

Mobile App

User Guide

 Reputation
2024

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1 | Mobile App Overview

Mobile App Overview

Use the Reputation mobile app to access reputation data on-the-go on your mobile device (iOS | Android).

With the Reputation mobile app available in the Google Play Store and Apple's App store, access your data from anywhere.

The home page provides an overview of performance metrics across the solutions enabled for your locations. View the Reputation Score; a sentiment trend of reviews; various metrics, including average rating and volume of reviews; trend data for connected social accounts; and survey metrics, including NPS average rating, and volume of surveys.

In addition to viewing data on your mobile device, the Reputation mobile app allows for the following convenient reputation management tools:

- Monitor, respond, forward, and reply to reviews from third-party sites.
- Request reviews for specific locations.
- Create content, manage conversations, and reply to comments on connected social sites.
- Initiate, view, and respond to messages from customers.
- Take action on tickets by adjusting queues, stages, and tags, updating comments, adding attachments, or closing tickets altogether.
- Create new tickets as needed.
- Manage and respond to survey feedback or forward surveys to a team member.

Note: The mobile app may look different than what is shown in this guide, as it depends on the available solutions in the desktop app.

Download the free Reputation mobile app through the [Google Play Store](#) or [Apple's App Store](#) to start accessing information on the go.

Android



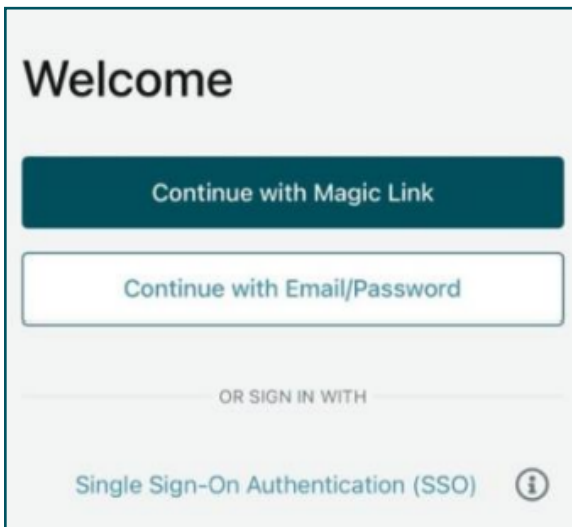
iOS



2 | Sign Into the Mobile App

Sign Into the Mobile App

There are three ways to sign into the Reputation platform from a mobile device. Either use a Magic Link, the email and password used to sign in on a computer, or the SSO within the platform.

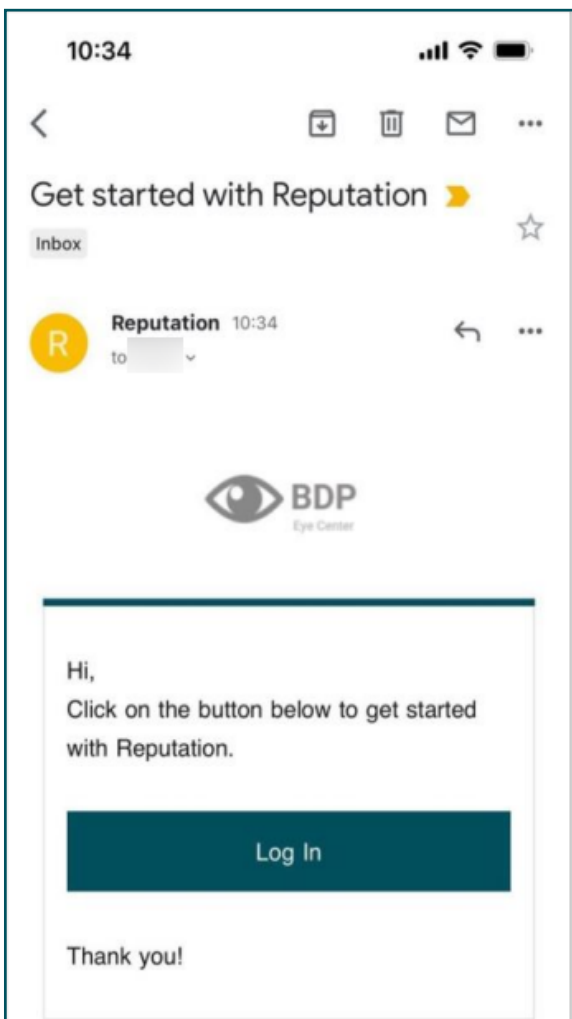


To log into the app with a username and password:

1. Open the Reputation app on a mobile device and tap **Continue with Email/Password**.
2. Enter the email and password and tap **Sign In**.

