NDFP Mobile App Frequently Asked Questions (FAQ) Guide

This guide provides helpful answers to questions that users may have while using the new Dairy FARM Mobile apps released on February 17, 2016. The apps are available for Android and iOS by going to the Apple App Store and Google Play Store and searching for "ndfp".

Legend:
- = Apple iOS
- = Android

General Questions

1. **What operating systems are supported?**
   - Two OS types are currently supported:
     1) Android 4.4 (KitKat) or newer
     2) iOS 8 or newer
2. **What devices are supported?**
   - The mobile app is compatible with both tablets and smart phones.
   - All iOS devices that can run iOS 8 and all Android devices that can run 4.4 (KitKat) are supported.
3. **Do I have to use the mobile app?**
   - No, you can continue to capture evaluations using the paper form and enter them using the Evaluation Entry Web App by going to:
     eval.nationaldairyfarm.com
4. **How do I install the Android mobile app?**
   - Click on the Play Store icon on your device
   - Enter "ndfp" in the search field
   - Select the Dairy FARM Mobile app
   - Click Install and follow the instructions
5. **How do I install the Apple iOS mobile app?**
   - Click on the Play Store icon on your device
   - Enter "ndfp" in the search field
   - Select the Dairy FARM Mobile app
   - Click Install and follow the instructions
6. **How different are the mobile apps from the Evaluation Entry Web App?**
   - The form definitions are identical across the Android, iOS and Web App versions
   - The login and evaluations listings look somewhat different
7. **What's new in the mobile and online evaluation?**
   - The new evaluation form has the following new sections/questions:
     1) Pre-Checklist section

2) Evaluation Type (1st, 2nd, 3rd party)
3) 2nd Evaluator Information
4) Herd Profile
5) Milking setup and schedule
6) Observation Score Sheets
7) Action Plans
8) Evaluation Summary Sheet

8. **What are the benefits of the mobile app?**
   - The mobile app has the following benefits:
     1) On-farm data entry
     2) Single time data entry (no re-entry)
     3) Supports tablets and smart phones
     4) Works with and without internet access
     5) Calculates minimum animal observations
     6) Calculates observation percentages
     7) Auto answers observation questions
     8) Enables voice dictation (if device supports it)
     9) Enables stylus, touch-sensitive glove
     10) Enables re-submission of evaluations for up to 2 weeks from initial submission
9. **How do I contact the NDFP Help Desk?**
   - If you have any questions or issues with the NDFP mobile apps, database, Data Management Portal, or Evaluation Entry Web App, please email: **farm-help@tamu.edu**.
10. **How do I contact the NDFP staff?**
    - If you have any programmatic questions about the FARM Program or guidelines, please email: **dairyfarm@nmpf.org**.

Login

1. **What is my mobile app Username and Password?**
   - Login using the same credentials you use to login to the Data Management Portal and to the Evaluation Entry Web App
2. **How do I change my Username and/or Password to something easier for me to enter on a mobile device?**
   - Go to the NDFP landing page:
     eval.nationaldairyfarm.com
   - Login to the Data Management Portal
   - Click your username in the top right corner and choose "View/Edit Profile"
   - Click "Edit Account"
   - Change your Username and/or Password (your Username must be unique in the system)

