

Worker app guide

For iPhone and iPad

Version 1.1 | Updated 13 October 2026

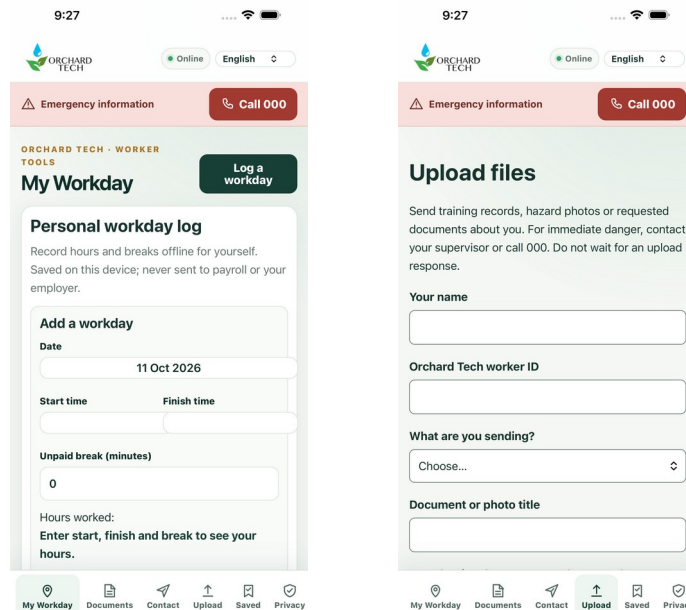
Keep your own workday records, read worker resources, contact Orchard Tech and send requested files.

Download or update

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

Open this link on your iPhone or iPad. Tap **Get** or **Update**, then **Open**. If the Upload tab is missing, update to version 1.1. You do not need an Orchard Tech account or password. The App Store may ask for your Apple Account.

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



My Workday records your hours. Upload sends requested files.

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. Tap **Done** to return to the app.

Offline reading: saved copies work without internet. Website links and resources without Save offline still need internet. App Saved is separate from the iPhone's Files app.

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.

Send files and get help

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, confirm privacy, then tap **Review message** → **Send message**. Keep passport, visa, bank, tax and medical details out of Contact.

Send records or hazard photos

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.

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.

Urgent danger: move to safety and contact your supervisor. Call **000** for emergencies. Do not wait for an app response.