



## RC Mobile

Release Notes

v2.11.0 • 04/27/2018

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## User Stories

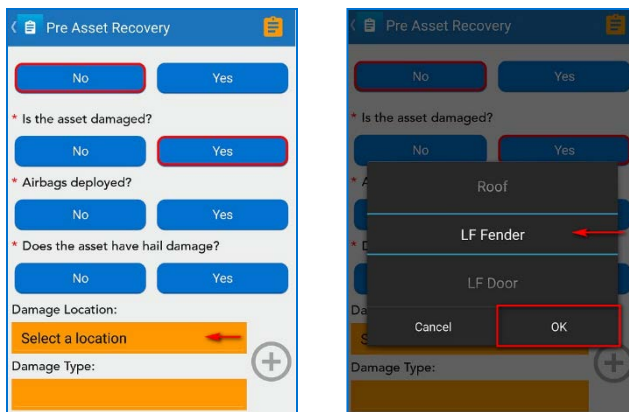
### US 293 – RCO/RCM – Modify Signature Capture

The **Personal Property Redemption** signature interface has been modified to display redemption acknowledgement when capturing the signature.

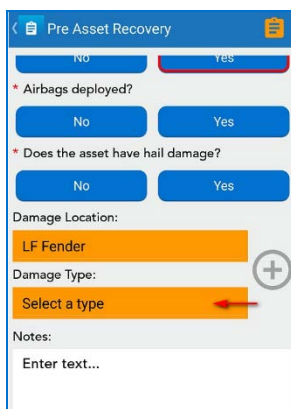
### US 296 – RCM – Pre-Recovery Evaluation Picture Requirement

The following changes have been made to the **Pre-Asset Recovery** task:

- When Yes is selected for the **Is the asset damaged** question:
  - A **Damage Location** dropdown has been added that allows you to report the areas on the asset where the damage was found. Tap the dropdown, select the location of the damage, and tap **OK**.



- Tap the **Damage Type** dropdown, select a type, and tap **OK**.



- Tap the **Add Damage** (+) button. The selected damage location and type will be added to the screen. Repeat the steps above to add additional damage locations and types.

The image displays two side-by-side screenshots of the 'Pre Asset Recovery' mobile application interface. Both screens feature a header with a back arrow, a title 'Pre Asset Recovery', and a list icon. A red asterisk indicates a required field: '\* Does the asset have hail damage?'. Below this are 'No' and 'Yes' buttons. The 'Damage Location' field is highlighted in orange. In the left screenshot, it contains 'LF Fender'. The 'Damage Type' field is also highlighted in orange and contains 'Scratch'. A plus sign in a circle is to the right of the 'Damage Type' field. Below the fields, the text 'LF Fender - Scratch' is displayed with a red arrow pointing left and a 'Remove Item' link. At the bottom is a 'Notes' section with a text input field labeled 'Enter text...'. The right screenshot shows the same form after adding a second entry. The 'Damage Location' now contains 'Roof' and the 'Damage Type' contains 'Dent'. The text 'Roof - Dent' is displayed with a red arrow pointing left and a 'Remove Item' link.

To remove a damage location and type, tap [Remove Item](#).

When the **Pre-Asset Recovery** task is submitted, the **Pre-Asset Recovery Photos** task will become active. It will provide a list of pictures that will be required to successfully submit the form. Among those pictures, images of the damage location and type(s) you entered on the form will be required.

2. When submitting the Pre-Asset Recovery form after the initial completion of the form, the following pictures will be required:
  - *Front Driver Side Corner*
  - *Front Center*
  - *Front Passenger Side Corner*
  - *Side Passenger Side*
  - *Rear Passenger Side Corner*
  - *Rear Center*
  - *License Plate*
  - *Rear Driver Side Corner*
  - *Side Driver Side*
  - *VIN*
  - *Damage Pictures (see #1 above)*

