# FAQ's  - PhoenixMobile App for ClickFORMS™ Mobile

## GETTING STARTED

**What do I need to do to use PhoenixMobile with ClickFORMS Mobile?**

Here is the overview
Step 1: Update ClickFORMS to the latest version (version 7.7.9)
Step 2: Download the FREE Mobile App on your iPhone/iPad and create a free account with PhoenixMobile.
Step 3: Call the Bradford Sales Team at 1-800-622-8727 to load PhoenixMobile Credits into your account.
Step 4: Use the mobile app in the field when doing inspections.
Step 5: Import the inspection data from mobile app to your  ClickFORMS desktop.

You can get detailed instructions here:
**How To Document:**  www.BradfordSoftware.com/help/tellmehow/How_To_Setup_PhoenixMobile.pdf

**How do I purchase PhoenixMobile Credits?**
You will need a PhoenixMobile Email ID before you purchase PhoenixMobile Credits. Once you have it. please call Bradford Sales Team at 1-800-622-8727 to purchase PhoenixMobile Credits to use with ClickFORMS Mobile. PhoenixMobile Credits are available in packages of 25, 50, 100 or 200.

**How do I re-set my password?**
To reset your password you need to first sync to save any information you may have in PhoenixMobile. Then you go to the Account tab at the very left hand side of the home page. Tap on your name and then sign out. Go back to login to Phoenix (middle option at login screen) and enter your email address and then tap on the upper right hand corner. This will reset your password and email you a new unique password.

## WORKFLOW

**Do I have to start my report in PhoenixMobile?**
No. You can start a report on your desktop with ClickFORMS, and then export it to PhoenixMobile.

**If I start a report in Phoenix, do I have to finish it in Phoenix?**
No. At any time, you can sync your report with your Phoenix cloud storage and import it into your desktop software. All of the information that you entered into Phoenix will be there.

**How do I edit an address after I've created a report?**
Open the file with the address you need to edit. Under Property Information on the file screen, tap the address. If you edit the address and more than one match is found, you'll need to cycle through the matches and tap the select button on the mini-map to choose the correct one.

**How do I save all the information I entered into a report?**
Phoenix saves your report information automatically; you don't need to do anything. Just to be sure to back up your information you may want to sync often.

If you need to access a report on another device or in your desktop software, however, you'll need to perform a sync by tapping the cloud icon in the upper-right corner.

**How do I view the full 1004 form in Phoenix?**

Phoenix offers two ways to view forms: worksheet view and form view. In worksheet view, questions that are not relevant to on-site work are hidden to make it easier to work; in form view, all questions are displayed. To switch between the two, tap the button above the list of form sections on the Forms screen. If the button is a half-circle, you are in worksheet view; a full circle means that you are in form view.

**How can I enter the material/condition in the improvements sections?**

Currently, you cannot choose two different options, you need to manually type in your rapid response list the material/condition, once you do this and save that answer and it will be there for future use.

# PICTURES

**How do I take pictures using Phoenix?**
There are 3 ways to take photos:
1. Using the iPad's built-in camera
2. Using an external digital camera in conjunction with Apple's
Camera Connection Kit
3. Using PhoenixCamera, a free iPhone app that allows you to take photos on your iPhone and have them automatically transfer to your iPad over Bluetooth.
For help on adding photos to Phoenix, take a look at Phoenix's [help manual] (http://cdn.phoenixsuite.com/website/mobile/manuals/ipad/photoscreen.html )

**How do I tag photos in Phoenix?**
On the Photos screen, tap on the photo you want to tag, then tap the tag you want to add or enter one into the text field at the top of the list. When you import a report into your ClickFORMS report, the tags will be used to automatically arrange and sort your photos.

# SKETCH

**Can I create floor plans using Phoenix?**
Yes! Phoenix has a dedicated sketching component that was designed from the ground-up with the iPad's unique form factor in mind. To create a floor plan, tap the Sketch tab on the File screen of your report.

**My Reports are not showing up when I am trying to pull them back into my desktop software.**

You need to perform a sync on your device (iPad or iPhone), you do this by hitting the cloud button in the upper right hand corner of the home screen for PhoenixMobile.

# SUPPORT

**I have a problem with the PhoenixMobile App on my Mobile device, what should I do?**
Please go to the PhoenixMobile website at www.phoenixmobile.com and find the support contact information.

**I have a problem with ClickFORMS integrating with PhoenixMobile, what should I do?**
Please go to the Bradford Technologies website at www.bradfordsoftware.com and find the support contact information.