

GoServicePro Mobile – Frequently Asked Questions

This process is completed by Field Technicians and Customer Trainers using GoServicePro Mobility.

This article answers some frequently asked questions of users.

Q: Why can't I connect to the server?

- There may be a variety of reasons. Try the steps below:
 - First, try to close and re-open the application.
 - Second, ensure the server name is **gspmobile.daktronics.com**. The 'g' must be lower case, or you will receive a server error.
 - Next, try to reset the application from the option menu and then close and re-open. Log in with server information.
 - Look in the [GoServicePro Mobile Troubleshooting Guide](#) for information to further troubleshoot the issue.
 - If none of the other steps resolve the issue, contact Daktronics Dispatch (605-697-4907, Option 2) to troubleshoot the issue.

Q: Why can't I see a Work Order that is assigned to me?

- Most likely, the data needs to be refreshed. Try the steps below:
 - Refresh your data in the app.
 - Refresh Lists from option menu.
 - Check for new Data from option menu.
 - Close and re-open the application.
 - Log into GSP on your laptop and verify that it is showing up there.
 - Look in the [GoServicePro Mobile Troubleshooting Guide](#) for information to further troubleshoot the issue.
 - If none of these steps enable you to see the Work Order, contact Daktronics Dispatch (605-697-4907, Option 2) to report the issue for troubleshooting.

Q: When I mark the work as complete, why is the Work Order still in my schedule?

- The Work Order will stay on your schedule until parts are transacted and the Work Order is closed on a computer or through the mobile app.

Q: Why do the options change on the top of my Work Order screen?

- These options change depending on where the Work Order is in its process. For example, if you have already logged your timestamps, this button is no longer needed, so will no longer appear. This is to allow for more accurately and quickly completing the next step(s).

Q: What do I do when I put in the wrong password and select "save password" on the device?

- Uncheck the Save Password field and enter the password correctly.

Q: How do you set up your navigation to work with Google Maps on my device?

- Refer to your device manual. The directions are device specific.

Q: How do I enable click to call in the app on my device?

- Refer to your device manual. The directions are device specific.

Q: Why do I get a black screen where the Work Orders should be?

- The application needs to be reset from the option menu on the log in page. Log out of the app and reset before logging back in.

Q: What do the colors on the indicator in the top right mean?

- Green = Server is up to date
- Yellow = Syncing with the server
- Red = No connection to the server
 - Any work done with a Yellow or Red indicator will be synced once the indicator is Green and no adjustments will be lost.

Q: What do the Work Order number colors of black or green mean?

- The colors do not mean anything. When GoServicePro first went mobile, the WO numbers were green, but due to feedback that the green to too hard to see out in the field, the font color was changed to black. Therefore, the green WO numbers were from before the text color change, and the black numbers are from after the change.

Q: I changed my password in GoServicePro, and now I can no longer get updates on my mobile device, or I get an error when entering my new password.

- At the log in screen on the mobile app, tap on the 9 boxes in the upper right corner. Tap on "Reset Application" from the list of Actions. After the application has reset, follow the instructions for logging into the app here: [GoServicePro Mobile – Log In](#)

Q: Why does GoServicePro browser app or Dakinfo not update when I update timestamps or notes in the mobile app immediately.

- There is a 2-5 minute delay between the mobile app and the browser app for everything to populate. The information is stored on the mobile app server.

Q: When I look at the audit trail in Service Advisor it shows that everything was updated at the same time.

- If your phone is roaming or not connected to the server (Green light in the upper right corner) the database will not update until your device connects to the server. If you have your device set to not update while roaming, you will not see any new work orders come in until you open the app when not in roaming state on your device.

Q: What is reason for all the permissions needed for the app?

- My identity – this is to ensure that the device matches the login for security.
- My camera – picture taking and attachment functionality in the app.
- My microphone – voice-to-text note logging.
- My location – GPS navigation functionality.
- All my SMS messages – device can receive text messages from the Admin Console. Also, needed for the text-like notifications.
- My Bluetooth – voice-to-text note logging.
- My media files – adding attachments from device.

Q: Why don't headphones or Bluetooth devices work with the GoServicePro Mobile app?

- Some iOS devices experience issues when headphones or Bluetooth devices are attached and the GSP Mobile app is open. At this time, we do not recommend using these on iOS devices at the same time the GoServicePro Mobile app is open.