

BREW MOBILE WORKER USER GUIDE

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Document History

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1 Mobile App Requirements

See Field Force Manager Support site for list of supported BREW devices

<http://smart.clicksoftware.com/ffm-support>

Field Force Manager requires 600 KB of space to install application.

The Field Force Manager feature must be activated on the phone number for the mobile app to work. Contact your Verizon Wireless sales representative for assistance in adding the feature to your account.

2 Brew Installation & Initial Setup

Enabling Location on device

Verizon Wireless values your workers' privacy. Because of this, the mobile phone is defaulted to only acquire location information when dialing "9-1-1". To use Location Based Services (LBS) such as Field Force Manager, you must first enable location services on the mobile phone.

1. Press **Menu** from your phone's home screen.



2. Select **Settings & Tools**



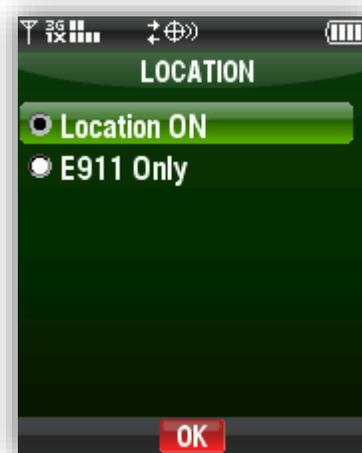
3. Select **Phone Settings**



4. Select **Location**.



5. Select **Location ON** and press **Ok**.



Now Location Services has been turned on successfully on your mobile phone.

3 Download and Activate Field Force Manager on the mobile phone

Verizon Wireless recommends that you install and activate the Field Force Manager mobile phone app for your workers before performing the mobile worker training.

If you are unsure of what type of mobile device you have, go to <http://support.fieldforcemanager.com/devicelist.html> for a device list.

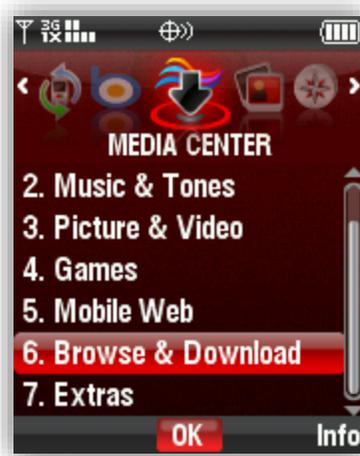
1. Press **Menu** from your phone home screen.



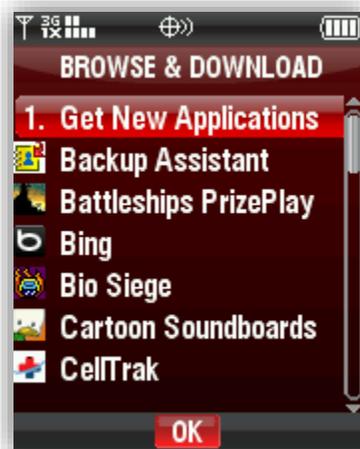
2. Select **Media Center**.



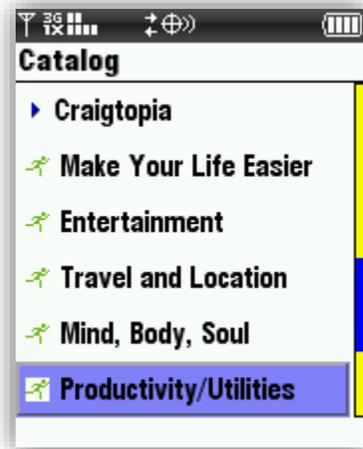
3. Go to **Browse & Download**.



