

# Welcome to The Pied Piper Mobile App



Access your pest control account from anywhere, anytime!

## Getting Started

### Download The Pied Piper Mobile App

- Please download the appropriate app for your type of mobile device. Visit Google Play for Android devices or the App Store for iPhones.



Enter **PIED PIPER PEST CONTROL** in the search field and look for this icon.



- After download, use The Pied Piper Mobile App to sign in.
- You will need the following two items to complete registration:
  - Your 7 digit Pied Piper Customer Account Number (This will be your User Id)
  - Your 10 digit Primary Phone Number (This will be your default password)

Both of these items are located on any Pied Piper service invoice. Your Pied Piper Customer Number is located on the top right and your primary phone number is located under the Service Details. Enter in the information and proceed by pressing Login.

## Now You're ready to use The Pied Piper Mobile App

Your information will be on the top of the screen. If you have other accounts, you can select "Change" to select another service location

### View Upcoming Services

- Should you need to add or change service remarks, use the fields to provide comments for your service technician.
- Tap the calendar icon to request a new service date and the triangle to request a new service time.

### Request Service

- Tap the calendar icon to request a service date and the triangle to request a service time.
- In the comments field type in detailed service instructions.

### View Service History

- Tap on service order number for more detail.
- Toggle between summary and detail tabs to view additional information.
- Tap the 3 bars (≡) to email invoice.

### My Account

- View Open Accounts Receivable, AVR History and Payment History.
- In the sub menus tap the 3 bars (≡) for additional options (when available).

### Make Payment

- Select the invoice you would like to pay, then tap Next to Review Payment.
- Enter your credit card information in the fields. The Save Card feature will encrypt and securely save your card for future use (toggle the button if you choose not to save).
- Tap Submit to Make Payment.
- Wait for processing to complete, then tap Refresh and see that your payment has been applied.

### Update Account Info.

- Update your password and email anytime.

