



Mobile Inspector[®]

VERSION 3.3.1

Installation Guide

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Welcome

Thank you for choosing Mobile Inspector® to aid in your field inspection efforts. Mobile Inspector is a progressive web application (PWA), or web app, that allows inspectors to collect information required for a daily work report, including item progress, contractor workforce, photos, and site conditions. This installation guide is intended to help system administrators work with field personnel to install Mobile Inspector on devices used for field sampling support.

Compatible Products & System Requirements

- + AASHTOWare Project Construction & Materials™
- + AASHTOWare Project FieldManager™ or FieldManager®
- + AASHTOWare Project SiteManager™
- + Appia®

AASHTOWare Project Construction & Materials™

To sync information to Mobile Inspector, locate the version of AASHTOWare Project Construction & Materials that your agency uses. Then, download the corresponding version of AASHTOWare Project Odata Bridge™, available from the [Software Downloads](#) page on aashtowareproject.org.

AASHTOWare Project Construction & Materials™ Version	AASHTOWare Project Odata Bridge™ Version
4.8	4.0
4.9	4.9
5.00	5.00
5.01	5.01
5.02	5.02
5.03	5.03
5.04	5.04

Table 1: Application Compatibility

Note: AASHTOWare Project Odata Bridge requires users to use OData v4.

New to AASHTOWare Project Odata Bridge? See the [Initial Setup for the OData Bridge](#) section in this document.

Upgrading AASHTOWare Project Odata Bridge? See the [Upgrading Versions of the OData Bridge](#) section in this document.

AASHTOWare Project FieldManager

Mobile Inspector works with AASHTOWare Project FieldManager given the following system requirements:

- + AASHTOWare Project FieldManager Bridge™ 1.8.0.0
- + Microsoft .NET Framework 4.5 +

To learn more, see:

- + *Interfacing with Infotech Mobile Inspector* in the AASHTOWare Project FieldManager User's Guide, available when you download the FieldManager installation package from the [Software Downloads](#) page on aashtowareproject.org.
- + *Managing Infotech Mobile Inspector within AASHTOWare Project FieldManager*, available when you download the FieldManager Bridge installation package from the [Software Downloads](#) page on aashtowareproject.org.

AASHTOWare Project SiteManager

Mobile Inspector works with AASHTOWare Project SiteManager given the following system requirements:

- + Supported AASHTOWare Project SiteManager client
- + Microsoft .NET Framework 4.5 +
- + Preconfigured (32-bit ODBC) System DSN to SiteManager Database
- + AASHTOWare Project SiteManager Bridge™ 1.7.0.0

To learn more, see the *AASHTOWare Project SiteManager Bridge Installation Guide*, available when you download the SiteManager Bridge installation package from the [Software Downloads](#) page on aashtowareproject.org.

Appia

Mobile Inspector works with all versions of Appia. To learn more, see the see the [Appia | Mobile Inspector](#) page on the [Infotech Knowledge Center](#).

Third-Party GPS Data Collection Software

Your agency can configure Mobile Inspector® to capture geospatial data measurements from third-party measuring apps. Mobile Inspector® Measure Service is designed to work with AASHTOWare Project Construction & Materials™, Appia®, and AASHTOWare Project SiteManager™, and is also compatible with:

- + Trimble® Access™
- + Trimble® Siteworks™
- + Any third-party measuring device software which has been configured to work with Mobile Inspector's interface

To learn more, see the [Measure Service](#) section in this document.

Device Requirements

- + For an **Android device**, you will need to use the latest version of Google Chrome.
- + For an **iOS device**, you **must** use Safari only and have iOS 15 or higher.
- + For a **Windows device**, you can use the latest version of Google Chrome or Microsoft Edge.

Installation

After you've confirmed your system and devices are compatible, go to <https://mobileinspector.app/>.

Note: Do not use incognito or private mode on your browser to access Mobile Inspector.

Note: Depending on your agency's policies, you may need to whitelist mobileinspectorsync.infotechfl.com and *.s3.amazonaws.com.

