MobilePro user guide

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Industry:	Telecommunications
Audience:	Customer service reps

Topics

What is MobilePro?

MobilePro is an order-entry app for the MobilePro service. The MobilePro service is the most comprehensive communications service available for the mobile professional. MobilePro subscribers are always within reach, no matter where they go.

Each MobilePro subscriber receives a toll-free number. When a caller dials the toll-free number, the MobilePro service tries to find the subscriber and sends the call to up to three destinations, such as an office phone, cell phone, or voice mail. Callers dial only one toll-free number; MobilePro does the rest.

For example, a subscriber can choose to send calls first to an office phone, then to a cell phone, and finally to voice mail. If the office phone is not answered, MobilePro automatically forwards calls to the cell phone. If the cell phone is not answered, MobilePro forwards calls to voice mail, so the caller can leave a message.

Who should use this guide

This guide describes how to enter or change an order for the MobilePro service. Use this guide if you are a customer service representative, manager, or administrator.

System requirements

To use the MobilePro app, you need:

- A computer connected to the company intranet (internal network).
- Microsoft Edge browser.
- A valid username and password.

Login to MobilePro

To find the MobilePro app on the company intranet and login:

1. In the Edge browser, type this address in the address box, then press **Enter**:
    https://mobilepro

    Tip: Select the star icon ⭐ at the right of the address box to add this page to your favorites. Then you can select this favorite instead of retyping the address each time you want to login.

2. The MobilePro login screen opens. Type your username in the Username box.

3. Type your password in the password box.

    Note: Passwords are case-sensitive. For example, the password **tradewind2** is different from **TRADEWIND2**.

4. Select **Login**. The MobilePro main menu opens.

Choose a task

You choose tasks from MobilePro's main menu. The first time you use the app, you must enter some information about yourself (see Enter your user profile). Then you're ready to enter, change, and track orders; or perform management tasks.

Enter your user profile

The first time you start MobilePro, you must tell the app a few things about yourself, such as your name and Social Security Number. This information is called your *user profile*. Unless this information changes later, you only need to enter it once.

To enter or modify your user profile:

1. From the main menu, select **Modify User Profile**. The Modify User Profile page opens.

2. In the appropriate box, enter your name, password, Social Security Number (SSN), phone number, and email address.

3. Select **Update** to update your user profile and save changes.

4. When you are finished, select **Main** at the top of the page to return to the main menu.

Logoff

To logoff from the MobilePro app:

*   From the Login page or main menu page: Double-click the box at the upper left.

*   From any other page: Select **Log Off** on the MobilePro menubar. You return to the Login page. Double-click the box at the upper left.