

ABC Legal Mobile Application **Staying in Sync**

The ABC Legal Mobile Application is designed for process servers to enter attempt and service information into their mobile device, which then gets transmitted directly to our system in real-time. In the event that your device has insufficient signal to make an internet connection, the application will store the data and transmit once a connection is made. Here are some general guidelines to follow which should help with this process:

1. **Manually sync** - If you have good cell service or wifi at home, sync before leaving for attempts and after you come back. This ensures that we are all working from current information and it will give your app a chance to submit any information it wasn't able to in the field. See below for instructions on how to manually sync the app.
2. **Public wifi** – Some public wifi locations (like Starbucks and McDonalds) require users to log in before they allow internet access. Keep this in mind; while you may be connected to their network, you may not actually be connected to the internet and the sync will fail.
3. **Check Your History** – You can look at past attempts on an order by clicking on the “History” tab. If you made an attempt that does not appear in the history, it probably means that the attempt did not make it into our system. Before re-entering the attempt, manually sync to see if it shows up.

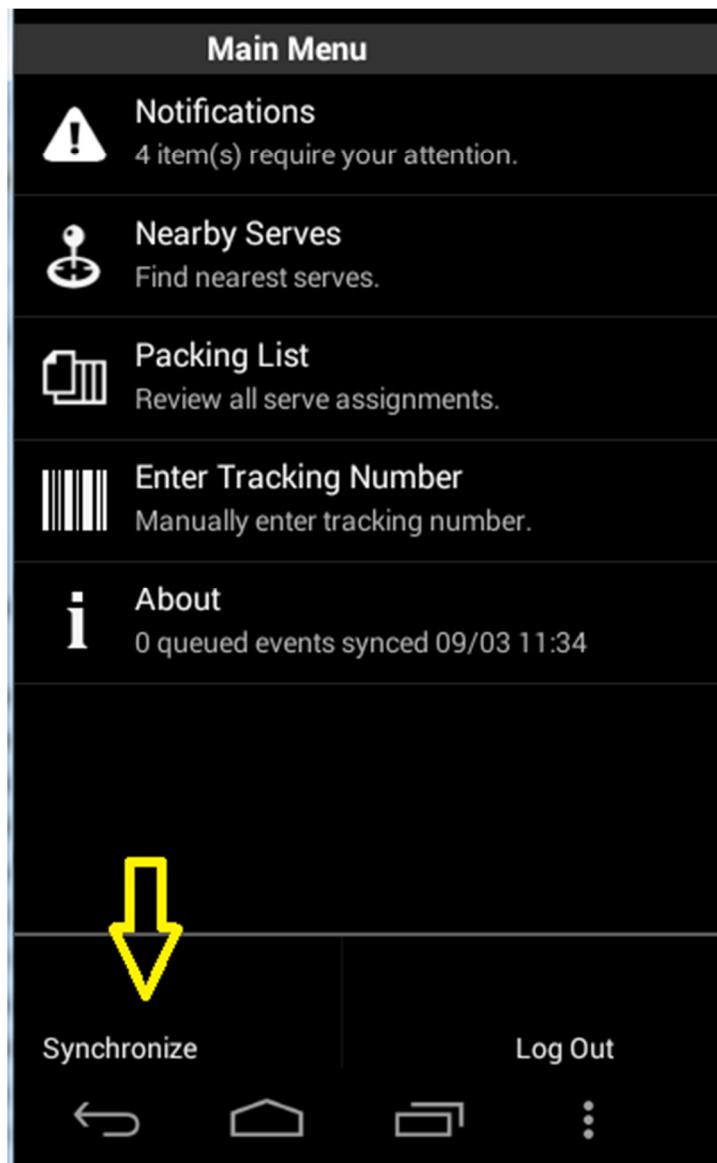
So what do you do if an order doesn't appear to be syncing while in the field?

1. As suggested above, go to an area where you can get a good signal and manually sync. You can test your internet connection by opening your device's web browser and going to a website. If the site doesn't load or loads very slowly, you should find a new location or connect to wifi.
2. Enter your attempts through the ABC website: <https://www.abclegal.com/abc/login>. You will automatically be directed to your packing list where you can click on your order number to begin entering information. This uses the same username and password as the Skye portion on the mobile app.
3. When in doubt, contact us. Email if you can, but you can also call us if it's an urgent matter. We'll be able to verify if your information has successfully transmitted or help get it into the system if it hasn't.

We count on you to keep up-to-date on your attempts and to let us know if information isn't submitting properly. If your device shows that orders are overdue when they shouldn't be, or you have items in your packing list when they should have completed, please contact us so that we can get them sorted out before they become a problem.

Instructions for Manual Sync

To manually sync your mobile app, go to the main menu of the app. iOS devices (iPhone/iPad) will already have the “Synchronize” button near the bottom of their screen. Just tap that button and wait for the confirmation.



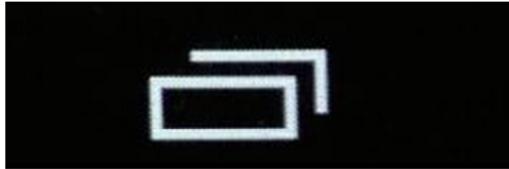
It usually takes just a couple seconds for the sync to go through, but your packing list can take a little longer to fully refresh.

Android devices may have the “Synchronize” and “Log Out” buttons hidden by default. These can be revealed by pressing the menu button. The tricky part is knowing what the menu button looks like since it varies depending on the make and model of the phone. Here are the most common examples:



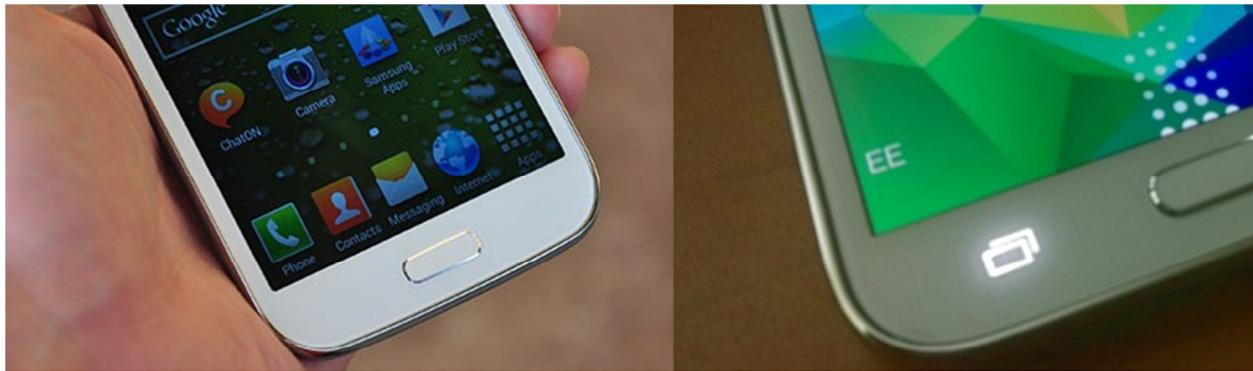
These are all menu buttons.

If your device doesn't show any of the above, it's probably a **Samsung**. They doubled the function of the "Recent Apps" button. Instead of tapping on this button (which displays a list of recently used apps), you have to long-press it:



Long-press instead of tap.

To be extra confusing, some Samsung phones use invisible buttons that only light up when pressed:



Invisible

Illuminated

As always, let us know if you have any questions, and thank you very much for your cooperation and fantastic service.