

# **Troubleshooting Steps for ESRI Collector in the field**

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## **Overview:**

This Document is intended to support field staff collecting spatial data using the Esri Collector for ArcGIS. Operating systems supported are iOS, and Windows 10. This document is considered first level support for troubleshooting Collector and OS.

## **Common problems include:**

Synchronization errors when working offline

Attachments issues

Performance issues

## **TROUBLESHOOTING STEPS FOR FIELD STAFF**

- 1. Verify you have the appropriate account credentials and correct username/password**

If possible, sign into GO!NC using a web browser and verify that your user name and password work properly and that you are not receiving any error messages.

<https://ncdot.maps.arcgis.com/signin.html>

- 2. Verify connectivity to a mobile network. If you are in a low signal strength area, try relocating to a higher service area**
- 3. Restart the Application:**
  - a) On your iOS, or Windows platform Sign out of the ESRI mobile application (surveys, maps, and collected data should remain on your local device)**
  - b) Close the application - make sure it is closed and not just minimized**
  - c) Reopen the application**
  - d) Sign in and try the action again.**

## 1. Restart mobile device

Consider signing out of the application before restarting the device.

2. **After completing the steps above, if you are still having data upload issues, contact your supervisor or team lead. See contact information under Obtaining Assistance.**

## **OBTAINING ASSISTANCE**

Contact supervisor or team lead

## **COMMONLY ASKED QUESTIONS:**

### 1. Why can't I sign in to Collector?


There are a couple of common issues that may occur when trying to sign in. Verify the following:

- You are choosing “ArcGIS Online” and not “Portal for ArcGIS.”
- You are using your AGOL account information and not your AD or NCID credentials (the AGOL password never expires)
- You've typed your user name and password correctly.
  - If you have forgotten your password, go to Go!NC at [ncdot.maps.arcgis.com](http://ncdot.maps.arcgis.com), click Sign In, choose Forgot username or Forgot password and go through the password recovery process
  - If you still can't recover your password, contact the GIS Help desk ([gishelp@ncdot.gov](mailto:gishelp@ncdot.gov))
  - Note, always sign into the Go!NC Website using your “ArcGIS Account,” not your “NCDOT Account.”
- You have a GO!NC account.
  - Contact the GIS Help desk to request an account ([gishelp@ncdot.gov](mailto:gishelp@ncdot.gov))
  - Request access to the map from your supervisor or project manager

## 2. I'm signed in. Why can't I see my maps?

- Collector only displays maps you authored and those shared with groups of which you are a member. Make sure to contact the team lead to make sure you are a member of the correct group.
- You may be offline and do not have any maps downloaded to the device. You will not see any maps until you have internet service on the tablet.

## 3. Why can't I add or update features?


- Your editing may have been restricted. If you don't see **Collect New** , the **Collect here** option when you long press the map, and the **Edit** option on features, talk to your administrator.

## 4. Why am I having synchronization issues while working offline?


- The Wi-Fi may be not strong enough to download all your data (especially if you are using pictures as attachments). Try relocating to a higher service area.
- Large amounts of data and photos attachments are attempted to being synched.
- Two users are sharing and signed in to one account. Try signing out and back in.
- You have additional tasks running. Clear devices' cached data and close unnecessary apps.
- If synchronization issues persist, contact your local administrator. Make sure you are using the latest version of Collector.
- Note: to optimize offline fieldwork, Collector now supports advanced offline settings that optimize download and sync operations.

## 5. I'm trying to collect a feature. Why isn't its type listed when I select **Collect New** ?


Check the following when a feature you expect to collect is not available:

- Zoom in or out on the map to change the current scale. Once the layer you want to collect a feature for is visible, you can collect that feature.
- Make sure your layer is visible by selecting **More** and selecting **Layers** .

## 6. Why can't I add an attachment?

- Not all data supports attachments. If you do not see **Attachments** , you can't add attachments to the feature.

## 7. How do I know the accuracy of the GPS positions I'm getting?

- When you have a map open, and **My Location**  is on, displaying your location on the map, the **Location Accuracy** badge displays in the lower left corner of the map.



This indicates current horizontal accuracy as well as whether the current accuracy is below the location accuracy threshold required to use the GPS to collect data.

## 8. How can I get more information about my current GPS location?

- If you have a GPS location and want to see the details of that position, select the **Location Accuracy** badge in the lower left corner of the map to display information such as the time that the position was received, vertical accuracy, and fix type.

