

Service Partner Field Service Mobile App Set Up Process for iOS

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

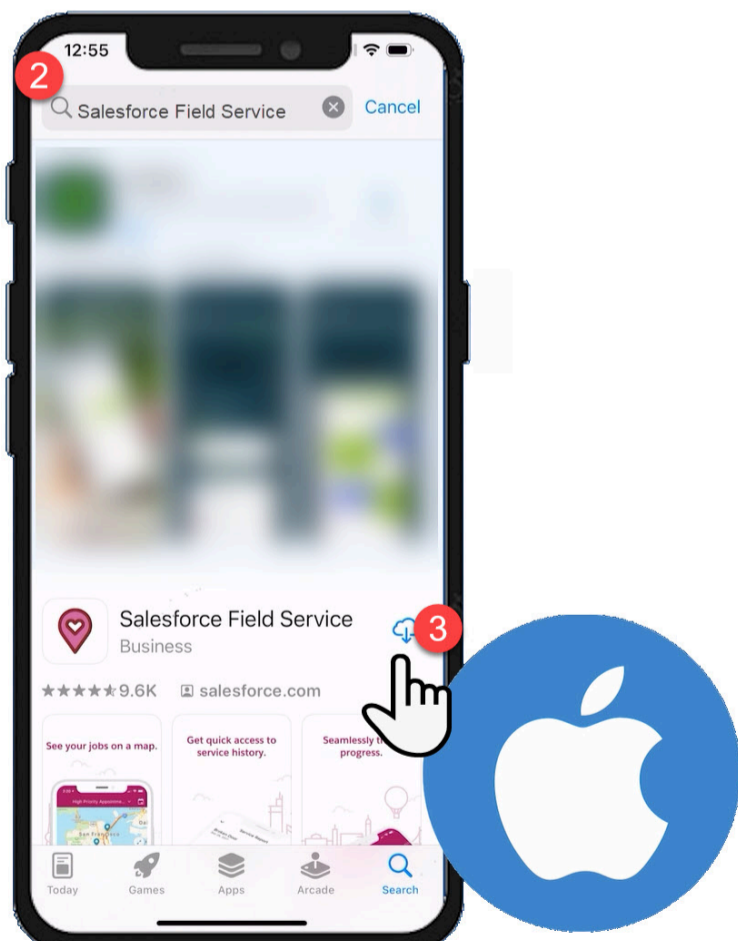
Environment

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

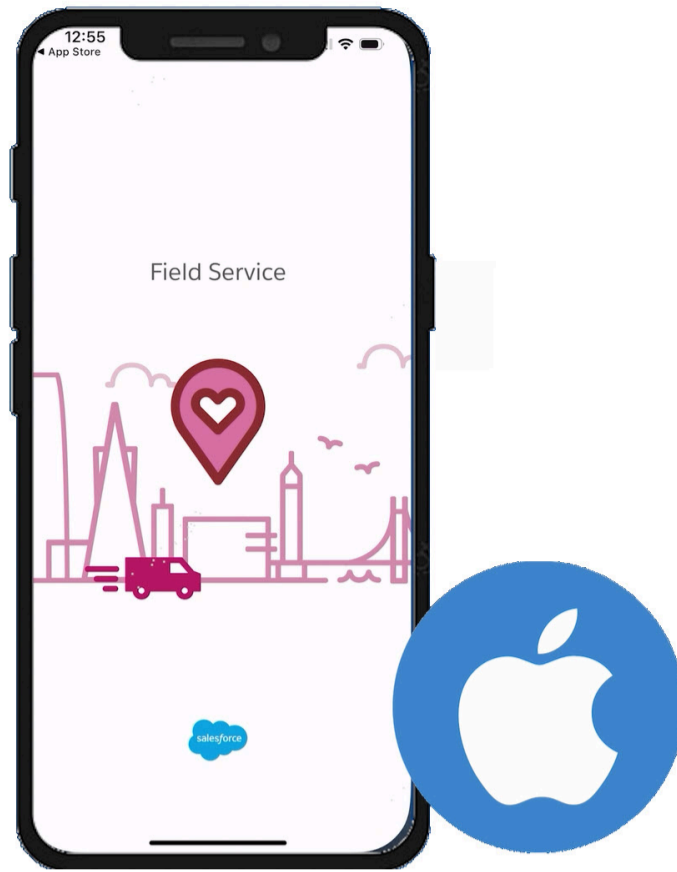
Steps

Installation

- 1, **Access the App Store** from your mobile device.
2. **Search for "Salesforce Field Service"** in the search bar at the top of the screen.
3. **Locate the Salesforce Field Service app** in the search results and tap **Get**.



