

# FieldFrame

*Photo Management for Field Service Teams*

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Complete User Manual

iOS • Android • Web Admin Portal

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fieldframeapp.com

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# Started

*Download the app, create your account, and connect to Google Drive*

## What is FieldFrame?

FieldFrame is a mobile app for iOS and Android that connects your Jobber field service jobs directly to Google Drive. When you upload photos through FieldFrame, they are automatically organized into client-named folders in Google Drive, and a link to those photos is added directly to the Jobber job note — all with no manual steps.

### Step 1 — Download the App

FieldFrame is available on both major mobile platforms:

<b>iOS (iPhone / iPad)</b>	Search 'FieldFrame' in the Apple App Store, or visit <a href="http://fieldframeapp.com">fieldframeapp.com</a>
<b>Android</b>	Search 'FieldFrame' in Google Play, or visit <a href="http://fieldframeapp.com">fieldframeapp.com</a>

### Step 2 — Sign Up

There are two ways to get started with FieldFrame depending on your situation:

**Individual User** — Sign up directly in the app:

- 1 Open the app**  
Tap FieldFrame on your phone
- 2 Tap 'Sign Up - Individual'**  
On the welcome screen
- 3 Sign in with Apple**  
Or enter your email and create a password
- 4 Start your 7-day free trial**  
No credit card required to begin

**Company / Team** — Sign up on the web:

- 1 Go to [fieldframeapp.com/signup](http://fieldframeapp.com/signup)**  
Open in any web browser

## 2 Enter your company name and details

## 3 Enter your discount code if you have one

e.g. PATCHITUP for Patch Boys franchisees

## 4 Connect Google Drive

Choose which Google account stores your photos

## 5 Invite your team members

Enter each team member's email address

## 6 Team members download the app

They tap Sign In — not Sign Up — using their invited email

■■ If you were invited by your company owner, always tap Sign In — not Sign Up — to join your team account.

# Individual Users

*Using FieldFrame as a solo field service professional*

## Individual Plan

The Individual plan is perfect for solo operators. After your 7-day free trial, the subscription renews at \$19.99/month (iOS) and can be cancelled at any time from your device's subscription settings.

### Setting Up as an Individual

- 1 Download FieldFrame**  
From the App Store (iOS) or Google Play (Android)
- 2 Tap 'Sign Up - Individual'**  
On the welcome screen
- 3 Sign in with Apple or email**  
Apple Sign In is the fastest option on iPhone
- 4 Connect Jobber**  
Tap 'Connect Jobber' and authorize FieldFrame to access your jobs
- 5 Connect Google Drive**  
Tap 'Connect Google Drive' and choose your Google account
- 6 Start uploading**  
Select a job and upload your first photos

■ Your Jobber jobs load automatically — no manual entry needed. Photos go straight to a Google Drive folder named after the client.

# Company Owners

Setting up FieldFrame for your team

## Company Setup Overview

As a company owner, you sign up on the web at [fieldframeapp.com/signup](https://fieldframeapp.com/signup) and manage your team through the Admin Portal at [fieldframeapp.com/admin](https://fieldframeapp.com/admin). Your team members download the app and sign in — they don't need to go through any billing or setup.

### Pricing Tiers

Seats	Standard Price	Franchise Price
1 seat	\$19.99/mo	\$15.99/mo
2-9 seats	\$17.99/seat/mo	\$13.59/seat/mo
10+ seats	\$15.99/seat/mo	\$7.99/seat/mo

Franchise discount codes are available for Patch Boys franchisees (PATCHITUP) and HBFG franchisees (HBFG). Enter your code during web signup to unlock franchise pricing.

### Inviting Team Members

1

#### Log into the Admin Portal

Go to [fieldframeapp.com/admin-login](https://fieldframeapp.com/admin-login)

2

#### Go to the Team section

Click 'Team' in the dashboard

3

#### Click 'Invite Team Member'

Enter the employee's personal email address

4

#### Employee receives an invite email

With instructions to download the app and sign in

5

#### Employee downloads FieldFrame

From App Store or Google Play

**6**

## Employee taps Sign In

Uses the email they were invited with — NOT Sign Up

- Use your employees' personal email addresses for invites. This keeps work access separate from their personal Apple or Google accounts and makes offboarding easier.

# Mobile App

*Daily workflow — selecting jobs and uploading photos*

## App Overview

The FieldFrame mobile app is the primary tool for field technicians. It connects directly to your Jobber account and displays your scheduled jobs in real time. From the app, technicians can select a job, add photos, and upload them to Google Drive with a single tap.

