



## Survey123 Frequently Asked Questions

### 1) What is the difference between the Survey123 field app and the web form?

In order to open a survey in the field app, you must first download the Survey123 app via [Google Play \(Android\)](#) or the [Apple Store \(iOS\)](#). The Survey123 app is free to download and you do not need to create an account in order to submit a survey. You must then download the survey using the link or QR code provided (see below) and select the option 'Open in the Survey123 field app'. The survey can also be accessed directly in a web browser (web form) by simply clicking on the link provided and selecting 'Open in browser'.

Great British Wildflower Hunt link: <https://arcg.is/ODK8KO>

QR code:

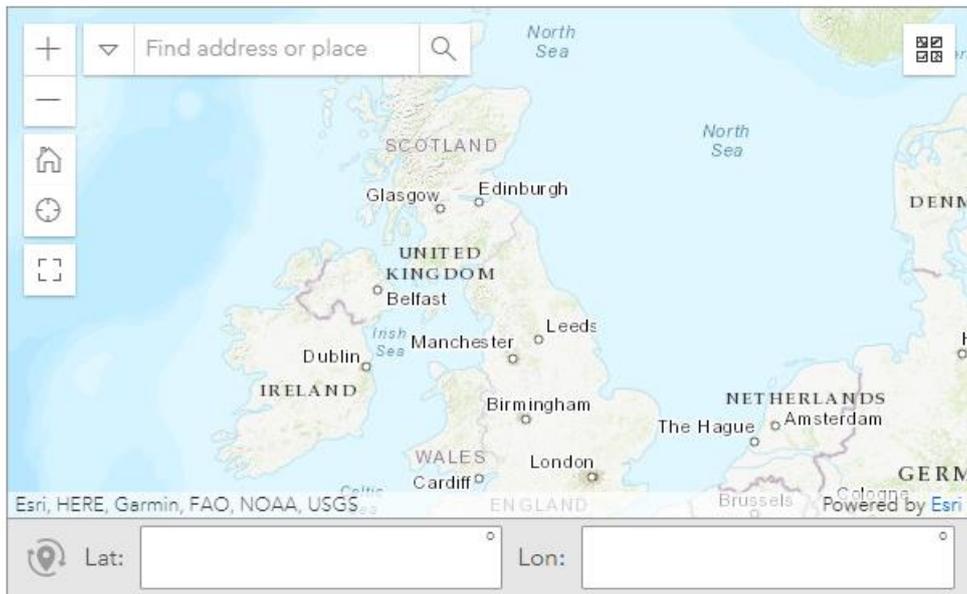


Though both methods of accessing the survey will gather the same information, the surveys can look and act differently depending on which route you choose. In general, **we would highly recommend using the Survey123 field app** over the web browser because it is more user friendly. The Survey123 field app allows you to view and/or edit surveys you've already submitted, submit surveys while offline, and save answers to avoid re-entering the same information. Read more about these features in the answers below.

## 2) Why isn't my location being picked up on the map and/or why can't I see a map at all?

There are several reasons why this could be the case but, in general, ensuring the location services on your device are enabled (see question 3 for instructions) and using the Survey123 field app to submit the survey should resolve this issue.

If you can see a map, but your location is not showing up, it may look something like this:



At this point, you can either:

- Click on the location icon  on the left-hand side to enable location (a blue dot will appear at your location on the map if location services are enabled),
- Zoom in and click on the map to set your location,
- Search for your location using an address in the search bar at the top, OR
- Enter your latitude and longitude (if you have this information at hand)

When your location has been set, a blue pin  will appear on the map, and the latitude and longitude boxes will be populated.

If you are experiencing this issue and do not have access to mobile data, please refer to question 6.