4. **Enter your Apple ID and password.**
5. Tap the **INSTALL** button to begin the installation process.
6. **Wait for the app to install.** You will see the application downloading (blue circle).
7. Once the download is complete, tap the **OPEN** button to launch the Field Service Mobile App.



8. Open the App - Select Get Started.

1:26



Field Service

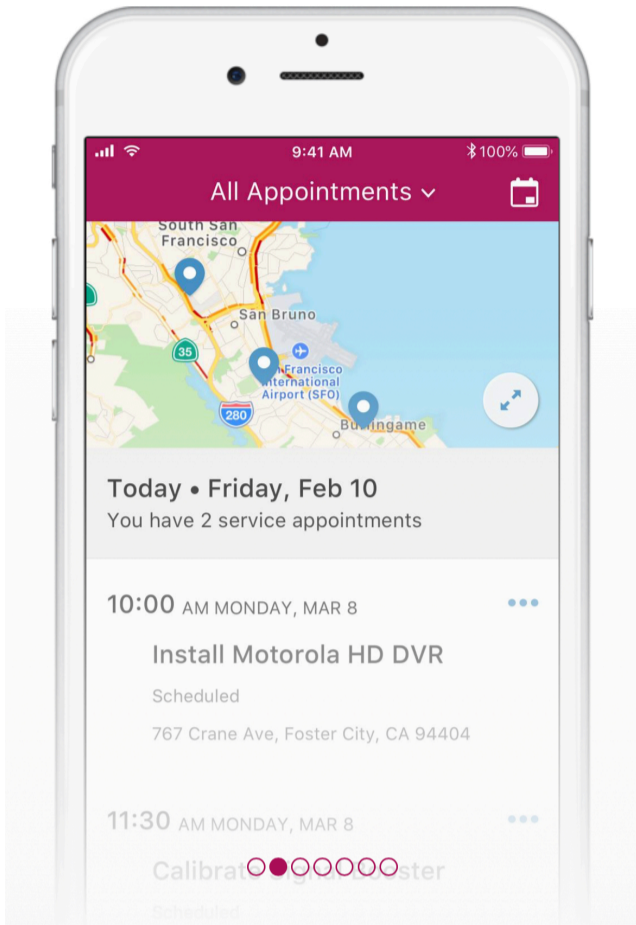


Get Started

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

Skip

See your jobs on a map.



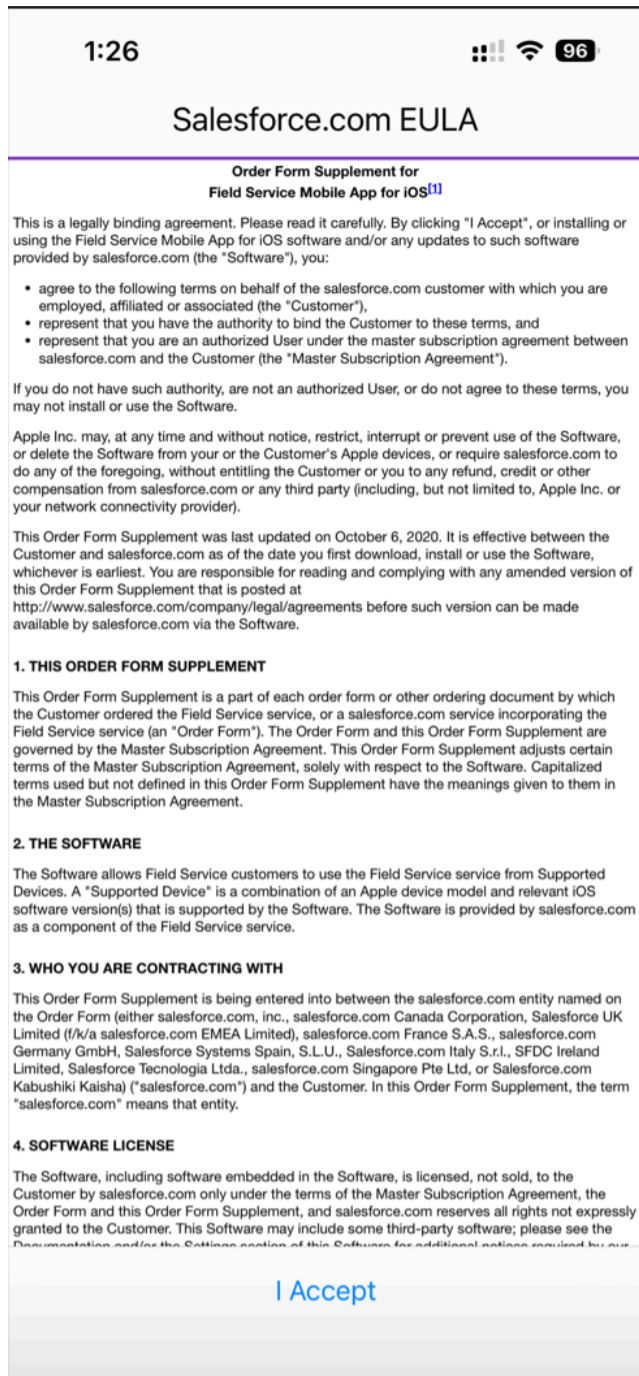
10. Click Log In.

