



User guide: How to use the App

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5. Troubleshooting when using the App20

1. Plug and play

The Easy to Inspect App is meant to be 'plug and play'. Simply download the App from the App store (iOS or Android) and install it on your mobile device. Then simply login and you can start working immediately.

2. Register via the website.

Before you can work with the Easy to Inspect App you have to sign in. You create an account after starting the app or via our website.

Visit our website: www.easytoinspect.com

Click on the "Try 30 days for free" button and register for your free trial. You can subscribe to a plan at any time during the trial.

When registering you must fill in an email account. We know that's exactly what you don't like. You are afraid to get spammed, even after your trial period.

We don't spam you. We send you 4 mails during your trial period (one per week) to remind you to use the App and benefit from it. After that we stop mailing.

Your email address is **very important**.

All inspection reports will, after being submitted to the database, be sent instantly to your email address as a PDF. So even if you just try out Easy to Inspect, you can only value its benefits when you receive your inspection results. So, fill in an existing email address, no matter if it is business wise or private.

3. Login in the App

After registering (via the website or app) and downloading and installing the App, you just login with your account name and your password.

You can start using the App right away.

4. How the App works

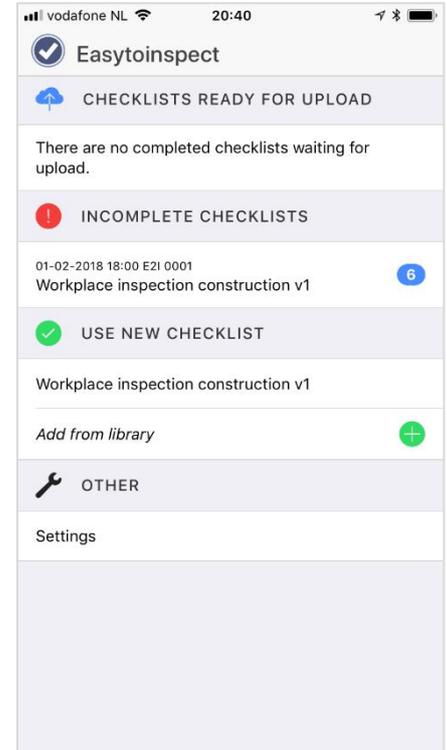
4.1. Start up screen

Your start up screen is composed of 4 sections.

- ✔ Checklist ready for upload to the database: checklists that you have completed and would like to upload to the database when you are connected to wifi (due to speed of connection and cellphone plan limits).
- ✔ Incomplete checklists (inspections that have been started but not yet finished). When you first open the App, this section is not yet present, since you have not started an inspection yet.
- ✔ Use new checklist (overview of checklists selected in the library that you frequently use)
- ✔ Other (settings menu)

Note that the App combines swipe and tap functions!

In “the library” the custom made checklists (your own checklists) are included. In the other categories, you can find more than 75 Easy to Inspect pre-defined checklists, that are ready to use.

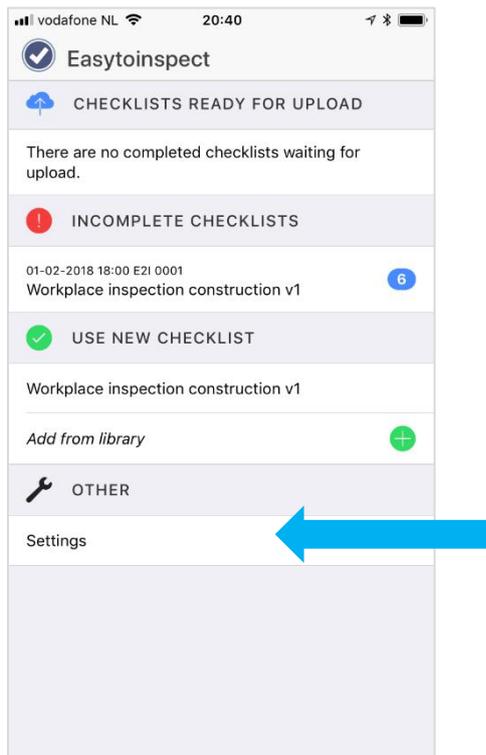




4.2. The account details

4.2.1. Settings

Click on the 'settings' to open the user menu.



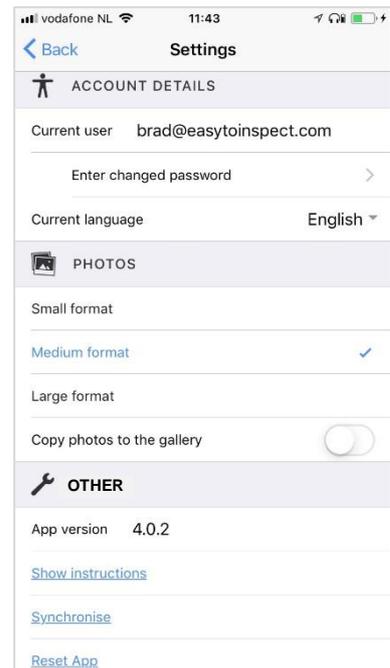


4.2.2. Account details



You can change default language settings or change your password in this menu.

