1**Hub** Mobile Walkthrough

1Hub Mobile Supports

If you have questions about the 1Hub Mobile Application, please contact 1Hub Mobile Support at 1-877-699-6275, option 8. This will direct your call to a call center operated by the application provider, Movista. If you call the 1Hub Mobile Support line and are unable to reach a live person, you will be prompted to leave a voicemail and will receive a callback. Callbacks typically occur within 24 hours. Please continue to do any work you are able to perform while waiting for a callback.

When to call 1Hub Mobile Support

If you experience any issues with the 1Hub Mobile application or online portal, you should contact the 1Hub Mobile Support line. This includes issues accessing the application or syncing the application.

When to call Field Support

If you have a question about a specific mPlan assigned to you, please contact Field Support at 1-877-699-6275 and follow the prompts.

When contacting 1Hub Mobile Support, please provide the following information:

- Your name
- Your User ID
- Your EID
- Date of the Issue
- mPlan Name
- mPlan Reference #
- Location #
- Issue Details
- Screenshots of the Issue, where possible

Support Hours of Operation

1Hub Mobile Support is available during the following days/times:

- Monday – Friday (6:00 am – 11:00 pm CST)
- Saturday – Sunday (6:00 am – 10:00 pm CST)

OneHub Mobile
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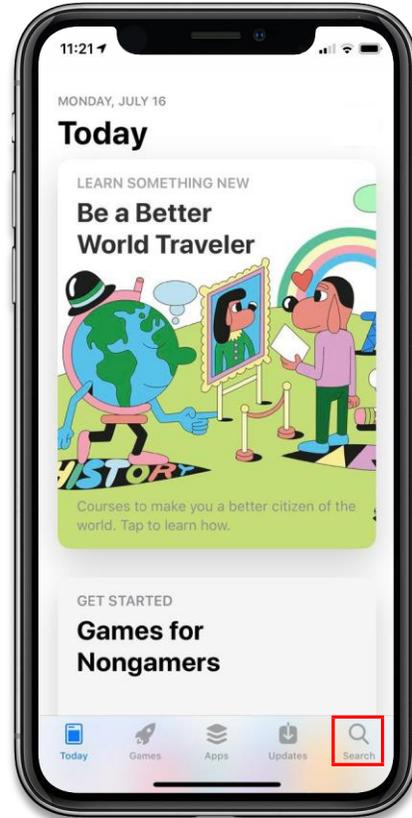
Apple App Store

Open the App Store and select the Search icon.

Type in "1hub mobile" and select Search.
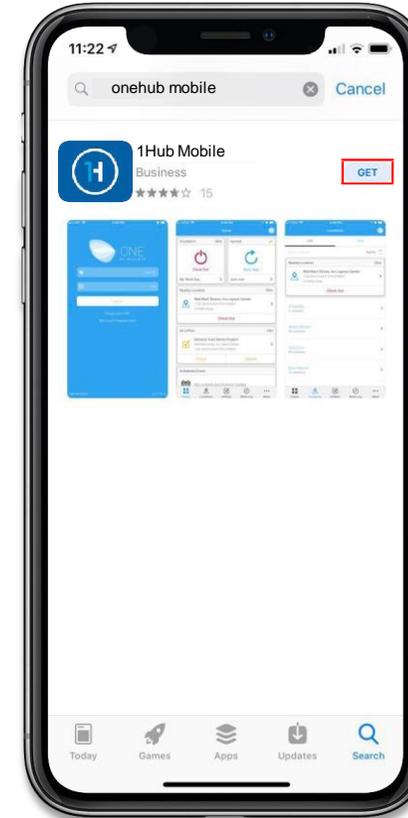
Select Get to download the app to your device.

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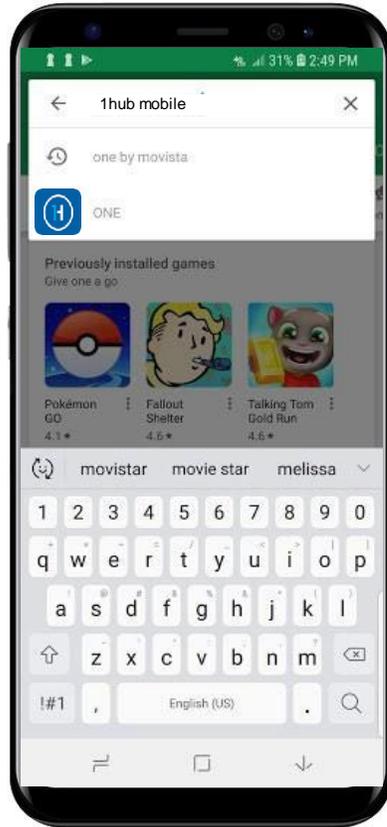
Google Play Store

Open the Google Play Store and search for "1hub mobile".
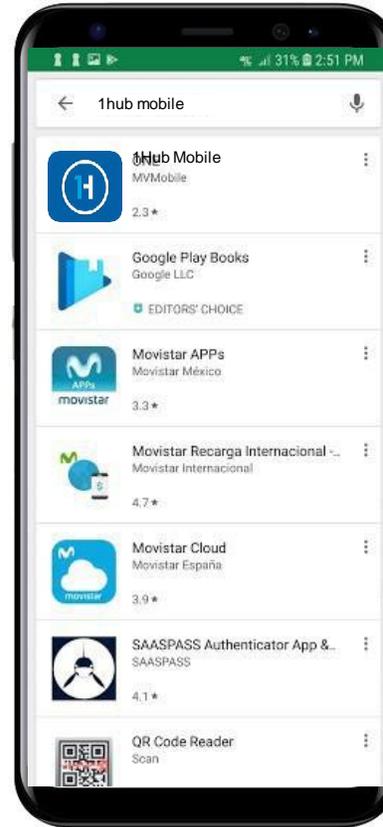
Select the 1Hub Mobile application.
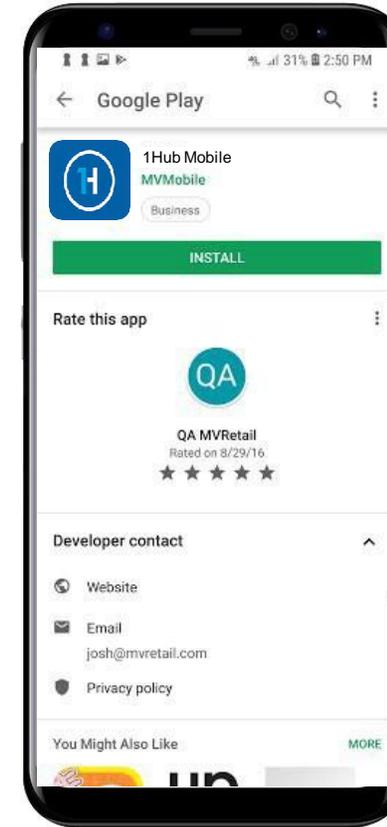
Click Install to download the app on to your device.

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Logging-in to OneHub Mobile

Now that the app is downloaded on to your device, log into OneHub Mobile using the information you were provided in the email from MV Retail:

1 Your 10-digit phone number

2 Your 4-digit PIN (last 4 digits of your Employee ID)

Then tap Log In.

Your device will begin to sync and update all necessary information and bring you to the dashboard to begin your day.

NOTE: A Wifi or Data Connection is required in order to Log In
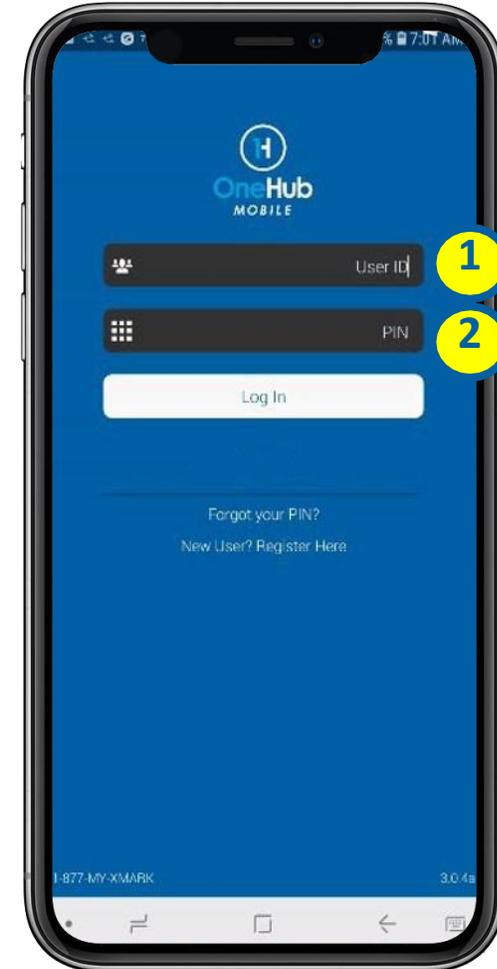
Smart Dashboard

The **Smart Dashboard** puts everything you need for the day at your fingertips. You can switch back to the 'traditional' Dashboard at any time from the Settings Menu.

CLOCK IN / OUT

Quickly Clock In or Clock Out with the push of a button.

AVAILABLE WORK MPLAN

Shows the first 5 mPlans available at the location you are checked in at and allows you to Begin with one easy click. Swiping scrolls through the available work
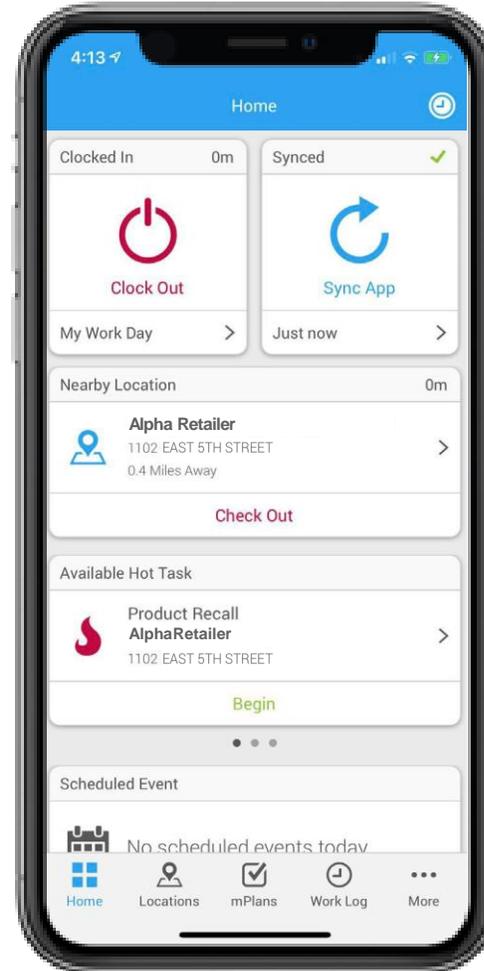
SYNC STATUS

If you get out of sync, you can resolve by using the Sync App option anytime!

NEARBY LOCATION

Shows 5 closest locations to you and allows you to directly Check In or Check Out. Swiping scrolls through the locations.

SCHEDULED EVENT

If any events are scheduled, you'll be able to see them here.

