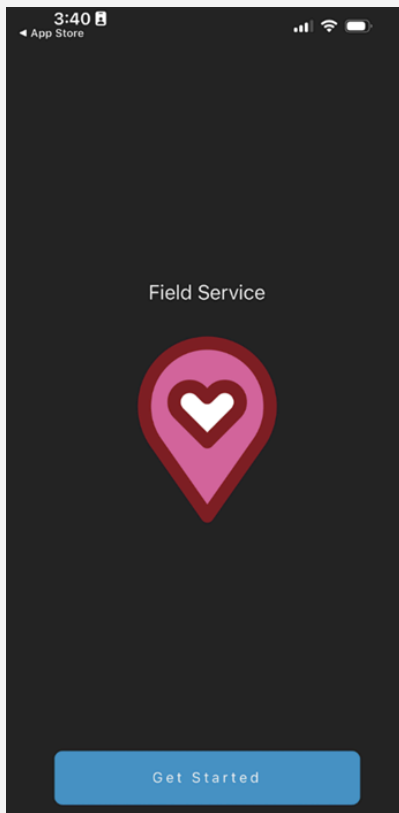


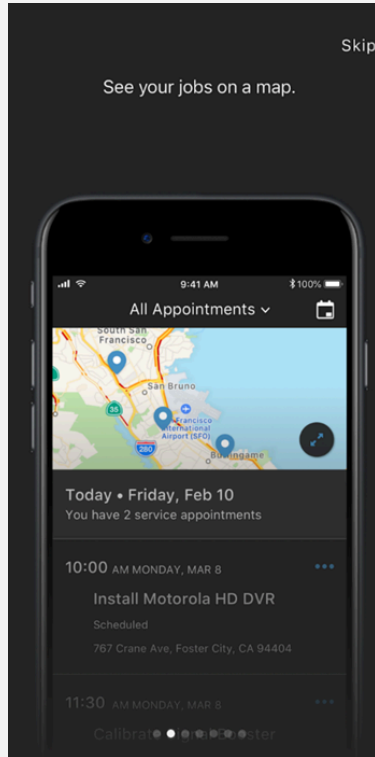
IOS Users:

Logging into Salesforce Field Service Mobile app

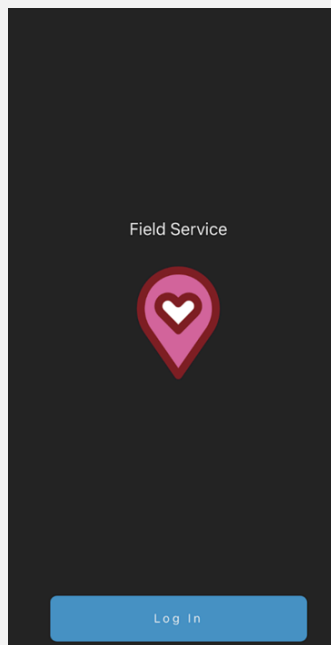
1. Download the Salesforce Field Service mobile app from the Apple App Store.
2. Open the App - Select Get Started.



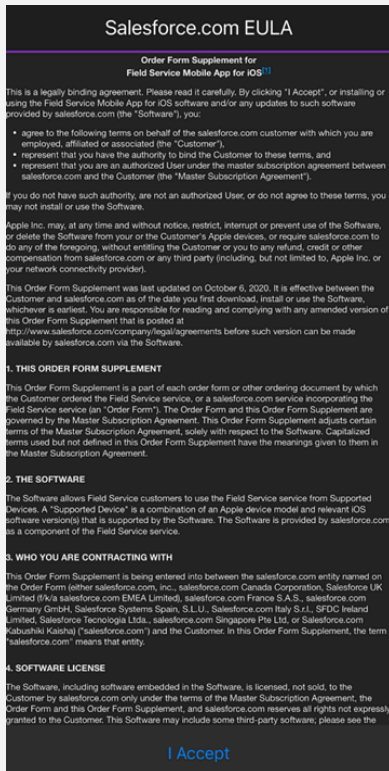
3. Either view all of the tabs on the overview or select Skip.



