Mappin

PLAN. MAP. MANAGE.

OFFICIAL USER HANDBOOK

PEOPLE
PLACES
BETTER OUTCOMES

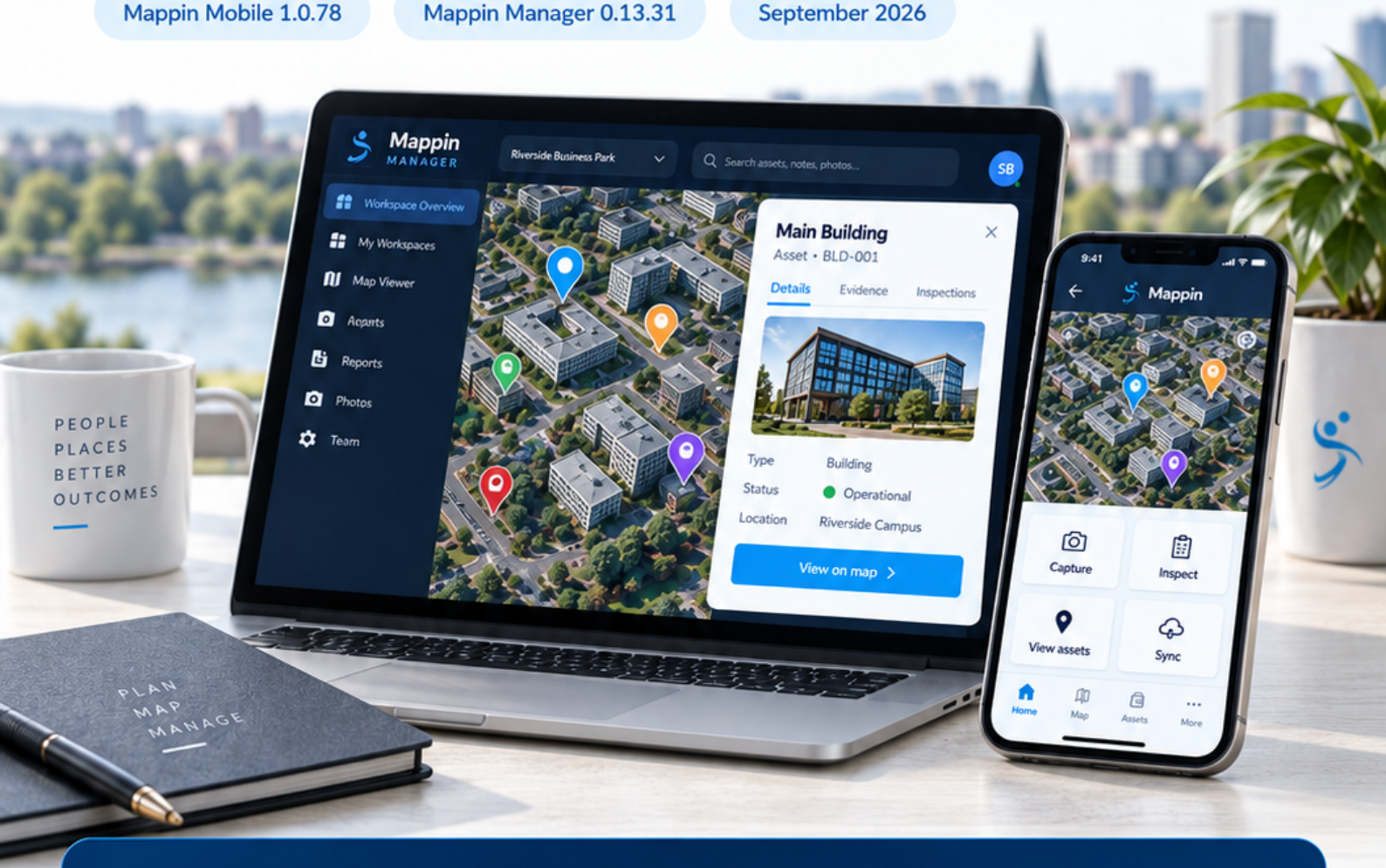
User Handbook

Know where it is. Know what it needs.

A practical reference for Mappin Mobile, Mappin Manager, workspaces, mapped records, evidence, inspections, reporting and support.