Field Service



Log In

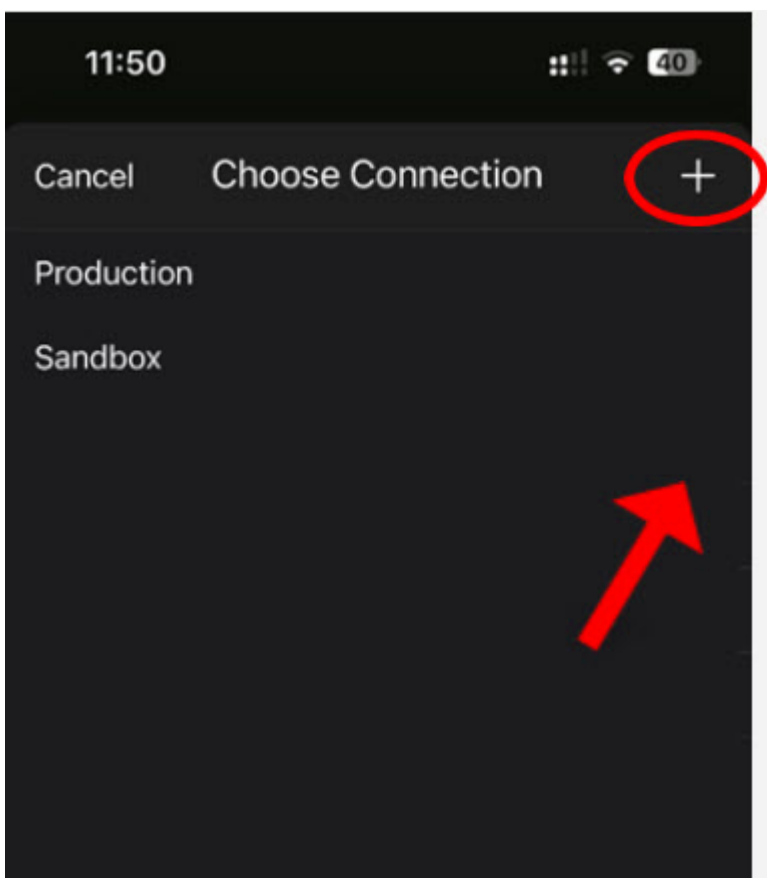
11. Review Salesforce.com EULA and select I Accept.



