

Service Partner Field Service Mobile App Set Up Process for Android

Topic

This process is completed by Service Partners using the Field Service Mobile App (FSMA).

This article reviews the steps of the installation & registration of the Field Service Mobile App.

Note for iOS users see: [Service Partner Field Service Mobile App Set Up Process for iOS](#)

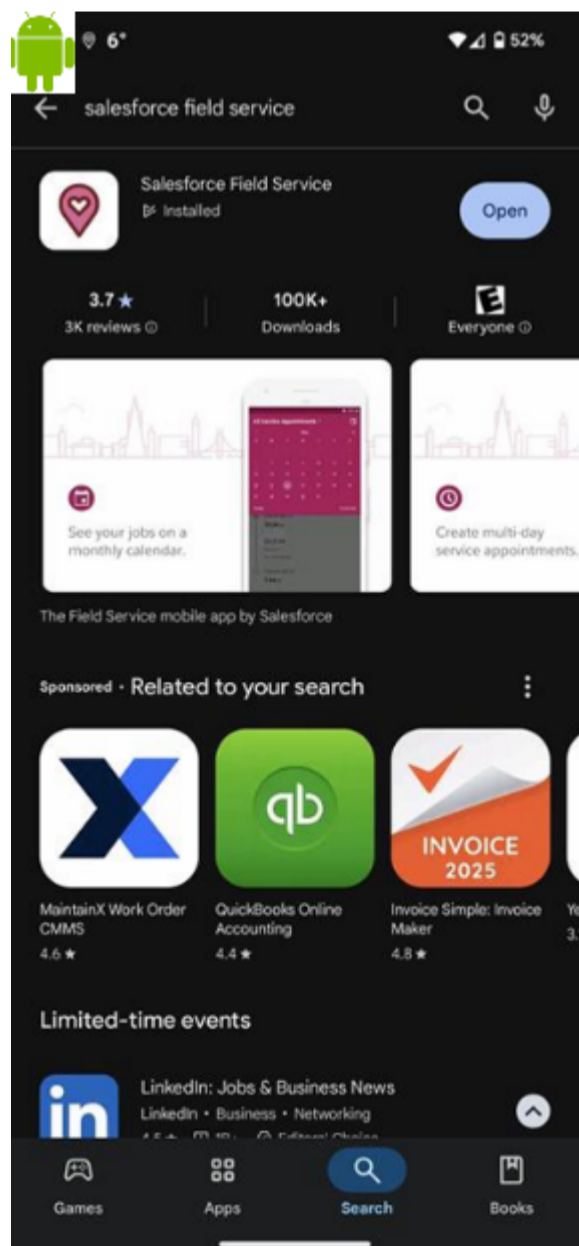
Environment

- **Product:** Mobile Device
- **Component:** Apple iOS or Android OS
- **Control System:** Salesforce Field Service Mobile App