To log into the app with a magic link (no password):

1. Open the Reputation app on a mobile device and tap **Continue with Magic Link**.
2. Enter the email address associated with the Reputation account and tap **Send Magic Link**.



3. Check the email from the mobile device.

- If the email is not present, check the spam folder.

4. From the email, tap **Log In**.

To log into the app using SSO (no username/ password):

Note: Use this option to sign into the platform with a corporate dashboard and corporate ID.

1. Open <https://app.reputation.com> in a mobile browser. Access the single sign-on application to launch the Reputation dashboard.
2. From the bottom of the screen, tap **Open in App**.

Use SSO to sign into the platform via the app. Enter your corporate ID and the app will automatically redirect to the correct page. If you do not know your corporate ID, contact Reputation support.

3 | Home Screen

Home Screen

On the **Home** screen, view the data across all the solutions the account uses. This view is customizable.



View or filter all notifications.

To create, modify, or delete notifications, visit the web platform or reach out to the Reputation Support Team.



Use this icon to select, reorder, or hide certain widgets from the home page dashboard view. Some of the available widgets include:

- Reputation Score X
- Review Sentiment Trend
- Review Metrics
- Review Sentiment %
- Review Sites
- Social Metrics
- Survey Metrics
- Survey NPS Trend
- Action Metrics



Filter the dashboard data on the home screen by state, date range, location, etc. This information is customizable based on the need. Reach out to Support or your Customer Success Manager for assistance.



Tap the plus icon to:

- Start a conversation from the inbox.
- Create a social post.
- Send a review invitation.

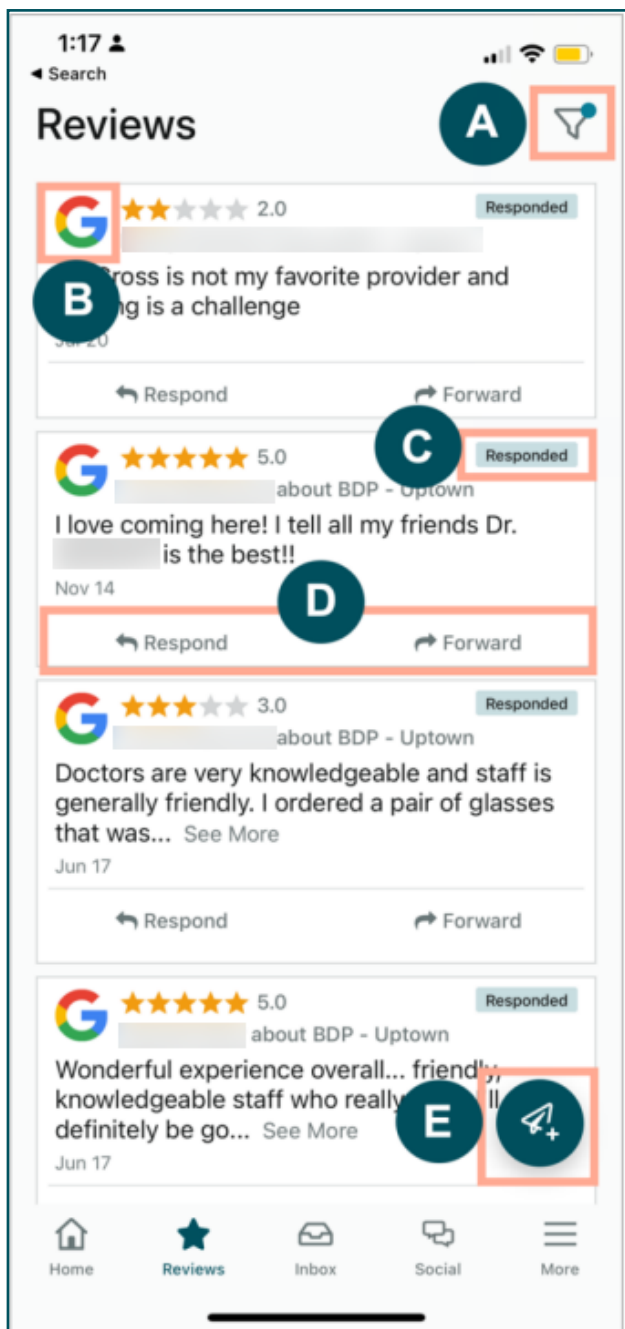
Available options depend on the solutions the user has access to.