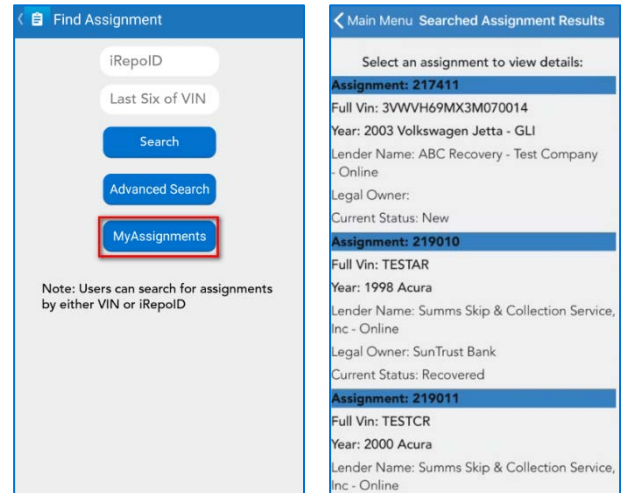
The photos taken on a Pre-Asset Recovery Form must be retaken when at the time of **Asset Recovery Photos form** completion.

### US 298 – RCM – User Assignment List

A **My Assignments** button has been added to the **Find Assignment** screen.

When you tap on it, a list of assignments that have been placed in your name will display along with a summary of the assignment's information.

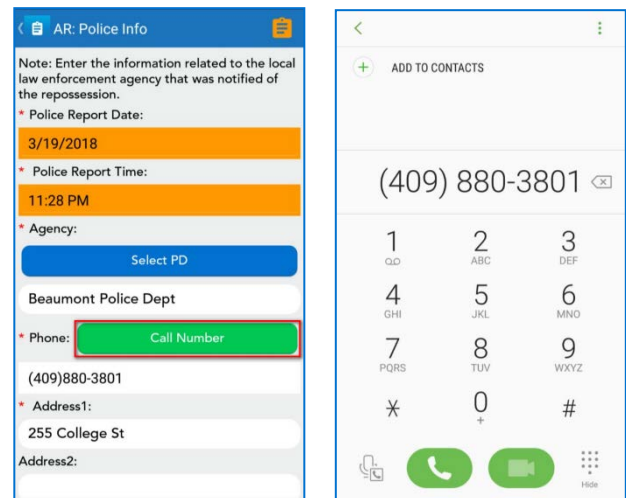
Tap on the assignment's item on the grid to display the assignment.



### US 299 – RCM – Make Police Phone Dialable

In RC Mobile, when completing the **Asset Recovery Form**, on the **AR Police Info** screen, once the **Police Agency** is selected, you can tap the **Call Number** button to use your device to call the police department, directly from within the app.

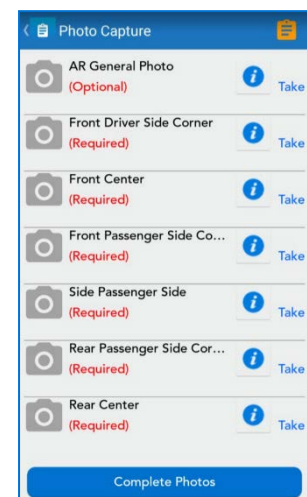
Your device's phone dialer utility will display, and the police department's number will be automatically inserted onto the screen. Use the device's functionality to place the call.



### US 301 – RCM – AR Photo Display Order

On RCM, within the **Asset Recovery Photos** task, on the **Photo Capture** screen, the order of the photos has been changes to make the image acquisition process more intuitive. The new order is as follows:

1. AR General Photo
2. Front Driver Side Corner
3. Front Center
4. Front Passenger Side Corner
5. Side Passenger Side
6. Rear Passenger Side Corner
7. Rear Center
8. License Plate
9. Rear Driver Side Corner



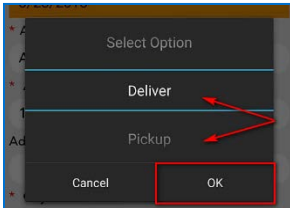
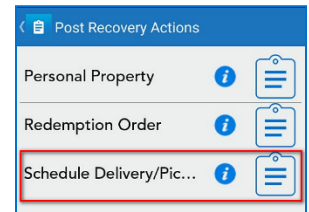
10. Side Driver Side