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

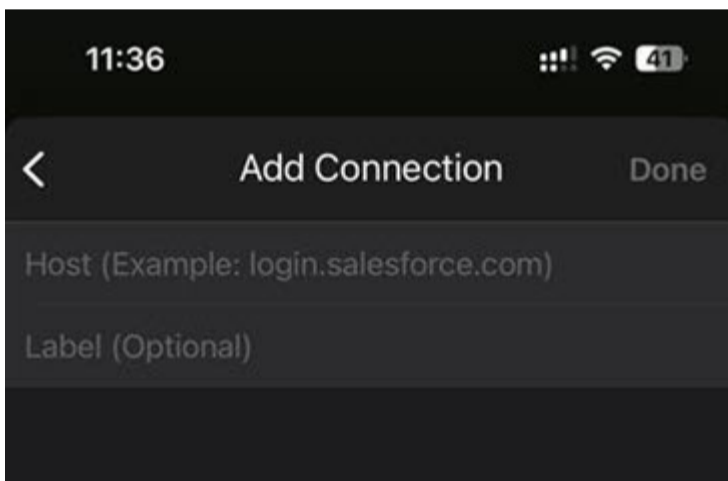


13. Tap on the "+" to create a new connection

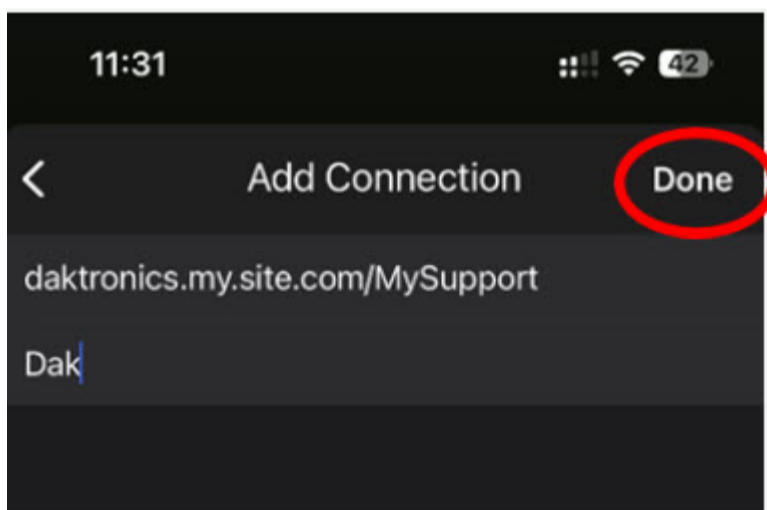


14. Enter the Host, daktronics.my.site.com/MySupport, and a Label for this connection, Dak.

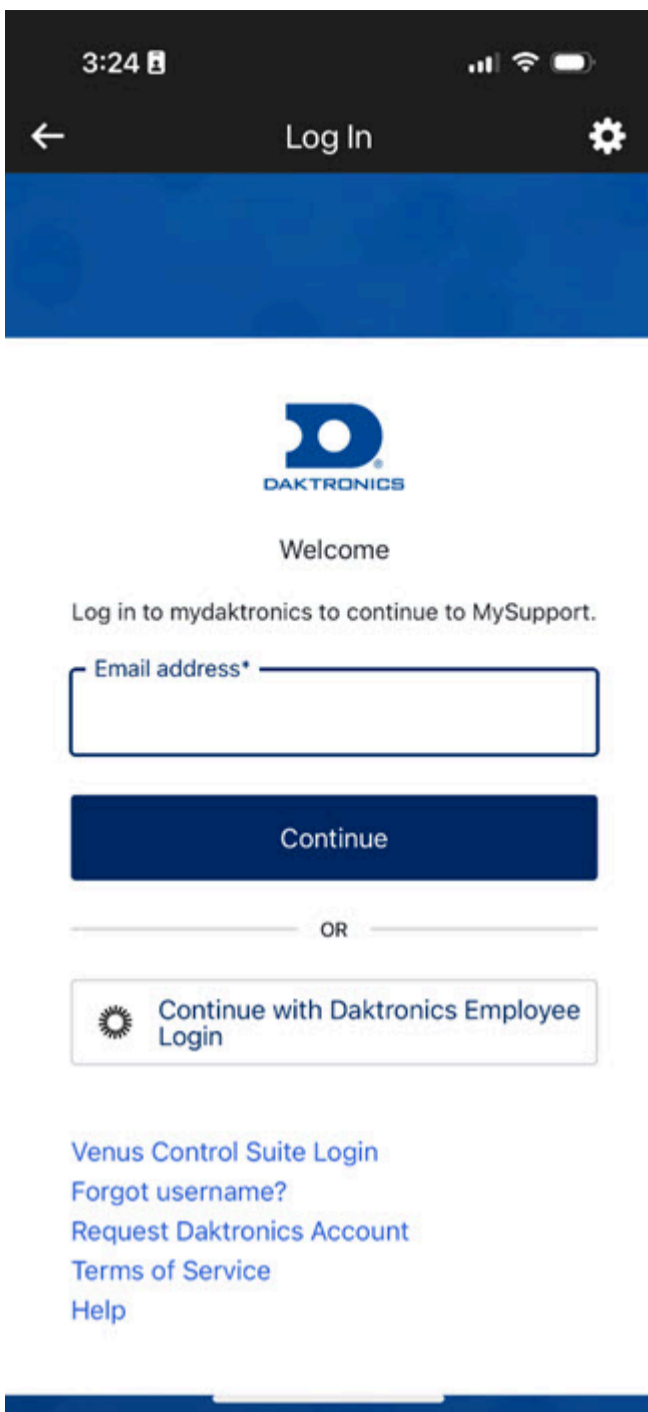
*Note - the host name above is case sensitive. Phone autocorrect may want to change the "d" in Daktronics to capital D. The "M" and "S" need to be capital letters.



