



User guide eSolo mobile application

DOCUMENT MANAGEMENT SYSTEM



TLSccontact

A Teleperformance Company



CHAPTER

1

GETTING STARTED

This chapter describes the eDossier Solo Mobile app and how to get it installed on your smartphone

REQUIREMENT

Only the following list of device are compatible with the eDossier Solo Mobile application:



Approved iOS Devices

iPhone 5, iPhone 6s, iPhone 8, iPhone 8 Plus, iPad Air 2, iPad Pro

Supported iOS versions

iOS versions include 10.0.x, 10.1.x, 10.2.x, 10.3.x, 11.0.x, 11.1.x, 11.2.x, 11.3.x (Up to 11.3.1)



Approved Android Test Devices

LG G6, Samsung Galaxy S6, Motorola Moto E4, OnePlus One, Lenovo P2, Google Nexus 5X, Google Nexus 6P, Google Pixel

Supported Android versions

Android Versions include 6.0, to 6.0.1, 7.0, 7.1.1, 7.1.2, 8.0, 8.1

STEP 1

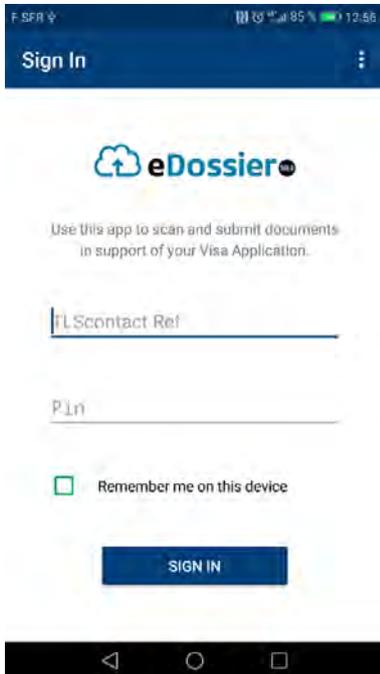
Download the application

From eDossier Solo web interface, click on the Apple Store link (for iPhone) or Google Play Store Link (for Android) to download the application. Alternatively, use the App Store or Play Store application directly from your mobile and search for TLScontact eSolo. Once the application found, follow the steps to install it on your device.

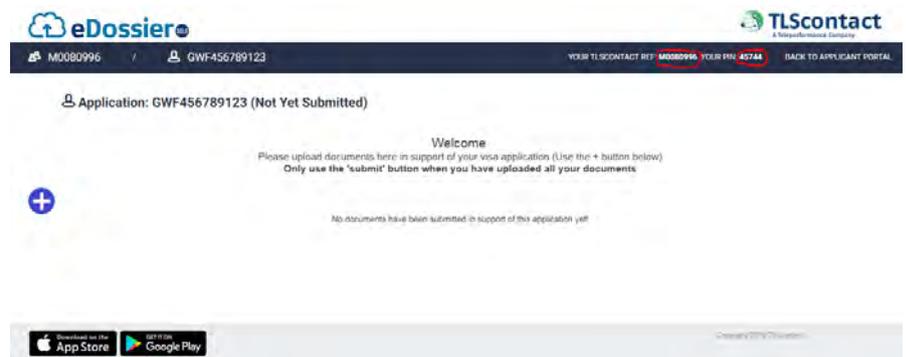
STEP 2

Login to the app

Please log in to eDossier Solo application using your TLScontact reference and your Pin and then click the Sign in button.



Your TLScontact reference and your PIN number can be found on the top right of the web portal



CHAPTER

2

UPLOAD YOUR DOCUMENTS

You are now connected to eDossier Solo!

You can now:

- *Scan your paper documents and upload them to your application*
- *Upload your document directly from your phone, Google Drive or Apple drive*

