# mobaro

A quick guide to getting started with the Mobaro Mobile App

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# 1. Getting started

**Download** the Mobaro App on either

- iOS device in the App Store

- Android device in the Google Play Store

- Windows 10 device in the Windows Store.

Read more here: http://bit.ly/2vmI8DR

**Login** with the username and the password given to you.

**Having problems?** Please check that you are connected to the internet when you try to log in. Otherwise contact us at support@mobaro.com.
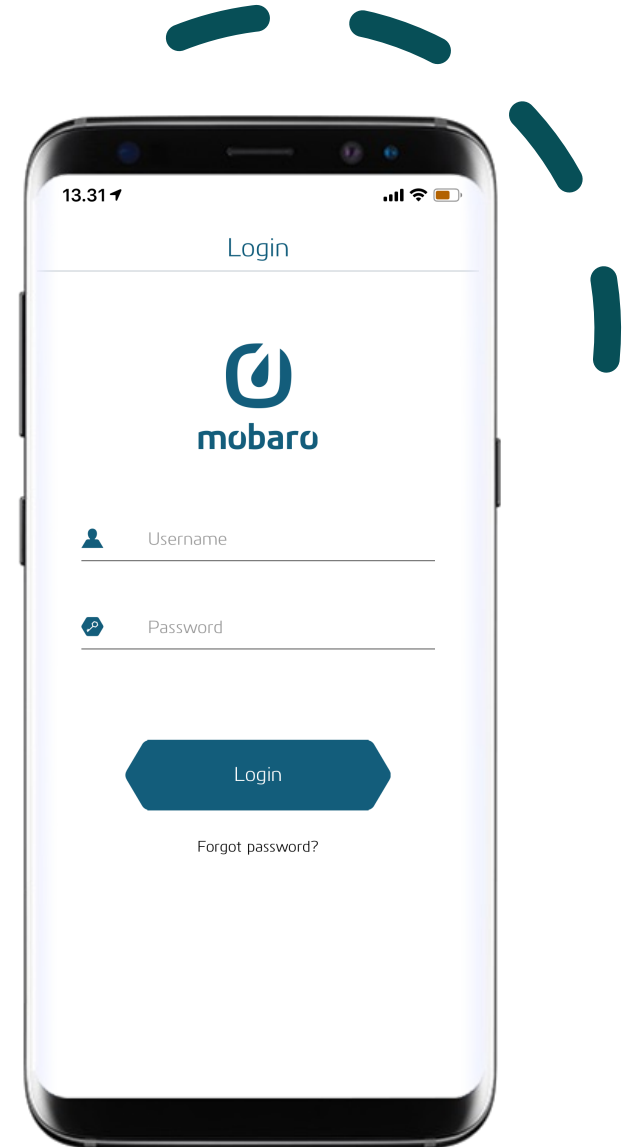
# 2. Here is your **dashboard**

Your dashboard contains different tiles

The **Library** contains manuals and videos.

From **Checklists** you can access all available checklists.

The **Operations** tile is not visible on all dashboards. If you have the permission, you can register when a location opens and closes and record downtime.

From the **Location Overview** you get a real-time status of the locations that you have access to based on their checklists, assignments and open/closed state.

From **Calendar** you will find all available checklists and assignments ordered by deadline.

From the **Profile** tile you can find and manage user and app information.

The **Reports** tile contains the reports of the checklists on your locations .

From **Assignments** you can create new assignments and access existing ones.

Click **Support** if you need help from Mobaro.

The **Gallery** contains all photos available to you.

The **Connection** tile indicates if you are connected to the internet or not.

From **Notifications** you can view your notifications log.

# 3. Edit your **profile**

From the profile tile different settings are available.

Most frequently used are:

- Tap on the avatar above your name to take a new **profile picture.**
- Tab **Logout** to sign out of the device you are working on.
- Toggle the **Automatic login** on/off.
- Toggle **Map for checklists** on if wish to include a view of the map when you enter the checklist tile.
- In the **Notification Settings** you can personalize both email and push notifications.
- You can connect to a **Bluetooth** device.
- You can also **change your password**.
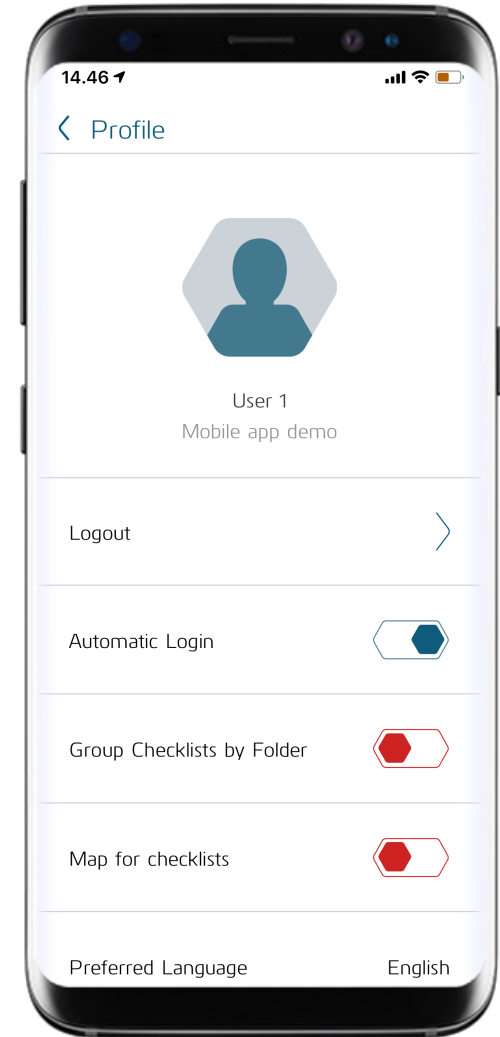
# 4. The **checklist** tile

From the checklist tile you get an overview of all checklists available to you.

Mobaro differentiates between

- **Planned checklists:** scheduled for a specific time and frequency.

- **Continuous checklists:** available always with no limit to completion frequency.

