

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.