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Joule Work Mobile App – User Guide (SAP Build Work Zone Setup)

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1 Overview

The Joule Work mobile app (formerly SAP Mobile Start) is SAP's native mobile entry point to business processes, data, and content across the SAP landscape. It provides fast access to SAP applications, tasks, approval workflows, SAP S/4HANA situations, and incorporates business information from SAP Build Work Zone, standard edition and SAP Build Work Zone, advanced edition.

Features

Key capabilities of the Joule Work mobile app include:

- **Access Business Information From SAP Build Work Zone:** The support for SAP Build Work Zone, advanced edition also includes support for SAP SuccessFactors Work Zone.
- **Manage Your To-Dos From SAP Task Center:** This includes access to all workflow tasks you're assigned to in SAP Task Center, as well as access to situations from the `My Situations` Fiori app.
- **Joule:** Use SAP's AI solution Joule and access guidance, data, and information from across SAP and third-party systems.

Supported Devices

The Joule Work mobile app runs on devices with the following operating systems:

- iOS
- Android
- iPadOS
- watchOS
- Wear OS
- visionOS

Supported Languages

The Joule Work mobile app is available in the following languages:

- American English
- Brazilian Portuguese
- Castilian Spanish
- Croatian
- Czech

- Dutch
- Estonian
- Finnish
- French
- German
- Greek
- Hungarian
- Indonesian
- Italian
- Japanese
- Korean
- Latvian
- Norwegian
- Polish
- Romanian
- Russian
- Simplified Chinese
- Slovak
- Swedish
- Thai
- Turkish
- Ukrainian
- Vietnamese

Related Information

Important Disclaimers and Legal Information
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2 Installation

You can find the Joule Work mobile app on the Apple App Store , the Google Play Store and the Tencent Store .

3 Onboarding

When you open the Joule Work mobile app for the first time, you need to go through the onboarding procedure before you can start working with the app. This process is necessary in order to connect you to the correct system.

> → Tip
>
> If you get an error while scanning the QR code during the onboarding procedure, make sure to scan the *Register* QR code and not the *Installation* QR code. Find the details in the explanation below.

Onboarding

1. Open the Joule Work mobile app on your mobile device and agree to the user license agreement and data privacy statement.
2. Tap *Scan* and allow the app to access your camera.
   If your administrator configured your device using a Mobile Device Management (MDM) solution, you can directly tap *Get Started* without scanning a QR code.
3. Scan the onboarding QR code. For this, read the section *Finding Your Onboarding QR Code* below.
4. Enter your user identification for your company's identity provider and tap *Log On*.

   > ⓘ Note
   >
   > If the identity provider offers an option like 'Remember me', you can select this checkbox to reduce the frequency of sign-in requests.

