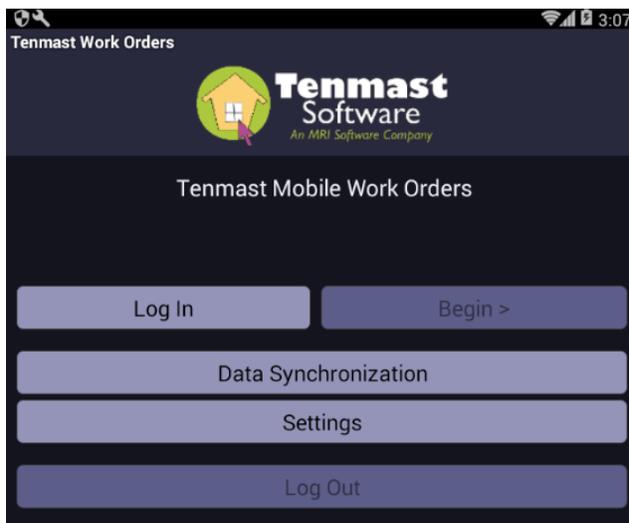


On rare occasions, a user may experience an error in the sync process, such as an interrupted download or corrupted data. Example: A maintenance worker is out of the office, and the information on their tablet becomes outdated. When the worker tries to sync the outdated information to the Winten2+ database, they could overwrite information that has already been updated via the Winten2+ desktop application. In this case, the user needs to reset the tablet's database to provide a fresh start.

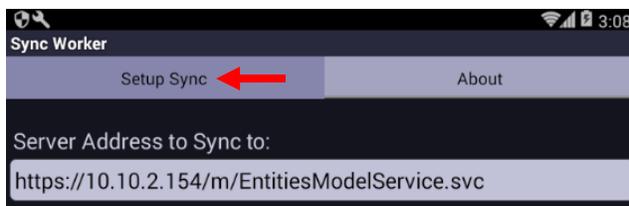
! Following the steps in this Job Aid will permanently delete ALL application data from the device. Proceed with caution!

i This Job Aid is specific to the Mobile Work Orders application. Instructions are the same for the Mobile Inspections application, but screens will be a little different.

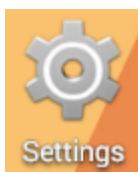
- 1 Open the mobile app you want to reset, and click the **Data Synchronization** button.



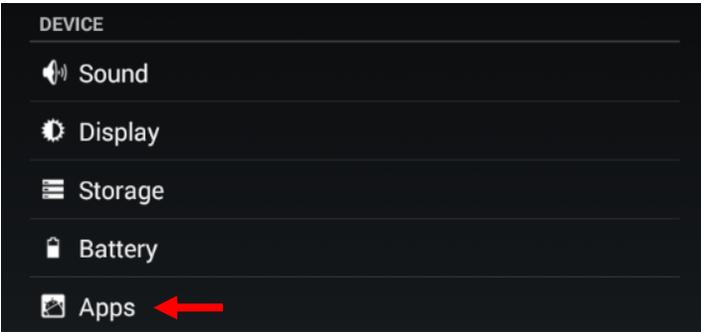
- 2 Write down the server address that appears in the **Server Address to Sync to** field under the **Setup Sync** tab. You will need to re-enter this address later in step 10.



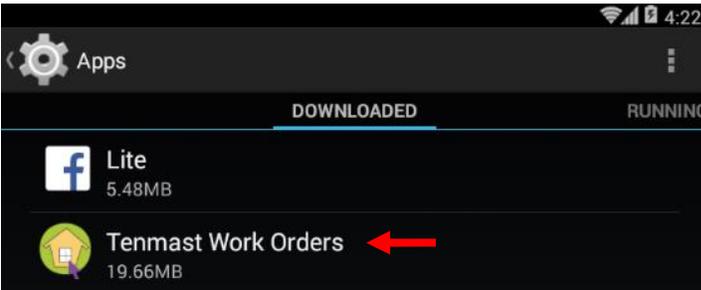
- 3 Exit the mobile app, return to the device's **Home** screen, and click on **Settings**.



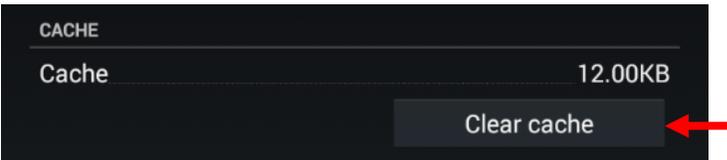
4 Select **Apps**.



