

# Field Service

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**Using Android and iOS Mobile Applications**



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# Preface

This preface introduces information sources that can help you use the application and this guide.

## Using Oracle Applications

To find guides for Oracle Applications, go to the [Oracle Help Center](#).

## Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the [Oracle Accessibility Program website](#).

Videos included in this guide are provided as a media alternative for text-based topics also available in this guide.

## Diversity and Inclusion

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# 1 Using Oracle Field Service Mobile Application

## Overview

The Oracle Field Service for Android app uses a native implementation of Oracle Field Service Mobility in the application. This application is enhanced to improve the collection of resource geocoordinates using their mobile device in near real-time. The Mobility option of the application is configured in the same way as Oracle Field Service Mobility.

You can use the mobile app to find the location and track the travel patterns of a mobile resource. The mobile app is available on Google Play services.

This section discusses how to download, install and run the mobile app on devices.

In case you use Mobile Device Management (MDM) software, you should modify the instructions in accordance with MDM software.

Your mobile device must satisfy the following criteria to run the Oracle Field Service Mobile application:

- The mobile application must be using a supported release.
  - | **Note:** For the most recent Browser Support Policy, see [Browser Support Policy](#).
- Location services are available and enabled in High Accuracy mode (use GPS, WLAN, and mobile network to determine location).

## Security Notes

- Information Access — Oracle Field Service Mobile doesn't change customer or user sensitive information storage against existing secure storage which is implemented in Oracle Field Service.
- Authentication — The feature does not require any additional user authentication against authentication which is implemented in Oracle Field Service.
- Communication
  - The application uses https protocol for any communication out of device
  - Does not support self-signed certificates
  - Obtains access token using secured Oracle Field Service API
- Device Security
  - The application does not manage or control any security related device options and does not require any specific options
  - It is responsibility of client to set reasonable secure options of the device: set password for unlock device, encrypt device, disable any developer mode options, and so on
  - It is responsibility of client to verify any security tools for compatibility with the application

## Hardware Notes

WiFi-only devices: Oracle Field Service Cloud

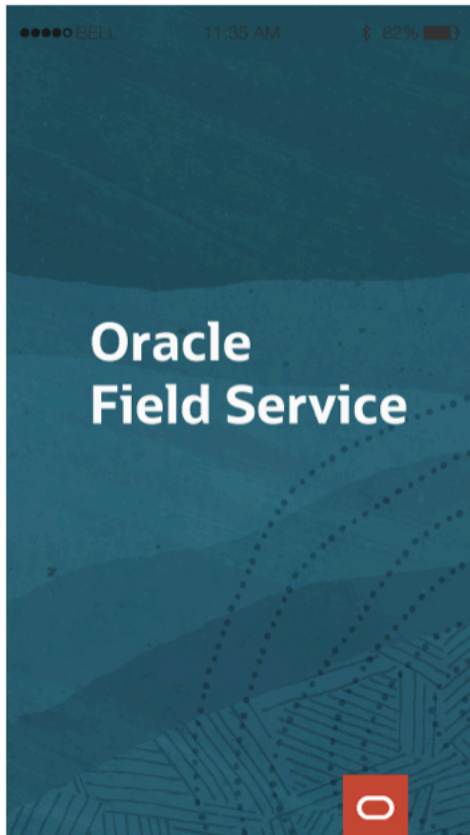
## Redwood Theme

Both iOS and Android apps have new user interfaces based on Redwood styles.

These pages now appear in the Redwood theme:

- Splash page

The Splash page now appears in Redwood theme:

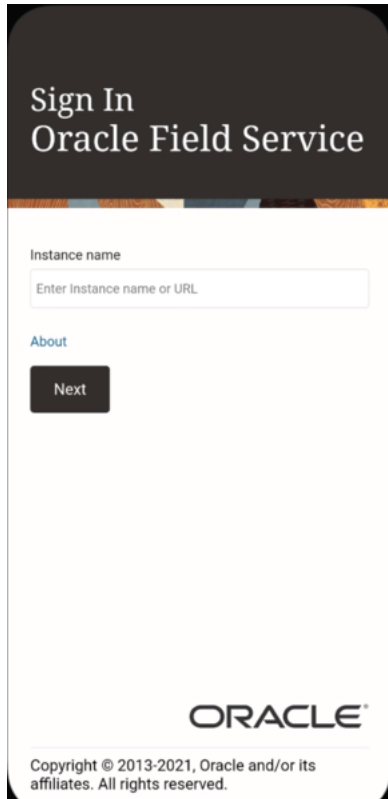




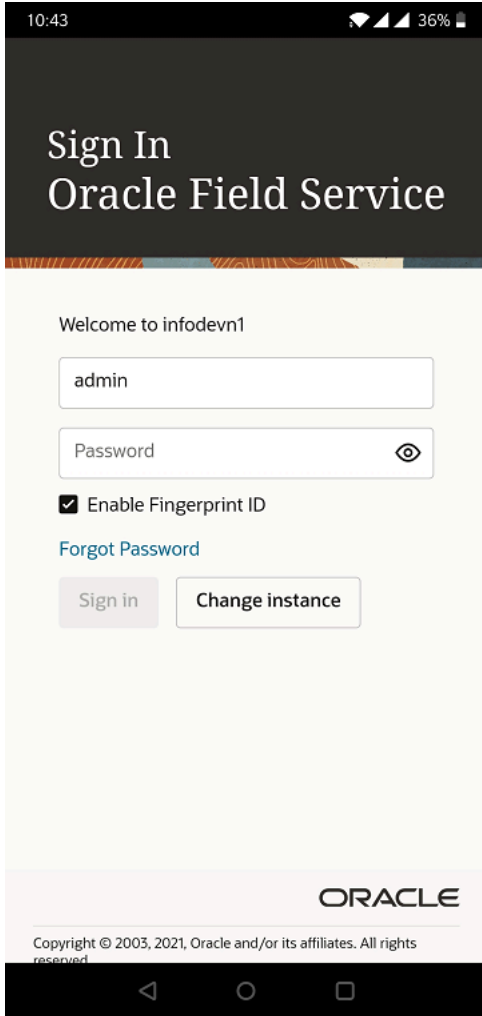
- Sign-In page

The Sign-In page in both iOS and Android Mobile apps now appear in the Redwood theme:

- Sign-In page for iOS:

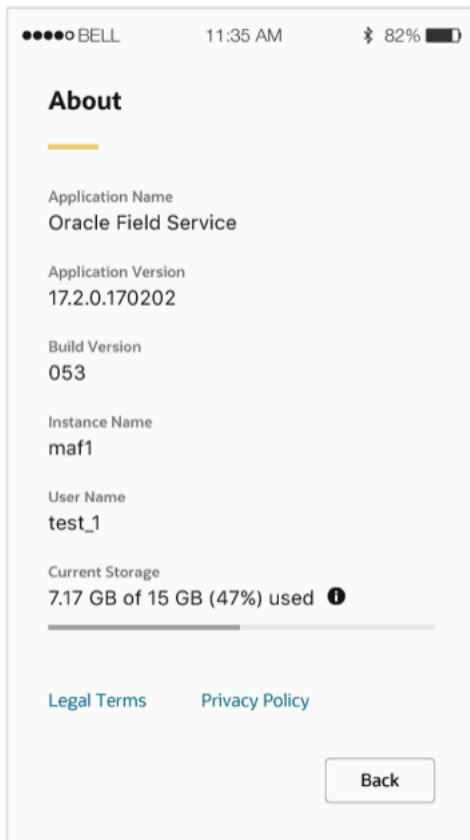


- Sign-In page for Android:

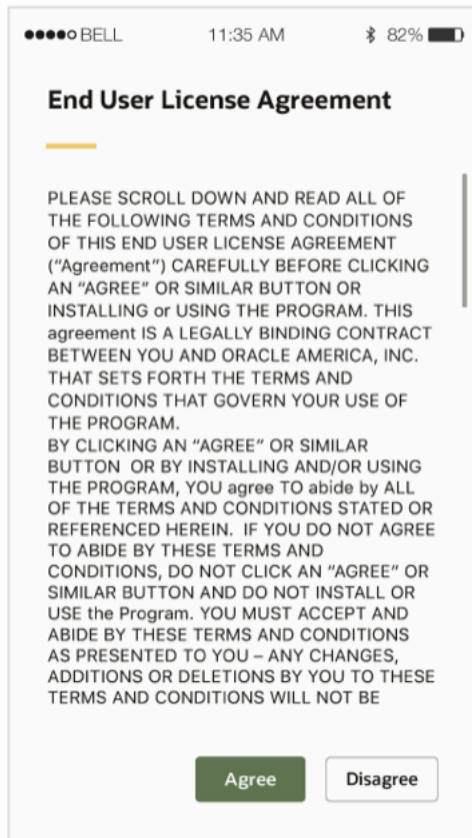


- About page

The About page now appears in the Redwood theme:



- End User License Agreement page  
The End User License page now appears in the Redwood theme:



## Capture Images With In-App Camera

While you have previously been navigated from Oracle Field Service to the device's native camera to take pictures, Update 22C launches a custom in-app camera module within the Oracle Field Service mobile app itself. With this in-app camera, you can take photos without being navigated between your local device camera and the Oracle Field Service mobile app. This provides a unified and reliable camera experience regardless of your mobile device operating system or performance.

The Primary camera features in this release are as follows

- The in-app camera is supported only for the Oracle Field Service image property type.
- The in-app camera is only available if you have the installed Oracle Field Service mobile app (if you access Oracle Field Service using mobile browsers, you will continue to use your native device camera).

**Note:** The in-app camera is only available if you upgrade to Update 22C for both the platform and the mobile app. If you have upgraded to the latest mobile app, but the platform is on Update 22B or lower, you cannot use the in-app camera.

Follow these steps:

**1. Capture Image:**

- a. Click a field that has an image property. The capture image page opens.
- b. Click the capture image button to take pictures.
- c. Click Cancel to go back.
- d. Switch between the front and back cameras through the swap camera button present in the lower right corner of the capture image page.

**2. Zoom in/zoom out**

Pinch in/ out in the capture image camera page to activate the zoom functionality. When zoom is activated, you can see a zoom slider. Use the slider to manipulate zoom in addition to using the pinch in/ out action. The slider disappears if the zoom functionality is idle for a while.

**3. Tap to focus.** On the capture image page, click the area where you want to focus. :

The file is uploaded.

**4. Use Flash settings.**

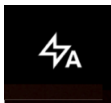
- o Flash On



- o Flash Off



- o Flash Auto



The icon of the current flash setting is displayed at the top right of the capture image page. Click the flash icon to change the setting. This image shows the flash settings:

**5. Preview the captured image in the Preview page.** After you capture an image from the capture image page, you get the preview page where you have options to:

- o View captured images
- o Edit the captured image
- o Save the image (Submit button)

**6. You can click the back icon at the top left and go back to the capture image page.** If you go back without saving, you see a warning that you will lose the captured images and any edits.

**7. To crop an image, follow these steps:**

- a. Click the crop icon on the top left of the preview page to activate the crop mode.
- b. Move the crop grid to the required area and crop the image. When you finish cropping, click the check mark at the bottom right to confirm the edits.
- c. Click the back button to exit the crop mode.
- d. If you have cropped an image incorrectly, you can reset the crop by clicking the reset button at the lower left corner of the crop page.

- 8.** To draw an image, follow these steps:
  - a.** Click the draw icon on the top left of the preview page to activate the draw mode.
  - b.** Draw on the image and highlight the required areas. When you finish highlighting, click the check mark and confirm the edits.
  - c.** Click the back button to exit the draw mode.
  - d.** To reset a drawing click the reset button at the bottom left.

## 2 Install the Mobile Application

### Install Oracle Field Service App for Android

You can install the Oracle Field Service app from the Google Play Store.

#### Before you start

Ensure that you are using an Android device with an active internet connection and you have access to Google Play Store.

#### Here's what to do

1. From your Android mobile device, open Google Play Store.
2. Search for **Oracle Field Service** and select it.
3. Click **Install**.

Now, you have downloaded and installed the Oracle Field Service app on your device.

You can use the procedure described earlier, or you can download the mobile app directly from this link:

<https://play.google.com/store/apps/details?id=com.oracle.ofsc>

### Install Oracle Field Service App for iOS

You can install Oracle Field Service Cloud app from the Apple App Store.

#### Before you start

Ensure that you are using an iOS device with an active internet connection and you have access to Apple App Store.

#### Here's what to do

1. From your iOS mobile device, open App Store.
2. Search for **Oracle Field Service Cloud** and select it.
3. Click **Install**.

Now, you have downloaded and installed the Oracle Field Service Cloud app on your iOS device.

You can use this procedure described earlier, or you can download the mobile application directly from this link:

<https://itunes.apple.com/us/app/oracle-field-service-cloud/id1363168467?mt=8>





# 3 Configure the Mobile Application

## Configure Your Instance of Oracle Field Service

### Before you start

You must download and install the Oracle Field Service app from the Google Play Store (or Oracle Field Service Cloud from the App Store).

To configure the Mobile Instance:

### Here's what to do

1. Open the Oracle Field Service app (or Oracle Field Service Cloud app).
2. Read and accept End User License Agreement.
3. Specify the Oracle Field Service Mobility instance to be connected.
4. In the **instance name** field (for example, sunrise, or sunrise.test), enter the name of the instance you want to switch and then select **OK**.