5. Create a passcode to unlock the app later on and tap *Next*.

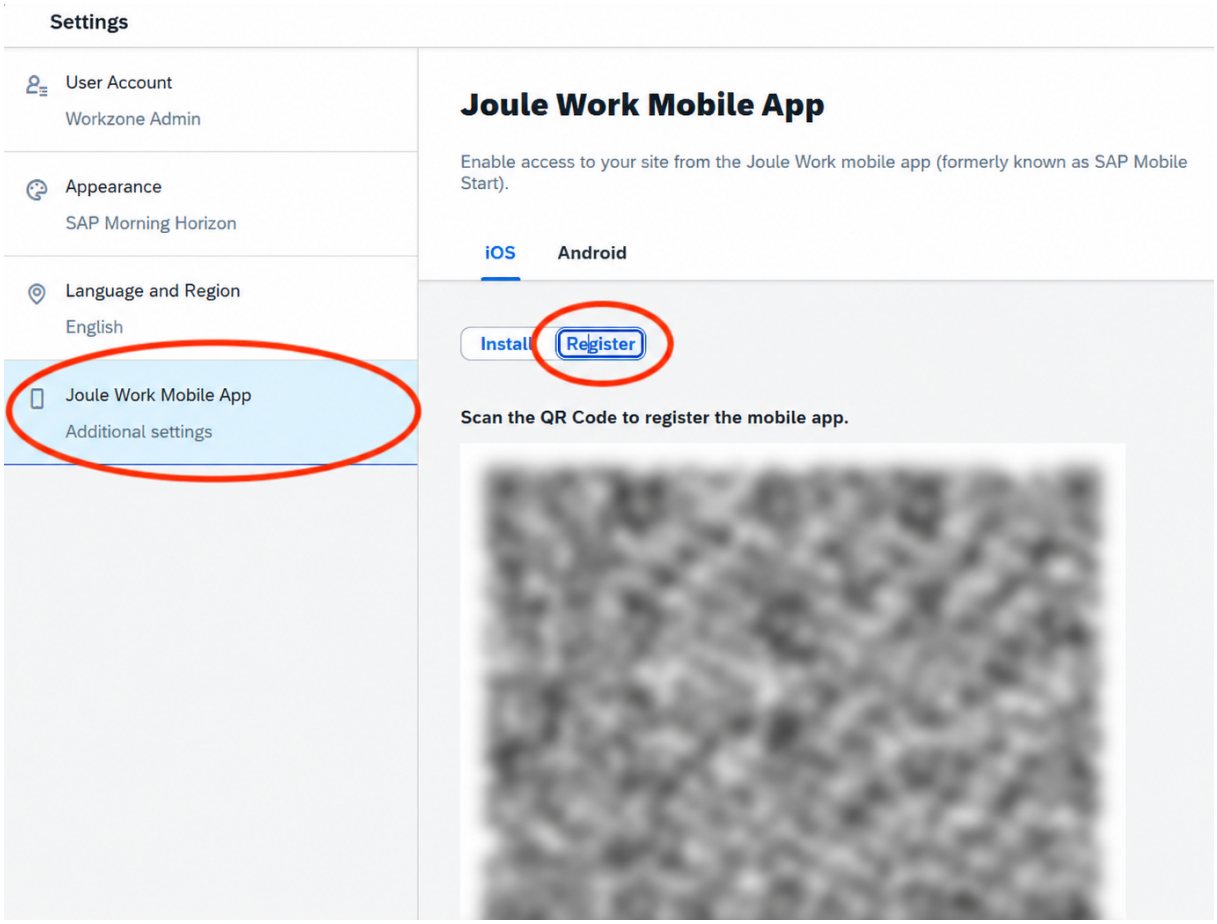
   > ⓘ Note
   >
   > Your administrator can enable or disable the passcode functionality.

Finding Your Onboarding QR Code

1. On a separate device, open SAP Build Work Zone.
2. In the right upper corner, click on your profile and select *Settings*.
3. Choose the tab *Joule Work Mobile App*.
4. Choose *iOS* or *Android* and switch to the *Register* tab.

> ⚠ Caution
>
> The QR code on the *Installation* tab is only for finding and installing the app on Apple's App Store and Google's Play Store. It can't be used for signing in to the Joule Work mobile app. Switch to the *Register* tab to see your onboarding QR code.

> ⓘ Note
>
> If you can't see the *Joule Work Mobile App* tab in the settings, your administrator has disabled the Joule Work mobile app in the SAP Build Work Zone Site Manager. For more information, see Enable/Disable Joule Work.



Onboarding via Deep Link

As an alternative to the QR code, your administrator can provide you with a deep link to the system, for example via email.

1. Open the onboarding link. Joule Work opens.
2. Agree to the user lisence agreement and data privacy statement.
3. Enter your user identification for your company's identity provider and tap *Log On*.

> **Note**
>
> If the identity provider offers an option like 'Remember me', you can select this checkbox to reduce the frequency of sign-in requests.

4. Create a passcode to unlock the app later on and tap *Next*.

> **Note**
>
> Your administrator can enable or disable the passcode functionality.

Single Sign-On

Single sign-on (SSO) allows you to sign in once to gain secure access to all the apps and software you require throughout the day with no need to sign in again. Joule Work supports SSO to provide a seamless user experience.

> **Note**
>
> Do not share a device with multiple users. After a successful login, a cookie in your browser is created to support SSO. To completely delete the current login session, sign out of the Joule Work mobile app and delete all cookies on your device. For more information, see Apple Support - Clear the history and cookies from Safari on your iPhone, iPad or iPod touch for iOS and Clear cache & cookies for Android.

