**Field Service Lightning Driver App**

**Things to Remember:**
- Do not use the SMS/Text functionality in FSL.
- Ignore the time displayed on the app for each Service Appointment.

**HD Coordinator Contact Info**

Jennifer Maldonado

- (408) 266-8866, ext. 157
- JMaldonado@shfb.org
- https://www.shfb.org/give-help/volunteer/home-delivery/

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### How to Refresh the FSL App

- To refresh app and see updated delivery routes, swipe down on the home page.
- You can also delete the app from your phone, then redownload if you're having recurring issues.

### How to Change a Delivery Status

**In Progress:**
- Each time you are going to a client's home or attempting to make a delivery, you will need to mark the status as 'In Progress'.

**Tip:** The system won't allow you to change the status to 'Completed' or 'Cannot Complete' before marking it as 'In Progress' first.

**Cannot Complete:**
- Marking the delivery status as 'Cannot Complete' can mean a few things, such as:
  - You were not successful with the delivery because you cannot find the client's home.
  - You could not drop off the food to the client’s home (for some other reason).

*Please include why you couldn’t complete the delivery in the Driver Notes.*

**Completed:**
- Marking the delivery status as ‘Completed’ means:
  - You were able to make the assigned delivery, or you delivered the food to the client’s home.

### Difficulty Logging In

- If you have difficulty logging in, do not login multiple times.
  - Contact Francesca immediately to provide you with the login information and she will walk you through how to log in.
- If the app requests a “verification code,” open the Microsoft Authenticator App to get the code and paste it into the FSL Driver App.

### What can I put in the Driver Notes?

- There are a few things that you can put in the driver notes after you marked the status of ‘Completed’ or ‘Cannot Complete’:
  - Update phone number
  - New gate code
  - Client wanted to cancel
  - Client moved -- update address

### Helpful Links

**Download Field Service Lightning App**

- [iPhone](#)
- [Android](#)

**Additional guides for drivers**

**Sign up for future Home Delivery Shifts**

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**To change the Delivery Status:**
- Click into the Service Appointment
- Click on ‘Actions’, then click ‘Change Delivery Status’.
- Change status to ‘In Progress’.

You can then choose from ‘completed’ or ‘cannot complete’.