ASSETS
INSIGHTS
SAFER SPACES

Mappin Mobile 1.0.78 | Mappin Manager 0.13.31 | September 2026



Protected product documentation

This handbook is provided for authorised Mappin use and evaluation. It explains user-facing workflows only. It does not disclose source code, credentials or private infrastructure.

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SAFER
MORE RESILIENT
TOMORROW

WHAT MAPPIN IS

Map. Capture. Manage. Report.

Mappin is a practical platform for keeping location, evidence, inspections, reporting and operational context connected in one mapped record. It supports day to day work across facilities, maintenance, audits, health and safety, infrastructure and other asset based operations.

Field capture

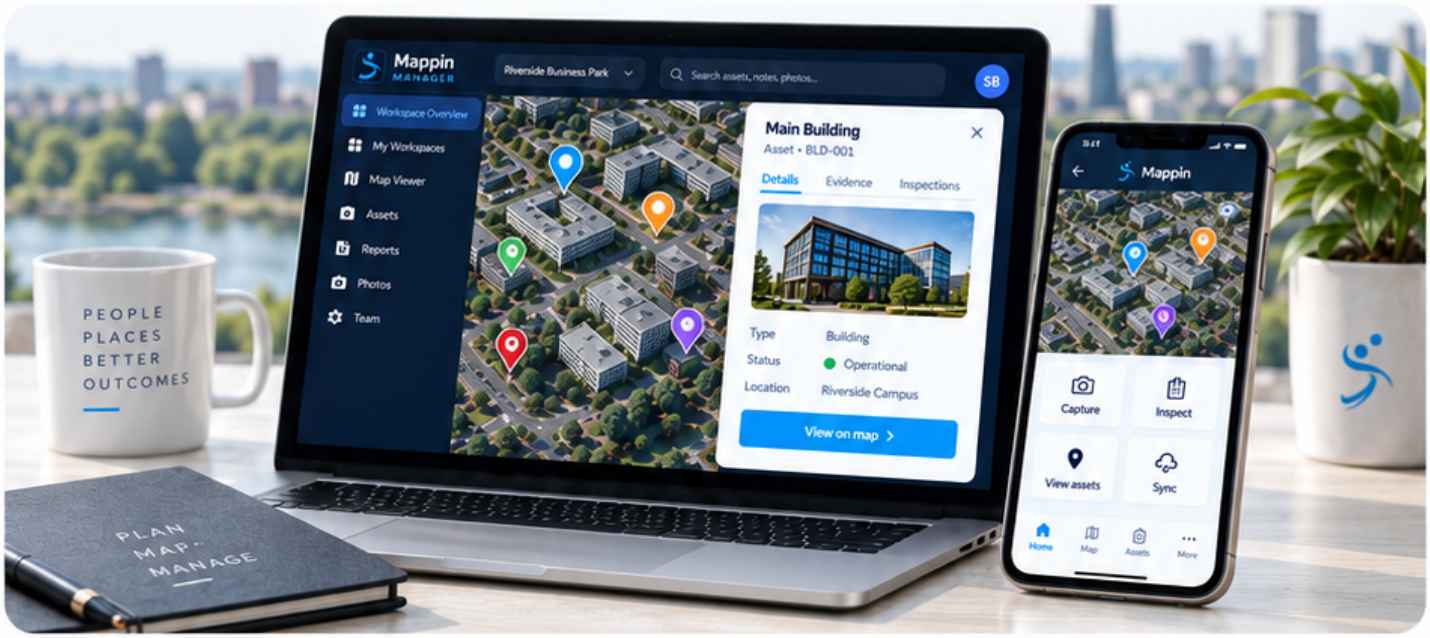
Use Mappin Mobile to map records, add photographs, notes, status and inspections where the work happens.

Manager review

Use Mappin Manager on desktop to review workspaces, organise records, search, report and maintain oversight.

Shared record

Keep location, evidence and reporting connected so teams work from the same operational picture.



What this handbook covers

This guide focuses on product use, workflows and good practice. It is not a software build guide and does not include source code, credentials or private infrastructure details.

Mappin Mobile
CAPTURE IN THE FIELD

Mappin Manager
REVIEW AND REPORT

Workspaces
KEEP DATA ORGANISED

Support
GET HELP WHEN YOU NEED IT

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QUICK START

Start with the right setup.