4. Select **Get New Application**.



5. Scroll down and select **Productivity/Utilities**.



6. Select **Field Force Manager**.



7. Select **Free – Subscription**.



8. Downloading process starts on your phone.



9. Once the downloading is complete, you will be prompted with the following screen. Press **Yes**.

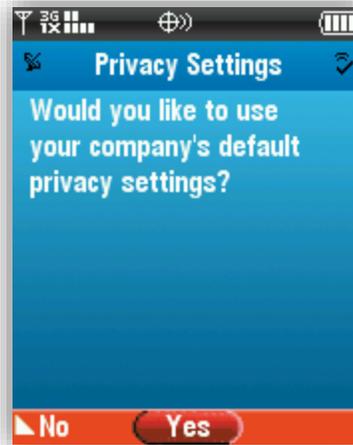


- 10. Device will automatically login to the mobile worker for that device.
- 11. The EULA (End User License Agreement) screen will appear. Read the agreement before continuing. If you agree to the terms stated, acknowledge by pushing in the track ball and selecting Accept.

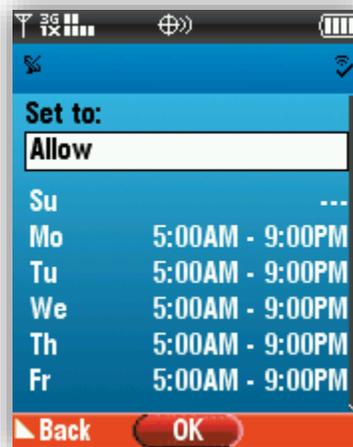
Note: If you decline the EULA, the app will exit and the mobile app will not be able to be used.



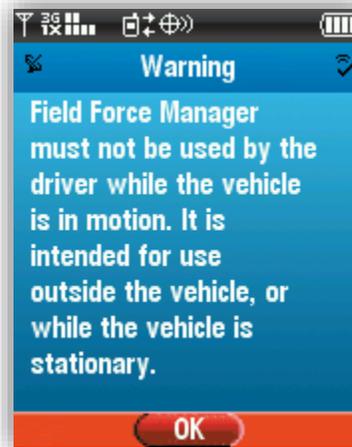
- 12. Press 'Yes' when prompted with the **Privacy Settings** screen.



13. Press OK when prompted with the below Hours of Operation screen.



14. A warning screen will come up. Click **OK** to start using Field Force Manager.



4 Launching Field Force Manager on Your Mobile Phone

Field Force Manager is an application that runs on your Verizon Wireless mobile phone.

To launch Field Force Manager on your mobile phone:

1. Select the Field Force Manager logo from under the **Menu > Browse & Download > Field Force Manager**.



NOTE - Field Force Manager will automatically launch upon the mobile phone powering up or if Auto Application launch is enabled through the Field Force Manager web portal's Hours of Operation.

5 Logging Out

To exit Field Force Manager:

1. Select the “Exit” option from the main menu.
2. Select the “Yes” option to confirm that you want to exit the mobile app.



NOTE - The Field Force Manager mobile app cannot locate or send or receive information when the application has been exited.

6 Navigating the mobile app

Throughout Field Force Manager, you will see the commands listed at the bottom of the screens. These commands correspond to the soft keys on your mobile phone directly below them. To select a button, press the soft key below the name of the command you want.

For example, in the image below, the “Back” button will return you to the previous screen. Clicking the trackball will bring you to the current selection.

- When instructed to “select” a particular line of display on the screen, use your mobile trackball to scroll vertically through the lists.
- Alternatively, you may also navigate quickly to an item by pressing its number, as displayed to the left of its name, on your mobile phone’s keypad.

- In instances where more data exists than can be displayed vertically on the screen, scroll arrow indicators will appear on the right-hand side of the screen. These scroll arrows provide a visual cue when additional information exists that is not being displayed on the screen
- Two additional buttons are also mentioned in the documentation: the Red Phone button and the Green Phone button. The Red Phone button is used for temporarily suspending Field Force Manager operation, and for terminating voice connections. The Green button is used to place a phone call.



6.1 Take a Phone Call

When someone calls you, Field Force Manager goes into Suspend mode automatically, so you can take your call as if Field Force Manager wasn't even running.

