

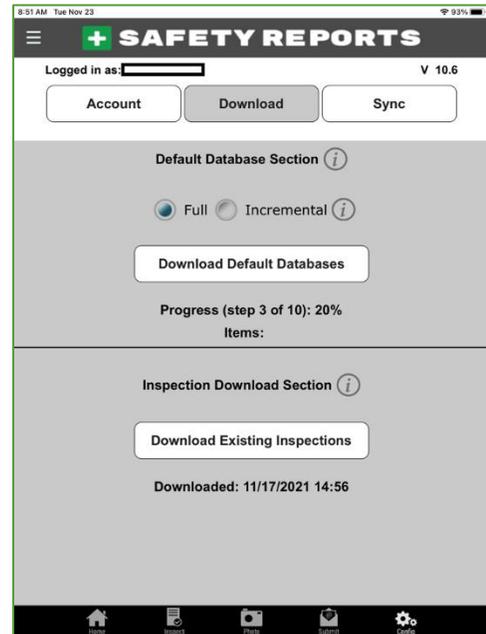
SAFETY REPORTS

Safety Inspection App Troubleshooting

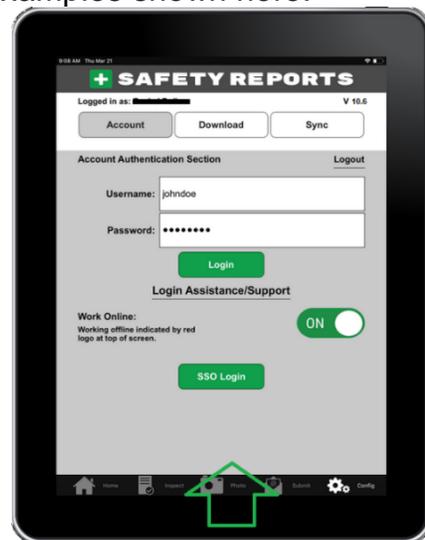
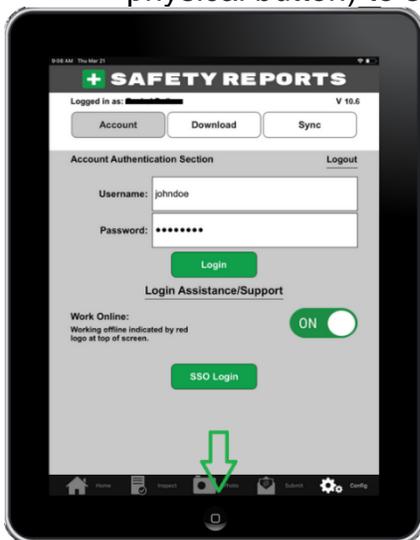
This guide is meant to be a companion document to the Quick Start Guide available for the Safety Reports Inspection App. This guide contains tips and tricks to remediate issues without need to contact Safety Reports Support but is not intended to replace Support troubleshooting. In fact, a couple of steps are helpful in assisting our team to help with app support.

Download Default Databases function 'stuck' on Step 3 or Step 4

If the download process has not advanced for a couple minutes, or, if the 'Items' display is blank or text is not scrolling on that line as shown here, the process has gotten stuck and needs to be restarted.

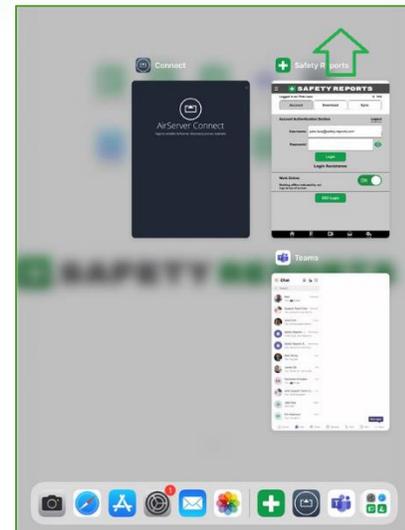


Double-click your 'Home' button (if equipped) or sweep up from the bottom of the screen (if no physical button) to show open apps. Both examples shown here.



