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Prepare a mobile user account

SAP Business One mobile user guide
iPhone and Android · Classic application · Version 2.2 · 22 October 2026

This guide helps an administrator register a device and helps its user sign in, read business data and process approval requests. The mobile connection must already be enabled by the technical team. The procedure applies to SQL Server and SAP HANA environments.

Install **SAP Business One**, published by SAP SE. Do not confuse it with SAP Business One Sales, SAP Business One Service or SAP Authenticator. Check that the available app version is compatible with the device and the server.

Information provided by the administrator	How to use it
Mobile server and HTTPS port	Use the hostname and port assigned to this customer.
Company database	Copy its exact technical name and distinguish production from test environments.
SAP user code	Use the named account assigned to the person.
SAP password	Share through a private channel; do not record it in this guide.
Phone number and device ID	These must match the app settings and the SAP user record.

Recommended sequence

1. Retrieve the device ID from the mobile app.
2. Register the mobile user in the correct company database and check the licenses.
3. Configure the connection, sign in and read a known record.
4. If the person will approve documents, also validate a pending approval request.

Examples in this guide. Laboratory values shown in screenshots help locate fields. Do not copy them into another customer environment. Each account requires its own server, database, user code, phone number and device ID.

The iPhone and SAP screenshots come from INDESAD operations. Android images are published by SAP and identified as visual references; their appearance may vary by version and language. Screenshots keep their original language.

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Retrieve the iPhone device ID

Responsible: The person who will use the device.

1. Install SAP Business One from the App Store and open it once.
2. Open **iPhone Settings** → **Apps** → **Business One**. On other iOS versions, Business One may appear directly in Settings.
3. Enable **Email Device ID** and open the app again.
4. Read the identifier in the **Device ID** message. The Email button prepares a message from which you can copy it; sending the message is optional.
5. Give the ID to the administrator through the agreed channel. Copy and paste it to avoid confusing letters and numbers.
6. Return to Settings and turn **Email Device ID** off so that the app can sign in normally.



Actual iPhone message in Spanish. The device identifier is covered so this guide can be reused.

Use the ID reported by the app. Do not substitute a MAC address, IMEI, serial number or phone number. If the ID also appears in an Access denied message, it must match the one registered in SAP.

A replacement device or app reinstallation may require retrieving the ID again. Each device has its own identifier; an iPhone ID must not be copied to Android.

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Register the device in SAP

Responsible: An authorized SAP user administrator. Open the company database the person will use and confirm the environment before editing the account.

1. Go to **Administration** → **Setup** → **General** → **Users**. Find the user code and confirm the person's name.
2. Select **Mobile User** at the top of the record. In the Spanish screenshot, this is Usuario móvil.
3. On the General tab, enter **Mobile Phone** exactly as it will appear in the app, including the agreed international prefix.
4. Paste the app's **Mobile Device ID**, without extra spaces or line breaks.
5. Choose **Update**, then **OK**. Reopen the user record and confirm that the checkbox, phone number and ID were saved.



Spanish laboratory record showing Usuario móvil, Teléfono móvil and ID de dispositivo móvil.

Do not copy other permissions from the screenshot. Superuser is not required for mobile access. Keep the password and security settings in accordance with company policy.

If a second device is authorized for the same account, SAP documents device IDs separated by **/**. Keep only the currently authorized IDs and check version compatibility. This does not enable simultaneous sessions on both devices.

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Check licensing and approval responsibility

Responsible: The licensing administrator and the approval process owner.

1. Open **Administration → License → License Administration**. On the allocation tab, select the correct company and user.
2. Check the user's qualifying SAP Business One license and the **B1i** assignment, according to the version and applicable licensing conditions.
3. Assign a missing license only when authorized and available. Save and check again. Do not remove another person's license to complete the setup.



Laboratory example in Spanish with Professional and B1i assigned. Professional is not mandatory for every user profile.

If the user will approve documents

Check that the SAP user code is an authorizer in the relevant stage and approval template. Also check the template conditions and that a pending request is addressed to that person.

Check	What it demonstrates
The menu opens	The user can sign in to the mobile app.
A known inventory item can be read	The query returns data from the configured company database.
A pending request is visible	The account receives that approval request.
A saved decision is checked in SAP	That approval or rejection test case works.

Manager does not automatically receive every request. A broadly privileged account may not be an authorizer in any template. An empty list alone does not establish a connection failure.

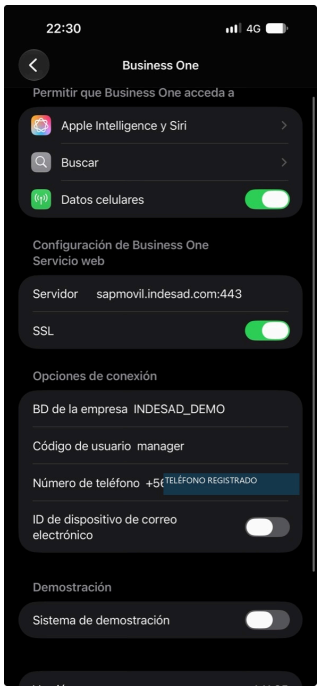
Registering a mobile device does not require restarting HANA or the server. If a technical error occurs, avoid repeated attempts and contact the responsible team.

