



Using Installs' DOLI Mobile App (Android and iOS) *Installer Version*

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Requirements and Notes

Android

- An Internet connection is required to use the app.
- You must have Android OS version 2.2 or higher in order for the app to work on your phone.
- If you do not have your Android phone set up to automatically update downloaded apps, be sure to log on to the Google Play Store periodically to check for updates to the application.
- The app displays only open jobs in the categories of “New Jobs,” “Today’s Jobs,” “Tomorrow’s Jobs,” and “Past Due Jobs.” If you do not have jobs that need to be accepted, jobs scheduled for today or tomorrow, or past due jobs that require action, you will not see jobs in the app.
- The app is not yet available for Android tablets, but will be in the near future.

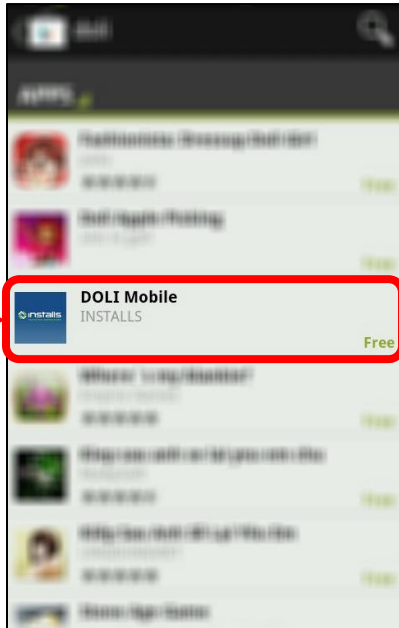
iOS

- An Internet connection is required to use the app.
- You must have iOS 5 or later in order for the app to work on your device.
- The app is compatible with iPhone, iPod Touch, and iPad, and is optimized for iPhone 5.
- If you do not have your iOS device set up to automatically update downloaded apps, be sure to log on to the App Store periodically to check for updates to the application.
- The app displays only open jobs in the categories of “New Jobs,” “Today’s Jobs,” “Tomorrow’s Jobs,” and “Past Due Jobs.” If you do not have jobs that need to be accepted, jobs scheduled for today or tomorrow, or past due jobs that require action, you will not see jobs in the app.

Downloading the DOLI Mobile App

1. In the *Google Play Store* (Android) or *App Store* (iOS), search for **DOLI Mobile**; look for our logo.

Figure 1

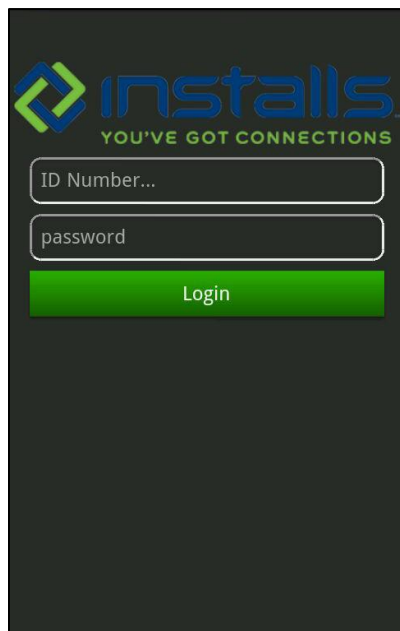


Note: If you are installing the DOLI Mobile iOS app on an iPad, you must search under “iPhone Apps.”

