



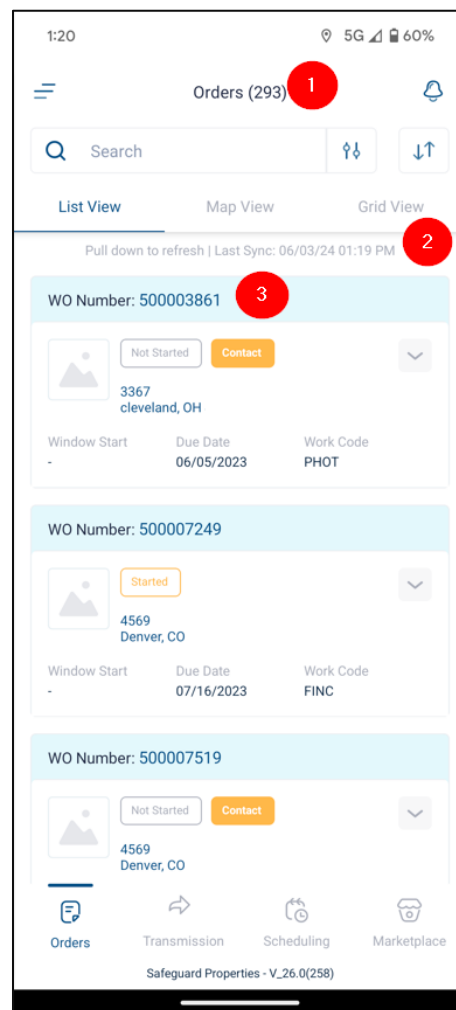
Safeguard Mobile – App Basics

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

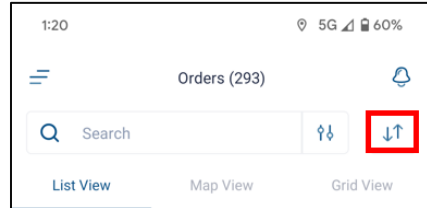
App Basics

After logging into the Safeguard Mobile app, the **Orders** page displays. The Orders page shows you the number of open orders that you have as of the last sync, or update (1). It also shows you the last time you synced the orders list (2).

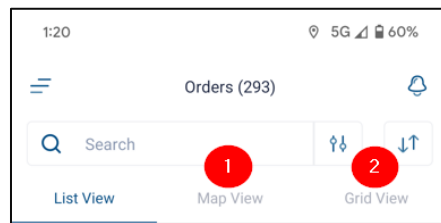
Please note: The default view is a list of open orders. The order with the oldest due date appears first on the page (3).



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).