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Configure the iPhone connection

Open **Settings → Apps → Business One** and use the values supplied for this customer. The screenshot shows a laboratory; its values are not universal.

Field	Value to enter
Server	Assigned hostname followed by :port. Format example: sap.company.example:8443
SSL	On.
Company DB	Exact technical name of the assigned company database.
User Code	The person's named SAP account.
Phone Number	Exactly the same value saved in SAP.
Email Device ID and Demo System	Both off for normal customer access.



Actual iPhone settings in Spanish from an INDESAD laboratory. Replace the server, port, database, user and phone number.

Do not add **https://**, SOAP paths or **/b1s/v1/** to Server. Use the B1if mobile service port, which is not necessarily the Service Layer port.

Fully close the app if it was open with other settings. Reopen it and enter the SAP password for that company. With SSL enabled and a valid public certificate for the hostname, there is no need to install a private key on the phone.

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Configure the Android connection

Responsible: The device user, using the administrator's connection details. Install SAP Business One by SAP SE from Google Play.

1. Open the app and choose **Settings** on the **Logon** screen.
2. Find **Device ID** under **Logon Settings** and give it to the administrator for registration in SAP.
3. Complete the fields below. On Android, the hostname and port are entered separately.
4. Save or return to Logon, depending on the version. Enter the SAP password and check a read-only query.

Android field	Required value
Server	Only the assigned hostname. Format example: sap.company.example
Port	The HTTPS port supplied by the administrator, for example 8443.
SSL	On.
Company DB	Exact technical name of the company database.
User Code	The person's named SAP account.
Phone Num	The same value registered in the SAP Mobile Phone field.
Device ID	Identifier reported by this Android installation.
Demo System	Off when connecting to the customer environment.

Replace or add a device

An Android device has a different ID from an iPhone. Register the new identifier before testing access. If the previous device remains in use, ask the administrator which IDs should stay authorized.

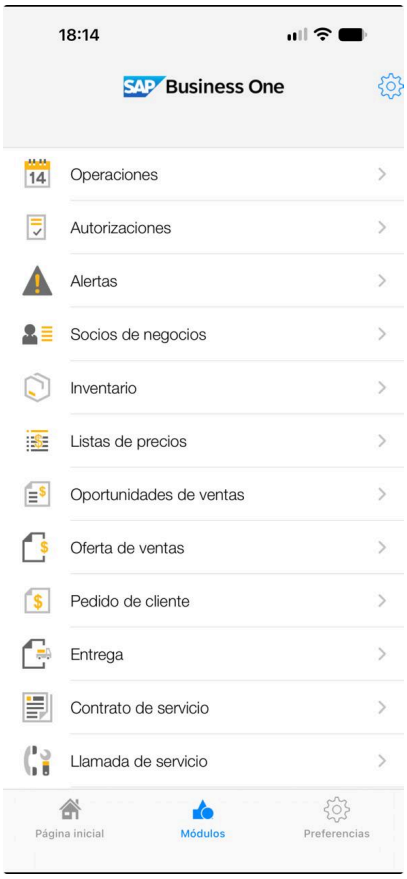
Field names and layout may vary by language and version. These steps were checked against SAP's classic Android app guide. Android screenshots on the following pages are official vendor references.

Validate every setup. Check access from the intended network, read business data and, if applicable, check a pending approval. A vendor illustration does not replace that test.

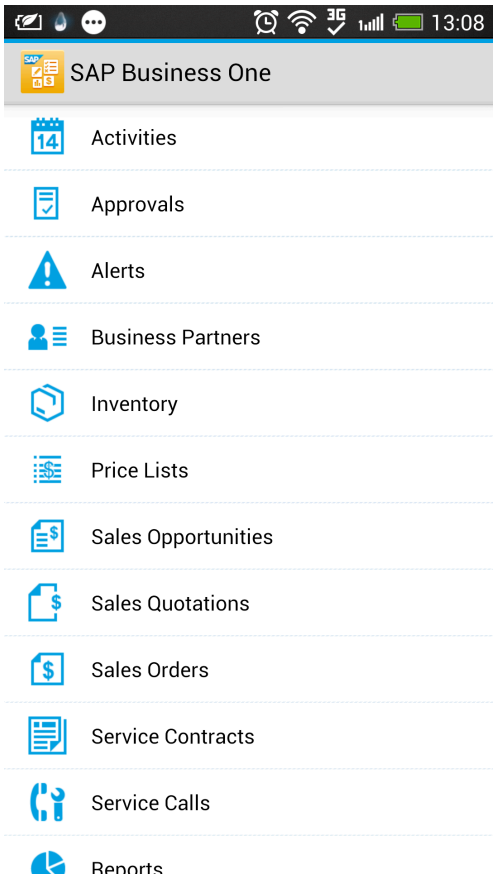
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Check access inside the app

After signing in, open **Modules**. On iPhone, Home may show No data in the to-do list. This message does not determine whether Inventory or Approvals is available.



iPhone in Spanish. Actual screenshot supplied by the user.



