

## MINISTRY OF NATIONAL SECURITY AND PEACE

Fixed, Assets & Inventory Management System

**(FAIMS)**

# AUDIT APP USER MANUAL

*Android Mobile Application*

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# 1. Introduction

The FAIMS Audit App is an Android mobile application designed to support fixed asset audit teams as they physically verify assets across government buildings, offices, and other locations. It works alongside the FAIMS web system, reading from and writing to the same asset database in real time.

Using the app, an auditor can:

- Scan asset tags (barcodes and QR codes) to instantly retrieve asset records
- Verify that assets are present at their recorded locations
- Update asset condition, assigned officer, and location from the field
- Flag assets as missing or having issues
- Generate and email Location Charts for printing and physical display
- Work offline when network connectivity is unavailable, with automatic synchronisation when connection is restored

## 1.1 Who This Manual Is For

This manual is intended for field auditors, asset managers, and facilities officers who use the FAIMS Audit App on their Android devices during physical asset verification exercises.

## 1.2 How the App Fits Into the Audit Process

Step	Activity	How the App Helps
1	Enter a location (room/office)	Open the Locations tab, drill down to the room, or scan a QR code on the existing Location Chart
2	Verify each asset	Scan the asset tag — the record appears instantly on screen
3	Record findings	Confirm the asset is present and in good condition, or update/flag as required
4	Generate Location Chart	Tap Generate Location Chart when finished with a room — the updated chart is emailed for printing
5	Replace physical chart	Print and affix the new Location Chart to the wall of the office

## 2. Before You Begin — Setup Requirements

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### 2.1 Device Requirements

- Android smartphone or tablet running Android 8.0 (Oreo) or later
- Camera (for scanning barcodes and QR codes)
- WiFi or mobile data connection (for live sync); or offline capability if network is unavailable

### 2.2 Installing the App

1. Obtain the FAIMS Audit App installation file (.apk) from your ICT administrator
2. On your Android device, go to Settings > Security and enable Install from Unknown Sources (required for apps not from the Play Store — your ICT admin can assist)
3. Locate the .apk file on your device and tap it to install
4. Follow the on-screen prompts to complete installation
5. The FAIMS Audit app icon will appear on your home screen or app drawer

**NOTE:** If your organisation distributes the app through an enterprise mobile device management (MDM) system, your ICT administrator will push the app to your device automatically.

### 2.3 What You Need Before First Use

- Your FAIMS account email address and password (same credentials as the web system)
- The FAIMS API server URL — provided by your ICT administrator (e.g. `http://192.168.1.100:5000`)

**TIP:** Save the server URL in the app settings as soon as you install it. You will not need to enter it again unless you change to a different FAIMS deployment.

## 3. Logging In

### 3.1 First-Time Login

6. Open the FAIMS Audit app. The login screen will appear.
7. In the Server URL field at the top, enter the address provided by your ICT administrator. This is the address of the FAIMS server your organisation uses.
8. Enter your email address in the Username field (e.g. firstname.lastname@mns.gov.jm)
9. Enter your FAIMS password in the Password field
10. Tap Log In

If your credentials are correct, you will be taken to the main Scan screen. Your name and organisation will appear in the app.

### 3.2 Login Error Messages

Message	Meaning & Action
Invalid username or password	Check that your email and password are entered correctly. Passwords are case-sensitive.
Your account is disabled	Your account has been suspended. Contact your FAIMS administrator.
Server unreachable	The app cannot connect to the FAIMS server. Check that your device has a network connection and that the Server URL is correct.
An unexpected error occurred	A network or server error occurred. Verify the Server URL and try again. Contact your ICT administrator if the problem persists.

### 3.3 Staying Logged In

The app keeps you signed in for up to 8 hours — a full working day — without requiring you to log in again. If your session expires (e.g. after a weekend), simply open the app and log in again.

### 3.4 Signing Out

Tap the Settings tab (gear icon) at the bottom of the screen, then tap Sign Out. This clears your session securely. Always sign out if you are handing your device to another person.

## 4. Navigation Overview

The app uses a bottom navigation bar with four tabs:

Tab	Icon	Purpose
Scan	Camera / QR icon	The primary audit tool. Scan or search for any asset by tag, code, or name. This is the default tab when you open the app.
Locations	Map pin icon	Browse your organisation's assets by location — drill down from Branch to Building to Room.
History	List icon	View a log of your recent scan activity, verifications, and generated Location Charts.
Settings	Gear icon	Configure the server URL, view account information, and sign out.

**TIP:** The Scan tab is your most-used screen. Tap it to return to the scanner at any time.

## 5. Scan Tab — Scanning & Looking Up Assets

The Scan tab is the heart of the audit workflow. The camera activates automatically when you open this tab, ready to read any asset tag.

