

# Customer Journey Mobile Administration Guide

**NOTE:** This is an extension to the Customer Journey Plug-in Administration Guide.

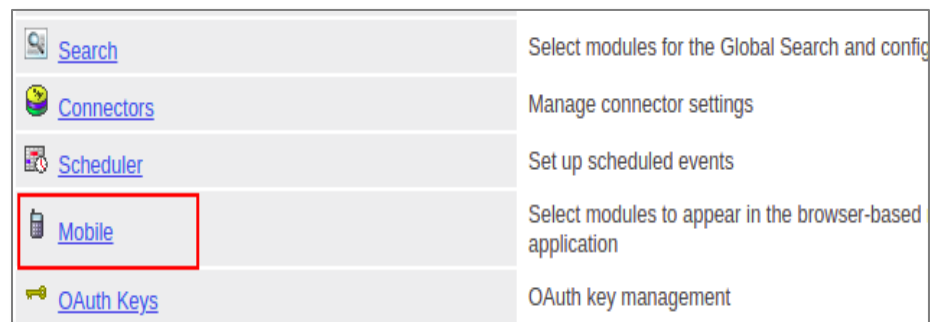
Customer Journey Mobile for Android and Customer Journey Mobile for iOS are apps based on Sugar Mobile that allow you to view and use Customer Journeys created with the Customer Journey Plug-In. For installation of the app, please refer to the specific user guide for your device type.

The app relies on a fully functioning and licensed Customer Journey Plug-in extension to work as documented.

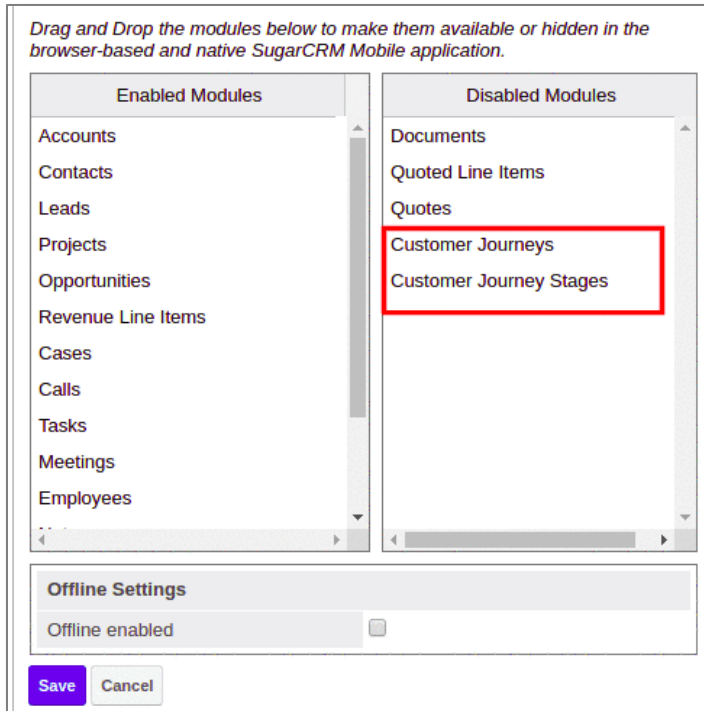
## Activating Customer Journey Plug-in for Mobile:

Once you have successfully set up the plugin for your instance, you can enable customer journeys on the mobile by following the below steps:

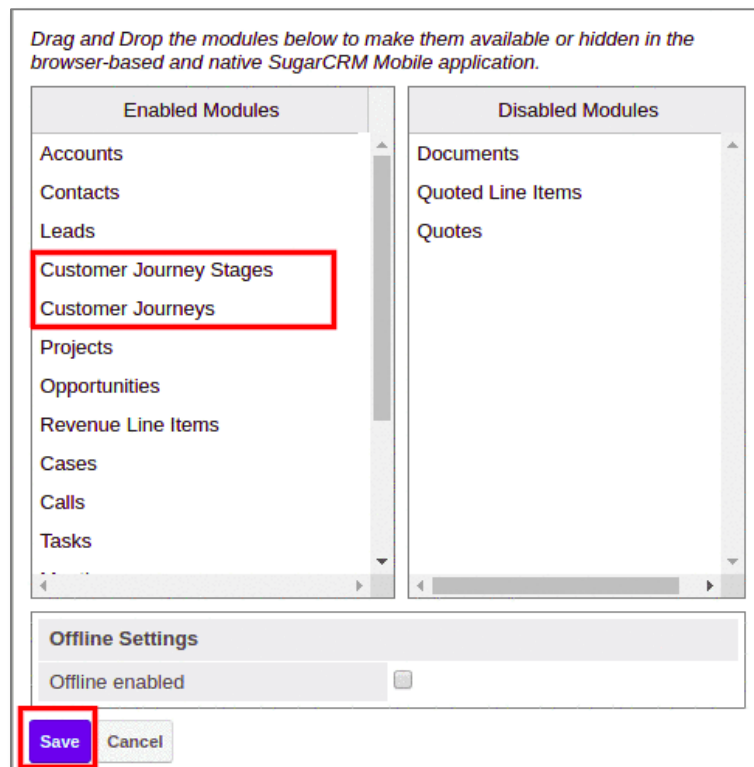
1. Navigate to Admin > Mobile



2. Drag & Drop the Customer Journey & Customer Journey Stages from Disable Modules to Enabled Modules



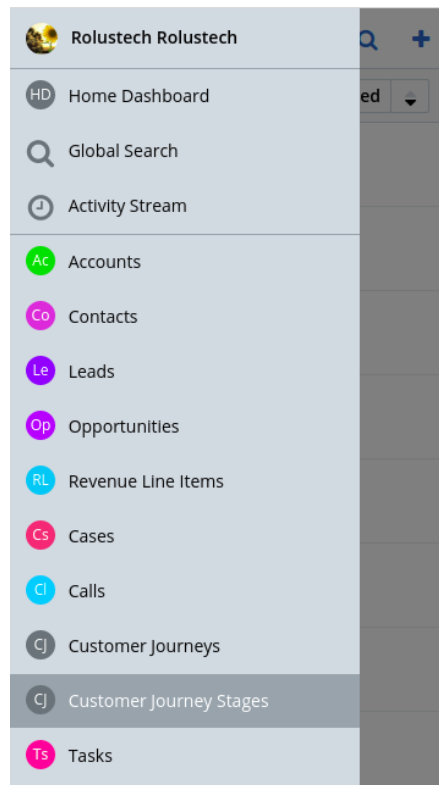
3. Click on the save button.



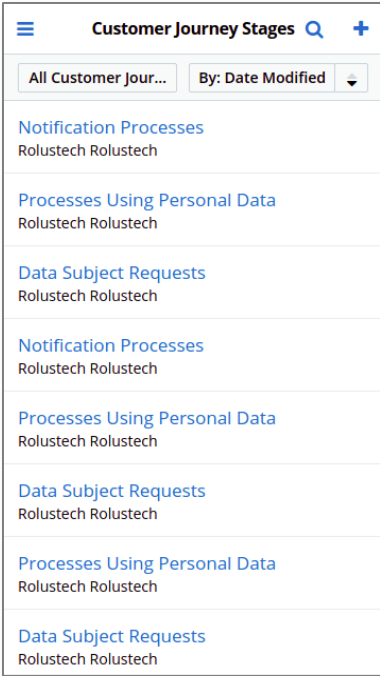
All available customer journeys and customer journey stages are now available on the mobile.

You can test whether customer journeys and stages are available on the app by performing the following steps:

1. Log in to the app.
2. Navigate to Customer Journey Stages from the main menu.

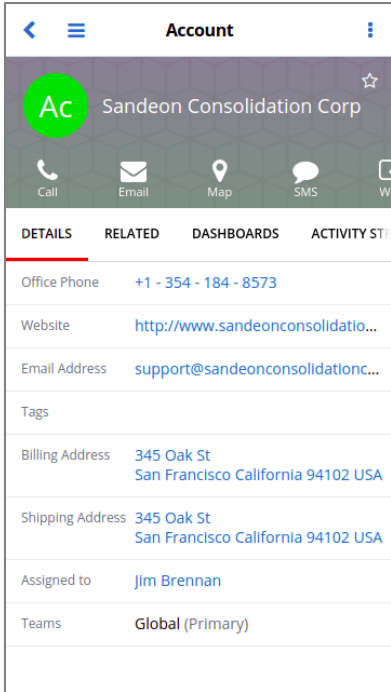


3. Click on the Customer Journey Stages. If a list of stages appears, then the plug-in is configured correctly for use with the app.



## Common Issues & Solutions

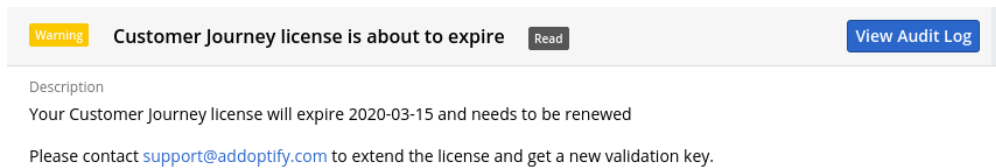
**Situation:** A user can log in to the Customer Journey app but does not see the customer journey tab:



**Solution # 1** Customer Journey mobile has not been enabled in the Customer Journey Plug In. For details, please refer to [Activating Customer Journey Plug-in for Mobile](#)

**Solution # 2** User may not have access to the Customer Journey Plug In. Access must be enabled. For more information please refer to [Configuring User Access](#)

**Solution # 3** The Customer Journey Plug-in license may have expired. In this case, click on the notification icon on the top right corner of the Customer Journey Plug-in to get the details



A warning notification banner with a yellow 'Warning' icon on the left. The main text reads 'Customer Journey license is about to expire' followed by a 'Read' button. On the right side, there is a blue 'View Audit Log' button and a right-pointing chevron icon.

Description  
Your Customer Journey license will expire 2020-03-15 and needs to be renewed  
Please contact [support@addoptify.com](mailto:support@addoptify.com) to extend the license and get a new validation key.