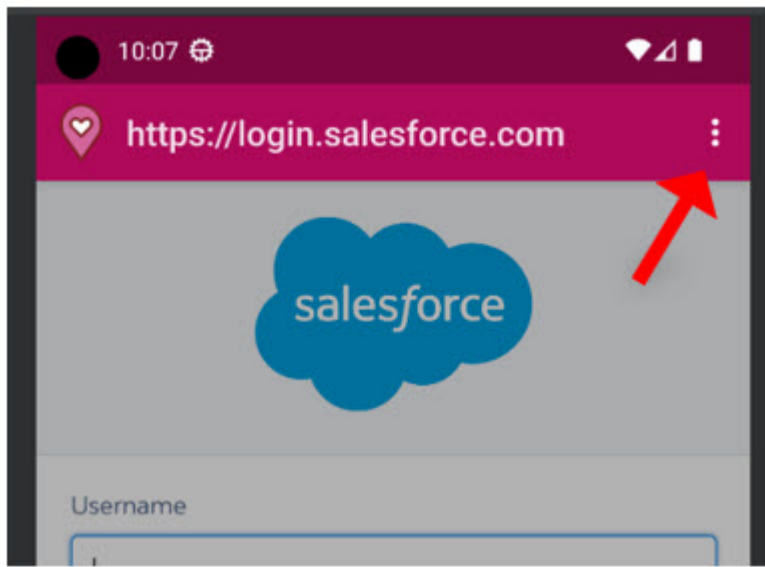
Steps

Logging into Salesforce Field Service Mobile app

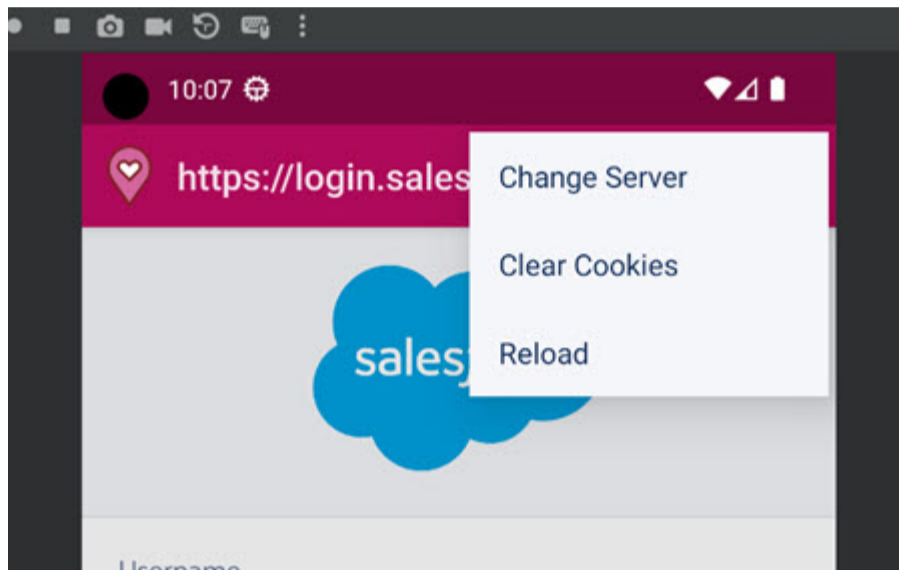
1. Download the Salesforce Field Service mobile app from the Google Play Store.



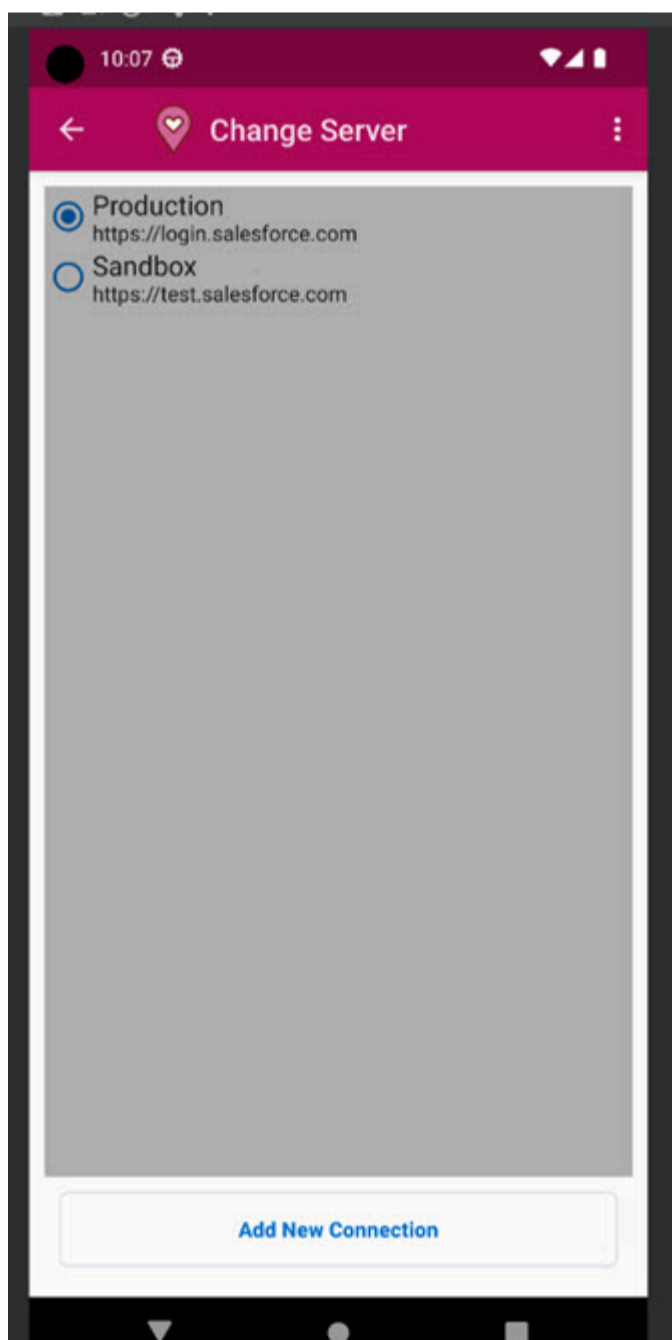
2. Open the App and **before** entering your username and password, select the three vertical dots on top right.



