



# NDoH SVS

## My guide



A user guide  
for trouble-  
shooting  
my app.

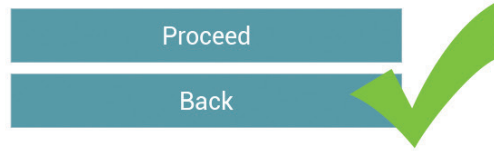


mezzanine

# Important things to remember

## Navigating through my app.

When you navigate through you app it is very important to always use the navigation options on the app (e.g. Image on right ). Do not at any time use the back, menu or exit button on your device. (e.g. Image on left). When doing this you risk losing information and reversing any process that you have started, these processes will appear as incomplete or otherwise never completed.



## Mobile Data and GPS settings.

Your app is designed to work together with your internet and your GPS, that is why it is very important to keep these settings on. With these settings off or unavailable it is impossible for your data to be uploaded on to the main database (Web portal), it might be appear that data was captured on your app but it will not appear on the main database (Web portal), the web portal will then generate a report that reflects your facility as a facility that does not capture stock..

## Synchronisation.

Synchronisation is the process that your app uses to upload data from your app to the main database (Web portal) and vice versa, e.g. if a new stock item is added to your facility by your district manager via the web portal and you do not synchronize your app, the changes will not appear on your app. Synchronisation is also important for updating your application, if a new version of the app has been released and you do not synchronies your app, you will not have access to the new or updated features of the app. It is also important to know that when your app is busy synchronizing and you do not wait for the synchronizing to complete before exiting your app you inadvertently cancel the synchronizing process and as a result no data will be synced. Remember to always sync your app before you exit, and make sure that your **Mobile Data** and **GPS/Location** settings is on before you attempt to synch.



Synchronization icon

## Device, SIM card and App function.

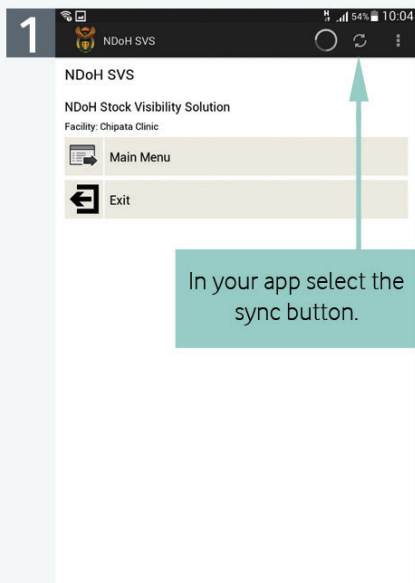
Your SIM card, device and app have been configured to function as a unit, therefore we advice you to not remove and replace your SIM card with which you device and app was registered with, doing so may result in your app not functioning properly.

## Device Memory.

Your app has been created to automatically store information that you have captured on your device when there is no network or internet coverage, thus enabling you to sync it at a later stage when or where you do have coverage. That is why it is very important to always keep enough memory open for storing data captured while being off line. If there is no memory or to little memory on your device you risk losing the data you may have captured, therefore always remember to always keep enough memory open for storage.

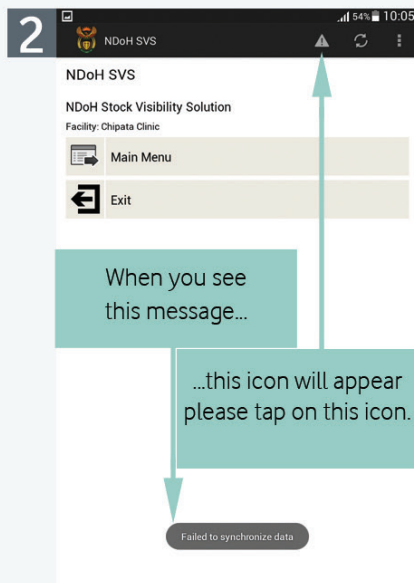
# How to identify and fix errors

**1**



In your app select the sync button.

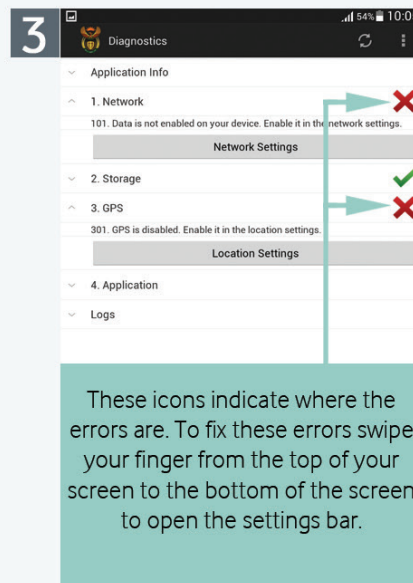
**2**



When you see this message...