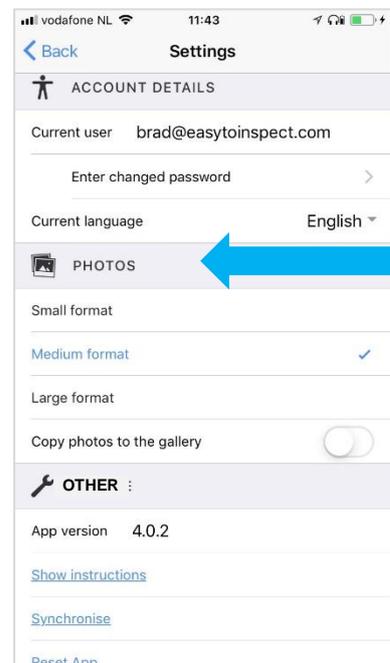
You can select the language of your choice. It is possible to change the language in English, French, German and Dutch. This will change the language in the App and will display the checklists in the chosen language. This will not impact the findings you entered in a checklist.



4.2.3. Photos

Select the size of the photos. The larger the format the more memory you will use on your device. The larger the size, the longer it takes to upload your report. Although we maximise the format, be aware of your data plan.

You can also define here if you would like to keep photos on your device. We recommend doing so. If the App does not function anymore after a operating system update, you always have your photos in your library. Of course, keeping your photos in your gallery will also take more memory space.





4.2.4. Other: Instructions

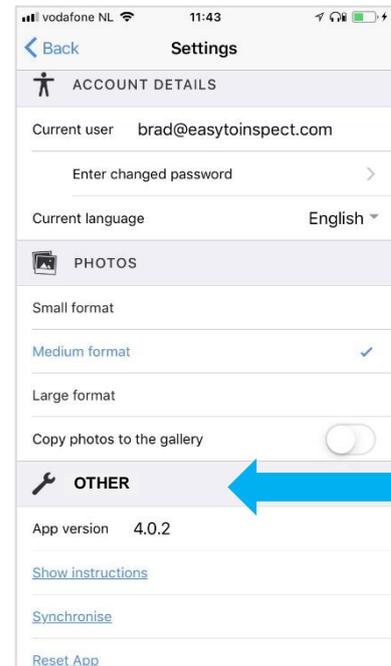
The instructions show the basic swipe and tap function.

4.2.5. Other: Synchronise

We have implemented automatic synchronisation. It is enabled at start-up of the App and during other system activities. You need internet connection to synchronise. You can always synchronise manually, if new checklists are not automatically displayed in your App. Just push the 'synchronise' button.

4.2.6. Other: Reset App

Be aware that upon resetting the App, all data will be lost. Make sure you complete and upload your results before you reset the App.

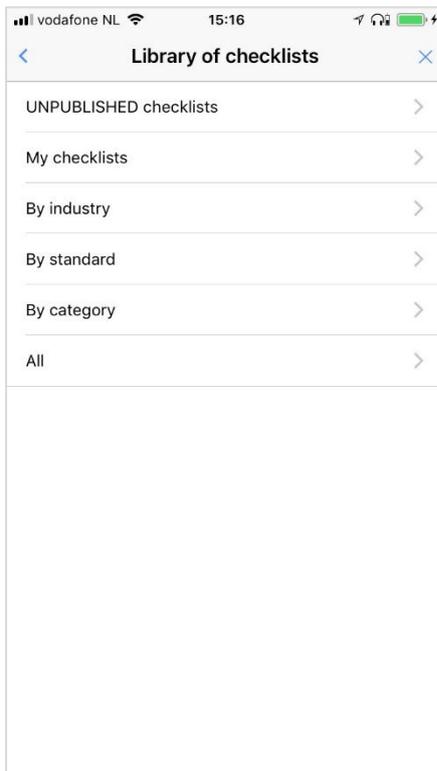
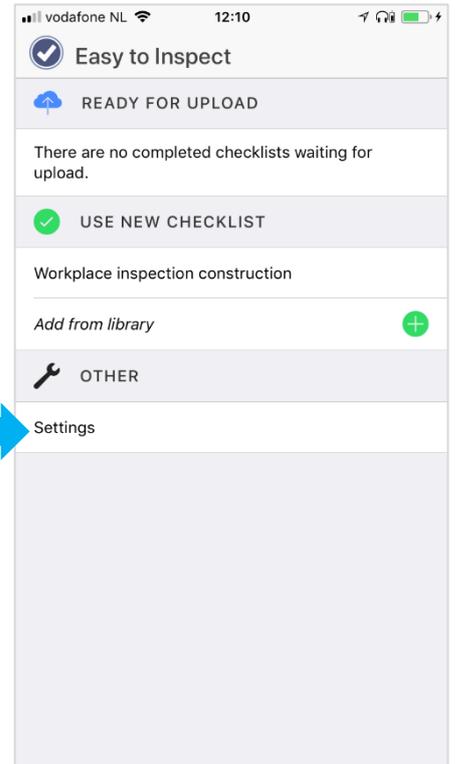


4.3. Your inspection

4.3.1. Select your checklist

Make sure you have internet connection when you add a checklist. You can use it off line later.

First you have to add checklist from the library. Tap the text to open the library



You now can search for the checklist you might want to use.

The unpublished checklist can only be selected by the administrator, so he or she can test newly developed versions.