Switch Environment

The Joule Work mobile app remembers your previous logins to different SAP Build Work Zone sites. This allows you to easily switch between different environments without having to go through the full onboarding procedure again.

On the Log In screen, you can see your last used environment. Tap on it to sign in. On the *Sign In* screen, you can also tap on *Switch Environment* to see an overview of your previously used environments. Here, you find the option for adding a new environment.

4 Mobile App

Discover all the features of our mobile app.

Start [page 9]

Notification Center [page 10]

Apps [page 11]

To-Dos [page 11]

Voice Commands and Siri Shortcuts (iOS Only) [page 12]

Joule [page 14]

Widgets [page 15]

SAP Document AI [page 15]

Profile and Settings [page 16]

4.1 Start

Find your most relevant content on the *Start* screen and receive important information such as your latest to-dos or company news. You can customize this page by scrolling to the bottom and tapping *Edit Start Page*.

> → Tip
>
> Your native and web-optimized apps, plus web-content, are displayed based on your assigned roles, which need to be set up in advance by the administrator.

Favorites

This section shows a maximum of 6 of your favorite apps. To see all of your saved favorites, tap *See All*. You can remove an app from the *Favorites* section by touching and holding it and tapping *Remove from Favorites*.

To add new favorites, you can:

- tap and hold an app and then tap *Add to Favorites*.
- tap *See All* in the *Favorites* section and scroll down to the *Add Favorites* button.
- tap *See All* in the *Favorites* section, then tap *Edit* and tap the + symbol.

Your favorites are synchronized across devices.

Latest To-Dos

This smart section displays your latest to-dos. Tap the three dots in the top-right corner of a to-do to open the action menu. When you tap the to-do directly, it opens the detail screen.

App Suggestions

Based on an intelligent algorithm, this section displays your most used apps. It learns from your behavior and shows the apps you will most likely use.

News

Check this section to stay up to date with the latest business and company news. The news are pulled directly from the RSS feed configured by your administrator.

4.2 Notification Center

In the notification center of Joule Work, you can easily see and manage all of your current notifications. You can access the notification center by tapping the bell symbol at the top-right corner of the screen.

Unread notifications are marked with a dot. You can swipe right to dismiss a notification.

> → Tip
>
> Make sure to enable notifications for Joule Work on your device in order to receive push notifications.
>
> In case you still don't receive push notifications or in-app notifications for Joule Work, open the settings of your personal SAP Build Work Zone environment and go to *Notifications*. Make sure the *Mobile Notifications* checkbox is checked and the switch for each notification type is enabled. The *Mobile Notifications* checkbox must be checked to receive push notifications, and notifications must be enabled for each type to receive in-app notifications.

4.3 Apps

Find an exhaustive list of all your native and web-optimized apps on the *Apps* tab. Apps are displayed in a spaces and pages layout that is based on your personal setup on SAP Build Work Zone. You can also search for an app using the in-app search as well as Apple Search on iOS devices.

> → Tip
>
> The apps are displayed based on your assigned roles. They need to be set up in advance by your administrator.

4.4 To-Dos

Manage and organize your to-dos on the *To-Dos* tab in Joule Work.

To-Dos

On the *To-Dos* tab in Joule Work, you can see all to-dos that are assigned to you. Choose between views: the compact view and the card view, which lets you see more information upfront.

You can also search for and filter your to-dos. You can filter for:

- Priority
- Type
- Group
- Creation date
- Completion date
- Due date
- Status: open/completed

Tasks from SAP Task Center

SAP Task Center provides access to all workflow tasks you are assigned to. You can access them as to-dos through the *To-Dos* tab in Joule Work. Tapping a task opens the *Details* screen where you can find more information, approve or decline it, or open it in a browser window.

For more information on the web app of SAP Task Center, see the SAP Task Center User Guide.

Situations from SAP S/4HANA and SAP S/4HANA Cloud

Situation Handling informs the right users about any situations that need their attention. This includes, for example, upcoming deadlines, delays, or expiring contracts. You can access your situations as to-dos through the *To-Dos* tab in Joule Work.

