

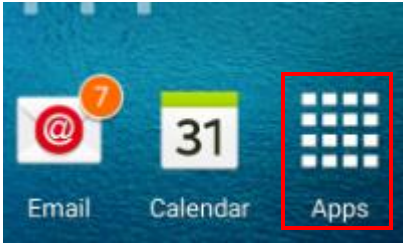
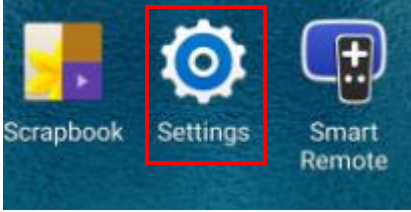
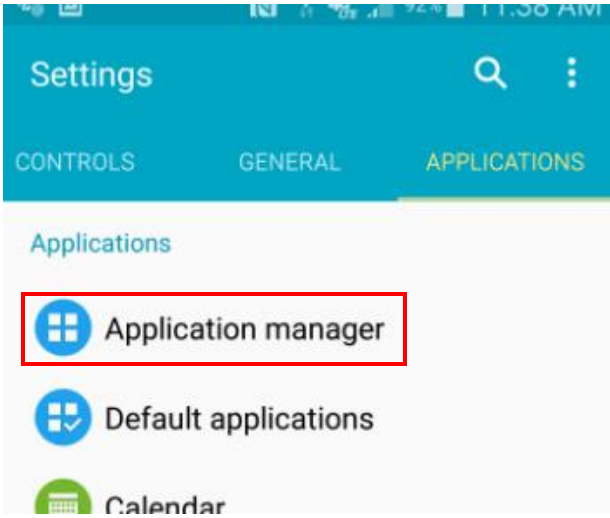
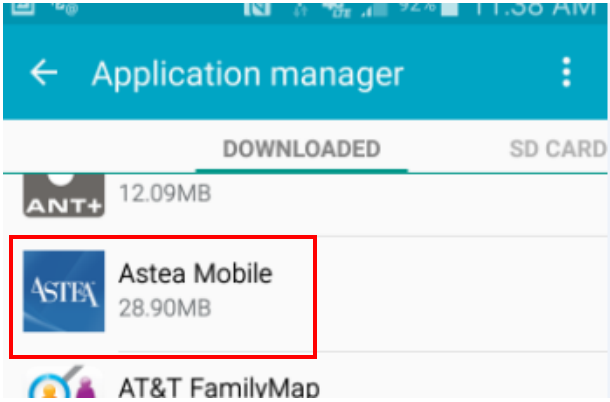
Updating Astea Mobile URLs

