Frequently Asked Questions

SBM 2.0 IMIS App
(Last Updated on 6ᵀᴴ June 6, 2023)

A. Regarding Installation:

1. **If installation fails and gives error "Installation not completed".** It is recommended to clear the cache memory of the phone and then try to install the app. User can take help from cleaner apps such as "Clean Master" to clean the cache memory from the phone.

2. **How to download Clean Master?**
   It can directly be downloaded from the Android market or Google Play Store.

3. **If installation from download folder gives error – cannot open this file?**
   It is recommended to download a file explorer app and then install the .apk file from the folder.

4. **If application displays a message – "Installation blocked" – Application could not be installed!**
   Please make sure that "Allow installation of apps from unknown sources" is enabled (Switched ON).

B. Regarding Registration and Login

1. **If the application says, "Registration Successful. Pending approval from District."**
   It means that the user has been registered successfully but is not allowed to login till the user is approved.

2. **App displays the message, "Approval Pending from District" during login.**
   It means that the approval process has not been completed yet. Please wait for login until it is done.

3. **Will the master data be downloaded on each login?**
   No, it is only downloaded for the first time for each user.

C. Regarding Capturing Photographs:

1. **What should be resolution of captured photograph?**
   The user is not required to provide any manual specifications while capturing the photographs. If the captured image is in higher resolution, then it will automatically be down sized to default resolution of (1200*675).

2. **What happens to offline photographs when we login again?**
If data is already in offline databases, new data will be appended. Old data will not be deleted or overridden.

3. **How long the photo is retained by the mobile app?**
   a. The data will be cleared once it is uploaded to the server.
   b. Once the app is Deleted/Uninstalled, no uploaded data will be available.
   c. Any android OS crash/virus invasion may delete or corrupt the data.

4. **If the user login when the data has already been submitted/uploaded for an allocated village.**
The application displays the message, "No pending work for this village". User is not allowed to perform any further activity for that village.

5. **Why app closes automatically during photo upload or capturing the baseline data?**
This may occur due to several reasons, such as:
   a. There is not enough RAM available for processing the capture/upload. So, close unused applications and clear the cache memory.
   b. Master services are not downloaded properly. Re-install the app and perform the login again.
   c. The phone's camera is not working properly. Reboot the phone and then try the capture process.

D. **Regarding Photographs Uploading:**

1. **It shows message "Uploading photographs" and a circle is rounding but no photographs are uploaded?**
This can be due to the following reasons:
   a. Poor mobile network connectivity
   b. User is trying to upload multiple photos at a time.
   c. There is not enough memory in RAM to perform the upload.

2. **What is the Time limit to upload photo captured by mobile app?**
   a. Online: Photo will be uploaded immediately.
   b. Offline: Photo will be uploaded once the network is available; otherwise, the data gets saved locally.

3. **How much time does it takes to upload the photograph?**
The time limit for uploading data to the server depends on the following parameters:
   a. Network speed
   b. Number of records available in the offline database
   c. Size of the image

E. Regarding Speed:

1. The app in my mobile works very slowly. Why?

Reasons for slow mobile internet speed could be due to:

    a. Poor network coverage area.
    b. Poor network configuration or settings in your mobile.
    c. RAM size of device.
    d. Network Bandwidth available at the time of usage.
    e. Data plan restriction.
    f. Multiple applications running in the background.
    g. Processor issues.

You may check for the above aspects, then rectify them and retry.

2. How to improve the speed of the app?

User can try one or more options listed below for better app performance:

    a. Make sure to use Internet at good network coverage areas.
    b. Clean or free your phone memory.
    c. Remove old history.
    d. Never run multiple applications while browsing Internet.
    e. Do not load your mobile with lots of apps.
    f. Remove unnecessary app.
    g. Disable Auto-Update Feature for Applications it will reduce RAM space.

F. Regarding Bi-lingual settings:

1. How to change SBM 2.0 IMIS App language from English to Hindi?

Click icon present at the top-right corner on the app screen, as displayed below: