




Login

- Sign in to KnockVia: app.knockvia.com/signin
- You can use face ID for authentication (Recommended) or you can have it send you a text message with a 6 digit code you can use to login.
- The First time you login it will have you add you birthday and a photo. It will also have you complete any company documents that have been assigned to you.

Onboarding


 **User Info**


Name
Demo Rep One

Email
Rep@Fake.demo

Date of Birth

Address
2403 W 2250 N

Shirt Size
XL 

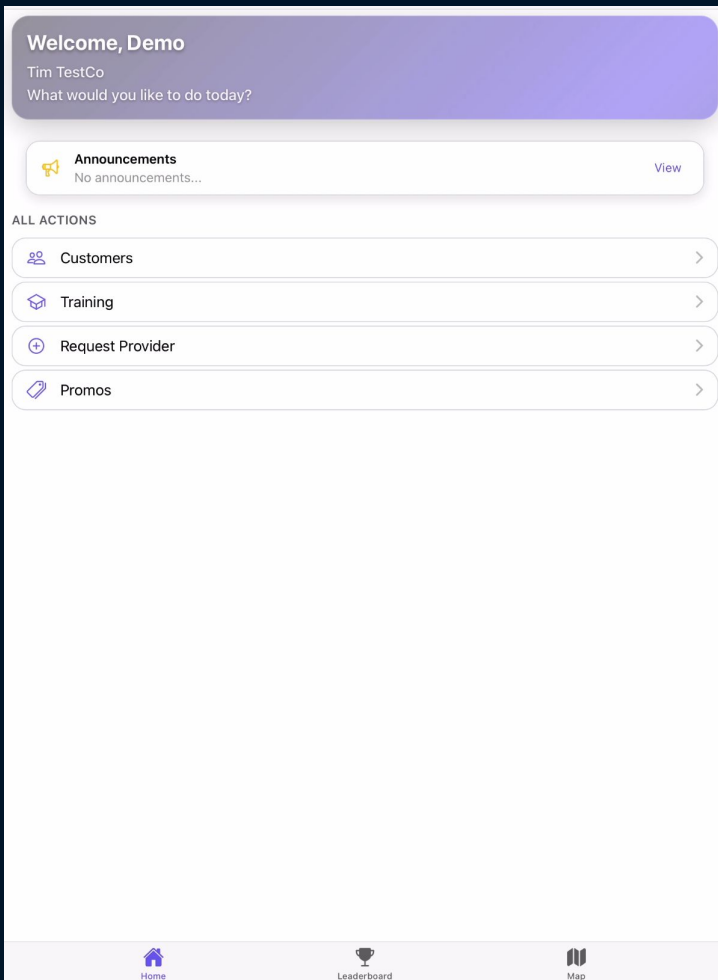
 [Upload Headshot \(No hats\)](#)

[Submit](#)



Home

Once completed it will bring you into your **Home Screen** bottom left of the screen



Announcements

- **Announcements**-Any company announcement will show up under this section and can be added in the back end by the admin user

All Actions

- **Customers** can be imported by an admin user when an install is complete and It will show up on an individual level showing a list of all customers done by that rep
- **Training**-Training Content can be managed by an admin or manager if access is granted for that role and will show up for the rep under training
- **Request provider**- If company has multiple providers available a rep may request to get access to a another provider to sell. Request will be approved by an administrator and added to the reps available providers.
- **Promos**- Providers can add any current promos they are running and they will show up for the rep to help create urgency.

Web Navigation Bar



On the **web app** you will use this Icon to draw and cut territory



You can select the wrench and then click anywhere in an area to view the area details. This will show you the assigned user, the total number of pins, and a breakdown of the dispositions.



If A user is given permission to move a pin on the map they can tap on this Icon and then select pin that needs to be moved and place it on the correct rooftop



If A user is given permission to drop a new pin on the map they can tap on this Icon and then tap on the location they desire to drop a pin



To change the way you view the map you can tap on this button and it will pull up your different map views on the right of the screen. You can then select desired view.



The Eye will bring you to your current location

Assigned users: Demo Admin User

Total Pins

163

Pins by Disposition

No Disposition	153
Come Back	3
Not Home	2
Abandoned Online Order	1
Already signed up for an install	1
No internet	1
Non decision maker	1
Prospect	1

Delete Area

Close



Mobile Navigation Bar



On the **mobile app** you will use this Icon to be able draw and cut territory and also view area details. After tapping on the Icon you will see two more Icons at the top right of the screen



If you have been given permission to draw an area tap on the dotted Square Icon this will allow you to tap on the map and draw your areas around the pins you would like to assign.



To view the area details you can tap on this Icon and then tap inside desired area. This will show you the assigned user, the total number of pins, and a breakdown of the dispositions. An admin can also delete the area if needed



On the **mobile app** you will use this Icon to be able move a pin or drop a new pin. After tapping on the Icon you will see two more Icons at the top right of the screen



If A user is given permission to drop a new pin on the map they can tap on this Icon and then tap on the location they desire to drop a pin



If A user is given permission to move a pin on the map they can tap on this Icon and then select pin that needs to be moved and place it on the correct rooftop



To change the way you view the map you can tap on this button and it will pull up your different map views on the right of the screen. You can then select desired view.



This Compass will bring you to your current location



This Icon will reset the angle you are viewing the map.



If you tap on this Icon it will drop a blue dot on your location and show the direction you are facing



Offline Mode- If you know you are going into a remote area you can select offline mode and it will allow you to continue to work through the day.



Web

Area and Lead Filter

At the top right of the map there is a filter if you are assigned to multiple companies or have multiple providers you will need to select the correct company and provider to display the areas and leads you're working DDA



✕ Map Filter

* Select Provider:
Demo Provider

Select Company:
Demo Company

Select User:
Demo Admin User

Apply Filter

Reset

Mobile

Switching Companies

To change companies go to your profile page at the top right and select Switch Company this will open a list of available companies



Area and Lead Filter

At the top left of the map there is a filter you will be able to filter leads by provider and rep if you are assigned to multiple providers you will need to select the correct provider for the area and leads you're working











Cancel Filter Pins Apply

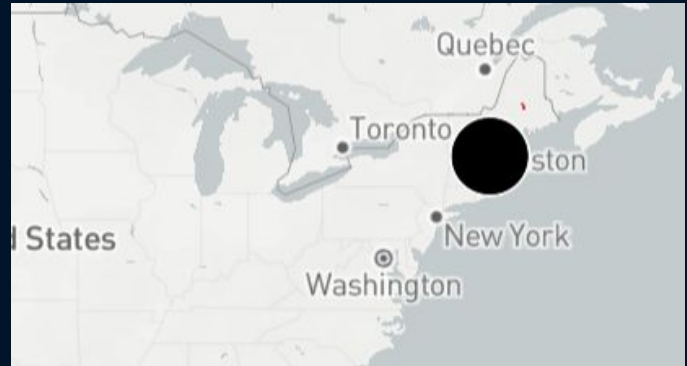
PROVIDER
DEMO

USER
Demo Admin User

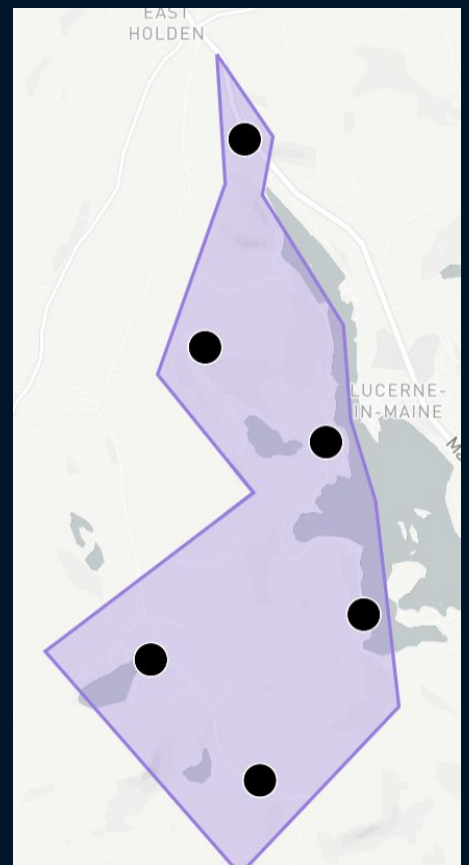
Lead Dispositions and Colors

New Fiber	
Fiber Customer	
New Conversion	
Vacant (Not Occupied/No Structure)	
Not Interested	
Go Back	
New MDU 1-9	
Sold	

