

NEW HOME PAGE LOGIN SCREEN

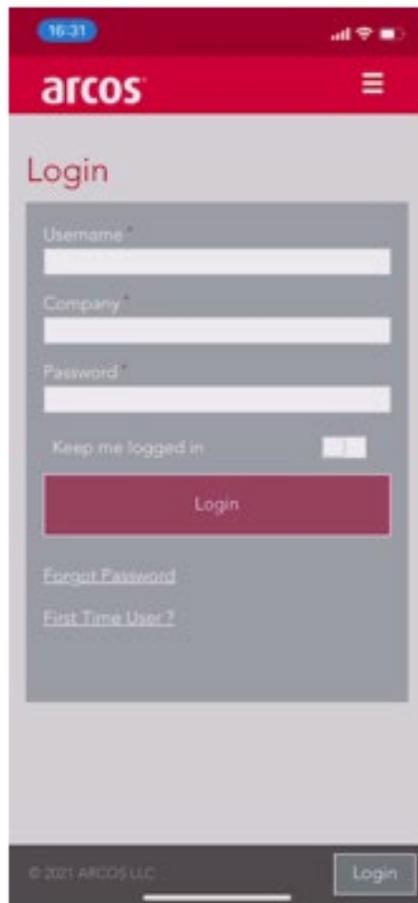
The **Home** page displays all of the mobile app menus. The Home page can be accessed at any time by selecting on the menu button in the top right hand corner and tapping the **Home** icon.

Using the new home page, you can:

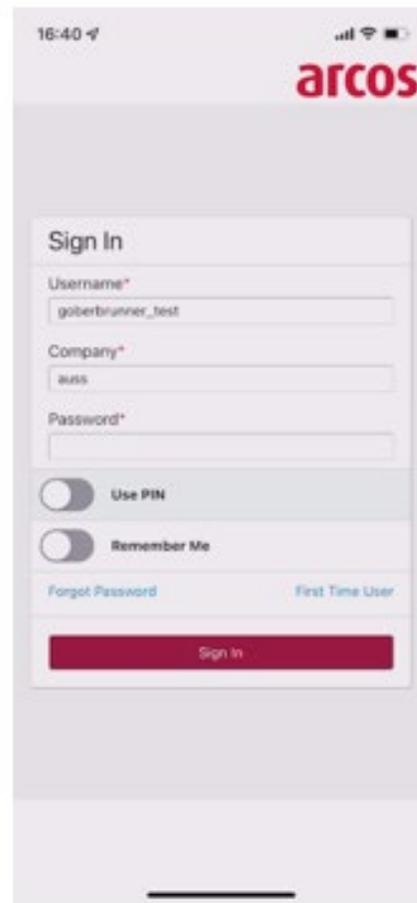
- Respond to a Callout
- View and edit your schedule
- View incoming and outgoing requests
- View your notifications
- Access other apps

Login Screen Updates (old app compared to new ARCOS Mobile Plus):

- Changed Login to Sign in
- One button to Sign in
- Lighter color scheme
- Responds to a device setting for text size