4 | Reviews

Reviews

Tap **Reviews** from the bottom navigation menu on the screen. This provides all the reviews that have been received for the business.

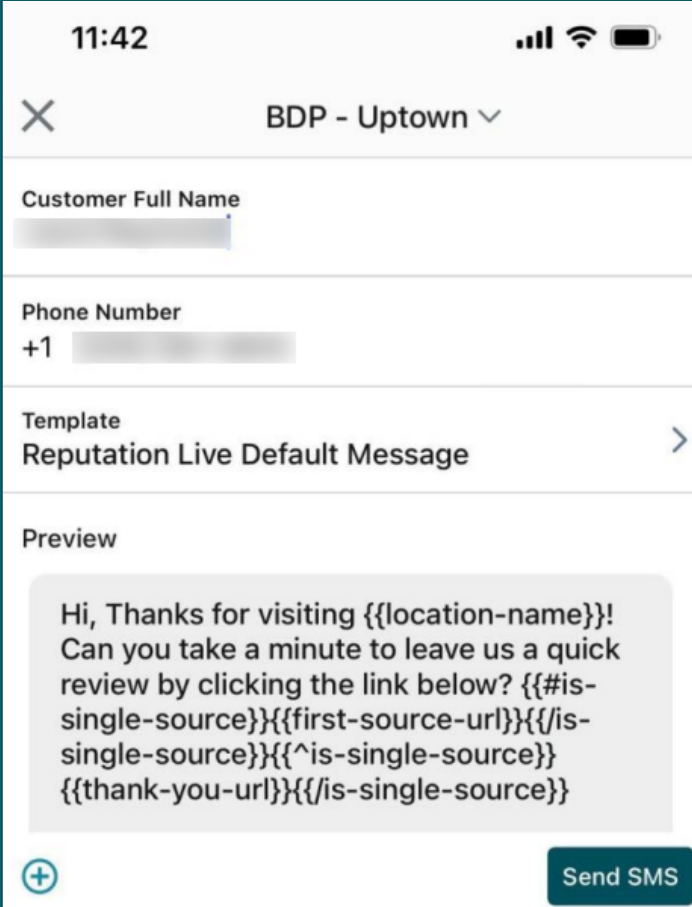
Note: Ensure the sources are properly connected. Adjust the connections by checking the sources in the General Settings on the desktop app.



	Description
A	Filter the reviews to display in the dashboard.
B	The source the review came from, e.g., Facebook, Google, etc.
C	The review is labeled if it has been responded to or not.
D	Respond to the message within the app or forward on to the appropriate person.
E	Request reviews from customers via SMS messaging.

To request customer reviews via SMS messaging:

1. Tap the icon in the bottom right corner (labeled E on the picture above).
2. Select the originating location(s) for the request.
3. Add the customer's full name and phone number.
4. Choose the review request template.
5. Tap the plus (+) icon in the bottom left corner to add media.
6. Tap **Send SMS** to send the request.



The screenshot shows a mobile application interface for sending an SMS. At the top, the time is 11:42 and the location is BDP - Uptown. Below the location, there are three input fields: 'Customer Full Name', 'Phone Number' (with a '+1' prefix), and 'Template' (set to 'Reputation Live Default Message'). A 'Preview' section shows a message template with placeholders for location name, source URL, and thank-you URL. At the bottom, there is a plus icon on the left and a 'Send SMS' button on the right.