Android in English. Reference published by SAP on Google Play; illustrative appearance.

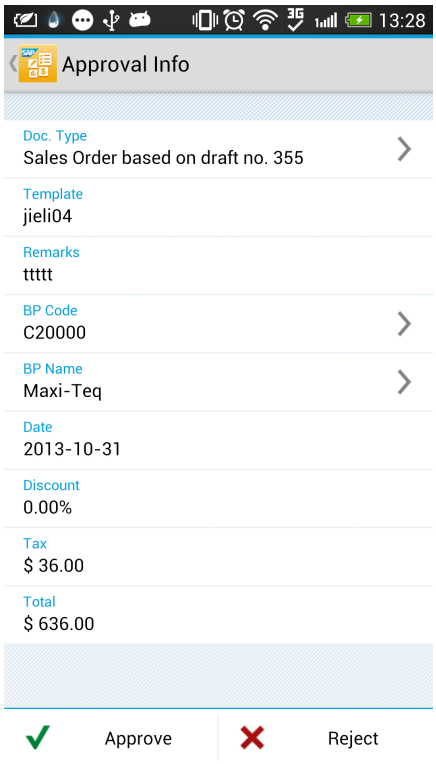
1. Open **Inventory** and read a known item code. Do not create or modify records to test the connection.
2. Confirm with the administrator that the item and its data belong to the intended company database.
3. If the app will be used outside the office, repeat the query over cellular data. Test the usual Wi-Fi separately.

The Modules screens shown here do not identify the connected database. A recognized record provides evidence of a successful read; check the database's technical name against the connection settings.

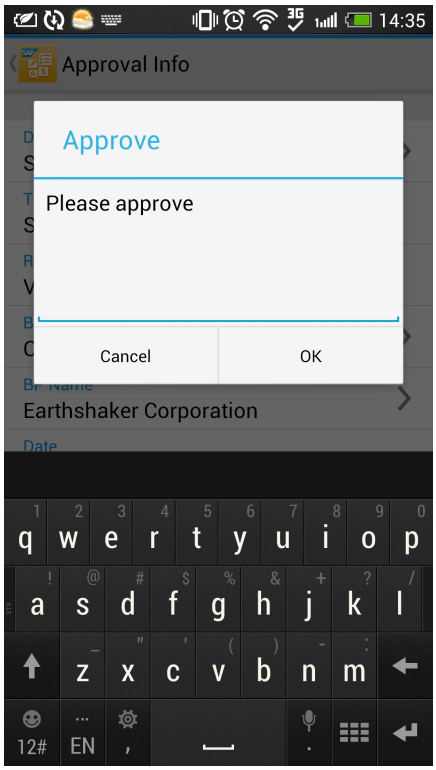
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Review and process an approval request

Use an account configured as an authorizer and an agreed test request. Open **Modules** → **Approvals**, refresh the list and select the request.



Details with Approve and Reject. Official SAP reference for Android.



Approval confirmation and comment. Official SAP reference for Android.

1. Check the document type, draft, originator, business partner, lines, amounts and template before deciding.
2. Choose **Approve** or **Reject**. Enter the appropriate comment and confirm only the intended decision.
3. Wait for the save confirmation, refresh and have the administrator check the result in SAP.

On iPhone, use Modules → Approvals as well; the Spanish interface calls it Módulos → Autorizaciones. Action labels and positions may vary by version. Go back or cancel if no decision should be saved.

Approval and creation of the final document are separate steps. Do not create the final document during a demonstration unless the test process explicitly calls for it. A disappearing list entry is not the only evidence of success.

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Troubleshoot and record the setup

Message or symptom	What to check
Access denied	Exact database and user; Mobile User selected and saved; phone and ID match the app; B1i license.
No data on Home	Open Modules and try an allowed query, such as Inventory.
No requests in Approvals	User included in the template and stage; a pending draft for that account.
Certificate error	Correct hostname, SSL, device date and exact error. Contact technical support; do not disable SSL.
Works only inside the office	Public hostname, port and external connectivity. Report whether the test used Wi-Fi or cellular data.
Device ID message on every launch	On iPhone, retain the ID and turn Email Device ID off.
Password rejected	SAP password for the selected company. Avoid repeated attempts that could lock the account.

Individual handover record

Complete the authorized internal record. Share the phone number and ID through the agreed channel; do not store passwords in this form.

Information	Complete
Company database and environment	
Person and SAP user code	
Device and app version	
Server and port	
Mobile record and licenses checked	
Wi-Fi and cellular read tests	
Test request and result checked in SAP	
Validation date and responsible person	

Sources: official SAP guides for iOS 1.11.x and Android 1.2.x, edition dated 5 May 2026; SAP Business One listings on App Store and Google Play. Direct links are available in the HTML version. Android images © SAP SE, published on Google Play and accessed on 22 October 2026.