



FCC360 Mobile App Frequently Asked Questions

- **How can I download the app on iOS/Android?**

- o If you are using Android, you must search for the FCC360 app in the Play Store, the Android app shop.

- o If you are using iOS, you must access <https://www.fcc.es/linkapp> from your phone and click on the link that will appear. It will take you directly to the download the FCC360 app (you may need to download the app from the iTunes Store first).

- **How do I access the application?**

- o If you already have a username and password for FCC systems (the ones you use to log in to the corporate computer), simply enter them in the initial screen and click on the "Login" button

- o If you do not have a username and password for FCC systems, you must click on the "User registration" option that appears at the bottom of the initial screen.

- **I don't remember my username, what can I do to get it?**

- o Your username can be found in the email you received during the registration process.

- **I have forgotten my password; how do I get a new one?**

- o If you don't remember your password, you can recover it by selecting the option "Recover password" that you have in the FCC360 App. This option can only be used by Deskless users. Information Worker users must change their password in the usual password change service.

- **Where do I get the bank account details for registration?**

- o You must enter the last 4 digits of your main bank account where you receive your salary. You have these digits at the bottom of your payslip.

I am having problems accessing/using the application, who can I contact?

- o If you belong to the Construction area, please contact the "administrative officer and/or personnel manager of your area/company".

- o If you belong to the Environment area, please contact the personnel administration service of your delegation.

- o If you belong to Central Services, please contact Raquel Tamayo (rtamayod@fcc.es)



- **I can't download the documents (payslip, income tax certificate).**
 - o You need to give permissions to the FCC360 app to access the files on your device so that it can device, so that it can download the documents. For example, on Android it would be to give permissions on the Warehouse by going to Settings→ Applications→ Application Permissions. Once you have done this, restart the phone.
- **If I give FCC360 access to my files, does that mean FCC can access my photos and files? Why is the app requesting access to my photo gallery?**
 - o Giving the app access to your phone's storage will allow the app to open and download your payslips, certificates, or any other download to your phone your payslips, certificates or any other documents that you can download from the app at any time. Under no circumstances will FCC access and consult photos on your phone.
- **Can I use FCC360 without giving any of the permissions? Are there any permissions that must be given?**
 - o You can use it, but you will not be able to view or download your payslips or income tax certificates.
- **What payslips will I be able to see in the FCC360 app?**
 - o Pay slips will be available from January 2020.
- **How can I print my payslip or income tax certificate?**
 - o When you open the document with the application, in the top right-hand corner of the right-hand corner there is a button with 3 dots that, when you press it, shows different options. Here are the ones that may be of interest to you:
 - Send file allows you to send the document by email, whatsapp and other applications. This will allow you to send the payslip or the certificate to your personal computer, where you can print it if you have a printer.
 - Download will allow you to download the document to your phone so that you can consult it whenever you want.
 - o If you have a wifi printer, you can print the document directly from your phone.
- **Can FCC access my location through the app and track my mobile phone?**
 - o FCC360 does not access location data.
- **What will my location data be used for?**
 - o FCC360 does not access location data.
- **If I enable location in the app, can this location be accessed when the app is in the background or when the app is closed?**
 - o FCC360 does not access location data.
- **Can FCC do time tracking through the app?**
 - o FCC360 does not measure connection times



- **Can FCC contact me outside working hours via the app?**
 - o You may receive notifications of information that FCC360 wants to send you.
- **FCC360 wants to send you notifications. What kind of notifications can I receive? What happens if I don't allow them?**
 - o FCC360 can send push notifications for the purpose of notifying employees of relevant information. For example, in the event of an emergency or to inform you that you have been paid. If you do not allow notifications, you will not receive these notifications.
- **What happens if I do not accept the privacy policy and cookies?**
 - o If you do not accept them, you will not be able to use the application.