11:42

BDP - Uptown

Customer Full Name

Phone Number
+1

Template
Reputation Live Default Message

Preview

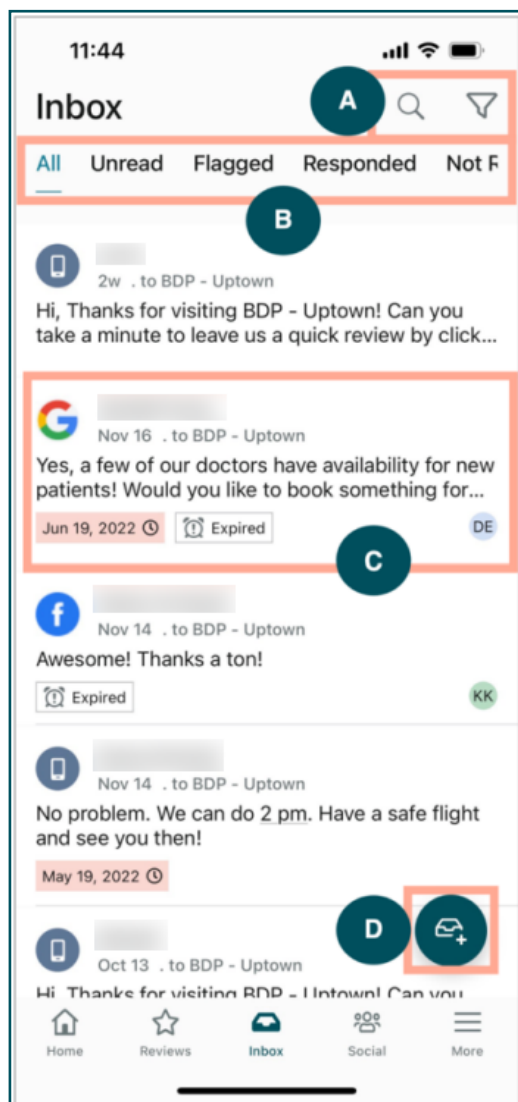
Hi, Thanks for visiting {{location-name}}!
Can you take a minute to leave us a quick
review by clicking the link below? {{#is-
single-source}}{{first-source-url}}{/is-
single-source}}{^is-single-source}}
{{thank-you-url}}{/is-single-source}}

Send SMS

5 | Inbox

Inbox

Tap **Inbox** in the bottom navigation menu on the screen to manage messages to and from customers.

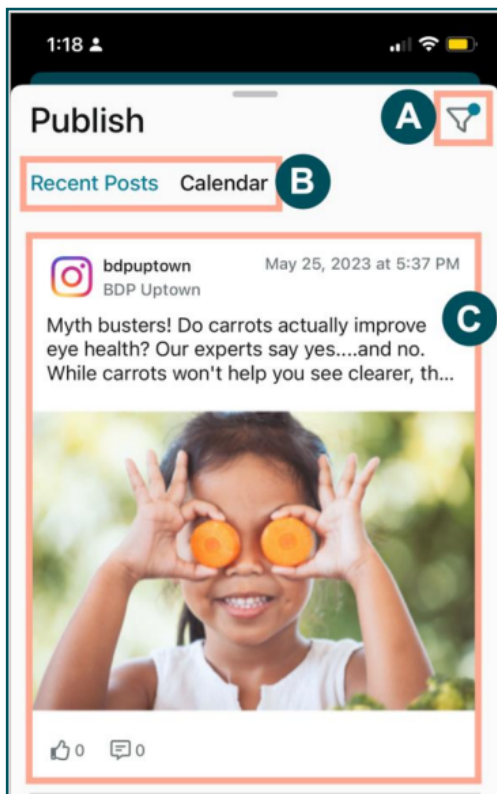


	Description
A	Use the magnifying glass to search for a specific message or use the funnel icon to filter the messages.
B	Filter the messages to show All messages, Unread, Flagged, Responded to, or Not Responded to.
C	Tap on a message to dive further into the conversation details. Upon opening the conversation: <ul style="list-style-type: none"> • Respond (type a message or use one of the template macro responses) • Assign To • Set Stage (open or closed) • Set Root Cause (reason for review) • Mark as Unread • Mark as Flagged • Set or Remove a Due Date (to respond in a timely manner) • Add Conversation Notes
D	Tap this icon to start a new message using SMS messaging.