**Note:** You can use this approach only to configure an application installed using MDM. Do not include the 'fs.ocs.oraclecloud.com' domain in the **instance name** field.

5. Enter **login** (username) and **password**.

You can also create shortcuts for the Oracle Field Service instances.

Using the shortcut, you can open Oracle Field Service Mobile and load the instances automatically.

To use this option, create an XML file and download it to the device. The name of the file doesn't matter, just be sure to include the correct instance name and URL. Here is a sample XML file:

```
<?xml version="1.0" ?>
<instance>
  <name>Demo</name>
  <url>http://demo.fs.ocs.oraclecloud.com/m</url>
</instance>
```

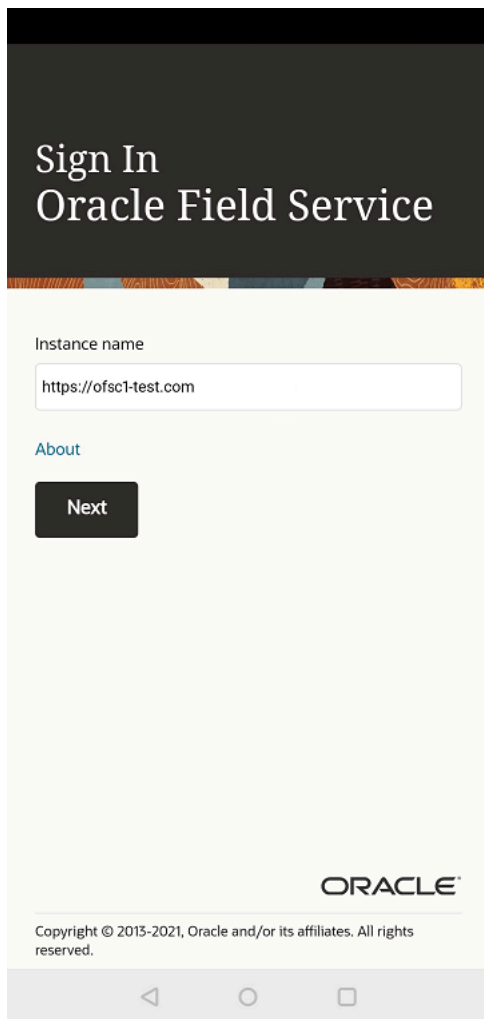
In the sample,

- o **<instance>** — root node
- o **<name>** — child of <instance>, contains the Name of the shortcut to be displayed.
- o **<url>** — child of <instance>, contains the URL of the Mobility instance.

## How to Change the Instance?

If you have multiple instances of the Installed Application, you can change from one instance to another from the **Sign In** page.

On the **Sign In** page, click **Change instance** and enter a different instance name in the **Instance name** field and click **Next**. Now, you'll be able to log in to the Installed Application using a different instance.



## How to Upgrade the Installed Android and iOS Apps

If you log in to the Oracle Field Service app, then a prompt to upgrade the installed app to the latest major version is displayed in the device.

The prompt is displayed if the current version of the installed Android and iOS app is at least one major version lower than the latest available version of the app.

Click the **Update** button to update the app from Google Play or App Store.

**Note:** If you select **No Thanks** or **Not Now**, then the prompt doesn't display until the next major Oracle Field Service version is released. Alternatively, you can directly visit the Google Play or App Store whenever required and upgrade the app if the installed app version is lower than the one available on the store.

## Simplified Login

Most of the times, you use the same instance to log in to the installed application.

To reduce this effort of using the same series of steps to log in to a particular instance every time, you can use the Mobile Device Management (MDM) option.

### How to configure MDM?

An MDM application must be properly configured before using it to populate your instance details. The application must allow IT service to distribute the installed application to the end user's devices. For more information, refer to MDM documentation. If you need specific MDM information, contact your IT department.

**Note:** You can use this approach only to configure the app installed using MDM.

Each platform (Android and iOS) allows these configuration parameters:

Parameter name	Purpose	Type	Comments
instance.url_X	URL of the instance	String	X can be any number from 1 to 5
instance.name_X	Instance friendly name	String	X can be any number from 1 to 5

To configure one access point, you must set the fields as follows:

instance.url\_1, instance.name\_1

If only one access point is passed in Managed Configuration, it is shown as plain text in the Instance name. In case of multiple access points, a drop-down list has all the instances.

### How to use MDM?

Typically, you provide the instance name and other details to access an instance. The MDM makes it easy for you by populating the last used instance. You just have to select and access the instance. If there is more than one instance that you use frequently, all such instances are listed under the Instance name drop-down list. You can then select the required instance and access it.

If you have used an instance at least once, the availability of the instance is checked and if the device is online, the offline data is updated. When the device is offline, you can continue to work by entering the PIN.

**Note:** If you have only one instance configured in MDM, you'll see the **Login** page, and not the **Instance name** page.

## Log In Using SSO

You can sign in with the single sign-on authentication method, if your organization has configured the SAML or OpenID authentication types.

1. Open the Oracle Field Service (or Oracle Field Service Cloud app) app.
2. Type the Oracle Field Service instance name.
3. On the **Sign In** page, click **Sign in with SSO**.

Your credentials are redirected to your Identity Provider for authentication. If you have an active session in your Identity Provider, you are authenticated without you having to enter the credentials. If you don't have an active session in your Identity Provider, then you must enter your credentials.

4. If your company has created several Login Policies, type your user name. For example, yourname@yourcompany.com.
5. Click **Continue with SSO**.

Your credentials are redirected to your Identity Provider for authentication. If you have an active session in your Identity Provider, you are authenticated without you having to enter the credentials. If you don't have an active session in your Identity Provider, then you must enter your credentials. The app preserves your last successful login details. When you open the app again, you see the **Single Sign-On** page. Further, if your session is still live, then you log in with a single click.

## Instance Loading Issues

Sometimes, you might encounter issues when loading the instances related to an installed application.

When there is any problem in loading the instance of installed application, you'll see a corresponding message on the page where you have selected or entered the instance name. It allows you to solve the problem (to check an entered value or check the internet connection). If there is a problem with the server connection, you can contact the administrator.

Issue Type	Message on the Screen
Network connectivity	Could not connect. Please check your network.
Host not responding	Connectivity issue. Please try again or contact your administrator.
Unavailable url	Could not connect. Please check your configuration.

## Single Sign-On on the Mobile Application

Similar to Oracle Field Service, you can use the Single Sign On authentication method in the installed application as well.

### Service Provider Initiated Login

Using the Service Provider initiated login is same as described in the 'Configure Oracle Field Service Instance' section.

## Biometric ID Authentication

You can use the fingerprint authentication or biometric ID to log in to the installed application.

**Note:** To use this feature, the mobile app must be installed on devices working on Android versions (7.0 or later) or iOS versions (10.0 or later). Also, the devices must have fingerprint scanners when Basic and / or LDAP authentication is used. This feature is not available for SSO users using either SAML or OpenId Connect.

It may be difficult for field resources to enter the password on their device every time. So, using the **Enable Touch ID** (for iOS) or **Enable Fingerprint ID** (for Android) option on the **Login** page makes it possible to access the installed application without having to enter the username and password each time. The mobile application uses the built-in operating system storage to store user credentials, which is secure.

### How to configure this feature?

Follow these steps to configure this feature:

1. Click **Configuration**.
2. Under **Displays** section, select **Display**.
3. Under **General settings**, select **Remember user name on Login screen or use Biometrics ID**.
4. Click **Save**.

Log out from the current instance and log in again to use this feature.

If you do not want to use the fingerprint authentication, though the option is present in your mobile device, do not select the **Remember user name on Login screen or use Biometrics ID** setting.

### Disable Fingerprint Authentication

You can disable the fingerprint authentication on your device from the **Login** page. Just deselect the **Enable Touch ID** or **Enable Fingerprint ID** setting. You cannot use this feature anymore unless you select the option again.

## Use Biometric ID for Android Devices

You can use the biometric ID to log in to your mobile app installed on an Android device.

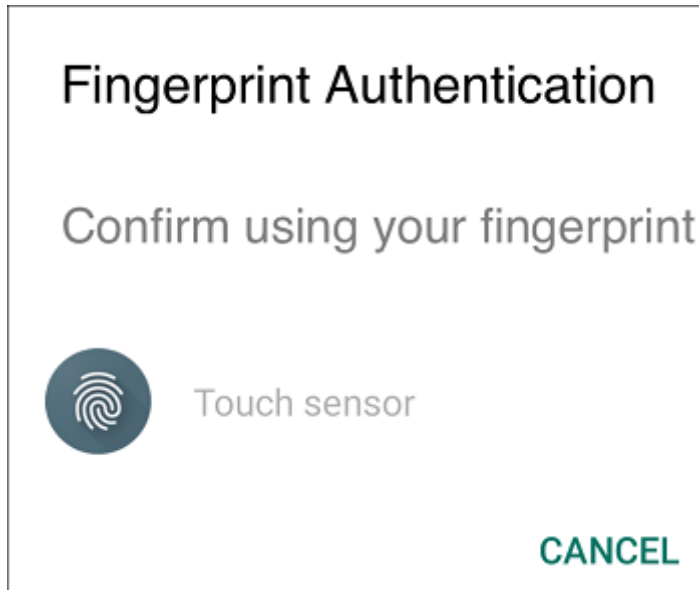
To use the biometric ID option for Android devices, follow these steps:

1. Double-click and launch the installed application.
2. Enter the instance name and click **Next**.

3. Enter the username and password and select the **Enable Fingerprint ID** option.
4. Click **Sign In**.

The **Fingerprint Authentication** dialog box to save and protect your password is displayed.

If you want to save the password to your device operating system storage, touch your finger on the device scanner.



**Note:** If you have saved your password using a fingerprint ID and changed or deactivated the password from another application, an error message appears. You must map the new password with your fingerprint again on the **Login** page.

## Use Biometric ID for iOS Devices

You can use the biometric ID to log in to your app installed on an iOS device.

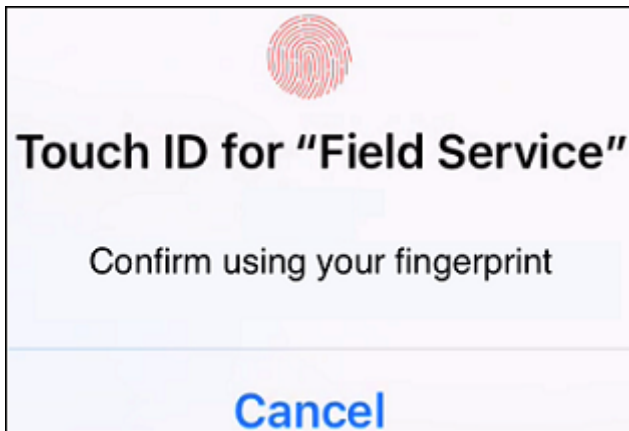
To use the biometric ID option for iOS devices, follow these steps:

1. Double-click and launch the installed mobile app.
2. Enter the instance name and click **Next**.
3. Enter the username and password and select the **Enable Touch ID** option.

4. Click **Sign In**.

The **Fingerprint** dialog box is displayed, which lets you save and protect your password.

If you want to save the password to your device operating system storage, touch your finger on the device scanner.



**Note:** If you have saved your password using the fingerprint ID and changed or deactivated it from another application (such as the browser—based Mobility or another mobile device), an error message appears. You must map the new password with your fingerprint again on the **Login** page.

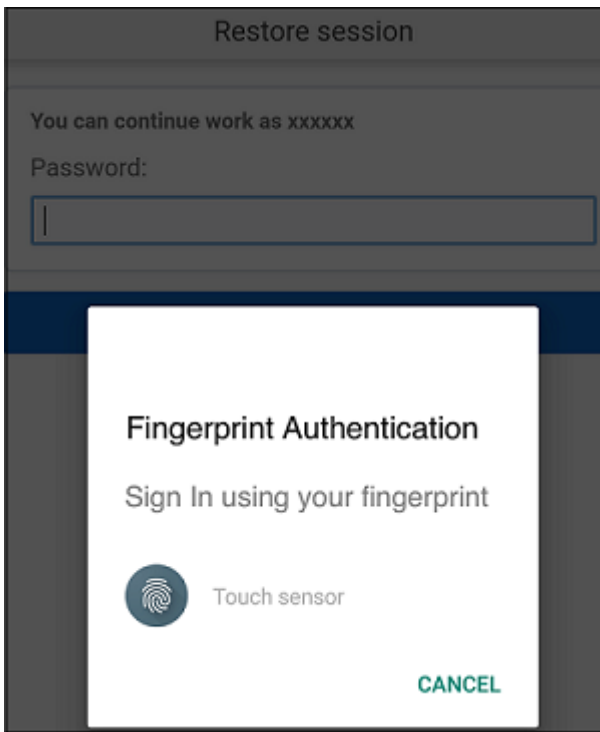
## Offline Mode Re-Authentication

You can authenticate again to log into the same session if your session goes offline.

If your session is offline because of connectivity issues, or for not being active for a long time, you can re-authenticate using the fingerprint id to log into the same session again.