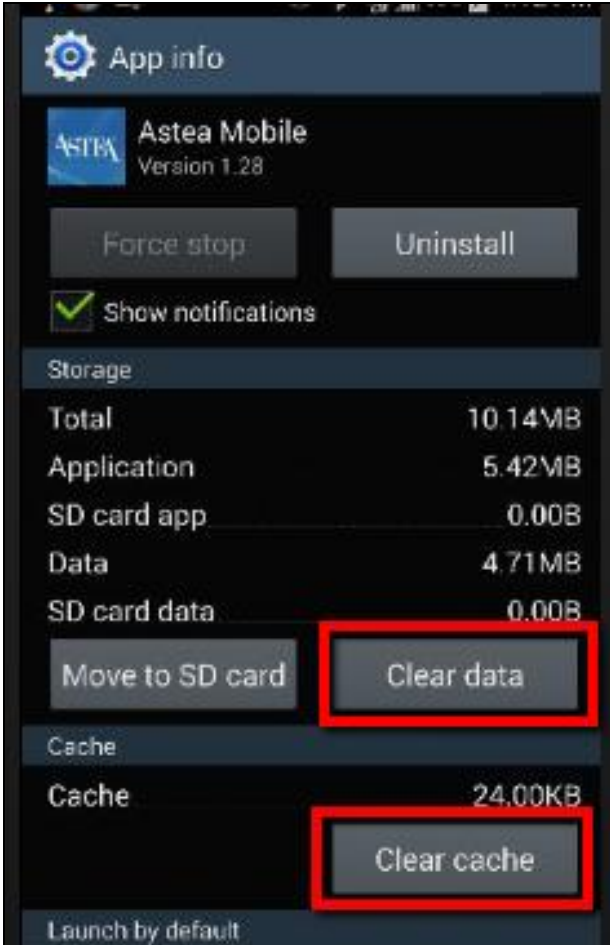

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Version	Reason for Change	Date
0.1 – Draft	Created Document	June 2, 2015
0.2 – Draft	Project Team Review & Updates	June 3, 2015
1.0 – Final	Pilot Release	June 10, 2015
1.1 – Draft	Updates	July 16, 2015
2.0 – Final	Pilot Release	July 15, 2015
2.1 – Final	Full Deployment Release	October 5, 2015

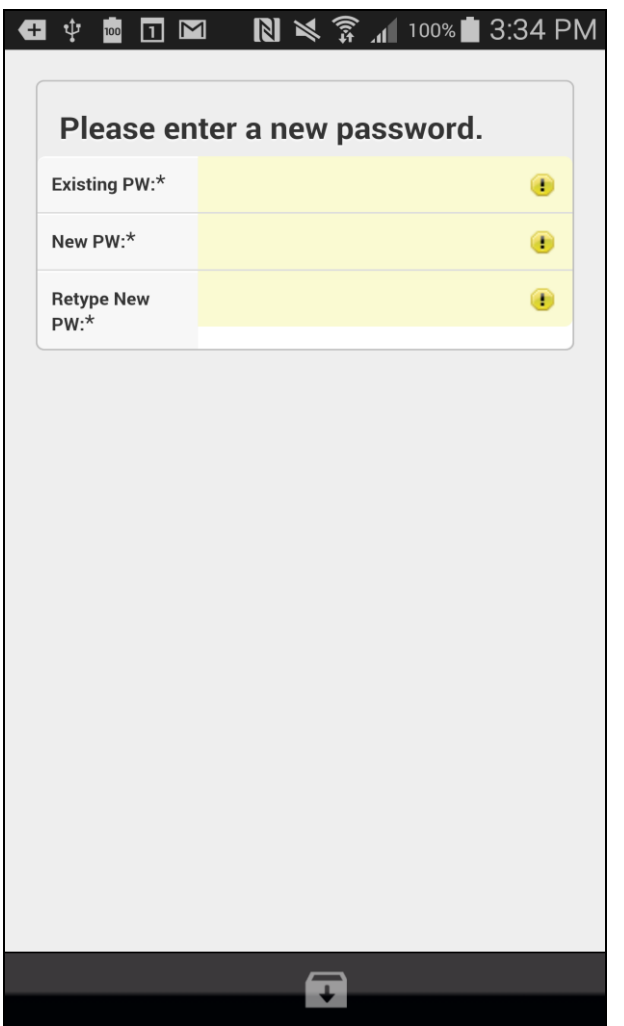
Updating the Astea Application Server URL

<p>1.</p>	<p>Press the Home Button to display the home screen of your mobile device and select the Apps icon.</p>	 <p>A screenshot of a mobile home screen with a blue background. It shows three icons: 'Email' with a red notification bubble containing the number '7', 'Calendar' showing the date '31', and 'Apps' which is a white grid icon on a blue background. The 'Apps' icon is enclosed in a red rectangular box.</p>
<p>2.</p>	<p>Select the Settings icon.</p>	 <p>A screenshot of a mobile app drawer with a blue background. It shows three icons: 'Scrapbook' (a yellow and purple icon), 'Settings' (a blue gear icon), and 'Smart Remote' (a blue icon with a white plus sign and a phone handset). The 'Settings' icon is enclosed in a red rectangular box.</p>
<p>3.</p>	<p>Select Application Manager.</p> <ul style="list-style-type: none"> • If you have a Note3, this can be found under the General tab. • If you have a Note4, this can be found under the Applications tab. <p>Picture shown here is from a Note4.</p>	 <p>A screenshot of the 'Settings' application on a mobile device. The 'APPLICATIONS' tab is selected. Under the 'Applications' section, the 'Application manager' option is highlighted with a red rectangular box. Other options visible include 'Default applications' and 'Calendar'.</p>
<p>4.</p>	<p>From the list of downloaded applications select Astea Mobile.</p>	 <p>A screenshot of the 'Application manager' screen, specifically the 'DOWNLOADED' tab. It lists installed applications. The 'ASTEA' application, with a size of 28.90MB, is highlighted with a red rectangular box. Other applications listed include 'ANT+' (12.09MB) and 'AT&T FamilyMap'.</p>