Clocking-in

In order to start your workday, you need to Clock In.
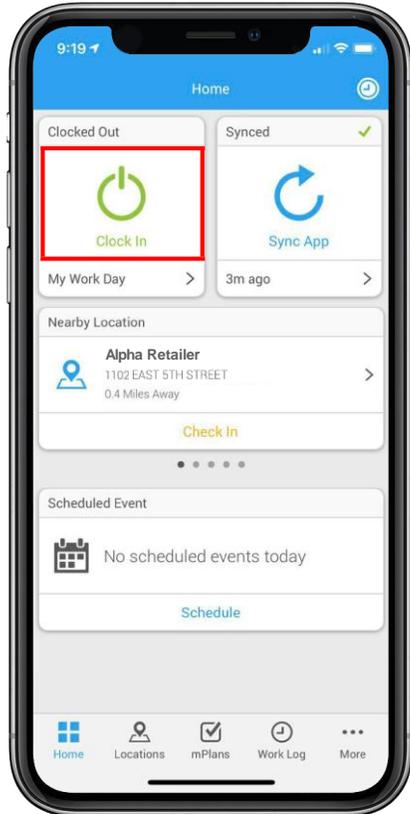

Tap the Clock In button to start your day.
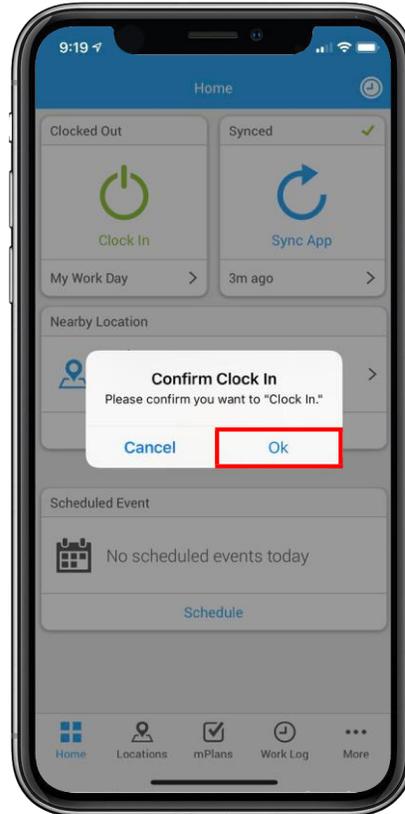

Click on Ok to confirm your clock in.
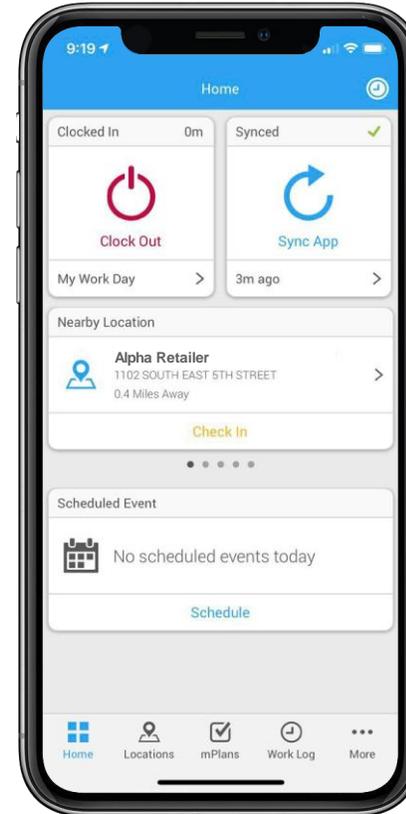
The Clock In button is now red, confirming that you are clocked in.

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Checking-In

Once you are at your work location, you will need to Check-in before you are able to perform any work.
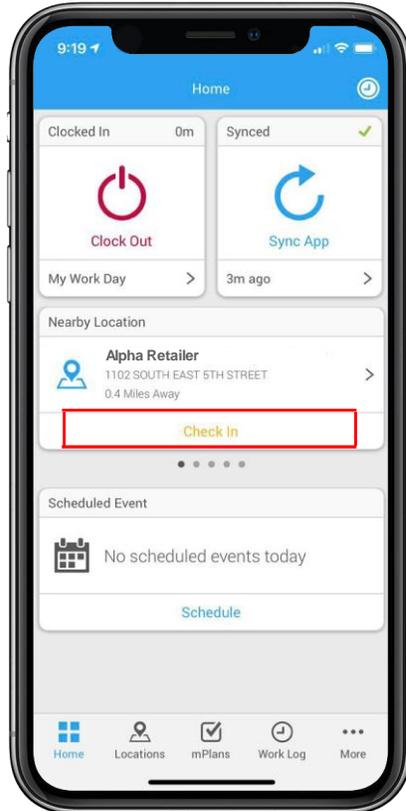
You can Check In to a location either from the main Dashboard…..
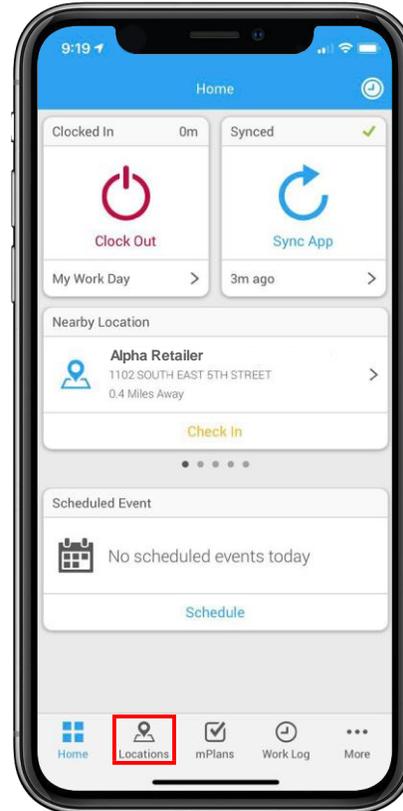
…..or you can select Locations from the menu bar and search for the location you want….

NOTE: In order for you to Check-In, you must first Clock-In to start your day

…..and then select CheckIn at the bottom of the screen.

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Submitting Your Work

Once you are Checked-In to a location, you will then be able to execute an mPlan. You can do this a couple of ways:

NOTE: You must Clock-In AND Check-In to a Location in order to Begin an mPlan
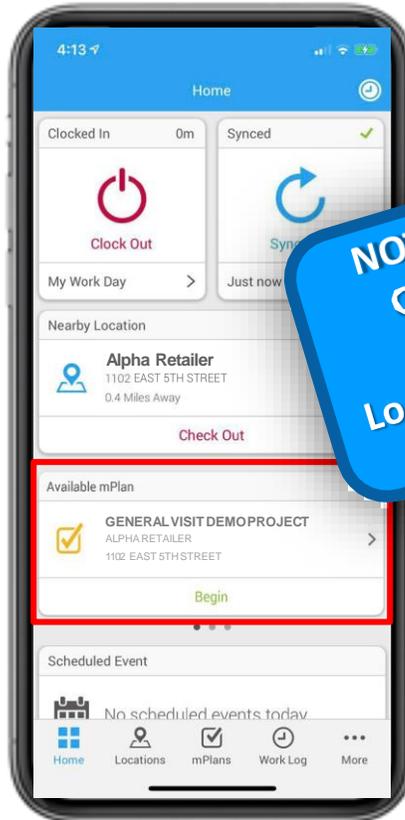
The Available Work section of the Dashboard allows you to directly Begin an mPlan
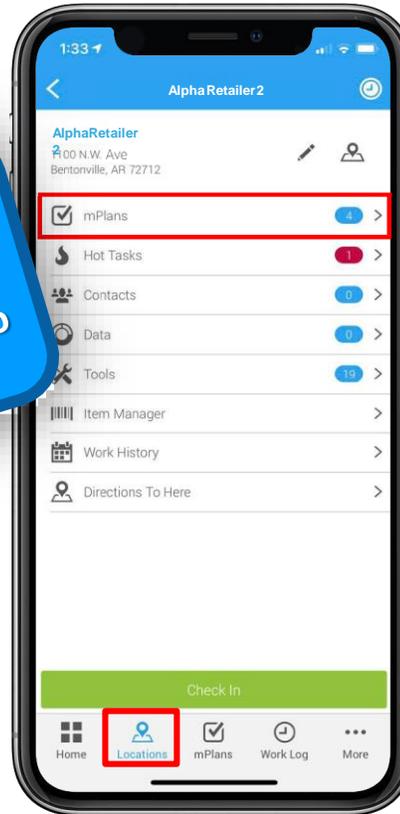
Alternatively, you can use the Location option on the menu to find your location and view the available mPlans.
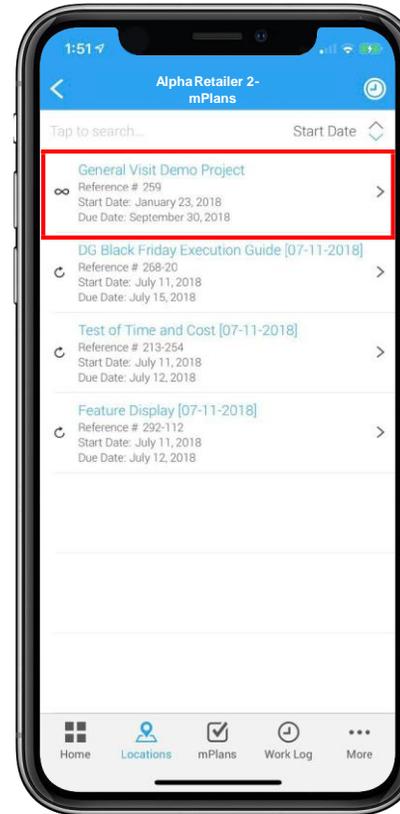
Select the appropriate mPlan that you want to execute at that location.
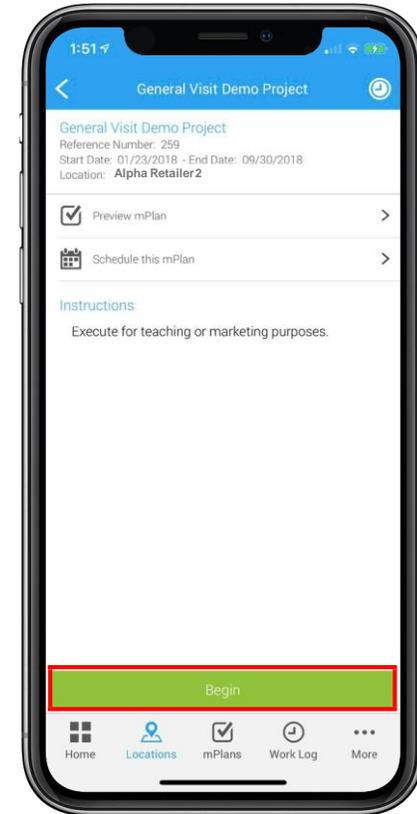
Select Begin to start the mPlan.

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Question Types

For a multiple-choice question, select the check box that corresponds with your answer.
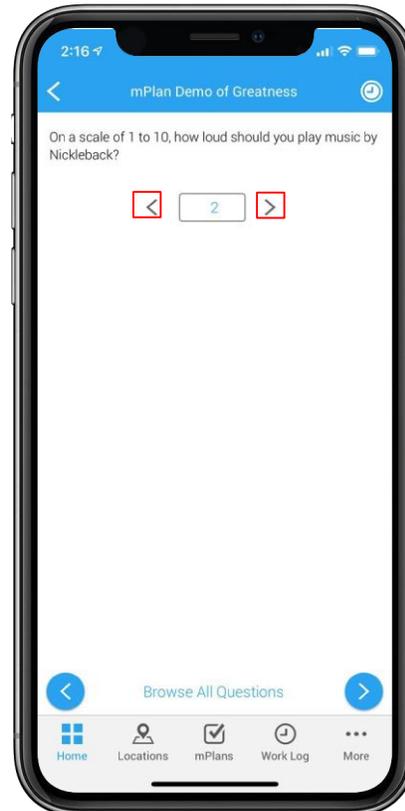
For numerical entries, simply select the black arrows to the left and right of the numerical box to choose the correct answer.