ARCOS App

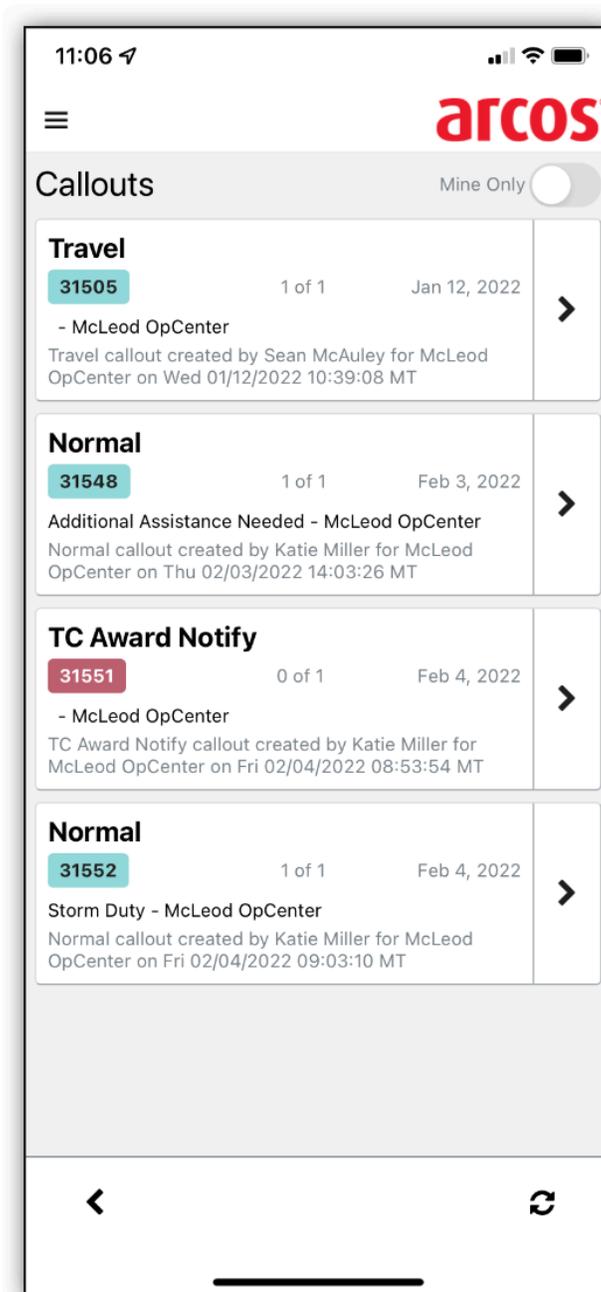


ARCOS Mobile Plus

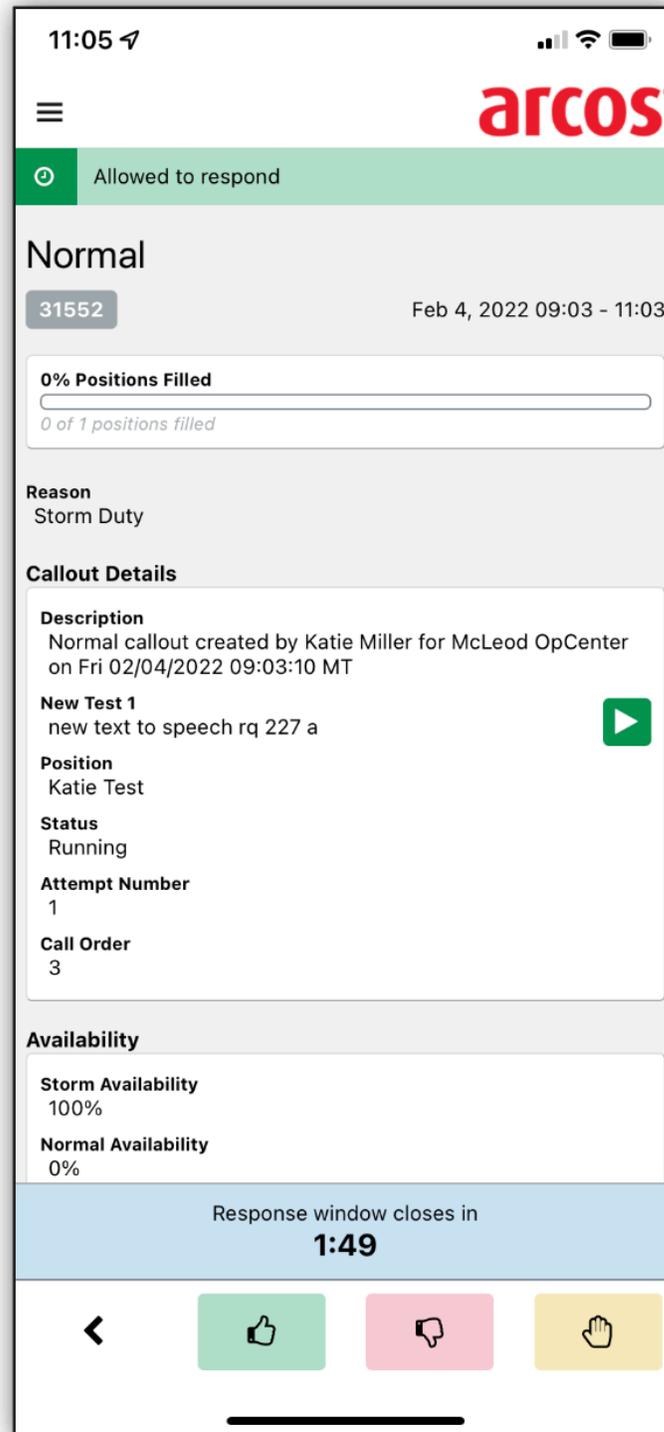
HOW TO RESPOND TO A CALLOUT

To Respond to a Callout

1. Login to the mobile app.
2. Tap the **Respond** button on the ARCOS Mobile Home page. The Respond page displays.



3. Tap the Callout you want to respond to. The Respond Detail page displays.



4. If a **Custom Message** is attached to the Callout, it will display in the Callout Details section. If available, tap the **Play** button to listen to the Custom Message.



5. Tap the Accept, Decline, or Qualified No button at the bottom of the screen to respond. The [buttons](#) as they appear from left to right include:

- **Accept (Green)**
- **Decline (Red)**
- **Qualified No (Yellow)**

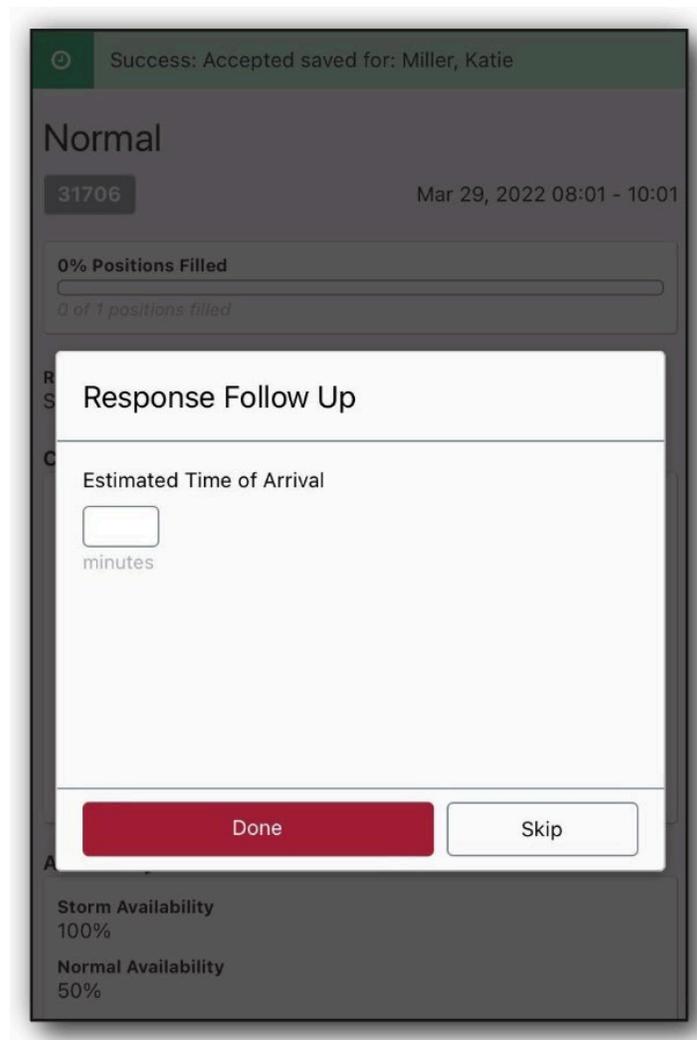
The Response is acknowledged and displayed in a banner at the top of the page.

