

Submit Incidents from Resolver Mobile

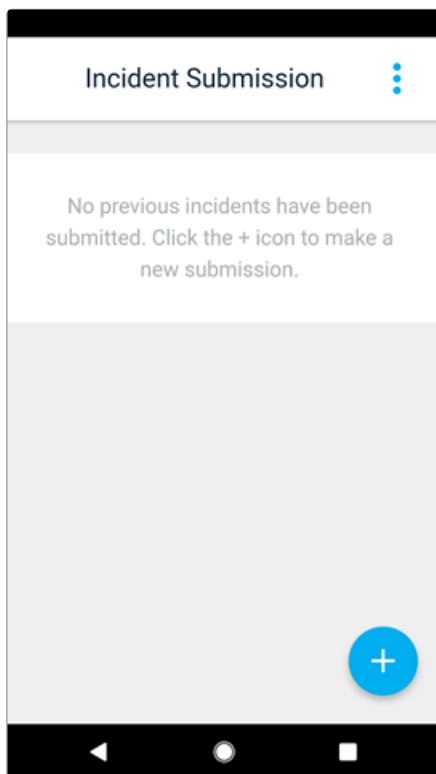
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To use the Resolver Mobile app, you must first download it from the Google Play or App Store (depending on your device), then enter the connection URL provided from an administrator to load the incident submission form into the app.

Load Configurations

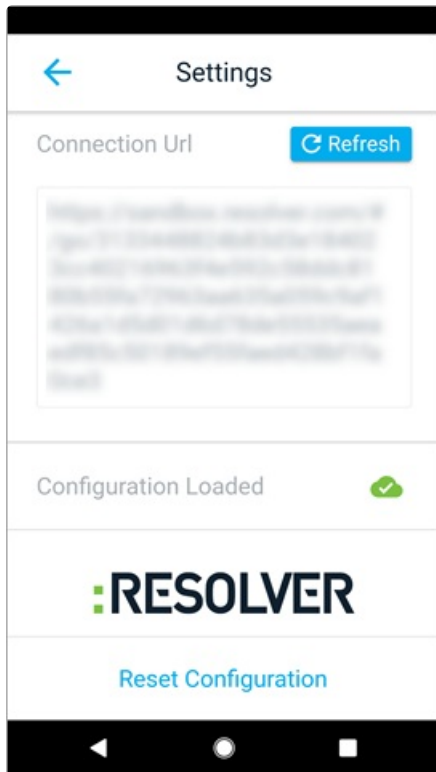
To load the form into the app:

1. Install and open the app.
 - See the [Resolver Mobile System Requirements](#) article for mobile device system requirements and download links.
2. Click the menu icon at the top-right of the app screen to display the settings.



The Resolver Mobile home screen.

3. Paste the URL provided to you by your administrator into the **Connection Url** field.
4. Click anywhere outside the **Connection Url** field. A green checkmark will appear beside **Configuration Loaded** once the URL is validated.



A successfully loaded configuration from the Settings screen.



If an admin makes changes to the submission form after you've loaded the configuration, you must click the **Refresh** button in the settings to load the changes.

Submit an Incident

1. From the home screen, tap the blue + button to load the incident submission form.
2. Complete all fields, as needed. Required fields are marked with a red asterisk and exclamation point.

The screenshot shows a mobile application interface for submitting an incident. At the top, there is a blue back arrow and the text "Submit an Incident". Below this, there are four input fields, each with a red asterisk and exclamation mark icon indicating it is a required field. The first field is labeled "Observed By", the second "Observed Contact Info", the third "Observation", and the fourth "Observed Date/Time". The "Observed Date/Time" field contains the text "Sep 14, 2020 10:20 AM". At the bottom of the screen, there is a black navigation bar with three white icons: a back arrow, a circle, and a square.

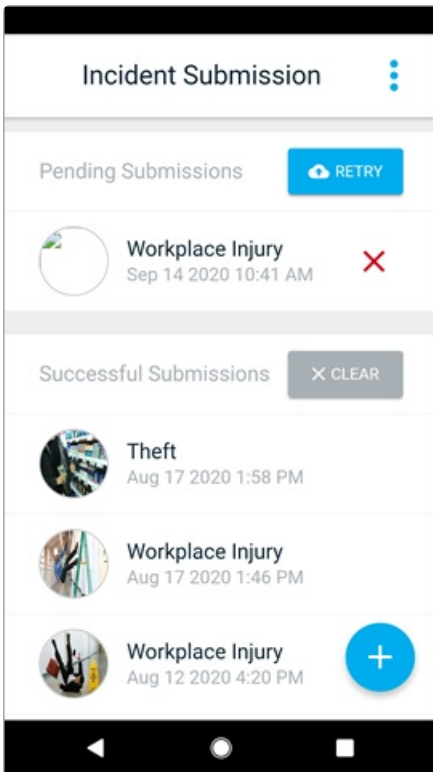
Required fields on the incident submission form.

3. Tap **Submit Incident** when finished.

The screenshot shows the same mobile application interface as the previous one, but with different content. The top bar remains the same. Below it, there are three dropdown menus. The first is labeled "Primary Incident Type", the second "Involved Location(s)", and the third "Business Unit". Each dropdown menu has a downward-pointing arrow on the right side. Below the dropdown menus, there is a blue button with a white cloud icon and the text "SUBMIT INCIDENT". At the bottom of the screen, there is a black navigation bar with three white icons: a back arrow, a circle, and a square.

The Submit Incident button.

If your device is currently connected to data or the Internet, tapping **Submit Incident** will instantly submit the record to Core. If your device is currently offline, the form will be submitted once the device is connected to data or the Internet.



The home screen displaying pending and successfully submitted incidents.

Successfully submitted records will appear in the **Successful Submissions** section on the home screen, while records that have not yet been sent will appear in the **Pending Submissions** section. All pending records will automatically submit once data or an Internet connection is available. If required, you can tap the **Retry** button in the **Pending Submissions** section to manually retry sending the form to Core.

Submission titles and photos are generated from the **Incident Type** and **Photo** fields on the form, respectively.