For a multiple-choice question with multiple answers, you can select as many check boxes as needed to answer.

Question Types

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A yes/no question requires you to select the check box for either Yes or No.

A signature question will ask you to have someone sign your screen. Click on, Add Signature.
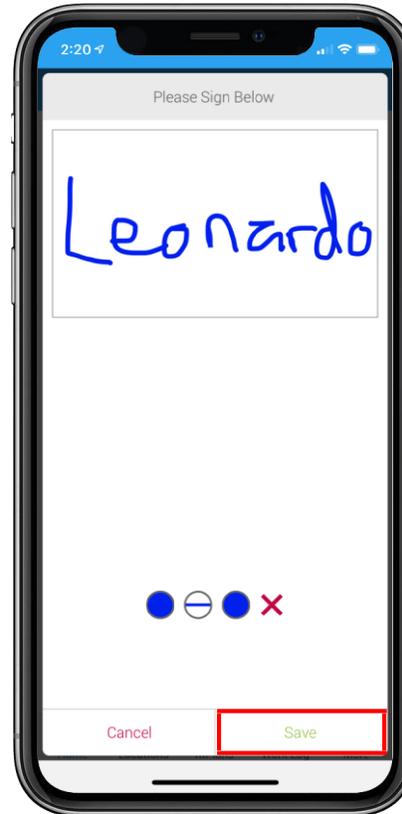
Use your finger or stylus and sign inside the box. Select Save when you are finished.
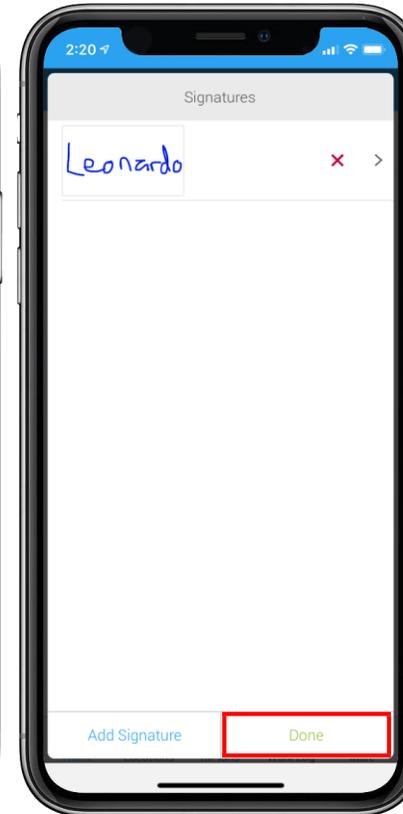
If you need additional signatures, select Add Signature. If you are finished, select Done.

When you are finished, select the blue arrow to move on to the next question.

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Question Types

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Some questions may ask you to attach a photo as part of your answer. This question type will always be indicated by a blue box that says Add Image.

Select Add Image.

You can choose if you want to Take Photo or Attach Image if the photo is already in your device.
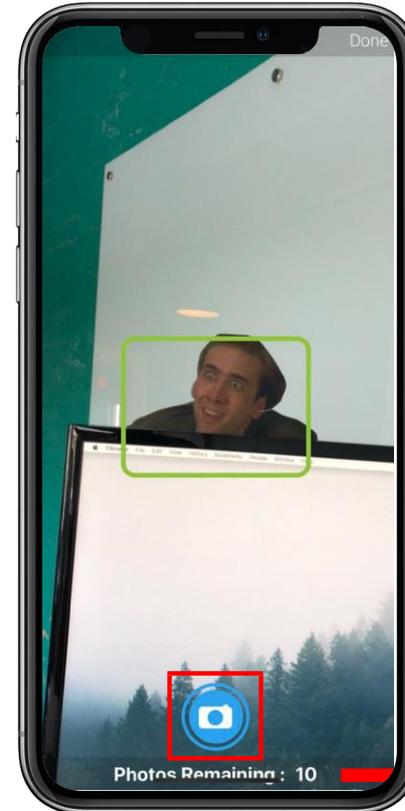
Frame the image you want to take and select the blue camera button to take the picture. Notice the Photos Remaining count at the bottom of your screen. This shows how many more pictures you can take for this mPlan.
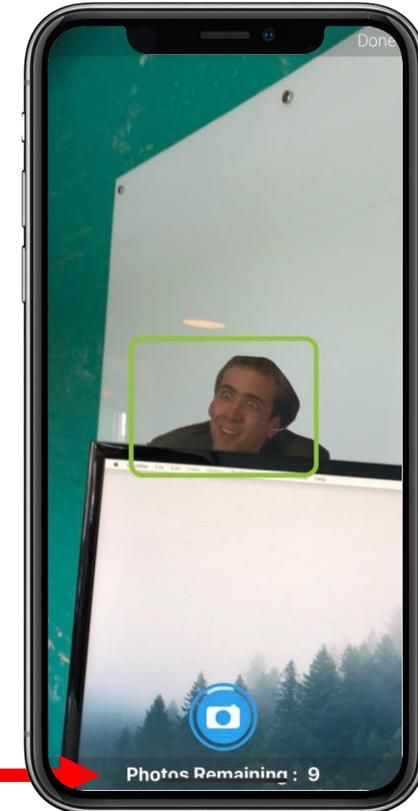
Question Types

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Any time you take a photo, you have the option if wanted to annotate it and call attention to specific points of interest.

Select the Pencil if you want to annotate the image.
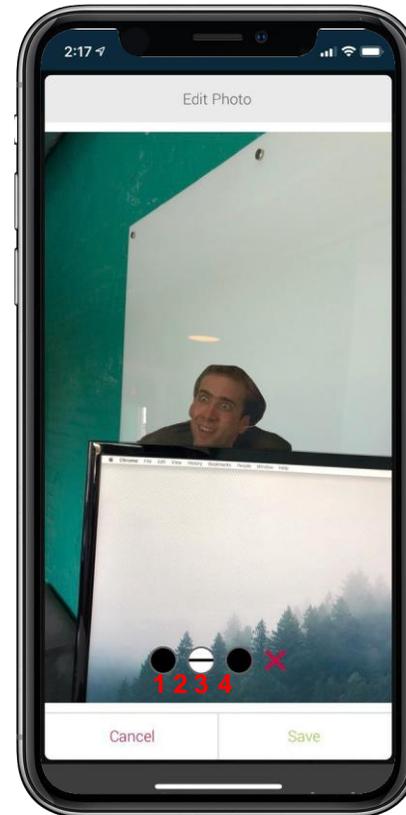
1. **Changes the color**
2. **Changes the thickness**
3. **Changes the opacity**
4. **Clears all annotations**
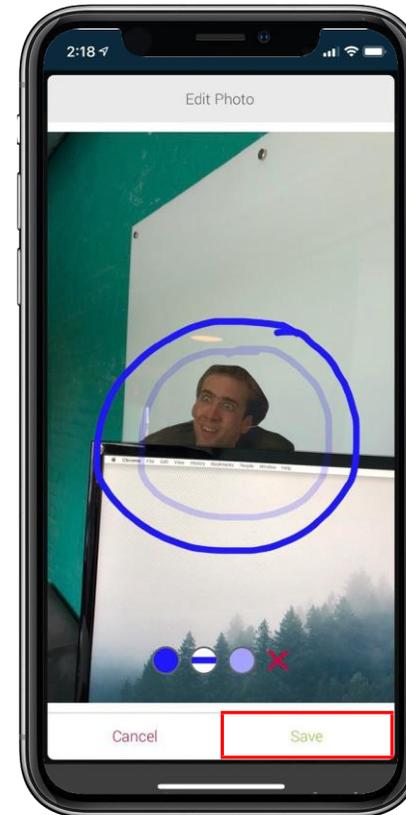
**Use your finger or stylus to make the desired annotations. When you are finished, selectSave.**
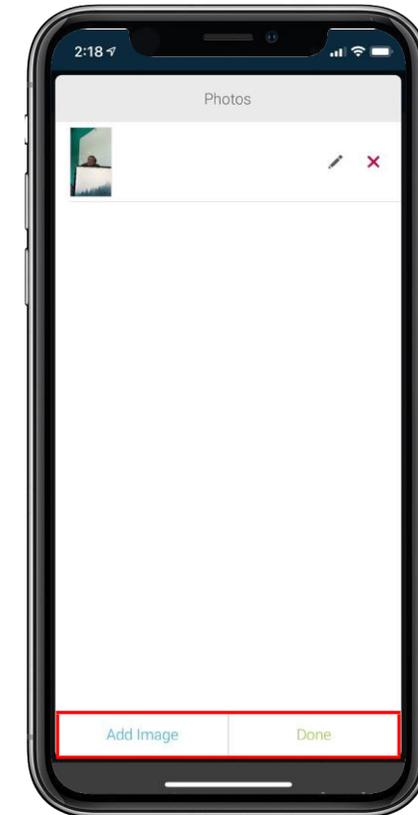
To add another image, select Add Image or select Done if you are finished.

Payroll Questions

The following questions are for Payroll purposes – you MUST respond to these accurately as these will be transferred to your timesheet and will be used to generate your pay.

NOTE: Your time MUST be entered in minutes, and not hours

Enter the time in minutes that it took you to complete your event.
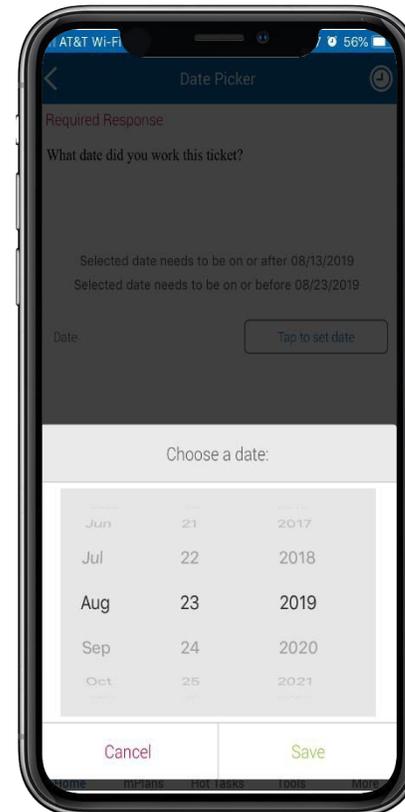
Select the date on which you completed your event and then select Save.

**IMPORTANT :**

Your time must be entered in minutes and not hours.
- So if you worked for one and a half hours, your response should be 90 and not 1.5

You must also account for any breaks that you take during your workday
- So being at the location for six and a half hours with a half hour break means your response should be 360 minutes, to represent just six hours of work.

mPlan Submission

When you have completed all of the mPlan questions, you can
either Edit Answers or Submit your mPlan.