<p>5. Select Clear Data and, if available, Clear Cache.</p>	 <p>The screenshot shows the 'App info' screen for 'Astea Mobile' (Version 1.28). The 'Storage' section is expanded, showing a list of storage options: 'Total' (10.14MB), 'Application' (5.42MB), 'SD card app' (0.00B), 'Data' (4.71MB), and 'SD card data' (0.00B). Below this list are two buttons: 'Move to SD card' and 'Clear data'. The 'Clear data' button is highlighted with a red box. Below the 'Storage' section is the 'Cache' section, which shows 'Cache' (24.00KB) and a 'Clear cache' button, also highlighted with a red box. At the bottom of the screen, there is a 'Launch by default' option.</p>
<p>6. Select Astea Mobile to open the mobile application.</p>	 <p>The screenshot shows the home screen of a mobile device. The 'Astea Mobile' app icon is visible on the screen, highlighted with a red box. The status bar at the top shows the time as 4:14 PM and a battery level of 95%.</p>

<p>7. Enter the following server address: http://iservice2.stanleycss.com/AsteaMobile/</p> <p>Select OK.</p>	
<p>8. Select Language and then OK.</p>	
<p>9. Enter your username and the default password: Astea123. Select Login.</p> <p>Note: Upon your initial login, you will be prompted to change your password.</p>	

Resetting Your Password Upon Initial Login

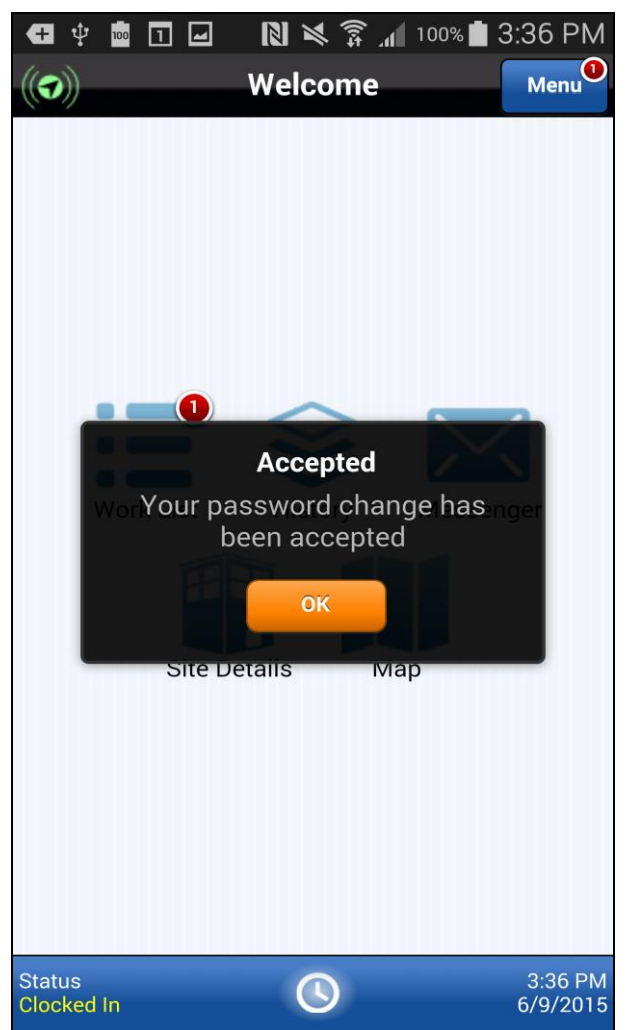
1.	<p>Upon your initial login, you will be prompted to reset the default password to something more private and meaningful. The following password security rules apply for the Astea Mobile application:</p> <ul style="list-style-type: none">• Passwords must contain at least one uppercase letter and one number.• Passwords can be a minimum of eight alpha numeric characters and a maximum of 20.• Old passwords cannot be reused for 12 months.• You will be allowed three failed login attempts before you will be required to call the Help Desk to reset your password.• Passwords expire after 90 days.	
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2. Enter or select the following information and click **Save**:

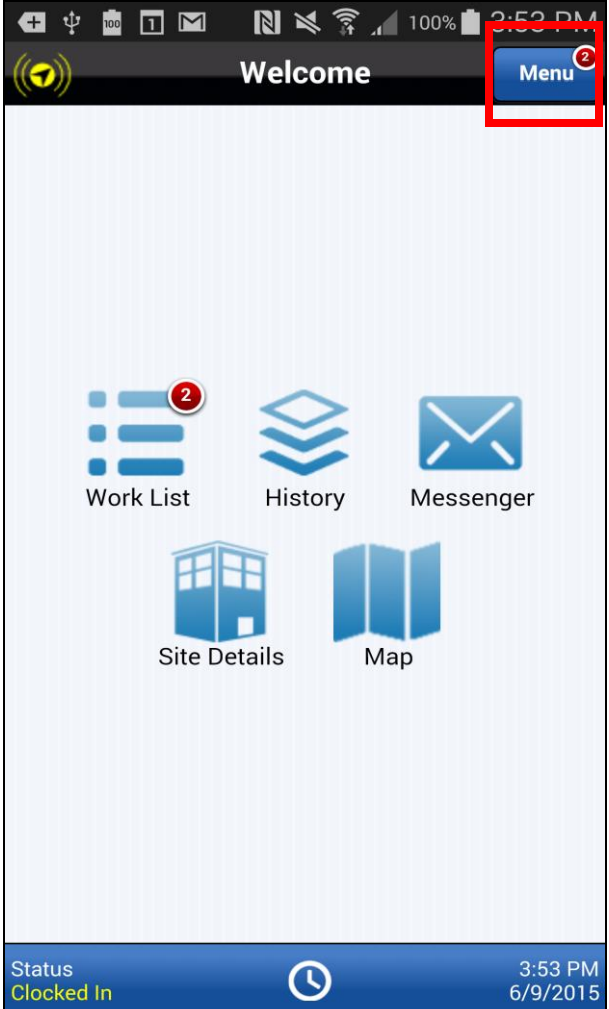
- Existing PW – enter your existing password (the default password that was provided to you)
- New PW – enter your new password, adhering to the password security rules identified in step #1
- Retype New PW – retype the new password you entered above

The screenshot shows a mobile application interface with a status bar at the top displaying various icons and the time 3:35 PM. The main content area has a light gray background with a white box containing the text "Please enter a new password." Below this text are three input fields, each with a label and a masked password field (represented by dots): "Existing PW:*", "New PW:*", and "Retype New PW:*". At the bottom of the screen, there is a dark navigation bar with a white "Save" button icon, which is highlighted by a red square.

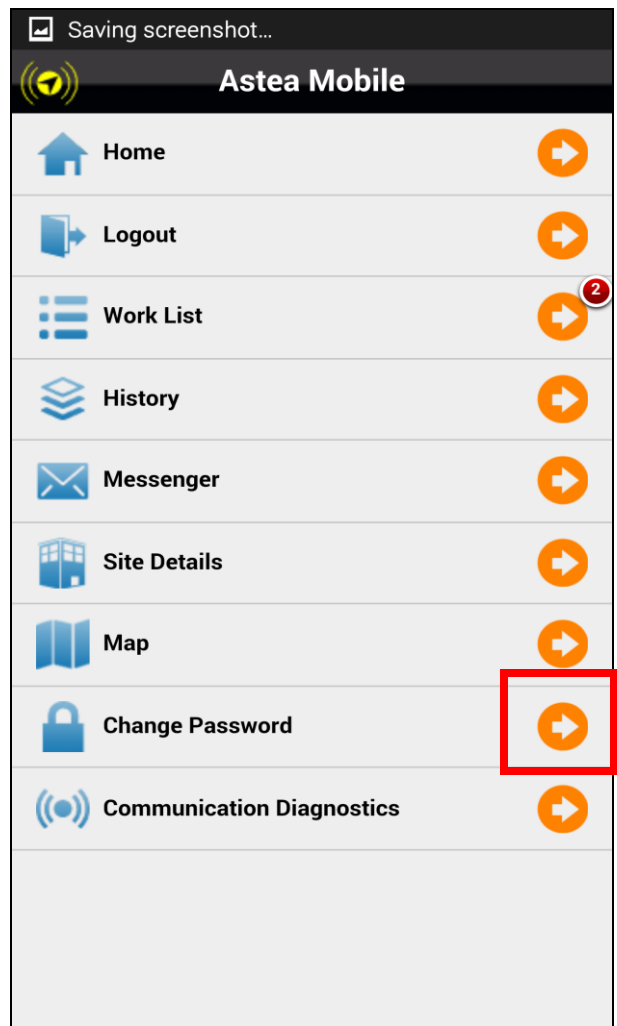
3. The password is saved and accepted. You will be required to clock in before you can access your Work List.



