Safeguard Mobile – FAQ

This user guide details frequently asked questions about the Safeguard Mobile App.

FAQ

Question: Is there different functionality and appearance between iPhones and Android devices?

Answer: No, the functionality and appearance of the app is the same for both Android and iOS users. The only difference is that for iOS you need to access the App Store to download it and for Android you need to access the Google Play Store.

Question: What are the minimum requirements needed to run the Safeguard Mobile App?

Answer: Any device can run the mobile app as long as it supports the following operating systems:

- For Android, the operating system must be version 10 or greater.
- For iOS, the operating system must be 14 or greater.

Question: Is it true that all the questions are on one scrolling page and that I don't have to go to a separate page to see each question?

Answer: That is correct. The view for the app shows all questions on one scrolling page.

Question: Can I access the app without downloading any orders?

Answer: Yes, you can still access the app without downloading any orders. There is a checkbox that allows you select if you want to download orders when accessing the app. It is recommended that you still download orders when you have strong internet connectivity.

Question: What is the Sync Status box that I see whenever I login and I say to download new orders?

Answer: The Sync Status dialogue box allows you to see if the log in process has encountered any issues. Typically, a green checkmark displays next to all the processes that are listed. If any part of the login process fails, then a red X appears next to it. If any process does fail, then you should contact the IT Help Desk.

Question: On the Transmission page, I noticed that all the orders are selected for transmission. Is there a way that I can change that?

Answer: If for some reason you want to transmit some orders to Safeguard and not others, then simply tap the checkbox next to the work order number. This de-selects the order and stops it from transmitting.

Question: Is there a way for me to send a work order back to the Orders page after I have completed it and sent it to the Transmission page?

Answer: Yes, you can now un-queue an order and send it back to the Orders page as long as you do not transmit it to Safeguard. To do this, tap the Queued button. Any orders waiting to be send to Safeguard display on the page. Tap the order that you want to un-queue and scroll down to the bottom of the page. Tap the Un-queue button to send it back to the Orders page. Once it is back on the Orders page you can either choose to restart it (and lose all information you previously entered) or resume the update (and retain all information you previously entered).

Question: If the Queue button never turns green, will I be able to see what else is needed to close the order?

Answer: You can tap on the Queue button at any time to see what is needed to close a work order. If there are 10 items or less, then an Error message displays and lists the exact items that still need to be completed. If there are more than ten items that need to be completed, then a generic Error message displays.

**Question:** Will I see any differences on the SafeView Inspect website?

Answer: The website is remaining the same. There will be no major changes to it at this time.

Question: Is it true that the value question has changed and that we now have to input the entire value instead of the first two or three digits?

Answer: That is correct. The value question now requires you to put in the entire amount and not just the first two or three digits.

Question: The word Survey at the top of my screen is not just on one line but is split out into multiple lines. Why is that?

Answer: This is caused by the settings on your phone and how large you have your display and/or fonts. Depending on how the screen display size is set, the upper portion of the screen may appear on several lines.
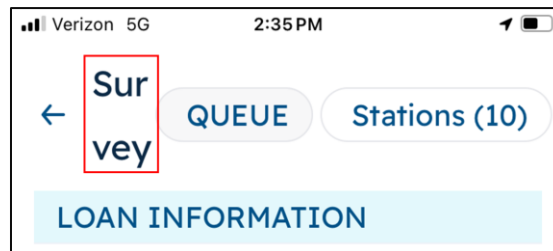
Question: I am in the comments field, but I don't see a way to exit out after typing my comment. How do I exit out so I can complete my order?