3. Select "Change Server".

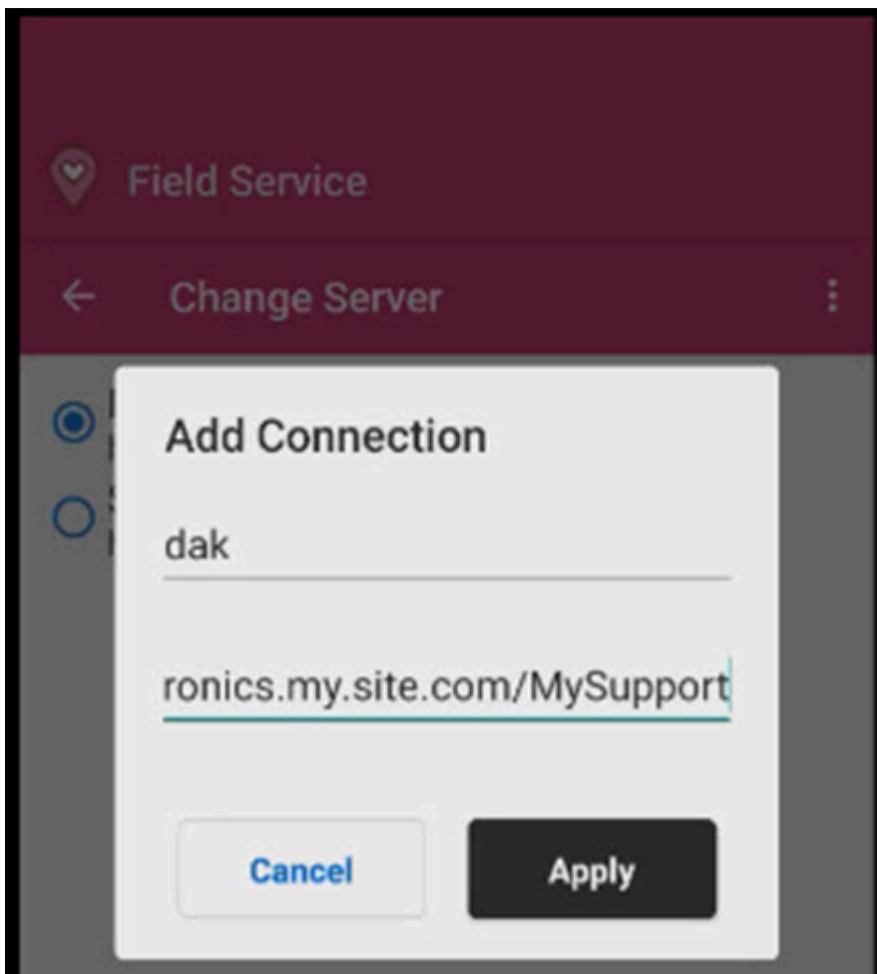


4. Select "Add New Connection" at bottom.



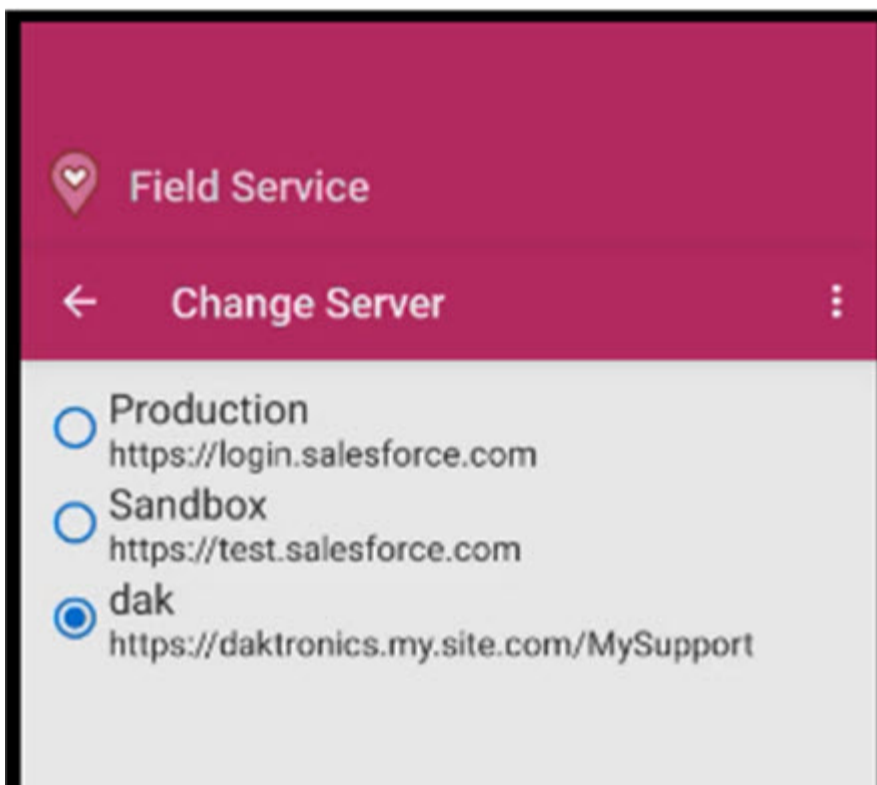
In the Name field, type **dak**, and in the URL field, enter the connection address: **daktronics.my.site.com/MySupport**. Select "Apply".

