



Start here

Getting onto TestFlight, and into Vector. About fifteen minutes, spread over a day or two.

Thank you for testing this. You are looking at something that is not finished, and telling us what is wrong with it is the entire job.

VectorXPro · support@vectorxpro.com

What is about to happen

There are five steps and they are all easy. The reason this page exists is that **two separate emails arrive, from two different senders, usually on different days** — and on a modern iPhone neither of them lands in your inbox. That is where people get stuck. Nothing is broken; the emails are just filed somewhere you have not looked.

	What happens	Who it comes from
1	You install TestFlight , Apple's app for trying apps before they reach the App Store. Free, takes a minute.	You, right now
2	Apple emails you an invitation to test Vector. You accept it inside TestFlight, and Vector installs on your phone.	Apple / TestFlight
3	You tell us you are in, and we set you up inside Vector itself — your name, your role, the site you can see.	Us
4	Vector emails you a second, different invitation. You tap it, choose a password, and you are in.	Vector
5	You use it, and tell us what is wrong with it.	You

Steps 2 and 4 are different emails. Do not wait for one thinking it is the other.

The first is from **Apple** and gets the app onto your phone. The second is from **Vector** and gets you into the data. Installing the app does not sign you in, and being signed up does not install the app. There may be a day between them.

STEP 1

Install TestFlight

TestFlight is Apple's own app. It is how every app on the App Store gets tested before it is released. You install it once and forget about it.

Point your camera at this, or type the address into Safari:



Or type this into Safari:

<https://apps.apple.com/us/app/testflight/id899247664>

TestFlight on the App Store

Install it and open it once, so it knows who you are. Nothing will be in it yet — that is expected.

Use the same Apple Account you will use on your phone

TestFlight invitations are tied to an email address. If your iPhone uses a personal Apple Account but you gave us your work address, tell us which one to invite — it has to be the address your phone is signed in with, or the invitation will not open.

STEP 2

Find Apple's email — the part that catches everyone

Apple will send you an invitation to test Vector. On a modern iPhone it very often does not appear in your inbox.

Apple Mail and Gmail both sort incoming mail into categories now, and an automated message from Apple looks, to a filter, exactly like marketing. So before you decide it never arrived, look in the other categories. It is almost always there.

Where to look

If you use...	Look in these, in this order	Most often it is in
Apple Mail (the built-in one)	All Mail, then Transactions, then Updates, then Promotions — as well as Primary.	Transactions or Updates
Gmail	Updates, then Promotions, then Social — as well as Primary. Also check Spam.	Updates or Promotions

The quickest way: search instead of browsing

- 1 Open Mail and pull down to reveal the search box.
- 2 Search for **TestFlight**.
- 3 If nothing, search for **Apple**, then for **Vector Operations Pro** — that is the name Apple uses, even though the app is called Vector once it is on your phone.
- 4 Make sure you are searching **All Mailboxes**, not just the inbox — in Apple Mail that is the option at the top of the search results.

What the email looks like

It comes from Apple, with a subject along the lines of “You're invited to test Vector Operations Pro”, and a large **View in TestFlight** button. It is not personally written and it will not mention your name. That is normal.

Still nothing after a day?

Email support@vectorxpro.com and say which address you checked. Nine times out of ten we invited a slightly different address — a work one instead of a personal one, or a typo. It takes a moment to fix and resend.

STEP 3

Accept, and install Vector

Once you have found Apple's email, this part takes about thirty seconds.

- 1 Tap **View in TestFlight** in the email. TestFlight opens.
- 2 Tap **Accept**.
- 3 Tap **Install**. TestFlight lists it as **Vector Operations Pro**.
- 4 Find it on your home screen, where the icon simply says **Vector**. Same app, shorter name.
- 5 Open it. You will see a sign-in screen — you cannot sign in yet, and that is expected. Stop here.

"No builds available"

It happens, and it is not your fault. Tell us and we will remove you from the tester group and add you straight back, which shakes it loose. The invitation arrives again within a minute or two.

From now on, when we put out a new version, TestFlight will notify you. Updating takes one tap. A test build stops working after 90 days, so if Vector ever refuses to open, check TestFlight for a newer one.

STEP 4

The second email — this one is from Vector

Now that the app is on your phone, we set you up inside it. That triggers a completely different email.

This one comes from **Vector** <notifications@vectorxpro.com>, and its subject line contains a **6-digit code**. It is subject to exactly the same filing problem as Apple's — check the categories from Step 2, and search for **Vector**.

- 1 Open the email on your iPhone.
- 2 Tap the button in it. Vector opens and asks you to choose a password.
- 3 Choose a password, and you are in.

If the button does not open the app

Use the code instead — it does the same thing.