If you need to modify
your answers, select
Edit Answers or select
Done.
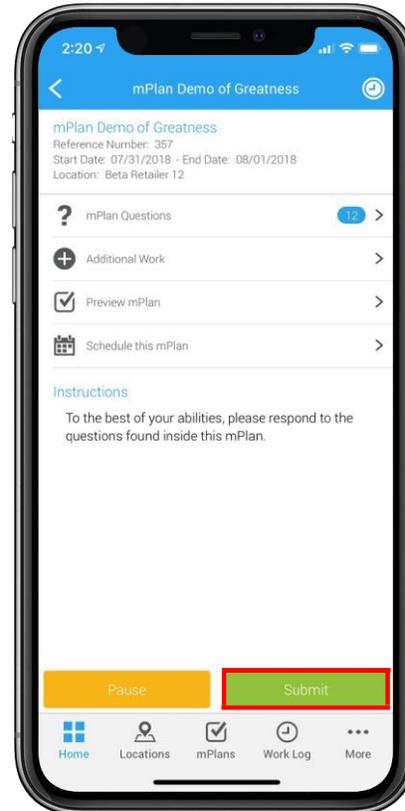
When you are ready,
select Submit to sync
your mPlan.
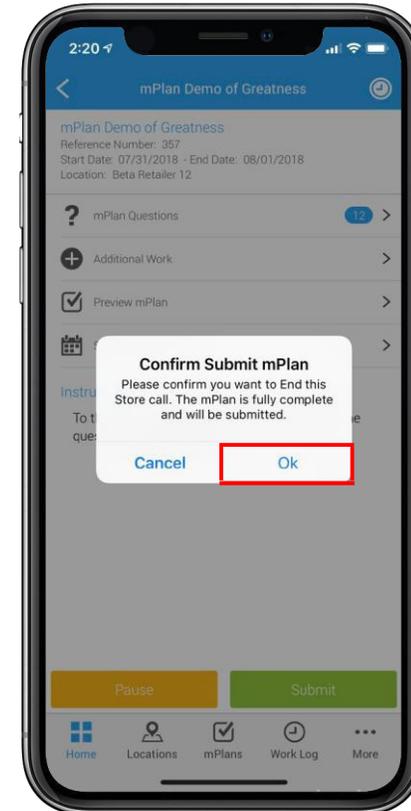
Select Ok to confirm
your mPlan submission.

Viewing Your Schedule

You can view your Schedule through the app at any time – assuming that your Supervisor has Staffed or Scheduled you to an mPlan. Your Schedule can be accessed either from the Home Dashboard, or through the More option on the bottom menu.

NOTE: Selecting an individual day will show you the mPlan and times that you are scheduled for.
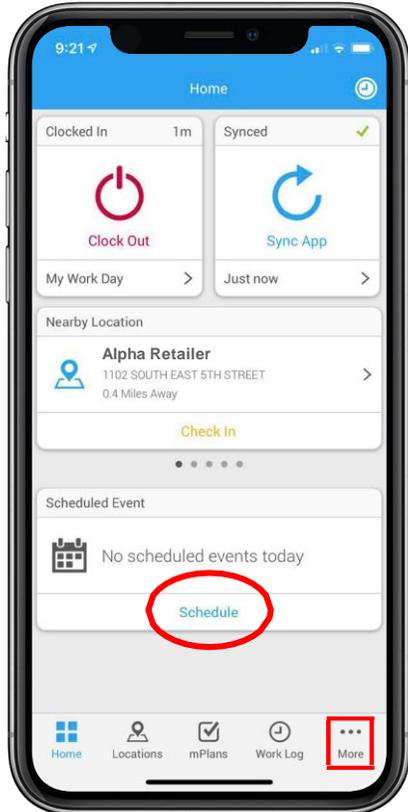
Either select Schedule from the Dashboard, or select More and then….
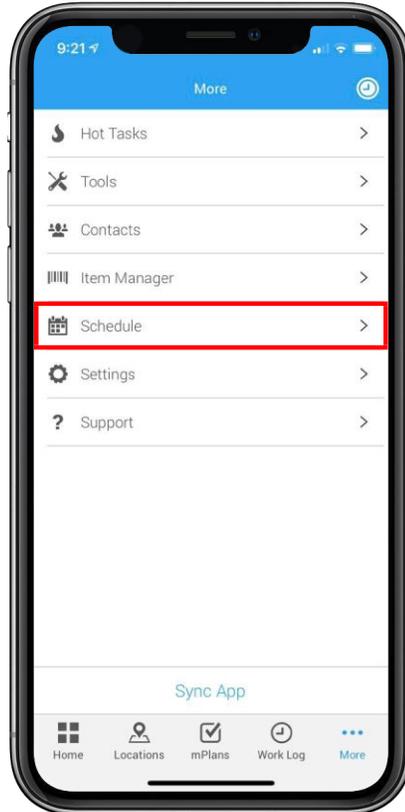
…select Schedule.
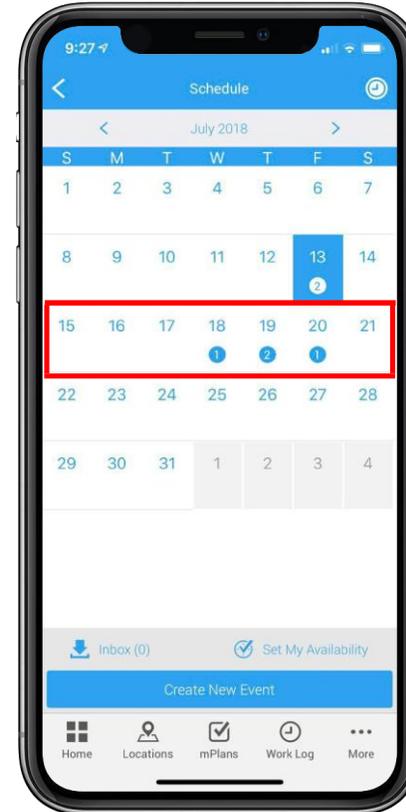
Numbers within the blue circles represent the number of activities scheduled for that day.

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Checking Your Worklog

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The Work Log allows you see all of your activity over the past 3 months.
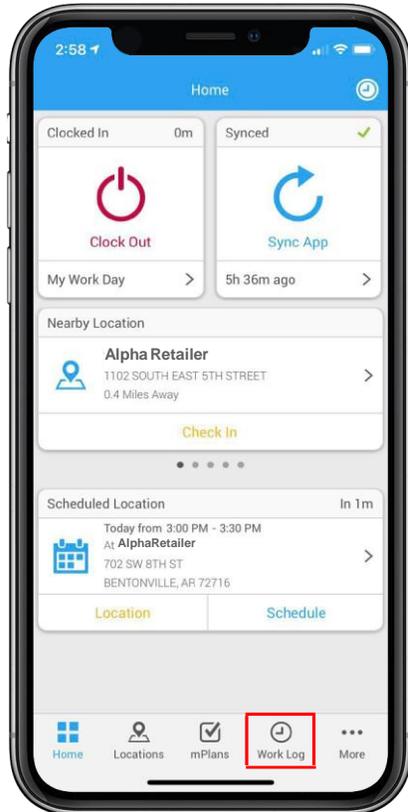

From the Dashboard, select Work Log if you have this set in your Quick Launch, or click on the More icon.
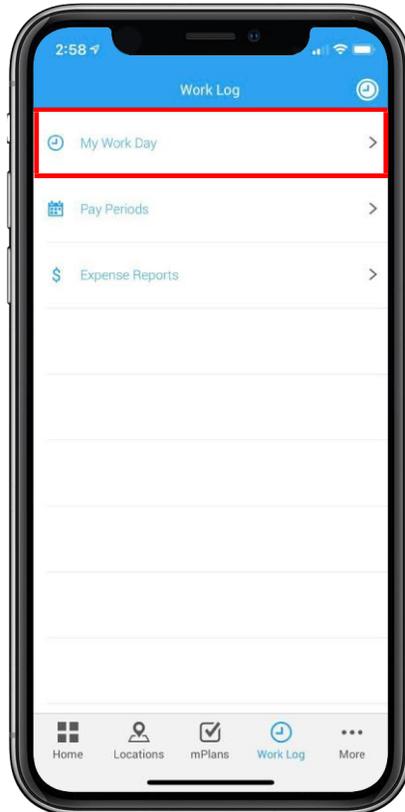
Select My Work Day.
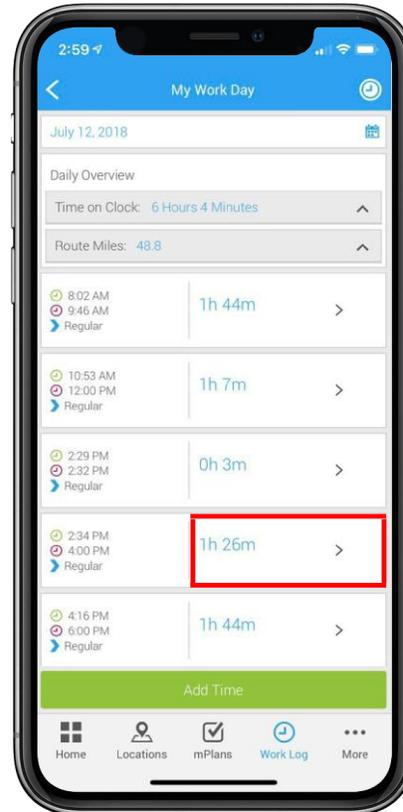
The My Work Day view will show all activity for the selected day. Select any time period to view more
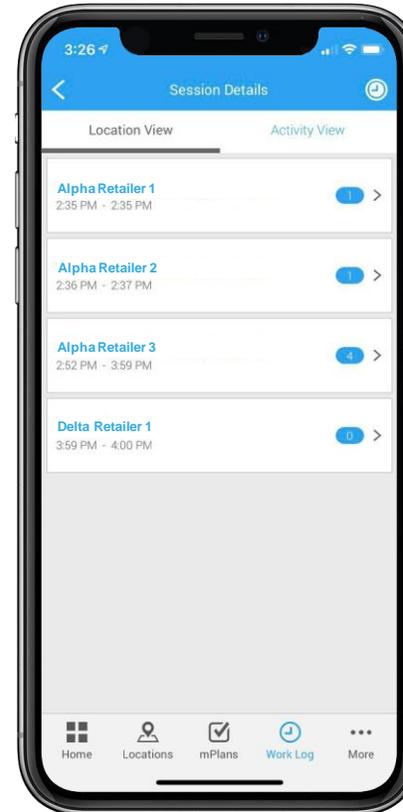
Select the Location to see the Activity for that location. Then, select Activity to see answers
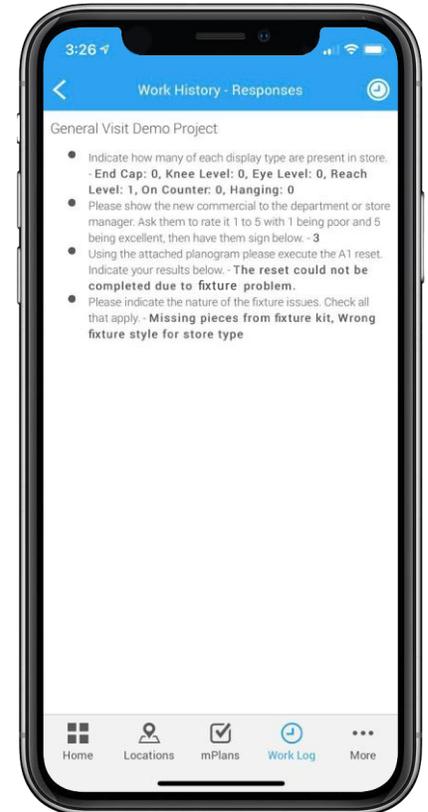
Here, you can review the answers you submitted, including the answers to your Payroll Questions.

