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# Redcentric Service Portal mobile application guide

v1.0

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redcentric

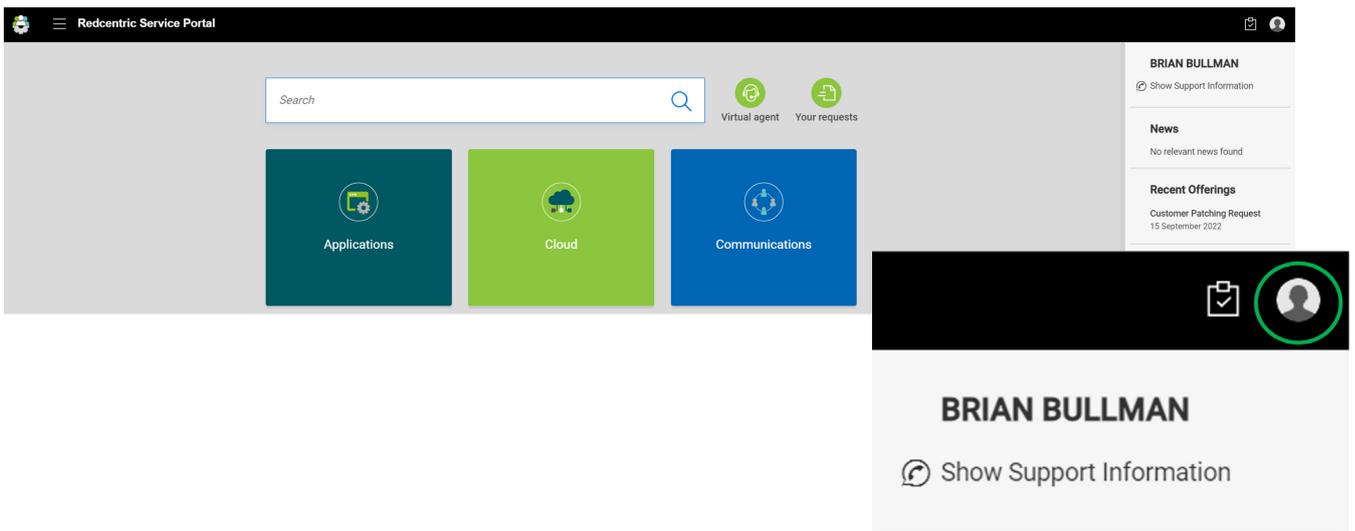
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# First time set-up for the Redcentric Service Portal mobile application

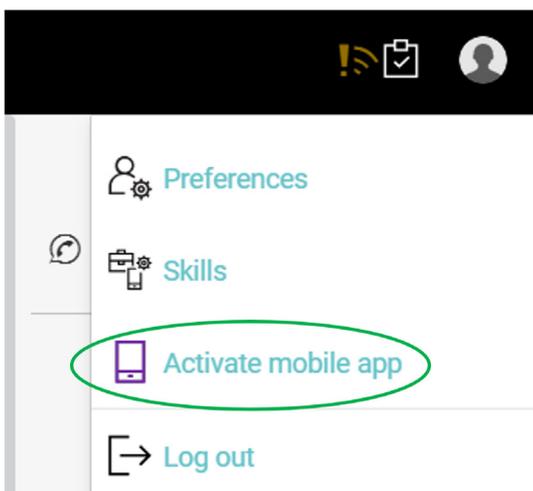
## Step 1

Within the existing Service Portal, select the person icon as circled below.



## Step 2

Select **Activate mobile app**.



### Step 3

Download the app from the relevant mobile application store: search for 'Enterprise Service Management' in the Google Play Store or 'OpenText Service Management' in the Apple App Store. 

#### Quick steps to activate your Enterprise Service Management mobile app ×

- Download and install Enterprise Service Management mobile app from:  
 
- To activate your app, use one of these options:
  - Open the Enterprise Service Management mobile app and tap the SCAN QR button to scan this QR code:  

  - Open this Service Portal using your mobile device browser and open this menu and tap LOGIN.
- Use the same credentials you use for the Service Portal to log into the mobile app.

[Close](#)

### Step 4

When you launch the app for the first time select the scan QR code icon, circled below, and scan the QR code presented in the Service Portal client, shown in step 3.

### Enterprise Service Management

Provide your Service Portal URL directly or by scanning QR code

**Service Portal URL**

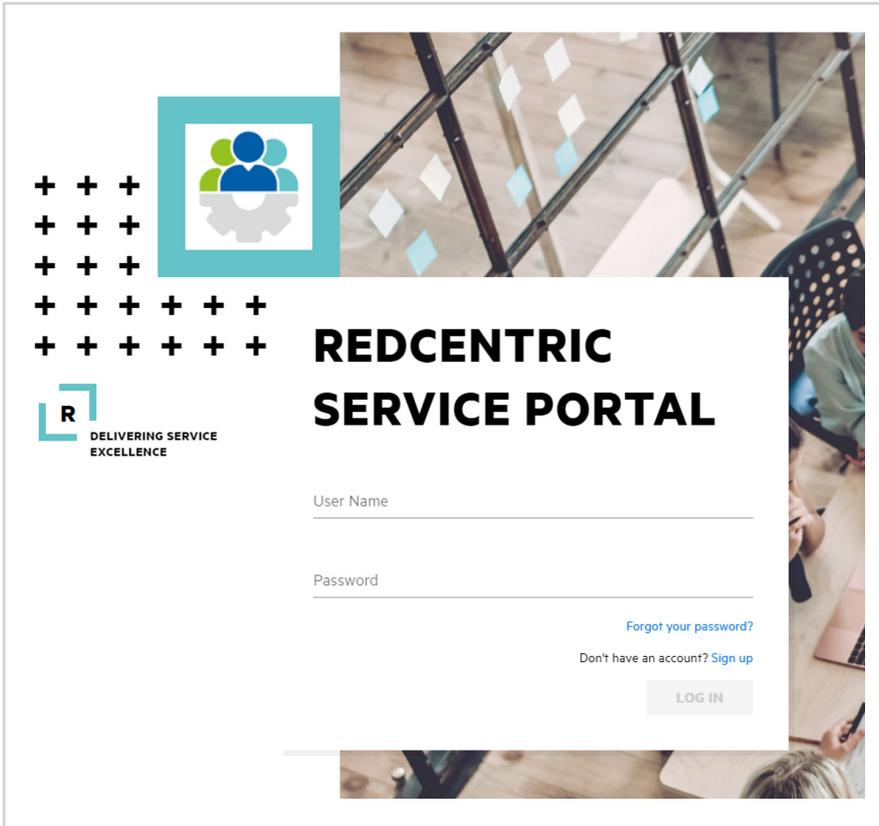
`https://<EXTERNAL_ACCESS_HOST>/saw/ess?TENANTID=xxxxxxxxx` 

 [How to get the URL?](#)

Important: If the QR code does not scan please use the following URL: <https://serviceportal.redcentricplc.com>

**Step 5**

When you are presented with the Service Portal login page, enter the same user credentials as utilised for the existing Service Portal client.



If you have any further questions please check out our FAQs page,  
or alternatively contact your Account Manager and Service Delivery Manager.

For any technical queries please contact our **Service Desk**

on **0345 120 7070** or **support@redcentricplc.com**

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