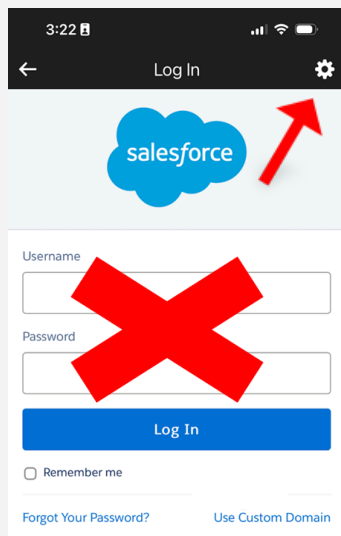
4. Click Log In.



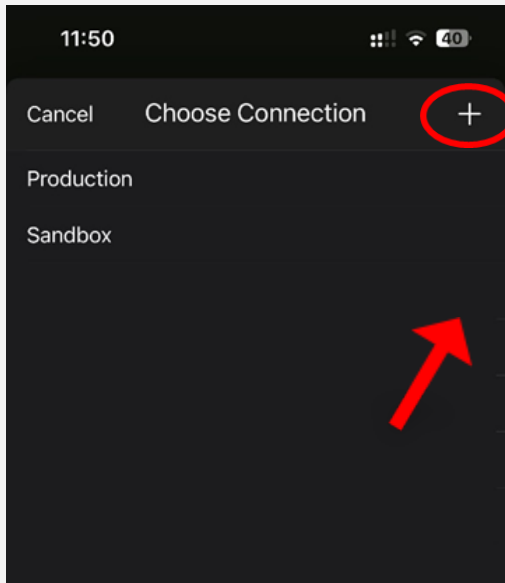
## 5. Review Salesforce.com EULA and select I Accept.



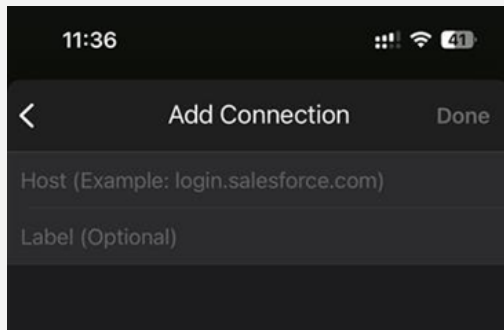
## 6. Before entering your Username and Password, tap on the gear icon to choose a Connection.



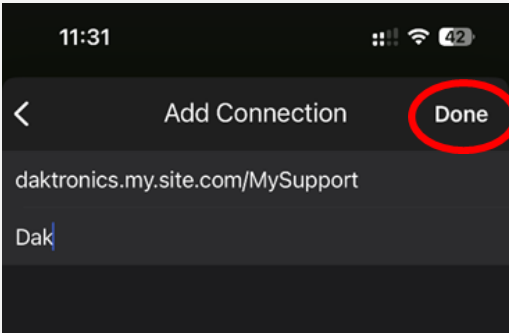
7. Tap on the “+” to create a new connection



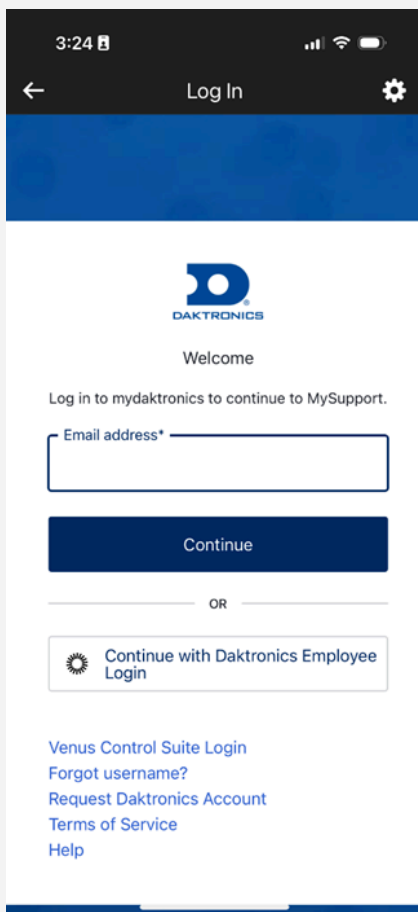
8. Enter the Host, daktronics.my.site.com/MySupport, and a Label for this connection, Dak.



