Survey123 Frequently Asked Questions

1) How do I download the Survey123 app?

Downloading the Survey123 app on your smart device is the **FIRST STEP** to getting access to Plantlife's surveys. The **SECOND STEP** is clicking the individual link for the survey and then selecting 'Open in Survey123 field app'. This two-step process is a result of using Esri's ArcGIS Survey123 product which affords Plantlife the ability to design surveys in-house.

Note: If you have already downloaded the Survey123 app, you DO NOT need to download it again. You can simply skip to the second step of clicking the survey link to open the survey in the Survey123 app.

FIRST STEP: To download the free Survey123 app, click on one of the following links that suits your smart device (phone or tablet):

- **Survey123 for Android (Google Play)**

- **Survey123 for iOS (Apple Store)**

When you open the Survey123 app for the first time, you will be asked if Survey123 can access your camera - click '**Yes/Allow**'. You will then see a log in screen (as seen in question 2 below) - click '**Continue without signing in**' at the bottom of the screen. You may then be asked about Survey123 having access to your location - we would recommend selecting '**Allow while using app**' as most surveys will record your location. You will then see the 'My Survey123' screen as featured on the right.

You will not see any surveys on this page unless you have already used the Survey123 app for other surveys.

SECOND STEP: In order to access the WaxcApp survey, you will need to click on the following link **on the same device you downloaded the Survey123 app on to:**

WaxcApp survey link: https://arcg.is/0yb4iW

You will then be taken to a page that asks how you would like to open the survey - click '**Open in the Survey123 field app**'. The survey will then be downloaded and opened in the Survey123 app. At that point, you will be ready to start your first WaxcApp survey!

YOU WILL ONLY NEED TO GO THROUGH THIS PROCESS THE FIRST TIME YOU SUBMIT A SURVEY!

For all subsequent surveys, simply open the Survey123 app on your device and click on the WaxcApp icon (as seen on the left) on your 'My Survey123' screen. Then, click '**Collect**' at the bottom and fill out another survey. You can submit as many surveys as you would like.

2) Do I need to log in to the Survey123 app?

No, you do not need to sign in or create sign in details to use the Survey123 app. After downloading and opening the Survey123 app, you should see the screen featured on the left.

The text at the bottom of the screen that says '**Continue without signing in**' is what you want to click. You will need to click this each time you open the Survey123 app.

## 3) What if I don't have a smart device or I'm not able to download apps?

Where possible, **we would highly recommend using the Survey123 app** to complete the survey. It is much more convenient to use, especially when filling in the survey outdoors. The Survey123 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.

However, if using the app is not feasible, you can alternatively click the link (**https://arcg.is/0yb4iW**) and then select 'Open in browser' to launch the survey in a web browser on your computer. If you choose this option, we recommend looking over the survey form first to see what information you will need to record when carrying out your survey. More information about waxcaps and grassland fungi can be found in the downloadable identification guide.

4) 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 5 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:
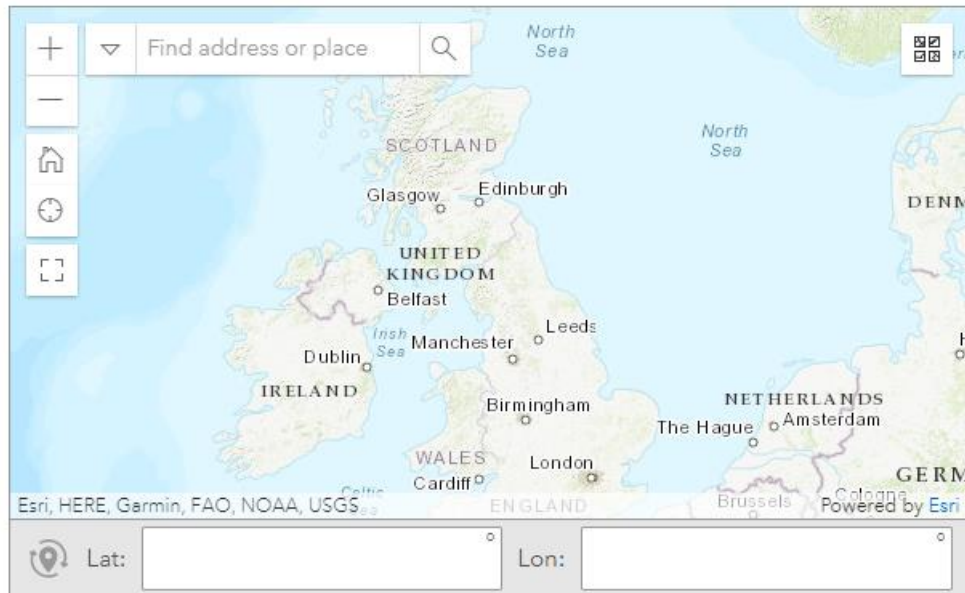
At this point, you can either:

