



TECHNICAL ASSISTANCE (TA) FOR THE EASTERN AND SOUTHERN AFRICA (EA-SA) TRANSPORT AND TRANSIT FACILITATION PROGRAMME (TTTFP)

A program funded by the European Union



CORRIDOR TRIP MONITORING SYSTEM

CTMS CREW Mobile Application

Download and Installation Guide



INTRODUCTION

This Guide provides general guidelines for the download and installation of the CTMS CREW Application for Crew Members to a smartphone/ PDA.



Note that there might be small differences between your device and this Reference Guide

The process and requirements for download and installation of the application will depend on the make and model of the device, version of Android, and the settings that are effective on the smartphone/ PDA device at the time of download and installation.

OVERVIEW

The following are high level steps that must be followed to download and install the CTMS Mobile application for Crew Members :

- 1 Download the installation file (also referred to as an **APK file**) from the CTMS web application at the following link ([see page 2](#))

www.ctms.africa

- 2 Follow the on-screen messages to install the application on the smartphone or PDA ([see page 3](#))
- 3 Upon opening the application for the first time, allow the application to access device resources ([see page 4](#))

The remainder of this Guide will discuss each of these steps in detail

NEED MORE HELP?



A troubleshooting guide is provided on the last few pages. Should you have any questions, or require assistance with download and installation of the CTMS CREW Application for Crew Members, You may contact the CTMS Helpdesk helpdesk@ctms.africa (also available on the last page).



CTMS CREW Mobile Application

Download and Installation Guide

STEP 1: DOWNLOAD THE APK FILE FROM THE CTMS WEBSITE

The Download- or APK file for the CTMS CREW Application must be downloaded from the following link:

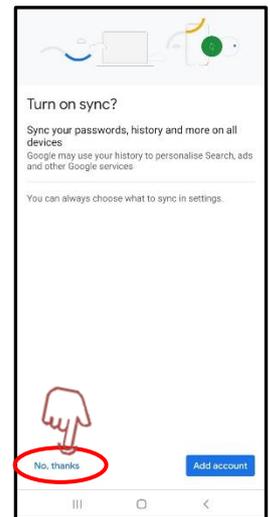
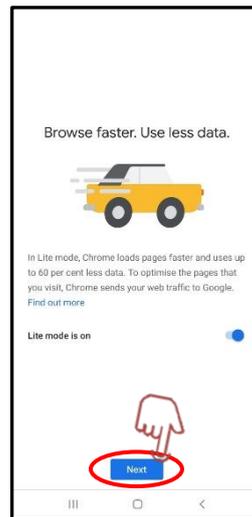
www.ctms.africa



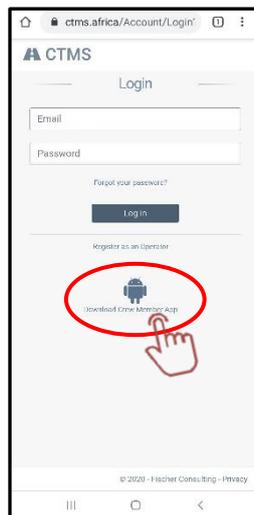
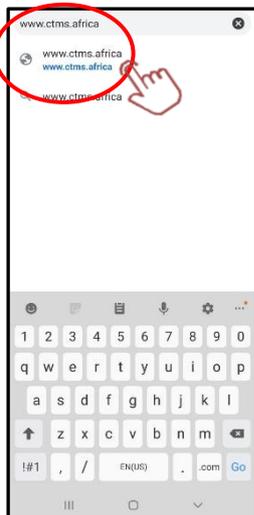
Open this link by copying or typing the text into any internet browser (also referred to as an internet search engine). In this example we are using Google Chrome.