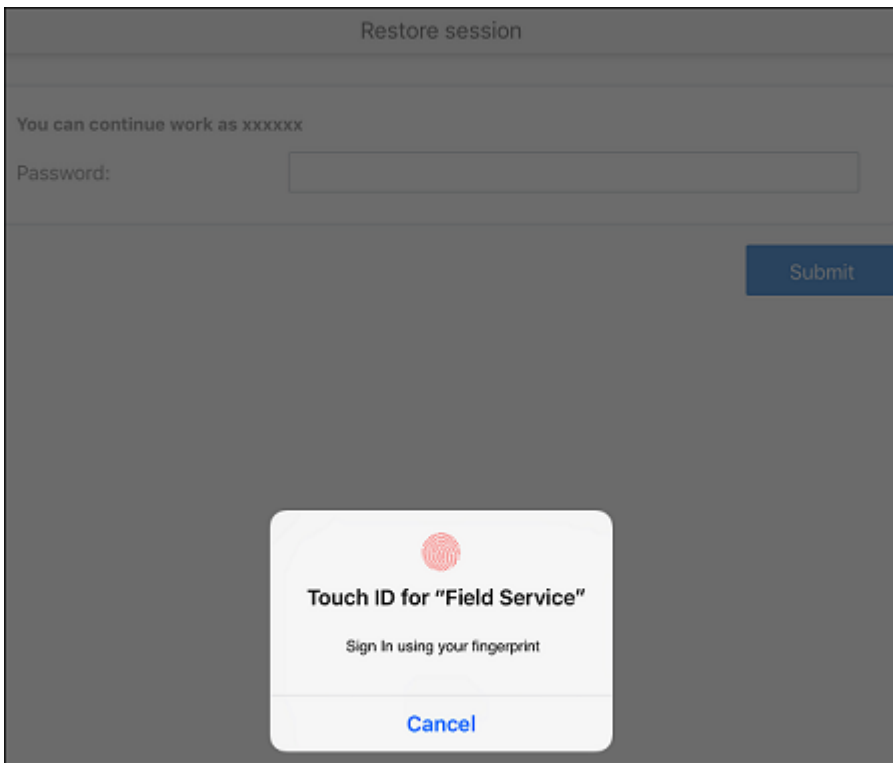
You are directed to the **Restore Session** page, from where you can use the fingerprint ID to log into the installed application. If you do not want to use the fingerprint id authentication, click **Cancel** on the fingerprint ID window on the **Restore Session** page.

### Android devices



### iOS devices





**Note:** The fingerprint authentication appears on the **Restore Session** page, only if you have mapped your credentials for fingerprint ID authentication. Otherwise, you must log in by entering your password on the **Restore Session** page. This is applicable to both, Android and iOS apps.

## Passcode Login for iOS Devices

If you are using the app on an iOS device, and if the fingerprint authentication fails, you can use a passcode to log in to the app.

Sometimes you cannot log in to the installed application, because your finger print is not recognized even after multiple attempts. In such a case, you can use the passcode to log in.

**Note:** This option is not available for Android devices.

# Face ID Authentication

## Face ID Authentication for iOS Devices

You can use the Face ID authentication to log in to the installed app on iOS devices.

To use the Face ID authentication on your iOS device, you must have installed the application on any of these devices:

### iPhone Models

- iPhone XS Max
- iPhone XS
- iPhone XR
- iPhone X

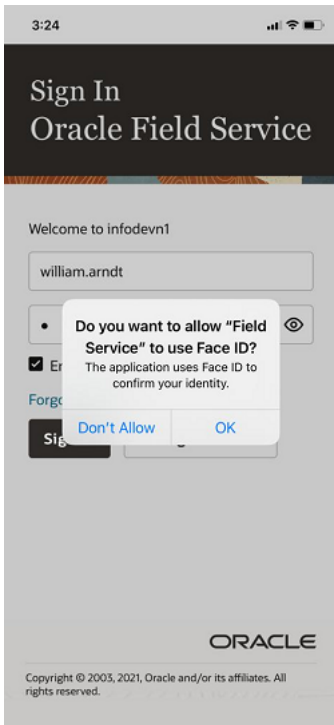
### iPad Models

- iPad Pro 12.9-inch (3rd generation)
- iPad Pro 11-inch

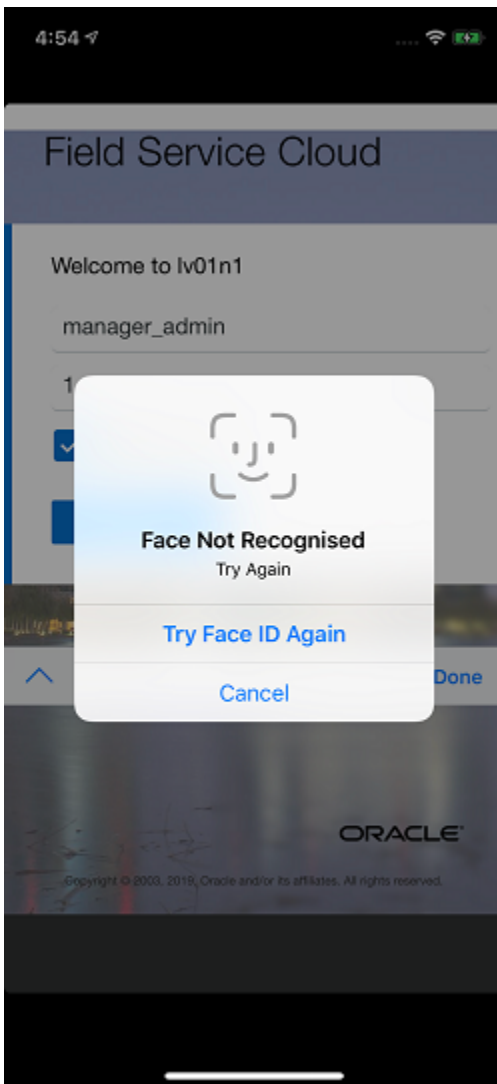
## How the Face ID Authentication Works?

You can see the **Enable Face ID** option on the **Login** page.

If you select the option and confirm the permissions to use this feature, Face ID starts detecting your face.



If your face recognition fails, an appropriate message displays. You may cancel the process or try again.



After successful face recognition, you can log into the installed app. Your mobile device's storage saves your password and the Face ID authentication protects it.

**Note:** You can view the buttons and messages displayed on the Biometric ID page translated and localized to all the supporting languages. This feature is available in both Android and iOS platforms depending on your Oracle Field Service configuration settings.

## Configure Face ID Authentication

If you want to use the Face ID Authentication to log in to the installed app, you must configure it.

To configure the Face ID, follow these steps:

1. Click **Configuration > Display**.
2. Select the **Remember username on Login screen or use Biometrics ID** option.
3. Click **Save**.

## Enable or Disable Face ID Authentication

You can enable or disable the Face ID Authentication from your installed app.

### Enable or Disable Face ID Authentication

To enable the Face ID Authentication, follow these steps:

1. Click **Configuration > Display**.
2. Select the **Remember username on Login screen or user Biometrics ID** option.
3. Select the **Enable Face ID** option on the Login page.

**Note:** To disable the Face ID Authentication, clear the **Remember username on Login screen or user Biometrics ID** option.

## Canceling Face ID Authentication

You can save the password using Face ID authentication and still not use it for future logins.

You can cancel the Face ID authentication by not showing the face in front of mobile device's camera. In such a case, your Face ID authentication fails and you must authenticate your face again or Cancel the Face ID authentication.

## Offline Re-Authentication Using Face ID

Sometimes, the installed app may require you to log in again.

You must re-authenticate to login to the installed app. This can happen regardless of whether you are online or offline. If you have enabled the Face ID authentication, you can use it for re-authentication.

## Activate or Deactivate Coordinate Gathering

### Before you start

You should download the Oracle Field Service app using Google Play. The app is installed on the device and first run passed.

To activate or deactivate Coordinate Gathering:

### Here's what to do

1. Open the installed app.  
The app opens the Oracle Field Service instance that you specified previously.

**2. Select **Activate Route**.**

The app starts collecting GPS coordinates.

**3. Switch to another Android app and then switch to the Oracle Field Service mobile instance.**

You notice that the app continues to obtain GPS coordinates.

**4. Select **Deactivate Route**.**

The app stops collecting GPS coordinates.

## Conditions for Gathering Coordinates

This section discusses the conditions followed when the mobile app collects coordinates of mobile resources.

After the route of the resource is activated, the Oracle Field Service app starts collecting coordinates, when these conditions are true:

- Coordinates are collected only if the mobile resource is logged into the Oracle Field Service app and the route is activated.
- Coordinates are collected continuously regardless of whether the Oracle Field Service app is started, stopped, or the mobile device is locked.
- Coordinates are provided continuously when the internet connection is active.
- Gathering of coordinates is stopped when the mobile resource logs out from the Oracle Field Service app or when the resource deactivates the route.

**Note:** If the mobile resource does not deactivate the route, gathering of coordinates is automatically terminated within two hours after the working hours.

## Mobile Application Specifics

### Using Field Service Properties

When using File Property with GUI type 'Image', the camera opens automatically and there is no possibility to select an existing image from the gallery. If you want to select an image from the gallery, the File Property with GUI type must be set as 'File' and not as 'Image'.

### Saving Username

You cannot save passwords in the mobile app, because of security reasons. However, you can save the username in the app.

To save the username, click **Configuration > Display** in the Oracle Field Service app. Then select the **Remember User Name on Login Screen** option. Selecting this option saves your user name and populates it automatically, when you use the same device and browser to log into the application. This feature is available only for users who have the Internal and LDAP login policies, and not for users who have the SAML or OpenID Connect policies. If your authentication fails, your user name doesn't get populated when you try to log in to the mobile app next time.

# 4 Collaboration Notifications in the Mobile Application

## Collaboration Notifications in iOS App

When a new collaboration message triggers from Oracle Field Service, you'll get an update in the notification area of the mobile app installed on iOS.

This happens even if you're not using the application, but the application is active in the background. You'll find the events related to collaboration messages, activity updates, and so on displayed in the notification area of the iOS app. You can find the notifications in the status bar as an icon.

To receive collaboration notifications on your iOS device:

- You must have enabled the Remote Notifications option on your mobile device.
- The installed app must be run at least once on your mobile device.

## Collaboration Notification Message: Key Components

By default, all the collaboration notification messages contain some components.

- **Header area** — This component contains App Icon, App Name, and Timestamp.
- **Content Area** — This component displays Content Title and Content Text. The Content Title differentiates the type of Collaboration messages such as:
  - Name of the sender - in case of a one to one message
  - Conference - in case of a conference message
  - Broadcast - in case of a broadcast message
  - New activity - in case of activity broadcast message

The title also contains a count of unread chats in that particular conversation.

- **A Context Text** — This can be the content of the text.

## Collaboration Notification Types

You can receive different types of collaboration notification on your installed app.

### Badge Notification

The badge present on the application launcher icon is updated with the unread collaboration chats as notifications. These badges appear automatically when you receive a new collaboration notification and disappear when you click the application or notification banner.



### Grouped Notification

A grouped notification has multiple notifications from Collaboration bundled together on the Lock screen. You can tap a set of notifications or expand them to see all the notifications in your list. The group summary provides the number of unread notifications. For example, "3 more notifications."

**Note:** For any app that supports notifications, you can enable or disable the feature entirely. You can also enable or disable the visibility in Notification Center, on the lock screen, app icon badging, and choose one of the notification styles. You cannot view the notifications if you haven't configured the mandatory settings in your mobile device.

### Multiple Notifications

When you receive multiple Collaboration messages of the same category, the messages are grouped and summarized in the notification area. You can also view the information about the unread notifications. You can expand the view and see all the remaining notifications by tapping the notifications.

## About Collaboration Notifications in Android Devices

When a Collaboration event occurs, users of the installed app receive an update in the notification area of their mobile device even when the application is running in the background.

Here are the prerequisites to enable Collaboration notifications:

- The Remote Notifications option must be enabled on the mobile device.
- The user must be logged in and the application must be running in the background.

### Notification Behavior and Use

- Notifications appear in the status bar as an icon.
- Notifications are displayed on the lock screen.
- A sound or vibrating alert is present as part of the notification.
- A new notification appears on the current page.

## Types and Conditions of Notifications

Collaboration notifications are available as push notifications within the Oracle Field Service Android and iOS apps. With this feature, you can receive a notification when the application is running in the background.



Collaboration notification provides timely alerts for new Collaboration messages for native mobile app users, whether they are using the application or not.

**Note:** Such collaboration notifications are displayed only when the app runs in the background.

### Prerequisites:

Here are the conditions to use this feature:

- Do not disable remote notifications on the device or for the application.
- Run the application at least once on the device.
- When Oracle Field Service triggers a new Collaboration event, it sends a notification to the Oracle Field Service app (Android OS). The notification alerts the participants of this event who are using the mobile app (Android OS), if the application is running in the background.

### Notification Features

Here is a list of notification features:

- Notifications appear on the status bar as an icon.
- Notifications appear on the lock screen.
- A sound or vibrating alert is present as part of the notifications.
- A new notification appears on the current page.
- A new notification alerts the user by blinking the device's LED.
- If a user force-quits the app using the app multitasking UI, the app does not receive remote notifications until the user relaunches it.
- If the application is running in the foreground, the user doesn't receive notifications.