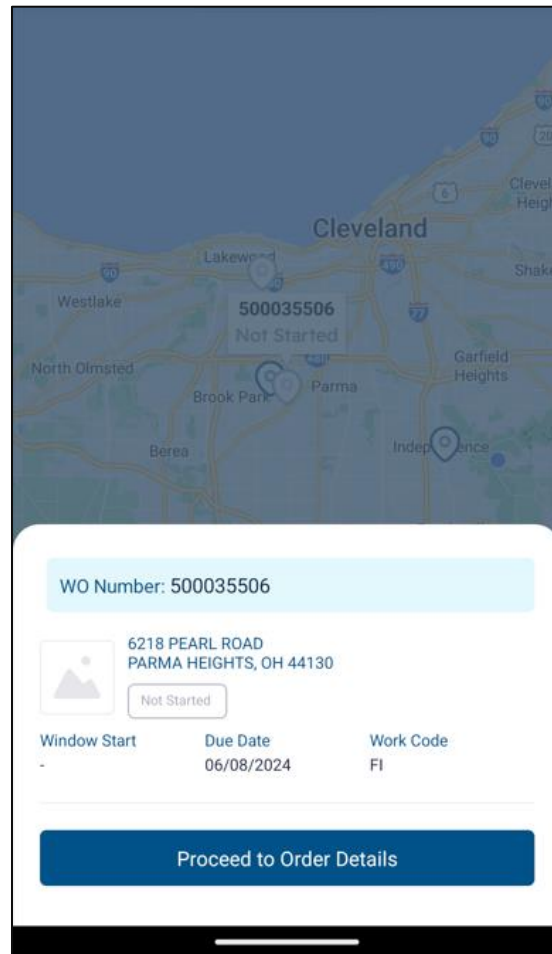
Map View

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

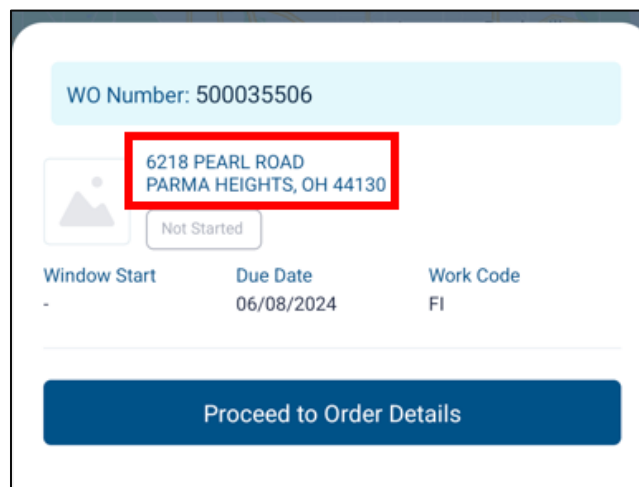
In the example shown below, the blue dot with the green outline is the current location and the white pins with red outlines are the location of various work orders.



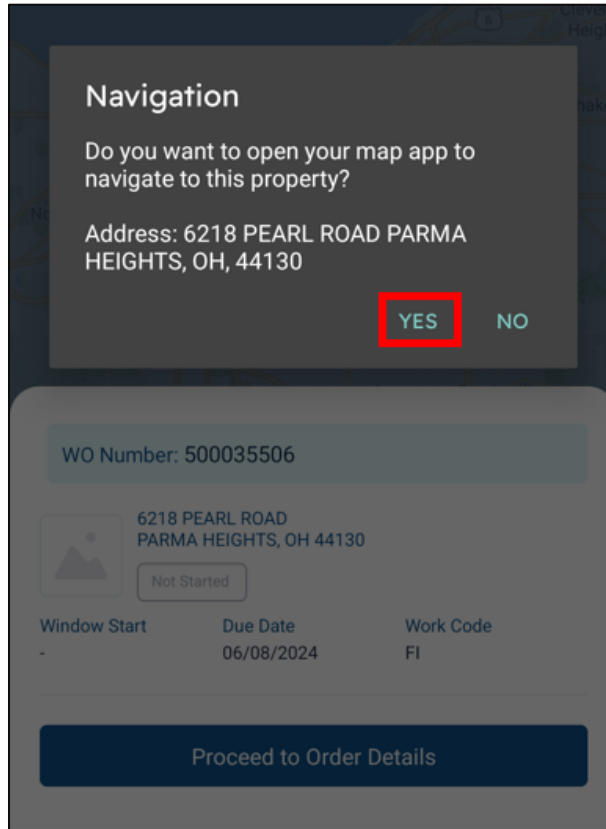
Tap the pin to view additional information about the work order.



Tap the address to open the navigation app on your smart device.



Tap **Yes** when asked if you want to open the map app to navigate to the property.

A dark-themed navigation dialog box with a map background. It asks "Do you want to open your map app to navigate to this property?" and provides the address "6218 PEARL ROAD PARMA HEIGHTS, OH, 44130". The "YES" button is highlighted with a red border. Below the dialog, a lighter gray card displays the "WO Number: 500035506", the same address, a "Not Started" status, and a table with "Window Start" (empty), "Due Date" (06/08/2024), and "Work Code" (FI). A "Proceed to Order Details" button is at the bottom.

Navigation

Do you want to open your map app to navigate to this property?

