

## Smartphone requirements for the SAP SuccessFactors mobile app

Before you download the SAP SuccessFactors mobile app (covered in another Quick Reference Guide), refer to 'Checklist A' to ensure you have everything you need.

Then refer to 'Checklist B' on a regular basis to ensure the smooth running of SAP SuccessFactors on your smartphone.

### Checklist A: What you need to do now

Before you download the mobile app, you should check that:

- You have a smartphone.**  
If you don't, contact your manager who will advise you of alternative clocking in methods.
- You are using the latest operating system for your phone.**  
Check your smartphone and install the latest operating system if required.
- You have enough space on your phone for the app.**  
App size: iPhone = 146MB, Android = 53MB\*
- You know your Sodexo username and password.**  
Your username will be in the format of [ name.surname@sodexo.com ].
- Your smartphone is connected to the internet.**  
You will need to use either Wi-Fi or your mobile data.






### Checklist B: What you need to do on a regular basis

For the app to keep running smoothly for you, you should check that:

- Your smartphone's operating system up to date.**  
Minimum: iPhone = iOS 14.0, Android = 8.0\*.
- You have the most up-to-date version of the app installed.**  
Version: iPhone = 8.1.3, Android = 8.1.3
- Your smartphone has plenty of battery.**

\* Current as of 2 November 2022

### FAQs for ongoing use of the app

-  **Where do I find my username and password?**  
Your manager will provide these to you.
-  **What if I forget my username and password?**  
You will need to access a PC to update – contact your manager for assistance.
-  **How do I change my password?**  
Every few months you will be required to update your password. You will need to access a PC to update – contact your manager for assistance.
-  **What if my app is not working properly?**  
Go through Checklist B. If it's still not working, try re-installing the app.
-  **Does the app cost anything to install?**  
No. The app is free to download.