Top PPQ iPad Troubleshooting Tips

Issue	Troubleshooting Tips
iPad not working (broken)	Open CEC IT Ticket.
Forgot passcode	Open CEC IT Ticket.
Survey app is not installed or disappeared	Check for app on Apps@Work. If not - Open CEC IT Ticket.
iPad stopped working. Error message: "iPad had been disabled"	Check for a reliable Wi-Fi Connection. Then check for iOS updates. Settings - General - Software update Open CEC IT Ticket.
Error message: "Server may not be responding" attempting to open a survey app	Check for a reliable Wi-Fi connection. Check for internet speed using Speed Test from a web browser. If the internet speed is less than 10 Mbps, change network connection (if there are trusted options) . Then check for iOS updates. Settings - General - Software update Settings app: Confirm note on the top left side: "This iPad is supervised and managed by USDA." If the issue persists, it might be due to temporary loss of access to APHIS network or USDA eAuth server. Wait for about an hour and try to open the app again. Send email to APHIS-PPQ Ops WebGIS Connect and describe the issue along with the steps taken.
Survey app fails to sync collected data	Check for a reliable Wi-Fi connection. Check for internet speed using Speed Test from a web browser. If the internet speed is less than 10 Mbps, change network connection (if there are trusted options). Then check for iOS updates. Settings - General - Software update Sign out from the survey app and sign in again selecting "Specify new URL" option. If the issue persists, it might be due to temporary loss of access to APHIS network or USDA eAuth server. Wait for about an hour and try to open the app again. Obtain troubleshooting log (Open Profile – Troubleshooting – View Logs) Send email to APHIS-PPQ Ops WebGIS Connect and describe the issue along with the steps taken and attach the troubleshooting log.

End User Tools Request links: Support Request (End User Tools)   Mobile Device Request   Training Request
Contact: WebGIS.Connect@usda.gov

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