The custom-made checklist made available for you can be found under the My checklist section

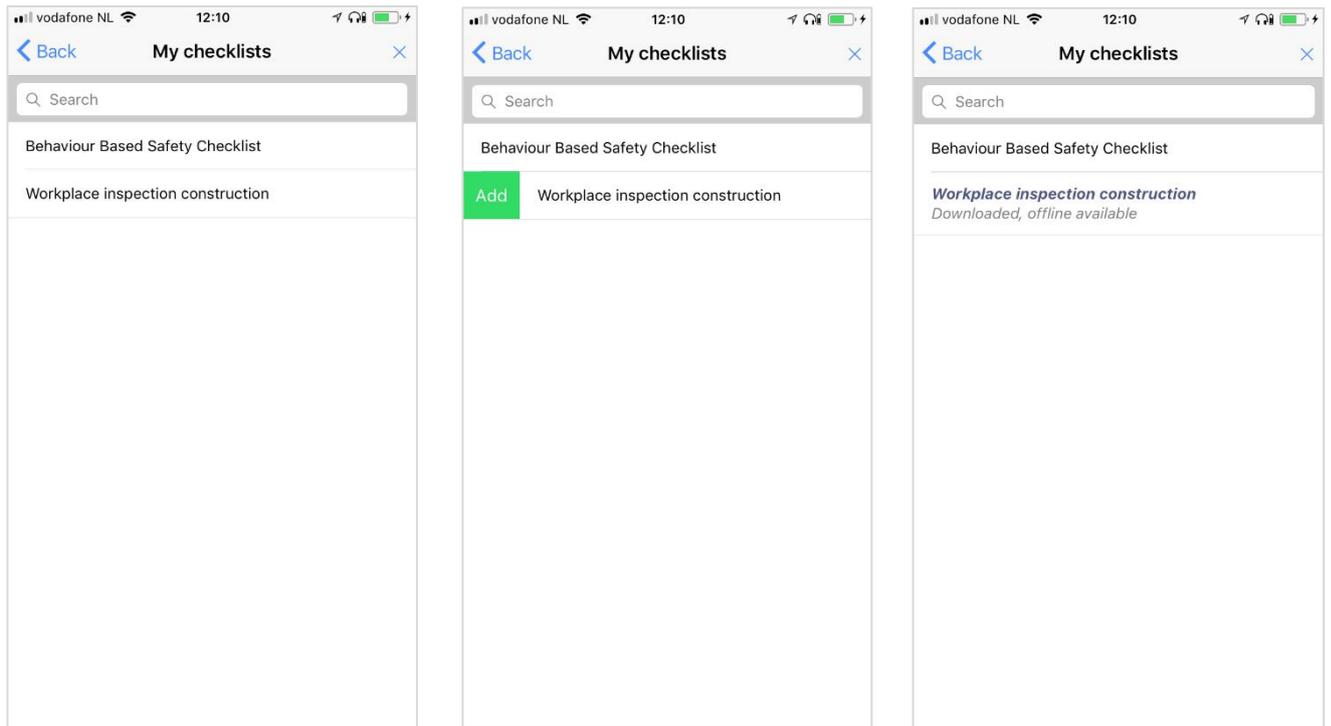
All other categories are categories to help you find the example checklists of Easy to Inspect. They can be used right away. It might be that your administrator allows you to use only the custom-made checklists and that the standard Easy to Inspect checklists are disabled. If so, you will be notified by a pop up in the App.

In this example two custom made checklists are available.

Place your finger on top of the text and swipe to the right.

Tick the 'Add box'.

You then see that the checklist is added to the set of available checklists.



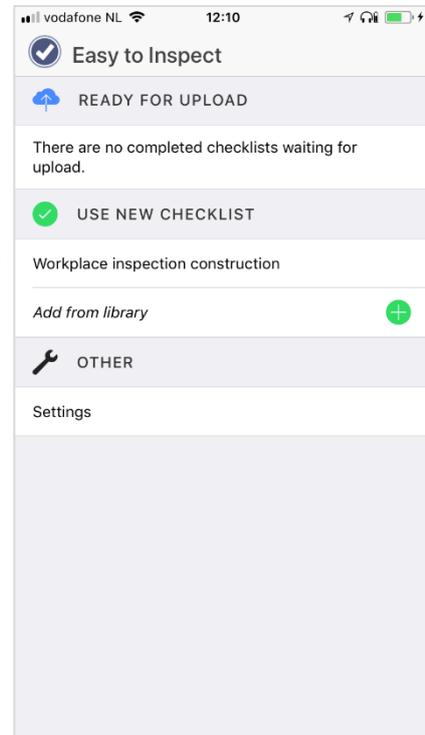
You now click twice on back and you will be back in the main screen, where you can select the checklist and use it.



4.3.2. Use new Checklist

Once you have selected a checklist, it will be placed in the main menu under the category 'use new checklist'.

You can start this inspection off-line. Just tap on the textline to op the checklist.

