

Mobile App Settings for Ease in the Field

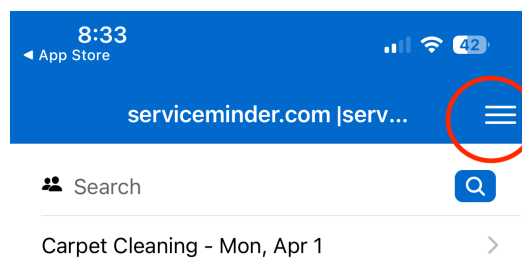
12/06/2024 2:16 pm CST

Overview

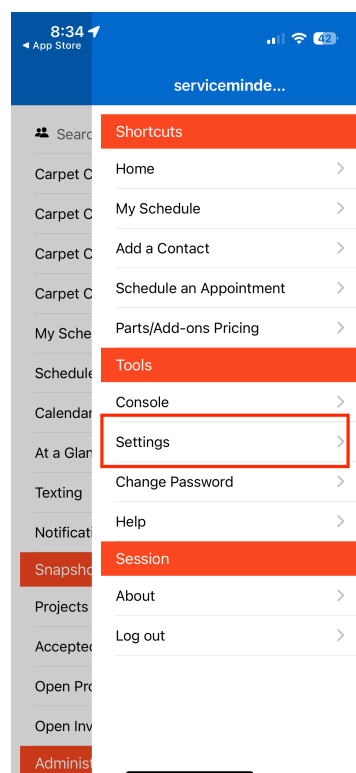
This section will help you get the most out of your mobile app use "out of the gate." Our Mobile App is tied to the serviceminder Web App, and uses that database, so out in the field, you must have connectivity (cellular data or wifi) to be able to search for contacts, schedule, etc. Of course, there are days when WiFi is non-existent and you have "no bars", so we've built some functionality to help in those cases.

Settings Menu

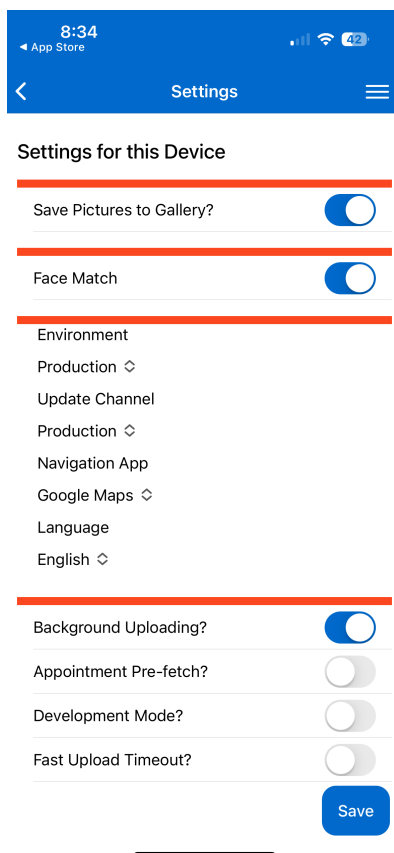
To setup your preferences on the app, log in and click the "Hamburger Menu" (top right) on the app (don't worry, we'll talk about the home page later!):



This opens up a new page with a lot of functionality, but in this article, we are going to focus on **settings**. Click "settings":



And, lo & behold, your settings choices appear:



Setting Details

- **Save Pictures to Gallery** - Do you want to be able to save photos taken during appointments to your phone's photo library? If your agent is working in a poor cell service area, this may be good insurance.
- **Face Match** - Turn this on if you want to use Face ID to log in? Users will need to log in with a password every 24 hours due to security restrictions.
- **Environment** - Keep it on "Production"
- **Update Channel** - Also keep on "Production"
- **Navigation App** - This will default to the navigation app used on your device, but you can change the app setting here.
- **Language** - Choices are English and Spanish. The app will detect the user's preferences on the device and if Spanish is detected, it will default to Spanish. Users can change this setting at any time. *Note: Any titles and custom fields from the organization will be presented in the language the org uses. Our Spanish translation relates to the app controls and information only.*
- **Background Uploading** - This is another helper for poor reception - if you are taking lots of photos during an appointment, the app will then upload in the background rather than making the agent wait for all photos to upload.
- **Appointment Pre-Fetch** - This is another "offline" setting - if the user knows they will potentially have

trouble with cellular service, then this setting will pre-fetch the day's appointments so they are able to "work" the appointment, even without cellular service. Once they are back in service, the data entered will upload automatically.

- **Development Mode** - Nope - just keep this off
- **Fast Upload Timeout** - This is a setting which will "give up" rather than keep spinning when the user is attempting to upload photos.

[Click here for Basic Navigation](#)