CAUTION: To ensure that no data is lost in the transition from AASHTOWare Project SiteManager™ to AASHTOWare Project Construction & Materials™:

1. In Mobile Inspector, submit and sync all daily reports (DWRs) for your SiteManager contracts. Draft DWRs corresponding to SiteManager contracts will not be compatible with that same contract in AASHTOWare Project.
2. After syncing, remove contract authority for users on SiteManager contracts and confirm that the contracts are removed from the user devices.
3. In AASHTOWare Project Construction & Materials, register user devices, add contract-specific contract authority to contracts your users need, and run the custom process. See [Device Registration](#) and [Data Setup for AASHTOWare Project Construction & Materials](#).
4. Sync mobile inspector devices to receive AASHTOWare Project contracts. See [Syncing Data to Mobile Inspector](#).

Questions? Please [contact us](#).

Docking

After installation, dock the Mobile Inspector web app to your device's home screen. This step allows the web app to look and feel like a traditional mobile app.

For Android

1. From Chrome, select the three vertical dots in the upper right corner of the page.

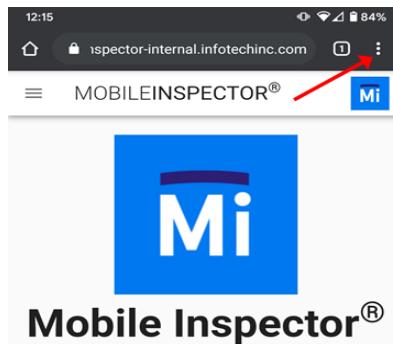


Figure 1 Chrome: Actions icon

2. Select Add to Home screen.

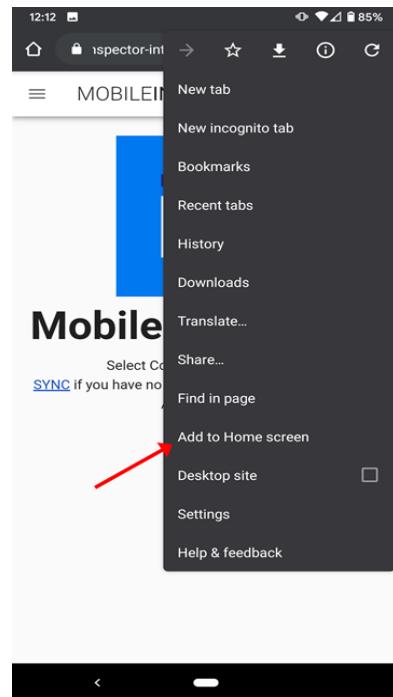


Figure 2 Chrome: Add to Home screen hyperlink

3. From the pop-up window, select **Install**.

Important: To ensure that you do not lose your data, you must click **Install**, not Create shortcut.

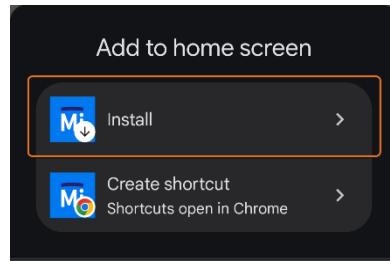


Figure 3 Chrome: Add to Home pop-up window

4. If the page doesn't close automatically, it is safe to close it.
5. Navigate to your home screen. The **Mobile Inspector** icon will be visible.

For iOS

You **MUST** dock the web app to your home screen before registering the device. This step is necessary to ensure data is retained properly.

Note: To avoid losing data, do **NOT** remove the docked instance of Mobile Inspector once you have docked it to your home screen. Users can back up the instance of Mobile Inspector, which will save only the device ID and settings if the user's browser data is cleared.