## 3) How do I enable location services on my smart device?

The follow information comes from [Esri's ArcGIS Survey123 FAQ for submitters](#):

*On iOS, when the app is launched for the first time after installing, you will be asked if you want to capture location only when the app is on, always, or never. This can be changed later in your device's settings, by browsing to **Settings > Privacy > Location Settings > Survey123**.*

*On Android, when the app is launched for the first time after installing, you will be asked if you want to allow access to the device's location. This can be changed*

later in your device's settings, by browsing to **Settings > Apps > Survey123 > Permissions** (or similar depending on the Android device). On Android, when you run the app in the background, a notification that the app may be using your current location appears; however, your location will only be captured according to the behaviour chosen in the [location settings within the app](#). The default behaviour is to only capture the location as needed by a survey, meaning that no location is captured when the app is in the background.

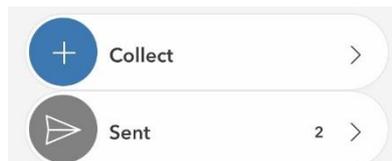
#### 4) How accurate is the location captured by the Survey123 field app?

The accuracy of the Survey123 field app depends on the ability of your device to capture locations. Keep in mind that accuracy will vary depending on what device you use and that it's important you choose a device that will best suit the type of survey you are doing.

If you are at all concerned that your device may not have captured an accurate location, you can always go back after the survey has been submitted and edit this information (see question 5 for instructions). For reference, the app records the location you are at when you click 'Collect' to begin the survey.

#### 5) Can I view and/or edit my survey once it has already been submitted?

Yes, but you must be using the Survey123 field app in order to do this. After you submit your first survey, you will see a 'Sent' folder at the bottom the survey summary page:



If you click into to the 'Sent' folder, you can see all previously submitted surveys from your device. By clicking on one of the surveys, you may be given the option to 'View' or 'Edit and resend'. By choosing the 'Edit and resend' option, you can change answers to questions and edit your location. You **cannot** edit any attachments or add additional attachments (i.e. images).

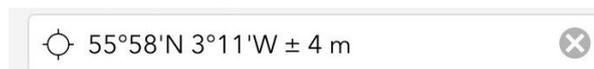
## 6) What if I don't have a mobile data plan or the location I'm going to is very remote and I may not have access to mobile data?

Short answer: You can still access and fill out the survey without mobile data but you **MUST** download the Survey123 field app in order to do this. See instructions below:

When connected to Wi-Fi or mobile data, download the Survey123 field app, as well as any surveys you need to take to the field. You can then begin capturing survey information without a data connection. Upon completing the survey, you will be given the option to 'Save in Outbox', please select this option. In doing so, all of your survey results will be stored locally on your device. **When you are able to reconnect to Wi-Fi or mobile data, you will need to submit your survey that has been saved in your Outbox.** To do this, navigate to the survey summary page where you will see an 'Outbox' folder (see image below). By clicking on this folder, you will be able to see the survey you filled out and can submit it by clicking 'Send' in the bottom right corner of the screen.



Note: You will not be able to see a map with your location while filling out a survey offline but rest assured, if you have locations services enabled on your device, the app will record your location. It might look like the following image, no map but an un-editable box containing your present coordinates.



The app records the location you are at when you click 'Collect' to begin the survey.

## 7) If I'm submitting a survey multiple times, is there a way to save some of the information so I don't have to keep re-entering it?

Yes, there is a way! Once you have populated the survey with the answers you wish to save for future surveys, you can set them as your favourite answers by clicking the menu icon  in the upper right corner of the screen. You will then select the option 'Set as favourite answers'. Once your favourite answers have been saved, you can insert them into new surveys by clicking on the menu icon again (after you've clicked 'Collect') and selecting 'Paste answers from favourite'.

## 8) How do I make the text larger on the Survey123 field app?

If you're having trouble with the size of the text, you can customise these settings within the Survey123 field app. Click on the menu icon  in the upper right corner of the 'My Survey123' page and then select 'Settings'. In Settings, select 'Text' and adjust the text size by sliding the circle to the right to increase the size.



## Still having trouble, didn't see your question listed or want to report an issue with Survey123?

Please get in touch with us if this FAQ guide did not help to answer your query by sending an email to: [conservation.enquiries@plantlife.org.uk](mailto:conservation.enquiries@plantlife.org.uk). Please be as detailed and specific as possible so that we can resolve any issues quickly and efficiently. It would also help tremendously if you could include screenshots of issues, where relevant. Thank you!