*Note - the host name above is case sensitive. Phone autocorrect may want to change the "d" in Daktronics to capital D. The "M" and "S" need to be capital letters.



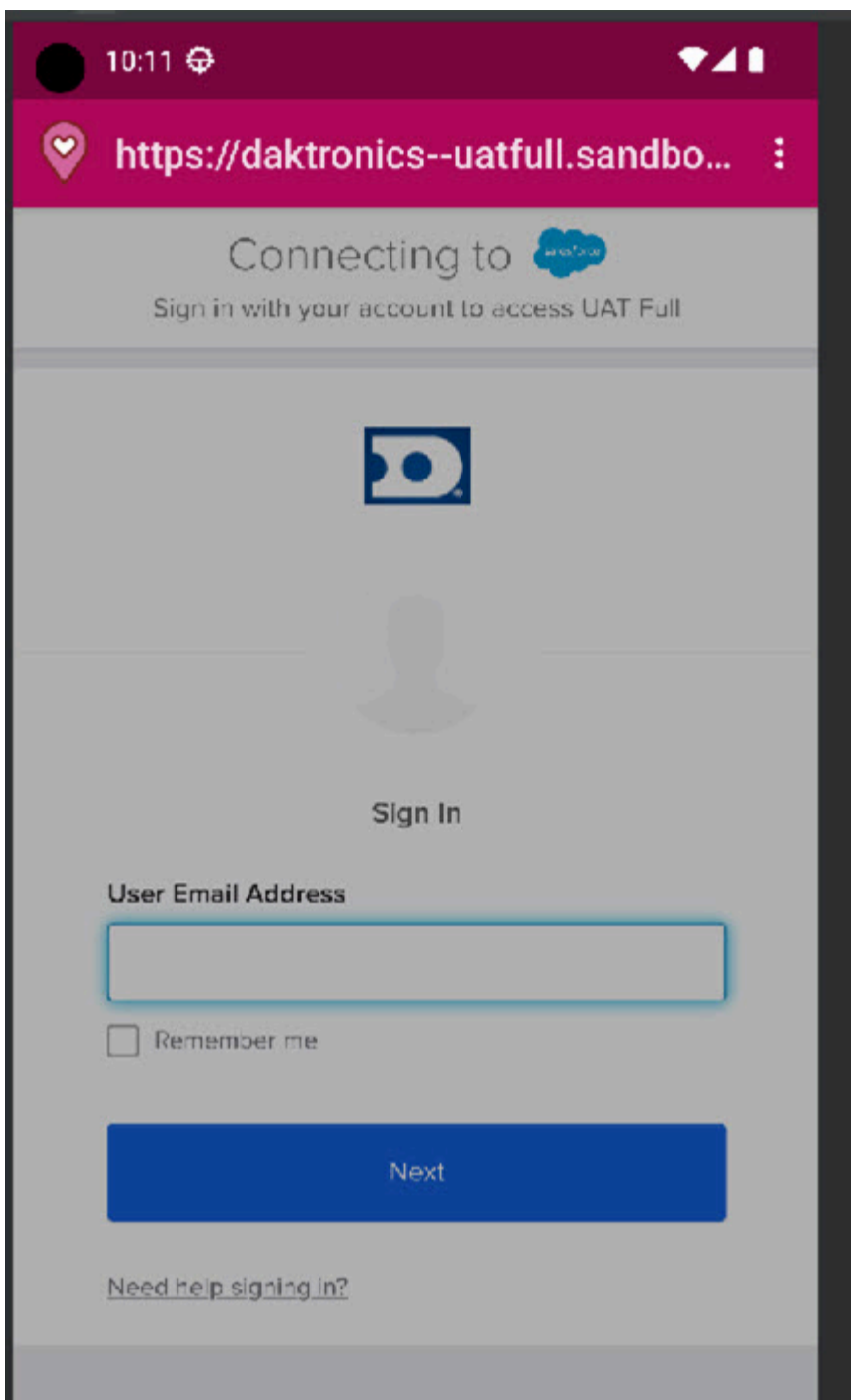
6. After creating and choosing your "dak" connection, tap the back arrow next to "Change Server" to return to the Login screen.

