

INSTALLATION MANUAL SUPPORT NOW APP (For Android devices)

The Support NOW app is here for everyone; whether you work in healthcare or the municipality, whether you're at your workplace or at home on the couch, the Open Line Service Desk is now closer than ever. From your mobile phone you always have our chatbot, chat function and information relevant to you at hand. You also can approve a solution or request with a single click.

Fast, simple and available everywhere; Support that makes you Smile NOW!



STEP 1

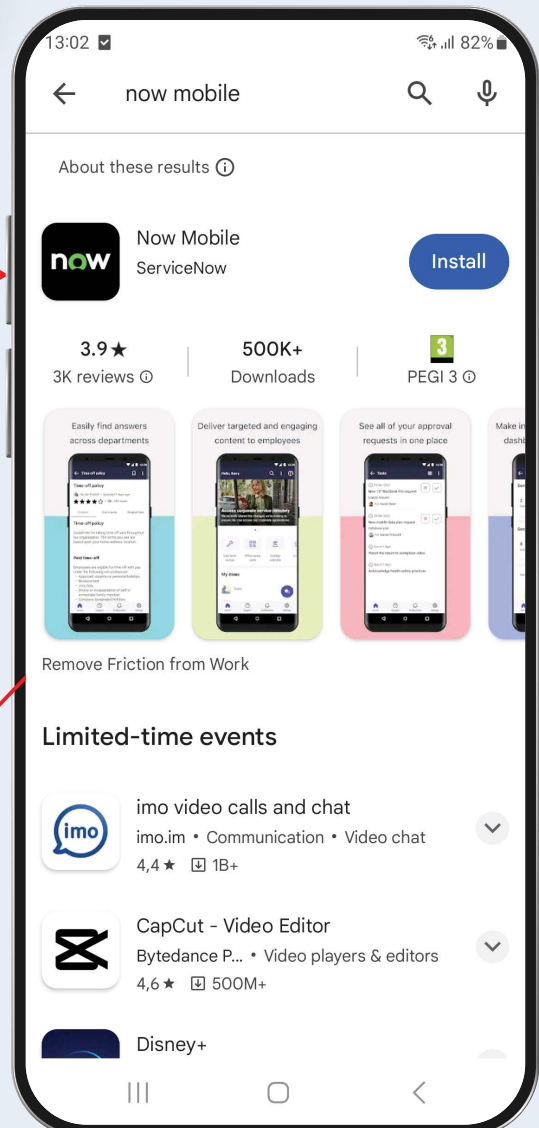
Scan the QR code using your mobile phone or on your mobile phone, open the Play Store and search for "Now mobile".

If in stead of Install, Open is mentioned, you can continu to step 3



STEP 2

You now see the Now Mobile App page in the Play Store.



STEP 3

Click the Download/Install button to install the app. If instead of Download, it says "Open," you can go straight to the next step.

STEP 4

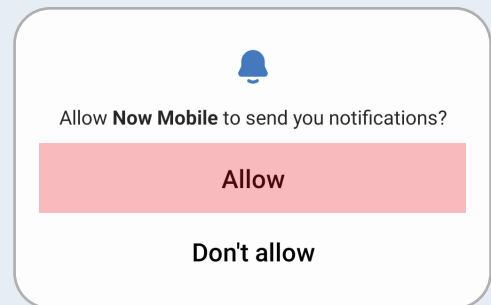
If you have not already opened the App from the previous screen find the newly installed App and tap the App icon to open the App.