For more information, see SAP S/4HANA – Situation Handling or SAP S/4HANA Cloud – Situation Handling.

Adding Comments and Attachments

You can add comments and attachments to your to-dos in the *Details* screen of a to-do. The ability to add comments or attachments can be limited by the source system of the to-do.

Note that some metadata of photos will not be added due to privacy and security reasons.

4.5 Voice Commands and Siri Shortcuts (iOS Only)

The Joule Work iOS app lets you jump to specific screens by talking to Siri. You can also create your own voice commands using Apple Shortcuts.

Use Voice Commands

You can use Siri to get relevant information faster, just by talking to your device.

Destination	Command
Open the *Start* screen.	`"Hey Siri, open Joule Work."`
Open the *App* screen.	`"Hey Siri, open my apps in Joule Work."`
Open the *To-Dos* screen.	`"Hey Siri, open my open to-dos in Joule Work."`
Open the *Notifications* screen.	`"Hey Siri, open my notifications in Joule Work."`

Destination	Command
Open specific apps.	**Note** To open specific apps in Joule Work, you first need to create a shortcut in the Shortcuts app, as described below. For example, you can create the shortcut `"Open the <app name> app in Joule Work."` Or: `"Go to the app <app name> in Joule Work."`

You can do even more with Siri by asking to send a request to our AI solution Joule [page 14].

Run Shortcuts with Siri

You can run the predefined shortcuts and your own shortcuts with Siri in several different ways, depending on your personal Siri settings and your device type:

- Say `Hey Siri`, then the name of the shortcut that you created.
- Press the Side button, then say the name of the shortcut that you created.
- On iPad Pro models without a Home button, press the Top button, then say the name of the shortcut that you created.
- If your device has a Home button, press it, then say the name of the shortcut that you created.

Create a New Shortcut

1. Open the Shortcuts app on your iPhone or iPad and go to *All Shortcuts*.
2. Tap the plus symbol in the upper-right corner.
3. Scroll through the list of apps and select *SAP Start*.
4. A new window appears in which all shortcut options of Joule Work are listed. Select one of the options.
5. Give your shortcut a meaningful name.

   → Tip

   This name will later be used as the trigger sentence for Siri to start this shortcut.
6. Add other actions by tapping on *Search Actions*. For example, you can add a time or a location to your shortcut.
7. Tap *Done* in the upper-right corner.
   Your new shortcut is saved automatically. You can find it on the *My Shortcuts* tab.

> → Tip
>
> You can run this shortcut directly by tapping it. When tapping the shortcut for the first time, an alert appears and asks whether you allow the shortcut to share data with Joule Work. Choose *Allow* to continue.

> ⚠ Caution
>
> Voice commands can prove to be a security risk. Make sure to remember the following:
>
> - Choose generic names for shortcuts and avoid including personal data.
> - When enabled, Siri can be used on a locked device, which means that sensitive data can potentially be accessed without unlocking the device.
> - TTS (Text-to-Speech) data may be sent to Apple servers.

Further Information

You can find further information on shortcuts and Siri here:

- Apple iPhone User Guide – Siri
- Apple Shortcuts User Guide

4.6 Joule

You can use SAP's AI solution Joule in Joule Work.

With Joule, you can interact with your integrated SAP business systems, using natural language input. To open Joule, tap on the diamond-shaped button in the tab bar.

On iPhone and iPad, you can use Siri to open and send questions to Joule.

There's a control for your iPhone's or iPad's Control Center that you can configure to open Joule. You can also open Joule in Joule Work using the Action button on iPhone 15 Pro or newer. In the Shortcuts app, you can find the shortcuts *Open Joule* and *Ask Joule*, as well as the app intent *Query to Joule*.

> ⓘ Note
>
> Your administrator needs to activate Joule for Joule Work.

For more information about Joule, see Joule on the SAP Help Portal.