11. VIN

### US 334 – RCM – Create AD/PU UI

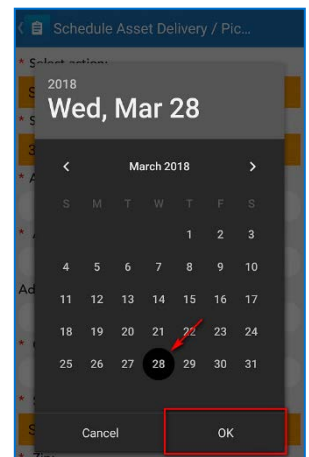
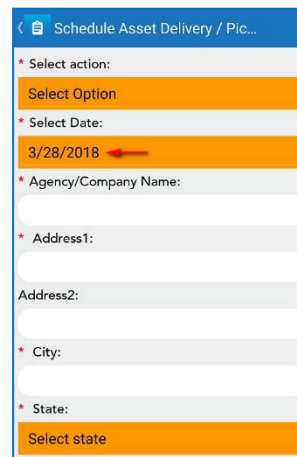
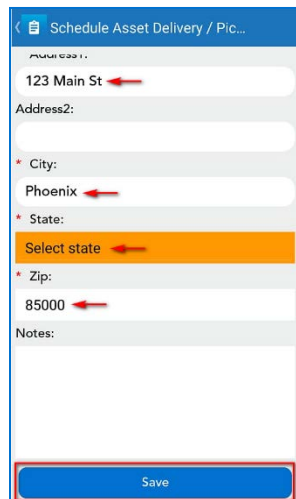
On the **Post Recovery Actions** screen the **Schedule Delivery/Pick Up** action item gives you functionality to record Delivery or Pick Up information for an asset. Tap the item to access the form.

The **Schedule Asset Delivery/Pick Up** screen will display.



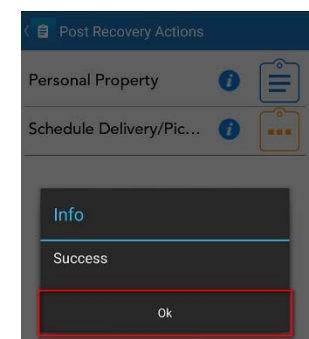
Within, you can create a Delivery or Pick Up form by selecting the proper option from the **Select Action** dropdown.

Tap **Select a Date**, select the date on the calendar control and tap **OK**.



Enter the **Agency/Company Name**, **Address 1**, **City**, **State**, and **Zip** information, then click **Save**.

The delivery/pick up has been scheduled and an **Info** confirmation dialogue will display. Tap **OK**.



When the asset is going to be delivered or picked up for transport, reopen the form and tap **Complete** to finish the delivery/pickup process.

An **Info** dialogue will display. It will give you the option to obtain signatures on the form later or capture them right now. Tap **Capture Signatures** to obtain the signature now.

The **Signature Page** screen will display. Use your finger nail or stylus to sign the form and tap **Submit Signature**.

Once the delivery/pick up is completed, the **Schedule Delivery/Pick Up** action item on the **Post Recovery Actions** screen will have a green check mark next to it.

If you attempt to tap the item again to access the completed form the following dialogue will display.

## US 336 – RCM – Create Redemption UI

### Introduction

The **Redemption Order** and **Schedule Asset Redemption** tasks give you the ability to control post recovery redemption activity on an asset via RC Mobile. You can find these forms by tapping the **Post Recovery Actions** action item in the in **Post Recovery Section** action item on the **Assignment Actions** screen.

Assignment Actions	
Asset Recovery	
Incident	
AR Modification	
Assignment Photos	
Post Recovery Section	

### Redemption Order

Tap the **Redemption Order** action item to access the Redemption form and schedule a redemption.

Post Recovery Actions	
Personal Property	
Redemption Order	

### Scheduling a Redemption

The **Create Redemption** screen will display:

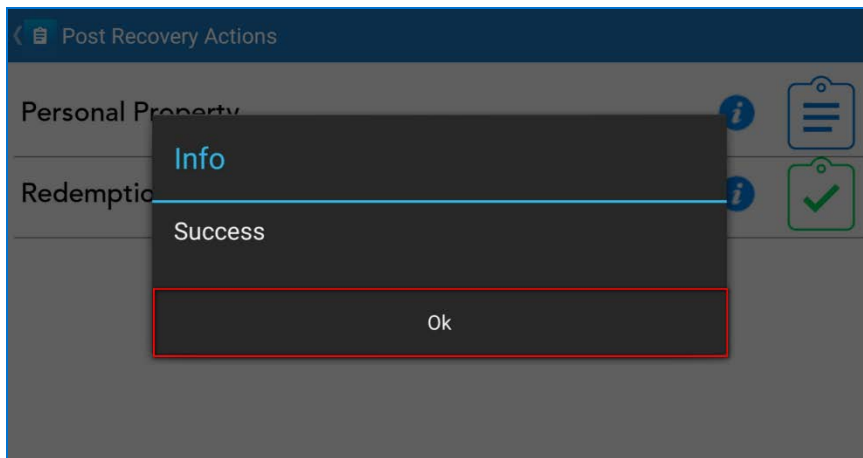
Create Redemption	
* Redemption Date:	4/17/2018
* Redemption Fees:	50.00
* Witness Name:	John Doe
* Other Name:	Jane Doe

