



# Mezzanine Applications

The Stock Visibility Solution  
Basic Troubleshooting Guide



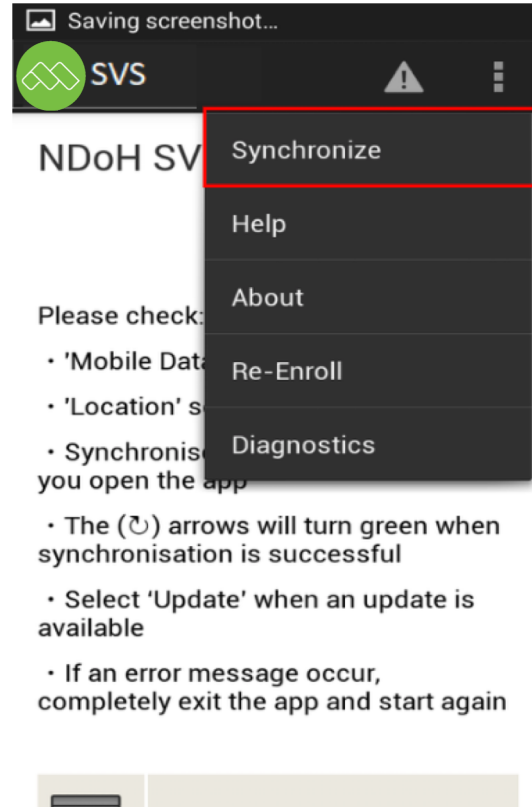
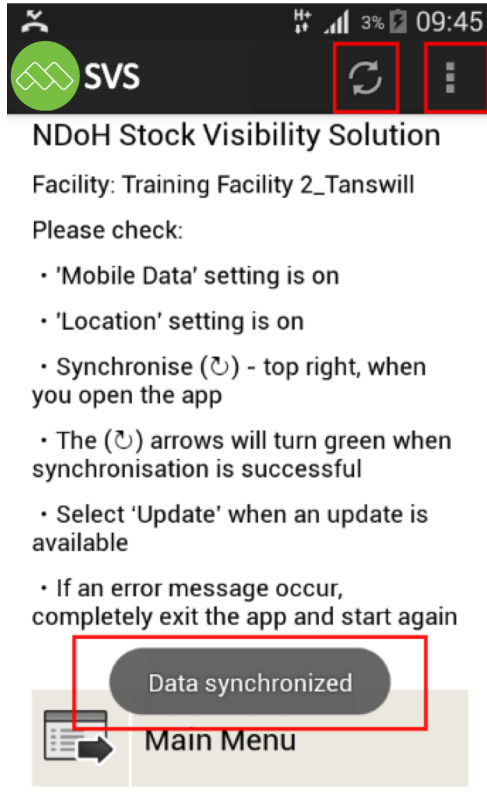
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# 1. How to do the weekly sync test

This will ensure that anyone who submitted their stock updates will know for sure that the updates will reach the web portal before the due date which will also ensure that they are not reflected as non-reporting.