Address: 6218 PEARL ROAD PARMA HEIGHTS, OH, 44130

YES NO

WO Number: 500035506

6218 PEARL ROAD
PARMA HEIGHTS, OH 44130

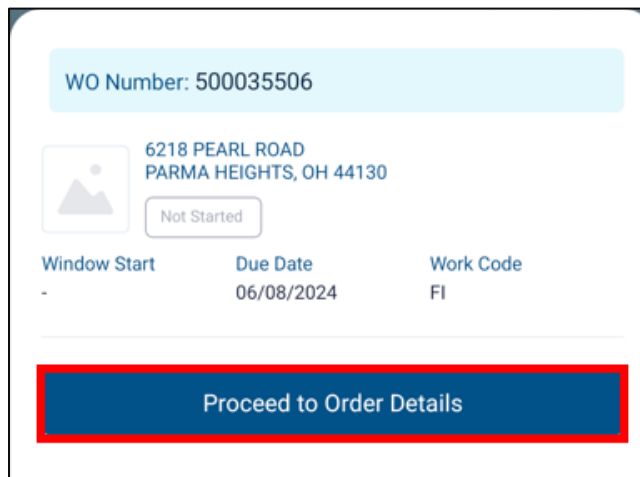
Not Started

Window Start	Due Date	Work Code
-	06/08/2024	FI

Proceed to Order Details

Please note: Depending on the information that Safeguard is provided, you are either shown the property address or the property's latitude and longitude coordinates.

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

A light blue and white card displaying work order information. It includes the "WO Number: 500035506", the address "6218 PEARL ROAD PARMA HEIGHTS, OH 44130", a "Not Started" status, and a table with "Window Start" (empty), "Due Date" (06/08/2024), and "Work Code" (FI). The "Proceed to Order Details" button at the bottom is highlighted with a red border.

WO Number: 500035506

6218 PEARL ROAD
PARMA HEIGHTS, OH 44130

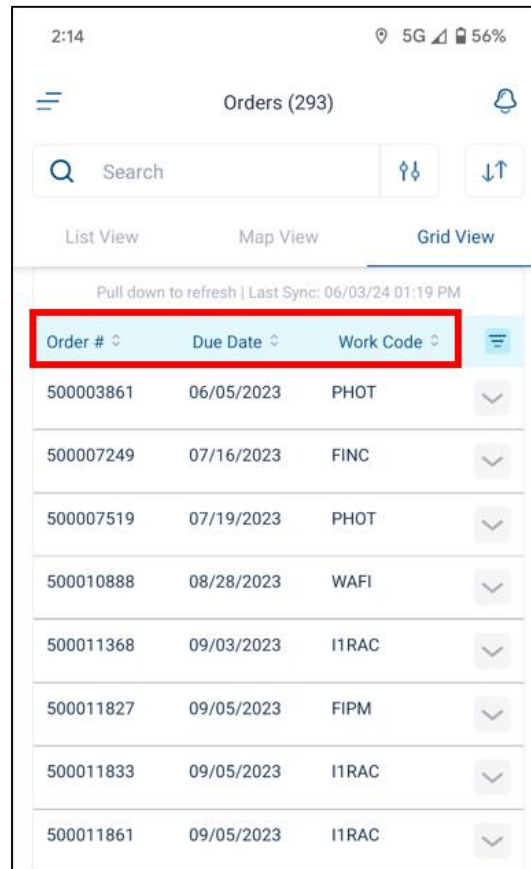
Not Started

Window Start	Due Date	Work Code
-	06/08/2024	FI


Proceed to Order Details


Grid View

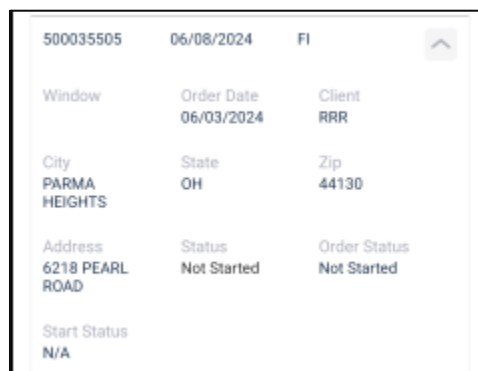
- Shows all the orders in a collapsed view.
- Shows the Order Number, Due Date, and Work Code as the default view.



Order #	Due Date	Work Code
500003861	06/05/2023	PHOT
500007249	07/16/2023	FINC
500007519	07/19/2023	PHOT
500010888	08/28/2023	WAFI
500011368	09/03/2023	I1RAC
500011827	09/05/2023	FIPM
500011833	09/05/2023	I1RAC
500011861	09/05/2023	I1RAC

Tap the Filter icon  to change the columns as desired.