### 5.1 Understanding Asset Tags

FAIMS supports two types of physical asset tags:

Tag Type	What It Looks Like	What the App Does
Barcode (1D)	A horizontal series of vertical stripes with a number below (traditional asset label)	Reads the barcode number and looks up the matching asset record
QR Code (2D)	A square pattern of black dots on a white background	Decodes the QR data (asset code or link) and retrieves the record

You do not need to switch between modes — the scanner reads both barcode and QR code formats simultaneously.

### 5.2 Scanning an Asset Tag

11. Open the Scan tab. The camera view appears with a scanning overlay (animated corner guides).
12. Hold your device steady so that the asset tag is visible within the scan area on screen.
13. The app will automatically detect and read the tag — no need to tap a button.
14. On a successful scan, the device will vibrate (haptic feedback) and the asset record will slide up from the bottom of the screen.

#### Scan Result Card

The result card shows:

- Asset code and status badge (colour-coded: green = Active, amber = On Loan, red = BOS/Inactive)
- Asset description and category
- Recorded location (branch, building, room)
- Condition

Tap the card to open the full Asset Detail screen.

### 5.3 Manual Entry (For Damaged or Missing Tags)

If an asset tag is damaged, missing, or cannot be read by the camera:

15. Tap the text entry field at the bottom of the scan screen
16. Type the asset code, barcode number, or serial number
17. Tap the search icon or press Enter on your keyboard

The app searches in this order: barcode number first, then asset code, then serial number. If more than one asset matches, a list of options will appear for you to select the correct record.

## 5.4 Scan Results — What Can Happen

Outcome	What to Do
Asset found — one match	The result card appears. Tap it to view full details and take action.
Asset found — multiple matches	A short list appears. Tap the correct asset to open its detail screen.
Asset not found	A 'Not Found' message appears. Try re-scanning or entering the code manually. If still not found, the asset may not be registered in FAIMS — report to your supervisor.
No network — offline mode	The app searches the local cache (assets downloaded for this location). A banner shows 'Offline — showing cached data' with the cache date.

## 6. Asset Detail Screen

The Asset Detail screen shows the complete record for a single asset and is the screen from which you take audit actions.

### 6.1 Information Displayed

Section	Information Shown
Header	Asset code, status badge, asset type chip, category chip
Description	Full item description
Location	Recorded branch, building, and room. Tap to view on the location drill-down.
Details	Serial number, assigned officer, condition, purchase date
Warranty	Warranty expiry date. A red EXPIRED badge appears if the date has passed.
Brand / Make	Manufacturer and make (where recorded)

### 6.2 Status Badge Colours

- [ **ACTIVE** ] Asset is registered and in active use
- [ **ON LOAN** ] Asset is temporarily assigned to another person or location
- [ **BOS** ] Asset has been submitted for Board of Survey review
- [ **INACTIVE** ] Asset has been deactivated or disposed of

### 6.3 Audit Action Buttons

Three primary actions are available at the bottom of the Asset Detail screen:

Button	When to Use It
Confirm — In Place & OK (Green)	The asset is physically present at its recorded location and its condition is acceptable. No changes needed. Tap to record a verified confirmation in the audit log.
Update Record (Amber)	Use when the asset IS present but something needs updating — condition has changed, it has been re-assigned, or a note needs recording.
Asset Not Here (outlined)	The asset cannot be found at its recorded location. This flags a location discrepancy for follow-up.

**TIP:** For most audit activities, you will tap Confirm for assets that are present and in good order. This is the fastest action — just scan and confirm, then move to the next asset.

## 7. Updating an Asset Record

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When you tap Update Record on the Asset Detail screen, an update panel slides up from the bottom. Complete as many or as few fields as needed — only changed fields are saved.

### 7.1 Condition Update

Use the condition selector to change the physical state of the asset:

- Good — Asset is fully functional and in acceptable physical condition
- Fair — Asset is functional but shows signs of wear
- Poor — Asset is functioning minimally or is visibly deteriorated
- Damaged — Asset is physically broken or non-functional

### 7.2 Assigned To

Update the name of the officer or person the asset is currently assigned to. This is a free-text field — type the full name of the officer.

### 7.3 Notes

Add any relevant notes about the asset's current state, such as observed damage, serial number discrepancy, or other observations. These notes are saved with the audit log entry.

### 7.4 Location Correction

If the asset is physically present but in a different location to what is recorded:

18. Toggle the Asset found at a different location switch
19. Use the location picker that appears to select the correct Branch, Building, and Room
20. Tap Save Changes

The system will update the asset's recorded location in FAIMS and log the change with the date, time, and your username.

### 7.5 Saving Changes

Tap Save Changes at the bottom of the update panel. A confirmation toast message will appear at the top of the screen. If your device is offline, the change is stored locally and synced automatically when connectivity is restored.