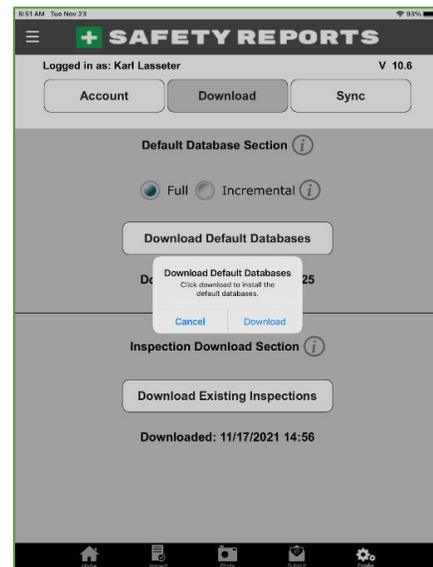
Download Default Databases function 'stuck' on Step 3 or Step 4 (cont.)

Sweep the inspection app 'window' icon up and off the screen or use the 'x' button on the application window icon's top-right if applicable to your device to force-close it.



Open the app again, and sign out from the app's "Config" tab.

Sign back in from scratch, and if the download process begins automatically, let it run. If prompted, please select 'Download' to run this process.



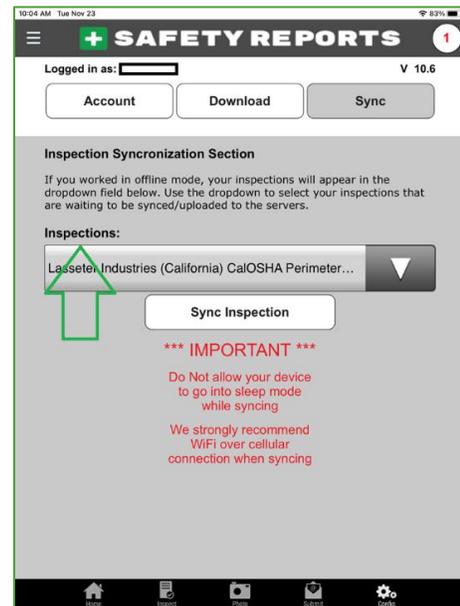
The following section covers issues with Offline Sync.

Sync function 'stuck' at any part of the process

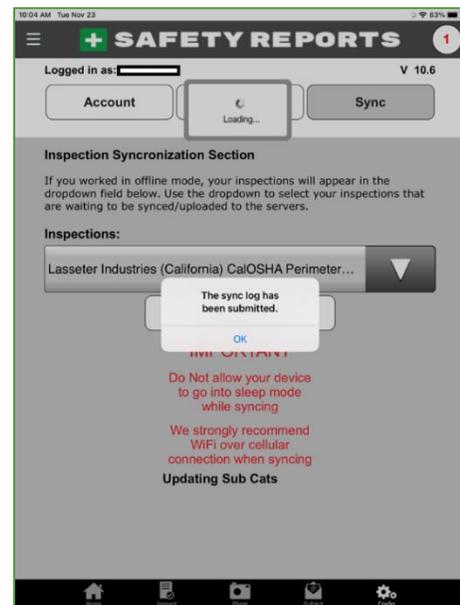
Prior to calling Safety Reports support related to sync issues, please be sure of the following: a good internet connection (either by Wi-Fi or LTE data), and that the device does not 'go to sleep' during the process.

This step is meant to aid Safety Reports support staff in helping you troubleshoot and sends an email to us with a log attached automatically. This log gives us information on any potential errors.

When on the Sync page, double tap the word 'Inspection' above the drop-down menu with the pad of your finger or a stylus, if your equipment has one.



This will display a popup message which confirms the log has been sent.



The following section covers issues with Location and Weather.