15. Tap "Done" to return to the log-in screen.

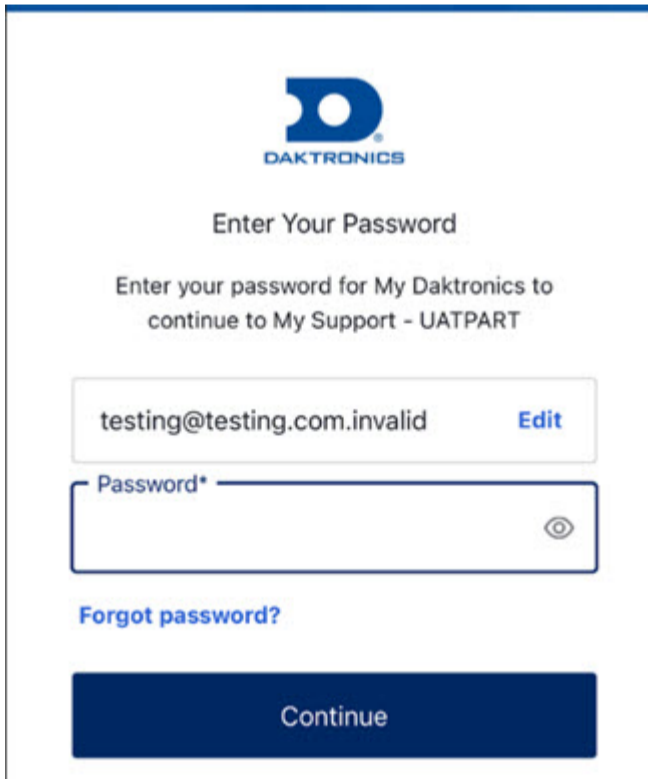


16. Enter your email address. This email address is the same as your UPS Login.

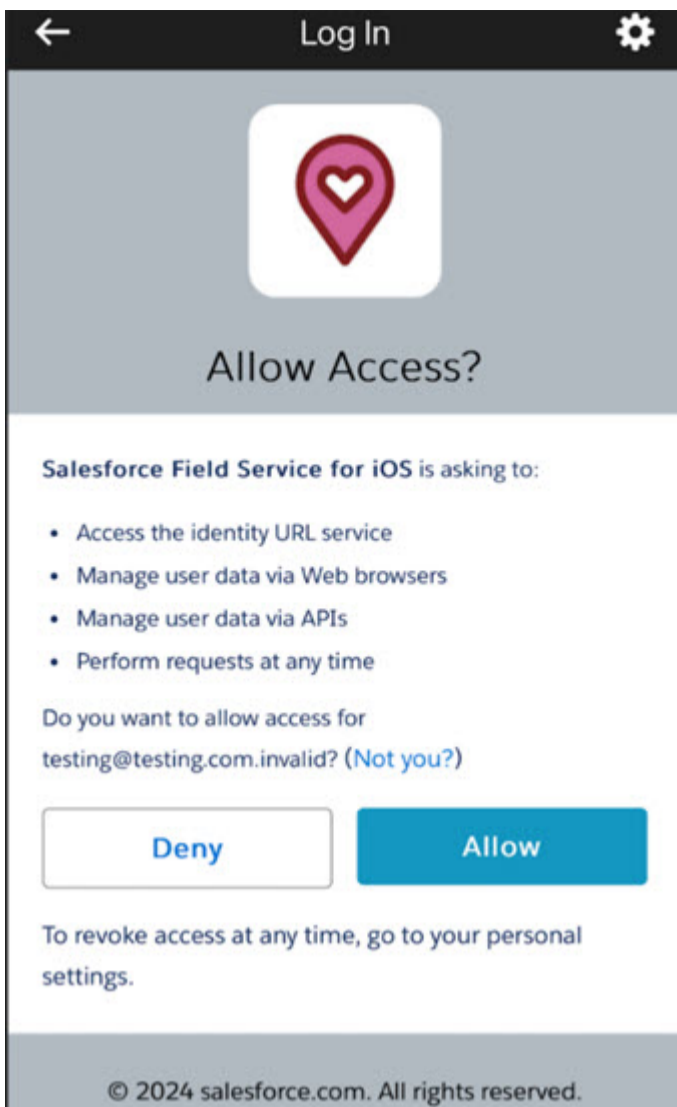


17. Enter your password. This password is the same as your UPS Login.

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



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

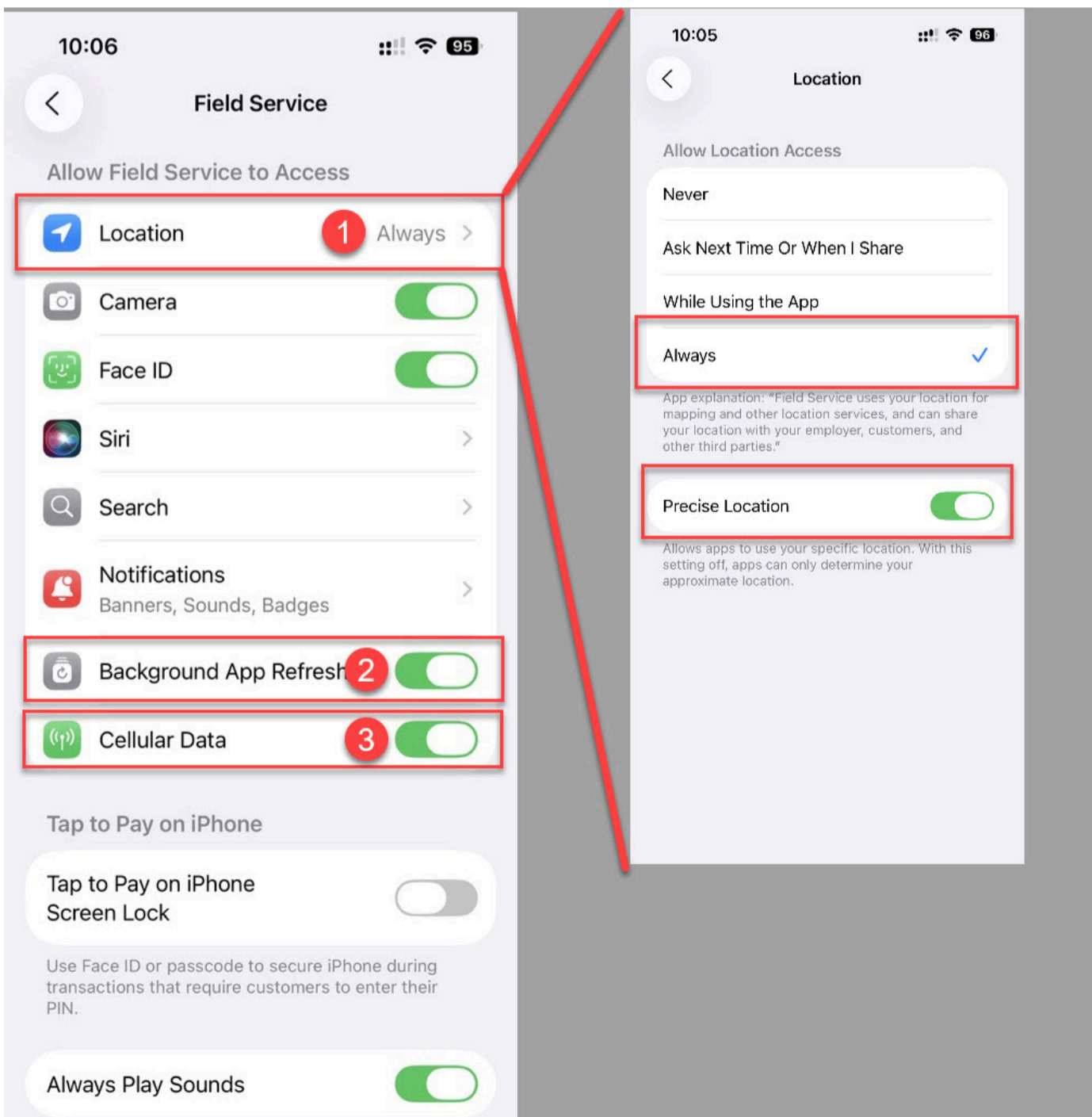


