



INTRODUCTION

Veco Mobile™ (formerly Veco2Go) is a mobile web application (“Web App”) designed to run on a mobile phone or tablet device running either the Android or Apple iOS operating systems.

The purpose of Veco Mobile™ is to give remote workers, such as negotiators and property management/maintenance staff real-time access to Veco data.

Specifically, the following facilities are available in Veco Mobile™:

- Access to diary appointments, including:
 - Ability to update appointments
 - Ability to add feedback
 - Ability to complete appointments
 - Ability to create new diary appointments

- Access to Contact details, including:
 - Contact search
 - Owner Details
 - Tenant Details
 - Applicant Details
 - Supplier Details
 - Contact Notes
 - Documents
 - Statements
 - Ability to add notes

- Access to Property details, including:
 - Property search
 - Sales Marketing Details

- Lettings Marketing Details
- Photographs, Floor Plans, and Maps
- Notes
- Documents
- Ability to add notes

- Access to Tenancy details, including:
 - Tenancy search
 - Tenant Details
 - Notes
 - Documents

- Access to Repairs details, including:
 - Ability to create new repair notes

- Access to additional Veco data via customisable Power Search facility

- Postcode & Map lookup

- Access to customisable KPI Charts

- Access to Staff contact list

- Access to Veco WYWO Messages, with ability to send messages

- Ability to make phone calls to contacts (via phone)

- Ability to send SMS to contacts (via phone)

All data is accessed direct from the main Veco database in “real-time” such that new appointments, contacts, property, messages and other details are available on the mobile device immediately Veco is updated.



REQUIREMENTS & COMPATIBILITY

Veco Mobile™ works with the following devices:

- Apple iPhone 4 (or later) (running iOS version 5 and later)
- Apple iPad 2, iPad Air, iPad Air 2 (running iOS version 5 and later)
- Apple iPad mini, iPad mini 2, iPad mini 3 (running iOS version 5 and later)
- Android phones (running Android OS)
- Android tablets (running Android OS)
- Apple Mac computers (running OSX and using Safari browser)
- Windows PC or laptop (using Google Chrome browser)

The following devices are not compatible:

- Blackberry phones
- Blackberry tablets
- Windows phones

A Wi-Fi connection is preferable, followed by a 4G connection, although a 3G connection will work.

INSTALLATION

Veco Mobile™ is installed to your device as follows:

1. On your phone or tablet open the “Safari” internet browser app
2. Enter the URL: **veco2go.veco-online.com**, and wait for the main page to load.
3. When prompted, follow the option to “Add to Home Screen”

If not prompted, click the box with the arrow pointing upwards and then click “Add to Home Screen” and then “Save”. This will create an App on your device’s Home Screen.

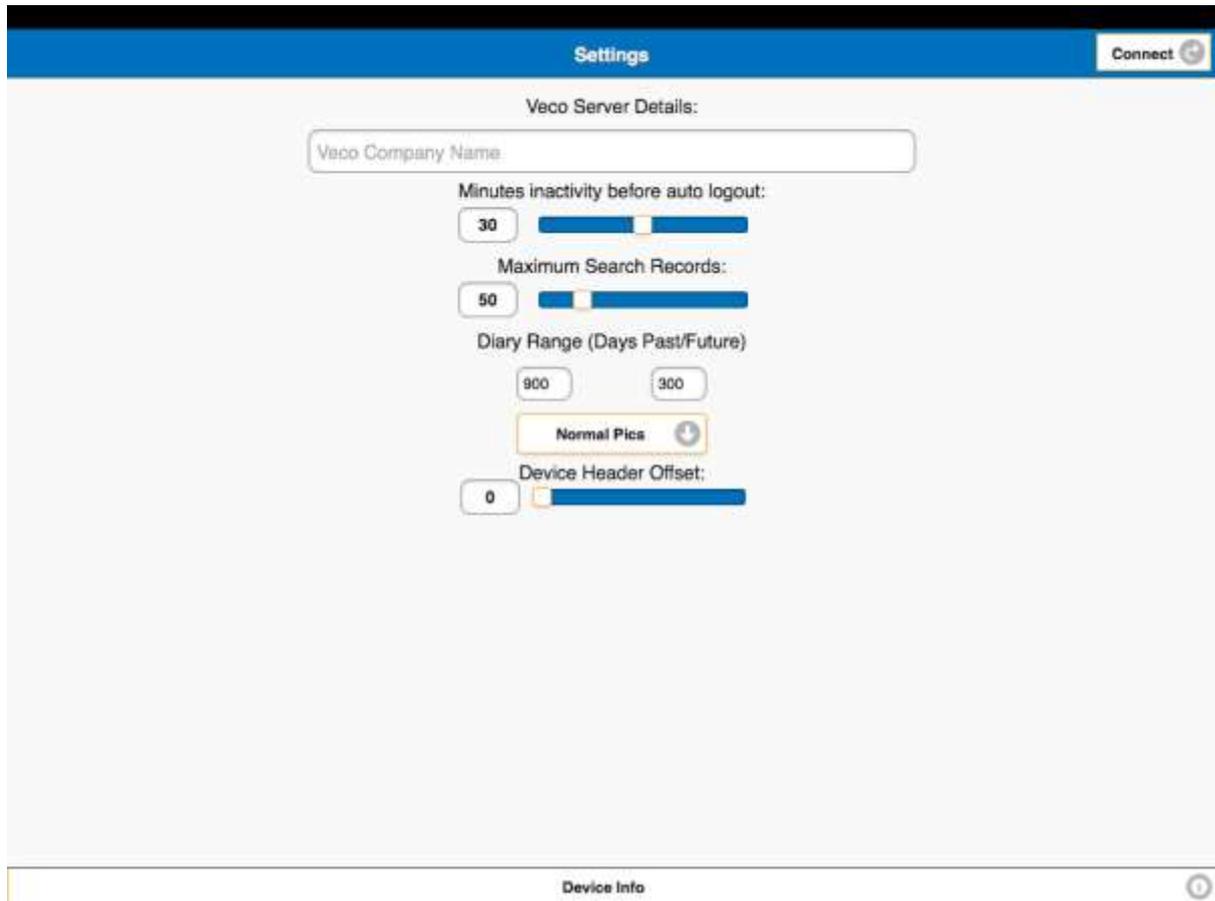


This is the symbol on iOS devices. Android devices and newer Apple devices may have a different icon.

