Getting Started in the Mobile App

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Overview

Getting started with the new ServiceMinder mobile app only takes a few minutes. This article walks you through installation, login, device requirements, permissions, and app updates so you're ready to start working in the field.

This article will review:

- Install the App
- Log In
- Device Level Configurations
- Keep the App Updated

Note: The features and options you see in the ServiceMinder mobile app may vary based on your device and operating system, app version, user permissions, and your organization's configuration.

Install the App

Open the Apple App Store or Google Play Store and search for ServiceMinder. You will see two apps: ServiceMinder and ServiceMinder Classic. Download and install ServiceMinder — this is the new experience.



Mobile App Device Requirements

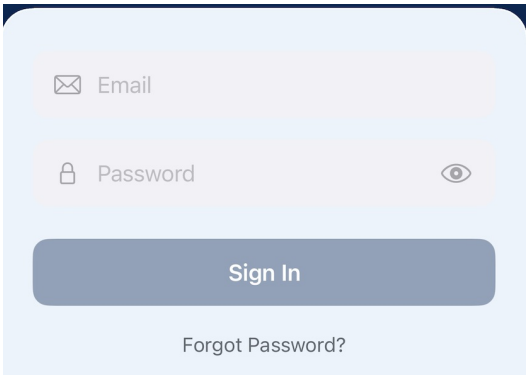
To get the best experience with the new ServiceMinder mobile app, we recommend using a relatively recent phone with an up-to-date operating system.

Platform	Operating System Requirements	Device Requirements
Apple	We support iOS versions **26** & **27.**	**iPhone 11** or newer *Some optional features that use Apple Intelligence require an **iPhone 15 Pro** or newer.*

Platform	Operating System Requirements	Device Requirements
Android	Use **Android 16 or 17** for the best experience. *The app can be installed on Android 11 or later, but older versions may have limited functionality.*	ServiceMinder supports compatible Android phones across a variety of manufacturers. We recommend using a relatively recent device that can run a supported Android version.

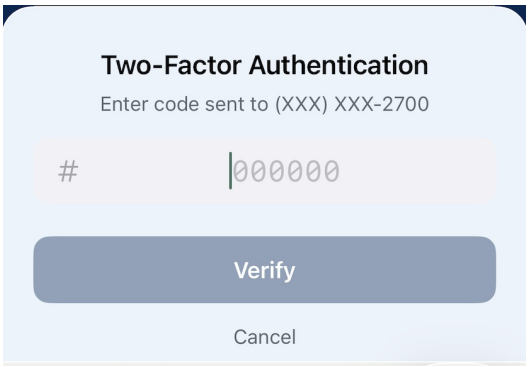
Log In

Open the app and sign in with your regular ServiceMinder username and password. Once you're signed in, you'll have access to your normal schedule, contacts, and other ServiceMinder data.



If you've forgotten your password, tap **Forgot Password** on the login screen and enter the email address associated with your ServiceMinder account. You'll receive an email with instructions to reset your password.

If multi-factor authentication (MFA) is enabled for your account, you'll also be asked to enter a verification code. The code will be sent using the method already configured for your account, which may be **email, text message, or an authenticator app**. Once you enter the correct code, you'll be logged in automatically. Learn more about MFA.



Device Level Configurations

As you use different features, your phone may ask whether ServiceMinder can access things like your location, camera, photos, or notifications. Some of these requests appear only when you use the related feature for the first time.

Access	What it allows

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Location	Allows ServiceMinder to use your location for supported features, including sending **En Route** notifications to customers.
Camera	Allows you to take photos directly from ServiceMinder and add them to records such as contacts, appointments, proposals, and invoices.
Photos	Allows you to select and upload existing photos from your phone's photo library to contacts, appointments, proposals, and invoices.
Notifications	Allows ServiceMinder to send push notifications and alerts to your device.
Biometric Login	Allows you to use your biometrics to log in instead of entering your password each time. Depending on your device, this may be your face, fingerprint, or voice.

Keep the App Updated

We'll continue releasing updates to the ServiceMinder mobile app with improvements, fixes, and new features. We recommend turning on **automatic app updates** so you're always using the latest version. Keeping automatic updates enabled helps make sure you receive the latest ServiceMinder features and fixes without needing to check for updates manually.

iPhone

App Store apps are set to update automatically by default. To make sure automatic updates are turned on:

1. Open **Settings**.
2. Tap **Apps**.
3. Find the **App Store** in the list of apps.
4. Make sure **App Updates** is turned on.

To check for an update manually, open the **App Store**, tap your profile icon, tap **App Updates** and look for available app updates.

Android

To turn on automatic updates for ServiceMinder:

1. Open the **Google Play Store**.
2. Tap your **profile picture**.
3. Tap **Manage apps & device** > **Manage**.
4. Find and select **ServiceMinder**.
5. Tap the **More** menu in the top-right corner.
6. Turn on **Enable auto update**.

You can also manage automatic updates for all of your apps under **Google Play Store > Profile >**

Settings > Network preferences > Auto-update apps.