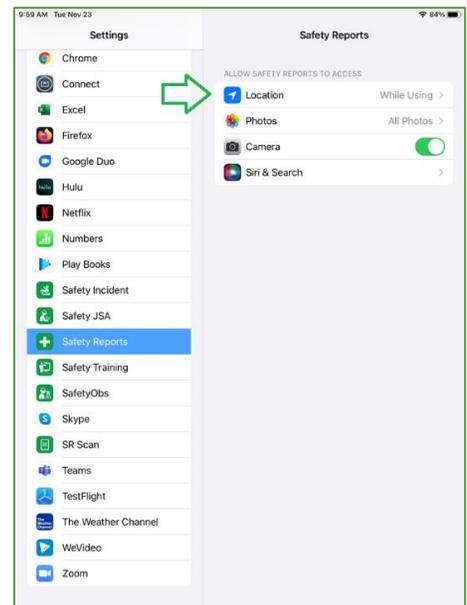
Location or Weather functions do not show location, or show Omaha, NE

For an Apple device: please do the following

Go to the device's 'Settings' app, an icon that looks like a set of gears



Scroll the left-hand side of the settings page, down to the bottom of apps and tap 'Safety Reports' from among the other apps listed.



On the right-hand side of the screen, on the row titled 'Location' be sure location access is enabled to the app.

Set this to at least 'While Using' as the permission level (we don't require 'Always' though some folks choose to do so for apps like ours).

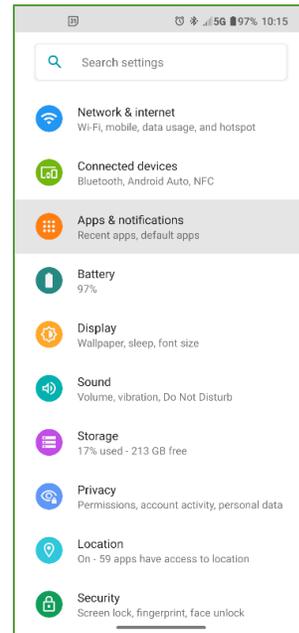
Return to the inspection software, and try the geo-tag function again, it should show your current device location. Perform that step first, then weather. The web-based service we use to pull this relies on your device location.

Location or Weather functions do not show location, or show Omaha, NE (cont.)

For Android devices: not all are the same but do this for most

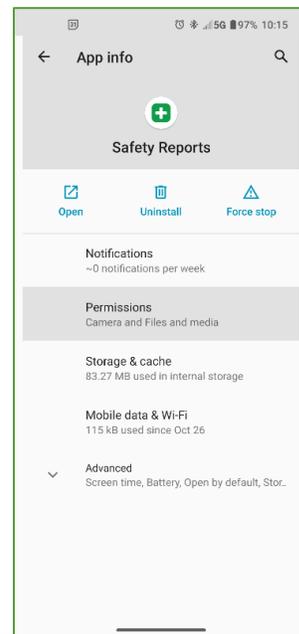
Go to the device's 'Settings' app (icons vary but usually they are also a gear)

Choose the menu item 'Apps & Notifications' or similar to get your application list, you may have to choose 'see all'



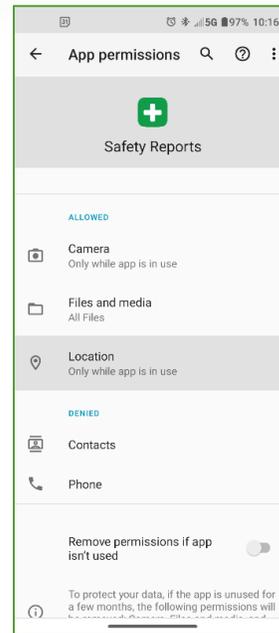
Scroll down to near the bottom and tap 'Safety Reports' to show settings for this app or use a search feature as applicable.

Once selected, tap 'Permissions' from among the options shown for the app.



