I. GETTING STARTED

1. Download app
To download the AUTOCRANE Dealer Sales Portal App on iOS or Android, use these links:

[iOS](#) (iPhone/iPad)
[Android](#)

Note: the app works on both smartphone and tablet

Supported OS Versions

The AUTOCRANE Dealer Sales App is supported by both Apple iOS and Android OS, from at least their current to the previous two Operating Systems (OS).

NOTE: It is recommended to keep your device up to date with the current OS, for both usability and security purposes.

Apple:

- Supported OS: https://support.apple.com/en-us/HT201222
    - Currently Supporting iOS & iPadOS 15, 16, & 17

Android:

- Supported devices will vary based on the manufacturer and must have a supported OS.
    - Full list of supported devices listed here:
      https://storage.googleapis.com/play_public/supported_devices.html
- Supported Android OS: https://source.android.com/security/bulletin
    - Currently Supporting Android OS 12, 13, and 14

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2. Enable push notifications
Make sure push notifications are enabled on your device so you can stay current on the latest updates on AUTOCRANE Products, Programs and Events.
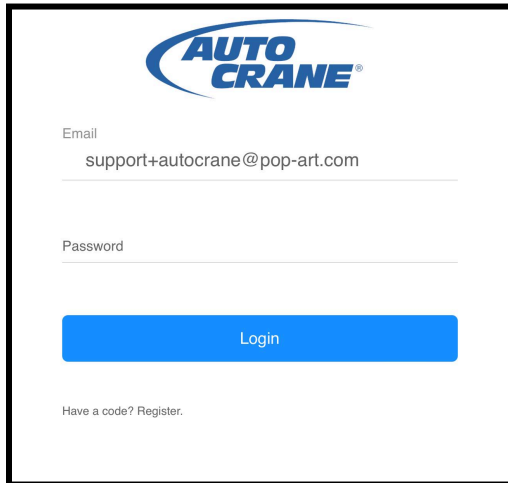
Enable push notifications on iOS:

1) Go to Settings and tap Notifications
2) Select AUTOCRANE in your app list
3) Turn on "Allow Notifications"
4) Under Alerts, choose the style of alert you want

Enable push notifications on Android:

1) From your home page (pipeline view), tap the Settings tab in your bottom navigation bar
2) Tap the gear icon in the top right corner
3) In the Push Notifications field, toggle your notifications on or off
4) If prompted to confirm the change, tap Allow

3. Login

At login, use the credentials provided to you.

If you don't know what email to use, please contact marketingmanager@ramseyindustries.com
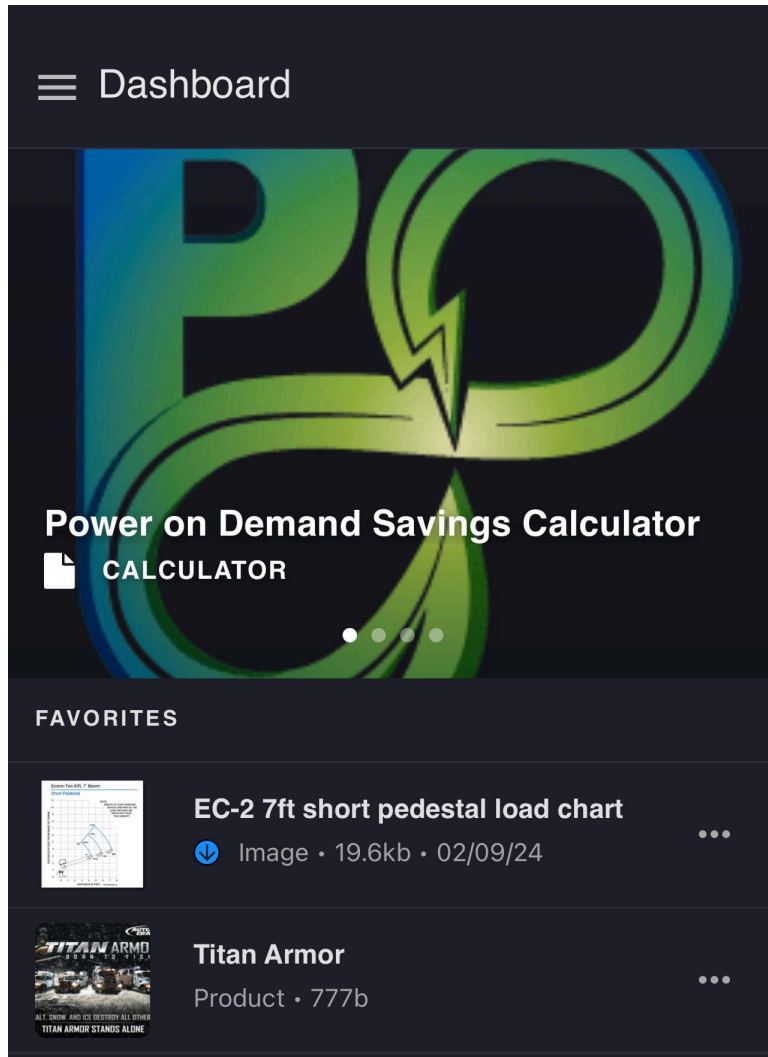
Once logged in, you can change your password by going to **My Profile > Edit > Change Password**.

You will be prompted to log in each day.

