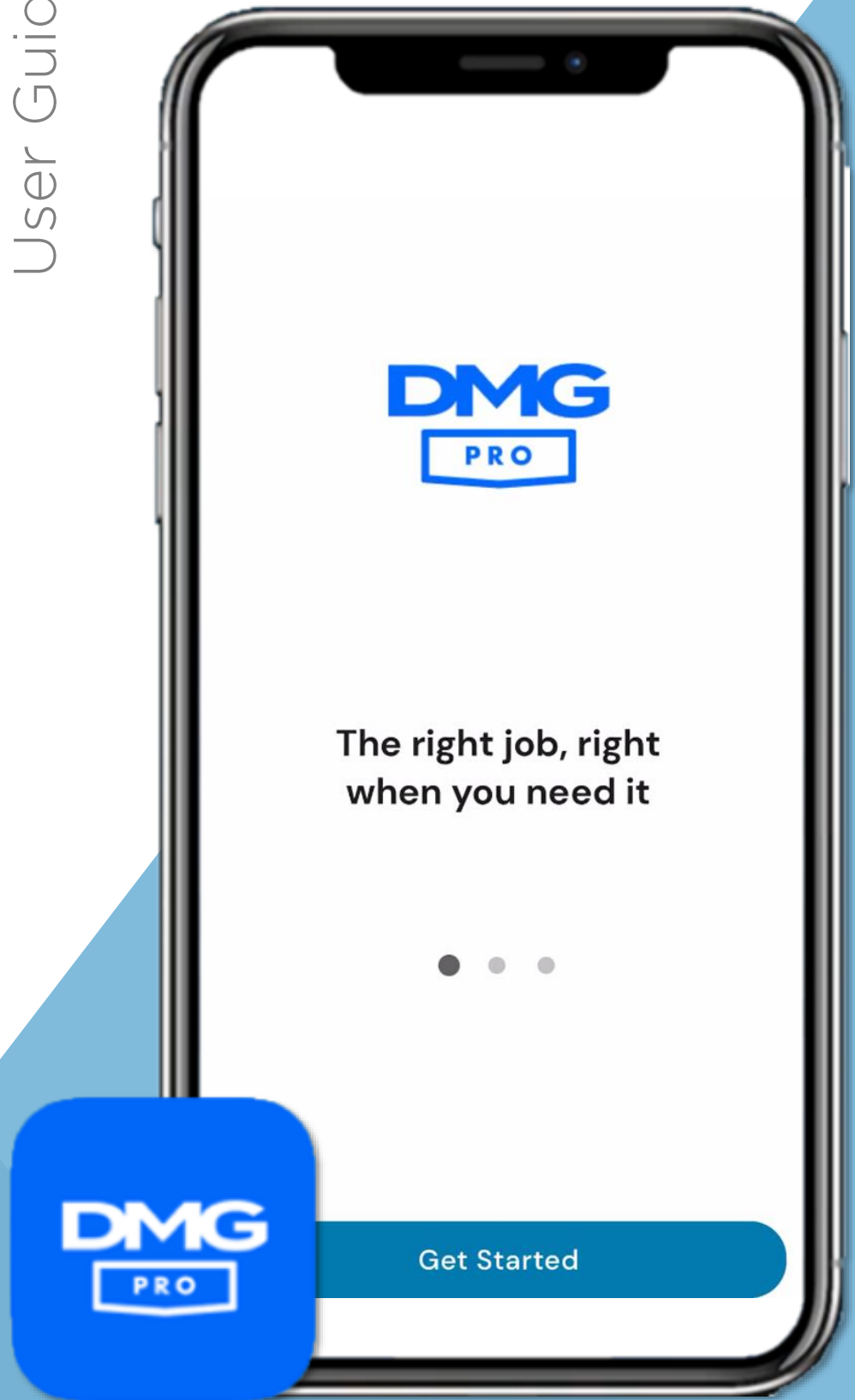


DMG PRO TECH APP

User Guide



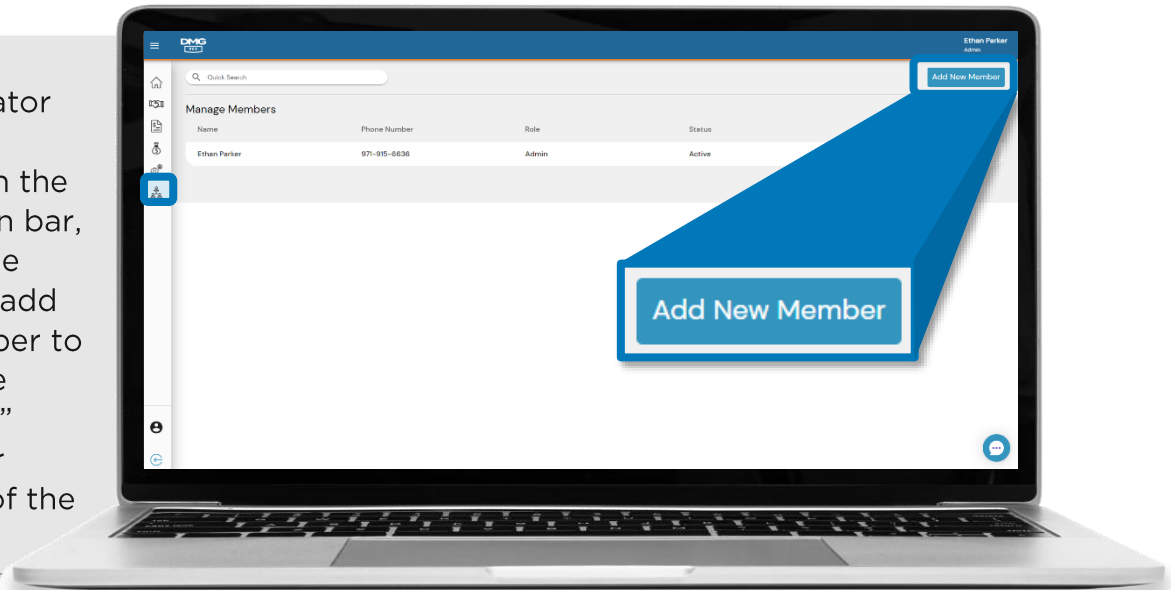
Connection to Control Center

Before technicians can access their assigned jobs within the DMG Pro Tech app, the provider must first add them as a member of their company within the provider's DMG Pro Control Center.

Managing Members

To add an employee to their company roster, the provider or a member of their admin team must follow the steps outlined below.

- 1 Provider administrator clicks on the "Employees" tab on the left-hand navigation bar, opening the Manage Members page. To add an additional member to your team, click the "Add New Member" button in the upper right-hand corner of the screen.



- 2 Enter the employee's phone number and select their role.

Add New Member

To invite someone, type their number below to send your personal invite code.

Member's Phone Number *

(573) 410-1732

Role *

- Dispatcher
- Foreman
- Invoicers
- Technician I
- Technician II

- 3 Review the permissions available to the employee within the selected role, then click "Invite."

Add New Member

To invite someone, type their number below to send your personal invite code.

Role *

Technician I

Technician I Permissions

These permissions are active for all members assigned the Technician I role

Description	Technician App	Web App
Perform Work	Enabled	Disabled
See Job Board	Disabled	Disabled
See Job Pricing	Disabled	Disabled
Assign Work	Not Applicable	Disabled
Access Company Settings	Disabled	Disabled

