

INSTALLATION MANUAL SUPPORT NOW APP (for iPhone 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!

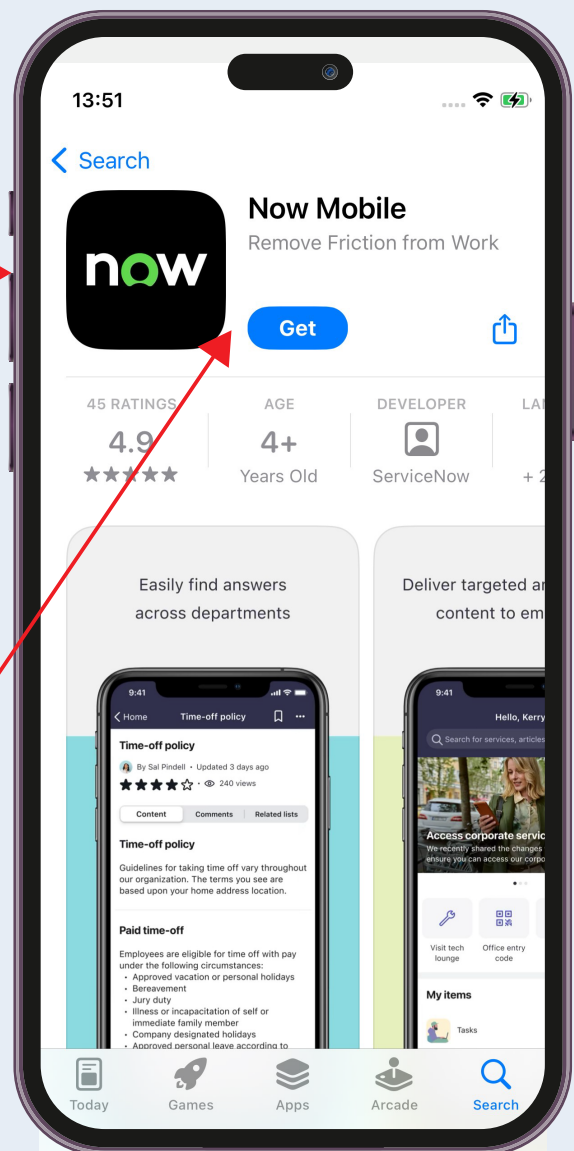
STEP 1

Scan the QR code using your mobile phone OR On your mobile phone, open the Apple Store and search for "Now mobile"



STEP 2

You will see the Now Mobile App page in the Appstore.



STEP 3

Click Get. The app is now being installed on your mobile phone.

If in stead of Get, Open is mentioned, you can continue to step 4.

STEP 4

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



STEP 5

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

For example, you will receive a notification when we have closed your case. Through the app, you can then easily approve or reject the solution.

"Mobile" Would Like to Send You Notifications

Notifications may include alerts, sounds and icon badges. These can be configured in Settings.