### Notification Message Structure

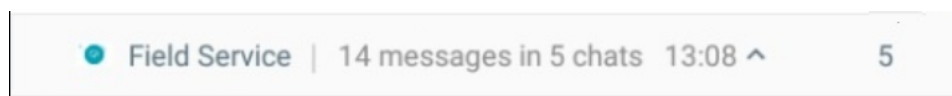
Key components of a notification message include:

- **Header Area**

The header includes these items:

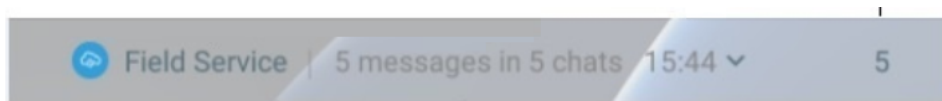
- App icon.
- App Name ("Field Service").
- Header text (It shows the total number of unread messages and the total number of unread chats at this moment.).
- Time stamp with an expander icon.
- An indicator to represent the number of pending notification from the same application.
- The structure of the Header area includes:
  - Header area structure when the application is unlocked:

This image shows the structure of the Header area for an unlocked application:



- Header area structure when the application is locked

This image shows the structure of the Header area for a locked application:



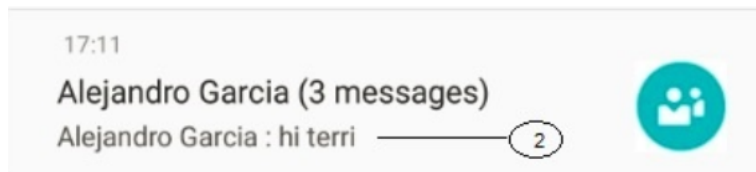
- **Content Area**

The content includes the most important part of the message - content title and text.

- o The structure of the Header area includes:

- Content area structure when the application is unlocked:

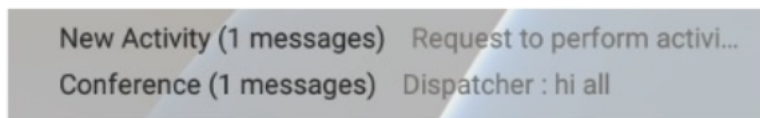
This image shows the structure of the Content area for an unlocked application:



- Content area structure when the application is locked

This image shows the structure of the Header area for a locked application:

This image shows the structure of the Content area for an unlocked application:

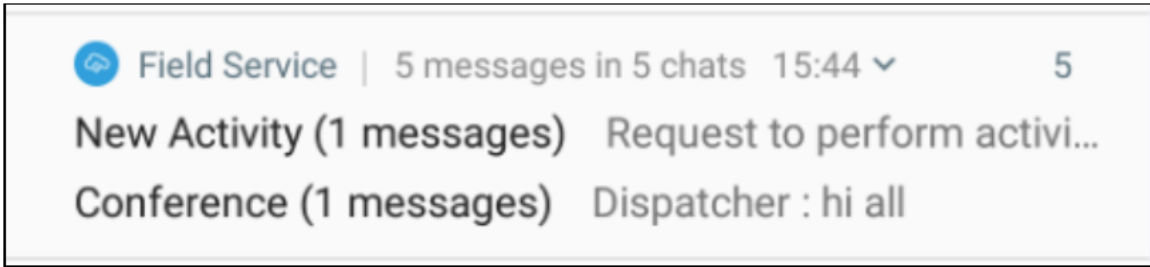


- o The structure of the notification includes:

- Content Title: Headline for the collaboration notification is defined in such a way that it should differentiate the type of collaboration messages such as these:
  - o Name of the sender- in case of a one to one message.
  - o Conference -in case of a conference message.
  - o Broadcast -in case of a broadcast message.
  - o New activity - in case of activity broadcast message.
  - o The title also contains a count of unread chats in that conversation.
- Content Text: This can be the content of the text.

## Multiple Notifications

When the app displays multiple Collaboration messages of the same type, it bundles and summarizes them as follows:



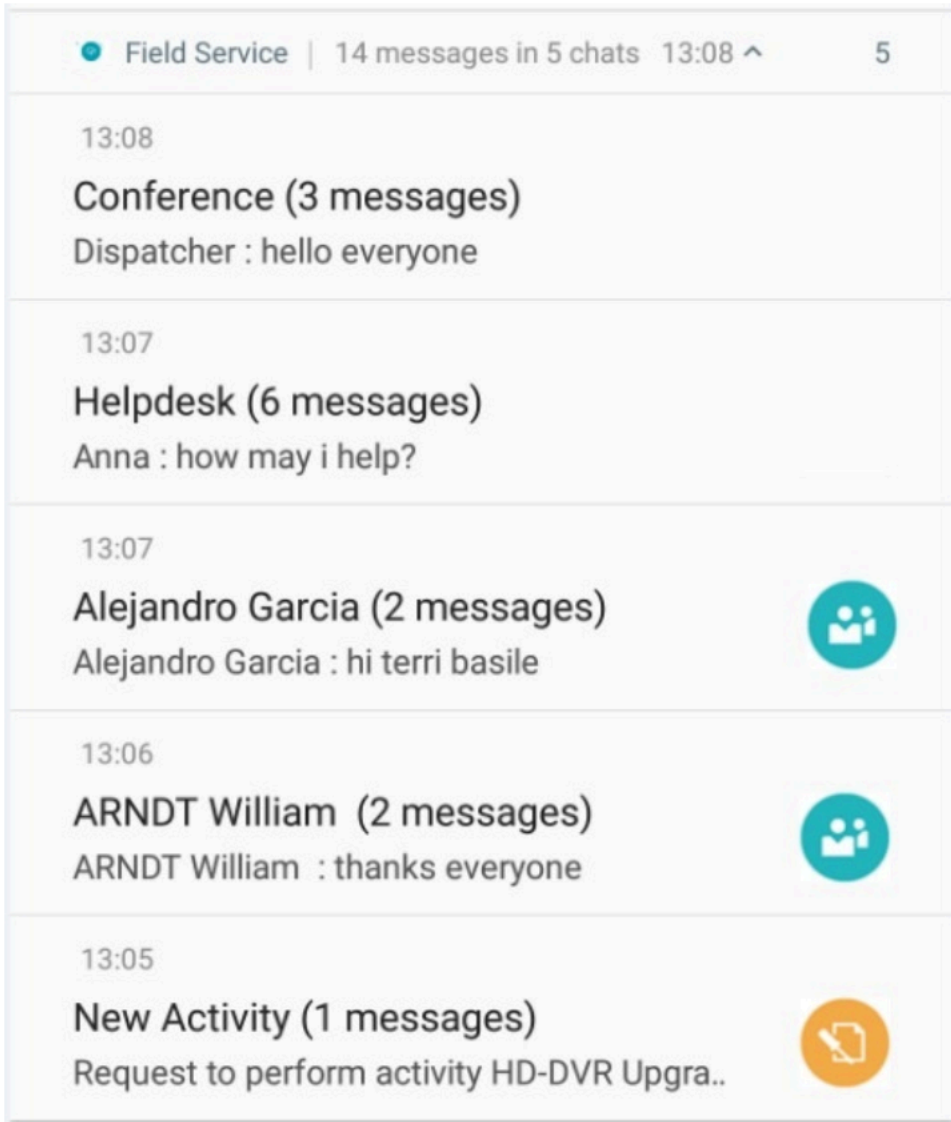
The application can display multiple notifications in a hierarchical way:

- A parent notification displays a summary of its child notifications.
- If the user expands the parent notification, it expands to display all child notifications.
- The user can expand child notifications to review its entire content.
- The app may display child notifications without the duplicate header information.
- If there is only one child notification, it appears outside the group.

### Expanded view

Notification has an expand indicator in the header part of the message, and users can tap the indicator or swipe down the notification body to expand it.

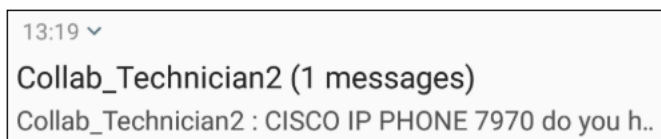
This image shows the notification message details that appear when you expand a message:



These types of messages are sent as push notifications in the Android and iOS apps.:

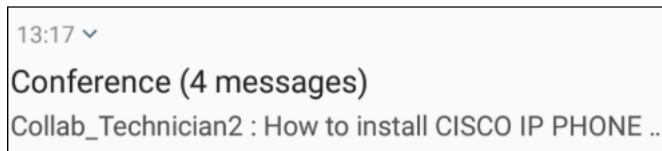
- One-to-One conversation between two users:

This image displays an example of a one-to-one conversation.



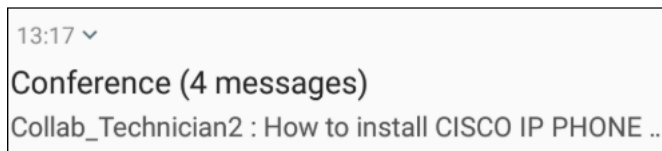
- Conference:

This image displays an example of a conference message.



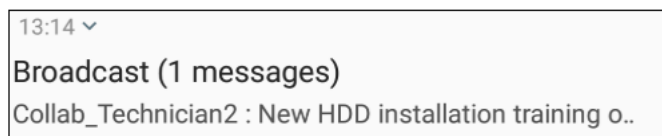
- Broadcast message:

This image displays an example of a broadcast message.



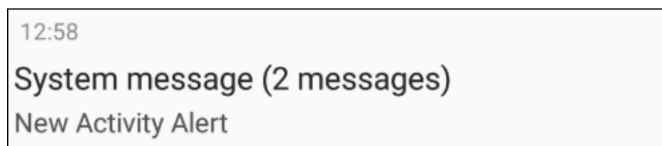
- Automatic broadcasting:

This image displays an example of an automatic broadcasting message.



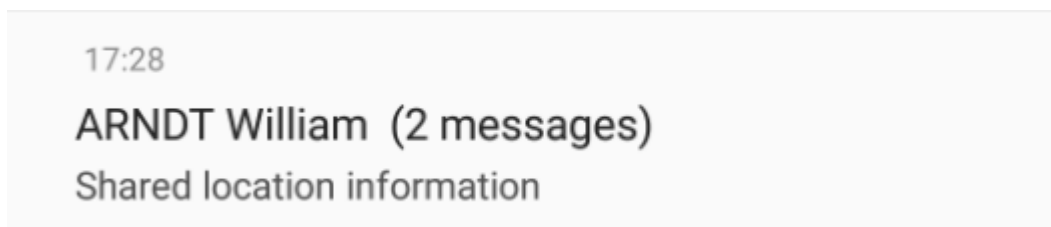
- Collaboration Message from Message Scenario:

This image displays an example of a Collaboration message.



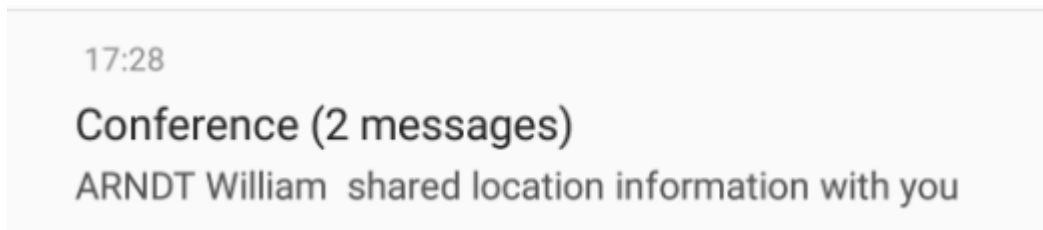
- Share location between users:

This image displays an example of location sharing between users.



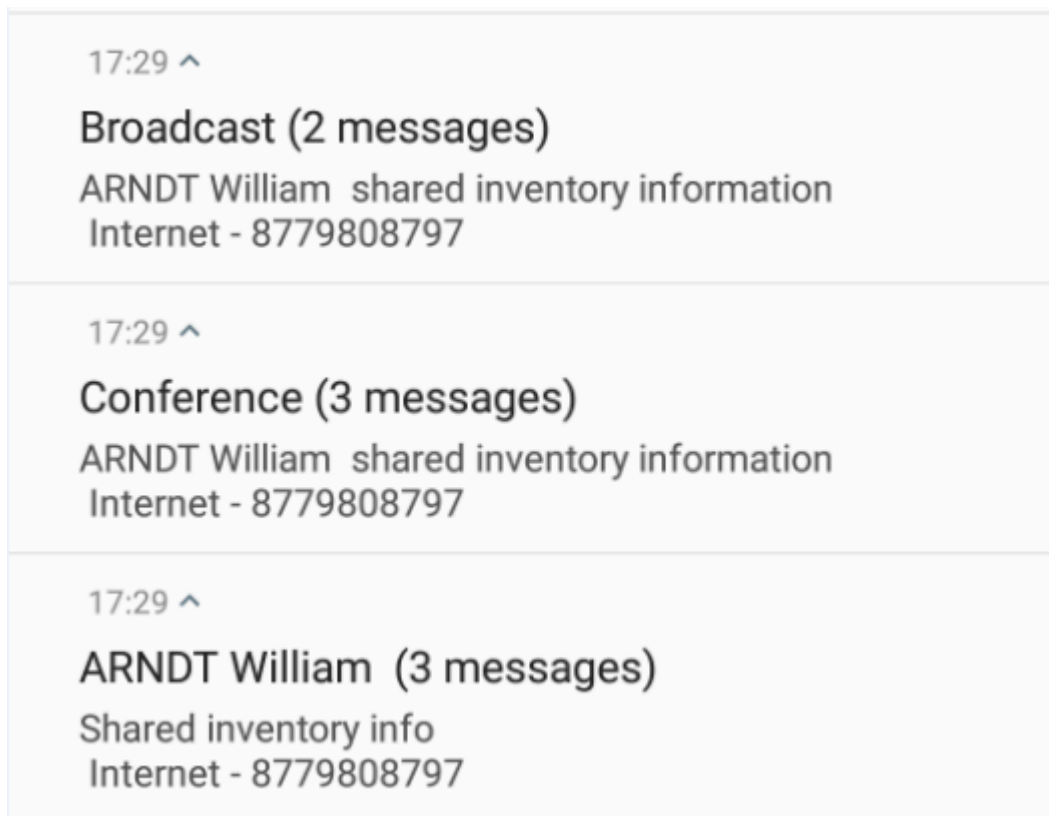
- Location sharing in Conference:

This image displays an example of location sharing in a conference.



