

Field Service App Troubleshooting Guide

Trouble Logging In

- Check your login information. For individual volunteers, the username is the email address you use to communicate with Share My Meals and the password is set by the individual. For volunteers using a **group login** (corporate volunteers and partner organization volunteers), please reach out to our Operations Team for assistance.
- Ensure the Share My Meals logo appears on the page on which you are trying to log in. If not, follow the instructions below to reset the app connection.
- Reach out to the Share My Meals Operations Team to ensure app access is 'Active' or to receive a password reset link.

Barcode Scanner Issues and General Functionality

Check Location Permissions

Make sure location access for the Share My Meals app is set to "Always":

1. Open your phone's Settings
2. Find the Share My Meals app
3. Tap Location
4. Select 'Always'

Check Your Internet Connection

The app may freeze or load slowly if your service is weak. Continue scanning barcodes, then move to an area with strong cell reception to update the status of the containers (you may need to move outside of the kitchen space or building). If needed, connect to Wi-Fi at frequently visited locations

Clear the Cache via the Field Service App Settings

If general functionality issues persist after completing the previous steps, clear the Field Service app cache by following the instructions below:

On iPhone:

1. On the bottom section of the app, go to Profile.
2. On the top right corner, tap on the gear icon to open 'Settings'.
3. Select 'Advanced Settings'.
4. Tap on 'Clear Cached Metadata'.
5. When prompted: 'Clear Cached Metadata?' - Tap 'Ok'. (An icon circling in motion will appear in the center of the screen.)
6. The app will show a prompt to quit the app. Quit the app by swiping up to close completely.
7. Reopen the Field Service app.
8. The app should show a message at the top of the screen 'Sync in Progress (View)'. Wait until this banner disappears to proceed.

Clear the Field Service App's Cache Via the Phone Settings

On iPhone:

1. Go to 'Settings', then select 'General'.
2. Select 'iPhone Storage' (wait until the page loads completely).
3. Scroll down through the list of apps and tap 'Show All' until you see 'Field Service' in the list.
4. Tap on 'Field Service' in the list.
5. Tap on 'Offload App'. When prompted with the question 'Offloading "Field Service" will delete the app but keep its documents and data' select 'Offload App'.
6. After the app is offloaded, the screen will show the option to 'Reinstall App'.
7. Tap on 'Reinstall App' (this can take up to 1 minute; wait until the 'Offload App' option is shown again).
8. Re-open the Field Service app. When returning to the Field Service app, it will have completed a full reinstall cycle without logging out or removing the connection URL.

On Android:

1. Go to 'Settings', then 'Apps'.
2. Select 'See All Apps' to view all apps on the device.
3. Tap on 'Field Service', then 'Storage & Cache'.
4. Select 'Clear Storage', then 'Clear Cache'.

Reset the App Connection

If problems continue:

1. Delete the Share My Meals app
2. Re-download the app
3. Follow steps to add the Share My Meals connection:
 - On iPhone:
 - On the login screen, tap the gear symbol in the upper right corner of the screen.
 - On the 'Choose Connection' screen, tap the plus sign in the upper right corner of the screen
 - In the 'Add Connection' window, type the URL in the 'Host' field:
<https://sharemy mealsinc.my.site.com/smmportal>
 - In the 'Label' field, write 'SMM'
 - The connection is successfully added when the Share My Meals logo appears on the login page.
 - Repeat adding the connection steps if you do not see the Share My Meals logo on the login page.
 - On Android:
 - On the login screen, tap the three dots in the upper right corner of the screen.
 - Select 'Change Server', then select 'Add New Connection' at the bottom of the screen.

- On the 'Add Connection' page, type the URL in the field marked 'Type URL Here': <https://sharemy mealsinc.my.site.com/smmportal>
 - In the label field, type 'SMM'.
 - Tap the arrow in the upper left corner of the screen to return to the login page.
 - The connection is successfully added when the Share My Meals logo appears on the login page.
 - Repeat adding the connection steps if you do not see the Share My Meals logo on the login page.
4. Log back in.

Follow the Correct Scanning Steps

Complete each step in order:

1. Tap the circle next to the scanning step you are working on.
2. Tap 'Launch Barcode Scanner'
3. Tap 'Scan Barcode'
4. Hold phone over the barcode.
5. Tap 'Done' when barcode number is shown on the bottom of the screen
6. Continue scanning all containers
7. Update the container status for **all containers**.
8. Tap 'Save'.

Make sure your phone is running the latest operating system version:

Updating can prevent app crashes or scanning issues.

- On iPhone: Settings → General → Software Update
- On Android: Settings → System → Software Update