Mappin works best when Mobile, Manager and the workspace are treated as one connected record. Start with a workspace, capture in the field, approve desktop access when needed and keep reporting tied to the same mapped record.

01

Create or join a workspace

Use Mappin Mobile to create a workspace or join an existing one with the correct access.

02

Capture in Mobile

Map records, add evidence, notes, status and inspections where the work happens.

03

Approve Manager access

When desktop review is needed, approve Manager access from Mappin Mobile for the chosen workspace.

04

Review and report

Use Mappin Manager to organise records, check media, search, review and build reports.



Mappin Mobile
CAPTURE IN THE FIELD

Mappin Manager
REVIEW AND REPORT

Workspace
KEEP DATA ORGANISED

Reports
TURN DATA INTO ACTIONS

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FIELD CAPTURE

Capture information where the work happens.

Mappin Mobile keeps the record tied to the real place. Capture location, evidence, notes, status and inspections while you are standing in the operational environment.

Mapped location

Place the record where the asset, site or activity actually exists.

Photos and evidence

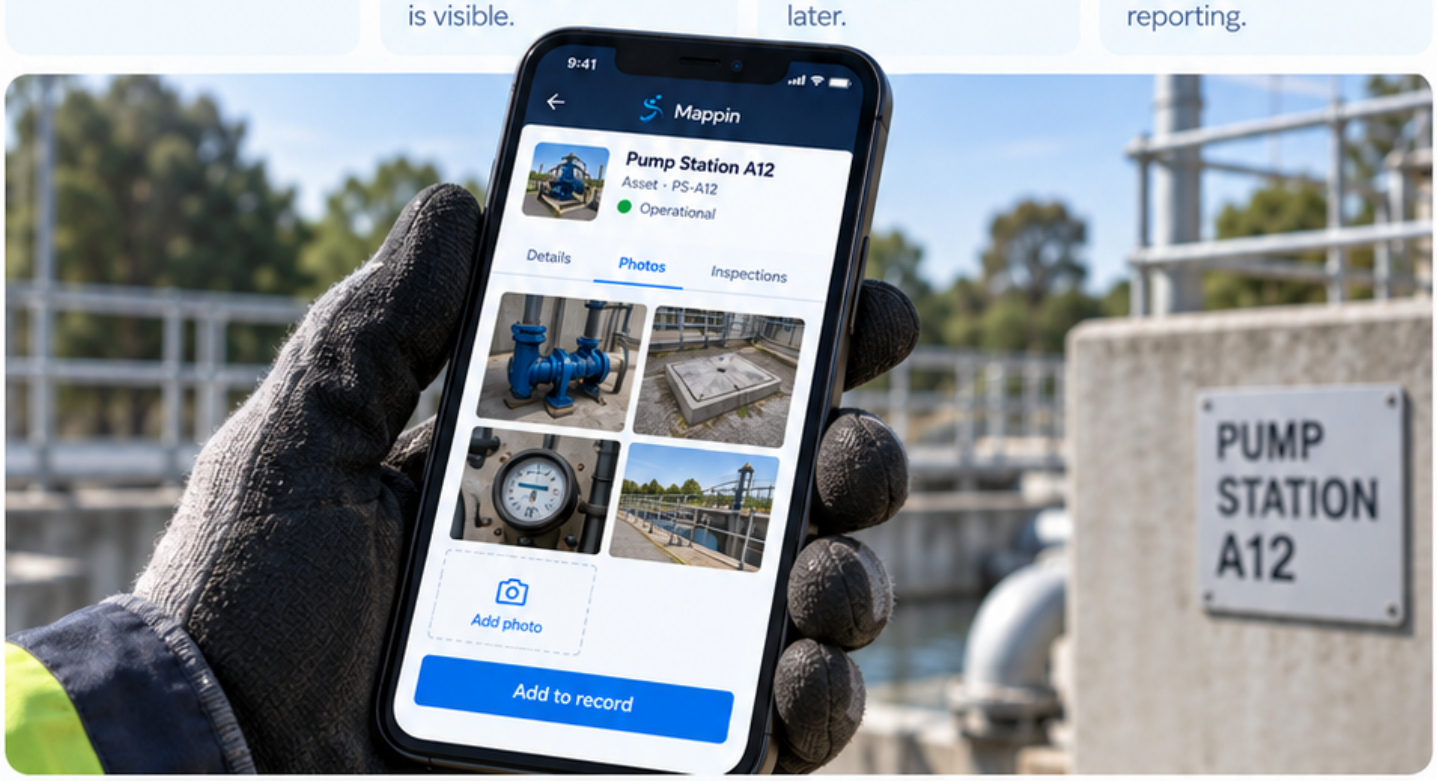
Add photographs and supporting evidence while the condition is visible.