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



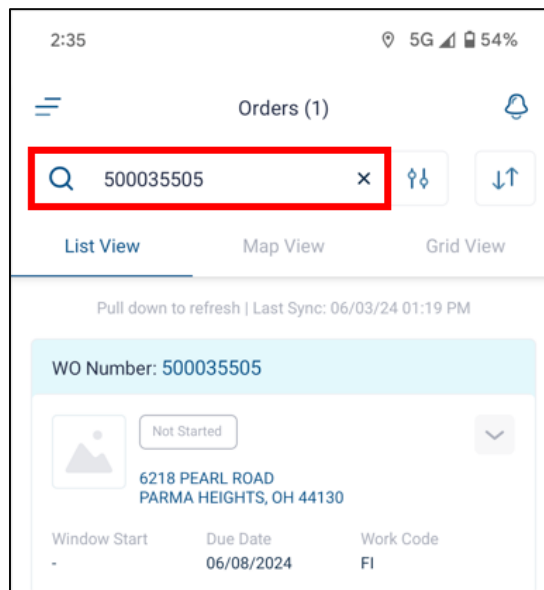
500035505	06/08/2024	FI
Window	Order Date	Client
	06/03/2024	RRR
City	State	Zip
PARMA HEIGHTS	OH	44130
Address	Status	Order Status
6218 PEARL ROAD	Not Started	Not Started
Start Status		
N/A		

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, a work order number is being used.



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

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

Filter

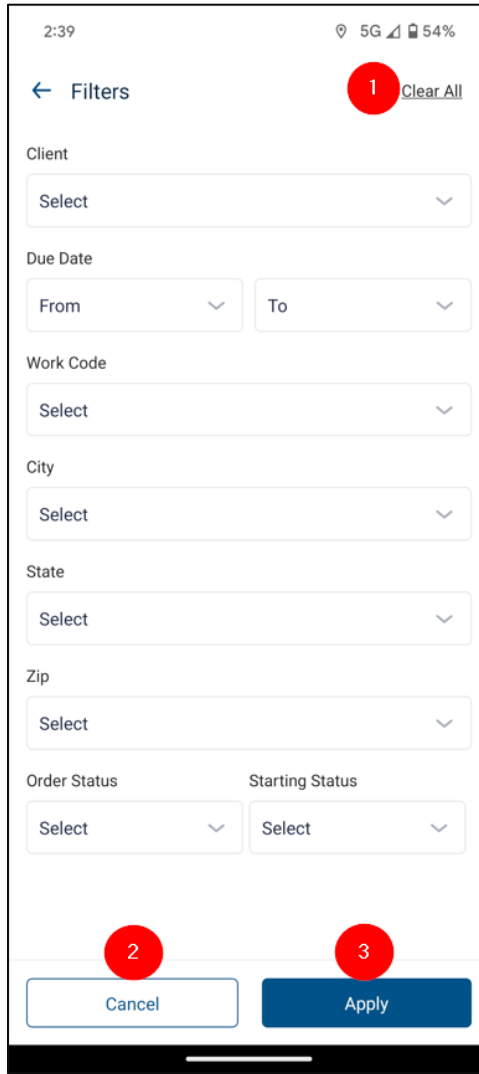


Tap the **Filter** icon to view additional filtering options.

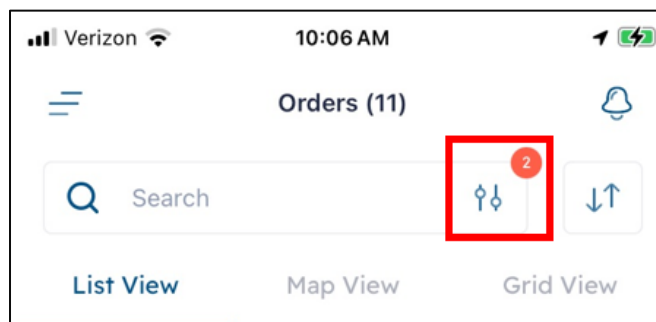
The **Filters** page displays.

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).



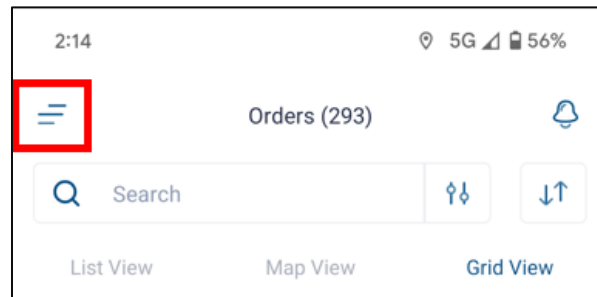
The number of filters in use is shown on the Orders page next to the filter icon. In this example, there are two filters in use.



