

Installation and Setup: GoServicePro Mobile App on Android Devices

This process is completed by Field Technicians and Customer Trainers using the GoServicePro Mobile App on Android devices.

This article reviews the steps to install the GoServicePro Mobile App on an Android device and download metadata.

Installation

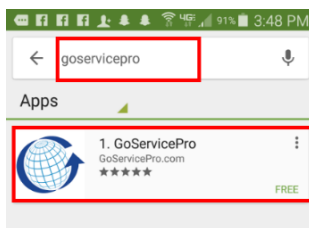
1. Android: Access the Play Store from your mobile device.

Note: Minimum device requirement: Android 4.0 (Ice Cream Sandwich)



2. Search for "goservicepro" in the search bar at the top of the screen. Make sure it is typed as a single word.

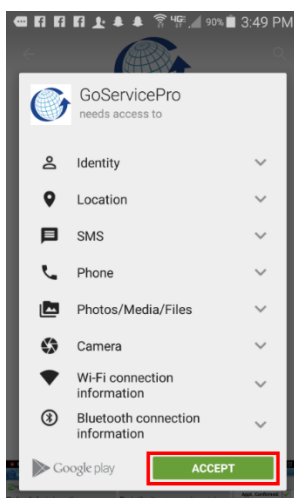
3. Android: Tap on the free GoServicePro App button to access the install screen.



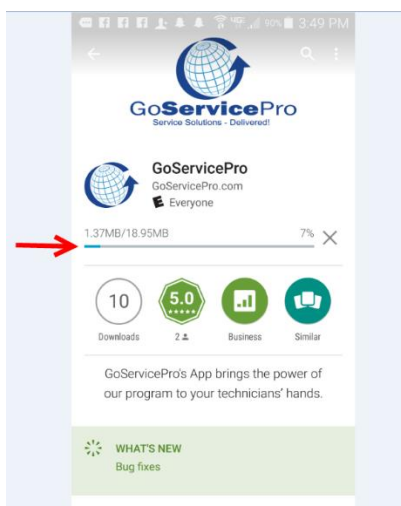
4. Tap the INSTALL button to begin the installation process.



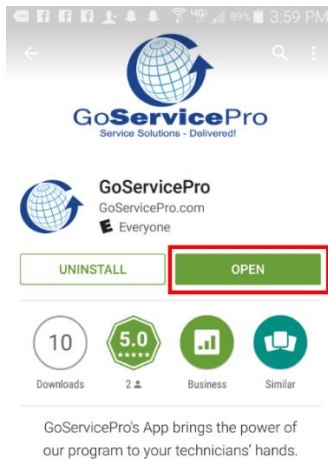
5. Android: Tap the ACCEPT button at the bottom of the screen to allow GoServicePro access.



6. You will see the application downloading (Android: blue bar and percent complete).

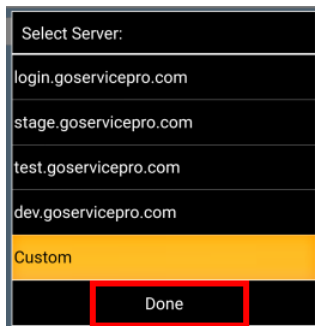


7. Once the download is complete, tap the OPEN button to launch the GoServicePro App.



8. Select Server

- a. Tap the dropdown arrow
- b. Tap "Custom"



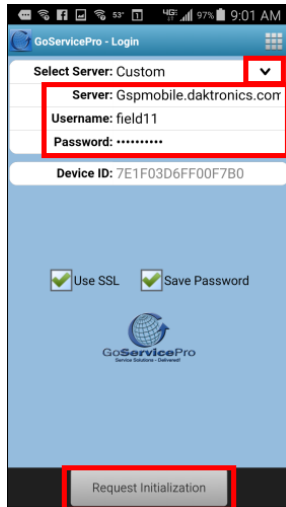
- c. Tap the Done button at the bottom
- d. Type in the server for log in to production: **gspmobile.daktronics.com**

9. Enter your GoServicePro Username and Password.

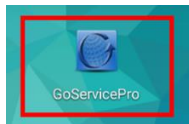
10. Use SSL should be selected.

11. Save Password is recommended when device is for a single user.

12. Tap the Request Initialization button.



13. To access the GoServicePro App in the future, tap the shortcut icon.



Click the link for the steps on how to [Log in to GSP Mobile App](#)

Download Metadata

1. Tap the 9-box icon in the upper-left corner of the log in screen.
2. Tap on the Download Metadata option.
3. A message will appear at the bottom of the screen when the download has started and when it's complete.

Uninstall

In some instances, it may be necessary to uninstall and reinstall the app. To uninstall, view the steps at the link below.

- Android: <https://support.google.com/googleplay/answer/2521768?hl=en>

To reinstall the app, follow the Installation and Setup steps on pages 1-5 of this document.

Troubleshooting

If you experience issues with the GoServicePro Mobile App, see the [GoServicePro Mobile Application Troubleshooting Guide](#) for assistance with common issues.