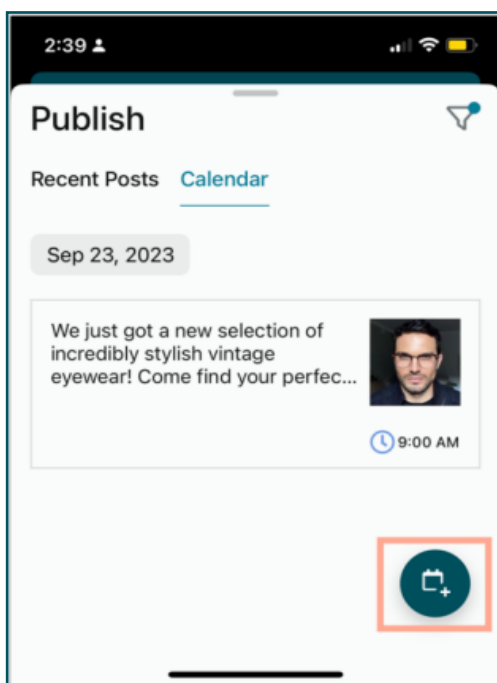
6 | Social

Social

Tap **Social** in the bottom navigation menu to view recent social posts or the upcoming calendar. Depending on the tenant permissions, the user has access to **Social** or **Publish**. Each perform the same function. To access **Publish**, go to the **More** tab.



	Description
A	Filter which social posts to display on the dashboard.
B	Navigate between Recent Posts or Calendar . Recent Posts monitors the activity on the brand's social posts. The Calendar displays the upcoming post schedule.
C	Tap on an individual post for more options. Comment on the post and reply to others with a written message, picture, or video.



Tap **Calendar** to view the schedule for the upcoming social media posts or create a new post while on-the-go.

To create a new social post,

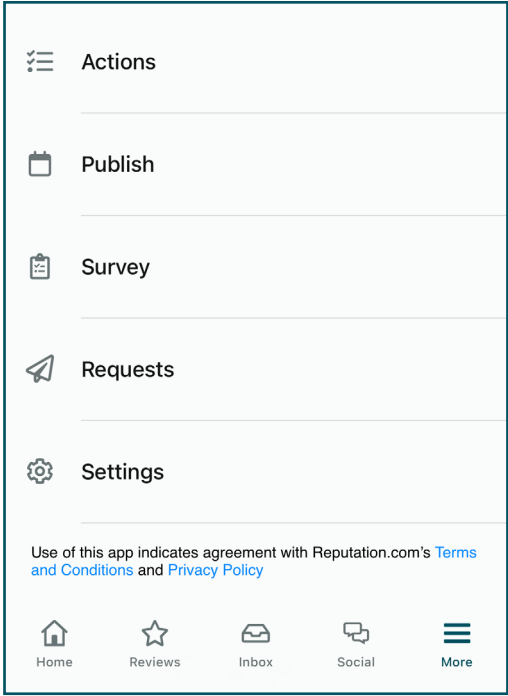
1. From the **Calendar** tab, tap the icon in the bottom left corner of the screen.
2. Select the accounts to post from.
 - Social media source connections can be added in the Reputation platform.
3. Upload the images/videos to post or select media from the asset library.
4. Click **Publish** or schedule for later.