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.



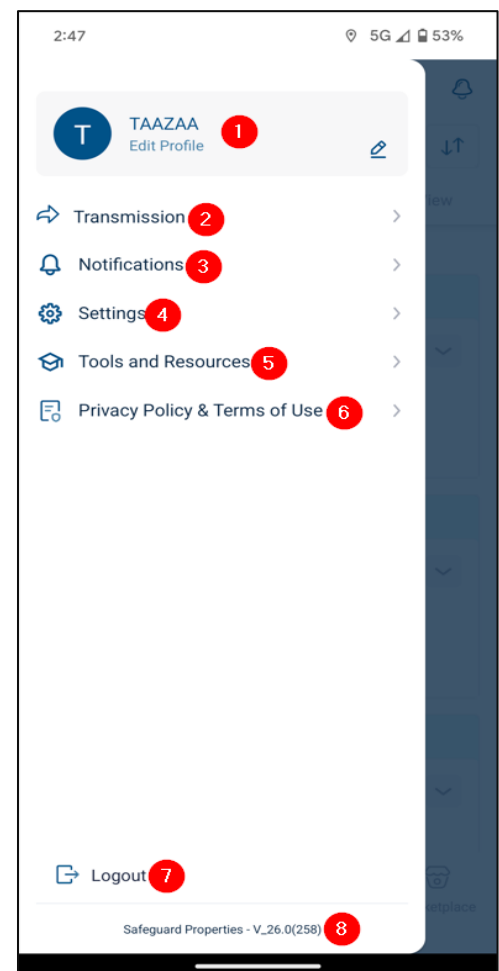
The app settings page displays and shows various options and settings that can be accessed. These include:

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

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

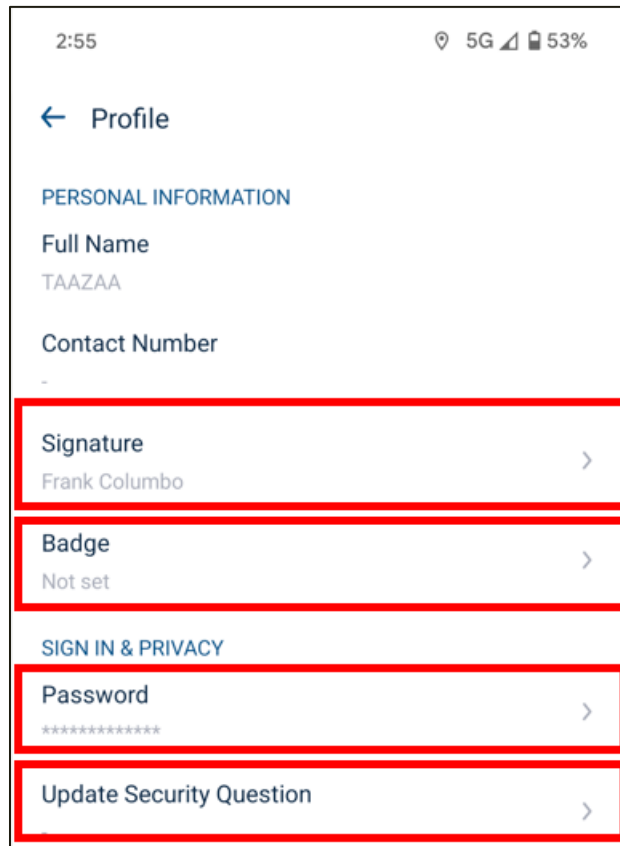
Tap the right arrow icon to access and update the Transmission through Privacy Policy & Terms of Use options.

Tap **Logout** to log out of the application.



