WELCOME TO VERISAE MOBILE:
DEVICE SETUP

Verisae is a work order management application. This document explains how to set up the application and maintain geolocation accuracy on a mobile device.

INTRODUCTION

Verisae Mobile is a web-based application that can be used with most web browsers. The application can be accessed from desktop computers and mobile devices (including phones and tablets).

Verisae Mobile uses GPS technology to identify and confirm a technician's location.

To access Verisae Mobile, enter www.mobile.verisae.com in the URL bar of your browser.

RECOMMENDATIONS FOR BEST PERFORMANCE

Verisae recommends devices that are able to run a modern version of Android/iOS:

- Android Devices: 5.0 Lollipop or higher
- iOS Devices: Version 7 or higher
- Windows Devices: Version 8 or higher

Recommended browsers: Chrome, Safari
Recommended connection: 4G, LTE

Verisae does not recommend using power save functionality as it impacts performance.

iOS note: Verisae does not recommend using the "Add to Homescreen" functionality. Instead, mobile.verisae.com may be added to a browser's bookmarks.

SYSTEM REQUIREMENTS

If the verisae.com domain is not added to a browser's "Trusted Sites" with a security setting of "medium," the domain requires the following settings:

- JavaScript is enabled
- Cookies are allowed
- File download is enabled
- ActiveX controls are enabled (Windows devices only)
- SSL (Secure Socket Layer)
- Block Pop-ups turned "off"

These settings can be enabled in the following locations:

- iOS devices: **Settings > Safari** and **Settings > Safari > Advanced**

- Android devices: **Chrome > Settings > Site settings**
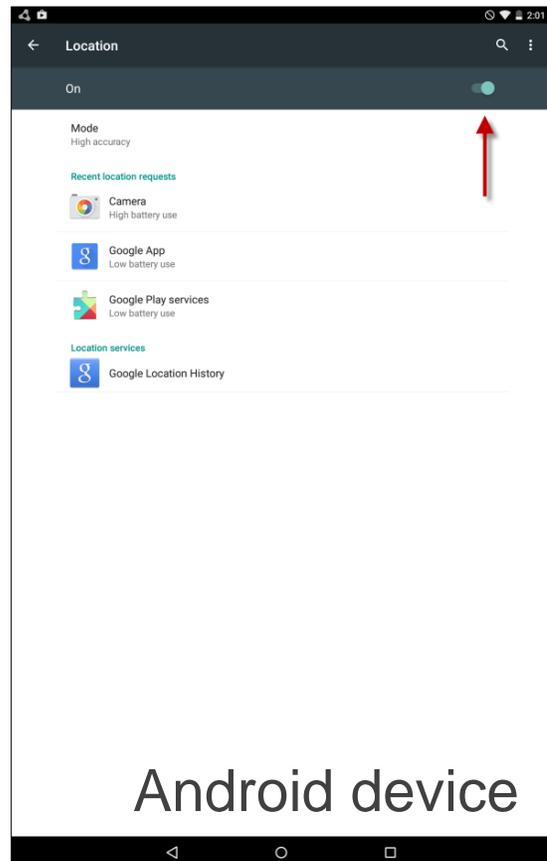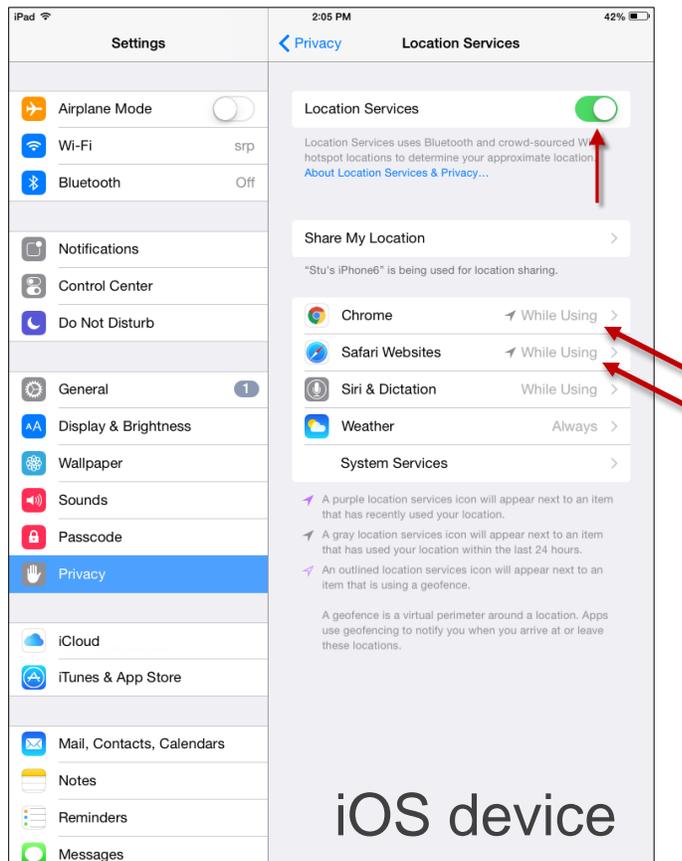
GEOLOCATION

Geolocation may be turned on in the application by sliding the geolocation option on the login screen to *Enabled*.