4.7 Widgets

See your latest info without having to open Joule Work. You can add widgets to:

- The Home Screen of your iPhone or Android phone
- The Lock Screen of your iPhone or iPad (iPad: only iOS 17 or later)
- The StandBy screen of your iPhone (only iOS 17 or later)
- The Smart Stack of your Apple Watch (only watchOS 10 or later)
- The watch face of your Apple Watch or Android smartwatch (also called *Complications*)

> ⓘ Note
>
> Your administrator has to enable widgets manually in SAP Mobile Services.

> ⚠ Caution
>
> Widgets can potentially display private or sensitive data and can be a security risk.

Adding Widgets (on iOS and Android)

For detailed information, refer to the official guides on how to set up widgets on your device: Add widgets on iPhone for iOS and Add apps, shortcuts & widgets to your Home screens for Android devices.

4.8 SAP Document AI

Scan the content of printed documents. With the integration of SAP Document AI in Joule Work, you can upload an image of a document and automatically extract information. For example, you can capture receipts on the go or process invoices.

Scanning a Document

This is how you scan a document:

1. On the *Start* screen, scroll to the *SAP Document AI* section and tap *Scan*.
2. Select the document type and tap *Start Scan*.
3. Choose whether to take a picture of a file with your camera, or to upload a document from your photo library or files app.

> ⓘ Note
>
> Your upload can not have more than 50 MB or 100 pages.

Uploads from your file browser need to be in PDF format.

On Android, you can upload multiple documents at the same time.

Don't close the app while an upload is running.

Joule Work always uses the latest version of an SAP Document AI schema.

Tracking the Status and Reviewing Documents

To open the *Documents Overview* screen, tap on the action menu in the upper right corner. Here you can see your documents, their status, and review them.

Related Information

> ⓘ Note
>
> SAP Document AI is optional in Joule Work and needs to be enabled by your administrator.

You can find out more about SAP Document AI here: SAP Document AI on the Help Portal

4.9 Profile and Settings

To get to the *Profile and Settings* screen, tap the profile button in the top right corner of the screen.

Switch Environment

The Joule Work mobile app remembers your previous logins to different environments.

Under *General* > *Switch Environment*, you can switch between environments without the need to go through the full onboarding process again. Choose from the list of recently used environments. You can remove environments from the list with a swipe to the left.

Language Settings

Under *General* > *Languages*, you can find detailed information on your current settings for the language of the Joule Work mobile app and the content it displays.

App Language

For its interface, the Joule Work mobile app mirrors the language of your mobile device by default. You can change the app language in your device Settings.

Content Language

For the language of your business apps, to-dos, and other external content, the Joule Work mobile app mirrors your preferred language in SAP Build Work Zone. The app automatically matches the content language and the app language to provide the best user experience. You can change the content language directly in the app.

Joule

Tap *Joule* to view your profile and memory settings. Your administrator must enable Joule for your account before these settings become visible.

Custom In-App Support

Administrators can add company-specific in-app support to the Joule Work mobile app. If enabled, it appears in the *Support* section.

Sign Out

Signing out deletes all personal data and configurations and requires a new onboarding procedure. After signing out, you can sign in again following the directions in this chapter: Onboarding [page 6].

5 Smartwatch App

Joule Work is available both as a mobile app and as a smartwatch companion app for Apple Watch and for Wear OS devices.

With the smartwatch app, you can track your to-dos and KPIs without the need to open the Joule Work mobile app. Manage and filter your to-dos according to your needs, and add complications to your watch face.

Your administrator can enable or disable the support of the Joule Work smartwatch app for all users. Also, your administrator can require you to set a passcode to protect your smartwatch before you can use Joule Work.

For more information on watchOS complications, read the Apple Watch User Guide .

⚠ Restriction

For Android: Due to an Android OS limitation, the Joule Work smartwatch app will not work if the mobile app was installed on your phone via an **MDM (Mobile Device Management) work profile**. In case your company allows you to download Joule Work from the Google Play Store, you can install the mobile app on your personal profile to be able to use the smartwatch app.

⚠ Caution

The smartwatch app is a companion app to the Joule Work mobile app and doesn't work independently. Therefore, you need to onboard the mobile app first in order for the watch app to work. Moreover, the phone and the smartwatch need to be in close proximity. If the paired devices stay disconnected for longer than 72 hours, the session on the smartwatch will automatically end and you need to sign back in again.

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