

Switching Back to a Device

This process is completed by Field Technicians and Customer Trainers using the GoServicePro mobile app.

This article reviews the steps to switch back to a previously used mobile device.

It is not recommended to switch between mobile devices when using the GoServicePro mobile app. The application is designed with security in mind. This means that only one device can be setup per user. We know that devices can be damaged or lost, and a loaner will be needed while the other device is being repaired or waiting to be found.

For app installation and setup instructions, see:

[Installation and Setup: GoServicePro Mobile app for Android Devices](#)

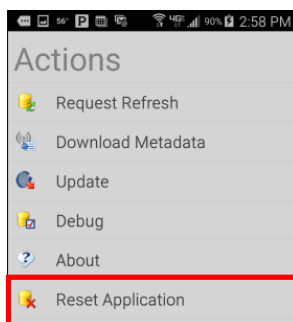
[Installation and Setup: GoServicePro Mobile app for iOS Devices](#)

When you do get your previous device back and want to use it, here are the steps that need to be done in order for it to work on that device again:

1. Tap the GoServicePro icon to launch the login screen
2. Tap the **Menu** button (9-box icon) in the top right corner.



3. Tap **Reset Application** (Android) or **Reset** (iOS)



4. Close the App on the phone.
5. Reopen the GoServicePro App and fill in the server, username and password.