**NOTE:** All updates are logged in the FAIMS audit trail. Changes made through the app are attributed to your account and are visible in the History tab on the web system.



## 8. Locations Tab — Browsing the Asset Register

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The Locations tab allows you to navigate your organisation's asset register by location, without needing to scan individual tags. This is useful for reviewing a room's assets before beginning the physical verification, or for accessing the Location Chart generation function.

### 8.1 Navigating the Location Hierarchy

21. Open the Locations tab. A list of Branches appears.
22. Tap a Branch to see its Buildings.
23. Tap a Building to see its Locations (rooms and areas).
24. Tap a Location (Room) to open the Room Assets screen.

### 8.2 Room Assets Screen

The Room Assets screen shows all assets currently recorded at the selected location. At the top you will see a summary bar:

- Total assets in this location
- Active count
- On Loan count
- BOS count

Each asset is shown as a row with its asset code, description, and a status badge. Tap any row to open the full Asset Detail screen for that asset.

### 8.3 Searching Within a Room

Use the search bar at the top of the Room Assets screen to quickly filter the asset list by name, code, or description. This is useful for large rooms with many assets.

### 8.4 Scanning From the Room Assets Screen

Tap the scan button (camera icon) in the bottom-right corner to jump to the Scan tab with the camera active. Scanned assets will be matched against the room's asset list.

## 9. Location Chart — Generating & Distributing

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### 9.1 What Is the Location Chart?

The Location Chart is the official printed document that is affixed to the wall of each government office and workspace. It lists all assets assigned to that specific room and serves as the physical record that complements the digital FAIMS register.

Government policy requires that:

- Every occupied room has a current Location Chart displayed at all times
- The Location Chart is updated whenever assets are added, removed, or transferred
- The FAIMS Audit App enables charts to be generated and distributed directly from the field, in real time

### 9.2 Chart Contents

Each Location Chart contains:

- DO NOT REMOVE header in bold red (mandatory — this is a legal policy requirement)
- The Ministry/Organisation name (automatically pulled from the system — not hardcoded)
- Asset Management subtitle and FAIMS system name
- Issue date and time
- Location name in bold (e.g. CAMP CAPE CLEAR) — dynamically generated from the selected location
- Asset table with 7 columns: Asset No, Item, Type, Serial#, Prev. Code, Condition, Remarks
- Legal disclaimer in red at the bottom of every page
- Page numbers for multi-page charts

**NOTE:** The organisation name and location name on the chart are drawn directly from the database and are not typed manually. This ensures accuracy and consistency across all printed charts.

### 9.3 Generating a Location Chart

25. Navigate to the Locations tab and drill down to the specific Room/Location
26. On the Room Assets screen, tap the Generate Location Chart button at the bottom of the screen
27. The app loads all current assets for that location and prepares the PDF
28. The chart preview screen appears — review the contents to confirm accuracy
29. Enter or confirm the email address(es) for the recipient(s) responsible for printing
30. Tap Email Chart to send the PDF

## 9.4 Distributing the Chart

From the chart preview screen, you have three distribution options:

Option	How It Works
Email Chart	Enter one or more email addresses. The PDF is attached and sent. The recipient prints it and affixes it to the wall.
Share / Print	Opens the Android share sheet — you can send via WhatsApp, save to your device, or print directly via a wireless printer if one is connected.
Print Directly	If your device is connected to a compatible wireless printer, tap Print to send the chart directly to the printer.

**TIP:** Email the chart to the office supervisor or the person responsible for maintaining the physical records in that location. They can print and laminate it for display.

## 9.5 QR Code on the Chart

Each generated Location Chart includes a QR code at the bottom of the last page. When scanned with the FAIMS Audit App, this QR code takes you directly to that location's live asset list in the app — without needing to navigate through the location hierarchy.

**NOTE:** A QR code label printer (capable of printing QR codes) is strongly recommended for producing asset tags that can be scanned by the app. Standard barcode label printers are also compatible. Contact your ICT or Office Services team for guidance on approved label printing equipment.

## 10. History Tab

The History tab provides a personal log of your recent activity within the app. This is useful for reviewing what you have already audited and for locating charts you have previously generated.

### 10.1 What Appears in History

Entry Type	Description
Verification	An asset you confirmed, updated, or flagged — showing asset code, action taken, and time
Location Chart	A chart you generated — showing location name, time, and a Resend option to re-send the email

### 10.2 Filtering History

Use the filter options to narrow the history list by:

- Today — Only show activity from today
- This Week — Activity from the current week
- By Location — Filter to show only activity for a specific branch or room

## 11. Settings

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### 11.1 Server URL

The Server URL is the address of the FAIMS API server your organisation uses. It is stored securely on your device and used for all data requests. To change it:

31. Tap Settings
32. Tap Server URL
33. Edit the address and tap Save

**NOTE:** Changing the Server URL will require you to log in again. Only change this if your ICT administrator has instructed you to switch to a different server.

