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Survey 123: Field Use and Troubleshooting

OVERVIEW:

From May 2025 Horizons Regional Council (Horizons) started to use ArcGIS Survey 123 for its digital field capture, sample registration and laboratory sample submission for its monthly; State of Environment, Point Discharge, Coastal and Estuary Discrete Water Quality Sampling.

This document is intended to be a shorthand guide to using ArcGIS Survey 123 in the field including potential issues that can occur, summarised in the following 10 prompts:

A. BEFORE YOU LEAVE THE OFFICE

1. **ARE YOU LOGGED IN?** Before you leave the office ensure you are logged into **your** ArcGIS Account on the device(s) you are using.
2. **DO YOU HAVE THE CORRECT SURVEY?** Check that you have the correct Survey downloaded (**Discrete Surface Water 20250224**), and that there are no outstanding updates:



Discrete Surface Water 20250224

by zhiltopuser_horizonsrc

3. **DO YOU KNOW THE SAMPLE/RUN ORDER?** As a pre-prepared field book is no longer required or used, do you have a reference of the sample/run order that is **not** dependant on cell phone coverage? This can be a hard copy of the run guide(s) and or the QR code Ute Sheets (also generated when we generate the QR labels – these are in the order of the run as per Sampler).
4. **DO YOU HAVE A BACK UP?** To cover any unforeseen situations the following **must** be available to the sample team:
 - a. **Survey 123 compatible iPad** (that is not an iPhone or the Aquatroll iPad). Your iPhone can be used, provided its new enough, and you have an iPad as back-up. Your work iPhone needs to be prioritised for communication (including Get Home Safe). Survey 123 Compatible iPads are by the printer in the ED room and in the Science Dungeon. Note: the Aquatroll iPads in the lab are only able to run iOS12 and will struggle to do anything more than be the handset for the Aquatroll.
 - b. **Charging Cable(s)** in the vehicle.
 - c. **A Field book.** We will maintain a limited stock of field books in the Environmental Data office, a copy should be either with your sample gear or in the vehicle.

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B. IN THE FIELD

5. **DO YOU HAVE CELLULAR COVERAGE #1?** Not all sample locations are in cell phone range, you may not notice this until you try to send your survey, at which point the App confirms there is no signal. The Survey is then stored in the App's outbox. You may also be logged out of the app and have to login in again. In these instances send these surveys from your device when you are next have cell phone service.
6. **DO YOU HAVE CELLULAR COVERAGE #2?** In some situations the QR code may not work or appear to not work. The Survey allows you to manually enter this data if needed. If you have any concerns you can save the Survey as a draft or use the field book – the survey (including scanning QR codes) can then be edited/completed in a place with cellular service when you logged into the system, or even back in the office if needed.
Note: Even if you are unable to log into ArcGIS you can still complete the Survey, excluding the QR code, which is then stored on the device in the Apps outbox which can be referred to later.
7. **ARE YOU SURE THE SURVEY IS ACCURATE?** Check your survey, with particular attention to ensuring the QR code scanned is the correct one before committing, **everything can be edited provided the Survey has not been submitted.**
Once the Survey has been submitted, further edits made in the App on your device do not overwrite and correct the data. Edits can be completed by the ED Data team (or Darren) at Regional House. **This needs to be actioned on the same day as the samples were collected.**
8. **HAVE YOU TAKEN A SCREENSHOT OF THE AQUATROLL DATA?** If there is a serious fail with Survey123 in the field we can rebuild the Survey(s) using the Aquatroll data captured in the screenshot whilst using the images timestamp as the sample time. **Take a screenshot of the Aquatroll readings for each sample at the time of recording the Aquatroll Data in survey 123.**

C. BACK IN THE OFFICE

9. **HAVE YOU SENT ALL THE SURVEYS?** Eurofins can't complete the registration process without the Survey(s) being submitted. Check that the Apps outbox on your device is empty (i.e. all surveys have been sent) at the end of the day and, if using a shared device log out.
10. **DID YOU HAVE ANY ISSUES?** There will be instances where Survey 123 gives you the run around and times when things just don't work out. Mistakes and new ways of breaking things will happen – it's all part of the fun of being in this job. If anything like this happens get hold of the ED Data team or Darren before the end of the day. **IF IN DOUBT LET US KNOW.**