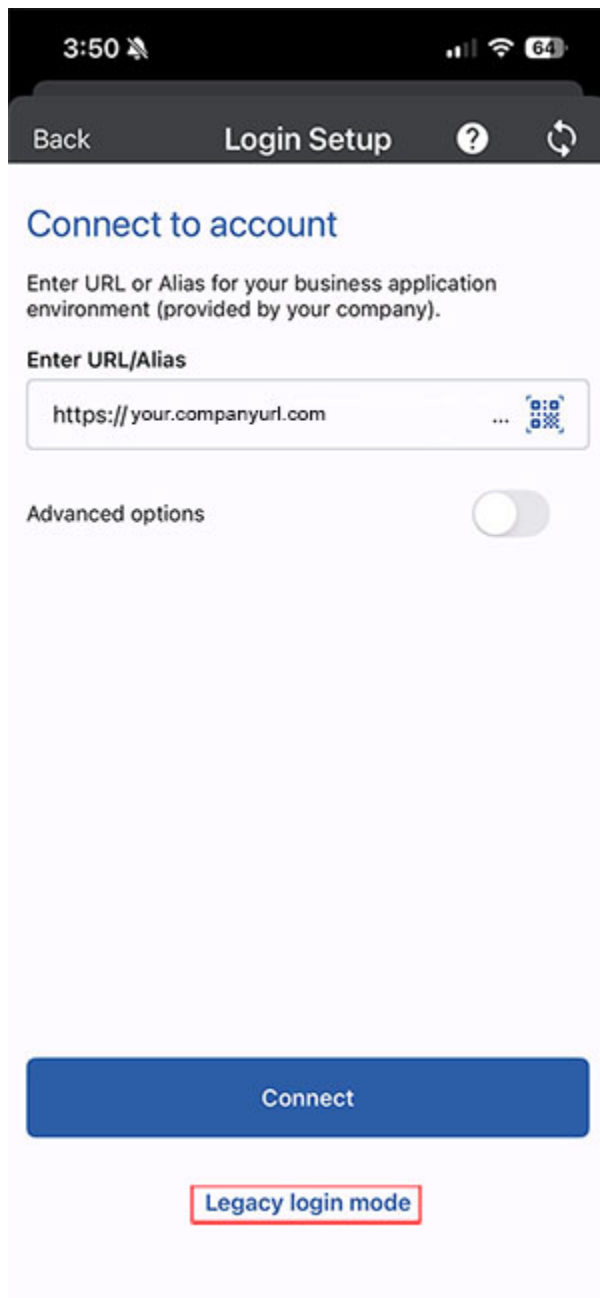


MobileTech 2025 Resco's New Login Experience

Legacy Login Mode

When logging into the Resco's new login experience (October 6, 2025 app update) users see a new login window. To continue using the regular login, select **Legacy login mode** at the bottom of the Login Setup window.



The screenshot shows a mobile application interface for 'Login Setup'. At the top, there is a status bar with the time 3:50, signal strength, Wi-Fi, and 64% battery. Below the status bar is a navigation bar with 'Back', 'Login Setup', a help icon (?), and a refresh icon. The main content area is titled 'Connect to account' in blue. Below the title, it says 'Enter URL or Alias for your business application environment (provided by your company)'. There is a text input field labeled 'Enter URL/Alias' containing 'https://your.companyurl.com'. To the right of the input field is a QR code icon. Below the input field is a toggle switch labeled 'Advanced options', which is currently turned off. At the bottom of the screen is a large blue button labeled 'Connect'. Below the 'Connect' button is a link labeled 'Legacy login mode' which is highlighted with a red rectangular box.

Biometric Login

Unlock your Resco Mobile CRM using biometrics (if your device and company policy support the feature).

1. In MobileTech CRM, go to **Setup**.
2. Toggle **User Fingerprint** to **On**.
3. The next time you log in, you are prompted if you want to allow **MobileCRM to use your fingerprint or Face ID to login**. The option for fingerprint or Face ID is dependent on your device.
4. Select **Don't Allow** or **Allow**.