If it is your first time using the device or browser application, accept the prompts to allow the process to continue



Copy or type the link shown above into the search bar of an internet browser



REMEMBER

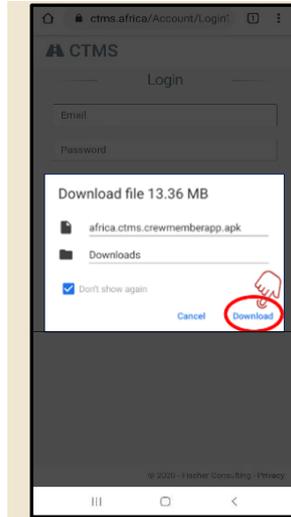
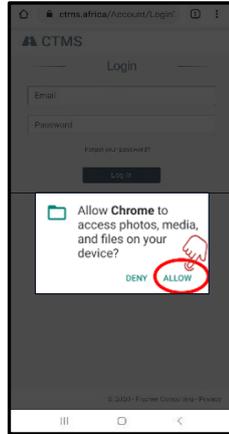
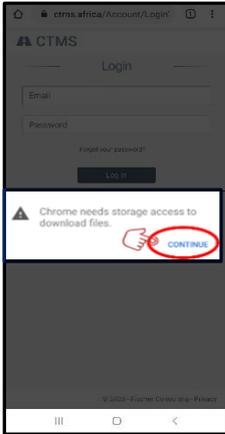
If asked by the device whether to allow installation from **unknown sources**, select the appropriate option as shown on the device to **APPROVE** the installation.



CTMS CREW Mobile Application

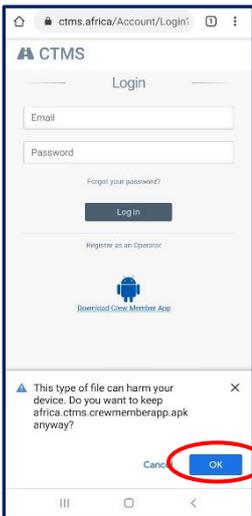
Download and Installation Guide

STEP 2: INSTALL THE APPLICATION

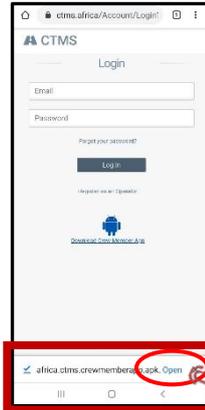
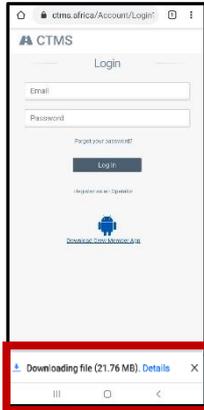


This screen will only show on versions of Android, later than Android 9. Select **"Download"** to proceed.

Select **"Allow"** to allow storage access to be able to download files.



The device will show a notification to confirm when the download is in progress and when the download has been completed successfully.



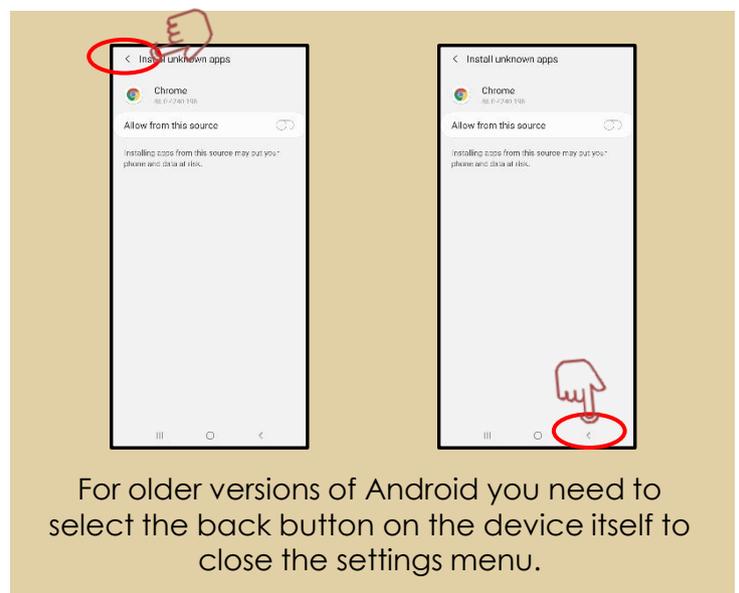
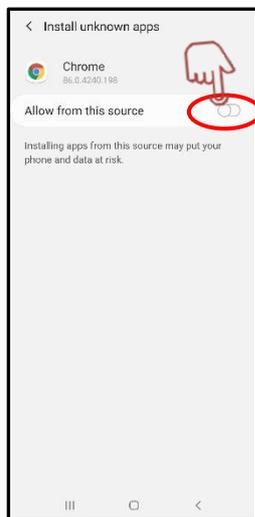
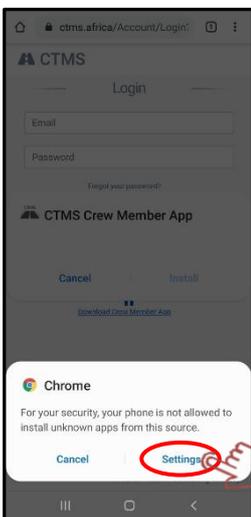
OR