Notes and status

Keep notes factual and current so the record stays useful later.

Inspections and audits

Use the same record for checklists, findings, follow up and reporting.



Good field practice

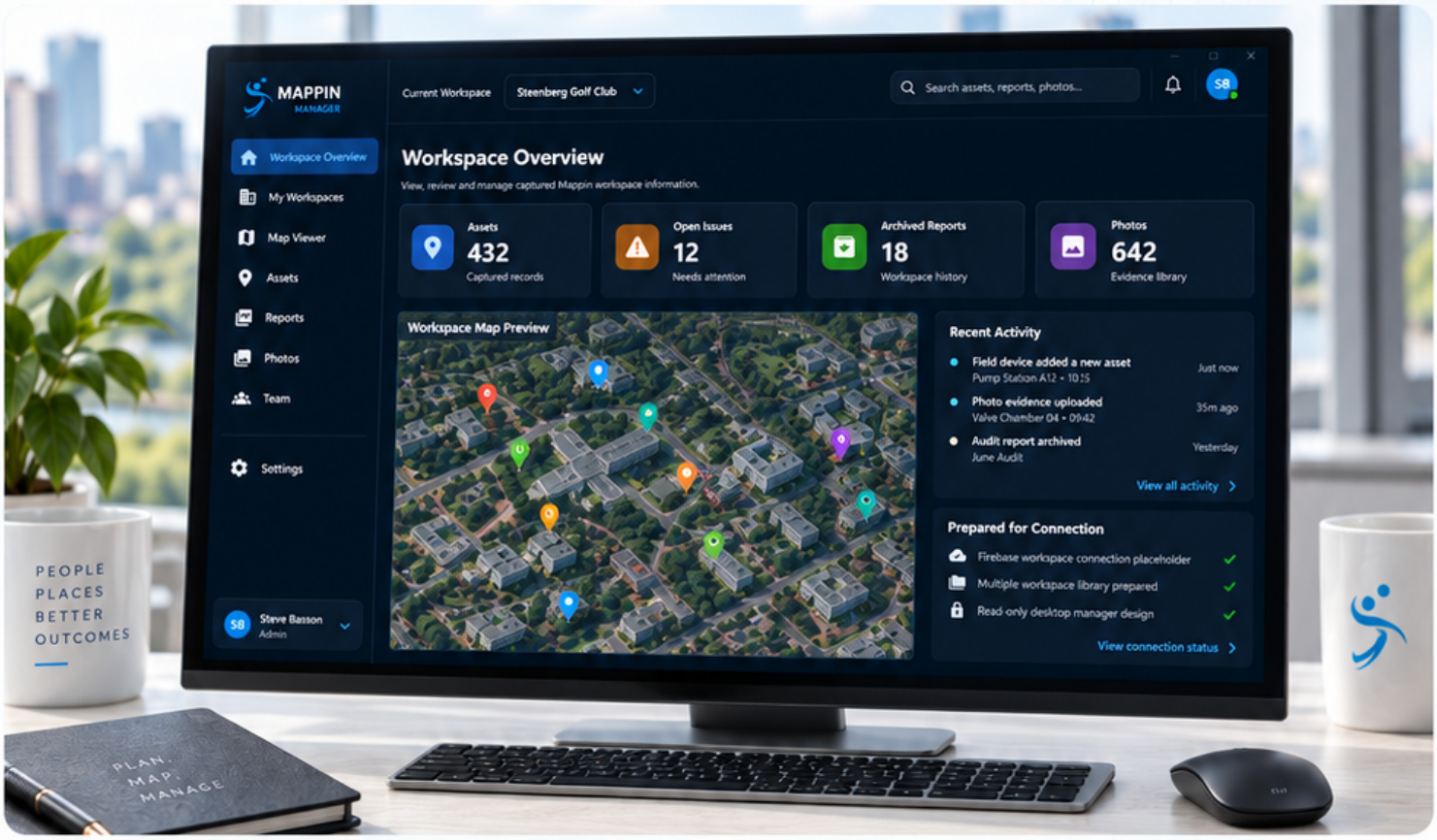
Refresh before important work and before reporting. Use clear record titles. Capture photographs while the condition is still visible. Keep notes factual and attached to the mapped record.

