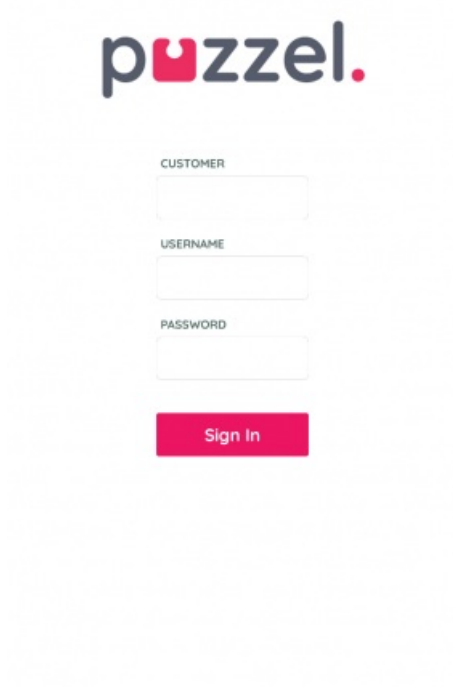


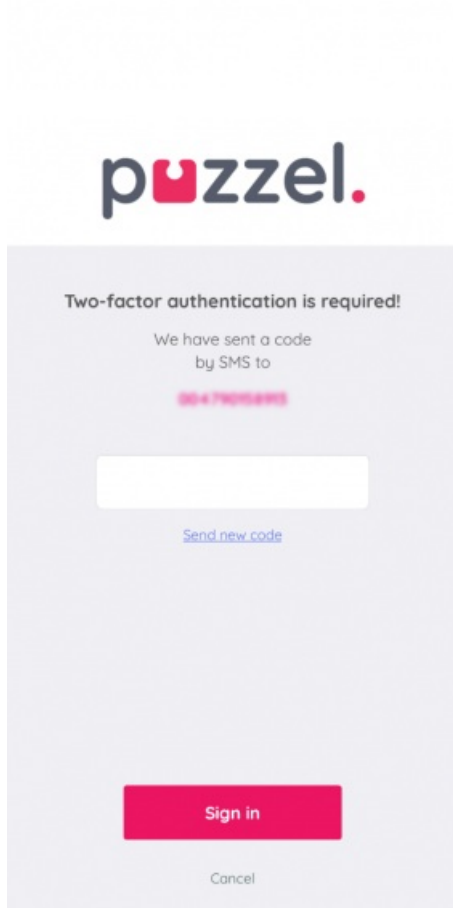
## Signing in and Menu

### Signing in

To use Puzzels mobile app, you must have an existing Puzzel-account with belonging to sign-in credentials. Use the same credentials in the app as you do in the agent application or Administration Portal.



The image shows the main login screen of the Puzzel application. At the top, the 'puzzel.' logo is displayed. Below the logo, there are three input fields: 'CUSTOMER', 'USERNAME', and 'PASSWORD'. Each field is a simple white rectangle with a thin border. Below the 'PASSWORD' field is a red button with the text 'Sign In' in white. The entire form is centered on a white background.



The image shows a two-factor authentication screen. At the top, the 'puzzel.' logo is displayed. Below the logo, the text 'Two-factor authentication is required!' is shown in bold. Underneath, it says 'We have sent a code by SMS to' followed by a red phone number '004 74052993'. Below this is a large white input field for the code. Under the input field is a blue link that says 'Send new code'. At the bottom of the screen is a red button with the text 'Sign in' in white, and below that is a smaller, lighter button with the text 'Cancel'.

If your company has activated two-step-authentication for signing in, you will be prompted to enter the security code sent to you via sms or e-mail. After signing in you will first see a short start-up video with the Puzzel logo, followed by the main menu (for Android devices) or queue overview (for iOS devices).

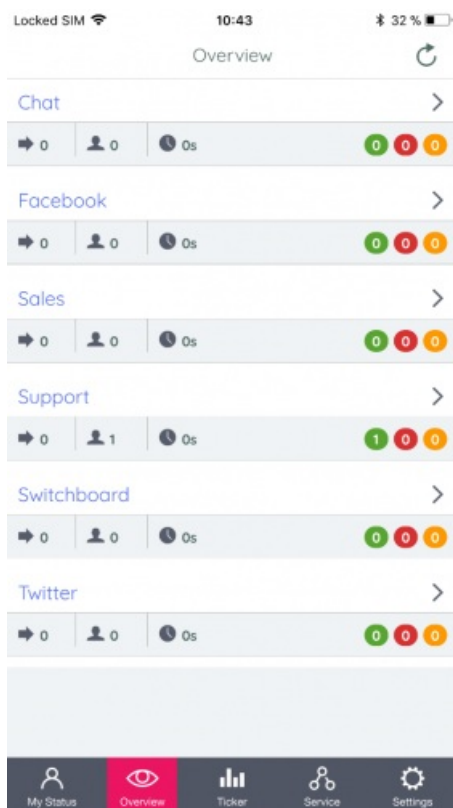
### Note

The mobile app does not support solutions set up with Single Sign In (SSO)

## Menu

The menu (and start page) is slightly different for iOS devices and Android devices. The iOS version has the queue overview as home page with a menu bar at the bottom, while the Android version has a separate menu page, which also is the apps

iOS device:



Android device:



**My Status**

Log on and off queues



**Overview**

Queue and agent overview



**Ticker**

Real-time request data



**Service**

Service variables management



**Settings**

Log out and information