### The Welcome Screen

When you open FieldFrame you'll see three options:

<b>Sign In</b>	For existing users — tap this if you already have an account or were invited by your company
<b>Sign Up — Individual</b>	For new solo users starting a personal subscription
<b>Sign Up — Company</b>	Redirects to <a href="https://fieldframeapp.com/signup">fieldframeapp.com/signup</a> for team accounts

### Selecting a Job

After signing in, the main screen shows all your Jobber jobs and quotes. Jobs are listed with the client name, job title, and scheduled date.

**1****Search or scroll**

Use the search bar to find a job by client name or job title

**2****Filter by type**

Use the 'All' dropdown to filter between Jobs and Quotes

**3****Tap a job**

Select the job you want to upload photos for

**4****Tap Continue**

Confirm your selection and go to the Photo Queue

### The Photo Queue

The Photo Queue is where you manage photos before uploading them to Google Drive.

1

**Tap 'Add Photos'**

Take new photos with your camera right now

2

**Tap 'Choose Photos'**

Select existing photos from your camera roll

3

**Review your selection**

Photos are listed with a thumbnail — tap the trash icon to remove any

4

**Tap 'Upload X Photos'**

Tap the button in the top right to upload all queued photos

5

**Upload complete**

Photos are saved to Google Drive and the Jobber job note is updated automatically

■ You can add as many photos as you need before uploading. The upload button shows the count of photos queued.

## The Side Menu

Tap the menu icon (■) in the top left to access settings and account options:

<b>Team</b>	View your organization's team members
<b>Reconnect Google Drive</b>	If photo uploads fail, use this to refresh your Drive connection
<b>Reconnect Jobber</b>	If jobs fail to load, use this to refresh your Jobber connection
<b>Billing and Subscription</b>	Manage your subscription and account settings
<b>Logout</b>	Sign out of FieldFrame

# Drive Integration

*How FieldFrame automatically organizes your job photos*

## How Photos Are Organized

When you upload photos through FieldFrame, they are stored in your Google Drive in a structured folder system. Everything lives under a single root folder called 'FieldFrame', with a subfolder for each client named after the client.

### Folder Structure

■ <b>FieldFrame</b>
■ <b>Roberto Robaina</b>
■ job1042_photo1.jpg
■ job1042_photo2.jpg
■ <b>Joshua Arroyo</b>
■ job1043_photo1.jpg
■ <b>Eric Javor</b>

### Key Points

- ✓ Folders are named after the client — not the job number — making them easy to find
- ✓ All photos are stored permanently — nothing is ever deleted
- ✓ Every team member with Google Drive access can view all job photos
- ✓ The entire photo library is searchable from Google Drive

### Connecting Google Drive

#### 1 During signup

You'll be prompted to connect Google Drive during the company signup flow at [fieldframeapp.com/signup](https://fieldframeapp.com/signup)

#### 2 In the app

Tap the menu (■) → 'Reconnect company Google Drive' if you need to refresh the connection

**3**

### Choose the right account

Select the Google account where you want all job photos stored

- Use a shared company Google account (not a personal one) so all team members and managers can access the photos.

# Integration

Connecting Jobber and automatic job note updates

## How the Jobber Connection Works

FieldFrame connects to your Jobber account using OAuth — a secure authorization method that gives FieldFrame read/write access to your jobs without sharing your Jobber password. Once connected, your Jobber jobs appear automatically in the app and photo upload links are added to job notes.

### Connecting Jobber

- 1 Open the app and sign in**
- 2 Tap 'Connect Jobber'**  
On the connection screen
- 3 You'll be redirected to Jobber**  
Log into your Jobber account if prompted
- 4 Authorize FieldFrame**  
Review the permissions and tap Authorize
- 5 You're connected**  
Your Jobber jobs will now appear in the app

### Automatic Job Note Updates

Every time you upload photos through FieldFrame, a note is automatically added to the corresponding Jobber job. The note includes:

- A direct link to the Google Drive folder containing the photos
- The number of photos uploaded
- A confirmation that photos were uploaded via FieldFrame

■ This means every Jobber job automatically has a permanent photo record — no manual note-writing needed.

### Disconnecting Jobber

To disconnect FieldFrame from Jobber:

Go to Jobber → Settings → Connected Apps → Find FieldFrame → Click Disconnect. You can reconnect at any time from within the FieldFrame app.

