Calendar and Schedule in the Mobile App

11/04/2026 3:44 pm CST

Overview

Your schedule is your home base for the workday. Use it to see what's coming up, choose the view that makes the most sense for the day ahead, pick up available work, and adjust your schedule when plans change.

This article will review:

- Plan Your Day
- Pick Up Available Work
- Add Work to the Schedule
- Adjust the Day When Plans Change
- Block Out Time That Isn't an Appointment
- Keep Track of Your Workday

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.

Plan Your Day

The **Schedule** tab opens to **My Schedule**, giving you a day-by-day view of your appointments and time blocks.

Tap **Today** in the upper-left corner to open the calendar. Days with scheduled appointments are marked with a dot, so you can quickly see which days have work scheduled and jump directly to another date.

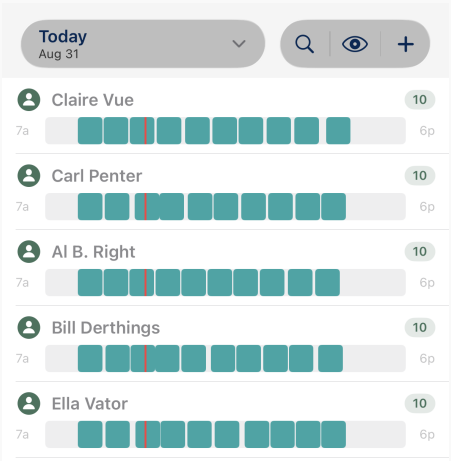
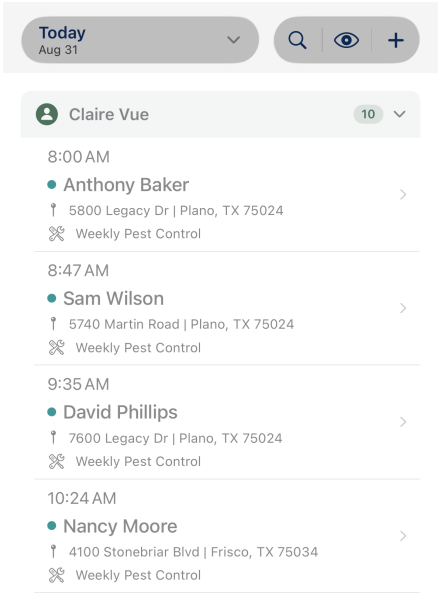
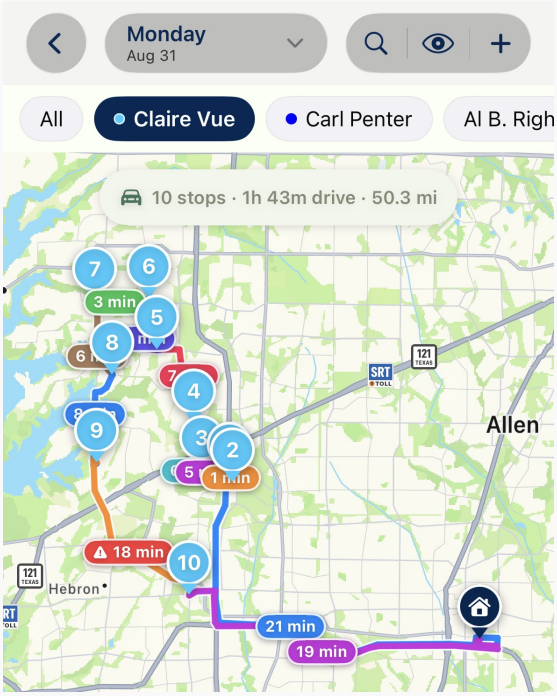
When you need to look beyond your own day, tap the **eye icon** and switch from **My Schedule** to **All Schedules**. This gives you visibility into work across your team and can be helpful when you need to see who else is working, find unassigned work, or make scheduling adjustments.

[SCREENSHOT/GIF: Open Today calendar, choose another date, then open the eye menu and switch from My Schedule to All Schedules.]

