

## Recommended Workflow: Mobile Updates

This tutorial will demonstrate the recommended workflow for field staff that will use the mobile app as their primary access to job information.

### How it Works

The mobile app notifies you of any new jobs, tasks or work orders that have been assigned to you and gives you access to job information, photos, notes and communication on that job real-time!

- Download the app from the app store on your iOS phone.
- Log into the app using the username and password you set up on the desktop.

You will first see a screen that says My Work Today when you log in, this is your home screen and will drive the way you plan your day.

### Starting your Day

You may start your day in one of two ways: *Notifications* or *My Work Today*; oftentimes, you will check notifications first and then review your work today.

1. Check notification panel for any new jobs, tasks, work orders or comments directed to you.
  - a. If there are notifications, tap on the notification to view it.
2. View my work today to see what tasks and work orders have been assigned to you and are due today. Plan your work for the day and which tasks will make sense to do first.
3. Tap a notification or a task or work order to open the job.
4. View the *job detail* to learn about the job.
5. Post a note in the *feed* to let your team know you got the job and are on your way.
6. Tap the address to get directions to the loss site.

{When on Site}

7. Open the *photos* tab and create an album where you can take loss photos.
8. Post any correspondence, notes or questions in the *feed*; tag colleagues if necessary.
9. Open the *work board* and complete any tasks for that job which you have addressed.
10. Navigate back to *My Work Today* to address the next task on your list.
11. Repeat steps 3-10.



You must be licensed as an Assured JobCheck User to be able to login and access the mobile app.

For additional support or assistance, visit our [online support portal](#), contact our technical support team at 1-877-277-9933 or email us directly at [support@assuredsoftware.com](mailto:support@assuredsoftware.com).