Important Note: Veco Mobile™ will not operate correctly unless it is run directly from the Home Screen app.

4. Click the “Home” button on your device to return to the main screen.
5. Open new “Veco” app. The Veco logo will appear for a few of seconds and then the “Settings” screen will be displayed.
6. Enter the “Settings” as described next.

SETTINGS



Veco Company Name

Eurolink will advise you of the company name you need to enter. The spelling needs to be entered exactly although it doesn't matter if it is entered in upper or lower case.

Minutes Inactivity before auto logout

Normally, once you have logged into the app with your Veco username and password you can then open and close the app on your device without having to repeat the login process. However, if you do not access the app for a specified time you will automatically be logged out.

The default setting is 30 minutes.

Maximum Search Records

To avoid inadvertently downloading huge volumes of data from Veco into your device, which would slow the application considerably over a slow 3G network, the



app can be configured to only download a maximum number of records following a search.

The default setting is 50 records.

Diary Range (Days Past/Future)

Veco Mobile™ has a function to show any outstanding appointments in your Veco Diary and to show future appointments. This settings allows you to determine how far back to search for outstanding appointments and how far in the future to look for upcoming appointments.

The default settings are 30 days past and 30 days future.

Picture Size

Veco Mobile™ can download and display property details including photos, maps, and floor plans. However, this can take some time over a slow connection especially if your Veco stores a number of images for each property. This setting allows you to speed up the downloading of images by reducing the quality of each image.

The default setting is “Normal Pics” but should be changed to “Small Pics (Faster)” over a slow connection.

Device Header Offset

The Veco Mobile™ app is designed to work with a number of standard sized phones and tablet devices and the information displayed is formatted to take up the full screen width and height available. However, you may find your particular device does not quite show the very bottom items on a list. In which case the app can be adjusted slightly to use less of the screen height available. Generally, this option will not need to be used.

The default setting is 0.

After entering the settings, click the “Connect” button to validate your company name. Once confirmed, the “Veco Login” screen will appear.



SCREEN ORIENTATION

The Veco Mobile™ app has been designed to allow for your device to be used upright (portrait mode) or sideways (landscape mode).

When you change orientation between portrait and landscape the display will automatically adapt accordingly to display as much information as possible. Depending on the size of your device screen this function may not be available. For example, a standard sized iPhone or Android phone will not allow this facility. Whereas, an iPhone 6 Plus or Samsung Galaxy Note phablet will allow change of orientation because of their larger displays.

Although Veco Mobile™ will operate from a phone it is better to use a device (such as a tablet) which has a larger display. Future facilities may only work on devices with large displays.



UPDATES

From time to time new features may become available and improvements added to the Veco Mobile™ app. Your phone or tablet will automatically update as these become available. When you access the app from your home screen an “Updating...” message will appear.

A list of changes can be found by clicking the “Changes” button on the main menu.



ERRORS

Please report any errors that appear to Eurolink Customer Support.

If a message saying “Error” appears when trying to access the app from your home screen, or if the Veco logo either doesn’t appear or does not clear, then you might need to try reloading the app by first deleting it from your home screen and then following the installation instructions above.

To remove the Veco Mobile™ app from your device home screen press and hold your finger on the icon and then click the X to delete (iOS devices), or drag the icon to the “Uninstall” option (Android devices).

VECO LOGIN

The screenshot shows the Veco Login mobile application interface. At the top, there is a blue header bar with a 'Settings' button on the left, the text 'Veco Login' in the center, and a 'Login' button with a right-pointing arrow on the right. Below the header, the text 'Veco Login Details:' is centered. There are three input fields: 'Veco Username', 'Veco Password', and a drop-down menu currently showing 'Eurolink Demo'. Below these fields is a 'Login' button with a right-pointing arrow. At the bottom of the main content area, there is a light gray box containing the text 'Take your work seriously, but don't take the office home with you.' The footer of the application is a thin white bar with the text 'Powered by Eurolink Technology Ltd' and a small circular icon on the right.

