Quick Reference Card

Working with the Pro-Install Mobile App

DOWNLOADING THE APP

Ensure you have downloaded the APK file to their mobile device before performing these steps. For more information, please refer to the onboarding email from the Fleet Complete Loyalty Team.

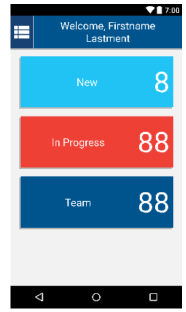
SIGN IN SCREEN

1. On the *Sign-In* screen, tap **Pro-Install**
2. Tap **Email** and then type your email address
3. Tap **Password** and then type your password information
4. If you want the app to retain your login credentials for future use, tap the **Remember Details** checkbox
5. Tap **Sign In**

Note: on subsequent login attempts if you forget your password, tap the ***Lock*** *button, enter your email and then tap OK. A link will be sent to your email address to reset your Password.*

WELCOME SCREEN

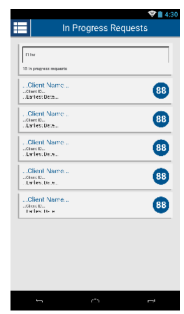
This screen displays the status of requests/cases grouped into three categories as well as the number of cases per category. Tap a particular tile to access more detailed information about the requests/cases. This screen displays the following request/case categories:



- **New:** the number of requests/cases that have not been accepted
- **In Progress:** the number of requests/cases that you are currently working on
- **Team:** the number of in-progress tasks for the entire team that you belong to

IN PROGRESS REQUESTS SCREEN

This screen displays a summarized list of requests that are grouped by client name. Each client displays as its own entry with the following information:



- **Client Name** and **Client ID**, followed by earliest request **Date**, and the corresponding requests
- **Blue icon**: the number of requests/cases that are associated with the client

6. Optional - In the first field, type the client's name or ID. The system will filter the requests for you
7. From the list, tap an entry

CASE LIST SCREEN

When a client has mutiple types of requests, the app will display them across two tabs: ***Orders*** and ***Service Calls***. You can can switch between the tabs to view the associated requests with the following information:

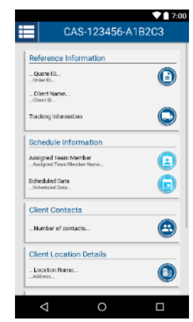
- **Case ID:** the unique identifier of the request/case
- **Due Date:** the date the request needs to be completed by
- **Total Cost:** the total value of the request for you as the Installer
- **Blue icon:** the amount of remaining devices to be installed, repaired, inspected
- **Green icon:** the amount of devices that have been actioned

8. Optional - In the first field, type the client's name or case ID that you want to view
9. From the list, tap an entry

CASE REQUEST DETAIL SCREEN

This screen includes the details of a request organized into sections and the information is presented across multiple screens. Ensure to scroll to view all the information.

Important! *You will need to tap each section to perform more actions and to access more information about the request as necessary.*



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REFERENCE INFORMATION

- Displays the **Client ID** and **Name**
- **Paper icon:** displays quote details (i.e. products allocated the request and the amount paid to you as the installer)
- **Truck icon:** displays tracking details

SCHEDULE INFORMATION

Enables you to set the date and time by which the request needs to be completed.

- You also have the ability to assign a request to a specific team member or all team members
- **Date** that has been scheduled for the job to be completed

CLIENT CONTACTS

Lists all of the contacts relevant to the client and the request. If there is only one contact, it is shown in full on this screen. Otherwise, they can be individually selected and they will display on the *Client Contacts* screen. You can also quickly **call, text,** or **email** the contact.

CLIENT LOCATION DETAILS

Displays the client's location and their main contact information.

SERVICE CALL DETAILS

This section only applies to service calls and ***not*** installations. It provides details about the vehicle and the task to be performed. Tapping the icon accesses another screen that shows more information about the job to be completed.