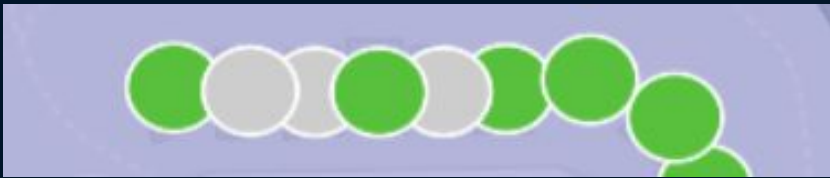
For a users to view the map they will need to go to Customers & Maps>Maps. If areas have been assigned a black dot will show up as the Rep zooms in they will start to see the areas that have been drawn out and assigned to them



New Area should only have new fiber leads and fiber customer dispositions on the map



- After Zooming into the area you can then tap on top of the disposition you would like to edit or update. This will open up the lead page



- On the Lead Page you can collect and update the following information.

- Disposition - if you knock a green new fiber lead and they are not interested you would hit the dropdown and select not interested in the list. This will update the color of the status on the map to Red



Notes on Mobile - On the top of the lead page you will see this icon tab. If you tap on the icon it will open up your notes and lead history page.

- First Name
- Last Name
- Phone Number



On the Lead Page you can collect and update the following information.

Disposition

- Not Interested
- New Conversion
- New Fiber
- New MDU 1-9
- New MicroBiz
- Not Interested**
- Short Term Rental (AirBnB/VRBO)
- Sold
- Vacant (Not Occupied/No Structure)

- Disposition - if you knock a green new fiber lead and they are not interested you would hit the dropdown and select not interested in the list. This will update the color of the status on the map to Red



- First Name
- Last Name
- Phone Number
- Email
- Date of Birth
- Notes

After Zooming into the area you can then tap on top of the disposition you would like to edit or update. This will open up the lead page

2931 Fake Street, NH 3868 Copy

* Disposition
New Fiber

First Name
John

Last Name
Doe

Phone Number

Email
john.doe@email.com

Date of Birth
Select date

Save

New Note: Enter note...
Save Note

Close

Notes On Web - In the notes field you can enter any follow up notes. Once you hit save note it will save the latest note and place it under the New Note Section.



To See a history of all notes tap on the Icon with the 3 lines

New Note:

Save Note

Latest note
Signed up is super excited to get started
Demo Admin User · 3/12/26, 10:47 PM



Notes on Mobile - On the top of the lead page you will see this icon tab. If you tap on the icon it will open up your notes and lead history page.

Cancel ⓘ Save

Demo Lead Info

NEW NOTE

Leave note here...

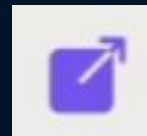
Save Note

Demo Admin User
3/12/26, 10:47 PM
Signed up is super excited to get started

Demo Admin User
3/12/26, 10:46 PM
Come back tomorrow. She said she is very interested