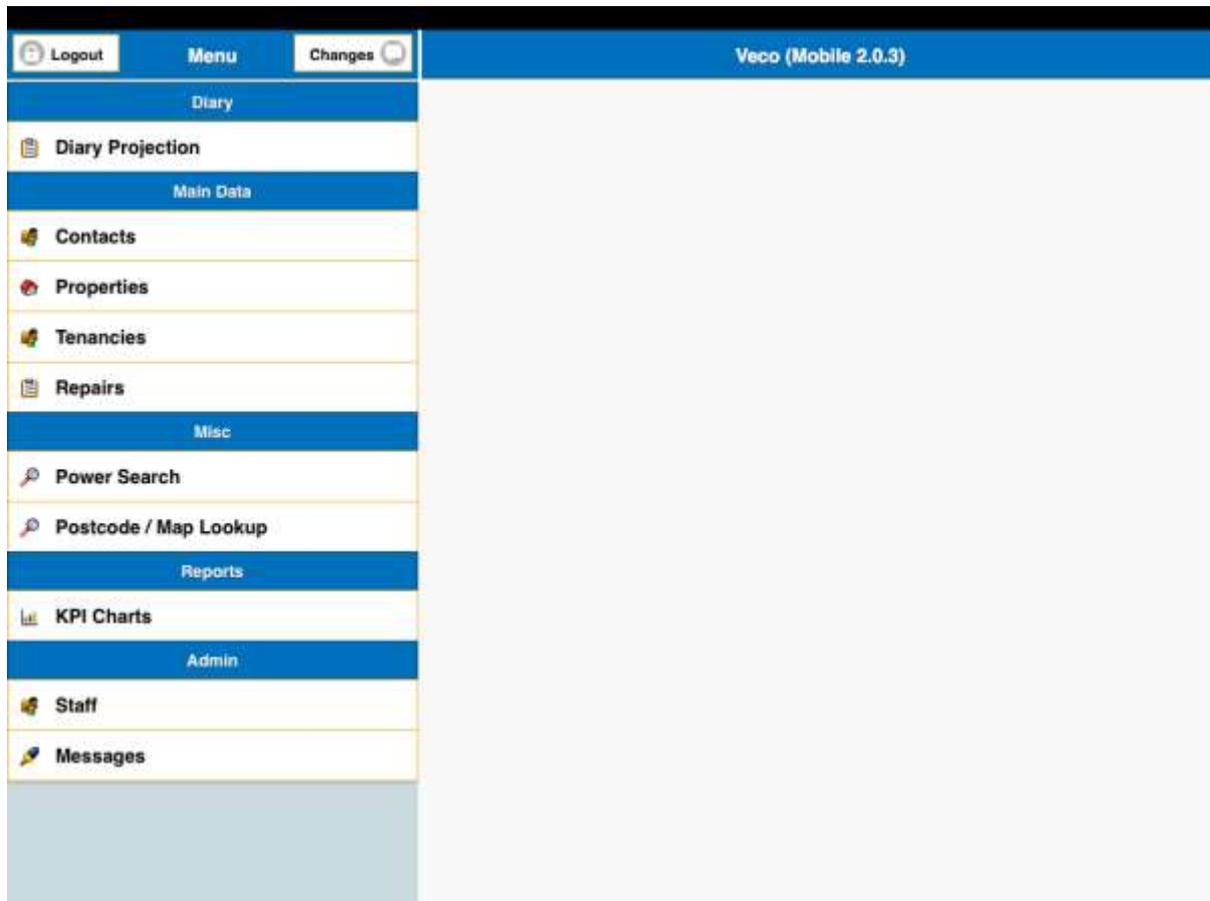
Enter your normal Veco username and password. This is the same as you use to access Veco on your office PC. Also, if your company has a number of portfolios you can select the relevant portfolio from the drop-down.

Once the username and password have been entered click the "Login" button.

Note: Only Veco users with a status of "Active" can gain access to the Veco Mobile™ app.

This screen also allows you access to the "Settings" page.

MENU



The main Menu has the following options:

Diary Projection

Allows access to your outstanding Veco appointments (past and future)

Contacts

Allows access to Veco contacts (Applicants, Owners, Tenants, and Suppliers)

Properties

Allows access to Veco properties (Lettings and Sales)

Tenancies

Allows access to Veco tenancies

Repairs

Shows details of current property repairs

Power Search

Allows access to other Veco data via company-configured Power Grid queries


Postcode / Map Lookup

Allows full property address and locations to be displayed

KPI Charts

Gives graphical representation of statistical data from Veco. Charts data can be company-configured via Power Grid queries.

Staff

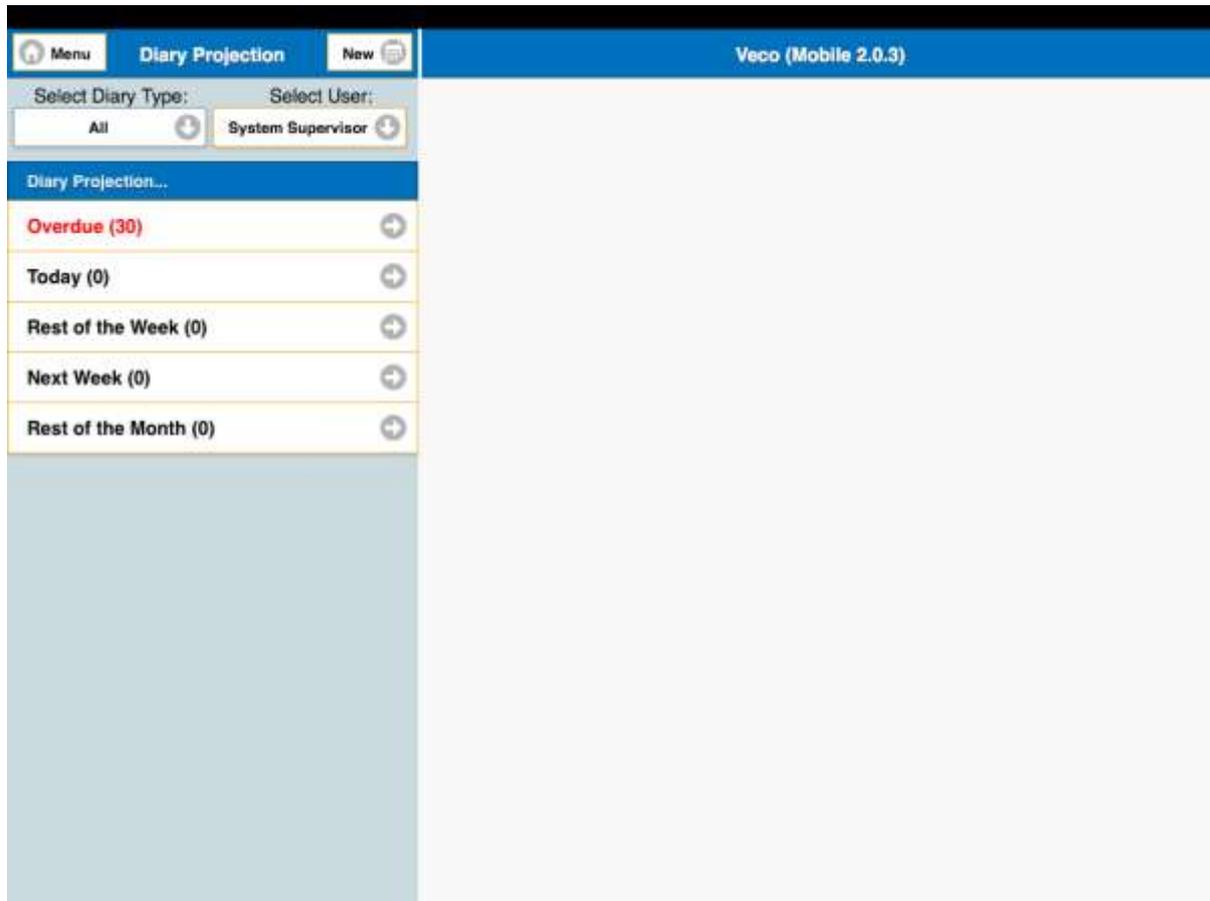
Allows access to staff phones numbers, email address, and office address

Messages

Shows your WYWO (While You Were Out) messages and allows you to reply

Two buttons at the top of the screen allow you to “Logout” and display details of an “Changes” recently made to the app functionality.

