

Contractor: Log into the Assetic app - Mobility

Summary

This work instruction outlines the steps for logging into the Assetic mobile app on a device such as a phone or tablet.

Purpose

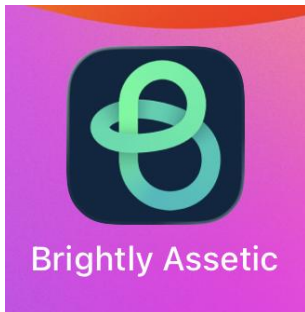
To provide an understanding of how to log into the Assetic mobile app on a device.

Stakeholders

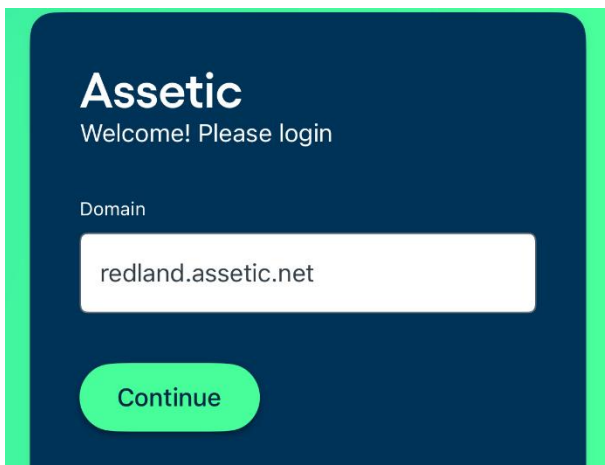
Redland City Council (RCC) Contractors
RCC Contractor Managers
Asset Management Learning and Capability Adviser
Service Manager Asset Management