Logging in to the DOLI Mobile App

1. Log in using your regular DOLI username and password.

Figure 2

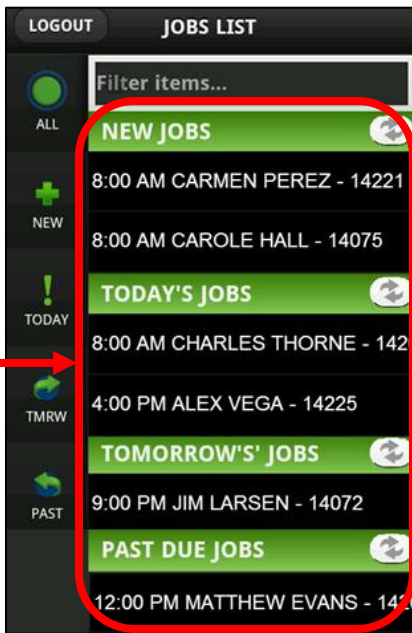


Viewing Jobs in the DOLI Mobile App

Job Categories

1. You will see jobs in four categories in the DOLI Mobile app:
 - **NEW JOBS** – New jobs assigned to your account since your last login to the DOLI Mobile app.
 - **TODAY'S JOBS** – Jobs scheduled to you for completion today.
 - **TOMORROW'S JOBS** – Jobs scheduled to you for completion tomorrow.
 - **PAST JOBS** – Jobs from past dates that require action by you.

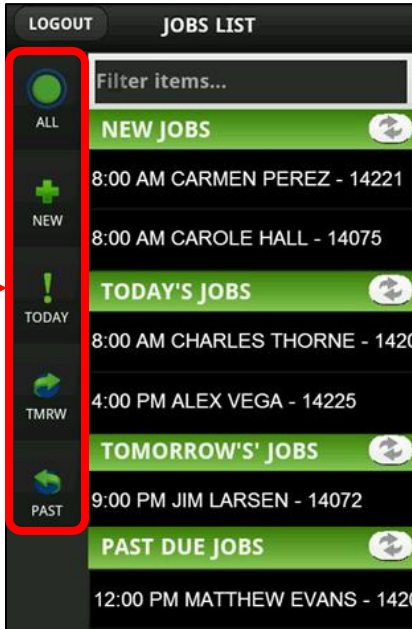
Figure 3



Filtering Jobs

2. To view only the jobs in one specific category, filter the job list:
 - a. Tap the **NEW** button to view only new jobs.
 - b. Tap the **TODAY** button to view only today's jobs.
 - c. Tap the **TMRW** button to view only tomorrow's jobs.
 - d. Tap the **PAST** button to view only past due jobs.
 - e. Tap the **ALL** button to view all jobs.