DIARY PROJECTION



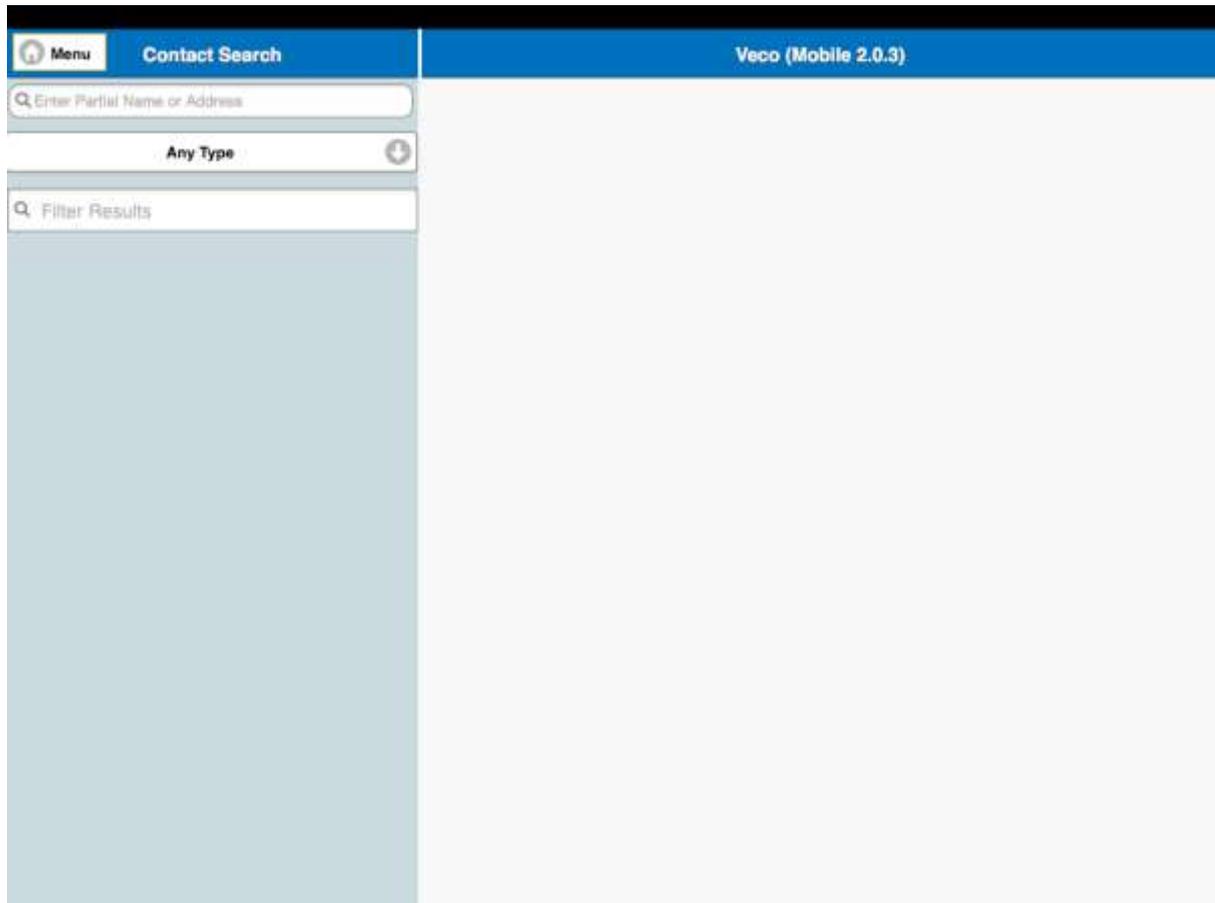
The Diary Projection shows any outstanding appointments and any future appointments you need to be aware of. It is also possible to filter the list to just show certain appointment types, and to show the diary items for a different staff member.

Clicking on the Diary Projection will display a summary of the diary appointments. From here you can click through to see more detailed information about an appointment, enter feedback, change the date & time, and mark an appointment as completed.

It is also possible to add a new appointment by clicking the “New” icon at the top of the screen. So, for example, if you are visiting a property with an applicant who then wishes to see a different property it is possible to create a new Viewing appointment directly from the device.

Any new appointments, changes, or completed appointments will immediately be updated in your office Veco.

