coReel Mobile App: Overview and Getting Started

Getting Started · https://coreel.ai/help/myvideo-email-mobile-app-overview-and-getting-started/

The coReel mobile app brings the core sending workflow to your phone — record on the go, look up contacts from your CRM, and send video emails or SMS without opening a laptop. This article walks you through installing, signing in, and the layout of the mobile app.

What the mobile app is for

The mobile app is built for **on-the-go video sending**. It deliberately keeps the experience focused:

- Record video from your phone's camera (front or back)
- Send via Email (Gmail/Outlook) or SMS
- Look up contacts from your connected CRMs (Keap, HighLevel)
- See your sent emails and watch stats
- Manage replies you've received
- Edit your profile

Some desktop features — like admin pages, template management, sender domain setup, and detailed automation settings — are intentionally kept on desktop where the larger screen helps. You'll see those listed under What's not on mobile below.

Installing the app

1. Open the **App Store** (iPhone) or **Google Play Store** (Android) on your phone.
2. Search for **coReel**.
3. Tap **Install** (or **Get** on iPhone).
4. Once installed, open the app.

If you're a beta tester invited via TestFlight (iOS) or Google Play internal testing, follow the link in your invite email to install the beta version instead.

Signing in

1. Open the app.
2. Tap **Sign in**.
3. Enter the email and password you use on the desktop site.
4. Tap **Sign in**.

If you have two-factor authentication enabled (see Setting Up Two-Factor Authentication), you'll be prompted for a 6-digit code from your authenticator app.

Success Check: You should land on the **Dashboard** screen, showing this month's video and email counts.

Enabling biometric unlock (optional)

After your first sign-in, you can enable Face ID, Touch ID, or fingerprint unlock so you don't have to type your password every time.

1. Go to **Settings** in the mobile app.
2. Toggle **Biometric unlock** on.
3. Approve the system prompt.

From now on, unlocking the app uses your face or fingerprint instead of your password. You can still sign in with password if biometrics fail or change devices.

App layout

The mobile app uses a tabbed layout (the exact tab names may differ slightly by version):

- **Dashboard** — Monthly send/video counts, quick access to record a new video.
- **My Videos** — Your video library. Tap a video to preview, share, or delete.

- **My Emails** — Sent emails with watch/click/reply metrics.
- **Profile** — Account settings, integrations, replies, sign out.

The big **+ Record Video** button is your main entry point for creating new content.

Quick send walkthrough

1. From the Dashboard, tap **+ Record Video**.
2. Record your video (front camera is default — see Recording and Sending Videos on Mobile for details).
3. Choose to send via **Email** or **SMS**.
4. Pick a recipient — type to search your CRM contacts or enter an email/phone number manually.
5. Adjust watch page options (captions, reply settings).
6. Tap **Send**.

The recipient receives your video via the channel you chose.

Profile and integrations

Your CRM integrations (Keap, HighLevel, Google, Microsoft) are configured once on the **desktop site** and shared automatically with the mobile app. There's no separate mobile-side OAuth setup.

To check which integrations are active:

1. Tap **Profile** in the mobile app.
2. Tap **Integrations**.

If anything is showing as expired, head to desktop to reconnect.

What's not on mobile

Some features are intentionally desktop-only:

- **Admin pages** (feedback queue, team management dashboards)

- **My Account** (subscription/billing)
- **Sender domain management** — see Sender Domains for Org Integrations
- **Advanced automation settings** — see Automation Templates and How They Work
- **Full rich text email editor**

The web app at app.coreel.ai remains the primary surface for those.

Signing out

1. Tap **Profile**.
2. Scroll to the bottom.
3. Tap **Sign out**.

If you want to sign in as a different user, sign out first, then sign in with the new credentials.

Troubleshooting

The app won't let me sign in. First check you're using the same credentials that work on desktop. If you recently enabled two-factor authentication, make sure your authenticator app is set up and your phone's clock is on automatic time. If you've forgotten your password, use **Forgot password?** on the sign-in screen.

My recorded video failed to upload. Check your network connection. Uploads need a stable signal — if you're on a weak cellular connection, switch to Wi-Fi and try again. Long videos on slow networks may take several minutes.

Push notifications aren't arriving. Make sure you've granted notification permission. Open your phone's Settings app, find coReel, and confirm Notifications are allowed. Also see Notifications: Setup and Defaults.