If prompted, allow Verisae sites to use your current location by selecting *OK* or *Allow*.

iOS

Android
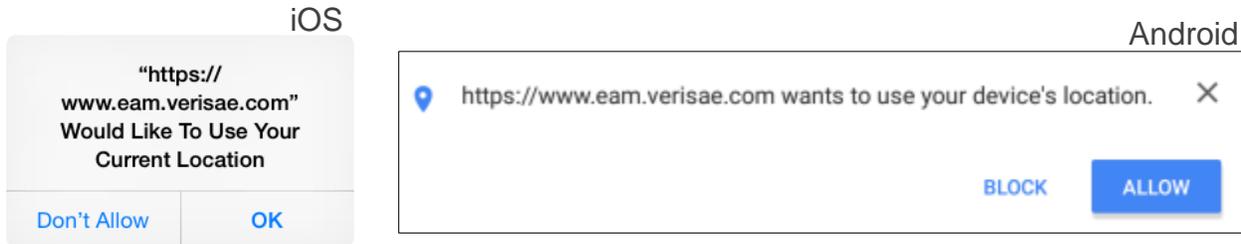
In order for geolocation to be enabled, location services must be turned on for the device (as well as for any web browsers in which you will use Verisae for iOS).

iOS device

Android device

FREQUENTLY ASKED QUESTIONS

### What should I do if I chose not to share my location by mistake?

For **iOS** devices: Return to the Location Services screen from Settings and ensure that location services is turned on for the correct web browser.
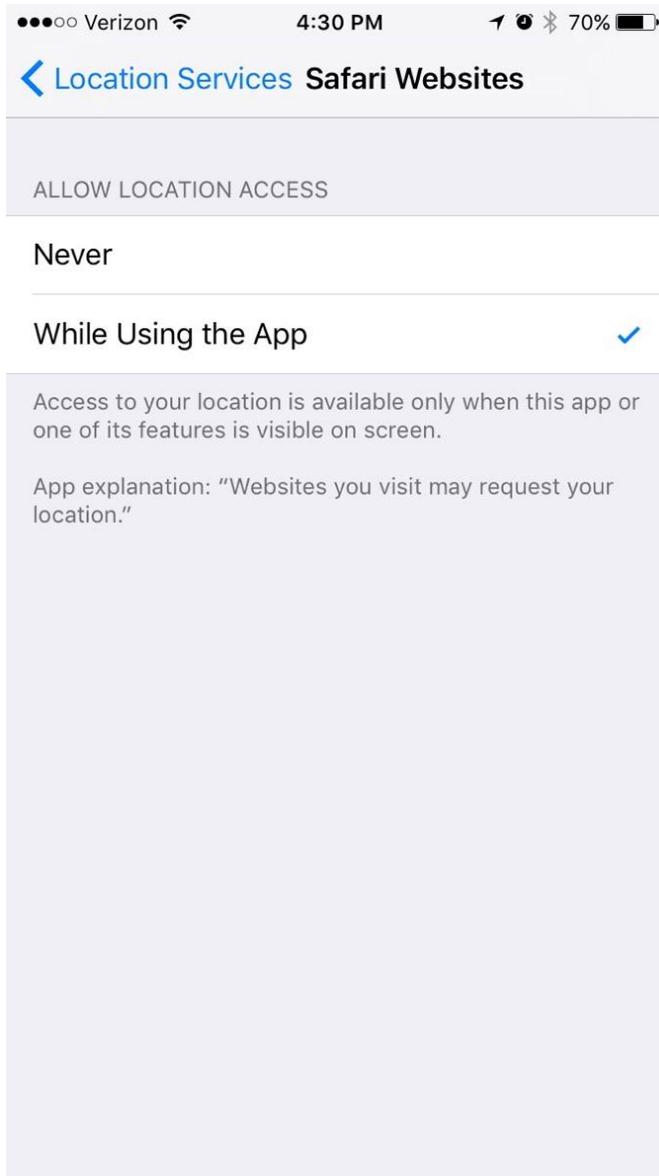
NOTE: This screen is navigated to by clicking Safari Websites in Location Services.