The list can be arranged by name, deadline or distance to location.

By tapping this icon in the top right corner, you can **filter by** locations and/or categories.

Top tip: Swipe left on the checklist **to download it for offline use**.
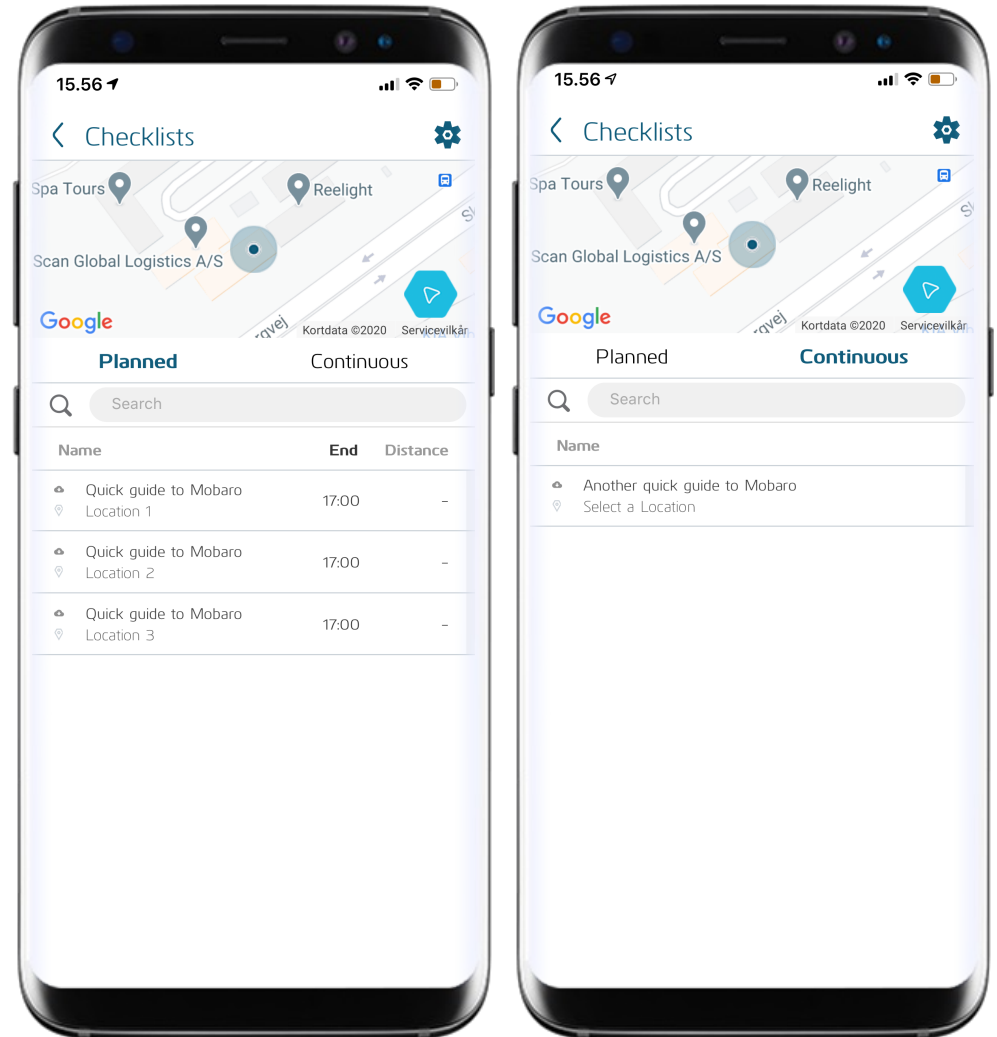
# 5. Completing a **checklist**

You can **navigate** in the checklist by clicking "Next section" or by using the arrows in the top bar.

If any **support material** is added to a question, click the icons at the right side.

The hexagons at the top represent different pages based on their color:

⬡ Current page

⬡ All questions answered on the page

⬡ One or more questions still need answering

**Top tip:** You can download a checklist for **offline use** by swiping left on it in the list views.
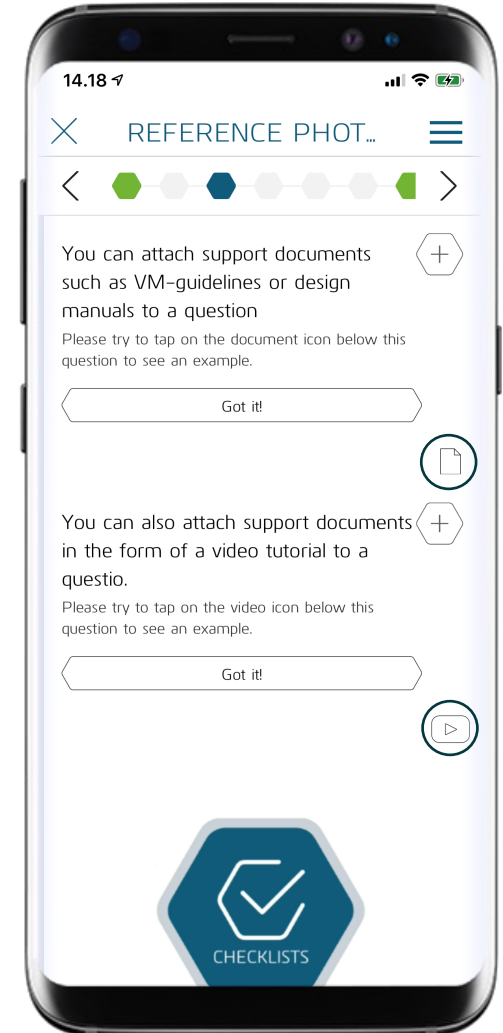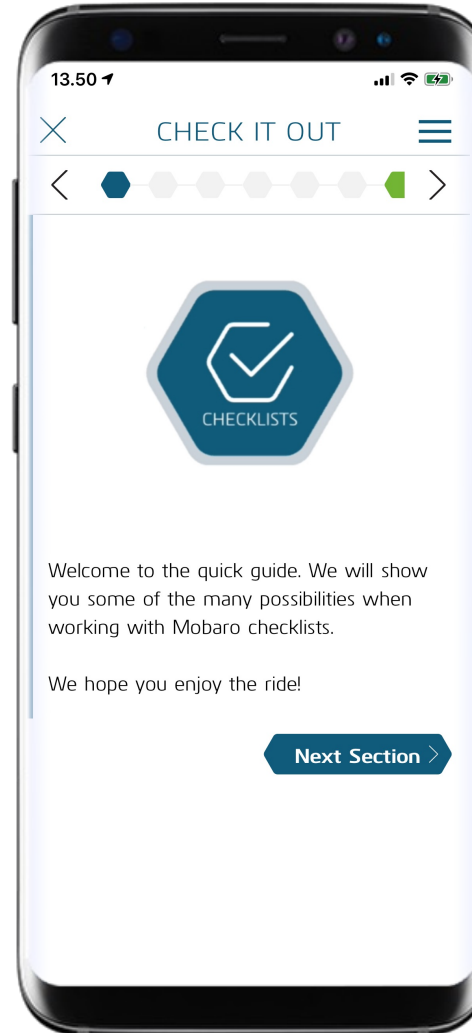
# 5. Completing a **checklist**



