



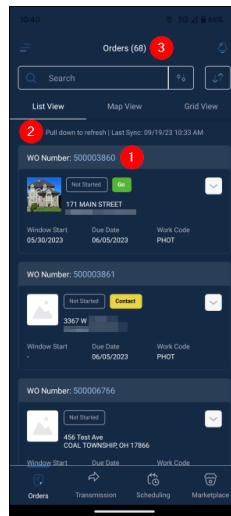
Safeguard Mobile – App Basics

This user guide details the basics pages and features that are available in the Safeguard Mobile App.

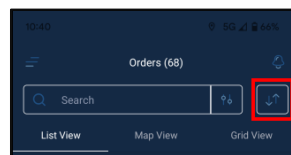
App Basics

After logging into the Safeguard Mobile app, the **Orders** page displays. The default view is a list of open orders with the order with the oldest due date appearing first on the page (1).

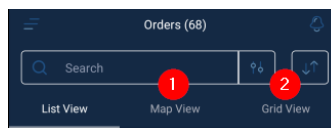
Please note: The Orders page shows you the last time you synced, or updated, the orders list (2). It also shows you the number of open orders that you currently have as of the last sync (3).



Tap the double arrow icon on the upper right of the page to reverse the Due Date view and see the newest orders appear first.



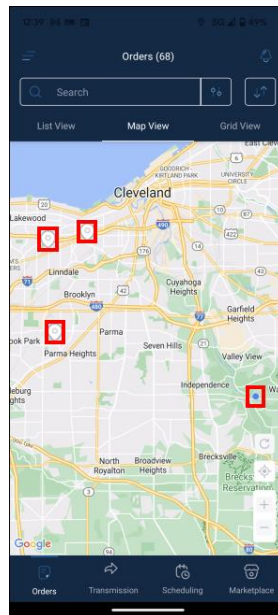
In addition to a List View, you can also show the orders in a **Map View** (1) and a **Grid View** (2).



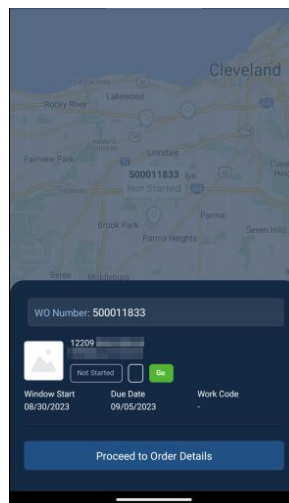
Map View

- Map View shows the location of work orders in relation to your currently location.
- You can zoom in and out on the map as needed to see the orders.

In the example shown below, the blue dot is the current location and the white pins are the location of various work orders.



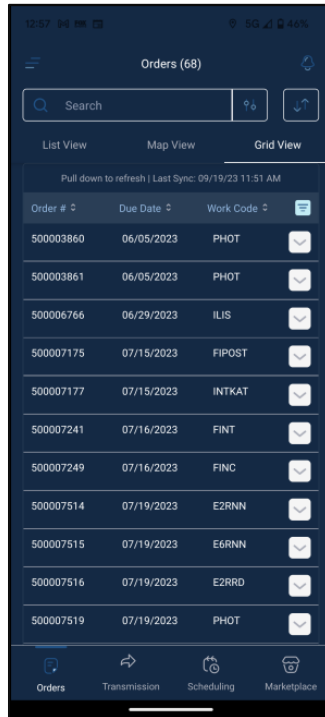
Tap the pin to view additional information about the work order.





Tap the **Proceed to Order Details** button to view additional information and start the work order.

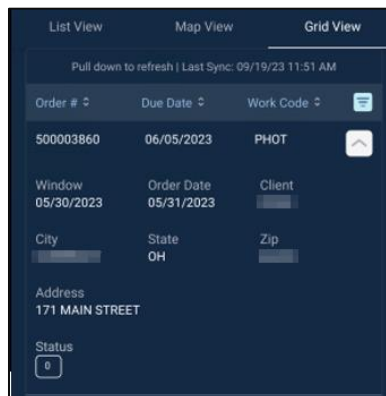
Grid View

- Shows all of the orders in a collapsed view.
- Shows the Order Number, Due Date, and Work Code as the default view.



Tap the Filter icon  to change the columns as desired.

Tap the dropdown arrow  to view additional information about the work order.

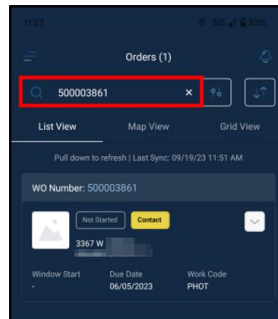


Tap anywhere on the order to see additional details and to start the work order.

Search

- The **Search** field allows you to search for a property by work order number, address or any other key word.