Clocking-Out

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When you have finished all of your activities for the day, you should Clock-Out to end your work day.
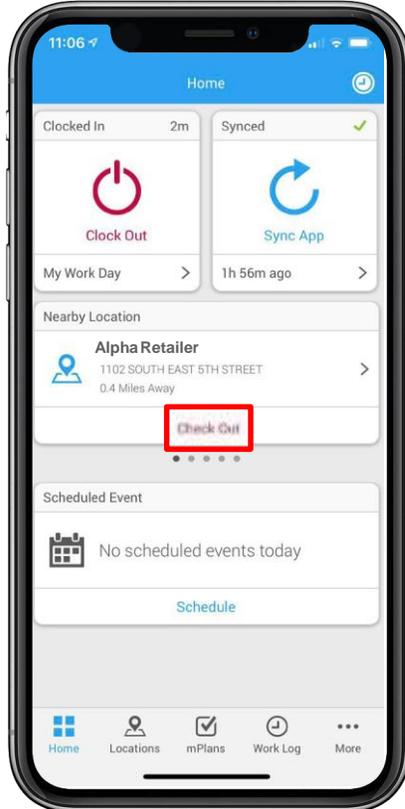
**Check Out of your location. You must be checked out of locations before you can clock out.**
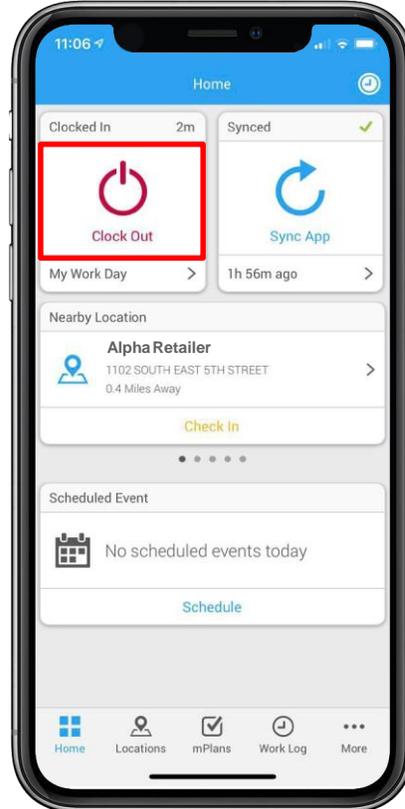
Select Clock Out.
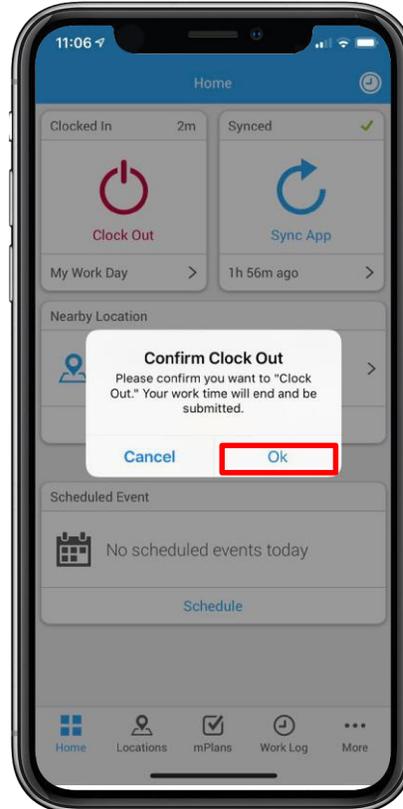
**Confirm that you intend to Clock Out by tapping on Ok.**
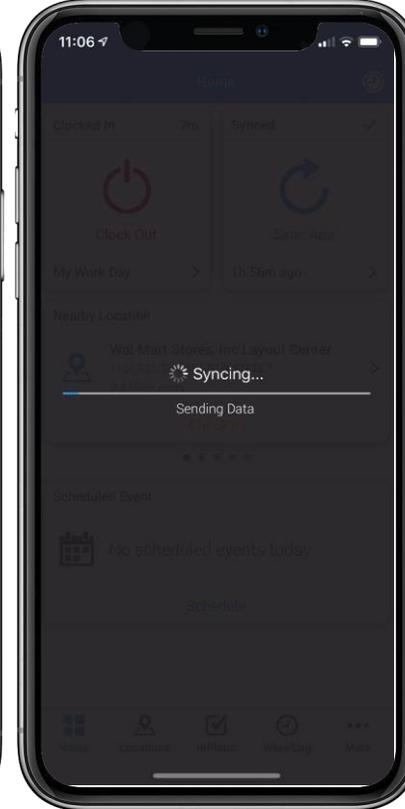
The App will automatically begin to Sync.
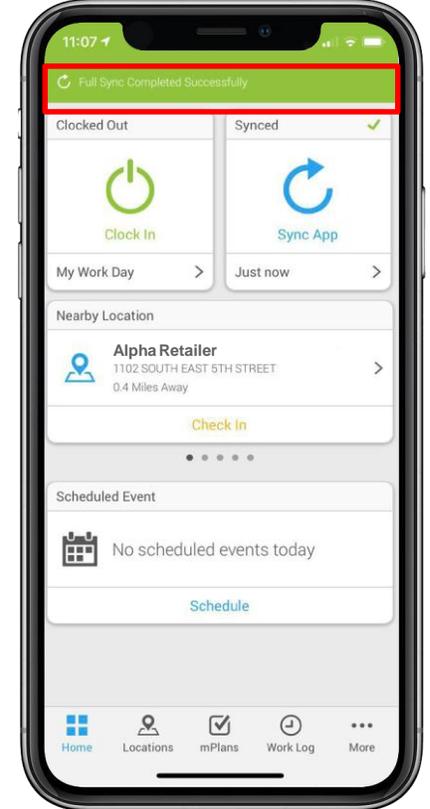
You are successfully clocked out when the green banner appears at the top of your screen.

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Settings

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Settings allows you to view or change information relating to your Profile, the Display settings for the app, Hardware settings for the app, and the Quick Launch Bar.
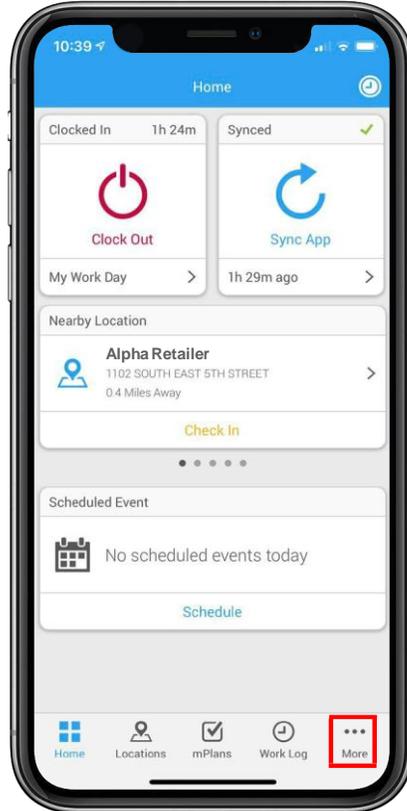
**Select More to access the sub-menu.**
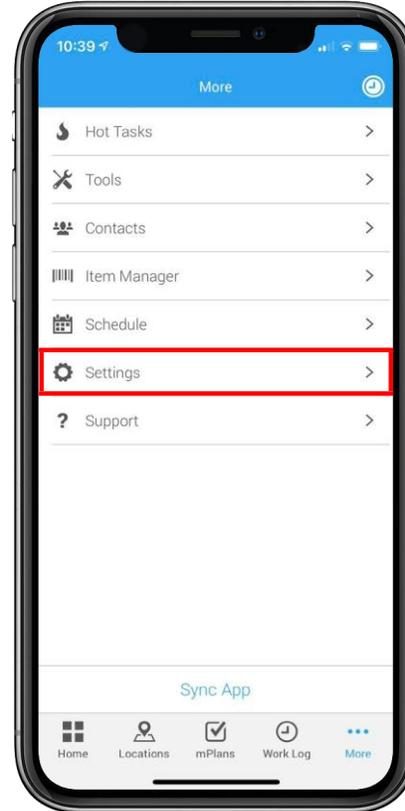
Select Settings.
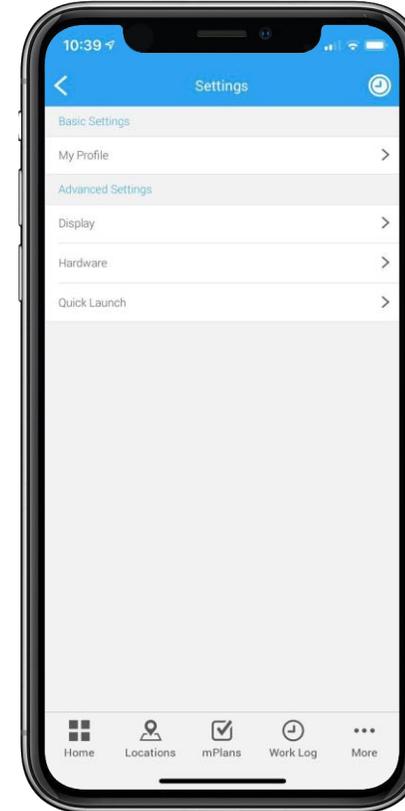
Choose the area you need to adjust.

Display

By default, all the options on this screen are active – ideally these should remain active for the optimal user experience. Font size can be adjusted to your liking.

- **Show Maps** – turning this off removes the map from the Locations screen.

- **Use Animations** – turning this off will remove subtle screen slides when navigating throughout the app.

- **Smart Dashboard** – toggle your Home Screen view to use the Basic Dashboard.

- **Font Size** – if you find the font to be too small or too large for your liking, you can change your font size here. The default size is Normal.
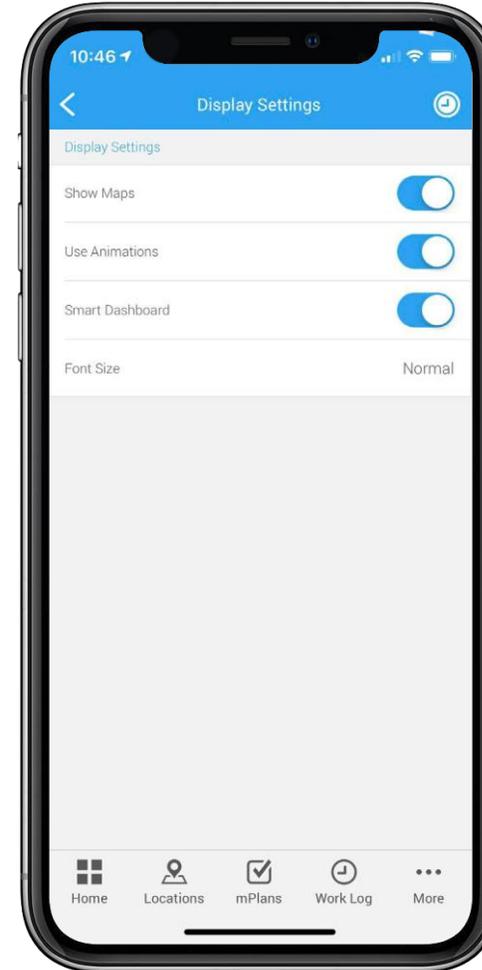
Hardware

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The Hardware screen allows you to change certain configurations for additional hardware that can be used from within the app.