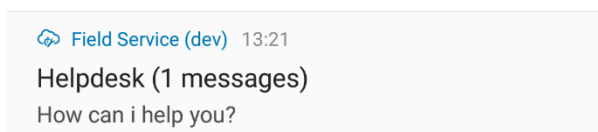
- Inventory Sharing:

This image displays an example of inventory sharing.



- Helpdesk Notification:

This image displays an example of a helpdesk notification.



### Notification as a badge

The badge in the application launcher icon gets updated with the unread Collaboration chats as notifications in the application.

This image shows a notification badge:



These badges appear automatically when a new Collaboration notification appears and disappears when the user clicks the application or notification banner.

You can do these actions to enable notifications:

- Follow these steps when the screen is locked:
  - Double tap or single tap the notification and unlock device based on the Android version used.
  - Once unlocked, the Collaboration User interface opens.
- Follow these steps when the screen is unlocked:
  - Tap the notification.
  - The Collaboration user interface opens.



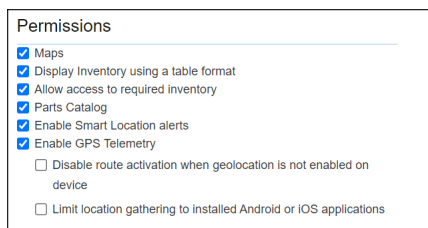


# 5 Disabling Route Activation

## Overview of the Disable Route Activation Feature

You can prevent a resource from activating their Route if they are not sharing their location (GPS) data.

You can configure this option using the **Disable route activation if geolocation is not enabled on device** option in the User Type – Permissions under **Enable GPS Telemetry**.



## Route Activation Messages

If the **Route Activation** feature is enabled and you have not shared your location, a warning message appears instead of the Route Activation screen.

### Accessing using the web browser

Platform	Message
To activate route in iOS	<b>Route Activation requires your location.</b> Please enable location access in your iOS settings. To enable location services, go to Device Settings - Privacy - Location Services.
To activate route in Android	<b>Route Activation requires your location.</b> Please enable location sharing on your device. Once enabled, refresh the browser page and "allow" location access when requested.
To reactivate route in iOS	<b>Route Reactivation requires your location.</b> Please enable location access in your iOS settings. To enable location services, go to Device Settings - Privacy - Location Services
To reactivate route in Android	<b>Route Reactivation requires your location.</b>

Platform	Message
	<b>Please enable location sharing on your device. Once enabled, refresh the browser page and "allow" location access when requested.</b>

### Accessing using the Installed Applications:

For Android (installed app)

- The **Enable now** button appears; tapping it takes you to the **Location services** settings page where you can enable the location services quickly.

For iOS (installed app)

- Extra message is added to the warning text instructing you about how to enable location services: 'To enable Location services, please go to Device Settings - Privacy - Location Services'.

The **Cancel** button simply navigates you back.

## How to Enable Location Services in Android and iOS Devices?

If you have installed the mobile app on an Android or iOS device, you get a notification to activate the route.

For Android devices, the notification states **Activate Route is disallowed while location services are disabled. Please enable location services first.**

For iOS devices, the notification states **Route Activation requires your location. Please enable location access in your iOS settings. To enable location services, go to Device Settings, Privacy, Location Services**

You must follow the instructions displayed on the page to enable the location services.

# 6 Using the Mobile Application

## Launch the Android App Using a Direct Link

You can launch the Oracle Field Service for Android app from a browser using a direct URL.

Click a URL such as `<instance_name>.fs.ocs.oraclecloud.com`.

If you have installed the Android app, the app is opened. If you have an active session, you are logged into the app directly, even if you have launched the app manually using the app icon. Closing the app or clearing it from the memory may not end the session. If you don't have an active session, you see the **Login** page. As this method works on the browser you have selected, if you provide a Login Policy label in the URL, you see the **Login** page that is specific to the Login Policy.

Let's say you use a link with a different instance name from the one currently used. The new instance may be launched only if there is no active session for the previously-used instance.

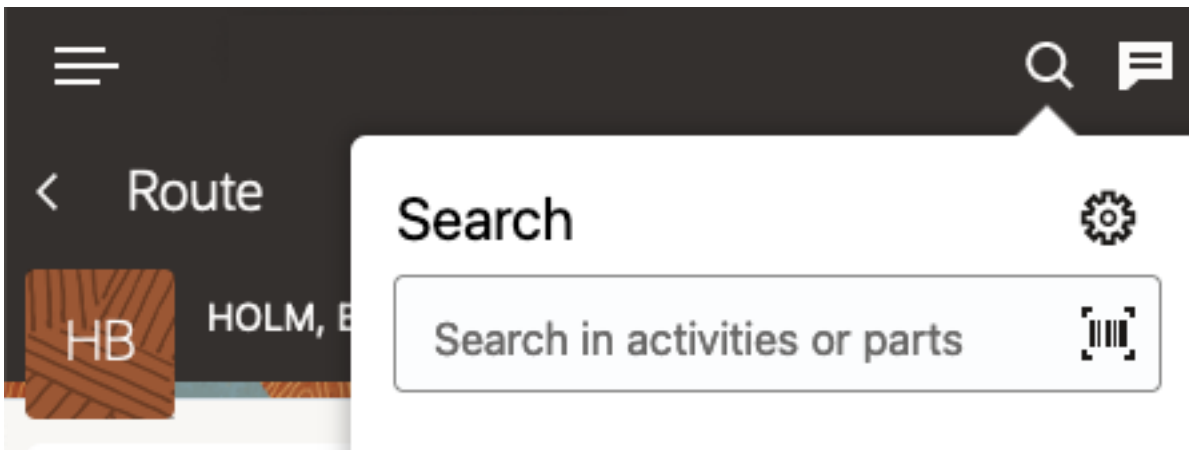
## Search Inventory with Barcode Scanner

You can use the Barcode Scanner button to search for inventory in the mobile app.

**Note:** The Barcode Scanner button is available on the inventory search page when you use the mobile app (for both iOS and Android devices). The button is not available when you use the browser-based Oracle Field Service application unless a plug-in is developed and configured.

In general, parts and equipment have barcodes printed on their package. The Barcode Scanner button added to the Search field helps you find a part or equipment without the need to type any text and tap the **Search** button. This feature allows the Barcode Scanner to scan the barcode and Oracle Field Service to run the search without the need to tap the button and populate the result.

These screenshots show the Inventory search page with the **Search** field and the Barcode Scanner option on small and large screen devices respectively:



To use the Barcode Scanner:

1. Click **Search** in the header of the page. The Search field with the barcode scanner appears. On a large screen device, click **Search** in the header. A drop-down list appears with the barcode scanner button in it.
2. Click the Barcode scanner button and place the device in front of the printed barcode on a package. The barcode information is captured and the search is run.

All the relative inventory items appear on the page. You can select the required part or equipment and continue with your activity.

Barcode Type	Android	iOS
QR_CODE	+	+
DATA MATRIX	+	+
UPC_A	+	+
UPC_E	+	+
EAN_8	+	+

Barcode Type	Android	iOS
EAN 13	+	+
CODE_39	+	+
CODE_93	+	
CODE_128	+	+
CODABAR	+	
ITF	+	+
RSS14	+	
PDF417	+	
RSS_EXPANDED		

## Browse Local Files Support in Native Application

As a user of the installed iOS or Android app, you can select the file location and upload files to Oracle Field Service from the photo library or a third-party storage device using the file property (that is, when the GUI type is file element). The file location depends on the OS version and the installed third-party software.

1. Log in to the installed iOS or Android app.
2. Click **Upload**.

**Note:** The **Upload** button is displayed if there is a file property configured on the form. The File property is always shown as a button on a form and is configured in the **Configuration > Properties** page.

3. Select a file from a photo library or browse for local files (may include third-party storage based on the installed software).

The file is uploaded.

4. Locate a file and click the link on the page or form to download the uploaded files.

The Android app saves the file to the Download folder and notifies the user. The message "Starting download" is displayed for Android users. If an error occurs while downloading, the "Unable to download" message is displayed.

iOS devices allow you to save or re-send the file. The list of suggested applications and actions is controlled by the OS and depends on the file type.

**Note:** The iOS app does not prevent users from using system features such as 3D Touch and allows users to edit image thumbnails for the image type. However, there is no similar option in Android OS.

## Download Files From iOS Devices

The installed iOS apps support downloading export files of all native screens and files within hosted plug-ins. You can export the files from within Configuration, Reports, and Forecasting pages.

**Note:** To download files from plug-ins, set the Target field to 'self'. If you leave the Target field blank, target is set to 'self'.

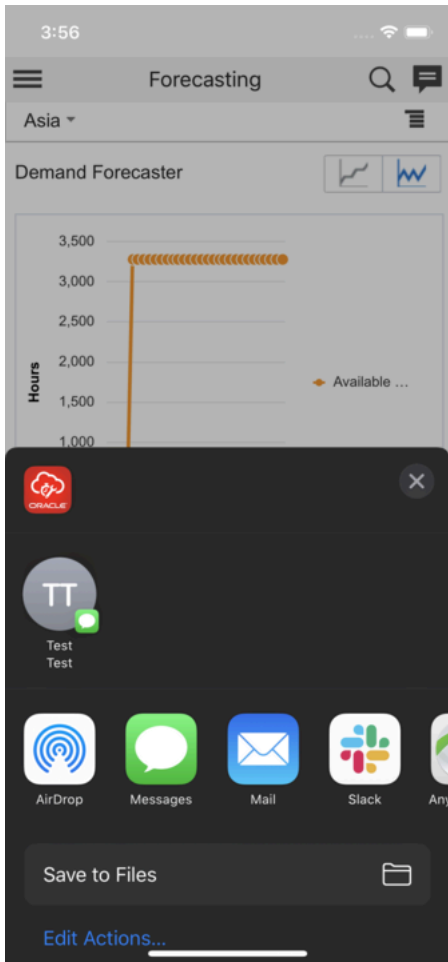
### 1. Click Export or Download.

- o After the download is completed, the iOS device displays the message, "Download finished". This image shows the Download Finished message.

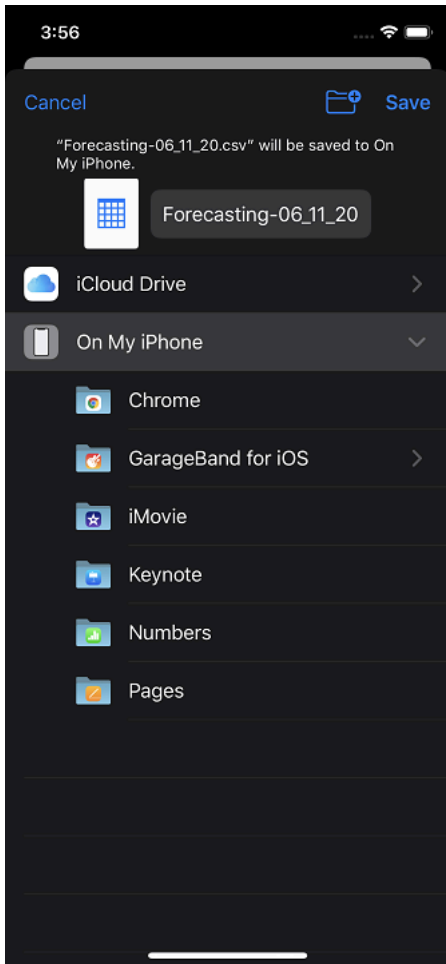


**2. The iOS device prompts you to either confirm saving the file or choose from other available options. This may be based on the native iOS functionality.**

This image shows **Save to Files** and **Edit Action** options to save the file:



3. Click **Save to Files** and then select the location where you want to save the file.  
The specified location to save files may vary per the native functionality of the iOS device.  
This image shows the location options to save the file:



**Note:** You can open JSON files from within plug-ins in the iOS app.

## Download Files From Android Devices

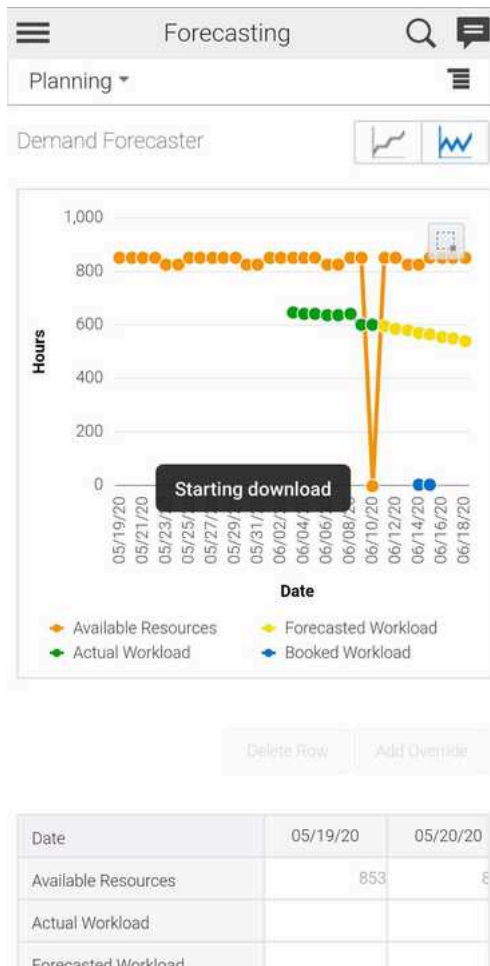
The installed Android app supports downloading export files of all native screens and files within a hosted plug-in. You can export such files from within Configuration, Reports, and Forecasting pages.