7 | More

More

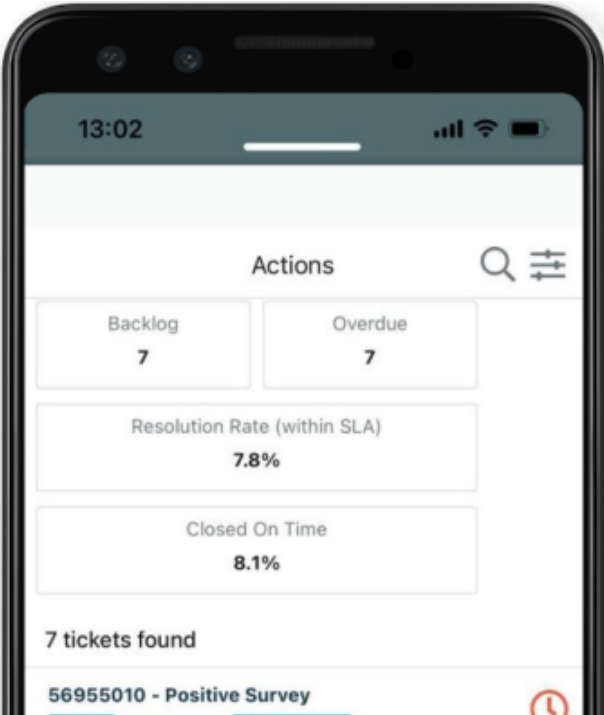
Tap **More** in the bottom navigation menu for additional capabilities. Under the **More** tab, access Actions, Publish, Surveys, Requests, or Settings.

Note: The menu options may differ based on the solutions the business uses in the Reputation platform. Every account does not have a **More** tab.



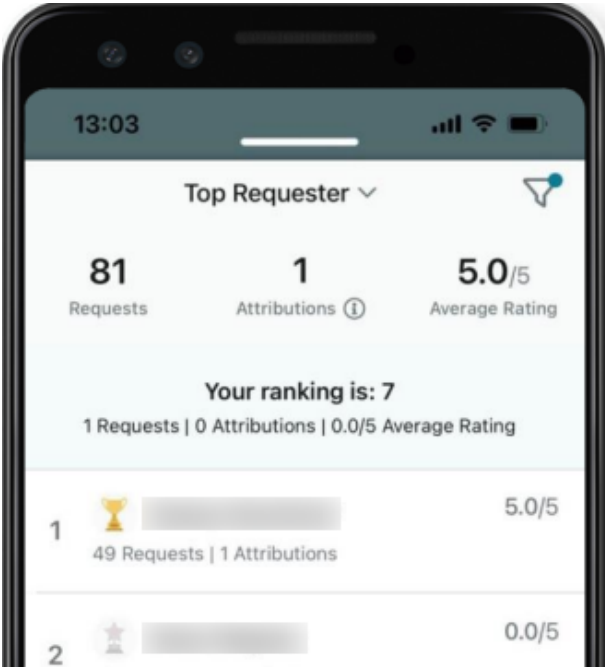
Actions

Check the status of customer tickets on a mobile device. View how many tickets are backlogged or overdue, the resolution rate, and the percentage of tickets that are closed on time. Additionally, respond to the ticket, forward or share to escalate, and even create a new ticket.



Requests

See how the team is performing when it comes to review requests. The leaderboard shows each user, how many requests they have sent out, and how many reviews they have generated.



Review Request History

Requests

Leaderboard History

All Modes ▾

System
Sent on Feb 13, 2026

📍 [Redacted]
📄 Basic Template 1
✉️ [Redacted]@reputation.com

Clicked

System
Sent on Feb 12, 2026

📍 [Redacted]
📄 direct - [Redacted] - feb 12 2025
✉️ [Redacted]@reputation.com

Delivered

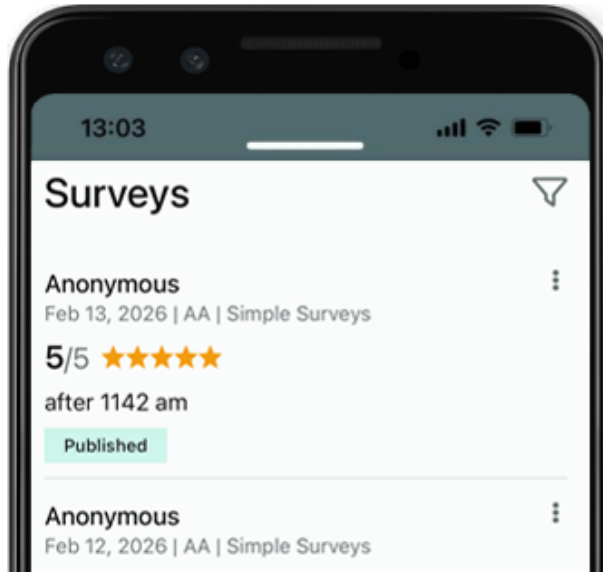
Open the **Review Request History** tab to view a list of all previous requests and their status.

