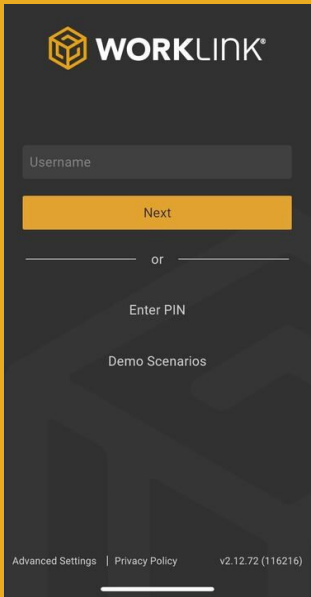
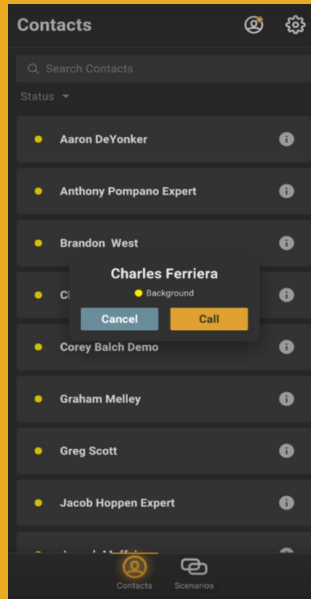