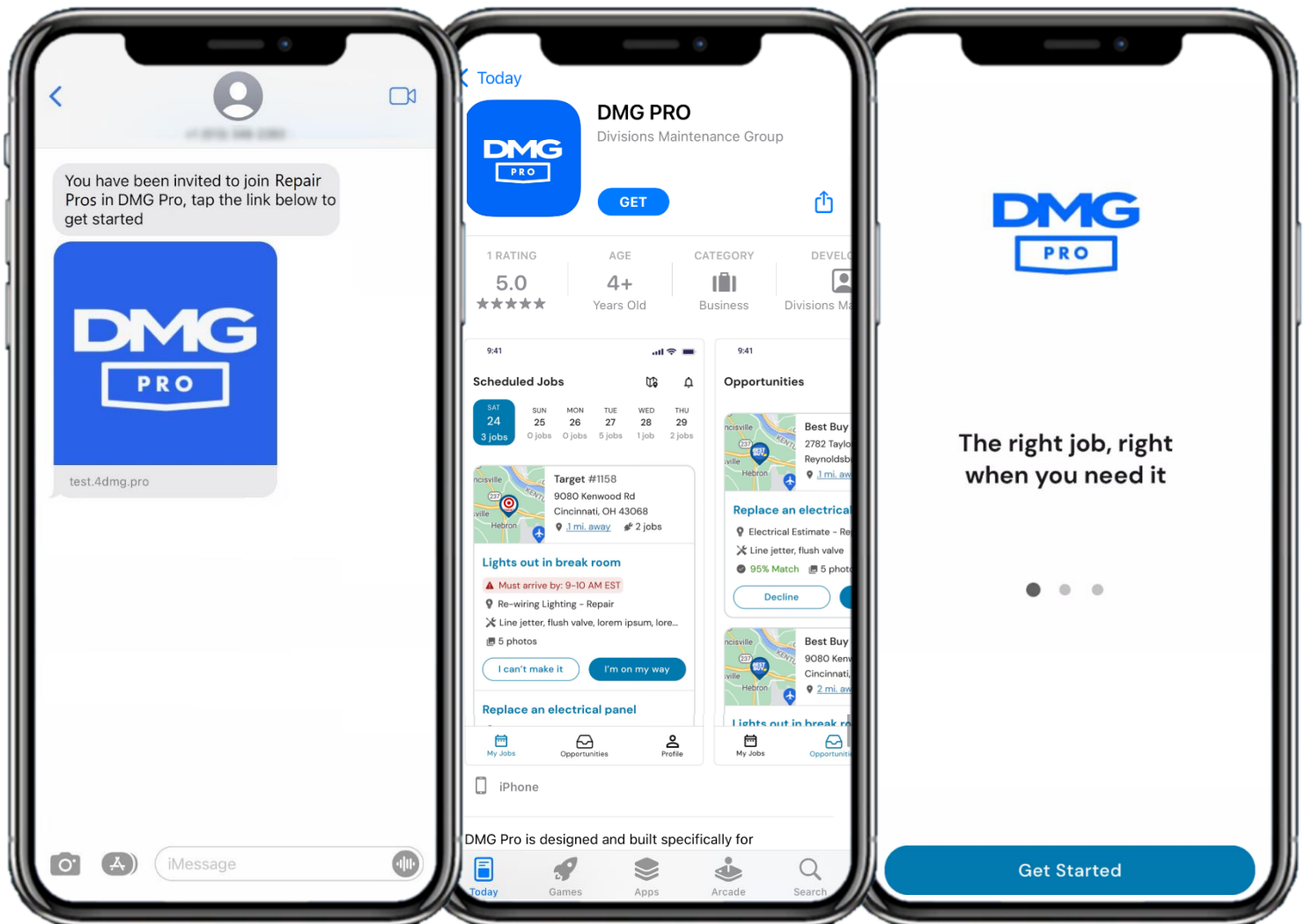
Legend
Enabled Disabled — Not Applicable