NOTE: The **ACCEPT** button is now **GREEN**.

Note: If another employee is currently being offered the callout and there is only one position available, you will not be offered the job until the other employee has declined the position. If the other employee accepts the position, you will **not** be offered a job via the mobile app. (This works like the [Manual Response](#) feature in the web application and responding to a callout via [inbound](#).)

To Respond to a Callout with an ETA

If the Callout includes an ETA when responding, the **Response Follow Up** modal opens when the user Accepts.

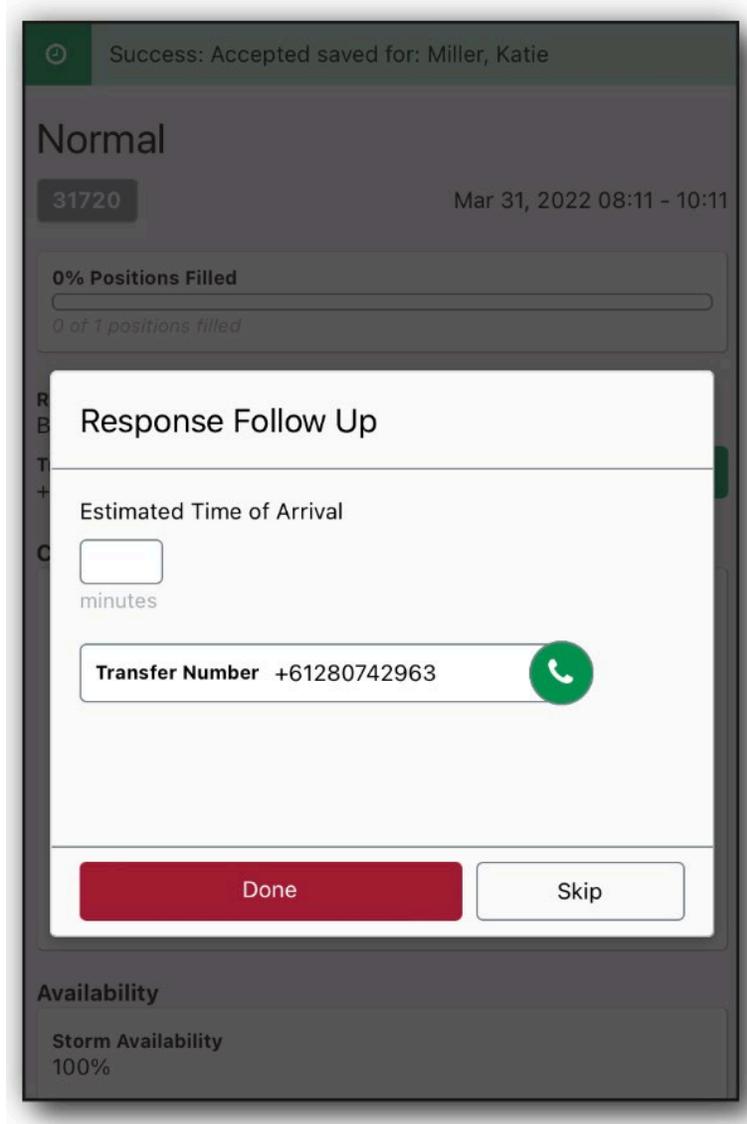


Enter your Estimated Time of Arrival and tap the **Done** button.

This field is optional, selecting **Skip** will leave the field blank and redirect the user back to the Respond page.

To Respond to a Callout with a Transfer Number

If the Callout includes a Transfer Number, the **Response Follow Up** modal opens when the user Accepts.



Tapping the **Call** icon will dial the number included.

This field is optional, selecting **Skip** will leave the field blank and redirect the user back to the Respond page.

Note: If your company uses the [Job Not Available Employee Called Inbound](#) charging rule, attempts to respond to the callout via ARCOS Mobile will **not** record the **Job N/A** result for the employee.