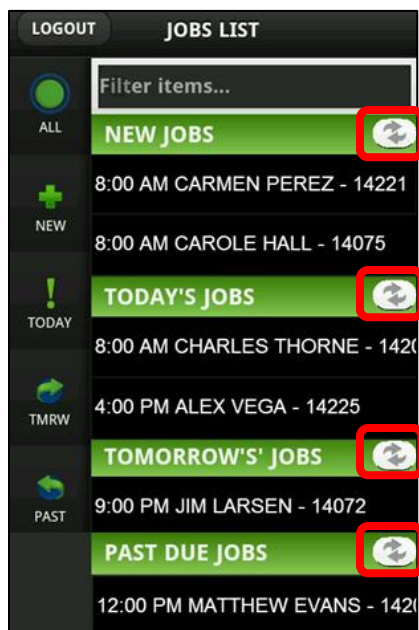
Figure 4



Refreshing Job List

3. To refresh an individual job category, click the refresh button on the section header.

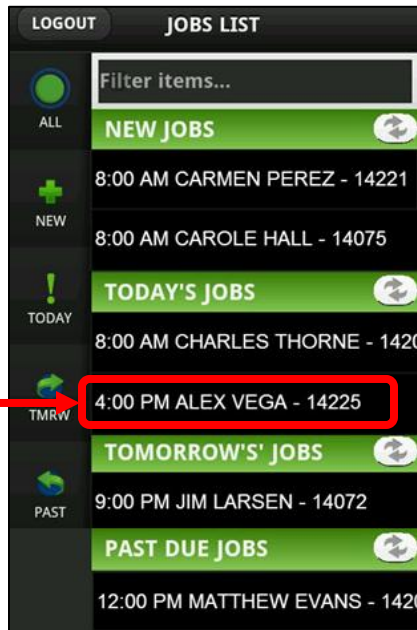
Figure 5



Viewing Job Details

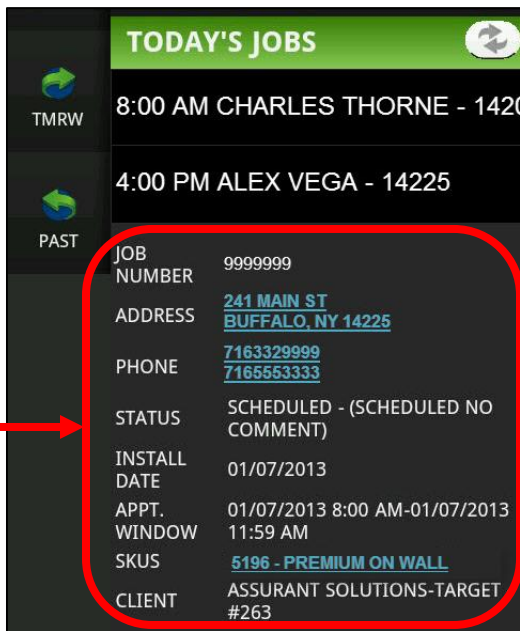
- To view the details of a job, tap the customer's name.

Figure 6



Note: This displays the details of the selected job.

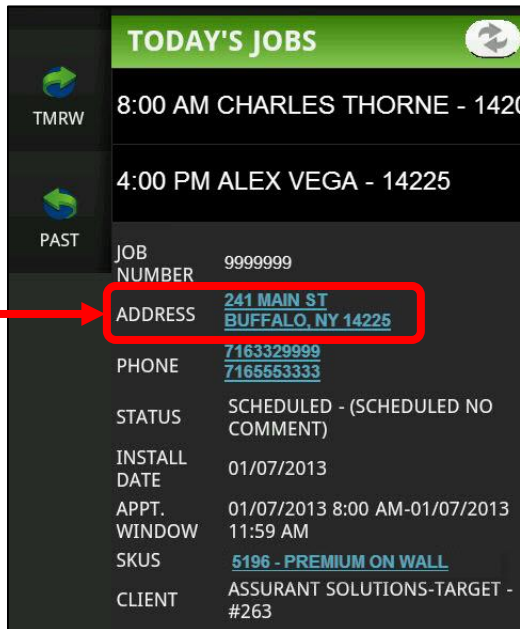
Figure 7



Viewing Address on Map

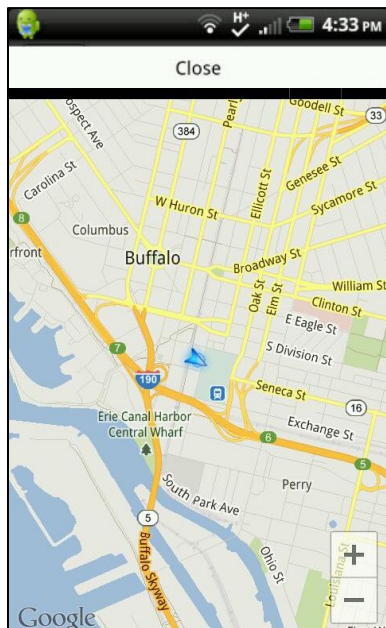
5. To view the customer's address on a map, perform the following steps:
 - a. Tap the hyperlinked street address.

Figure 8



Note: This displays the customer's address on a map using your phone's default map application. It may take a moment for the map to load. Please note that map applications may not be able to locate all customer addresses.

