

MyProgress App Troubleshooting

For any issues relating to the app, the following troubleshooting steps should be followed prior to escalating the matter to customer support.

Before proceeding with the troubleshooting steps, we recommend that users check their 'ready to sync' and 'drafts' area and manually sync any pending forms to ensure any submissions or draft progress is not lost.

The troubleshooting steps vary depending on the operating system of the users device.

1. Apple Users

We recommend ensuring your the device software is up-to-date.

1. Open the **Settings** app on your device
2. Scroll down and select **General**
3. Click **Software Update**

If a software update is available, please download and install the update before proceeding with the following troubleshooting steps.

1.1 Confirm the app is up-to-date in the app store:

1. Open the **App Store**
2. Tap on your **profile picture** in the top right corner
3. Scroll down to confirm the **MyProgress** app is not pending an update

If the app is pending an update, please update the app before restarting the app.

1.2 Delete and Reinstall the app to clear the cache:

1. Open the **MyProgress** app
2. Tap on the **Settings** cog from the navigation menu at the bottom of the screen
3. Scroll down, and click **logout**
4. Close the **MyProgress** app
5. Hold down on the MyProgress App on your home screen until **options** appear
6. Select **Remove App**
7. Select **Delete App**
8. Open the **App Store** and search for the **MyProgress** app

9. Tap **Get** (or the cloud with an arrow) to download the **MyProgress** app

Once these steps have been completed, login to the MyProgress App.

2. Android Users

We recommend ensuring your the device software is up-to-date.

1. Open **System Settings**
2. Navigate to Updates

Scroll down and select **System**, then tap **System Updates** or Software Update

On some phones (like Samsung), you might tap **About Phone**, then **Software Update**

If a software update is available, please download and install the update before proceeding with the following troubleshooting steps.

2.1 Confirm the MyProgress App is up-to-date in the Google Play Store:

1. Open the **Google Play Store**
2. Tap on your **profile picture** in the top right corner
3. Select **Manage Apps & Device** from the menu
4. Under **Updates Available**, check that the **MyProgress** app is not pending an update

If the app is pending an update, please update the app before restarting the app.

3. Clear Cache & Data of MyProgress App

1. Open **System Settings**
2. Scroll down and select **Apps, Applications**, or **Apps & Notifications** (names vary slightly by Android version).
3. Select the **MyProgress** app from the list of applications
4. Select **Storage**, or **Storage & Cache**
5. Tap **Clear Cache**

Restart the app and log back in.

4.Delete, Clear Cache & Reinstall the MyProgress App

1. Open the **MyProgress** app
2. Tap on the **Settings** cog from the navigation menu at the bottom of the screen
3. Scroll down, and click **logout**
4. Close the **MyProgress** app
5. Open **System Settings**
6. Scroll down and select **Apps, Applications,** or **Apps & Notifications** (names vary slightly by Android version).
7. Select the **MyProgress** app from the list of applications
8. Select **Storage,** or **Storage & Cache**
9. Tap **Clear Cache**
10. Go back, and select **Uninstall,** then confirm you wish to delete the app
11. Open the **Google Play Store**
12. Search for the **MyProgress** app
13. Tap **Download**

Once these steps have been completed, login to the MyProgress App.

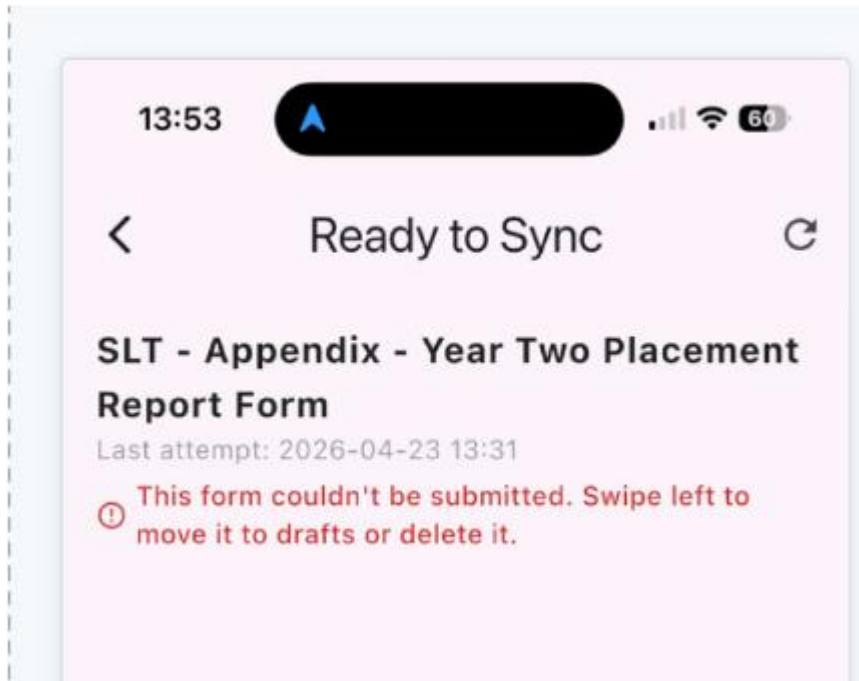
5.Error Submitting Draft

When a form is saved and waiting to be submitted, it sits in the app **Outbox**. Most of the time, forms sync automatically when you have a connection. Occasionally, a form will fail to submit and display an error message.

