



BEYOND

Mobile Service



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Preface

This documentation contains information on how to install and operate **Beyond Mobile Service** in your Business Central environment.

This documentation is intended for experienced users of Business Central. Additional knowledge of third-party software products may be required to set up **Beyond Mobile Service**.

Read this documentation in full to set up **Beyond Mobile Service** and work with it professionally. Pay particular attention to the tips, information and safety instructions contained in the documentation. Inform your employees about the proper use of **Beyond Mobile Service** and keep the documentation in a place that is accessible to your employees.

DOWNLOAD
PDF

Manufacturer

Beyond Mobile Service is developed by:

BeyondIT GmbH

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VISIT
APPSOURCE

Version history

Version	Date	Author	Comment
1.0	01.09.2025	Jannic Weidel	Initial version of the documentation
Access		public	

General Information

This documentation contains important information that you must observe when following the descriptions. The information is highlighted as notes and arranged according to type and importance. The notes are listed below in ascending order of importance:

TIP

This represents **no risk**. In addition to the classic clicking on options, Business Central also offers the option of using so-called shortcuts. Shortcuts are key combinations with which you can also execute the desired action in the user interface. By using shortcuts, you can work faster and more effectively. Try the key combination and you will be surprised how much faster you can work.

NOTE

This represents **no risk**. This note contains important information on the correct use, configuration or operation of the software. Follow these instructions to avoid inefficiencies and unnecessary support tickets. For example, this note can show you that an option is hidden and tells you how to proceed if you want to show it again.

IMPORTANT

This represents a **low risk**. This notice refers to non-critical issues that may lead to undesired behavior or configuration problems. May affect user experience or functionality if not considered.

CAUTION

This represents a **medium risk**. This notice indicates a potential problem that could affect system stability or data integrity. Failure to comply may result in errors, loss of performance or partial service interruptions. The errors caused by non-compliance only affect the app itself and prevent you from working with data within the app.

WARNING

This represents a **high risk**. This notice indicates an immediate and serious risk to the productive system. Failure to observe this warning may affect the entire system. There is a risk of loss of critical data or total system failure, leading to prolonged downtime. It may not be possible to restore the data and a backup must be imported.

Beyond Mobile Service is an extension for Microsoft Dynamics 365 Business Central.

The application allows service orders from Business Central to be processed via mobile devices and important information such as working hours, travel times, and break times for orders to be recorded. In addition, orders can be created via the application and customer information (such as customer address and/or telephone number of the person responsible) can be accessed. Texts such as problem and solution descriptions can be displayed via the application. It is also possible to capture a digital signature from the customer upon completion of the work order.

The latest version of this documentation can be found at the following link: [Beyond Mobile Service Documentation](#).

The examples described in this documentation represent only a part of the possibilities that the **Beyond Mobile Service** solution offers you. If you have a specific case that you would like to map via the solution, please feel free to contact us.

NOTE

Dependencies on or to other apps

Additional, basic applications are required to use **Beyond Mobile Service**. The following applications are required to use **Beyond Mobile Service**:

- [Beyond Service Time Tracking](#): App for recording times for services (service orders).
- [Beyond Signature](#): App for capturing signatures.

User Interface

This chapter explains the user interface of the **Beyond Mobile Service** app.

The content is divided into the following sections:

- [Main Screen](#)
- [Work Orders](#)
- [Work Times](#)
- [Items](#)
- [Resources](#)
- [Offline Operations](#)
- [Error Log](#)

Main Screen

This section explains the main screen.

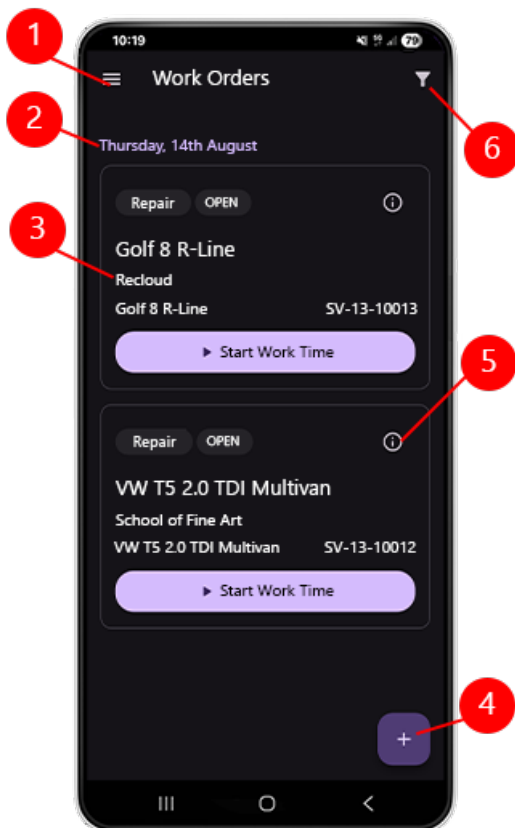


After logging in, the main screen is displayed:

Number	Description
1	This section displays information about the user account you are logged in with in Beyond Mobile Service . In addition to your user photo, first and last name, your email address is also displayed. Below this, information about the environment is displayed, including further information about the database and company.
2	You can use this button to quickly and easily record break times. For more information on how to record a break time, see the chapter Record Break Time .
3	This is the main menu. You can navigate to the app's functions via the main menu. For more information about the functions, see the sections Work Orders , Work Times , Items , Resources , Offline Operations , and Error Log .
4	Tap this icon to open the settings.
5	The current version number of the app is displayed here.
6	Tap this icon to log the current user out of the app. For more information on how to log in, see the section Log in to the app .

Work Orders

This section explains the **Work Orders** screen.

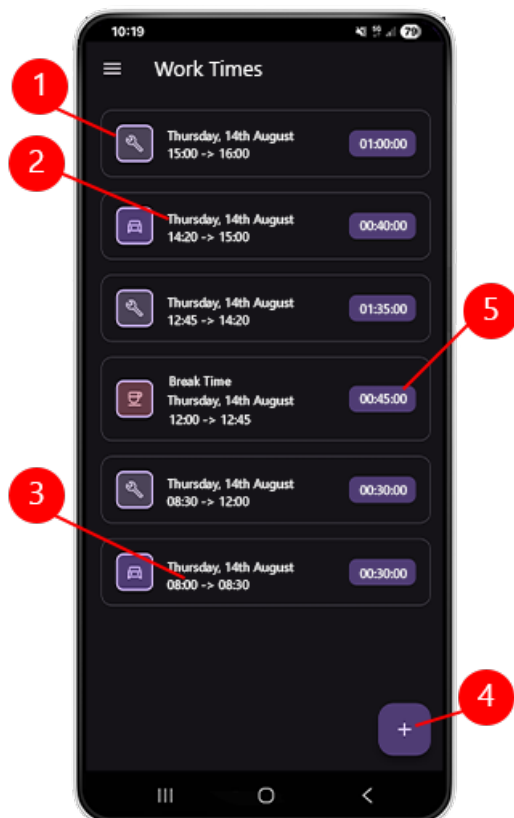


Number	Description
1	Tap this icon to display the main screen.
2	This section displays the date, with the corresponding service orders planned for that day listed below.
3	Each work order displayed in the app contains the following information: The service order type and repair status are displayed at the top of the service order tile. The service item description forms the heading of the tile. The customer is displayed below, together with the service order number.
4	You can use the Plus button to create a service order in the app and synchronize it with Business Central. For more information on how to create a service order using the app, see the chapter Create Service Order .
5	Tap this info icon to get more information about the job.
6	You can use the filter icon to define a filter for the service orders displayed. For more information, see the chapter Filter Service Orders .

For more information on how to add repair statuses and service order types for use in **Beyond Mobile Service**, see the chapters [Add Repair Status](#) and [Add Service Order Types](#).

Work Times

This section explains the **Working Hours** screen.



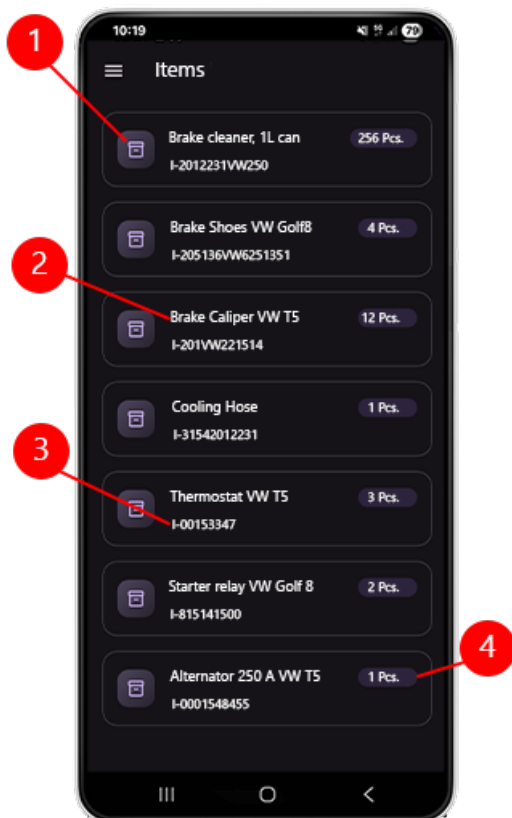
Number	Description
1	Each recorded time (working time, travel time, or break time) is displayed as a separate tile.
2	The date for the recorded time is displayed here.
3	The time period is displayed below the date.
4	You can use the plus button to manually enter a time in the app. For more information on how to record work on a service order, see the chapter Start Service Order .
5	The total time is displayed as a value at the edge of the tile. The format is HH:MM:SS.

Instructions for recording, editing, and deleting working hours can be found in the following chapters:

- [Record Work Time](#)
- [Record Break Time](#)
- [Correct or Delete Recorded Times](#)

Items

This section explains the **Items** screen.

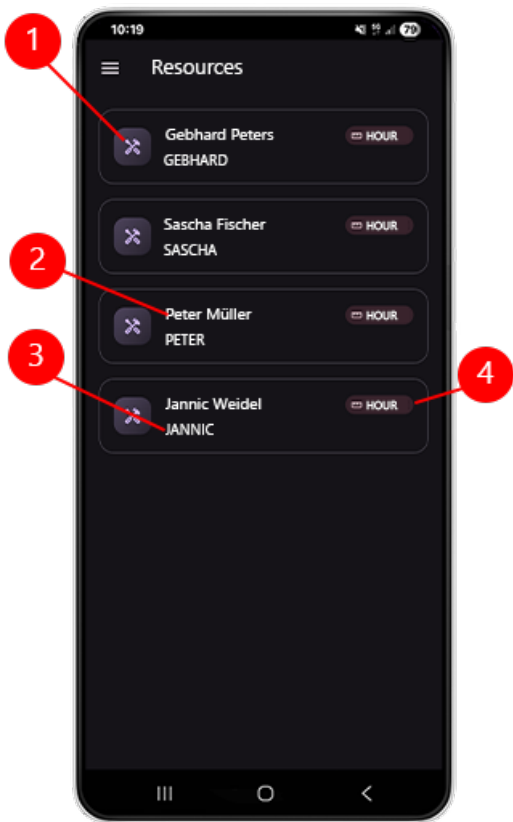


Items are only displayed on this screen if a storage location has been defined for the resource (associated with the user account). For more information on how to define a storage location for a resource, see the chapter [Manage User Accounts > Add User](#).

Number	Description
1	Symbol for an item in the storage location.
2	This is the item description.
3	This is the item number.
4	The stock level in the storage location assigned to the resource is displayed here (in the base unit of the item).

Resources

This section explains the **Resources** screen.



All resources available in **Beyond Mobile Service** are displayed here. A separate line is displayed for each resource. The line contains the first and last name as well as the resource code from Business Central. The base unit of the resource is displayed on the right-hand side of the line.