CONTACTS

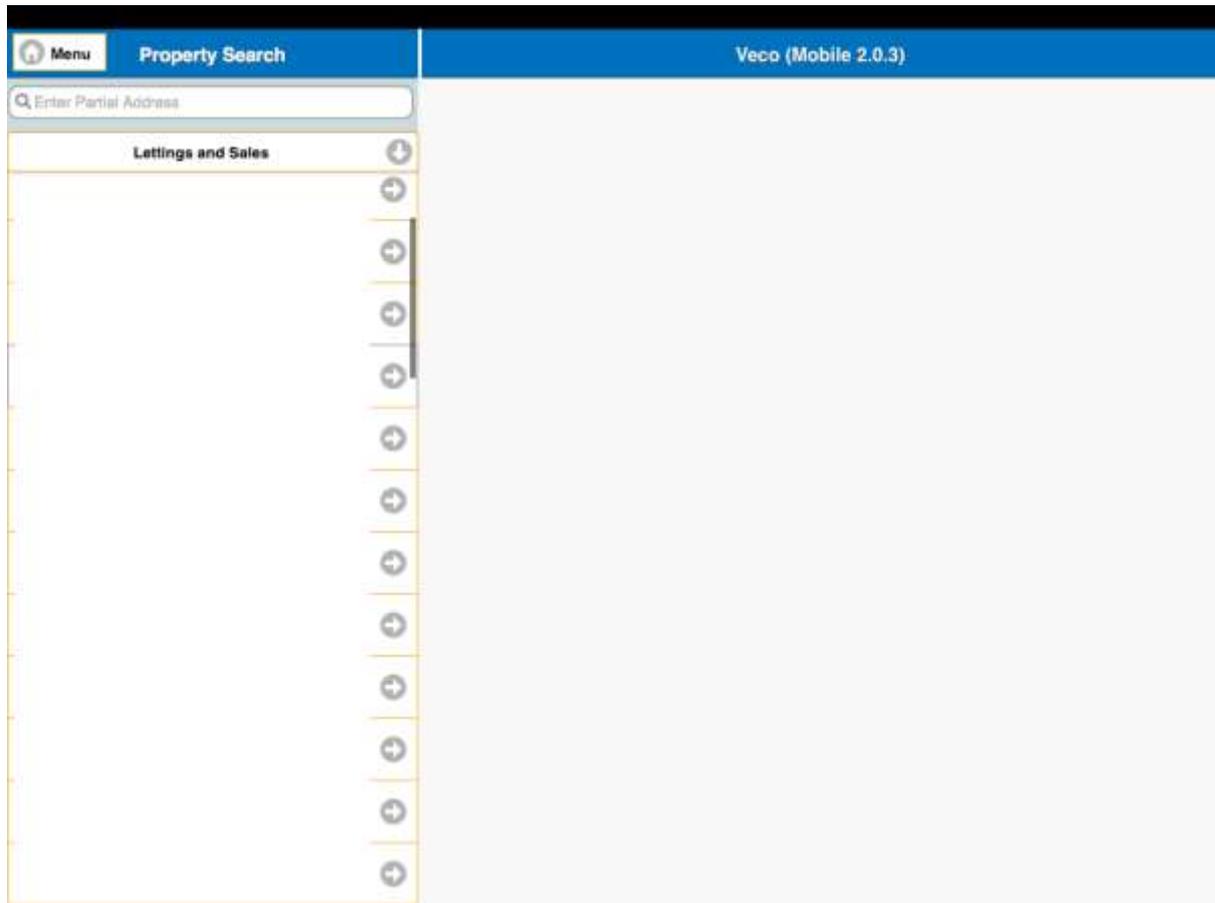


By default, any contacts where you are personally set as the “Responsibility Of” will be displayed. If you are looking for a particular contact not on the list enter part of a name or address to search for and click “Search” on the screen keyboard. A list of matching contacts will be displayed as a summary list. This list can be filtered if necessary.

Clicking on a contact will then display further details about that contact.

If you are using Veco Mobile™ on a phone it is possible to click the phone number and call the contact. Use the options at the bottom of the Contact Details page to show further information such as notes and communications details.

PROPERTIES

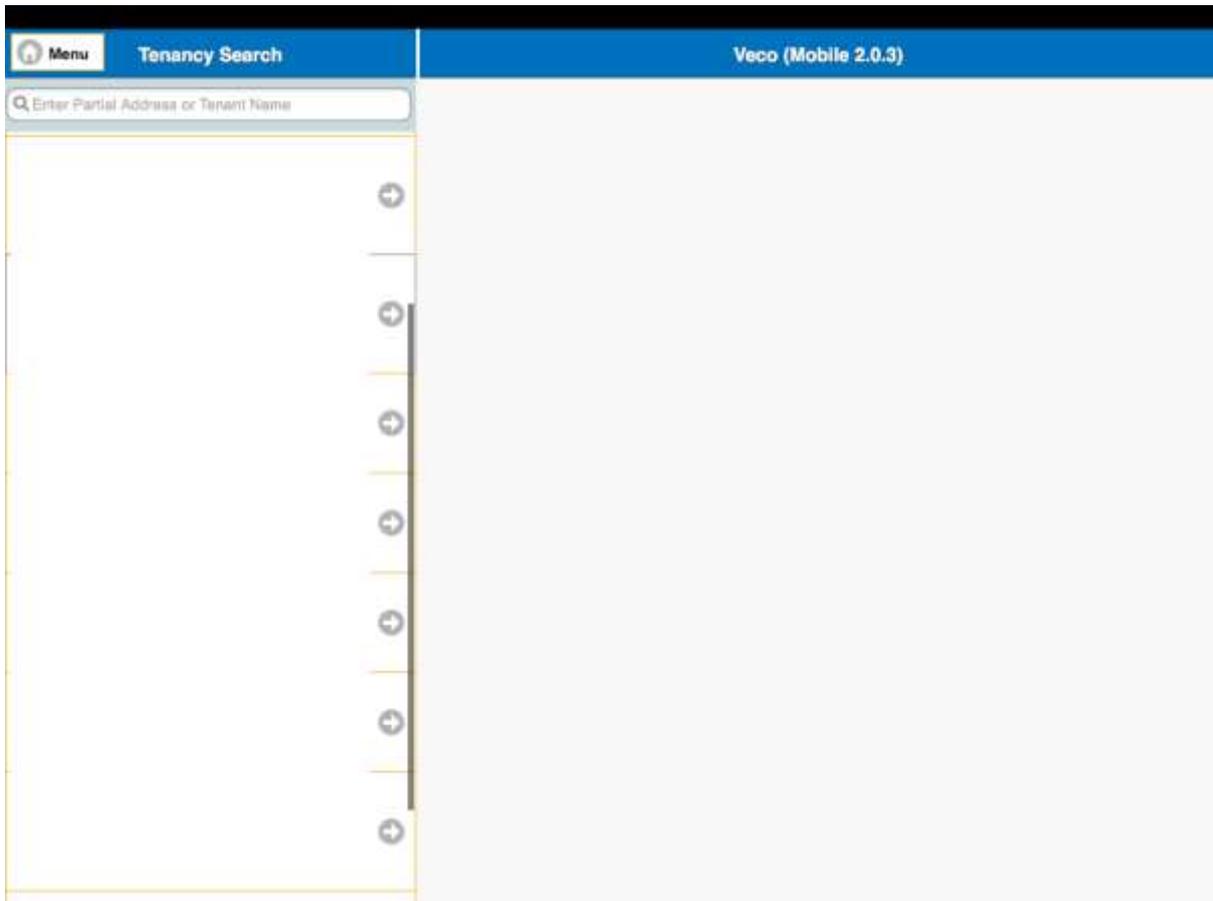


This option allows you to lookup details for sales or lettings properties.

