

FREQUENTLY ASKED QUESTIONS

SWITCHING TO SIMPRO MOBILE

HOW CAN I REINSTALL CONNECT IF I GET A NEW PHONE, OR NEED TO DO A RESET, AFTER NOVEMBER 1?

From November 1 2023 to January 31 2024, you will be able to request an APK (Android) or IPA (iOS) file from support which you can use to manually install Connect. Full details of how to access the file and install to your device will be provided late October via this page, email and in-app.

WILL MY FIELD STAFF BE ABLE TO USE CONNECT AFTER NOVEMBER 1 2023?

Yes, Connect will continue to work on devices where it is currently installed. However, if you need to do a reset of your phone, or you get a new phone, it will not be available to download from the app stores.

Between November 1 and January 31 you will be able to request a copy of Connect from Simpro Support to download and install manually. ***Please note: no further file downloads will be available after this date.***

OK, SO WHY SHOULD MY FIELD STAFF MOVE TO SIMPRO MOBILE IF CONNECT IS STILL FUNCTIONAL?

Planning a complete transition of your team to Simpro Mobile now, will prevent business impacts later.

Your staff member might be keen to grab the new iPhone. Or, the dreaded smashed screen happens in the middle of the work day, forcing an emergency purchase.

Simpro's field service apps are an essential part of their job, so one of the 1st things they will need to do is download the app they are used to. The last thing you need is a panicked phone call when they discover they can't access their schedule because Connect is unavailable!

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WHAT TRAINING IS AVAILABLE TO SUPPORT THIS CHANGE?

Coming soon, we will be announcing dates for online webinars to help you make the switch to Simpro Mobile.

We also have recordings from previous Simpro Mobile webinars, our Simpro Learning Toolbox modules and the Simpro Help Guide.

FAQ CONTINUED

CAN A CONNECT LICENCE BE USED FOR SIMPRO MOBILE?

Users who already have Connect licences can use them to access Simpro Mobile, at no extra cost. You must select the modules they need.

Access in Simpro Enterprise via the People > Employee > Settings.

If you have any questions regarding your login to Simpro Mobile or the structure of licensing, please contact your local [Simpro support team](#).

WHERE DO I CUSTOMISE SETTINGS FOR SIMPRO MOBILE?

In Simpro Enterprise, set up under System > Setup > Mobile > Simpro Mobile.

Module selection is available in the Employee Cards, where administrators can define user travel rates, create mobile statuses and restrict which modules are available to field staff in Simpro Mobile. Find out more in [Simpro Mobile Settings](#).

IS SIMPRO PAYMENTS, POWERED BY PAYRIX, AVAILABLE ON SIMPRO MOBILE?

Simpro Payments is not available on Simpro Mobile and you will need to transition to Square payments.

As part of a free processing promotion with Square, new users will receive free processing on up to \$2,000 in credit card transactions for the first 180 days (conditions apply). [Learn more and sign up for Square](#).