1. What is the App about?

   ServiceLive Pro is a FREE App that enables Service Pros to become better organized and minimizes onsite paperwork. The App provides instant benefits that you can access and enjoy right from the palm of your hand. Seamless and real-time digital interactions allow for an easier way to manage every aspect of your Service Orders – from beginning to end. Not only does the App provide on click Check-in and Departure so that you can record your onsite Service hours – it also offers options for managing and uploading documents, photo storage and you can even administer permits while onsite. Features include:

   - Digitally record and store your Service transactions.
   - View Service Order Details and summary on a daily basis.
   - Track your total onsite Service time with one click Check in and Departure support.
   - File paperwork electronically after each job.
   - Collect and store Customer signatures.
   - Submit payment requests/billing.
   - Upload and show before and after photos.

2. How can I download the App?

   - Android: Download ServiceLive Pro App from Google Play Store.
   - iOS: Download ServiceLive Pro App from iTunes.

   Note: You must have a Google Play account or Apple account in order to download the App.

3. What Android devices support this App?

   - Phones: Acer, ASUS, HTC, Huawei, LG, Kyocera, Motorola, Samsung, Sony, and ZTE.
   - Software Versions: 2.3 Gingerbread, 3.2 Honeycomb, 4.0 Ice Cream Sandwich, 4.1 Jelly Bean, 4.3 Jelly Bean, 4.4 Kit Katt.

   Note: Need to check what version you are using? Select Menu > System Settings > About Phone > Android Version.

4. What iOS devices support this App?

   - Phones: iPhone versions 4, 4S, 5, and 5S
   - Software Versions: 7.X

   Note: Need to check what version you are using? Select Settings > General > About > Version.

5. Can I use the App on tablets?

   The App is optimized to be used on the Android or Apple phones, but will be functional on some Android tablets (Asus Google Nexus 7 and Samsung Galaxy Tab 7) and Apple tablets (iPad Mini and iPad).

6. What other features are coming in the future?

   Stay tuned for future versions, which will include the following features:

   - Accept & Assign.
   - Manage Reschedules.
   - Manage your route.
   - Robust dashboard and more.

7. Do I still have to use the http://provider.servicelive.com web portal?

   The purpose of the App is not to replace the web portal, but to help make accessing and completing service orders easier.

8. How do I login to mobile App? Do I use the same login as provider.servicelive.com?

   Yes, mobile app requires the Username & Password that's used in http://provider.servicelive.com. If you are a registered Provider and don't have a Username, please contact your company administrator to have the Username created.

9. I am a Firm administrator, how do I give my team member access to the mobile App?

   a. As an administrator, log in to your account

   b. Go to Administrator Office Manager> Team > Select User> Edit Profile

   c. Under the tab "**Marketplace Preferences**," verify e-mail address in the Communication Preferences section.

      - If you make corrections, scroll down to the bottom of the page and click on save. Then click on Update Profile.

   d. Under the tab "**General Information**" User Rights section, select radio button labeled "**Yes**". Enter a Username and click on the "**Save**" button.

   e. Your Temporary Password will be sent to the e-mail address provided under Communication Preferences. Your team member can access the mobile App with the username/ temporary password created.

      Note: If you are using your company's e-mail address, you can forward the e-mail with the temporary password to your team member.

10. I am a firm administrator, how do I set permission for a team member to be able to submit the order for payment from mobile app?

    a. As an administrator, log in to your account.

    b. Go to Administrator Office Manager> Team-> Select User> Edit Profile

    c. Under the tab "**Marketplace Preferences** > **Provider Permissions**", check "**View Order Pricing**".

       Note: User without permission to View Order pricing can still submit all of the completion details. Those orders (in Pending Claim) can later be completed from web portal.

11. If I am using the app, do I still have to print my paperwork?

    If you are using App, you no longer need to print "**Provider Copy**" or Provider Instructions of the Service order. You must continue to have a print of the "**Customer Copy**", which needs to be left behind with the customer.

    Note: Use Order Management > Print Paperwork and select only customer copy.

12. What does the Service Order Status color mean?

    - No Color = Not started Service Events.
    - Blue = In Progress Service Events (Provider On-site, Work Started, Revisit needed) .
    - Grey = Completed Service Events (Pending Claim, Cancellation Requested).

13. What is the PIN used for?

    Setting a PIN allows the user to access the App without having to login with username & password every time. If a PIN is set, after 30 minutes of inactivity, user needs to enter only the PIN to get back in to the APP. If PIN is not set, after 30 minutes of inactivity, user need to login to App using username/password.

14. If I am using App to Check In, do I have to use IVR?

    No. If you are using the App to check in, you don't have to use IVR. Make sure to complete the Service Order in App.

15. How do I check out? Do I have to call IVR?

    - Successfully complete the service > Click on Complete Order and select "**Completed Service**" and go through all screens until Completion Summary to Submit the Order. You will be automatically checked out.
    - Revisit Needed-> Click on Complete Order and select "**Revisit needed**". Submit the details. You will be automatically checked out.
    - Cancellation Requested-> Click on Complete Order and select "**Cancellation Requested**". Submit the details. You will be automatically checked out.

16. How do I give feedback?

    After you login to the App, go to Settings and tap on "**Send Feedback**" to let us know what you like about the App and what needs improvement.

17. I do office work to complete the Service Orders. Do I still have to scan the paperwork?

    For the Service Orders completed from mobile App, you no longer need to scan the paperwork. System appends the Resolution Comments, Provider & Customer signature automatically in to Service Order PDF and attaches to the Service Order.

18. I submitted the order. Can I edit the details from App?

    Once order completion details are submitted from mobile (if sub status= Pending Claim), it cannot be edited from App, but can be edited from web portal.

19. Can I reschedule the order from App?

    No, this has to be done from the web portal.

20. What happens when I use "**Update Time Window**" screen?

- When the arrival window is confirmed with customer, ("**Have you confirmed the new service window with the customer**?" = Yes) the schedule status will be set to "**Time Window Call Completed (Confirmed)**".
- When the arrival window is NOT confirmed with customer, **("Have you confirmed the new service window with the customer?"** = No) the schedule status will be set to "**Time Window Call Attempted**".