By default, any properties where you are personally set as the “Responsibility Of” will be displayed. If you are looking for a particular property not on the list enter part of an address to search for and click “Search” on the screen keyboard. A list of matching properties will be displayed as a summary list. This list can be filtered if necessary.

Clicking on a property will then display further details about that property. Use the options at the bottom of the Property Details page to show further information such as notes and photos.

TENANCIES



This option allows you to lookup details for tenancies.

By default, any tenancies where you are personally set as the “Responsibility Of” will be displayed. If you are looking for a particular tenancy not on the list enter part of a name or address to search for and click “Search” on the screen keyboard. A list of matching tenancies will be displayed as a summary list. This list can be filtered if necessary.

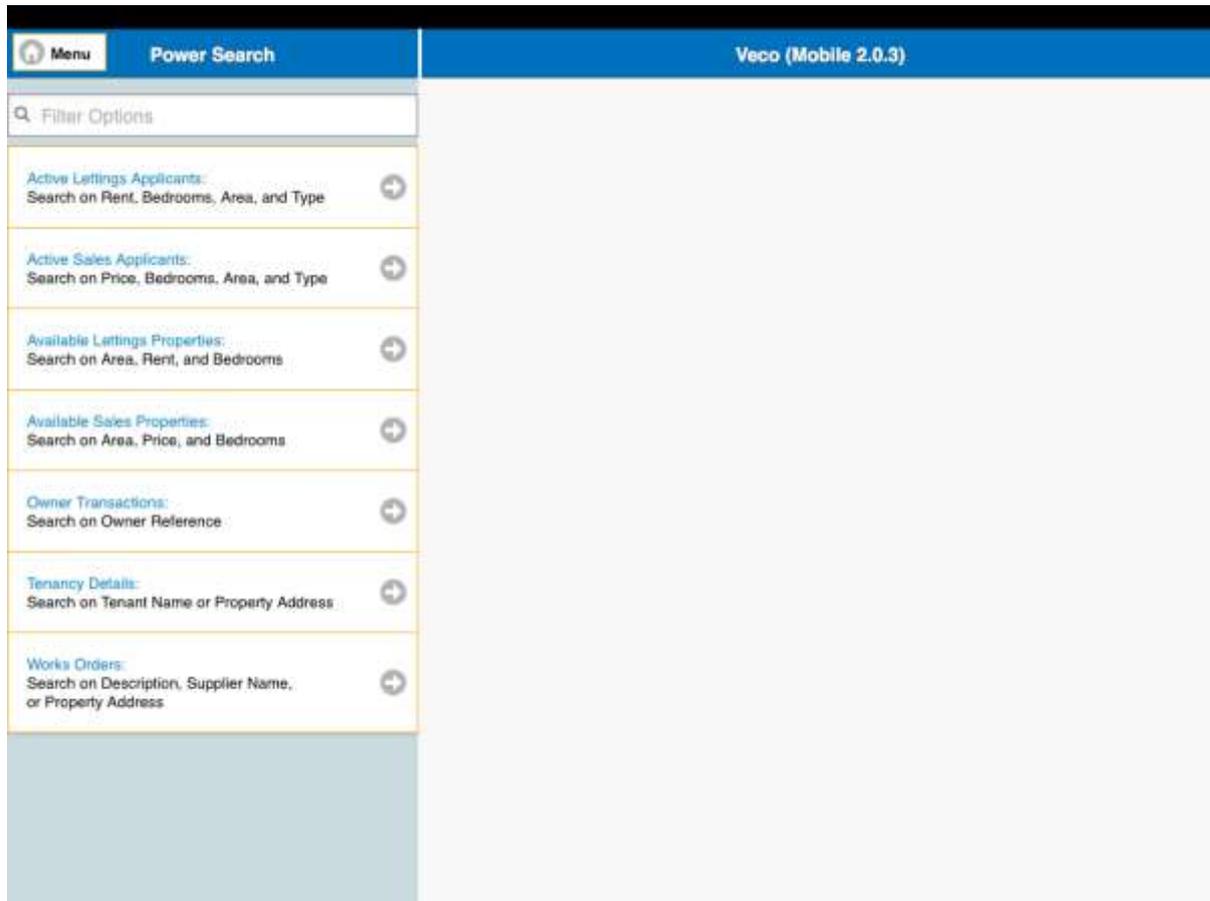
Clicking on a tenancy will then display further details. Use the options at the bottom of the Tenancy Details page to show further information such as notes, and the main tenant.



REPAIRS

This option will display a list of current repairs you are responsible for. Click a repair record to show any notes relating to that repair. It is also possible to add new notes.

POWER SEARCH



This facility allows you access to additional Veco data via company-customised Power Grids.

A default list of options will have been provided initially, but these can be changed to meet your own requirements. Contact your designated System Administrator or phone Eurolink Customer Support to discuss your requirements.

When an option is selected from the list you may be prompted to provide search "Conditions". Click "Search" to display the results.

← Back
Conditions
Search

← Conditions
Results
Grid

Bedrooms

Area

Monthly Rent

Download Photos?