Create Redemption	
Jane Doe	Redemption Notes:
<div>Save</div>	



1. Enter a **Redemption Date**.
2. Enter **Redemption Fees**.
3. Enter a **Witness Name**.
4. Enter a value into the **Other Name** field.
5. Tap **Save**.

A confirmation dialogue will display.



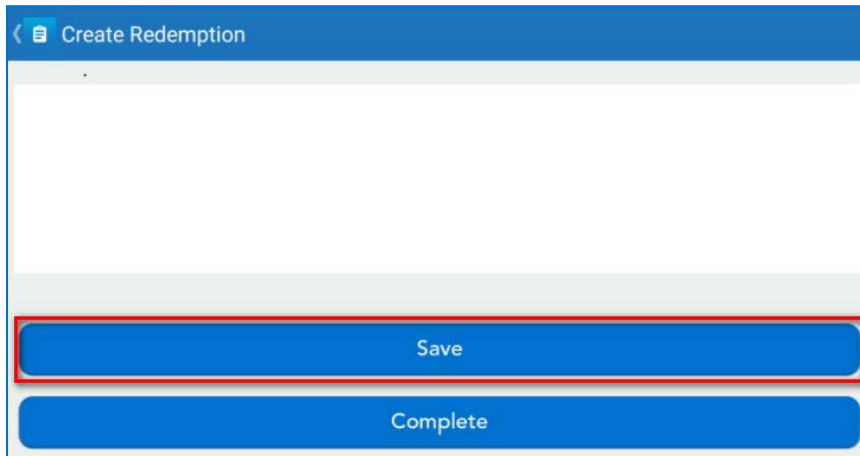
The Redemption has now been scheduled. The **Redemption Order** action item will now display an orange icon, signifying that the redemption has been scheduled and is awaiting completion.



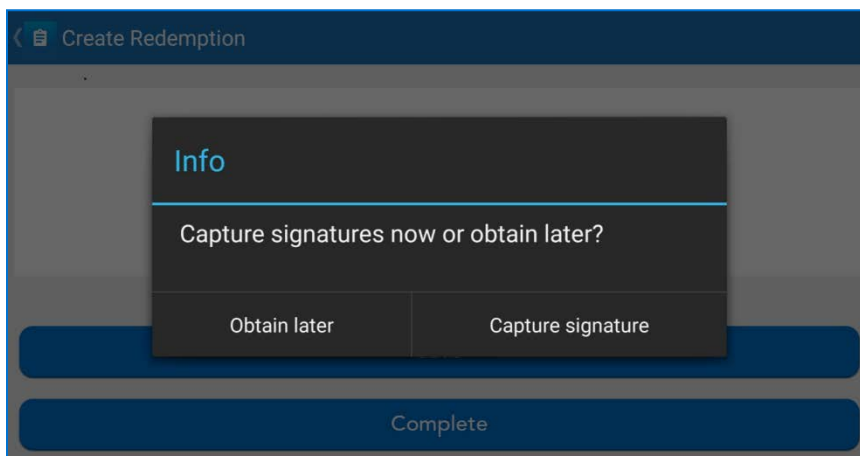
### Completing a Redemption

When the customer comes to redeem the asset, you can complete the redemption form by using the following procedure:

1. Access the assignment.
2. On the **Post Recovery Section** action tap **Redemption Order**
3. Review the form, make any last-minute changes or add **Redemption Notes**.
4. Tap **Complete**.

