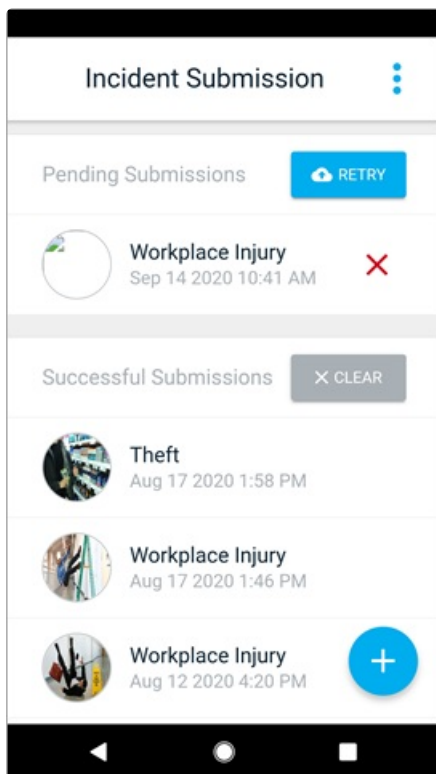


Resolver Mobile App Overview

Last Modified on 02/10/2023 10:39 am EST

Resolver Mobile is a flexible incident reporting app that allows users to submit incidents while on the field using their mobile devices. Specifically, this app can be used to:

- Submit incidents instantly when connected to data or internet. If no connection is available, the incident is saved and submitted automatically once a connection is established or through the manual retry option.
- Populate all basic field types available in Core.
- Complete mandatory information prior to submission.
- Record the mobile device's location via the [location property](#).
- Upload photos and files from a mobile device.
- Link the incident to relationships and references.



The Resolver Mobile app.

Incidents are submitted through a generic form that can be edited by an administrator, who then grants the app users access to this form through a pre-configured confidential login URL.

See the following articles for more information on configuring and using the app:

- [Resolver Mobile System Requirements](#)

- [Configure the Resolver Mobile Form](#)
- [Share the Resolver Mobile URL](#)
- [Submit Incidents from Resolver Mobile](#)

Supported Data

The following data can be added to the incident submission form.

Fields

- Text (plain text and multi-line only)
- Numeric
- Select Lists (single and multi)
- Date & Time
- File Attachment
- Image Attachment
- Free Form Text (for instructions and guidance)
- Mandatory fields marked as required in the Incident object type workflow.

Properties

- Name
- Description
- Location

Relationships & References

The following are relationships and references pre-existing in the Incident Management app that can be added to the form.

- Primary Incident Type
- Involved Locations
- Business Unit
- Geographical Region



Should you wish to add a relationship or reference with a large data definition, contact [Resolver Support](#) for assistance.

Sections

- [Collapsible](#) sections
- [Only If](#) visibility rules
- Sub-sections and one nested sub-section (a sub-section within a sub-section)

Important Notes & Limitations

- The following is not currently supported:
 - Multiple triggers. Only the **Submit** trigger is supported for this release.
 - Multiple languages. The app currently only displays English, but multi-language support is expected to be rolled out in a future release.
 - RTF for plain text fields.
 - Formatting for free form text elements.
- Resolver Mobile is hardcoded to show the **Incident - IM - 1a - Mobile Confidential Submission** form only.
- Fields cannot be arranged side-by-side. They must be stacked.
- Depending on the device operating system, automatic submissions of incidents created while offline can be inconsistent. A bug fix for this issue is pending.
- If the submission form is configured to show the **Location** property as a map, the map will appear at the top of the form, even if an admin places this property elsewhere on the form canvas. A bug fix for this issue is pending.
- Submission titles and photos are generated from the **Incident Type** and **Photo** fields, respectively. As such, these fields must remain on the form.
- The logo displayed in the app is populated based on the [logo configurations](#) in Core.