How to download and install the Totalmobile app - iOS
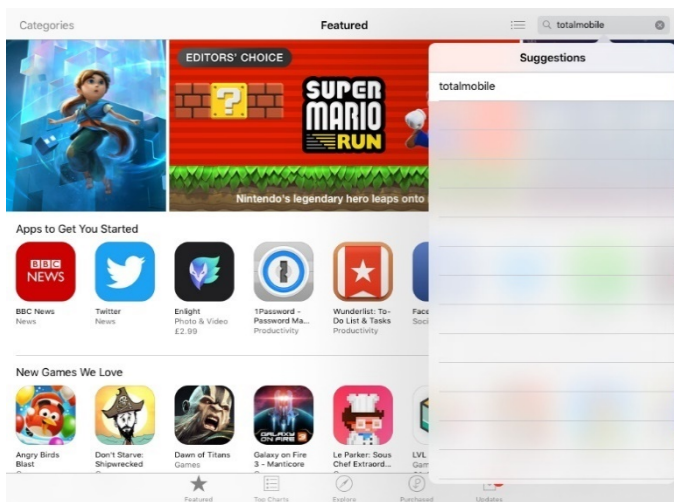
You **must** have an Apple ID.

To create an Apple ID browse to https://appleid.apple.com/account or navigate to **Settings | iTunes & App Store | Create New Apple ID**.
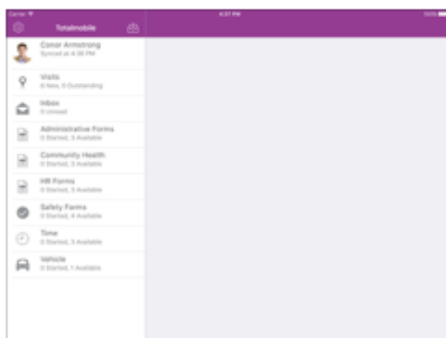
1. On apple device, touch **App Store** on the home screen

2. Touch the **Search** field in the top right of your screen.

3. The keyboard appears.

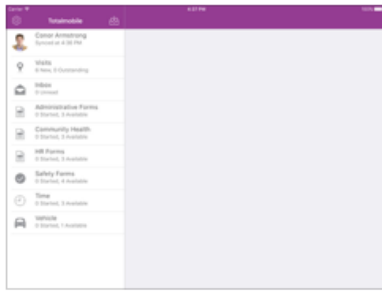   a) Enter **Totalmobile**
    b) Touch **Search**.

4. Touch **Get**.

5. Touch **Install**.

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Totalmobile
TotalMobile

INSTALL

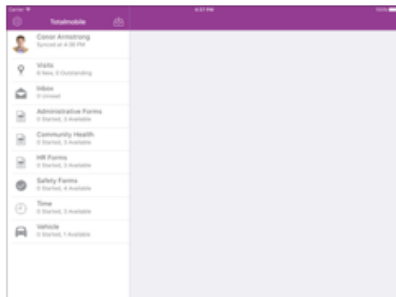6. If the **Sign in to iTunes Store** window appears

    a) Enter your **Apple ID password**.
    b) Touch **OK**.