3. **How do I reset my password if I forgot it?**
    - Go to the Data Management Portal
    - Click "Forgot your password?" link
    - Enter your email address and click "Continue"
    - You will receive an email with a one-time link that is valid for 3 hours
    - Follow the instructions in the email
4. **Why can't I login to the mobile app?**
    - Please verify that your device has internet access.
    - The new system utilizes a higher grade encryption algorithm for passwords. You must first login to the Data Management Portal using your existing FARM Program credentials.
5. **Can a device be shared among evaluators?**
    - Yes – each evaluator that logs into the app will only see their saved and submitted evaluations
6. **Why does it take so long for the app to startup?**
    - As the app loads, it also attempts to synchronize with the server to fetch any new evaluation form definitions
7. **Why is there a long pause after I login?**
    - After you login, the app attempts to synchronize all your submitted evaluations and then downloads them to the device
8. **Can I switch to another application while entering an evaluation?**
    - Yes, however there are times that the app may "crash" and restart. Since the app saves the evaluation after every answer you complete, there is very little chance for any loss of data.
9. **What happens if my device loses power in the middle of an evaluation?**
    - Since the app saves the evaluation after every answer you complete, there is very little chance for any loss of data. Just power the device, launch the app, and continue the evaluation.
10. **Can I finish the evaluation on a different device?**
    - Since unsubmitted evaluations are only stored locally, you must complete the evaluation on the same device it was started on.
11. **How do I logout of the mobile app?**
    - If you are currently editing an evaluation, return back to the Evaluations list
        - Click "< Evaluations" in the upper left
        - Click the Back device button
    - iOS: Either click "Logout" in the upper left or just close/kill the app
    - Android: Close/kill the app

References Tab

1. **Does the app contain useful FARM references?**
    - Yes – click on the "References" tab to view a list of the reference documents
    - Click any of the reference items to open it
    - Click the "< REFERENCES" link at the top or bottom of each document to return to the list
2. **Can I view the FARM reference documents while I'm filling out an evaluation or animal observation?**
    - Yes – click on the "References" tab at any time to switch to the list or last reference document you opened
    - Click back on the "Evaluations" tab to return to the evaluation

Overview Tab

1. **What is the Overview tab?**
    - The "Overview" tab contains tips for giving an overview (or "elevator pitch") about the FARM Program to a producer
2. **How often will the Overview be updated?**
    - The Overview will be updated based upon guidance from the NMPF. If you have suggestions for the "elevator pitch", please email them to **farm-help@tamu.edu**.

Evaluation Tab

1. **What are the different evaluation list categories?**
    - <u>Unfinished/Unsubmitted</u>: Evaluations that are saved on the device but not submitted to the server
    - <u>Pending Submission</u>: Evaluations that were submitted without internet access and need to be opened and re-submitted when internet access is available
    - <u>Rejected</u>: Evaluations rejected by the server for validation issues and need to be edited and re-submitted
    - <u>Submitted</u>: Evaluations that have successfully been submitted to the server and will appear when you login on any Android, iOS and Web app
2. **How do I start a new evaluation?**
    - Click the "+" icon in the top right
    - Choose the "NDFP" evaluation form

3. **How do I delete an unsubmitted evaluation?**
   - From the Evaluations listing:
     1) Click "Edit" in the bottom right
     2) Select unsubmitted evaluation(s) to delete
     3) Press the Trash icon in the bottom left
     4) Confirm the delete operation
     5) Click "Done" in the bottom right
   - From the Evaluations listing
     1) Click the Trash icon in the top right
     2) Select unsubmitted evaluation(s) to delete
     3) Click the Trash icon in the top right
     4) Confirm the delete operation
4. **Where did my evaluation go that I started?**
   - Unfinished evaluations are only saved locally and not sent to the server. Therefore, you must login to the same device to see the unfinished evaluation.
   - The iOS app will automatically declutter the list by removing all evaluations with an evaluation date exceeding 30 days.

Evaluation Entry

Evaluation Management

1. **How do I know when my evaluation is ready for submission?**
   - While editing the evaluation, click the page number icon at the bottom center to bring up the Page Navigator:
     - <u>White pages</u> indicate they've been viewed
     - <u>Gray pages</u> indicate they haven't been viewed
     - <u>Red numbers</u> indicate the number of required questions that are not answered
     - <u>Green checkmarks</u> indicate the page is complete
   - If all pages have a green checkmark, then the evaluation is complete and ready for submission.
2. **Why do I only see some of my Submitted Evaluations?**
   - Submitted evaluations are synchronized across any device you login to.
   - However, the mobile and web apps will only show submitted evaluations submitted in the last 2 weeks. After that, they can be viewed using the Data Management Portal.