Answer: To exit out of the Comments field, tap into the space above it.
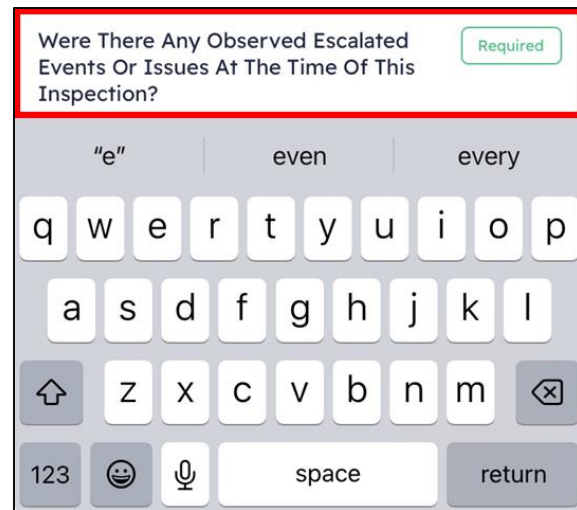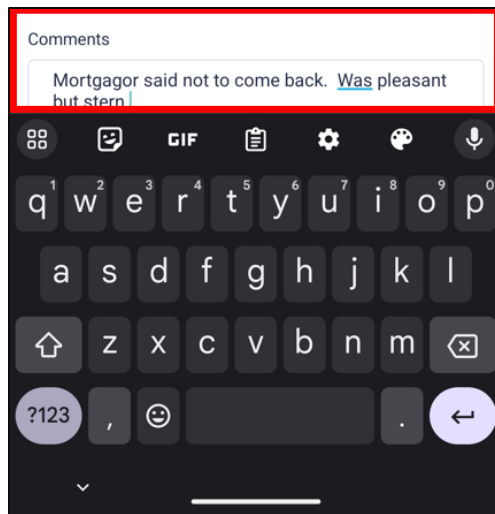
Question: Can I use the Safeguard Mobile App while I am offline or in an area that has no internet connectivity?

Answer: Yes, you can still use the mobile app when offline or in an area of poor connectivity. If you know that you will need to be offline, then check for orders before you leave for the day and complete the work as normal. When you are online again, you can then transmit the orders.

Question: I received the message shown below. What do I need to do?
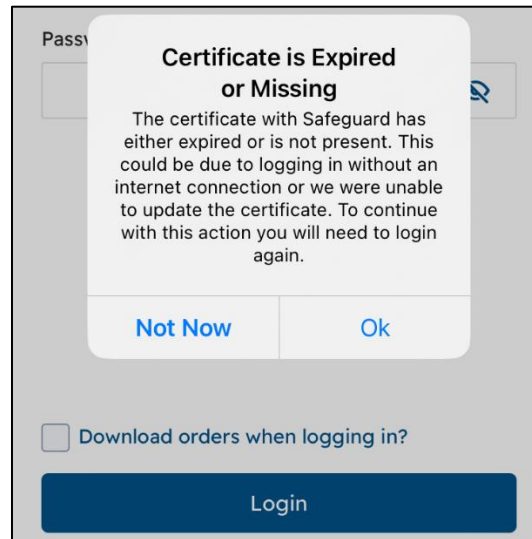
Answer: This message usually displays if you fail to log out of the Safeguard Mobile app at the end of the day and are trying to access the app the following day. Tap the **Ok** button and login to the app again. After doing so, the issue is resolved.

Question: It seems like several seconds go by before my phone takes a photo in the app. Why is this?

Answer: Check the flash setting in the Safeguard Mobile app. It is recommended that you do not use the **Auto** setting. This setting causes the camera to try to determine if a flash needs to be used or not, which may take a few seconds. Depending on where you are at or what type of orders you are scheduled to complete, it is recommended to use the **On** or **Off** settings.
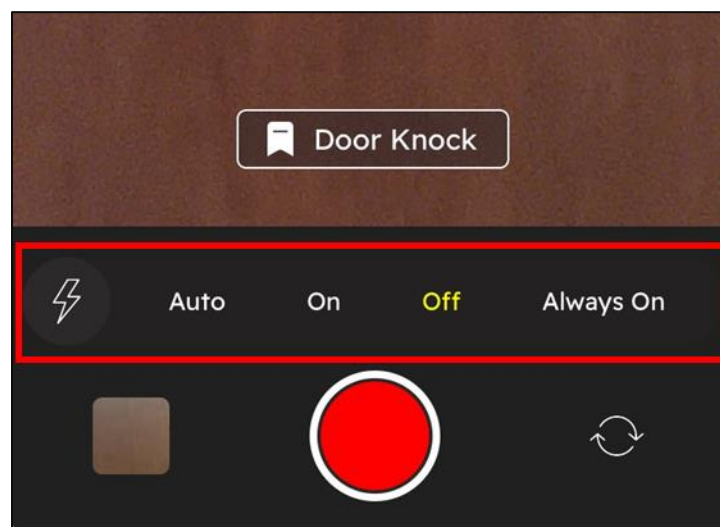
Question: Can my phone be in low power mode while using the Safeguard Mobile App?

Answer: Being in low power mode may affect the functionality of the app and may hinder certain processes from working as they are intended. It is recommended that you have sufficient charge while using the Safeguard Mobile App.

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