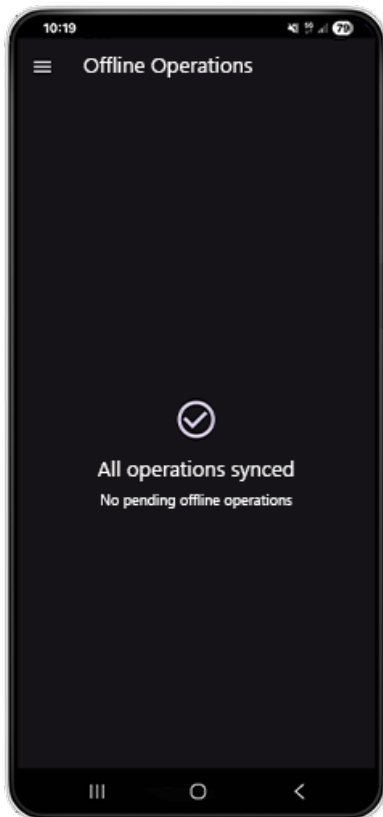
Number	Description
1	Symbol for a resource.
2	The name of the resource.
3	The code of the resource.
4	The base unit of the resource is displayed here.

If you want to use a resource that is not listed on this screen, you must first enable it in Business Central for **Beyond Mobile Service**. For instructions on how to make a resource available in **Beyond Mobile Service**, see the chapter [Add Resource](#).

Offline Operations

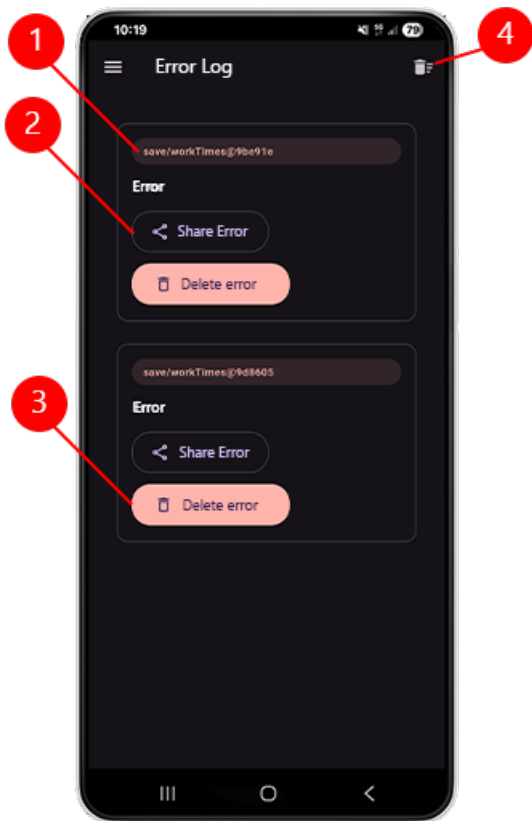
This section explains the **Offline Operations** screen.

If you make changes to service orders or times outside of network coverage with mobile data or Wi-Fi Internet access, these operations are stored in this area. As soon as a sufficient connection is available, the operations are automatically synchronized with Business Central.



Error Log

This section explains the **Error Log** screen.



Number	Description
1	Each logged error consists of several pieces of information. The name of the error is displayed at the top. It consists of the process and a hash value.
2	You can use this button to share the error. For more information, see the chapter Share Error .
3	You can use this button to delete the error. For more information, see the chapter Delete Error .
4	This button deletes all errors from the error log.

NOTE

Delete all errors

Please note that you can delete **ALL** logged errors using the button (4). You will **NOT** be asked separately if you really want to delete all errors. This process cannot be undone.

Install Mobile Service

This chapter describes how to install Mobile Service on your mobile device.
The contents of this chapter are divided into the following sections:

- [Install app for Android device](#)
- [Install app for iOS device](#)

Install app for Android device

This section describes how to install the **Beyond Mobile Service** application on a device running the Android operating system.

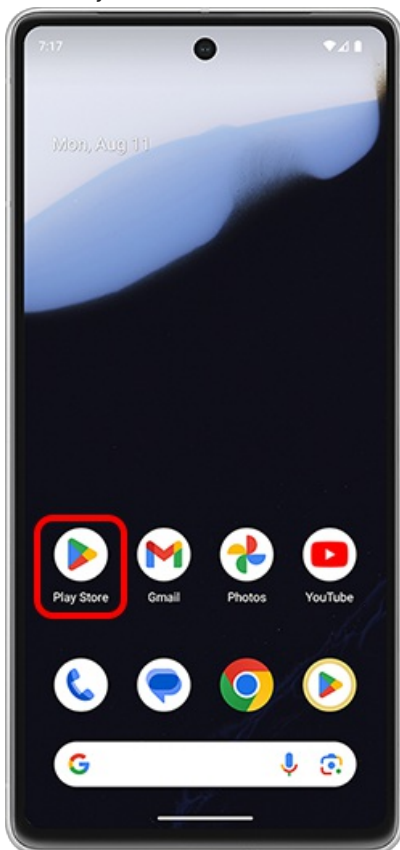
IMPORTANT

Note on possible costs for mobile data and roaming

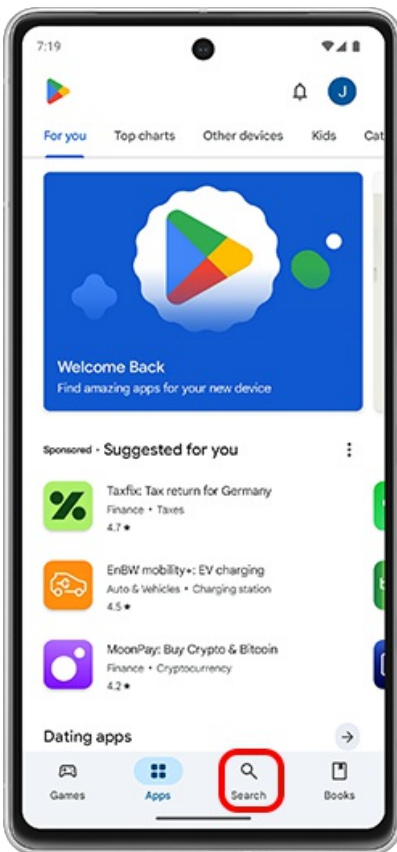
Before downloading the Beyond Mobile Service app, please activate the Wi-Fi function on your device and connect to a Wi-Fi network with Internet access. If you perform the following steps using a mobile data connection instead—especially when abroad—additional costs may be incurred through the use of mobile Internet.

To install the **Beyond Mobile Service** application on a device running the Android operating system, proceed as follows:

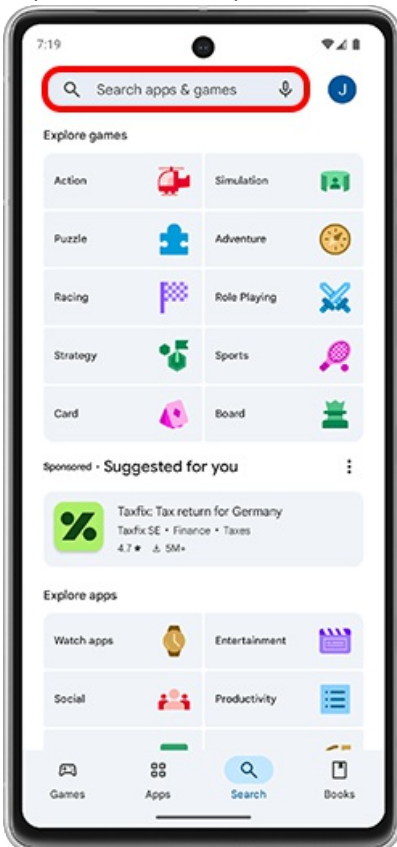
1. Unlock your Android device.



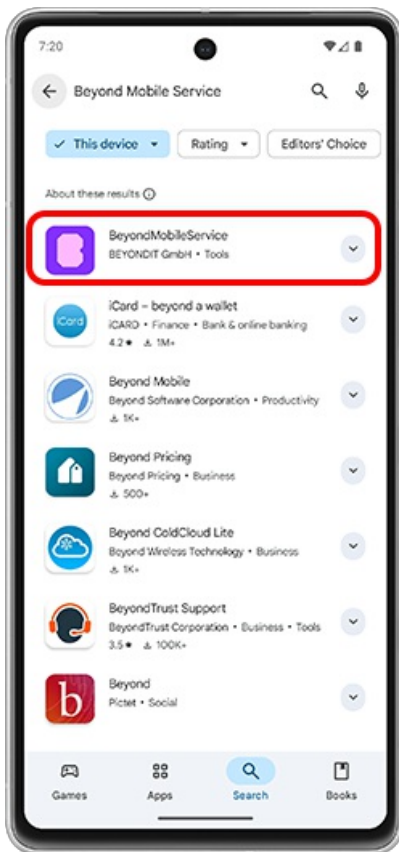
2. Tap the **Play Store** icon.
3. A new window is displayed.
4. Tap the magnifying glass icon in the menu.



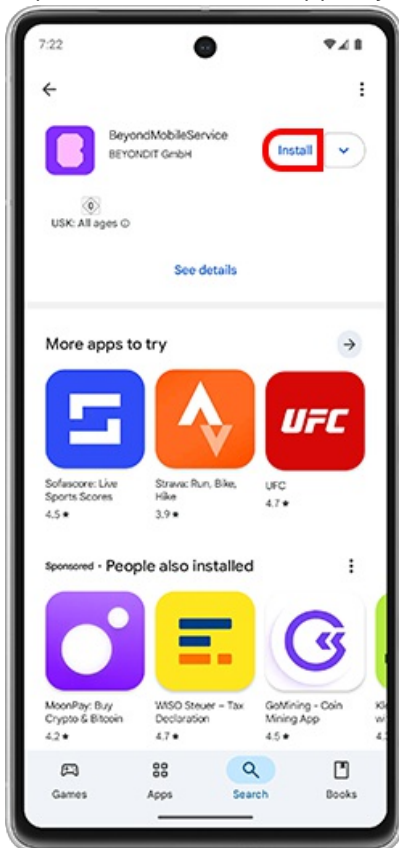
5. A search field is displayed.
6. Tap in the search input field.



7. Enter the search term **Beyond Mobile Service** in the search field.
8. Tap the magnifying glass icon in the search field.



9. The search results for **Beyond Mobile Service** are displayed. You can recognize the corresponding app by the correct logo and the publisher **BeyondIT GmbH**.
10. Tap **Install** to install the app on your device.



11. The **Beyond Mobile Service** app will be downloaded to your Android device and installed automatically.
12. After installation, a shortcut for the app will be created on your device's screen.



You have successfully installed **Beyond Mobile Service** on your Android device.

Install app for iOS device

This section describes how to install the **Beyond Mobile Service** application on a device running the iOS operating system.

IMPORTANT

Note on possible costs for mobile data and roaming

Before downloading the Beyond Mobile Service app, please activate the Wi-Fi function on your device and connect to a Wi-Fi network with Internet access. If you perform the following steps using a mobile data connection instead—especially when abroad—additional costs may be incurred through the use of mobile Internet.

To install the **Beyond Mobile Service** application on a device running the iOS operating system, proceed as follows:

1. Unlock your iOS device.



2. Tap the **App Store** icon.
3. A new window is displayed.
4. Tap the magnifying glass icon in the menu.



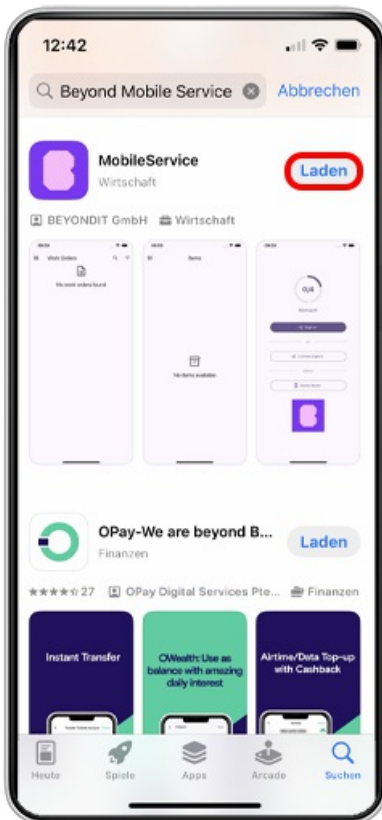
5. A search field is displayed.
6. Tap in the search input field.



