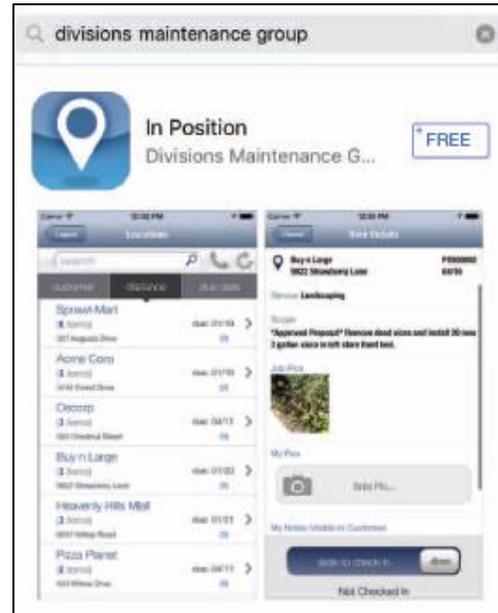
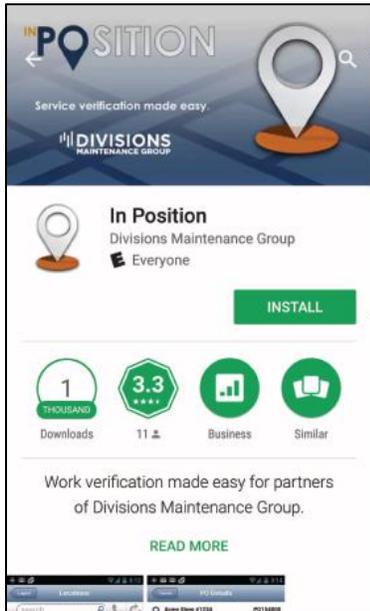


InPosition App: Frequently Asked Questions

How do I download the mobile app?

If you have an Android, you will go to Google Play. If you have an iPhone, you will go to the App Store. Then search, “In Position” OR “Divisions Maintenance Group.”



We only have one smart phone but multiple techs on site. How do I make sure each technician logs on to the app?

This isn't an ideal situation because it can take time. However, if you only have one smart phone per crew, each one will have to log into the app using the same phone.

Tech #1- Logs on to the app using his/her username and checks in to the job. Then logs out of the app.

Tech #2- Logs on to the app using his/her username and checks in to the job.

Where do I find my Company ID?

Your Company ID is located in your Provider Portal. Click on “Mobile App” in the Main Menu and the site will direct you to the mobile app page. Directly below where it says “Manage Technicians” you will see your Company ID. This identification is usually four letters and three numbers.

The screenshot shows the 'Manage Technicians' interface. On the left is a sidebar with contact information and navigation links. The main area displays the 'Company ID: ABCD123' circled in red. Below it is a table with one technician listed: 'Test Tech' with username 'Test'. There are buttons for 'Add new record', 'Refresh', 'Edit', 'Reset Pin', and 'Delete'. A modal form for adding a new record is also shown, with fields for 'Name' and 'Username' and 'Insert'/'Cancel' buttons.

What is my username and PIN?

The first thing you need to do is go to your Provider Portal and click on the “Mobile App” tab in the Main Menu. Then you will click on the plus sign where it says “Add New Record.” Type in the individual’s name and create a username (first names are always easiest). Then click “Insert.”

When you sign onto the app for the FIRST TIME, your PIN will be **12345** and then the system will ask you to change it to a new 5 digit PIN (zip codes are the easiest).

If at any point you forget your PIN, you can reset it in the Mobile App section of the Portal.

**Make sure you are using the InPOsition app. You will use different log in credentials with the Service Channel GPS app.*

Can I add users to the mobile app?

You can add as many users to the mobile app as you need. Each of your technicians must have their OWN username and PIN.

I just logged onto the app but I don't see any of my jobs.

You will see all non-routine work POs listed here if they are scheduled within the next 7 days. For example, if you are scheduled to be on site on the 28th of the month, the job will not appear on the app until the 21st of the month.

Keep in mind, you will not see any CONTRACT POs on the mobile app. Only NON-ROUTINE POs.

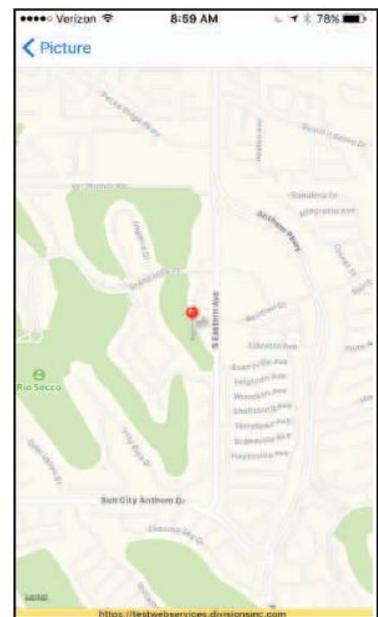
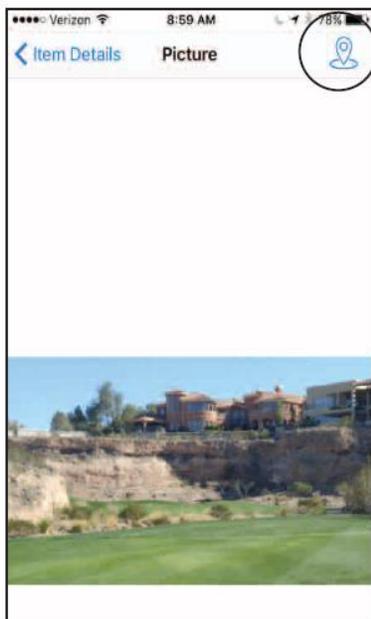
There is no check-in button. How do I check-in?