By clicking the ⊕ next to a question, you can

🖼 Add a photo from device

☰ Create an assignment (more on this in chapter 6)

💬 Add a comment

◎ Take a photo

**Top tip:** When you have attached a photo you can open it and draw on it with your finger to highlight a detail.

If you want to exit a checklist before you have answered all questions, you can **save your progress** by tapping ✕ in the top left corner and press save.

You can save the checklist

- **Locally:** only you can finish the checklist.

- **Save it in the cloud:** allow others to resume the checklist.
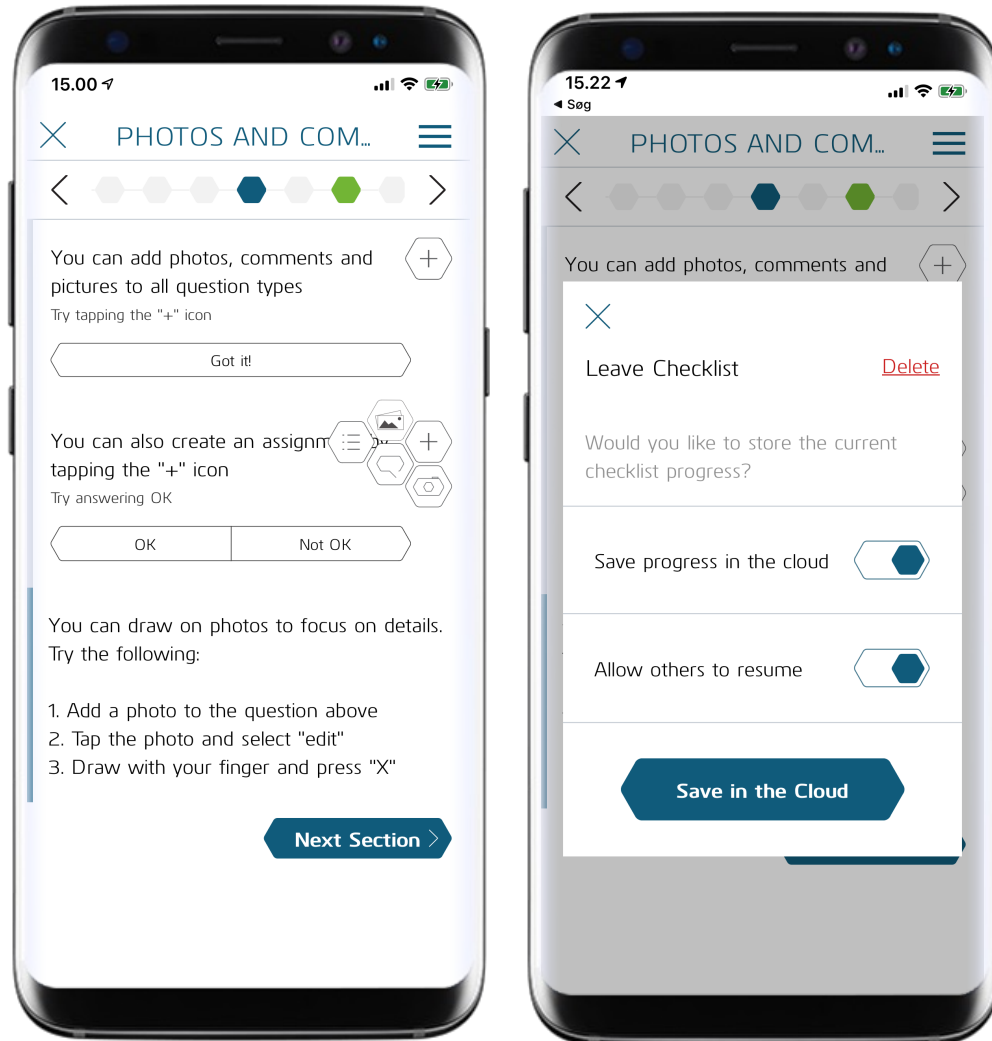
# 5. Completing a **checklist**

You submit the checklist by tapping **done** at the last page.

**Note:** You can jump between the pages, but all questions must be answered before submitting.

You can tap the menu icon in the top right corner to access the **checklist menu**. It allows you to:

🌐 Open the checklist in another **language** (if available).

☁ **Download** the checklist for offline use.