3. **Can I edit my Submitted Evaluation?**
   - Yes, you can click on a submitted evaluation and make corrections to it. When all the changes have been made, re-submit the evaluation.
   - Resubmitted evaluations replace the existing version on the server.
   - However, you only have 2 weeks from the first submission to resubmit an evaluation. After that, all changes must be requested by emailing: **farm-help@tamu.edu**.

Entering Evaluations

1. **How do I create an evaluation?**
   - Login to the mobile app.
   - Click on "New Form" button in the upper right corner and choose the "NDFP" form.
2. **How do I switch between pages?**
   - There are 3 ways to switch between pages:
     1) Click the triangle forward/backward buttons in the bottom left and bottom right
     2) Swipe your finger from left to right or from right to left
     3) Click the page number at the bottom center to bring up the Page Navigator, then click any page to jump to that page
3. **What do the colors and symbols next to the page buttons and questions mean in the Page Navigator?**
   - While editing the evaluation, click the page number icon at the bottom center to bring up the Page Navigator:
     1) <u>White pages</u> indicate they've been viewed
     2) <u>Gray pages</u> indicate they haven't been viewed
     3) <u>Red numbers</u> indicate the number of required questions that are not answered
     4) <u>Green checkmarks</u> indicate the page is complete
   - If all pages have a green checkmark, then the evaluation is complete and ready for submission.
4. **How do I know which questions are required?**
   - Required questions have a red indicator that disappears after the question is answered
5. **How do I enter the Evaluation Date?**
   - Click the date field to bring up the date chooser
   - Scroll the month, day and year dials to the desired date

6. **How did it auto-fill the Evaluator Info section?**
   - The form auto-fills based on the person who logged into the mobile app. The data is retrieved from the Data Management Portal database.
   - Feel free to correct your information in the form fields. However, correct it in the Data Management Portal so that it appears correct in the next evaluation you create.

Selecting a Facility

1. **How do select a Facility?**
   - At the top of the Facility Info section on the first page of the form, click "Select Facility"
   - Choose the desired facility to automatically fill the facility information fields.
      - 🍎 A single scrolling list is displayed that can be filtered using the top search field
      - 🤖 Choose a city/state from the drop-down list and then select the desired facility

2. **When does the mobile retrieve the latest facility information?**
   - The mobile apps retrieve the latest facility information when you login with internet access. So if the list is not current, logout and login to the app while you have internet connectivity.

3. **Why do I have to keep correcting some of the facility information?**
   - The form auto-fills facility information based on the data received from the Data Management Portal database. Login to the Portal and update the facility information to prevent correcting it every time in the mobile app evaluations.

Facilities without Calves

1. **What happens if the facility has no calves?**
   - In the Herd Profile on the "Info" page, enter a zero into the Calves field.
   - All of the calf-related questions (9 – 15, 32 – 34, and 48) are automatically answered "N/A" along with a "No calves on site" note.
   - Note that all of the calf-related questions still remain editable.

Observation Score Sheets

1. **What happens when I enter the animal Observation Score Sheets?**
   - The observation-based questions (36, 37, 40, 42a, and 42b) are automatically answered every time an animal observation is entered.
   - Note that the observation-based questions still remain editable.

2. **Do I have to enter the animal observations?**
   - By entering the observations the mobile apps will auto compute the percentages and auto answer the observation questions.
   - However, you can capture the observations on paper, calculate the appropriate percentages and manually answer the observation questions.
   - You are <u>required</u> to put the respective percentage value in the notes fields.

3. **How do I enter animal observations?**
   - On the Score Sheets page, scroll down to the desired animal section (e.g., Heifer Observation Score Sheets).
   - The tally and minimum number of observations is displayed (e.g., 3 of 17 Heifers).
   - Click the "Add" or "+" button to create a blank observation form.
   - Enter the various observation scores. The Animal ID field is optional. Note that the body abrasion scores are "None" by default.
   - To exit the observation form:
      - 🍎 Press "< NDFP" in the top left
      - 🤖 Press the Back device button

4. **How do I know how many animal observations I need to make?**
   - When you enter the Herd Profile values on the Info page, the Web App will automatically display the total number of animals to observe at the top of the Score Sheets page.
   - Each animal score sheet section displays the current tally of observations. For example, if you've completed 7 dry cow observations and there are 20 required, it will display "7 of 20 Dry Cows Observed".

