

# ServicePRO<sup>®</sup> Mobile



## User Guide

Help Desk Technology

## ServicePRO® Mobile

The ServicePRO® Mobile app offers enterprise wide workflow management at your fingertips. With the ease and convenience of an app, you can quickly answer customer queries and resolve issues through your phone. You can also create requests, categorize them and send out notifications with just a few clicks.

### Highlights:

- *Updating a request* - Change request details like category, priority, status, assignment
- *Custom Forms* - Capture additional information and facilitate simple to sophisticated workflows
- *Workspace* - Review all requests in your workspace or in a custom view
- *Push Notifications* - Notify customers by sending out emails and quick messages
- *Prioritizing* - Resolve requests by priority
- *Scheduling* - Get organized by scheduling out requests
- *Time & Cost Tracking* - Log the time you spend working on a request
- *Workflow Templates* - Access templates for creating new workflows
- *Parent-child requests* - Enable related requests to be grouped together
- *Best Solutions* - Search best solutions for resolving issues

## Installation of the ServicePRO App

The "ServicePRO Mobile" app can be installed from the Google Play Store on Android devices. ServicePRO Mobile works with ServicePRO's "ServicePRO Web" application / Self-service portal. ServicePRO Web URL is required when you launch the app for the first time. Your ServicePRO Administrator can provide this URL.

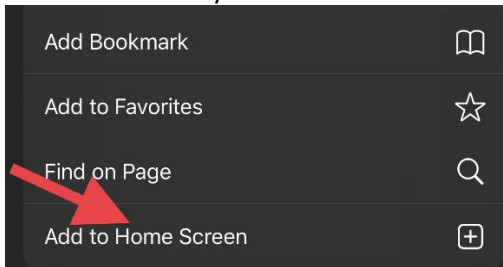


For iOS devices, ServicePRO Web can be added to the Home Screen for easy access through your Safari browser.

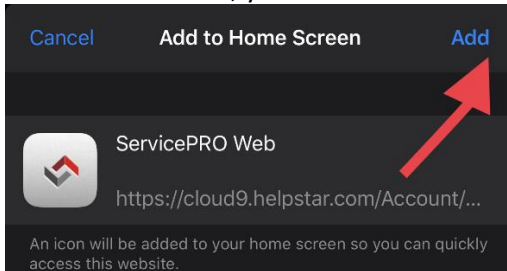
1. Open Safari.
2. Navigate to the ServicePRO Web URL.
3. Tap the **Share** button at the bottom of the page.



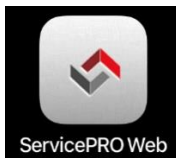
4. Scroll down until you see **Add to Home Screen** and tap this.



5. On the next screen, you'll see the link as well as the website's icon. **Click on Add** to confirm.



6. Now tap the new app on your home screen, and it will open the website in its own navigation window.



Carrier 11:17 AM

**ServicePRO**

Language  
English

URL  
✖

Username

Password

Domain

Remember Me Login

## Login Page

The login page is the main entry point to the application. See below for details on each control.

### Language

Choose from 5 supported languages including English, French, German, Slovenian, and Spanish.

### URL

Enter the URL of your ServicePRO Web instance.

*Example: <https://cloud9.helpstar.com>*

Once the URL is entered, the app will attempt to verify that the URL is correct, and that ServicePRO Web is online and available. If successful, you will see a green check mark, if unsuccessful, you will see a red X as shown below.

### Username

Enter the username you use to login to either ServicePRO Web or ServicePRO.

### Password

Enter the password for the username you use to login.

### Domain

Choose from a list of domain names available to your instance of ServicePRO web.

### Remember Me

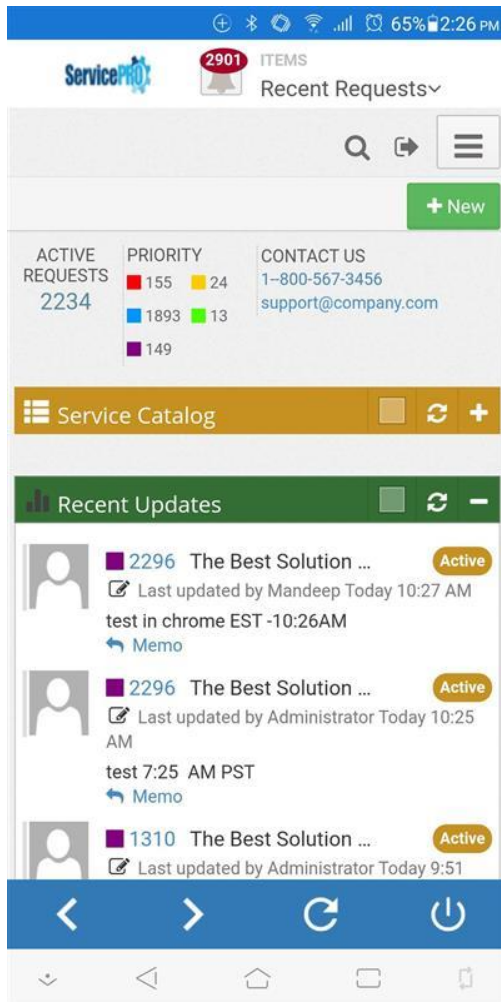
A switch control that allows the app to remember your credentials so you can skip this screen entirely next time you load the app.

### Errors

If the app cannot find the domain, the login credentials are invalid, or any other error that could occur, a message will be shown in red underneath the 'Remember Me' and 'Login' button to indicate the issue.

## Home Page

The home page encapsulates all of the current functionality that exists within ServicePRO Web. See below for details on additional controls located at the bottom of the screen.



### Back

The back button (indicated by the left facing arrow) allows you to go back to the previous page within the application much like a web browser.

### Forward

The forward button (indicated by the right facing arrow) allows you to go forward to the next page within the application much like a web browser.

### Refresh

The refresh button (indicated by the circular arrow) allows you to refresh the content on the current page within the application.

### Logout

The log out button (indicated by the power indicator) will show a popup if tapped and ask you if you wish to log out. If you select yes, the app will send you back in to the Login Page. If you select no, the dialog will close and you will remain on the same page.