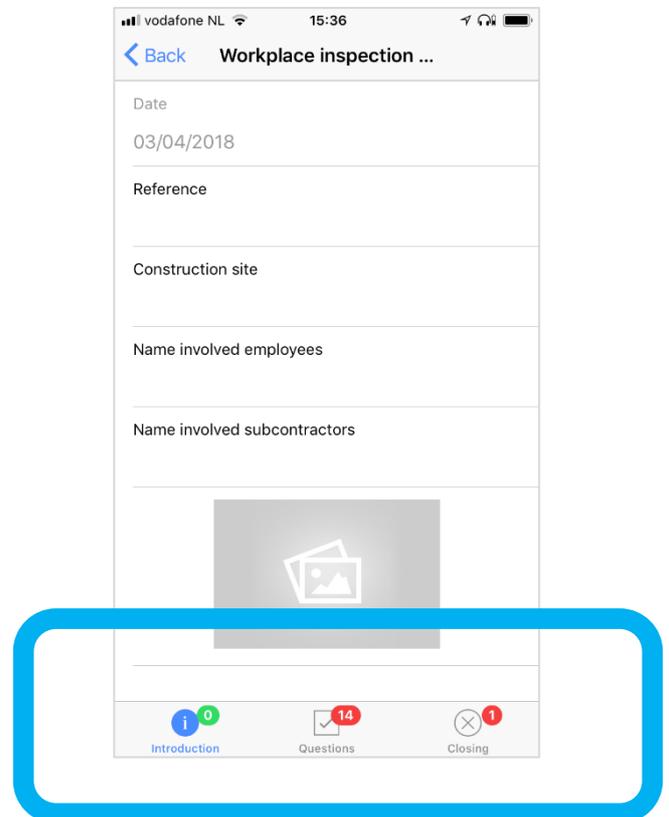


4.3.3. Open your checklist

When you tick on a checklist, it will open.

The checklist consists of tabs:

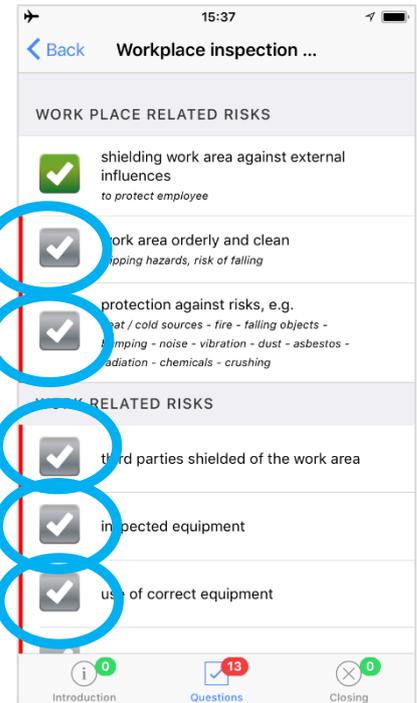
- Introduction
- Questions
- Closing



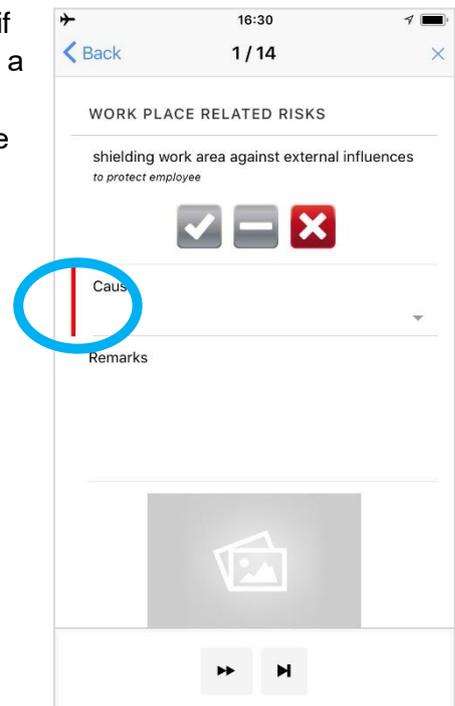
4.3.3.1. Mandatory items

If a question is mandatory or a part of the question must be filled in completely, such is indicated with a red bar next to the element.

In this case you see that the non-answered questions are all marked as 'mandatory to answer during the inspection'.



The same applies to details within the question. For instance, if a cause must be filled in at a 'NOK' reply, this is indicated with a red bar. So, if you would like to upload your inspection result, but you don't succeed, this is almost always because you have not completed your checklist entirely.

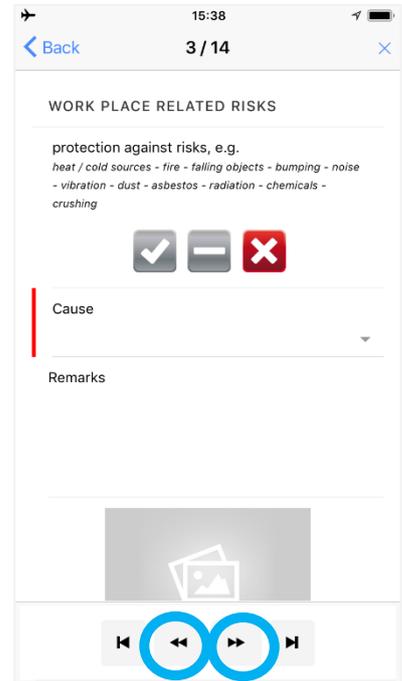


4.3.3.2. Next or previous question

To continue answering you have two options.

- 1) When you are in the question screen, click on the next or previous button
- 2) When you have the checklist displayed as a checklist, simply continue working on the next question that is displayed below the one that you just answered.