Area: Town

[Petersham Road, Richmond, Middlesex, TW20 0EX](#)

Bedrooms: 2

Monthly Rent: 1100

Description: "Two bed Apartment "Town centre "River views "Unfurnished

Area: Richmond

[Twickenham, Middlesex, TW20 0EX](#)

Bedrooms: 2

Monthly Rent: 1100

Description: Two bedroom house situated close to St Margarets Village offering two bedrooms, fitted kitchen, through reception, pretty garden, available beg. March

Area: St Margarets

[Ham, Richmond, TW20 0EX](#)

Bedrooms: 2

Monthly Rent: 1100

Description:

Area: Ham

[Mortlake, Richmond, TW20 0EX](#)

Bedrooms: 2

Monthly Rent: 1100

Description: A spacious two double bedroom flat, close to Mortlake station. This property offers a modern interior, with fitted kitchen and full bathroom suite, large living area and two bedrooms with fitted storage. The flat is well presented throughout and benefits from its own balcony. To be let unfurnished.

Area: East Sheen

[Margarets Road, Richmond, Middlesex, TW20 0EX](#)

Bedrooms: 2

Monthly Rent: 1100

Description: Spacious two double bedroom top floor conversion flat above shops in the heart of St Margarets village. Bright living room with open plan kitchen with washing machine, fridge freezer, hob and oven. Bathroom with power shower. Unfurnished.

Area: Town

Show/Edit Query

POSTCODE / MAP LOOKUP

The screenshot displays a web application interface for a postcode lookup. The interface is divided into two main sections: 'Postcode' and 'Full Address'.

Postcode Section:

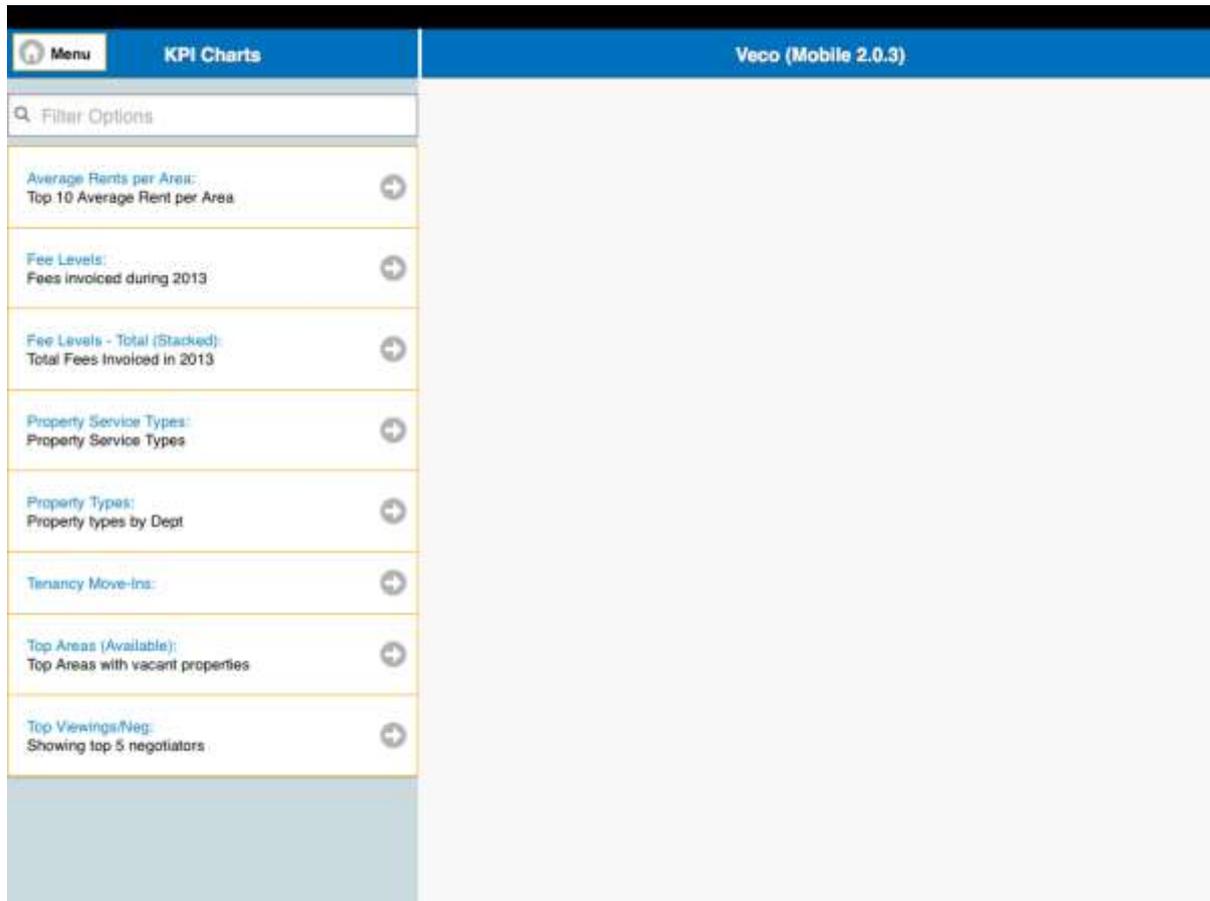
- Search bar:
- Results: 22 Records...
- Records list (partial):
 - Audi V W Specialist Ltd
Unit C2 Brook Way Leatherhead
 - Computer Care UK Ltd
4 Blenheim Court Brook Way Leatherhead
 - Eurolink**
6 Blenheim Court Brook Way Leatherhead
 - Firecron Ltd
7 Blenheim Court Brook Way Leatherhead
 - Hyperion Furniture Ltd
Brook Way Leatherhead
 - I W P L
Brook Way Leatherhead
 - Joint Funding Partners Ltd
7 Blenheim Court Brook Way Leatherhead
 - Lan 2 Lan Ltd
Arkenis House Brook Way Leatherhead
 - N M P Live Ltd
8 Blenheim Court Brook Way Leatherhead

Full Address Section:

- Search: [Back] Search
- Map: [Map]
- Address: Eurolink
6 Blenheim Court
Brook Way
Leatherhead
Surrey
KT22 7NA
- Map: A Google Map showing the location of the property, with a red pin marking the address. The map includes labels for 'Brook Way', 'Blenheim Court', and 'Russell House Regent Park'.