Cancel Invite

Installing the App

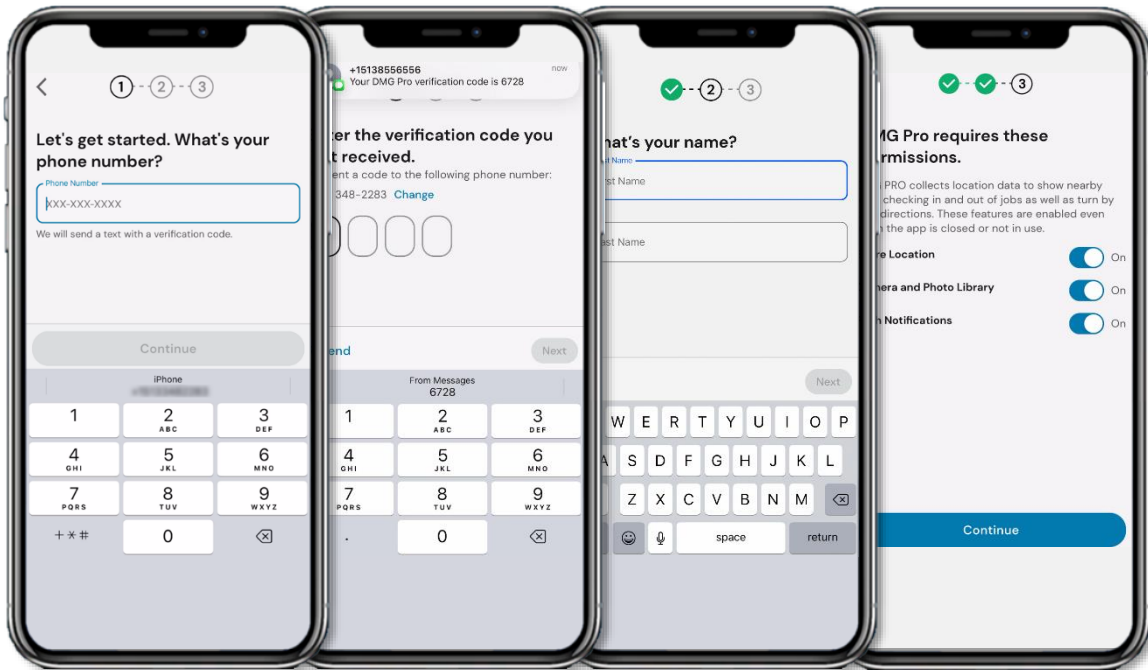
Once your provider admin team adds you to their control center as a technician, you will receive a text message inviting you to download and install the DMG Pro tech app.

1. Click the link to open the app on your phone's respective app store.
2. Click "Get" (if using an iPhone) or "Install" (if using an Android) to download and install the app on your device.
3. Once installation is complete, open the app and click "Get Started."



Initial Set Up

The first time you open the app, you will be prompted to enter and verify your phone number (this phone number should match the one your provider admin team entered for you in their control center; a verification code will be sent to the phone number you provide), enter your name, and allow the permissions* required to use the app.



We require location, camera, and push notification permissions. The **location permission allows us to show you which jobs are nearby and verify your geolocation to satisfy our customers' check in and check out requirements. The permissions to your **camera and photo library** allow you to take the required before and after photos through the app (if there is an issue with the app that temporarily blocks the photos you take from uploading to the job, the photos will be temporarily stored in your photo library until the app is able to upload them). The **push notifications** permission allows us to alert you to available job opportunities or upcoming work.*

