

GETTING STARTED: ONE MOBILE APP

The One by SMS Assist Mobile App is utilized by our Affiliates and their technicians to help manage work orders and streamline the onsite validation process. The below steps will detail how to download, navigate and utilize the One Mobile App to complete your work orders.

DOWNLOAD THE MOBILE APP



The One Mobile App can be downloaded on any Android or iOS (Apple) mobile or tablet device and is functional anywhere with WiFi or internet access. Please visit your device's app store by clicking the appropriate icon below and download the app now.

Android

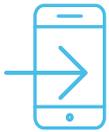


Apple



Note: If this is a printed document, navigate to your devices app store and search 'SMSONE' in the search column and follow normal downloading app instructions for your device.

HOW TO CHECK IN ONSITE:



1. LOG IN

Open the One Mobile App on your mobile or tablet device and log in using the credentials provided by **onealerts@smsassist.com**.



2. FINDING WORK ORDERS (TECHNICIAN VIEW)

Once logged in, you will be brought into the main dashboard. On the bottom of the screen, you will see your work orders (WO) for the day. Tap the necessary WO to see the "WO details" and begin the check-in process.



3. CHECK-IN WITH PHOTOS

Once you are onsite, scroll to the bottom of the WO details to find the "**Check in**" button. You will be prompted to take a check in photo of the property and address, if possible. If you are not onsite, you will not be allowed to check in.



4. TAKE BEFORE SERVICE PHOTOS

After checking in, you will automatically be brought back into the WO details. Next, you will need to upload before service photos by tapping on the "**Before Service**" button. Click on the plus sign (+) button and take several pictures of the item or area that you are going to service. Do your best to capture the full scope of area that will be serviced as well as the problem(s) you are there to solve. Once your pictures are loaded, tap the "**Submit**" button.



5. BEGIN SERVICE

After you have checked in and submitted before service photos, you are ready to begin servicing the client location.

HOW TO CHECK-OUT ONSITE:



1. AFTER SERVICE PHOTOS

After completing the service or to check-out for a return visit, you will be required to take after service photos. In the WO details, click the **"After Service"** button on the bottom of the page to begin the check-out process.



2. CHECK OUT

Tap on the **"Check-Out"** button to continue the check-out process. In most cases you will have 3 options when checking out:

- **Work Complete Pending Vendor Invoice:** Use this option if your service is completed. You will then need to enter and submit an invoice for the WO in the One Affiliate Portal.
- **Return Trip Needed:** Use this option if more parts or materials are needed to complete repairs and/or a multi-visit project is necessary. You will then need to reschedule the WO with the client and change the schedule date in WO details.
- **Pending Vendor Quote:** Use this option if the service cannot be completed under the Not to Exceed (NTE) amount and verbal approval from SMS Assist could not be obtained over the phone. A quote will have to be submitted in the One Affiliate Portal, once approved by SMS Assist, you will be responsible for rescheduling the WO with the client. **Note:** If a return trip is needed, you will have to check in again through the app upon your next arrival to complete this service.

DO NOT USE

If you are providing a **recurring service**, your only option for check out will be **"Work Complete"**. **This check out status will act as your invoice to SMS Assist.**



3. CHECK-OUT WITH PHOTOS

The One Mobile App will then prompt you to take check-out photos. Tap on the plus sign (+) button and take several pictures of the item or area that you have serviced. Please make sure these photos capture the full scope of the area you were there to service, as well as enough detail to document the completed service. Once your pictures are loaded, tap the **"Submit"** button.

IMPORTANT INFORMATION



If you have any issue logging into the One Mobile App or you receive an error message regarding your check in range, call the SMS Assist Operations Team at 866.663.0866 for further assistance.

Residential Team 24/7 Helpline: 844.896.3743

Operations Team 24/7 Helpline: 866.663.0866

One Affiliate Portal Website: <http://affiliate-one.smsassist.com>