6.2 Make a Phone call

To place a phone call from within the mobile app

Press the Green phone button to go to the address book

Or

Press the Red phone button to go to the phone's main menu

To suspend Field Force Manager:

To make a call while you are using Field Force Manager, press the Red Phone button. This will temporarily suspend Field Force Manager while you place your call.

To return to Field Force Manager after your call:

Select the Field Force Manager icon from the Main Menu

Note - While on a voice call, Field Force Manager will not collect or send GPS points.

7 Field Force Manager Functions

7.1 Field Force Manager Menu

The Field Force Manager menu is the application starting point for Field Force Manager. It is the first screen that you see once you have logged into the mobile app.

- To navigate to the Jobs Screen **Select “Jobs”** or press corresponding number
- To navigate to the Forms Screen **Select “Forms”**
- To navigate to the Tips screen select **“Trips”**
- To navigate to the Locations Screen **Select “Locations”**
- To navigate to the Messages Screen **Select “Messages”**
- To navigate to the Timesheets Screen **Select “Timesheet”**



8 Jobs

Field Force Manager is able to receive job information that is dispatched from the Field Force Manager web portal. This job information is displayed on your mobile phone and supplies you with valuable information that helps you get your work done. The job functionality is available in the Basic and Pro packages and is different based on the package selected.

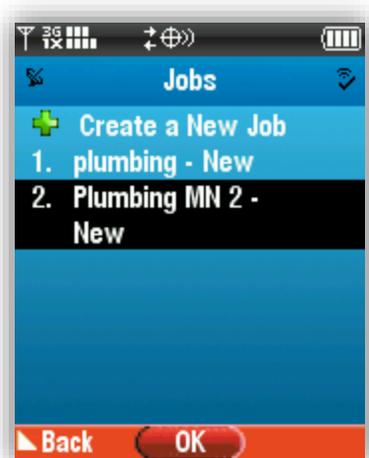
Pro: Pro job dispatch from web portal to mobile user. The web portal user can look up and link jobs to known Locations in the system, reducing data entry and errors. The Web portal user can view all jobs or a single job on all maps. The mobile user can read details of job, call ahead to job contact and obtain audible and map enabled driving directions to the job. The mobile user can update the job status to (Accept, Reject, In Transit, Start, On Hold or Complete. Upon completion of a job the user is prompted with the job completion form.

8.1 Job List Screen

The Job List screen displays single-line summary information for each of the jobs that have been dispatched to you on your phone.

To view detailed job information for a specific job:

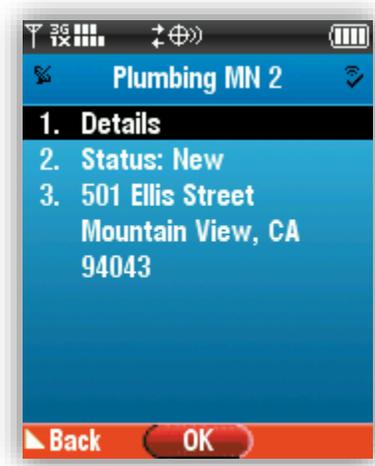
1. Select it by pressing its number on your phone's keypad, or scrolling to it and selecting the trackball.
2. Job titles will display only as many characters as can be displayed on-screen horizontally. To view the entire job title, select the job from the list.



8.2 Job Summary Screen

The Job Summary screen lists high-level details regarding a job, including its current Status. From here, you can access the Job Detail screen, the Job Status Reporting screen, and the Driving Directions screen.