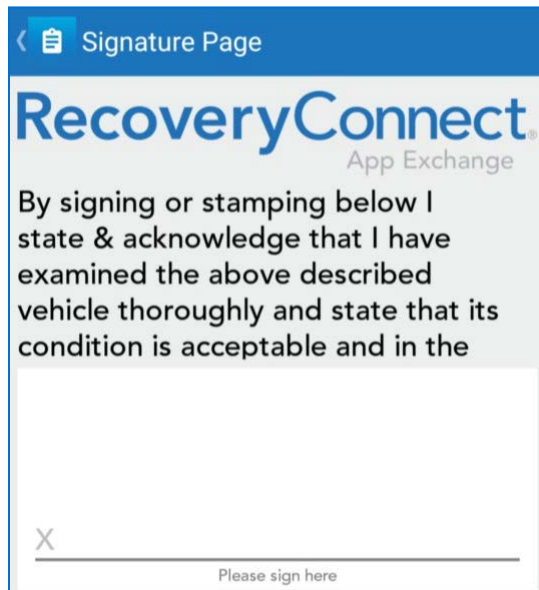


5. An **Info** dialogue will display asking you if you would like to “Capture signatures now or obtain later?”



- a. Tap **Obtain Later** if you plan to get the signatures when the form is printed out later.
- b. Tap **Capture Signature** to capture the signatures using your device.

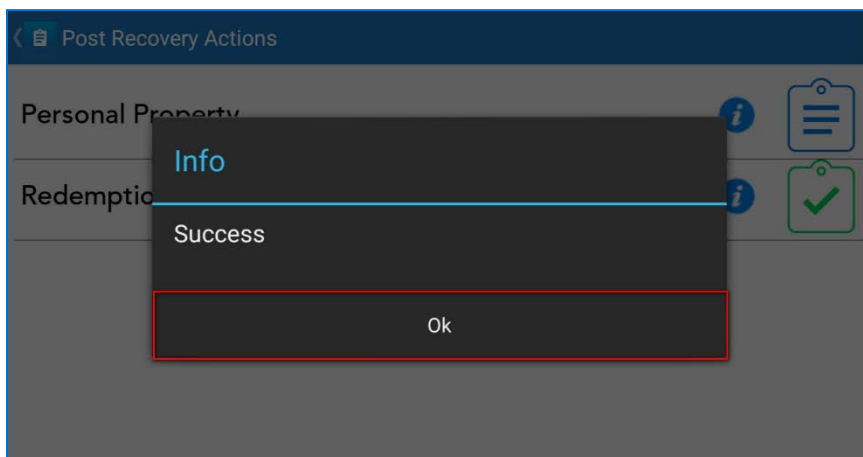
The **Signature Page** screen will display.



6. Read and sign the form.
7. Tap **Submit Signature**.



A confirmation dialogue will display.



### US 548 – RCM – Defects

This user story was created to track progress on the following defects:

- Defect 1340 – RCM – 'x86\_64' Architecture Removed in Latest Version
- Defect 1341 – Android – Unable to Give Permissions
- Defect 1342 – RCM – Attachment Upload UI – Button Text being Cut Off (Android/iOS)
- Defect 1343 – RCM – Steering Column/Dash – Photo Fail
- Defect 1344 – RCM – Photo Upload
- Defect 1347 – RCM – AR Optional/General Photo – Not Showing Completed
- Defect 1349 – RCM – Android Missing On Hook and asset Recovery options on Test
- Defect 1351 – RCM – Android – ZXing Mobile – Camera Permission
- Defect 1356 – RCM – Android Only – On Text Changed Crash
- Defect 1357 – RCM – User Logout Action Not Captured

Please see the Defects section for more information on each of the defects.

### US 1288 – RCM – Device Licenses

RC Mobile has been updated to enforce license-based user access.

#### *How License-based Access is Implemented within RC Mobile*

User license-based access is enforced upon login to RC Mobile. The login procedure is designed to handle situations where users attempt to login without a license, a licensed user attempts login on an unregistered device, and when a licensed user wishes to use a different device than the one on which their user license is registered.

#### Users Without a License

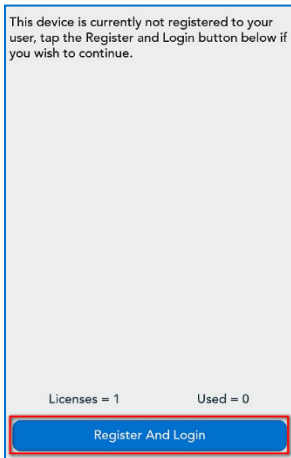
When a user who doesn't have a license purchased for them attempts to log into RC Mobile, the following dialogue will display:



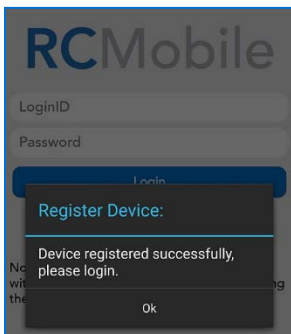
Tap **OK** and contact your Recovery Connect administrator to request a user license be purchased on your behalf.