7. Enter the search term **Beyond Mobile Service** in the search field.



8. Tap the magnifying glass icon in the search field.
9. The search results for **Beyond Mobile Service** are displayed. You can recognize the corresponding app by the correct logo and the publisher **BeyondIT GmbH**.



10. Tap **Download** to download the app.
11. The **Beyond Mobile Service** app will be downloaded to your iOS device and installed automatically.



12. After installation, you can use the app by clicking the **Open** button.
13. After installation, a shortcut for the app will be created on your device's screen.



You have successfully installed **Beyond Mobile Service** on your iOS device.

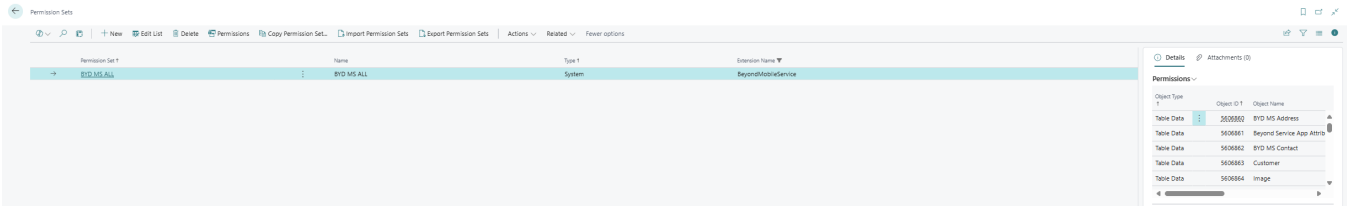
Assign User Permissions

The following description shows how to assign user permissions for the **Beyond Mobile Service** extension. The permission sets provided are:

Permission Set	Description
BYD MS ALL	This permission set enables the use of the Beyond Mobile Service extension.

To assign the permission set for **Beyond Mobile Service** to a user, proceed as follows:

1. Open the search function from the role center (**ALT+Q**).
2. Search for **Permission Sets** and click on the appropriate search result.
3. The **Permission Sets** page is displayed.
4. Select one of the above permission sets from the list.
5. Click **Related > Permissions > Permission Set by User** in the menu bar.



6. The **Permission Set by User** page is displayed.
7. Show the filter area (**SHIFT+F3**) and pick **Extension Name** and the value **Beyond Mobile Service** as filter criteria.
8. The list is filtered to the permission sets of **Beyond Mobile Service**.
9. Select the check box on the right side of the page for the user or users to whom you want to assign the permission set.

You have assigned a permission set for **Beyond Mobile Service** to a user. Note that users with the **SUPER** permission set have all rights, i.e. you do not need to give this user any additional rights.

Manage User Accounts

This chapter describes how to manage user accounts for **Beyond Mobile Service**. The contents of this chapter are divided into the following sections:

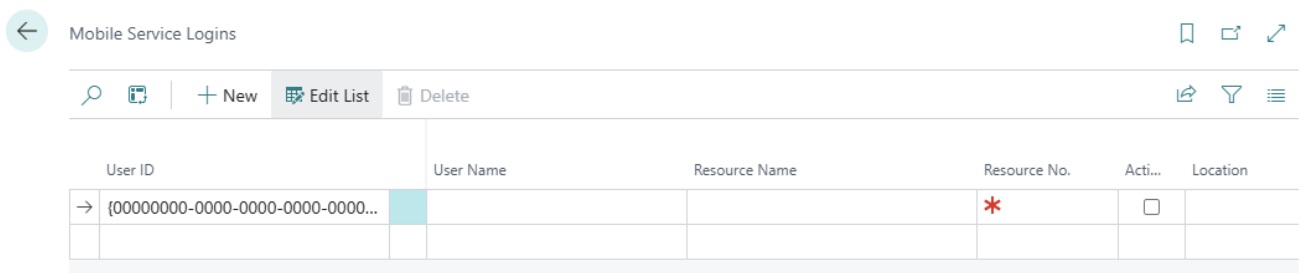
- [Add User](#)
- [Block User](#)

Add User

This section describes how to activate a user account in Business Central for using **Beyond Mobile Service**.

To add a user for **Beyond Mobile Service**, proceed as follows:

1. Open the search function from the role center (**ALT+Q**).
2. Search for **Mobile Service Logins** and click on the corresponding search result.
3. The **Mobile Service Logins** list is displayed. On this page, you will find all configured user logins.



User ID	User Name	Resource Name	Resource No.	Acti...	Location
→ {00000000-0000-0000-0000-0000...}			*	☐	

4. In the **User ID** column, expand the dropdown list and select the telemetry ID for the user you want to set up to use **Beyond Mobile Service** from the user list.
5. The information under the **User Name** column is automatically added by the system.
6. In the **Resource No.** column, expand the dropdown list and assign a resource to the user account. This is necessary so that the user can record times on orders, which are automatically added as a resource line to the corresponding order.
7. The information under the **Name** column is automatically added by the system.
8. Select the **Active** checkbox to enable logins via the app with this user.
9. Under the **Storage Location** column, you can specify a default storage location for the user. This allows you to specify a service vehicle as the storage location for spare parts for the user, for example.

You have activated a user for the use of **Beyond Mobile Service**.

Block User

This section describes how you can temporarily lock a user account for use with **Beyond Mobile Service**.

To temporarily block a user from using **Beyond Mobile Service**, proceed as follows:

1. Open the search function from the role center (**ALT+Q**).
2. Search for **Mobile Service Logins** and click on the corresponding search result.
3. The **Mobile Service Logins** list is displayed. On this page, you will find all configured user logins.
4. Uncheck the box under the **Active** column to deny logins via the app with this user.

You have blocked a user from using **Beyond Mobile Service**. If a user attempts to log in with a blocked user account, an error message will be displayed on the user's mobile device.

Add Resource

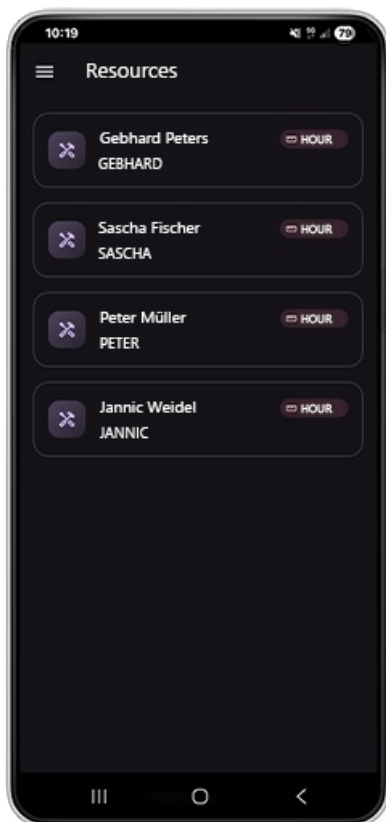
This chapter describes how to make a resource available in **Beyond Mobile Service**.

To make a resource available to **Beyond Mobile Service**, proceed as follows:

1. Open the search function from the role center (**ALT+Q**).
2. Search for **Resources** and click on the corresponding search result.
3. The **Resources** list is displayed. This page shows all resources in the system.

No.	Name	Type	Base Unit of Measure	Unit Cost	Price/Profit Calculation	Profit %	Unit Price	Gen. Prod. Posting Group	Search Name	Default Default Template	Available Mobile Service
GEORG	Georg Müller	Person	STUNDE	77,00	Profit/Price-Cost	44,65632	139,00	SERVICES	GEORG MÜLLER		☐
GEORG	Georg Peters	Person	STUNDE	84,70	Profit/Price-Cost	43,35484	135,00	SERVICES	GEORG PETERS		☐
JANNIC	Jannic Weidel	Person	STUNDE	45,00	Price+Cost+Profit	23	60,00	SERVICES	JANNIC WEIDEL		☐
PETER	Peter Müller	Person	STUNDE	45,00	Price+Cost+Profit	33	67,16418	SERVICES	PETER MÜLLER		☐
SASCHA	Sascha Fischer	Person	STUNDE	45,00	Price+Cost+Profit	20	56,25	SERVICES	SASCHA FISCHER		☐

4. The **Available in Mobile Service** column in the list defines which resources can be selected in the **Beyond Mobile Service** app.
5. Select the checkbox for the resources that should be selectable in the app.



You have added one or more resources for use in the app.

Add Service Order Types

This chapter describes how to add service order types for use in **Beyond Mobile Service**. Service order types are required if you want to create a service order using **Beyond Mobile Service**.

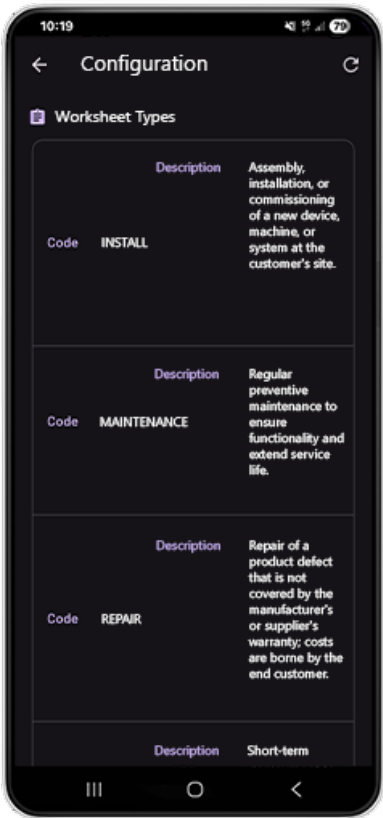
To add service order types from Business Central to the app, proceed as follows:

- 1. Open the search function from the roll center (**ALT+Q**).
- 2. Search for **Service Order Types** and click on the corresponding search result.
- 3. The **Service Order Types** list is displayed. On this page, you will find all configured service order types.

Service Order Types				Saved			

- 4. For each service order type that should be selectable in the app, select the checkbox under the **Available in Mobile Service** column.

You have added one or more service order types for **Beyond Mobile Service**. You can view the available service order types in the app under **Settings > Configuration**.



Add Repair Status

This chapter describes how to add repair statuses for use in **Beyond Mobile Service**. Repair statuses are required if you want to update a service order via **Beyond Mobile Service**.

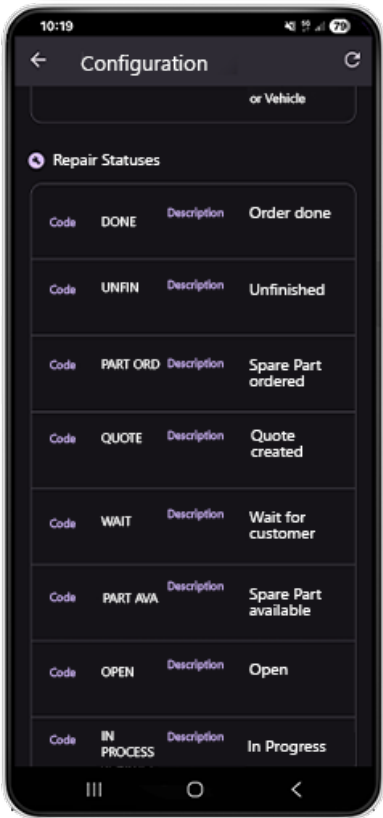
To add the repair status from Business Central to the app, proceed as follows:

- 1. Open the search function from the role center (**ALT+Q**).
- 2. Search for **Repair Status Setup** and click on the corresponding search result.
- 3. The **Repair Status Setup** list is displayed. On this page, you will find all configured repair statuses.