Publish

For more information, see [Social on page 15](#).

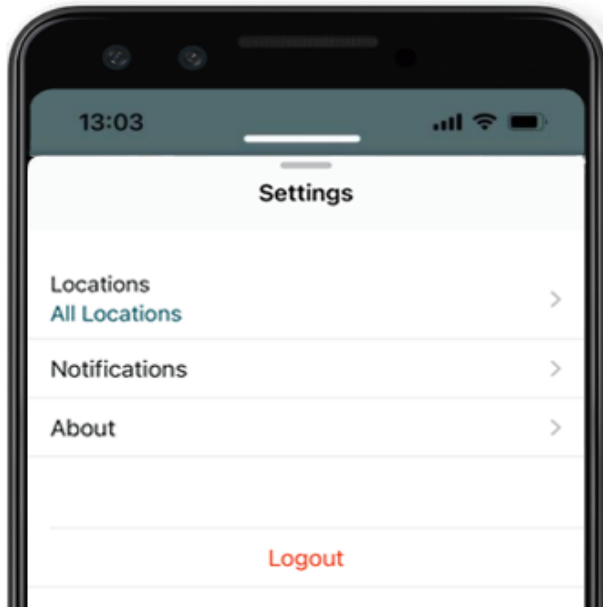
Surveys

Click into **Surveys** to show the survey results feed. Respond to or forward survey feedback with a tap.



Settings

Open the **Settings** to filter the locations, turn notifications on or off for tickets or inbox messaging, or view additional information about the app.



8 | Additional Resources

Additional Resources

View the full set of user guides to learn more about the Reputation platform.

Additional User Guides

- [Actions](#)
- [Admin](#)
- [Business Listings](#)
- [Dashboards](#)
- [Engage](#)
- [Inbox](#)
- [Insights](#)
- [Publish](#)
- [Rep Connect](#)
- [Reports](#)
- [Reputation Score X](#)
- [ReputationIQ](#)
- [Requests](#)
- [Reviews](#)
- [Social Listening](#)
- [Surveys](#)

Contact Support

The Technical Support Team can be contacted in several ways:

- **US Support:** (800) 400-8064
 - Monday–Friday, 7:00 am–5:00 pm PST
- **UK Support:** 0800 066 04781
 - Monday–Thursday, 9:00 am–5:30 pm, Friday 9:00 am–5:00 pm Europe/London (GMT)
- **Virtual Assistant:** In the lower left corner of the Reputation Platform, live-chat with Technical Support or create a ticket that goes to the Technical Support Team.



- Monday–Friday, 7:00 am–5:00 pm PST
- **Reputation Support Portal:** Sign in and create a ticket on the [Contact Us](#) page.

Best Practices for Technical Support Requests

When submitting a ticket through the Support Portal or the Virtual Assistant we recommend including all the information below:

- Business Name
- Location Name (may not apply for multiple locations)
- Location ID
- Case Priority:
 - **Low:** Information request. Can affect one or many users but has a low impact on core functionality.
 - **Medium:** Affects one or many users, high/medium impact to core functionality, but there is a workaround available.
 - **High:** No workaround, high impact to core functionality, affects several users.
 - **Blocker:** For a bug to be deemed a blocker bug it needs to meet one or more of the following criteria:
 - One or more sections of the platform are unusable for all users. This includes the entire platform being unavailable.
 - There is a massive data loss for the account.

- Customer Contact Information (Name/Email)
 - Do you have Business Listings? (Y/N)
 - Do you have an Integration? (Y/N)
- Issue/Question Type (to the best of your ability)
- Brief Synopsis
 - Be as detailed as possible
 - Steps to reproduce
 - Specific examples
 - Include screenshots when possible