# Admin Portal

*Managing your team at [fieldframeapp.com/admin](https://fieldframeapp.com/admin)*

## What is the Admin Portal?

The Admin Portal is a web-based dashboard for company owners and administrators. It is separate from the mobile app and is accessed at [fieldframeapp.com/admin-login](https://fieldframeapp.com/admin-login). From the Admin Portal you can manage your team, send invites, view billing, and oversee your organization.

## Accessing the Admin Portal

### 1 Go to [fieldframeapp.com/admin-login](https://fieldframeapp.com/admin-login)

Open in any web browser on any device

### 2 Enter your email and password

Use the email and password from your company signup

### 3 Dashboard loads

You'll see your team, billing, and organization details

## Admin Portal Features

Feature	Description
Team Members	View all active team members, their roles, and status
Invite Team Member	Send an email invite to a new employee
Remove Team Member	Remove an employee from your organization
Billing	View your current plan, seat count, and next billing date
Organization Details	View your company name, plan, and account information

# Subscription

*Plans, pricing, and managing your subscription*

## Free Trial

All new FieldFrame accounts include a 7-day free trial with full access to all features. No credit card is required to start your trial.

## Individual Plan

Individual users are billed through the App Store (iOS) or Google Play (Android) at \$19.99/month after the free trial. To cancel, go to your device's subscription settings — not through the app.

*iOS: Settings → Apple ID → Subscriptions → FieldFrame → Cancel*

*Android: Google Play → Subscriptions → FieldFrame → Cancel*

## Company Plans

Company accounts are billed monthly based on the number of seats. Billing is managed through Square and can be updated from the Admin Portal.

## Franchise Discount Codes

FieldFrame offers exclusive discounted pricing for members of partner franchise systems, including up to 50% off standard per-seat rates. If you are a franchisee of a partner group, contact your franchise representative to receive your exclusive discount code.

■ Enter your franchise discount code during company signup at [fieldframeapp.com/signup](https://fieldframeapp.com/signup) to unlock your partner pricing automatically.

# Shooting

## Common issues and how to resolve them

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**Issue: Jobs are not loading in the app**

**Solution:** Your Jobber connection may have expired. Tap the menu (■) → 'Reconnect Jobber' and sign into Jobber again.

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**Issue: Photos are not uploading to Google Drive**

**Solution:** Your Google Drive connection may need refreshing. Tap the menu (■) → 'Reconnect company Google Drive' and reauthorize your Google account.

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**Issue: I get an error when trying to connect Jobber**

**Solution:** Make sure you are signing in with the Jobber account that has admin access. If the error persists, disconnect and reconnect from Jobber Settings → Connected Apps.

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**Issue: My team member can't sign in**

**Solution:** Make sure they tap Sign In — not Sign Up. They must use the exact email address they were invited with. If needed, resend the invite from the Admin Portal.

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**Issue: I can't access the Admin Portal**

**Solution:** Go to [fieldframeapp.com/admin-login](https://fieldframeapp.com/admin-login) and use your company owner email and password. If you've forgotten your password, contact [support@fieldframeapp.com](mailto:support@fieldframeapp.com).

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**Issue: Photos uploaded but no Jobber note was added**

**Solution:** Check that your Jobber connection is active. Go to the menu and tap 'Reconnect Jobber', then try uploading again.

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**Issue: The app says my subscription is not available**

**Solution:** This can happen if the App Store or Google Play subscription is still processing. Tap 'Restore purchases' on the Billing screen, or contact support.

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**Issue: I need to remove a team member**

**Solution:** Log into the Admin Portal at [fieldframeapp.com/admin-login](https://fieldframeapp.com/admin-login), go to Team, and click Remove next to the team member's name.

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# t & Support

*We're here to help*

## Getting Help

FieldFrame support is available via email. We aim to respond to all inquiries within one business day.

■ <b>Email Support</b>	<a href="mailto:support@fieldframeapp.com">support@fieldframeapp.com</a>
■ <b>Website</b>	<a href="https://fieldframeapp.com">fieldframeapp.com</a>
■ <b>iOS App</b>	Search 'FieldFrame' in the Apple App Store
■ <b>Android App</b>	Search 'FieldFrame' in Google Play
■ <b>Admin Portal</b>	<a href="https://fieldframeapp.com/admin-login">fieldframeapp.com/admin-login</a>
■ <b>Company Signup</b>	<a href="https://fieldframeapp.com/signup">fieldframeapp.com/signup</a>

■ **When contacting support, include your account email, a description of the issue, and any error messages you see. Screenshots are very helpful!**

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FieldFrame is developed and maintained by C&D; Holdings 2 LLC. Thank you for using FieldFrame.