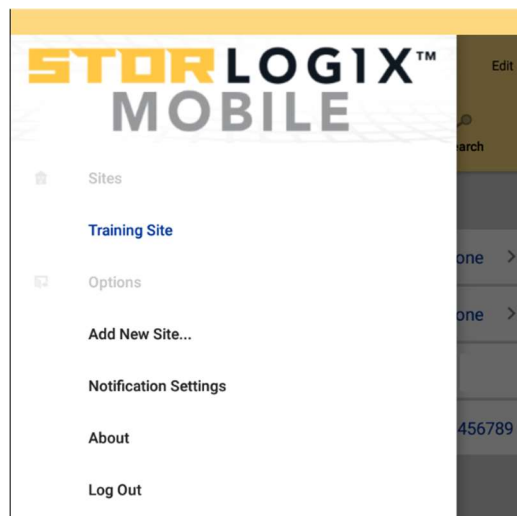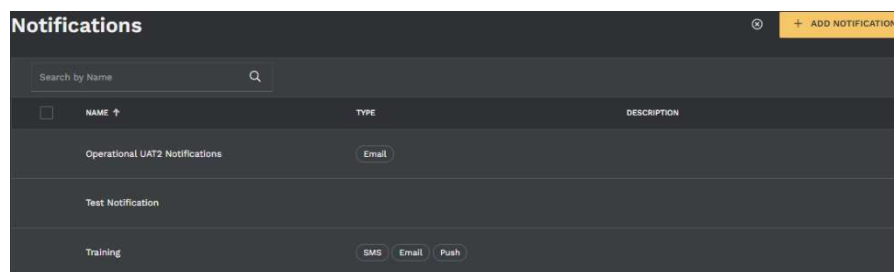**PTITRAINING**

Below are Frequently Asked Questions PTI received since releasing the StorLogix Mobile App.
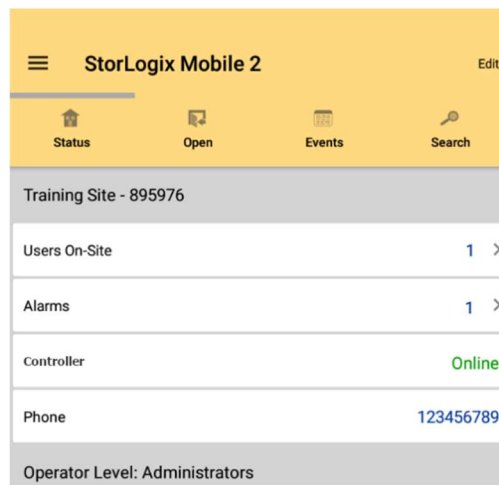
➢ **Can I use Storlogix Mobile at Multiple Sites?**

  o Yes- The StorLogix Mobile app supports managing multiple Self Storage Sites. To connect to another site, open the flyout menu in the app and press "Add New Site." Enter the new site's information and press "Save."

➢ **How many sites can StorLogix Mobile support at once?**

  o A good rule is to keep the number of sites around twenty, but the app can handle more if needed.

➢ **Can the Owners/Managers/Employees receive push notifications through the app?**

  o Yes- StorLogix Cloud supports sending out notifications to Storlogix Mobile users.
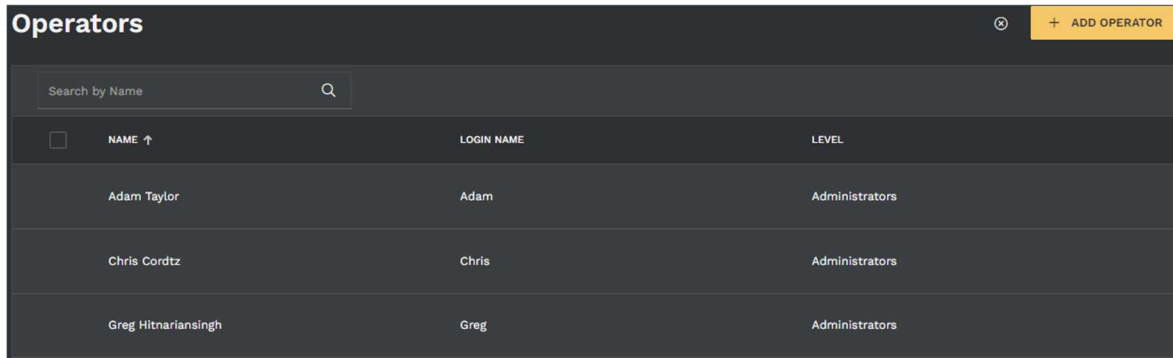
➢ **If I remove and then reinstall StorLogix Mobile on my Phone, will I need to set up a new account?**

    o Yes- when you uninstall StorLogix Mobile, it deletes your login information; during reinstallation of the app, you will need to re-enter the site's information.

➢ **On what type of phones can I install StorLogix Mobile?**

    o Any Android Device running Android OS 5.0 or higher
    o Any iPhone running iOS 12 or higher

➢ **Can I revoke an Owner/Manager/Employee access to StorLogix Mobile?**

    o Yes- Removing an Owner/Manager/Employee's access from StorLogix Cloud also removes their access to StorLogix Mobile.

➢ **Can I reset the Owner/Manager/Employee StorLogix Moblie Password from StorLogix Cloud?**

    o Yes and No – Resetting the Owners/Managers/Employees' StorLogix Cloud Password resets the StorLogix Mobile Password.
        ▪ Note: Add the new password to StorLogix Mobile before changing the StorLogix Cloud password.

➢ **The Owner/Manager/Employee forgot their StorLogix Mobile Password.**

    o Forgetting the StorLogix Mobile password equates to forgetting their Storlogix Cloud.

➢ The Owner/Manager/Employee forgot the username associated with their StorLogix Cloud account.

   o You can locate the Storlogix Mobile username in the StorLogix Cloud Operator List for the site managed by the app.

➢ Can a Storage Site brand StorLogix Mobile with their company colors and logos?

   o No- PTI does not allow for any branding of the StorLogix Mobile App.