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MANAGER REVIEW

See the wider operational picture.

Mappin Manager brings field information into a desktop environment for review, organisation, oversight and reporting. It helps users search records, review media and prepare clearer outputs.



Search and filters

Quickly narrow the workspace to the records, status or evidence you need.

Media review

Check photographs and attached evidence from the same mapped record.

Imports and updates

Bring in relevant files and keep records organised inside the approved workspace.

Reporting

Build reports from the records, evidence and review decisions already in the workspace.

Manager use

Manager works with approved workspaces. Use it for review, organisation and reporting rather than field capture.

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WORKSPACES AND ACCESS

Access is deliberate.

The workspace is the shared record that connects Mobile and Manager. Access should be controlled, approved and appropriate to the job being done.

Work devices

Mobile devices can join the workspace and capture records, evidence and inspections in the field.

Manager access

Desktop access is approved from Mappin Mobile when review and reporting are needed.

Sync and refresh

If information is missing, refresh and confirm that both devices are using the same workspace.



Mappin Mobile
CAPTURE IN THE FIELD

Mappin Manager
REVIEW AND REPORT

Important

A Workspace ID does not automatically grant Manager access. Approval is handled separately from Mappin Mobile.

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GOOD PRACTICE

Build reliable records from the start.

Clear records make later review, reporting and handover easier. Use simple habits that protect quality from the moment information is captured.

Before capture

- Confirm the correct workspace.
- Check the device is synced.
- Use clear record titles.

In the field

- Capture location where the work is happening.
- Take clear photographs.
- Keep notes factual and useful.
- Update status honestly.

Before reporting

- Refresh the workspace.
- Confirm the right records are included.
- Review media and notes.
- Check the output source and selection.

Good field practice

Refresh before important work and before reporting. Use clear record titles. Capture photographs while the condition is still visible. Keep notes factual and attached to the mapped record.



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WHERE MAPPIN FITS

Useful across mapped operations.

Mappin is a management tool for mapped records, evidence, inspections and reporting. It can support different operational settings wherever people need location and context to stay connected.

Facilities
Site and asset oversight.