Choose the View That Fits Your Day

You can also use the **eye icon** to switch between **Timeline, List, and Map**. Each view answers a slightly different question about your day.

View	Use it when you want to...	What you see...

View	Use it when you want to...	What you see...
Timeline	See how your appointments fit across the day and quickly spot open time between jobs.	
List	Scan your appointments in order without working through calendar blocks. This is especially useful on high-volume days.	
Map	See where your scheduled work is located and understand the day geographically, including route information, traffic, and drive time.	

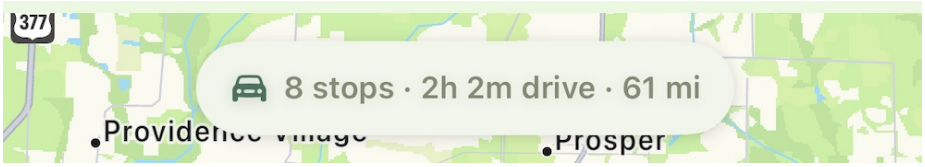
You don't have to stick with one view all day. For example, you might use **Map** before heading out to understand the route ahead, then switch to **List** when you just need to quickly see what job comes next.

Use Map View to Plan Your Route

Switch to **Map** view when you want to see how your scheduled work fits together geographically. Rather than looking at appointments one at a time, you can see the full route for the day, the order of your stops, and the driving time between them.

At the top of the map, a summary bar gives you a quick snapshot of the day:

[Number of stops] Stops · [Drive time] · [Total miles]



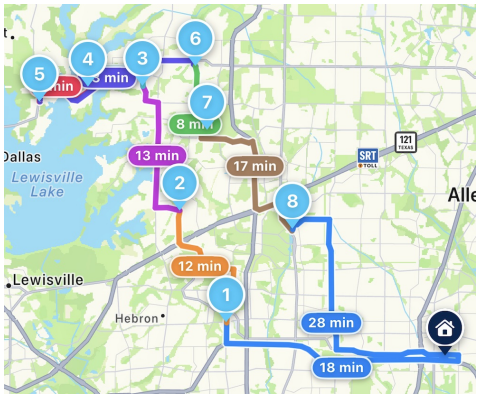
This makes it easy to get a feel for how much travel is built into your schedule before you head out or whenever plans change.

Read Your Route

The map uses a few different markers to show where you are, where the route begins, and where you're headed next.

What you see	What it means
Green circle	Your current location.
Charcoal pin with a house icon	The starting point for the route. This is based on the starting location configured for your organization or, when applicable, for your individual Service Agent.
Numbered, color-coded pins	Your scheduled stops in route order. Stops are numbered so you can quickly see what comes next and color coded based on the service.
Route line	The driving route between your scheduled locations. Estimated drive time is shown between stops so you can see how much travel is involved.

Together, these give you a visual picture of the workday:**where you're starting, where each job is, what order they're scheduled in, and how long it should take to get from one stop to the next.**



Adjust the Map View

Controls in the lower-right corner let you quickly change what part of the route you're looking at or how the map is displayed.

Icon	What it looks like	What it does
Fit to Route (square brackets)		Centers the route on your screen and adjusts the map so you can see the full route and its stops at once.
Location Arrow		Jumps the map back to your current location.
Layers (stacked squares)		Switches between map views like Standard and Satellite.
Traffic (road icon)		Turns live traffic indicators on or off. When traffic is enabled, roads may appear **yellow or red** to highlight heavier traffic along the route.

Use these controls throughout the day to move between the big-picture route and what matters right now. For example, you can fit the entire route to see how the day is laid out, jump back to your current location before heading to the next stop, or turn on traffic to see whether congestion may affect your drive.

