Mobile Application Settings on an iPhone or iPad

Logging in on an iPhone or iPad

Once the application has been installed on your mobile device, launch the application.

1. Select **Log in to Custom Domain** to begin using the Salesforce1 Mobile App.

2. Type in the word **Memphis** in the blank field, then click on **Continue**.
3. You will be taken to a login window. Log in with your UUID and password. The UUID and password is the same one you use for myMemphis Portal and all other campus resources. Click Log In.

4. Salesforce1 will request permission to: access your basic information, provide access to your data via the web, access and manage your data, perform requests on your behalf at any time. (Only click allow for applications you trust. You may revoke access at any time by visiting your settings page.) - Click allow.
5. Click **Get Started** to begin.

6. You can also choose which calendars Salesforce1 will view and use by selecting them from the list, and by clicking on the check marks. click **Save**.
Once your calendars have been chosen, click on the list icon in the upper left-hand of the screen. This will reveal access to Remedyforce Mobile. Scroll down to access incidents and service requests in the Remedyforce Mobile Application.

8. In the Remedyforce Mobile Application you’ll see incidents and service requests assigned to you.
9. Select an incident or service request to manage, choose by clicking from the displayed list. Select the ticket you wish to manage or view and all of the information and details of that ticket will appear.

10. From here you can view all of the ticket details, change Client ID, Category, Incident Template, Description, Resolution, Impact, Urgency, Status, Priority, Opened Date, and Department. Clicking on the three small vertical dots will allow you to email, add notes, view responses, action history or create and link tasks or close a ticket.
11. Once you have made the changes, click the check mark in the upper right-hand corner to save your changes when you are done.