When asked if you want to keep the file select **"OK"**.

Messages shown in the internet browser. Select **"Open"**.

Messages shown in the Notification area of the Status bar on the device. Select the notification once it is downloaded.



Make sure the **"Allow from this source"** is Active. Slide the slider to the right to activate.

For older versions of Android you need to select the back button on the device itself to close the settings menu.



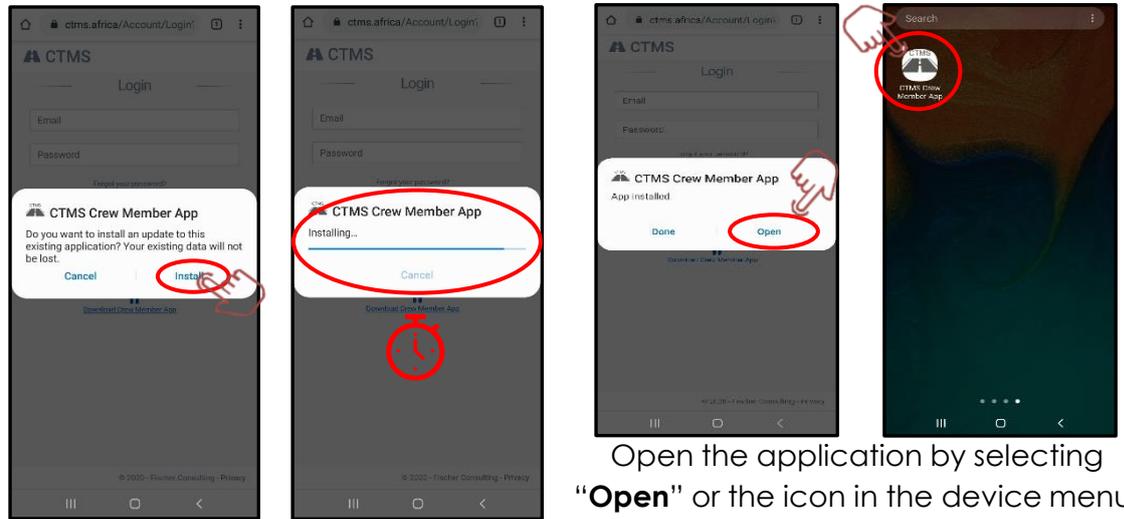
CTMS CREW Mobile Application

Download and Installation Guide

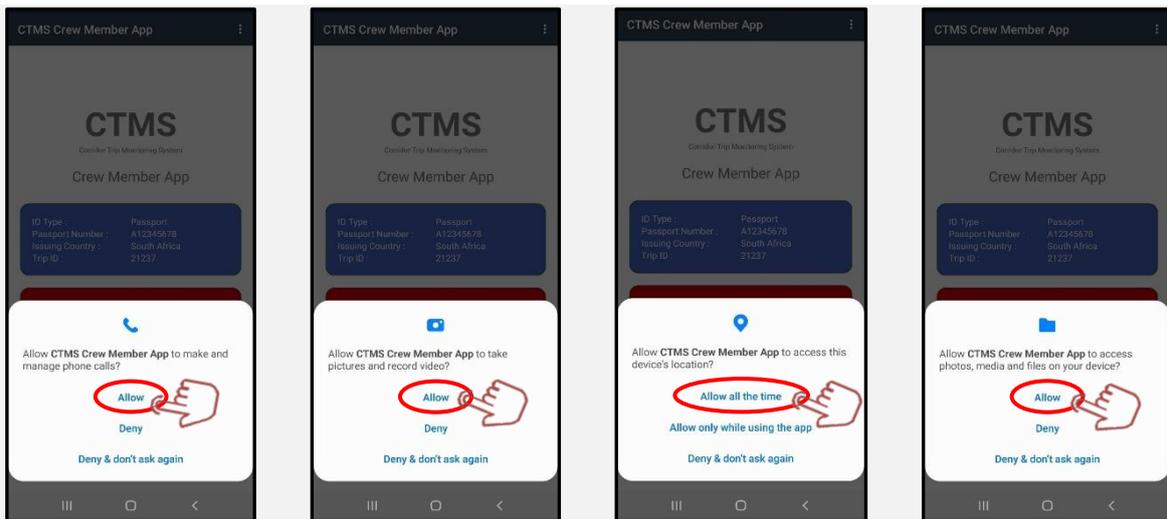
STEP 3: OPEN THE APPLICATION

