Mobile Online Directory
Frequently Asked Questions (FAQ's)

Question: *How do I access the Mobile Online Directory from my smart phone?*
Answer: On your smart phone, open a web browser (e.g. Safari on the iPhone) and go to m.actuarialdirectory.org

Question: *Will the Mobile Online Directory work on my smart phone?*
Answer: Although the Mobile Online Directory will work on most any smart phone, it has been verified and is supported on iPhone, Android, and Blackberry. This includes the following devices and software:
- iPhone OS 3.2+
- Android OS 2.1+
- Blackberry OS 6.0+

Question: *Is there any cost to use the Mobile Online Directory?*
Answer: Access to the Mobile Directory is free and available to general public. Access <u>does</u> require a smart phone with internet access (data charges may apply, depending on your mobile provider and plan). You do not need to be a member of the SOA or listed in the Online Directory to use the app.

Question: *Will the Mobile Online Directory work on my <u>Windows</u> smart phone?*
Answer: Although not officially supported, the Mobile Online Directory is operational on the Windows Mobile platform.

Question: *Can I access the Mobile Online Directory from my smart phone offline (without internet access)?*
Answer: No, accessing the Mobile Online Directory cannot be used offline. It requires live internet access (via either WiFi or 3G/4G cellular).

Question: *Do I need to install anything on my smart phone to use the Mobile Online Directory?*
Answer: No, nothing needs to be downloaded or installed on your device to use the Mobile Online Directory. It is accessible via the built in web browser on your smart phone.

Question: *I just updated my contact information (email address, phone number, etc.) using the SOA's Online Serivces (or via the full web version of Online Directory itself), however, my changes are not appearing in the Mobile Online Directory. Why?*
Answer: Changes made to contact information in the Online Directory will appear in the Mobile Online Directory automatically within 24 hours.

Question: *Can I update my contact information using the Mobile Online Directory?*
Answer: Not at this time. All contact updates must be performed using the web version of the Online Directory (www.ActuarialDirectory.org) from a desktop/laptop computer.

Question: *How can I restrict my information from being listed in the Mobile Online Directory?*
Answer: The Mobile Online Directory adheres to the same publishing preferences as the web version of the Online Directory. To change the fields displayed, login to the Online Directory (www.ActuarialDirectory.org) and click on the Preferences link. As with the web version of the Online Directory (and due to SOA CPD rules), the names of all SOA members will appear in the Mobile Online Directory.

Question: *When I attempt to initiate a call, the call does not go through. Why?*
Answer: This is likely due to service availability of services from your mobile provider. However, due to variances in phone number formats, some numbers may not be presented properly in the interface. If the number appears to be incomplete, please forward that information to customerservice@actuarialdirectory.org

Question: *The Mobile Online Directory is asking me to allow location services (verify my physical location). Why?*
Answer: When initiating a phone call, the Mobile Online Directory needs to know your location in order to alert you to any possible long distance phone calls and to prefix the number with the proper country dialing codes.