Open

STEP 5

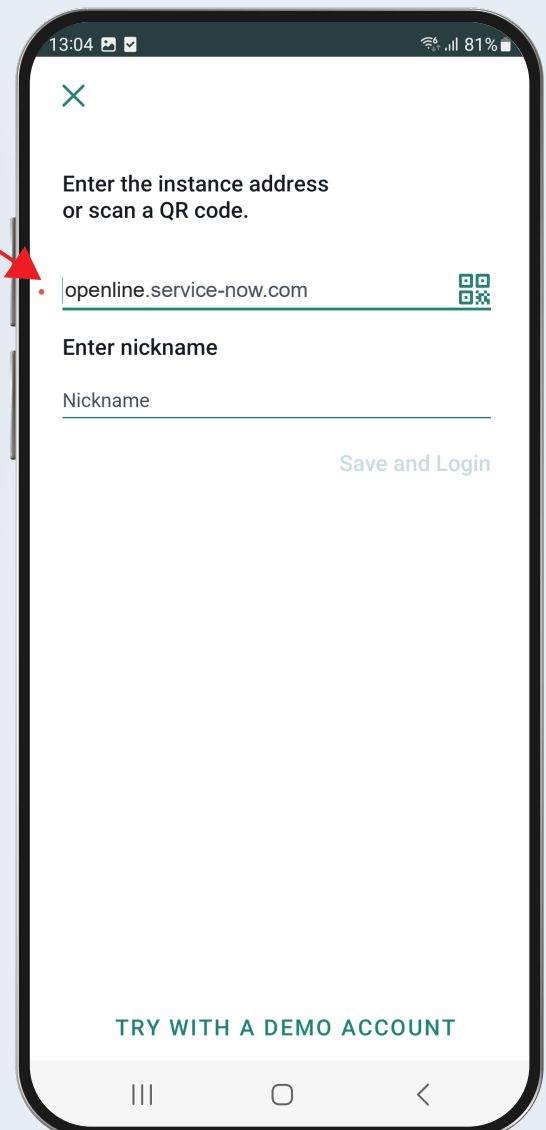
Click Allow at the pop-up with the question if you want to allow the app to send notifications.



STEP 6

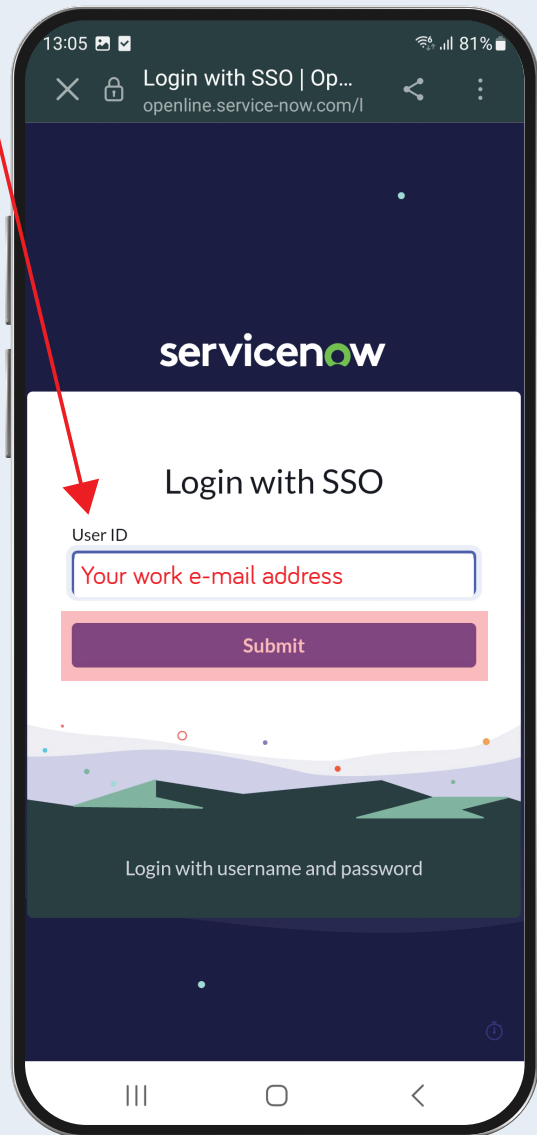
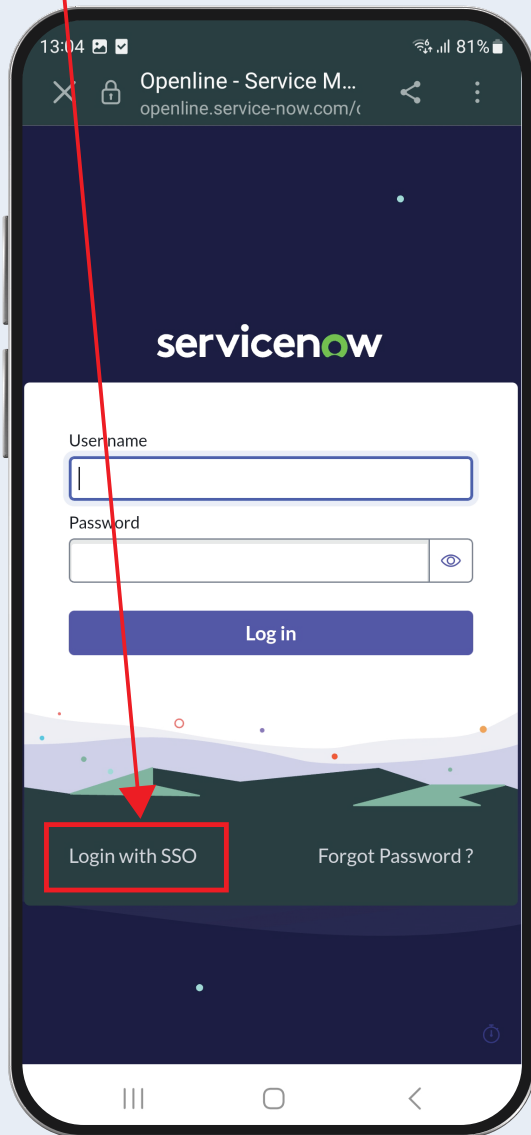
Replace “example” by “openline”, so openline.service-now.com is mentioned. You can fill in Nickname “Support Now”, this is not mandatory. Then click Save and Login.