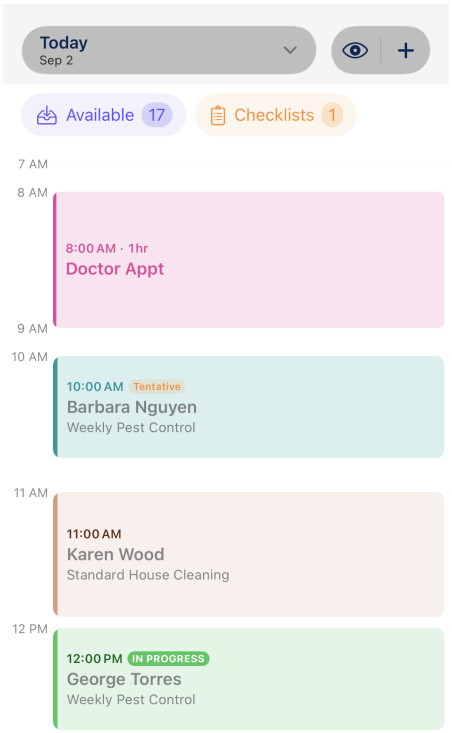
Know What Comes Next at a Glance

Your appointment cards change as work moves through the day, helping you see both an appointment's status and the next action available to you.

What you see	What it means

What you see	What it means
Green Checkmark	The appointment is complete.
Orange Text	The appointment is marked tentative.
En Route	The appointment is scheduled and you can update the customer that you're on the way.
Start	You're ready to begin the appointment and complete any required Start Information.
Finish Info	The appointment is in progress and ready for its close-out information.

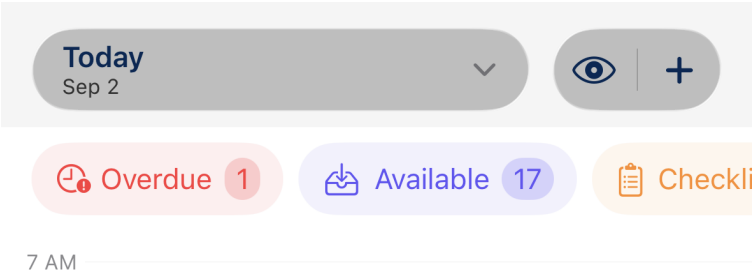
The actions shown on an appointment change based on the phase the job is currently in, so you see the options that are relevant to what needs to happen next.



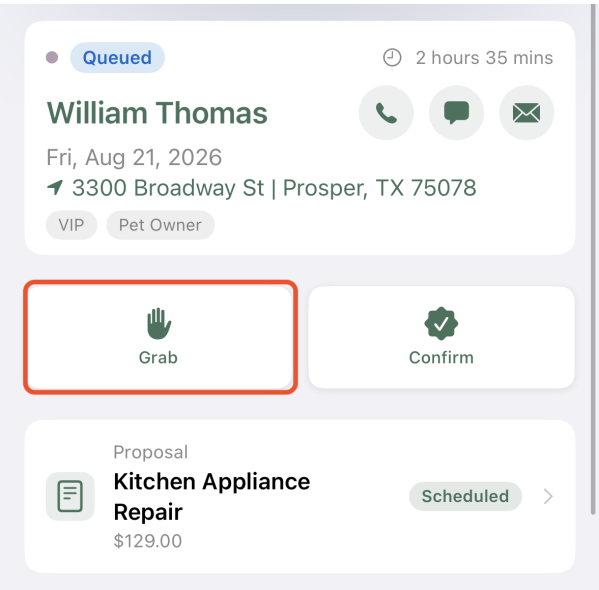
Pick Up Available Work

If your organization uses queued or unassigned appointments, you may be able to pick up additional work directly from the app.

From **My Schedule**, tap the **Available** pill to see eligible work that hasn't been assigned to a Service Agent (*this requires the permission enabled to pull from the queue*).



You can also find a section of unassigned appointments in the team schedule view. Open an eligible appointment and tap **Grab** to assign it to yourself and add it to your schedule.