Repair Status Setup																			
Code	Description	Has Color	Service Order Status	Priority	Initial	In Progress	Finished	Partly Served	Refused	Spare Part Ordered	Spare Part Received	Waiting for Customer	Quote Finished	Posting Allowed	Pending Status Allowed	In Progress Status Allowed	Finished Status Allowed	On Hold Status Allowed	Available in Mobile Service
INCOMPLETE	0. Incomplete	#FF0000	On Hold	Low	☐	☐	☐	☒	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☒
QUOTED	0. Quote created	#FF0000	On Hold	Low	☐	☐	☐	☐	☐	☐	☐	☐	☒	☐	☐	☐	☐	☐	☒
WAIT	0. Waiting for customer	#FF0000	On Hold	Low	☐	☐	☐	☐	☐	☐	☐	☒	☐	☐	☐	☐	☐	☐	☒
OPEN	1. Open	#FF0000	Pending	Medium Low	☒	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☒
IN PROGRESS	2. Work in progress	#FF0000	In Progress	Medium High	☐	☒	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☒
NEED PART	3. Spare Parts needed	#FF0000	On Hold	Low	☐	☐	☐	☐	☒	☐	☐	☐	☐	☐	☐	☐	☐	☐	☒
PART ORD	4. Spare part ordered	#FF9900	On Hold	Low	☐	☐	☐	☐	☐	☒	☐	☐	☐	☐	☐	☐	☐	☐	☒
PART AVAIL	5. Spare Part available	#FF9900	Pending	Medium Low	☐	☐	☐	☐	☐	☐	☒	☐	☐	☐	☐	☐	☐	☐	☒
COMPLETED	X. Order completed	#00FF00	Finished	High	☐	☐	☒	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☒

- 4. For each repair status that should be selectable in the app, select the checkbox under the **Available in Mobile Service** column.

You have added one or more repair statuses for **Beyond Mobile Service**. You can view the available repair statuses in the app under **Settings > Configuration**.



Sign in to the app

This chapter describes how to log in to the **Beyond Mobile Service** app.

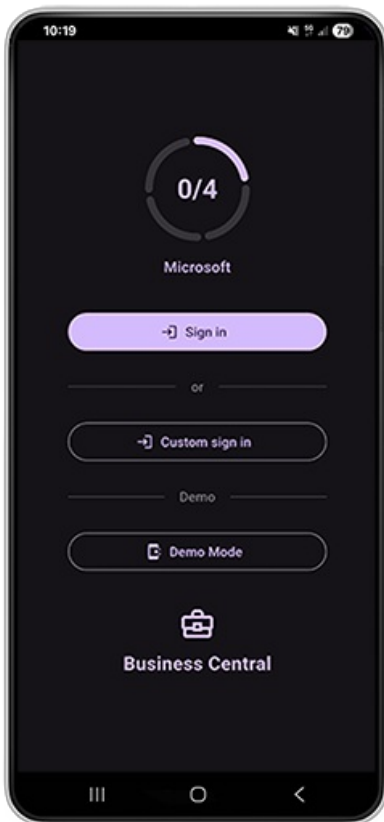
NOTE

User account must be approved

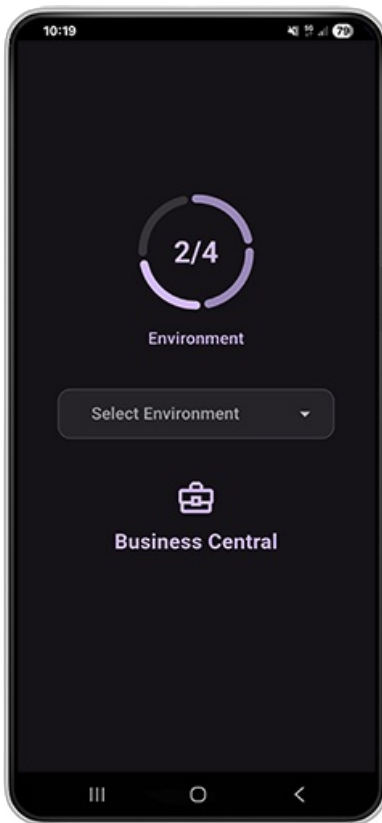
You can only use **Beyond Mobile Service** if your user account has been approved for use. For more information, see the chapter [Managing user accounts > Add User](#).

To log in to the **Beyond Mobile Service** app, proceed as follows:

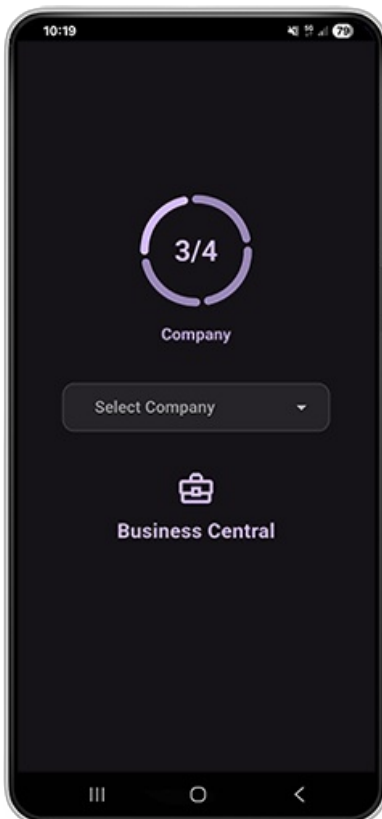
1. Unlock your mobile device.
2. Open the **Beyond Mobile Service** app.
3. Tap the **Sign In** button.



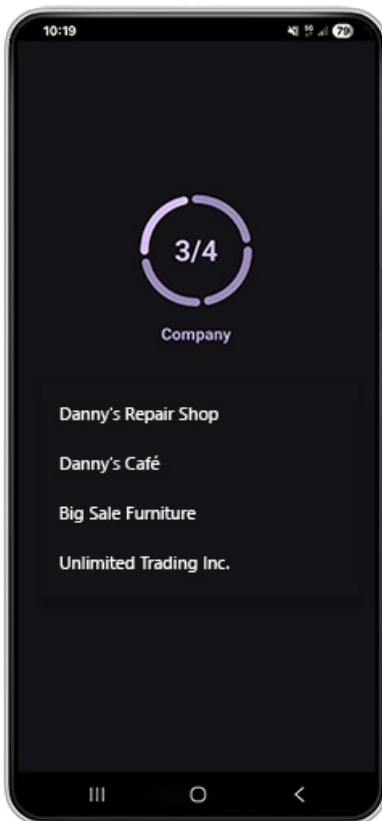
4. After a short loading time, the next screen will be displayed.
5. Authenticate yourself with your username and password.
6. Tap **Select Environment**.



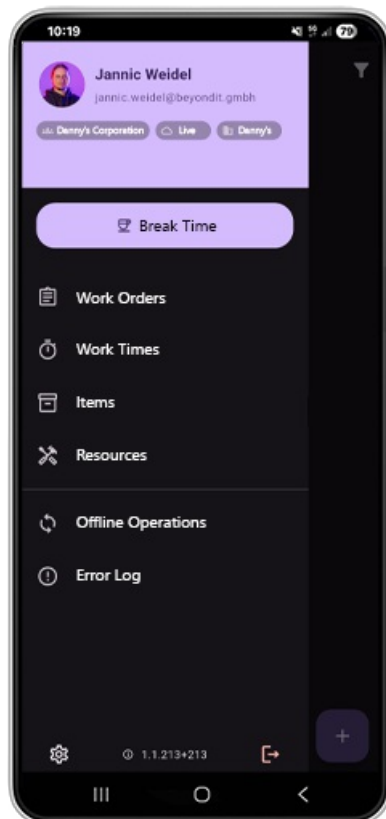
7. The dropdown list with the available environments is displayed.
8. Tap the environment you want to use with **Beyond Mobile Service** in the list.
9. After selecting the environment, you must select the company.
10. Tap **Select Company**.
11. The dropdown list with the available companies in the corresponding environment is displayed.



12. Select the company you want to use with **Beyond Mobile Service**.



13. You have logged into the app and the following screen is displayed.



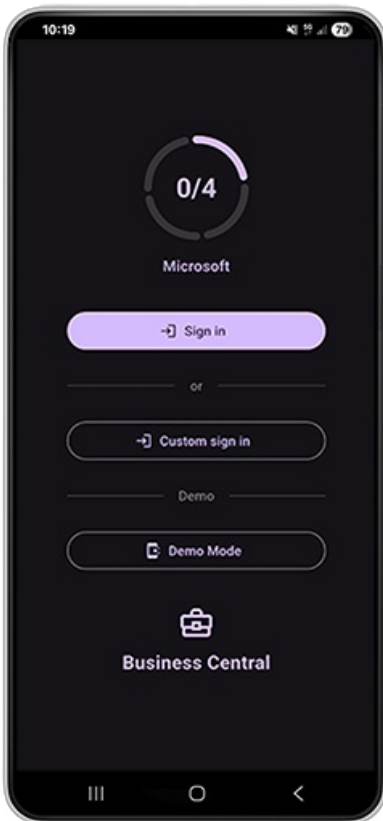
For more information about the user interface, see the chapter [User Interface](#).

Set Language

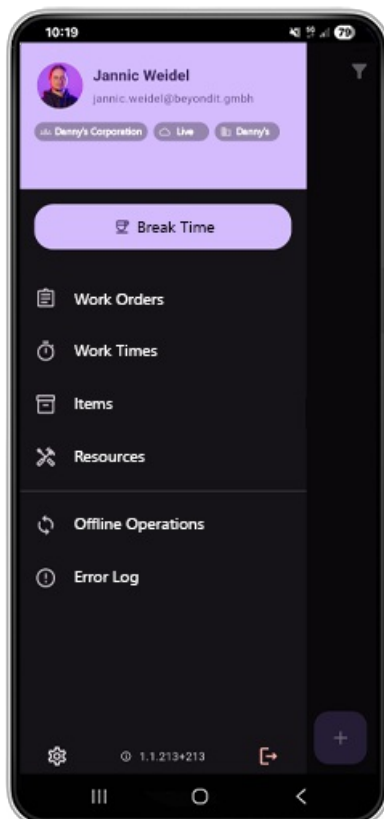
This chapter describes how to set the language for the **Beyond Mobile Service** app.

To set the language, proceed as follows:

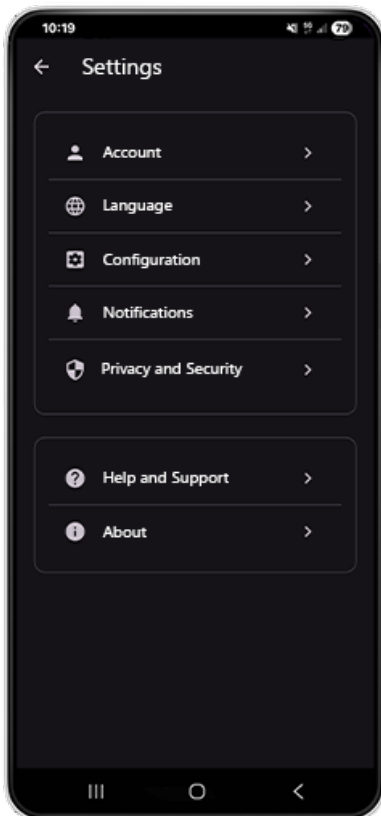
1. Unlock your mobile device.
2. Open the **Beyond Mobile Service** app.
3. Tap **Sign In** and log in with your user data.



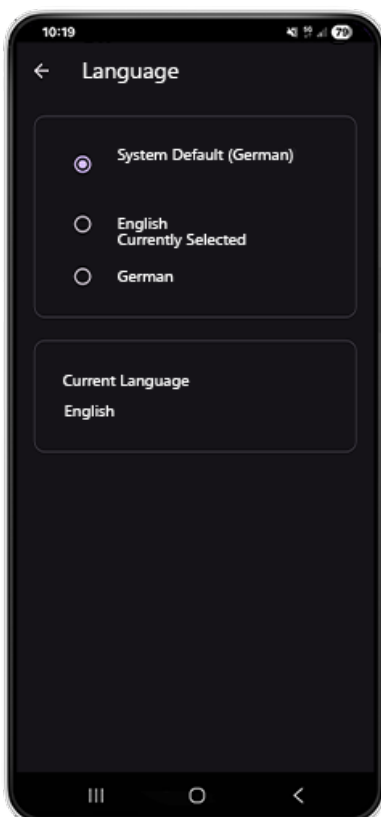
4. The main screen of the app is displayed.