1. From Safari, click the **Share** button.

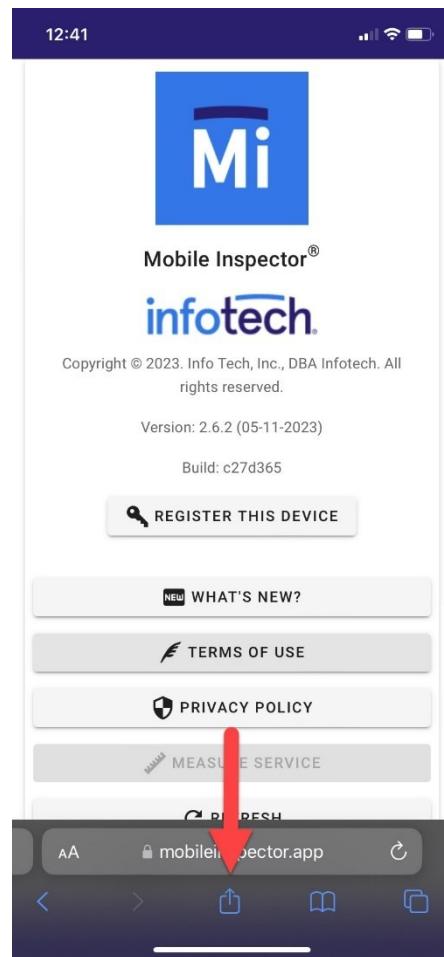


Figure 4 Safari: Share button

2. Then select **Add to Home Screen**.

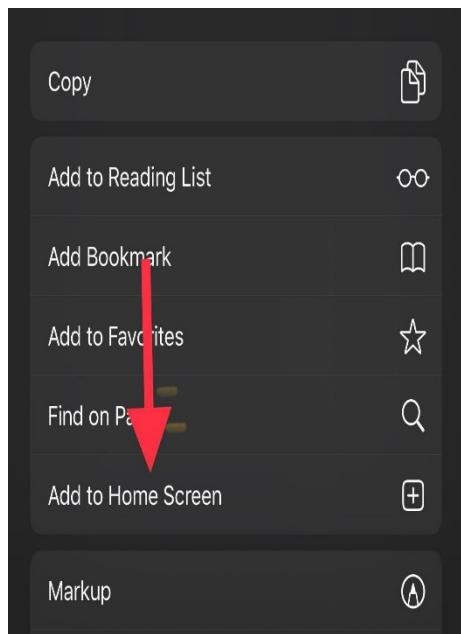


Figure 5 Safari: Add to Home Screen hyperlink

Note: If you don't immediately see **Add to Home Screen**, you might need to scroll vertically on newer iOS devices (shown above)

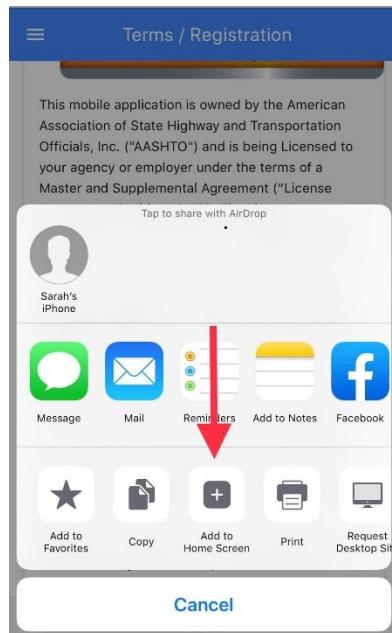


Figure 6 Safari: Add to Home Screen button

or horizontally on older iOS devices (shown above) to locate this option.

3. A prompt will ask you to confirm the app name. Edit the name if you'd like, then select **Add**.
 - a. The browser will close automatically.
4. Navigate to your home screen. The **Mobile Inspector** icon will be visible.

For Windows

MICROSOFT EDGE

While Microsoft Edge is compatible with Mobile Inspector, it doesn't support docking to the home screen. The following instructions are for Chrome only.

1. From Microsoft Edge, select the three horizontal dots in the upper right corner of the page, then hover your mouse over **Apps**.
2. Select Install Mobile Inspector.
3. In the pop-up window, select **Install**.
4. In the Mobile Inspector pop-up window, select the **Create Desktop Shortcut** checkbox, along with any other settings applicable to you.
5. Select **Allow**.
6. Navigate to your home screen. The **Mobile Inspector** icon will be visible.

GOOGLE CHROME

1. From Chrome, select the three vertical dots in the upper right corner of the page, select **Cast, Save, and Share**, and then select **Install Mobile Inspector**.
2. From the pop-up window, select **Install**.
 - a. If the page doesn't close automatically, it's safe to close it.
3. Navigate to your home screen. The **Mobile Inspector** icon will be visible.

Caution: To avoid losing data when using Chrome or Edge with Mobile Inspector, do **not** clear your browser cache of **all** data. If needed, you can do a targeted clear.

Device Registration

After Mobile Inspector is installed, you will need to register your device so that the application can pass data to your construction management system (CMS), such as AASHTOWare Project Construction & Materials or Appia. This is done through a device ID, which a system administrator will need to associate for each user.

Note: If you are currently in production with a FieldManager, SiteManager, or AASHTOWare Project CMS ID, then you should never generate and register a new CMS ID for the same database. Generating a new CMS ID will lead to data loss.