Figure 9

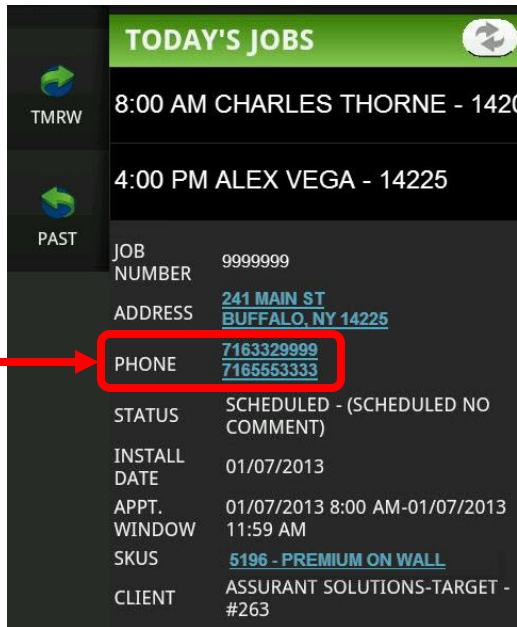


- b. Tap the **Close** button (Android) or the **Back** button (iOS) at the top of the screen to return to the DOLI Mobile app.

Calling Customer

6. To initiate a phone call the customer, perform the following steps:
 - a. Tap the customer's hyperlinked phone number.

Figure 10



Note: If more than one phone number is displayed, tap the one you want to call. This displays the selected phone number in your cell phone dialer; this does not automatically start a call to the customer.

Figure 11

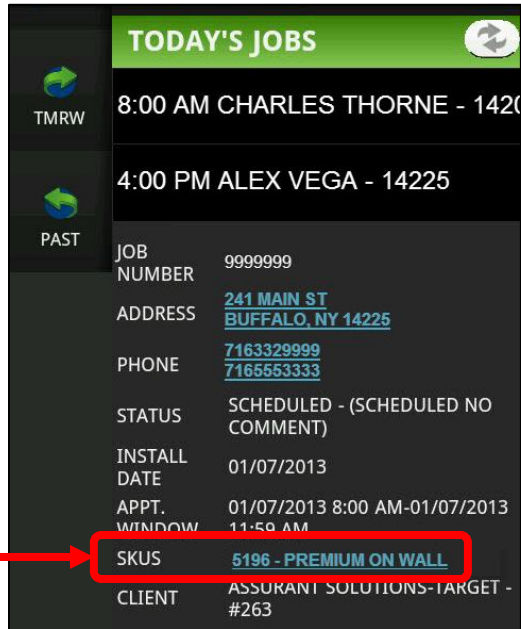


- b. Perform the necessary step(s) to dial the customer's number (e.g., tap the phone's **Call** button).

Viewing Scope of Work

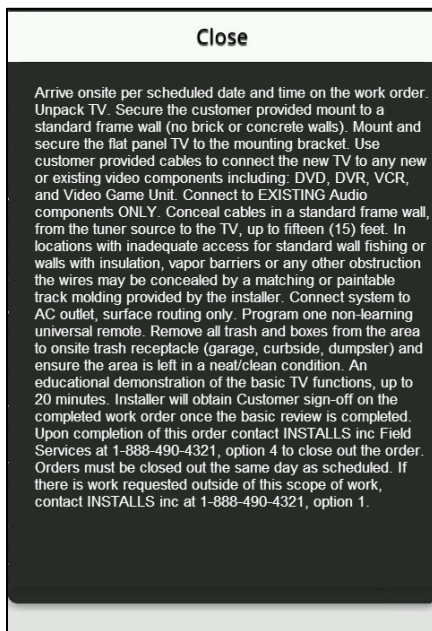
- To view the Scope of Work for a SKU on the order, tap the hyperlinked SKU.

Figure 12



Note: This opens the Scope of Work for the selected SKU in a new window. If more than one SKU is displayed, you must tap each one to view the individual Scope of Work.

Figure 13



- When finished viewing the Scope of Work, tap the **Close** button at the top of the screen (Android) or bottom of the screen (iOS) to return to the DOLI Mobile app.

