

How to download and install the Totalmobile app - Windows

You **must** have a Microsoft account.

To create a Microsoft account browse to <https://signup.live.com/?uaid=05f48ca900ce4e1d83e0e010d77b88eb&lic=1> or navigate to **Settings | Accounts | Email & app accounts** and click **Add an account**.

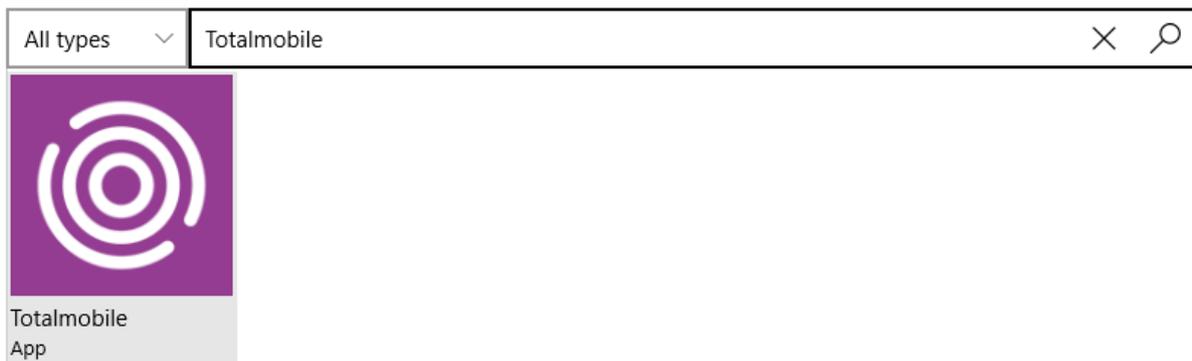
You must have minimum Windows OS version: Windows 10 Anniversary Update.

To install:

1. Navigate to the Windows Store application.



2. Enter **Totalmobile** in the **Search** bar.
3. Touch or click **Totalmobile**.



4. Touch or click **Install**.

Install

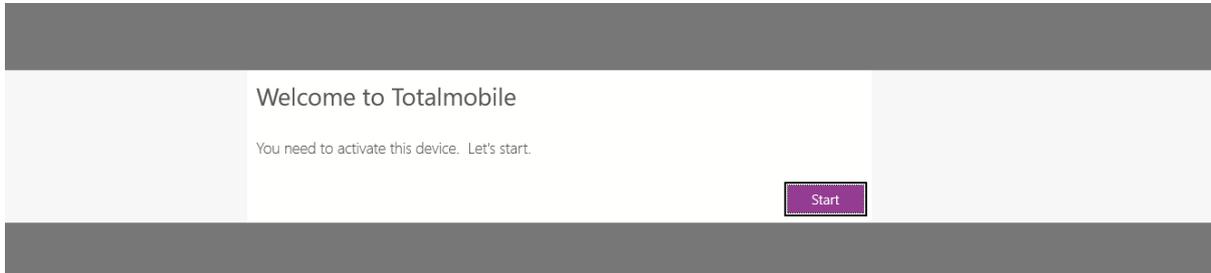
5. Once installed, to start the app touch **Launch**

Launch

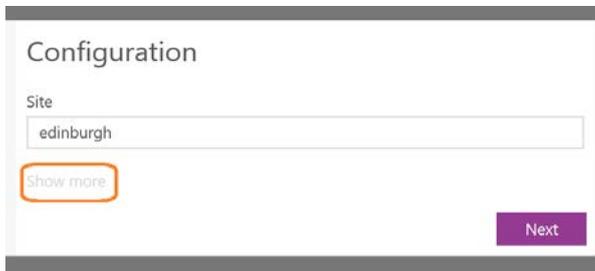
6. Or navigate to the app via the Windows menu.

How to activate your device - Windows

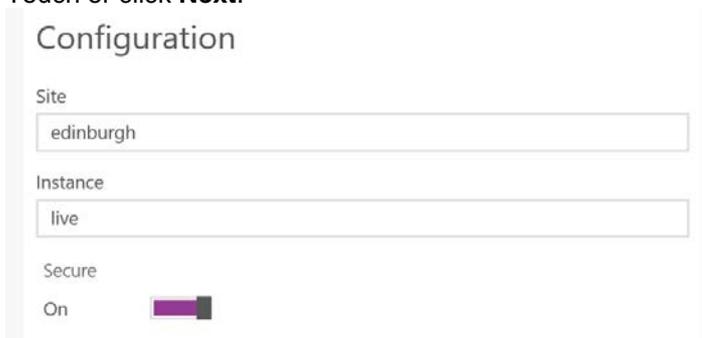
1. Touch or click **Start**.



