

Configure the Resolver Mobile Form

Last Modified on 02/10/2023 10:38 am EST

The Resolver Mobile app collects incident data through a hard-coded standard configurable form with basic generic fields designed for confidential submission. Admins can edit this form to add, remove, or rearrange sections and fields as required, with some limitations. Note that the logo displayed in the app is populated based on the logo configurations in Core.

To configure the form, review the **Supported Data** and **Limitations** sections below, then navigate to the **Incident - IM - 1a - Mobile Confidential Submission** from the **Configurable Forms** section in the admin settings. See the [Add Elements to a Standard Form](#) for more information.

Incident - IM - 1a - Mobile Anonymous Submission

Template used with Resolver Incident Management Mobile

Object Type: [Incident](#)

Form Canvas

Object Name

Drag and Drop Elements or Sections

Logo

RESOLVER

+ SECTION

Guidance

Please attempt to be as descriptive as possible when describing the incident, including information such as: location, involved parties, timelines and any other relevant details.

The Incident - IM - 1a - Mobile Confidential Submission form.

Editing this the form is optional, however, Resolver Mobile users will not be granted access to it until they've input the associated confidential login URL. See the [Share the Resolver Mobile URL](#) article fore more information.



Modifying the submission form will require any previously connected app users to tap the **Refresh** button in the app's settings before the changes are displayed.

Supported Data

The following data can be added to the incident submission form for completion by an app user.

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 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)

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.
- Fields cannot be arranged side-by-side. They must be stacked.
- 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.