What does the error message mean?

If a form in your Outbox has **failed** to submit (rather than simply waiting for a connection), you will see a red message beneath the form name:

"This form couldn't be submitted. Swipe left to move it to drafts or delete it."



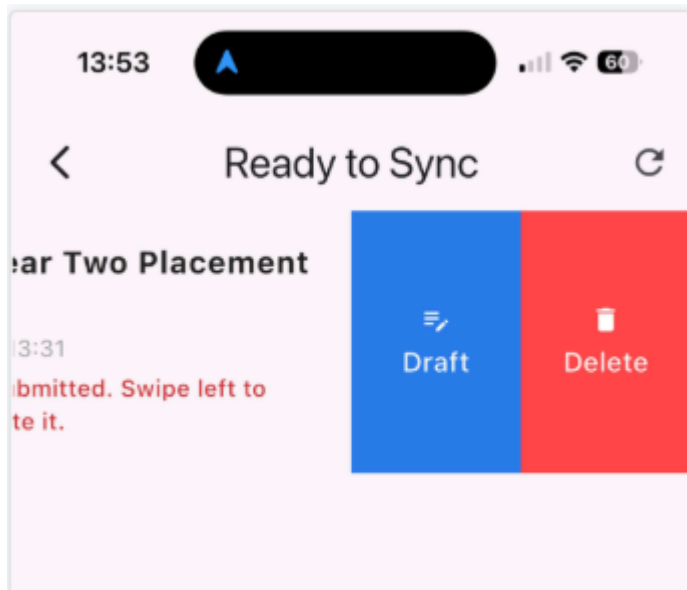
6. Moving a failed form to Drafts or deleting it

If you receive the above sync error, we recommend re-submitting the form at least twice. To resubmit it, or remove it from your Outbox entirely, swipe left on the failed form to reveal two options:

- **Draft** — moves the form out of the Outbox and into your Drafts tab, where you can resubmit.
- **Delete** — permanently removes the form from your device.

You will be asked to confirm your choice before any action is taken, to prevent accidental changes.

Note: Once confirmed and moved to Drafts, the form disappears from the Outbox and appears in the **Drafts** tab, ready for you to resubmit.

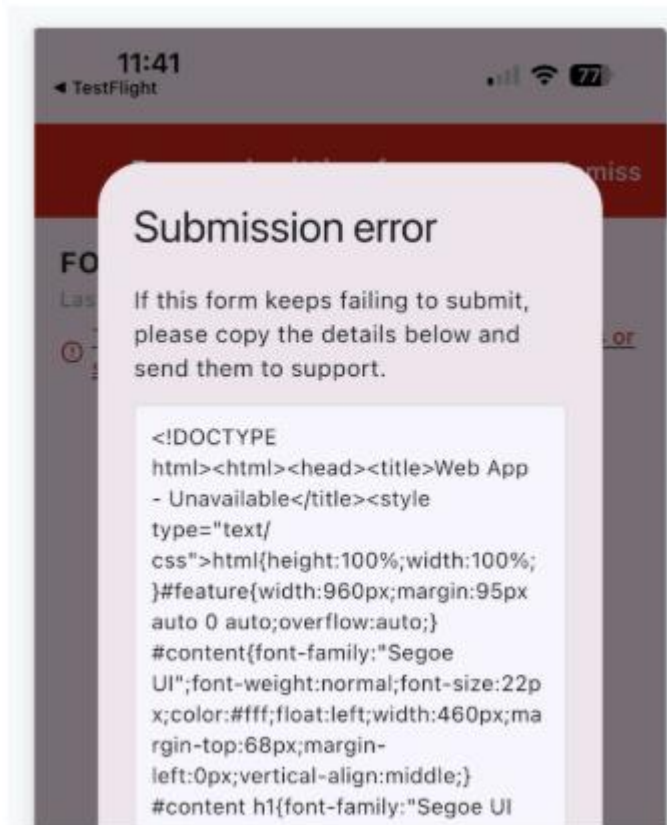


7. Getting the error details to send to support

If the same form keeps failing to submit, more than twice, the best thing to do is share the technical error details with support so the problem can be investigated. You can access these directly from the app:

1. Tap on the failed form in your Outbox.
2. A **Submission error** dialog will appear showing the raw error message.
3. Tap **Copy** to copy the full error to your clipboard.
4. Paste the copied text into a new support ticket or reply to an existing one.

Tip: The error text can look very technical — that's fine. The support team uses those details to work out exactly what the server was reporting. Copy the whole message, including any code numbers, and send it through unchanged.



7.What to do next

If you are unsure which option to choose, here is a quick guide:

- **The form data is important and must not be lost** → Move to Drafts and resubmit - try twice minimum before sending an error.
- **The form was submitted in error or is no longer needed** → Delete it.
- **You're not sure why it failed** → Copy the error details and [contact support](#) before taking any action.