### 11.2 Account Information

The Settings screen shows your full name, email address, organisation name, and assigned role. This information cannot be edited from the app — contact your FAIMS administrator for account changes.

### 11.3 Offline Data

The app caches asset data for locations you have visited so you can continue working without a network connection. To manage this cached data:

- View Cache Status — Shows how much data is stored and when it was last updated
- Clear Cache — Removes all locally stored asset data. You will need a connection to download data again.

### 11.4 Sign Out

Tap Sign Out to securely end your session. Any unsynced audit records will be preserved and synced automatically the next time you log in with a network connection.

## 12. Working Offline

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The FAIMS Audit App is designed to function without a continuous network connection — essential for auditing in buildings with poor WiFi coverage, server rooms, or remote locations.

### 12.1 What Works Offline

- Scanning and looking up assets (using cached data)
- Viewing full asset details
- Recording verifications, condition updates, and location corrections
- Generating Location Charts from cached data

### 12.2 What Requires a Connection

- Logging in for the first time on a new device
- Downloading asset data for locations you have not previously visited
- Syncing updates made while offline to the FAIMS server

### 12.3 Offline Indicator

When your device has no network connection, a banner appears at the top of the screen: Offline — showing cached data. The banner shows the date and time the cached data was last downloaded.

### 12.4 Automatic Synchronisation

When your device reconnects to the network, the app automatically uploads any pending audit records and updates to the FAIMS server. A sync indicator in the top bar shows the number of records awaiting upload. You do not need to take any action — synchronisation happens in the background.

**NOTE:** Always allow the app to complete synchronisation before closing it or logging out after working offline. Check that the sync indicator reaches zero before signing out.

## 13. Troubleshooting

Issue	Resolution
Camera won't activate on Scan tab	Check that you granted camera permission when prompted. Go to Android Settings > Apps > FAIMS Audit > Permissions > Camera and enable it.
Scan is not detecting the tag	Ensure there is adequate lighting. Try holding the device 15–30 cm from the tag. For reflective surfaces, angle the device slightly. Try manual entry if scanning fails.
'Server unreachable' error on login	Verify your device is connected to the network. Confirm the Server URL in Settings is correct. Your ICT administrator can confirm the correct address.
Asset record shows outdated information	The app may be showing cached data. Pull down on the asset list to refresh. If offline, the most recent data will load when you reconnect.
Location Chart email not received	Check the email address for typos. Ask the recipient to check their junk/spam folder. Try the Share option to save or send via an alternative method.
App crashes or freezes	Close and reopen the app. If the problem persists, restart your device. Report recurring crashes to your ICT administrator with a description of what you were doing when it occurred.
Sync indicator not clearing	Ensure you have a stable network connection. If the indicator remains after several minutes, close and reopen the app. Contact your ICT administrator if pending records are not syncing.

For issues not listed here, contact the ICTSB Helpdesk or your designated FAIMS system administrator.

## 14. Glossary

Term	Definition
Asset Code	The unique identifier for an asset in FAIMS (e.g. MNS/LAP/24/001). Used for scanning and lookup.
Audit	The physical verification of assets at their recorded locations to confirm they exist, are in good condition, and are properly assigned.
Barcode (1D)	A traditional striped label on an asset tag containing a numeric or alphanumeric code.
BOS (Board of Survey)	A formal government process for approving the disposal or write-off of an asset.
Cache / Cached Data	Asset information stored locally on the device so the app can work without a network connection.
Condition	The physical state of an asset: Good, Fair, Poor, or Damaged.
FAIMS	Facilities, Assets and Inventory Management System — the government platform for managing fixed assets.
Haptic Feedback	A vibration from the device confirming a successful scan.
JWT	JSON Web Token — the secure authentication method used by the app. You do not need to interact with this directly; it manages your login session automatically.
Location Chart	The official printed document listing assets in a specific room, required to be displayed in every government office.
Location Mismatch	When an asset is found physically at a different location to what is recorded in FAIMS.
MDA	Ministry, Department, or Agency — the organisational unit the user belongs to.
Offline Mode	The app's ability to continue functioning when no network connection is available, using locally cached data.
QR Code	A square matrix barcode that the app can scan to retrieve an asset record or navigate to a location.
Serial Number	The manufacturer's unique number printed on the physical asset (e.g. on a laptop chassis).
Sync / Synchronisation	The process of uploading locally saved audit records to the FAIMS server when connectivity is restored.

— End of FAIMS Audit App User Manual —

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