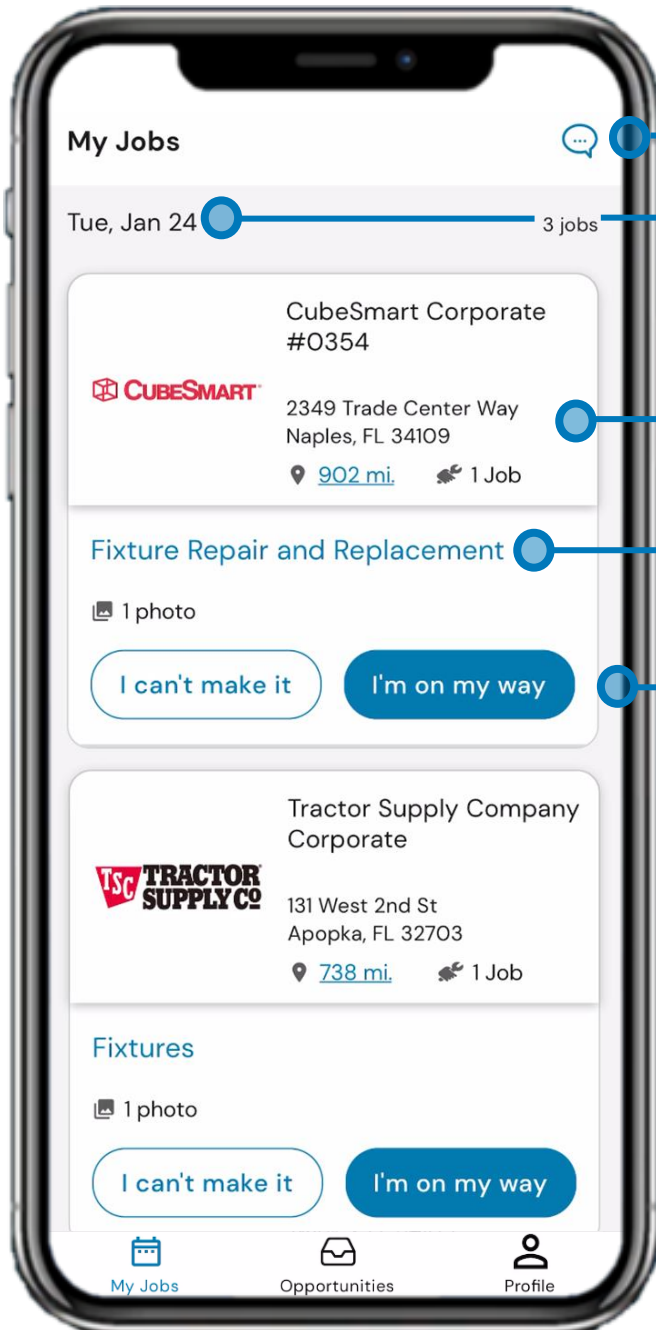
Setting Up Your Profile

Once you confirm your phone number, name, and permissions, you will set up your profile by adding a profile picture, entering your email address, and selecting the service lines and service types you perform.



My Jobs

Review the fields below to familiarize yourself with the breakdown of the “My Jobs” page.



Chat

Click this icon for help from a member of our team!

Date

Your assigned jobs are organized by schedule date, with closest ETA at the top. Scroll through your list to see which jobs are assigned to you and when you are expected to arrive onsite.

Customer Details

Review the customer name, service address, and distance from your current location.

Job Title

Click on the title of the job to open the summary of the work to be completed.

Acknowledging the Job

Prior to arriving onsite to complete a job, you have two options: **I can't make it** and **I'm on my way**.

Can't Make It?

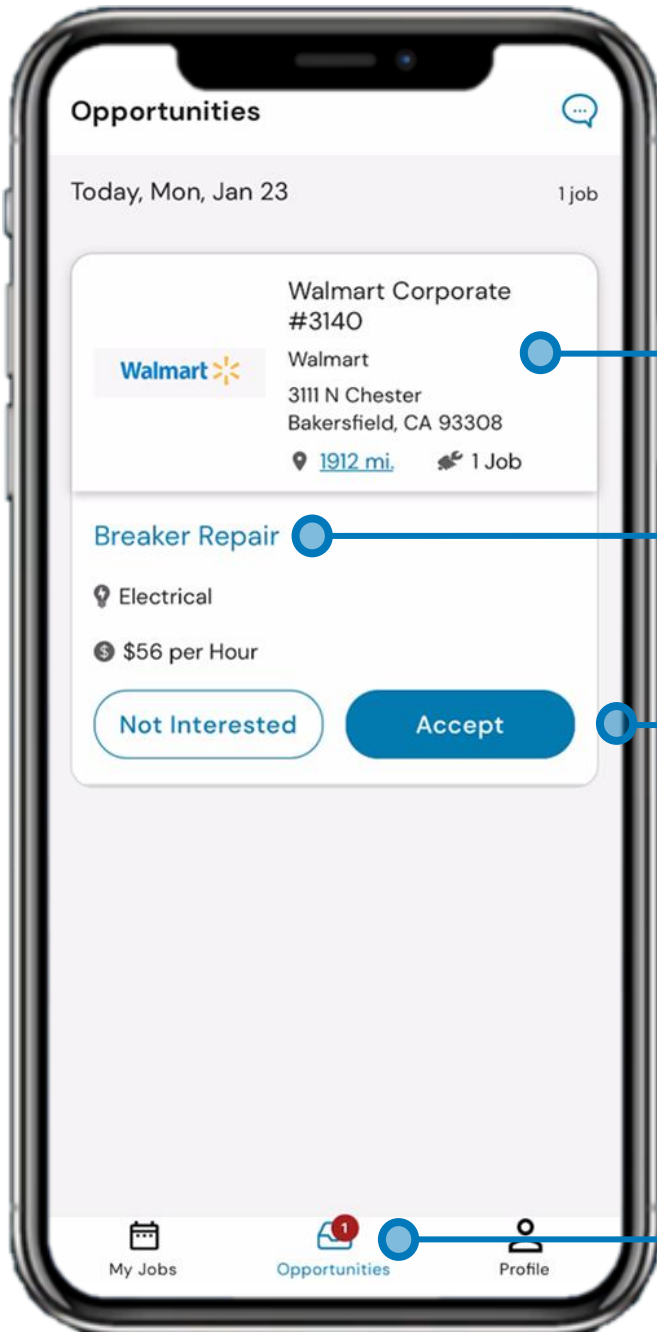
Selecting “I can't make it” will prompt you to call your provider office. Depending on how close to the ETA you are when making this call, your provider may be able to reassign the job to another member of your team or reschedule the job for a future day/time.