7. Once installed, to start the app, touch **Open**

Totalmobile
TotalMobile
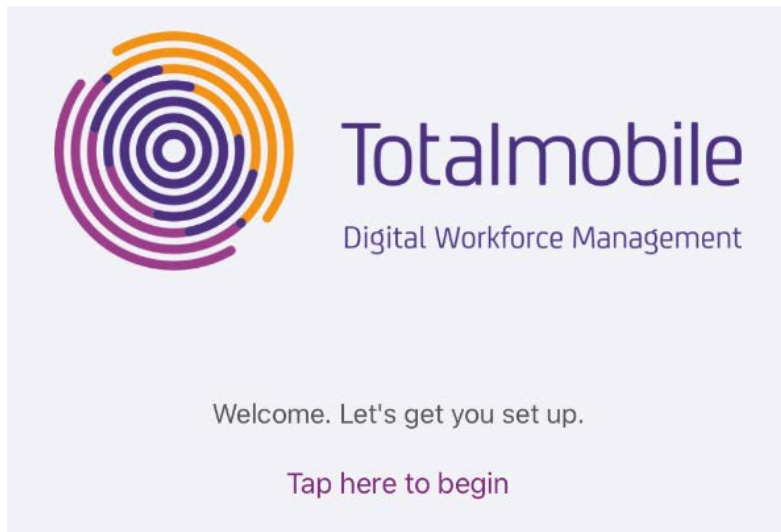
OPEN

8. Or navigate to the home screen and touch the **Totalmobile** icon.
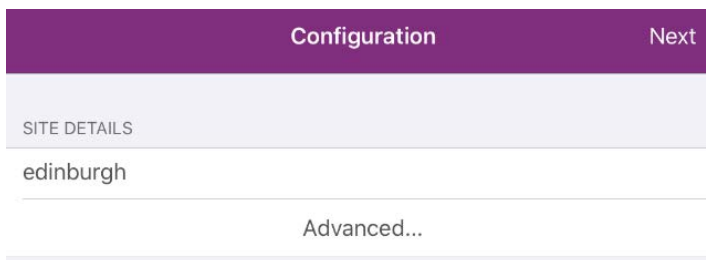
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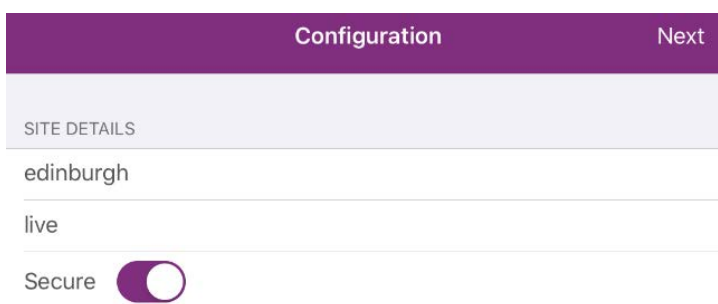# How to activate your device - iOS

1. Touch **Tap here to begin**.

2. The **Configuration** window appears.
    1. Enter the **Site details**: edinburgh
    2. Touch **Advanced**.

3. The window extends. In the **Instance** box, type '**live**' – note: do not include the ''.
4. Touch to toggle the **Secure** option to **On.**
5. Touch **Next**.

Back	Activation	Next

ACCOUNT DETAILS

1234567

3. The **Activation** window appears.
    1. In the **Device ID** field, enter your **employee payroll number** (this is detailed in the '**Reference No**.' box on your payslip).
    2. **Enter your password.** This should be personal to you and follow the below requirements:

        a) Should be at least 8 characters
        b) Should contain at least one capital letter
        c) Should contain at least one number
        d) Should contain at least one special character – e.g. $
        e) e.g. **Monday1$**

        If your password does not meet these requirements, you will get an error message – please check and try again. *Make a note of this password somewhere secure.*

        Password

        • • • • • • • • •

        The password supplied does not comply with complexity requirements.

4. You'll advance to the next screen where you'll be asked to enter further details:
    1. Re-enter your password again, ensuring that it is the same as you entered on the previous screen
    2. Then enter the following details in the boxes provided:

        *   Forename
        *   Surname
        *   Job Title
        *   Email address
        *   Mobile number

    3. When you've entered all of these details and double checked, click '**Next**'

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5. Your activation request is now awaiting authorisation in WebAdmin. Activation requests will be reviewed daily during business hours, Monday – Friday by the admins. Please allow 2 working days for your account to be activated.

6. Touch **Check.** When they have confirmed that they have activated your account, clicking **Check** will result in you getting the below message on screen:

7. Click **Done** to continue.

8. You'll then be returned to the main login screen, where you will see that your username will be populated for you.

9. Enter the password you created earlier and click **Sign In**

10. Another question will appear, asking the below:

> **Would you like to sign in using Touch ID in the future?**
>
> **Yes**
>
> **No, don't show again**

11. If you would like to use your fingerprint to speed up login in future, click **Yes**. Otherwise, click **No, don't show this again**.

12. You'll then be automatically logged in and your device will complete a first sync. This may take up to 10 minutes. After this, you're ready to begin using the system!

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