5. Tap the gear icon.
6. The **Settings** screen is displayed.



7. Tap the **Language** menu option.



8. Select the language you want to use.

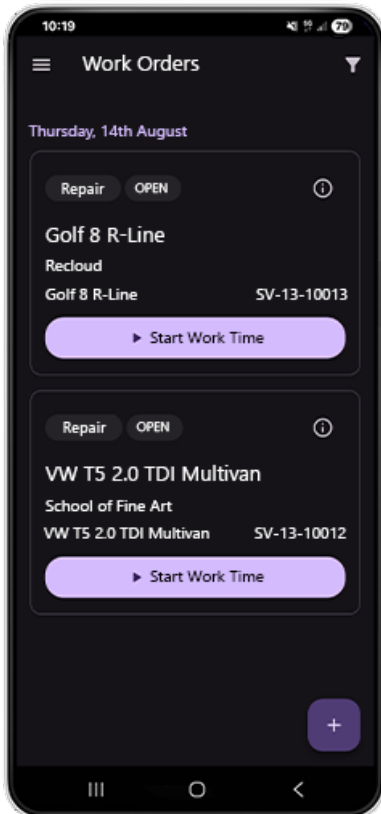
You have changed the language in the app.

Create Service Order

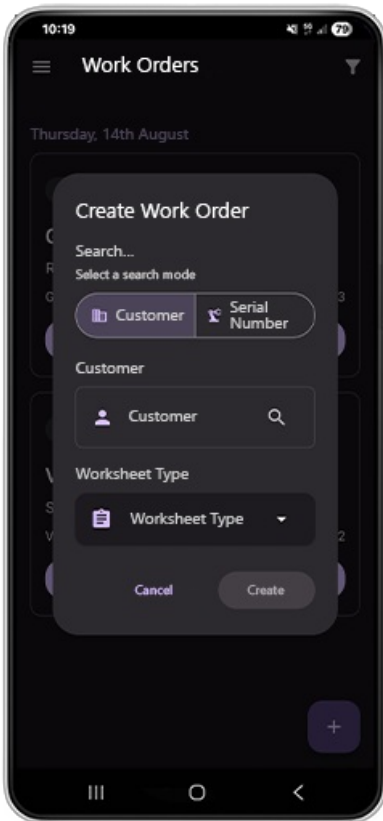
This chapter describes how you can create a service order using the **Beyond Mobile Service** app.

To create a service order, proceed as follows:

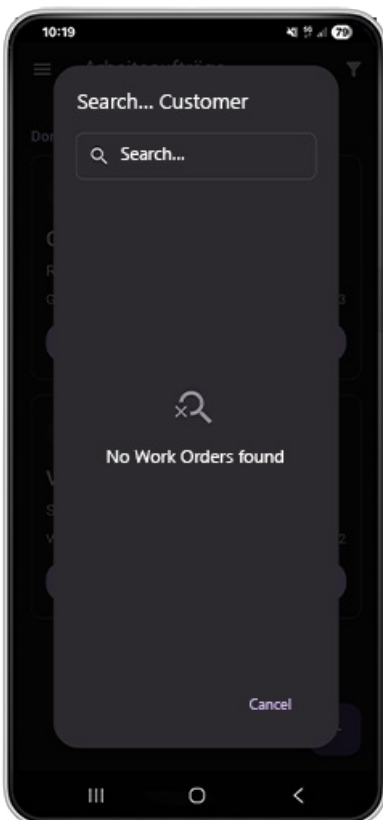
1. Unlock your mobile device.
2. Open the **Beyond Mobile Service** app.
3. Tap **Sign In** and log in with your user data.
4. Tap **Work Orders**.
5. The **Work Orders** screen is displayed.



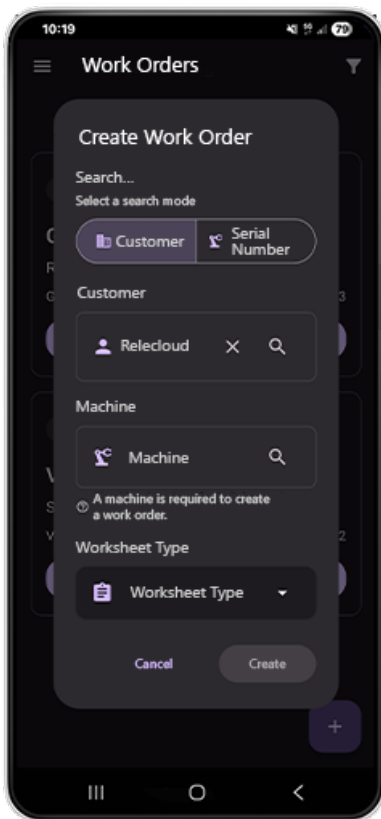
6. To open the menu for creating a new service order, tap the plus icon at the bottom of the screen.
7. The **Create Work Order** window is displayed.



8. Select the **Customer** search mode. Alternatively, you can also search using the serial number of a service item.
9. Tap in the **Customer** input field.
10. The **Search... Customer** window is displayed.



11. Enter a customer in the search field and select it.
12. The app returns to the **Create Work Order** window. The **Machine** input field is displayed.



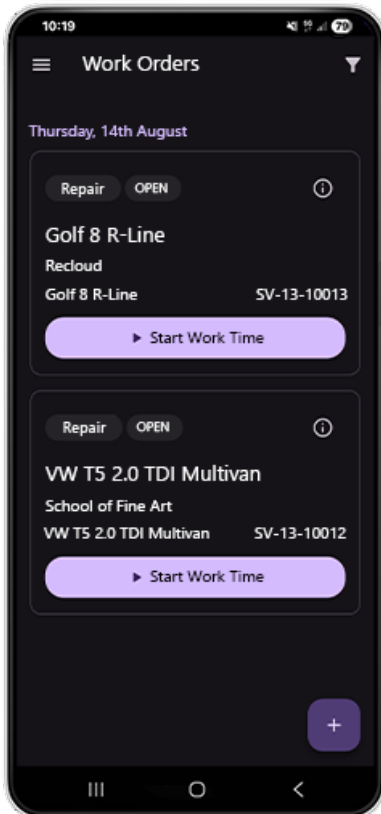
13. Tap the **Machine** input field to specify the service item.
14. The **Search... Machine** window is displayed. By default, all of the customer's service items are not displayed. Enter a search term and select the appropriate service item for the customer.
15. After selecting the machine, the app returns to the **Create Work Order** window.
16. Open the dropdown list and select a service order type from the available options. For more information on how to add a service order type for use in **Beyond Mobile Service**, see the chapter [Add Service Order Types](#).
17. After selecting the service order type, the app returns to the **Create Work Order** window.
18. To create the service order, tap the **Create** button.

You have created a service order.

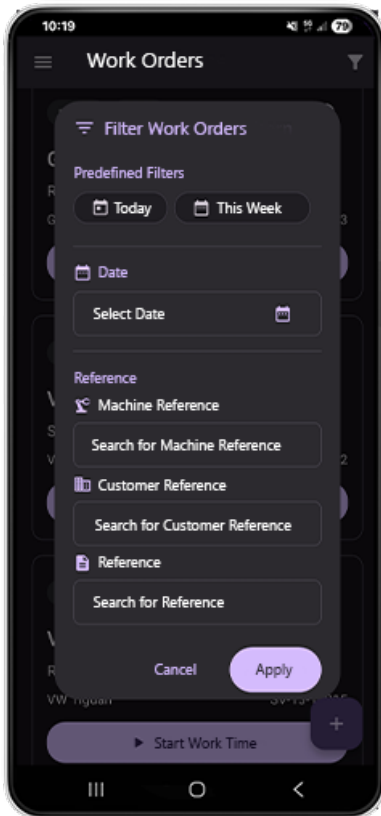
Filter Service Orders

This chapter describes how to filter for a service order in the **Beyond Mobile Service** app.
To filter for a service order, proceed as follows:

1. Unlock your mobile device.
2. Open the **Beyond Mobile Service** app.
3. Tap **Sign In** and log in with your user data.
4. Tap **Work Orders**.



5. To filter by service order, tap the filter icon at the top right of the screen.
6. The **Filter Work Orders** screen is displayed.



7. You can use a predefined filter for the date. The options are **Today** and **This Week**. However, you can also use information about machines, customers, and other references to filter the service orders displayed.
8. Tap **Apply** to apply the filter criteria you entered to the list of work orders.

You have defined and applied a filter. To remove the filter, tap the cross next to the applied filter.

Record Travel Time

This chapter describes how to record travel time for a work order. You can enter travel time manually or record it during the work order.

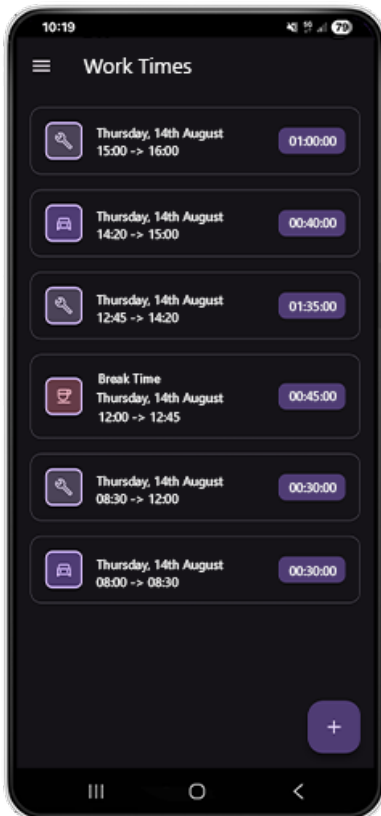
- [Enter Travel Time Manually](#)
- [Record Travel Time Via The Work Order](#)

Enter Travel Time Manually

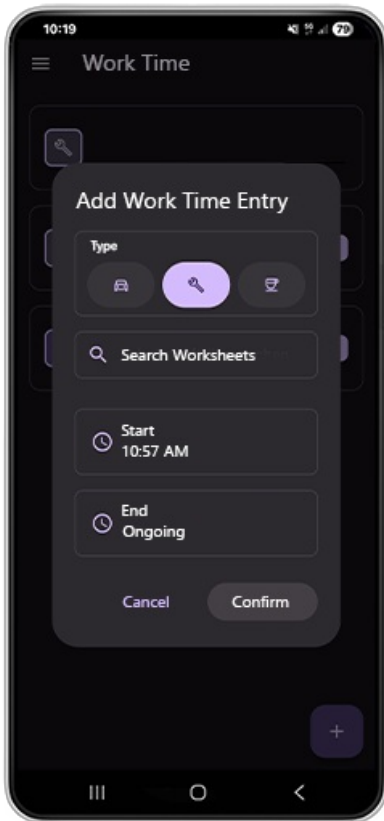
This section describes how to record travel time manually.

To record the travel time manually, proceed as follows:

1. Unlock your mobile device.
2. Open the **Beyond Mobile Service** app.
3. Tap **Sign In** and log in with your user data.
4. Tap **Work Times**.



5. The **Work Times** screen is displayed.
6. To add a travel time manually, tap the plus button.
7. The **Add Work Time** screen is displayed.



8. To add a travel time manually, tap the car icon.
9. In the **Search for Work Orders** input field, enter the work order for which you want to manually add a travel time.
10. In the **Start** input field, define the time at which the travel began.
11. In the **End** input field, define the time at which you arrived.
12. Tap the **Confirm** button to record the time and synchronize it with the work order.

