



Agent Assist: mobile application download & installation

Agent Assist gives you the best, fastest and most effective way to prospect potential leads, wherever, whenever. Use the web application for call clinics and to plan your week. Use the mobile app while on the move to access and update your activity in real time.

Mobile Application

The Agent Assist mobile app is available on both Android, through the [Google Play Store](#) and iOS, through the [Agent Assist Web Portal](#). We'll explain how you do this later in the document.

Web Application

The web application can be accessed through your desktop computer, tablet or laptop computer. Learn more about this on [CL Member Services](#).

What would you like to do?

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Downloading Agent Assist for the first time

The instructions you need to follow to download Agent Assist vary between device operating systems. Apple devices (iOS) require the use of a unique code. This is due to how Apple manages enterprise applications on their App Store. Android devices can download the app from **Google Play Store** and do not require the use of a code.

Android

Android users can download the Agent Assist app from the **Google Play Store**. Search for Agent Assist in the Play Store.

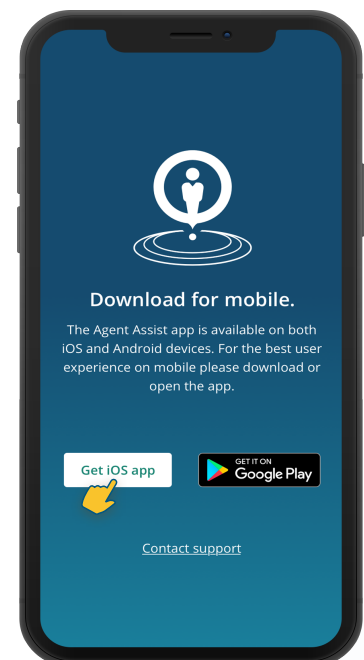
1. Tap **Install**. The Agent Assist app will now begin to download.
2. Once complete, open the app from your home screen or app drawer.
3. When the download is complete you will find the Agent Assist app on your home screen or app library.
4. The app is now downloaded and ready to be used. Sign into Agent Assist using the same credentials you use to sign into Propr.

iPhone (iOS)

There are two ways you can download the Agent Assist app to your phone. You can complete the process straight from your phone or use a desktop/tablet device and phone.

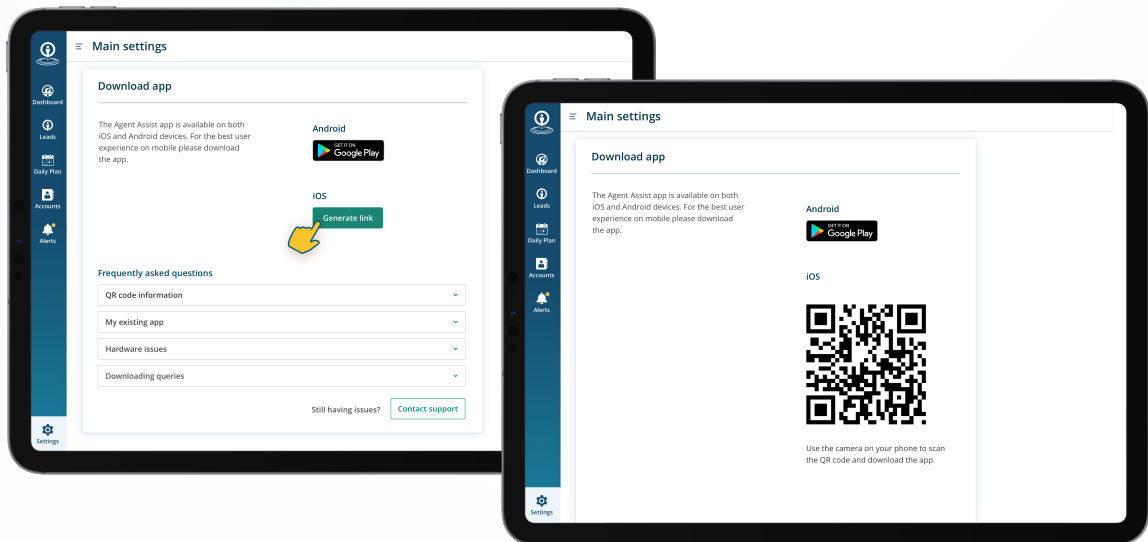
On mobile:

1. Go to **Agent Assist web** on your iPhone browser.
2. Sign into Agent Assist using the same credentials you use to sign into Propr.
3. Tap the **Get iOS app** button. You will be directed via the iTunes store to redeem your code.
4. Tap **Redeem**. The Agent Assist app will then begin to download to your iPhone device.
5. When the download is complete you will find the Agent Assist app on your home screen or app library. The app is now downloaded and ready to be used. Sign into Agent Assist using the same credentials you use to sign into Propr.