1. Edit Profile

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



2:55 5G 53%

← Profile

PERSONAL INFORMATION

Full Name
TAAZAA

Contact Number
-

Signature
Frank Columbo

Badge
Not set

SIGN IN & PRIVACY

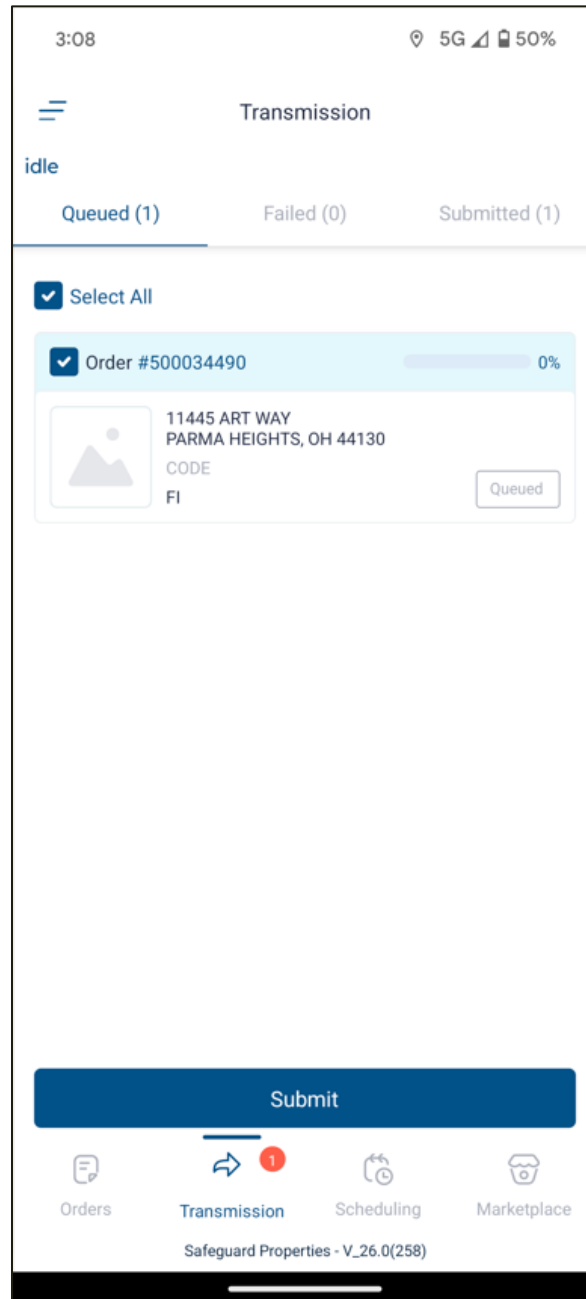
Password

Update Security Question

For more information on how to use the badge feature, please see the *Safeguard Mobile – Virtual Badge* user guide.

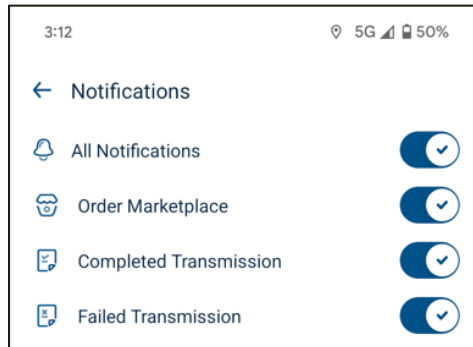
2. Transmission

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



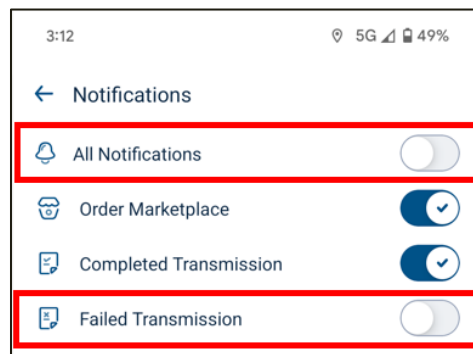
3. Notifications

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



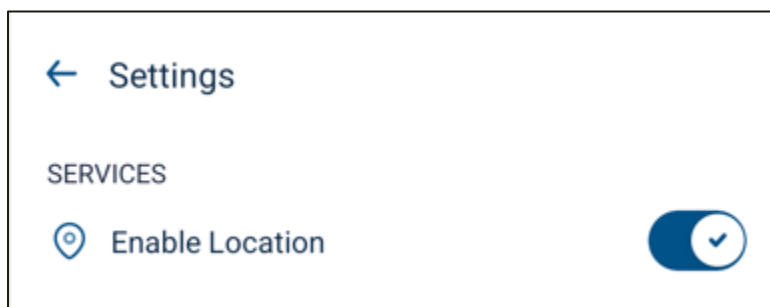
Tap the slider button to the right of the notification to turn it off.

