

FREQUENTLY ASKED QUESTIONS

1. Will I be doing our landscaping work in this new system?

Answer: “Yes, but not yet. Continue to use **mydivisions.com** and the **Inposition app** until we inform you that your work is moving over to our new system. If you do not currently have a DMG Pro Account, we will transfer your current account over for you. Once we’ve transferred your account to DMG Pro, we will send you a notification for you to log in using your mobile number. You will likely have access to your account before your work is moved to the new system to give you plenty of time to configure your account.”

2. Do I have to move to the new system?

Answer: “Yes, by the end of September mydivisions will no longer be in use.”

3. Why are we moving systems?

Answer: “Our new system supports mobile management of your entire business while maintaining the browser experience! Enjoy a streamlined invoice experience, a one-stop dashboard, and an improved mobile app for technicians. Plus, access world-class support with just one click through our "I need help" feature.”

4. When are we moving?

Answer: “If you received an email from us stating your account was created you currently have an account in DMG Pro, but your work is not there yet. You will receive another email from us letting you know you are ready to work in DMG Pro based on our tentative schedule if you have further questions on when you will be moving please speak with your District Manager”

5. If I am not working in Pro yet what do I do with it?

Answer: “We want you to log into it and get a feel for the system. Set up your employees, add ach, and W9 information. If you have any licenses add those as well. This PDF will show you how you do



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that”

6. How do I log in to DMG Pro?

Answer: “You will log in to controlcenter.dmgpro.com for any invoicing, dispatching, and administration. You can also log in to the DMG Pro app found on your phone’s app store. When your work has moved to DMG Pro you will use the app to check in/out of your jobs.”

7. I am trying to sign into DMG Pro but the number I have listed is a landline. What do I do?

Answer: “Please email support@dmgpro.com for assistance with this”

8. My employee/wife/foreman/dispatcher/etc was set as the admin on my account can you change it so I’m the admin?

Answer: “Is the admin on your account still with your company? If yes, you’ll need to contact them, and they can add you to your account via the controlcenter.dmgpro.com website. If not, please email provider support at support@dmgpro.com.”

9. Do I need to re-enter my info in DMG Pro?

Answer: “The only things you need to add are your W9 info, ACH info, and employees. The rest of your information has already been added to your account. Please look at this pdf for the next steps on how to add



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those”

10. Do we still use the Inpostion app?

Answer: “For your current work in mydivisions you will. For any work in the DMG Pro system, you will use the DMG Pro app which can be found in your phone's app store.”

11. How do my employees/techs access this?

Answer: “You will add your employees in the members section of the DMG Pro website. They will then login with their cell phone number. This article will show you how to add employees to your account: <https://dmgexternal.zendesk.com/hc/en-us/articles/9957392352795--How-to-Add-Members-to-Your-Business-in-DMG-Pro> “

12. My techs don’t have cell phones what do they do?

Answer: “DMG Pro requires your technician to have a cell phone to use the app or website”

13. Why don’t I see my jobs in DMG Pro? Why am I not getting jobs?

Answer: “Your work is currently still in our old system mydivisions.com. We will contact you when your jobs have moved over.”