☰ Open the **table of contents** that allows you to see the status of, and jump to, a specific page.
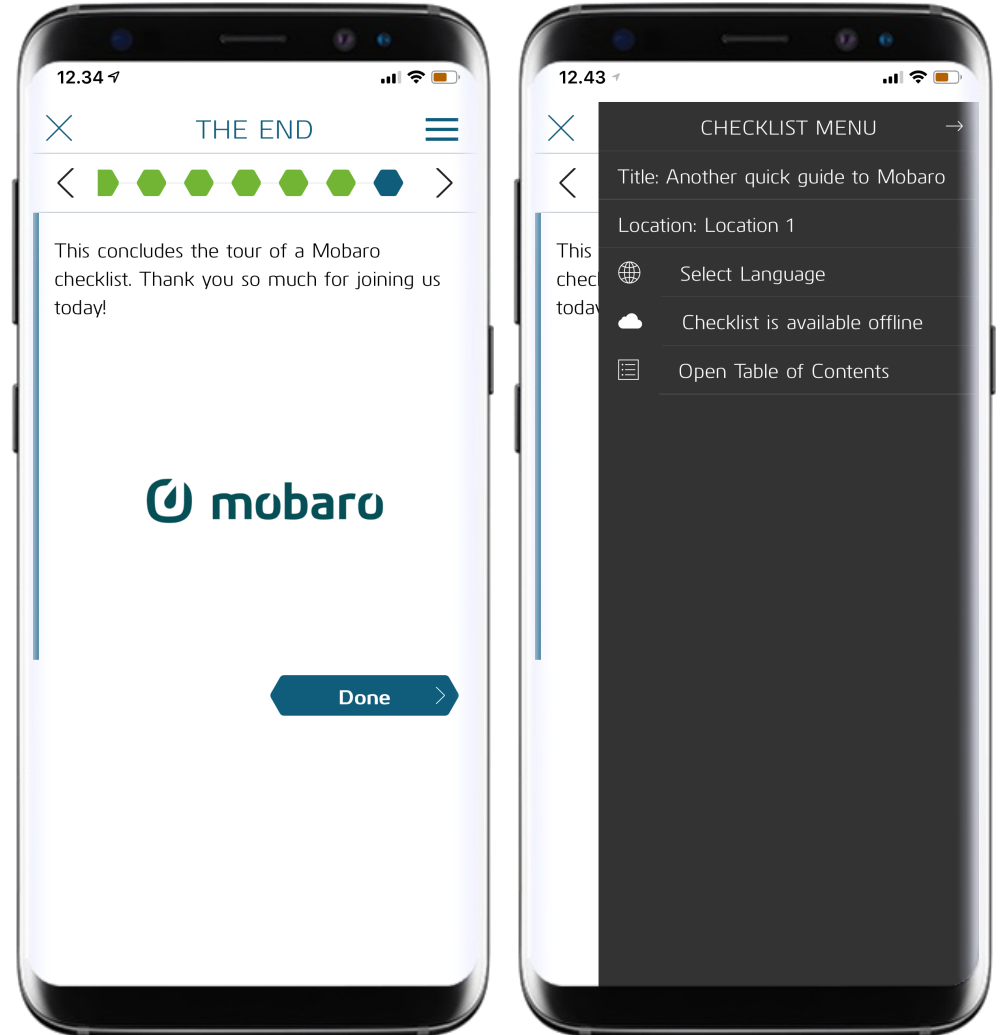
# 6. Creating **Assignments**

Assignments can be created directly in the checklist by tapping ⬡ or if certain answers are setup to **trigger an assignment**.

Assignments can also be created from the **assignments tile** by tapping ⬡.

Both will prompt the assignment configuration. Do note that;

⬡ A **high priority assignment** will remove the start and end time and it will turn the specific location red (Not ready for operation) in the Location Overview.

⬡ If the assignment is created from the checklist the location is prefilled and cannot be changed.