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



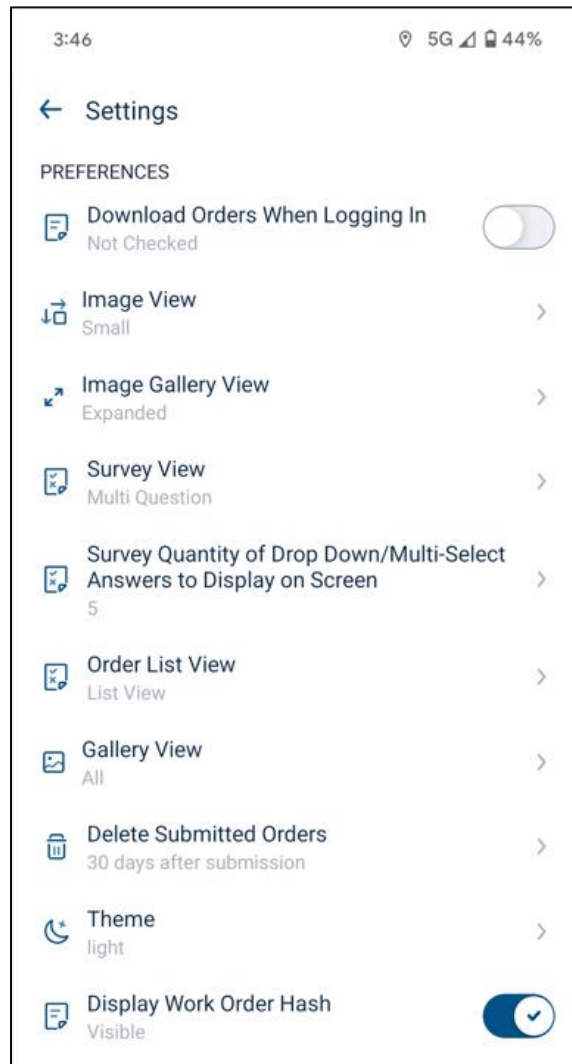
4. Settings

- Allows you to manage SERVICES, PREFERENCES, and TOOLS.
 - SERVICES
 - Enables the app to use the location of your phone.



- PREFERENCES
 - Download Orders When Logging In
 - Defaults to Checked
 - Can be changed to
 - Not Checked
 - 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 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
 - Delete Submitted Orders
 - Defaults to after 7 days of submissions
 - Can be changed to
 - 3
 - 5
 - 14

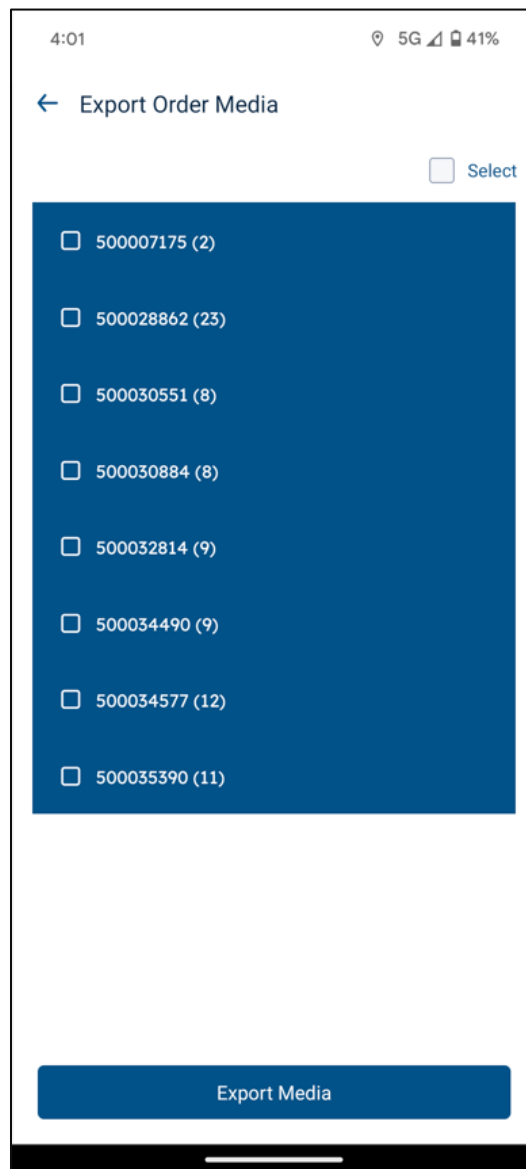
- 30
 - 60
- Theme
 - Defaults to Systems (whatever your phone is set to)
 - Can be changed to
 - Light (currently in use for this job aid)
 - Dark
- Display Work Order Hash
 - Defaults to Not Visible
 - Can be changed to Visible
 - The order hash is an identifier used by the Help Desk and IT Department.
 - The order hash is the exact script that the order is using.
 - The order hash is used for troubleshooting purposes.