To register your device after Mobile Inspector is installed, you will need a device ID, which a system administrator will need to associate to each user. Note that there must be only one user per one, unique device ID, and the Terms of Use must be accepted before the device can be registered.

CAUTION: If you are using Windows, your mobile inspector Device ID is tied to your Windows logged in user and your Chrome profile. If you change your Chrome profile or log in to Windows as a different user, you may have a different Mobile Inspector Device ID or not be registered at all.

CAUTION: Do not uninstall the app in order to troubleshoot an issue. This can cause unintended consequences, particularly with device IDs and associated data. For more information, see the [Preserving Data in Mobile Inspector](#) section of this document. If you need product support, see the [Support](#) section.

AASHTOWare Project Construction & Materials

1. From the Mobile Inspector home page, select **Register This Device**.
The application will automatically assign a unique device ID.
2. Select **Copy Device ID** to save the ID to your clipboard.
3. Open AASHTOWare Project Construction & Materials.

4. Navigate to the User Summary > **Devices** tab for the user you want to register.
 - a. Home > System Administration > User > User Summary > Devices.

Figure 7 User Summary > Devices tab

5. On the **Devices** tab, select **New**.
6. In the **Device ID** field, paste the ID that you previously saved to your clipboard.
7. In the **App Name** field, select **Mobile Inspector PWA** from the drop-down menu.
8. In the **Description** field, you can add a nickname, such as *Tom's iPhone*, to help track which device IDs go with which devices.
9. Select **Save**.

Appia

1. From the Mobile Inspector home page, select **Register This Device**.
 - a. The application will automatically assign a unique device ID.
2. Select **Copy Device ID** to save the ID to your clipboard.
3. Open Appia.
4. From the home page, select **System Mgt**.
5. On the Users page, locate the row for the user you want to register, and select **Devices**.
6. From the Devices page, select **Add**.
7. In the **Name** field, add a nickname, such as *Tom's iPhone*, to help track which device IDs go with which devices.
8. In the **Device ID** field, paste the ID that you previously saved to your clipboard.
9. Select **Save**.

Data Setup for AASHTOWare Project Construction & Materials

Overview

To ensure you have optimal functionality compatible with AASHTOWare Project Construction & Materials, you must use the OData Bridge compatible with your current version. All software enhancements for Mobile Inspector work only with OData Bridge, including acceptance record functionality.

Initial Setup for the OData Bridge

USER ROLES

You will need to create two custom roles:

- + An Admin role for system-level operations such as retrieving reference and contract data for use in Mobile Inspector.
- + An Inspector role for mobile device users.

Admin Role

Make a copy of the MOBILEINSPECTORADMIN_TEMPLATE role included with the system. For more information, see *Copying a Role* in the Web-Based AASHTOWare Project online Help.

If you decide to use an existing role or build a completely new role, use this minimum set of permissions:

View access to:

AgencyViews	Employers
AttachmentFileData	Facilities
AttachmentRoles	FacilityMaterials
Attachments	Integrations
Brands	LicenseKeys
ConformanceWageDecisions	Materials
ContractAdministrativeOffices	MixDesigns
ContractItems	PersonInfos
Contractors	RefCodeTables
ContractProjectItemMaterialSetMaterials	RefCodeTableValues
ContractProjectItemMaterialSets	ReferenceEquipments
ContractProjectItems	ReferencePersonnels
ContractProjects	RefItemMaterialSets
ContractProjectWageDecisions	RefItems
Contracts	RefVendors
ContractTimes	RefWeathers
ContractUserRoleAuthorities	RemarkModelMappings
ContractVendorEquipments	Resources
ContractVendorPersonnels	RoleAccessRights
ContractVendorStaffs	Roles
CTAvailableSuspendResumes	SMFMAuthorities
CustomMetadata	SourceMaterialFacilityMaterialIdentifications
DailyWorkReportRemarks	SourceMaterials
DailyWorkReports	Sources
DecisionClasses	SubcontractItems
DWRContractorPersonnels	Subcontracts
DWRContractors	UserInfos
DWRContractorStaffs	UserRoleOfficeAuthorities
DwrContractTimes	UserRoles
DWRContractVendorEquipments	View and Update access to:
DwrItemPostingAttentionFlags	AgencyOptions
DwrItemPostings	UserDevices
DWRNotes	View, Add, Update, and Delete access to:
DWRStaffRecords	DwrAcceptanceRecords

If your agency uses custom workflows, you must give this role **View**, **Update**, and **Delete** access rights to the **ActiveContract** phase of your custom workflows.

