

Working Offline in the Mobile App

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Overview

A weak signal shouldn't bring the workday to a stop. The ServiceMinder mobile app is designed to keep the core appointment workflow moving when you're in a basement, rural area, or anywhere else with limited or no connectivity.

Your scheduled appointment information is prepared ahead of time, supported changes are saved on your device until they can sync, and photos can continue uploading in the background. When your connection returns, ServiceMinder handles the catch-up automatically.

This article will review:

- Prepare Before You Head into a Low-Signal Area
- Keep Working When Your Signal Drops
- Take Photos Without Waiting for Every Upload
- Move Through a Low-Signal Day
- Know What You Can Do Offline
- When Your Connection Comes Back



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.

Prepare Before You Head into a Low-Signal Area

ServiceMinder preloads appointment information so you can continue working with the details you need even if your connection drops later.

For the best experience, **open the app while you still have Wi-Fi or a reliable cellular connection before heading out for the day**. This gives ServiceMinder an opportunity to refresh your schedule and prepare the appointment information you'll need in the field.

The app's daily prefetch caches today's appointments, with additional nearby schedule and finish-flow information prepared in advance.



Tip: If you regularly work in low-signal areas, make opening ServiceMinder at the shop or another reliable connection part of your start-of-day routine.

Keep Working When Your Signal Drops

Once the information you need has been loaded, you generally don't have to change the way you work just because your connection changes.

The app supports offline progression through the core appointment workflow. That includes actions such as **starting and finishing appointments, recording notes, adding photos, completing close-out work, updating pricing, and capturing signatures**. Supported changes are saved on the device and sync back to ServiceMinder when connectivity returns.

That means you don't have to stop documenting the job or re-enter everything later just because you temporarily lose service.

Your work waits for the connection—not for you

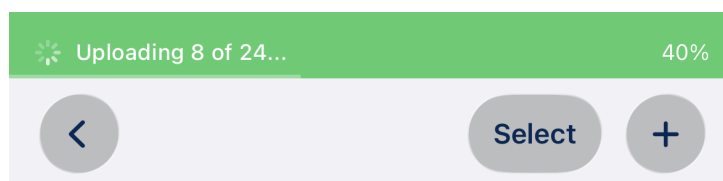
When you make a supported change offline, ServiceMinder adds it to an offline queue stored on your device. Once a connection becomes available again, the app retries and syncs those changes automatically.

You don't need to remember to press a separate **Sync** button or recreate the work you completed while offline.

Take Photos Without Waiting for Every Upload

Photos can take longer to reach ServiceMinder when the connection is weak, but you don't have to sit on the photo screen waiting for them.

Uploads run in the background, so you can continue working in ServiceMinder, switch to another app, or move on while photos finish uploading. The native app is also designed to preserve background uploads more reliably if the app is no longer active.



If you're completely offline, the photos wait until a connection becomes available and then continue uploading along with your other queued work.

Move Through a Low-Signal Day

Most of the time, ServiceMinder handles changes in connectivity behind the scenes. A few habits can make the experience even smoother:

1. **Open ServiceMinder before you leave.** While you still have a strong connection, open your schedule and give the app a chance to refresh the day's appointment information.

2. **Work normally in the field.** Start appointments, add notes, document the work, take photos, and complete supported close-out steps as you normally would.
3. **Keep going if your signal drops.** Supported changes are saved locally rather than requiring you to wait for connectivity.
4. **Reconnect when you're back in range.** Queued work begins syncing automatically when the app has a connection again.
5. **Check the day after an extended offline period.** Once you have a reliable connection, review your completed appointments to make sure everything has finished syncing and the expected statuses are shown.

You shouldn't need to manage the offline queue yourself. The goal is for ServiceMinder to handle the connectivity change while you keep handling the job.

Know What You Can Do Offline

Offline support is centered on the information and actions needed to keep an appointment moving in the field.

Action	Offline
View appointment information that has already been loaded	☰ Yes
Start an appointment	☰ Yes
Add notes and document work	☰ Yes
Add photos	☰ Yes — uploads when connectivity is available
Complete supported checklists and close-out information	☰ Yes
Update appointment pricing	☰ Yes
Capture a signature	☰ Yes
Finish or close out an appointment	☰ Yes
View or create proposals/invoices	☰ Requires a connection
Accept Payments	☰ Manually record payments (i.e., cash/check) ☰ Processing Credit Cards/ACH
Load information that hasn't already been downloaded	☰ Requires a connection
Send messages or other real-time communications	☰ Requires a connection



Worth knowing: Offline capability is focused primarily on keeping the **field appointment workflow** moving. Features that depend on retrieving new information from ServiceMinder or communicating with another person or service still require a connection.

When Your Connection Comes Back

ServiceMinder automatically works through queued changes when it can reach the server again. Depending on the strength of your connection and the amount of work waiting—especially photos—it may take a little time for everything to appear elsewhere in ServiceMinder.

There's normally nothing you need to trigger manually. If you've been offline for an extended period, keep the app connected for a few minutes and review the affected appointments once syncing has had time to finish.

If something can't sync: ServiceMinder displays a notification identifying the appointment with the failed queued action. Tap the notification to open that appointment and review what needs attention.