II. NAVIGATING AROUND THE APP

Dashboard

When you first log in to the app, you will be on the Dashboard. The Dashboard has an upper section of rotating assets featured by AUTOCRANE, and a lower section of Favorites selected by you.
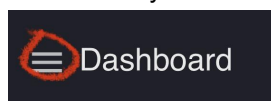

Adding Favorites

To add a file to your Favorites list, tap on the three dots (menu) and select "Favorite."
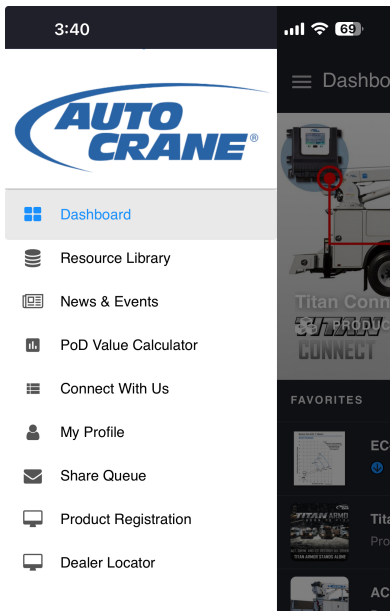
To remove a file from your Favorites list, tap on the three dots (menu) and select "Unfavorite."

Main Menu via Hamburger Button

Right next to the word "Dashboard" are three horizontal lines referred to as a "Hamburger" button because they look like a hamburger.
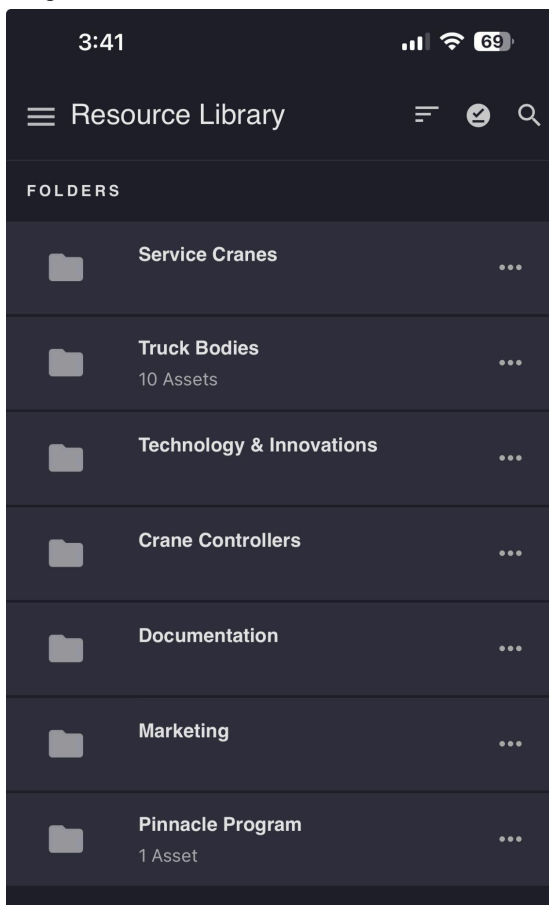
Tapping on this any time while in the app will open up the primary navigation menu:

Products & Programs

Current information on AUTOCRANE Products (brochures, features, spec sheets), Sales and Marketing Programs can be found here:

Note: the magnifying glass in the upper right corner above opens a search box to help you find a specific file.

News & Updates
Recent news about AUTOCRANE.

External Resources
Links to AUTOCRANE social media pages:

- Instagram
- LinkedIn

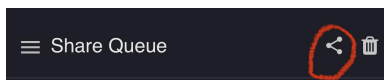**My Profile**
If you want to sign out of the app, you can do it here. You can also "Reset Password" by tapping on "Edit."

Share Queue
When you select any files to "Add to Share Queue" they will appear here. Once you are ready to share all of these files, click on the share button:

You will then be able to choose whether to send links via email, or get links and share them by another means.

III. NOTES ON ESSENTIAL FUNCTIONALITY

Sharing
To share files, tap on the three dots menu and choose "Share" which gives you five options:

1. *Customer Profiles* - add file to an existing customer profile, share as links*
2. *Email* - send link* via email
3. *Add to Share Queue* - for sending links* to multiple files at once; when ready go to Share Queue from main menu and send
4. *Download* - save file locally**
5. *Get Link* - get a link* to share via SMS, social media DM, etc.

*Links expire after 60 days.
**Be careful with keeping files locally. Information in the app is kept current, but downloads will eventually be outdated. It is recommended to download files for short-term use. Otherwise, links are preferred for sharing.

Offline Mode
To save files so you can use them without an Internet connection, i.e. offline, tap on the three dots menu next to an asset and select "Save Offline."

Offline assets will be stored locally on your device for later retrieval. This is especially useful if you are planning to visit a prospect or customer at a remote location, or while operating in an environment with uncertain wifi, e.g., a tradeshow.

FREQUENTLY ASKED QUESTIONS

1) **How do I know I am always seeing current content in the app? What if it has been updated since I've been logged in?**

   The app requires you to log in every day. Upon logging in, the files in the app are refreshed, so your content will always be current within one day.

   AUTOCRANE content administrators will make new updates visible with push notifications, so as long as you have those enabled, you will see new updates.

2) **If I download the App across my various devices (iPhone, iPad, Android tablet), will my content be identical across all of them?**

   Favorites are associated with your user account and will persist across all devices.

   Assets saved offline are local to that particular device, so you will need to go through the process of saving assets offline with each device.

3) **If I have a suggestion about something to include in the app like a new feature (warranty registration, quoting), or content (operating / troubleshooting videos), how do I submit my ideas?**

   We welcome ALL feedback.

   Our only goal is to provide a tool that makes it easier for you, our valued dealers, to access current, approved sets of information in order to help buyers solve problems and find the right AUTOCRANE product to meet their needs.

   Please submit any and all feedback on the app to marketingmanager@ramseyindustries.com