Location or Weather functions do not show location, or show Omaha, NE (cont.)

Tap 'Location' and set to 'Allow only while using' at a minimum. While we do not require it, many users prefer to allow location permission 'At All Times' for apps like ours.



Return to the inspection software, and try the geo-tag function again, it should show your current device location. Perform that step first, then weather. The web-based service we use to pull this relies on your device location.

The following sections cover issues with adding photos from the Gallery, or taking photos.

Photos: Some/All photos 'missing' when Gallery is chosen

Primarily an Apple device issue as, during one of the v14 updates, app permissions for Apple started to 'default' to the lowest permission available, even without input from the device owner. This could be something which requires an update to permissions on Android as well though. This has to do with the app not having permission to all parts of the device gallery. As with location, this setting is located outside the Safety Reports Inspection app, in the device settings.

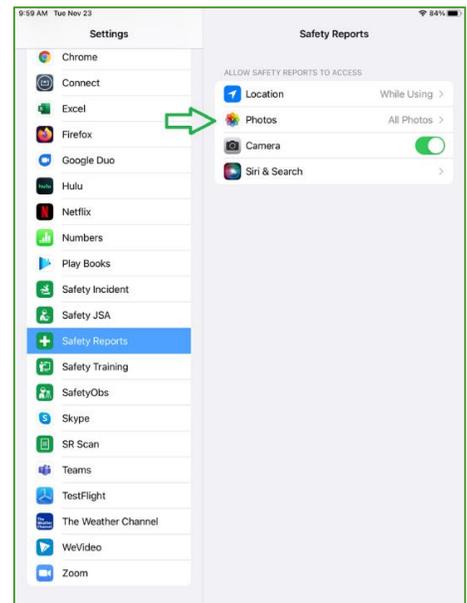
For an Apple Device

Choose the Settings icon which looks like a set of gears.



Scroll the left-hand side of the screen to select the 'Safety Reports' icon.

On the right-hand side of the screen, be sure to choose 'All Photos' otherwise either the app will create its own gallery file and you will see only those photos; or you will see none of the past photos at all.



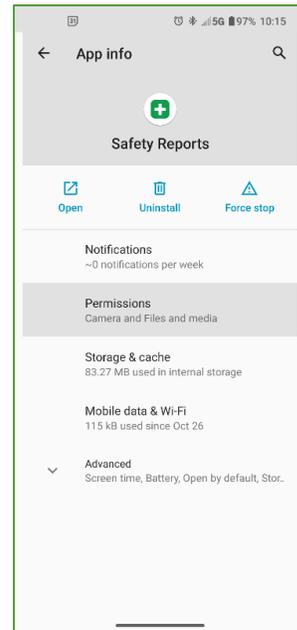
Return to the app and choose the 'Gallery' button again either from the "Inspect," or "Photo" tabs, all photos should be available.

Photos: Some/All photos 'missing' when Gallery is chosen (cont.)

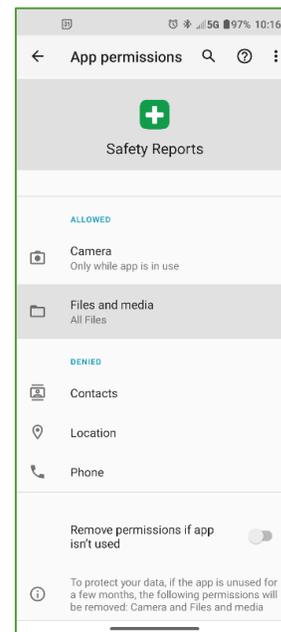
For Android Devices

Scroll down to near the bottom and tap 'Safety Reports' to show settings for this app.

Once selected, tap 'Permissions' from among the options shown for the app.



To allow access to the gallery, some devices, like the one shown, require access to 'Files and Media.' Be sure this is also set to all.



Return to the app and choose the 'Gallery' button again either from the "Inspect" or "Photo" tabs on the app, all photos should be available.

