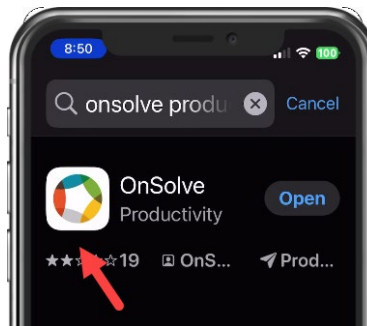


Quick Reference Guide: Download and Sign in to OnSolve Mobile

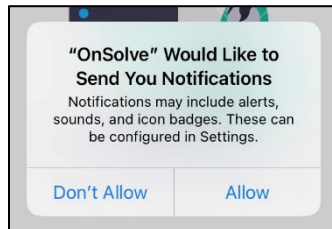
OnSolve Mobile allows mobile recipients to receive and view alerts sent from your organization. A recipient must be a contact within your organization's account with a saved SMS or email address device type that can receive the app verification code.

To download and install the app

1. Search the App Store (iOS) or Google Play (Android) for "OnSolve."



2. Upon opening the app, select **Next** to proceed to notification settings.
3. Choose **Don't Allow** or **Allow** OnSolve to send you notifications. OnSolve recommends allowing notifications so you can be notified of an alert when not using the app. OnSolve recommends allowing notifications so you can be notified of an alert when not using the app.



4. Select **Next** to proceed to location settings.
5. Set location permissions by choosing **Allow Once**, **Allow While Using App**, or **Don't Allow**. OnSolve recommends selecting **Allow Once** and, after opening the app, navigating to **App Settings > Location Services > Location** and selecting **Always**.

Note: The exact options for location permissions may vary depending on your device.

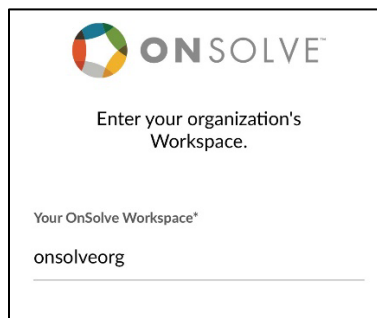
To confirm connectivity

Users must have a cell or Wi-Fi connection to use OnSolve Mobile. When there is no connection, OnSolve Mobile displays a red banner warning. If you see this warning, check your cell service or Wi-Fi access.



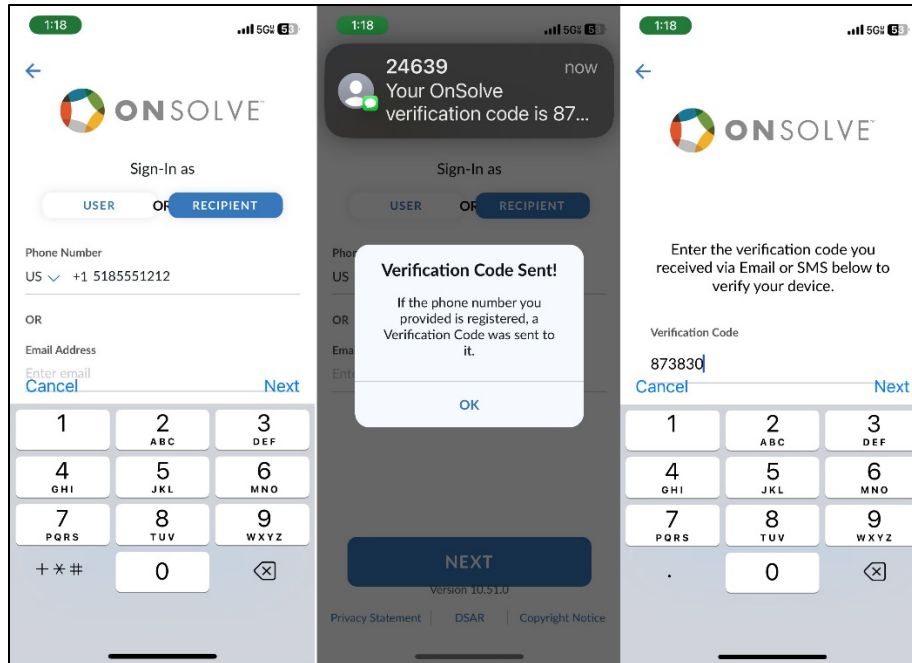
To sign in as a recipient

1. Open OnSolve Mobile. To sign in to OnSolve Mobile, you must be saved as a contact in your organization's OnSolve Platform account with saved device types of either SMS or email address, to which a verification code is sent.
2. Enter **Your OnSolve Workspace** and tap **Next**. Your workspace is the customized part of your organization's OnSolve Platform URL. For example, in **abc.onsolve.net**, **abc** is the workspace.



3. Sign in using one of the following options:
 - For users with sign-in permissions: On the **User** tab, enter your **Username** and **Password** information (the same credentials you use for the OnSolve Platform) and tap **Sign In**.
If desired:
 - Select the **Enable Biometric** toggle to use your phone's facial recognition software as a sign-in method and tap **Sign In**.
 - Select **Remember me** to avoid entering your username for subsequent sign-ins and tap **Sign In**.
 - For recipients: On the **Recipient** tab, enter a **Phone Number** or **Email Address** and tap **Next**. If choosing a **Phone Number**, this number must be capable of receiving text messages. If entering a country code other than +1 (United States), tap the country code drop-down list to choose the appropriate country, and the correct country code will be populated.

Note: Biometrics is unavailable when signing in using a verification code or in conjunction with Single Sign-On.
4. Tap **OK**.



5. Add the verification code sent to your email or SMS and tap **Validate** or **Next**.
6. If the phone number or email address you entered in Step 3 has more than one account associated with it, select the desired account inbox you'd like to use and tap **Next**.

The app opens to the **Dashboard**.

