

INSTALLING THE FIELD FORCE MANAGER MOBILE APP

Top Tips

This document provides tips and responses to frequently asked questions to help you work more quickly and efficiently with the Field Force Manager Mobile App

Before Downloading the Mobile App

Confirm that Field Force Manager supports your device.

Refer to the devices section at smart.clicksoftware.com/ffm-support to confirm that a particular device and model is supported.

Configure GPS location settings for each device.

Refer to the devices section at smart.clicksoftware.com/ffm-support and click on your device type for instructions. We recommend configuring all GPS settings at the same time, rather than a few at a time.

NOTE: Some mobile devices can lock GPS to prevent it from being enabled or disabled. Please refer to your device's user manual for instructions, or contact your carrier for further information.

Downloading the Mobile App

Review the download and installation instructions:

- > Refer to the devices section at smart.clicksoftware.com/ffm-support for step-by-step instructions for each supported device and model.
- > **Smart Phones and Tablet Devices** – Simply visit the platform app store (Google Play, Apple App Store), search for “Field Force Manager” and install the mobile app. The same Apple ID or Google Play account can be used for all devices.

NOTE: The FFM App must be downloaded and activated on each device individually.

After Downloading the Mobile App

Activate the mobile app.

Refer to the devices section at smart.clicksoftware.com/ffm-support for activation instructions for specific devices and models.

Confirm that the mobile app is communicating with the web application.

Go to the worker list to view the status of the devices. You will be able to confirm that the web application and the mobile app are communicating with each other, and that the app is collecting a strong GPS signal by viewing the Last Update/ Notifications column on the far right side of the page.

Last Update / Notifications
09:26 AM, 05/16/2013  App exited  App exited  App exited
11:36 PM, 05/17/2013  Update Current  Location Current  High
10:00 AM, 05/17/2013  Update past due  Location is turned off  Update past due
05:15 PM, 05/16/2013  App exited  App exited  App exited

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Frequently Asked Questions

What is involved in getting my users started with the mobile app?

There are five steps to getting started:

1. Make sure users and their devices are entered in the web management application.
2. Configure the GPS location settings on each phone.
3. Download and install the mobile app on each phone.
4. Launch the mobile app on each device.
5. Verify that the mobile app on each phone is properly communicating and collecting a GPS status by viewing the worker list in the web application.

What is the best way to deploy the mobile app with our users?

We recommend that you download, install, and test the mobile app on each device before sending it to the field.

How do I activate the service?

The activation steps vary by device, so go to devices section in smart.clicksoftware.com/ffm-support. Click the image for a particular device, and follow the instructions in the section called "Activate and Login to Field Force Manager."

Our mobile workers do not come in to the office frequently. Can we ask our users to do this in the field?

Yes. If they have a smart phone or tablet, instruct the workers to get the mobile app from the app store on their devices (i.e., the Apple App Store or the Google Play store). Search for "Field Force Manager" in the store.

If they do not have a smart phone or tablet, then refer to the devices section at smart.clicksoftware.com/ffm-support for specific instructions.

NOTE: Make sure that users know how to configure the GPS location setting. They will also need to know the user name and password of their Apple ID or Google accounts.

Why don't all devices support the same options?

This may be because the service package, which is viewable on the devices page located under the administration tab is not the same for each device. Additionally, different devices support different features. For example, more advanced features like Signature/Photo Capture and Bar Code Scanning may not be available on a basic phone.



How do I turn the GPS location settings on?

The process varies by device. To find instructions for how to enable GPS tracking on a particular device:

1. Go to smart.clicksoftware.com/ffm-support and select your product version.
2. Select the devices section and click the image of the device.
3. Follow the instructions in the section named: "Pre-Installation: Enable Location Tracking on the Phone."

How do I synchronize the mobile app with the web application?

The mobile app should automatically sync with the web application. To manually sync, open the mobile app (if it is not already open). Smartphone users should tap the sync icon to synchronize the two applications. Basic phone users should press * and then # to synchronize the two applications.

NOTE: To confirm that the web application is getting an accurate GPS setting from the mobile app, we recommend taking the device outside in a location that has a clear view of the sky.

The user has phone service, but I am not able to pinpoint a location via GPS. Why is this happening?

The most common reason you may not be able to pinpoint a location via GPS is that the device may not have a direct line of sight with the GPS signal. Vehicles, parking garages, and "urban canyons" can block reception. To receive the best possible GPS signal, make sure that the phone is outside in a location that has a clear view of the sky.

Is it OK to power a phone down after a shift has ended?

Yes. Before the mobile user turns off their device, they should always exit the mobile app first. To help enforce this, you can also configure the mobile app to auto shutdown after shifts. This can be configured within the Setup Wizard.

NOTE: Because it seems to help most devices operate and maintain connections better, you should encourage mobile users to power cycle (turn off and then turn on) their mobile devices once a week.

How can I ensure that the mobile app launches when it is scheduled each workday?

Simply set the Hours of Operation (which can be done through the Setup Wizard or the Administration Settings) for each worker and the mobile app will launch automatically as scheduled.

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How do I know if the version of the mobile app my workers are using is current?

Click on the devices tab within the web application to see which version of the mobile app each worker is running. Then, go to smart.clicksoftware.com/ffm-support, and click devices. This section of the site lists the most recent version of the software.

How is the mobile app updated on the device?

In devices that use the Apple App Store or the Google Play store, an update notice appears on the store icon. Users then access the update function in the store.

You must notify users of other devices about updates. For non-smart phone users, visit the devices section on smart.clicksoftware.com/ffm-support for specific instructions.

Do all mobile devices use the same PIN?

No. Each individual user has a unique FFM PIN, which is automatically created for you when the account is set up. It is based on the last 7 digits of the mobile device phone number. If you want to, you may change the FFM PIN.

Learn More

Find out how Field Force Manager can help you reduce operational costs, increase employee productivity and improve customer service. Contact your Verizon Wireless business specialist today, or give us a call at 866.822.9565

Where can I find the PIN for a device?

Each user has a unique PIN. Devices do not have a PIN. The easiest way to find the FFM PIN is to go to the users page located within the administration tab. The FFM PIN is listed for each worker.

<u>Username</u>	<u>Pin</u>	<u>Group</u>	<u>Role</u>
nirvana	53757	Default	Mobile Worker
rhoward	99030	Default	Super User
6514455567	65946	Default	Mobile Worker
6514455566	44782	Default	Mobile Worker