Action Plans

1. **What are Action Plans?**
   - Action Plans are created when opportunities for improvement are observed during the evaluation. The facility will be reassessed after a specified date to ensure the deficiency is resolved.

2. **What Action Plans are required?**
   - Questions 16 and 17 relate to providing the basic necessities of proper food and water for the animals. If either of these questions is answered "No", a notice will appear at the top of the Action Plans page stating the necessity of an Action Plan.
   - However, since Action Plans are tracked until they are resolved, evaluators are encouraged to enter Action Plans for any substantial opportunities for improvement that are observed.

3. **How do I enter an Action Plan?**
   - On the Action Plans page, click the "Add" or "+" button to create a blank action plan form.
   - Enter the information into the form fields.
   - To exit the action plan form:
     - Press "< NDFP" in the top left
     - Press the Back device button

4. **How are Action Plans tracked and resolved?**
   - Action plans are tracked and resolved within the Data Management Portal.
   - Evaluators and Co-op Managers will see Action Plans for all facilities within their Co-op displayed on the Dashboard tab.
   - Action Plans can be edited and comments added (e.g., "2016-01-14 Scheduled follow-up visit with owner").
   - When the deficiency has been verified as resolved, the resolved date can be entered into the Action Plan on the Data Management Portal.
   - Resolved Action Plans do not show up on the Dashboard tab, but are always accessible by selecting the facility.

Pledge of Participation

1. **What do I put in the Pledge of Participation fields?**
   - Currently you can put the names or initials of the evaluator and owner.

Evaluation Summary Sheet

1. **What do I do with the Evaluation Summary Sheet?**
   - The Summary Sheet enables assessment of the facility with respect to key FARM Program parameters.
   - Optionally, at the bottom of the sheet you can enter overall comments from the evaluator and producer. For example, you could document your impression of the facilities and staff while also indicating the producer's receptiveness to opportunities for improvement.

Submitting Evaluations

1. **How do I know when my evaluation is ready for submission?**
   - While editing the evaluation, click the page number icon at the bottom center to bring up the Page Navigator:
     - White pages indicate they've been viewed
     - Gray pages indicate they haven't been viewed
     - Red numbers indicate the number of required questions that are not answered
     - Green checkmarks indicate the page is complete
   - If all pages have a green checkmark, then the evaluation is complete and ready for submission.

2. **How do I submit an Evaluation?**
   - When all of the page icons in the Page Navigator have a green checkmark, that means the evaluation is complete and ready for submission.
   - Click the "Submit" button in the upper right corner to submit the evaluation.
   - If you have internet access, the evaluation will now appear in the "Submitted" list.
   - If you do not have internet access, the evaluation will appear in the "Pending Submission" list and will need to be opened and re-submitted later when internet access is available.

3. **How do I know my evaluation submission was successful?**
   - When the evaluation is successfully received by the server, your evaluation will appear in the "Submitted" list.
   - If the evaluation was rejected by the server, your evaluation will appear in the "Rejected" list. Please email **farm-help@tamu.edu** to inquire why it was rejected.

4. **Why is my resubmitted evaluation being rejected?**
   - You only have 2 weeks from the evaluation date to resubmit an evaluation. After that, all changes must be requested by emailing **farm-help@tamu.edu**.

Other Questions / Issues?

We thank you for your patience during this time of transition as NDFP recently introduced the Data Management Portal, the Evaluation Entry Web App, and the iOS/Android mobile apps.

For answers to any other questions or issues you may have regarding the NDFP database, Data Management Portal, or Evaluation Entry Web App, please email the FARM Program Help Desk: **farm-help@tamu.edu**.