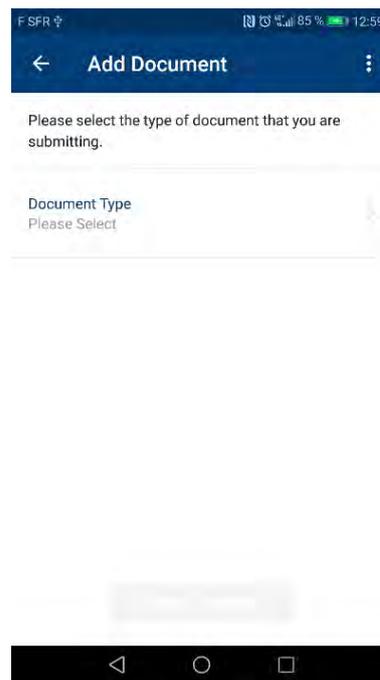
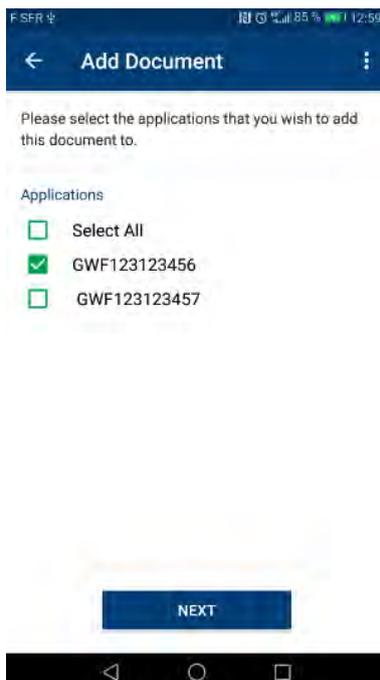
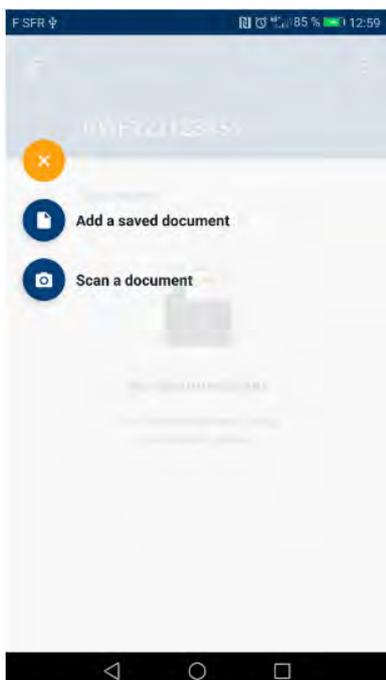
NOTE

If you have some of the documents that you need to provide to support your application on your personal computer, you can use the Web application to upload them to eDossier Solo (only works with PDF files). In that case, please refer to the *eSolo Mobile App User Guide*.

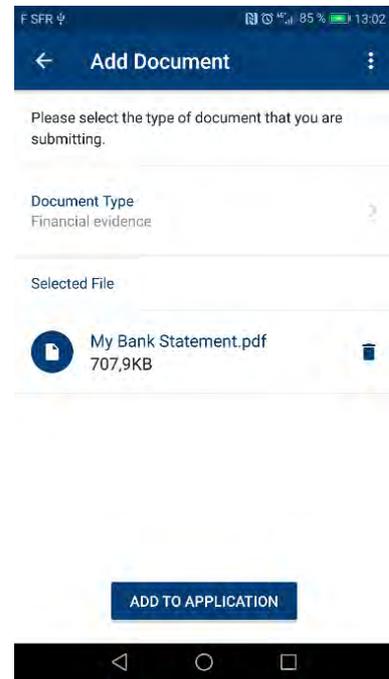
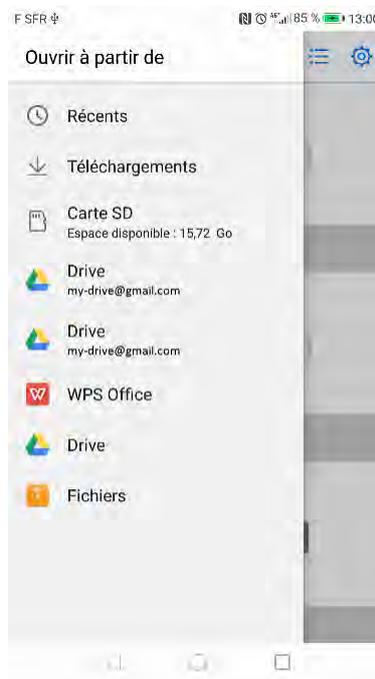
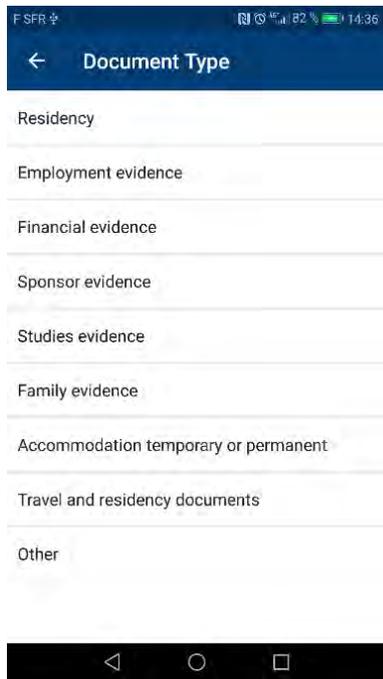
STEP 3