Changing Your Password

1.	<p>There will be times when it is necessary to proactively change your password. You can easily change your password from within the Astea Mobile application.</p> <p>Note: if you forget your password or are locked out after three failed login attempts, you must contact the Help Desk to reset your password.</p>	
2.	<p>From within the Astea Mobile application, select the Menu button.</p>	

3. Select the orange arrow that corresponds to the **Change Password** option.



4. Enter or select the following information and click **Save**:

- Existing PW – enter your existing password (the default password that was provided to you)
- New PW – enter your new password, adhering to the password security rules identified in step #1
- Retype New PW – retype the new password you entered above

Saving screenshot...

Please enter a new password.

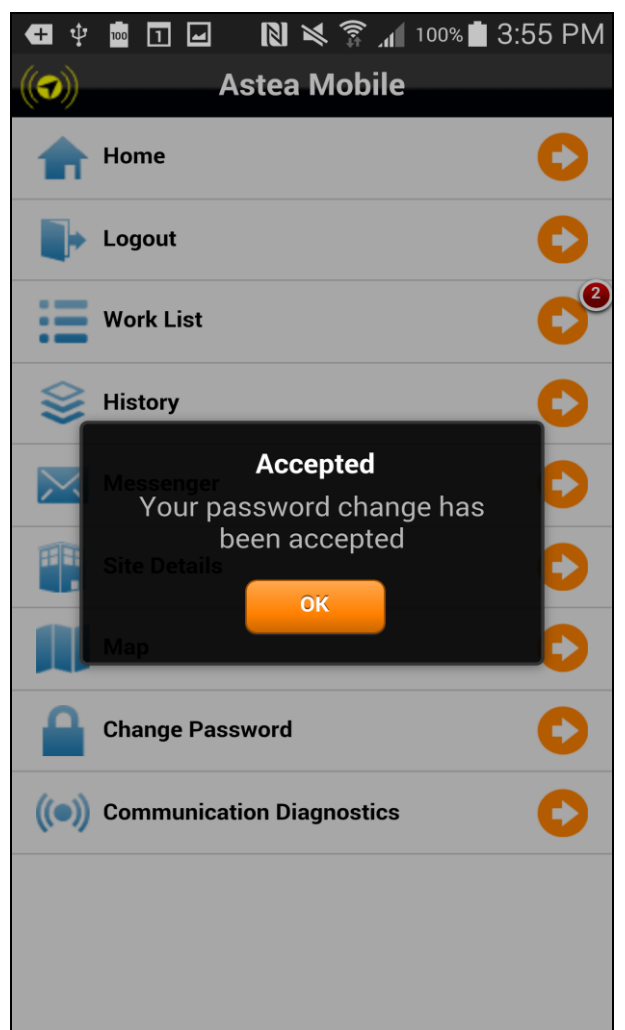
Existing PW:*		!
New PW:*		!
Retype New PW:*		!

Password Rules


Min Length:	8
Max length:	20
Rule:	One number and one capital letter

← [Save]

5. Your password is accepted and changed.



Accessing the Updated Training Materials

<p>1. Open a browser and enter the following URL: http://iservice.stanleycss.com/AsteaTraining/</p>	
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Contacting the Support Team

For support with Astea or Astea Mobile please contact the following:

- Phone – 317-813-9087
- Email – ServiceDispatchSupport@sbdinc.com