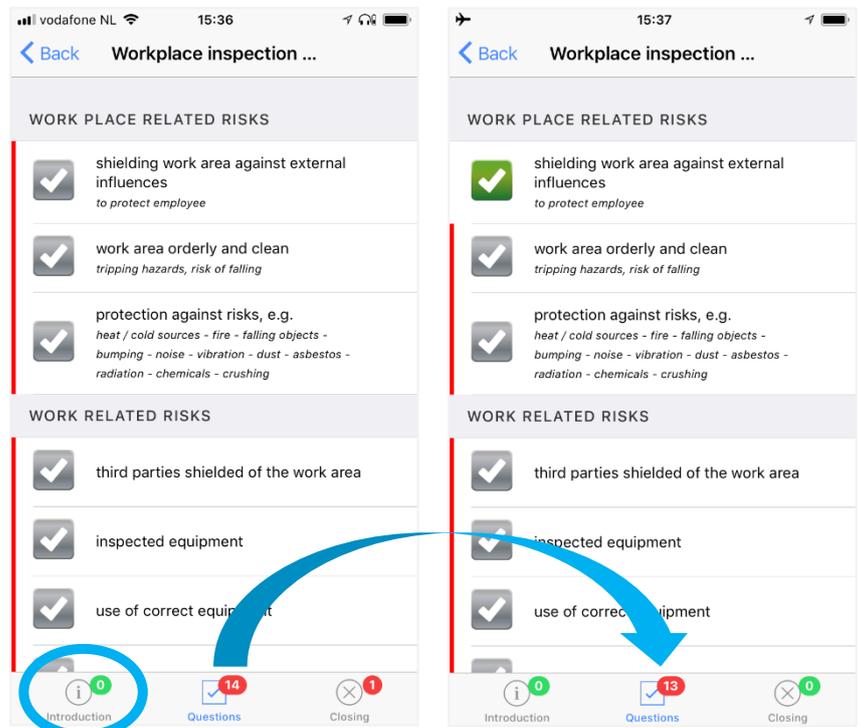
Click the outer buttons to jump to the begin or end of your questions.



4.3.3.3. Progress status

The progress of your inspection is marked by indicating the number of inspection points / questions still to be completed. Please note, that we only point out the questions that have been marked as mandatory. So even more questions could be not answered. As it must be possible to skip non mandatory questions, we don't keep track on that questions.

When all questions are answered the counter turns **green**.



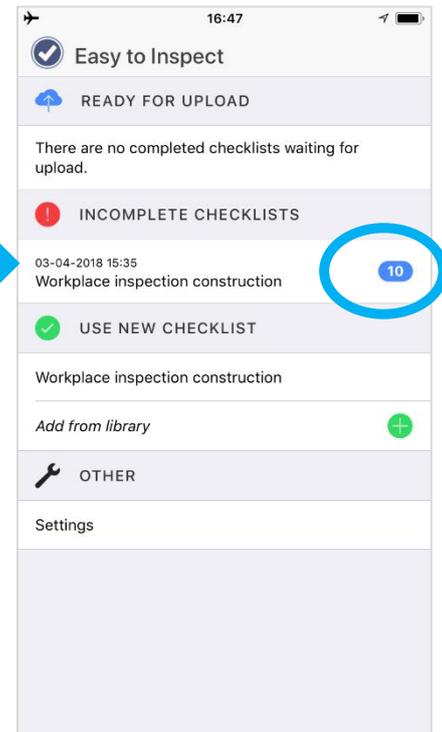
4.3.3.4. Interrupting your inspection

You can interrupt your inspection at any time. Click 'back to get back to the main menu.

You will see that your checklist is listed in the overview of completed checklists of incomplete checklists.

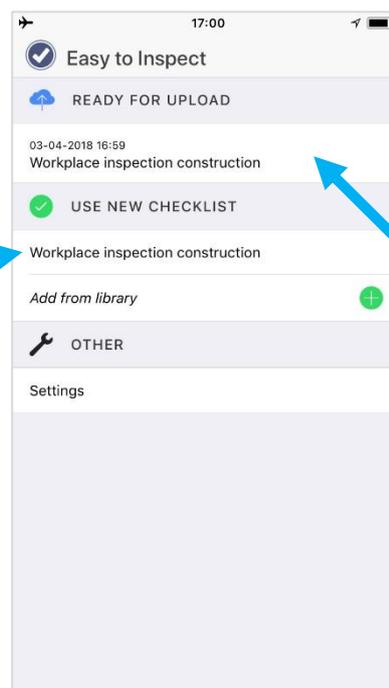
You see also indicated the number of questions yet to be completed.

Of course you can also completely shut down your App. When restarting the incomplete checklist is displayed as well.



4.3.3.5. Continue an inspection

You can always continue to work on your inspection. Simply select the checklist in the overview of incompletd checklists and click on it to re-open.

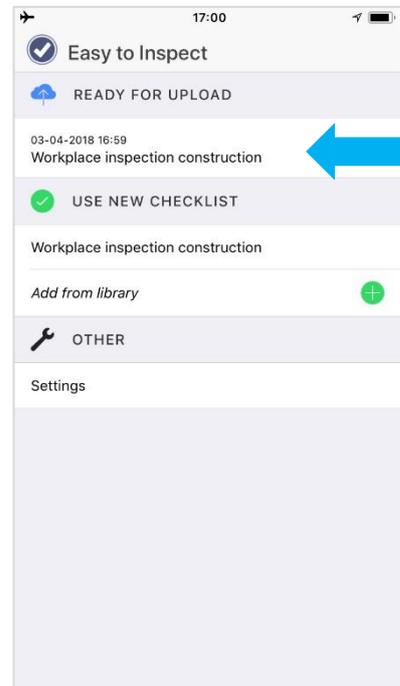


The same applies for completed checklists that are not yet uploaded to the database. You can also re-open these checklist by clicking on them and modify the results.

