🧭 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.