



Safeguard Mobile – iOS

This user guide details how to download and access the Safeguard Mobile App.

Downloading the App

New Safeguard Mobile can be found in the App Store.

1. Use the link provided to access the App Store.
2. Tap the **Install** button.

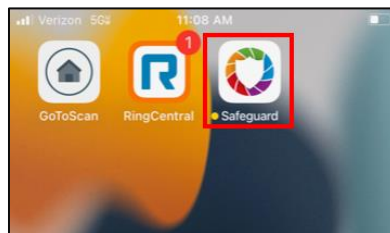
It may take a minute or two to download the app depending on your internet connection.

3. Tap the **Open** button once the app is downloaded.

Accessing the App

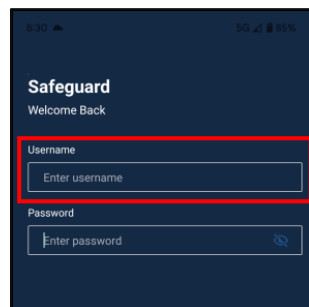
After the app is downloaded, an icon displays on your phone.

1. Tap the Safeguard icon to access the app.

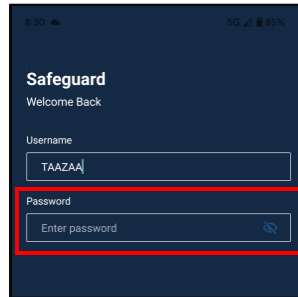


The Safeguard Mobile app opens.

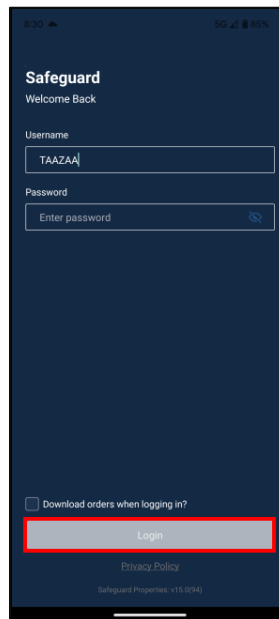
2. Enter your inspector code in the **Username** field.



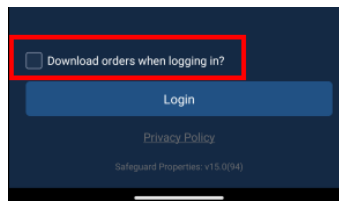
3. Enter your password in the **Password** field.



Please note: The **Login** Button remains grayed out until you complete the Username and Password fields.



At the bottom of the page, the app gives you the ability to select if you want to download orders when logging in.



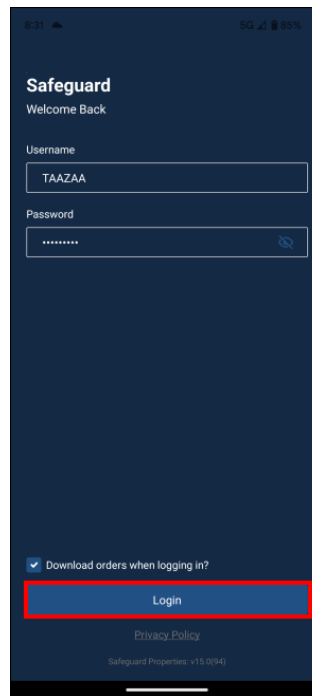
Best practice is to log into the application prior to leaving for the day and download all work orders. This ensures that you have a good data connection.

If you do not select the **Download orders when logging in?** checkbox, then you can complete a quick log in. A quick log in allows you to log into the application without having to do a full download of work orders. This is useful if you have to log out and back in while in the field with limited data connectivity.

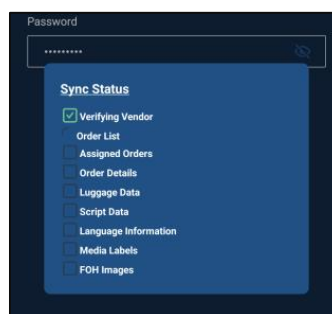
4. Tap the Download orders when logging in? checkbox.



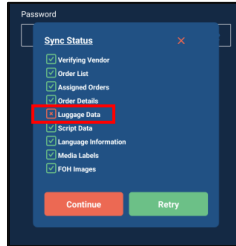
5. Tap the Login button.



A **Sync Status** dialogue box displays on the login page. This dialogue box allows you to see if the log in process encountered any issues.

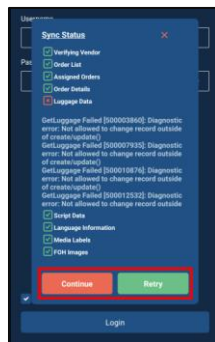


Typically a green checkmark displays next to all of the processes that are listed. If any part of the login process fails, then a red X appears next to it.

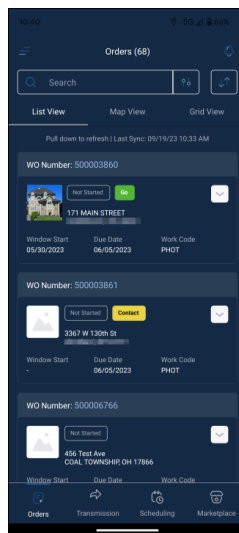


If any process does fail, then you should contact the IT Help Desk. Tap the process that failed to see additional information. This provides additional information to the Help Desk and allows them to better assess the situation.

Tap either the **Continue** or **Retry** button based on the instruction provided to you.



In most cases, the login completes without an issue and you are taken to the **Orders** page in the Safeguard Mobile app.



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