19. Please verify you have the correct app settings for the best user experience.

Location: Always & Precise Location

Background App Refresh: On

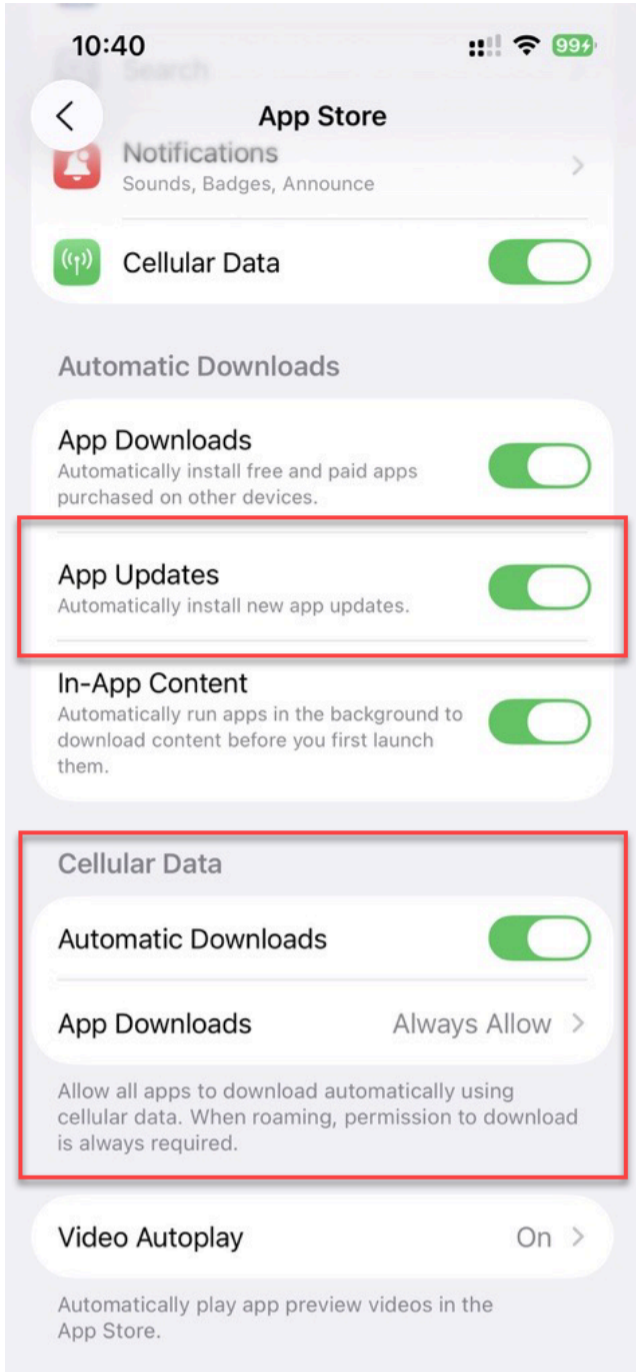
Cellular Data: On



Note: Setting the Field Service Mobile App Location Services to **Always** will allow you to stay connected to the Salesforce Server.

This will allow a feature such as Automated Geofencing to be triggered when you are close and quickly change the status from Enroute to On-Site.

20. Verify you have the correct Automatic Download settings for Wi-Fi and Cellular to ensure you always have the most-recent Field Service Mobile App Downloaded.



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



Looking good.

There's nothing scheduled for today.

⚡ Actions



Schedule



Notifications



Profile

KB ID: 000030953

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