- To retrieve detailed information regarding the jobs **select “Details.”**
- To generate turn-by-turn text driving directions to the job **select the job’s address.**
- To call the job contact **click on the contact name and phone number.**

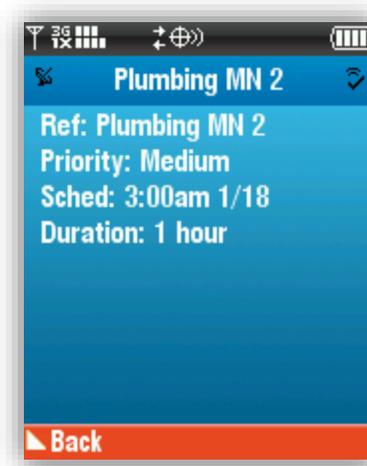


8.3 Job Details Screen

The Job Details screen displays all of the information that has been dispatched to your mobile worker. This information includes the customer’s name, the estimated time of arrival, expected duration, and a comments field.

[Comments field only available in Field Force Manager Pro package]

To return to the Job Summary screen, press the **“Back” button.**



8.4 Job Actions Reporting Screen

The Job Status Reporting screen allows you to report a change in your status to your dispatcher.

To report a change in status:

Select **"Status"** as shown below. The Job Actions screen appears on your phone.

Note - Job status reporting is only included in the Field Force Manager Pro Package.



8.5 Mobile Job Create

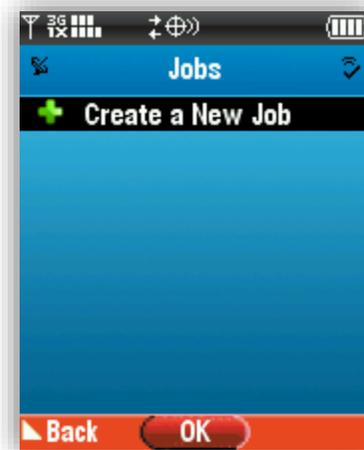
Field Force Manager users now have the ability to create and start a job from their phone in case their Supervisor is unable to dispatch the job from the web application.

To create and start job on phone:

1. Select Jobs from the FFM main menu.



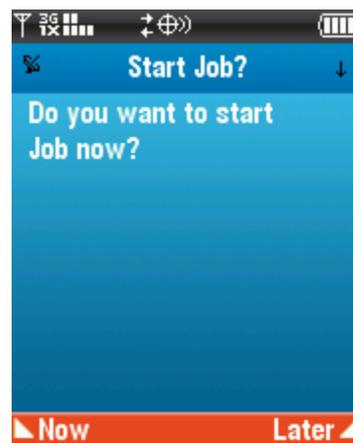
2. In the next screen, select 'Create a New Job'.



3. Next, select the appropriate Job Type and fill out the job details and click **Create**.



4. Now you will be prompted with a notification screen. Click **'Now'** if you want to start the job. If you click Later, the job will get added to your Jobs List and can be started in future.



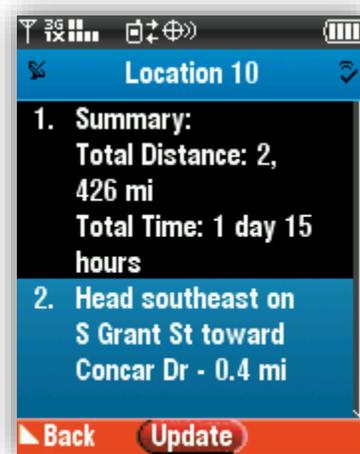
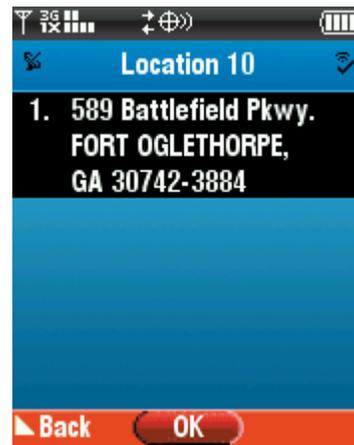
9 Locations

Field Force Manager lets you receive Locations from your dispatcher and request turn by turn driving directions from your current location to the Location in both the Basic and Pro packages. In the Basic package direction will be text based, in Pro the directions will be audible and map based.