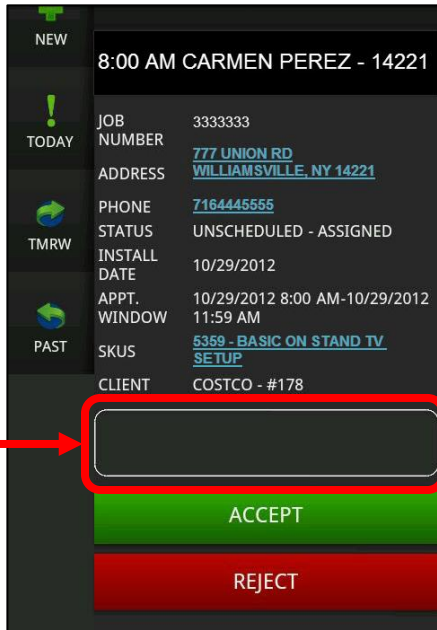
Hiding Job Details

- To hide the details of a job, tap the customer's name again.

Accepting or Rejecting a NEW Job Using the DOLI Mobile App

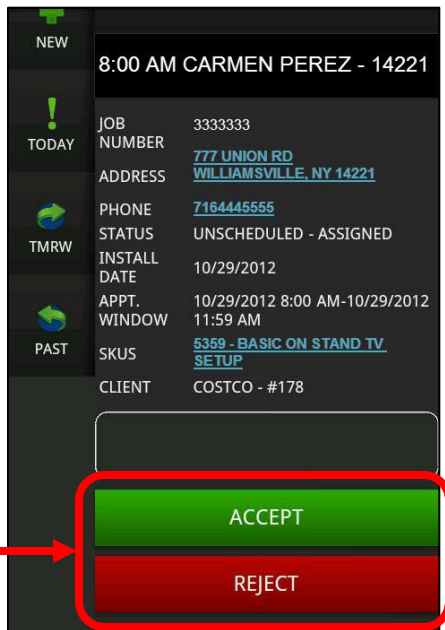
1. To accept or reject a new job, perform the following steps:
 - a. Tap the customer's name to view the details of the job.
 - b. To add notes to a new job, tap and type in the text box.

Figure 14



- c. To accept a new job, tap the green **Accept** button; to reject a new job, tap the red **Reject**.

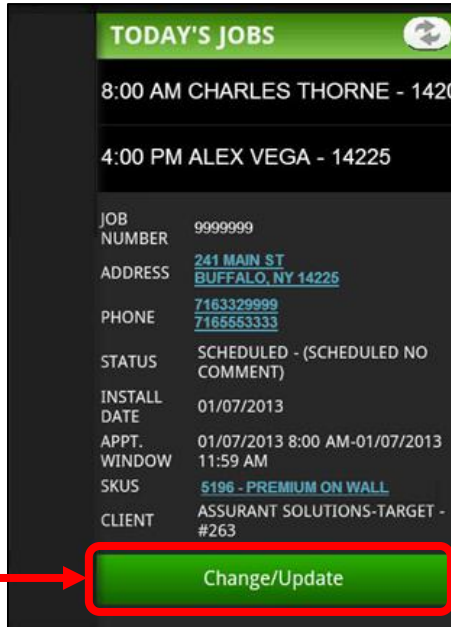
Figure 15



Updating the Status of an Accepted Job Using the DOLI Mobile App

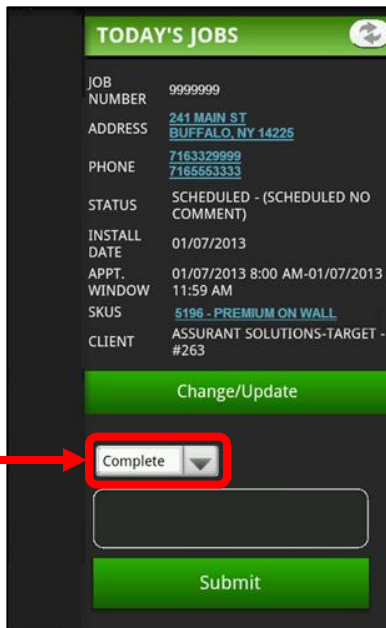
1. To update the status of a job you have already accepted (a TODAY'S JOB, a TOMORROW'S JOB, or a PAST DUE JOB), perform the following steps:
 - a. Tap the customer's name to view the details of the job.
 - b. Tap the green **Change/Update** button.