- **Camera Settings**
    - Use Single Capture Camera – allows multiple pictures to be taken at once if off, only single pictures if on
    - Barcode Types – defines which barcodes standards can be scanned by your camera
    - Save Photos to Device – when taking a photo to add to an mPlan, the photo will be saved to your device unless you toggle this off

- **GPS Settings**
    - Enable GPS – turn GPS location on or off

- **Printer Settings**
    - Personal Settings
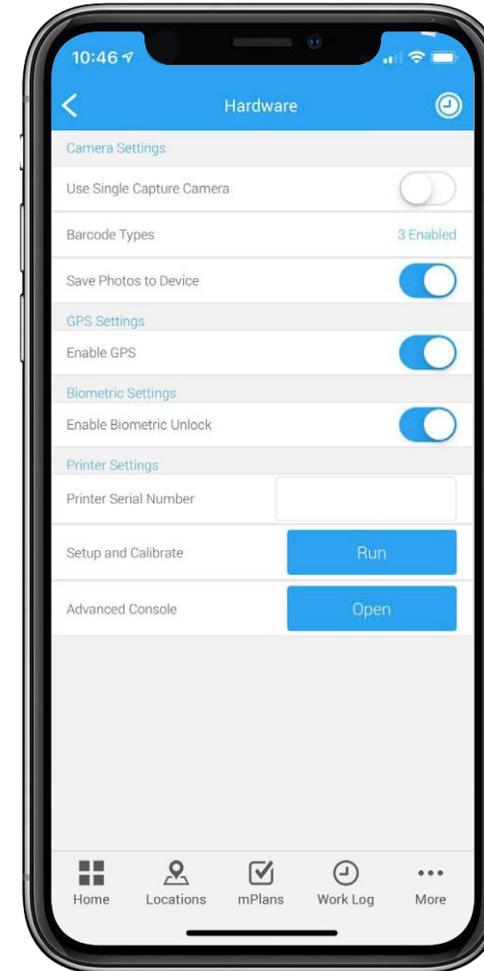
Quick Launch

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**The Quick Launch bar that is always visible at the bottom of the screen can be configured to show your most used features.**

Note that the **Home** and **...More** icons cannot be changed – it is only the middle three that can be changed.

By default, your quick launch bar contains:
Locations mPlans Work Log

To change these options, select the option you want change and then from the drop-down select what you'd like to replace it with.
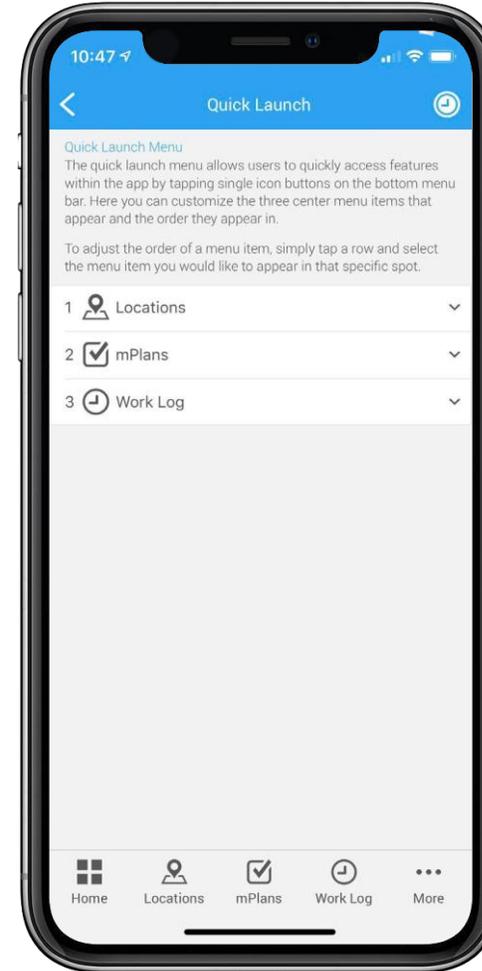
Tools

Tools are designed to give you access to such things as company policies, images of Planograms, sales documents, training documents, videos, or any other pertinent information that could help you with your day to day activities.

NOTE: Save any needed Tools before going to any areas with low connectivity
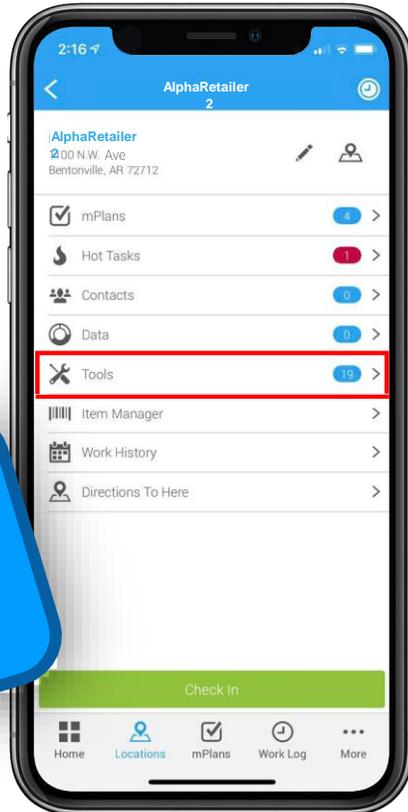
In the location menu, select Tools.
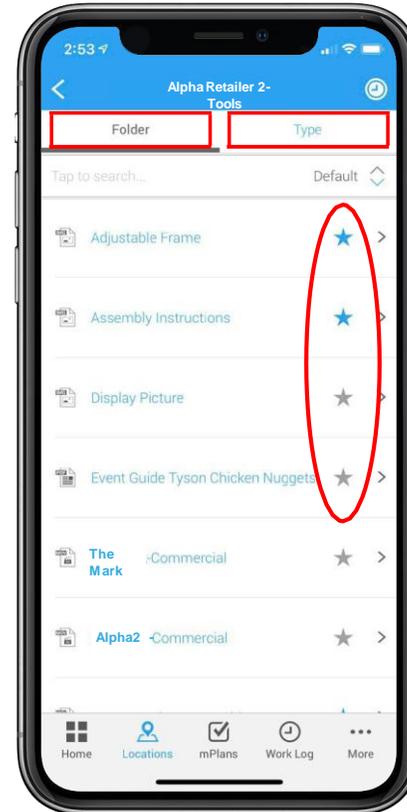
Tools can be viewed by Folder or Type. Select the Tool you would like to view.

When you open a Tool, it will automatically be saved to the App for faster reference, and will be noted with a Blue Star.

Hold your finger on the blue star and it will be removed.

Forgot your PIN?

If you ever forget your login PIN, you can reset it right from the App.
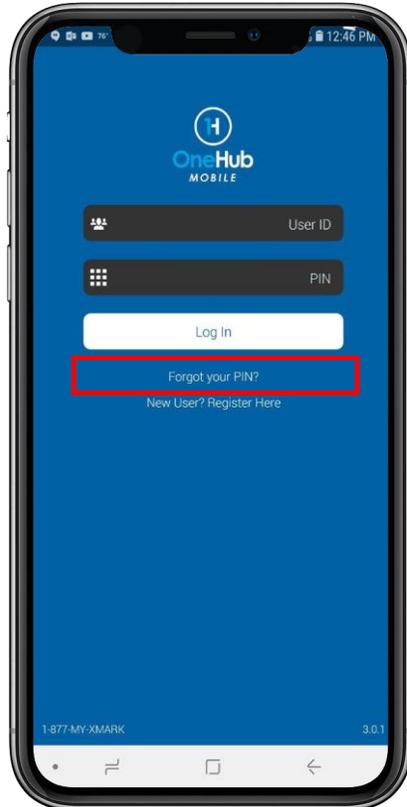
On the login screen, click on Forgot your PIN?

Enter the phone number that you use to login and select Validate.
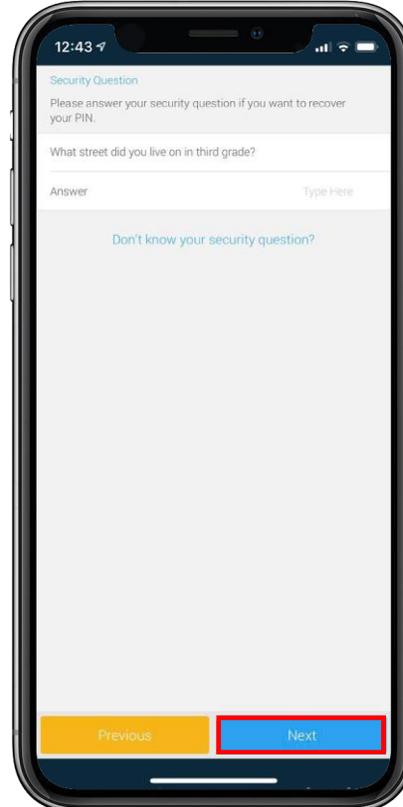
Enter the answer to your Security Question and select Next…..

Enter a new PIN number, re-enter your chosen PIN, and select Reset.
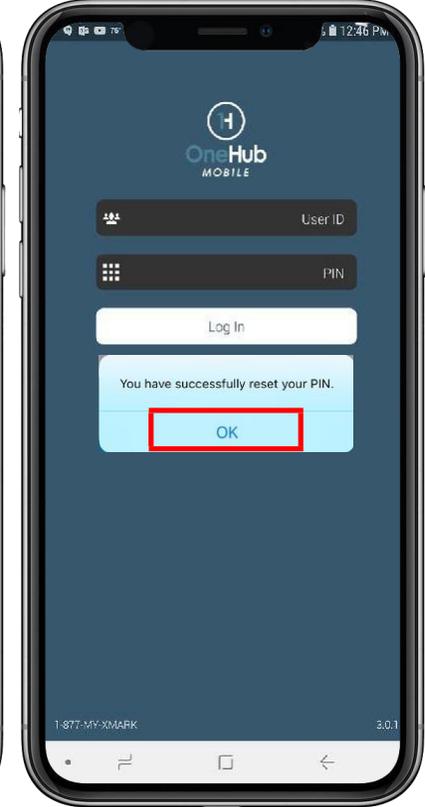
Your PIN is now reset. Select OK to return to the login screen where you will be able to login using your new PIN.

Forgot your Security Question?

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If you forget or do not know your Security Question, you can have the PIN reset instructions emailed to you:

Click on Don't Know Your Security Question…..

Select Yes and the system will email you the steps to reset your PIN. It will send the email to the address that is in your profile.
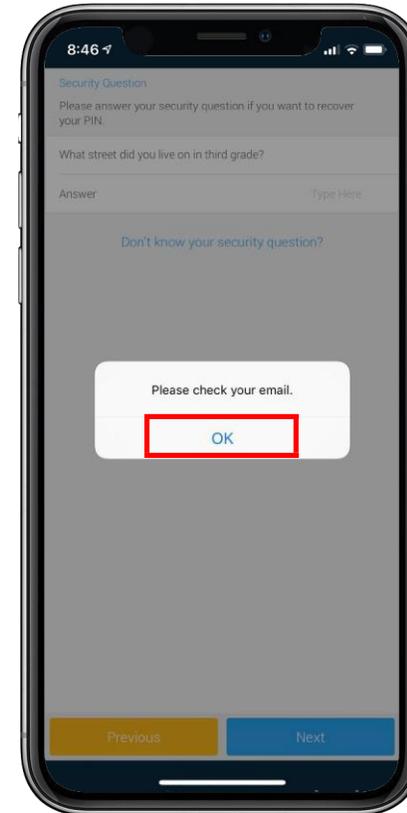
Select OK and open your email application once you receive the email from Movista.