4.3.3.6. Upload the inspection result

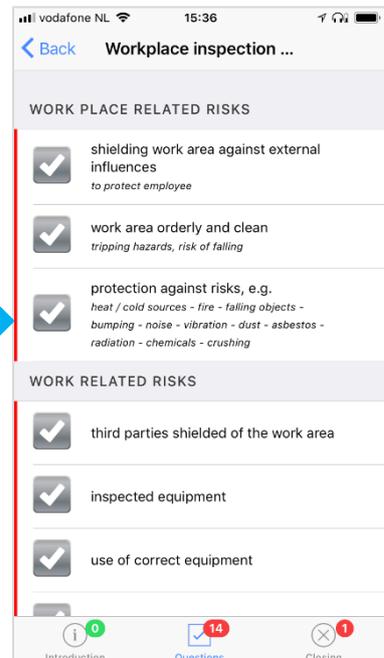
We recommend that you upload completed inspection results as soon as possible. Once included in the database you can modify results.

To prevent loss of any data best upload immediately after inspection. It happens that you upgrade the operating system of your device and that this results in dataloss of Easy to Inspect data. We cannot prevent that. Please upload before upgrading.



4.3.4. How to interpret the question / inspection point

In the display of the question you find an explanation of the question in small text below the question. If you click on the question it will open in a separate screen and you can find the entire explanation. This often contains useful guidance on how to interpret and so how to evaluate the situation.



4.3.5. The OK/NOK/NA type of question further explained

The most powerful type is however the OK, NOK, N.A.- type. These questions are designed to be answered with 'OK'. The results of these questions will be included in analyses. This means that not only the answer itself but also the causes are included in analyses.

When you fill in your observation on this type of question you have 3 options:

- 1 tick: Answer the question with OK (OK)
- 2 ticks: Answer the question to be not applicable (NA)
- 3 ticks: Answer the question with Not OK (NOK)



Sometimes the question immediately opens after 1 tick. This is because in that case you have to indicate why the observation results in an OK answer. A conditional subquestion is included in the primary question.

Sometimes the question immediately opens after 2 ticks. This is because in that case you have to indicate why the observation results in a N.A.-answer. A conditional subquestion is included in the primary question.

When do you answer with not applicable? Normally when the question does not apply. For instance questions included in a checklist concerning the office are considered to be not applicable when you carry out a field inspection.



4.3.5.1. Not OK answers

When a checkpoint is found to be not in order, you answer NOK.

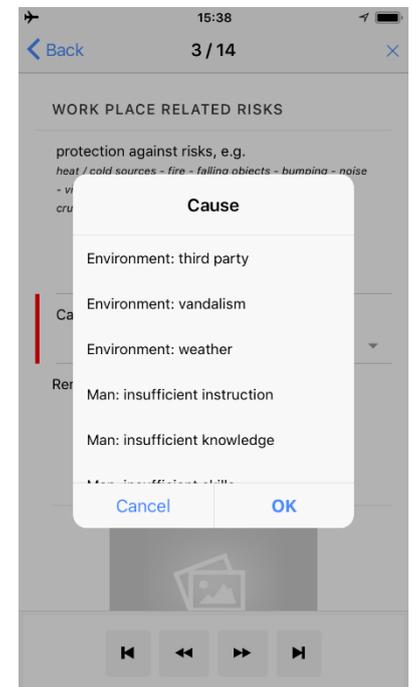
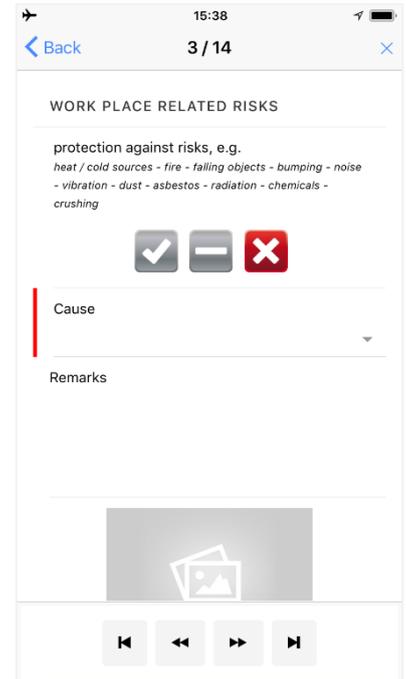
Easy to Inspect is designed to obtain management information. So, if your administrator indicated so, you must try to find out the cause of the deviation. To force you to do so, every time you select NOK as an answer, a detail screen will open.

You notice the red bar next to the Cause. This indicates that a cause must be selected before the inspection point will be completed. If you tick the pointer, a pop up screen will open with causes from which you can choose.

You cannot think of causes yourself. If you do not know the cause, please fill in 'unknown' if that option is made available for you.

You can fill in a comment or a required action in the free text field. After the inspection is carried out and the report is included in the database, this information can be used to appoint an action taker to the NOK-issue.

In some case the administrator requires you to include an explanatory code in case of OK and N.A. answers too. This functions the same.