Figure 16



Note: This displays the status drop-down list.

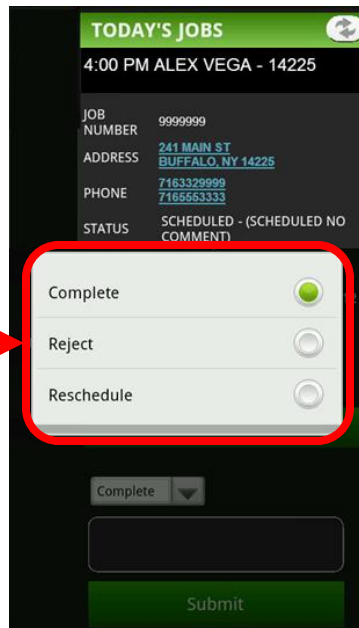
- c. Tap the status drop-down list.



Note: This displays a status pop-up window.

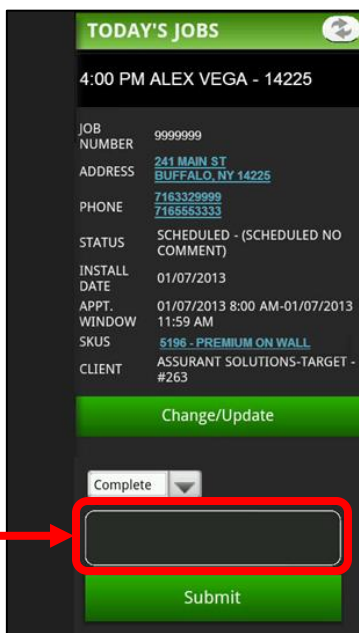
- d. From the status pop-up window, select the desired status (**Complete**, **Reject**, or **Reschedule**).

Figure 17



- i. To add notes to the job, tap and type in the text box.

Figure 18



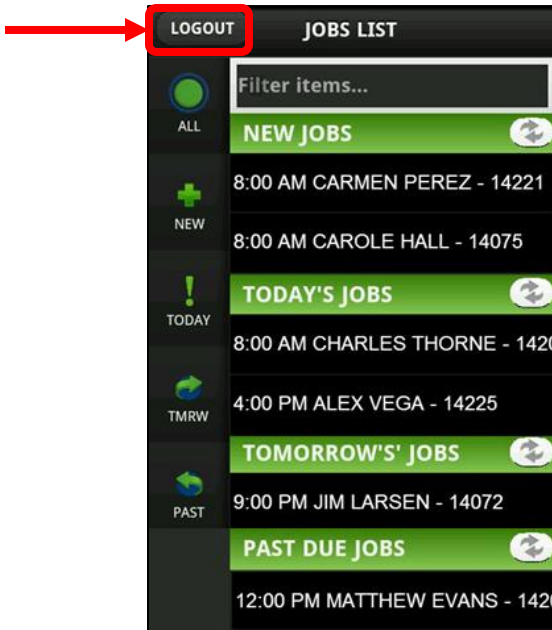
- ii. Tap the green **Submit** button.

Note: If you select **Reject** or **Reschedule** on a job that you have already accepted (a job scheduled for today or tomorrow), the DOLI Mobile app will prompt you to call Installs at 1-888-490-4321; please do so, per standard operating procedure.

Logging out of the DOLI Mobile App

1. To log out of the DOLI Mobile app, click the **Logout** button in the upper left corner of the screen.

Figure 19



Note: If you do not see the **Logout** button, scroll up or tap your phone's **Back** button to return to the top of the screen.