Tap into the Search field and enter the search parameters. For this example, work order number is being used.



- Depending on the parameters, a single order may display or multiples may display.

Tap the order to see Order Details and to start completing the order.

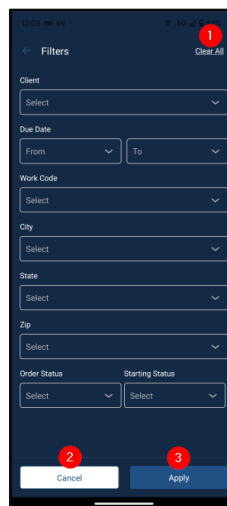
Filter

Tap the **Filter** icon  to view additional filtering options.

The **Filters** page displays.

You can select one or any combination of filters to display the work orders.

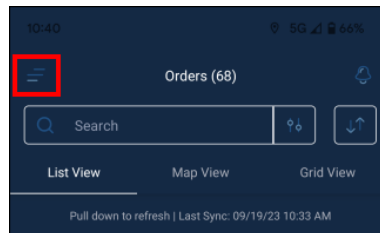
You can also **Clear All** filters (1), **Cancel** all filters (2), and **Apply** all filters (3).



App Settings

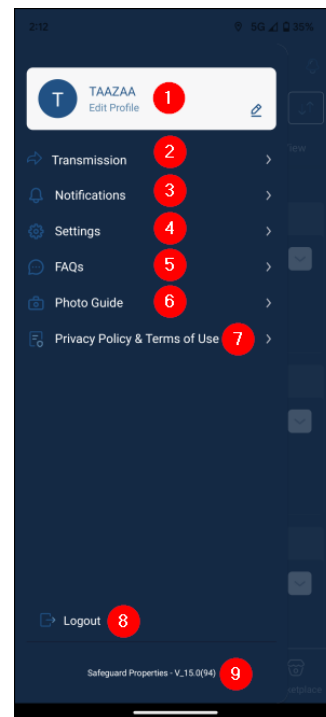
The top of the Orders page contains a **Menu** icon that allows you to change the app's settings.

Tap the Menu icon.



The app settings page displays and shows various options and settings that can be accessed. These include:

1. Editing your Profile
2. Accessing the Transmission page
3. Changing your Notification settings
4. Editing your Settings
5. Accessing a FAQ
6. Accessing a Photo Guide
7. Viewing the app's Privacy Policy and Terms of Use
8. Loggin out of the app
9. Seeing what version of the app you are using



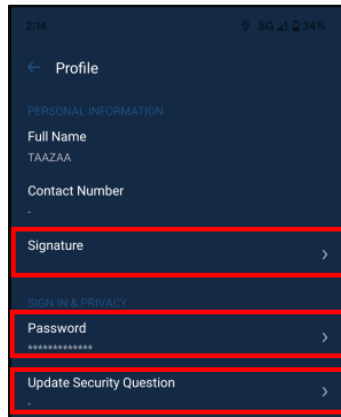
Tap anywhere in the Edit Profile field to update profile information.

Tap the right arrow icon to access and update the Transmission through Privacy Policy & Terms of Use options.

Tap Logout to log out of the application.

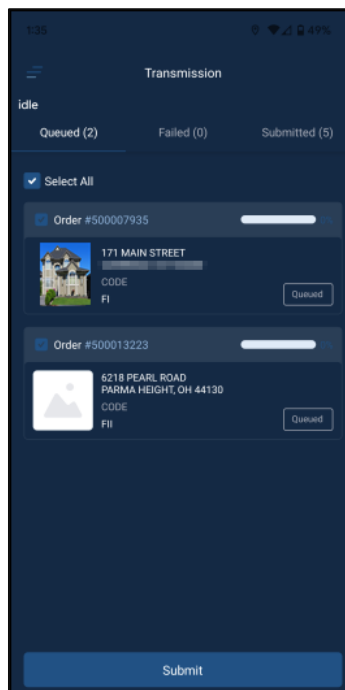
1. Edit Profile

- Allows you to update the following pieces of information
 - Signature
 - Password
 - Security Question
- For the Password and Security Question, you are taken to the SafeView Inspect website.



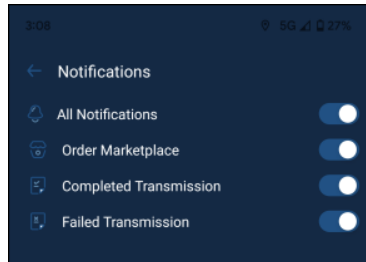
2. Transmission

- Allows you to access the Transmission page.
- Please see the *Completing an Order* user guide for additional information on how to transmit orders.