The application will ask you to confirm if you would like to proceed with the installation.

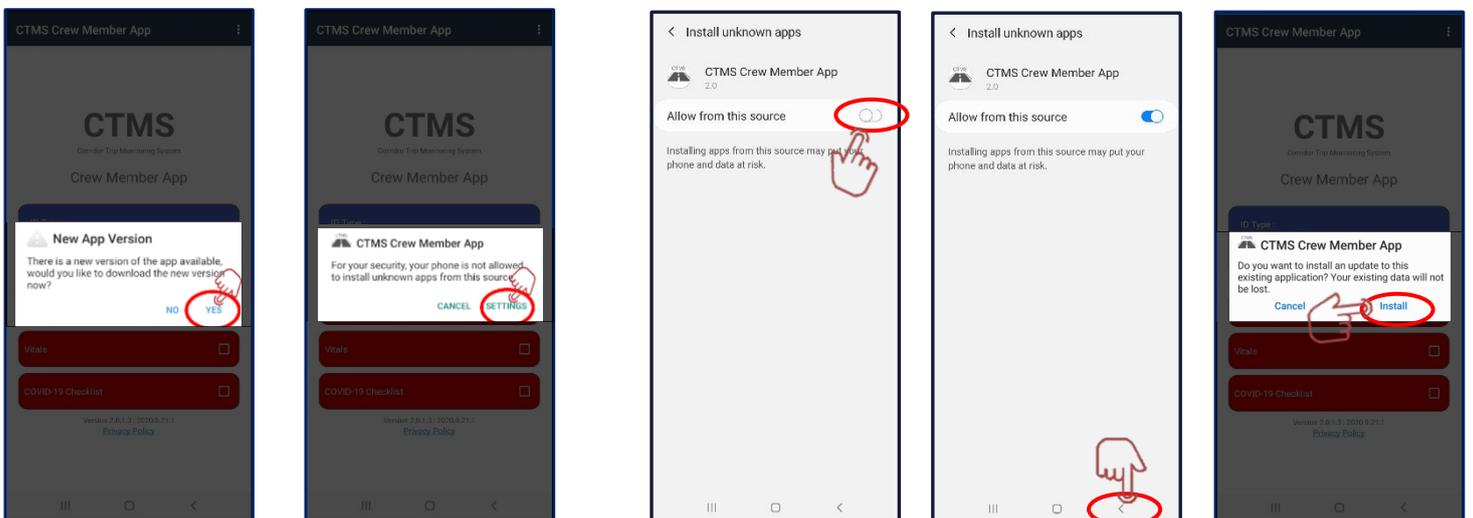
Select **"INSTALL"** to proceed.



Open the application by selecting **"Open"** or the icon in the device menu.



Upon opening the application for the first time, allow the application to access device resources such as Photos, Videos, Files and Phone Calls by selecting **"ALLOW"**.



Always allow installation of updates when there is a new version of the app available.

If it is your first time using the application, allow permission for the installation of updates to proceed.