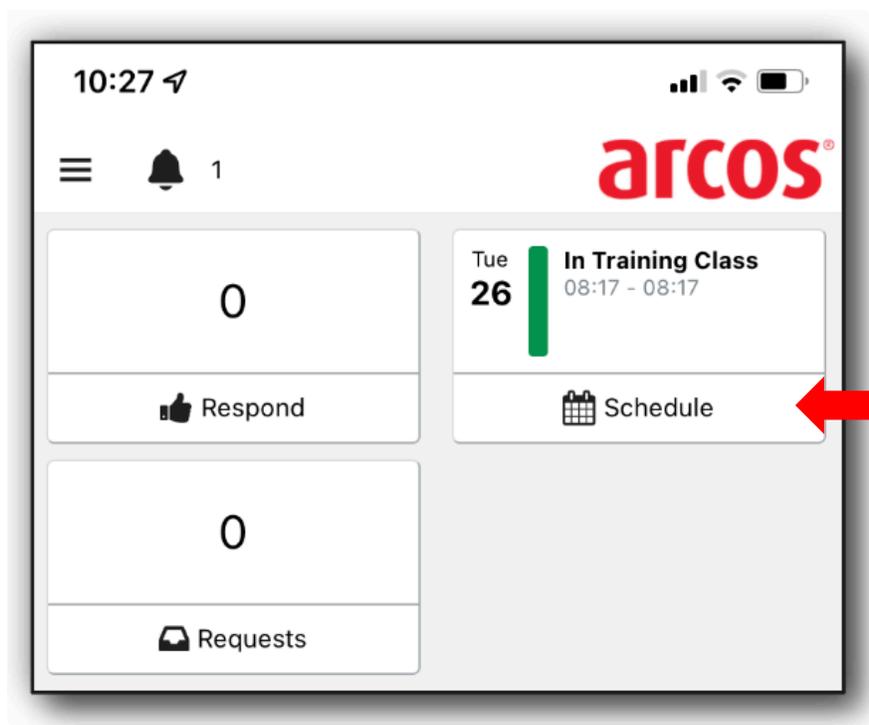
HOW TO VIEW AND EDIT YOUR SCHEDULE

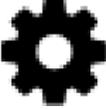
The *Schedule* page, available from the Home page, displays the logged in user's current status and future exceptions. Exceptions displayed on the page include *Working - Normal Shift*, callout records and non-working exceptions such as *Sick* and *Vacation*.

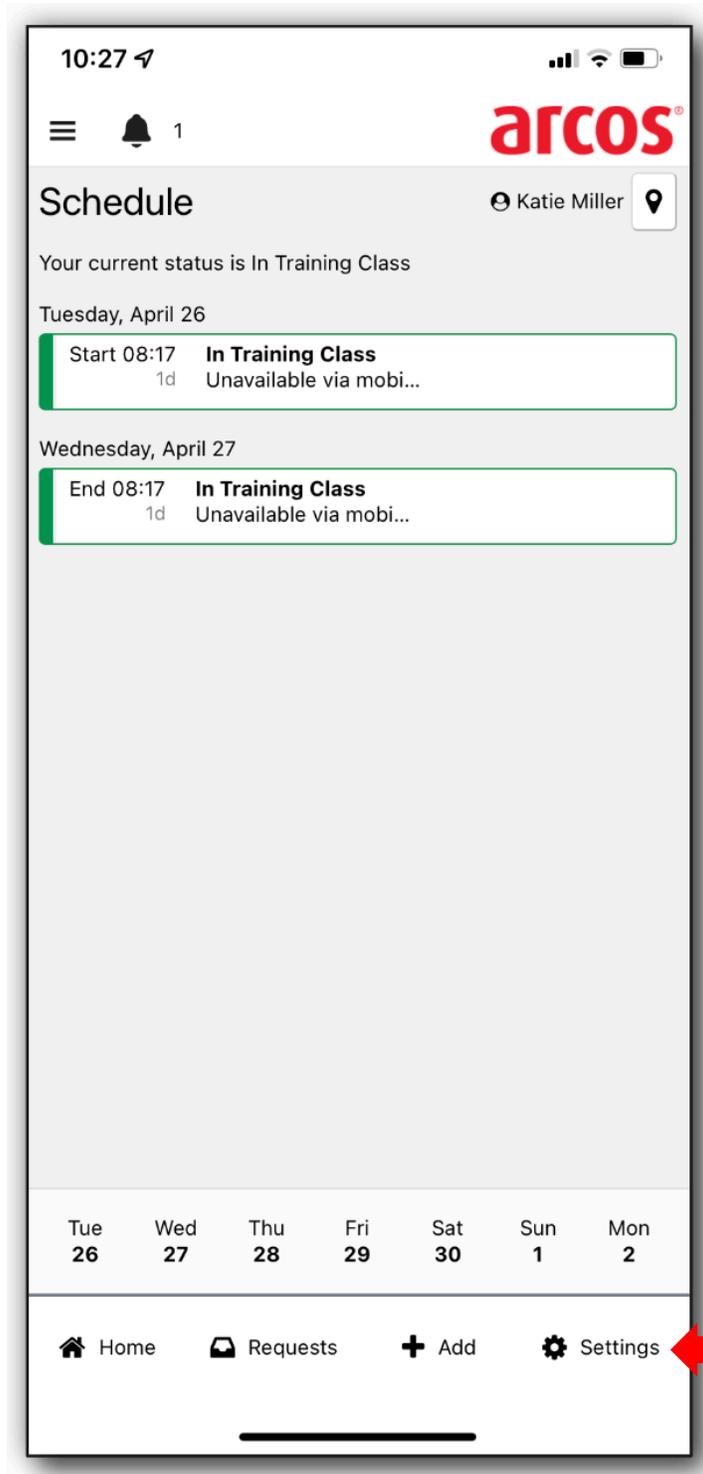
The *Schedule* page also contains filtering options similar to the [Working](#) page.