To obtain driving directions to a location:

1. Select **“Locations”** from the Field Force Manager Menu.

2. Select the Location you want to get driving directions to.
3. You will get the turn by turn text driving direction towards your job location on your mobile phone.



Note – To obtain the audible direction, you need to purchase VZ Navigator separately.

To delete a location from your mobile phone:

1. **Select the Location** you want to delete.
2. **Select the “Delete”** option on the screen.

Note - This will not delete the location from the web portal.

9.1 Driving Directions

The Field Force Manager mobile app provides driving directions based on your current location and the location of your job or other destination. The type of driving directions differs depending on which product package you are using.

To get the audible driving direction, you will have to get the VZ Navigator purchased separately. Contact Verizon for further details.

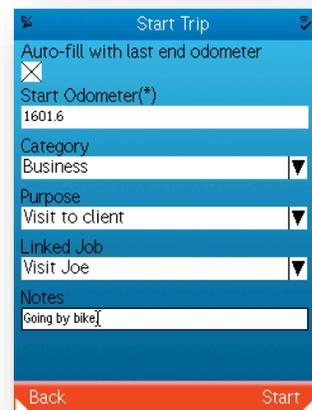
10 Trips

Using the Field Force Manager app, you will be able to start and end your trips. This allows you to keep track of the miles traveled by your field worker and calculate the re-imbbursement based on the data provided by the FFM Management Application.

10.1 Start Trip:

Tap on the **Trips** icon from the FFM home screen. The Start Trip page appears on your phone screen. Perform the following action on the Start Trip page:

- Enter the Start Odometer value
- Check the box for “Auto-fill with last end odometer” to fill in the Start Odometer field automatically with your last end odometer value
- Select Category
- Select Purpose
- Select a job to link to your current trip
- **Note** – You can only select those jobs which are already present in your Jobs List.
- Enter notes related to your trip
- Tap **Start**



10.2 End Trip:

You will now see the End Trip screen on your phone. To end a trip:

- Enter the End Odometer value
- Odometer distance will automatically be calculated based on your start and end odometer entries
- Enter Additional Expenses if any
- Enter trip related notes
- Tap **End**



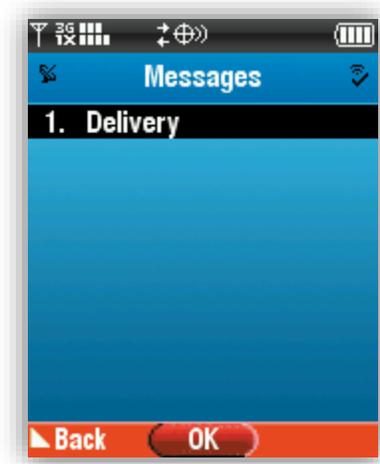
11 Messages

The Field Force Manager mobile app is able to receive messages that are sent by your dispatcher. These messages are displayed on your phone and, after being read, can be deleted or stored for viewing at a later time. Field Force Manager messaging is only one way, from the customer web portal to the Field Force Manager application and does not use Verizon Wireless text messaging.

11.1 Message Screen

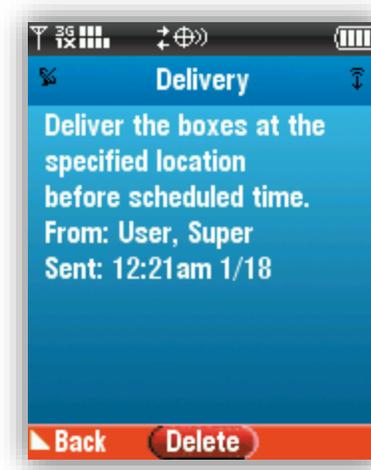
The Message screen displays summary information for each of the messages that you have received on your mobile phone. Messages are sorted and displayed on screen in the order in which they were received.

To view the contents of a specific message, select it by pressing its number on your phone's keypad, or by scrolling to it and select the trackball.



