

## How to use the Deskpro Mobile App

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Deskpro Agents can use the Deskpro Mobile app to manage and respond to tickets on the go.

You can download the Deskpro Horizon app from the [Apple App Store](#) and [Google Play Store](#).

### Getting Started

Once you have downloaded the mobile app, you can choose between the two login methods.

### QR Code

This is the fastest method.

When you first open the app you will be presented with the Helpdesk URL screen, if you select the option **Scan QR Code** this will open your device's camera.