

## 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



Then on your desktop device, go to your **Agent Settings > Security** and scan the QR :code



.After you scan the code you will be logged into your account

The QR code is only valid for a few minutes. If the app seems to recognize there's a QR code but doesn't log you in, try pressing the **Refresh** Mobile App QR Code button to get a .new one

### Helpdesk URL and Credentials

Alternatively, you can enter your helpdesk URL. This is the URL without the https:// at the .beginning or /app at the end, the app will do this automatically

Once you've entered your helpdesk URL, you will be prompted to enter your account :credentials



.Then click **Sign in** and you will be logged into your helpdesk

:Features available on the Deskpro App

:You can access a number of features in the bar along the bottom of the screen these are

**Nav:** The nav button opens up the Navigation Panel giving you access to all your Ticket :Features. Including

- Queues
- Lists
- Ticket Search
- Problems
- Stars
- Labels

You can also open up the Navigation Panel by clicking the list icon in the top left-hand .corner

**.Search:** This opens up the Global Search, you can use this to search for Tickets and Labels

**.Add:** This will create a New Ticket Form

**Alerts:** This is your active and dismissed Notifications

**.Profile:** This you can use to log out of the app

Viewing Tickets

When you first land inside the app, you will see a screen asking you to select a Queue, if you select the **Pick a List** button it will open the Navigation Panel for you to select a Queue .or other ticketing feature

:Once you open a queue it will show you the list of tickets in the main window of the app



You can select a ticket to open it up and then take the same actions you can take when .answering a ticket on your desktop

## Updating and Replying to Tickets

When you open a Ticket you can read and scroll the message thread, and you can reply by .selecting the Reply button which will open the reply box in the window



The normal standard formatting and other reply box tools are also available to you on the .app

You can also apply Ticket Actions by selecting the Actions button in the top right-hand :corner



You can switch between the different ticket messaging tabs with the drop-down menu at the top of the reply box



### **Ticket Properties, User Profile, Organization Profile**

When you're viewing a ticket, you can move between the Ticket Properties, User Profile, and Organization Profile with the tabs at the top of the window

Once you have navigated to one of these tabs you can update any properties such as ticket status, assignment, contact information, usergroups, and more

