

Overview

The itemit mobile apps (iOS & Android) are designed to support work in low-connectivity or offline environments. Most key actions continue to function offline — they're queued on the device and automatically synchronised once you're back online.

This guide outlines which mobile features work without the internet, which ones require a live connection, and what happens behind the scenes.

Authentication

- Users cannot create an account or log in when offline.

Items Page / Items, Map & Help Sections – Offline Mode

All **item-related actions** (like viewing items, searching, adding new items, and scanning tags) are fully available in offline mode. However, features that rely on live data, such as **Map view**, **Help & Tutorials**, and **Chat support**, are not accessible without an internet connection.

Feature	Offline Support	Notes
Search (Items Page)	✓	Search works offline.
Instant Add / Add (Items Page)	✓	New items can be added offline.
See All Items (Items Page)	✓	Existing items list can be viewed offline.
Scan (QR / RFID / NFC)	✓	Scanning tags works offline.
Map View	✗	Not accessible without internet.
Chat With Us	✗	Requires an internet connection.
A Quick Tour of Your New App	✗	Requires internet.
Watch Tutorials	✗	Requires internet.
Discover Section	✗	Cannot browse offline.
Learn More Links	✗	Unavailable offline.

Item Profile / Item Profile & Related Features – Offline Mode

Most key actions inside the **Item Profile** are available in offline mode. You can view and edit your items, manage attachments, assign items, and log issues without an internet connection. However, actions that depend on real-time availability—such as **Book Item / Check Out**—remain unavailable offline.

Feature	Offline Support	Notes
Archive Item	✓	Items can be archived offline.
Clone	✗	Cloning is unavailable offline.
Add Photo Profile	✓	Photos can be added via camera or library offline.
Assign to Contact / Self	✓	Assignment actions work offline.
Change / Remove Assigned User	✓	Available offline.
Book Item / Check Out	✗	Requires internet connection.
Collections	✓	If the user has previously accessed the profile online, it should open in Offline Mode
Locations	✓	If the user has previously accessed the profile online, it should open in Offline Mode
Add Issue	✓	Issues can be created offline.
View Issue Attachments	✗	Requires the internet to load attachments.
Add Reminder	✓	Can be created offline.
Add Information Fields	✓	Custom fields can be added/edited offline.
Tags (Add / Scan / Manage)	✓	Full offline support.
Inventory (Add / Edit)	✓	Inventory actions work offline.

Hiring Cost (Add / Edit)	✓	Hiring costs can be updated offline.
Related Items	✗	Not accessible offline.
Attachments (Add via Camera / Library)	✓	Files can be attached offline.
Comments (Add)	✓	Comments and attachments can be added offline.

Organise Page

All features on the **Organise Page** require an internet connection. The following sections are not available when working offline:

Tab	Offline Support	Notes
Locations	✗	Not accessible in offline mode.
Collections	✗	Not accessible in offline mode.
Users	✗	Not accessible in offline mode.
Contact	✗	Not accessible in offline mode.

Alerts Page

All features on the **Alerts Page** are available in offline mode. Users can view their **reminders**, **issues**, and **bookings** without an internet connection. However, **bookings** can only be viewed — they cannot be created or updated while offline.

Tab	Offline Support	Notes
Reminders	✓	User can view all reminders offline.
Issues	✓	User can view all reminders offline.
Bookings	✓	User can view bookings offline.

Menu Page

Most features on the **Menu Page** are unavailable in offline mode, as they require real-time updates or server communication. However, users can still adjust certain personal settings and connect an RFID reader while offline.

Feature	Offline Support	Notes
User Details	✗	Cannot access offline.
Switch Workspace	✗	Not available offline.
Add New Workspace	✗	Not available offline.
Chat With Us	✗	Not available offline.
Settings > Choose What to Show on List Pages	✓	Available offline.
Settings > Select Default Action After Scanning a Tag	✓	Available offline.
Offline Downloads Status	✗	Not accessible offline.
Delete Account	✗	Not available offline.
Share	✗	Not available offline.
RFID	✓	User can connect RFID reader offline.
Tutorial	✗	Not available offline.
Help Centre	✗	Not available offline.
About itemit	✗	Not available offline.
Subscription	✗	Not available offline.