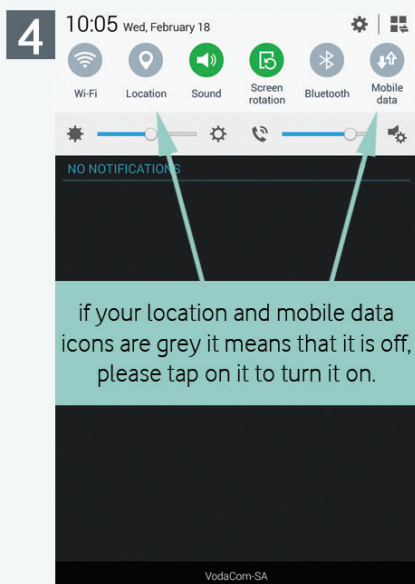
...this icon will appear please tap on this icon.

**3**



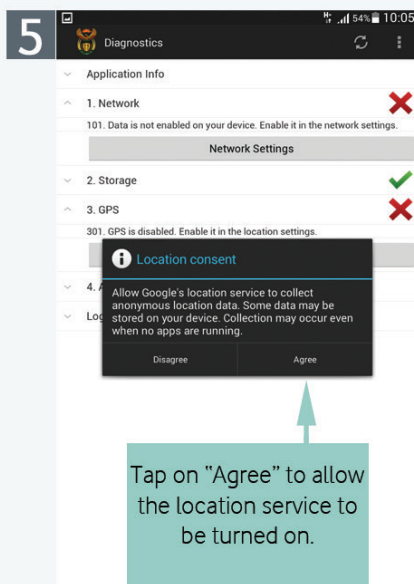
These icons indicate where the errors are. To fix these errors swipe your finger from the top of your screen to the bottom of the screen to open the settings bar.

**4**



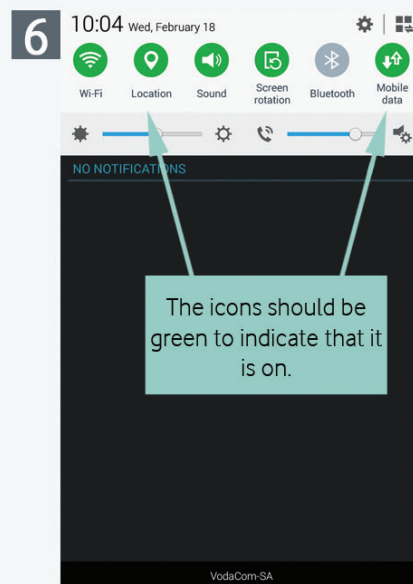
if your location and mobile data icons are grey it means that it is off, please tap on it to turn it on.

**5**



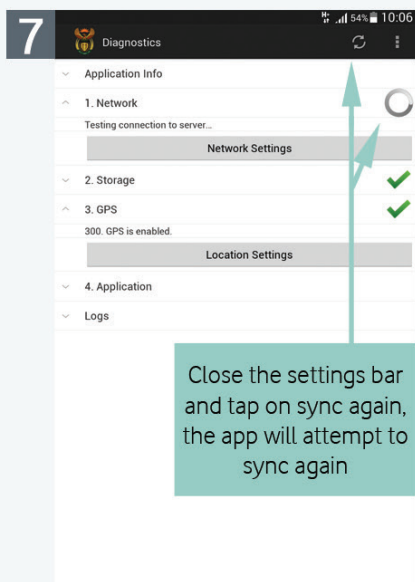
Tap on "Agree" to allow the location service to be turned on.

**6**



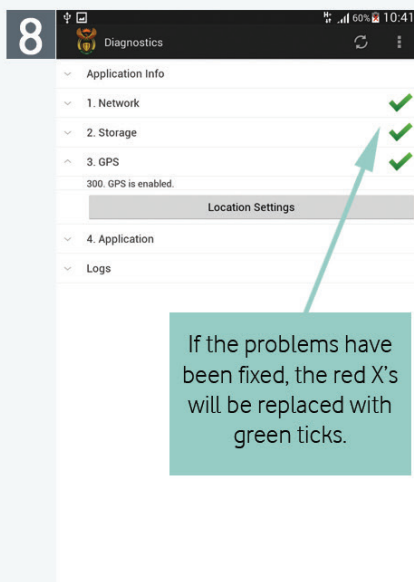
The icons should be green to indicate that it is on.

**7**



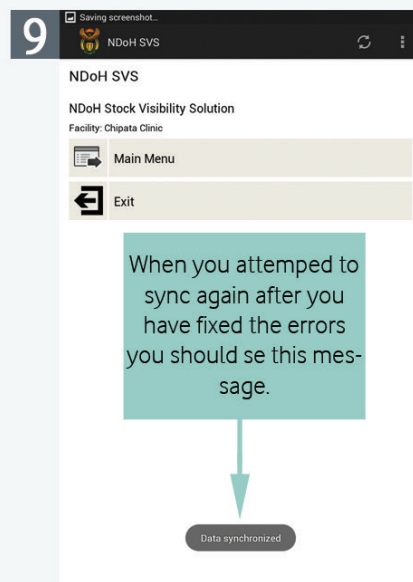
Close the settings bar and tap on sync again, the app will attempt to sync again

**8**



If the problems have been fixed, the red X's will be replaced with green ticks.

**9**



When you attempted to sync again after you have fixed the errors you should see this message.



# My support line

Should you encounter any technical problems with your app or web portal contact the mezzanine help desk on:

Email: [support@mezzanineware.com](mailto:support@mezzanineware.com)

Tel: 021 880 2222