### Registering a Device

If your Recovery Connect administrator has purchased a license for your but you have not associated a device with that license, log into RC Mobile with your user credentials. The screen below will display after you log in. Tap **Register and Login** to register the device to your user license.



A confirmation dialogue notifying you that the device was registered successfully will display. Tap **OK**.



You will be required to enter your login information again. You may be required to accept a Terms of Service Agreement (TOS), and/or End User License Agreement (EULA), etc. upon login. When the process is complete the **Main Menu** will display.

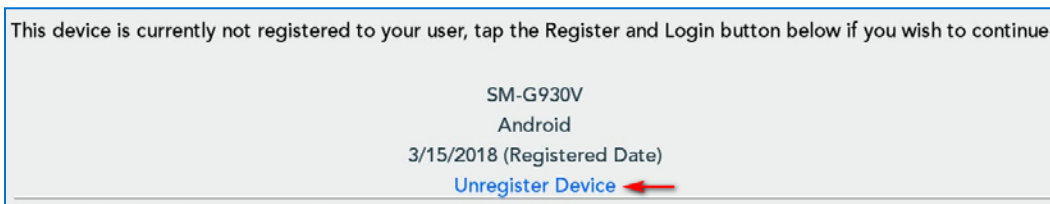
You can repeat this procedure on another device(s) if an additional license(s) has been purchased on your behalf. This will allow you to use your login credentials on multiple devices (although not concurrently, you can only have one session active at a time). Otherwise you will have to unregister the current device to transfer your user license to another device.

### Unregistering a Device via RC Mobile

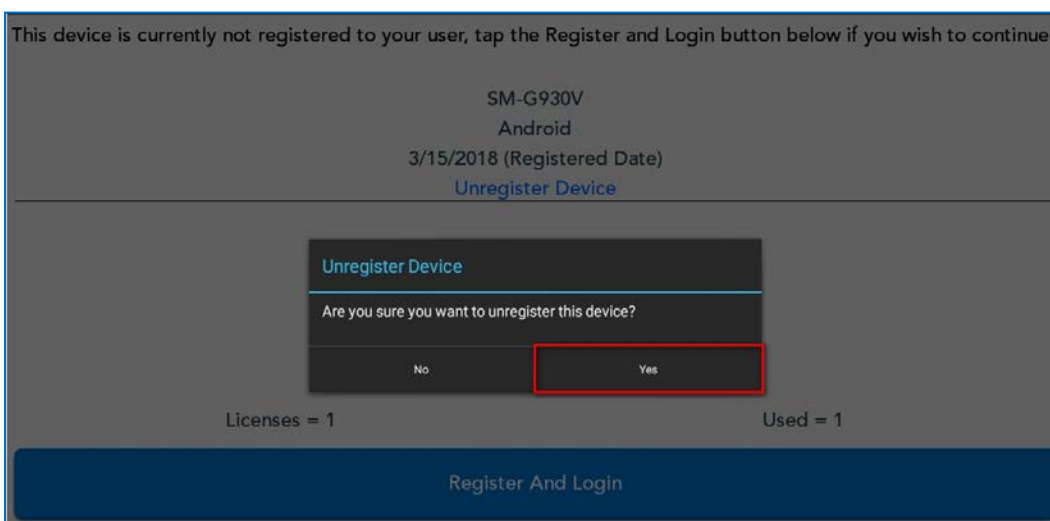
If you have a purchased user license that is already associated to a device, but you wish to use that same license on a different device, you can unregister the associated device and associate your license to the new device. Simply log into the new device with your RC Mobile login credentials. A screen will display, informing you that this device is not currently registered to your user, and provide information about the device registered to your user profile.