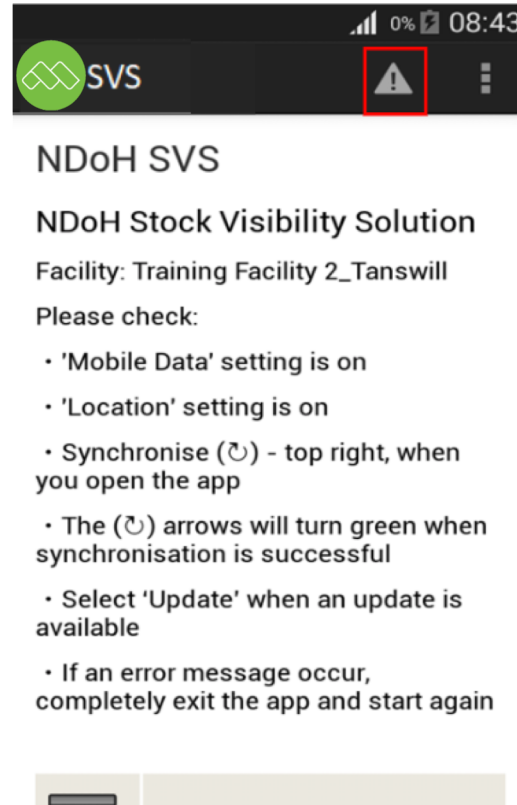
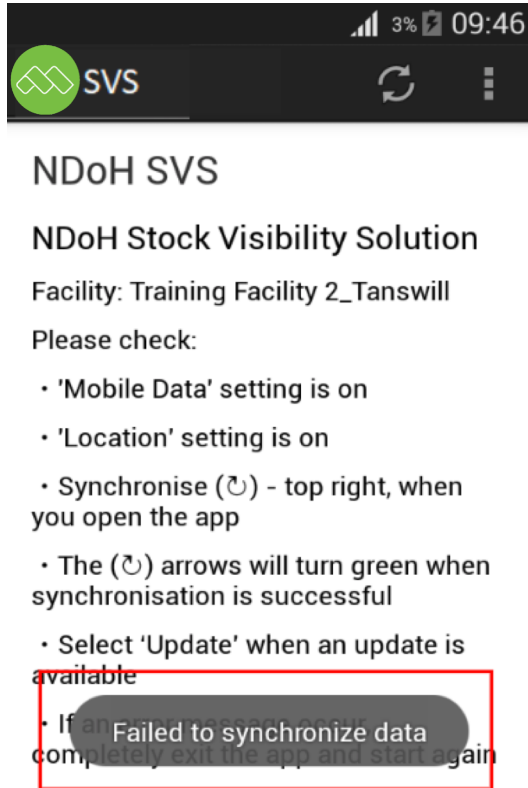
## 2. Synchronise Test



- Option 1: To sync the application click the sync icon.
- Option 2: If you do not see the two arrows forming a circle (sync button) then click on the three dots located at the top right hand corner of your screen. Click on word synchronise.
- - A message will appear at the bottom of the screen 'Data synchronise', which means the stock updates were send to the web portal and everything is in order with your device and application.



