



Quick Start for Mobile Users

First Steps

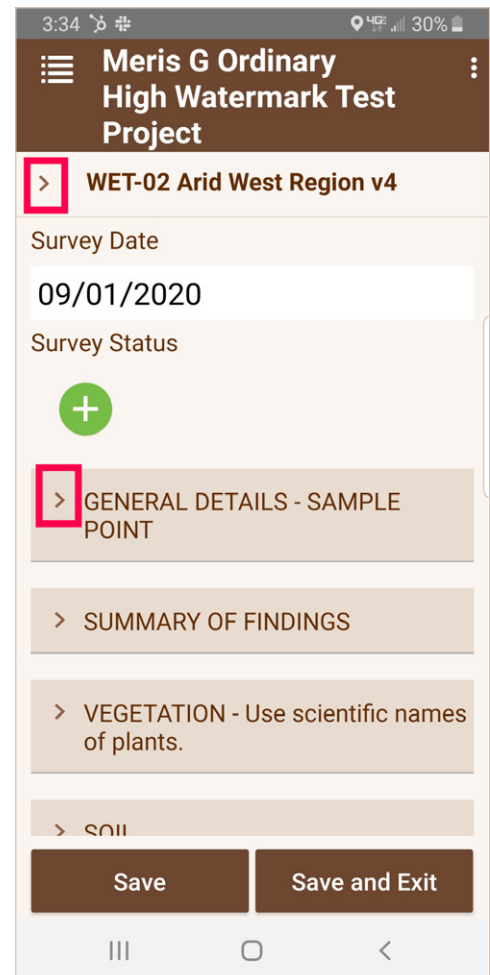
1. For first time users:
 - Download the Wildnote app from the app store
 - Log in with the email and password that you set up when you received the email invite, and
 - Perform a Sync All
 - All projects you are assigned to will show up in a list with the Project Name and a file folder icon. **NOTE:** if you don't get any projects, contact your Project Manager. This means you have not yet been assigned to any projects.
2. Touch the file folder icon for the project you are collecting data for.
3. Touch the drop down list at the top of the screen and select the survey form you will be filling out.
4. Touch **Start Collecting Data**

***NOTE:** By default, if your survey form is built with sections and repeaters, it starts in a collapsed state. To reveal the questions in a section, simply touch the chevron symbol to the left of the section/repeater name. Alternatively, you can Expand All questions (and Collapse All questions) by touching the chevron symbol to the left of the survey form name.*

HOT TIP: Remember a portable backup battery.

Saving for Success

1. Wildnote does NOT auto-save your data for you. There is a SAVE and SAVE & EXIT button on your screen at all times. As you enter data, hit the SAVE button frequently.
2. If you need to navigate away from Wildnote, SAVE before accessing another app or page. Note: Wildnote does perform a background SAVE for you if you navigate away from the app. However, it is just good insurance to be in the habit of hitting SAVE so you minimize the risk losing your data should your phone or the Wildnote app shutdown unexpectedly.