On desktop/tablet device:

1. Navigate to **Agent Assist web** on your desktop/tablet device.
2. Sign into Agent Assist web using the same credentials you use to sign into Propr. You need to be logged in under your own credentials as each code is unique to each user.
3. On the bottom left of the main navigation, select the **Settings** page and scroll down to the **Download app** section.



4. Select the **Generate link** button in the iOS section. This will generate your unique code.
5. Use the camera on your phone to scan the code.
6. A prompt will appear asking you to open the link, accept this and the App Store will open. You may need to enter your Apple ID and password to continue.
7. The Agent Assist app will then begin to download to your device. When the download is complete you will find the Agent Assist app on your home screen or app library.
8. The app is now downloaded and ready to be used. Sign into Agent Assist using the same credentials you use to sign into Propr.

Note

- The code which generates is a unique code and cannot be used more than once. Once this code is redeemed, you can no longer scan it to download the app. If you wish to download again, please follow the steps outlined in the section - **How do I download the app again/I have already used my unique code?**
- You may receive an error message which reads "This code has already been redeemed". This indicates that you have already downloaded the app and used your unique code. Please follow the steps to outlined in the section - **How do I download the app again/I have already used my unique code?**
- If you do not have **iTunes** installed on your iPhone device, you may be prompted to install it during this process. Go ahead and do this if required.

How do I download the app again/I have already used my unique code?

You may have downloaded the app before, upgraded your device or would like to download the app to another device. The instructions below will assist you with this.

If you are having issues with your unique code:

- The code which generates is a unique and can not be used more than once. Once this code is redeemed you can no longer scan this code to download the app.
- Please check FAQs to see if you can solve your issue there.
- If you are still having issues, please let us know via the **Contact Support** button in the settings page of the **Agent Assist website**.

If you have previously downloaded the app using your unique code:

1. Open the App Store on your iOS device and navigate to the section called **Today**.
2. In the top right corner of this section you will find a profile icon. Select this image to access your personal app store account.
3. In the **Account** section navigate to **Purchased – My purchases**. This will take you to a list of all the apps which you have downloaded on to your device(s).
4. Search for Agent Assist in this list using the search bar. The new Agent Assist (white background, blue logo) app should appear.



5. If a cloud icon is visible, this means you have previously downloaded the Agent Assist app to a device and it is available for re-download. Tapping this will start the download process.
6. When the download is complete you will find the Agent Assist app on your home screen or app library. The app is now downloaded and ready to be used. Sign into Agent Assist using the same credentials you use to sign into Propr.

Note

- Please ensure you are using the same Apple ID you used to download the application previously. If you have set up a new Apple ID, please contact us. You can do this via the **Contact Support** button in the settings page of the **Agent Assist website**.
- If you now find you have **two** versions of Agent Assist on your device you should delete the old application as it is no longer needed. Instructions on how to do this can be found in the **How to I delete my old app section** of FAQs.



Old app icon - delete



New app icon - keep

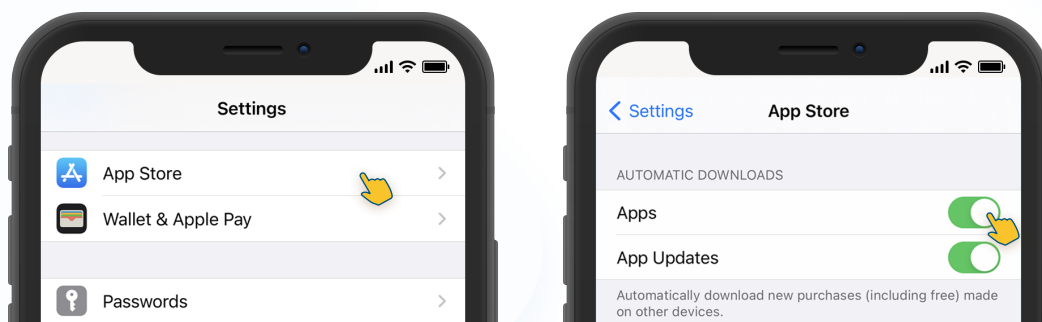
How do I keep my app up to date?