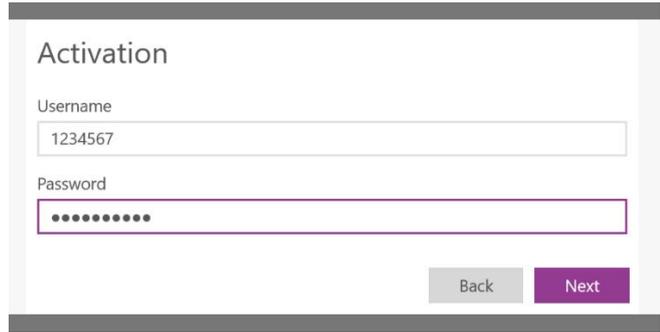
2. The **Configuration** window appears.
 - a) Enter the **Site** address: edinburgh



- b) Touch or click **Show more**.
- c) The Configuration window extends. In the **Instance** box, type 'live' – note: do not include the "...
- d) Touch or click to toggle **Secure** to **On**.
- e) Touch or click **Next**.



3. The **Activation** window appears.



The screenshot shows a web form titled "Activation". It has two input fields: "Username" with the value "1234567" and "Password" with masked characters "••••••••". At the bottom right, there are two buttons: "Back" (grey) and "Next" (purple).

1. In the **Username** 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\$**

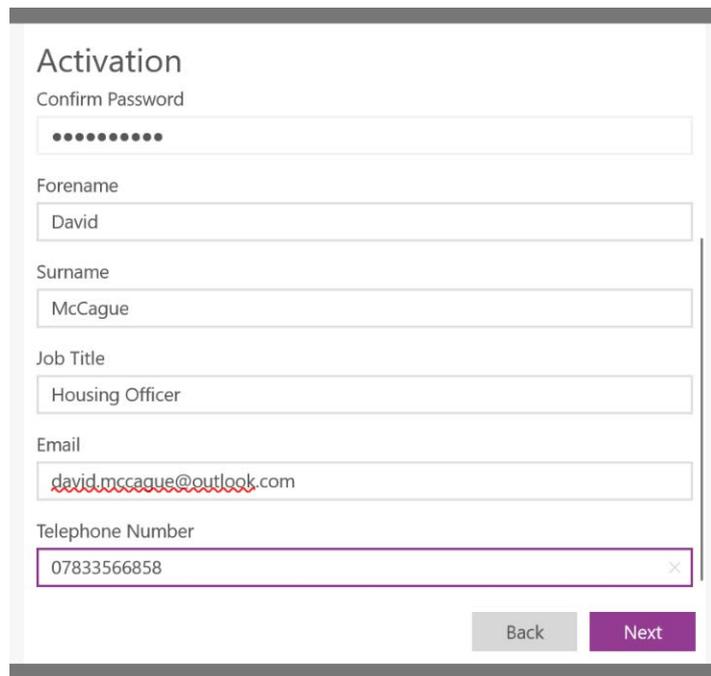
If your password does not meet these requirements, you will get an error message – please check and try again. Make a note of this password somewhere secure.



The screenshot shows a password field with masked characters "••••••••". Below the field, there is a red error message: "The password supplied does not comply with complexity requirements."

3. Click **Next**.

4. You'll advance to the next screen where you will be asked to enter further details:



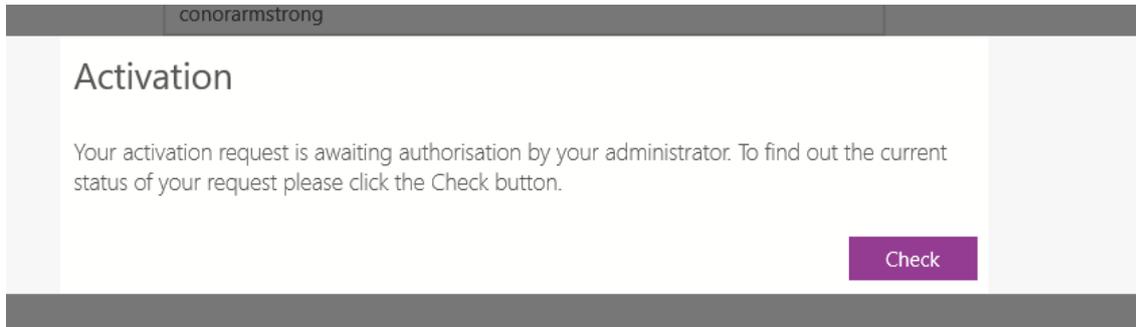
The screenshot shows a web form titled "Activation". It has several input fields: "Confirm Password" (masked), "Forename" (David), "Surname" (McCague), "Job Title" (Housing Officer), "Email" (david.mccague@outlook.com), and "Telephone Number" (07833566858). At the bottom right, there are two buttons: "Back" (grey) and "Next" (purple).

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**'



5. Your activation request is now awaiting authorisation in WebAdmin. Contact your Totalmobile administrator and request they verify your Activation request.

6. Touch or click **Check**.



7. The **Activation Complete** window appears. Touch or click **Done**.

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

9. Type in the password you created earlier and click **Sign in**.

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!