# 3. Synchronis Test

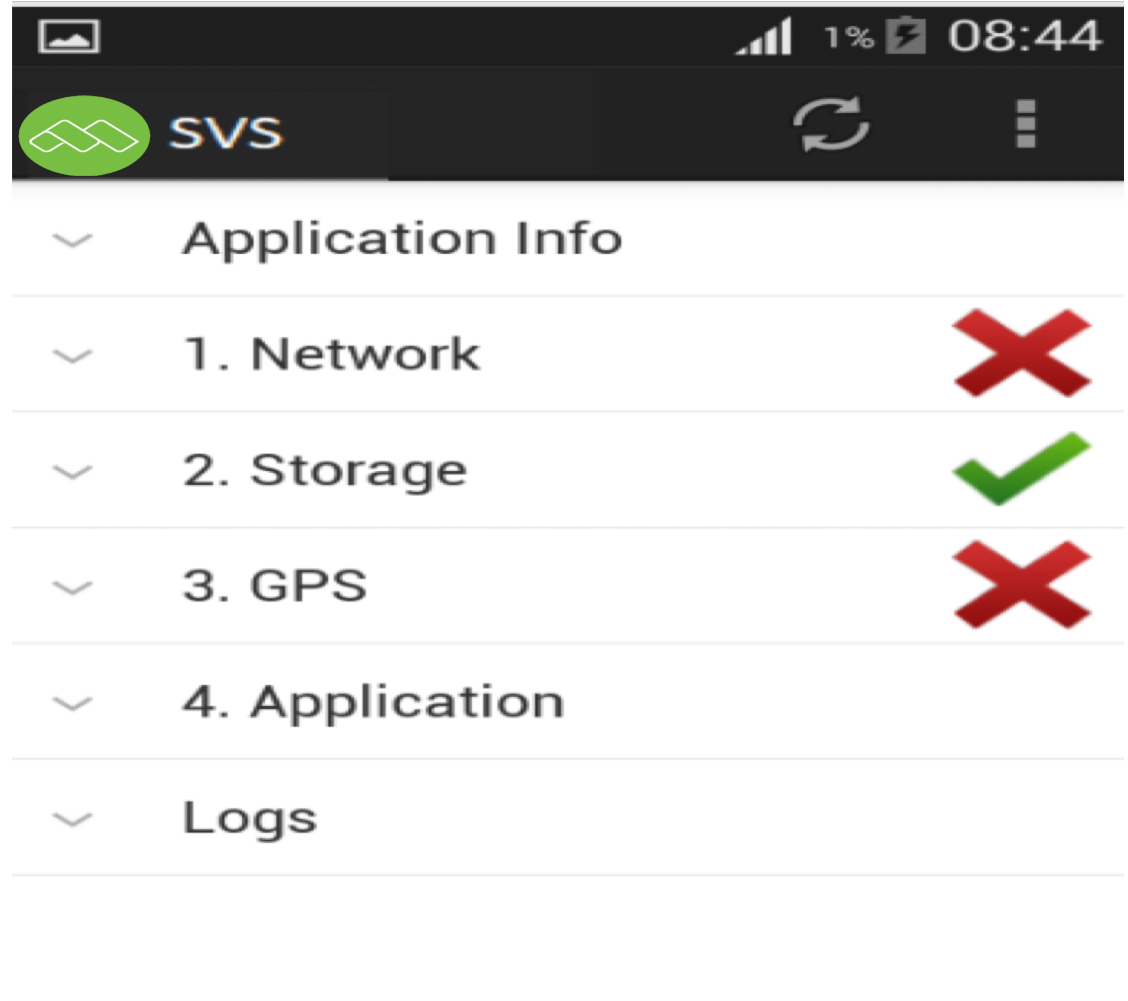


- If you however you get another message that says, Failed to synchronise data, the sync was not successful and you will be marked as non complaint if you do not rectify this.
- Click on the Diagnostic button (the triangle with the exclamation mark inside) to find the reason.



# 4. Synchronisation

- The red crosses indicate what's causing the problems.
- To fix: Make sure mobile data and location is turned on.





# How to enable mobile data within the application

## Mobile data settings

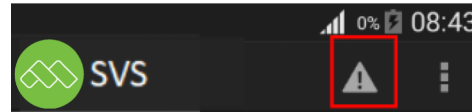


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# 5. Mobile Data Settings

- Click on the diagnostic button (triangle with the exclamation mark).