On Your Way?

Selecting “I'm on my way” will activate the job in your app, and replace the options with “Check In” and “Directions.” You can click “Directions” to be routed from your location to the site. Once you are within the verified geofence of the site, you can check in to begin work.

Opportunities

Review the fields below to familiarize yourself with the breakdown of the “My Opportunities” page.



Customer Details

Review the customer name, service address, and distance from your current location.

Opportunity Title

Click on the title of the opportunity to review the summary of the work that needs to be completed.

Not Interested or Accept

Prior to arriving onsite to complete a job, you have two options: **Not Interested** and **Accept**.

Not Interested in this Opportunity?

Select “Not Interested,” then let us know why you aren’t interested in the job opportunity. Depending on the reason you choose, you may see the opportunity again with updates made based on your feedback.

Ready to Accept?

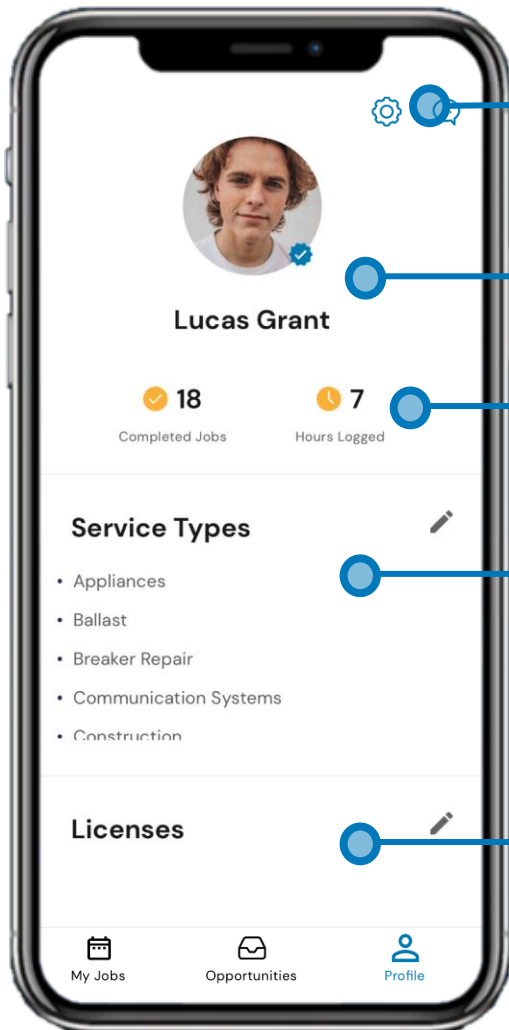
Select “Accept,” then complete your application to the job opportunity straight from the app!

Number of Available Opportunities

The number of available job opportunities will appear as a notification bubble above the “Opportunities” icon.

Profile

Review the fields below to familiarize yourself with the breakdown of the “Profile” page.



Settings

Click here to access and update your personal profile information (e.g., name, phone number, email address, profile picture).

Your Name & Profile Picture

You can update your name and profile picture in the settings (see above).

Your Stats

Review the number of jobs you have completed and the cumulative amount of time you have spent onsite completing DMG Pro jobs.