CTMS CREW Mobile Application

Download and Installation Guide

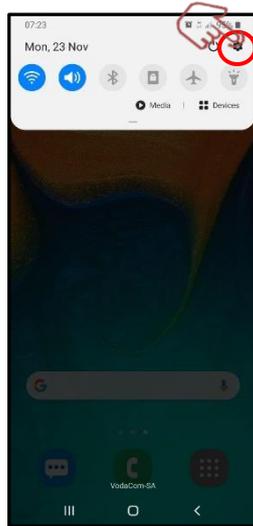
TROUBLESHOOTING

HOW TO ALLOW INSTALLATION FROM UNKNOWN LOCATIONS

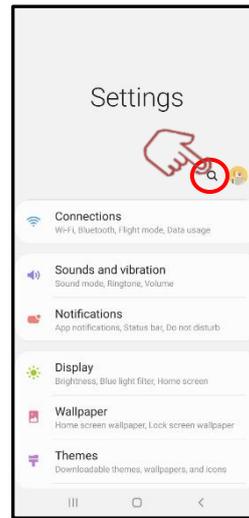
The majority of Android devices include default settings to prevent installation of applications from unknown sources. You need to give permission before the device will allow you to install the CTMS Crew Application.



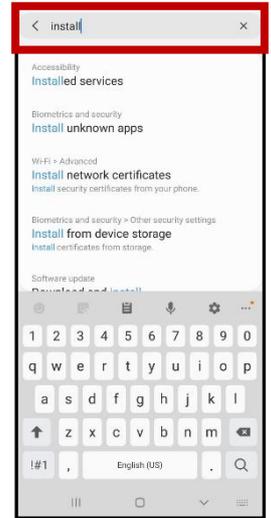
From the HOME screen, swipe down to open the Status Bar



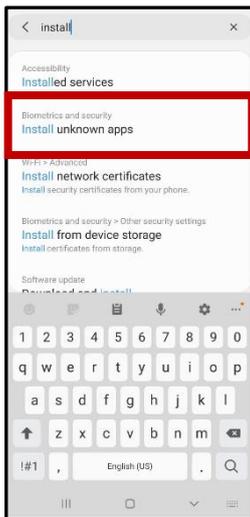
Click on the gear to access the device settings



Select the search icon to search settings



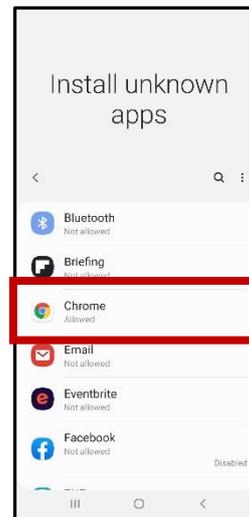
Search for the word "install"



Select "Install unknown apps" to navigate to the setting



Open "Install unknown apps"



Select your internet browser, in this example "Chrome"



Make sure "Allow from this source" slider is ACTIVE

When you open the APK file on the device to initiate installation, some devices will automatically inform you if you need to make changes to your settings to allow installation from unknown sources.





CTMS CREW Mobile Application

Download and Installation Guide

TROUBLESHOOTING

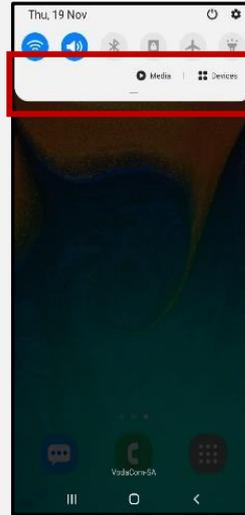
IF YOU ARE NOT SURE IF THE APPLICATION DOWNLOADED SUCCESSFULLY

If you are not sure whether the APK file downloaded successfully or where the downloaded APK file is located on the device, expand the Status Bar to see if there are any notifications regarding the download



The Status bar is typically located at the top of the device screen.

Swipe Down to expand the Notification area in the Status bar



Check to see if there are any notifications regarding the download, either that the download is in progress, that the download was successful, or that the download failed.



The way to expand the Status bar and Notification area might differ based on the device make, model and android version used.

REMEMBER



If a notification is found, you can click on the notification to quickly navigate to the location where the file was downloaded.

