Intuit® Field Service Management
powered by Corrigo

Mobile Devices Overview

Intuit Field Service Management ("IFSM") has a browser interface for both service manager/dispatcher roles, and mobile application interface for field technician roles. The software components are designed for the different user roles. The mobile application was built from the ground up to enable service technicians to use the system where they need it – in the field.

Mobility options include smart phones, tablets, laptops, and to a lesser extent plain old mobile phones that can receive text messages. As a subscriber to the system, you can standardize on one device across your fleet or mix and match to meet individual needs. Additional information about IFSM, as well as live web seminars and recorded demonstrations, can be found online at: http://quickbooks.corrigo.com

Choosing the right devices

While service technicians can log into IFSM from a laptop and browser, most subscribers prefer to use our mobile app for its increased portability, as well as GPS and signature capture capabilities. The mobile app for IFSM works on all Apple and Android phones and tablets. Each platform offers slightly different features in the software and on the devices themselves. Review the table that follows (Page 2) to decide which platform you will need, and then select a device best suited to your needs. IFSM is carrier-neutral, so if one tech prefers an iPad from AT&T and the other tech prefers a Samsung from Verizon: No problem! Just download and install the appropriate app onto the device, and then log into the app.

Understanding Credit Card Processing

IFSM mobile app and browser interface comes with seamless integration with "QuickBooks Merchant Services with Web Store". To activate this for your team, call Intuit @ (877) 212-6771. Seamless integration means your techs can use our mobile app to create an invoice for the work order using items and services, etc. The app calculates the tax and shows the total. You can manually enter the card info and we'll process the card on all Apple and Android devices, get the payment authorization, and then send the invoice from the field into the QuickBooks marked 'Paid'. There is no integration between GoPayment and the IFSM app at this time.

Intuit® Field Service Management
powered by Corrigo

Feature Support by Platform

Features	Apple devices with Cellular data connection using our Mobile App	Android devices with Cellular data connection using our Mobile App	Windows Desktop, Laptop, or Netbook via Browser
Receive work order alerts via email or mobile app	X	X	X
Process work orders	X	X	X
Process Service Agreement work orders (add-on)	X	X	X
Capture time for payroll (add-on)	X	X	X
View work order details	X	X	X
View and add text notes	X	X	X
View and add photo notes	X	X	X
Driving directions (link to device maps app)	X	X	
Price up invoice	X	X	X
Capture electronic signatures (work order, invoice)	X	X	
See work orders where I am a helper	X	X	X
See and manage work assigned to others (team work)	X	X	X
Reassign work orders	X	X	X
Search for work orders	X	X	X
Create a copy of a work order	X	X	X
Create a new customer	X	X	X
Action-based time stamps	X	X	X
Action-based GPS with time stamps	X	X	
GPS Fix on defined time intervals	X	X	
Additional desktop features by role			X

Understanding Printing in the Field

IFSM is designed to help your business capture information electronically and go paperless. However, IFSM can print work orders and invoices via the desktop/laptop/netbook browser interface. You can also email work order documents and receipts to your customer (or yourself) from our mobile app – and print from email if desired.