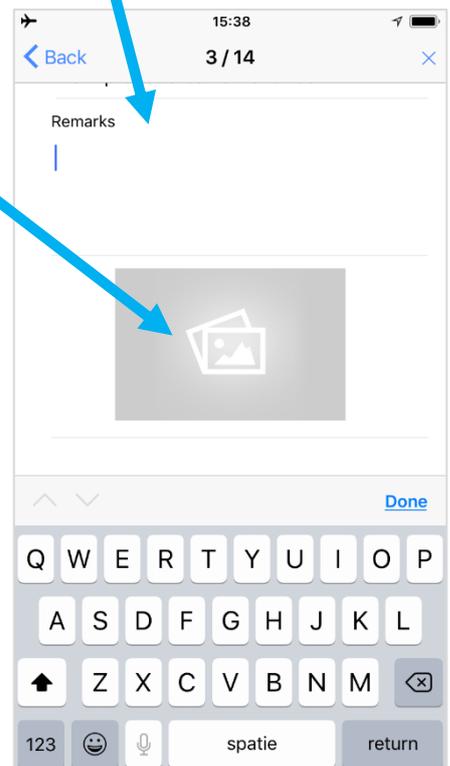
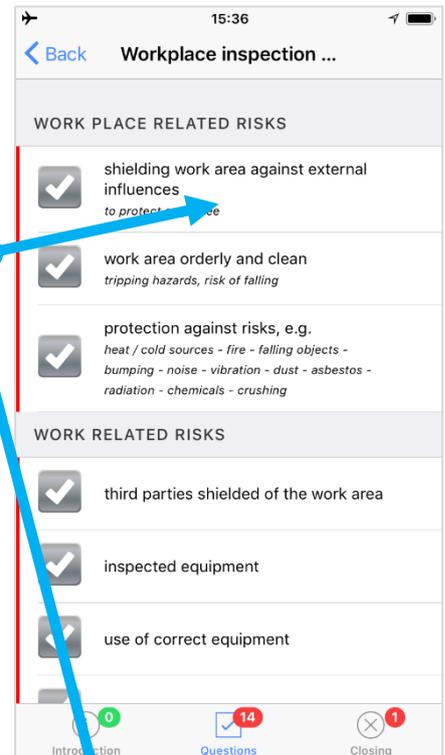


4.3.6. Adding a photo or a comment

At all times you can add a comment (free text field) or photos to a question. For instance, to illustrate your observation or finding.

When you answer a question with NOK, the pop-up screen to do so will appear automatically. In any other case you just open the pop-up screen by ticking on the question text. You can then enter comments/remarks.

To include a photo, tick the photo icon. Easy to inspect will then ask you to pick a photo from your gallery or to take a photo. You can include multiple photos per question if desired.



4.4. The two or three tabs of a checklist

4.4.1. The introduction tab

The introduction part contains the option to include general photos of the site / location you are inspecting. And you can include a reference, by which you can easily retrieve your report later.

You can add multiple photos.



In this Introduction section you also include the general inspection data such as: location, date, projects etc.

In some cases, you can fill in a free text field and in some cases you can only select from a drop down menu. The drop-down menu is shown, if your administrator requires you to select a pre-set value. This enables in depth analysis.

When you cannot find your desired value, inform your administrator and select 'other' if available. Your administrator now should include the value in the system. You can then synchronise and select the value in your App.



4.4.2. The questions tab

The actual inspection part of the checklist consists out of one or of multiple sections. A section contains a clustered set of questions belonging to the same subject. For instance, Behavioural aspects or Workshop or Lifting. The sections are most often indicated by indicating the subject.

Within a section you find the inspection questions. The type of questions might vary from OK/NOK/NA, Yes/No, Drop down - multiple choice, Number, Text or Date.

The type of questions used is indicated:



OK/NOK/NA



Yes / No



Drop down list / multiple choice



Number



Text



Date

4.4.3. The closing tab

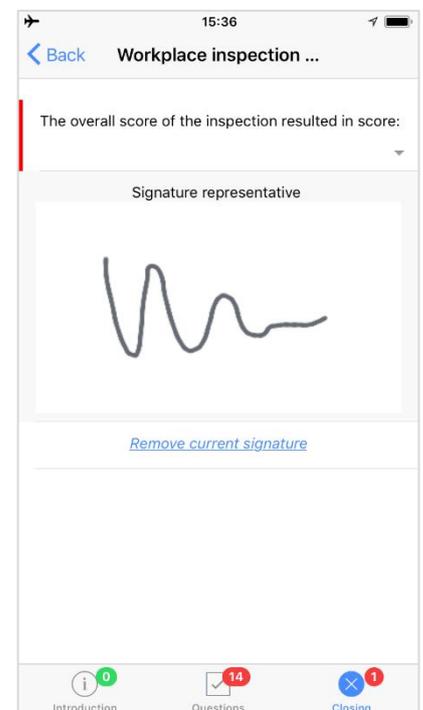
Not all checklist have a closing tab. Only when the administrator has chosen to include a (set of) concluding question(s) or a request ot have the participant in the inspection authorise the outcome, a closing tab is included.

In the example at the right, you see a mandatory final question to give an overall score.

After that the representative that participated in the inspection is requested to sign of the inspection result.

