

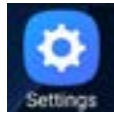


How to...

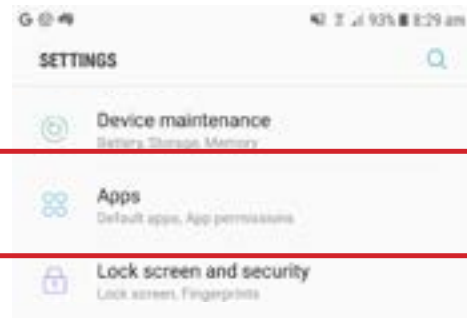
## Clear your Transmate app cache or data (on Android)

(when a completed job is not disappearing off the app)

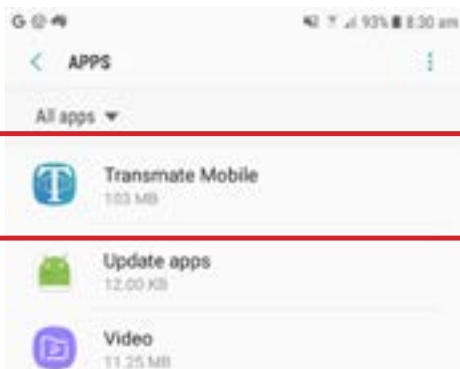
### Step 1 Open Settings



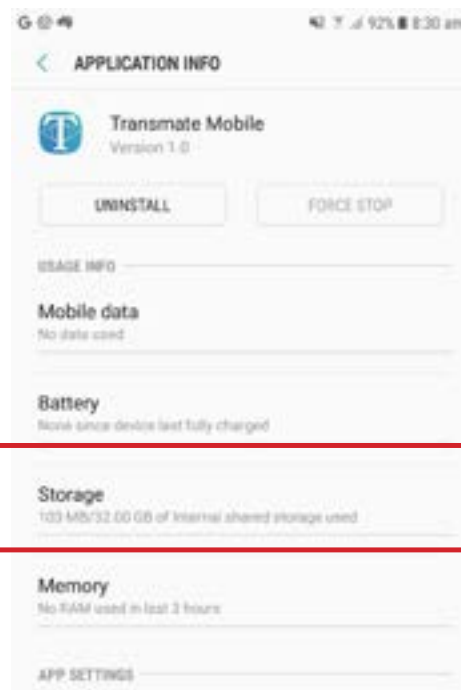
### Step 2 Open Apps



### Step 3 Scroll down to T and open Transmate Mobile



### Step 4 Tap on Storage



### Step 5 Tap CLEAR CACHE



### Step 6 Close and re-open your Transmate app

Is the completed job gone?

Yes - great!

No - go to  
step 7



How to...

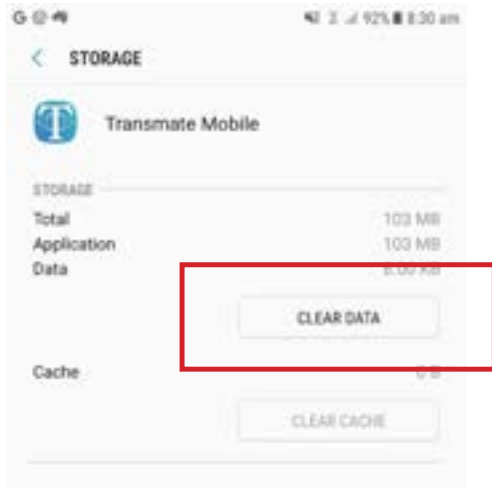
## Clear your Transmate app cache or data (on Android)

continued

### Step 7

**Go back to the app settings and tap CLEAR DATA**

(See steps 1 to 5)



### Step 8

**Close and re-open your Transmate app and log in**

Is the completed job gone?

Yes - great!

No - go to step 9

### Step 9

**Notify the Helpdesk**

Email [helpdesk@bttransportlogistics.com.au](mailto:helpdesk@bttransportlogistics.com.au) or call 08 8169 1300 and provide the leg number, which you can find on the details screen of the job.