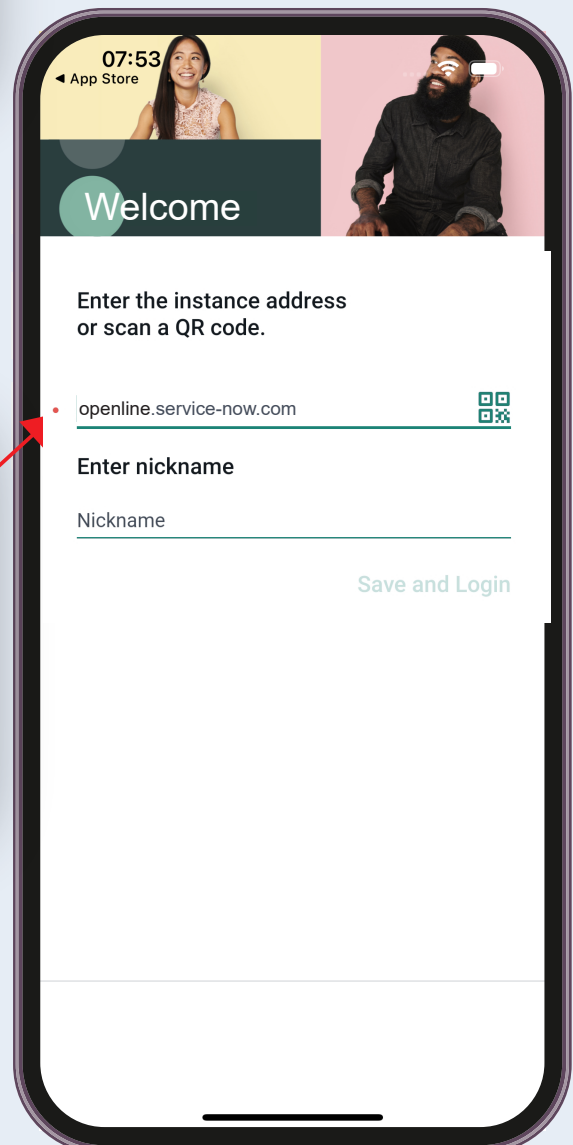
Don't Allow

Allow

STEP 6

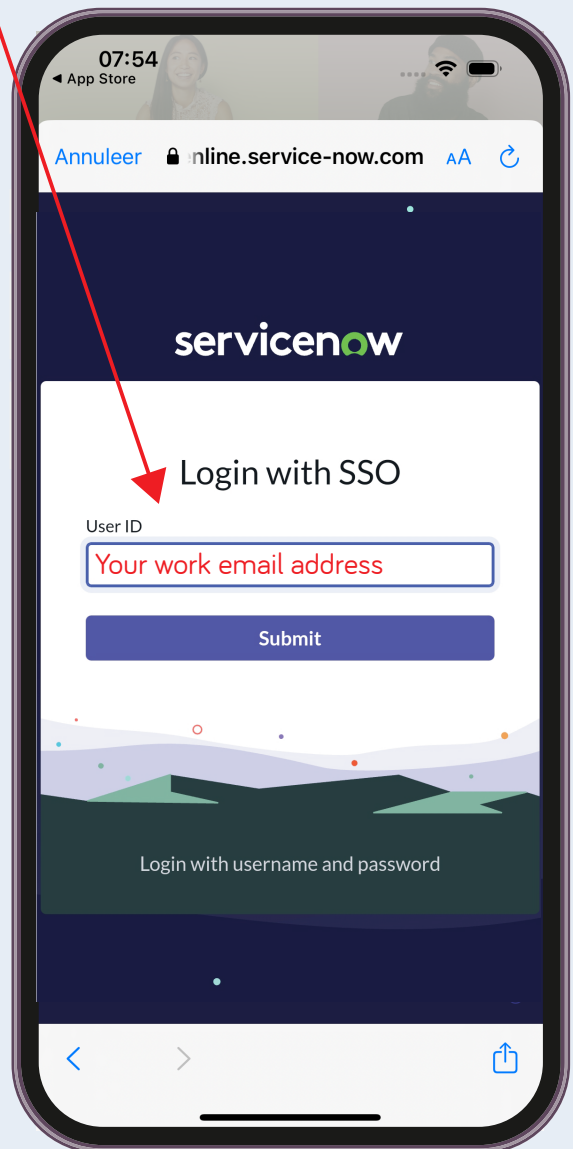
Replace "example" by "openline", so openline.service-now.com is mentioned. You can fill in Nickname "Support Now" but this is not mandatory. Then click Save and Login.

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 and press Submit”.



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

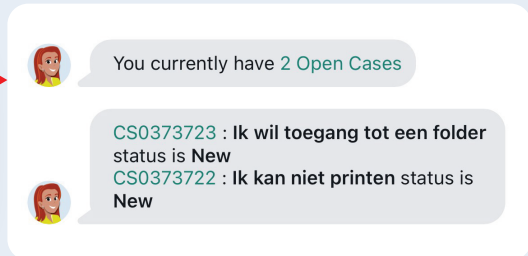
This login is a one-time action; the next time you open the app, you can start right away! If you setup a new password, you will need to log in again with these new credentials.