Note: After creating this custom connection, this will be your default connection when logging in.



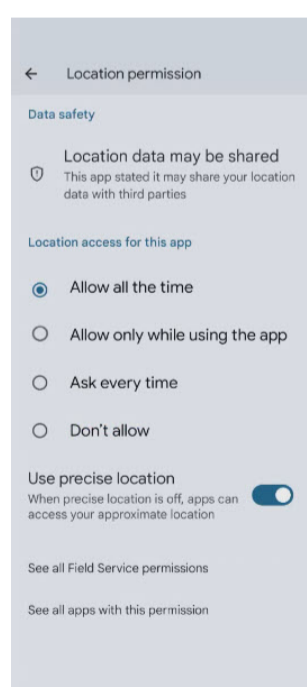
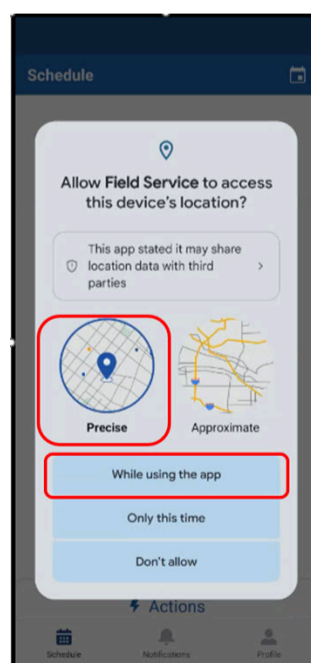
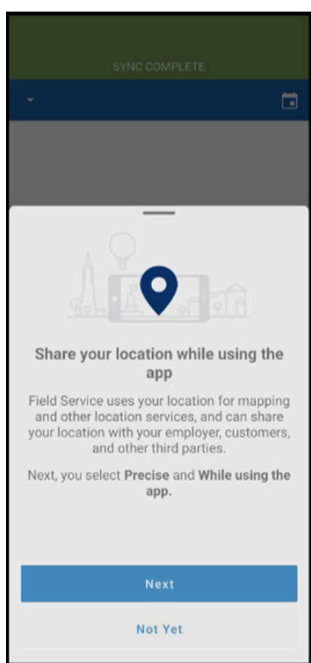
7. Enter your email address and password. This username/password is the same as your UPS Login.

Note: If you do not remember your UPS password, please tap "Need help signing in?" to reset the password.