This facility allows you to enter a postcode and search for all the addresses within that area. From here, it is also possible to show the location of a particular property on a Google Map.

KPI CHARTS



This facility gives you access to charts showing statistical Veco data via company-customised Power Grids.

A default list of examples will have been provided initially, but these can be changed to meet your own requirements. Contact your designated System Administrator or Eurolink Customer Support to discuss your requirements.

Different styles of chart are available. Click "Show Query" to see how the Power Grid query is constructed,

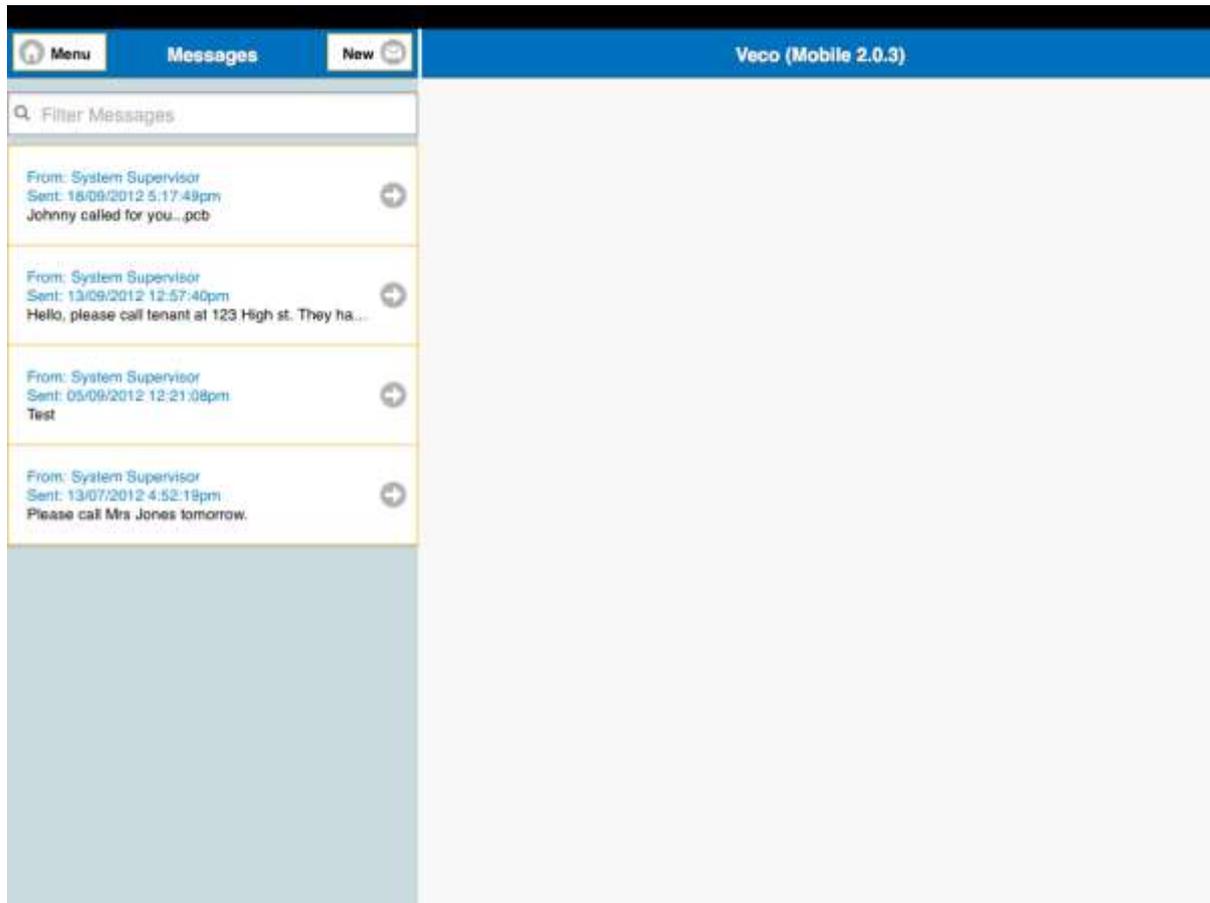


STAFF

The screenshot shows the 'Staff Search' screen in the Veco Mobile application. At the top, there is a blue header bar with a 'Menu' icon on the left and the text 'Veco (Mobile 2.0.3)' on the right. Below the header, there is a search input field with a magnifying glass icon and the placeholder text 'Enter Partial Name'. Underneath the search field is a blue bar labeled 'Results'. The main content area below the 'Results' bar is currently empty, showing a light blue gradient background.

If you need to find the mobile phone number or direct-dial number for a member of staff enter part of the name to search Veco. If you are using Veco Mobile™ from a phone it is then possible to call directly.

MESSAGES



If someone leaves you a WYWO (While Your Were Out) message in Veco it can be picked up from your mobile device. It is also possible to send new messages to other members of staff.

CUSTOMISATION

Any Veco user with an “Active” status can be given access to Veco Mobile™. The options available from the menu are valid for all users. It is not currently possible to restrict access to these functions for individual users.

The following options can be customised per company:

- Contact Details - “Additional Details” section
Customised by creating a Veco Power Grid called “Contact Details” assigned to the “Mobile” category.
- Property Details – “Additional Details” section
Customised by creating a Veco Power Grid called “Property Details” assigned to the “Mobile” category.
- Power Search options
Created as Veco Power Grids assigned to the “Mobile” category. These can be created with parameter fields to allow conditions to be entered. Also, if they are assigned to standard departments only those users assigned to the same departments will have access to them.
- KPI Charts
Created as Veco Power Grids assigned to the “Mobile-KPI” category. Also, if they are assigned to standard departments only those users assigned to the same departments will have access to them.



DOCUMENT AMENDMENTS

Date	Description	App Version
04/11/2014	Document Created	2.0.3
05/02/2015	Images updated	2.0.4