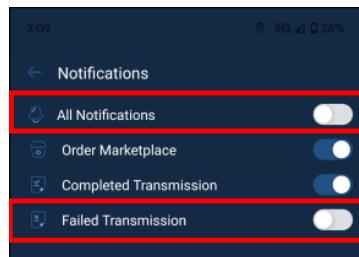
3. Notifications

- Allows you to manage your notifications.
 - All notifications are turned on by default.



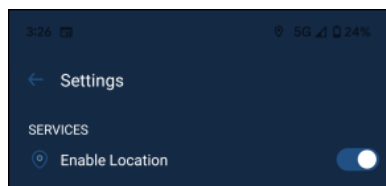
Tap the slider button to the right of the notification to turn it off.

Please note: If you turn off any individual notification, then **All Notifications** is turned off by default.



4. Settings

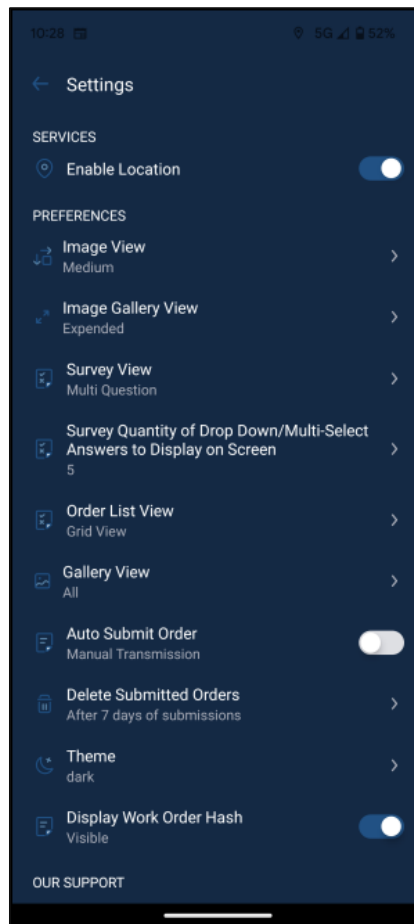
- Allows you to manage SERVICES, PREFERENCES, and OUR SUPPORT.
 - SERVICES
 - Allows you to enable the location of your phone.



- PREFERENCES
 - Image View
 - Defaults to Medium
 - Can be changed to
 - Small
 - Large

- Image Gallery View
 - Defaults to Expanded
 - Can be changed to
 - Collapsed
- Survey View
 - Defaults to Multi Question
 - Can be changed to
 - Single Question
 - Survey View
 - Shows one station at a time with vertical scroll of all questions in that station.
- Survey Quantity of Drop Down/Multi- Select Answers to Display on Screen
 - Defaults to 5
 - Can be changed to
 - 10 – 30 in increments of 5
 - 30 – 50 in increments of 10
- Order List View
 - Defaults to List View
 - Can be changed to
 - Map View
 - Grid View
- Gallery View
 - Defaults to All
 - Can be changed to
 - Labeled
 - Unlabeled
- Auto Submit Order
 - Defaults to On
 - Can change to Off
- Delete Submitted Orders
 - Defaults to after 7 days of submissions
 - Can be changed to
 - 3
 - 5
 - 14
 - 30
 - 60

- Theme
 - Defaults to System (whatever your phone is set to)
 - Can be changed to
 - Light
 - Dark (currently in use for this job aid)
- Display Work Order Hash
 - Defaults to Not Visible
 - Can be changed to Visible
 - The order hash is the exact script that the order is using.
 - The order hash is used for troubleshooting purposes.
 - The order hash is primarily an identifier used by the Help Desk and IT Department.



- OUR SUPPORT
 - Trainings
 - Provides access to user guides.

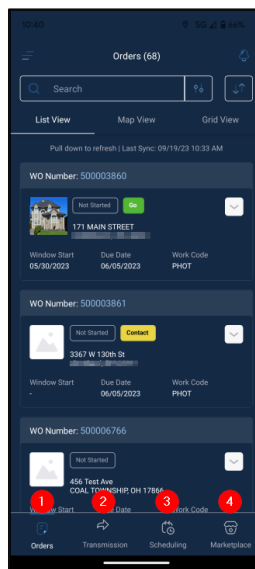
Tap **FAQ** to access a frequently asked questions document.

Tap **Photo Guide** to access a photo guide for the Safeguard Mobile App.

Tap **Privacy Policy and Terms of Use** to view the mobile app's privacy policy and terms of use.

Tap anywhere outside of the Menu screen to close out of it. You can also swipe left or right while on the Menu screen to close out of it.

The bottom of the Orders page contains links to the Orders page (1), the Transmission page (2), the Scheduling page (3), and the Inspections Open Order Marketplace (4).



Tap the icon to be taken to the respective page.

If there are orders pending transmission, then a number appears next to the icon to signify how many. In the example shown below, two orders are pending transmission.



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