To modify filters on the Schedule Page

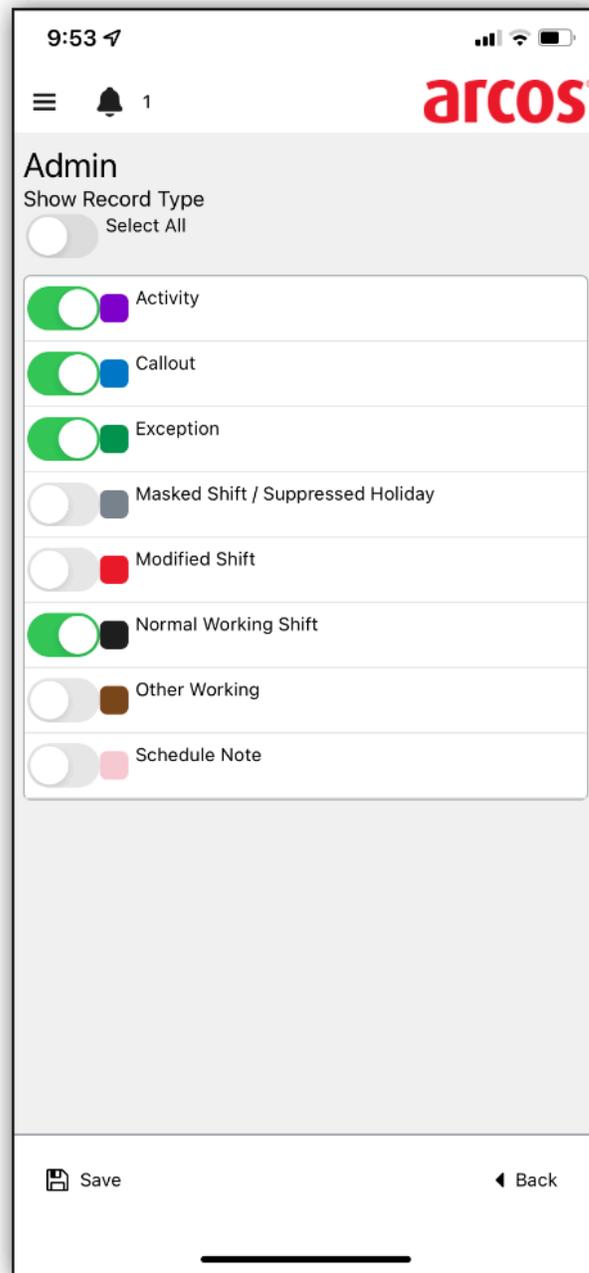
1. Tap the **Schedule** button from the Home page.