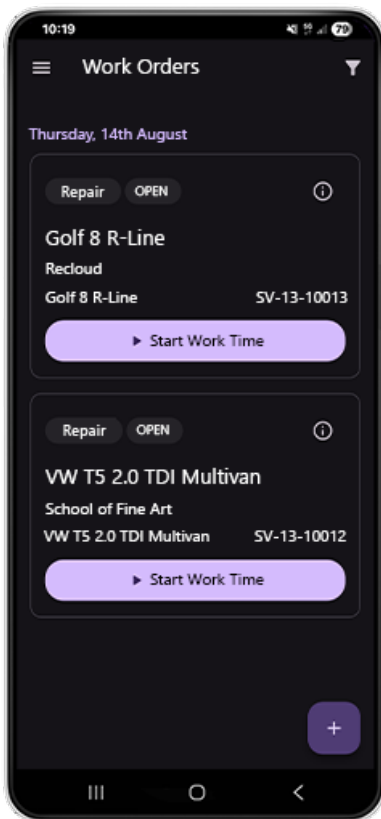
You have manually recorded a travel time.

Record Travel Time Via The Work Order

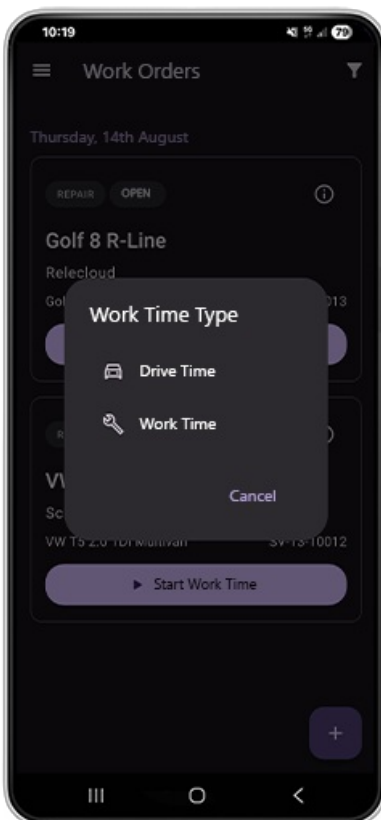
This section describes how to record travel time during a work order.

To record the travel time during the work order, proceed as follows:

1. Unlock your mobile device.
2. Open the **Beyond Mobile Service** app.
3. Tap **Sign In** and log in with your user data.
4. Tap the **Work Orders** button.



5. Tap the **Start Work Time** button for the relevant work order.
6. The **Work Time Type** window is displayed.



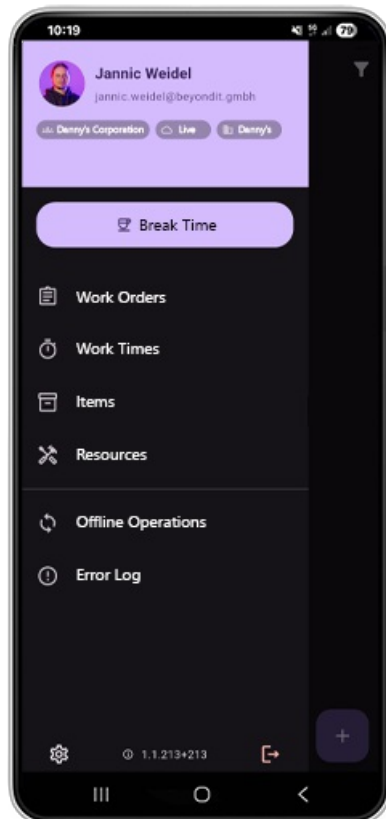
7. Tap the car icon to start recording a trip.
8. The time is recorded in the work order tile. You can view the recording and stop it by clicking the **Stop** button.

Start Service Order

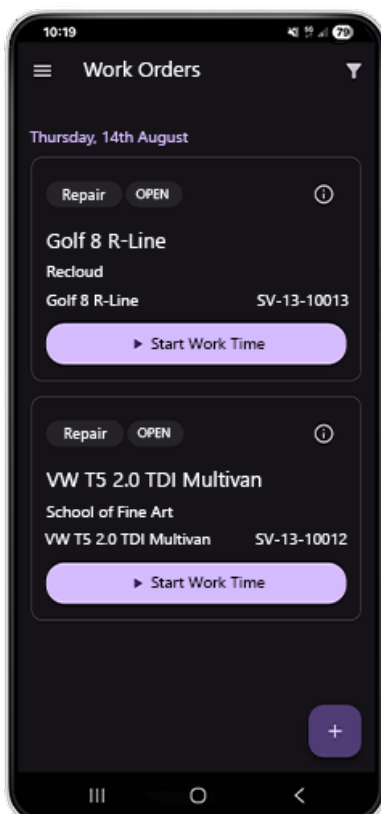
This chapter describes how to start a service order in the **Beyond Mobile Service** app.

Um einen Serviceauftrag in **Beyond Mobile Service** zu starten, gehen Sie wie folgt vor:

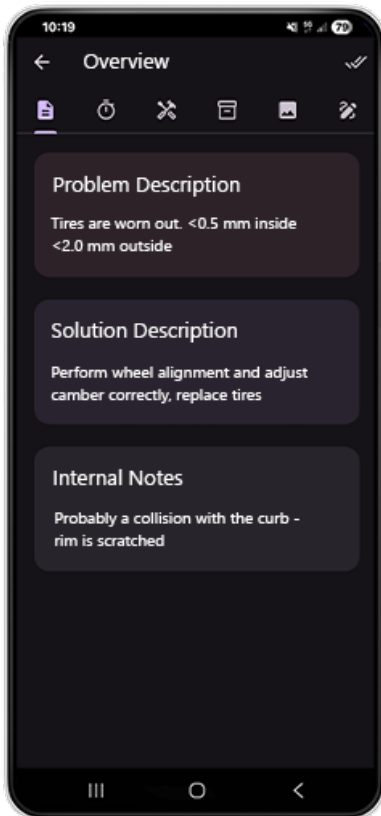
1. Unlock your mobile device.
2. Open the **Beyond Mobile Service** app.
3. Tap **Sign In** and log in with your user data.



4. Tap **Work Orders**.



5. Search for the service order you want to start. For more information on how to filter service orders, see the chapter [Filter Service Orders](#).
6. Tap **Start Work Time**.
7. The **Work Time Type** window is displayed.
8. Select **Drive Time** to record drive time. For more information on how to navigate to the customer's address, see the chapter [Navigate to the customer's address](#).
9. The drive time is recorded.
10. When you arrive at your destination, open the order tile again and tap **Stop** to stop recording your travel time.
11. To view further details about the order, tap the order tile. From the **Overview** screen, you can view additional information about the order.



12. Tap **Start Work Time** and select work time.
13. Work hours are recorded.
14. Record all spare parts used under the **Spare Parts** screen.
15. After completing the order, the customer must acknowledge (sign) the order. Tap on the order tile and navigate to the signature area (symbol on the right-hand side). For more information on how to capture a customer's signature, see the chapter [Sign Work Order](#).
16. Stop recording your work hours.

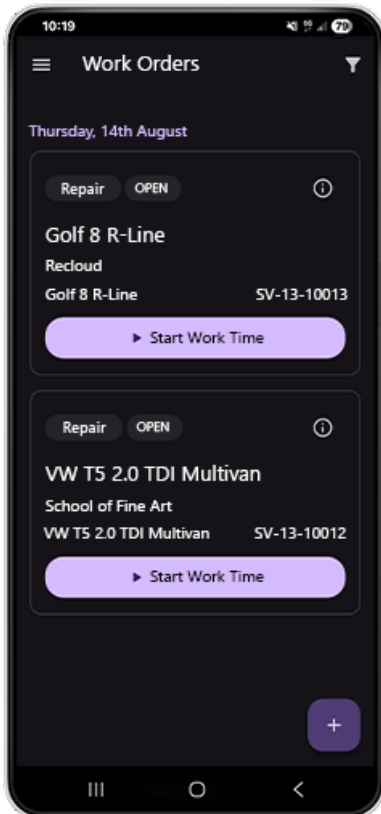
You have completed a work order. For more information about work hours and how to view and correct them, see the section [Correct or Delete Recorded Time](#).

Navigate to Customer Address

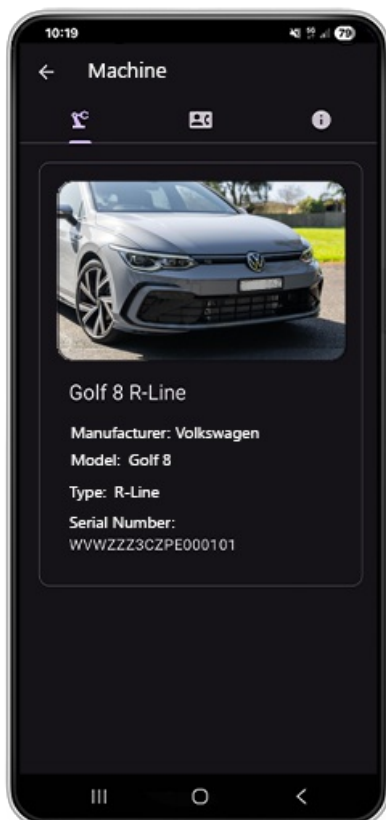
This chapter describes how to display the customer address and navigate to the customer address using a navigation application.

To display the customer address, proceed as follows:

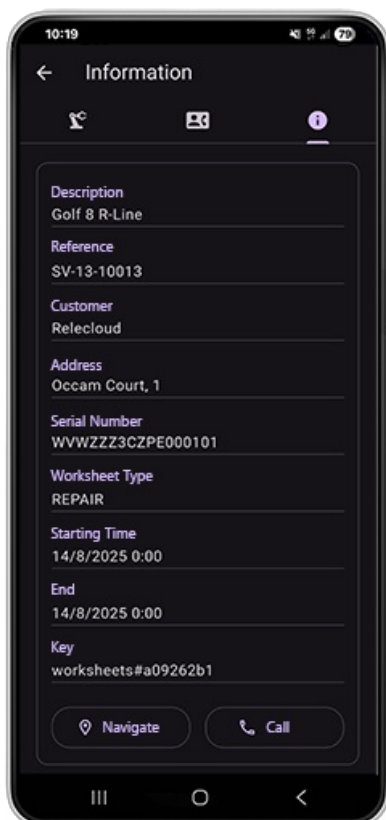
1. Unlock your mobile device.
2. Open the **Beyond Mobile Service** app.
3. Tap **Sign In** and log in with your user data.
4. Tap **Work Orders**.



5. Tap the info icon at the top right corner of the corresponding work order tile.
6. The **Machine** screen is displayed.



7. On the **Machine** screen, tap the info icon in the menu bar.
8. The **Information** screen is displayed.



9. At the bottom of the screen, tap the **Navigate** option.
10. Select your preferred navigation application and start route guidance.

We wish you a pleasant and safe journey!

Record Work Time

This chapter describes how you can record working time for a work order. You can enter working time manually or record it during the work order.

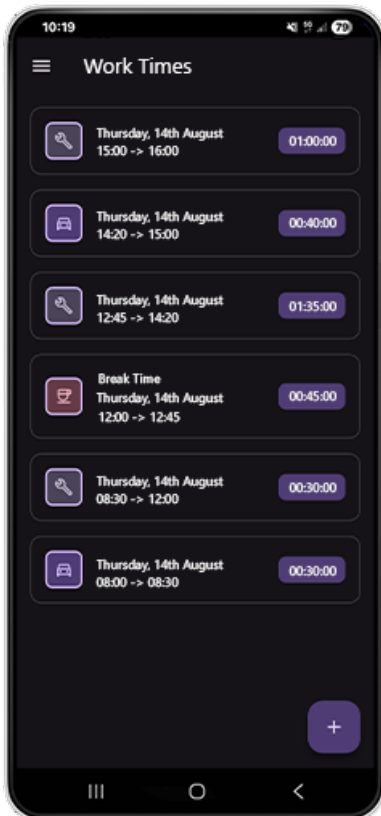
- [Enter Work Time Manually](#)
- [Record Work Time Via The Work Order](#)

Enter Work Time Manually

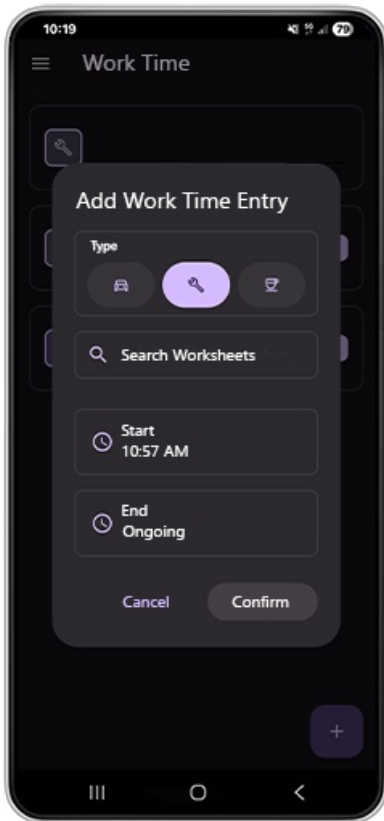
This section describes how to record working hours manually.

