



# GO TERP APP FACT SHEET



## iPhone and Android App for Interpreters

### IMPORTANT INFORMATION REGARDING BOOKING CONFIRMATION SMS

All Interpreter bookings will continue to be confirmed via a Booking Confirmation SMS sent to the booked interpreter. This SMS should be regarded as the primary confirmation of your booking. The GO TERP App should be used as an additional booking tool and DOES NOT replace the Booking Confirmation SMS.

#### **Q What is an App?**

App is an abbreviation for application. An app is a program you download and run on a smartphone.

#### **Q How do I download the GO TERP App?**

**FOR IPHONE:** Tap the “App Store” icon on the home screen of your smartphone.

Tap the “Search” icon at the bottom of the screen and type “GO TERP” into the search bar. Select the GO TERP App by tapping the button that contains the word “Free”. Tap “Free” again on the page that appears then tap “Install App”. The App Store will then prompt you for your Apple ID. If you don’t have one, follow the onscreen instructions to acquire one. If you do have one, enter it and tap “OK”. Watch the download status bar that appears under the GO TERP icon. Once it is complete, you can access the GO TERP App.

**FOR ANDROID:** First ensure your device is compatible with Google Play. Then, tap the Google Play App store on your device. Tap the search bar and type in the search terms ‘Go Terp’ to find the App. Once you see it Once you see it in your search results, tap the App to see more information. You can then install the App by tapping on the 'Download' button. Finally, tap 'Accept and Download' to accept the permissions for the App and 'Go Terp' will start downloading automatically.

#### **Q What is my Log In?**

Your GO TERP App log in details (User Name and Password) are the same as your Booking System User Name and Password.

#### **Q Where do I find my Log In (User Name and Password)?**

Tap the “GO TERP” icon on the home screen of your smartphone. Tap the “Log In” icon at the bottom of the screen. The GO TERP App will then prompt you for your User Name and Password. Enter your log in details and tap “OK”. You will then be redirected to a WELCOME page displaying your next appointment.



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## **Q How does the App work?**

Once you log in to the App the WELCOME page displays your next appointment. Other icons are displayed at the bottom of the screen. Tap an icon for the following functions:

- GET DIRECTIONS – Google Maps will display directions to your next appointment
- HOME – redirects you to the WELCOME page
- NEW BOOKINGS – allows you to scroll through the next 60 days of bookings
- PREV BOOKINGS – allows you to scroll through the previous 60 days of bookings
- PAID INVOICES – displays your paid invoices

## **Q What if I forget my password?**

Email [communications@nabs.org.au](mailto:communications@nabs.org.au) and your password will be emailed to you.

## **Q Can I change my password?**

No. Your password is automatically generated.

## **Q Why does the client's name not appear on each booking?**

This is for the security of the client.

## **Q Why isn't Google Maps working?**

The appointment address may contain information preceding the actual address. Google Maps will assume the address commences with a street location. If Google maps cannot locate the street address, you should try another method such as a GPS locator.

## **Q What does ## mean in the practitioner information?**

This is not a private health care appointment.

## **Q How much does the App cost to download?**

The GO TERP App is FREE to download.

## **Q How many previous and future bookings can I view on the App?**

You can access 60 days previous and 60 days future bookings.



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**Q Will running the App affect the battery life of my Phone?**

Running Apps (and leaving Apps running after use) does decrease your phone's battery life. Refer to your mobile phone user manual on how to maximize your phone's battery life.

**Q Will my data (download) plan be impacted by the App?**

The App requires 19.0MB of download space. You will need to check your data plan to ascertain whether your plan will be impacted.

**Q Can I receive calls while I'm using the App?**

Yes.

**Q Can I run this app on my iPhone and/or my iPad?**

Yes. You can run the App on both your iPhone and iPad.

**Q My App has frozen, what do I do?**

In the first instance try switching your phone off and then back on again. If you are still having problems refer to your mobile phone user manual or service provider.

NABS appreciates your feedback about the app. If you have any feedback on the GO TERP App or further questions you would like answered, please email [communications@nabs.org.au](mailto:communications@nabs.org.au)