

Installation and Setup: GoServicePro Mobile App on iOS Devices

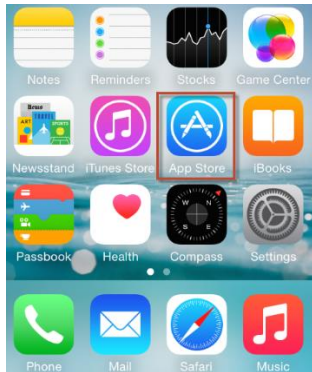
This process is completed by Field Technicians and Customer Trainers using the GoServicePro Mobile App on iOS devices.

This article reviews the steps to install the GoServicePro Mobile Application on an iOS device, apply notification settings, and download metadata.

Installation

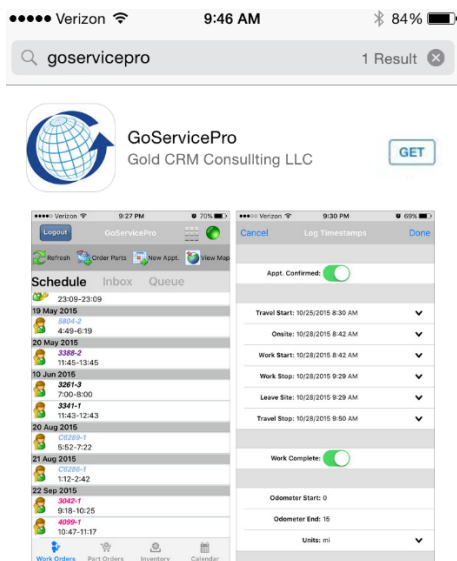
1. Access the App Store from your mobile device.

Note: Minimum device requirement: iOS 8.0



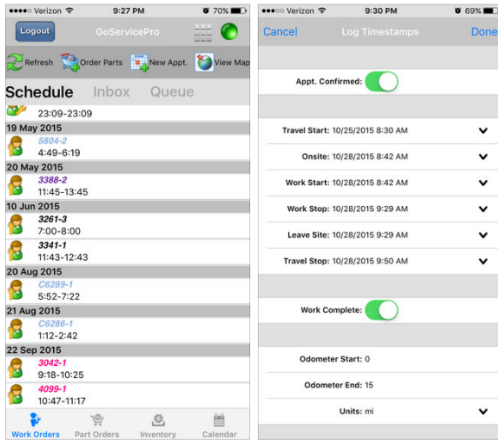
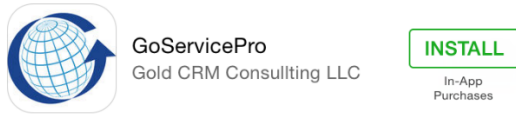
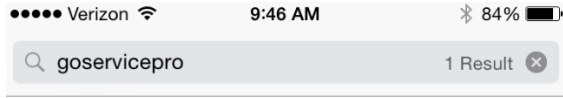
2. Search for "goservicepro" in the search bar at the top of the screen. Make sure it is typed as a single word.

3. Locate the GoServicePro app in the search results. Tap the **Get** button.

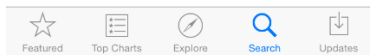
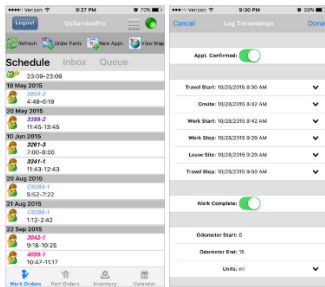
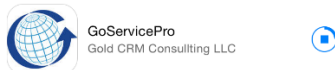
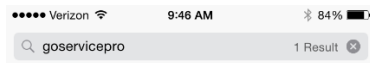


4. Enter your Apple ID and password.

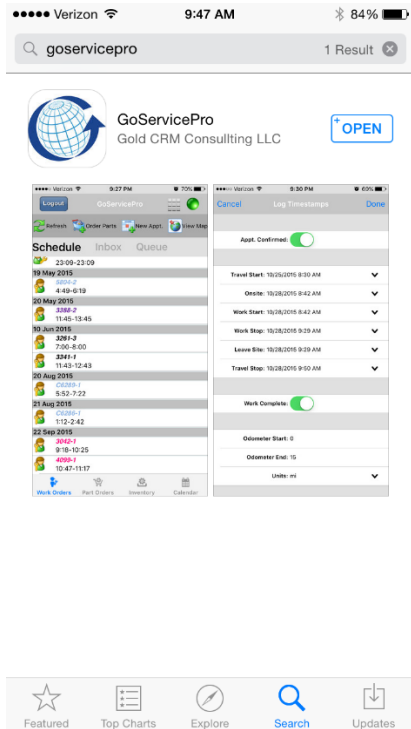
5. Tap the **INSTALL** button to begin the installation process.