NDoH SVS

NDoH Stock Visibility Solution

Facility: Training Facility 2\_Tanswill

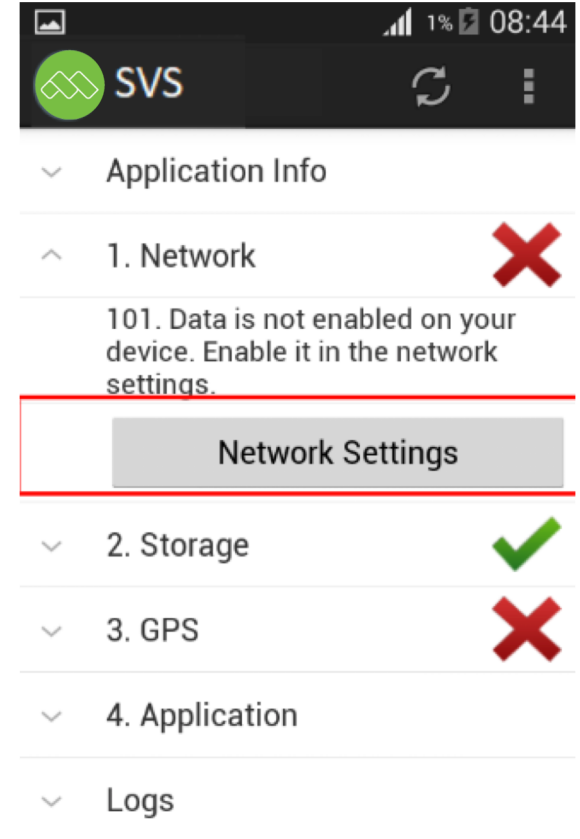
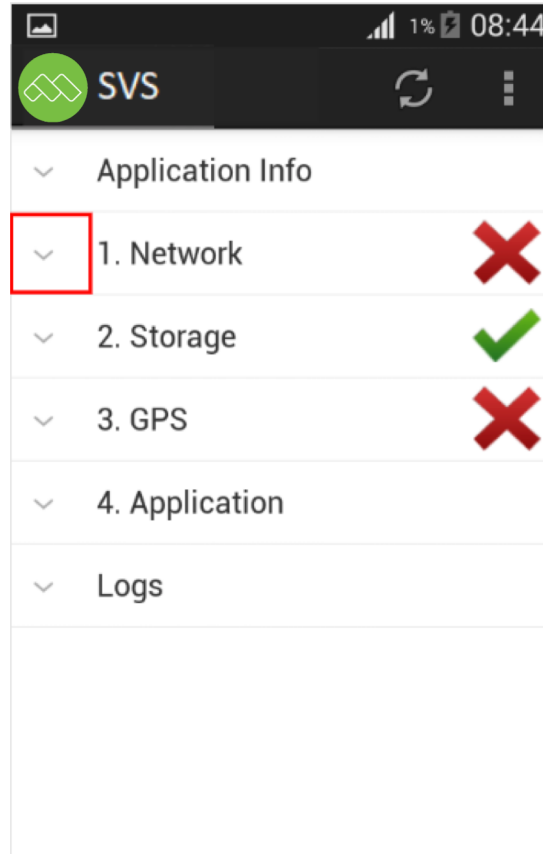
Please check:

- 'Mobile Data' setting is on
- 'Location' setting is on
- Synchronise (↻) - top right, when you open the app
- The (↻) arrows will turn green when synchronisation is successful
- Select 'Update' when an update is available
- If an error message occur, completely exit the app and start again