In case this is already filled in, you can skip this step.



STEP 7

Click "Login with SSO" and fill in your work email address.



Next follow the steps for logging in as you are used to, you may need to authenticate on your mobile phone via MFA.

This login is a one-time action; the next time you open the app, you can start right away! If you setup a new password, you will need to log in again with these new credentials.

CONFIGURE THE SUPPORT NOW APP

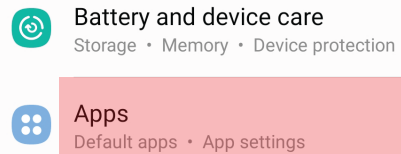
For the Support NOW app to work properly, you need to check/adjust the following settings:

STEP 8

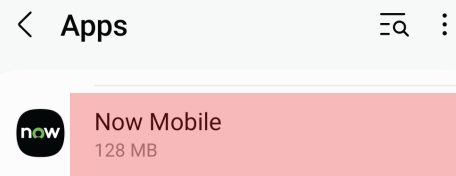
Open the Settings of your mobile phone



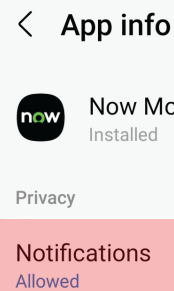
Click Apps



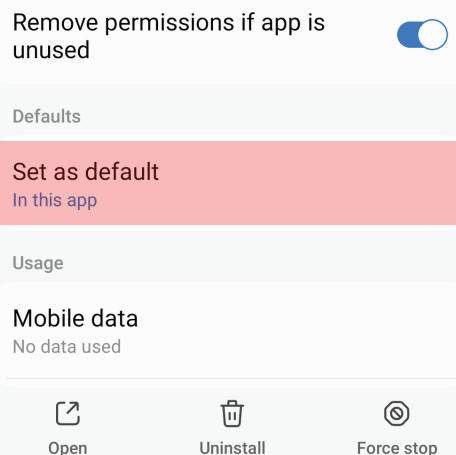
Click Now Mobile



Check if Notifications is set to Allowed. If this is not the case, change this accordingly.



Click Set as default

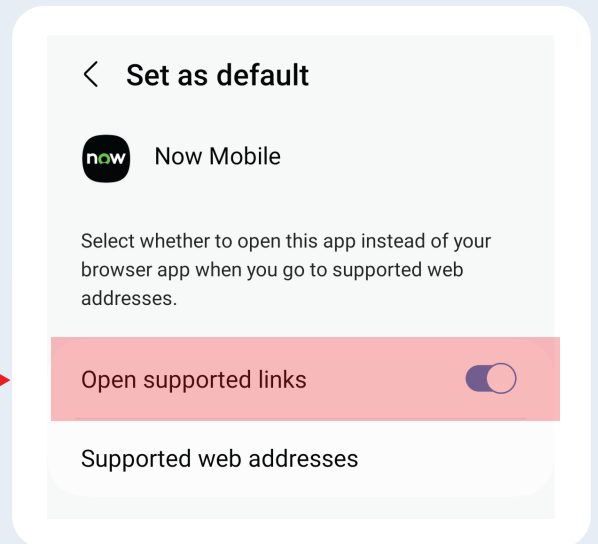


Please continue on the next page.