LOGIN

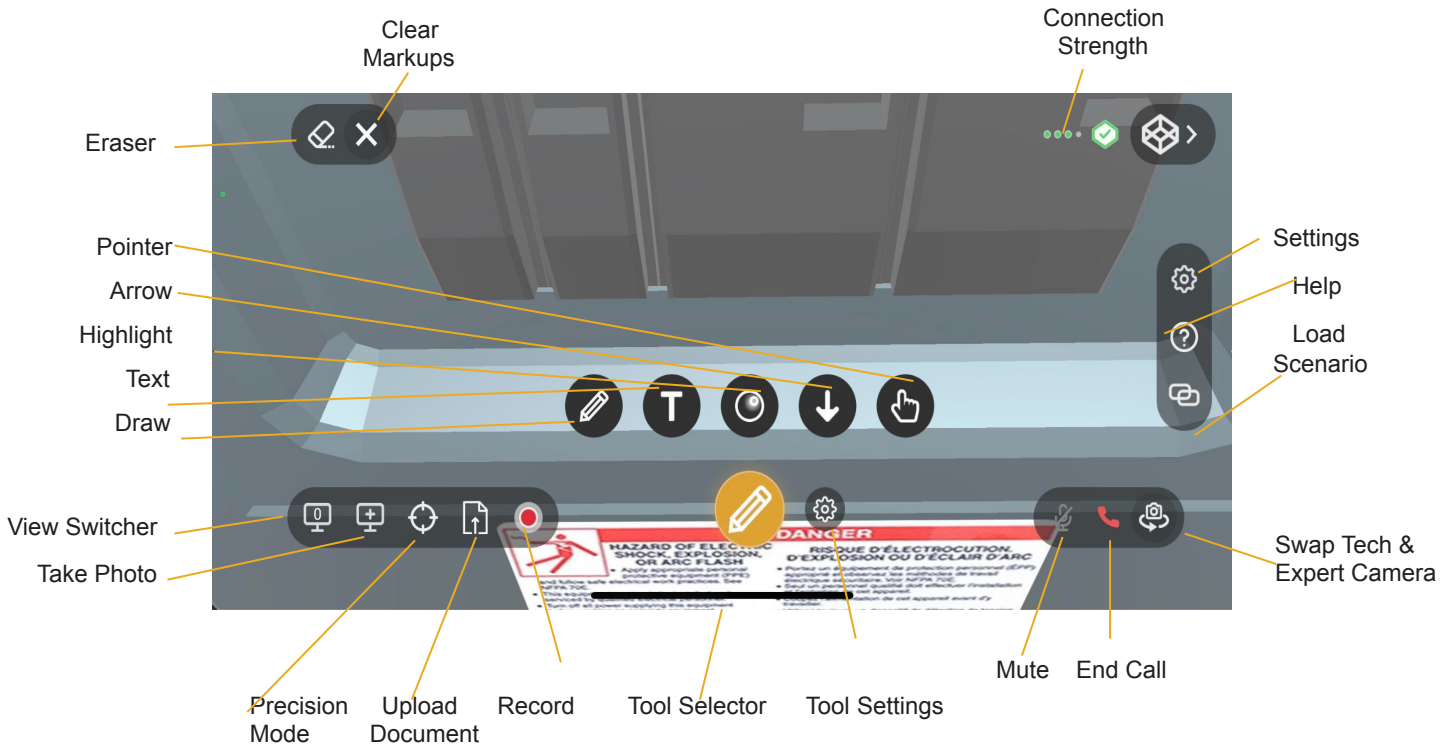


CALL EXPERT





- The contact list shows all experts active in your company.
- To connect, tap the contact name.
- Contact list also shows the status of the contact:
 - Available
 - Available but app backgrounded
 - On a WorkLink Remote Assist call (busy)
 - Offline
 - ! Non-compatible version of the app
- Info button: Additional contact status information.


REMOTE ASSISTANCE VIEW





FEATURE DETAILS


 **Precision Mode** - allows you to “pause” or “freeze” your view to a high quality still image.


 **Take Photo** - allows you to take a photo of your current view of a live call. You can then zoom, pan, and add AR markups which appear on the other users live video.

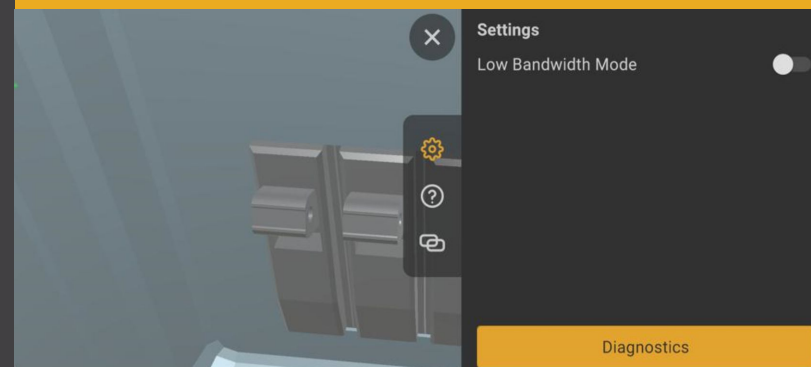
 **Upload Document** - allows the Expert to load a document from their device to share.

 **View Switcher** - allows you to navigate between any screenshots or saved views you have taken during the call, or return to the live video view.

 **Swap Tech & Expert Camera** - allows users on the call to switch whose camera view is being presented

 **Settings** - toggle Low Bandwidth Mode. When connectivity is poor, use this to switch from live video to high quality still images.

 **Load Scenario** - load WorkLink Create instructions into the current call



If you experience issues during your session, be sure to rate the the call quality and add additional comments, so that the Scope AR team will see the call log.

How was your call quality?



GUEST INVITE PROCESS - EMAIL & SMS

A guest user is a temporary, unlicensed user that:

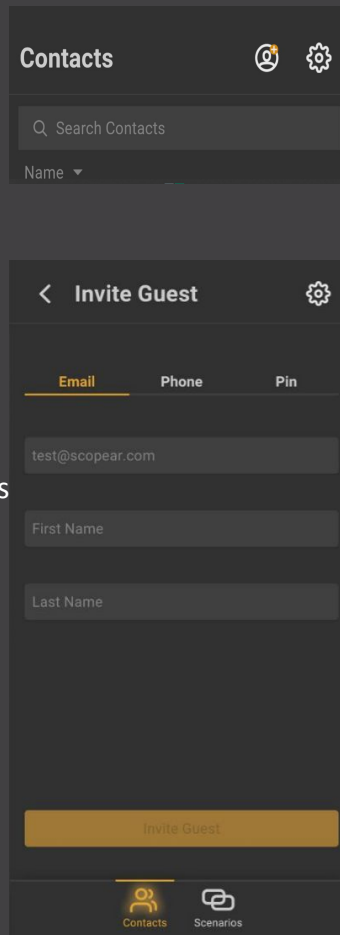
- must be invited by a user with an Expert role either via email, PIN, or text message.
- can view AR content shared with them while in a remote assistance call.
- will not have access to the CMS portal.