# 6. Mobile Data Settings

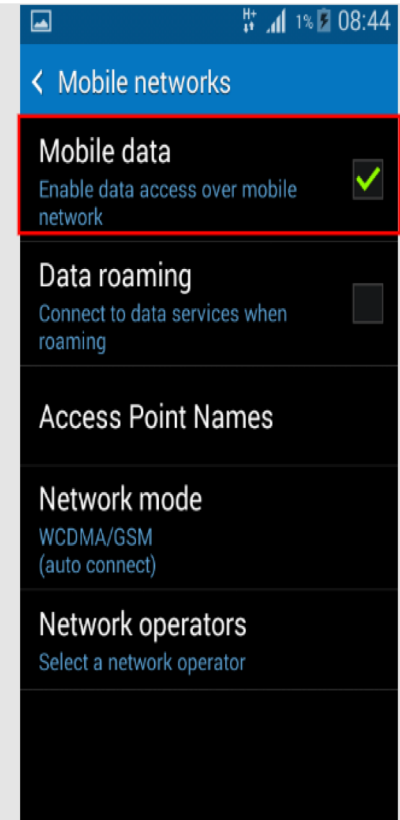
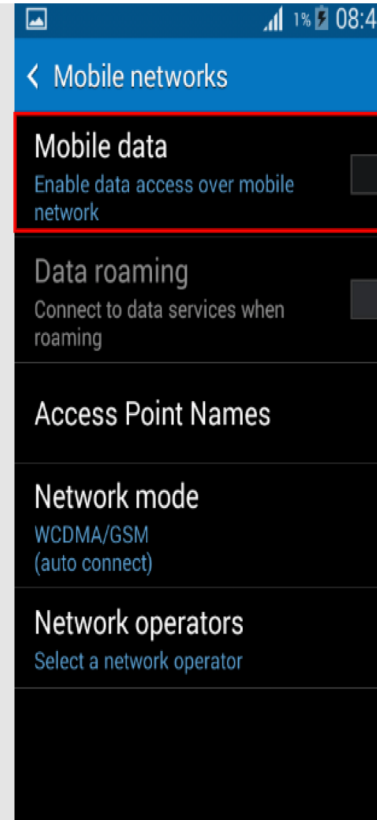
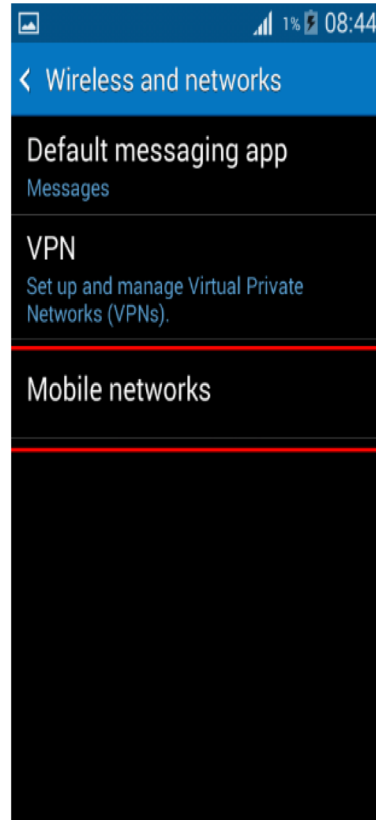
- Click on the small arrow next to network till you see the option network settings.





# 7. Mobile Data Settings

- Click on mobile networks (screenshot 1).
- (Screenshot 2) - The picture indicates that mobile data has not been enabled.
- Make a green tick in the box next to mobile data (screenshot 3).





# How to enable location settings within the application

## Location Settings



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# 8. Location Settings

- Click on the Diagnostic button (triangle with the exclamation mark).



