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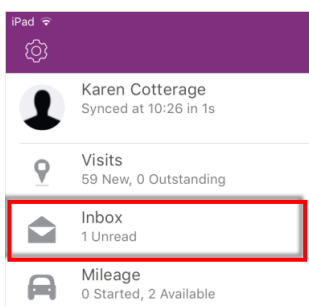
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Overview

If there are any issues where any part of your completed visit doesn't synchronise back into RiO correctly you will receive a message in the Inbox in Total Mobile.

Inbox messages will also be sent to notify you when a Double Up visit has been booked for you.

Inbox Messages on an iPad

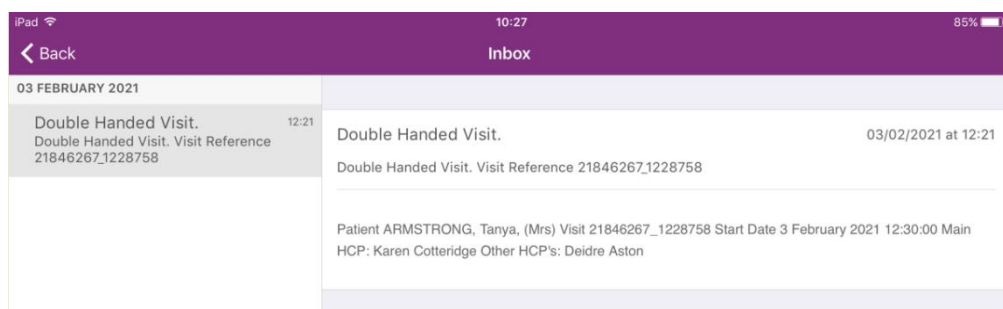


The Inbox is located below Visits on the Total Mobile Home screen

By default, only 'Unread' messages will display

- From the Total Mobile **Home** screen, tap **Inbox**
- Tap the **Unread** message

The details of the message will display

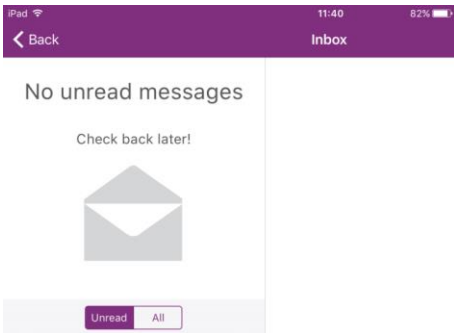


- Tap **< Back** (top left) to return to your **Home** screen

The message will no longer display



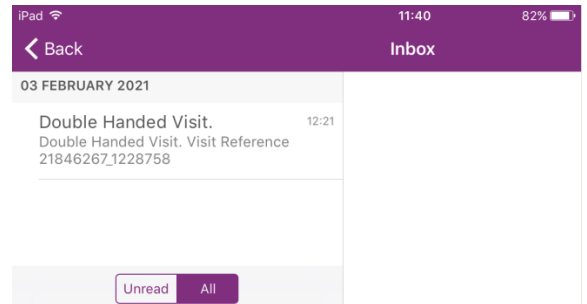
Viewing All Messages on an iPad



Once the message has been read it will no longer display in the Inbox

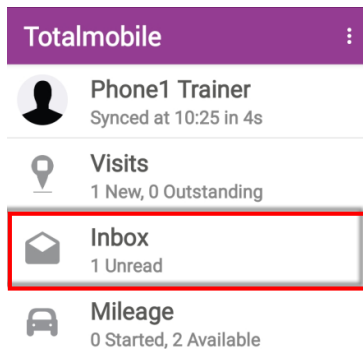
- To view All messages, tap the **All** button (bottom left)

You will now be able to view any previous Inbox messages



Inbox Messages on a Smart Phone

Inbox

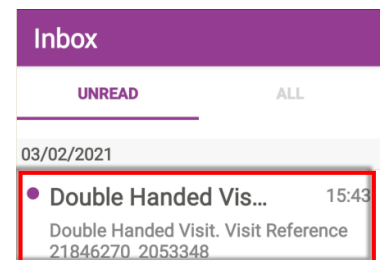


The Inbox is located below Visits on the Total Mobile Home screen

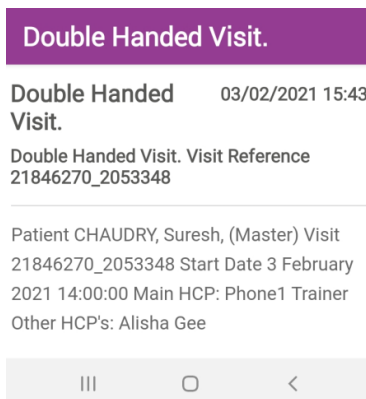
By default only 'Unread' messages will display


- From the Total Mobile **Home** screen, tap **Inbox**

- Tap the **Unread** message



The details of the message will display



- Tap the **Back** button  (bottom right) on your phone to return to your Inbox

The message will no longer display



Viewing All Messages on a Smart Phone

Once the message has been read it will no longer display in the Inbox

Inbox

UNREAD

ALL

- To view All messages, tap **ALL** (top right)

You will now be able to view any previous Inbox messages

No unread messages



Inbox

UNREAD

ALL

03/02/2021

Double Handed Vis...

15:43

Double Handed Visit. Visit Reference
21846270 2053348

