Project NextGen
Igniting change, uniting teams.

Vendor User Management (VUM)
Activating & Downloading the Touchstone Mobile Application

Roles: PFM Supervisor
               Vendor Supervisor
               PFM Field Technician
               Vendor Field Technician

Work Instruction

VUM-WI-0020-Activating & Downloading the Touchstone
Mobile Application

PROGRAMMED
by **PERSOL**

Project NextGen

Igniting change, uniting teams.

Purpose: Vendor User Management (VUM) is the centralised platform used to activate user profiles and manage access for Supervisors and Technicians. This process is essential for enabling users to access and operate the **Touchstone Mobile App** effectively.

By following this guide, you will be able to ensure users are correctly set up and equipped to use the Touchstone Mobile App in alignment with their assigned roles and responsibilities.

Primary Use: This Work Instruction specifically supports two key scenarios:

1. Activating a user profile in the Touchstone Mobile App.
2. Downloading and setting up the Touchstone Mobile App on a smart device or desktop.

Business Unit Application: This Work Instruction applies to Programmed Facilities Management (PFM).

Audience: PFM Supervisors, PFM Technicians, Vendor Supervisors & Vendor Technicians.

Key Fields	Definition
Google Play	Allows the installation of apps on Android devices.
App Store	Allows the installation of apps on Apple devices.

Before you start:
- Ensure you have received the email invitation containing a link to Activate your Touchstone Mobile account.
- If no email has been received, please ask your Vendor Supervisor to resend the email invitation to you.
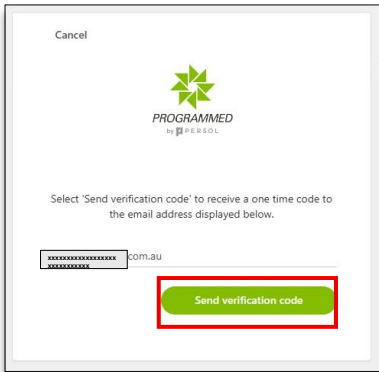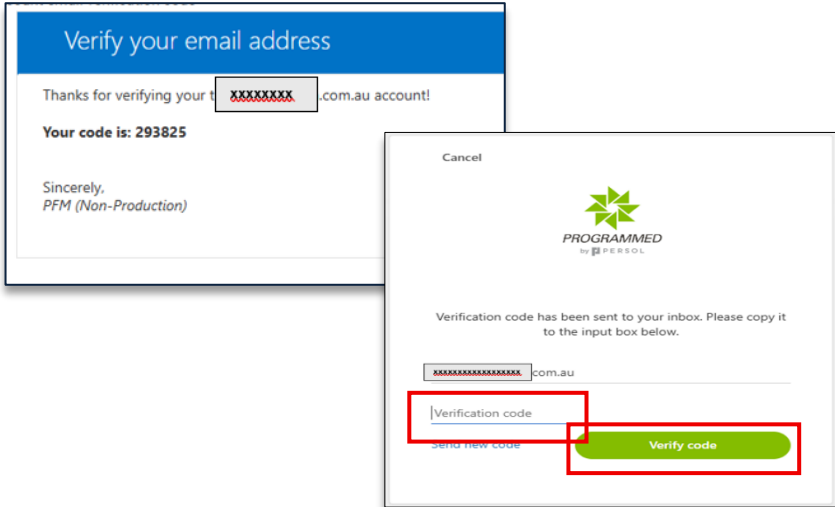
PROGRAMMED
by PERSOL

Project NextGen
Igniting change, uniting teams.

Activating your User Profile via the Vendor User Management system:

Explanation	Screenshot
Accessing the Platform To begin, click the link provided in your email invitation. This will direct you to the login screen, which will appear as shown. Click **Send Verification Code.**	
A six-digit code will be sent to your email address. **Enter the Verification Code** and click on **Verify Code**.	
Once the **Verification Code** has been entered, your email address will be verified. Click on **Continue**.	