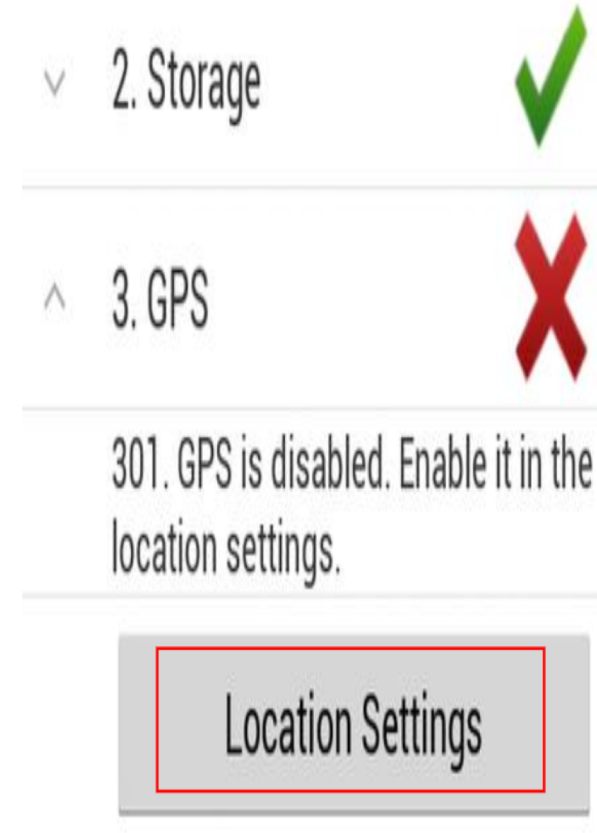
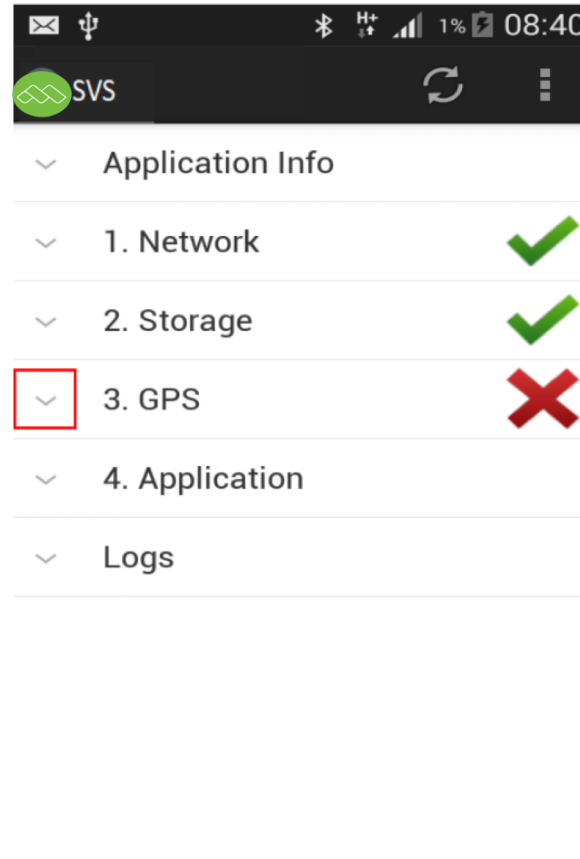
The screenshot shows the NDoH SVS app interface. At the top, there is a dark header bar with the SVS logo on the left, a warning icon (a triangle with an exclamation mark) in the center, and a menu icon (three vertical lines) on the right. The warning icon is highlighted with a red square. Below the header, the text reads: "NDoH SVS", "NDoH Stock Visibility Solution", and "Facility: Training Facility 2\_Tanswill". Underneath, it says "Please check:" followed by a list of instructions:

- 'Mobile Data' setting is on
- 'Location' setting is on
- Synchronise (↻) - top right, when you open the app
- The (↻) arrows will turn green when synchronisation is successful
- Select 'Update' when an update is available
- If an error message occur, completely exit the app and start again



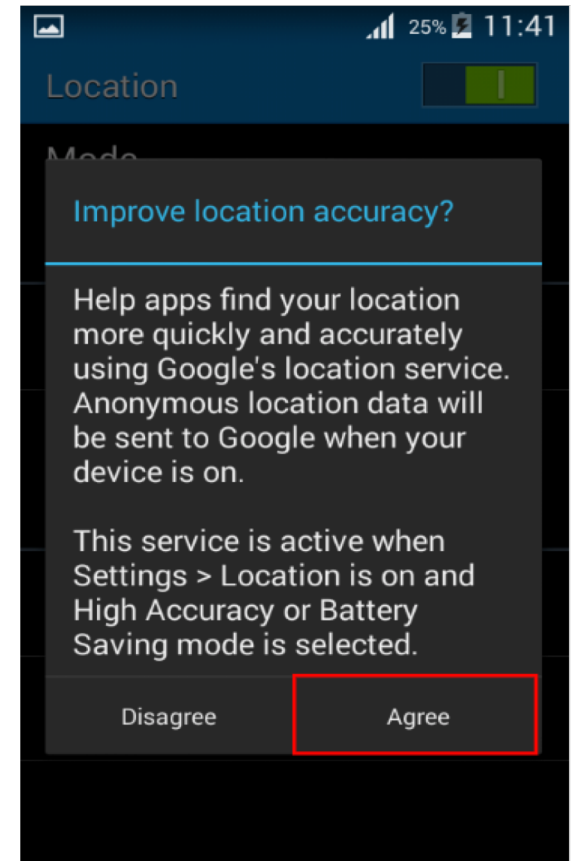
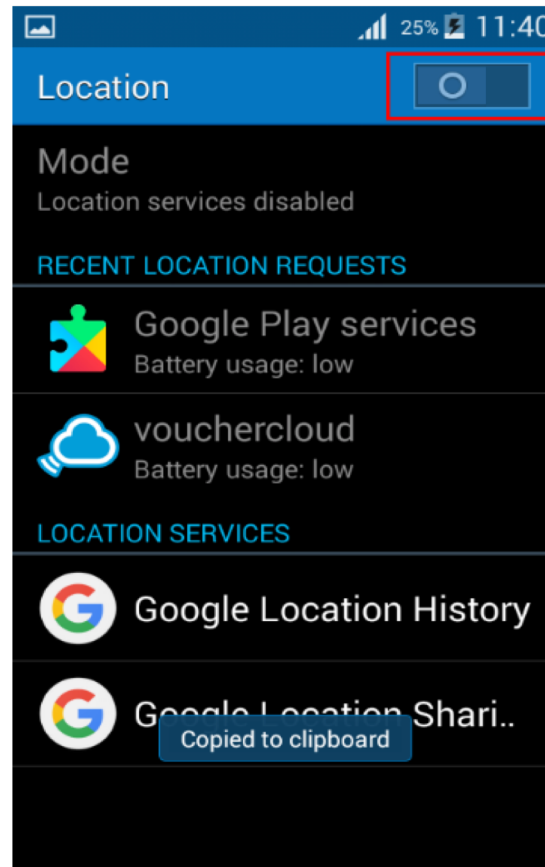
# 9. Enable Location or GPS Settings