2. Tap the **Settings** icon  at the bottom of the Schedule page.



3. Select the options you wish to include in your search from the Filters menu which displays.

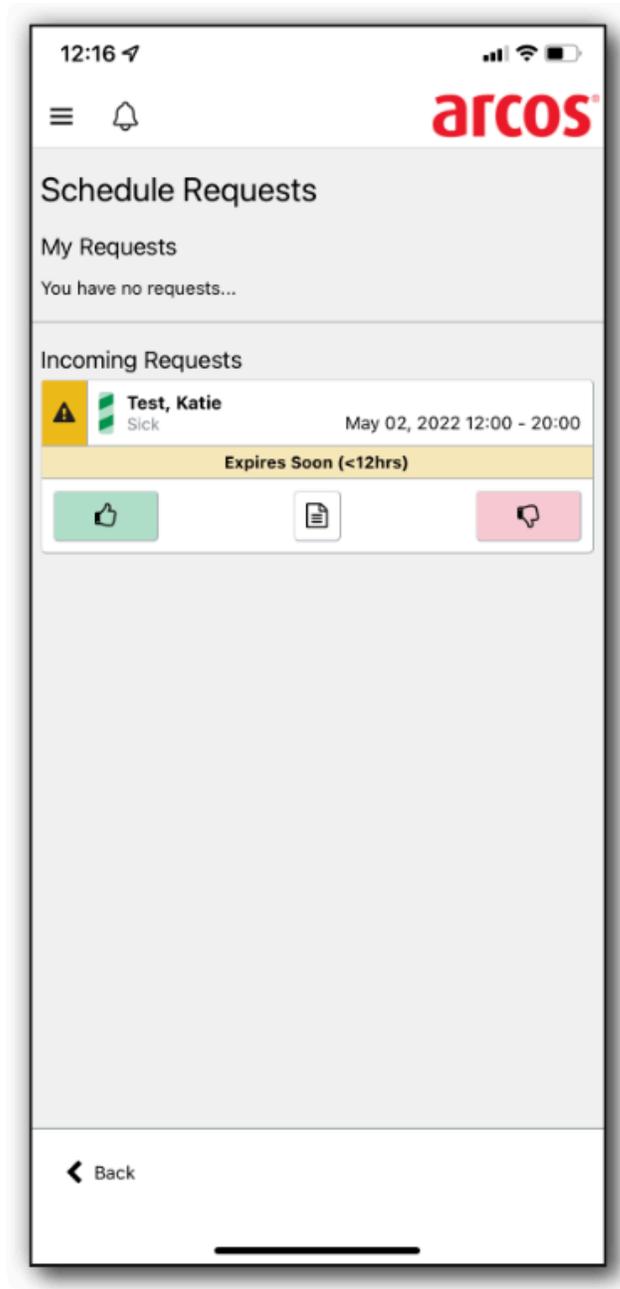


4. Tap the **Save** button.  The Schedule page reloads with your new filters.

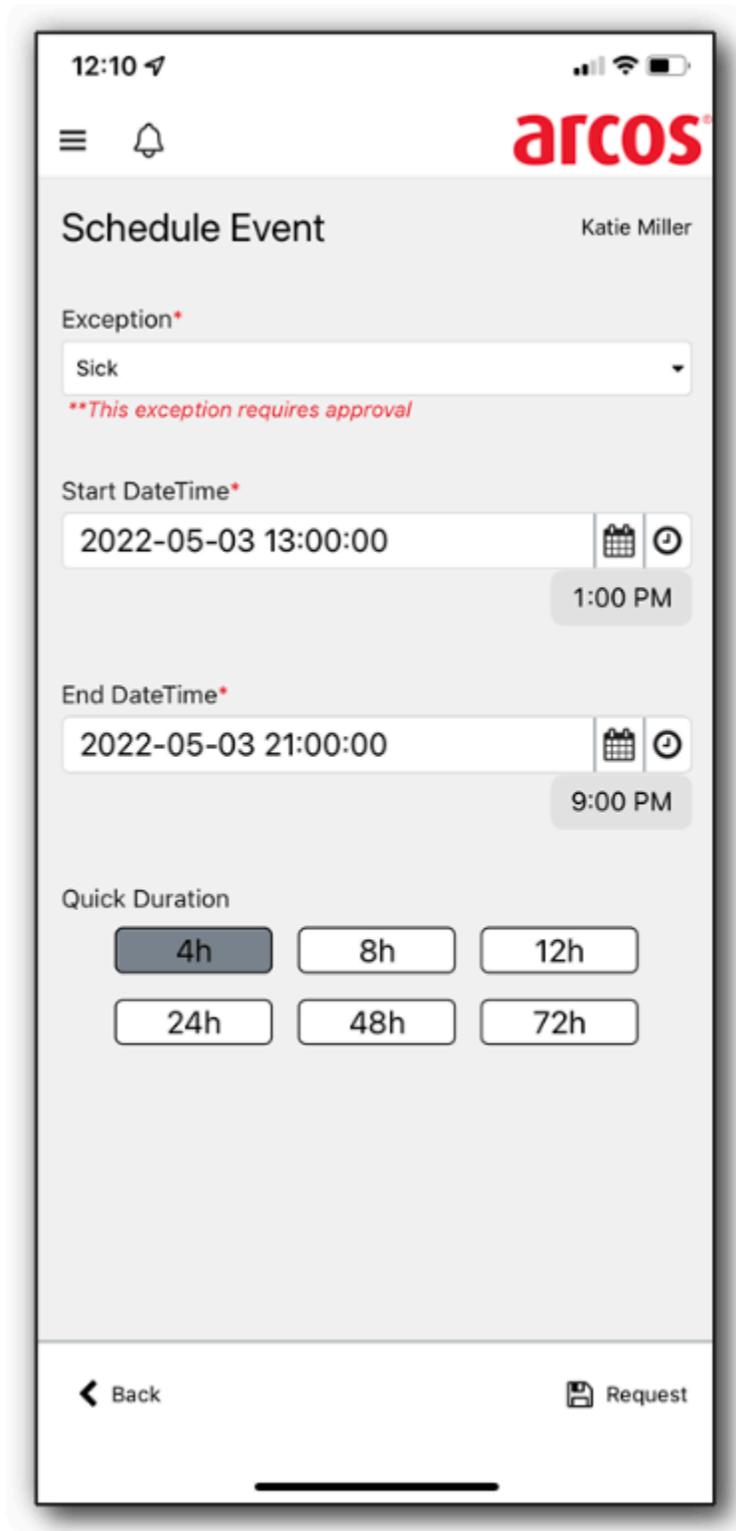
HOW TO VIEW INCOMING AND OUTGOING REQUESTS

Create a Schedule Request

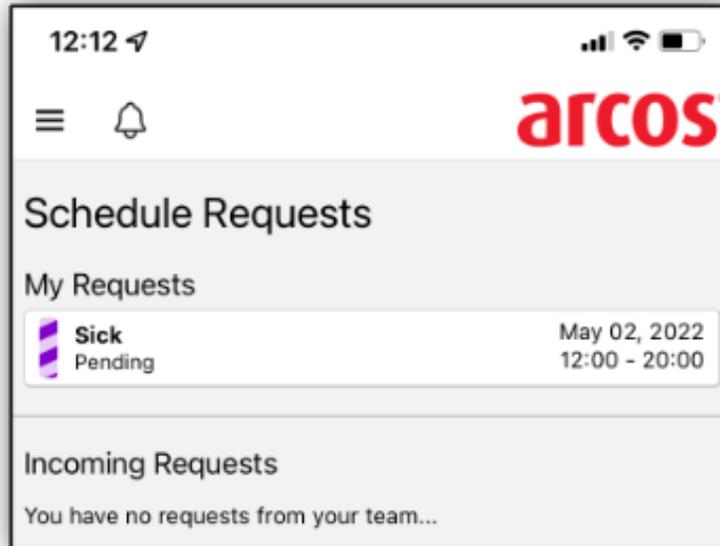
1. Login to the mobile app
2. Tap the **Requests** button. The Schedule Requests screen displays.



