

Alloy – In Cab Guidance

In the event of the tablet failing, whether it be from a failed sync or the tablets going blank, below are step by step instructions on how to reset the app.

Sync Fail

A sync may fail for several reasons. If you are in a low signal area, please wait and try again

when you have a strong signal.

If it is a continuous issue, the back office will need to know the cause. To access the sync log:

• Click Menu → Sync Long

Below you can then see where it has failed.

Sync failed 30% Sync failed Sync failed required lookups Synchronisation stages Show More ✓ 3 Download basemaps show More ✓ COMPLETE Show More ✓ 4 Download tasks FAILED Show More ✓ 5 Download tasks FAILED Show More ✓ 5 Download tasks FAILED	← Sync log	L.	
Show More × A Download basemaps Show More × Show More	Sync failed Failed		30%
Show More ✓ 3 Download required lookups COMPLETE 4 Download basemaps Show More ✓ 4 Download basemaps COMPLETE 5 Download tasks FAILED ▲ 5 Download tasks FAILED 6 Download tasks FAILED ▲ 5 Download tasks FAILED	ynchronisation stages		
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Show More S Download tasks FAILE	5 Download tasks	FAILED	
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Download projects FAILED A Download grasks	6 Download projects	FAILED	4



Click the 'Show More' under the title of what failed. Please take a picture and show your supervisor.



Once you have captured the error, click on Settings and Share Logs. Please send it onto your



← Settings	
Enable fingerprint scanner	
Colour by task status	
Timestamp in-app photos	
Uploaded image resolution	
Sync	
Sync on login	
Go to rounds on login	
Autosync timer interval	Never •
Map and Location	
Map search online	
High accuracy location	
Distance in Miles	
Support	~
Share logs	R

supervisor via email.



Fixing a Sync Fail

Once the error has been captured, there are a few ways to fix the error. Firstly, try and resync when you are in a high signal area, if that is not possible, please try the following.

1. Closing the app down

By closing the app down, you are essentially rebooting the app. Please note that by doing this, you will lose any jobs done since the last successful sync.

To do this, click the 3 vertical lines (circled below) and then select CLOSE ALL. You will then need to sign in again.







2. Reset



If the issue persists, try to reset the app. This can be found in the menu. Press reset and it will ask you to confirm and re-sign in. **Please note that if you have items still to synchronise, if you reset the app, this will lose any work you have done since the last successful synchronisation.**



3. Clear Cache

If the issue persists after steps 1 and 2, you will need to clear the cache for the app itself.

To do this, you will need to go:

Settings app on the tablet itself \rightarrow Apps \rightarrow Alloy \rightarrow Storage \rightarrow Clear Cache (bottom of the

screen).



Only Clear Cache and NOT Clear Data







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Once this has been actioned, close the app down, outlined in step 2 and log back in.



4. Restarting the tablet

If the issue persists, try restarting the tablet. Hold down the power button and click restart.



If you are still experiencing issues, please inform your supervisor.