We suggest that you only send a checklist to the database, when you have a Wi-Fi connection. If you would have included a lot of photos, you'll run out of your dataplan quickly.

After you sent a checklist to the database you'll be notified.





Warning! Please don't keep your history of (in)completed inspections on your device. Due to operating system limitations you can run out of memory and you may lose all your inspections results! Also, in case of operating system updates or Easy to Inspect App updates, sometimes data is lost, although such is not intended.



5. Troubleshooting when using the App

Nb.	Issue	Remark
1.	I would like to change the language of the App.	<p>If you press the 'settings' text you see the selected language displayed under the account details. You can change your language by ticking the language drop down menu.</p> <p>Easy to Inspect will then automatically change the language of the App and the language of the checklists. Be aware of the fact, that the administrator might not have translated the checklist. You then see the Easy to Inspect fields translated, however your checklist is still displayed in the language that the administrator entered.</p>
2.	My administrator has published a checklist but this is not displayed in my App.	<p>The checklist will first be available in the App, after synchronisation. This can be done by restarting the app, automatically every 15 minutes or after selecting 'synchronise' in the user menu of the App for a manual synchronisation. An internet connection is required.</p>
3.	I created a new checklist and would like to inform my users to use this.	<p>Please send them a notification per email.</p>
4.	I would like to use the App without an internet connection.	<p>That is possible. Be aware that the questionnaires itself must be downloaded when an internet connection exists. Once selected and shown in the App 'Use new checklist' menu, you can use the checklist without internet connection.</p>
5.	The icons are displayed differently than in the user guide.	<p>The way the icons in the App are displayed depends from the device, the size of the screen and the operating system.</p>
6.	The App is not displayed properly in my device.	<p>This is probably because you either run the App on a device with an outdated operating system or on a device with a recently updated operating system.</p> <p>Keep in mind that we normally support the last three versions of Android and iOS. However, the operating systems are continuously upgraded and we, unfortunately, cannot guarantee are up-to-date with all new versions at all times.</p>
7.	I try to find the custom made checklists in the App.	<p>Select 'Add from library' and choose 'My checklists'. Under that section you find the custom made checklists of your organisation.</p>
8.	I only have access to my own checklists. I would also like to use Easy to Inspect's checklists.	<p>Ask your administrator to unhide the checklists of Easy to Inspect. Probably (s)he won't.</p>
9.	I only have access to my own checklists. I would also like to use some of Easy to Inspect's checklists.	<p>Ask your administrator to unhide the checklists of Easy to Inspect. Probably (s)he won't. It is however not possible to show only a part of the standard Easy to Inspect checklists.</p> <p>An option would be that your administrator would copy the Easy to Inspect checklist and use or modify it as a custom made checklist. Once published, this checklist can be found under 'My Checklists' as well.</p>
10.	I would like to add a photo in the checklist.	<p>At every question you can include multiple photos to illustrate the finding.</p>
11.	I am not sure if I have to use the camera in portrait position.	<p>We recommend landscape photo use. Easy to Inspect can handle landscape and portrait</p>



Nb.	Issue	Remark
		photo's. However, landscape is displayed better in the PDF reports.
12.	I would like to include a photo of my photo library to illustrate my inspection finding.	After sending your checklist report to the database, you can manually add photos to your checklist report via the reporting module in the website. In the App you can also select a photo already available in your library.
13.	I have filled in a questionnaire but cannot send it.	Check if you completed the checklist. It will then be displayed in the overview of 'ready for upload'. If it's not there, you cannot send it. If it is ready for upload check your internet connection. If you have a checklist with a lot of photos, it can take considerable time to upload. After 15 minutes we automatically break the connection, to ensure that you can continue working with your device on other matters.
14.	I answered all questions but the App indicates that one or more questions are not answered.	You might have answered these questions as to be 'Not OK'. Please check if you filled in a cause code at 'NOK'-answered questions. That is mandatory. The same might apply to OK or NA marked questions. The administrator might require you to include an explanation. Questions that are not completely answered are indicated with a red bar in the left margin.
15.	I did send the checklist to the database but would like to modify a finding.	After sending you can always open and modify the checklist findings. Either in the App by reopening or via the website. If you cannot open your inspection results in the website, the administrator has withdrawn that rights for you. You must contact him/her.
16.	I would like to send my inspection report to someone else.	You will receive the inspection report as a PDF in your email. Simply forward the report to someone else.
17.	I would like to delete a checklist result of an inspection that I started but not going to finish.	Select the tab 'incompleted checklists' in the App. Swipe the checklist you would like to delete from right to the left. Then click on delete. Note: This is an irreversible action. All data including photos (in case you do not save them in your gallery) will be lost.
18.	I did delete the incorrect completed checklist in the App. I would like to retrieve my data.	Unfortunately, once deleted, the data is lost.
19.	I would like to assign action takers to findings immediately in the App.	That is not possible. You have to login on our website and open your checklist result or nonconformities. Via the website, you can fill in the selection fields and assign action takers.
20.	I would like to create an inspection analysis in the App.	That is not possible. You have to login on our website to create analyses.
21.	The App is running slow.	The speed is completely depending on your mobile device, its operating system, the memory capacity etc.
22.	I try to install the App on a Blackberry.	Easy to Inspect is not fit for Blackberries.
23.	I try to install the App on a Windows mobile device.	Easy to Inspect is not fit for Windows mobile devices.