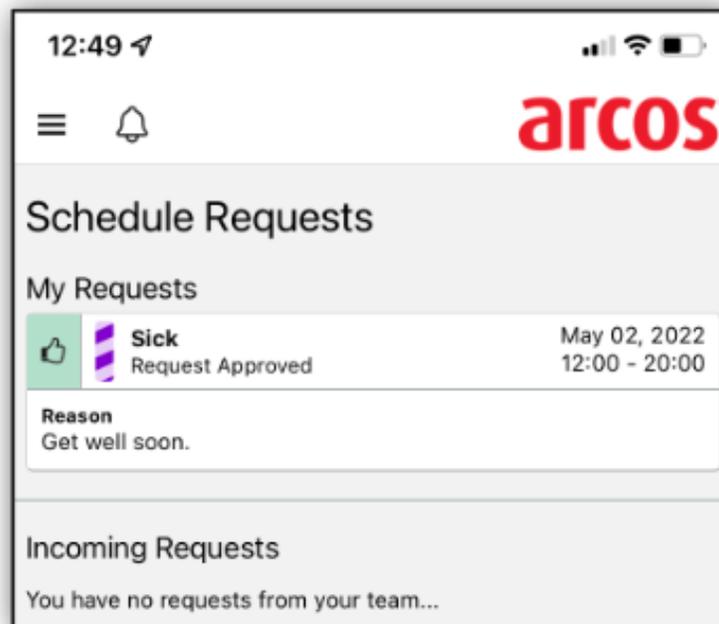
3. Tap the **+ Add** link at the bottom of the screen. The Schedule Event page opens.



4. Select the Exception from the menu and select a future Start Date/Time and End Date/Time.
5. Tap the Request link at the bottom of the screen to submit. The user's request then displays on the Schedule Requests page pending approval.