9. Tap “Done” to return to the log-in screen.

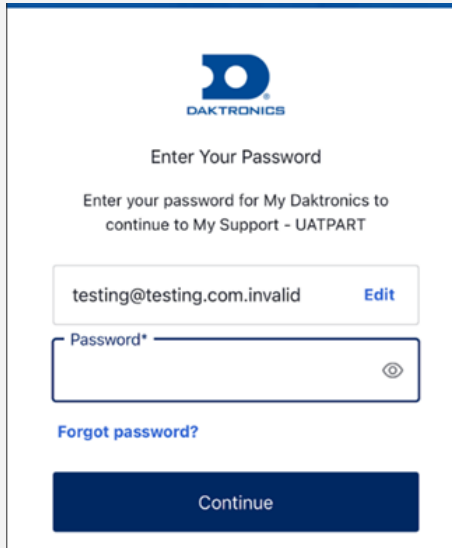


10. Enter your email address. This email address is the same as your UPS Login.



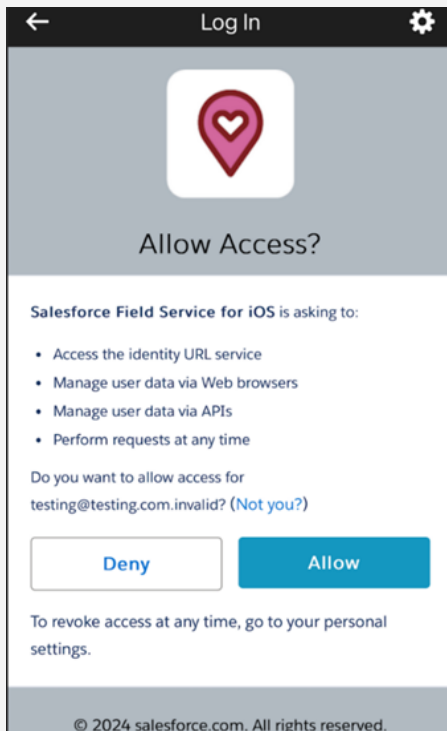
11. Enter your password. This password is the same as your UPS Login.

Note: If you do not remember your UPS password, tap “Forgot Password?” to have it reset.



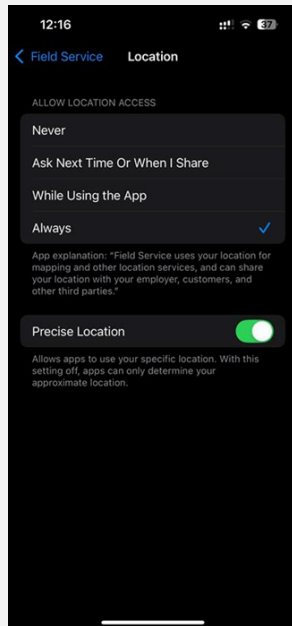
The screenshot shows the Daktronics login interface. At the top is the Daktronics logo. Below it, the text reads "Enter Your Password" and "Enter your password for My Daktronics to continue to My Support - UATPART". There is a text input field containing "testing@testing.com.invalid" with an "Edit" link to its right. Below this is a "Password\*" field with a toggle icon for visibility. A "Forgot password?" link is positioned below the password field. At the bottom is a dark blue "Continue" button.

12. You must Allow Access for the Salesforce Field Service for iOS.



The screenshot shows an iOS system alert titled "Log In" with a back arrow and a settings gear icon. The alert features a red location pin icon with a heart inside. The main text asks "Allow Access?". Below this, it states "Salesforce Field Service for iOS is asking to:" followed by a list of permissions: "Access the identity URL service", "Manage user data via Web browsers", "Manage user data via APIs", and "Perform requests at any time". The alert then asks "Do you want to allow access for testing@testing.com.invalid? (Not you?)". At the bottom are "Deny" and "Allow" buttons. A footer note says "To revoke access at any time, go to your personal settings." and the copyright notice "© 2024 salesforce.com. All rights reserved." is at the very bottom.

13. It is recommended to adjust app setting in your system settings to set location services to always.



Note: Setting the Field Service Mobile App set to Always will give you up to date notifications and pull real time data when you arrive onsite.

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