**Note:** To download files from a plug-in, set the Target field to 'self'. If you leave the Target field blank, target is set to 'self'.

1. Click **Export or Download**.



- Once the Android device initiates an export or a file download, the Starting Download message appears. This image shows the Starting Download message:



- Review the status of the download in the notification center.

**Results:**

You can access the downloaded file per the native functionality of your device. The Notification Center shows the download status.

## Print Files From the Mobile App

You can print files from within the installed app. All the pages within the app that supports printing such as, Reports within Dashboards and the Print Route functionality are supported.

### Print Within Custom Plugins

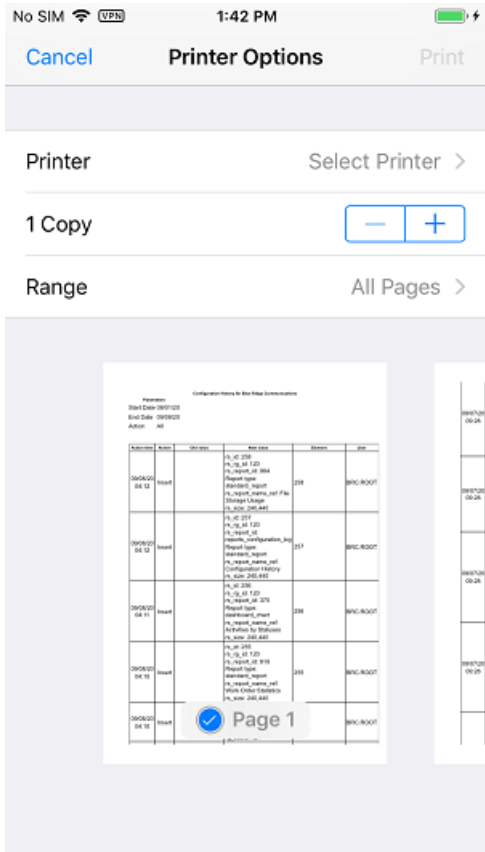
You can use the openLink procedure of Plugin API to print files from custom plug-ins. This procedure opens the link in the default system browser from where users can use the browser's print functionality to print the document.

Using the installed app you can print files through the standard **Print** dialog box.

## Print Functionality

You can access the device's native print functionality and print the file.

1. Tap **Print**. A preview of the printed information appears.  
This screenshot shows the **Printer Options** in the native print dialog box.



2. Review the information and complete the printing.

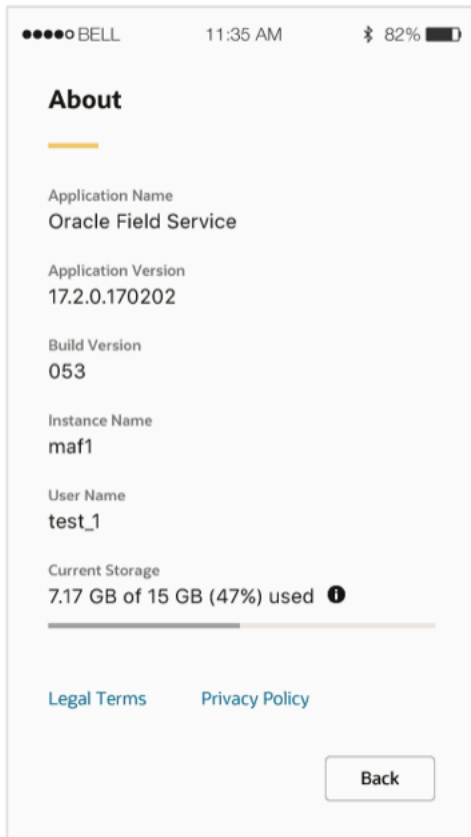
## Available Storage Notification When Low

You can view the available internal storage on the **About** page of your installed app. If the storage goes below 100 MB, you can see a notification in the app notification area.

The total available and used storage of the device is displayed on the **About** page of the installed app.

The colored part of the bar indicates the amount of space that is consumed. The consumed data includes the data consumed by all the apps and the data within the device and not just the data consumed by Oracle Field Service.

This screenshot shows the About page:



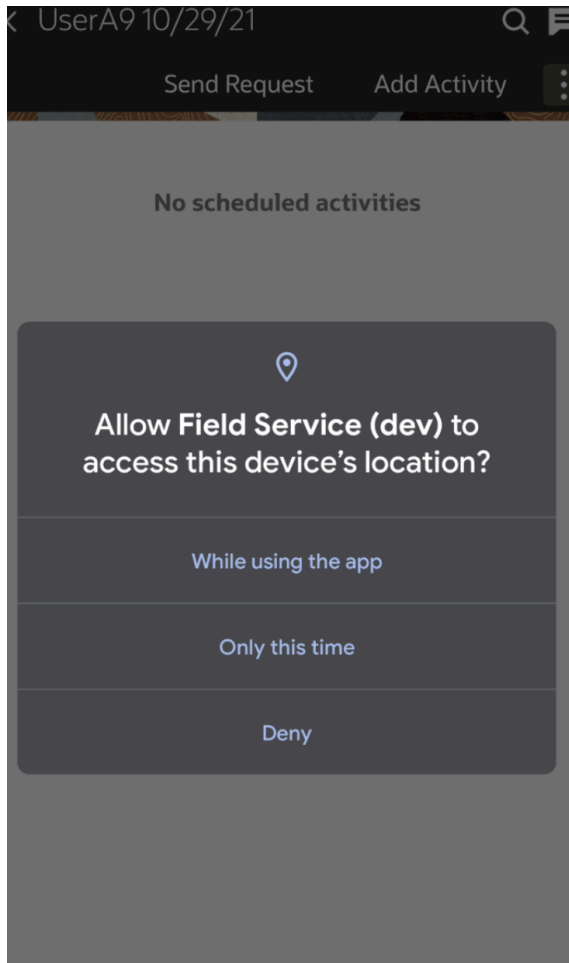
If the used data goes above 90%, the bar is displayed in red.

## Location Permissions Notifications

The installed app needs location permissions to access the location of the field resource to provide accurate location-based alerts and duration estimations.

If the **Disable route activation when geolocation is not enabled on device** check box is deselected or, if the location services (GPS) is turned ON, and the field resource did not provide the location permissions, the application prompts the user to provide appropriate permissions. A message displays the steps to provide the location permissions. To go to settings, open location access -> app info -> choose Permissions and change the location permissions.

This screenshot shows the message on an Android device:



If you change the permissions from **While using the app** to **Deny** on an Android device, the 'Field Service is running' notification is still displayed.

If your administrator has selected **Disable route activation when geolocation is not enabled on device**, the app identifies that the location services (GPS) are not turned ON and location permissions are not provided. The message displays notifies that you have to provide location permissions and turn ON the location services. In such cases, you cannot Activate the route unless you provide the location permissions and turn ON the location services.

If your administrator has not selected **Disable route activation when geolocation is not enabled on device**, you are not prevented from activating the route.

## Set Camera Permissions to Use Barcode Scanner

The native apps (Android or iOS) must have the necessary permissions to access the device camera for the barcode scanner functionality. When you try to use the Barcode scanner for the first time, if the camera permissions are missing, the app prompts for the permission.

1. When you try to use the barcode scanner for the first time, a message to let Oracle Field Service access the camera to capture photos and scan barcode or QR code appears.
2. For Android devices:
  - a. Click **Allow** to allow the barcode scanner plug-in to use the camera to scan the barcode.

**Note:** If you click **Deny**, the app displays the message **Please provide access to camera in order to capture photos and scan barcode/QR code**, every time you access the barcode scanner from within the app. Third-party camera apps are not supported starting with Android 11, so you must use the native camera app.

- b. Click **Enable now** to use the barcode scanner.

The camera permissions are set in the Android device and you can use the barcode scanner.

3. For iOS devices:
  - a. Click **OK** to allow the barcode scanner plug-in to use the camera to scan the barcode.

**Note:** If you click **Don't Allow**, the app displays the message, **Please provide access to camera in order to capture photos and scan barcode/QR code**, every time you access the barcode scanner from within the app.

- b. Click **Enable now** to use the barcode scanner.

The camera permissions are set in the iOS device and you can use the barcode scanner.

## Launch Camera from a Custom Plug-In

If you try to launch the camera using an image file as an input type (for example, `<input type="file" accept="image/*">`), it may not work in the installed app. The best practice is to use WebRTC to capture the image from the camera.

## How to Use Multiple Barcode Scanner Fields

Let's say you have added three barcode scanner fields, namely Serial Number, Model Number, and MAC Address, in the same order. Use this procedure to scan these barcodes.

1. To start scanning the barcodes, click the barcode scanner icon next to the empty Serial Number field.  
The app leads you through the process. When Serial Number is scanned, the app opens up the camera.
2. Scan the next element, Model Number, which is located below Serial Number.  
Model Number is displayed on the camera and the result of the scanning is shown on the page.
3. Scan all the barcodes and fill the empty elements in the section.  
You can interrupt the scanning any time, rescan a scanned field, or continue scanning the rest of the empty fields in the section.

**Note:** Scanning multiple barcodes works only for empty fields. The app skips the fields that have been scanned and moves to the next empty field in the section automatically.

## Save Image Metadata from Camera Images

The installed app automatically saves the time stamp and GPS coordinates in the metadata of the images taken from the camera in iOS and Android native apps. Both coordinates are stored in the metadata of the images in the EXIF format.

	Android	iOS
Browser application	No limitations	Limited ability to store GPS coordinates
Native application	No limitations	No limitations

**Note:** Due to the limitations imposed by Apple, you cannot collect GPS coordinates for an image while using the Oracle Field Service Browser application on an iOS device. However, there is a way to collect geo-coordinates in the metadata of the images for the browser applications running on iOS. You can take an image using the camera, save the image in the gallery, select photos from the gallery and attach them to a form.

- Timestamp Metadata

The timestamp is always saved in ISO format with the UTC zone offset for all the images taken from a camera. You can obtain the timestamp from these metadata tags:

- DateTimeOriginal: Date and time when the original image was taken.
- DateTimeDigitized: Date and time when the image was stored in .
- OffsetTimeOrigin: Time zone of the original date and time.
- OffsetTimeDigitized: Time zone of the digitized date and time.

- GPS Coordinates Metadata

Enable these functions on your mobile devices to save the GPS coordinates in metadata:

- Enable the Geolocation setting in General settings.
- Enable the Location setting in Camera settings.

You can obtain the location from these metadata tags:

- GPSLatitudeRef: Indicates whether the latitude is North or South. The ASCII value 'N' indicates north latitude, and 'S' is south latitude.
- GPSLatitude: Indicates the latitude. The latitude is expressed as three rational values as dd/1, mm/1, ss/1. When degrees and minutes are used, for example, fractions of minutes are expressed up to two decimal places, then the format is dd/1, mmmm/100, 0/1.
- GPSLongitudeRef: Indicates whether the longitude is east or west. ASCII 'E' indicates east longitude and 'W' is west longitude.
- GPSLongitude: Indicates the longitude. The longitude is expressed as three rational values as ddd/1, mm/1, ss/1. When degrees and minutes are used, for example, fractions of minutes are expressed up to two decimal places, the format is ddd/1, mmmm/100, 0/1.

Follow these steps to save image metadata:

1. For Android users:
  - a. Open the Camera app.
  - b. Tap **Setting** of the camera app.
  - c. Enable the **Location tag** or **Save location** option.
2. For iOS users:
  - a. Open **Settings** and go to the **Privacy** option.
  - b. Enable the **Location services** option.
  - c. Tap the **Camera** option and select **While Using the App** option.

### What to do next

**Note:** Location and time stamp are an integral part of images. You should download images to your external applications through a Core API or Daily Extract and retrieve the information from the metadata. Currently, doesn't show this information either in UI nor provides it separately through public APIs.

## Change the Name of Your Mobile Instance

You can select a different Oracle Field Service app (or Oracle Field Service Cloud app) instance. For example: Move from a TEST name to a PROD name.

To change the Oracle Field Service app (or Oracle Field Service Cloud app) instance:

1. Open the installed application.
2. Navigate to the **OFSC Mobility Instance** page.
3. In the **instance name** field, enter the name of the instance you want to switch and then tap **OK**.

## Create Shortcuts to Mobile Instances

You can create shortcuts to open the installed app and load the desired instance automatically.

This option is supported only in the mobile app for Android.