Inspector Role

Note: The permissions for the Inspector role in AASHTOWare Project pass into Mobile Inspector so the users' access to entering data is controlled by the assigned role.

Make a copy of the MOBILEINSPECTOR_TEMPLATE role included with the system. On the Role Summary component, select the **DWR Inspector** checkbox. For more information, see *Copying a Role* and *Changing a Role* in the Web-Based AASHTOWare Project online Help.

If you decide to use an existing role or build a completely new role, use this minimum set of permissions:

View access to:	View, Add, Update, and Delete access to:
AgencyViews	AgencyEntities
Brands	AttachmentFileData
Contractors	AttachmentRoles
Contracts	Attachments*
CustomMetadata	DWRContractVendorEquipments*
PersonInfos	DWRContractorPersonnels*
RefCodeTableValues	DWRContractorStaffs*
ReferenceEquipments	DWRContractors*
ReferencePersonnels	DWRStaffRecords*
RefItems	DWRNotes*
RefVendors	DailyWorkReportRemarks*
Roles	DailyWorkReports
View and Add access to:	View, Add, Update, and Delete access to:
UserFilters	DwrAcceptanceRecords*
View, Update, and Delete access to:	View, Update, and Delete access to:
AgencyEntityInstance	DwrContractTimes*
	DwrItemPostingAttentionFlags*
	DwrItemPostingQuantities*
	DwrItemPostings*
	DwrWorkItems
	RecentActivities

* = You can remove these access rights to configure your Mobile Inspector application. These changes will also apply to AASHTOWare Project if you are using the Mobile Inspector role.

If your agency uses custom workflows, you must give this role **View**, **Update**, and **Delete** access rights to the **ActiveContract** phase of your custom workflows.

CONTRACT-SPECIFIC AUTHORITY

Assign users the proper permissions to access records in AASHTOWare Project Construction & Materials by assigning contract-specific authority.

1. Navigate to the Contract Administration Summary page of the contract you want to authorize.
 - a. Home > Construction > Contract Administration > Contract Administration Summary.
2. On the **Contract Authority** tab, assign users contract-specific authority to the contracts they will need to support while using Mobile Inspector, using the Inspector role. The contracts must be active and have an active main contract time.

Note: In AASHTOWare Project Construction & Materials 4.2 or later, this can also be done on the Contract Specific Authorities component.

For more information, see *Maintaining Contract Authorities* and *Managing Contract Specific Authorities* in the Web-Based AASHTOWare Project online Help or in the AASHTOWare Project User's Guide for Construction & Materials.

INTEGRATIONS FOR THE CUSTOM ODATA BRIDGE PROCESS

You will need to create two integrations:

- + One that uses the admin role
- + One that uses the inspector role

These will be used by the custom process that you'll set up in the next section to access AASHTOWare Project Construction & Materials.

For more information, see *Using Integrations and the Authorization Model Service* in the AASHTOWare Project System Administration Customization Guide.

1. Create an integration named **MobileInspectorAdmin**.
 - a. Assign the mobile inspector admin role you created to the integration.
 - b. Select the **Active** check box.
2. Select the integration **MobileInspectorAdmin** and generate the access key.
 - a. Make a note of the key for the process configuration later.

3. Create an integration named **MobileInspector**.
 - a. Assign the inspector role you created to the integration.
 - b. Select the **Active** check box.
4. Select the integration **MobileInspector** and generate the access key.
 - a. Make a note of the key for the process configuration later.

CUSTOM PROCESS

Once you create the integrations, you will need to configure and create the custom process executable file on the application server.

Configure

The AASHTOWare Project OData Bridge.zip package is available on aashtowareproject.org > Downloads > Software Downloads > Product: AASHTOWare Project OData Bridge, Download Type: Bridge.

1. Extract the files from the zip.
2. From the installation package, copy all contents from the bin folder to:
<AWP InstallationFolder>\ProcessesAndUtils\MobileInspectorBridge
3. Edit **MobileInspectorODataBridge.exe.config** and find the settings below.

