPad running iOS or iPadOS 15 or later
- An Apple ID for downloading the app from the App Store or TestFlight
- Valid Office Timesheets credentials. If your organization uses the **On Demand** cloud service, you will need your account name, user name, and password. If your organization uses **On Premise** hosting, you will additionally need the base URL of your server.

Installing OTSMobile

From the App Store

1. Open the App Store on your iPhone or iPad.
2. Search for **Office Timesheets Mobile**.
3. Tap Get, then confirm the download with Face ID, Touch ID, or your Apple ID password.
4. Once installed, tap Open, or tap the Office Timesheets icon on your home screen.

Permissions on first launch

The first time you open OTSMobile, iOS will ask permission to send you notifications. Notifications are used to alert you to time-tracking reminders and administrative announcements from your Office Timesheets server. Tap Allow to enable them; you can change this later in Settings > Notifications > OTSMobile.

First Launch: Choosing Your Connection Mode

When you open Office Timesheets Mobile for the first time, you will see a Choose Mode screen with two options: On Demand and On Premise. Your choice depends on how your organization uses Office Timesheets.

On Demand

Choose On Demand if your organization uses the Office Timesheets cloud service hosted by Lookout Software. This is the most common option for small and mid-sized organizations. You will only need three pieces of information: your **account name**, **username**, and **password**. If you don't know these you'll need to obtain them from your administrator.

On Premise

Choose On Premise if your organization hosts Office Timesheets on its own server. This is common in larger organizations, government agencies, and companies with strict data-residency requirements. You will need the base URL of your server (provided by your IT administrator) and once connected the app will show you a list of the databases available on that server.

Not sure which one to pick? Ask your IT administrator or your Office Timesheets manager. Choosing incorrectly is not a problem: you can tap the Reset all button at any point to return to this screen and pick again.

Signing in with On Demand

After tapping On Demand on the mode selection screen, you will see the On Demand sign-in form with three fields.

Account name

This is your organization's account identifier, provided when your Office Timesheets subscription was set up. It is usually a short word or code such as your company name. If you are not sure, check your original welcome email from Office Timesheets or ask your IT administrator.

Username

The username you were assigned in Office Timesheets. This is typically your email address or an identifier chosen by your administrator.

Password

Your personal Office Timesheets password. If you have forgotten it, contact your administrator or use the password reset link on the Office Timesheets website.

Completing the sign-in

Tap Sign in. The app will save all three values securely on your device and open the Office Timesheets web interface, where you can enter and submit timesheets, check PTO balances and submit time off requests.

Saved credentials: The next time you open OTSMobile, it will skip the sign-in screen and take you straight to Office Timesheets. You will not need to re-enter your credentials unless you sign out or reset the app.

Signing in with On Premise

The On Premise flow has two steps: entering your server's URL, then choosing a database and signing in.

Step 1: Entering the base URL

After tapping On Premise on the mode selection screen, you will be prompted to enter the base URL of your Office Timesheets server. This is the address of your organization's server, for example:

<https://otsserver.mycompany.com>

Your IT administrator will provide this URL. Enter it carefully and tap Next. The app will validate the URL and then connect to your server to retrieve the list of databases available for sign-in.

Not the same as On Demand: You cannot enter the URL of the Office Timesheets cloud service in On Premise mode. If you do, the app will show an error and ask you to enter your organization's own server URL. If your organization uses the cloud service, go back and choose On Demand instead.

Step 2: Choosing a database and signing in

Once the app connects to your server, it will display a dropdown list of databases. Tap the dropdown to see all available databases and select the one you want to use.

Below the dropdown you will see fields for your username and password. Enter your credentials for the selected database and tap Sign in.

Multiple databases

OTSMobile supports working with multiple databases. Each database has its own separate set of saved credentials. If you sign in to one database and later switch to another, the app remembers your first database's credentials without confusion.

The next time you switch back to the first database, the app will detect that credentials are already saved and show only the **Sign in** button. You will not need to re-enter your username and password.

Auto-login on reopening the app

When you reopen OTSMobile on a subsequent day, the app remembers which database you signed in to last and automatically opens Office Timesheets for that database. You do not need to select the database or re-enter your credentials.

You can still switch databases at any time by tapping the back button (top left) to return to the database dropdown.

Session and cookies

The app uses a private, in-app browser session to talk to Office Timesheets. Cookies and session tokens are kept isolated from the Safari browser on your device, so signing in on OTSMobile does not affect other browsers you use.

Cookies are automatically cleared before each fresh sign-in, so a stale session from a previous day will not cause login issues. If you ever need to force a clean state, use the Sign out or Reset all options described below.

Signing Out and Resetting

OTSMobile offers two different levels of clearing saved data, chosen based on how much you want to reset.

Sign out

Sign out clears your credentials for the current sign-in target and returns you to the appropriate login screen. It is scoped narrowly:

- **On Demand:** clears your username and password. Your account name is preserved so you do not need to re-enter it.
- **On Premise:** clears your username and password for the current database only. Your saved credentials for other databases, your base URL, the database list, and your mode selection are all preserved.

To sign out: tap the menu button (three dots) in the top-right of the Office Timesheets screen, then tap Sign out. Confirm when prompted.

Reset all

Reset all clears everything and returns the app to its just-installed state. It is available from the login screens (small red button at the bottom) and from the menu inside the Office Timesheets screen.

Specifically, Reset all clears:

- Your On Demand or On Premise mode selection
- Your account name (On Demand) or base URL (On Premise)
- The cached list of databases (On Premise)
- All saved user names and passwords for all databases
- All cookies and cached web data

After Reset all, the app returns to the Choose Mode screen exactly as if you had just installed it.

When to use which: Use Sign out when you want to log in as a different user but stay with the same server and database. Use Reset all when you want to switch modes (from On Premise to On Demand or vice versa), change servers, or hand your device to someone else.

Privacy and Security

How your credentials are stored

Your user name and password are stored in the iOS Keychain, an encrypted storage area protected by your device passcode. Credentials are never written to plain files or sent to any third party. Only the OTSMobile app on your device can read them.

The account name (On Demand) and base URL (On Premise) are stored in the app's standard settings area but do not include any sensitive information.

How your data is transmitted

All communication between OTSMobile and your Office Timesheets server uses HTTPS with TLS 1.2 or later. Your credentials and data are encrypted in transit and cannot be read by anyone monitoring the network.

What is sent to Lookout Software

OTS Mobile does not send any telemetry, analytics, or usage data to Lookout Software. The app connects only to your configured Office Timesheets server (either the On Demand cloud service or your organization's On Premise server). Crash reports through TestFlight or the App Store, if you opted in during iOS setup, are handled by Apple and are anonymized.