Upload your documents from local drive

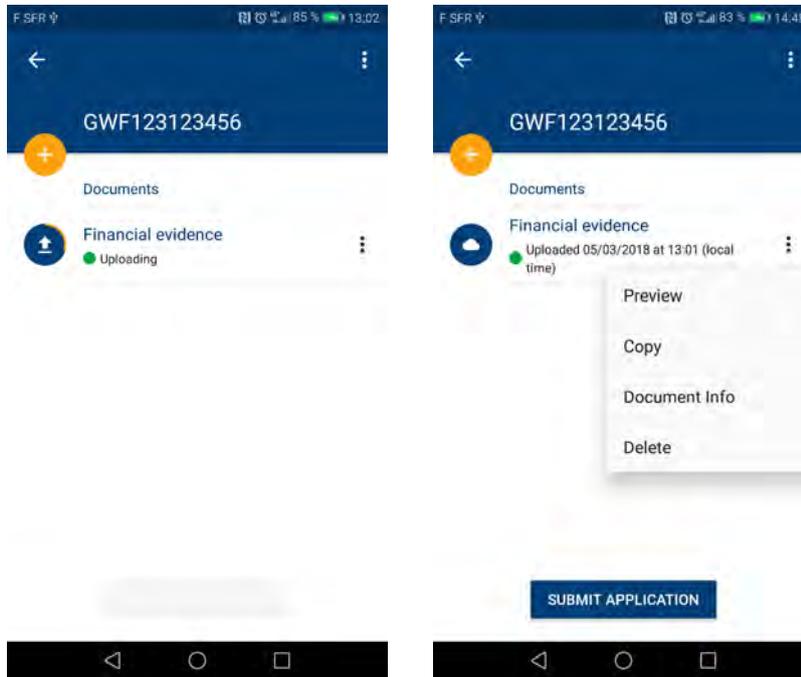
- Click on the (+) Button and select "Add a saved document"
- Choose the application number that this document will be linked with (it can be several applications)



- Choose document type
- Select the source (it can be either for the phone storage or Google drive (for android version))
- Upload the document



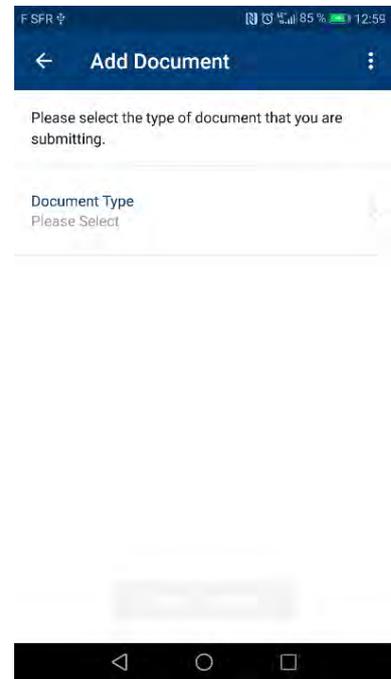
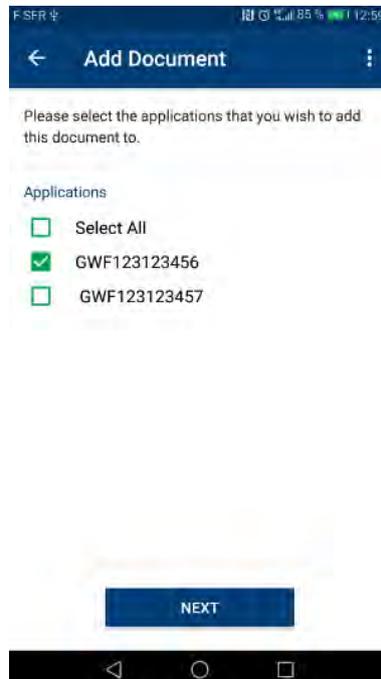
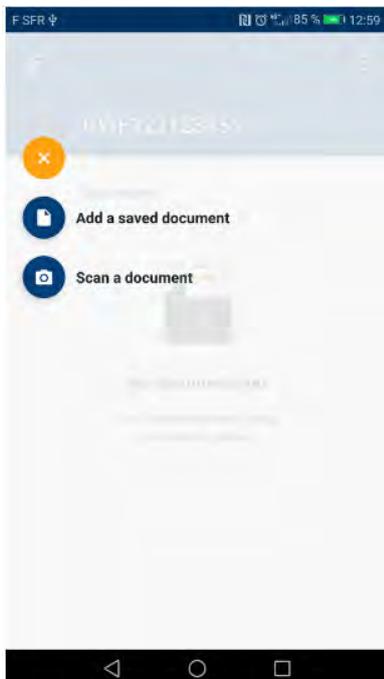
- Once your document uploaded, feel free to preview it in order to ensure the quality after black and white conversion is correct