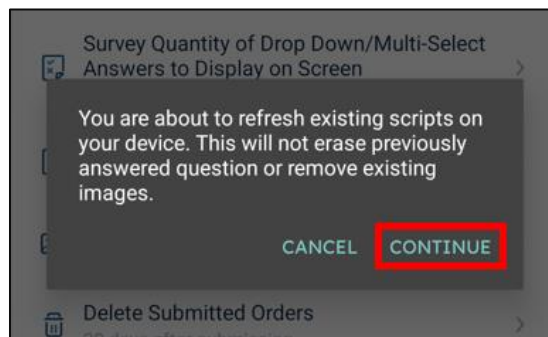
- TOOLS

- Export Order Media

- Allows you to download the images of a selected order or multiple orders to your mobile device.
 - Tap the box next the orders to select them.
 - The number in parenthesis denotes how many images are associated with the work order.
 - Tap the **Export Media** button to download the images.
 - See the *Safeguard Mobile App – Export Order Media* for additional information.



- Export Logs
 - Allows you to send information to Safeguard when requested by IT.
 - These logs are sent to a third-party site.
 - They cannot be accessed by the user who sent them.
- Script Refresh
 - Allows you to get the most updated script for orders in your open order list.
 - No information is erased, and no images are removed in this process.
 - Must tap **Continue** when prompted to complete the process.



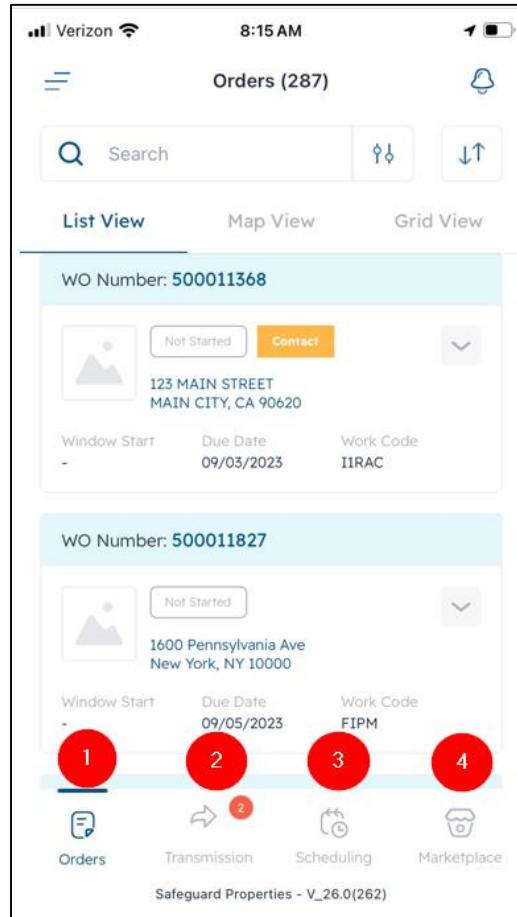
5. Tools and Resources

- Tapping Tools and Resources provides access to the following list of user guides:
 - App Basics
 - App Quick Guide
 - Adding Photos
 - Completing an Order
 - Release Notes
 - Frequently Asked Questions

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

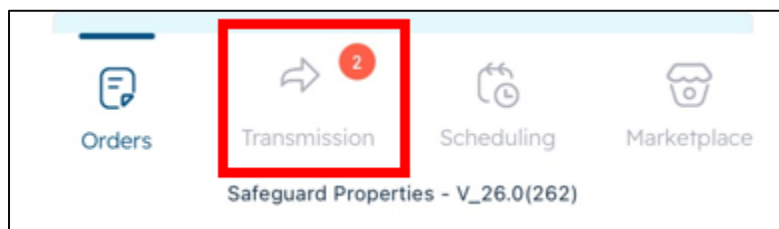
Tap anywhere outside of the Menu screen to close out of it. You can also swipe left or right while on the Menu screen to close out of it.

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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