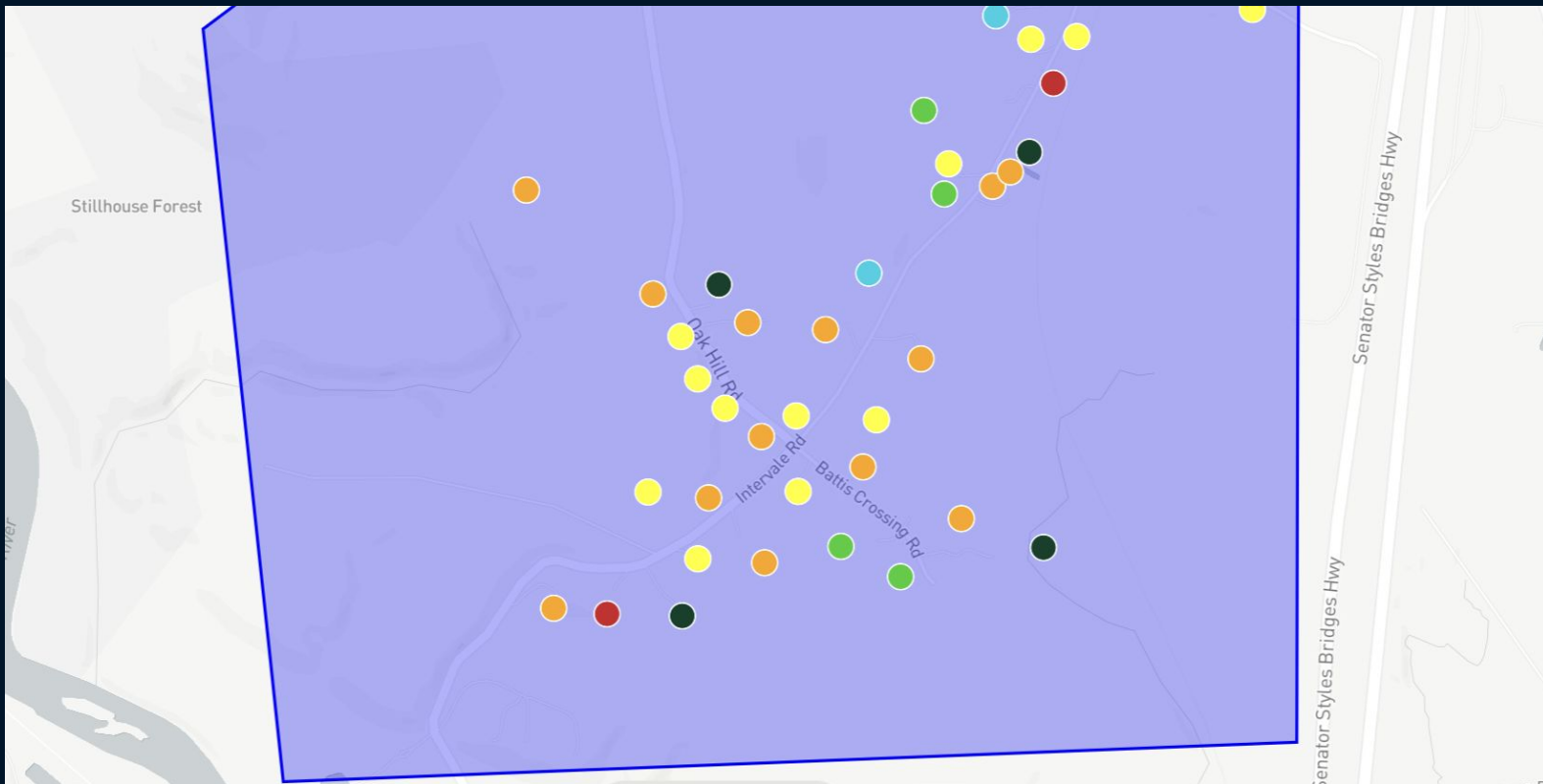


Web



Mobile

Map > Area Selection



Assigned user Demo Admin



Total Pins

107



Pins by Disposition

New Fiber	56
Further Action Needed	17
Go Back	17
Sold	8
Not Interested	6
New Conversion	2
Fiber Customer	1

Delete Area

Close

As a rep or manager works an area you will start to see different color dispositions placed on the map. You can tap on the area selection button on web or mobile



Web



Mobile

and then select anywhere inside of the drawn area. This will open up and give you insight into what has been done inside of the area

Assigned users: Demo Admin

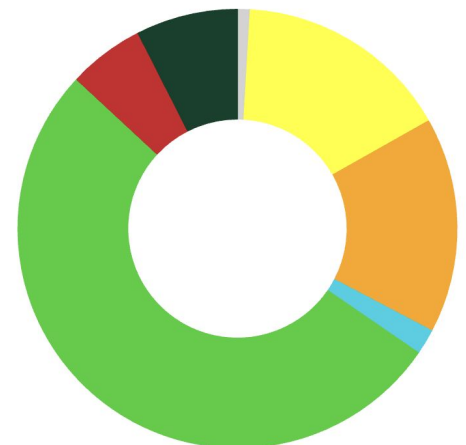


Total Pins

107



Pins by Disposition



Delete Area

Close