5. Wait for the app to install. You will see the application downloading (blue circle).



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



7. Select Server:

- a. Tap the dropdown arrow
- b. Tap **Custom**
- c. Tap the **Done** button at the bottom
- d. Type in the production server name: **gspmobile.daktronics.com**

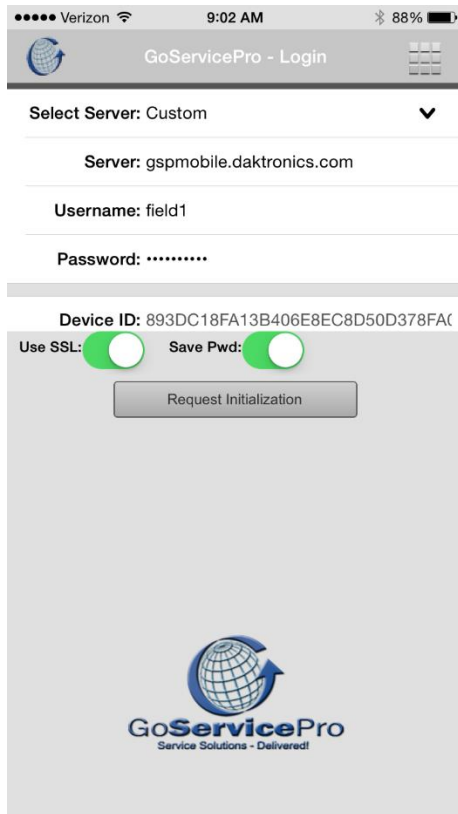
8. Enter your GoServicePro Username and Password.

9. **Use SSL** should be selected.

10. **Save Password** is recommended when device is for a single user.

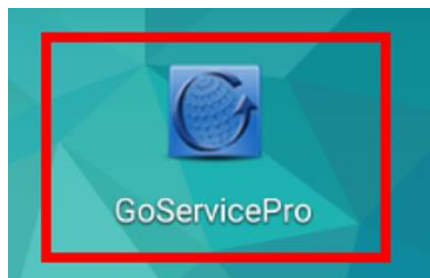
11. Tap the **Request Initialization** button.

Note: You will need to be connected to a data plan or Wi-Fi in order to initialize the user the first time. This will sync the information on the database for your user to your mobile device.



12. After your device has downloaded the data and is registered on the server, you will be taken into the mobile application.

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



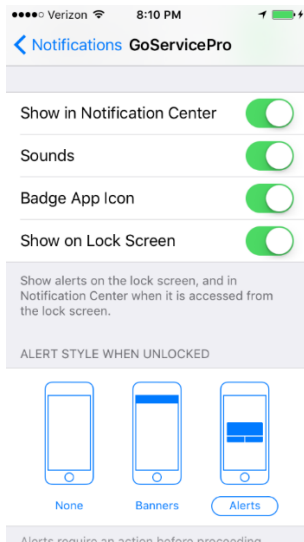
Click the link for the steps on how to [Log in to GSP Mobile App](#)

Notification Preferences

Notification preferences allow you to select the type of alert you want to receive when the phone is unlocked. By default, GoServicePro is set to Banners, which means notifications from GoServicePro will show up at the top of your screen.

To change notification preferences,

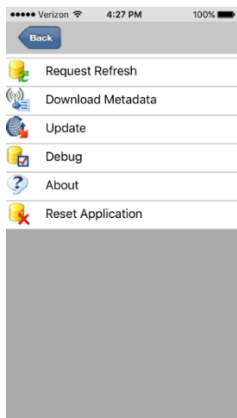
1. Tap on the **Settings** icon.
2. In Settings, tap on **Notifications**.



3. Find the GoServicePro application within the list of applications installed on your device and select **GoServicePro**.
4. Choose **None**, **Banners**, or **Alerts** based on how you want to receive notifications.
5. Close the Settings menu.

Download Metadata

1. Tap the **9-box** button 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 is complete.

Uninstall

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

- iPhone: <http://www.macworld.com/article/2364290/ios/four-ways-to-delete-ios-apps.html>
- 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.