To record working hours manually, proceed as follows:

1. Unlock your mobile device.
2. Open the **Beyond Mobile Service** app.
3. Tap **Sign In** and log in with your user data.
4. Tap **Work Times**.



5. The **Work Times** screen is displayed.
6. To add a work time manually, tap the plus button.
7. The **Add Work Time** screen appears.



8. To add a work time manually, tap the wrench icon.
9. In the **Search for work orders** input field, enter the work order for which you want to manually add work hours.
10. In the **Start** input field, define the time at which work began.
11. In the **End** input field, define the time at which the work was completed.
12. Tap the **Confirm** button to record the time and synchronize it with the work order.

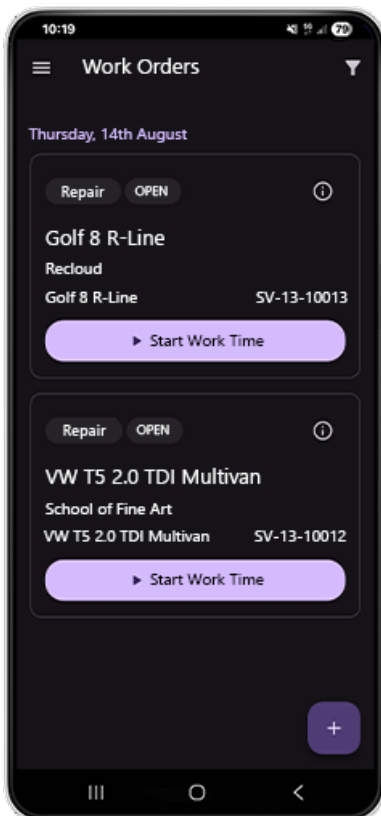
You have manually recorded a working time.

Record Work Time Via The Work Order

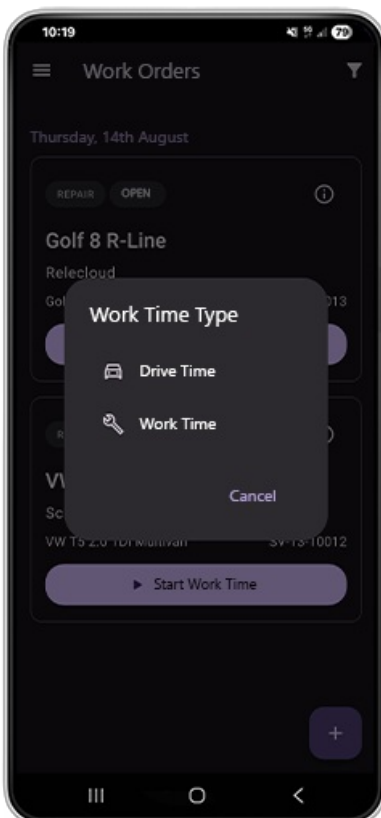
This section describes how to record work hours during the work order.

To record the work time during the work order, proceed as follows:

1. Unlock your mobile device.
2. Open the **Beyond Mobile Service** app.
3. Tap **Sign In** and log in with your user data.
4. Tap **Work Orders**.



5. Tap the **Start Work Time** button for the relevant work order.
6. The **Work Time Type** window is displayed.



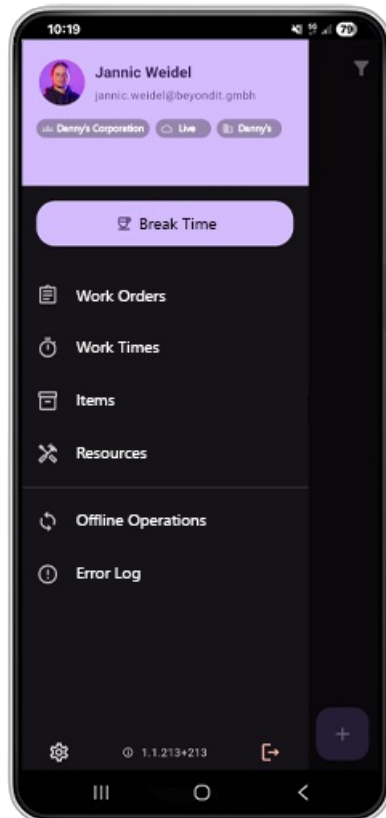
7. Tap the wrench icon to start recording work time.
8. The time is recorded in the work order tile. You can view the recording and stop it by clicking the **Stop** button.

Record Break Time

This chapter describes how you can record a break time for a work order.

To record break time, proceed as follows:

1. Unlock your mobile device.
2. Open the **Beyond Mobile Service** app.
3. Tap **Sign In** and log in with your user data.
4. The main screen is displayed.



5. To record a break time, tap the **Break Time** button.
6. The break is recorded on the main screen and can be stopped using the **Stop** button.

You have recorded a break time.

Correct or Delete Recorded Time

This chapter describes how you can correct or delete times recorded using the **Beyond Mobile Service** app.

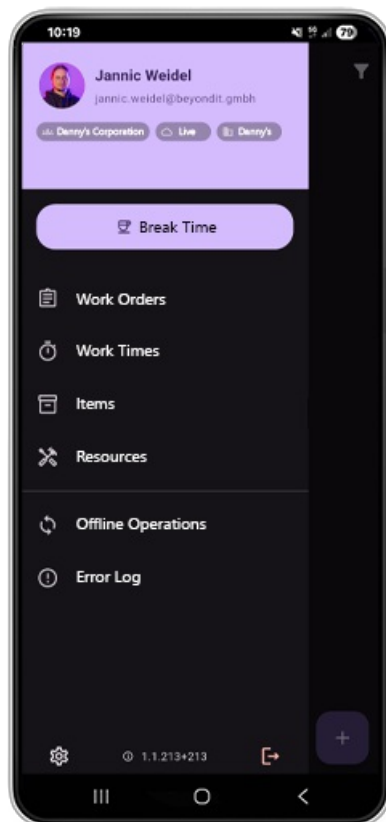
The contents of this chapter are divided into the following sections:

- [Delete or Correct a Time for Today](#)
- [Correct Time for a Work Order](#)

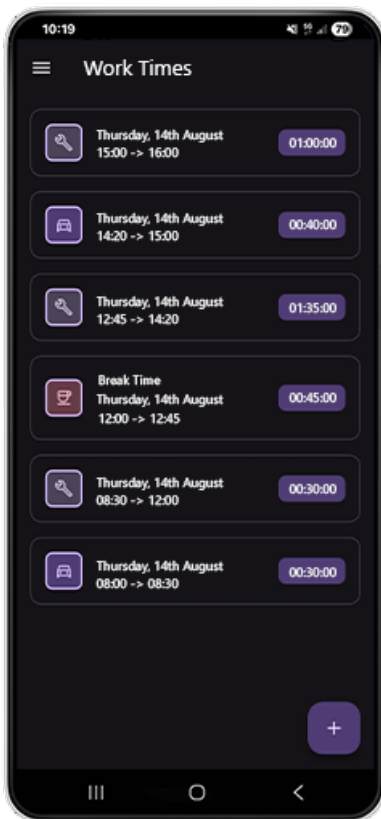
Delete or Correct a Time for Today

To correct or delete a recorded working time for today, proceed as follows:

1. Unlock your mobile device.
2. Open the **Beyond Mobile Service** app.
3. Tap **Sign In** and log in with your user data.



4. Tap the **Work Times** option.
5. The **Work Times** screen is displayed.



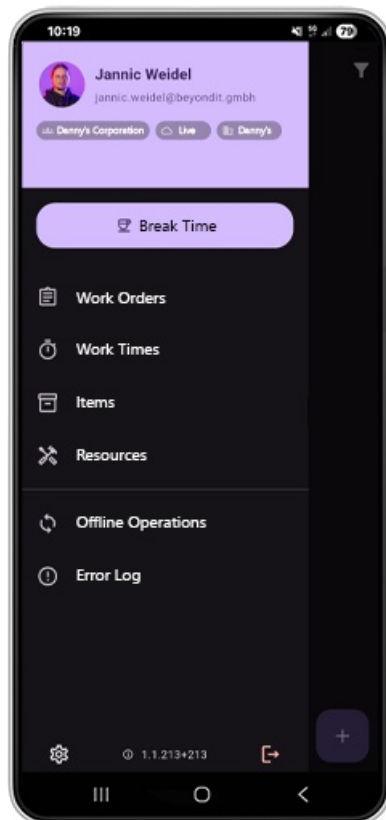
- To delete the work time, tap and hold the corresponding tile. A dialog box will appear asking if you really want to delete the selected time.
- To correct the time, briefly tap the corresponding tile. The **Edit Work Time** window will appear, allowing you to make corrections to the time.

You have corrected or deleted a time.

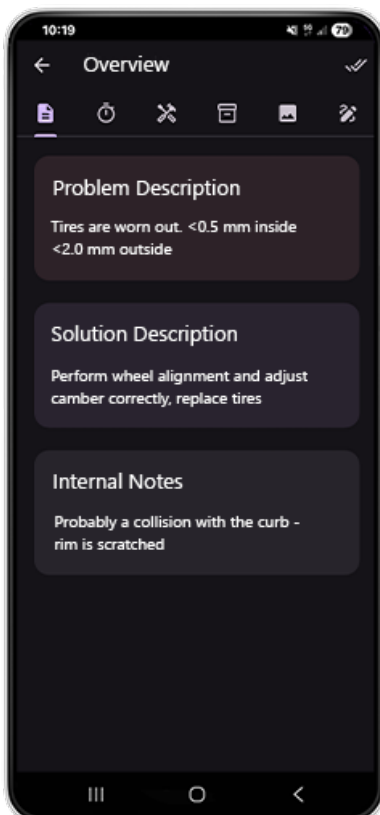
Correct Time for a Work Order

To correct a time for a specific work order, proceed as follows:

1. Unlock your mobile device.
2. Open the **Beyond Mobile Service** app.
3. Tap **Sign In** and log in with your user data.



4. Tap the **Work Orders** option.
5. Tap the work order tile for the order for which you want to edit or delete a time. For more information on how to filter for a specific work order, see the chapter [Filter Service Orders](#).
6. The **Overview** screen is displayed.



7. Tap the stopwatch icon to view the recorded times for the work order.
8. The **Work Time** screen is displayed. All times recorded for this work order are listed here.
9. To edit a time, tap the corresponding work time tile.
10. The **Edit Work Time** window is displayed.
11. Select the type of work time. You can choose between work time and travel time.

12. To correct the start time, enter a new time in the **Start:** input field.
13. To correct the end time, enter a new time in the **End:** input field.
14. Tap **Confirm** to save the correction to the recorded time.