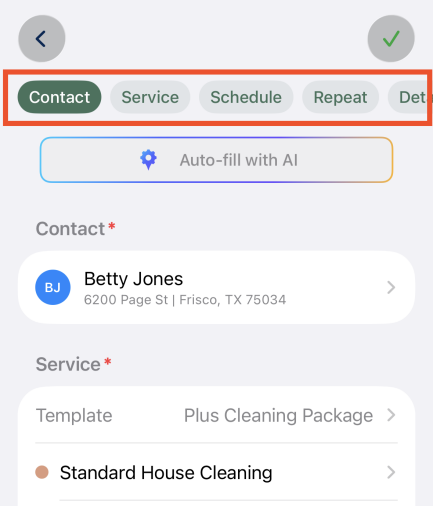
This makes it easier to fill an opening in your day or pick up work without waiting for someone in the office to manually reassign the appointment.

Add Work to the Schedule

Tap **+** from Schedule when you need to create an**appointment, task, or time block**.

When creating an appointment, use the section shortcuts at the top of the form to jump directly between areas such as service information, scheduling, and notifications instead of scrolling through the entire form.Longer creation forms throughout the app use this same navigation pattern.

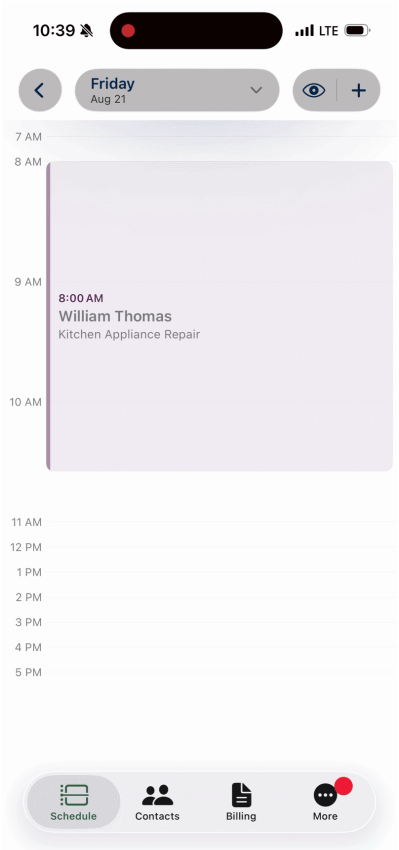
You can schedule an appointment for a specific date and time or place it in the queue for a Service Agent to pick up later. If the work happens on a regular basis, you can also set up the recurring schedule while creating the appointment.



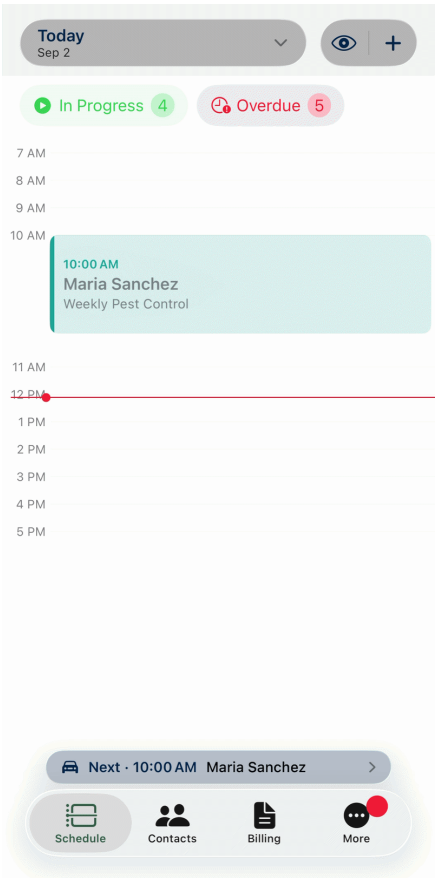
Adjust the Day When Plans Change

Schedules change. You don't have to open and edit the full appointment every time they do.

Press and hold an appointment to open the quick actions available for its current status. Depending on the appointment, these may include options such as **Reschedule**, **Transfer**, **Requeue**, **Carry Over**, or **En Route**.