Work Instruction Steps

1. Open the Assetic mobile app.
- 2.

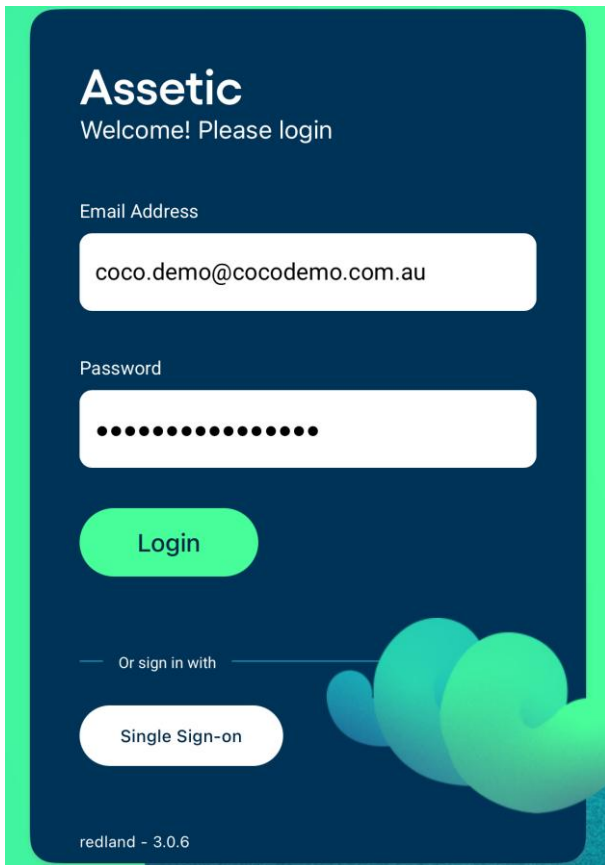


3. Enter redland.assetic.net in the Domain section.



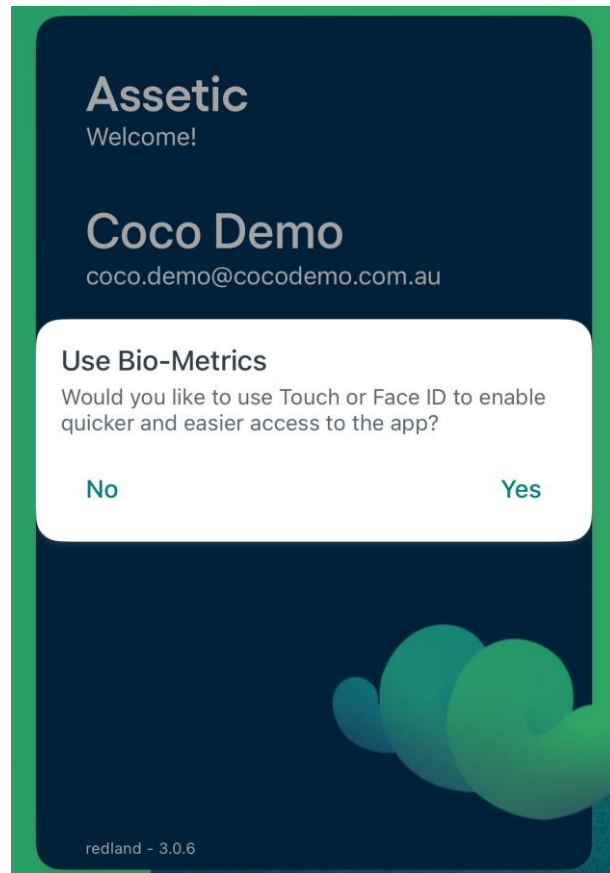
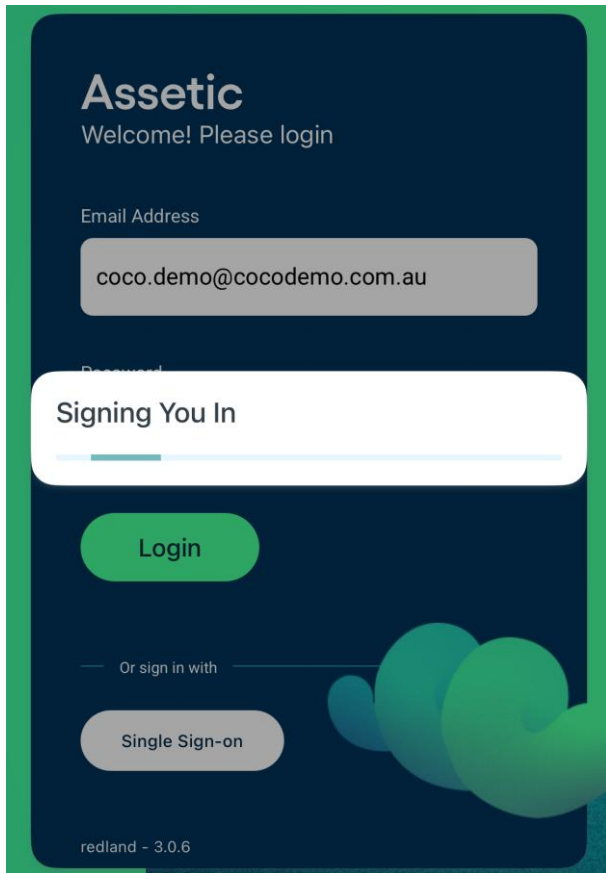
Work Instruction

4. Enter your email address and password. If you've forgotten your password, refer to the "Contractor – How to Set Your Password in the Assetic Mobility App" work instruction, or contact your RCC Contractor Manager for assistance.



5. The app will sign you in.
Depending on your device, Apple devices may display a **Use Biometrics** option, asking if you'd like to enable Touch ID or Face ID access. If you choose **No**, you'll be prompted to set up a PIN for easier login.
On Android devices, the PIN setup screen may appear straight away.

Work Instruction



6. Set up a PIN for easier access to the app. When you're finished using the app, there's no need to log out — simply swipe up to close the app. The next time you open the app; you'll be asked to enter your PIN instead of your email and password.

END OF WORK INSTRUCTION

Work Instruction

Document Control

Only Service Manager Asset Management and Asset Management Learning Advisor can amend this document.

Version Information

Version Number	Date	Key Changes
1	September 2020	New work instruction
2	October 2020	Amendments for accuracy
3	December 2023	Created work instruction on new template
4	October 2025	Updated the summary, purpose, stakeholders, and step images