11.2 Message Detail Screen

The Message Detail Screen displays the contents of the message and details about the Sender. To delete the message that you are currently viewing **press the “Delete” button.**



12 Timesheets

Field Force Manager lets you log your hours quickly and easily. Just select the appropriate timecard action from the list, and Field Force Manager will automatically log the time and send the data back to the web portal. The administrator may also add a form to the timecard actions to collect data associated with your hours.

To log your time:

1. Select **"Timesheets"** from the Field Force Manager Main Menu.
2. Select **"Start Shift"** when you want to punch in.
3. Select **"Start Break"** whenever you take a break.
4. Select **"End Break"** whenever you go back to work
5. Select **"End Shift"** when you're ready to punch out.



13 Forms

Field Force Manager allows you to complete your paperwork using Forms on your mobile phone. Forms can be completed as a part of Timecards, Jobs or Standard Forms. Standard Forms are available from the Forms menu on the mobile phone. The Administrator will create these forms from the customer web portal and assign them to specific mobile workers.

To complete a form:

1. Select “**Forms**” from the Field Force Manager Menu.
2. Select the Form you want to fill out
3. Enter a value for each file
4. Use the track ball to navigate to the next field
5. Select “**Submit**”, once you have completed the form. The submitted form will immediately be sent to Web Portal.

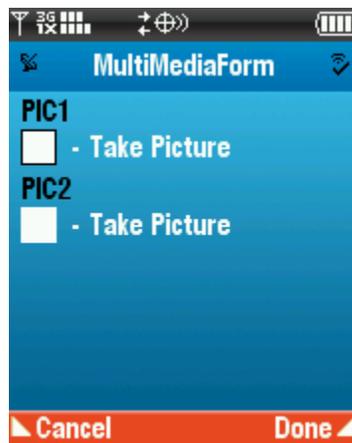
13.1 Multi Pictures

Field Force Manager users now have the ability to capture multiple pictures and signatures per form on their phone. Company administrator should create and dispatch the Form with the Multiple Pictures capability to the field workers.

1. Field workers only have to select the respective form which has the ability to capture multi-pictures or signatures from the Form list on their phone.



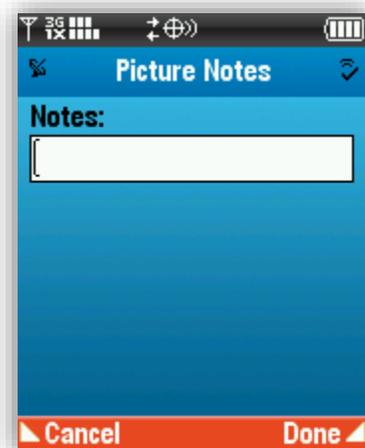
2. Select the box next to **Take Picture** and press **OK**.



3. Camera starts up automatically on your phone. Press **Snap** to capture the pic and press **Save** in the next screen.



4. Enter picture notes in the next screen and press **Done**.



- Now you will be brought back to the Forms page which shows that the picture has been added to the form with a new status saying “**Picture Stored**”.



Note - You can repeat the previous steps to attach multiple pictures to a single Form.



14 Options Menu

Selecting the Settings menu from the FFM main screen offers administrative and troubleshooting features.

- Device Summary
 - View detailed device info under device summary
 - This contains helpful information when calling customer support.
- Send Current Location
 - This action sends out your current location to the FFM server
- Send Log to Server
 - Send the log to the FFM server
- Advanced Options
 - Clear Activation
 - Reset the device activation on the device and the server.
 - The device now resets the activation on the server as well, eliminating the need for a web user to login and clear the activation.
 - Same as the traditional nine 3's functionality, however now the user does not need to logout.
 - Clear Record Store
 - Clear all data stored on the device
 - Same as the traditional nine 0's functionality, however now the user does not need to logout.
 - Force Login
 - Force the user to login upon the next application restart.
 - This replace the traditional * 0 functionality.
 - Useful if the login mode is set to automatic and you need to log another user in.