To invite a guest:

1. Log in to the WorkLink app
2. Click the **people icon** in the top left corner
3. Select your preferred **Contact Method**
4. Fill in contact details of the guest
5. Click **Invite Guest for Email & Phone, Create Pin for Pin invite**

Note: only Experts can invite guest users



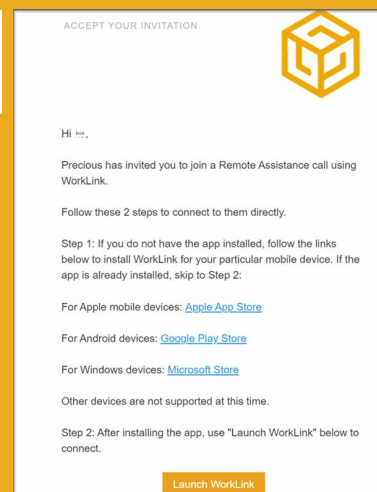

To join as a guest after receiving an invite:

1. Use the links in the text/email to launch the Worklink app
2. If the WorkLink app is not installed already on the device, the link will redirect the guest to the respective app store to download the WorkLink app before joining the expert

Text

You were invited to WorkLink.
Launch WorkLink by tapping: <https://cms.scopear.com/i/RNOXZx7kp@a0A0l>

Email



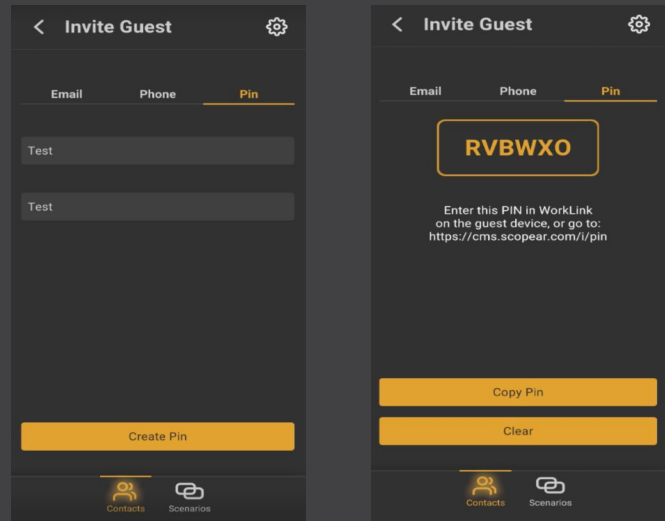
GUEST INVITE PROCESS - PIN

An expert is able to invite a guest to a Remote Assistance call by sharing a short PIN access code with the guest.

EXPERT

To generate a PIN:

1. Sign into the WorkLink App > **Invite Guest**, then select **PIN** option
2. Enter first name and last name of guest
3. Tap **Create PIN**
4. Copy PIN and provide details to guest over the phone/text/email



GUEST

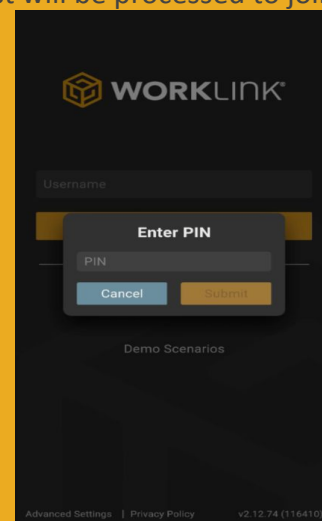
To use a PIN code:

1. Launch browser on the same device and enter <https://cms.scopear.com/i/pin>
e.g. <https://cms.scopear.com/i/JPXDB9>
2. If WorkLink is not already installed on the Guest's device, they will be redirected from the link they entered to their respective App Store to install WorkLink and guest will be automatically connected to the Expert on a call.