Your Service Types

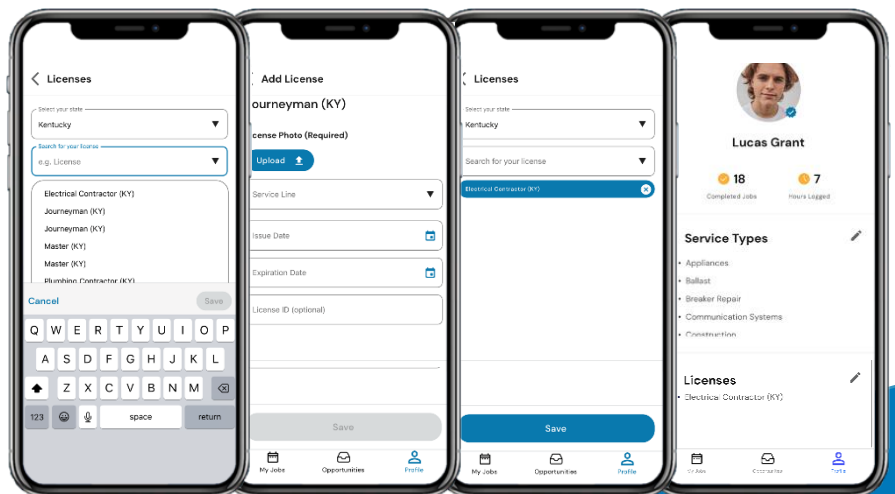
This is the list of service types you have identified as being able to perform. To add/remove service lines and types, click the pencil icon.

Your Licenses

This is the list of licenses you have added to your profile. To add/remove licenses, click the pencil icon.

Adding a License

To add a license to your profile, click the pencil icon next to the “License” header, then enter the state in which you are licensed and the type of license you hold. Upload a photo of your license, then enter the service line, issue date, and expiration date. Once you save the license to your profile, it will appear under “Licenses.”