Forgot your Security Question?

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If you forget your Security Question, you can have the PIN reset instructions emailed to you:
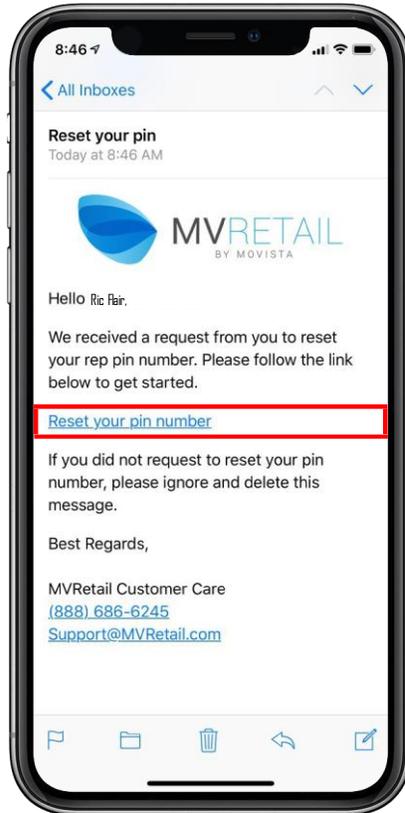
**Open the email from MVRetail and select Reset your pin number.**
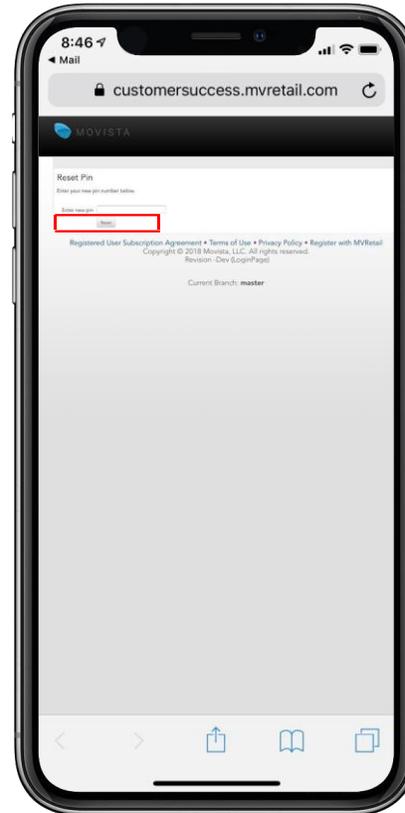
**This will open your device's browser where you can enter your new pin, select Reset.**
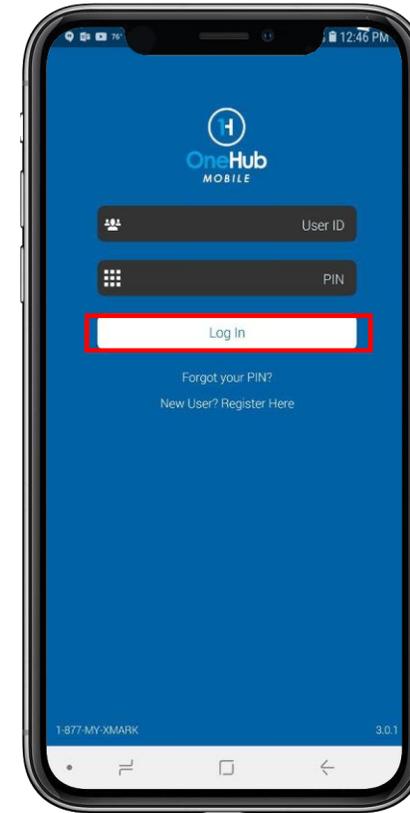
Open the app and log in with your new PIN.

Syncing Offline Work

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A (!) in the top right of the Synced panel on the Dashboard indicates that you have work on your device that needs to be synced back to the server.
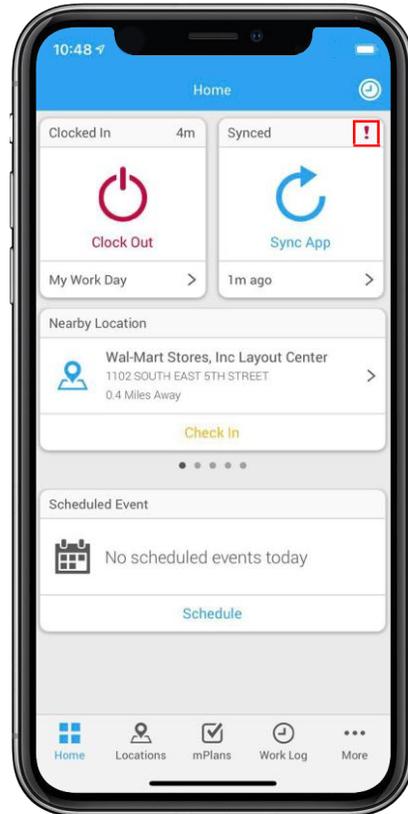

If you see the ❗ you can Sync your application at any time by hitting ↻ on the Sync App Icon. The last time a successful Sync occurred is also displayed right below it for information.
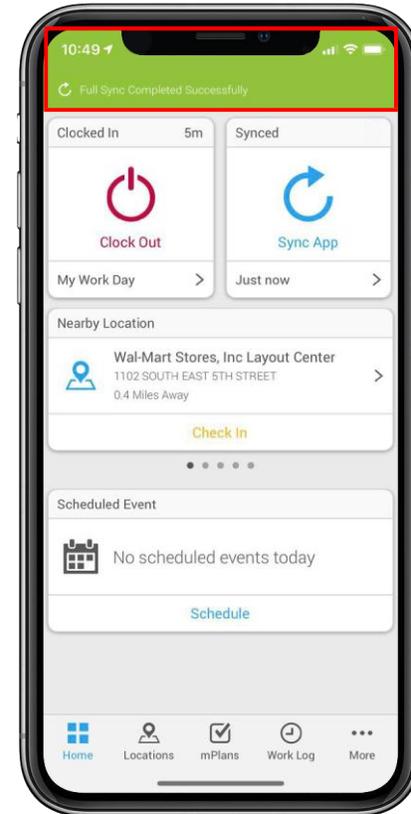

Once Synced, the top bar on your app will turn Green and it will confirm that a successful Sync has occurred.

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Syncing Offline Work

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You can also check on the status of your Synced work from within the Support area within the App
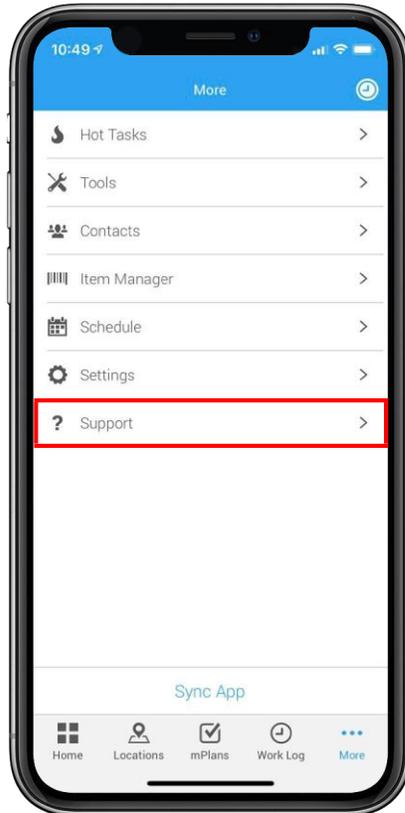
To make sure all your work has synced, click on More and then Support.
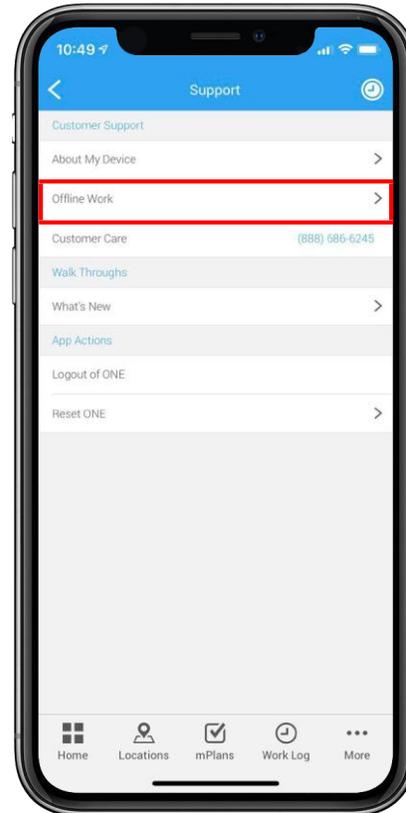
Select Offline Work.
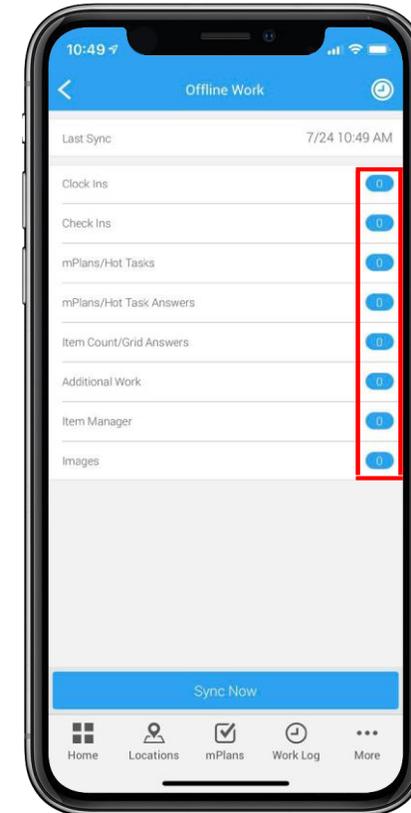
This screen will show you if you have any work that still needs to sync. If you see a number, click on it.

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File Appendix

Appendix I: What OS version is on my Android device?

Appendix II: What OS version is on my Apple device?

Appendix III: Automatic updates for iPhone

Appendix IV: Automatic updates for iPhone

Appendix V: Automatic updates for Android

Appendix VI: Mobile Best Practices

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# I: What OS Version is on my Android device?

Locate settings on your device.