NOTE: Guest cannot use PIN on Google app browser. Supported browsers are: Safari, Chrome and Internet Explorer.

Alternatively, the guest can download the WorkLink App from the respective App Store.

- Then tap on the **"Have a PIN?"** button on the log-in page to enter the PIN.
- Guest will be processed to join the Expert on a call.



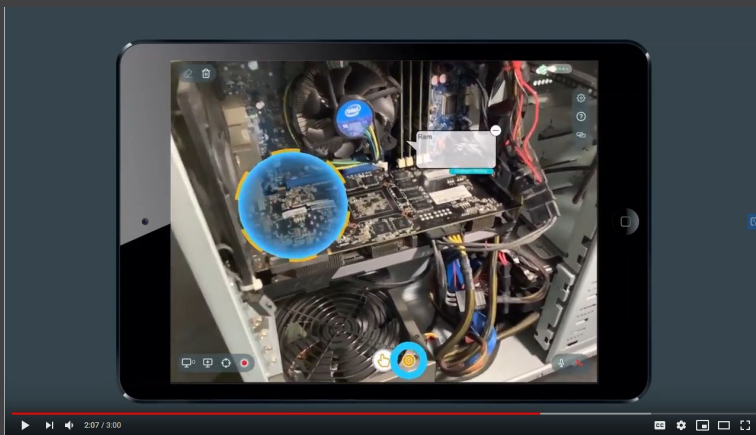
VIDEO WALKTHROUGHS

The short videos linked below dive into more features and best practices for the Worklink app



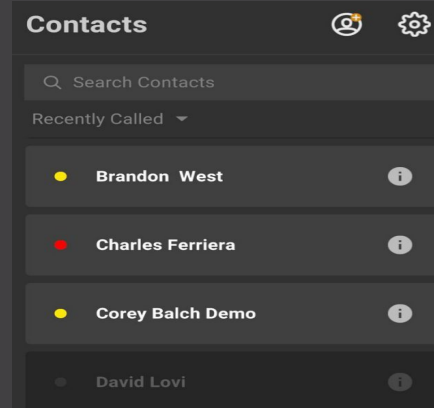
WorkLink App: Overview

Learn the basics of the WorkLink app and how it can be used for **Remote Assistance** calls, viewing **Work Instructions**, and a combination of both.



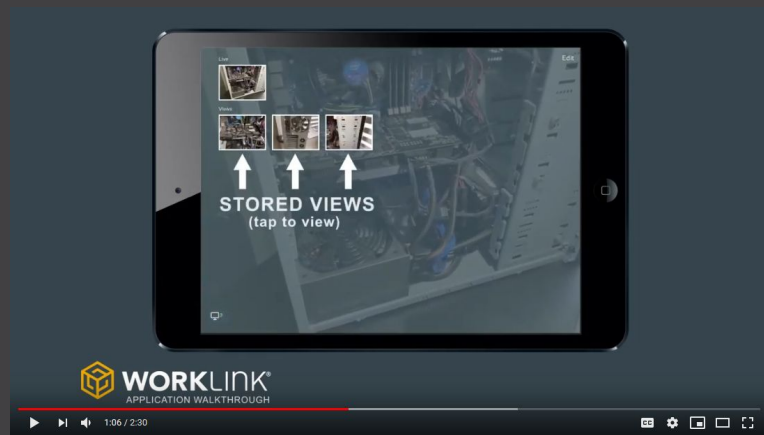
WorkLink App: Annotating

Learn the basics of the **Annotation** tools available within Remote Assistance calls to quickly and easily highlight and convey information between callers.



Worklink App: Calling

Learn how to read the status of contacts and make and receive calls with the WorkLink app.



WorkLink App: Precision/Recording

Learn about **Precision Mode**, allowing you to more precisely annotate on a still image while keeping the video live for the other caller. Learn how to **Record** a call and how it's uploaded for later review.