By tapping **add solution** you can resolve the assignment with description and optional add a photo.
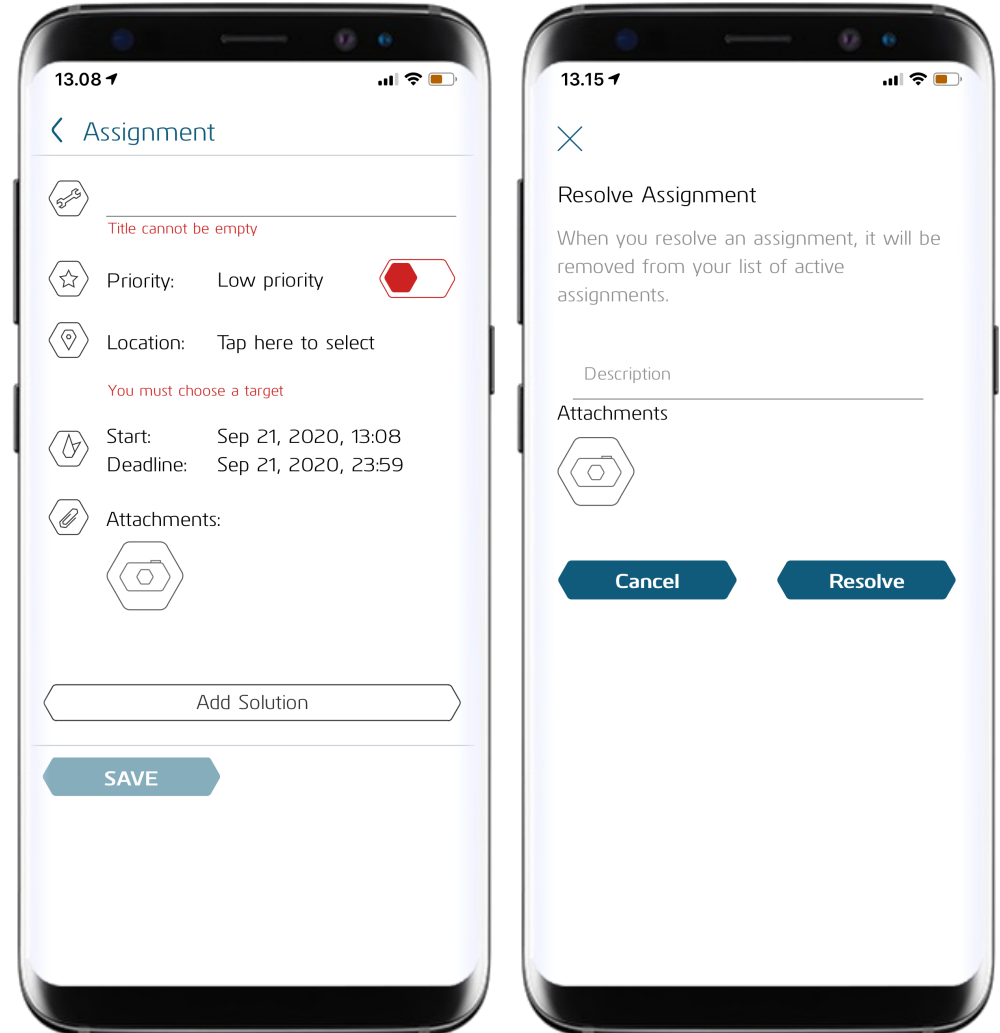
# 7. The **calendar** gives you an overview
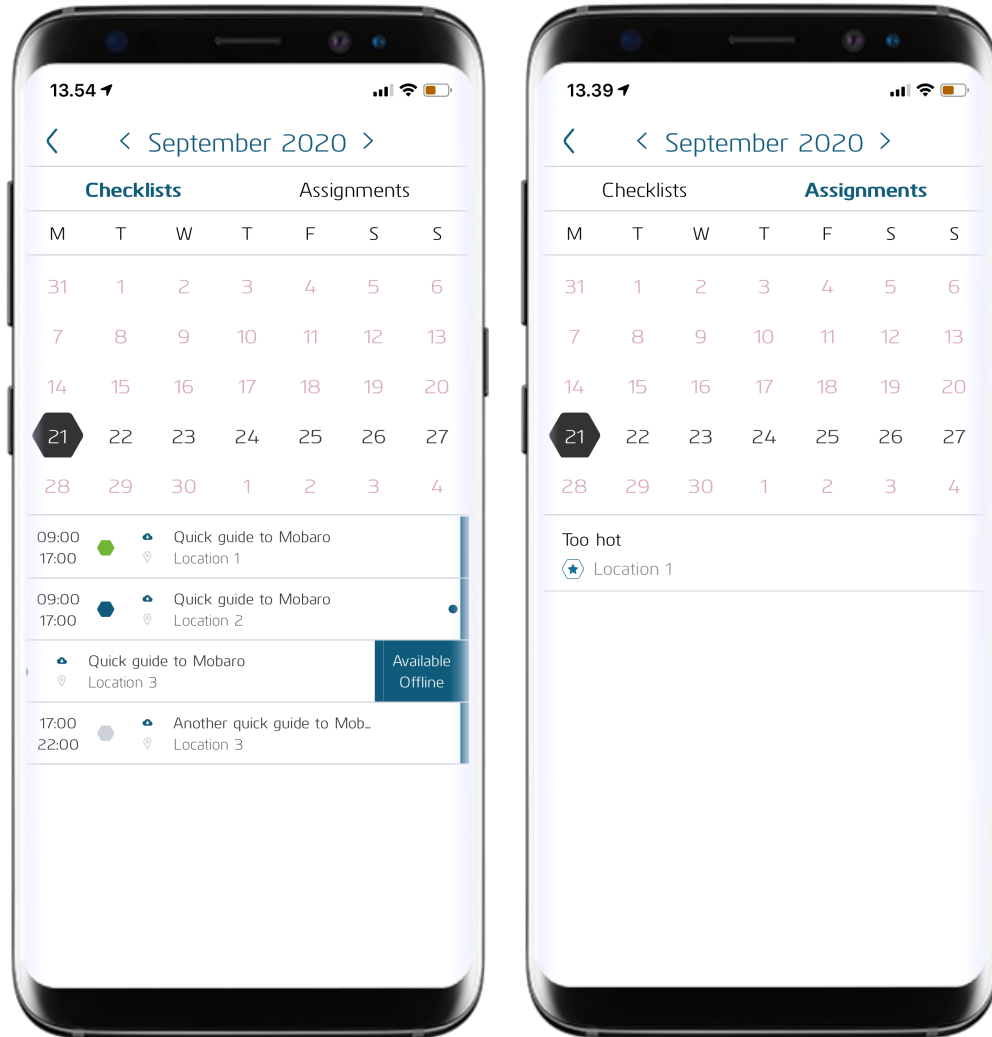


In the calendar you can get an overview of the checklists and assignments available to you.

You can access both checklists and assignments from this tile.

The hexagons in the calendar overview indicates if the

⬡ Checklist is not done yet.

⬡ Checklist has been answered.

⬡ Checklist is not available yet due to either an expired checklist or if the schedule has not started yet.

The blue dot • right to the checklist name indicates that it is a **resumable result** which you can choose to continue or start a new checklist.

The blue line at the very right indicates that the checklist is **available offline**.

# 8. **Reports** on checklists

The report tile contains reports on **completed** or **resumable** checklists you have access to. Every completed or partly completed checklist generates a **report**.

By default, the view is sorted by most recent reports.
You can see the score, the user, the location and the time and date of the competed checklist.