6. Once approved or denied, the response will display in the My Request section.

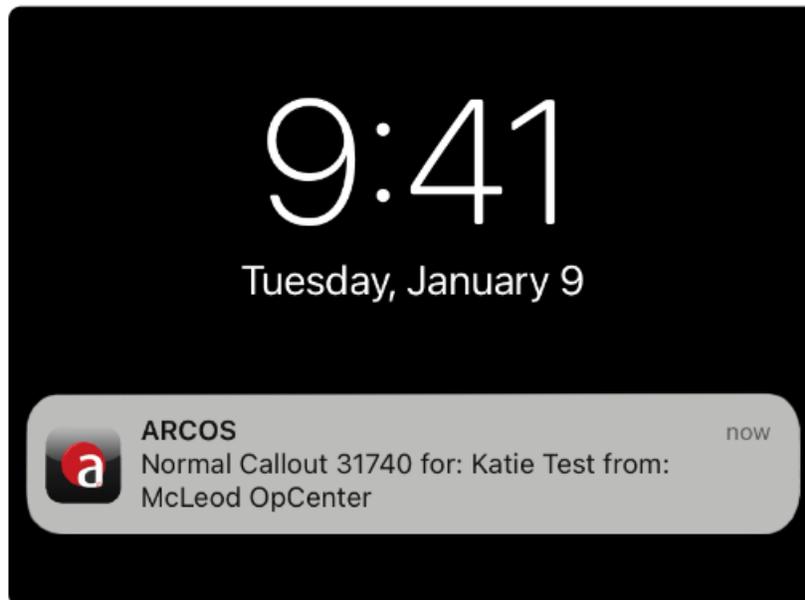


HOW TO VIEW YOUR NOTIFICATIONS

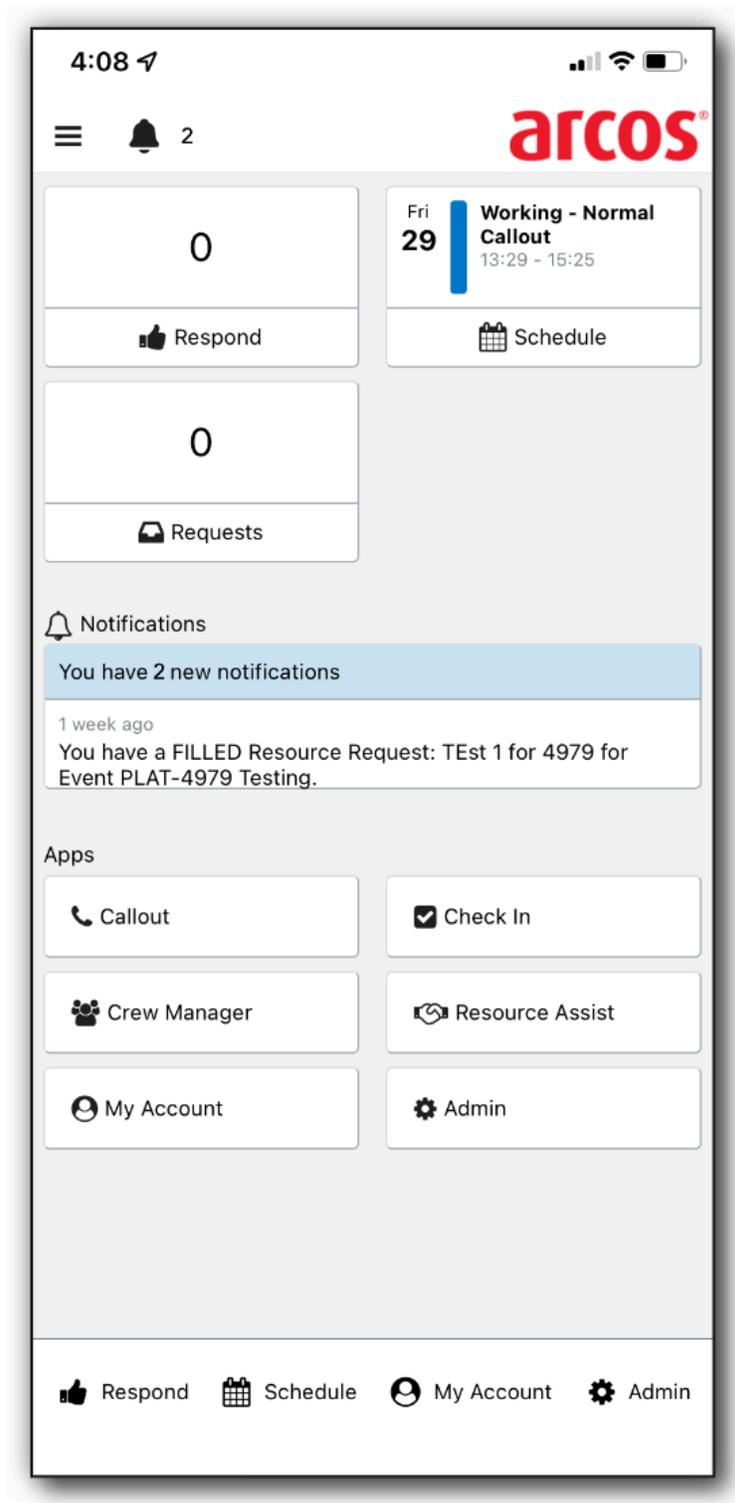
Users who have the mobile app installed on their phone will receive a notification on their enabled device indicating activity such as a Callout or Roster changes.

Callout Notifications

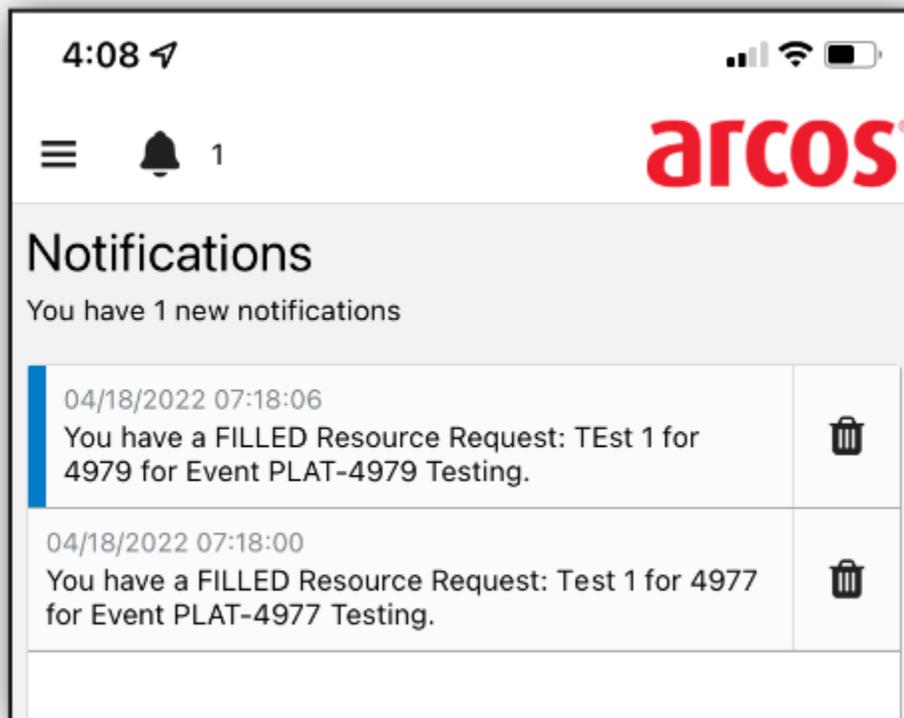
Users will receive a notification when they've received a Callout. Tapping the notification when the app is not open will direct the user to the Login page.



Notifications are displayed on Home page.



Tap the **Notifications** button to view the entire list.



Unread Notifications will display with a **Blue** bar. Select the **Delete** icon to remove the listed notification.

Roster Change Notifications

On many occasions, employees need to be contacted for after-hours work. The order in which employees are contacted is dependent upon the order the employees are on their respective rosters. As employees in the higher roster order positions become unavailable, the likelihood of employees in the lower roster positions being contacted for after-hours work increases. Employees in the lower roster positions need to know when the probability of them being contacted increases, due to employees in the higher roster positions becoming unavailable. Employees in the lower roster positions need to know when the probability of them being contacted increases, due to employees in the higher roster positions becoming unavailable.

The Roster Change Notification is a push notification that will alert employees on a roster that are below an employee that has become unavailable for callouts or if their relative roster position has changed. This alert will notify the employee that the likelihood of them being contacted for callouts has increased (or decreased), due to an employee above them becoming unavailable (or available).