Photos: Screen is 'blank,' 'black' or closes when Camera is chosen

Like with access to the device gallery for uploading photos, this also has to do with the app not having the right permissions, this time to the device camera. As with location, this setting is located outside the Safety Reports Inspection app, in the device settings.

For an Apple Device

Choose the Settings icon which looks like a set of gears.



Scroll the left-hand side of the screen to select the 'Safety Reports' icon.



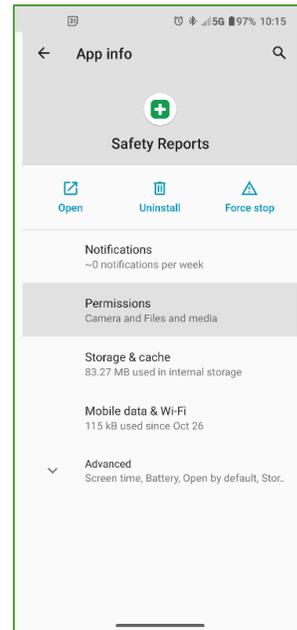
On the right-hand side of the screen, be sure the slider allowing access to the Camera shows 'green,' or 'on,' otherwise the app will not allow photos to be taken via the tool in the software.

Photos: Screen is 'blank,' 'black' or closes when Camera is chosen (cont.)

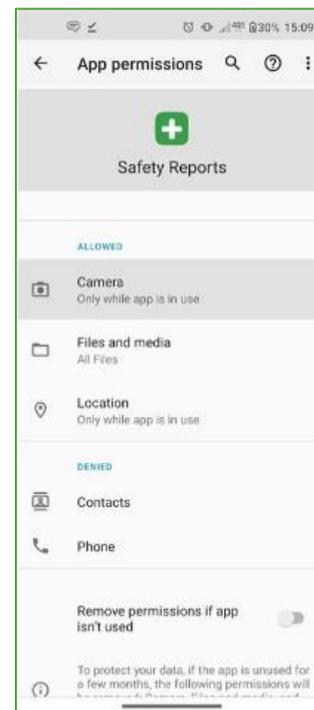
For Android Devices

Scroll down to near the bottom and tap 'Safety Reports' to show settings for this app.

Once selected, tap 'Permissions' from among the options shown for the app.



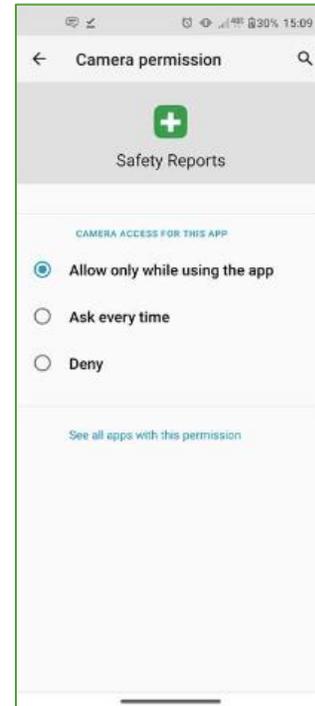
Choose 'Camera' from the available permissions on the following screen.



Photos: Screen is 'blank,' 'black' or closes when Camera is chosen (cont.)

When allowing access to the camera, you are able to determine when to give access using a radio button. Ensure this is set to at least 'Ask Every Time.'

Note: if choosing the 'Ask Every Time' level of access, a popup message will prompt you to 'allow' each time taking a photo with the app, which is inconvenient. We recommend 'Allow only while using' to avoid this issue.



Other References

Please consider use of other references such as our website Information page, which has many written user guides for common processes.

<https://www.safety-reports.com/instructions/>

Please feel free to consult a web-based video.

[Inspection Full User](#)

[Inspection Sub User](#)

For all other questions, contact Safety Reports support.

Email: support@safety-reports.com

Phone: (402) 403-6575 option '2'