Note: User configured values, including integration secrets, must be in XML format in the config file. The following characters must be replaced in integration secrets (or any other user configured value):

> needs to be >
 < needs to be <
 & needs to be &
 ' needs to be '
 " needs to be "

Note: Only the entries between the <value> tags should be changed.

Example

```
<setting name="AMS_AP_ENDPOINT" serializeAs="String">
  <value>https://ap.mydot.gov:8045/AuthModelsHost/AuthModelSe
  rvice.svc/
  </value>
</setting>
```

Settings

AMS_AP_ENDPOINT:

- + This is the AASHTOWare Project Construction & Materials authorization model service (AMS) URL.

INTEGRATION_APP_NAME: "MobileInspectorAdmin"

- + This is the name of the application integration for Mobile Inspector that is set up in AASHTOWare Project Construction & Materials.

INTEGRATION_SECRET_KEY:

- + This is the secret key that was generated for the MobileInspectorAdmin integration. You made a note of this earlier.

INTEGRATION_USER_NAME: "MobileInspector"

- + This is the name of the application integration for Mobile Inspector that is setup in AASHTOWare Project Construction & Materials and is configured with a limited role for the device users.

INTEGRATION_SECRET_KEY_USER:

- + This is the access key that was generated for the Mobile Inspector integration. You made a note of this earlier.

SYNC_ENDPOINT:

- + This is the SYNC URL. This should be set already and does not need to be changed.

CMS_ID:

- + This is the construction management system (CMS) ID for the AASHTOWare Project Construction & Materials installation.

Create

You will need to add a custom process to your agency's instance of AASHTOWare Project Construction & Materials.

For more information, see *Creating a Custom Process* in the Web-Based AASHTOWare Project online Help or in the AASHTOWare Project User's Guide for Construction & Materials.

1. On the **General** tab:
 - a. CustomProcessID: **OdataBridgeMobileInspector**
 - b. Process Description: **OData Bridge to Mobile Inspector**
 - c. FileName: MobileInspectorBridge**MobileInspectorODataBridge.exe**
 - d. Entity ID: <blank>
 - e. Output Type: **Text**
2. On the **Parameters** tab:
 - a. Parameters: [None]

Note: The text entered in the **Process Description** field is what will appear in the process list on the Execute Process component.
3. Assign permissions to run this process to any roles in AASHTOWare Project Construction & Materials that need it.

For more information, see *Assigning Custom Process Access Rights to a Role* in the Web-Based AASHTOWare Project online Help or in the AASHTOWare Project User's Guide for Construction or the AASHTOWare Project User's Guide for Materials.

Upgrading Versions of the OData Bridge

If you are currently set up with Mobile Inspector and already using OData bridge, and you only need to upgrade to another version of OData bridge, follow the steps below.

Note: You must upgrade the OData Bridge **prior** to upgrading to AASHTOWare Project Construction & Materials version 4.5 or later.

1. Log in to AASHTOWare Project Construction & Materials and verify that the **OdataBridgeMobileInspector** custom process is not currently running. See *Viewing Process History* in the Web-Based AASHTOWare Project online Help.
2. If you have scheduled the **OdataBridgeMobileInspector** custom process to run regularly, disable the schedule while you upgrade OData Bridge. See *Scheduling a Process* in the Web-Based AASHTOWare Project online Help.
3. On the application server, go to:

<AWP InstallationFolder>\ProcessesAndUtils**MobileInspectorBridge**

4. Create a backup folder:

<AWP InstallationFolder>\ProcessesAndUtils\MobileInspectorBridge**Backup**
5. Copy all the contents from the **MobileInspectorBridge** folder to the **Backup** folder.

6. Download the new AASHTOWare Project OData Bridge.zip package from aashtowareproject.org > Downloads > Software Downloads > Product: AASHTOWare Project OData Bridge, Download Type: Bridge.
7. Extract the files from the zip.
8. From the installation package, copy all contents **except** the MobileInspectorODataBridge.exe.config from the bin folder to:
`<AWP InstallationFolder>\ProcessesAndUtils\MobileInspectorBridge`
9. Open the extracted **readme.txt** file. If there are any modifications needed for role access rights, they will be listed here. Update the necessary role access rights in AASHTOWare Project.

Note: If you disabled a schedule for the **OdataBridgeMobileInspector** custom process prior to upgrading, be sure to reschedule it now.