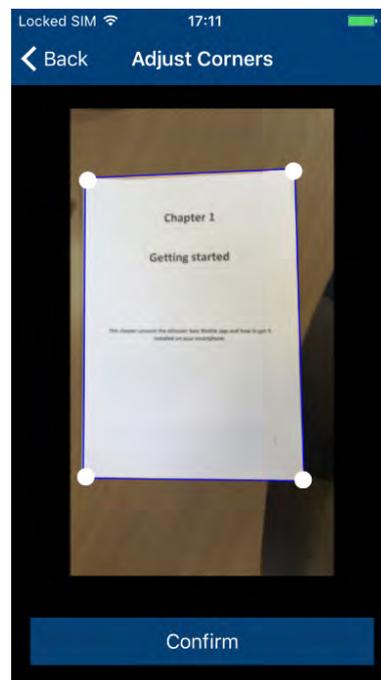
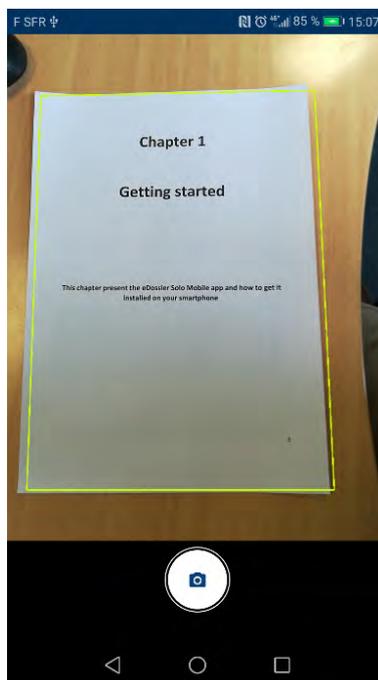
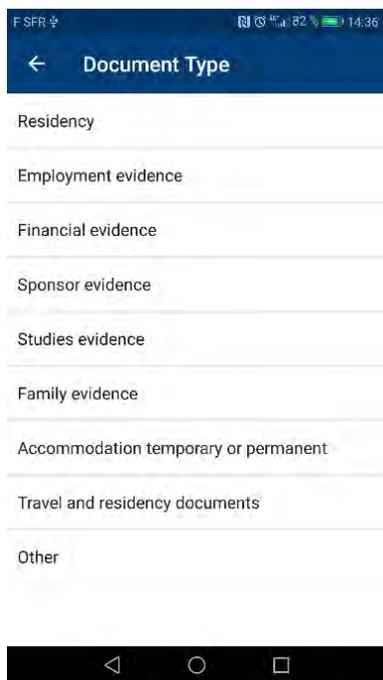
STEP 4

Scan your paper documents using your phone's camera

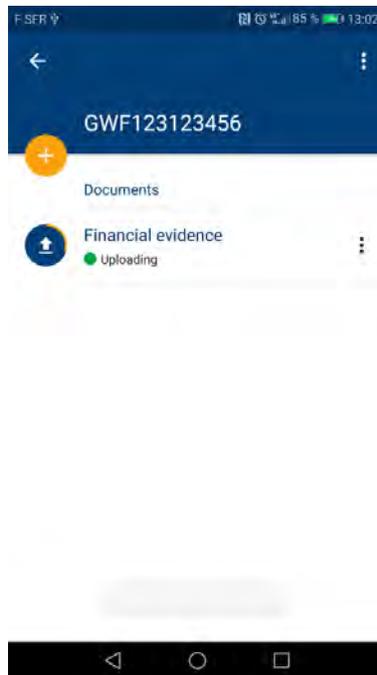
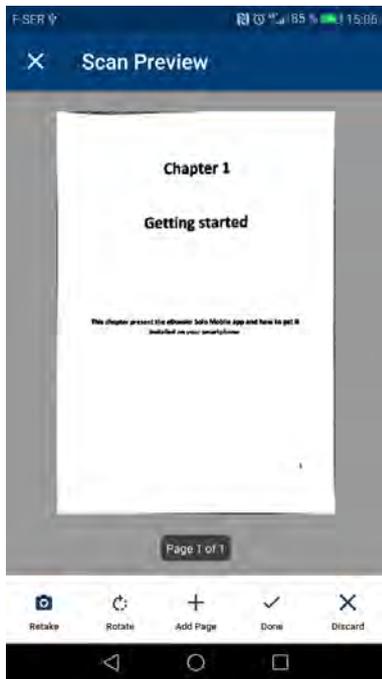
- Click on the (+) Button and select "Add a saved document"
- Choose the application number that this document will be linked with (it can be several applications)