By tapping a report, you can either ⬡ View images ⬡ or view the report in different types:

- A **detailed report** is the default view and will show you all available information.
- Other **report templates** can be set up by administrative staff.
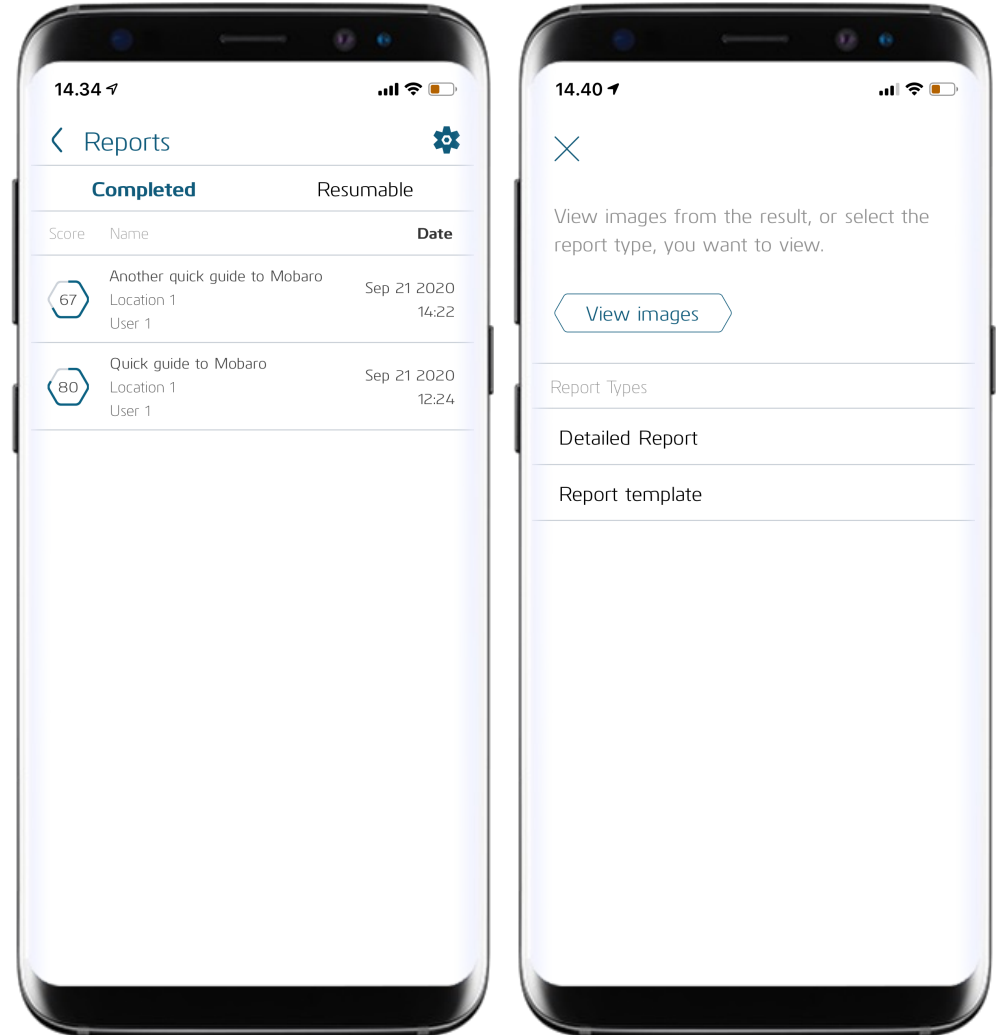
# 9. **Operations** and downtime
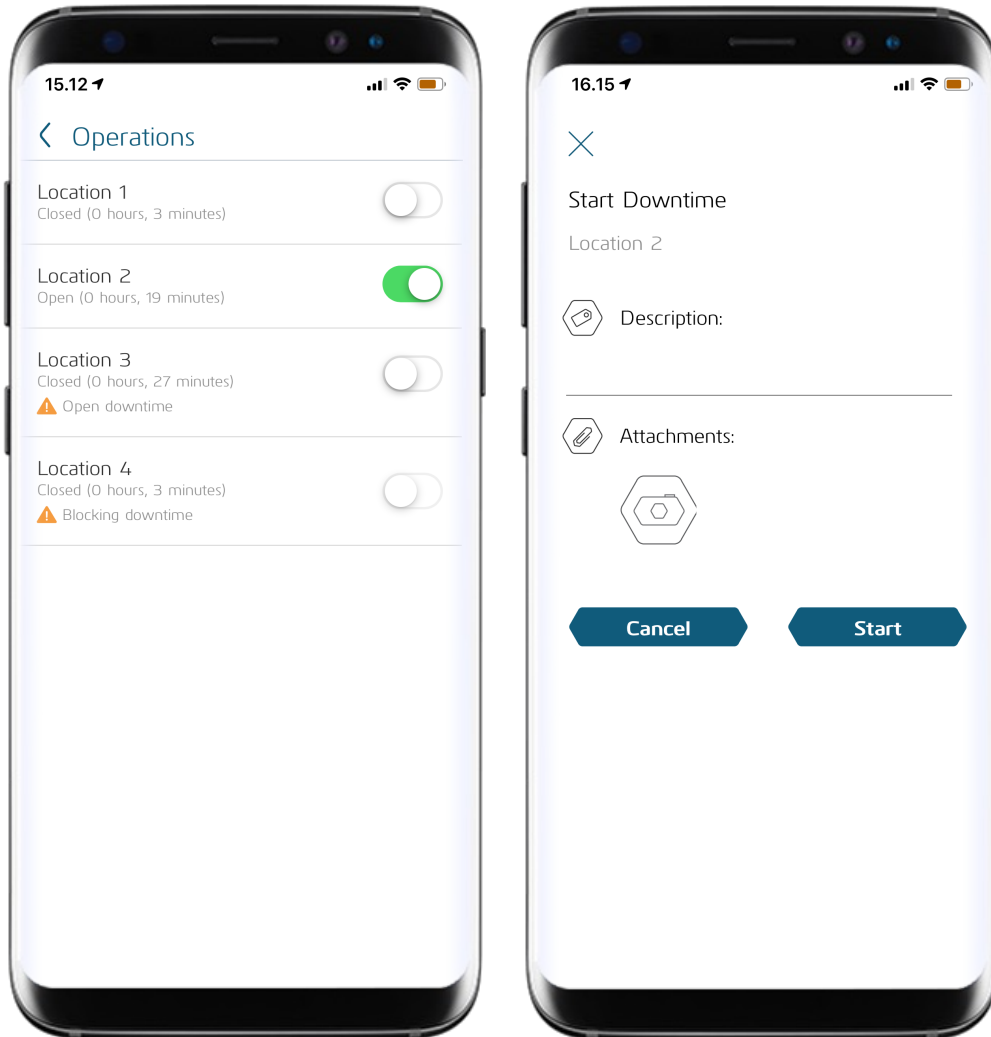
On the dashboard the color of the tile's boundary indicates the **operational status** of your locations. Green is open, grey is closed, and red is caused by a downtime.