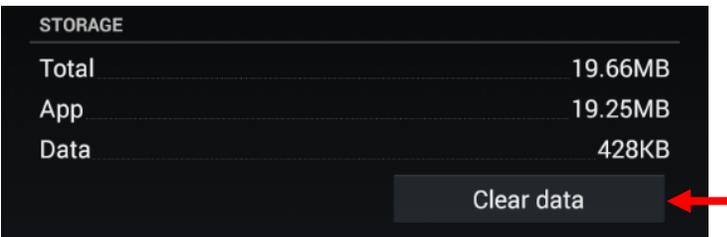
5 Select the mobile app you want to reset.



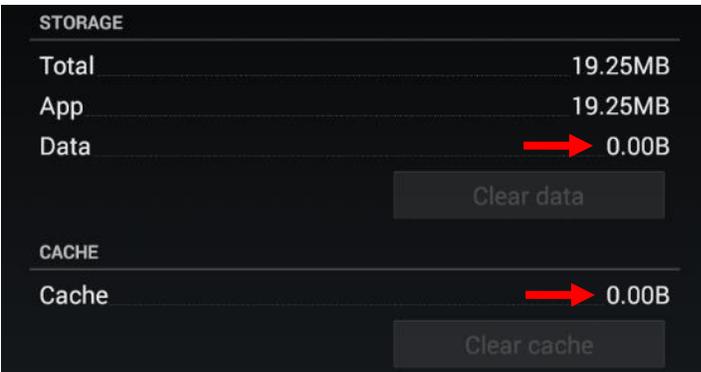
6 Click the **Clear cache** button.



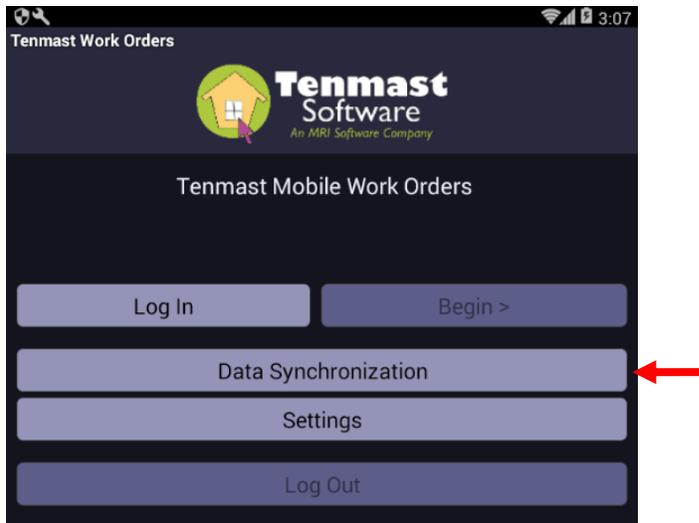
7 Click the **Clear data** button.



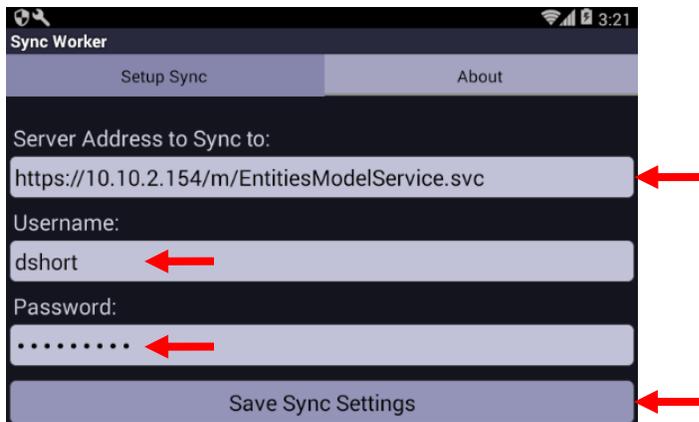
8 Once the database is reset, both the **Data** and **Cache** fields should be at *0.00B*.



- 9 Re-open the mobile app and click the **Data Synchronization** button.



- 10 Re-enter the server address you wrote down in step 2 in the **Server Address to Sync to** field. If you are using the new mobile app security option, you will also need to enter the appropriate **Username** and **Password**. Then click the **Save Sync Settings** button.



- 11 Click the **Retrieve User List From Server** button. If the synchronization completes without errors, then all information was entered correctly in step 10, and you can begin using the app. If you receive errors, check the server address and login information for accuracy, and try retrieving the user list again. If you still receive errors, please contact Tenmast Client Services for assistance.