- Choose document type
- Open the camera and take a picture of your document
- Use the corner edge editing function to resize your scan file



- The document will be converted into black and white.
 - ° If the quality doesn't satisfy you, press Retake to try again
 - ° If you want to add another page to the document press Add Page
 - ° If you are done with this document and want to start scanning the next one, press Done
 - ° If you made a mistake press Discard
- Add the document to application



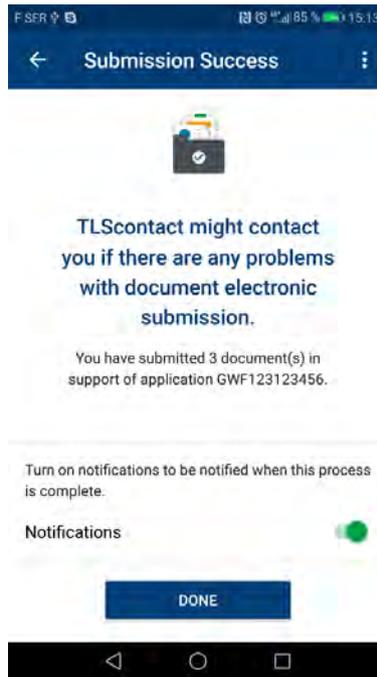
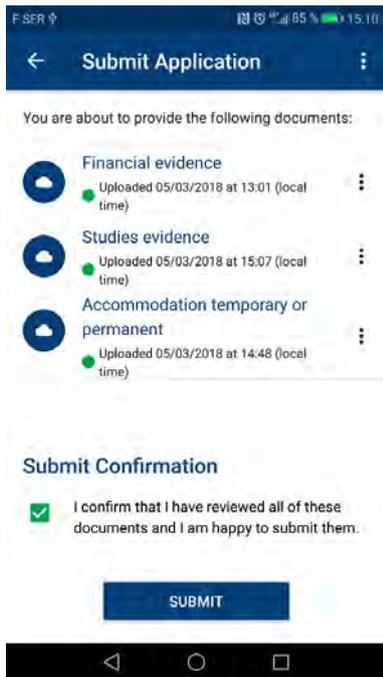
STEP 5

Submit your application

If you are happy with the list of documents, you have provided and do not wish to add any more documents to your application you can press **Submit** button.

Important:

Once you have press the **Submit** button, you won't be able to go back or add any more document to your application!

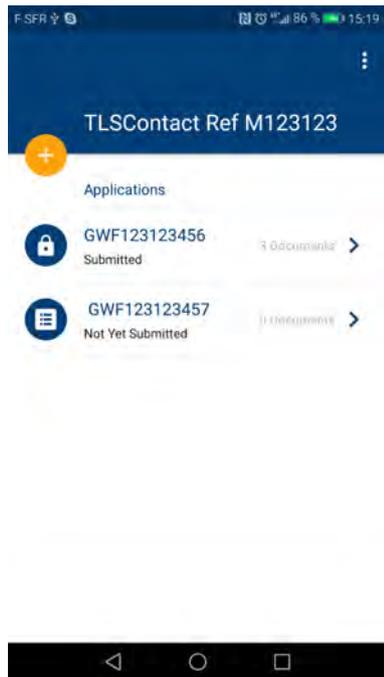


STEP 6

Once your application is submitted, the Status will be changed to *“Submitted”*.

Important:

The *“Submit”* button will only submit the application you are working in. You will have to repeat this step for each application within your group.



Congratulation,
you have successfully uploaded
documentation using
the eSolo mobile application!