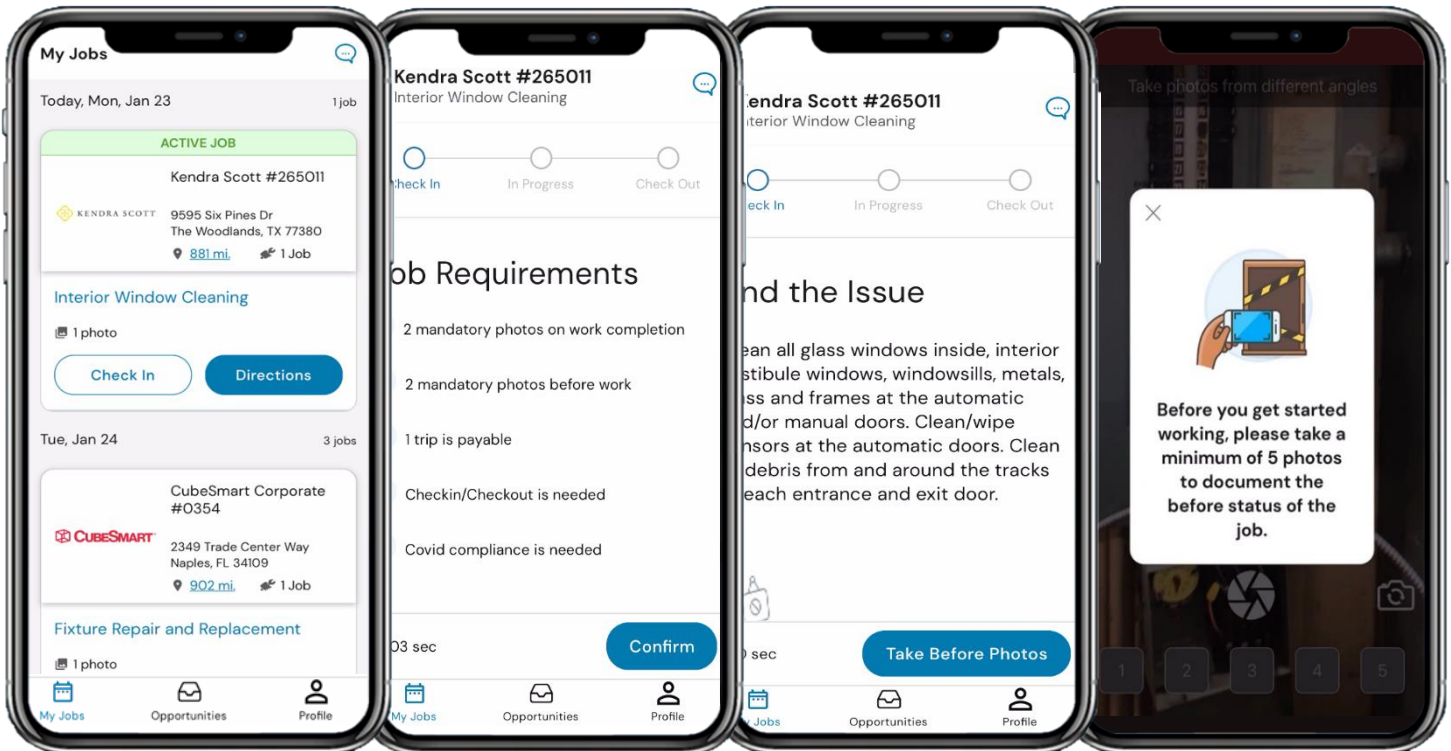


Checking In

Check In

When you arrive onsite, click “Check In” on the job to begin the check in process.

During check in, you will be prompted to acknowledge the job requirements, find the issue/impact area onsite, and take the required minimum number of before photos.



If you want to review the history of work that has been completed at a specific store, you can click into the “More Info” button* at the top of the page (see center screenshots below).

**This history only includes previous scopes of work that have been addressed since the launch of DMG Pro (earliest possible job history captured within the app: August 2022).*

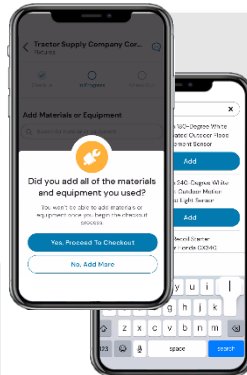
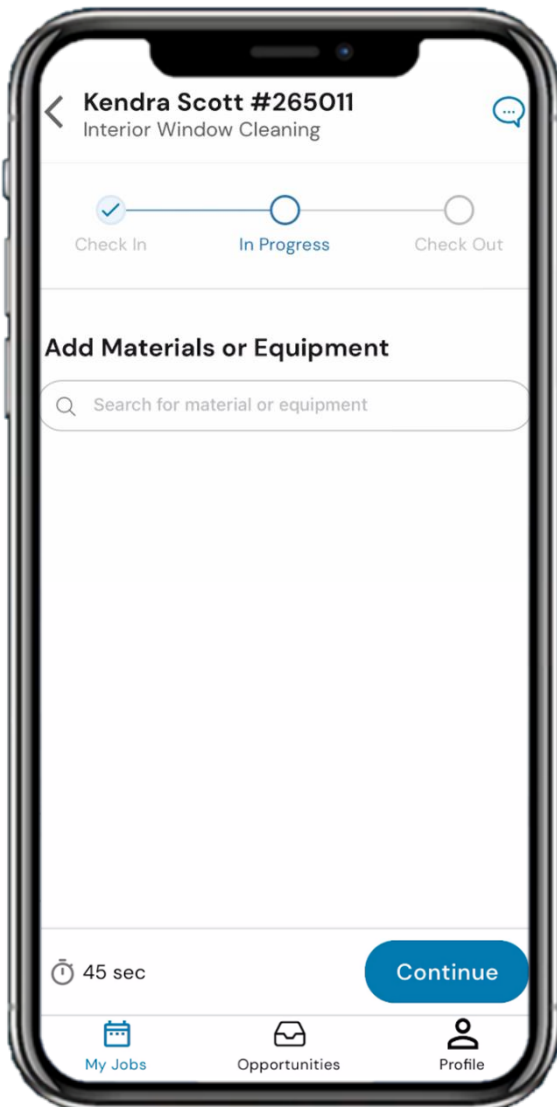
Checking Out

Check Out

When you are ready to leave the site, click “Continue” to begin the checkout process.

Job Facts

Once you click “Continue,” you will be prompted to enter your job facts. Job facts refer to the material and equipment you used onsite to complete the work, after photos, and service summary.



Material & Equipment

What did you use onsite?

If you used any materials or equipment, search for the items used in our in-app item catalog.



After Photos

Showcase the work completed.

Photos should:

- be clear
- showcase the same areas identified in the before photos
- show that the issue is resolved



Service Summary

What did you do onsite?

Write a detailed description of the work you performed.

Once you have finished entering your job facts, click “Check Out” to finish checking out. You will be asked to confirm whether the job is complete or if a return trip is needed to finalize the work onsite. Once the job is marked complete, you will be asked to rate your experience with DMG.