Are you on a Walmart location? If so, you will NOT use the InPOsition App to log into IVR. You must use the Service Channel GPS app. Please contact Provider Support for assistance.

Some of these customer sites have a very large area. How do I know where to go on site to complete the work?

Sometimes the scope of work will be descriptive enough to know exactly where to go.

If there are pictures attached to the case, you will be able to see where the photos were taken via a map pin drop. This will help you locate the exact location of the issue/work needed from where you're physically standing.



Whenever I try to take a photo from the app, the screen is blank and it won't let me.

Make sure you allow the app to access your Camera when you first log in. If you are using the app for the first time, the app will ask you to allow camera options when you begin taking photos. If you didn't allow this option, go to your Settings app on your smart phone. Scroll down until you find the InPOsition app option, and then you can enable camera options.

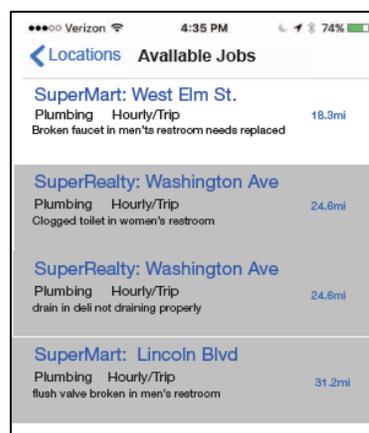
I can't access the photos on my phone? How do I upload completion photos?

Photos must be taken in REAL TIME. You cannot access the photos saved on your phone and upload them onto the case. You must take the photos as you're beginning the work or completing the work.

If you need to submit photos then you can either attach them to the invoice or email them to your Divisions Contact listed on your PO letter.

What does it mean when a job is shaded in gray?

Once the job is marked Complete, it will turn gray and remain on the screen for the next seven days.

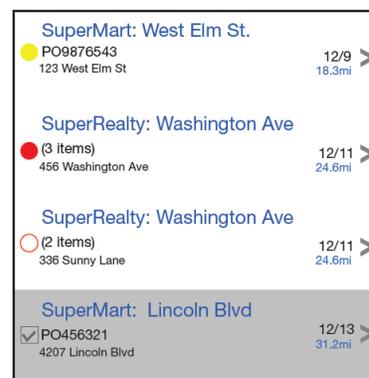


What do the circles next to the job mean?

Yellow Dot: You are checked out of the work order with either Need Authorization or Requires Follow Up.

Red Dot: This technician (you) is currently check in to this work order.

Red Circle: Another technician is checked into this work order.



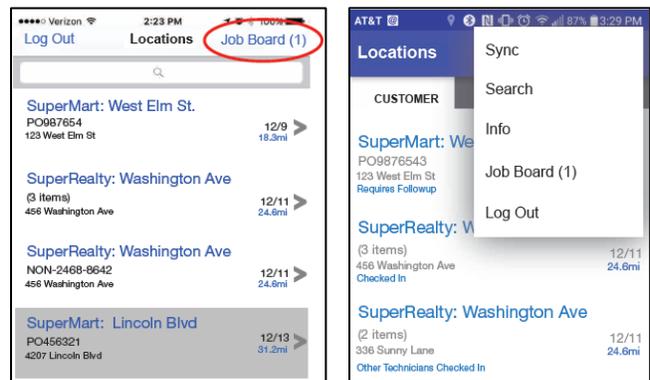
How do I get to the Job Board on the mobile app?

First, you will have to sign onto the mobile app using your Provider Portal email and password (NOT your user name and PIN).

Android- After you log in, tap on the three dots on the top right side of the screen. Then select Job Board.

iPhone- After you log in, tap on Job Board on the top right side of your screen.

** The numbers in parenthesis indicate the number of jobs listed on the Job Board.



Why can't I close out my Non-Compliance?

In order to close out your non-compliances, you must attached at least one completion photo.

I have closed out my Non-Compliances but they are still listed on my mobile app. When will these disappear?

Non-Compliances will turn gray and remain on the app for three days.

My app is having problems (e.g. crashing, photos aren't attaching, it keeps freezing, etc.). How do I fix it?

Try these three steps:

- 1) Update the App
- 2) Update your phone system
- 3) Delete the app and reinstall it

*These steps will solve almost all issues you are having with the app. If you are STILL experiencing issues, please email ProviderSupport@divisionsinc.com.