Upgrading to AASHTOWare Project 5.03 or later

By design, the AASHTOWare Project MigrateRoles utility does not migrate Mobile Inspector or Mobile Inspector Admin roles. If your agency currently uses Mobile Inspector, and has upgraded to OData Bridge 5.03 and AASHTOWare Project 5.03 or later, you must manually update these roles with the changes listed in the OData Bridge `readme.txt`.

Syncing Data to Mobile Inspector

Syncing is the final step in integrating Mobile Inspector with your construction management system (CMS). Now that you have completed setting up the required data conditions, you will be able to use Mobile Inspector to sync contract data between your device and CMS.

AASHTOWare Project Construction & Materials

You can run the bridge process manually or schedule it to run automatically at regular intervals. The frequency with which this process runs determines how often data is exchanged between Mobile Inspector and AASHTOWare Project Construction & Materials.

1. Open AASHTOWare Project Construction & Materials.
2. From the dashboard, select the **Actions** menu in the upper right corner of the page, then select **Execute Process**. The Execute Process page will open.
3. From the process list, select **OData Bridge to Mobile Inspector**.
 - a. To run the process manually, select **Execute**. After **Execute** is selected, the process will run immediately.
 - b. To set up a scheduled process, select the **Enable Scheduling** check box. This will allow you to build out your schedule frequency information. Due to run time length of the custom process, a minimum of 10 minutes is recommended as a scheduled frequency.

Click the **Schedule** button to save the new process schedule.

- c. If you have enabled scheduling, the time frame you established will have to expire before the process runs.

4. In Mobile Inspector, select **Menu** , then **SYNC**.

Note: You must accept the Terms of Use and register your device prior to accessing the SYNC page.

5. Select **SYNC DATA** from the upper right corner of the page.
 - a. A pop-up window displays during the SYNC process and closes after syncing is complete.
6. If your agency uses AASHTOWare Project Construction & Materials™ 5.03 or later and OData Bridge 5.03 or later, you can expand a contract record and review the **Inspector** field to verify that you have correctly assigned the device ID to the user.

7. When you are ready to sync locked DWRs from Mobile Inspector to AASHTOWare Project Construction & Materials, select **SYNC DATA** again in Mobile Inspector.
8. The bridge process will need to be run again in order to retrieve data packages from Mobile Inspector. You can run the OData bridge and custom OData Bridge to Mobile Inspector processes manually or through a scheduled process, as discussed above.

Note: For more information regarding the status of the bridge process, in AASHTOWare Project Construction & Materials, click the global **Actions** menu > **Open Process History**. If the process passed, a bridge output log and an error log display. If it failed, only an error log displays.

Note: If the bridge process is run manually, the process results will automatically display in a new browser tab upon completion. If the custom process has been scheduled, the results will appear in the Process History Overview page of AASHTOWare Project Construction & Materials. The bridge output log will be the best source of information regarding which data was passed to and from Mobile Inspector.

After you have successfully synced, your field personnel are ready to begin using Mobile Inspector. The Mobile Inspector in-app Help describes how users can create daily work reports (DWRs) and record field inspection data in the app.

MANAGING ERRORED AND REJECTED REPORTS

Errored reports are reports that encountered an error in the bridge. Reports with a business rule error are sent back to Draft status and you can correct any issues. Error indicators display for any fields which contain an error so you can easily correct them.

Rejected reports are reports that have been rejected by your agency. Rejected reports are still locked, but Mobile Inspector users are able to unlock them, make changes, and resubmit reports that have a status of rejected in AASHTOWare Project. Your agency can use DWR Notes to record an explanation of rejection and it will display in Mobile Inspector.

Note: A rejected report in AASHTOWare Project must remain in a status of rejected for the report to be resubmitted by Mobile Inspector.

Note: Resubmitting a rejected report will overwrite any data contained in that report in AASHTOWare Project.

Appia

Daily Reports must be locked in order to send from Mobile Inspector to Appia.

1. Click the **SYNC DATA** button in the upper right corner of the SYNC page.

Note: Standard SYNC functionality in Appia still applies.

Once you have successfully synced, your field personnel are ready to begin using Mobile Inspector.

Measure Service

You can easily capture geospatial data measurements on the Postings tab if your agency:

- + Uses a third-party measuring device, and
- + Enables the Mobile Inspector® Measure Service on a supported device, and
- + Integrates the measuring device software with Mobile Inspector, and
- + Uses AASHTOWare Project Construction & Materials™, Appia®, or AASHTOWare Project SiteManager™.