- 1 Open Vector. On the sign-in screen, tap **Have an invitation code?**
- 2 Enter the email address the invitation was sent to.
- 3 Enter the **6-digit code** from the subject line of the newest invitation email.
- 4 Tap **Continue**, then choose your password.

Always use the newest email

If we send your invitation again, the earlier email's link and code stop working immediately. Codes are good once, within 24 hours; the invitation itself lasts 14 days. So if you have two invitation emails, delete the older one to save yourself the confusion.

"You have no invitation"

If you get in and Vector says you are not on a team, we invited a different address than the one you signed in with. Tell us which address you used and we will invite that exact one.

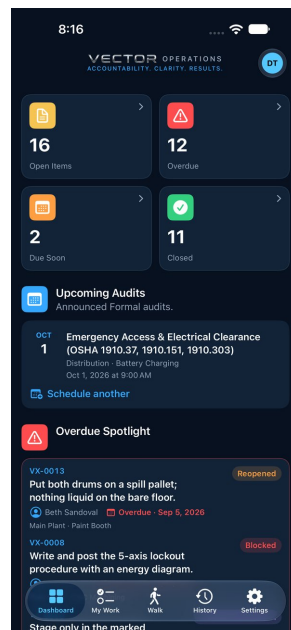
STEP 5

Look around

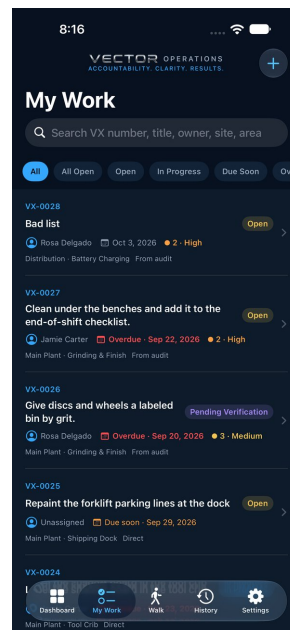
You are in. Here is the shape of it, so nothing is a surprise.

There are five tabs along the bottom. **Dashboard** shows where things stand. **My Work** is what has been given to you; its + raises something that needs attention. **Walk**, in the middle, is where you walk the floor and flag what you see. **History** holds past walks and audits announced for later. **Settings** has your account and the Help Center.

The idea in one sentence: something needs attention, one person owns fixing it, they prove it was fixed with a photograph, somebody else checks it, and none of that can be quietly edited afterwards.



The Dashboard



My Work

Two more places to look

The **Help Center** is in the app at Settings → Help Center, and searchable.

The **website** takes the same sign-in, and is easier for reading on a laptop.



The Help Center

<https://www.vectorxpro.com/help/>



Vector on the web

<https://www.vectorxpro.com/team/>

WHAT WE NEED FROM YOU

Telling us what is wrong

This is the actual job. The app working is not news; the app annoying you is.

Worth telling us about, in rough order of usefulness:

- **Anything you could not work out.** If you stared at a screen and did not know what to do next, that is the single most valuable thing you can report. It is not you being slow; it is us being unclear.
- **Anything that took more taps than it should.**
- **Wording that does not match how you actually talk** on the floor.
- **Anything that broke**, obviously — what you tapped, and what happened.
- **Anything missing** that you would need before you would use this for real.

Two ways to send it

	How	Best for
Screenshot	Take a screenshot, then in TestFlight tap Send Beta Feedback — or just share the screenshot to TestFlight. It attaches what the app was doing at the time.	Something looks wrong on screen
Email	support@vectorxpro.com . Plain words are fine. If it is about one item or walk, quote its number — VX-0012, AU-0008 — and we can find exactly what you saw.	Anything else

Please do not put real, sensitive information in it yet

This is a test build. Use real-looking work if you like — that is the most useful kind of feedback — but nothing confidential, and no photographs of people who have not agreed to be in them.

IF SOMETHING GOES WRONG

The five things that actually happen

In order of how often. None of them is your fault and all of them take a minute.

What you see	What it means	What to do
No email from Apple	It arrived but was filed under a category, or we invited a different address.	Search all mailboxes for TestFlight . Then email us the address you checked.
“No builds available” in TestFlight	A known Apple hiccup with the invitation.	Tell us. We remove you from the group and add you back; it arrives again in a minute.
The Vector email's button does nothing	The link was opened somewhere that could not hand off to the app.	Use the 6-digit code instead — Step 4.
“That code didn't work”	It was from an older email, or more than 24 hours old.	Use the newest invitation email. Ask us to send a new one if you have none.
Signed in, but Vector says you are not on a team	You signed in with a different address than the one we invited.	Tell us which address you used.

When in doubt, just ask

support@vectorxpro.com. There is no such thing as a question too small here — if you had to ask it, the next person would have too, and we would rather fix that than have you work around it politely.