DEVICES

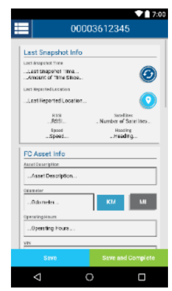
Shows the remaining and completed device count. Tapping the icon accesses another screen where you can switch between viewing the remaining and completed devices. You can also filter the information based on the Asset's Description, Device ID or new Device ID (i.e. for swaps).

If the device needs to be swapped, you must first physically swap the device. You can then tap the **Arrow** button to indicate the swap has occurred. You can then tap the **Edit** button to update the device information.

DEVICE EDIT

Reflects the information about the device and the client's asset is recorded.

LAST SNAPSHOT



Displays information about the last snapshot that the device reported including the location, connection state, speed and recorded time.

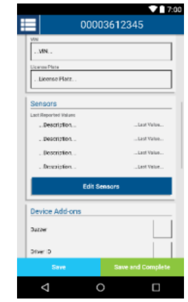
Tapping the **Refresh** button updates the app with the latest information.

FC ASSET INFO

Displays information about the client's asset in Fleet Complete. You can update this information while performing the job.

Note: The device must have a description that is different from the Device ID before it can be submitted.

SENSORS



Lists the last reported state of the sensors. Tapping this section accesses another screen that shows all sensors that are linked to the device. You can also specify the sensor type, the physical sensors attached to the device, the unit of measurement the sensor reports in, and the default state of the sensor. Tap the **Edit Sensors** button to add or remove sensors as necessary.

DEVICE ADD-ONS

This section enables you to indicate whether or not add-ons apply to the device.

1. Select the checkboxes for each add-on that applies
2. Tap **Save & Close**
3. From the pop-up window, select the OBD connection that was used

FINISHING UP

1. Tap **Submit**

The process as outlined above will be required for each device.

To go back to your requests, tap the **Menu** icon in the top left to open the Navigation Menu and then tap **Requests**.

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ACCESSING THE MAIN MENU

The Menu can be accessed from any part of the mobile app after logging in. This menu gives you a number of miscellaneous functions not related to the main workflow.

1. Tap **Requests** to return to the landing page
2. Tap **Edit Profile** to view and edit personal and contact information
3. Tap **Change Password** to change your password
4. Tap **Manage Team** to add, edit and remove team members
5. Tap **Guides** to view installation guide documents and videos
6. Tap **Device Inventory** to view a quick list of all the devices you should have.
7. Tap **Support** to view diagnostic information and create a support request.
8. Tap **Logout** to log out of the app. This will clear stored data and close the app

EDIT PROFILE

You are shown your recorded personal and company information.

1. Tap the Edit button to change any information here

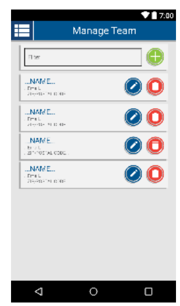
CHANGE PASSWORD

This screen will allow you to change your password.

1. Enter current password
2. Enter new password
3. Confirm new password
4. Tap **Submit Changes**

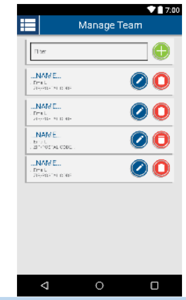
MANAGE TEAM

This screen displays your team members (if you are the installation team lead)



1. Add new members by tapping the green **+** button
2. Edit existing members by tapping the blue pencil icon to the right of the "Name"
3. Delete existing members by tapping on the red **Delete** icon

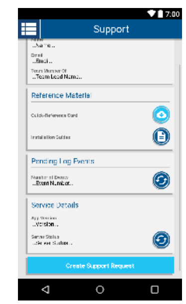
GUIDES



This screen displays all of the guide documents and videos to which you can refer when performing your jobs.

SUPPORT

This screen displays diagnostic information that might help prevent a call to Support. This displays information regarding the user who is currently logged in.



- **Reference Material** gives a link to the guide screen and a link to download the quick reference card
- **Pending Log Events** shows a count of the diagnostic log events that have not yet been sent to the server. Please note that in order to properly diagnose issues, you should ensure that this number is as low as possible before sending your request.
- **Service Details** shows information on the state of the Installation Assistant service.
- **Create Support Request** allows you to send a message to Support

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