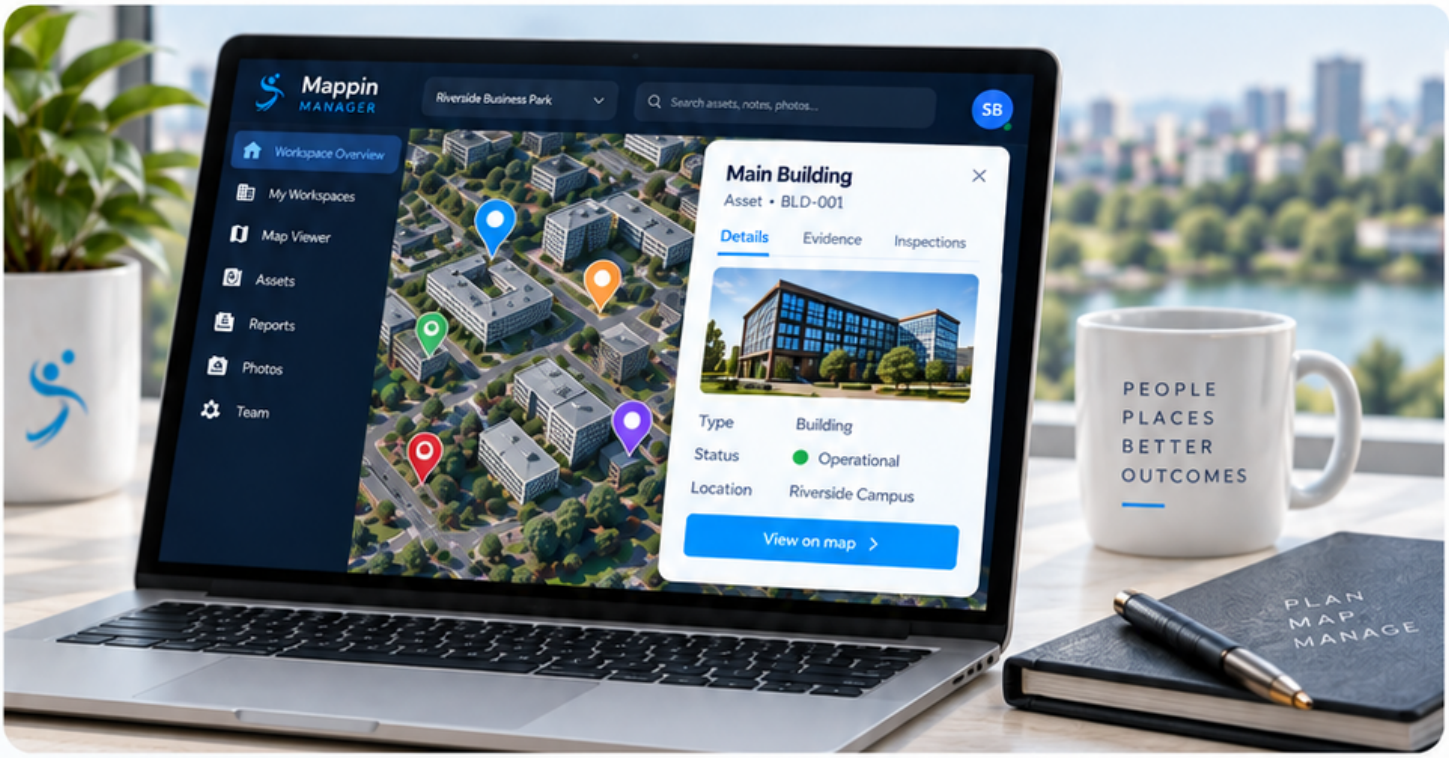
Maintenance
Status, priorities and handover.

Audits
Structured field assessment.

Health and safety
Mapped observations, evidence and follow up.

Infrastructure
Distributed assets and condition visibility.

Asset oversight
Clearer records for review and reporting.



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COMMON QUESTIONS

Answers to frequent questions.

Quick answers to common questions about using Mappin.

Why is a new record not visible on another device?

Refresh or sync and confirm that both devices are using the same workspace.

Can more than one mobile device use one workspace?

Yes. Additional mobile devices can join as work devices when authorised.

Does a Workspace ID automatically give Manager access?

No. Manager access is approved separately from Mappin Mobile.

Why is a report missing some records?

Refresh first, then confirm the correct file, selection and report source.

Can Mappin support health and safety work?

Yes. It can support mapped observations, inspections, evidence, follow up status and reporting. It does not replace statutory systems.

Where do I get Mappin Manager?

Use the official Mappin website. Do not install unverified copies from other sources.

Support tip

Use official sources for downloads, documentation and support.

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SUPPORT AND LEGAL

When you need help, send a useful request.

Support works best when the request includes the right context. Keep the description clear, attach useful screenshots and use official Mappin sources for downloads and guidance.

What to include

Your name and email
So we can get back to you.

Request type
For example, a question, issue or feature request.

Workspace ID if relevant
Helps us find the right workspace.

Clear subject
A short summary of your request.

What happened
Describe what you were doing and what occurred.

What you expected
Tell us what you expected to happen.

What you need next
Let us know how we can help.

Useful screenshots
Attach images to show the issue or context.

Send a support request

Complete the form below and our team will get back to you.

Your name
e.g. Alex Smith

Your email
e.g. alex.smith@yourorganisation.com

Request type
Select a request type

Workspace ID (if relevant)
e.g. Steenberg Golf Club

Subject
e.g. Unable to sync field data

Message
Tell us what happened, what you expected, and what you need next...

Attach screenshots (optional)
Drag and drop files here or click to browse
PNG, JPG or PDF (max 10 MB)

Send request

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