- Click on the location icon ⊕ on the left-hand side to find your 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 8.

5) 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.*

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

The accuracy of the Survey123 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 7 for instructions). For reference, the app records the location you are at when you click 'Collect' to begin the survey.

7) If I'm revisiting the same site, can I edit or view a survey I've previously submitted?

Yes, but you must be using the Survey123 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:
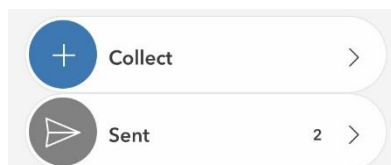

If you click into the 'Sent' folder, you can see all previously submitted surveys from your device. By clicking on one of the surveys, you will be given the option to 'View' or 'Copy sent data to a new survey'. By choosing the 'Copy sent data to a new survey' option, you can simply edit your location and answers to questions and submit as a new survey.

8) 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 app in order to do this. See instructions below:

When connected to Wi-Fi or mobile data, download the Survey123 app, as well as any surveys you need to take into 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.
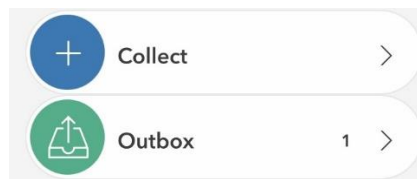
Note: You will not be able to see a map with your location while filling out a survey offline but rest assured, if you have locations services enabled on your device, the app will record your location. It might look like the following image, no map but an un-editable box containing your present coordinates.
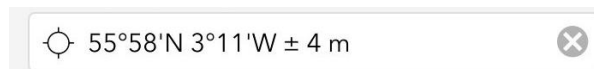

9) If I already have the WaxcApp survey downloaded, how do I access the newest version?

There have been updates made to the WaxcApp survey since it was initially launched in 2019. A newer version was published in September 2021.

You will know there is an update available when you open the Survey123 app and notice a bar across the top of the screen that says, 'Updates available'. You can click on this bar and update the survey. The other option is to simply click on the WaxcApp icon on the 'My Survey123' screen as if you are going to fill out a survey. You will then get a message saying that a required update is available - click 'Update survey'.

Then, when you enter the survey, you will be able to see the newest version of WaxcApp. If you have been accessing the survey on a web browser instead of through the app, any updates will be available the next time you open the survey (you do not need to update anything).
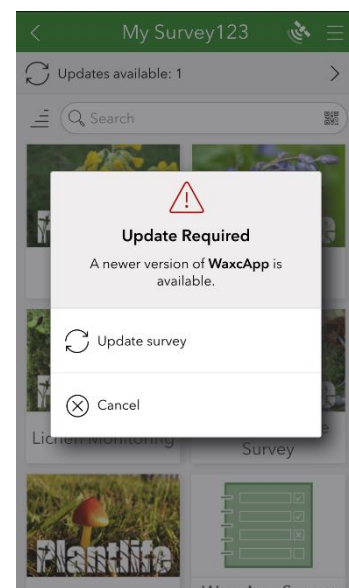
10) If I'm submitting a survey multiple times, is there a way to save some of the information so I don't have to keep re-entering it?

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 at the start of your next survey and selecting 'Paste answers from favourite'.

11) How do I make the text larger on the Survey123 app?

If you're having trouble with the size of the text, you can customise these settings within the Survey123 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. 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!