

QUICK TIPS AND BEST PRACTICES: ACUITY CONNECT APP

ACUITY CONNECT

- Acuity Connect is a mobile app used for in unit data capture such as audits, inspections, and reviews
 - Apple and Android on either Compass-owned (recommended) or personal devices
 - Not available on desktop or Windows devices
 - We have a separate platform called Pulse for desktop use. Pulse is our browser based data collection tool generally used to collect consumer sentiment and one time or infrequent use audits.
- ADAMS integration
- Requires internet connection for log in, for syncing processes, and to submit results
- Functions offline and allows user to move through navigation as needed instead of forcing user to fill out sequentially
 - Pulse requires users to fill out form sequentially
- Make sure your iOS or Android versions are current
- Check frequently to see that app is updated
 - You will receive an alert when a new version is available upon opening app
 - It is recommended that users update and use most recent version of the app
 - App can be updated via the prompt from the alert OR by going to Settings tab/Install Latest Version
- Login credentials are your Compass network ID and password unless otherwise noted
 - The Acuity team is able to create named user login credentials for folks without Compass credentials, but only do so on an as-needed basis with approval from sector leaders. These users are limited to viewing only assigned locations and role within the app.
- Locations:
 - Can be added upon initial login
 - Can later be added/removed by going to the Locations tab and choosing the trash can or + icon
 - Device will need to have a Wifi connection to edit locations, app will do a sync when you've made a change
- Outbox:
 - Be sure to check this often
 - *****Items are not submitted to our system until they've left the Outbox**
 - Once form leaves Outbox, will then see your form in the Submitted tab
 - Troubleshooting items stuck in the Outbox:
 - Make sure have strong Wifi connection
 - Settings/Force Outbox Sync
 - This may take a few minutes as device should sync with the database
 - **If still having trouble after this, please reach out to Acuity team for support** (see below)
- Settings:
 - Change "Auto Delete Submitted Documents" to IMMEDIATE
 - This frees up space on your device and is important for especially large reviews – results will still be available on our end

STEP B

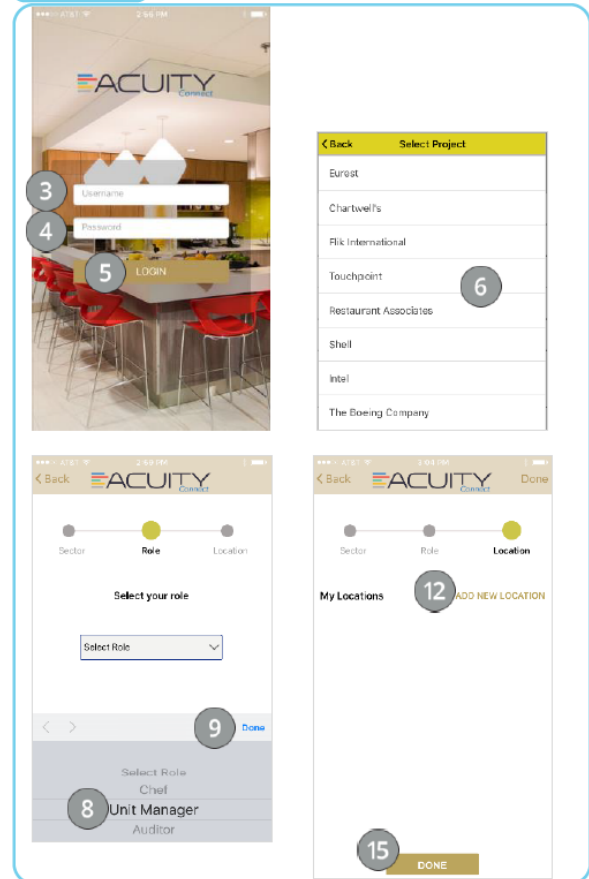
Initial Setup

1. Press Acuity Connect Icon
2. Popup of Acuity Connect would like to send you notifications > Click **Don't allow** or **OK**
3. Type **Username** (Compass Network ID)
4. Type **Password** (Compass Network Password)
5. Press **Login** button

Note: Same access as logging in your computer and OMS

6. Select **Project**
 7. Confirm Sector > Press **Yes**
 8. Select **Role** > Arrow down until role is highlighted
 9. Press **Done**
 10. Confirm Role > Press **Next**
 11. Click **Done**
- Optional—Can add location now or prior to completing form
12. Press **Add New Location**
 13. To search for location
 - Complete one location field (i.e. operation number) > Click **Search**
 14. Press desired **Location**
 15. Click **Done**

STEP B



STEP C

Settings

The Settings tab, should you need to modify the Sector, Role or modify any settings.

1. Confirm device is connected to **WiFi**
2. From Menu > Click **Settings**
3. Modify settings as required
4. Press **Re-Sync Data** to resync data
5. Press **Support** to start an email to the Acuity Connect help desk
6. Press **App Info** for version number
7. Click **Table of Contents** to return back
8. Press desired **function**



Must be connected to WiFi:

- During setup process
- Changing roles or sectors

STEP C