You can also drag an appointment directly on the schedule to move it to another time or, when working from the team schedule, another Service Agent.

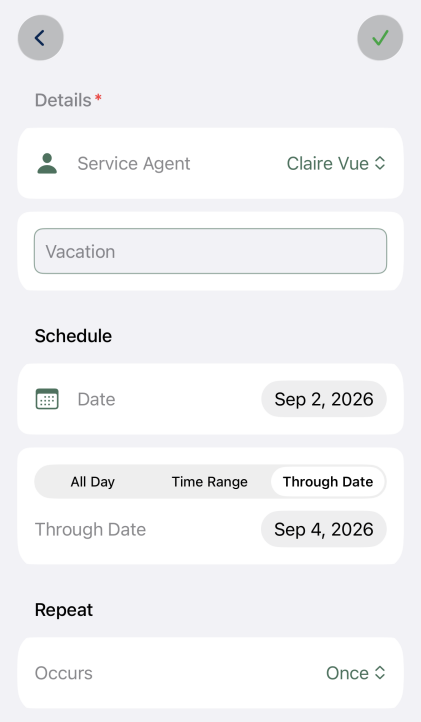


What does “press and hold” mean? Touch and hold the appointment for about a second instead of tapping and releasing it right away. ServiceMinder uses this gesture throughout the app to surface previews and quick actions. For more ways to use press-and-hold shortcuts, see **Mobile App Tips and Tricks**.

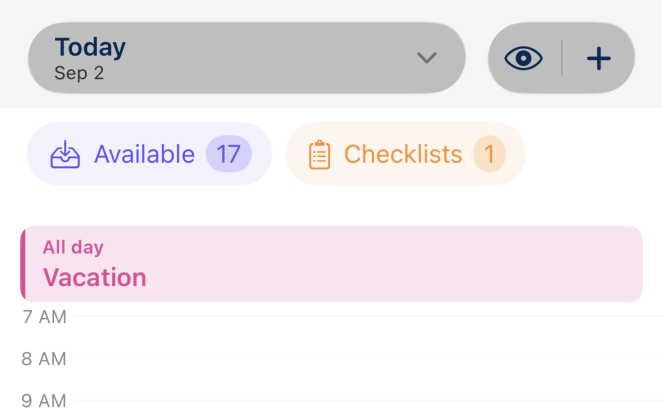
Block Out Time That Isn't an Appointment

Your schedule can also account for parts of the day when you aren’t available for customer work.

Tap the plus sign in the top right of the screen to create a **time block** for things like time off, breaks, meetings, or other holds. Enter a start time, end time, and label, and the time block will appear alongside your appointments in chronological order while remaining visually distinct from customer work.



Tap an existing time block when you need to make a change.

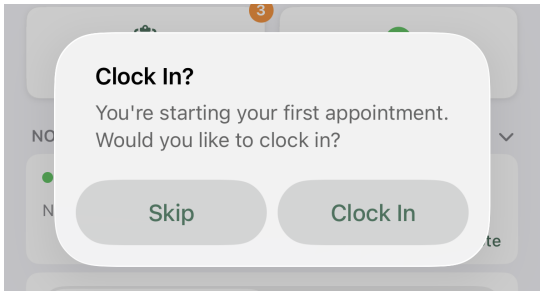


Time blocks created from the mobile app apply to**your own schedule**. Team-wide time blocks are managed from the web application.

Keep Track of Your Workday

If your organization uses time tracking, ServiceMinder connects clocking in and out with the natural beginning and end of your schedule.

When you start your first appointment of the day, you may be prompted to**Clock In**. After your final appointment, ServiceMinder can prompt you to **Clock Out**. You can also clock in or out manually at any time from the **More** tab.



To check your time without leaving the Schedule, tap the **Hours** button in the lower-right corner. It shows whether you're clocked in and your hours for today and this week, and **Details** opens your last four weeks of entries. If you have the Reports permission, you can also open Team Hours.

