

Worker app guide

For iPhone iPad and Android

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Keep your own workday records, read worker resources and contact Orchard Tech. In versions with Upload, you can send photos of your completed induction and training documents.

App guide online

<https://www.orchardtech.com.au/worker-app-guide/>

More app instructions online

<https://www.orchardtech.com.au/worker-app-learning/>

Download or update

iPhone and iPad



App Store

Android



Google Play

Scan with your phone camera, then open the link shown. You can also tap the written download link below.

<https://apps.apple.com/au/app/orchard-tech/id6802588163>

iPhone and iPad: Open the App Store link or scan its QR code. Tap **Get** or **Update**, then **Open**. Upload is available in version 1.1.

<https://play.google.com/store/apps/details?id=com.orchardtech.orchardtechworkerapp>

Android: Open the Google Play link or scan its QR code. Tap **Install** or **Update**, then **Open**.

Android Upload update: Upload steps require version 1.1. On Android, the Upload tab appears when that update becomes available in Google Play. You can use the current Android app for personal workday logs and resources.

You do not need an Orchard Tech account or password. The App Store may ask for your Apple Account; Google Play may ask for your Google account. Both download links stay the same for future updates.

Choose your language at the top: **English**, **Lea faka-Tonga** or **Bahasa Melayu**. Some functions and resources remain in English.

Record your workday

Tap **My Workday** → **Log a workday**. Enter the date, start time, finish time and unpaid break in minutes. Check **Hours worked**, then tap **Save workday**. A note is optional. For an overnight shift, use the starting date and the next morning's finish time.

Find entries under **Your history**. Tap **Edit**, change the details, then **Save changes**. The log works offline and stays on this device. Entries are never sent to payroll or your employer. **Keep using your usual timesheet process.**

Find and save resources

Use **Documents** to browse the library. Use **Saved** to read copies already saved on this device. Opening a resource alone does not save it.

Find and open a document

- 1 Connect to the internet. Tap **Documents** in the bottom navigation. You can also tap **Prepare for work** on the home screen.
- 2 Choose an available section: **Resources**, **Policies**, **Manuals** or **Host information**. Only sections with content appear.
- 3 Search for the document title or topic. Search covers the selected section and language. If you cannot find a document, clear the search and try another section or language.
- 4 Tap **Open** on the resource card to read its online PDF or webpage. Return to Orchard Tech when you finish.

Save a document for offline reading

- 1 While online, find the document in **Documents**. Tap its **Save offline** button if available.
- 2 Wait until the app shows **Saved for offline use**. The copy is now stored on this device.
- 3 Tap **Saved**, find the document, then tap **Open saved copy**. Scroll through the pages. On iPhone or iPad, tap **Done** to return. Android opens the installed document viewer; use the **Back** button or gesture to return to Orchard Tech.

Offline reading: saved copies work without internet. Website links and resources without Save offline still need internet. App Saved is separate from your device's file manager.

Keep saved copies current

If a copy is marked outdated or archived, check the current document in **Documents** while online or ask your supervisor.

To replace it, first check that the current document is available online and has a **Save offline** button. **Remove** immediately deletes only the saved copy on this device. Then return to Documents and tap Save offline on the current version.

Read the PALM resource library online

Open PALM worker resources and videos from Resources, or use this website link:

<https://www.orchardtech.com.au/worker-resources-palm-library/>

Browse the topic headings and open the document or video you need. This webpage needs internet; it is not saved as one offline library in the app.

Contact Orchard Tech

Tap **Contact** for a routine question. Choose whether to include your name and select a topic. If you include your name, choose whether you want a reply; add your phone number if yes. Write a non-sensitive message, read the collection notice and tick its confirmation, then tap **Review message** → **Send message**. Keep passport, visa, bank, tax and medical details out of Contact.

If you need help

Send outcome unknown? Contact Orchard Tech with the Request ID before starting another upload. Upload and Contact need internet. Reconnecting never automatically sends your draft.

Emergency contact information is provided separately on the workplace emergency poster. Contact and Upload are for routine communication.

Send files and get help

Send records or hazard photos

Upload availability: The steps below require version 1.1 with the Upload tab visible. On Android, follow them only when that update is available in Google Play and installed.

Induction and training records

Use your phone camera to take clear photos of every page of your completed induction and training documents.

In the app, tap Upload and choose Training or induction records, then select the photos from your phone or choose a PDF.

Check that all pages are readable and complete before sending.

Uploading your completed induction and training records through the app will become compulsory so Orchard Tech can keep a record of your induction and training.

Only send records about yourself when Orchard Tech asks for them. You can also report a hazard with a photo. Do not include another worker's documents or identifiable people in hazard photos.

1 Tap **Upload**. Enter your name and Orchard Tech worker ID. Choose **Training or induction records**, **Hazard photo** or **Other documents about me**. Add a clear document or photo title.

2 Choose your files. Training and other documents accept JPG, PNG or PDF: up to **10 page images and 8 MB combined**. Each PDF page is sent as an image. Hazard photo accepts one JPG or PNG image.

3 Open every **Preview page** and check that it is readable, complete and yours. Read **How your files are handled** and **Privacy**, then tick both confirmations.

4 Tap **Review upload**, check the details and images, then tap **Send files**. Keep the screen open. Files go to **workerforms@orchardtech.com.au**; they are not published in the resource library.

5 Keep your **Request ID** and **Handoff reference**. **Accepted for email handoff** means the system accepted your files. It does not confirm delivery to the inbox or staff review.