

OneTouch: A Candidate Guide For Manual Offline Mode

This guide explains how to force OneTouch into Offline Mode when automatic detection fails, so you won't lose access to key features if the network becomes unreliable. It shows where to find the manual "Swap to offline" control and confirms that core functions (service user details, care plans, care notes, medication records) remain available while offline. Follow the steps to reliably switch back and forth as needed.



The OneTouch app automatically switches to Offline Mode if the device loses its network connection. However, this automatic function relies on the device detecting that the connection has been lost before the app can enter Offline Mode.

On some occasions, the app may continue to operate in Online Mode despite the network connection no longer being usable, resulting in certain functions failing to work as expected.

As a recent improvement, Manual Offline Mode now allows users to switch the app into Offline Mode themselves, ensuring that offline functionality remains available whenever required.

1

From the main app dashboard, click the profile icon in the top-right corner:



Today's Schedule



Test Test

08:00 - 20:00

Clocked in at 30-Jun 08:10
(55:42:39)

To-Do List (2)

Clock Out

More Actions ▼

2

Click "Swap to offline":



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Today's S



CHARLES TEST NURSE

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To

08

Cl

(55



My Profile



Badge



Swap to offline

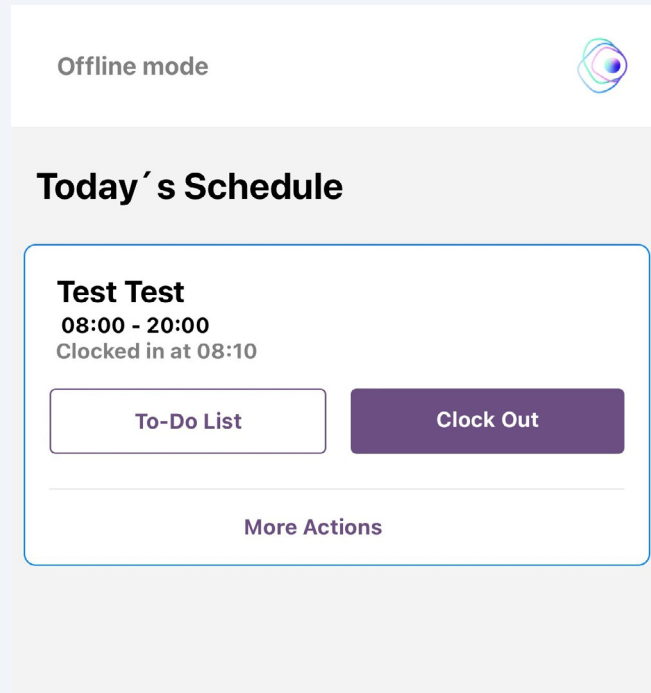
To-Do Li

Logout 

More Actions 

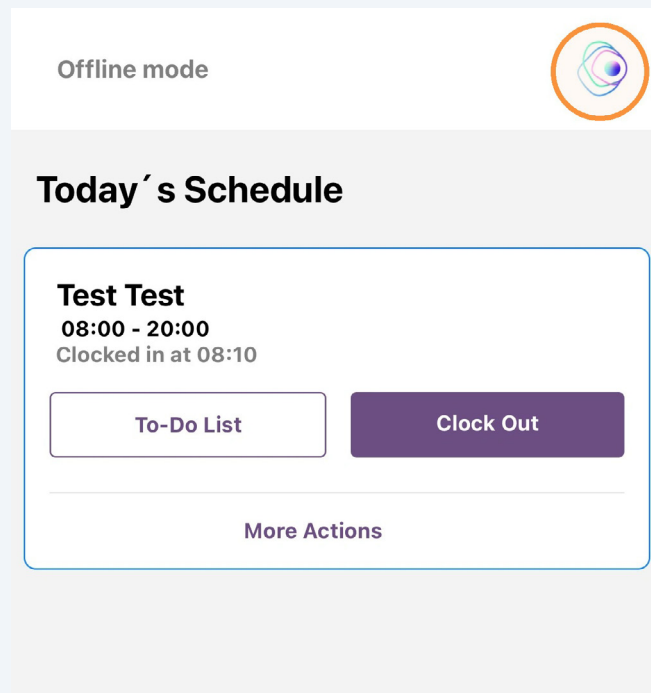
3

The app will now be voluntarily put in offline mode. It still has access to all the relevant functions as online mode, such as the service users details and care plan, as well as the ability to add care notes and record medication events.



4

To move the app back to offline mode, simply click the OneTouch icon in the top right corner:



5 Then click "Swap to online":

