

## **FAQ's related to MSEDCL Employee Mobile Applications**

### **Question 1: Not getting latitude and longitude?**

Answer -> Check if your location services is enabled in mobile setting menu. For devices having Android version 6.0 and above ensure your application specific permissions for location services.

For GPS it needs clear sky and open space to get/refresh correct location data. Avoid capturing location in office cabins, closed parking.

### **Question 2: Why Location History is not saved in Location Capture Application?**

Answer-> Location History saved only when your location data is different than previous locations (Latitude and Longitude). If location data is not correctly submitted due to any network error, it will not be saved in Location History.

### **Question 3: Why Application is crashing while taking photo using camera?**

Answer-> If there is no enough space for saving photo on your device, your photo application might crash while taking photo. For Android 6.0 and above users explicitly mention photo permissions for your application.

### **Question 4: Why application is showing message “No Internet Available”?**

Answer-> Check your network setting for internet + Data availability. For Android 6.0 and above users explicitly check your internet permissions for applications.

### **Question 5: Which login credential I should use to use MSEDCL mobile employee application?**

Answer-> Use your RAPDRP login credential as username and password.

For **Janamitra** use your CPF number as username and password as initial credentials.

**Question 6: Why am I shown message that 'you're not authorized'?**

Answer-> The authorization is based on location of the employee in RADPRP portal. Please verify the same.

**Question 7: What are the minimum pre-requisite to install MSEDCL Employee applications?**

Answer->

Android OS version: Android 4.0 +

Processor: 1.0 GHz+

Rear Camera: 5MP +

RAM: 1GB Minimum

Internal Memory (ROM): 4 GB +

Expandable Memory (SD Card Memory) or equivalent additional internal memory (ROM):

    Meter Reading application - 8 GB Minimum

    Other Employee Applications -2 GB minimum

GPS Enabled: YES (For android 6.0 application permission should be enabled explicitly)

Internet: 2G/3G/4G