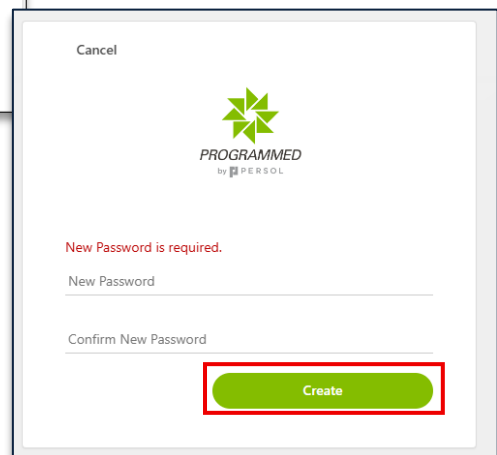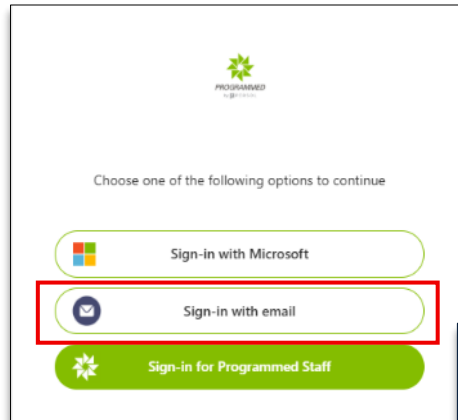|	
Click on the **Sign-in with email** option shown. Once you are logged in, enter your **email address** **Enter a new password, then re-confirm this password.** Click **Continue.**	
Result: You will be directed to the Download Overview screen.	

Downloading the Touchstone Mobile Application on a smart device.

There are several ways to download the Touchstone Mobile App onto a device:

1. For Android devices, click this link to download Touchstone via Google Play: **Touchstone Mobile App**

2. For Apple devices, click this link to download Touchstone via the Apple Store: **Touchstone Mobile App (Apple)**

3. Alternatively, if you have been setup in VUM (post go-live), Click **Download Touchstone** and then either:
   1. **Google Play** for Android devices or;
   2. **App Store** for Apple devices
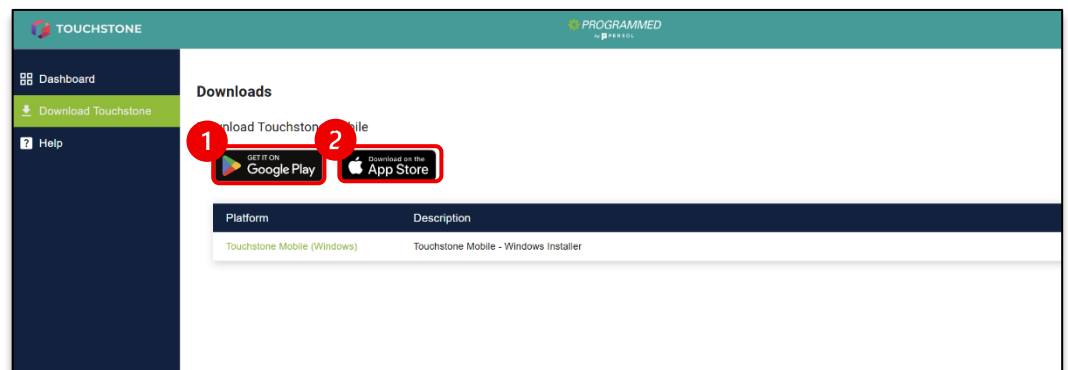
Related Work Instructions or Process Maps:

VUM-WI-0010-External User Management
VUM-WI-0030-PFM User Management
TSMob-WI-0010- Navigation & Overview
TSMob-WI-0020- Work Order Management (Supervisors)
TSMob-WI-0030-Work Orders (Technicians)
TSMob-WI-0040-Create and Submit Claims
TSMob-WI-0050-Asset Management in Touchstone

History			
Description	**Reference #**	**Date**	**Authority / WI Owner**
New Work Instruction		19th May 2025	Programmed Facility Management
Revised Work Instruction		16th June 2025	Programmed Facility Management
Next Review Due		Upon new release	