From this tile you toggle locations **in and out of operation** according to the opening hours of the location. The main purpose of this is to register operational hours.

Locations can be in different states:

- Location 1 is **closed**.
- Location 2 is **open**.
- Location 3 is closed with an **open downtime**. You can toggle this in operation again when it is ready.
- Location 4 is closed with a **blocking downtime.** This means that an assignment needs to be solved before administrative staff will reopen the location.

You can **start a downtime** by tapping on the location, fill out the description and press start.

# 10. **Location overview** in real time

The location overview is a real time status on your locations and the checklists and assignments connected to it.

By clicking on **locations,** you get a more detailed view:

A blue tile shows the completion % on a **location group**.

A green tile indicates that **all** available **Critical for Operation** checklists have been completed. The amber line is caused by an open downtime on the location.

An amber tile indicates that all available checklists have been completed, but some are awaiting validation. The red line is caused by a blocking downtime.

A red tile indicates that **one or more** of the available **Critical for Operation** checklists have **not** been completed. The grey line indicates that the location is currently out of operation.

The **%** shown on each tile indicates the amount of progress has been completed for **all** available checklists.

The **red star** on any hexagon indicates that there is a high priority assignment connected.

You can **filter** the view by a locations QR code 🔲 or based on a location's category or status by clicking ⚙.

# 10. **Location overview** in details

If you click one of the location groups or locations, you will get further information on the exact location or location group.

**The Checklist tab** will show any checklists available to you now or later today. You can choose between planned or continuous checklists.

**The Assignments tab** will show any high or low priority assignments connected to you. You can also see the history of completed assignments.

**Tip**: You can access checklists and assignments by clicking on them.
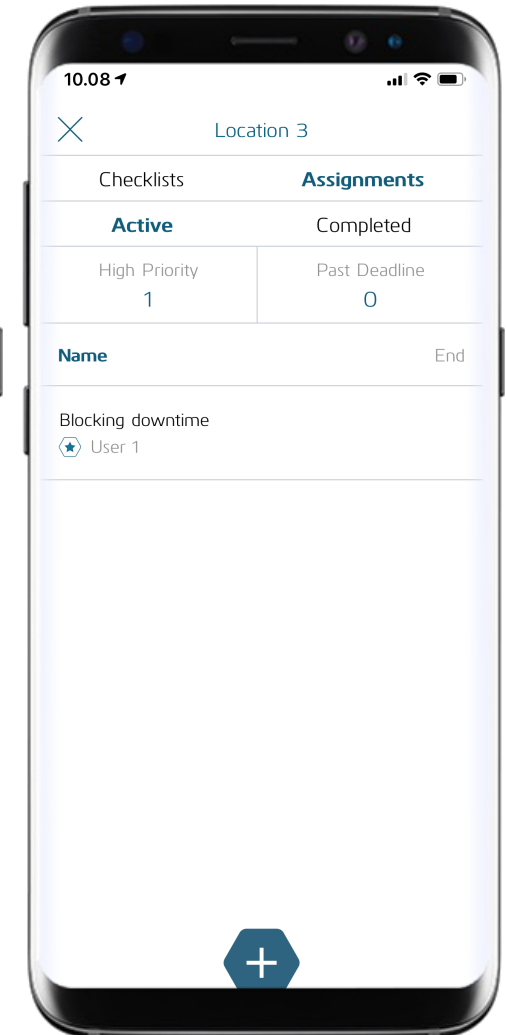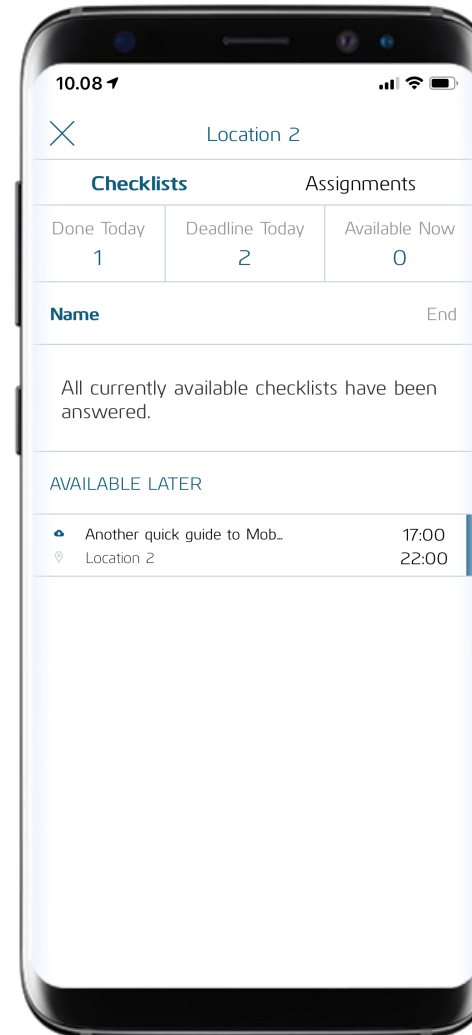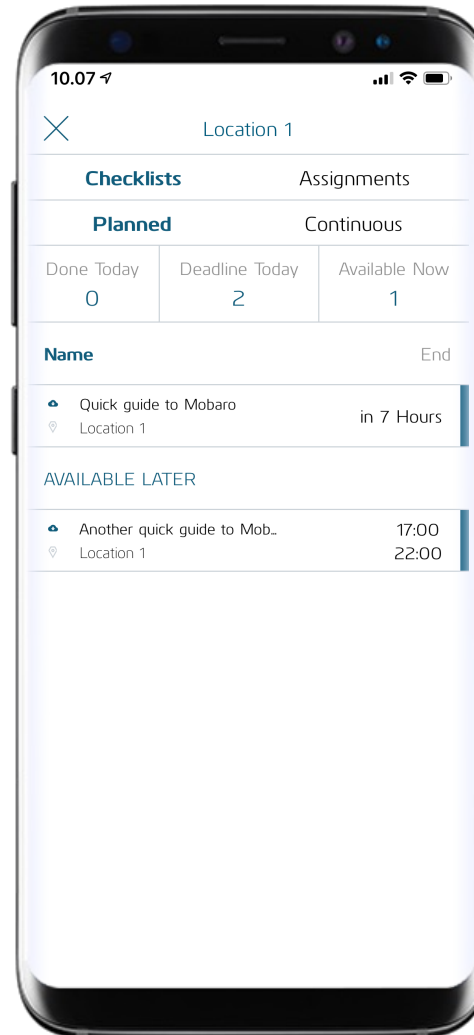
# 11. Check your **notifications**

On the dashboard you can see the number of **unread notifications**.