For **Android** devices using Chrome:

- Open the menu from the task bar in Chrome and select *Settings* from the list. From Settings, select *Site settings* and then *Location*. When Location settings have been opened, expand the Blocked section.
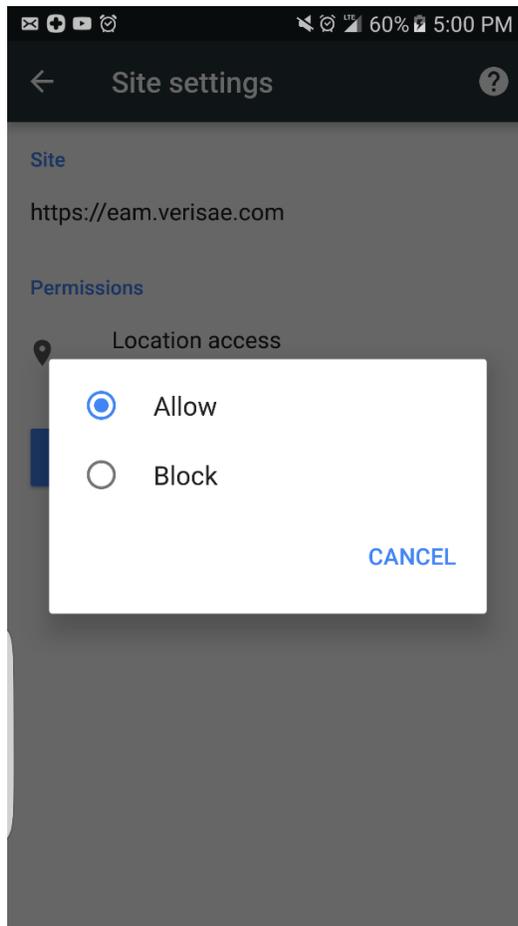

Select "https://www.eam.verisae.com" from the list and select *Location access* from the next screen. This will open a pop-up that will let you choose "Allow" and "Block." Selecting *Allow* will turn Location back on for the mobile application.

## What do I do if the geolocation slider on the Mobile login screen is not enabled by default?

Navigate to the device or browser's Location settings and confirm that locations services are turned on. If you are turning Location back on, the browser will need to be refreshed in order to restore "Enabled" as default.

How do I verify that I am at the correct site?

Users are able to view which site they are locked into by looking at the top bar in the application. If a site is selected, the site name will display there. If a user is not locked down to a site, "Verisae Mobile" will display.
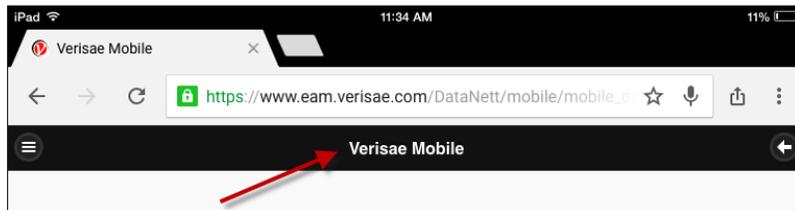
If upon login you were not asked to confirm your site, you may need to select which site you are at. To set or change a site, select the arrow in the top right corner to access the Action menu, then choose "Change Location." A pop-up will appear allowing the user to filter and select the site they would like to be locked in to.
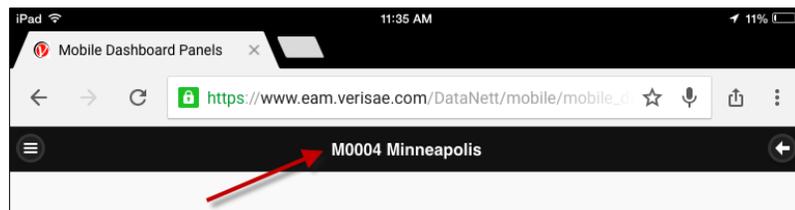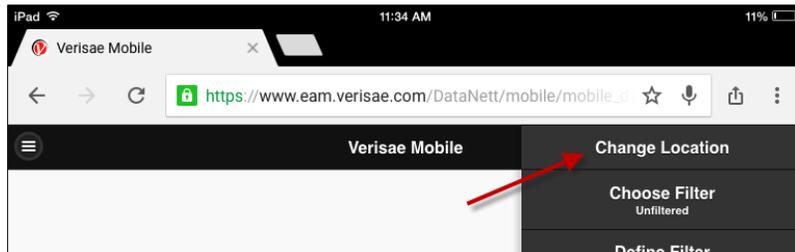
How can I improve my GPS accuracy?

GPS accuracy depends on the number of visible GPS satellites. Locating all visible satellites can take several minutes, with accuracy gradually increasing over time. To improve GPS accuracy:

Make sure that you've set the date, time, and time zone correctly on the device in Settings > General > Date & Time (iOS). If possible, use Set Automatically.

Keep a clear view in several directions. Walls, vehicle roofs, tall buildings, mountains, and other obstructions can block line of sight to GPS satellites. When this happens, your device uses Wi-Fi or cellular networks to determine your position until the GPS satellites are visible again.