

How to download and install the Totalmobile app - Android

You **must** have a Google account.

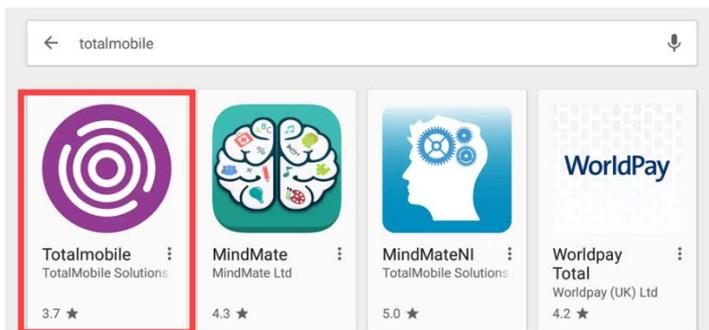
To create a Google account browse to <https://accounts.google.com/signup?service=mail> or navigate to **Settings | Accounts | Add account |Google | Create new account.**

To install:

1. Touch the Play Store app.
2. Touch the search bar.



3. The keyboard appears.
 - a) Enter **Totalmobile.**
 - b) Touch **Search.**
4. Touch **Totalmobile.**



5. Touch **Install.**

INSTALL

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

OPEN

7. Or navigate to the home screen and touch **Totalmobile.**



How to activate your device - Android

1. Touch **Start**.



Welcome, let's get you set up.

START

2. The **Configuration** window appears.

- a) Enter the **Site** address: edinburgh
- b) Touch **Advanced**.

Configuration

Site
edinburgh

ADVANCED NEXT

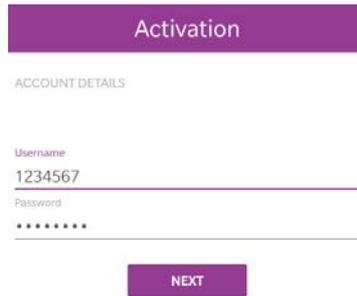
- c) The window extends. In the **Instance** box, type 'live' – note: do not include the “..
- d) Touch to toggle the **Is secure** option to **On**.
- e) **Touch Next**.

Site
edinburgh

Instance
live

Is secure

3. The **Activation** window appears.



1. In the Username field, enter your **employee payroll number** again
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.

3. Touch **Next**.
4. You'll advance to the next screen where you will 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 have entered all of these details and double checked, click '**Activate**'

Activation

ACCOUNT DETAILS

Device ID

1234567

Username

1234567

Password

••••••••

Confirm Password

••••••••

PERSONAL INFORMATION

Forename

David

Surname

McCague

Job Title

Housing Officer

Email

david.mccague@outlook.com

Phone Number

07833566858

ACTIVATE

1. 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.

Your activation request is awaiting authorisation by
your administrator

To find out the current status of your request
please click the Check button.

CHECK

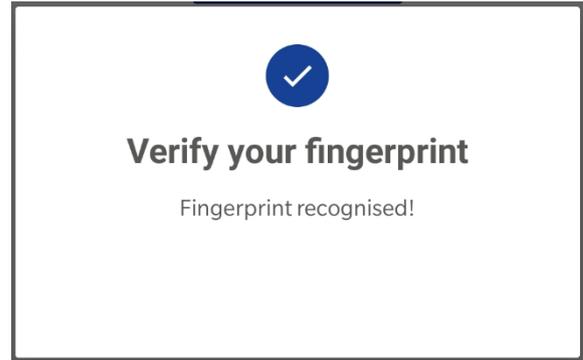
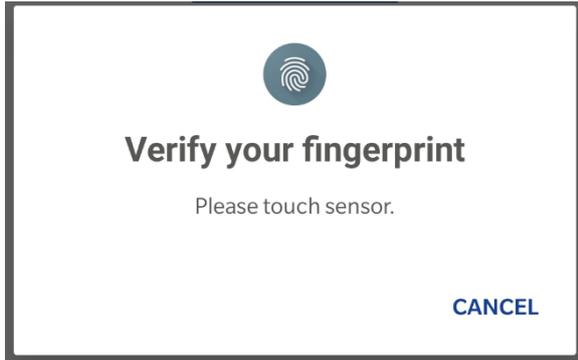
5. Touch **Check**. When the activation has been approved, pressing **Check** will result a message flashing up on screen notifying that your activation has been successful. By moving to the next screen your pre-populated username will appear.
6. Type in the password you created earlier and click 'Sign in'.
7. Another question will appear, asking the below:

Totalmobile

Would you like to sign in using fingerprint
authentication in future?

NOT NOW YES

8. If you would like to use your fingerprint to speed up login in future, click **Yes**. Otherwise, click **Not now**.
9. If you clicked **Yes**, the below screen will appear. Touch your finger on the fingerprint sensor. It will be verified if it matches the fingerprint you originally used on your device when you first set it up.



10. 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!