



Chemistry and Flow Monitoring Survey123 Troubleshooting

"THE BOX TO ENTER STAFF GAUGE AND FLOW INFORMATION DOESN'T APPEAR IN THE FORM."

If the staff gauge and flow data entry fields do not appear on that site's survey form, make sure that you selected **Inbox** not **Collect** from the survey home page. Close the survey then select **Inbox**. From the list of sites in the Inbox, find and select the appropriate site then select **Edit**.

"THE MONITORING SITE IS NOT LISTED IN THE INBOX."

If the site you are monitoring at is not appearing in the Inbox, the Inbox must be refreshed. To do so, either **(A)** tab **Refresh** in the bottom right corner of the screen, OR **(B)** scroll all the way to the top then drag the list down until you see **Pull to refresh** appear above the site list.

"THE ENTERED DATA DISAPPEARED FROM THE SURVEY."

If you were completing the survey and found that all your completed data fields have suddenly gone blank, you likely selected the + and not the ✓ when trying to submit the survey. To remedy, scroll all the way to the bottom of the survey. If you see **2 of 2** at the bottom of the survey, select the **trash can icon** from the bottom left corner of the screen. A warning will pop up saying "Record 2 of 2 will be deleted from Visit Information" and select **Delete**. From there, your inputted data should appear in entry **1 of 1**. If your survey is completed, select the **check mark (✓)** at the bottom right corner of the form.

If you continue having issues with Survey123, please contact Andrea at 231-233-5353.