To create the shortcut, you must create and download an XML file on the device. The XML file contains the following content nodes:

- **<instance>** — *\*required\**, root node
- **<name>** — *\*required\**, child of <instance>, contains the Name of the shortcut to be displayed
- **<url>** — *\*required\**, child of <instance>, contains the complete URL of the desired Mobility Instance

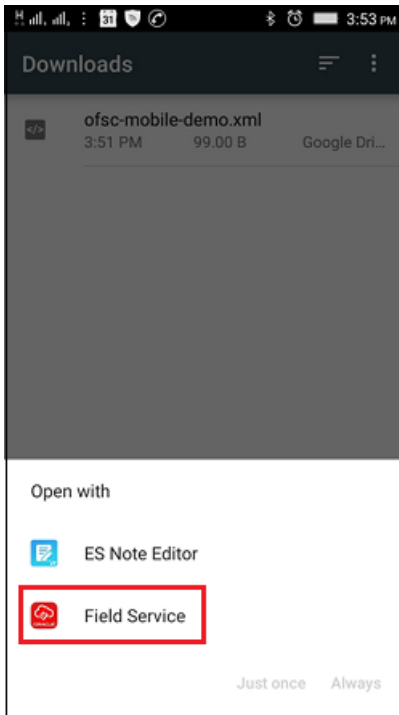
Example:

```
<?xml version="1.0" ?>
<instance>
```

```
<name>Demo</name>  
<url>http://demo.fs.ocs.oraclecloud.com/m</url>  
</instance>
```

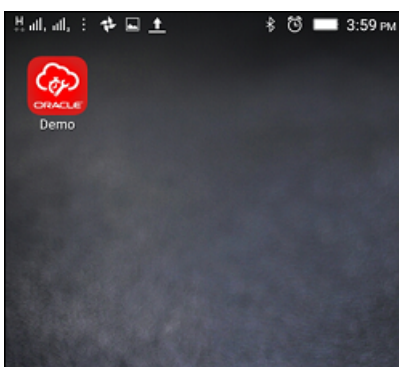
After downloading the XML file, launch it and select the OFSC Mobile app (Field Service) option.

The Field Service option appears as shown in this screenshot:



When the app opens, it loads the instance specified the in the **<url>** node.

In addition, it creates the shortcut on your device. When you click the shortcut, the configured Mobility instance opens.





## Can I provide rating and feedback on the installed app to Oracle?

Oracle Field Service seeks users' feedback on the installed app. The feedback helps in knowing their perceptions and determining how we can further improve the app.

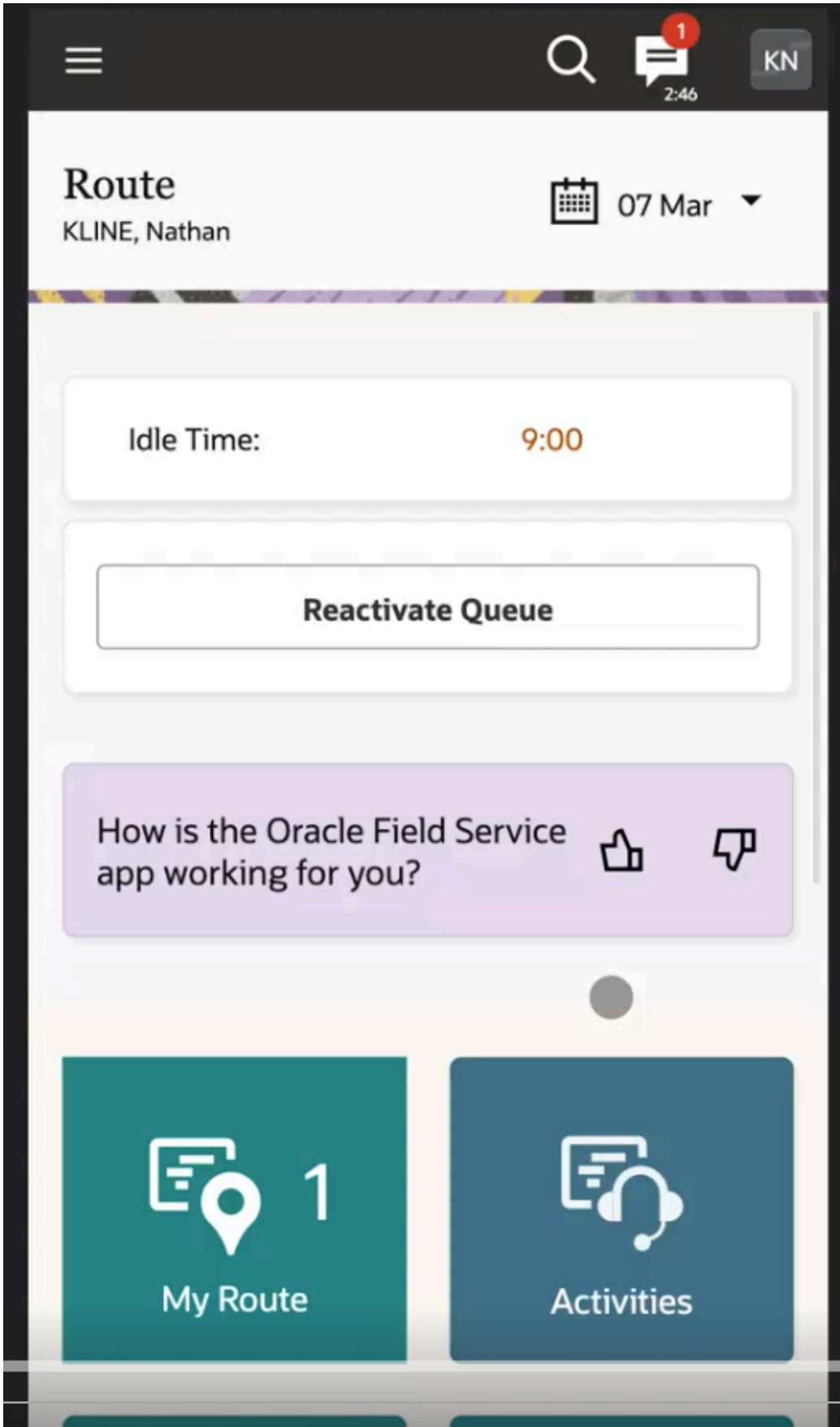
By collecting rating and feedback, the mobile app can:

- Gather information about what a user truly appreciates about it.
- Identify the user's pain points that may be addressed in the future.

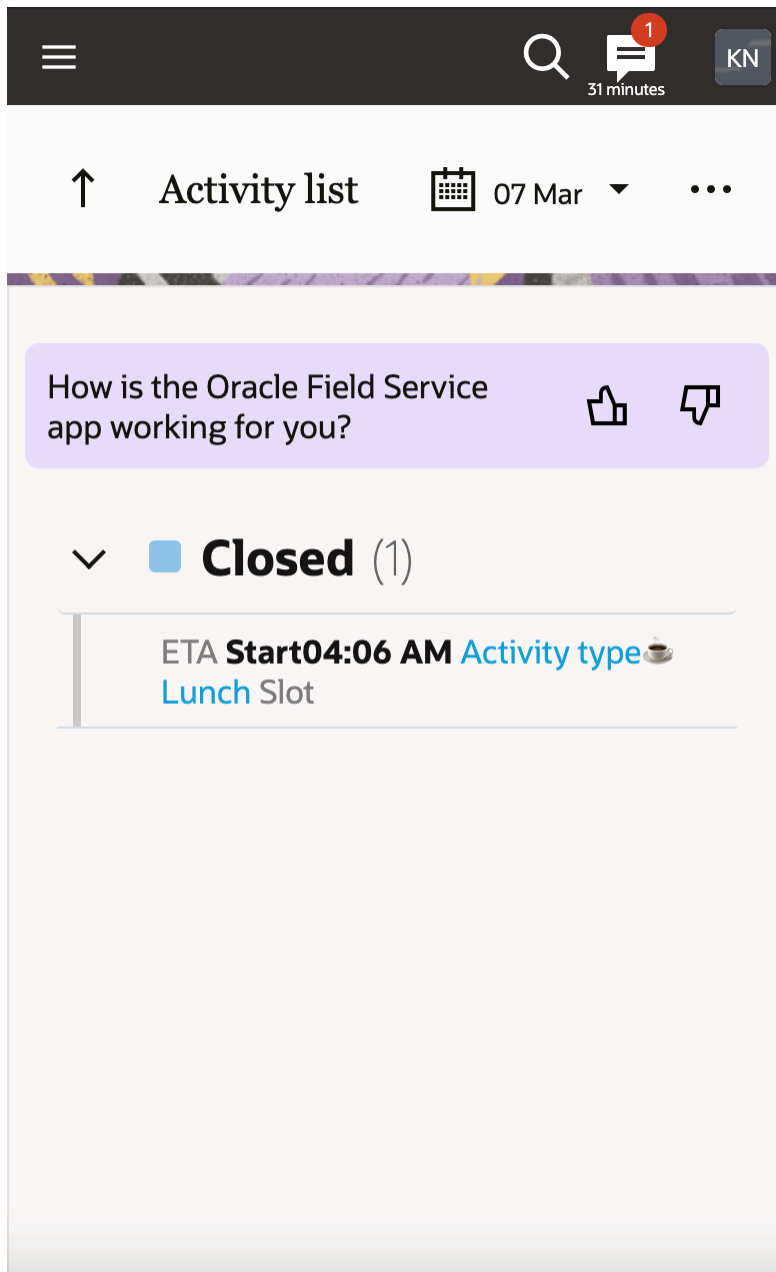
On either the **My Route** page or the **Activity List** page, a banner is displayed, only after a particular version of the mobile app is used for seven days. The banner is either displayed at the end of the day when users are deactivating their route or displayed when the app observes that a user has some idle time. If a user doesn't interact with the banner, it automatically disappears at the end of the day (when there's a date change for the user). The banner reappears after seven days and this can happen a maximum of ten times. Once the user has interacted with the banner, it doesn't appear again.

On the banner, the users can respond whether they like (by clicking the thumbs up button ) or don't like (by clicking on the thumbs down button ) the mobile application.

This screenshot displays the banner on **Route** showing thumbs up and thumbs down buttons:



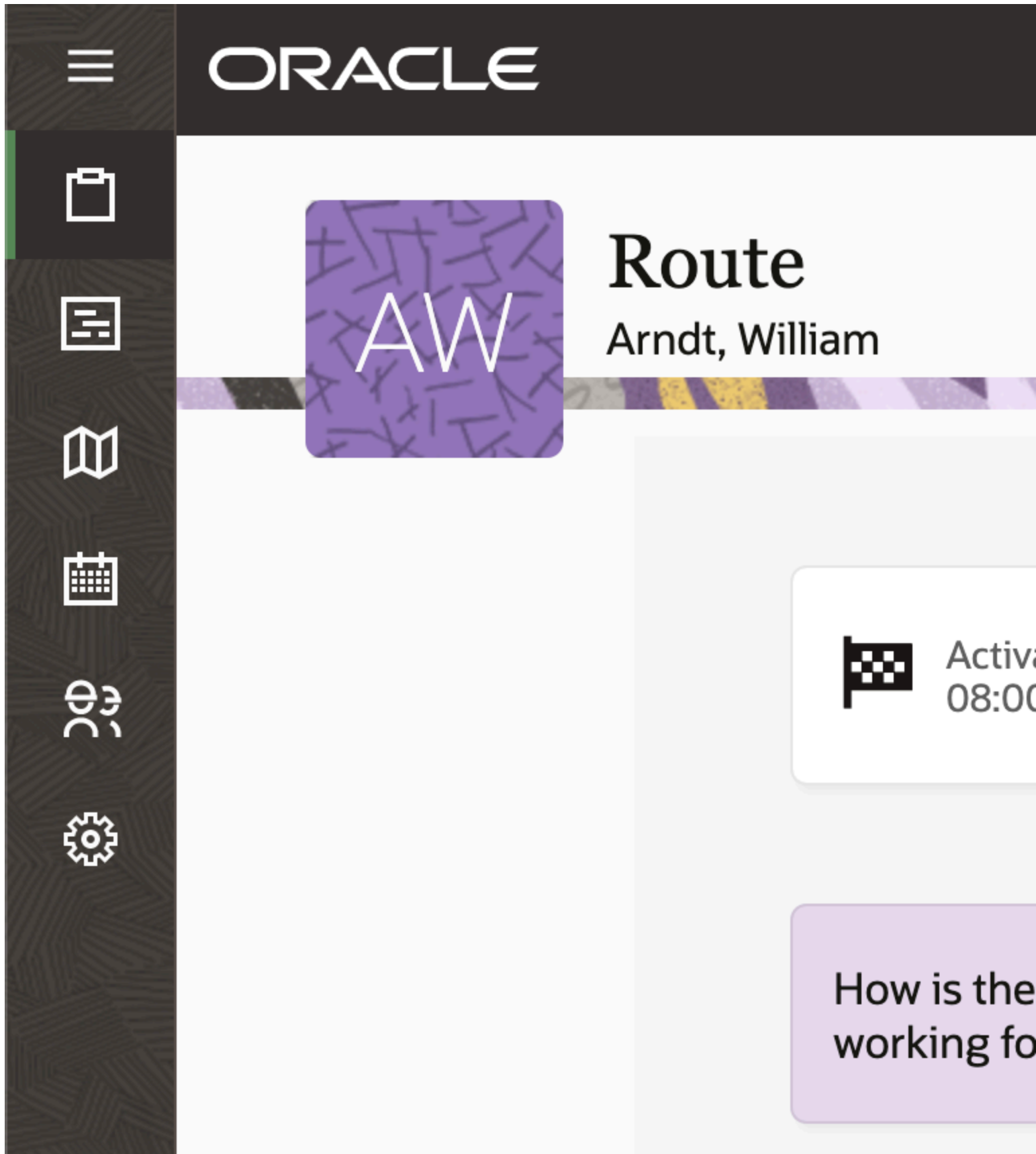
This screenshot displays the banner on Activity List showing thumbs up and thumbs down buttons:



When using the Android or iOS application, if a user 'likes' the app, they see a prompt message to rate it in the relevant app store.