- You will see that Location or GPS has a red cross next to it.
- Click on the drop down arrow next to GPS.
- Now click on location settings.



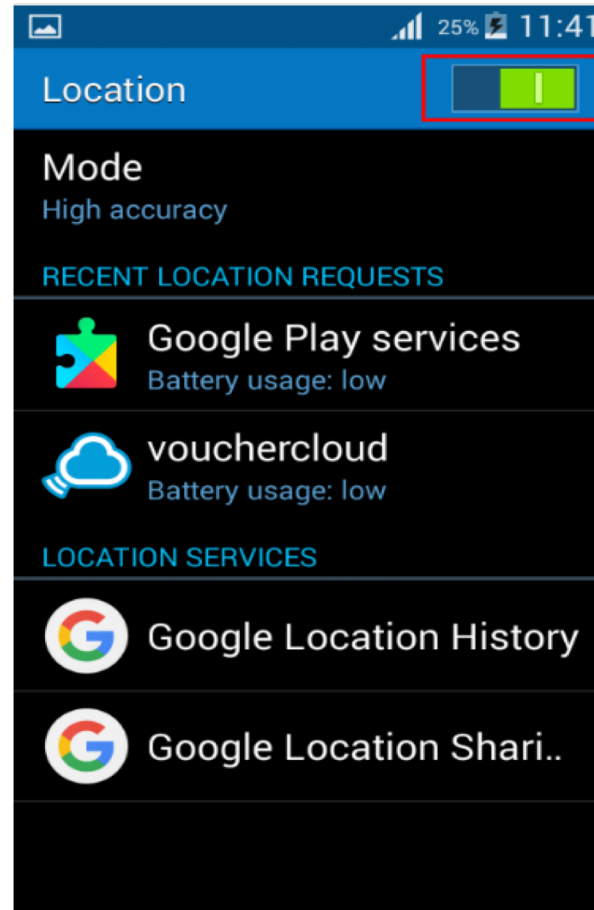
# 10. Location Settings

- When the button next to location is greyed out, it means that it is not enabled, click on the button.
- An improve location accuracy question will now display, click on agree.



# 12. Location Settings

- Once you have clicked on agree, the button next to location will turn green which means that location settings has now been enabled.



# 13. Mobile data & Location Settings Enabled

- Once mobile data and location has been enabled a green tick will now appear next to network and location which indicate that mobile data and location has been enabled.
- When you synchronise the application again the message data synchronise should now appear at the bottom of your screen.