We continue to improve the Agent Assist application based on feedback we receive so feedback is always welcome! We recommend you enable automatic upgrades on your device. This will ensure you are using the latest version of Agent Assist. Keeping your app up to date is important as we release updates regularly.

iPhone/iOS

To automatically update apps on your iOS device:

1. Go to your phone **settings**.
2. Within the settings page, scroll down to and open the **App Store** section.
3. Under the **Automatic Downloads** section ensure that the **App Updates** button is turned **ON**. If this is not turned on, please do so.



Android

To automatically update apps on your Android device:

1. Open the **Google Play Store** app.
2. Tap **Menu settings** and then **Auto update** apps.
3. Select an option:
 - Over any network to update apps using either Wi-Fi or mobile data.
 - Over Wi-Fi only to updates using only when connected to Wi-Fi.

Note

- If an account on your android device has a sign-in error, your apps may not update automatically.

FAQ

Downloading the app

Can I download the app using just my mobile device?

Yes, you can download the app using just your mobile device. Further details in the - **Downloading Agent Assist app for the first time** section of this document.

Why is downloading the app on iOS different to Android?

Each operating system has differing requirements regarding the distribution of enterprise applications. As a result of this we must utilize codes for iOS users. Android users can download the application from the **Google Play Store** as normal.

I have forgotten/changed my Apple login details

You will need to contact Apple support in order to resolve this issue as this is outside of the Agent Assist team's control.

QR code information

What is a QR code and how do I scan it?

A QR code consists of black squares and dots. It contains a unique link to download the app. Opening your smartphone camera and pointing it at the code will activate the link.

The Agent Assist QR code, once scanned will bring you to a part of the Apple App store. Here is where your app will begin to download to your device.

Can more than one person use this code?

No. Once generated the code is unique to you. If you are having issues activating the code please contact us. You can do this via the **Contact Support** button in the settings page of the **Agent Assist website**.

My code isn't working

You need the following to download your new app:

- A working internet connection.
- Enough internal memory on your device to fit your new app.
- Ensure the code has not already been used to download the app by someone else. Remember, your code is unique.
- Make sure it is your account that you are reading the code from.
- If none of the above apply to you, please follow the steps provided in the - **How do I download the app again/I have already used my unique code?** section of this document.

If you are still having issues, please let us know. You can do this via the **Contact Support** button in the settings page of the **Agent Assist website**.

Note

- Please remember that this code is for Apple users only. If you are an Android user you can download your Agent Assist app by using the **Get it on Android** button or downloading directly from the **Google Play store**.

My existing app

Why do I have to delete my old app?

Updates to Agent Assist are no longer possible on the old app. To receive new updates and features you will need to install the new Agent Assist app. We recommend you delete the old app to avoid confusion.

How to I delete my old app?

First find the old app icon. This is the blue app icon with the white logo. Tap and hold the app icon. All the icons will jiggle and an 'x' will appear on the upper corner of the app. Tap this to delete the app. Some iPhones will, once you hold the app icon, give you options to delete app from a menu. Selecting this will also delete your app.

Which app do I delete after I have installed the new one?

The most recent Agent Assist app has a new look. It is a white app icon with a blue logo on it. The old app that you need to delete is a blue app icon with a white logo.

If you happen to delete the wrong app you will be able to re-download it from the app store on your device. Steps on how to do this are in the - **How do I download the app again/I have already used my unique code?** section of this document.

Will I lose my existing information?

No. Deleting your old app will not result in any loss of information. Secure Colonial Life servers store your data. This means that wherever you log in you should see all your activity.



Talk to us!

Agent Assist prides itself on how it is designed for agents, refined by agents. Please let us know how we can improve your Agent Assist experience. Email us at: agentexperience@coloniallife.com.