Continuing from the previous page:

STEP 8 Continuing

Activate "Open supported links"



DO YOU HAVE A SAMSUNG PHONE?
THEN ALSO PERFORM THE FOLLOWING ACTIONS



STEP 9

Open Samsung Internet



Click the “hamburgermenu” on the bottom right



Click Settings



Instellingen

Click Useful Features

< Internet settings

Privacy dashboard

Personal browsing data

Sites and downloads

Useful features

Labels

Turn OFF “Open app links in browser”

Open app links in browser

Open links to apps in Samsung Internet instead of the apps themselves. After a link opens, you can tap the app icon in the address bar to switch to the app.



Please continue on the next page.

LANGUAGE SETUP

The language you see in the app results from the language settings in:

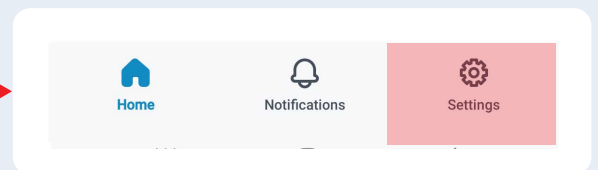
- Open Line Service Portal
- Support NOW app
- Mobile phone

So, should you see a mix of Dutch and English text, the language is not set to the same language everywhere.

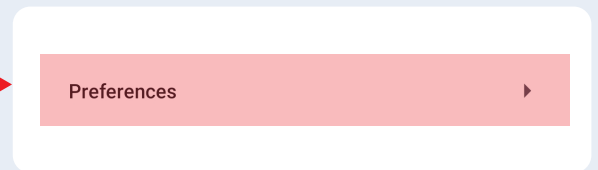
You can set the language in the Support NOW app as follows:

STEP 10

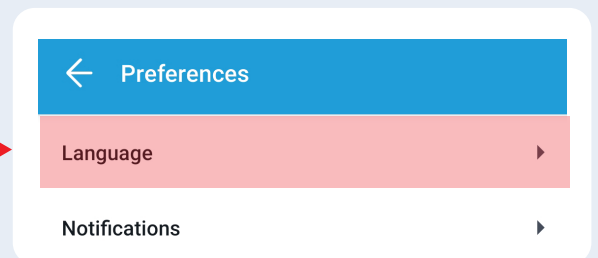
In the app, click on the Settings tab at the bottom



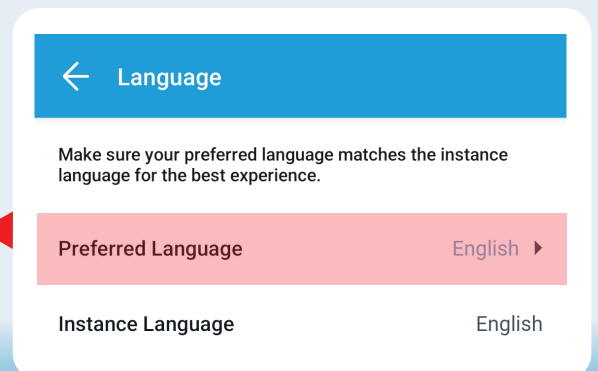
Click preferences



Click language



Change your Preferred Language if needed



De Support NOW app is nu klaar voor gebruik, we hopen je snel mobiel te ontmoeten!



WE ARE THE SERVICEDESK OFF OPEN LINE

If you have an ICT question or problem, please contact us at:

Support NOW App

Available anytime, anywhere via your cell phone. For more information and manuals go to www.openline.nl/supportnow (Or scan the QR code)

Open Line Service Portal

Easily arrange it yourself from your workplace, chatbot Casey helps you on your way.

Telephone

If you can't continue working.



Support that makes you **Smile**