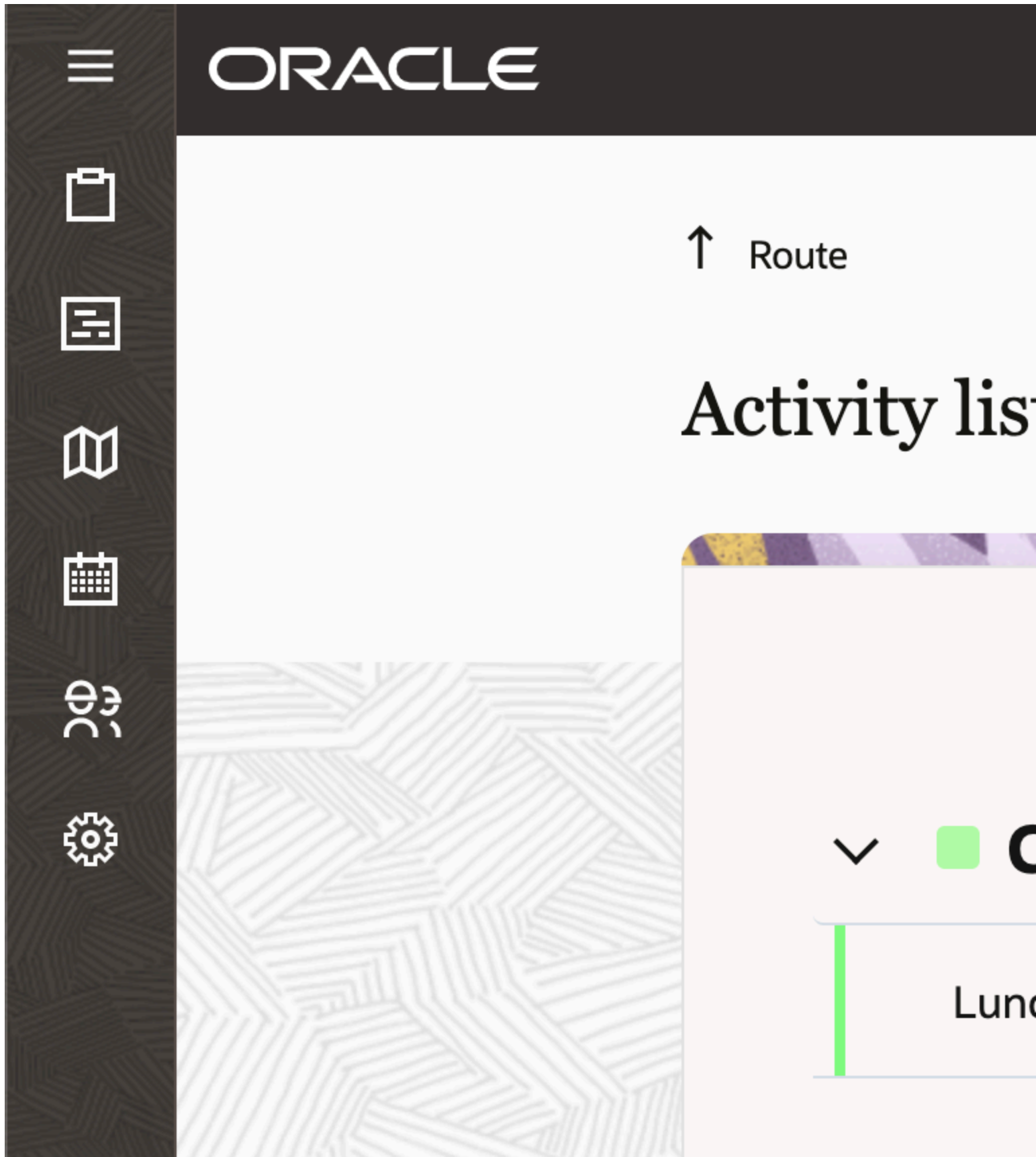
If the user likes the app and accesses the application through a browser, they see a prompt message to provide additional feedback.

This screenshot displays the banner on **Route** showing thumbs up and thumbs down buttons in large screen devices:



If a user doesn't like the app, they see a prompt message to provide feedback regarding what can be improved.

This screenshot displays the banner on Activity List showing the thumbs up and thumbs down buttons in large screen devices:



The user experience gaps gathered as a result helps Oracle provide you with the best possible user experience. Your administrator can enable this feature by selecting **Allow user feedback** on the **Configuration > User Types > General** tab.

## Prompt Mobile Application Users to Upgrade Mobile Application from Previous Versions

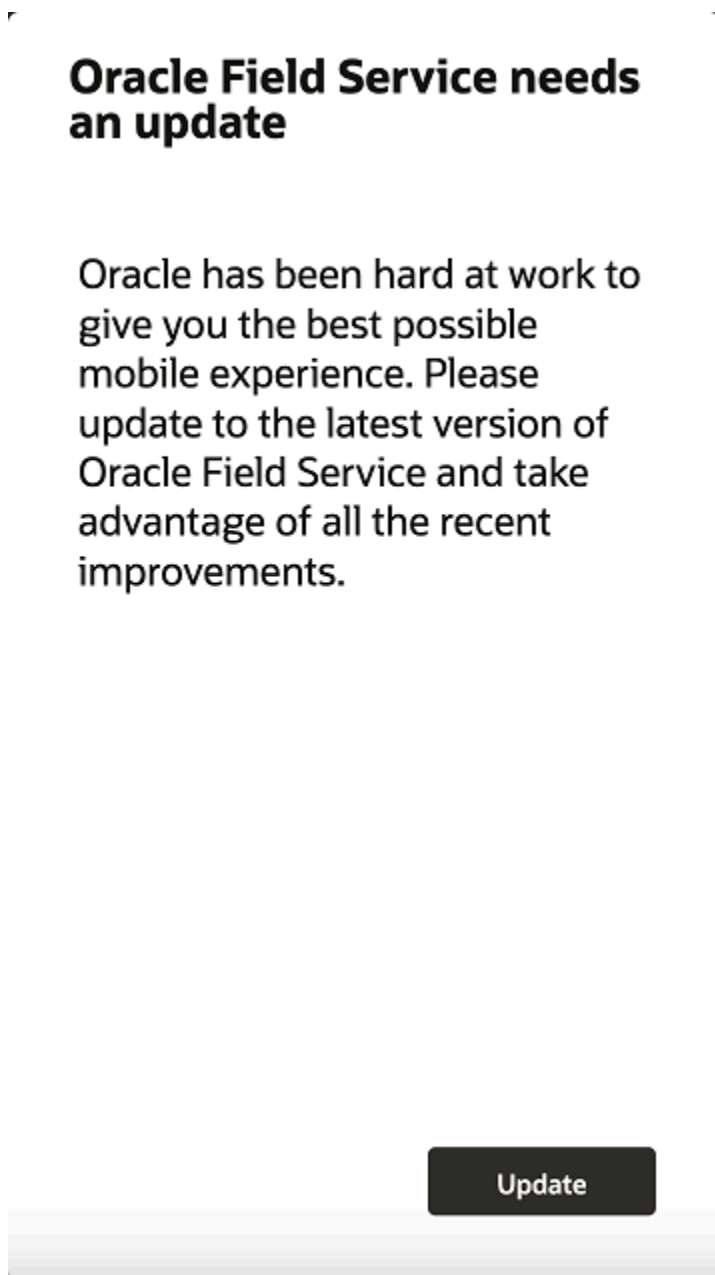
A number of mobile app (iOS, Android) users may be using older versions, which are generally less stable and contain fewer features. The app automatically prompts such users to update from previous versions to the latest version.

The mobile app performs these steps:

1. Identifies the version of the installed app when the user has successfully logged in.

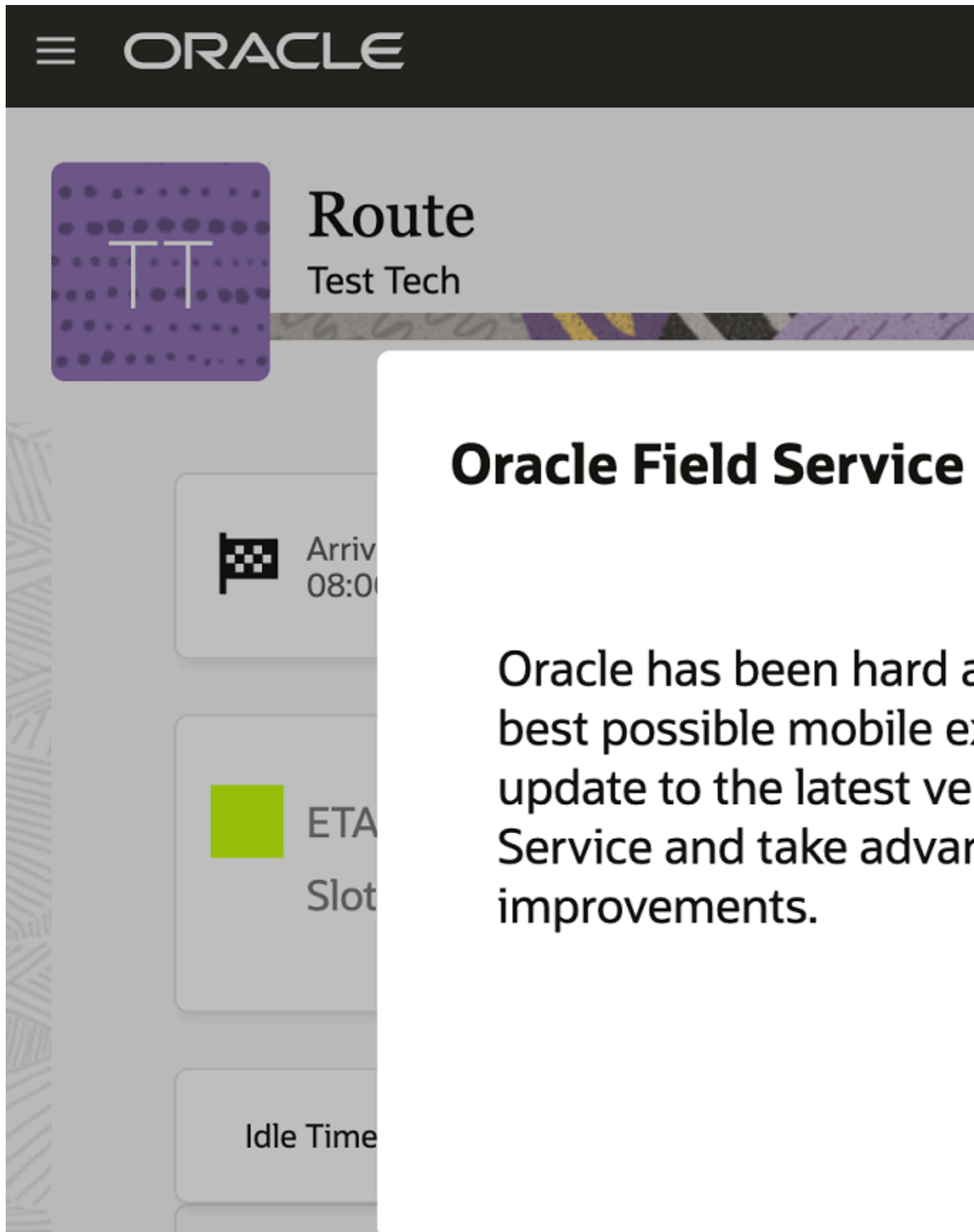
2. Compares the user's version to the latest version available in the respective app stores.
  - o If the user's version of the mobile app is one of the six most recent major versions, the user does not see any change in the behavior and can continue to use the app.
  - o For versions older than that, the app displays a message that blocks the use of the app unless they update it to the latest version.

This screenshot shows the upgrade notification displayed on Android/ iOS app on mobile devices:



This screenshot shows the upgrade notification displayed on tablets and iPads:





## Oracle Field Service

Oracle has been hard a best possible mobile ex update to the latest ve Service and take advan improvements.

# Troubleshoot Your Mobile Application

This section lists a set of troubleshooting steps for Oracle Field Service mobile app (or Oracle Field Service Cloud app).

## 1. Activity and Inventory is not updated in my instance

- Check to see if the instances are the same (Mobile and Manage).

## 2. Coordinates were not gathered

- Verify whether the resource has logged in and their route is active.
- If using a Mobile Device Management (MDM) solution, ensure that the geolocation services are available.

## 3. Requirements when using MDM software

- The application must not prevent a user from starting or launching a web application.
- These Android permissions **MUST NOT** be blocked:
  - precise location (GPS and network based)
  - full network access
  - view network connections
  - run at startup

# Revision History

This document will continue to evolve as existing sections change and new information is added.

Date	What's Changed	Notes
August 2022	This topic is added: <ul style="list-style-type: none"><li>• Capture Images With In-App Camera</li></ul>	
May 2021	These topics were added: <ul style="list-style-type: none"><li>• Prompt Mobile Application Users to Provide Rating and Feedback</li><li>• Prompt Mobile Application Users to Upgrade Mobile Application from Previous Versions</li></ul>	
February 2022	This topic is added: <ul style="list-style-type: none"><li>• Log In Using SSO</li></ul>	