Prior to enabling the Measure Service, take these steps:

1. Install Mobile Inspector. See [Installation](#).
2. Register your device. See [Device Registration](#).
3. Sync contracts to Mobile Inspector. See [Syncing Data to Mobile Inspector](#).
4. On your device, navigate to the Mobile Inspector **About** screen.
5. Select Measure Service.
6. Select the **Enable Measure Service** toggle button.
7. Select the **Autoset Measured Field** toggle button if you want the app to automatically add a checkmark to the **Measured** field when the measuring service returns the **Qty**.
8. If you do not plan to use the default item posting comments, select the **Override Default Comment** toggle button and:
 - o Enter **Custom Default Text** if you want the app to use your preferred text for item posting comments.
 - o Leave the **Custom Default Text** field empty if you do not want any default item posting comments.

See the Mobile Inspector Help page to learn more about how the Measure Service integrates with the Postings tab.

Preserving Data in Mobile Inspector

Mobile Inspector persistence requires cache storage, database storage, local storage, and service workers.

- + For an **Android device**, data will be lost if Chrome browser data is cleared globally or on the mobileinspector.app domain.
- + For an iOS device,
- + In a **docked app**, data will be lost if the app is deleted from the home screen.
- + In a **non-docked app**, data will be lost if the Safari browser data is cleared globally or on the mobileinspector.app domain.

Note: If you are upgrading to a new iPhone or iPad, you must lock and sync your data before upgrading. You could also be required to dock a new instance of Mobile Inspector to the new iPhone or iPad and generate a new device ID.

- + For a **Windows device**, data will be lost if the browser data (Chrome, Edge) is cleared globally or on the mobileinspector.app domain.

Additionally, switching browsers will “lose data” in the sense that the new browser won’t have the data from the old browser.

CAUTION: Do not uninstall the app in order to troubleshoot an issue. This can cause unintended consequences, particularly with device IDs and associated data. If you need product support, please [contact us](#).

Backing Up and Restoring Databases

Field Manager and SiteManager

If you are backing up a database to spin up a test site and you do not clear the Bridge ID and SYNC password from the database on your test site, you may have information that unexpectedly goes to both sites. A common mistake is having the same CMS ID on two different databases, which will require Infotech Customer Support effort to restore that data. To avoid issues when duplicating a database, it is **critical** that you ensure the production bridge is pointed at the production database, the test bridge is pointed at the test database, and the Bridge ID and SYNC password are different between the two sites.

CAUTION: To avoid the possibility of missing reports, when you are restoring two similar databases (test to test, production to production), make sure that the CMS ID on the new database matches the database you are restoring from.

AASHTOWare Project

AASHTOWare Project stores the CMS IDs in config files and in the registry. The SYNC password is stored in Agency Options. When replacing an existing AASHTOWare Project system, you must be sure that your CMS ID matches the previous system. Please reference the *Match the CMS ID to the Mobile Applications Bridge* section of the *AASHTOWare Project Installation Instructions* to understand how to maintain the CMS ID from your previous system.

When you are setting up a test system of your production data, please carefully follow the steps below:

1. Backup your database.
2. Restore the backed up database to your new system.
3. Register the CMS ID that was generated on the install with Infotech.
4. On the test system, go to the System Administration component > **Agency Options** link.
5. Clear the **Sync Service Password** agency option.

6. To avoid confusion with duplicate contracts on a device, remove all Mobile Inspector device IDs and contract specific contract authority from the test system.
7. Run the OData Bridge on the test system. The system will set a new Sync Service Password agency option.

Contact Us

Product Support	Contact
AASHTOWare Project Construction & Materials™	Hours: Monday–Friday 8:30 a.m. – 8:00 p.m. Eastern Time
AASHTOWare Project FieldManager™	Email: customer.support@infotechinc.com
AASHTOWare Project SiteManager™	Phone: (844) 915–2655
Appia®	Hours: Monday–Friday 7:00 a.m. – 8:00 p.m. Eastern Time Email: appia.support@infotechinc.com Phone: (888) 352–2439, option 3

Table 2: Product Support Contact Information

For all other inquiries:

Fax: (888) 971–4191

Mail:

Info Tech Operating, LLC, DBA Infotech

Attn: ITI Products

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