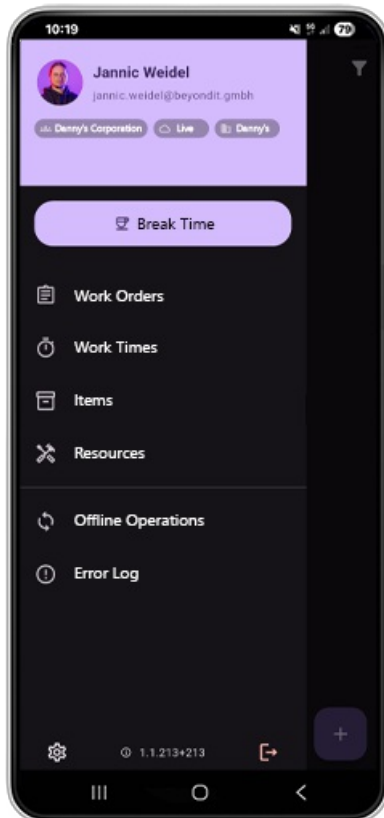
You have corrected the recorded time for a work order.

Contact Customer

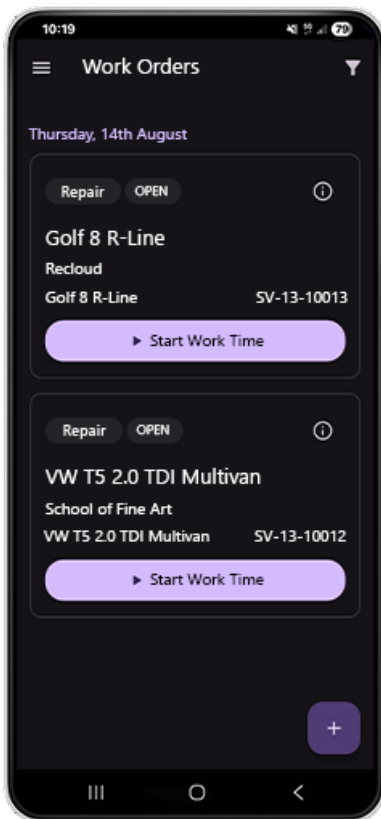
In diesem Kapitel wird beschrieben, wie Sie über die App **Beyond Mobile Service** den Kunden des Arbeitsauftrags kontaktieren können.

Um den Kunden über Ihr Mobilgerät zu kontaktieren, gehen Sie wie folgt vor:

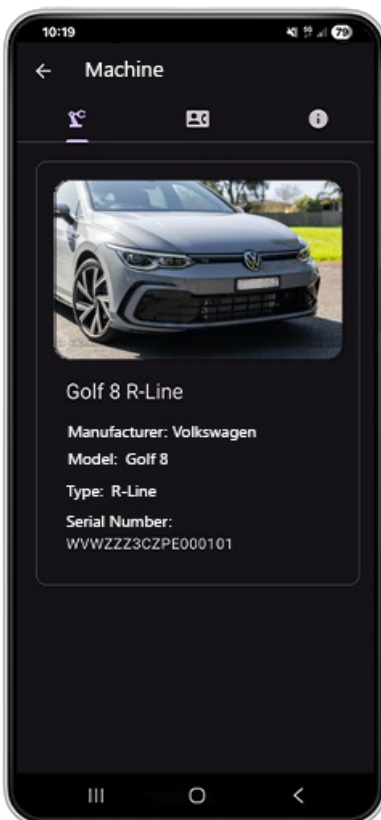
1. Unlock your mobile device.
2. Open the **Beyond Mobile Service** app.
3. Tap **Sign In** and log in with your user data.



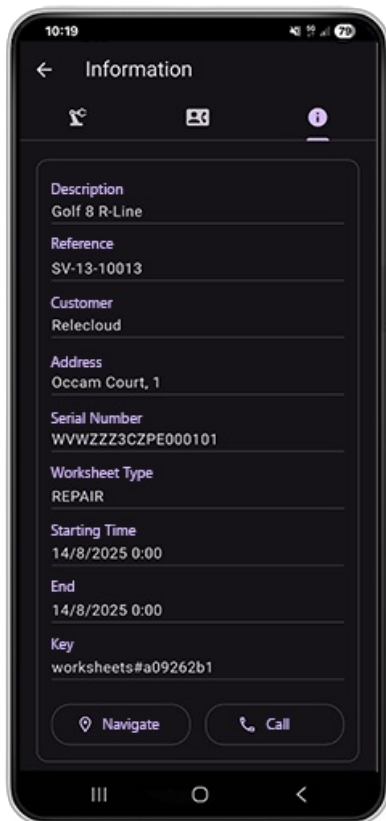
4. Tap **Work Orders**.



5. Tap the info icon at the top right corner of the corresponding work order tile.
6. The **Machine** screen is displayed.



7. On the **Machine** screen, tap the info icon in the menu bar.
8. The **Information** screen is displayed.



9. At the bottom of the screen, tap the **Call** option.
10. The **Contact Customer** dialog box appears. Confirm that you really want to call the customer at the specified phone number.

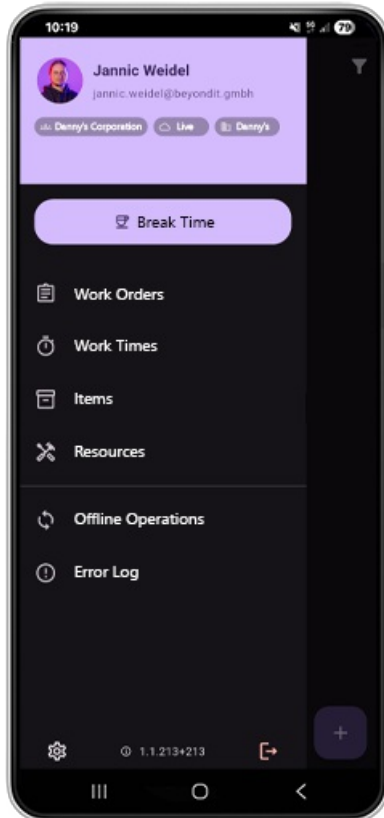
You have contacted the customer.

Sign Work Order

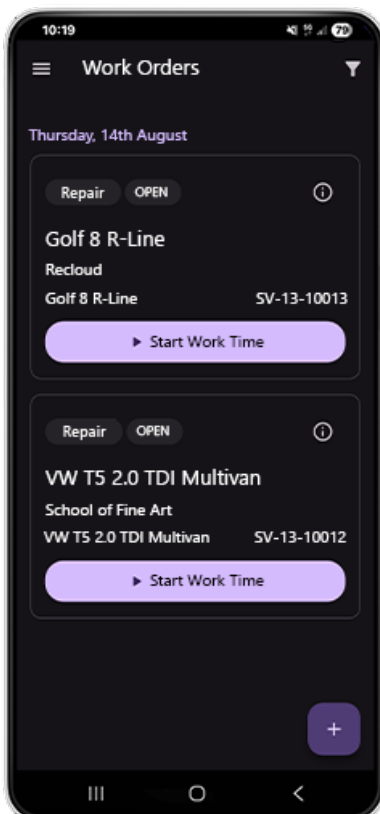
This chapter describes how you can use the **Beyond Mobile Service** app to have the customer sign the work order.

To have the customer sign the work order, proceed as follows:

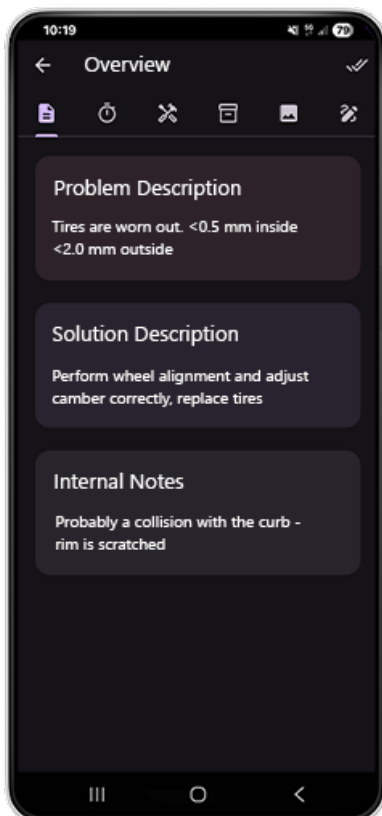
1. Unlock your mobile device.
2. Open the **Beyond Mobile Service** app.
3. Tap **Sign In** and log in with your user data.



4. Tap **Work Orders**.



5. Tap the tile for the work order that the customer needs to sign.
6. The **Overview** screen is displayed.



7. Tap the pencil icon on the right side of the screen.
8. The **Signature** screen is displayed.



9. Enter the customer's contact details in the **Customers** input field.
10. Tap the pencil icon at the bottom of the screen.
11. Have the customer sign the contact form.
12. Confirm the signature you have captured by tapping the check mark icon. If the customer wants to sign again, tap the cross icon and repeat the signing process.

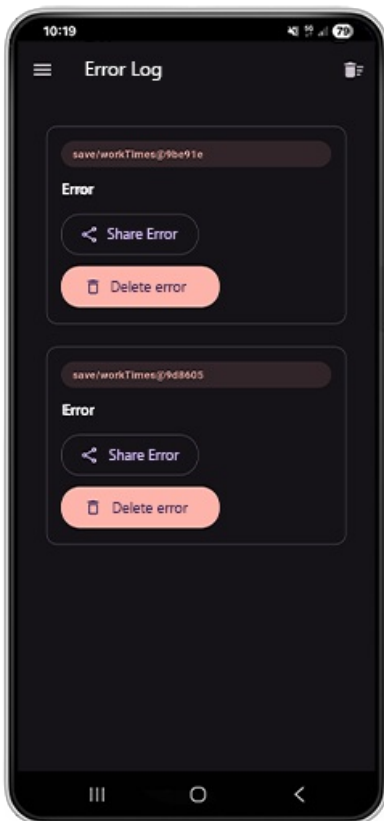
You have captured a signature from the responsible person on the customer side. You can delete the signature at any time using the trash can icon and capture it again.

Share Error

This chapter describes how you can share an error in the **Beyond Mobile Service** app with your contact at BeyondIT. This helps us understand what is causing the error and how we can provide a solution to your problem.

To share an error from the app with us, please follow these steps:

1. Unlock your mobile device.
2. Open the **Beyond Mobile Service** app.
3. Tap **Sign In** and log in with your user data.
4. Tap the **Error Log** button.



5. Tap the **Share Error** button.
6. Please email the error details to info@beyondit.gbmh.

You have sent the error details to BeyondIT. We will work on a solution as quickly as possible.

Delete Error

This chapter describes how to delete an error in the **Beyond Mobile Service** app.

NOTE

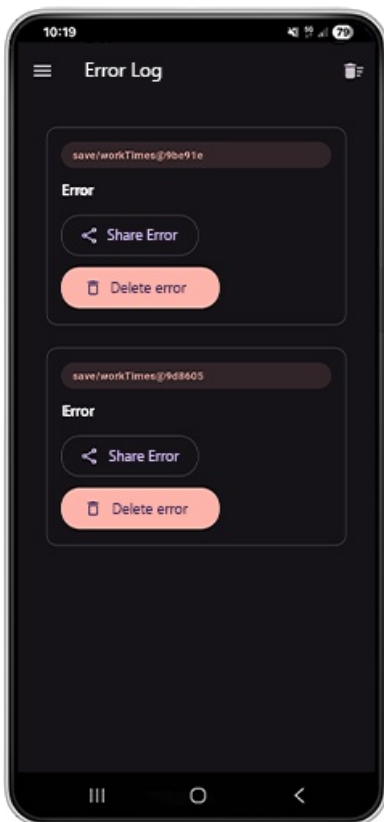
Action cannot be undone

When deleting an error, you should be absolutely certain that you want to delete it.

Deleting errors cannot be undone.

To delete an error from the app, proceed as follows:

1. Unlock your mobile device.
2. Open the **Beyond Mobile Service** app.
3. Tap **Sign In** and log in with your user data.
4. Tap the **Error Log** button.



5. Tap the **Clear Errors** button.

You have deleted an error from the error log. To delete all errors, tap the button at the top right of the **Error Log** screen.