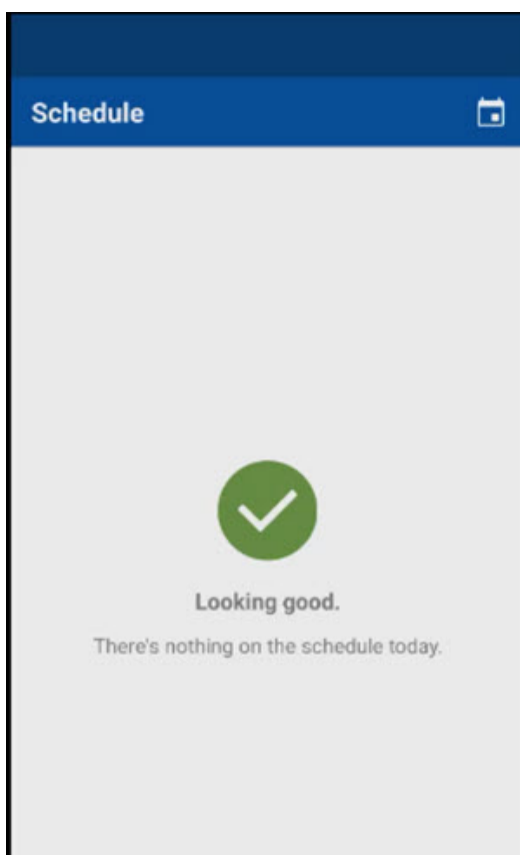


8. If you had not logged in yet on this device, you will be prompted to enter your multi-factor authentication code.
9. You must choose Allow Access in the Salesforce Field Service Mobile App to use critical user features.

Note: In the App, select "Precise" and "While using the app". Next, go to your Field Service App in your device settings and adjust the Location Permissions to "Allow all the time" to maximize your location accuracy.



10. Once you have logged in successfully you should see a screen with a blank schedule.

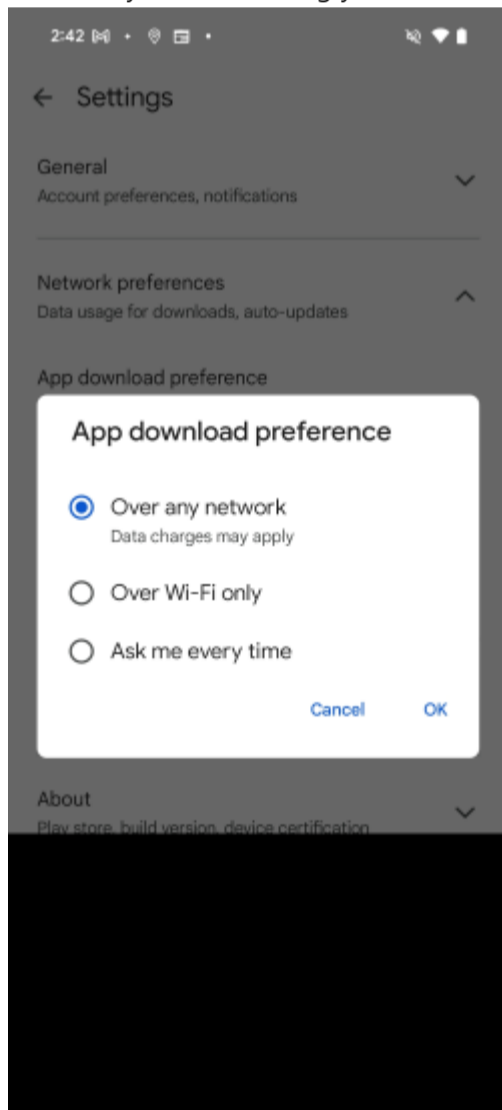


Adjusting Auto-Update Preferences

To ensure your app version is always up to date, follow these steps to enable your device to download updates as soon as they are released.

Google Play Store > Profile > Settings > Network Preferences > App Download Preference

Confirms you are enabling your device to download to download apps over any network, Wi-fi or mobile data



Google Play Store > Profile > Settings > Network Preferences > Auto-update apps

Confirms your device will initiate the app update over Wi-fi or mobile data

← Auto-update apps

- Update all apps over Wi-Fi or mobile data**
Update all apps as soon as updates are available. Data charges may apply.
- Update with limited amount of mobile data**
When Wi-Fi isn't available, Google Play will update a few of your most important apps using only a limited portion of your mobile data. [Learn more](#)
- Update over Wi-Fi only**
- Don't auto-update apps**



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