TROUBLESHOOTING

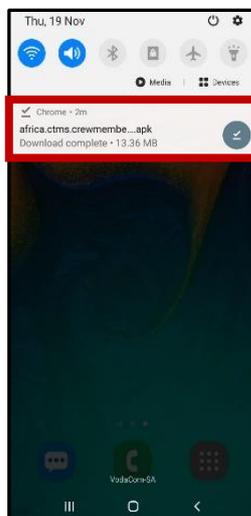
HOW TO START INSTALLATION

Once you have successfully downloaded the APK file and located the file on the smartphone/ PDA, you simply need to select the APK file on your device to initiate the installation.



Select the notification shown in the internet browser

OR



Select the notification shown in the Status Bar

OR



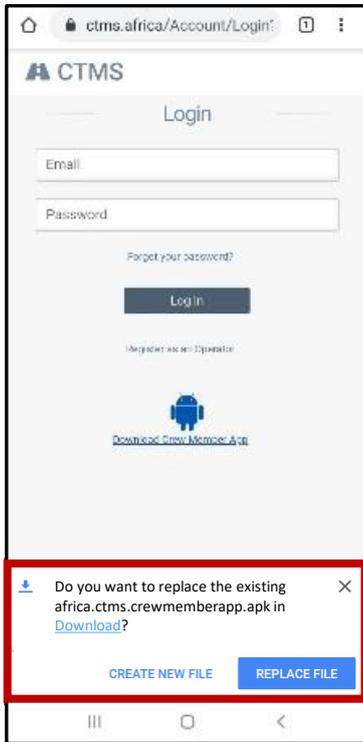
Select the file from within the device File Explorer application



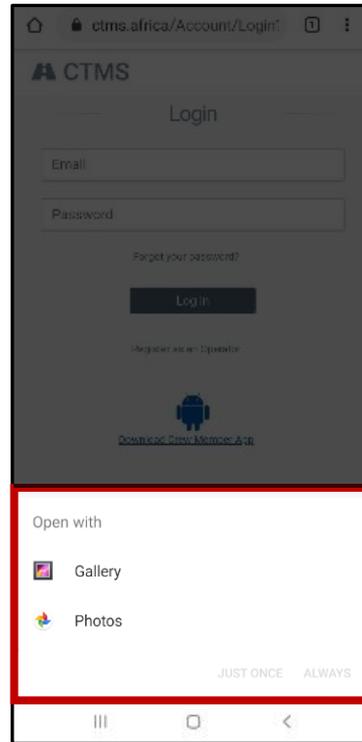
CTMS CREW Mobile Application

Download and Installation Guide

TROUBLESHOOTING



If you see this message, it likely means that you have already downloaded the APK file previously.



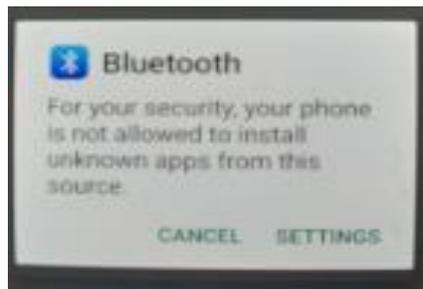
If you see this message, it means that your device does not realise that the file you downloaded is an APK file.



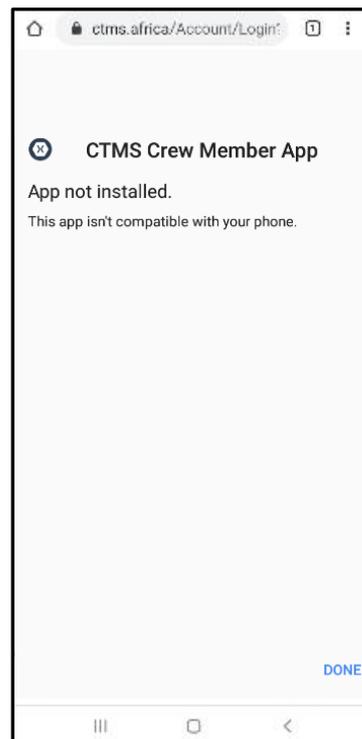
Some devices do not automatically recognise the APK file and will attempt to open the file as an image.



Some devices prevent installation of applications from unknown sources.



If you see this message, it means that your device requires you to give permission before it will install applications from unknown sources. Access device settings to allow installation.



If you see this message, it means that your device does not meet the minimum specifications to be able to run the Crew application.