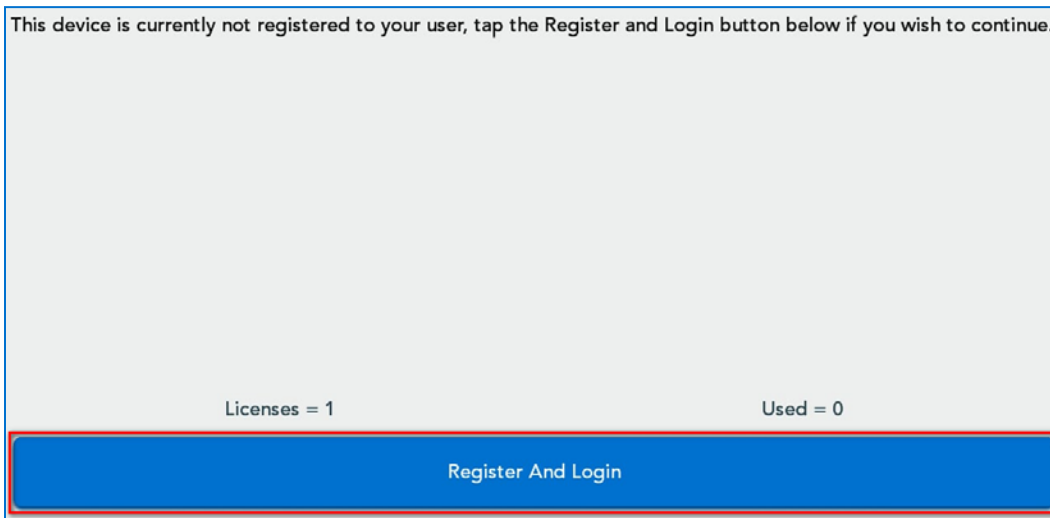
Tap **Unregister Device**.



A confirmation dialogue will display. Tap **Yes** to unregister the previous device.



The screen will no longer display the previous device. Tap **Register and Login** to register the device to your user license.



A confirmation dialogue notifying you that the device was registered successfully will display. Tap **OK**.



You will be required to enter your login information again. You may be required to accept a Terms of Service Agreement (TOS), and/or End User License Agreement (EULA), etc. upon login. When the process is complete the **Main Menu** will display.

#### US1629 – RCM – Master Lockout Assignment Access Restriction

When a user attempts to access an assignment, RCM will check the "Rules" DLL file for any Assignment access restrictions recorded on the Master Lockout Table for the lender on the assignment. If the user is restricted from accessing the assignment, a dialogue will display, explaining the reason for the restricted access. This user story covers the modification made to the "Rules" DLL file to accommodate this change in RCM.

## Defects

### Defect 1340 – RCM – ‘x86\_64’ Architecture Removed in Latest Version

Added a call to ensure that devices using ‘x86\_64’ architecture will operate RCM properly.

### Defect 1341 – Android – Unable to Give Permissions

Fixed an issue for devices using RCM on Android v2.11.0 build 453 where users were getting prompted to give permissions but were denied access to the device settings to give the permissions.

### Defect 1342 – RCM – Attachment Upload UI – Button Text being Cut Off (Android/iOS)

Modified the layout of the **Photo Attachments Upload** screen to make sure that the label for the **Photo Type** dropdown selector is not covered by the dropdown itself.

### Defect 1343 – RCM – Steering Column/Dash – Photo Fail

Made a change to the procedure that saves the **Steering Column/Dash** picture on the **Asset Recovery Photos** task screen to ensure that if a user retakes the image, it will save properly.

### Defect 1344 – RCM – Photo Upload

Addressed the logic on the photo upload procedure within RC Mobile to ensure that photo selections cannot be left blank.

### Defect 1347 – RCM – AR Optional/General Photo – Not Showing Completed

Made a change to the Asset Recovery form procedure to address an issue that was causing the AR General photo to show as incomplete when it was actually completed.

### Defect 1351 – RCM – Android – ZXing Mobile – Camera Permission

Added a check to make sure that the user has accepted camera permissions on their device to address an issue reported by a device when the user attempted to take an image within RCM but had not accepted camera permissions.

### Defect 1356 – RCM – Android Only – On Text Changed Crash

Addressed a “System.ObjectDisposedException” that was generated when users hit their device’s **Back** button while RCM was attempting to upload images.

### Defect 1357 – RCM – User Logout Action Not Captured

Modified the logout code to ensure that when a user logs out of RCM, the event is properly recorded on the database so that when the user attempts to log in again, they will not be restricted for being logged into a different device.