By clicking on the notification, you access the relevant assignment or checklist.

The two checkmarks in the top right corner will **mark all notifications as read.**

You can **personalize your notification** settings from the profile tab.



**16.22**       ❮ Notifications ✔✔

This is a blocking downtime   Sep 22, 2020
Assignment assignee was updated   15:09

This is a blocking downtime   Sep 22, 2020
Assignment assignee was updated   15:08

**16.22**       ❮ Notifications ✔✔

This is a blocking downtime   Sep 22, 2020
Assignment assignee was updated   15:09

This is a blocking downtime   Sep 22, 2020
Assignment assignee was updated   15:08

✕

**Mark all as read**

Are you sure you want to mark all notifications as read?
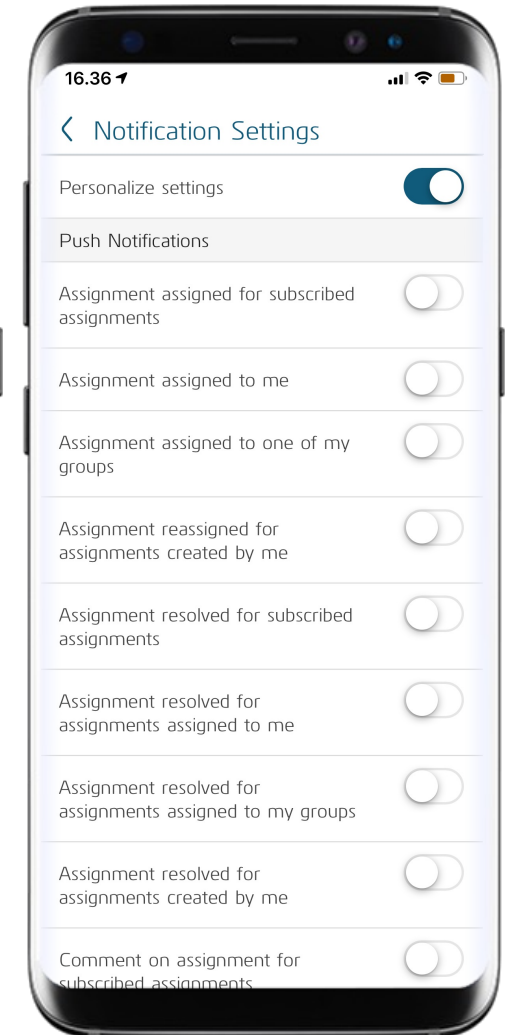
Cancel    OK

**16.36**       ❮ Notification Settings

Personalize settings

Push Notifications

Assignment assigned for subscribed assignments

Assignment assigned to me

Assignment assigned to one of my groups

Assignment reassigned for assignments created by me

Assignment resolved for subscribed assignments

Assignment resolved for assignments assigned to me

Assignment resolved for assignments assigned to my groups

Assignment resolved for assignments created by me

Comment on assignment for subscribed assignments

# 12. **Gallery** & **Library**



The **gallery** contains all photo documentation added when completing checklists or assignments.

You can filter the gallery in different ways for example on locations, categories checklists etc. by clicking the settings icon ⚙ in the top right corner.

In the **library**, you will be able to find all the files that your user has been given access to.

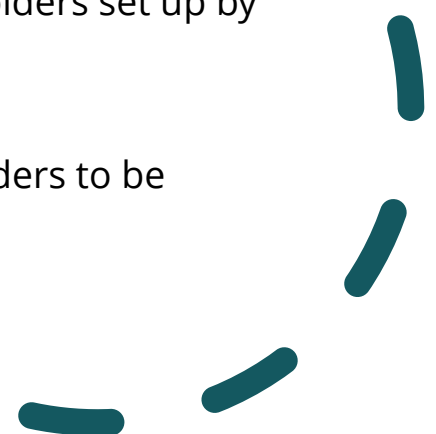They are arranged into different folders set up by your administrator.

**Tip**: You can download specific folders to be available offline.

Download for offline | Available Offline

# 13. Tips

## Filtering options

In most of the tiles you have different filtering options. You find them by clicking the settings icon ⚙ in the top right corner.

## Keeping the app up to date

It is important to keep the app up to date, as we are constantly making improvements to the Mobaro app.

Most phones updates automatically, but you can always check App Store, the Play Store or the Windows Store for pending updates.

## Working offline

The Mobaro app works both **online and offline**, enabling you to perform your checklists even with limited internet connectivity.

This is indicated on the dashboard by the connections tile.



Keep in mind that:

- You need to login at least once, while online, to allow the app to receive your data from the Mobaro server, before using the app.

- Assignments cannot be changed, deleted or resolved.

- New assignments can only be created from checklists.

- Only offline-available checklists can be performed. You can make any checklist offline-available by swiping left on the checklist in the app and choosing **download for offline**.

# 14. Need **support**?

If you need any help of **support**, please press the support tile on the dashboard.

You are also welcome to visit our **Help Center** or get in contact be the information listed below:

**Help Center**: support.mobaro.com

**Email**: support@mobaro.com

**Phone**: +45 98 88 19 64

We are happy to help!