



Fieldlens by RedTeam

Mobile App Release

Frequently asked questions

What you need to know about the new Fieldlens mobile app version

The new Fieldlens mobile app

Features and functionality

1. This is the first time I'm downloading the mobile app - what can it do?

For an overview of the full functionality of the mobile application, check out our [website](#) and help articles. We also have a great training video that walks you through the mobile application and its features.

2. Which iOS and Android version do we support?

The new version of the application supports iOS 13.0 and up and Android 11 and up.

3. Does it cost me anything?

No. The Fieldlens mobile application is free to download. Please note, the functionality available to you is tied to your subscription plan. You can learn more about the different subscription options for Fieldlens on our [pricing page](#).

4. Has the interface changed?

Yes. We have updated the Fieldlens mobile application to mimic the branding of the web version for a more seamless experience. But, not to worry, all text and functionality are the same. So while the colors may be slightly different, your buttons and clicks are the same as before.

5. Has the functionality changed?

This early-release version of the mobile app won't be at 100% parity with the existing mobile app. However, we'll be releasing all missing features as fast-follow releases within the next 2 months. At that point, the new Fieldlens application will have the same functionality as the old application. No features are actively being removed with this transition. Even better, with the new mobile version, you have access to the advanced markups functionality already available on the web.

6. Does it have all the same features as the web version?

While we strive to provide the same experience across devices, there may be features now and in the future that lend themselves more for a web or mobile experience.

7. Do I need to download the mobile app?

Your role may not require you to have your Fieldlens projects available on your phone. If you are frequently required to mark up or create issues on the jobsite, or answer questions or comments on the fly, then the mobile app will likely save you tons of time.

Managing your work between the old and new version of the app

1. Is it possible to have both the old and new app installed at the same time?

Yes. The new version of the Fieldlens mobile application is an independent app. If you wanted to you could have both apps installed on your phone. Please note that the old application won't be updated as new features or bug fixes are released. Additionally, support for the old app has been discontinued as of March 14, 2024. For continued support, all users are encouraged to move to the new app.

2. What are the benefits of moving over to the new app now?

You'll have immediate access to the most recent feature update: advanced drawing markups. Additionally, you'll continue to receive the latest feature updates as we release them.

People and task management with the new app version

1. Do I have to move all of my employees and collaborators over to the new app?

No. Every user can access the new app from their app store to download and sign in. However, if you want to push the application to all your employees' phones, you can.

2. Do I need to notify my employees or external collaborators of the change in application?

Notifying your employees and external collaborators of the new application is up to you. There are added benefits to migrating as a team, but it isn't required. Every employee who receives a task triggered in the new application will receive an email notification that'll ask them to download the new app.

If you'd like to notify your external collaborators to switch to the new app version, you can leverage the template provided to you here.

3. Do I have to move my projects?

Good news, your projects are tied to your account. Once you download the new application and log in, all your projects and data will be available to you, same as before.

4. Can I invite team members directly from the mobile app?

Yes, you can. Similar to the web version, you'll be able to easily add team members in the mobile app settings view. Simply search for the person you'd like to add or enter their email address and they'll receive a notification that they've been invited to the project via email.