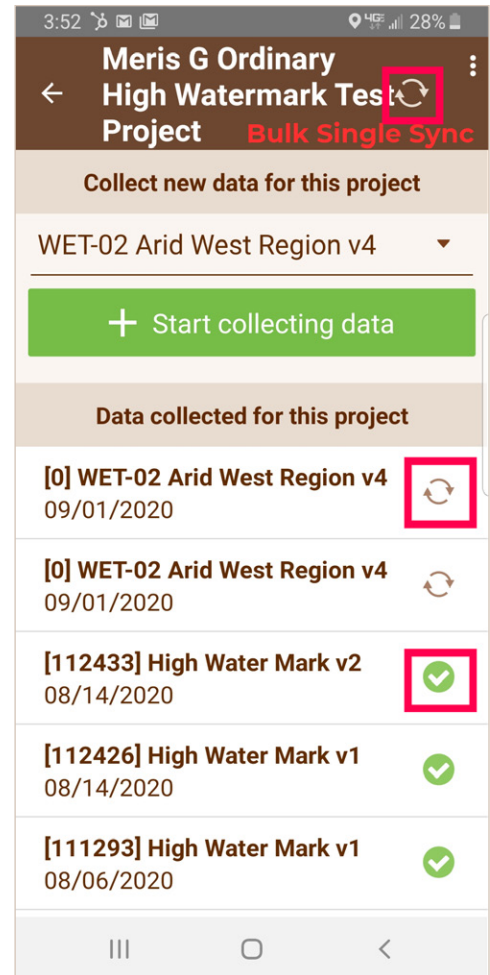
Syncing for Success

The Wildnote Web app and the Wildnote Mobile app are two separate applications that talk to each other when syncing occurs. This allows you to collect data while offline. BUT, it is also why you need to understand the best way to sync so that you never overwrite data changes by accident.


The last edited data “wins”. For example, if you submit data, then your Project Manager edits that data on the web, those edits need to be “re-synced” so that you have the same data on your mobile device as on the web. The data is compared and the latest changes are what are retained on both the mobile device and web. They are “synced up” so to speak. The only way to ensure that both the mobile device and the web app have the same version of data is to perform a Sync All or Sync Project from your mobile app.

Here’s the Best Wildnote Practice:

1. In the morning, before going out into the field, perform a Sync Project if you are updating a single project that day, or a Sync All if you are updating multiple projects. These are two-way syncs between the mobile device and the web application (cloud) where data changes are both sent from the mobile device and retrieved from the web application.
 - Sync All is found in the 3-dot menu top right when you are on the project list screen
 - Sync Project is found in the 3-dot menu top right when you are in a project
2. At the end of the field day, Single Sync all individual data sheets by touching the brown circular arrows on the top right of the Survey Listing page. A Single Sync is a **one-way sync** from the mobile device to the cloud. You can sync individual surveys by touching the circular arrows to the right of a survey name, but, to make things easier, you can single sync ALL surveys by initiating the sync with the circular arrows in the top right hand corner of the page. When a survey is successfully synced, the circular arrows turn into a green checkmark.



Hidden Treasures for better workflow in the field

1. If your survey form has sections, then you can easily jump from section to section by touching this symbol in the top left corner of the survey screen. 
2. If you are in a survey and want to get out without saving changes, touch the Project Name at the top of the screen.

3. You can swipe left on a survey to perform several actions including duplicating a completed survey.
4. When in a project, or a survey, touch the 3 dot menu to select Map View. Then touch the 3-dot menu again to toggle dropped points and project locations on and off.
5. If you touch a project location pin in map view, you can start a new survey.
6. If your survey form has the **Survey Status** question, use the **Draft** and **Submitted** statuses to keep track of where you are at in your workflow. For example, before your final sync, change the status(es) to **Submitted** so your PM knows you are finished.

Common Issues and Fixes

1. **My battery is dying!** If your battery is draining, you can switch your device to Airplane mode which will turn off location services and improve your battery life.
2. **App unexpectedly shuts down.** There are a variety of reasons that the app may shut down. Your device may have overheated, or there may be a bug that needs to be fixed. So long as you have been saving as you go, your data will be there when you reopen the app. If you encounter the issue more than once, please report it to support@wildnoteapp.com so we can address it.
3. **Sync time-out.** If you are trying to sync a large amount of data over poor connection, the sync may time-out. The app may shut down as a result, or your data will simply stay unsynced. Wait until you get to better connectivity, and try again.
4. **The project that I am working on is not in my project list.** The most likely reason for this is that you are not attached to the project.
5. **The survey form that I need to use is not in the list.** The most likely reason for this is that the survey form is not attached to the project.
6. **The changes I made to my survey form are not showing on my mobile app.** You must make sure to perform a Sync Project on the mobile app to get any changes made on the web app on your mobile device.
7. Note: Modern phones and tablets take huge photos (4-5 MB each) and actually limit your ability to control or compress the photos from the phone settings. As a result, syncing can take a very long time even if it seems that you don't have that many photos in your survey. You might consider using an app such as Theodolite (iOS) or Solocator (Android) that allow you to control the photo size (these apps do a bunch of other cool things too.)

NOTE: Our number one value is Data Integrity. If you experience any data loss, please contact support@wildnoteapp.com right away so we can help you recover the data, or fix the bug causing the issue.