Scroll down and locate & select "About phone"
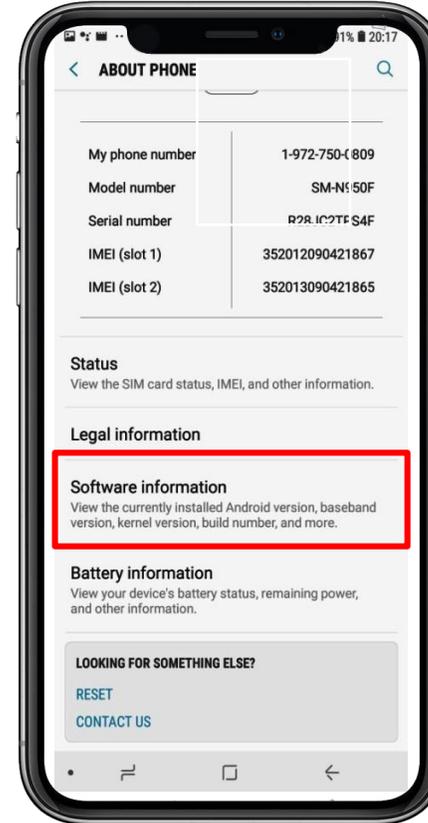
Locate & select, "Software Information"
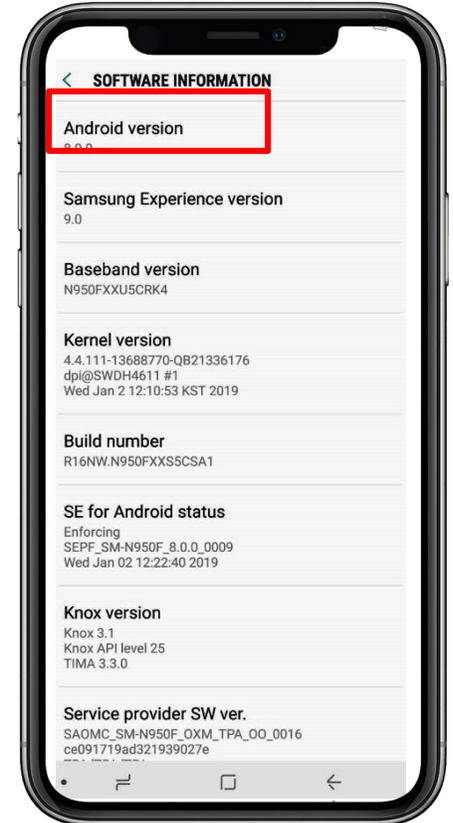
From this screen you'll be able to locate and identify your

Android Operating System Version.

II: What OS Version is on my Apple device?

Locate settings on your device.
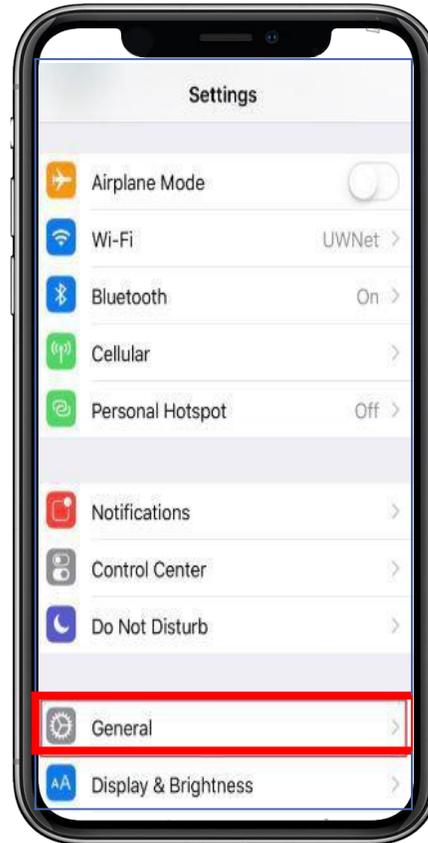
Select, "General"

Select, "About"
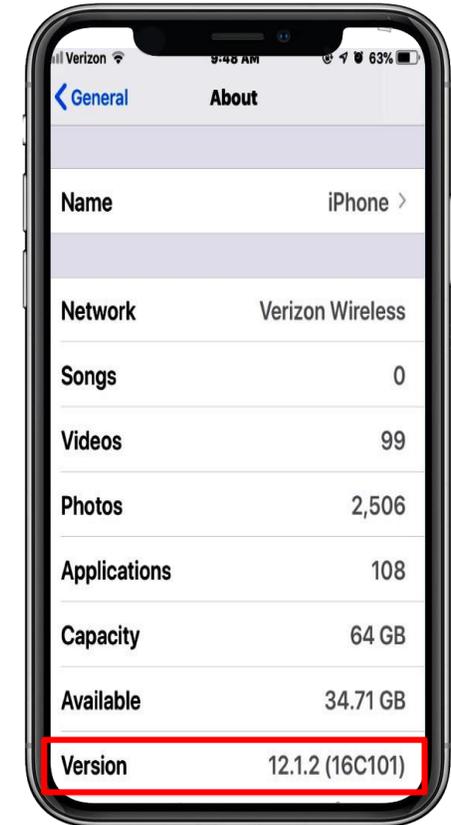
From this screen you'll be able to locate and identify your iOS Operating System Version.

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III: Automatic updates for iPhone

Follow these directions to turn on automatic updates on your Apple device.

1. Locate/Select the Settings icon
2. Locate/Select the iTunes & App Store
3. Drag the Updates option to right.
   Note:Green lever indicates on.
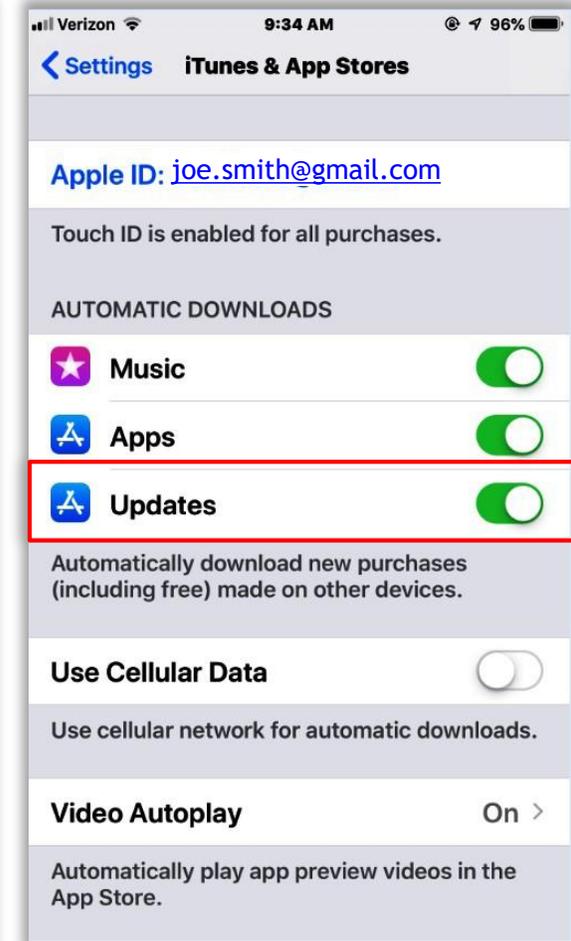
V: Automatic updates for Android

**Follow these directions to turn on automatic updates on your Android device.**

1. **Open Google Play**

2. **Select the three horizontal lines on the top-left of the search bar**

3. **Select Settings**

4. **Select Auto-update apps**

5. **Select Over Wi-Fi only, then Done**
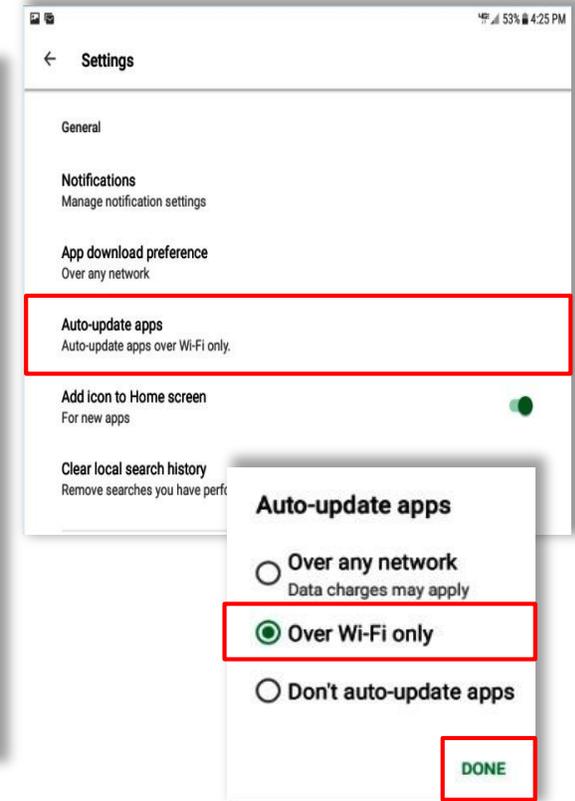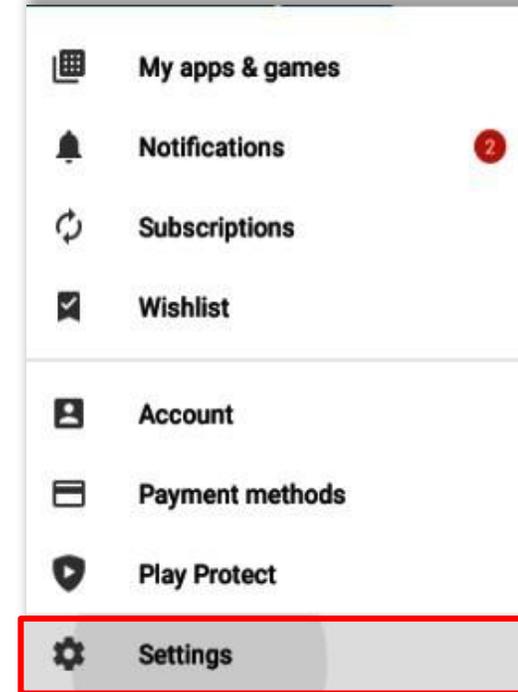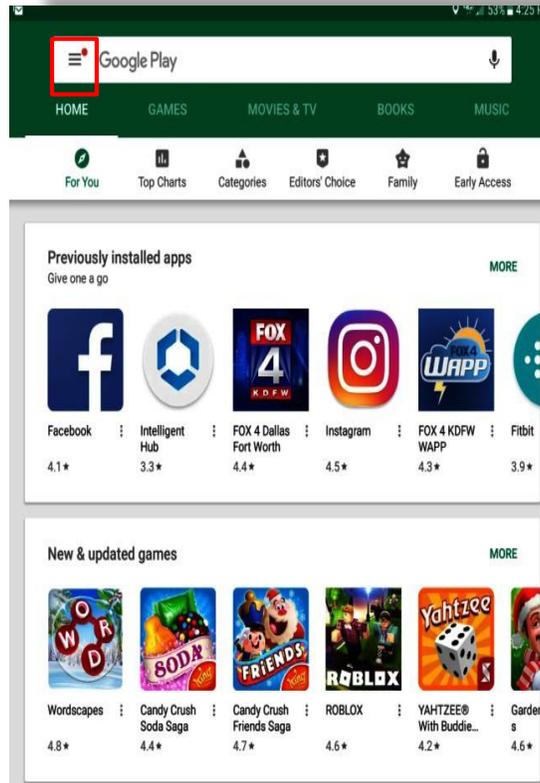
VI: Mobile Best Practices

Below are some tips that will assist you as you complete work on a mobile device.

Battery

The following actions can help to extend the life of your device battery:

- Ensure you have a fully charged battery when starting your day.
- If you are visiting multiple locations in a single day, you may want to charge your device battery in your car between stops.
- Close unnecessary applications.
- Reduce the brightness of your screen.
- Restart your mobile device daily.

Security

- Don't let your device out of your sight while working. Never set your device down and walk away from it.
- Report stolen or broken devices immediately to your manager.
- If your device has a case, it can help protect from drops and falls.

Internet

The following actions can help when performing functions within 1Hub Mobile.

- Sync your device from home where you may have a better WiFi connection than in the store.
- Clock-in/out and Check-in/out from the store parking lot where you may have an easier time connecting to the internet.
- Sync before and after every visit.

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