SUPPORT NOW APP SETUP

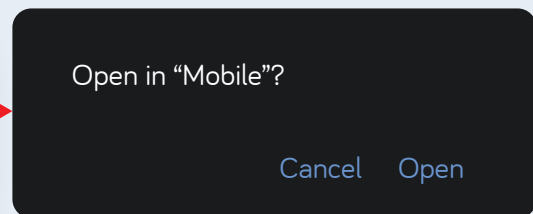
For the Support NOW app to work properly, you need to check/adjust the following settings:

STEP 8

When you open chatbot Casey and you have open cases, you can open them by clicking on the appropriate links.



Once you do this, a pop-up will appear asking "Open in "Mobile"?. Click "Open." This is a one-time action.



SET YOUR PREFERRED LANGUAGE

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

- Open Line Service Portal
- Support NOW app
- Mobilephone

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

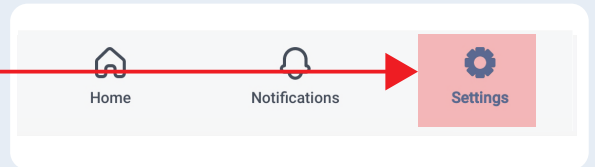
Please continue on the next page.

LANGUAGE SETUP

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

STAP 9

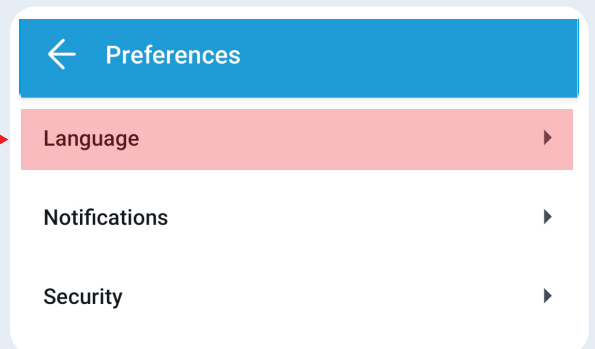
In the app, click on the Settings tab at the bottom



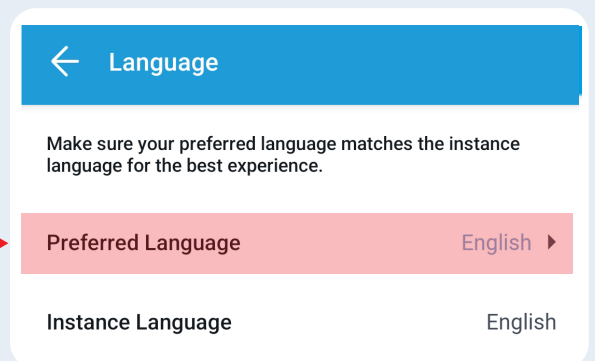
Click Preferences



Click language



If needed, change your preferred language



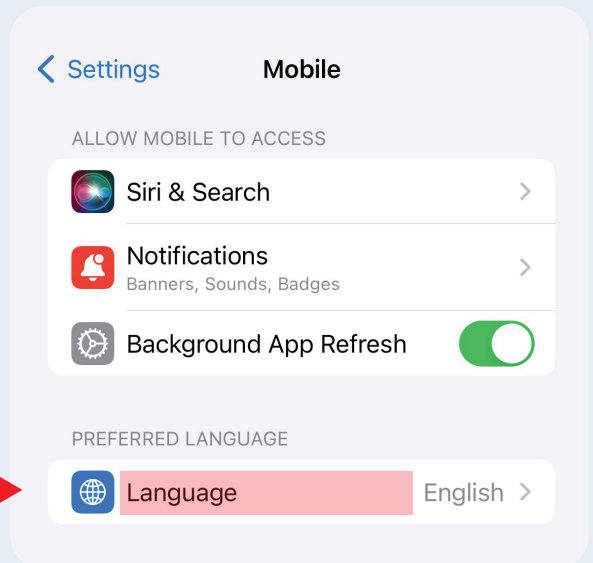
Please continue on the next page.

LANGUAGE SETUP

Continuing from the previous page:

STEP 10

You are now redirected to the Settings of your mobile phone. Click Language.



Select the language of your choice. You can return to the Support Now app by clicking the breadcrumbs (Mobile) at the top.

