

# **Byelaws APP: Troubleshooting FAQ's**

## **FAQ's**

**1. How do I access the mobile application?**

The mobile application can be downloaded from the Apple App Store or the Google Play Store depending on your device.

**2. How do I register for the mobile application?**

Once the mobile application is running, it will prompt you to create a new account by registering your credentials. You will need to press Sign Up Now and provide a valid email address and request a Verification Code.

An email will then be sent to you with a verification code. You can then enter this code into the appropriate field on the mobile application. You are then able to register a New Password, a Name, and a Postcode.

**3. I haven't been sent an email to validate my account, what do I do?**

Please try creating an account again with the same email address.

**4. The mobile application isn't asking for my credentials, why not?**

The mobile application will remember your credentials as long as the cache memory for the app is not deleted on the app or it is not uninstalled. This makes it easier to use the mobile application and log you in faster.

**5. My log-in details aren't working, what do I do?**

If you do need to reinstall the mobile application and your credentials aren't working, click "Forgot my password" and you will be sent an email with a verification code to reset your password. If you are still experiencing issues, please contact Scottish Water Byelaws

**6. Why is the mobile application asking for access to my camera and location settings?**

The mobile application requires access to your device camera in order to take pictures as part of the assessment and evidence submission process. The location settings help us to confirm the location of where the photograph or video was taken.

**7. Do I need to answer every question on the assessment?**

Yes, in order to proceed to the next question for the Site Self Assessment, you need to provide a response to the current question and a photo (where required).

**8. I'm trying to take a photo but it's not working, what can I do?**

Check your device settings to ensure the mobile application has been given permission to access the camera application. Please enable this setting if it is not already done so. If permission has been enabled, try restarting the mobile application by fully closing it.

From an Android device, you may need to enable location access within the settings for the Camera app.

**9. I have attempted to record and upload a video, but this isn't working. What do I do?**

Each question has a limit of 3 uploads (photo and video combined). Each video upload cannot exceed 10 seconds. Please note that the more media attached to an assessment, the longer it will take to submit all of the information to Scottish Water. Please try to only provide images and video that are absolutely necessary.

**10. I have tried to submit my Self Assessment but the mobile application says Validation Failed. What do I do?**

The validation check refers to the mandatory questions and photos for the Self Assessment question set. Please check that you have answered every single question, submitted a text description for each question where appropriate, and at least one mandatory photo for each question that requires a photo upload.

**11. I don't have adequate signal to submit an assessment at the site itself, what do I do?**

A mobile signal is not required to answer the questions or to take the required photos. You do need to have sufficient signal in order to submit the assessment or reinspection. Minimising the application, and not closing it fully, will retain the information entered and you can then re-open it to press Submit when you are in an area with better coverage.

**12. The mobile application is not responding while I'm in the process of completing the questions, what do I do?**

Close the mobile application and then restart it. You may need to restart the assessment.

**13. Do I need to be online to use the mobile application?**

Your device needs to be connected to Wi-Fi or mobile data in order to sign-up or log-in. Once your credentials have been verified and you have logged in, the application does not require your device to be online to complete either a Self Assessment or an Evidence Submission. However, you must be online to submit a completed question set.

**14. How do I submit evidence towards a Contravention Report?**

From the mobile application dashboard screen, you need to tap on Byelaws Inspection Report. The application will then request mandatory data on your site and contact details. You can then proceed to submit either an Approved Plumber Certificate or add Premise Fitting details for each of the contraventions on your report. You need to include a photo for each Premise Fitting in order to evidence completed work.